

City of Baldwin City
PO Box 86
Baldwin City, Kansas 66006
Council Meeting Agenda

Baldwin City Public Library
800 7th St
Baldwin City, KS 66006

TUESDAY
July 3rd, 2023
7:00 PM



A. Call to Order-Mayor Casey Simoneau

B. Approval of Agenda

C. Consent Agenda

1. Minutes 06.20.2023

D. Public Comment:

Members of the public are welcome to comment on items relating to City business not listed on this Agenda. Please stand and wait to be recognized by the Mayor. As a general practice, the comments may or may not be acted upon by the Council during the meeting, or Council may refer the items to staff for follow up.

*If you wish to comment on an item listed on the agenda, a **sign-up sheet** is provided for you to sign in and provide your address. You will be called on when the Agenda item of interest is under discussion by the Council.*

E. Special Reports or Presentations

F. Old Business

1. Water meter agreement
2. Variance Notification Ordinance-2nd reading
3. Orange St.-Site Plan

G. New Business

1. Employee Mid Year Bonuses
2. Conditional Use Permit-200 Wesley St
3. High St Rezone Ordinance
4. Fireworks Ordinance

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-
5. Strategic Planning Survey
 6. Variance Committee Ordinance

H. Council Committee Reports

1. Budget and Finance - Scott Lauridsen/Cory Venable
2. Community Development - Cory Venable/Susan Pitts
3. Public Safety - Susan Pitts/Jerry Smith
4. Public Works and Utilities - Julie Constantinescu/Jerry Smith
5. Strategic Planning - Scott Lauridsen/Julie Constantinescu

I. City Administrator and Staff comments

J. Council and Mayor comments

K. Executive Session

L. Adjourn

City Council meets every first and third Tuesday of each month at 7:00 p.m. in the Library community meeting room. Council work sessions are held the last Tuesday of each month at 7:00 p.m. in the American Legion Hall.

City of Baldwin City
Minutes
Tuesday, June 20th 2023

A. Call to Order

The Baldwin City Council was called to Regular Session at 7:00 p.m. at the Baldwin City Public Library, 800 7th Street, with Mayor Casey Simoneau presiding.

Present were Council Members: Cory Venable, Susan Pitts, Julie Constantinescu and Scott Lauridsen.

Also, attending: Glenn Rodden-City Administrator; Amara Packard-City Clerk; Lynn Meador-Communications Director; Dakota Loomis-City Attorney; Stu Young-Codes Administrator; and Russ Harding-Planning and Zoning.

B. Approval of Agenda

Mayor Simoneau removed number 5, under old business; Site Plan-Osage Orange. Susan Pitts moved and Cory Venable seconded to approve the agenda as amended. Motion carried with a vote of 4 yes and 0 no.

C. Consent Agenda

1. Minutes 06.06.2023

Cory Venable moved and Susan Pitts seconded to approve the consent agenda. Motion carried with a vote of 4 yes and 0 no.

D. Public Comment

Roger Boyd-510 3rd St.- was speaking on behalf of the city tree board. They see now that the leaves are all on the trees, that there is a serious problem with the ash trees. They have been attacked, and will not survive.

Dave Hill-328 E 1400 Rd-Spoke in support of the historic downtown district. Dave has personal experience with using these types of programs and tax credits and business experience and it has all been good and positive. He has reached out to Baker and the Methodist church because he would really like to see them added into this project.

Rick Deitz-4833 Nevada Rd-Addressed the ash trees, stating that when they start to die, they will have regrowth from the center making you think it will survive. When the new growth goes away, it is too late, and very expensive to have removed because they can't climb in it from it becoming so brittle.

Rick also wanted to speak in support of the historic downtown district. He was involved in a group that restored a couple of buildings to keep them from getting torn down. He

said it is a labor of love as everything with a commercial building is much harder and more expensive than a residence.

Alan Wright-Alan echoed Rick's comments and said that it is a benefit should the building need repairs or infrastructure, the credit really helps.

E. Special Reports or Presentations

Historic District Survey presentation

Stan Hernley presented the council with a slideshow of the survey that was conducted of the downtown area for a historic district. The survey conducted included the building's significance in history, architecture and potentially engineering. The survey area was 6th Street to 9th Street from Grove Street to the alley south of High Street. The area included approximately 48 buildings. Stan discussed the various incentives of having a Historic District downtown. There will be a meeting in the library meeting room Monday June 26th for the final public report.

F. Old Business

1. Firework Discussion

Council discussed the length of time that you can sell and discharge fireworks. It is currently set to coincide with state law. Council member Julie Constantinescu stated it was too many days, and too many hours a day to allow the discharge of fireworks. The council discussed keeping the same time frame, but only allowing the sale and discharge of fireworks until 10pm except for the 3rd and 4th and a weekend that falls in between June 27th and July 5th. Dakota Loomis will draw up an amendment to the current ordinance and present it at the next council meeting.

2. Brick Street Discussion

The CDC discussed different options for the brick street improvements and are waiting on Jason Hoskins to bring some updated figures back to the committee to discuss further.

3. HWY 56 Discussion

The project price has escalated from about 2 million to about 2.6 million so the council needs to figure out funding for the engineering inspection at the end of the project. Hoping to use some ARPA money to close some of that gap. KDOT is planning on starting this project this fall, so the council needs to decide what to take out of the project to lower the costs. Jason is going to bring back figures after removing some items from the project.

4. 910 Dearborn St. Update

No update at this time, Russ has been unable to get ahold of the property owner since the last council meeting. He will try to make contact before the next council, or they will proceed with the condemnation process.

G. New Business

1. Variance Ordinance

There is nothing in the codes that explains how to apply for a variance. This ordinance would line out the process of what a person should do in the event they are denied their permit. Council discussed and gave Dakota direction of what to draft to bring back to the next council meeting.

2. Contract For Sale of Land-211 Highway 56

Delbert Sheldon reached out to the city about the lot at 211 Highway 56, wanting to purchase the property. It has been listed for sale previously but had not been listed after the listing expired. He is looking to put a commercial building in with several smaller office spaces to allow for lower overhead for the tenants.

Susan Pitts moved and Cory Venable seconded to approve the contract for sale as presented. Motion carried with a vote of 4 yes and 0 no.

H. Committee Reports

1. Budget and Finance - Scott Lauridsen/Cory Venable

- discussed community center proforma
- ARPA funds
- Baker Tilly went over May financials
- discussed budget workshop
- employee cost of living stipend

Next meeting will be 06/23/23 at 7:45am.

2. Community Development - Cory Venable/Susan Pitts

Next meeting will be 6/26/23 at 4:00 p.m., 2nd floor of City Hall.

3. Public Safety - Susan Pitts/Jerry Smith

Next meeting will be on 7/11/2023 at 4:00 p.m.

4. Public Works and Utilities - Julie Constantinescu/Jerry Smith

- received parts for the radiators for new generation
- Everygy wholesale distribution charge will increase in September

- discussed possibilities of a charging station
- discussed a customer that purchased a property at 77 E 1800 Rd. This is a new build and the water line currently runs across his property. The property has not had water in over 3 years, but the meter was still there. Eventually the line will be upgraded and moved so it is not across the property. The customer would like the city to run the new line up his driveway when the time comes that the line is replaced. Council discussed how to handle the situation. Dakota will draw up an agreement for the next council meeting with the council's direction. The customer can use the current water meter, and at the point that the new water line is installed, the city will move the meter down to the road, and run the line to the house.

Next meeting will be 07/13/23 at 9:00a.m.

5. Strategic Planning - Scott Lauridsen/Julie Constantinescu

Next meeting will be 06/30/2023 at 2:00pm.

I. City Administrator and Staff Comments

J. Council & Mayor Comments

K. Executive Session

L. Adjourn

Cory Venable moved and Susan Pitts seconded to adjourn the regular meeting. Motion carried with a vote of 4 yes and 0 no. Time: 9:29 p.m.

Attest:

Amara M. Packard

City Clerk

WATER SERVICE LINE AND METER AGREEMENT

THIS WATER LINE AND METER AGREEMENT (the “Agreement”), is made this ____ day of _____, 2023 between Kaleb C. Horne and Clare E. Horne (“Meter Lot Owner”), and the City of Baldwin City, Kansas, a municipal body politic of the State of Kansas (“City”).

WHEREAS, in accordance with the City’s normal procedures for connections to the City’s water system, the City installs a water meter on each parcel or lot of real property with a separate tax account number, and operates and maintains those meters connecting to the City infrastructure; and

WHEREAS, the City has agreed to vary its normal procedures for the installation of water meters to waive the new tap fee of \$5,500; and

WHEREAS, the City has agreed to pay up to \$5,000 to move or replace the existing water service line, meter, pit, ring, and lid located at 77 E. 1800 Road to a new connection point on E. 1800 Road.

WHEREAS, if and when a new water service line is installed the original water service line will be removed by the City. Old existing 6” water line will not be removed from the property. It will be severed and left in place.

WHEREAS, the Meter Lot Owner is the owner of the real property known as 77 E. 1800 Road with legal description contained within this document; and

WHEREAS, it is in the best interest of the citizens of the City that the parties enter into this agreement to avoid future costs and litigation.

NOW THEREFORE, WITNESSETH, that in consideration of the mutual promises and covenants set forth herein, the parties agree as follows:

1. Whereas Clauses. The Whereas clauses are incorporated into this Agreement.
2. Definitions.

(a) “Meter Lot” means the lot which is described in paragraph 3, and upon which a Water Meter will remain installed in accordance with this Agreement and through which water service will be provided to the Meter Lot Owner.

(b) "Meter Lot Owner" is the fee simple owner of the real property upon which the Water Meter is placed.

(c) "Water Line" means the water distribution line to provide water from the City's source of water to the water connections at the property lines of the Meter Lot.

3. Meter Lot. The Meter Lot Owner is the owner of the Meter Lot, which is real property known as 77 E. 1800 Road and bears the following legal description:

40.98A 15-15-20 TR IN NE/4 OF NE/4 DESC AS: BEG AT THE NE COR OF SD NE/4; TH S01DEG37'04"E ASSUMED BEARING ALONG THE E LN OF SD NE/4 1322.27FT TO THE SE COR OF THE NE/4 OF SD NE/4; TH S88DEG18'25"W ALONG THE S LN OF THE NE/4 OF SD NE/4 1350.70FT TO THE SW COR OF THE NE/4 OF SD NE/4; TH N01DEG36'19"W ALONG THE W LN OF HTE NE/4 OF SD NE/4 1320.92FT TO THE NW COR OF THE NE/4 OF SD NE/4; TH N88DEG14'58"E ALONG THE N LN OF SD NE/4 1350.42FT TO THE PT OF BEG; LESS R/W (SPLIT 2023 700556A)

4. Meter Lot Owner Responsibilities. By entry into this Agreement, the Meter Lot Owner agrees to bear all responsibility for the charges related to water usage measured through the Water Meter. The Meter Lot Owner is responsible for paying the required deposit fees with the City and placing the utility in their names prior to requesting the City provide water service to the Meter Lot.

5. City Responsibilities. By entry into this Agreement, the City agrees to waive the new tap fee of \$5,500. In addition, the City agrees to pay up to \$5,000 to move or replace the existing water service line, meter, pit, ring, and lid located at 77 E. 1800 Road to a new connection point on E. 1800 Road.

6. Successors and Assigns; Nonassignable. The Meter Lot Owner may not assign, transfer, or otherwise convey this Agreement and/or any of its rights or obligations hereunder without the prior written consent of the City and any such attempted assignment will be void.

7. Maintenance and Costs. The City has no responsibility for maintenance or repair or replacement of any infrastructure located after the point of the Water Meter with the exception of up to \$5,000 for the initial installation of the new water service line.

8. Indemnification. The Meter Lot Owner and its successors and assigns shall indemnify and hold harmless the City of Baldwin City from any losses or damages, including court costs and reasonable attorney's fees, arising in any way in connection with the Water Meter.

9. Miscellaneous.

(a) Notice. Any notices made pertaining to this Agreement shall be made, by First Class United States mail, to the parties at the addresses listed below. Each party shall notify the other in the event of any change in the notice address.

If to the Meter Lot Owner:

If to the City:

City Administrator
City of Baldwin City
803 8th Street
Baldwin City, KS 66006

(b) The terms, conditions and provisions of this Agreement shall be in addition to and not in limitation to the terms, conditions and provisions of any other documents, instruments or agreements executed by the Meter Lot Owner and the City.

(c) This Agreement shall be construed and interpreted in accordance with the laws of the State of Kansas. The parties agree that any cause arising thereunder shall be subject to the jurisdiction and venue of the Douglas County District Court.

(d) This Agreement may be executed in separate counterparts.

(e) If any provision of this Agreement or application of a provision is held invalid by a court of law for any reason or reasons, such invalidity shall not affect the other provisions or the applications thereof which can be given effect without the invalid provision or application. To this end, all of the provisions of this Agreement are deemed to be severable, each from the other.

(f) This Agreement contains the full and final Agreement between the parties and no other matter of variation therefrom, unless in writing, duly executed by the parties hereto,

shall be considered as part of this Agreement.

IN WITNESS WHEREOF, the Parties have hereto executed this Agreement as of the day
and year first above written.

BALDWIN CITY, KANSAS

Date

CASEY SIMONEAU, MAYOR

ATTEST:

AMARA PACKARD, CITY CLERK

METER LOT OWNERS

Date

KALEB C. HORNE

Date

CLARE E. HORNE

Published in the Baldwin City Signal on the ____ Day of _____, 2023.

ORDINANCE NO. 1472

AN ORDINANCE, AMENDING CHAPTER IV, ARTICLE 2 OF THE CITY CODE OF THE CITY OF BALDWIN CITY, KANSAS, REGARDING APPEAL NOTICE REQUIREMENTS IN THE EVENT OF THE DENIAL OF A BUILDING PERMIT OR DISCONTINUANCE OF CONSTRUCTION DUE TO CODE VIOLATIONS

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF BALDWIN CITY, KANSAS:

SECTION 1. That the City's Building and Construction Code, Chapter IV, Article 2, Section 204, is hereby amended to read as follows:

4-204. Building permit required; application; approval; *notice of appeal*.

No person shall hereafter erect or cause to be erected within the city any building or structure of any kind or enlarge or add to the outside dimension thereof, or relocate any building or structure already erected on which may hereafter be erected or remodel any building or structure within the city without a building permit being first obtained therefor from the city clerk, after approval by the zoning and codes administrator or his or her duly authorized assistant. *Should the zoning and codes administrator or his or her duly authorized assistant deny approval of a building permit the denying officer shall provide the applicant with written notice of the applicant's right to appeal the decision and the manner by which an appeal may be requested.* The application for such permit shall be made and the permit obtained before work is commenced upon the foundation of any such building or structure, or before the removal of any building begins.

SECTION 2. That the City's Building and Construction Code, Chapter IV, Article 2, Section 211, is hereby amended to read as follows:

4-211. Same; powers.

The building inspector shall have the following powers:

- (a) To enter, at reasonable hours and following notice to the owner, any building or structure or premises, whether complete or in the process of erection, to perform the duties contained in this chapter;
- (b) To adopt and enforce all such prudent emergency measures as he or she may deem necessary and expedient for the public safety under the laws of the city;
- (c) May cause any work done in violation of this chapter to be discontinued until he or she shall have satisfactory evidence that the work will be done in accordance with the building regulations of the city, subject to the right of any builder or owner to appeal to the governing body. *Should the building inspector cause any work to be discontinued due to the building inspector's determination that the*

work is being done in violation of this chapter, the building inspector shall provide the builder or owner with written notice of their right to appeal the decision and the manner by which an appeal may be requested.

SECTION 3. EFFECTIVE DATE OF ORDINANCE. This Ordinance shall take effect on its passage and upon its publication as required by law.

Passed by the City Council this ____ day of _____, 2023.

APPROVED:

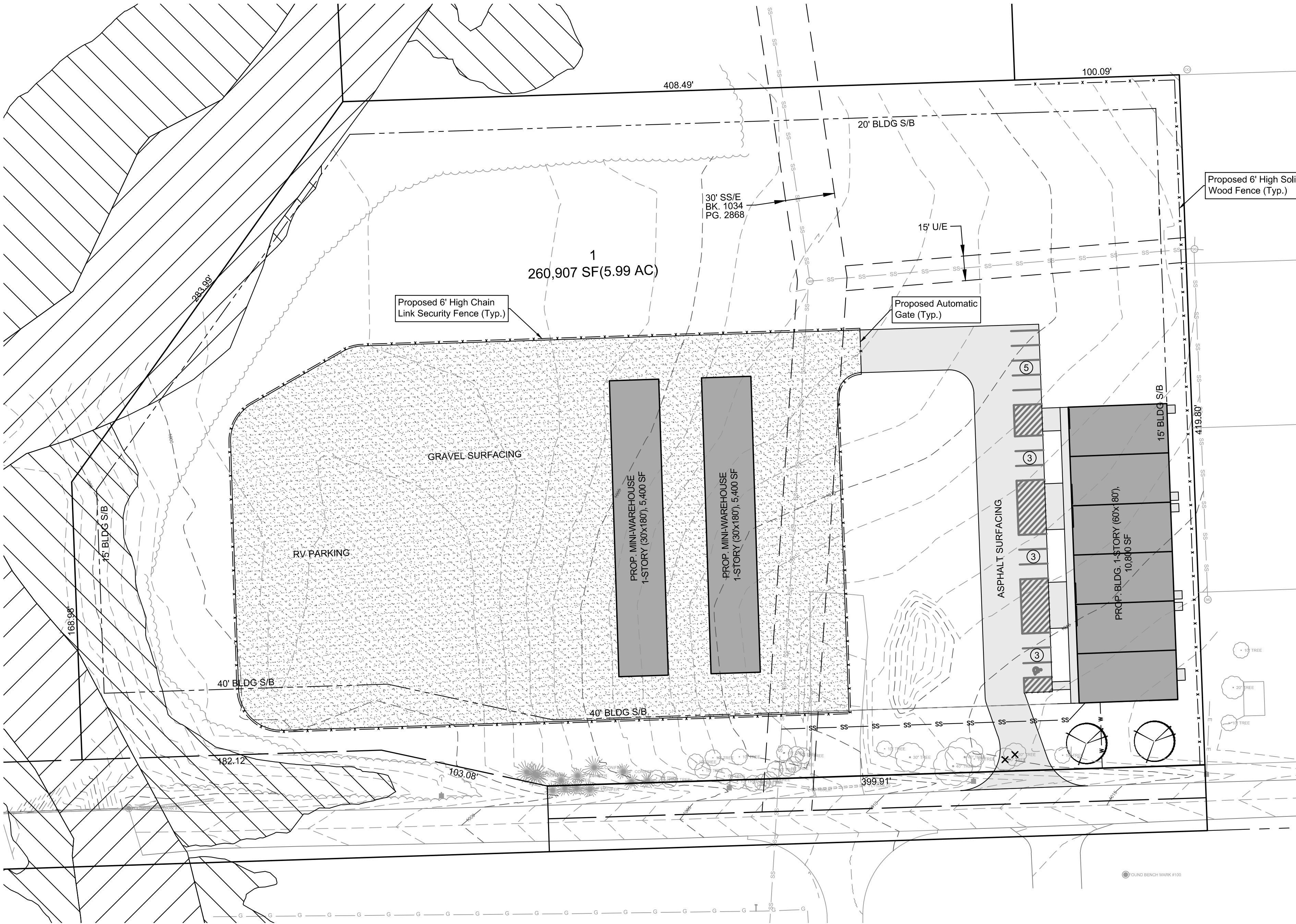
Casey Simoneau, Mayor

ATTEST:

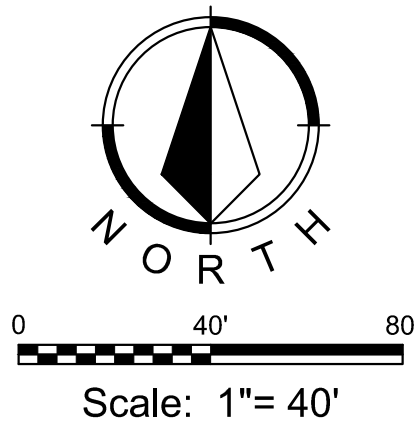
Amara Packard, City Clerk

(Approved as to Form):

Dakota T. Loomis, City Attorney



SITE PLAN



COMMON NAME	SCIENTIFIC NAME	SYMBOL	SIZE	QTY	MATURE HT.
STREET TREES	VARIES		2 1/2" B&B	2	VARIES

OWNER/APPLICANT

OSAGE ORANGE LP
PO BOX 872
BALDWIN CITY, KS 66006

ENGINEER

DAVID J. HAMBY, P.E. (KS #15594)
BG CONSULTANTS, INC.
1405 WAKARUSA DRIVE
LAWRENCE, KS 66049
785.749.4474

LEGAL DESCRIPTION

LOT 1, BLOCK ONE, OSAGE ACRES - SECOND ADDITION IN THE CITY OF BALDWIN CITY, DOUGLAS COUNTY, KANSAS (PENDING)

ZONING

THE CURRENT ZONING FOR THE PROPERTY IS IP-1.

FLOODPLAIN DATA

PORTIONS OF THE SUBJECT PROPERTY ARE LOCATED WITHIN THE SPECIAL FLOOD HAZARD AREA (REGULATORY FLOODWAY & ZONE AE (WITH BFE)) AND OTHER AREAS OF FLOOD HAZARD (ZONE X (0.2% ANNUAL CHANCE FLOOD HAZARD, AREAS OF 1% ANNUAL CHANCE FLOOD WITH AVERAGE DEPTH LESS THAN ONE FOOT OR WITH DRAINAGE AREAS OF LESS THAN ONE SQUARE MILE)). THE REMAINING PORTION IS LOCATED WITHIN ZONE X (AREA OF MINIMAL FLOOD HAZARD) AS SHOWN ON THE FEDERAL EMERGENCY MANAGEMENT AGENCY FLOOD INSURANCE RATE MAP, MAP NUMBER 20045C0314E, EFFECTIVE DATE JUNE 1, 2022.

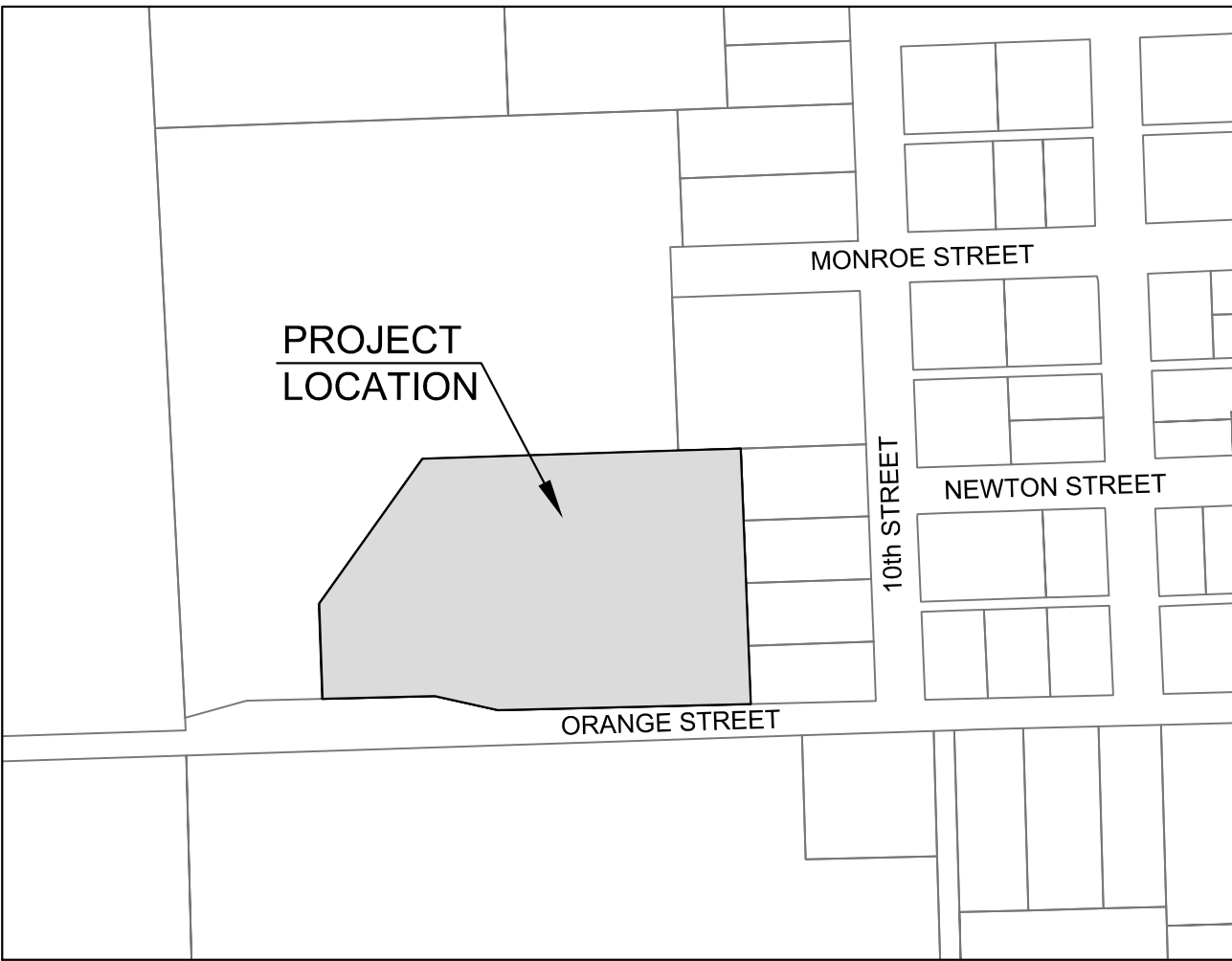
GENERAL NOTES

1. TOPOGRAPHIC INFORMATION SHOWN HEREON WAS DERIVED FROM FIELD TOPOGRAPHY.
2. THIS DOCUMENT IS FOR PLAN APPROVAL NOT FOR CONSTRUCTION.
3. THE PROPOSED SURFACING WILL BE EITHER 4" CONCRETE (MIN.) OR 5" ASPHALT (MIN.).
4. THE PROPOSED PARKING STALLS ARE 9' x 19' (INCLUDING A 2.5' OVERHANG). THE ADA STALL AND ACCESS AISLE IS A MINIMUM OF 16' WIDE. THE AISLE WIDTH IS 25'.

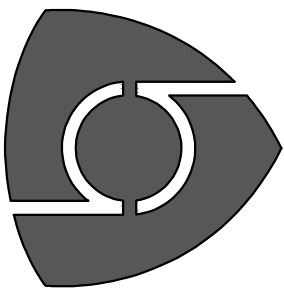
PARKING DATA

22 REQUIRED STALLS
(WAREHOUSE)
10,800 SF - 2 PER 1,000 SF BUILDING AREA = 22

24 PROVIDED STALLS (INC. 1 HC STALL)
14 SURFACE STALLS
10 IN-BUILDING STALLS



LOCATION MAP





BG CONSULTANTS
ENGINEERS • ARCHITECTS • SURVEYORS

April 26, 2023

Request for Exemption to Provide Stormwater Drainage Study

Osage Acres
Orange Street, Baldwin City

A site plan for Osage Acres was submitted to the City for review and approval. The project consists of new building construction along with associated site improvements. The site is in the special flood hazard area.

The developers are requesting an exemption to the requirement to provide a stormwater management plan because the development parcel contains the 100-year floodplain. The site will discharge directly into the special flood hazard area.

If additional information is needed, please contact me. Thank you.




Sincerely,

BG CONSULTANTS, INC.

David J. Hamby, P.E., CFM
Vice President

IESNA RECOMMENDED FOOTCANDLES BY AREA				
AREA DESCRIPTION	FOOT CANDLE (FC)	MAX FC IN AREA	MIN FC IN AREA	AVERAGE FC
EXTERIOR FAÇADE DRIVE UP ASPHALT/CONCRETE DRIVE	7.5	25.9	1.0	8.2
ASPHALT/CONCRETE DRIVE	5-1	5.9	1.4	3.7

CALCULATED WITH VISUAL LIGHTING APP. NOTE USED 25' X 25' SPACING

LIGHTING SCHEDULE											
FIXTURE	MANUFACTURER	CATALOG NUMBER	DESCRIPTION	TYPE	LAMP			MOUNTING			
					WATTS	LUMENS	COLOR (K)	WALL	RECESSED	SURFACE	PENDANT
 A	COOPER	XTOR1B-FLD-KNC	CROSSTOUR 12W WALL MOUNT LED	LED	12	1005	5000	X			
 B	LITHONIA	CSXW LED 30C 1000 50K TFTM	WALL-MOUNT LED PRECISION MOLDED ACRYLIC FORWARD THROW LENS	LED	104	11142	5000	X			
 C	LITHONIA	MR2-LED 60C 700 50K TFTMHS	ARM MOUNTED LED AREA LIGHT	LED	132	12355	5000				

LIGHT FIXTURES SHALL BE APPROVED BY THE OWNER OR OWNERS REPRESENTATIVE PRIOR TO ORDERING OR INSTALLATION

GENERAL NOTES:

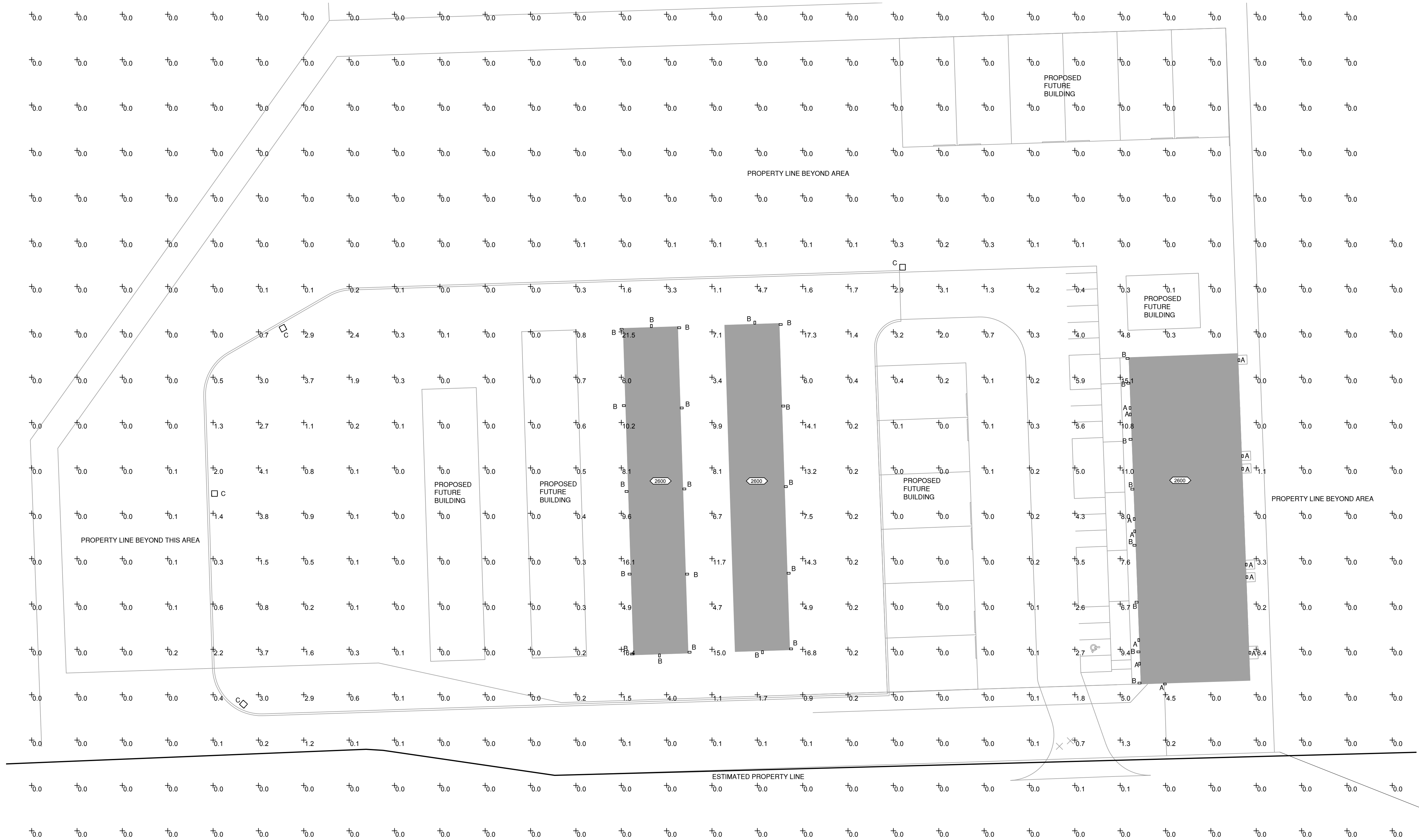
1. REGULATORY SITE PLAN REVIEW ONLY

INSTALLATION NOTES: (THIS SHEET ONLY)

28000 EXTERIOR LIGHTS SHALL BE CONNECTED TO A TIMER AND PHOTOCELL LOCATED NEXT TO THE MAIN PANEL.

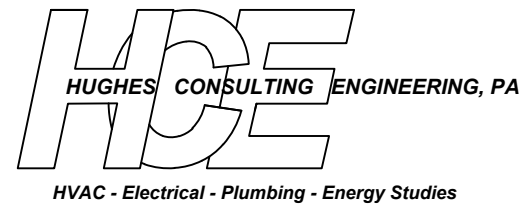
1 IESNA RECOMMENDED FOOT CANDLES BY AREA AND LIGHT FIXTURE SCHEDULE

SCALE: NONE



3 SITE PHOTOMETRIC PLAN

SCALE: 1/32" = 1'-0"



HVAC - Electrical - Plumbing - Energy Studies

Steven Hughes, PE

920 Massachusetts St., Suite 2

Lawrence, KS 66044

ph: (785) 842-2292

fax: (785) 842-2492

steven@hce-pa.com

FOR REVIEW ONLY

OSAGE ACRES
ORANGE STREET
BALDWIN CITY, KANSAS 66006

No.	Description	Date
1	Regulatory Review	04-25-2023

Sheet Index	
Electrical Series	
E1.0 Fixture Schedule, and Site Photometric Plan	

Photometric Plan


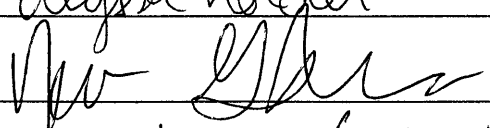

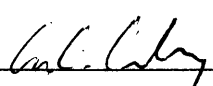
Date	04-25-23
Drawn by	JH
Checked by	SCH

E1.0

Scale AS NOTED

June 12, 2023

We are requesting a drainage study/survey be completed by the owners of plan site on Orange St in Baldwin City KS. We would like to see how water drainage may affect surrounding properties.

- | | Signature | address |
|-----|---|---|
| 1. | James R Burton | 1405 10 th |
| 2. | Steven J. Robbins | 1315 10 th Baldwin City |
| 3. | Tahl Johnston | 1209 10 th Baldwin |
| 4. |  | 1105 10 th BALDWIN CITY, KS |
| 5. | Mark Orselt | |
| 6. | Alyssa Holder | |
| 7. |  | 1216 10 th Street Baldwin City KS |
| 8. | Steve Massey (Melanie) | 1310 10 th St. Baldwin City |
| 9. | Heather Tomez | 813 Orange St Baldwin City KS. |
| 10. | Whitby Walter | 901 Orange St. Baldwin City KS |
| 11. |  | 901 Orange St Baldwin City KS |
| 12. | Wendy DeGroot | 1417 10 th Baldwin KS |
| 13. | Ronald Nalysant | 1417 10 th Baldwin City, KS |
| 14. |  | 1001 Orange St. Baldwin City, KS 66006 |
| 15. | Vince Worlfer | 1411 10 th St. Baldwin City KS 66006 |
| 16. | | |
| 17. | | |

ORDINANCE NO. _____

AN ORDINANCE GRANTING A CONDITIONAL USE PERMIT FOR THE ESTABLISHMENT OF A MOBILE HOME PARK WITHIN THE CORPORATE LIMITS OF THE CITY OF BALDWIN CITY, KANSAS.

WHEREAS, application has been made by Chad Oswald, requesting a Conditional Use Permit to allow the establishment of a Mobile Home Park located on the property at 200 Wesley Street, Baldwin City, Kansas; and,

WHEREAS, the Baldwin City Planning Commission conducted a public hearing following published notification in accordance with K.S.A. 12-741, et. seq., as amended, on June 13, 2023; and,

WHEREAS, the Baldwin City Planning Commission has recommended that the City Council of the City of Baldwin City, Kansas, approve the Conditional Use Permit to allow the establishment of a Mobile Home Park on property at 200 Wesley Street, Baldwin City, Kansas, be approved subject to certain conditions;

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF BALDWIN CITY, KANSAS, THAT:

SECTION 1. SUBJECT REAL ESTATE. The following described real estate (the “**Subject Real Estate**”) is hereby generally described as Lots 1 through 12 inclusive, in Block 85, in Palmyra Townsite, now a part of Baldwin City, Douglas County, Kansas; together with that portion of streets vacated by ordinance 288, recorded in book 315 at page 969, which adjoined subject lots and addressed as 200 Wesley Street.

SECTION 2. CONDITIONAL USE PERMIT. A Conditional Use Permit (“**CUP**”) for the Subject Real Estate is hereby approved in accordance with the CUP application.

SECTION 3. CONDITIONAL USE PERMIT. The CUP is and shall be expressly subject to the following conditions of approval:

1. Strict compliance with all applicable zoning and use regulations not modified by the CUP
2. Any failure to comply with the CUP or other applicable zoning and use regulations following notice from the City specifying such failure of compliance shall result in revocation of the CUP and all uses permitted by the CUP shall cease immediately.

SECTION 4. EFFECTIVE DATE OF ORDINANCE. This Ordinance shall take effect on its passage and upon its publication as required by law.

Passed by the City Council on _____ day of _____, 2023.

Casey Simoneau, Mayor

ATTEST: _____
Amara Packard, City Clerk
(*Approved as to Form*):

Dakota Loomis, City Attorney

Published in the Lawrence Journal World on the ____ day of _____, 2023

ORDINANCE NO. _____

AN ORDINANCE RELATING TO REZONING CERTAIN PROPERTY FROM THE COUNTY CP TO SINGLE FAMILY RESIDENTIAL (R-1B), ALL WITHIN THE CORPORATE LIMITS OF THE CITY OF BALDWIN CITY, KANSAS.

WHEREAS, application has been made by a representative of the owner to rezone certain property within the City of Baldwin City, Kansas; and

WHEREAS, proper notice has been given by publication of legal notice and by mailed notice to surrounding property owners in conformance with K.S.A. 12-757; and

WHEREAS, the Baldwin City Planning Commission held a public hearing on June 13, 2023 regarding the application and, by a 5-0 unanimous vote of the members present, recommended the property in question be rezoned.

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERING BODY OF THE CITY OF BALDWIN CITY, KANSAS:

Section 1. That the property, situated south of High Street and east of 1st Street in the City of Baldwin City, Douglas County, Kansas, and described as follows:

A tract of land located in the Southeast Quarter (SE ¼) of Section Three (3), Township Fifteen (15) South, Range Twenty (20) East of the 6th P.M., Douglas County, Kansas. more particularly described as follows: Commencing at the Northeast corner of the Southeast Quarter (SE ¼); thence North 89°05'46" West 289.93 feet to the point of beginning, said point being on the North line of the Southeast Quarter (SE ¼); thence South 00°54'14" West 1,045.44 feet; thence North 89°05'46" West 250.00 feet; thence North 00°54'14" East 1,045.44 feet, said point being on the North line of the Southeast Quarter (SE ¼); thence South 89°05'46" East 250.00 feet to the point of beginning.

The Southeast Quarter (SE ¼) of Section Three (3), Township Fifteen (15) South, Range Twenty (20) East of the 6th P.M., less the following tracts: Beginning at the Southwest corner of said Southeast Quarter (SE ¼), thence North 1364 feet to a point 1320 feet South of the North line of said quarter section, thence East parallel with the North line of said Southeast Quarter (SE ¼) 1347.65 feet, thence South 1356.30 feet to the South line of said Southeast Quarter (SE ¼), thence West 1347.65 feet to the point of beginning; AND Beginning at the Northwest corner of said Southeast Quarter (SE ¼), thence South 1320 feet, thence East parallel with the North line of said Southeast Quarter (SE ¼) 747 feet, thence north 1320 feet to the North line of said Quarter section, thence West to the point of beginning; AND Beginning at the Southeast corner of said Southeast Quarter (SE ¼), thence North along the East line of said Southeast Quarter (SE ¼) 1336 feet, thence West 1347.35 feet, thence South 1356.30 feet to the South line of said Southeast Quarter (SE ¼), thence East along said South line 1347.65 feet to the point of beginning, together with

easement reserved in warranty deed dated May 1, 1970, and recorded July 16, 1974, in Book 300, pp. 991-992 and less the following described tract: Commencing at the Northeast corner of the Southeast Quarter (SE ¼), thence North 89°05'46" West 289.93 feet to the point of beginning, said point being on the North line of the Southeast Quarter (SE ¼); thence South 00°54'14" West 1,045.44 feet; thence North 89°05'46" West 250.00 feet; thence North 00°54'14" East 1,045.44 feet, said point being on the North line of the Southeast Quarter (SE ¼); thence South 89°05'46" East 250.00 feet to the point of beginning.

Commonly known as: 1787 North 250 Road and 1793 North 250 Road Baldwin City, KS 66006

be, and the same is, hereby ordered rezoned from its present zoning district classification of County CP to "R-1B" Single Family Residential.

SECTION 2. The Zoning Administrator of the City of Baldwin City, Kansas is hereby ordered and directed to cause said designation to be made on the Official Zoning Map of said City in his or her custody and to show the property herein described to be zoned a "R-1B" Single Family Residential.

SECTION 3. EFFECTIVE DATE OF ORDINANCE. This Ordinance shall take effect on its passage and upon its publication as required by law.

Passed by the City Council this _____ day of _____, 2023

Casey Simoneau, Mayor

ATTEST: _____

Amara Packard, City Clerk

(Approved as to Form):

Dakota Loomis, City Attorney

ORDINANCE NO. _____

AN ORDINANCE RELATING TO REZONING CERTAIN PROPERTY FROM THE COUNTY CP TO SINGLE FAMILY RESIDENTIAL (R-1B), ALL WITHIN THE CORPORATE LIMITS OF THE CITY OF BALDWIN CITY, KANSAS.

WHEREAS, application has been made by a representative of the owner to rezone certain property within the City of Baldwin City, Kansas; and

WHEREAS, proper notice has been given by publication of legal notice and by mailed notice to surrounding property owners in conformance with K.S.A. 12-757; and

WHEREAS, the Baldwin City Planning Commission held a public hearing on June 13, 2023 regarding the application and, by a 5-0 unanimous vote of the members present, recommended the property in question be rezoned.

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERING BODY OF THE CITY OF BALDWIN CITY, KANSAS:

Section 1. That the property, situated south of High Street and east of 1st Street in the City of Baldwin City, Douglas County, Kansas, and described as follows:

A tract of land located in the Southeast Quarter (SE ¼) of Section Three (3), Township Fifteen (15) South, Range Twenty (20) East of the 6th P.M., Douglas County, Kansas. more particularly described as follows: Commencing at the Northeast corner of the Southeast Quarter (SE ¼); thence North 89°05'46" West 289.93 feet to the point of beginning, said point being on the North line of the Southeast Quarter (SE ¼); thence South 00°54'14" West 1,045.44 feet; thence North 89°05'46" West 250.00 feet; thence North 00°54'14" East 1,045.44 feet, said point being on the North line of the Southeast Quarter (SE ¼); thence South 89°05'46" East 250.00 feet to the point of beginning.

The Southeast Quarter (SE ¼) of Section Three (3), Township Fifteen (15) South, Range Twenty (20) East of the 6th P.M., less the following tracts: Beginning at the Southwest corner of said Southeast Quarter (SE ¼), thence North 1364 feet to a point 1320 feet South of the North line of said quarter section, thence East parallel with the North line of said Southeast Quarter (SE ¼) 1347.65 feet, thence South 1356.30 feet to the South line of said Southeast Quarter (SE ¼), thence West 1347.65 feet to the point of beginning; AND Beginning at the Northwest corner of said Southeast Quarter (SE ¼), thence South 1320 feet, thence East parallel with the North line of said Southeast Quarter (SE ¼) 747 feet, thence north 1320 feet to the North line of said Quarter section, thence West to the point of beginning; AND Beginning at the Southeast corner of said Southeast Quarter (SE ¼), thence North along the East line of said Southeast Quarter (SE ¼) 1336 feet, thence West 1347.35 feet, thence South 1356.30 feet to the South line of said

Southeast Quarter (SE ¼), thence East along said South line 1347.65 feet to the point of beginning, together with easement reserved in warranty deed dated May 1, 1970, and recorded July 16, 1974, in Book 300, pp. 991-992 and less the following described tract: Commencing at the Northeast corner of the Southeast Quarter (SE ¼), thence North 89°05'46" West 289.93 feet to the point of beginning, said point being on the North line of the Southeast Quarter (SE ¼); thence South 00°54'14" West 1,045.44 feet; thence North 89°05'46" West 250.00 feet; thence North 00°54'14" East 1,045.44 feet, said point being on the North line of the Southeast Quarter (SE ¼); thence South 89°05'46" East 250.00 feet to the point of beginning.

Commonly known as: 1787 North 250 Road and 1793 North 250 Road Baldwin City, KS 66006

be, and the same is, hereby ordered rezoned from its present zoning district classification of County CP to "R-1B" Single Family Residential.

SECTION 2. The Zoning Administrator of the City of Baldwin City, Kansas is hereby ordered and directed to cause said designation to be made on the Official Zoning Map of said City in his or her custody and to show the property herein described to be zoned a "R-1B" Single Family Residential.

SECTION 3. EFFECTIVE DATE OF ORDINANCE. This Ordinance shall take effect on its passage and upon its publication as required by law.

Passed by the City Council this _____ day of _____, 2023

Casey Simoneau, Mayor

ATTEST: _____

Amara Packard, City Clerk

(Approved as to Form):

Dakota Loomis, City Attorney



Published in the Baldwin City Community News on the ____ day of _____, 2023.

ORDINANCE NO. XXXX

AN ORDINANCE AMENDING CHAPTER VII, ARTICLE 3 OF THE CITY CODE OF THE CITY OF BALDWIN CITY TO AMEND THE TIME PERIOD FOR THE LEGAL SALE AND USE OF FIREWORKS WITHIN THE CITY LIMITS

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF BALDWIN CITY, KANSAS:

SECTION 1. Chapter VII, Article 3, Section 302 is hereby amended to read as follows:

7-302. Same: exceptions; discharges.

(a) It shall be unlawful for any person or persons to discharge, ignite, explode, or use any fireworks in the city except as follows:

(1) Date and Time Limitations. The use of fireworks shall be allowed in accordance with section 7-301(a) of this code only during the following dates and times:

June 27th	8:00 a.m. to 10:00 p.m.
June 28th	8:00 a.m. to Midnight.
June 29th	8:00 a.m. to Midnight.
June 30th	8:00 a.m. to 10:00 p.m.
July 1st	8:00 a.m. to 10:00 p.m.
July 2nd	8:00 a.m. to 10:00 p.m.
July 3 rd	8:00 a.m. to Midnight.
July 4th	8:00 a.m. to Midnight.
July 5th	8:00 a.m. to 10:00 p.m.

SECTION 2. Chapter VII, Article 3, Section 303 is hereby amended to read as follows:

7-303. Same: exception; sale of fireworks.

(a) It shall be unlawful for any person, firm, or corporation to sell, display for sale or offer to sell, within the city, any fireworks except as follows:

- (1) Date and Time Limitations. The sale of fireworks shall be allowed in accordance with section 7-301(a) of this code only during the following dates and times:

June 27th	8:00 a.m. to 10:00 p.m.
June 28th	8:00 a.m. to Midnight.
June 29th	8:00 a.m. to Midnight.
June 30th	8:00 a.m. to 10:00 p.m.
July 1st	8:00 a.m. to 10:00 p.m.
July 2nd	8:00 a.m. to 10:00 p.m.
July 3rd	8:00 a.m. to Midnight.
July 4th	8:00 a.m. to Midnight.
July 5th	8:00 a.m. to 10:00 p.m.

SECTION 3. EFFECTIVE DATE OF ORDINANCE. This Ordinance shall take effect on August 1, 2023.

APPROVED:

Casey Simoneau, Mayor

ATTEST:

Amara Packard, City Clerk

(Approved as to Form):

Dakota T. Loomis, City Attorney

Published in the Baldwin City Community News on the _____ day of _____, 2023.

ORDINANCE NO. XXXX

AN ORDINANCE AMENDING CHAPTER VII, ARTICLE 3 OF THE CITY CODE OF THE CITY OF BALDWIN CITY TO AMEND THE TIME PERIOD FOR THE LEGAL SALE AND USE OF FIREWORKS WITHIN THE CITY LIMITS

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF BALDWIN CITY, KANSAS:

SECTION 1. Chapter VII, Article 3, Section 302 is hereby amended to read as follows:

7-302. Same: exceptions; discharges.

(a) It shall be unlawful for any person or persons to discharge, ignite, explode, or use any fireworks in the city except between June 27th and July 5th, inclusive, and only between the hours of 8:00 a.m. and 10:00 p.m., except that fireworks may be discharged from 8:00 a.m. to Midnight on July 3rd, July 4th, and any Friday or Saturday that falls between June 27th and July 5th in any year, in accordance with section 7-301(a) of this code.

(b) The governing body of the city may, in its discretion, grant permission at any time for the public display of fireworks by responsible individuals or organizations when such display or displays shall be of such a character and so located, discharged and fired as shall not be a fire hazard or endanger persons or surrounding property.

(c) It shall be unlawful for any person, firm or corporation to give any public display of fireworks without having first obtained a permit thereof.

(d) It shall be unlawful for any person, firm or corporation to explode or fire any fireworks in or about any motor vehicle or near any animal.

SECTION 2. Chapter VII, Article 3, Section 303 is hereby amended to read as follows:

7-303. Same: exception; sale of fireworks.

It shall be unlawful for any person, firm, or corporation to sell, display for sale or offer to sell, within the city, any fireworks except between June 27th and July 5th, inclusive, and only between the hours of 8:00 a.m. and 10:00 p.m., except that fireworks may be discharged from 8:00 a.m. to Midnight on July 3rd, July 4th, and any Friday or Saturday that falls between June 27th and July 5th in any year, in accordance with section 7-301(a) of this code.

SECTION 3. EFFECTIVE DATE OF ORDINANCE. This Ordinance shall take effect on August 1, 2023.

APPROVED:

Casey Simoneau, Mayor

ATTEST:

Amara Packard, City Clerk

(Approved as to Form):

Dakota T. Loomis, City Attorney



Proposal for Community and Employee Survey Services

May 12, 2023

Submitted by:



p. 913-829-1215
f. 913-829-1591

725 W. Frontier Lane
Olathe, Kansas 66061

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Cover Letter

Proposal for Community and Employee Survey Services

ETC Institute understands the City of Baldwin City is looking for a community surveyor that is qualified to build, deliver, and analyze a community and employee engagement survey for the City. ETC Institute is pleased to submit a proposal for community and employee survey services to the City of Baldwin City, Kansas. In response to your RFP, you will find enclosed a proposal from ETC Institute. We believe our experience working with municipalities throughout the country, with a strong presence in the Kansas City Metropolitan Area, along with our customer focused and results driven approach to managing projects makes ETC Institute the most qualified firm to help you reach your goals and objectives for this project.

This proposal is intended to be completely responsive to the RFP and has been organized as follows:

- **Section 1:** Community Survey Services – Proposed Scope of Work
- **Section 2:** Employee Survey Services – Proposed Scope of Work
- **Section 2:** Key Staff Assigned to the Project
- **Section 3:** Project Schedules
- **Section 4:** Cost Proposal
- **Section 5:** City Responsibilities

ETC Institute is Recognized as a National Leader in the Design and Administration of Market Research for Local Governments. Since 1982, ETC Institute has completed research projects for organizations in 49 states. ETC Institute has designed and administered more than 3,500 statistically valid surveys and our team of professional researchers have moderated more than 1,000 focus groups and 2,000 stakeholder interviews. During the past five years alone, ETC Institute has administered surveys in more than 700 cities and counties throughout the United States. ETC Institute has also conducted research for more large U.S. cities than any other firm.

ETC Institute Has the Ability to Compare Your Results with Other Communities. Our firm maintains national and regional benchmarking data for resident surveys that provide comparative norms for over 80 local governmental services. Unlike some comparative databases that use comparative data from secondary sources, ETC Institute's data is from surveys that were all administered by ETC Institute. This ensures that your results are directly comparable to other communities either regionally or based on size. ETC Institute's benchmarking database only includes data from surveys that have been administered during the past two years. This ensures our comparative norms are truly representative of existing attitudes and expectations regarding the delivery of local governmental services.

In addition to our robust national benchmarking, ETC Institute also maintains Kansas City Metro-specific benchmarks for our clients throughout the state. Although national comparisons can provide context to your results, it is important to compare your results with those from communities who experience the same climate and regional issues. ETC Institute is familiar with the area having completed similar surveys for Lawrence, Olathe, Topeka, Lenexa, Roeland Park, Shawnee, Gardner, Edgerton, Johnson County, Fairway, De Soto, Eudora, Kansas City, Overland Park, Prairie Village, Merriam, Mission Hills, Atchison, and others.

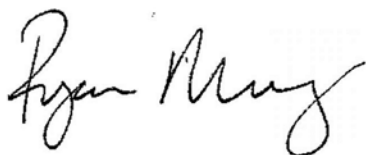
ETC Institute Has Developed the Most the Most Innovate Analytical Tools to Help the City Understand and Utilize Survey Data. Today, officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision 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 least satisfied. The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The I-S rating is based on the concept that organizations will maximize overall citizen satisfaction by emphasizing improvements in those service areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. This analysis tool helps our clients identify specific drivers of satisfaction.

ETC Institute also has the capability of generating maps of the survey results. GIS Mapping is used to show how respondents in different areas of a community rate services. By pinpointing problem areas our clients have the ability to directly address issues where they are the biggest concern.

ETC Institute's Most Senior Professionals Will Be Managing the Project on a Daily Basis. By having experienced, senior personnel lead the day-to-day management of each task, ETC Institute will ensure that your organization receives the highest level of service possible and that high standards of quality control are maintained. The City will receive priority resources from our firm, and we will ensure that the project is accomplished according to your schedule. To ensure your success, we have assembled a team of the very best market researchers and experts to assist with the design of surveys, the development of the sampling plans, the administration of the surveys, and the analysis of the data collected. Our team has unparalleled expertise in project management, survey design, sampling, methodology, and survey administration.

If ETC Institute is selected for this project, I will serve as the project manager for your survey. I will do everything possible to ensure the survey meets the high expectations you have set for this project. We appreciate your consideration of our proposal and look forward to your decision. If you have any questions, please do not hesitate to call me at (913) 254-4598.

Sincerely,

A handwritten signature in black ink, appearing to read "Ryan Murray". The signature is fluid and cursive, with the first name "Ryan" and last name "Murray" clearly distinguishable.

Ryan Murray

Assistant Director of Community Research
725 W Frontier Lane, Olathe, Kansas 66061
O: 913-254-4598
C: 816-809-7640
Ryan.Murray@etcinstitute.com
www.etcinstitute.com

Community Survey Services - Proposed Scope of Work

Phase 1: Develop the Survey and Sampling Plan

Task 1.1 Develop the Survey

ETC Institute will meet with the City to discuss the goals and objectives for the project and review any previous surveys conducted by the City. To facilitate the survey design process, ETC Institute will review the previous surveys to ensure the survey provides a qualitative baseline of responses relative to the City's draft strategic plan. Additionally, the survey will objectively measure community engagement and perceptions of the City's municipal services including the City's ability to provide affordable, reliable, and diverse services to residents. ETC Institute will meet with City to revise the survey instrument as needed. ETC Institute will also provide our list of benchmarking questions and sample surveys from nearby communities (Olathe, De Soto, Lenexa, Lawrence, and others) to help facilitate the design process. Based on input from the City, ETC Institute will help the City finalize the survey. It is anticipated that 3-4 drafts of the survey will be prepared before the survey is approved by the City. ETC Institute will ensure the survey is also designed to gauge the City's transparency from the perspective of residents and provide a resident-driven decision making tool for City leadership.

ETC Institute will work closely with the City to ensure your input is utilized to create a survey that best fits the needs of the project. The survey will be designed to reach a diverse range of residents and will be sensitive to all cultural and legal issues. The survey will cover a wide variety of topics and will also focus on perceptions related to the quality of life in the City. It is anticipated three to four drafts of the survey will be prepared before the survey is approved by the City. The City will have the opportunity to review the survey instrument before it is administered to residents. Once the survey instrument is approved, ETC Institute can translate the survey and conduct an internal pre-test to ensure the survey instrument is understood as designed.

ETC Institute will also work with the City to develop a cover letter that will accompany the mailed version of the survey and will be used to create a landing page for the online survey. The cover letter will be developed on City letterhead and will be signed by a representative of the City – ETC Institute will provide sample letters from other clients as a starting point for the content of the letter. The cover letter will include an introduction to the project, a call to action, as well as options for completing the survey and a toll-free number for ETC Institute that can be used by respondents to either have the survey administered over the phone or ask any questions about the survey. In lieu of more expensive translation services ETC Institute will provide a line on the survey's cover letter in an alternate language(s) prompting respondents who do not speak English to call a toll free number where an interviewer working in ETC Institute's call center can administer the survey over the phone in their preferred language.

The survey should be a maximum of 15 minutes in length (approximately 6 pages). This is primarily to ensure a strong response rate to the survey in an era where it has been difficult to engage residents for longer periods that are required for longer surveys.

Task 1.2 Design the Sampling Plan

As a part of Task 1.2, ETC Institute will develop and finalize a sampling plan based on input from the City. A project manager from ETC Institute will discuss with the City which methodology is best to conduct the surveys. ETC Institute will design a sampling plan based on including all residential households within the City. Based on the size of the

community, ETC Institute will purchase a sample that includes all residential addresses within the City's limits. ETC Institute will purchase this list from one of the largest list brokerage firms in the world. The list brokerage firm used will also provide emails and cell phone numbers for each of the households selected as a part of the sample. ETC Institute will use emails and text messages to conduct follow-ups with the households who were originally selected as a part of the sample and received a paper version of the survey in the mail. ETC Institute estimates there are approximately 1,500 households in the City. Based on this number, ETC Institute hopes to complete a minimum of 300 completed surveys. The overall results of 300 completed surveys will have a precision of at least $\pm 5.6\%$ at the 95% level of confidence at the City level. ETC Institute will do everything possible to maximize your investment in our services and will collect as many surveys as possible during the administration phase. If more than 300 completed surveys are collected, ETC Institute will verify and process all results above and beyond 300. ETC Institute may ask the City to post promotional materials on their website and social media outlets to encourage participation in the survey. Demographic data will be used to monitor the distribution of responses to ensure the responding population of the survey is representative of the City. ETC Institute guarantees that a representative sample of the City's population will be surveyed using our suggested sampling methodology. If needed, ETC Institute will weight the results to ensure they are aligned with the most recent Census estimates for the City.

Task 1.3 Conduct Pre-Test

Once the survey is approved by the City, ETC Institute will internally test the survey instrument before the survey is administered. Any problems or issues that are identified regarding the survey instrument or the methodology will be reported to the City and corrective action will be recommended and taken as appropriate.

Task 1.4 Create Online Version of Survey

ETC has created hundreds of online websites and online surveys designed for resident and employee surveys. ETC Institute has an in-house Microsoft Certified Technical Specialist in .NET Web-based Client Development and Application Development Foundation and they will be assigned to these projects. Additionally, ETC Institute has a number of programmers on staff with a wide range of abilities and can handle any programming requirements. ETC Institute will create a website and online version of this survey and is well equipped to do so.

Task 1 Deliverables

ETC Institute will deliver the approved survey instrument, a link to the online survey, and a description of the finalized sampling plan. Any abnormalities discovered in the pre-test will be discussed with City staff and appropriate measures will be taken to remedy any issues.

Phase 2: Administer the Survey

Task 2.1 Administer the Survey

Once the final survey instrument and sampling plan is approved by the City, ETC Institute will administer the survey. ETC Institute recommends using a hybrid methodology consisting primarily of mail and online surveys. Given the negative impact Caller ID has had on phone survey response rates and the need to ensure diverse populations are well represented, we offer the hybrid mail/online methodology to maximize the overall level of response. Even if respondents do not respond by mail, those who receive the mailed version of the survey are significantly more likely to respond to the survey using our follow-up attempts because they know the survey is legitimate. The mailed survey will include a cover letter (on official City letterhead) that explains the importance and purpose of the survey,

encourages participation, and includes a link to the online survey for residents who prefer that option. Although we will rely heavily upon our mail/online approach, ETC Institute has a fully staffed and state-of-the-art call center that can be used to make any necessary follow-ups via phone. A phone number will also be listed on the cover letter that accompanies the mailed survey for residents who prefer to take the survey over the phone. If needed, phone calls will be made to collect responses from demographic groups that did not have a robust enough response to our mail/online contact attempts.

The following procedures will take place in our mail/online hybrid methodology. All of the procedures detailed below will be delivered in-house at our main office.

Survey Administration Procedures:

ETC Institute will work with the City to develop a communication plan for the survey. As a part of this task, ETC Institute will provide sample press briefings that can be used to notify the public about the survey. Advance publicity can significantly enhance the response rate.

ETC Institute will mail a copy of the survey instrument and a postage-paid return envelope to each of the households in the City. ETC Institute's fees include mailing up to 1,500 copies of the full survey packet (cover letter, survey, and postage-paid return reply envelope) as well as 1,500 reminder/follow-up post cards. The survey will include a letter on official City letterhead that explains the purpose of the survey and that indicates all survey responses will remain anonymous. ETC Institute will geocode the home address of all respondents to the block level when delivering data to the City – the results can also be tagged to include any additional geographic districts of the City. All identifying data will be removed from any open-ended responses, and all efforts will be made to guarantee the anonymity of all responses. Only one survey and one postcard will be sent to each household. No more than one survey per household will be collected from each address. ETC Institute will offer one \$500 prepaid visa gift card as an incentive for completing the survey – respondents will be asked to opt-in to this incentive by providing their name, email, and phone number at the end of the online/paper survey. This incentive is offered at no additional cost to the City and is part of our standard administration procedures. If desired, the City may opt out of offering the incentive.

Portions of the survey cover letter can be translated and will include instructions on how to call in to our home office to respond to the survey over the phone in a preferred language. This is the same methodology used for communities with large Spanish-speaking populations such as San Diego, California, San Antonio, Texas, and El Paso, Texas. ETC Institute has administered surveys in these three communities within the past two years and is proven to ensure representation by non-English speaking respondents.

Approximately seven days after the surveys are mailed, ETC Institute will e-mail or text a link to the online survey to households who received the mailed survey. These e-mail and text message follow-ups will significantly increase the response rate which will greatly reduce the probability that results are affected by the non-response bias. ETC Institute will track and only include online survey responses from residents who were selected for the survey – ensuring only one survey per household is accepted and no surveys completed from residents outside of the City are accepted.

Additional e-mail and text message follow-ups will be concentrated on demographic and geographic areas where response to the survey is low. This will ensure the results are representative of the entire City, both demographically

and geographically and will also ensure residents who do not speak English as a first language are represented in the final data set. ETC Institute may also promote awareness of the survey using social media ads on Facebook and Instagram to encourage participation.

Data Management and Quality Control

ETC Institute has an ongoing quality control and assurance program in place. The program has been developed and refined through our experience with hundreds of similar studies that involved the design and administration of surveys, focus groups, and other data collection services. Our quality assurance program is directly monitored by the company's owner and CEO, Christopher Tatham. The program is designed to give clients error free results, and all employees at ETC Institute are directly involved in the program. The quality control and assurance methods used by ETC Institute have been reviewed by the United States Office of Management and Budget. All aspects of our data management and quality control processes will be applied to all survey projects conducted for the City.

Core Elements of ETC Institute's Quality Assurance Process:

- **Comprehensive Survey Design and Review Process** – All survey instruments will be reviewed by senior members of ETC Institute's research staff to ensure all issues are adequately addressed prior to beginning administration.
- **Pre-Test** – A pre-test will be conducted prior to the administration of all surveys. This will ensure the survey instrument is understood as designed.
- **Data Entry** – Data entry fields will be limited to specific ranges to minimize the probability for error. The data processing system used by our firm for this study will alert data entry personnel with an audible alarm if entries do not conform to these specifications.
- **Verification** – A supervisor will match records in the database against the corresponding hard-copy survey to ensure the data entry is accurate and complete. A supervisor will select at least 10% of all records for random verification.
- **Double Data Entry** – Double data entry will be completed for all surveys that are received. The data from all surveys will be entered into two independent databases by different people. The two databases will then be merged. The process will identify any records that do not match exactly. Any discrepancies will be corrected. Our double data entry method ensures your survey data is 99.99% accurate.
- **Sampling Methodology** – Demographic questions will be included on each survey. The demographic data will be used to monitor the distribution of the respondents to ensure the responding population for the survey is representative of the universe of the sample.
- **Coordination** – Since many of ETC Institute's senior professionals will be assigned to your project, the ETC Institute team will conduct a coordination meeting every one to two weeks to ensure adequate progress is being made in all areas.

Task 2 Deliverables

ETC Institute will deliver a copy of the overall results to each question on the survey as tables, this deliverable will include any open-ended responses from the survey.

Phase 3: Survey Analysis and Reporting

Task 3.1 Analyze the Survey Results

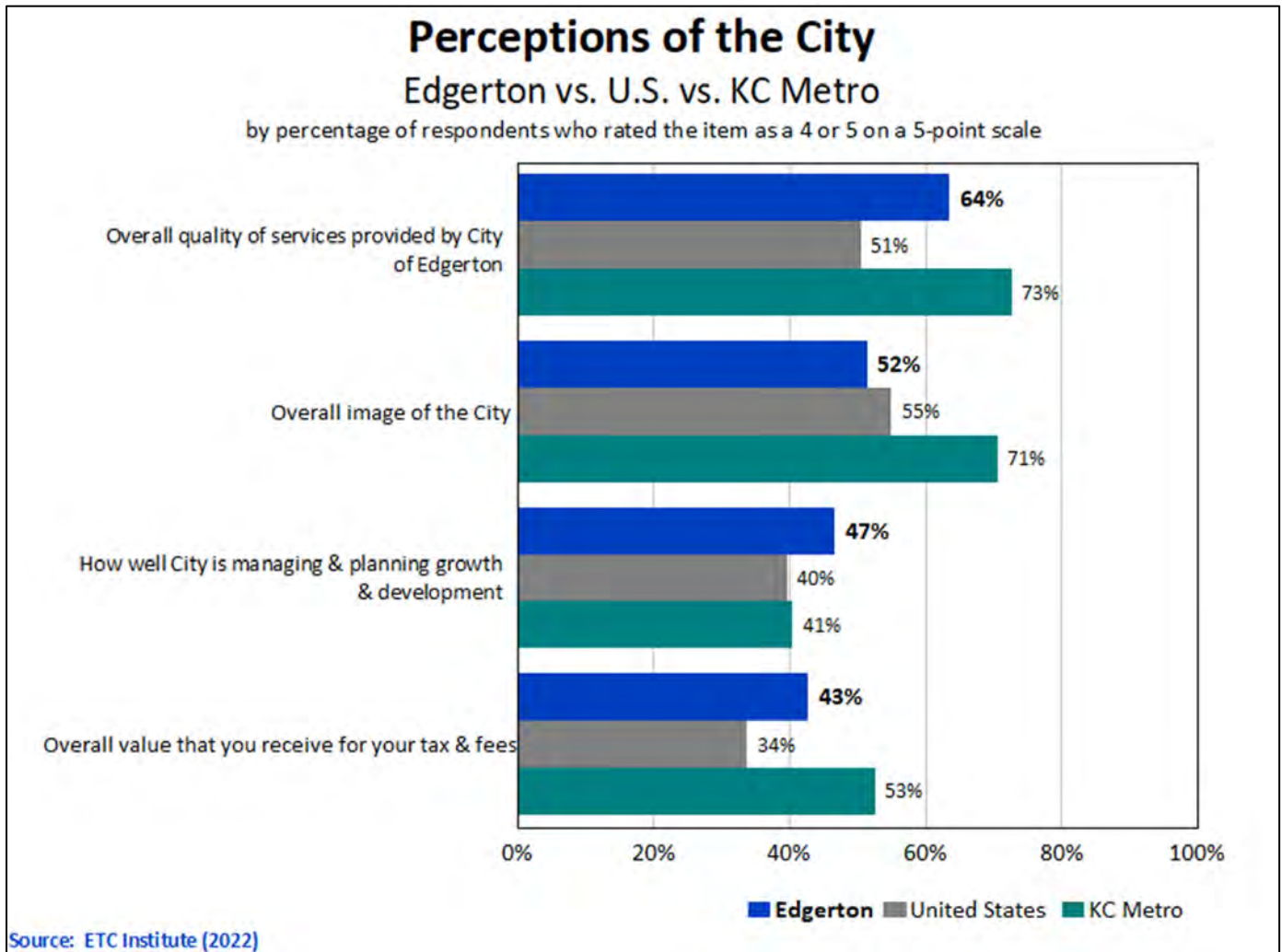
Upon completing the survey administration procedures outlined in Task 2, ETC Institute will process the final survey results and begin developing the written report. The full report will include the following analysis features:

Task 3.1.1 Importance-Satisfaction Analysis. By using specific design features, ETC Institute will utilize the survey data to create an Importance-Satisfaction Rating (I-S Rating). The I-S Rating is based on the concept that public agencies will maximize overall 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. More than 200 governmental agencies currently use ETC Institute's I-S Ratings. The ratings allow governmental organizations the ability to assess the quality of service delivery. During the past 30 years, ETC Institute has continually refined the analysis to maximize its usefulness as a decision-making tool.

2022 Importance-Satisfaction Rating Lawrence, Kansas Major Categories of Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets and utilities	72%	1	30%	12	0.5090	1
Overall flow of motor vehicle traffic & congestion management	43%	2	45%	9	0.2394	2
High Priority (IS .10-.20)						
Overall quality of planning and code enforcement	24%	4	34%	11	0.1599	3
Overall effectiveness of City communication with the public	20%	5	44%	10	0.1129	4
Medium Priority (IS <.10)						
Overall quality of police services	29%	3	71%	6	0.0853	5
Overall quality of the City's public transportation	12%	8	51%	8	0.0604	6
Overall quality of the City's parks and recreation system	20%	6	81%	4	0.0382	7
Overall quality of City water and wastewater utility services	15%	7	77%	5	0.0343	8
Overall quality of customer service by City staff	6%	11	66%	7	0.0197	9
Overall quality of fire & emergency medical services	10%	9	89%	1	0.0104	10
Overall quality of the Lawrence Public Library	6%	10	88%	3	0.0069	11
Overall quality of City trash and yardwaste services	4%	12	89%	2	0.0048	12

The table above offers an example of the I-S Rating from the 2022 City of Lawrence, Kansas survey. The table shows that the City could maximize resident satisfaction with the overall quality of City services by investing in the maintenance of City streets and utilities and the overall flow of motor vehicle traffic and congestion. Investments in the City's trash and yardwaste services would have the least impact on the overall satisfaction with the quality of City services. ETC Institute will work with the City to develop questions in the survey that utilize this analysis and ensure the analysis is conducted on a department-wide basis so priorities are developed not only at the overall level, but also within departments.

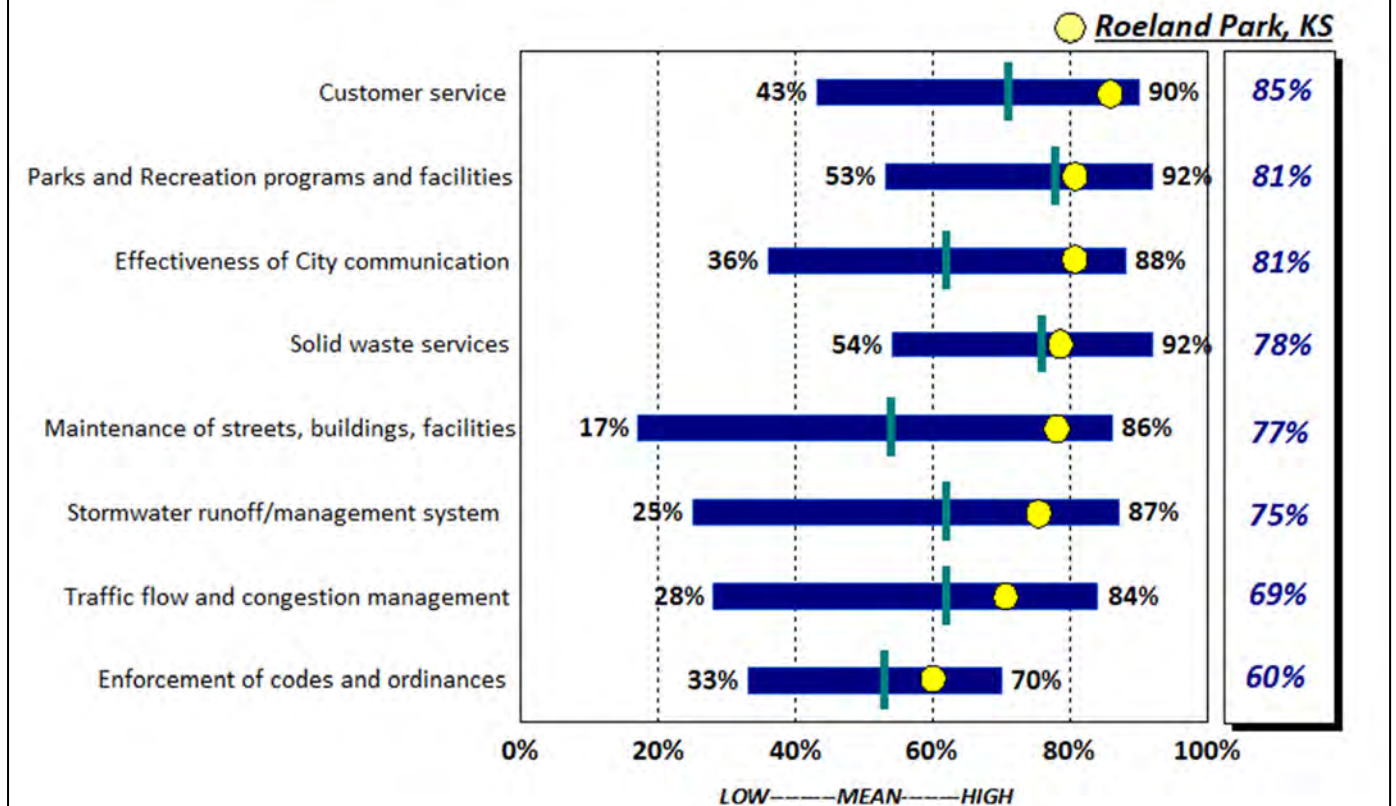
Task 3.1.2 Normative Comparisons – Benchmarks. Benchmarking is a highly effective tool that helps decision-makers interpret the meaning of community survey data. If 58% of residents are satisfied with the overall quality of the City’s enforcement of City codes and ordinances, is that good or bad? Without comparative data, it is difficult to know. ETC Institute maintains national, regional, and population-based benchmarking data for more than 80 types of local governmental services. Benchmarking can help local governments understand how their results compare to similar communities.



For example, 47% of residents in the City of Edgerton, Kansas gave positive ratings when asked to rate the City’s performance in how well they are managing and planning for growth and development. Without comparative data, City leaders might have wondered whether 47% was an acceptable rating for this item. As the chart above shows, 47% is a relatively good rating for this item compared to the United States average as well as the Kansas City Metro average. ETC Institute will work with the City to determine which national, regional, or like-sized community benchmarking comparisons best meet the goals and objectives for the project and can conduct a specialized benchmarking survey for the City. Without comparative data, it is difficult to know how well an organization is performing. In addition to our National Averages, ETC Institute can also compare your results to a range of performances from Florida communities to give the City another comparison that is a direct comparison to municipalities who have completed similar surveys.

Overall Satisfaction with Major Categories of City Services Provided by Cities in the Kansas City Area - 2021

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

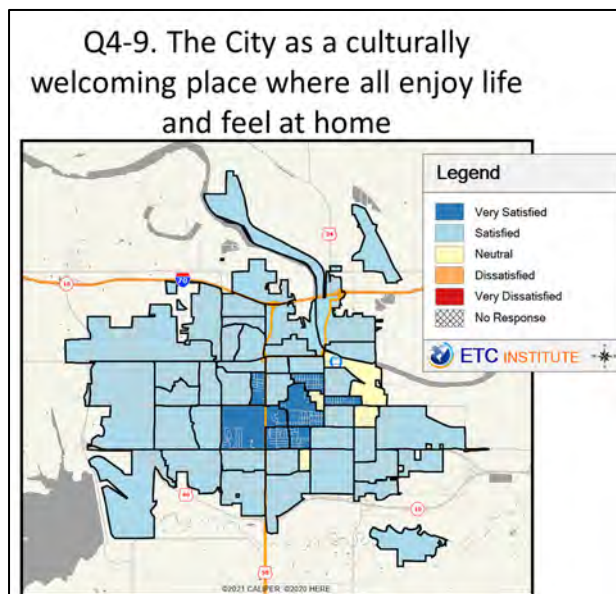
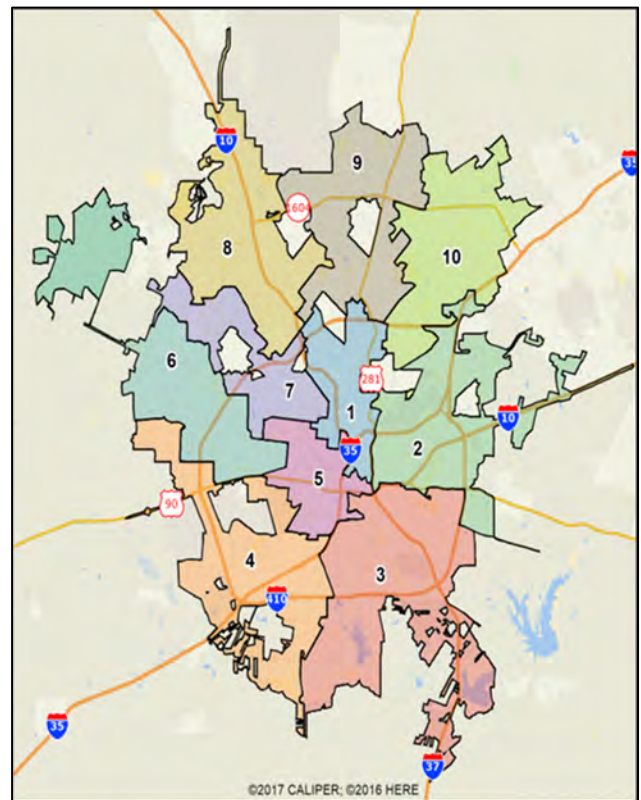


The table above shows how the City of Roeland Park's 2021 survey results compares to a range of performance based on actual surveys completed for municipal clients in the Kansas City Metro – the City's 2023 survey is currently being administered. The horizontal bars show the range of satisfaction among residents in the communities included in Roeland Park's performance range averages. The lowest and highest satisfaction ratings are listed to the left and right of each bar respectively. The actual ratings for Roeland Park are listed to the far right on the charts. The yellow dot on each bar shows how the results for Roeland Park compare to the average of the communities included in the data set, which is shown as a vertical line in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical line, the City of Roeland Park rated above the average. If the yellow dot is located on the left of the vertical line, the City of Roeland Park rated below the average. This is a more competitive set of benchmarking opportunities that compare your results with the results of other municipalities who regularly track their performance using community surveys.

Task 3.1.3 GIS Mapping. ETC Institute staff has successfully geocoded survey results for over 100 market research projects within the past three years. Our GIS team will bring highly developed and current skills in automated information collection, data cleanup and manipulation, state-of-the-art geocoding, and database development to this assignment. Our planners and technicians routinely support customer satisfaction analysis and other planning and modeling efforts across the country.

The map to the right identifies the 10 council districts in the City of San Antonio that were surveyed. The GIS Maps our team creates provide our clients with a visual representation of the areas of the City that are surveyed and can be used as an extremely useful communication tool with City leaders and elected officials.

Our GIS Maps not only provide our clients with a visual representation of the areas that are surveyed, but they can also show areas where residents have the greatest and least amount of satisfaction with various services. The map below shows levels of satisfaction with the City of Lawrence as a culturally welcoming place where all enjoy life and feel at home. Areas in blue identify areas with high satisfaction, areas in yellow are neutral, and areas in orange and red indicate high levels of dissatisfaction – no areas of orange or red exist in this map.



ETC Institute will prepare maps showing the results of specific questions on the survey by Census Block Group (or other geographic characteristics decided upon by the City). ETC Institute will geocode the home address of survey respondents to the block latitude and longitude coordinates, this ensures the exact location of a respondent's household is not revealed. This will allow our team to generate maps that visually show how well the City is delivering services to various parts of the City. GIS maps continue to be an effective tool for communicating the results of the survey to elected officials and the public.

Task 3.1.4 Cross-Tabulations

Based on a discussion with the City, ETC Institute will create cross-tabulations of questions on the survey with key demographic variables (i.e., age, gender, income, number of years lived in the City, geographic characteristics (Commission District), and others. ETC Institute will work with the City to understand the significant differences found in the cross-tabulations and can deliver additional data to help understand those significant differences.

Task 3.1.5 Interactive Data Dashboard

ETC Institute will develop an interactive data dashboard for the City. The dashboard would allow the City to query the full set of survey results in real time anywhere with access to the internet (smart phone, tablet, laptop, PC, etc.).

Our interactive dashboards give clients the ability to explore the data and drill-down into the results on-demand in ways that were not previously possible with printed reports and traditional databases.

The dashboard may include the following features:

- **Trends Analysis** showing the results from previous surveys ETC Institute has administered for the City.
- **GIS Mapping** showing the survey results mapped out geographically. The maps will display results for the current year and previous years so the City can see on-demand trends for specific areas in the City.
- **Benchmarking Analysis** showing how the City compares to other communities regionally, nationally, and based on the population of other communities. One of our project managers can discuss the benchmarking options available and help determine which option is best for your project.
- **Priority Analysis** showing the top priorities for the City based on the Importance-Satisfaction ratings. Priorities can be displayed for various demographic and geographic areas using the interactive features of the dashboard.
- **Cross-Tabular Data Analysis** which gives the user the ability to cross-tabulate specific questions on the survey showing how different groups of respondents responded to various questions on the survey.

