



City of Edgerton Citizen Survey

Submitted to the City of Edgerton, Kansas by:

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Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Trends 2024 - 2022 - 2020 - 2018	39
Section 3: Benchmark Analysis	48
Section 4: Importance - Satisfaction Analysis	58
Section 5: Tabular Data	66
Section 6: Survey Instrument	106



Executive Summary

2024 City of Edgerton Citizen Survey

Executive Summary



Purpose

ETC Institute administered a survey to citizens of Edgerton in the spring & winter of 2024. The purpose of the survey was to help the city gather citizen input and feedback on programs and services. The survey results will be used to improve City services and to help identify and address challenges facing the community.

Methodology

The six-page survey, cover letter and postage-paid return envelope were mailed to all households in the City of Edgerton. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database. A total of 178 households completed the survey. The overall results for the sample of 178 households have a precision of at least +/-6.9% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Edgerton with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect the utilization and awareness of city services, the percentage of “don’t know” responses have been provided in the tabular data section of this report. When the “don’t know” responses have been excluded; the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Burleson with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect the utilization and awareness of city services, the percentage of “don’t know” responses have been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- Charts showing the overall results for most questions on the survey (section 1),
- Trend charts comparing the 2018, 2020, and 2022 surveys to the 2024 (section 2),
- Benchmarking data that compares Edgerton’s responses to other communities (section 3),
- Importance-Satisfaction analysis; showing the top-priority items to be addressed (section 4),
- Data tables showing the results for each question on the survey (section 5),
- A copy of the survey instrument (section 6).



Overall Ratings of the City

Sixty- three (63%) of the residents surveyed, *who had an opinion*, rated the City of Edgerton’s “overall quality of services provided by the city of Edgerton” as “excellent” or “good”. Other areas in which the City received its high ratings of “excellent” or “good” include: Overall image of the city (58%), how well the city is managing & planning growth & development (47%), Overall value that you receive for your tax dollars & fees (38%)

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: Overall quality of fire services (JoCo Fire District 1) (88%), Overall quality of ambulance services (JoCo Med-Act) (81%), overall quality of police services (JoCo sheriff’s office) (75%), the overall quality of customer service you receive from city employees (74%).

Based on the sum of their top three choices, the categories of City service that were most important for the city to focus on over the next year were: 1) Overall maintenance of city streets, buildings, & facilities, 2), quality of city parks & facilities, and 3) Overall effectiveness of community planning & development.

Overall Satisfaction with Specific City Services

- **Public Safety Services**

The public safety services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: Attitude & behavior of fire department (JoCo fire department) (92%), overall quality of local fire protection (JoCo fire District #1) (91%), overall quality of contracted police protection (JoCo sheriff’s office) (79%), and attitude & behavior of sheriff’s office personnel toward citizens (77%).

Based on the sum of their top three choices, the police services that were most important for the city to focus on over the next year were: 1) visibility of police in neighborhoods, 2) quality of community public safety programs, and 3) overall quality of contracted police protection.

- **City Maintenance**

The city maintenance services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major city streets (72%), maintenance of street signs/ traffic signals (68%), maintenance of city buildings (66%), and overall cleanliness of city streets & other public areas (62%).

Based on the sum of their top three choices, the infrastructure services that were most important for the city to focus on over the next year were: 1) Adequacy of city street lighting, 2) maintenance of sidewalks in the city, and 3) maintenance of streets in your neighborhood.



- **Sewer & Water Utility**

The sewer & water utility services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: water pressure in your home (63%), responsiveness to emergency calls for sewer backups (56%), and responsiveness to emergency call for water main breaks (41%).

- **Parks & Recreation**

The Parks & Recreation services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: number or walking & biking trails (70%), maintenance of city parks & park equipment (67%), and the number of city parks (63%).

Based on the sum of their top two choices, the parks & recreation services that were most important for the city to focus on over the next year were: 1) maintenance of city parks & park equipment, 2) programs for youth, and 3) city special events & festivals.

- **Enforcement of City Codes**

The city code services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing maintenance of business property (59%), enforcing animal control regulations (56%), enforcing maintenance of residential property in your neighborhood (48%), and enforcing mowing & trimming of weeds on private property (47%).

Based on the sum of their top two choices, the code services that were most important for the City to focus on over the next year were: 1) enforcing clean-up of litter & debris and 2) enforcing mowing & trimming of weeds on private property.

- **City Communication**

The animal services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about city programs & services (78%), city efforts to keep you informed about local issues (77%), and the overall user-friendliness of the city’s website (74%).

- When asked which information sources were their primary sources for news about Edgerton, seventy-six percent (76%) claimed the city newsletter was their primary source, and the city’s Facebook account was the second most used at forty-four percent (44%).
- Citizens were asked if they used any social media sites/ networks, seventy-four percent claimed they used Facebook, thirty-five percent (35%) said that they use YouTube, and twenty-nine (29%) percent said they use Instagram.

2024 City of Edgerton Citizen Survey

Executive Summary



- **Customer Service**

The court services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: they were easy to contact (81%), They were courteous & polite (79%), and they gave prompt, accurate, & complete answers to questions (77%).

Capital Improvements

Most Important Capital Improvements: Respondents were asked to indicate, from a list of eight, the three capital improvements they think are most important for the continued success of the City Edgerton. Based on the sum respondents’ top three choices the most important capital improvements were: reconstruction of existing streets (48%), water system improvements (46%), new sidewalk/ trail extensions (43%).

Funding Capital Improvements: Respondents were asked to indicate, from a list of six, which two items they think are most important to fund. Respondents were informed that the city may have the capacity (within current financial limitations) to fund capital projects without having to raise the mill levy. Based on the respondents’ top two choices the most important items to fund were: reconstruction of neighborhood streets (41%), construction of spray park/ pool (36%).

County & Regional Priorities: From a list of seven priorities, respondents were asked to select the three priorities that they believe are the most important. Based on the sum of respondents’ top three choices the most important items were: reconstruction of streets/roads/highways (78%), and parks/ trails (48%), and high-speed internet (47%).

Priority Investment Ratings for Recreation Programming

Respondents were asked to identify if their household had a need for 17 recreation programs and rate how well their needs for each program were currently being met.

The recreation programs with the highest percentage of households that have a need were:

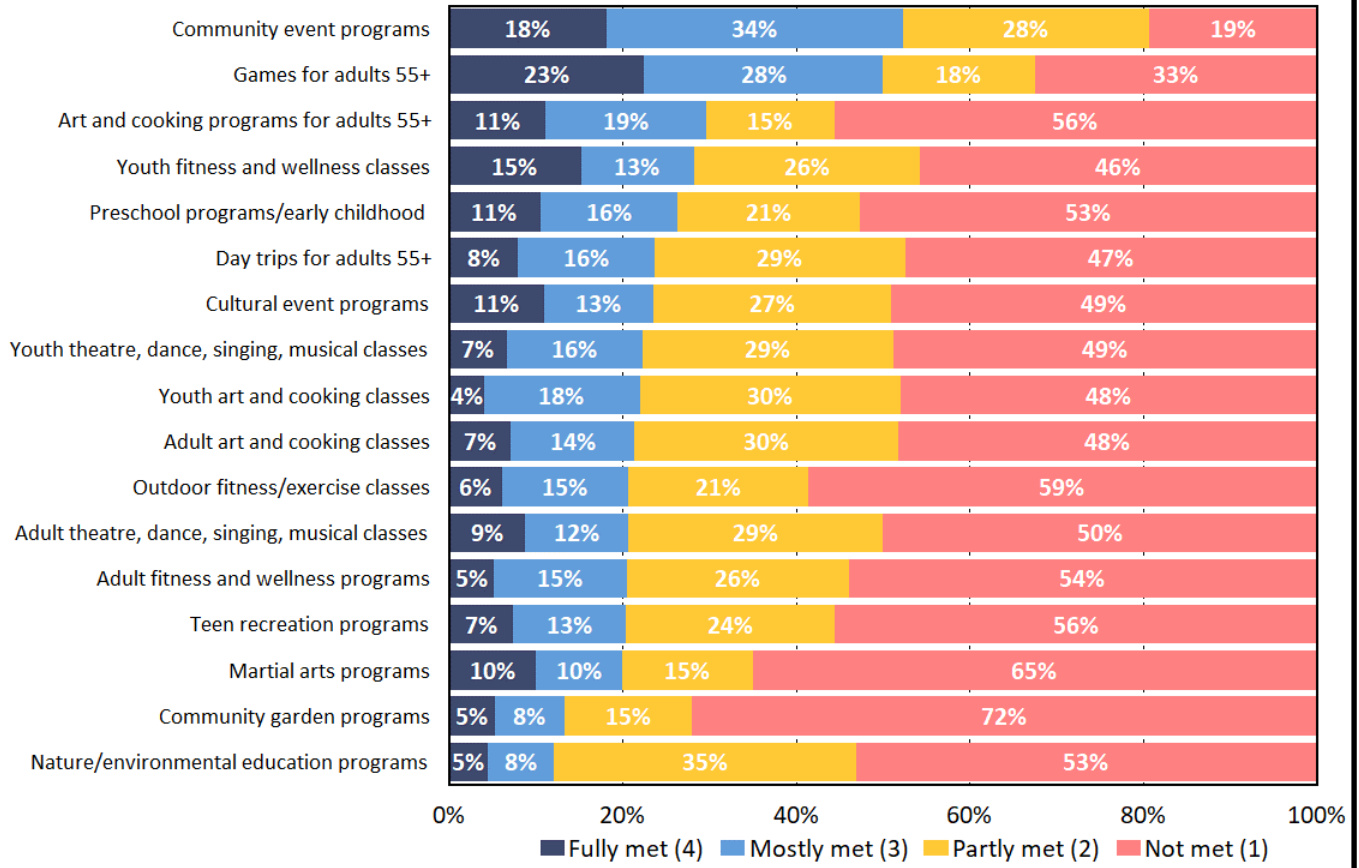
1. Community Event Programs (58%),
2. Community Garden Programs (52%),
3. Outdoor Fitness/Exercise Classes (52%), and
4. Adult Fitness & Wellness Programs (51%).

Respondents who indicated they had a need for each program were then asked to indicate how well their current needs are being met. The chart on the following page shows the responses from respondents who indicated they had a need for each program.



Q11. How Well Programs Meet the Needs of the Respondent Households

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



Recreation Program Importance. In addition to assessing the needs for each program, ETC Institute also the importance that residents place on each program. Based on the sum of respondents’ top four choices, the three most important programs to residents were:

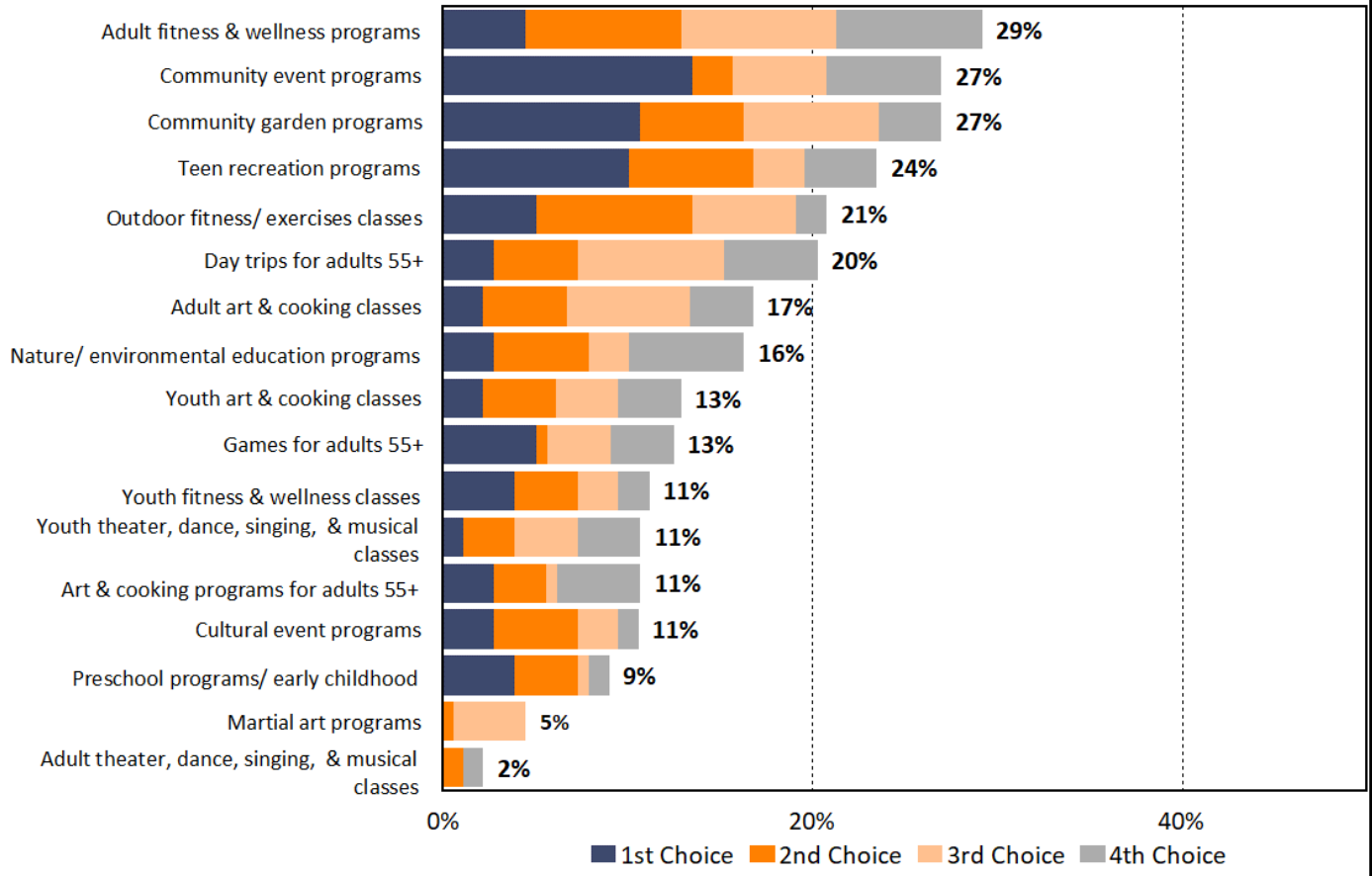
- Adult Fitness & Wellness Programs (29%)
- Community Event Programs (27%)
- Community Garden Programs (27%)

The percentage of residents who selected each program as one of their top four choices is shown in the chart on the following page.



Q12. Which FOUR programs are MOST IMPORTANT to your household

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



The chart on the following page shows the Priority Investment Rating (PIR) for each of the 17 programs that were rated. The Priority Investment Rating was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on residents who think should receive the highest priority for investment. The ratings reflect the importance residents place on items and the unmet needs (needs that are only partly or no met) for each program relative to the program that rated the highest overall. Because decisions related to future investments should consider both the level of unmet need and the importance of programs, the PIR weighs each of these components equally.

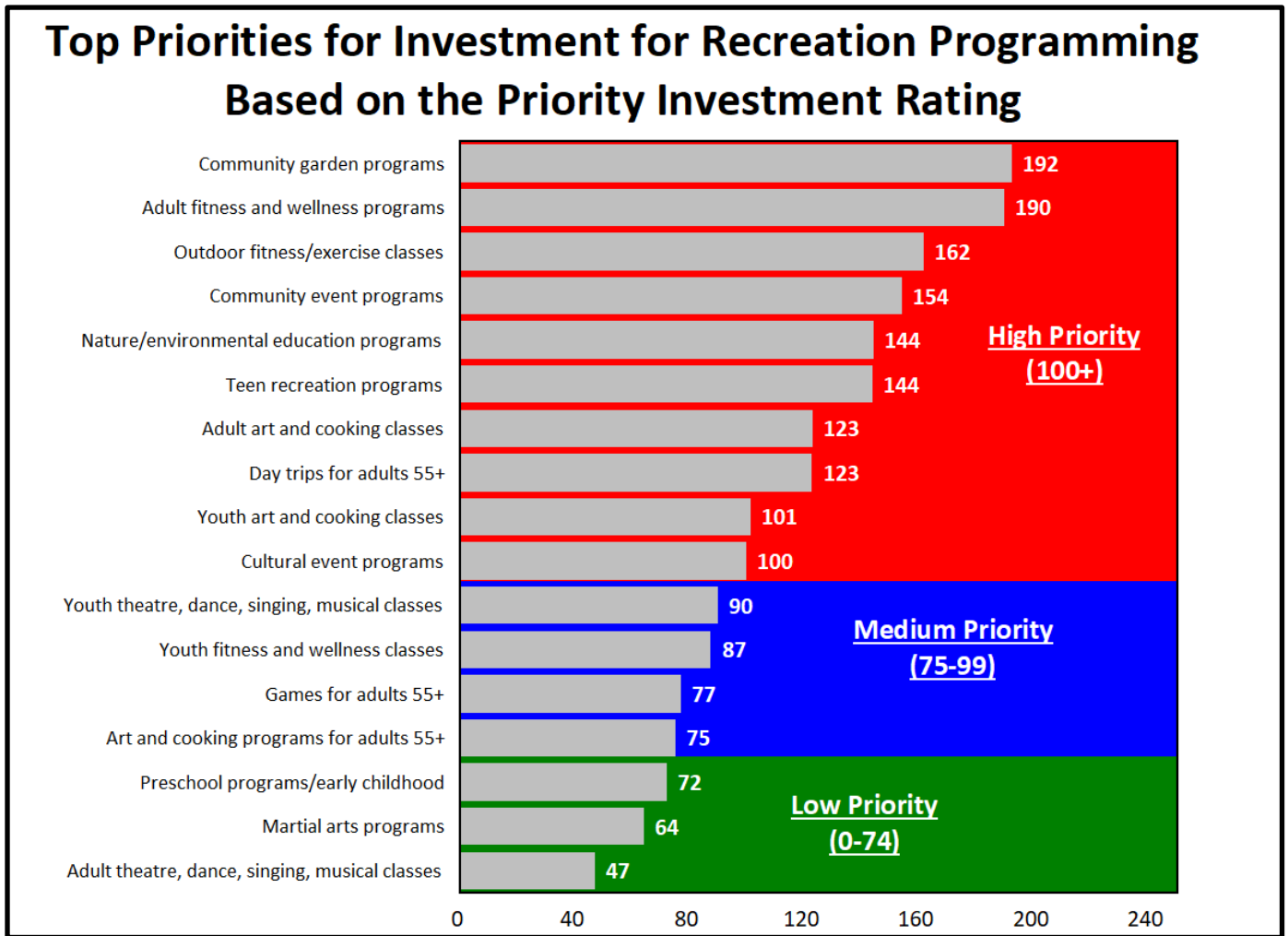
The PIR reflects the sum of the Unmet Need Rating and the Importance Rating as shown in the equation below:

$$PIR = UNR + IR$$

2024 City of Edgerton Citizen Survey Executive Summary



For example, the unmet needs rating for Community Gardening programs is 100.0 (out of 100) and the Importance Rating for Community Gardening programs is 92.5 (out of 100), the Priority Investment Rating for Community Gardening programs is 192.5.



Priorities for Programming Investments. Based on the priority investment rating (PIR), which was described briefly on page vi of this Executive Summary and is described in more detail in section 2 of this report, the following three programs were rated as “high priorities” for investment:

- Community Garden Programs (PIR = 192)
- Adult Fitness & Wellness Programs (PIR = 190)
- Outdoor Fitness/ Exercise Classes (PIR = 167)

2024 City of Edgerton Citizen Survey Executive Summary



Investment Priorities

Recommended Priorities for the Next Year. In order to help the city identify investment priorities for the next year, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next year. If the City wants to improve its overall satisfaction rating, the city should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

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

- Overall maintenance of City streets, buildings, & facilities (I-S Rating = 0.2901)
- Overall enforcement of City codes & ordinances (I-S Rating = 0.1539)
- Overall effectiveness of community planning & development (I-S Ratings = 0.1319)
- Quality of City parks & facilities (I-S Ratings = 0.1180)

The table on the following page shows the Importance-Satisfaction rating for all 12 major categories of City services that were rated.

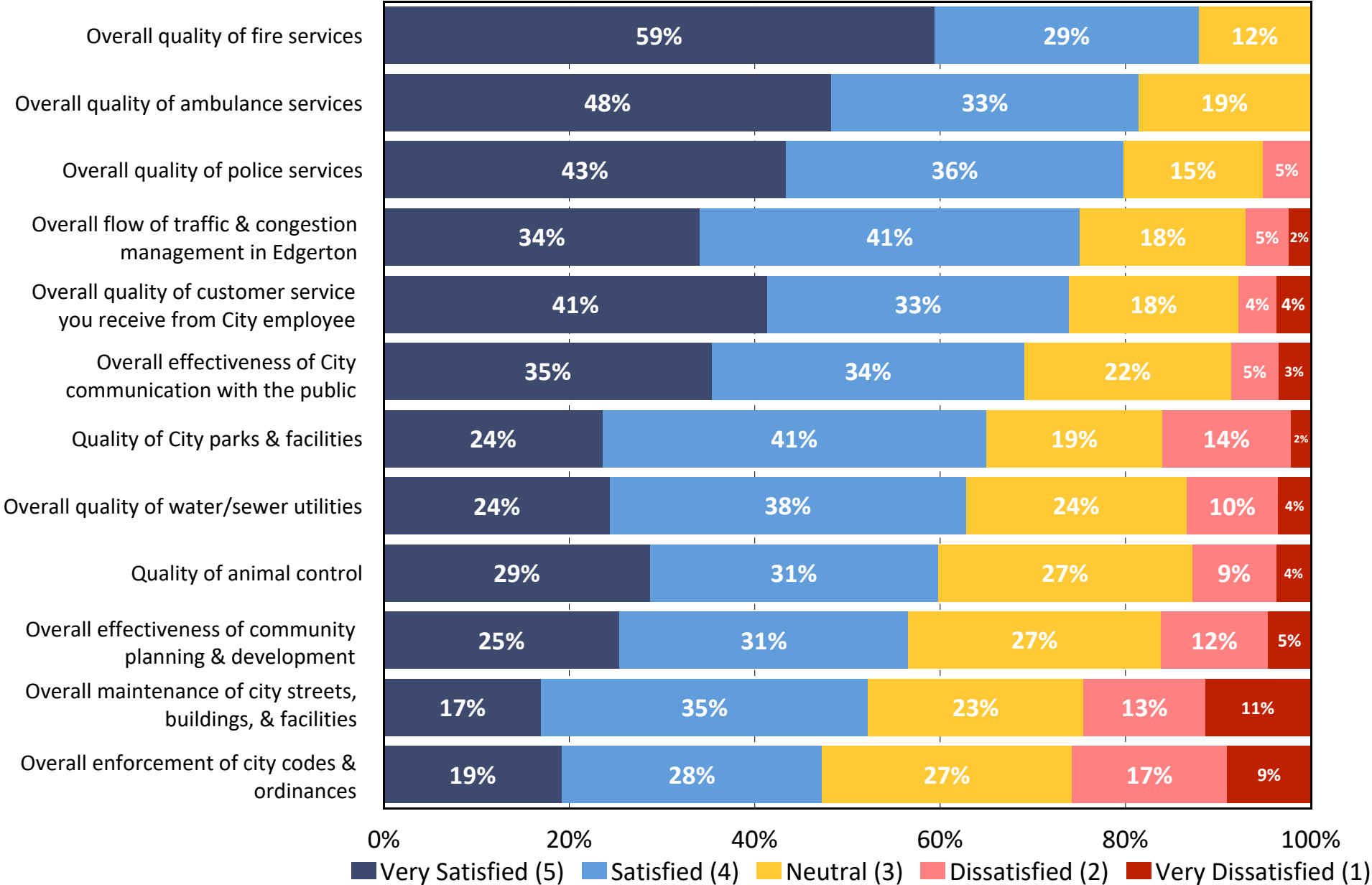
2024 Importance-Satisfaction Rating Edgerton, Kansas Major City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets, buildings & facilities	61%	1	52%	11	0.2901	1
High Priority (IS .10-.20)						
Overall enforcement of City codes & ordinances	29%	4	47%	12	0.1539	2
Overall effectiveness of community planning & development	30%	3	57%	10	0.1319	3
Quality of City parks & facilities	34%	2	65%	7	0.1180	4
Medium Priority (IS <.10)						
Overall quality of water/sewer utilities	22%	6	63%	8	0.0815	5
Quality of animal control (e.g. pet licenses, response to	13%	9	60%	9	0.0523	6
Overall effectiveness of City communication with the public	15%	8	69%	6	0.0467	7
Overall quality of police services (Johnson County Sheriff's Office)	23%	5	80%	3	0.0457	8
Overall flow of traffic & congestion management in Edgerton	18%	7	75%	4	0.0448	9
Overall quality of customer service you receive from City employees	12%	10	74%	5	0.0308	10
Overall quality of ambulance services (JoCo Med-Act)	6%	12	81%	2	0.0120	11
Overall quality of fire services (Johnson County Fire District 1)	8%	11	88%	1	0.0100	12



Charts and Graphs

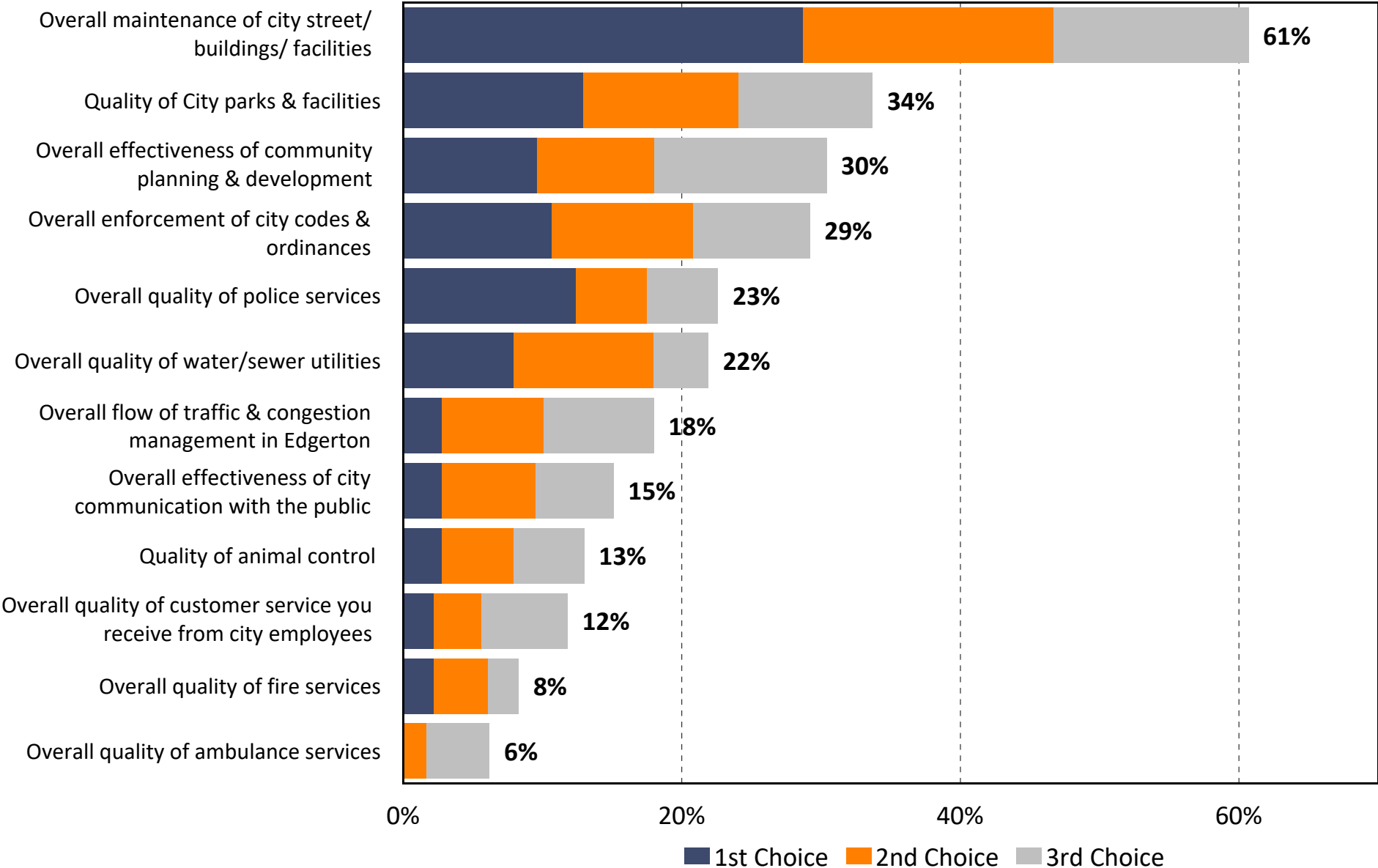
Q1. Overall Satisfaction with City Services

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



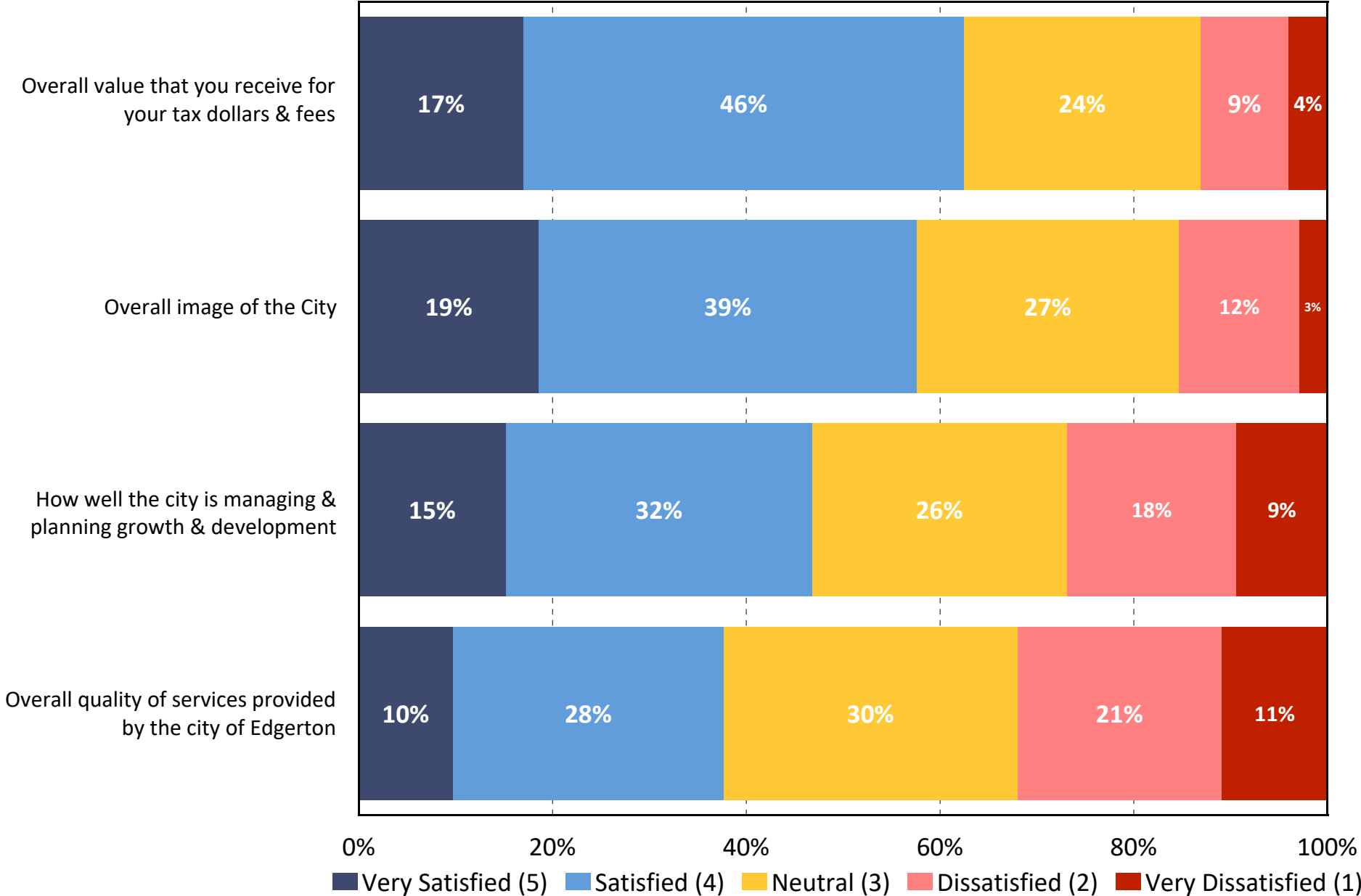
Q2. Which THREE items should receive the MOST EMPHASIS from city leaders over the next TWO years

