

City of Edgerton Citizen Survey

Findings Report

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2022

Submitted to the City of Edgerton, Kansas

ETC Institute
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2022 City of Edgerton Community Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Edgerton during the winter of 2022. The purpose of the survey was to help the City of Edgerton gather opinions and feedback on local governmental programs and services provided by the City and service partners. The results of the survey will be used to help the Mayor and City Council understand community needs and wants better to help prioritize valuable city resources.

The six-page survey, cover letter and postage paid return envelope were mailed to households in the City of Edgerton. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Edgerton from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were in the sample. If the address from a survey completed online did not match one of the addresses from the sample, the online survey was not counted.

A total of 201 households completed the survey. The overall results for the sample of 201 households have a precision of at least $\pm 6.5\%$ 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 Edgerton with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflect 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:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey,
- importance-satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- trends analysis showing how the 2022 results compare to the 2020 and 2018 results,
- benchmarking data that shows how the results for Edgerton compare to other communities



- in the Kansas City metro area,
- tables that show the results of the random sample for each question on the survey, and
- a copy of the survey instrument.

Overall Perceptions of the City

Sixty-three percent (63%) of the residents surveyed, *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall quality of services provided by the City. Fifty-two percent (52%), *who had an opinion*, indicated they were “very satisfied” or “satisfied” with the overall image of the City.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire services (96%), the overall quality of ambulance services (81%), the overall quality of police services (81%), and the overall quality of customer service received from City employees (79%). Respondents were least satisfied with the overall enforcement of City codes and ordinances (49%) and the overall effectiveness of community planning and development (57%). Almost half (42%) of respondents indicated they think the overall maintenance of City streets, buildings, and facilities should receive the most emphasis from City leaders over the next two years, this is the same top priority from the 2020 survey.

Satisfaction with Specific City Services

- **Public Safety.** The highest levels of satisfaction with public safety services services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of local fire protection (94%), the attitude and behavior of fire department personnel toward citizens (91%), the attitude and behavior of sheriff’s office personnel toward citizens (79%), and the overall quality of contracted police protection (77%). The aspect of public safety services that respondents were least satisfied with is the quality of community public safety programs (51%). Respondents would most like City leaders to emphasize the quality of community public safety programs and the visibility of police in neighborhoods over the next two years.
- **City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (83%), maintenance of street signs and traffic signals (77%), and the overall cleanliness of City streets and other public areas (74%). The three item respondents indicated should receive the most emphasis over the next two years was the adequacy of City street lighting which also received the lowest level of total satisfaction of all the City maintenance items that were rated.



- **Sewer and Water Utilities.** The levels of satisfaction with sewer and water utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: water pressure in your home (59%), responsiveness to emergency calls for water main breaks (52%), and responsiveness to emergency calls for sewer backups (45%).
- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: maintenance of City parks and park equipment (74%), the number of City parks (73%), and the City’s special events and festivals (70%). The aspects of Parks and Recreation services that respondents were least satisfied with are programs for seniors, adults, and youth. The parks and recreation service respondents indicated should receive the most emphasis over the next two years is programs for youth.
- **City Codes and Ordinances.** The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing animal control regulations (57%), enforcing the maintenance of business property (55%), and enforcing the mowing and trimming of weeds on private property (50%). Respondents indicated they think City leaders should emphasize enforcing the cleanup of litter and debris over the next two years.
- **City Communication.** The highest levels of satisfaction with City Communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: content of City’s newsletter (81%) and the content of alerts sent via Notify JoCo (81%).
 - Seventy-five percent (75%) of respondents indicated the City newsletter is one of their primary sources for information about community activities and services, 40% indicated the City’s Facebook account was a primary source, and 38% indicated the City’s website as one of their primary sources.
 - Sixty-six percent (66%) of respondents indicated the City newsletter is their most preferred method of communication. City leaders have done an excellent job ensuring the most used and most preferred methods of communication are aligned which will help the City see continued success in their survey results.
- **Customer Service.** Thirty-seven percent (37%) of respondents indicated they have contacted the City with a question, problem, or complaint during the past year. Based upon the combined percentage of “always” and “usually” responses among residents *who have contacted the City during the past year*, the most frequently exhibited behaviors from City employees were: they were courteous and polite (88%), they were easy to contact (84%), and they did what they said they would do in a timely manner (83%).



Capital Improvements

Most Important Capital Improvements: Respondents were asked to indicate, from a list of eight, the three capital improvements they think are most important for the continued success of the City of Edgerton. Based on the sum of respondents' top three choices the most important capital improvements were: water system improvements (43%), reconstruction of existing streets (43%), and new sidewalk and trail extensions (40%).

Funding Capital Improvements: Respondents were asked to indicate, from a list of six, which two items they think are most important to fund. Respondents were informed the City may have the capacity (within current financial limitations) to fund capital projects without having to increase taxes. Based on the sum of respondents' top three choices the most important items to fund were: construction of a community center (42%), construction of spray park/pool (35%), and reconstruction of neighborhood streets (30%). Residents were also asked to indicate which two items are most important for the City to fund within the current budget and without having to increase the mill levy. The construction of a community center (25%) and the construction of a spray park/pool (19%) were the most selected tied – 13% of respondents selected “none, just lower the mill levy” as their preferred action.

County and Regional Priorities: From a list of seven priorities, respondents were asked to select the three priorities that they believe are most important. Based on the sum of respondents' top three choices the most important items were: streets, roads, and highways (26%) and high speed internet and TV (24%). Bridges and increased ambulance service were the least selected items.

Priority Investment Ratings for Recreation Programming

Respondents were asked to identify if their household had a need for 17 recreation programs and rate how well their needs for each program were currently being met.

The recreation programs with the highest percentage of households that have a need were:

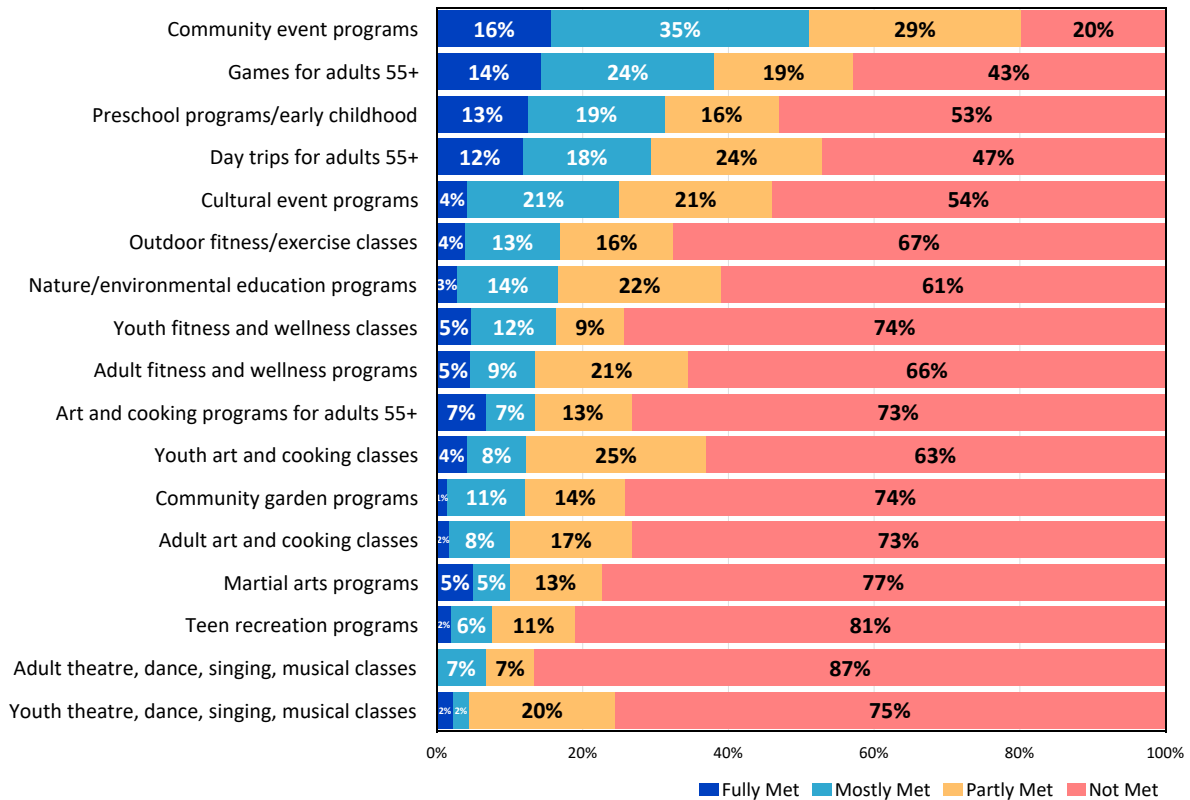
1. Community event programs (53%),
2. Outdoor fitness/exercise classes (45%),
3. Adult fitness and wellness programs (44%), and
4. Community garden programs (44%).

Respondents who indicated they had a need for each program were then asked to indicate how well their current needs are being met. The chart on the following page shows the responses from respondents who indicated they had a need for each program.



Q11. How Well Programs Meet the Needs of Respondent Households

by percentage of respondents who have a need for the program



Source: ETC Institute (2022)

Recreation Program Importance. In addition to assessing the needs for each program, ETC Institute also assessed the importance that residents place on each program. Based on the sum of respondents' top four choices, the three most important programs to residents were:

1. Community event programs (32%),
2. Adult fitness and wellness programs (25%), and
3. Teen recreation programs (23%).

The percentage of residents who selected each program as one of their top four choices is shown in the chart on the following page.

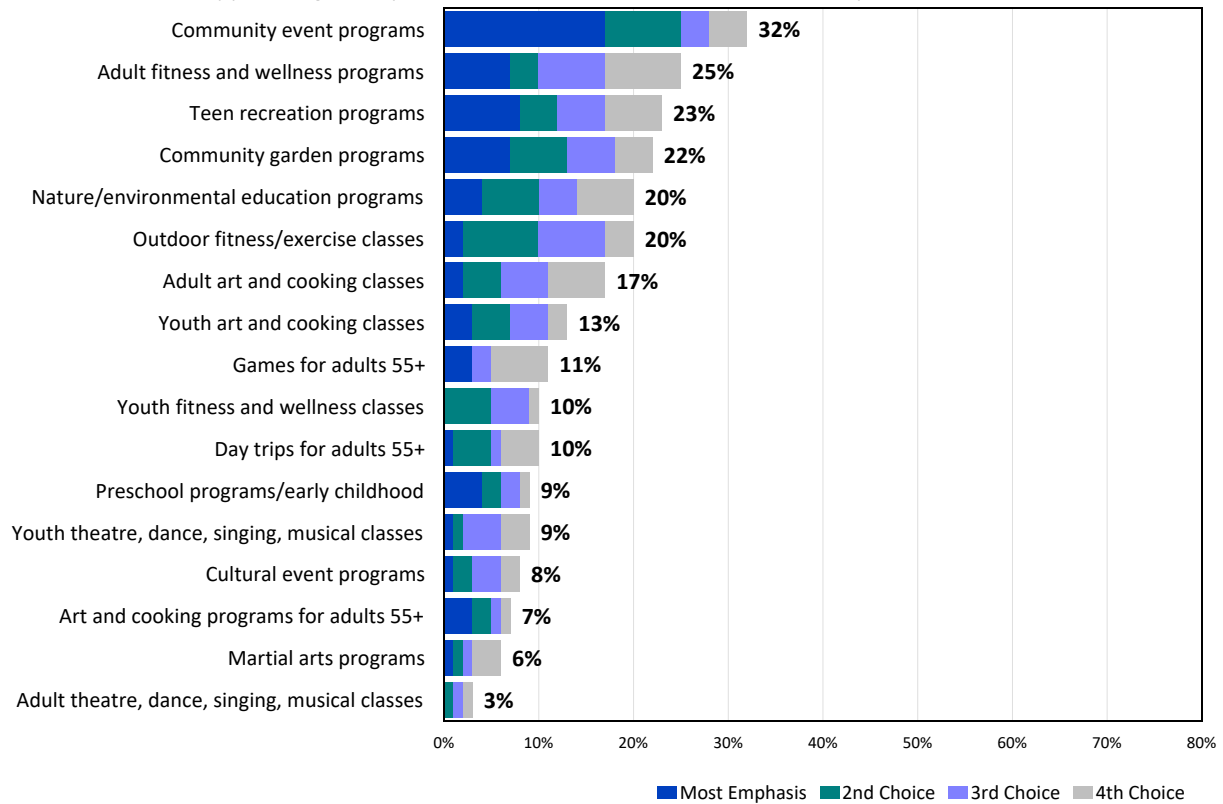
Priorities for Programming Investments. Based the priority investment rating (PIR), which was described briefly on page v of this Executive Summary and is described in more detail in Section 2 of this report, the following three programs were rated as "high priorities" for investment:

- Adult fitness and wellness programs (PIR=174)
- Nature programs (PIR=130)
- Farmers Market (PIR=124)



