



Olathe, Kansas

2024 Resident Satisfaction Survey Findings Report

Submitted to the City of Olathe, Kansas by:

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

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ETC
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Executive Summary

2024 Olathe Resident Satisfaction Survey

Executive Summary



Purpose & Methodology

For more than two decades, the City of Olathe has continued to strategically plan for the future of the community. As part of this on-going strategic planning process, ETC Institute has conducted quarterly community satisfaction surveys, on the City's behalf, to help determine the priorities for the City, assess resident satisfaction, and understand resident opinion.

The survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in the City of Olathe. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address; this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

ETC Institute followed up with residents who received the mailed survey and promoted awareness of the survey using social media ads on Facebook and Instagram to encourage participation. All respondents who completed the survey online were required to provide their home address before submitting their responses. ETC Institute then matched the address provided by respondents who completed the survey with the addresses that were selected for the sample to ensure the participant is part of the sample. If a respondent did not provide an address or the address was not part of the sample, it was held separate from the database.

In 2024, ETC Institute administered the survey to 2,034 Olathe residents. The goal for the 4th quarter survey was to obtain completed surveys from at least 500 residents of the City of Olathe. This goal was met, with a total of 505 residents completing the survey. The overall results for the sample of 2,034 households have a precision of at least +/- 2.2% at the 95% level of confidence.

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

This report contains:

- Executive summary of the survey methodology and major findings
- Charts showing the overall results for questions on the survey
- Trends comparing the 2024 results to the 2023 & 2022 results
- Benchmark analysis showing how Olathe compares to other communities regionally and nationally
- Importance-Satisfaction analysis that shows priorities for the City
- Tabular Data that shows the overall results
- A copy of the cover letter and survey instrument

2024 Olathe Resident Satisfaction Survey

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Major Findings

Perception of the City. Ninety-two percent (92%) of residents surveyed, who had an opinion, were satisfied (combined ratings of 4 or 5 on a 5-point scale) with the services provided by the City of Olathe. Other perception items that residents were satisfied with include: quality of life in the City (89%), quality of neighborhoods (88%), and cleanliness of the City (79%).

Feeling of Safety in Olathe. Nearly all (98%) of the residents surveyed, who had an opinion, felt safe (combined ratings of 4 or 5 on a 5-point scale) in their neighborhood during the day; 94% felt safe overall in Olathe, and 90% felt safe in their neighborhood at night.

Satisfaction with City Services. Ninety-seven percent (97%) of residents surveyed, who had an opinion, were satisfied (combined ratings of 4 or 5 on a 5-point scale) with the trash service in the City; 95% were satisfied with yard waste removal, 94% were satisfied with curbside recycling, and 94% were satisfied with snow removal on major City streets.

Satisfaction with Public Services. Ninety-five percent (95%) of residents surveyed, who had an opinion, were satisfied (combined ratings of 4 or 5 on a 5-point scale) with fire services; 95% were satisfied with emergency medical services, and 90% were satisfied with police services.

Satisfaction with City Activities. Ninety-three percent (93%) of residents surveyed, who had an opinion, were satisfied (combined ratings of 4 or 5 on a 5-point scale) with overall quality of Olathe libraries; 92% were satisfied with the maintenance of City parks, 89% were satisfied with the overall quality of the City parks and recreation system, and 89% were satisfied with the maintenance of walking and biking trails.

Satisfaction with Resident Experience Services. Eighty-three percent (83%) of residents surveyed, who had an opinion, were satisfied (combined ratings of 4 or 5 on a 5-point scale) with customer service received from City employees, and 79% were satisfied with the availability of information about City programs/services.

City Services That Should Receive the Most Emphasis. Based on the sum of their top four choices, the major categories of City services that respondents indicated should receive the most emphasis over the next two years are: 1) traffic congestion and management in Olathe, 2) maintenance of City streets and sidewalks, 3) police, fire, and emergency medical services, and 4) cleanliness and appearance of the City.

2024 Olathe Resident Satisfaction Survey

Executive Summary



Other Findings

- Most residents surveyed (93%), who had an opinion, were likely to recommend Olathe as a place to live (combined ratings of 4 or 5 on a 5-point scale); 86% were likely to recommend Olathe as a community that is moving in the right direction, and 83% were likely to recommend Olathe as a place to have a business.
- Forty-five percent (45%) of residents surveyed indicated they would like to see more public art in Olathe's parks; 43% would like to see it in Downtown Olathe, and 41% would like to see more public art inside or outside of public buildings.

When residents were asked *what types* of public art they would like to see more of in Olathe, 42% indicated they would like to see permanent sculptures; 40% would like to see more murals, and 37% would like to see recognizable or realistic art in Olathe.

Trends Since 2023

The tables below and on the following page show the increases and decreases in satisfaction from 2023 to 2024 for 50 City services. Satisfaction ratings have increased in 27 of 50 areas assessed since 2023. The table below shows the increases and decreases in satisfaction since 2023. Differences of +/- 4.3% are considered notable.

Service	2024	2023	Difference	Category
Ease of east/west travel by vehicle	68%	56%	12%	City Services
In City parks	80%	69%	11%	Feeling of Safety in Various Situations
Maintenance of major City streets	87%	77%	10%	City Services
Overall flow of traffic and congestion management	66%	56%	10%	City Services
Ease of north/south travel by vehicle	80%	73%	7%	City Services
Overall feeling of safety in Olathe	94%	87%	7%	Feeling of Safety in Various Situations
Animal control services	78%	72%	6%	Public Services
Overall quality of water service	89%	83%	6%	City Services
Odor from wastewater treatment centers	79%	74%	5%	City Services
Value received for City tax dollars and fees	70%	65%	5%	Overall Perception of the City
In your neighborhood at night	90%	86%	4%	Feeling of Safety in Various Situations
Maintenance of streets in YOUR neighborhood	79%	75%	4%	City Services
Overall quality of Olathe libraries	93%	89%	4%	City Activities
Level of public involvement in local decision-making	58%	54%	4%	Resident Experience Services
Police services	90%	87%	3%	Public Services
Water pressure on a typical day	91%	88%	3%	City Services
Overall quality of the City's wastewater system	87%	84%	3%	City Services
Maintenance of sidewalks	66%	63%	3%	City Services
Curbside recycling	94%	91%	3%	City Services
In your neighborhood during the day	98%	96%	2%	Feeling of Safety in Various Situations
Street lighting	80%	78%	2%	City Services
Maintenance of walking and biking trails	89%	87%	2%	City Activities
Quality of your neighborhood	88%	86%	2%	Overall Perception of the City
Snow removal on major City streets	94%	92%	2%	City Services
Customer service you receive from city employees	83%	81%	2%	Resident Experience Services
Promoting diversity in the community	58%	56%	2%	Overall Perception of the City
Yard waste removal	95%	94%	1%	City Services

2024 Olathe Resident Satisfaction Survey

Executive Summary



Trends Since 2023 (cont.)

Service	2024	2023	Difference	Category
Enforcement of City codes and ordinances	69%	69%	0%	Public Services
Availability of information about City programs/services	79%	79%	0%	Resident Experience Services
Trash service	97%	98%	-1%	City Services
Bulky item pickup/removal	88%	89%	-1%	City Services
Snow removal on neighborhood streets	83%	84%	-1%	City Services
Quality of the indoor recreation facilities	83%	84%	-1%	City Activities
Senior enrichment/recreation & adaptive recreation	64%	65%	-1%	City Activities
Services provided by the City of Olathe	92%	93%	-1%	Overall Perception of the City
Maintenance of City parks	92%	94%	-2%	City Activities
Recommend the community as a place to live	93%	95%	-2%	Likelihood of Recommending the Community
Household hazardous waste disposal	82%	84%	-2%	City Services
Quality of outdoor public swimming pools	79%	81%	-2%	City Activities
Quality of life in the City	89%	91%	-2%	Overall Perception of the City
Sense of community in Olathe	65%	67%	-2%	Overall Perception of the City
Quality of Downtown Olathe	62%	64%	-2%	Overall Perception of the City
Overall quality of City parks & recreation system	89%	92%	-3%	City Activities
Quality of outdoor athletic fields	83%	86%	-3%	City Activities
Stormwater runoff/stormwater management system	83%	87%	-4%	City Services
Image of the City	79%	84%	-5%	Overall Perception of the City
Adult recreation programs/activities sponsored by City	65%	71%	-6%	City Activities
Youth recreation programs/activities sponsored by City	70%	77%	-7%	City Activities
Overall effectiveness of City communication with the public	69%	79%	-10%	Resident Experience Services
Recommend the community as a place to have a business	83%	94%	-11%	Likelihood of Recommending the Community

2024 Olathe Resident Satisfaction Survey

Executive Summary



How the City of Olathe Compares to Other Communities Nationally

Satisfaction ratings for Olathe **rated above the U.S. average in ALL areas** that were assessed. The table below shows the comparisons between the City of Olathe and the U.S. average.

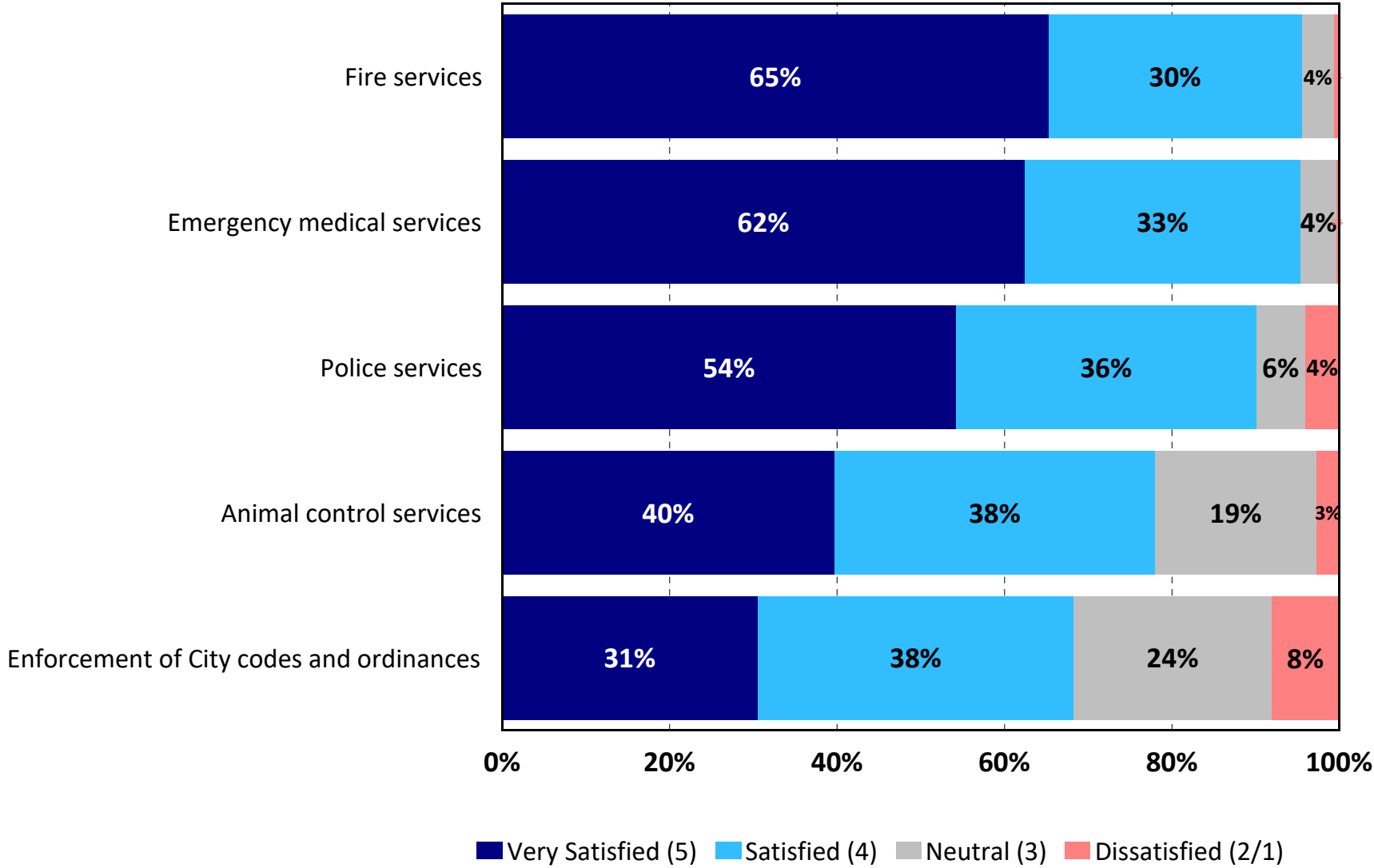
Service	Olathe	U.S.	Difference	Category
Customer service you receive from city employees	83%	39%	44%	Resident Experience Services
Services provided by the City	92%	49%	43%	Overall Perception of the City
Bulky item pickup/removal	88%	47%	41%	City Services
Household hazardous waste disposal	82%	41%	41%	City Services
Yard waste removal	95%	54%	41%	City Services
Curbside recycling	94%	56%	38%	City Services
Police services	90%	53%	37%	Public Services
Overall quality of water service	89%	52%	37%	City Services
Maintenance of major City streets	87%	50%	37%	City Services
Value received for City tax dollars and fees	70%	33%	37%	Overall Perception of the City
Snow removal on major City streets	94%	58%	36%	City Services
Snow removal on neighborhood streets	83%	47%	36%	City Services
Overall quality of the City's wastewater system	87%	53%	34%	City Services
Availability of information about City programs/services	79%	46%	33%	Resident Experience Services
Stormwater runoff/stormwater management system	83%	50%	33%	City Services
Overall effectiveness of City communication with the public	69%	37%	32%	Resident Experience Services
Maintenance of streets in YOUR neighborhood	79%	49%	30%	City Services
Animal control services	78%	49%	29%	Public Services
In your neighborhood at night	90%	61%	29%	Feeling of Safety in Various Situations
Enforcement of City codes and ordinances	69%	40%	29%	Public Services
Trash service	97%	68%	29%	City Services
Overall feeling of safety in the City	94%	66%	28%	Feeling of Safety in Various Situations
Image of the City	79%	53%	26%	Overall Perception of the City
In City parks	80%	55%	25%	Feeling of Safety in Various Situations
Water pressure on a typical day	91%	66%	25%	City Services
Emergency medical services	95%	71%	24%	Public Services
Level of public involvement in local decision-making	58%	34%	24%	Resident Experience Services
Street lighting	80%	59%	21%	City Services
Overall flow of traffic and congestion management	66%	45%	21%	City Services
Maintenance of sidewalks	66%	47%	19%	City Services
Fire services	95%	76%	19%	Public Services
In your neighborhood during the day	98%	81%	17%	Feeling of Safety in Various Situations
Quality of Downtown	62%	48%	14%	Overall Perception of the City
Promoting diversity in the community	58%	46%	12%	Overall Perception of the City



Charts and Graphs

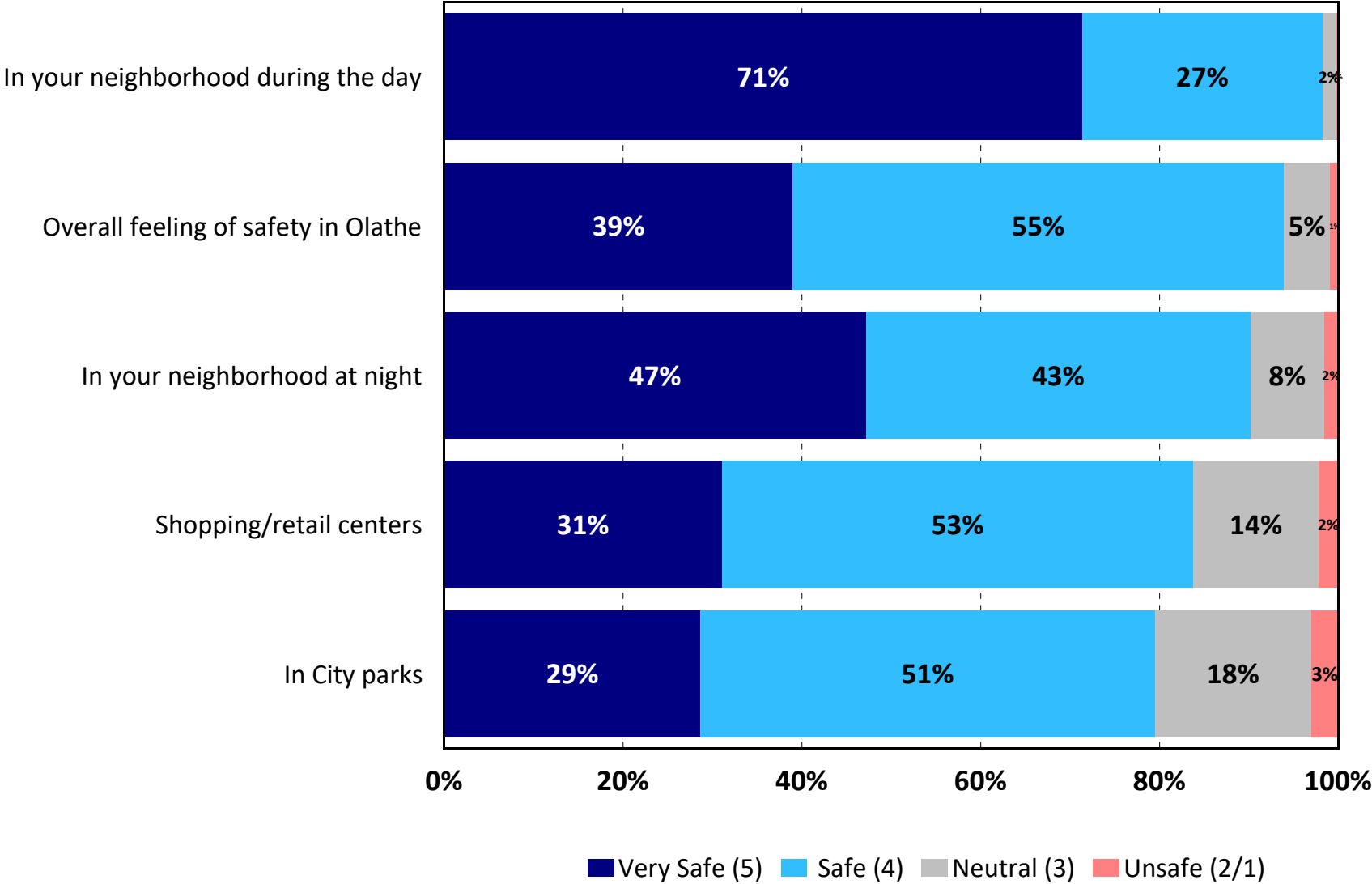
Q1. Satisfaction With Public Services

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



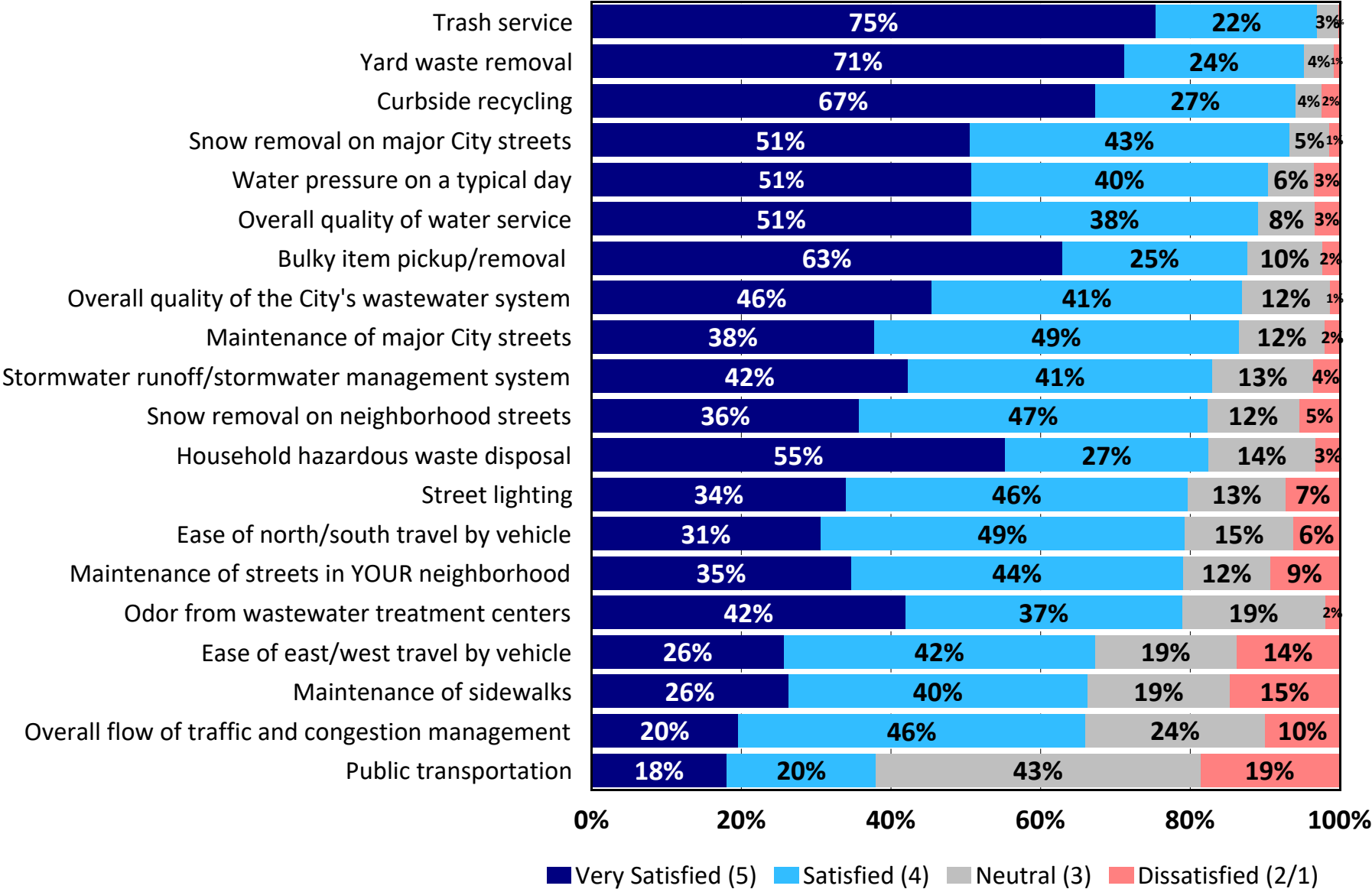
Q2. Feeling of Safety in the Following Situations