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



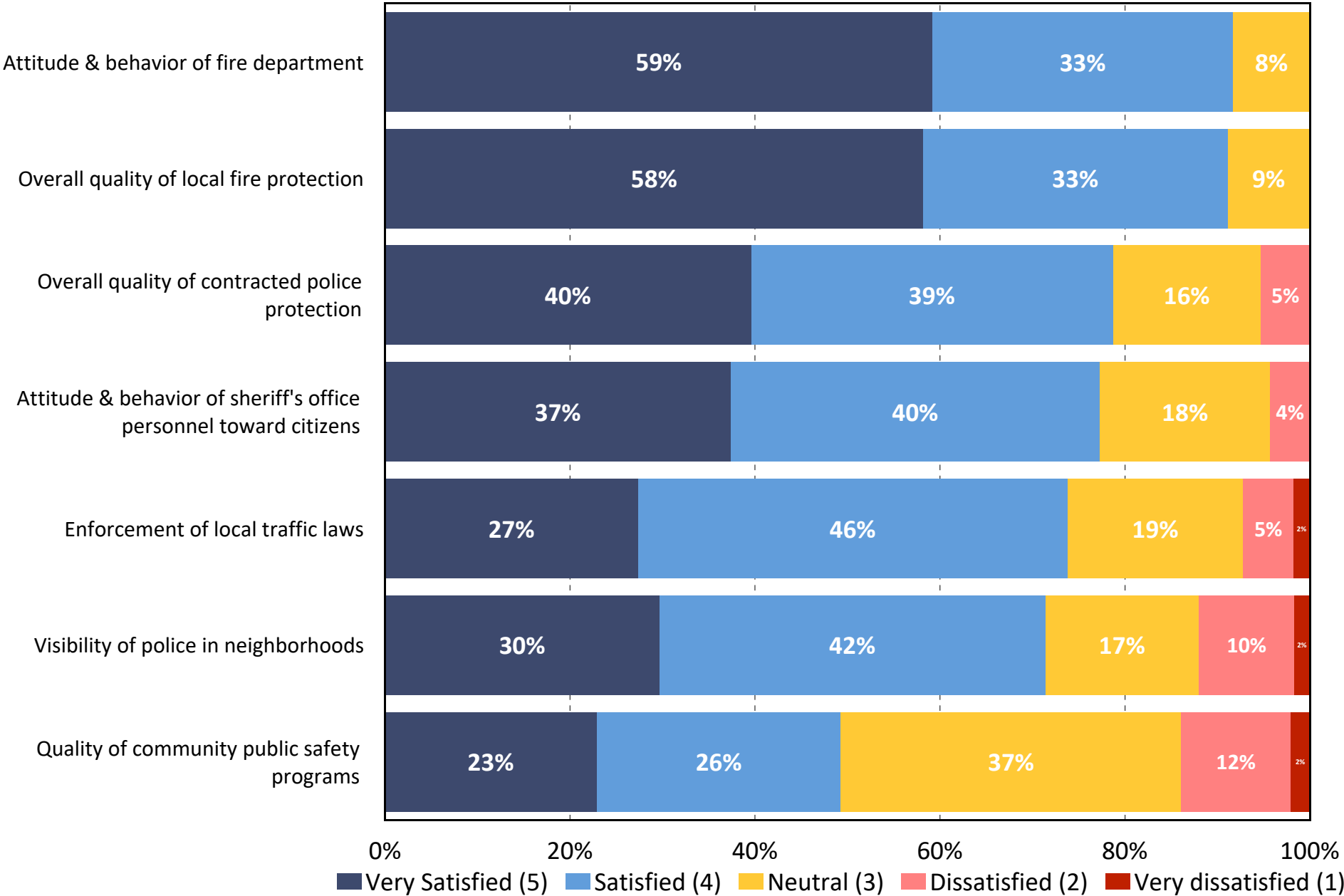
Q3. Perceptions of the City of Edgerton

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



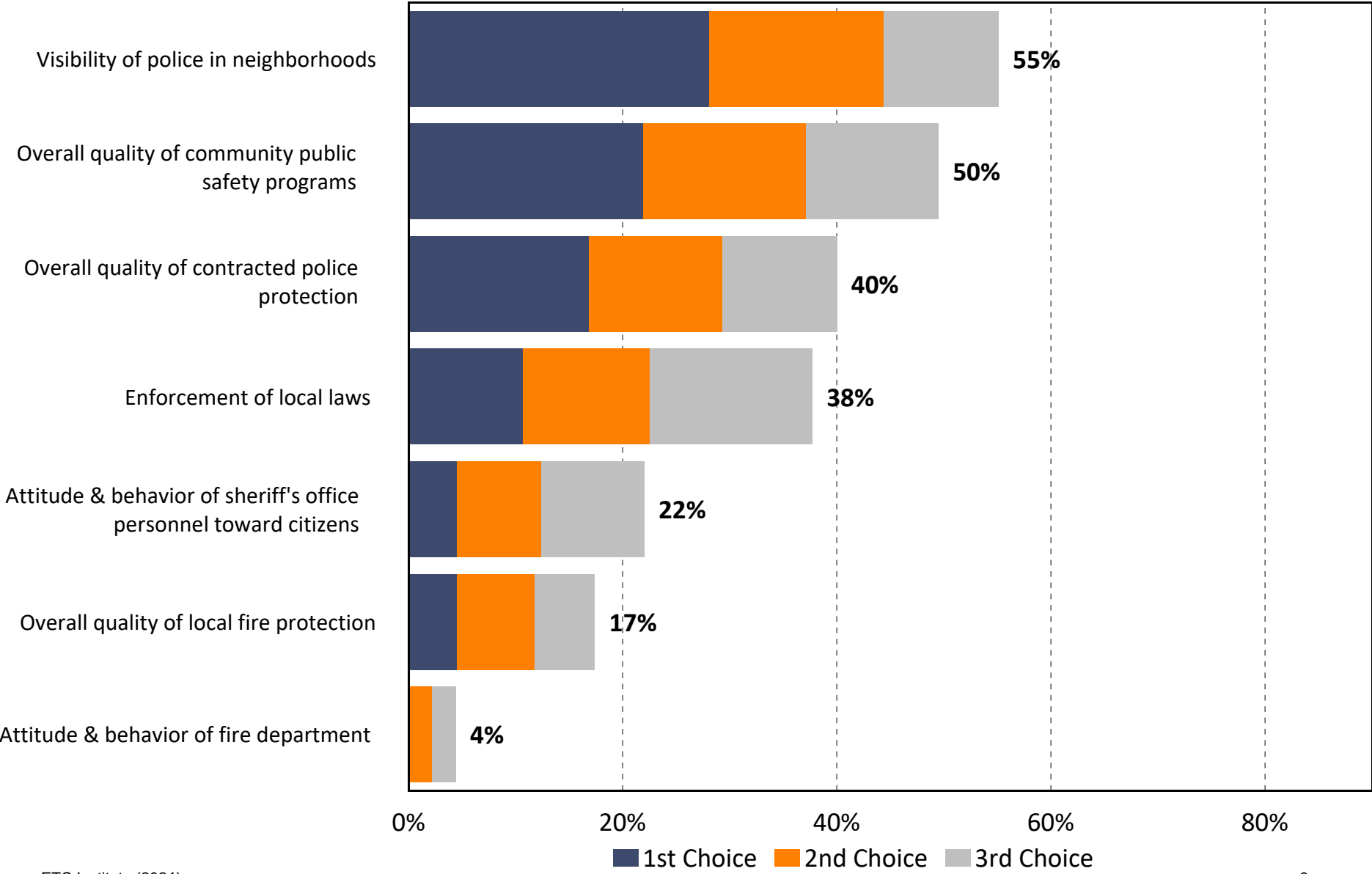
Q4. Overall Ratings of Public Safety in Edgerton

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



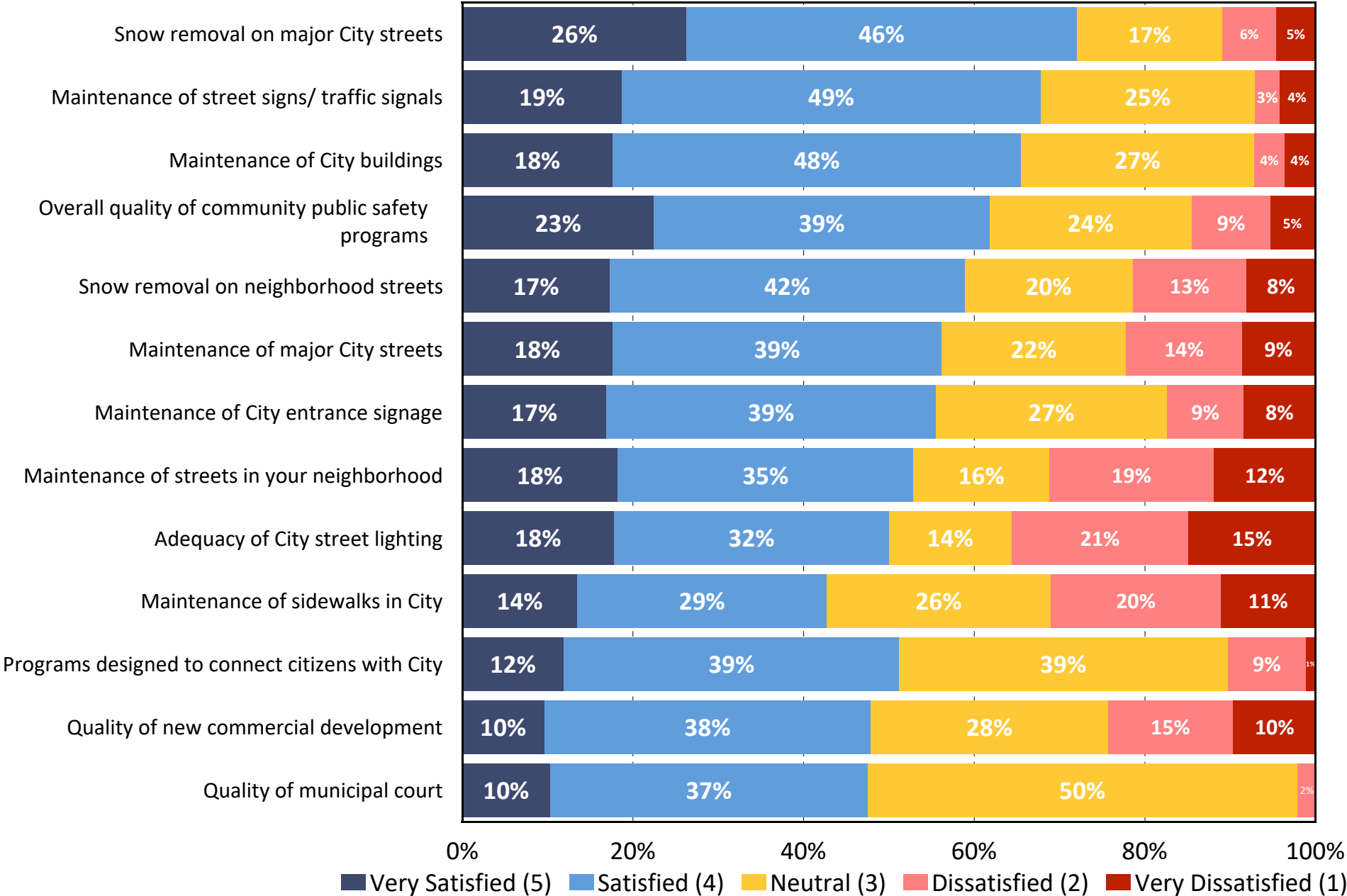
Q5. Which THREE services should receive the MOST EMPHASIS from city leaders over the next TWO YEARS

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



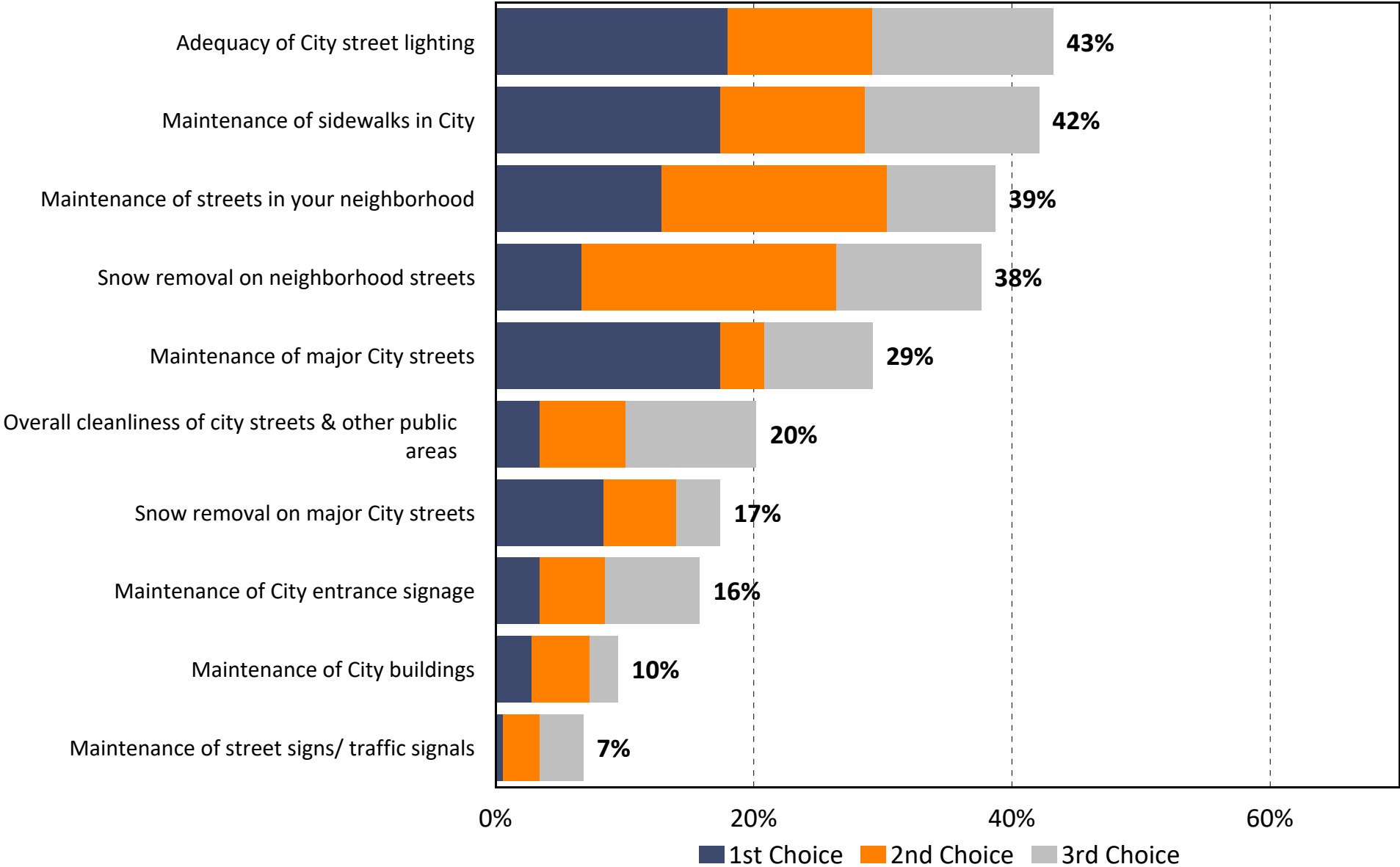
Q6. Overall Satisfaction of City Maintenance

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



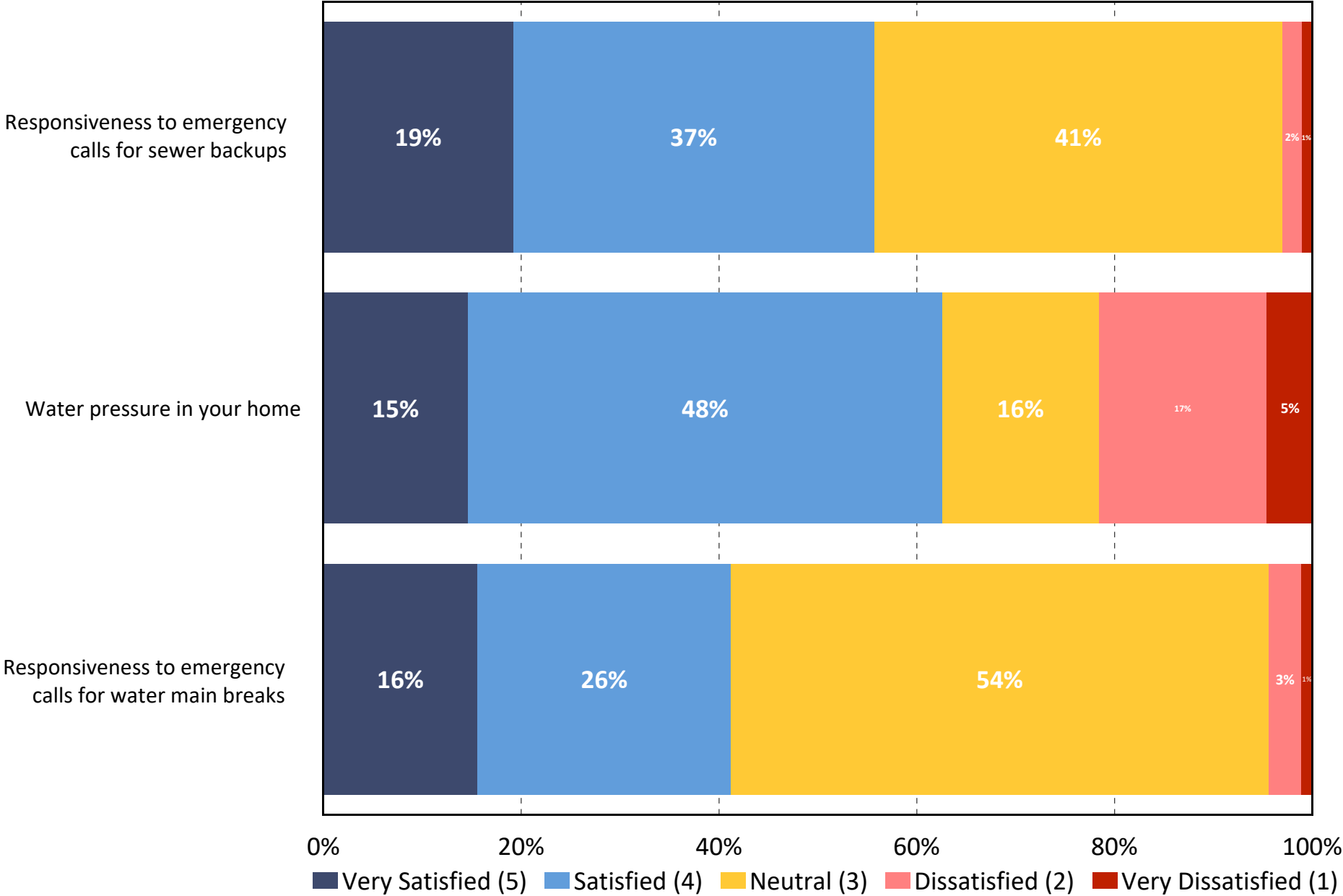
Q7. Which THREE services should receive the MOST EMPHASIS from city leaders over the next TWO YEARS

By percentage of respondents who selected the items as one of their top three choices



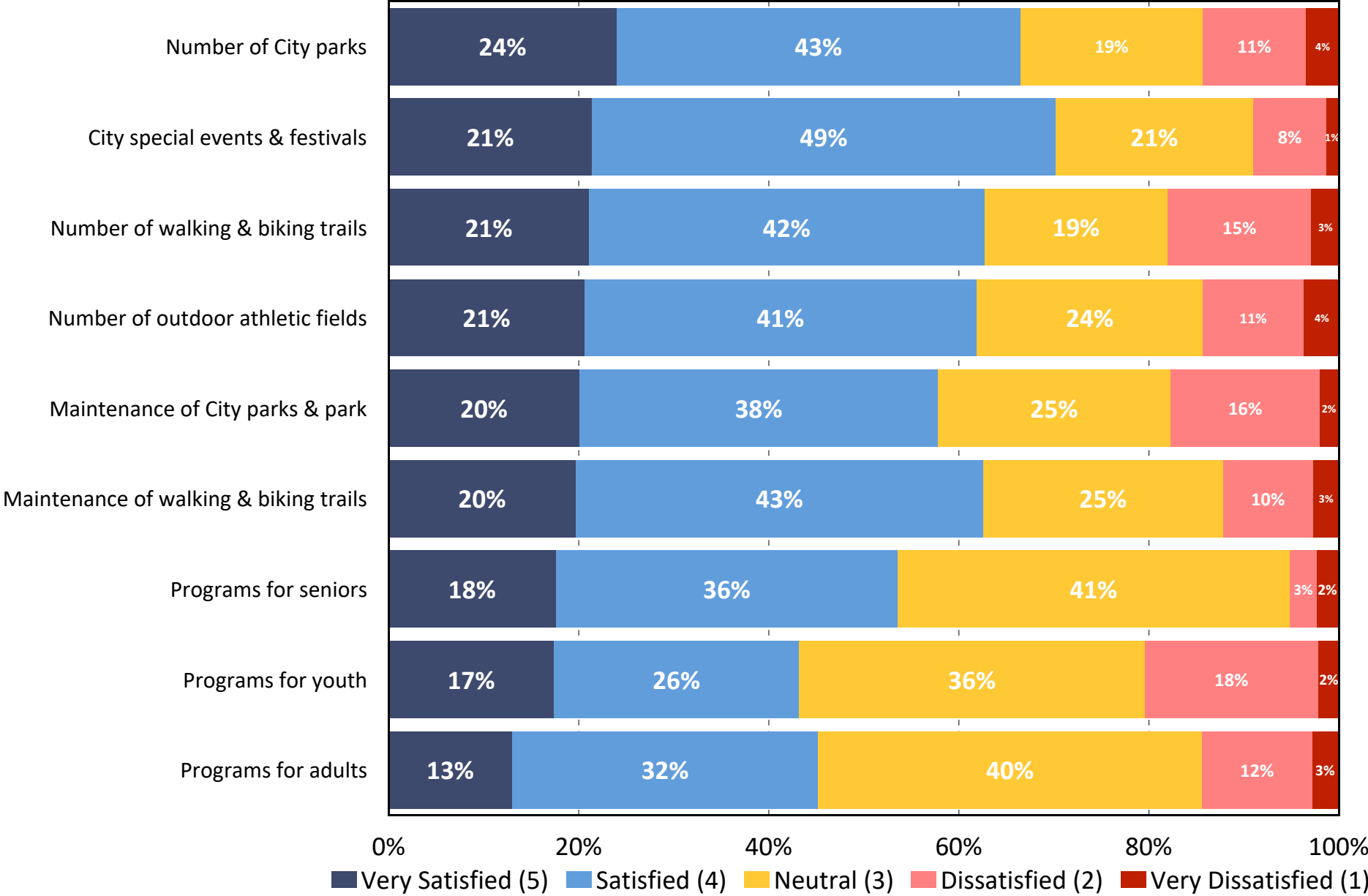
Q8. Overall Satisfaction of Sewer & Water Utilities

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



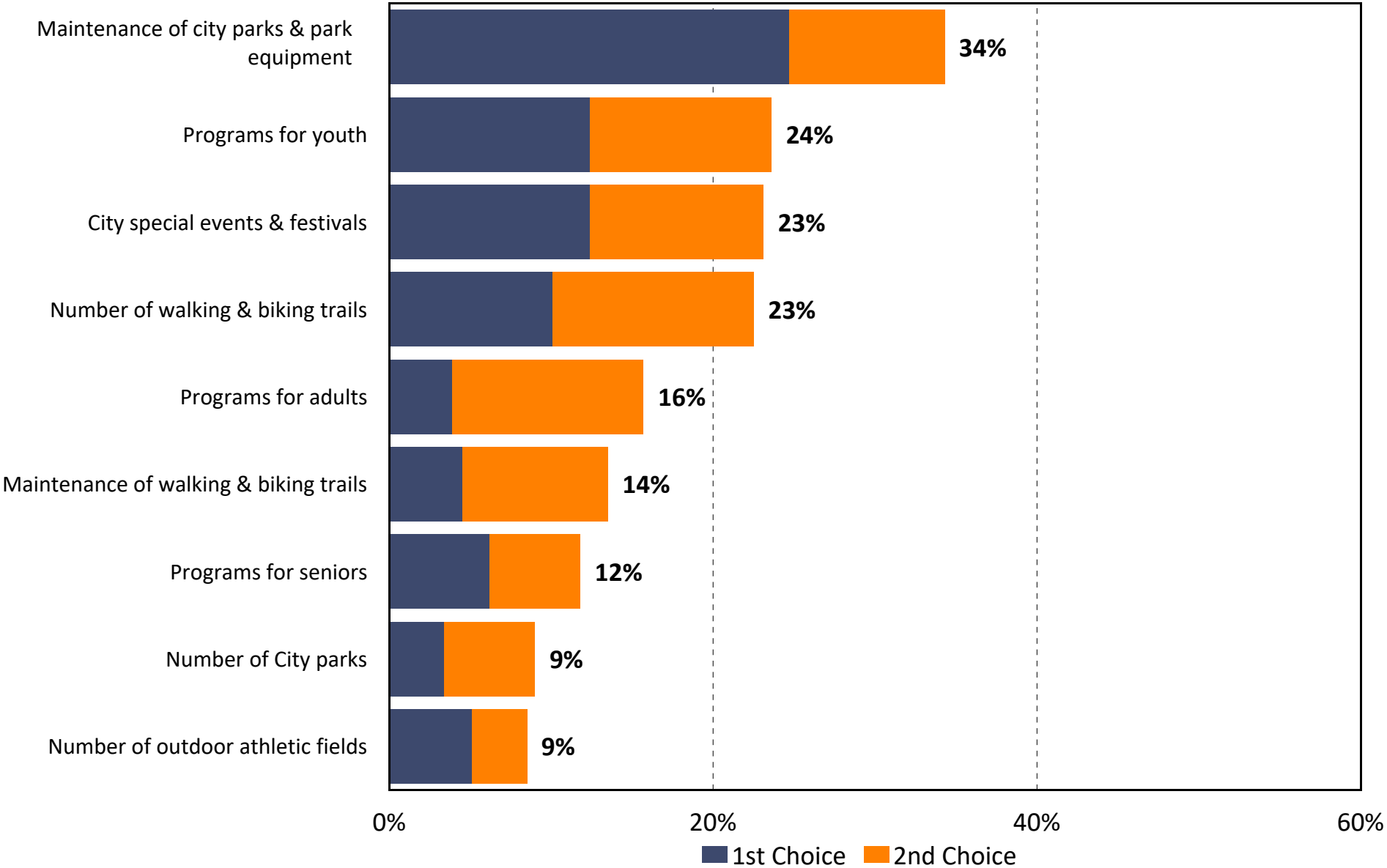
Q9. Overall Satisfaction with Parks & Recreation

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



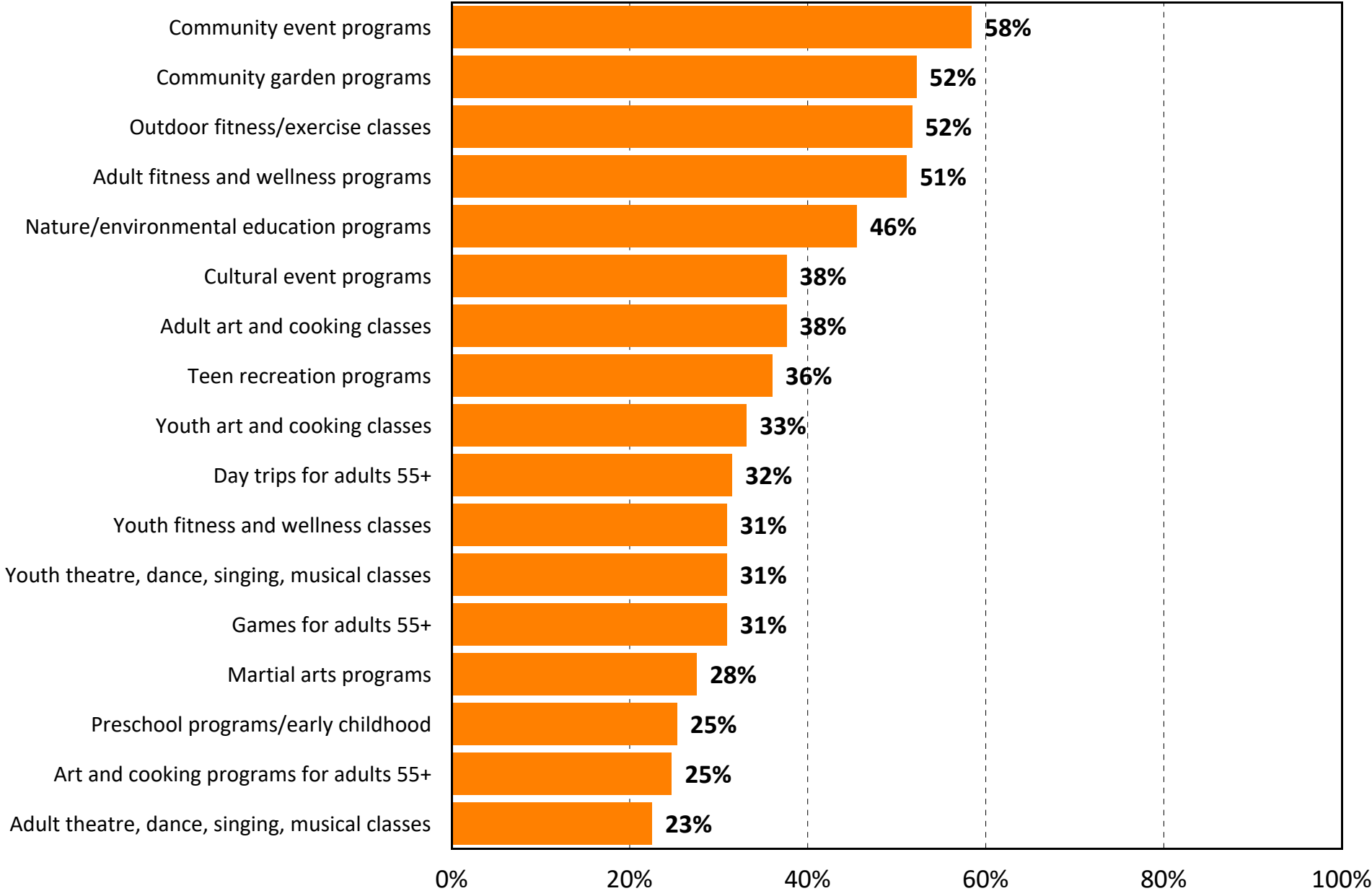
Q10. Which TWO items should receive the MOST EMPHASIS from city leaders over the next TWO YEARS

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



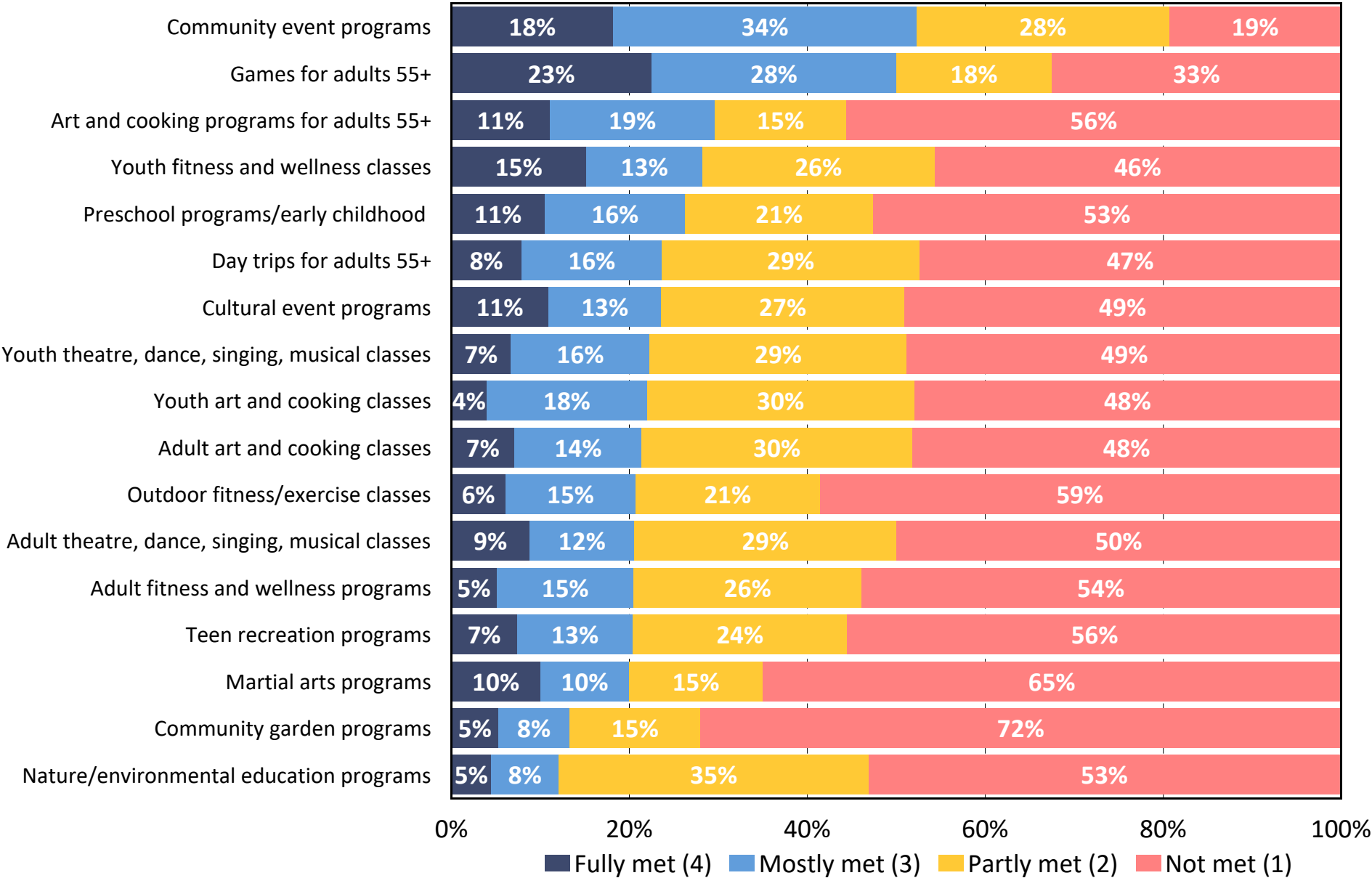
Q11. Household Programming Needs

By percentage of respondents (multiple choices could be selected)



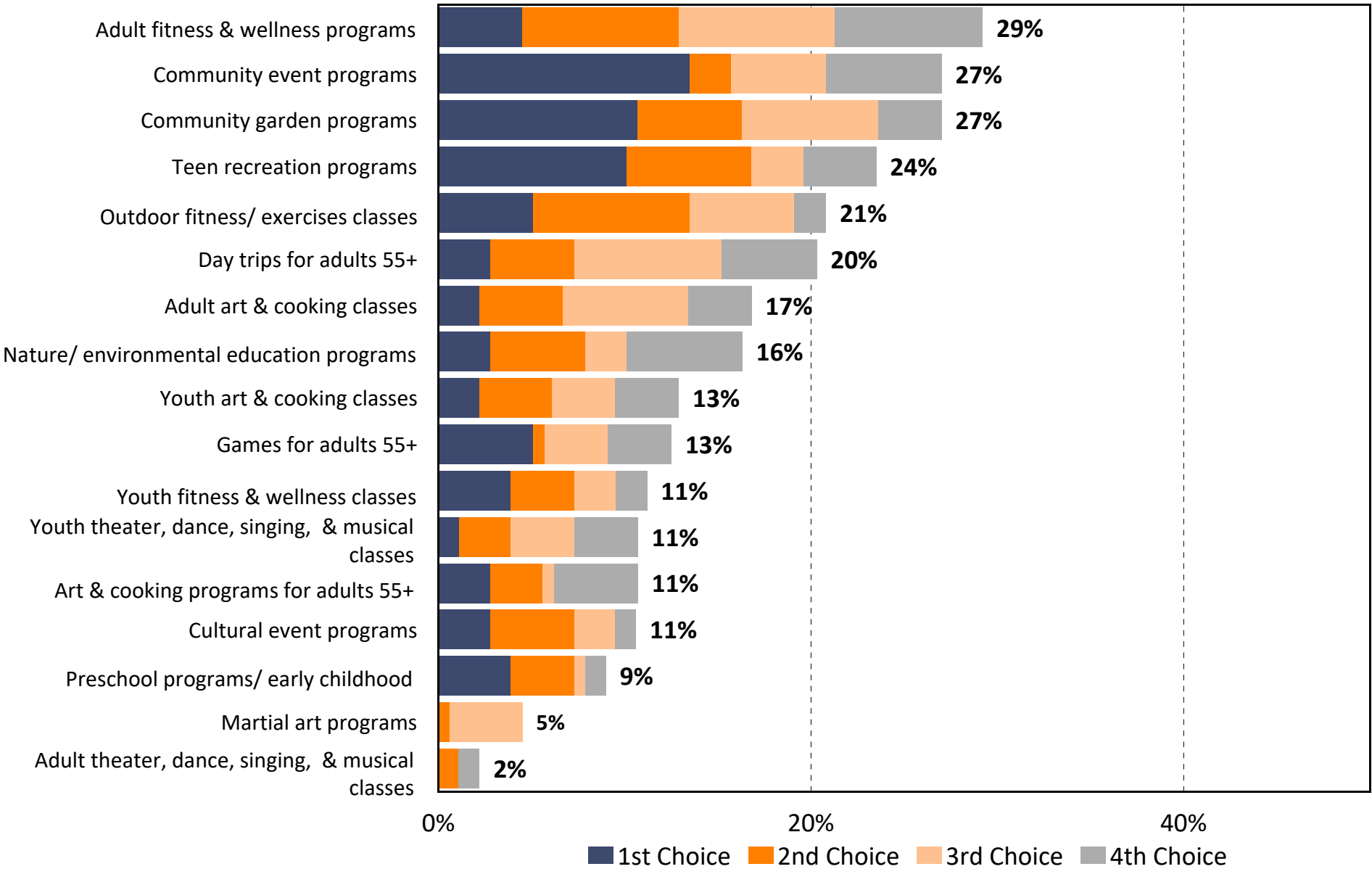
Q11. How Well Programs Meet the Needs of the Respondent Households

by percentage of respondents who have a need and who rated the item as a 1 to 4 on a 4-point scale