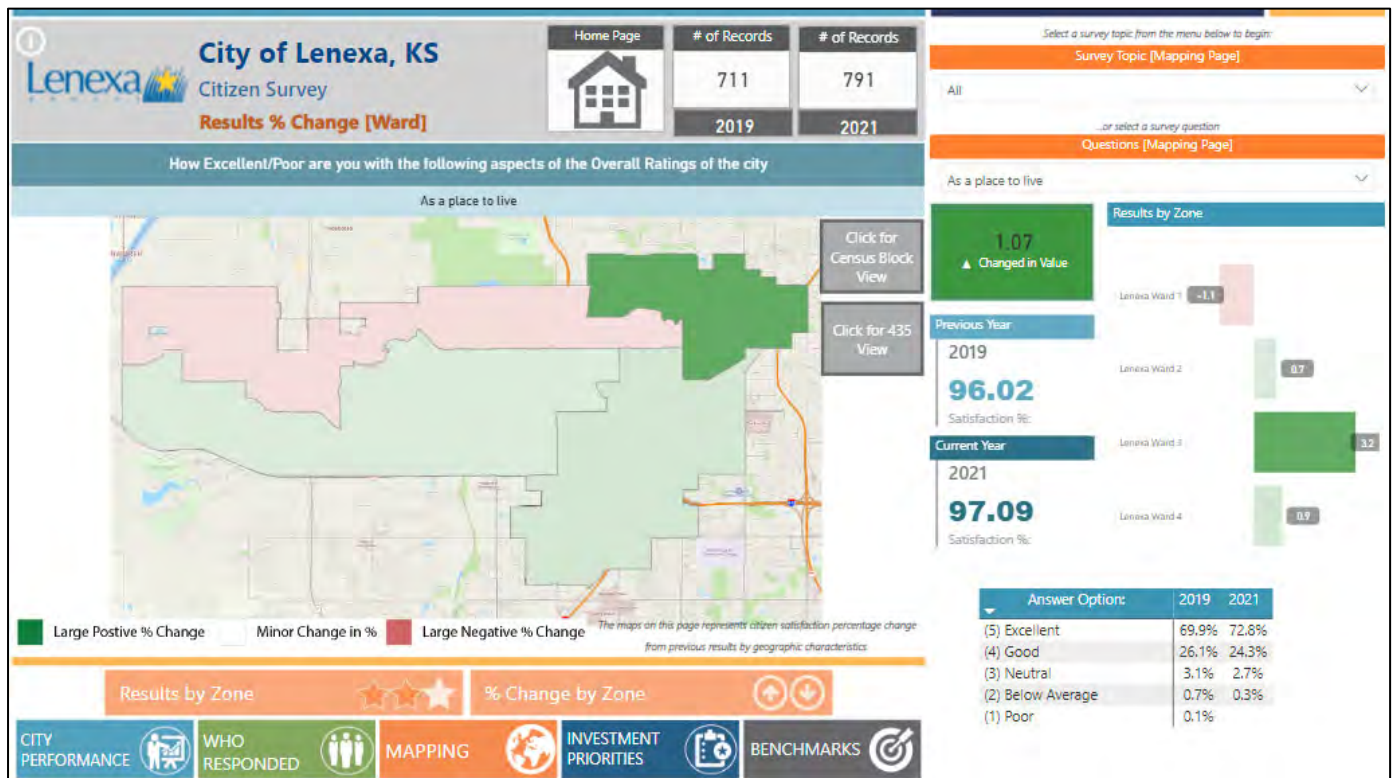
The dashboard may be added at the end of a project to enhance the long-term utilization of the data. ETC Institute can arrange a webinar to demonstrate the service if the City is interested at no additional charge. Sample Dashboard links can be provided upon request.

The following pages contain several screen shots from the dashboard created for the City of Lenexa, Kansas.

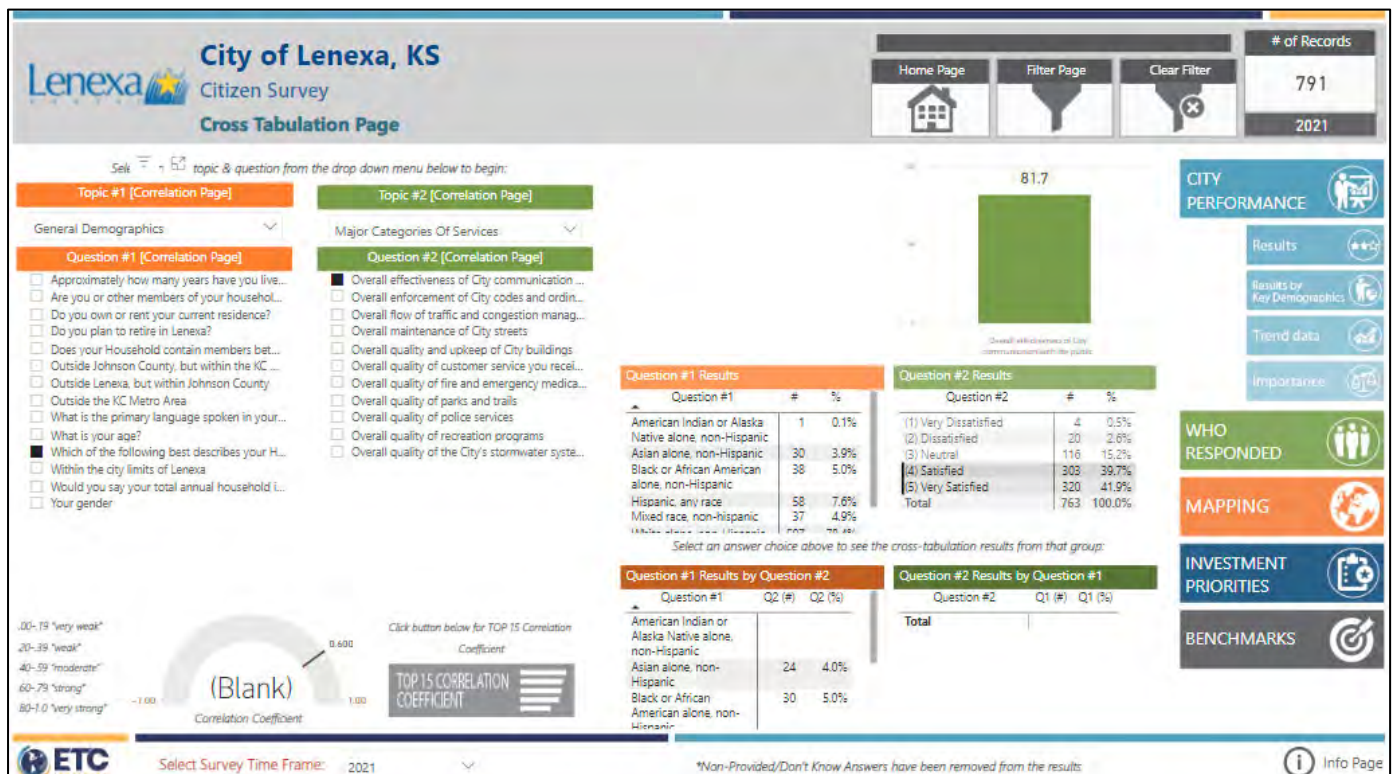
Landing Page: Completely customizable and can utilize images provided by the City as well as unique color schemes.



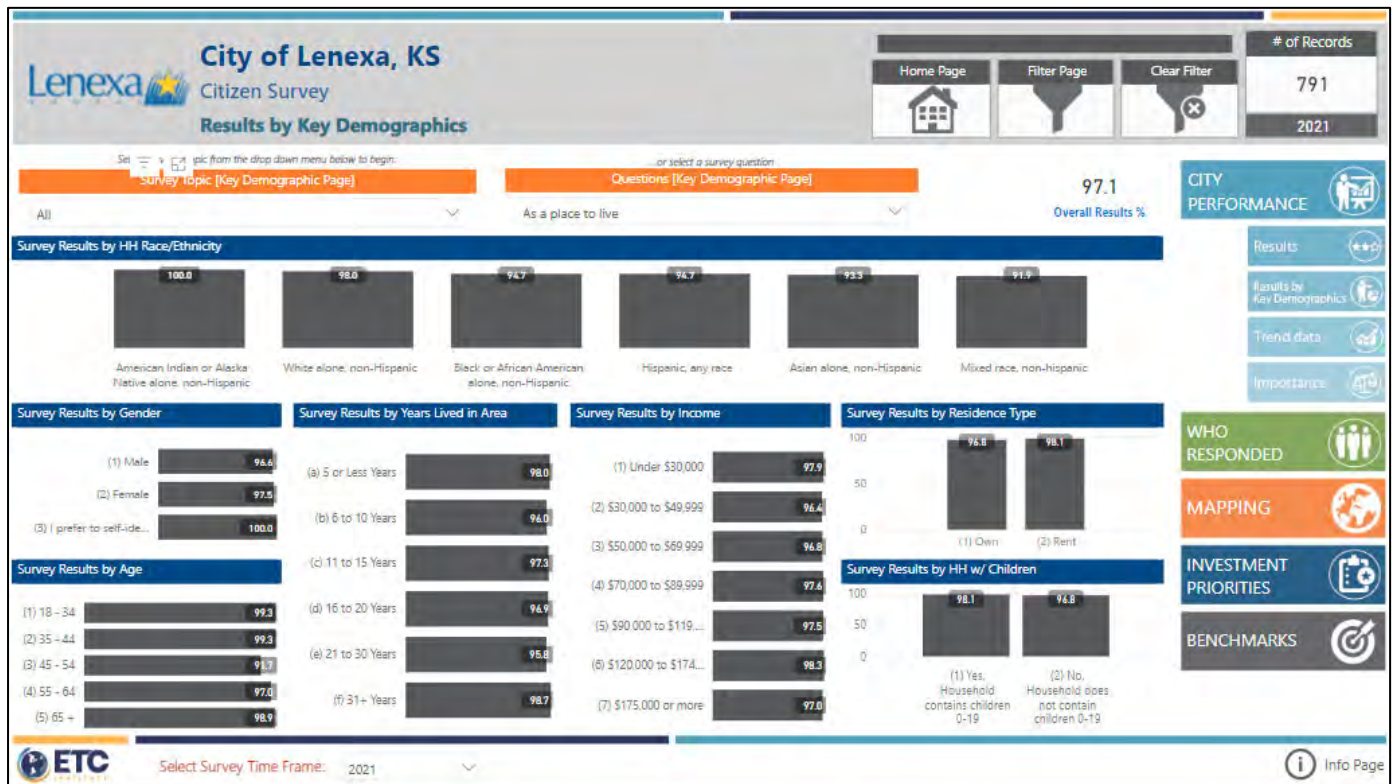
GIS Mapping by Neighborhood Zone: We can use GIS shapefiles provided by the City to map various boundaries. This map shows how results changed across council districts within the City from 2019 to 2021.



Crosstabulations: Crosstabulations showing results by key demographics or other features. This crosstabulation shows how the results for the “overall effectiveness of City communication” changes by race/ethnicity type.



Crosstabulations: Quick view of results by key demographic characteristics by selected questions.



Filter Results by Key Demographics: Filtering can help us understand how various groups responded differently.

City of Lenexa, KS Citizen Survey Filter Page

of Records: 791, 2021

Home Page | Filter Page | Clear Filter

Age: All

(1) 18 - 34	(2) 35 - 44	(3) 45 - 54	(4) 55 - 64	(5) 65 +
-------------	-------------	-------------	-------------	----------

HH Race/Ethnicity: All

American Indian or Alaska Native alone, non-Hispanic	Hispanic, any race
Asian alone, non-Hispanic	Mixed race, non-Hispanic
Black or African American alone, non-Hispanic	White alone, non-Hispanic

Residence Type: All

(1) Own	(2) Rent
---------	----------

Gender: All

(1) Male	(2) Female	(3) I prefer to self-identify
----------	------------	-------------------------------

Years Lived in Area: All

(a) 5 or Less Years	(c) 11 to 15 Years	(e) 21 to 30 Years	(g) Not Provided
(b) 6 to 10 Years	(d) 16 to 20 Years	(f) 31+ Years	

Household with Children: All

(1) Yes, Household contains children 0-19	(2) No, Household does not contain children 0-19
---	--

Household Income: All

(1) Under \$30,000	(4) \$70,000 to \$89,999	(7) \$175,000 or more
(2) \$30,000 to \$49,999	(5) \$90,000 to \$119,999	
(3) \$50,000 to \$69,999	(6) \$120,000 to \$174,999	

435 Zone: All

East of 435
West of 435

ETC | 2021 | Apply Filter and Return

Task 3.2 Prepare a Final Report

Following a meeting with City staff to discuss the preliminary findings and deliverables after the initial results become available, ETC Institute will develop a written report utilizing the analysis tools found in Task 3.1. The report will provide a thorough analysis of the data, including a summary of the results, identification of potential areas of concern, top priorities for improvement, and how these areas relate to budget investment. The report will describe the methods used in conducting the survey and the number of respondents surveyed. The full report will also include the following:

- An executive summary that includes the description of the survey methodology, major findings, and a summary of the priorities based on the Importance-Satisfaction Analysis.
- Charts and graphs for all questions on the survey, including trend charts showing results from past surveys.
- Importance-Satisfaction Analysis that identify the top priorities for improvement and how they should be integrated into budget decisions.
- Benchmarking analysis and comparative norms that show how the City compares to other communities.
- GIS maps that show select questions on the survey as a map of the City.
- Cross-tabulations that break down the results by key variables.
- Verbatim open-ended responses and textual analysis with word clouds
- Data tables that show the results for all questions on the survey.
- A copy of the survey instrument.

Task 3.3 Present the Survey Findings

Once a final presentation is approved by the City, ETC Institute's project manager will deliver an on-site presentation of the final results – webinar presentations can be made in lieu of the on-site presentation if preferred. Additional presentations can be made for an additional fee.

Task 3 Deliverables

ETC Institute will develop and deliver an electronic version of a draft final report. ETC Institute will also provide the raw survey data in an Excel spreadsheet that includes the latitude and longitude coordinates, at the block level, for all responses. ETC Institute will also deliver the link to the online interactive data dashboard. A project manager from ETC institute will make an on-site visit to present the final report and can deliver up to 10 hard copies of the final report. In lieu of the on-site visit, a project manager will deliver a webinar presentation and can ship 10 hard copies of the final report. The presentation in PowerPoint will be delivered prior to the presentation scheduled at a mutually decided upon date and time.

A sample community survey report from the City of Lawrence, KS has been provided as an example of the work product ETC Institute can provide for this project.

Employee Survey Services - Proposed Scope of Work

Phase 1: Develop the Survey

Task 1.1 Design the Employee Survey

ETC Institute will meet with the City to discuss the goals and objectives for the project and review any previous surveys conducted by the City. To facilitate the survey design process, ETC Institute will provide sample surveys administered for other clients. At this time, ETC Institute's analysis tools will also be discussed and our firm will suggest which tools would be best for the City to use. Based on input from the City, ETC Institute will develop a first draft of the survey.

It is anticipated that 3-4 drafts of the survey will be prepared before the survey is approved. The survey will be a maximum of 15 minutes in length (approximately 6 pages).

Task 1.2 Conduct Pilot Test

Once the survey is approved, ETC Institute will internally test the survey before the survey is administered. Any problems or issues that are identified will be reported to the City and corrective action will be recommended and taken as appropriate.

Task 1.3 Create a Website and Online Version of the Survey Instrument

ETC Institute will create a website and online version of this survey with a survey link that can be emailed to employees.

Task 1 Deliverables

ETC Institute will deliver the approved survey instrument, the online survey link, and any findings of note from the pilot test.

Phase 2: Administer the Survey

Task 2.1 Administer the Survey

Once the final survey instrument is approved, ETC Institute will administer the survey methodology finalized by the City. The following are the procedures that will take place for the paper/internet combination methodology:

- ETC will work with the City to develop an internal communication plan for the survey. Advance internal publicity can significantly enhance the response rate.
- ETC will deliver paper copies of the survey with a cover letter and postage-paid return envelopes to the City for employees who do not have internet access while at work. The City will provide the number of employees who lack regular internet/email access while at work.
- ETC will create a secure online survey and website to allow for those employees with internet access at work to fill out the survey online – the link may also be used at home for those who prefer that option.
- The City will send out an email to employees to participate in the survey. Multiple reminder emails from the City will be sent out during the data collection period to help maximize the response rate.
- Postage-paid return envelopes will come directly to ETC Institute for data entry.

Email reminders should be concentrated for departments where the response to the online survey is low to ensure the survey is representative of all departments. ETC Institute is confident in this approach because of the success

achieved with other clients who have utilized this methodology. It is also important to note that given the subject matter of the surveys, employees are generally more interested in filling out the engagement survey. ETC Institute will provide online and telephone support to help employees who need assistance complete the survey. This support will allow employees who do not speak English, do not read, and/or are not able to complete the survey online to do so by phone or with the assistance of ETC Institute staff. ETC Institute will send updates twice per week with response rates by department.

Task 2 Deliverables

ETC Institute will provide a copy of the overall results for each question on the survey.

Phase 3: Survey Analysis and Reporting

Task 3.1 Analyze the Survey Results

Following the completion of the survey, ETC Institute will perform data entry, editing, and verification of all survey responses.

- The development of a final written report that includes, at a minimum, the following:
 - An executive summary that includes a description of the major findings,
 - A summary of the survey methodology and quality control procedures,
 - Charts and graphs for most questions on the survey with trends from previous surveys,
 - Tables showing the results for all questions on the survey, including any open-ended questions,
 - Importance-Agreement Analysis that will identify the areas where the greatest opportunities exist to improve the organization's climate,
 - Gap analysis that identifies potential ways of increasing satisfaction by identifying factors (Key Drivers) that are contributing to differences in overall satisfaction levels among employees,
 - Appendices of cross-tabulations that show significance tests for survey results by department, location, gender and age, and
 - A copy of the survey instrument.
- ETC Institute will provide technical assistance and advice related to analyzing or interpreting the survey results and benchmark survey results as needed.

Task 3.2 Present the Survey Findings

Once a final presentation is approved by the City, ETC Institute's project manager will deliver an on-site presentation of the final results – webinar presentations can be made in lieu of the on-site presentation if preferred. Additional presentations can be made for an additional fee.

Deliverables Task 3

ETC institute will provide a raw database of results in an electronic format compatible with Microsoft Excel to the City. ETC Institute will prepare and submit one copy of the draft report for the City to review. Once the City provides feedback on the draft report, ETC Institute will prepare the final report. An electronic copy of the final report will be made available to the City. A representative from ETC Institute will provide an on-site presentation of the findings – a webinar presentation can be made in lieu of the on-site presentation if desired.

Optional Task 4 – Interactive Data Dashboard

If desired, ETC Institute can build a separate online dashboard that will allow the City to access and analyze survey results easily online. The dashboard will be similar to the community survey dashboard but will include employee survey results and will be password protected to ensure the anonymity of responses.

A sample employee survey report from the City of Topeka, KS has been provided as an example of the work product ETC Institute can provide for this project.

Project Schedules

A typical community survey process takes approximately 14-16 weeks to complete. This timeframe includes kick-off meetings, survey design, sample plan development, survey administration, analysis, and the delivery of the final report. ETC Institute can meet a more ambitious timeline if desired as all activities will take place in-house in our Olathe, Kansas office. Below is the suggested timeline to complete your project.

Community Survey Timeline

Month 1

- Initial meeting with staff to discuss survey goals and objectives
- ETC Institute provides the City with a draft survey
- The City reviews the content of the survey and provides feedback to ETC Institute
- ETC Institute revises the survey based on City input
- ETC Institute provides the City with the final sampling plan specifications
- ETC Institute conducts a pretest of the survey
- ETC Institute designs and builds online survey
- ETC Institute delivers sample press release to City for review and dissemination
- City approves online survey
- ETC Institute prints surveys and prepares for mailing

Months 2-3

- Surveys are mailed
- Data collection begins

Month 4

- Data collection completed
- Preliminary data delivered to the City
- Discussion on preliminary data with City
- Draft report submitted electronically
- Changes to report are discussed and recommendations from City are delivered
- Final report is delivered
- Electronic version of on-site presentation is delivered

TBD

- On-site or webinar presentation

Employee Survey Timeline

An employee survey typically takes between 6-8 weeks to complete. ETC Institute will work with the City to design and approve the survey, develop the online survey, and will begin administration as soon as the survey is approved. Administration typically runs between two and three weeks but can run for shorter or longer depending on overall employee participation. Once survey administration is completed a draft report will be delivered within two weeks, and an on-site or webinar presentation will be scheduled.

Key Staff Assigned to the Project

The staff members selected to fill key roles have extensive experience which exceeds the technical requirements for this project. All services will be performed in-house, by ETC Institute staff. ETC institute has its own mailing department, call center, and web design team. The key members of the project team who will be assigned to the project are listed below.

- **Ryan Murray:** Mr. Murray will assume the role of Project Manager and will be the day-to-day contact for the City. Mr. Murray has over 15 years of experience in the administration, development, supervision, and research analysis of a wide variety of survey topics. He has served as a project manager for over 200 local government projects throughout the United States, including dozens of surveys in the State of Kansas.
- **Jason Morado:** Mr. Morado will assume the role of Senior Advisor. Mr. Morado has more than 20 years of experience in the design, administration, and analysis of community market research. In his current role as Vice President and Director of Community Research he leads community market research projects across the country. He has served as the project manager on community research projects for over 500 local government organizations throughout the United States, including dozens of surveys in the State of Kansas.
- **Christopher Tatham:** Mr. Tatham has managed more than 2,500 community surveys for local governmental organizations throughout the United States, including dozens of surveys in the State of Kansas. He has conducted community surveys in nine of the 20 largest U.S. cities and 11 of the 20 largest U.S. counties. He has more experience with the design and interpretation of community survey research than anyone in the nation. He excels in using survey data to facilitate consensus about organization priorities. His understanding of local government issues and his expertise make him ideally suited to help the City achieve their goals and objectives for this project. Mr. Tatham will serve as a Senior Consultant and will assist the project managers in the review and design of the survey instrument and final report.

Additional support staff will be utilized for additional tasks related to the development of the online survey instrument, printing and mailing tasks, data entry, as well as reporting tasks. All of these tasks will be overseen by the three executive members of ETC Institute listed above.

References

The ETC Institute team presented as the key staff assigned to the project have worked on all of the projects listed below. We urge you to contact each of our past clients to they can attest to our ability to meet deadlines, the accuracy of our cost estimates, and our consistent ability to produce the highest quality work.

City of Olathe, Kansas

J. Michael Wilkes, City Manager

Phone: 913-971-8700

Email: JMWilkes@olatheks.org

City of Edgerton, Kansas

Beth Linn, City Administrator

Phone: 913-893-6231 x115

Email: Blinn@edgertonks.org

City of Roeland Park, Kansas

Keith Moody, City Administrator

Phone: 913-722-2600

Email: KMoody@roelandpark.org

City of Lawrence, Kansas

Porter Arneill, Assistant Parks and Recreation Director –
Arts and Culture

Phone: 785-832-3402

Email: parneill@lawrenceks.org

City of Lenexa, Kansas

Denise Rendina, Communications Director

Phone: 913-477-7527

Email: Drendina@lenexa.com

City of De Soto, Kansas

Whitney Lange, Communications Director

Phone: 913-586-5255

Email: wlange@desotoks.us

The clients listed above regularly conduct statistically valid community surveys with ETC Institute. Most organizations administer their surveys on a yearly or biennial basis while the City of Olathe administers their community survey quarterly. Additional references can be provided upon request.

Cost Proposal

The pricing table below is all inclusive and includes pricing for all of the services listed in the scope of work. The pricing below are the fees for ETC Institute to administer a community and employee survey in the City. ETC Institute understands the City is interested in a three-year commitment for annual surveys. ETC Institute is willing to guarantee the same pricing shown below for the next three years if a three-year agreement is signed between the City and ETC Institute. Typically, ETC Institute increases the yearly fees by 3% to account for increased costs related to printing, mailing, and cost of living increases, but would be willing to waive any increases in the prices below for the next three years for the City of Baldwin City, Kansas.

City of Baldwin City Community and Employee Survey Fees	
Community Survey Fees	
Phase 1: Develop the Survey and Sampling Plan	
Task 1.1 - Develop the Survey	\$ 1,750.00
Task 1.2 - Design the Sampling Plan	\$ 1,500.00
Task 1.3 - Conduct Pre-Test	Included
Task 1.4 - Create Online Survey	\$ 500.00
Phase 2: Administer the Survey	
Task 2.1 - Administer the Survey	\$ 5,250.00
Phase 3: Survey Analysis and Reporting	
Task 3.1 - Analyze the Survey Results	\$ 1,750.00
Task 3.2 - Prepare a Final Report with Interactive Data Dashboard Included	\$ 1,250.00
Task 3.3 - Present Results	\$ 750.00
TOTAL	\$ 12,750.00
Employee Survey Fees	
Phase 1: Develop the Survey and Sampling Plan	
Task 1.1 - Develop the Survey	\$ 1,250.00
Task 1.2 - Conduct Pre-Test	Included
Task 1.3 - Create Online Survey	\$ 500.00
Phase 2: Administer the Survey	
Task 2.1 - Administer the Survey	\$ 1,250.00
Phase 3: Analyze the Survey Results	
Task 3.1 - Analyze the Survey Results and Prepare Report	\$ 3,000.00
Task 3.2 - Present Results	\$ 750.00
TOTAL	\$ 6,750.00
GRAND TOTAL FOR COMMUNITY AND EMPLOYEE SURVEYS	\$ 19,500.00

Optional Task:

- Create employee survey dashboard: **\$3,210.00**

Invoices are typically submitted as work is completed on a monthly basis. ETC Institute can work with the City on a preferred invoicing schedule related to the projects.

City Responsibilities

While a majority of the tasks listed in this document are to be completed by ETC Institute without the need for assistance from the City there are several items that will be needed from the City to ensure the project is successful. The following is the list of the City's responsibilities as it relates to all the projects described in this document.

- A point of contact(s) who can provide approval on final survey instruments and final deliverables for each project.
- GIS Shapefiles showing the City's boundaries or the approval of shapefiles showing the City boundaries within ETC Institute's GIS Systems.
- Cover letter on City letterhead for mailing – if needed, ETC Institute can help develop these materials.

All other tasks described in this document can be completed by ETC Institute without the need for assistance from the City.



City of Topeka 2022 Employee Survey *Findings Report*

Presented to the
City of Topeka, Kansas
May 2022

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1

Executive Summary

2022 Topeka Employee Satisfaction Survey

Executive Summary

ETC Institute administered an employee survey for the City of Topeka during April 2022. The survey was designed to objectively assess overall satisfaction with employment at the City of Topeka and to gather input from employees about issues in the following major areas:

- employee recognition
- work environment and culture
- communication
- empowerment
- strategic direction, and
- professional development.

The survey was administered online to City employees, paper surveys were provided for those without regular access to a computer. Participation in the survey was voluntary and employees were allowed to complete the survey during work hours or at home. The goal was to obtain completed surveys from at least half of the 1,156 City employees. A total of 601 employees completed the survey, which was a response rate of 52%.

In addition to the Executive Summary, this summary report contains the following:

- Charts and graphs depicting overall results for most questions on the survey,
- Importance-Agreement analysis that identifies opportunities for improvement for the major areas that were assessed on the survey,
- Gap analysis that identifies the factors that have the most influence on employee satisfaction,
- Tabular results showing the frequency tables for questions on the survey, and
- Copy of the survey instrument

Major Findings and Findings by Assessment Area

Perceptions of Working at the City of Topeka

Fifty-eight percent (58%) of employees surveyed, who had an opinion, indicated they are “very satisfied” (17%) or “satisfied” (41%) with the City of Topeka as a place to work. Sixty-seven percent (67%) of employees surveyed, who had an opinion, would recommend employment at the City of Topeka to friends and family, 68% think the City did a good job taking care of employees during the COVID-19 Pandemic, 72% think the City is a good employer, and 76% are proud to work for the City of Topeka. Overall, perceptions of working for the City among employees is very high.

Findings from each of the six major areas that were assessed on the survey are briefly described below.

- **Employee Recognition.** Fifty-two percent (52%) of employees surveyed, who had an opinion, agreed (ratings of 4 or 5 on a 5-point scale) that they feel valued at work by their coworkers, department leadership, and City leadership. Employees were least likely to agree that they are satisfied with the City’s efforts to recognize employees. (28%).

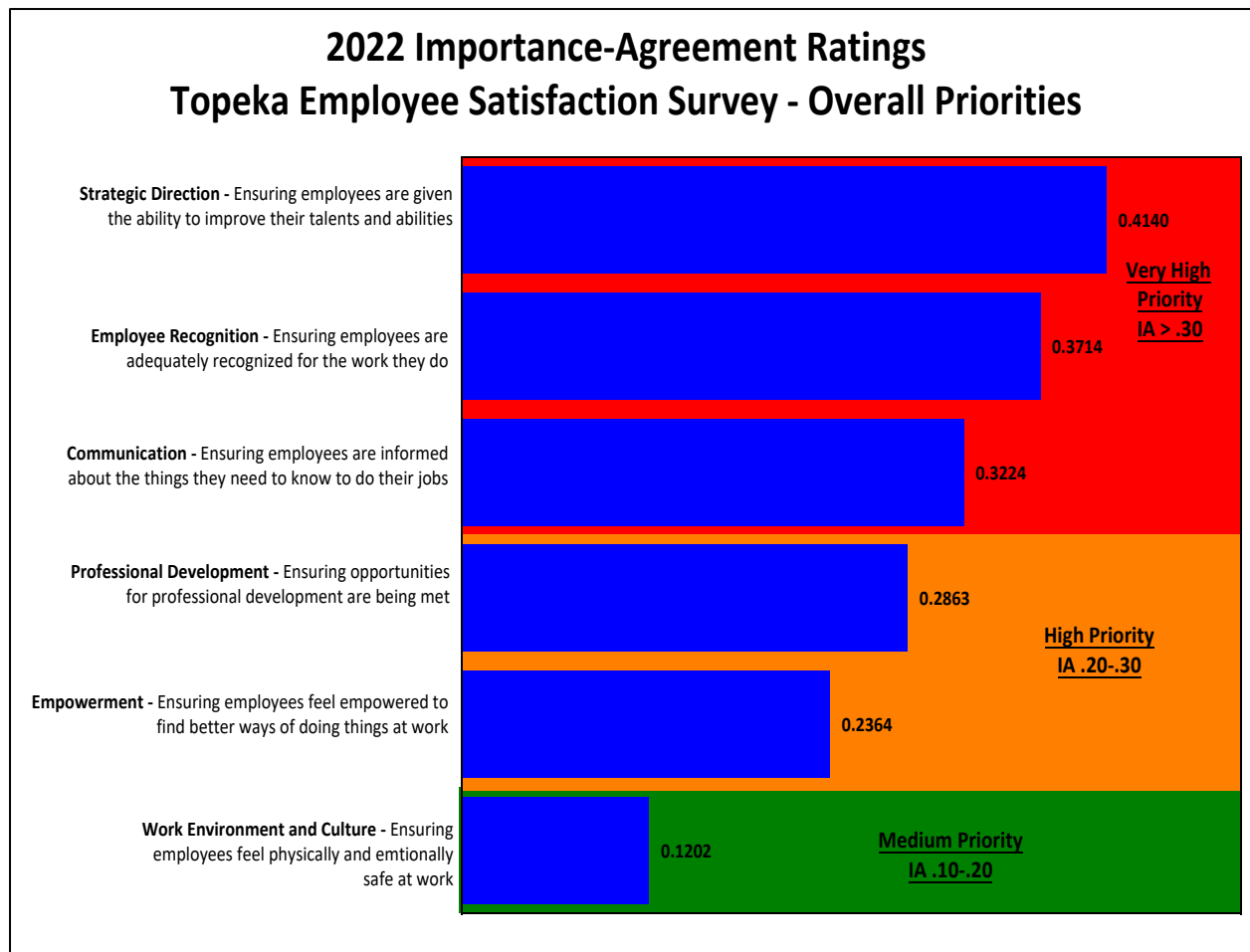
- **Work Environment and Culture.** Eighty-three percent (83%) of employees surveyed agreed (ratings of 4 or 5 on a 5-point scale) that their immediate supervisor treats them with respect; 77% of those who had an opinion agreed they feel safe while doing their job, and 71% agreed that a spirit of collaboration and teamwork exists in their work unit. Employees were least likely to think that conflict is resolved effectively in departments (48%).
- **Communication.** Sixty-six percent (66%) of employees surveyed, who had an opinion, agreed (ratings of 4 or 5 on a 5-point scale) that they receive information that affects their work in a timely manner from their immediate supervisor and 65% agreed that they are encouraged to express opinions about work related issues to supervisors or department managers. Employees were least likely to feel comfortable communicating their opinions about work and the organization to the City Manager's office (23%).
- **Empowerment.** Eighty-six percent (86%) of employees surveyed, who had an opinion, agreed (ratings of 4 or 5 on a 5-point scale) that their work is meaningful to them and 71% agreed that they have opportunities to use their strengths and talents in their current job. Employees were least likely to agree that they are satisfied with the City's efforts to empower employees to do their jobs (43%).
- **Strategic Direction.** Fifty percent (50%) of employees surveyed, who had an opinion, agreed (ratings of 4 or 5 on a 5-point scale) that they know the City's Mission, Vision, and Values and 44% agreed that they know how their job helps to accomplish the goals of the City's strategic plan. Employees were least likely to think they are given opportunities to provide input on the City's strategic plan (18%).
- **Professional Development.** Seventy percent (70%) of employees surveyed, who had an opinion, agreed (ratings of 4 or 5 on a 5-point scale) that their immediate supervisor supports them in achieving their career/job goals and 69% agreed that their immediate supervisor helps ensure they can attend training opportunities. Employees were much less likely to think that the City promotes an environment where people can improve their talents and abilities (43%).

Opportunities for Improvement

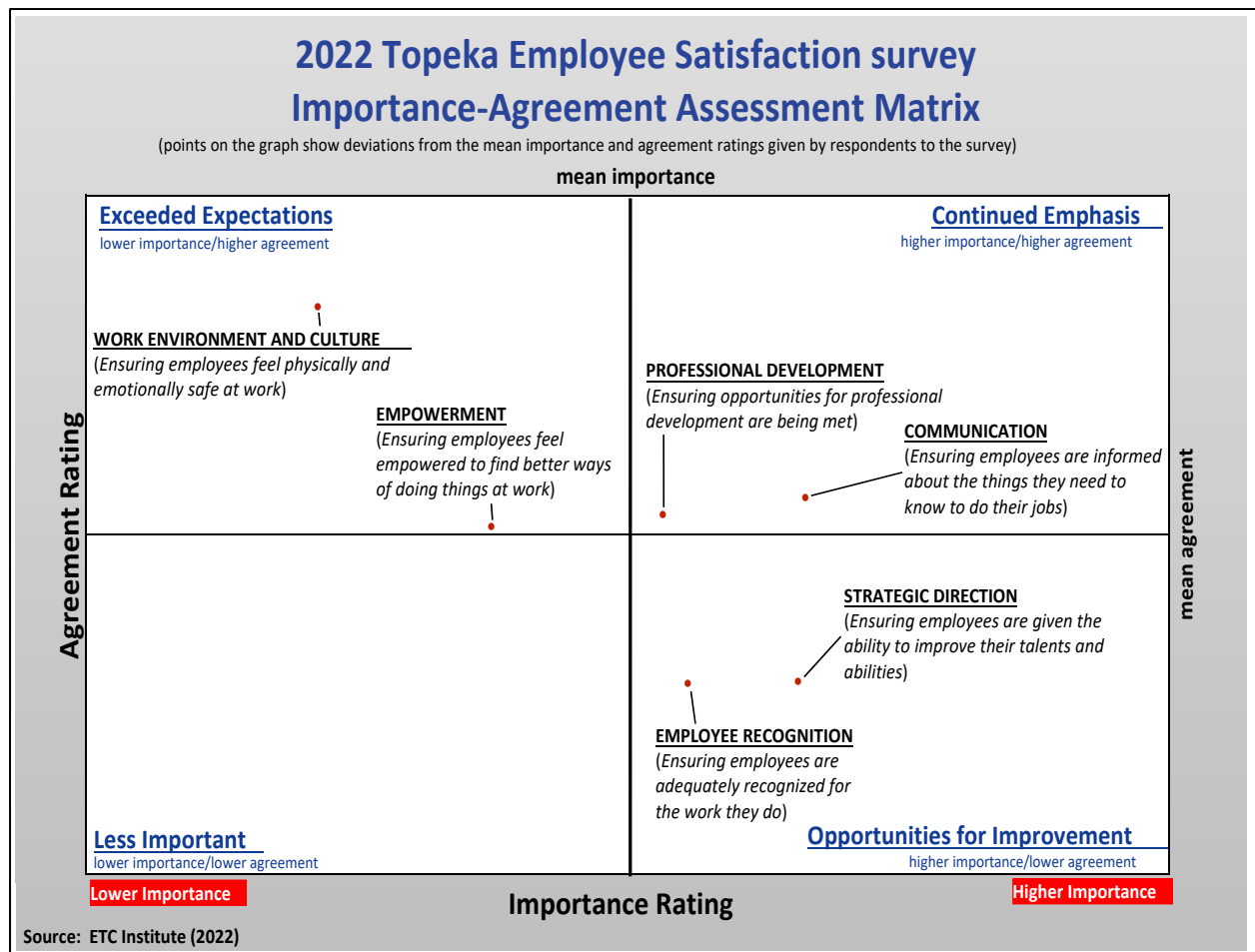
Based on the results of the Importance-Agreement (IA) Analysis (see Section 2 for details), the areas that provide the most opportunity for increasing satisfaction among City employees are:

- 1) Ensuring employees are given the ability to improve their talents and abilities,
- 2) Ensuring employees are adequately recognized for the work they do,
- 3) Ensuring employees are informed about the things they need to know to do their jobs, and
- 4) Ensuring employees feel empowered to find better ways of doing things at work.

The chart on the following page shows the I-A Rating for each of the major areas that were assessed on the survey. The four items listed above were rated as "high" or "very high" priorities for improvement.



The **Importance-Agreement Matrix** was also used to identify opportunities for improvement. The two axes on the matrix show the level of Agreement (on the vertical axis) and the Importance of the issue (on the horizontal axis). **Opportunities for Improvement are shown in the bottom right corner.** Items in this quadrant are more important to employees, but the City is not performing as well as employees expect the organization to perform. Improvements in the areas identified in the bottom right quadrant will have the most impact on increasing employee satisfaction over the next two years.



Recommendations to Increase Employee Satisfaction

To help the City identify actions that should be taken to increase employee satisfaction in each of the four areas that were identified as opportunities for improvement, ETC Institute conducted “Gap Analysis”. This analysis was used to determine which factors have the most influence on employee satisfaction within each of the areas that were assessed on the survey. By comparing differences between the way employees who were satisfied with their job rated items on the survey compared to employees who were not satisfied with their job. More details of the analysis are provided in Section 3 of this report. The recommendations based on the analysis are provided below.

- **How to Increase Satisfaction with Strategic Direction:** The results of the Gap analysis suggest that one issue will likely have the most impact on employee satisfaction with strategic direction:
 - Ensuring employees understand the City’s commitment to high performance and continuous improvement
 - This will also address the desire to ensure employees are given the opportunity to improve their talents and abilities within the City.
- **How to Increase Satisfaction with Employee Recognition:** The results of the Gap analysis suggest that both of the issues presented to employees will likely have an impact on employee satisfaction with employee recognition:
 - Ensuring employees feel that their work is appreciated
 - Ensuring employees feel valued at work by coworkers, department leadership, and City leadership

- **How to Increase Satisfaction with Communication.** The results of the Gap analysis suggest that three issues will likely have the most impact on employee satisfaction with communication:
 - Ensuring employees receive information about the Executive Team’s discussions and decisions
 - Ensuring work related communication with departments is good
 - Ensuring employees know what is going on in other departments if it is relevant to their job
- **How to Increase Satisfaction with Professional Development:** The results of the Gap analysis suggest that two issues will have the most impact on employee satisfaction with professional development:
 - Ensuring City leadership offers training opportunities to help employees perform their job
 - Ensuring employees believe there is a career path for them at the City

Next Steps

To maximize the effectiveness of the information gathered through the survey, ETC Institute recommends that City leaders do the following:

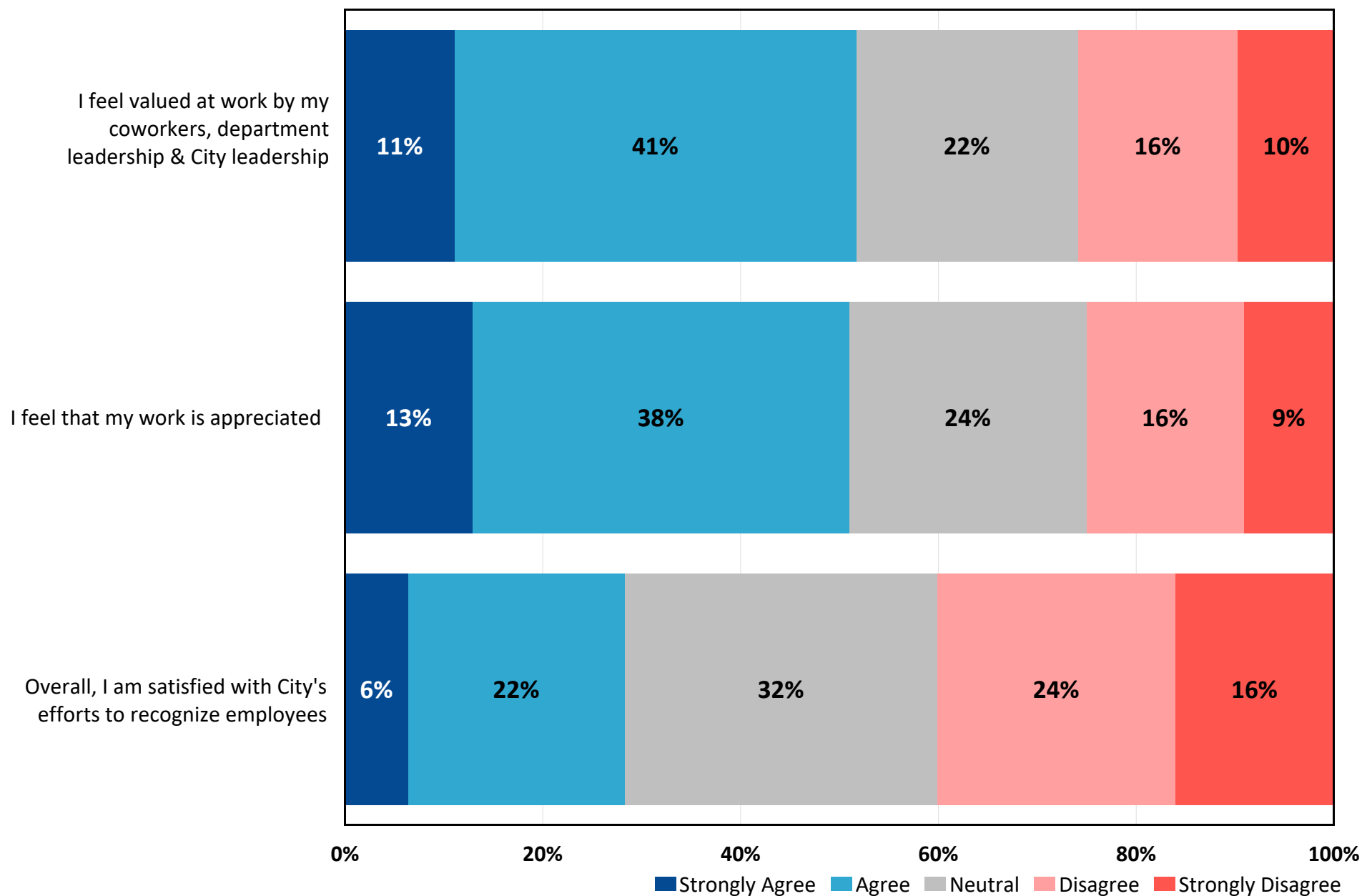
- Share the survey results openly with employees. There should not be any penalties or repercussions from the survey.
- Develop strategies and take action to address the issues that are most important to employees.
- Continually remind employees of how the results of this survey are being used by decision-makers.
- Conduct another survey in 2024 and hold managers and employees at all levels accountable for improvement.



Charts and Graphs

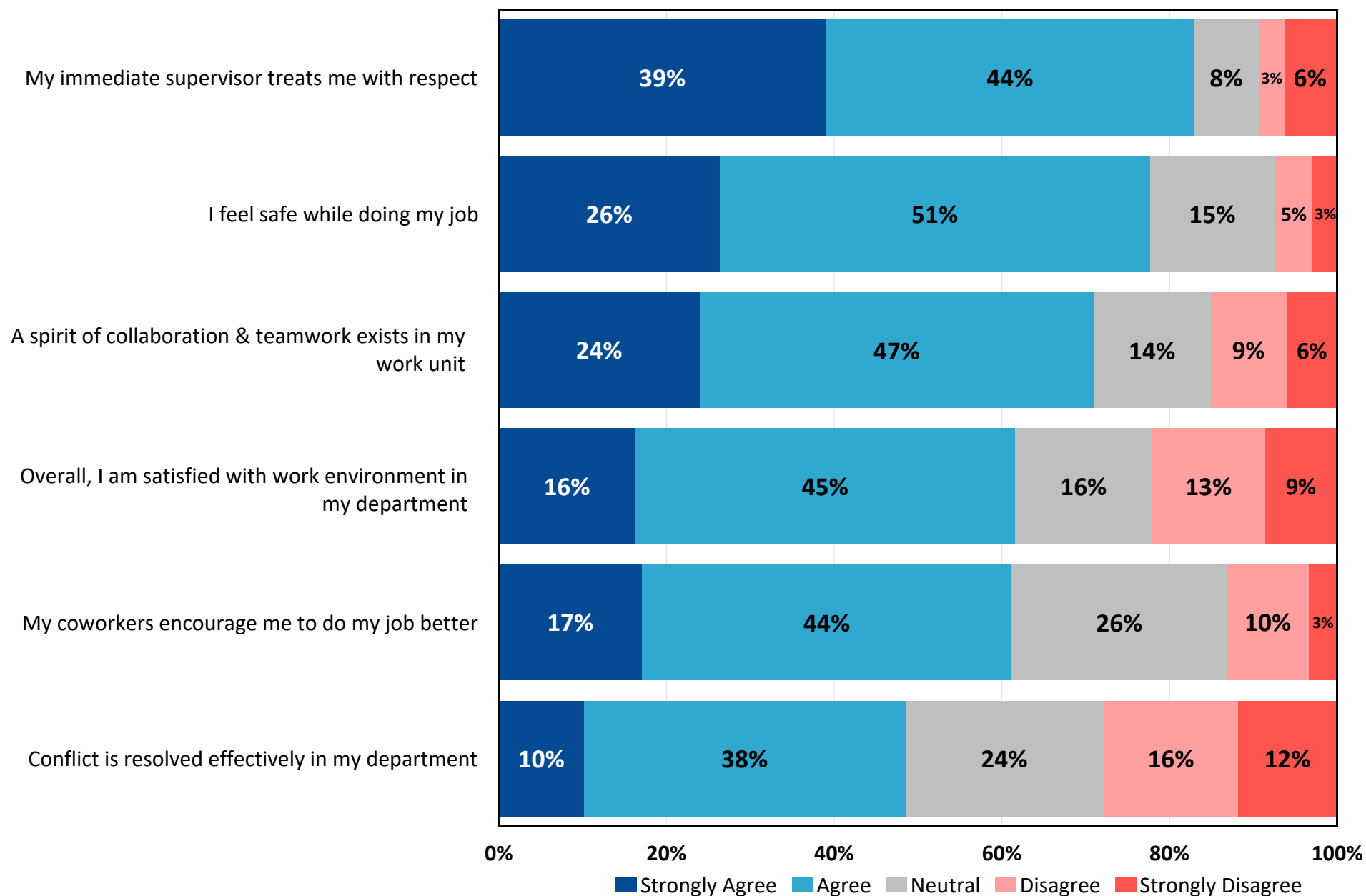
Q1. Employee Recognition

by percentage of respondents, using a 5-point scale, where 5 means “Strongly Agree” and 1 means “Strongly Disagree”
(excluding “don’t know” responses)



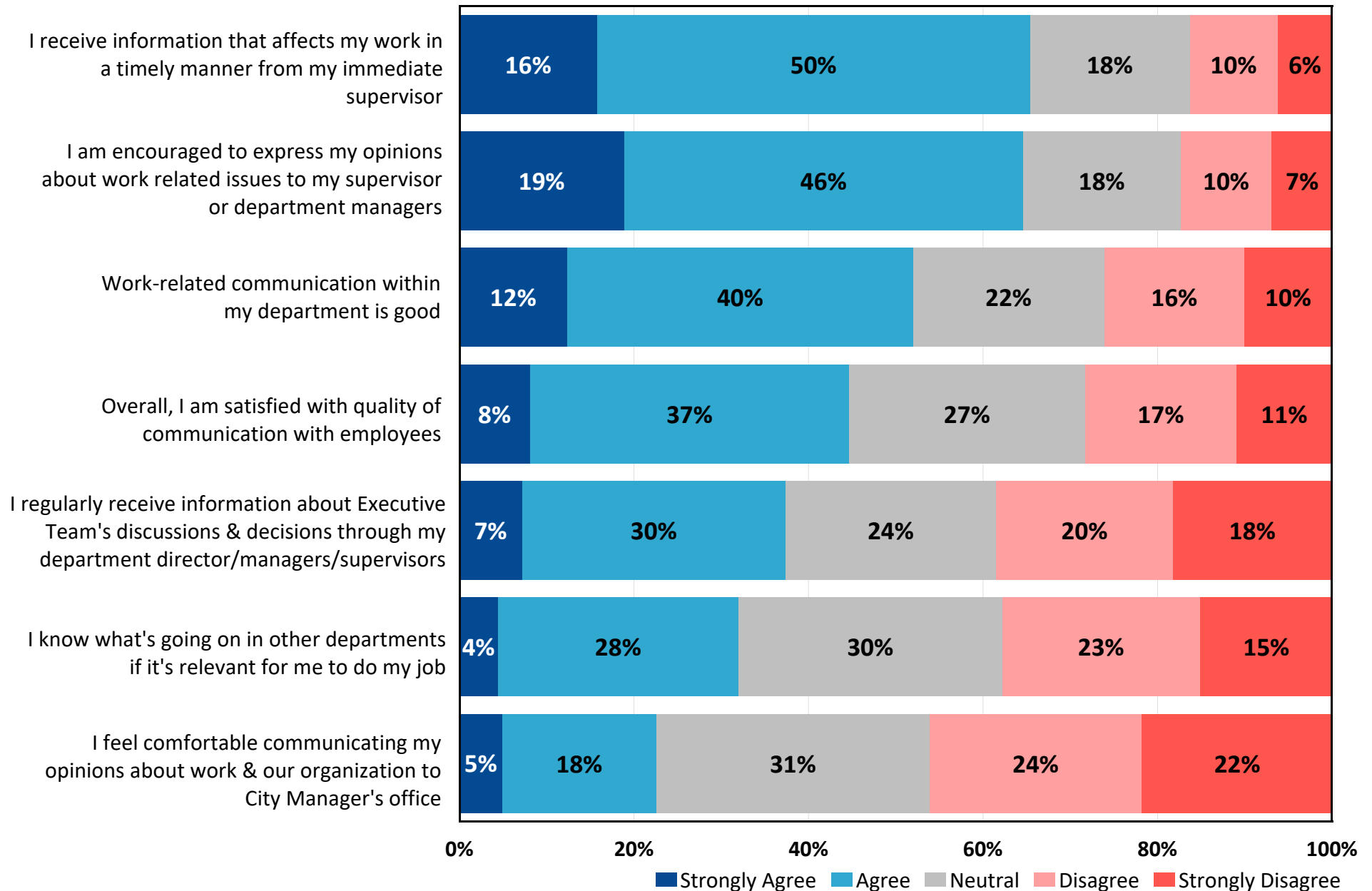
Q2. Work Environment and Culture

by percentage of respondents, using a 5-point scale, where 5 means “Strongly Agree” and 1 means “Strongly Disagree”
(excluding “don’t know” responses)



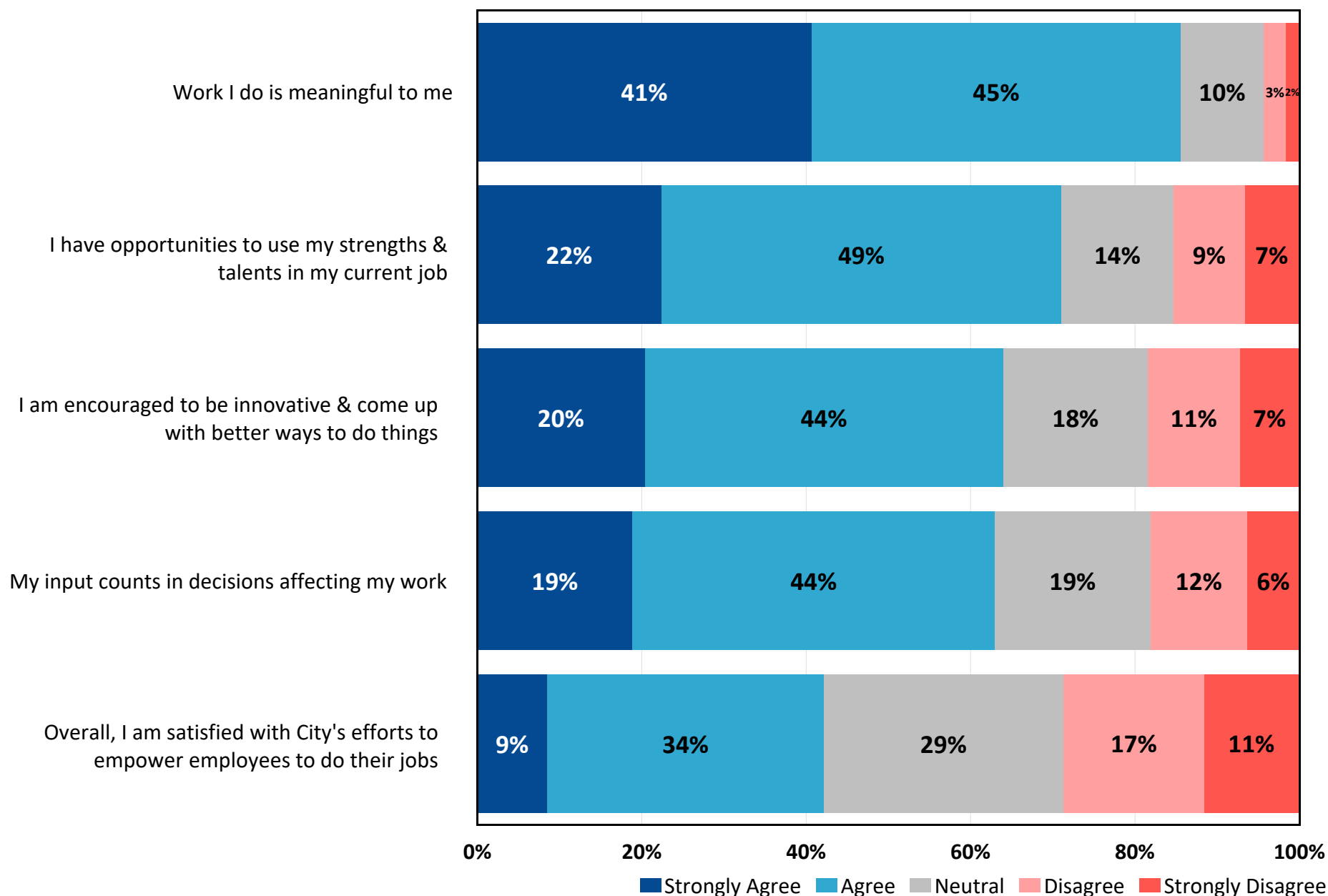
Q3. Communication

by percentage of respondents, using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree" (excluding "don't know" responses)



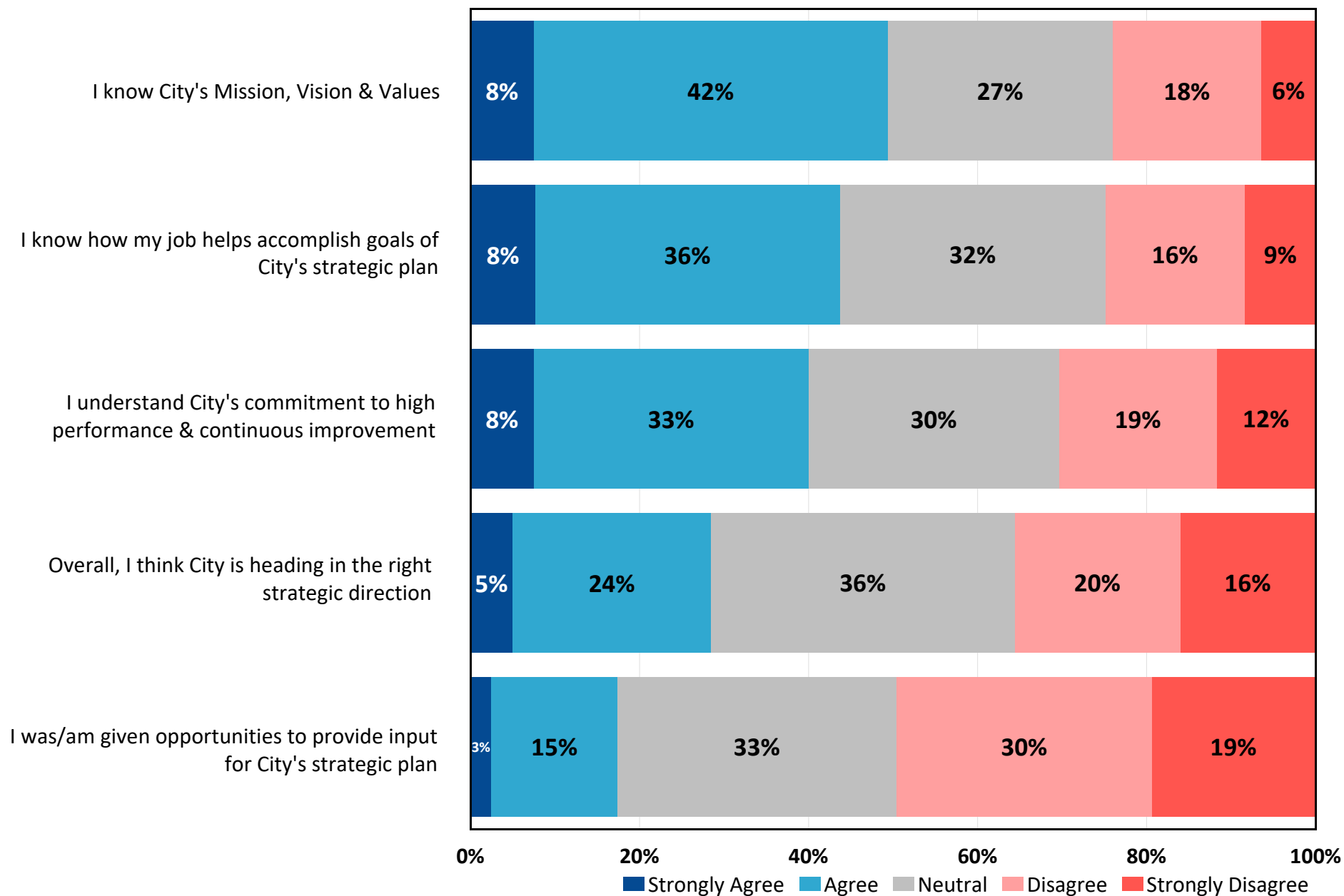
Q4. Employee Empowerment

by percentage of respondents, using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree"
(excluding "don't know" responses)



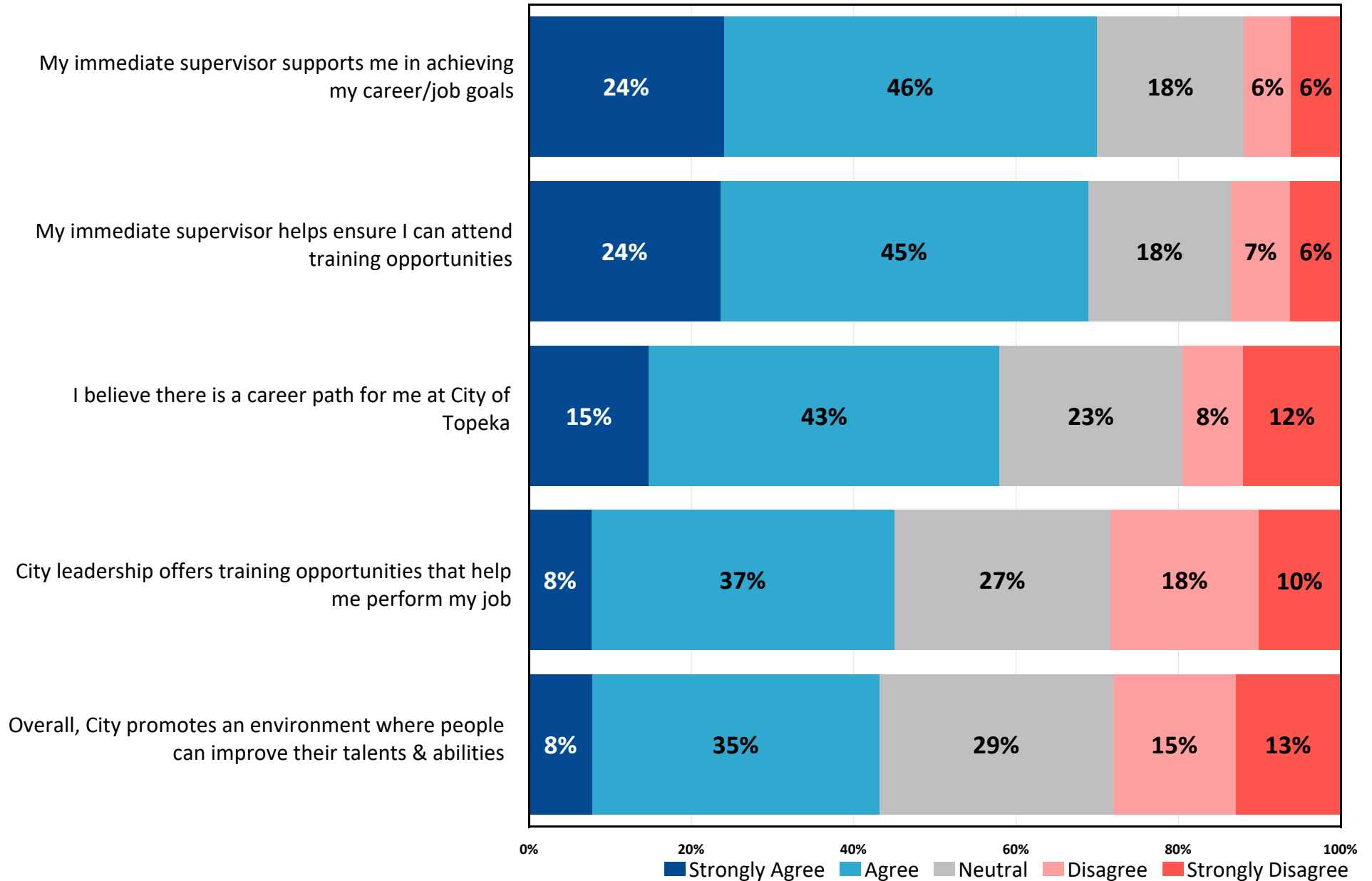
Q5. Strategic Direction

by percentage of respondents, using a 5-point scale, where 5 means “Strongly Agree” and 1 means “Strongly Disagree”
(excluding “don’t know” responses)



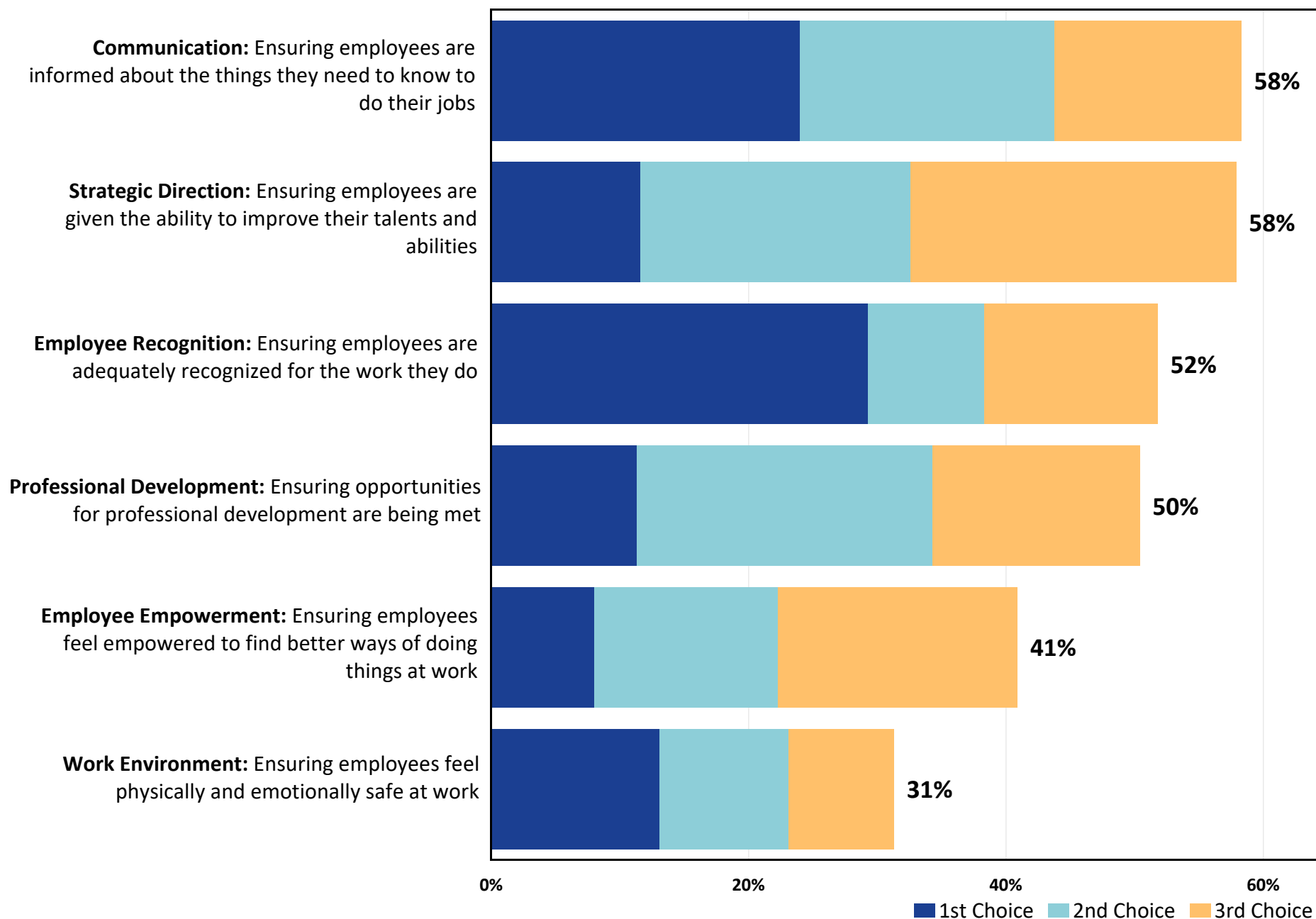
Q6. Professional Development

by percentage of respondents, using a 5-point scale, where 5 means “Strongly Agree” and 1 means “Strongly Disagree”
(excluding “don’t know” responses)



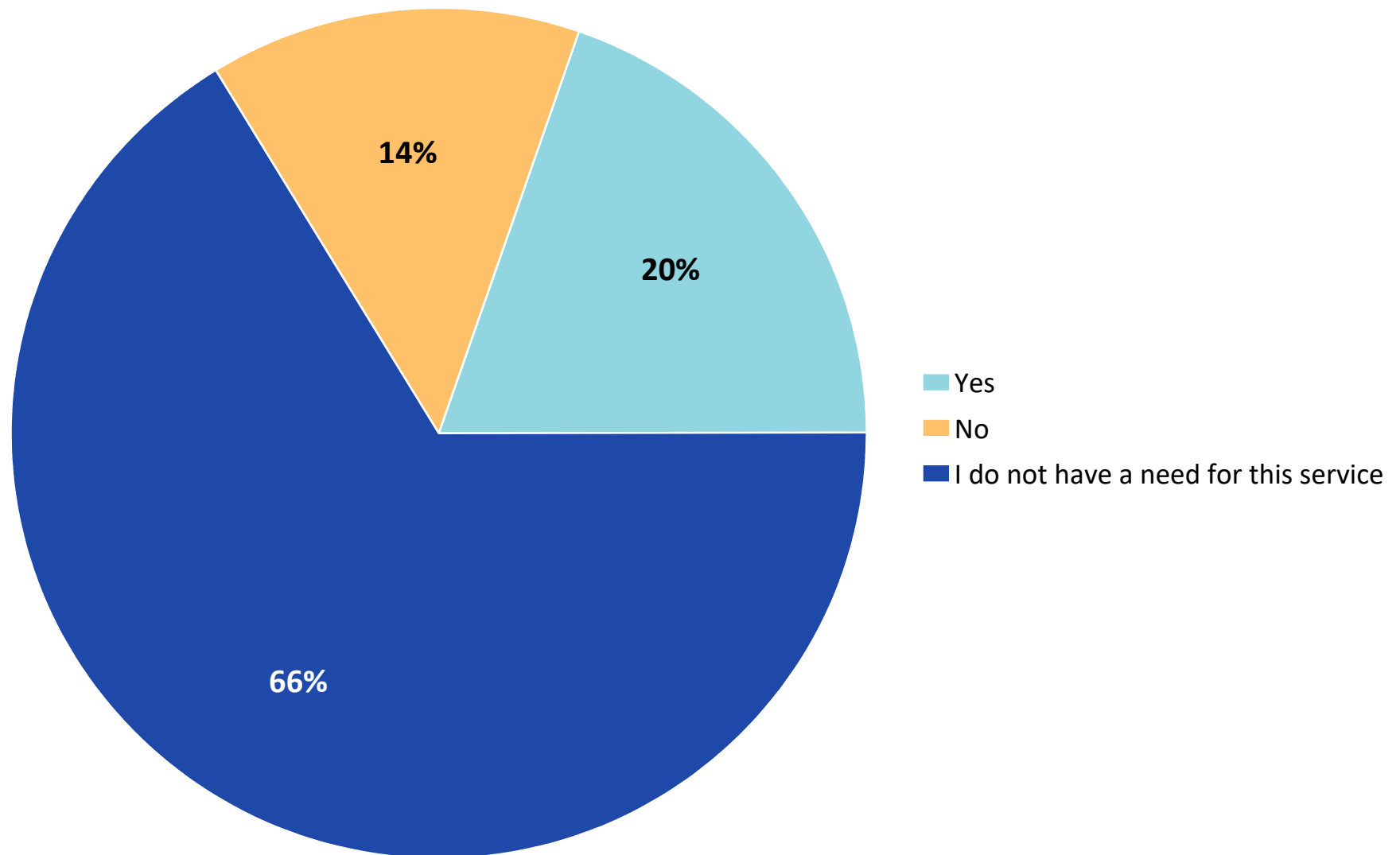
Q7. Top Priorities for Improvement Over Next Two Years

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



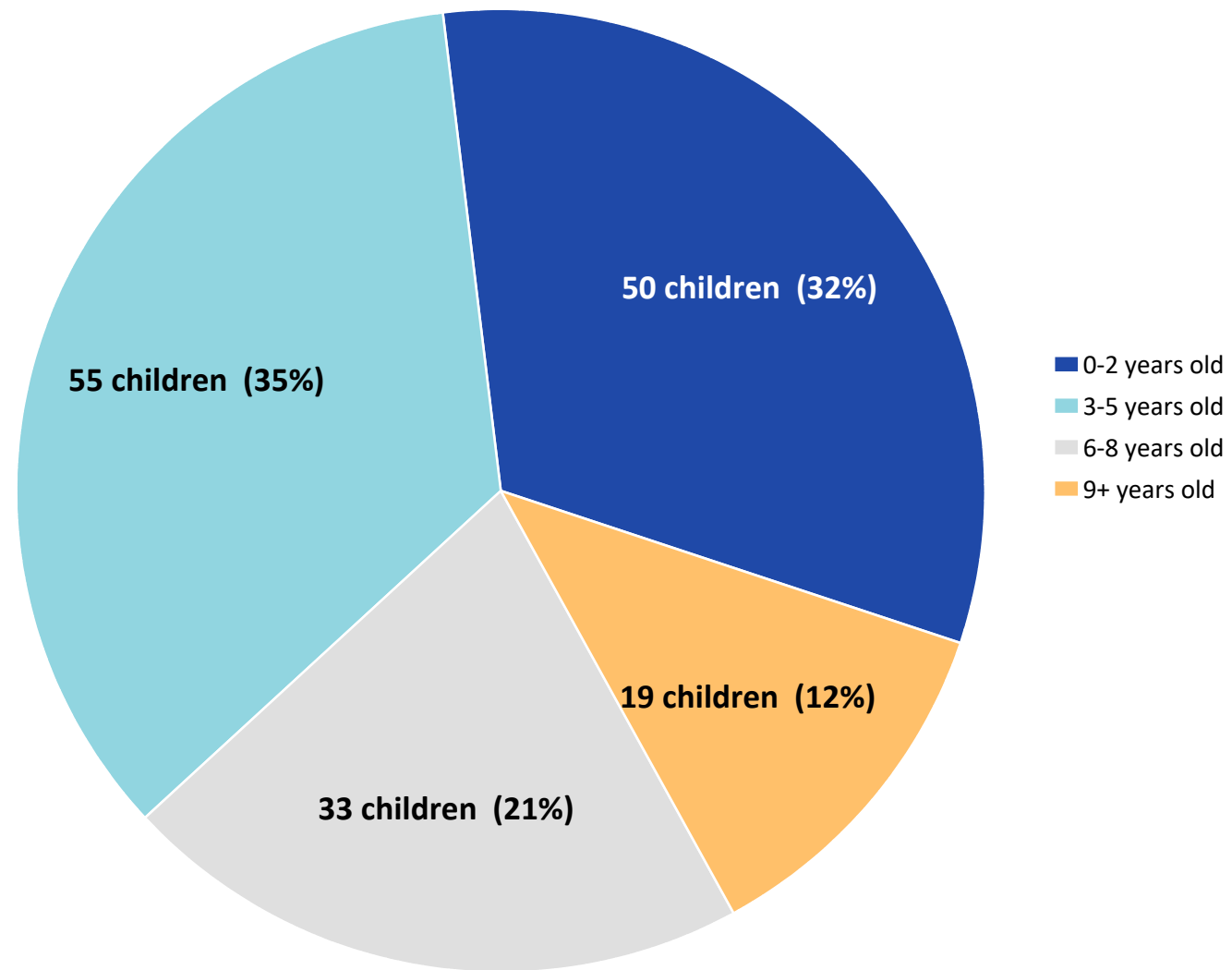
Q8. Would you be interested in the City offering childcare services as part of the City's benefits package?

by percentage of respondents (excluding "not provided")



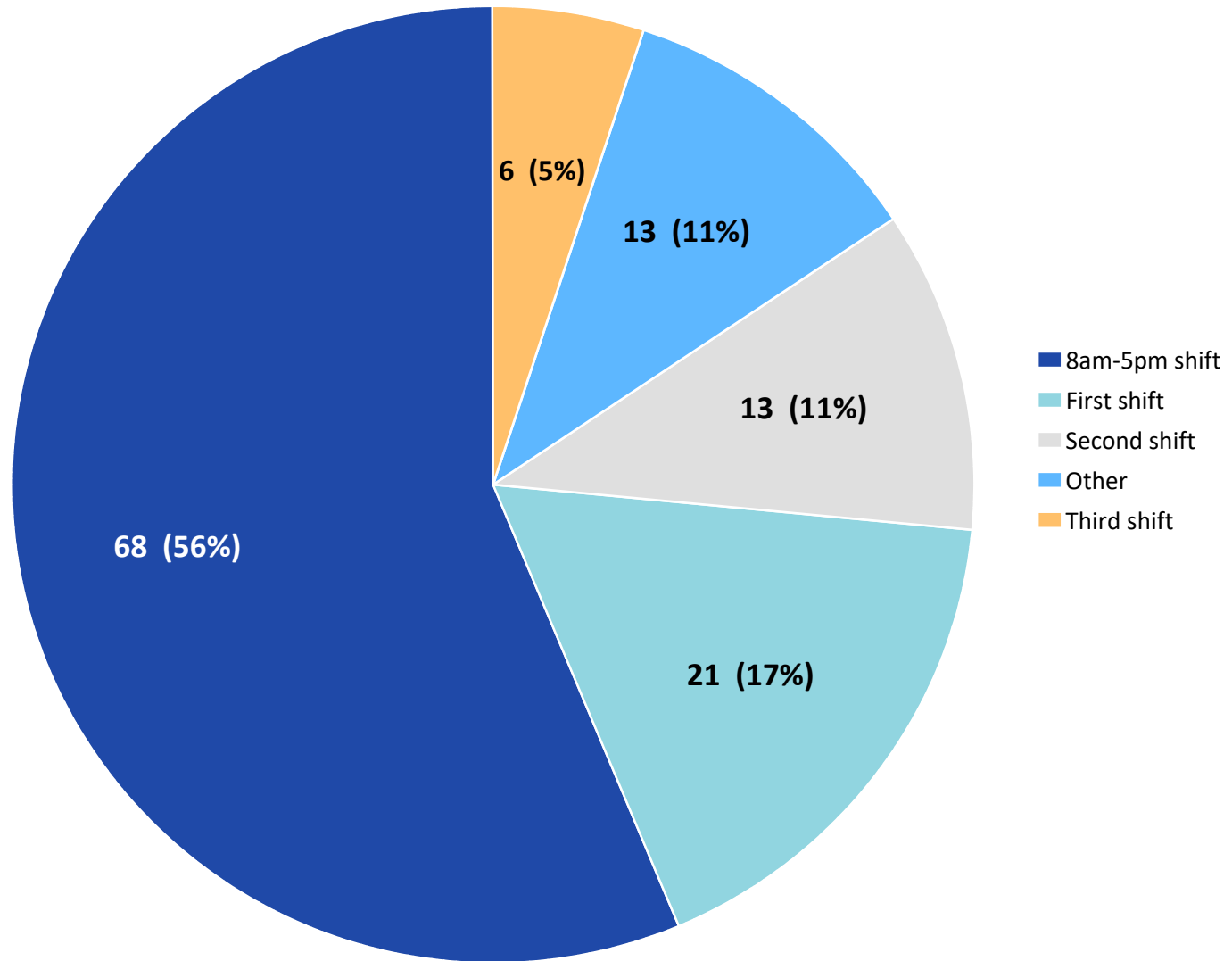
Q8a. Age of Children Needing Childcare

by percentage of respondents (excluding "not provided")



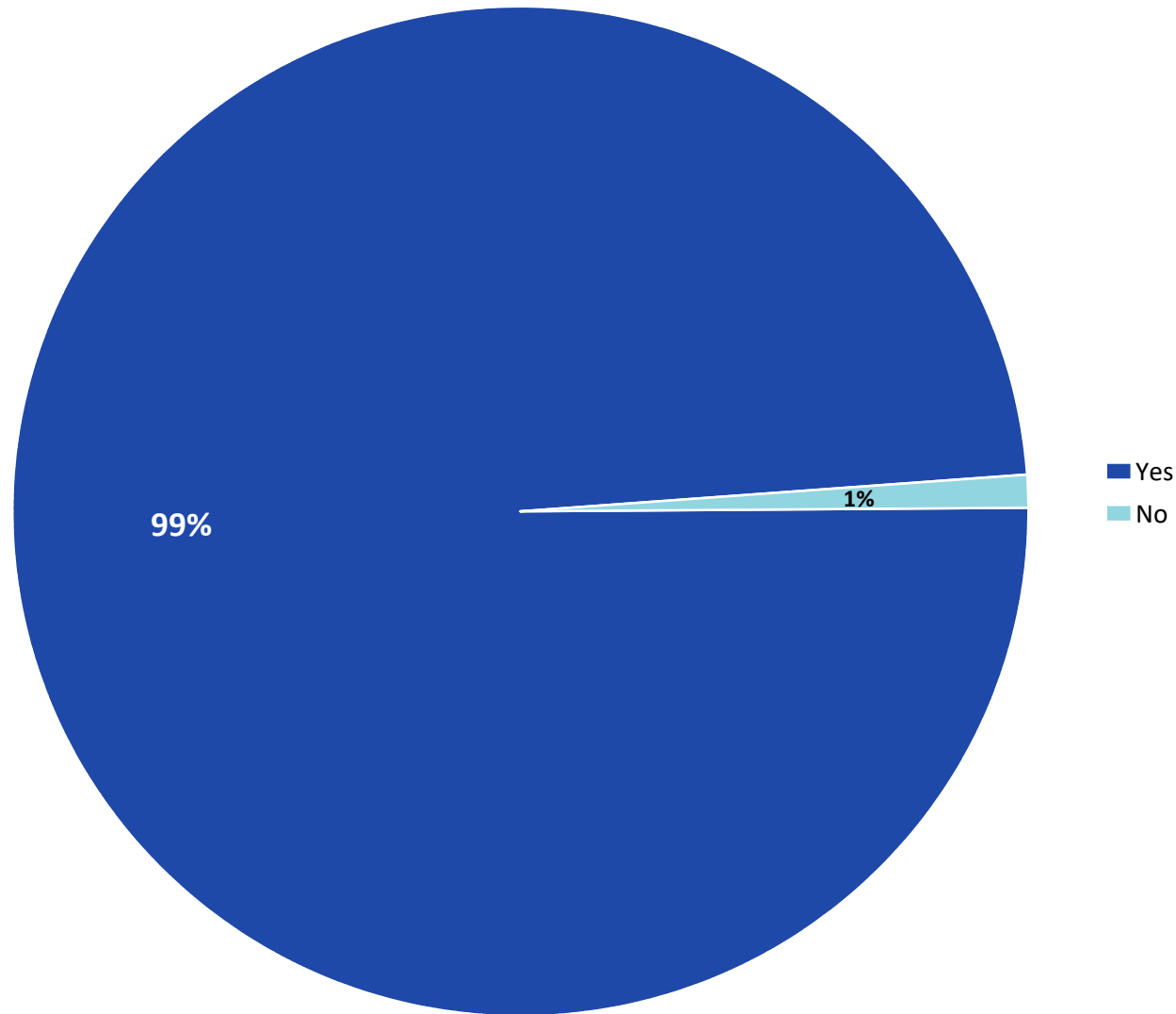
Q8b. Time Needing Childcare Service

by percentage of respondents (excluding "not provided")



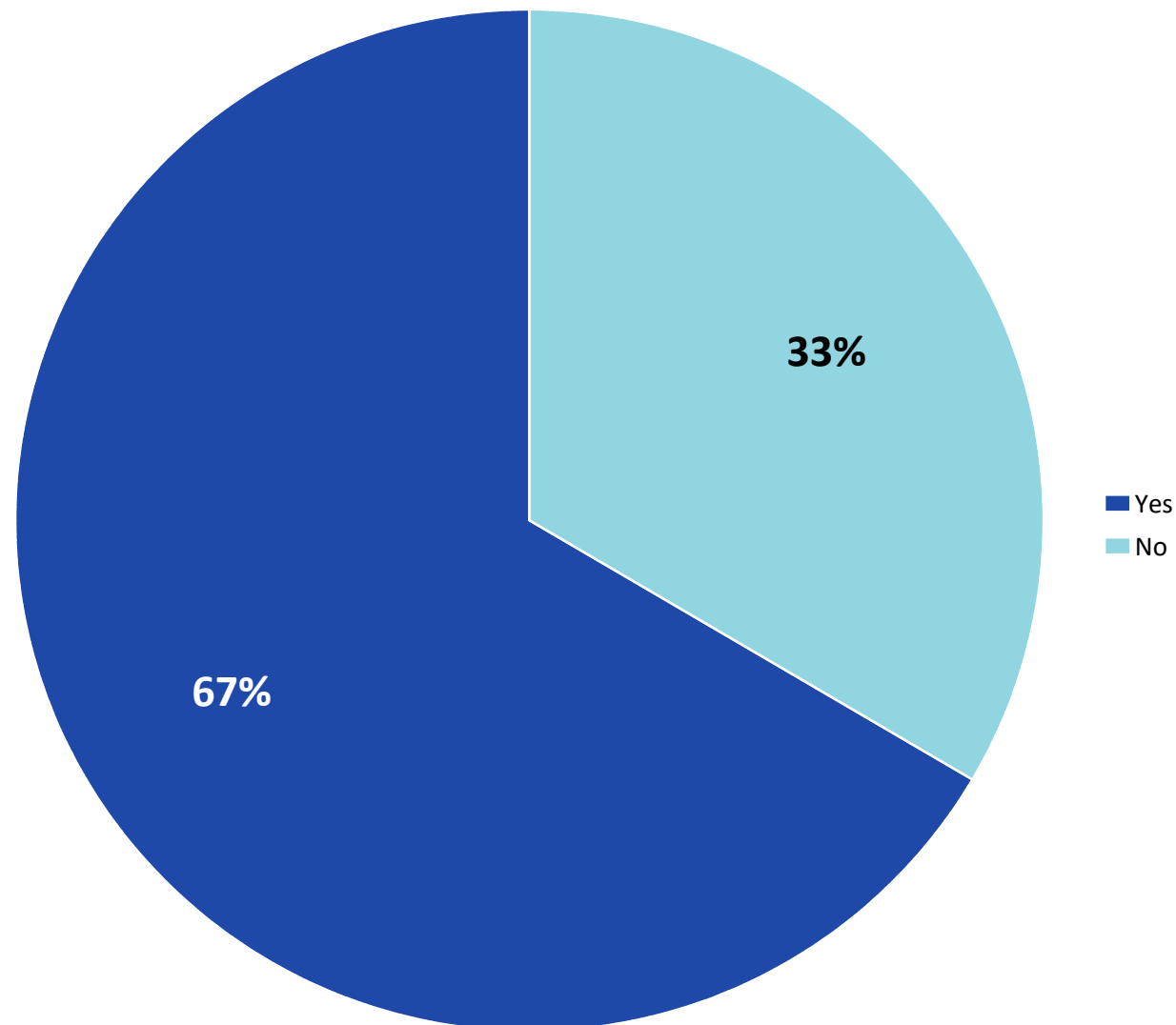
Q8c. Would “Drop-off” Daycare be of Assistance to you?