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



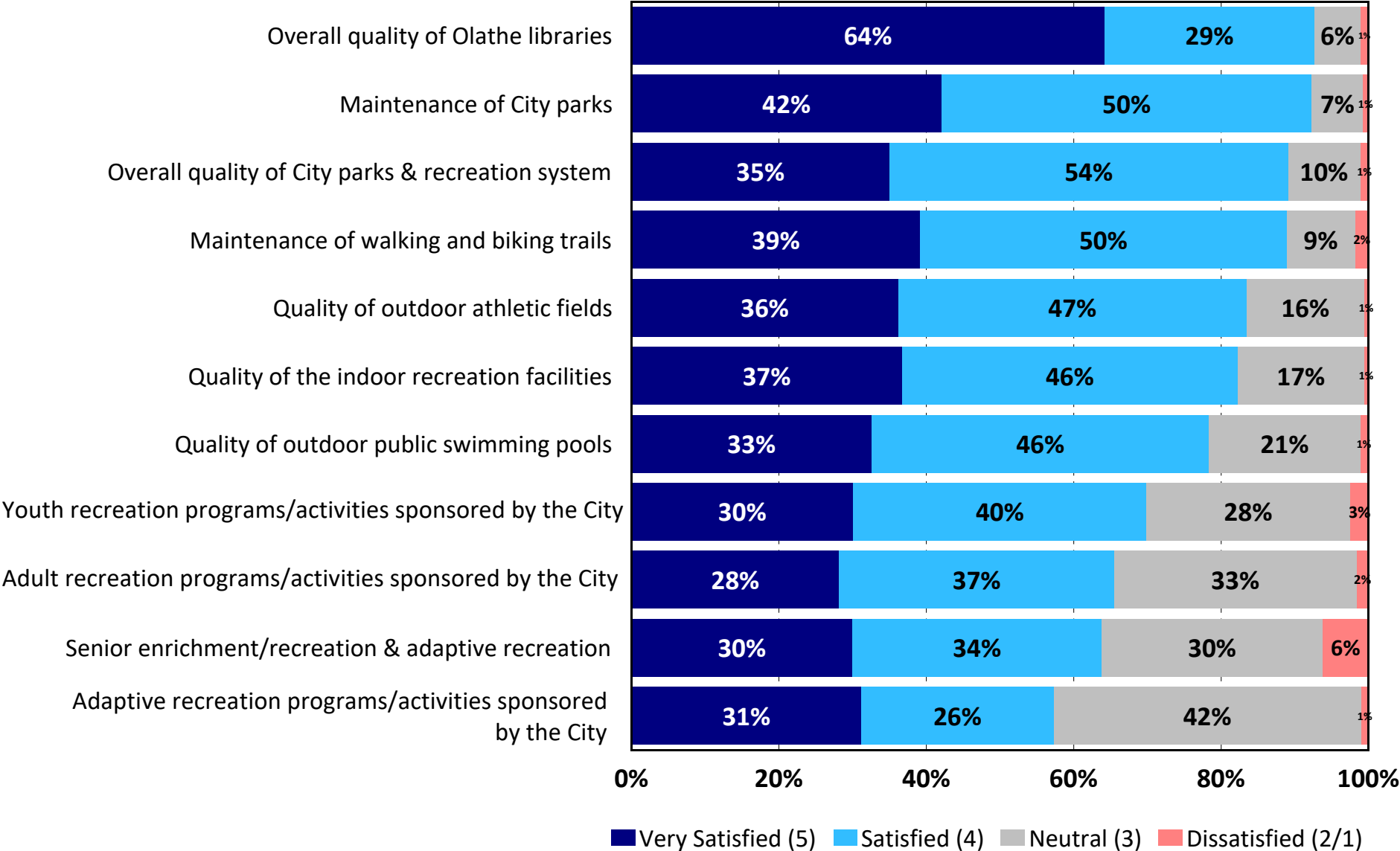
Q3. Satisfaction With the Following City Services

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



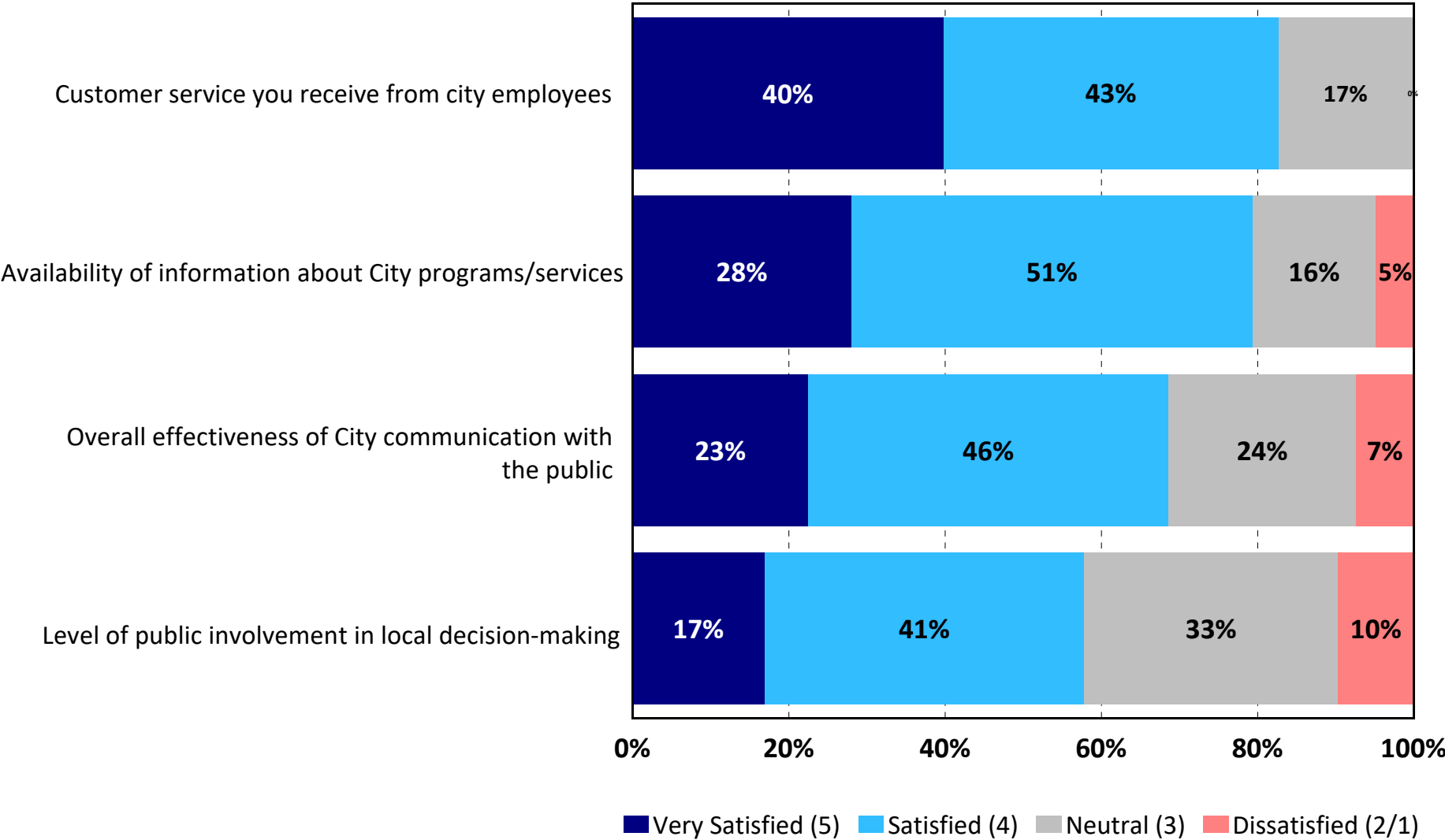
Q4. Satisfaction with the Following City Activities

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



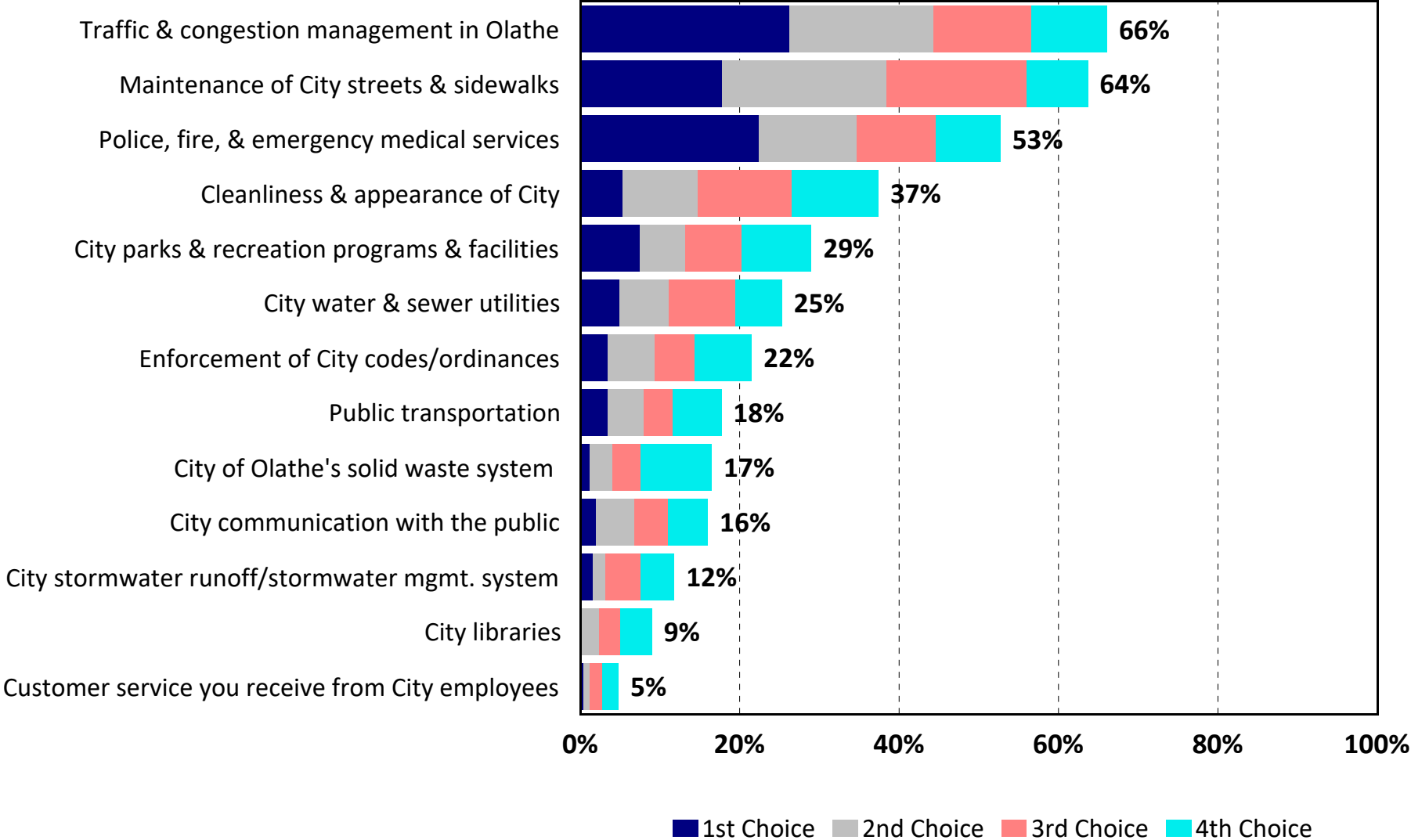
Q5. Satisfaction with the Following Resident Experience Services

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



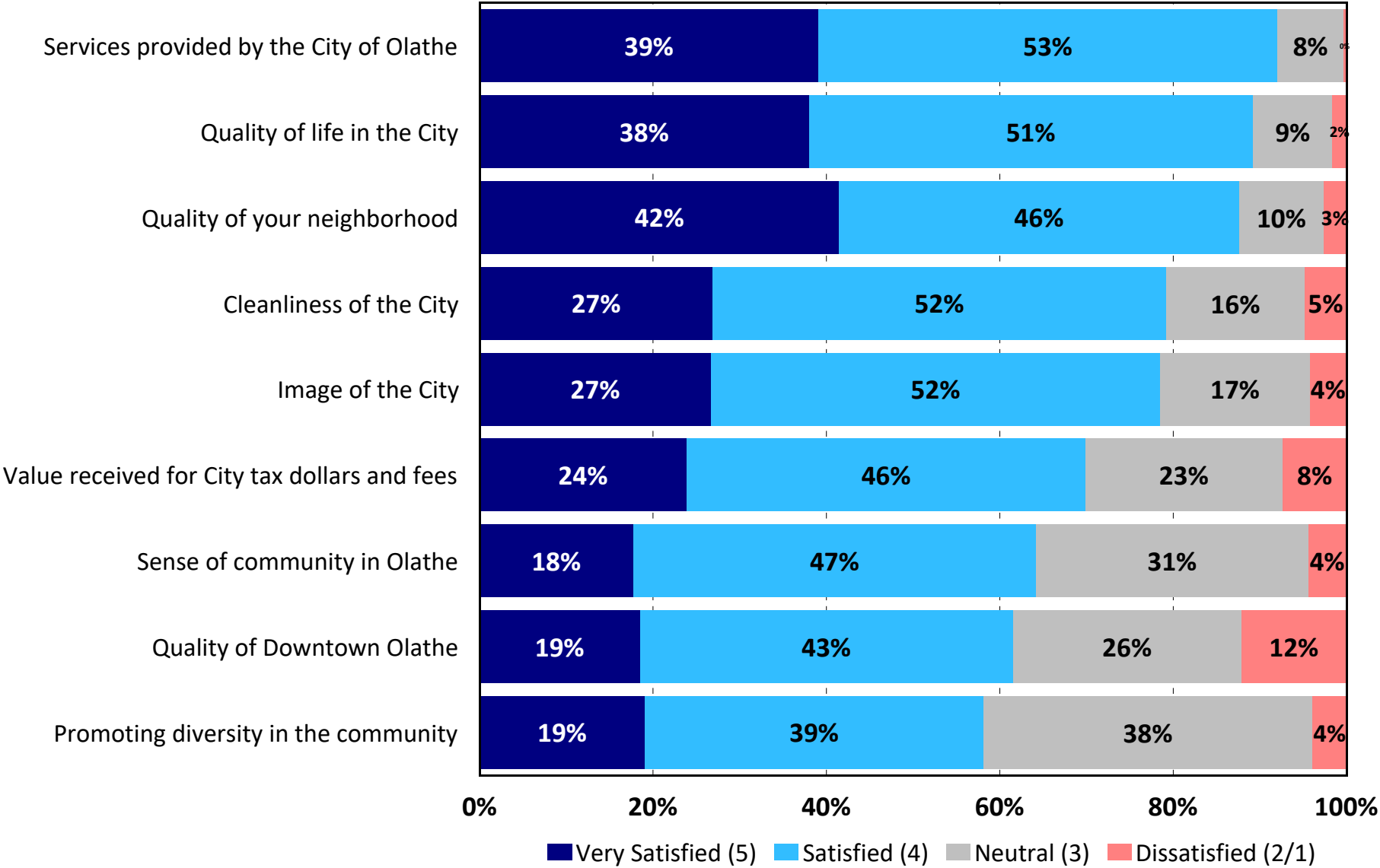
Q6. Major Categories of City Services That Should Receive the Most Emphasis Over the Next Two Years

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



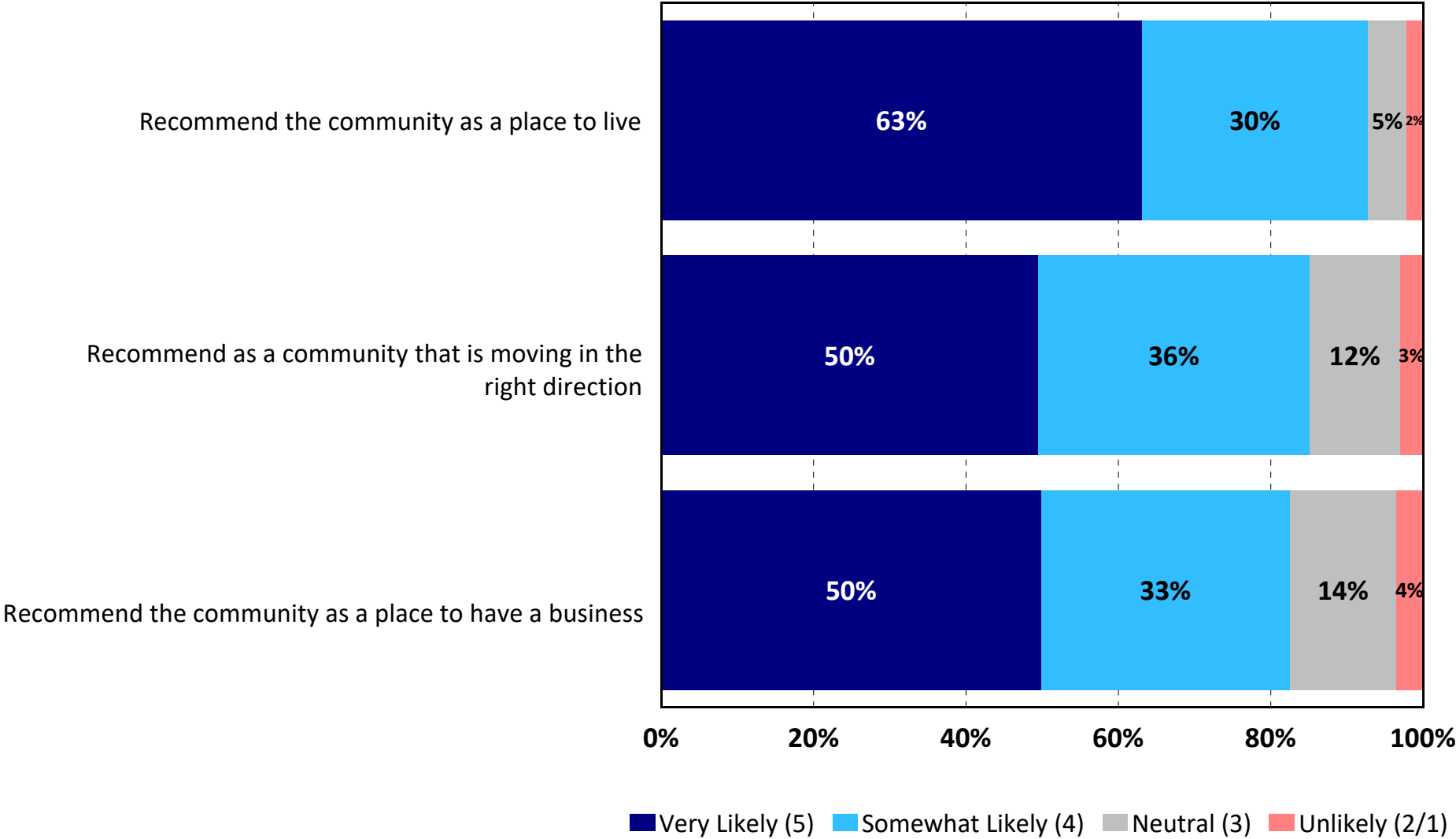
Q7. Satisfaction with Items That May Influence Overall Perception of the City of Olathe