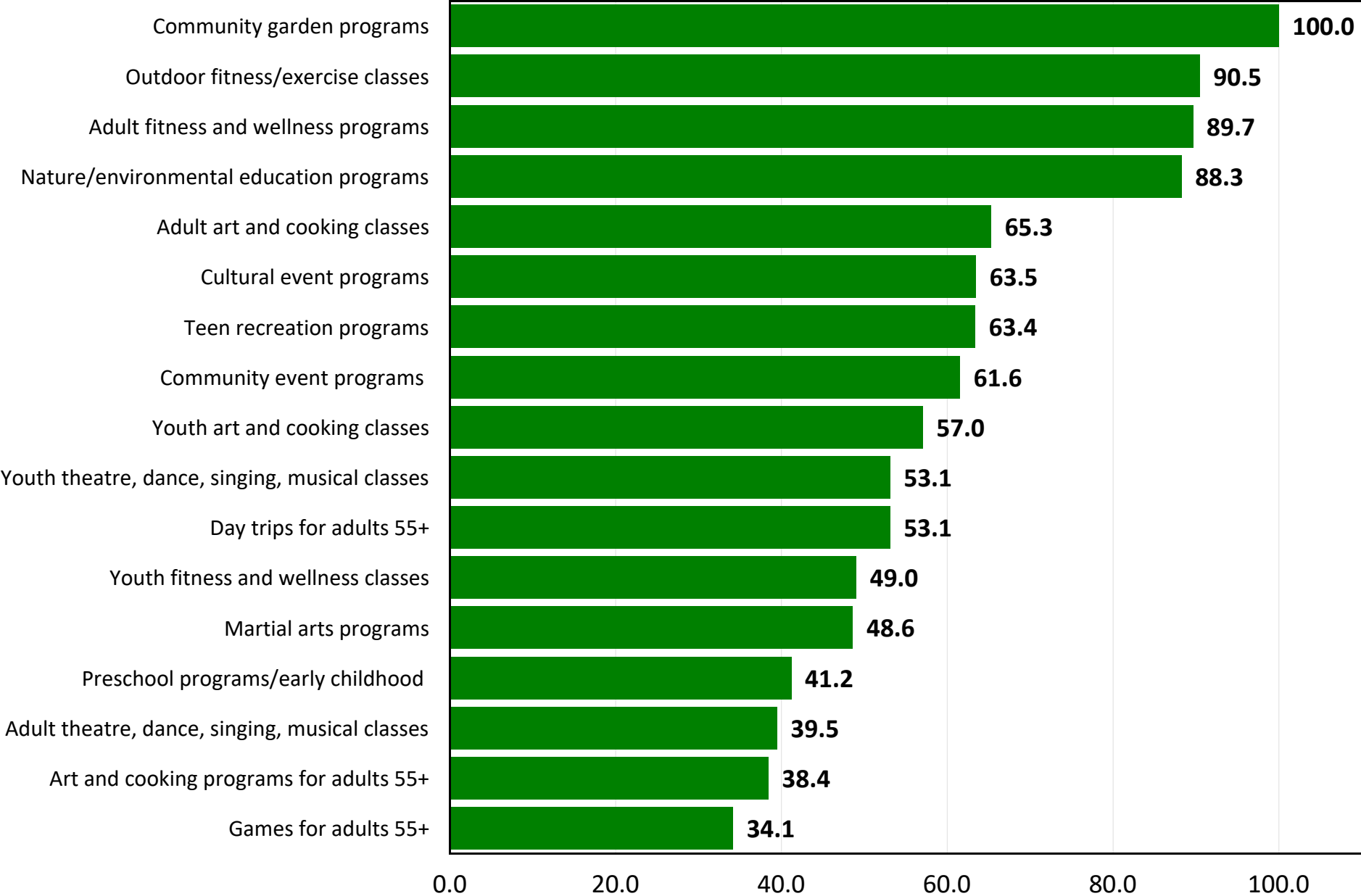
Q12. Which FOUR programs are MOST IMPORTANT to your household

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



Unmet Needs Rating for Recreation Programming

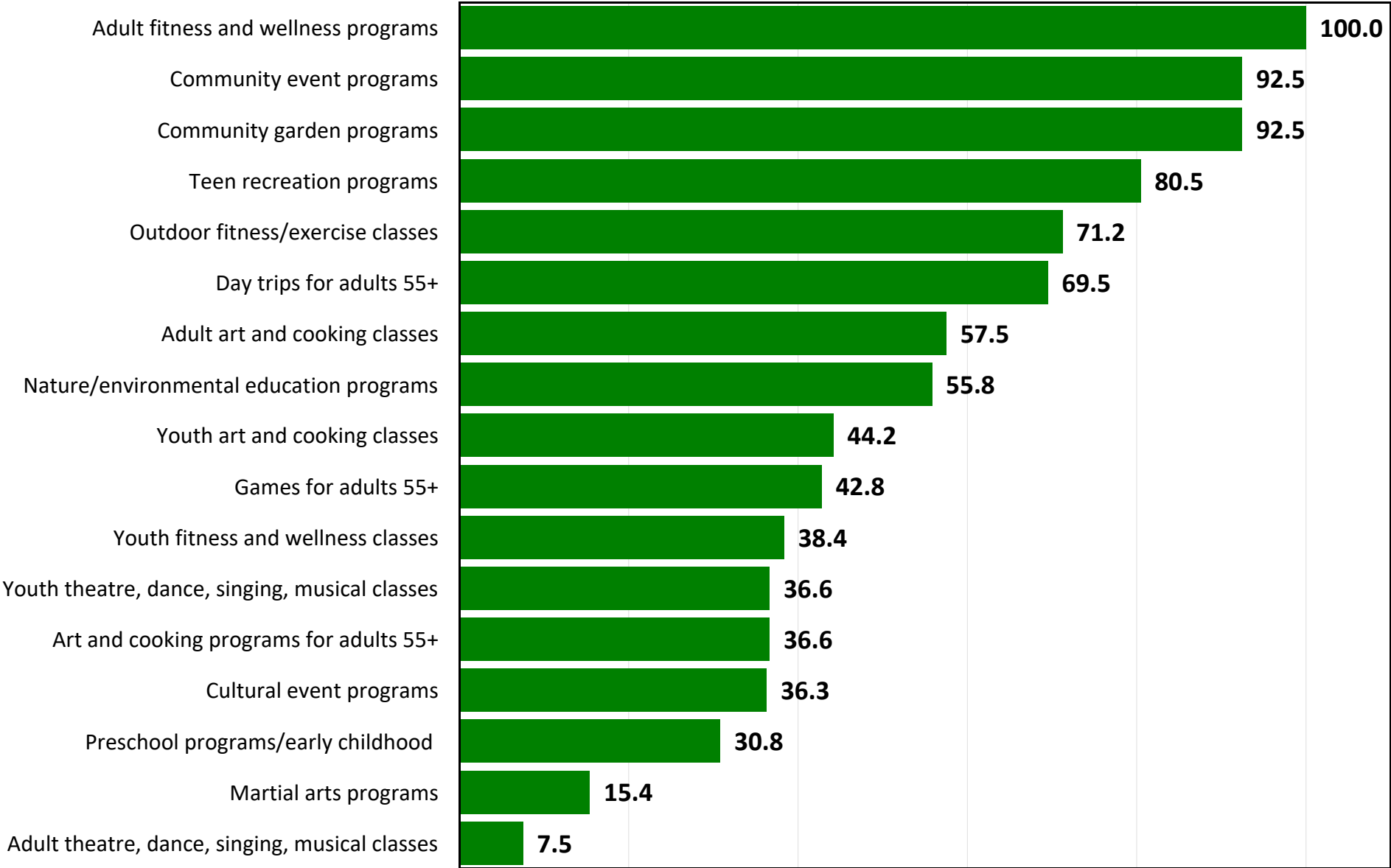
The rating for the item with the most unmet need = 100
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



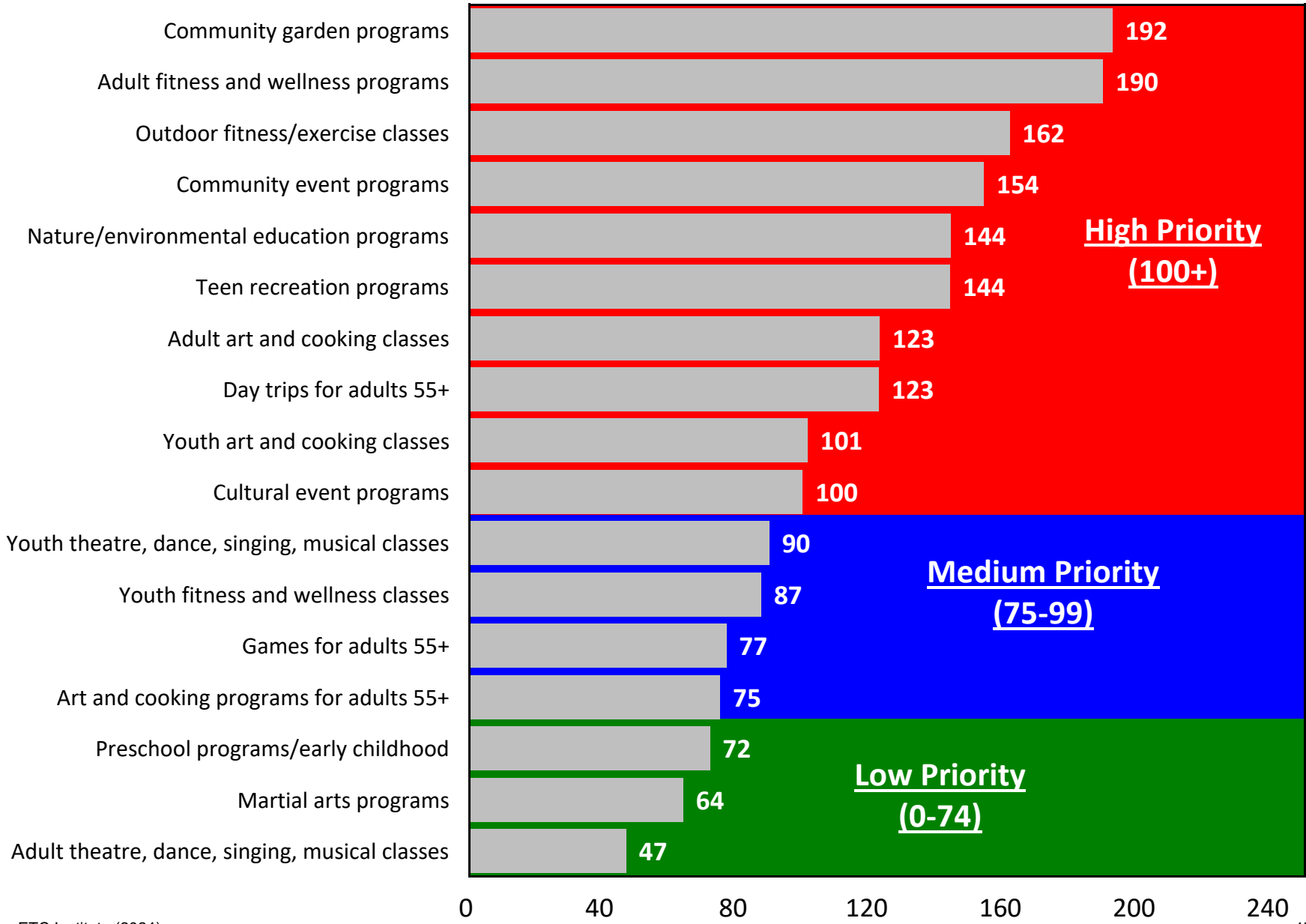
Importance Rating for Recreation Programming

the rating for the item rated as the most important=100

the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important

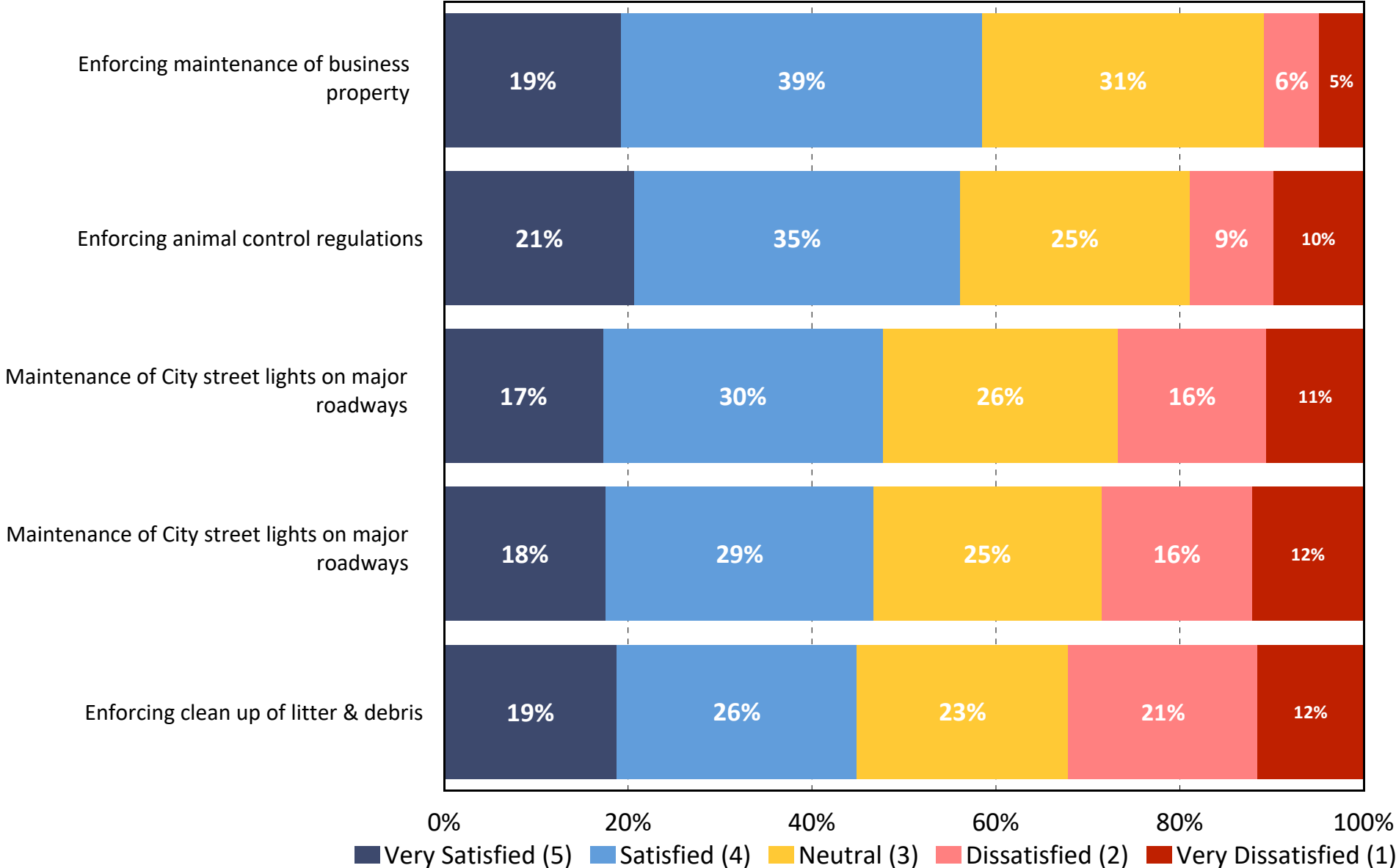


Top Priorities for Investment for Recreation Programming Based on the Priority Investment Rating



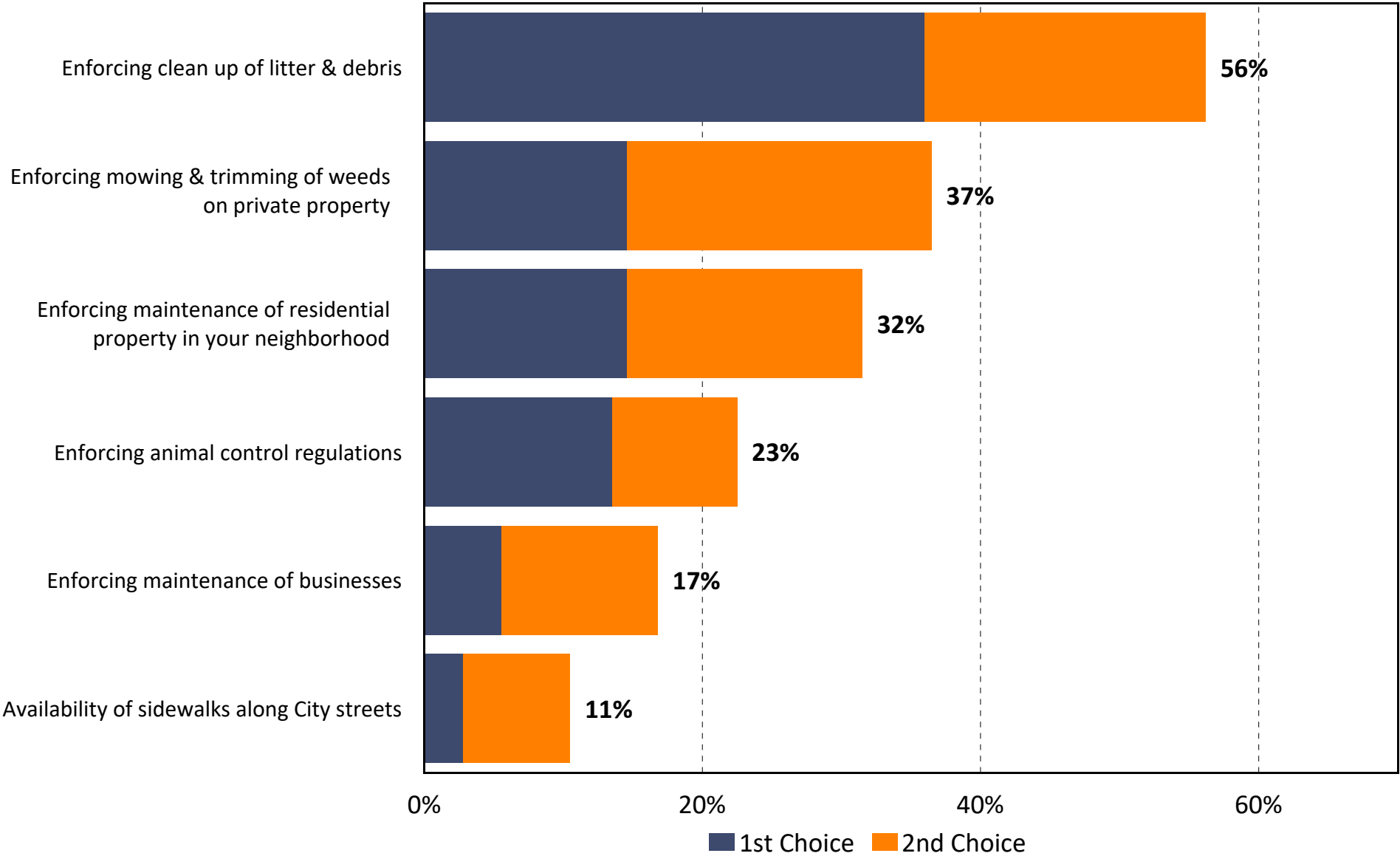
Q13. Overall Satisfaction of Enforcement of City Codes & Ordinances

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



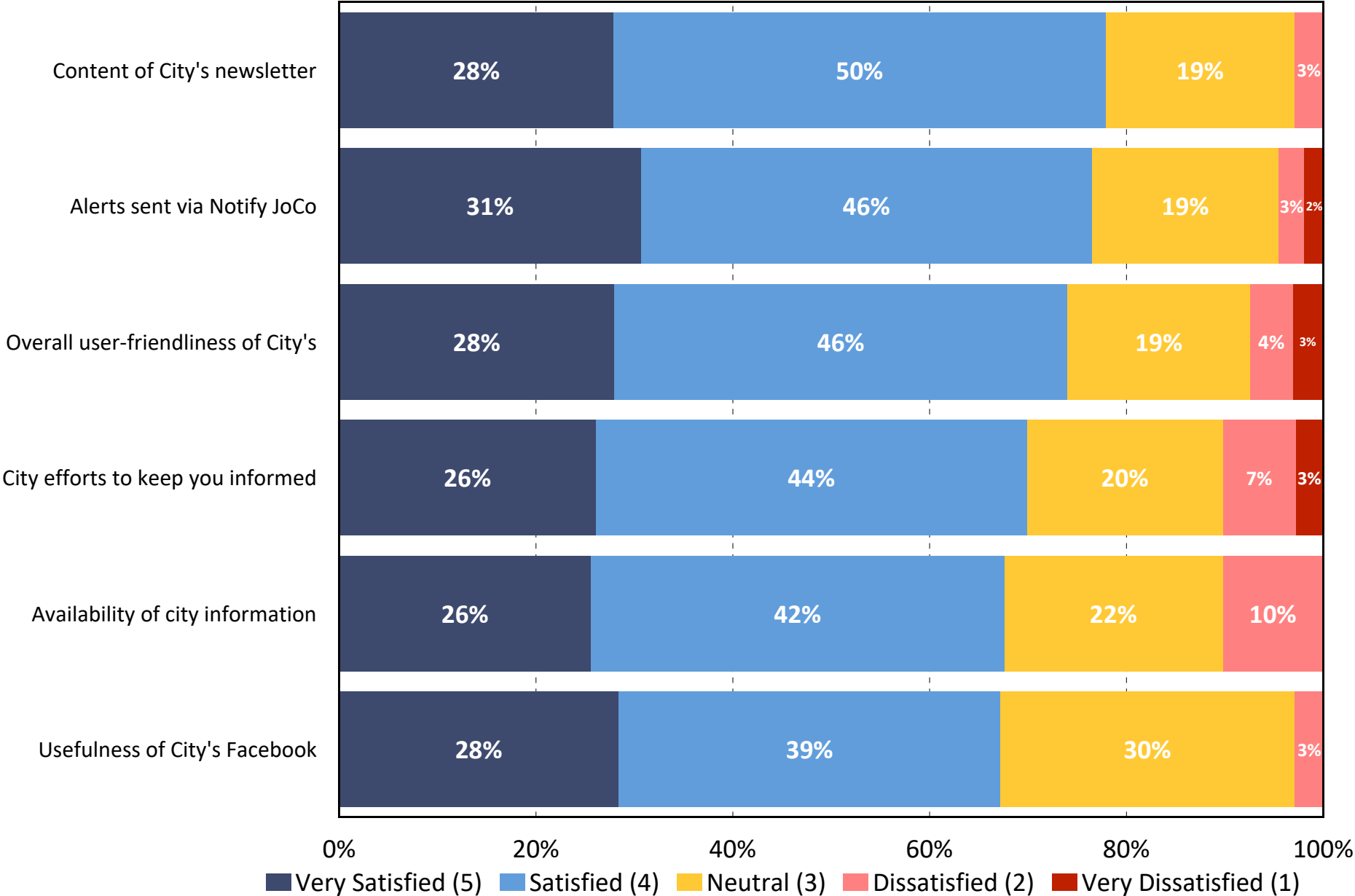
Q14. Which TWO items should receive the MOST EMPHASIS from city leaders over the next TWO years

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



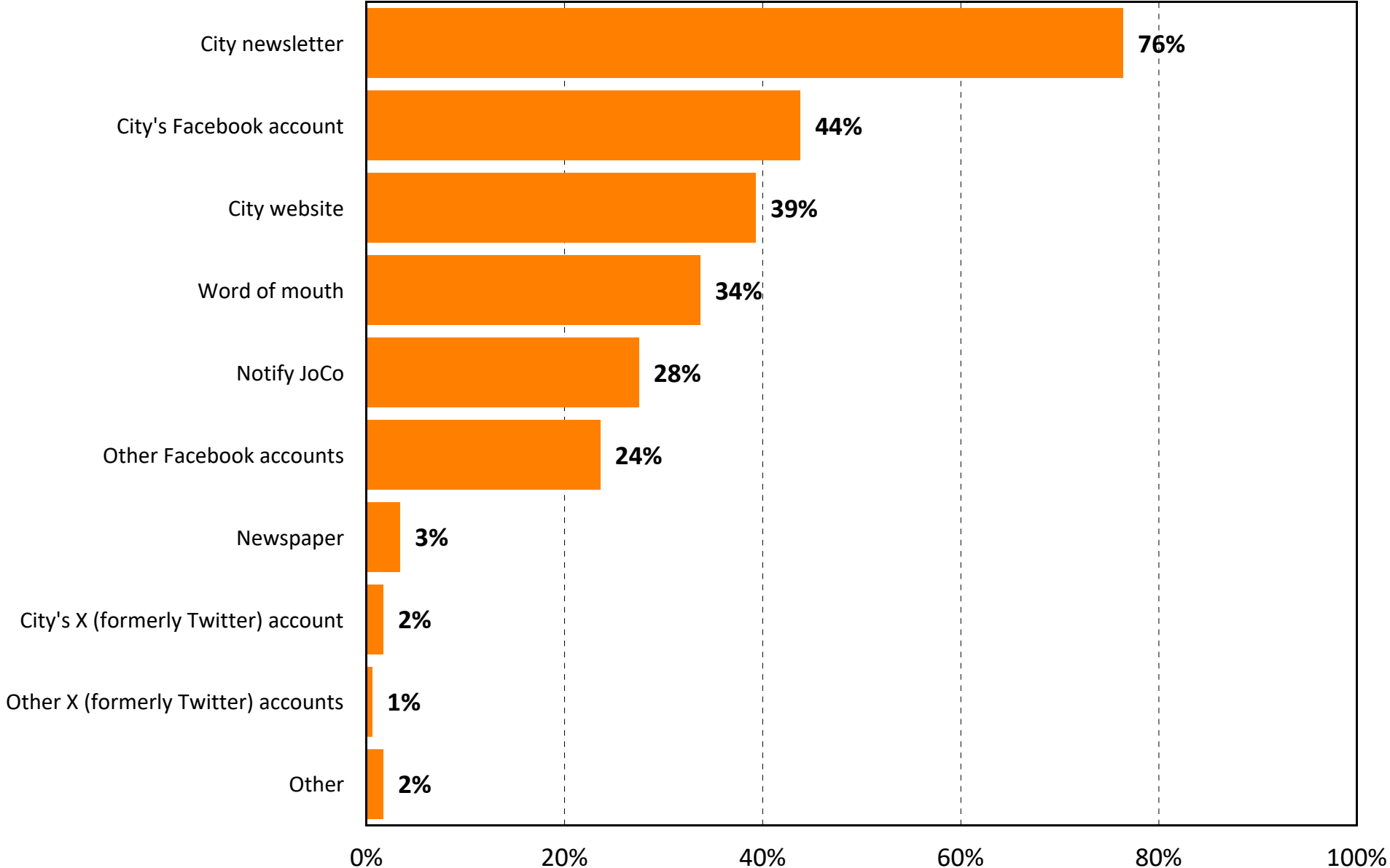
Q15. Satisfaction with the City's Communication

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



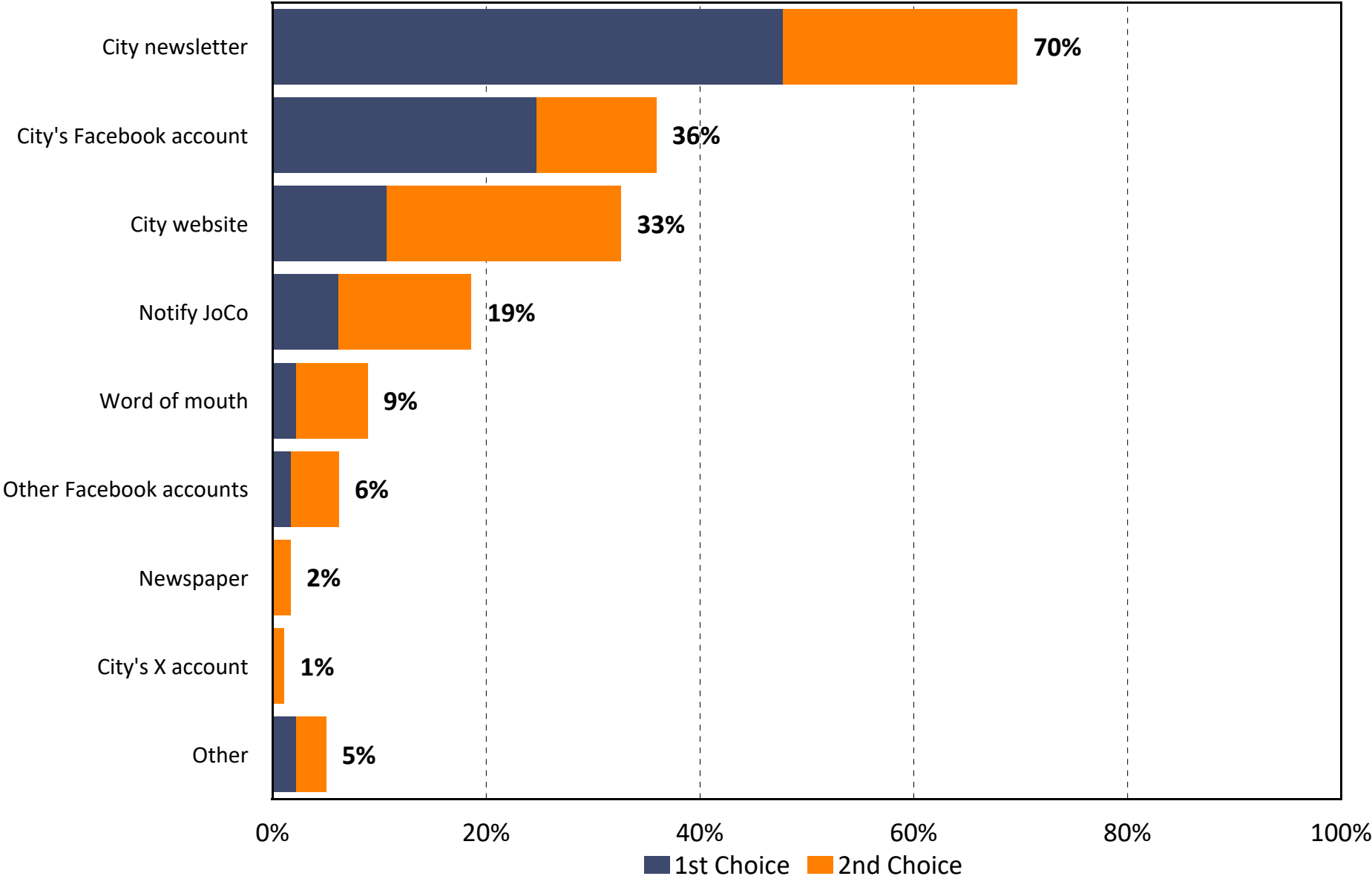
Q16. Which are your PRIMARY SOURCES for community activities and services information

by percentage of respondents (multiple selections could be made)



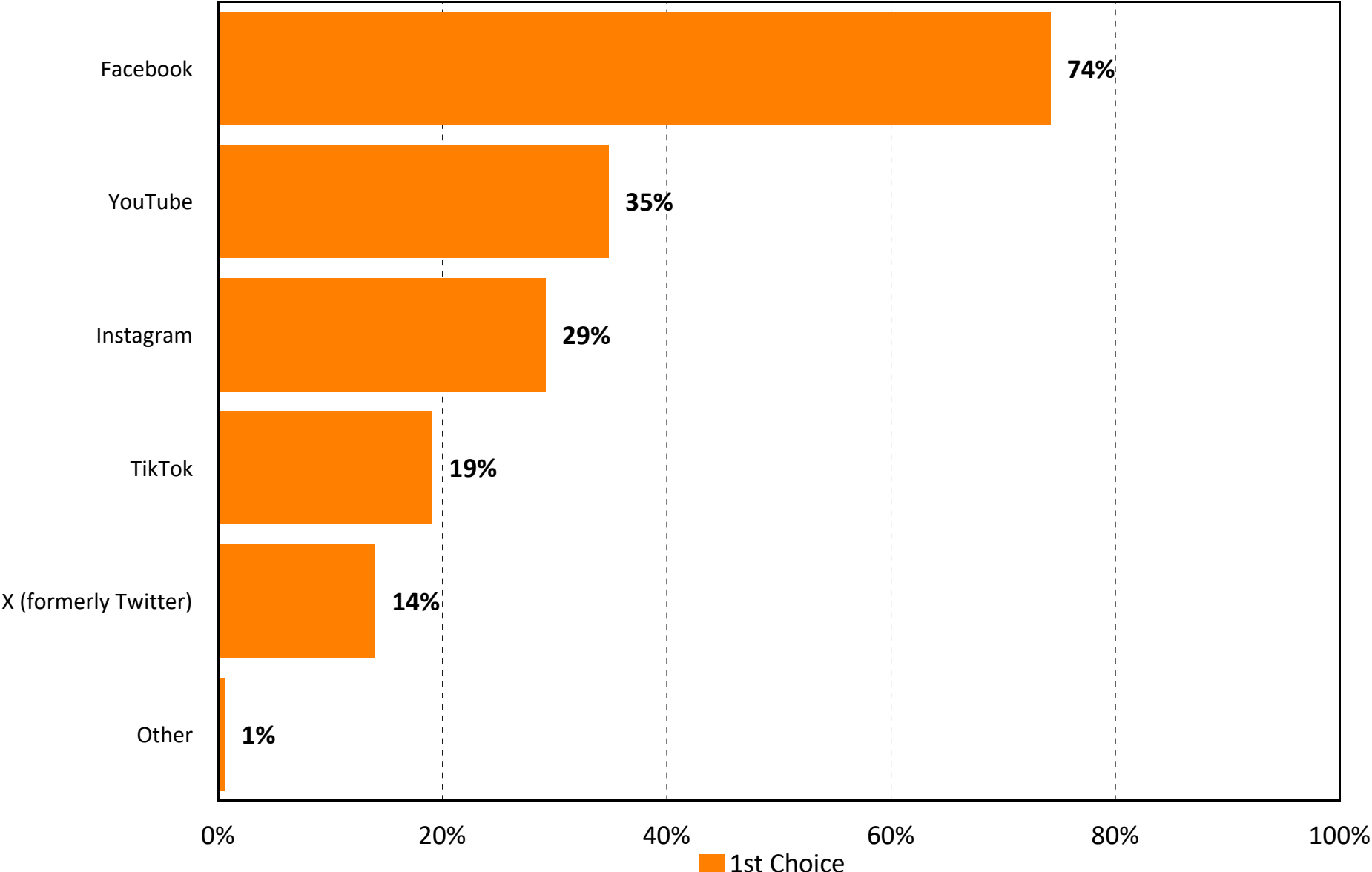
Q17. Which TWO of the methods of communication do you PREFER MOST

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



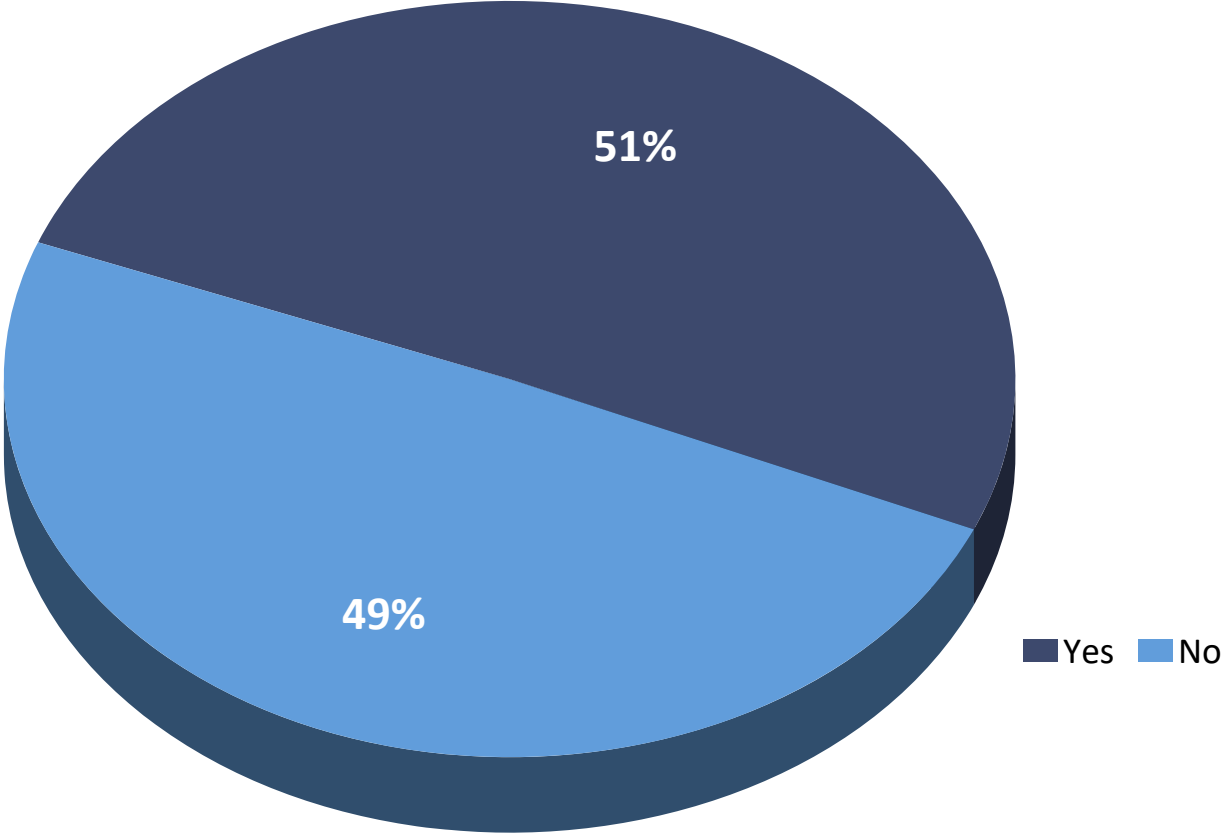
Q18. Which of the following social media network site do you use

by percentage of respondents (multiple choices could be selected)