Q12. Programs Most Important to Households

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



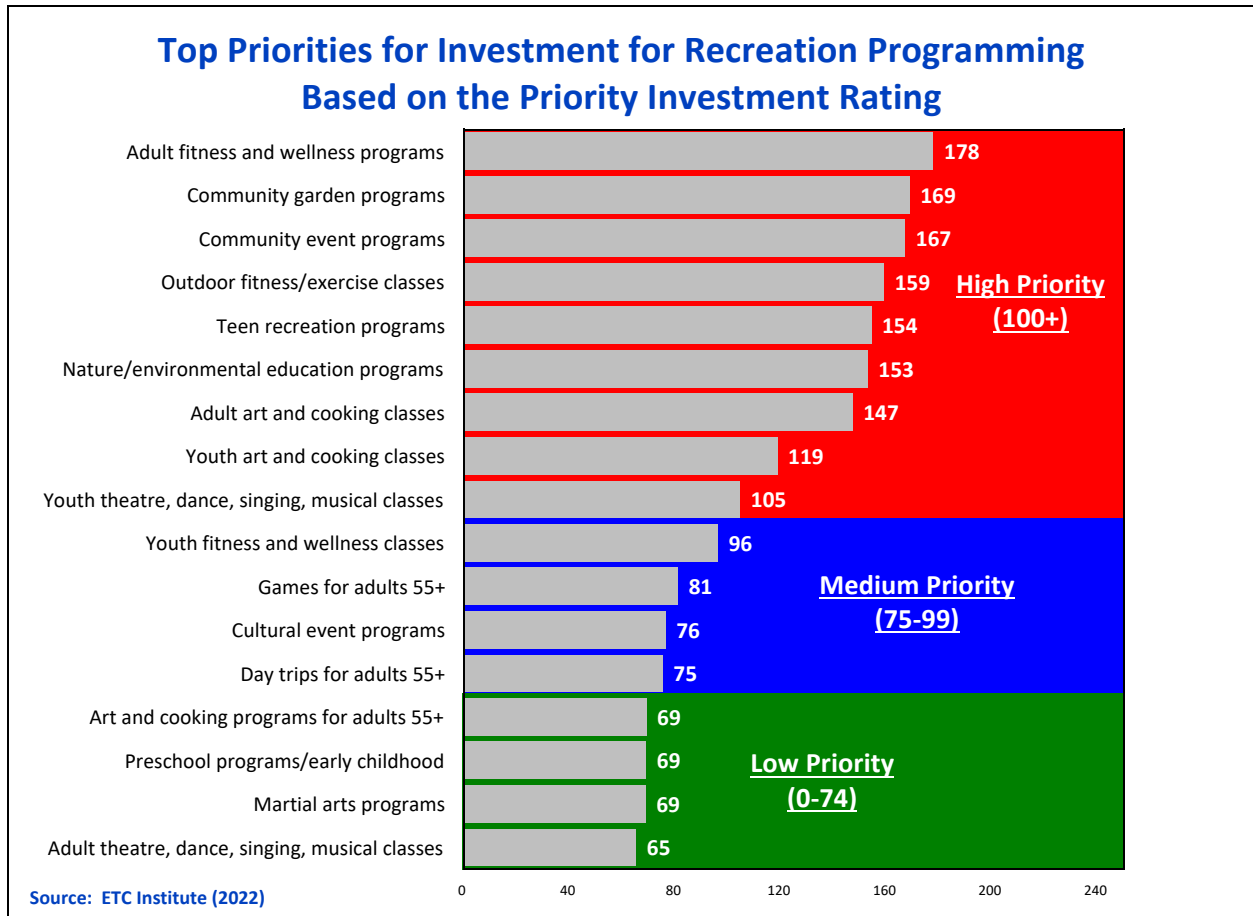
Source: ETC Institute (2022)

The chart on the following page shows the Priority Investment Rating (PIR) for each of the 17 programs that were rated. The Priority Investment Rating was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on parks and recreation investments. The ratings system was developed to identify the programs residents think should receive the highest priority for investment. The ratings reflect the importance residents place on items and the unmet needs (needs that are only partly or not met) for each program relative to the program that rated the highest overall. Because decisions related to future investments should consider both the level of unmet need and the importance of programs, the PIR weights each of these components equally.

The PIR reflects the sum of the Unmet Needs Rating and the Importance Rating as shown in the equation below:

$$\text{PIR} = \text{UNR} + \text{IR}$$

For example, the unmet needs rating for adult fitness and wellness programs is 99.6 (out of 100) and the Importance Rating for adult fitness and wellness programs is 78.1 (out of 100), the Priority Investment Rating for adult fitness and wellness programs is 177.7.



Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 2 of this report.

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

- Overall maintenance of City streets, buildings, & facilities (IS=0.1516)
- Overall effectiveness of community planning and development (IS=0.1416)
- Overall enforcement of City codes & ordinances (IS=0.1113)

The table below shows the Importance-Satisfaction ratings for the major categories of City services that were rated on the survey.

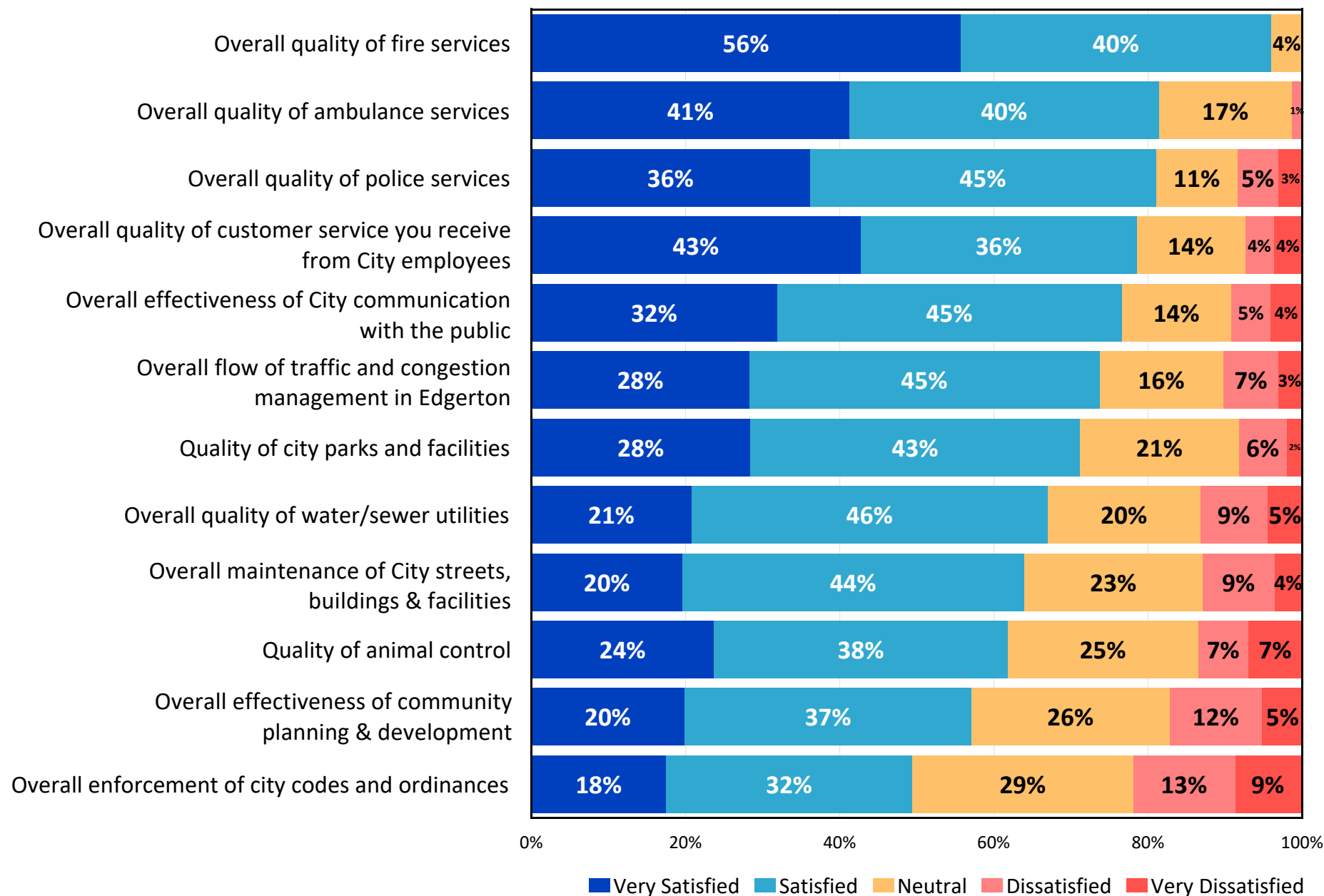
2022 Importance-Satisfaction Rating City of Edgerton, Kansas Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall maintenance of city streets, buildings and facilities	42%	1	64%	9	0.1516	1
Overall effectiveness of community planning and development	33%	3	57%	11	0.1416	2
Overall enforcement of city codes and ordinances	22%	6	49%	12	0.1113	3
Medium Priority (IS <.10)						
Quality of city parks and facilities	33%	2	71%	7	0.0950	4
Overall quality of water/sewer utilities	26%	4	67%	8	0.0858	5
Overall flow of traffic and congestion management in Edgerton	21%	7	74%	6	0.0552	6
Overall quality of police services	22%	5	81%	3	0.0416	7
Overall effectiveness of city communication with the public	15%	8	77%	5	0.0351	8
Quality of animal control	9%	10	62%	10	0.0344	9
Overall quality of ambulance services	10%	9	81%	2	0.0186	10
Overall quality of customer service you receive from city employees	6%	12	79%	4	0.0128	11
Overall quality of fire services	7%	11	96%	1	0.0028	12

Section 1

Charts and Graphs

Q1. Overall Satisfaction With City Services

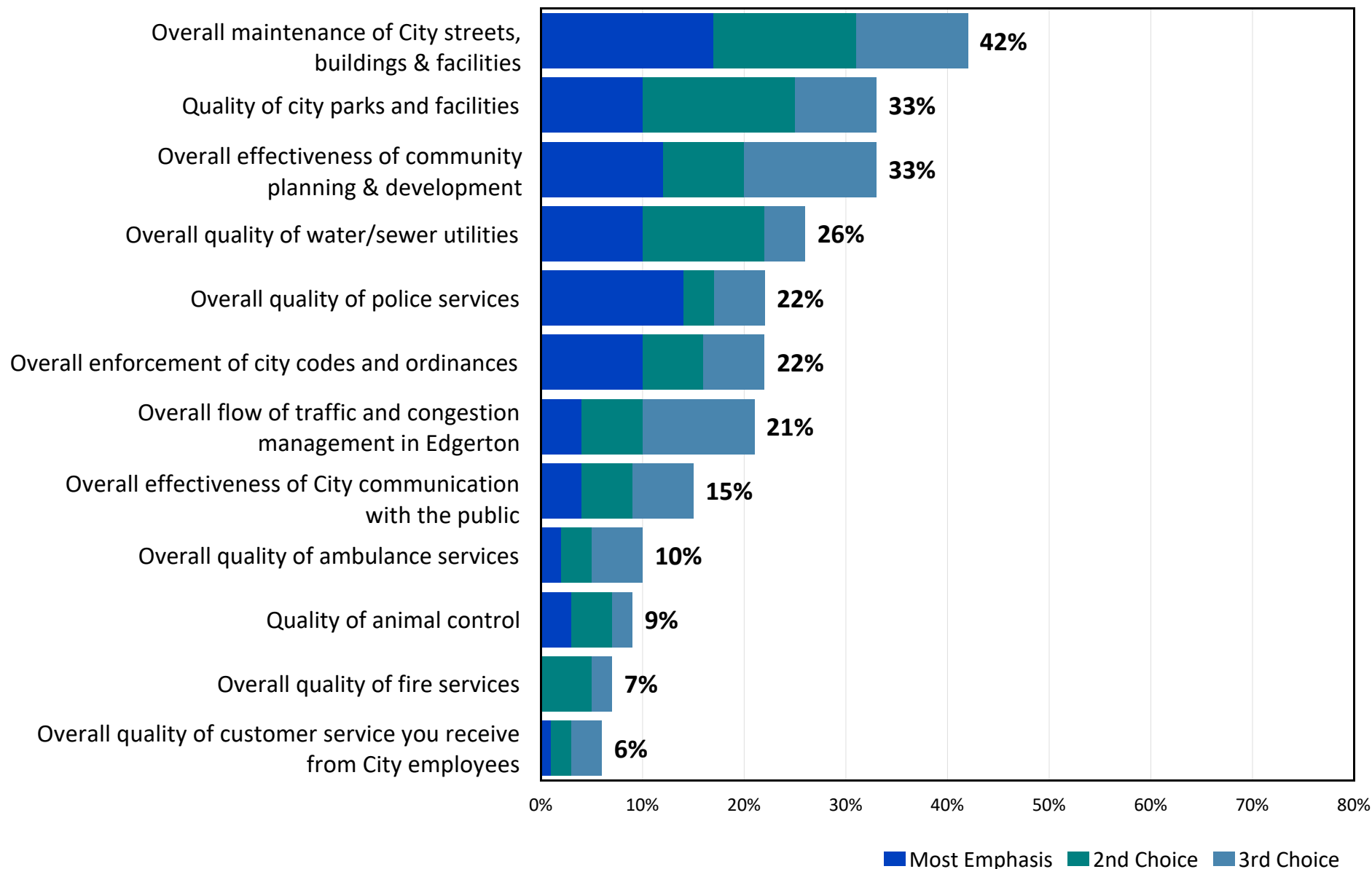
by percentage of respondents who rated item as a 1 to 5 on a 5-point scale (without “don't know”)



Source: ETC Institute (2022)

Q2. City Issues That Should Receive the Most Emphasis Over the Next Two Years

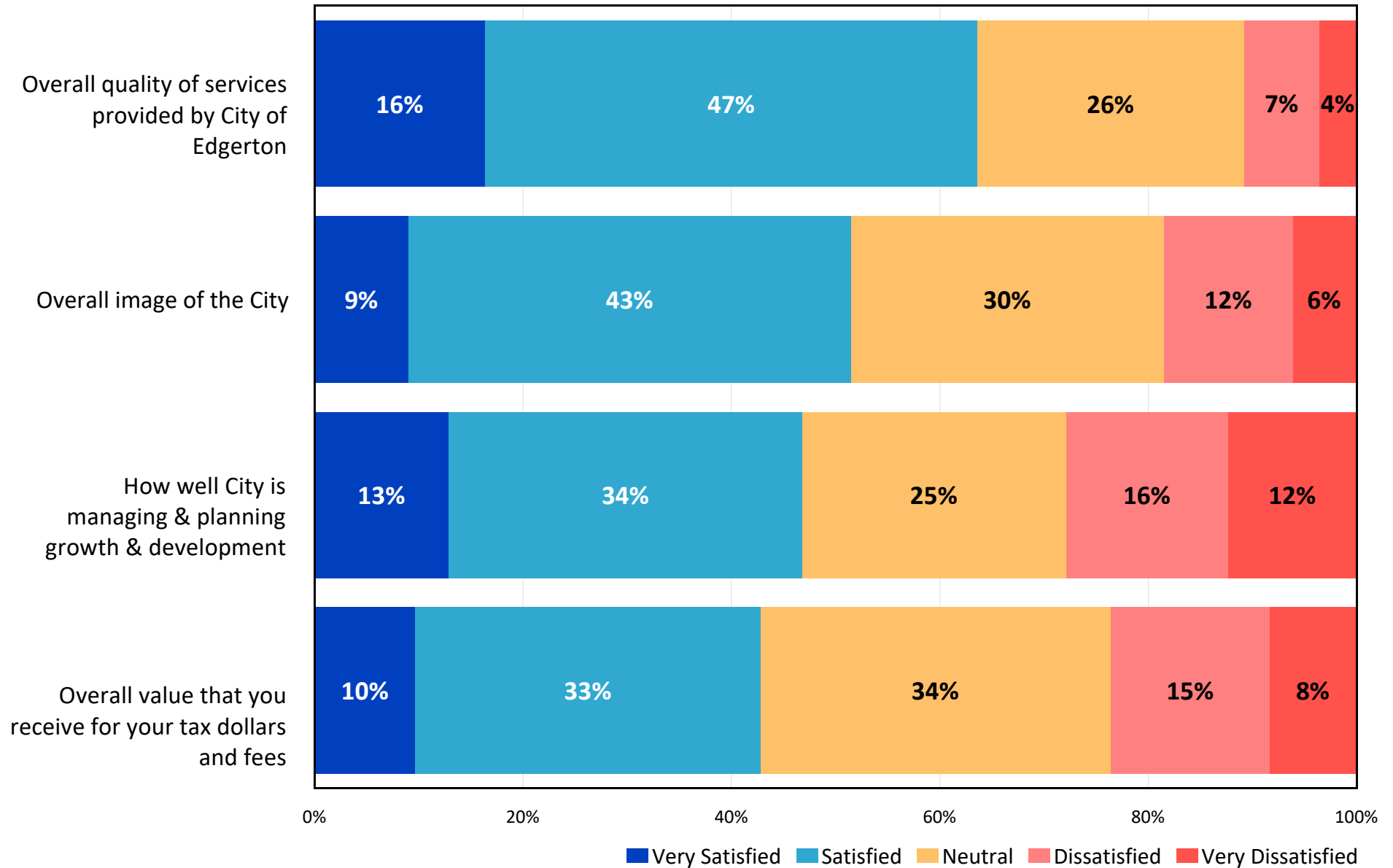
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2022)

