

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall quality of police, fire & ambulance services	54.8%	36.9%	2.4%	0.0%	0.6%	5.4%
Q1b. Overall quality of City parks & recreation programs & facilities	25.0%	48.2%	9.5%	13.7%	2.4%	1.2%
Q1c. Overall maintenance of City buildings & facilities	27.4%	56.0%	8.9%	0.6%	0.0%	7.1%
Q1d. Overall enforcement of City codes & ordinances	19.0%	54.2%	11.9%	2.4%	1.2%	11.3%
Q1e. Overall quality of customer service you receive from City employees	30.4%	44.6%	5.4%	2.4%	0.0%	17.3%
Q1f. Overall effectiveness of City communication with the public	36.3%	44.6%	13.1%	4.2%	0.6%	1.2%
Q1g. Overall quality of City's stormwater runoff/stormwater management system	25.0%	48.2%	12.5%	1.8%	0.6%	11.9%
Q1h. Overall flow of traffic & congestion management on streets in City	19.0%	58.9%	15.5%	5.4%	1.2%	0.0%
Q1i. Overall maintenance of City streets	17.9%	57.1%	14.9%	8.3%	1.8%	0.0%

# 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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## **WITHOUT DON'T KNOW**

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

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of police, fire & ambulance services	57.9%	39.0%	2.5%	0.0%	0.6%
Q1b. Overall quality of City parks & recreation programs & facilities	25.3%	48.8%	9.6%	13.9%	2.4%
Q1c. Overall maintenance of City buildings & facilities	29.5%	60.3%	9.6%	0.6%	0.0%
Q1d. Overall enforcement of City codes & ordinances	21.5%	61.1%	13.4%	2.7%	1.3%
Q1e. Overall quality of customer service you receive from City employees	36.7%	54.0%	6.5%	2.9%	0.0%
Q1f. Overall effectiveness of City communication with the public	36.7%	45.2%	13.3%	4.2%	0.6%
Q1g. Overall quality of City's stormwater runoff/ stormwater management system	28.4%	54.7%	14.2%	2.0%	0.7%
Q1h. Overall flow of traffic & congestion management on streets in City	19.0%	58.9%	15.5%	5.4%	1.2%
Q1i. Overall maintenance of City streets	17.9%	57.1%	14.9%	8.3%	1.8%

# 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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## **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. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire & ambulance services	33	19.6 %
Overall quality of City parks & recreation programs & facilities	67	39.9 %
Overall maintenance of City buildings & facilities	3	1.8 %
Overall enforcement of City codes & ordinances	3	1.8 %
Overall quality of customer service you receive from City employees	1	0.6 %
Overall effectiveness of City communication with the public	2	1.2 %
Overall quality of City's stormwater runoff/stormwater management system	5	3.0 %
Overall flow of traffic & congestion management on streets in City	17	10.1 %
Overall maintenance of City streets	26	15.5 %
<u>None chosen</u>	<u>11</u>	<u>6.5 %</u>
Total	168	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. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire & ambulance services	24	14.3 %
Overall quality of City parks & recreation programs & facilities	25	14.9 %
Overall maintenance of City buildings & facilities	7	4.2 %
Overall enforcement of City codes & ordinances	14	8.3 %
Overall quality of customer service you receive from City employees	2	1.2 %
Overall effectiveness of City communication with the public	11	6.5 %
Overall quality of City's stormwater runoff/stormwater management system	9	5.4 %
Overall flow of traffic & congestion management on streets in City	27	16.1 %
Overall maintenance of City streets	34	20.2 %
<u>None chosen</u>	<u>15</u>	<u>8.9 %</u>
Total	168	100.0 %

# 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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## **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	21	12.5 %
Overall quality of City parks & recreation programs & facilities	13	7.7 %
Overall maintenance of City buildings & facilities	9	5.4 %
Overall enforcement of City codes & ordinances	15	8.9 %
Overall quality of customer service you receive from City employees	6	3.6 %
Overall effectiveness of City communication with the public	14	8.3 %
Overall quality of City's stormwater runoff/stormwater management system	8	4.8 %
Overall flow of traffic & congestion management on streets in City	16	9.5 %
Overall maintenance of City streets	37	22.0 %
<u>None chosen</u>	<u>29</u>	<u>17.3 %</u>
Total	168	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	78	46.4 %
Overall quality of City parks & recreation programs & facilities	105	62.5 %
Overall maintenance of City buildings & facilities	19	11.3 %
Overall enforcement of City codes & ordinances	32	19.0 %
Overall quality of customer service you receive from City employees	9	5.4 %
Overall effectiveness of City communication with the public	27	16.1 %
Overall quality of City's stormwater runoff/stormwater management system	22	13.1 %
Overall flow of traffic & congestion management on streets in City	60	35.7 %
Overall maintenance of City streets	97	57.7 %
<u>None chosen</u>	<u>11</u>	<u>6.5 %</u>
Total	460	

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall value that you receive for your City tax & fees	14.3%	48.8%	17.9%	14.3%	3.0%	1.8%
Q3b. Overall image of City	19.0%	51.2%	17.9%	10.7%	0.6%	0.6%
Q3c. Overall quality of life in City	32.7%	47.0%	13.1%	6.0%	0.0%	1.2%
Q3d. How well City is managing & planning growth & development	11.3%	29.2%	21.4%	24.4%	11.3%	2.4%

### **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 on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall value that you receive for your City tax & fees	14.5%	49.7%	18.2%	14.5%	3.0%
Q3b. Overall image of City	19.2%	51.5%	18.0%	10.8%	0.6%
Q3c. Overall quality of life in City	33.1%	47.6%	13.3%	6.0%	0.0%
Q3d. How well City is managing & planning growth & development	11.6%	29.9%	22.0%	25.0%	11.6%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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

(N=168)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q4a. As a place to live	51.2%	41.7%	6.5%	0.6%	0.0%	0.0%
Q4b. As a place to raise children	58.9%	33.3%	3.6%	1.2%	0.0%	3.0%
Q4c. As a place to work	16.7%	23.8%	14.3%	11.3%	6.0%	28.0%
Q4d. As a place where you would buy your next home	45.2%	38.1%	8.9%	6.0%	0.6%	1.2%
Q4e. As a place to call home	51.8%	39.3%	6.0%	1.8%	0.6%	0.6%
Q4f. As a place that offers high quality education	48.8%	38.1%	4.2%	2.4%	0.6%	6.0%

**WITHOUT DON'T KNOW**

**Q4. Please rate Shawnee on 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=168)

	Excellent	Good	Neutral	Below Average	Poor
Q4a. As a place to live	51.2%	41.7%	6.5%	0.6%	0.0%
Q4b. As a place to raise children	60.7%	34.4%	3.7%	1.2%	0.0%
Q4c. As a place to work	23.1%	33.1%	19.8%	15.7%	8.3%
Q4d. As a place where you would buy your next home	45.8%	38.6%	9.0%	6.0%	0.6%
Q4e. As a place to call home	52.1%	39.5%	6.0%	1.8%	0.6%
Q4f. As a place that offers high quality education	51.9%	40.5%	4.4%	2.5%	0.6%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q5a. Overall quality of leadership provided by City's elected officials	8.9%	51.2%	25.6%	4.8%	0.6%	8.9%
Q5b. Overall accessibility & responsiveness of City leaders	10.7%	41.7%	23.2%	3.0%	0.6%	20.8%
Q5c. Overall effectiveness of City manager & appointed staff	11.3%	41.1%	21.4%	3.6%	1.8%	20.8%