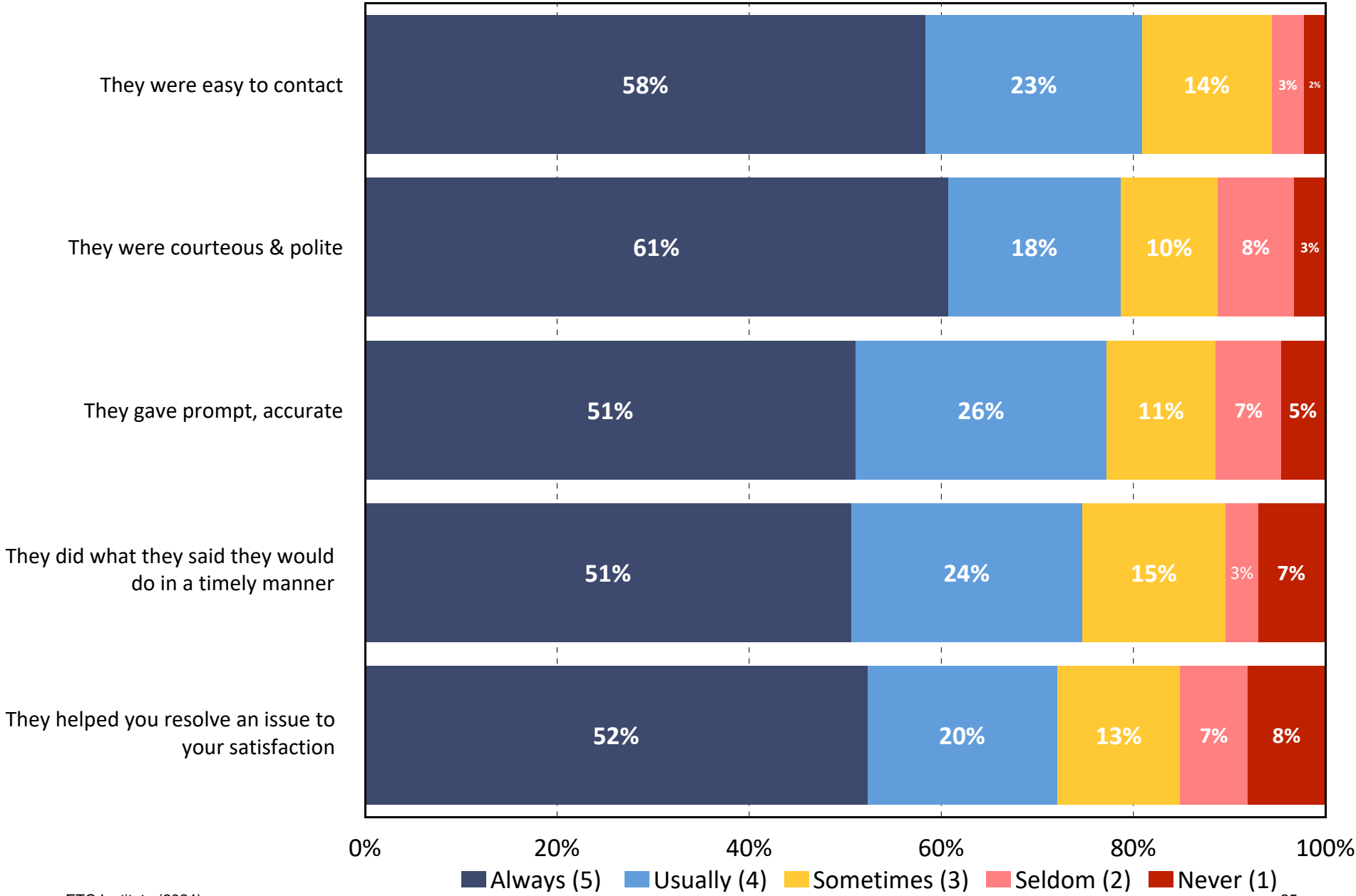
Q19. Have you had contact with the city in the past year

by percentage of respondents (excluding "not provided")



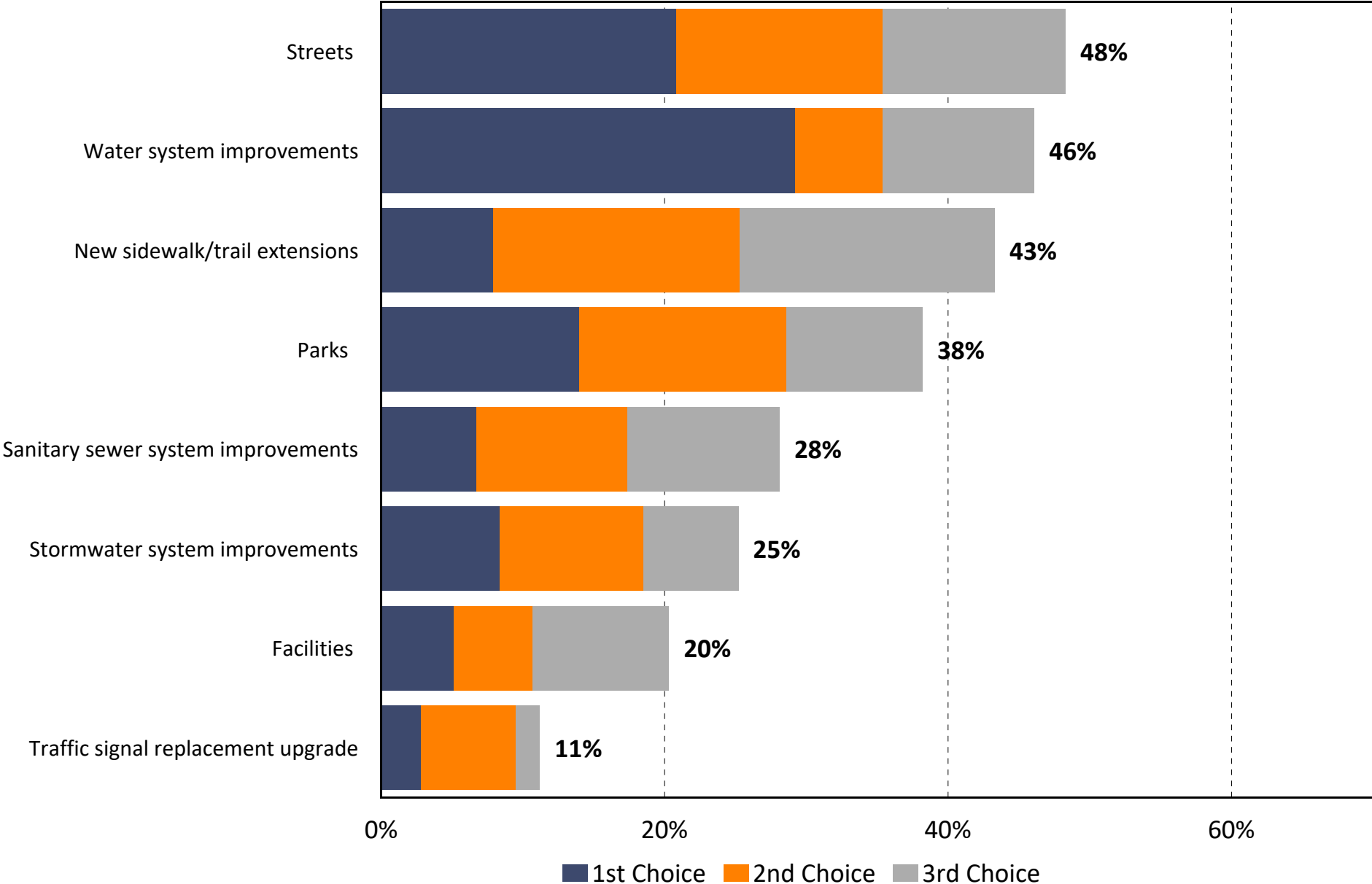
Q19. Satisfaction with City Customer Service

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



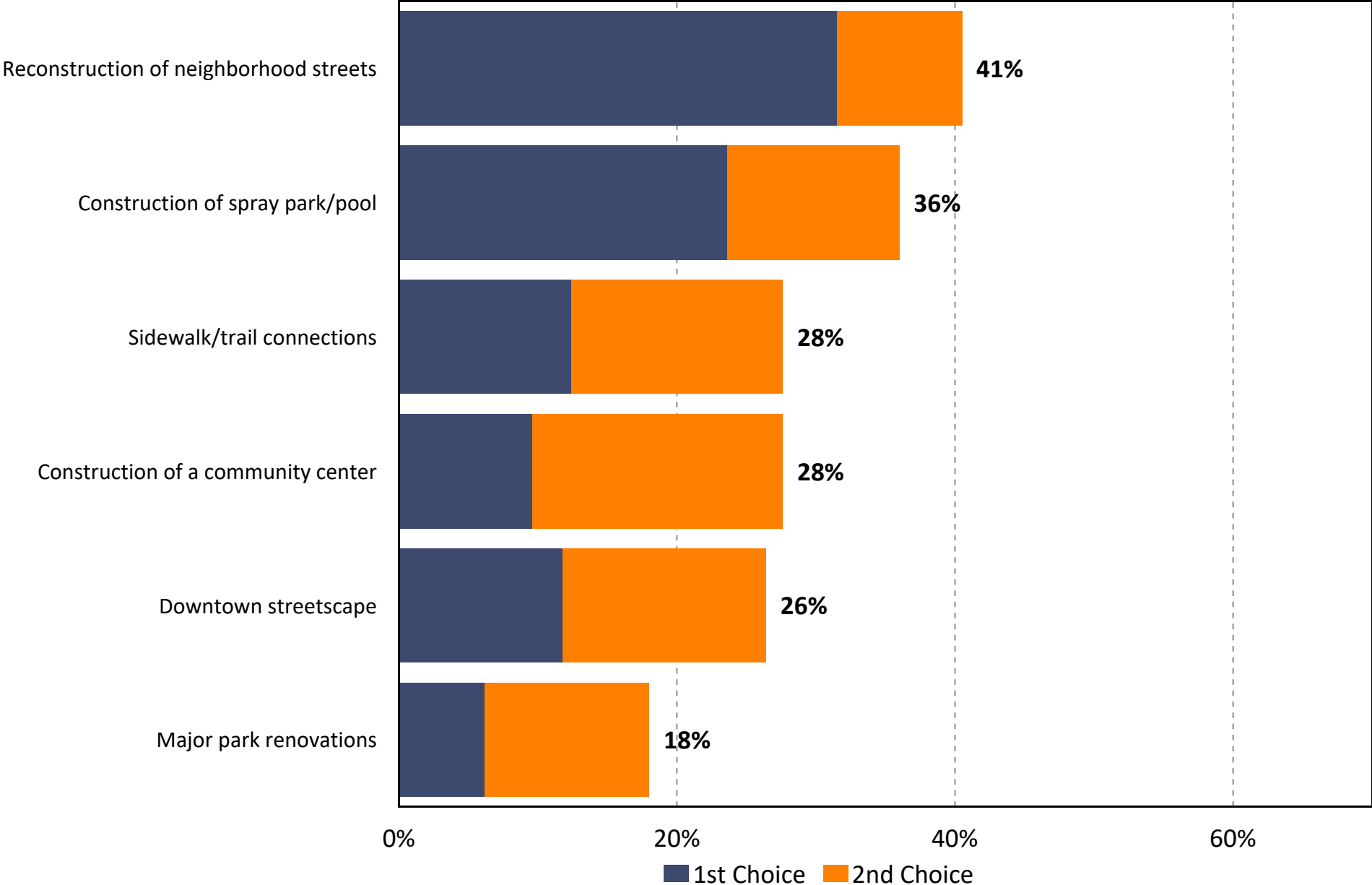
Q20. City Capital Improvement Projects

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



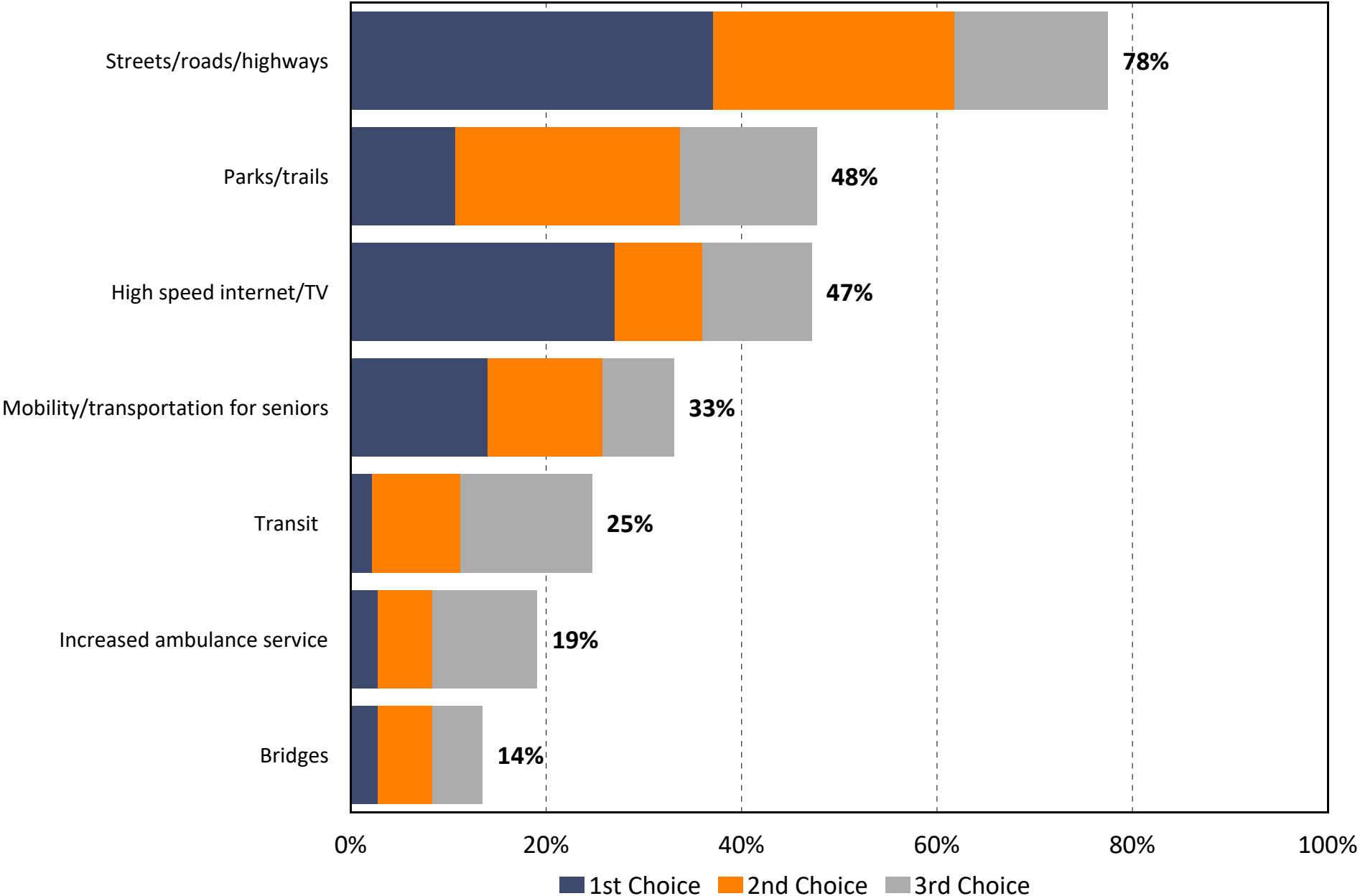
Q21. Funding Projects

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



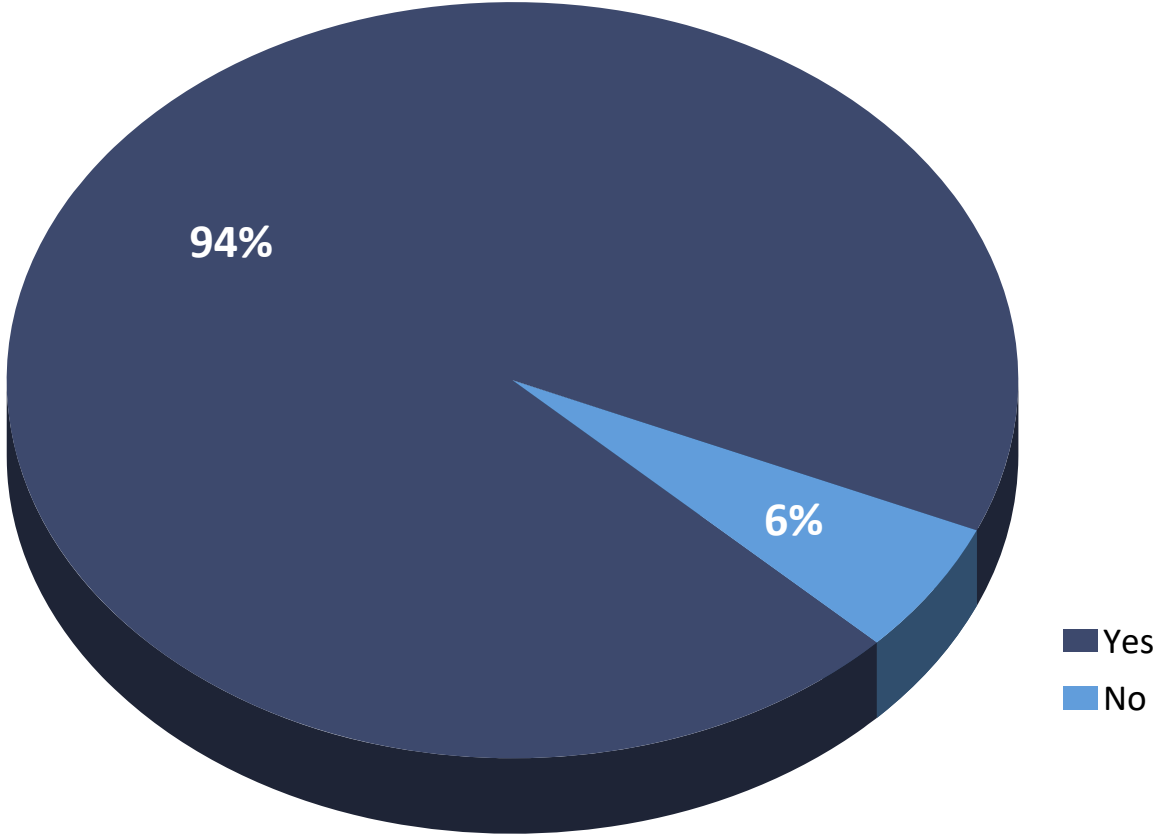
Q22. County/ Regional Priorities

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



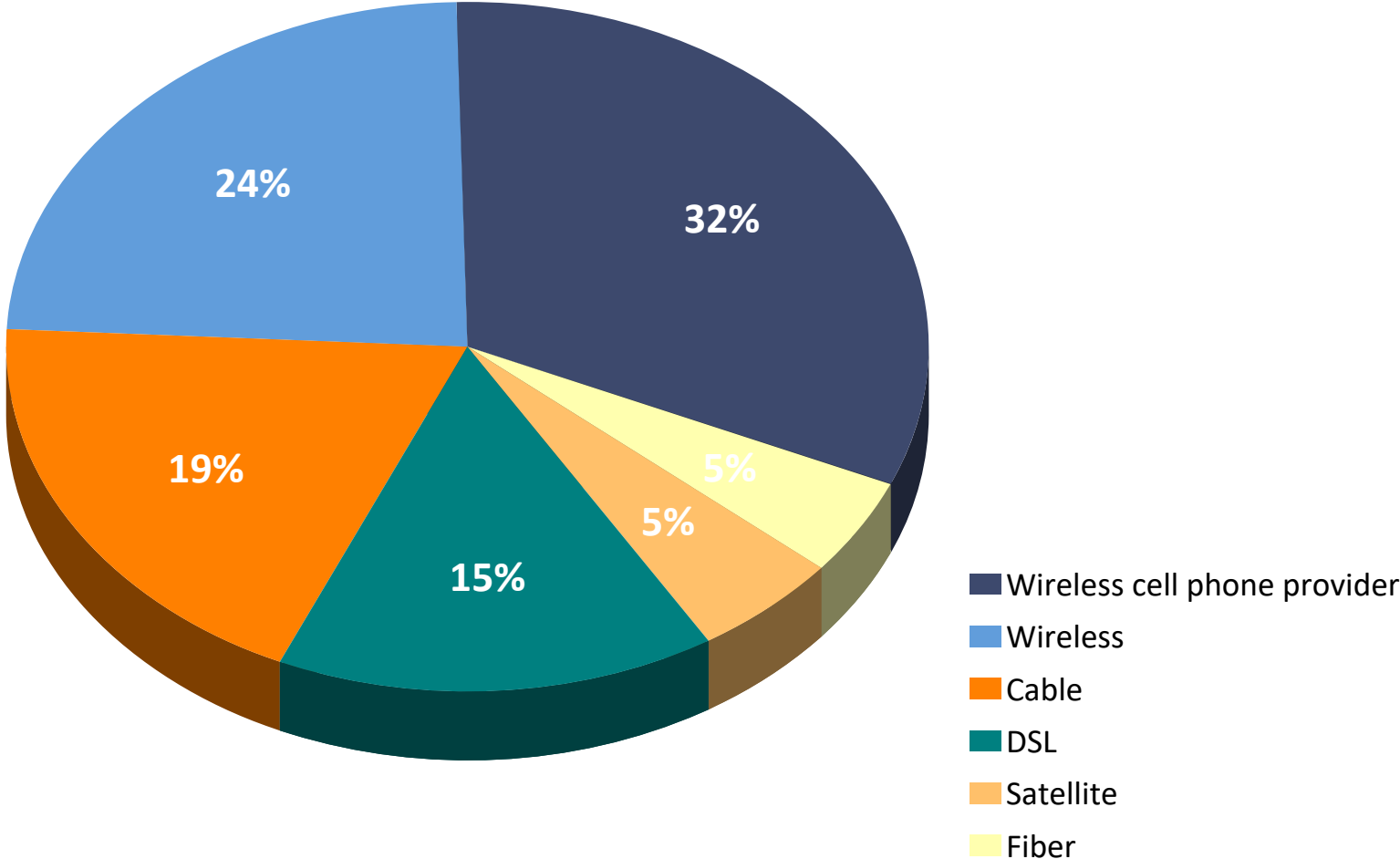
Q23. Do you have access to Internet at home

by percentage of respondents (excluding not "provided")



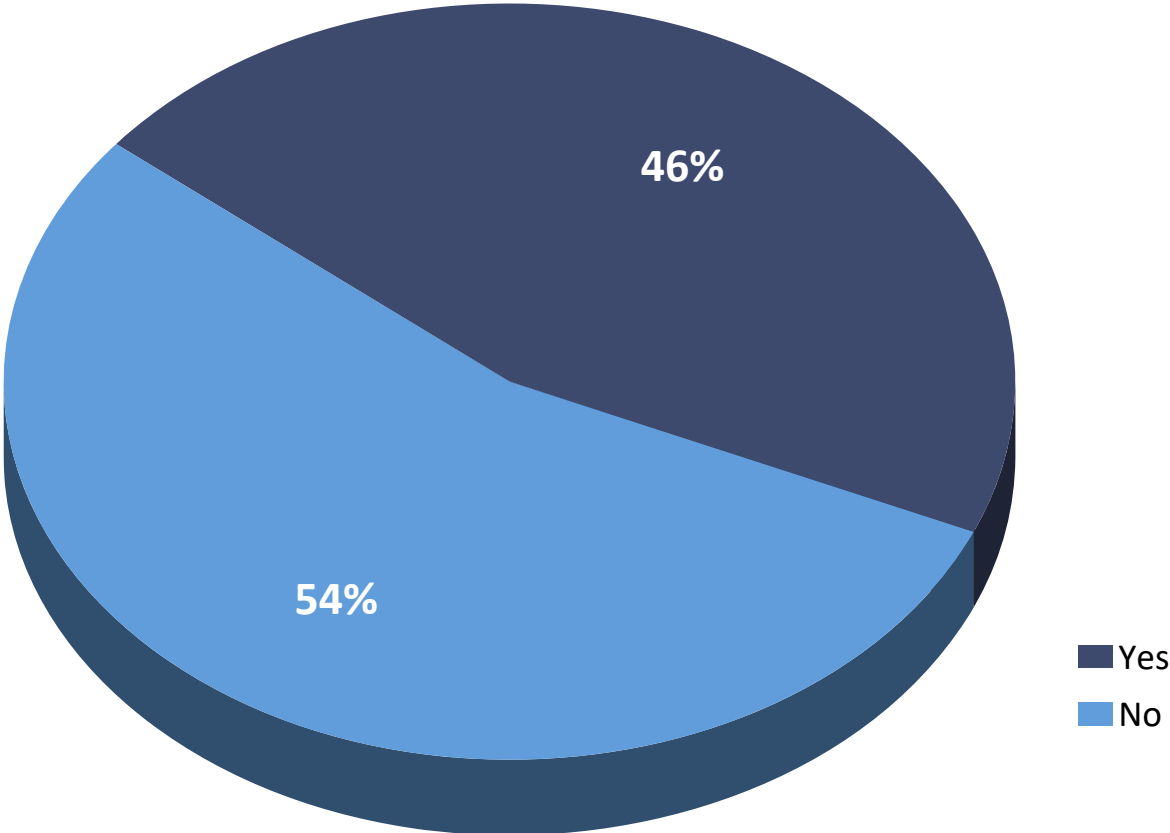
Q23a. What type of service do you have at your home

By percentage of respondents who indicated they have internet at home



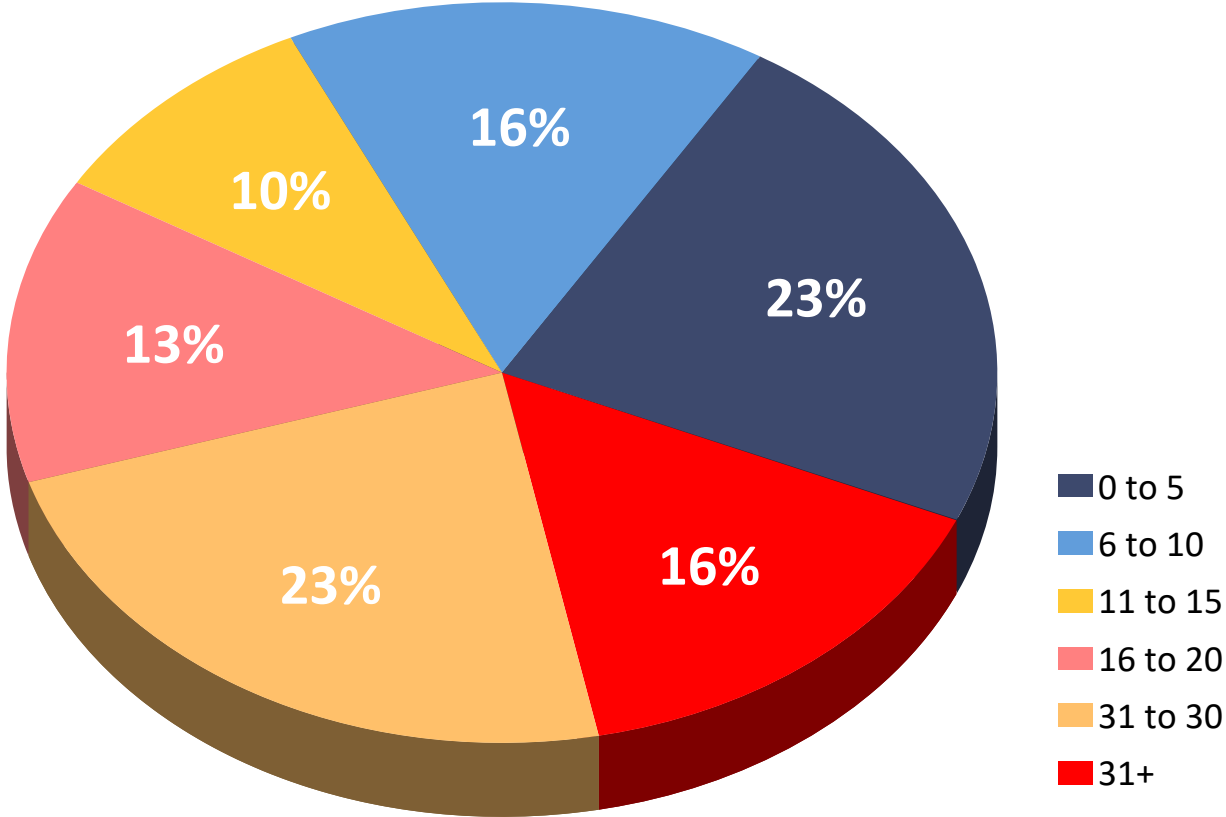
Q23b. Have you had any recent service interruptions to your Internet

by percentage of respondents who indicated they have internet at home



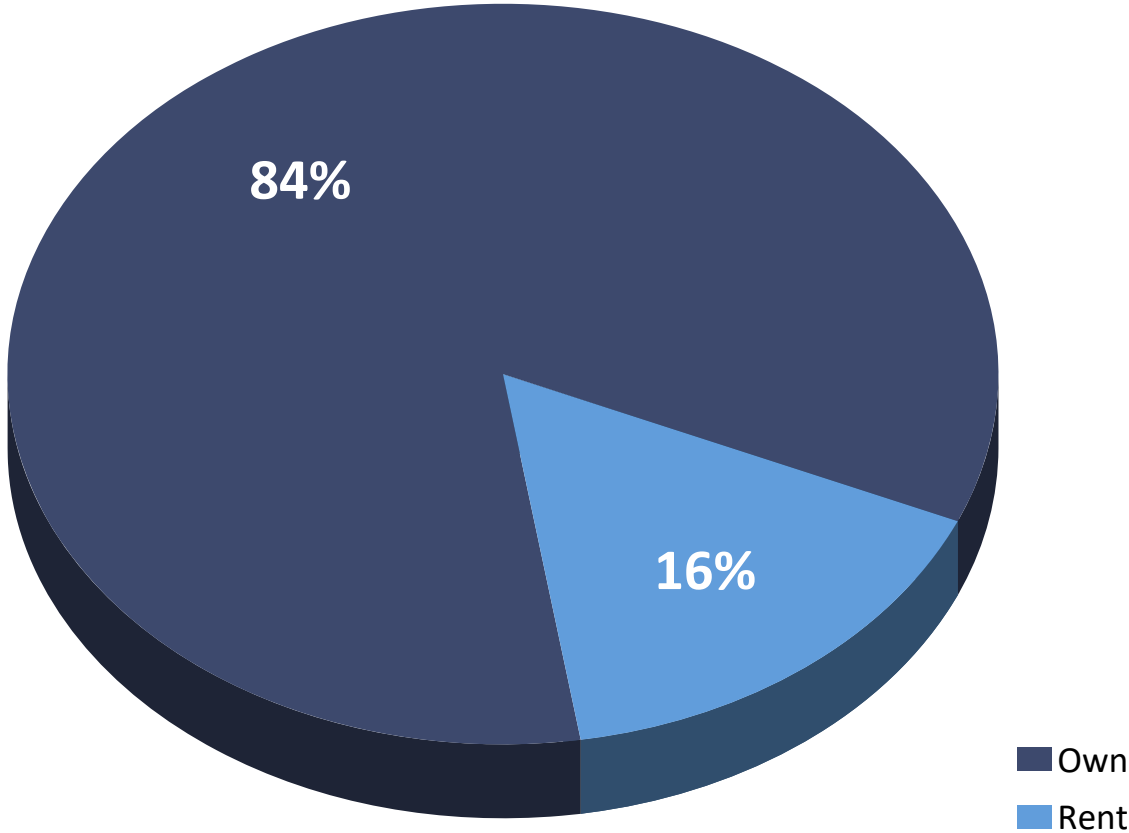
Q24. Approximately how many years have you lived in the City of Edgerton