by percentage of respondents (excluding "not provided")



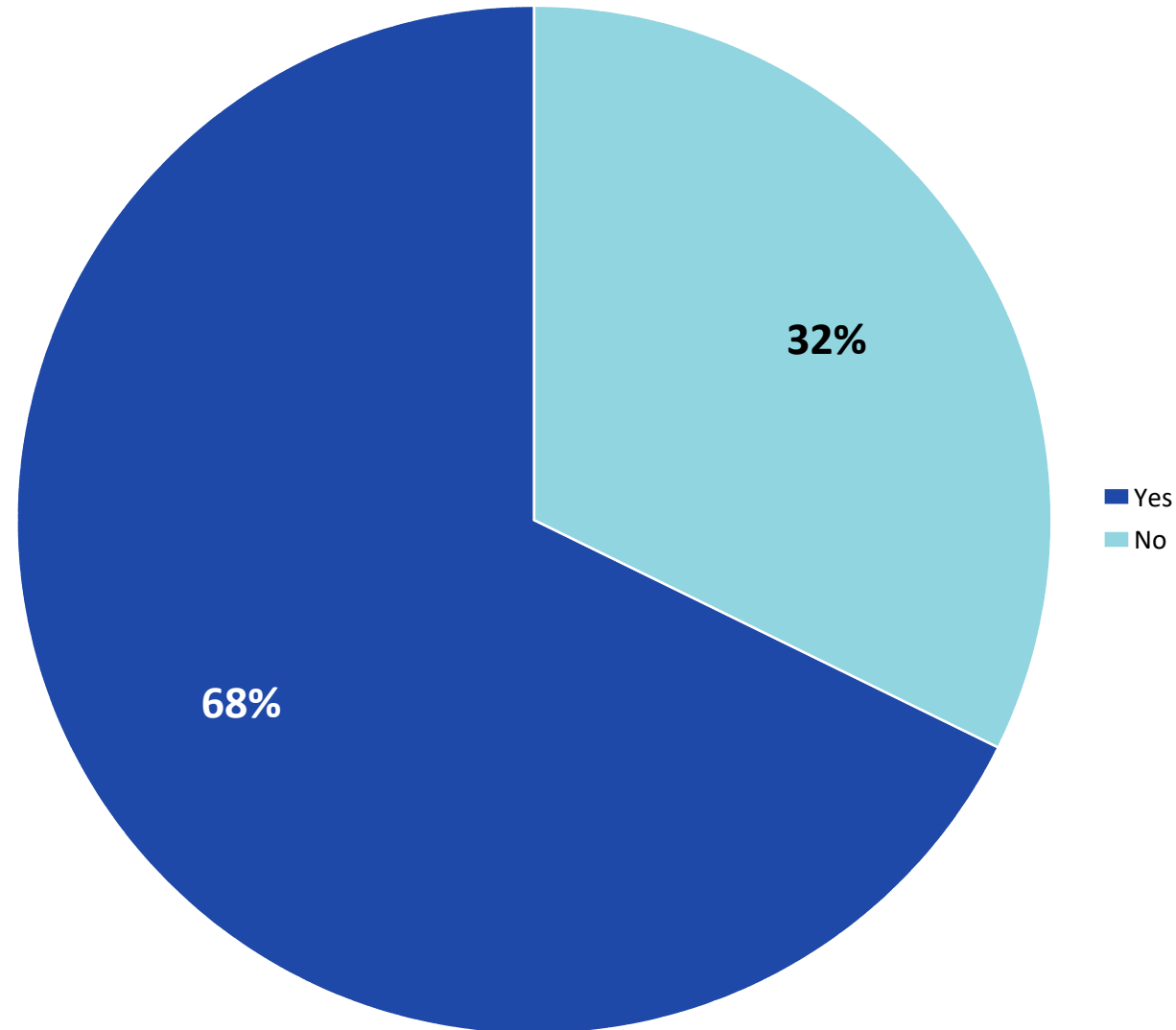
Q9. Would You Recommend Employment at the City of Topeka to Friends and Family?

by percentage of respondents (excluding "not provided")



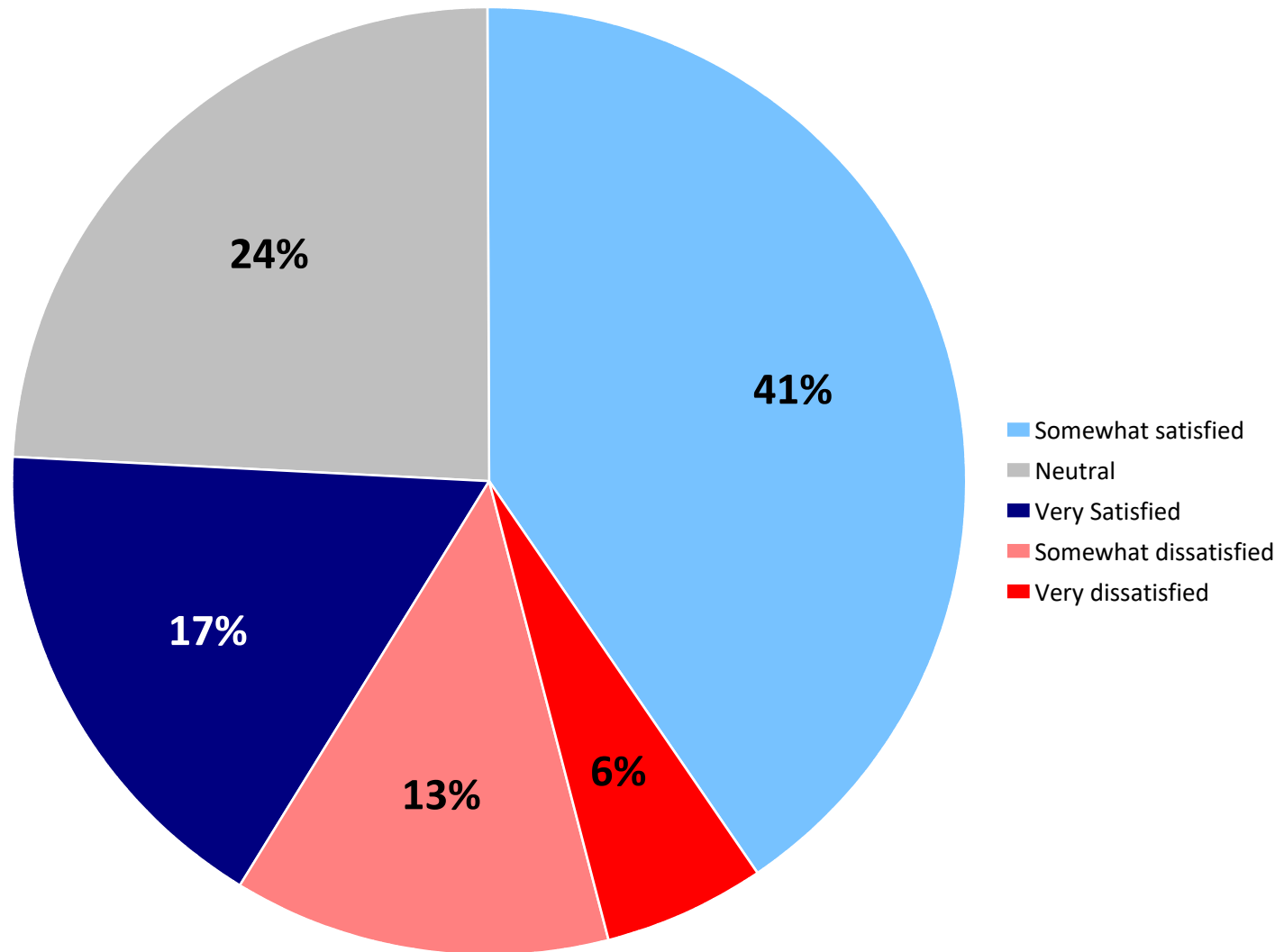
Q10. Do You Think the City of Topeka Has Done a Good Job Taking Care of Its Employees during the COVID-19 Pandemic?

by percentage of respondents (excluding "not provided")



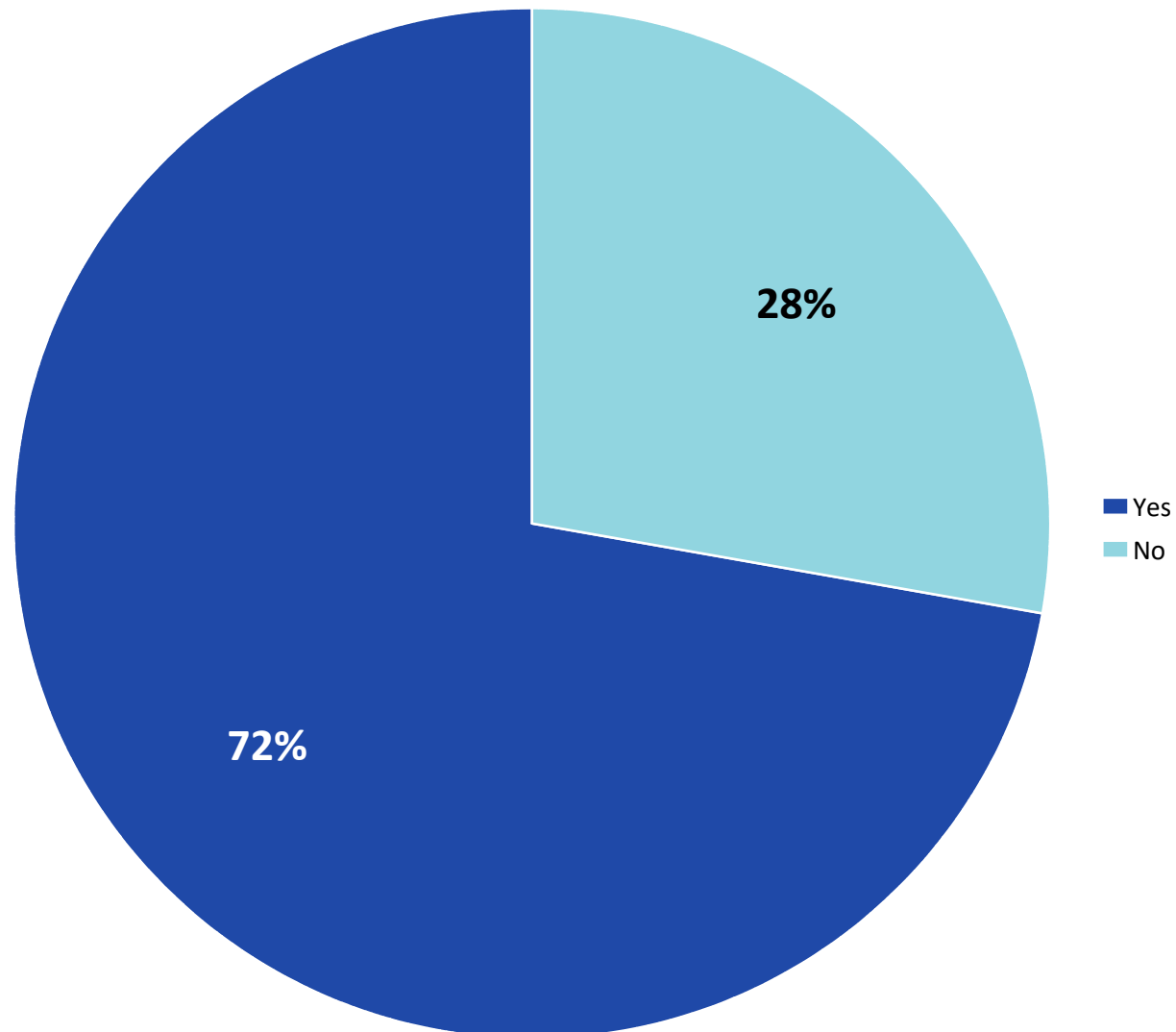
Q11. Level of Satisfaction With Employment at City of Topeka

by percentage of respondents (excluding “not provided”)



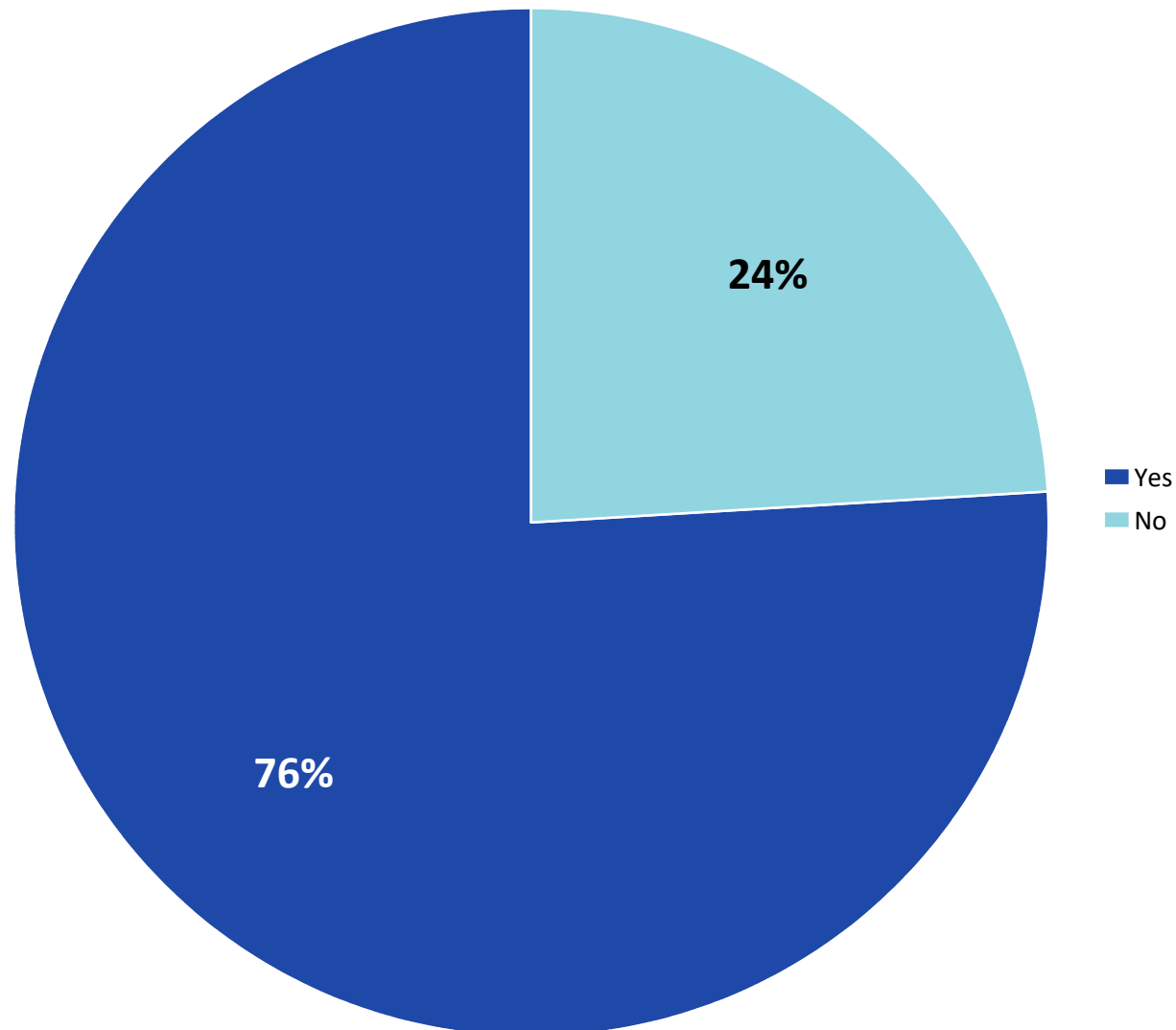
Q12. Do You Think the City of Topeka Is a Good Employer?

by percentage of respondents (excluding "not provided")



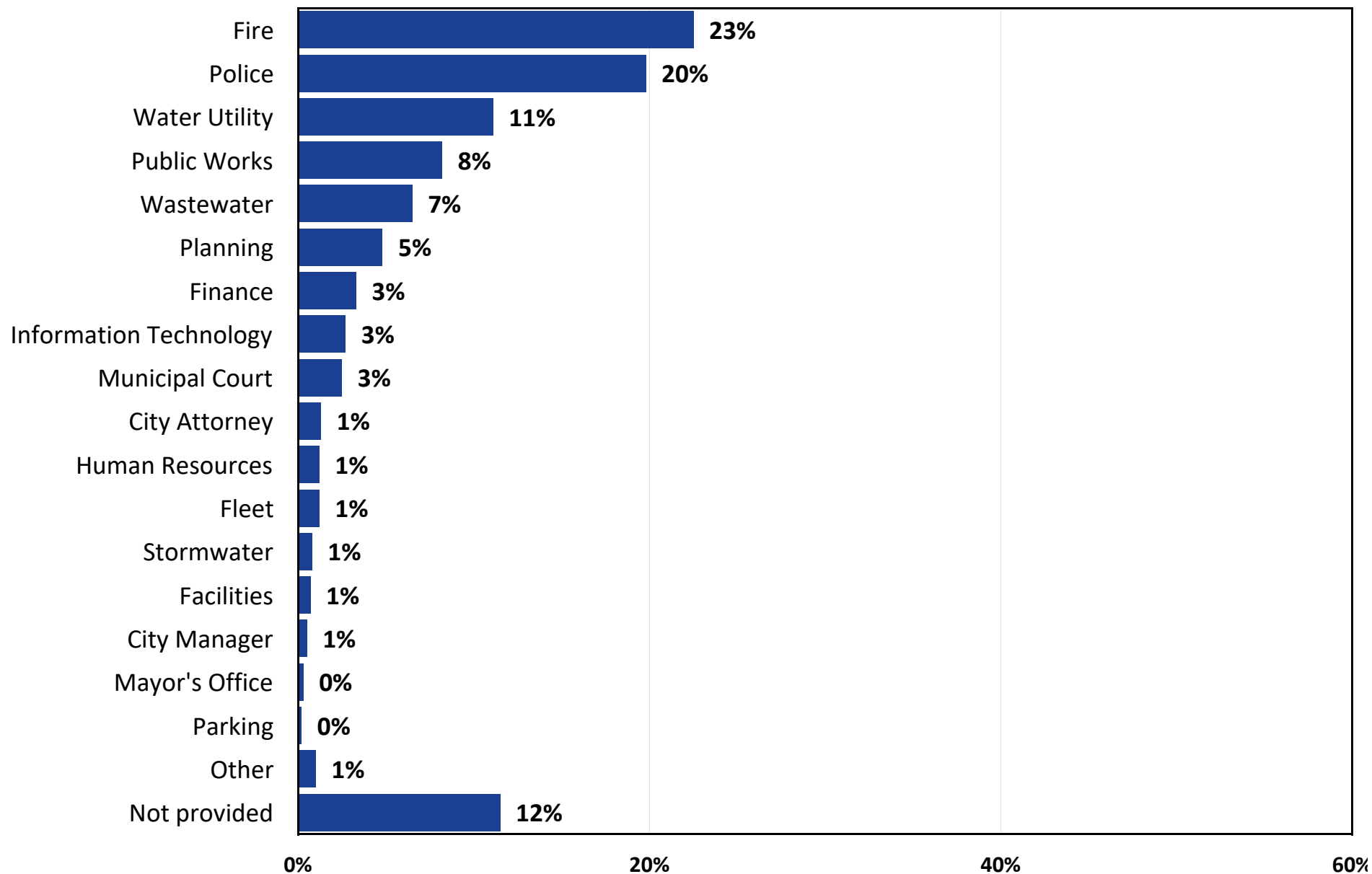
Q13. Are You Proud to Work for the City of Topeka?

by percentage of respondents (excluding "not provided")



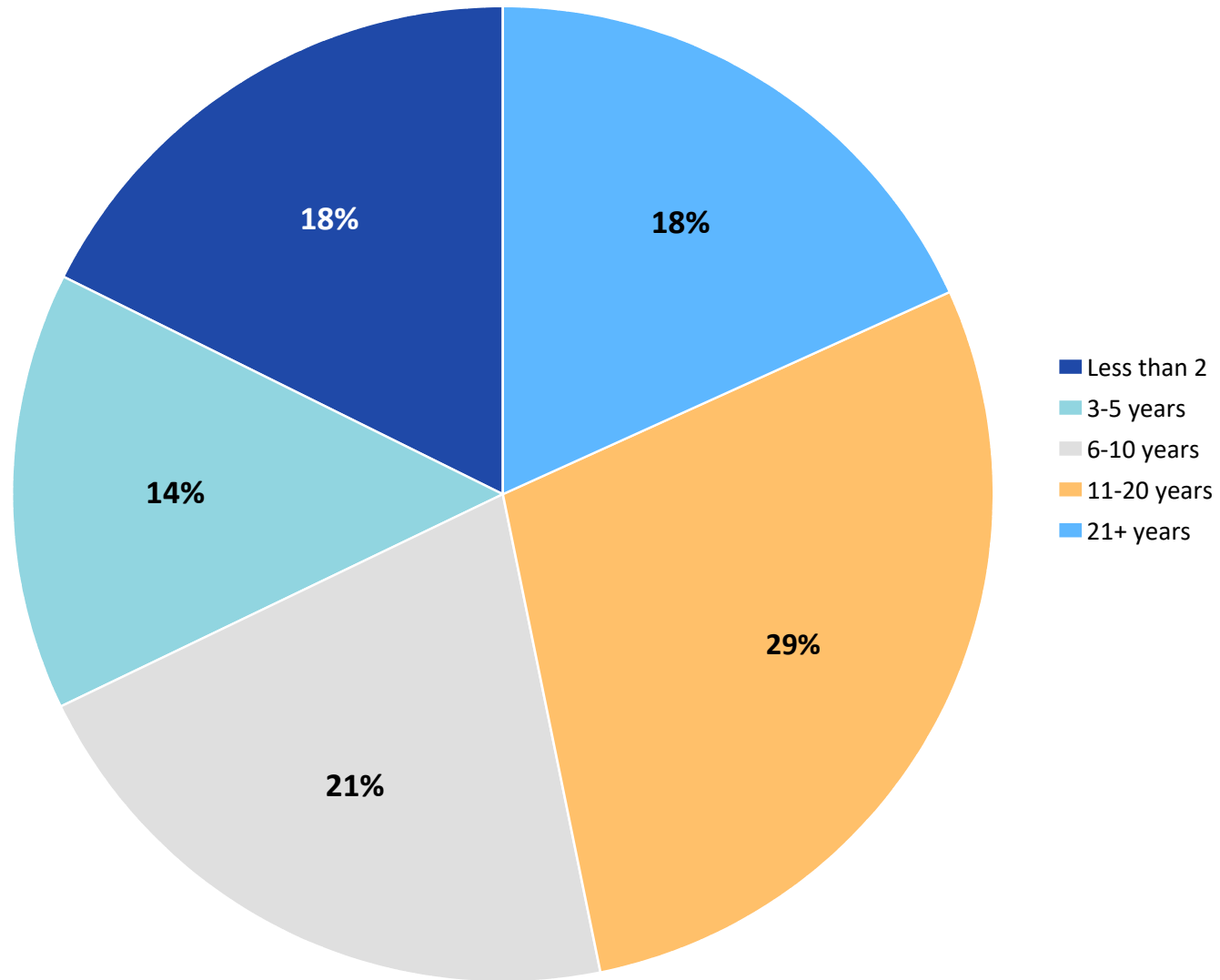
Q14. Department

by percentage of respondents



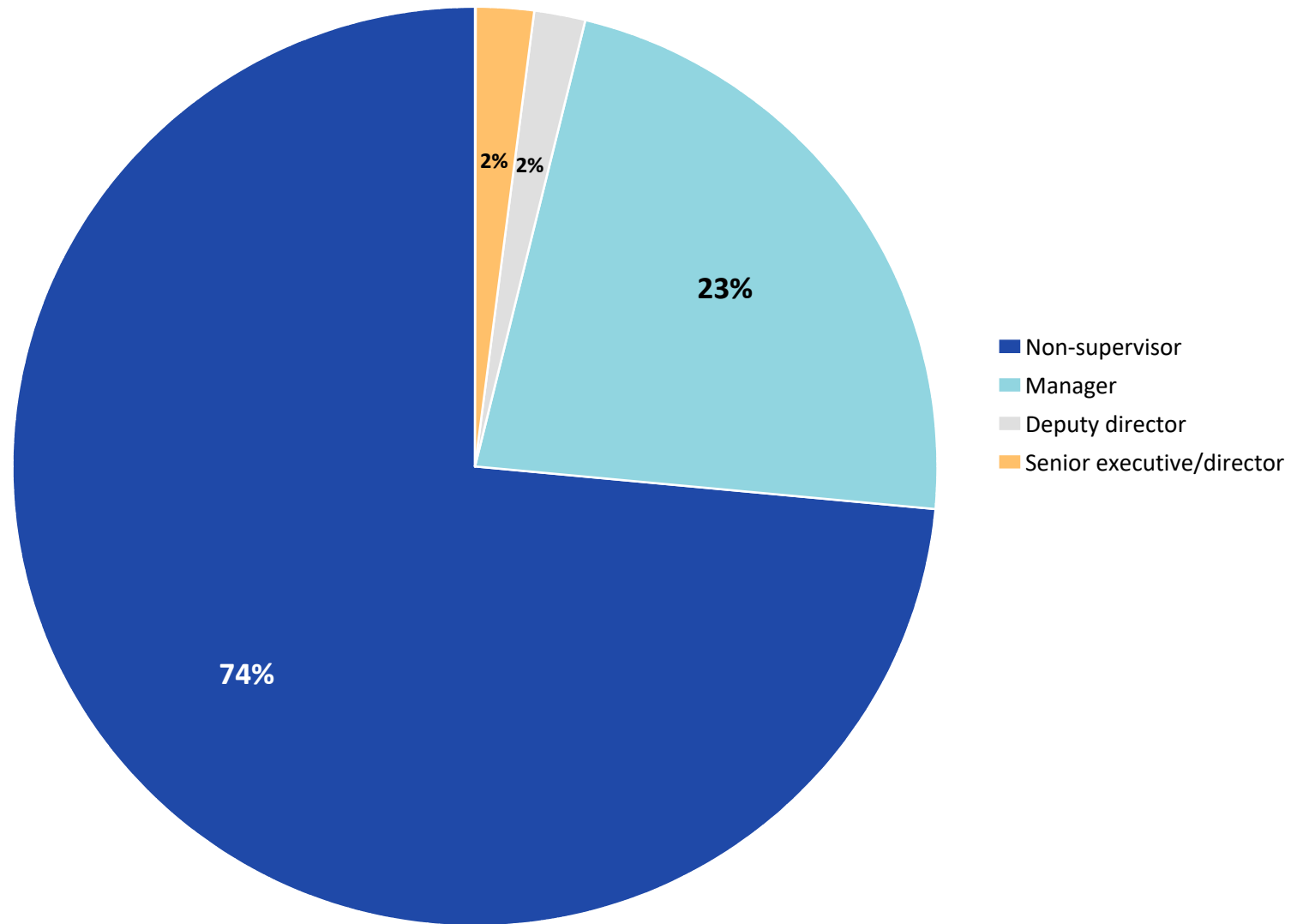
Q15. Number of Years Employed by City of Topeka

by percentage of respondents (excluding "not provided")



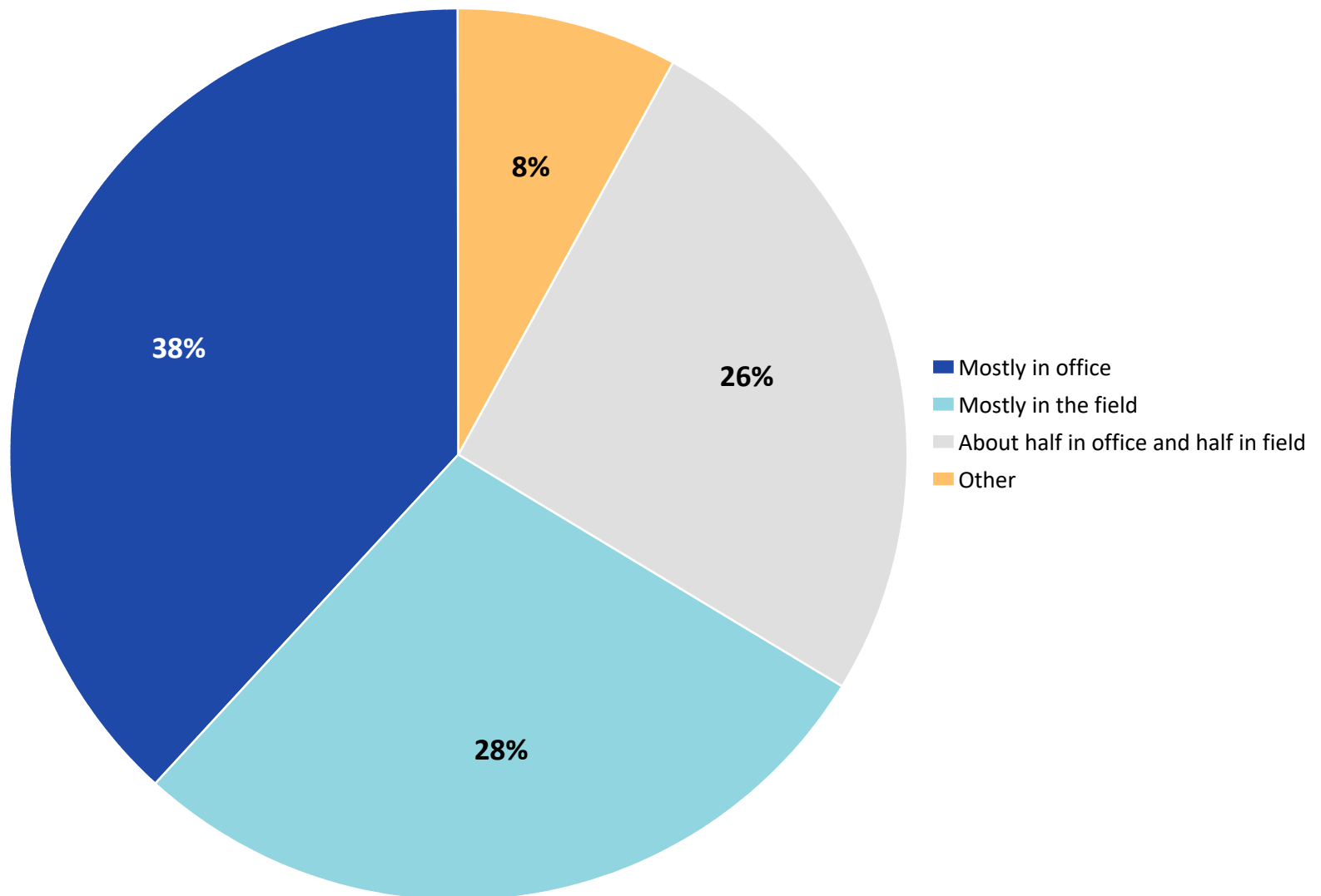
Q16. Employment Status

by percentage of respondents (excluding "not provided")



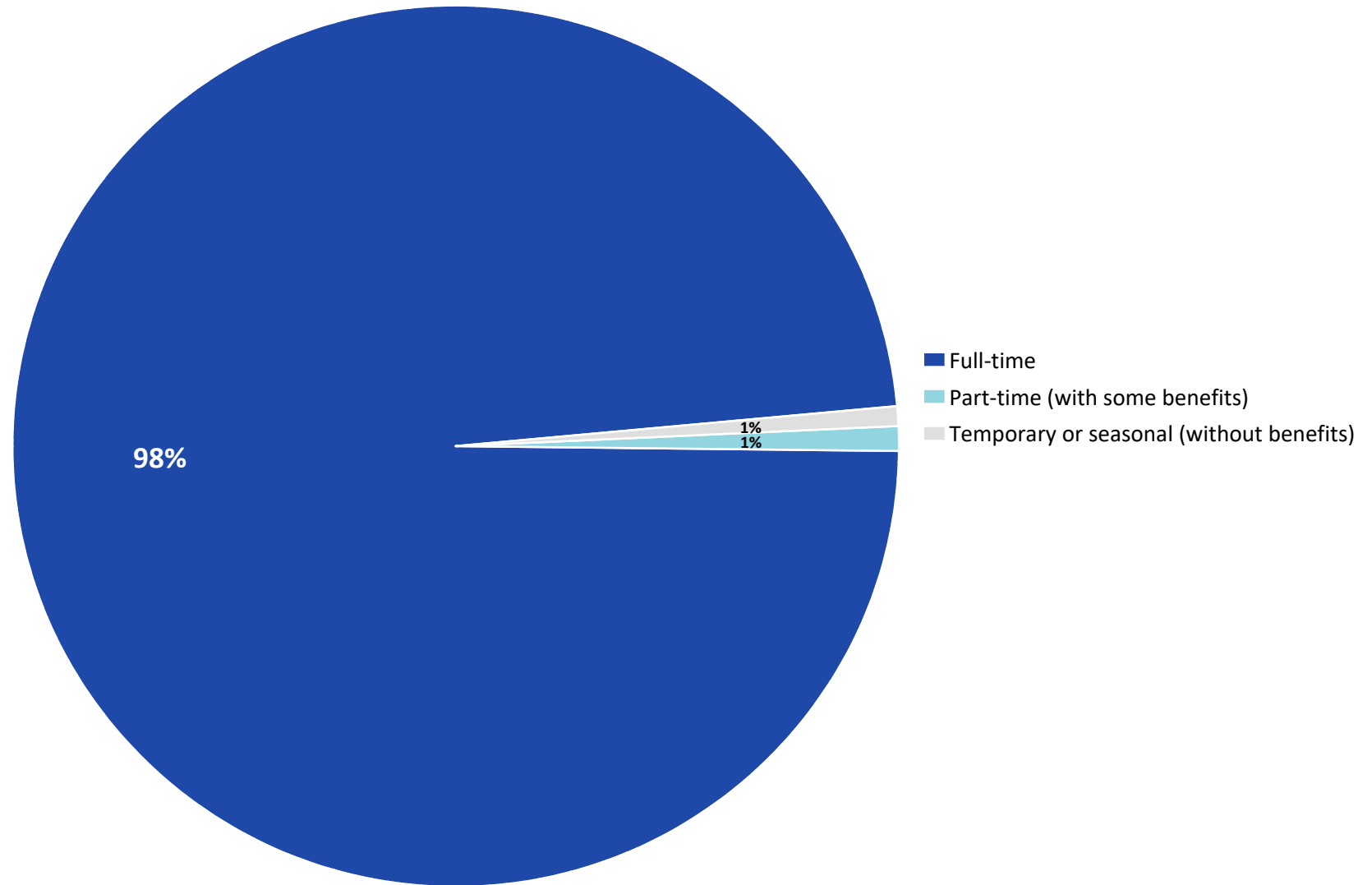
Q17. Work Environment

by percentage of respondents (excluding "not provided")



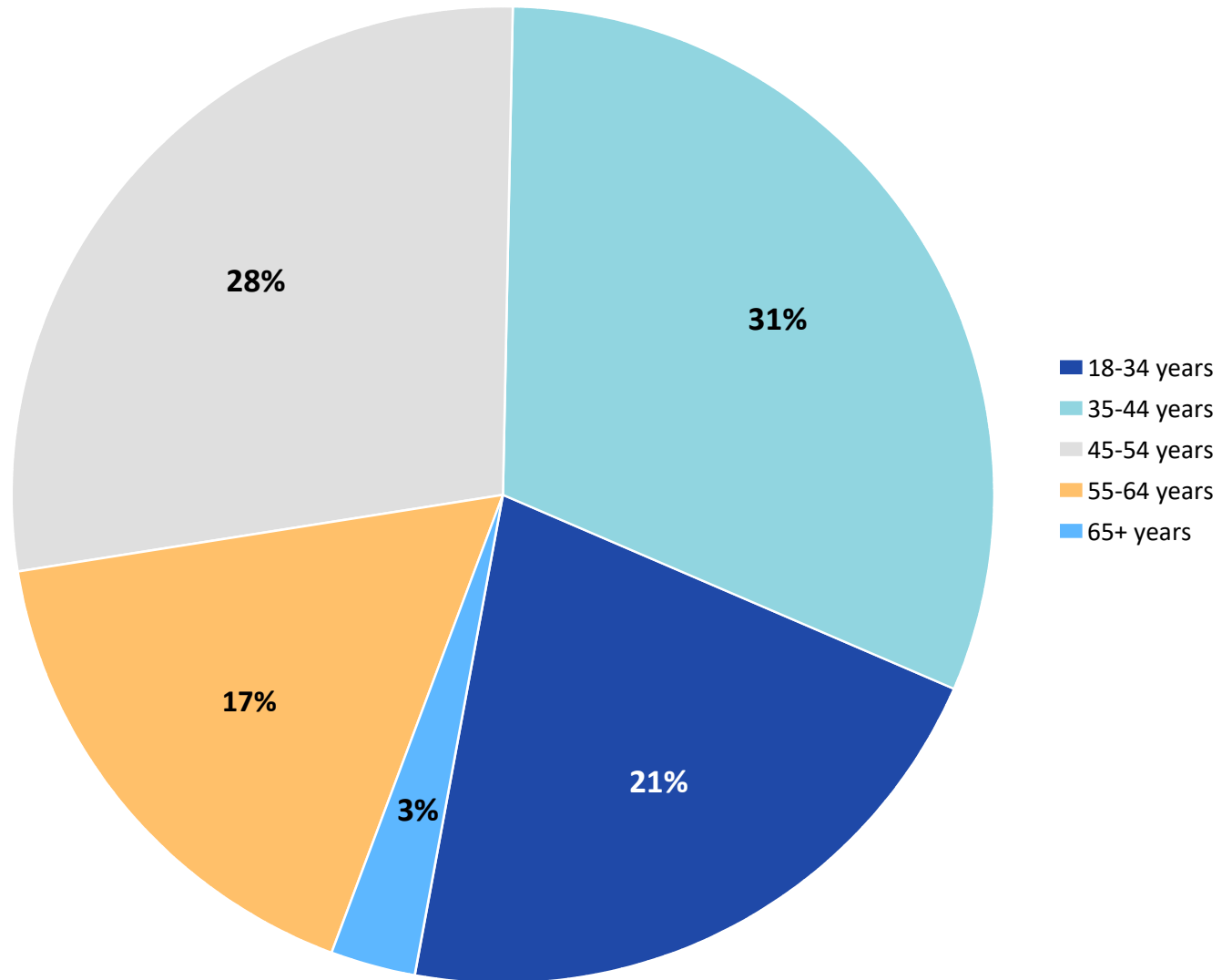
Q18. Employed Full-Time vs Part-Time

by percentage of respondents (excluding "not provided")



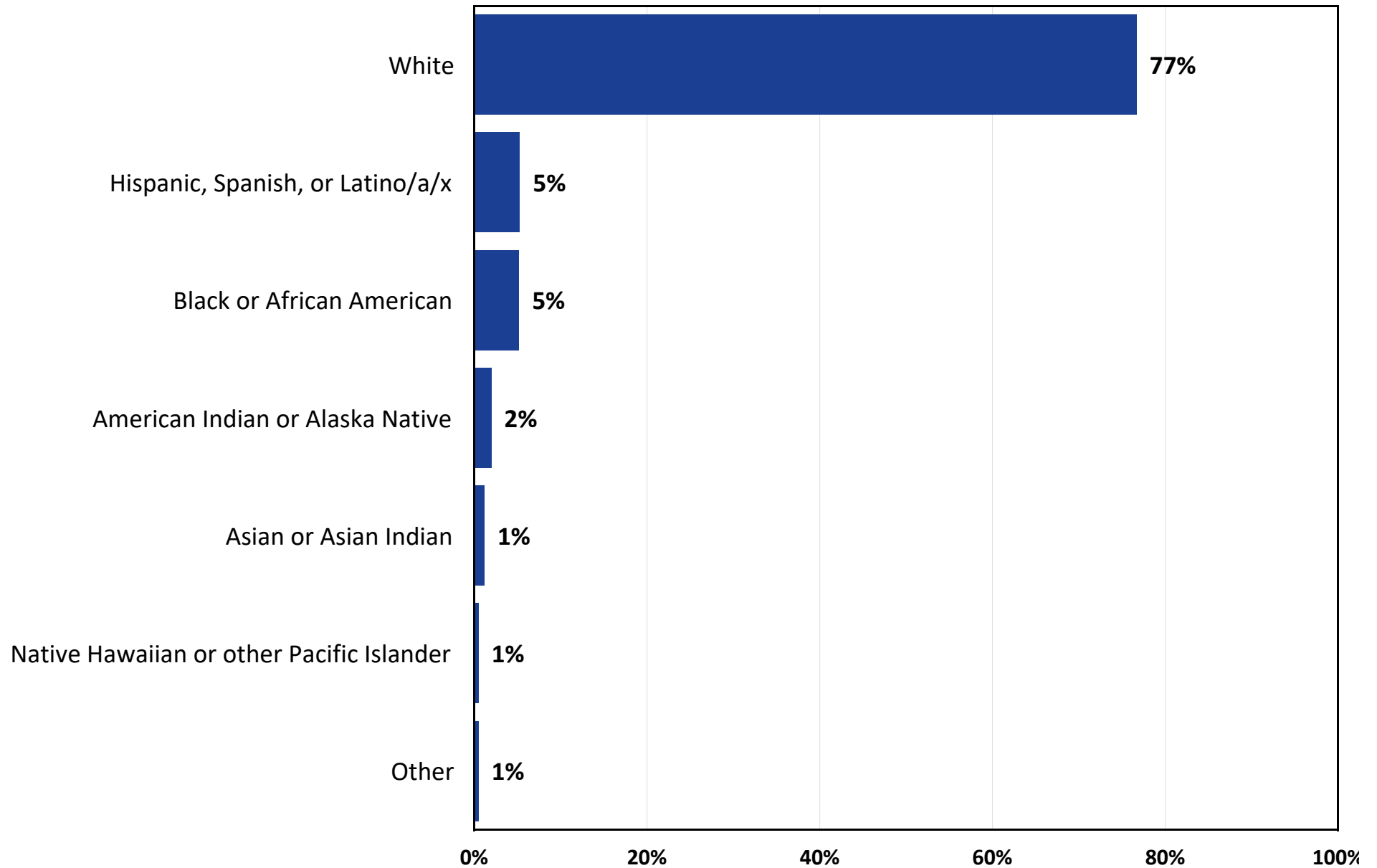
Q19. Respondent Age

by percentage of respondents (excluding "not provided")



Q20. Respondent Race/Ethnicity

by percentage of respondents (excluding "not provided")





Importance- Agreement Analysis

Importance-Agreement Analysis

2022 Topeka Employee Satisfaction Survey

Overview

Importance-Agreement analysis (IA) is a tool that can be used by organizational leaders to identify ways to increase satisfaction among employees. The analysis is based on the concept that organizations will maximize employee satisfaction by emphasizing improvements in areas where the level of agreement with the organization's performance in an area is relatively low and the perceived importance of the area is relatively high. This section of the report describes the two methods of conducting the Importance-Agreement analysis. The first method is the **Importance-Agreement Rating**, which is generally preferred by leaders who want a list that ranks the priorities for improvement in descending order of priority. The second is the **Importance-Agreement Matrix**, which is generally preferred by leaders who prefer to see opportunities for improvement presented visually rather than as a list.

Method 1: Importance-Agreement Ratings

The **Importance-Agreement Rating** was calculated by multiplying the Importance Rating by (1-Agreement Rating). The *Importance Rating* was calculated by summing the percentage of respondents who selected each of the six major areas that were assessed on the survey as one of their top three priorities. The *Agreement Rating* was calculated by summing the percentage of respondents who agreed with a statement about Topeka's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses were excluded from the calculation to ensure that the agreement ratings among item categories are comparable. The formula for the Importance-Agreement Rating is shown below.

$$[\text{Importance Agreement Rating} = \text{Importance Rating} \times (1 - \text{Agreement Rating})]$$

Example of the Calculation. Fifty-two percent (52%) of the employees surveyed selected "Employee Recognition—Ensuring employees are adequately recognized for the work they do" as one of their top three priorities for improvement, so 0.52 is the *Importance Rating*. Over a quarter (28.3%) of employees surveyed agreed (rating of a 5 or 4 on a 5-point scale) with the statement that "Overall, I am satisfied with the City's efforts to recognize employees" so 0.283 was the *Agreement Rating*. Therefore, the Importance Agreement Rating for "Employee Recognition" is 0.3714 [$0.3714 = 0.52 \times (1 - 0.283)$].

The maximum rating of 1.00 would be achieved when 100% of the respondents select an item as one of their top three priorities and 0% indicate they agree with the related statement about the issue. The lowest rating would be 0.00 and could only be achieved under one of the following two situations:

1. If 100% of respondents agreed with the statement
2. If none (0%) of respondents selected the item as one of their top three priorities for improvement

Interpretation of the Importance-Agreement Rating. The table below shows the Importance-Agreement Ratings for the six major areas assessed on the survey. Areas with an I-A Rating of 0.30 or more should be the highest priorities for improvement over the next two years.

2022 Importance-Agreement Ratings City of Topeka Employee Survey						
Category of Service	Most Important %	Most Important Rank	Agreement %	Agreement Rank	Importance-Agreement Rating	I-A Rank
<u>Very High Priority (IS >.30)</u>						
Strategic Direction - Ensuring employees are given the ability to improve their talents and abilities	58%	2	29%	5	0.4140	1
Employee Recognition - Ensuring employees are adequately recognized for the work they do	52%	3	28%	6	0.3714	2
Communication - Ensuring employees are informed about the things they need to know to do their jobs	58%	1	45%	2	0.3224	3
<u>High Priority (IS .20-.30)</u>						
Professional Development - Ensuring opportunities for professional development are being met	50%	4	43%	3	0.2863	4
Empowerment - Ensuring employees feel empowered to find better ways of doing things at work	41%	5	42%	4	0.2364	5
<u>Medium Priority (IS .10-.20)</u>						
Work Environment and Culture - Ensuring employees feel physically and emotionally safe at work	31%	6	62%	1	0.1202	6

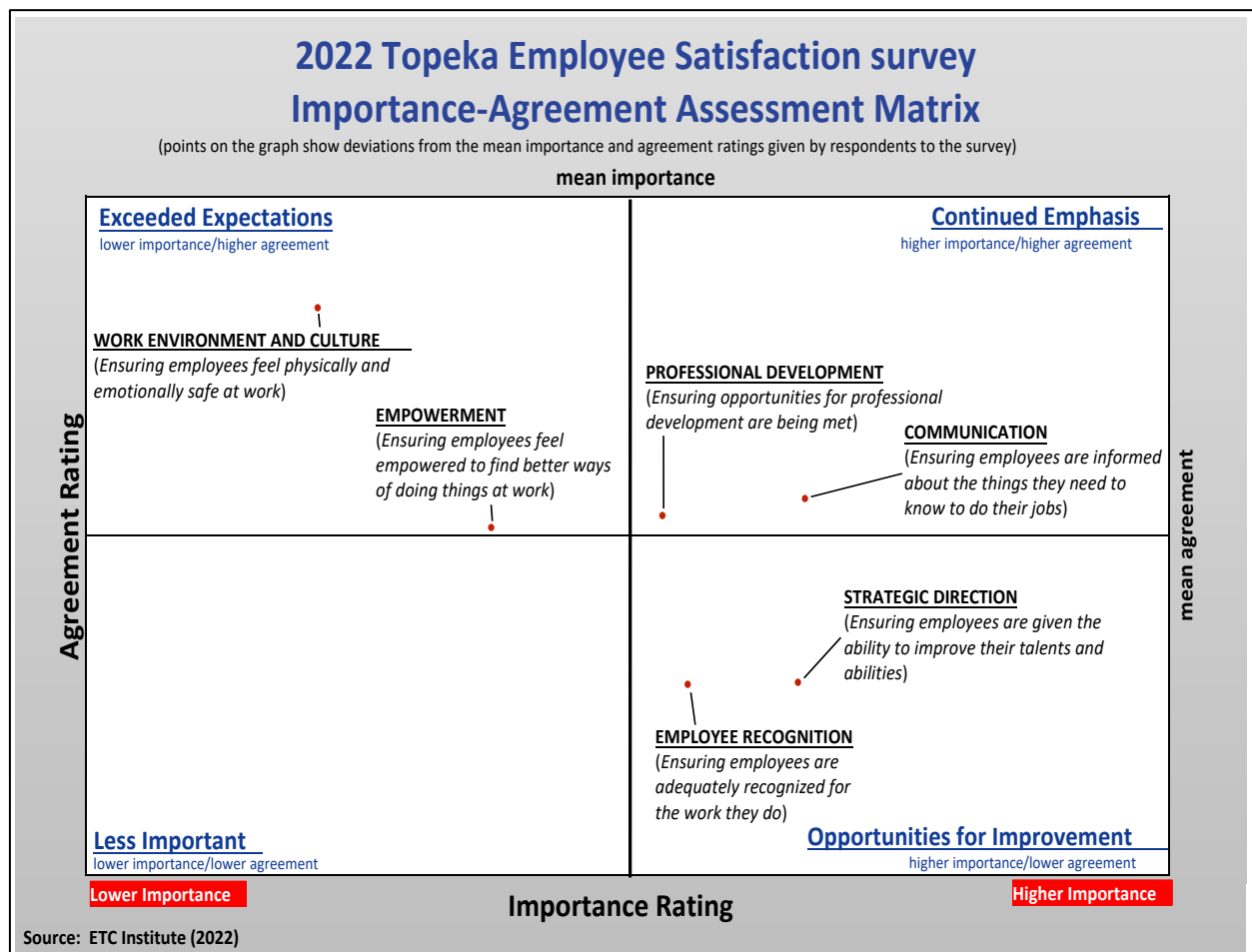
Method 2: Importance-Agreement Matrix

The Importance-Agreement Matrix is a tool designed to display the perceived importance of each of the six major issues that were assessed on the survey against the perceived quality of the organization's performance in each area. The two axes on the matrix represent Agreement (vertical) and Importance (horizontal). The quadrants in the I-A (Importance-Agreement) matrix should be interpreted as follows.

- **BOTTOM RIGHT CORNER: Opportunities for Improvement (above average importance and below average agreement).** This area shows where Topeka is not performing as well as employees expect the organization to perform. This area has a significant impact on employee satisfaction, and Topeka should DEFINITELY increase emphasis on items in this area.
- **TOP RIGHT CORNER: Continued Emphasis (above average importance and above average agreement).** This area shows where Topeka is meeting employee expectations. Items in this area have a significant impact on the overall level of satisfaction among employees. Topeka should maintain (or slightly increase) emphasis on items in this area.

- **TOP LEFT CORNER: Exceeded Expectations (below average importance and above average agreement).** This area shows where Topeka is performing significantly better than employees expect Topeka to perform. Items in this area do not significantly affect the overall level of satisfaction among employees. Topeka should maintain (or slightly decrease) emphasis on items in this area.
- **BOTTOM LEFT CORNER: Less Important (below average importance and below average agreement).** This area shows where Topeka is not performing well relative to performance in other areas; however, this area is generally considered to be less important to employees. This area does not significantly affect overall satisfaction among employees because the items are less important. Topeka should maintain current levels of emphasis on items in this area.

An Importance-Agreement matrix showing the results for the 2022 Topeka Employee Satisfaction Survey is provided below.



4

Gap Analysis

Gap Analysis

2022 Topeka Employee Satisfaction Survey

Overview

ETC Institute developed Gap Analysis as a means of identifying factors that have the most impact on job satisfaction among employees. The analysis of Overall Job Satisfaction was performed by comparing the mean rating for 25 questions on the survey between employees who were very satisfied (rating of 5 on a five-point scale) with their employment at the City of Topeka (Question 11) and those who were not satisfied (ratings of 1 or 2 on a five-point scale). Items with the largest difference (or gap) between the mean rating given by employees who were very satisfied and employees who were dissatisfied are likely having the most impact on overall satisfaction among employees.

For example, the item with the greatest gap on the survey between those who were very satisfied with employment at the City and those who were dissatisfied was “I feel valued at work by my coworkers, department leadership, and City leadership” (Question 1.2). Among employees who were very satisfied with their job, the mean rating for this question was 4.28 on a scale where 5=Very Satisfied. Among employees who were dissatisfied with employment at the City, the mean rating for this question was 1.91 on a scale where 1=Very Dissatisfied.

The 10 items on the survey with the largest gaps relative to overall satisfaction with employment at the City are listed below:

- Q1.2 – I feel valued at work by my coworkers, department leadership, and City leadership
- Q1.1 – I feel that my work is appreciated
- Q6.2 – I believe there is a career path for me at the City of Topeka
- Q4.4 – I have opportunities to use my strengths and talents in my current job
- Q2.2 – Conflict is resolved effectively in my department
- Q3.2 – Work related communication within my department is good
- Q3.4 – I regularly receive information about Executive Team’s discussions and decisions through my department director/managers/supervisors
- Q3.1 – I am encouraged to express my opinions about work related issues to my supervisor or department managers
- Q5.4 – I understand the City’s commitment to high performance and continuous improvement
- Q4.3 – I am encouraged to be innovative and come up with better ways to do things

By taking actions to address the items with the greatest gaps in the list above, managers and supervisors can minimize disparities in the organization which should increase overall satisfaction among employees over time.

The tables on the following pages show the gap analysis for the following:

- **Table 1: Employee Recognition:** this table shows the gaps for the two items that were rated on the survey under the “employee recognition” category. The items with the largest gaps have the most impact on employee satisfaction with employee recognition (Q1.3).
- **Table 2: Work Environment and Culture:** this table shows the gaps for the five items that were rated on the survey under the “work environment and culture” category. The items with the largest gaps have the most impact on employee satisfaction with work environment and culture (Q2.6).
- **Table 3: Communication:** this table shows the gaps for the six items that were rated on the survey under the “communication” category. The items with the largest gaps have the most impact on employee satisfaction with communication (Q3.7).
- **Table 4: Empowerment:** this table shows the gaps for the four items that were rated on the survey under the “empowerment” category. The items with the largest gaps have the most impact on employee satisfaction with empowerment (Q4.5).
- **Table 5: Strategic Direction:** this table shows the gaps for the four items that were rated on the survey under the “strategic direction” category. The items with the largest gaps have the most impact on employee satisfaction with strategic direction (Q5.5).
- **Table 6: Professional Development:** this table shows the gaps for the four items that were rated on the survey under the “professional development” category. The items with the largest gaps have the most impact on employee satisfaction with professional development (Q6.5).
- **Table 7: Recommending Topeka as a Place to Work:** this table shows the gaps for all 25 items that were rated on the survey as statements of agreement. The items with the largest gaps have the most impact on whether or not an employee would recommend the City as a place to work to family and friends (Q9).
- **Table 8: Satisfaction with Employment at the City:** this table shows the gaps for all 25 items that were rated on the survey as statements of agreement. The items with the largest gaps have the most impact on satisfaction with employment at the City (Q11).
- **Table 9: Rating the City as an Employer:** this table shows the gaps for all 25 items that were rated on the survey as statements of agreement. The items with the largest gaps have the most impact on whether or not employees view the City as a good employer (Q12).
- **Table 10: Pride in Working for the City:** this table shows the gaps for all 25 items that were rated on the survey as statements of agreement. The items with the largest gaps have the most impact on how proud employees are to work for the City (Q13).

Table 1:

GAP Analysis: EMPLOYEE RECOGNITION			
Question	Mean Rating for Employees who "Strongly Agree" with Q1.3. Rating=5	Mean Rating for Employees who "Disagree" with Q1.3. Rating=1/2	GAP
Q1-1. I feel that my work is appreciated	4.66	2.50	2.16
Q1-2. I feel valued at work by my coworkers, department leadership & City leadership	4.68	2.52	2.16

Table 2:

GAP Analysis: WORK ENVIRONMENT AND CULTURE			
Question	Mean Rating for Employees who "Strongly Agree" with Q2.6. Rating=5	Mean Rating for Employees who "Disagree" with Q2.6. Rating=1/2	GAP
Q2-2. Conflict is resolved effectively in my department	4.38	1.91	2.47
Q2-1. A spirit of collaboration & teamwork exists in my work unit	4.76	2.59	2.17
Q2-5. My immediate supervisor treats me with respect	4.91	3.12	1.79
Q2-4. My coworkers encourage me to do my job better	4.41	2.88	1.53
Q2-3. I feel safe while doing my job	4.68	3.24	1.44

Table 3:

GAP Analysis: COMMUNICATION			
Question	Mean Rating for Employees who "Strongly Agree" with Q3.7. Rating=5	Mean Rating for Employees who "Disagree" with Q3.7. Rating=1/2	GAP
Q3-4. I regularly receive information about Executive Team's discussions & decisions through my department director/managers/supervisors	4.50	1.77	2.73
Q3-2. Work related communication within my department is good	4.65	2.15	2.50
Q3-3. I know what's going on in other departments if it's relevant for me to do my job	4.26	1.95	2.31
Q3-5. I feel comfortable communicating my opinions about work & our organization to City Manager's office	3.95	1.85	2.10
Q3-1. I am encouraged to express my opinions about work related issues to my supervisor or department managers	4.81	2.71	2.10
Q3-6. I receive information that affects my work in a timely manner from my immediate supervisor	4.79	2.70	2.09

Table 4:

GAP Analysis: EMPOWERMENT			
Question	Mean Rating for Employees who "Strongly Agree" with Q4.5.	Mean Rating for Employees who "Disagree" with Q4.5.	GAP
	Rating=5	Rating=1/2	
Q4-3. I am encouraged to be innovative & come up with better ways to do things	4.86	2.64	2.22
Q4-4. I have opportunities to use my strengths & talents in my current job	4.94	2.78	2.16
Q4-2. My input counts in decisions affecting my work	4.80	2.73	2.07
Q4-1. Work I do is meaningful to me	4.90	3.90	1.00

Table 5:

GAP Analysis: STRATEGIC DIRECTION			
Question	Mean Rating for Employees who "Strongly Agree" with Q5.5.	Mean Rating for Employees who "Disagree" with Q5.5.	GAP
	Rating=5	Rating=1/2	
Q5-4. I understand City's commitment to high performance & continuous improvement	4.89	2.15	2.74
Q5-2. I was/am given opportunities to provide input for City's strategic plan	4.00	1.82	2.18
Q5-3. I know how my job helps accomplish goals of City's strategic plan	4.61	2.52	2.09
Q5-1. I know City's Mission, Vision & Values	4.75	2.68	2.07

Table 6:

GAP Analysis: PROFESSIONAL DEVELOPMENT			
Question	Mean Rating for Employees who "Strongly Agree" with Q6.5.	Mean Rating for Employees who "Disagree" with Q6.5.	GAP
	Rating=5	Rating=1/2	
Q6-1. City leadership offers training opportunities that help me perform my job	4.67	2.12	2.55
Q6-2. I believe there is a career path for me at City of Topeka	4.70	2.43	2.27
Q6-4. My immediate supervisor supports me in achieving my career/job goals	4.98	2.95	2.03
Q6-3. My immediate supervisor helps ensure I can attend training opportunities	4.96	2.94	2.02

Table 7:

GAP Analysis: Q9. Would you recommend employment at the City of Topeka to your family and friends?			
Question	Mean Rating for Employees who said "Yes" they would recommend employment to family and friends.	Mean Rating for Employees who said "No" they would not recommend employment to family and friends.	GAP
Q5-4. I understand City's commitment to high performance & continuous improvement	3.55	2.11	1.44
Q6-2. I believe there is a career path for me at City of Topeka	3.91	2.49	1.42
Q1-2. I feel valued at work by my coworkers, department leadership & City leadership	3.74	2.41	1.33
Q3-5. I feel comfortable communicating my opinions about work & our organization to City Manager's office	3.05	1.79	1.26
Q4-4. I have opportunities to use my strengths & talents in my current job	4.14	2.94	1.20
Q4-3. I am encouraged to be innovative & come up with better ways to do things	4.02	2.84	1.18
Q3-4. I regularly receive information about Executive Team's discussions & decisions through my department director/managers/supervisors	3.29	2.13	1.16
Q3-3. I know what's going on in other departments if it's relevant for me to do my job	3.25	2.12	1.13
Q3-2. Work related communication within my department is good	3.70	2.60	1.10
Q6-1. City leadership offers training opportunities that help me perform my job	3.55	2.46	1.09
Q4-2. My input counts in decisions affecting my work	3.95	2.91	1.04
Q2-2. Conflict is resolved effectively in my department	3.58	2.58	1.00
Q5-2. I was/am given opportunities to provide input for City's strategic plan	2.86	1.86	1.00
Q3-1. I am encouraged to express my opinions about work related issues to my supervisor or department managers	3.95	2.96	0.99
Q5-3. I know how my job helps accomplish goals of City's strategic plan	3.51	2.53	0.98
Q3-6. I receive information that affects my work in a timely manner from my immediate supervisor	3.93	2.96	0.97
Q6-4. My immediate supervisor supports me in achieving my career/job goals	4.11	3.15	0.96
Q5-1. I know City's Mission, Vision & Values	3.57	2.66	0.91
Q2-1. A spirit of collaboration & teamwork exists in my work unit	4.06	3.16	0.90
Q2-3. I feel safe while doing my job	4.22	3.41	0.81
Q6-3. My immediate supervisor helps ensure I can attend training opportunities	4.03	3.24	0.79
Q1-1. I feel that my work is appreciated	3.27	2.52	0.75
Q2-5. My immediate supervisor treats me with respect	4.33	3.60	0.73
Q2-4. My coworkers encourage me to do my job better	3.86	3.17	0.69
Q4-1. Work I do is meaningful to me	4.42	3.79	0.63

Table 8:

GAP Analysis: Q11. How satisfied are you with your employment at the City of Topeka?			
Question	Mean Rating for Employees who gave "Very Satisfied" ratings to Q11. Rating=5	Mean Rating for Employees who gave "Dissatisfied" ratings to Q11. Rating=1/2	GAP
Q1-2. I feel valued at work by my coworkers, department leadership & City leadership	4.28	1.91	2.37
Q1-1. I feel that my work is appreciated	4.39	2.02	2.37
Q6-2. I believe there is a career path for me at City of Topeka	4.38	2.15	2.23
Q4-4. I have opportunities to use my strengths & talents in my current job	4.50	2.52	1.98
Q2-2. Conflict is resolved effectively in my department	4.08	2.11	1.97
Q3-2. Work related communication within my department is good	4.22	2.25	1.97
Q3-4. I regularly receive information about Executive Team's discussions & decisions through my department director/managers/supervisors	3.88	1.93	1.95
Q3-1. I am encouraged to express my opinions about work related issues to my supervisor or department managers	4.50	2.61	1.89
Q5-4. I understand City's commitment to high performance & continuous improvement	4.02	2.16	1.86
Q4-3. I am encouraged to be innovative & come up with better ways to do things	4.32	2.50	1.82
Q4-2. My input counts in decisions affecting my work	4.38	2.56	1.82
Q2-1. A spirit of collaboration & teamwork exists in my work unit	4.47	2.65	1.82
Q3-5. I feel comfortable communicating my opinions about work & our organization to City Manager's office	3.52	1.73	1.79
Q6-4. My immediate supervisor supports me in achieving my career/job goals	4.48	2.71	1.77
Q6-1. City leadership offers training opportunities that help me perform my job	4.03	2.32	1.71
Q3-6. I receive information that affects my work in a timely manner from my immediate supervisor	4.40	2.69	1.71
Q3-3. I know what's going on in other departments if it's relevant for me to do my job	3.71	2.00	1.71
Q6-3. My immediate supervisor helps ensure I can attend training opportunities	4.46	2.85	1.61
Q5-2. I was/am given opportunities to provide input for City's strategic plan	3.30	1.75	1.55
Q2-5. My immediate supervisor treats me with respect	4.68	3.16	1.52
Q5-3. I know how my job helps accomplish goals of City's strategic plan	3.93	2.50	1.43
Q2-3. I feel safe while doing my job	4.55	3.21	1.34
Q2-4. My coworkers encourage me to do my job better	4.14	2.87	1.27
Q5-1. I know City's Mission, Vision & Values	3.90	2.78	1.12
Q4-1. Work I do is meaningful to me	4.71	3.64	1.07

Table 9:

GAP Analysis: Q12. Do you think the City of Topeka is a good employer?			
Question	Mean Rating for Employees who said "Yes" the City is a good employer.	Mean Rating for Employees who said "No" the City is not a good employer.	GAP
Q5-4. I understand City's commitment to high performance & continuous improvement	3.54	2.00	1.54
Q6-2. I believe there is a career path for me at City of Topeka	3.90	2.42	1.48
Q1-2. I feel valued at work by my coworkers, department leadership & City leadership	3.74	2.34	1.40
Q1-1. I feel that my work is appreciated	3.75	2.45	1.30
Q3-5. I feel comfortable communicating my opinions about work & our organization to City Manager's office	3.01	1.76	1.25
Q6-1. City leadership offers training opportunities that help me perform my job	3.56	2.32	1.24
Q4-3. I am encouraged to be innovative & come up with better ways to do things	3.99	2.78	1.21
Q4-4. I have opportunities to use my strengths & talents in my current job	4.13	2.92	1.21
Q3-3. I know what's going on in other departments if it's relevant for me to do my job	3.23	2.04	1.19
Q3-2. Work related communication within my department is good	3.69	2.59	1.10
Q5-2. I was/am given opportunities to provide input for City's strategic plan	2.88	1.79	1.09
Q5-3. I know how my job helps accomplish goals of City's strategic plan	3.52	2.44	1.08
Q2-2. Conflict is resolved effectively in my department	3.58	2.52	1.06
Q4-2. My input counts in decisions affecting my work	3.94	2.92	1.02
Q3-1. I am encouraged to express my opinions about work related issues to my supervisor or department managers	3.94	2.95	0.99
Q3-4. I regularly receive information about Executive Team's discussions & decisions through my department director/managers/supervisors	3.28	2.31	0.97
Q6-4. My immediate supervisor supports me in achieving my career/job goals	4.10	3.15	0.95
Q5-1. I know City's Mission, Vision & Values	3.54	2.61	0.93
Q3-6. I receive information that affects my work in a timely manner from my immediate supervisor	3.92	2.99	0.93
Q6-3. My immediate supervisor helps ensure I can attend training opportunities	4.06	3.16	0.90
Q2-1. A spirit of collaboration & teamwork exists in my work unit	4.03	3.16	0.87
Q2-3. I feel safe while doing my job	4.22	3.36	0.86
Q2-5. My immediate supervisor treats me with respect	4.34	3.57	0.77
Q2-4. My coworkers encourage me to do my job better	3.80	3.17	0.63
Q4-1. Work I do is meaningful to me	4.39	3.90	0.49

Table 10:

GAP Analysis: Q13. Are you proud to work for the City of Topeka?			
Question	Mean Rating for Employees who said "Yes" they are proud to work for the City.	Mean Rating for Employees who said "Yes" they are not proud to work for the City.	GAP
Q6-2. I believe there is a career path for me at City of Topeka	3.85	2.39	1.46
Q5-4. I understand City's commitment to high performance & continuous improvement	3.44	2.04	1.40
Q1-2. I feel valued at work by my coworkers, department leadership & City leadership	3.66	2.32	1.34
Q4-4. I have opportunities to use my strengths & talents in my current job	4.09	2.81	1.28
Q4-3. I am encouraged to be innovative & come up with better ways to do things	3.96	2.70	1.26
Q3-5. I feel comfortable communicating my opinions about work & our organization to City Manager's office	2.96	1.77	1.19
Q1-1. I feel that my work is appreciated	3.67	2.48	1.19
Q3-4. I regularly receive information about Executive Team's discussions & decisions through my department director/managers/supervisors	3.24	2.07	1.17
Q3-3. I know what's going on in other departments if it's relevant for me to do my job	3.18	2.02	1.16
Q3-2. Work related communication within my department is good	3.64	2.50	1.14
Q6-1. City leadership offers training opportunities that help me perform my job	3.47	2.35	1.12
Q4-2. My input counts in decisions affecting my work	3.91	2.79	1.12
Q6-4. My immediate supervisor supports me in achieving my career/job goals	4.10	2.98	1.12
Q3-1. I am encouraged to express my opinions about work related issues to my supervisor or department managers	3.92	2.82	1.10
Q2-2. Conflict is resolved effectively in my department	3.53	2.45	1.08
Q5-3. I know how my job helps accomplish goals of City's strategic plan	3.47	2.41	1.06
Q3-6. I receive information that affects my work in a timely manner from my immediate supervisor	3.91	2.85	1.06
Q5-2. I was/am given opportunities to provide input for City's strategic plan	2.80	1.80	1.00
Q2-1. A spirit of collaboration & teamwork exists in my work unit	4.02	3.09	0.93
Q6-3. My immediate supervisor helps ensure I can attend training opportunities	4.03	3.11	0.92
Q5-1. I know City's Mission, Vision & Values	3.51	2.59	0.92
Q2-3. I feel safe while doing my job	4.18	3.31	0.87
Q4-1. Work I do is meaningful to me	4.43	3.62	0.81
Q2-5. My immediate supervisor treats me with respect	4.31	3.55	0.76
Q2-4. My coworkers encourage me to do my job better	3.83	3.14	0.69



Tabular Data

Q1. Employee Recognition: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position.

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q1-1. I feel that my work is appreciated	12.8%	37.8%	23.8%	15.8%	9.0%	0.8%
Q1-2. I feel valued at work by my coworkers, department leadership & City leadership	11.0%	40.1%	22.1%	16.0%	9.7%	1.2%
Q1-3. Overall, I am satisfied with City's efforts to recognize employees	6.3%	21.6%	31.3%	23.8%	15.8%	1.2%

WITHOUT "DON'T KNOW"

Q1. Employee Recognition: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position. (without "don't know")

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q1-1. I feel that my work is appreciated	12.9%	38.1%	24.0%	15.9%	9.1%
Q1-2. I feel valued at work by my coworkers, department leadership & City leadership	11.1%	40.6%	22.4%	16.2%	9.8%
Q1-3. Overall, I am satisfied with City's efforts to recognize employees	6.4%	21.9%	31.6%	24.1%	16.0%

Q2. Work Environment and Culture: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position.

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q2-1. A spirit of collaboration & teamwork exists in my work unit	23.8%	46.6%	13.8%	9.0%	6.0%	0.8%
Q2-2. Conflict is resolved effectively in my department	10.0%	37.4%	23.1%	15.6%	11.5%	2.3%
Q2-3. I feel safe while doing my job	26.3%	51.1%	14.8%	4.5%	3.0%	0.3%
Q2-4. My coworkers encourage me to do my job better	16.5%	42.6%	24.8%	9.3%	3.3%	3.5%
Q2-5. My immediate supervisor treats me with respect	38.6%	43.3%	7.7%	3.0%	6.2%	1.3%
Q2-6. Overall, I am satisfied with work environment in my department	16.1%	44.9%	16.3%	13.3%	8.5%	0.8%

WITHOUT "DON'T KNOW"

Q2. Work Environment and Culture: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position. (without "don't know")

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q2-1. A spirit of collaboration & teamwork exists in my work unit	24.0%	47.0%	13.9%	9.1%	6.0%
Q2-2. Conflict is resolved effectively in my department	10.2%	38.3%	23.7%	16.0%	11.8%
Q2-3. I feel safe while doing my job	26.4%	51.3%	14.9%	4.5%	3.0%
Q2-4. My coworkers encourage me to do my job better	17.1%	44.1%	25.7%	9.7%	3.4%
Q2-5. My immediate supervisor treats me with respect	39.1%	43.8%	7.8%	3.0%	6.2%
Q2-6. Overall, I am satisfied with work environment in my department	16.3%	45.3%	16.4%	13.4%	8.6%

Q3. Communication: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position.

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q3-1. I am encouraged to express my opinions about work related issues to my supervisor or department managers	18.8%	45.4%	18.0%	10.3%	7.0%	0.5%
Q3-2. Work related communication within my department is good	12.3%	39.4%	21.8%	16.0%	10.0%	0.5%
Q3-3. I know what's going on in other departments if it's relevant for me to do my job	4.3%	27.0%	29.5%	22.1%	14.8%	2.3%
Q3-4. I regularly receive information about Executive Team's discussions & decisions through my department director/managers/supervisors	7.0%	29.3%	23.3%	19.6%	17.6%	3.2%
Q3-5. I feel comfortable communicating my opinions about work & our organization to City Manager's office	4.7%	16.8%	29.8%	23.1%	20.8%	4.8%
Q3-6. I receive information that affects my work in a timely manner from my immediate supervisor	15.6%	49.1%	18.1%	10.0%	6.2%	1.0%
Q3-7. Overall, I am satisfied with quality of communication with employees	8.0%	36.3%	26.8%	17.3%	10.8%	0.8%

WITHOUT "DON'T KNOW"

Q3. Communication: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position. (without "don't know")

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q3-1. I am encouraged to express my opinions about work related issues to my supervisor or department managers	18.9%	45.7%	18.1%	10.4%	7.0%
Q3-2. Work related communication within my department is good	12.4%	39.6%	21.9%	16.1%	10.0%
Q3-3. I know what's going on in other departments if it's relevant for me to do my job	4.4%	27.6%	30.2%	22.7%	15.2%
Q3-4. I regularly receive information about Executive Team's discussions & decisions through my department director/managers/supervisors	7.2%	30.2%	24.1%	20.3%	18.2%
Q3-5. I feel comfortable communicating my opinions about work & our organization to City Manager's office	4.9%	17.7%	31.3%	24.3%	21.9%
Q3-6. I receive information that affects my work in a timely manner from my immediate supervisor	15.8%	49.6%	18.3%	10.1%	6.2%
Q3-7. Overall, I am satisfied with quality of communication with employees	8.1%	36.6%	27.0%	17.4%	10.9%

Q4. Empowerment: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position.

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. Work I do is meaningful to me	40.3%	44.4%	10.0%	2.7%	1.5%	1.2%
Q4-2. My input counts in decisions affecting my work	18.6%	43.4%	18.6%	11.6%	6.2%	1.5%
Q4-3. I am encouraged to be innovative & come up with better ways to do things	20.3%	43.3%	17.5%	11.1%	7.2%	0.7%
Q4-4. I have opportunities to use my strengths & talents in my current job	22.3%	48.4%	13.5%	8.7%	6.5%	0.7%
Q4-5. Overall, I am satisfied with City's efforts to empower employees to do their jobs	8.3%	32.9%	28.5%	16.8%	11.1%	2.3%

WITHOUT "DON'T KNOW"

Q4. Empowerment: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position. (without "don't know")

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. Work I do is meaningful to me	40.7%	44.9%	10.1%	2.7%	1.5%
Q4-2. My input counts in decisions affecting my work	18.9%	44.1%	18.9%	11.8%	6.3%
Q4-3. I am encouraged to be innovative & come up with better ways to do things	20.4%	43.6%	17.6%	11.2%	7.2%
Q4-4. I have opportunities to use my strengths & talents in my current job	22.4%	48.7%	13.6%	8.7%	6.5%
Q4-5. Overall, I am satisfied with City's efforts to empower employees to do their jobs	8.5%	33.7%	29.1%	17.2%	11.4%

Q5. Strategic Direction: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position.

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q5-1. I know City's Mission, Vision & Values	7.0%	39.1%	24.8%	16.5%	6.0%	6.7%
Q5-2. I was/am given opportunities to provide input for City's strategic plan	2.3%	13.8%	30.6%	28.1%	17.8%	7.3%
Q5-3. I know how my job helps accomplish goals of City's strategic plan	7.2%	33.3%	29.1%	15.1%	7.8%	7.5%
Q5-4. I understand City's commitment to high performance & continuous improvement	7.2%	31.1%	28.5%	17.8%	11.1%	4.3%
Q5-5. Overall, I think City is heading in the right strategic direction	4.7%	22.0%	33.6%	18.3%	15.0%	6.5%

WITHOUT "DON'T KNOW"

Q5. Strategic Direction: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position. (without "don't know")

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q5-1. I know City's Mission, Vision & Values	7.5%	41.9%	26.6%	17.6%	6.4%
Q5-2. I was/am given opportunities to provide input for City's strategic plan	2.5%	14.9%	33.0%	30.3%	19.2%
Q5-3. I know how my job helps accomplish goals of City's strategic plan	7.7%	36.0%	31.5%	16.4%	8.5%
Q5-4. I understand City's commitment to high performance & continuous improvement	7.5%	32.5%	29.7%	18.6%	11.7%
Q5-5. Overall, I think City is heading in the right strategic direction	5.0%	23.5%	35.9%	19.6%	16.0%

Q6. Professional Development: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position.

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q6-1. City leadership offers training opportunities that help me perform my job	7.5%	36.3%	26.0%	17.6%	9.8%	2.8%
Q6-2. I believe there is a career path for me at City of Topeka	14.3%	41.9%	21.8%	7.3%	11.6%	3.0%
Q6-3. My immediate supervisor helps ensure I can attend training opportunities	23.1%	44.4%	17.3%	7.2%	6.2%	1.8%
Q6-4. My immediate supervisor supports me in achieving my career/job goals	23.6%	45.3%	17.8%	5.7%	6.0%	1.7%
Q6-5. Overall, City promotes an environment where people can improve their talents & abilities	7.7%	34.8%	28.3%	14.8%	12.6%	1.8%

WITHOUT "DON'T KNOW"

Q6. Professional Development: Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each statement based on your experience in your current position. (without "don't know")

(N=601)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q6-1. City leadership offers training opportunities that help me perform my job	7.7%	37.3%	26.7%	18.2%	10.1%
Q6-2. I believe there is a career path for me at City of Topeka	14.8%	43.2%	22.5%	7.5%	12.0%
Q6-3. My immediate supervisor helps ensure I can attend training opportunities	23.6%	45.3%	17.6%	7.3%	6.3%
Q6-4. My immediate supervisor supports me in achieving my career/job goals	24.0%	46.0%	18.1%	5.8%	6.1%
Q6-5. Overall, City promotes an environment where people can improve their talents & abilities	7.8%	35.4%	28.8%	15.1%	12.9%

Q7. Which THREE of the following should be the City's top priority for improvement over the next TWO years?

Q7. Top choice	Number	Percent
Ensuring employees are adequately recognized for the work they do	176	29.3 %
Ensuring employees feel physically & emotionally safe at work	79	13.1 %
Ensuring employees are informed about the things they need to know to do their jobs	144	24.0 %
Ensuring employees feel empowered to find better ways of doing things at work	48	8.0 %
Ensuring opportunities for professional development are being met	68	11.3 %
Ensuring employees are given the ability to improve their talents & abilities	70	11.6 %
None chosen	16	2.7 %
Total	601	100.0 %

Q7. Which THREE of the following should be the City's top priority for improvement over the next TWO years?

Q7. 2nd choice	Number	Percent
Ensuring employees are adequately recognized for the work they do	54	9.0 %
Ensuring employees feel physically & emotionally safe at work	60	10.0 %
Ensuring employees are informed about the things they need to know to do their jobs	119	19.8 %
Ensuring employees feel empowered to find better ways of doing things at work	86	14.3 %
Ensuring opportunities for professional development are being met	138	23.0 %
Ensuring employees are given the ability to improve their talents & abilities	126	21.0 %
None chosen	18	3.0 %
Total	601	100.0 %

Q7. Which THREE of the following should be the City's top priority for improvement over the next TWO years?

Q7. 3rd choice	Number	Percent
Ensuring employees are adequately recognized for the work they do	81	13.5 %
Ensuring employees feel physically & emotionally safe at work	49	8.2 %
Ensuring employees are informed about the things they need to know to do their jobs	87	14.5 %
Ensuring employees feel empowered to find better ways of doing things at work	112	18.6 %
Ensuring opportunities for professional development are being met	97	16.1 %
Ensuring employees are given the ability to improve their talents & abilities	152	25.3 %
None chosen	23	3.8 %
Total	601	100.0 %

SUM OF TOP 3 CHOICES

Q7. Which THREE of the following should be the City's top priority for improvement over the next TWO years? (top 3)

Q7. Top choice	Number	Percent
Ensuring employees are adequately recognized for the work they do	311	51.7 %
Ensuring employees feel physically & emotionally safe at work	188	31.3 %
Ensuring employees are informed about the things they need to know to do their jobs	350	58.2 %
Ensuring employees feel empowered to find better ways of doing things at work	246	40.9 %
Ensuring opportunities for professional development are being met	303	50.4 %
Ensuring employees are given the ability to improve their talents & abilities	348	57.9 %
None chosen	16	2.7 %
Total	1762	

Q8. Would you be interested in the City offering childcare services as part of the City's benefits package?

Q8. Would you be interested in City offering
childcare services as part of City's benefits
package

	Number	Percent
Yes	116	19.3 %
No	81	13.5 %
I do not have a need for this service	389	64.7 %
Not provided	15	2.5 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q8. Would you be interested in the City offering childcare services as part of the City's benefits package?
(without "not provided")**

Q8. Would you be interested in City offering
childcare services as part of City's benefits
package

	Number	Percent
Yes	116	19.8 %
No	81	13.8 %
I do not have a need for this service	389	66.4 %
Total	586	100.0 %

Q8a. What are the ages of Child 1 for which you would need this service?

<u>Q8a. Child 1</u>	<u>Number</u>	<u>Percent</u>
0-2	27	29.3 %
3-5	37	40.2 %
6-8	18	19.6 %
9+	10	10.9 %
Total	92	100.0 %

Q8a. What are the ages of Child 2 for which you would need this service?

<u>Q8a. Child 2</u>	<u>Number</u>	<u>Percent</u>
0-2	14	28.6 %
3-5	16	32.7 %
6-8	13	26.5 %
9+	6	12.2 %
Total	49	100.0 %

Q8a. What are the ages of Child 3 for which you would need this service?

<u>Q8a. Child 3</u>	<u>Number</u>	<u>Percent</u>
0-2	9	56.3 %
3-5	2	12.5 %
6-8	2	12.5 %
9+	3	18.8 %
Total	16	100.0 %

Q8b. What times would you need this service for?

Q8b. What times would you need this service for	Number	Percent
8am–5pm shift	68	58.6 %
First shift	21	18.1 %
Second shift	13	11.2 %
Third shift	6	5.2 %
Other	13	11.2 %
Total	121	

Q8b-5. Other

Q8b-5. Other	Number	Percent
During Summer camps	1	7.7 %
Before 7 am	1	7.7 %
7am-5pm	1	7.7 %
6:30am-4:30pm	1	7.7 %
7:30-4:30 or 7:30-4:15	1	7.7 %
Breaks out of school, specifically summer camps	1	7.7 %
7am-3pm	1	7.7 %
Before/after school	1	7.7 %
9-6pm	1	7.7 %
5-Oct	1	7.7 %
5:30-3pm	1	7.7 %
Summertime, winter & spring breaks 8-5pm shift	1	7.7 %
7:30am-3:30pm	1	7.7 %
Total	13	100.0 %

Q8c. Would "drop-off" day care be of assistance to you?

