

2019 City of Fairway Community Survey

2019

...helping organizations make better decisions since 1982

Findings
Report

Submitted to the City of Fairway, Kansas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

April 2019



Contents

Executive Summary i

Section 1: Charts and Graphs 1

Section 2: Benchmarking Analysis..... 20

Section 3: Importance-Satisfaction Analysis 27

Section 4: Tabular Data 35

Section 5: Survey Instrument..... 92

2019 City Fairway Community Survey Executive Summary Report

Overview and Methodology

Overview. During March and April of 2019, ETC Institute administered a community survey for the City of Fairway, Kansas. The purpose of the survey was to gather resident input to assess satisfaction with the delivery of major City services, and help set community priorities so that tax dollars are spent wisely.

Methodology. A seven-page survey was mailed to all households in the City of Fairway. The mailed survey included a postage paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail, and also contained a link to the online survey for residents who preferred to take the survey over the internet (www.fairwaykssurvey.org). Approximately ten days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation.

The goal was to receive at least 200 completed surveys. This goal was far exceeded, with a total of 307 households completing a survey. The results for the random sample of 307 households have a 95% level of confidence with a precision of at least +/- 5.6%.

Interpretation of “Don’t Know” Responses. The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been included in the tabular data in Section 4 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 the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the survey (Section 1)
- benchmarking data that show how the results for the City of Fairway compare to residents in other communities on a regional and national basis (Section 2)

- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

Major Findings

Major Categories of 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 police services (94%), overall quality of services provided by the City (91%), overall quality of parks and recreation programs and facilities (89%), and overall effectiveness of communication with the public (88%).
- Based on the sum of their top three choices, the services that residents thought were most important for the City to provide were: (1) overall quality of police services (2) overall maintenance of streets, buildings, and facilities, and (3) overall quality of solid waste services.

Perceptions of the City

- Most residents have a very positive perception of the City of Fairway. Ninety-six percent (96%) of residents surveyed, who had an opinion, were satisfied (rating of 4 or 5 on a 5-point scale) with their overall quality of life in the City; 95% were satisfied with the overall image of the City, and 95% were satisfied with their overall feeling of safety in Fairway.

Parks and Recreation

- The parks and 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: maintenance of City parks (91%), the City swimming pool (83%), and City special events and festivals (76%).
- Based on the sum of their top three choices, the parks and recreation services that residents thought were most important for the City to provide were: (1) maintenance of City parks, (2) the City swimming pool, and (3) City special events and festivals.

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: how quickly police respond to emergencies (94%), overall quality of police services (93%), and the City’s efforts to prevent crime (91%).
- Based on the sum of their top two choices, the public safety services that residents thought were most important for the City to provide were: (1) visibility of police in neighborhoods and (2) how quickly police respond to emergencies.

Perceptions of Safety

- Residents were asked to rate the level of safety they felt in various situations. The areas that had the highest levels of safety, based up on the combined percentage of “very safe” and “safe” responses among residents who had an opinion, were: in neighborhoods during the day (96%), in commercial and retail areas during the day (95%), and overall feeling of safety in Fairway (95%).

Code Enforcement

- The code enforcement areas 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 exterior maintenance of business property (78%) and enforcing mowing/cutting of weeds and tall grass (66%).
- Based on the sum of their top two choices, the code enforcement activities that residents thought were most important for the City to provide were: (1) enforcing exterior maintenance of residential property and (2) enforcing clean-up of debris on private property.

Maintenance Services

- The 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 (98%), snow removal on neighborhood streets (97%), overall cleanliness of City streets and other public areas (91%), and mowing and trimming along City streets and other public areas (89%).
- Based on the sum of their top three choices, the maintenance services that residents thought were most important for the City to provide were: (1) maintenance of neighborhood streets, (2) maintenance of major City streets, and (3) snow removal on neighborhood streets.

Trash and Recycling Services

- The 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: residential curbside trash and recycling collection (87%) and residential curbside yard waste collection (84%).

Communication

- The aspects of City communication 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 and services (84%), the content of the City’s newsletter (84%), and the content of the City email program (79%).

Other Findings

- The top sources where residents get information about the City of Fairway are: the City website (64%), the City email program (55%), and the recreation brochure (51%). *Multiple selections could be made to this question.*
- 52% of residents have called or visited the City with a question, problem or complaint during the past year. Of those, 91% who had an opinion felt the City employee who assisted them was “always” or “usually” courteous and polite, and 89% felt employees were “always” or “usually” easy to contact.
- Nearly two-thirds (65%) of residents surveyed, who had an opinion, believe the best potential use of the southeast corner of Shawnee Mission Parkway and Mission Road is for greenspace.
- When residents were asked the importance of various reasons for deciding where to live, 98% who had an opinion indicated safety and security was “very important” or “somewhat important” in their decision. Other factors that residents felt were “very important” or “somewhat important” included: types of housing (95%), sense of community (92%), and quality of services provided by the City (91%).

Residents were also asked if these same factors were meeting their needs in Fairway. Ninety-four percent (94%) indicated the City met their need for safety and security, while 93% indicated that both the quality of public schools and overall quality of City services met their needs.

- Based on the sum of their top three choices, the residential issues that will have the most impact on whether to stay in Fairway for the next 10 years were: (1) neighborhood safety, (2) expected increase in home value in the next 5 years, and (3) benefit of the school district to the neighborhood.

Fairway Compared to the U.S. Average

Fairway rated above the U.S. average in all 49 areas that were assessed. The City rated significantly higher than the U.S. average (6% or more) in 48 of these areas. Listed below are the comparisons between Fairway and the U.S. average:

Service	Fairway	U.S.	Difference	Category
Snow removal on neighborhood streets	97%	48%	49%	Maintenance Services
City swimming pool	83%	35%	48%	Parks and Recreation
Overall quality of customer service	87%	45%	42%	Overall Satisfaction
Overall maint. of streets/buildings/facilities	83%	41%	42%	Overall Satisfaction
Overall quality of services provided by the City	91%	50%	41%	Overall Satisfaction
Overall effectiveness of communication with public	88%	48%	40%	Overall Satisfaction
Overall value for City tax dollars & fees	78%	38%	40%	Perceptions
Snow removal on major city streets	98%	59%	39%	Maintenance Services
Availability of info about City programs/services	84%	45%	39%	Communication
The City's efforts to prevent crime	91%	54%	37%	Public Safety
Mowing/trimming along city streets/public areas	89%	52%	37%	Maintenance Services
Maintenance of major city streets	84%	48%	36%	Maintenance Services
City efforts to inform about local issues	79%	45%	34%	Communication
The visibility of police in neighborhoods	91%	59%	32%	Public Safety
Maintenance of neighborhood streets	80%	48%	32%	Maintenance Services
Overall image of the City	95%	64%	31%	Perceptions
Overall cleanliness of city streets/public areas	91%	61%	30%	Maintenance Services
How quickly police respond to emergencies	94%	64%	30%	Public Safety
Public involvement in local decision making	60%	32%	28%	Communication
Overall feeling of safety in the City	95%	67%	28%	Perceptions
Overall appearance of the City	90%	63%	27%	Perceptions
Enforcing exterior maint. of business property	78%	51%	27%	Code Enforcement
Enforcing mowing/cutting of weeds/tall grass	66%	39%	27%	Code Enforcement
Overall quality of parks & rec programs/facilities	89%	63%	26%	Overall Satisfaction
The visibility of police in commercial/retail areas	85%	60%	25%	Public Safety
They were easy to contact	89%	65%	24%	Customer Service
Overall quality of police services	93%	70%	23%	Public Safety
Did what they said they would do in timely manner	83%	60%	23%	Customer Service
They were courteous and polite	91%	69%	22%	Customer Service
They gave prompt, accurate & complete answers	80%	58%	22%	Customer Service
Overall flow of traffic & congestion management	74%	52%	22%	Overall Satisfaction
Maintenance of City parks	91%	70%	21%	Parks and Recreation
Overall quality of life in the City	96%	75%	21%	Perceptions
Leadership provided by city's elected officials	61%	41%	20%	Perceptions
They helped resolve an issue	69%	51%	18%	Customer Service
Enforcing clean-up of debris on private property	60%	43%	17%	Code Enforcement
Overall quality of solid waste services	84%	67%	17%	Overall Satisfaction
Residential curbside yard waste collection	84%	67%	17%	Trash and Recycling Services
Enforcement of local traffic laws	80%	64%	16%	Public Safety
Enforcing exterior maint. of residential property	58%	42%	16%	Code Enforcement
Adequacy of city street lighting	72%	56%	16%	Maintenance Services
Adult recreation programs	69%	54%	15%	Parks and Recreation
Residential curbside bulk item collection	67%	53%	14%	Trash and Recycling Services
Overall enforcement of codes & ordinances	67%	54%	13%	Overall Satisfaction
Ease of registering for programs	76%	63%	13%	Parks and Recreation
Residential curbside trash & recycling collection	87%	75%	12%	Trash and Recycling Services
Youth recreation programs	71%	61%	10%	Parks and Recreation
The usefulness of the City's web page	69%	60%	9%	Communication
Information provided through City's Facebook page	59%	55%	4%	Communication

Fairway Compared to the Kansas and Missouri Regional Average

Fairway rated above the Kansas and Missouri regional average in all 49 areas that were assessed. The City rated significantly higher than the regional average (6% or more) in 48 of these areas. Listed below are the comparisons between Fairway and the regional average:

Service	Fairway	KS/MO	Difference	Category
Snow removal on neighborhood streets	97%	50%	47%	Maintenance Services
Overall quality of services provided by the City	91%	45%	46%	Overall Satisfaction
Overall maint. of streets/buildings/facilities	83%	40%	43%	Overall Satisfaction
City swimming pool	83%	41%	42%	Parks and Recreation
Overall effectiveness of communication with public	88%	47%	41%	Overall Satisfaction
Overall value for City tax dollars & fees	78%	41%	37%	Perceptions
Mowing/trimming along city streets/public areas	89%	52%	37%	Maintenance Services
Overall image of the City	95%	59%	36%	Perceptions
The City's efforts to prevent crime	91%	55%	36%	Public Safety
Snow removal on major city streets	98%	62%	36%	Maintenance Services
Overall quality of customer service	87%	52%	35%	Overall Satisfaction
Overall appearance of the City	90%	56%	34%	Perceptions
Availability of info about City programs/services	84%	50%	34%	Communication
Overall feeling of safety in the City	95%	62%	33%	Perceptions
The visibility of police in neighborhoods	91%	59%	32%	Public Safety
Overall cleanliness of city streets/public areas	91%	61%	30%	Maintenance Services
How quickly police respond to emergencies	94%	64%	30%	Public Safety
Overall quality of police services	93%	64%	29%	Public Safety
Overall quality of life in the City	96%	67%	29%	Perceptions
Maintenance of major city streets	84%	55%	29%	Maintenance Services
They helped resolve an issue	69%	42%	27%	Customer Service
Overall flow of traffic & congestion management	74%	48%	26%	Overall Satisfaction
Did what they said they would do in timely manner	83%	57%	26%	Customer Service
Enforcing mowing/cutting of weeds/tall grass	66%	41%	25%	Code Enforcement
The visibility of police in commercial/retail areas	85%	60%	25%	Public Safety
Enforcing exterior maint. of business property	78%	53%	25%	Code Enforcement
Maintenance of neighborhood streets	80%	55%	25%	Maintenance Services
Public involvement in local decision making	60%	35%	25%	Communication
Overall quality of parks & rec programs/facilities	89%	66%	23%	Overall Satisfaction
City efforts to inform about local issues	79%	57%	22%	Communication
Overall quality of solid waste services	84%	62%	22%	Overall Satisfaction
Leadership provided by city's elected officials	61%	41%	20%	Perceptions
Enforcing clean-up of debris on private property	60%	41%	19%	Code Enforcement
Adequacy of city street lighting	72%	53%	19%	Maintenance Services
They were courteous and polite	91%	73%	18%	Customer Service
Overall enforcement of codes & ordinances	67%	50%	17%	Overall Satisfaction
Adult recreation programs	69%	52%	17%	Parks and Recreation
Maintenance of City parks	91%	75%	16%	Parks and Recreation
They were easy to contact	89%	73%	16%	Customer Service
They gave prompt, accurate & complete answers	80%	64%	16%	Customer Service
Residential curbside trash & recycling collection	87%	73%	14%	Trash and Recycling Services
Enforcing exterior maint. of residential property	58%	44%	14%	Code Enforcement
Residential curbside yard waste collection	84%	71%	13%	Trash and Recycling Services
Ease of registering for programs	76%	64%	12%	Parks and Recreation
Youth recreation programs	71%	59%	12%	Parks and Recreation
Residential curbside bulk item collection	67%	55%	12%	Trash and Recycling Services
Enforcement of local traffic laws	80%	70%	10%	Public Safety
The usefulness of the City's web page	69%	59%	10%	Communication
Information provided through City's Facebook page	59%	54%	5%	Communication

Investment Priorities

Recommended Priorities for Investment. In order to help the City identify investment priorities for the future, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that 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 in the future. 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 the Section 3 of this report.

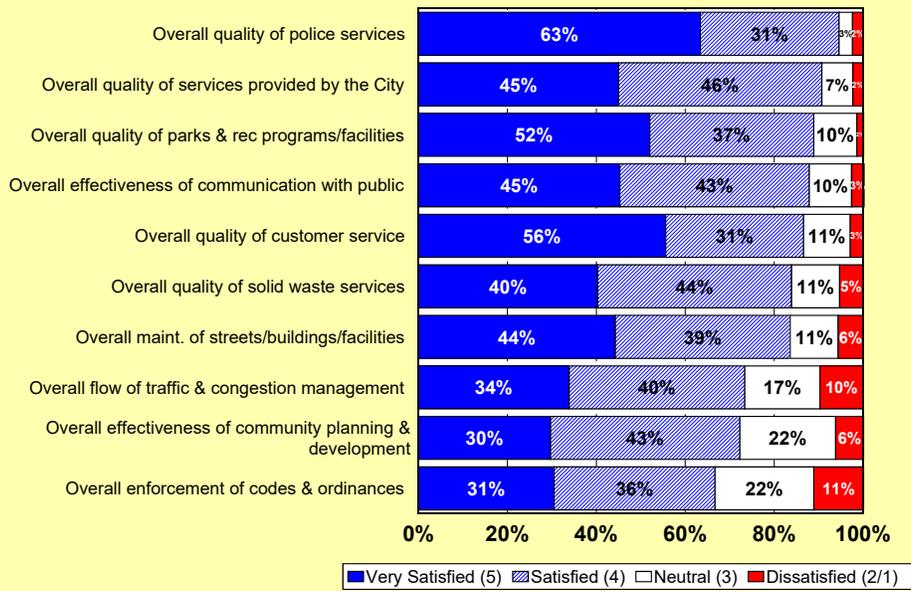
Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of 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 service that is recommended as the top priority for investment in order to raise the City's overall satisfaction rating is listed below:
 - Overall maintenance of streets, buildings, and facilities (IS Rating=0. 1107)
- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department/area are listed below:
 - **Parks and Recreation:** City swimming pool
 - **Public Safety:** none of the public safety services were listed as a “high priority” for investment
 - **Code Enforcement:** enforcing exterior maintenance of residential property, enforcing clean-up of debris on private property, and enforcing mowing and cutting of weeds and tall grass
 - **Maintenance Services:** none of the maintenance services were listed as a “high priority” for investment

Section 1:
Charts and Graphs

Q1. Satisfaction With Major Categories of City Services

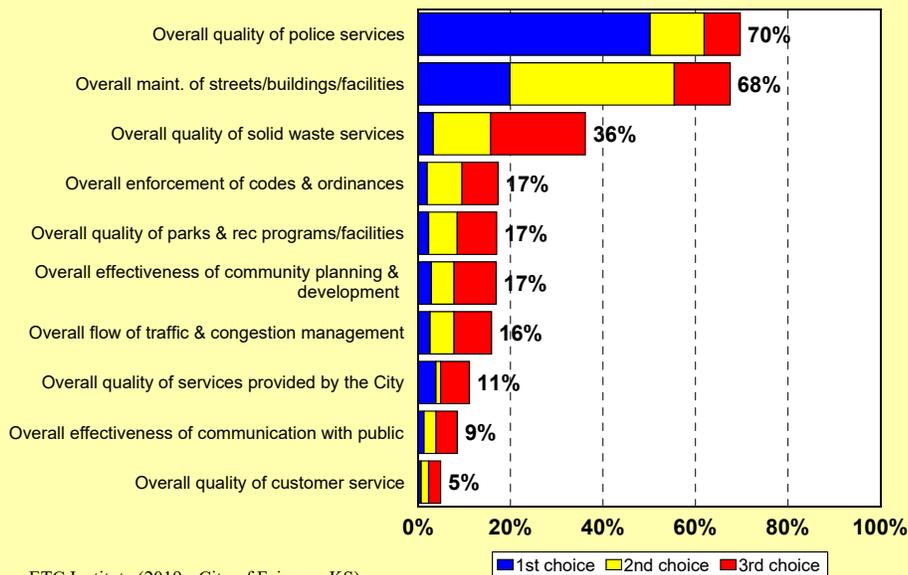
by percentage of respondents (excluding "don't know")



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

Q2. City Services That Residents Think Are Most Important for the City to Provide

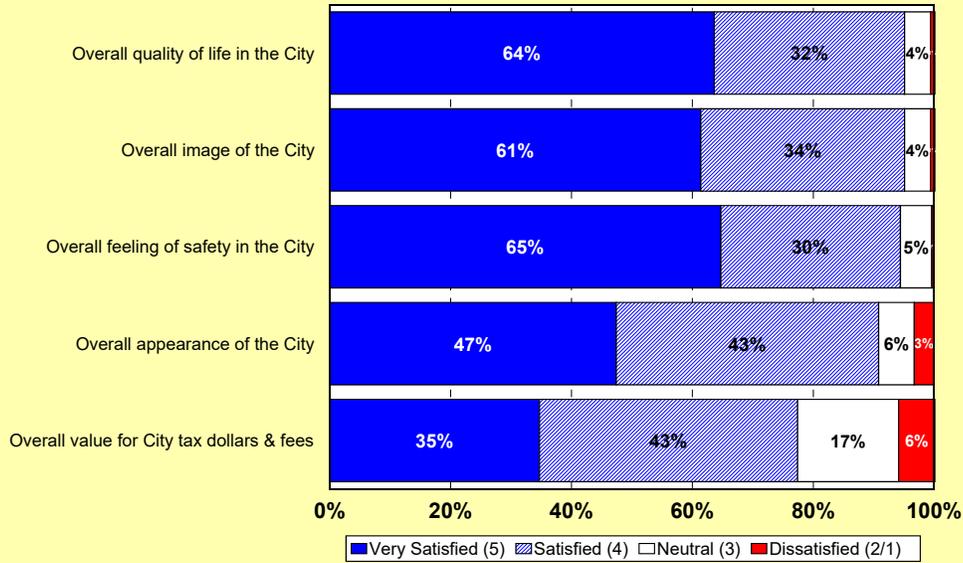
by percentage of respondents who selected the item as one of their top three choices



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

Q3. Satisfaction With Items That Influence Residents' Perceptions of the City

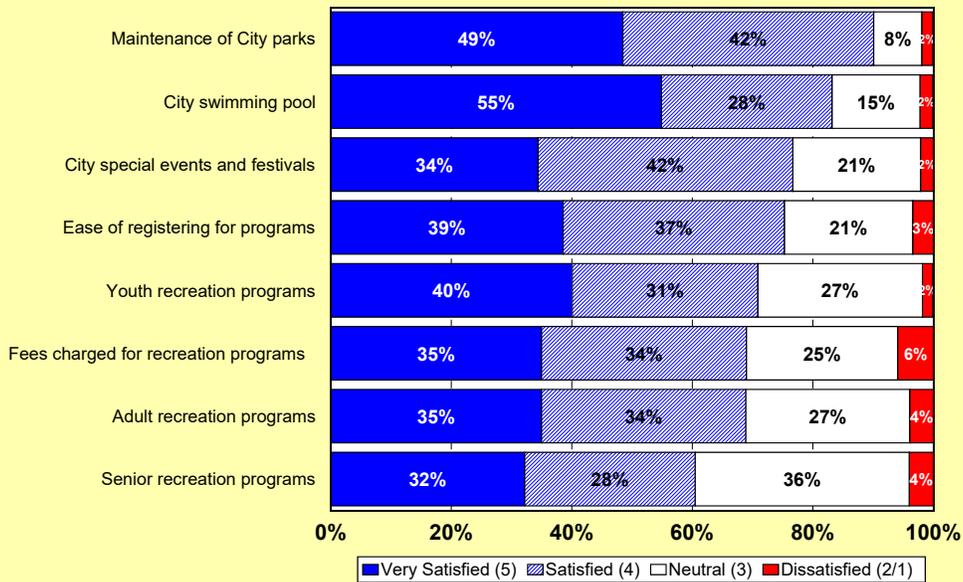
by percentage of respondents (excluding "don't know")



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

Q4. Satisfaction With Parks and Recreation

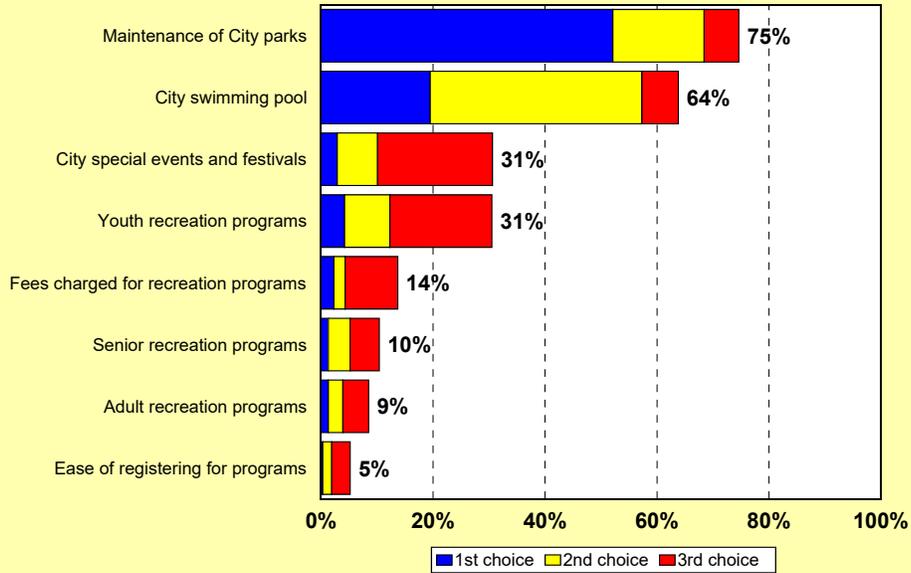
by percentage of respondents (excluding "don't know")



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

Q5. Parks and Recreation Services That Residents Think Are Most Important for the City to Provide

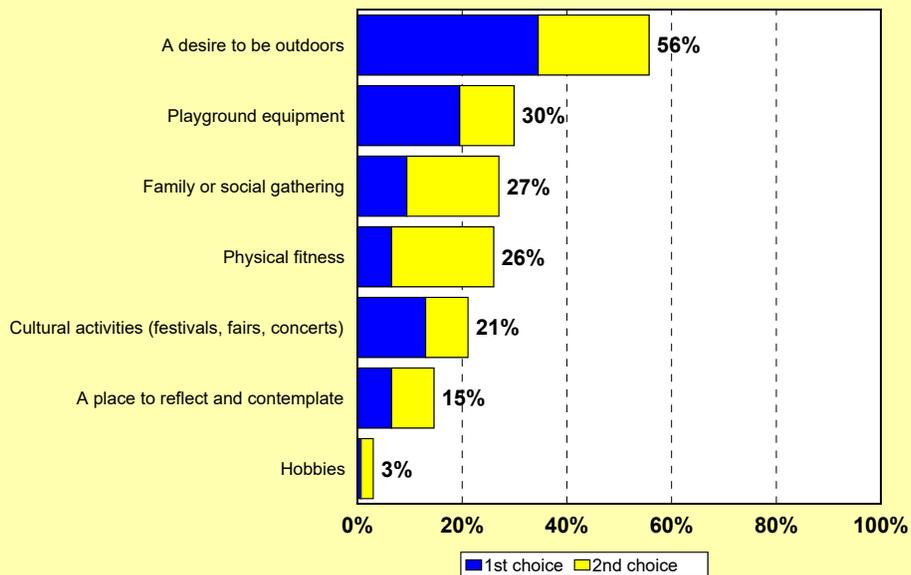
by percentage of respondents who selected the item as one of their top three choices