By percentage of respondents



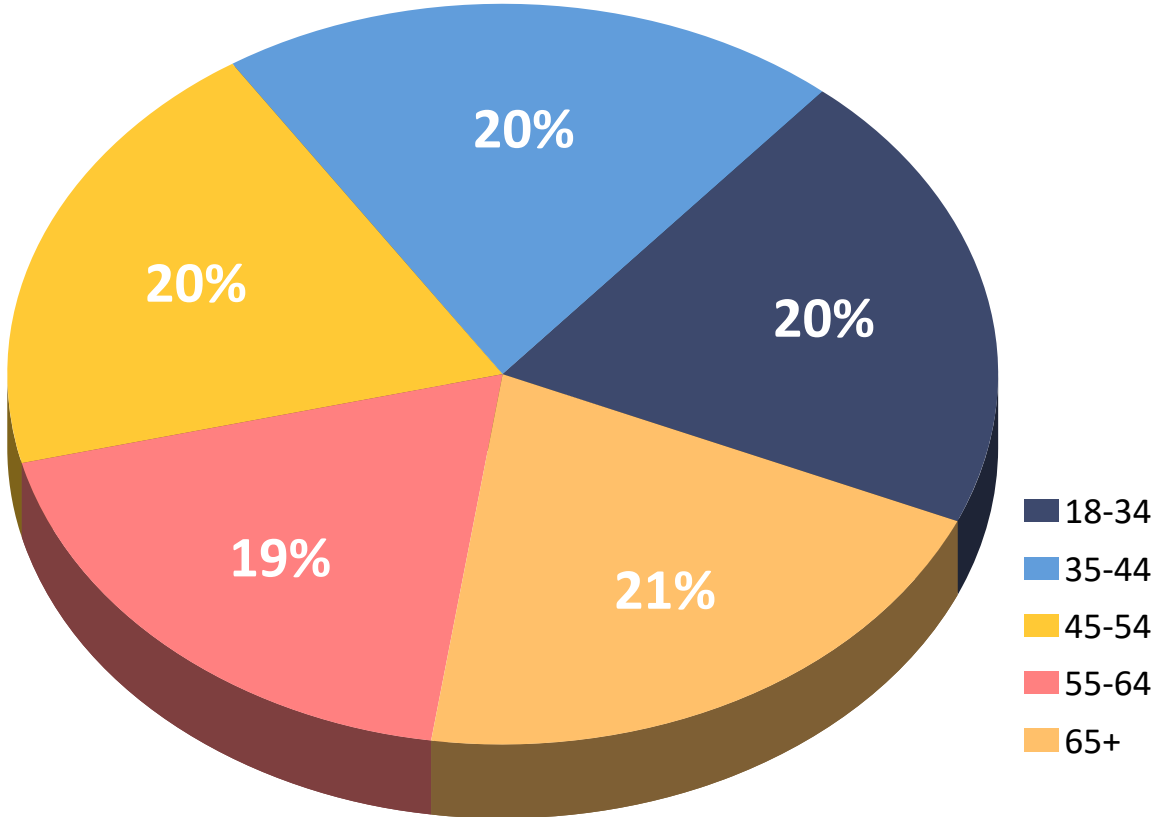
Q25. Do you own or rent your current residence

by percentage of respondents



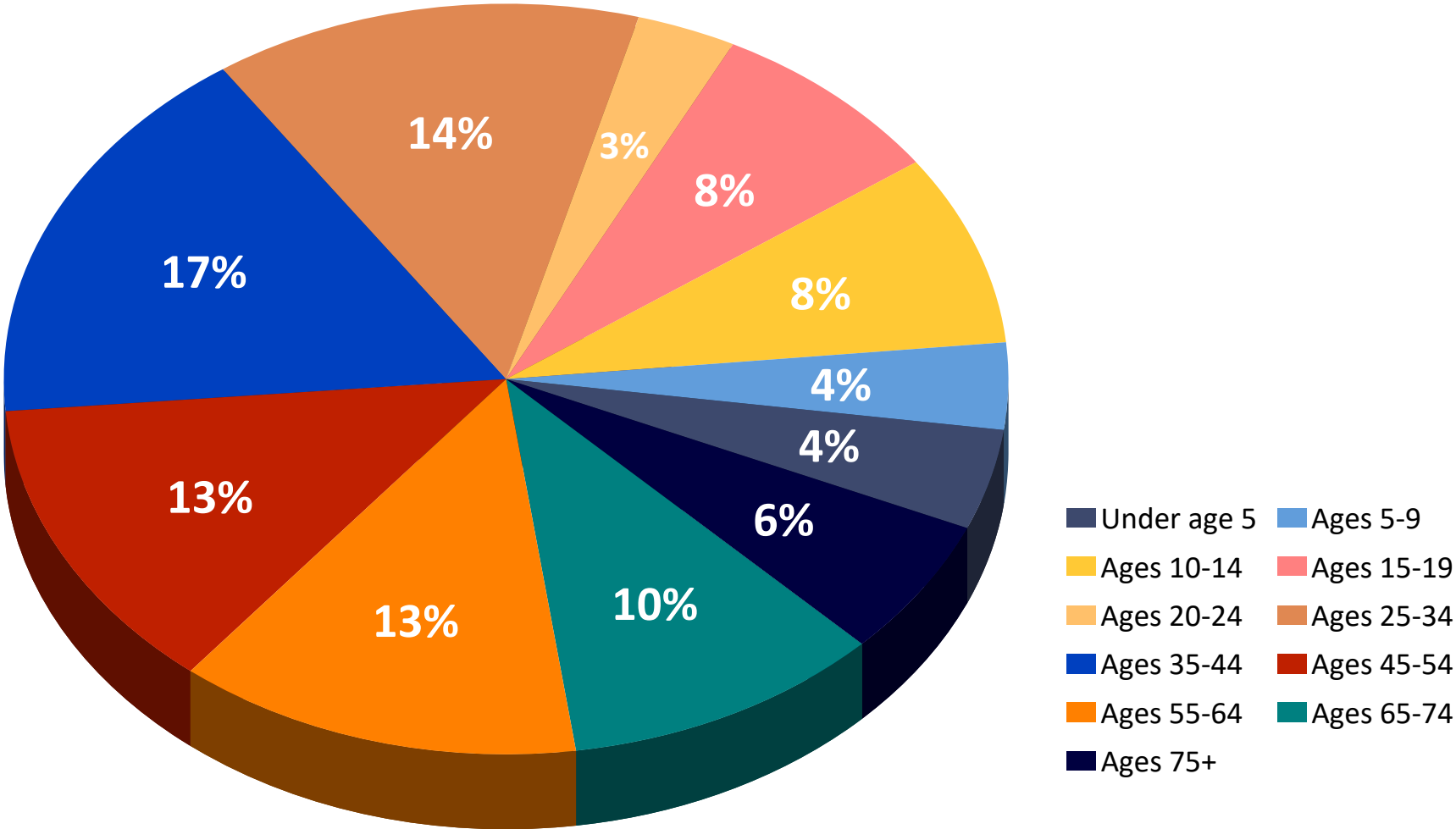
Q28. What is your age

by percentage of respondents



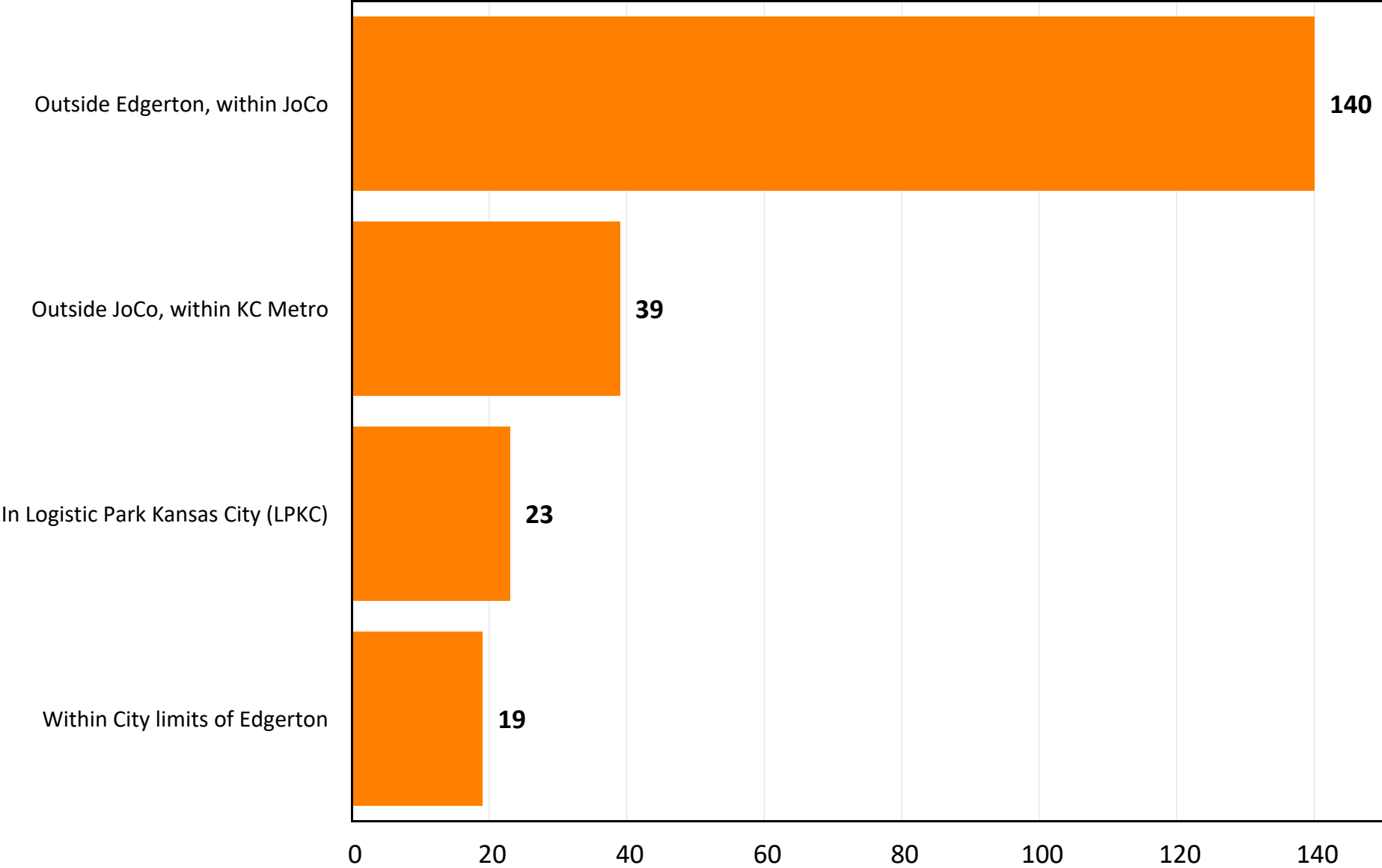
Q29. How many people live in your home, including yourself are in each of the following age categories?

by percentage of respondents



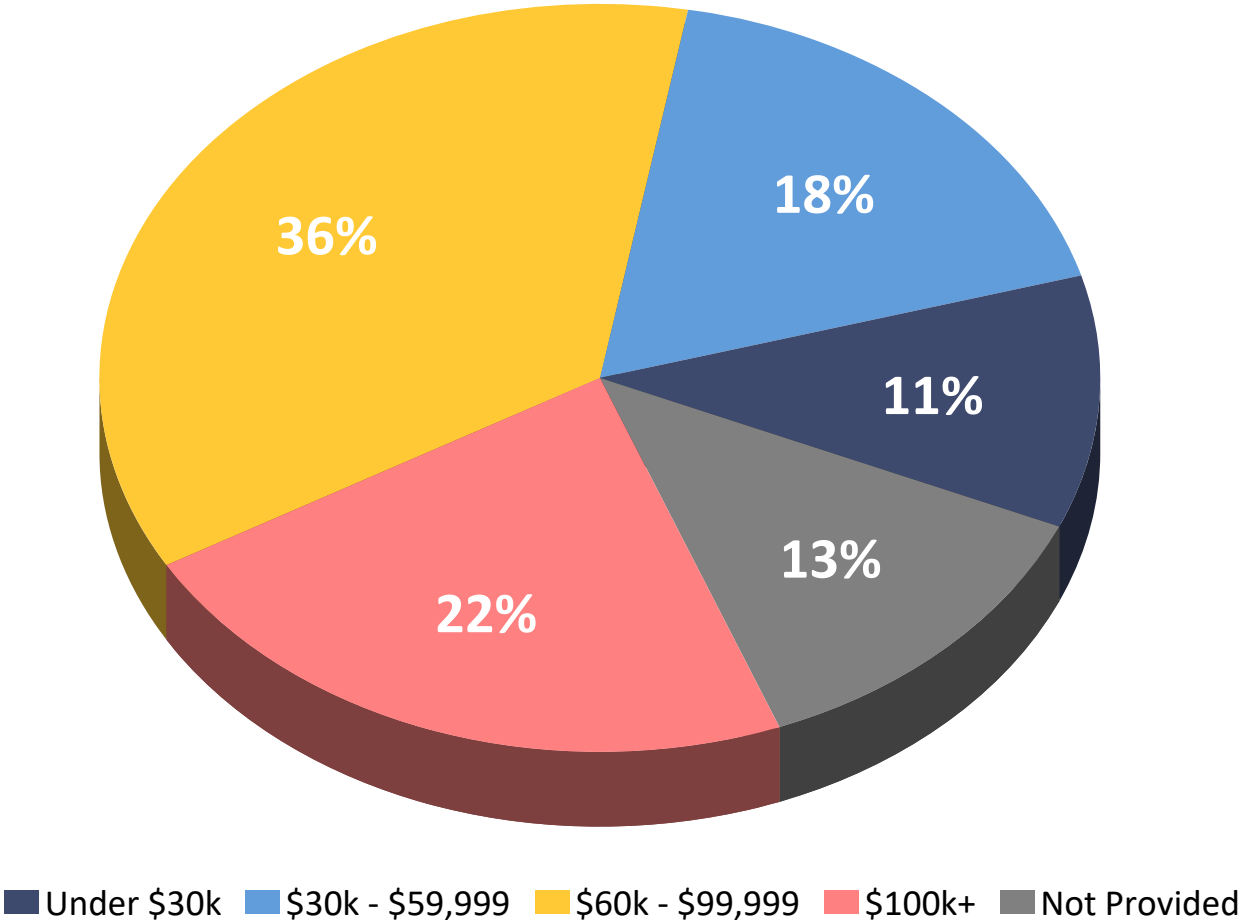
Q30. How many persons in your household are employed in each of the following areas?

by total number of people according to respondent households



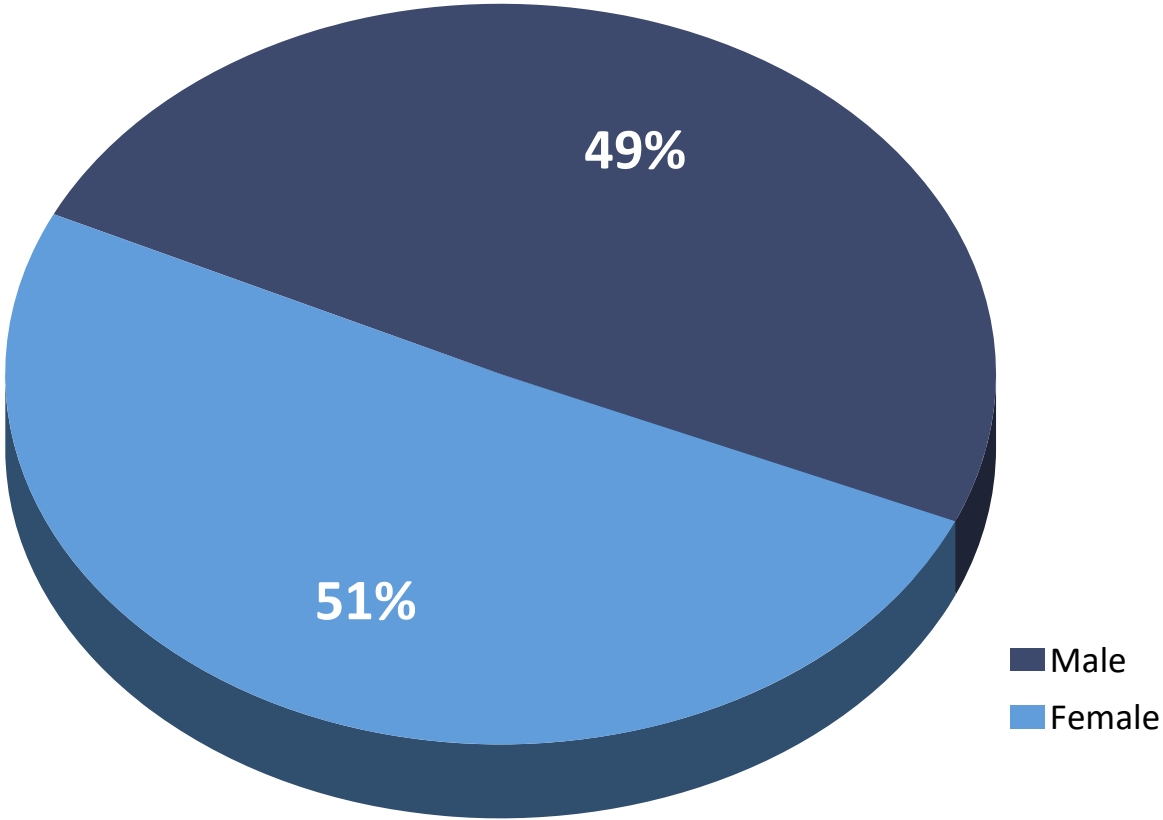
Q31. What is your estimated household income

by percentage of respondents



Q32. What is your gender

by percentage of respondents (without "not provided")





2

Benchmark Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents in the continental United States and (2) surveys administered by ETC Institute in 17 communities across the Kansas City metro area between January 2023 and April 2024. The communities included in this Kansas City metro comparison are listed below:

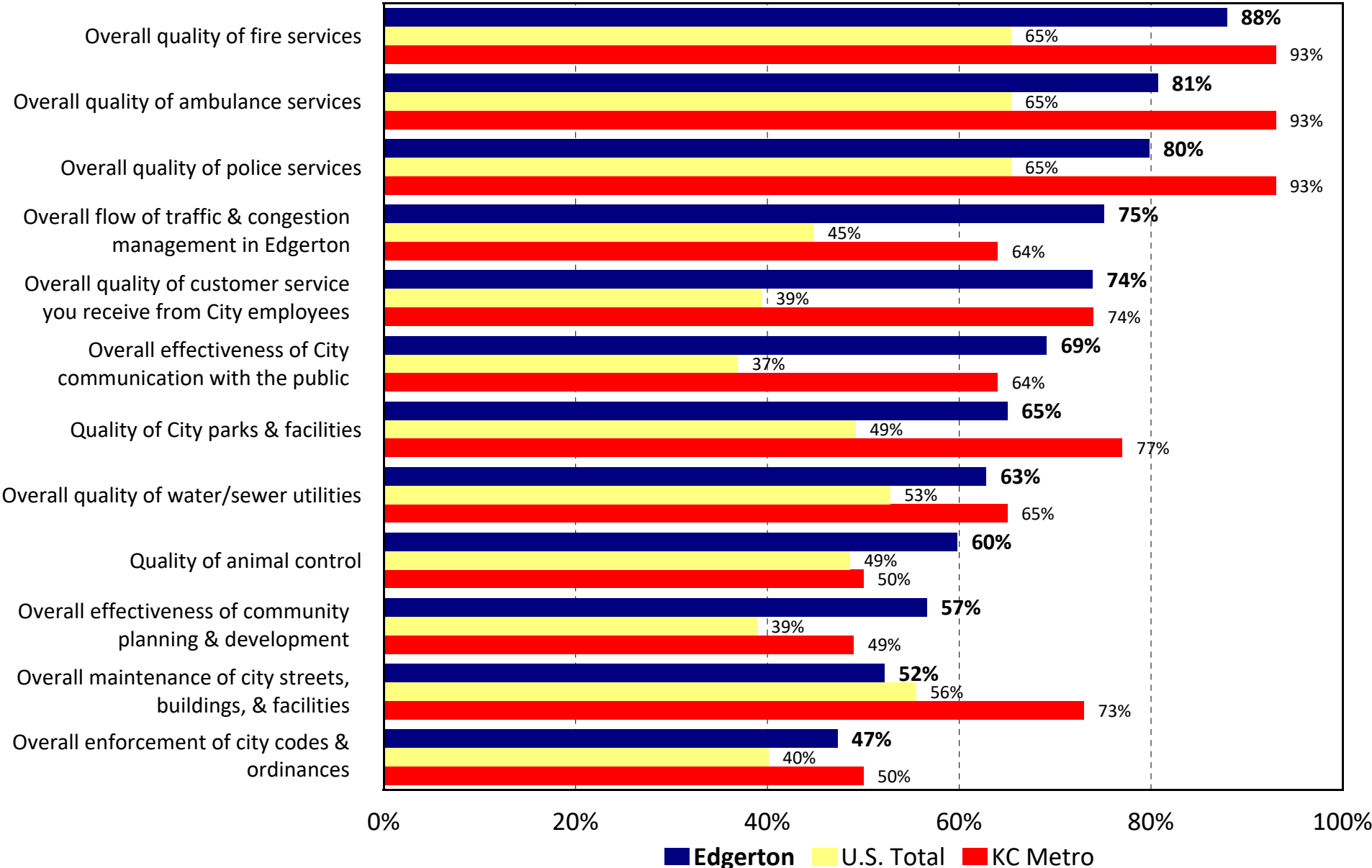
- Atchison, KS
- De Soto, KS
- Edgerton, KS
- Fairway, KS
- Independence, MO
- Johnson County, KS
- Kansas City, MO
- Lawrence, KS
- Leawood, KS
- Lee's Summit, MO
- Lenexa, KS
- Olathe, KS
- Platte City, MO
- Roeland Park, KS
- Smithville, MO
- St. Joseph, MO
- Wyandotte County, KS

The charts on the following pages show how the results for Edgerton compare to the national average and the Kansas City metro average. The blue bar shows the results for Edgerton. The yellow bar shows the Kansas City metro average from communities that administered the *DirectionFinder*® survey from January 2023 through April 2024 in the Kansas City metro area. The grey bar shows the results of the national survey administered by ETC Institute to a random sample of more than 10,000 U.S. residents during summer of 2023.

Benchmarks: Overall Satisfaction with City Services

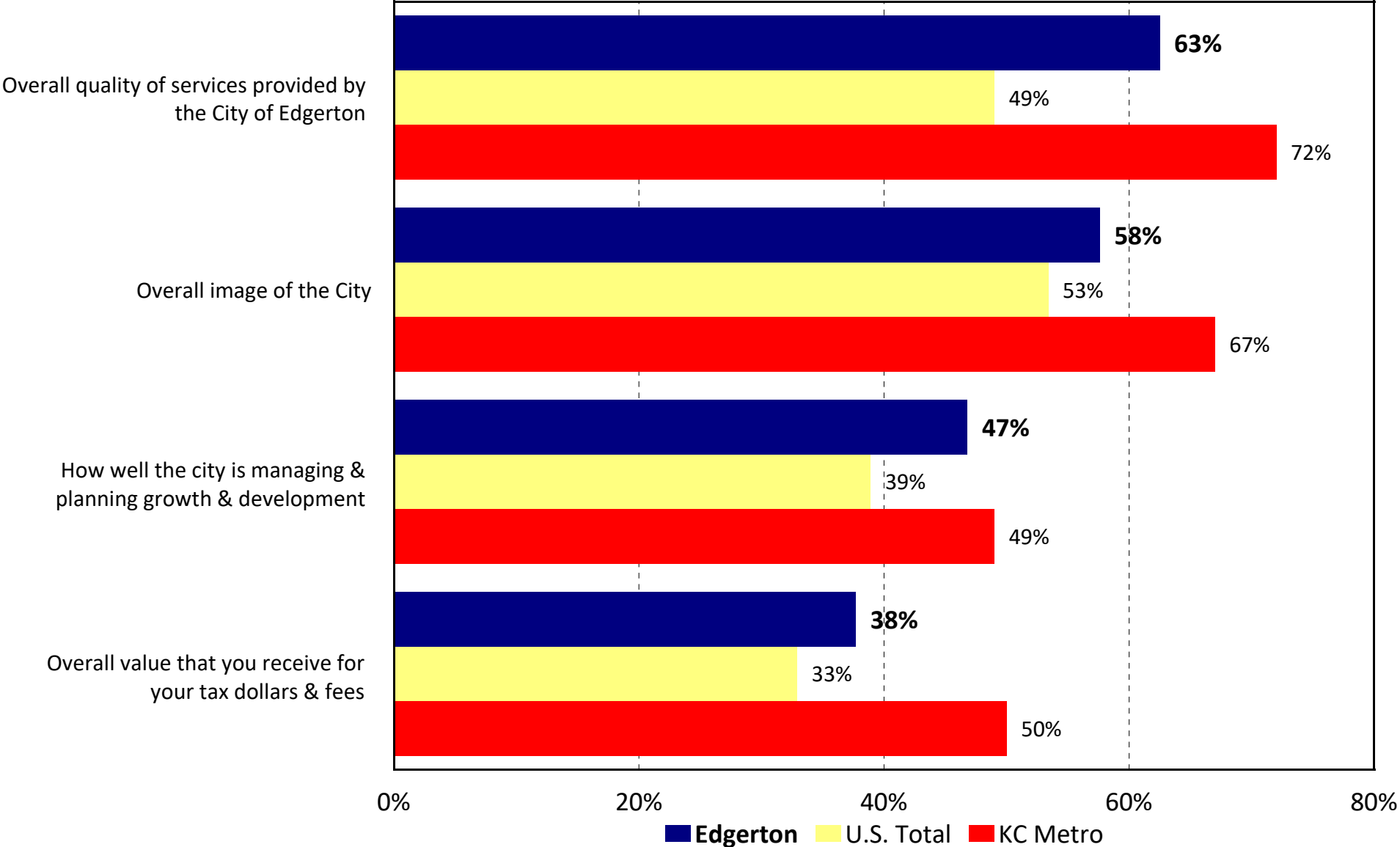
Edgerton vs. KC Metro vs. the U.S.

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



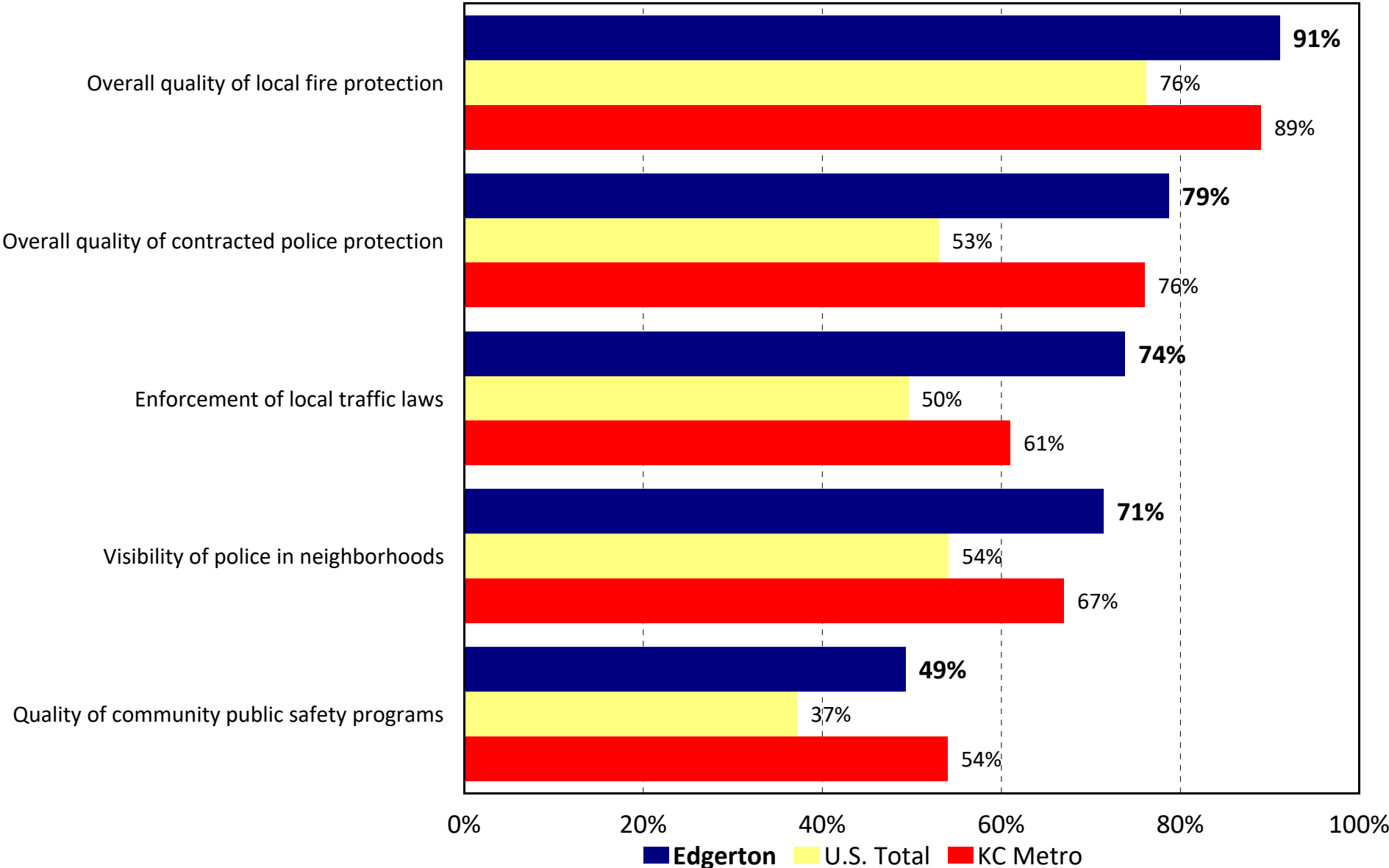
Benchmarks: Overall ratings of the City of Edgerton Edgerton vs. KC Metro vs. the U.S.

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



Benchmarks: Overall Satisfaction with Public Safety Edgerton vs. KC Metro vs. the U.S.

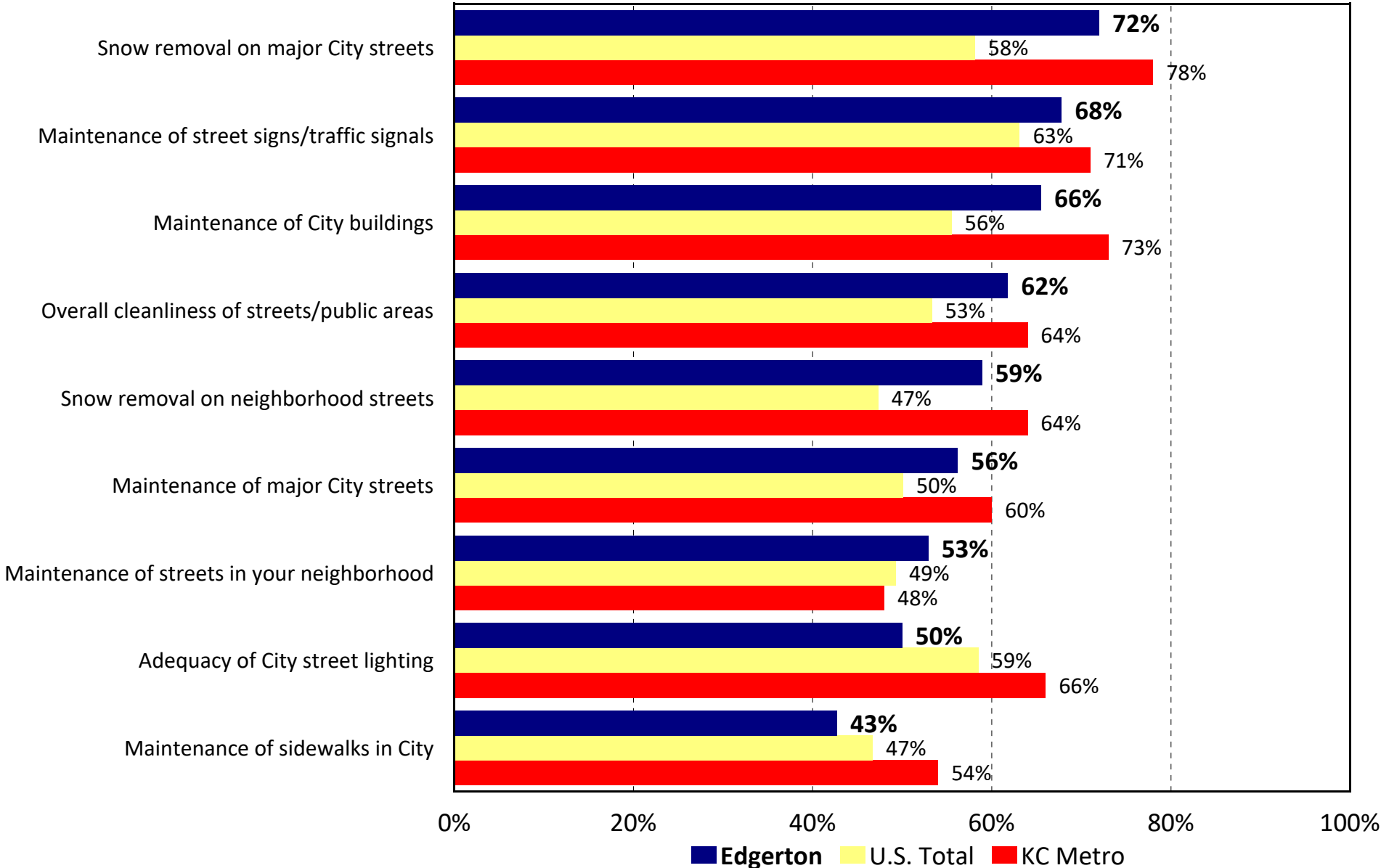
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Benchmarks: Overall Satisfaction with City Maintenance

Edgerton vs. KC Metro vs. the U.S.

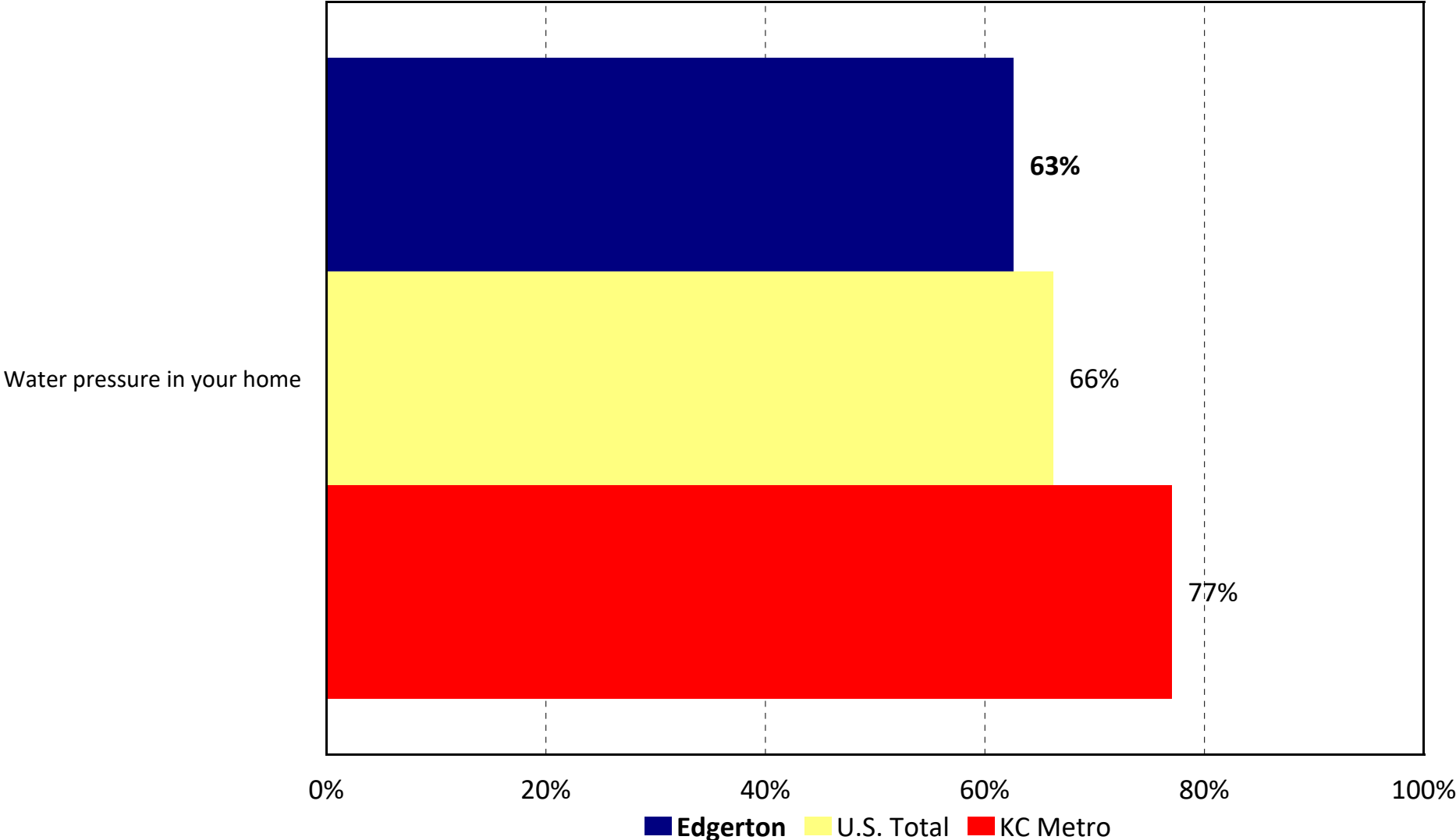
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Benchmarks: Overall Satisfaction with Water & Sewer Services

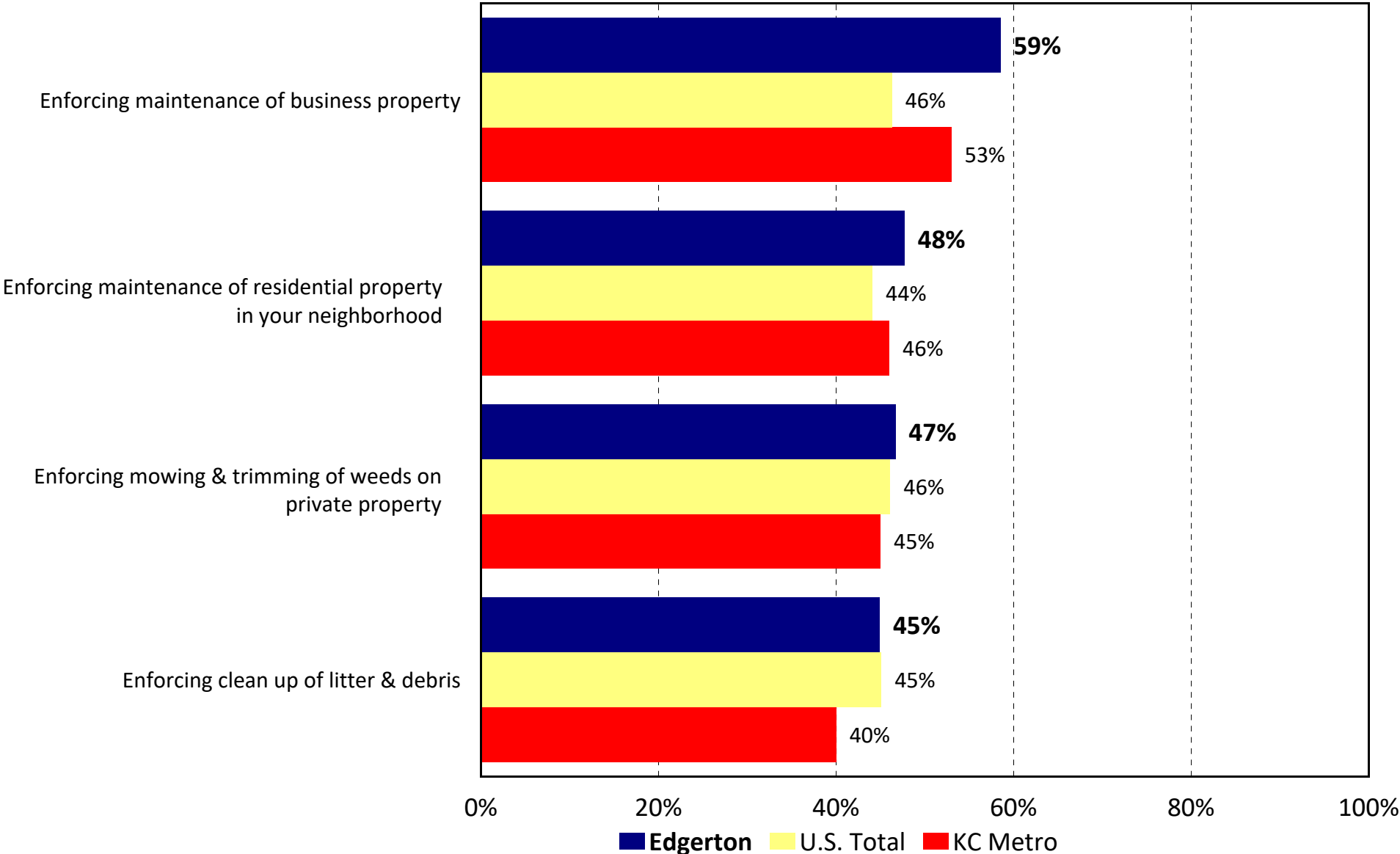
Edgerton vs. KC Metro vs. the U.S.