Q8c. Would "drop-off" day care be of assistance to you	Number	Percent
Yes	98	99.0 %
No	1	1.0 %
Total	99	100.0 %

Q9. Would you recommend employment at the City of Topeka to your family and friends?

Q9. Would you recommend employment at City of

Topeka to your family & friends	Number	Percent
Yes	361	60.1 %
No	181	30.1 %
Not provided	59	9.8 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q9. Would you recommend employment at the City of Topeka to your family and friends? (without "not provided")**

Q9. Would you recommend employment at City of

Topeka to your family & friends	Number	Percent
Yes	361	66.6 %
No	181	33.4 %
Total	542	100.0 %

Q10. Overall, do you think the City of Topeka has done a good job taking care of its employees during the COVID-19 Pandemic?

Q10. Has City done a good job taking care of its employees during COVID-19 Pandemic	Number	Percent
Yes	358	59.6 %
No	170	28.3 %
Not provided	73	12.1 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"

Q10. Overall, do you think the City of Topeka has done a good job taking care of its employees during the COVID-19 Pandemic? (without "not provided")

Q10. Has City done a good job taking care of its employees during COVID-19 Pandemic	Number	Percent
Yes	358	67.8 %
No	170	32.2 %
Total	528	100.0 %

Q11. How satisfied are you with your employment at the City of Topeka?

Q11. How satisfied are you with your employment
at City of Topeka

	Number	Percent
Very satisfied	102	17.0 %
Satisfied	242	40.3 %
Neutral	144	24.0 %
Dissatisfied	75	12.5 %
Very dissatisfied	33	5.5 %
Not provided	5	0.8 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q11. How satisfied are you with your employment at the City of Topeka? (without "not provided")**

Q11. How satisfied are you with your employment
at City of Topeka

	Number	Percent
Very satisfied	102	17.1 %
Satisfied	242	40.6 %
Neutral	144	24.2 %
Dissatisfied	75	12.6 %
Very dissatisfied	33	5.5 %
Total	596	100.0 %

Q12. Do you think the City of Topeka is a good employer?

Q12. Do you think City of Topeka is a good
employer

	Number	Percent
Yes	376	62.6 %
No	144	24.0 %
Not provided	81	13.5 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q12. Do you think the City of Topeka is a good employer? (without "not provided")**

Q12. Do you think City of Topeka is a good
employer

	Number	Percent
Yes	376	72.3 %
No	144	27.7 %
Total	520	100.0 %

Q13. Are you proud to work for the City of Topeka?

<u>Q13. Are you proud to work for City of Topeka</u>	<u>Number</u>	<u>Percent</u>
Yes	394	65.6 %
No	125	20.8 %
Not provided	82	13.6 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q13. Are you proud to work for the City of Topeka? (without "not provided")**

<u>Q13. Are you proud to work for City of Topeka</u>	<u>Number</u>	<u>Percent</u>
Yes	394	75.9 %
No	125	24.1 %
Total	519	100.0 %

Q14. Which ONE of the following best describes the department where you currently work?

Q14. Which following best describes the
department where you currently work

	Number	Percent
City Manager	3	0.5 %
City Attorney	8	1.3 %
Finance	20	3.3 %
Municipal Court	15	2.5 %
Human Resources	7	1.2 %
Mayor's Office	2	0.3 %
Fire	135	22.5 %
Police	119	19.8 %
Public Works	49	8.2 %
Planning	29	4.8 %
Parking	1	0.2 %
Information Technology	16	2.7 %
Fleet	7	1.2 %
Facilities	4	0.7 %
Water Utility	67	11.1 %
Stormwater	5	0.8 %
Wastewater	39	6.5 %
Other	6	1.0 %
Not provided	69	11.5 %
Total	601	100.0 %

Q14-20. Other

Q14-20. Other	Number	Percent
Utilities Department	2	33.3 %
Communications	1	16.7 %
Finance	1	16.7 %
Clerk's Office	1	16.7 %
Building Security Team	1	16.7 %
Total	6	100.0 %

Q15. How many years have you been employed by the City of Topeka?

Q15. How many years have you been employed

<u>by City of Topeka</u>	<u>Number</u>	<u>Percent</u>
Less than 2	98	16.3 %
3-5	79	13.1 %
6-10	116	19.3 %
11-20	158	26.3 %
21+	101	16.8 %
Not provided	49	8.2 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q15. How many years have you been employed by the City of Topeka? (without "not provided")**

Q15. How many years have you been employed

<u>by City of Topeka</u>	<u>Number</u>	<u>Percent</u>
Less than 2	98	17.8 %
3-5	79	14.3 %
6-10	116	21.0 %
11-20	158	28.6 %
21+	101	18.3 %
Total	552	100.0 %

Q16. What is your employment status?

<u>Q16. What is your employment status</u>	<u>Number</u>	<u>Percent</u>
Non-supervisor	376	62.6 %
Manager	116	19.3 %
Deputy director	9	1.5 %
Senior executive/director	10	1.7 %
Not provided	90	15.0 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q16. What is your employment status? (without "not provided")**

<u>Q16. What is your employment status</u>	<u>Number</u>	<u>Percent</u>
Non-supervisor	376	73.6 %
Manager	116	22.7 %
Deputy director	9	1.8 %
Senior executive/director	10	2.0 %
Total	511	100.0 %

Q17. Which ONE of the following best describes the environment where you typically work?

Q17. Which following best describes the
environment where you typically work

	Number	Percent
Mostly in an office	209	34.8 %
Mostly in the field (streets, parks, etc.)	154	25.6 %
About half in an office & half in the field	141	23.5 %
Other	43	7.2 %
Not provided	54	9.0 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q17. Which ONE of the following best describes the environment where you typically work? (without "not provided")**

Q17. Which following best describes the
environment where you typically work

	Number	Percent
Mostly in an office	209	38.2 %
Mostly in the field (streets, parks, etc.)	154	28.2 %
About half in an office & half in the field	141	25.8 %
Other	43	7.9 %
Total	547	100.0 %

Q18. Are you employed full-time or part-time by the City?

Q18. Are you employed full-time or part-time by

City	Number	Percent
Full-time	567	94.3 %
Part-time (with some benefits)	5	0.8 %
Temporary or seasonal (without benefits)	4	0.7 %
Not provided	25	4.2 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Are you employed full-time or part-time by the City? (without "not provided")**

Q18. Are you employed full-time or part-time by

City	Number	Percent
Full-time	567	98.4 %
Part-time (with some benefits)	5	0.9 %
Temporary or seasonal (without benefits)	4	0.7 %
Total	576	100.0 %

Q19. Your age:

<u>Q19. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	108	18.0 %
35-44	157	26.1 %
45-54	140	23.3 %
55-64	86	14.3 %
65+	14	2.3 %
Not provided	96	16.0 %
Total	601	100.0 %

WITHOUT "NOT PROVIDED"**Q19. Your age: (without "not provided")**

<u>Q19. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	108	21.4 %
35-44	157	31.1 %
45-54	140	27.7 %
55-64	86	17.0 %
65+	14	2.8 %
Total	505	100.0 %

Q20. Which of the following best describes your race/ethnicity?

Q20. Which following best describes your race/

<u>ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	7	1.2 %
Black or African American	31	5.2 %
American Indian or Alaska Native	12	2.0 %
White	461	76.7 %
Native Hawaiian or other Pacific Islander	3	0.5 %
Hispanic, Spanish, or Latino/a/x	32	5.3 %
Other	3	0.5 %
Total	549	

Q20-7. Self-describe your race/ethnicity:

<u>Q20-7. Self-describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
White, Indian, Mexican	1	33.3 %
Puerto Rican	1	33.3 %
Multiple races	1	33.3 %
Total	3	100.0 %



Survey Instrument



CITY OF TOPEKA

Bill Cochran, Interim City Manager
215 SE 7th St.
Topeka, KS 66603

wcochran@topeka.org
Tel: 785-368-3725
www.topeka.org

April 2022

Dear City Employee,

We have partnered with ETC Institute to conduct an employee survey. While it has been some time since conducting our last employee survey, we see this as a crucial opportunity for you to **anonymously** share your feedback on the City as a workplace. We plan to use the results to make improvements and look forward to learning from you about the ways we can further improve our work environment here at the City of Topeka.

Please take time to complete this important survey. Your input will be used to help identify ways to improve the City's work environment for City employees. Your responses will remain completely confidential and will not be used to identify individual employees. You may also complete the survey online at <https://topekaemployee.org/>, or return this printed copy to ETC Institute using the provided postage-paid return-reply envelope. To ensure your anonymity, the online survey is hosted by ETC Institute and the provided return envelope is addressed directly to ETC Institute. If you have questions or would prefer to take this survey by phone, please call Ryan Murray with ETC Institute at 913-254-4598 or by email at Ryan.Murray@ETCInstitute.com.

Be assured that the City does not receive individual responses. Survey results are reported to the City in a way that does not reveal the identity of any individual respondent and ETC Institute will not deliver any results that can personally identify employees.

Feel free to complete this survey during work hours, it should take 15-20 minutes to complete.

Like the rest of the world, our workplace was impacted by the COVID-19 Pandemic and in spite of lifestyle adjustments, Topeka's employees have remained resilient. We want to thank you for continuing to persevere through these unprecedented times and reaffirm our commitment to keeping our organization a great place to work. But we cannot do so without your input.

Help us to continue improvement in the workplace by taking this survey. Thank you for your input and for helping to make the City of Topeka a great place to work.

Sincerely,

Bill Cochran
Interim City Manager

The following sections contain statements about your employment with the City of Topeka. Using a scale of 1-5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please circle the number that corresponds to your level of agreement with each statement based on your experience in your current position. If you have neutral or mixed feelings about a statement, please circle "3". If a statement is not applicable to your situation, or you do not know how to rate the item, please circle "9". You may use a pen or pencil to complete this survey.

1. Employee Recognition		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I feel that my work is appreciated	5	4	3	2	1	9
2.	I feel valued at work by my coworkers, department leadership and City leadership	5	4	3	2	1	9
3.	Overall, I am satisfied with the City's efforts to recognize employees	5	4	3	2	1	9

2. Work Environment and Culture		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	A spirit of collaboration and teamwork exists in my work unit	5	4	3	2	1	9
2.	Conflict is resolved effectively in my department	5	4	3	2	1	9
3.	I feel safe while doing my job	5	4	3	2	1	9
4.	My coworkers encourage me to do my job better	5	4	3	2	1	9
5.	My immediate supervisor treats me with respect	5	4	3	2	1	9
6.	Overall, I am satisfied with the work environment in my department	5	4	3	2	1	9

3. Communication		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I am encouraged to express my opinions about work related issues to my supervisor or department managers	5	4	3	2	1	9
2.	Work related communication WITHIN my department is good	5	4	3	2	1	9
3.	I know what's going on in OTHER departments if it's relevant for me to do my job	5	4	3	2	1	9
4.	I regularly receive information about the Executive Team's discussions and decisions through my department director/managers/supervisors	5	4	3	2	1	9
5.	I feel comfortable communicating my opinions about work and our organization to the City Manager's Office	5	4	3	2	1	9
6.	I receive information that affects my work in a timely manner from my immediate supervisor	5	4	3	2	1	9
7.	Overall, I am satisfied with the quality of communication with employees	5	4	3	2	1	9

4. Empowerment		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Work I do is meaningful to me	5	4	3	2	1	9
2.	My input counts in decisions affecting my work	5	4	3	2	1	9
3.	I am encouraged to be innovative and come up with better ways to do things	5	4	3	2	1	9
4.	I have opportunities to use my strengths and talents in my current job	5	4	3	2	1	9
5.	Overall, I am satisfied with the City's efforts to empower employees to do their jobs	5	4	3	2	1	9

5. Strategic Direction		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I know the City's Mission, Vision and Values	5	4	3	2	1	9
2.	I was/am given opportunities to provide input for the City's strategic plan	5	4	3	2	1	9
3.	I know how my job helps accomplish the goals of the City's strategic plan	5	4	3	2	1	9
4.	I understand the City's commitment to high performance and continuous improvement	5	4	3	2	1	9
5.	Overall, I think the city is heading in the right strategic direction	5	4	3	2	1	9

6. Professional Development		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	City leadership offers training opportunities that help me perform my job	5	4	3	2	1	9
2.	I believe there is a career path for me at the City of Topeka	5	4	3	2	1	9
3.	My immediate supervisor helps ensure I can attend training opportunities	5	4	3	2	1	9
4.	My immediate supervisor supports me in achieving my career/job goals	5	4	3	2	1	9
5.	Overall, the City promotes an environment where people can improve their talents and abilities	5	4	3	2	1	9

7. Which THREE of the following should be the City's top priority for improvement over the next TWO years?

1. Ensuring employees are adequately recognized for the work they do
2. Ensuring employees feel physically and emotionally safe at work
3. Ensuring employees are informed about the things they need to know to do their jobs
4. Ensuring employees feel empowered to find better ways of doing things at work
5. Ensuring opportunities for professional development are being met
6. Ensuring employees are given the ability to improve their talents and abilities

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

8. Would you be interested in the city offering childcare services as part of the City's benefits package?

____(1) Yes [Answer Q8a-b.] ____ (2) No ____ (3) I do not have a need for this service

8a. What are the ages of the children for which you would need this service?

Child 1: _____ Child 2: _____ Child 3: _____ Child 4: _____ Child 5: _____ Child 6: _____

8b. What times would you need this service for?

____(1) 8am – 5pm shift ____ (3) Second shift ____ (5) Other: _____
 ____ (2) First shift ____ (4) Third shift

8c. Would "drop-off" day care be of assistance to you? ____ (1) Yes ____ (2) No

9. Would you recommend employment at the City of Topeka to your family and friends?

____ (1) Yes ____ (2) No

10. Overall, do you think the City of Topeka has done a good job taking care of its employees during the COVID-19 Pandemic?

____ (1) Yes ____ (2) No

11. How satisfied are you with your employment at the City of Topeka?

____ (5) Very satisfied ____ (3) Neutral ____ (1) Very dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied

12. Do you think the City of Topeka is a good employer? ____ (1) Yes ____ (2) No

13. Are you proud to work for the City of Topeka? ____ (1) Yes ____ (2) No

Demographics

Although the questions listed below are optional, your responses will help to better understand the needs of specific groups of employees.

14. Which ONE of the following best describes the department where you currently work?

- | | | |
|---------------------------|----------------------------------|-------------------------|
| ____ (01) City Council | ____ (08) Fire | ____ (15) Facilities |
| ____ (02) City Manager | ____ (09) Police | ____ (16) Water Utility |
| ____ (03) City Attorney | ____ (10) Public Works | ____ (17) Stormwater |
| ____ (04) Finance | ____ (11) Planning | ____ (18) Wastewater |
| ____ (05) Municipal Court | ____ (12) Parking | ____ (19) Zoo |
| ____ (06) Human Resources | ____ (13) Information Technology | ____ (20) Other: _____ |
| ____ (07) Mayor's Office | ____ (14) Fleet | |

15. How many years have you been employed by the City of Topeka? _____ years

16. What is your employment status? [Check only one.]

- | | |
|-------------------------|------------------------------------|
| ____ (1) Non-supervisor | ____ (3) Deputy director |
| ____ (2) Manager | ____ (4) Senior executive/director |

17. Which ONE of the following best describes the environment where you typically work? [Check only one.]

- | | |
|---|--|
| ____ (1) Mostly in an office | ____ (3) About half in an office and half in the field |
| ____ (2) Mostly in the field (streets, parks, etc.) | ____ (4) Other: _____ |

18. Are you employed full-time or part-time by the city? [Check only one.]

- | | | |
|--------------------|---|---|
| ____ (1) Full-time | ____ (2) Part-time (with some benefits) | ____ (3) Temporary or Seasonal (without benefits) |
|--------------------|---|---|

19. Your age: _____ years

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

- | | |
|--|---|
| ____ (01) Asian or Asian Indian | ____ (05) Native Hawaiian or other Pacific Islander |
| ____ (02) Black or African American | ____ (06) Hispanic, Spanish, or Latino/a/x |
| ____ (03) American Indian or Alaska Native | ____ (99) Other: _____ |
| ____ (04) White | |

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.



2022 City of Lawrence Community Survey Findings Report

Presented to the City of Lawrence,
Kansas

August 2022



ETC
INSTITUTE

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Executive Summary

2022 City of Lawrence Community Survey Executive Summary



Purpose

During the summer of 2022, ETC Institute administered a Community Survey to residents of the City of Lawrence. The purpose of the survey was to gather resident opinions and feedback on City programs and services. The results will be used to improve and expand existing programs and determine future needs of residents in the City of Lawrence. This is the fifth community survey administered by the City; previous surveys were administered in 2019, 2015, 2011, and 2007.

Methodology

A seven-page survey was mailed to a random sample of households in the City. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails and texts contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of the City of Lawrence from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

A total of 857 households completed the survey. The results for the random sample of 857 households have a 95% level of confidence with a precision of at least $\pm 3.3\%$.

In addition to the Executive Summary, this report contains:

- charts and graphs detailing the overall results of the survey (Section 1)
- trend charts comparing the 2022 results to survey results from 2019 and 2011 (Section 2)
- benchmarking data that show how the survey results for Lawrence compare to other cities in the metropolitan Kansas City area and nationally (Section 3)
- Importance-Satisfaction analysis that shows investment priorities for the City (Section 4)
- tabular data for all questions on the survey (Section 5)
- a copy of the survey instrument (Section 6)

2022 City of Lawrence Community Survey

Executive Summary



Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphical purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is provided in the Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

Satisfaction with Major Categories of City Services

The major categories of services provided by the City of Lawrence that received the highest level of “very satisfied” and “satisfied” responses, from those *who had an opinion*, were: the overall quality of fire and emergency medical services (89%), the overall quality of City trash and yardwaste services (89%), the overall quality of the Lawrence Public Library (88%), and the overall quality of the City’s parks and recreation system (81%). The major category of service that residents felt should receive the most emphasis from City leaders over the next two years is the overall maintenance of City streets and utilities.

Major Findings

- **Residents were satisfied with the overall quality of services provided by the City.** Most (73%) of the residents surveyed, *who had an opinion*, were satisfied with the overall quality of services provided by the City of Lawrence; 23% gave neutral ratings and 5% gave dissatisfied ratings.
- **Residents were satisfied with the overall quality of life the City.** Most (80%) of the residents surveyed, *who had an opinion*, were satisfied with the overall quality of life in the City; 14% gave neutral ratings and only 6% were dissatisfied. Eighty-seven percent (87%) of residents surveyed, *who had an opinion*, indicated they are either an “very satisfied” or “satisfied” with the City as place to live, and 85% indicated they are satisfied with the livability of their neighborhood in Lawrence.
- **Residents have a positive perception of Downtown Lawrence.** Most (84%) of the residents surveyed, *who had an opinion*, were satisfied with the beautification of Downtown Lawrence (flowers, trees, art); 83% of residents surveyed, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with how safe they feel in Downtown Lawrence during the day, and 75% indicated they are satisfied with Downtown Lawrence special events and parades.
- **Maintenance.** The city maintenance services with 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 (77%), street sweeping services provided by the City (58%), and snow removal on neighborhood streets (54%).

2022 City of Lawrence Community Survey Executive Summary



The maintenance services that residents felt should receive the most emphasis from City leaders over the next two years were the condition of major City streets and the condition of neighborhood streets.

- **Transportation.** The transportation services with the highest level of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of pedestrian (walking) paths in Lawrence (65%), pedestrian connectivity of sidewalks and paths (60%), and the ease of north/south travel in Lawrence (60%). The transportation service that residents felt should receive the most emphasis from City leaders over the next two years was traffic signal coordination on major City streets.
- **Water and Wastewater Utilities.** The water and wastewater utility services with the highest level of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the reliability of water service (90%), water pressure in the home (86%), the smell of drinking water (72%), and the quality of drinking water (71%). The water and wastewater utility services that residents felt should receive the most emphasis from City leaders over the next two years were the overall value received for water and wastewater utility rates and the overall quality of drinking water.
- **Solid Waste Disposal Services.** The solid waste disposal services with the highest level of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of residential trash services (91%) and the overall quality of yard waste collection services (88%).
- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the appearance and cleanliness of City parks (82%), the City’s landscaping efforts (81%), the number of city parks (80%), the welcoming environment of City parks and recreation facilities (79%), the condition of equipment (77%), and the number of walking and biking trails (77%). The parks and recreation service that residents felt should receive the most emphasis from City leaders over the next two years was the appearance/cleanliness of City parks.
- **Police Services.** The police services with 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 (75%), the professionalism of police officers (74%), the overall treatment of people by Lawrence Police Department (64%), the overall trust in the Lawrence Police Department (64%), and the quality of animal control services (55%).

2022 City of Lawrence Community Survey Executive Summary



- **Perceptions of Safety.** The perceptions of safety with the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: walking in neighborhoods during the day (97%), overall feeling of safety in Lawrence (78%), and walking in neighborhoods after dark (71%).
- **Fire and Emergency Medical Services.** The fire and emergency medical services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the professionalism of the City’s fire and emergency medical services personnel (94%), the overall quality of fire services (92%), the overall trust in the Lawrence-Douglas County Fire Department (92%), and the quality of medical care provided by the City’s fire medical services personnel (90%).

Short-Term Trends

ETC Institute analyzed the trends of satisfaction ratings from the 2019 and 2022 survey results. There were 107 different services within 13 different categories that were analyzed. The City of Lawrence saw an increase in satisfaction in 31 of the 107 areas between the 2019 and 2022 survey results; there were increases of 5% or more in 8 areas. Twenty-three (23) items had a significant decrease in satisfaction. The tables below and on the following page show the significant increases and decreases between the 2019 and 2022 survey results.

Significant Increases Since 2019

Service	2022	2019	Difference	Category
Responsiveness of City social media accounts	66.1%	57.5%	8.6%	Communication
Access to quality mental healthcare you can afford	40.3%	31.7%	8.6%	Economic Growth and Affordability
The types of retail and entertainment establishments available	55.5%	47.7%	7.8%	Perceptions of Downtown
City efforts to promote economic development	34.0%	27.9%	6.1%	Economic Growth and Affordability
Connectivity of sidewalks and paths	59.9%	53.9%	6.0%	Transportation
Connectivity of bicycle lanes and shared use paths	37.5%	31.8%	5.7%	Transportation
Availability of pedestrian (walking) paths in Lawrence	64.5%	58.9%	5.6%	Transportation
Traffic signal coordination on major city streets	47.7%	42.2%	5.5%	Transportation

2022 City of Lawrence Community Survey Executive Summary



Significant Decreases Since 2019

Service	2022	2019	Difference	Category
Availability of gym space	61.7%	66.7%	-5.0%	Parks and Recreation
The accuracy of your water bill	65.8%	70.9%	-5.1%	Water and Wastewater Utilities
How safe you feel in Downtown Lawrence during the day	82.6%	87.7%	-5.1%	Perceptions of Downtown
Access to healthy food you can afford	62.4%	67.6%	-5.2%	Economic Growth and Affordability
Appearance/cleanliness of City parks	82.1%	87.3%	-5.2%	Parks and Recreation
Taste of your drinking water	71.1%	76.3%	-5.2%	Water and Wastewater Utilities
Adequacy of city street lighting	47.2%	52.9%	-5.7%	City Maintenance
How safe you feel in Downtown Lawrence after dark	48.6%	54.4%	-5.8%	Perceptions of Downtown
Access to quality housing you can afford	37.1%	43.0%	-5.9%	Economic Growth and Affordability
Quality of recreation programs offered by the City	72.8%	78.7%	-5.9%	Parks and Recreation
Overall treatment of people by Lawrence Police Dept.	63.6%	69.8%	-6.2%	Police Services
How effectively the City enforces traffic offenses	44.9%	51.9%	-7.0%	Police Services
Overall maintenance of City streets and utilities	29.7%	37.0%	-7.3%	Major Categories of City Services
The City's outdoor aquatic facilities	62.9%	70.6%	-7.7%	Parks and Recreation
Snow removal on neighborhood streets	54.4%	62.1%	-7.7%	City Maintenance
Parking enforcement services	47.7%	55.7%	-8.0%	Transportation
The City's indoor aquatic facilities	64.6%	72.8%	-8.2%	Parks and Recreation
Police related education programs	40.0%	48.4%	-8.4%	Police Services
Availability of information about parks and recreation programs	70.4%	79.5%	-9.1%	Parks and Recreation
Snow removal on major City streets	76.6%	85.8%	-9.2%	City Maintenance
Overall quality of police services	70.9%	80.4%	-9.5%	Major Categories of City Services
The appearance and cleanliness of Downtown Lawrence	68.6%	79.2%	-10.6%	Perceptions of Downtown
Police Department engagement within the community	43.0%	54.4%	-11.4%	Police Services

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Long-Term Trends

ETC Institute analyzed the trends of satisfaction ratings from the 2011 and 2022 survey results. There were 79 different areas within 12 different categories that were assessed. The City of Lawrence saw an increase in satisfaction in 43 of the 79 areas between the 2011 and 2022 survey results. There were increases of 5% or more in 11 areas and decreases of 5% or more in 17 areas. The tables below show the significant increases and decreases between the 2011 and 2022 survey results.

Significant Increases Since 2011

Service	2022	2011	Difference	Category
Ease of east/west travel in Lawrence	52.8%	36.0%	16.8%	Transportation
City indoor recreation facilities	73.7%	61.0%	12.7%	Parks and Recreation
Overall quality of the City's drop-off recycling sites	69.2%	57.0%	12.2%	Solid Waste Disposal Services
The availability of vehicle parking	53.4%	42.0%	11.4%	Perceptions of Downtown
Availability of pedestrian (walking) paths in Lawrence	64.5%	54.0%	10.5%	Transportation
Number of walking and biking trails	76.8%	67.0%	9.8%	Parks and Recreation
Downtown Lawrence special events and parades	74.7%	65.0%	9.7%	Perceptions of Downtown
Availability of gym space	61.7%	54.0%	7.7%	Parks and Recreation
Street sweeping services provided by the City	57.6%	51.0%	6.6%	City Maintenance
City's landscaping efforts	80.9%	75.0%	5.9%	Parks and Recreation
Snow removal on neighborhood streets	54.4%	49.0%	5.4%	City Maintenance

Significant Decreases Since 2011

Service	2022	2011	Difference	Category
The frequency that police officers patrol your neighborhood	49.9%	55.0%	-5.1%	Police Services
Overall value that you receive for your City tax dollars and fees	44.7%	50.0%	-5.3%	Perceptions of the City
Quality of your drinking water	71.3%	77.0%	-5.7%	Water and Wastewater Utilities
How well the City is planning growth	21.1%	27.0%	-5.9%	Economic Growth and Affordability
Appearance/cleanliness of City parks	82.1%	88.0%	-5.9%	Parks and Recreation
Walking in your neighborhood after dark	71.0%	77.0%	-6.0%	Perceptions of Safety
Timeliness of street maintenance repairs	22.8%	29.0%	-6.2%	City Maintenance
Overall image of the City	70.5%	77.0%	-6.5%	Perceptions of the City
Overall value that you receive for water and wastewater utility rates	53.3%	60.0%	-6.7%	Water and Wastewater Utilities
The appearance and cleanliness of Downtown Lawrence	68.6%	76.0%	-7.4%	Perceptions of Downtown
School Resource Officers	47.9%	56.0%	-8.1%	Police Services
Adequacy of city street lighting	47.2%	56.0%	-8.8%	City Maintenance
The City's outdoor aquatic facilities	62.9%	73.0%	-10.1%	Parks and Recreation
How effectively the City enforces traffic offenses	44.9%	55.0%	-10.1%	Police Services
The City's indoor aquatic facilities	64.6%	76.0%	-11.4%	Parks and Recreation
Parking enforcement services	47.7%	60.0%	-12.3%	Transportation
Police related education programs	40.0%	54.0%	-14.0%	Police Services

2022 City of Lawrence Community Survey Executive Summary



How the City Compares to Other Communities Nationally

Satisfaction ratings for the City of Lawrence **rated above the U.S. average in 44 of the 53 areas** that were assessed. The City of Lawrence rated significantly higher than the U.S. average (difference of 5% or more) in 38 of these areas. Listed below are the comparisons between the City of Lawrence and the U.S. average:

Service	Lawrence	U.S.	Difference	Category
As a place to live	87.4%	49.7%	37.7%	Overall Ratings of the City
Quality of yard waste collection services	88.4%	54.6%	33.8%	Solid Waste Disposal Services
Quality of City trash and yardwaste services	89.1%	56.6%	32.5%	Major Categories of City Services
Quality of residential recycling services	87.1%	56.6%	30.5%	Solid Waste Disposal Services
Quality of the City's parks and recreation system	80.7%	50.6%	30.1%	Major Categories of City Services
The City's outdoor aquatic facilities	62.9%	35.8%	27.1%	Parks and Recreation
Responsiveness of City social media	66.1%	40.0%	26.1%	Communication
Quality of customer service by City staff	65.5%	40.6%	24.9%	Major Categories of City Services
Quality of City water & wastewater utility services	76.7%	53.7%	23.0%	Major Categories of City Services
Quality of the City's drop-off recycling sites	69.2%	46.2%	23.0%	Solid Waste Disposal Services
Quality of residential trash services	91.4%	68.6%	22.8%	Solid Waste Disposal Services
Quality of the Public Library	88.1%	65.6%	22.5%	Major Categories of City Services
Overall quality of City services	72.7%	50.5%	22.2%	Perceptions of the City
City efforts to promote diversity in the community	67.0%	47.1%	19.9%	Overall Ratings of the City
As a place to retire	71.5%	51.7%	19.8%	Overall Ratings of the City
How quickly emergency medical services personnel respond	89.1%	70.3%	18.8%	Fire and Emergency Medical Services
Water pressure in your home	86.1%	67.4%	18.7%	Water and Wastewater Utilities
The City's fire medical education programs	68.9%	50.7%	18.2%	Fire and Emergency Medical Services
How quickly police respond to emergencies	75.3%	57.6%	17.7%	Police Services
Quality of medical care provided by the City's fire medical services personnel	90.0%	72.4%	17.6%	Fire and Emergency Medical Services
Snow removal on major City streets	76.6%	59.5%	17.1%	City Maintenance
Availability of sports fields	69.1%	52.7%	16.4%	Parks and Recreation
Quality of police services	70.9%	54.6%	16.3%	Major Categories of City Services
Overall image of the City	70.5%	55.0%	15.5%	Perceptions of the City
Walking in your neighborhood during the day	97.3%	82.8%	14.5%	Perceptions of Safety
As a place to raise children	76.7%	62.4%	14.3%	Overall Ratings of the City
Number of walking and biking trails	76.8%	62.5%	14.3%	Parks and Recreation
Overall quality of fire services	92.0%	77.8%	14.2%	Fire and Emergency Medical Services
Smell of your drinking water	71.9%	59.0%	12.9%	Water and Wastewater Utilities
Quality of the City's public transportation	50.5%	37.8%	12.7%	Major Categories of City Services
Availability of and timeliness of info about services and activities	60.2%	47.5%	12.7%	Communication
City's efforts to keep you informed about city-related issues	56.3%	44.2%	12.1%	Communication
Value received for City tax dollars & fees	44.7%	33.8%	10.9%	Perceptions of the City
Taste of your drinking water	71.1%	60.2%	10.9%	Water and Wastewater Utilities
Overall feeling of safety	78.4%	68.0%	10.4%	Perceptions of Safety
Walking in your neighborhood after dark	71.0%	62.5%	8.5%	Perceptions of Safety
In City parks	62.3%	56.0%	6.3%	Perceptions of Safety
Effectiveness of City communication with public	44.1%	38.2%	5.9%	Major Categories of City Services
Quality of animal control services	55.1%	50.4%	4.7%	Police Services
Snow removal on neighborhood streets	54.4%	50.6%	3.8%	City Maintenance
The level of public involvement in local decision-making	37.8%	34.2%	3.6%	Communication
Police related education programs	40.0%	38.6%	1.4%	Police Services
Condition of sidewalks in your neighborhood	49.3%	48.0%	1.3%	City Maintenance
As a place to work	58.7%	58.2%	0.5%	Overall Ratings of the City
Efforts by police to prevent crime in your neighborhood	49.4%	50.4%	-1.0%	Police Services
Flow of motor vehicle traffic & congestion management	44.7%	46.5%	-1.8%	Major Categories of City Services
The frequency that police officers patrol your neighborhood	49.9%	55.4%	-5.5%	Police Services
How effectively the City enforces traffic offenses	44.9%	50.6%	-5.7%	Police Services
Quality of planning and code enforcement	34.2%	41.5%	-7.3%	Major Categories of City Services
Condition of major City streets	41.3%	50.9%	-9.6%	City Maintenance
Condition of streets in your neighborhood	40.6%	50.6%	-10.0%	City Maintenance
Maintenance of City streets and utilities	29.7%	41.4%	-11.7%	Major Categories of City Services
Adequacy of city street lighting	47.2%	59.5%	-12.3%	City Maintenance

2022 City of Lawrence Community Survey Executive Summary



How the City Compares to the Kansas City Metropolitan Area

Satisfaction ratings for the City of Lawrence **rated above the Kansas City Metropolitan area average in 24 of the 53 areas** that were assessed. The City of Lawrence rated significantly higher than the Kansas City Metropolitan area average (difference of 5% or more) in 15 of these areas. Listed below are the comparisons between the City of Lawrence and the Kansas City Metropolitan area average:

Service	Lawrence	KC Metro	Difference	Category
Quality of the City's public transportation	50.5%	29.2%	21.3%	Major Categories of City Services
Quality of yard waste collection services	88.4%	71.3%	17.1%	Solid Waste Disposal Services
Quality of City trash and yardwaste services	89.1%	73.0%	16.1%	Major Categories of City Services
Responsiveness of City social media	66.1%	51.0%	15.1%	Communication
City efforts to promote diversity in the community	67.0%	52.0%	15.0%	Overall Ratings of the City
Number of walking and biking trails	76.8%	63.0%	13.8%	Parks and Recreation
Water pressure in your home	86.1%	73.8%	12.3%	Water and Wastewater Utilities
Quality of residential recycling services	87.1%	75.8%	11.3%	Solid Waste Disposal Services
How quickly emergency medical services personnel respond	89.1%	79.6%	9.5%	Fire and Emergency Medical Services
Quality of residential trash services	91.4%	82.9%	8.5%	Solid Waste Disposal Services
The City's fire medical education programs	68.9%	60.4%	8.5%	Fire and Emergency Medical Services
The City's outdoor aquatic facilities	62.9%	55.0%	7.9%	Parks and Recreation
Quality of City water & wastewater utility services	76.7%	69.0%	7.7%	Major Categories of City Services
Quality of medical care provided by the City's fire medical services personnel	90.0%	82.8%	7.2%	Fire and Emergency Medical Services
Availability of sports fields	69.1%	62.6%	6.5%	Parks and Recreation
Overall quality of fire services	92.0%	87.1%	4.9%	Fire and Emergency Medical Services
Quality of the City's parks and recreation system	80.7%	76.3%	4.4%	Major Categories of City Services
Overall feeling of safety	78.4%	74.3%	4.1%	Perceptions of Safety
As a place to retire	71.5%	67.6%	3.9%	Overall Ratings of the City
Overall image of the City	70.5%	67.1%	3.4%	Perceptions of the City
As a place to live	87.4%	84.7%	2.7%	Overall Ratings of the City
Taste of your drinking water	71.1%	68.5%	2.6%	Water and Wastewater Utilities
How quickly police respond to emergencies	75.3%	74.4%	0.9%	Police Services
Walking in your neighborhood during the day	97.3%	96.9%	0.4%	Perceptions of Safety
Overall quality of City services	72.7%	72.9%	-0.2%	Perceptions of the City
Quality of animal control services	55.1%	57.0%	-1.9%	Police Services
Quality of the Public Library	88.1%	90.0%	-1.9%	Major Categories of City Services
Condition of sidewalks in your neighborhood	49.3%	51.5%	-2.2%	City Maintenance
The level of public involvement in local decision-making	37.8%	40.1%	-2.3%	Communication
City's efforts to keep you informed about city-related issues	56.3%	58.8%	-2.5%	Communication
Snow removal on major City streets	76.6%	79.3%	-2.7%	City Maintenance
As a place to raise children	76.7%	79.7%	-3.0%	Overall Ratings of the City
Quality of the City's drop-off recycling sites	69.2%	72.3%	-3.1%	Solid Waste Disposal Services
Availability of and timeliness of info about services and activities	60.2%	63.4%	-3.2%	Communication
As a place to work	58.7%	65.1%	-6.4%	Overall Ratings of the City
Quality of police services	70.9%	78.0%	-7.1%	Major Categories of City Services
Quality of customer service by City staff	65.5%	73.9%	-8.4%	Major Categories of City Services
Value received for City tax dollars & fees	44.7%	55.7%	-11.0%	Perceptions of the City
Police related education programs	40.0%	51.8%	-11.8%	Police Services
Walking in your neighborhood after dark	71.0%	83.7%	-12.7%	Perceptions of Safety
Snow removal on neighborhood streets	54.4%	68.3%	-13.9%	City Maintenance
Condition of streets in your neighborhood	40.6%	56.4%	-15.8%	City Maintenance
Smell of your drinking water	71.9%	88.0%	-16.1%	Water and Wastewater Utilities
Efforts by police to prevent crime in your neighborhood	49.4%	66.1%	-16.7%	Police Services
Quality of planning and code enforcement	34.2%	52.7%	-18.5%	Major Categories of City Services
Adequacy of city street lighting	47.2%	66.0%	-18.8%	City Maintenance
Effectiveness of City communication with public	44.1%	63.2%	-19.1%	Major Categories of City Services
Flow of motor vehicle traffic & congestion management	44.7%	63.9%	-19.2%	Major Categories of City Services
In City parks	62.3%	81.8%	-19.5%	Perceptions of Safety
The frequency that police officers patrol your neighborhood	49.9%	70.1%	-20.2%	Police Services
Condition of major City streets	41.3%	62.1%	-20.8%	City Maintenance
How effectively the City enforces traffic offenses	44.9%	66.7%	-21.8%	Police Services
Maintenance of City streets and utilities	29.7%	54.2%	-24.5%	Major Categories of City Services

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

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

- Overall maintenance of City streets and utilities (IS=.5090)
- Overall flow of motor vehicle traffic and congestion management on streets (IS=.2394)
- Overall quality of planning and code enforcement (IS=.1599)
- Overall effectiveness of City communication with the public (IS=.1129)

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

2022 City of Lawrence Community Survey Executive Summary



2022 Importance-Satisfaction Rating

Lawrence, Kansas

Major Categories of Services

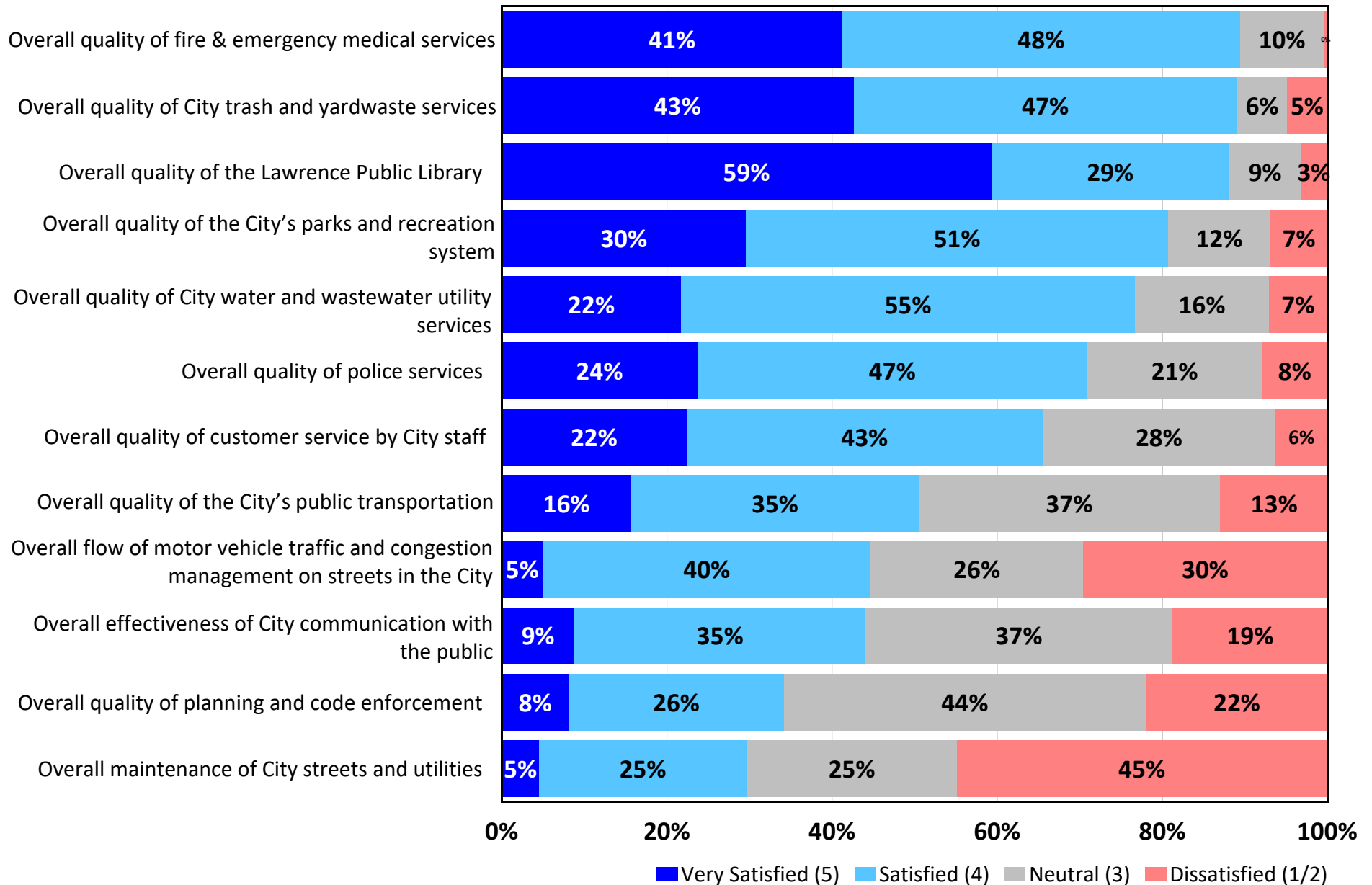
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets and utilities	72%	1	30%	12	0.5090	1
Overall flow of motor vehicle traffic & congestion management	43%	2	45%	9	0.2394	2
<u>High Priority (IS .10-.20)</u>						
Overall quality of planning and code enforcement	24%	4	34%	11	0.1599	3
Overall effectiveness of City communication with the public	20%	5	44%	10	0.1129	4
<u>Medium Priority (IS <.10)</u>						
Overall quality of police services	29%	3	71%	6	0.0853	5
Overall quality of the City's public transportation	12%	8	51%	8	0.0604	6
Overall quality of the City's parks and recreation system	20%	6	81%	4	0.0382	7
Overall quality of City water and wastewater utility services	15%	7	77%	5	0.0343	8
Overall quality of customer service by City staff	6%	11	66%	7	0.0197	9
Overall quality of fire & emergency medical services	10%	9	89%	1	0.0104	10
Overall quality of the Lawrence Public Library	6%	10	88%	3	0.0069	11
Overall quality of City trash and yardwaste services	4%	12	89%	2	0.0048	12



Charts and Graphs

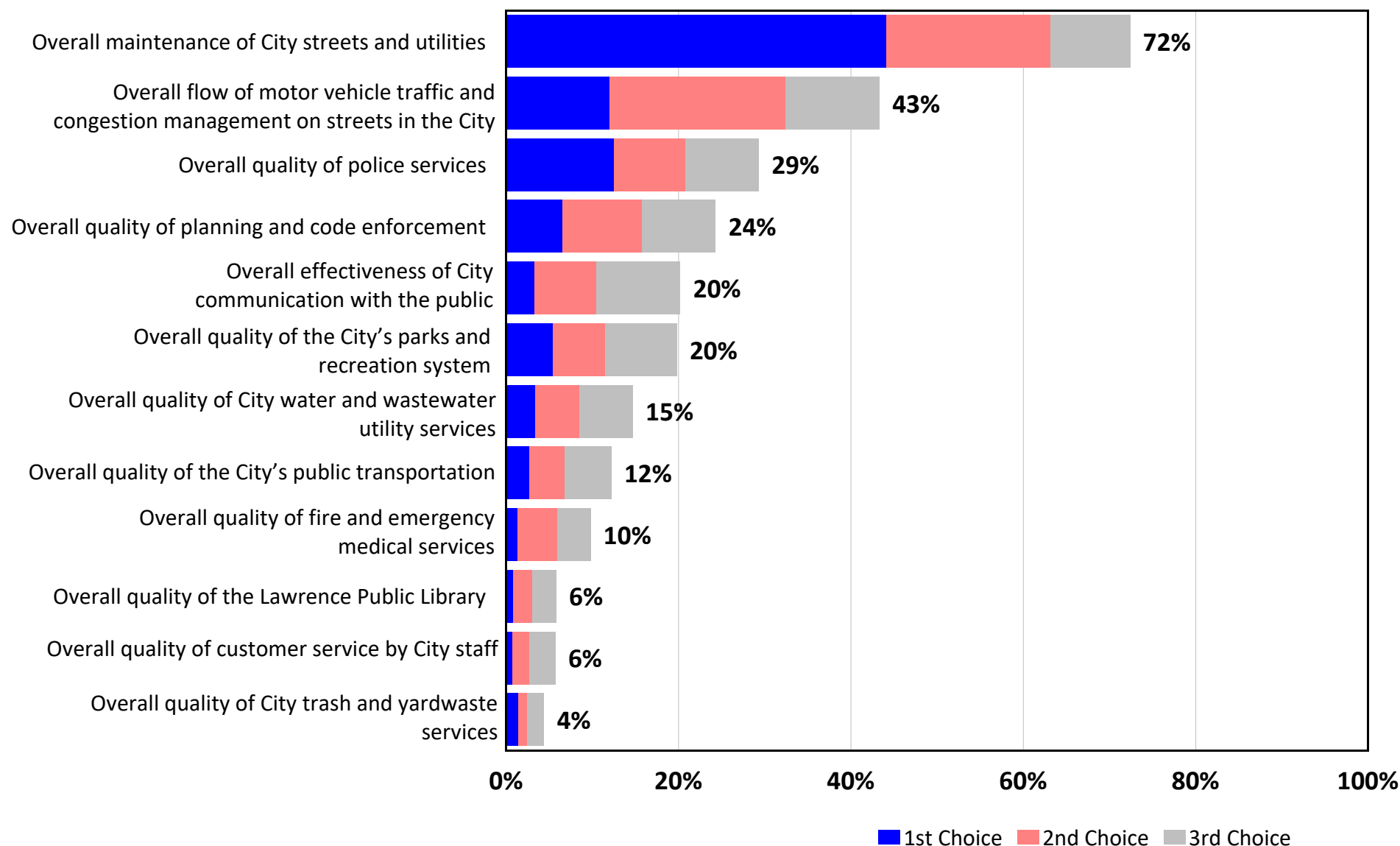
Q1. Major Categories of Services

by percentage of respondents (excluding don't knows)



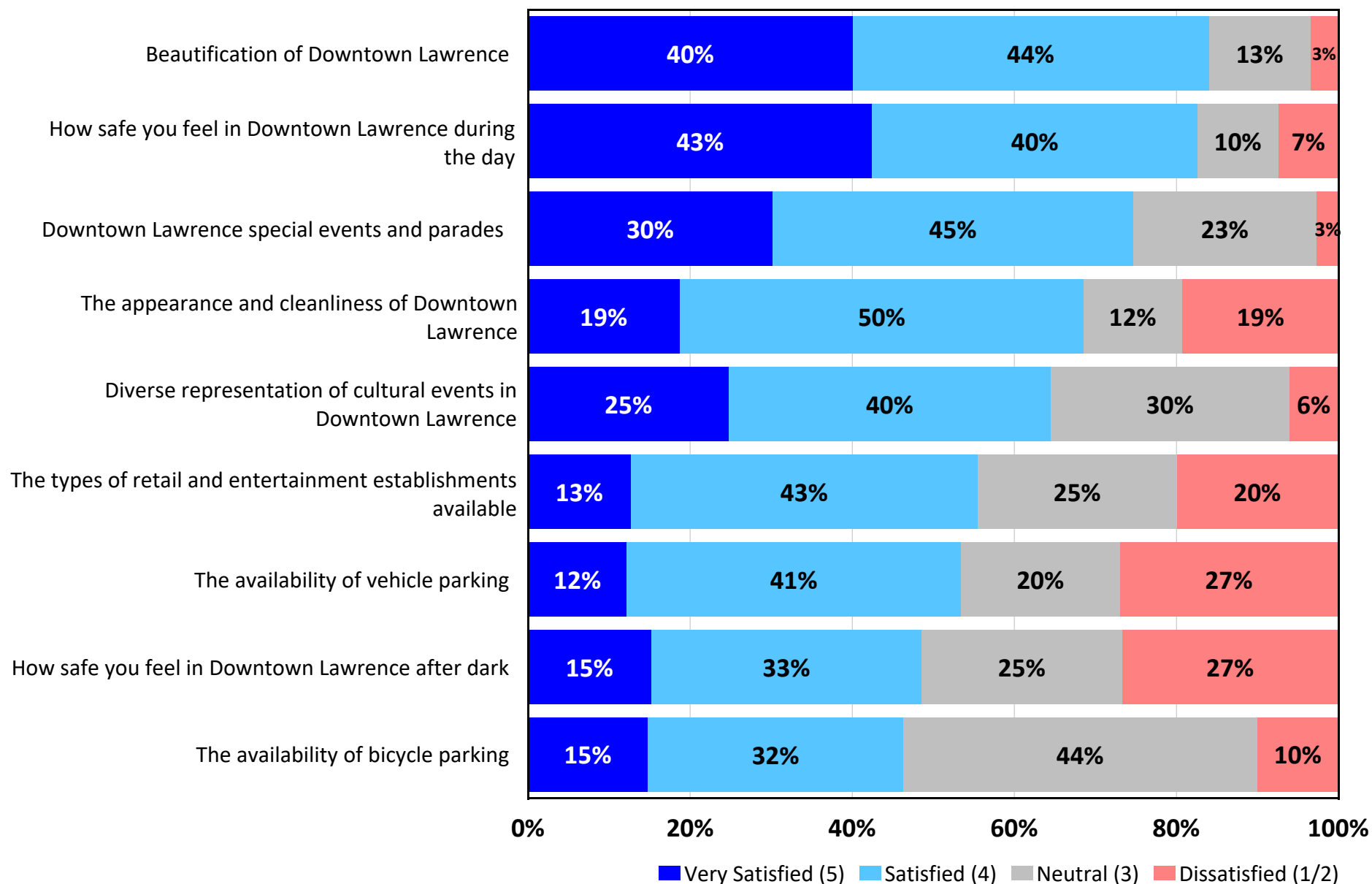
Q2. Major City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



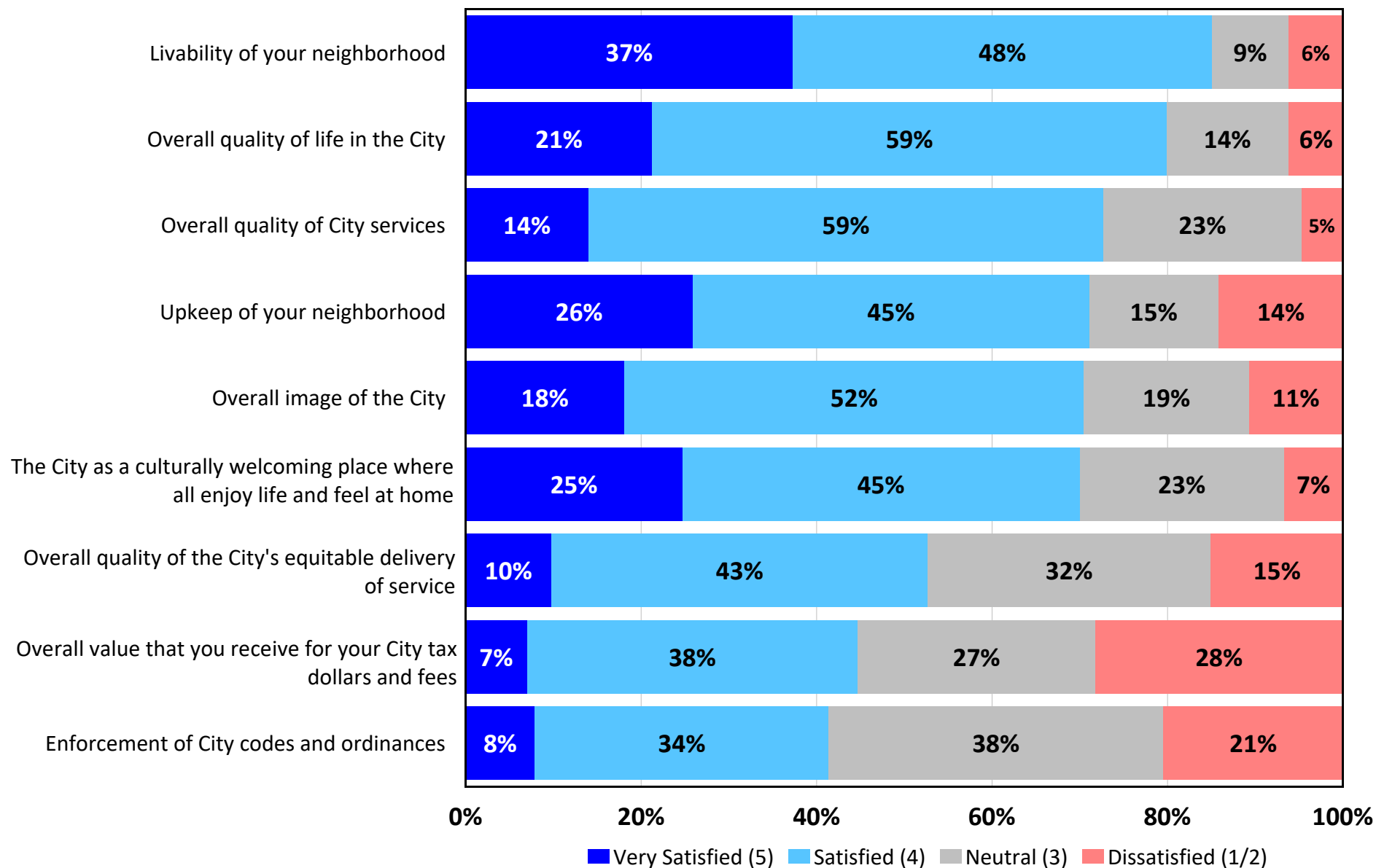
Q3. Perceptions of Downtown

by percentage of respondents (excluding don't knows)



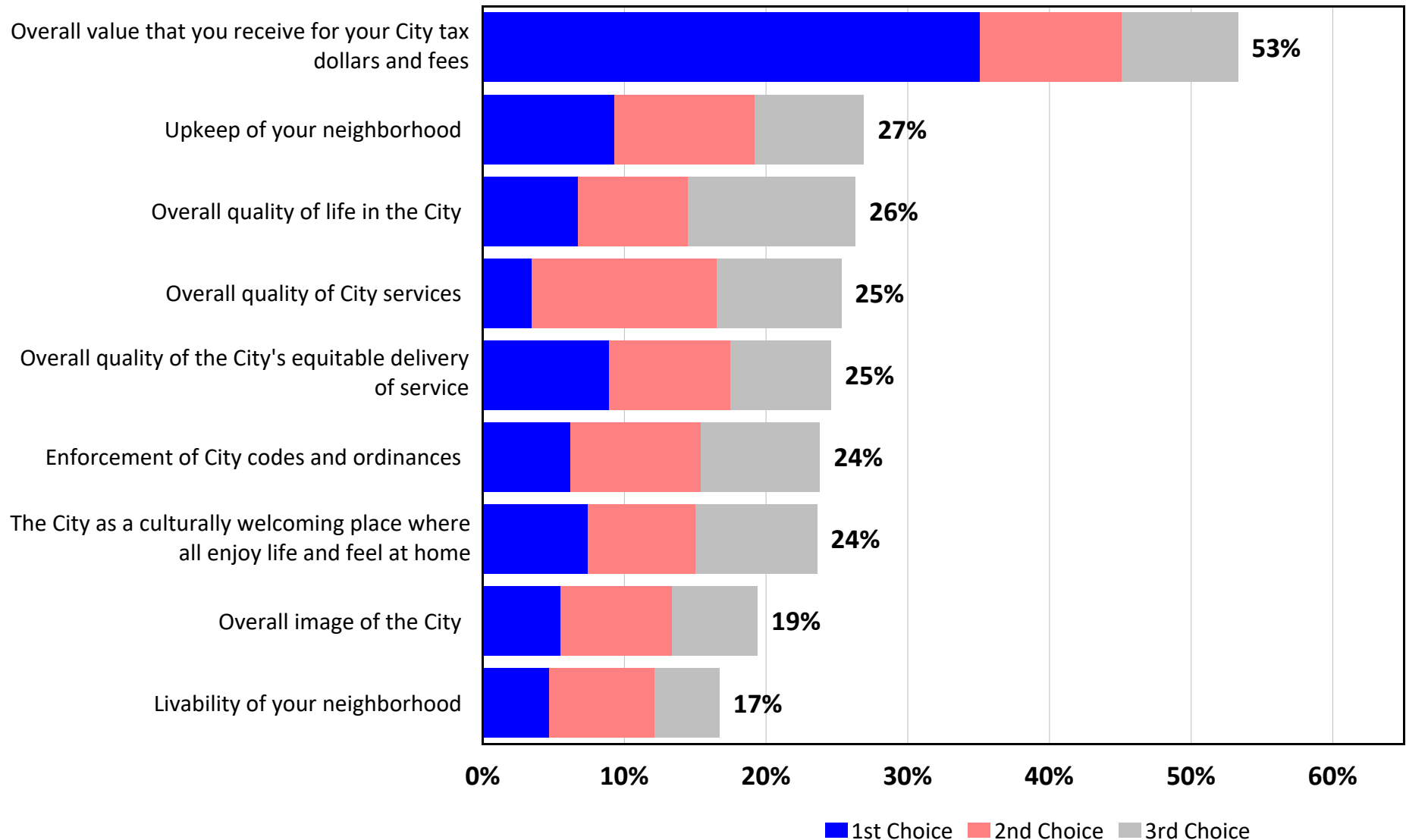
Q4. Perceptions of the City

by percentage of respondents (excluding don't knows)



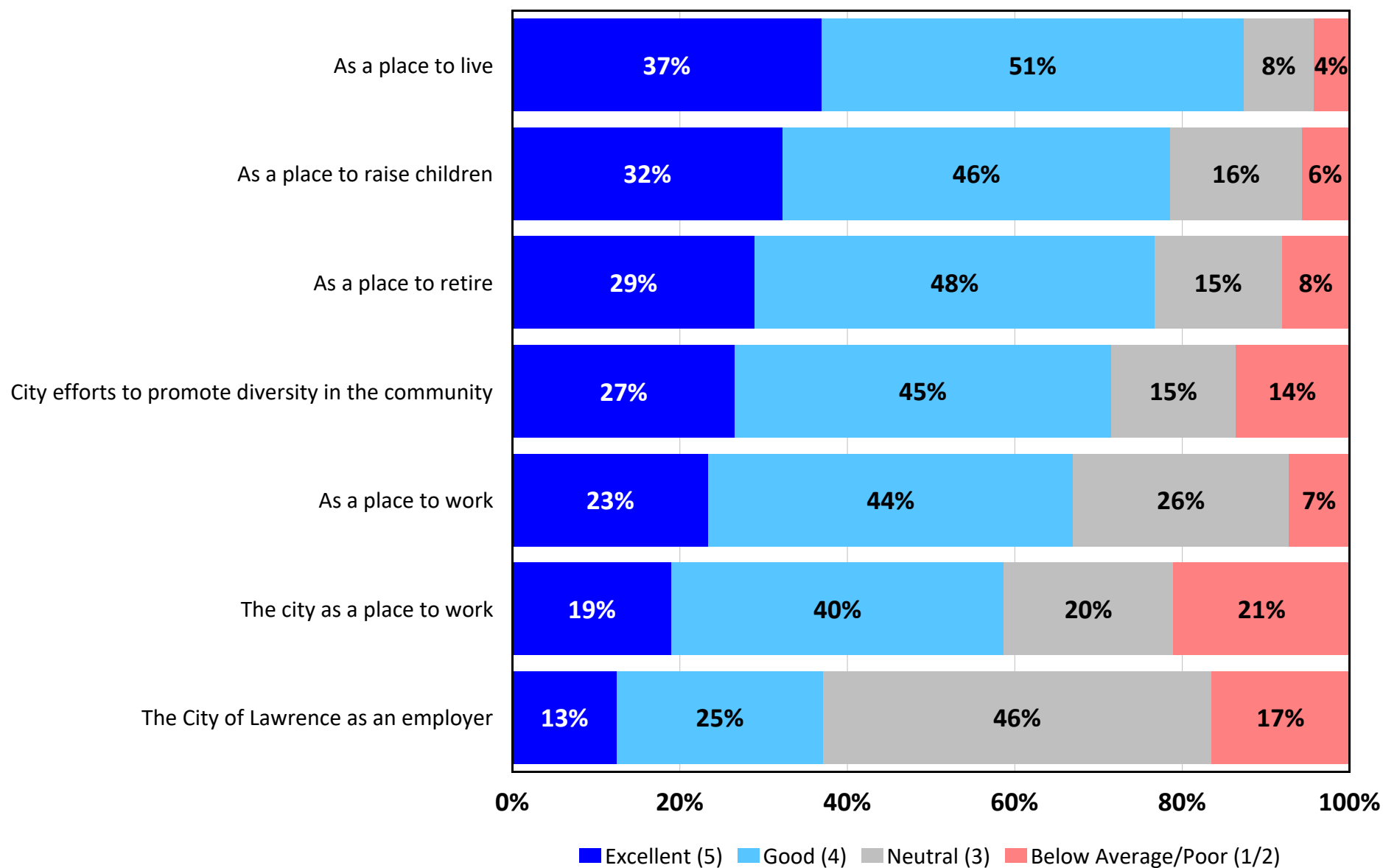
Q5. Perception Items That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



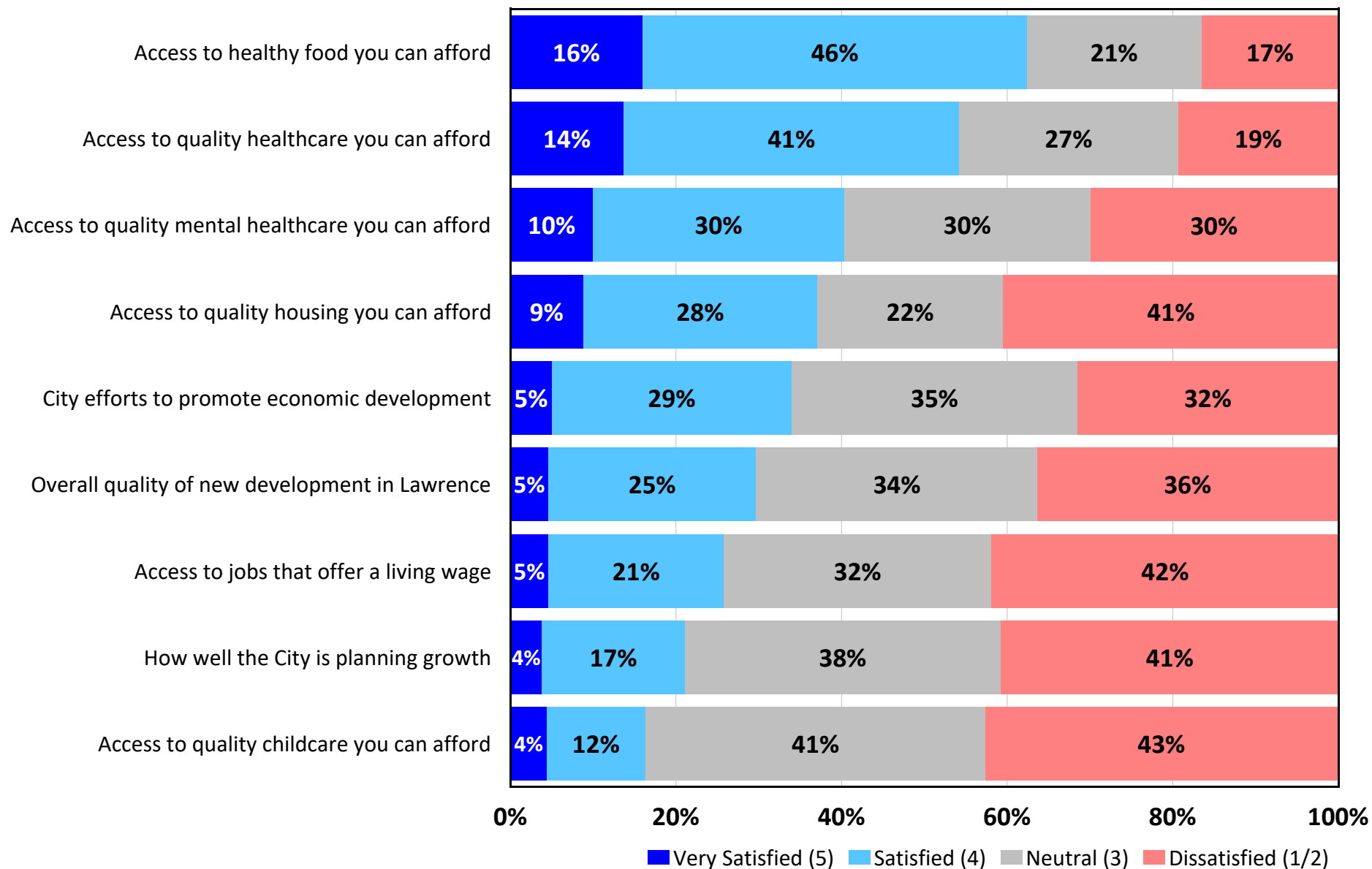
Q6. Overall Ratings of the City

by percentage of respondents (excluding don't knows)



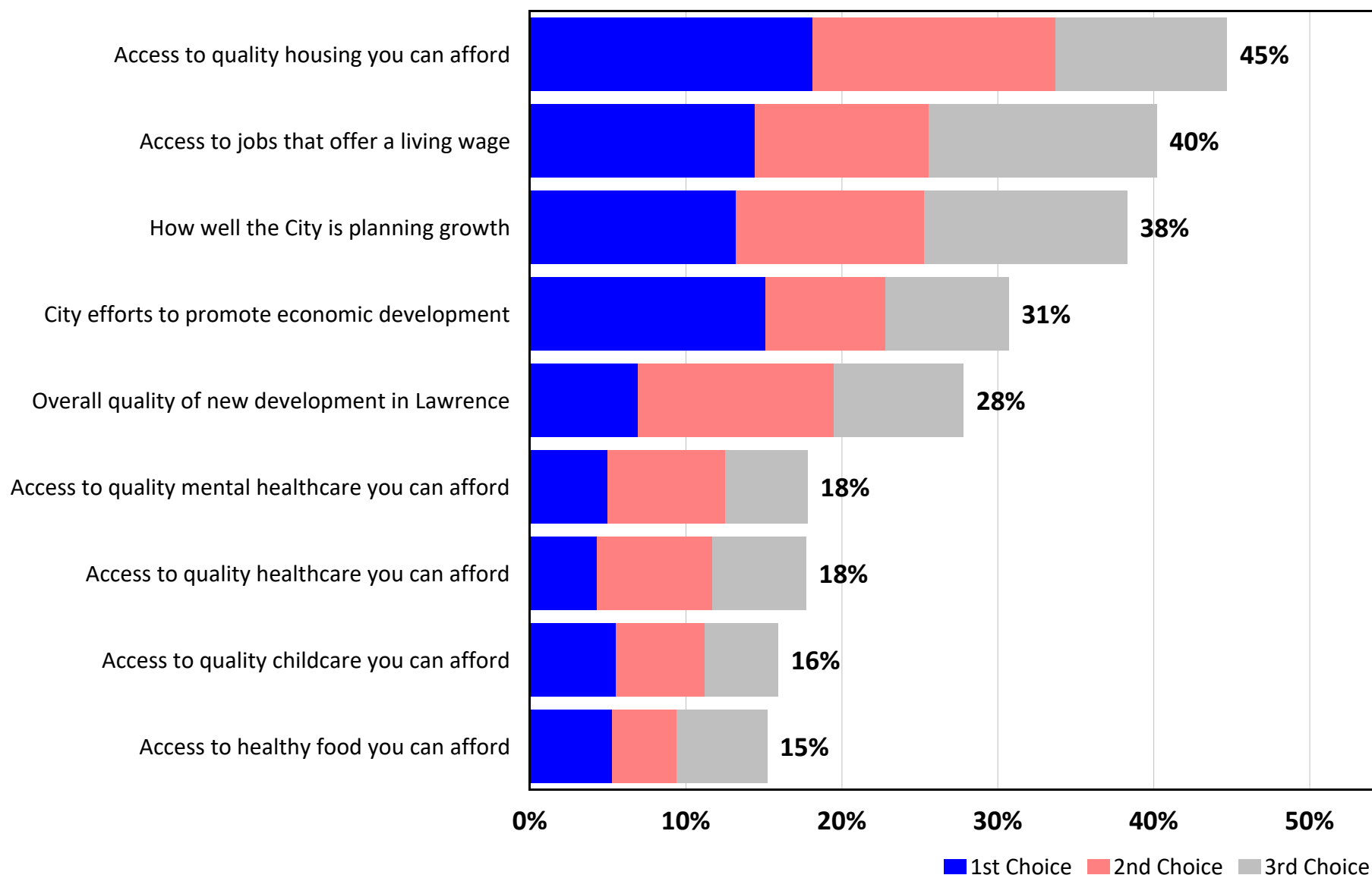
Q7. Economic Growth and Affordability

by percentage of respondents (excluding don't knows)



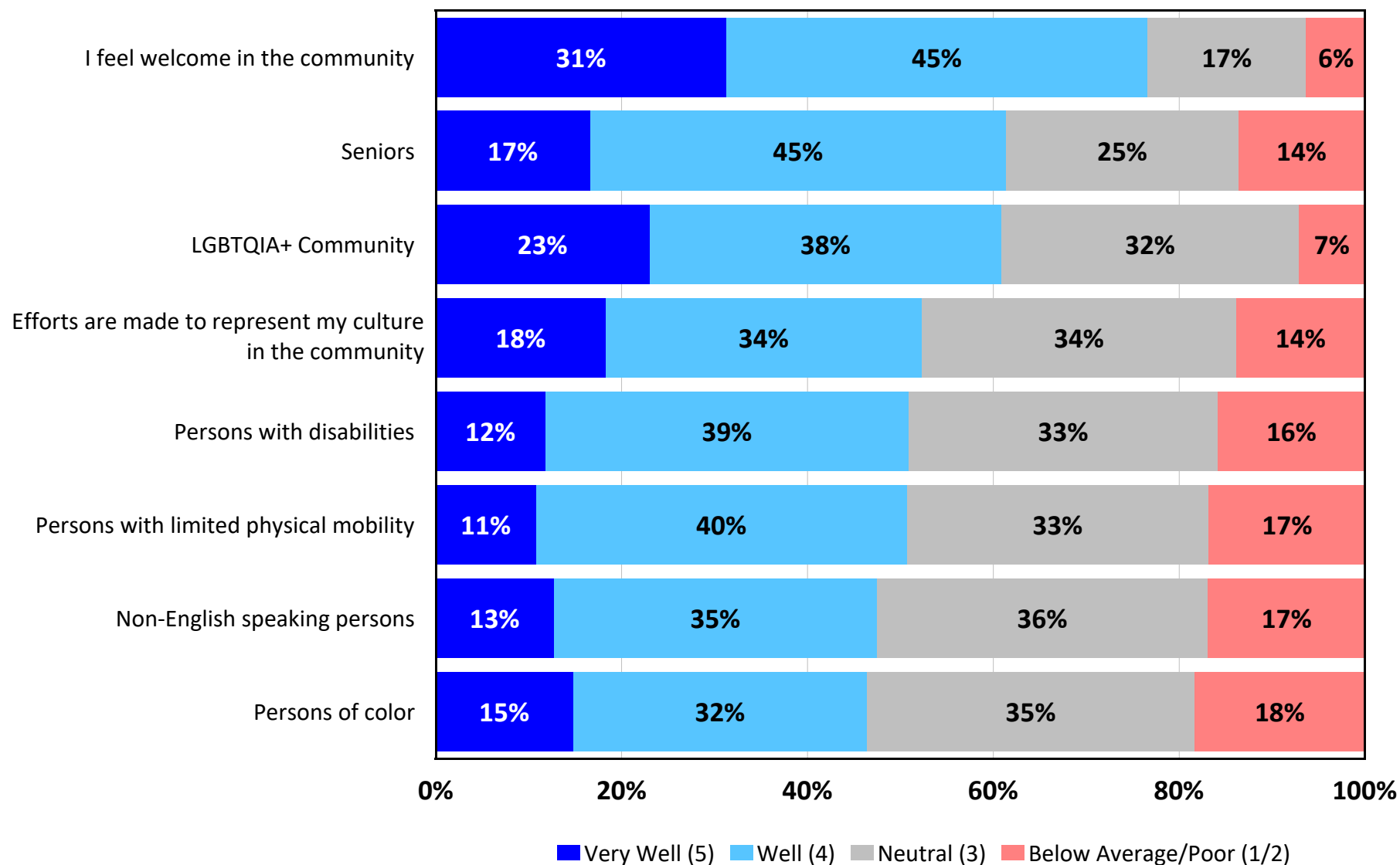
Q8. Economic Growth and Affordability Items That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



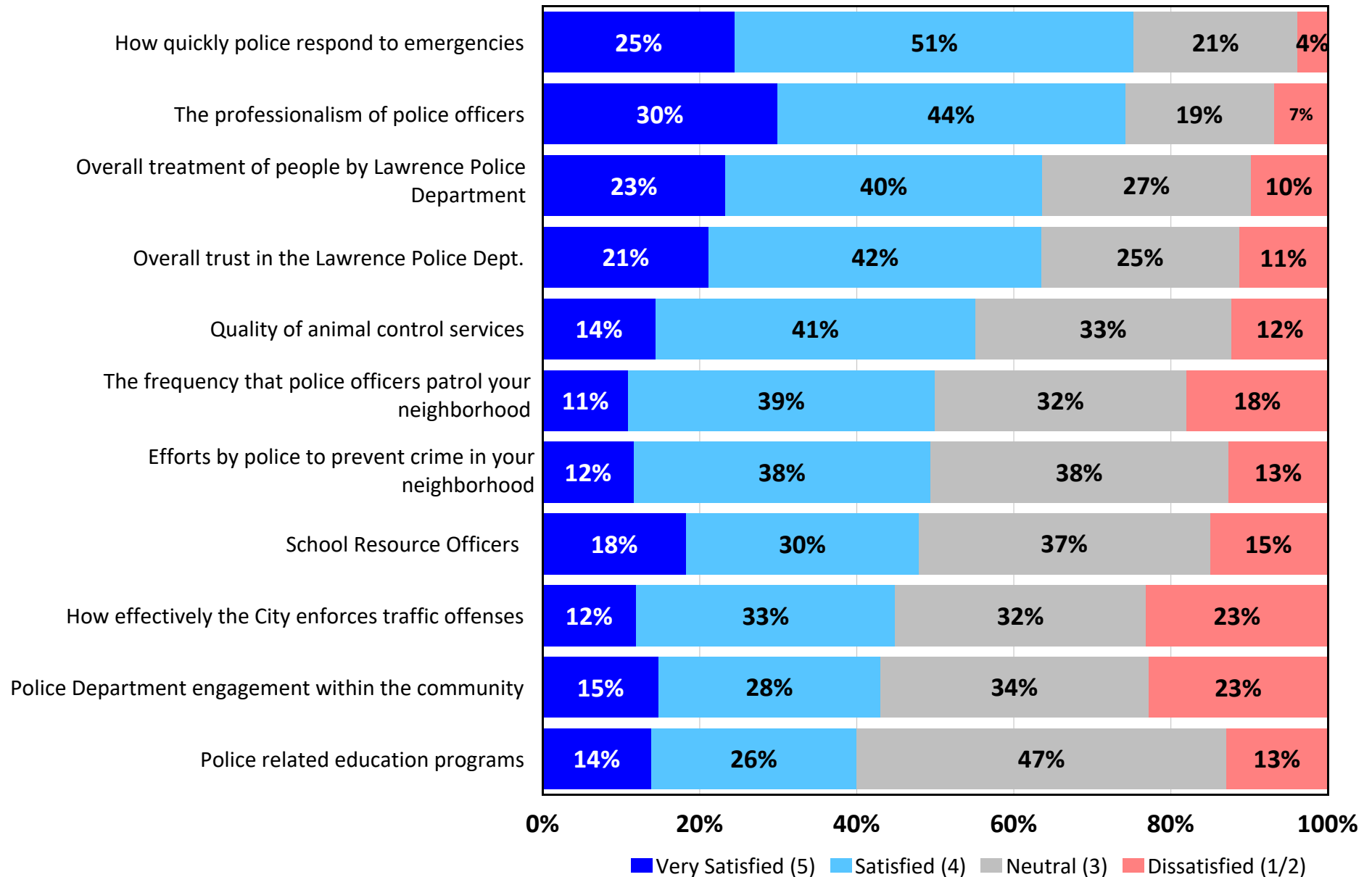
Q9. How Well the City is Currently Serving the Following Populations

by percentage of respondents (excluding don't knows)



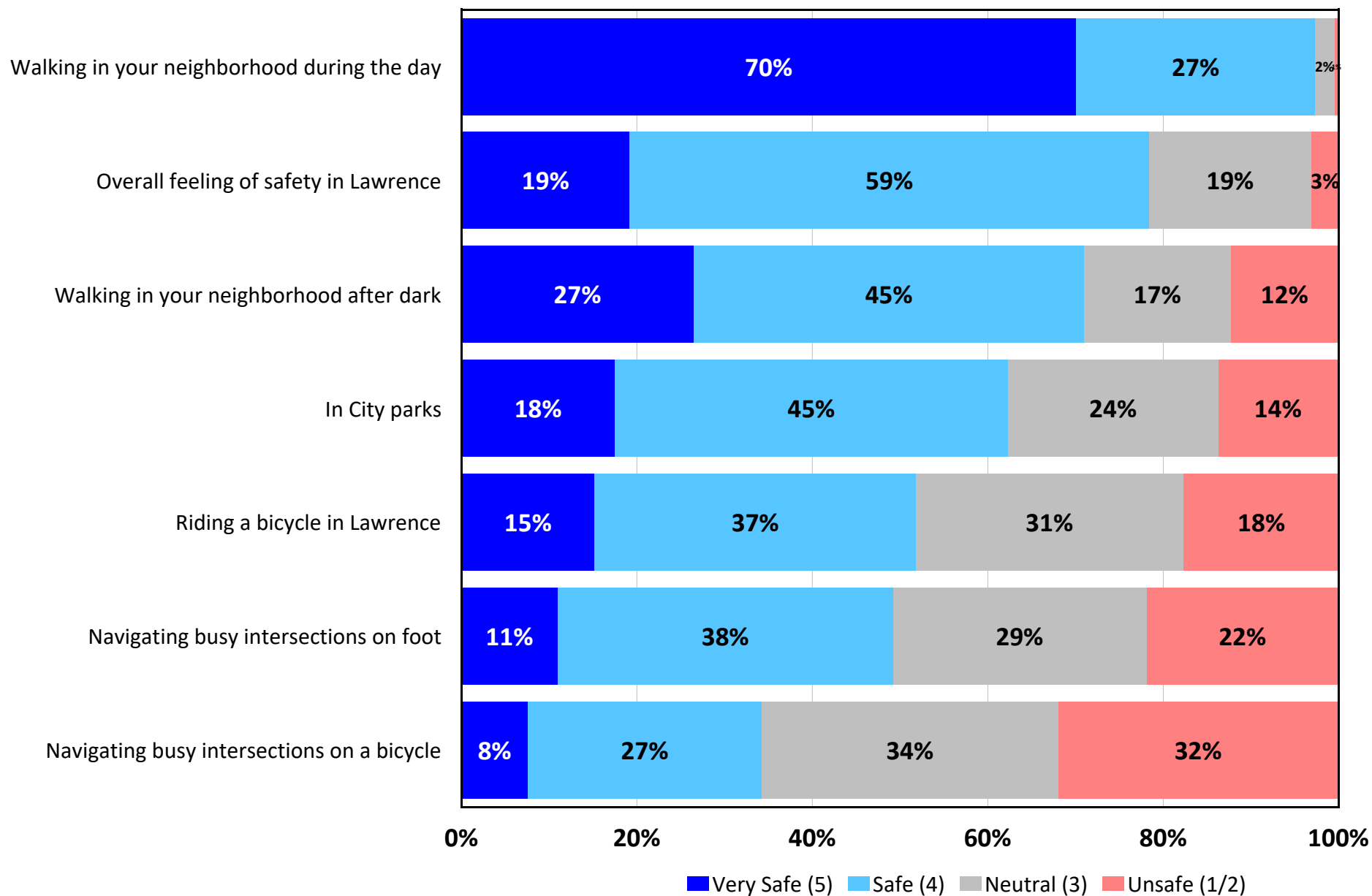
Q10. Police Services

by percentage of respondents (excluding don't knows)



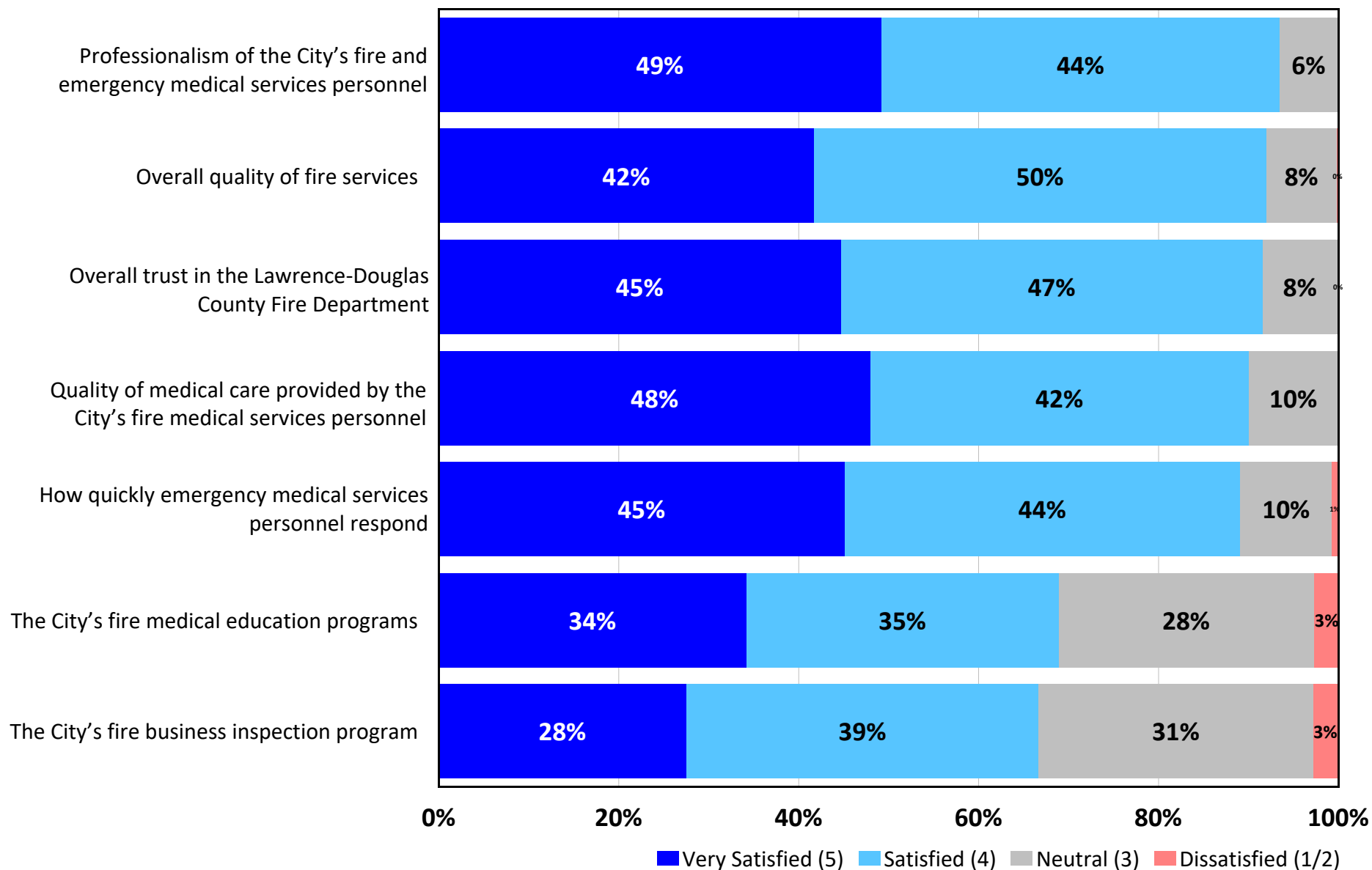
Q11. Perceptions of Safety

by percentage of respondents (excluding don't knows)