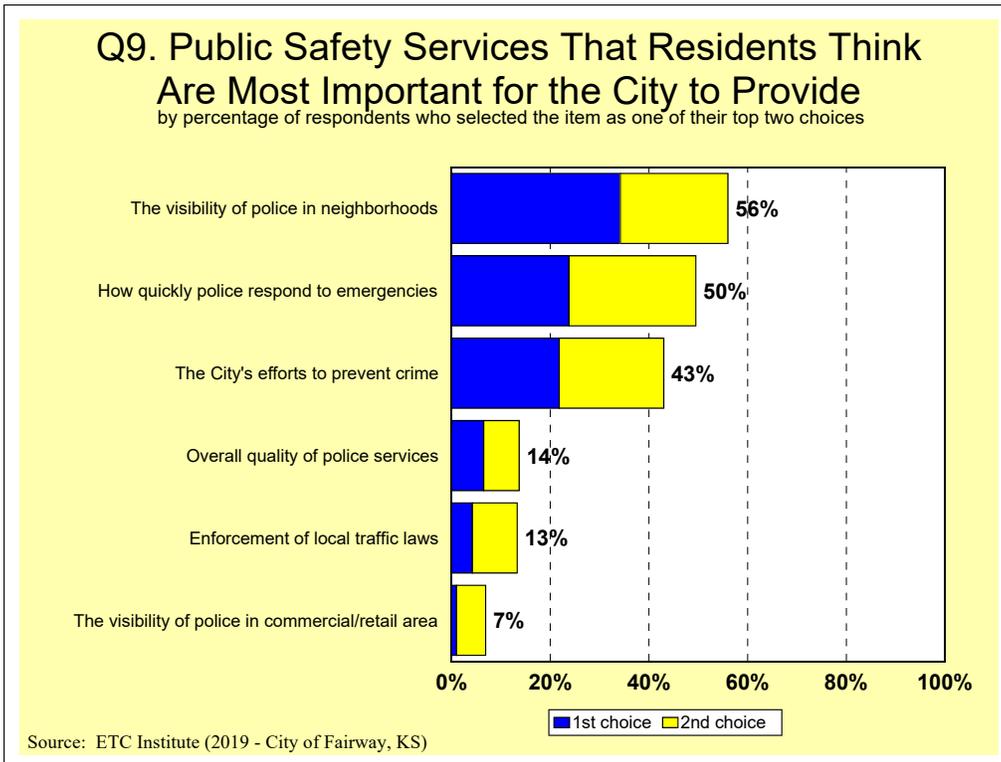
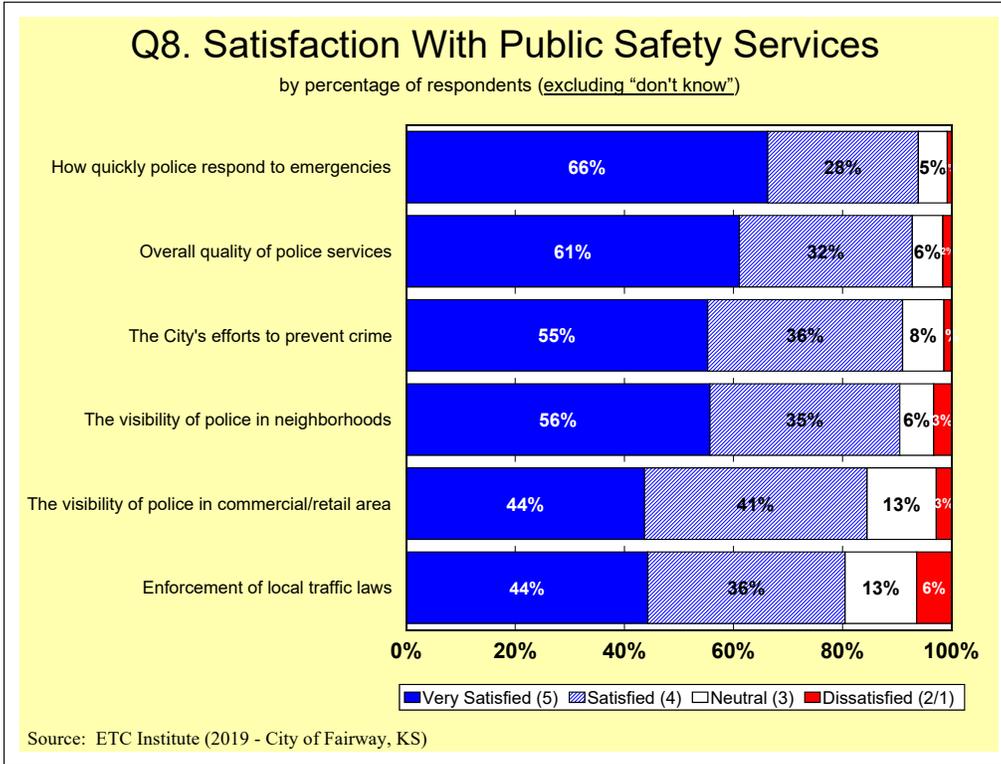
Source: ETC Institute (2019 - City of Fairway, KS)

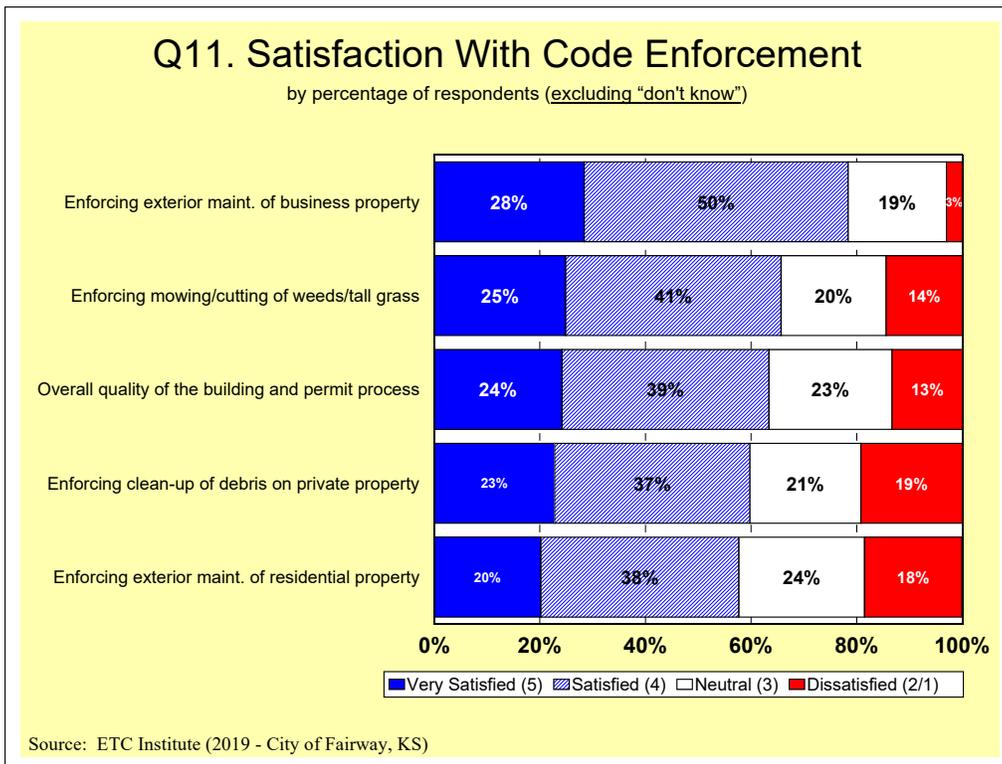
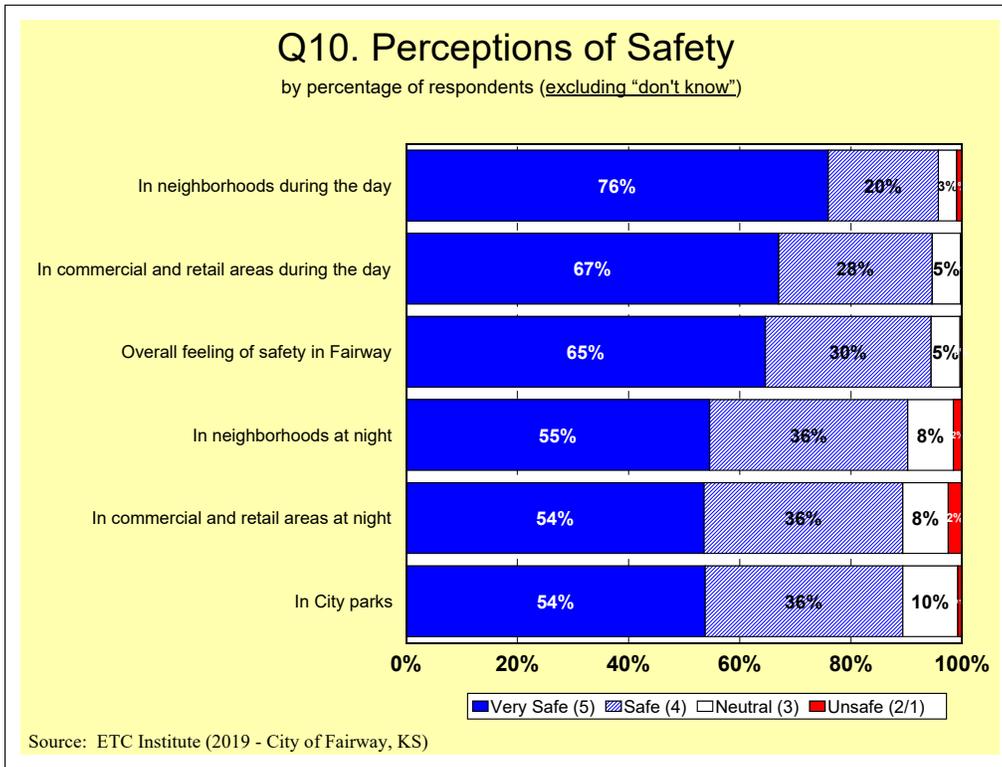
Q7. Top Reasons for Visiting a Park

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



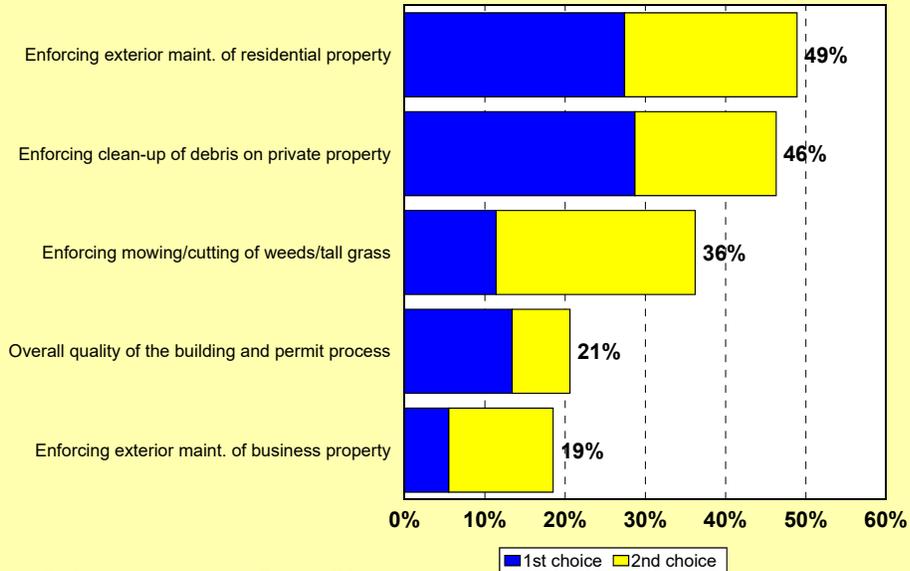
Source: ETC Institute (2019 - City of Fairway, KS)





Q12. Code Enforcement Activities That Residents Think Are Most Important for the City to Provide

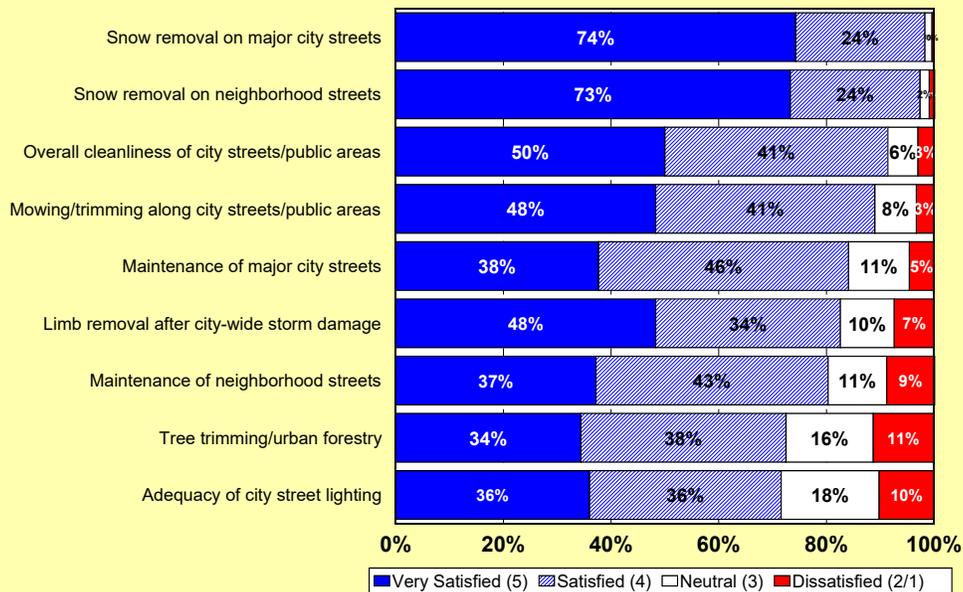
by percentage of respondents who selected the item as one of their top two choices



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

Q13. Satisfaction With City Maintenance Services

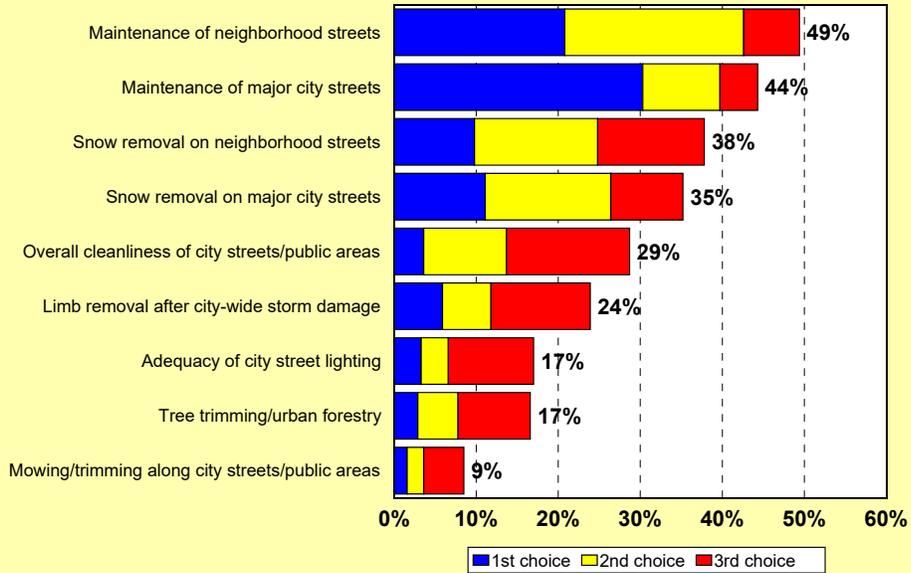
by percentage of respondents (excluding "don't know")



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

Q14. City Maintenance Services That Residents Think Are Most Important for the City to Provide

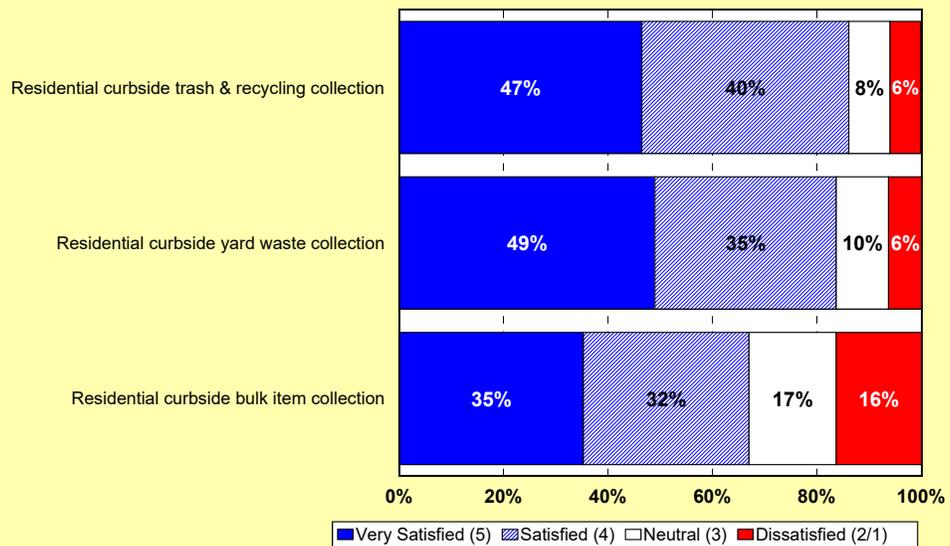
by percentage of respondents who selected the item as one of their top three choices



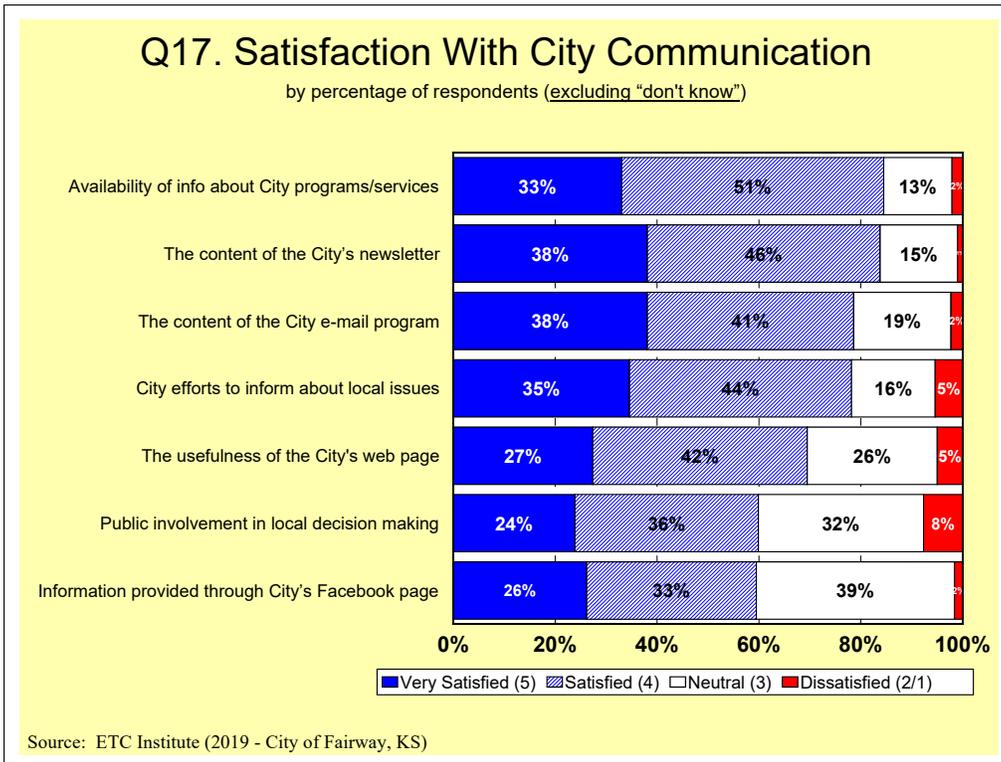
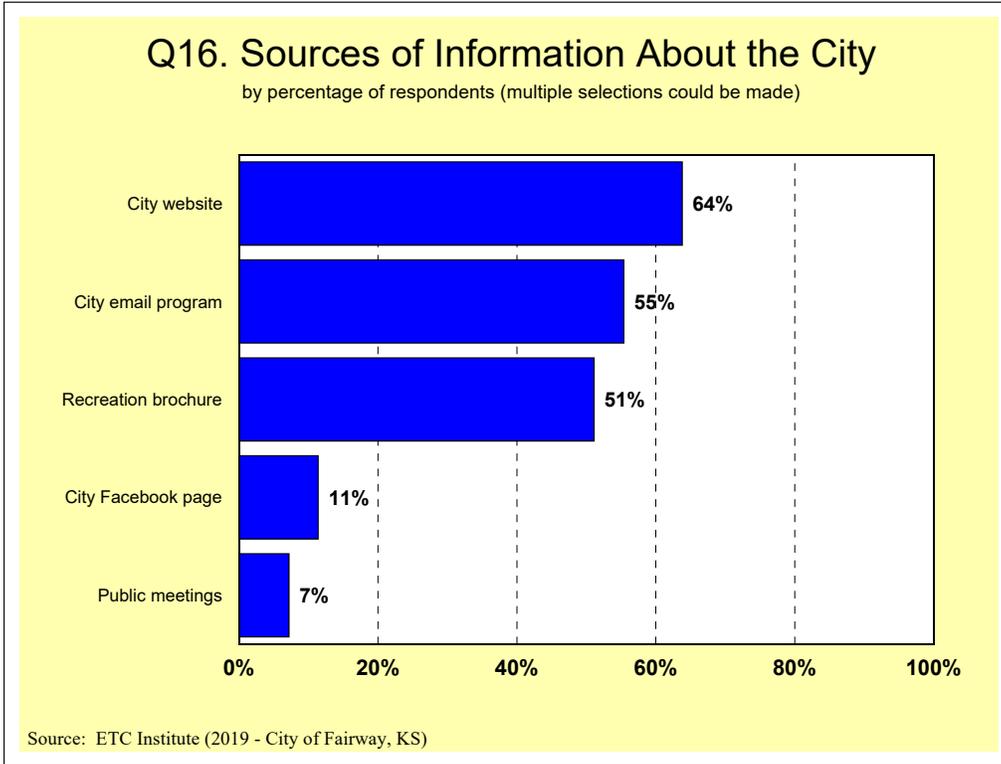
Source: ETC Institute (2019 - City of Fairway, KS)

Q15. Satisfaction With Trash and Recycling Services

by percentage of respondents (excluding "don't know")

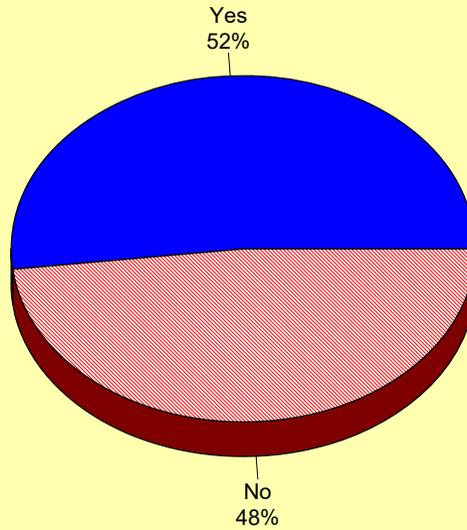


Source: ETC Institute (2019 - City of Fairway, KS)



Q18. Have you contacted the City with a question, problem, or complaint during the past year?