Q3. Perception of the City

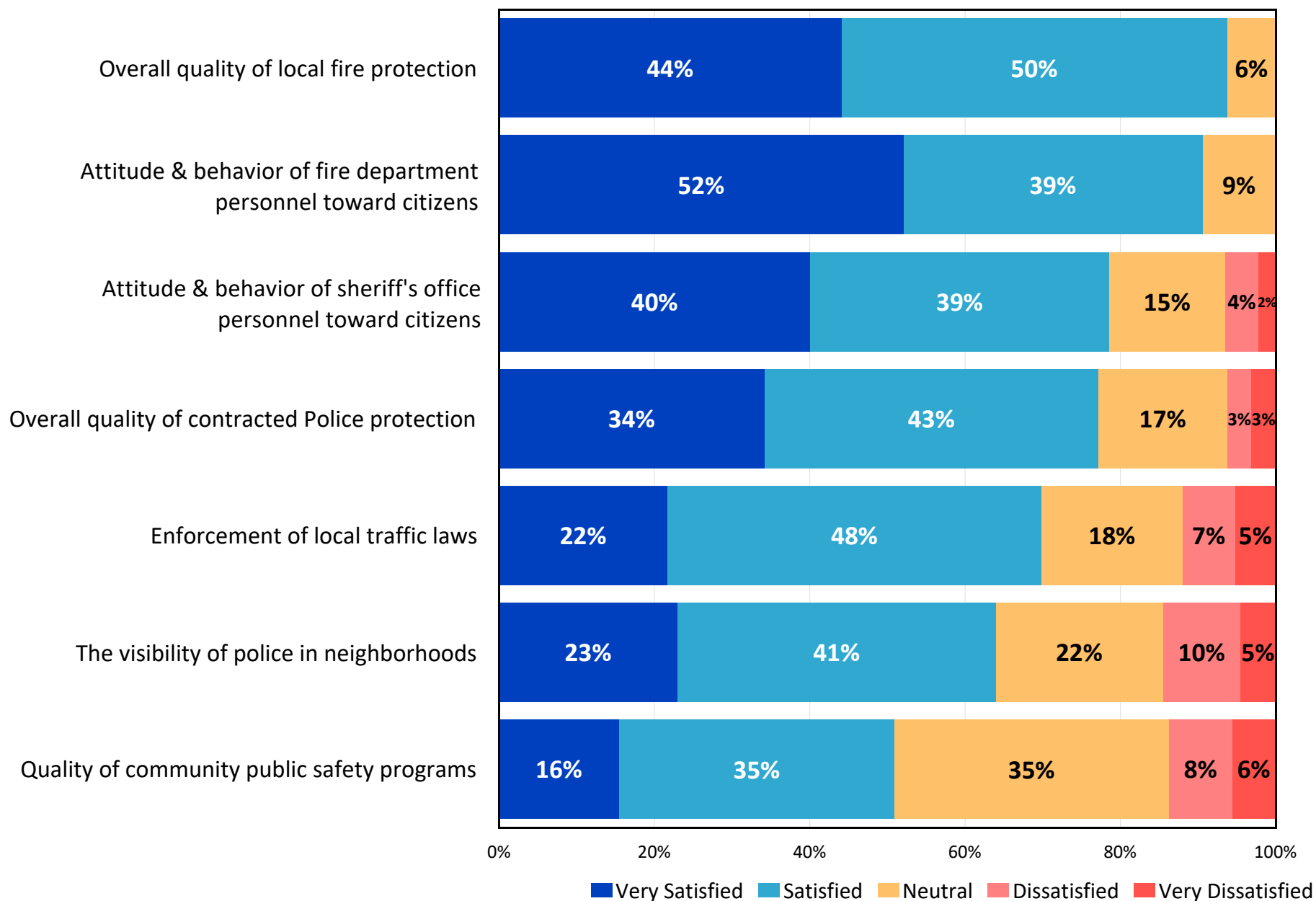
by percentage of respondents who rated item as a 1 to 5 on a 5-point scale (without "don't know")



Source: ETC Institute (2022)

Q4. Satisfaction With Public Safety

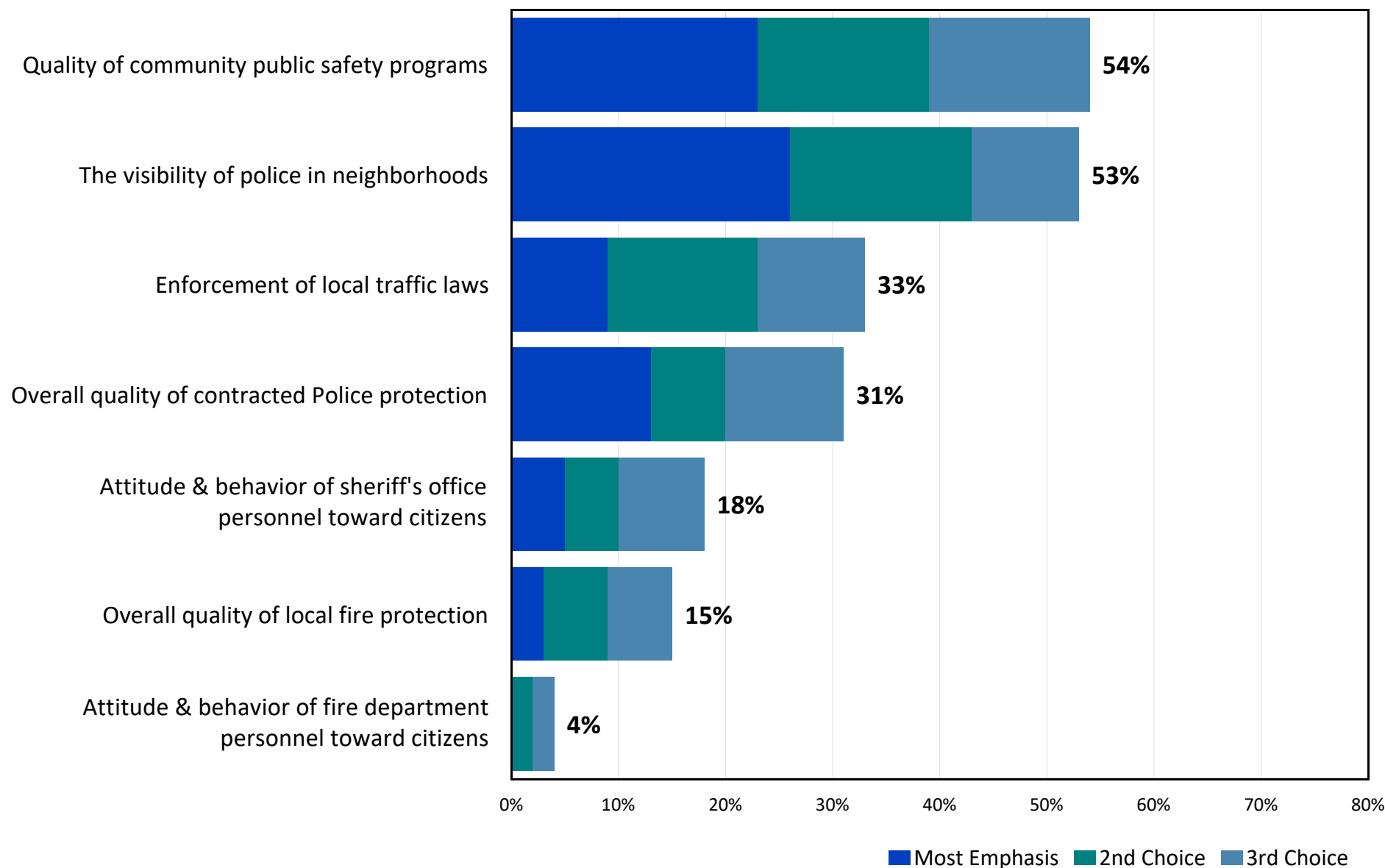
by percentage of respondents who rated item as a 1 to 5 on a 5-point scale (without “don't know”)



Source: ETC Institute (2022)

Q5. Public Safety Services That Should Receive the Most Emphasis in the Next Two Years

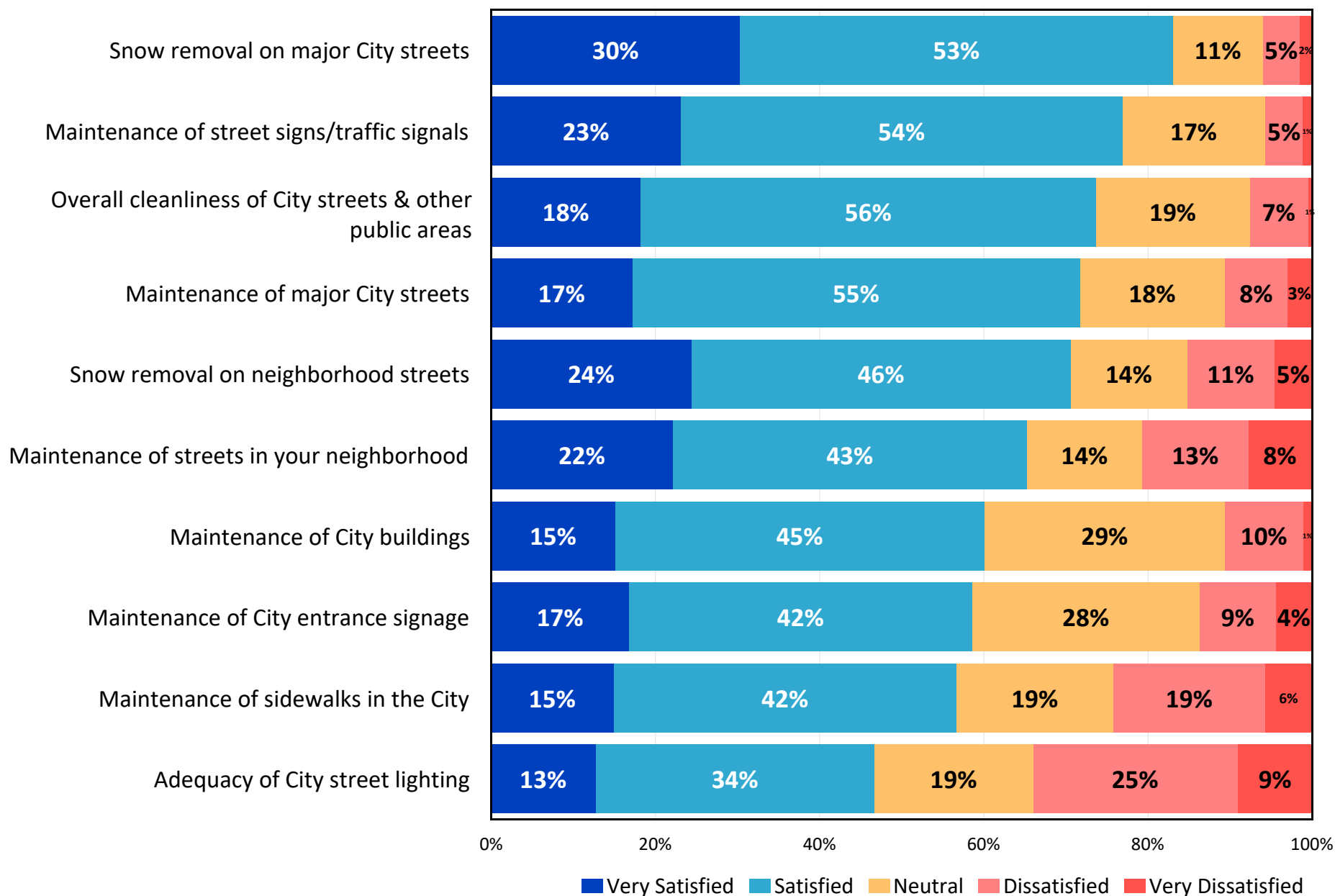
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2022)

