Section 1:
Charts and Graphs
Q1. Satisfaction With Major Categories of City Services
by percentage of respondents (excluding “don’t know”)

- Overall quality of police services: 63% Very Satisfied, 31% Satisfied, 7% Neutral
- Overall quality of services provided by the City: 45% Very Satisfied, 46% Satisfied, 7% Neutral
- Overall quality of parks & rec programs/facilities: 52% Very Satisfied, 37% Satisfied, 10% Neutral
- Overall effectiveness of communication with public: 45% Very Satisfied, 43% Satisfied, 10% Neutral
- Overall quality of customer service: 56% Very Satisfied, 31% Satisfied, 11% Neutral
- Overall quality of solid waste services: 40% Very Satisfied, 44% Satisfied, 11% Neutral
- Overall maint. of streets/buildings/facilities: 44% Very Satisfied, 39% Satisfied, 11% Neutral
- Overall flow of traffic & congestion management: 34% Very Satisfied, 40% Satisfied, 17% Neutral
- Overall effectiveness of community planning & development: 30% Very Satisfied, 43% Satisfied, 22% Neutral
- Overall enforcement of codes & ordinances: 31% Very Satisfied, 36% Satisfied, 22% Neutral

0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (2/1)

Source: ETC Institute (2019 - City of Fairway, KS)

Q2. City Services That Residents Think Are Most Important for the City to Provide
by percentage of respondents who selected the item as one of their top three choices

- Overall quality of police services: 70% 1st choice, 36% 2nd choice
- Overall maint. of streets/buildings/facilities: 68% 1st choice, 36% 2nd choice
- Overall quality of solid waste services: 36% 1st choice
- Overall enforcement of codes & ordinances: 17% 1st choice
- Overall quality of parks & rec programs/facilities: 17% 1st choice
- Overall effectiveness of community planning & development: 17% 1st choice
- Overall flow of traffic & congestion management: 16% 1st choice
- Overall quality of services provided by the City: 16% 1st choice
- Overall effectiveness of communication with public: 11% 1st choice
- Overall quality of customer service: 5% 1st choice

Source: ETC Institute (2019 - City of Fairway, KS)
Q3. Satisfaction With Items That Influence Residents’ Perceptions of the City
by percentage of respondents (excluding “don’t know”)

Overall quality of life in the City: 64% Very Satisfied, 32% Satisfied, 4% Neutral
Overall image of the City: 61% Very Satisfied, 34% Satisfied, 4% Neutral
Overall feeling of safety in the City: 65% Very Satisfied, 30% Satisfied, 5% Neutral
Overall appearance of the City: 47% Very Satisfied, 43% Satisfied, 6% Neutral
Overall value for City tax dollars & fees: 35% Very Satisfied, 43% Satisfied, 17% Neutral

Source: ETC Institute (2019 - City of Fairway, KS)

Q4. Satisfaction With Parks and Recreation
by percentage of respondents (excluding “don’t know”)

Maintenance of City parks: 49% Very Satisfied, 42% Satisfied, 8% Neutral
City swimming pool: 55% Very Satisfied, 28% Satisfied, 15% Neutral
City special events and festivals: 34% Very Satisfied, 42% Satisfied, 21% Neutral
 Ease of registering for programs: 39% Very Satisfied, 37% Satisfied, 21% Neutral
Youth recreation programs: 40% Very Satisfied, 31% Satisfied, 27% Neutral
Fees charged for recreation programs: 35% Very Satisfied, 34% Satisfied, 25% Neutral
Adult recreation programs: 35% Very Satisfied, 34% Satisfied, 27% Neutral
Senior recreation programs: 32% Very Satisfied, 28% Satisfied, 36% Neutral

Source: ETC Institute (2019 - City of Fairway, KS)
Q5. Parks and Recreation Services That Residents Think Are Most Important for the City to Provide
by percentage of respondents who selected the item as one of their top three choices

- Maintenance of City parks: 75%
- City swimming pool: 64%
- City special events and festivals: 31%
- Youth recreation programs: 31%
- Fees charged for recreation programs: 14%
- Senior recreation programs: 10%
- Adult recreation programs: 9%
- Ease of registering for programs: 5%

Source: ETC Institute (2019 - City of Fairway, KS)

Q7. Top Reasons for Visiting a Park
by percentage of respondents who selected the item as one of their top two choices