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



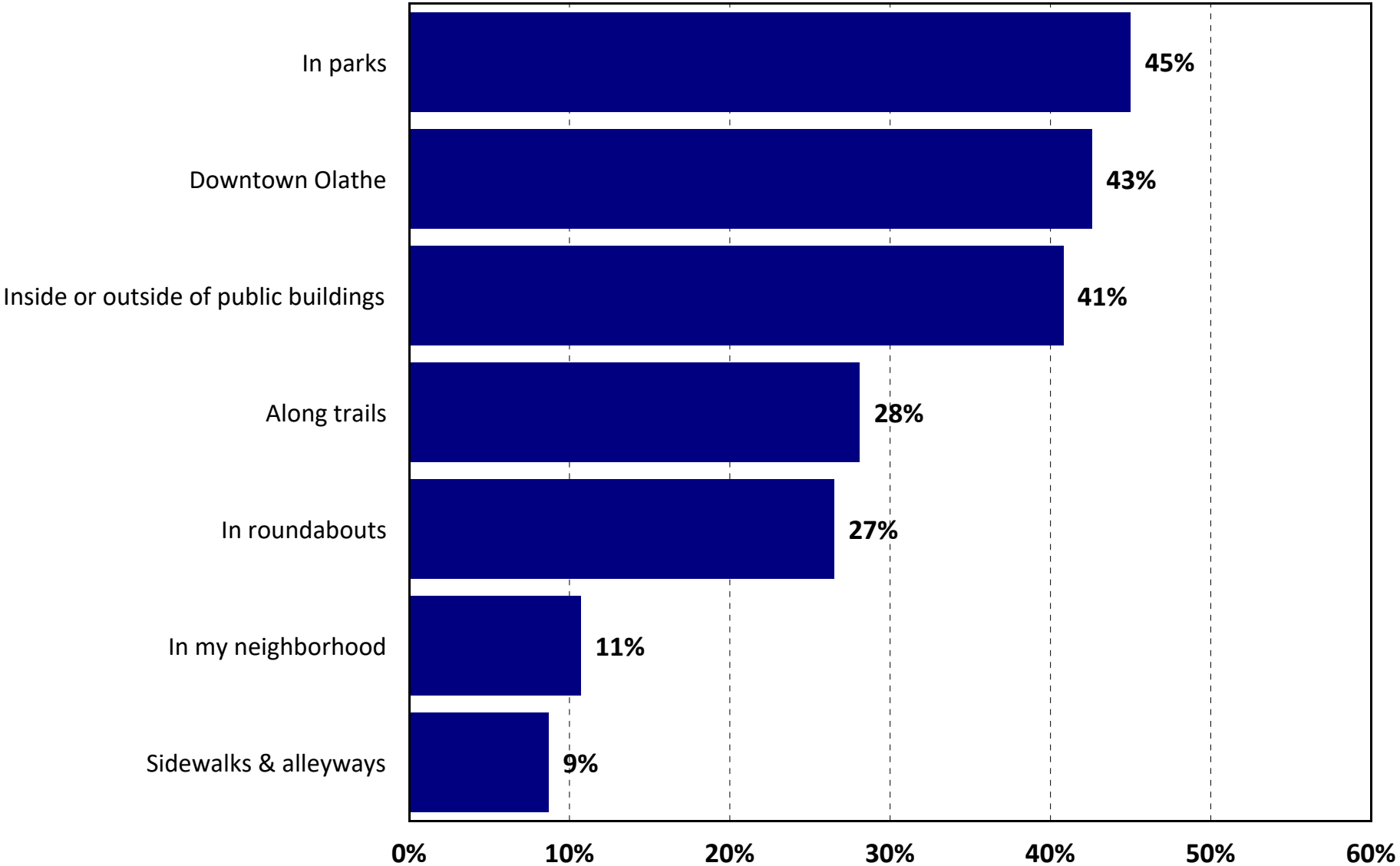
Q8. Likelihood of Recommending the Community

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



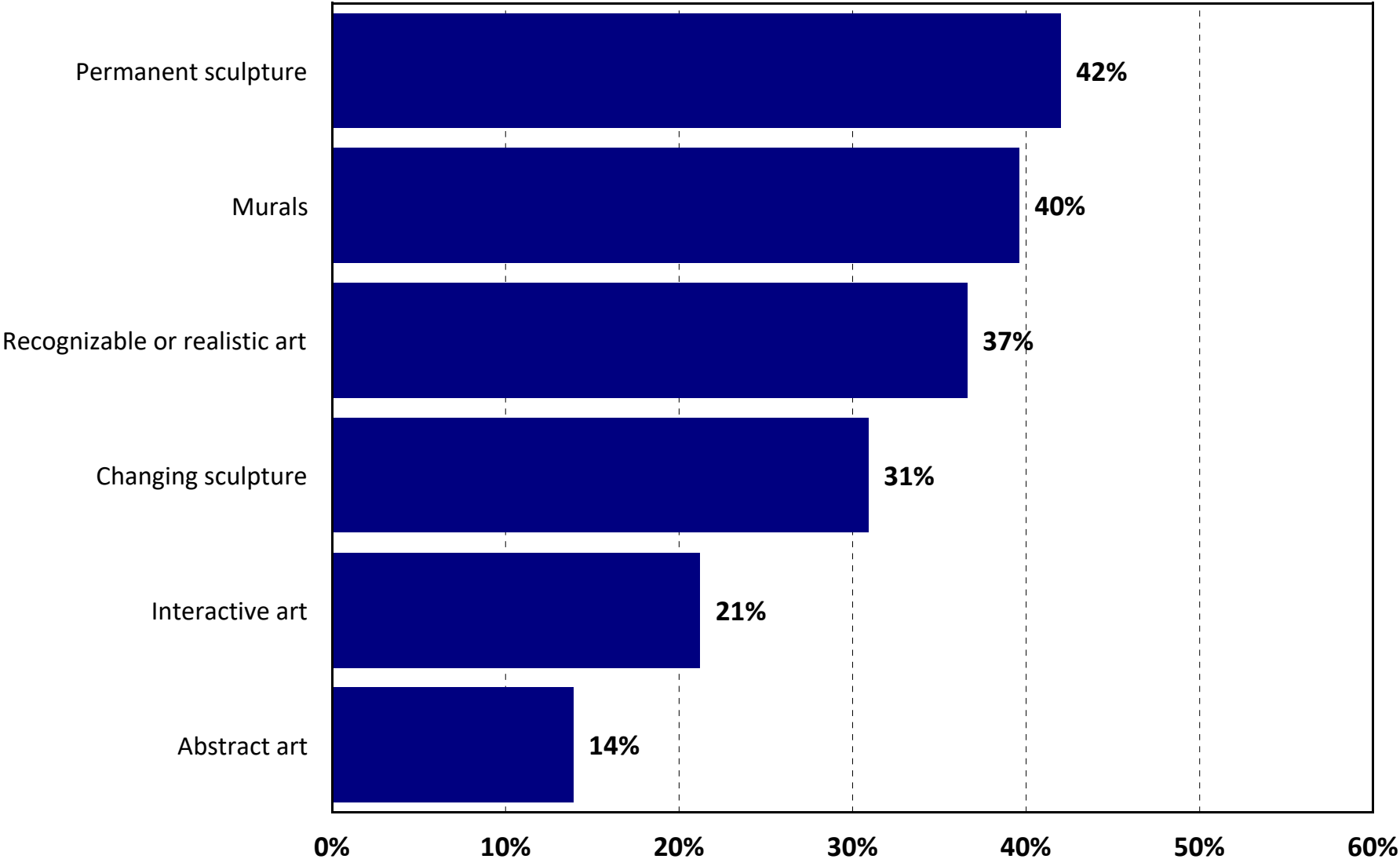
Q9. Where would you like to see more public art in Olathe?

by percentage of respondents (multiple selections could be made)



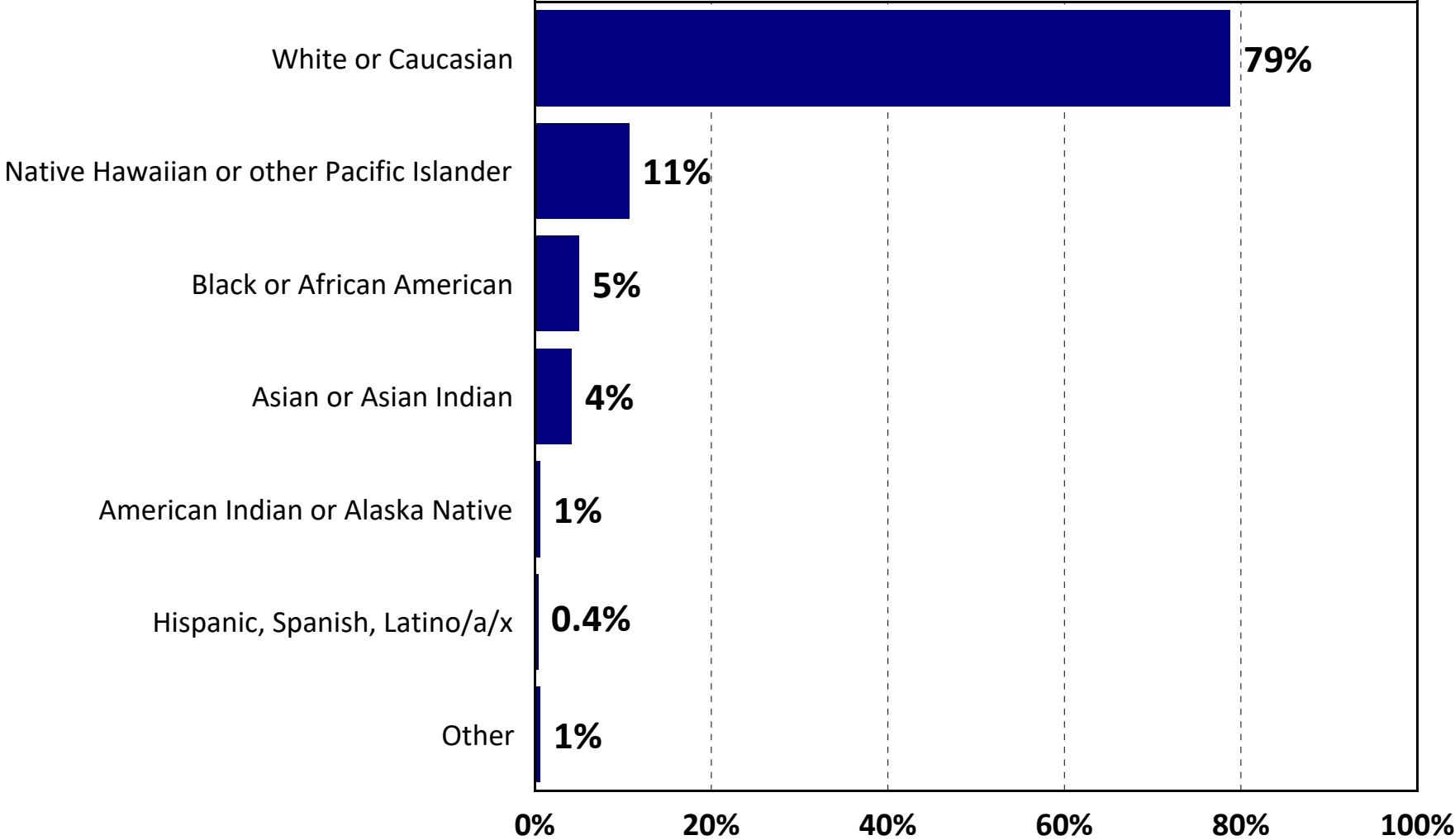
Q10. What types of public art would you like to see more of in Olathe?

by percentage of respondents (multiple selections could be made)



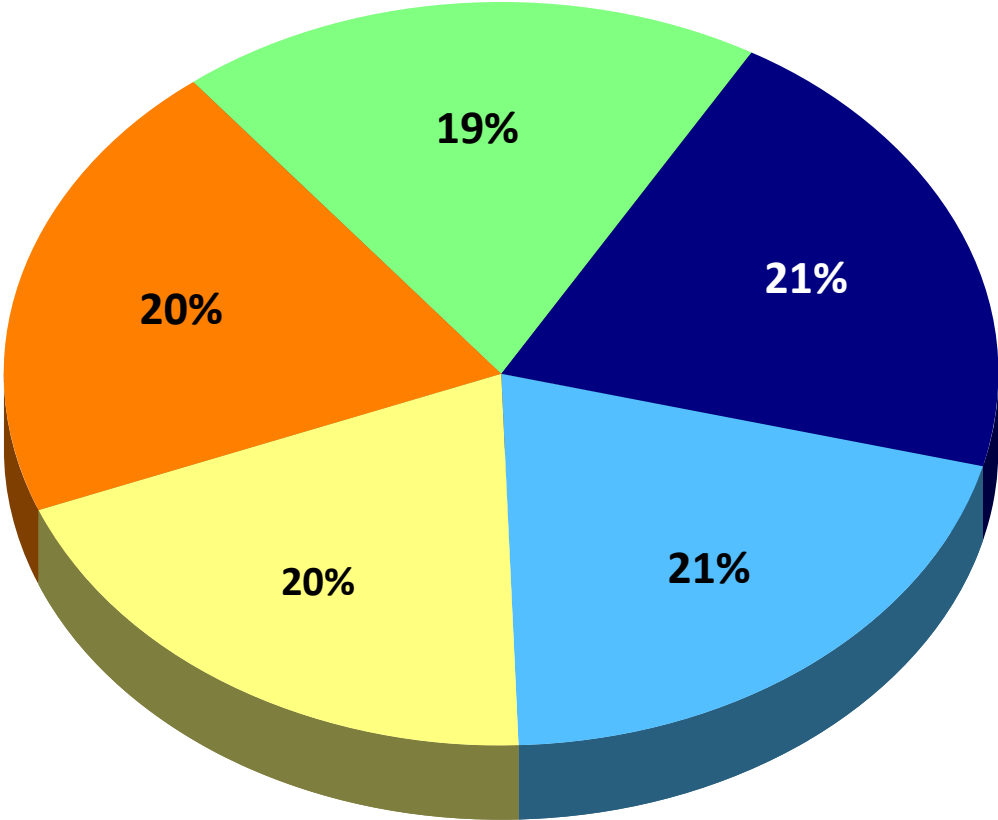
Q11. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



Q12. Demographics: What is your age?

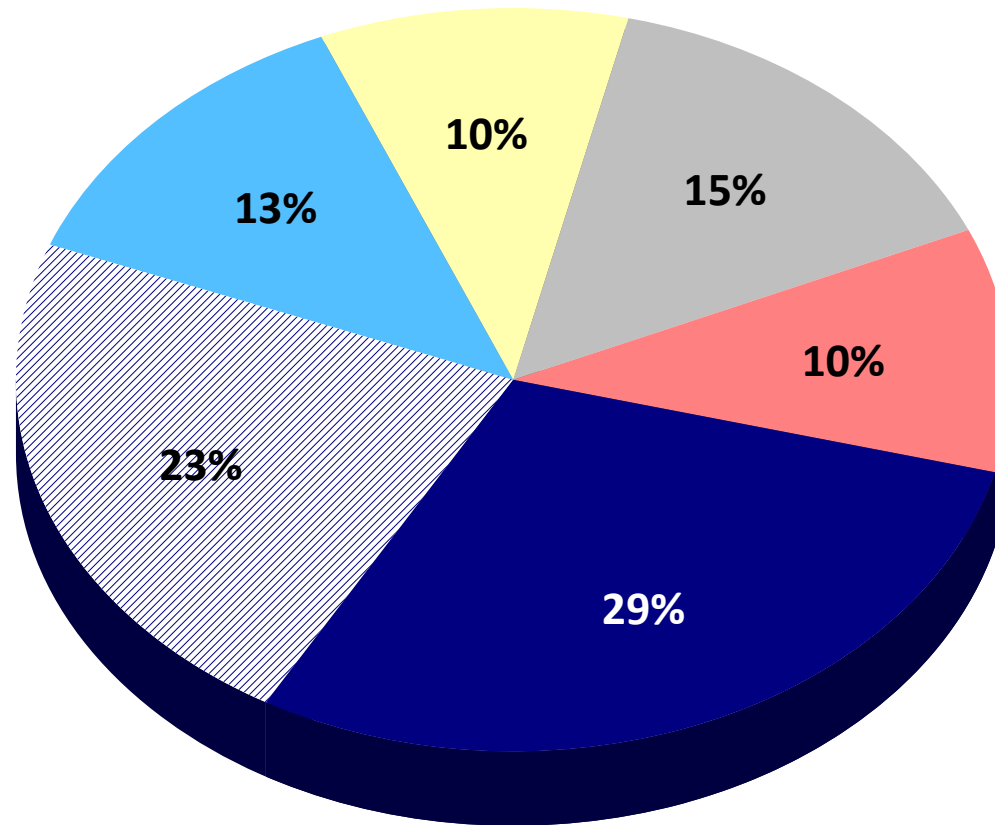
by percentage of respondents (excluding "not provided")



■ Under 35 ■ 35 to 44 ■ 45 to 54 ■ 55 to 64 ■ 65+

Q13. Demographics: Approximately how many years have you lived in the City of Olathe?