Q6. Satisfaction With City Maintenance

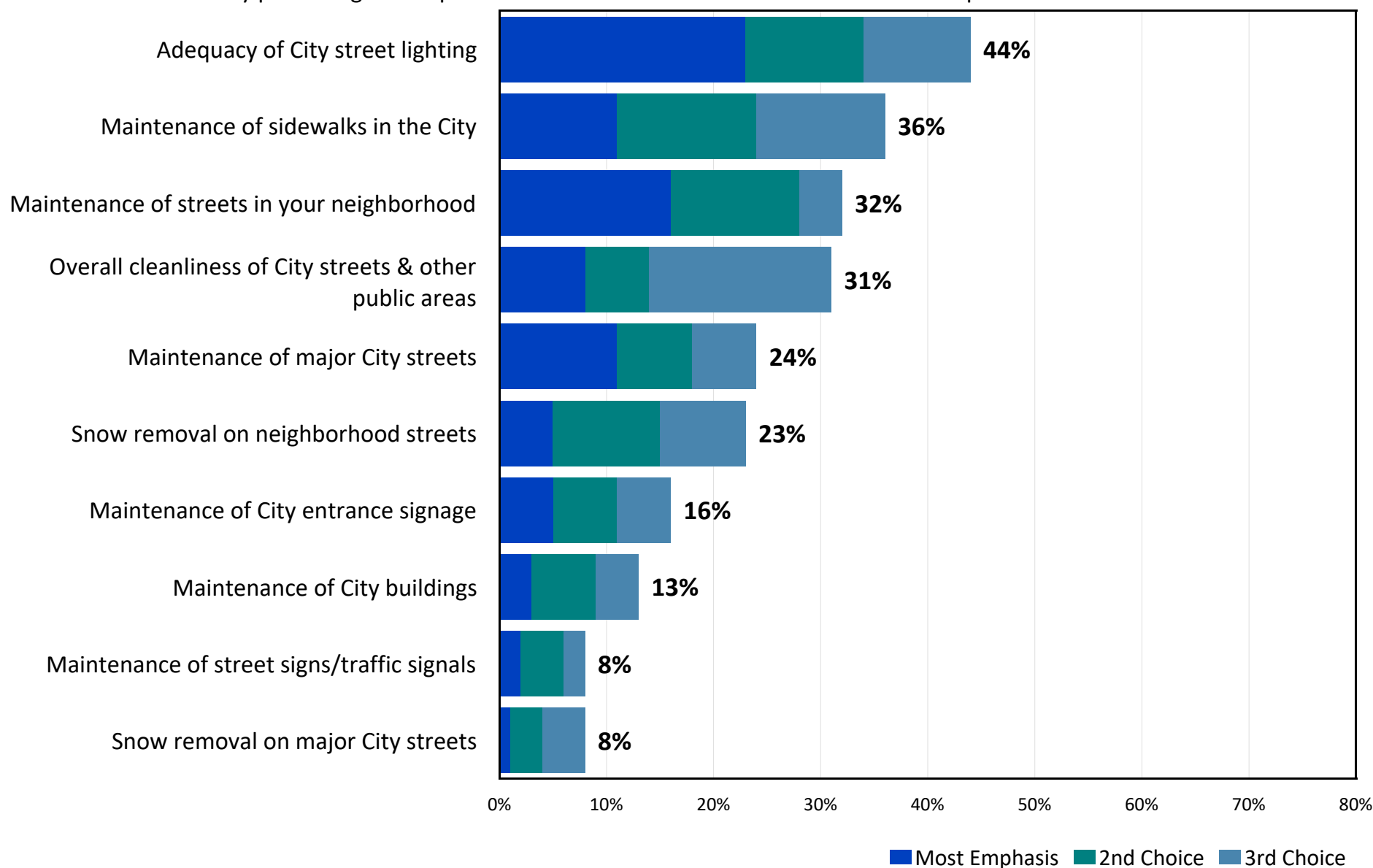
by percentage of respondents who rated item as a 1 to 5 on a 5-point scale (without “don't know”)



Source: ETC Institute (2022)

Q7. Maintenance Services That Should Receive the Most Emphasis in the Next Two Years

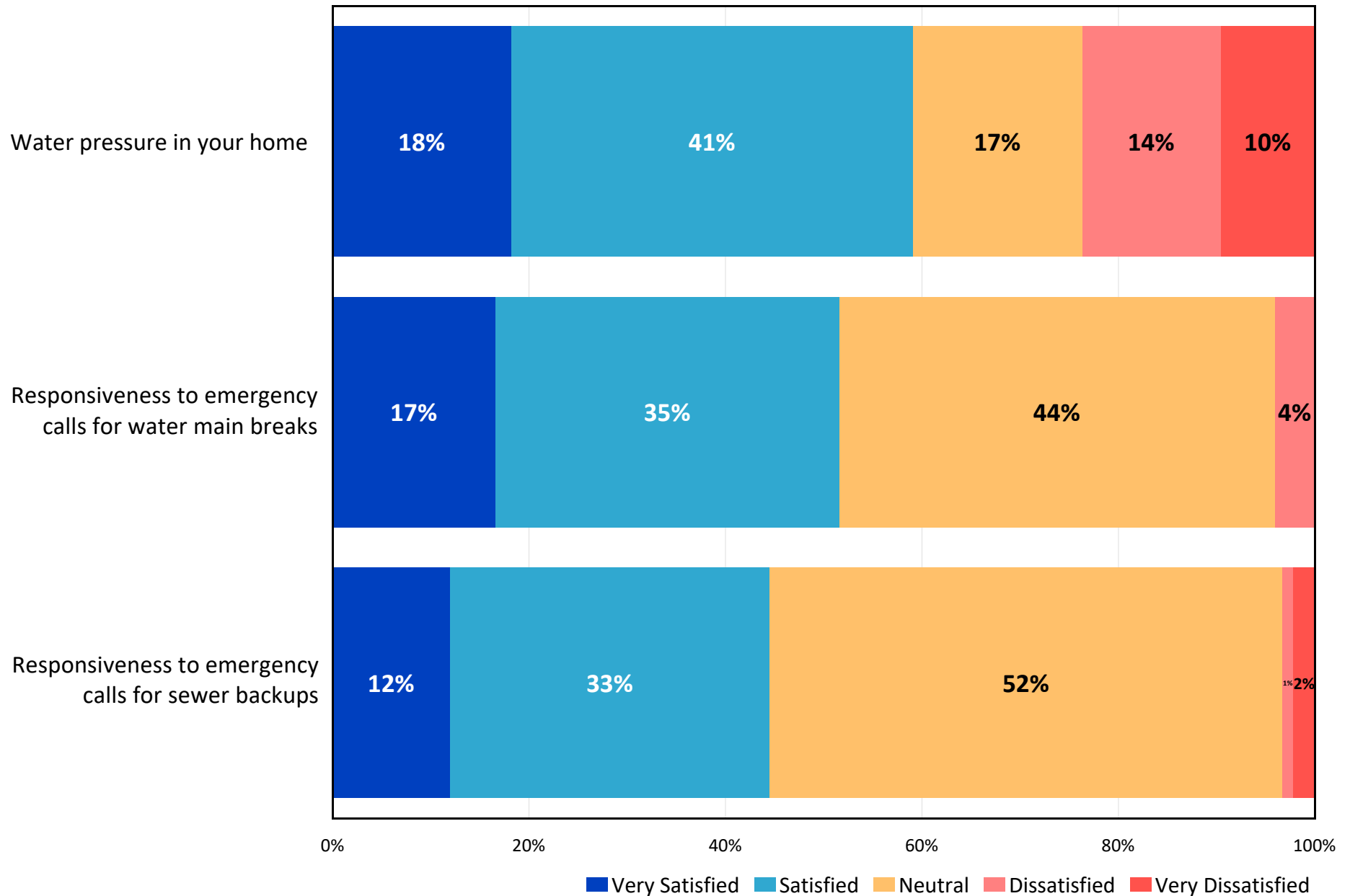
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2022)

Q8. Satisfaction With Sewer and Water Utilities

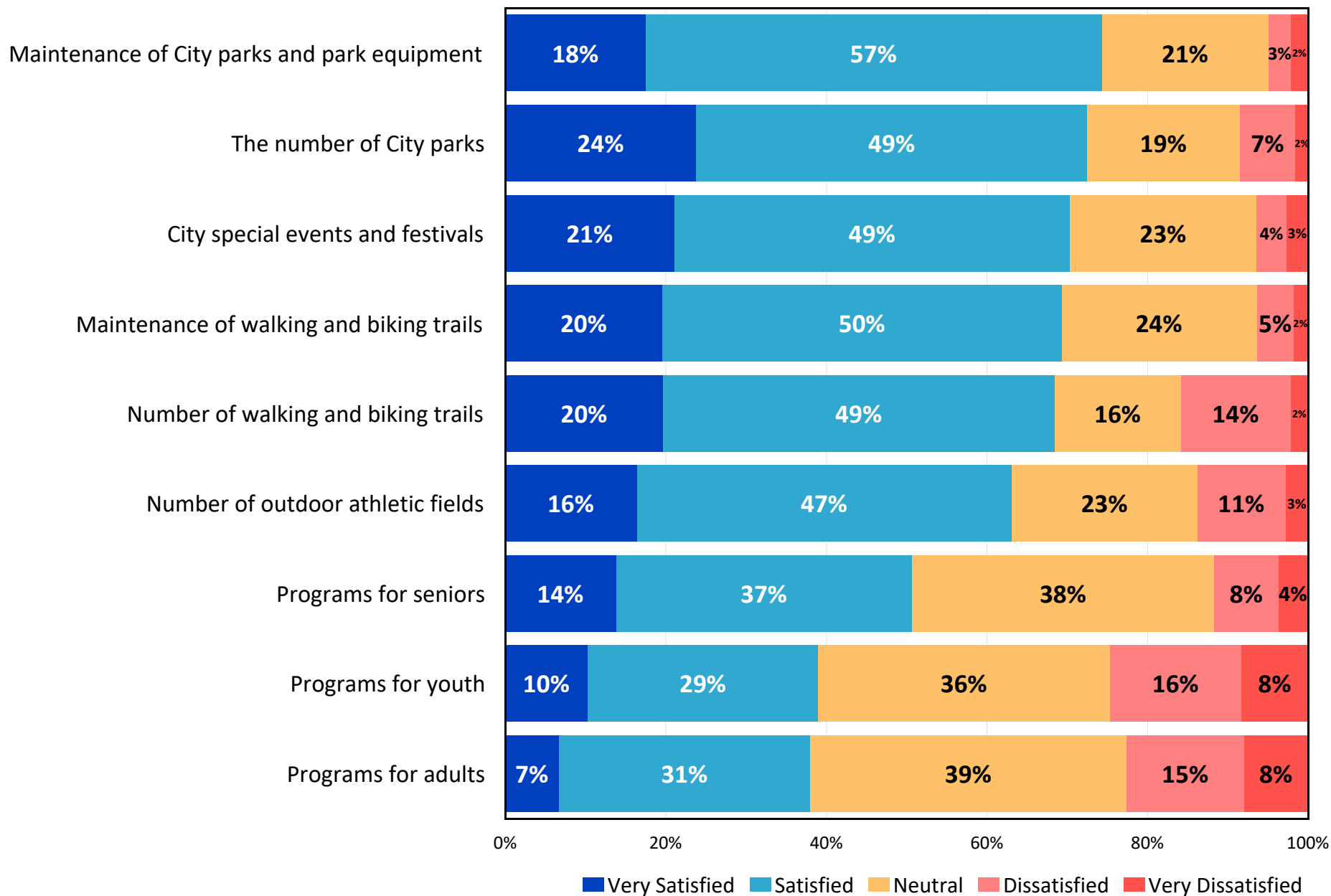
by percentage of respondents who rated item as a 1 to 5 on a 5-point scale (without “don't know”)



Source: ETC Institute (2022)

Q9. Satisfaction With Parks and Recreation

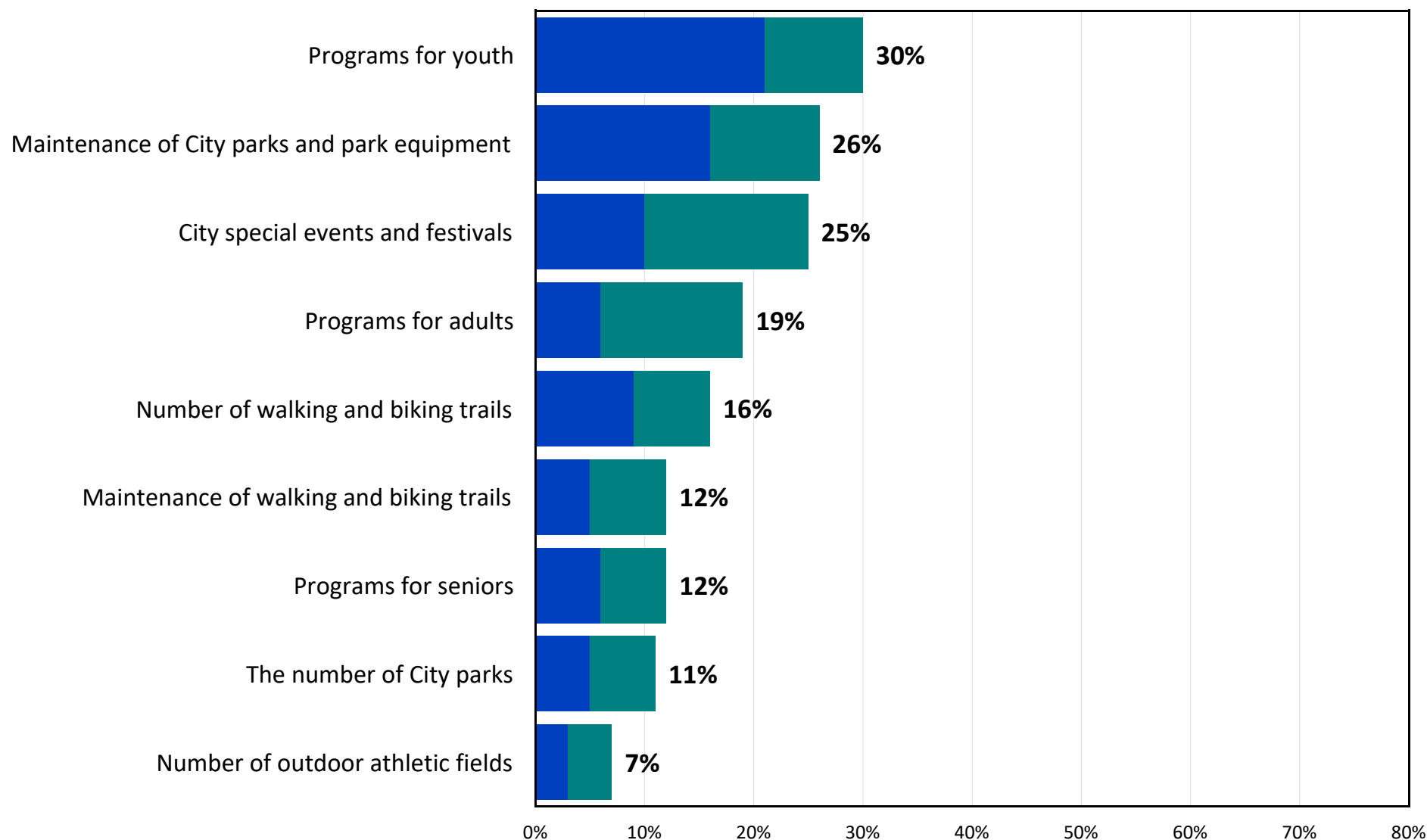
by percentage of respondents who rated item as a 1 to 5 on a 5-point scale (without “don't know”)



Source: ETC Institute (2022)

Q10. Parks and Recreation Items That Should Receive the Most Emphasis in the Next Two Years