- A desire to be outdoors: 56%
- Playground equipment: 30%
- Family or social gathering: 27%
- Physical fitness: 26%
- Cultural activities (festivals, fairs, concerts): 21%
- A place to reflect and contemplate: 15%
- Hobbies: 3%

Source: ETC Institute (2019 - City of Fairway, KS)
Q8. Satisfaction With Public Safety Services
by percentage of respondents (excluding "don't know")

- How quickly police respond to emergencies: 66% Very Satisfied, 28% Satisfied, 5% Neutral, 5% Dissatisfied
- Overall quality of police services: 61% Very Satisfied, 32% Satisfied, 8% Neutral, 6% Dissatisfied
- The City's efforts to prevent crime: 55% Very Satisfied, 36% Satisfied, 8% Neutral, 6% Dissatisfied
- The visibility of police in neighborhoods: 56% Very Satisfied, 35% Satisfied, 6% Neutral, 6% Dissatisfied
- The visibility of police in commercial/retail area: 44% Very Satisfied, 41% Satisfied, 13% Neutral, 13% Dissatisfied
- Enforcement of local traffic laws: 44% Very Satisfied, 36% Satisfied, 13% Neutral, 6% Dissatisfied

Source: ETC Institute (2019 - City of Fairway, KS)

Q9. Public Safety Services That Residents Think Are Most Important for the City to Provide
by percentage of respondents who selected the item as one of their top two choices

- The visibility of police in neighborhoods: 58% 1st choice, 5% 2nd choice
- How quickly police respond to emergencies: 50% 1st choice, 0% 2nd choice
- The City's efforts to prevent crime: 43% 1st choice, 13% 2nd choice
- Overall quality of police services: 14% 1st choice, 0% 2nd choice
- Enforcement of local traffic laws: 13% 1st choice, 0% 2nd choice
- The visibility of police in commercial/retail area: 7% 1st choice, 3% 2nd choice

Source: ETC Institute (2019 - City of Fairway, KS)
Q10. Perceptions of Safety
by percentage of respondents (excluding “don’t know”)

- In neighborhoods during the day: 76% Very Safe, 20% Safe
- In commercial and retail areas during the day: 67% Very Safe, 28% Safe
- Overall feeling of safety in Fairway: 65% Very Safe, 30% Safe
- In neighborhoods at night: 55% Very Safe, 36% Safe
- In commercial and retail areas at night: 54% Very Safe, 36% Safe
- In City parks: 54% Very Safe, 36% Safe

Source: ETC Institute (2019 - City of Fairway, KS)

Q11. Satisfaction With Code Enforcement
by percentage of respondents (excluding “don’t know”)

- Enforcing exterior maint. of business property: 28% Very Satisfied, 50% Satisfied
- Enforcing mowing/cutting of weeds/tall grass: 25% Very Satisfied, 41% Satisfied
- Overall quality of the building and permit process: 24% Very Satisfied, 39% Satisfied
- Enforcing clean-up of debris on private property: 23% Very Satisfied, 37% Satisfied
- Enforcing exterior maint. of residential property: 20% Very Satisfied, 38% Satisfied

Source: ETC Institute (2019 - City of Fairway, KS)
Q12. Code Enforcement Activities That Residents Think Are Most Important for the City to Provide

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

- Enforcing exterior maint. of residential property: 49%
- Enforcing clean-up of debris on private property: 46%
- Enforcing mowing/cutting of weeds/tall grass: 36%
- Overall quality of the building and permit process: 21%
- Enforcing exterior maint. of business property: 19%

Source: ETC Institute (2019 - City of Fairway, KS)

Q13. Satisfaction With City Maintenance Services

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

- Snow removal on major city streets: Very Satisfied 74%, Satisfied 24%
- Snow removal on neighborhood streets: Very Satisfied 73%, Satisfied 24%
- Overall cleanliness of city streets/public areas: Very Satisfied 50%, Satisfied 41%
- Mowing/trimming along city streets/public areas: Very Satisfied 48%, Satisfied 41%
- Maintenance of major city streets: Very Satisfied 38%, Satisfied 46%
- Limb removal after city-wide storm damage: Very Satisfied 48%, Satisfied 34%
- Maintenance of neighborhood streets: Very Satisfied 37%, Satisfied 43%
- Tree trimming/urban forestry: Very Satisfied 34%, Satisfied 38%
- Adequacy of city street lighting: Very Satisfied 36%, Satisfied 36%