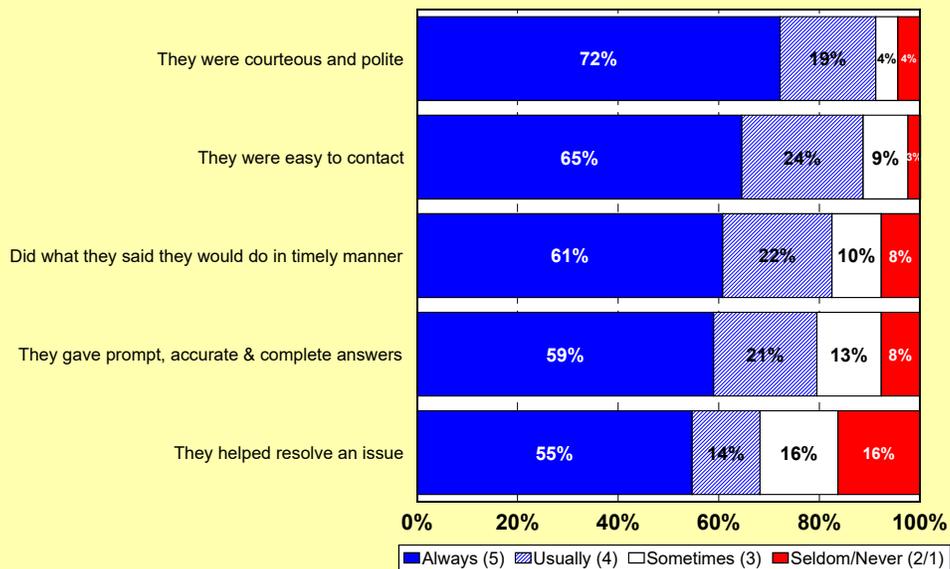
by percentage of respondents



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

Q18b. How Often City Employees Have Displayed the Following Behaviors

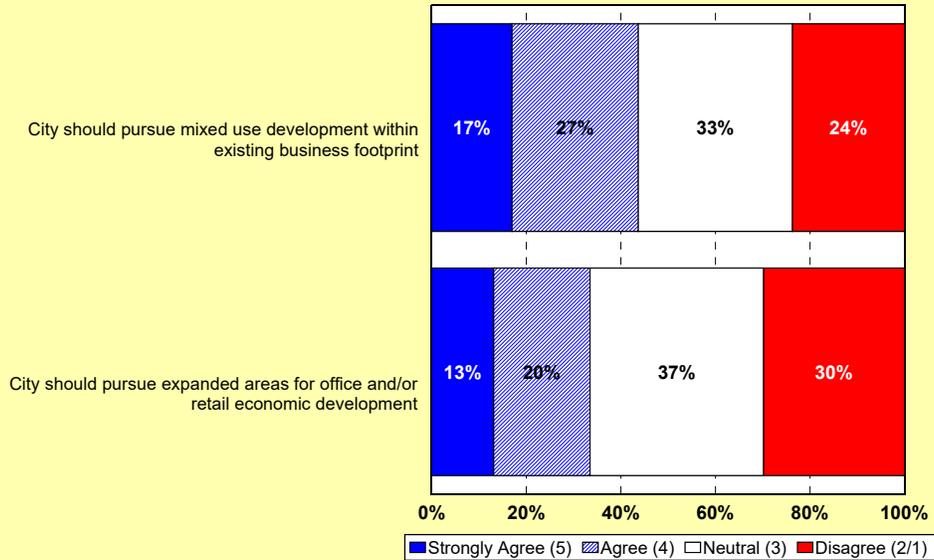
by percentage of respondents who contacted the City during the past year (excluding "don't know")



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

Q19. Agreement With the Following Statements Regarding Development in the City of Fairway

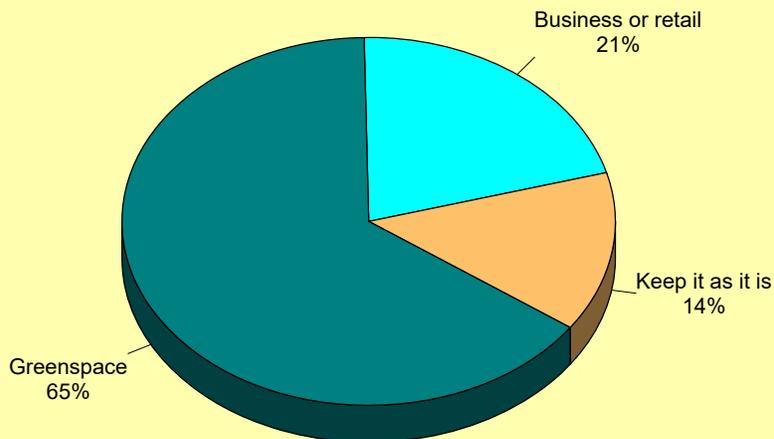
by percentage of respondents (excluding "don't know")



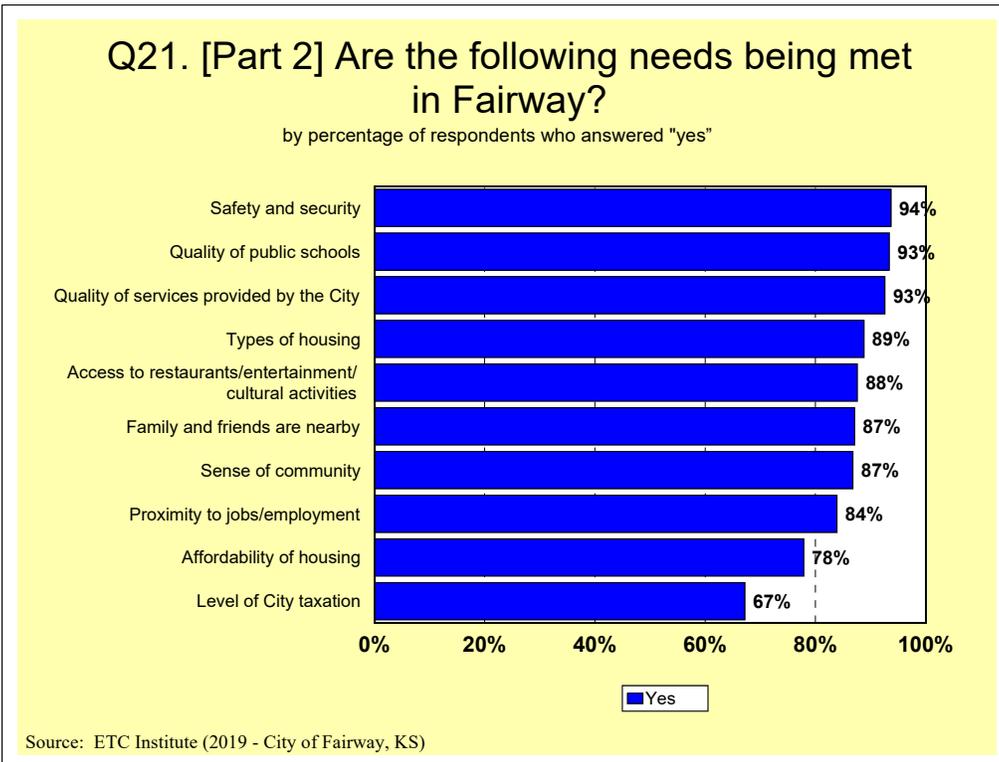
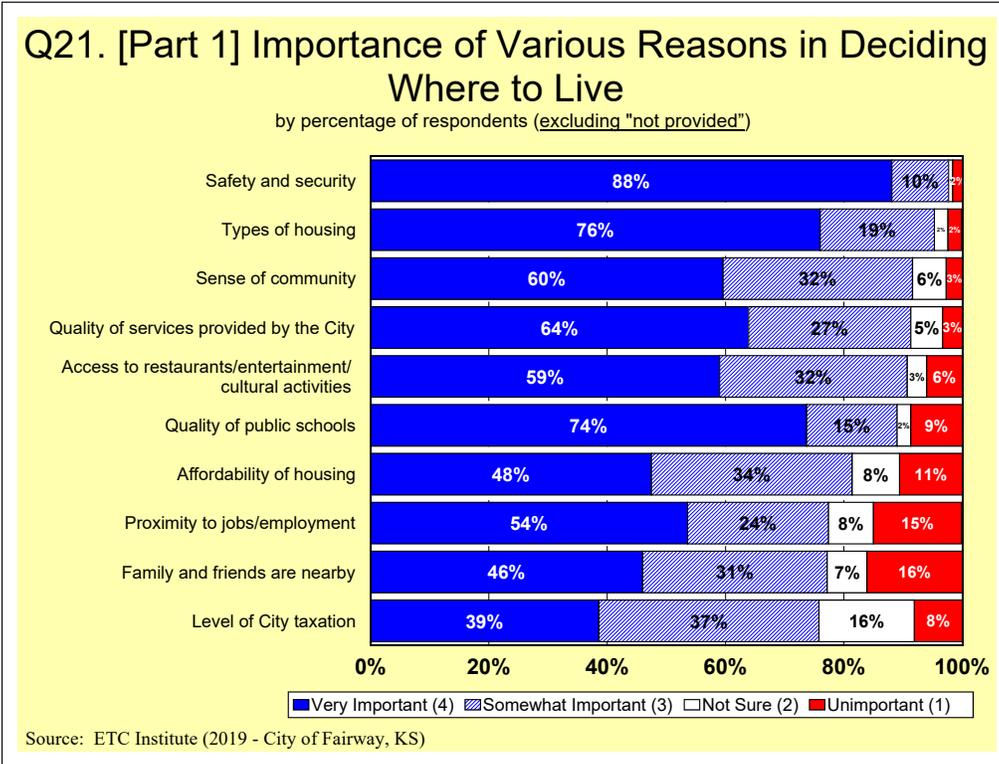
Source: ETC Institute (2019 - City of Fairway, KS)

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")

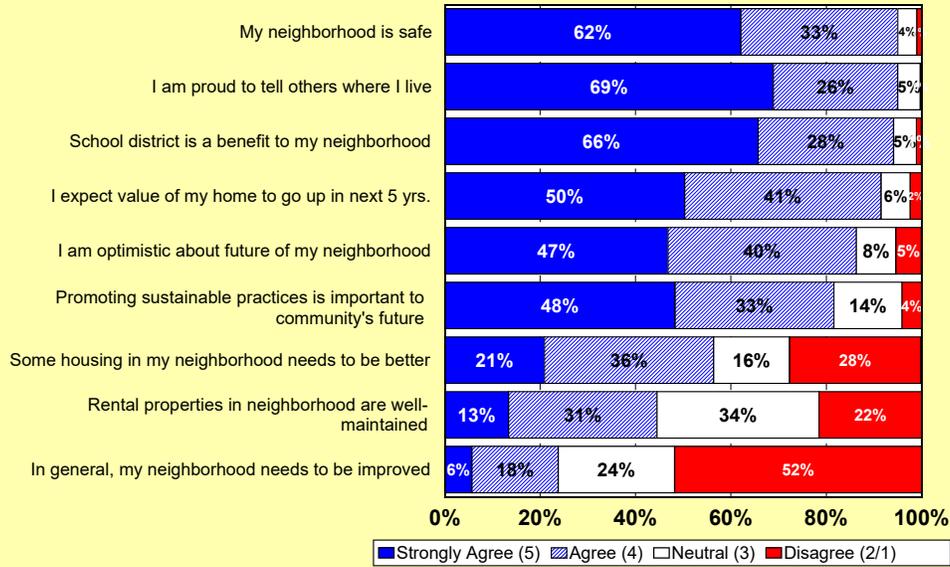


Source: ETC Institute (2019 - City of Fairway, KS)



Q22. Agreement With the Following Statements Regarding Residential Issues in Fairway

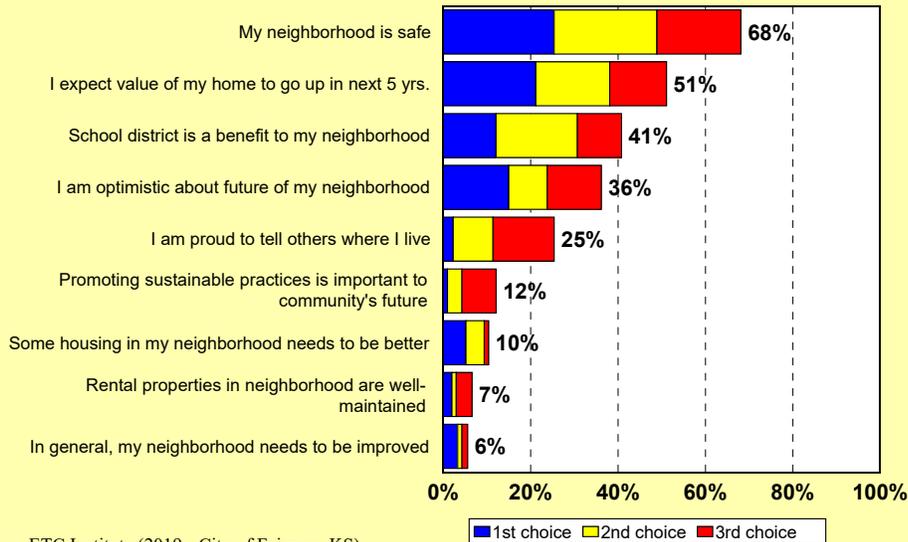
by percentage of respondents (excluding "don't know")



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

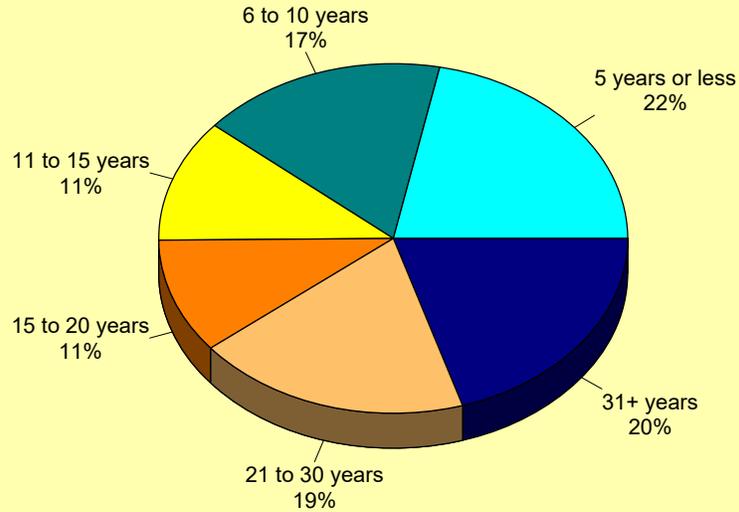
by percentage of respondents who selected the item as one of their top three choices



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

Q26. Demographics: Approximately how many years have you lived in the City of Fairway?

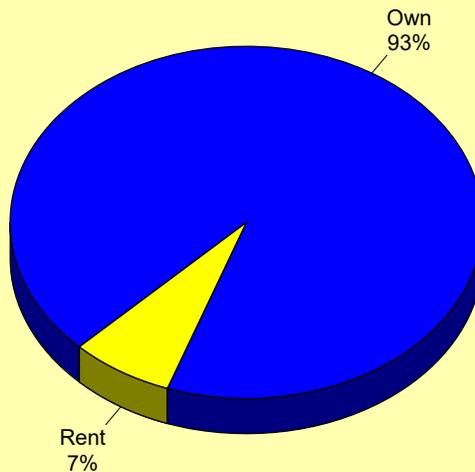
by percentage of respondents (excluding "not provided")



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

Q27. Demographics: Do you rent or own your current residence?

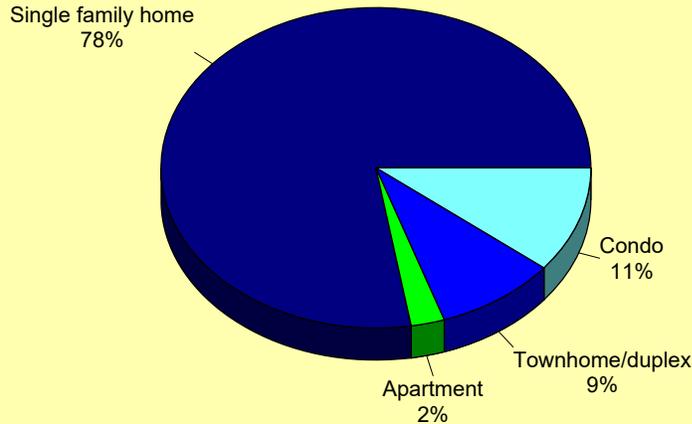
by percentage of respondents (excluding "not provided")



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?

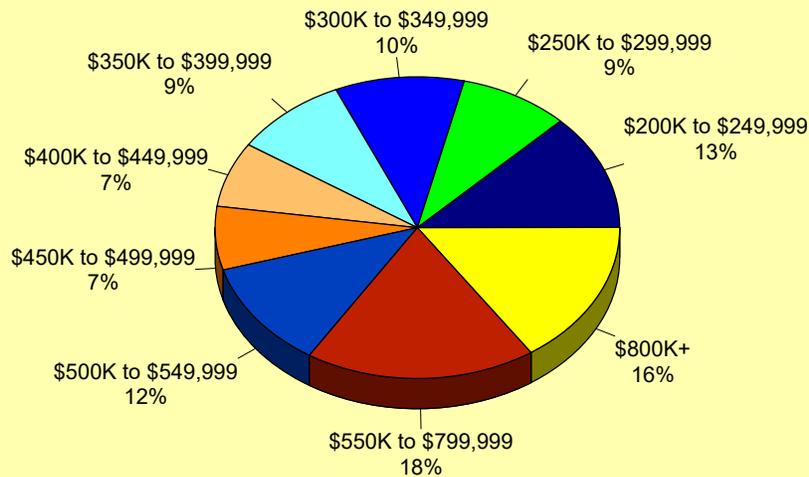
by percentage of respondents (excluding "not provided")



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?

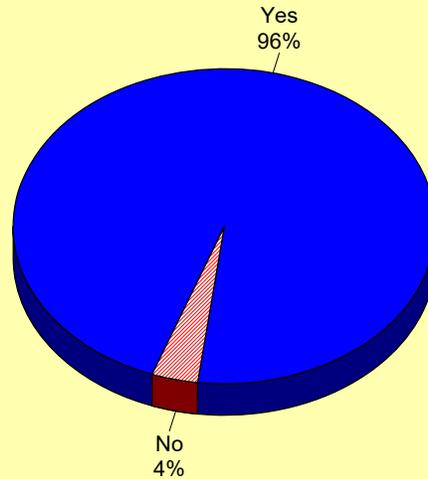
by percentage of respondents (excluding "not provided")



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

Q30. Demographics: Are you planning to live in Fairway for the next 5 years?

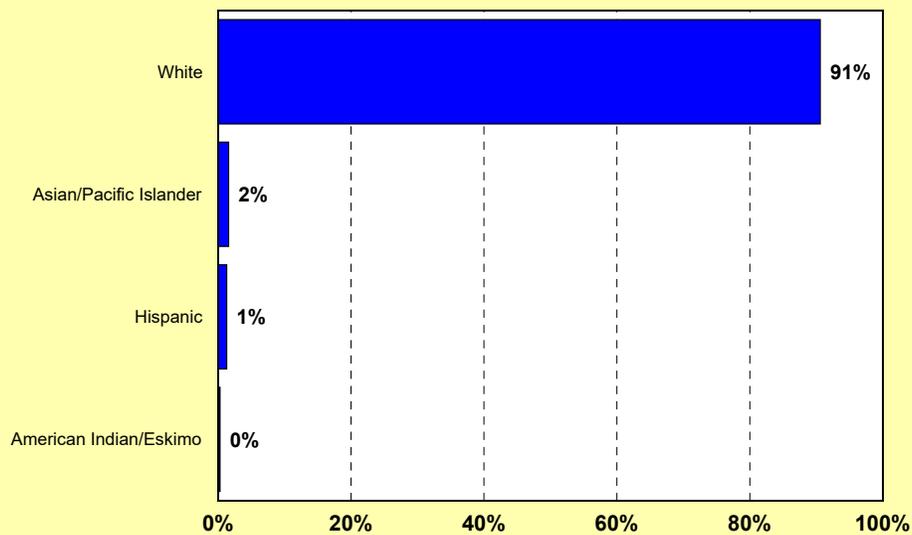
by percentage of respondents (excluding "not provided")



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

Q31. Demographics: Race/Ethnicity

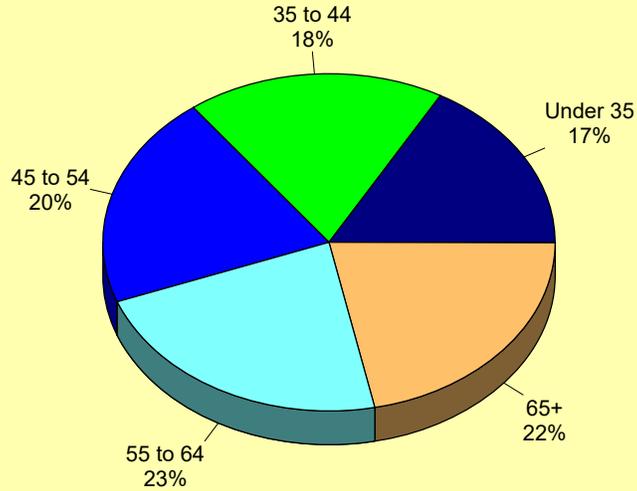
by percentage of respondents (multiple selections could be made)



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

Q32. Demographics: What is your age?

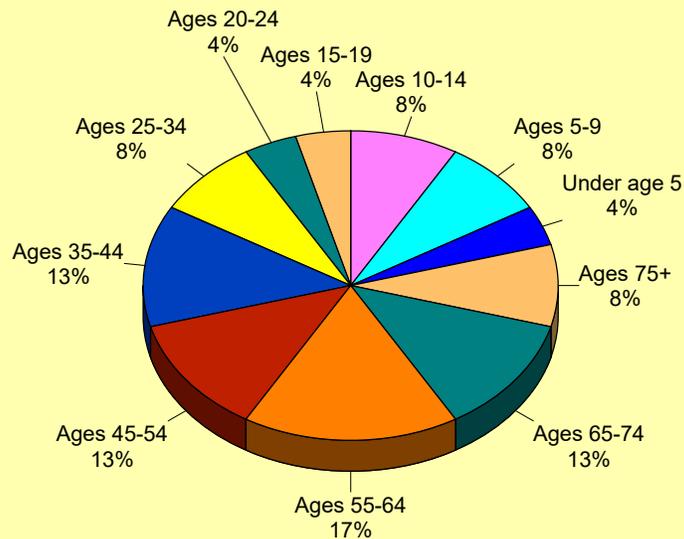
by percentage of respondents (excluding "not provided")



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

Q33. Demographics: Including yourself, how many people in your household are:

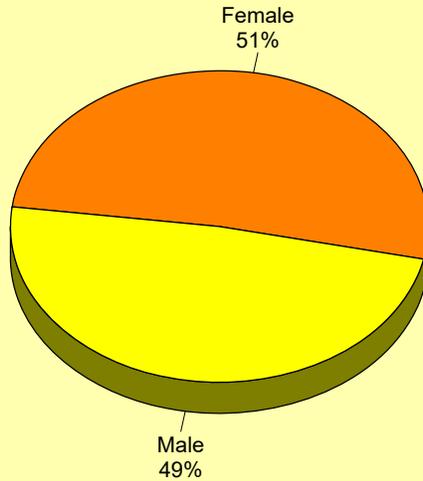
by percentage of persons in the household



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

Q34. Demographics: Gender

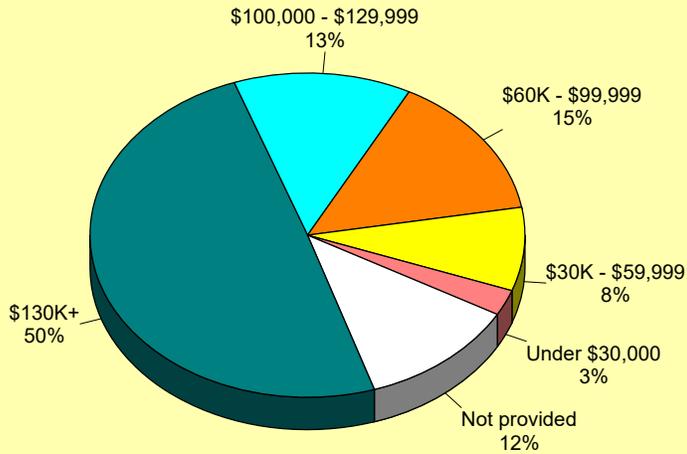
by percentage of respondents (excluding "not provided")



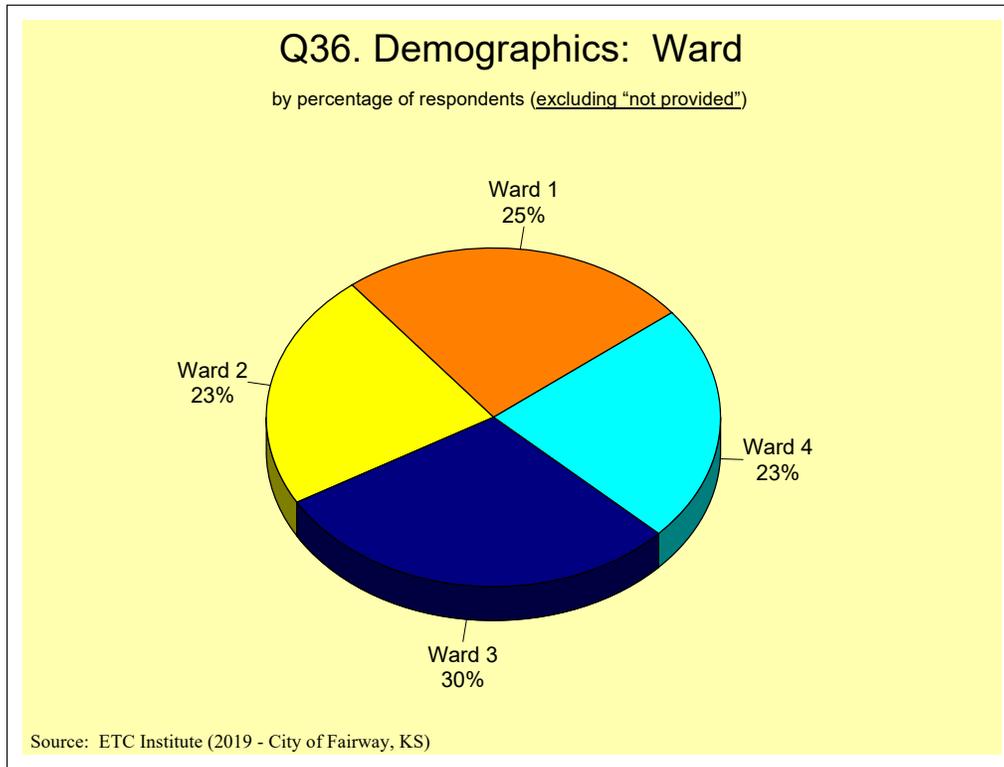
Source: ETC Institute (2019 - City of Fairway, KS)

Q35. Demographics: Total Household Income

by percentage of respondents



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



Section 2:
Benchmarking Analysis

Benchmarking Summary Report

Fairway, Kansas

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.