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

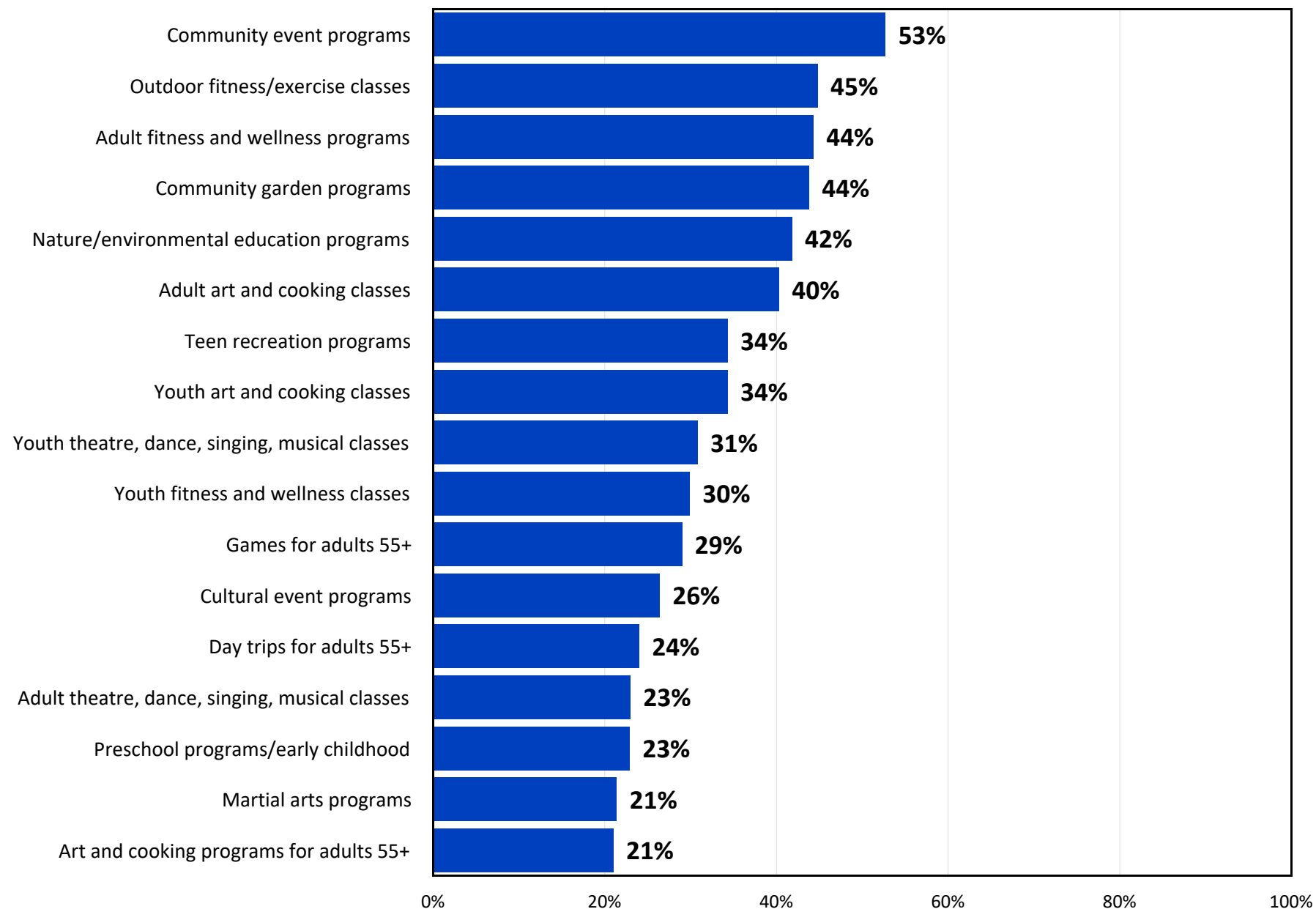


Source: ETC Institute (2022)

■ Most Emphasis ■ 2nd Choice

Q11. Household Programming Needs

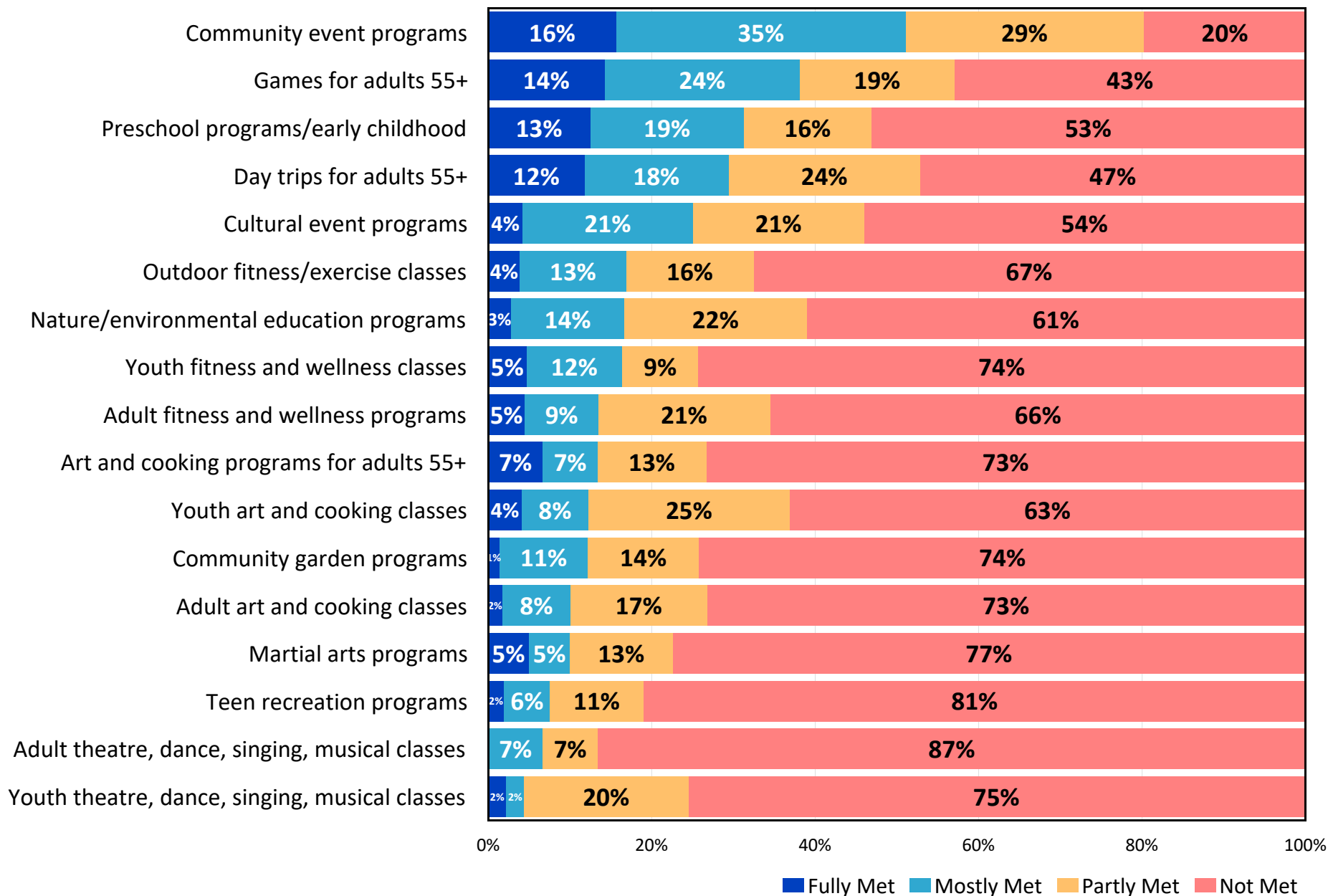
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2022)

Q11. How Well Programs Meet the Needs of Respondent Households

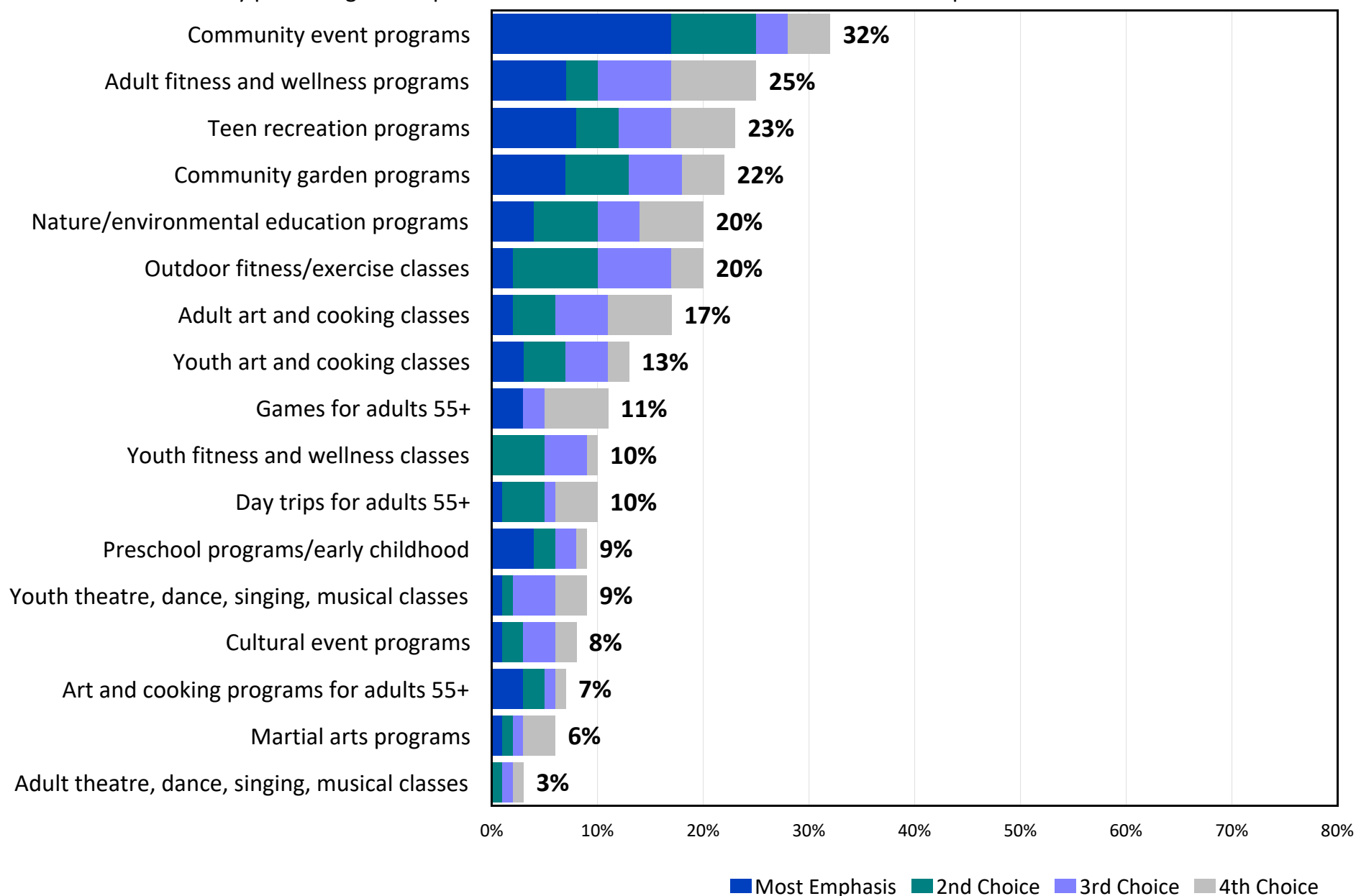
by percentage of respondents who have a need for the program



Source: ETC Institute (2022)

Q12. Programs Most Important to Households

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

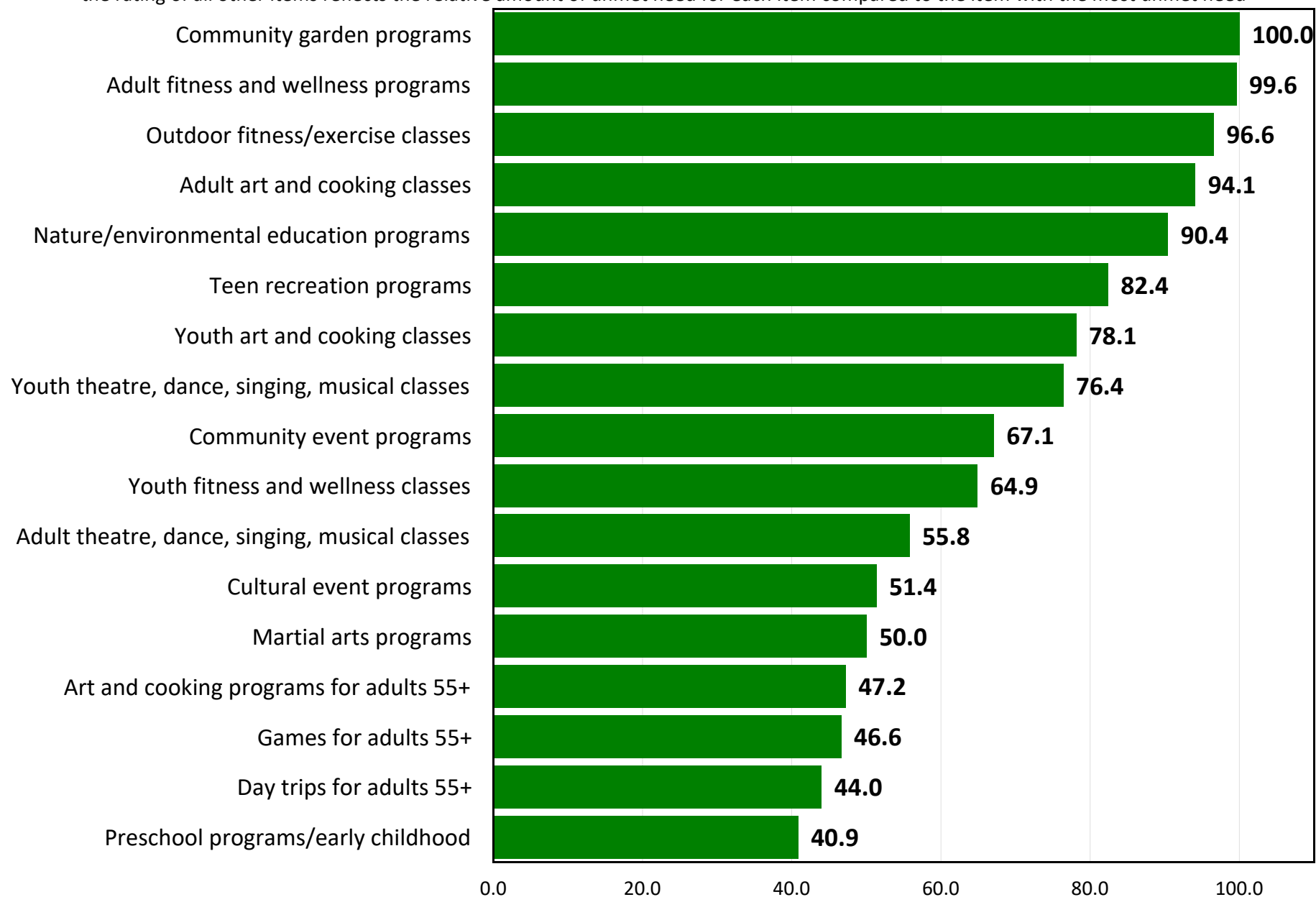


Source: ETC Institute (2022)