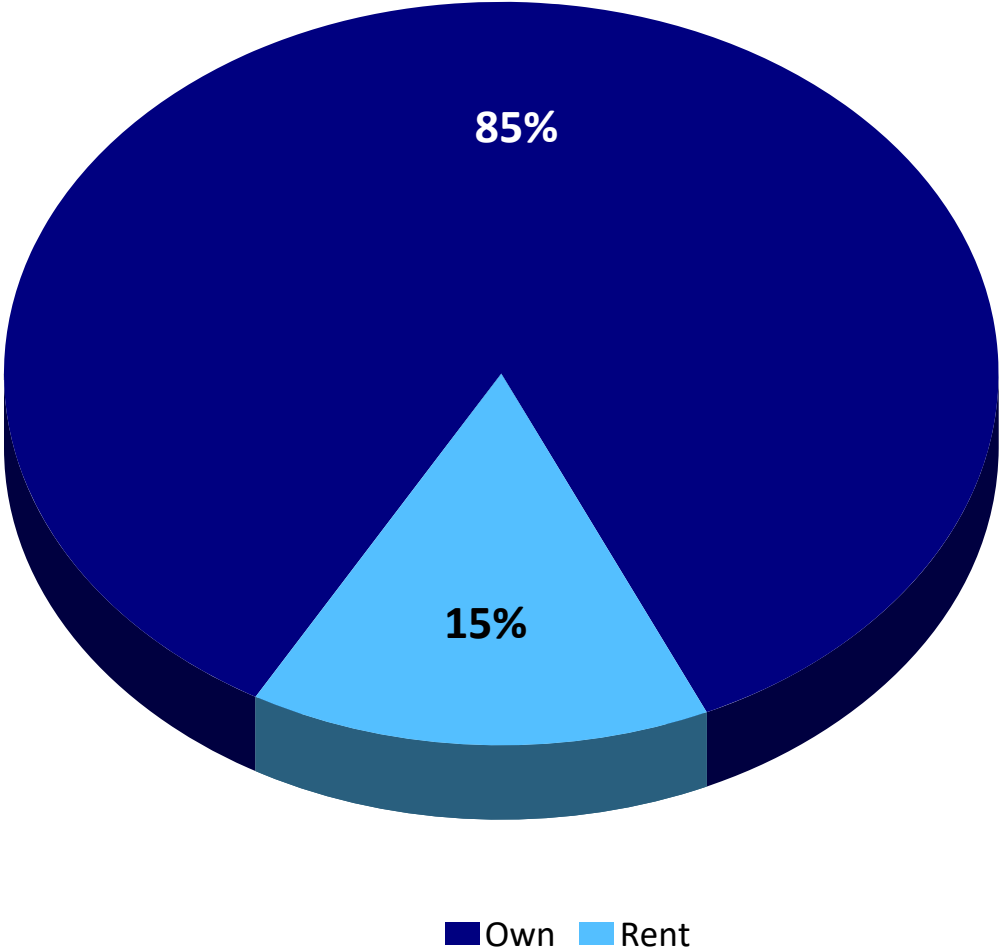
by percentage of respondents (excluding "not provided")



■ 5 years or less ■ 6 to 10 years ■ 11 to 15 years
■ 16 to 20 years ▨ 21 to 30 years ■ 31+ years

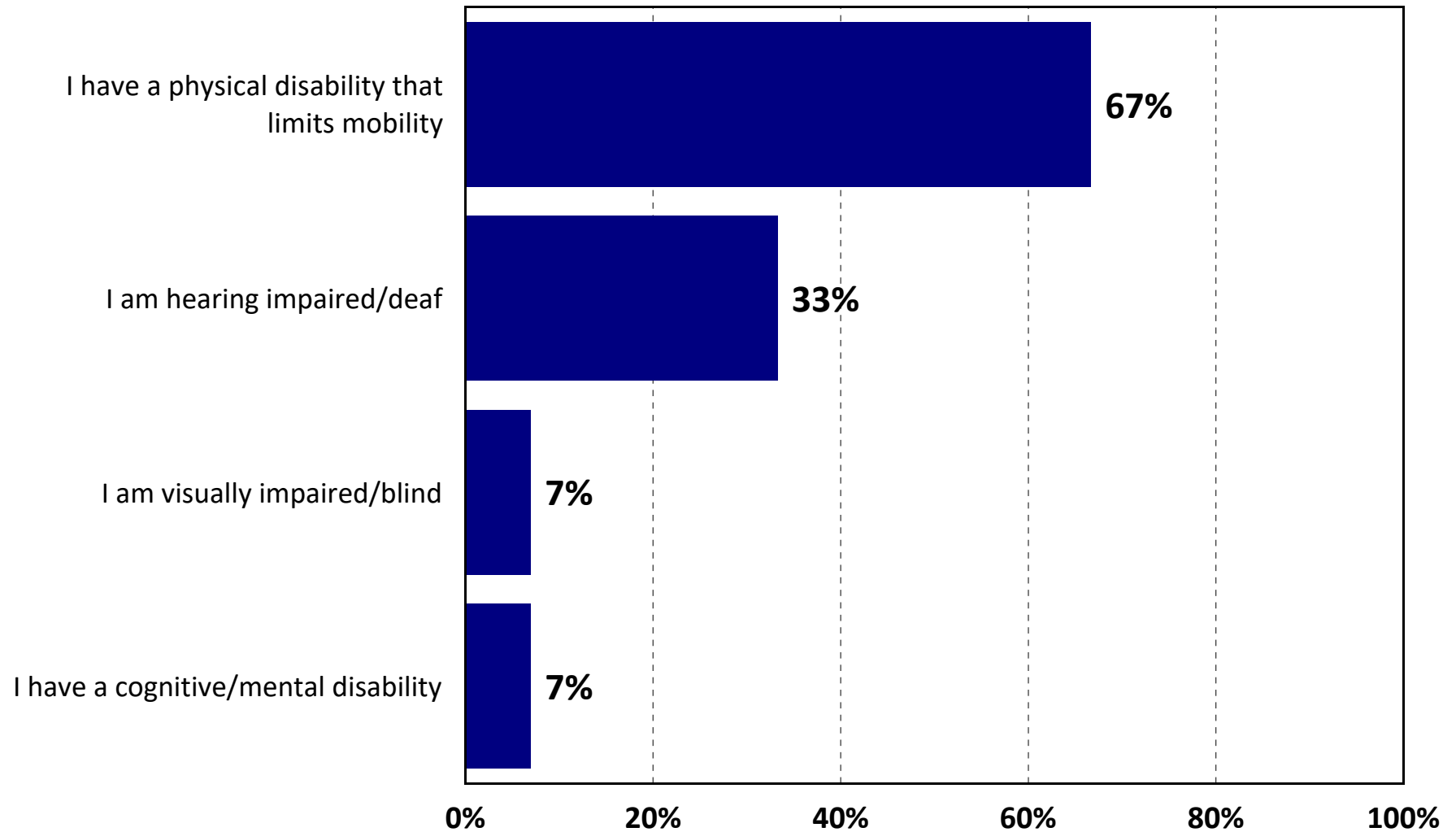
Q14. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding "not provided")



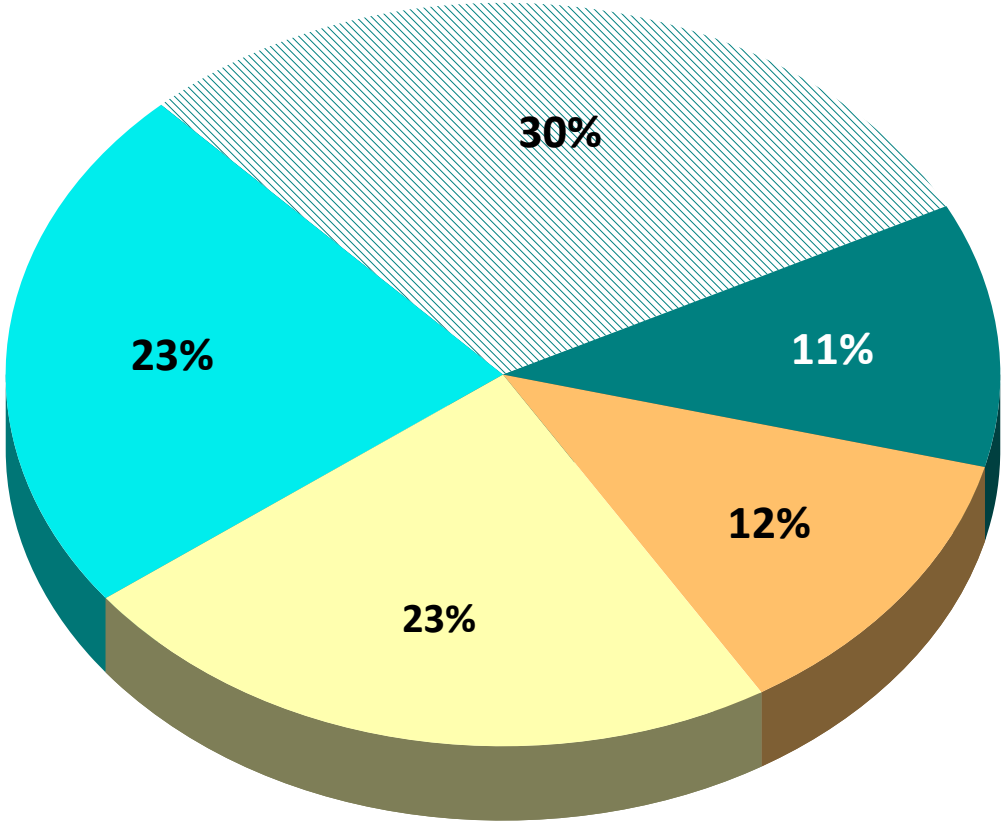
Q15. Demographics: Which of the following describes you?

by percentage of respondents (excluding “none of these” - multiple selections could be made)



Q16. Demographics: Total Household Income

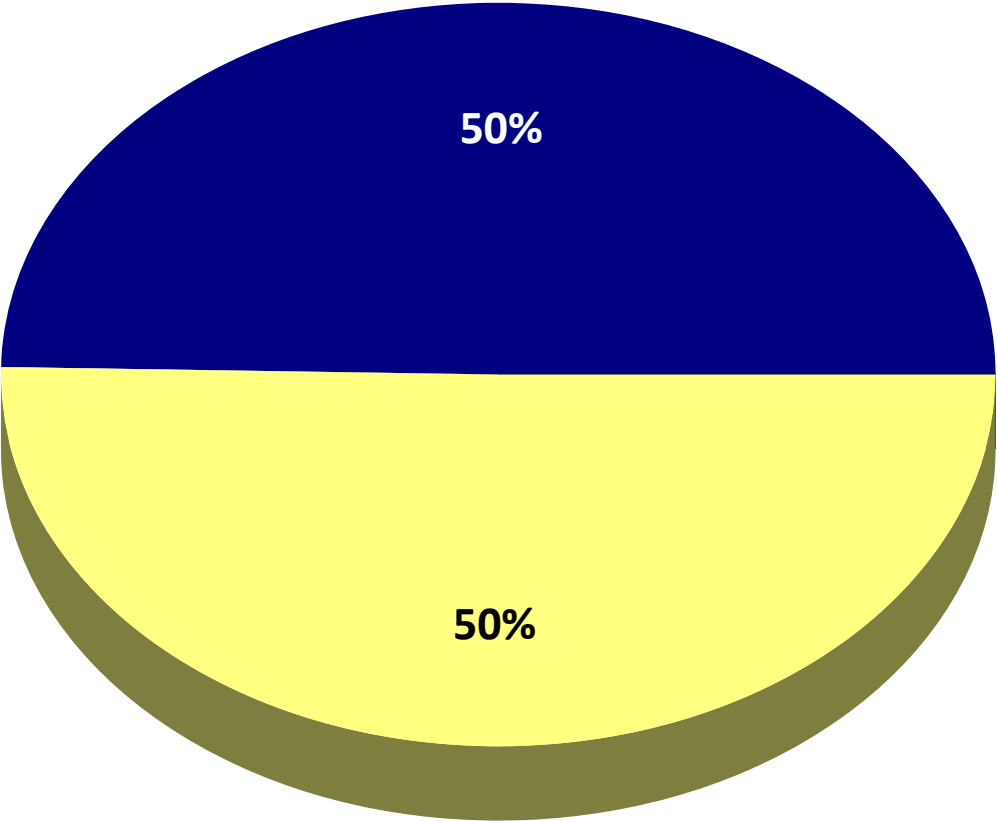
by percentage of respondents (excluding "not provided")



■ Under \$50K ■ \$50K to \$99,999 ■ \$100K to \$149,999 ■ 150K+ ■ Not provided

Q17. Demographics: Gender

by percentage of respondents (excluding "not provided")



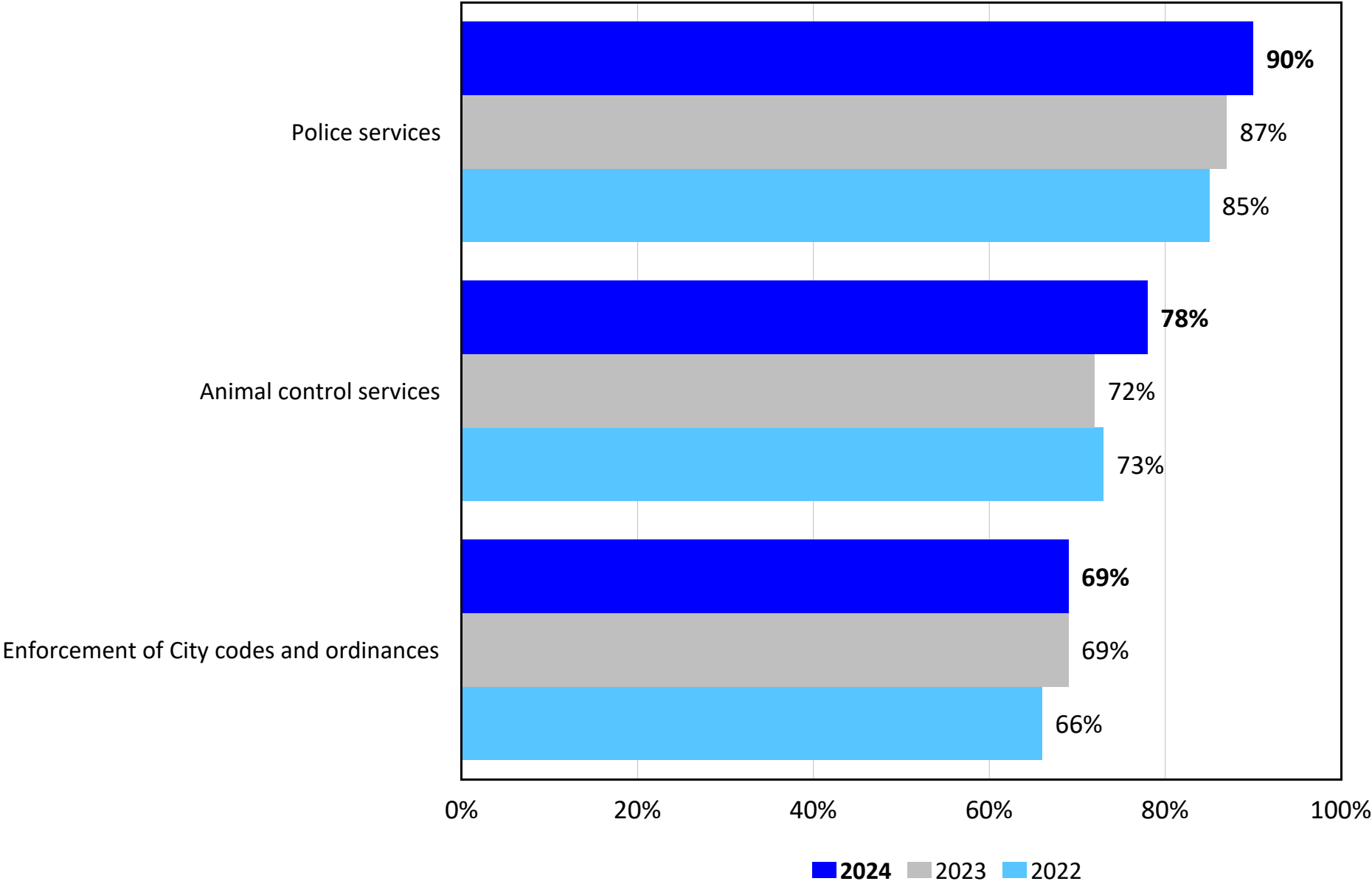
■ Male ■ Female

A large, dark blue circle with a white outline, containing the number '2' in a bold, dark blue font.

Trend Charts

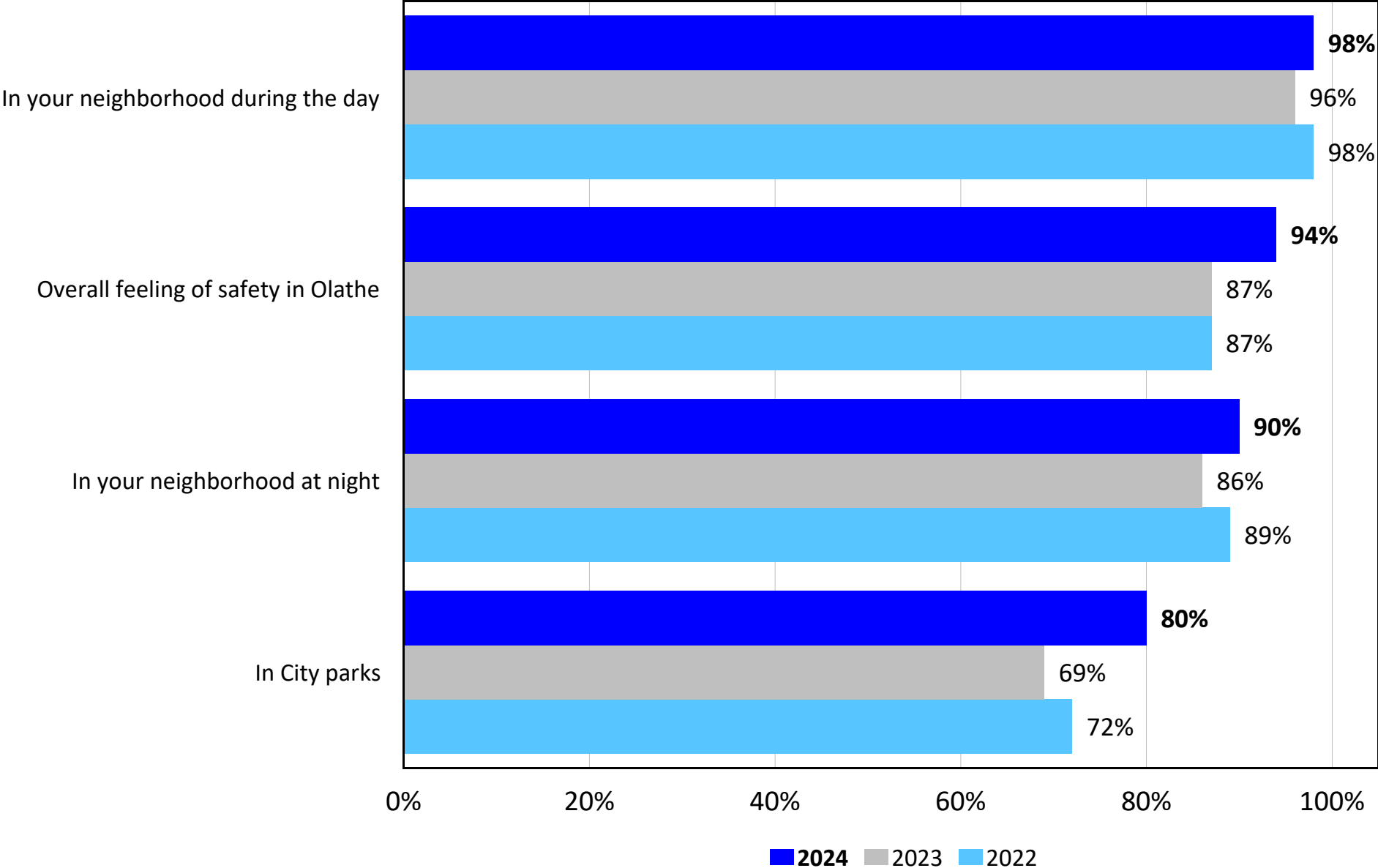
Satisfaction with Public Services

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



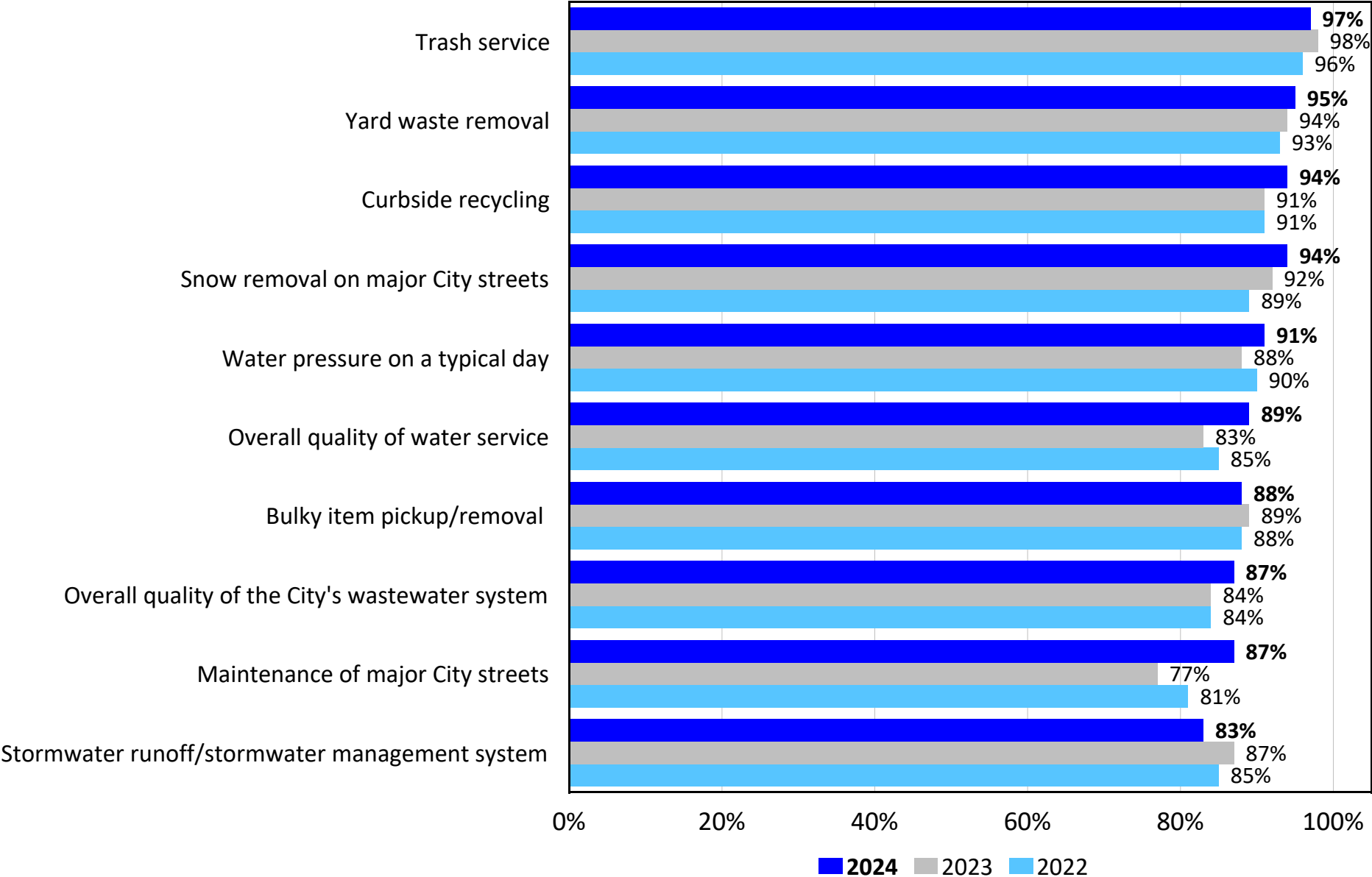
Feeling of Safety in the Following Situations