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



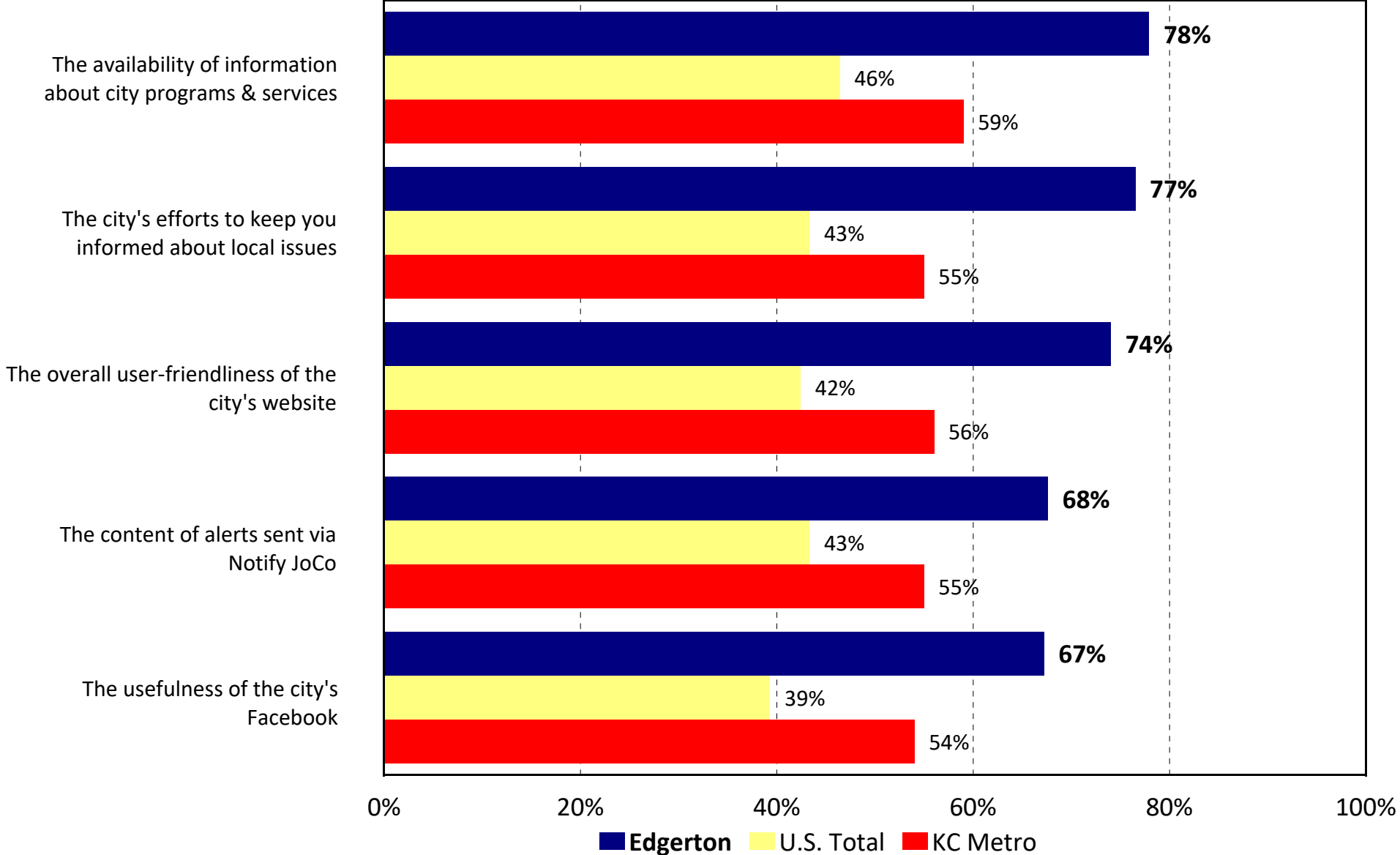
Benchmarks: Overall Satisfaction of City Code Enforcement Edgerton vs. KC Metro vs. the U.S.

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



Benchmarks: Overall Satisfaction with City Communication Edgerton vs. KC Metro vs. the U.S.

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



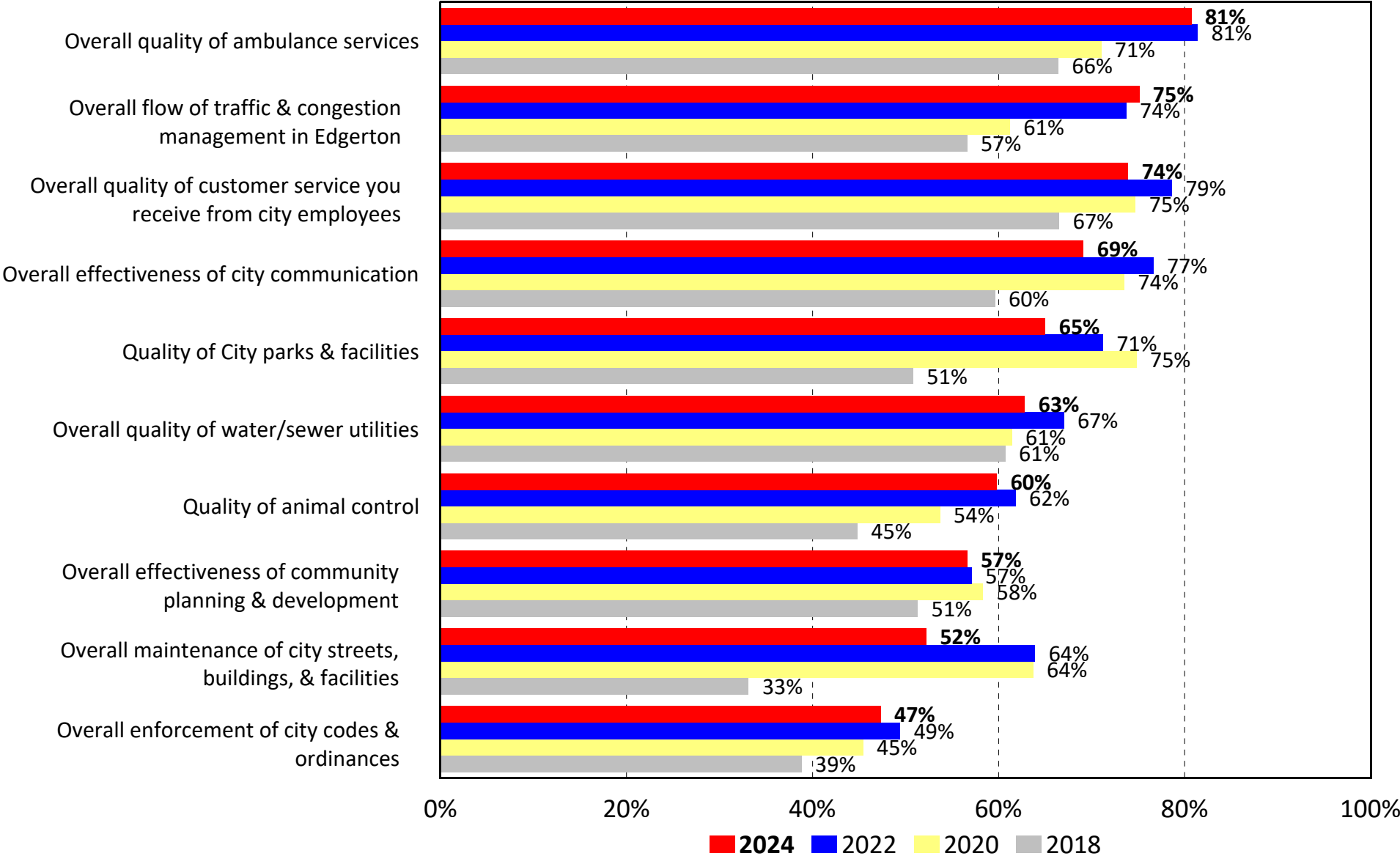


3 Trends 2024 - 2022 - 2020 - 2018

TRENDS: Overall Satisfaction With City Services

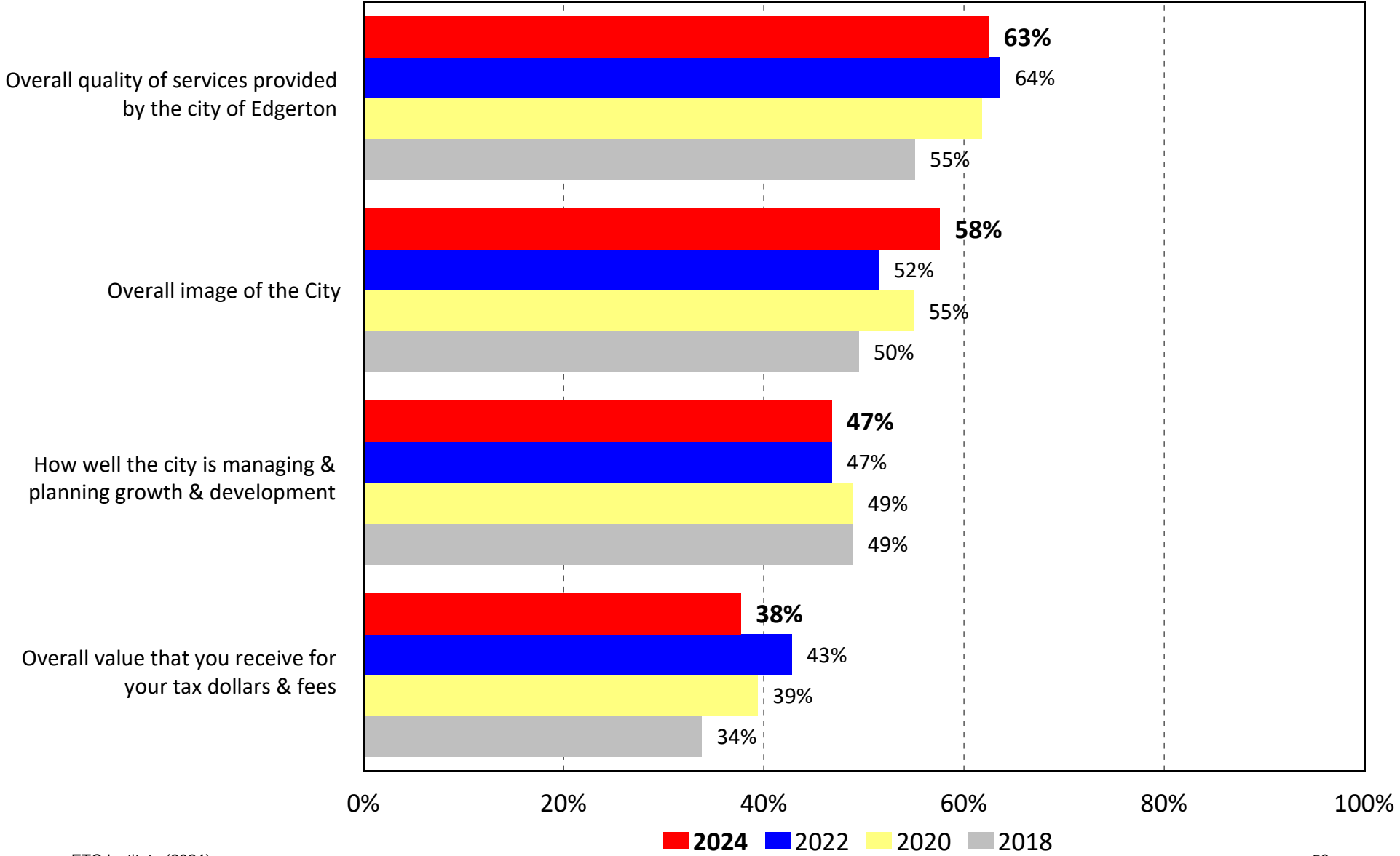
2024 vs. 2022 vs. 2020 vs. 2018

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



TRENDS: Satisfaction with Overall ratings of Edgerton 2024 vs. 2022 vs. 2020 vs. 2018

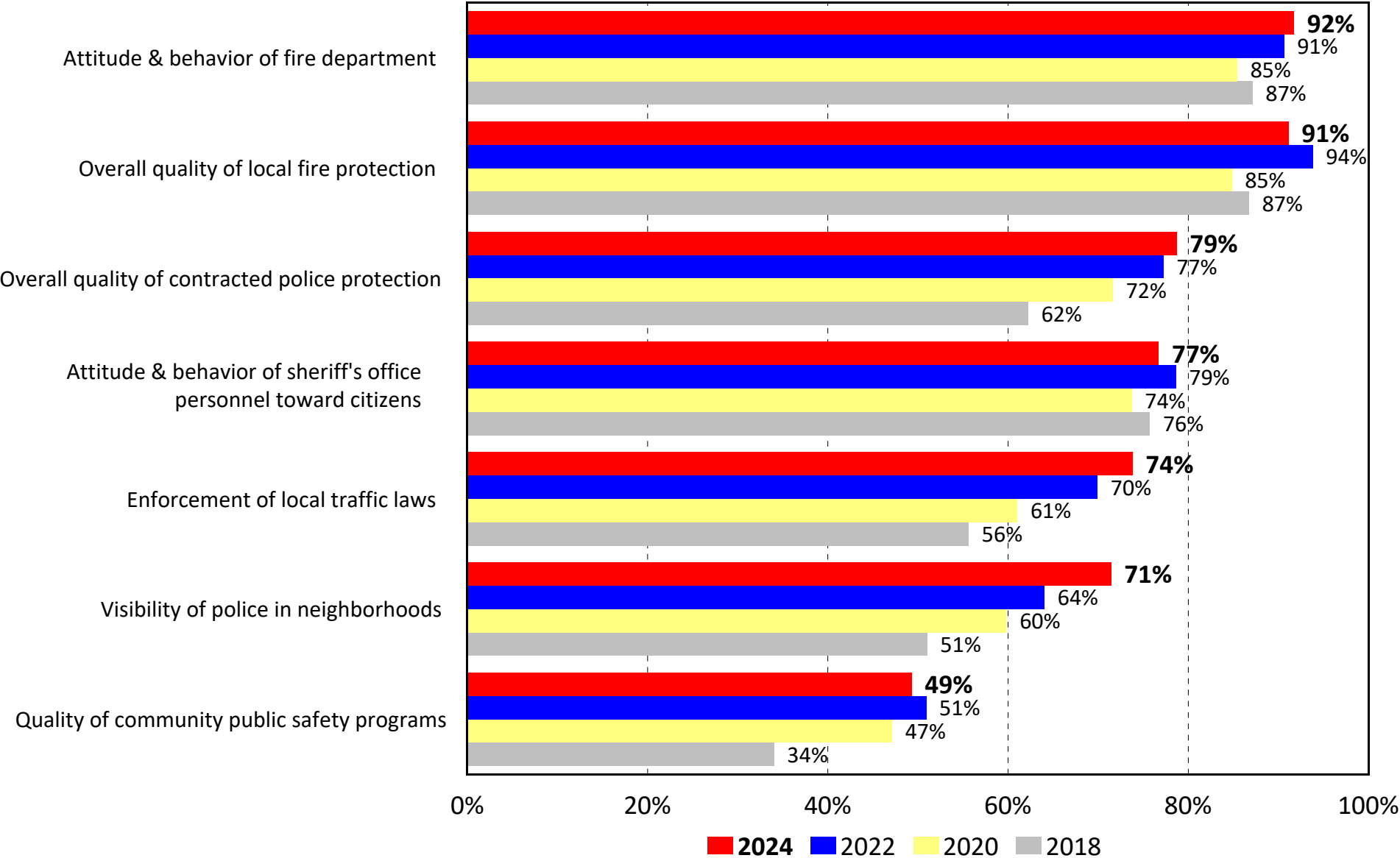
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was “very satisfied” & 1 was “very dissatisfied” (excluding “don't know”)



TRENDS: Satisfaction with Public Safety Services

2024 vs. 2022 vs. 2020 vs. 2018

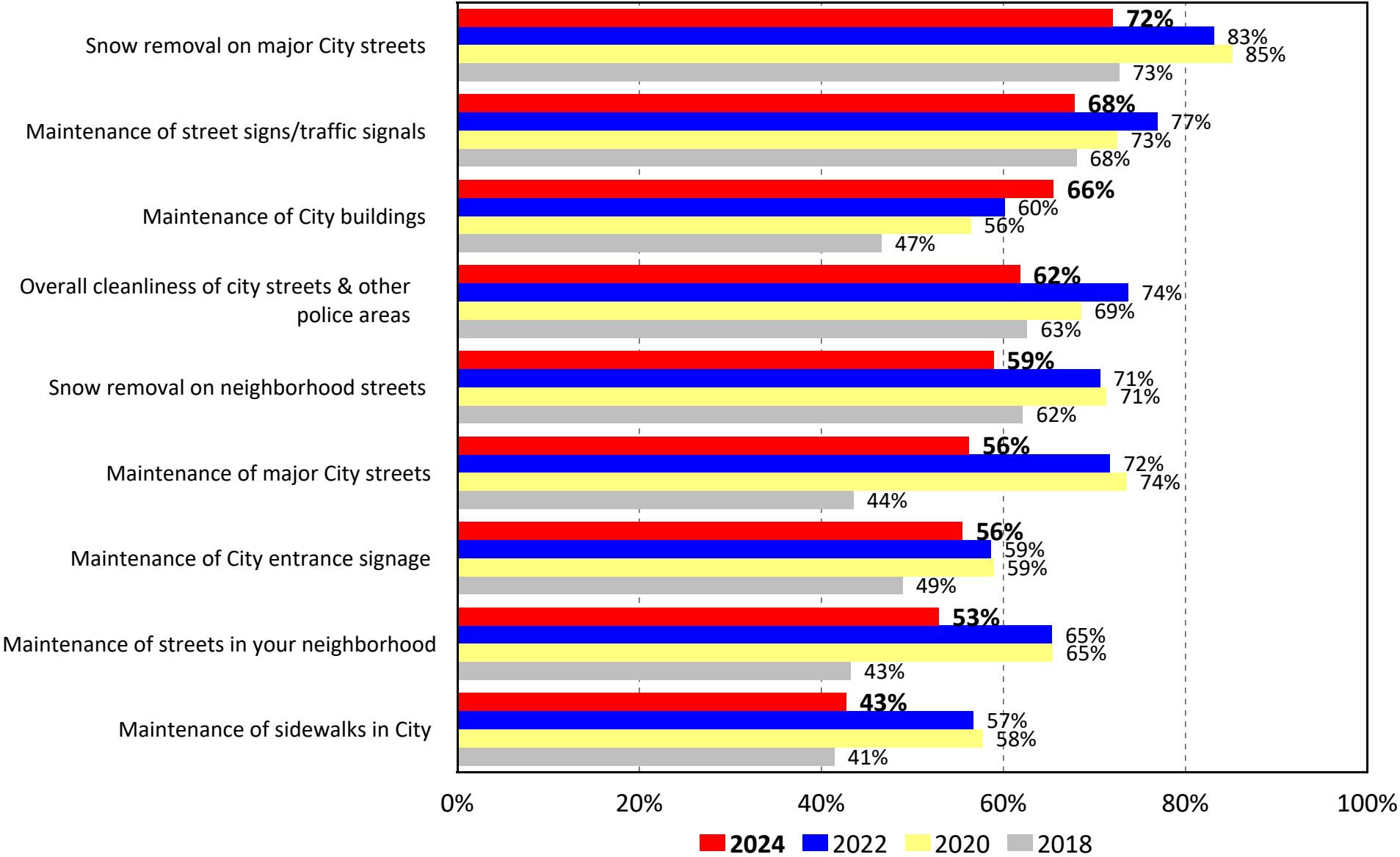
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was “very satisfied” & 1 was “very dissatisfied” (excluding “don't know”)



TRENDS: Satisfaction with City Maintenance Services

2024 vs. 2022 vs. 2020 vs. 2018

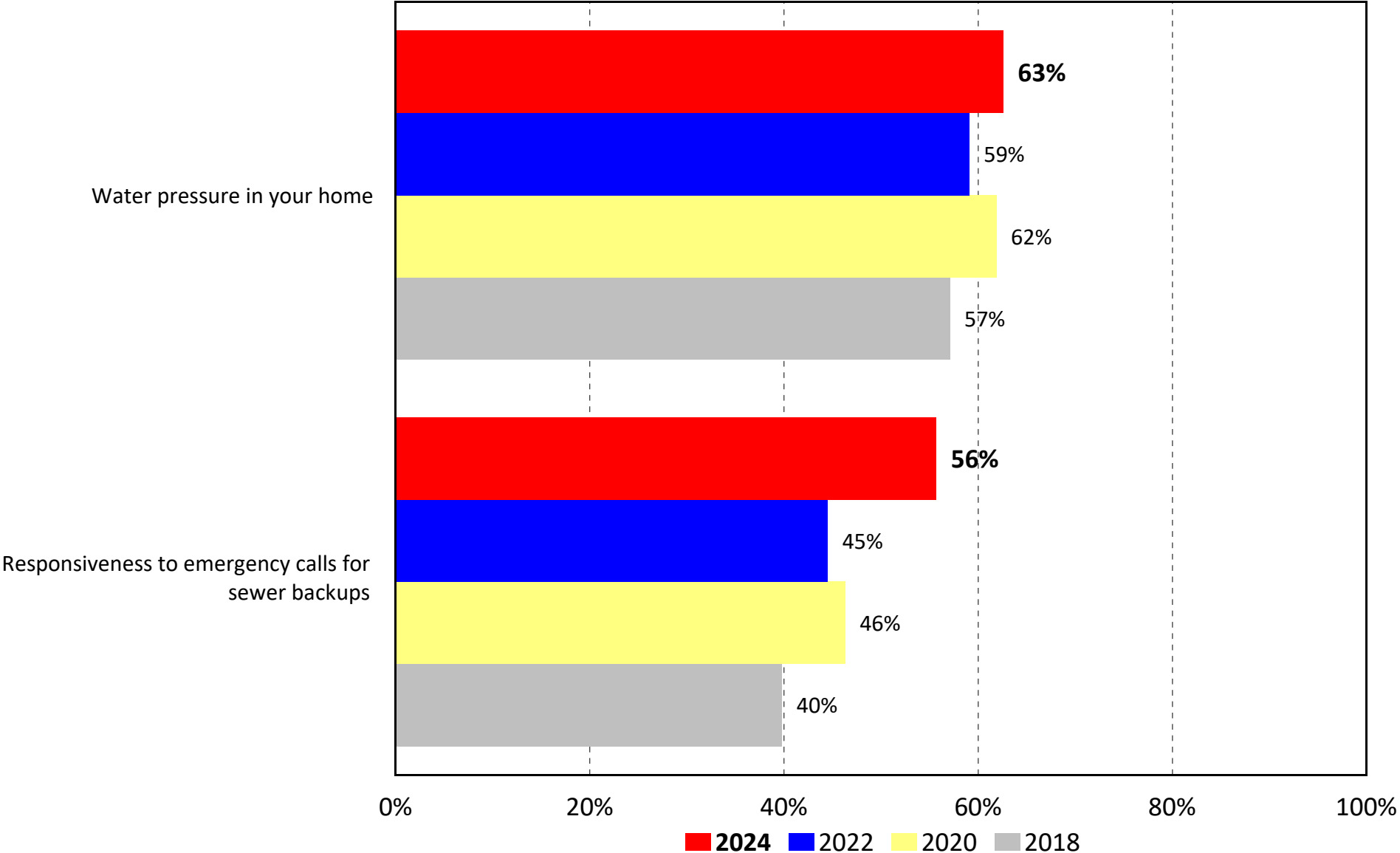
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was “very satisfied” & 1 was “very dissatisfied” (excluding “don't know”)



TRENDS: Satisfaction with Sewer & Water Utility Services

2024 vs. 2022 vs. 2020 vs. 2018

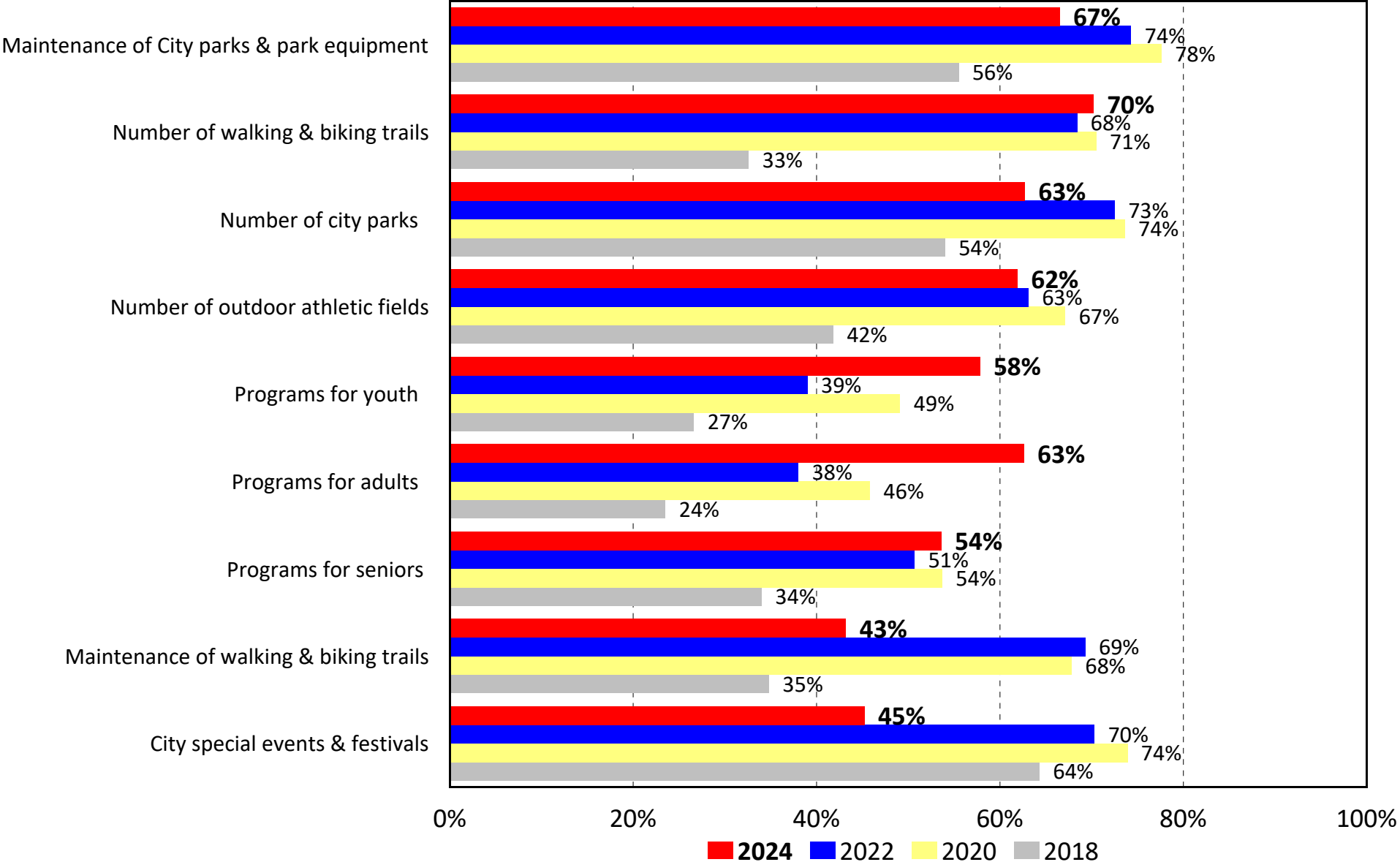
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was “very satisfied” & 1 was “very dissatisfied” (excluding “don't know”)



TRENDS: Satisfaction with the City's Parks & Recreation

2024 vs. 2022 vs. 2020 vs. 2018

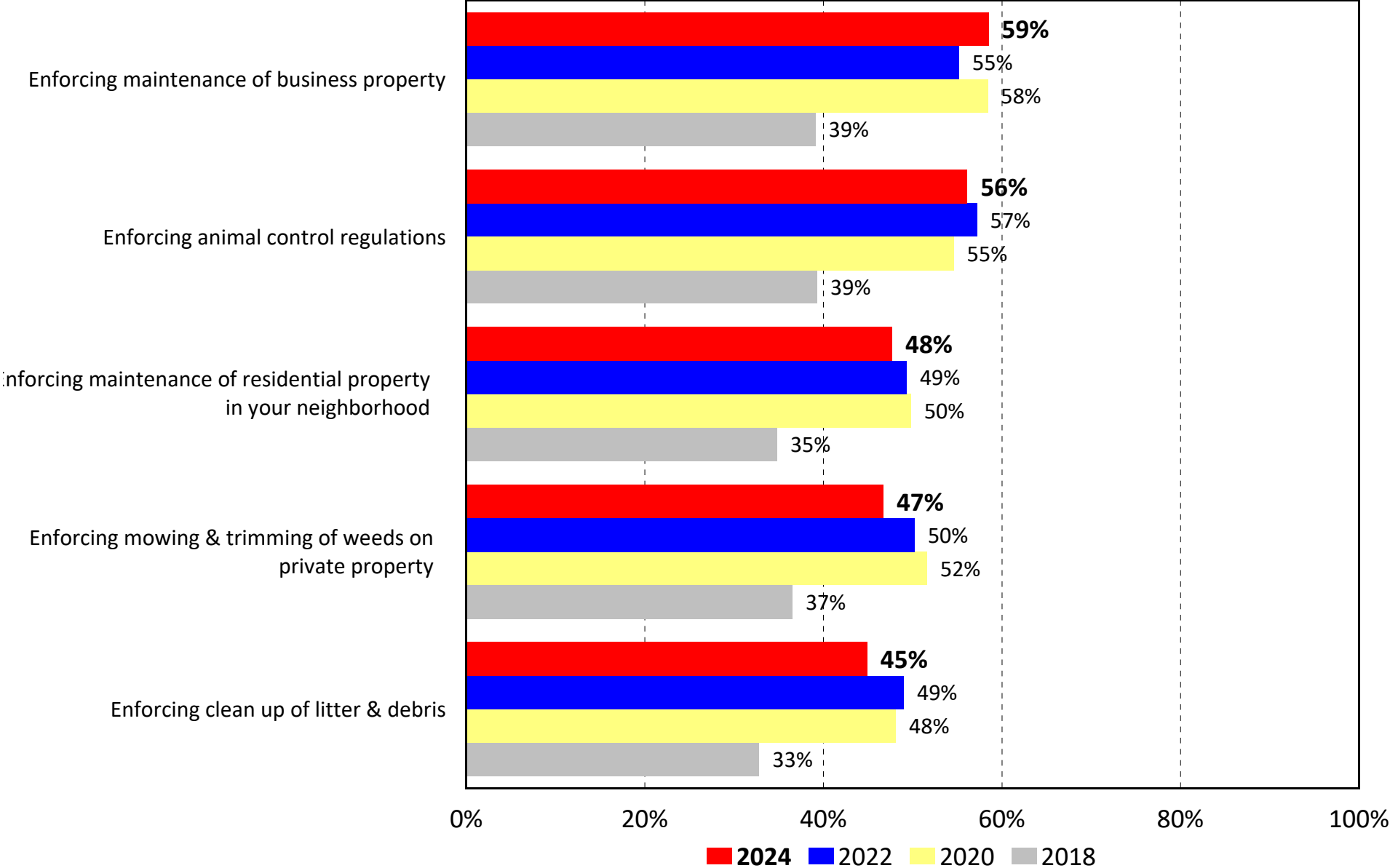
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied" & 1 was "very dissatisfied" (excluding "don't know")



TRENDS: Satisfaction with City Code Enforcement

2024 vs. 2022 vs. 2020 vs. 2018

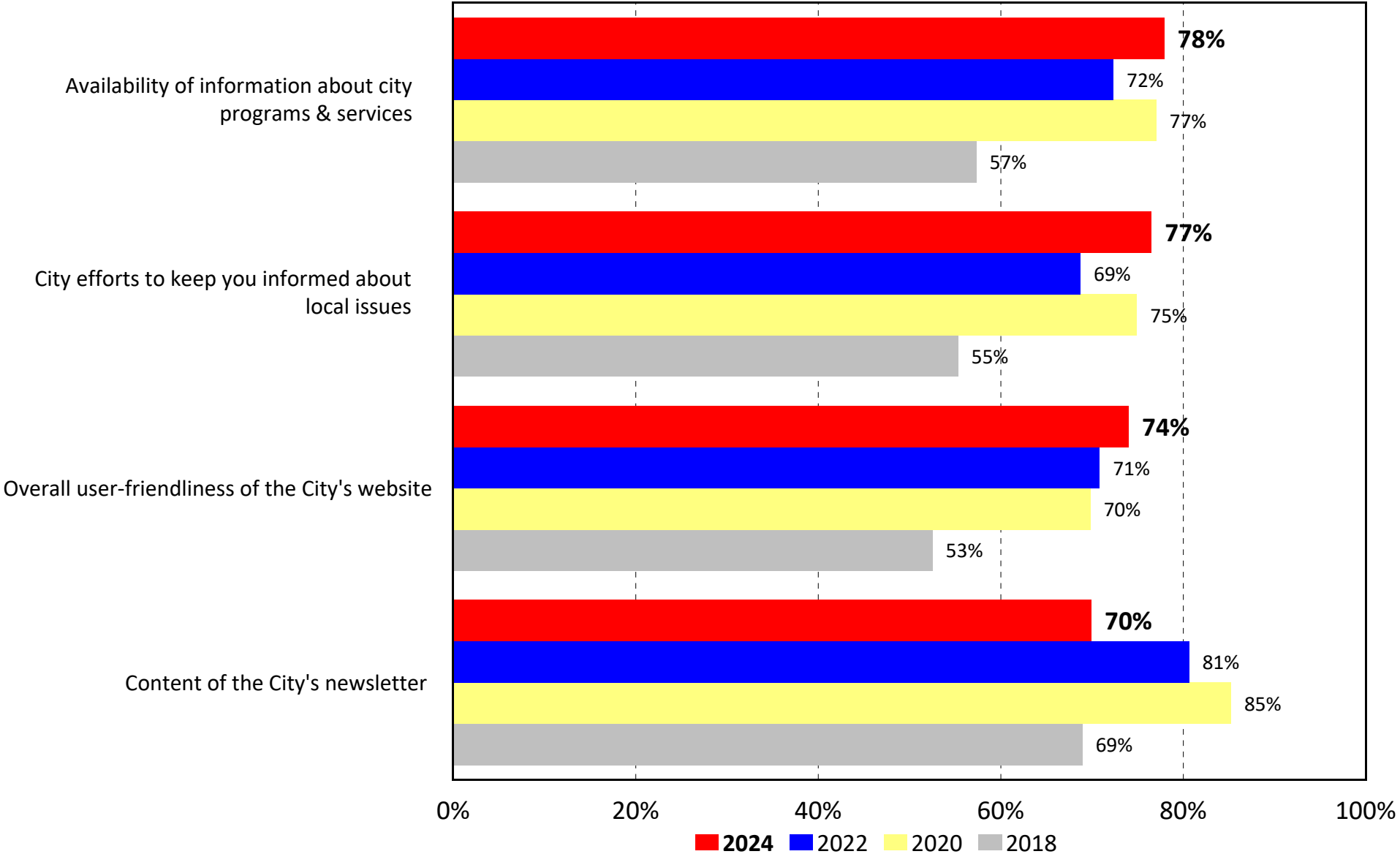
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale where 5 was "very satisfied" & 1 was "very dissatisfied" (excluding "don't know")



TRENDS: Satisfaction with Parks and Recreation

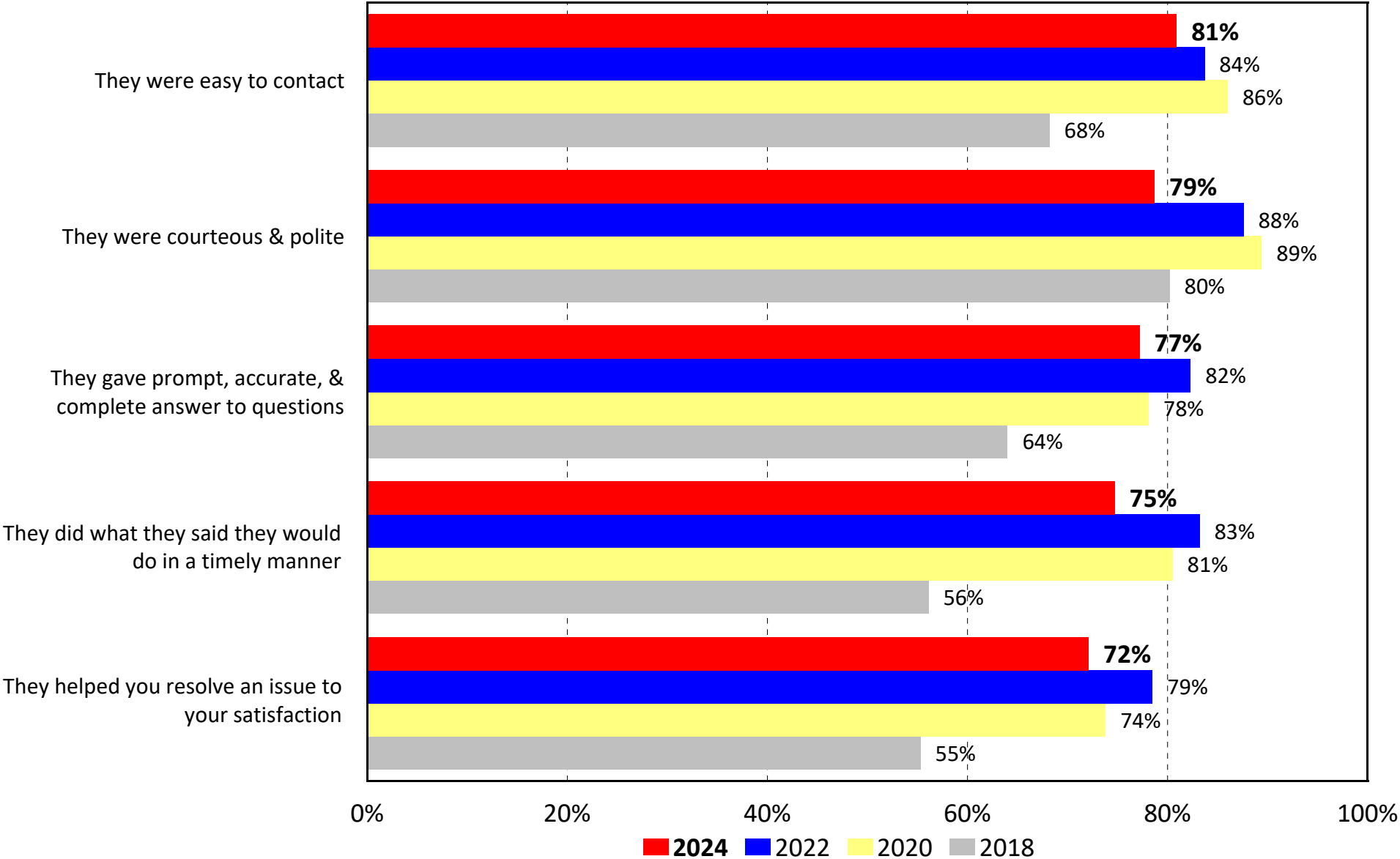
2024 vs. 2022 vs. 2020 vs. 2018

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



Trends: City employees displayed the following behaviors 2024 vs. 2022 vs. 2020 vs. 2018

by percentage of respondents (multiple selections could be made)



A graphic consisting of a dark blue horizontal bar. On the left side of the bar is a white circle containing a large, bold, dark blue number '4'. To the right of the circle, the text 'Importance-Satisfaction Analysis' is written in a bold, white, sans-serif font, with 'Importance-Satisfaction' on the top line and 'Analysis' on the bottom line.

