



City of Fairway, Kansas 2023 Community Survey Findings Report

Submitted to the City of Fairway, Kansas by:

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

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Executive Summary



Purpose & Methodology

ETC Institute administered a survey to residents of the City of Fairway during the winter of 2023. The purpose of this survey was to help the City of Fairway strategically plan for the future as they continue to grow and meet new challenges. The survey will assist elected officials, as well as the City administrators, in making critical decisions about prioritizing resources and helping the direction for the future of the community. This is the 2nd survey administered for the City of Fairway; the first was administered in 2019.

The survey, cover letter, and postage paid return envelope were mailed to a random sample of households in the City of Fairway. 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.

The goal was to obtain completed surveys from at least 200 residents of the City of Fairway. This goal was exceeded, with a total of 240 residents completing the survey. The overall results for the sample of 240 households have a precision of at least +/- 6.13% 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 Fairway 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 all questions on the survey
- Trends comparing the 2023 results from 2019
- Benchmark analysis showing how Fairway compares to other communities regionally and nationally
- Importance-satisfaction analysis
- Tabular Data that shows the overall results
- A copy of the cover letter and survey instrument

Major survey findings are below and on the following pages.



Major Findings

Major Categories of City Services

Residents were asked to assess their satisfaction levels with the major categories of City services provided by the City of Fairway. Combining the top two box answers from residents, “very satisfied” or “satisfied”, three distinct tiers were formed. These tiers are outlined below:

Top Tier

- Overall quality of police services (94%)
- Overall quality of City parks and recreation programs and facilities (94%)
- Overall maintenance of buildings and facilities (91%)

Middle Tier

- Overall quality of customer service you receive from employees (89%)
- Overall effectiveness of communication with the public (86%)
- Overall maintenance of streets (83%)

Bottom Tier

- Overall effectiveness of community planning and development (74%)
- Overall quality of building and permit process (70%)
- Overall enforcement of codes and ordinances (68%)

The top three choices for major categories of City services residents think are most important for the City to provide are below:

- Overall quality of police services (87%)
- Overall maintenance of streets (74%)
- Overall quality of City parks and recreation programs and facilities (38%)

To help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis on the major categories of City service. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. Comprehensive details on the analytical methodology and a comprehensive breakdown of the Importance-Satisfaction (I-S) scores for each category can be found in Section 5 of this report. The three major categories of City services warranting focused attention over the next two years are as follows:

Top Overall Priorities for Major Categories of City Service

1. Overall maintenance of streets
2. Overall enforcement of codes and ordinances
3. Overall effectiveness of community planning and development

The satisfaction scores for the top overall priorities, including overall maintenance of streets, enforcement of codes and ordinances, and the effectiveness of community planning and development, average around 75%. This indicates that the City of Fairway is already providing these services at a level that is satisfactory for a majority of the residents, even though these areas are identified as top priorities for focused attention. The City's current performance in these service areas suggests a positive perception among residents, and maintaining or improving upon these satisfaction levels can contribute to continued resident contentment.



Parks and Recreation

The three tiers for satisfaction of parks and recreation are below:

Top Tier

- Maintenance of City parks (92%)

Middle Tier

- Swimming pool (77%)
- Fees charged for recreation programs (72%)
- Ease of registering for programs (71%)
- Special events and festivals (71%)

Bottom Tier

- Youth recreation programs (65%)
- Adult recreation programs (61%)
- Daily user volume at City swimming pool (60%)
- City participation in the NE JOCO Super Pool Pass Program (58%)
- Senior recreation programs (55%)

The top three parks and recreation services residents think are most important for the City to provide are below.

- Maintenance of City Parks (77%)
- Swimming pool (55%)
- Youth recreation programs (36%)

ETC's Importance-Satisfaction Ratings top three priorities for parks and recreation is below:

1. Youth recreation programs
2. Swimming pool
3. Special events and festivals

Comparing the top three most important services that residents think the City should provide and ETC's Importance-Satisfaction Rating for parks and recreation we can see that two of the services are in the top three of both. This underscores a consensus between public expectations and the empirical assessment of service importance and satisfaction. Acknowledging and acting upon this will likely lead to more impactful and resonant decisions. The three parks and recreation areas warranting focused attention over the next two years are as follows:

Public Safety Services

The satisfaction rankings for public safety services are below:

Public Safety Services Satisfaction

- Police response time to emergencies (95%)
- The visibility of police in neighborhoods (87%)
- The City's effort to prevent crime (86%)
- The visibility of police in commercial/retail areas (84%)
- Enforcement of local traffic laws (76%)



The top three public safety services residents think are most important for the City to provide are below.

- Visibility of police in neighborhoods (58%)
- The City's efforts to prevent crime (55%)
- Police response time to emergencies (50%)

ETC's Importance-Satisfaction Rating shows that residents are currently satisfied with the level of public safety services that the City of Fairway is providing, as no services had a high priority or very high priority rating. The City's current performance in these service areas suggests a positive perception among residents, and maintaining or improving upon these satisfaction levels can contribute to continued resident contentment.

Code Enforcement

The satisfaction rankings for code enforcement services are below:

Code Enforcement Satisfaction

- Enforcing the exterior maintenance of business property (77%)
- Enforcing the mowing and cutting of weeds and tall grass of private property (65%)
- Enforcing the clean-up of debris on private property (64%)
- Enforcing the recently revised code related to trash container storage (64%)
- Enforcing the exterior maintenance of residential property (63%)

The top three code enforcement services residents think are most important for the City to provide are below.

- Enforcing the clean-up of debris on private property (53%)
- Enforcing the exterior maintenance of residential property (52%)
- Enforcing the mowing and cutting of weeds and tall grass of private property (36%)

ETC's Importance-Satisfaction Ratings top three priorities for parks and recreation is below:

1. Enforcing the clean-up of debris on private property
2. Enforcing the exterior maintenance of residential property
3. Enforcing the mowing and cutting of weeds and tall grass of private property

The top three most important code enforcement services that residents think are most important for the City to provide and the top three items in ETC's Importance-Satisfaction rating are the exact same. This underscores a consensus between public expectations and the empirical assessment of service importance and satisfaction. Acknowledging and acting upon this will likely lead to more impactful and resonant decisions, fostering a shared commitment to address the community's most pressing needs.

Maintenance Services

The satisfaction rankings for maintenance services are below:

Maintenance Services Satisfaction

- Snow removal on City streets (98%)
- Overall cleanliness of streets and public areas (92%)
- Mowing/trimming along streets and public areas (88%)
- Maintenance of City streets (87%)
- Limb removal after declaration of significant City-wide storm damage (83%)
- Tree trimming and urban forestry along City streets and other public areas (72%)



The top three maintenance services residents think are most important for the City to provide are below.

- Snow removal on City streets (76%)
- Maintenance of City streets (73%)
- Limb removal after declaration of significant City-wide storm damage (41%)

ETC's Importance-Satisfaction Rating shows that residents are currently satisfied with the level of maintenance services that the City of Fairway is providing, as no services had a high priority or very high priority rating. The City's current performance in these service areas suggests a positive perception among residents, and maintaining or improving upon these satisfaction levels can contribute to continued resident contentment.

Overall Ratings and Perceptions of Safety in Fairway

Ninety-five percent (95%) of residents are “very satisfied” or “satisfied” with the overall quality of life in Fairway. Ninety-seven percent (97%) of residents are satisfied with the overall image of the City and ninety percent (90%) are satisfied with the overall appearance of the City.

Over 80% of residents feel “very safe” or “safe” in all areas of perception of safety in Fairway that were measured. The highest being in your neighborhood during the day (98%) and the lowest being in City Parks (83%).

City Communication

The top three source of information that residents use to get information about the City of Fairway are below:

- Focus on Fairway/Recreation Brochure (65%)
- City website (64%)
- City email program (63%)

When asked to rate their satisfaction with various areas of City communication, the top areas that residents were very satisfied or satisfied with were, the content of the City's newsletter (86%), the usefulness of the City email program (83%), and the availability of information about City programs and services (82%).

Additional Findings

Residential Issues. When asked if they agree with a set of statements about residential issues in Fairway, the top issues that residents “strongly agree” or “agree” with the most were, I expect the value of my home to go up during the next 5 years (93%), I am optimistic about the future of my neighborhood (88%), and promoting sustainable practices is important to our community's future (78%). 81% of residents “disagree” or “strongly disagree” that in general, my neighborhood needs to be improved. The top two reasons that have the most impact on residents decision to stay in Fairway for the next 10 years were, I am optimistic about the future of my neighborhood, and I expect the value of my home to go up during the next 5 years.

Enhance City Services and Infrastructure. When asked for their level of support on two options to enhance City services and infrastructure residents were “very supportive” or “supportive” of both options given, with both receiving over 55% of resident support.

- Enhance stormwater infrastructure replacement plan (62%)
- Enhance mill and overlay/spot curb replacement from a 15-year cycle to a 10-year cycle (56%)



Though supportive when asked about the projects as a standalone question, when asked which one of these projects would you support a moderate property tax increase for, 41% of residents said they would support neither.

Capital Improvement. The results are below for when residents were asked to rank the four most important capital improvement categories mentioned in the survey.

1. Stormwater Infrastructure
2. Street Mill and Overlay/Spot Curb repair
3. Streetlight Improvements
4. Sidewalk Replacement

Streetlight Statements. When asked for their level of support on statements about streetlights residents were the most supportive of beginning to include streetlight improvements in the Capital Improvement Plan program, which may result in fewer streets being milled and overlaid each year.

Sidewalk Statements. Residents were most supportive of the statement; sidewalks should not be addressed at this time. Continue repairing/replacing as necessary.

Street Tree Maintenance and Protection Program. 98% of residents agree that the City should continue its current 3-year trimming cycle. 90% of residents agree that the City should continue to enforce the protection of street trees from damage during construction and other related activities. Only 49% of residents agree that the City should consider extending protection and maintenance of all trees, including those on private property.



Trends Since 2019

The tables below and on the following page show the significant increases and decreases in trends in top two box answers from 2019 to 2023 for 74 City services. In 2023, the City of Fairway had 6 areas of City services that saw significant increases and 3 areas saw significant decreases. **Increases or decreases of 6.13% or more** are considered significant.

Fairway, KS 2023 vs Fairway, KS 2019 Combination of Top 2 Box Answers				
Services	2023	2019	% Difference Between 2023 and 2019	Categories
They helped you resolve an issue to your satisfaction	85.7%	68.2%	17.5%	Customer Service
They gave prompt, accurate, and complete answers to questions	91.6%	79.5%	12.1%	Customer Service
Proximity to jobs/employment	93.6%	83.9%	9.7%	Needs Being Met in Fairway
They did what they said they would do in a timely manner	91.3%	82.5%	8.8%	Customer Service
Level of City taxation	84.4%	75.8%	8.6%	Reasons to Live Somewhere
Overall quality of building and permit process	69.8%	63.4%	6.4%	Major Categories of City Services
Family and friends are nearby	83.0%	77.2%	5.8%	Reasons to Live Somewhere
Enforcing the exterior maintenance of residential property	63.4%	57.7%	5.7%	Code Enforcement
Quality of services provided by the City	96.5%	91.3%	5.2%	Reasons to Live Somewhere
Sense of community	91.8%	86.8%	5.0%	Needs Being Met in Fairway
Family and friends are nearby	92.0%	87.1%	4.9%	Needs Being Met in Fairway
Overall quality of parks and recreation programs and facilities	93.6%	88.9%	4.7%	Major Categories of City Services
Enforcing the clean-up of debris on private property	64.2%	59.8%	4.4%	Code Enforcement
They were easy to contact	92.6%	88.7%	3.9%	Customer Service
Maintenance of city streets (excluding Shawnee Mission Parkway, maintained by KDOT)	87.2%	84.1%	3.1%	Maintenance Services
Level of City taxation	70.2%	67.2%	3.0%	Needs Being Met in Fairway
Safety and security	96.6%	93.7%	2.9%	Needs Being Met in Fairway
Overall feeling of safety in Fairway	97.1%	94.4%	2.7%	Perceptions of Safety
In your neighborhood during the day	98.3%	95.7%	2.6%	Perceptions of Safety
Fees charged for recreation programs	71.6%	69.0%	2.6%	Parks and Recreation
Overall quality of customer service you receive from employees	89.0%	86.6%	2.4%	Major Categories of City Services
Overall image of the City	97.4%	95.1%	2.3%	Perception of Fairway
Sense of community	93.9%	91.6%	2.3%	Reasons to Live Somewhere
In commercial and retail areas during the day	96.7%	94.6%	2.1%	Perceptions of Safety
Maintenance of City parks	92.1%	90.1%	2.0%	Parks and Recreation
The usefulness of the City's web page	71.4%	69.5%	1.9%	City Communication
Overall effectiveness of community planning and development	74.0%	72.3%	1.7%	Major Categories of City Services
The content of the City's newsletter	85.5%	83.8%	1.7%	City Communication
Residential curbside trash and recycling collection	87.7%	86.1%	1.6%	Trash and Recycling Services
Safety and security	99.2%	97.7%	1.5%	Reasons to Live Somewhere
Quality of services provided by the City	94.1%	92.6%	1.5%	Needs Being Met in Fairway
Overall enforcement of codes and ordinances	68.1%	66.7%	1.4%	Major Categories of City Services
Information provided through the City's Facebook Page	60.7%	59.5%	1.2%	City Communication
Residential curbside yard waste collection	84.8%	83.7%	1.1%	Trash and Recycling Services

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Services	2023	2019	% Difference Between 2023 and 2019	Categories
Access to restaurants, entertainment and cultural activities	91.8%	90.7%	1.1%	Reasons to Live Somewhere
Efforts to keep you informed about local issues	79.3%	78.2%	1.1%	City Communication
Proximity to jobs/employment	78.5%	77.4%	1.1%	Reasons to Live Somewhere
They were courteous and polite	92.2%	91.2%	1.0%	Customer Service
Quality of public schools	90.0%	89.0%	1.0%	Reasons to Live Somewhere
Police response time to emergencies	94.7%	93.9%	0.8%	Public Safety Services
Limb removal after declaration of significant City-wide storm damage	83.2%	82.6%	0.6%	Maintenance Services
Types of housing	89.3%	88.8%	0.5%	Needs Being Met in Fairway
Quality of public schools	93.9%	93.4%	0.5%	Needs Being Met in Fairway
Affordability of housing	81.6%	81.4%	0.2%	Reasons to Live Somewhere
Overall cleanliness of streets and public areas	91.5%	91.4%	0.1%	Maintenance Services
Overall value received for your City tax dollars and fees	77.5%	77.4%	0.1%	Perception of Fairway
Overall quality of life in the City	95.0%	95.1%	-0.1%	Perception of Fairway
Snow removal on city streets (excluding Shawnee Mission Parkway, maintained by KDOT)	97.9%	98.3%	-0.4%	Maintenance Services
Tree trimming and urban forestry along City streets and other public areas	72.0%	72.5%	-0.5%	Maintenance Services
Overall quality of police services	94.0%	94.6%	-0.6%	Major Categories of City Services
The visibility of police in commercial/retail areas	83.6%	84.5%	-0.9%	Public Safety Services
Mowing/trimming along streets and public areas	88.1%	89.0%	-0.9%	Maintenance Services
Overall appearance of the City	89.8%	90.8%	-1.0%	Perception of Fairway
Enforcing the mowing and cutting of weeds and tall grass on private property	64.6%	65.7%	-1.1%	Code Enforcement
In your neighborhood at night	88.8%	90.2%	-1.4%	Perceptions of Safety
Residential curbside bulk item collection	65.5%	67.0%	-1.5%	Trash and Recycling Services
Enforcing the exterior maintenance of business property	76.8%	78.4%	-1.6%	Code Enforcement
Types of housing	93.5%	95.3%	-1.8%	Reasons to Live Somewhere
Overall effectiveness of communication with the public	85.9%	87.9%	-2.0%	Major Categories of City Services
Affordability of housing	75.5%	77.9%	-2.4%	Needs Being Met in Fairway
The availability of information about City programs and services	81.8%	84.5%	-2.7%	City Communication
The level of public involvement in local decision making	57.2%	59.9%	-2.7%	City Communication
In commercial and retail areas at night	85.7%	89.3%	-3.6%	Perceptions of Safety
The visibility of police in neighborhoods	86.5%	90.5%	-4.0%	Public Safety Services
Ease of registering for programs	70.7%	75.3%	-4.6%	Parks and Recreation
Enforcement of local traffic laws	75.9%	80.5%	-4.6%	Public Safety Services
The City's efforts to prevent crime	85.5%	91.0%	-5.5%	Public Safety Services
Senior recreation programs	54.8%	60.5%	-5.7%	Parks and Recreation
Swimming pool	77.3%	83.2%	-5.9%	Parks and Recreation
Special events and festivals	70.7%	76.7%	-6.0%	Parks and Recreation
In City parks	83.3%	89.3%	-6.0%	Perceptions of Safety
Youth recreation programs	64.6%	70.9%	-6.3%	Parks and Recreation
Adult recreation programs	60.6%	68.9%	-8.3%	Parks and Recreation
Access to restaurants, entertainment and cultural activities	79.0%	87.6%	-8.6%	Needs Being Met in Fairway



How the City of Fairway Compares to Other Communities Nationally

Satisfaction ratings for Fairway **rated above the U.S. average in all 37 areas** that were assessed. Fairway rated significantly higher than the U.S. average (difference of 6.13% or more) in all 37 of these areas as well. Listed below are the comparisons between the City of Fairway and the U.S. average:

Fairway, KS 2023 vs U.S. Average Combination of Top 2 Box Answers				
Services	2023 Fairway	U.S. Average	% Difference Between 2023 Fairway and U.S. Average	Categories
Overall quality of customer service you receive from employees	89.0%	39.4%	49.6%	Major Categories of City Services
Overall effectiveness of communication with the public	85.9%	36.9%	49.0%	Major Categories of City Services
Overall value received for your City tax dollars and fees	77.5%	32.9%	44.6%	Perception of Fairway
Overall quality of parks and recreation programs and facilities	93.6%	49.2%	44.4%	Major Categories of City Services
Overall image of the City	97.4%	53.4%	44.0%	Perception of Fairway
Overall maintenance of streets	82.7%	40.5%	42.2%	Major Categories of City Services
Overall quality of police services	94.0%	53.0%	41.0%	Major Categories of City Services
Snow removal on city streets (excluding Shawnee Mission Parkway, maintained by KDOT)	97.9%	58.1%	39.8%	Maintenance Services
Police response time to emergencies	94.7%	56.1%	38.6%	Public Safety Services
Overall cleanliness of streets and public areas	91.5%	53.3%	38.2%	Maintenance Services
Maintenance of city streets (excluding Shawnee Mission Parkway, maintained by KDOT)	87.2%	50.1%	37.1%	Maintenance Services
The City's efforts to prevent crime	85.5%	48.6%	36.9%	Public Safety Services
Efforts to keep you informed about local issues	79.3%	43.3%	36.0%	City Communication
Overall maintenance of buildings and facilities	91.3%	55.5%	35.8%	Major Categories of City Services
The availability of information about City programs and services	81.8%	46.4%	35.4%	City Communication
Overall effectiveness of community planning and development	74.0%	38.9%	35.1%	Major Categories of City Services
Overall appearance of the City	89.8%	54.7%	35.1%	Perception of Fairway
The visibility of police in commercial/retail areas	83.6%	50.6%	33.0%	Public Safety Services
In commercial and retail areas during the day	96.7%	63.7%	33.0%	Perceptions of Safety
Mowing/trimming along streets and public areas	88.1%	55.4%	32.7%	Maintenance Services
The visibility of police in neighborhoods	86.5%	54.1%	32.4%	Public Safety Services
Overall feeling of safety in Fairway	97.1%	66.0%	31.1%	Perceptions of Safety
Residential curbside yard waste collection	84.8%	53.8%	31.0%	Trash and Recycling Services
Enforcing the exterior maintenance of business property	76.8%	46.3%	30.5%	Code Enforcement
The usefulness of the City's web page	71.4%	42.4%	29.0%	City Communication
In City parks	83.3%	54.6%	28.7%	Perceptions of Safety
Overall enforcement of codes and ordinances	68.1%	40.1%	28.0%	Major Categories of City Services
In your neighborhood at night	88.8%	61.4%	27.4%	Perceptions of Safety
Enforcement of local traffic laws	75.9%	49.6%	26.3%	Public Safety Services
The level of public involvement in local decision making	57.2%	33.9%	23.3%	City Communication
Information provided through the City's Facebook Page	60.7%	39.3%	21.4%	City Communication
Residential curbside trash and recycling collection	87.7%	67.5%	20.2%	Trash and Recycling Services
Enforcing the exterior maintenance of residential property	63.4%	44.1%	19.3%	Code Enforcement
Enforcing the clean-up of debris on private property	64.2%	45.1%	19.1%	Code Enforcement

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Services	2023 Fairway	U.S. Average	% Difference Between 2023 Fairway and U.S. Average	Categories
Residential curbside bulk item collection	65.5%	46.6%	18.9%	Trash and Recycling Services
Enforcing the mowing and cutting of weeds and tall grass on private property	64.6%	46.1%	18.5%	Code Enforcement
In your neighborhood during the day	98.3%	81.2%	17.1%	Perceptions of Safety



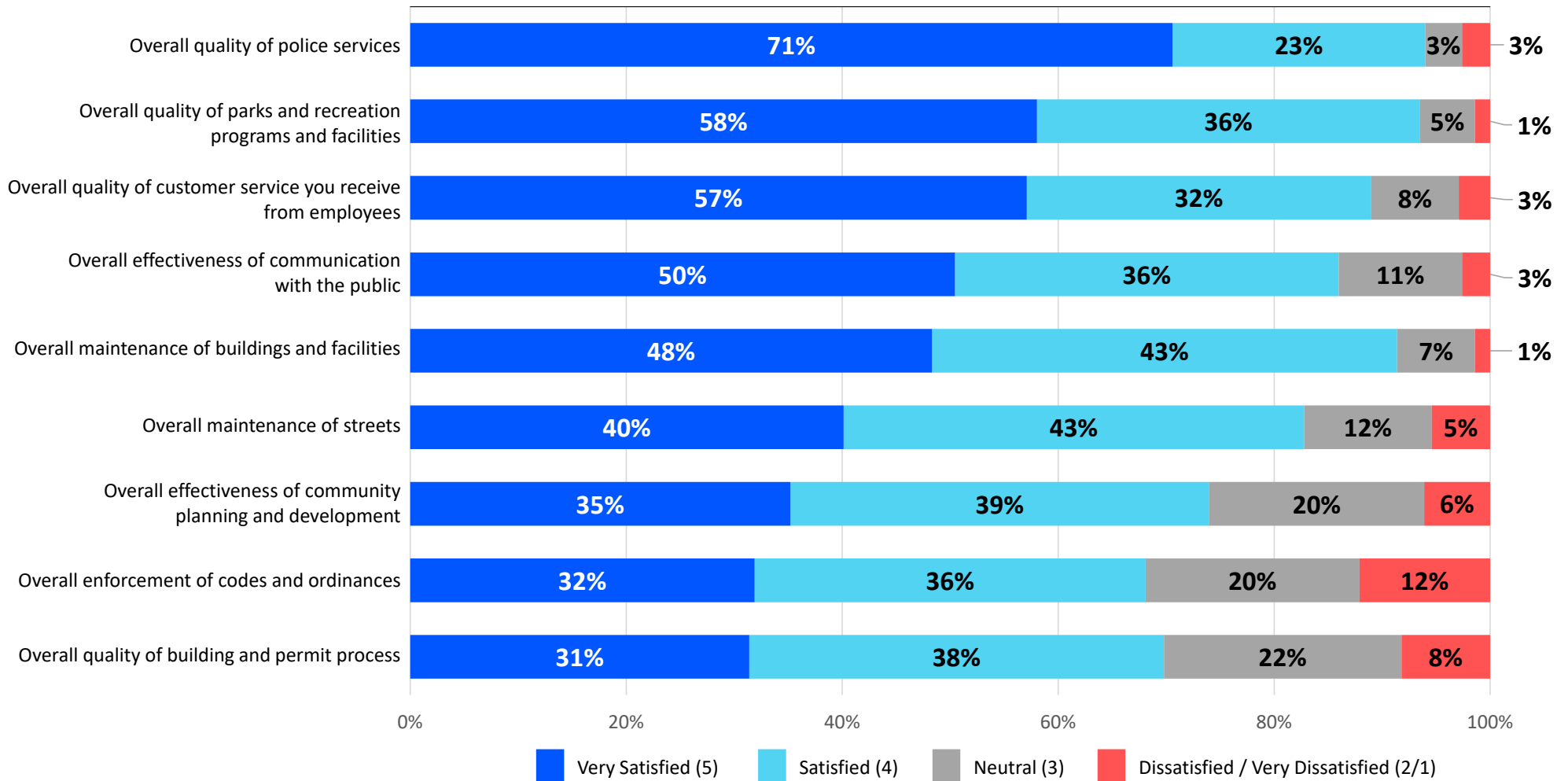
Charts and Graphs

City of Fairway Charts and Graphs

The following slides show the charts and graphs for the City of Fairway's 2023 Community Survey.

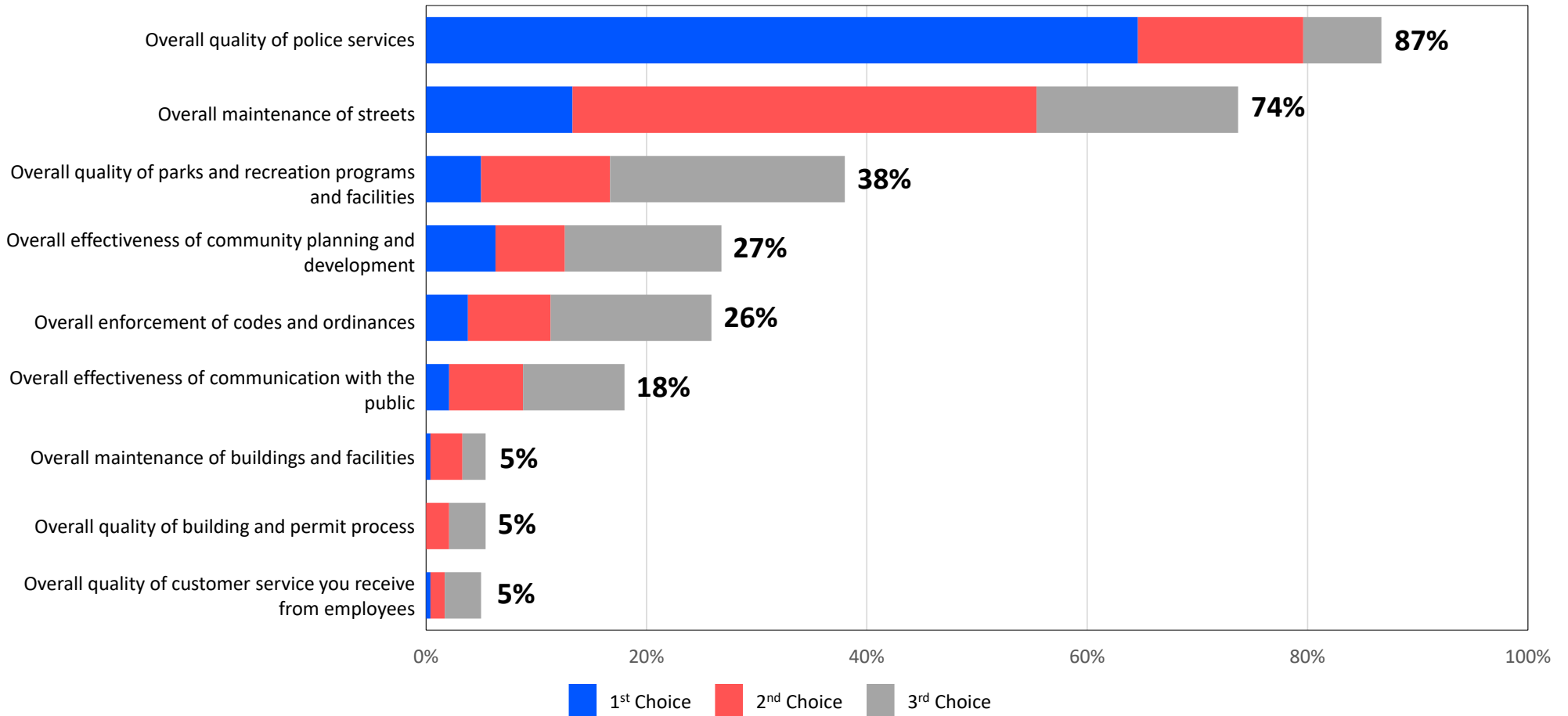


Q1. Satisfaction with Major Categories of City Service in Fairway by percentage of respondents (excluding don't know)



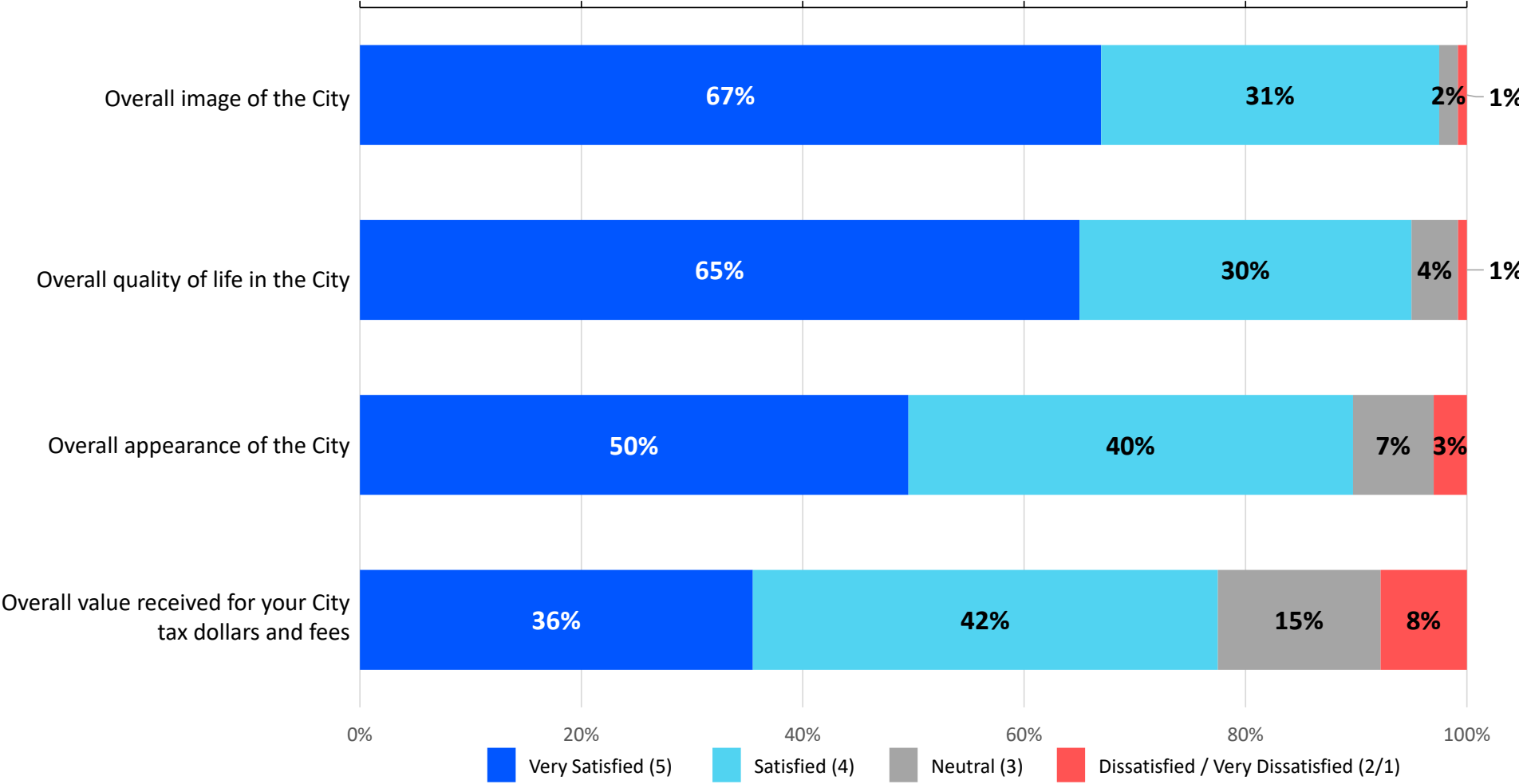
Q2. Major Categories of City Service in Fairway that are Most Important for the City to Provide

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



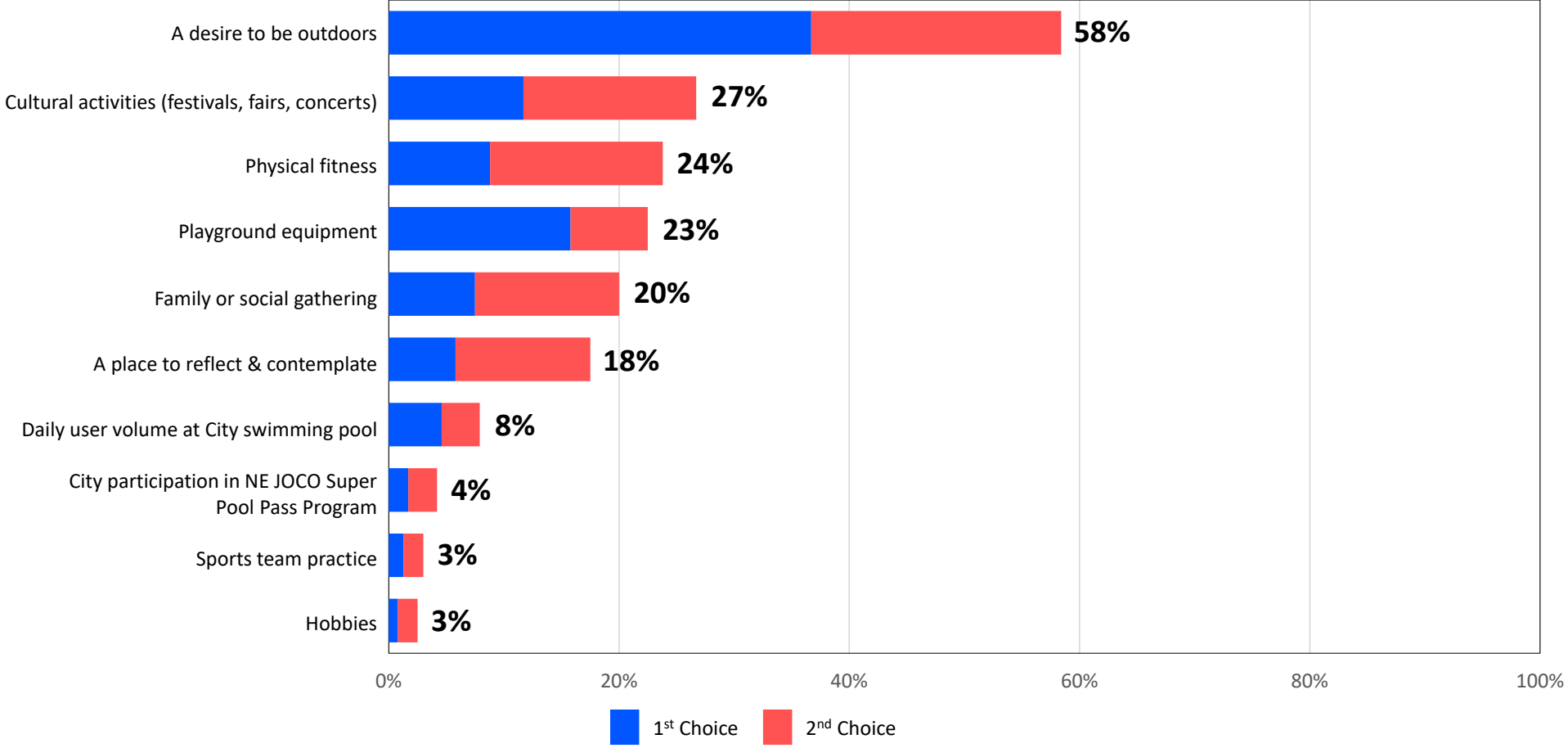
Q3. Overall Perceptions of the City of Fairway

by percentage of respondents (excluding don't know)