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



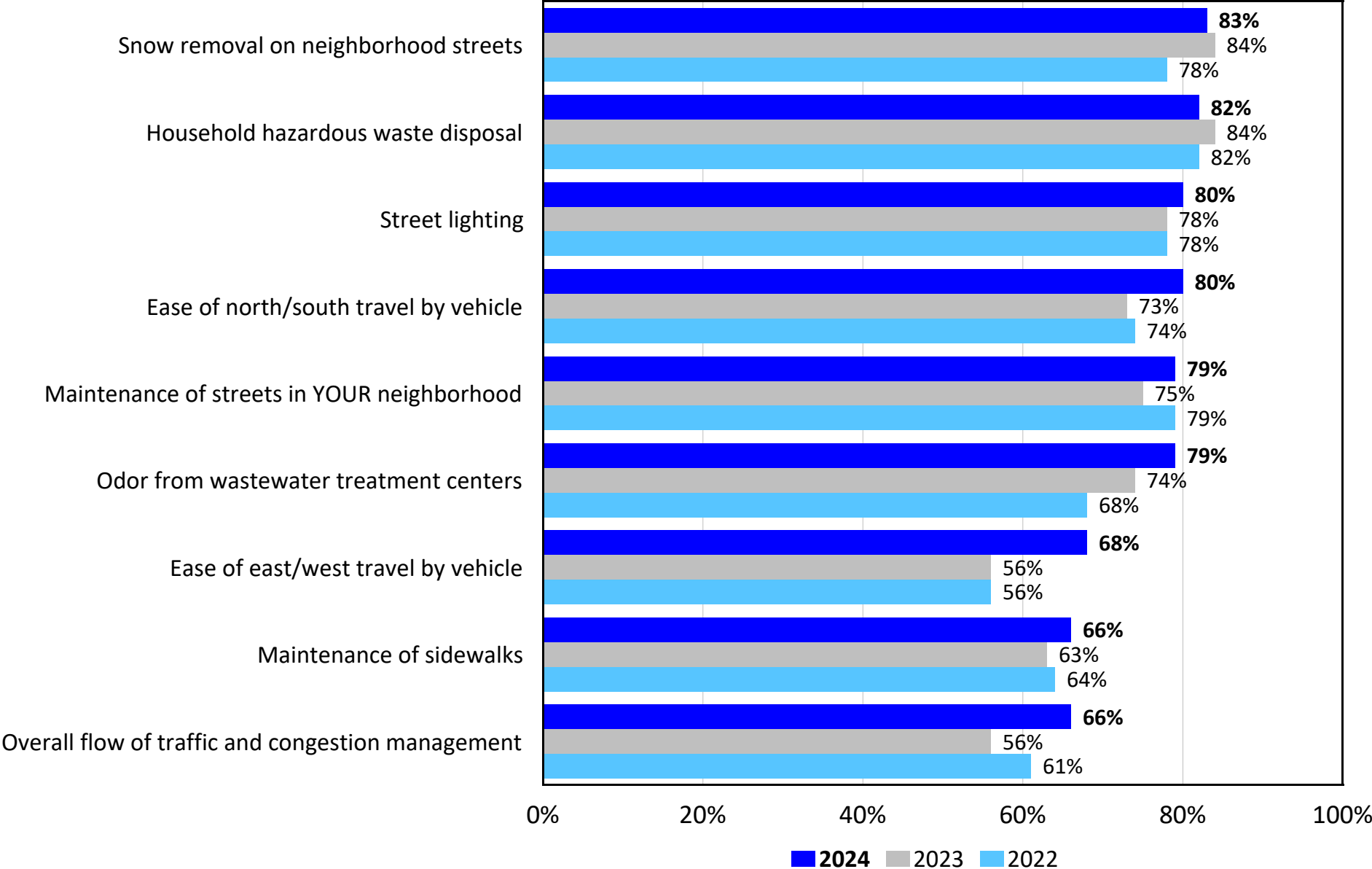
Satisfaction With the Following City Services

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



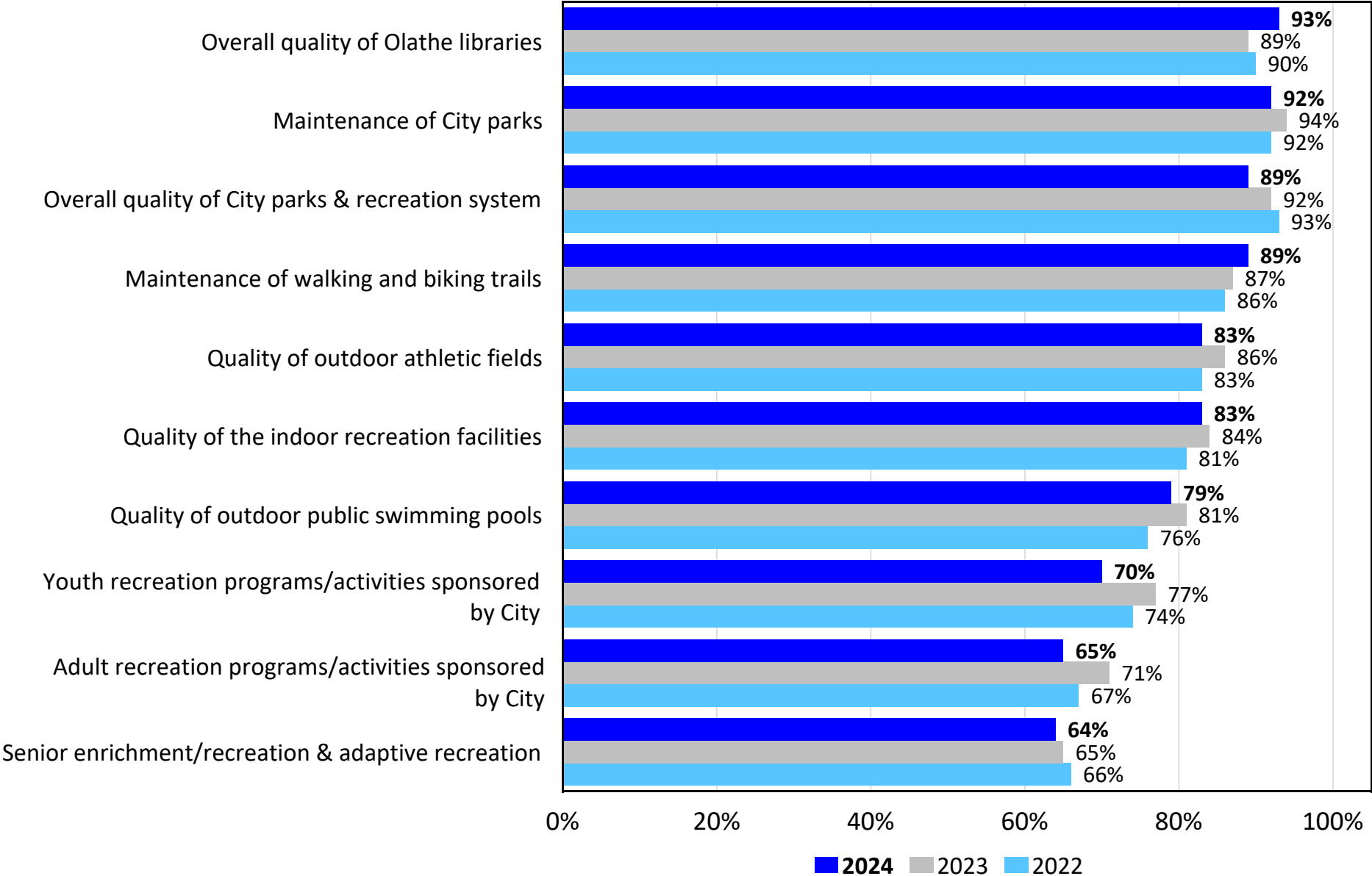
Satisfaction With the Following City Services (cont.)

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



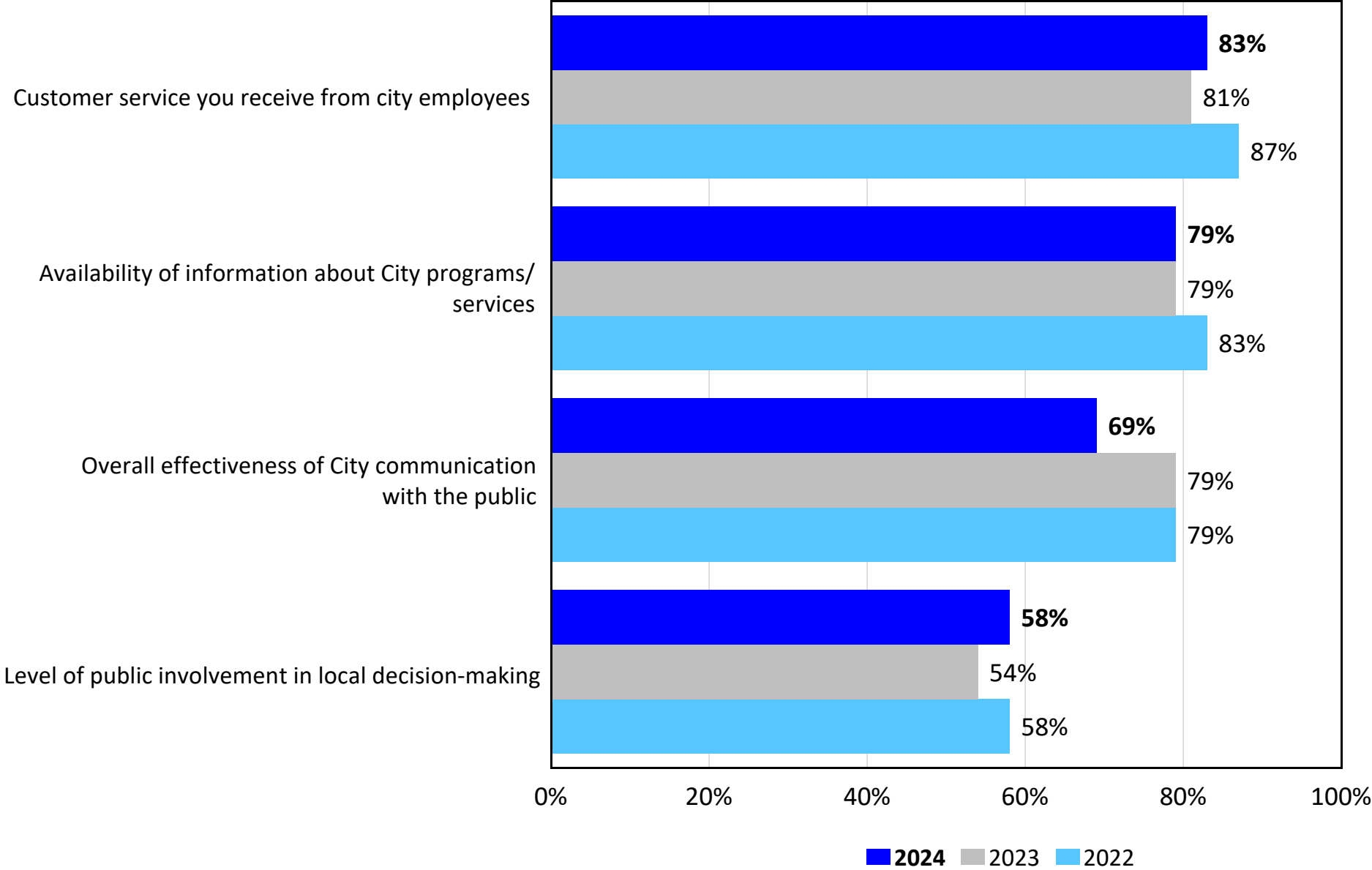
Satisfaction With the Following City Activities

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



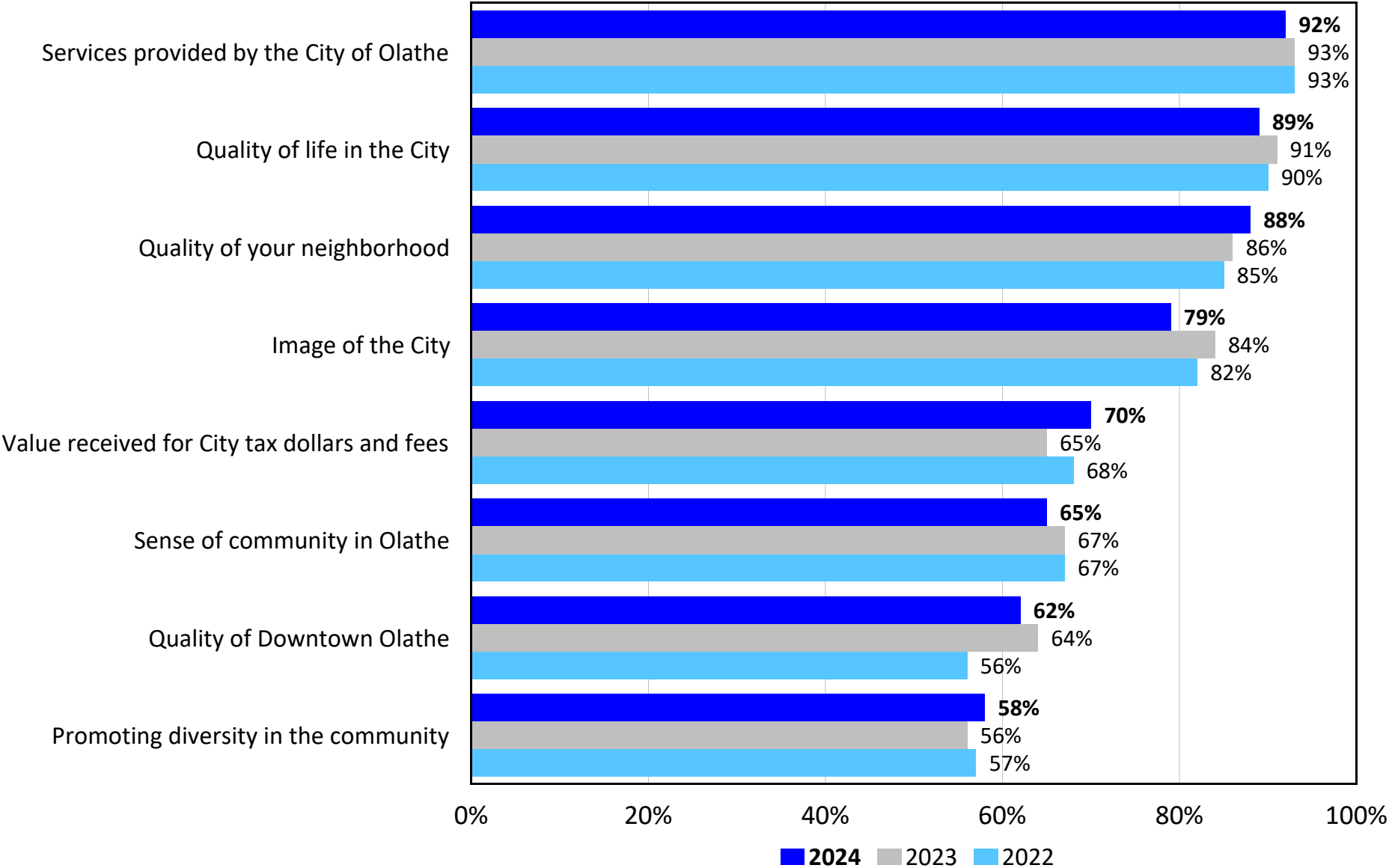
Satisfaction with the Following Resident Experience Services

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



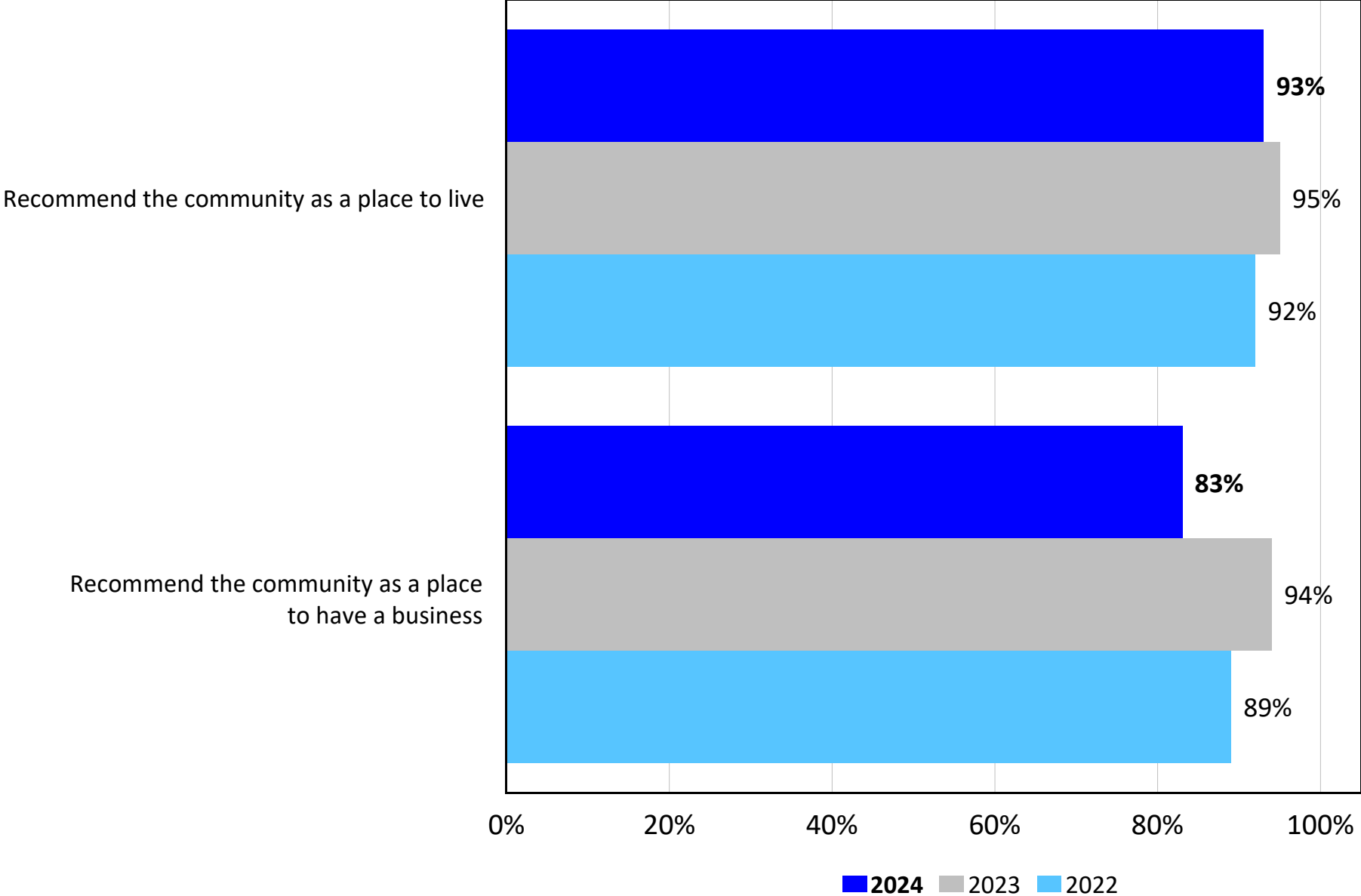
Satisfaction with Items That May Influence Overall Perception of the City of Olathe

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



Likelihood of Recommending the Community

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





3

Benchmarking 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 summer of 2023 to a random sample of more than 10,000 residents in the continental United States and (2) from a collection of Kansas City Metro area communities that have completed similar surveys between 2020 and 2024; those communities are listed below.