Source: ETC Institute (2019 - City of Fairway, KS)
Q14. City Maintenance Services That Residents Think Are Most Important for the City to Provide
by percentage of respondents who selected the item as one of their top three choices

- Maintenance of neighborhood streets: 49%
- Maintenance of major city streets: 44%
- Snow removal on neighborhood streets: 38%
- Snow removal on major city streets: 35%
- Overall cleanliness of city streets/public areas: 29%
- Limb removal after city-wide storm damage: 24%
- Adequacy of city street lighting: 17%
- Tree trimming/urban forestry: 17%
- Mowing/trimming along city streets/public areas: 9%

Source: ETC Institute (2019 - City of Fairway, KS)

Q15. Satisfaction With Trash and Recycling Services
by percentage of respondents (excluding “don’t know”)

- Residential curbside trash & recycling collection: 47% Very Satisfied, 40% Satisfied, 8% Neutral, 6% Dissatisfied
- Residential curbside yard waste collection: 49% Very Satisfied, 35% Satisfied, 10% Neutral, 6% Dissatisfied
- Residential curbside bulk item collection: 35% Very Satisfied, 32% Satisfied, 17% Neutral, 16% Dissatisfied

Source: ETC Institute (2019 - City of Fairway, KS)
Q16. Sources of Information About the City
by percentage of respondents (multiple selections could be made)

- City website: 64%
- City email program: 55%
- Recreation brochure: 51%
- City Facebook page: 11%
- Public meetings: 7%

Source: ETC Institute (2019 - City of Fairway, KS)

Q17. Satisfaction With City Communication
by percentage of respondents (excluding "don't know")

- Availability of info about City programs/services:
  - Very Satisfied: 33%
  - Satisfied: 51%
  - Neutral: 13%
- The content of the City’s newsletter:
  - Very Satisfied: 38%
  - Satisfied: 46%
  - Neutral: 15%
- The content of the City e-mail program:
  - Very Satisfied: 38%
  - Satisfied: 41%
  - Neutral: 19%
- City efforts to inform about local issues:
  - Very Satisfied: 35%
  - Satisfied: 44%
  - Neutral: 16%
  - Dissatisfied: 5%
- The usefulness of the City's web page:
  - Very Satisfied: 27%
  - Satisfied: 42%
  - Neutral: 26%
  - Dissatisfied: 5%
- Public involvement in local decision making:
  - Very Satisfied: 24%
  - Satisfied: 36%
  - Neutral: 32%
  - Dissatisfied: 8%
- Information provided through City’s Facebook page:
  - Very Satisfied: 26%
  - Satisfied: 33%
  - Neutral: 39%

Source: ETC Institute (2019 - City of Fairway, KS)
Q18. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents

Yes 52%

No 48%

Source: ETC Institute (2019 - City of Fairway, KS)

Q18b. How Often City Employees Have Displayed the Following Behaviors

by percentage of respondents who contacted the City during the past year (excluding “don’t know”)

- They were courteous and polite: 72% (Always), 19% (Usually), 4% (Sometimes), 4% (Seldom/Neve)
- They were easy to contact: 65% (Always), 24% (Usually), 9% (Sometimes), 6% (Seldom/Neve)
- Did what they said they would do in timely manner: 61% (Always), 22% (Usually), 10% (Sometimes), 8% (Seldom/Neve)
- They gave prompt, accurate & complete answers: 59% (Always), 21% (Usually), 13% (Sometimes), 8% (Seldom/Neve)
- They helped resolve an issue: 55% (Always), 14% (Usually), 16% (Sometimes), 16% (Seldom/Neve)

Source: ETC Institute (2019 - City of Fairway, KS)
Q19. Agreement With the Following Statements Regarding Development in the City of Fairway

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

City should pursue mixed use development within existing business footprint

- Strongly Agree (5): 17%
- Agree (4): 27%
- Neutral (3): 33%
- Disagree (2/1): 24%

City should pursue expanded areas for office and/or retail economic development

- Strongly Agree (5): 13%
- Agree (4): 20%
- Neutral (3): 37%
- Disagree (2/1): 30%

Source: ETC Institute (2019 - City of Fairway, KS)