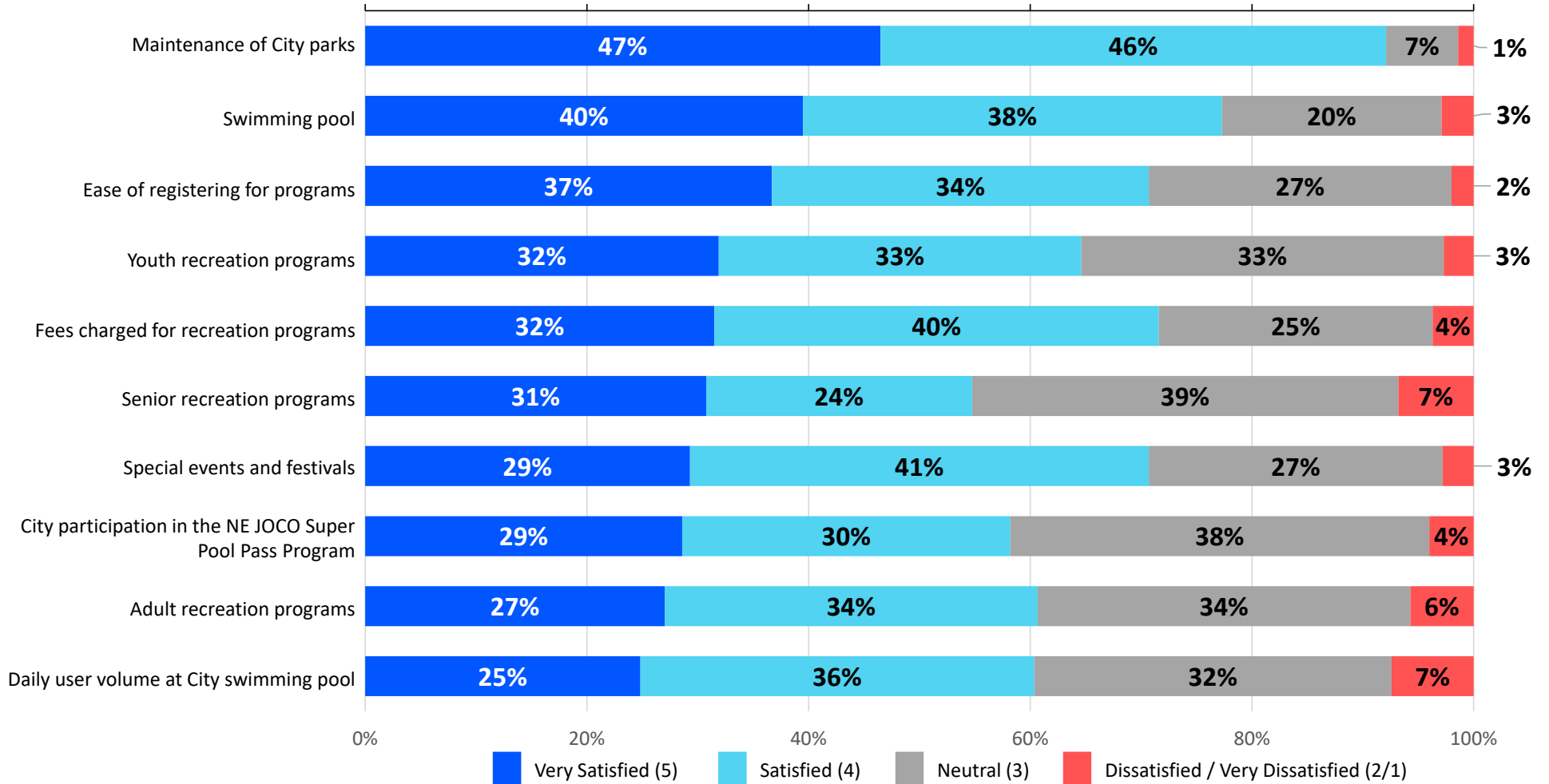
Q4. Top Reasons to Visit A Park

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



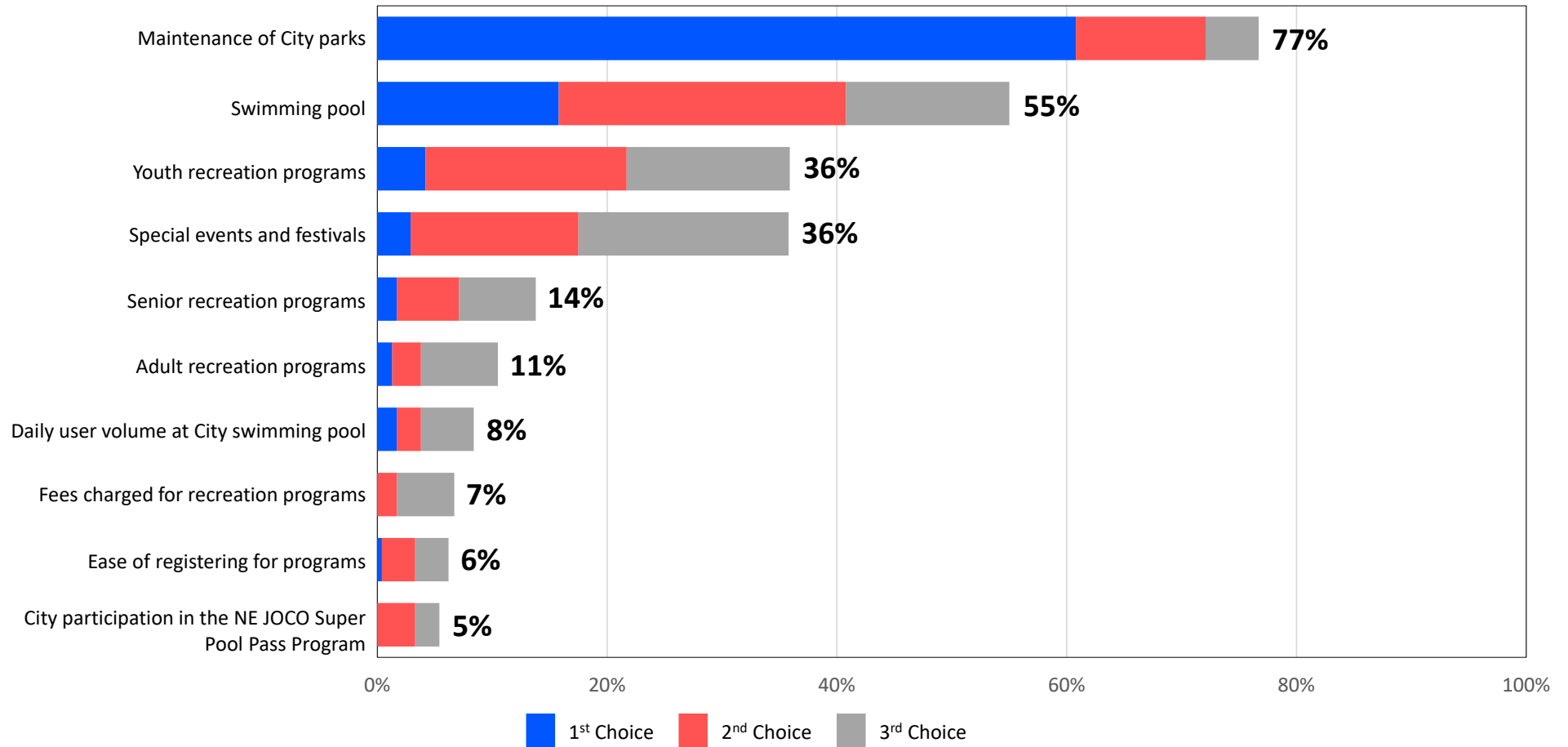
Q5. Satisfaction with Parks and Recreation Services

by percentage of respondents (excluding don't know)



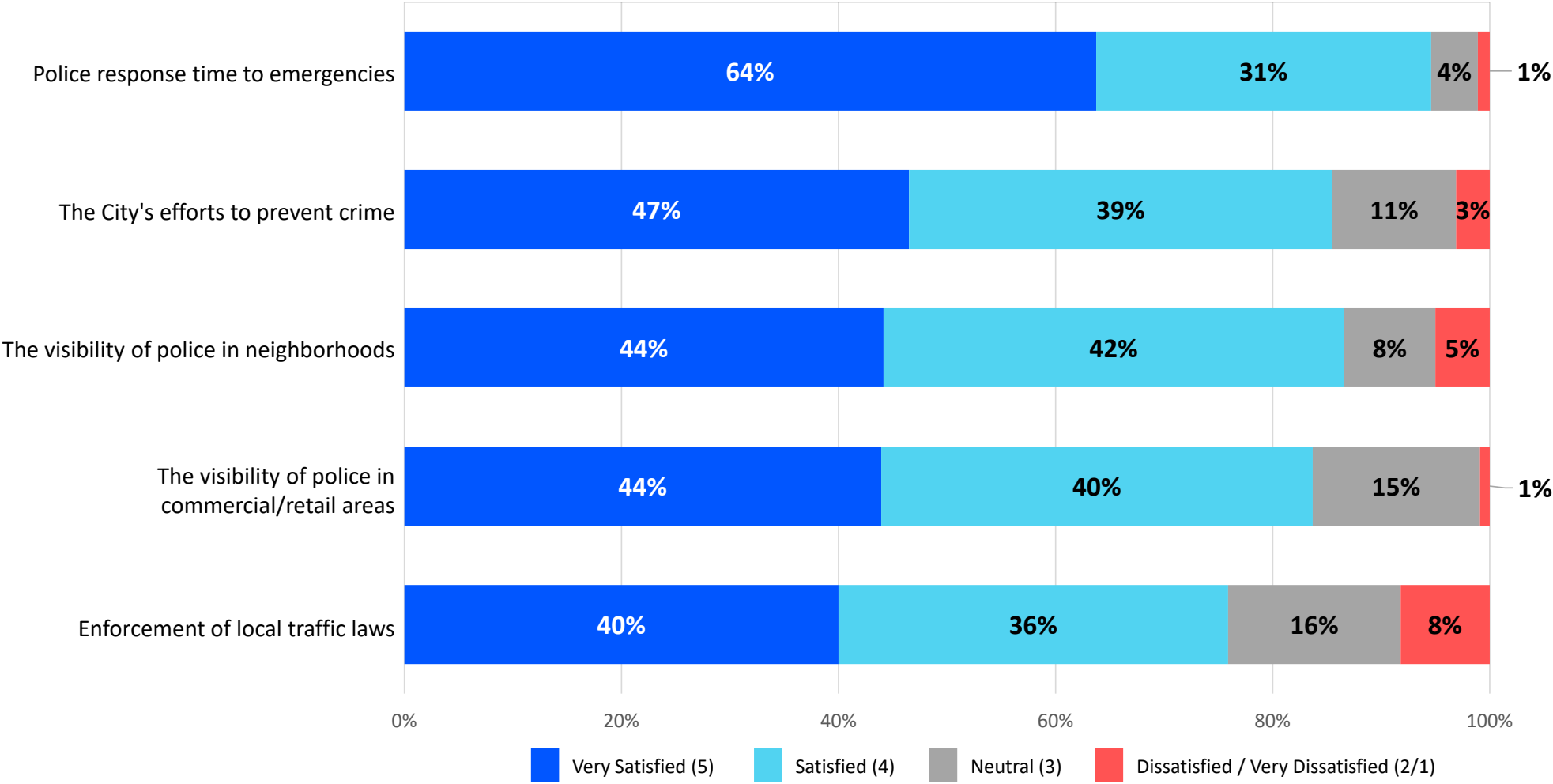
Q6. Parks and Recreation Services that are Most Important for the City to Provide

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



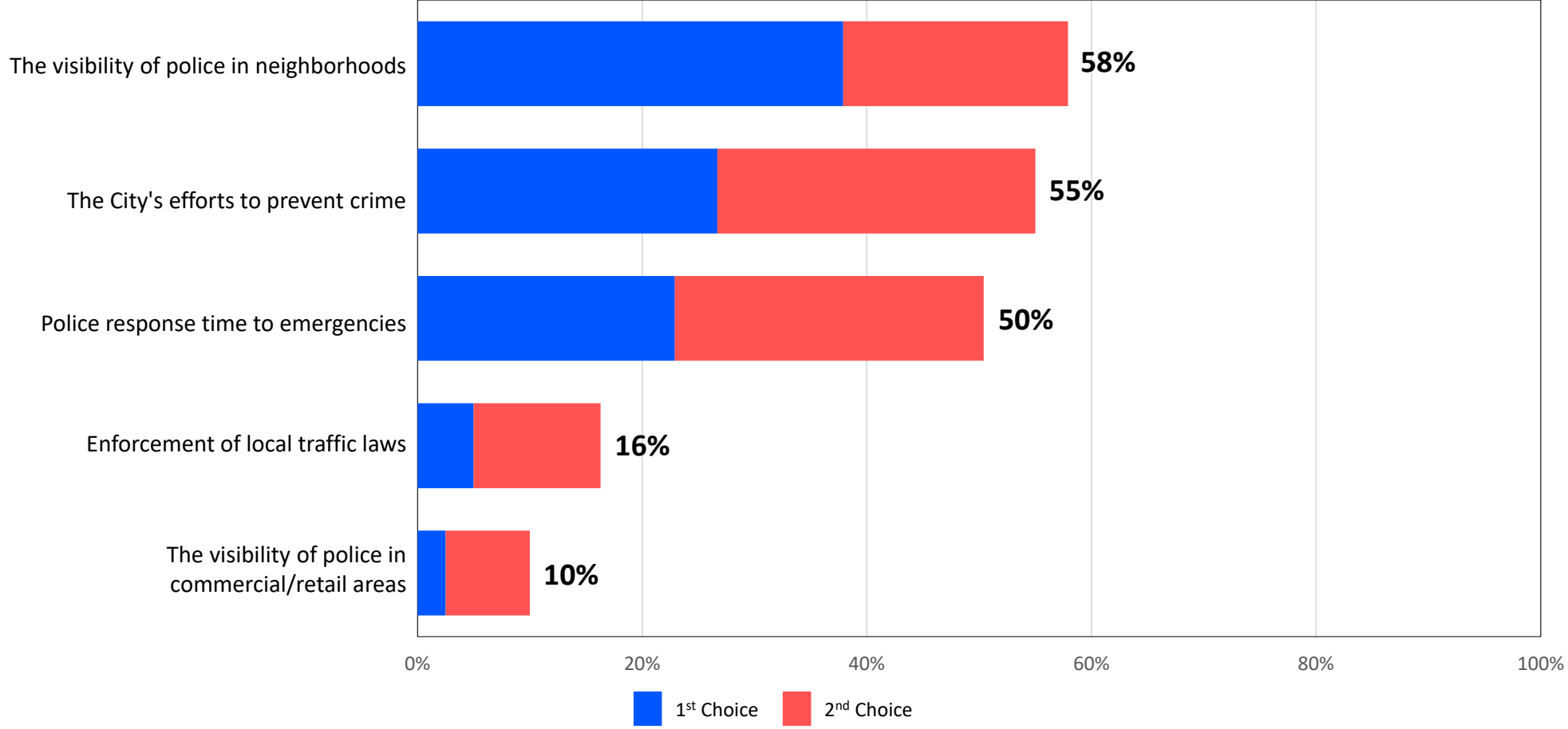
Q8. Satisfaction with Public Safety Services

by percentage of respondents (excluding don't know)



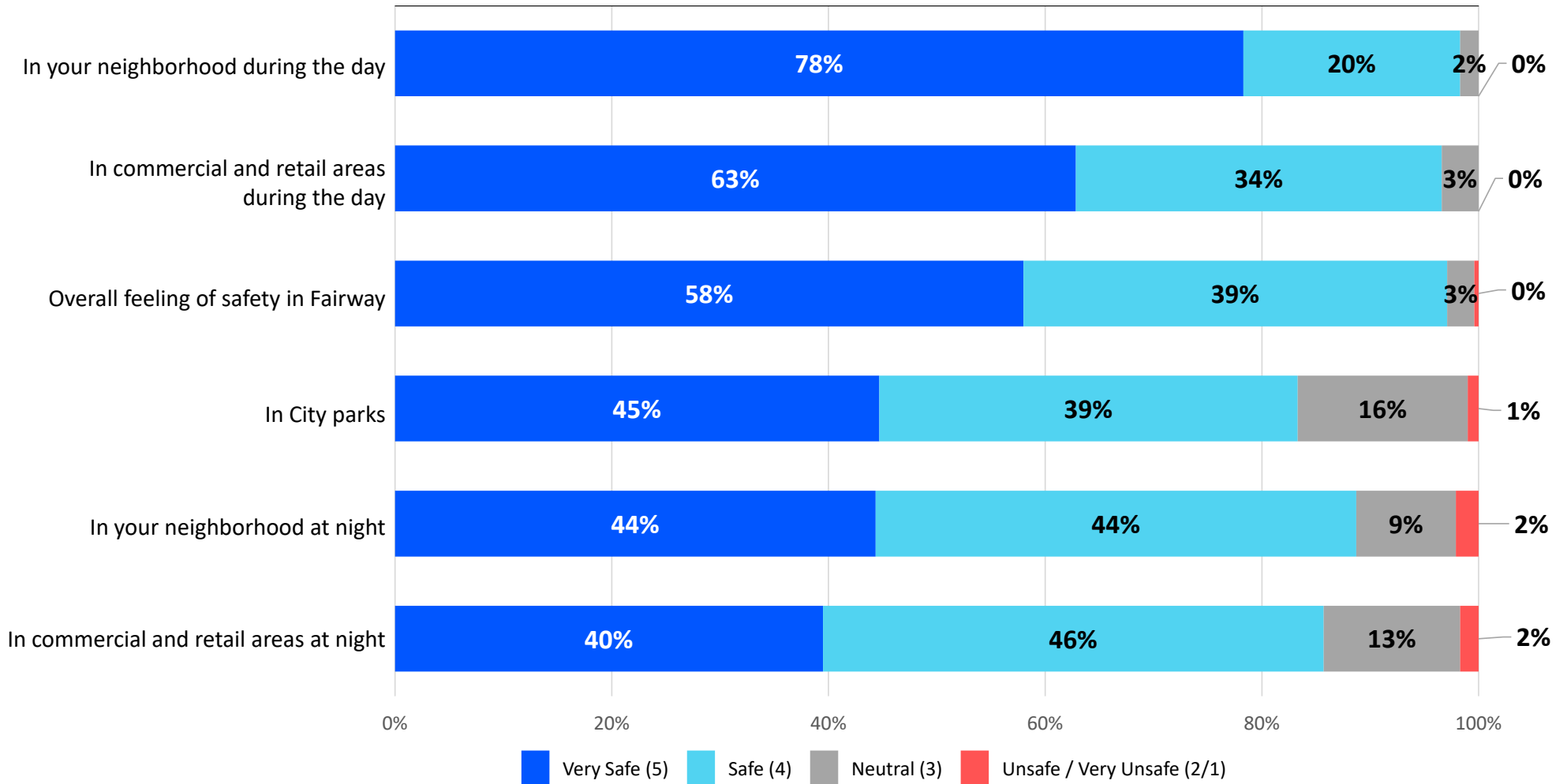
Q9. Public Safety Services that are Most Important for the City to Provide

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



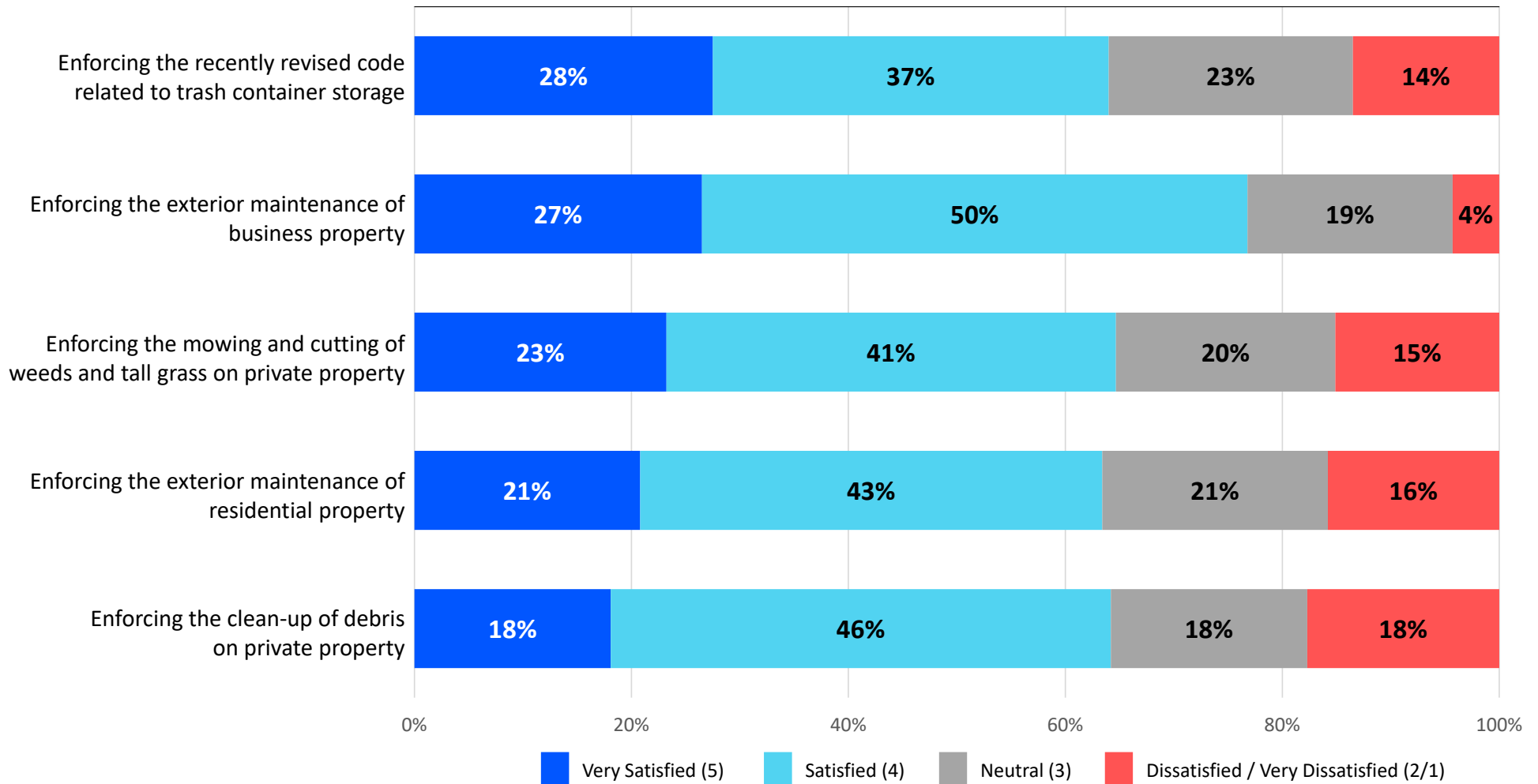
Q10. Perceptions of Safety in Fairway

by percentage of respondents (excluding don't know)



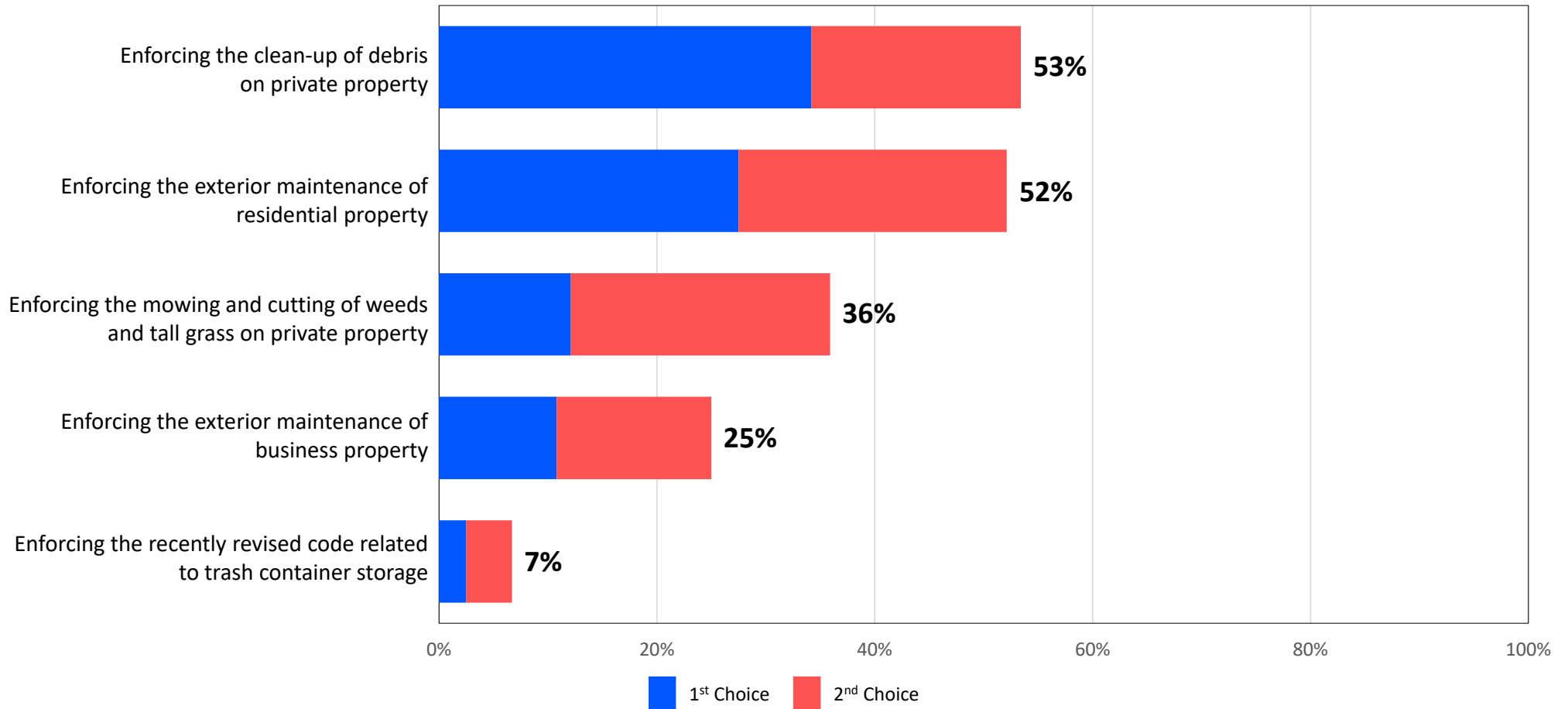
Q11. Satisfaction with Code Enforcement

by percentage of respondents (excluding don't know)



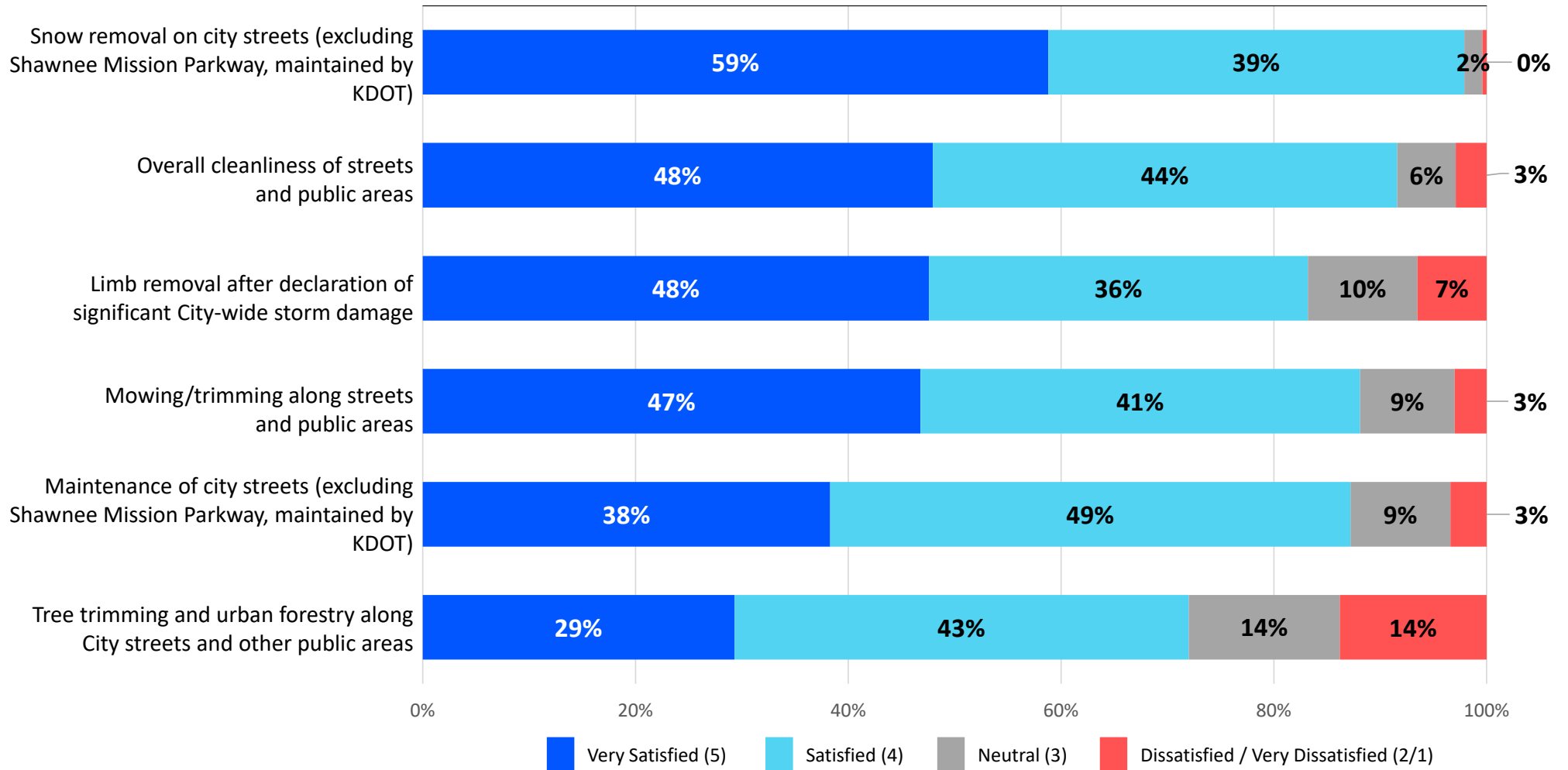
Q12. Code Enforcement Services that are Most Important for the City to Provide

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



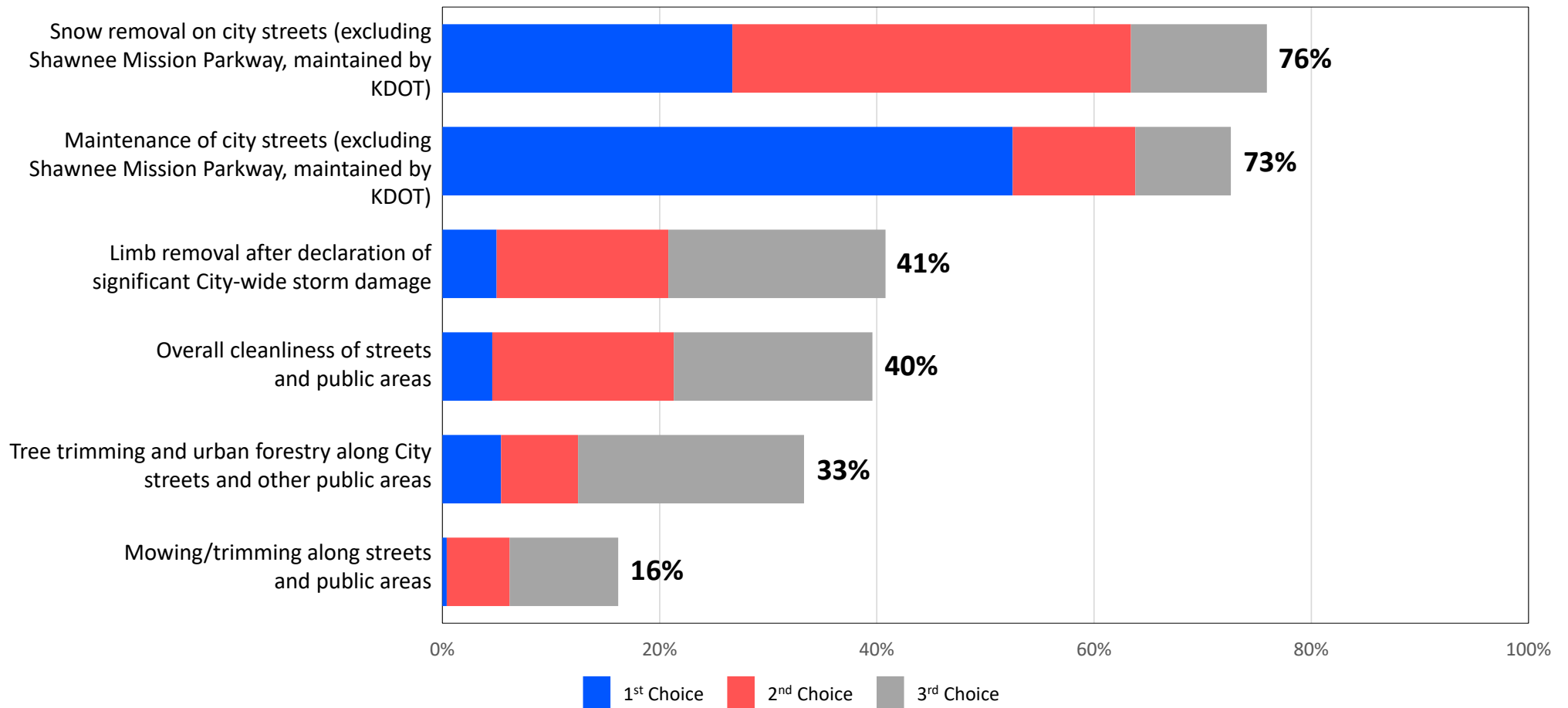
Q13. Satisfaction with Maintenance Services

by percentage of respondents (excluding don't know)