Unmet Needs Rating for Recreation Programming

the rating for the item with the most unmet need=100

the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need

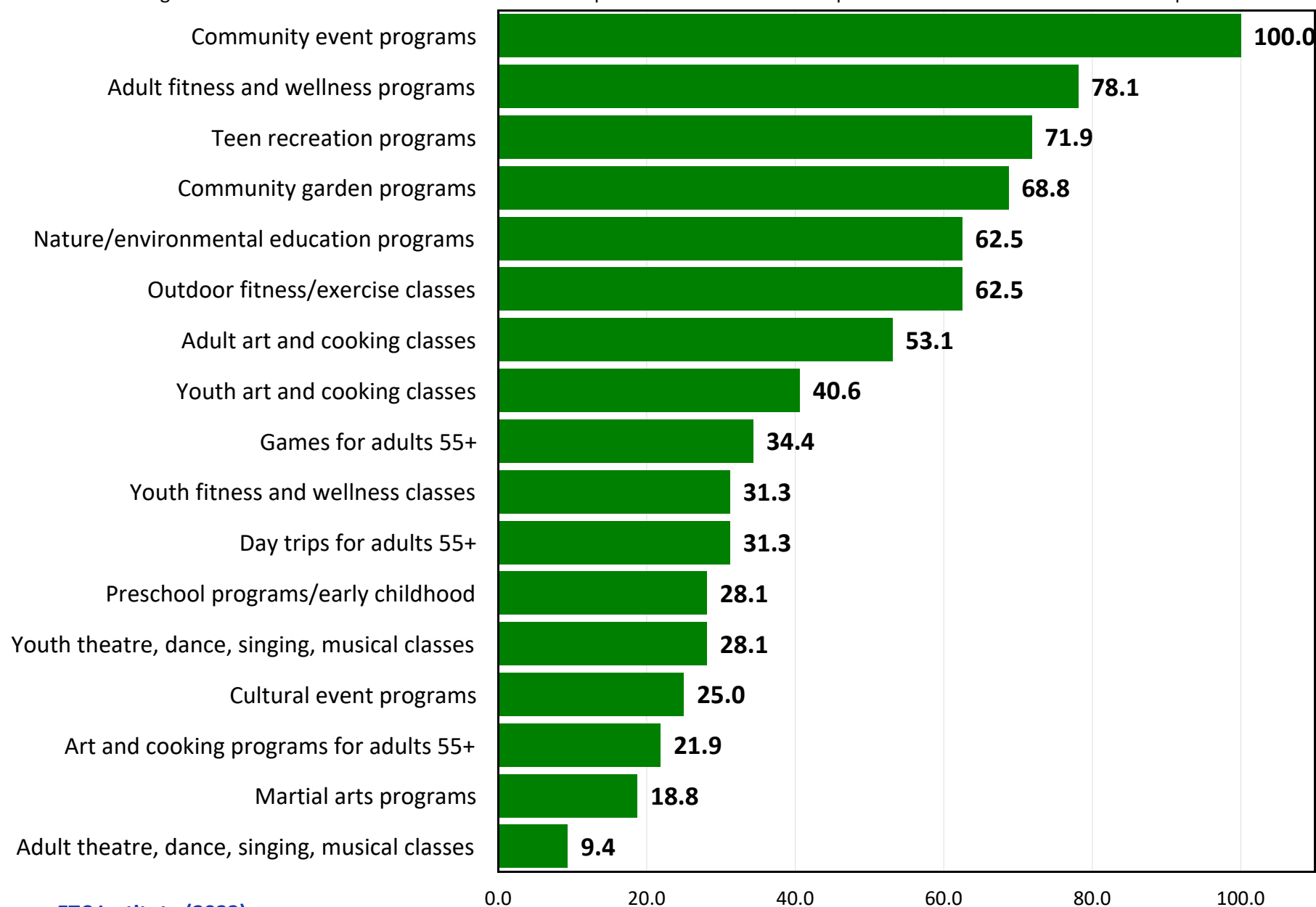


Source: ETC Institute (2022)

Importance Rating for Recreation Programming

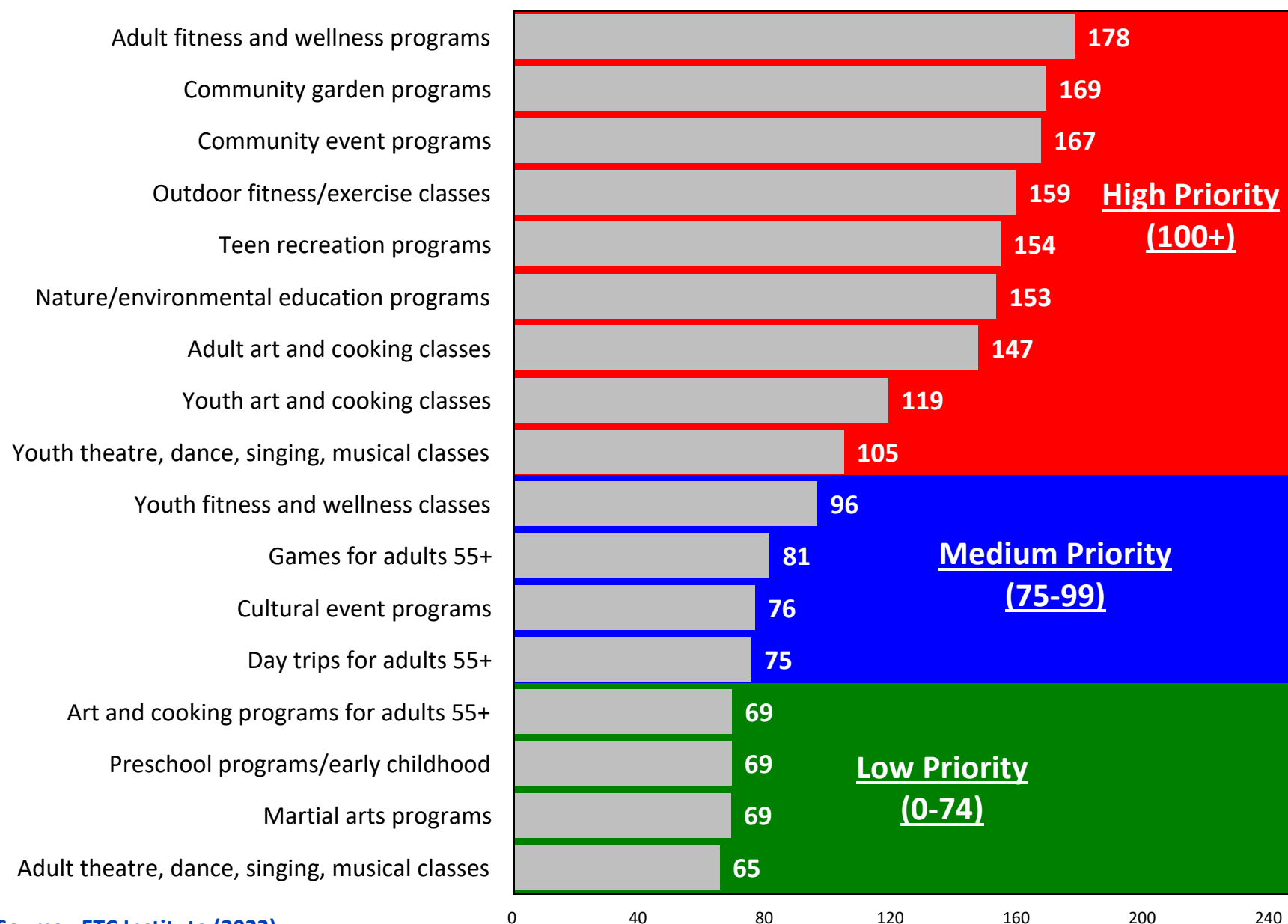
the rating for the item rated as the most important=100

the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Source: ETC Institute (2022)

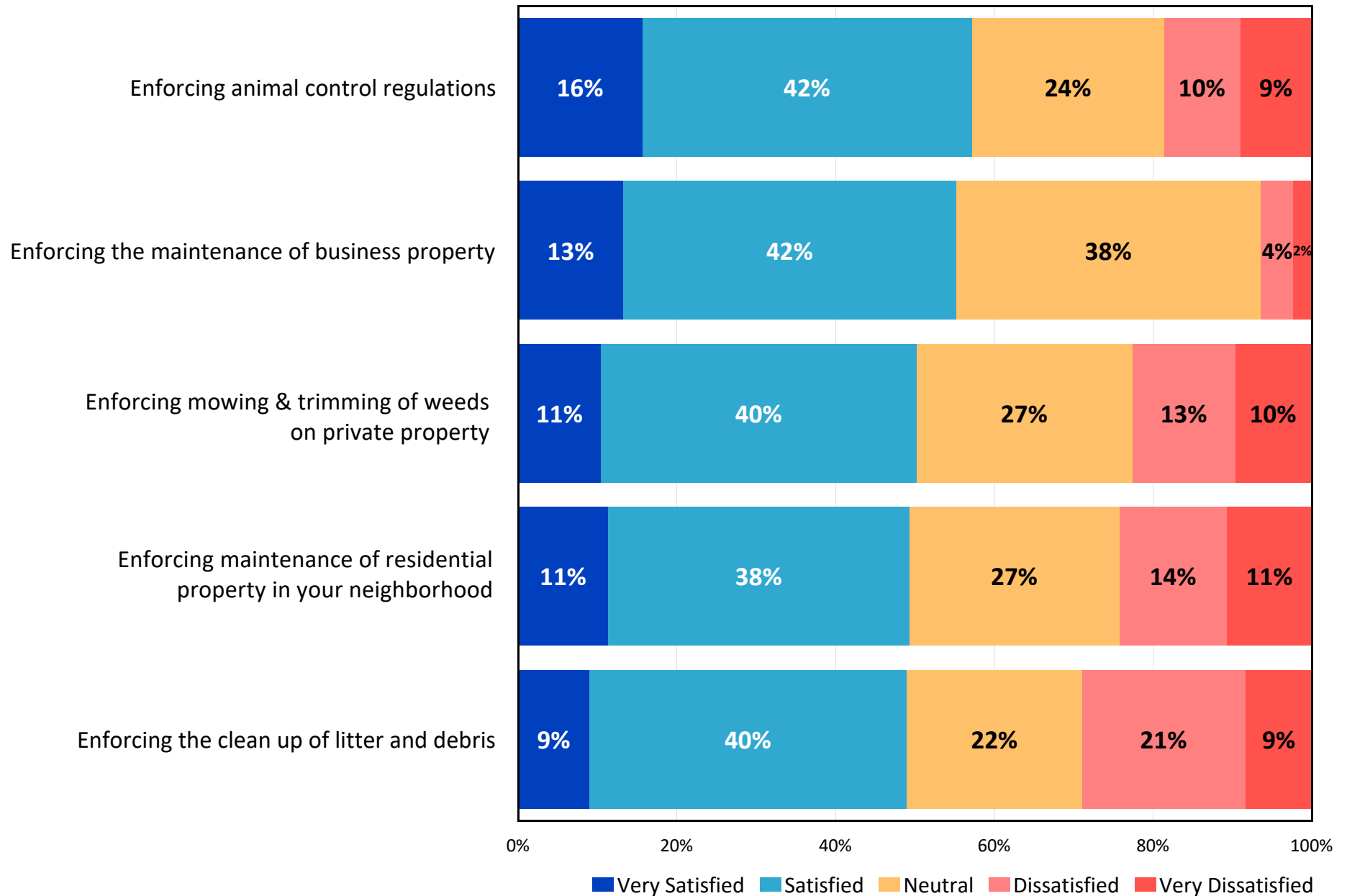
Top Priorities for Investment for Recreation Programming Based on the Priority Investment Rating



Source: ETC Institute (2022)

Q13. Satisfaction With the Enforcement of City Codes and Ordinances

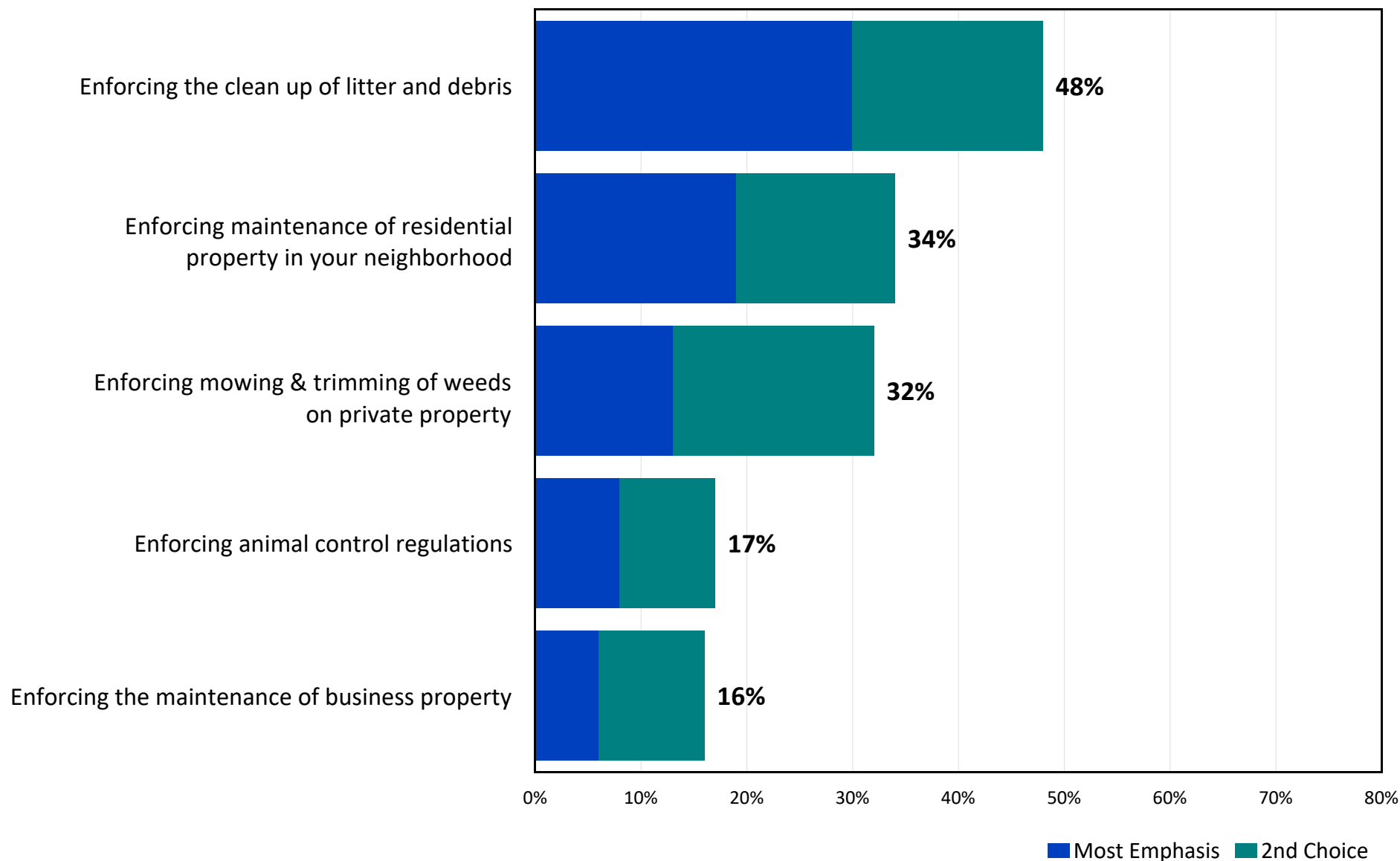
by percentage of respondents who rated item as a 1 to 5 on a 5-point scale (without “don't know”)