**WITHOUT DON'T KNOW**

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

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q5a. Overall quality of leadership provided by City's elected officials	9.8%	56.2%	28.1%	5.2%	0.7%
Q5b. Overall accessibility & responsiveness of City leaders	13.5%	52.6%	29.3%	3.8%	0.8%
Q5c. Overall effectiveness of City manager & appointed staff	14.3%	51.9%	27.1%	4.5%	2.3%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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**Q6. Please rate your satisfaction on 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=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6a. Maintenance of sidewalks	11.9%	55.4%	17.9%	10.1%	2.4%	2.4%
Q6b. Maintenance of traffic signals	24.4%	67.9%	4.8%	2.4%	0.0%	0.6%
Q6c. Maintenance of street signs	24.4%	67.9%	6.0%	1.8%	0.0%	0.0%
Q6d. Maintenance of curbs & gutters	15.5%	60.1%	14.9%	8.3%	0.6%	0.6%
Q6e. Adequacy of street lighting	17.9%	50.6%	19.6%	7.7%	3.6%	0.6%
Q6f. Maintenance & preservation of Downtown Shawnee	12.5%	45.2%	22.0%	11.3%	3.6%	5.4%
Q6g. Maintenance of City buildings (City Hall, Civic Centre, Fire Stations)	17.3%	60.1%	13.1%	1.2%	0.6%	7.7%
Q6h. Snow removal on major City streets	44.0%	47.0%	6.0%	2.4%	0.0%	0.6%
Q6i. Snow removal on neighborhood streets	28.0%	41.7%	19.0%	10.1%	1.2%	0.0%
Q6j. Mowing & trimming along City streets & other public areas	23.8%	56.0%	11.9%	6.0%	0.6%	1.8%
Q6k. Overall cleanliness of City streets & other public areas	26.2%	58.9%	11.3%	2.4%	1.2%	0.0%
Q6l. City efforts to prevent flooding	20.2%	52.4%	8.3%	2.4%	0.0%	16.7%
Q6m. Maintenance of City parks	26.2%	60.7%	6.5%	3.0%	0.6%	3.0%



## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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### **WITHOUT DON'T KNOW**

**Q6. Please rate your satisfaction on 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=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6a. Maintenance of sidewalks	12.2%	56.7%	18.3%	10.4%	2.4%
Q6b. Maintenance of traffic signals	24.6%	68.3%	4.8%	2.4%	0.0%
Q6c. Maintenance of street signs	24.4%	67.9%	6.0%	1.8%	0.0%
Q6d. Maintenance of curbs & gutters	15.6%	60.5%	15.0%	8.4%	0.6%
Q6e. Adequacy of street lighting	18.0%	50.9%	19.8%	7.8%	3.6%
Q6f. Maintenance & preservation of Downtown Shawnee	13.2%	47.8%	23.3%	11.9%	3.8%
Q6g. Maintenance of City buildings (City Hall, Civic Centre, Fire Stations)	18.7%	65.2%	14.2%	1.3%	0.6%
Q6h. Snow removal on major City streets	44.3%	47.3%	6.0%	2.4%	0.0%
Q6i. Snow removal on neighborhood streets	28.0%	41.7%	19.0%	10.1%	1.2%
Q6j. Mowing & trimming along City streets & other public areas	24.2%	57.0%	12.1%	6.1%	0.6%
Q6k. Overall cleanliness of City streets & other public areas	26.2%	58.9%	11.3%	2.4%	1.2%
Q6l. City efforts to prevent flooding	24.3%	62.9%	10.0%	2.9%	0.0%
Q6m. Maintenance of City parks	27.0%	62.6%	6.7%	3.1%	0.6%

**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. 1st choice	Number	Percent
Maintenance of sidewalks	18	10.7 %
Maintenance of traffic signals	5	3.0 %
Maintenance of curbs & gutters	9	5.4 %
Adequacy of street lighting	26	15.5 %
Maintenance & preservation of Downtown Shawnee	22	13.1 %
Maintenance of City buildings (City Hall, Civic Centre, Fire Stations)	3	1.8 %
Snow removal on major City streets	6	3.6 %
Snow removal on neighborhood streets	11	6.5 %
Mowing & trimming along City streets & other public areas	6	3.6 %
Overall cleanliness of City streets & other public areas	20	11.9 %
City efforts to prevent flooding	4	2.4 %
Maintenance of City parks	26	15.5 %
None chosen	12	7.1 %
<b>Total</b>	<b>168</b>	<b>100.0 %</b>

**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
Maintenance of sidewalks	18	10.7 %
Maintenance of traffic signals	3	1.8 %
Maintenance of curbs & gutters	14	8.3 %
Adequacy of street lighting	11	6.5 %
Maintenance & preservation of Downtown Shawnee	10	6.0 %
Maintenance of City buildings (City Hall, Civic Centre, Fire Stations)	11	6.5 %
Snow removal on major City streets	9	5.4 %
Snow removal on neighborhood streets	21	12.5 %
Mowing & trimming along City streets & other public areas	6	3.6 %
Overall cleanliness of City streets & other public areas	12	7.1 %
City efforts to prevent flooding	3	1.8 %
Maintenance of City parks	31	18.5 %
None chosen	19	11.3 %
<b>Total</b>	<b>168</b>	<b>100.0 %</b>

**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
Maintenance of sidewalks	15	8.9 %
Maintenance of traffic signals	5	3.0 %
Maintenance of street signs	3	1.8 %
Maintenance of curbs & gutters	6	3.6 %
Adequacy of street lighting	14	8.3 %
Maintenance & preservation of Downtown Shawnee	16	9.5 %
Maintenance of City buildings (City Hall, Civic Centre, Fire Stations)	4	2.4 %
Snow removal on major City streets	3	1.8 %
Snow removal on neighborhood streets	15	8.9 %
Mowing & trimming along City streets & other public areas	9	5.4 %
Overall cleanliness of City streets & other public areas	21	12.5 %
City efforts to prevent flooding	5	3.0 %
Maintenance of City parks	21	12.5 %
None chosen	31	18.5 %
<b>Total</b>	<b>168</b>	<b>100.0 %</b>

**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
Maintenance of sidewalks	51	30.4 %
Maintenance of traffic signals	13	7.7 %
Maintenance of street signs	3	1.8 %
Maintenance of curbs & gutters	29	17.3 %
Adequacy of street lighting	51	30.4 %
Maintenance & preservation of Downtown Shawnee	48	28.6 %
Maintenance of City buildings (City Hall, Civic Centre, Fire Stations)	18	10.7 %
Snow removal on major City streets	18	10.7 %
Snow removal on neighborhood streets	47	28.0 %
Mowing & trimming along City streets & other public areas	21	12.5 %
Overall cleanliness of City streets & other public areas	53	31.5 %
City efforts to prevent flooding	12	7.1 %
Maintenance of City parks	78	46.4 %
None chosen	12	7.1 %
<b>Total</b>	<b>454</b>	

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. Enforcing clean-up of debris on private property	6.5%	35.1%	28.0%	10.1%	4.2%	16.1%
Q8b. Enforcing mowing & cutting of weeds on private property	6.0%	34.5%	24.4%	16.1%	3.6%	15.5%
Q8c. Enforcing exterior maintenance of residential property	6.0%	33.9%	27.4%	12.5%	4.2%	16.1%
Q8d. Enforcing exterior maintenance of business property	7.1%	39.9%	29.8%	6.5%	1.8%	14.9%
Q8e. Enforcing sign regulations	8.9%	40.5%	25.0%	4.2%	1.2%	20.2%

**WITHOUT DON'T KNOW**

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

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Enforcing clean-up of debris on private property	7.8%	41.8%	33.3%	12.1%	5.0%
Q8b. Enforcing mowing & cutting of weeds on private property	7.0%	40.8%	28.9%	19.0%	4.2%
Q8c. Enforcing exterior maintenance of residential property	7.1%	40.4%	32.6%	14.9%	5.0%
Q8d. Enforcing exterior maintenance of business property	8.4%	46.9%	35.0%	7.7%	2.1%
Q8e. Enforcing sign regulations	11.2%	50.7%	31.3%	5.2%	1.5%