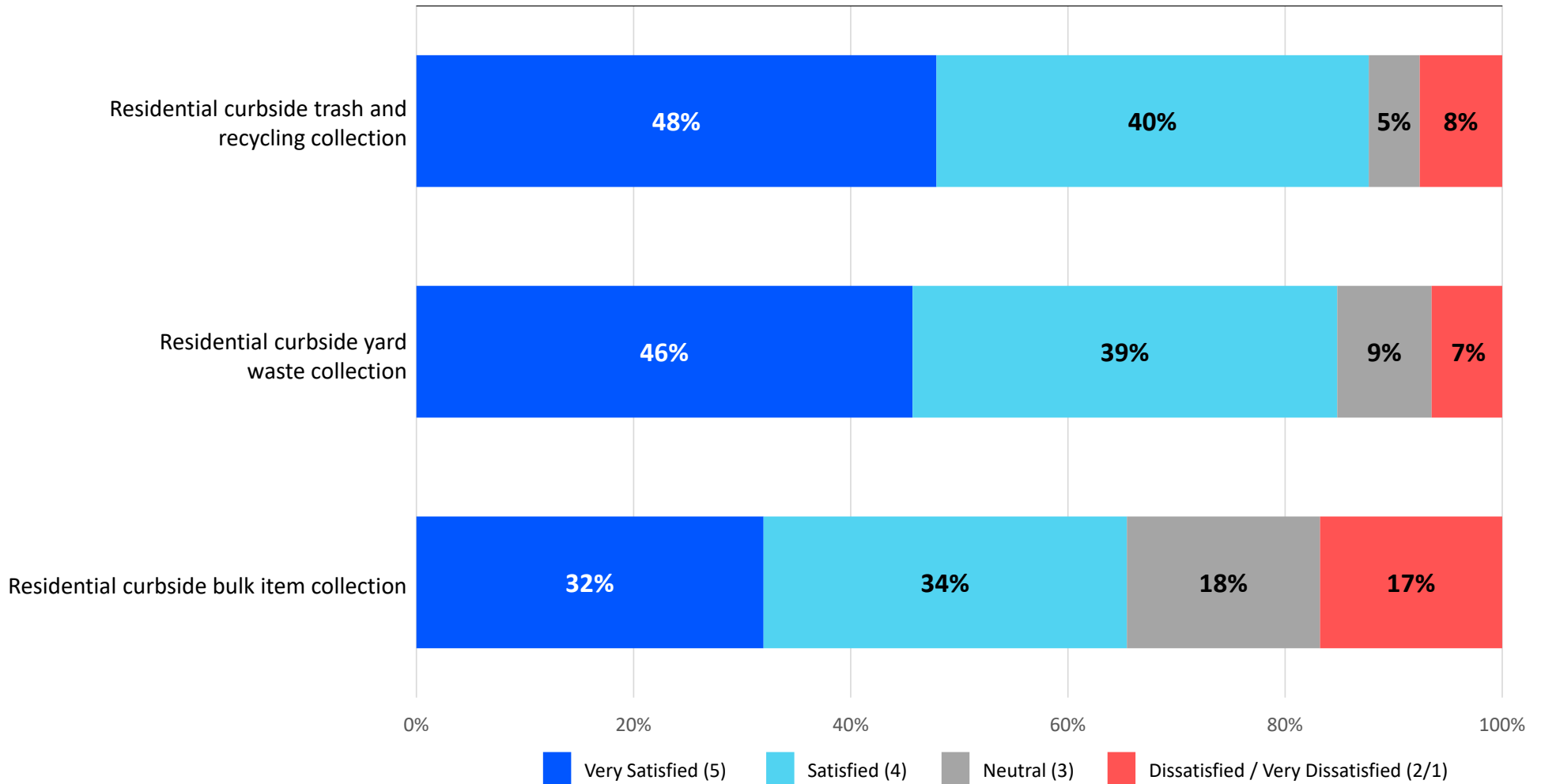


Q14. Maintenance Services that are Most Important for the City to Provide

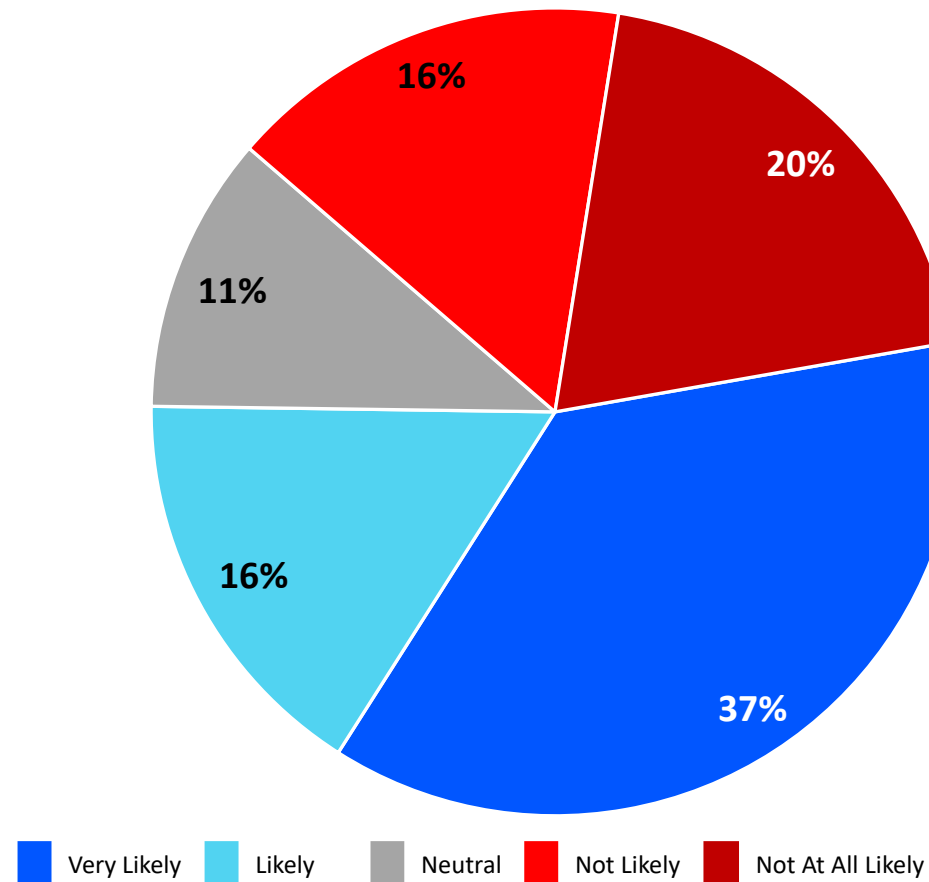
by percentage of respondents who selected the item as one of their top three choices



Q15. Satisfaction with Trash and Recycling Services by percentage of respondents (excluding don't know)

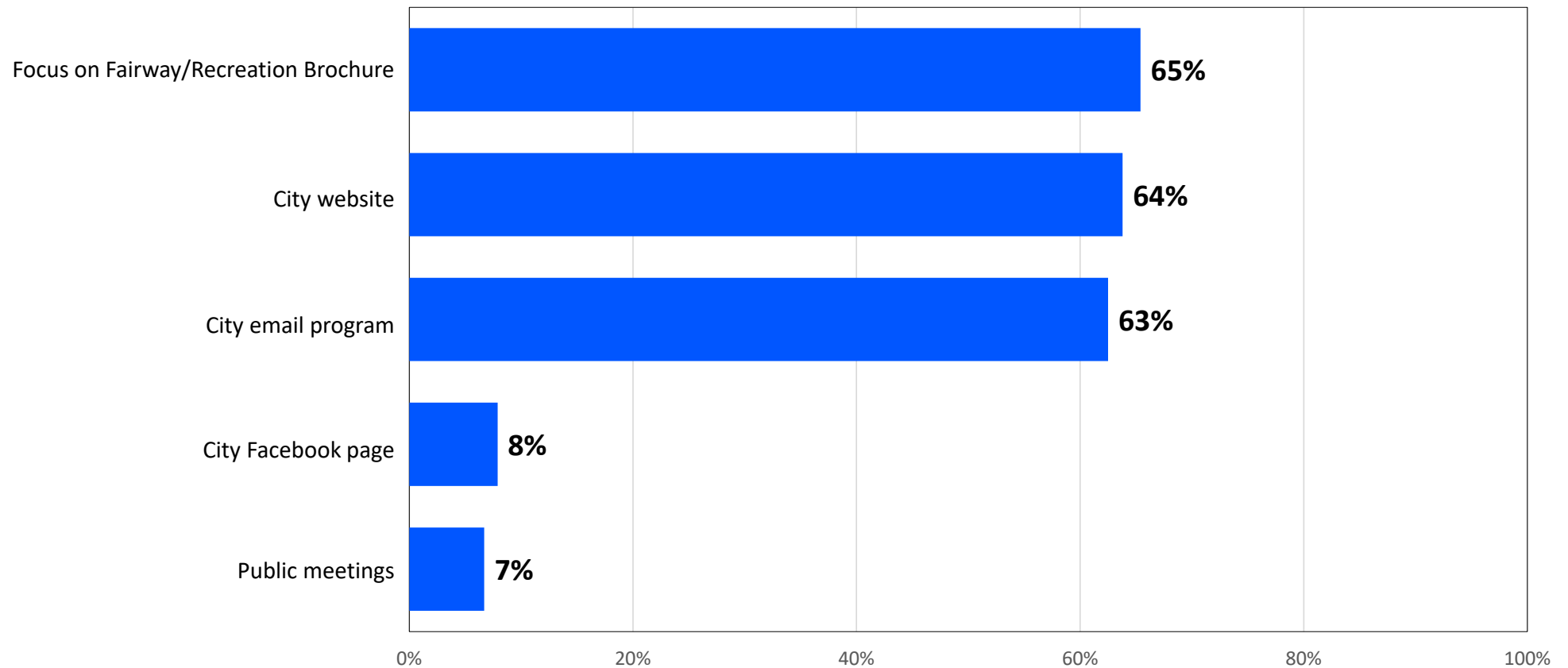


Q16. The City has been approached by a vendor seeking to add curbside glass collection throughout the City, similar to the existing curbside solid waste collection for a monthly cost of \$2.50/household per month. How likely would you be to support and/or use this service if implemented City wide?
by percentage of respondents (excluding not provided)

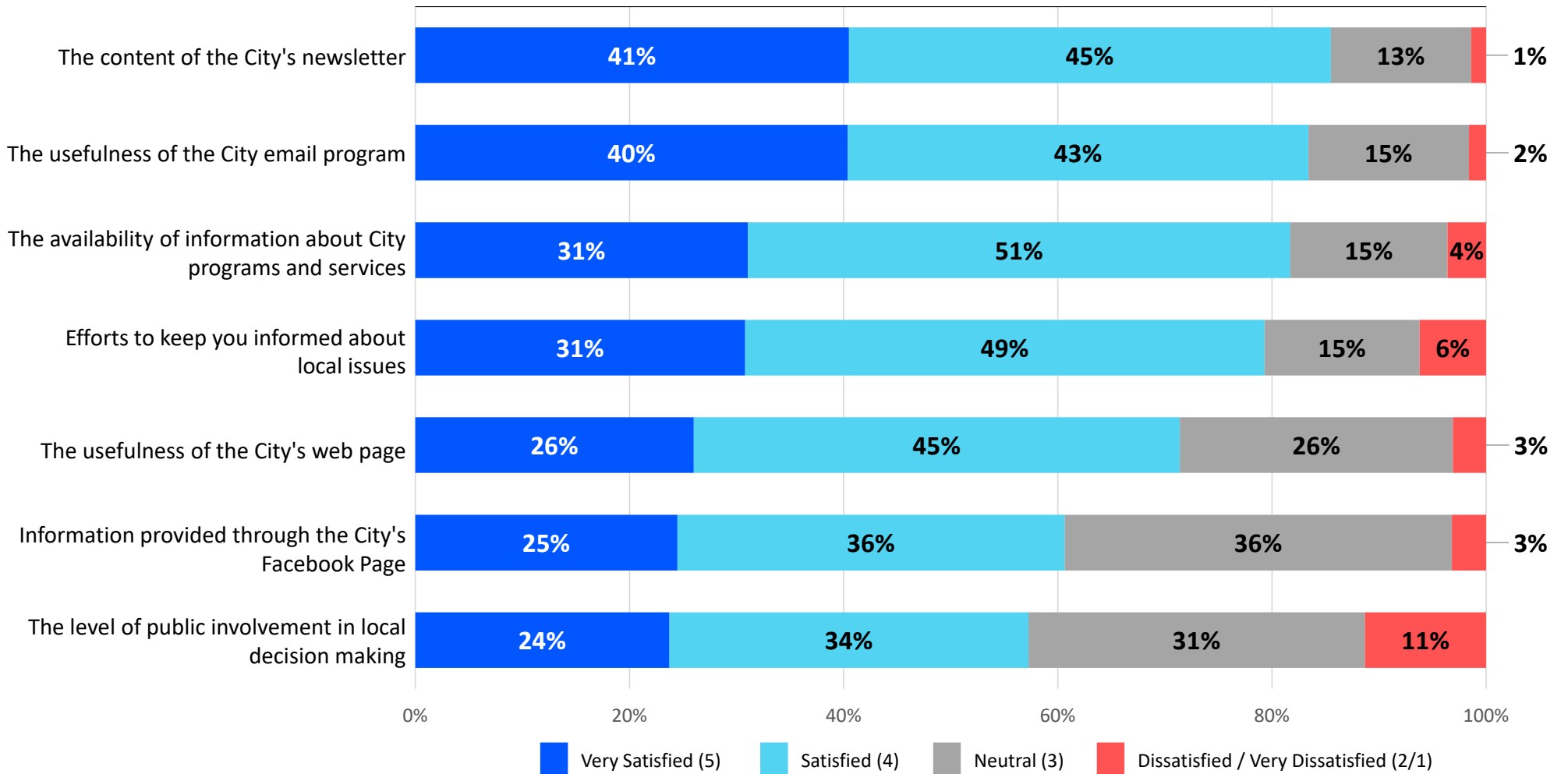


Q17. Which of the following sources do you currently use to get information about the City of Fairway?

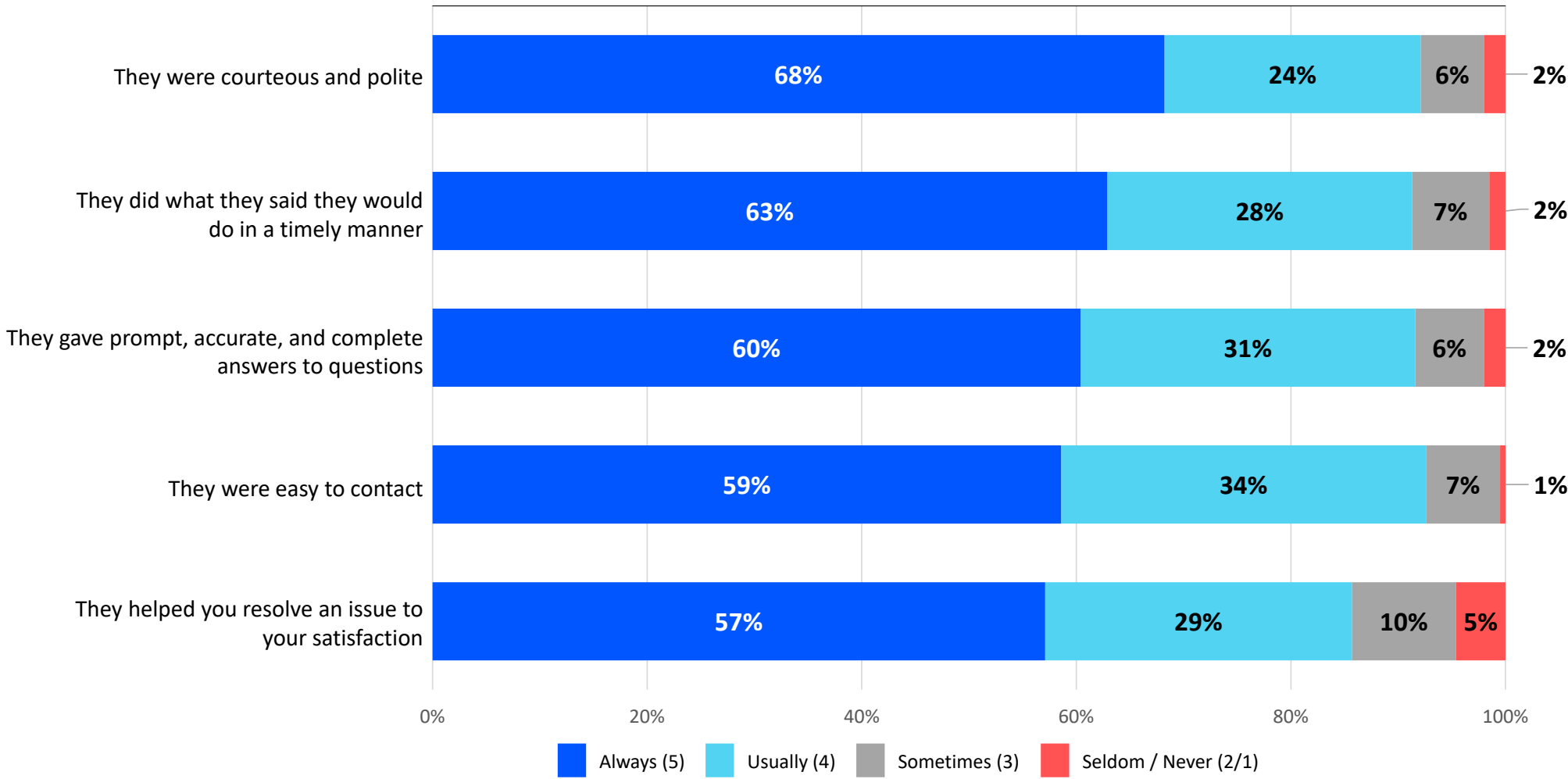
by percentage of respondents (multiple selections could be made)



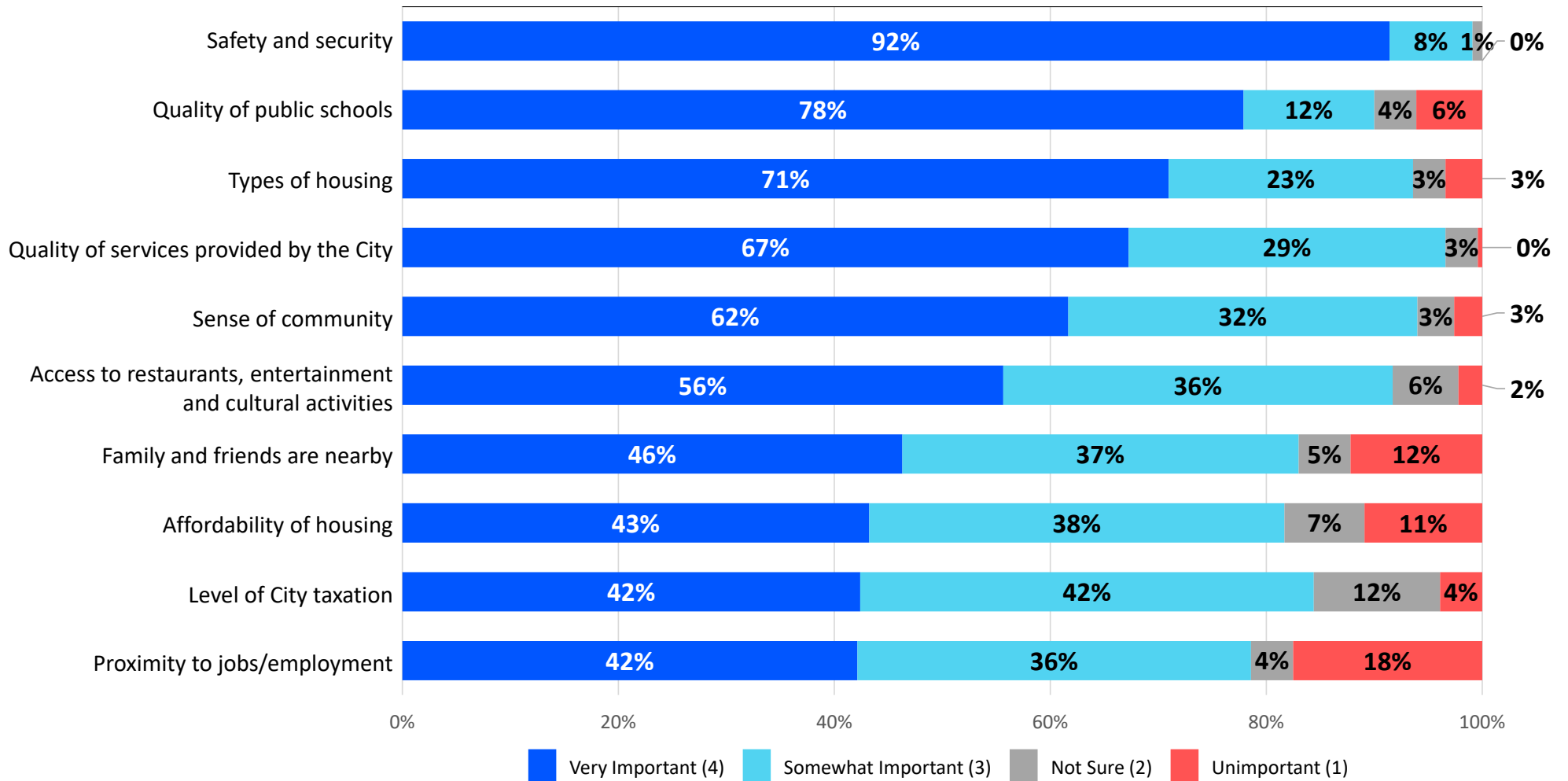
Q18. Satisfaction with Communication Provided by City of Fairway by percentage of respondents (excluding don't know)



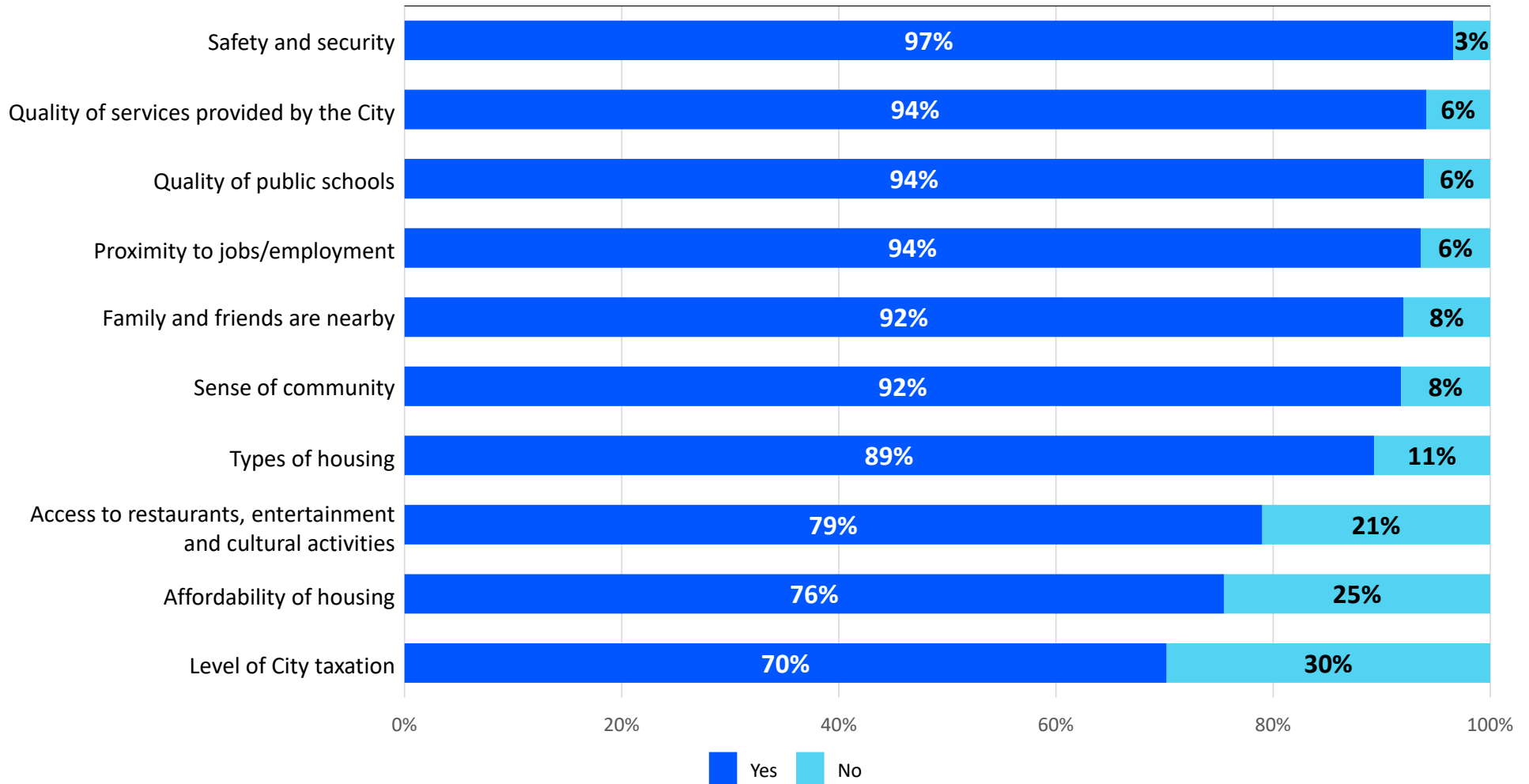
Q19. Perception of City Employees Behavior by percentage of respondents (excluding don't know)



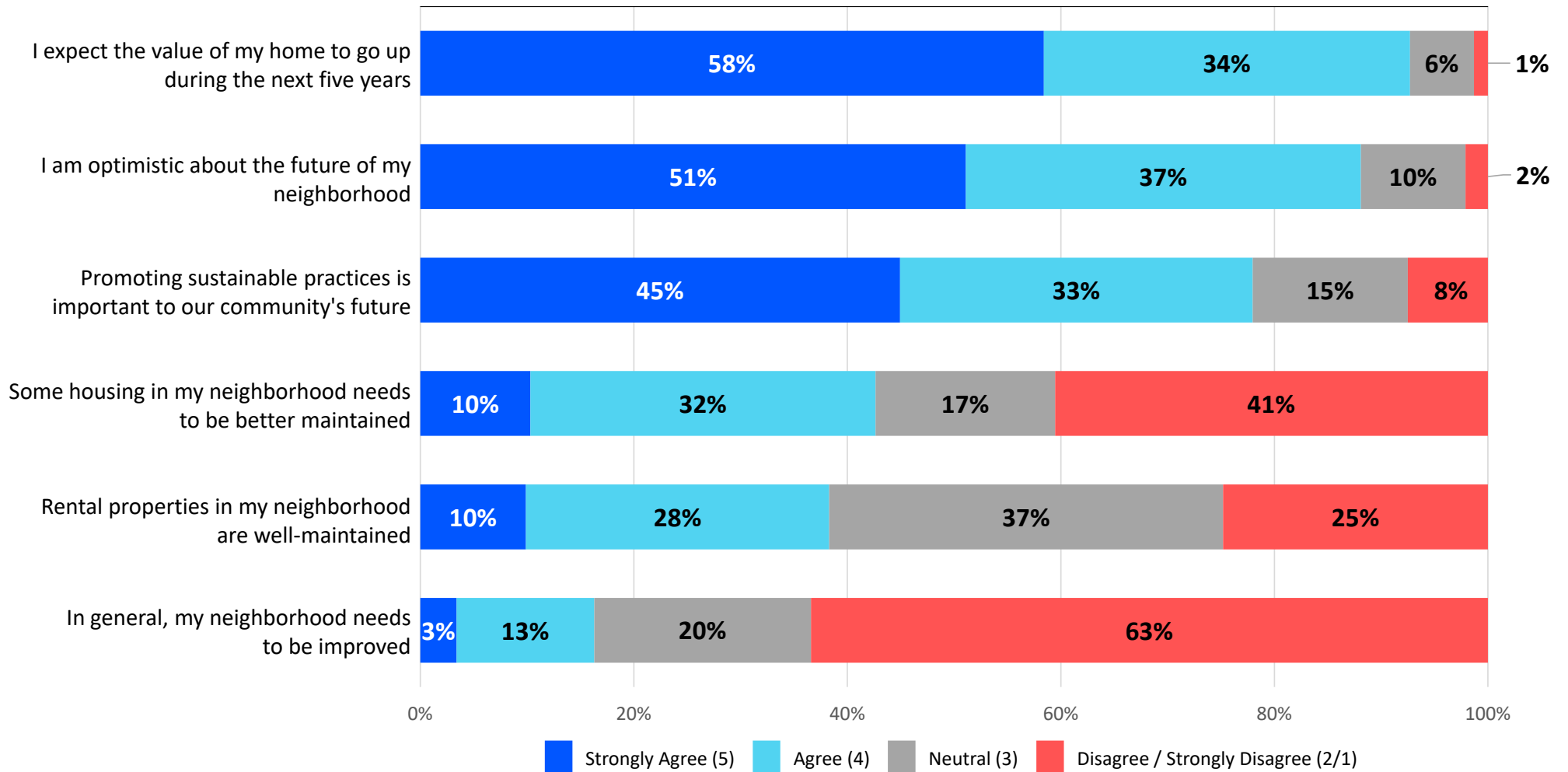
Q20. How important was each reason for living in Fairway? by percentage of respondents (excluding don't know)



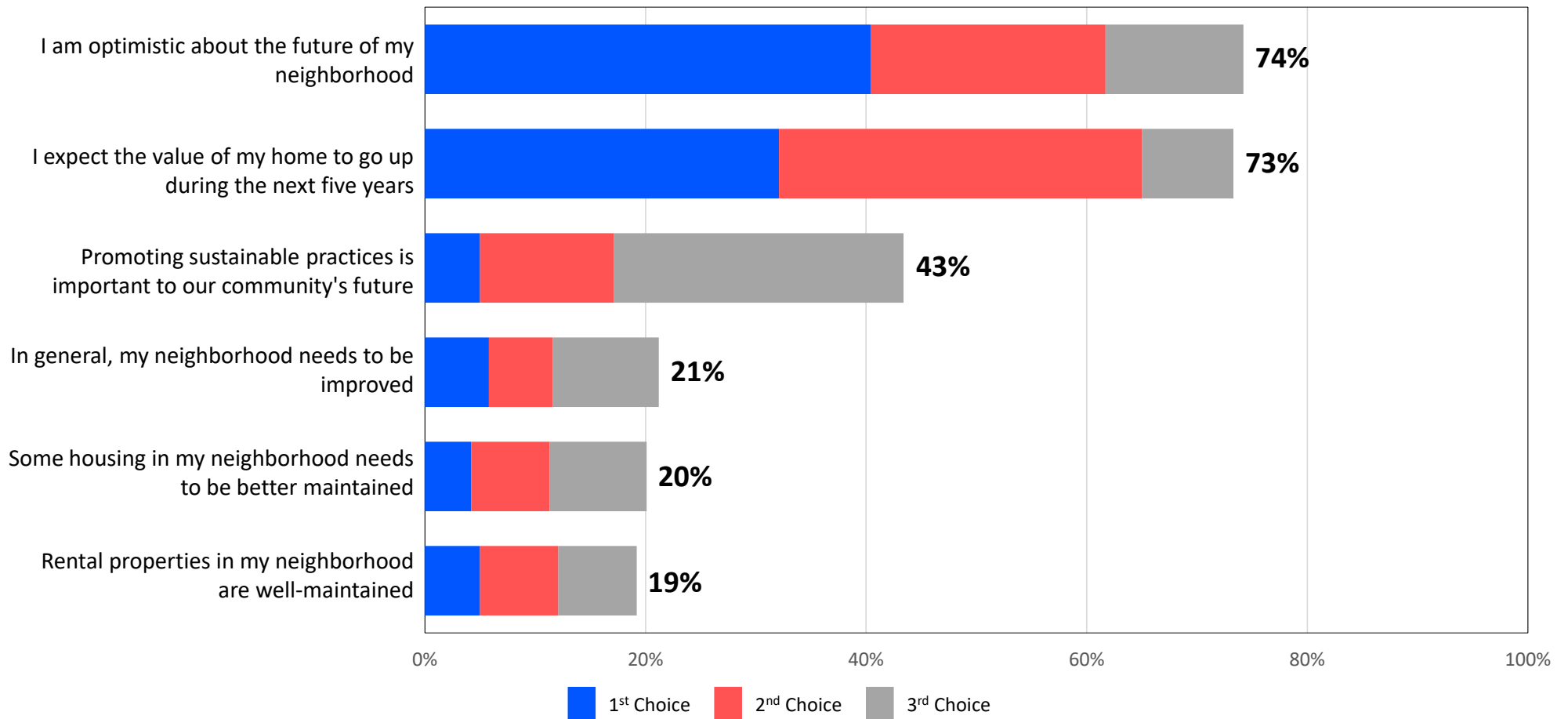
Q20. Are your needs being met in Fairway? by percentage of respondents (excluding not provided)



Q21. Level of Agreement with the Following Statements by percentage of respondents (excluding don't know)