Source: ETC Institute (2022)

Q14. City Codes and Ordinance Items That Should Receive the Most Emphasis in the Next Two Years

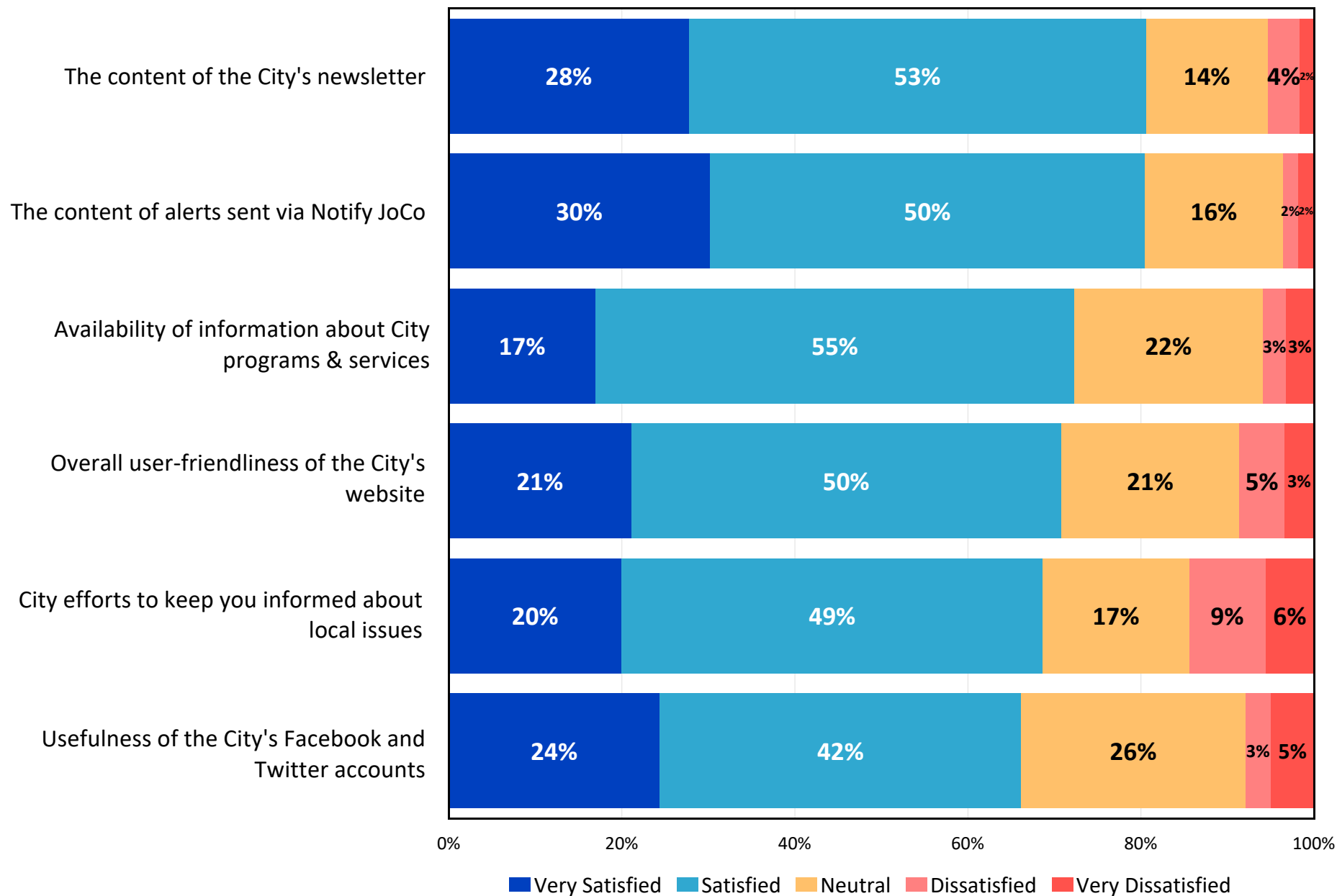
by percentage of respondents who selected the items as one of their top two choices



Source: ETC Institute (2022)

Q15. Satisfaction With City Communication

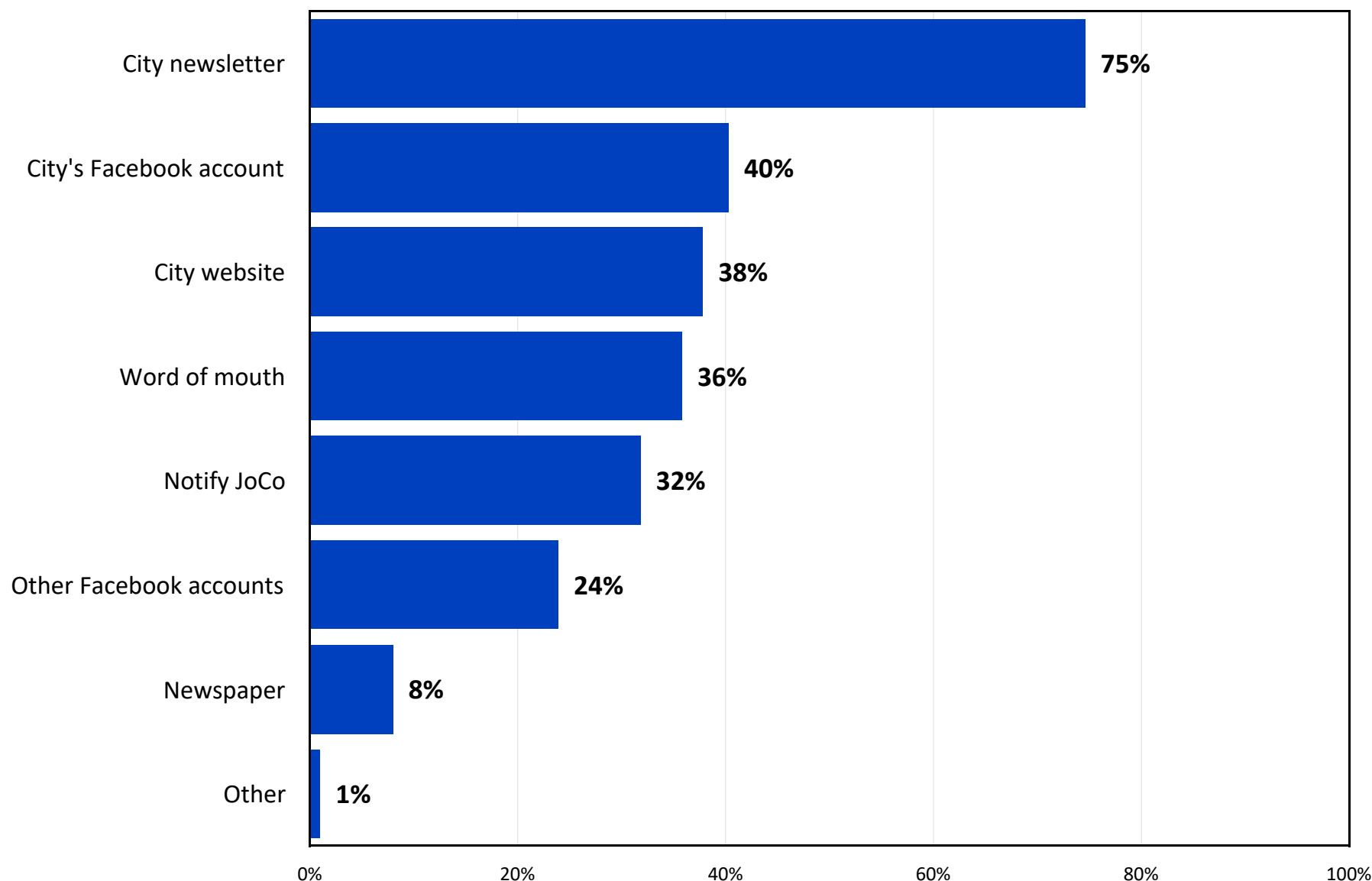
by percentage of respondents who rated item as a 1 to 5 on a 5-point scale (without “don't know”)



Source: ETC Institute (2022)

Q16. Which of the following are your PRIMARY SOURCES for information about community activities and services?

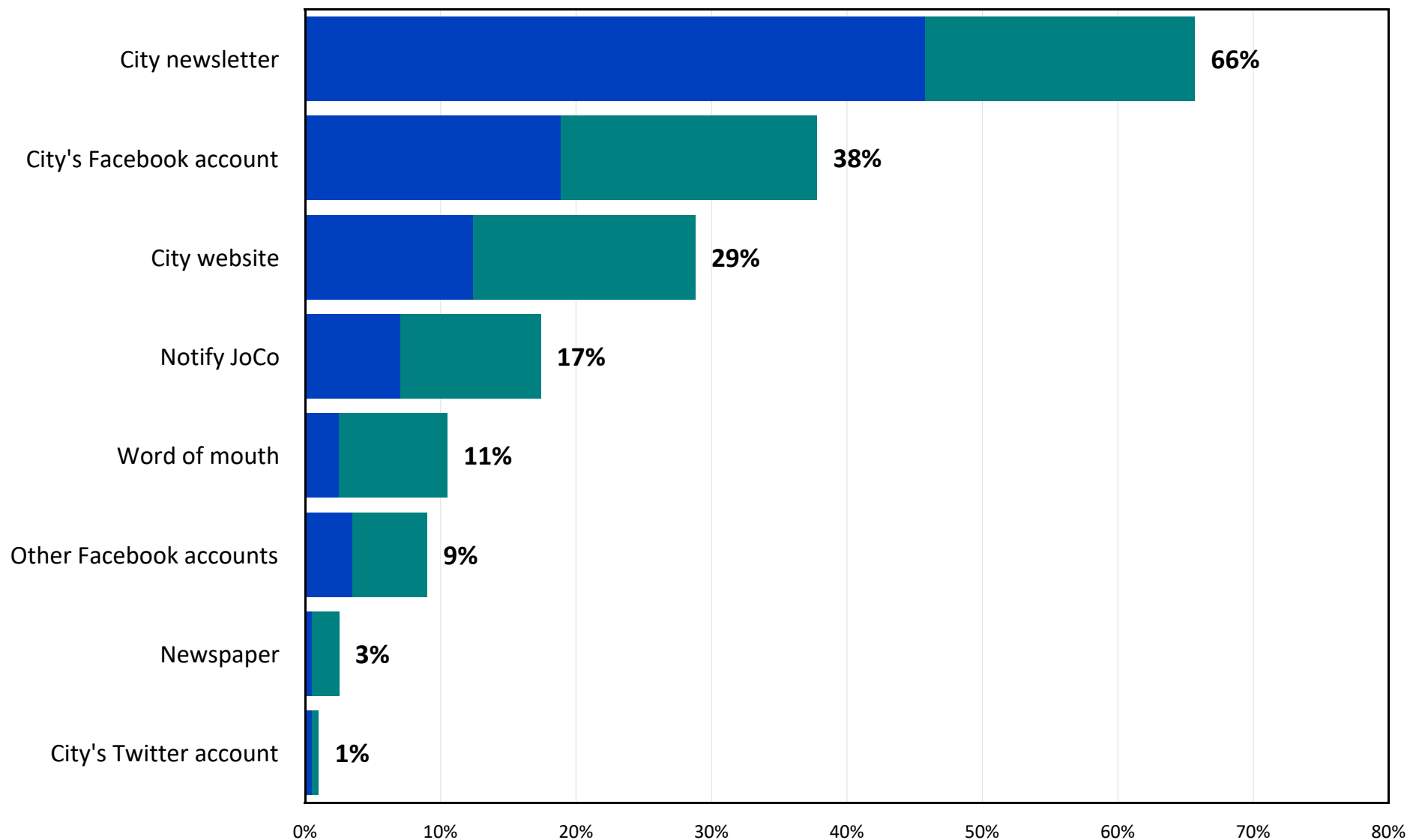
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2022)

Q17. Which TWO of the methods of communication listed in Question 14 do you PREFER MOST?