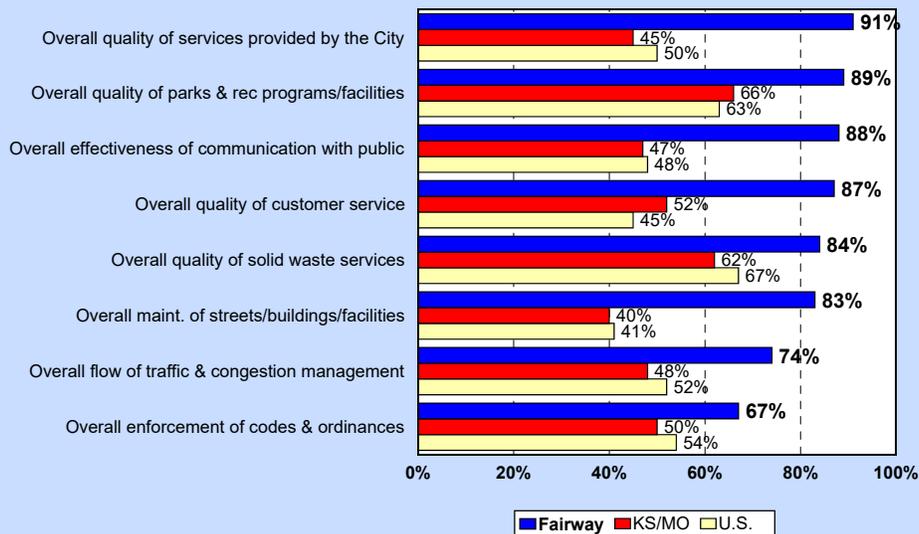
The "U.S. Average" shown in the charts reflects the overall results of ETC Institute's national survey of more than 4,000 residents; the "Kansas/Missouri" average shown in the charts reflects the results of the survey of 370 residents in Kansas and Missouri.

National Benchmarks

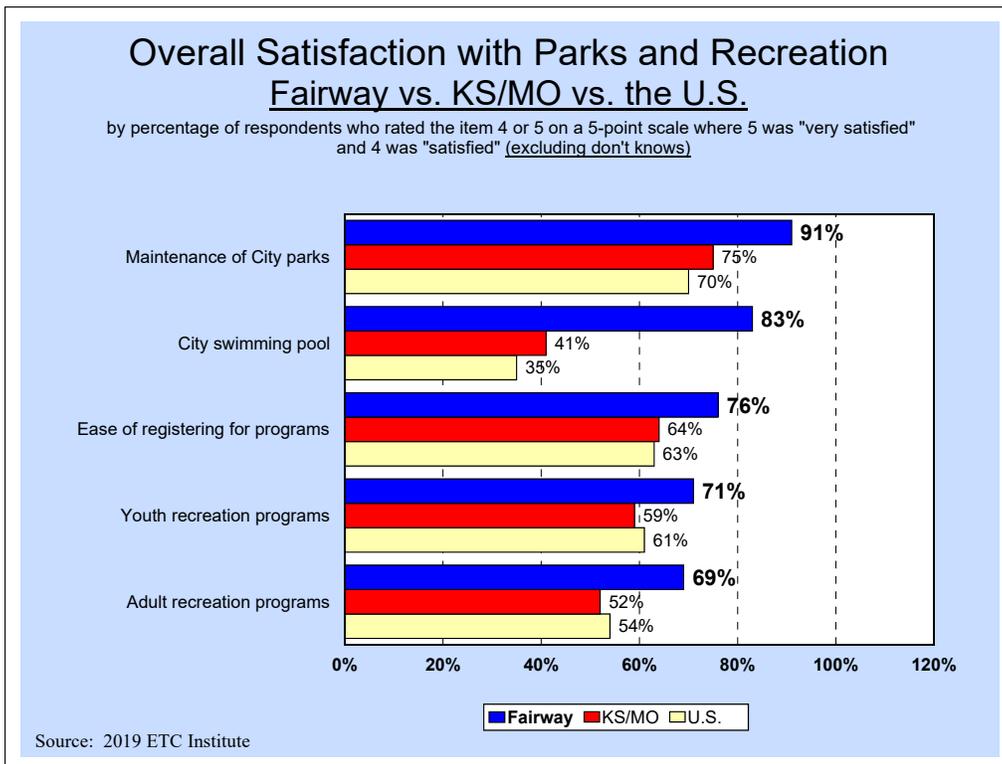
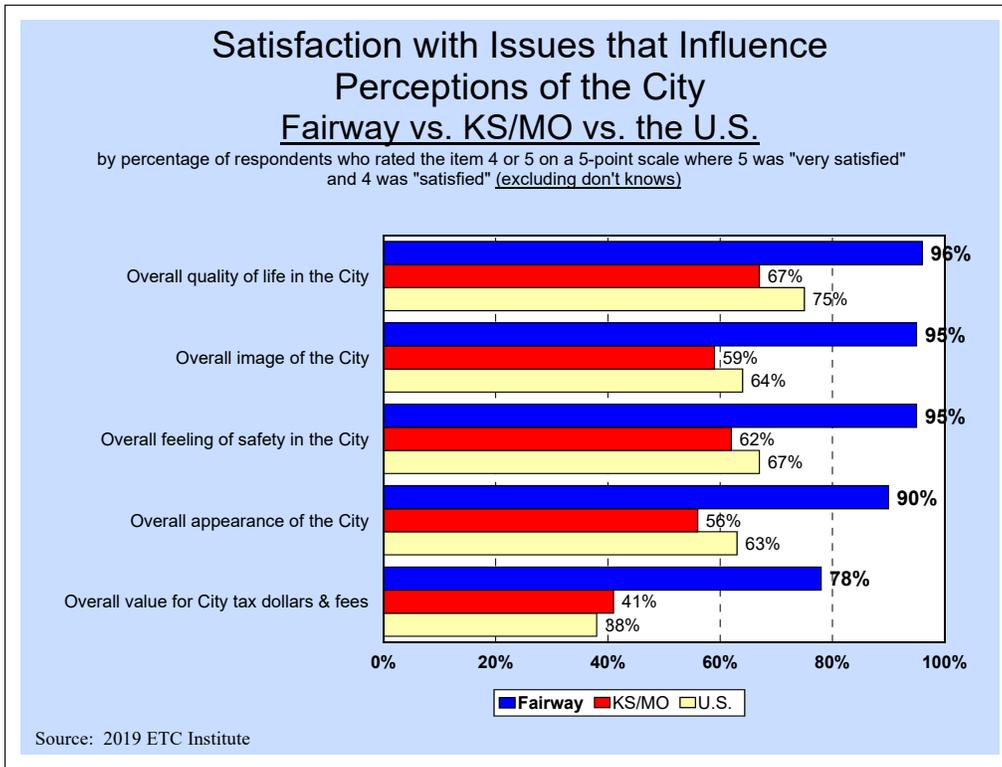
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Fairway, KS is not authorized without written consent from ETC Institute.

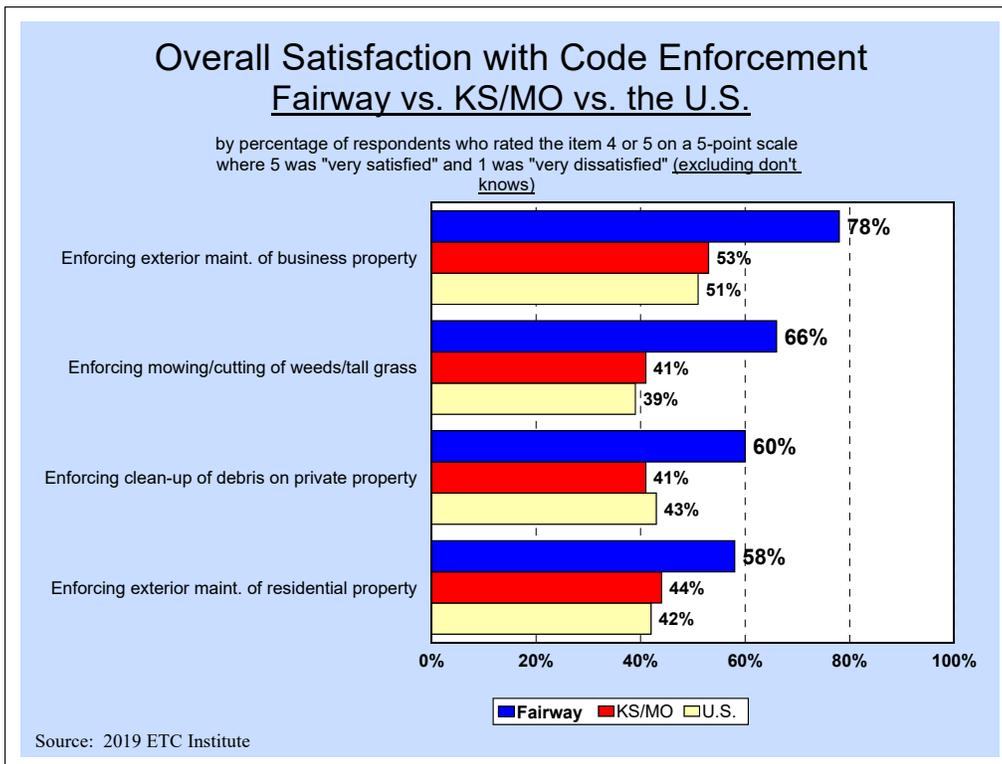
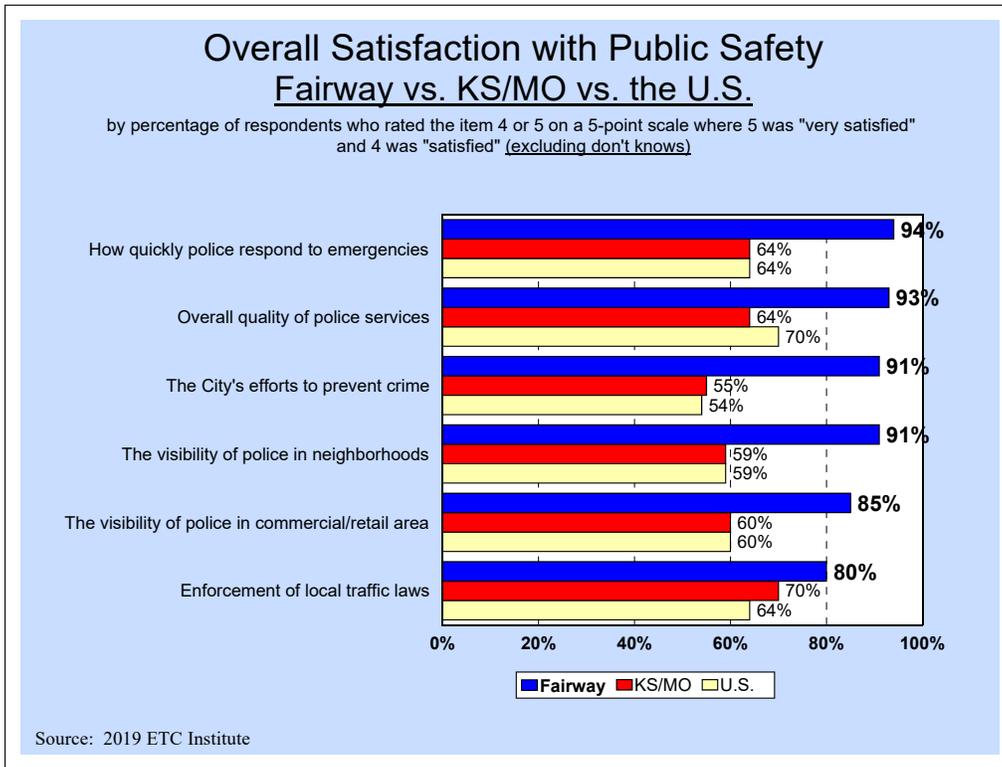
Satisfaction with Major Categories of City Services Fairway vs. KS/MO vs. the U.S.

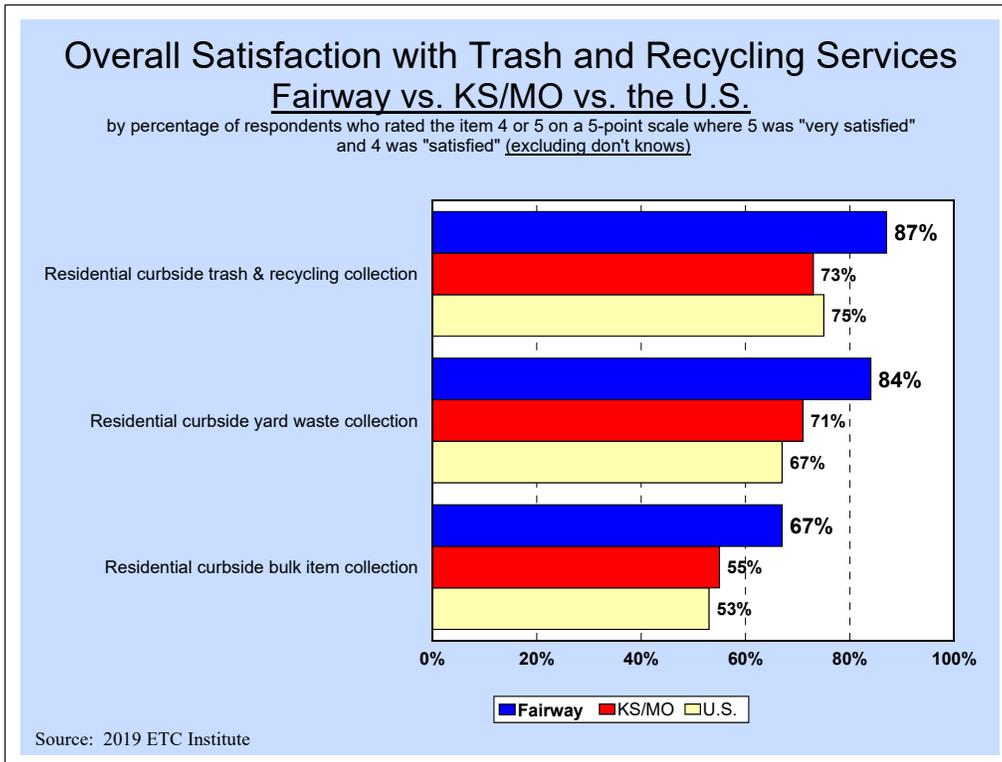
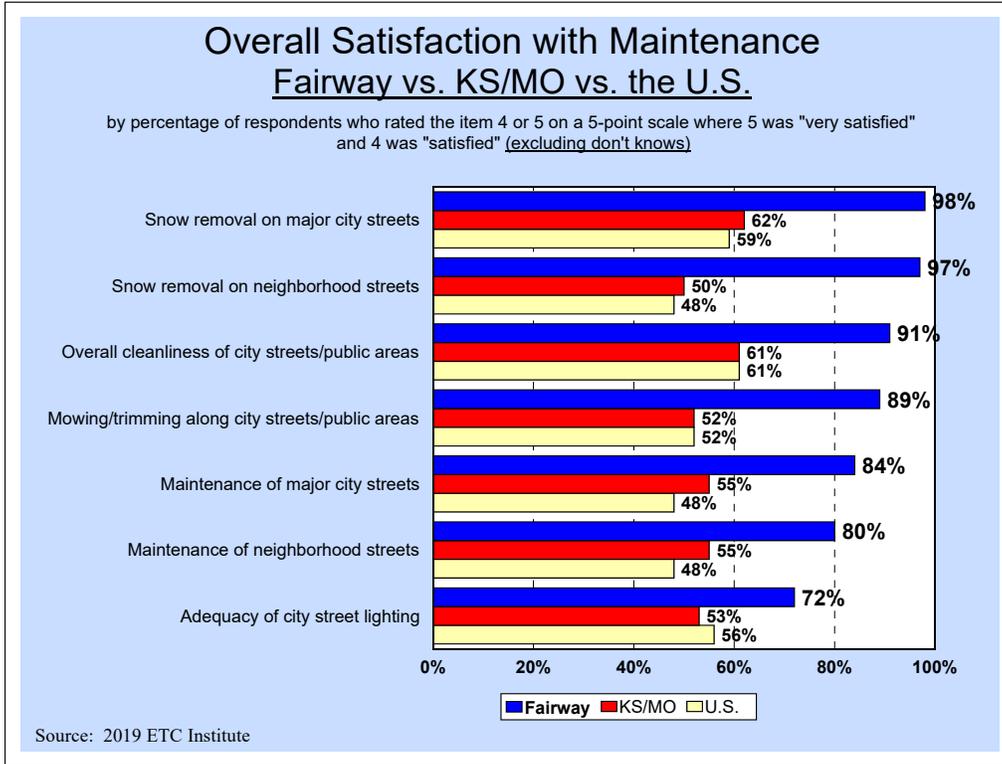
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 4 was "satisfied" (excluding don't knows)

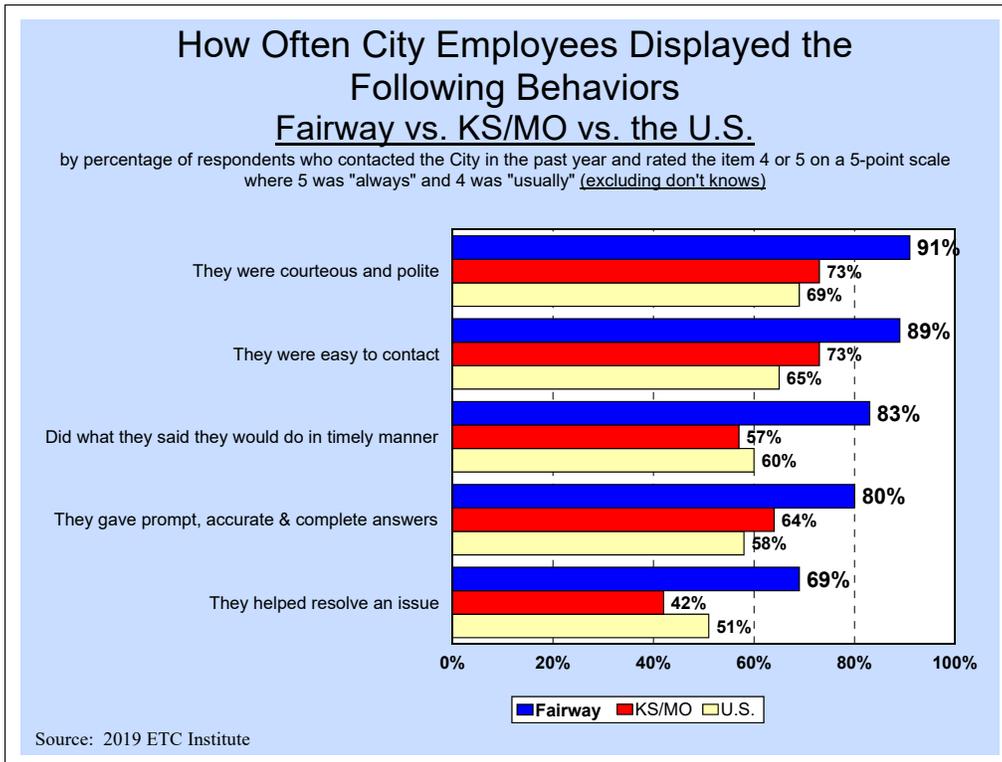
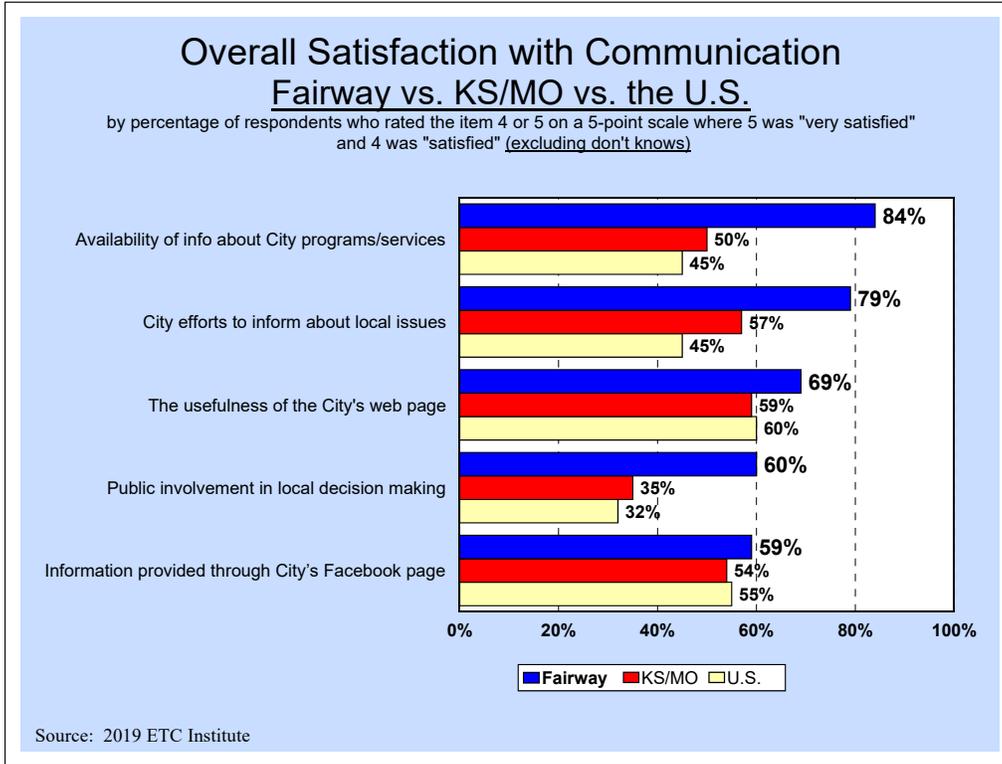


Source: 2019 ETC Institute









Section 3:
Importance-Satisfaction
Analysis

Importance-Satisfaction Analysis

Fairway, Kansas

Overview

Today, City 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 (IS) 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 rating is based on the concept that communities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

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. This sum is then multiplied by 1 minus the percentage of respondents that 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 knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of City services they thought were most important for the City to provide. Approximately sixty-eight percent (67.5%) selected *overall maintenance of streets, buildings, and facilities* as one of the most important services for the City to provide.