- Atchison, KS
- Belton, MO
- Blue Springs, MO
- Branson, MO
- Columbia, MO
- De Soto, KS
- Edgerton, KS
- Emporia, KS
- Fairway, KS
- Gladstone, MO
- Harrisonville, MO
- Independence, MO
- Johnson County, KS
- Kansas City, MO
- Lawrence, KS
- Leawood, KS
- Lee's Summit, MO
- Lenexa, KS
- Merriam, KS
- Mission, KS
- North Kansas City, MO
- Overland Park, KS
- Platte City, MO
- Raymore, MO
- Richmond, MO
- Roeland Park, KS
- Rolla, MO
- Smithville, MO
- Spring Hill, KS
- Springfield, MO
- St. Joseph, MO
- Topeka, KS
- Wyandotte County, KS

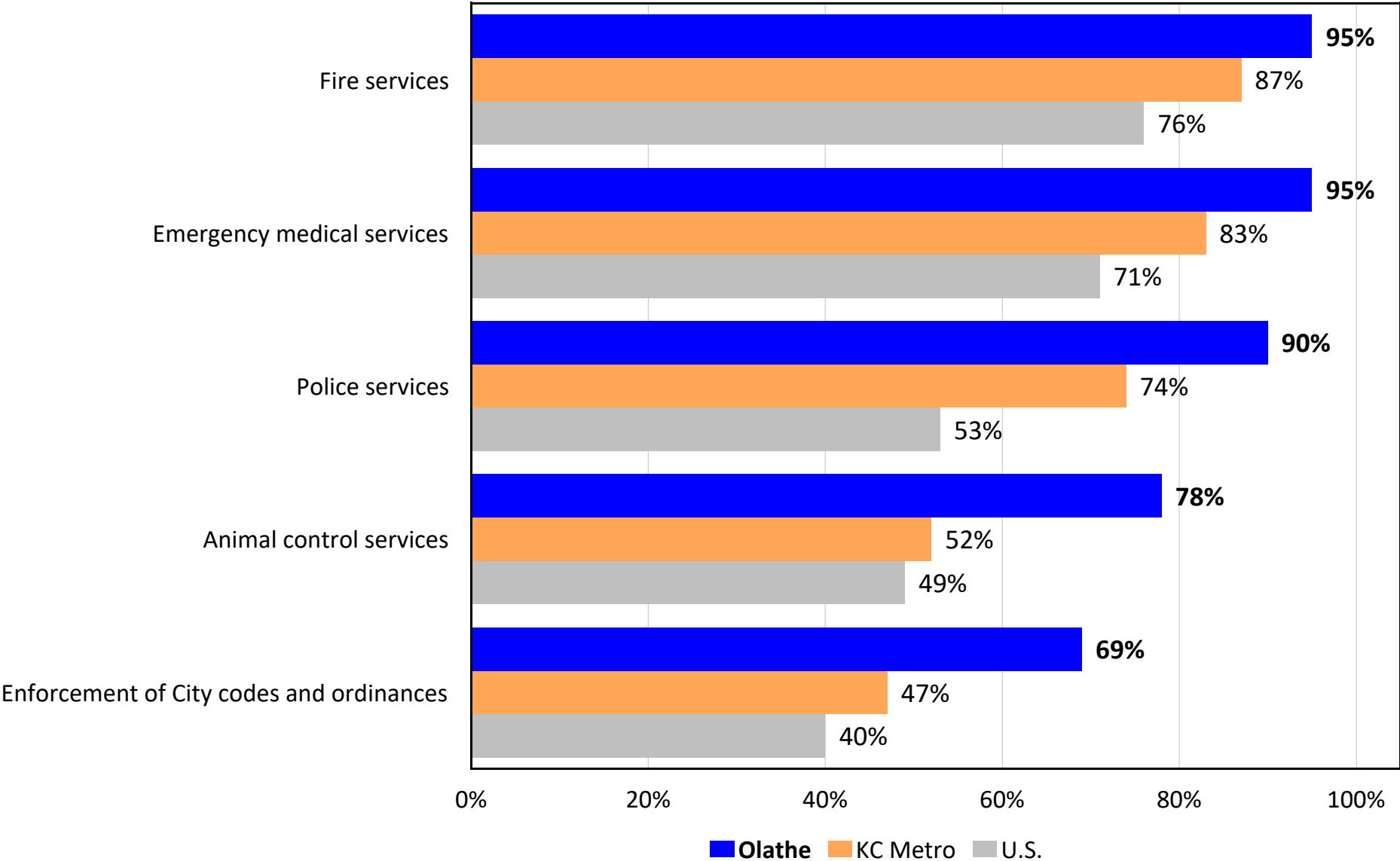
The charts on the following pages show how the results for the City of Olathe compare to the National average and the Kansas City Metro average. The blue bar shows the results for the City of Olathe in 2024. The orange bar shows the Kansas City Metro average. The gray bar shows the results of the National survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2024 survey. Only items for which ETC Institute maintains benchmarking data for included in this section.

Satisfaction with Public Services

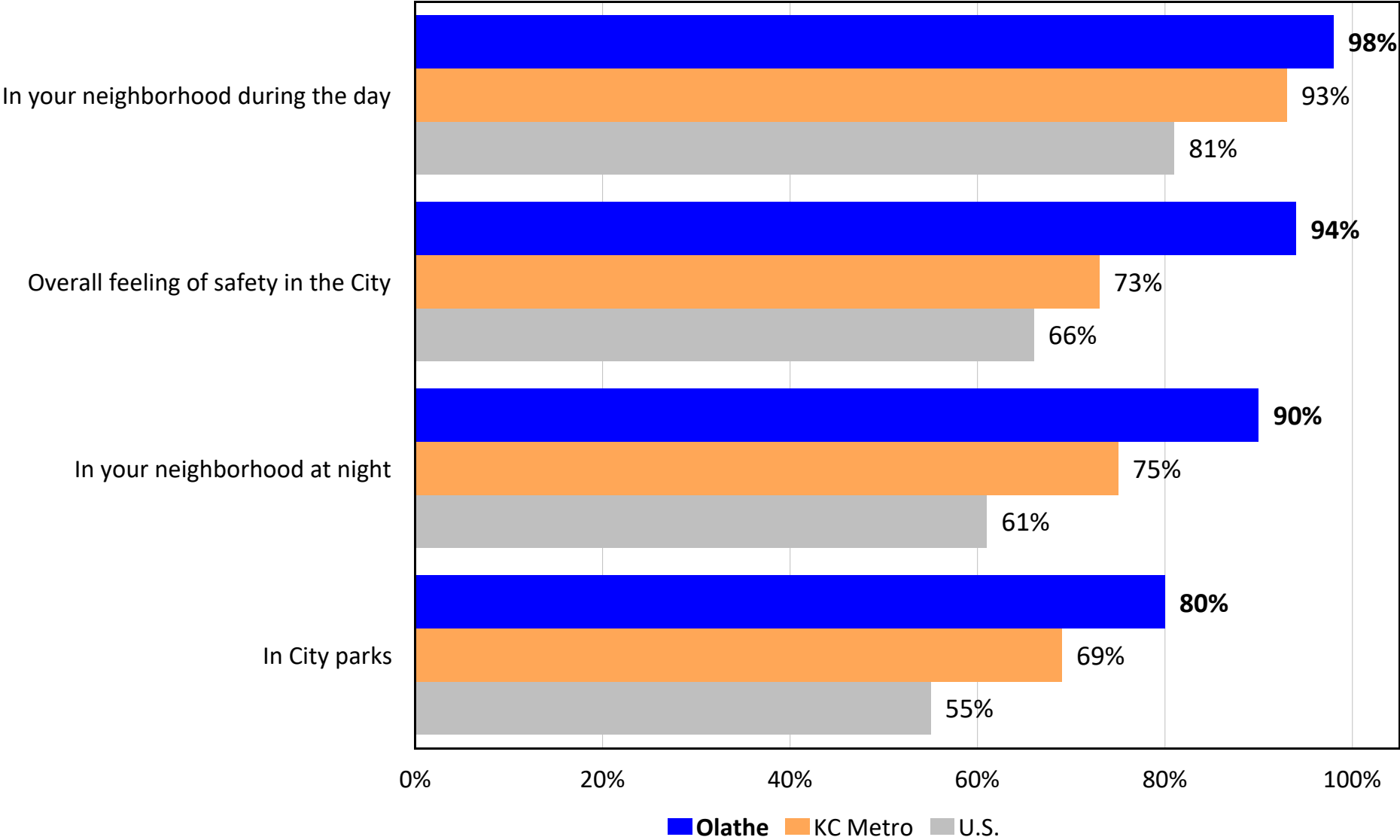
Olathe vs. KC Metro vs. U.S. Average

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



Feeling of Safety in the Following Situations Olathe vs. KC Metro vs. U.S. Average

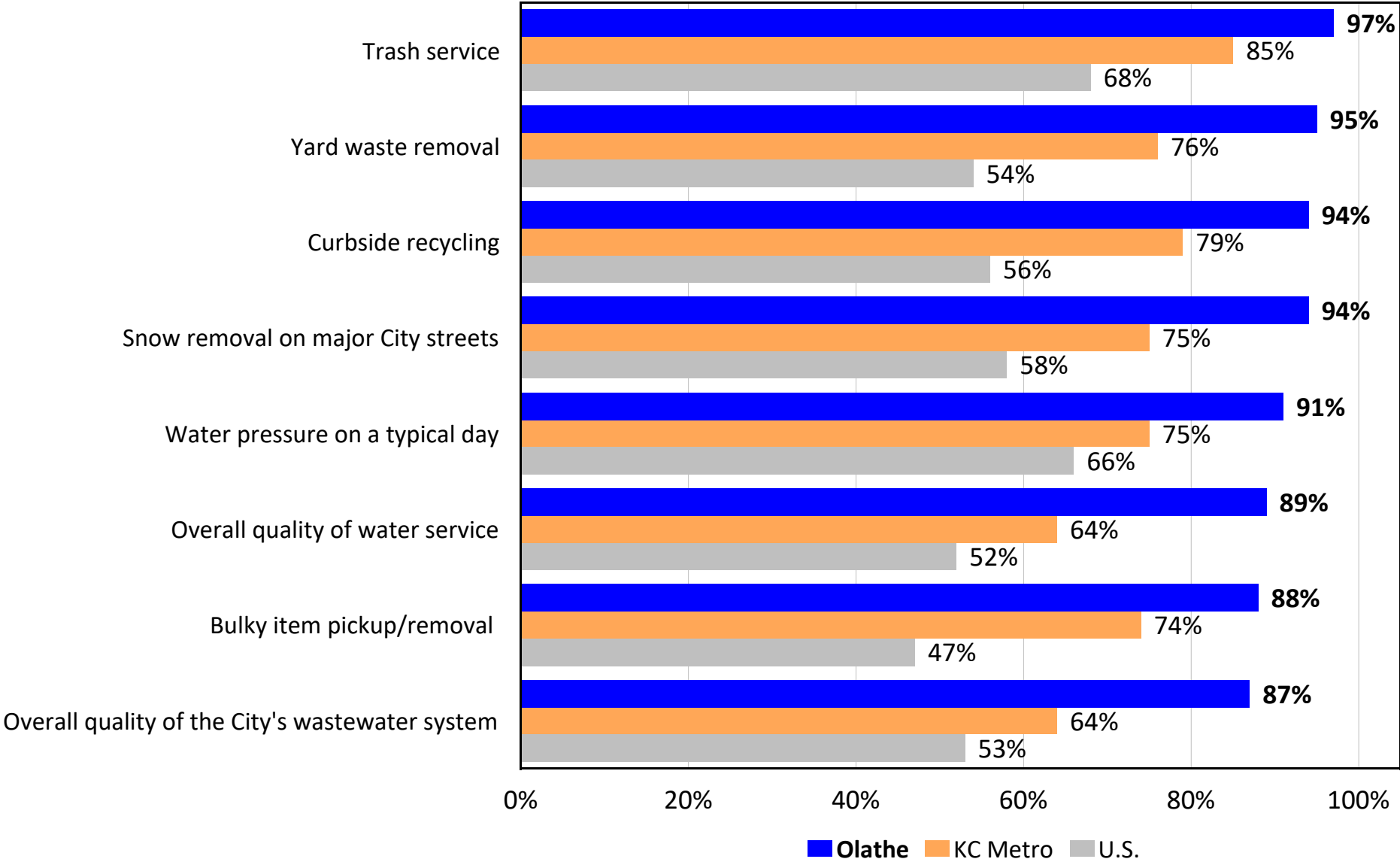
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction With the Following City Services

Olathe vs. KC Metro vs. U.S. Average

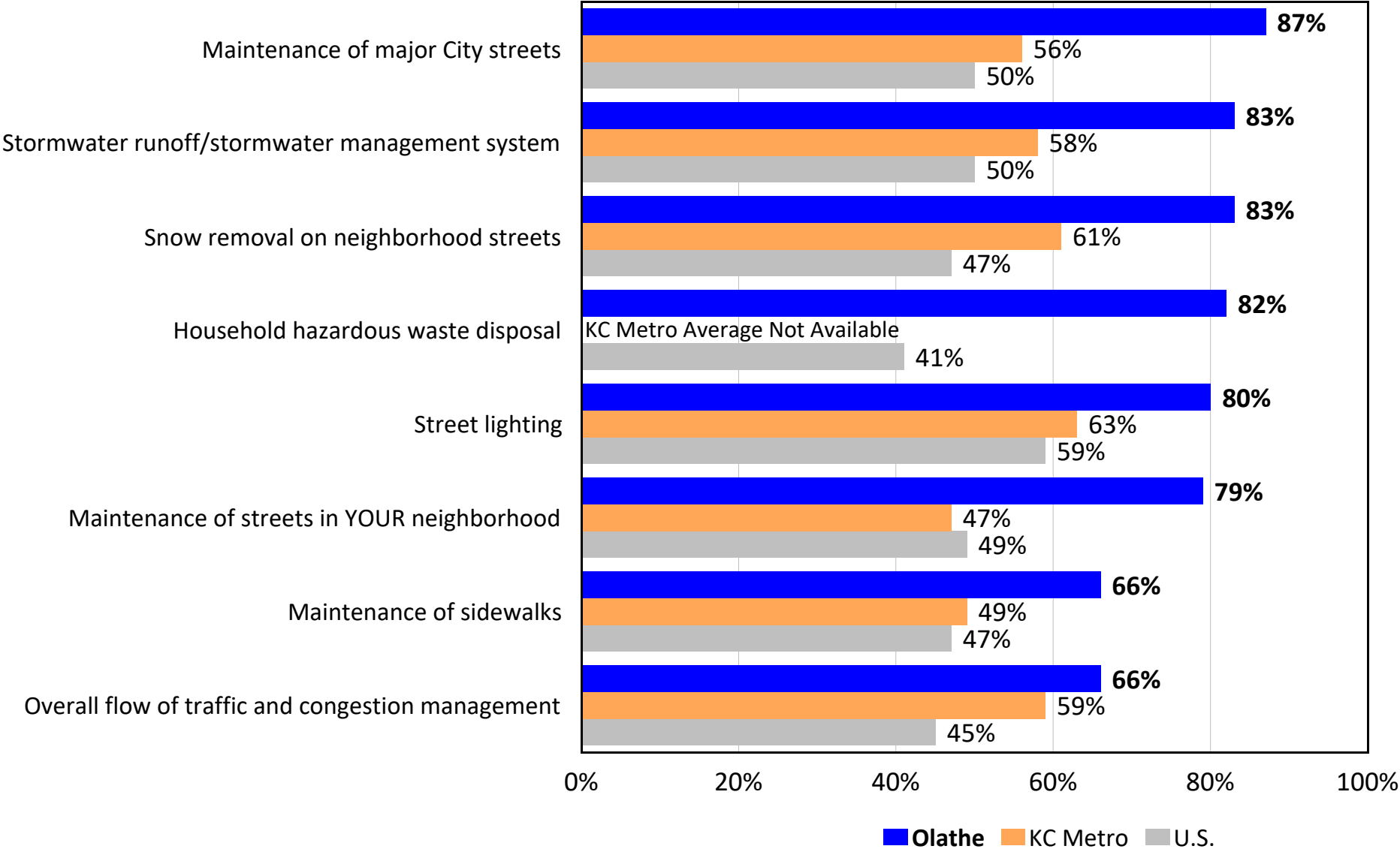
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction With the Following City Services (cont.)