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

Q9. Describe City's level of enforcement when it comes to codes & ordinances	Number	Percent
Too much	2	1.2 %
About right	97	57.7 %
Too little	30	17.9 %
Don't know	39	23.2 %
Total	168	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. Describe City's level of enforcement when it comes to codes & ordinances	Number	Percent
Too much	2	1.6 %
About right	97	75.2 %
Too little	30	23.3 %
Total	129	100.0 %

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10a. Number of City parks	23.2%	53.0%	13.1%	8.9%	1.2%	0.6%
Q10b. Number of walking & biking trails	32.7%	49.4%	10.7%	4.2%	1.2%	1.8%
Q10c. City aquatic facilities	10.1%	22.6%	17.3%	29.8%	14.3%	6.0%
Q10d. Civic Centre	10.1%	32.7%	27.4%	13.7%	6.5%	9.5%
Q10e. Outdoor athletic fields (soccer, baseball & softball)	19.6%	48.2%	13.7%	7.1%	3.6%	7.7%
Q10f. City's youth programs	11.9%	38.1%	22.6%	10.7%	3.0%	13.7%
Q10g. City's adult programs	8.9%	33.3%	28.0%	4.8%	3.6%	21.4%
Q10h. City's senior programs	7.7%	21.4%	20.8%	2.4%	1.2%	46.4%
Q10i. Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	22.0%	44.0%	25.6%	0.6%	0.6%	7.1%
Q10j. Ease of registering for programs	20.2%	43.5%	19.6%	3.6%	0.0%	13.1%
Q10k. Fees charged for recreation programs	16.7%	42.3%	28.0%	2.4%	0.0%	10.7%
Q10l. Shawnee Town 1929	14.3%	35.1%	22.0%	2.4%	0.0%	26.2%
Q10m. City skate park	8.3%	25.0%	21.4%	0.6%	0.6%	44.0%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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### **WITHOUT DON'T KNOW**

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

(N=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a. Number of City parks	23.4%	53.3%	13.2%	9.0%	1.2%
Q10b. Number of walking & biking trails	33.3%	50.3%	10.9%	4.2%	1.2%
Q10c. City aquatic facilities	10.8%	24.1%	18.4%	31.6%	15.2%
Q10d. Civic Centre	11.2%	36.2%	30.3%	15.1%	7.2%
Q10e. Outdoor athletic fields (soccer, baseball & softball)	21.3%	52.3%	14.8%	7.7%	3.9%
Q10f. City's youth programs	13.8%	44.1%	26.2%	12.4%	3.4%
Q10g. City's adult programs	11.4%	42.4%	35.6%	6.1%	4.5%
Q10h. City's senior programs	14.4%	40.0%	38.9%	4.4%	2.2%
Q10i. Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	23.7%	47.4%	27.6%	0.6%	0.6%
Q10j. Ease of registering for programs	23.3%	50.0%	22.6%	4.1%	0.0%
Q10k. Fees charged for recreation programs	18.7%	47.3%	31.3%	2.7%	0.0%
Q10l. Shawnee Town 1929	19.4%	47.6%	29.8%	3.2%	0.0%
Q10m. City skate park	14.9%	44.7%	38.3%	1.1%	1.1%

**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. 1st choice	Number	Percent
Number of City parks	9	5.4 %
Number of walking & biking trails	23	13.7 %
City aquatic facilities	71	42.3 %
Civic Centre	11	6.5 %
Outdoor athletic fields (soccer, baseball & softball)	5	3.0 %
City's youth programs	10	6.0 %
City's adult programs	1	0.6 %
City's senior programs	3	1.8 %
Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	7	4.2 %
Ease of registering for programs	1	0.6 %
Fees charged for recreation programs	1	0.6 %
Shawnee Town 1929	5	3.0 %
City skate park	2	1.2 %
None chosen	19	11.3 %
<b>Total</b>	<b>168</b>	<b>100.0 %</b>

**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
Number of City parks	19	11.3 %
Number of walking & biking trails	23	13.7 %
City aquatic facilities	19	11.3 %
Civic Centre	22	13.1 %
Outdoor athletic fields (soccer, baseball & softball)	8	4.8 %
City's youth programs	19	11.3 %
City's adult programs	5	3.0 %
City's senior programs	4	2.4 %
Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	12	7.1 %
Fees charged for recreation programs	8	4.8 %
Shawnee Town 1929	3	1.8 %
None chosen	26	15.5 %
<b>Total</b>	<b>168</b>	<b>100.0 %</b>



**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
Number of City parks	21	12.5 %
Number of walking & biking trails	20	11.9 %
City aquatic facilities	8	4.8 %
Civic Centre	13	7.7 %
Outdoor athletic fields (soccer, baseball & softball)	9	5.4 %
City's youth programs	23	13.7 %
City's adult programs	7	4.2 %
City's senior programs	4	2.4 %
Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	15	8.9 %
Ease of registering for programs	3	1.8 %
Fees charged for recreation programs	2	1.2 %
Shawnee Town 1929	5	3.0 %
City skate park	3	1.8 %
None chosen	35	20.8 %
<b>Total</b>	<b>168</b>	<b>100.0 %</b>

**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
Number of City parks	49	29.2 %
Number of walking & biking trails	66	39.3 %
City aquatic facilities	98	58.3 %
Civic Centre	46	27.4 %
Outdoor athletic fields (soccer, baseball & softball)	22	13.1 %
City's youth programs	52	31.0 %
City's adult programs	13	7.7 %
City's senior programs	11	6.5 %
Special events such as Tour De Shawnee, Summer Concerts, BBQ Contest, Historical Hauntings	34	20.2 %
Ease of registering for programs	4	2.4 %
Fees charged for recreation programs	11	6.5 %
Shawnee Town 1929	13	7.7 %
City skate park	5	3.0 %
None chosen	19	11.3 %
<b>Total</b>	<b>443</b>	

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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**Q12. On 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=168)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q12a. In your neighborhood during the day	67.9%	27.4%	1.8%	1.8%	0.0%	1.2%
Q12b. In your neighborhood at night	42.9%	43.5%	8.9%	3.0%	0.6%	1.2%
Q12c. In City parks & recreation facilities	27.4%	50.6%	16.1%	2.4%	0.6%	3.0%
Q12d. Overall feeling of safety in Shawnee	35.1%	54.8%	6.5%	1.8%	0.6%	1.2%

**WITHOUT DON'T KNOW**

**Q12. On 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=168)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q12a. In your neighborhood during the day	68.7%	27.7%	1.8%	1.8%	0.0%
Q12b. In your neighborhood at night	43.4%	44.0%	9.0%	3.0%	0.6%
Q12c. In City parks & recreation facilities	28.2%	52.1%	16.6%	2.5%	0.6%
Q12d. Overall feeling of safety in Shawnee	35.5%	55.4%	6.6%	1.8%	0.6%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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**Q13. Please rate your satisfaction on 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=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a. Overall quality of local police protection	47.6%	42.9%	4.8%	3.6%	0.0%	1.2%
Q13b. Visibility of police in neighborhoods	29.2%	42.3%	19.0%	4.2%	4.2%	1.2%
Q13c. Visibility of police in retail areas	21.4%	47.6%	22.0%	4.2%	3.0%	1.8%
Q13d. How quickly police respond to emergencies	25.0%	30.4%	6.0%	3.6%	1.2%	33.9%
Q13e. City's efforts to prevent crime	26.2%	38.1%	12.5%	3.0%	1.2%	19.0%
Q13f. Police safety education programs	24.4%	32.7%	14.3%	1.8%	0.0%	26.8%
Q13g. Enforcement of local traffic laws	22.0%	54.2%	12.5%	3.0%	1.8%	6.5%
Q13h. Overall quality of local fire protection	31.0%	51.8%	3.0%	0.6%	0.0%	13.7%
Q13i. How quickly fire department personnel respond to emergencies	26.2%	29.2%	5.4%	0.6%	0.0%	38.7%
Q13j. Fire safety education programs	22.6%	34.5%	11.3%	1.2%	0.0%	30.4%
Q13k. City's efforts to prevent fires	20.2%	41.1%	8.9%	0.6%	0.0%	29.2%
Q13l. How quickly ambulance personnel respond to emergencies	23.8%	27.4%	6.5%	0.6%	0.0%	41.7%
Q13m. Overall quality of local ambulance service	22.0%	34.5%	6.5%	0.6%	0.0%	36.3%
Q13n. Quality of animal control	13.7%	33.9%	19.6%	4.2%	2.4%	26.2%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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### **WITHOUT DON'T KNOW**