With regard to satisfaction, approximately eighty-four percent (83.6%) of the residents surveyed rated *overall maintenance of streets, buildings, and facilities* as a "4" or a "5" on a 5-point scale (where "5" means "very satisfied"), excluding "don't know" responses. The I-S rating for *overall maintenance of streets, buildings, and facilities* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 67.5% was multiplied by 16.4% (1-0.836). This calculation yielded an I-S rating of 0.1107, which was ranked first out of ten major service categories.

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

The lowest rating is 0.00 and could be achieved under either one 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 two or 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 in the future. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS \geq 0.20)*
- *Increase Current Emphasis (IS=0.10 to 0.20)*
- *Maintain Current Emphasis (IS<0.10)*

The results for Fairway are provided on the following pages.

Importance-Satisfaction Rating

City of Fairway, KS

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Overall maint. of streets/buildings/facilities	68%	2	84%	7	0.1107	1
<u>Medium Priority (IS <.10)</u>						
Overall quality of solid waste services	36%	3	84%	6	0.0583	2
Overall enforcement of codes & ordinances	17%	4	67%	10	0.0576	3
Overall effectiveness of community planning & development	17%	6	72%	9	0.0468	4
Overall flow of traffic & congestion management	16%	7	73%	8	0.0423	5
Overall quality of police services	70%	1	95%	1	0.0376	6
Overall quality of parks & rec programs/facilities	17%	5	89%	3	0.0189	7
Overall quality of services provided by the City	11%	8	91%	2	0.0103	8
Overall effectiveness of communication with public	9%	9	88%	4	0.0103	9
Overall quality of customer service	5%	10	87%	5	0.0066	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, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

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

© 2019 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Fairway, KS

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-20)</u>						
City swimming pool	64%	2	83%	2	0.1072	1
<u>Medium Priority (IS <.10)</u>						
Youth recreation programs	31%	4	71%	5	0.0888	2
Maintenance of City parks	75%	1	90%	1	0.0739	3
City special events and festivals	31%	3	77%	3	0.0713	4
Fees charged for recreation programs	14%	5	69%	6	0.0425	5
Senior recreation programs	10%	6	61%	8	0.0411	6
Adult recreation programs	9%	7	69%	7	0.0264	7
Ease of registering for programs	5%	8	75%	4	0.0128	8

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, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

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

© 2019 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Fairway, KS

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
The visibility of police in neighborhoods	56%	1	91%	4	0.0532	1
The City's efforts to prevent crime	43%	3	91%	3	0.0387	2
How quickly police respond to emergencies	50%	2	94%	1	0.0302	3
Enforcement of local traffic laws	13%	5	81%	6	0.0259	4
The visibility of police in commercial/retail areas	7%	6	85%	5	0.0107	5
Overall quality of police services	14%	4	93%	2	0.0099	6

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 and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

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

© 2019 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Fairway, KS

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Enforcing exterior maintenance of residential property	49%	1	58%	5	0.2068	1
<u>High Priority (IS .10-.20)</u>						
Enforcing clean-up of debris on private property	46%	2	60%	4	0.1861	2
Enforcing mowing/cutting of weeds/tall grass	36%	3	66%	2	0.1242	3
<u>Medium Priority (IS < .10)</u>						
Overall quality of the building and permit process	21%	4	63%	3	0.0754	4
Enforcing exterior maintenance of business property	19%	5	78%	1	0.0400	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 and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

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

© 2019 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Fairway, KS

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS < 10)</u>						
Maintenance of neighborhood streets	49%	1	80%	7	0.0973	1
Maintenance of major city streets	44%	2	84%	5	0.0704	2
Adequacy of city street lighting	17%	7	72%	9	0.0483	3
Tree trimming/urban forestry	17%	8	73%	8	0.0457	4
Limb removal after city-wide storm damage	24%	6	83%	6	0.0416	5
Overall cleanliness of city streets/public areas	29%	5	91%	3	0.0247	6
Snow removal on neighborhood streets	38%	3	97%	2	0.0098	7
Mowing/trimming along city streets/public areas	9%	9	89%	4	0.0094	8
Snow removal on major city streets	35%	4	98%	1	0.0060	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, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

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

© 2019 DirectionFinder by ETC Institute

Section 4: Tabular Data

Q1. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by the City of Fairway on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	61.6%	30.3%	2.9%	1.3%	1.0%	2.9%
Q1-2. Overall quality of City parks & recreation programs & facilities	47.2%	33.6%	8.8%	1.0%	0.3%	9.1%
Q1-3. Overall maintenance of City streets, buildings & facilities	44.0%	39.1%	10.7%	4.2%	1.3%	0.7%
Q1-4. Overall enforcement of City codes & ordinances	27.7%	32.9%	20.2%	8.1%	2.0%	9.1%
Q1-5. Overall quality of customer service you receive from City employees	50.2%	28.0%	9.4%	1.6%	1.0%	9.8%
Q1-6. Overall effectiveness of City communication with the public	43.6%	41.0%	9.1%	1.3%	1.3%	3.6%
Q1-7. Overall quality of solid waste services (trash, recycling, yard waste)	40.1%	43.3%	10.7%	3.9%	1.3%	0.7%
Q1-8. Overall effectiveness of community planning & development	24.8%	35.5%	17.9%	3.6%	1.6%	16.6%
Q1-9. Overall flow of traffic & congestion management in Fairway	33.2%	38.8%	16.6%	5.9%	3.6%	2.0%
Q1-10. Overall quality of services provided by City	44.3%	45.0%	6.8%	1.3%	1.0%	1.6%

WITHOUT "DON'T KNOW"

Q1. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by the City of Fairway on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	63.4%	31.2%	3.0%	1.3%	1.0%
Q1-2. Overall quality of City parks & recreation programs & facilities	52.0%	36.9%	9.7%	1.1%	0.4%
Q1-3. Overall maintenance of City streets, buildings & facilities	44.3%	39.3%	10.8%	4.3%	1.3%
Q1-4. Overall enforcement of City codes & ordinances	30.5%	36.2%	22.2%	9.0%	2.2%
Q1-5. Overall quality of customer service you receive from City employees	55.6%	31.0%	10.5%	1.8%	1.1%
Q1-6. Overall effectiveness of City communication with the public	45.3%	42.6%	9.5%	1.4%	1.4%
Q1-7. Overall quality of solid waste services (trash, recycling, yard waste)	40.3%	43.6%	10.8%	3.9%	1.3%
Q1-8. Overall effectiveness of community planning & development	29.7%	42.6%	21.5%	4.3%	2.0%
Q1-9. Overall flow of traffic & congestion management in Fairway	33.9%	39.5%	16.9%	6.0%	3.7%
Q1-10. Overall quality of services provided by City	45.0%	45.7%	7.0%	1.3%	1.0%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. Top choice	Number	Percent
Overall quality of police services	154	50.2 %
Overall quality of City parks & recreation programs & facilities	7	2.3 %
Overall maintenance of City streets, buildings & facilities	61	19.9 %
Overall enforcement of City codes & ordinances	6	2.0 %
Overall quality of customer service you receive from City employees	2	0.7 %
Overall effectiveness of City communication with the public	4	1.3 %
Overall quality of solid waste services (trash, recycling, yard waste)	10	3.3 %
Overall effectiveness of community planning & development	9	2.9 %
Overall flow of traffic & congestion management in Fairway	8	2.6 %
Overall quality of services provided by City	12	3.9 %
None chosen	34	11.1 %
Total	307	100.0 %

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

Q2. 2nd choice	Number	Percent
Overall quality of police services	36	11.7 %
Overall quality of City parks & recreation programs & facilities	19	6.2 %
Overall maintenance of City streets, buildings & facilities	109	35.5 %
Overall enforcement of City codes & ordinances	23	7.5 %
Overall quality of customer service you receive from City employees	5	1.6 %
Overall effectiveness of City communication with the public	8	2.6 %
Overall quality of solid waste services (trash, recycling, yard waste)	38	12.4 %
Overall effectiveness of community planning & development	15	4.9 %
Overall flow of traffic & congestion management in Fairway	16	5.2 %
Overall quality of services provided by City	3	1.0 %
None chosen	35	11.4 %
Total	307	100.0 %

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	24	7.8 %
Overall quality of City parks & recreation programs & facilities	26	8.5 %
Overall maintenance of City streets, buildings & facilities	37	12.1 %
Overall enforcement of City codes & ordinances	24	7.8 %
Overall quality of customer service you receive from City employees	8	2.6 %
Overall effectiveness of City communication with the public	14	4.6 %
Overall quality of solid waste services (trash, recycling, yard waste)	63	20.5 %
Overall effectiveness of community planning & development	28	9.1 %
Overall flow of traffic & congestion management in Fairway	25	8.1 %
Overall quality of services provided by City	19	6.2 %
None chosen	39	12.7 %
Total	307	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	214	69.7 %
Overall quality of City parks & recreation programs & facilities	52	16.9 %
Overall maintenance of City streets, buildings & facilities	207	67.4 %
Overall enforcement of City codes & ordinances	53	17.3 %
Overall quality of customer service you receive from City employees	15	4.9 %
Overall effectiveness of City communication with the public	26	8.5 %
Overall quality of solid waste services (trash, recycling, yard waste)	111	36.2 %
Overall effectiveness of community planning & development	52	16.9 %
Overall flow of traffic & congestion management in Fairway	49	16.0 %
Overall quality of services provided by City	34	11.1 %
None chosen	34	11.1 %
Total	847	

Q3. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Fairway using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall image of City	60.6%	33.2%	4.2%	0.7%	0.0%	1.3%
Q3-2. Overall value that you receive for your City tax & fees	33.9%	41.7%	16.3%	4.6%	1.3%	2.3%
Q3-3. Overall quality of life in City	63.2%	31.3%	4.2%	0.7%	0.0%	0.7%
Q3-4. Overall appearance of City	46.9%	43.0%	5.9%	2.6%	0.7%	1.0%
Q3-5. Overall feeling of safety in City	64.5%	29.6%	5.2%	0.3%	0.0%	0.3%

WITHOUT "DON'T KNOW"

Q3. Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Fairway using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall image of City	61.4%	33.7%	4.3%	0.7%	0.0%
Q3-2. Overall value that you receive for your City tax & fees	34.7%	42.7%	16.7%	4.7%	1.3%
Q3-3. Overall quality of life in City	63.6%	31.5%	4.3%	0.7%	0.0%
Q3-4. Overall appearance of City	47.4%	43.4%	5.9%	2.6%	0.7%
Q3-5. Overall feeling of safety in City	64.7%	29.7%	5.2%	0.3%	0.0%

Q4. PARKS AND RECREATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following Parks and Recreation services provided by the City of Fairway.

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Maintenance of City parks	43.3%	37.1%	7.2%	1.6%	0.0%	10.7%
Q4-2. Youth recreation programs	22.5%	17.3%	15.3%	1.0%	0.0%	44.0%
Q4-3. Adult recreation programs	20.5%	19.9%	16.0%	2.3%	0.0%	41.4%
Q4-4. Senior recreation programs	16.0%	14.0%	17.6%	1.6%	0.3%	50.5%
Q4-5. City swimming pool	41.7%	21.5%	11.1%	1.3%	0.3%	24.1%
Q4-6. City special events & festivals	27.0%	33.2%	16.6%	1.3%	0.3%	21.5%
Q4-7. Ease of registering for programs	26.1%	24.8%	14.3%	1.6%	0.7%	32.6%
Q4-8. Fees charged for recreation programs	23.1%	22.5%	16.6%	2.6%	1.3%	33.9%

WITHOUT "DON'T KNOW"

Q4. PARKS AND RECREATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following Parks and Recreation services provided by the City of Fairway. (without "don't know")

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Maintenance of City parks	48.5%	41.6%	8.0%	1.8%	0.0%
Q4-2. Youth recreation programs	40.1%	30.8%	27.3%	1.7%	0.0%
Q4-3. Adult recreation programs	35.0%	33.9%	27.2%	3.9%	0.0%
Q4-4. Senior recreation programs	32.2%	28.3%	35.5%	3.3%	0.7%
Q4-5. City swimming pool	54.9%	28.3%	14.6%	1.7%	0.4%
Q4-6. City special events & festivals	34.4%	42.3%	21.2%	1.7%	0.4%
Q4-7. Ease of registering for programs	38.6%	36.7%	21.3%	2.4%	1.0%
Q4-8. Fees charged for recreation programs	35.0%	34.0%	25.1%	3.9%	2.0%

Q5. Which THREE of the Parks and Recreation services listed in Question 4 do you think are MOST IMPORTANT for the City to provide?

Q5. Top choice	Number	Percent
Maintenance of City parks	160	52.1 %
Youth recreation programs	13	4.2 %
Adult recreation programs	4	1.3 %
Senior recreation programs	4	1.3 %
City swimming pool	60	19.5 %
City special events & festivals	9	2.9 %
Ease of registering for programs	1	0.3 %
Fees charged for recreation programs	7	2.3 %
None chosen	49	16.0 %
Total	307	100.0 %

Q5. Which THREE of the Parks and Recreation services listed in Question 4 do you think are MOST IMPORTANT for the City to provide?

Q5. 2nd choice	Number	Percent
Maintenance of City parks	50	16.3 %
Youth recreation programs	25	8.1 %
Adult recreation programs	8	2.6 %
Senior recreation programs	12	3.9 %
City swimming pool	116	37.8 %
City special events & festivals	22	7.2 %
Ease of registering for programs	5	1.6 %
Fees charged for recreation programs	6	2.0 %
None chosen	63	20.5 %
Total	307	100.0 %

Q5. Which THREE of the Parks and Recreation services listed in Question 4 do you think are MOST IMPORTANT for the City to provide?

Q5. 3rd choice	Number	Percent
Maintenance of City parks	19	6.2 %
Youth recreation programs	56	18.2 %
Adult recreation programs	14	4.6 %
Senior recreation programs	16	5.2 %
City swimming pool	20	6.5 %
City special events & festivals	63	20.5 %
Ease of registering for programs	10	3.3 %
Fees charged for recreation programs	29	9.4 %
None chosen	80	26.1 %
Total	307	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the Parks and Recreation services listed in Question 4 do you think are MOST IMPORTANT for the City to provide? (to 3)

<u>Q5. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	229	74.6 %
Youth recreation programs	94	30.6 %
Adult recreation programs	26	8.5 %
Senior recreation programs	32	10.4 %
City swimming pool	196	63.8 %
City special events & festivals	94	30.6 %
Ease of registering for programs	16	5.2 %
Fees charged for recreation programs	42	13.7 %
None chosen	49	16.0 %
Total	778	

Q6. Are there any Parks and Recreation programs or facilities that you think the City should provide that are not currently offered by the City? (1st suggestion)

- Additional Park on Brookridge
- Please get grass growing - especially around sidewalks. My dogs always walk through the mud.
- How about a fountain? Everyone else has a fountain. They are nice. And it's sort of a thing round these parts.
- Aquatics class for seniors other than lap swimming.
- Healthy eating/planting for kids
- recreation center
- reduced fees for seniors
- INDOOR MEETING SPACE
- VENUE TO HOLD WEDDINGS
- COMMUNITY CENTER
- MORE PICKLEBALL
- POOP STATIONS MORE SITES
- More evening/weekend pre-school activities (gymnastics, bitty ball, soccer). I do not think Fairway can compete with other cities for school-age activities, but they can capitalize on pre-school programs that are conveniently located in the city.
- discount for senior residents
- more culture
- BRING BACK COOKIE CONTEST OR BBQ CONTEST
- walking path
- jogging paths
- PROGRAMS FOR ADULTS IN THE EVENINGS OR WEEKENDS
- SENIOR TENNIS
- KIDS SOCCER
- LOWER COST YOUTH ACTIVITIES
- The new equipment at Neal Patterson Park is nice but needs more swings (or at least 2 toddler swings NEXT to each other) and equipment for older kids to play on.
- Adult evening programs
- Less programs as they're provided elsewhere
- add playground at city facility at State Park and Belinder
- trash bins
- dog waste bins
- community center
- bathroom at the park
- better sidewalks
- MINI GOLF
- DOG PARK
- pickleball courts
- BRIDGE
- music in the park
- make tennis courts multiuse for basketball and other things
- community center

Q6. Are there any Parks and Recreation programs or facilities that you think the City should provide that are not currently offered by the City? (1st suggestion) (cont.)

- ice skating park
- MORE HOLIDAY TRADITION
- BIG CONTROL AT PARK AND POOL ESEPCIAL Y NOW THAT THERE IS A GRASS Y AREA AT THE POOL
- SR DAY TRIPS
- PARK IN THE GOLDEN TRIANLE
- swim team later into the summer
- founders day
- WATER AEROBICS CLASSES
- PICKELBALL LESSONS
- DO AWAY WITH THE PASTAPOTTY OF THE PARK AND BUILD A PERMANENT FACILITY OR ACCESS TO POOL FACILIITES
- GREATER VARIETY FOR WORKING ADULS
- Gym/Fitness Facility
- dog run
- SUMMER WEEKEND CONCERTS IN THE PARK
- PROGRAMS FOR DISABLED PEOPLE
- DISC GOLF
- don't use these
- GYM
- DIVINING TEAM NO LONGER AT FAIRWAY POOL
- MAKE MISSOURI RESIDENTS PAY SIGNIFICANTLY MORE FOR POOL
- GRANDPARENTS AND GRANDKIDS SWIMMING
- UPGRADE LANDSCAPING
- pickle ball
- summer swim lessons
- basketball court
- tennis
- art in the park
- Bike trail
- dog park
- Off leash dog park

Q6. Are there any Parks and Recreation programs or facilities that you think the City should provide that are not currently offered by the City? (2nd suggestion)

- Please get grass growing - especially around sidewalks. My dogs always walk through the mud.
- Some little stone towers. Maybe like Prairie Village, or what they have on Ward Pkwy.
- A new park or green space area in Ward 4 closer to Roe.
- How to keep our water and environment clean
- ONLINE DISCUSSION BOARD
- WALKING TRAILS
- I think it is great we got new equipment in the park, but thought the design and layout was a little odd, and only preferable to preschoolers vs school age kids.
- trails
- TEEN ACTIVITIES
- animal park
- BIKE SAFETY CLASSES FOR ELEM KIDS
- SENIOR YOGA
- KIDS BASKETBALL
- LOWER CUT SWIM LESSONS
- I like the summer youth programs but think the summer day camp needs more structure. It's too expensive for just hanging out at the park and the pool all day.
- post scheduled use of park and tennis courts on board at pool
- youth programs
- weekend toddler classes
- another park
- GOLF LESSONS
- indoor basketball courts
- ADULT DANCE
- off leash dog area
- more festival like activities, Halloween is great would like more of that
- all year activities
- MORE KIDS ACITVITIES BESIDES WIMMING
- art classes youth community gardens
- 9-10 PM LAP TIME
- Coffee Shop
- dog waste bags/disposal
- PICKLEBALL
- MAKE FAIRWAY RESIDENTS A PROORITY FOR SWIM TEAM
- toddler programs
- Better advertising for swimming lessons if they are offered at the Fairway pool

Q7. Using the list below, please indicate your top TWO reasons for visiting a park.

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Cultural activities (festivals, fairs, concerts)	40	13.0 %
A place to reflect & contemplate	20	6.5 %
A desire to be outdoors	106	34.5 %
Playground equipment	60	19.5 %
Family or social gathering	29	9.4 %
Physical fitness	20	6.5 %
Hobbies	2	0.7 %
None chosen	30	9.8 %
Total	307	100.0 %

Q7. Using the list below, please indicate your top TWO reasons for visiting a park.

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Cultural activities (festivals, fairs, concerts)	25	8.1 %
A place to reflect & contemplate	25	8.1 %
A desire to be outdoors	65	21.2 %
Playground equipment	32	10.4 %
Family or social gathering	54	17.6 %
Physical fitness	60	19.5 %
Hobbies	7	2.3 %
None chosen	39	12.7 %
Total	307	100.0 %

SUM OF TOP 2 CHOICES

Q7. Using the list below, please indicate your top TWO reasons for visiting a park. (top 2)

<u>Q7. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Cultural activities (festivals, fairs, concerts)	65	21.2 %
A place to reflect & contemplate	45	14.7 %
A desire to be outdoors	171	55.7 %
Playground equipment	92	30.0 %
Family or social gathering	83	27.0 %
Physical fitness	80	26.1 %
Hobbies	9	2.9 %
None chosen	30	9.8 %
Total	575	

Q8. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following Public Safety Services provided by the City of Fairway.

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Visibility of police in neighborhoods	55.4%	34.5%	6.2%	2.9%	0.3%	0.7%
Q8-2. Visibility of police in commercial/retail areas	40.4%	37.8%	11.7%	2.3%	0.3%	7.5%
Q8-3. City's efforts to prevent crime	52.4%	33.9%	7.2%	1.0%	0.3%	5.2%
Q8-4. How quickly police respond to emergencies	53.1%	22.1%	4.2%	0.3%	0.3%	19.9%
Q8-5. Enforcement of local traffic laws	43.0%	35.2%	12.7%	4.2%	2.0%	2.9%
Q8-6. Overall quality of police services	60.3%	31.3%	5.5%	1.0%	0.7%	1.3%

WITHOUT "DON'T KNOW"

Q8. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following Public Safety Services provided by the City of Fairway. (without "don't know")

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Visibility of police in neighborhoods	55.7%	34.8%	6.2%	3.0%	0.3%
Q8-2. Visibility of police in commercial/retail areas	43.7%	40.8%	12.7%	2.5%	0.4%
Q8-3. City's efforts to prevent crime	55.3%	35.7%	7.6%	1.0%	0.3%
Q8-4. How quickly police respond to emergencies	66.3%	27.6%	5.3%	0.4%	0.4%
Q8-5. Enforcement of local traffic laws	44.3%	36.2%	13.1%	4.4%	2.0%
Q8-6. Overall quality of police services	61.1%	31.7%	5.6%	1.0%	0.7%

Q9. Which TWO of the Public Safety Services listed in Question 8 do you think are MOST IMPORTANT for the City to provide?

Q9. Top choice	Number	Percent
Visibility of police in neighborhoods	105	34.2 %
Visibility of police in commercial/retail areas	3	1.0 %
City's efforts to prevent crime	67	21.8 %
How quickly police respond to emergencies	73	23.8 %
Enforcement of local traffic laws	13	4.2 %
Overall quality of police services	20	6.5 %
None chosen	26	8.5 %
Total	307	100.0 %

Q9. Which TWO of the Public Safety Services listed in Question 8 do you think are MOST IMPORTANT for the City to provide?

Q9. 2nd choice	Number	Percent
Visibility of police in neighborhoods	67	21.8 %
Visibility of police in commercial/retail areas	18	5.9 %
City's efforts to prevent crime	65	21.2 %
How quickly police respond to emergencies	79	25.7 %
Enforcement of local traffic laws	28	9.1 %
Overall quality of police services	22	7.2 %
None chosen	28	9.1 %
Total	307	100.0 %

SUM OF TOP 2 CHOICES

Q9. Which TWO of the Public Safety Services listed in Question 8 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q9. Sum of top 2 choices	Number	Percent
Visibility of police in neighborhoods	172	56.0 %
Visibility of police in commercial/retail areas	21	6.8 %
City's efforts to prevent crime	132	43.0 %
How quickly police respond to emergencies	152	49.5 %
Enforcement of local traffic laws	41	13.4 %
Overall quality of police services	42	13.7 %
None chosen	26	8.5 %
Total	586	

Q10. PERCEPTIONS OF SAFETY. On a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations.

(N=307)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q10-1. In your neighborhood during the day	74.9%	19.5%	3.3%	0.7%	0.3%	1.3%
Q10-2. In your neighborhood at night	54.4%	35.5%	8.1%	1.6%	0.0%	0.3%
Q10-3. In City parks	45.9%	30.3%	8.5%	0.7%	0.0%	14.7%
Q10-4. In commercial & retail areas during the day	64.8%	26.7%	4.9%	0.3%	0.0%	3.3%
Q10-5. In commercial & retail areas at night	50.8%	33.9%	7.8%	2.0%	0.3%	5.2%
Q10-6. Overall feeling of safety in Fairway	64.2%	29.6%	5.2%	0.3%	0.0%	0.7%

WITHOUT "DON'T KNOW"

Q10. PERCEPTIONS OF SAFETY. On a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=307)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q10-1. In your neighborhood during the day	75.9%	19.8%	3.3%	0.7%	0.3%
Q10-2. In your neighborhood at night	54.6%	35.6%	8.2%	1.6%	0.0%
Q10-3. In City parks	53.8%	35.5%	9.9%	0.8%	0.0%
Q10-4. In commercial & retail areas during the day	67.0%	27.6%	5.1%	0.3%	0.0%
Q10-5. In commercial & retail areas at night	53.6%	35.7%	8.2%	2.1%	0.3%
Q10-6. Overall feeling of safety in Fairway	64.6%	29.8%	5.2%	0.3%	0.0%

Q11. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following.