Q20. In your opinion, what is the best potential use of the southeast corner of Shawnee Mission Parkway and Mission Road?

by percentage of respondents (excluding “not provided”)

- Greenspace: 65%
- Business or retail: 21%
- Keep it as it is: 14%

Source: ETC Institute (2019 - City of Fairway, KS)
Q21. [Part 1] Importance of Various Reasons in Deciding Where to Live
by percentage of respondents (excluding "not provided")

<table>
<thead>
<tr>
<th>Reason</th>
<th>Very Important (4)</th>
<th>Somewhat Important (3)</th>
<th>Not Sure (2)</th>
<th>Unimportant (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety and security</td>
<td>88%</td>
<td>19%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Types of housing</td>
<td>76%</td>
<td>24%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Sense of community</td>
<td>60%</td>
<td>32%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Quality of services provided by the City</td>
<td>64%</td>
<td>27%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Access to restaurants/entertainment/cultural activities</td>
<td>59%</td>
<td>32%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Quality of public schools</td>
<td>74%</td>
<td>15%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>Affordability of housing</td>
<td>48%</td>
<td>34%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Proximity to jobs/employment</td>
<td>54%</td>
<td>24%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Family and friends are nearby</td>
<td>46%</td>
<td>31%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Level of City taxation</td>
<td>39%</td>
<td>37%</td>
<td>16%</td>
<td></td>
</tr>
</tbody>
</table>

Source: ETC Institute (2019 - City of Fairway, KS)

Q21. [Part 2] Are the following needs being met in Fairway?
by percentage of respondents who answered "yes"

<table>
<thead>
<tr>
<th>Need</th>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety and security</td>
<td>94%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of public schools</td>
<td>93%</td>
<td></td>
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</tr>
<tr>
<td>Quality of services provided by the City</td>
<td>93%</td>
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</tr>
<tr>
<td>Types of housing</td>
<td>89%</td>
<td></td>
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<tr>
<td>Access to restaurants/entertainment/cultural activities</td>
<td>88%</td>
<td></td>
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</tr>
<tr>
<td>Family and friends are nearby</td>
<td>88%</td>
<td></td>
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</tr>
<tr>
<td>Sense of community</td>
<td>87%</td>
<td></td>
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</tr>
<tr>
<td>Proximity to jobs/employment</td>
<td>87%</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Affordability of housing</td>
<td>84%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level of City taxation</td>
<td>73%</td>
<td></td>
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</tr>
</tbody>
</table>

Source: ETC Institute (2019 - City of Fairway, KS)
Q22. Agreement With the Following Statements Regarding Residential Issues in Fairway
by percentage of respondents (excluding "don't know")

My neighborhood is safe
62% Strongly Agree (5) 33% Agree (4) 4% Neutral (3) 2% Disagree (2/1)

I am proud to tell others where I live
69% Strongly Agree (5) 26% Agree (4) 9% Neutral (3) 6% Disagree (2/1)

School district is a benefit to my neighborhood
66% Strongly Agree (5) 28% Agree (4) 7% Neutral (3) 9% Disagree (2/1)

I expect value of my home to go up in next 5 yrs.
50% Strongly Agree (5) 41% Agree (4) 6% Neutral (3) 8% Disagree (2/1)

I am optimistic about future of my neighborhood
47% Strongly Agree (5) 40% Agree (4) 8% Neutral (3) 8% Disagree (2/1)

Promoting sustainable practices is important to community's future
48% Strongly Agree (5) 33% Agree (4) 14% Neutral (3) 4% Disagree (2/1)

Some housing in my neighborhood needs to be better
21% Strongly Agree (5) 36% Agree (4) 16% Neutral (3) 28% Disagree (2/1)

Rental properties in neighborhood are well-maintained
13% Strongly Agree (5) 31% Agree (4) 34% Neutral (3) 22% Disagree (2/1)

In general, my neighborhood needs to be improved
6% Strongly Agree (5) 18% Agree (4) 24% Neutral (3) 52% Disagree (2/1)

Source: ETC Institute (2019 - City of Fairway, KS)

Q23. Residential Issues That Will Have the Most Impact on Decision to Stay in Fairway for the Next 10 Years
by percentage of respondents who selected the item as one of their top three choices

My neighborhood is safe
68% 1st choice 51% 2nd choice 41% 3rd choice

I expect value of my home to go up in next 5 yrs.
51% 1st choice 41% 2nd choice 36% 3rd choice