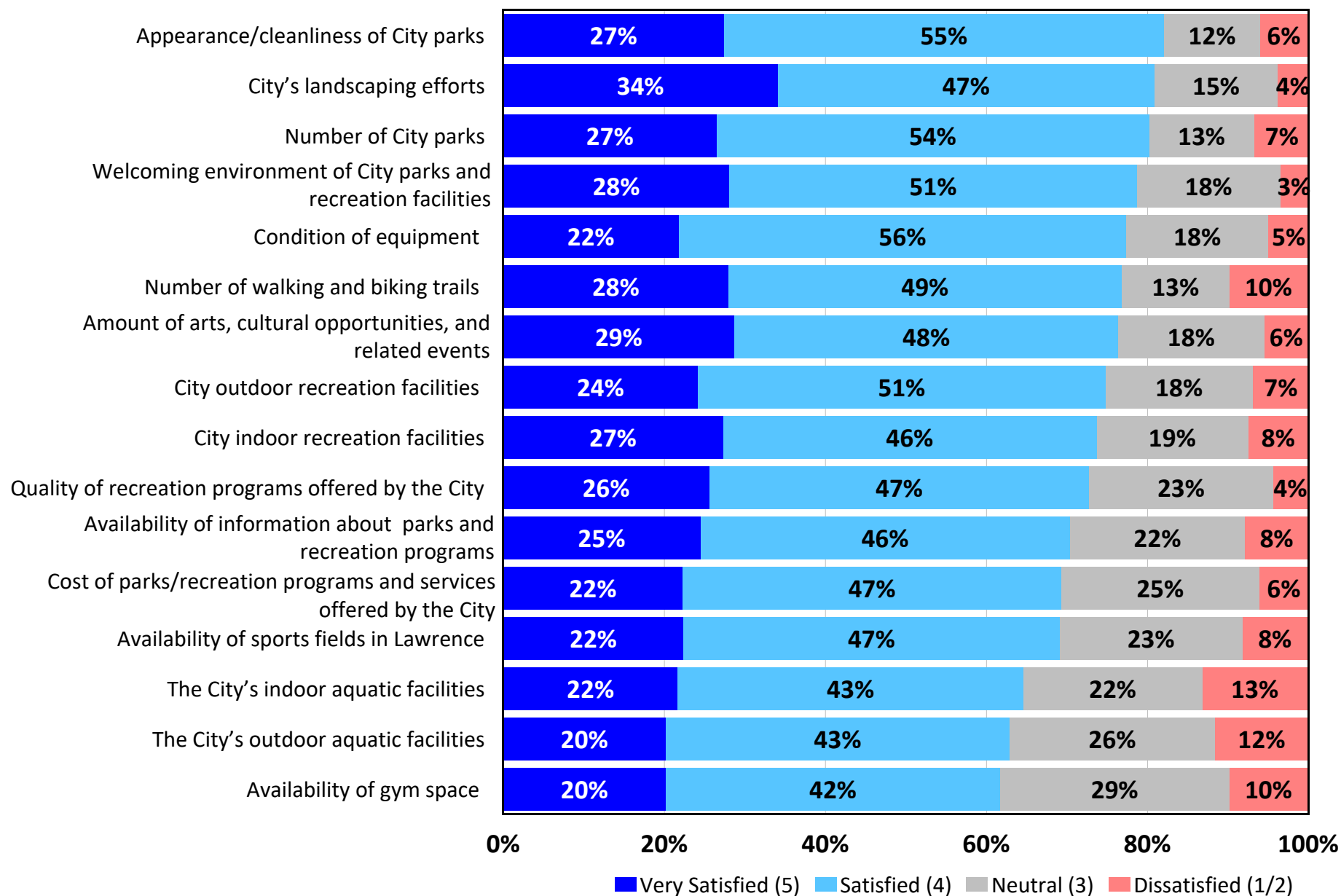
Q12. Fire and Emergency Medical Services

by percentage of respondents (excluding don't knows)



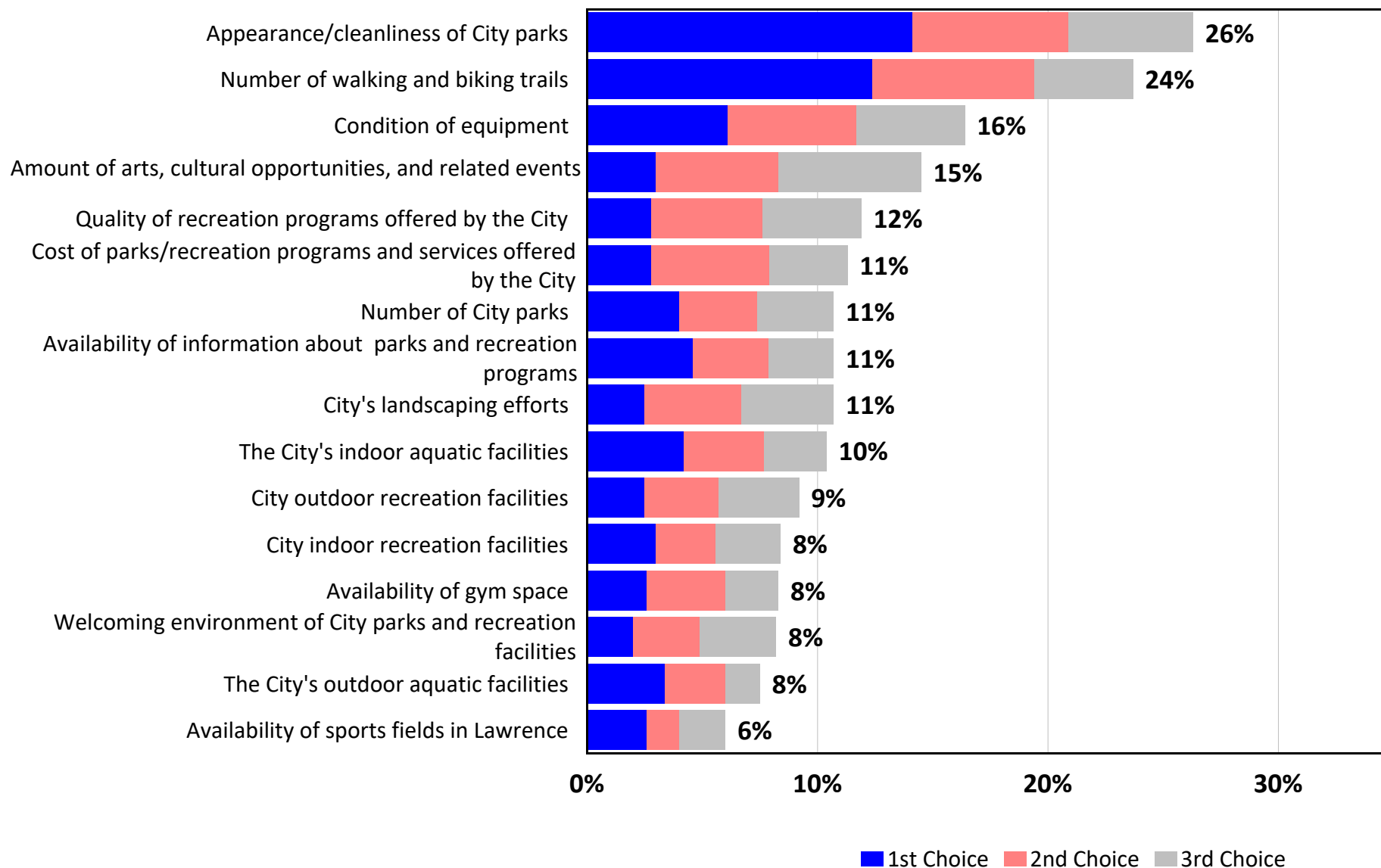
Q13. Parks and Recreation

by percentage of respondents (excluding don't knows)



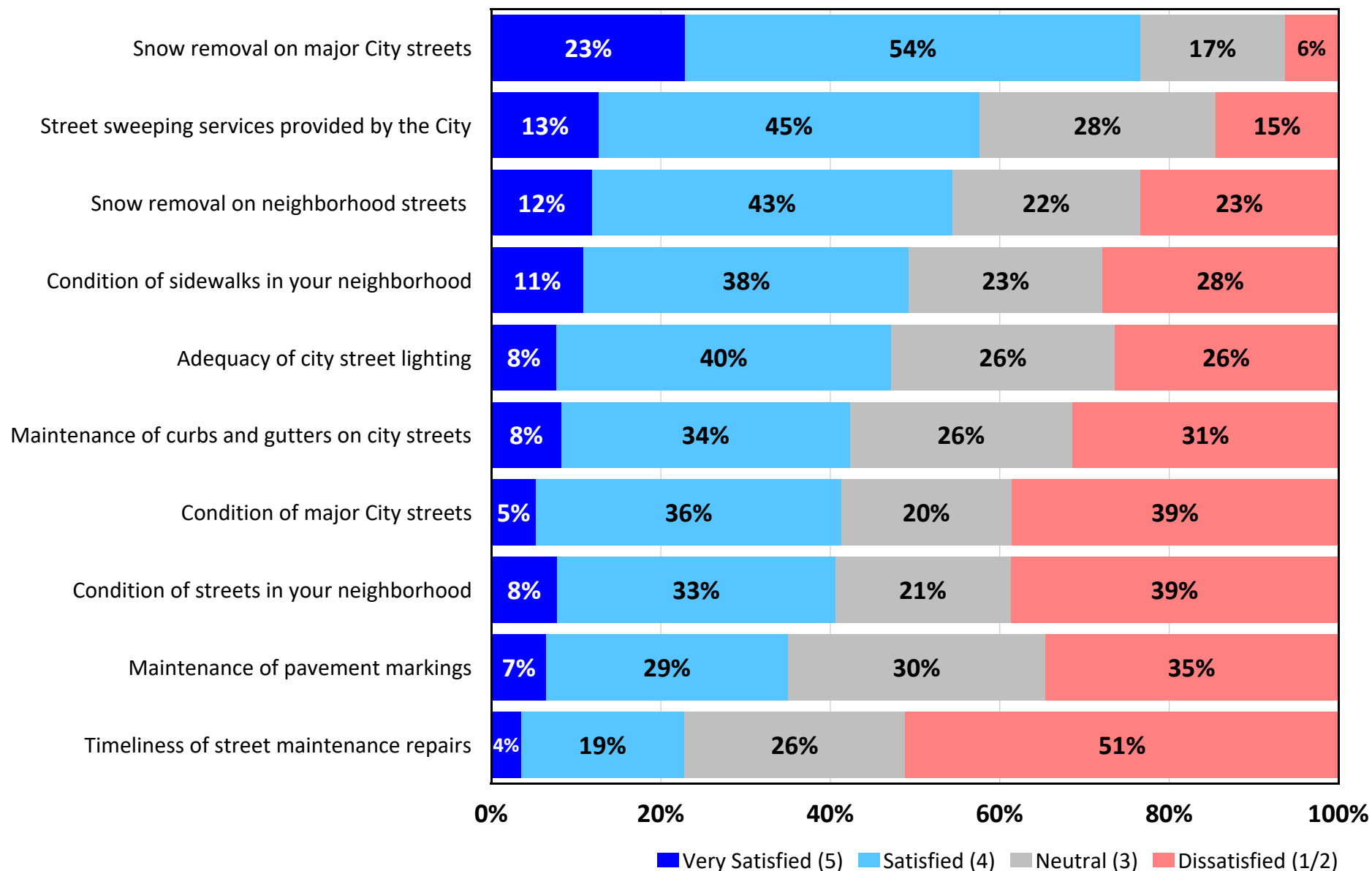
Q14. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



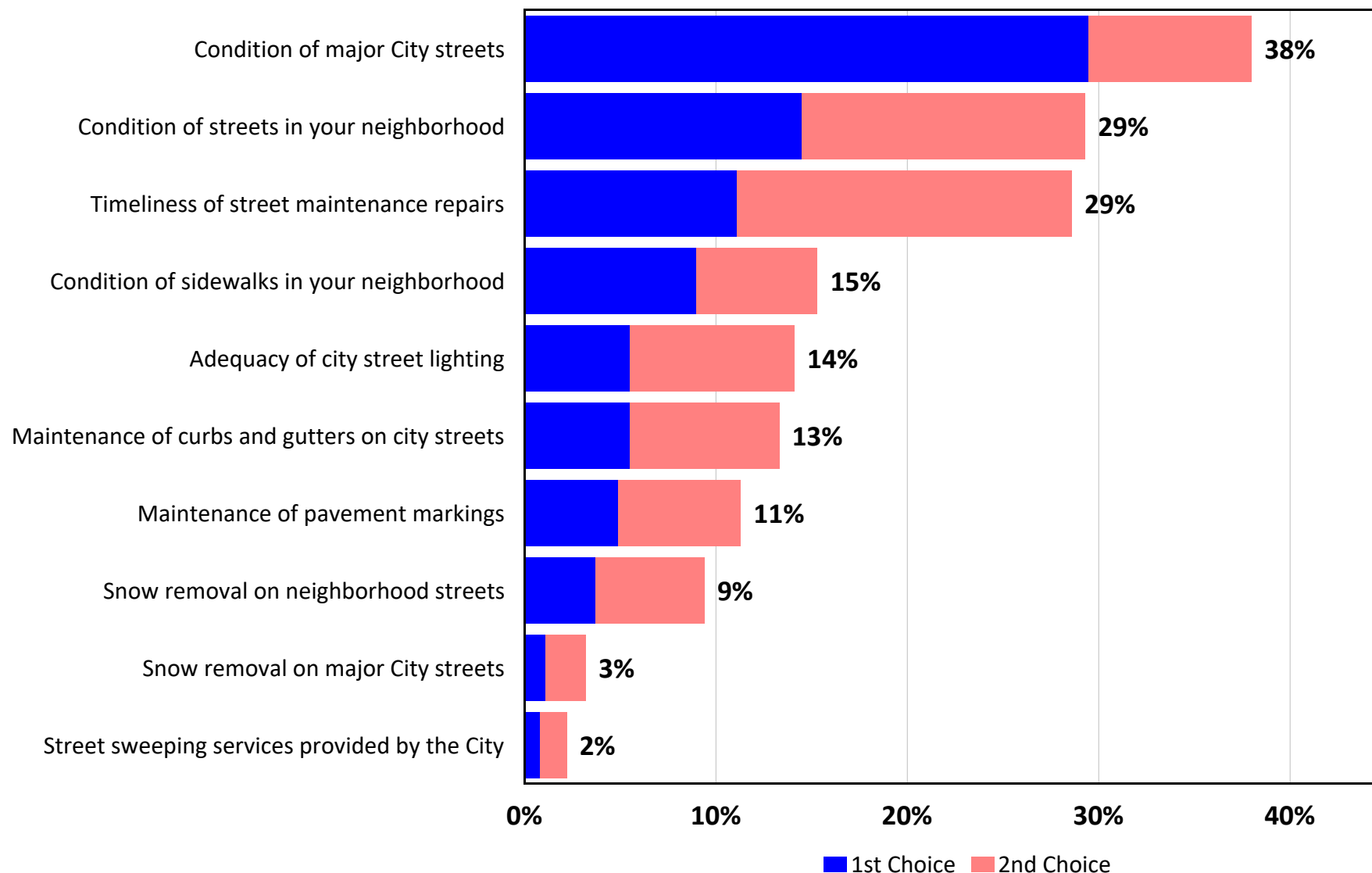
Q15. City Maintenance

by percentage of respondents (excluding don't knows)



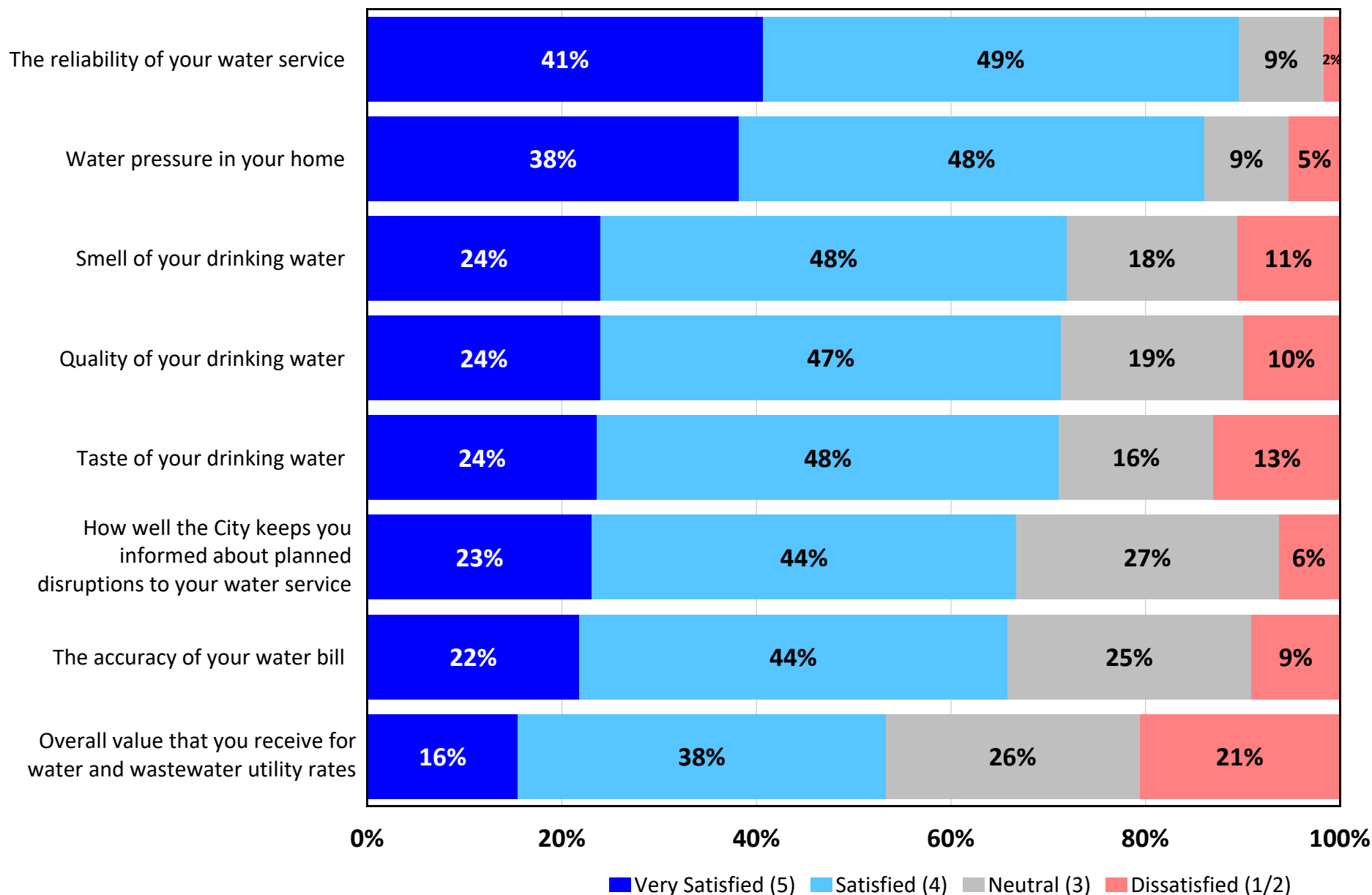
Q16. City Maintenance Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



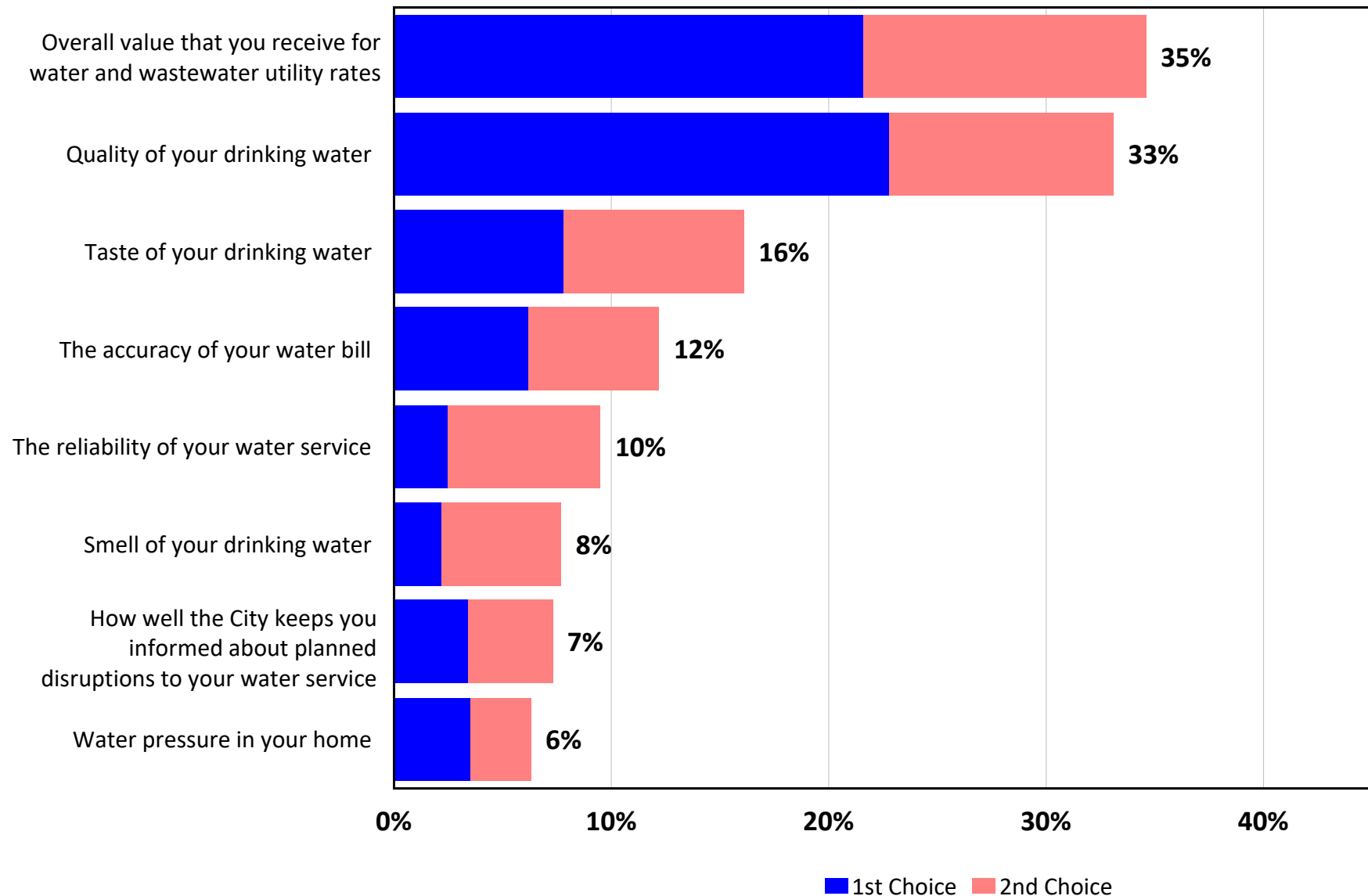
Q17. Water/Wastewater Utilities

by percentage of respondents (excluding don't knows)



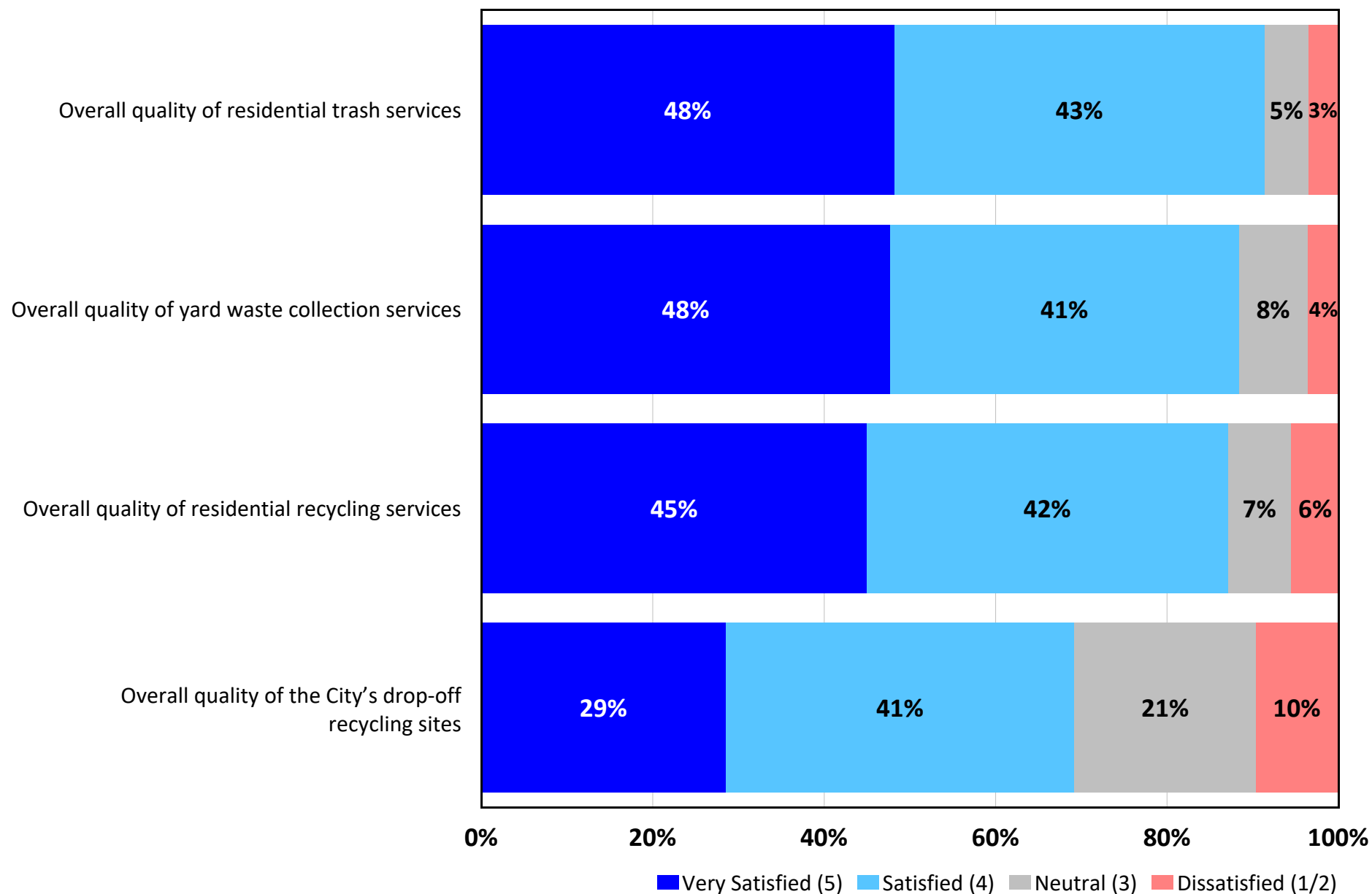
Q18. Water/Wastewater Utility Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



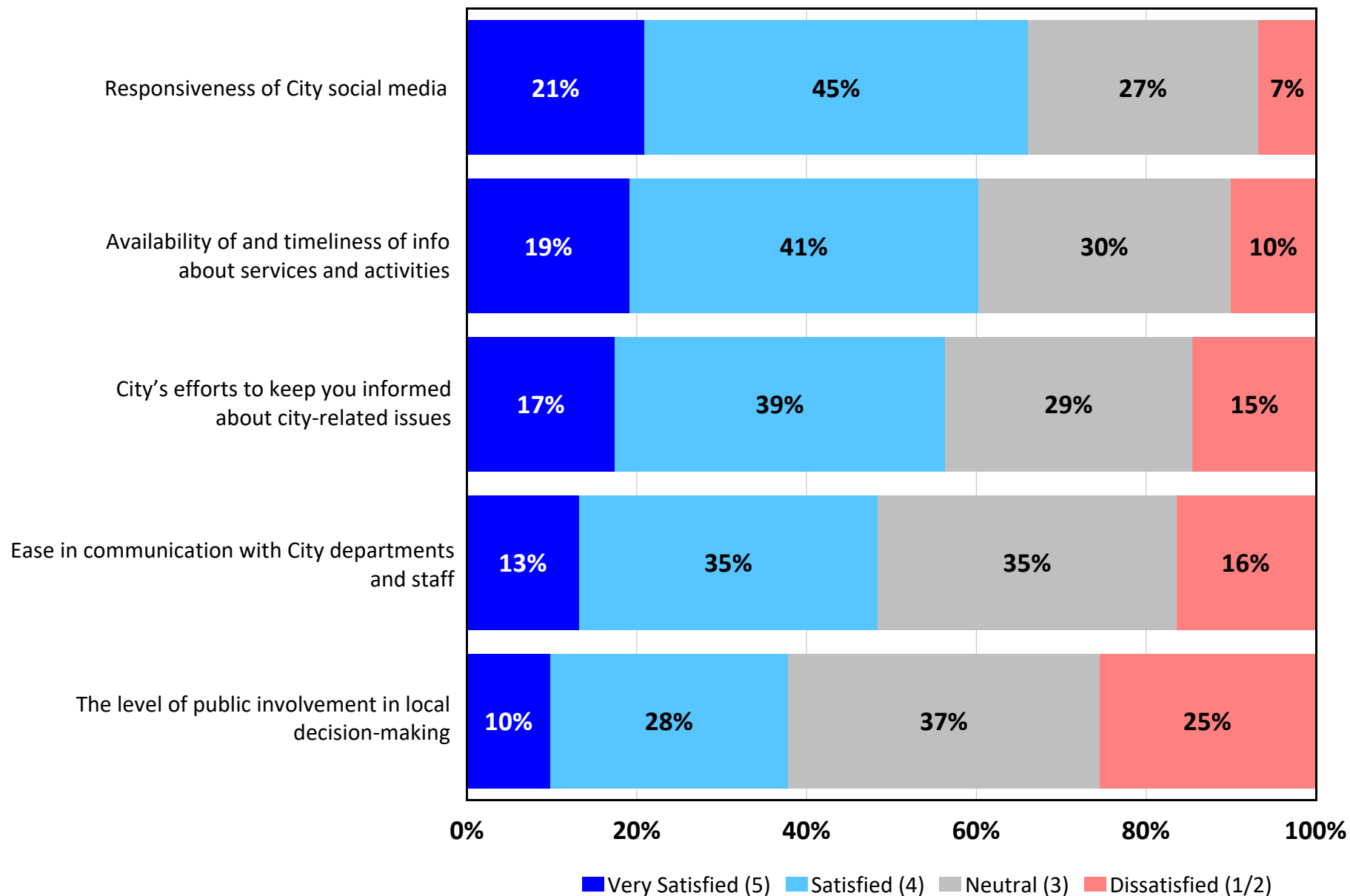
Q19. Solid Waste Disposal Services

by percentage of respondents (excluding don't knows)



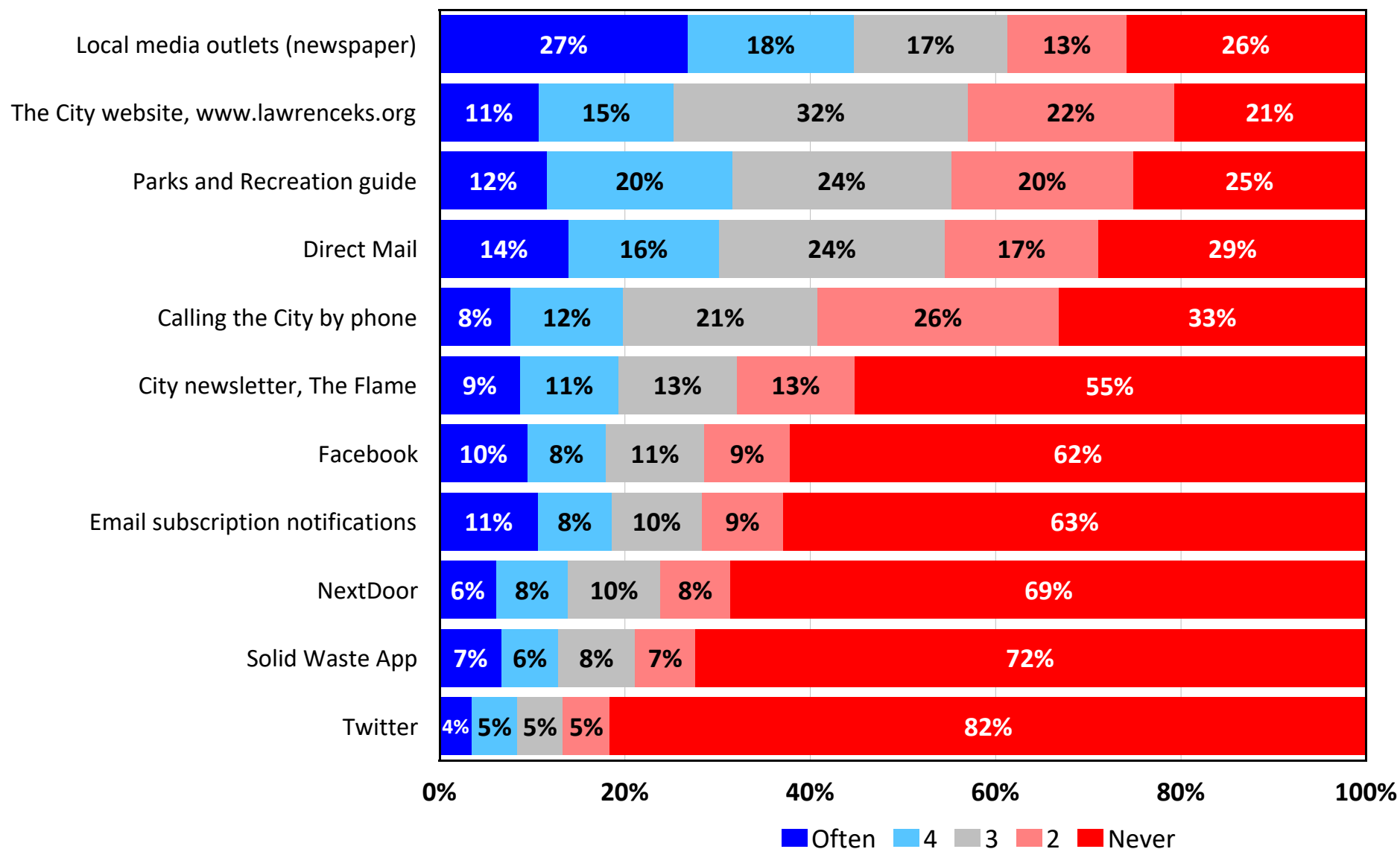
Q20. Communication

by percentage of respondents (excluding don't knows)



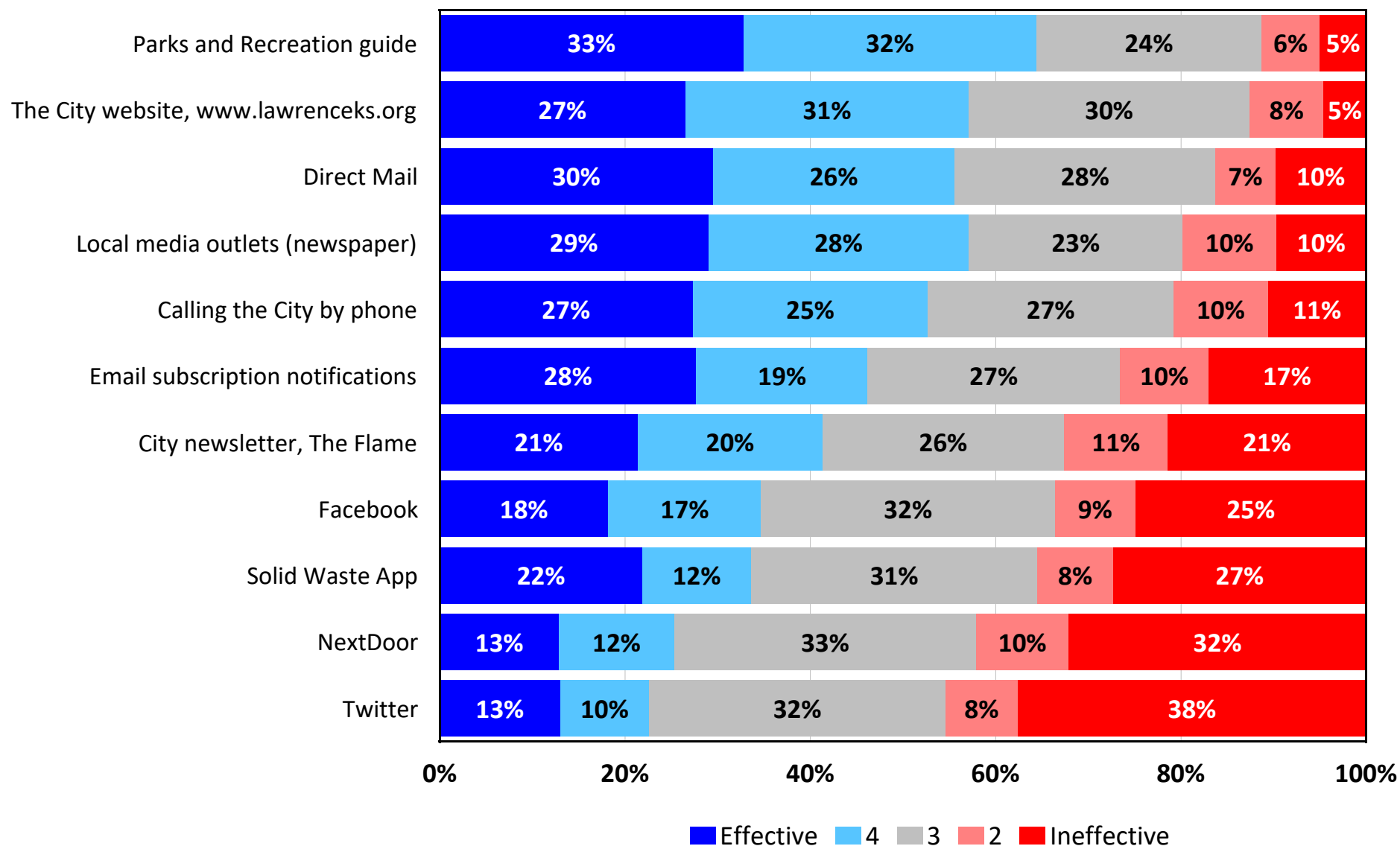
Q21[1]. How Often Respondents Use Each of the Following Communication Services

by percentage of respondents (excluding not provided)



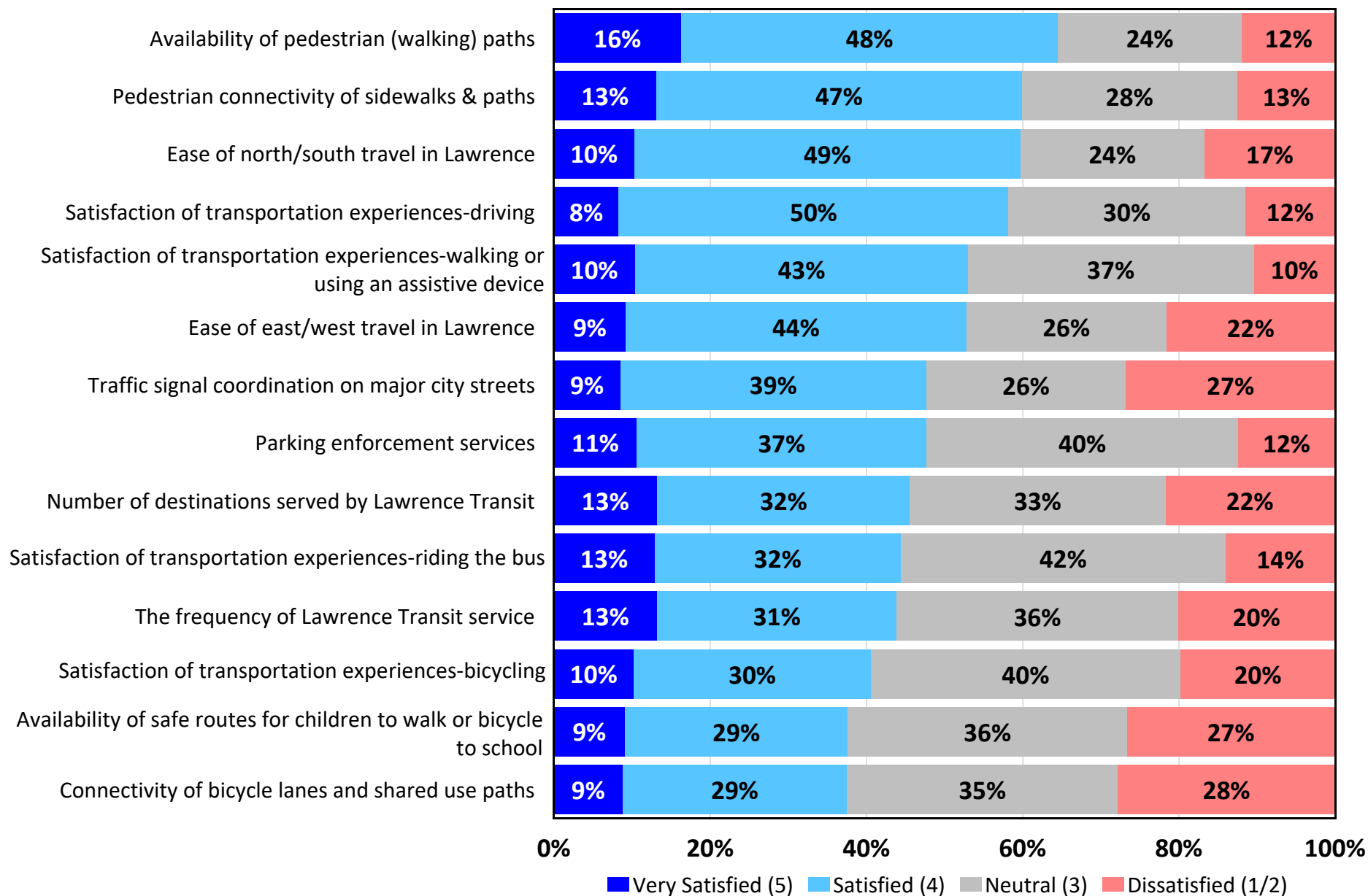
Q21[2]. Effectiveness of Each of the Following

by percentage of respondents (excluding not provided)



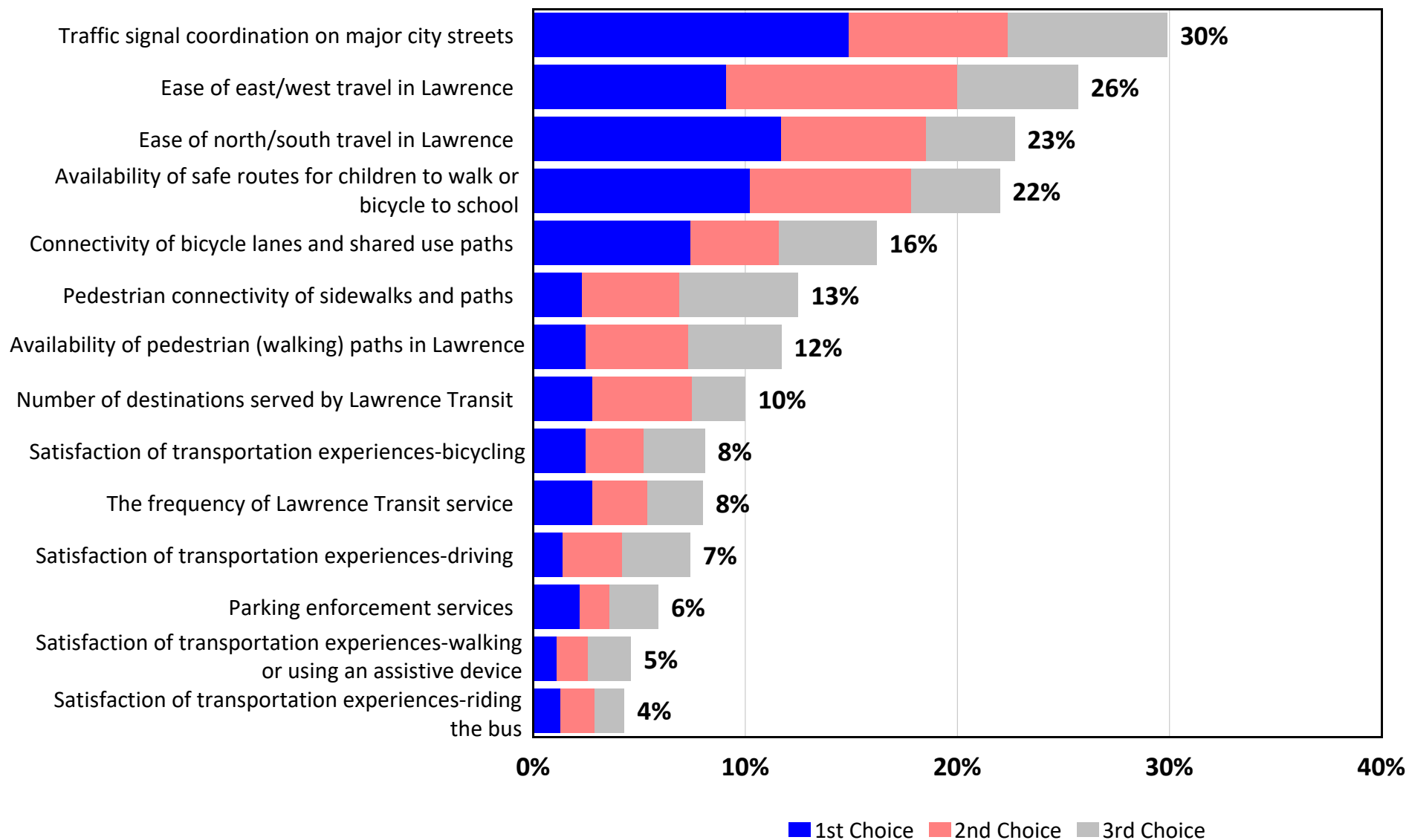
Q22. Transportation

by percentage of respondents (excluding don't knows)



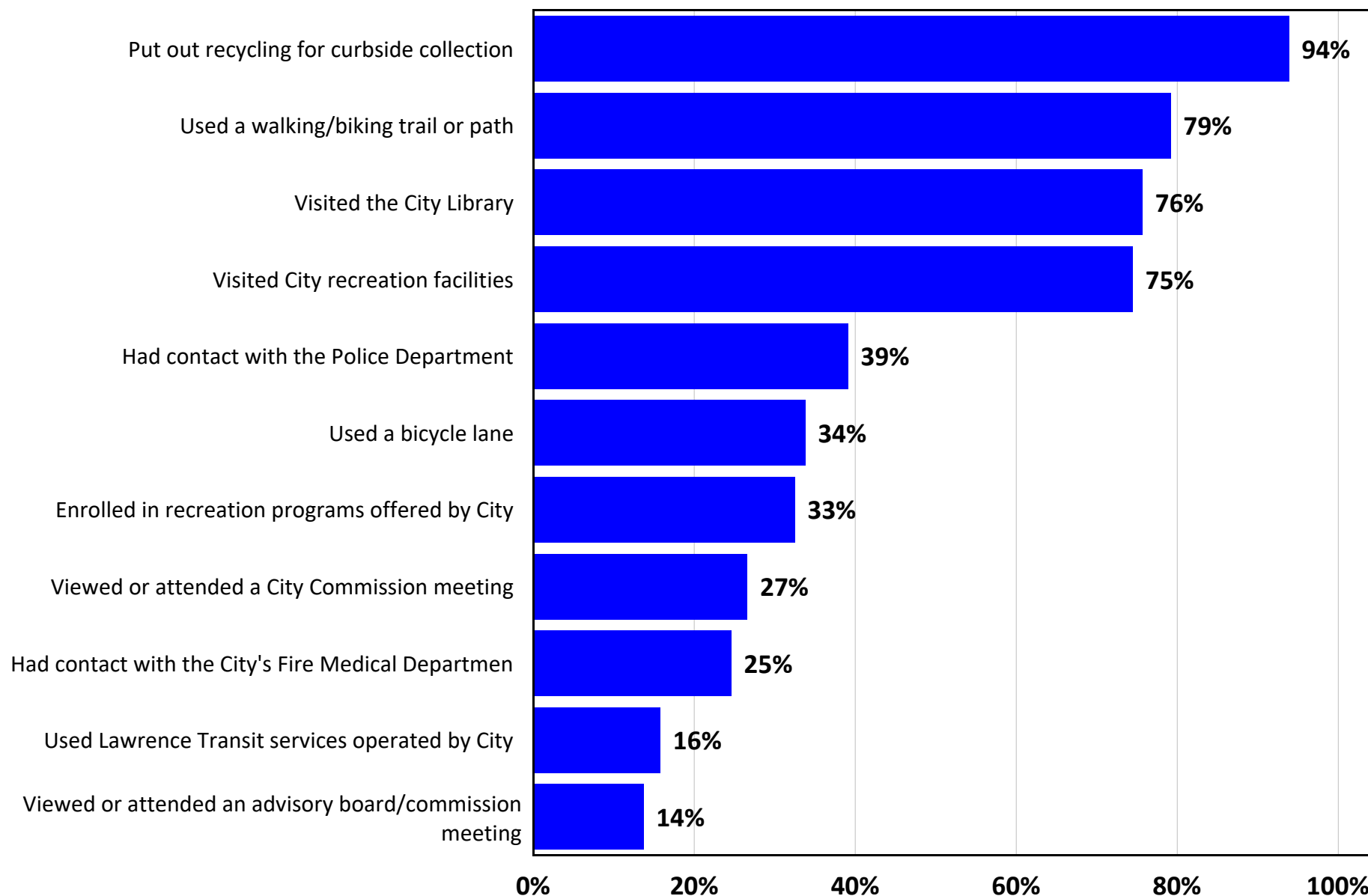
Q23. Transportation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



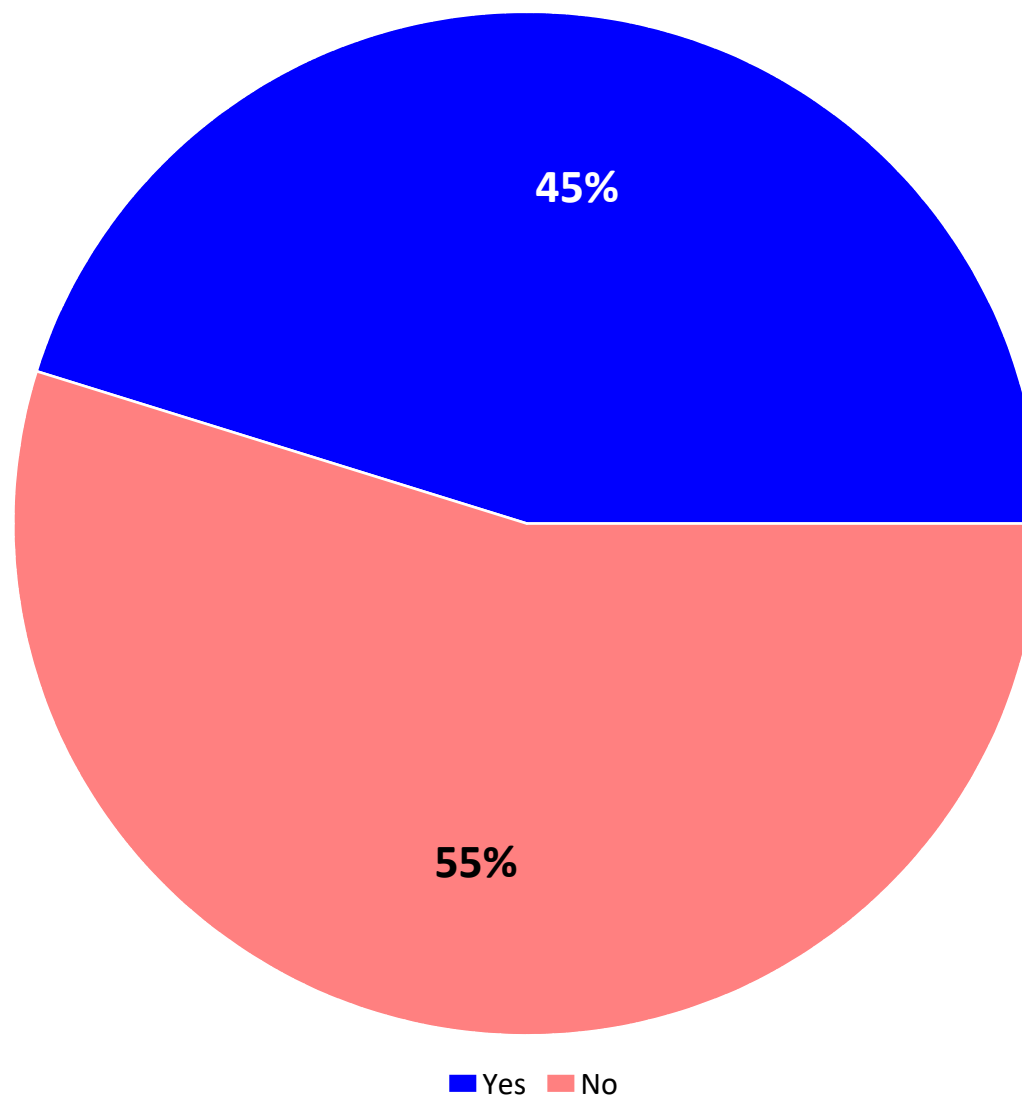
Q24. Use of Various Services During the Past 12 Months

by percentage of respondents who used the service (excluding not provided)



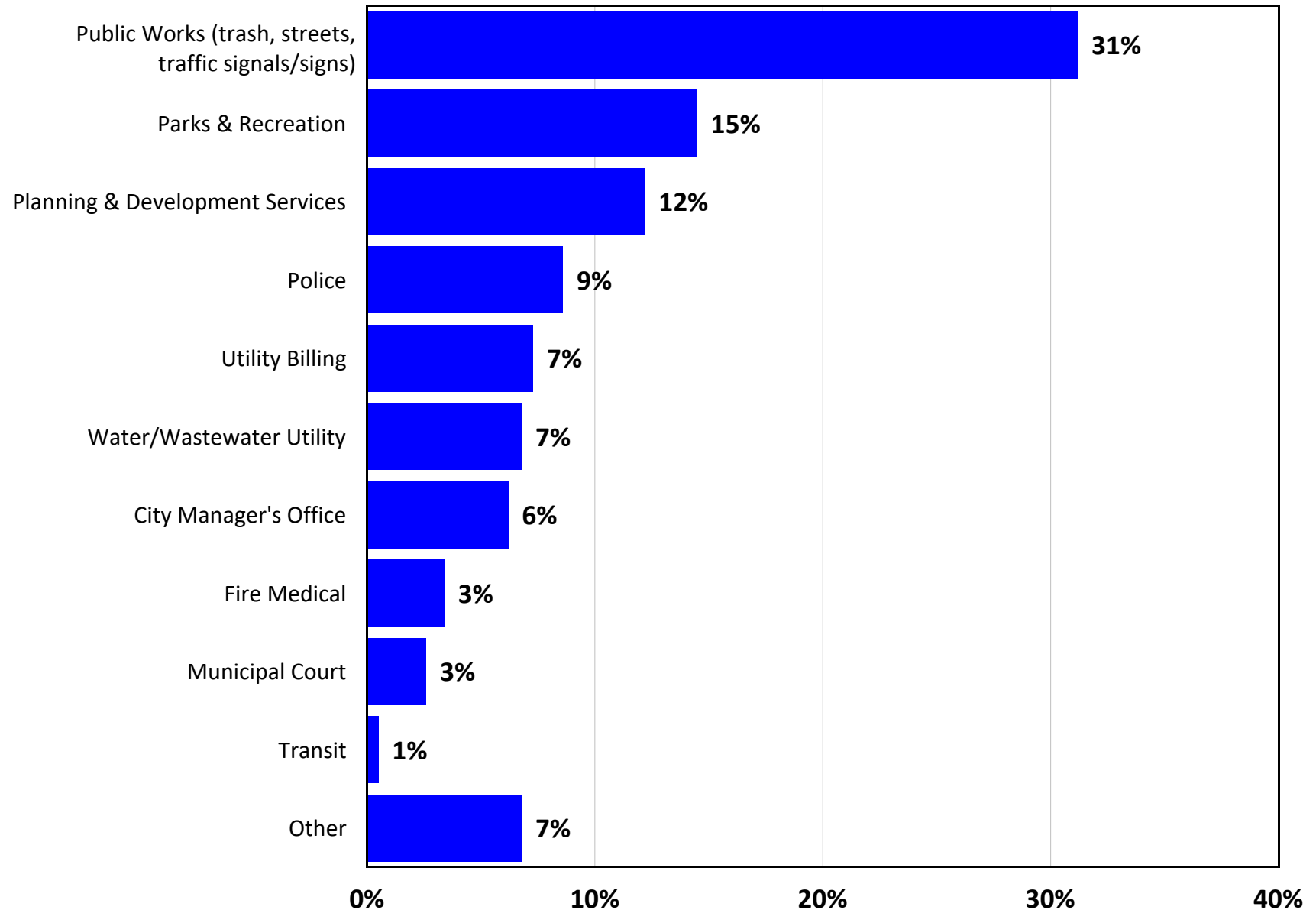
Q25. Have you engaged with the City about a question, problem, or complaint during the past year?

by percentage of respondents



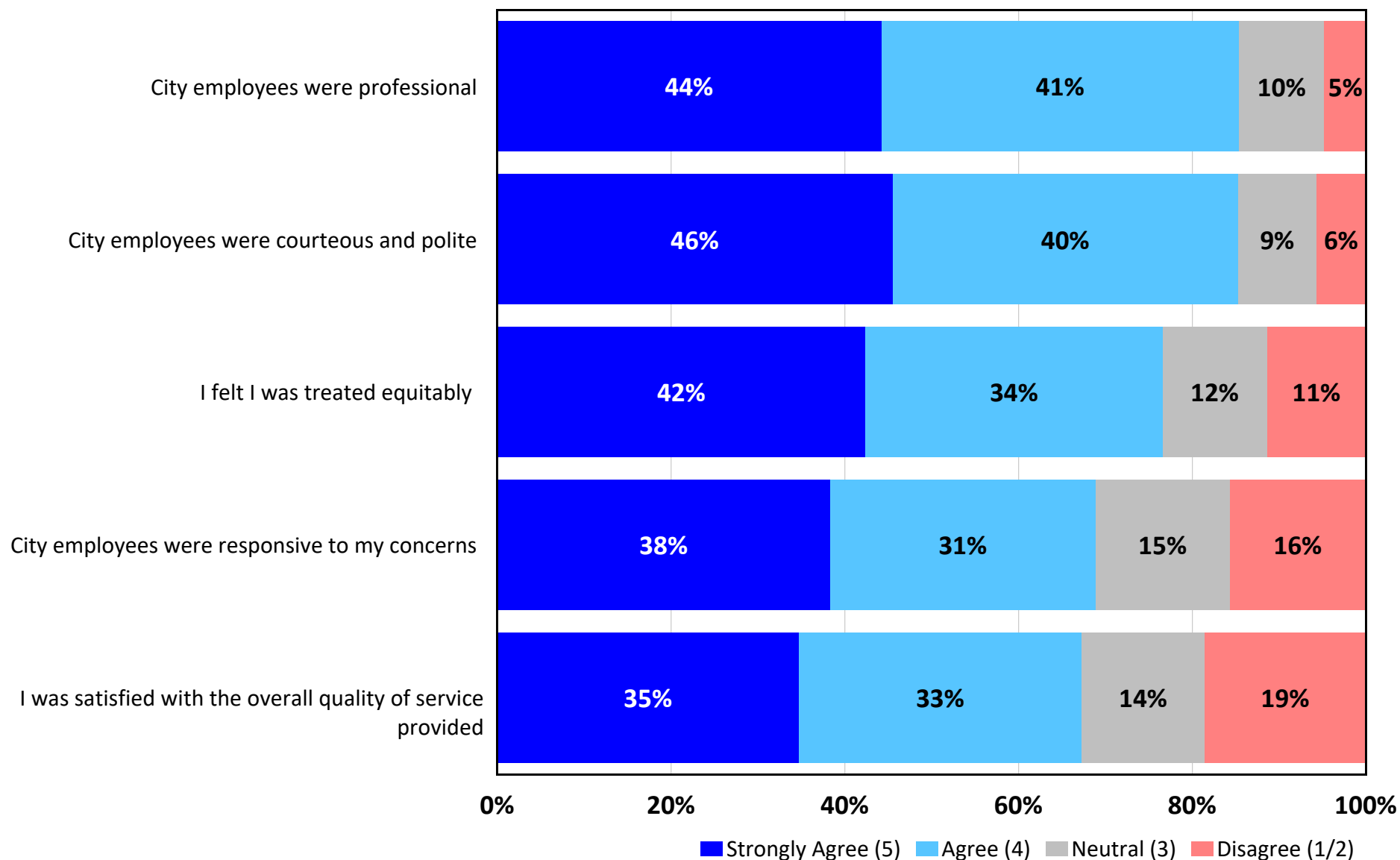
Q25a. Which department did you contact most recently?

by percentage of respondents who marked “yes” to Q25 (excluding not provided)



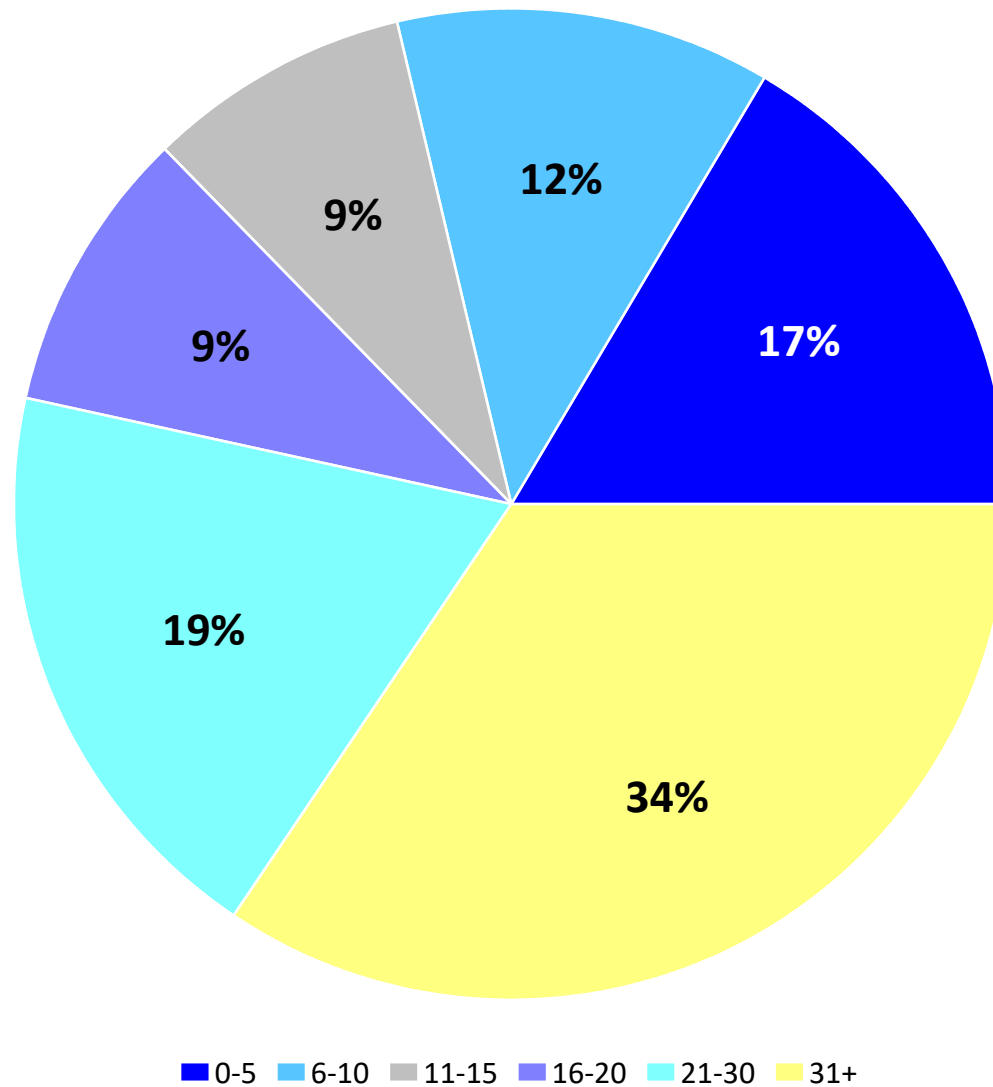
Q25b. Level of Agreement With the Following Statements About the Quality of Service Received from City Employees

by percentage of respondents who marked “yes” to Q25 (excluding don't knows)



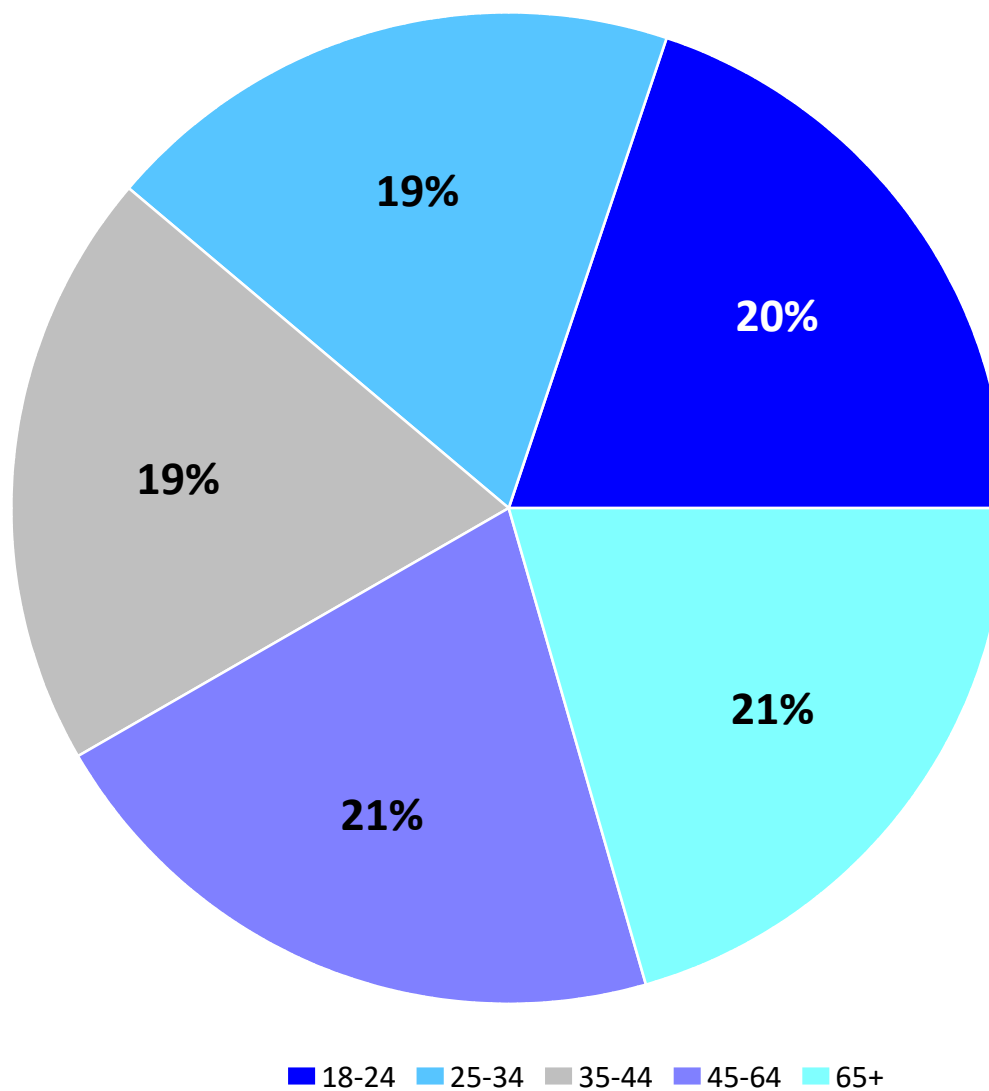
Q26. Demographics: Approximately, how many years have you lived in the City of Lawrence?

by percentage of respondents



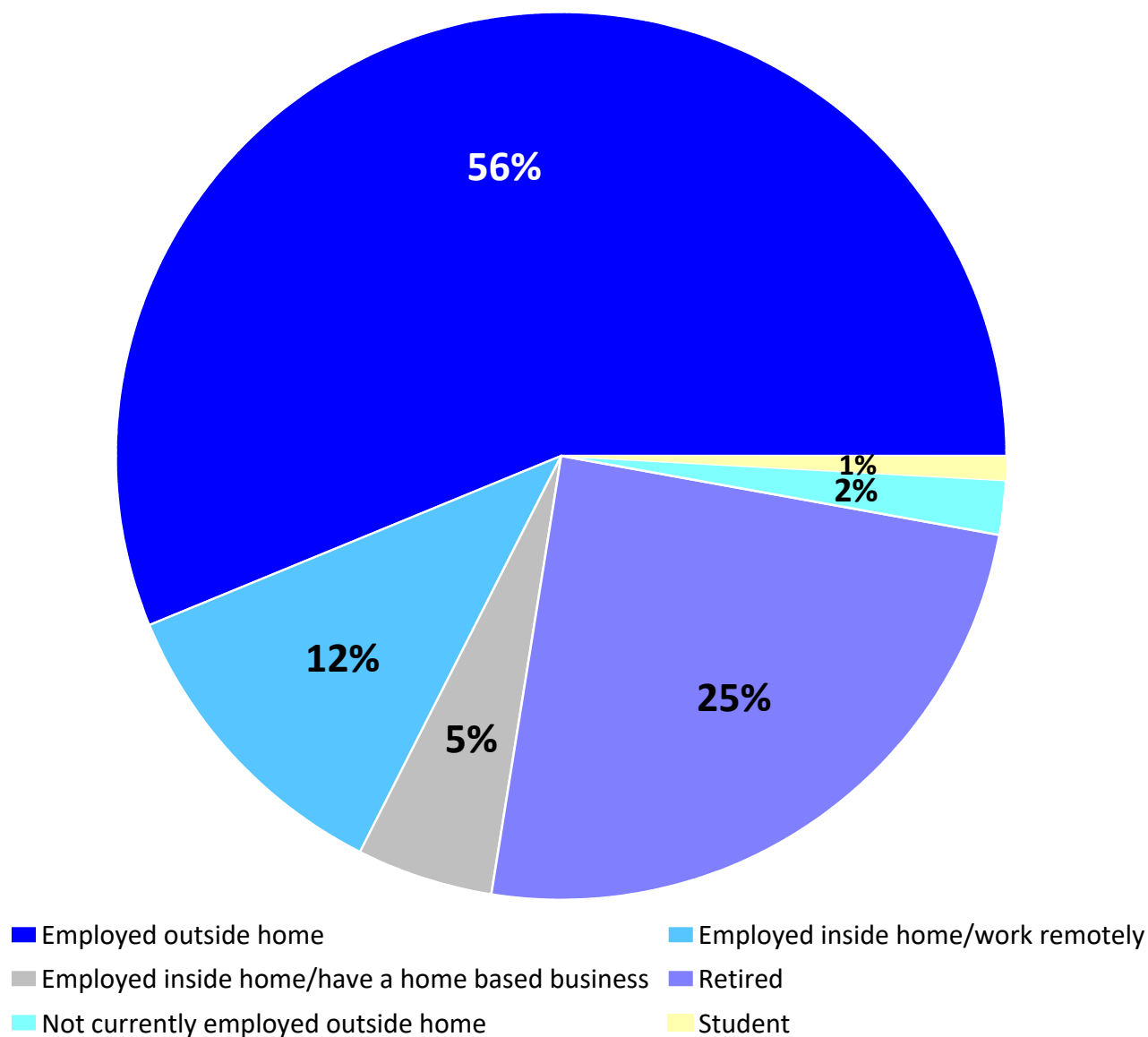
Q27. Demographics: What is your age?

by percentage of respondents



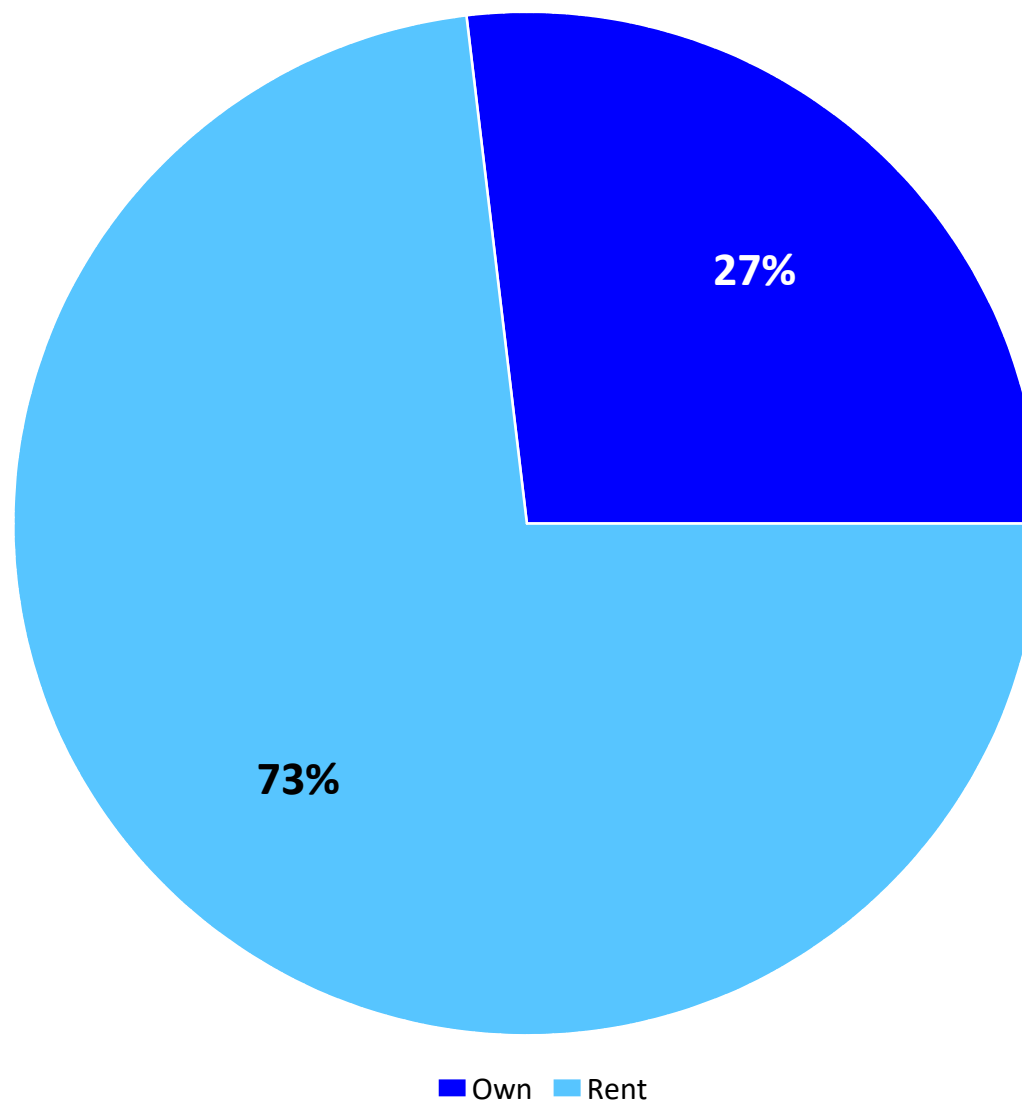
Q28. Demographics: Your employment status:

by percentage of respondents



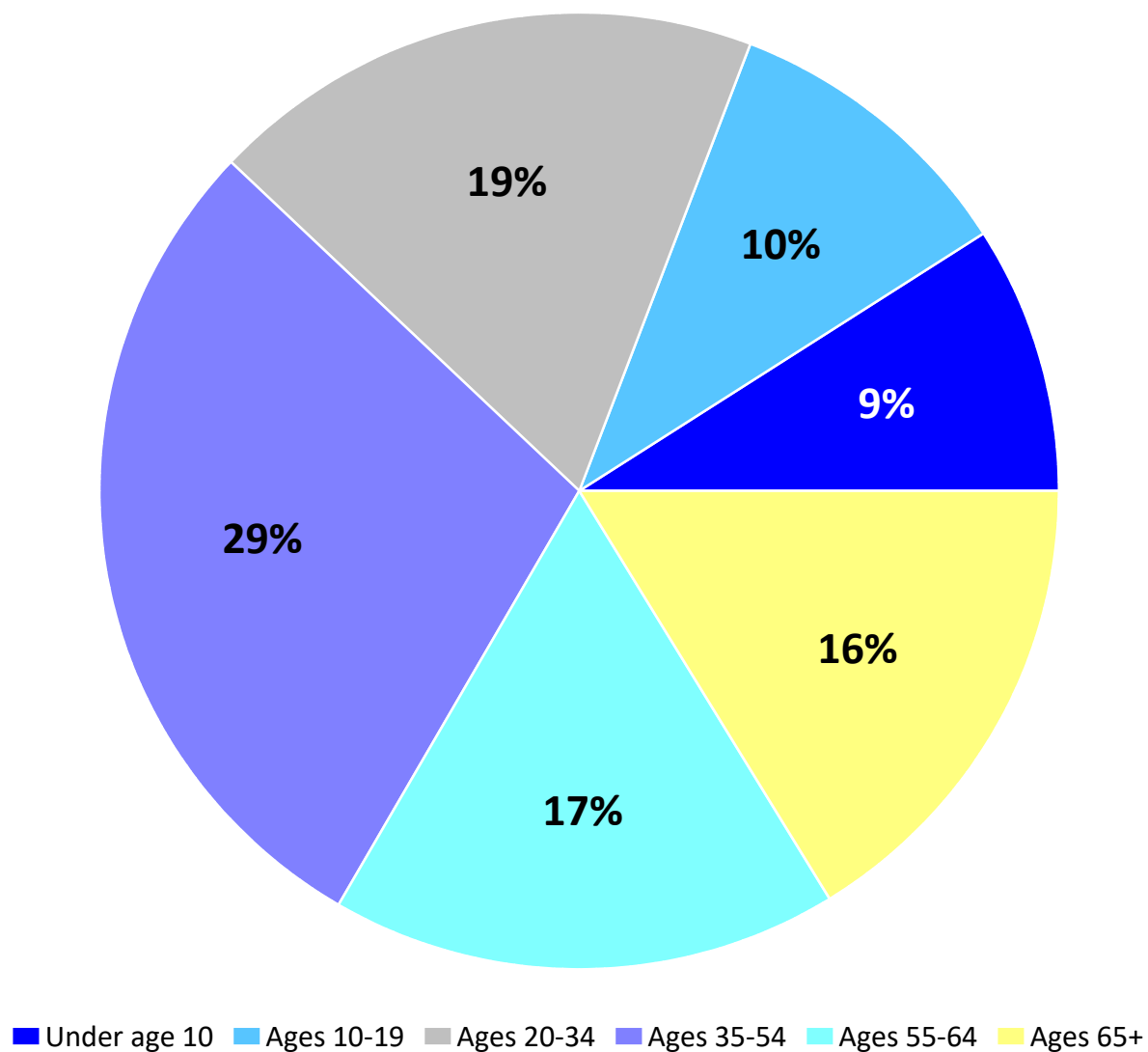
Q29. Demographics: Do you own or rent your current residence?