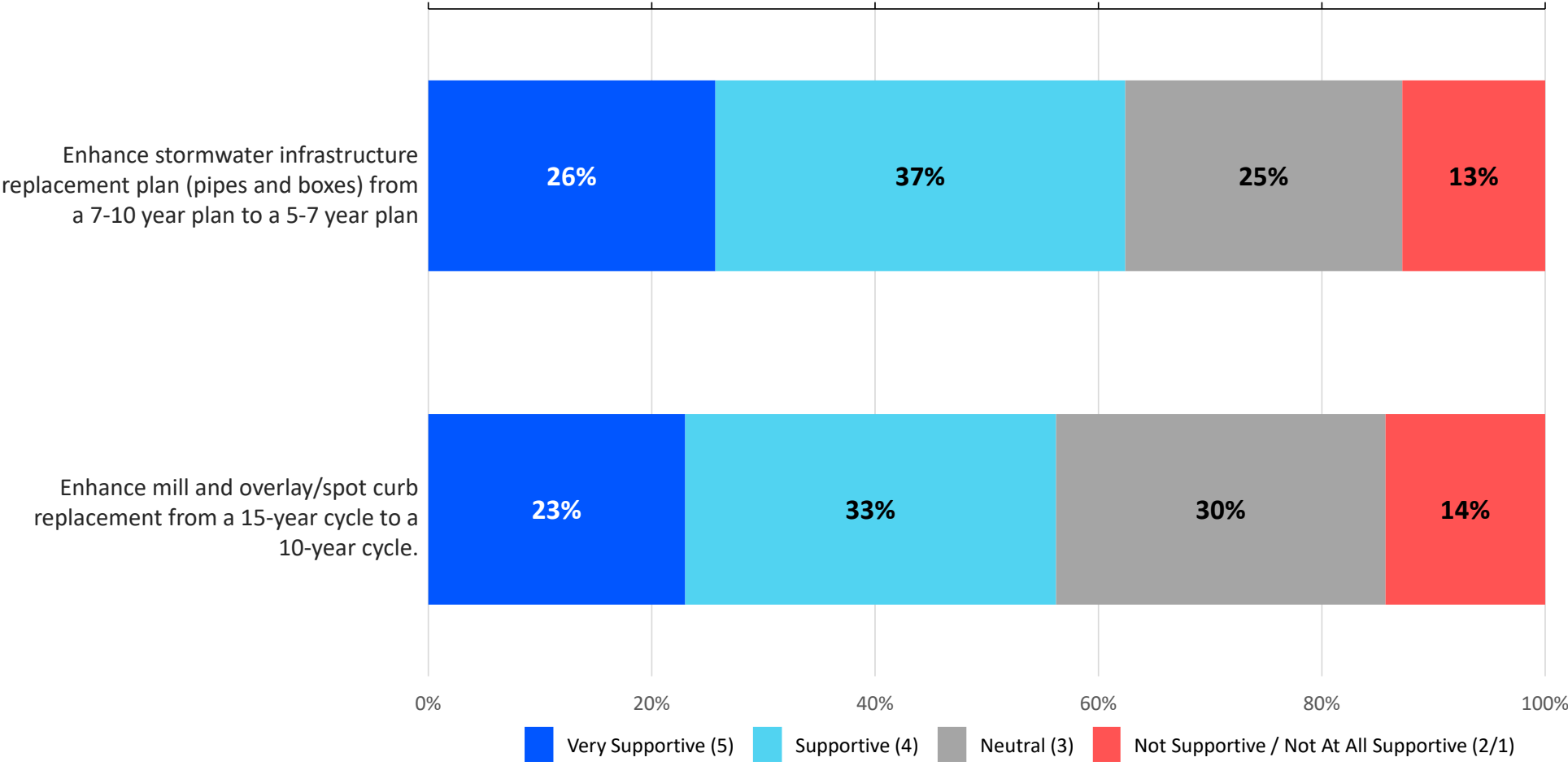


Q22. Which three of the reasons listed in Q21 will have the most impact on your decision to stay in Fairway for the next 10 years? by percentage of respondents who selected the item as one of their top three choices



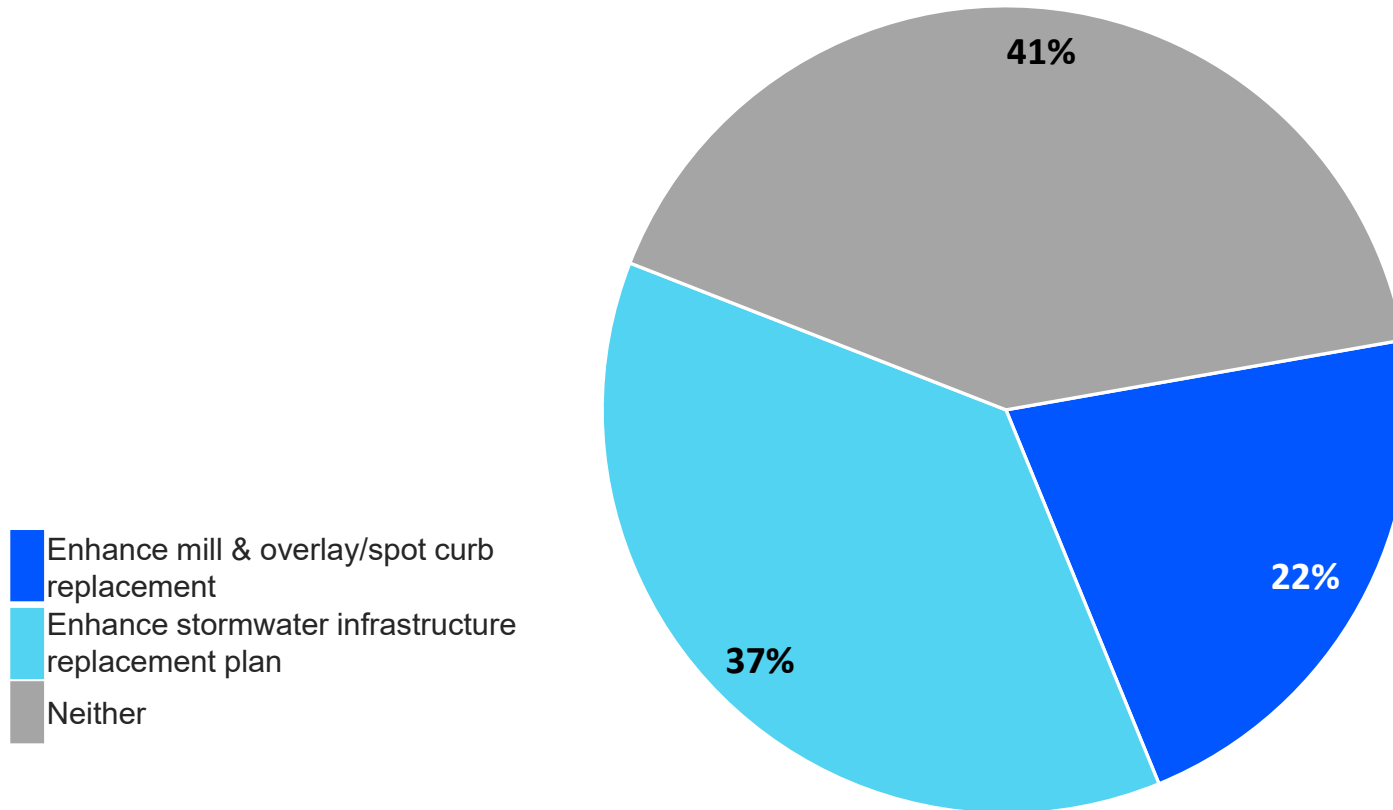
Q24. Level of Support for Options to Enhance City Services and Infrastructure

by percentage of respondents (excluding don't know)



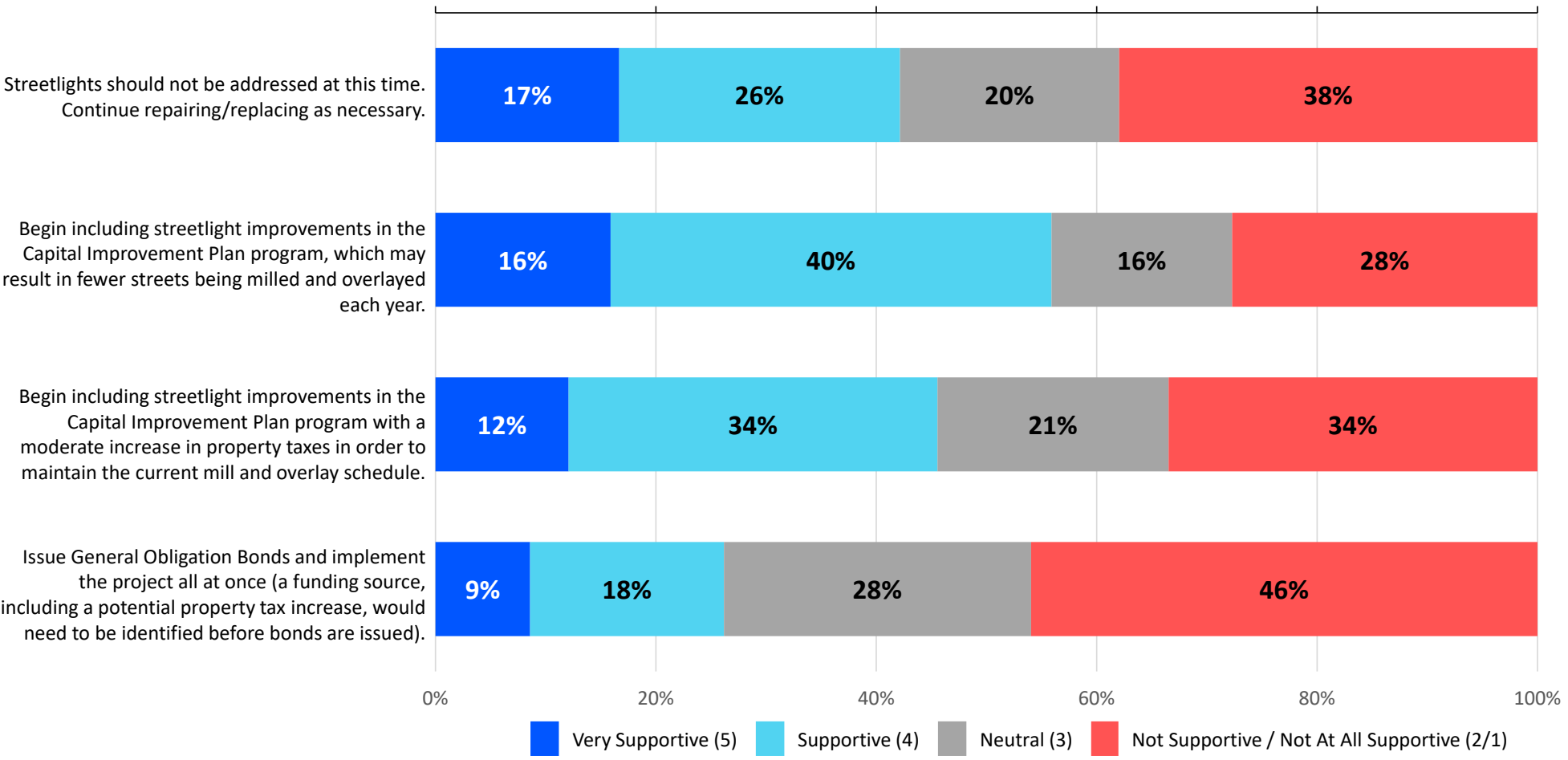
Q25. Which Major Project in Q24 Would You Support a Moderate property Tax Increase for?

by percentage of respondents (excluding not provided)



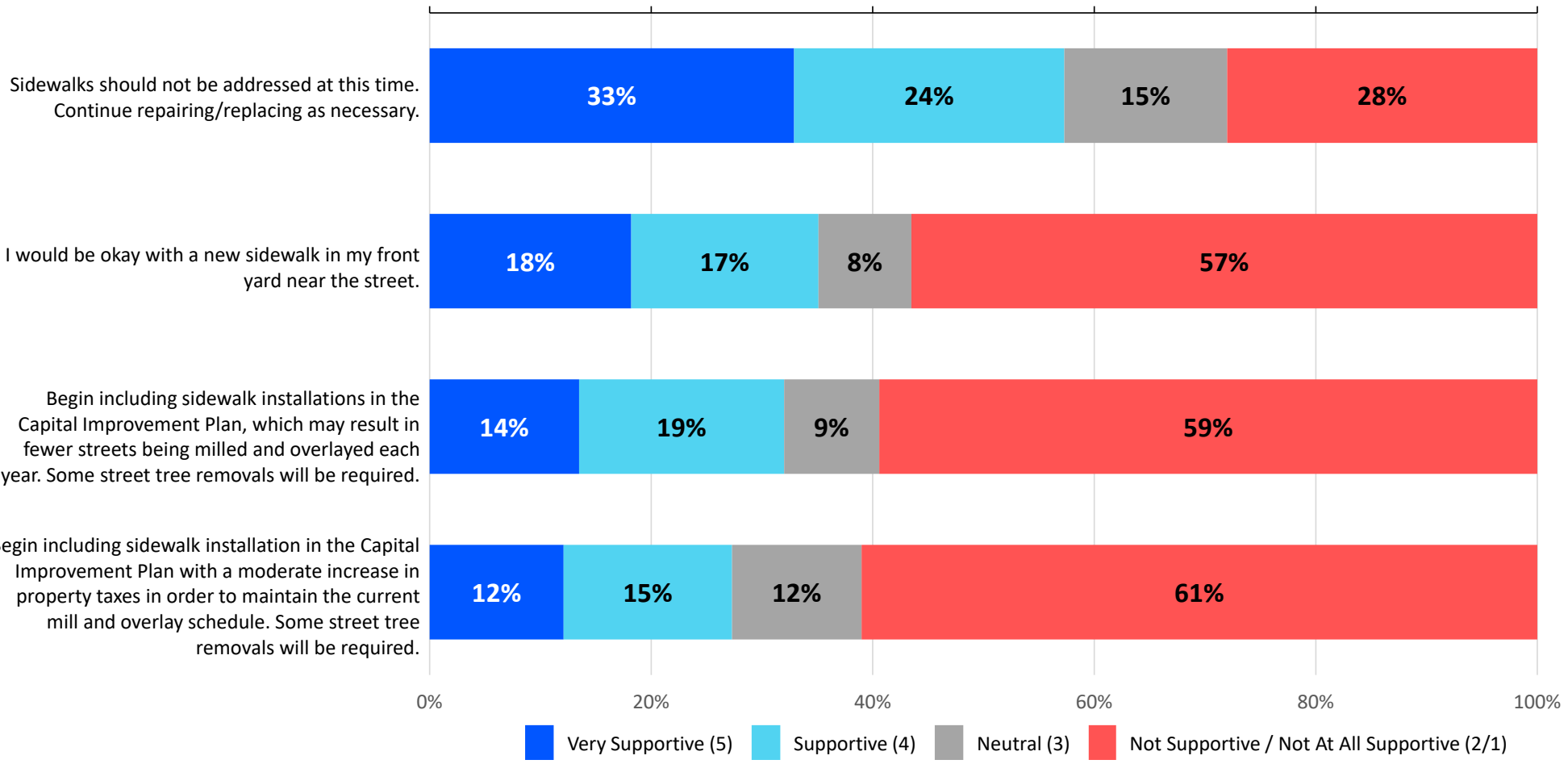
Q26. Level of Support for Options on Streetlights

by percentage of respondents (excluding don't know)



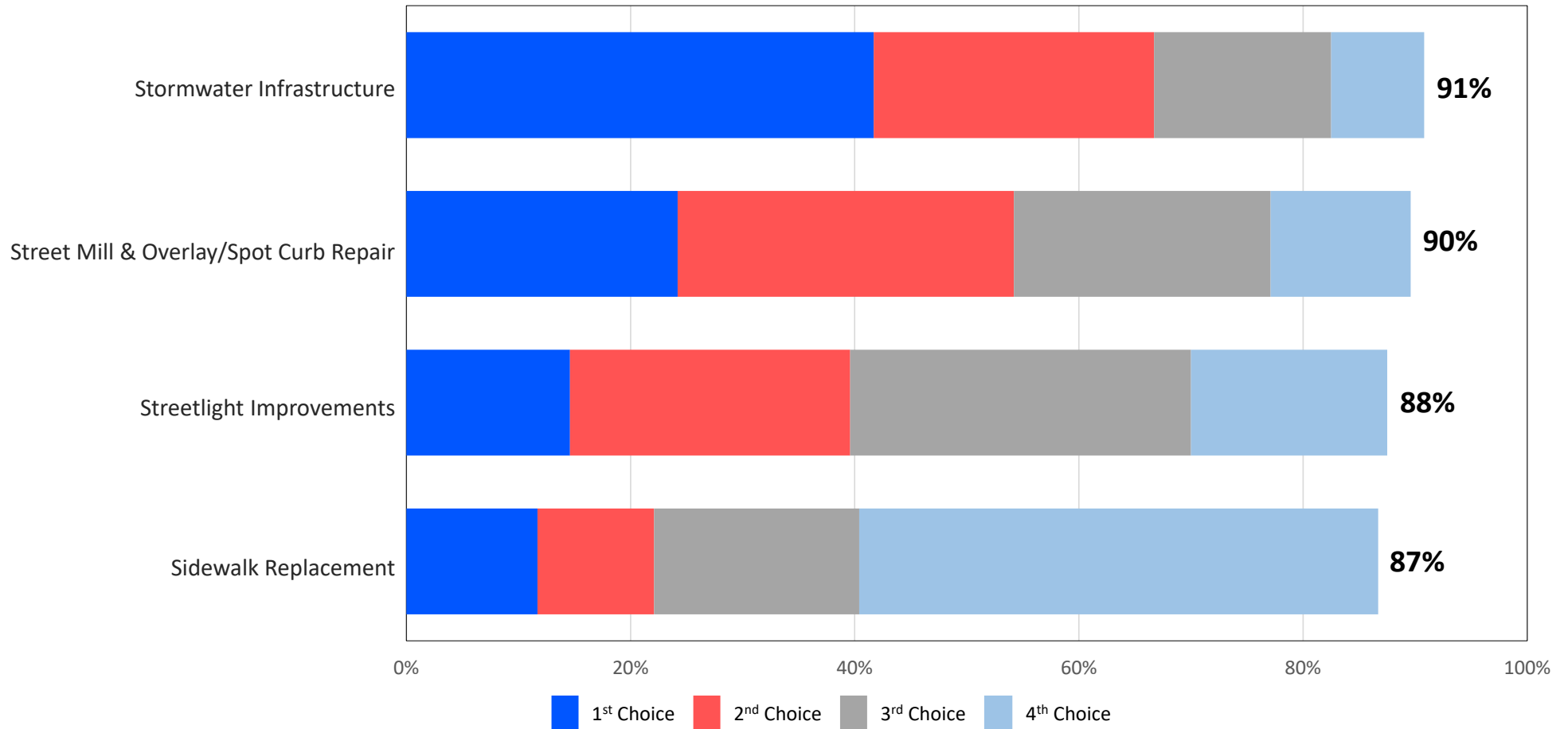
Q27. Level of Support for Options on Sidewalks

by percentage of respondents (excluding don't know)

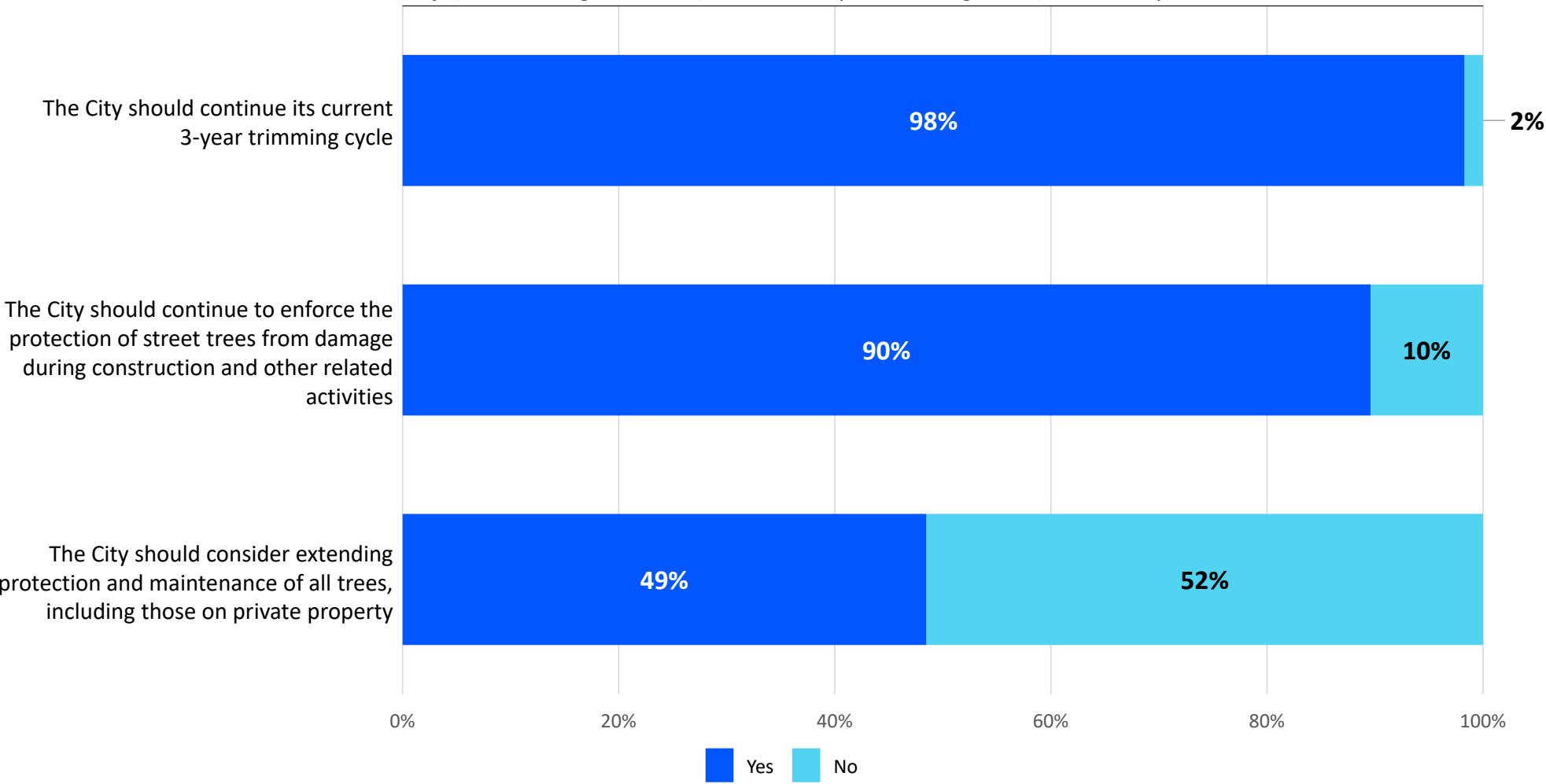


Q28. Several Capital Improvement Categories have been mentioned, Please rank them

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



Q29. Do you agree with the following statements regarding street tree maintenance and protection program? by percentage of respondents (excluding not provided)





2

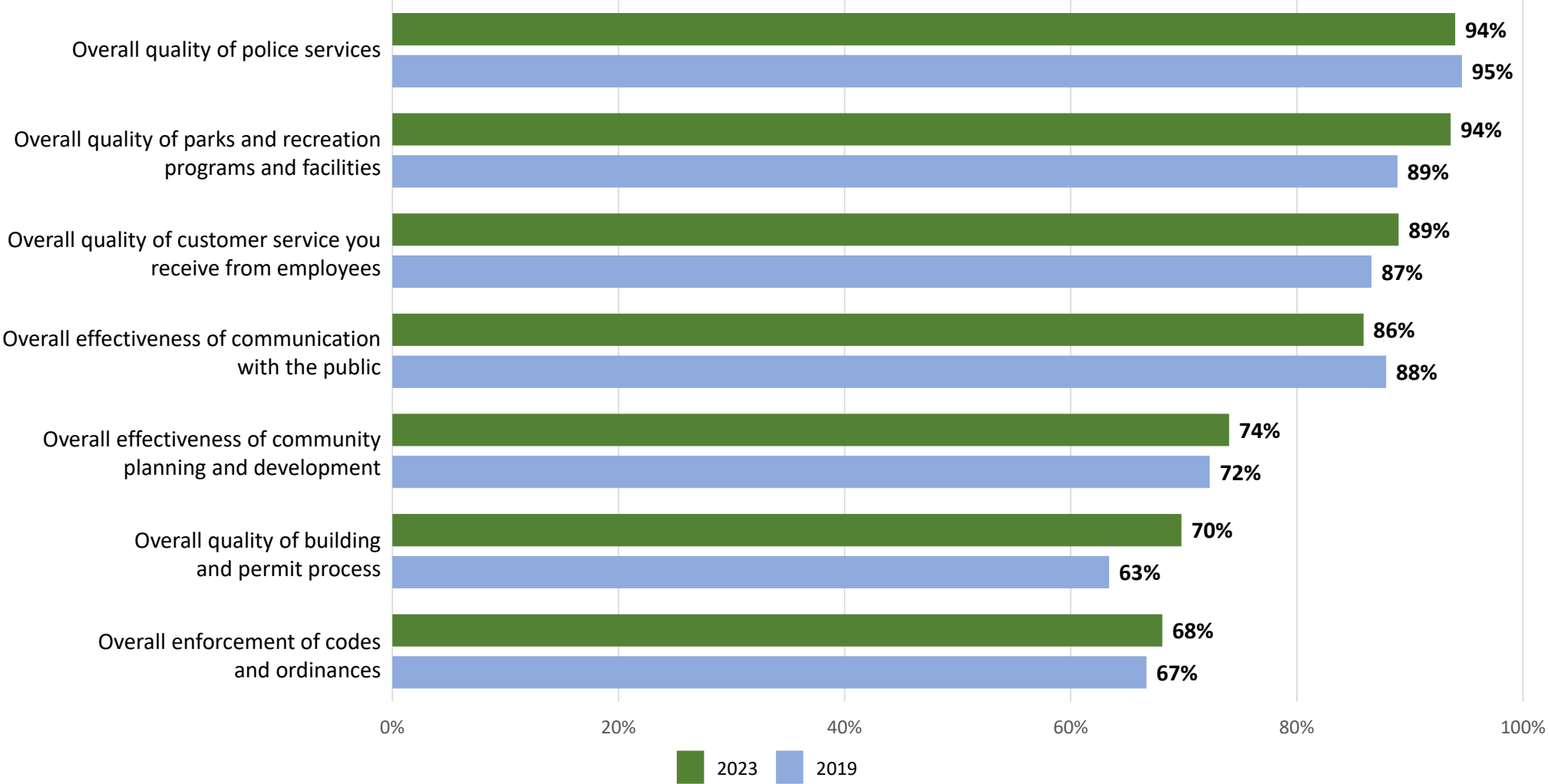
Trends Report

City of Fairway Trends Report

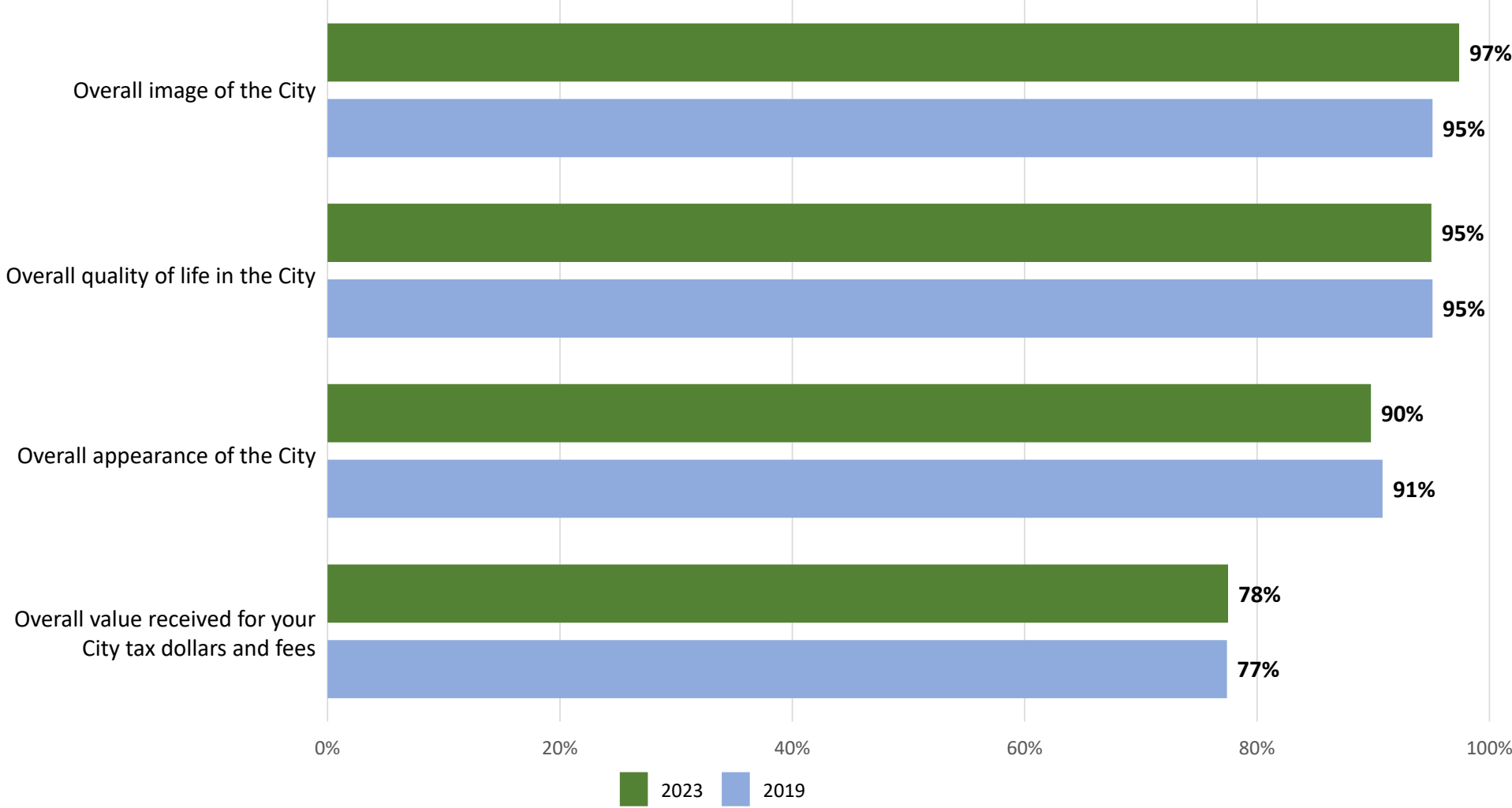
The following slides show the trends for the City of Fairway in 2023 compared to previous surveys done in 2019.



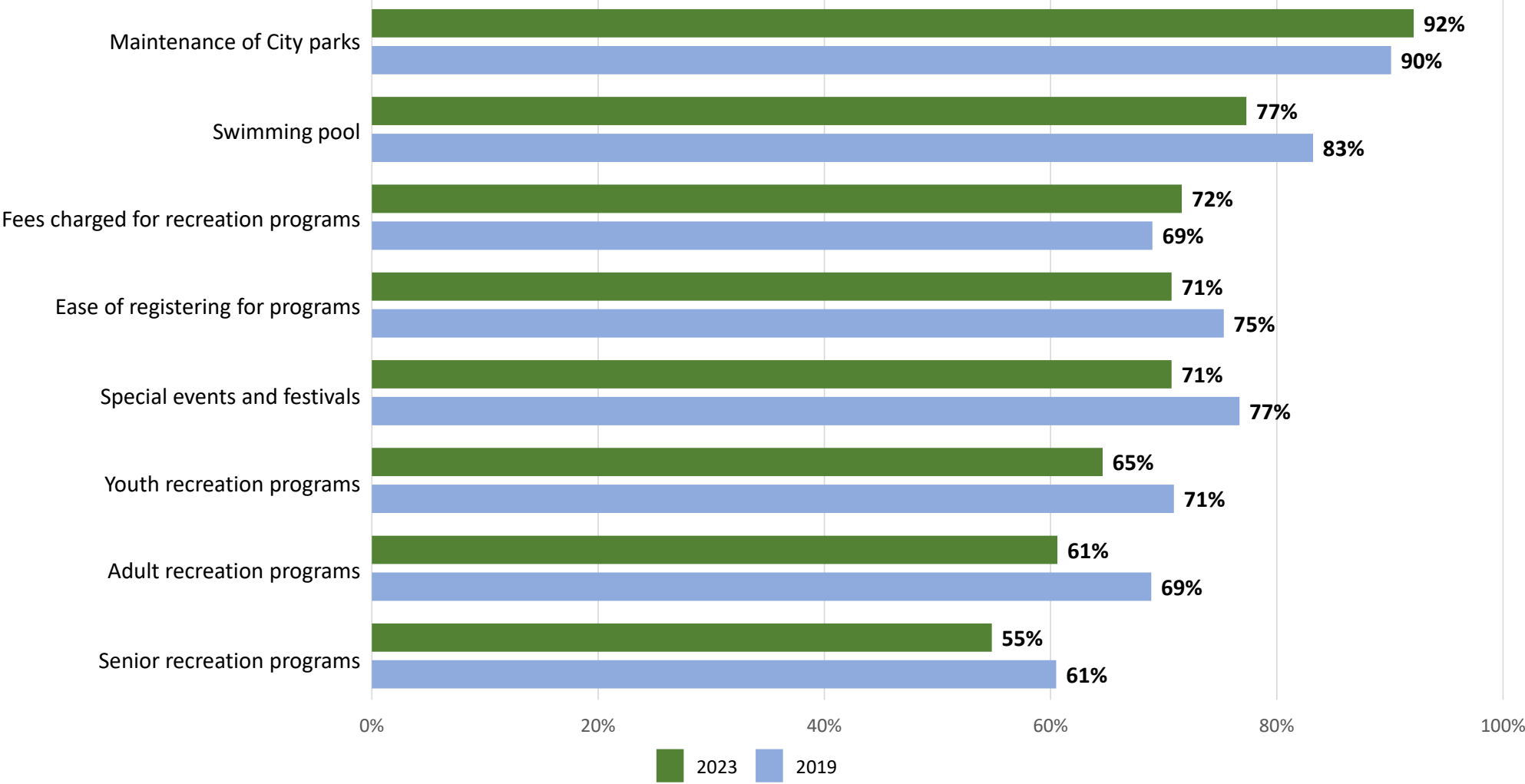
Q1. Major Categories of City Services 2023 vs 2019