School district is a benefit to my neighborhood
41% 1st choice 36% 2nd choice 25% 3rd choice

I am optimistic about future of my neighborhood
36% 1st choice 25% 2nd choice 12% 3rd choice

I am proud to tell others where I live
25% 1st choice 12% 2nd choice 10% 3rd choice

Promoting sustainable practices is important to community's future
12% 1st choice 10% 2nd choice 7% 3rd choice

Some housing in my neighborhood needs to be better
10% 1st choice 7% 2nd choice 6% 3rd choice

Rental properties in neighborhood are well-maintained
7% 1st choice 6% 2nd choice 5% 3rd choice

In general, my neighborhood needs to be improved
6% 1st choice 5% 2nd choice 4% 3rd choice

Source: ETC Institute (2019 - City of Fairway, KS)
Q26. Demographics: Approximately how many years have you lived in the City of Fairway?
by percentage of respondents (excluding "not provided")

Source: ETC Institute (2019 - City of Fairway, KS)

Q27. Demographics: Do you rent or own your current residence?
by percentage of respondents (excluding "not provided")

Source: ETC Institute (2019 - City of Fairway, KS)
Q28. Demographics: If you were to move to another residence in Fairway, what type of home would you be looking to rent or purchase? by percentage of respondents (excluding "not provided")

- Single family home: 78%
- Townhome/duplex: 9%
- Apartment: 2%
- Condo: 11%

Source: ETC Institute (2019 - City of Fairway, KS)

Q29. Demographics: If you were to move to another residence in Fairway, what would be the price point of the home you would be looking to purchase? by percentage of respondents (excluding "not provided")

- $200K to $249,999: 13%
- $250K to $299,999: 9%
- $300K to $349,999: 10%
- $350K to $399,999: 10%
- $400K to $449,999: 7%
- $450K to $499,999: 7%
- $500K to $549,999: 12%
- $550K to $799,999: 18%
- $800K+: 16%
- $250K to $299,999: 9%
- $200K to $249,999: 13%

Source: ETC Institute (2019 - City of Fairway, KS)
Q30. Demographics: Are you planning to live in Fairway for the next 5 years? 
by percentage of respondents (excluding “not provided”)

Yes 96%
No 4%

Source: ETC Institute (2019 - City of Fairway, KS)

Q31. Demographics: Race/Ethnicity 
by percentage of respondents (multiple selections could be made)

White 91%
Asian/Pacific Islander 2%
Hispanic 1%
American Indian/Eskimo 0%

Source: ETC Institute (2019 - City of Fairway, KS)
Q32. Demographics: What is your age?
by percentage of respondents (excluding "not provided")

- Under 35: 17%
- 35 to 44: 18%
- 45 to 54: 20%
- 55 to 64: 23%
- 65+: 22%

Source: ETC Institute (2019 - City of Fairway, KS)

Q33. Demographics: Including yourself, how many people in your household are:
by percentage of persons in the household

- Under age 5: 4%
- Ages 5-9: 4%
- Ages 10-14: 8%
- Ages 15-19: 8%
- Ages 20-24: 4%
- Ages 25-34: 8%
- Ages 35-44: 13%
- Ages 45-54: 13%
- Ages 55-64: 17%
- Ages 65-74: 13%
- Ages 75+: 8%

Source: ETC Institute (2019 - City of Fairway, KS)
Q34. Demographics: Gender

by percentage of respondents (excluding "not provided")

- Female: 51%
- Male: 49%

Source: ETC Institute (2019 - City of Fairway, KS)

Q35. Demographics: Total Household Income

by percentage of respondents

- $130K+: 50%
- $100,000 - $129,999: 13%
- $60K - $99,999: 15%
- $30K - $59,999: 8%
- Under $30,000: 3%
- Not provided: 12%

Source: ETC Institute (2019 - City of Fairway, KS)
Q36. Demographics: Ward

by percentage of respondents (excluding "not provided")

- Ward 1: 25%
- Ward 2: 23%
- Ward 3: 30%
- Ward 4: 23%

Source: ETC Institute (2019 - City of Fairway, KS)
Section 2: 
Benchmarking Analysis
Overview

ETC Institute's DirectionFinder® program was originally developed in 1999 to help community leaders across the United States 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.