by percentage of respondents



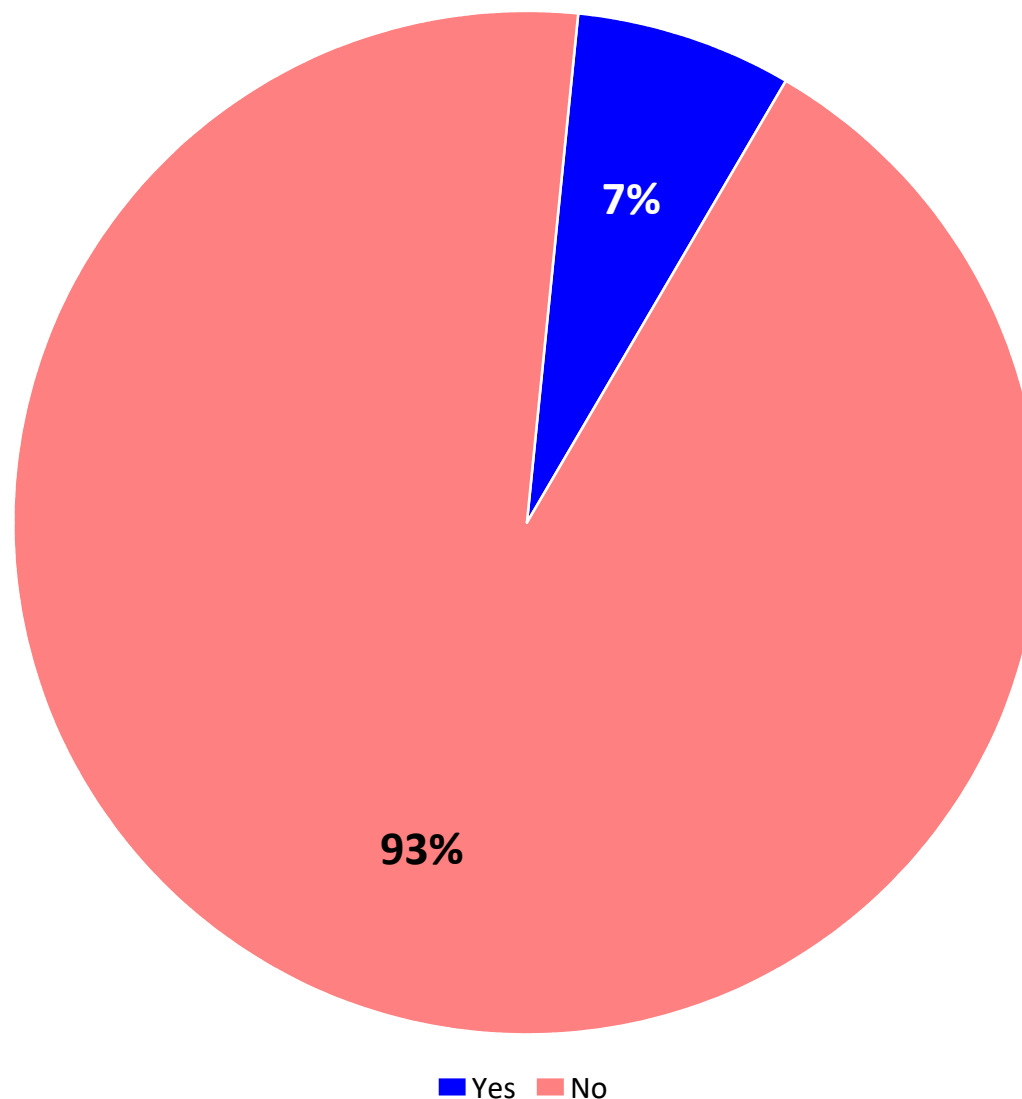
Q30. Demographics: Ages of household members

by percentage of respondents



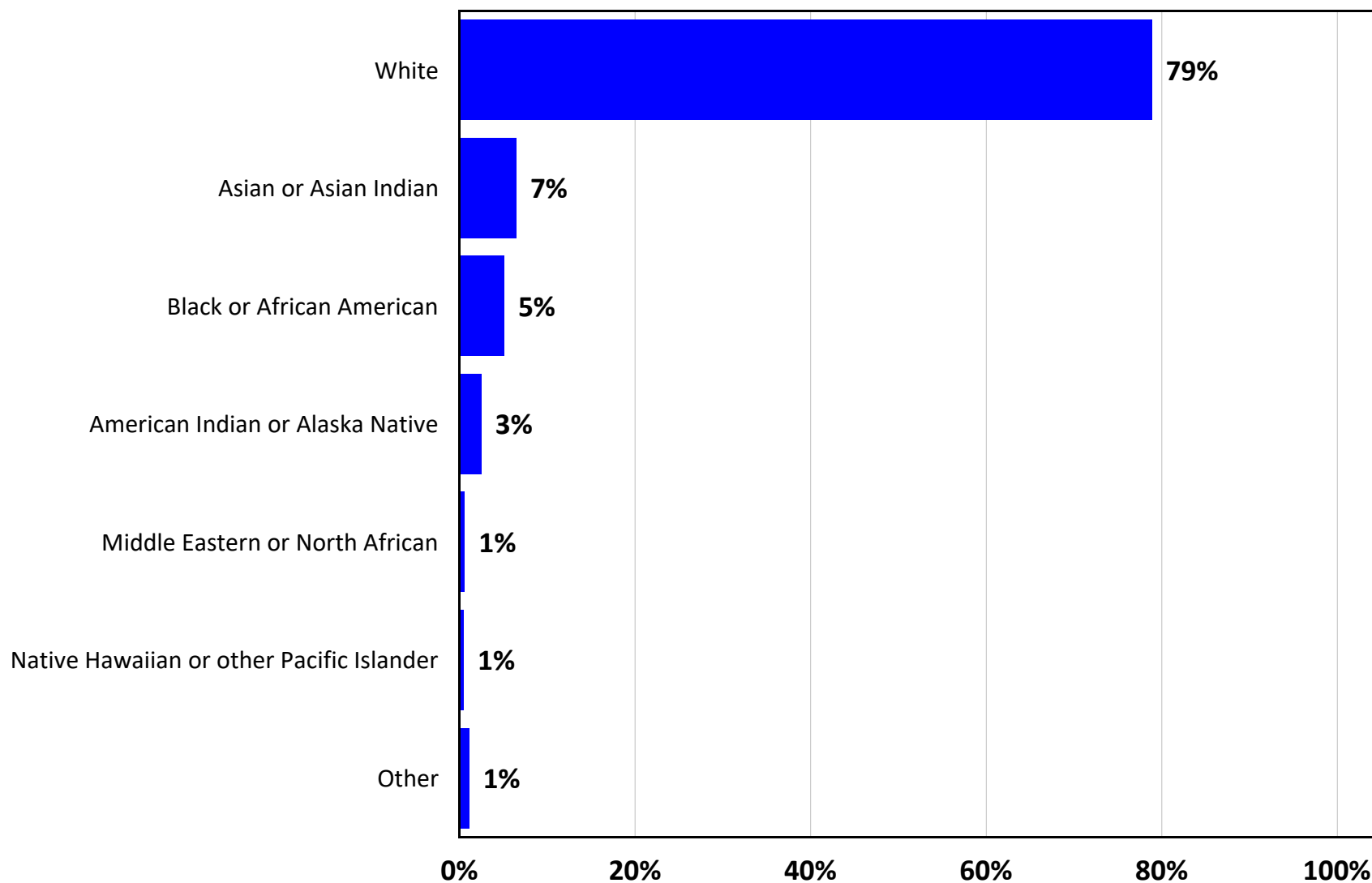
Q31. Demographics: Are you or other members of your household of Hispanic, Latino, or Spanish ancestry?

by percentage of respondents



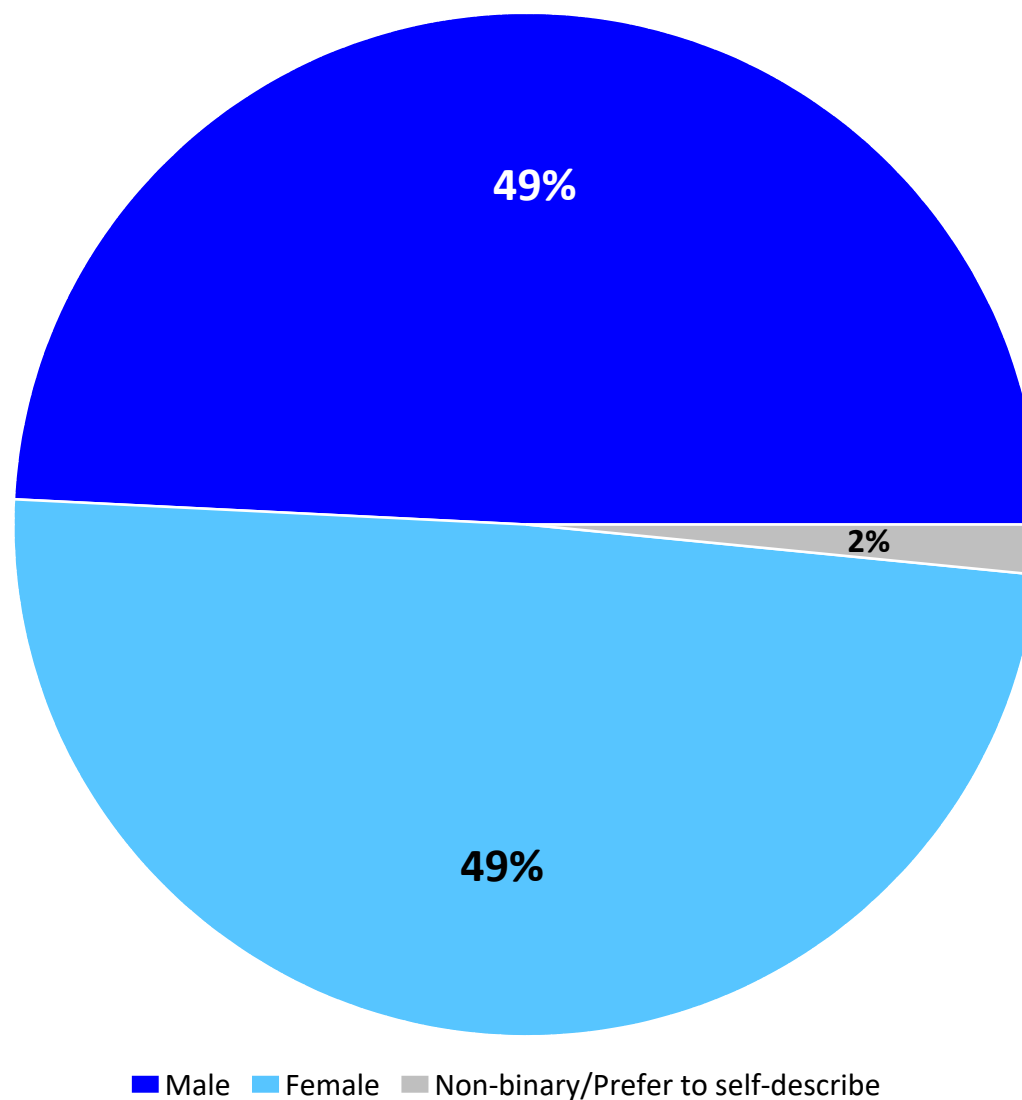
Q32. Demographics: Race/Ethnicity

by percentage of respondents



Q33. Demographics: Gender

by percentage of respondents

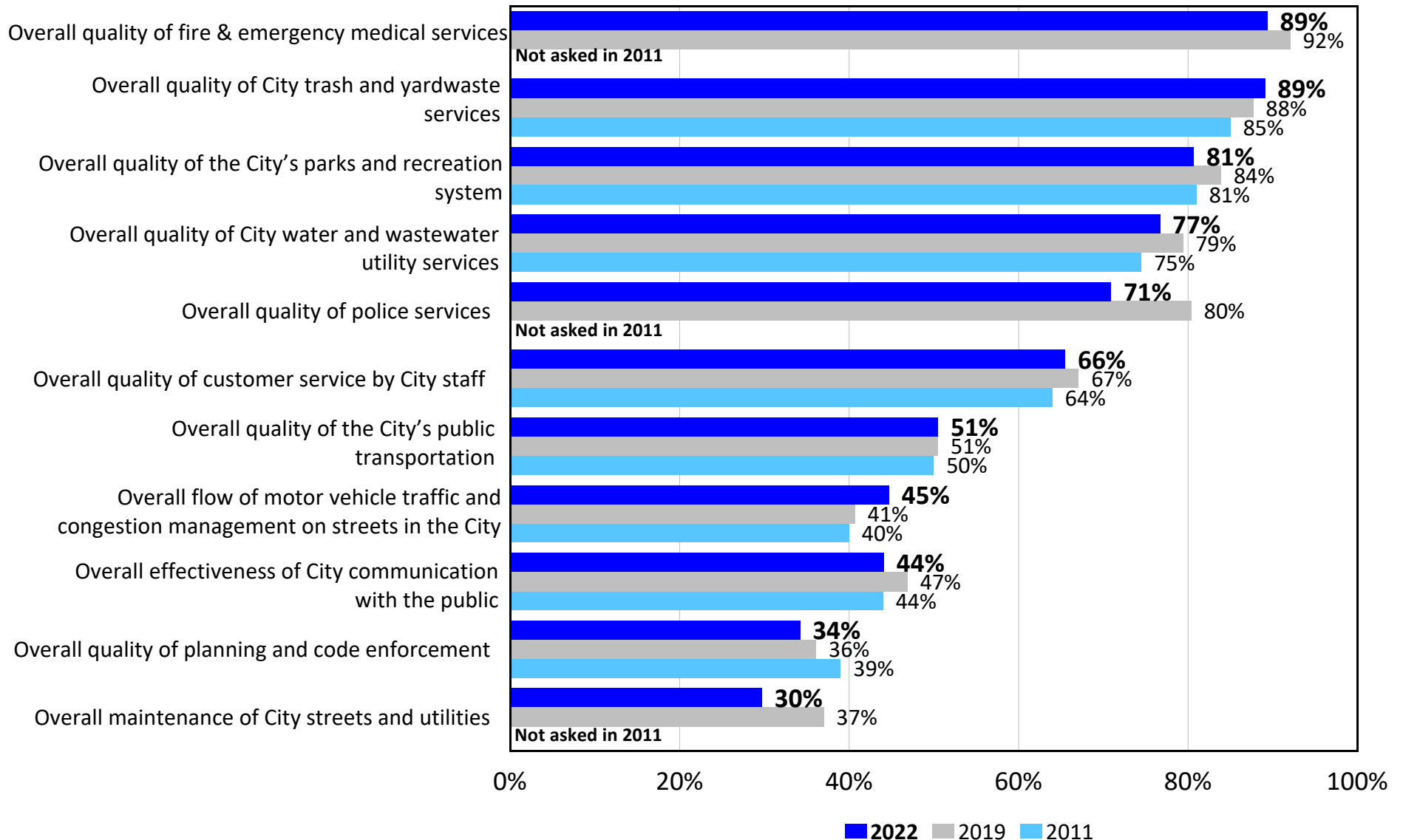


2

Trend Charts

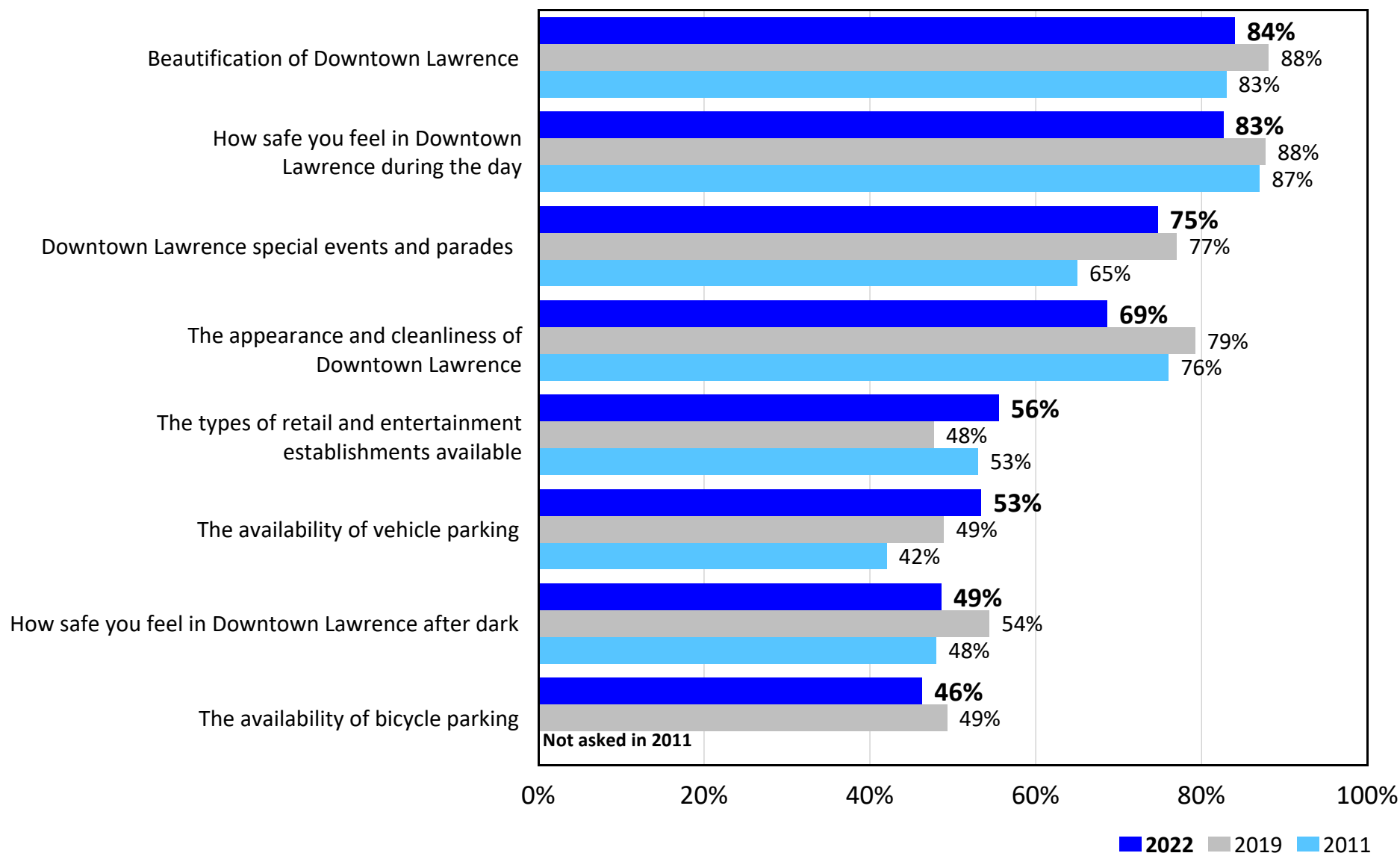
Q1. Major Categories of Services 2022, 2019, and 2011

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



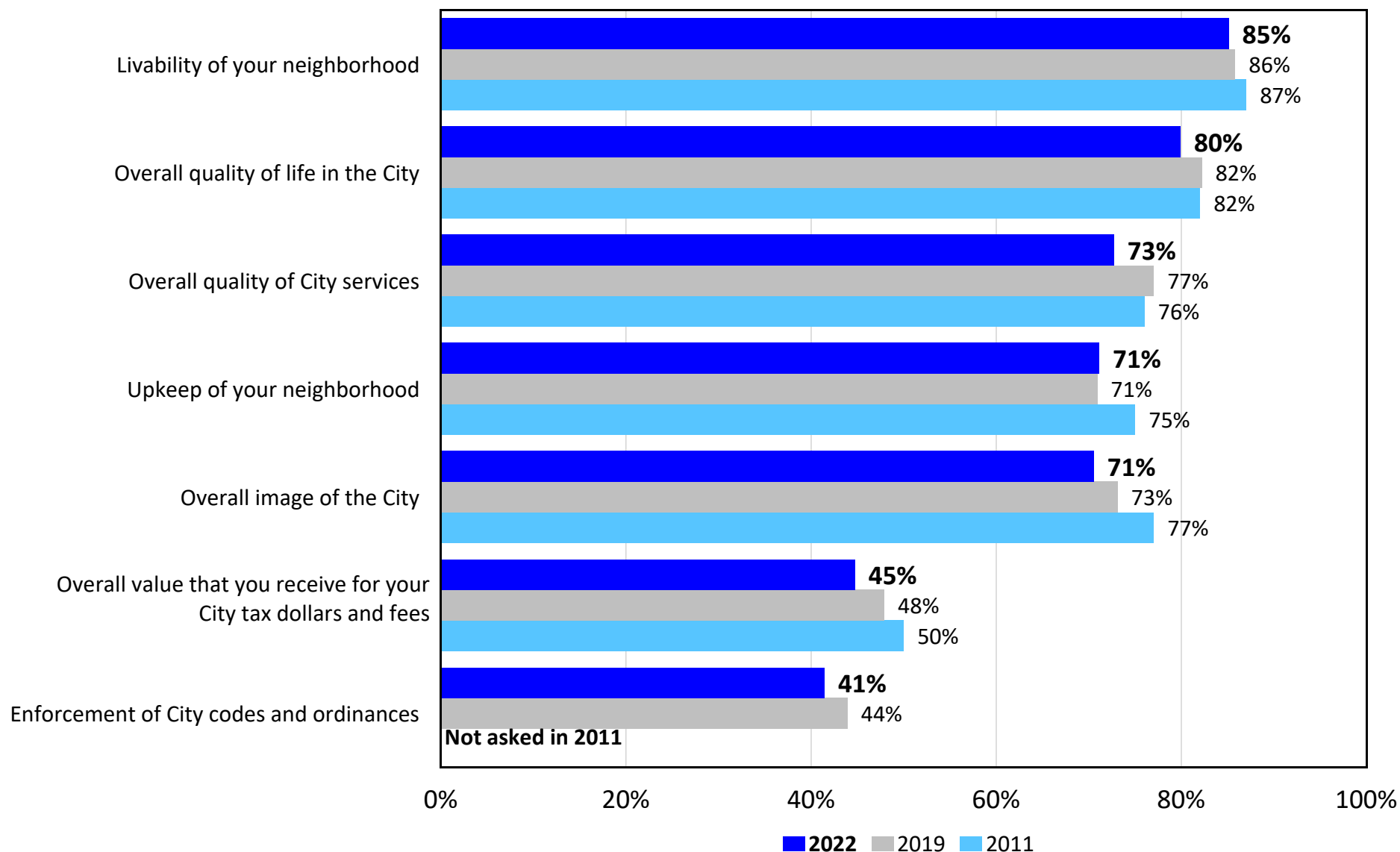
Q3. Perceptions of Downtown 2022, 2019, and 2011

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



Q4. Perceptions of the City 2022, 2019, and 2011

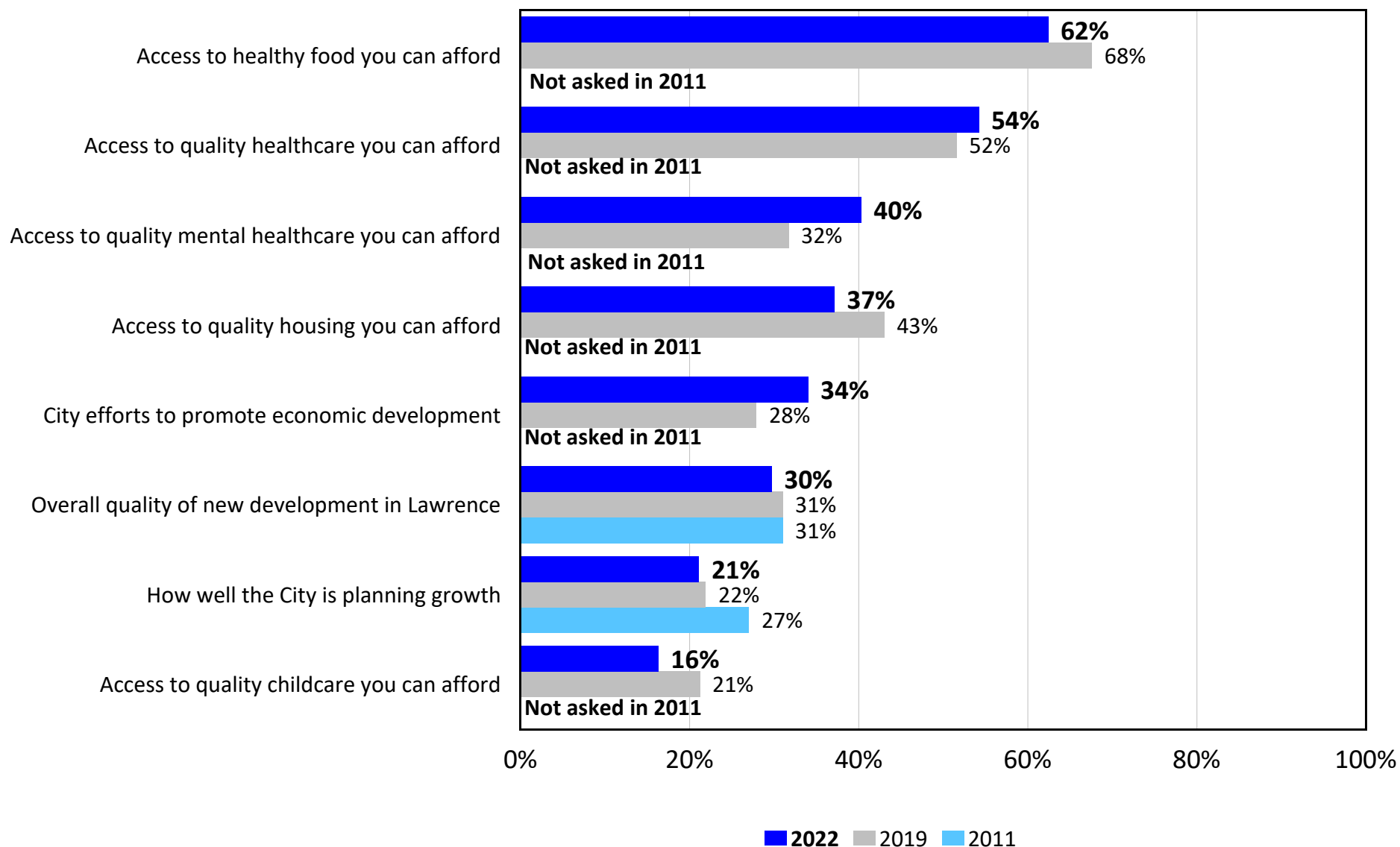
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q7. Economic Growth and Affordability

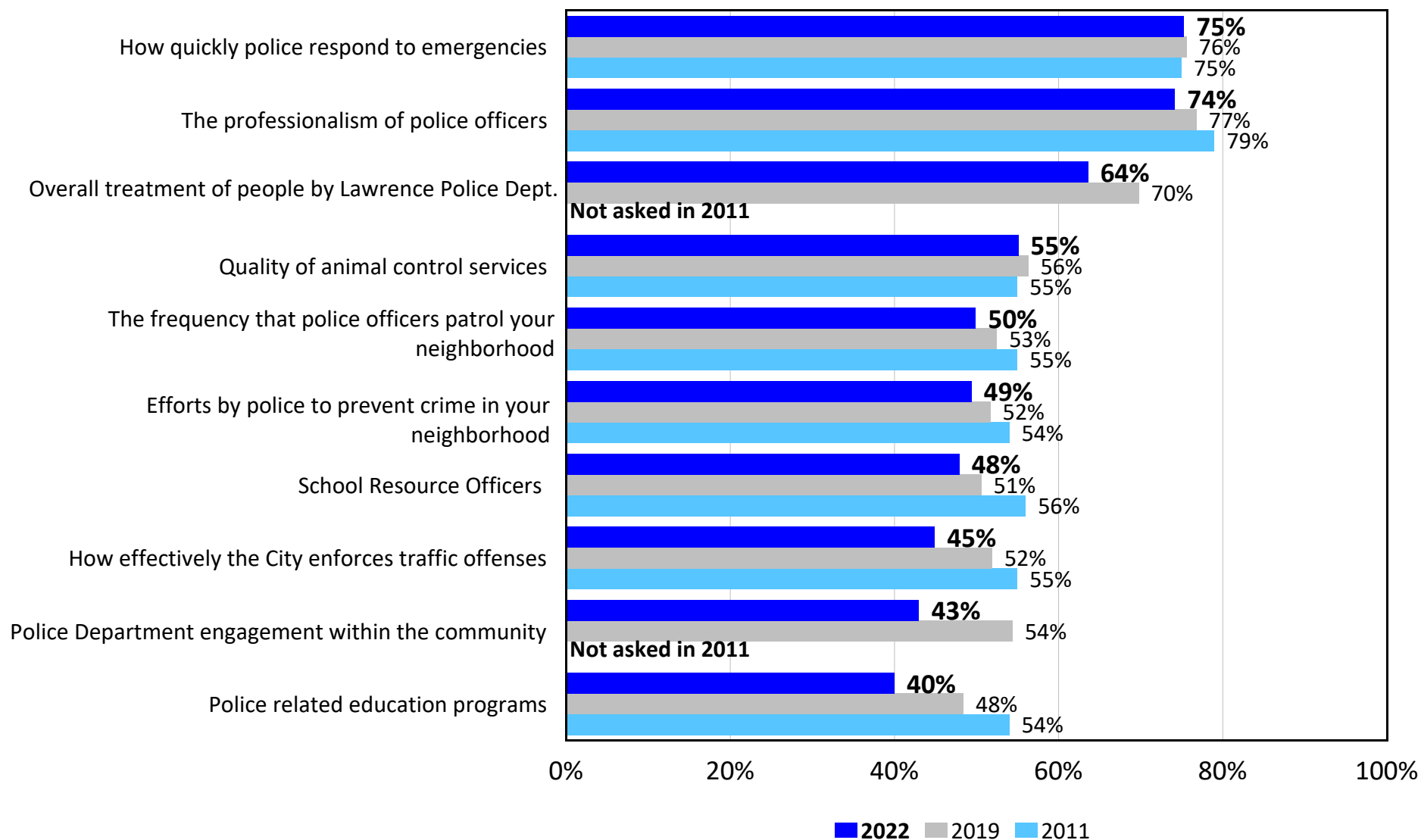
2022, 2019, and 2011

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



Q10. Police Services 2022, 2019, and 2011

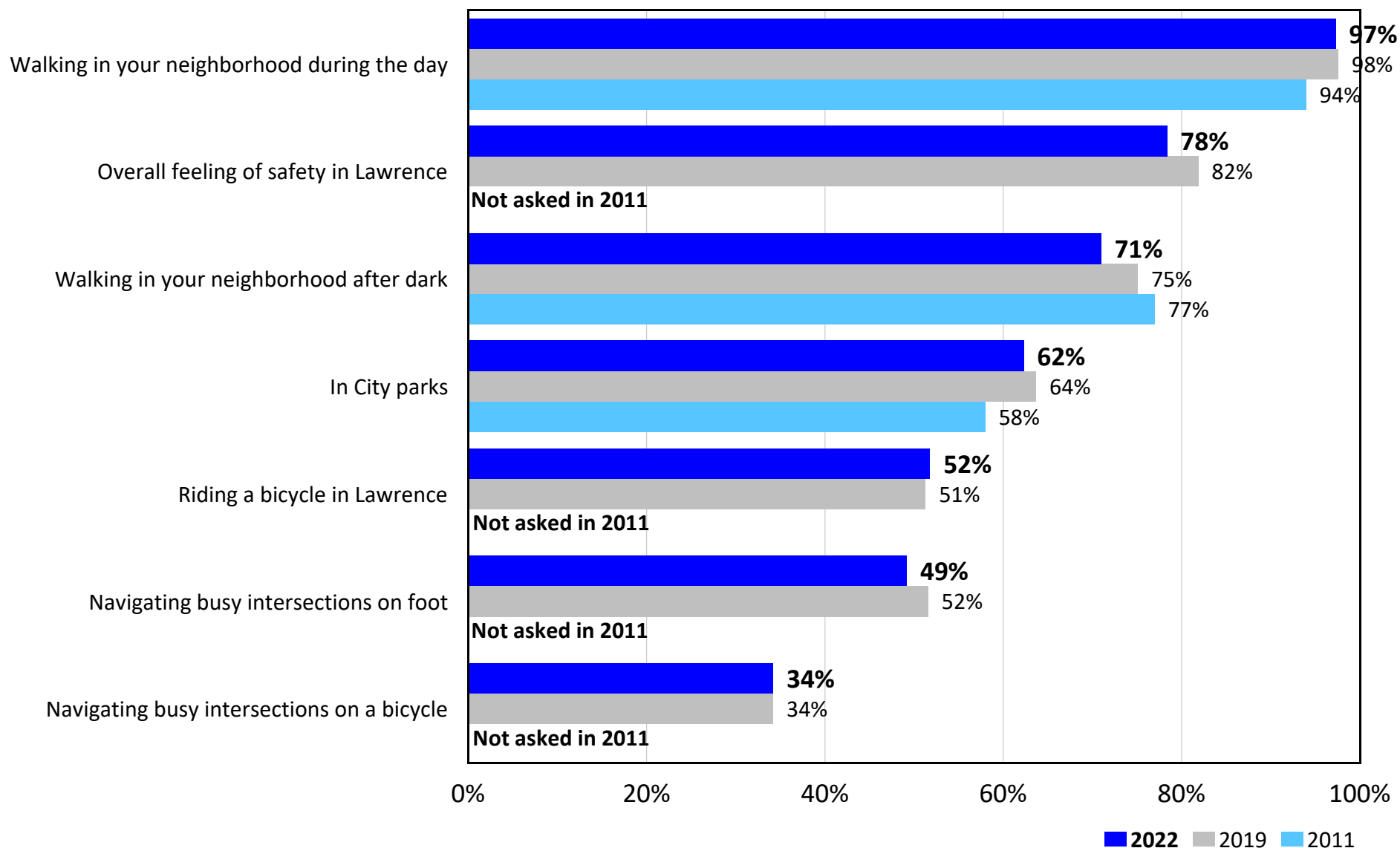
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q11. Perceptions of Safety

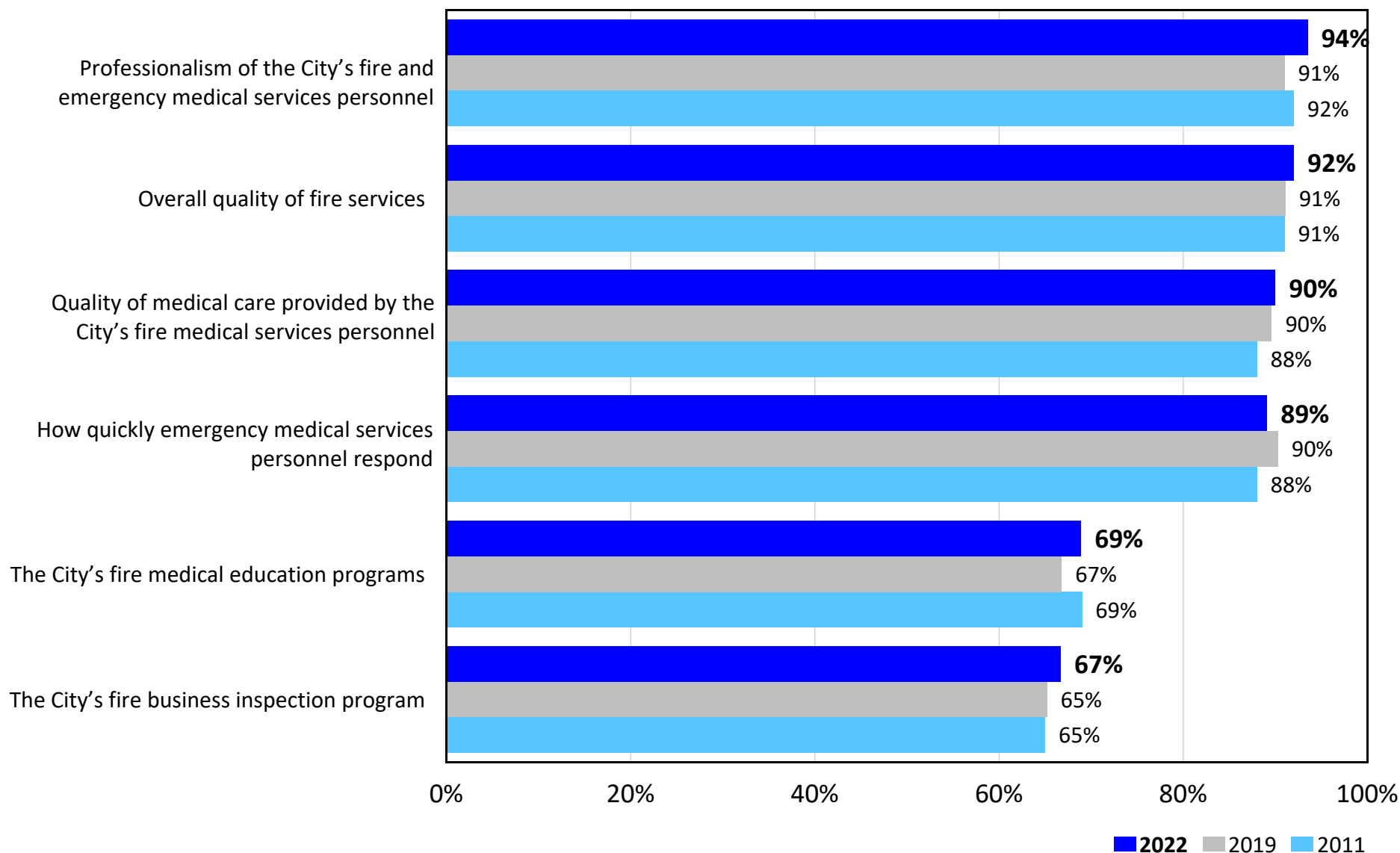
2022, 2019, and 2011

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



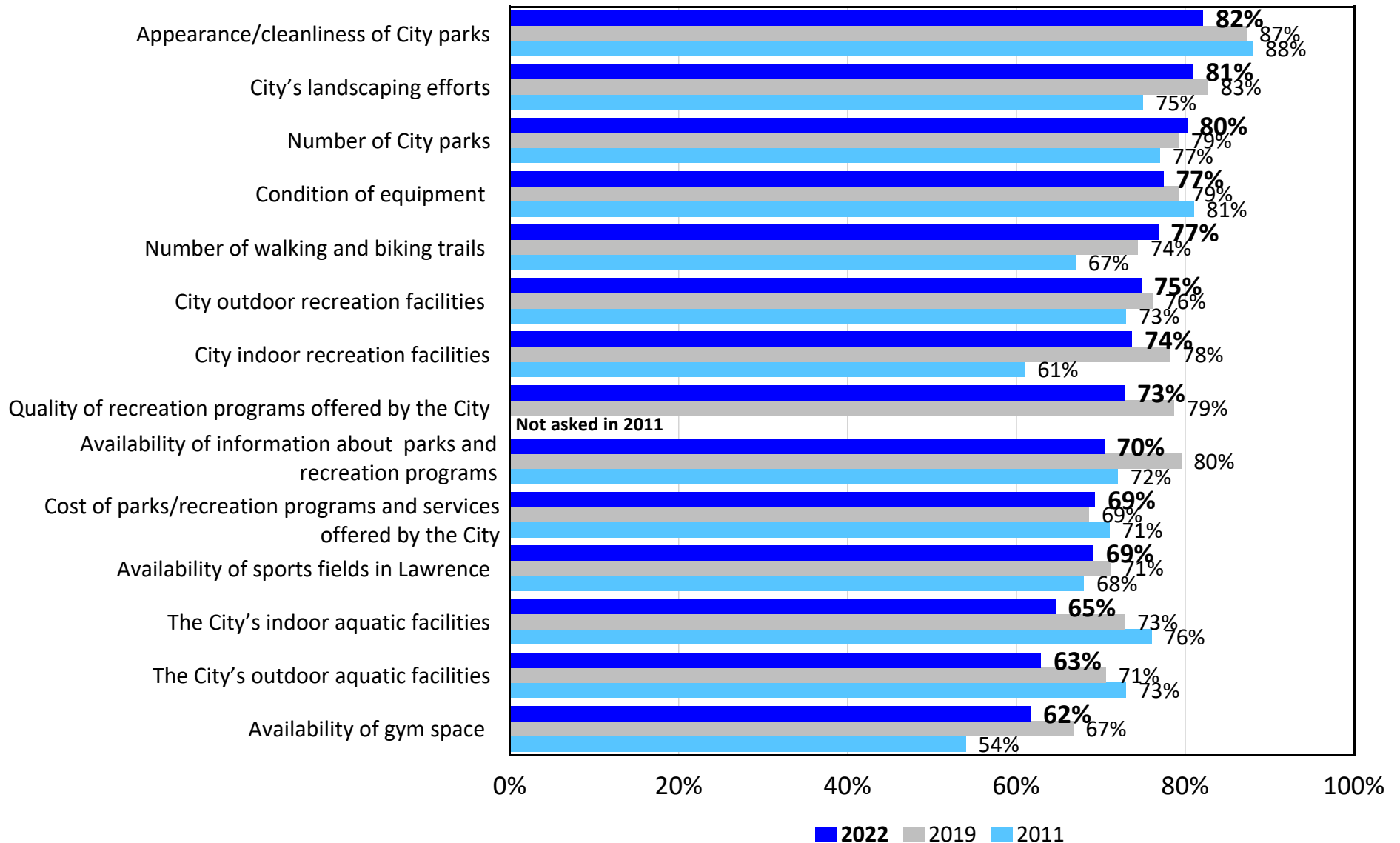
Q12. Fire and Emergency Medical Services 2022, 2019, and 2011

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



Q13. Parks and Recreation 2022, 2019, and 2011

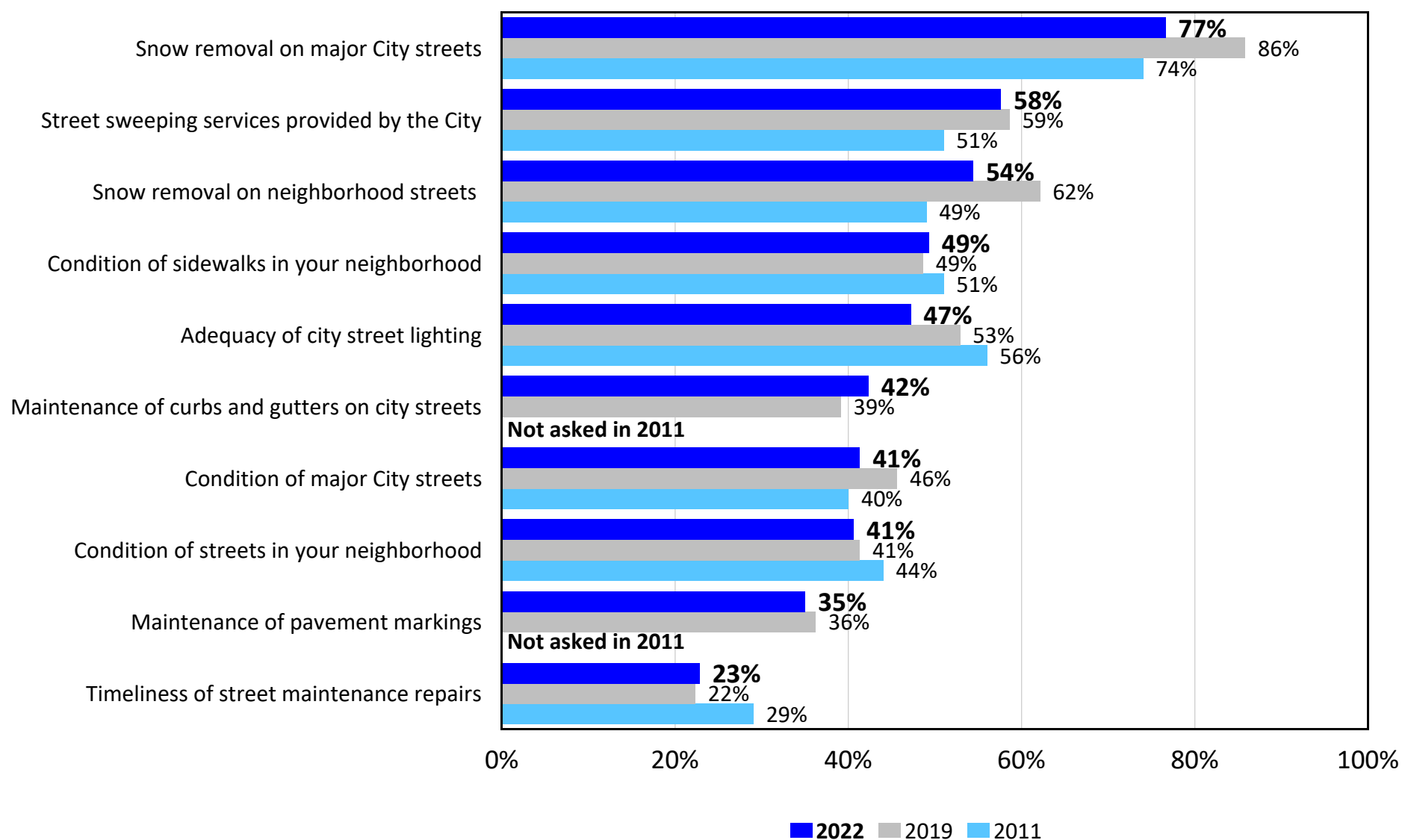
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q15. City Maintenance

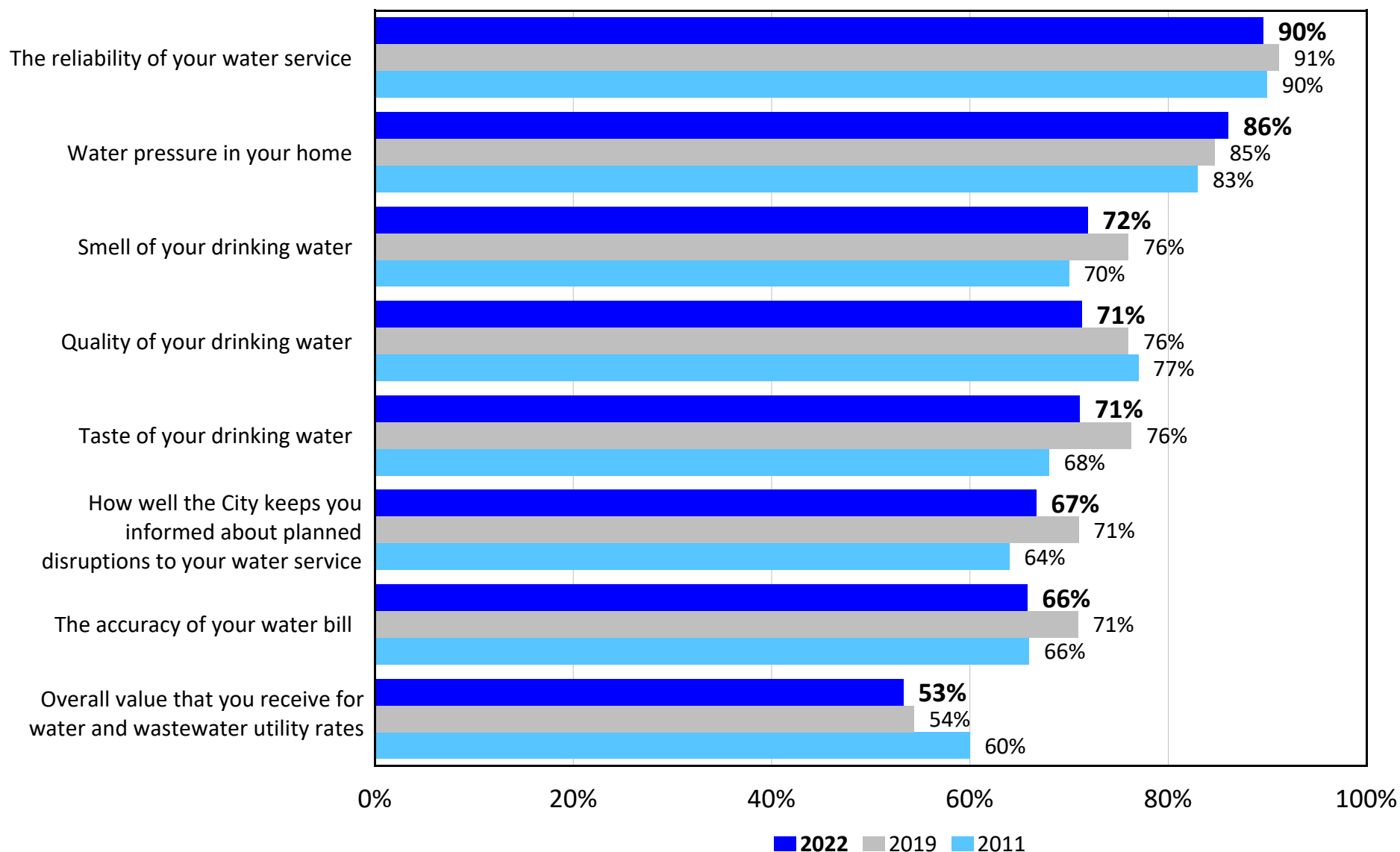
2022, 2019, and 2011

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



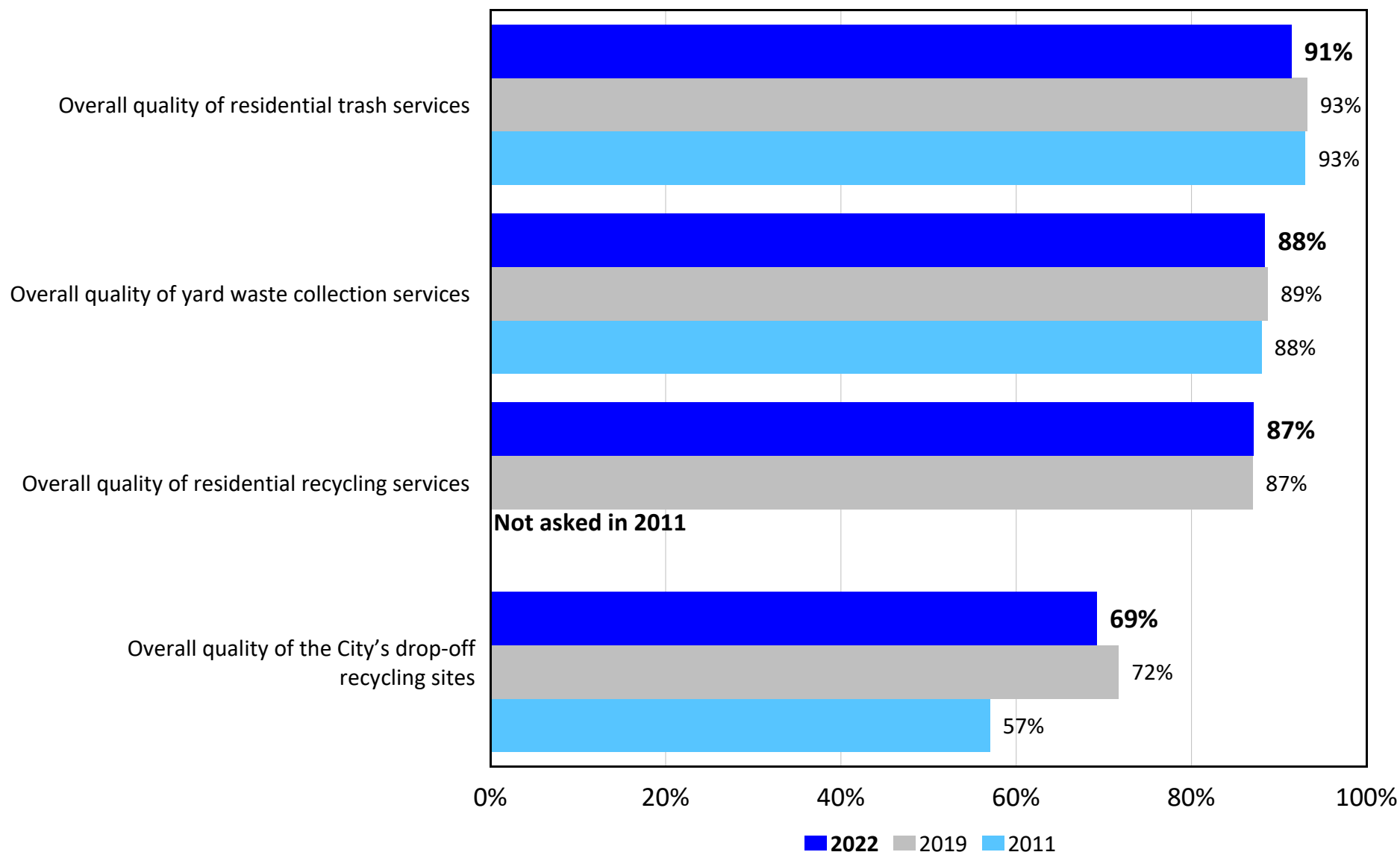
Q17. Water/Wastewater Utilities 2022, 2019, and 2011

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



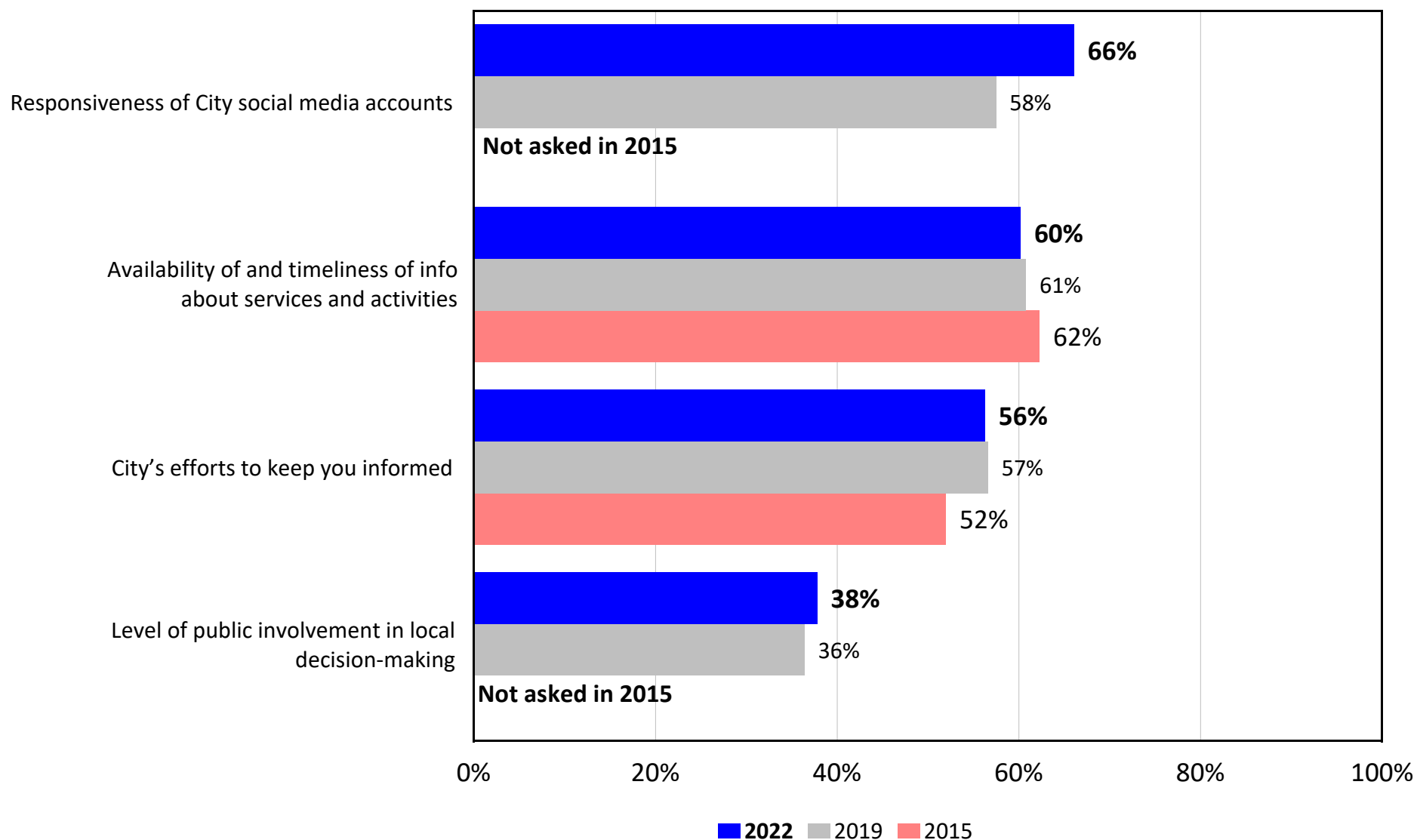
Q19. Solid Waste Disposal Services 2022, 2019, and 2011

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



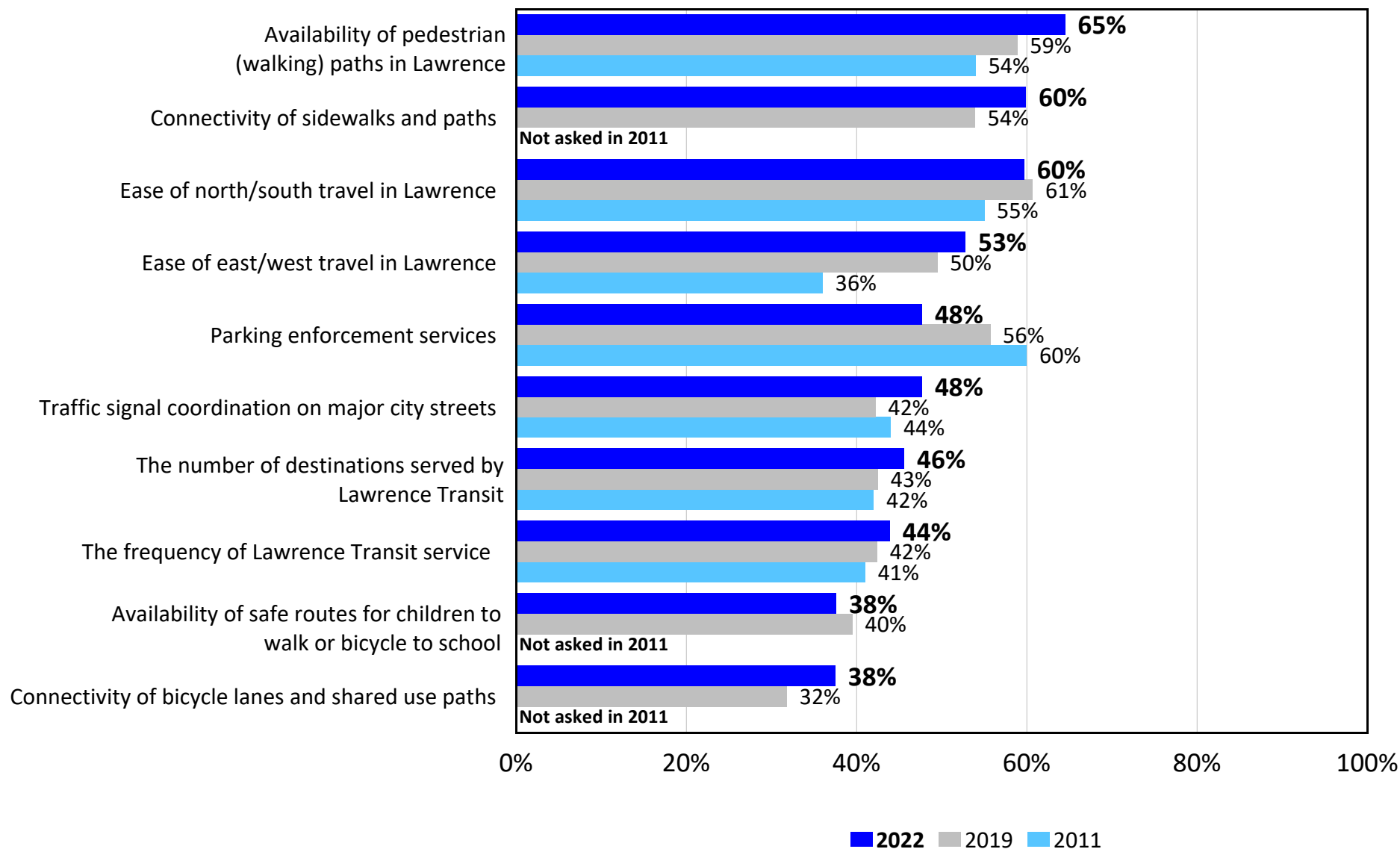
Q20. Communication 2022, 2019 and 2015

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



Q22. Transportation 2022, 2019, and 2011

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





Benchmark Analysis

Benchmarking Analysis



Overview

ETC Institute’s *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2021 to a random sample of over 9,000 residents in the continental United States and (2) survey results from 20 communities in the Kansas City Metropolitan area where the *DirectionFinder*® survey was administered between 2020 and 2022. The communities included in the Kansas City Metropolitan area average are listed below:

- Belton, MO
- Blue Springs, MO
- Edgerton, KS
- Gladstone, MO
- Harrisonville, MO
- Johnson County, KS
- Kansas City, MO
- Lenexa, KS
- Merriam, KS
- Mission, KS
- North Kansas City, MO
- Olathe, KS
- Overland Park, KS
- Platte City, MO
- Raymore, MO
- Richmond, MO
- Roeland Park, KS
- Smithville, MO
- Spring Hill, KS
- Wyandotte County, KS

The charts on the following pages show how the results for the City of Lawrence compare to the national average and the Kansas City Metropolitan area average. The blue bar shows the results for the City of Lawrence. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents during the fall of 2021. The green bar shows the average from Kansas City Metropolitan area communities that administered the *DirectionFinder*® survey between 2020 and 2022.

Benchmarking Data

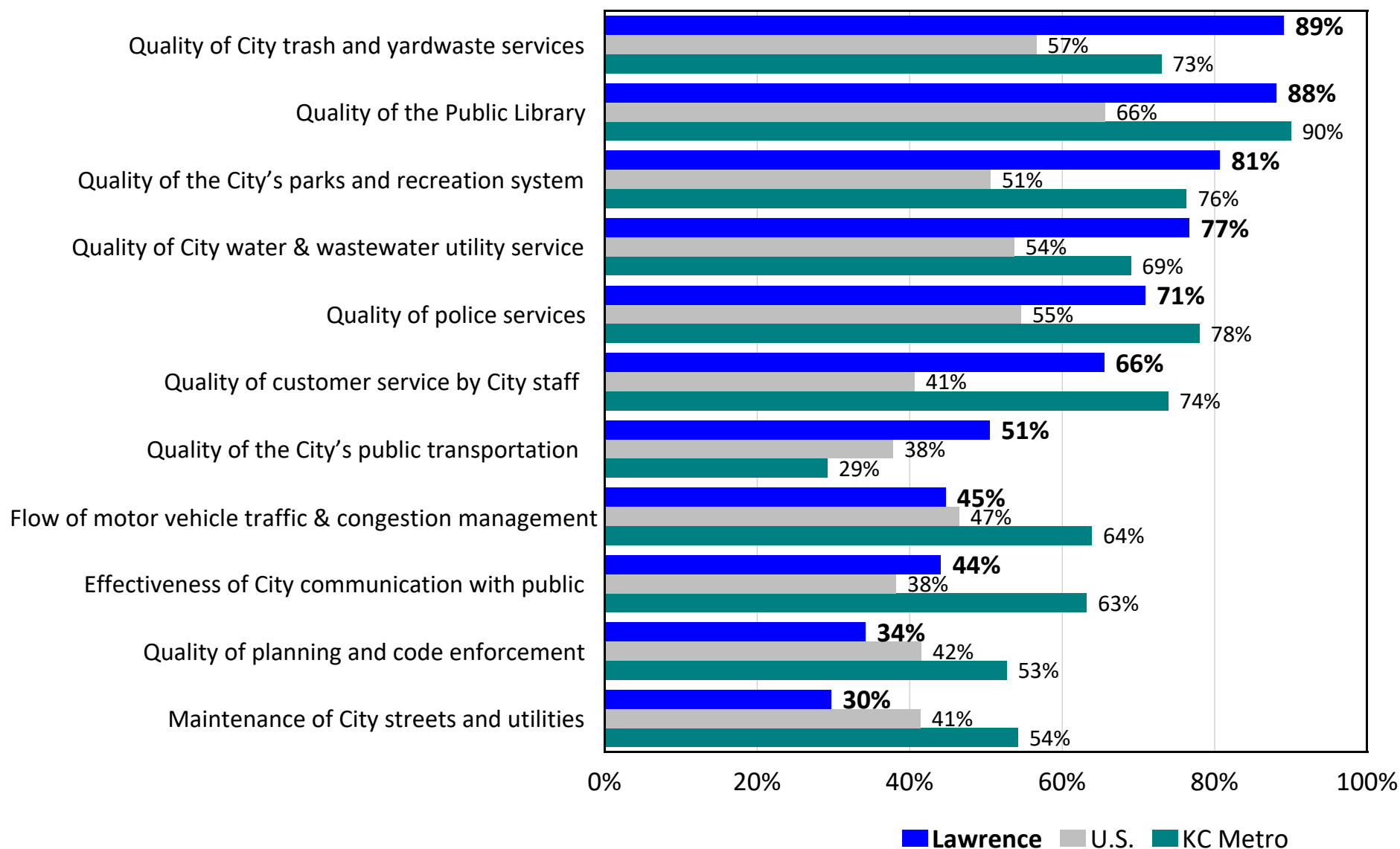
National Comparisons

The charts on the following pages show how the results for the City of Lawrence compare to the national average. The blue bar shows the results for the City of Lawrence. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. residents during the fall of 2021. The green bar shows the average from 20 communities in the Kansas City Metropolitan area where ETC Institute has administered a survey between 2020 and 2022.

Q1. Major Categories of Services

Lawrence vs. U.S. vs. KC Metro

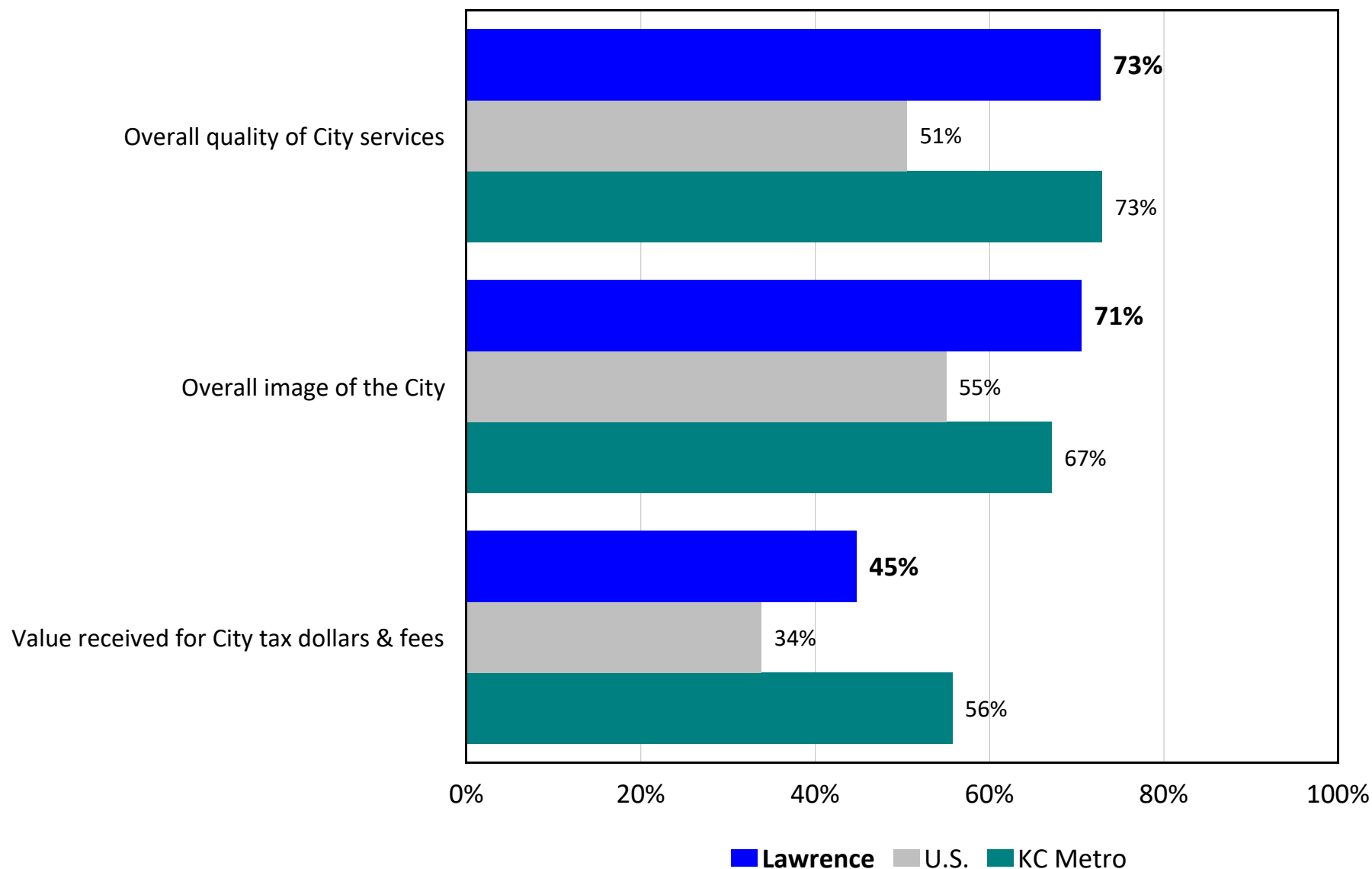
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q4. Perceptions of the City

Lawrence vs. U.S. vs. KC Metro

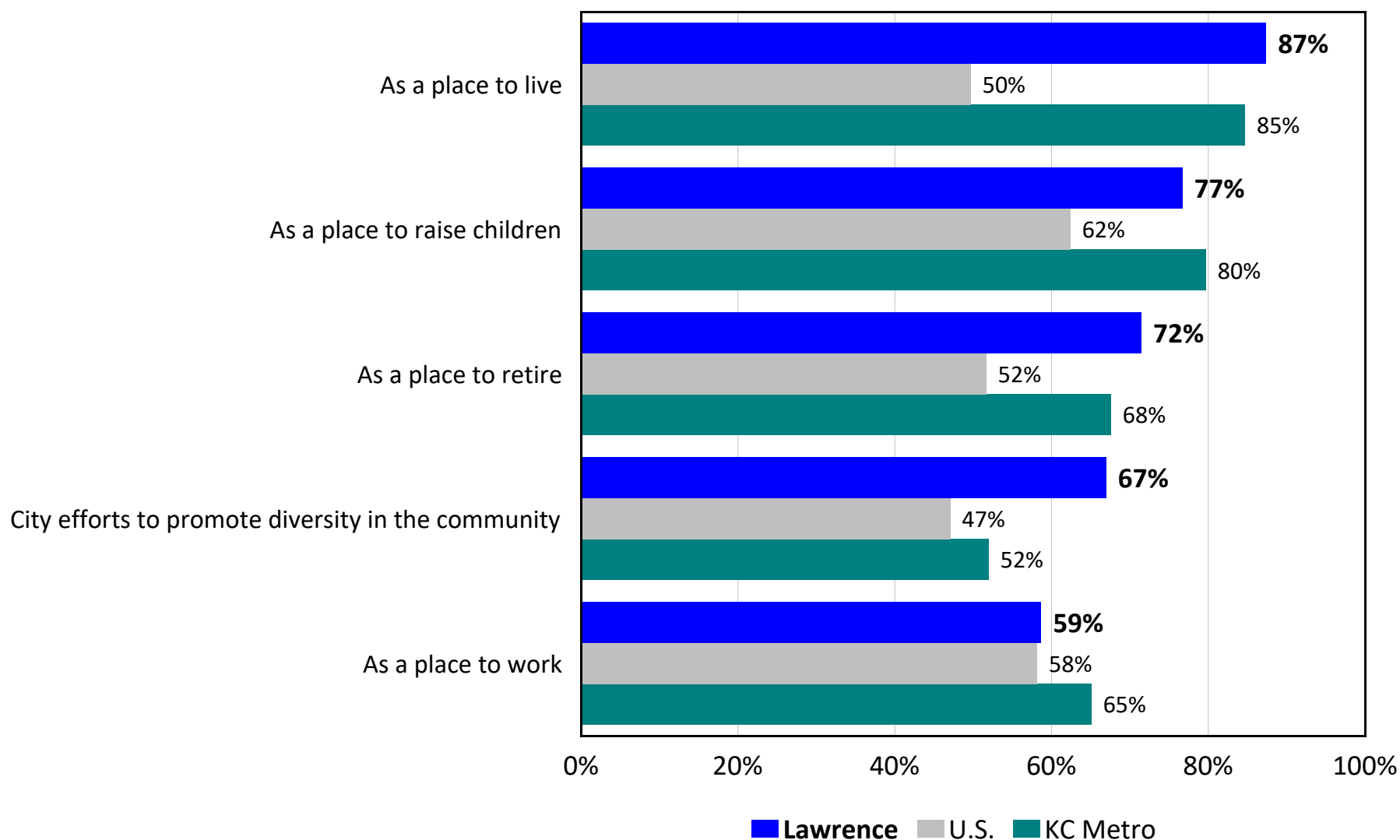
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q6. Overall Ratings of the City

Lawrence vs. U.S. vs. KC Metro

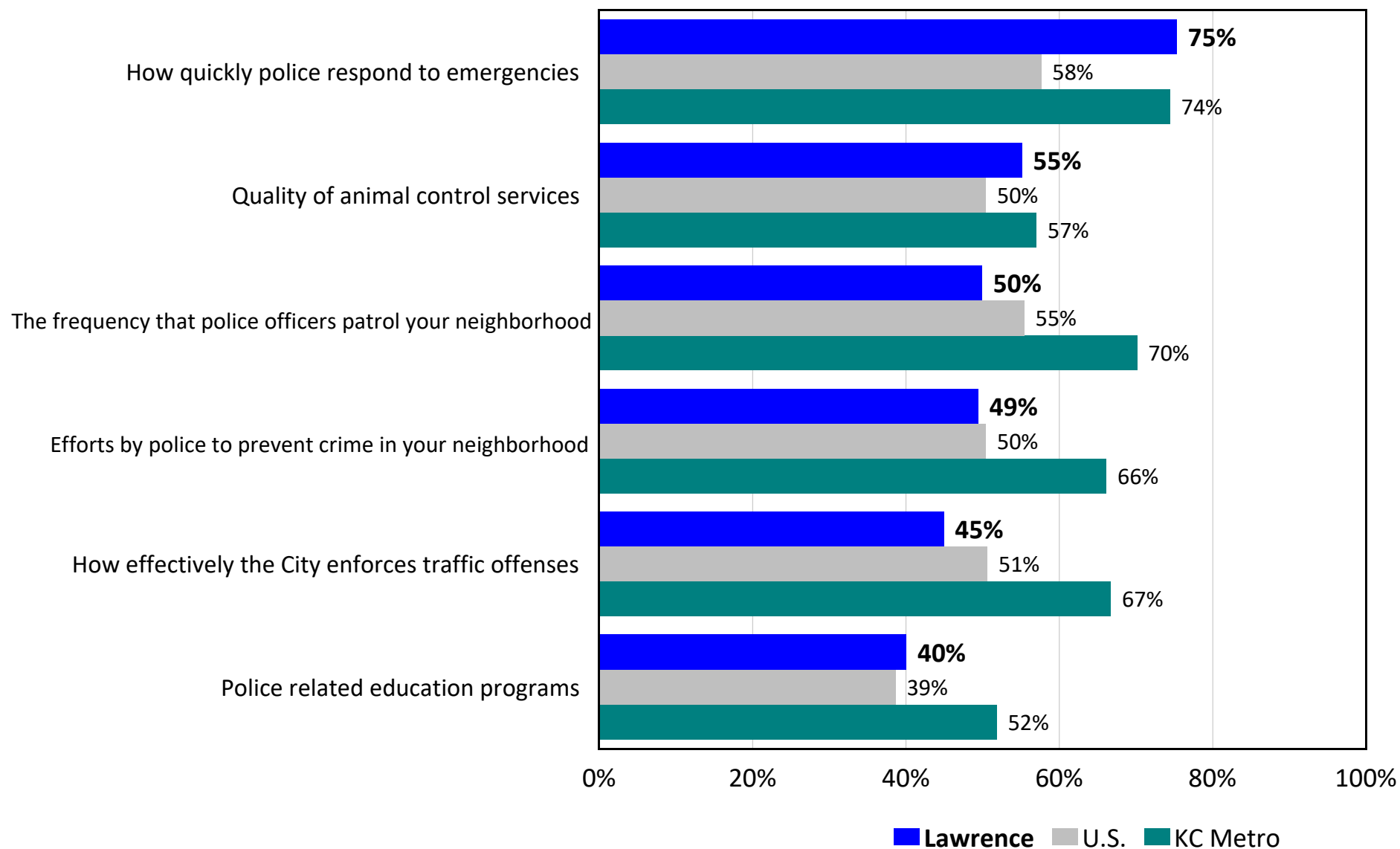
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q10. Police Services

Lawrence vs. U.S. vs. KC Metro

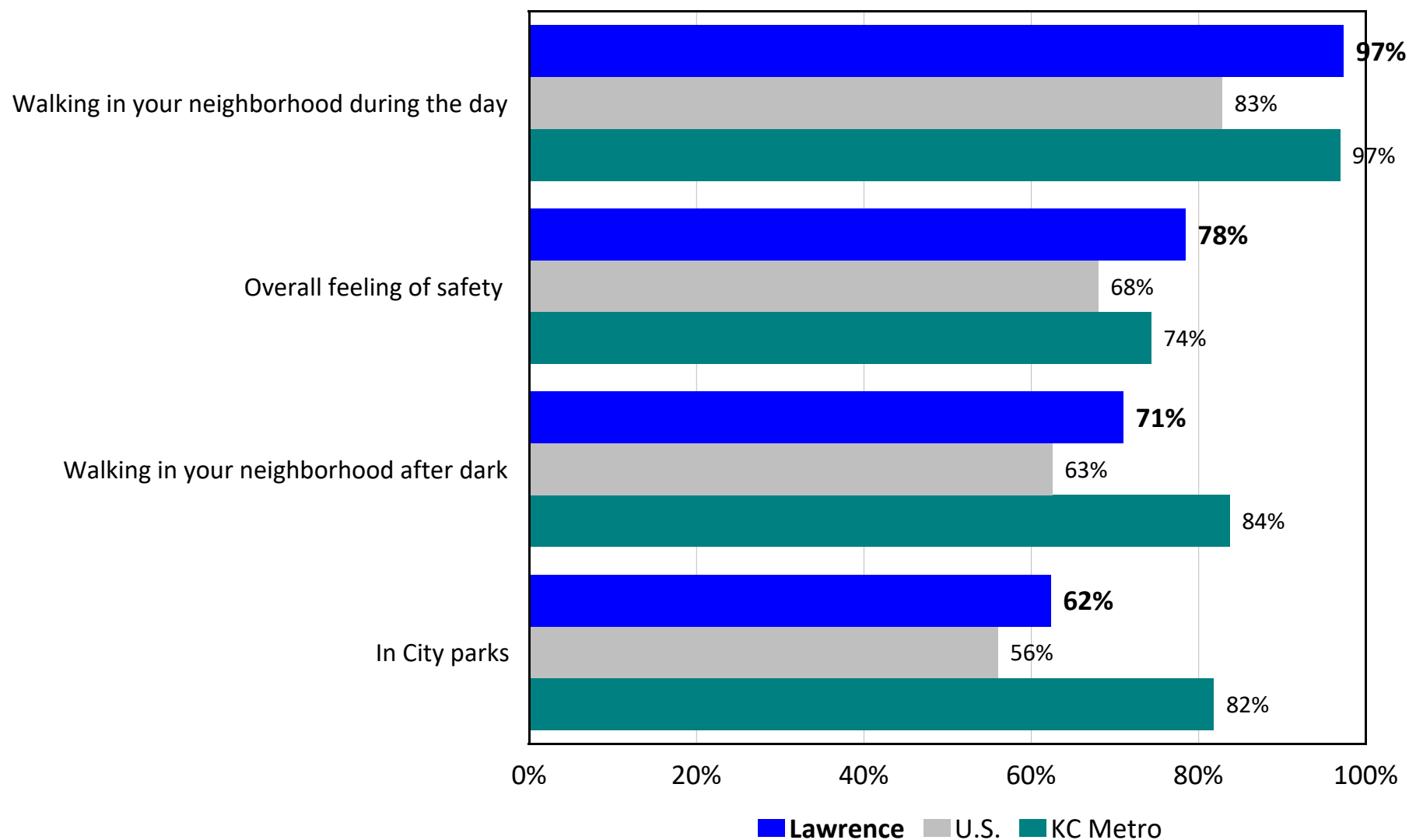
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q11. Perceptions of Safety

Lawrence vs. U.S. vs. KC Metro

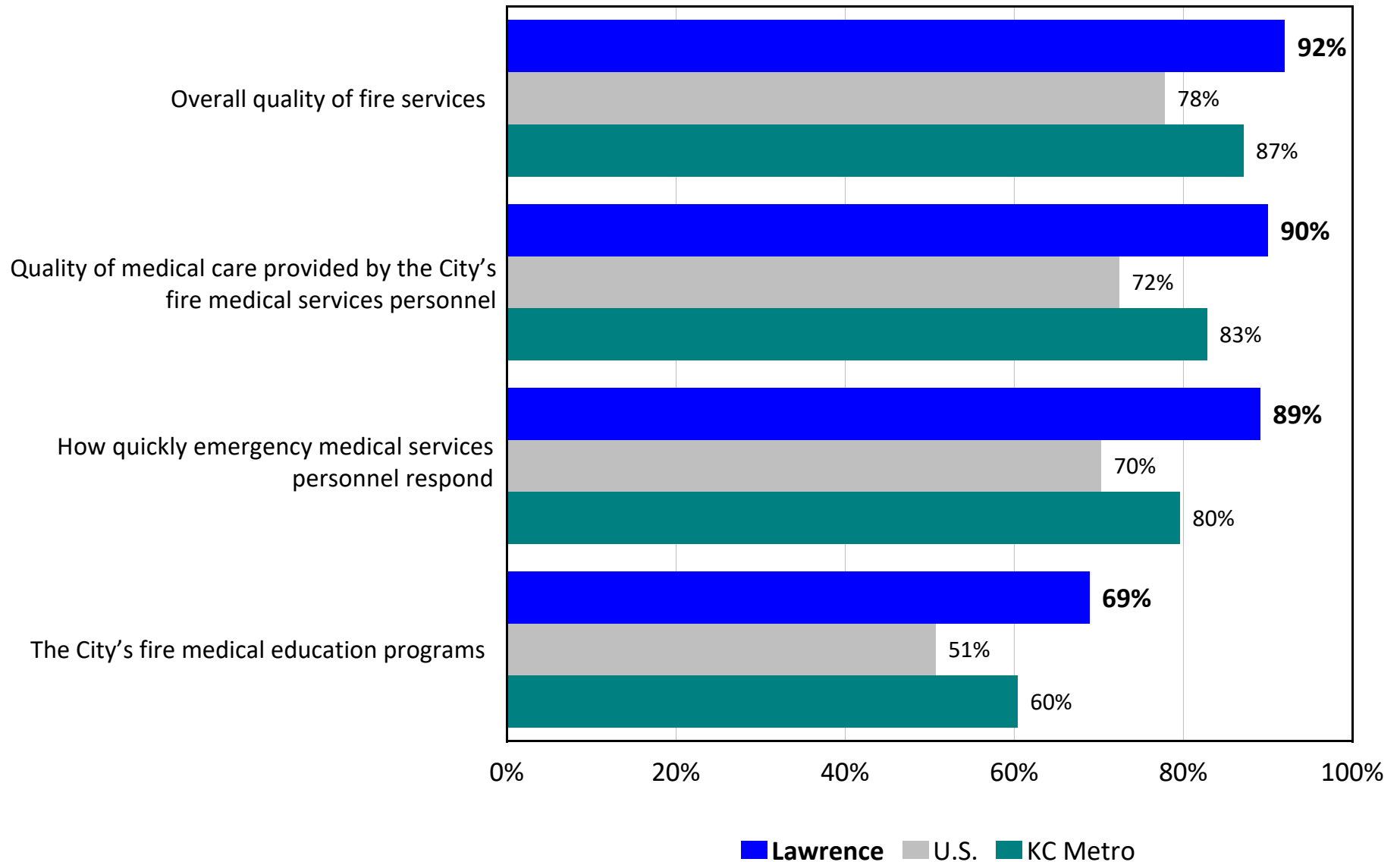
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q12. Fire and Emergency Medical Services

Lawrence vs. U.S. vs. KC Metro

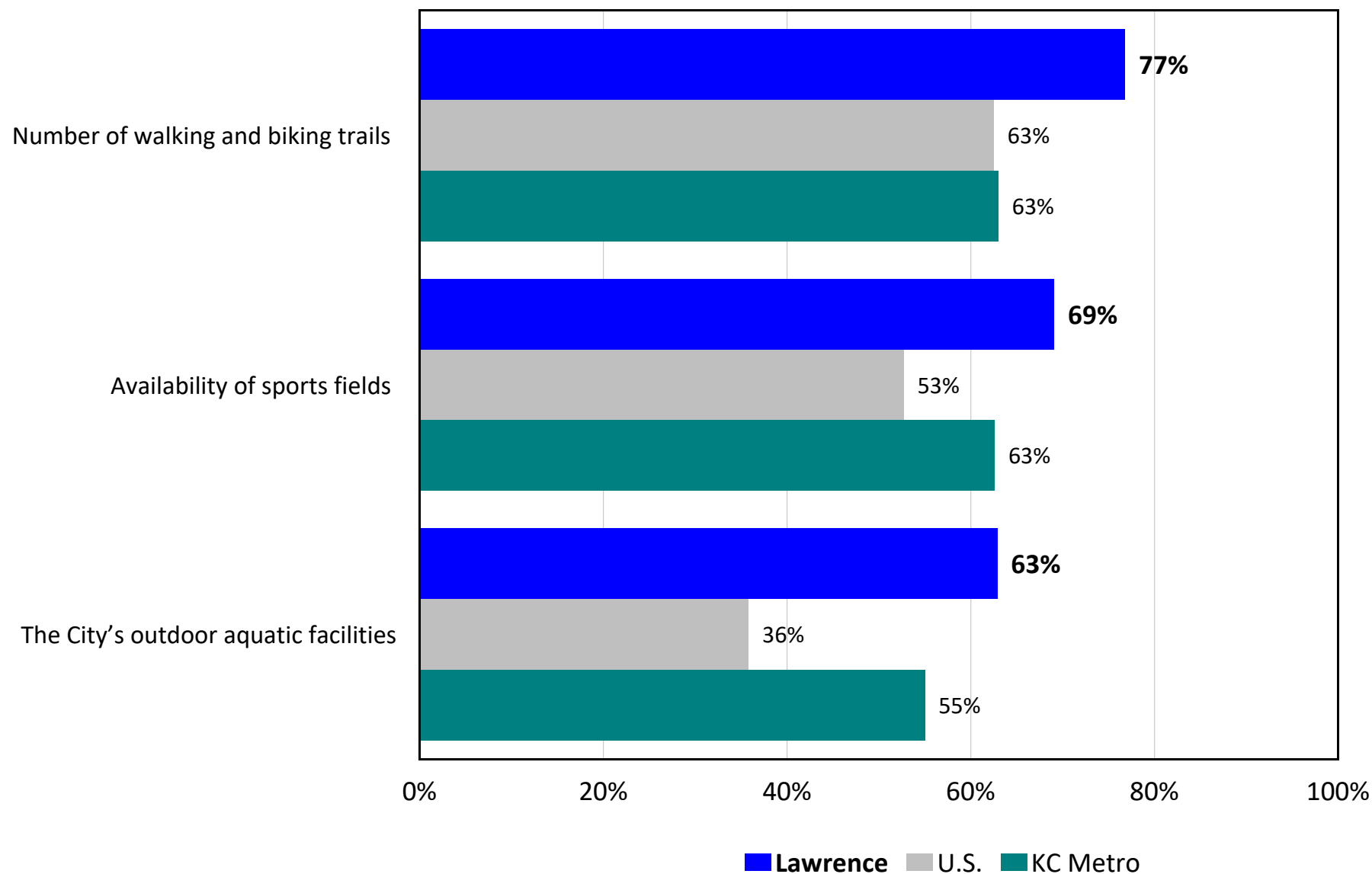
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q13. Parks and Recreation