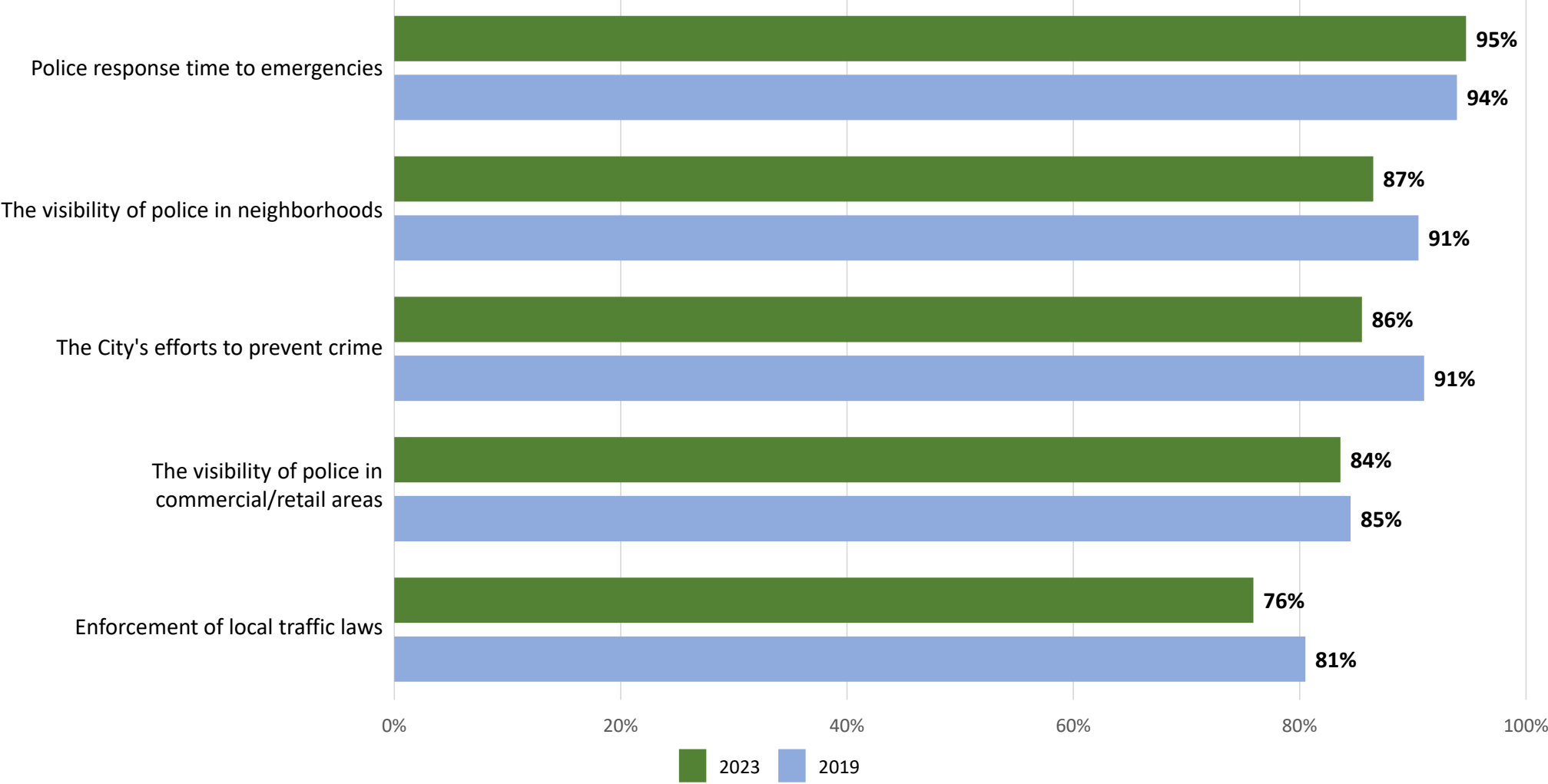
Q3. Perception of Fairway 2023 vs 2019



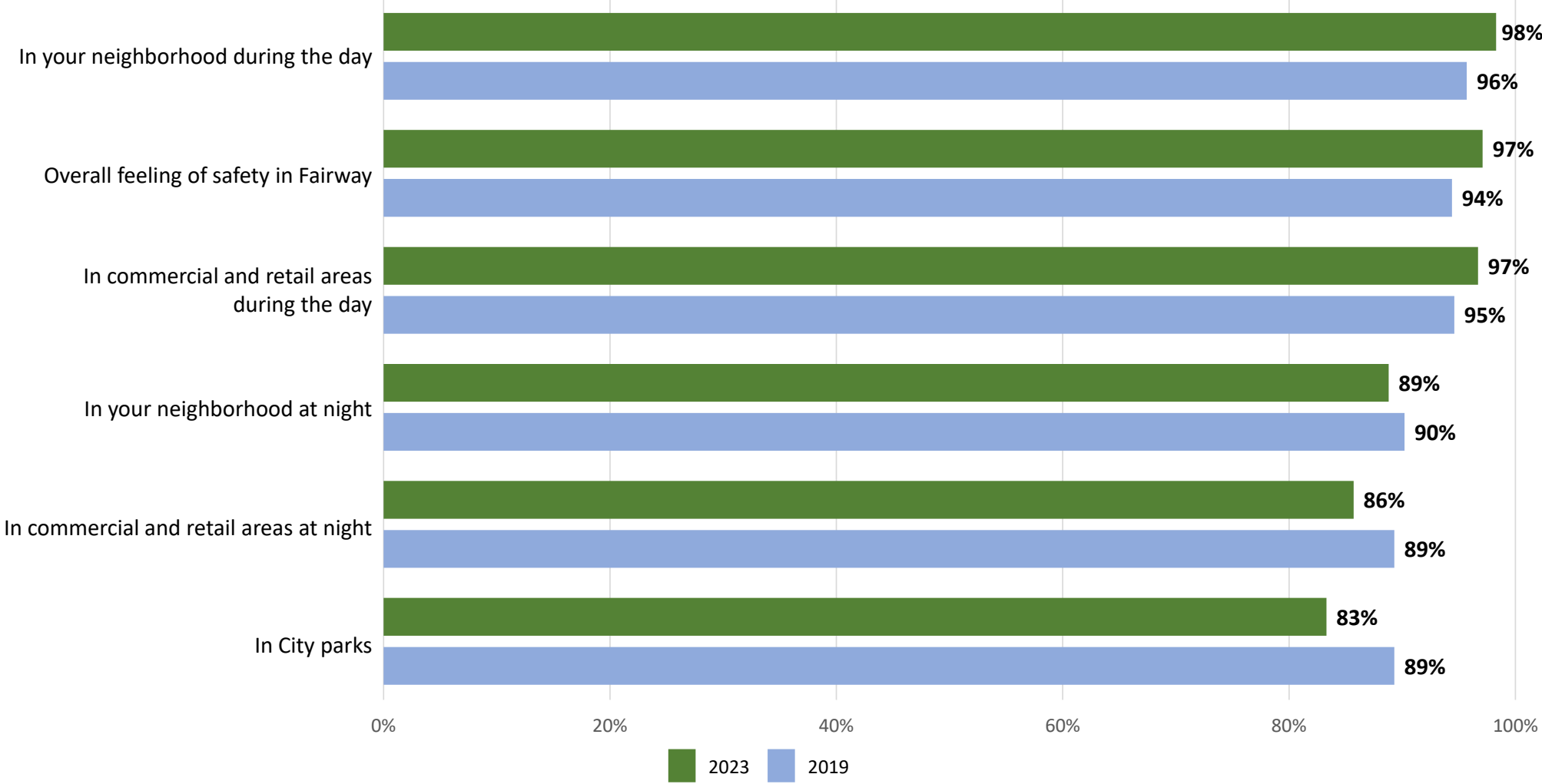
Q5. Parks and Recreation 2023 vs 2019



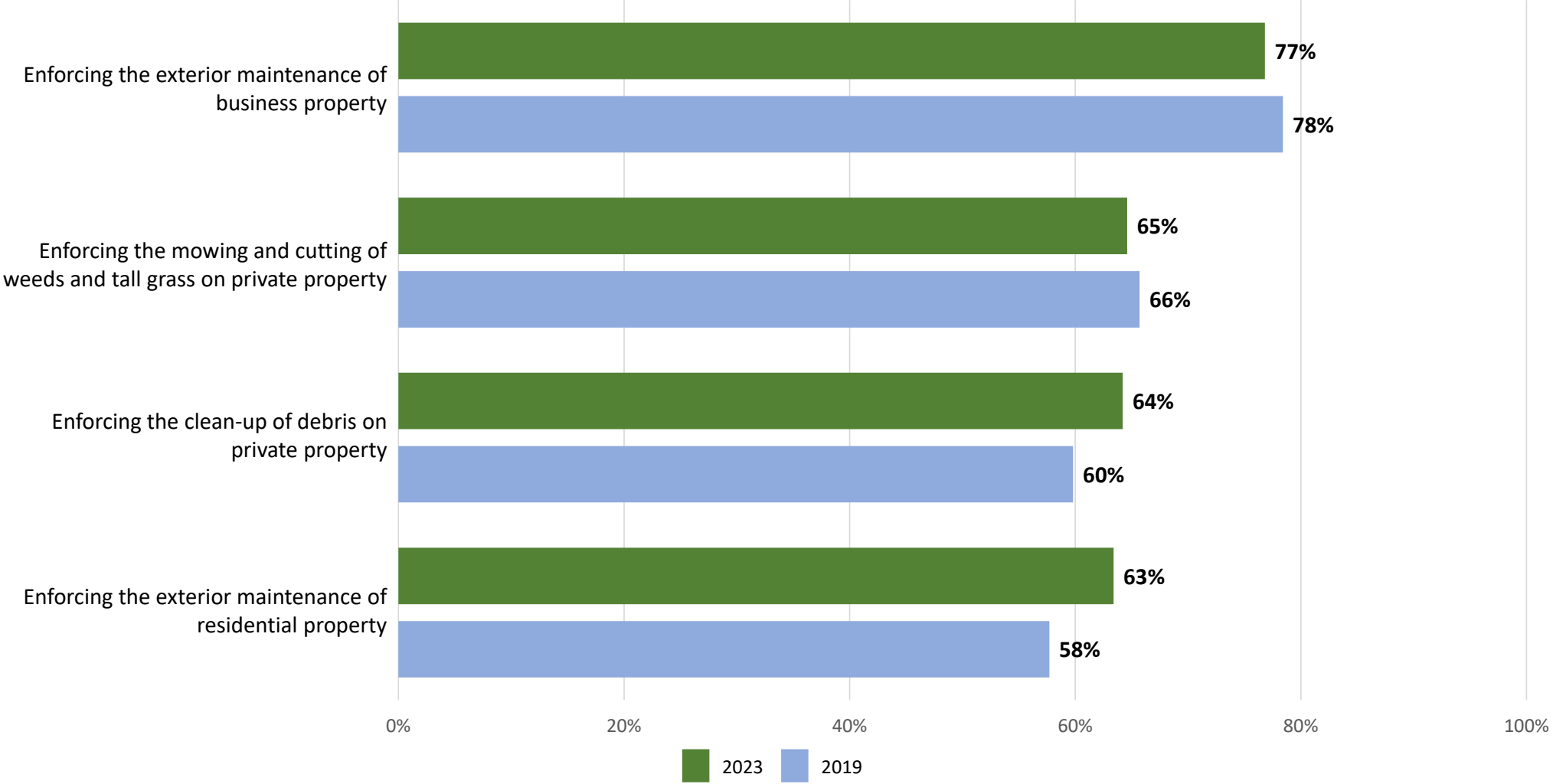
Q8. Public Safety Services 2023 vs 2019



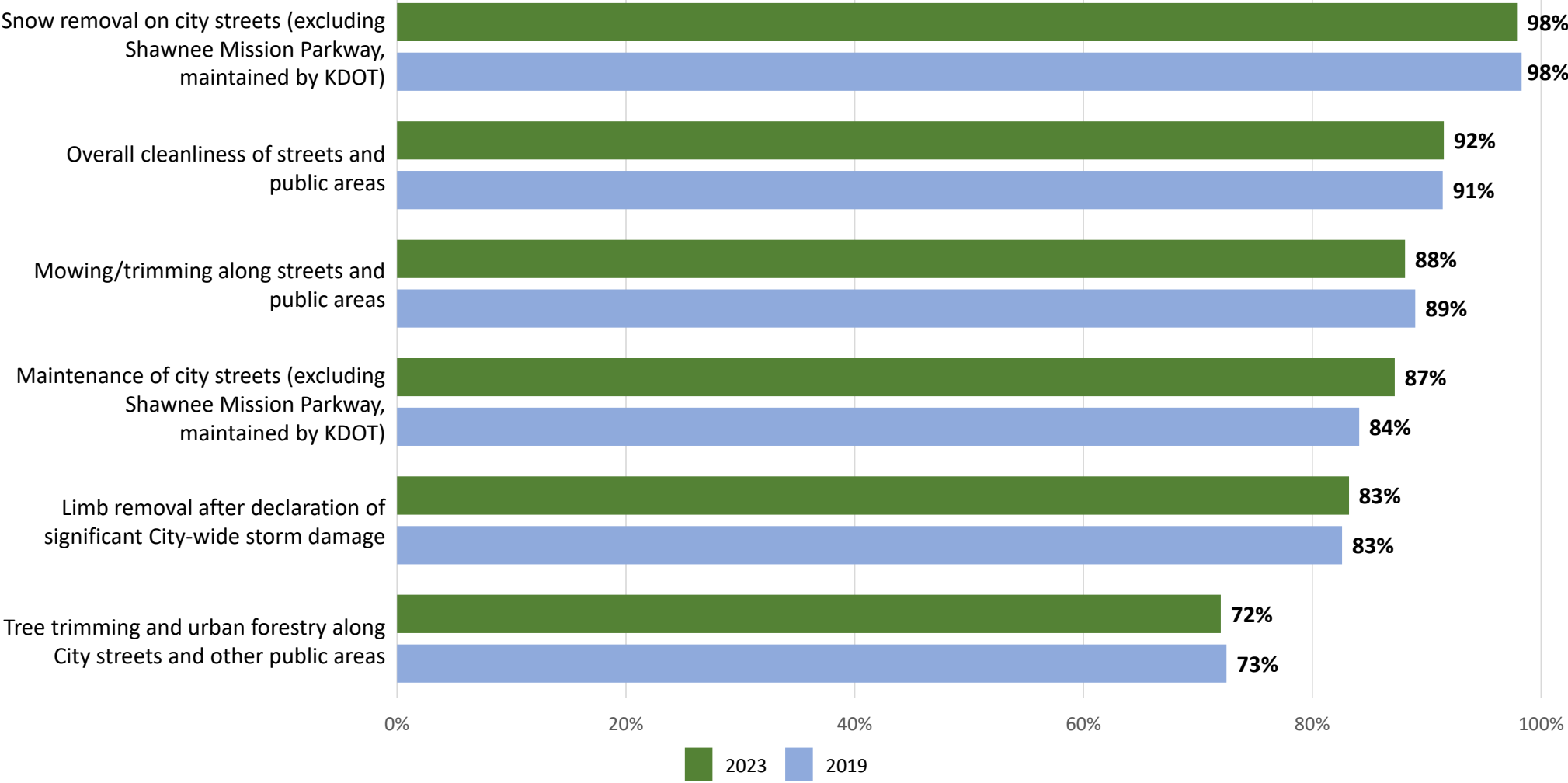
Q10. Perceptions of Safety 2023 vs 2019



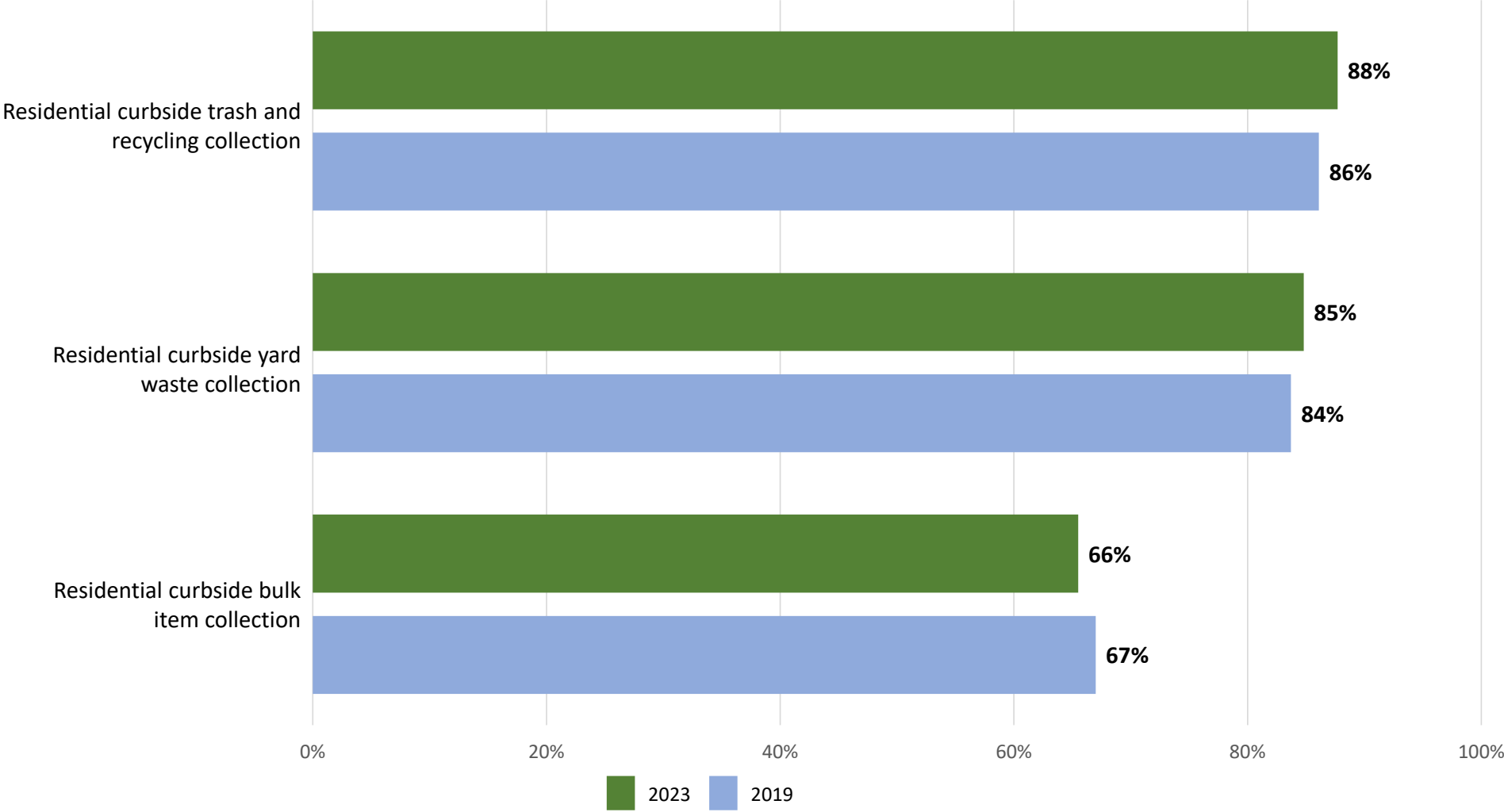
Q11. Code Enforcement 2023 vs 2019



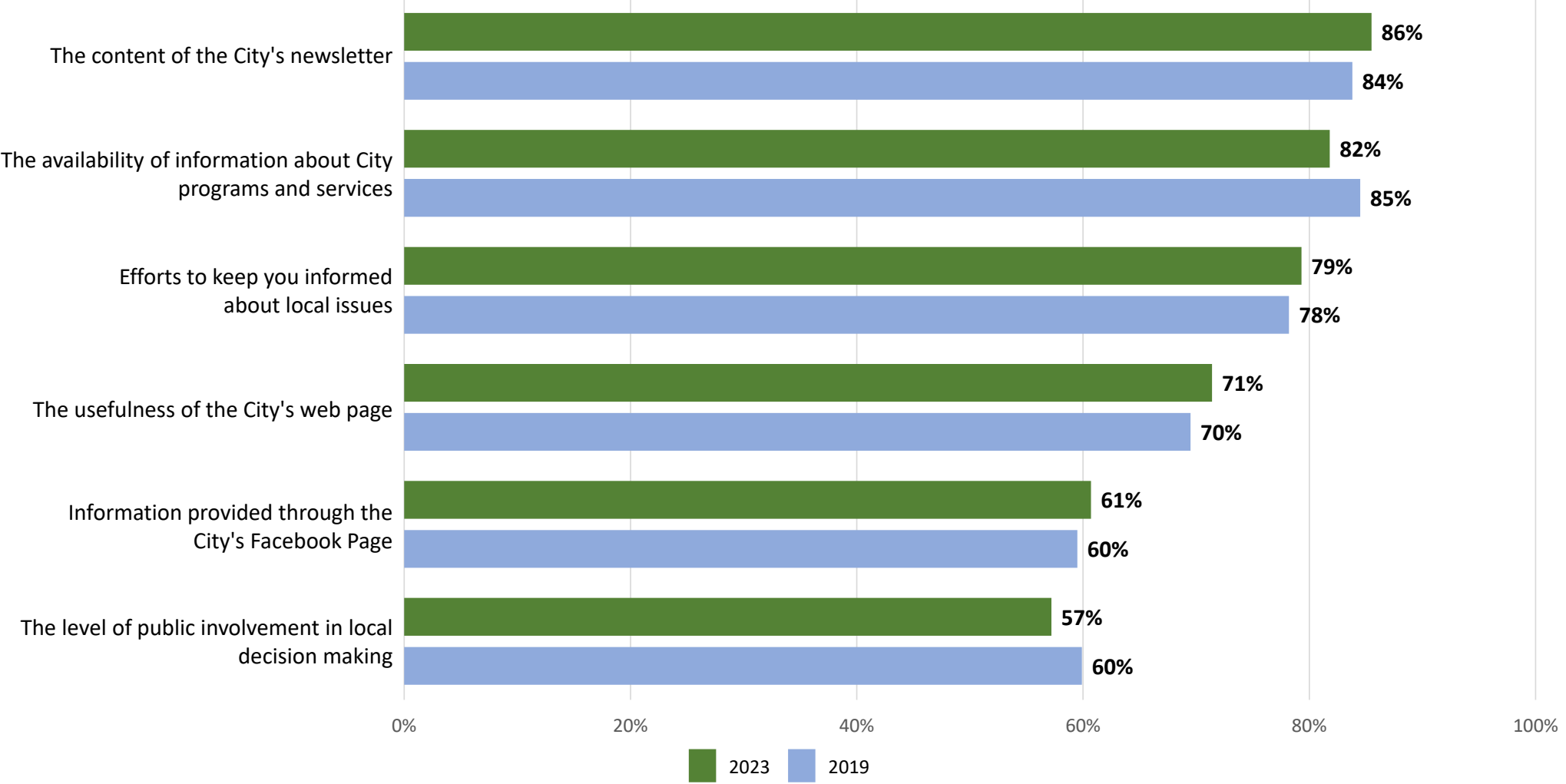
Q13. Maintenance Services 2023 vs 2019



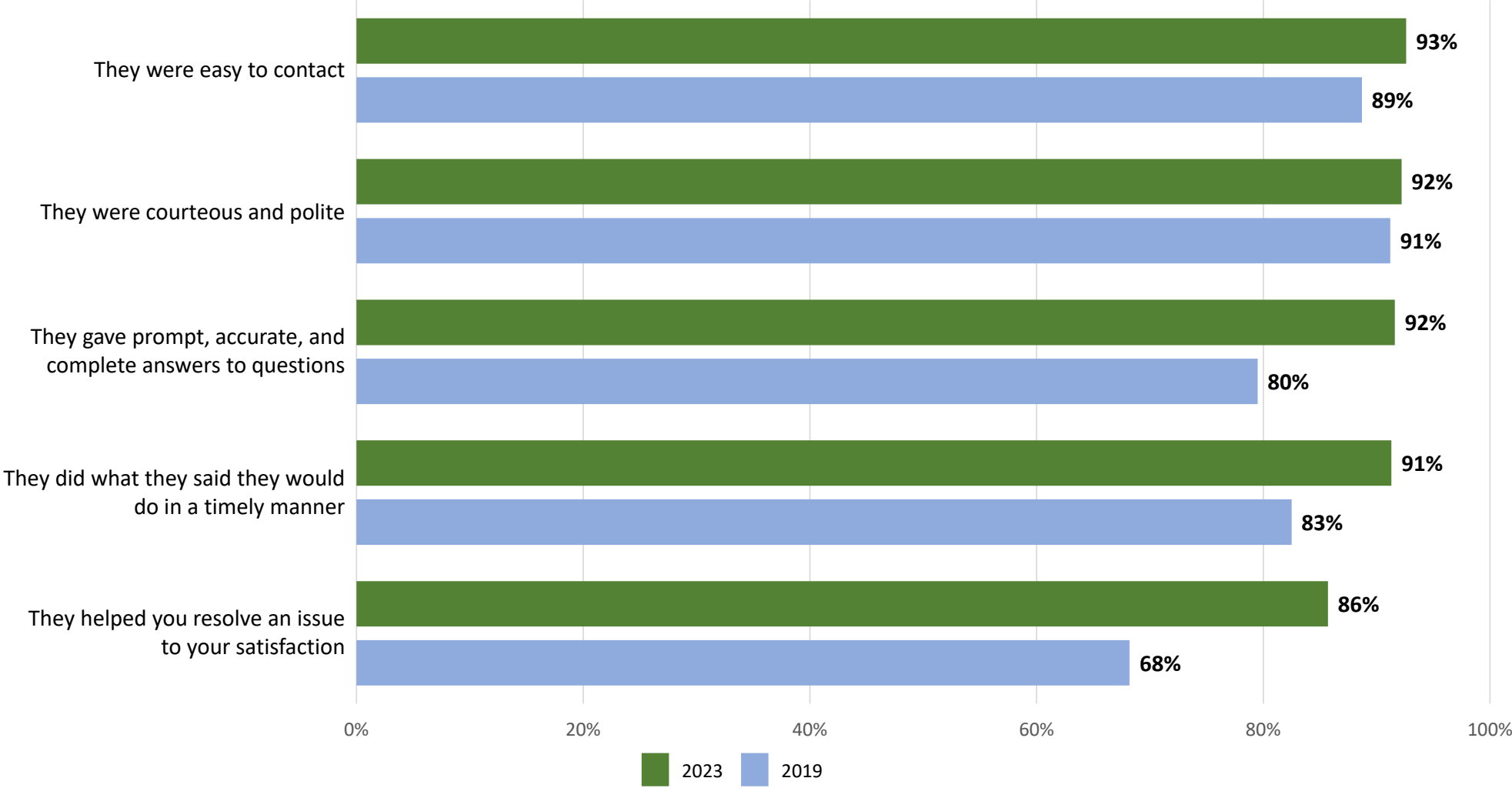
Q15. Trash and Recycling Services 2023 vs 2019



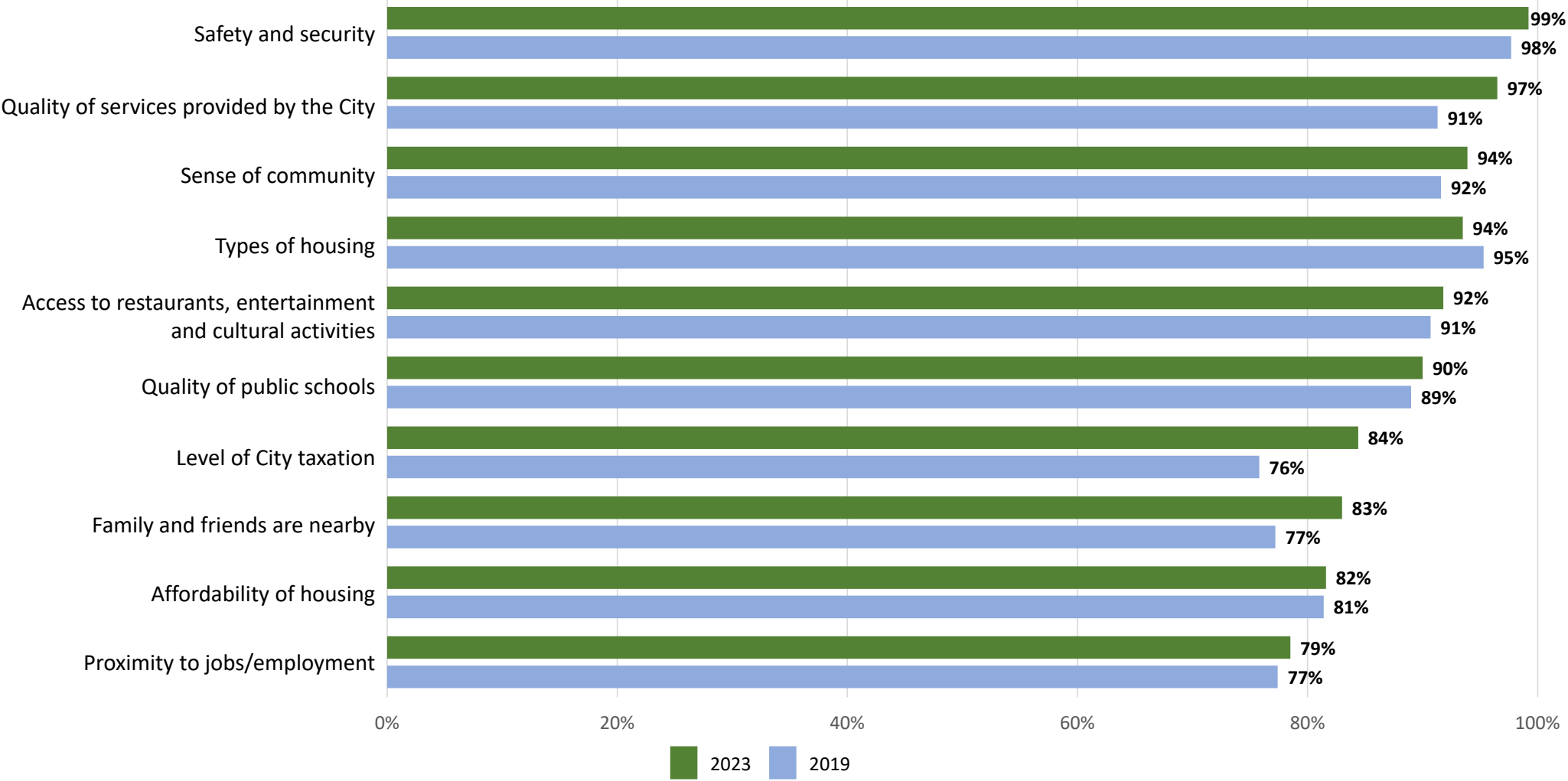
Q18. City Communications 2023 vs 2019



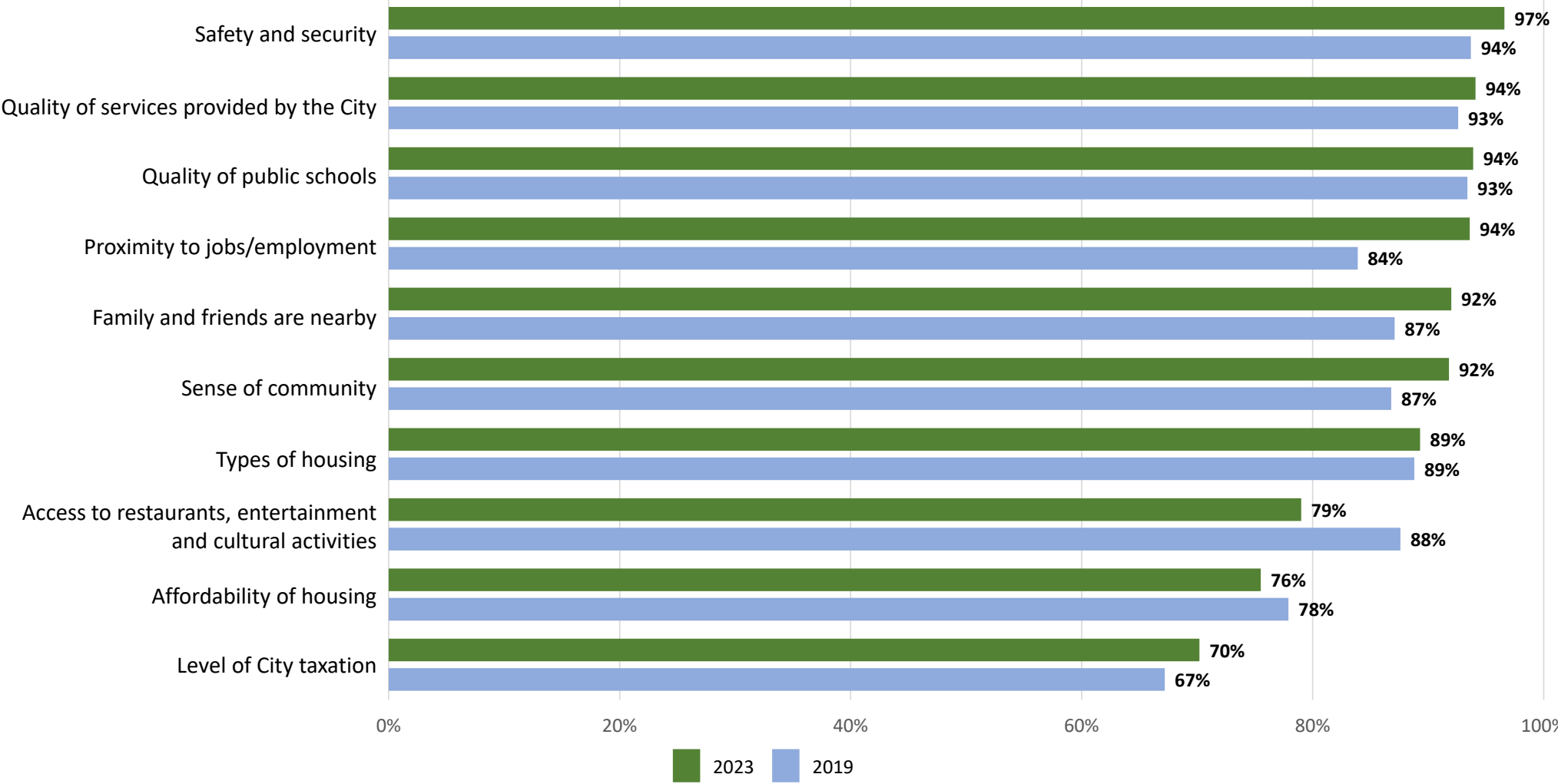
Q19. Customer Service of City Employees 2023 vs 2019



Q20. Reasons to Live in a Community 2023 vs 2019



Q20. Are your needs being met in Fairway? 2023 vs 2019





3 Benchmarking Analysis

National Benchmarking Analysis



Benchmarking Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 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 5,000 residents in the continental United States and (2) from a collection of Kansas and Missouri Cities that administered similar surveys with ETC Institute between 2021 and 2023. The Cities included in the Kansas-Missouri Average are listed below.

- Andover, KS
- Atchison, KS
- Belton, MO
- Blue Springs, MO
- Branson, MO
- Clayton, MO
- Creve Coeur, MO
- De Soto, KS
- Des Peres, MO
- Edgerton, KS
- Emporia, KS
- Harrisonville, MO
- Kansas City, MO
- Kirkwood, MO
- Lawrence, KS
- Lebanon, MO
- Lenexa, KS
- Maplewood, MO
- Maryland Heights, MO
- Merriam, KS
- Mission, KS
- Olathe, KS
- Overland Park, KS
- Platte City, MO
- Raymore, MO
- Roeland Park, KS
- Smithville, MO
- Springfield, MO
- St. Joseph, MO
- Topeka, KS
- University City, MO
- Weldon Spring, MO
- Wentzville, MO

The charts on the following pages show how the results for the City of Fairway compare to the national average and the Kansas-Missouri average. The green bar shows the results for the City of Fairway in 2023. The light blue bar shows the Kansas-Missouri average. The dark blue bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the summer of 2023.