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing clean-up of debris on private property	20.8%	33.9%	19.2%	13.0%	4.6%	8.5%
Q11-2. Enforcing mowing & cutting of weeds & tall grass on private property	22.5%	36.8%	17.9%	9.1%	3.9%	9.8%
Q11-3. Enforcing exterior maintenance of residential property	18.2%	33.9%	21.5%	11.1%	5.5%	9.8%
Q11-4. Enforcing exterior maintenance of business property	24.4%	43.0%	16.0%	1.3%	1.3%	14.0%
Q11-5. Overall quality of building & permit process	18.9%	30.6%	18.2%	6.8%	3.6%	21.8%

WITHOUT "DON'T KNOW"

Q11. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following. (without "don't know")

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing clean-up of debris on private property	22.8%	37.0%	21.0%	14.2%	5.0%
Q11-2. Enforcing mowing & cutting of weeds & tall grass on private property	24.9%	40.8%	19.9%	10.1%	4.3%
Q11-3. Enforcing exterior maintenance of residential property	20.2%	37.5%	23.8%	12.3%	6.1%
Q11-4. Enforcing exterior maintenance of business property	28.4%	50.0%	18.6%	1.5%	1.5%
Q11-5. Overall quality of building & permit process	24.2%	39.2%	23.3%	8.8%	4.6%

Q12. Which TWO of the Code Enforcement activities listed in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. Top choice	Number	Percent
Enforcing clean-up of debris on private property	88	28.7 %
Enforcing mowing & cutting of weeds & tall grass on private property	35	11.4 %
Enforcing exterior maintenance of residential property	84	27.4 %
Enforcing exterior maintenance of business property	17	5.5 %
Overall quality of building & permit process	41	13.4 %
None chosen	42	13.7 %
Total	307	100.0 %

Q12. Which TWO of the Code Enforcement activities listed in Question 11 do you think are MOST IMPORTANT for the City to provide?

Q12. 2nd choice	Number	Percent
Enforcing clean-up of debris on private property	54	17.6 %
Enforcing mowing & cutting of weeds & tall grass on private property	76	24.8 %
Enforcing exterior maintenance of residential property	66	21.5 %
Enforcing exterior maintenance of business property	40	13.0 %
Overall quality of building & permit process	22	7.2 %
None chosen	49	16.0 %
Total	307	100.0 %

SUM OF TOP 2 CHOICES

Q12. Which TWO of the Code Enforcement activities listed in Question 11 do you think are MOST IMPORTANT for the City to provide? (top 2)

Q12. Sum of top 2 choices	Number	Percent
Enforcing clean-up of debris on private property	142	46.3 %
Enforcing mowing & cutting of weeds & tall grass on private property	111	36.2 %
Enforcing exterior maintenance of residential property	150	48.9 %
Enforcing exterior maintenance of business property	57	18.6 %
Overall quality of building & permit process	63	20.5 %
None chosen	42	13.7 %
Total	565	

Q13. MAINTENANCE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City.

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	37.1%	45.6%	11.1%	3.6%	1.0%	1.6%
Q13-2. Maintenance of streets in your neighborhood	36.8%	42.7%	10.7%	5.9%	2.9%	1.0%
Q13-3. Snow removal on major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	73.6%	23.8%	1.3%	0.3%	0.0%	1.0%
Q13-4. Snow removal on streets in your neighborhood	72.3%	23.8%	1.6%	1.0%	0.0%	1.3%
Q13-5. Mowing & trimming along City streets & other public areas	47.2%	39.7%	7.5%	2.3%	1.0%	2.3%
Q13-6. Overall cleanliness of City streets & other public areas	49.5%	41.0%	5.5%	1.6%	1.3%	1.0%
Q13-7. Adequacy of City street lighting	35.5%	35.2%	17.9%	7.8%	2.3%	1.3%
Q13-8. Tree trimming & urban forestry along City streets & other public areas	33.9%	37.5%	16.0%	8.8%	2.3%	1.6%
Q13-9. Limb removal after declaration of significant City-wide storm damage	47.2%	33.6%	9.8%	5.5%	1.6%	2.3%

WITHOUT "DON'T KNOW"

Q13. MAINTENANCE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following services provided by the City. (without "don't know")

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	37.7%	46.4%	11.3%	3.6%	1.0%
Q13-2. Maintenance of streets in your neighborhood	37.2%	43.1%	10.9%	5.9%	3.0%
Q13-3. Snow removal on major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	74.3%	24.0%	1.3%	0.3%	0.0%
Q13-4. Snow removal on streets in your neighborhood	73.3%	24.1%	1.7%	1.0%	0.0%
Q13-5. Mowing & trimming along City streets & other public areas	48.3%	40.7%	7.7%	2.3%	1.0%
Q13-6. Overall cleanliness of City streets & other public areas	50.0%	41.4%	5.6%	1.6%	1.3%
Q13-7. Adequacy of City street lighting	36.0%	35.6%	18.2%	7.9%	2.3%
Q13-8. Tree trimming & urban forestry along City streets & other public areas	34.4%	38.1%	16.2%	8.9%	2.3%
Q13-9. Limb removal after declaration of significant City-wide storm damage	48.3%	34.3%	10.0%	5.7%	1.7%

Q14. Which THREE of the City Maintenance Services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	93	30.3 %
Maintenance of streets in your neighborhood	64	20.8 %
Snow removal on major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	34	11.1 %
Snow removal on streets in your neighborhood	30	9.8 %
Mowing & trimming along City streets & other public areas	5	1.6 %
Overall cleanliness of City streets & other public areas	11	3.6 %
Adequacy of City street lighting	10	3.3 %
Tree trimming & urban forestry along City streets & other public areas	9	2.9 %
Limb removal after declaration of significant City-wide storm damage	18	5.9 %
None chosen	33	10.7 %
Total	307	100.0 %

Q14. Which THREE of the City Maintenance Services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	29	9.4 %
Maintenance of streets in your neighborhood	67	21.8 %
Snow removal on major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	47	15.3 %
Snow removal on streets in your neighborhood	46	15.0 %
Mowing & trimming along City streets & other public areas	6	2.0 %
Overall cleanliness of City streets & other public areas	31	10.1 %
Adequacy of City street lighting	10	3.3 %
Tree trimming & urban forestry along City streets & other public areas	15	4.9 %
Limb removal after declaration of significant City-wide storm damage	18	5.9 %
None chosen	38	12.4 %
Total	307	100.0 %

Q14. Which THREE of the City Maintenance Services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	14	4.6 %
Maintenance of streets in your neighborhood	21	6.8 %
Snow removal on major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	27	8.8 %
Snow removal on streets in your neighborhood	40	13.0 %
Mowing & trimming along City streets & other public areas	15	4.9 %
Overall cleanliness of City streets & other public areas	46	15.0 %
Adequacy of City street lighting	32	10.4 %
Tree trimming & urban forestry along City streets & other public areas	27	8.8 %
Limb removal after declaration of significant City-wide storm damage	37	12.1 %
None chosen	48	15.6 %
Total	307	100.0 %

SUM OF TOP 3 CHOICES

Q14. Which THREE of the City Maintenance Services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	136	44.3 %
Maintenance of streets in your neighborhood	152	49.5 %
Snow removal on major City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	108	35.2 %
Snow removal on streets in your neighborhood	116	37.8 %
Mowing & trimming along City streets & other public areas	26	8.5 %
Overall cleanliness of City streets & other public areas	88	28.7 %
Adequacy of City street lighting	52	16.9 %
Tree trimming & urban forestry along City streets & other public areas	51	16.6 %
Limb removal after declaration of significant City-wide storm damage	73	23.8 %
None chosen	33	10.7 %
Total	835	

Q15. Please rate your satisfaction with the following aspects of trash and recycling services provided by the City using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Residential curbside trash & recycling collection	45.9%	39.1%	7.8%	4.6%	1.3%	1.3%
Q15-2. Residential curbside yard waste collection	47.9%	33.9%	9.8%	5.5%	0.7%	2.3%
Q15-3. Residential curbside bulk item collection	29.0%	26.1%	13.7%	9.1%	4.2%	17.9%

WITHOUT "DON'T KNOW"

Q15. Please rate your satisfaction with the following aspects of trash and recycling services provided by the City using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Residential curbside trash & recycling collection	46.5%	39.6%	7.9%	4.6%	1.3%
Q15-2. Residential curbside yard waste collection	49.0%	34.7%	10.0%	5.7%	0.7%
Q15-3. Residential curbside bulk item collection	35.3%	31.7%	16.7%	11.1%	5.2%

Q16. COMMUNICATIONS. Which of the following sources do you currently use to get information about the City of Fairway?

Q16. What sources do you currently use to get City information	Number	Percent
City website	196	63.8 %
City Facebook page	35	11.4 %
Recreation brochure	157	51.1 %
Public meetings	22	7.2 %
City email program	170	55.4 %
Total	580	

Q17. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following aspects of communication provided by the City of Fairway.

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Availability of information about City programs & services	31.3%	48.5%	12.7%	2.0%	0.0%	5.5%
Q17-2. City efforts to keep you informed about local issues	33.6%	42.3%	16.0%	4.9%	0.3%	2.9%
Q17-3. Level of public involvement in local decision making	19.2%	29.0%	26.1%	4.9%	1.3%	19.5%
Q17-4. Usefulness of City's web page	23.1%	35.5%	21.5%	2.9%	1.3%	15.6%
Q17-5. Content of City's newsletter	37.5%	45.0%	15.0%	0.7%	0.3%	1.6%
Q17-6. Information provided through City's Facebook page	10.7%	13.7%	16.0%	0.3%	0.3%	59.0%
Q17-7. Content of City email program	26.7%	28.3%	13.4%	0.3%	1.3%	30.0%

WITHOUT "DON'T KNOW"

Q17. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following aspects of communication provided by the City of Fairway. (without "don't know")

(N=307)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Availability of information about City programs & services	33.1%	51.4%	13.4%	2.1%	0.0%
Q17-2. City efforts to keep you informed about local issues	34.6%	43.6%	16.4%	5.0%	0.3%
Q17-3. Level of public involvement in local decision making	23.9%	36.0%	32.4%	6.1%	1.6%
Q17-4. Usefulness of City's web page	27.4%	42.1%	25.5%	3.5%	1.5%
Q17-5. Content of City's newsletter	38.1%	45.7%	15.2%	0.7%	0.3%
Q17-6. Information provided through City's Facebook page	26.2%	33.3%	38.9%	0.8%	0.8%
Q17-7. Content of City email program	38.1%	40.5%	19.1%	0.5%	1.9%

Q18. CUSTOMER SERVICE. Have you contacted the City with a question, problem, or complaint during the past year?

Q18. Have you contacted City during past year	Number	Percent
Yes	159	51.8 %
No	148	48.2 %
Total	307	100.0 %

Q18a. Which City departments did you interact with?

<u>Q18a. Which City departments did you interact with</u>	<u>Number</u>	<u>Percent</u>
Public works	28	19.6 %
Police	18	12.6 %
Code enforcement	11	7.7 %
City Hall	11	7.7 %
Administration	9	6.3 %
Tree removal	8	5.6 %
Parks and Rec	8	5.6 %
City Council	4	2.8 %
Mayor	3	2.1 %
City Hall, police	2	1.4 %
Maintenance	2	1.4 %
City codes administration	2	1.4 %
OFFICE	2	1.4 %
Permits	1	0.7 %
TRASH	1	0.7 %
Building	1	0.7 %
FRONT DESK ABOUT MISSED TRASH AND RECYCLING	1	0.7 %
City administrator	1	0.7 %
City maintenance	1	0.7 %
BULDING CODES/PLANNING COMMISSION	1	0.7 %
Police/codes permits	1	0.7 %
Codes, clerk, customer services	1	0.7 %
City tree services	1	0.7 %
Pool membership	1	0.7 %
Building inspector	1	0.7 %
City hall and trash	1	0.7 %
Inspector	1	0.7 %
Building codes, police, front office	1	0.7 %
Utility	1	0.7 %
Buildings and codes enforcement	1	0.7 %
A leaking sprinkler head at 6016 windsor dr	1	0.7 %
Codes/yard maintenance	1	0.7 %
Inspection/code for water drainage on the streets	1	0.7 %
Main number	1	0.7 %
Planning	1	0.7 %
Front desk, code enforcement	1	0.7 %
Front desk	1	0.7 %
Animal control, dog license	1	0.7 %
Building code enforcement	1	0.7 %
City clerk	1	0.7 %
City Hall and police	1	0.7 %
Fairway main office	1	0.7 %
Parking signs on street	1	0.7 %
Mayor and City Council	1	0.7 %
Mayor, City aborist	1	0.7 %
Property lines	1	0.7 %
Public works, recreation	1	0.7 %
<u>Building permit</u>	<u>1</u>	<u>0.7 %</u>
Total	143	100.0 %

Q18b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "always" and 1 means "never."

(N=159)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q18b-1. They were easy to contact	64.2%	23.9%	8.8%	2.5%	0.0%	0.6%
Q18b-2. They were courteous & polite	71.7%	18.9%	4.4%	2.5%	1.9%	0.6%
Q18b-3. They gave prompt, accurate, & complete answers to questions	57.9%	20.1%	12.6%	3.8%	3.8%	1.9%
Q18b-4. They did what they said they would do in a timely manner	54.7%	19.5%	8.8%	3.8%	3.1%	10.1%
Q18b-5. They helped you resolve an issue to your satisfaction	50.9%	12.6%	14.5%	8.2%	6.9%	6.9%

WITHOUT "DON'T KNOW"

Q18b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "always" and 1 means "never." (without "don't know")

(N=159)

	Always	Usually	Sometimes	Seldom	Never
Q18b-1. They were easy to contact	64.6%	24.1%	8.9%	2.5%	0.0%
Q18b-2. They were courteous & polite	72.2%	19.0%	4.4%	2.5%	1.9%
Q18b-3. They gave prompt, accurate, & complete answers to questions	59.0%	20.5%	12.8%	3.8%	3.8%
Q18b-4. They did what they said they would do in a timely manner	60.8%	21.7%	9.8%	4.2%	3.5%
Q18b-5. They helped you resolve an issue to your satisfaction	54.7%	13.5%	15.5%	8.8%	7.4%

Q19. Please rate your level of agreement on a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree", with the following statements regarding development in the City of Fairway.

(N=307)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q19-1. City should pursue expanded areas for office and/or retail economic development	11.7%	18.2%	32.9%	16.6%	10.1%	10.4%
Q19-2. City should pursue mixed use development within existing business footprint	15.0%	23.5%	28.7%	14.0%	6.8%	12.1%

WITHOUT "DON'T KNOW"

Q19. Please rate your level of agreement on a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree", with the following statements regarding development in the City of Fairway. (without "don't know")

(N=307)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q19-1. City should pursue expanded areas for office and/or retail economic development	13.1%	20.4%	36.7%	18.5%	11.3%
Q19-2. City should pursue mixed use development within existing business footprint	17.0%	26.7%	32.6%	15.9%	7.8%

Q20. Over the years, there have been a number of discussions about the southeast corner of Shawnee Mission Parkway and Mission Road. In your opinion, what is the best potential use of that corner of the intersection?

Q20. What is best potential use of southeast corner of Shawnee Mission Parkway & Mission Road

	Number	Percent
Business or retail	59	19.2 %
Greenspace	182	59.3 %
Keep it as it is	39	12.7 %
Not provided	27	8.8 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q20. Over the years, there have been a number of discussions about the southeast corner of Shawnee Mission Parkway and Mission Road. In your opinion, what is the best potential use of that corner of the intersection? (without "not provided")

Q20. What is best potential use of southeast corner of Shawnee Mission Parkway & Mission Road

	Number	Percent
Business or retail	59	21.1 %
Greenspace	182	65.0 %
Keep it as it is	39	13.9 %
Total	280	100.0 %

Q21. Several reasons for deciding where to live are listed below. Using a scale of 1 to 4, where 4 is "very important" and 1 is "unimportant," please rate how important each reason was in your decision to live where you live.

(N=307)

	Very important	Somewhat important	Not sure	Unimportant	Not provided
Q21-1. Sense of community	57.7%	30.9%	5.5%	2.6%	3.3%
Q21-2. Quality of public schools	72.0%	15.0%	2.3%	8.5%	2.3%
Q21-3. Types of housing	74.3%	18.9%	2.3%	2.3%	2.3%
Q21-4. Affordability of housing	46.6%	33.2%	7.8%	10.4%	2.0%
Q21-5. Family & friends are nearby	44.6%	30.3%	6.5%	15.6%	2.9%
Q21-6. Proximity to jobs/ employment	52.8%	23.5%	7.5%	14.7%	1.6%
Q21-7. Safety & security	86.6%	9.4%	0.7%	1.6%	1.6%
Q21-8. Access to restaurants, entertainment & cultural activities	57.7%	30.9%	3.3%	5.9%	2.3%
Q21-9. Level of City taxation	37.5%	36.2%	15.6%	7.8%	2.9%
Q21-10. Quality of services provided by City	62.2%	26.7%	5.2%	3.3%	2.6%

WITHOUT "NOT PROVIDED"

Q21. Several reasons for deciding where to live are listed below. Using a scale of 1 to 4, where 4 is "very important" and 1 is "unimportant," please rate how important each reason was in your decision to live where you live. (without "not provided")

(N=307)

	Very important	Somewhat important	Not sure	Unimportant
Q21-1. Sense of community	59.6%	32.0%	5.7%	2.7%
Q21-2. Quality of public schools	73.7%	15.3%	2.3%	8.7%
Q21-3. Types of housing	76.0%	19.3%	2.3%	2.3%
Q21-4. Affordability of housing	47.5%	33.9%	8.0%	10.6%
Q21-5. Family & friends are nearby	46.0%	31.2%	6.7%	16.1%
Q21-6. Proximity to jobs/employment	53.6%	23.8%	7.6%	14.9%
Q21-7. Safety & security	88.1%	9.6%	0.7%	1.7%
Q21-8. Access to restaurants, entertainment & cultural activities	59.0%	31.7%	3.3%	6.0%
Q21-9. Level of City taxation	38.6%	37.2%	16.1%	8.1%
Q21-10. Quality of services provided by City	63.9%	27.4%	5.4%	3.3%

Q21. Then, please indicate if your needs are being met in Fairway.

(N=307)

	Yes	No
Q21-1. Sense of community	86.8%	13.2%
Q21-2. Quality of public schools	93.4%	6.6%
Q21-3. Types of housing	88.8%	11.2%
Q21-4. Affordability of housing	77.9%	22.1%
Q21-5. Family & friends are nearby	87.1%	12.9%
Q21-6. Proximity to jobs/employment	83.9%	16.1%
Q21-7. Safety & security	93.7%	6.3%
Q21-8. Access to restaurants, entertainment & cultural activities	87.6%	12.4%
Q21-9. Level of City taxation	67.2%	32.8%
Q21-10. Quality of services provided by City	92.6%	7.4%

Q22. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with each of the following statements.

(N=307)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q22-1. In general, my neighborhood needs to be improved	5.5%	17.6%	23.8%	39.1%	11.4%	2.6%
Q22-2. Some housing in my neighborhood needs to be better maintained	20.5%	34.9%	15.6%	20.5%	6.5%	2.0%
Q22-3. I am optimistic about future of my neighborhood	45.9%	38.8%	8.1%	4.9%	0.3%	2.0%
Q22-4. I expect value of my home to go up during next five years	48.2%	39.4%	5.9%	1.3%	1.0%	4.2%
Q22-5. School district is a benefit to my neighborhood	61.9%	26.7%	4.6%	0.0%	1.0%	5.9%
Q22-6. My neighborhood is safe	60.3%	31.9%	3.9%	0.3%	0.7%	2.9%
Q22-7. Rental properties in my neighborhood are well maintained	9.1%	21.2%	23.1%	10.1%	4.6%	31.9%
Q22-8. Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	46.3%	31.9%	13.7%	2.9%	1.0%	4.2%
Q22-9. I am proud to tell others where I live	67.1%	25.4%	4.6%	0.0%	0.3%	2.6%

WITHOUT "DON'T KNOW"

Q22. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with each of the following statements. (without "don't know")

(N=307)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q22-1. In general, my neighborhood needs to be improved	5.7%	18.1%	24.4%	40.1%	11.7%
Q22-2. Some housing in my neighborhood needs to be better maintained	20.9%	35.5%	15.9%	20.9%	6.6%
Q22-3. I am optimistic about future of my neighborhood	46.8%	39.5%	8.3%	5.0%	0.3%
Q22-4. I expect value of my home to go up during next five years	50.3%	41.2%	6.1%	1.4%	1.0%
Q22-5. School district is a benefit to my neighborhood	65.7%	28.4%	4.8%	0.0%	1.0%
Q22-6. My neighborhood is safe	62.1%	32.9%	4.0%	0.3%	0.7%
Q22-7. Rental properties in my neighborhood are well maintained	13.4%	31.1%	34.0%	14.8%	6.7%
Q22-8. Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	48.3%	33.3%	14.3%	3.1%	1.0%
Q22-9. I am proud to tell others where I live	68.9%	26.1%	4.7%	0.0%	0.3%

Q23. Which THREE of the reasons listed in Question 22 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years?

<u>Q23. Top choice</u>	<u>Number</u>	<u>Percent</u>
In general, my neighborhood needs to be improved	10	3.3 %
Some housing in my neighborhood needs to be better maintained	16	5.2 %
I am optimistic about future of my neighborhood	46	15.0 %
I expect value of my home to go up during next five years	65	21.2 %
School district is a benefit to my neighborhood	37	12.1 %
My neighborhood is safe	78	25.4 %
Rental properties in my neighborhood are well maintained	6	2.0 %
Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	3	1.0 %
I am proud to tell others where I live	7	2.3 %
None chosen	39	12.7 %
Total	307	100.0 %

Q23. Which THREE of the reasons listed in Question 22 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years?

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
In general, my neighborhood needs to be improved	3	1.0 %
Some housing in my neighborhood needs to be better maintained	13	4.2 %
I am optimistic about future of my neighborhood	27	8.8 %
I expect value of my home to go up during next five years	52	16.9 %
School district is a benefit to my neighborhood	57	18.6 %
My neighborhood is safe	72	23.5 %
Rental properties in my neighborhood are well maintained	3	1.0 %
Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	10	3.3 %
I am proud to tell others where I live	28	9.1 %
None chosen	42	13.7 %
Total	307	100.0 %

Q23. Which THREE of the reasons listed in Question 22 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years?

Q23. 3rd choice	Number	Percent
In general, my neighborhood needs to be improved	4	1.3 %
Some housing in my neighborhood needs to be better maintained	3	1.0 %
I am optimistic about future of my neighborhood	38	12.4 %
I expect value of my home to go up during next five years	40	13.0 %
School district is a benefit to my neighborhood	31	10.1 %
My neighborhood is safe	59	19.2 %
Rental properties in my neighborhood are well maintained	11	3.6 %
Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	24	7.8 %
I am proud to tell others where I live	43	14.0 %
None chosen	54	17.6 %
Total	307	100.0 %

SUM OF TOP 3 CHOICES

Q23. Which THREE of the reasons listed in Question 22 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years? (top 3)

Q23. Sum of top 3 choices	Number	Percent
In general, my neighborhood needs to be improved	17	5.5 %
Some housing in my neighborhood needs to be better maintained	32	10.4 %
I am optimistic about future of my neighborhood	111	36.2 %
I expect value of my home to go up during next five years	157	51.1 %
School district is a benefit to my neighborhood	125	40.7 %
My neighborhood is safe	209	68.1 %
Rental properties in my neighborhood are well maintained	20	6.5 %
Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	37	12.1 %
I am proud to tell others where I live	78	25.4 %
None chosen	39	12.7 %
Total	825	

Q24. What do you like BEST about Fairway?