4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most focus over the next year. Sixty-one percent (61%) of households selected "Overall maintenance of City streets, buildings & facilities" as one of the most important services for the City to focus on in the next year.

With regard to satisfaction, thirty-eight (52%) of respondents surveyed rated "Overall maintenance of city streets, buildings, & facilities" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 60.7% was multiplied by 61% (1-0.522). This calculation yielded an I-S rating of 0.2901, which ranked first out of twelve categories of major City services analyzed.

Importance-Satisfaction Analysis



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

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

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

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for Edgerton are provided on the following pages.

2024 Importance-Satisfaction Rating

Edgerton, Kansas

Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets, buildings & facilities	61%	1	52%	11	0.2901	1
High Priority (IS .10-.20)						
Overall enforcement of City codes & ordinances	29%	4	47%	12	0.1539	2
Overall effectiveness of community planning & development	30%	3	57%	10	0.1319	3
Quality of City parks & facilities	34%	2	65%	7	0.1180	4
Medium Priority (IS <.10)						
Overall quality of water/sewer utilities	22%	6	63%	8	0.0815	5
Quality of animal control (e.g. pet licenses, response to	13%	9	60%	9	0.0523	6
Overall effectiveness of City communication with the public	15%	8	69%	6	0.0467	7
Overall quality of police services (Johnson County Sheriff's Office)	23%	5	80%	3	0.0457	8
Overall flow of traffic & congestion management in Edgerton	18%	7	75%	4	0.0448	9
Overall quality of customer service you receive from City employees	12%	10	74%	5	0.0308	10
Overall quality of ambulance services (JoCo Med-Act)	6%	12	81%	2	0.0120	11
Overall quality of fire services (Johnson County Fire District 1)	8%	11	88%	1	0.0100	12

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

Edgerton, Kansas

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Quality of community public safety programs (e.g. self-defense,	50%	2	49%	7	0.2510	1
High Priority (IS .10-.20)						
Visibility of police in neighborhoods	50%	1	71%	6	0.1416	2
Medium Priority (IS <.10)						
Enforcement of local traffic laws	38%	4	74%	5	0.0988	3
Overall quality of contracted police protection (JoCo Sheriff's Office)	40%	3	79%	3	0.0852	4
Attitude & behavior of sheriff's office personnel toward citizens	22%	5	77%	4	0.0513	5
Overall quality of local fire protection (Johnson County Fire District #1)	17%	6	91%	2	0.0155	6
Attitude & behavior of fire department (Johnson County Fire	4%	7	92%	1	0.0037	7

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

Edgerton, Kansas

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of sidewalks in City	42%	2	43%	10	0.2412	1
Adequacy of City street lighting	43%	1	50%	9	0.2160	2
High Priority (IS .10-.20)						
Maintenance of streets in your neighborhood	39%	3	53%	8	0.1823	3
Snow removal on neighborhood streets	38%	4	59%	5	0.1545	4
Maintenance of major City streets	29%	5	56%	6	0.1279	5
Medium Priority (IS <.10)						
Overall cleanliness of City streets & other public areas	20%	6	62%	4	0.0772	6
Maintenance of City entrance signage	16%	8	56%	7	0.0703	7
Snow removal on major City streets	17%	7	72%	1	0.0487	8
Maintenance of City buildings	10%	9	66%	3	0.0328	9
Maintenance of street signs/traffic signals	7%	10	68%	2	0.0219	10

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

Edgerton, Kansas

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
City special events & festivals	23%	3	45%	8	0.1266	1
Maintenance of City parks & park equipment	34%	1	67%	2	0.1149	2
Medium Priority (IS <.10)						
Programs for youth	24%	2	58%	6	0.0996	3
Maintenance of walking & biking trails	14%	6	43%	9	0.0767	4
Number of walking & biking trails	23%	4	70%	1	0.0671	5
Programs for adults	16%	5	63%	4	0.0587	6
Programs for seniors	12%	7	54%	7	0.0548	7
Number of City parks	9%	8	63%	3	0.0336	8
Number of outdoor athletic fields	9%	9	62%	5	0.0324	9

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

Edgerton, Kansas

City Codes

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcing clean up of litter & debris	56%	1	45%	5	0.3097	1
High Priority (IS .10-.20)						
Enforcing mowing & trimming of weeds on private property	37%	2	47%	4	0.1945	2
Enforcing maintenance of residential property in your neighborhood	32%	3	48%	3	0.1647	3
Medium Priority (IS <.10)						
Enforcing animal control regulations (e.g. pet license, leash law)	23%	4	56%	2	0.0988	4
Enforcing maintenance of business property	17%	5	59%	1	0.0697	5

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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5

Tabular Data

Q1. Overall Satisfaction with City Services. Please rate your overall satisfaction with each of the following services provided by the City of Edgerton or other agencies using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services (Johnson County Sheriff's Office)	42.1%	35.4%	14.6%	4.5%	0.6%	2.8%
Q1-2. Overall quality of fire services (Johnson County Fire District 1)	55.1%	26.4%	11.2%	0.0%	0.0%	7.3%
Q1-3. Overall quality of ambulance services (JoCo Med-Act)	38.8%	27.0%	15.2%	0.6%	0.0%	18.5%
Q1-4. Quality of City parks & facilities	23.0%	40.4%	18.5%	13.5%	2.2%	2.2%
Q1-5. Overall maintenance of City streets, buildings & facilities	16.9%	34.8%	23.0%	12.9%	11.2%	1.1%
Q1-6. Overall quality of water/sewer utilities	23.6%	37.1%	23.0%	9.6%	3.4%	3.4%
Q1-7. Overall enforcement of City codes & ordinances	18.0%	26.4%	25.3%	15.7%	8.4%	6.2%
Q1-8. Overall quality of customer service you receive from City employees	39.3%	30.9%	17.4%	3.9%	3.4%	5.1%
Q1-9. Overall effectiveness of City communication with the public	34.8%	33.1%	21.9%	5.1%	3.4%	1.7%
Q1-10. Overall effectiveness of community planning & development	24.7%	30.3%	26.4%	11.2%	4.5%	2.8%
Q1-11. Quality of animal control (e.g. pet licenses, response to domestic animal issues)	26.4%	28.7%	25.3%	8.4%	3.4%	7.9%
Q1-12. Overall flow of traffic & congestion management in Edgerton	33.1%	39.9%	17.4%	4.5%	2.2%	2.8%

WITHOUT DON'T KNOW

Q1. Overall Satisfaction with City Services. Please rate your overall satisfaction with each of the following services provided by the City of Edgerton or other agencies using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services (Johnson County Sheriff's Office)	43.4%	36.4%	15.0%	4.6%	0.6%
Q1-2. Overall quality of fire services (Johnson County Fire District 1)	59.4%	28.5%	12.1%	0.0%	0.0%
Q1-3. Overall quality of ambulance services (JoCo Med-Act)	47.6%	33.1%	18.6%	0.7%	0.0%
Q1-4. Quality of City parks & facilities	23.6%	41.4%	19.0%	13.8%	2.3%
Q1-5. Overall maintenance of City streets, buildings & facilities	17.0%	35.2%	23.3%	13.1%	11.4%
Q1-6. Overall quality of water/sewer utilities	24.4%	38.4%	23.8%	9.9%	3.5%
Q1-7. Overall enforcement of City codes & ordinances	19.2%	28.1%	26.9%	16.8%	9.0%
Q1-8. Overall quality of customer service you receive from City employees	41.4%	32.5%	18.3%	4.1%	3.6%
Q1-9. Overall effectiveness of City communication with the public	35.4%	33.7%	22.3%	5.1%	3.4%
Q1-10. Overall effectiveness of community planning & development	25.4%	31.2%	27.2%	11.6%	4.6%
Q1-11. Quality of animal control (e.g. pet licenses, response to domestic animal issues)	28.7%	31.1%	27.4%	9.1%	3.7%
Q1-12. Overall flow of traffic & congestion management in Edgerton	34.1%	41.0%	17.9%	4.6%	2.3%

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. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services (Johnson County Sheriff's Office)	22	12.4 %
Overall quality of fire services (Johnson County Fire District 1)	4	2.2 %
Quality of City parks & facilities	23	12.9 %
Overall maintenance of City streets, buildings & facilities	51	28.7 %
Overall quality of water/sewer utilities	14	7.9 %
Overall enforcement of City codes & ordinances	19	10.7 %
Overall quality of customer service you receive from City employees	4	2.2 %
Overall effectiveness of City communication with the public	5	2.8 %
Overall effectiveness of community planning & development	17	9.6 %
Quality of animal control (e.g. pet licenses, response to domestic animal issues)	5	2.8 %
Overall flow of traffic & congestion management in Edgerton	5	2.8 %
None chosen	9	5.1 %
Total	178	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 services (Johnson County Sheriff's Office)	9	5.1 %
Overall quality of fire services (Johnson County Fire District 1)	7	3.9 %
Overall quality of ambulance services (JoCo Med-Act)	3	1.7 %
Quality of City parks & facilities	20	11.2 %
Overall maintenance of City streets, buildings & facilities	32	18.0 %
Overall quality of water/sewer utilities	18	10.1 %
Overall enforcement of City codes & ordinances	18	10.1 %
Overall quality of customer service you receive from City employees	6	3.4 %
Overall effectiveness of City communication with the public	12	6.7 %
Overall effectiveness of community planning & development	15	8.4 %
Quality of animal control (e.g. pet licenses, response to domestic animal issues)	9	5.1 %
Overall flow of traffic & congestion management in Edgerton	13	7.3 %
None chosen	16	9.0 %
Total	178	100.0 %

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

Q2. 3rd choice	Number	Percent
Overall quality of police services (Johnson County Sheriff's Office)	9	5.1 %
Overall quality of fire services (Johnson County Fire District 1)	4	2.2 %
Overall quality of ambulance services (JoCo Med-Act)	8	4.5 %
Quality of City parks & facilities	17	9.6 %
Overall maintenance of City streets, buildings & facilities	25	14.0 %
Overall quality of water/sewer utilities	7	3.9 %
Overall enforcement of City codes & ordinances	15	8.4 %
Overall quality of customer service you receive from City employees	11	6.2 %
Overall effectiveness of City communication with the public	10	5.6 %
Overall effectiveness of community planning & development	22	12.4 %
Quality of animal control (e.g. pet licenses, response to domestic animal issues)	9	5.1 %
Overall flow of traffic & congestion management in Edgerton	14	7.9 %
None chosen	27	15.2 %
Total	178	100.0 %

SUM OF TOP 3 CHOICES

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)

Q2. Sum of Top 3 Choices	Number	Percent
Overall quality of police services (Johnson County Sheriff's Office)	40	22.5 %
Overall quality of fire services (Johnson County Fire District 1)	15	8.4 %
Overall quality of ambulance services (JoCo Med-Act)	11	6.2 %
Quality of City parks & facilities	60	33.7 %
Overall maintenance of City streets, buildings & facilities	108	60.7 %
Overall quality of water/sewer utilities	39	21.9 %
Overall enforcement of City codes & ordinances	52	29.2 %
Overall quality of customer service you receive from City employees	21	11.8 %
Overall effectiveness of City communication with the public	27	15.2 %
Overall effectiveness of community planning & development	54	30.3 %
Quality of animal control (e.g. pet licenses, response to domestic animal issues)	23	12.9 %
Overall flow of traffic & congestion management in Edgerton	32	18.0 %
None chosen	9	5.1 %
Total	491	

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

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall image of City	18.5%	38.8%	27.0%	12.4%	2.8%	0.6%
Q3-2. Overall value that you receive for your tax dollars & fees	9.6%	27.5%	29.8%	20.8%	10.7%	1.7%
Q3-3. How well City is managing & planning growth & development	14.6%	30.3%	25.3%	16.9%	9.0%	3.9%
Q3-4. Overall quality of services provided by City of Edgerton	16.9%	44.9%	24.2%	9.0%	3.9%	1.1%

WITHOUT DON'T KNOW

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

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall image of City	18.6%	39.0%	27.1%	12.4%	2.8%
Q3-2. Overall value that you receive for your tax dollars & fees	9.7%	28.0%	30.3%	21.1%	10.9%
Q3-3. How well City is managing & planning growth & development	15.2%	31.6%	26.3%	17.5%	9.4%
Q3-4. Overall quality of services provided by City of Edgerton	17.0%	45.5%	24.4%	9.1%	4.0%

Q4. Public Safety. Please rate your satisfaction with the following services provided by the City's public safety partners using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall quality of contracted police protection (JoCo Sheriff's Office)	37.6%	37.1%	15.2%	4.5%	0.6%	5.1%
Q4-2. Visibility of police in neighborhoods	29.2%	41.0%	16.3%	10.1%	1.7%	1.7%
Q4-3. Enforcement of local traffic laws	25.8%	43.8%	18.0%	5.1%	1.7%	5.6%
Q4-4. Attitude & behavior of sheriff's office personnel toward citizens	33.7%	36.5%	16.9%	3.9%	0.6%	8.4%
Q4-5. Overall quality of local fire protection (Johnson County Fire District 1)	51.7%	29.2%	7.9%	0.0%	0.0%	11.2%
Q4-6. Attitude & behavior of fire department (Johnson County Fire District 1) personnel toward citizens	52.2%	28.7%	7.3%	0.0%	0.0%	11.8%
Q4-7. Quality of community public safety programs (e.g. self-defense, block watch)	18.5%	21.3%	29.8%	9.6%	1.7%	19.1%

WITHOUT DON'T KNOW

Q4. Public Safety. Please rate your satisfaction with the following services provided by the City's public safety partners using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of contracted police protection (JoCo Sheriff's Office)	39.6%	39.1%	16.0%	4.7%	0.6%
Q4-2. Visibility of police in neighborhoods	29.7%	41.7%	16.6%	10.3%	1.7%
Q4-3. Enforcement of local traffic laws	27.4%	46.4%	19.0%	5.4%	1.8%
Q4-4. Attitude & behavior of sheriff's office personnel toward citizens	36.8%	39.9%	18.4%	4.3%	0.6%
Q4-5. Overall quality of local fire protection (Johnson County Fire District 1)	58.2%	32.9%	8.9%	0.0%	0.0%
Q4-6. Attitude & behavior of fire department (Johnson County Fire District 1) personnel toward citizens	59.2%	32.5%	8.3%	0.0%	0.0%
Q4-7. Quality of community public safety programs (e.g. self-defense, block watch)	22.9%	26.4%	36.8%	11.8%	2.1%

Q5. Which THREE of the public safety services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of contracted police protection (JoCo Sheriff's Office)	30	16.9 %
Visibility of police in neighborhoods	50	28.1 %
Enforcement of local traffic laws	19	10.7 %
Attitude & behavior of sheriff's office personnel toward citizens	8	4.5 %
Overall quality of local fire protection (Johnson County Fire District #1)	8	4.5 %
Quality of community public safety programs (e.g. self-defense, block watch)	39	21.9 %
None chosen	24	13.5 %
Total	178	100.0 %

Q5. Which THREE of the public safety services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of contracted police protection (JoCo Sheriff's Office)	22	12.4 %
Visibility of police in neighborhoods	29	16.3 %
Enforcement of local traffic laws	21	11.8 %
Attitude & behavior of sheriff's office personnel toward citizens	14	7.9 %
Overall quality of local fire protection (Johnson County Fire District #1)	13	7.3 %
Attitude & behavior of fire department (Johnson County Fire District #1) personnel toward citizens	4	2.2 %
Quality of community public safety programs (e.g. self-defense, block watch)	27	15.2 %
None chosen	48	27.0 %
Total	178	100.0 %

Q5. Which THREE of the public safety services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of contracted police protection (JoCo Sheriff's Office)	19	10.7 %
Visibility of police in neighborhoods	19	10.7 %
Enforcement of local traffic laws	27	15.2 %
Attitude & behavior of sheriff's office personnel toward citizens	17	9.6 %
Overall quality of local fire protection (Johnson County Fire District #1)	10	5.6 %
Attitude & behavior of fire department (Johnson County Fire District #1) personnel toward citizens	4	2.2 %
Quality of community public safety programs (e.g. self-defense, block watch)	22	12.4 %
None chosen	60	33.7 %
Total	178	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the public safety services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q5. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of contracted police protection (JoCo Sheriff's Office)	71	39.9 %
Visibility of police in neighborhoods	98	55.1 %
Enforcement of local traffic laws	67	37.6 %
Attitude & behavior of sheriff's office personnel toward citizens	39	21.9 %
Overall quality of local fire protection (Johnson County Fire District #1)	31	17.4 %
Attitude & behavior of fire department (Johnson County Fire District #1) personnel toward citizens	8	4.5 %
Quality of community public safety programs (e.g. self-defense, block watch)	88	49.4 %
None chosen	24	13.5 %
Total	426	

Q6. City Maintenance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of City maintenance.

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Maintenance of major City streets	17.4%	38.2%	21.3%	13.5%	8.4%	1.1%
Q6-2. Maintenance of streets in your neighborhood	18.0%	34.3%	15.7%	19.1%	11.8%	1.1%
Q6-3. Maintenance of sidewalks in City	12.9%	28.1%	25.3%	19.1%	10.7%	3.9%
Q6-4. Maintenance of street signs/traffic signals	18.0%	47.2%	24.2%	2.8%	3.9%	3.9%
Q6-5. Maintenance of City entrance signage	15.7%	36.0%	25.3%	8.4%	7.9%	6.7%
Q6-6. Maintenance of City buildings	16.3%	44.4%	25.3%	3.4%	3.4%	7.3%
Q6-7. Snow removal on major City streets	25.8%	44.9%	16.9%	6.2%	4.5%	1.7%
Q6-8. Snow removal on neighborhood streets	16.9%	40.4%	19.1%	12.9%	7.9%	2.8%
Q6-9. Adequacy of City street lighting	17.4%	31.5%	14.0%	20.2%	14.6%	2.2%
Q6-10. Overall cleanliness of City streets & other public areas	21.9%	38.2%	23.0%	9.0%	5.1%	2.8%

WITHOUT DON'T KNOW

Q6. City Maintenance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of City maintenance. (without "don't know")

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Maintenance of major City streets	17.6%	38.6%	21.6%	13.6%	8.5%
Q6-2. Maintenance of streets in your neighborhood	18.2%	34.7%	15.9%	19.3%	11.9%
Q6-3. Maintenance of sidewalks in City	13.5%	29.2%	26.3%	19.9%	11.1%
Q6-4. Maintenance of street signs/traffic signals	18.7%	49.1%	25.1%	2.9%	4.1%
Q6-5. Maintenance of City entrance signage	16.9%	38.6%	27.1%	9.0%	8.4%
Q6-6. Maintenance of City buildings	17.6%	47.9%	27.3%	3.6%	3.6%
Q6-7. Snow removal on major City streets	26.3%	45.7%	17.1%	6.3%	4.6%
Q6-8. Snow removal on neighborhood streets	17.3%	41.6%	19.7%	13.3%	8.1%
Q6-9. Adequacy of City street lighting	17.8%	32.2%	14.4%	20.7%	14.9%
Q6-10. Overall cleanliness of City streets & other public areas	22.5%	39.3%	23.7%	9.2%	5.2%

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

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	31	17.4 %
Maintenance of streets in your neighborhood	23	12.9 %
Maintenance of sidewalks in City	31	17.4 %
Maintenance of street signs/traffic signals	1	0.6 %
Maintenance of City entrance signage	6	3.4 %
Maintenance of City buildings	5	2.8 %
Snow removal on major City streets	15	8.4 %
Snow removal on neighborhood streets	12	6.7 %
Adequacy of City street lighting	32	18.0 %
Overall cleanliness of City streets & other public areas	6	3.4 %
<u>None chosen</u>	<u>16</u>	<u>9.0 %</u>
Total	178	100.0 %

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

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	6	3.4 %
Maintenance of streets in your neighborhood	31	17.4 %
Maintenance of sidewalks in City	20	11.2 %
Maintenance of street signs/traffic signals	5	2.8 %
Maintenance of City entrance signage	9	5.1 %
Maintenance of City buildings	8	4.5 %
Snow removal on major City streets	10	5.6 %
Snow removal on neighborhood streets	35	19.7 %
Adequacy of City street lighting	20	11.2 %
Overall cleanliness of City streets & other public areas	12	6.7 %
<u>None chosen</u>	<u>22</u>	<u>12.4 %</u>
Total	178	100.0 %

Q7. Which THREE of the maintenance 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 major City streets	15	8.4 %
Maintenance of streets in your neighborhood	15	8.4 %
Maintenance of sidewalks in City	24	13.5 %
Maintenance of street signs/traffic signals	6	3.4 %
Maintenance of City entrance signage	13	7.3 %
Maintenance of City buildings	4	2.2 %
Snow removal on major City streets	6	3.4 %
Snow removal on neighborhood streets	20	11.2 %
Adequacy of City street lighting	25	14.0 %
Overall cleanliness of City streets & other public areas	18	10.1 %
None chosen	32	18.0 %
Total	178	100.0 %

SUM OF TOP 3 CHOICES

Q7. Which THREE of the maintenance 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 major City streets	52	29.2 %
Maintenance of streets in your neighborhood	69	38.8 %
Maintenance of sidewalks in City	75	42.1 %
Maintenance of street signs/traffic signals	12	6.7 %
Maintenance of City entrance signage	28	15.7 %
Maintenance of City buildings	17	9.6 %
Snow removal on major City streets	31	17.4 %
Snow removal on neighborhood streets	67	37.6 %
Adequacy of City street lighting	77	43.3 %
Overall cleanliness of City streets & other public areas	36	20.2 %
None chosen	16	9.0 %
Total	480	

Q8. Sewer and Water Utilities. Please rate your satisfaction with each of the items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Water pressure in your home	14.0%	46.1%	15.2%	16.3%	4.5%	3.9%
Q8-2. Responsiveness to emergency calls for sewer backups	7.9%	12.9%	27.5%	1.7%	0.6%	49.4%
Q8-3. Responsiveness to emergency calls for water main breaks	11.2%	21.3%	24.2%	1.1%	0.6%	41.6%

WITHOUT DON'T KNOW

Q8. Sewer and Water Utilities. Please rate your satisfaction with each of the items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Water pressure in your home	14.6%	48.0%	15.8%	17.0%	4.7%
Q8-2. Responsiveness to emergency calls for sewer backups	15.6%	25.6%	54.4%	3.3%	1.1%
Q8-3. Responsiveness to emergency calls for water main breaks	19.2%	36.5%	41.3%	1.9%	1.0%

Q9. Parks and Recreation. Please rate your satisfaction with each of the following Parks and Recreation items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Maintenance of City parks & park equipment	18.0%	33.7%	21.9%	14.0%	1.7%	10.7%
Q9-2. Number of walking & biking trails	19.7%	38.8%	18.0%	14.0%	2.8%	6.7%
Q9-3. Number of City parks	22.5%	39.9%	18.0%	10.1%	3.4%	6.2%
Q9-4. Number of outdoor athletic fields	18.5%	37.1%	21.3%	9.6%	3.4%	10.1%
Q9-5. Programs for youth	12.9%	19.1%	27.0%	13.5%	1.7%	25.8%
Q9-6. Programs for adults	10.7%	26.4%	33.1%	9.6%	2.2%	18.0%
Q9-7. Programs for seniors	13.5%	27.5%	31.5%	2.2%	1.7%	23.6%
Q9-8. Maintenance of walking & biking trails	16.3%	35.4%	20.8%	7.9%	2.2%	17.4%
Q9-9. City special events & festivals	20.2%	46.1%	19.7%	7.3%	1.1%	5.6%

WITHOUT DON'T KNOW

Q9. Parks and Recreation. Please rate your satisfaction with each of the following Parks and Recreation items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Maintenance of City parks & park equipment	20.1%	37.7%	24.5%	15.7%	1.9%
Q9-2. Number of walking & biking trails	21.1%	41.6%	19.3%	15.1%	3.0%
Q9-3. Number of City parks	24.0%	42.5%	19.2%	10.8%	3.6%
Q9-4. Number of outdoor athletic fields	20.6%	41.3%	23.8%	10.6%	3.8%
Q9-5. Programs for youth	17.4%	25.8%	36.4%	18.2%	2.3%
Q9-6. Programs for adults	13.0%	32.2%	40.4%	11.6%	2.7%
Q9-7. Programs for seniors	17.6%	36.0%	41.2%	2.9%	2.2%
Q9-8. Maintenance of walking & biking trails	19.7%	42.9%	25.2%	9.5%	2.7%
Q9-9. City special events & festivals	21.4%	48.8%	20.8%	7.7%	1.2%

Q10. Which TWO of the Parks and Recreation items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. Top choice	Number	Percent
Maintenance of City parks & park equipment	44	24.7 %
Number of walking & biking trails	18	10.1 %
Number of City parks	6	3.4 %
Number of outdoor athletic fields	9	5.1 %
Programs for youth	22	12.4 %
Programs for adults	7	3.9 %
Programs for seniors	11	6.2 %
Maintenance of walking & biking trails	8	4.5 %
City special events & festivals	22	12.4 %
None chosen	31	17.4 %
Total	178	100.0 %

Q10. Which TWO of the Parks and Recreation items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 2nd choice	Number	Percent
Maintenance of City parks & park equipment	17	9.6 %
Number of walking & biking trails	22	12.4 %
Number of City parks	10	5.6 %
Number of outdoor athletic fields	6	3.4 %
Programs for youth	20	11.2 %
Programs for adults	21	11.8 %
Programs for seniors	10	5.6 %
Maintenance of walking & biking trails	16	9.0 %
City special events & festivals	19	10.7 %
None chosen	37	20.8 %
Total	178	100.0 %

SUM OF TOP 2 CHOICES

Q10. Which TWO of the Parks and Recreation items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q10. Sum of Top 2 Choices	Number	Percent
Maintenance of City parks & park equipment	61	34.3 %
Number of walking & biking trails	40	22.5 %
Number of City parks	16	9.0 %
Number of outdoor athletic fields	15	8.4 %
Programs for youth	42	23.6 %
Programs for adults	28	15.7 %
Programs for seniors	21	11.8 %
Maintenance of walking & biking trails	24	13.5 %
City special events & festivals	41	23.0 %
None chosen	31	17.4 %
Total	319	

Q11. Parks and Recreation Programming Needs. Please indicate if YOU or any members of your household have any interest in Edgerton offering each of the following programs.

(N=178)

	Yes	No
Q11-1. Community event programs (movie nights, festivals)	58.4%	41.6%
Q11-2. Community garden programs	52.2%	47.8%
Q11-3. Cultural event programs	37.6%	62.4%
Q11-4. Martial arts programs	27.5%	72.5%
Q11-5. Nature/environmental education programs	45.5%	54.5%
Q11-6. Outdoor fitness/exercise classes	51.7%	48.3%
Q11-7. Preschool programs/early childhood (princess tea party, superhero day)	25.3%	74.7%
Q11-8. Teen recreation programs	36.0%	64.0%
Q11-9. Youth fitness & wellness classes	30.9%	69.1%
Q11-10. Youth art & cooking classes	33.1%	66.9%
Q11-11. Youth theatre, dance, singing, musical classes	30.9%	69.1%
Q11-12. Adult fitness & wellness programs	51.1%	48.9%
Q11-13. Adult art & cooking classes	37.6%	62.4%
Q11-14. Adult theatre, dance, singing, musical classes	22.5%	77.5%
Q11-15. Art & cooking programs for adults 55+	24.7%	75.3%
Q11-16. Day trips for adults 55+	31.5%	68.5%
Q11-17. Games (BINGO, Dominoes, Card Party) for adults 55+	30.9%	69.1%

Q11. If YES, please indicate how well your needs are currently met through other organizations? (i.e., JCPRD, GEYCP) (without "not provided")

(N=155)

	Fully met	Mostly met	Partly met	Not met
Q11-1. Community event programs (movie nights, festivals)	18.2%	34.1%	28.4%	19.3%
Q11-2. Community garden programs	5.3%	8.0%	14.7%	72.0%
Q11-3. Cultural event programs	10.9%	12.7%	27.3%	49.1%
Q11-4. Martial arts programs	10.0%	10.0%	15.0%	65.0%
Q11-5. Nature/environmental education programs	4.5%	7.6%	34.8%	53.0%
Q11-6. Outdoor fitness/exercise classes	6.1%	14.6%	20.7%	58.5%
Q11-7. Preschool programs/early childhood (princess tea party, superhero day)	10.5%	15.8%	21.1%	52.6%
Q11-8. Teen recreation programs	7.4%	13.0%	24.1%	55.6%
Q11-9. Youth fitness & wellness classes	15.2%	13.0%	26.1%	45.7%
Q11-10. Youth art & cooking classes	4.0%	18.0%	30.0%	48.0%
Q11-11. Youth theatre, dance, singing, musical classes	6.7%	15.6%	28.9%	48.9%
Q11-12. Adult fitness & wellness programs	5.1%	15.4%	25.6%	53.8%
Q11-13. Adult art & cooking classes	7.1%	14.3%	30.4%	48.2%
Q11-14. Adult theatre, dance, singing, musical classes	8.8%	11.8%	29.4%	50.0%
Q11-15. Art & cooking programs for adults 55+	11.1%	18.5%	14.8%	55.6%
Q11-16. Day trips for adults 55+	7.9%	15.8%	28.9%	47.4%
Q11-17. Games (BINGO, Dominoes, Card Party) for adults 55+	22.5%	27.5%	17.5%	32.5%

Q12. Which FOUR of the programs listed in Question 11 are MOST IMPORTANT to your household?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Community event programs (movie nights, festivals)	24	13.5 %
Community garden programs	19	10.7 %
Cultural event programs	5	2.8 %
Nature/environmental education programs	5	2.8 %
Outdoor fitness/exercise classes	9	5.1 %
Preschool programs/early childhood (princess tea party, superhero day)	7	3.9 %
Teen recreation programs	18	10.1 %
Youth fitness & wellness classes	7	3.9 %
Youth art & cooking classes	4	2.2 %
Youth theatre, dance, singing, musical classes	2	1.1 %
Adult fitness & wellness programs	8	4.5 %
Adult art & cooking classes	4	2.2 %
Art & cooking programs for adults 55+	5	2.8 %
Day trips for adults 55+	5	2.8 %
Games (BINGO, Dominoes, Card Party) for adults 55+	9	5.1 %
<u>None chosen</u>	<u>47</u>	<u>26.4 %</u>
Total	178	100.0 %

Q12. Which FOUR of the programs listed in Question 11 are MOST IMPORTANT to your household?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Community event programs (movie nights, festivals)	4	2.2 %
Community garden programs	10	5.6 %
Cultural event programs	8	4.5 %
Martial arts programs	1	0.6 %
Nature/environmental education programs	9	5.1 %
Outdoor fitness/exercise classes	15	8.4 %
Preschool programs/early childhood (princess tea party, superhero day)	6	3.4 %
Teen recreation programs	12	6.7 %
Youth fitness & wellness classes	6	3.4 %
Youth art & cooking classes	7	3.9 %
Youth theatre, dance, singing, musical classes	5	2.8 %
Adult fitness & wellness programs	15	8.4 %
Adult art & cooking classes	8	4.5 %
Adult theatre, dance, singing, musical classes	2	1.1 %
Art & cooking programs for adults 55+	5	2.8 %
Day trips for adults 55+	8	4.5 %
Games (BINGO, Dominoes, Card Party) for adults 55+	1	0.6 %
<u>None chosen</u>	<u>56</u>	<u>31.5 %</u>
Total	178	100.0 %

Q12. Which FOUR of the programs listed in Question 11 are MOST IMPORTANT to your household?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Community event programs (movie nights, festivals)	9	5.1 %
Community garden programs	13	7.3 %
Cultural event programs	4	2.2 %
Martial arts programs	7	3.9 %
Nature/environmental education programs	4	2.2 %
Outdoor fitness/exercise classes	10	5.6 %
Preschool programs/early childhood (princess tea party, superhero day)	1	0.6 %
Teen recreation programs	5	2.8 %
Youth fitness & wellness classes	4	2.2 %
Youth art & cooking classes	6	3.4 %
Youth theatre, dance, singing, musical classes	6	3.4 %
Adult fitness & wellness programs	15	8.4 %
Adult art & cooking classes	12	6.7 %
Art & cooking programs for adults 55+	1	0.6 %
Day trips for adults 55+	14	7.9 %
Games (BINGO, Dominoes, Card Party) for adults 55+	6	3.4 %
None chosen	61	34.3 %
Total	178	100.0 %

Q12. Which FOUR of the programs listed in Question 11 are MOST IMPORTANT to your household?