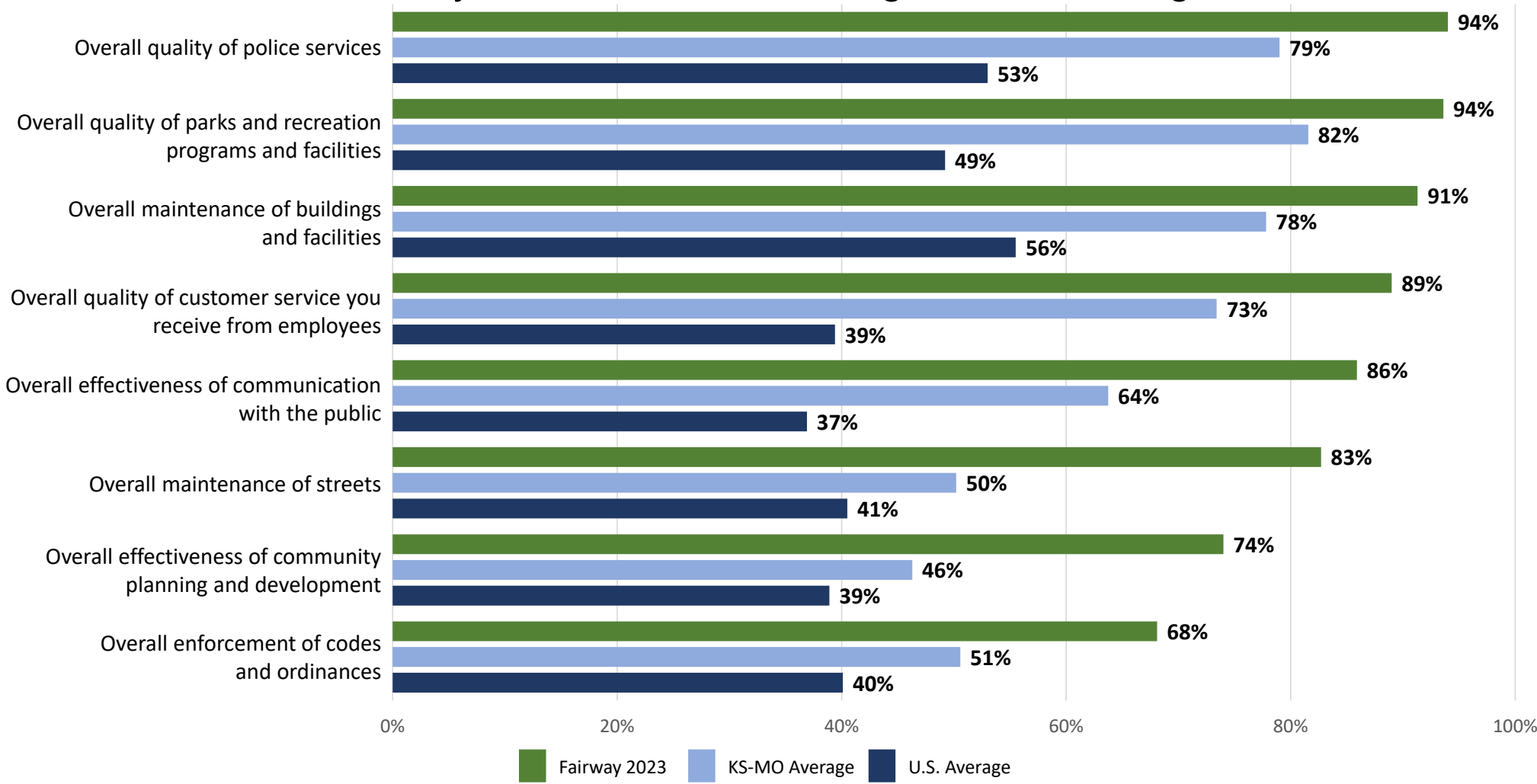
ETC Institute does not maintain benchmarking data for all the items that were included in the City's 2023 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.

City of Fairway Benchmarking Analysis

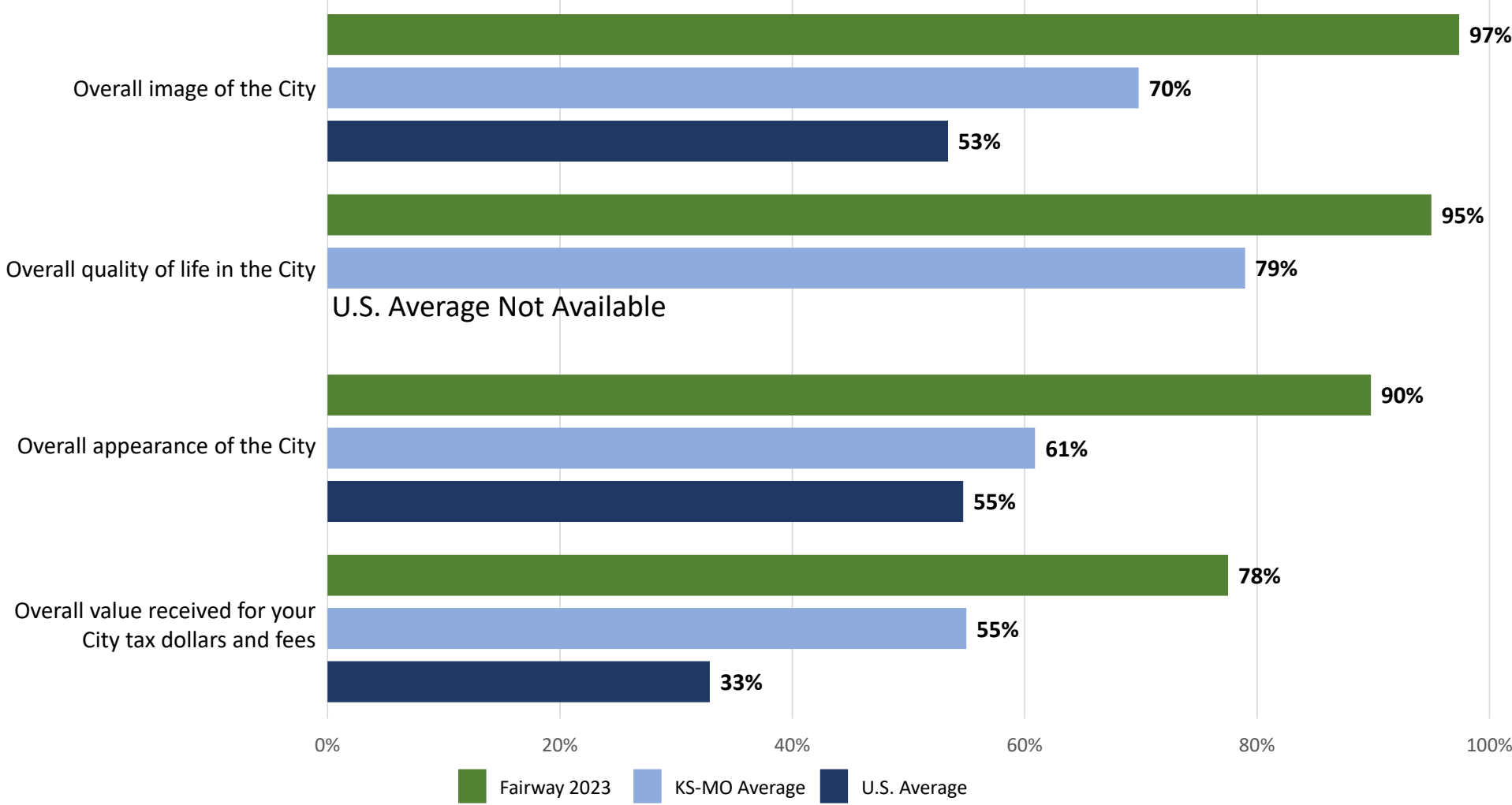
The following slides show the City of Fairway in 2023 compared to an average of Kansas-Missouri Cities that completed similar surveys between 2021 and 2023 and the U.S Average.



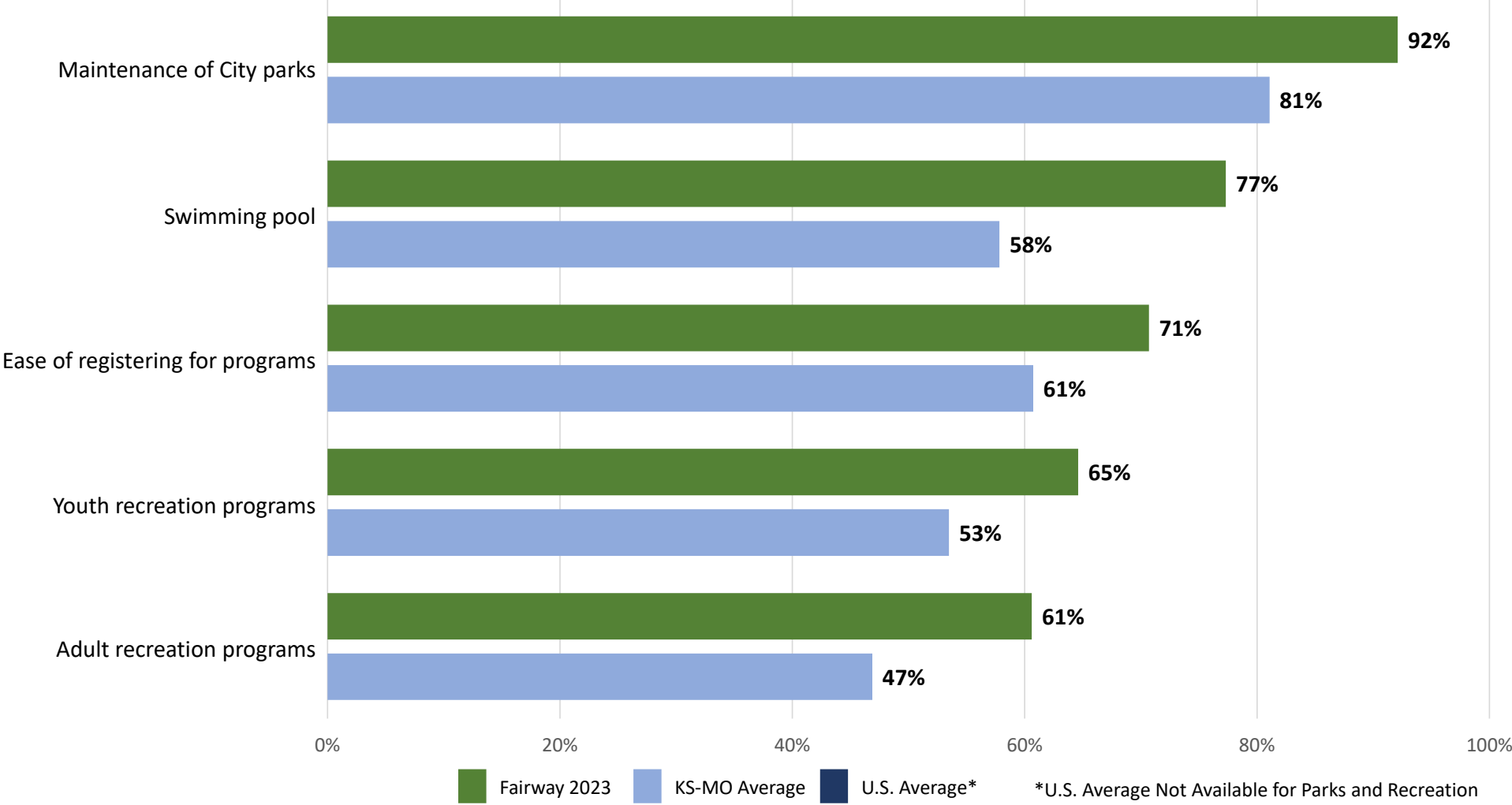
Q1. Major Categories of City Services Fairway 2023 vs KS-MO Average vs U.S Average



Q3. Perception of Fairway Fairway 2023 vs KS-MO Average vs U.S Average

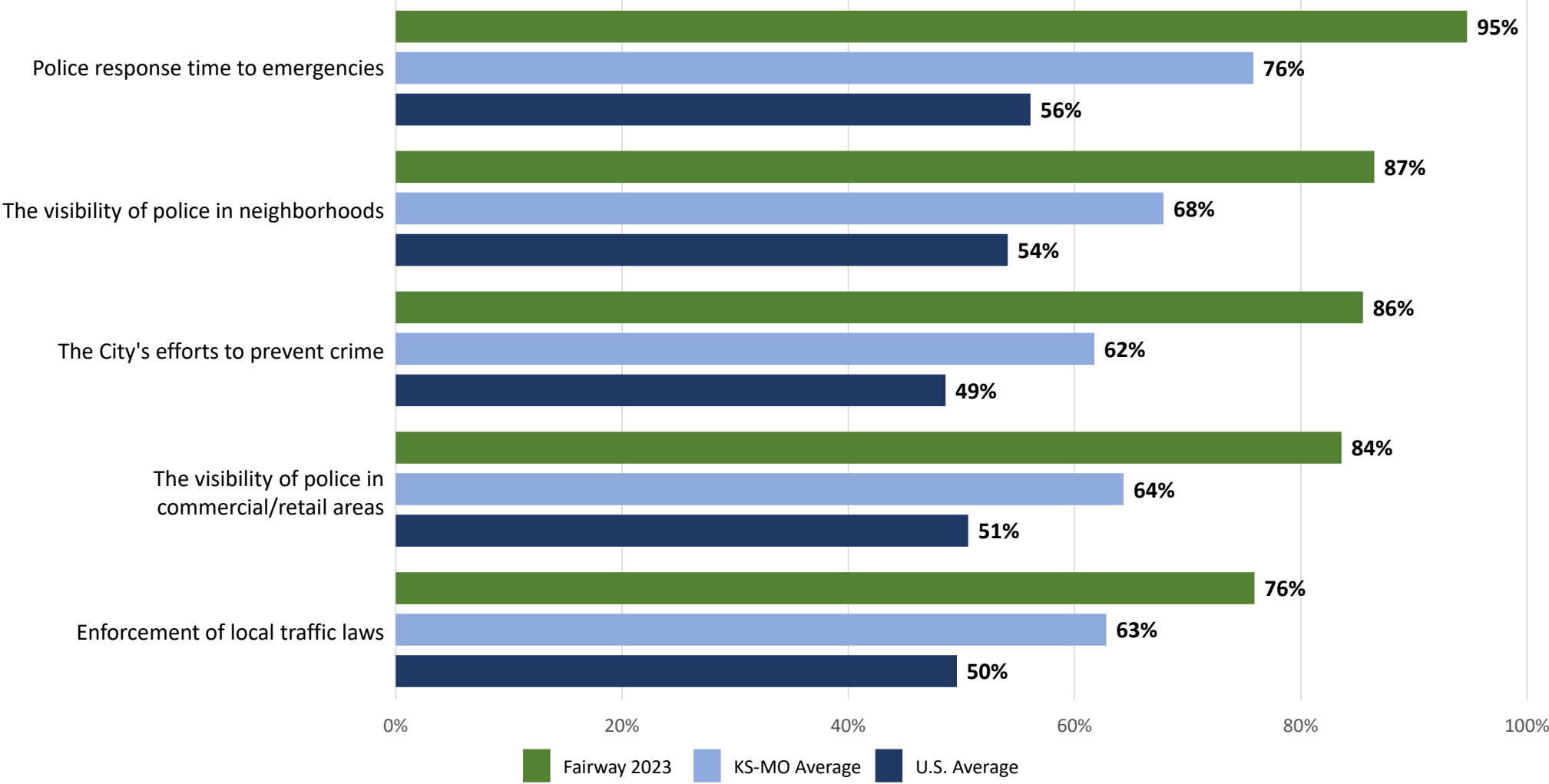


Q5. Parks and Recreation Fairway 2023 vs KS-MO Average vs U.S Average



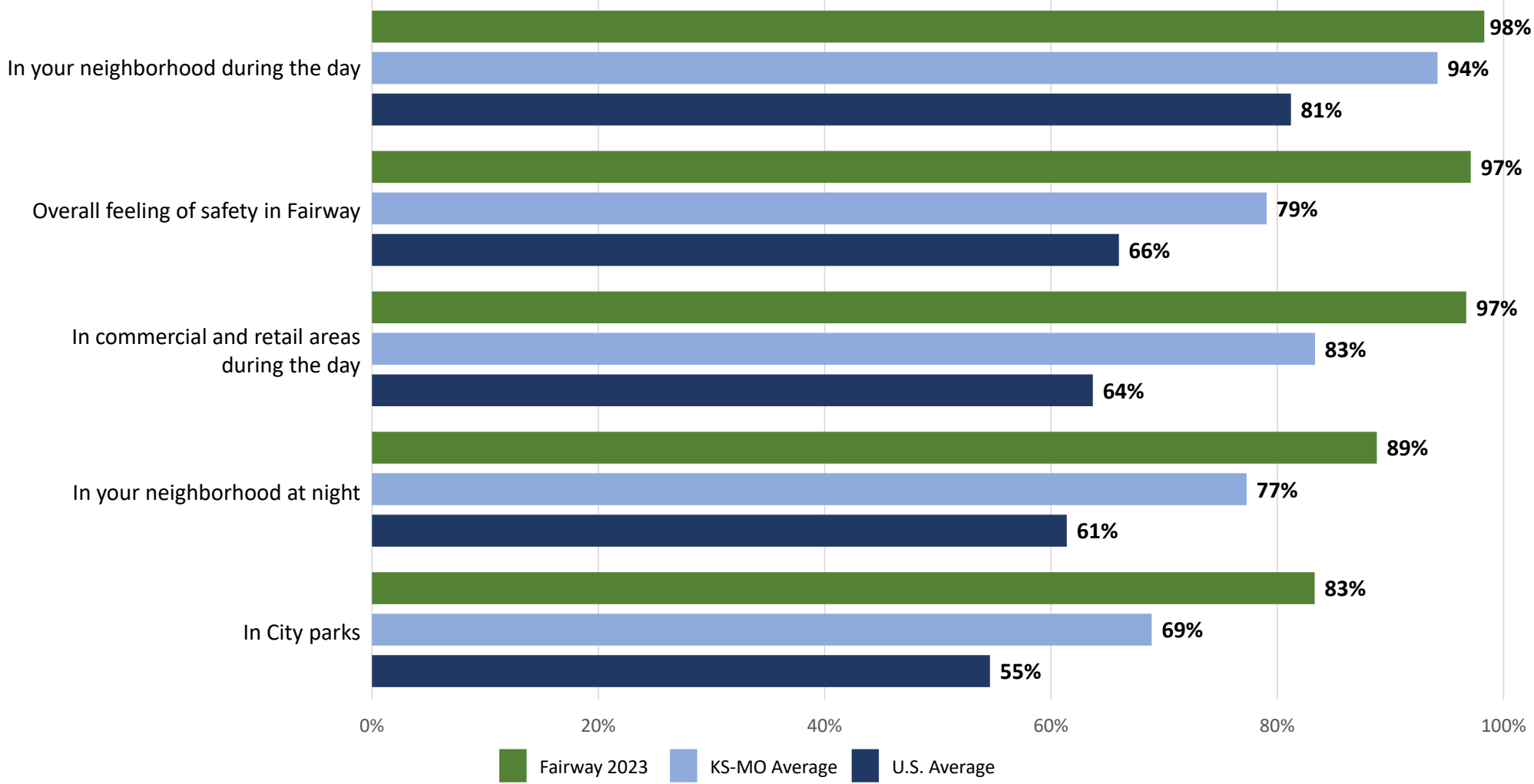
Q8. Public Safety Services

Fairway 2023 vs KS-MO Average vs U.S Average



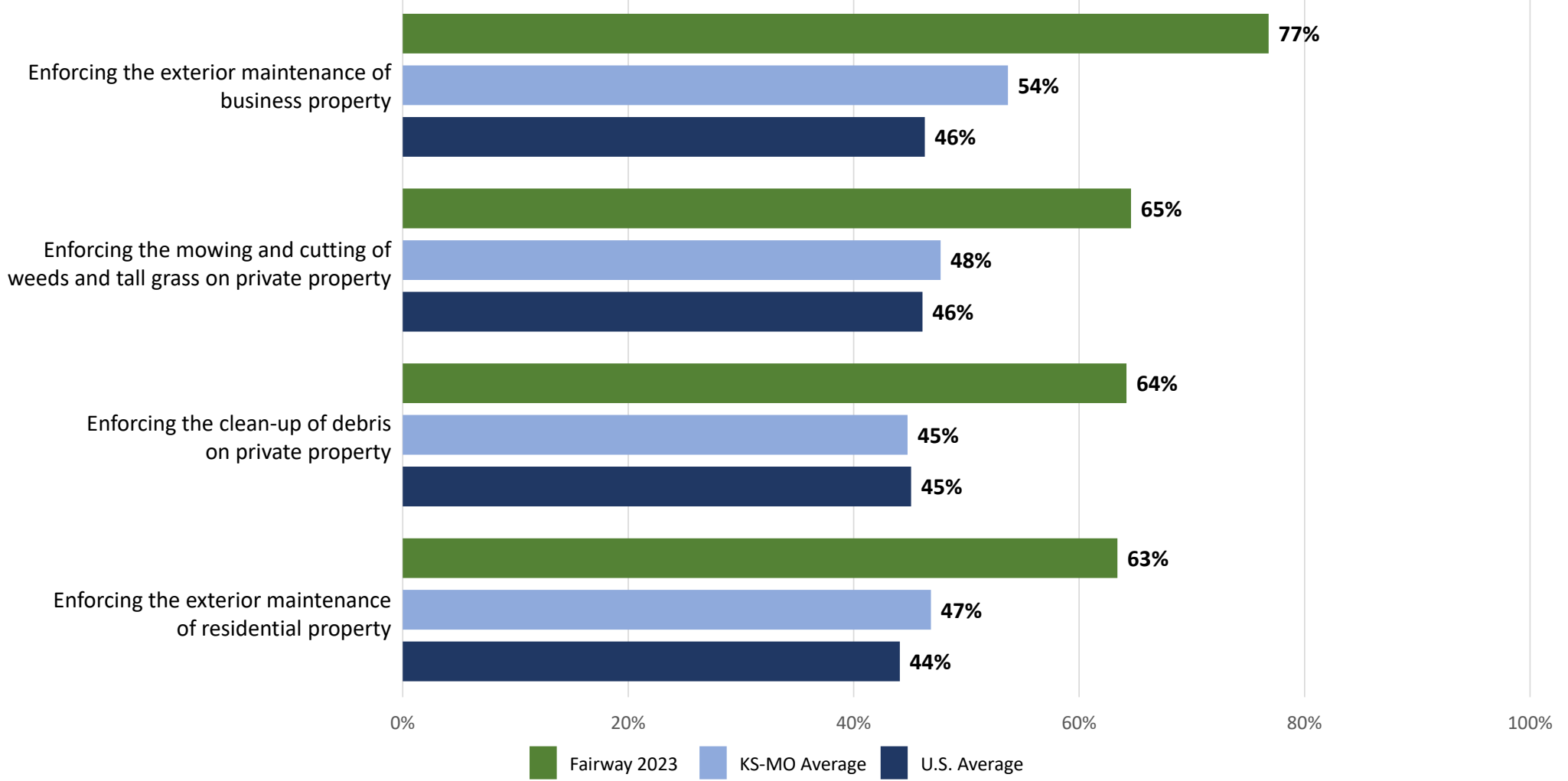
Q10. Perceptions of Safety

Fairway 2023 vs KS-MO Average vs U.S Average



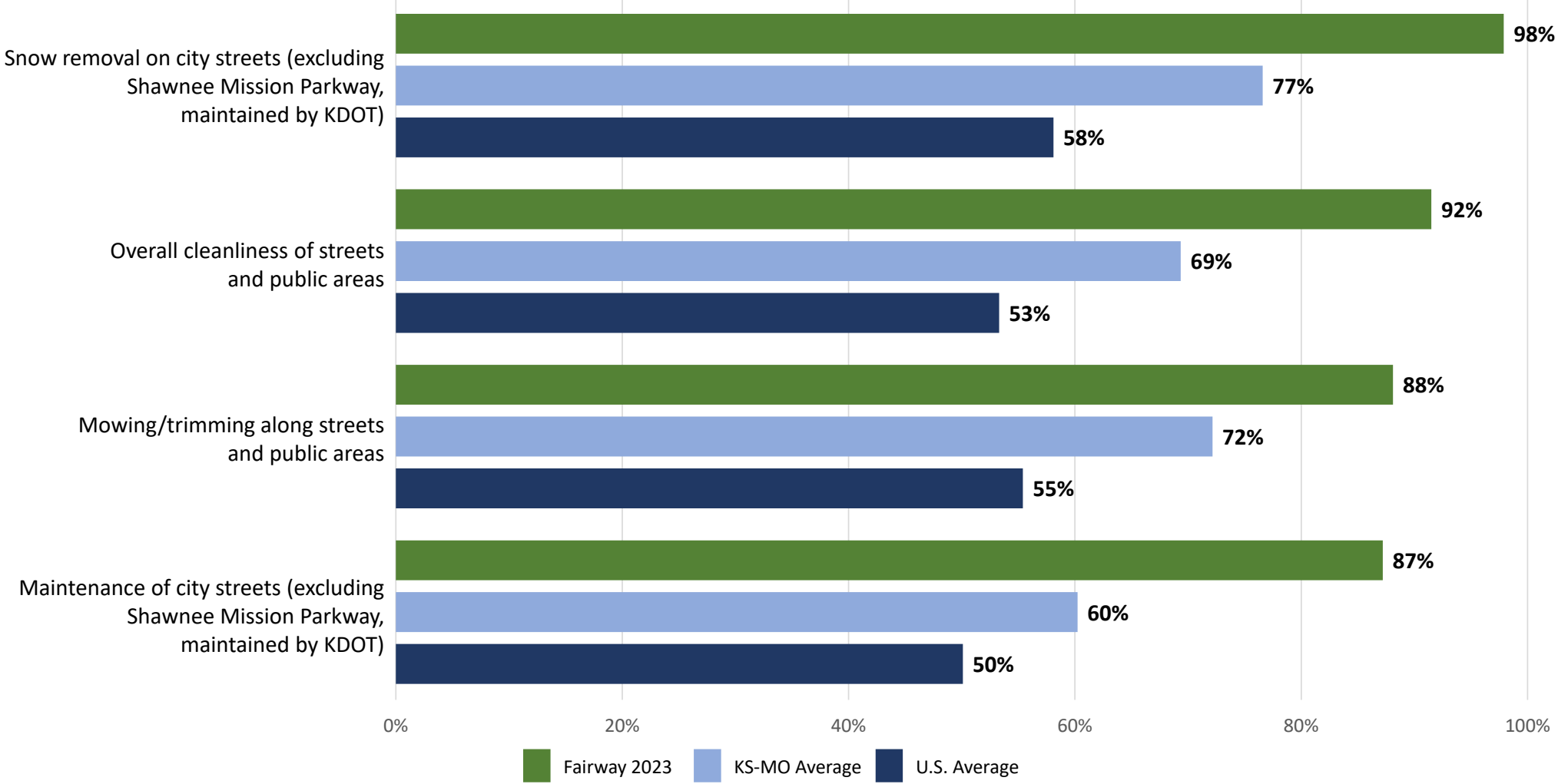
Q11. Code Enforcement

Fairway 2023 vs KS-MO Average vs U.S Average



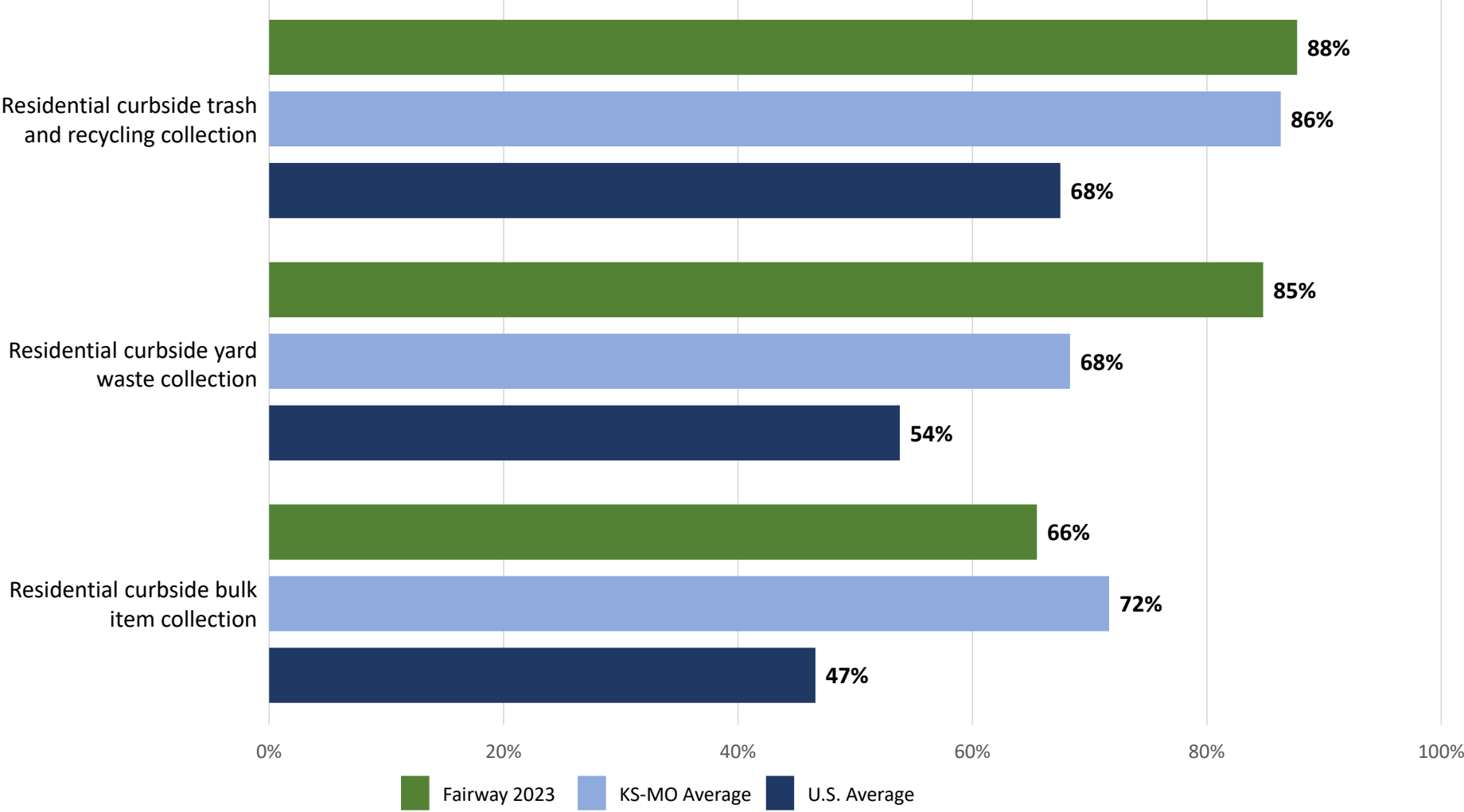
Q13. Maintenance Services

Fairway 2023 vs KS-MO Average vs U.S Average



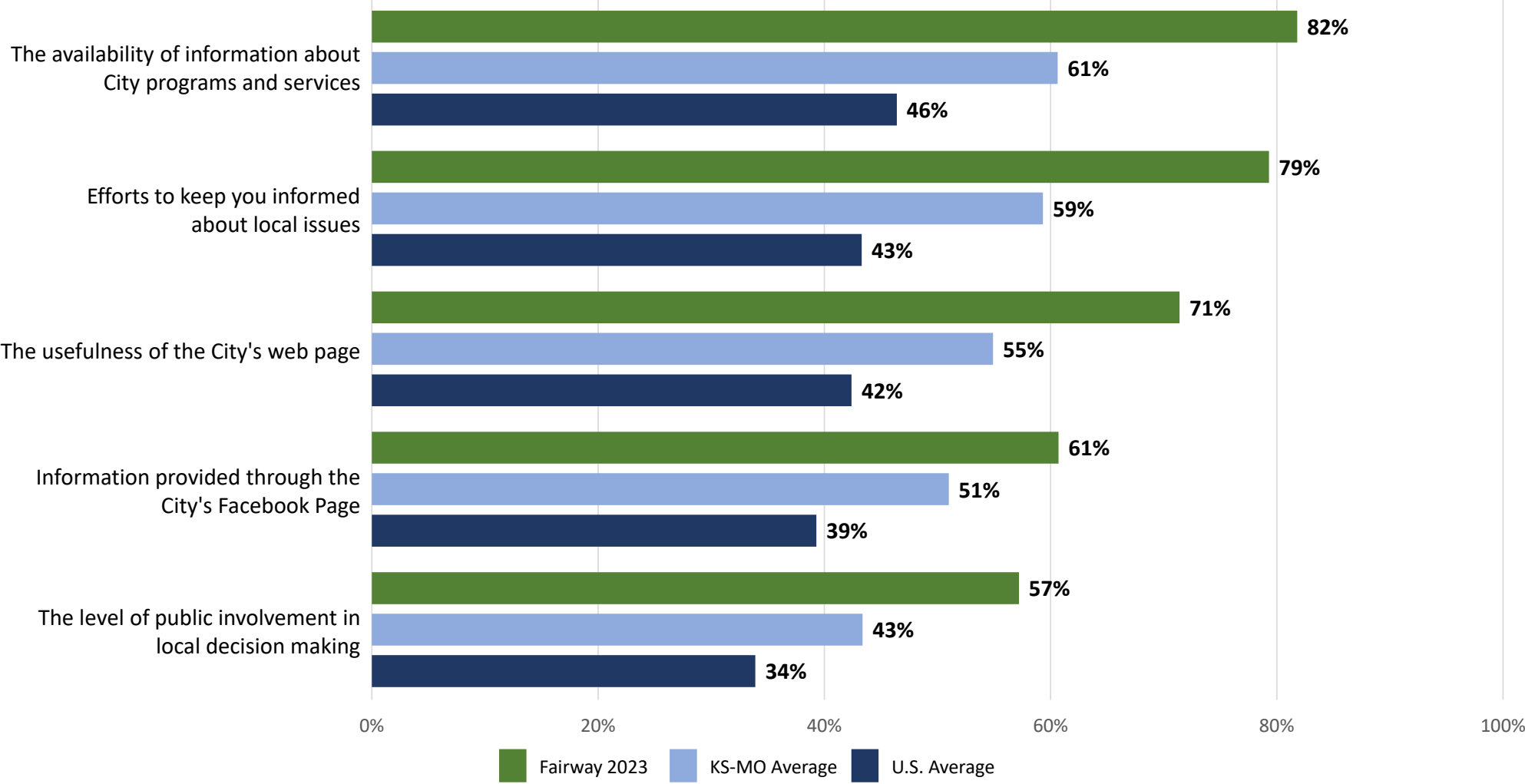
Q15. Trash and Recycling Services

Fairway 2023 vs KS-MO Average vs U.S Average



Q18. City Communications

Fairway 2023 vs KS-MO Average vs U.S Average





Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Importance-Satisfaction Overview

Today, City 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 the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that 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.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. 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. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the major categories of City services they think are most important for the City to provide. Seventy-Four percent (73.8%) of respondents selected overall maintenance of streets as the most important service for the City to provide.

Regarding satisfaction, eighty-three percent (82.7%) of respondents surveyed rated the overall maintenance of streets as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for overall maintenance of streets was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 73.8% was multiplied by 17.3% (1-0.0827). This calculation yielded an I-S rating of 0.1277 which ranked first out of nine major categories of City service.

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

Importance-Satisfaction Analysis



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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

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.