**Q13. Please rate your satisfaction on 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=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Overall quality of local police protection	48.2%	43.4%	4.8%	3.6%	0.0%
Q13b. Visibility of police in neighborhoods	29.5%	42.8%	19.3%	4.2%	4.2%
Q13c. Visibility of police in retail areas	21.8%	48.5%	22.4%	4.2%	3.0%
Q13d. How quickly police respond to emergencies	37.8%	45.9%	9.0%	5.4%	1.8%
Q13e. City's efforts to prevent crime	32.4%	47.1%	15.4%	3.7%	1.5%
Q13f. Police safety education programs	33.3%	44.7%	19.5%	2.4%	0.0%
Q13g. Enforcement of local traffic laws	23.6%	58.0%	13.4%	3.2%	1.9%
Q13h. Overall quality of local fire protection	35.9%	60.0%	3.4%	0.7%	0.0%
Q13i. How quickly fire department personnel respond to emergencies	42.7%	47.6%	8.7%	1.0%	0.0%
Q13j. Fire safety education programs	32.5%	49.6%	16.2%	1.7%	0.0%
Q13k. City's efforts to prevent fires	28.6%	58.0%	12.6%	0.8%	0.0%
Q13l. How quickly ambulance personnel respond to emergencies	40.8%	46.9%	11.2%	1.0%	0.0%
Q13m. Overall quality of local ambulance service	34.6%	54.2%	10.3%	0.9%	0.0%
Q13n. Quality of animal control	18.5%	46.0%	26.6%	5.6%	3.2%

**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. 1st choice	Number	Percent
Overall quality of local police protection	34	20.2 %
Visibility of police in neighborhoods	35	20.8 %
Visibility of police in retail areas	17	10.1 %
How quickly police respond to emergencies	4	2.4 %
City's efforts to prevent crime	19	11.3 %
Police safety education programs	4	2.4 %
Enforcement of local traffic laws	5	3.0 %
Overall quality of local fire protection	1	0.6 %
How quickly fire department personnel respond to emergencies	3	1.8 %
City's efforts to prevent fires	1	0.6 %
How quickly ambulance personnel respond to emergencies	2	1.2 %
Overall quality of local ambulance service	1	0.6 %
Quality of animal control	6	3.6 %
None chosen	36	21.4 %
Total	168	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	6	3.6 %
Visibility of police in neighborhoods	20	11.9 %
Visibility of police in retail areas	17	10.1 %
How quickly police respond to emergencies	9	5.4 %
City's efforts to prevent crime	20	11.9 %
Police safety education programs	4	2.4 %
Enforcement of local traffic laws	7	4.2 %
Overall quality of local fire protection	12	7.1 %
How quickly fire department personnel respond to emergencies	2	1.2 %
Fire safety education programs	6	3.6 %
City's efforts to prevent fires	4	2.4 %
How quickly ambulance personnel respond to emergencies	7	4.2 %
Overall quality of local ambulance service	3	1.8 %
Quality of animal control	6	3.6 %
None chosen	45	26.8 %
Total	168	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?**

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	11	6.5 %
Visibility of police in neighborhoods	9	5.4 %
Visibility of police in retail areas	9	5.4 %
How quickly police respond to emergencies	13	7.7 %
City's efforts to prevent crime	12	7.1 %
Police safety education programs	8	4.8 %
Enforcement of local traffic laws	3	1.8 %
Overall quality of local fire protection	6	3.6 %
How quickly fire department personnel respond to emergencies	9	5.4 %
Fire safety education programs	2	1.2 %
City's efforts to prevent fires	2	1.2 %
How quickly ambulance personnel respond to emergencies	13	7.7 %
Overall quality of local ambulance service	11	6.5 %
Quality of animal control	10	6.0 %
<u>None chosen</u>	<u>50</u>	<u>29.8 %</u>
Total	168	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)**

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	51	30.4 %
Visibility of police in neighborhoods	64	38.1 %
Visibility of police in retail areas	43	25.6 %
How quickly police respond to emergencies	26	15.5 %
City's efforts to prevent crime	51	30.4 %
Police safety education programs	16	9.5 %
Enforcement of local traffic laws	15	8.9 %
Overall quality of local fire protection	19	11.3 %
How quickly fire department personnel respond to emergencies	14	8.3 %
Fire safety education programs	8	4.8 %
City's efforts to prevent fires	7	4.2 %
How quickly ambulance personnel respond to emergencies	22	13.1 %
Overall quality of local ambulance service	15	8.9 %
Quality of animal control	22	13.1 %
<u>None chosen</u>	<u>36</u>	<u>21.4 %</u>
Total	409	

## **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 Shawnee in last 12 months?	Number	Percent
Yes	18	10.7 %
No	148	88.1 %
Not sure	2	1.2 %
Total	168	100.0 %

## **Q15a. (If YES to Question 15) Did you report the crimes to the police?**

Q15a. Did you report the crimes to police?	Number	Percent
Yes	17	94.4 %
No	1	5.6 %
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	10	6.0 %
No	156	92.9 %
Not sure	2	1.2 %
Total	168	100.0 %

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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

(N=168)

	Most important	2	3	4	5	Least important
Q17a. An attractive & well-maintained community	10.4%	25.0%	21.3%	22.0%	12.8%	8.5%
Q17b. Economic growth & vitality	29.4%	25.2%	19.6%	8.6%	14.1%	3.1%
Q17c. Effective mobility & reliable infrastructure	5.0%	12.4%	16.1%	15.5%	20.5%	30.4%
Q17d. Environmentally sustainable & well-planned community	6.1%	9.8%	14.1%	17.8%	25.8%	26.4%
Q17e. Quality cultural & recreational opportunities	6.2%	22.2%	19.1%	19.8%	15.4%	17.3%
Q17f. Safe community	59.1%	17.7%	6.7%	9.8%	4.3%	2.4%

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

Q18. Your primary sources of information about

City issues, services, & events	Number	Percent
The city newsletter, CityLine	63	37.5 %
Kansas City Star	33	19.6 %
Television News	37	22.0 %
Facebook, Twitter, Nextdoor or other social media	128	76.2 %
City website	57	33.9 %
City's Recreation Catalog	58	34.5 %
The Shawnee Dispatch	86	51.2 %
E-mail updates from the City	27	16.1 %
Other	12	7.1 %
None	1	0.6 %
Total	502	



## **Q18. Other**

<u>Q18. Other</u>	<u>Number</u>	<u>Percent</u>
Nextdoor app	5	41.7 %
Church, mothers groups	1	8.3 %
Local blogs	1	8.3 %
Through our kids' school	1	8.3 %
Family member	1	8.3 %
Individuals-mayor, city council members, business leaders	1	8.3 %
Neighbors/friends	1	8.3 %
<u>talking with neighbors</u>	<u>1</u>	<u>8.3 %</u>
Total	12	100.0 %