Lawrence vs. U.S. vs. KC Metro

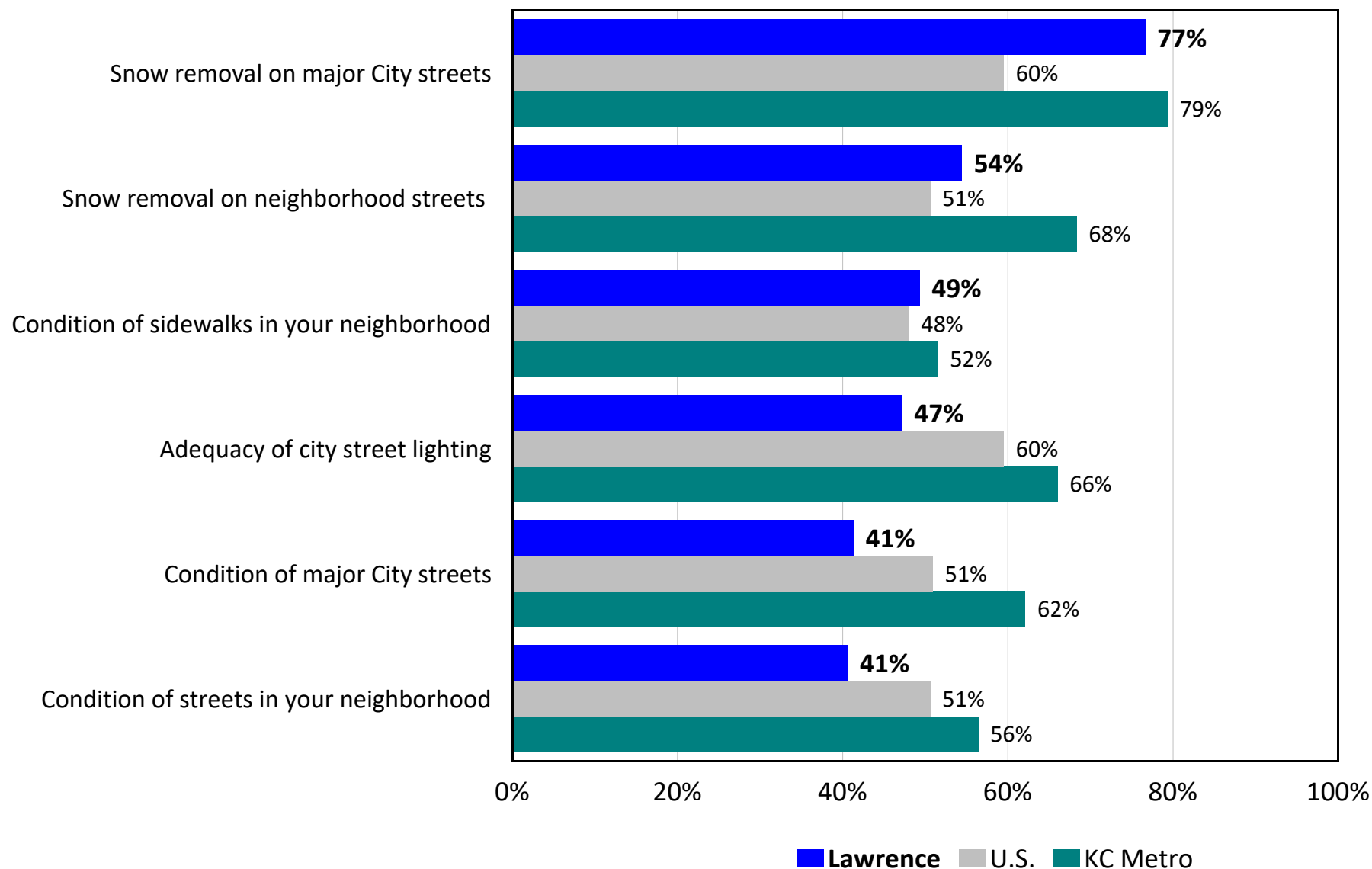
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q15. City Maintenance

Lawrence vs. U.S. vs. KC Metro

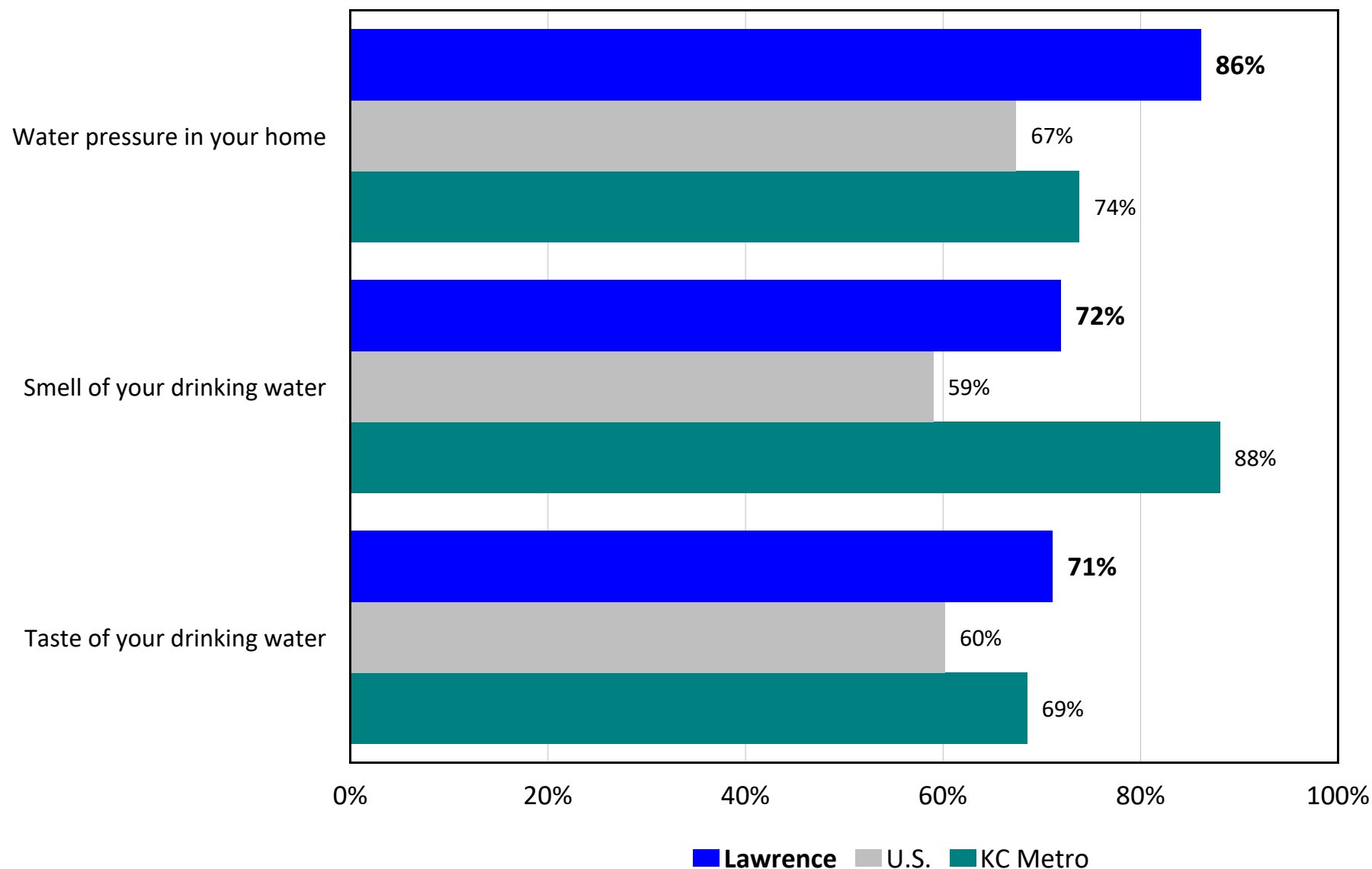
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q17. Water/Wastewater Utilities

Lawrence vs. U.S. vs. KC Metro

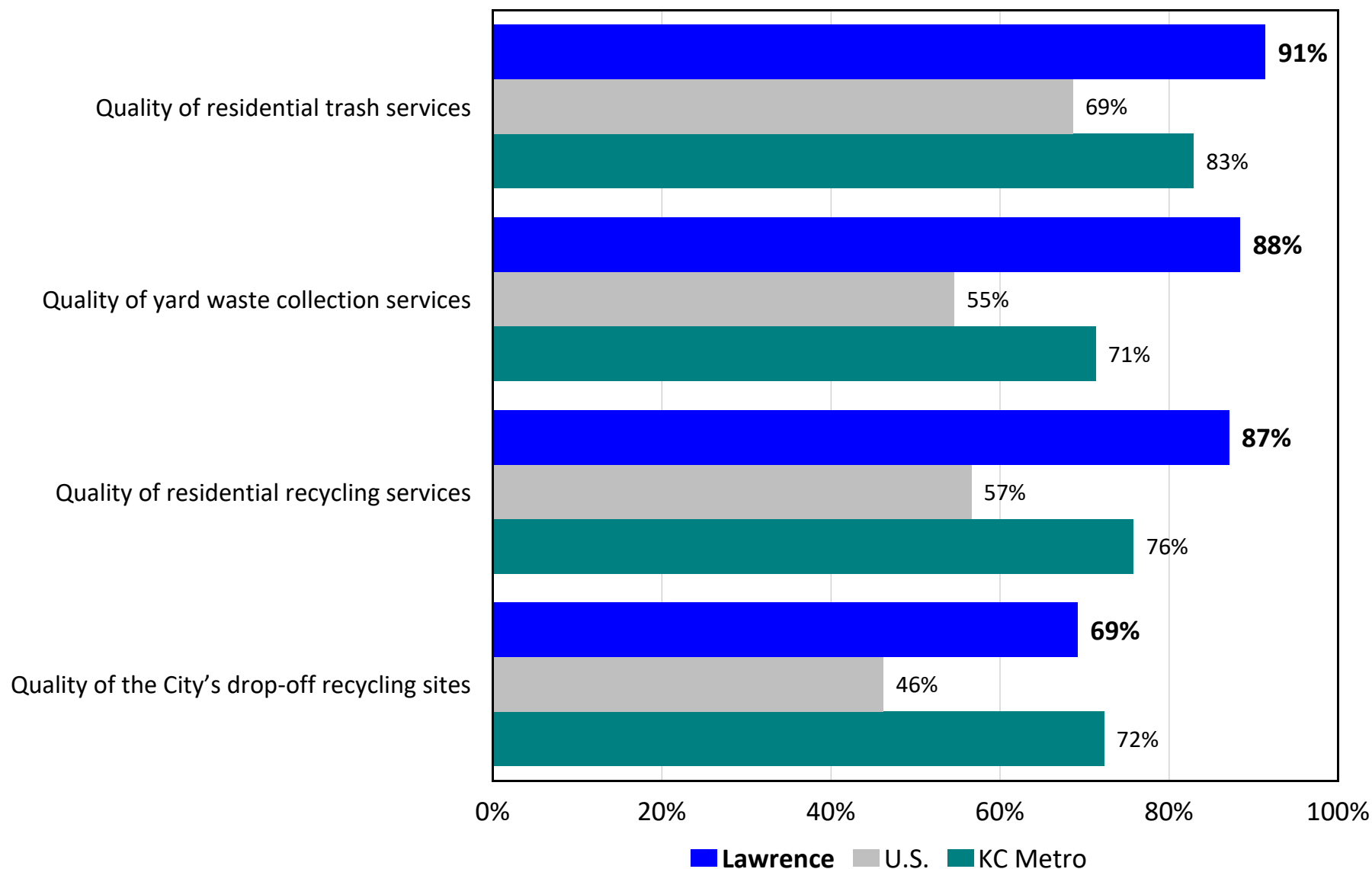
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q19. Solid Waste Disposal Services

Lawrence vs. U.S. vs. KC Metro

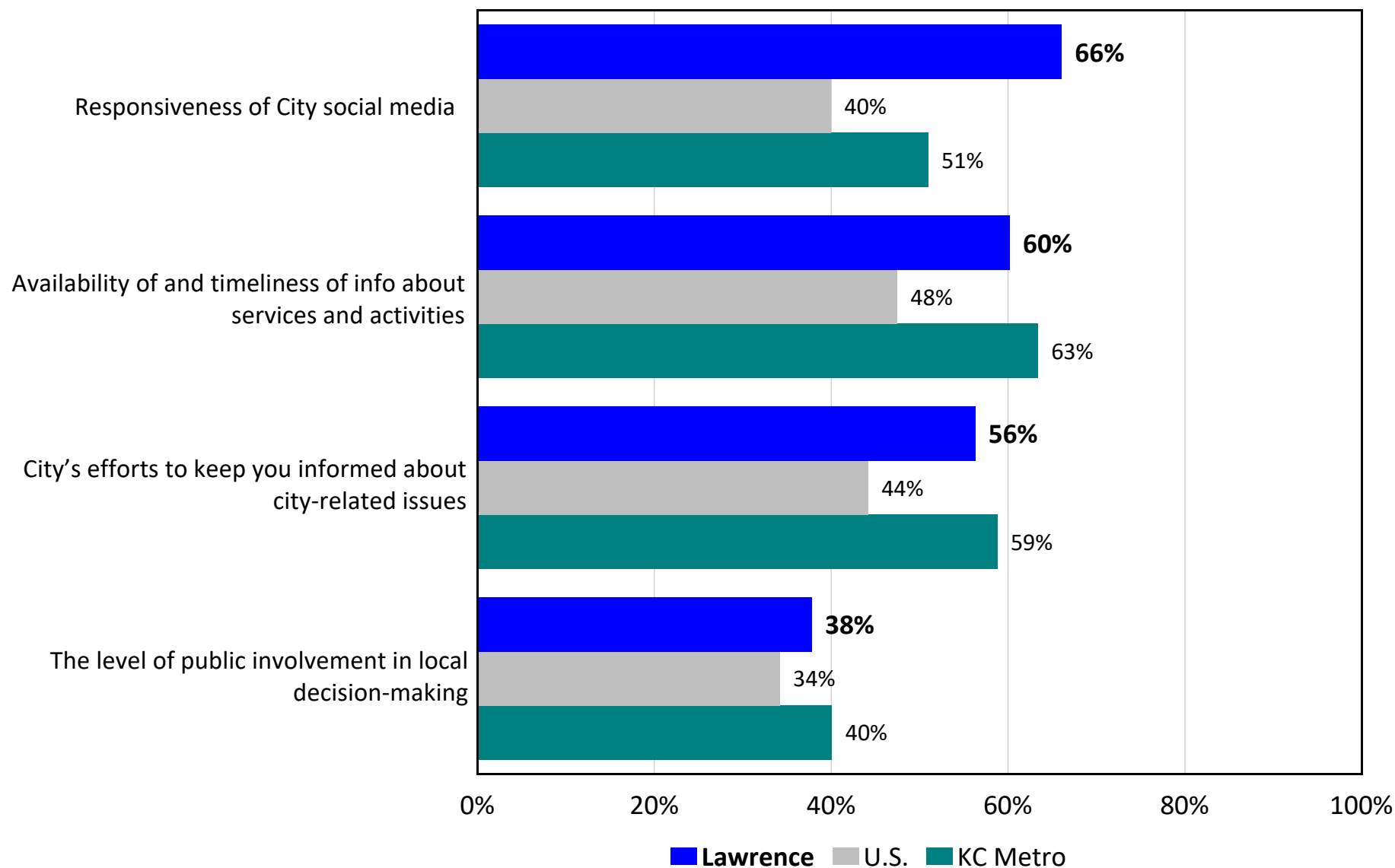
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q20. Communication

Lawrence vs. U.S. vs. KC Metro

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



4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify the major City services that are most important to emphasize over the next two years. Nearly three-fourths (72.4%) of the households selected "*maintenance of City streets and utilities*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 29.7% of respondents surveyed rated "*maintenance of City streets and utilities*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 72.4% was multiplied by 70.3% (1-0.297). This calculation yielded an I-S rating of 0.5090, which ranked first out of twelve major categories of City services analyzed.

Importance-Satisfaction Analysis



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

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

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

Interpreting the Ratings

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

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

Tables showing the results for the City of Lawrence are provided on the following pages.

2022 Importance-Satisfaction Rating

Lawrence, Kansas

Major Categories of Services

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>						
Overall maintenance of City streets and utilities	72%	1	30%	12	0.5090	1
Overall flow of motor vehicle traffic & congestion management	43%	2	45%	9	0.2394	2
<u>High Priority (IS .10-.20)</u>						
Overall quality of planning and code enforcement	24%	4	34%	11	0.1599	3
Overall effectiveness of City communication with the public	20%	5	44%	10	0.1129	4
<u>Medium Priority (IS <.10)</u>						
Overall quality of police services	29%	3	71%	6	0.0853	5
Overall quality of the City's public transportation	12%	8	51%	8	0.0604	6
Overall quality of the City's parks and recreation system	20%	6	81%	4	0.0382	7
Overall quality of City water and wastewater utility services	15%	7	77%	5	0.0343	8
Overall quality of customer service by City staff	6%	11	66%	7	0.0197	9
Overall quality of fire & emergency medical services	10%	9	89%	1	0.0104	10
Overall quality of the Lawrence Public Library	6%	10	88%	3	0.0069	11
Overall quality of City trash and yardwaste services	4%	12	89%	2	0.0048	12

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

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

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2022 Importance-Satisfaction Rating

Lawrence, Kansas

Perceptions of the City

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall value received for City tax dollars & fees	53%	1	45%	8	0.2947	1
High Priority (IS .10-.20)						
Enforcement of City codes and ordinances	24%	6	41%	9	0.1395	2
Overall quality of the City's equitable delivery of service	25%	5	53%	7	0.1164	3
Medium Priority (IS <.10)						
Upkeep of your neighborhood	27%	2	71%	4	0.0777	4
The City as a culturally welcoming place where all enjoy life & feel at home	24%	7	70%	6	0.0708	5
Overall quality of City services	25%	4	73%	3	0.0691	6
Overall image of the City	19%	8	71%	5	0.0572	7
Overall quality of life in the City	26%	3	80%	2	0.0529	8
Livability of your neighborhood	17%	9	85%	1	0.0249	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 should receive the most emphasis.

Satisfaction %:

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

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2022 Importance-Satisfaction Rating

Lawrence, Kansas

Economic Growth and Affordability

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>						
How well the City is planning growth	38%	3	21%	1	0.3022	1
Access to jobs that offer a living wage	40%	2	26%	2	0.2983	2
Access to quality housing you can afford	45%	1	37%	3	0.2812	3
City efforts to promote economic development	31%	4	34%	4	0.2026	4
<u>High Priority (IS .10-.20)</u>						
Overall quality of new development in Lawrence	28%	5	30%	5	0.1954	5
Access to quality childcare you can afford	16%	8	16%	6	0.1331	6
Access to quality mental healthcare you can afford	18%	6	40%	7	0.1063	7
<u>Medium Priority (IS <.10)</u>						
Access to quality healthcare you can afford	18%	7	54%	8	0.0811	8
Access to healthy food you can afford	15%	9	62%	9	0.0572	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 should receive the most emphasis.

Satisfaction %:

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

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2022 Importance-Satisfaction Rating

Lawrence, Kansas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Number of walking and biking trails	24%	2	77%	6	0.0550	1
Appearance/cleanliness of City parks	26%	1	82%	1	0.0471	2
Condition of equipment	16%	3	77%	5	0.0371	3
The City's indoor aquatic facilities	10%	10	65%	14	0.0368	4
Cost of parks/recreation programs and services offered by the City	11%	6	69%	12	0.0347	5
Amount of arts, cultural opportunities, and related events	15%	4	76%	7	0.0342	6
Quality of recreation programs offered by the City	12%	5	73%	10	0.0324	7
Availability of gym space	8%	13	62%	16	0.0318	8
Availability of information about parks and recreation programs	11%	8	70%	11	0.0317	9
The City's outdoor aquatic facilities	8%	15	63%	15	0.0278	10
City outdoor recreation facilities	9%	11	75%	8	0.0232	11
City indoor recreation facilities	8%	12	74%	9	0.0221	12
Number of City parks	11%	7	80%	3	0.0212	13
City's landscaping efforts	11%	9	81%	2	0.0204	14
Availability of sports fields in Lawrence	6%	16	69%	13	0.0185	15
Welcoming environment of City parks and recreation facilities	8%	14	79%	4	0.0175	16

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 should receive the most emphasis.

Satisfaction %:

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

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2022 Importance-Satisfaction Rating

Lawrence, Kansas

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of major City streets	38%	1	41%	7	0.2231	1
Timeliness of street maintenance repairs	29%	3	23%	10	0.2208	2
High Priority (IS .10-.20)						
Condition of streets in your neighborhood	29%	2	41%	8	0.1740	3
Medium Priority (IS <.10)						
Condition of sidewalks in your neighborhood	15%	4	49%	4	0.0776	4
Maintenance of curbs and gutters on city streets	13%	6	42%	6	0.0767	5
Adequacy of city street lighting	14%	5	47%	5	0.0744	6
Maintenance of pavement markings	11%	7	35%	9	0.0735	7
Snow removal on neighborhood streets	9%	8	54%	3	0.0429	8
Street sweeping services provided by the City	2%	10	58%	2	0.0093	9
Snow removal on major City streets	3%	9	77%	1	0.0075	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

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

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2022 Importance-Satisfaction Rating

Lawrence, Kansas

Water/Wastewater Utilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall value received for water & wastewater utility rates	35%	1	53%	8	0.1616	1
Medium Priority (IS <.10)						
Quality of your drinking water	33%	2	71%	4	0.0950	2
Taste of your drinking water	16%	3	71%	5	0.0465	3
The accuracy of your water bill	12%	4	66%	7	0.0417	4
How well the City keeps you informed about planned disruptions to water service	7%	7	67%	6	0.0243	5
Smell of your drinking water	8%	6	72%	3	0.0216	6
The reliability of your water service	10%	5	90%	1	0.0099	7
Water pressure in your home	6%	8	86%	2	0.0088	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

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

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2022 Importance-Satisfaction Rating

Lawrence, Kansas

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Traffic signal coordination on major city streets	30%	1	48%	7	0.1564	1
Availability of safe routes for children to walk or bicycle to school	22%	4	38%	13	0.1373	2
Ease of east/west travel in Lawrence	26%	2	53%	6	0.1213	3
Connectivity of bicycle lanes and shared use paths	16%	5	38%	14	0.1013	4
Medium Priority (IS <.10)						
Ease of north/south travel in Lawrence	23%	3	60%	3	0.0915	5
Number of destinations served by Lawrence Transit	10%	8	46%	9	0.0544	6
Pedestrian connectivity of sidewalks & paths	13%	6	60%	2	0.0501	7
Satisfaction of transportation experiences-bicycling	8%	9	41%	12	0.0481	8
The frequency of Lawrence Transit service	8%	10	44%	11	0.0449	9
Availability of pedestrian (walking) paths	12%	7	65%	1	0.0415	10
Satisfaction of transportation experiences-driving	7%	11	58%	4	0.0309	11
Parking enforcement services	6%	12	48%	8	0.0309	12
Satisfaction of transportation experiences-riding the bus	4%	14	44%	10	0.0239	13
Satisfaction of transportation experiences-walking or using an assistive device	5%	13	53%	5	0.0216	14

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 should receive the most emphasis.

Satisfaction %:

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

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Importance-Satisfaction Analysis



Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

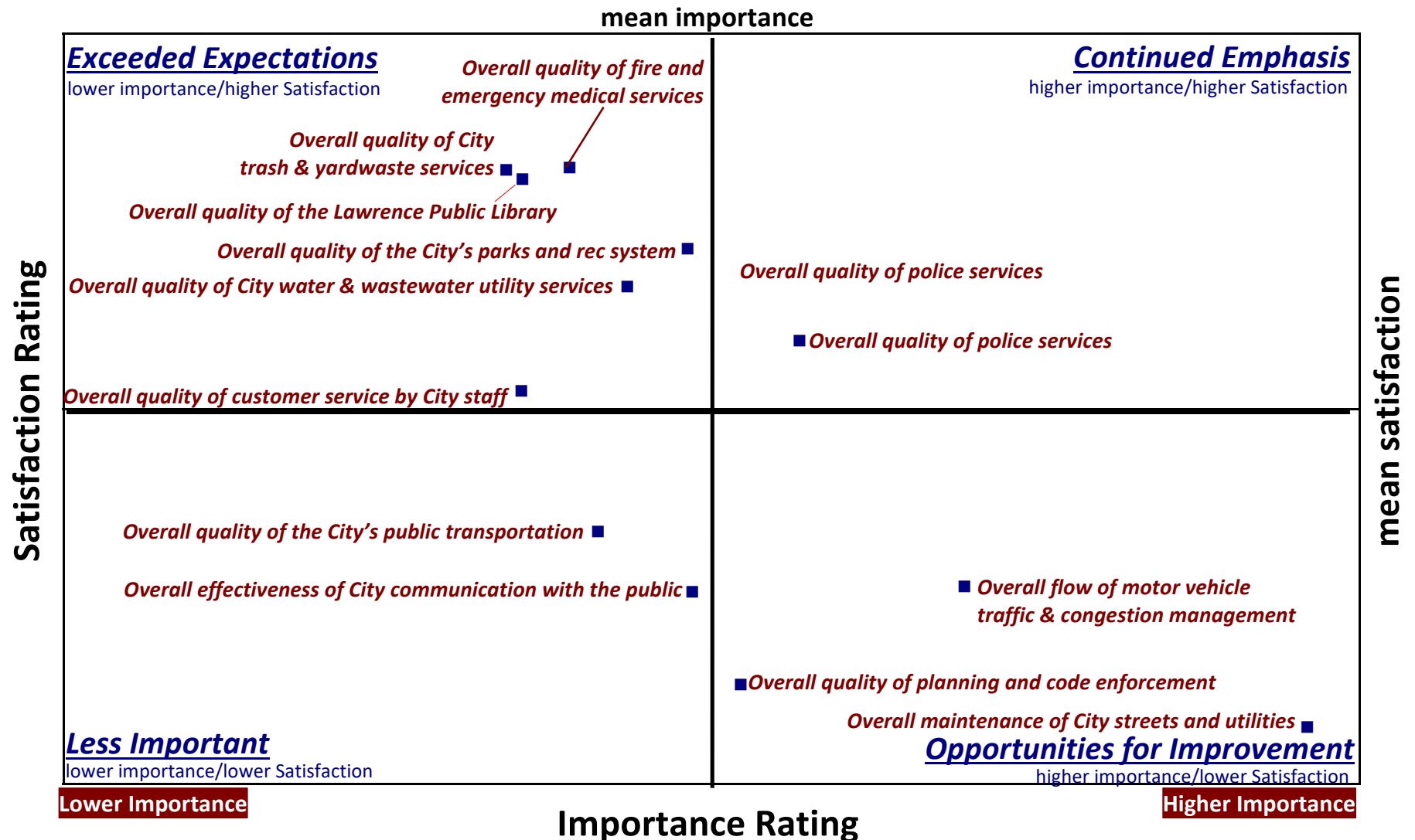
Matrix charts showing the results for the City of Lawrence are provided on the following pages.

2022 City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-Major Categories of Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

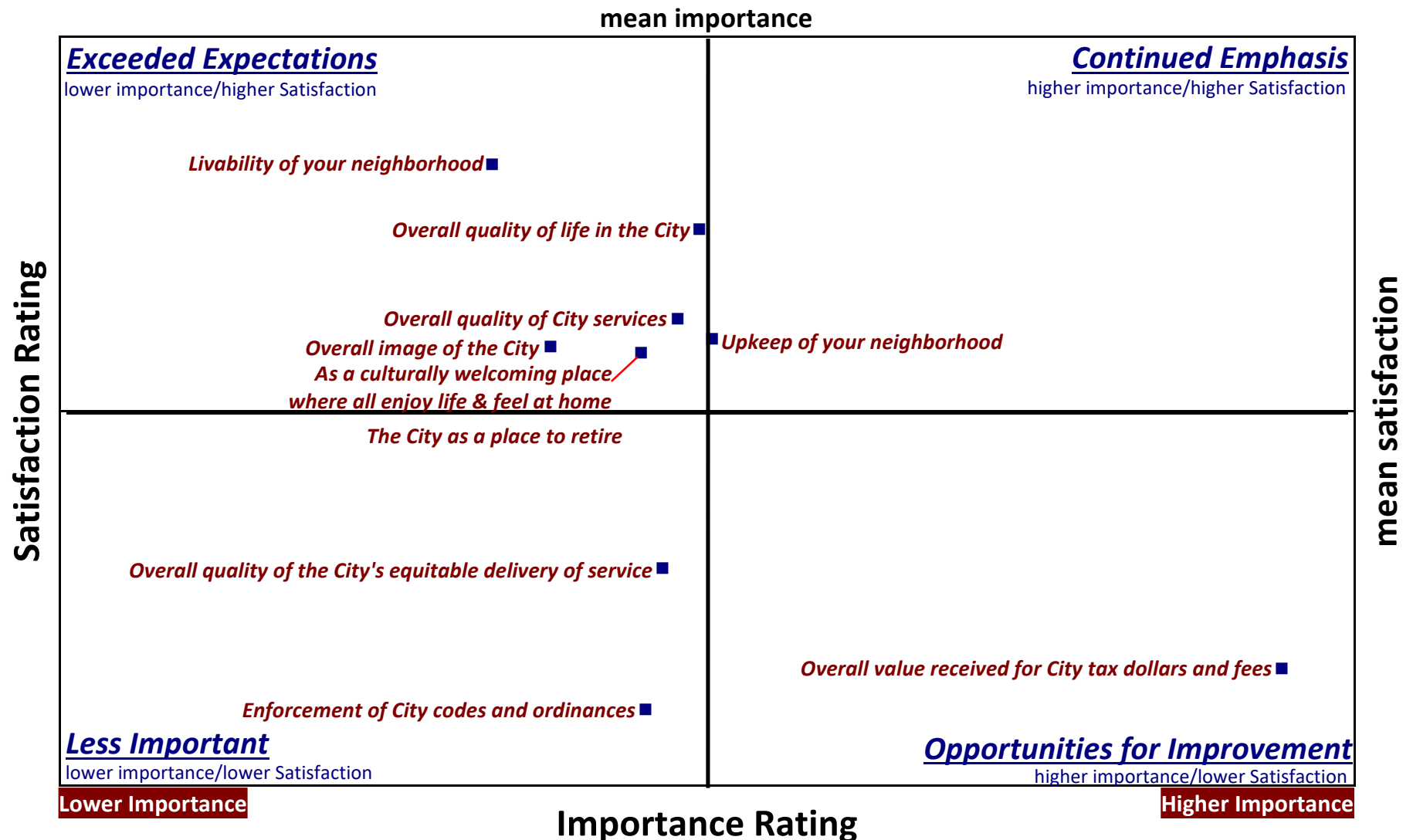


2022 City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-Perceptions of the City-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

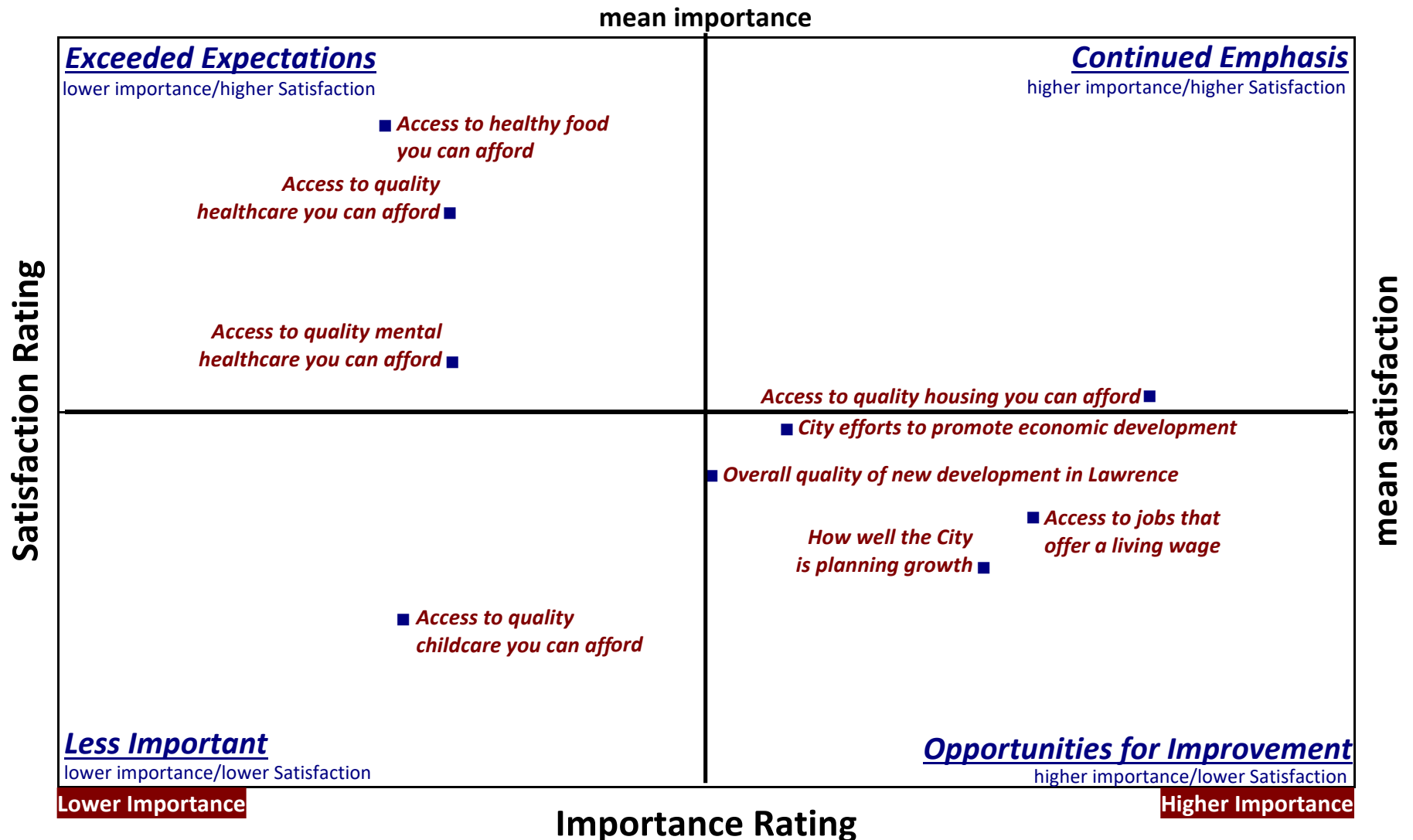


2022 City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-Economic Growth and Affordability-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

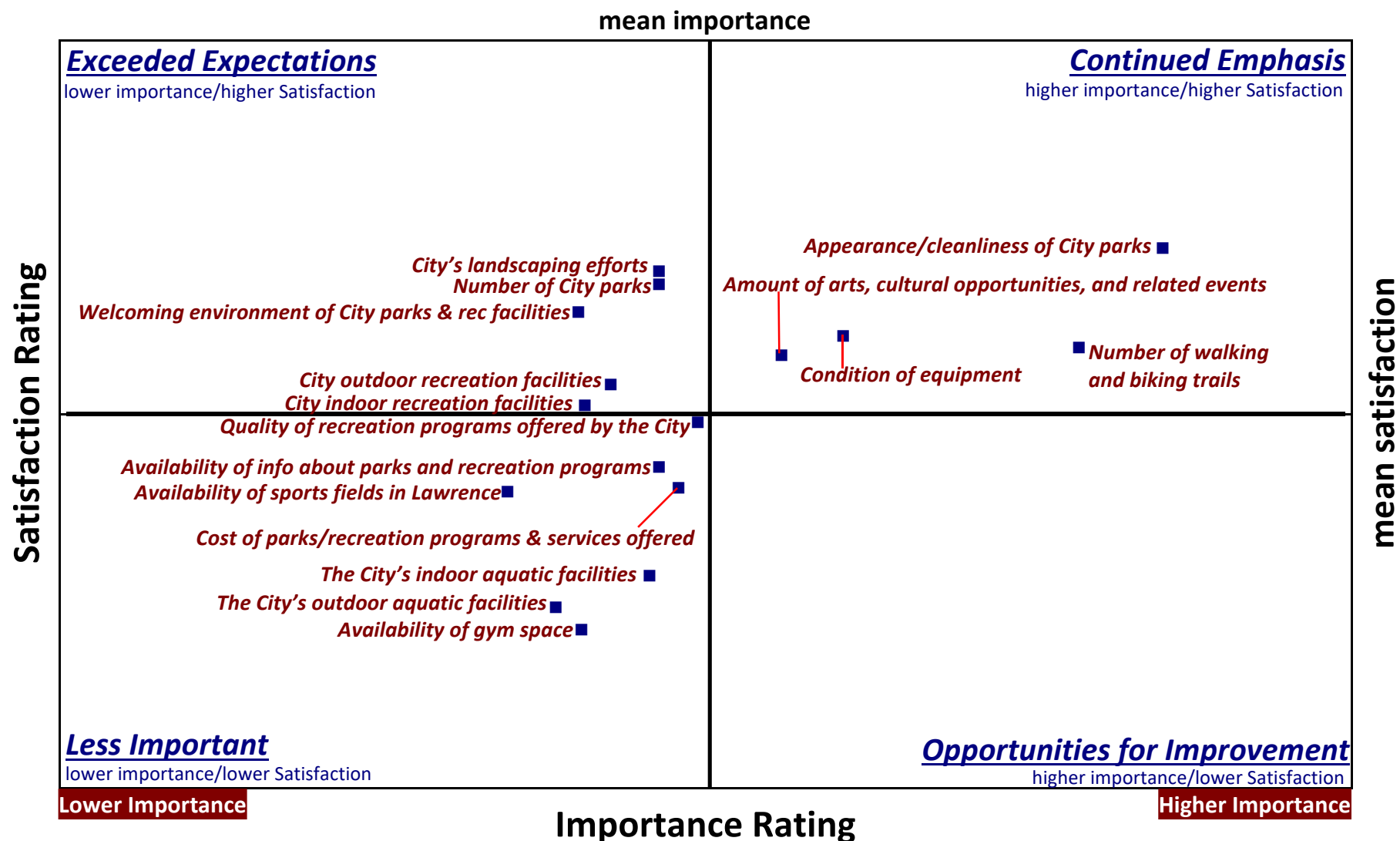


2022 City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

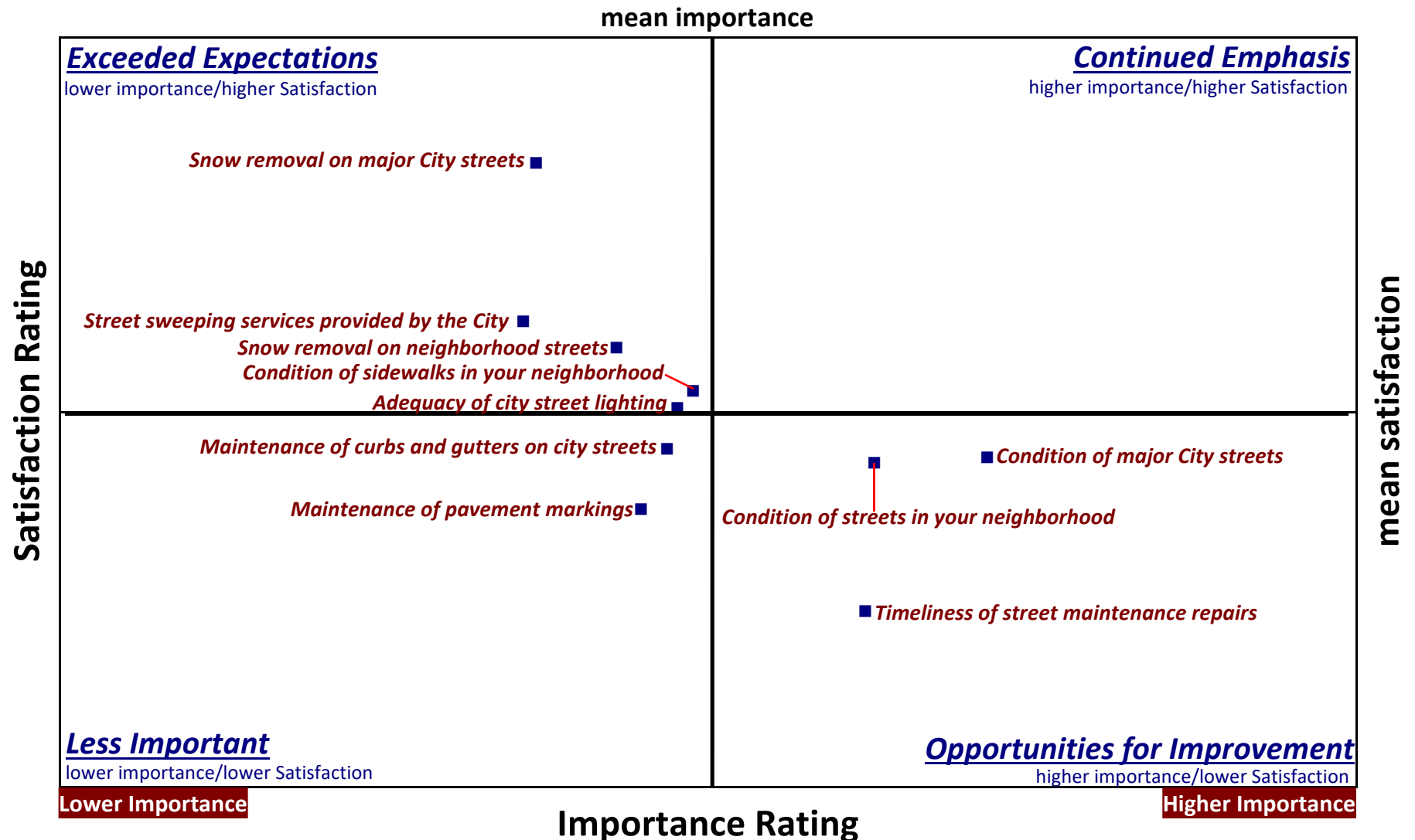


2022 City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-City Maintenance-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

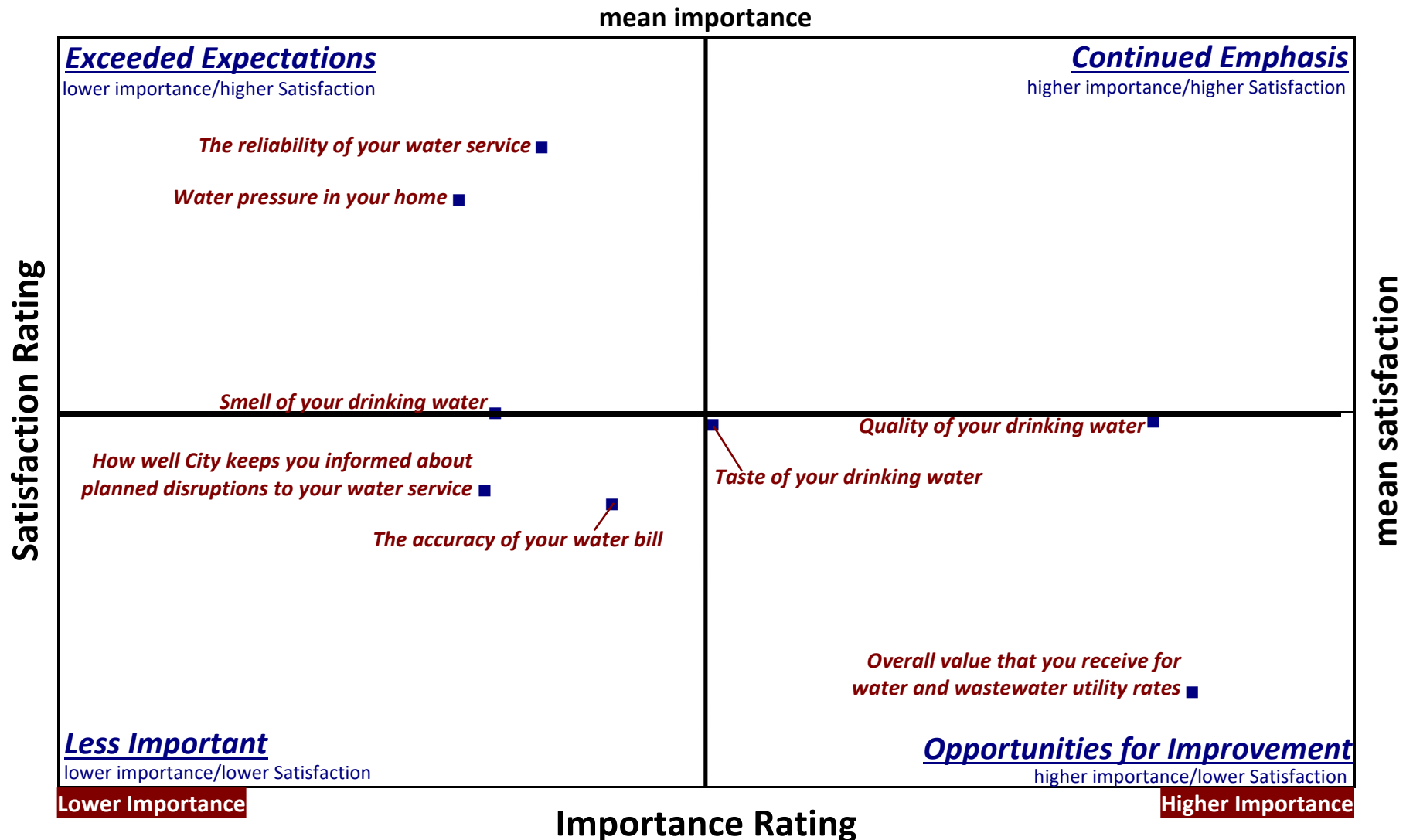


2022 City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-Water/Wastewater Utilities-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

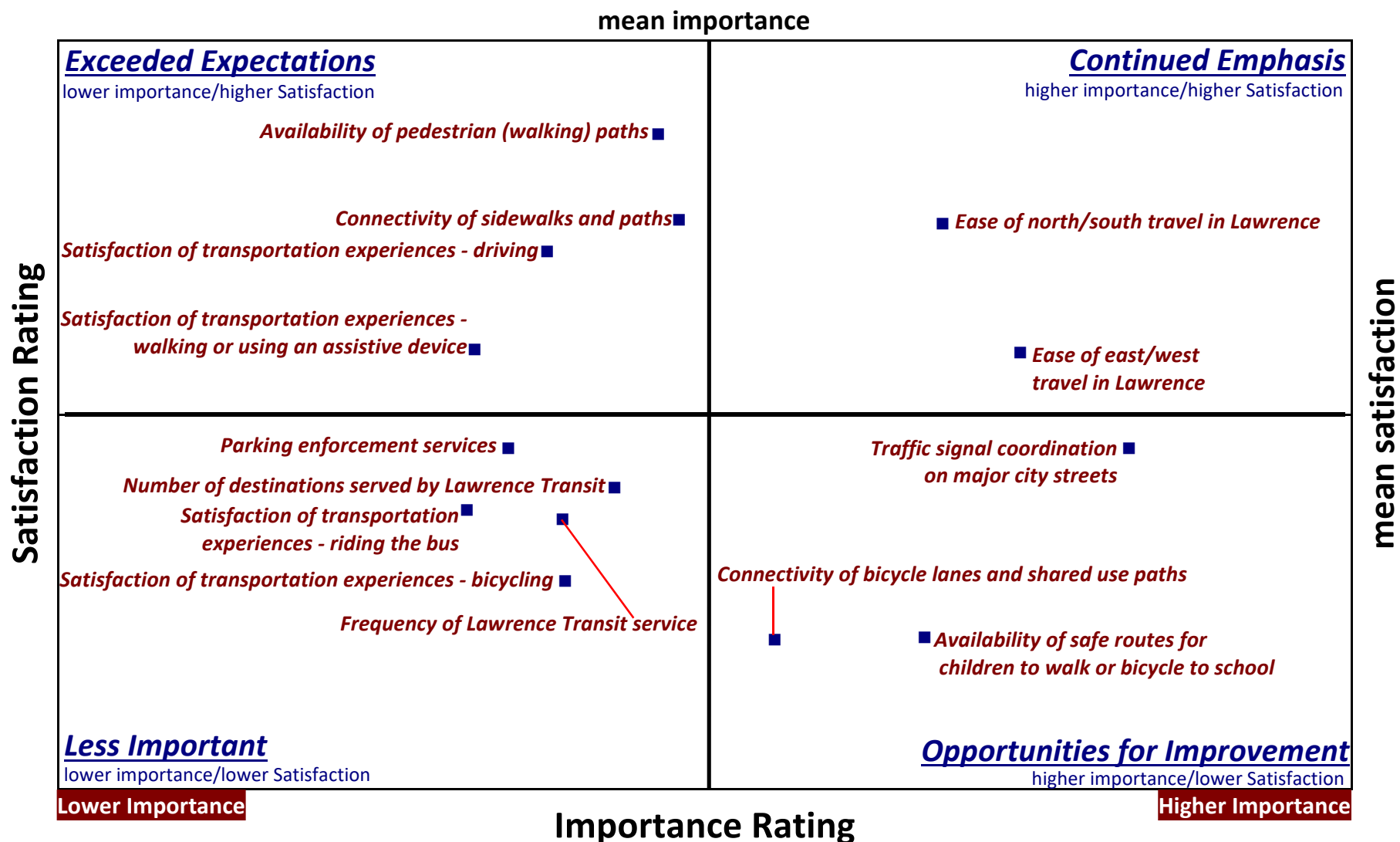


2022 City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-Transportation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)





Tabular Data

Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Overall quality of police services	21.5%	42.8%	19.3%	5.3%	1.9%	9.3%
Overall quality of fire and emergency medical services	36.3%	42.2%	9.0%	0.2%	0.1%	12.1%
Overall maintenance of City streets and utilities	4.4%	25.1%	25.3%	32.4%	12.3%	0.5%
Overall effectiveness of City communication with the public	8.4%	33.7%	35.5%	14.0%	4.0%	4.4%
Overall flow of motor vehicle traffic and congestion management on streets in the City	4.9%	39.2%	25.3%	21.9%	7.4%	1.3%
Overall quality of City water and wastewater utility services	21.6%	54.6%	16.1%	5.8%	1.2%	0.7%
Overall quality of City trash and yard waste services	42.4%	46.2%	6.0%	4.0%	0.9%	0.6%
Overall quality of planning and code enforcement	6.5%	21.1%	35.5%	12.6%	5.3%	19.0%
Overall quality of the City's public transportation	10.2%	27.1%	26.5%	6.1%	2.7%	27.5%
Overall quality of the City's parks and recreation system	28.6%	49.4%	12.0%	5.1%	1.5%	3.4%
Overall quality of customer service by City staff	18.2%	35.0%	22.9%	4.1%	1.1%	18.8%
Overall quality of the Lawrence Public Library	54.8%	26.6%	8.1%	1.5%	1.4%	7.6%

WITHOUT "DON'T KNOW"**Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall quality of police services	23.7%	47.2%	21.2%	5.8%	2.1%
Overall quality of fire and emergency medical services	41.3%	48.1%	10.2%	0.3%	0.1%
Overall maintenance of City streets and utilities	4.5%	25.2%	25.4%	32.6%	12.3%
Overall effectiveness of City communication with the public	8.8%	35.3%	37.1%	14.7%	4.2%
Overall flow of motor vehicle traffic and congestion management on streets in the City	5.0%	39.7%	25.7%	22.2%	7.4%
Overall quality of City water and wastewater utility services	21.7%	55.0%	16.2%	5.9%	1.2%
Overall quality of City trash and yard waste services	42.6%	46.5%	6.0%	4.0%	0.9%
Overall quality of planning and code enforcement	8.1%	26.1%	43.8%	15.6%	6.5%
Overall quality of the City's public transportation	14.0%	37.4%	36.6%	8.4%	3.7%
Overall quality of the City's parks and recreation system	29.6%	51.1%	12.4%	5.3%	1.6%
Overall quality of customer service by City staff	22.4%	43.1%	28.2%	5.0%	1.3%
Overall quality of the Lawrence Public Library	59.3%	28.8%	8.7%	1.6%	1.5%

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

Top choice	Number	Percent
Overall quality of police services	107	12.5 %
Overall quality of fire and emergency medical services	11	1.3 %
Overall maintenance of City streets and utilities	378	44.1 %
Overall effectiveness of City communication with the public	28	3.3 %
Overall flow of motor vehicle traffic and congestion management on streets in the City	103	12.0 %
Overall quality of City water and wastewater utility services	29	3.4 %
Overall quality of City trash and yard waste services	12	1.4 %
Overall quality of planning and code enforcement	56	6.5 %
Overall quality of the City's public transportation	23	2.7 %
Overall quality of the City's parks and recreation system	46	5.4 %
Overall quality of customer service by City staff	6	0.7 %
Overall quality of the Lawrence Public Library	7	0.8 %
None chosen	51	6.0 %
Total	857	100.0 %

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

2nd Choice	Number	Percent
Overall quality of police services	71	8.3 %
Overall quality of fire and emergency medical services	39	4.6 %
Overall maintenance of City streets and utilities	163	19.0 %
Overall effectiveness of City communication with the public	62	7.2 %
Overall flow of motor vehicle traffic and congestion management on streets in the City	175	20.4 %
Overall quality of City water and wastewater utility services	44	5.1 %
Overall quality of City trash and yard waste services	9	1.1 %
Overall quality of planning and code enforcement	80	9.3 %
Overall quality of the City's public transportation	35	4.1 %
Overall quality of the City's parks and recreation system	52	6.1 %
Overall quality of customer service by City staff	17	2.0 %
Overall quality of the Lawrence Public Library	19	2.2 %
None chosen	91	10.6 %
Total	857	100.0 %

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

3rd Choice	Number	Percent
Overall quality of police services	73	8.5 %
Overall quality of fire and emergency medical services	33	3.9 %
Overall maintenance of City streets and utilities	80	9.3 %
Overall effectiveness of City communication with the public	83	9.7 %
Overall flow of motor vehicle traffic and congestion management on streets in the City	93	10.9 %
Overall quality of City water and wastewater utility services	53	6.2 %
Overall quality of City trash and yard waste services	16	1.9 %
Overall quality of planning and code enforcement	73	8.5 %
Overall quality of the City's public transportation	46	5.4 %
Overall quality of the City's parks and recreation system	71	8.3 %
Overall quality of customer service by City staff	26	3.0 %
Overall quality of the Lawrence Public Library	24	2.8 %
None chosen	186	21.7 %
Total	857	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 3)

Sum of top 3 choices	Number	Percent
Overall quality of police services	251	29.3 %
Overall quality of fire and emergency medical services	83	9.7 %
Overall maintenance of City streets and utilities	621	72.5 %
Overall effectiveness of City communication with the public	173	20.2 %
Overall flow of motor vehicle traffic and congestion management on streets in the City	371	43.3 %
Overall quality of City water and wastewater utility services	126	14.7 %
Overall quality of City trash and yard waste services	37	4.3 %
Overall quality of planning and code enforcement	209	24.4 %
Overall quality of the City's public transportation	104	12.1 %
Overall quality of the City's parks and recreation system	169	19.7 %
Overall quality of customer service by City staff	49	5.7 %
Overall quality of the Lawrence Public Library	50	5.8 %
None chosen	51	6.0 %
Total	2294	

Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
The appearance and cleanliness of Downtown Lawrence	18.4%	49.2%	11.9%	15.9%	3.3%	1.3%
The availability of vehicle parking	12.1%	41.0%	19.6%	20.5%	6.1%	0.7%
The availability of bicycle parking	8.6%	18.4%	25.6%	4.7%	1.2%	41.5%
The types of retail and entertainment establishments available	12.4%	41.8%	24.0%	15.5%	3.9%	2.5%
How safe you feel in Downtown Lawrence during the day	42.0%	39.7%	9.9%	5.4%	2.0%	1.1%
How safe you feel in Downtown Lawrence after dark	14.1%	30.9%	22.9%	16.2%	8.5%	7.4%
Downtown Lawrence special events and parades	28.1%	41.4%	21.0%	1.9%	0.7%	6.9%
Beautification of Downtown Lawrence (flowers, trees, art)	39.7%	43.4%	12.5%	2.1%	1.2%	1.2%
Diverse representation of cultural events in Downtown Lawrence	22.9%	36.6%	27.2%	4.6%	0.9%	7.8%

WITHOUT "DON'T KNOW"**Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."(without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The appearance and cleanliness of Downtown Lawrence	18.7%	49.9%	12.1%	16.1%	3.3%
The availability of vehicle parking	12.2%	41.2%	19.7%	20.7%	6.1%
The availability of bicycle parking	14.8%	31.5%	43.7%	8.0%	2.0%
The types of retail and entertainment establishments available	12.7%	42.8%	24.6%	15.9%	3.9%
How safe you feel in Downtown Lawrence during the day	42.5%	40.1%	10.0%	5.4%	2.0%
How safe you feel in Downtown Lawrence after dark	15.2%	33.4%	24.7%	17.5%	9.2%
Downtown Lawrence special events and parades	30.2%	44.5%	22.6%	2.0%	0.8%
Beautification of Downtown Lawrence (flowers, trees, art)	40.1%	43.9%	12.6%	2.1%	1.2%
Diverse representation of cultural events in Downtown Lawrence	24.8%	39.7%	29.5%	4.9%	1.0%

Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Overall value that you receive for your City tax dollars and fees	6.7%	35.9%	25.9%	20.0%	7.0%	4.6%
Overall image of the City	17.9%	51.7%	18.6%	9.1%	1.5%	1.3%
Livability of your neighborhood	37.1%	47.5%	8.6%	4.6%	1.6%	0.6%
Upkeep of your neighborhood	25.7%	44.8%	14.6%	11.8%	2.3%	0.8%
Overall quality of City services	13.7%	57.3%	22.1%	3.9%	0.7%	2.5%
Overall quality of the City's equitable delivery of service	7.6%	33.3%	25.0%	8.1%	3.7%	22.4%
Overall quality of life in the City	20.9%	57.5%	13.7%	5.3%	0.9%	1.8%
Enforcement of City codes and ordinances	6.2%	26.3%	29.9%	12.1%	4.0%	21.6%
The City as a culturally welcoming place where all enjoy life and feel at home	23.2%	42.6%	21.9%	5.1%	1.2%	6.0%

WITHOUT "DON'T KNOW"**Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall value that you receive for your City tax dollars and fees	7.0%	37.7%	27.1%	20.9%	7.3%
Overall image of the City	18.1%	52.4%	18.8%	9.2%	1.5%
Livability of your neighborhood	37.3%	47.8%	8.7%	4.6%	1.6%
Upkeep of your neighborhood	25.9%	45.2%	14.7%	11.9%	2.4%
Overall quality of City services	14.0%	58.7%	22.6%	3.9%	0.7%
Overall quality of the City's equitable delivery of service	9.8%	42.9%	32.2%	10.4%	4.8%
Overall quality of life in the City	21.3%	58.6%	13.9%	5.3%	1.0%
Enforcement of City codes and ordinances	7.9%	33.5%	38.1%	15.5%	5.1%
The City as a culturally welcoming place where all enjoy life and feel at home	24.7%	45.3%	23.3%	5.5%	1.2%

Q5. Which THREE of the items listed in Question 4 on the previous page should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars and fees	301	35.1 %
Overall image of the City	47	5.5 %
Livability of your neighborhood	40	4.7 %
Upkeep of your neighborhood	80	9.3 %
Overall quality of City services	30	3.5 %
Overall quality of the City's equitable delivery of service	76	8.9 %
Overall quality of life in the City	57	6.7 %
Enforcement of City codes and ordinances	53	6.2 %
The City as a culturally welcoming place where all enjoy life and feel at home	63	7.4 %
None chosen	110	12.8 %
Total	857	100.0 %

Q5. Which THREE of the items listed in Question 4 on the previous page should receive the MOST EMPHASIS from City leaders over the next two years?

<u>2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars and fees	86	10.0 %
Overall image of the City	68	7.9 %
Livability of your neighborhood	63	7.4 %
Upkeep of your neighborhood	85	9.9 %
Overall quality of City services	111	13.0 %
Overall quality of the City's equitable delivery of service	74	8.6 %
Overall quality of life in the City	67	7.8 %
Enforcement of City codes and ordinances	79	9.2 %
The City as a culturally welcoming place where all enjoy life and feel at home	65	7.6 %
None chosen	159	18.6 %
Total	857	100.0 %

Q5. Which THREE of the items listed in Question 4 on the previous page should receive the MOST EMPHASIS from City leaders over the next two years?

3 rd choice	Number	Percent
Overall value that you receive for your City tax dollars and fees	70	8.2 %
Overall image of the City	51	6.0 %
Livability of your neighborhood	39	4.6 %
Upkeep of your neighborhood	66	7.7 %
Overall quality of City services	75	8.8 %
Overall quality of the City's equitable delivery of service	61	7.1 %
Overall quality of life in the City	101	11.8 %
Enforcement of City codes and ordinances	72	8.4 %
The City as a culturally welcoming place where all enjoy life and feel at home	74	8.6 %
None chosen	248	28.9 %
Total	857	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the items listed in Question 4 on the previous page should receive the MOST EMPHASIS from City leaders over the next two years? (Sum of Top 3)

Sum of top 3 choices	Number	Percent
Overall value that you receive for your City tax dollars and fees	457	53.3 %
Overall image of the City	166	19.4 %
Livability of your neighborhood	142	16.6 %
Upkeep of your neighborhood	231	27.0 %
Overall quality of City services	216	25.2 %
Overall quality of the City's equitable delivery of service	211	24.6 %
Overall quality of life in the City	225	26.3 %
Enforcement of City codes and ordinances	204	23.8 %
The City as a culturally welcoming place where all enjoy life and feel at home	202	23.6 %
None chosen	110	12.8 %
Total	2164	

Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor."

(N=857)

	Excellent	Good	Neutral	Below Average	Poor	Don't know
The city as a place to live	36.6%	50.2%	8.3%	4.0%	0.2%	0.7%
The City as a place to work	17.0%	35.6%	18.1%	14.8%	4.2%	10.3%
The city as a place to raise children	25.6%	42.0%	13.4%	5.6%	1.5%	11.9%
The city as a place to retire	23.1%	39.0%	13.0%	7.9%	3.9%	13.2%
The city as a place where I feel welcome	32.0%	45.9%	15.5%	3.4%	2.2%	1.1%
City efforts to promote diversity in the community	21.2%	39.7%	23.3%	4.9%	1.8%	9.1%
The City of Lawrence as an employer	6.0%	11.7%	22.1%	5.3%	2.6%	52.5%

WITHOUT "DON'T KNOW"**Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor." (without "don't know")**

(N=857)

	Excellent	Good	Neutral	Below Average	Poor
The city as a place to live	36.9%	50.5%	8.3%	4.0%	0.2%
The City as a place to work	19.0%	39.7%	20.2%	16.5%	4.7%
The city as a place to raise children	29.0%	47.7%	15.2%	6.4%	1.7%
The city as a place to retire	26.6%	44.9%	14.9%	9.1%	4.4%
The city as a place where I feel welcome	32.3%	46.3%	15.7%	3.4%	2.2%
City efforts to promote diversity in the community	23.4%	43.6%	25.7%	5.4%	1.9%
The City of Lawrence as an employer	12.5%	24.6%	46.4%	11.1%	5.4%

Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
City efforts to promote economic development	4.3%	24.9%	29.5%	18.2%	8.8%	14.4%
Overall quality of new development in Lawrence	4.2%	22.8%	30.8%	25.3%	7.5%	9.5%
How well the City is planning growth	3.3%	14.9%	32.9%	24.3%	11.1%	13.5%
Access to quality childcare you can afford	2.2%	6.0%	20.5%	13.2%	8.1%	50.1%
Access to quality healthcare you can afford	12.6%	37.1%	24.3%	11.8%	6.0%	8.3%
Access to quality mental healthcare you can afford	7.2%	21.8%	21.5%	12.0%	9.5%	28.0%
Access to healthy food you can afford	15.6%	45.3%	20.7%	11.6%	4.6%	2.3%
Access to quality housing you can afford	8.3%	26.7%	21.1%	24.2%	14.1%	5.6%
Access to jobs that offer a living wage	3.6%	16.7%	25.4%	21.9%	11.1%	21.2%

WITHOUT "DON'T KNOW"**Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
City efforts to promote economic development	5.0%	29.0%	34.5%	21.3%	10.2%
Overall quality of new development in Lawrence	4.6%	25.1%	34.0%	28.0%	8.2%
How well the City is planning growth	3.8%	17.3%	38.1%	28.1%	12.8%
Access to quality childcare you can afford	4.4%	11.9%	41.1%	26.4%	16.1%
Access to quality healthcare you can afford	13.7%	40.5%	26.5%	12.8%	6.5%
Access to quality mental healthcare you can afford	10.0%	30.3%	29.8%	16.7%	13.1%
Access to healthy food you can afford	16.0%	46.4%	21.1%	11.8%	4.7%
Access to quality housing you can afford	8.8%	28.3%	22.4%	25.6%	15.0%
Access to jobs that offer a living wage	4.6%	21.2%	32.3%	27.9%	14.1%

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?

Top choice	Number	Percent
City efforts to promote economic development	129	15.1 %
Overall quality of new development in Lawrence	59	6.9 %
How well the City is planning growth	113	13.2 %
Access to quality childcare you can afford	47	5.5 %
Access to quality healthcare you can afford	37	4.3 %
Access to quality mental healthcare you can afford	43	5.0 %
Access to healthy food you can afford	45	5.3 %
Access to quality housing you can afford	155	18.1 %
Access to jobs that offer a living wage	123	14.4 %
None chosen	106	12.4 %
Total	857	100.0 %

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?

2nd choice	Number	Percent
City efforts to promote economic development	66	7.7 %
Overall quality of new development in Lawrence	108	12.6 %
How well the City is planning growth	104	12.1 %
Access to quality childcare you can afford	49	5.7 %
Access to quality healthcare you can afford	63	7.4 %
Access to quality mental healthcare you can afford	64	7.5 %
Access to healthy food you can afford	35	4.1 %
Access to quality housing you can afford	134	15.6 %
Access to jobs that offer a living wage	96	11.2 %
None chosen	138	16.1 %
Total	857	100.0 %

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?

3rd choice	Number	Percent
City efforts to promote economic development	68	7.9 %
Overall quality of new development in Lawrence	71	8.3 %
How well the City is planning growth	111	13.0 %
Access to quality childcare you can afford	40	4.7 %
Access to quality healthcare you can afford	51	6.0 %
Access to quality mental healthcare you can afford	45	5.3 %
Access to healthy food you can afford	50	5.8 %
Access to quality housing you can afford	94	11.0 %
Access to jobs that offer a living wage	125	14.6 %
None chosen	202	23.6 %
Total	857	100.0 %

SUM OF TOP 3 CHOICES

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 3)

Sum of top 3 choices	Number	Percent
City efforts to promote economic development	263	30.7 %
Overall quality of new development in Lawrence	238	27.8 %
How well the City is planning growth	328	38.3 %
Access to quality childcare you can afford	136	15.9 %
Access to quality healthcare you can afford	151	17.6 %
Access to quality mental healthcare you can afford	152	17.7 %
Access to healthy food you can afford	130	15.2 %
Access to quality housing you can afford	383	44.7 %
Access to jobs that offer a living wage	344	40.1 %
None chosen	106	12.4 %
Total	2231	

Q9. Diversity. Rate how well you believe the City of Lawrence is currently serving the following populations by using a scale where 5 is "Very Well" and 1 is "Poor."

(N=857)

	Very well	Well	Neutral	Below Average	Poor	Don't know
Non-English speaking persons	7.2%	19.8%	20.3%	8.2%	1.5%	42.9%
Persons with limited physical mobility	7.7%	28.5%	23.2%	10.0%	2.0%	28.6%
Persons with disabilities	8.3%	27.4%	23.3%	9.2%	1.9%	29.9%
Seniors	13.3%	35.8%	20.0%	8.4%	2.5%	20.1%
Persons of color	10.0%	21.4%	23.9%	10.3%	2.1%	32.3%
LGBTQIA+ Community	15.9%	26.1%	22.1%	3.7%	1.2%	31.0%
Efforts are made to represent my culture in the community	14.2%	26.5%	26.4%	5.8%	4.9%	22.2%
I feel welcome in the community	30.3%	44.0%	16.6%	3.9%	2.3%	2.9%

WITHOUT "DON'T KNOW"

Q9. Diversity. Rate how well you believe the City of Lawrence is currently serving the following populations by using a scale where 5 is "Very Well" and 1 is "Poor." (without "don't know")

(N=857)

	Very well	Well	Neutral	Below Average	Poor
Non-English speaking persons	12.7%	34.8%	35.6%	14.3%	2.7%
Persons with limited physical mobility	10.8%	39.9%	32.5%	14.1%	2.8%
Persons with disabilities	11.8%	39.1%	33.3%	13.1%	2.7%
Seniors	16.6%	44.8%	25.0%	10.5%	3.1%
Persons of color	14.8%	31.6%	35.3%	15.2%	3.1%
LGBTQIA+ Community	23.0%	37.9%	32.0%	5.4%	1.7%
Efforts are made to represent my culture in the community	18.3%	34.0%	33.9%	7.5%	6.3%
I feel welcome in the community	31.3%	45.3%	17.1%	4.0%	2.4%

Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
The frequency that police officers patrol your neighborhood	9.3%	33.5%	27.5%	12.4%	3.2%	14.1%
Efforts by police to prevent crime in your neighborhood	9.1%	29.8%	29.9%	7.2%	2.8%	21.2%
How quickly police respond to emergencies	16.9%	35.1%	14.4%	1.6%	1.1%	30.9%
The professionalism of police officers	24.4%	36.2%	15.4%	3.6%	2.1%	18.3%
How effectively the City enforces traffic offenses	9.3%	26.0%	25.1%	11.8%	6.5%	21.2%
School Resource Officers	8.3%	13.4%	16.8%	4.3%	2.5%	54.7%
Quality of animal control services	9.1%	25.8%	20.7%	5.4%	2.5%	36.6%
Police related education programs	6.1%	11.6%	20.8%	3.9%	1.9%	55.9%
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	9.2%	17.6%	21.4%	11.0%	3.3%	37.6%
Overall treatment of people by Lawrence Police Department	19.0%	32.9%	21.7%	4.7%	3.3%	18.4%
Overall trust in the Lawrence Police Department	19.5%	39.0%	23.2%	6.0%	4.4%	7.9%

WITHOUT "DON'T KNOW"**Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The frequency that police officers patrol your neighborhood	10.9%	39.0%	32.1%	14.4%	3.7%
Efforts by police to prevent crime in your neighborhood	11.6%	37.8%	37.9%	9.2%	3.6%
How quickly police respond to emergencies	24.5%	50.8%	20.8%	2.4%	1.5%
The professionalism of police officers	29.9%	44.3%	18.9%	4.4%	2.6%
How effectively the City enforces traffic offenses	11.9%	33.0%	31.9%	15.0%	8.3%
School Resource Officers	18.3%	29.6%	37.1%	9.5%	5.4%
Quality of animal control services	14.4%	40.7%	32.6%	8.5%	3.9%
Police related education programs	13.8%	26.2%	47.1%	8.7%	4.2%
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	14.8%	28.2%	34.2%	17.6%	5.2%
Overall treatment of people by Lawrence Police Department	23.3%	40.3%	26.6%	5.7%	4.0%
Overall trust in the Lawrence Police Department	21.2%	42.3%	25.2%	6.5%	4.8%

Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe."

(N=857)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't know
Walking in your neighborhood during the day	69.4%	27.0%	2.2%	0.4%	0.1%	0.9%
Walking in your neighborhood after dark	25.7%	43.1%	16.2%	10.2%	1.8%	3.2%
In City parks	16.3%	41.8%	22.4%	9.9%	2.8%	6.8%
Riding a bicycle in Lawrence	11.7%	28.1%	23.5%	10.7%	2.9%	23.1%
Navigating busy intersections on foot	10.4%	36.2%	27.4%	17.0%	3.7%	5.3%
Navigating busy intersections on a bicycle	5.5%	19.1%	24.4%	16.8%	6.1%	28.1%
Overall feeling of safety in Lawrence	18.9%	58.2%	18.2%	2.5%	0.6%	1.6%

WITHOUT "DON'T KNOW"

Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe." (without "don't know")

(N=857)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Walking in your neighborhood during the day	70.1%	27.2%	2.2%	0.4%	0.1%
Walking in your neighborhood after dark	26.5%	44.5%	16.7%	10.5%	1.8%
In City parks	17.5%	44.8%	24.0%	10.6%	3.0%
Riding a bicycle in Lawrence	15.2%	36.6%	30.5%	14.0%	3.8%
Navigating busy intersections on foot	11.0%	38.2%	28.9%	18.0%	3.9%
Navigating busy intersections on a bicycle	7.6%	26.6%	33.9%	23.4%	8.4%
Overall feeling of safety in Lawrence	19.2%	59.2%	18.5%	2.5%	0.6%

Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Overall quality of fire services	30.5%	36.8%	5.7%	0.1%	0.0%	27.0%
Overall trust in the Lawrence-Douglas County Fire Department	37.6%	39.4%	7.0%	0.1%	0.0%	15.9%
How quickly emergency medical services personnel respond	32.4%	31.6%	7.4%	0.2%	0.2%	28.1%
Professionalism of the City's fire and emergency medical services personnel	37.5%	33.7%	4.9%	0.0%	0.0%	23.9%
Quality of medical care provided by the City's fire medical services personnel	31.5%	27.5%	6.5%	0.0%	0.0%	34.4%
The City's fire medical education programs	14.5%	14.7%	12.0%	0.9%	0.2%	57.6%
The City's fire business inspection program	11.8%	16.8%	13.1%	0.8%	0.4%	57.2%

WITHOUT "DON'T KNOW"**Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall quality of fire services	41.7%	50.3%	7.8%	0.2%	0.0%
Overall trust in the Lawrence-Douglas County Fire Department	44.7%	46.9%	8.3%	0.1%	0.0%
How quickly emergency medical services personnel respond	45.1%	44.0%	10.2%	0.3%	0.3%
Professionalism of the City's fire and emergency medical services personnel	49.2%	44.3%	6.4%	0.0%	0.0%
Quality of medical care provided by the City's fire medical services personnel	48.0%	42.0%	10.0%	0.0%	0.0%
The City's fire medical education programs	34.2%	34.7%	28.4%	2.2%	0.6%
The City's fire business inspection program	27.5%	39.2%	30.5%	1.9%	0.8%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Appearance/Cleanliness of City parks	26.8%	53.4%	11.7%	4.4%	1.4%	2.2%
Condition of equipment	19.1%	48.8%	15.4%	3.5%	0.9%	12.3%
Number of City parks	25.6%	51.8%	12.6%	5.1%	1.4%	3.5%
Number of walking and biking trails	26.5%	46.2%	12.7%	8.1%	1.2%	5.4%
City outdoor recreation facilities	21.9%	45.9%	16.6%	4.8%	1.5%	9.3%
City indoor recreation facilities	24.2%	41.1%	16.7%	5.5%	1.2%	11.4%
Availability of gym space	15.3%	31.4%	21.6%	6.5%	0.8%	24.4%
The City's indoor aquatic facilities	15.6%	30.9%	16.0%	6.7%	2.8%	28.0%
The City's outdoor aquatic facilities	15.1%	31.9%	19.0%	5.8%	2.8%	25.4%
Availability of sports fields in Lawrence	16.5%	34.3%	16.7%	4.1%	1.9%	26.6%
Availability of information about parks and recreation programs	22.1%	41.4%	19.6%	5.7%	1.4%	9.8%
City's landscaping efforts	32.8%	45.0%	14.7%	2.8%	0.8%	3.9%
Quality of recreation programs offered by the City	20.5%	37.9%	18.3%	2.9%	0.6%	19.7%
Cost of parks/recreation programs and services offered by the City	17.5%	36.9%	19.3%	3.0%	1.8%	21.6%
Amount of arts, cultural opportunities, and related events	25.8%	42.8%	16.2%	3.7%	1.2%	10.3%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Welcoming environment of City parks and recreation facilities	25.9%	46.7%	16.5%	2.2%	0.9%	7.8%

WITHOUT "DON'T KNOW"**Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Appearance/Cleanliness of City parks	27.4%	54.7%	11.9%	4.5%	1.4%
Condition of equipment	21.8%	55.6%	17.6%	4.0%	1.1%
Number of City parks	26.5%	53.7%	13.1%	5.3%	1.5%
Number of walking and biking trails	28.0%	48.8%	13.4%	8.5%	1.2%
City outdoor recreation facilities	24.2%	50.6%	18.3%	5.3%	1.7%
City indoor recreation facilities	27.3%	46.4%	18.8%	6.2%	1.3%
Availability of gym space	20.2%	41.5%	28.5%	8.6%	1.1%
The City's indoor aquatic facilities	21.7%	42.9%	22.2%	9.2%	3.9%
The City's outdoor aquatic facilities	20.2%	42.7%	25.5%	7.8%	3.8%
Availability of sports fields in Lawrence	22.4%	46.7%	22.7%	5.6%	2.5%
Availability of information about parks and recreation programs	24.5%	45.9%	21.7%	6.3%	1.6%
City's landscaping efforts	34.1%	46.8%	15.3%	2.9%	0.8%
Quality of recreation programs offered by the City	25.6%	47.2%	22.8%	3.6%	0.7%
Cost of parks/recreation programs and services offered by the City	22.3%	47.0%	24.6%	3.9%	2.2%
Amount of arts, cultural opportunities, and related events	28.7%	47.7%	18.1%	4.2%	1.3%
Welcoming environment of City parks and recreation facilities	28.1%	50.6%	17.8%	2.4%	1.0%

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years?

Top choice	Number	Percent
Appearance/cleanliness of City parks	121	14.1 %
Condition of equipment	52	6.1 %
Number of City parks	34	4.0 %
Number of walking and biking trails	106	12.4 %
City outdoor recreation facilities	21	2.5 %
City indoor recreation facilities	26	3.0 %
Availability of gym space	22	2.6 %
The City's indoor aquatic facilities	36	4.2 %
The City's outdoor aquatic facilities	29	3.4 %
Availability of sports fields in Lawrence	22	2.6 %
Availability of information about parks and recreation programs	39	4.6 %
City's landscaping efforts	21	2.5 %
Quality of recreation programs offered by the City	24	2.8 %
Cost of parks/recreation programs and services offered by the City	24	2.8 %
Amount of arts, cultural opportunities, and related events	26	3.0 %
Welcoming environment of City parks and recreation facilities	17	2.0 %
None chosen	237	27.7 %
Total	857	100.0 %

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years?

2nd Choice	Number	Percent
Appearance/cleanliness of City parks	58	6.8 %
Condition of equipment	48	5.6 %
Number of City parks	29	3.4 %
Number of walking and biking trails	60	7.0 %
City outdoor recreation facilities	27	3.2 %
City indoor recreation facilities	22	2.6 %
Availability of gym space	29	3.4 %
The City's indoor aquatic facilities	30	3.5 %
The City's outdoor aquatic facilities	22	2.6 %
Availability of sports fields in Lawrence	12	1.4 %
Availability of information about parks and recreation programs	28	3.3 %
City's landscaping efforts	36	4.2 %
Quality of recreation programs offered by the City	41	4.8 %
Cost of parks/recreation programs and services offered by the City	44	5.1 %
Amount of arts, cultural opportunities, and related events	45	5.3 %
Welcoming environment of City parks and recreation facilities	25	2.9 %
None chosen	301	35.1 %
Total	857	100.0 %

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years?

3rd Choice	Number	Percent
Appearance/cleanliness of City parks	46	5.4 %
Condition of equipment	40	4.7 %
Number of City parks	28	3.3 %
Number of walking and biking trails	37	4.3 %
City outdoor recreation facilities	30	3.5 %
City indoor recreation facilities	24	2.8 %
Availability of gym space	20	2.3 %
The City's indoor aquatic facilities	23	2.7 %
The City's outdoor aquatic facilities	13	1.5 %
Availability of sports fields in Lawrence	17	2.0 %
Availability of information about parks and recreation programs	24	2.8 %
City's landscaping efforts	34	4.0 %
Quality of recreation programs offered by the City	37	4.3 %
Cost of parks/recreation programs and services offered by the City	29	3.4 %
Amount of arts, cultural opportunities, and related events	53	6.2 %
Welcoming environment of City parks and recreation facilities	28	3.3 %
None chosen	374	43.6 %
Total	857	100.0 %

SUM OF TOP 3 CHOICES

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 3)

Sum of top 3 choices	Number	Percent
Appearance/cleanliness of City parks	225	26.3 %
Condition of equipment	140	16.3 %
Number of City parks	91	10.6 %
Number of walking and biking trails	203	23.7 %
City outdoor recreation facilities	78	9.1 %
City indoor recreation facilities	72	8.4 %
Availability of gym space	71	8.3 %
The City's indoor aquatic facilities	89	10.4 %
The City's outdoor aquatic facilities	64	7.5 %
Availability of sports fields in Lawrence	51	6.0 %
Availability of information about parks and recreation programs	91	10.6 %
City's landscaping efforts	91	10.6 %
Quality of recreation programs offered by the City	102	11.9 %
Cost of parks/recreation programs and services offered by the City	97	11.3 %
Amount of arts, cultural opportunities, and related events	124	14.5 %
Welcoming environment of City parks and recreation facilities	70	8.2 %
None chosen	237	27.7 %
Total	1896	

Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Condition of major City streets	5.3%	35.4%	19.7%	28.1%	9.8%	1.8%
Condition of streets in your neighborhood	7.7%	32.3%	20.4%	25.7%	12.4%	1.5%
Timeliness of street maintenance repairs	3.3%	18.0%	24.3%	32.0%	15.9%	6.7%
Condition of sidewalks in your neighborhood	9.7%	34.0%	20.2%	17.4%	7.2%	11.6%
Maintenance of pavement markings	6.0%	26.0%	27.8%	21.4%	10.2%	8.8%
Adequacy of city street lighting	7.5%	38.2%	25.6%	17.4%	8.1%	3.4%
Snow removal on major City streets	22.3%	52.3%	16.7%	4.1%	2.0%	2.7%
Snow removal on neighborhood streets	11.6%	41.3%	21.6%	16.1%	6.7%	2.8%
Street sweeping services provided by the City	11.0%	38.7%	24.0%	9.1%	3.4%	13.8%
Maintenance of curbs and gutters on city streets	7.6%	31.2%	24.2%	18.0%	10.9%	8.3%

WITHOUT "DON'T KNOW"

Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Condition of major City streets	5.3%	36.0%	20.1%	28.6%	10.0%
Condition of streets in your neighborhood	7.8%	32.8%	20.7%	26.1%	12.6%
Timeliness of street maintenance repairs	3.5%	19.3%	26.0%	34.3%	17.0%
Condition of sidewalks in your neighborhood	10.9%	38.4%	22.8%	19.7%	8.2%
Maintenance of pavement markings	6.5%	28.5%	30.4%	23.4%	11.1%
Adequacy of city street lighting	7.7%	39.5%	26.4%	18.0%	8.3%
Snow removal on major City streets	22.9%	53.7%	17.1%	4.2%	2.0%
Snow removal on neighborhood streets	11.9%	42.5%	22.2%	16.6%	6.8%
Street sweeping services provided by the City	12.7%	44.9%	27.9%	10.6%	3.9%
Maintenance of curbs and gutters on city streets	8.3%	34.0%	26.3%	19.6%	11.8%

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years?