- Very High Priority / Significantly Increase Emphasis ($IS \geq 0.20$)
- High Priority / Increase Emphasis ($0.10 \leq IS < 0.20$)
- Medium Priority / Maintain Current Emphasis ($IS < 0.10$)

The results for the City of Fairway are provided on the following pages.

2023 Importance-Satisfaction Rating						
Fairway, Kansas						
Major Categories of City Service						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall maintenance of streets	74%	2	83%	6	0.1277	1
Medium Priority (IS <.10)						
Overall enforcement of codes & ordinances	26%	5	68%	9	0.0823	2
Overall effectiveness of community planning & development	27%	4	74%	7	0.0694	3
Overall quality of police services	87%	1	94%	1	0.0520	4
Overall quality of City parks & recreation programs & facilities	38%	3	89%	4	0.0417	5
Overall effectiveness of communication with the public	18%	6	86%	5	0.0252	6
Overall quality of building & permit process	5%	8	70%	8	0.0163	7
Overall maintenance of buildings & facilities	5%	7	91%	3	0.0047	8
Overall quality of customer service you receive from employees	5%	9	94%	2	0.0032	9

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 be the Town's top priorities.

Satisfaction %:

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

2023 Importance-Satisfaction Rating

Fairway, Kansas

Parks and Recreation



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Youth recreation programs	36%	3	65%	6	0.1267	1
Swimming pool	55%	2	77%	2	0.1249	2
Special events & festivals	36%	4	71%	5	0.1049	3
Medium Priority (IS <.10)						
Senior recreation programs	14%	5	55%	10	0.0624	4
Maintenance of City parks	77%	1	92%	1	0.0606	5
Adult recreation programs	10%	6	61%	7	0.0410	6
Daily user volume at City swimming pool	8%	7	60%	8	0.0330	7
City participation in NE JOCO Super Pool Pass Program	5%	10	58%	9	0.0226	8
Fees charged for recreation programs	7%	8	72%	3	0.0190	9
Ease of registering for programs	6%	9	71%	4	0.0185	10

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 be the Town's top priorities.

Satisfaction %:

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

2023 Importance-Satisfaction Rating

Fairway, Kansas

Public Safety Services




Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
The City's efforts to prevent crime	55%	2	86%	3	0.0798	1
Visibility of police in neighborhoods	58%	1	87%	2	0.0782	2
Enforcement of local traffic laws	16%	4	76%	5	0.0393	3
Police response time to emergencies	50%	3	95%	1	0.0267	4
Visibility of police in commercial/retail areas	10%	5	84%	4	0.0164	5

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 be the Town's top priorities.

Satisfaction %:

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

2023 Importance-Satisfaction Rating Fairway, Kansas Code Enforcement						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcing the clean-up of debris on private property	53%	1	64%	3	0.1908	1
Enforcing the exterior maintenance of residential property	52%	2	63%	5	0.1907	2
Enforcing the mowing and cutting of weeds and tall grass on private property	36%	3	65%	2	0.1267	3
Medium Priority (IS <.10)						
Enforcing the exterior maintenance of business property	25%	4	77%	1	0.0580	4
Enforcing the recently revised code related to trash container storage	7%	5	64%	4	0.0241	5

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 be the Town's top priorities.

Satisfaction %:

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

2023 Importance-Satisfaction Rating

Fairway, Kansas Maintenance Services



Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Tree trimming and urban forestry along City streets and other public areas	33%	5	72%	6	0.0932	1
Maintenance of city streets	73%	2	87%	4	0.0928	2
Limb removal after declaration of significant City-wide storm damage	41%	3	83%	5	0.0685	3
Overall cleanliness of streets and public areas	40%	4	92%	2	0.0337	4
Mowing/trimming along streets and public areas	16%	6	88%	3	0.0194	5
Snow removal on city streets	76%	1	98%	1	0.0159	6

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 be the Town's top priorities.

Satisfaction %:

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



5

Tabular Data

Tabular Data for 2023 Fairway, Kansas Community Survey

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	69.2%	22.9%	3.3%	1.7%	0.8%	2.1%
Q1-2. Overall quality of parks & recreation programs & facilities	52.5%	32.1%	4.6%	1.3%	0.0%	9.6%
Q1-3. Overall maintenance of streets	39.6%	42.1%	11.7%	4.6%	0.8%	1.3%
Q1-4. Overall maintenance of buildings & facilities	41.7%	37.1%	6.3%	1.3%	0.0%	13.8%
Q1-5. Overall enforcement of codes & ordinances	27.5%	31.3%	17.1%	7.9%	2.5%	13.8%
Q1-6. Overall quality of customer service you receive from employees	50.0%	27.9%	7.1%	1.7%	0.8%	12.5%
Q1-7. Overall effectiveness of communication with the public	47.9%	33.8%	10.8%	1.3%	1.3%	5.0%
Q1-8. Overall effectiveness of community planning & development	28.8%	31.7%	16.3%	4.6%	0.4%	18.3%
Q1-9. Overall quality of building & permit process	20.8%	25.4%	14.6%	4.2%	1.3%	33.8%

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	70.6%	23.4%	3.4%	1.7%	0.9%
Q1-2. Overall quality of parks & recreation programs & facilities	58.1%	35.5%	5.1%	1.4%	0.0%
Q1-3. Overall maintenance of streets	40.1%	42.6%	11.8%	4.6%	0.8%
Q1-4. Overall maintenance of buildings & facilities	48.3%	43.0%	7.2%	1.4%	0.0%
Q1-5. Overall enforcement of codes & ordinances	31.9%	36.2%	19.8%	9.2%	2.9%
Q1-6. Overall quality of customer service you receive from employees	57.1%	31.9%	8.1%	1.9%	1.0%
Q1-7. Overall effectiveness of communication with the public	50.4%	35.5%	11.4%	1.3%	1.3%
Q1-8. Overall effectiveness of community planning & development	35.2%	38.8%	19.9%	5.6%	0.5%
Q1-9. Overall quality of building & permit process	31.4%	38.4%	22.0%	6.3%	1.9%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	155	64.6 %
Overall quality of City parks & recreation programs & facilities	12	5.0 %
Overall maintenance of streets	32	13.3 %
Overall maintenance of buildings & facilities	1	0.4 %
Overall enforcement of codes & ordinances	9	3.8 %
Overall quality of customer service you receive from employees	1	0.4 %
Overall effectiveness of communication with the public	5	2.1 %
Overall effectiveness of community planning & development	15	6.3 %
None chosen	10	4.2 %
Total	240	100.0 %

Missing Cases = 0

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

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	36	15.0 %
Overall quality of City parks & recreation programs & facilities	28	11.7 %
Overall maintenance of streets	101	42.1 %
Overall maintenance of buildings & facilities	7	2.9 %
Overall enforcement of codes & ordinances	18	7.5 %
Overall quality of customer service you receive from employees	3	1.3 %
Overall effectiveness of communication with the public	16	6.7 %
Overall effectiveness of community planning & development	15	6.3 %
Overall quality of building & permit process	5	2.1 %
None chosen	11	4.6 %
Total	240	100.0 %

Missing Cases = 0

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

Q2. 3rd choice	Number	Percent
Overall quality of police services	17	7.1 %
Overall quality of City parks & recreation programs & facilities	51	21.3 %
Overall maintenance of streets	44	18.3 %
Overall maintenance of buildings & facilities	5	2.1 %
Overall enforcement of codes & ordinances	35	14.6 %
Overall quality of customer service you receive from employees	8	3.3 %
Overall effectiveness of communication with the public	22	9.2 %
Overall effectiveness of community planning & development	34	14.2 %
Overall quality of building & permit process	8	3.3 %
None chosen	16	6.7 %
Total	240	100.0 %

Missing Cases = 0

SUM OF TOP 3

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

Q2. Top choice	Number	Percent
Overall quality of police services	208	86.7 %
Overall quality of City parks & recreation programs & facilities	91	37.9 %
Overall maintenance of streets	177	73.8 %
Overall maintenance of buildings & facilities	13	5.4 %
Overall enforcement of codes & ordinances	62	25.8 %
Overall quality of customer service you receive from employees	12	5.0 %
Overall effectiveness of communication with the public	43	17.9 %
Overall effectiveness of community planning & development	64	26.7 %
Overall quality of building & permit process	13	5.4 %
None chosen	10	4.2 %
Total	693	

Number of Cases = 240

Number of Responses = 693

Average Number Of Responses Per Case = 2.9

Number Of Cases With At Least One Response = 240

Response Percent = 100.0 %

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall image of City	65.8%	30.0%	1.7%	0.8%	0.0%	1.7%
Q3-2. Overall value received for your City tax dollars & fees	34.2%	40.4%	14.2%	5.4%	2.1%	3.8%
Q3-3. Overall quality of life in City	64.2%	29.6%	4.2%	0.8%	0.0%	1.3%
Q3-4. Overall appearance of City	48.3%	39.2%	7.1%	2.9%	0.0%	2.5%

WITHOUT DON'T KNOW

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall image of City	66.9%	30.5%	1.7%	0.8%	0.0%
Q3-2. Overall value received for your City tax dollars & fees	35.5%	42.0%	14.7%	5.6%	2.2%
Q3-3. Overall quality of life in City	65.0%	30.0%	4.2%	0.8%	0.0%
Q3-4. Overall appearance of City	49.6%	40.2%	7.3%	3.0%	0.0%

Q4. PARKS AND RECREATION. Using the list below, please indicate your top TWO reasons for visiting a park.

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Cultural activities (festivals, fairs, concerts)	28	11.7 %
A place to reflect & contemplate	14	5.8 %
A desire to be outdoors	88	36.7 %
City participation in NE JOCO Super Pool Pass Program	4	1.7 %
Family or social gathering	18	7.5 %
Physical fitness	21	8.8 %
Hobbies	2	0.8 %
Daily user volume at City swimming pool	11	4.6 %
Playground equipment	38	15.8 %
Sports team practice	3	1.3 %
None chosen	13	5.4 %
Total	240	100.0 %

Missing Cases = 0

Q4. PARKS AND RECREATION. Using the list below, please indicate your top TWO reasons for visiting a park.

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Cultural activities (festivals, fairs, concerts)	36	15.0 %
A place to reflect & contemplate	28	11.7 %
A desire to be outdoors	52	21.7 %
City participation in NE JOCO Super Pool Pass Program	6	2.5 %
Family or social gathering	30	12.5 %
Physical fitness	36	15.0 %
Hobbies	4	1.7 %
Daily user volume at City swimming pool	8	3.3 %
Playground equipment	16	6.7 %
Sports team practice	4	1.7 %
None chosen	20	8.3 %
Total	240	100.0 %

Missing Cases = 0

SUM OF TOP 2**Q4. PARKS AND RECREATION. Using the list below, please indicate your top TWO reasons for visiting a park. (top 2)**

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Cultural activities (festivals, fairs, concerts)	64	26.7 %
A place to reflect & contemplate	42	17.5 %
A desire to be outdoors	140	58.3 %
City participation in NE JOCO Super Pool Pass Program	10	4.2 %
Family or social gathering	48	20.0 %
Physical fitness	57	23.8 %
Hobbies	6	2.5 %
Daily user volume at City swimming pool	19	7.9 %
Playground equipment	54	22.5 %
Sports team practice	7	2.9 %
None chosen	13	5.4 %
Total	460	

Number of Cases = 240

Number of Responses = 460

Average Number Of Responses Per Case = 1.9

Number Of Cases With At Least One Response = 240

Response Percent = 100.0 %

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following Parks and Recreation services provided by the City of Fairway.

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Maintenance of City parks	41.7%	40.8%	5.8%	0.8%	0.4%	10.4%
Q5-2. Youth recreation programs	15.0%	15.4%	15.4%	1.3%	0.0%	52.9%
Q5-3. Adult recreation programs	13.8%	17.1%	17.1%	2.9%	0.0%	49.2%
Q5-4. Senior recreation programs	13.3%	10.4%	16.7%	2.5%	0.4%	56.7%
Q5-5. Swimming pool	28.3%	27.1%	14.2%	1.3%	0.8%	28.3%
Q5-6. Special events & festivals	22.1%	31.3%	20.0%	1.3%	0.8%	24.6%
Q5-7. Ease of registering for programs	22.9%	21.3%	17.1%	1.3%	0.0%	37.5%
Q5-8. Fees charged for recreation programs	21.3%	27.1%	16.7%	2.1%	0.4%	32.5%
Q5-9. Daily user volume at City swimming pool	12.5%	17.9%	16.3%	2.1%	1.7%	49.6%
Q5-10. City participation in NE JOCO Super Pool Pass Program	11.7%	12.1%	15.4%	0.8%	0.8%	59.2%

WITHOUT DON'T KNOW

Q5. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following Parks and Recreation services provided by the City of Fairway. (without "don't know")

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Maintenance of City parks	46.5%	45.6%	6.5%	0.9%	0.5%
Q5-2. Youth recreation programs	31.9%	32.7%	32.7%	2.7%	0.0%
Q5-3. Adult recreation programs	27.0%	33.6%	33.6%	5.7%	0.0%
Q5-4. Senior recreation programs	30.8%	24.0%	38.5%	5.8%	1.0%
Q5-5. Swimming pool	39.5%	37.8%	19.8%	1.7%	1.2%
Q5-6. Special events & festivals	29.3%	41.4%	26.5%	1.7%	1.1%
Q5-7. Ease of registering for programs	36.7%	34.0%	27.3%	2.0%	0.0%
Q5-8. Fees charged for recreation programs	31.5%	40.1%	24.7%	3.1%	0.6%
Q5-9. Daily user volume at City swimming pool	24.8%	35.5%	32.2%	4.1%	3.3%
Q5-10. City participation in NE JOCO Super Pool Pass Program	28.6%	29.6%	37.8%	2.0%	2.0%

Q6. Which THREE of the Parks and Recreation services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	146	60.8 %
Youth recreation programs	10	4.2 %
Adult recreation programs	3	1.3 %
Senior recreation programs	4	1.7 %
Swimming pool	38	15.8 %
Special events & festivals	7	2.9 %
Ease of registering for programs	1	0.4 %
Daily user volume at City swimming pool	4	1.7 %
None chosen	27	11.3 %
Total	240	100.0 %

Missing Cases = 0

Q6. Which THREE of the Parks and Recreation services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	27	11.3 %
Youth recreation programs	42	17.5 %
Adult recreation programs	6	2.5 %
Senior recreation programs	13	5.4 %
Swimming pool	60	25.0 %
Special events & festivals	35	14.6 %
Ease of registering for programs	7	2.9 %
Fees charged for recreation programs	4	1.7 %
Daily user volume at City swimming pool	5	2.1 %
City participation in NE JOCO Super Pool Pass Program	8	3.3 %
None chosen	33	13.8 %
Total	240	100.0 %

Missing Cases = 0

Q6. Which THREE of the Parks and Recreation services listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 3rd choice	Number	Percent
Maintenance of City parks	11	4.6 %
Youth recreation programs	34	14.2 %
Adult recreation programs	16	6.7 %
Senior recreation programs	16	6.7 %
Swimming pool	34	14.2 %
Special events & festivals	44	18.3 %
Ease of registering for programs	7	2.9 %
Fees charged for recreation programs	12	5.0 %
Daily user volume at City swimming pool	11	4.6 %
City participation in NE JOCO Super Pool Pass Program	5	2.1 %
None chosen	50	20.8 %
Total	240	100.0 %

Missing Cases = 0

SUM OF TOP 3

Q6. Which THREE of the Parks and Recreation services listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q6. Top choice	Number	Percent
Maintenance of City parks	184	76.7 %
Youth recreation programs	86	35.8 %
Adult recreation programs	25	10.4 %
Senior recreation programs	33	13.8 %
Swimming pool	132	55.0 %
Special events & festivals	86	35.8 %
Ease of registering for programs	15	6.3 %
Fees charged for recreation programs	16	6.7 %
Daily user volume at City swimming pool	20	8.3 %
City participation in NE JOCO Super Pool Pass Program	13	5.4 %
None chosen	27	11.3 %
Total	637	

Number of Cases = 240

Number of Responses = 637

Average Number Of Responses Per Case = 2.7

Number Of Cases With At Least One Response = 240

Response Percent = 100.0 %

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Visibility of police in neighborhoods	43.8%	42.1%	8.3%	4.6%	0.4%	0.8%
Q8-2. Visibility of police in commercial/retail areas	39.2%	35.4%	13.8%	0.8%	0.0%	10.8%
Q8-3. City's efforts to prevent crime	44.2%	37.1%	10.8%	2.9%	0.0%	5.0%
Q8-4. Police response time to emergencies	50.0%	24.2%	3.3%	0.8%	0.0%	21.7%
Q8-5. Enforcement of local traffic laws	36.7%	32.9%	14.6%	6.7%	0.8%	8.3%

WITHOUT DON'T KNOW

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Visibility of police in neighborhoods	44.1%	42.4%	8.4%	4.6%	0.4%
Q8-2. Visibility of police in commercial/retail areas	43.9%	39.7%	15.4%	0.9%	0.0%
Q8-3. City's efforts to prevent crime	46.5%	39.0%	11.4%	3.1%	0.0%
Q8-4. Police response time to emergencies	63.8%	30.9%	4.3%	1.1%	0.0%
Q8-5. Enforcement of local traffic laws	40.0%	35.9%	15.9%	7.3%	0.9%

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

Q9. Top choice	Number	Percent
Visibility of police in neighborhoods	91	37.9 %
Visibility of police in commercial/retail areas	6	2.5 %
City's efforts to prevent crime	64	26.7 %
Police response time to emergencies	55	22.9 %
Enforcement of local traffic laws	12	5.0 %
None chosen	12	5.0 %
Total	240	100.0 %

Missing Cases = 0

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

Q9. 2nd choice	Number	Percent
Visibility of police in neighborhoods	48	20.0 %
Visibility of police in commercial/retail areas	18	7.5 %
City's efforts to prevent crime	68	28.3 %
Police response time to emergencies	66	27.5 %
Enforcement of local traffic laws	27	11.3 %
None chosen	13	5.4 %
Total	240	100.0 %

Missing Cases = 0

SUM OF TOP 2

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

Q9. Top choice	Number	Percent
Visibility of police in neighborhoods	139	57.9 %
Visibility of police in commercial/retail areas	24	10.0 %
City's efforts to prevent crime	132	55.0 %
Police response time to emergencies	121	50.4 %
Enforcement of local traffic laws	39	16.3 %
None chosen	12	5.0 %
Total	467	

Number of Cases = 240

Number of Responses = 467

Average Number Of Responses Per Case = 1.9

Number Of Cases With At Least One Response = 240

Response Percent = 100.0 %

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

(N=240)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q10-1. In your neighborhood during the day	78.3%	20.0%	1.7%	0.0%	0.0%	0.0%
Q10-2. In your neighborhood at night	44.2%	44.2%	9.2%	1.3%	0.8%	0.4%
Q10-3. In City parks	36.7%	31.7%	12.9%	0.8%	0.0%	17.9%
Q10-4. In commercial & retail areas during the day	62.1%	33.3%	3.3%	0.0%	0.0%	1.3%
Q10-5. In commercial & retail areas at night	36.7%	42.9%	11.7%	1.3%	0.4%	7.1%
Q10-6. Overall feeling of safety in Fairway	57.5%	38.8%	2.5%	0.4%	0.0%	0.8%

WITHOUT DON'T KNOW

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

(N=240)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q10-1. In your neighborhood during the day	78.3%	20.0%	1.7%	0.0%	0.0%
Q10-2. In your neighborhood at night	44.4%	44.4%	9.2%	1.3%	0.8%
Q10-3. In City parks	44.7%	38.6%	15.7%	1.0%	0.0%
Q10-4. In commercial & retail areas during the day	62.9%	33.8%	3.4%	0.0%	0.0%
Q10-5. In commercial & retail areas at night	39.5%	46.2%	12.6%	1.3%	0.4%
Q10-6. Overall feeling of safety in Fairway	58.0%	39.1%	2.5%	0.4%	0.0%

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Enforcing cleanup of debris on private property	14.6%	37.1%	14.6%	10.4%	3.8%	19.6%
Q11-2. Enforcing mowing & cutting of weeds & tall grass on private property	19.2%	34.2%	16.7%	10.0%	2.5%	17.5%
Q11-3. Enforcing exterior maintenance of residential property	17.1%	35.0%	17.1%	9.6%	3.3%	17.9%
Q11-4. Enforcing exterior maintenance of business property	20.4%	38.8%	14.6%	2.1%	1.3%	22.9%
Q11-5. Enforcing recently revised code related to trash container storage	20.4%	27.1%	16.7%	6.3%	3.8%	25.8%

WITHOUT DON'T KNOW

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Enforcing cleanup of debris on private property	18.1%	46.1%	18.1%	13.0%	4.7%
Q11-2. Enforcing mowing & cutting of weeds & tall grass on private property	23.2%	41.4%	20.2%	12.1%	3.0%
Q11-3. Enforcing exterior maintenance of residential property	20.8%	42.6%	20.8%	11.7%	4.1%
Q11-4. Enforcing exterior maintenance of business property	26.5%	50.3%	18.9%	2.7%	1.6%
Q11-5. Enforcing recently revised code related to trash container storage	27.5%	36.5%	22.5%	8.4%	5.1%

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

Q12. Top choice	Number	Percent
Enforcing cleanup of debris on private property	82	34.2 %
Enforcing mowing & cutting of weeds & tall grass on private property	29	12.1 %
Enforcing exterior maintenance of residential property	66	27.5 %
Enforcing exterior maintenance of business property	26	10.8 %
Enforcing recently revised code related to trash container storage	6	2.5 %
None chosen	31	12.9 %
Total	240	100.0 %

Missing Cases = 0

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

Q12. 2nd choice	Number	Percent
Enforcing cleanup of debris on private property	46	19.2 %
Enforcing mowing & cutting of weeds & tall grass on private property	57	23.8 %
Enforcing exterior maintenance of residential property	59	24.6 %
Enforcing exterior maintenance of business property	34	14.2 %
Enforcing recently revised code related to trash container storage	10	4.2 %
None chosen	34	14.2 %
Total	240	100.0 %

Missing Cases = 0

SUM OF TOP 2

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

Q12. Top choice	Number	Percent
Enforcing cleanup of debris on private property	128	53.3 %
Enforcing mowing & cutting of weeds & tall grass on private property	86	35.8 %
Enforcing exterior maintenance of residential property	125	52.1 %
Enforcing exterior maintenance of business property	60	25.0 %
Enforcing recently revised code related to trash container storage	16	6.7 %
None chosen	31	12.9 %
Total	446	

Number of Cases = 240

Number of Responses = 446

Average Number Of Responses Per Case = 1.9

Number Of Cases With At Least One Response = 240

Response Percent = 100.0 %

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	37.5%	47.9%	9.2%	2.1%	1.3%	2.1%
Q13-2. Snow removal on City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	57.1%	37.9%	1.7%	0.4%	0.0%	2.9%
Q13-3. Mowing/trimming along streets & public areas	45.8%	40.4%	8.8%	1.7%	1.3%	2.1%
Q13-4. Overall cleanliness of streets & public areas	47.1%	42.9%	5.4%	2.1%	0.8%	1.7%
Q13-5. Tree trimming & urban forestry along City streets & other public areas	28.3%	41.3%	13.8%	11.7%	1.7%	3.3%
Q13-6. Limb removal after declaration of significant City-wide storm damage	46.3%	34.6%	10.0%	5.0%	1.3%	2.9%

WITHOUT DON'T KNOW

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	38.3%	48.9%	9.4%	2.1%	1.3%
Q13-2. Snow removal on City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	58.8%	39.1%	1.7%	0.4%	0.0%
Q13-3. Mowing/trimming along streets & public areas	46.8%	41.3%	8.9%	1.7%	1.3%
Q13-4. Overall cleanliness of streets & public areas	47.9%	43.6%	5.5%	2.1%	0.8%
Q13-5. Tree trimming & urban forestry along City streets & other public areas	29.3%	42.7%	14.2%	12.1%	1.7%
Q13-6. Limb removal after declaration of significant City-wide storm damage	47.6%	35.6%	10.3%	5.2%	1.3%

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

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	126	52.5 %
Snow removal on City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	64	26.7 %
Mowing/trimming along streets & public areas	1	0.4 %
Overall cleanliness of streets & public areas	11	4.6 %
Tree trimming & urban forestry along City streets & other public areas	13	5.4 %
Limb removal after declaration of significant City-wide storm damage	12	5.0 %
None chosen	13	5.4 %
Total	240	100.0 %

Missing Cases = 0

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

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	27	11.3 %
Snow removal on City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	88	36.7 %
Mowing/trimming along streets & public areas	14	5.8 %
Overall cleanliness of streets & public areas	40	16.7 %
Tree trimming & urban forestry along City streets & other public areas	17	7.1 %
Limb removal after declaration of significant City-wide storm damage	38	15.8 %
None chosen	16	6.7 %
Total	240	100.0 %

Missing Cases = 0

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

Q14. 3rd choice	Number	Percent
Maintenance of City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	21	8.8 %
Snow removal on City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	30	12.5 %
Mowing/trimming along streets & public areas	24	10.0 %
Overall cleanliness of streets & public areas	44	18.3 %
Tree trimming & urban forestry along City streets & other public areas	50	20.8 %
Limb removal after declaration of significant City-wide storm damage	48	20.0 %
None chosen	23	9.6 %
Total	240	100.0 %

Missing Cases = 0

SUM OF TOP 3

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

Q14. Top choice	Number	Percent
Maintenance of City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	174	72.5 %
Snow removal on City streets (excluding Shawnee Mission Parkway, maintained by KDOT)	182	75.8 %
Mowing/trimming along streets & public areas	39	16.3 %
Overall cleanliness of streets & public areas	95	39.6 %
Tree trimming & urban forestry along City streets & other public areas	80	33.3 %
Limb removal after declaration of significant City-wide storm damage	98	40.8 %
None chosen	13	5.4 %
Total	681	

Number of Cases = 240

Number of Responses = 681

Average Number Of Responses Per Case = 2.8

Number Of Cases With At Least One Response = 240

Response Percent = 100.0 %

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Residential curbside trash & recycling collection	47.1%	39.2%	4.6%	5.8%	1.7%	1.7%
Q15-2. Residential curbside yard waste collection	43.8%	37.5%	8.3%	5.0%	1.3%	4.2%
Q15-3. Residential curbside bulk item collection	26.3%	27.5%	14.6%	10.0%	3.8%	17.9%

WITHOUT DON'T KNOW

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

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Residential curbside trash & recycling collection	47.9%	39.8%	4.7%	5.9%	1.7%
Q15-2. Residential curbside yard waste collection	45.7%	39.1%	8.7%	5.2%	1.3%
Q15-3. Residential curbside bulk item collection	32.0%	33.5%	17.8%	12.2%	4.6%

Q16. The City has been approached by a vendor seeking to add curbside glass collection throughout the City, similar to the existing curbside solid waste collection for a monthly cost of \$2.50/household per month. This fee would be included on your property tax bill. How likely would you be to support or use this service if implemented City wide?

Q16. How likely would you be to support or use curbside glass collection if implemented City wide	Number	Percent
Very likely	86	35.8 %
Likely	38	15.8 %
Neutral	26	10.8 %
Not likely	38	15.8 %
Not at all likely	46	19.2 %
Not provided	6	2.5 %
Total	240	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT NOT PROVIDED

Q16. The City has been approached by a vendor seeking to add curbside glass collection throughout the City, similar to the existing curbside solid waste collection for a monthly cost of \$2.50/household per month. This fee would be included on your property tax bill. How likely would you be to support or use this service if implemented City wide? (without "not provided")

Q16. How likely would you be to support or use curbside glass collection if implemented City wide	Number	Percent
Very likely	86	36.8 %
Likely	38	16.2 %
Neutral	26	11.1 %
Not likely	38	16.2 %
Not at all likely	46	19.7 %
Total	234	100.0 %

Missing Cases = 6

Response Percent = 97.5 %

Q17. COMMUNICATIONS. Which of the following sources do you currently use to get information about the City of Fairway?

Q17. What sources do you currently use to get information about City of Fairway	Number	Percent
City website	153	63.8 %
City Facebook page	19	7.9 %
Focus on Fairway/Recreation Brochure	157	65.4 %
Public meetings	16	6.7 %
City email program	150	62.5 %
Total	495	

Number of Cases = 240

Number of Responses = 495

Average Number Of Responses Per Case = 2.1

Number Of Cases With At Least One Response = 234

Response Percent = 97.5 %

Q18. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following aspects of communication provided by the City of Fairway.

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Availability of information about City programs & services	29.2%	47.5%	13.8%	3.3%	0.0%	6.3%
Q18-2. Efforts to keep you informed about local issues	29.2%	45.8%	13.8%	5.8%	0.0%	5.4%
Q18-3. Level of public involvement in local decision making	19.2%	27.1%	25.4%	7.9%	1.3%	19.2%
Q18-4. Usefulness of City's web page	21.3%	37.1%	20.8%	2.5%	0.0%	18.3%
Q18-5. Content of City's newsletter	37.5%	41.7%	12.1%	0.8%	0.4%	7.5%
Q18-6. Information provided through City's Facebook page	9.6%	14.2%	14.2%	1.3%	0.0%	60.8%
Q18-7. Usefulness of City email program	32.5%	34.6%	12.1%	1.3%	0.0%	19.6%

WITHOUT DON'T KNOW

Q18. Please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," with the following aspects of communication provided by the City of Fairway. (without "don't know")

(N=240)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Availability of information about City programs & services	31.1%	50.7%	14.7%	3.6%	0.0%
Q18-2. Efforts to keep you informed about local issues	30.8%	48.5%	14.5%	6.2%	0.0%
Q18-3. Level of public involvement in local decision making	23.7%	33.5%	31.4%	9.8%	1.5%
Q18-4. Usefulness of City's web page	26.0%	45.4%	25.5%	3.1%	0.0%
Q18-5. Content of City's newsletter	40.5%	45.0%	13.1%	0.9%	0.5%
Q18-6. Information provided through City's Facebook page	24.5%	36.2%	36.2%	3.2%	0.0%
Q18-7. Usefulness of City email program	40.4%	43.0%	15.0%	1.6%	0.0%

Q19. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=240)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q19-1. They were easy to contact	49.6%	28.8%	5.8%	0.4%	0.0%	15.4%
Q19-2. They were courteous & polite	58.3%	20.4%	5.0%	1.3%	0.4%	14.6%
Q19-3. They gave prompt, accurate, & complete answers to questions	50.8%	26.3%	5.4%	1.3%	0.4%	15.8%
Q19-4. They did what they said they would do in a timely manner	50.8%	22.9%	5.8%	1.3%	0.0%	19.2%
Q19-5. They helped you resolve an issue to your satisfaction	46.7%	23.3%	7.9%	2.5%	1.3%	18.3%

WITHOUT DON'T KNOW

Q19. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=240)

	Always	Usually	Sometimes	Seldom	Never
Q19-1. They were easy to contact	58.6%	34.0%	6.9%	0.5%	0.0%
Q19-2. They were courteous & polite	68.3%	23.9%	5.9%	1.5%	0.5%
Q19-3. They gave prompt, accurate, & complete answers to questions	60.4%	31.2%	6.4%	1.5%	0.5%
Q19-4. They did what they said they would do in a timely manner	62.9%	28.4%	7.2%	1.5%	0.0%
Q19-5. They helped you resolve an issue to your satisfaction	57.1%	28.6%	9.7%	3.1%	1.5%

Q20. Several reasons for deciding where to live are listed below. Using a scale of 1 to 4, where 4 is "very important" and 1 is "unimportant," please rate how important each reason was in your decision to live where you live.

(N=240)

	Very important	Somewhat important	Not sure	Unimportant	Not provided
Q20-1. Sense of community	59.6%	31.3%	3.3%	2.5%	3.3%
Q20-2. Quality of public schools	75.0%	11.7%	3.8%	5.8%	3.8%
Q20-3. Types of housing	69.2%	22.1%	2.9%	3.3%	2.5%
Q20-4. Affordability of housing	41.3%	36.7%	7.1%	10.4%	4.6%
Q20-5. Family & friends are nearby	44.2%	35.0%	4.6%	11.7%	4.6%
Q20-6. Proximity to jobs/ employment	40.0%	34.6%	3.8%	16.7%	5.0%
Q20-7. Safety & security	89.2%	7.5%	0.8%	0.0%	2.5%
Q20-8. Access to restaurants, entertainment & cultural activities	53.3%	34.6%	5.8%	2.1%	4.2%
Q20-9. Level of City taxation	40.8%	40.4%	11.3%	3.8%	3.8%
Q20-10. Quality of services provided by City	65.0%	28.3%	2.9%	0.4%	3.3%

WITHOUT NOT PROVIDED

Q20. Several reasons for deciding where to live are listed below. Using a scale of 1 to 4, where 4 is "very important" and 1 is "unimportant," please rate how important each reason was in your decision to live where you live. (without "not provided")

(N=240)

	Very important	Somewhat important	Not sure	Unimportant
Q20-1. Sense of community	61.6%	32.3%	3.4%	2.6%
Q20-2. Quality of public schools	77.9%	12.1%	3.9%	6.1%
Q20-3. Types of housing	70.9%	22.6%	3.0%	3.4%
Q20-4. Affordability of housing	43.2%	38.4%	7.4%	10.9%
Q20-5. Family & friends are nearby	46.3%	36.7%	4.8%	12.2%
Q20-6. Proximity to jobs/employment	42.1%	36.4%	3.9%	17.5%
Q20-7. Safety & security	91.5%	7.7%	0.9%	0.0%
Q20-8. Access to restaurants, entertainment & cultural activities	55.7%	36.1%	6.1%	2.2%
Q20-9. Level of City taxation	42.4%	42.0%	11.7%	3.9%
Q20-10. Quality of services provided by City	67.2%	29.3%	3.0%	0.4%

Q20. Are your needs being met in Fairway?

(N=240)

	Yes	No	Not provided
Q20-1. Sense of community	65.4%	5.8%	28.8%
Q20-2. Quality of public schools	63.8%	4.2%	32.1%
Q20-3. Types of housing	62.9%	7.5%	29.6%
Q20-4. Affordability of housing	51.3%	16.7%	32.1%
Q20-5. Family & friends are nearby	62.5%	5.4%	32.1%
Q20-6. Proximity to jobs/employment	61.3%	4.2%	34.6%
Q20-7. Safety & security	70.4%	2.5%	27.1%
Q20-8. Access to restaurants, entertainment & cultural activities	55.0%	14.6%	30.4%
Q20-9. Level of City taxation	47.1%	20.0%	32.9%
Q20-10. Quality of services provided by City	66.7%	4.2%	29.2%

WITHOUT NOT PROVIDED**Q20. Are your needs being met in Fairway? (without "not provided")**

(N=240)

	Yes	No
Q20-1. Sense of community	91.8%	8.2%
Q20-2. Quality of public schools	93.9%	6.1%
Q20-3. Types of housing	89.3%	10.7%
Q20-4. Affordability of housing	75.5%	24.5%
Q20-5. Family & friends are nearby	92.0%	8.0%
Q20-6. Proximity to jobs/employment	93.6%	6.4%
Q20-7. Safety & security	96.6%	3.4%
Q20-8. Access to restaurants, entertainment & cultural activities	79.0%	21.0%
Q20-9. Level of City taxation	70.2%	29.8%
Q20-10. Quality of services provided by City	94.1%	5.9%

Q21. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with each of the following statements.