<u>Q12. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Community event programs (movie nights, festivals)	11	6.2 %
Community garden programs	6	3.4 %
Cultural event programs	2	1.1 %
Nature/environmental education programs	11	6.2 %
Outdoor fitness/exercise classes	3	1.7 %
Preschool programs/early childhood (princess tea party, superhero day)	2	1.1 %
Teen recreation programs	7	3.9 %
Youth fitness & wellness classes	3	1.7 %
Youth art & cooking classes	6	3.4 %
Youth theatre, dance, singing, musical classes	6	3.4 %
Adult fitness & wellness programs	14	7.9 %
Adult art & cooking classes	6	3.4 %
Adult theatre, dance, singing, musical classes	2	1.1 %
Art & cooking programs for adults 55+	8	4.5 %
Day trips for adults 55+	9	5.1 %
Games (BINGO, Dominoes, Card Party) for adults 55+	6	3.4 %
None chosen	76	42.7 %
Total	178	100.0 %

SUM OF TOP 4 CHOICES**Q12. Which FOUR of the programs listed in Question 11 are MOST IMPORTANT to your household? (top 4)**

<u>Q12. Sum of Top 4 Choices</u>	<u>Number</u>	<u>Percent</u>
Community event programs (movie nights, festivals)	48	27.0 %
Community garden programs	48	27.0 %
Cultural event programs	19	10.7 %
Martial arts programs	8	4.5 %
Nature/environmental education programs	29	16.3 %
Outdoor fitness/exercise classes	37	20.8 %
Preschool programs/early childhood (princess tea party, superhero day)	16	9.0 %
Teen recreation programs	42	23.6 %
Youth fitness & wellness classes	20	11.2 %
Youth art & cooking classes	23	12.9 %
Youth theatre, dance, singing, musical classes	19	10.7 %
Adult fitness & wellness programs	52	29.2 %
Adult art & cooking classes	30	16.9 %
Adult theatre, dance, singing, musical classes	4	2.2 %
Art & cooking programs for adults 55+	19	10.7 %
Day trips for adults 55+	36	20.2 %
Games (BINGO, Dominoes, Card Party) for adults 55+	22	12.4 %
None chosen	47	26.4 %
Total	519	

Q13. Enforcement of City Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Enforcing clean up of litter & debris	17.4%	24.2%	21.3%	19.1%	10.7%	7.3%
Q13-2. Enforcing mowing & trimming of weeds on private property	16.3%	27.0%	23.0%	15.2%	11.2%	7.3%
Q13-3. Enforcing maintenance of residential property in your neighborhood	16.3%	28.7%	24.2%	15.2%	10.1%	5.6%
Q13-4. Enforcing maintenance of business property	18.0%	36.5%	28.7%	5.6%	4.5%	6.7%
Q13-5. Enforcing animal control regulations (e. g. pet license, leash law)	19.1%	32.6%	23.0%	8.4%	9.0%	7.9%

WITHOUT DON'T KNOW

Q13. Enforcement of City Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Enforcing clean up of litter & debris	18.8%	26.1%	23.0%	20.6%	11.5%
Q13-2. Enforcing mowing & trimming of weeds on private property	17.6%	29.1%	24.8%	16.4%	12.1%
Q13-3. Enforcing maintenance of residential property in your neighborhood	17.3%	30.4%	25.6%	16.1%	10.7%
Q13-4. Enforcing maintenance of business property	19.3%	39.2%	30.7%	6.0%	4.8%
Q13-5. Enforcing animal control regulations (e. g. pet license, leash law)	20.7%	35.4%	25.0%	9.1%	9.8%

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

Q14. Top choice	Number	Percent
Enforcing clean up of litter & debris	64	36.0 %
Enforcing mowing & trimming of weeds on private property	26	14.6 %
Enforcing maintenance of residential property in your neighborhood	26	14.6 %
Enforcing maintenance of business property	10	5.6 %
Enforcing animal control regulations (e.g. pet license, leash law)	24	13.5 %
None chosen	28	15.7 %
Total	178	100.0 %

Q14. Which TWO 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
Enforcing clean up of litter & debris	36	20.2 %
Enforcing mowing & trimming of weeds on private property	39	21.9 %
Enforcing maintenance of residential property in your neighborhood	30	16.9 %
Enforcing maintenance of business property	20	11.2 %
Enforcing animal control regulations (e.g. pet license, leash law)	16	9.0 %
None chosen	37	20.8 %
Total	178	100.0 %

SUM OF TOP 2 CHOICES

Q14. Which TWO of the items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

Q14. Sum of Top 2 Choices	Number	Percent
Enforcing clean up of litter & debris	100	56.2 %
Enforcing mowing & trimming of weeds on private property	65	36.5 %
Enforcing maintenance of residential property in your neighborhood	56	31.5 %
Enforcing maintenance of business property	30	16.9 %
Enforcing animal control regulations (e.g. pet license, leash law)	40	22.5 %
None chosen	28	15.7 %
Total	319	

Q15. City Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City programs & services	25.3%	41.6%	21.3%	10.1%	0.6%	1.1%
Q15-2. City efforts to keep you informed about local issues	25.8%	43.3%	19.7%	7.3%	2.8%	1.1%
Q15-3. Overall user-friendliness of City's website (edgertonks.org)	25.3%	41.6%	16.9%	3.9%	2.8%	9.6%
Q15-4. Content of City's newsletter	27.0%	48.3%	18.5%	2.8%	0.0%	3.4%
Q15-5. Content of alerts sent via Notify JoCo	26.4%	39.3%	16.3%	2.2%	1.7%	14.0%
Q15-6. Usefulness of City's Facebook (@cityofedgertonks) & X (formerly Twitter) accounts (@cityofedgerton)	21.3%	29.2%	22.5%	2.2%	0.0%	24.7%

WITHOUT DON'T KNOW

Q15. City Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=178)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City programs & services	25.6%	42.0%	21.6%	10.2%	0.6%
Q15-2. City efforts to keep you informed about local issues	26.1%	43.8%	19.9%	7.4%	2.8%
Q15-3. Overall user-friendliness of City's website (edgertonks.org)	28.0%	46.0%	18.6%	4.3%	3.1%
Q15-4. Content of City's newsletter	27.9%	50.0%	19.2%	2.9%	0.0%
Q15-5. Content of alerts sent via Notify JoCo	30.7%	45.8%	19.0%	2.6%	2.0%
Q15-6. Usefulness of City's Facebook (@cityofedgertonks) & X (formerly Twitter) accounts (@cityofedgerton)	28.4%	38.8%	29.9%	3.0%	0.0%

Q16. Which of the following are your PRIMARY SOURCES for information about community activities and services?

Q16. Your primary sources for information about community activities & services	Number	Percent
City newsletter	136	76.4 %
City website	70	39.3 %
Notify JoCo	49	27.5 %
City's Facebook account	78	43.8 %
Other Facebook accounts	42	23.6 %
City's X (formerly Twitter) account	3	1.7 %
Other X (formerly Twitter) accounts	1	0.6 %
Word of mouth	60	33.7 %
Newspaper	6	3.4 %
Other	3	1.7 %
Total	448	

Q16-10. Other:

Q16-10. Other	Number	Percent
SIGNS POSTED IN TOWN	1	33.3 %
Flyers	1	33.3 %
My daughter	1	33.3 %
Total	3	100.0 %

Q17. Which TWO of the methods of communication listed in Question 16 do you PREFER MOST?

Q17. Top choice	Number	Percent
City newsletter	85	47.8 %
City website	19	10.7 %
Notify JoCo	11	6.2 %
City's Facebook account	44	24.7 %
Other Facebook accounts	3	1.7 %
Word of mouth	4	2.2 %
Other	4	2.2 %
None chosen	8	4.5 %
Total	178	100.0 %

Q17. Which TWO of the methods of communication listed in Question 16 do you PREFER MOST?

Q17. 2nd choice	Number	Percent
City newsletter	39	21.9 %
City website	39	21.9 %
Notify JoCo	22	12.4 %
City's Facebook account	20	11.2 %
Other Facebook accounts	8	4.5 %
City's X (formerly Twitter) account	2	1.1 %
Word of mouth	12	6.7 %
Newspaper	3	1.7 %
Other	5	2.8 %
None chosen	28	15.7 %
Total	178	100.0 %

SUM OF TOP 2 CHOICES**Q17. Which TWO of the methods of communication listed in Question 16 do you PREFER MOST? (top 2)**

Q17. Top choice	Number	Percent
City newsletter	124	69.7 %
City website	58	32.6 %
Notify JoCo	33	18.5 %
City's Facebook account	64	36.0 %
Other Facebook accounts	11	6.2 %
City's X (formerly Twitter) account	2	1.1 %
Word of mouth	16	9.0 %
Newspaper	3	1.7 %
Other	9	5.1 %
None chosen	8	4.5 %
Total	328	

Q18. Do you use any of the following social network sites?

Q18. What following social network sites do you use	Number	Percent
X (formerly Twitter)	25	14.0 %
Facebook	132	74.2 %
YouTube	62	34.8 %
TikTok	34	19.1 %
Instagram	52	29.2 %
Other	1	0.6 %
Total	306	

Q18-6. Other:

Q18-6. Other	Number	Percent
SnapChat	1	100.0 %
Total	1	100.0 %

Q19. Customer Service. Have you had contact with the City over a question, problem, or complaint during the past year?

Q19. Have you had contact with City over a question, problem, or complaint during past year	Number	Percent
Yes	90	50.6 %
No	88	49.4 %
Total	178	100.0 %

Q19b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate how often the employee you spoke with at the City department you indicated in Question 19a displayed each of the following behaviors.

(N=90)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q19b-1. They were easy to contact	57.8%	22.2%	13.3%	3.3%	2.2%	1.1%
Q19b-2. They were courteous & polite	60.0%	17.8%	10.0%	7.8%	3.3%	1.1%
Q19b-3. They gave prompt, accurate, & complete answers to questions	50.0%	25.6%	11.1%	6.7%	4.4%	2.2%
Q19b-4. They did what they said they would do in a timely manner	48.9%	23.3%	14.4%	3.3%	6.7%	3.3%
Q19b-5. They helped you resolve an issue to your satisfaction	50.0%	18.9%	12.2%	6.7%	7.8%	4.4%

WITHOUT DON'T KNOW

Q19b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate how often the employee you spoke with at the City department you indicated in Question 19a displayed each of the following behaviors. (without "don't know")

(N=90)

	Always	Usually	Sometimes	Seldom	Never
Q19b-1. They were easy to contact	58.4%	22.5%	13.5%	3.4%	2.2%
Q19b-2. They were courteous & polite	60.7%	18.0%	10.1%	7.9%	3.4%
Q19b-3. They gave prompt, accurate, & complete answers to questions	51.1%	26.1%	11.4%	6.8%	4.5%
Q19b-4. They did what they said they would do in a timely manner	50.6%	24.1%	14.9%	3.4%	6.9%
Q19b-5. They helped you resolve an issue to your satisfaction	52.3%	19.8%	12.8%	7.0%	8.1%

Q20. City Capital Improvement Projects. Below are eight capital improvement projects. Which THREE of the projects do you think are MOST IMPORTANT for the continued success of the City of Edgerton?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Water system improvements	52	29.2 %
Traffic signal replacement upgrade	5	2.8 %
Sanitary sewer system improvements	12	6.7 %
Parks (upgrading existing equipment/facilities)	25	14.0 %
Stormwater system improvements	15	8.4 %
Facilities (upgrade existing City buildings)	9	5.1 %
Streets (reconstruction of existing)	37	20.8 %
New sidewalk/trail extensions	14	7.9 %
None chosen	9	5.1 %
Total	178	100.0 %

Q20. City Capital Improvement Projects. Below are eight capital improvement projects. Which THREE of the projects do you think are MOST IMPORTANT for the continued success of the City of Edgerton?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Water system improvements	11	6.2 %
Traffic signal replacement upgrade	12	6.7 %
Sanitary sewer system improvements	19	10.7 %
Parks (upgrading existing equipment/facilities)	26	14.6 %
Stormwater system improvements	18	10.1 %
Facilities (upgrade existing City buildings)	10	5.6 %
Streets (reconstruction of existing)	26	14.6 %
New sidewalk/trail extensions	31	17.4 %
None chosen	25	14.0 %
Total	178	100.0 %

Q20. City Capital Improvement Projects. Below are eight capital improvement projects. Which THREE of the projects do you think are MOST IMPORTANT for the continued success of the City of Edgerton?

Q20. 3rd choice	Number	Percent
Water system improvements	19	10.7 %
Traffic signal replacement upgrade	3	1.7 %
Sanitary sewer system improvements	19	10.7 %
Parks (upgrading existing equipment/facilities)	17	9.6 %
Stormwater system improvements	12	6.7 %
Facilities (upgrade existing City buildings)	17	9.6 %
Streets (reconstruction of existing)	23	12.9 %
New sidewalk/trail extensions	32	18.0 %
None chosen	36	20.2 %
Total	178	100.0 %

SUM OF TOP 3 CHOICES

Q20. City Capital Improvement Projects. Below are eight capital improvement projects. Which THREE of the projects do you think are MOST IMPORTANT for the continued success of the City of Edgerton? (top 3)

Q20. Sum of Top 3 Choices	Number	Percent
Water system improvements	82	46.1 %
Traffic signal replacement upgrade	20	11.2 %
Sanitary sewer system improvements	50	28.1 %
Parks (upgrading existing equipment/facilities)	68	38.2 %
Stormwater system improvements	45	25.3 %
Facilities (upgrade existing City buildings)	36	20.2 %
Streets (reconstruction of existing)	86	48.3 %
New sidewalk/trail extensions	77	43.3 %
None chosen	9	5.1 %
Total	473	

Q21. Funding Projects. Below are six capital projects the City may have the capacity (within budget) to fund without having to increase the mill levy. Considering this, which TWO of the items below do you think are the MOST IMPORTANT to fund?

Q21. Top choice	Number	Percent
Reconstruction of neighborhood streets	56	31.5 %
Downtown streetscape	21	11.8 %
Sidewalk/trail connections	22	12.4 %
Major park renovations	11	6.2 %
Construction of a community center	17	9.6 %
Construction of spray park/pool	42	23.6 %
None chosen	9	5.1 %
Total	178	100.0 %

Q21. Funding Projects. Below are six capital projects the City may have the capacity (within budget) to fund without having to increase the mill levy. Considering this, which TWO of the items below do you think are the MOST IMPORTANT to fund?

Q21. 2nd choice	Number	Percent
Reconstruction of neighborhood streets	16	9.0 %
Downtown streetscape	26	14.6 %
Sidewalk/trail connections	27	15.2 %
Major park renovations	21	11.8 %
Construction of a community center	32	18.0 %
Construction of spray park/pool	22	12.4 %
None chosen	34	19.1 %
Total	178	100.0 %

SUM OF TOP 2 CHOICES

Q21. Funding Projects. Below are six capital projects the City may have the capacity (within budget) to fund without having to increase the mill levy. Considering this, which TWO of the items below do you think are the MOST IMPORTANT to fund? (top 2)

Q21. Sum of Top 2 Choices	Number	Percent
Reconstruction of neighborhood streets	72	40.4 %
Downtown streetscape	47	26.4 %
Sidewalk/trail connections	49	27.5 %
Major park renovations	32	18.0 %
Construction of a community center	49	27.5 %
Construction of spray park/pool	64	36.0 %
None chosen	9	5.1 %
Total	322	

Q22. County/Regional Priorities. Below are seven county/regional priorities. Which THREE of the priorities do you think are MOST IMPORTANT?

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Streets/roads/highways	66	37.1 %
Mobility/transportation for seniors	25	14.0 %
Bridges	5	2.8 %
High speed internet/TV	48	27.0 %
Parks/trails	19	10.7 %
Increased ambulance service	5	2.8 %
Transit	4	2.2 %
None chosen	6	3.4 %
Total	178	100.0 %

Q22. County/Regional Priorities. Below are seven county/regional priorities. Which THREE of the priorities do you think are MOST IMPORTANT?

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Streets/roads/highways	44	24.7 %
Mobility/transportation for seniors	21	11.8 %
Bridges	10	5.6 %
High speed internet/TV	16	9.0 %
Parks/trails	41	23.0 %
Increased ambulance service	10	5.6 %
Transit	16	9.0 %
None chosen	20	11.2 %
Total	178	100.0 %

Q22. County/Regional Priorities. Below are seven county/regional priorities. Which THREE of the priorities do you think are MOST IMPORTANT?

<u>Q22. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Streets/roads/highways	28	15.7 %
Mobility/transportation for seniors	13	7.3 %
Bridges	9	5.1 %
High speed internet/TV	20	11.2 %
Parks/trails	25	14.0 %
Increased ambulance service	19	10.7 %
Transit	24	13.5 %
None chosen	40	22.5 %
Total	178	100.0 %

SUM OF TOP 3 CHOICES

Q22. County/Regional Priorities. Below are seven county/regional priorities. Which THREE of the priorities do you think are MOST IMPORTANT? (top 3)

<u>Q22. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Streets/roads/highways	138	77.5 %
Mobility/transportation for seniors	59	33.1 %
Bridges	24	13.5 %
High speed internet/TV	84	47.2 %
Parks/trails	85	47.8 %
Increased ambulance service	34	19.1 %
Transit	44	24.7 %
None chosen	6	3.4 %
Total	474	

Q23. Do you have access to internet at home?

Q23. Do you have access to internet at home	Number	Percent
Yes	163	91.6 %
No	10	5.6 %
Not provided	5	2.8 %
Total	178	100.0 %

WITHOUT NOT PROVIDED**Q23. Do you have access to internet at home? (without "not provided")**

Q23. Do you have access to internet at home	Number	Percent
Yes	163	94.2 %
No	10	5.8 %
Total	173	100.0 %

Q23a. What type of service do you have at your home?

Q23a. What type of service do you have at your home	Number	Percent
DSL	23	14.1 %
Cable	29	17.8 %
Satellite	8	4.9 %
Fiber	7	4.3 %
Wireless (e.g. Kwikom)	36	22.1 %
Wireless-through cell phone provider (e.g. T-Mobile)	48	29.4 %
Not provided	12	7.4 %
Total	163	100.0 %

WITHOUT NOT PROVIDED**Q23a. What type of service do you have at your home? (without "not provided")**

Q23a. What type of service do you have at your home	Number	Percent
DSL	23	15.2 %
Cable	29	19.2 %
Satellite	8	5.3 %
Fiber	7	4.6 %
Wireless (e.g. Kwikom)	36	23.8 %
Wireless-through cell phone provider (e.g. T-Mobile)	48	31.8 %
Total	151	100.0 %

Q23b. Have you had any recent service interruptions to your internet?

Q23b. Have you had any recent service interruptions to your internet	Number	Percent
Yes	68	41.7 %
No	81	49.7 %
Not provided	14	8.6 %
Total	163	100.0 %

WITHOUT NOT PROVIDED**Q23b. Have you had any recent service interruptions to your internet? (without "not provided")**

Q23b. Have you had any recent service interruptions to your internet	Number	Percent
Yes	68	45.6 %
No	81	54.4 %
Total	149	100.0 %

Q24. Approximately how many years have you lived in the City of Edgerton?

Q24. How many years have you lived in City of Edgerton	Number	Percent
0-5	38	21.3 %
6-10	26	14.6 %
11-15	16	9.0 %
16-20	22	12.4 %
21-30	39	21.9 %
31+	26	14.6 %
Not provided	11	6.2 %
Total	178	100.0 %

WITHOUT NOT PROVIDED**Q24. Approximately how many years have you lived in the City of Edgerton? (without "not provided")**

Q24. How many years have you lived in City of Edgerton	Number	Percent
0-5	38	22.8 %
6-10	26	15.6 %
11-15	16	9.6 %
16-20	22	13.2 %
21-30	39	23.4 %
31+	26	15.6 %
Total	167	100.0 %

Q25. Do you own or rent your current residence?

Q25. Do you own or rent your current residence	Number	Percent
Own	145	81.5 %
Rent	28	15.7 %
Not provided	5	2.8 %
Total	178	100.0 %

WITHOUT NOT PROVIDED**Q25. Do you own or rent your current residence? (without "not provided")**

Q25. Do you own or rent your current residence	Number	Percent
Own	145	83.8 %
Rent	28	16.2 %
Total	173	100.0 %

Q28. What is your age?

Q28. Your age	Number	Percent
18-34	34	19.1 %
35-44	34	19.1 %
45-54	33	18.5 %
55-64	32	18.0 %
65+	35	19.7 %
Not provided	10	5.6 %
Total	178	100.0 %

WITHOUT NOT PROVIDED**Q28. What is your age? (without "not provided")**

Q28. Your age	Number	Percent
18-34	34	20.2 %
35-44	34	20.2 %
45-54	33	19.6 %
55-64	32	19.0 %
65+	35	20.8 %
Total	168	100.0 %

Q29. Including yourself, how many persons in your household are...

	Mean	Sum
number	2.78	467
Under age 5	0.12	20
Ages 5-9	0.10	17
Ages 10-14	0.23	39
Ages 15-19	0.22	37
Ages 20-24	0.09	15
Ages 25-34	0.38	63
Ages 35-44	0.47	79
Ages 45-54	0.36	60
Ages 55-64	0.36	60
Ages 65-74	0.29	48
Ages 75+	0.17	29

Q30. How many persons in your household are employed in each of the following areas?

	Mean	Sum
number	1.8	221
Within City limits of Edgerton	0.2	19
In Logistic Park Kansas City (LPKC)	0.2	23
Outside Edgerton, but within Johnson County	1.1	140
Outside Johnson County, but within KC Metro	0.3	39

Q31. Would you say your total household income is...

Q31. Your total household income	Number	Percent
Under \$30K	19	10.7 %
\$30K to \$59,999	32	18.0 %
\$60K to \$99,999	64	36.0 %
\$100K+	40	22.5 %
Not provided	23	12.9 %
Total	178	100.0 %

WITHOUT NOT PROVIDED**Q31. Would you say your total household income is... (without "not provided")**

Q31. Your total household income	Number	Percent
Under \$30K	19	12.3 %
\$30K to \$59,999	32	20.6 %
\$60K to \$99,999	64	41.3 %
\$100K+	40	25.8 %
Total	155	100.0 %

Q32. Your gender:

Q32. Your gender	Number	Percent
Male	87	48.9 %
Female	89	50.0 %
Not provided	2	1.1 %
Total	178	100.0 %

WITHOUT NOT PROVIDED**Q32. Your gender: (without "not provided")**

Q32. Your gender	Number	Percent
Male	87	49.4 %
Female	89	50.6 %
Total	176	100.0 %



6

Survey Instrument

February 2024

Dear Edgerton Resident,

Please help the City of Edgerton plan for the future.

Residents are being asked to participate in a survey designed to gather opinions and feedback on local government programs and services provided by the City and our service partners.

We greatly appreciate your time. We understand that this survey takes time to complete, but believe every question is important. The information received as part of this survey will help your local elected officials understand the community needs and wants to better prioritize your valuable city resources.

We would appreciate receiving your completed survey in the next week. Please use the postage-paid envelope provided. Individual responses will remain confidential. If you prefer, you may also complete the survey online at edgertonkssurvey.org.

The survey data will be compiled and analyzed by the City's consultant ETC Institute. ETC Institute is one of the nation's leading firms in the field of local government research. ETC will present the findings to the City this spring. These compiled findings will also be published in the City's newsletter.

If you have any questions, you may contact City Hall at (913) 893-6231.

Thank you for your participation.

Sincerely,



Donald Roberts
Mayor



2024 City of Edgerton Citizen Survey



Thank you for taking the time to complete this important survey. City leaders will use your input to help set community priorities so that the City's dollars are spent wisely. When you are finished, please return your completed survey in the postage-paid envelope provided. If you would prefer to take this survey online, you can do so at edgertonkssurvey.org.

1. **Overall Satisfaction with City Services.** Please rate your overall satisfaction with each of the following services provided by the City of Edgerton or other agencies using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services (Johnson County Sheriff's Office)	5	4	3	2	1	9
02. Overall quality of fire services (Johnson County Fire District 1)	5	4	3	2	1	9
03. Overall quality of ambulance services (JoCo Med-Act)	5	4	3	2	1	9
04. Quality of city parks and facilities	5	4	3	2	1	9
05. Overall maintenance of city streets, buildings and facilities	5	4	3	2	1	9
06. Overall quality of water/sewer utilities	5	4	3	2	1	9
07. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
08. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
09. Overall effectiveness of city communication with the public	5	4	3	2	1	9
10. Overall effectiveness of community planning and development	5	4	3	2	1	9
11. Quality of animal control (e.g., pet licenses, response to domestic animal issues)	5	4	3	2	1	9
12. Overall flow of traffic and congestion management in Edgerton	5	4	3	2	1	9

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

1st: _____ 2nd: _____ 3rd: _____

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

How would you rate the City of Edgerton...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall image of the City	5	4	3	2	1	9
2. Overall value that you receive for your tax dollars and fees	5	4	3	2	1	9
3. How well the City is managing and planning growth and development	5	4	3	2	1	9
4. Overall quality of services provided by the City of Edgerton	5	4	3	2	1	9

4. Public Safety. Please rate your satisfaction with the following services provided by the city's public safety partners using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of contracted Police protection (JoCo Sheriff's Office)	5	4	3	2	1	9
2.	The visibility of police in neighborhoods	5	4	3	2	1	9
3.	Enforcement of local traffic laws	5	4	3	2	1	9
4.	The attitude and behavior of sheriff's office personnel toward citizens	5	4	3	2	1	9
5.	Overall quality of local fire protection (Johnson County Fire District 1)	5	4	3	2	1	9
6.	The attitude and behavior of fire department (Johnson County Fire District 1) personnel toward citizens	5	4	3	2	1	9
7.	Quality of community public safety programs (e.g., self-defense, block watch)	5	4	3	2	1	9

5. Which THREE of the public safety services listed in Question 4 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 4.]

1st: ____ 2nd: ____ 3rd: ____

6. City Maintenance. Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of city maintenance.

City Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of major City streets	5	4	3	2	1	9
02.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
03.	Maintenance of sidewalks in the City	5	4	3	2	1	9
04.	Maintenance of street signs/traffic signals	5	4	3	2	1	9
05.	Maintenance of City entrance signage	5	4	3	2	1	9
06.	Maintenance of City buildings	5	4	3	2	1	9
07.	Snow removal on major City streets	5	4	3	2	1	9
08.	Snow removal on neighborhood streets	5	4	3	2	1	9
09.	Adequacy of City street lighting	5	4	3	2	1	9
10.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9

7. Which THREE of the maintenance services listed in Question 6 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Question 6.]

1st: ____ 2nd: ____ 3rd: ____

8. Sewer and Water Utilities. Please rate your satisfaction with each of the items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Sewer and Water Utilities		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Water pressure in your home	5	4	3	2	1	9
2.	Responsiveness to emergency calls for sewer backups	5	4	3	2	1	9
3.	Responsiveness to emergency calls for water main breaks	5	4	3	2	1	9

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

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of City parks and park equipment	5	4	3	2	1	9
2.	Number of walking and biking trails	5	4	3	2	1	9
3.	The number of City parks	5	4	3	2	1	9
4.	Number of outdoor athletic fields	5	4	3	2	1	9
5.	Programs for youth	5	4	3	2	1	9
6.	Programs for adults	5	4	3	2	1	9
7.	Programs for seniors	5	4	3	2	1	9
8.	Maintenance of walking and biking trails	5	4	3	2	1	9
9.	City special events and festivals	5	4	3	2	1	9

10. **Which TWO of the Parks and Recreation items listed in Question 9 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** [Write-in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____

11. **Parks and Recreation Programming Needs.** Please indicate if YOU or any member of your household has any interest in Edgerton offering each of the following programs by circling YES or NO to the right of each type of program. If YES, please answer the questions to the right of the program regarding how well your needs are currently being met for the program through other organizations.

Type of Program	Interested in Edgerton Offering Program?		How well are your needs currently met through other organizations? (i.e., JCPRD, GEYCP)				
			Fully Met	Mostly Met	Partly Met	Not Met	
Community Wide Programming							
01.	Community event programs (movie nights, festivals)	Yes	No	4	3	2	1
02.	Community garden programs	Yes	No	4	3	2	1
03.	Cultural event programs	Yes	No	4	3	2	1
04.	Martial arts programs	Yes	No	4	3	2	1
05.	Nature/environmental education programs	Yes	No	4	3	2	1
06.	Outdoor fitness/exercise classes	Yes	No	4	3	2	1
Youth Programming							
07.	Preschool programs/early childhood (princess tea party, superhero day)	Yes	No	4	3	2	1
08.	Teen recreation programs	Yes	No	4	3	2	1
09.	Youth fitness and wellness classes	Yes	No	4	3	2	1
10.	Youth art and cooking classes	Yes	No	4	3	2	1
11.	Youth theatre, dance, singing, musical classes	Yes	No	4	3	2	1
Adult Programming							
12.	Adult fitness and wellness programs	Yes	No	4	3	2	1
13.	Adult art and cooking classes	Yes	No	4	3	2	1
14.	Adult theatre, dance, singing, musical classes	Yes	No	4	3	2	1
Active Adults (55 and Better)							
15.	Art and cooking programs for adults 55+	Yes	No	4	3	2	1
16.	Day trips for adults 55+	Yes	No	4	3	2	1
17.	Games (BINGO, Dominoes, Card Party) for adults 55+	Yes	No	4	3	2	1

12. Which **FOUR** of the programs listed in Question 11 on the previous page are **MOST IMPORTANT** to your household? [Using the numbers from the list in Question 11, please write in the numbers of the programs that are your 1st, 2nd, 3rd, and 4th choices, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

13. **Enforcement of City Codes and Ordinances.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Codes and Ordinances		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean up of litter and debris	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of weeds on private property	5	4	3	2	1	9
3.	Enforcing the maintenance of residential property in your neighborhood	5	4	3	2	1	9
4.	Enforcing the maintenance of business property	5	4	3	2	1	9
5.	Enforcing animal control regulations (e.g., pet license, leash law)	5	4	3	2	1	9

14. Which **TWO** of the items listed in Question 13 do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write-in your answers below using the numbers from the list in Question 13.]

1st: ____ 2nd: ____

15. **City Communication.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

City Communication		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	City efforts to keep you informed about local issues	5	4	3	2	1	9
3.	The overall user-friendliness of the City's website (edgertonks.org)	5	4	3	2	1	9
4.	The content of the City's newsletter	5	4	3	2	1	9
5.	The content of alerts sent via Notify JoCo	5	4	3	2	1	9
6.	The usefulness of the City's Facebook (@cityofedgertonks) and X (formerly Twitter) accounts (@cityofedgerton)	5	4	3	2	1	9

16. Which of the following are your **PRIMARY SOURCES** for information about community activities and services?

- ____(01) City newsletter
- ____(02) City website
- ____(03) Notify JoCo
- ____(04) City's Facebook account
- ____(05) Other Facebook accounts
- ____(06) City's X (formerly Twitter) account
- ____(07) Other X (formerly Twitter) accounts
- ____(08) Word of mouth
- ____(09) Newspaper
- ____(10) Other: _____

17. Which **TWO** of the methods of communication listed in Question 16 do you **PREFER MOST**? [Write-in your answers below using the numbers from the list in Question 16.]

1st: ____ 2nd: ____

18. Do you use any of the following social network sites? [Check all that apply.]

- ____(1) X (formerly Twitter)
- ____(2) Facebook
- ____(3) YouTube
- ____(4) TikTok
- ____(5) Instagram
- ____(6) Other: _____

19. Customer Service. Have you had contact with the City over a question, problem, or complaint during the past year? For instance, paying a bill in person, signing up for Parks and Rec classes, calling in a water main break, questions, or complaints.

____(1) Yes [Answer Q19a-b.] ____ (2) No [Skip to Q20.]

19a. Which City department did you interact with MOST RECENTLY?

19b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate how often the employee you spoke with at the City department you indicated in Q19a displayed each of the following behaviors.

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

20. City Capital Improvement Projects. Below are eight capital improvement projects. Which **THREE** of the projects do you think are **MOST IMPORTANT** for the continued success of the City of Edgerton? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Stormwater system improvements" is your 1st choice, enter "5" in the space next to 1st Choice below.]

- | | |
|--|---|
| 1. Water system improvements | 5. Stormwater system improvements |
| 2. Traffic signal replacement upgrade | 6. Facilities (upgrade existing City buildings) |
| 3. Sanitary sewer system improvements | 7. Streets (reconstruction of existing) |
| 4. Parks (upgrading existing equipment/facilities) | 8. New sidewalk/trail extensions |

1st Choice: _____ 2nd Choice: _____ 3rd Choice: _____

21. Funding Projects. Below are six capital projects the City may have the capacity (within budget) to fund without having to increase the mill levy. Considering this, which **TWO** of the items below do you think are the **MOST IMPORTANT** to fund? [Write your answers for your top 2 choices using the numbers from the list below. For example, if "Downtown streetscape" is your 1st choice, enter "2" in the space next to 1st Choice below, or circle "None".]

- | | |
|---|---------------------------------------|
| 1. Reconstruction of neighborhood streets | 4. Major park renovations |
| 2. Downtown streetscape | 5. Construction of a community center |
| 3. Sidewalk/trail connections | 6. Construction of spray park/pool |

1st Choice: _____ 2nd Choice: _____ NONE

22. County/Regional Priorities. Below are seven county/regional priorities. Which **THREE** of the priorities do you think are **MOST IMPORTANT**? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Bridges" is your 1st choice, enter "3" in the space next to 1st Choice below.]

- | | |
|--|--------------------------------|
| 1. Streets/Roads/Highways | 5. Parks/Trails |
| 2. Mobility/Transportation for seniors | 6. Increased ambulance service |
| 3. Bridges | 7. Transit |
| 4. High Speed Internet/TV | |

1st Choice: _____ 2nd Choice: _____ 3rd Choice: _____

DEMOGRAPHICS

23. Do you have access to internet at home? ____ (1) Yes [Answer Q23a-b.] ____ (2) No [Skip to Q24.]

23a. What type of service do you have at your home?

- ____ (1) DSL
 ____ (2) Cable
 ____ (3) Satellite
 ____ (4) Fiber
 ____ (5) Wireless (e.g. Kwikom)
 ____ (6) Wireless – through cell phone provider (e.g. T-Mobile)

23b. Have you had any recent service interruptions to your internet? ____ (1) Yes ____ (2) No

24. Approximately how many years have you lived in the City of Edgerton? _____ years

25. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

26. What do you like BEST about Edgerton?

27. What do you like LEAST about Edgerton?

28. What is your age? _____ years

29. Including yourself, how many persons in your household are...

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

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

Within the city limits of Edgerton: ____ Outside Edgerton, but within Johnson County: ____
 In Logistic Park Kansas City (LPKC): ____ Outside Johnson County, but within the KC Metro: ____

31. Would you say your total household income is...

____ (1) Under \$30,000 ____ (2) \$30,000 to \$59,999 ____ (3) \$60,000 to \$99,999 ____ (4) \$100,000 or more

32. Your gender: ____ (1) Male ____ (2) Female

This concludes the survey. Thank you for your time!

Please return your completed survey in the postage-paid envelope provided addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.
 The address information to the right will ONLY be
 used to help identify areas with special interests.
 Thank you.