- 1) The police presence is very good.
- 2) Snow removal is very good.
- 3) The storm damaged limb removal is very good.
- accessibility of highway downtown plaza, restaurants, grocery store, to post office shopping areas
- ALL
- ambience
- AMMENITIES, COMMUNITY, SCHOOL
- APPEARANCE
- as a former life long Missouri resident the services are exceptional
- a sense of community, followed by the trees and green spaces
- ATMOSPHERE
- Attractive and varied styles of housing; pretty landscaping; safety; and, proximity to big city amenities such as cultural institutions and restaurants.
- BEAUTIFUL HOMES WITH CHARACTER AND GREAT LOCATION SAFETY, FRIENDS, QUALITY OF PEOPLE
- beautiful neighborhoods
- BEAUTY
- Been here 41 years - it's home.
- best snow removal in the area. good schools. safe
- central location, trees, attractive homes
- CENTRAL LOCATIONQ
- CHARM, SCHOOL
- CITY REPUTATION AS SAFE
- CITY SERVICES, QUALITY OF LIFE, SAFETY, LOCATION
- CLEAN STREETS IN THE WINTER
- clean, safe, charm of trees and mature houses
- cleanliness
- close access to major highways
- close in location
- CLOSE PROXIMITY TO ENTERTAINMENT AND SOCIAL ACTIVITIES
- CLOSE TO DOWNTOWN
- CLOSE TO DOWNTOWN AND OTHER PARTS OF THE CITY SAFE AND GOOD NEIGHBORS
- close to everything
- CLOSE TO EVERYTHING
- CLOSE TO MY PLACE OF EMPLOYMENT LOVE FAIRWA Y SHOPS ESPECIALLY HEN HOUSE
- close to the city
- colonial charm, location, close to plaza
- COMMUNICATION
- Community
- Community
- Community

Q24. What do you like BEST about Fairway? (cont.)

- COMMUNITY AND CONVENIENCE
- COMMUNITY AND SAFETY
- Community
- COMMUNITY PARKS MAINTENANCE
- Community, city services, location
- community, neighborhood, ability to get outdoors and walk even to restaurants, shops close to work
- COMMUNITY/NEIGHBORHOOD FEEL
- COMMUNITY AND SAFETY
- Convenient - pleasant, safe and attentive.
- easy access
- Easy to get to other parts of town.
- Events Parks and Recs organize, Fairway little gym for toddlers, visibility of police force, storm clean up, Pool and pool house room available for rental, tennis courts, park, trees
- EVERYTHING HAS BEEN HERE FOR 56 YEARS
- FAIRWAY IS MY HOME, GREAT LOCATION, GOOD NEIGHBORS, GREAT ACCESS AND VERY GOOD CITY SERVICES
- FEEL SAFE
- Friendly
- Friendly
- Friendly
- friendly people, lovely shops. Good police
- friendly, small town feeling in a place where people care
- GEOGRAPHIC LOCATION ON THE METRO AREA
- good government
- good reputation, safe, convenient, friendly the pool
- GREAT CITY TO RAISE A FAMILY AND BEAUTIFUL HOUSES
- GREAT NEIGHBORS, LARGE MATURE TREES, SAFE PLACE TO LIVE
- GREAT PEOPLE CLOSE TO MANY AMENITIES AND SAFE
- Great people in a choice location relative to Downtown.
- GREAT SCHOOLS, MATURE TREES, GREAT LOCATION
- GREAT SERVICES
- grew up in this area and like being close to stateline downtown and the ability to walk to the store
- HIGHLANDS ELEMENTARY
- I love my neighbors and SME feeder schools and high school.
- I love that it is safe and most people are friendly.
- I love the sense of community, the variety of housing (size and cost), and the proximity to plaza, downtown, johnson drive, and highways
- It is a great community with beautiful homes. I love the tree canopy, even though we need to replace the trees at the curb where they have died over the years, the location, and the cleanliness of the city. We moved here from out of state 15 years ago and this city is the main reason why we have chosen to stay.
- IT IS A NICE ATTRACTIVE SAFE PLACE TO LIVE
- IT IS CENTRALLY LOCATED IN THE CITY
- It's a nice mix of residents, old and young, and the people are kind, friendly, and down-to-earth.

Q24. What do you like BEST about Fairway? (cont.)

- IT'S BEAUTIFUL,SAFE AND EASY ACCESS TO AREAS AROUND TOWN
- It's clean and pleasant to look at. It's safe. The schools are the best. It has a nice mix of housing stock, from affordable to extravagant. The tree, I guess. Although, we could unofficially be the City of Leaves come fall. No, seriously, we have nice trees.
- its close to the plaza
- IT'S HOME
- ITS NOT SUBURBAN
- LCOATION
- Like a small town.
- LIKE MY NEIGHBORS LOCATION AND THE CITY IS MAINTAINED WELL.
- like the access to shops and restaurants
- Location
- LOCATION LOCAL SHOPS AND NEARNESS TO KC
- location and city services
- LOCATION AND GREEN SPACE
- LOCATION AND SAFE
- Location and schools.
- LOCATION AND WARD WIDE LEAF PICKUP
- Location being able to get almost anywhere in KC metro in 30 minutes. The current houses.
- LOCATION IN HEART OF CITY

Q24. What do you like BEST about Fairway? (cont.)

- LOCATION IS EXCELLENT
- LOCATION NICE NEIGHBORS CLOSE TO EVERYTHING
- Location
- LOCATION QUALITY OF SPACE
- LOCATION, SAFETY
- Location to Plaza and surrounding areas - property values.
- location to rest of city
- location within the city
- LOCATION, BEAURTIFUL TREES
- LOCATION, FRIENDLINESS
- location, houses
- Location, location, location. Easy access to Downtown/Plaza/Westport/Brookside, highways, etc..
- LOCATION, NEIGHBORHOOD
- location, neighborhood feel
- Location, neighborliness, small scale.
- LOCATION, NEIGHBORS SCHOOLS
- LOCATION, NEIGHBORS, QUALITY OF HOMES
- LOCATION, PROXIMITY TO PLAZA
- LOCATION, SAFETY
- LOCATION, SAFETY
- LOCATION, SAFETY
- Location, safety, and governed effectively and reasonably.
- LOCATION, SCHOOL DISTRICT
- LOCATION, SENSE OF COMMUNITY AND SAFETY
- LOCATION, SMALL CITY
- location, trees, ease of travel
- location/proximity
- LOOK AND FEEL OF THE 1-STOR Y MID CENTURY RANCH ARCHITECTUAL PROFILE AND COMMUNITY
- Lots of friends we can't imagine moving away from
- Great school and community
- LOVE HOW Q UIET AND CUTE MYH NEIGHBORHOOD IS, I ALWAYS FEEL SAFE TAKING MY DOG ON WALKS, FRIENDLY COMMUNITY, STREETS ARE ALWAYS PLOWED FOLLOWING BIG SNOW STORMS
- LOVE THE CITY SMALL TOWN FEEL AFFLUENT COMMUNITY
- low taxes than rest of joco
- maintenance
- maintenance
- my neighbors
- my neighbors
- NEIGHBORHOOD APPEARANCE/FEEL
- neighborhood feel
- my neighbors
- NEIGHBORS OVERALL BEAUTY SERENITY

Q24. What do you like BEST about Fairway? (cont.)

- neighbors, trees, size
- NEIGHBORS/TREES
- NICE PROPORTION PEOPLE
- Nice, well kept neighborhoods with lots of trees. Great schools.
- OLD HOMES
- OLD TREES, DIVERSE ARCHTECTURE, TREES
- OUR COMMUNITY FEEL AND NEIGHBORHOODS
- OUR MAYOR
- OUR NEIGHBORS OUR NEIGHBORHOOD
- Our solid government.
- Peaceful, friendly.
- PEOPLE
- PEOPLE
- pretty, friendly, close to work, friends/family and retail needs
- PRIDE IN THE COMMUNITY HIGH STANDARDS
- proximity of rest of city considering quiet feel, most people are great
- proximity to city, police
- Proximity to dining, shopping, and entertainment.
- PROXIMITY TO DOWNTOWN
- Proximity to everything.
- proximity to grocery store, restaurants, biking conditions
- proximity to KC
- PROXIMITY TO SERVICES, WORK
- proximity to work
- Quaint homes built in 30's
- QUALI TY OF NEIGHBORHOODS
- quality of housing. Police dept is super.
- QUALITY OF LIFE
- quality of life and low crime rate
- QUALITY OF LIFE AND QUICK RESPONSE BY FIRST RESPONDERS
- Quality of life, quality safe neighborhoods
- QUALITY OF LIVIG, SAFETY
- quiet
- quiet
- quiet, quaint
- QUIETNESS, LESS TRAFFIC, ACCESSIBILIT Y
- ROADS CLEAR
- SAECURITY
- safe
- SAFE AND CLOSE TO EVERYTHING
- Safe and generally quiet; good neighbors that care but give each other privacy
- safe community
- safe, clean, family feel

Q24. What do you like BEST about Fairway? (cont.)

- Safe, great central location.
- safe, pretty
- SAFE, TRUSTFUL COMMUNITY
- safe, well kept, close to kc, nice houses
- SAFE, DIVERSITY OF RESIDENTS EXCELLENT CITY SERVICES.
- safety
- safety
- safety
- SAFETY AND CONVENIENCE WELL MANAGEMENT
- safety and feeling. proximity to everything
- SAFETY, PLEASANT RESIDENTS, EXCELLENT CITY SERVICES, GOOD CITY GOVT
- safety, schools, location, live and let live attitude
- SAFETY, SCHOOLS, PARKS, SENSE OF COMMUNITY
- safety, value
- SAFETY/LOCATION
- Schools and security.
- sense of community
- SENSE OF COMMUNITY GREENERY AND TREES!
- SENSE OF COMMUNITY IN OUR NEIGHBORHOODS AND SCHOOLS
- small and manageable
- Small community with friendly people, location to the city. Police and snow removal. And the pool and park. And schools.
- small community, the trees and close proximity to urban areas / work life balance
- small houses, safe streets
- SMALL SIZE, FRIENDLINESS, CAN WALK TO MANY PLACES LIKE SWIM AND RESTAURANTS
- Small town
- Small town
- Small town
- Small town feel within a city. Easy access to restaurants, bank, and grocery stores.
- SMALL TOWN FEEL, NEAR BIG CITY AMENITIES
- sweet, family friendly place. Great police force, beautiful trees, nice parks. close to many things
- THAT IT IS CLOSE TO EVERYTHING
- The appearance of the town and proximity to entertainment.
- The city is well maintained and has excellent security.
- The location, city services, and safety.
- The location, sense of community, beauty, and when you say Fairway people usually respond love that area.

Q24. What do you like BEST about Fairway? (cont.)

- the location, traffic
- THE LOOK AND FEEL
- THE LOOKS OF THE GOLDEN TRIANGLE /REPUTATION
- THE ORIGINAL HOUSING IN BRYANT WOOD
- THE PARKS AND ACCESSIBILITY.
- The people who live here are very friendly and its a small community so its easy to get to know all your neighbors. I love the classic architecture of the homes in ward 1 and ward 4 and the diversity of housing in those areas.
- The people, charm, stores and restaurants close by. Not cookie cutter.□
- The people, the charm, the smallness as a city, the trees and the convenient location.
- The quaintness of our neighborhoods with the presence of local police driving the neighborhoods.
- The safety factor and the beauty of the neighborhood.
- THE SENSE OF COMMUNITY
- The sense of community and safety of the neighborhood.
- The sense of it being a neighborhood--safe, walkable, nice parks.
- The services the city provides. I am happy to continue to pay taxes and receive the same level of services.
- The trees!! they are beautiful and established and make the city unique when compared suburban areas. We are close to everything, plaza, downtown, south. it is suburban living in the heart of the k.c. metro area.
- The walkability, proximity to other parts of town
- tree, safety
- Trees
- Trees
- Trees
- Trees
- Very convenient to everything.
- We have been here over 25yrs - BEST snow removal in the KC area.
- WELL MAINTAINED AND SAFETY
- Well maintained city. Kept beautiful year round.

Q25. What do you like LEAST about Fairway?

- ABOVE GROUND POWER LINES
- access/selection of restaurants, retail
- Aggressive policing, versus focus on patrolling streets and neighborhoods to promote safety and prevent criminal activity.
- Quality of snow plowing on neighborhood streets has gone down recently, used to be exceptional.
- ALL IS GOOD
- all the rental properties and lack of sidewalks
- ALL THE TEAR DOWNS AND RE BUILDS
- ALLOWANCES FOR NEW HOUSING THAT DOESN'T BLEND WITH THE NEIGHBORHOOD
- AMOUNT OF CONSTRUCTION
- AMOUNT OF RESTAURANTS/BARS
- ANIMAL WALKERS JUST LEAVE THEIR DOG POOP BAGS ON SIDE OF STREET I ALSO PICK UP TRASH, SIGNS DO NOT LITTER AND PICK UP AFTER YO UR KIDS AND ANIMALS
- Big gap in housing value.
- BIG HOUSES BEING BUILT IN MISSION HIGHLANDS
- BIG HOUSES, SMALL LOTS
- bigger and bigger houses
- BU RY THE POWERLINES, IT WORTH THE MONEY
- city hall administrators
- constant power outages. Lines need to be put underground.
- construction
- CONSTRUCTION OF KNOCK DOWN BUILD NEW HOMES
- COST OF HOUSING, TAXES INCREASING EACH YEAR
- Crumbling gutters, no sidewalks.
- DEVELOPERS ARE PUTTING TOO LARGE OF A HOUSE ON LOTS HOUSING IS TOO HIGH
- DEVELOPMENT OF LARGE SIZED HOUSES
- EXISTING CODE LIMITING GREENSPACE ON RESIDENTIAL LOTS IS POORLY WRITTEN AND LIMITS/HINDERS LARGE LOTS UNFAIRLY AND UNNECESSARILY
- EXISTING HOUSES ARE BEING IMPROVED WHICH IS GREAT, NECESSARY BUT SOMETIMES ARE SO OUT OF CHARACTER AND SCALE THAT I THINK IT RUINS THE APPEARANCE
- Exterior of some homes are in poor repair.
- FAIRWAY ALLOWS PEOPLE TO PARK DIRECTLY ACROSS FROM EACH OTHER ON MY STREET AND WE CAN'T GET THROUGH ALTERNATE SIDES
- feel like our area comes into the last part to be improved, street paving
- fireworks rules
- HIGH R/E TAXES
- highway named shawnee missions blvd pkwy
- homes are too expensive
- housing prices
- Housing prices are high, car parked in the street

Q25. What do you like LEAST about Fairway? (cont.)

- How people speed through neighborhoods while staring at their phone or texting on it. Fairway needs to make it illegal and then actually get the police to start enforcing the law.
- how some homes are not maintained
- Howe Drive between Eastvale and Reinhardt, needs major resurfacing.
- Huge houses being built non-stop esp. 'spec' houses.
- I DON'T LIKE HOW THEY BLOCKE DOFF STATE PARK AND BELINDER
- I live in a rental house. Annually, my landlord is put through the ringer by the city inspector in order to be approved for the rental permit. I don't disagree that having rental properties being kept to certain level of cleanliness and safety is a bad thing, however, I think your city inspector takes advantage of the situation by withholding permit approval over stupid, personal issues he has. Why isn't there any attention being paid to homes that are trashy and run down with the homeowners living in them? After having a new HVAC unit installed, the city inspector didn't pass our inspection on four separate occasions. Each time, a different issue. If the city inspector knew what he was doing, he would have caught the different issues in one, maybe two, inspection(s). I'm not convinced that his findings were really about city code, but more about personal preference and control. He would not communicate with the contractor or the landlord to any degree of detail as to why the inspections were not passing. The HVAC unit was installed in the summer of 2018 and as of today, Mar 27, 2019, we can only assume the fourth inspection was passed as we have not heard a word from the city inspector.
- During this time an announcement was made regarding the cost increase for rental home permits due to growth in the rental market in Fairway and the inspector was very busy. It's sad that so much focus is on rental properties when you have homeowners breaking the codes right and left all the time.
- I LOVE IT
- I love where I live. I'd love lower taxes for long term residence, because they may be nearing retirement, but that is a County issue.
- I wish there were (1) bike trails and (2) more restaurants within walking distance.
- I wish there were more sidewalks and that the city enforced the codes on the upkeep of people property many houses look dingy and unkept.
- ineffective public works dept. trees not maintained, replaced.
- Inflexibility of public works dept.
- INFRASTRUCTURE MAINTENANCE, GOVT STEWARDSHIP
- INFRASTRUCTURE ROADS, GREENSPACE IN SERIOUS DECLINE
- IT IS SOMEWHAT INDISTINGUISHABLE FROM PRAIRIE VILLAGE
- JENNY WILEY THE THOUGHT OF CHANGING THE INDIAN MISSION TO SOMETHING WITH MORE TRAFFIC I WILL PROTEST THAT!
- KS HOU SE OF REPRESENTATIVES MEMBER IN US CONGRESS
- lack of a larger grocery store or wider variety of shops.
- LACK OF AFFORDABLE HOUSING
- lack of condos availability
- Lack of consistency on code violations, well maintained homes called out for small things yet there are horribly maintained properties that seem to be ignored
- Huge houses being built takes away from quaint charm of Fairway
- lack of desire from city to make new housing fit within existing housing in ward 4.
- lack of diversity

Q25. What do you like LEAST about Fairway? (cont.)

- lack of diversity
- lack of diversity
- Lack of dog waste stations (trash and bags) - only in the park, I believe. Mission Hills has them scattered throughout, which is very convenient when walking a dog for a few miles.
- lack of enforcement on parking during construction
- LACK OF FORCE COMMUNITY
- lack of greenspace/trails
- LACK OF MANY PEOPLE INVOLVEMENT
- Lack of racial and ethnic diversity in the residents.
- LACK OF RETAIL AND OTHER FORMS OF TAX BASE
- Lack of sense of community.
- LACK OF SIDEWALKS AND LACK OF OVERSIGHT OF RENTAL PROPERTIES
- LACK OF SIDEWALKS IN MY NEIGHBORHOOD
- LACK OF SIDEWALKS IN SOME AREAS
- LACK OF SIDEWALKS IN THE GOLDEN TRIANGLE, ITS DANGEROUS AND I WORRY IT WILL TAKE SOMEONE BEING KILLED TO IMPLEMENT BASIC PUBLIC HEALTH MEASURES, LACK OF SIDEWALKS AND A PARK IN THE GOLDEN TRIANGLE I WOULD CONSIDER LEAVINE
- Lack of street lighting - specific to the intersection of Eastvale and Cherokee. Poor tree maintenance. Speed patrol around the south part of Windsor Dr.
- leaves
- leaves in fall
- Letting KU Med put another level on cancer facility
- level or property tax
- Limited sidewalks, would really like to see more sidewalks added, and sidewalks with a buffer area between street along major streets (esp. SMP)
- Lots of random and questionable workers.
- love it all
- maintenance of property
- MANY HOEM AND YARDS WEST OF MISSION ARE NOT TAKEN CARE OF
- My neighborhood (59th Alhambra St) has rentals that are poorly maintained, the yards are no kept up, junk in driveway and front yard, constant double parking on the street, few people rake, houses falling apart.
- Narrow streets and no sidewalks, making walking tough and dangerous.
- NARROW STREETS, FREQUENT POWER OUTAGES DURING STORMS
- neighbors who fail to keep up their property
- NEW BIG HOUSES
- new build that don't fit the neighborhood, shoddy construction/design too big a foot print
- new homes being built, very unattractive
- NO DOG PARKS
- no dog waste bins. Add back speed bumps
- NO ONE TAKES CARE OF THE MEDIANS, TRASH, WEEDS, DEAD PLANTS
- NO SIDEWALKS ON WHICH TO WALK
- NO SIDEWALKS, EXTERIOR OF NEIGHBORS HOME

Q25. What do you like LEAST about Fairway? (cont.)

- NO SIDEWALKS, # OF RENTAL PROPERTIES, AESTHETICS OF SOME HOUSES RUN DOWN
- NO THOUGHTS AT THIS TIME
- no walking trail limited walkability to restaurants retail
- no walking/biking trails
- Noise from Shawnee mission parkway.
- NOSY NEIGHBORS
- NOT ENOUGH COMMERCIAL TAX BASE
- not enough dining and shopping
- NOT ENOUGH RESTAURANTS
- Number of tear downs.
- OUR STREET IS EXTREMELY BUSY WE HAVE MANY SMALL CHILDREN AND HAVE TRIPPED A SPEED BUMP THE ISSUE IS NOT RESOLVED
- old power grid
- old trees
- over accelerated real estate appraisals/values
- OVER BUILDING
- PARKED CARS ALONG ROADWAYS
- PART OF THE NEIGHBORHOOD HOUSING IS RUN DOWN, NEEDS REMODELING/REPAIRS
- People drive too fast on Mission Rd. Lots of people walk the neighborhood (which in itself is a very good thing), but there is no obvious path or circuit or destination for walking. Mission Rd is a too-obvious division in the city. The Mission Rd division is too difficult to cross on foot. Too many barking dogs.
- PHONE PROBLEMS CITY HALL
- pizza st closed
- police
- POOR CITY TREE MAINTENANCE
- Poorly maintained home in Ward 4 and rental properties, tar on the street instead of replacing the street
- power lines
- POWER LINES ARE NOT BURIED
- POWER OUTAGES TAKE FOREVER TO FIX
- probably the loss of sense of security in my community following the highlands shootings the traffic on mission as a distant second
- PROPERTY PRICES/TAXES, SIZE OF REBUILDS
- PROPERTY TAXES
- Pruning of trees along the streets. Should pursue underground utility lines.
- raking leaves

Q25. What do you like LEAST about Fairway? (cont.)

- Recent new builds that are larger than properties that exist, make the neighborhood look less cohesive.
- Rental homes which are not kept up. Landlords hiding behind property management companies. I feel like Ward 4 is often overlooked when comparing it to the Golden Triangle and Reinhardt estates.
- RENTAL HOUSING AND STREET PARKING, SINGLE DWELLING HOMES
- Rental properties
- Rental properties poorly maintained.
- Residential codes enforcement.
- residential streets are in bad shape and our landscaping is non existent, business park is outdated
- RISING TAX RATES
- Road and curb maintenance. rental yards and trash
- SAFETY
- SHAWNEE MISSION INDIAN SCHOOL POOR USAGE
- Shawnee Mission Parkway
- SHAWNEE MISSION PARKWAY CONSTRUCTION
- Shawnee-Mission congested traffic.
- sidewalks and traffic
- SIZE OF HOUSES BEING BUILT
- small pkwy bisecting it, ward 4 mission highlands a little run down, lack of diversity
- small lot sizes
- SMP CONGESTION AND NOISE
- Snow trucks cover up all our sidewalks.
- some city codes are oppressive
- some homes are not maintained
- SOME HOMES ARE NOT MAINTAINED, TREES NEED TO BE MORE FREQUENTLY MAINTAINED
- SOME HOMES ARE VERY NEGLECTED
- some homes need remodeling
- Some neighborhood streets need resurfacing.
- some neighbors seem to not want to interact with the rest of us little diversity
- SOME RUN DOWN HOUSES
- Some run down property, shrubs on Shawnee Mission across from TV 5- messy
- SPEEDING TRAFFIC ON SHAWNEE MISSION
- squiggly lines on our streets
- STATE PARK ROAD TRAFFIC SPEEDING AND NOT STOPPING FOR STOP SIGNS
- STOP SIGNS ON REINHARDT
- Storm water management issues that the city and county struggle to address
- Stormwater
- streets in Reinhardt
- taxes
- taxes
- taxes
- taxes
- taxes

Q25. What do you like LEAST about Fairway? (cont.)