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

<u>Q19. What do you regularly use?</u>	<u>Number</u>	<u>Percent</u>
Facebook	138	82.1 %
Twitter	42	25.0 %
Nextdoor	105	62.5 %
YouTube	40	23.8 %
Flickr	5	3.0 %
Other social networking sites	10	6.0 %
iPhone applications	69	41.1 %
Android applications	31	18.5 %
Notify JoCo	33	19.6 %
Text Messages	99	58.9 %
<u>Other</u>	<u>2</u>	<u>1.2 %</u>
Total	574	

## **Q19-6. Other social networking sites:**

<u>Q19-6. Other social networking sites</u>	<u>Number</u>	<u>Percent</u>
Instagram	6	60.0 %
Instagram, LinkedIn	2	20.0 %
Instagram and Snapchat	1	10.0 %
<u>LinkedIn</u>	<u>1</u>	<u>10.0 %</u>
Total	10	100.0 %

**Q19-10. Other mobile applications:**

--- No Response ---

**Q19-13. Other**

Q19-13. Other	Number	Percent
SeeClickFix/ShawneeConnect	1	50.0 %
newspapers and tv news	1	50.0 %
Total	2	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	143	85.1 %
No	25	14.9 %
Total	168	100.0 %

**Q20a. (If YES to Question 20) For what purposes did you visit City's website?**

Q20a. For what purposes did you visit City's website?	Number	Percent
Sign up for Parks & Rec program	70	49.3 %
Get meeting agenda or minutes	27	19.0 %
Submit a citizen service request	28	19.7 %
Listen to a meeting	4	2.8 %
Get news updates about City	99	69.7 %
Other	18	12.7 %
Total	246	

# 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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## **Q20a. Other**

Q20a. Other	Number	Percent
Job search	1	5.6 %
Police press summary	1	5.6 %
Stormwater information, online maps, event information	1	5.6 %
Information on permit process	1	5.6 %
look for details about residential trash service & pool hours	1	5.6 %
business license	1	5.6 %
gym hours in Civic Center	1	5.6 %
progress on private construction projects	1	5.6 %
rainout line, pool hours	1	5.6 %
city offerings	1	5.6 %
job postings	1	5.6 %
City job openings	1	5.6 %
no soliciting information	1	5.6 %
senior programs and fitness options	1	5.6 %
try to find services	1	5.6 %
the father/daughter dance	1	5.6 %
city codes and regulations on parking undriveable vehicles	1	5.6 %
parks, aquatics, and youth programs	1	5.6 %
<b>Total</b>	<b>18</b>	<b>100.0 %</b>

## **Q20b. (If YES to Question 20) 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 you were looking for on City's website?	Number	Percent
Very easy	37	25.9 %
Somewhat easy	84	58.7 %
Somewhat difficult	19	13.3 %
Very difficult	2	1.4 %
Don't know	1	0.7 %
<b>Total</b>	<b>143</b>	<b>100.0 %</b>

**WITHOUT DON'T KNOW**

**Q20b. (If YES to Question 20) 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 you were looking for on City's website?	Number	Percent
Very easy	37	26.1 %
Somewhat easy	84	59.2 %
Somewhat difficult	19	13.4 %
Very difficult	2	1.4 %
Total	142	100.0 %

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

Q21. Have you interacted with City during past year?	Number	Percent
Yes	61	36.3 %
No	101	60.1 %
Not provided	6	3.6 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q21. Have you interacted with (called, visited on-line or in person) the City with a question, problem, or complaint during the past year? (without "not provided")**

Q21. Have you interacted with City during past year?	Number	Percent
Yes	61	37.7 %
No	101	62.3 %
Total	162	100.0 %

**Q21a. (If YES to Question 21) 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	31	50.8 %
Somewhat easy	28	45.9 %
Difficult	2	3.3 %
Total	61	100.0 %

**WITHOUT DON'T KNOW**

**Q21a. (If YES to Question 21) 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	31	50.8 %
Somewhat easy	28	45.9 %
Difficult	2	3.3 %
Total	61	100.0 %

**Q21b. (If YES to Question 21) What department did you contact?**

Q21b. What department did you contact?	Number	Percent
Police	14	23.0 %
Parks & Recreation	17	27.9 %
Fire	1	1.6 %
City Manager's Office	9	14.8 %
Public Works/Codes Administration	18	29.5 %
Other	2	3.3 %
Total	61	100.0 %

**Q21b. Other**

Q21b. Other	Number	Percent
Police, P&R, City Manager, City Clerk, Communications, Public Works	1	50.0 %
Developmental services	1	50.0 %
Total	2	100.0 %

**Q21c. (If YES to Question 21) 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 means "Always" and 1 means "Never."**

(N=61)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q21c-a. They were courteous & polite	78.7%	16.4%	1.6%	1.6%	0.0%	1.6%
Q21c-b. They gave prompt, accurate, & complete answers to questions	75.4%	11.5%	9.8%	1.6%	1.6%	0.0%
Q21c-c. They did what they said they would do in a timely manner	60.7%	21.3%	4.9%	1.6%	0.0%	11.5%
Q21c-d. They helped you resolve an issue to your satisfaction	62.3%	19.7%	8.2%	4.9%	1.6%	3.3%

**WITHOUT DON'T KNOW**

**Q21c. (If YES to Question 21) 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 means "Always" and 1 means "Never." (without "don't know")**

(N=61)

	Always	Usually	Sometimes	Seldom	Never
Q21c-a. They were courteous & polite	80.0%	16.7%	1.7%	1.7%	0.0%
Q21c-b. They gave prompt, accurate, & complete answers to questions	75.4%	11.5%	9.8%	1.6%	1.6%
Q21c-c. They did what they said they would do in a timely manner	68.5%	24.1%	5.6%	1.9%	0.0%
Q21c-d. They helped you resolve an issue to your satisfaction	64.4%	20.3%	8.5%	5.1%	1.7%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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**Q22. Please rate your satisfaction on 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=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22a. Availability of information about City programs, services & events	20.8%	57.1%	12.5%	4.2%	0.0%	5.4%
Q22b. City efforts to keep you informed about local issues	20.8%	48.2%	19.0%	8.3%	0.0%	3.6%
Q22c. Level of public involvement in local decision making	9.5%	39.9%	25.6%	8.9%	3.0%	13.1%
Q22d. Quality of City's web page	13.1%	41.7%	26.8%	3.0%	1.2%	14.3%
Q22e. Quality of City's newsletter	14.9%	44.0%	20.8%	1.8%	0.0%	18.5%
Q22f. City's efforts to keep you informed on its Facebook page	23.2%	34.5%	16.1%	1.8%	0.0%	24.4%
Q22g. City's efforts to keep you informed on its Twitter account	7.7%	10.7%	13.7%	1.2%	0.0%	66.7%
Q22h. City's efforts to keep you informed on Nextdoor	22.6%	29.8%	16.7%	2.4%	0.0%	28.6%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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### **WITHOUT DON'T KNOW**

**Q22. Please rate your satisfaction on 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=168)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a. Availability of information about City programs, services & events	22.0%	60.4%	13.2%	4.4%	0.0%
Q22b. City efforts to keep you informed about local issues	21.6%	50.0%	19.8%	8.6%	0.0%
Q22c. Level of public involvement in local decision making	11.0%	45.9%	29.5%	10.3%	3.4%
Q22d. Quality of City's web page	15.3%	48.6%	31.3%	3.5%	1.4%
Q22e. Quality of City's newsletter	18.2%	54.0%	25.5%	2.2%	0.0%
Q22f. City's efforts to keep you informed on its Facebook page	30.7%	45.7%	21.3%	2.4%	0.0%
Q22g. City's efforts to keep you informed on its Twitter account	23.2%	32.1%	41.1%	3.6%	0.0%
Q22h. City's efforts to keep you informed on Nextdoor	31.7%	41.7%	23.3%	3.3%	0.0%



## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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**Q23. Using a five-point scale, where 5 means "Not Nearly Enough" and 1 means "Way Too Much," please rate the City's current pace of development in each of the following areas.**

(N=168)

	Not nearly enough	Almost enough	Just right	Too much	Way too much	Don't know
Q23a. Office development	32.7%	15.5%	27.4%	0.0%	1.2%	23.2%
Q23b. Industrial development	17.9%	16.7%	33.9%	1.8%	1.2%	28.6%
Q23c. Multi-family residential development	6.5%	7.1%	29.2%	27.4%	16.1%	13.7%
Q23d. Single-family residential development	7.1%	22.0%	50.0%	7.7%	1.2%	11.9%
Q23e. Retail development	54.2%	20.8%	10.1%	3.6%	1.2%	10.1%

**WITHOUT DON'T KNOW**

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

(N=168)

	Not nearly enough	Almost enough	Just right	Too much	Way too much
Q23a. Office development	42.6%	20.2%	35.7%	0.0%	1.6%
Q23b. Industrial development	25.0%	23.3%	47.5%	2.5%	1.7%
Q23c. Multi-family residential development	7.6%	8.3%	33.8%	31.7%	18.6%
Q23d. Single-family residential development	8.1%	25.0%	56.8%	8.8%	1.4%
Q23e. Retail development	60.3%	23.2%	11.3%	4.0%	1.3%

**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=168)

	Too much	Just right	Not enough	Don't know
Q24a. Multi-family residential	32.7%	32.7%	11.3%	23.2%
Q24b. Single-family residential	1.8%	67.3%	17.3%	13.7%
Q24c. Senior living	2.4%	21.4%	25.6%	50.6%

**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=168)

	Too much	Just right	Not enough
Q24a. Multi-family residential	42.6%	42.6%	14.7%
Q24b. Single-family residential	2.1%	77.9%	20.0%
Q24c. Senior living	4.8%	43.4%	51.8%

# 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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## **Q25. How often do you or members of your household eat in Shawnee?**

(N=168)

	Always	Sometimes	Seldom	Never	Not provided
Q25a. Fast food (McDonalds, KFC, Wendy's)	6.5%	45.2%	38.7%	7.7%	1.8%
Q25b. Fast casual (Panera Bread, Chick-fil-A)	16.1%	64.3%	16.7%	1.2%	1.8%
Q25c. Casual dining (Applebee's, Buffalo Wild Wings)	17.9%	57.7%	19.6%	3.6%	1.2%
Q25d. Fine dining (Paulo & Bill's, Hereford House)	10.1%	47.0%	37.5%	4.2%	1.2%

## **WITHOUT NOT PROVIDED**

## **Q25. How often do you or members of your household eat in Shawnee? (without "not provided")**

(N=168)

	Always	Sometimes	Seldom	Never
Q25a. Fast food (McDonalds, KFC, Wendy's)	6.7%	46.1%	39.4%	7.9%
Q25b. Fast casual (Panera Bread, Chick-fil-A)	16.4%	65.5%	17.0%	1.2%
Q25c. Casual dining (Applebee's, Buffalo Wild Wings)	18.1%	58.4%	19.9%	3.6%
Q25d. Fine dining (Paulo & Bill's, Hereford House)	10.2%	47.6%	38.0%	4.2%

## **Q25. If your response is "Seldom" or "Never," please indicate why you go elsewhere for these items.**

(N=124)

	Better selection	Cheaper	Other reasons
Q25a. Fast food (McDonalds, KFC, Wendy's)	31.5%	13.5%	55.1%
Q25b. Fast casual (Panera Bread, Chick-fil-A)	39.3%	11.5%	49.2%
Q25c. Casual dining (Applebee's, Buffalo Wild Wings)	44.4%	4.2%	51.4%
Q25d. Fine dining (Paulo & Bill's, Hereford House)	28.9%	22.4%	48.7%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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**Q26. 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=168)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q26a. Furniture & home furnishings stores	7.1%	33.3%	36.3%	14.3%	3.0%	6.0%
Q26b. Health & personal care stores	6.5%	40.5%	36.3%	9.5%	2.4%	4.8%
Q26c. Computer & software stores	8.9%	26.8%	41.1%	14.9%	3.6%	4.8%
Q26d. Sporting goods stores	19.0%	43.5%	22.6%	6.5%	3.6%	4.8%
Q26e. Clothing, shoes, & accessories stores	20.2%	48.8%	20.8%	4.2%	1.8%	4.2%
Q26f. Specialty groceries & food services	34.5%	36.9%	17.3%	6.0%	1.8%	3.6%
Q26g. Sports entertainment (go-karts, bowling, indoor play areas)	28.0%	39.3%	20.2%	6.0%	2.4%	4.2%
Q26h. Appliances & electronic stores	7.7%	26.8%	38.7%	16.1%	2.4%	8.3%
Q26i. Bars/pubs	22.6%	29.8%	29.2%	10.1%	2.4%	6.0%
Q26j. Restaurants	64.3%	25.0%	6.0%	0.6%	0.6%	3.6%
Q26k. Martial arts, dance, & yoga studios	12.5%	31.0%	39.9%	7.1%	3.6%	6.0%
Q26l. Other	69.2%	19.2%	11.5%	0.0%	0.0%	0.0%

## 2017 City of Shawnee Citizen Satisfaction Survey – Non-Random Results

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### **WITHOUT DON'T KNOW**

**Q26. 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=168)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q26a. Furniture & home furnishings stores	7.6%	35.4%	38.6%	15.2%	3.2%
Q26b. Health & personal care stores	6.9%	42.5%	38.1%	10.0%	2.5%
Q26c. Computer & software stores	9.4%	28.1%	43.1%	15.6%	3.8%
Q26d. Sporting goods stores	20.0%	45.6%	23.8%	6.9%	3.8%
Q26e. Clothing, shoes, & accessories stores	21.1%	50.9%	21.7%	4.3%	1.9%
Q26f. Specialty groceries & food services	35.8%	38.3%	17.9%	6.2%	1.9%
Q26g. Sports entertainment (go-karts, bowling, indoor play areas)	29.2%	41.0%	21.1%	6.2%	2.5%
Q26h. Appliances & electronic stores	8.4%	29.2%	42.2%	17.5%	2.6%
Q26i. Bars/pubs	24.1%	31.6%	31.0%	10.8%	2.5%
Q26j. Restaurants	66.7%	25.9%	6.2%	0.6%	0.6%
Q26k. Martial arts, dance, & yoga studios	13.3%	32.9%	42.4%	7.6%	3.8%
Q26l. Other	69.2%	19.2%	11.5%	0.0%	0.0%