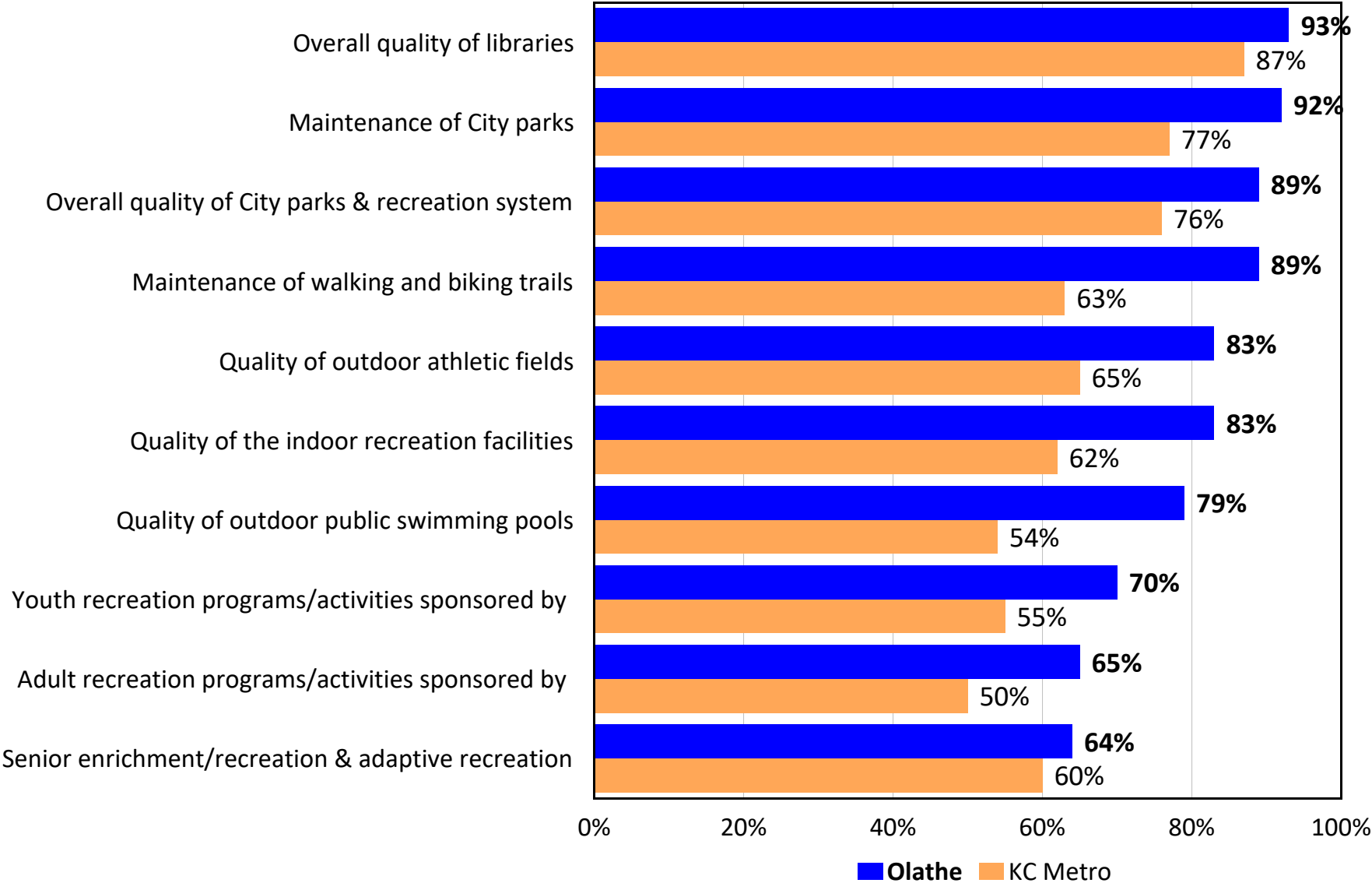
Olathe vs. KC Metro vs. U.S. Average

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



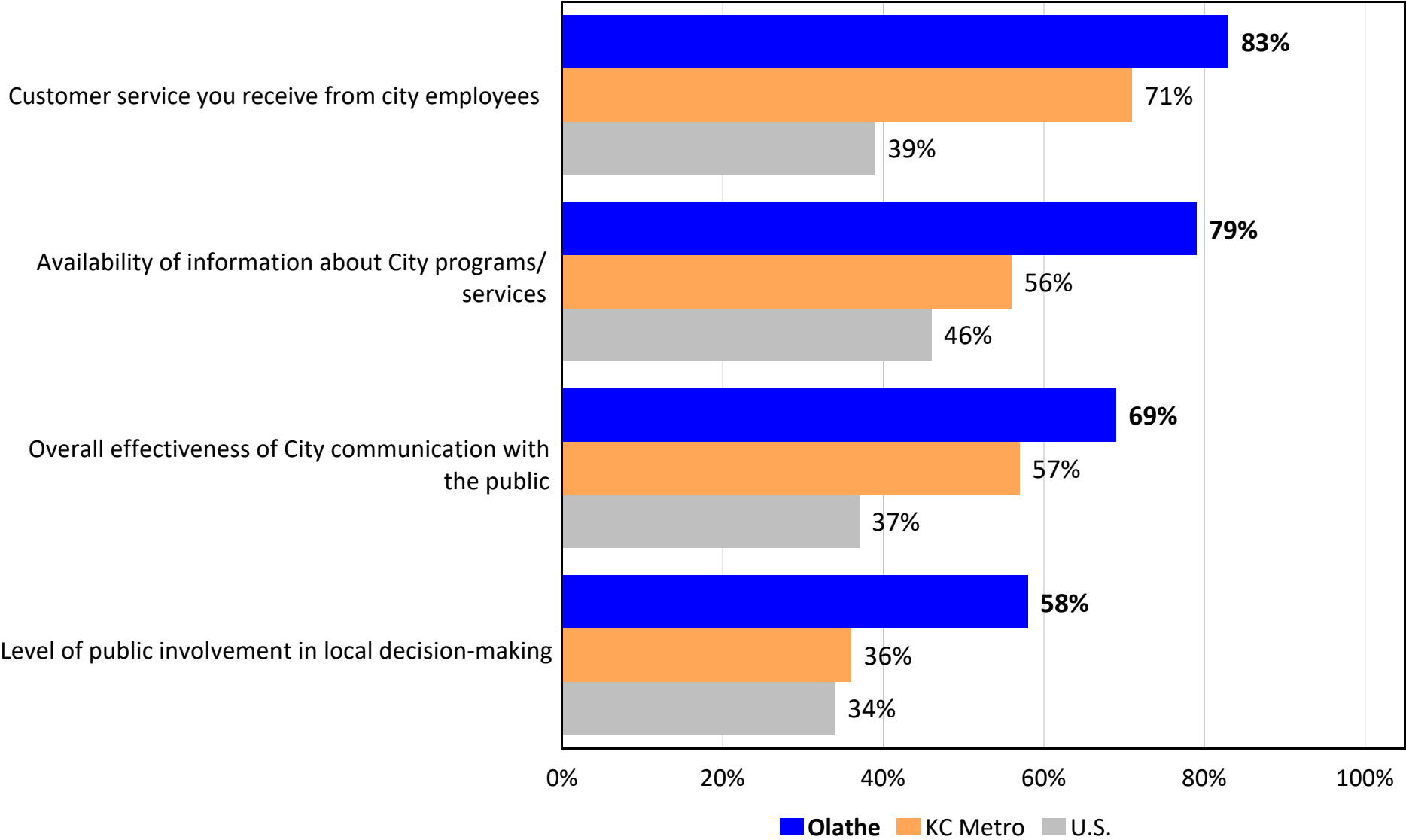
Satisfaction With the Following City Activities Olathe vs. KC Metro

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



Satisfaction with the Following Resident Experience Services Olathe vs. KC Metro vs. U.S. Average

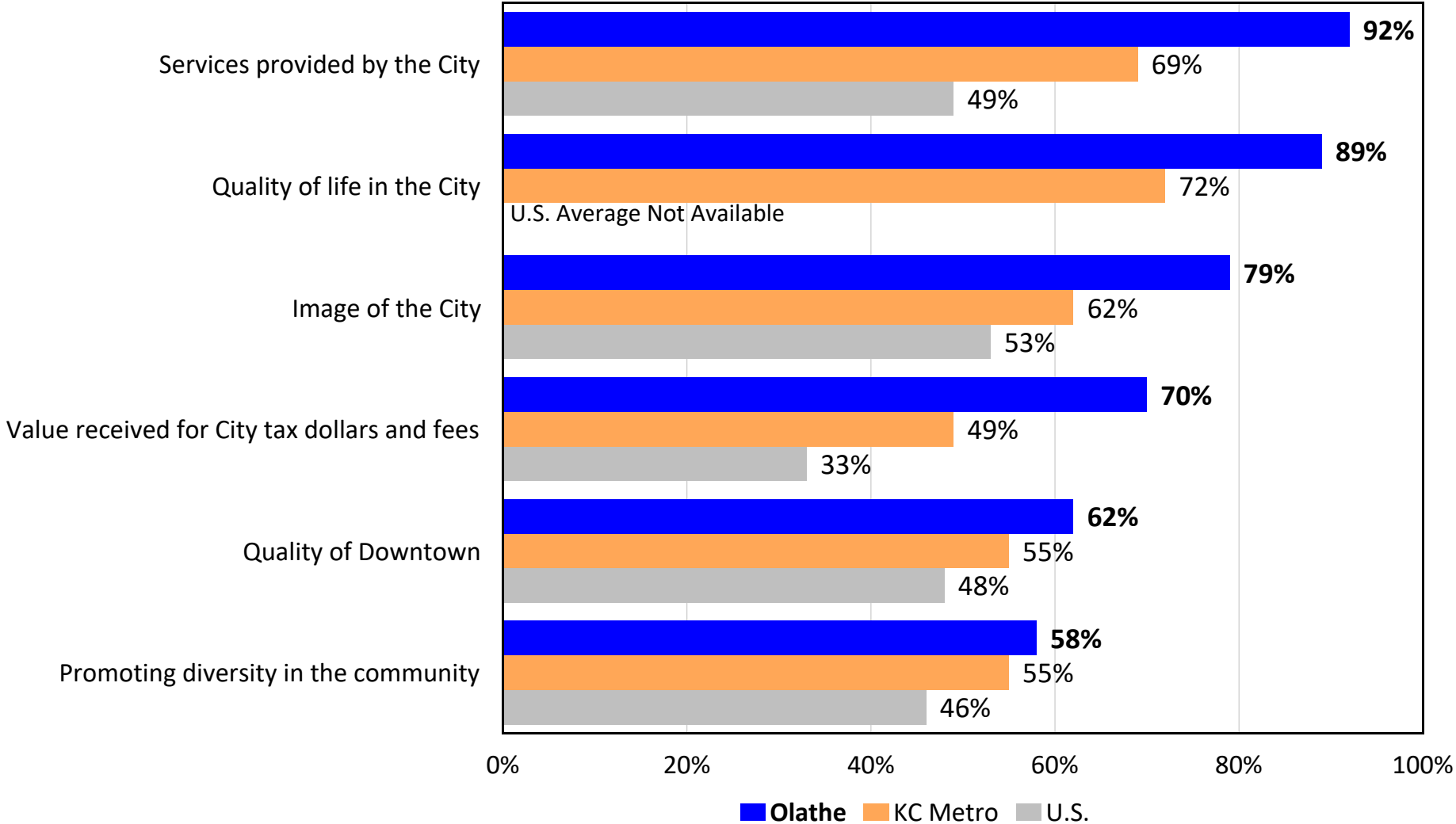
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction with Items That May Influence Overall Perception of the City

Olathe vs. KC Metro vs. U.S. Average

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



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

4 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the major City services that should receive the most emphasis over the next two years. Nearly two-thirds (66%) of households selected "*traffic and congestion management in Olathe*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 66% of respondents surveyed rated "*traffic and congestion management in Olathe*" 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, 66% was multiplied by 34% (1-0.66). This calculation yielded an I-S rating of 0.2244, which ranked first out of thirteen categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top four 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 four most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. 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)

A table showing the results for the City of Olathe is provided on the following page.

Importance-Satisfaction Rating

2024 Olathe Resident Satisfaction Survey

Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Traffic & congestion management in Olathe	66%	1	66%	12	0.2244	1
High Priority (IS .10-.20)						
Maintenance of City streets & sidewalks	64%	2	77%	9	0.1465	2
Public transportation	18%	8	38%	13	0.1097	3
Medium Priority (IS <.10)						
Cleanliness & appearance of City	37%	4	79%	8	0.0785	4
Enforcement of City codes/ordinances	22%	7	69%	10	0.0667	5
City communication with the public	16%	10	69%	11	0.0496	6
Police, fire, & emergency medical services	53%	3	93%	1	0.0369	7
City parks & recreation programs & facilities	29%	5	89%	4	0.0319	8
City water & sewer utilities	25%	6	88%	5	0.0304	9
City stormwater runoff/stormwater mgmt. system	12%	11	83%	6	0.0201	10
City of Olathe's solid waste system	17%	9	92%	3	0.0132	11
Customer service you receive from City employees	5%	13	83%	7	0.0082	12
City libraries	9%	12	93%	2	0.0063	13

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

Most Important %:

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

Satisfaction %:

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

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Tabular Data

Q1. Please rate your satisfaction with the following PUBLIC SERVICES the City of Olathe provides.

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Police services	49.9%	33.1%	5.3%	3.4%	0.4%	7.9%
Q1-2. Fire services	57.0%	26.3%	3.4%	0.2%	0.4%	12.7%
Q1-3. Emergency medical services	51.7%	27.3%	3.6%	0.0%	0.2%	17.2%
Q1-4. Animal control services	29.3%	28.3%	14.3%	1.2%	0.8%	26.1%
Q1-5. Enforcement of City codes & ordinances	23.8%	29.5%	18.4%	4.2%	2.2%	22.0%

WITHOUT "DON'T KNOW"

Q1. Please rate your satisfaction with the following PUBLIC SERVICES the City of Olathe provides. (without "don't know")

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	54.2%	35.9%	5.8%	3.7%	0.4%
Q1-2. Fire services	65.3%	30.2%	3.9%	0.2%	0.5%
Q1-3. Emergency medical services	62.4%	33.0%	4.3%	0.0%	0.2%
Q1-4. Animal control services	39.7%	38.3%	19.3%	1.6%	1.1%
Q1-5. Enforcement of City codes & ordinances	30.5%	37.8%	23.6%	5.3%	2.8%

Q2. Please rate how safe you feel in the following situations.

(N=505)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q2-1. In your neighborhood during the day	71.1%	26.7%	1.6%	0.2%	0.0%	0.4%
Q2-2. In your neighborhood at night	46.9%	42.8%	8.1%	1.2%	0.4%	0.6%
Q2-3. In City parks	25.9%	45.9%	15.8%	2.6%	0.2%	9.5%
Q2-4. Shopping/retail centers	30.9%	52.3%	13.9%	2.0%	0.2%	0.8%
Q2-5. Overall feeling of safety in Olathe	38.8%	54.7%	5.1%	0.8%	0.2%	0.4%

WITHOUT "DON'T KNOW"

Q2. Please rate how safe you feel in the following situations. (without "don't know")

(N=505)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q2-1. In your neighborhood during the day	71.4%	26.8%	1.6%	0.2%	0.0%
Q2-2. In your neighborhood at night	47.2%	43.0%	8.2%	1.2%	0.4%
Q2-3. In City parks	28.7%	50.8%	17.5%	2.8%	0.2%
Q2-4. Shopping/retail centers	31.1%	52.7%	14.0%	2.0%	0.2%
Q2-5. Overall feeling of safety in Olathe	39.0%	54.9%	5.2%	0.8%	0.2%

Q3. Please rate your satisfaction with the SERVICE the City of Olathe provides.

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q3-1. Trash service	74.7%	21.4%	2.8%	0.0%	0.2%	1.0%
Q3-2. Curbside recycling	65.5%	26.1%	3.4%	1.8%	0.6%	2.6%
Q3-3. Yard waste removal	67.5%	22.8%	3.8%	0.6%	0.2%	5.1%
Q3-4. Bulky item pickup/removal (old furniture, appliances, etc.)	55.4%	21.8%	8.9%	1.6%	0.4%	11.9%
Q3-5. Household hazardous waste disposal (for oil, paint, etc.)	46.5%	22.8%	12.1%	2.2%	0.6%	15.8%
Q3-6. Water pressure on a typical day	50.3%	39.2%	6.1%	2.4%	1.0%	1.0%
Q3-7. Overall quality of water service	49.9%	37.8%	7.5%	2.4%	0.8%	1.6%
Q3-8. Stormwater runoff/stormwater management system	40.0%	38.4%	12.7%	2.8%	0.6%	5.5%
Q3-9. Odor from wastewater treatment centers	30.7%	26.9%	14.1%	1.4%	0.0%	26.9%
Q3-10. Overall quality of City's wastewater system	41.2%	37.4%	10.7%	0.8%	0.4%	9.5%
Q3-11. Maintenance of major City streets (119th, 135th, Ridgeview, Mur-Len)	37.2%	47.9%	11.3%	1.4%	0.6%	1.6%
Q3-12. Maintenance of streets in your neighborhood	34.3%	43.8%	11.5%	7.7%	1.4%	1.4%
Q3-13. Maintenance of sidewalks	25.5%	38.8%	18.4%	11.3%	3.0%	3.0%
Q3-14. Snow removal on major City streets	49.5%	42.0%	5.1%	1.2%	0.2%	2.0%
Q3-15. Snow removal on neighborhood streets	35.2%	45.7%	12.1%	4.6%	0.8%	1.6%
Q3-16. Street lighting	33.5%	45.0%	12.9%	6.3%	0.8%	1.6%
Q3-17. Ease of north/south travel by vehicle	30.1%	47.9%	14.3%	5.5%	0.6%	1.6%
Q3-18. Ease of east/west travel by vehicle	25.3%	41.0%	18.6%	11.3%	2.4%	1.4%
Q3-19. Overall flow of traffic & congestion management	19.2%	45.5%	23.6%	8.7%	1.2%	1.8%
Q3-20. Public transportation	7.9%	8.7%	19.0%	5.0%	3.2%	56.2%

WITHOUT "DON'T KNOW"**Q3. Please rate your satisfaction with the SERVICE the City of Olathe provides. (without "don't know")**

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Trash service	75.4%	21.6%	2.8%	0.0%	0.2%
Q3-2. Curbside recycling	67.3%	26.8%	3.5%	1.8%	0.6%
Q3-3. Yard waste removal	71.2%	24.0%	4.0%	0.6%	0.2%
Q3-4. Bulky item pickup/removal (old furniture, appliances, etc.)	62.9%	24.7%	10.1%	1.8%	0.4%
Q3-5. Household hazardous waste disposal (for oil, paint, etc.)	55.3%	27.1%	14.4%	2.6%	0.7%
Q3-6. Water pressure on a typical day	50.8%	39.6%	6.2%	2.4%	1.0%
Q3-7. Overall quality of water service	50.7%	38.4%	7.6%	2.4%	0.8%
Q3-8. Stormwater runoff/stormwater management system	42.3%	40.7%	13.4%	2.9%	0.6%
Q3-9. Odor from wastewater treatment centers	42.0%	36.9%	19.2%	1.9%	0.0%
Q3-10. Overall quality of City's wastewater system	45.5%	41.4%	11.8%	0.9%	0.4%
Q3-11. Maintenance of major City streets (119th, 135th, Ridgeview, Mur-Len)	37.8%	48.7%	11.5%	1.4%	0.6%
Q3-12. Maintenance of streets in your neighborhood	34.7%	44.4%	11.6%	7.8%	1.4%
Q3-13. Maintenance of sidewalks	26.3%	40.0%	19.0%	11.6%	3.1%
Q3-14. Snow removal on major City streets	50.5%	42.8%	5.3%	1.2%	0.2%
Q3-15. Snow removal on neighborhood streets	35.8%	46.5%	12.3%	4.6%	0.8%
Q3-16. Street lighting	34.0%	45.7%	13.1%	6.4%	0.8%
Q3-17. Ease of north/south travel by vehicle	30.6%	48.7%	14.5%	5.6%	0.6%
Q3-18. Ease of east/west travel by vehicle	25.7%	41.6%	18.9%	11.4%	2.4%
Q3-19. Overall flow of traffic & congestion management	19.6%	46.4%	24.0%	8.9%	1.2%
Q3-20. Public transportation	18.1%	19.9%	43.4%	11.3%	7.2%

Q4. Please rate your satisfaction with the following CITY ACTIVITIES the City of Olathe provides.

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q4-1. Maintenance of City parks	38.2%	45.5%	6.3%	0.4%	0.2%	9.3%
Q4-2. Maintenance of walking & biking trails	34.1%	43.2%	8.1%	1.0%	0.6%	13.1%
Q4-3. Quality of outdoor public swimming pools	18.6%	26.1%	11.7%	0.6%	0.0%	43.0%
Q4-4. Quality of outdoor athletic fields	24.0%	31.3%	10.5%	0.4%	0.0%	33.9%
Q4-5. Quality of indoor recreation facilities	23.8%	29.5%	11.1%	0.4%	0.0%	35.2%
Q4-6. Senior enrichment/recreation & adaptive recreation	14.3%	16.0%	14.3%	2.8%	0.2%	52.5%
Q4-7. Youth recreation programs/activities sponsored by City	16.6%	22.0%	15.2%	1.2%	0.2%	44.8%
Q4-8. Adult recreation programs/activities sponsored by City	14.1%	18.6%	16.4%	0.8%	0.0%	50.1%
Q4-9. Adaptive recreation programs/activities sponsored by City	12.3%	10.3%	16.4%	0.2%	0.2%	60.6%
Q4-10. Overall quality of City parks & recreation system	31.1%	48.1%	8.7%	0.8%	0.2%	11.1%
Q4-11. Overall quality of Olathe libraries (Downtown & Indian Creek)	55.8%	24.8%	5.3%	0.8%	0.2%	13.1%

WITHOUT "DON'T KNOW"**Q4. Please rate your satisfaction with the following CITY ACTIVITIES the City of Olathe provides. (without "don't know")**

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Maintenance of City parks	42.1%	50.2%	7.0%	0.4%	0.2%
Q4-2. Maintenance of walking & biking trails	39.2%	49.7%	9.3%	1.1%	0.7%
Q4-3. Quality of outdoor public swimming pools	32.6%	45.8%	20.5%	1.0%	0.0%
Q4-4. Quality of outdoor athletic fields	36.2%	47.3%	15.9%	0.6%	0.0%
Q4-5. Quality of indoor recreation facilities	36.7%	45.6%	17.1%	0.6%	0.0%
Q4-6. Senior enrichment/recreation & adaptive recreation	30.0%	33.8%	30.0%	5.8%	0.4%
Q4-7. Youth recreation programs/activities sponsored by City	30.1%	39.8%	27.6%	2.2%	0.4%
Q4-8. Adult recreation programs/activities sponsored by City	28.2%	37.3%	32.9%	1.6%	0.0%
Q4-9. Adaptive recreation programs/activities sponsored by City	31.2%	26.1%	41.7%	0.5%	0.5%
Q4-10. Overall quality of City parks & recreation system	35.0%	54.1%	9.8%	0.9%	0.2%
Q4-11. Overall quality of Olathe libraries (Downtown & Indian Creek)	64.2%	28.5%	6.2%	0.9%	0.2%

Q5. Please rate your satisfaction with the following RESIDENT EXPERIENCE services provided by the City of Olathe.