- Taxes are too high. Not enough diversification in tax revenue...city should promote more retail to help residents shoulder the tax burden. The attitude at City Hall is dismissive.
- TAXES ON OUR PROPERTY
- taxes rising, scale of new houses
- taxes
- taxes, police saturation
- taxes, street maintenance
- Taxes, traffic law enforcement and snow removal from sidewalks.
- Tear downs and new construction.
- tear downs
- teardowns, rebuilds into ugly mini mansions
- that Koenig is tearing down so many houses and building the same house over and over and over again.
- THAT THE COST OF LIVING HOUSING IS PRICING MANY PEOPLE OUT OF LIVING HERE. LACK OF DIVERSITY.
- That we are divided by a major highway, the stretch of SM Parkway between Mission Road and State Line is treacherous, the traffic caused by KUCC (both pedestrian and shuttle/car traffic), that the Fairway Shops have not been improved/updated, the police state along SM Parkway and Mission Road (over policed, makes us look like we might be profiling which is very unwelcoming). The police presence in Fairway is so high/strong that it makes me frustrated about the cost of the police, the dangerous merge onto SM Parkway right before Sheridan Road, the bleakness of the highway loops between Roe/Johnson Drive intersection and SM Parkway (also trash, dead grass, no landscaping).
- The Stockholm Syndrome that goes on at City Hall to keep resident's valid concerns and needs suppressed. This survey while a good, worthy effort is flawed above and throughout, for example. Recycling and composting a secondary notion are lumped in with stormwater which is vital. This logic hurts us.
- The amount of traffic on Shawnee Mission Parkway.
- the best city to live in still small and safe
- The condition of the pavement on Fairway Road
- The constant road construction at the corner of Mission and Shawnee Mission Parkway.
- the creek is full of trash and worse after a rain and the power goes out too often.
- The ever increasing ORANGE fencing around the ROW trees.
- THE HISTORIC QUALITY IS GONE WITH THE REMOVAL OF THE 1950'S HOUSES, THIS SHOULD HAVE BEEN ADDRESSED MANY YEARS AGO WHEN THIS REBUILDING IDEA STARTED
- The maintenance of individual homes is extremely important. I have made several additions to my home with a specific focus on quality and consistency of appearance with the neighborhood. The building process was unnecessarily difficult based on certain requirements of the building official which is understandable. However, when other homes, such as the one on Fairway, are expanded with low quality and run afoul of building codes how is this a consistent execution of rules. More importantly, how do we ensure we hold homeowners accountable to the rules and ensure strict and quick resolution. This house has been a travesty for a number of years and the city allowed it to get worse. While the issue appears to be resolved, the time frame to resolution has been unnecessarily long.

Q25. What do you like LEAST about Fairway? (cont.)

- The only other major complaint I have is the speed of vehicles through the neighborhood and the lack of adherence to stop signs. I live at the south end of Fairway Rd with young children. We play in the front yard constantly with 10 other children that live on our end of the street. Very few people stop at the stop and most importantly cars speed by without regard for the children. One day we will have a preventable tragedy. Our police perform a valuable service and make our neighborhood safe from crime, but they need to do a better job holding drivers accountable for traffic laws. By the way this would increase revenue and make our neighborhood even more safe.
- The mansions going up and making it harder for those on retirement incomes to stay in their homes.
- the new spec houses with poor/cheap construction
- The older homes keep being torn down and new much more expensive homes are being built driving the property values up and property taxes. Which if continues will drive middle income residents like me to have to sell. Example the way you asked question 28 just made me have to move out of Fairway. You started at the price point of \$200,000.
- The police absolutely need to STOP RACIAL PROFILING. We need a NDO that covers the LGTBQ community. Homes under construction in Ward 4 need to do a better job of keeping mud off the streets. Without sidewalks, this is where we must walk.
- The quaintness of our neighborhoods disappearing to look more like southern Jo Co homes.
- The real estate property taxes are escalating beyond a reasonable level (but that is a county problem, NOT Fairway's doing!)
- THE RESIDENTIAL TRASH SERVICE IS TERRIBLE.
- THE TAXES, PARTY NOISES MUSIC ON REINHADT DR IN THE WARMER MONTHS LOTS OF ROAD CONSTRUCTION
- The teardowns and rebuilds in ward 4 are ruining the charm and character of the area which was initially the reason that most of the residents moved there in the first place. The houses are out of scale for the neighborhood and become an eyesore and contribute to stormwater issues in the city. The city council is very open to hearing from residents about issues that they would like addressed, but the follow up is pretty poor. You never hear if the issue was actually discussed by the city council, and of course nothing is changed regarding the issues no matter how many people bring it up to the council.
- The tearing down of houses and replacement with houses much to big for the lot. It is impacting the charm of the neighborhoods. Not enough green space maintained around the house and houses are being allowed to be too tall. The city does not provide leaf collection as part of the city services. We are the City of Trees and the amount of leaves in the fall is overwhelming. As soon as you take care of the leaves in your yard, the neighbor's leaves from up and down the block blow in to your yard and you have to start all over. If all leaves on the block were picked up from curb by just raking to curb 2 to 3 times in the season at same time, it would make a huge difference. Fall used to be my favorite season and I now hate it because of the constant battle with the leaves.
- THE TRASHY LOOKING HOUSES IN THE HOOD, THEY USED TO GO AROUND AND LEAVE NOTES/LETTERS ON UPDATES NEEDED ETC
- THE WAY WE ARE TEARING DOWN HOUSES
- THERE NEEDS TO BE MORE STREET LIGHTING
- Too many leaves to rake.
- TOO MANY SUPER SIZE NEW HOMES, TAX ON REAL ESTATE GETTING DIFFICULT TO MANAGE ON LIMITED INCOME BUT THERE IS LITTLE OPPORTUNTIES TOCHANGE WITH LITTLE RETAIL BUSINESS IN AREA

Q25. What do you like LEAST about Fairway? (cont.)

- too many trees/now winter activities
- too many very large homes
- TOO MUCH TRAFFIC GOES TO FAST WE NEED SPEED BUMPS.
- traffic calming
- traffic congestion
- TRAFFIC ON SHAWNEE MISSION
- traffic. no playground north of Ms. Parkway
- trash been missed at least 6 times
- TRASH COLLECTION TOO RESTRICTIVE
- Trash service is terrible. Also, the City of Trees could use better lime removal, etc.
- TREE DAMAGE, DAMAGE AT FALLING TREES
- UNFRIENDLY NEIGHROBORS
- Unhealthy obsession with trees, many are overgrown & too thick. The fines related to trees are illogical and excessive in relation to the risk to the neighborhood or the tree. Trees that have been on our properties for generations are unlikely to be damaged by minor home projects. Orange fencing is ridiculous.
- Wish we had sidewalks and good lighting to make it a safer more walkable city. Thus it would also be more senior and family friendly.
- The surveys
- VERY LITTLE GREEN SPACE AND WALKING PATHS.
- WARD 4 IS IN FAIRWAY BUT AS SOARE TO THE CITY
- WATER FROM CREEKS, AFTER TREES OWNED BY FAIRWAY RMEOVED PUTTING DOWN GRASS SEED AND NOT SOD, DOESN'T WORK, LEFT ME WITH \$350 COST NOT HAPPY NOT FAIR
- WE ARE HAPPY WITH LIVING HERE 5 YRS
- WE NEED SAFER STREETS FOR WALKING AND BIKING, TOO MUCH TRAFFIC, SIDEWALKS IN TRIAGNLE
- We need to better manage construction, architectural choices, and tear downs.
- WISH THERE WERE MORE RESTAURANTS TO WALK TO
- WOULD LIKE TO SEE MORE POLICE PRESENCE IN ALL THE NEIGHBORHOODS
- WOULD LOVE A LOCAL COFFEE SHOP
- YARD WASTE REMOVAL

Q26. Approximately how many years have you lived in the City of Fairway?

<u>Q26. How many years have you lived in City of Fairway</u>	<u>Number</u>	<u>Percent</u>
0-5	66	21.5 %
6-10	51	16.6 %
11-15	34	11.1 %
16-20	32	10.4 %
21-30	57	18.6 %
31+	61	19.9 %
Not provided	6	2.0 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q26. Approximately how many years have you lived in the City of Fairway? (without "not provided")

<u>Q26. How many years have you lived in City of Fairway</u>	<u>Number</u>	<u>Percent</u>
0-5	66	21.9 %
6-10	51	16.9 %
11-15	34	11.3 %
16-20	32	10.6 %
21-30	57	18.9 %
31+	61	20.3 %
Total	301	100.0 %

Q27. Do you own or rent your current residence?

<u>Q27. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	283	92.2 %
Rent	22	7.2 %
Not provided	2	0.7 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q27. Do you own or rent your current residence? (without "not provided")

<u>Q27. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	283	92.8 %
Rent	22	7.2 %
Total	305	100.0 %

Q28. If you were to move to another residence in Fairway, what type of home would you be looking to rent or purchase?

Q28. What type of home would you be looking to rent or purchase

	Number	Percent
Single family home	218	71.0 %
Apartment	7	2.3 %
Townhome/duplex	26	8.5 %
Condo	30	9.8 %
Not provided	26	8.5 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q28. If you were to move to another residence in Fairway, what type of home would you be looking to rent or purchase? (without "not provided")

Q28. What type of home would you be looking to rent or purchase

	Number	Percent
Single family home	218	77.6 %
Apartment	7	2.5 %
Townhome/duplex	26	9.3 %
Condo	30	10.7 %
Total	281	100.0 %

Q29. 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?

Q29. What home price would you be looking to purchase

	Number	Percent
\$200K-\$249,999	32	10.4 %
\$250K-\$299,999	23	7.5 %
\$300K-\$349,999	26	8.5 %
\$350K-\$399,999	24	7.8 %
\$400K-\$449,999	18	5.9 %
\$450K-\$499,999	17	5.5 %
\$500K-\$549,999	30	9.8 %
\$550K-\$599,999	8	2.6 %
\$600K-\$649,999	9	2.9 %
\$650K-\$699,999	3	1.0 %
\$700K-\$749,999	19	6.2 %
\$750K-\$799,999	8	2.6 %
\$800K+	40	13.0 %
Not provided	50	16.3 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q29. 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? (without "not provided")

Q29. What home price would you be looking to purchase

	Number	Percent
\$200K-\$249,999	32	12.5 %
\$250K-\$299,999	23	8.9 %
\$300K-\$349,999	26	10.1 %
\$350K-\$399,999	24	9.3 %
\$400K-\$449,999	18	7.0 %
\$450K-\$499,999	17	6.6 %
\$500K-\$549,999	30	11.7 %
\$550K-\$599,999	8	3.1 %
\$600K-\$649,999	9	3.5 %
\$650K-\$699,999	3	1.2 %
\$700K-\$749,999	19	7.4 %
\$750K-\$799,999	8	3.1 %
\$800K+	40	15.6 %
Total	257	100.0 %

Q30. Are you planning to live in Fairway for the next 5 years?

Q30. Are you planning to live in Fairway for next 5 years	Number	Percent
Yes	275	89.6 %
No	10	3.3 %
Not provided	22	7.2 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q30. Are you planning to live in Fairway for the next 5 years? (without "not provided")

Q30. Are you planning to live in Fairway for next 5 years	Number	Percent
Yes	275	96.5 %
No	10	3.5 %
Total	285	100.0 %

Q31. Which of the following best describes your race/ethnicity?

Q31. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	5	1.6 %
White	278	90.6 %
Hispanic	4	1.3 %
American Indian/Eskimo	1	0.3 %
Total	288	

Q32. What is your age?

Q32. What is your age	Number	Percent
18-34	48	15.6 %
35-44	52	16.9 %
45-54	58	18.9 %
55-64	64	20.8 %
65+	62	20.2 %
Not provided	23	7.5 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q32. What is your age? (without "not provided")

Q32. What is your age	Number	Percent
18-34	48	16.9 %
35-44	52	18.3 %
45-54	58	20.4 %
55-64	64	22.5 %
65+	62	21.8 %
Total	284	100.0 %

Q33. Including yourself, how many people in your household are...

	<u>Mean</u>	<u>Sum</u>
number	2.3	693
Under age 5	0.1	32
Ages 5-9	0.2	46
Ages 10-14	0.2	47
Ages 15-19	0.1	40
Ages 20-24	0.1	24
Ages 25-34	0.2	55
Ages 35-44	0.3	94
Ages 45-54	0.3	103
Ages 55-64	0.4	121
Ages 65-74	0.3	82
Ages 75+	0.2	49

Q34. Your gender:

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	148	48.2 %
Female	156	50.8 %
<u>Not provided</u>	3	1.0 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q34. Your gender: (without "not provided")

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	148	48.7 %
Female	156	51.3 %
Total	304	100.0 %

Q35. Which of the following best describes your total household income?

Q35. What best describes your total household income	Number	Percent
Under \$30K	8	2.6 %
\$30K-\$59,999	25	8.1 %
\$60K-\$99,999	45	14.7 %
\$100K-\$129,999	40	13.0 %
\$130K+	152	49.5 %
Not provided	37	12.1 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q35. Which of the following best describes your total household income? (without "not provided")

Q35. What best describes your total household income	Number	Percent
Under \$30K	8	3.0 %
\$30K-\$59,999	25	9.3 %
\$60K-\$99,999	45	16.7 %
\$100K-\$129,999	40	14.8 %
\$130K+	152	56.3 %
Total	270	100.0 %

Q36. In which of the following Wards do you currently reside?

Q36. In which Wards do you currently reside	Number	Percent
Ward 1	60	19.5 %
Ward 2	54	17.6 %
Ward 3	71	23.1 %
Ward 4	54	17.6 %
Not provided	68	22.1 %
Total	307	100.0 %

WITHOUT "NOT PROVIDED"

Q36. In which of the following Wards do you currently reside? (without "not provided")

Q36. In which Wards do you currently reside	Number	Percent
Ward 1	60	25.1 %
Ward 2	54	22.6 %
Ward 3	71	29.7 %
Ward 4	54	22.6 %
Total	239	100.0 %

Section 5:
Survey Instrument



OFFICE OF THE MAYOR

March 2019

Dear fellow Fairway Resident,

It is my goal for Fairway to continue to be what we already know it is, a great place to live and work. As part of that goal, we need your opinions and thoughts on how we are doing at providing basic city services you receive and your ideas for the future.

Please take the time to complete and return the survey in the enclosed postage-paid envelope. If you prefer to complete the survey online, you can do so at the following web address: www.fairwaykssurvey.org. Surveys will also be available for Fairway residents at City Hall located at 5240 Belinder Road. Any information provided in the survey that could be used to identify an individual will remain confidential.

This survey is being administered by ETC Institute. They are a local company and a national leader in resident survey administration and data analysis. Their extensive knowledge and experience will allow Fairway to compare ourselves to other cities and communities.

A summary of survey results will be published and made available to the public. We will use the results of the survey to evaluate and continually improve the services we provide to you.

Thank you for providing us your feedback and helping our city improve our services. If you have any questions, please contact me or the City Administrator's office at (913) 262-0350.

Respectfully,

Melanie Hepperly
Mayor
City of Fairway

2019 City of Fairway Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve residents in long-range planning and improving the quality of City services. Your responses will remain completely confidential. If you prefer to complete the survey online, please go to www.fairwaykssurvey.org.
Thank you!

1. **MAJOR CATEGORIES OF CITY SERVICES.** Please rate your overall satisfaction with major categories of services provided by the City of Fairway on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services	5	4	3	2	1	9
02. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
03. Overall maintenance of City streets, buildings & facilities	5	4	3	2	1	9
04. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
05. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
06. Overall effectiveness of City communication with the public	5	4	3	2	1	9
07. Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	9
08. Overall effectiveness of community planning and development	5	4	3	2	1	9
09. Overall flow of traffic and congestion management in Fairway	5	4	3	2	1	9
10. Overall quality of services provided by the City	5	4	3	2	1	9

2. **Which THREE of the Major Categories of City Services do you think are MOST IMPORTANT for the City to provide?** *[Write-in your answers below using the numbers from the list in Question 1.]*

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

3. **Please rate your level of satisfaction with each of the following items that may influence your perception of the City of Fairway using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

How would you rate the...	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 City tax dollars and fees	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Overall appearance of the City	5	4	3	2	1	9
5. Overall feeling of safety in the City	5	4	3	2	1	9

4. PARKS AND RECREATION. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following Parks and Recreation services provided by the City of Fairway.

Parks and Recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of City parks	5	4	3	2	1	9
2. Youth recreation programs	5	4	3	2	1	9
3. Adult recreation programs	5	4	3	2	1	9
4. Senior recreation programs	5	4	3	2	1	9
5. City swimming pool	5	4	3	2	1	9
6. City special events and festivals	5	4	3	2	1	9
7. Ease of registering for programs	5	4	3	2	1	9
8. Fees charged for recreation programs	5	4	3	2	1	9

5. Which THREE of the Parks and Recreation services listed above do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 4.]

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

6. Are there any Parks and Recreation programs or facilities that you think the City should provide that are not currently offered by the City?

1st suggestion: _____ 2nd suggestion: _____

7. Using the list below, please indicate your top TWO reasons for visiting a park. [Write in your answers using the numbers from the list below.]

- | | | |
|---|-------------------------------|------------|
| 1. Cultural Activities (festivals, fairs, concerts) | 4. Playground Equipment | 7. Hobbies |
| 2. A place to reflect and contemplate | 5. Family or social gathering | |
| 3. A desire to be outdoors | 6. Physical Fitness | |

1st: ____ 2nd: ____

8. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following Public Safety services provided by the City of Fairway.

Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The visibility of police in neighborhoods	5	4	3	2	1	9
2. The visibility of police in commercial/retail areas	5	4	3	2	1	9
3. The City's efforts to prevent crime	5	4	3	2	1	9
4. How quickly police respond to emergencies	5	4	3	2	1	9
5. Enforcement of local traffic laws	5	4	3	2	1	9
6. Overall quality of police services	5	4	3	2	1	9

9. Which TWO of the Public Safety items listed above do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 8.]

1st: ____ 2nd: ____

10. PERCEPTIONS OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations.

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In City parks	5	4	3	2	1	9
4. In commercial and retail areas during the day	5	4	3	2	1	9
5. In commercial and retail areas at night	5	4	3	2	1	9
6. Overall feeling of safety in Fairway	5	4	3	2	1	9

11. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following.

Enforcement of City Codes and Ordinances	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the clean-up of debris on private property	5	4	3	2	1	9
2. Enforcing the mowing and cutting of weeds and tall grass on private property	5	4	3	2	1	9
3. Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4. Enforcing the exterior maintenance of business property	5	4	3	2	1	9
5. Overall quality of the building and permit process	5	4	3	2	1	9

12. Which TWO of the Code Enforcement activities listed above do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 11.]

1st: ____ 2nd: ____

13. MAINTENANCE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following services provided by the City.

City Maintenance	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of major city streets (excluding Shawnee Mission Parkway, maintained by KDOT)	5	4	3	2	1	9
2. Maintenance of streets in your neighborhood	5	4	3	2	1	9
3. Snow removal on major city streets (excluding Shawnee Mission Parkway, maintained by KDOT)	5	4	3	2	1	9
4. Snow removal on streets in your neighborhood	5	4	3	2	1	9
5. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
6. Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
7. Adequacy of city street lighting	5	4	3	2	1	9
8. Tree trimming and urban forestry along city streets and other public areas	5	4	3	2	1	9
9. Limb removal after declaration of significant city-wide storm damage	5	4	3	2	1	9

14. Which THREE of the City Maintenance services listed above do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 13.]

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

15. Please rate your satisfaction with the following aspects of trash and recycling services provided by the City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Trash and Recycling Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Residential curbside trash and recycling collection	5	4	3	2	1	9
2.	Residential curbside yard waste collection	5	4	3	2	1	9
3.	Residential curbside bulk item collection	5	4	3	2	1	9

16. **COMMUNICATIONS.** Which of the following sources do you currently use to get information about the City of Fairway? [Check all that apply.]

(1) City Website (3) Recreation Brochure (5) City Email Program
 (2) City Facebook Page (4) Public Meetings

17. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following aspects of communication provided by the City of Fairway.

City Communications		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 level of public involvement in local decision making	5	4	3	2	1	9
4.	The usefulness of the City's web page	5	4	3	2	1	9
5.	The content of the City's newsletter	5	4	3	2	1	9
6.	Information provided through the City's Facebook Page	5	4	3	2	1	9
7.	The content of the City e-mail program	5	4	3	2	1	9

18. **CUSTOMER SERVICE.** Have you contacted the City with a question, problem, or complaint during the past year? (1) Yes (2) No [Skip to Question 19.]

18a. Which city departments did you interact with? _____

- 18b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

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

19. Please rate your level of agreement on a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", with the following statements regarding development in the City of Fairway.

Development	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. The City should pursue expanded areas for office and/or retail economic development	5	4	3	2	1	9
2. The City should pursue mixed use development within the existing business footprint	5	4	3	2	1	9

20. Over the years, there have been a number of discussions about the southeast corner of Shawnee Mission Parkway and Mission Road. In your opinion, what is the best potential use of that corner of the intersection?

____(1) Business or retail ____ (2) Greenspace ____ (3) Keep it as it is

21. Several reasons for deciding where to live are listed below. Using a scale of 1 to 4, where 4 is "Very Important" and 1 is "Unimportant", please rate how important each reason was in your decision to live where you live. Then, please indicate if your needs are being met in Fairway.

Reasons to Live in a Community	Very Important	Somewhat Important	Not sure	Unimportant	Are your needs being met in Fairway?	
01. Sense of community	4	3	2	1	Yes	No
02. Quality of public schools	4	3	2	1	Yes	No
03. Types of housing	4	3	2	1	Yes	No
04. Affordability of housing	4	3	2	1	Yes	No
05. Family and friends are nearby	4	3	2	1	Yes	No
06. Proximity to jobs/employment	4	3	2	1	Yes	No
07. Safety and security	4	3	2	1	Yes	No
08. Access to restaurants, entertainment and cultural activities	4	3	2	1	Yes	No
09. Level of City taxation	4	3	2	1	Yes	No
10. Quality of services provided by the City	4	3	2	1	Yes	No

22. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with each of the following statements.

Residential Issues in Fairway	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. In general, my neighborhood needs to be improved	5	4	3	2	1	9
2. Some housing in my neighborhood needs to be better maintained	5	4	3	2	1	9
3. I am optimistic about the future of my neighborhood	5	4	3	2	1	9
4. I expect the value of my home to go up during the next five years	5	4	3	2	1	9
5. The school district is a benefit to my neighborhood	5	4	3	2	1	9
6. My neighborhood is safe	5	4	3	2	1	9
7. Rental properties in my neighborhood are well-maintained	5	4	3	2	1	9
8. Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	5	4	3	2	1	9
9. I am proud to tell others where I live	5	4	3	2	1	9

23. Which THREE of the reasons listed in Question 22 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years? [Write in your answers below using the numbers from the list in Question 22.]

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

24. What do you like BEST about Fairway?

25. What do you like LEAST about Fairway?

*The City would like to know the types of housing that would most benefit their citizens.
Please answer the following questions regarding your housing preferences.*

26. Approximately how many years have you lived in the City of Fairway? _____ years

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

28. If you were to move to another residence in Fairway, what type of home would you be looking to rent or purchase?

____(1) Single Family Home _____(2) Apartment _____(3) Townhome/Duplex _____(4) Condo

29. 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?

____(01) \$200,000-\$249,999 _____(06) \$450,000-\$499,999 _____(11) \$700,000-\$749,999
____(02) \$250,000-\$299,999 _____(07) \$500,000-\$549,999 _____(12) \$750,000-\$799,999
____(03) \$300,000-\$349,999 _____(08) \$550,000-\$599,999 _____(13) \$800,000+
____(04) \$350,000-\$399,999 _____(09) \$600,000-\$649,999
____(05) \$400,000-\$449,999 _____(10) \$650,000-\$699,999

30. Are you planning to live in Fairway for the next 5 years? _____(1) Yes _____(2) No

31. Which of the following best describes your race/ethnicity? [Check all that apply.]

____(1) Asian/Pacific Islander _____(3) White _____(5) American Indian/Eskimo
____(2) Black/African American _____(4) Hispanic _____(6) Other: _____

32. What is your age? _____ years

33. Including yourself, how many people 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: _____

34. Your gender: _____(1) Male _____(2) Female

35. Which of the following best describes your total household income?

____(1) Under \$30,000 _____(3) \$60,000-\$99,999 _____(5) \$130,000 or more
____(2) \$30,000-\$59,999 _____(4) \$100,000-\$129,999

36. In which of the following Wards do you currently reside?

____(1) Ward 1 _____(2) Ward 2 _____(3) Ward 3 _____(4) Ward 4

37. Do you have any other suggestions for improving the quality of City services? If so, please write your suggestions in the space provided below.

This concludes the survey – Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.
The information printed on the lower right will ONLY be used to help identify your area of the City. If your address is not correct, please provide the correct information. Thank you.