## Q26. Other

Q26l. Other	Number	Percent
We need an indoor pool and community center	1	4.2 %
Do what Lenexa is doing	1	4.2 %
We need more restaurant and grocery options in Western Shawnee	1	4.2 %
Dog training, veterinary, craft	1	4.2 %
Community Center with Aquatics in West Shawnee	1	4.2 %
We need a closer civic center for Western Shawnee	1	4.2 %
ANYTHING! It seems like nothing is close or convenient	1	4.2 %
An open community area where families/friends could come together	1	4.2 %
A community center in western Shawnee w/indoor & outdoor pool	1	4.2 %
Speciality, non-chain businesses	1	4.2 %
indoor communitiy center and/or outdoor pool for western Shawnee	1	4.2 %
Indoor/outdoor pool for Western Shawnee	1	4.2 %
Rec center with pool and fitness at a good price	1	4.2 %
Corporate offices	1	4.2 %
Anything, especially in Western Shawnee	1	4.2 %
book stores, crafts, christopher and banks, jeweleries, restaurants	1	4.2 %
We need a community indoor pool facility	1	4.2 %
Community center with indoor pool	1	4.2 %
Fast casual, bookstore, active entertainment	1	4.2 %
Restaurants and businesses catering to diet health choices	1	4.2 %
different specialty shops	1	4.2 %
Entertainment venues	1	4.2 %
Rec center, aquatic center	1	4.2 %
Shawnee needs better restaurants	1	4.2 %
<b>Total</b>	<b>24</b>	<b>100.0 %</b>

**Q27. Which THREE of the types of businesses from the list in Question 26 do you feel are MOST IMPORTANT for the City of Shawnee to pursue?**

Q27. 1st choice	Number	Percent
Furniture & home furnishings stores	4	2.4 %
Health & personal care stores	3	1.8 %
Computer & software stores	3	1.8 %
Sporting goods stores	17	10.1 %
Clothing, shoes, & accessories stores	9	5.4 %
Specialty groceries & food services	24	14.3 %
Sports entertainment (go-karts, bowling, indoor play areas)	5	3.0 %
Appliances & electronic stores	1	0.6 %
Bars/pubs	5	3.0 %
Restaurants	77	45.8 %
Martial arts, dance, & yoga studios	3	1.8 %
Other	5	3.0 %
None chosen	12	7.1 %
<b>Total</b>	<b>168</b>	<b>100.0 %</b>

**Q27. Which THREE of the types of businesses from the list in Question 26 do you feel are MOST IMPORTANT for the City of Shawnee to pursue?**

Q27. 2nd choice	Number	Percent
Furniture & home furnishings stores	7	4.2 %
Health & personal care stores	6	3.6 %
Computer & software stores	7	4.2 %
Sporting goods stores	18	10.7 %
Clothing, shoes, & accessories stores	23	13.7 %
Specialty groceries & food services	28	16.7 %
Sports entertainment (go-karts, bowling, indoor play areas)	15	8.9 %
Appliances & electronic stores	2	1.2 %
Bars/pubs	11	6.5 %
Restaurants	29	17.3 %
Martial arts, dance, & yoga studios	5	3.0 %
Other	2	1.2 %
None chosen	15	8.9 %
<b>Total</b>	<b>168</b>	<b>100.0 %</b>

**Q27. Which THREE of the types of businesses from the list in Question 26 do you feel are MOST IMPORTANT for the City of Shawnee to pursue?**

<u>Q27. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Furniture & home furnishings stores	7	4.2 %
Health & personal care stores	7	4.2 %
Computer & software stores	5	3.0 %
Sporting goods stores	17	10.1 %
Clothing, shoes, & accessories stores	27	16.1 %
Specialty groceries & food services	14	8.3 %
Sports entertainment (go-karts, bowling, indoor play areas)	18	10.7 %
Appliances & electronic stores	5	3.0 %
Bars/pubs	13	7.7 %
Restaurants	15	8.9 %
Martial arts, dance, & yoga studios	11	6.5 %
Other	2	1.2 %
<u>None chosen</u>	<u>27</u>	<u>16.1 %</u>
Total	168	100.0 %

**Q27. Which THREE of the types of businesses from the list in Question 26 do you feel are MOST IMPORTANT for the City of Shawnee to pursue? (top 3)**

<u>Q27. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Furniture & home furnishings stores	18	10.7 %
Health & personal care stores	16	9.5 %
Computer & software stores	15	8.9 %
Sporting goods stores	52	31.0 %
Clothing, shoes, & accessories stores	59	35.1 %
Specialty groceries & food services	66	39.3 %
Sports entertainment (go-karts, bowling, indoor play areas)	38	22.6 %
Appliances & electronic stores	8	4.8 %
Bars/pubs	29	17.3 %
Restaurants	121	72.0 %
Martial arts, dance, & yoga studios	19	11.3 %
Other	9	5.4 %
<u>None chosen</u>	<u>12</u>	<u>7.1 %</u>
Total	462	



**Q28. In the past, the City has utilized a variety of economic incentives, such as Tax Increment Financing (TIF) Districts, Excise Tax abatements, and Community Improvement Districts (CID) to attract new development or redevelop underutilized areas as well as attract new employers and expand existing employers. In general, how supportive are you of the City using incentives to attract new business or redevelop underutilized areas?**

Q28. How supportive are you of City using incentives to attract new business or redevelop underutilized areas?

	Number	Percent
Very supportive	72	42.9 %
Somewhat supportive	68	40.5 %
Not sure	16	9.5 %
Not supportive	10	6.0 %
Not provided	2	1.2 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q28. In the past, the City has utilized a variety of economic incentives, such as Tax Increment Financing (TIF) Districts, Excise Tax abatements, and Community Improvement Districts (CID) to attract new development or redevelop underutilized areas as well as attract new employers and expand existing employers. In general, how supportive are you of the City using incentives to attract new business or redevelop underutilized areas? (without "not provided")**

Q28. How supportive are you of City using incentives to attract new business or redevelop underutilized areas?

	Number	Percent
Very supportive	72	43.4 %
Somewhat supportive	68	41.0 %
Not sure	16	9.6 %
Not supportive	10	6.0 %
Total	166	100.0 %

**Q29. In general, how supportive are you of having the City use incentives to attract new employers or expand existing employers in Shawnee?**

Q29. How supportive are you of having City use incentives to attract new employers or expand existing employers in Shawnee?

	Number	Percent
Very supportive	79	47.0 %
Somewhat supportive	60	35.7 %
Not sure	18	10.7 %
Not supportive	8	4.8 %
Not provided	3	1.8 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q29. In general, how supportive are you of having the City use incentives to attract new employers or expand existing employers in Shawnee? (without "not provided")**

Q29. How supportive are you of having City use incentives to attract new employers or expand existing employers in Shawnee?

	Number	Percent
Very supportive	79	47.9 %
Somewhat supportive	60	36.4 %
Not sure	18	10.9 %
Not supportive	8	4.8 %
Total	165	100.0 %

**Q29a. If you are supportive of incentives, what should be the City's TWO highest priorities?**

Q29a. What should be City's highest priorities if you are supportive of incentives?	Number	Percent
Job creation	46	33.1 %
Attracting new business	104	74.8 %
Helping current business expand	24	17.3 %
Small business start-up assistance	26	18.7 %
Revitalization of older commercial areas	46	33.1 %
Providing funding for infrastructure for business parks or commercial development	19	13.7 %
Other	3	2.2 %
<b>Total</b>	<b>268</b>	

**Q29a. Other**

Q29a. Other	Number	Percent
Community Center and Aquatics in West Shawnee	1	33.3 %
retail and restaurants to western Shawnee near K-7 & Johnson Dr	1	33.3 %
New community center	1	33.3 %
<b>Total</b>	<b>3</b>	<b>100.0 %</b>

**Q30. In general, how supportive would you be of the City acquiring property and developing a business park?**

Q30. How supportive would you be of City acquiring property & developing a business park?	Number	Percent
Very supportive	54	32.1 %
Somewhat supportive	60	35.7 %
Not sure	39	23.2 %
Not supportive	13	7.7 %
Not provided	2	1.2 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q30. In general, how supportive would you be of the City acquiring property and developing a business park? (without "not provided")**

Q30. How supportive would you be of City acquiring property & developing a business park?	Number	Percent
Very supportive	54	32.5 %
Somewhat supportive	60	36.1 %
Not sure	39	23.5 %
Not supportive	13	7.8 %
Total	166	100.0 %