(N=240)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q21-1. In general, my neighborhood needs to be improved	3.3%	12.5%	19.6%	44.2%	17.1%	3.3%
Q21-2. Some housing in my neighborhood needs to be better maintained	10.0%	31.3%	16.3%	29.2%	10.0%	3.3%
Q21-3. I am optimistic about the future of my neighborhood	50.0%	36.3%	9.6%	2.1%	0.0%	2.1%
Q21-4. I expect value of my home to go up during next five years	56.7%	33.3%	5.8%	0.8%	0.4%	2.9%
Q21-5. Rental properties in my neighborhood are well-maintained	5.8%	16.7%	21.7%	9.6%	5.0%	41.3%
Q21-6. Promoting sustainable practices is important to our community's future (e.g., pursuing LEED certifications, storm water management, recycling, composting)	42.5%	31.3%	13.8%	3.8%	3.3%	5.4%

WITHOUT DON'T KNOW

Q21. Using a scale of 1 to 5, where 5 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with each of the following statements. (without "don't know")

(N=240)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q21-1. In general, my neighborhood needs to be improved	3.4%	12.9%	20.3%	45.7%	17.7%
Q21-2. Some housing in my neighborhood needs to be better maintained	10.3%	32.3%	16.8%	30.2%	10.3%
Q21-3. I am optimistic about the future of my neighborhood	51.1%	37.0%	9.8%	2.1%	0.0%
Q21-4. I expect value of my home to go up during next five years	58.4%	34.3%	6.0%	0.9%	0.4%
Q21-5. Rental properties in my neighborhood are well-maintained	9.9%	28.4%	36.9%	16.3%	8.5%
Q21-6. Promoting sustainable practices is important to our community's future (e.g., pursuing LEED certifications, storm water management, recycling, composting)	44.9%	33.0%	14.5%	4.0%	3.5%

Q22. Which THREE of the reasons listed in Question 21 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years?

Q22. Top choice	Number	Percent
In general, my neighborhood needs to be improved	14	5.8 %
Some housing in my neighborhood needs to be better maintained	10	4.2 %
I am optimistic about future of my neighborhood	97	40.4 %
I expect value of my home to go up during next five years	77	32.1 %
Rental properties in my neighborhood are well maintained	12	5.0 %
Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	12	5.0 %
None chosen	18	7.5 %
Total	240	100.0 %

Missing Cases = 0

Q22. Which THREE of the reasons listed in Question 21 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years?

Q22. 2nd choice	Number	Percent
In general, my neighborhood needs to be improved	14	5.8 %
Some housing in my neighborhood needs to be better maintained	17	7.1 %
I am optimistic about future of my neighborhood	51	21.3 %
I expect value of my home to go up during next five years	79	32.9 %
Rental properties in my neighborhood are well maintained	17	7.1 %
Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	29	12.1 %
None chosen	33	13.8 %
Total	240	100.0 %

Missing Cases = 0

Q22. Which THREE of the reasons listed in Question 21 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years?

Q22. 3rd choice	Number	Percent
In general, my neighborhood needs to be improved	23	9.6 %
Some housing in my neighborhood needs to be better maintained	21	8.8 %
I am optimistic about future of my neighborhood	30	12.5 %
I expect value of my home to go up during next five years	20	8.3 %
Rental properties in my neighborhood are well maintained	17	7.1 %
Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	63	26.3 %
None chosen	66	27.5 %
Total	240	100.0 %

Missing Cases = 0

SUM OF TOP 3

Q22. Which THREE of the reasons listed in Question 21 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years? (top 3)

Q22. Top choice	Number	Percent
In general, my neighborhood needs to be improved	51	21.3 %
Some housing in my neighborhood needs to be better maintained	48	20.0 %
I am optimistic about future of my neighborhood	178	74.2 %
I expect value of my home to go up during next five years	176	73.3 %
Rental properties in my neighborhood are well maintained	46	19.2 %
Promoting sustainable practices is important to our community's future (e.g. pursuing LEED certifications, storm water management, recycling, composting, etc.)	104	43.3 %
None chosen	18	7.5 %
Total	621	

Number of Cases = 240
 Number of Responses = 621
 Average Number Of Responses Per Case = 2.6
 Number Of Cases With At Least One Response = 240
 Response Percent = 100.0 %

Q24. Please rate support on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at all Supportive," with the following options to enhance City services and infrastructure.

(N=240)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Don't know
Q24-1. Enhance mill & overlay/spot curb replacement from a 15-year cycle to a 10-year cycle	20.8%	30.0%	26.7%	9.6%	3.3%	9.6%
Q24-2. Enhance stormwater infrastructure replacement plan (pipes & boxes) from a 7-10 year plan to a 5-7 year plan	23.3%	33.3%	22.5%	7.9%	3.8%	9.2%

WITHOUT DON'T KNOW

Q24. Please rate support on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at all Supportive," with the following options to enhance City services and infrastructure. (without "don't know")

(N=240)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q24-1. Enhance mill & overlay/spot curb replacement from a 15-year cycle to a 10-year cycle	23.0%	33.2%	29.5%	10.6%	3.7%
Q24-2. Enhance stormwater infrastructure replacement plan (pipes & boxes) from a 7-10 year plan to a 5-7 year plan	25.7%	36.7%	24.8%	8.7%	4.1%

Q25. Which Major Project listed in Question 24 above would you support a moderate property tax increase for?

Q25. What major project would you support a moderate property tax increase for

	Number	Percent
Enhance mill & overlay/spot curb replacement	46	19.2 %
Enhance stormwater infrastructure replacement plan	79	32.9 %
Neither	88	36.7 %
Not provided	27	11.3 %
Total	240	100.0 %

Missing Cases = 0

Response Percent = 100.0 %

WITHOUT NOT PROVIDED

Q25. Which Major Project listed in Question 24 above would you support a moderate property tax increase for? (without "not provided")

Q25. What major project would you support a moderate property tax increase for

	Number	Percent
Enhance mill & overlay/spot curb replacement	46	21.6 %
Enhance stormwater infrastructure replacement plan	79	37.1 %
Neither	88	41.3 %
Total	213	100.0 %

Missing Cases = 27

Response Percent = 88.8 %

Q26. Please rate support on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at all Supportive," with the following statements about streetlights.

(N=240)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Don't know
Q26-1. Begin including streetlight improvements in Capital Improvement Plan program, which may result in fewer streets being milled & overlaid each year	14.6%	36.7%	15.0%	17.9%	7.5%	8.3%
Q26-2. Issue General Obligation Bonds & implement project all at once (a funding source, including a potential property tax increase, would need to be identified before bonds are issued)	7.9%	16.3%	25.8%	23.8%	18.8%	7.5%
Q26-3. Begin including streetlight improvements in Capital Improvement Plan program with a moderate increase in property taxes in order to maintain current mill & overlay schedule	11.3%	31.3%	19.6%	16.7%	14.6%	6.7%
Q26-4. Streetlights should not be addressed at this time. Continue repairing/replacing as necessary	15.0%	22.9%	17.9%	18.3%	15.8%	10.0%

WITHOUT DON'T KNOW

Q26. Please rate support on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at all Supportive," with the following statements about streetlights. (without "don't know")

(N=240)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q26-1. Begin including streetlight improvements in Capital Improvement Plan program, which may result in fewer streets being milled & overlaid each year	15.9%	40.0%	16.4%	19.5%	8.2%
Q26-2. Issue General Obligation Bonds & implement project all at once (a funding source, including a potential property tax increase, would need to be identified before bonds are issued)	8.6%	17.6%	27.9%	25.7%	20.3%
Q26-3. Begin including streetlight improvements in Capital Improvement Plan program with a moderate increase in property taxes in order to maintain current mill & overlay schedule	12.1%	33.5%	21.0%	17.9%	15.6%
Q26-4. Streetlights should not be addressed at this time. Continue repairing/replacing as necessary	16.7%	25.5%	19.9%	20.4%	17.6%

Q27. Please rate support on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at all Supportive," with the following statements about sidewalks.

(N=240)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Don't know
Q27-1. I would be okay with a new sidewalk in my front yard near the street	17.1%	15.8%	7.9%	18.3%	34.6%	6.3%
Q27-2. Begin including sidewalk installations in Capital Improvement Plan, which may result in fewer streets being milled & overlaid each year. Some street tree removals will be required	12.5%	17.1%	7.9%	24.2%	30.8%	7.5%
Q27-3. Begin including sidewalk installation in Capital Improvement Plan with a moderate increase in property taxes in order to maintain current mill & overlay schedule. Some street tree removals will be required	11.3%	14.2%	10.8%	22.9%	33.8%	7.1%
Q27-4. Sidewalks should not be addressed at this time. Continue repairing/replacing as necessary	30.8%	22.9%	13.8%	12.1%	14.2%	6.3%

WITHOUT DON'T KNOW

Q27. Please rate support on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at all Supportive," with the following statements about sidewalks. (without "don't know")

(N=240)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q27-1. I would be okay with a new sidewalk in my front yard near the street	18.2%	16.9%	8.4%	19.6%	36.9%
Q27-2. Begin including sidewalk installations in Capital Improvement Plan, which may result in fewer streets being milled & overlaid each year. Some street tree removals will be required	13.5%	18.5%	8.6%	26.1%	33.3%
Q27-3. Begin including sidewalk installation in Capital Improvement Plan with a moderate increase in property taxes in order to maintain current mill & overlay schedule. Some street tree removals will be required	12.1%	15.2%	11.7%	24.7%	36.3%
Q27-4. Sidewalks should not be addressed at this time. Continue repairing/replacing as necessary	32.9%	24.4%	14.7%	12.9%	15.1%

Q28. Several Capital Improvement categories have been mentioned in this survey. Please rank each category in order of importance with 1 being the "Most Important" and 4 being the "Least Important."

Q28. Top choice	Number	Percent
Sidewalk Replacement	28	11.7 %
Street Mill & Overlay/Spot Curb Repair	58	24.2 %
Stormwater Infrastructure	100	41.7 %
Streetlight Improvements	35	14.6 %
None Chosen	19	7.9 %
Total	240	100.0 %

Missing Cases = 0

Q28. Several Capital Improvement categories have been mentioned in this survey. Please rank each category in order of importance with 1 being the "Most Important" and 4 being the "Least Important."

Q28. 2nd choice	Number	Percent
Sidewalk Replacement	25	10.4 %
Street Mill & Overlay/Spot Curb Repair	72	30.0 %
Stormwater Infrastructure	60	25.0 %
Streetlight Improvements	60	25.0 %
None Chosen	23	9.6 %
Total	240	100.0 %

Missing Cases = 0

Q28. Several Capital Improvement categories have been mentioned in this survey. Please rank each category in order of importance with 1 being the "Most Important" and 4 being the "Least Important."

Q28. 3rd choice	Number	Percent
Sidewalk Replacement	44	18.3 %
Street Mill & Overlay/Spot Curb Repair	55	22.9 %
Stormwater Infrastructure	38	15.8 %
Streetlight Improvements	73	30.4 %
None Chosen	30	12.5 %
Total	240	100.0 %

Missing Cases = 0

Q28. Several Capital Improvement categories have been mentioned in this survey. Please rank each category in order of importance with 1 being the "Most Important" and 4 being the "Least Important."

Q28. 4th choice	Number	Percent
Sidewalk Replacement	111	46.3 %
Street Mill & Overlay/Spot Curb Repair	30	12.5 %
Stormwater Infrastructure	20	8.3 %
Streetlight Improvements	42	17.5 %
None Chosen	37	15.4 %
Total	240	100.0 %

Missing Cases = 0

SUM OF TOP 4

Q28. Several Capital Improvement categories have been mentioned in this survey. Please rank each category in order of importance with 1 being the "Most Important" and 4 being the "Least Important." (top 4)

Q28. Top choice	Number	Percent
Sidewalk Replacement	208	86.7 %
Street Mill & Overlay/Spot Curb Repair	215	89.6 %
Stormwater Infrastructure	218	90.8 %
Streetlight Improvements	210	87.5 %
None Chosen	19	7.9 %
Total	870	

Number of Cases = 240

Number of Responses = 870

Average Number Of Responses Per Case = 3.6

Number Of Cases With At Least One Response = 240

Response Percent = 100.0 %

Q29. Please indicate whether you agree with the following statements regarding the street tree maintenance and protection program:

(N=240)

	Yes	No	Not provided
Q29-1. City should continue its current 3-year trimming cycle	95.0%	1.7%	3.3%
Q29-2. City should continue to enforce protection of street trees from damage during construction & other related activities	86.3%	10.0%	3.8%
Q29-3. City should consider extending protection & maintenance of all trees, including those on private property	45.8%	48.8%	5.4%

WITHOUT NOT PROVIDED**Q29. Please indicate whether you agree with the following statements regarding the street tree maintenance and protection program: (without "not provided")**

(N=240)

	Yes	No
Q29-1. City should continue its current 3-year trimming cycle	98.3%	1.7%
Q29-2. City should continue to enforce protection of street trees from damage during construction & other related activities	89.6%	10.4%
Q29-3. City should consider extending protection & maintenance of all trees, including those on private property	48.5%	51.5%



6

Survey Instrument



OFFICE OF THE MAYOR

November 2023

Dear fellow Fairway Resident,

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

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

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

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

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

Respectfully,

A handwritten signature in black ink, appearing to read "Melanie Hepperly".

Melanie Hepperly
Mayor
City of Fairway

2023 City of Fairway Community Survey

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

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

Major Categories of Fairway Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of police services	5	4	3	2	1	9
2. Overall quality of parks and recreation programs and facilities	5	4	3	2	1	9
3. Overall maintenance of streets	5	4	3	2	1	9
4. Overall maintenance of buildings and facilities	5	4	3	2	1	9
5. Overall enforcement of codes and ordinances	5	4	3	2	1	9
6. Overall quality of customer service you receive from employees	5	4	3	2	1	9
7. Overall effectiveness of communication with the public	5	4	3	2	1	9
8. Overall effectiveness of community planning and development	5	4	3	2	1	9
9. Overall quality of building and permit process	5	4	3	2	1	9

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

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

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

How would you rate the...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall image of the City	5	4	3	2	1	9
2. Overall value received for your City tax dollars and fees	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Overall appearance of the City	5	4	3	2	1	9

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

- | | |
|---|--|
| <ul style="list-style-type: none"> 1. Cultural activities (festivals, fairs, concerts) 2. A place to reflect and contemplate 3. A desire to be outdoors 4. City participation in the NE JOCO Super Pool Pass Program 5. Family or social gathering | <ul style="list-style-type: none"> 6. Physical fitness 7. Hobbies 8. Daily user volume at City swimming pool 9. Playground equipment 10. Sports team practice |
|---|--|

1st: ____ 2nd: ____

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

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Youth recreation programs	5	4	3	2	1	9
03.	Adult recreation programs	5	4	3	2	1	9
04.	Senior recreation programs	5	4	3	2	1	9
05.	Swimming pool	5	4	3	2	1	9
06.	Special events and festivals	5	4	3	2	1	9
07.	Ease of registering for programs	5	4	3	2	1	9
08.	Fees charged for recreation programs	5	4	3	2	1	9
09.	Daily user volume at City swimming pool	5	4	3	2	1	9
10.	City participation in the NE JOCO Super Pool Pass Program	5	4	3	2	1	9

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

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

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

1st suggestion: _____ 2nd suggestion: _____

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

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The visibility of police in neighborhoods	5	4	3	2	1	9
2.	The visibility of police in commercial/retail areas	5	4	3	2	1	9
3.	The City's efforts to prevent crime	5	4	3	2	1	9
4.	Police response time to emergencies	5	4	3	2	1	9
5.	Enforcement of local traffic laws	5	4	3	2	1	9

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

1st: _____ 2nd: _____

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

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

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

Enforcement of City Codes and Ordinances		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean-up of debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and cutting of weeds and tall grass on private property	5	4	3	2	1	9
3.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
4.	Enforcing the exterior maintenance of business property	5	4	3	2	1	9
5.	Enforcing the recently revised code related to trash container storage	5	4	3	2	1	9

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

1st: ____ 2nd: ____

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

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

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

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

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

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

16. The City has been approached by a vendor seeking to add curbside glass collection throughout the City, similar to the existing curbside solid waste collection for a monthly cost of \$2.50/household per month. This fee would be included on your property tax bill.

How likely would you be to support and or use this service if implemented City wide?
[Select your response below.]

____(5) Very likely ____ (4) Likely ____ (3) Neutral ____ (2) Not likely ____ (1) Not at all likely

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

____ (1) City website
 ____ (2) City Facebook page
 ____ (3) Focus on Fairway/Recreation Brochure
 ____ (4) Public meetings
 ____ (5) City email program

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

City Communications		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	Efforts to keep you informed about local issues	5	4	3	2	1	9
3.	The level of public involvement in local decision making	5	4	3	2	1	9
4.	The usefulness of the City's web page	5	4	3	2	1	9
5.	The content of the City's newsletter	5	4	3	2	1	9
6.	Information provided through the City's Facebook Page	5	4	3	2	1	9
7.	The usefulness of the City email program	5	4	3	2	1	9

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

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

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

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

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

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

22. Which THREE of the reasons listed in Question 21 above will have the MOST IMPACT on your decision to stay in Fairway for the next 10 years? [Write in your answers below using the numbers from the list in Question 21.]

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

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

24. Please rate support on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at all Supportive," with the following options to enhance City services and infrastructure.

Major Projects		Very Supportive	Supportive	Neutral	Not Supportive	Not at all Supportive	Don't Know
1.	Enhance mill and overlay/spot curb replacement from a 15-year cycle to a 10-year cycle.	5	4	3	2	1	9
2.	Enhance stormwater infrastructure replacement plan (pipes and boxes) from a 7-10 year plan to a 5-7 year plan	5	4	3	2	1	9

25. Which Major Project listed in Question 24 above would you support a moderate property tax increase for?

- (1) Enhance mill and overlay/spot curb replacement
 (2) Enhance stormwater infrastructure replacement plan
 (3) Neither

In 2022, the City commissioned a streetlight study. A vast majority of the streetlight infrastructure is several decades old (though LED bulbs were installed in 2010). As expected, the lighting is inconsistent with some areas of the City being darker than others. Currently, the City does not have a funding source identified to implement the recommended streetlight improvements. If done all at once, the estimated cost for implementation is approximately \$4,000,000.

26. Please rate support on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at all Supportive," with the following statements about streetlights.

Streetlights		Very Supportive	Supportive	Neutral	Not Supportive	Not at all Supportive	Don't Know
1.	Begin including streetlight improvements in the Capital Improvement Plan program, which may result in fewer streets being milled and overlaid each year.	5	4	3	2	1	9
2.	Issue General Obligation Bonds and implement the project all at once (a funding source, including a potential property tax increase, would need to be identified before bonds are issued).	5	4	3	2	1	9
3.	Begin including streetlight improvements in the Capital Improvement Plan program with a moderate increase in property taxes in order to maintain the current mill and overlay schedule.	5	4	3	2	1	9
4.	Streetlights should not be addressed at this time. Continue repairing/replacing as necessary.	5	4	3	2	1	9

27. Please rate support on a scale of 1 to 5, where 5 means "Very Supportive" and 1 means "Not at all Supportive," with the following statements about sidewalks.

Sidewalks		Very Supportive	Supportive	Neutral	Not Supportive	Not at all Supportive	Don't Know
1.	I would be okay with a new sidewalk in my front yard near the street.	5	4	3	2	1	9
2.	Begin including sidewalk installations in the Capital Improvement Plan, which may result in fewer streets being milled and overlaid each year. Some street tree removals will be required.	5	4	3	2	1	9
3.	Begin including sidewalk installation in the Capital Improvement Plan with a moderate increase in property taxes in order to maintain the current mill and overlay schedule. Some street tree removals will be required.	5	4	3	2	1	9
4.	Sidewalks should not be addressed at this time. Continue repairing/replacing as necessary.	5	4	3	2	1	9

28. Several Capital Improvement categories have been mentioned in this survey. Please rank each category in order of importance with "1" being the "Most Important" and "4" being the "Least Important":

- | | |
|---|------------------------------|
| 1. Sidewalk Replacement | 3. Stormwater Infrastructure |
| 2. Street Mill and Overlay/Spot Curb repair | 4. Streetlight Improvements |

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

The City of Fairway has tree protection ordinances in effect that govern how right-of-way (street) trees are trimmed, removed and planted. In a typical year, the City invests up to \$150,000 per year for routine trimmings, removals and plantings of new right-of-way, greenspace and park trees. The current program provides for the trimming of 1/3 of street trees each year creating a three-year cycle of removing dead branches (greater than 2 inches in diameter) and ensuring ground clearance on street trees within 10-12 feet of your street curb.

29. Please indicate whether you agree with the following statements regarding the street tree maintenance and protection program:

Do you agree with the following statements:		Yes	No
1.	The City should continue its current 3-year trimming cycle	1	2
2.	The City should continue to enforce the protection of street trees from damage during construction and other related activities	1	2
3.	The City should consider extending protection and maintenance of all trees, including those on private property	1	2

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.



City of Fairway, Kansas 2023 Community Survey Open-End Comments

Submitted to the City of Fairway, Kansas by:

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

February 2024



Contents

Q7. Are there any Parks and Recreation programs or facilities that you think the City should provide that are not currently offered by the City?1

Q23. Do you have any other suggestions for improving the quality of City services? If so, please write your suggestions in the space provided below:3

Fairway, Kansas Open-End Comments

Q7. Are there any Parks and Recreation programs or facilities that you think the City should provide that are not currently offered by the City?

- Accessible bathrooms,
- aerobic class,
- aquatics, pickleball
- archery,
- Bathroom at park,
- bathroom by pool,
- Bird walks , Star-gazing
- community/rec enter, better lighting
- Designated lap swimming, Early Access to pool for morning lap swim
- Dog park, Play equipment for older kids
- Dog waste station at 3517 Mission Rd - empty lot,
- Evening yoga for working adults., Middle school summer programs starting August 1st.
- exercise area,
- Exercise equipment, Art installations
- EXTENDING POOL SEASON, CITY YOUTH SPORTS TEAMS
- Fair prices for MO residents for the pool, Fair practices for houses that are junky
- Family art events,
- FAMILY ORIENTED PROJECTS, FESTIVALS
- HEMA classes (Historical European martial arts), Art club
- IF THERE ARE SENIOR PROGRAMS, THEY NEED MORE INFORMATION CIRCULATED,
- Improve care of city park. The bare minimum is usually done, but this is the face of our community to many.,
- indoor pool,
- indoor pool, outdoor pool
- Live music, Arts
- LIVE MUSIC/STAGE,
- Longer summer camps, Basketball court
- More outside exercise facilities for Adults, More outside exercise programs for Adults (yoga, tai chi, etc...)
- More parks closer to the Triangle., More local concerts.
- More parks.,
- More pickleball , Some smaller cities will use others indoor facilities
- more pickleball classes/leagues, more adult sports
- More 'poop' stations,
- More slippery slides at pool, Pickleball court
- Music in the part, Movies in the park
- Nature children camps at Indian Mission, Kids tennis camp
- Outdoor concerts,
- Paddleball, Volleyball

- Park bathrooms, Flatter sports fields; more kids climbing
- park in triangle,
- Partners of Powell Center,
- Permanent bathroom at park ,
- Pickleball,
- Pickleball, Dog park
- Pickleball,
- Pickleball, bbq contest
- Pickleball ,
- Playground at State Park rd and Belinder ,
- programs for seniors,
- Programs: Exploring 'winter' STEAM indoor activities and programs (e.g. Robotics, woodworking, clay works/sculpting, etc.), Facilities: Once upon a time, I believe the pool was rentable for private events; explore the possibility of bringing this back.
- Restrooms with plumbing at parks., More art activities for kids.
- Return the pool hours to the pre-covid times - we miss the 11:00 am open and the morning lap swims in July, Resume allowing rental of the pool for nighttime parties
- Swim lessons at night or weekends, Dedicated baby/toddler swim hours
- Thanksgiving Turkey Trot, Food/beer festival.
- Trails, Bike lanes
- turf field, additional park on Brookridge
- Turn the creek side of Brookridge into a park. , Park north of SMP
- walking trail or path,
- youth soccer,

Q23. Do you have any other suggestions for improving the quality of City services? If so, please write your suggestions in the space provided below.

- More frequent street sweeping, especially during times of high gutter debris that hinders stormwater runoff 2) More frequent tree trimming than current cycle, which I believe is on a 4-year cycle 3) Enhance waste management contract to allow a 'bulk item day' pickup once or twice a year.
- "1. Many properties appear to be under-maintained. Broken windows, tall grass, houses that sit unoccupied for years at a time. I think there should be a stricter enforcement of city codes regarding the need to keep up exterior appearances. 2. Too many rental-only units popping up. 3. Traffic on Norwood is too fast. 4. Flooding issues along State Park Road still unaddressed. 5. Electricity is still unreliable. 6. Area around underpass to Shawnee Mission Shops is rusting and scary. 7. Too many vacant storefronts. Especially the previous Houlihan's property. 8. Visibility, noise & traffic issues along SMPKWY. 9. Double-parking on narrower streets is an issue for emergency management and convenience. 10. Need a second dog poop receptacle at the north end of State Park Road."
- Abandon the Roman Empire, our forefathers did not fight for America to be run like this
- add a couple of dog waste bins
- Add dog walk disposal facilities on State Line Rd and add sidewalk along fence line - not on side streets.
- Add playground at State Park and Belinder.
- attitude at city all is unfriendly. access to mayor is impossible
- Better job of enforcing rental properties codes and maintenance. Makes it more difficult to own rental properties.
- bulk item removal, larger trash bins, better street lighting
- CITY NEEDS TO FILL OPEN POLICE OFFICER POSITIONS ASAP. More street lights need to be installed.
- City park by the pool needs to be better maintained, frequently quite a bit of trash there
- City staff needs to do a better job working with builders who work on tearing down existing residential homes.
- City tree trimming needs to be stepped up, which would prevent extent of damage in storms
- Compost pick-up
- Coordinate with HOA to support/provide maintenance services such as periodic watering, since HOA does not house trucks.
- Curb side compost collection and litter collection. Work with Evergy to improve the resilience of the grid. Code reinforcement for preventing huge out of place structures and tree removal.
- Do a better job trimming the trees.
- Eliminate the Fairway Police department in favor of contracting to the JOCO Sheriff for police services. The Sheriff understands neighborhood relationship-building and accountability to the people instead of the opposite. We need law enforcement that respects individual rights & understands the law, and not act like they're preparing to storm a beachhead whenever they encounter a resident. By using the JOCO Sheriff, a better-trained, equipped, and compensated officer would be expected over the current solution. It can't get any worse than it already is.
- encourage a new restaurant on the old Houlihan's location
- FLEXIBILITY OF TRASH MEN
- Get rid of the horrible cheap orange fences in the front yards that cause the neighborhood to look trashy
- GUTTER CLEANING
- gutter sweeping & tree trimming done more frequently

- Have size limits on the large buildings and design.
- I already pay for glass recycling service so I would definitely participate. More/brighter street lights! I only feel unsafe in fairway due to lighting levels. More side walks but that's a pipe dream I know. Free leaf removal at curb side once.
- I appreciate the police presence with traffic enforcement along Shawnee Mission Parkway. In general, we've become too lax since 2020 with traffic enforcement throughout the greater KC area. This is a huge public safety concern with speeding and reckless driving out of control. I appreciate our officers taking steps to counter this in our city.
- I know it's a contractor, but the trash hauler is very confusing. I've never had so many things rejected before. Every other city I've lived in (six) you put stuff out and they take it away. So many times I have something I need to dispose of (a screen, a hose, etc.) and they won't take it. I often have no idea what to do with them.
- I sincerely hope our community will embrace people of diverse races, ethnicities, gender identities, physical and mental abilities. Fairway needs to welcome and support residencies, visitors and businesses.
- I would like glass recycling bins. It seems like we have less timely pick up of limbs after storm damage than we have in years past.
- I would like to know why Fairway Street residents all receive w water lines, curb repair, and new street pavement and no one else.
- I WOULD LIKE TO SEE PARKING ON ONE SIDE OF THE STREET ONLY. ALSO NO TRASH CONTAINERS, YARD WASTE AND ESPECIALLY LEAVES IN THE STREET. OUR STREETS ARE TOO NARROW ALREADY
- I would love to see the curbside leaf pickup program expanded into a regular service similar to surrounding towns rather than the ala carte situation we have now
- I would rather not have a sidewalk on Chadwick. This will disturb sprinkler systems and encourage strangers closer to your house.
- I would suggest diversity and inclusion training for all Fairway police officers. Several times my son has been "escorted" home by a Fairway police officer to essentially confirm that he lives where he said he did. He apparently was deemed suspicious because he was simply taking a walk in the neighborhood as a young black man. Nothing happened to him (thank god) other than being followed home, but it was still of great annoyance to him and us.
- I WOULD VOLUNTEER. ESPECIALLY IN IMPLEMENTING COMPOST COLLECTION. SET UP A CITY RESIDENT VOLUNTEER DATABASE IN WHICH INTERESTED RESIDENTS CAN VOLUNTEER TIME TO HELP ACCOMPLISH SOME IMPROVMENTS
- I'd recommend more frequent street/curb sweeping during the fall leaf collection period.
- In general doing great. Love living in fairway. The city does a great job.
- Large item pick-up and using city equipment for leaf removal.
- Large item/bulk pick-up. I have tried to contact before and my requests are unanswered.
- Large trees need dead cut out, especially large branches. Speeds on 5m Pkwy.
- Love Fairway and the city services. Only thing - wish our police, Roeland Park police and Westwood police, were a little more aggressive about speeding, especially on Mission Road, understanding that it is the 'boundary' street. Crosswalks and pavement directions would be nice.
- love glass collection
- Many cars speed through residential areas, such as along 60th St between Mission and Roe but I rarely, if ever, see police in that area. Also, there should be better communication and enforcement about safely walking and biking in residential areas. We're lucky there have not been more accidents where pedestrians and bicyclists are hit from behind because they are on the wrong side or in the middle of the road wearing headphones and do not hear traffic approaching from the rear. I hope we don't wait until kids are killed before this is addressed.
- More "license plate" readers on street lights and on patrol cars.

- MORE STREET AND GUTTER SWEEPING-NOT JUST DOWN MISSION RD. TRASH COLLECTION IS UNPREDICTABLE. NEVER GET BULK ITEM PICKED UP
- mowers in city parks should clean up after themselves & not leave mud, leaves on walking pathways
- My street, Sunrise Dr, is often missed in trash collection, and one of the last streets to have snow cleared.
- Need better speed bumps on Neosho.
- Need sidewalks. Fill in restaurants. More shops in Fairway.
- neighborhood sports bar
- no air bnb/vrbo rentals. tighter restrictions on rentals
- No Apartments
- NONE- PLEASED WITH STAFF AND SERVICES-VERY HAPPY IN FAIRWAY
- OFFER COMPOSTING SERVICE
- People that park on the street is a big problem. Cars are left for weeks. They also leave them there during storms. Those people are probably not on the mailing list.
- Planning commission should not be involved with non-type and density issues. They should no be the police.
- Please promptly post recorded city council meetings on YouTube.com and correctly label them with a date of meeting.
- Please replace trees if one dies or is removed.
- police force needs trained intervention officers to deal with mentally ill/drug addicts
- PROPERTY TAX DOES NOT VALUE OF HOUSE
- Quicker tree replacement and stopping tree removal of trees in parkway.
- Record high police budget should translate into more police on the streets patrolling neighborhoods.
- reduce R.E. taxes- have a program for those who are on a fixed income
- reinstall large item pick up
- Repave all the streets. Run street sweeper more often.
- require those who remove street-side trees to replace them
- resurface streets more often- every 10-15 years is not enough
- SANITATION CANS ARE TREATED SO POORLY-I'VE NEED TO TAPE TOPS TOGETHER AND I HAVE CANS JUST DUMPED IN MY YARD AND NEVER TAKEN AWAY SO BROKEN DOWN AND TRASH
- Services to help aging stay in own home.
- Some residents receive special treatment on everything. some residents are cited for cod violations, and some are not and houses remain in disrepair.
- Someone on the city staff was very rude to me when I called about a problem with a new construction in my area.
- speed bumps on Norway road.
- State Park Road has become very dangerous to pedestrians due to speeding cars.
- State Park road speed bumps
- Storm flooding from the sewer is my main issue and what is most likely to make me move.
- Stormwater and flooding issues along State Park Rd needs to be addressed. Power outages are another area that needs improvement in Fairway.
- Streets need to be swept and cleaned more often. Dead /dangerous tree limbs that overhang streets are dangerous to pedestrians; tree trimming needs are not being met.
- "The City needs to look into offering city-wide help with leaves in the Fall. The expense to hire help and fining help has gotten out of hand. If the City provided curbside sucking up of leave 3x in the season, then neighbors leaves coming in your yard would not be as much of an issue as they would all be taken same day. I dread falls now due to all the work to handle leaves and I am now in my 60's on a fixed income.

- It would be great if the city would look into subsidizing a reduced membership fee to Mission community center since Fairway does not have one. The cost to use exercise facility is reasonable for seniors living in Mission but not for those outside of Mission and Fairway does not have a facility.
- It would be great to have a restaurant in the old Houlihan's space again. Don't know what the city's involvement is in getting this space occupied again."
- The pool is amazing, but it would be nice if one restroom can be maintained. Women's restrooms doors don't lock.
- The power needs to be restored quicker when it goes out during storms. We have gone many days without power in the worst parts of the summer and winter. This is completely unacceptable and needs be addressed by the city. People could die during these times.
- The Public Works department needs to be completely overhauled and evaluated. The employees are rude, don't return phone calls and have a very poor attitude when dealing with the citizens. In addition, they don't seem to manage the city's finances in an efficient manner as we see them driving around in their red trucks, but rarely do we see them actually doing anything.
- This is a major opportunity we are missing with the underdevelopment and vacancy of the Fairway shops. I would love to see more business in a pedestrian oriented development. (less parking - less banks)
- Timely communication of upcoming projects.
- Trash pickup trails trash along the street
- Try 'woo-ing' a good restaurant to move into Houlihan's.
- underground utilities
- Water filters at Fairway Parks, clean bathrooms, a stream like Franklin Park where kids can play; banning mosquito joe for air quality/non-toxic issues/safety of neighbors and small children.
- We need more affordable housing! Less developers with million dollar homes. Those houses are forcing out young families who WANT to stay here but need more space and aren't millionaires. We need apartments, and affordable mid-sized houses.
- We need more restaurants at the Fairway shopping center.
- We need more restaurants.
- Yes! In the "Triangle" there should be parking allowed on one side only! Can't count number of times a car couldn't get between cars parked across from each other. Not to mention emergency vehicles. A vote was taken on Nextdoor and 86% agreed, parking on one side only.