This report contains benchmarking data from two sources. The first source is from a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of over 4,000 residents in the continental United States. The second source is from a regional survey administered to a random sample of 370 Kansas and Missouri residents during the summer of 2018.

The “U.S. Average” shown in the charts reflects the overall results of ETC Institute’s national survey of more than 4,000 residents; the “Kansas/Missouri” average shown in the charts reflects the results of the survey of 370 residents in Kansas and Missouri.
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Fairway, KS is not authorized without written consent from ETC Institute.

Satisfaction with Major Categories of City Services
Fairway vs. KS/MO vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 4 was "satisfied" (excluding don't knows)

Source: 2019 ETC Institute
Satisfaction with Issues that Influence Perceptions of the City

Fairway vs. KS/MO vs. the U.S.

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

Overall quality of life in the City: Fairway 67%, KS/MO 59%, U.S. 75%
Overall image of the City: Fairway 95%, KS/MO 64%, U.S. 67%
Overall feeling of safety in the City: Fairway 95%, KS/MO 52%, U.S. 67%
Overall appearance of the City: Fairway 90%, KS/MO 56%, U.S. 63%
Overall value for City tax dollars & fees: Fairway 78%, KS/MO 41%, U.S. 58%

Source: 2019 ETC Institute

Overall Satisfaction with Parks and Recreation

Fairway vs. KS/MO vs. the U.S.

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

Maintenance of City parks: Fairway 91%, KS/MO 75%, U.S. 70%
City swimming pool: Fairway 83%, KS/MO 41%, U.S. 35%
Ease of registering for programs: Fairway 78%, KS/MO 64%, U.S. 63%
Youth recreation programs: Fairway 71%, KS/MO 59%, U.S. 61%
Adult recreation programs: Fairway 69%, KS/MO 52%, U.S. 54%

Source: 2019 ETC Institute
Overall Satisfaction with Public Safety
Fairway vs. KS/MO vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 4 was "satisfied" (excluding don't knows)

- How quickly police respond to emergencies: 94%
- Overall quality of police services: 93%
- The City's efforts to prevent crime: 91%
- The visibility of police in neighborhoods: 91%
- The visibility of police in commercial/retail area: 85%
- Enforcement of local traffic laws: 80%

Source: 2019 ETC Institute

Overall Satisfaction with Code Enforcement
Fairway vs. KS/MO vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

- Enforcing exterior maint. of business property: 78%
- Enforcing mowing/cutting of weeds/tall grass: 66%
- Enforcing clean-up of debris on private property: 60%
- Enforcing exterior maint. of residential property: 58%

Source: 2019 ETC Institute
Overall Satisfaction with Maintenance
Fairway vs. KS/TO vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 4 was “satisfied” (excluding don’t knows)

Source: 2019 ETC Institute

Overall Satisfaction with Trash and Recycling Services
Fairway vs. KS/TO vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 4 was “satisfied” (excluding don’t knows)

Source: 2019 ETC Institute
Overall Satisfaction with Communication
Fairway vs. KS/MO vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 4 was “satisfied” (excluding don’t knows)

- Availability of info about City programs/services: 84% Fairway, 50% KS/MO, 45% U.S.
- City efforts to inform about local issues: 79% Fairway, 67% KS/MO, 45% U.S.
- The usefulness of the City’s web page: 69% Fairway, 59% KS/MO, 60% U.S.
- Public involvement in local decision making: 60% Fairway, 39% KS/MO, 32% U.S.
- Information provided through City’s Facebook page: 59% Fairway, 54% KS/MO, 59% U.S.

Source: 2019 ETC Institute

How Often City Employees Displayed the Following Behaviors
Fairway vs. KS/MO vs. the U.S.
by percentage of respondents who contacted the City in the past year and rated the item 4 or 5 on a 5-point scale where 5 was “always” and 4 was “usually” (excluding don’t knows)

- They were courteous and polite: 91% Fairway, 73% KS/MO, 69% U.S.
- They were easy to contact: 89% Fairway, 73% KS/MO, 65% U.S.
- Did what they said they would do in timely manner: 83% Fairway, 57% KS/MO, 60% U.S.
- They gave prompt, accurate & complete answers: 80% Fairway, 64% KS/MO, 48% U.S.
- They helped resolve an issue: 69% Fairway, 42% KS/MO, 51% U.S.

Source: 2019 ETC Institute