Top choice	Number	Percent
Condition of major City streets	253	29.5 %
Condition of streets in your neighborhood	124	14.5 %
Timeliness of street maintenance repairs	95	11.1 %
Condition of sidewalks in your neighborhood [If there are no sidewalks in your neighborhood, please circle 9]	77	9.0 %
Maintenance of pavement markings	42	4.9 %
Adequacy of city street lighting	47	5.5 %
Snow removal on major City streets	9	1.1 %
Snow removal on neighborhood streets	32	3.7 %
Street sweeping services provided by the City	7	0.8 %
Maintenance of curbs and gutters on city streets	47	5.5 %
None chosen	124	14.5 %
Total	857	100.0 %

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years?

2nd choice	Number	Percent
Condition of major City streets	73	8.5 %
Condition of streets in your neighborhood	127	14.8 %
Timeliness of street maintenance repairs	150	17.5 %
Condition of sidewalks in your neighborhood [If there are no sidewalks in your neighborhood, please circle 9]	54	6.3 %
Maintenance of pavement markings	55	6.4 %
Adequacy of city street lighting	74	8.6 %
Snow removal on major City streets	18	2.1 %
Snow removal on neighborhood streets	49	5.7 %
Street sweeping services provided by the City	12	1.4 %
Maintenance of curbs and gutters on city streets	67	7.8 %
None chosen	178	20.8 %
Total	857	100.0 %

SUM OF TOP 2 CHOICES

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 2)

Sum of top 2 choices	Number	Percent
Condition of major City streets	326	38.0 %
Condition of streets in your neighborhood	251	29.3 %
Timeliness of street maintenance repairs	245	28.6 %
Condition of sidewalks in your neighborhood [If there are no sidewalks in your neighborhood, please circle 9]	131	15.3 %
Maintenance of pavement markings	97	11.3 %
Adequacy of city street lighting	121	14.1 %
Snow removal on major City streets	27	3.2 %
Snow removal on neighborhood streets	81	9.5 %
Street sweeping services provided by the City	19	2.2 %
Maintenance of curbs and gutters on city streets	114	13.3 %
Not provided	124	14.5 %
Total	1536	

Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Taste of your drinking water	22.9%	46.1%	15.4%	10.2%	2.6%	2.9%
Smell of your drinking water	23.3%	46.6%	17.0%	8.2%	2.1%	2.8%
Quality of your drinking water	23.0%	45.3%	17.9%	7.6%	2.0%	4.3%
The reliability of your water service	39.9%	48.0%	8.5%	1.2%	0.6%	1.9%
Water pressure in your home	37.6%	47.1%	8.5%	3.5%	1.8%	1.5%
The accuracy of your water bill	19.1%	38.6%	22.1%	4.9%	3.0%	12.3%
How well the City keeps you informed about planned disruptions to your water service	18.1%	34.1%	21.1%	3.6%	1.3%	21.8%
Overall value that you receive for water and wastewater utility rates	14.7%	35.8%	24.7%	13.9%	5.7%	5.1%

WITHOUT "DON'T KNOW"

Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Taste of your drinking water	23.6%	47.5%	15.9%	10.5%	2.6%
Smell of your drinking water	24.0%	47.9%	17.5%	8.4%	2.2%
Quality of your drinking water	24.0%	47.3%	18.7%	7.9%	2.1%
The reliability of your water service	40.7%	48.9%	8.7%	1.2%	0.6%
Water pressure in your home	38.2%	47.9%	8.6%	3.6%	1.8%
The accuracy of your water bill	21.8%	44.0%	25.1%	5.6%	3.5%
How well the City keeps you informed about planned disruptions to your water service	23.1%	43.6%	27.0%	4.6%	1.6%
Overall value that you receive for water and wastewater utility rates	15.5%	37.8%	26.1%	14.6%	6.0%

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years?

Top Choice	Number	Percent
Taste of your drinking water	67	7.8 %
Smell of your drinking water	19	2.2 %
Quality of your drinking water	195	22.8 %
The reliability of your water service	21	2.5 %
Water pressure in your home	30	3.5 %
The accuracy of your water bill	53	6.2 %
How well the City keeps you informed about planned disruptions to your water service	29	3.4 %
Overall value that you receive for water and wastewater utility rates	185	21.6 %
None chosen	258	30.1 %
Total	857	100.0 %

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years?

2nd Choice	Number	Percent
Taste of your drinking water	71	8.3 %
Smell of your drinking water	47	5.5 %
Quality of your drinking water	88	10.3 %
The reliability of your water service	60	7.0 %
Water pressure in your home	24	2.8 %
The accuracy of your water bill	51	6.0 %
How well the City keeps you informed about planned disruptions to your water service	33	3.9 %
Overall value that you receive for water and wastewater utility rates	111	13.0 %
None chosen	372	43.4 %
Total	857	56.6 %

SUM OF TOP 2 CHOICES

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 2)

Sum of top 2 choices	Number	Percent
Taste of your drinking water	138	16.1 %
Smell of your drinking water	66	7.7 %
Quality of your drinking water	283	33.0 %
The reliability of your water service	81	9.5 %
Water pressure in your home	54	6.3 %
The accuracy of your water bill	104	12.1 %
How well the City keeps you informed about planned disruptions to your water service	62	7.2 %
Overall value that you receive for water and wastewater utility rates	296	34.5 %
None chosen	258	30.1 %
Total	1342	

Q19. Solid Waste Disposal Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Overall quality of residential trash services	47.3%	42.4%	5.0%	2.6%	0.8%	2.0%
Overall quality of residential recycling services	43.5%	40.7%	7.1%	4.4%	0.9%	3.3%
Overall quality of yard waste collection services	42.7%	36.4%	7.1%	1.9%	1.4%	10.5%
Overall quality of the City's drop-off recycling sites	19.1%	27.3%	14.2%	5.3%	1.2%	32.9%

WITHOUT "DON'T KNOW"

Q19. Solid Waste Disposal Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall quality of residential trash services	48.2%	43.2%	5.1%	2.6%	0.8%
Overall quality of residential recycling services	45.0%	42.1%	7.4%	4.6%	1.0%
Overall quality of yard waste collection services	47.7%	40.7%	8.0%	2.1%	1.6%
Overall quality of the City's drop-off recycling sites	28.5%	40.7%	21.2%	7.8%	1.7%

Q20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Availability of information about services and activities	17.5%	37.5%	27.2%	7.6%	1.5%	8.8%
City's efforts to keep you informed about city-related issues	16.0%	35.8%	26.8%	10.9%	2.6%	7.9%
Responsiveness of City social media accounts	7.8%	16.9%	10.2%	2.0%	0.6%	62.5%
The level of public involvement in local decision-making	7.6%	21.6%	28.4%	13.3%	6.2%	23.0%
Ease in communication with City departments and staff	9.5%	25.2%	25.2%	7.4%	4.3%	28.5%

WITHOUT "DON'T KNOW"**Q20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Availability of information about services and activities	19.2%	41.0%	29.8%	8.3%	1.7%
City's efforts to keep you informed about city-related issues	17.4%	38.9%	29.2%	11.8%	2.8%
Responsiveness of City social media accounts	20.9%	45.2%	27.1%	5.3%	1.6%
The level of public involvement in local decision-making	9.8%	28.0%	36.8%	17.3%	8.0%
Ease in communication with City departments and staff	13.2%	35.2%	35.2%	10.3%	6.0%

Q21. City Communication. Please indicate how often you use each communication source using a scale where 5 is "Often" and 1 is "Never"

(N=857)

	Often	4	3	2	Never	Not provided
The City website (www.Lawrenceks.org)	10.4%	14.1%	30.7%	21.6%	20.0%	3.3%
City newsletter (The Flame)	8.4%	10.3%	12.4%	12.3%	53.2%	3.5%
Parks and Recreation guide	11.3%	19.5%	23.0%	19.1%	24.3%	2.8%
Email subscription notifications	10.0%	7.6%	9.2%	8.4%	59.7%	5.0%
Facebook	9.2%	8.2%	10.4%	8.9%	60.2%	3.2%
Twitter	3.4%	4.7%	4.7%	4.9%	78.4%	4.0%
NextDoor	5.8%	7.5%	9.5%	7.2%	65.8%	4.2%
Direct Mail	13.2%	15.5%	23.1%	15.8%	27.5%	4.9%
Local media outlets (newspaper)	25.8%	17.3%	16.0%	12.4%	24.9%	3.7%
Solid Waste App	6.4%	5.8%	7.9%	6.2%	68.8%	4.8%
Calling the City by phone	7.5%	11.7%	20.3%	25.1%	32.1%	3.4%

WITHOUT "NOT PROVIDED"

Q21. City Communication. Please indicate how often you use each communication source using a scale where 5 is "Often" and 1 is "Never" (without "not provided")

(N=857)

	Often	4	3	2	Never
The City website (www.lawrenceks.org)	10.7%	14.6%	31.7%	22.3%	20.6%
City newsletter (The Flame)	8.7%	10.6%	12.8%	12.7%	55.1%
Parks and Recreation guide	11.6%	20.0%	23.6%	19.7%	25.0%
Email subscription notifications	10.6%	8.0%	9.7%	8.8%	62.9%
Facebook	9.5%	8.4%	10.7%	9.2%	62.2%
Twitter	3.5%	4.9%	4.9%	5.1%	81.7%
NextDoor	6.1%	7.8%	9.9%	7.6%	68.7%
Direct Mail	13.9%	16.3%	24.3%	16.6%	29.0%
Local media outlets (newspaper)	26.8%	17.9%	16.6%	12.8%	25.8%
Solid Waste App	6.7%	6.1%	8.3%	6.5%	72.3%
Calling the City by phone	7.7%	12.1%	21.0%	26.0%	33.2%

Q21b. City Communication. Please rank the effectiveness of each communicating source use each communication source using a scale where 5 is "Effective" and 1 is "Ineffective"

(N=857)

	Effective	4	3	2	Ineffective	Not provided
The City website	19.0%	21.9%	21.7%	5.7%	3.3%	28.4%
City newsletter (The Flame)	11.6%	10.7%	14.1%	6.1%	11.6%	46.0%
Parks and recreation guide	22.1%	21.2%	16.3%	4.2%	3.4%	32.8%
Email subscription notifications	13.8%	9.2%	13.5%	4.8%	8.4%	50.3%
Facebook	8.5%	7.7%	14.8%	4.1%	11.7%	53.2%
Twitter	4.9%	3.6%	12.0%	2.9%	14.1%	62.4%
Nextdoor	5.7%	5.5%	14.5%	4.4%	14.2%	55.7%
Direct Mail	17.5%	15.5%	16.7%	3.9%	5.8%	40.6%
Local media outlets (newspaper)	18.4%	17.9%	14.7%	6.4%	6.2%	36.4%
Solid waste app	9.3%	5.0%	13.2%	3.5%	11.7%	57.3%
Calling the City by phone	16.8%	15.6%	16.3%	6.3%	6.5%	38.4%

WITHOUT "NOT PROVIDED"

Q21b. City Communication. Please rank the effectiveness of each communicating source use each communication source using a scale where 5 is "Effective" and 1 is "Ineffective" (without "not provided")

(N=857)

	Effective	4	3	2	Ineffective
The City website	26.5%	30.6%	30.3%	8.0%	4.6%
City newsletter (The Flame)	21.4%	19.9%	26.1%	11.2%	21.4%
Parks and recreation guide	32.8%	31.6%	24.3%	6.3%	5.0%
Email subscription notifications	27.7%	18.5%	27.2%	9.6%	16.9%
Facebook	18.2%	16.5%	31.7%	8.7%	24.9%
Twitter	13.0%	9.6%	32.0%	7.8%	37.6%
Nextdoor	12.9%	12.4%	32.6%	10.0%	32.1%
Direct Mail	29.5%	26.1%	28.1%	6.5%	9.8%
Local media outlets (newspaper)	29.0%	28.1%	23.1%	10.1%	9.7%
Solid waste app	21.9%	11.7%	30.9%	8.2%	27.3%
Calling the City by phone	27.3%	25.4%	26.5%	10.2%	10.6%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Ease of north/south travel in Lawrence	9.6%	45.9%	21.9%	12.4%	3.2%	7.1%
Ease of east/west travel in Lawrence	8.6%	40.8%	23.9%	15.9%	4.3%	6.4%
Connectivity of bicycle lanes and shared use paths	5.6%	18.3%	22.2%	14.2%	3.5%	36.2%
Traffic signal coordination on major city streets	8.1%	37.1%	24.2%	17.7%	7.7%	5.3%
Availability of safe routes for children to walk or bicycle to school	5.4%	16.8%	21.1%	11.4%	4.2%	41.1%
The number of destinations served by Lawrence Transit	5.7%	14.0%	14.1%	7.7%	1.6%	56.8%
The frequency of Lawrence Transit service	5.8%	13.5%	15.9%	6.1%	2.8%	55.9%
Availability of pedestrian (walking) paths in Lawrence	14.0%	41.5%	20.3%	7.8%	2.5%	13.9%
Pedestrian connectivity of sidewalks and paths	11.0%	39.3%	23.2%	7.8%	2.7%	16.0%
Parking enforcement services	8.6%	30.1%	32.4%	5.6%	4.4%	18.8%
Satisfaction of transportation experiences-driving	7.2%	43.4%	26.4%	7.7%	2.3%	13.0%
Satisfaction of transportation experiences-walking or using an assistive device	6.7%	27.2%	23.3%	5.4%	1.3%	36.2%
Satisfaction of transportation experiences-bicycling	5.4%	16.0%	20.8%	8.2%	2.2%	47.5%
Satisfaction of transportation experiences-riding the bus	4.3%	10.5%	13.9%	3.7%	0.9%	66.6%

WITHOUT "DON'T KNOW"**Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Ease of north/south travel in Lawrence	10.3%	49.4%	23.6%	13.3%	3.4%
Ease of east/west travel in Lawrence	9.2%	43.6%	25.6%	17.0%	4.6%
Connectivity of bicycle lanes and shared use paths	8.8%	28.7%	34.7%	22.3%	5.5%
Traffic signal coordination on major city streets	8.5%	39.2%	25.5%	18.7%	8.1%
Availability of safe routes for children to walk or bicycle to school	9.1%	28.5%	35.8%	19.4%	7.1%
The number of destinations served by Lawrence Transit	13.2%	32.4%	32.7%	17.8%	3.8%
The frequency of Lawrence Transit service	13.2%	30.7%	36.0%	13.8%	6.3%
Availability of pedestrian (walking) paths in Lawrence	16.3%	48.2%	23.6%	9.1%	2.8%
Pedestrian connectivity of sidewalks and paths	13.1%	46.8%	27.6%	9.3%	3.2%
Parking enforcement services	10.6%	37.1%	39.9%	6.9%	5.5%
Satisfaction of transportation experiences-driving	8.3%	49.9%	30.3%	8.8%	2.7%
Satisfaction of transportation experiences-walking or using an assistive device	10.4%	42.6%	36.6%	8.4%	2.0%
Satisfaction of transportation experiences-bicycling	10.2%	30.4%	39.6%	15.6%	4.2%
Satisfaction of transportation experiences-riding the bus	12.9%	31.5%	41.6%	11.2%	2.8%

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years?

Top Choice	Number	Percent
Ease of north/south travel in Lawrence	100	11.7 %
Ease of east/west travel in Lawrence	78	9.1 %
Connectivity of bicycle lanes and shared use paths	63	7.4 %
Traffic signal coordination on major city streets	128	14.9 %
Availability of safe routes for children to walk or bicycle to school	87	10.2 %
The number of destinations served by Lawrence Transit	24	2.8 %
The frequency of Lawrence Transit service	24	2.8 %
Availability of pedestrian (walking) paths in Lawrence	21	2.5 %
Pedestrian connectivity of sidewalks and paths	20	2.3 %
Parking enforcement services	19	2.2 %
Satisfaction of transportation experiences-driving	12	1.4 %
Satisfaction of transportation experiences-walking or using an assistive device	9	1.1 %
Satisfaction of transportation experiences-bicycling	21	2.5 %
Satisfaction of transportation experiences-riding the bus	11	1.3 %
None chosen	240	28.0 %
Total	857	100.0 %

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years?

2nd Choice	Number	Percent
Ease of north/south travel in Lawrence	58	6.8 %
Ease of east/west travel in Lawrence	93	10.9 %
Connectivity of bicycle lanes and shared use paths	36	4.2 %
Traffic signal coordination on major city streets	64	7.5 %
Availability of safe routes for children to walk or bicycle to school	65	7.6 %
The number of destinations served by Lawrence Transit	40	4.7 %
The frequency of Lawrence Transit service	22	2.6 %
Availability of pedestrian (walking) paths in Lawrence	41	4.8 %
Pedestrian connectivity of sidewalks and paths	39	4.6 %
Parking enforcement services	12	1.4 %
Satisfaction of transportation experiences-driving	24	2.8 %
Satisfaction of transportation experiences-walking or using an assistive device	13	1.5 %
Satisfaction of transportation experiences-bicycling	23	2.7 %
Satisfaction of transportation experiences-riding the bus	14	1.6 %
None chosen	313	36.5 %
Total	857	100.0 %

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years?

3rd Choice	Number	Percent
Ease of north/south travel in Lawrence	36	4.2 %
Ease of east/west travel in Lawrence	49	5.7 %
Connectivity of bicycle lanes and shared use paths	39	4.6 %
Traffic signal coordination on major city streets	64	7.5 %
Availability of safe routes for children to walk or bicycle to school	36	4.2 %
The number of destinations served by Lawrence Transit	21	2.5 %
The frequency of Lawrence Transit service	22	2.6 %
Availability of pedestrian (walking) paths in Lawrence	38	4.4 %
Pedestrian connectivity of sidewalks and paths	48	5.6 %
Parking enforcement services	20	2.3 %
Satisfaction of transportation experiences-driving	27	3.2 %
Satisfaction of transportation experiences-walking or using an assistive device	17	2.0 %
Satisfaction of transportation experiences-bicycling	25	2.9 %
Satisfaction of transportation experiences-riding the bus	12	1.4 %
None chosen	403	47.0 %
Total	857	100.0 %

SUM OF TOP 3 CHOICES

Q23. Which THREE of the items listed in Question 12 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 3)

Sum of top 3 choices	Number	Percent
Ease of north/south travel in Lawrence	194	22.6 %
Ease of east/west travel in Lawrence	220	25.7 %
Connectivity of bicycle lanes and shared use paths	138	16.1 %
Traffic signal coordination on major city streets	256	29.9 %
Availability of safe routes for children to walk or bicycle to school	188	21.9 %
The number of destinations served by Lawrence Transit	85	9.9 %
The frequency of Lawrence Transit service	68	7.9 %
Availability of pedestrian (walking) paths in Lawrence	100	11.7 %
Pedestrian connectivity of sidewalks and paths	107	12.5 %
Parking enforcement services	51	6.0 %
Satisfaction of transportation experiences-driving	63	7.4 %
Satisfaction of transportation experiences-walking or using an assistive device	39	4.6 %
Satisfaction of transportation experiences-bicycling	69	8.1 %
Satisfaction of transportation experiences-riding the bus	37	4.3 %
None chosen	240	28.0 %
Total	1855	

Q24. Use of Services. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months.

(N=857)

	Yes	No	Not provided
Used Lawrence Transit services operated by the City	15.4%	81.9%	2.7%
Enrolled in recreation programs offered by the City	31.9%	66.0%	2.1%
Visited City recreation facilities	72.7%	24.9%	2.5%
Visited the City Library	74.3%	23.9%	1.8%
Had contact with the City's Fire Medical Department	24.0%	73.7%	2.2%
Had contact with the Police Department	38.2%	59.5%	2.3%
Used a walking/biking trail or path	77.7%	20.4%	1.9%
Used a bicycle lane	32.9%	64.4%	2.7%
Put out recycling for curbside collection	92.1%	6.0%	2.0%
Viewed or attended a City Commission meeting	26.0%	71.6%	2.3%
Viewed or attended an advisory board/ commission meeting	13.3%	84.0%	2.7%

WITHOUT "NOT PROVIDED"

Q24. Use of Services. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months. (without "not provided")

(N=857)

	Yes	No
Used Lawrence Transit services operated by the City	15.8%	84.2%
Enrolled in recreation programs offered by the City	32.5%	67.5%
Visited City recreation facilities	74.5%	25.5%
Visited the City Library	75.7%	24.3%
Had contact with the City's Fire Medical Department	24.6%	75.4%
Had contact with the Police Department	39.1%	60.9%
Used a walking/biking trail or path	79.2%	20.8%
Used a bicycle lane	33.8%	66.2%
Put out recycling for curbside collection	93.9%	6.1%
Viewed or attended a City Commission meeting	26.6%	73.4%
Viewed or attended an advisory board/ commission meeting	13.7%	86.3%

Q25. Have you engaged with the City about a question, problem, or complaint during the past year?

Have you engaged with the City about a question, problem, or complaint during the past year?	Number	Percent
Yes	388	45.3 %
No	469	54.7 %
Total	857	100.0 %

Q25a. Which department did you contact MOST RECENTLY?

Which department did you contact MOST RECENTLY?	Number	Percent
City Manager's Office (includes Human Resources, City Clerk, and Risk Management)	24	6.2 %
Fire Medical	13	3.4 %
Municipal Court	10	2.6 %
Planning and Development Services (planning, building inspections, code enforcement, community development)	47	12.1 %
Parks and Recreation	56	14.4 %
Police	33	8.5 %
Public Works (trash, streets, traffic signals/signs)	120	30.9 %
Transit	2	0.5 %
Utility Billing	28	7.2 %
Water/Wastewater Utility	26	6.7 %
Other	26	6.7 %
Not provided	3	0.8 %
Total	388	100.0 %

WITHOUT "NOT PROVIDED"**Q25a. Which department did you contact MOST RECENTLY? (without "not provided")**

Which department did you contact MOST RECENTLY?	Number	Percent
City Manager's Office (includes Human Resources, City Clerk, and Risk Management)	24	2.8 %
Fire Medical	13	1.5 %
Municipal Court	10	1.2 %
Planning and Development Services (planning, building inspections, code enforcement, community development)	47	5.5 %
Parks and Recreation	56	6.5 %
Police	33	3.9 %
Public Works (trash, streets, traffic signals/signs)	120	14.0 %
Transit	2	0.2 %
Utility Billing	28	3.3 %
Water/Wastewater Utility	26	3.0 %
Other	26	3.0 %
Total	385	44.9 %

Q25a-11. Other

- animal control
- ANIMAL CONTROL
- Called about annoying dog barking in neighborhood.
- Called to have foliage removed from a sidewalk that was completely blocked by overgrown trees/weeds
- CAR PARKS-BILLING
- City Commissioners
- Commission
- Direct contact with city commission
- FAMILY-CHILD SERVICES
- FORESTRY
- LACK OF SIDEWALKS AND STREET REPAIR
- municipal services
- OVERGROWN YARD
- Parking
- Parking
- Parking Dept.
- Parking tickets. I found them to be reasonable.
- potholes
- property tax
- Recycling
- TAXES
- traffic
- trash removal
- TREE REMOVAL AND PLANTING-NOT SURE WHAT DEPARTMENT THIS IS
- Waste management for dead animals in the street.
- Went to city commission meeting about concern to eliminate prairie park nature center and park, and reducing 100,000.00 from LHS funding

Q25b. Customer Service. Rate your level of agreement for each statement about the quality of service received from city employees in the department you listed above by using a scale where 5 is "Strongly Agree" and 1 is "Strongly Disagree."

(N=857)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
City employees were courteous and polite	43.0%	37.6%	8.5%	3.6%	1.8%	5.4%
City employees were professional	42.0%	39.2%	9.3%	3.1%	1.5%	4.9%
City employees were responsive to my concerns	37.1%	29.6%	14.9%	7.0%	8.2%	3.1%
I was satisfied with the overall quality of service provided	33.8%	31.7%	13.7%	9.0%	9.0%	2.8%
I felt I was treated fairly and equitably	40.2%	32.5%	11.3%	5.4%	5.4%	5.2%

WITHOUT "DON'T KNOW"

Q25b. Customer Service. Rate your level of agreement for each statement about the quality of service received from city employees in the department you listed above by using a scale where 5 is "Strongly Agree" and 1 is "Strongly Disagree." (without "don't know")

(N=857)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
City employees were courteous and polite	45.5%	39.8%	9.0%	3.8%	1.9%
City employees were professional	44.2%	41.2%	9.8%	3.3%	1.6%
City employees were responsive to my concerns	38.3%	30.6%	15.4%	7.2%	8.5%
I was satisfied with the overall quality of service provided	34.7%	32.6%	14.1%	9.3%	9.3%
I felt I was treated fairly and equitably	42.4%	34.2%	12.0%	5.7%	5.7%

Q26. Approximately how many years have you lived in Lawrence?

Approximately how many years have you lived in
Lawrence?

	Number	Percent
0-5	140	16.3 %
6-10	101	11.8 %
11-15	73	8.5 %
16-20	79	9.2 %
21-30	160	18.7 %
31+	290	33.8 %
Not provided	14	1.6 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Approximately how many years have you lived in Lawrence? (without "not provided")**

Approximately how many years have you lived in
Lawrence?

	Number	Percent
0-5	140	16.6 %
6-10	101	12.0 %
11-15	73	8.7 %
16-20	79	9.4 %
21-30	160	19.0 %
31+	290	34.4 %
Total	843	100.0 %

Q27. What is your age?

What is your age?	Number	Percent
18-24	168	19.6 %
25-34	159	18.6 %
35-44	163	19.0 %
45-64	178	20.8 %
65+	174	20.3 %
Not provided	15	1.8 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q27. What is your age? (without "not provided")**

What is your age?	Number	Percent
18-24	168	20.0 %
25-34	159	18.9 %
35-44	163	19.4 %
45-64	178	21.1 %
65+	174	20.7 %
Total	842	100.0 %

Q28. Which of the following best describes your current employment status?

Which of the following best describes your current
employment status?

	Number	Percent
Employed outside the home	476	55.5 %
Employed inside the home work remotely	98	11.4 %
Employed inside the home - have a home-based business	42	4.9 %
Retired	209	24.4 %
Not currently employed	16	1.9 %
Student	7	0.8 %
Not provided	9	1.1 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q28. Which of the following best describes your current employment status? (without "not provided")**

Which of the following best describes your current
employment status?

	Number	Percent
Employed outside the home	476	55.5 %
Employed inside the home work remotely	98	11.4 %
Employed inside the home - have a home-based business	42	4.9 %
Retired	209	24.4 %
Not currently employed	16	1.9 %
Student	7	0.8 %
Total	848	98.9 %

Q28a. What is the zip code where you work or go to school?

What is the zip code where you work or go to school?	Number	Percent
66044	156	18.2 %
66049	120	14.0 %
66046	79	9.2 %
66047	61	7.1 %
66045	58	6.8 %
66612	10	1.2 %
66603	9	1.1 %
66062	7	0.8 %
66006	7	0.8 %
64108	7	0.8 %
66606	6	0.7 %
66018	5	0.6 %
66211	5	0.6 %
66615	3	0.4 %
66061	3	0.4 %
66043	3	0.4 %
66212	3	0.4 %
66214	3	0.4 %
66025	3	0.4 %
66619	3	0.4 %
66604	3	0.4 %
66086	2	0.2 %
66611	2	0.2 %
66067	2	0.2 %
66616	2	0.2 %
64128	2	0.2 %
66101	2	0.2 %
66054	2	0.2 %
66226	2	0.2 %
66618	2	0.2 %
66030	2	0.2 %
66048	2	0.2 %
66106	2	0.2 %
66160	1	0.1 %
64153	1	0.1 %
64133	1	0.1 %
66605	1	0.1 %
66203	1	0.1 %
66209	1	0.1 %
66613	1	0.1 %
66215	1	0.1 %
66102	1	0.1 %
66105	1	0.1 %
66219	1	0.1 %
66031	1	0.1 %
64057	1	0.1 %

Q28a. What is the zip code where you work or go to school?

What is the zip code where you work or go to school?

	Number	Percent
64110	1	0.1 %
66601	1	0.1 %
64111	1	0.1 %
66622	1	0.1 %
66442	1	0.1 %
66547	1	0.1 %
64116	1	0.1 %
64106	1	0.1 %
64105	1	0.1 %
66066	1	0.1 %
66683	1	0.1 %
66621	1	0.1 %
64114	1	0.1 %
64131	1	0.1 %
66949	1	0.1 %
66012	1	0.1 %
66636	1	0.1 %
66216	1	0.1 %
Total	609	71.1 %

Q29. Do you own or rent your current residence?

Do you own or rent your current residence?	Number	Percent
Own	228	26.6 %
Rent	622	72.6 %
Not provided	7	0.8 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Do you own or rent your current residence? (without "not provided")**

Do you own or rent your current residence?	Number	Percent
Own	228	26.8 %
Rent	622	73.2 %
Total	850	100.0 %

Q30. Including yourself, how many people in your household are...

	Mean	Sum
number	2.3	1905
Under age 10	0.2	171
Ages 10-19	0.2	197
Ages 20-34	0.4	355
Ages 35-54	0.7	548
Ages 55-64	0.4	323
Ages 65+	0.4	311

Q31. Are you or other members of your household of Hispanic, Latino, or Spanish ancestry?

Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?	Number	Percent
Yes	58	6.8 %
No	795	92.8 %
Not provided	4	0.5 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Are you or other members of your household of Hispanic, Latino, or Spanish ancestry? (without "not provided")**

Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?	Number	Percent
Yes	58	6.8 %
No	795	93.2 %
Total	853	100.0 %

Q32. Which of the following best describes your race/ethnicity?

<u>Asian or Asian Indian</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	56	6.5 %
Black or African American	44	5.1 %
American Indian or Alaska Native	21	2.5 %
White	676	78.9 %
Native Hawaiian or other Pacific Islander	4	0.5 %
Middle Eastern or North African	5	0.6 %
Other	9	1.1 %
Total	815	

Q32-9. Self-describe your race/ethnicity:

<u>Please describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
mixed	2	22.2 %
Mixed	1	11.1 %
BI RACIAL	1	11.1 %
multiracial	1	11.1 %
biracial	1	11.1 %
multi race	1	11.1 %
more than one	1	11.1 %
combination	1	11.1 %
Total	9	100.0 %

Q33. Your gender:

What is your gender identity?	Number	Percent
Male	420	49.0 %
Female	420	49.0 %
Non-binary	11	1.3 %
Prefer to self-describe	2	0.2 %
Not provided	4	0.5 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Your gender: (without "not provided")**

What is your gender identity?	Number	Percent
Male	420	49.2 %
Female	420	49.2 %
Non-binary	11	1.3 %
Prefer to self-describe	2	0.2 %
Total	853	100.0 %

Q33-4. Self-describe your gender:

Please describe your gender	Number	Percent
Fluid	1	50.0 %
gender queer	1	50.0 %
Total	2	100.0 %



Survey Instrument



City of Lawrence

CRAIG S. OWENS
CITY MANAGER

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www.lawrenceks.org

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785-832-3000
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CITY COMMISSION

MAYOR
COURTNEY SHIPLEY

COMMISSIONERS
LISA LARSEN
NATHAN LITTLEJOHN III
AMBER SELLERS
BRADLEY R. FINKELDEI

Spring 2022

Dear Lawrence Resident,

You have been randomly chosen to participate in a survey designed to gather resident opinions and feedback on city programs and services. The information requested in this survey will be used to assess and improve existing programs. This will also help us determine future needs of our residents and community members in the City of Lawrence.

The survey should only take about 15 minutes to complete. Your time is greatly appreciated and very important to the future of our city. Individual responses are completely confidential. The results are tabulated and viewed only as a whole. We sincerely appreciate your time and input!

Please return your completed survey using the postage-paid envelope provided. The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading firms in the field of local government research. They will present the results to the City Commission after the results are collected later this year. Individual responses to the survey will remain confidential. If you would prefer to take the survey on the web, the URL address link is LawrenceSurvey.org.

Please contact Ryan Murray, Assistant Director of Community Research with ETC Institute at 913-254-4598 or ryan.murray@etcinstitute.com, if you have any questions.

Thank you for your participation!

Sincerely,

Craig S. Owens, City Manager

Primavera 2022

Estimado residente de Lawrence,

Ha sido elegido al azar para participar en una encuesta diseñada para recopilar opiniones y comentarios de los residentes sobre los programas y servicios de la ciudad. La información solicitada en esta encuesta se utilizará para evaluar y mejorar los programas existentes. Esto también nos ayudará a determinar las necesidades futuras de nuestros residentes y miembros de la comunidad en la Ciudad de Lawrence.

Completar la encuesta solo debería tomar unos 15 minutos. Su tiempo es muy apreciado y muy importante para el futuro de nuestra ciudad. Las respuestas individuales son completamente confidenciales. Los resultados se tabulan y se ven solo como un todo. ¡Agradecemos sinceramente su tiempo y aportes!

Devuelva su encuesta completa utilizando el sobre con franqueo pagado proporcionado. Los datos de la encuesta serán recopilados y analizados por el Instituto ETC, una de las empresas líderes del país en el campo de la investigación del gobierno local. Presentarán los resultados a la Comisión de la Ciudad después de que se recopilen los resultados a finales de este año. Las respuestas individuales a la encuesta permanecerán confidenciales. Si prefiere realizar la encuesta en la web, el enlace de la dirección URL es LawrenceSurvey.org.

Comuníquese con Ryan Murray, subdirector de investigación comunitaria del Instituto ETC al 913-254-4598 o ryan.murray@etcinstitute.com, si tiene alguna pregunta.

¡Gracias por su participación!

Sinceramente,

Craig S. Owens, City Manager



We create a community where all enjoy life and feel at home.



City of Lawrence

2022 City of Lawrence Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to continuously improve City services. If you prefer, you may also take this survey online at [LawrenceSurvey.org](https://www.lawrenceks.org/CommunitySurvey). We sincerely appreciate your valuable time and input!

1. <u>Major Categories of Services.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."	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 fire and emergency medical services	5	4	3	2	1	9
03. Overall maintenance of City streets and utilities	5	4	3	2	1	9
04. Overall effectiveness of City communication with the public	5	4	3	2	1	9
05. Overall flow of motor vehicle traffic and congestion management on streets in the City	5	4	3	2	1	9
06. Overall quality of City water and wastewater utility services	5	4	3	2	1	9
07. Overall quality of City trash and yard waste services	5	4	3	2	1	9
08. Overall quality of planning and code enforcement	5	4	3	2	1	9
09. Overall quality of the City's public transportation	5	4	3	2	1	9
10. Overall quality of the City's parks and recreation system	5	4	3	2	1	9
11. Overall quality of customer service by City staff	5	4	3	2	1	9
12. Overall quality of the Lawrence Public Library	5	4	3	2	1	9

2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 1.]*

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

3. <u>Perceptions of Downtown.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The appearance and cleanliness of Downtown Lawrence	5	4	3	2	1	9
2. The availability of vehicle parking	5	4	3	2	1	9
3. The availability of bicycle parking	5	4	3	2	1	9
4. The types of retail and entertainment establishments available	5	4	3	2	1	9
5. How safe you feel in Downtown Lawrence during the day	5	4	3	2	1	9
6. How safe you feel in Downtown Lawrence after dark	5	4	3	2	1	9
7. Downtown Lawrence special events and parades	5	4	3	2	1	9
8. Beautification of Downtown Lawrence (flowers, trees, art)	5	4	3	2	1	9
9. Diverse representation of cultural events in Downtown Lawrence	5	4	3	2	1	9
4. <u>Perceptions of the City.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
2. Overall image of the City	5	4	3	2	1	9
3. Livability of your neighborhood	5	4	3	2	1	9
4. Upkeep of your neighborhood	5	4	3	2	1	9
5. Overall quality of City services	5	4	3	2	1	9
6. Overall quality of the City's equitable delivery of service	5	4	3	2	1	9
7. Overall quality of life in the City	5	4	3	2	1	9
8. Enforcement of City codes and ordinances	5	4	3	2	1	9
9. The City as a culturally welcoming place where all enjoy life and feel at home	5	4	3	2	1	9

5. Which THREE of the items listed in Question 4 on the previous page should receive the MOST EMPHASIS from City leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 4.]*

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

6. <u>Overall Ratings of the City.</u> Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor."		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	The city as a place to live	5	4	3	2	1	9
2.	The city as a place to work	5	4	3	2	1	9
3.	The city as a place to raise children	5	4	3	2	1	9
4.	The city as a place to retire	5	4	3	2	1	9
5.	The city as a place where I feel welcome	5	4	3	2	1	9
6.	City efforts to promote diversity in the community	5	4	3	2	1	9
7.	The City of Lawrence as an employer	5	4	3	2	1	9
7. <u>Economic Growth and Affordability.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	City efforts to promote economic development	5	4	3	2	1	9
2.	Overall quality of new development in Lawrence	5	4	3	2	1	9
3.	How well the City is planning growth	5	4	3	2	1	9
4.	Access to quality childcare you can afford	5	4	3	2	1	9
5.	Access to quality healthcare you can afford	5	4	3	2	1	9
6.	Access to quality mental healthcare you can afford	5	4	3	2	1	9
7.	Access to healthy food you can afford	5	4	3	2	1	9
8.	Access to quality housing you can afford	5	4	3	2	1	9
9.	Access to jobs that offer a living wage	5	4	3	2	1	9

8. **Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?** *[Write in your answers below using the numbers from the list in Question 7.]*

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

9. <u>Diversity.</u> Rate how well you believe the City of Lawrence is currently serving the following populations by using a scale where 5 is "Very Well" and 1 is "Poor."		Very Well	Well	Neutral	Below Average	Poor	Don't Know
1.	Non-English speaking persons	5	4	3	2	1	9
2.	Persons with limited physical mobility	5	4	3	2	1	9
3.	Persons with disabilities	5	4	3	2	1	9
4.	Seniors	5	4	3	2	1	9
5.	Persons of color	5	4	3	2	1	9
6.	LGBTQIA+ Community	5	4	3	2	1	9
7.	Efforts are made to represent my culture in the community	5	4	3	2	1	9
8.	I feel welcome in the community	5	4	3	2	1	9
10. <u>Police Services.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The frequency that police officers patrol your neighborhood	5	4	3	2	1	9
02.	Efforts by police to prevent crime in your neighborhood	5	4	3	2	1	9
03.	How quickly police respond to emergencies	5	4	3	2	1	9
04.	The professionalism of police officers	5	4	3	2	1	9
05.	How effectively the City enforces traffic offenses	5	4	3	2	1	9
06.	School Resource Officers	5	4	3	2	1	9
07.	Quality of animal control services	5	4	3	2	1	9
08.	Police related education programs	5	4	3	2	1	9
09.	Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	5	4	3	2	1	9
10.	Overall treatment of people by Lawrence Police Department	5	4	3	2	1	9
11.	Overall trust in the Lawrence Police Department	5	4	3	2	1	9

11. <u>Perceptions of Safety.</u> Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe."		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Walking in your neighborhood during the day	5	4	3	2	1	9
2.	Walking in your neighborhood after dark	5	4	3	2	1	9
3.	In City parks	5	4	3	2	1	9
4.	Riding a bicycle in Lawrence	5	4	3	2	1	9
5.	Navigating busy intersections on foot	5	4	3	2	1	9
6.	Navigating busy intersections on a bicycle	5	4	3	2	1	9
7.	Overall feeling of safety in Lawrence	5	4	3	2	1	9
12. <u>Fire and Emergency Medical Services.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of fire services	5	4	3	2	1	9
2.	Overall trust in the Lawrence-Douglas County Fire Department	5	4	3	2	1	9
3.	How quickly emergency medical services personnel respond	5	4	3	2	1	9
4.	Professionalism of the City's fire and emergency medical services personnel	5	4	3	2	1	9
5.	Quality of medical care provided by the City's fire medical services personnel	5	4	3	2	1	9
6.	The City's fire medical education programs	5	4	3	2	1	9
7.	The City's fire business inspection program	5	4	3	2	1	9
13. <u>Parks and Recreation.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Appearance/cleanliness of City parks	5	4	3	2	1	9
02.	Condition of equipment	5	4	3	2	1	9
03.	Number of City parks	5	4	3	2	1	9
04.	Number of walking and biking trails	5	4	3	2	1	9
05.	City outdoor recreation facilities	5	4	3	2	1	9
06.	City indoor recreation facilities	5	4	3	2	1	9
07.	Availability of gym space	5	4	3	2	1	9
08.	The City's indoor aquatic facilities	5	4	3	2	1	9
09.	The City's outdoor aquatic facilities	5	4	3	2	1	9
10.	Availability of sports fields in Lawrence	5	4	3	2	1	9
11.	Availability of information about parks and recreation programs	5	4	3	2	1	9
12.	City's landscaping efforts	5	4	3	2	1	9
13.	Quality of recreation programs offered by the City	5	4	3	2	1	9
14.	Cost of parks/recreation programs and services offered by the City	5	4	3	2	1	9
15.	Amount of arts, cultural opportunities, and related events	5	4	3	2	1	9
16.	Welcoming environment of City parks and recreation facilities	5	4	3	2	1	9

14. Which **THREE** of the items listed in Question 13 should receive the **MOST EMPHASIS** from City leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 13.]*

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

15. <u>City Maintenance.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major City streets	5	4	3	2	1	9
02. Condition of streets in your neighborhood	5	4	3	2	1	9
03. Timeliness of street maintenance repairs	5	4	3	2	1	9
04. Condition of sidewalks in your neighborhood <i>[If there are no sidewalks in your neighborhood, please circle "9"]</i>	5	4	3	2	1	9
05. Maintenance of pavement markings	5	4	3	2	1	9
06. Adequacy of city street lighting	5	4	3	2	1	9
07. Snow removal on major City streets	5	4	3	2	1	9
08. Snow removal on neighborhood streets	5	4	3	2	1	9
09. Street sweeping services provided by the City	5	4	3	2	1	9
10. Maintenance of curbs and gutters on city streets	5	4	3	2	1	9

16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 15.]*

1st: _____ 2nd: _____ NONE

17. <u>Water and Wastewater Utilities.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Taste of your drinking water	5	4	3	2	1	9
2. Smell of your drinking water	5	4	3	2	1	9
3. Quality of your drinking water	5	4	3	2	1	9
4. The reliability of your water service	5	4	3	2	1	9
5. Water pressure in your home	5	4	3	2	1	9
6. The accuracy of your water bill	5	4	3	2	1	9
7. How well the City keeps you informed about planned disruptions to your water service	5	4	3	2	1	9
8. Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9

18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 17.]*

1st: _____ 2nd: _____ NONE

19. <u>Solid Waste Disposal Services.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of residential trash services	5	4	3	2	1	9
2. Overall quality of residential recycling services	5	4	3	2	1	9
3. Overall quality of yard waste collection services	5	4	3	2	1	9
4. Overall quality of the City's drop-off recycling sites	5	4	3	2	1	9
20. <u>Communication.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information about services and activities	5	4	3	2	1	9
2. City's efforts to keep you informed about city-related issues	5	4	3	2	1	9
3. Responsiveness of City social media accounts <i>[If you don't follow at least one City social media accounts, please circle "9"]</i>	5	4	3	2	1	9
4. The level of public involvement in local decision-making	5	4	3	2	1	9
5. Ease in communication with City departments and staff	5	4	3	2	1	9

21. <u>City Communication.</u> Rate your usage of each communication source and how effective you feel the source is in keeping you informed.											
My Usage				Effectiveness							
				Often	Never			Effective			Ineffective
01.	The City website, www.lawrenceks.org	5	4	3	2	1	5	4	3	2	1
02.	City newsletter, The Flame	5	4	3	2	1	5	4	3	2	1
03.	Parks and Recreation guide	5	4	3	2	1	5	4	3	2	1
04.	Email subscription notifications	5	4	3	2	1	5	4	3	2	1
05.	Facebook	5	4	3	2	1	5	4	3	2	1
06.	Twitter	5	4	3	2	1	5	4	3	2	1
07.	NextDoor	5	4	3	2	1	5	4	3	2	1
08.	Direct Mail	5	4	3	2	1	5	4	3	2	1
09.	Local media outlets (newspaper)	5	4	3	2	1	5	4	3	2	1
10.	Solid Waste App	5	4	3	2	1	5	4	3	2	1
11.	Calling the City by phone	5	4	3	2	1	5	4	3	2	1

22. <u>Transportation.</u> Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."							
		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Ease of north/south travel in Lawrence	5	4	3	2	1	9
02.	Ease of east/west travel in Lawrence	5	4	3	2	1	9
03.	Connectivity of bicycle lanes and shared use paths	5	4	3	2	1	9
04.	Traffic signal coordination on major city streets	5	4	3	2	1	9
05.	Availability of safe routes for children to walk or bicycle to school	5	4	3	2	1	9
06.	The number of destinations served by Lawrence Transit	5	4	3	2	1	9
07.	The frequency of Lawrence Transit service	5	4	3	2	1	9
08.	Availability of pedestrian (walking) paths in Lawrence	5	4	3	2	1	9
09.	Pedestrian connectivity of sidewalks and paths	5	4	3	2	1	9
10.	Parking enforcement services	5	4	3	2	1	9
11.	Satisfaction of transportation experiences-driving	5	4	3	2	1	9
12.	Satisfaction of transportation experiences-walking or using an assistive device	5	4	3	2	1	9
13.	Satisfaction of transportation experiences-bicycling	5	4	3	2	1	9
14.	Satisfaction of transportation experiences-riding the bus	5	4	3	2	1	9

23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years? [Write in your answers below using the numbers from the list in Question 22.]

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

24. <u>Use of Services.</u> Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months.		
01.	Used Lawrence Transit services operated by the City	Yes No
02.	Enrolled in recreation programs offered by the City	Yes No
03.	Visited City recreation facilities	Yes No
04.	Visited the City Library	Yes No
05.	Had contact with the City's Fire Medical Department	Yes No
06.	Had contact with the Police Department	Yes No
07.	Used a walking/biking trail or path	Yes No
08.	Used a bicycle lane	Yes No
09.	Put out recycling for curbside collection	Yes No
10.	Viewed or attended a City Commission meeting	Yes No
11.	Viewed or attended an advisory board/commission meeting	Yes No

25. Have you engaged with the City about a question, problem, or complaint during the past year?

____(1) Yes [Answer Q25a-b.] ____ (2) No [Skip to Q26.]

25a. Which department did you contact MOST RECENTLY?

- | | |
|--|---|
| ____(01) City Manager's Office (includes Human Resources, City Clerk, and Risk Management) | ____(06) Police |
| ____(02) Fire Medical | ____(07) Public Works (trash, streets, traffic signals/signs) |
| ____(03) Municipal Court | ____(08) Transit |
| ____(04) Planning and Development Services (planning, building inspections, code enforcement, community development) | ____(09) Utility Billing |
| ____(05) Parks and Recreation | ____(10) Water/Wastewater Utility |
| | ____(11) Other: _____ |

25b. Customer Service. Rate your level of agreement for each statement about the quality of service received from city employees in the department you listed above by using a scale where 5 is "Strongly Agree" and 1 is "Strongly Disagree."

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. City employees were courteous and polite	5	4	3	2	1	9
2. City employees were professional	5	4	3	2	1	9
3. City employees were responsive to my concerns	5	4	3	2	1	9
4. I was satisfied with the overall quality of service provided	5	4	3	2	1	9
5. I felt I was treated fairly and equitably	5	4	3	2	1	9

26. Approximately how many years have you lived in Lawrence? ____ years

27. What is your age? ____ years

28. Which of the following best describes your current employment status?

- | | |
|---|---|
| ____(1) Employed outside the home | ____(4) Retired [Skip to Q29.] |
| ____(2) Employed inside the home-work remotely | ____(5) Not currently employed [Skip to Q29.] |
| ____(3) Employed inside the home-have a home based business | ____(6) Student |

28a. What is the zip code where you work or go to school? _____

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

29a. What is the zip code of your current residence? _____

30. Including yourself, how many persons in your household are in each of the following age groups?

Under age 10: ____	Ages 20-34: ____	Ages 55-64: ____
Ages 10-19: ____	Ages 35-54: ____	Ages 65+: ____

31. Are you or any member of your household of Hispanic, Latino, or Spanish Ancestry?

____ (1) Yes ____ (2) No

32. Which of the following best describes your race or ethnic background?

- | | |
|---|--|
| ____(01) Asian or Asian Indian | ____(05) Native Hawaiian or other Pacific Islander |
| ____(02) Black or African American | ____(09) Middle Eastern or North African |
| ____(03) American Indian or Alaska Native | ____(99) Other: _____ |
| ____(04) White | |

33. What is your gender identity?

____(1) Male ____ (2) Female ____ (3) Non-binary ____ (4) Prefer to self-describe: _____

34. What are THREE issues you believe the City needs to be prepared to address in the coming 12 to 24 months?

1. _____
2. _____
3. _____

35. Please use the space below to provide any additional comments or suggestions you would like to share with City leaders.

36. Would you like to be entered into a drawing for a chance to receive one \$500 prepaid Visa gift card for completing this survey?

____(1) Yes *[Answer Q36a.]* ____ (2) No

36a. Please provide your contact information below.

Mobile Phone Number: _____ Email Address: _____

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 to the right will ONLY be used to help identify the level of need in your area. Thank you!

CITY OF BALDWIN CITY COMMUNITY SURVEY

Left Brain Concepts, Inc.

Left Brain Concepts, Inc. (LBC) is a 35 year-old (including under a different name), Colorado-based market research and consulting firm. We have been conducting community surveys since our inception. We are extremely well regarded for balancing making recommendations while also responding to our clients. We fully expect that Baldwin City will want to be involved in the process, most notably in the questions that will be asked in the survey. We will welcome as much or as little input as Baldwin City would like to give.

We feel we provide an exceptional package:

- ✓ Custom surveys. While we use some standard questions, all surveys are customized
- ✓ Detailed, actionable deliverables
- ✓ Clear, concise, what-it-all-means reporting
- ✓ Strategic, senior-management recommendations
- ✓ Competitive fees
- ✓ Responsive and very easy to work with
- ✓ We meet or outperform national market research and marketing consulting firms

Jeff Haugen is the president of Left Brain Concepts, Inc. He has been conducting survey research since the mid-1980s. Haugen graduated from the University of Puget Sound in 1980 with a BA in Business Administration and concentration in marketing. Haugen would be the primary investigator on this engagement. He would write and finalize the survey, write the data processing program, analyze the results, report the findings, and debrief with Baldwin City.

Left Brain Concepts, Inc.

Lakewood, CO 80232

(303) 936-3781

Haugen@LeftBrainConcepts.com

Methodology

LBC recommends that Baldwin City's survey be conducted via mail with the option of responding electronically. (The URL to link to the survey will be printed on the front of the survey). We recommend this printed/electronic methodology because community surveys require detailed explanations and a battery of questions that typically perform poorly over the telephone; people become "interview-weary" and blurt out responses which results in inaccurate feedback. In contrast, mail surveys allow for more complicated questions to be asked which respondents can reread and respond at their own pace. Also, because a large percentage of people do not answer their telephones when they do not recognize the caller, costs for telephone data collection very often have become higher than what can be accommodated in clients' budgets.

We recommend a 4 to 6-page survey. This length is ideal because it allows for comprehensive information to be gathered for Left Brain to make recommendations to Baldwin City senior management but is not so lengthy as to reduce the response.

Writing Baldwin City's survey

Crafting a survey is a critical part of a community (or any) survey engagement. This is a key difference between Left Brain and almost all other research firms. Writing a survey takes time and effort to ensure that all management issues are covered, that the questions are objective and unbiased, and especially, that the results will be actionable. While Left Brain will draft the survey based on our extensive experience in writing community surveys, we will welcome input from Baldwin City. We are well known for being adaptable and not insisting on "having our way." Our clients who have worked with other research firms routinely remark that our ability to work with them is far better than that of other research firms.

With Baldwin City's approval, LBC would take the lead on writing the survey beginning with other community surveys we have completed and would add input from Baldwin City with questions from surveys it has used, similar surveys it has seen, and other thoughts about areas of query.

Sampling

Based on the 2020 Census, there are approximately 1,600 dwelling units in Baldwin City with about 72% being owner-occupied and 28% being renter-occupied.

In most of Left Brain's Postal Service surveys, we begin with an exhaustive list of households in the community - including individual units in multi-family developments - and mail to a random sample of households. This has been the standard in sampling for decades; to be able to defend the results, one needs to begin with an exhaustive list of every observation in a population and select every nth observation to participate in the survey. In this engagement, we would mail to every household in Baldwin City. There is no more defensible process in survey research than mailing a survey to every household. Because Baldwin City will have the most up-to-date information, we ask that Baldwin City produce the list. We would prefer that the file have occupants' names because that will increase the response rate as opposed to mailing to "Resident."

Response rates to most community surveys are usually about 25%. However, in our surveys in towns such as Baldwin City, we have seen rates of 50% or higher. This is because residents in rural America have a strong sense of community – "Enough community spirit and pride to go around for everyone" as the City of Baldwin terms in its Request for Proposal.

A 50% response to Baldwin City's survey would generate about 800 completed surveys. This sample size is universally accepted as being representative of residents of jurisdictions. In fact, a much more common sample size for community and even statewide surveys is 400. The margin of error for a sample of 800 is 3.5% at the 95% level of confidence.

We would like to mention that the response rate to community surveys from renters is usually only about 5%. This is because in most communities, renters are disengaged. They do not turn out well for community events, usually do not vote, do not attend PTA meetings if they have children, certainly do not attend PTA meetings if they do not have children, and do not respond well to community surveys. However, because Baldwin City has such a high sense of community spirit (in part because it is a self-contained town and not close to a metropolitan area) we anticipate a response rate from renters to be much higher than 5%. But, even with a 5% response from renters (448 dwelling units * 5% = 22 surveys) and a 50% response from owners (1,152 households * 50% = 576 surveys) the total response would still be close to 600 surveys. Again, a sample of 400 would be defensible as being representative of residents of Baldwin City. We would reach a sample of 400 surveys with a 33% response from people in owner-occupied homes.

Mailing the surveys / Accepting responses

Left Brain will retain a fulfillment house with which we have worked for years to print, fold, stuff and mail the surveys. Baldwin City's logo and return address will be printed on the outgoing envelope. This will alert recipients that the mailing is from Baldwin City and not junk mail, which will maximize the response rate. Completed surveys will be accepted either under Left Brain's or our data entry firm's Business Reply Permit - "No postage necessary if mailed in the United States." We will accept electronic responses by printing the URL on the survey. This also increases the response rate. We regularly use Survey Monkey and allow only one response per computer, which is a best practice in community surveys. However, if Baldwin City prefers, we can accept more than one response per computer which would allow all adults in households to respond.

Introductory postcards

Many clients like to have postcards mailed before the surveys arrive to announce the survey and to explain the benefits of responding. Two good reasons for mailing post cards are to attempt to include every person who was selected to participate in the survey (when mailing to a sample) thus maximizing representation, and, to increase the response rate. In an application of private-sector marketing, the more contacts that are made to people, the more likely it is that they will respond to a survey. Mailing cards to announce the survey would add \$1,500 to Left Brain's fee.

Data capture / data processing

For both the hardcopy and electronic surveys, responses will be held in data files as numerically coded data. Answers to each question will be double entered to ensure accuracy. This is the industry standard in paper-and-pencil survey research and is the most accurate method of recording information from surveys. We will capture people's responses to any open-ended questions verbatim, will code the responses and enter them into the data file.

Left Brain will compile the results, produce percentages for each response, and perform numerous data splits and statistical analyses using a powerful software package. We have used the statistical software program The Survey System for more than 30 years. It was developed specifically to compile and analyze results from surveys. We anticipate analyzing the results with data splits (crosstabs) by Baldwin City employees vs. non-employees, gender, age, length of residence in Baldwin City, and any other appropriate demographics.

Reporting

We take great pride in the quality of our final deliverable. The biggest criticism of reports from professional services firms (not Left Brain Concepts of course) are comments such as "All you gave me were a bunch of numbers, words, and graphs. What does it all mean? Please tie it all together. What do you recommend we do to advance our charge?" In contrast, Left Brain's reports are clear, concise, and strategic in nature. They are always submitted to senior management. We have been told by clients who have worked with large, national consulting firms that our reports are the most detailed, thorough, and especially, actionable in the management consulting industry. Our reports are praised for avoiding the broad-brush and the academic and for clearly and concisely communicating the results of our investigation in direct response to management issues (Baldwin City's Strategic Planning Framework and its Draft Strategic Plan), and especially, for providing actionable recommendations.

Fee

Left Brain Concepts, Inc.'s fee for the services above is \$15,500. We will invoice 50% after being instructed to begin and 50% after we have delivered our report and discussed the findings with staff at Baldwin City.

We would welcome the opportunity to work with Baldwin City for three (or more) years. As a 35 year-old professional services firm, most of our engagements are from repeat clients and referrals. We also conduct community surveys on an ongoing basis to measure residents' reaction to the delivery of government services over time. Provided the survey does not change very much in 2024 and 2025, our fee to complete this survey would be \$13,950 each year.

Left Brain is open to having Baldwin City print and fold the surveys, print the return envelope with Left Brain's Business Reply Permit, print the outgoing envelope, and insert the survey and return envelope into the outgoing envelope, and mail the surveys if it would like – provided the survey is in a stand-alone envelope so it does not get lost in other City business. We would like to mention though that this is a very labor-intensive effort. If Baldwin City elects to perform these functions, Left Brain's fees would be:

2023 - \$13,000

2024 - \$11,700

2025 - \$11,700

Final thoughts

We fully realize that Baldwin City has choices of research firms with which to work. However, we would like to assure you that Left Brain is unsurpassed in conducting surveys for senior management at government agencies. We would deliver everything Baldwin City requests, and more. We hope we have clearly communicated our value proposition of our flexible client service, thoroughness in crafting your survey, our comprehensive data analysis and especially, our what-it-all-means recommendations. We are also very willing to adjust our proposal in response to questions and input from Baldwin City.

Thank you for considering Left Brain Concepts, Inc.

Left Brain's community surveys

LBC has completed community surveys to guide government planning in Arizona, California, Colorado, Michigan, Nebraska, New Jersey, North Carolina, Ohio, Pennsylvania, South Dakota, Utah, and Wyoming.

- ✓ Allegheny County, Pennsylvania
- ✓ Appalachian State University, North Carolina
- ✓ Berthoud, Colorado
- ✓ Bernards Township, New Jersey
- ✓ Boulder, Colorado
- ✓ Bozeman, Montana
- ✓ Cabarrus County, North Carolina
- ✓ Castle Pines, Colorado
- ✓ Castle Rock, Colorado
- ✓ Cheyenne, Wyoming
- ✓ Cincinnati, Ohio
- ✓ Clear Creek County, Colorado
- ✓ Cypress, California
- ✓ Delta, Colorado
- ✓ El Paso County, Colorado
- ✓ Elizabeth City, North Carolina
- ✓ Englewood, Colorado
- ✓ Firestone, Colorado
- ✓ Fort Collins, Colorado
- ✓ Fountain, Colorado
- ✓ Fruita, Colorado
- ✓ Garden Grove, California
- ✓ Hanover County, Virginia
- ✓ Huron-Clinton Metropolitan Authority, Michigan
- ✓ La Vista, Nebraska
- ✓ Lexington, North Carolina
- ✓ Moab, Utah
- ✓ Montrose County, Colorado
- ✓ Oakland, California
- ✓ Pasquotank County, North Carolina
- ✓ Pennsylvania State University, Pennsylvania
- ✓ Pueblo West, Colorado
- ✓ Sanford, North Carolina
- ✓ Sedona, Arizona
- ✓ Southaven, Mississippi
- ✓ Steamboat Springs, Colorado
- ✓ Timnath, Colorado
- ✓ Westminster, Colorado
- ✓ Wheat Ridge, Colorado

Left Brain Concepts, Inc. Past Performance

Below are a few examples of our recent survey research engagements. While we were in frequent contact with these clients, we worked remotely from our office in Lakewood, CO.

Allegheny County Parks Foundation – Pittsburgh, PA

Left Brain completed intercept surveys in the nine Allegheny county, Pennsylvania parks and a telephone survey of adults in Allegheny county and in the five counties contiguous to Allegheny county for the Allegheny County Parks Foundation. Based on the results of the surveys, Left Brain recommended revisions to the Foundation's strategic planning, made suggestions on how the parks can be improved and how people can be enticed to use the parks more, and recommended a communications campaign to increase awareness of the park system and the Foundation. The engagement was from May to September 2022. LBC's fee was \$125,000. Left Brain completed the same engagement in May through September 2016 for the same fee.

"I really appreciated your leadership and support on this project - it was a big win. The County Executive and his staff liked the name of your firm." (Andy Mowen, Associate Professor, Department of Recreation, Park and Tourism Management, Pennsylvania State University, State College, PA. February 2023)

"So glad you touched base, Jeff. As I said to Andy earlier this week, I couldn't have imagined a better team to take us through this briar patch!! I am so grateful for your patience and understanding with my lack of knowledge and experience in the world of surveys. You always explained the procedures so well and responded immediately whenever I reached out. Our meetings last week went very well. Excellent data collection produces excellent results! The final doc looks great and will work perfectly. In fact, we just concluded our first meeting with Andy and some very impressed funders so all good. We're all very pleased with the document and with your efforts to bring it about. It's a good day in Allegheny County!! Many, many thanks for your attention to detail throughout the project. I'll definitely be in touch if anything else should arise, which might happen as the county proceeds with the marketing of this material. It's been great, Jeff. Best of luck to you on your new projects. Many thanks for a job well done!" (Carole Patton-Smith, Communications and Marketing Manager, Allegheny County Parks Foundation, Pittsburgh, PA. February 2017)

Gallatin Valley Sensitive Lands Protection Plan – Bozeman, MT

Left Brain completed a mail-out, mail-back survey with the option of responding electronically to provide the basis for a land-use plan near Bozeman, Montana. As the City of Bozeman shared with area residents:

"A strong connection between clean water, abundant wildlife, productive agriculture, and cultural heritage has provided a high quality of life for generations. As the Gallatin Valley continues to experience unprecedented growth, a regional approach to protecting sensitive lands can help us develop and live in greater harmony with the natural environment. The City of Bozeman is partnering across a wide variety of government agencies and non-profit organizations to protect important wildlife habitat and critical connections for wildlife and natural systems throughout the Gallatin Valley. The Plan will map sensitive land priorities, make intangible values and natural assets more tangible, and recommend how we can work together to protect the most sensitive resources."

The period of performance from finalizing the survey through reporting the findings with conclusion and recommendations was September 2022 through January 2023. Left Brain's fee was \$24,000

“Always good to hear your voice too, and we are grateful to have you on our team again. You are our go-to partner. Regrettably we have seen continued decrease in client interest in statistically valid surveys. It is the exception that statistically valid surveys are called out in RFPs; they used to be quite common. So let’s do a fantastic job on this together and tout it to future clients! Thanks and happy holidays.” (Jeremy Call, Principal, Logan-Simpson Design, Fort Collins, CO. December 2022)

Westminster Business Survey – Westminster, CO

Left Brain has completed three mail-out, mail-back business surveys with the option of responding electronically for the Economic Development department in Westminster, Colorado and will complete the same survey in 2024. The objective is to determine how Westminster can best serve businesses - as defined by owners and senior managers and to track performance. The periods of performance have been February through June in 2018, 2020 and 2022. Left Brain’s fees have been about \$20,000 for each survey.

“It was a pleasure working with you this year and look forward to doing so again in 2022! Thank you for your offer on anything additional.” (Shelby Wood, Business Resource Management Analyst, City of Westminster, CO. June 2020).

“We will definitely circle back to you on that once we have a better sense of how we need to move this all forward. We appreciate you. I’m glad we’ll have you for a few more years. I appreciate our collaboration! Stay well too Jeff.” (Shelby Wood. Business Resource Management Analyst, City of Westminster, CO. June 2022).

Other comments

“Jeff gives you exactly what you need, he is pleasant to work with and he gets your questions answered.” (Lee Whitney, Principal, Ryan Whitney (ad agency), Grand Junction, CO)

“Very exciting! Lots of work to do now! Yikes! Thanks so much for the help with getting this together (help with the IRB, etc...). We're looking forward to the project! You've been great to work with. You are one of the most responsive people with whom I interact. Nicest guy ever.” (Stephanie West, Ph.D. Professor of Recreation Management, Appalachian State University, Boone, NC. December 2018)

“Thank you for all of your work! The team has gained some very valuable information thanks to you! I am very grateful for how flexible and accommodating you have been.” There were 8 proposals and they selected Left Brain “because you were so responsive to our needs and were not preachy or condescending. We were thrilled that you got lists of buyers and sellers.” (Chana Goussetis, Director of Communications, Boulder County Health Department, Boulder, CO. January 2016)

“You've done a great job on the survey and analysis. I've always been extremely pleased with your work. You set a high crossbar. It's always been a pleasure to work together. Thank you once again for your kind thoughts toward Rhonda and me, including your very nice note on my husbandship. I thank you so much for your support. Believe me, you've always made me proud. You're a total pro. You are very easy to recommend.” (Kent Krudwig, President, Audience Strategy & Communications, Denver, CO)

"You have done a great job, and the results are excellent for our needs. This is definitely the best survey I've had done for me.” (Bill Beckner, President, CEHP, Bethesda, MD)

“The contractor exceeded the Prime’s expectations regarding the quality of work. It was accurate, appropriately stated and frankly one of the best reports of this kind I have seen. The contractor was on time and on budget. Billings were prompt and clearly stated the work performed and invoiced. The product was on time as promised under a tight deadline. The contractor was in frequent contact discussing project issues or questions. He was responsive to proposed solutions but willing to offer additional perspectives. His interaction with the customers was professional, attentive, and responsive. He was able to succinctly reflect the key points discussed relating to his tasks and ask germane clarifying questions. Contractor personnel were on the project team for approximately 6 months and did an effective job of providing the deliverables. How cooperative was the contractor when technical problems were encountered during the performance of the contract? (Highly Cooperative). Do you believe the contractor can be relied upon to control the cost of performance? (Yes). How frequently did you have to direct the contractor to re-perform the services because it had been performed unsatisfactorily the first time? (None). Was the contractor's performance generally satisfactory? (Yes). Would you hire this contractor again? (Yes). Would you recommend this contractor others? (Yes). Very professional; knowledgeable about his business; works well with other team members and client staff; positive addition to any team effort.” I’ve had done for me.” (Bill Beckner, President, CEHP, Bethesda, MD)

"We really value your service and know that we will continue to work together for a long time.” You should know that you are our preferred choice for surveys, and we appreciate all that you do. Awesome, Jeff. It’s (results of a survey) great and well done. Thanks.” (Jana McKenzie, Managing Principal, Logan-Simpson Design, Fort Collins, CO)

“I was very happy with the way the report was written and formatted. It was much more useful than what we have received in the past. I will continue to seek opportunities for our firms to work together.” (Scot Hunsaker, President, Counsilman/Hunsaker & Associates, St. Louis, MO.)

Published in the Baldwin City Community News on the ____ day of _____, 2023.

ORDINANCE NO. XXXX

AN ORDINANCE AMENDING CHAPTER XVI, ARTICLE 1 OF THE CITY CODE OF THE CITY OF BALDWIN CITY TO CREATE THE BOARD OF PERMIT APPEALS

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF BALDWIN CITY, KANSAS:

SECTION 1. Chapter XVI, Article 1, is hereby amended to read as follows:

ARTICLE 1. CITY PLANNING COMMISSION, BOARD OF ZONING APPEALS, AND BOARD OF PERMIT APPEALS

16-101. City planning commission; creation.

There is hereby created a city planning commission, which shall consist of five (5) members, who shall serve without pay and who shall be appointed by the mayor upon approval of the city council. Three (3) members of such planning commission shall be residents of Baldwin City, Kansas and two (2) members shall reside outside of, but within three miles of, the corporate limits of the city.

16-102. Same; conflicts of interest.

No member of the planning commission shall hold any other public office or any other position in the city. Should any member hold a personal interest, directly or indirectly, in any application or matter coming before the planning commission, he or she shall be disqualified to discuss or vote on the matter.

16-103. Same; election of officers.

The planning commission shall elect its chairperson from among the appointed members, and shall elect one member as vice-chairperson. A secretary shall also be elected, who may or may not be a member of the commission. Such elections shall be held in May of each year, and such officers shall serve until their successors are elected.

16-104. Same; terms of office and vacancies.

All terms of office, except for the initial appointees as described herein, shall be for a period of three years commencing on the first day of May and expiring the last day of April. Planning Commissioners shall serve until their successors are appointed. Vacancies in office shall be appointed for the remainder of the three year term vacated.

16-105. Same; duties of the commission.

Duties of the Baldwin City Planning Commission shall be as set forth in the Code of the City of Baldwin City, Kansas and the laws of the State of Kansas. The Planning Commission shall conduct business in a

manner consistent with the Code of the City of Baldwin City, Kansas.

16-106. Same; initial appointments and terms.

Five individuals have been initially appointed with terms set to expire as follows: one term expires on April 30, 2011, two terms expire on April 30, 2012, and two terms expire on April 30, 2013. After said initial terms, all subsequent appointees shall be appointed for three (3) year terms.

16-107. Board of zoning appeals; creation.

The Board of Zoning Appeals will remain a separate entity from the Planning Commission but shall be composed of the same individuals who serve on the Planning Commission with the same terms of appointment. Persons appointed to the Board of Zoning Appeals shall serve without compensation for their service, but may receive reimbursement for expenses.

16-108. Same; duties of the board.

Duties of the Baldwin City Board of Zoning Appeals shall be as set forth in the Zoning Regulations of the City of Baldwin City and the laws of the State of Kansas.

16-109. Same; meetings.

Board of Zoning Appeals meetings will be conducted at regularly scheduled Planning Commission meetings. When conducting a Board of Zoning Appeals meeting, the Planning Commission shall adjourn and the members shall then, if a quorum is then present, undertake those matters subject to Board of Zoning Appeals consideration.

16-110. Board of permit appeals; creation.

There is hereby created a board of permit appeals, which shall consist of five (5) members, who shall serve without pay and who shall be appointed by the mayor upon approval of the city council. Three (3) members of such planning commission shall be residents of Baldwin City, Kansas and two (2) members shall reside outside of, but within three miles of, the corporate limits of the city.

16-111. Same; conflicts of interest.

No member of the board of permit appeals shall hold any other public office or any other position in the city. Should any member hold a personal interest, directly or indirectly, in any application or matter coming before the board of permit appeals, he or she shall be disqualified to discuss or vote on the matter.

16-112. Same; election of officers.

The board of permit appeals shall elect its chairperson from among the appointed members, and shall elect one member as vice-chairperson. A secretary shall also be elected, who may or may not be a member of the board. Such elections shall be held in May of each year, and such officers shall serve until their successors are elected.

16-113. Same; terms of office and vacancies.

All terms of office, except for the initial appointees as described herein, shall be for a period of three years commencing on the first day of May and expiring the last day of April. Board of Permit Appeals

members shall serve until their successors are appointed. Vacancies in office shall be appointed for the remainder of the three-year term vacated.

16-114. Same; duties of the board.

Duties of the Baldwin City Board of Permit Appeals shall be to hear and decide all appeals where it is alleged there is an error in the application of the adopted building code regarding the denial of a building permit or occupancy permit made by the building official in the enforcement of the adopted building code. The board may adopt rules and regulations as it may deem necessary to effectuate these duties.

16-115. Same; meetings.

Board of Permit Appeals meetings will be conducted within thirty days but not less than ten days from the date a permit appeal is filed.

SECTION 2. EFFECTIVE DATE OF ORDINANCE. This Ordinance shall take effect on its passage and upon its publication as required by law.

APPROVED:

Casey Simoneau, Mayor

ATTEST:

Amara Packard, City Clerk

(Approved as to Form):

Dakota T. Loomis, City Attorney

7/03/2023 THRU 7/03/2023

INVOICE NUMBER	VENDOR NAME		GL ACCOUNT #	AMOUNT	PAYMENT		CHECK #	CHECK DATE
	REFERENCE				AMOUNT			
BTMA20454	BAKER TILLY MUNI ADV/SPRN							
	GO BONDS (ELEC) MUNICP ADVISOR		40.24.2854		21,250.00			
						21,250.00	65928	7/03/23
BTMA20455	JUN2023	RETAINER:FIN CONSULTG	01.01.2850		654.43			
	JUN2023	RETAINER:FIN CONSULTG	11.26.2850		2,617.73			
	JUN2023	RETAINER:FIN CONSULTG	12.11.2850		2,617.73			
	JUN2023	RETAINER:FIN CONSULTG	18.21.2850		654.43			
						6,544.32	65928	7/03/23
INV-0020	BALDWIN POWER WASH							
	CAR WASH X70		01.05.3310		385.00			
						385.00	65929	7/03/23
926541212	BSE-TPK KRIZ DAVIS:TAXABL							
	COND BDY 2 LB PVC		11.25.4239		42.39			
	COMPACT POCKET KNIFE		11.25.3355		30.52			
						72.91	65930	7/03/23
926541213	CRB-U-975 STANDOFF		11.25.4239		7,245.77			
						7,245.77	65930	7/03/23
0000001	CIRCLE J DIESEL REPAIR							
	SPECIAL ENGINE TOOL/TRVL&LABOR		11.24.2530		2,000.00			
						2,000.00	65931	7/03/23
S960997	CORE & MAIN - EXEMPT							
	4X12 & 6X12 1/2 REP CLP		12.12.3800		330.30			
						330.30	65932	7/03/23
S979073	5/8" & 3/4" WATER METERS		12.12.4235		2,324.00			
						2,324.00	65932	7/03/23
S979104	5/8" & 3/4" WATER METERS		12.12.4235		2,656.00			
						2,656.00	65932	7/03/23
S979249	1" WATER METERS		12.12.4235		1,295.00			
						1,295.00	65932	7/03/23
9402943743	CRAFCO, INC. PREVSLY PMSI							
	POLYFLEX TYPE 2		01.02.3340		4,792.50			
						4,792.50	65933	7/03/23
2728	ENRIGHT GARDENS							
	DWN TWN HANG BASKETS/FERTILIZER		01.03.3600		1,901.50			
						1,901.50	65934	7/03/23
2799150-000	EQUIPMENTSHARE							
	CASE:VALVE CNTROL/HARNESS WIRE		01.02.2530		953.00			
						953.00	65935	7/03/23
351368	FAIRBANKS MORSE ENG.DIVIS							
	KEYS, STRAIGHT SQUAR, RING SPACR		11.24.2530		319.27			
						319.27	65936	7/03/23
351386	NUTS, WASHERS, SHAFT, PINION, BEAR		11.24.2530		8,678.45			
						8,678.45	65936	7/03/23
351487	SPACER VERT DR BEARING		11.24.2530		1,798.70			
						1,798.70	65936	7/03/23
KSOTT127159	FASTENAL - KSOTT EXEMPT							
	NUTS AND BOLTS		11.25.4131		24.54			
						24.54	65937	7/03/23
3748	FLORY BOOKKEEPING SERVICE							
	MMM YYYY PAYROLL & A/P SERVICE		01.01.2850		1,200.00			
	MMM YYYY PAYROLL & A/P SERVICE		11.26.2850		1,400.00			
	MMM YYYY PAYROLL & A/P SERVICE		12.11.2850		1,400.00			
						4,000.00	65938	7/03/23
	FOLEY INDUSTRIES-18802							

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INVOICE NUMBER	VENDOR NAME		GL ACCOUNT #	AMOUNT	PAYMENT		CHECK #	CHECK DATE
	REFERENCE				AMOUNT			
PS200206710	FOLEY INDUSTRIES-18802							
	HOSE / YELLOW PAINT	11.24.2530		68.99		68.99	65939	7/03/23
9754987890	GRAINGER-PW 255: EXEMPT							
	FLANGE GASKET RING 4" & 2 1/2"	11.24.4650		91.58		91.58	65940	7/03/23
9755541969	FLANGE GASKET RING	11.24.4650		22.30		22.30	65940	7/03/23
INV0958137	GT DISTRIBUTORS, INC.							
	LONG GUN LIGHT	01.05.4810		179.51		179.51	65941	7/03/23
23-12144	HEARTLAND RECOVERY INC							
	TOWING UNIT 51 TO FORD	01.05.2850		125.00		125.00	65942	7/03/23
8253553	JCI							
	LEVEL 1 PROBE	18.23.2530		1,213.98		1,213.98	65943	7/03/23
STATEMENT MAY 2023	JOHN DEERE FINANCIAL							
	AIR FILTERS	01.02.2530		72.09		72.09	65944	7/03/23
101198903	KIMBALL MIDWEST - TAXABLE							
	5/8 SAE ALLOY FLAT WASHERS	11.24.4650		156.72		156.72	65945	7/03/23
18115	KMU							
	PWRPLNT TECH PROGRAM:L.KRAFT	11.24.2140		500.00		500.00	65946	7/03/23
KCJ135520	KNAPHEIDE TRUCK EQUIPMENT							
	2019 F-250 PUB TRUCK PURCHASE	12.12.4810		16,000.00		16,000.00	65947	7/03/23
36601644	LINDE GAS-0365: EXEMPT							
	WELDING SUPPLIES	01.02.3320		100.50		100.50	65948	7/03/23
119301	MAC TOOLS							
	3PC SLEDGE/BALL PEEN/CC KIT	11.24.3355		152.94		152.94	65949	7/03/23
1199	MOVE OVER OUTFITTERS, INC							
	TESLA CONSOLE	45.01.4999		1,199.80		1,199.80	65950	7/03/23
74362	NORRIS EQUIPMENT CO LLC							
	RMX RAPID REPLACE-UNIVERSAL	01.03.2530		59.98		59.98	65951	7/03/23
5025	OTTAWA SANITATION-CLEANUP							
	TRASH ROLL OFF FOR CLEAN UP	24.01.2491		1,669.25		1,669.25	65952	7/03/23
2360186102	PACE ANALYTICAL SERVICES,							
	MONTHLY TESTING FEE	18.22.2202		525.70		525.70	65953	7/03/23
662274	RUESCHHOFF LOCKSMITH & SE							
	ALARM GSM BACK UP	01.05.2209		126.21		126.21	65954	7/03/23
661361	RUESCHHOFF COMMUNICATIONS							
	ANSWERING SRVC CALLS MAY 2023	11.25.2999		165.50				
	ANSWERING SRVC CALLS MAY 2023	12.11.2999		165.50		331.00	65955	7/03/23

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INVOICE NUMBER	VENDOR NAME		GL ACCOUNT #	AMOUNT	PAYMENT		
	REFERENCE				AMOUNT	CHECK #	CHECK DATE
22-1184L#2	STARK BORING CO., INC.						
	N 400 RD WATERLINE PROJECT	01.09.4007		28,806.38			
						28,806.38	14041 7/03/23
228046	TFMCOMM INC						
	UNIT 52-COMPUTER DOCK/BRACE	01.05.2530		120.00			
					120.00	65956	7/03/23
228048	UNIT 53-SWAP OUT CRADELPOINT	01.05.2530		45.00			
					45.00	65956	7/03/23
UMB_MAY2023_BS0517	UMB-CARD SERVICES						
	958-HOTEL	01.05.2170		239.34			
					239.34	65960	7/03/23
UMB_MAY_2023_JW_0574	E-BAY:CANON COPIER HARD DRIVE	11.24.3800		131.10			
	CASEY'S:EMPLOYEE DINNER	11.24.2170		74.96			
	MSC:16GA ROLL WIRE	11.24.2530		9.50			
	AMAZON:TELESCOPING GAGE SET	11.24.3355		124.57			
	KTA: TOLL FEE	11.24.2170		1.70			
	OIL RITE CORP:GASKET	11.24.2530		162.77			
	AMAZON:LED NIGHTLIGHT BULB S6	11.24.2530		17.29			
	AMAZON:SS FLAT WASHERS	11.24.2530		9.62			
	AMAZON:SS FENDER WASHERS	11.24.2530		36.04			
	AMAZON:PRESERVATIVE EYE WASH	11.24.3006		45.36			
					612.91	65960	7/03/23
UMB_MAY_2023_KW_0525	MENARDS:FIRETREE PARK	01.03.3800		339.44			
	BASS PRO:CARL RETIREMENT GIFT	18.21.2450		109.11			
	AMAZON:POOL CHEMICAL	01.06.3550		39.98			
					488.53	65960	7/03/23
UMB_MAY_2023_MR_9254	AMAZON:TIRE VALVE STEM	01.02.3800		21.99			
	AMAZON:POOL SPA WATER BOOKLET	01.06.3800		21.80			
	AMAZON:COVERALLS	18.21.3006		39.50			
	AMAZON:HEAT SHRINK TUBE	01.02.3800		7.92			
	AMAZON:POOL CHEMICALS	01.06.3550		46.08			
	AMAZON:POOL CHEMICALS	01.06.3550		15.98			
	AMAZON:DEWALT 20V MAX XR BTRY	01.02.3800		501.78			
	AMAZON:POOL CHEMICALS	01.06.3550		21.86			
	USPS:CERTIFIED LTRS SENT	01.02.2150		8.13			
	AMAZON:IVYX PRE-CONTACT	01.02.3006		74.99			
	AMAZON:IVYX PRE-CONTACT	11.25.3006		75.00			
	AMAZON:BRKRM TV FOR TRAINING	18.21.4011		619.00			
	AMAZON:IVYX POST CONTACT	01.02.3006		69.99			
	AMAZON:IVYX POST CONTACT	11.25.3006		70.00			
	ADOBE	01.02.7999		21.84			
	AMAZON:PARKS MOWER TIRE	01.03.3350		68.99			
					1,684.85	65960	7/03/23
UMB_MAY_2023_PM_0715	PILOT:FUEL FROM TRAINING CLASS	11.25.2530		73.15			
					73.15	65960	7/03/23
UMB_MAY_2023_RC_9015	SERVICE FEE	01.02.7999		.08			
	DGCO-REGOFDEEDS:COPIES	01.02.7999		3.50			
	MENARDS:3/4" CPL,POLY,POPUP	01.05.2520		79.77			
					83.35	65960	7/03/23
UMB_MAY_2023_RH_0699	HTTPSCOLUMN:6/13/23 PUB. NOTIC	01.01.2330		88.11			
					88.11	65960	7/03/23
UMB_MAY_2023_SG0673	AMAZON:COVERALLS	18.21.3006		39.50			
	VANDERBILT'S:EMPLOYEE BOOTS	18.22.3610		139.99			

7/03/2023 THRU 7/03/2023

INVOICE NUMBER	VENDOR NAME		GL ACCOUNT #	AMOUNT	PAYMENT		CHECK #	CHECK DATE
	REFERENCE				AMOUNT			
		UMB-CARD SERVICES						
		AMAZON: COVERALLS RETURNED	18.21.3006		39.50-			
		AMAZON:CRANE WENCH/TROLLEY PUL	18.22.4810		76.99			
		AMAZON:GANTRY CRANE	18.22.4810		1,258.50			
		DGCO TREASURY:33.75 TRUCK TAGS	18.22.2140		33.75			
		SERVICE FEE:TRUCK TAGS	18.22.2140		.79			
						1,510.02	65960	7/03/23
UMB_MAY_2023_SY_0723	USPS:CERTIFIED LTRS SENT	01.35.2150		8.76		8.76	65960	7/03/23
UMB_MAY_2023_TA_0582	VICTORY:#55 WASHER NOZZLE/HOSE	01.05.3310		86.06				
	AMAZON:SHOP FENDER COVER RAG	01.02.3355		58.78				
	HEY MACHINERY:BACKHOE TIRE	01.02.3350		147.00				
	HEY MACHINERY:BACKHOE TIRE	12.12.3350		147.00				
						438.84	65960	7/03/23
	USA BLUE BOOK							
INV00020508	EXPANDING SAMPLE DIPPING HANDL	18.22.3550		194.20				
						194.20	65961	7/03/23
INV00023553	TOTALCHLORINE REAGENT SETS	12.12.3550		1,086.39				
						1,086.39	65961	7/03/23
						=====		
	REPORT TOTAL					124,646.64		