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Availability of information about City programs/ services	26.5%	48.7%	14.9%	4.4%	0.4%	5.1%
Q5-2. Level of public involvement in local decision-making	14.3%	34.5%	27.3%	6.5%	1.6%	15.8%
Q5-3. Overall effectiveness of City communication with the public	21.4%	43.8%	22.8%	5.7%	1.2%	5.1%
Q5-4. Customer service you receive from City employees	35.4%	38.2%	15.2%	0.2%	0.0%	10.9%

WITHOUT "DON'T KNOW"

Q5. Please rate your satisfaction with the following RESIDENT EXPERIENCE services provided by the City of Olathe. (without "don't know")

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Availability of information about City programs/ services	28.0%	51.4%	15.7%	4.6%	0.4%
Q5-2. Level of public involvement in local decision-making	16.9%	40.9%	32.5%	7.8%	1.9%
Q5-3. Overall effectiveness of City communication with the public	22.5%	46.1%	24.0%	6.1%	1.3%
Q5-4. Customer service you receive from City employees	39.8%	42.9%	17.1%	0.2%	0.0%

Q6. PRIORITIES: Which FOUR of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. Top choice	Number	Percent
City parks & recreation programs & facilities	38	7.5 %
Maintenance of City streets & sidewalks	90	17.8 %
City water & sewer utilities	25	5.0 %
Cleanliness & appearance of City	27	5.3 %
Customer service you receive from City employees	2	0.4 %
City communication with the public	10	2.0 %
Enforcement of City codes/ordinances	17	3.4 %
Police, fire, & emergency medical services	113	22.4 %
City stormwater runoff/stormwater management system	8	1.6 %
Traffic & congestion management in Olathe	133	26.3 %
City of Olathe's solid waste system (trash, recycling, yard waste)	6	1.2 %
City libraries	1	0.2 %
Public transportation	17	3.4 %
None chosen	18	3.6 %
Total	505	100.0 %

Q6. PRIORITIES: Which FOUR of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
City parks & recreation programs & facilities	29	5.7 %
Maintenance of City streets & sidewalks	104	20.6 %
City water & sewer utilities	31	6.1 %
Cleanliness & appearance of City	48	9.5 %
Customer service you receive from City employees	4	0.8 %
City communication with the public	24	4.8 %
Enforcement of City codes/ordinances	30	5.9 %
Police, fire, & emergency medical services	62	12.3 %
City stormwater runoff/stormwater management system	8	1.6 %
Traffic & congestion management in Olathe	91	18.0 %
City of Olathe's solid waste system (trash, recycling, yard waste)	14	2.8 %
City libraries	11	2.2 %
Public transportation	23	4.6 %
None chosen	26	5.1 %
Total	505	100.0 %

Q6. PRIORITIES: Which FOUR of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
City parks & recreation programs & facilities	36	7.1 %
Maintenance of City streets & sidewalks	89	17.6 %
City water & sewer utilities	42	8.3 %
Cleanliness & appearance of City	59	11.7 %
Customer service you receive from City employees	8	1.6 %
City communication with the public	21	4.2 %
Enforcement of City codes/ordinances	26	5.1 %
Police, fire, & emergency medical services	50	9.9 %
City stormwater runoff/stormwater management system	22	4.4 %
Traffic & congestion management in Olathe	62	12.3 %
City of Olathe's solid waste system (trash, recycling, yard waste)	18	3.6 %
City libraries	13	2.6 %
Public transportation	18	3.6 %
None chosen	41	8.1 %
Total	505	100.0 %

Q6. PRIORITIES: Which FOUR of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 4th choice	Number	Percent
City parks & recreation programs & facilities	44	8.7 %
Maintenance of City streets & sidewalks	39	7.7 %
City water & sewer utilities	30	5.9 %
Cleanliness & appearance of City	55	10.9 %
Customer service you receive from City employees	10	2.0 %
City communication with the public	25	5.0 %
Enforcement of City codes/ordinances	36	7.1 %
Police, fire, & emergency medical services	41	8.1 %
City stormwater runoff/stormwater management system	21	4.2 %
Traffic & congestion management in Olathe	48	9.5 %
City of Olathe's solid waste system (trash, recycling, yard waste)	45	8.9 %
City libraries	20	4.0 %
Public transportation	31	6.1 %
None chosen	60	11.9 %
Total	505	100.0 %

SUM OF TOP 4 CHOICES**Q6. PRIORITIES: Which FOUR of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)**

<u>Q6. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
City parks & recreation programs & facilities	147	29.1 %
Maintenance of City streets & sidewalks	322	63.8 %
City water & sewer utilities	128	25.3 %
Cleanliness & appearance of City	189	37.4 %
Customer service you receive from City employees	24	4.8 %
City communication with the public	80	15.8 %
Enforcement of City codes/ordinances	109	21.6 %
Police, fire, & emergency medical services	266	52.7 %
City stormwater runoff/stormwater management system	59	11.7 %
Traffic & congestion management in Olathe	334	66.1 %
City of Olathe's solid waste system (trash, recycling, yard waste)	83	16.4 %
City libraries	45	8.9 %
Public transportation	89	17.6 %
None chosen	18	3.6 %
Total	1893	

Q7. Please rate your satisfaction with the items listed below that may influence your overall perception of the City of Olathe.

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisf- ied	Very dissatisfi- ed	Don't know
Q7-1. Services provided by City of Olathe	38.2%	51.7%	7.5%	0.2%	0.0%	2.4%
Q7-2. Value that you receive for your City tax dollars & fees	23.4%	45.0%	22.2%	5.9%	1.4%	2.2%
Q7-3. Image of City	26.3%	51.1%	17.0%	3.6%	0.6%	1.4%
Q7-4. Quality of life in City	37.4%	50.5%	9.1%	1.6%	0.0%	1.4%
Q7-5. Quality of your neighborhood	41.2%	45.7%	9.7%	2.2%	0.4%	0.8%
Q7-6. Cleanliness of City	26.7%	51.9%	15.8%	4.2%	0.6%	0.8%
Q7-7. Promoting diversity in the community	14.7%	29.9%	29.1%	2.6%	0.4%	23.4%
Q7-8. Quality of Downtown Olathe	17.6%	41.0%	25.1%	9.3%	2.2%	4.8%
Q7-9. Sense of community in Olathe	16.6%	43.8%	29.5%	3.6%	0.6%	5.9%

WITHOUT "DON'T KNOW"**Q7. Please rate your satisfaction with the items listed below that may influence your overall perception of the City of Olathe. (without "don't know")**

(N=505)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Services provided by City of Olathe	39.1%	52.9%	7.7%	0.2%	0.0%
Q7-2. Value that you receive for your City tax dollars & fees	23.9%	46.0%	22.7%	6.1%	1.4%
Q7-3. Image of City	26.7%	51.8%	17.3%	3.6%	0.6%
Q7-4. Quality of life in City	38.0%	51.2%	9.2%	1.6%	0.0%
Q7-5. Quality of your neighborhood	41.5%	46.1%	9.8%	2.2%	0.4%
Q7-6. Cleanliness of City	26.9%	52.3%	16.0%	4.2%	0.6%
Q7-7. Promoting diversity in the community	19.1%	39.0%	38.0%	3.4%	0.5%
Q7-8. Quality of Downtown Olathe	18.5%	43.0%	26.4%	9.8%	2.3%
Q7-9. Sense of community in Olathe	17.7%	46.5%	31.4%	3.8%	0.6%

Q8. On a scale of 1 to 5, where a 5 means "Very Likely" and a 1 means "Not at All Likely," please indicate how likely you would be to recommend your community.

(N=505)

	Very likely	Somewhat likely	Neutral	Unlikely	Not at all likely	Don't know
Q8-1. Recommend the community as a place to live	62.4%	29.3%	5.0%	1.6%	0.6%	1.2%
Q8-2. Recommend the community as a place to have a business	45.1%	29.5%	12.7%	2.8%	0.4%	9.5%
Q8-3. Recommend as a community that is moving in the right direction	48.7%	35.0%	11.7%	2.6%	0.4%	1.6%

WITHOUT "DON'T KNOW"

Q8. On a scale of 1 to 5, where a 5 means "Very Likely" and a 1 means "Not at All Likely," please indicate how likely you would be to recommend your community. (without "don't know")

(N=505)

	Very likely	Somewhat likely	Neutral	Unlikely	Not at all likely
Q8-1. Recommend the community as a place to live	63.1%	29.7%	5.0%	1.6%	0.6%
Q8-2. Recommend the community as a place to have a business	49.9%	32.6%	14.0%	3.1%	0.4%
Q8-3. Recommend as a community that is moving in the right direction	49.5%	35.6%	11.9%	2.6%	0.4%

Q9. Where would you like to see more public art in Olathe?

Q9. Where would you like to see more public art in Olathe	Number	Percent
In parks	227	45.0 %
In my neighborhood	54	10.7 %
Inside or outside of public buildings	206	40.8 %
In roundabouts	134	26.5 %
Sidewalks & alleyways	44	8.7 %
Along trails	142	28.1 %
Downtown Olathe	215	42.6 %
Other	41	8.1 %
Total	1063	

Q10. What types of public art would you like to see more of in Olathe?

Q10. What types of public art would you like to see more public art in Olathe	Number	Percent
Permanent sculpture	212	42.0 %
Changing sculpture	156	30.9 %
Murals	200	39.6 %
Interactive art	107	21.2 %
Abstract art	70	13.9 %
Recognizable or realistic art	185	36.6 %
Other	29	5.7 %
Total	959	

Q11. Which of the following best describes your race/ethnicity?

Q11. Your race/ethnicity	Number	Percent
Asian or Asian Indian	21	4.2 %
Black or African American	25	5.0 %
American Indian or Alaska Native	3	0.6 %
White or Caucasian	398	78.8 %
Hispanic, Spanish, Latino/a/x	2	0.4 %
Native Hawaiian or other Pacific Islander	54	10.7 %
Other	3	0.6 %
Total	506	

Q11-7. Self-describe your race/ethnicity:

Q11-7. Self-describe your race/ethnicity	Number	Percent
Multiple races	1	33.3 %
European	1	33.3 %
Mixed	1	33.3 %
Total	3	100.0 %

Q12. What is your age?

Q12. Your age	Number	Percent
18-34	97	19.2 %
35-44	89	17.6 %
45-54	96	19.0 %
55-64	93	18.4 %
65+	97	19.2 %
Not provided	33	6.5 %
Total	505	100.0 %

WITHOUT "NOT PROVIDED"

Q12. What is your age? (without "not provided")

Q12. Your age	Number	Percent
18-34	97	20.6 %
35-44	89	18.9 %
45-54	96	20.3 %
55-64	93	19.7 %
65+	97	20.6 %
Total	472	100.0 %

Q13. Approximately how many years have you lived in the City of Olathe?

Q13. How many years have you lived in City of Olathe	Number	Percent
0-5	51	10.1 %
6-10	73	14.5 %
11-15	48	9.5 %
16-20	64	12.7 %
21-30	111	22.0 %
31+	144	28.5 %
Not provided	14	2.8 %
Total	505	100.0 %

WITHOUT "NOT PROVIDED"

Q13. Approximately how many years have you lived in the City of Olathe? (without "not provided")

Q13. How many years have you lived in City of Olathe	Number	Percent
0-5	51	10.4 %
6-10	73	14.9 %
11-15	48	9.8 %
16-20	64	13.0 %
21-30	111	22.6 %
31+	144	29.3 %
Total	491	100.0 %

Q14. Do you own or rent your current residence?

Q14. Do you own or rent your current residence	Number	Percent
Own	427	84.6 %
Rent	74	14.7 %
Not provided	4	0.8 %
Total	505	100.0 %

WITHOUT "NOT PROVIDED"

Q14. Do you own or rent your current residence? (without "not provided")

Q14. Do you own or rent your current residence	Number	Percent
Own	427	85.2 %
Rent	74	14.8 %
Total	501	100.0 %

Q15. Which of the following describes you?

Q15. Which following describes you	Number	Percent
I am visually impaired/blind	4	0.8 %
I am hearing impaired/deaf	19	3.8 %
I have a physical disability that limits mobility	38	7.5 %
I have a cognitive/mental disability	4	0.8 %
None of these	448	88.7 %
Total	513	

WITHOUT "NONE OF THESE"**Q15. Which of the following describes you? (without "none of these")**

Q15. Which following describes you	Number	Percent
I have a physical disability that limits mobility	38	66.7 %
I am hearing impaired/deaf	19	33.3 %
I am visually impaired/blind	4	7.0 %
I have a cognitive/mental disability	4	7.0 %
Total	65	

Q16. Would you say your total annual household income is...

Q16. Your total annual household income	Number	Percent
Under \$50K	57	11.3 %
\$50K to \$99,999	150	29.7 %
\$100K to \$149,999	117	23.2 %
\$150K+	118	23.4 %
Not provided	63	12.5 %
Total	505	100.0 %

WITHOUT "NOT PROVIDED"**Q16. Would you say your total annual household income is... (without "not provided")**

Q16. Your total annual household income	Number	Percent
Under \$50K	57	12.9 %
\$50K to \$99,999	150	33.9 %
\$100K to \$149,999	117	26.5 %
\$150K+	118	26.7 %
Total	442	100.0 %

Q17. Your gender:

<u>Q17. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	248	49.1 %
Female	251	49.7 %
Not provided	6	1.2 %
Total	505	100.0 %

WITHOUT "NOT PROVIDED"**Q17. Your gender: (without "not provided")**

<u>Q17. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	248	49.7 %
Female	251	50.3 %
Total	499	100.0 %

A large, dark blue circle with a white outline, containing the number 6 in a bold, white, sans-serif font.

Survey Instrument



Dear Resident:

The City of Olathe believes our residents' voices should always guide how our government operates and prioritizes resources. As our community continues to navigate an ever-changing world, it is more important than ever to ensure those voices are heard and that guidance is followed.

The DirectionFinder® citizen satisfaction survey is a fundamental tool the City uses to hear your voice. For 20 years, Olathe has relied upon this survey for not just everyday operations but in long-term planning and major investments. Since it began, Olathe has received comments and direction from more than 30,000 residents.

Today, we ask you again to complete the attached survey. If possible, you are encouraged to complete the survey on-line at OlatheSurvey.org. Another method to complete the survey is by calling us at 913-254-4580. If you need assistance with accessibility to the survey, please leave a message when you call. ***Your responses will remain confidential.***

The survey will only take a few minutes, but it will be incredibly helpful for our community. After all, this is your government, and your voice makes a difference.

Thank you in advance for making Olathe an even better community.

A handwritten signature in black ink, appearing to read "J. Michael Wilkes". The signature is fluid and cursive, with a large loop at the end.

J. Michael Wilkes
City Manager



2024 Olathe Resident Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's effort to evaluate and improve City services and investment decisions. You may also complete this survey online at OlatheSurvey.org.



1. Please rate your satisfaction with the following PUBLIC SERVICES the City of Olathe provides.

Public Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Police services	5	4	3	2	1	9
2. Fire services	5	4	3	2	1	9
3. Emergency medical services	5	4	3	2	1	9
4. Animal control services	5	4	3	2	1	9
5. Enforcement of City codes and ordinances	5	4	3	2	1	9

1a. OPTIONAL: Please provide suggestions for improving public services below.

2. Please rate how safe you feel in the following situations.

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In City parks	5	4	3	2	1	9
4. Shopping/retail centers	5	4	3	2	1	9
5. Overall feeling of safety in Olathe	5	4	3	2	1	9

3. Please rate your satisfaction with the SERVICE the City of Olathe provides.

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Trash service	5	4	3	2	1	9
02. Curbside recycling	5	4	3	2	1	9
03. Yard waste removal	5	4	3	2	1	9
04. Bulky item pickup/removal (old furniture, appliances, etc.)	5	4	3	2	1	9
05. Household hazardous waste disposal (for oil, paint, etc.)	5	4	3	2	1	9
06. Water pressure on a typical day	5	4	3	2	1	9
07. Overall quality of water service	5	4	3	2	1	9
08. Stormwater runoff/stormwater management system	5	4	3	2	1	9
09. Odor from wastewater treatment centers	5	4	3	2	1	9
10. Overall quality of the City's wastewater system	5	4	3	2	1	9
11. Maintenance of major City streets (119th, 135th, Ridgeview, Mur-Len)	5	4	3	2	1	9
12. Maintenance of streets in YOUR neighborhood	5	4	3	2	1	9
13. Maintenance of sidewalks	5	4	3	2	1	9
14. Snow removal on major City streets	5	4	3	2	1	9
15. Snow removal on neighborhood streets	5	4	3	2	1	9
16. Street lighting	5	4	3	2	1	9
17. Ease of north/south travel by vehicle	5	4	3	2	1	9
18. Ease of east/west travel by vehicle	5	4	3	2	1	9
19. Overall flow of traffic and congestion management	5	4	3	2	1	9
20. Public transportation	5	4	3	2	1	9

3a. OPTIONAL: Please provide suggestions for improving City services below.

4. Please rate your satisfaction with the following CITY ACTIVITIES the City of Olathe provides.

City Activities	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of City parks	5	4	3	2	1	9
02. Maintenance of walking and biking trails	5	4	3	2	1	9
03. Quality of outdoor public swimming pools	5	4	3	2	1	9
04. Quality of outdoor athletic fields	5	4	3	2	1	9
05. Quality of the indoor recreation facilities	5	4	3	2	1	9
06. Senior enrichment/recreation and adaptive recreation	5	4	3	2	1	9
07. Youth recreation programs/activities sponsored by the City	5	4	3	2	1	9
08. Adult recreation programs/activities sponsored by the City	5	4	3	2	1	9
09. Adaptive recreation programs/activities sponsored by the City	5	4	3	2	1	9
10. Overall quality of City parks and recreation system	5	4	3	2	1	9
11. Overall quality of Olathe libraries (Downtown and Indian Creek)	5	4	3	2	1	9

4a. OPTIONAL: Please provide suggestions for improving City activities below.

5. Please rate your satisfaction with the following RESIDENT EXPERIENCE services provided by the City of Olathe.

Resident Experience	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Availability of information about City programs/services	5	4	3	2	1	9
2. Level of public involvement in local decision-making	5	4	3	2	1	9
3. Overall effectiveness of City communication with the public	5	4	3	2	1	9
4. Customer service you receive from city employees	5	4	3	2	1	9

5a. OPTIONAL: Please provide suggestions for improving resident experience below.

6. PRIORITIES: Which FOUR of the Major Categories of City Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers for your 1st, 2nd, 3rd and 4th choices below using the numbers from the list below]

- | | |
|---|---|
| 01. City parks and recreation programs and facilities | 08. Police, fire, and emergency medical services |
| 02. Maintenance of City streets and sidewalks | 09. City stormwater runoff/stormwater management system |
| 03. City water and sewer utilities | 10. Traffic and congestion management in Olathe |
| 04. Cleanliness and appearance of the City | 11. City of Olathe's solid waste system
(trash, recycling, yard waste) |
| 05. Customer service you receive from City employees | 12. City libraries |
| 06. City communication with the public | 13. Public transportation |
| 07. Enforcement of City codes/ordinances | |

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

7. Please rate your satisfaction with the items listed below that may influence your overall perception of the City of Olathe.

Perceptions of the City	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Services provided by the City of Olathe	5	4	3	2	1	9
2. Value that you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Image of the City	5	4	3	2	1	9
4. Quality of life in the City	5	4	3	2	1	9
5. Quality of your neighborhood	5	4	3	2	1	9
6. Cleanliness of the City	5	4	3	2	1	9
7. Promoting diversity in the community	5	4	3	2	1	9
8. Quality of Downtown Olathe	5	4	3	2	1	9
9. Sense of community in Olathe	5	4	3	2	1	9

8. On a scale of 1 to 5, where a 5 means "Very Likely" and a 1 means "Not at All Likely," please indicate how likely you would be to recommend your community.

Recommendations	Very Likely	Somewhat Likely	Neutral	Unlikely	Not at All Likely	Don't Know
1. Recommend the community as a place to live	5	4	3	2	1	9
2. Recommend the community as a place to have a business	5	4	3	2	1	9
3. Recommend as a community that is moving in the right direction	5	4	3	2	1	9

9. Where would you like to see more public art in Olathe? [Check all that apply.]

- (1) In parks
- (2) In my neighborhood
- (3) Inside or outside of public buildings
- (4) In roundabouts
- (5) Sidewalks and alleyways
- (6) Along trails
- (7) Downtown Olathe
- (8) Other: _____

10. What type of public art would you like to see more of in Olathe? [Check all that apply.]

- (1) Permanent sculpture
- (2) Changing sculpture
- (3) Murals
- (4) Interactive art
- (5) Abstract art
- (6) Recognizable or realistic art
- (7) Other: _____

DEMOGRAPHICS

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

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

12. What is your age? _____ years

13. Approximately how many years have you lived in the City of Olathe? _____ years

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

15. Which of the following describes you? [Check all that apply.]

- (1) I am visually impaired/blind
- (2) I am hearing impaired/deaf
- (3) I have a physical disability that limits mobility
- (4) I have a cognitive/mental disability
- (5) None of these

16. Would you say your total annual household income is...

- (1) Under \$50,000
- (2) \$50,000 to \$99,999
- (3) \$100,000 to \$149,999
- (4) \$150,000 or more

17. Your gender: (1) Male (2) Female (3) Prefer to self-describe: _____

Survey Research Panel. *If you would be interested in being part of Olathe's Survey Research Panel, please provide your contact information below. Providing your contact information does not automatically sign you up for the Research Panel. ETC Institute will first provide interested residents with additional information about the panel and then residents can decide whether or not they would like to participate.*

Name: _____ Phone: _____

Email: _____

This concludes the survey. Thank you!

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. information provided will only be used to evaluate and improve City of Olathe services. If your address is not correct, please provide the correct information. Thank you.