**Q31. 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?**

Q31. How aware are you of CityRide program?	Number	Percent
Very aware	13	7.7 %
Somewhat aware	53	31.5 %
Not aware	96	57.1 %
Not sure	6	3.6 %
Total	168	100.0 %

**Q32. 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?**

Q32. Have you used SeeClickFix to submit an issue through website or Shawnee Connect?	Number	Percent
Yes	26	15.5 %
Know about it but have not used it	38	22.6 %
Did not know about it	99	58.9 %
Tried but could not figure it out	1	0.6 %
Not provided	4	2.4 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q32. 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")**

Q32. Have you used SeeClickFix to submit an issue through website or Shawnee Connect?	Number	Percent
Yes	26	15.9 %
Know about it but have not used it	38	23.2 %
Did not know about it	99	60.4 %
Tried but could not figure it out	1	0.6 %
Total	164	100.0 %

**Q33. 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.**

Q33. Any City programs you have used in the past or plan to use in the future	Number	Percent
Ripple Glass Recycling	121	85.8 %
E-Waste (Electronic Recycling)	58	41.1 %
Community Shredding Event	49	34.8 %
Water Quality Education through City Line/www.cityofshawnee.org/Neighborhood newsletters	12	8.5 %
Bicycle Recycling	14	9.9 %
Recycling in City Facilities & Parks	83	58.9 %
Other	4	2.8 %
Total	341	

**Q33. Other**

Q33. Other	Number	Percent
Curbside recycling	1	25.0 %
Storm debri	1	25.0 %
Christmas tree recycling	1	25.0 %
Compost	1	25.0 %
Total	4	100.0 %

**Q34. The City of Shawnee owns land at 61st and Woodland, which has been identified as a location for the potential construction of a community center. How supportive would you be of the City building a new indoor Community Center?**

Q34. How supportive would you be of City building a new indoor Community Center?	Number	Percent
Very supportive	130	77.4 %
Somewhat supportive	9	5.4 %
Not sure	12	7.1 %
Not supportive	15	8.9 %
Not provided	2	1.2 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q34. The City of Shawnee owns land at 61st and Woodland, which has been identified as a location for the potential construction of a community center. How supportive would you be of the City building a new indoor Community Center? (without "not provided")**

Q34. How supportive would you be of City building a new indoor Community Center?	Number	Percent
Very supportive	130	78.3 %
Somewhat supportive	9	5.4 %
Not sure	12	7.2 %
Not supportive	15	9.0 %
Total	166	100.0 %

**Q35. Currently there is no funding identified for the construction of a new community center. Costs for a new indoor community center could be debt financed with payments paid by property taxes. From the following list, please check the maximum amount of additional property taxes you would be willing to pay per month for the development and operations of a new indoor community center that had the types of program spaces you and members of your household would use most often.**

Q35. Maximum amount of additional property taxes you would be willing to pay per month	Number	Percent
\$9.95 per month	60	35.7 %
\$11.75 per month	13	7.7 %
\$12.50 per month	12	7.1 %
\$13.00 per month	45	26.8 %
None	31	18.5 %
Not provided	7	4.2 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q35. Currently there is no funding identified for the construction of a new community center. Costs for a new indoor community center could be debt financed with payments paid by property taxes. From the following list, please check the maximum amount of additional property taxes you would be willing to pay per month for the development and operations of a new indoor community center that had the types of program spaces you and members of your household would use most often. (without "not provided")**

Q35. Maximum amount of additional property taxes you would be willing to pay per month	Number	Percent
\$9.95 per month	60	37.3 %
\$11.75 per month	13	8.1 %
\$12.50 per month	12	7.5 %
\$13.00 per month	45	28.0 %
None	31	19.3 %
Total	161	100.0 %



**Q36. Approximately how many years have you lived at your current residence?**

Q36. How many years have you lived at your current residence?	Number	Percent
Less than 1 year	10	6.0 %
1-5 years	55	32.7 %
6-10 years	42	25.0 %
11-15 years	32	19.0 %
16-20 years	14	8.3 %
20+ years	13	7.7 %
Not provided	2	1.2 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q36. Approximately how many years have you lived at your current residence? (without "not provided")**

Q36. How many years have you lived at your current residence?	Number	Percent
Less than 1 year	10	6.0 %
1-5 years	55	33.1 %
6-10 years	42	25.3 %
11-15 years	32	19.3 %
16-20 years	14	8.4 %
20+ years	13	7.8 %
Total	166	100.0 %

**Q37. Do you own or rent your current residence?**

Q37. Do you own or rent your current residence?	Number	Percent
Own	156	92.9 %
Rent	11	6.5 %
Not provided	1	0.6 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q37. Do you own or rent your current residence? (without "not provided")**

Q37. Do you own or rent your current residence?	Number	Percent
Own	156	93.4 %
Rent	11	6.6 %
Total	167	100.0 %

**Q38. What is your age?**

<u>Q38. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	72	42.9 %
35-44	55	32.7 %
45-54	14	8.3 %
55-64	8	4.8 %
65+	17	10.1 %
<u>Not provided</u>	<u>2</u>	<u>1.2 %</u>
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q38. What is your age? (without "not provided")**

<u>Q38. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	72	43.4 %
35-44	55	33.1 %
45-54	14	8.4 %
55-64	8	4.8 %
65+	17	10.2 %
Total	166	100.0 %

**Q39. Including yourself, how many people in your household are:**

	<u>Mean</u>	<u>Sum</u>
number	3.36	564
Under age 10	0.96	162
Ages 10-19	0.44	74
Ages 20-34	0.77	130
Ages 35-54	0.89	150
Ages 55-74	0.27	45
Ages 75+	0.02	3

**Q40. Would you say your total annual household income is:**

Q40. Your total annual household income	Number	Percent
Under \$35K	1	0.6 %
\$35K to \$59,999	3	1.8 %
\$60K to \$99,999	29	17.3 %
\$100K+	118	70.2 %
Not provided	17	10.1 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q40. Would you say your total annual household income is: (without "not provided")**

Q40. Your total annual household income	Number	Percent
Under \$35K	1	0.7 %
\$35K to \$59,999	3	2.0 %
\$60K to \$99,999	29	19.2 %
\$100K+	118	78.1 %
Total	151	100.0 %

**Q41. Your gender:**

Q41. Your gender	Number	Percent
Male	69	41.1 %
Female	98	58.3 %
Not provided	1	0.6 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q41. Your gender: (without "not provided")**

Q41. Your gender	Number	Percent
Male	69	41.3 %
Female	98	58.7 %
Total	167	100.0 %

**Q42. Are you or other members of your household of Hispanic or Latino ancestry?**

Q42. Are you of Hispanic or Latino ancestry?	Number	Percent
Yes	14	8.3 %
No	150	89.3 %
Not provided	4	2.4 %
Total	168	100.0 %

**WITHOUT NOT PROVIDED**

**Q42. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

Q42. Are you of Hispanic or Latino ancestry?	Number	Percent
Yes	14	8.5 %
No	150	91.5 %
Total	164	100.0 %

**Q43. Which of the following best describes your race?**

Q43. Your race	Number	Percent
African American/Black	5	3.0 %
Asian/Hawaiian/Other Pacific Islander	1	0.6 %
White	159	94.6 %
Other	6	3.6 %
Total	171	

**Q43. Other**

Q43. Other	Number	Percent
Hispanic	4	80.0 %
Belizean American	1	20.0 %
Total	5	100.0 %

## Ward

<u>Ward</u>	<u>Number</u>	<u>Percent</u>
1	58	34.5 %
2	9	5.4 %
3	82	48.8 %
4	19	11.3 %
Total	168	100.0 %