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

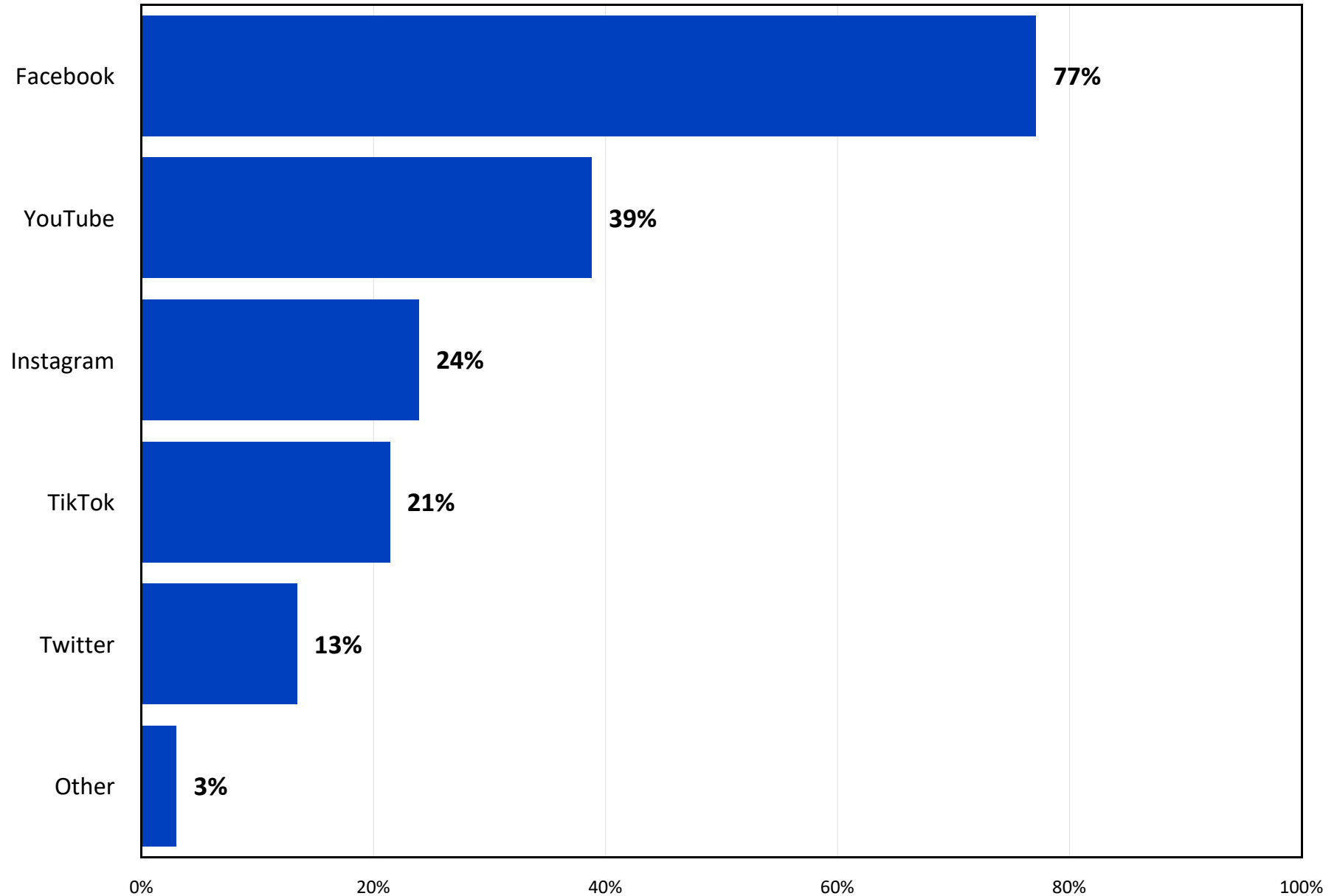


Source: ETC Institute (2022)

■ Most Preferred ■ 2nd Choice

Q18. Do you use any of the following social network sites?

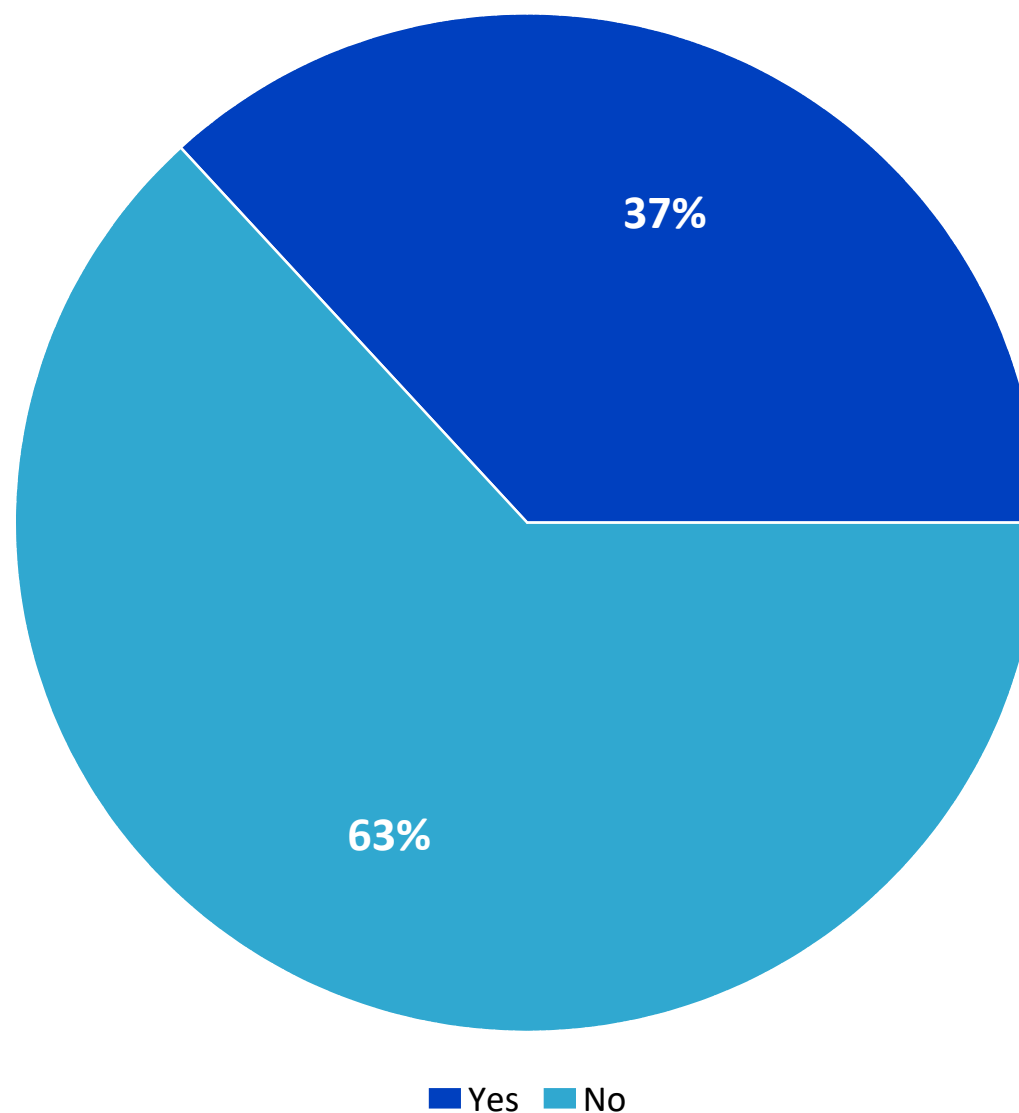
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2022)

Q19. Customer Service. Have you had contact with the City over a question, problem, or complaint during the past year? For instance, paying a bill in person, signing up for Parks and Rec classes, calling in a water main break, questions or complaints.

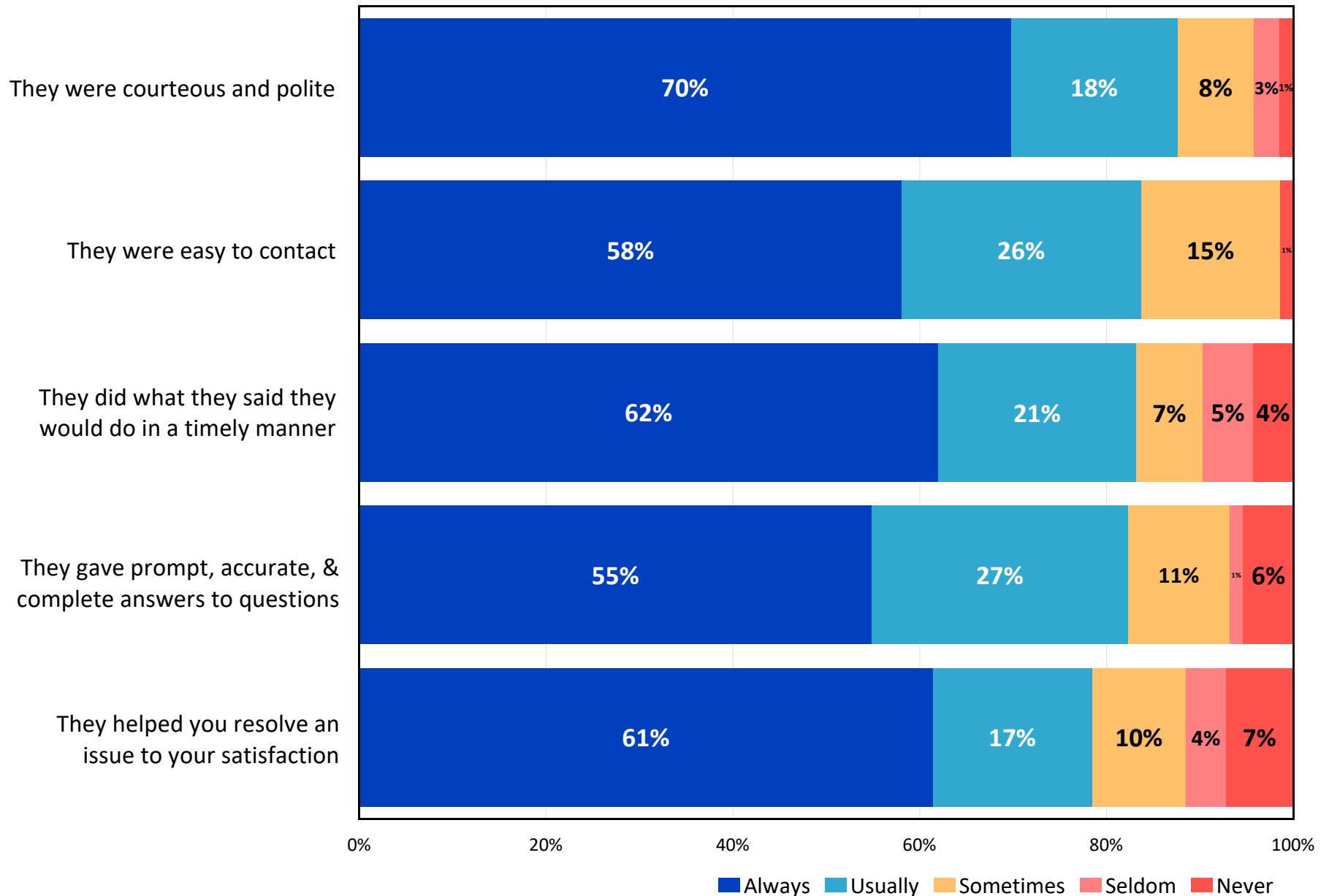
by percentage of respondents



Source: ETC Institute (2022)

Q19b. Perception of the Quality of Customer Service

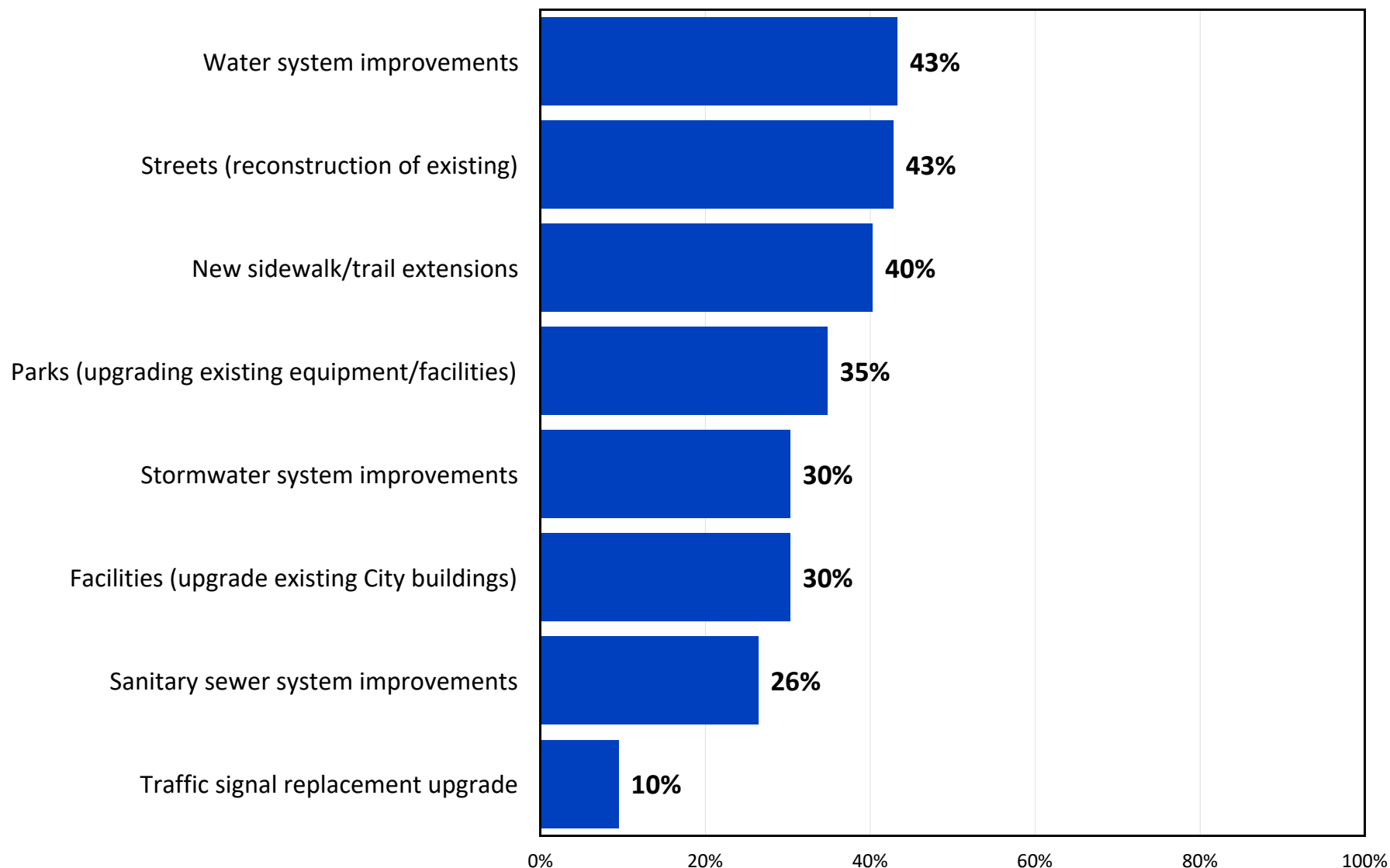
by percentage of respondents who contacted the City and rated item as a 1 to 5 on a 5-point scale (without “don't know”)



Source: ETC Institute (2022)

Q20. City Capital Improvement Projects. Which THREE of the following capital improvements do you think are MOST IMPORTANT for the continued success of the City of Edgerton?

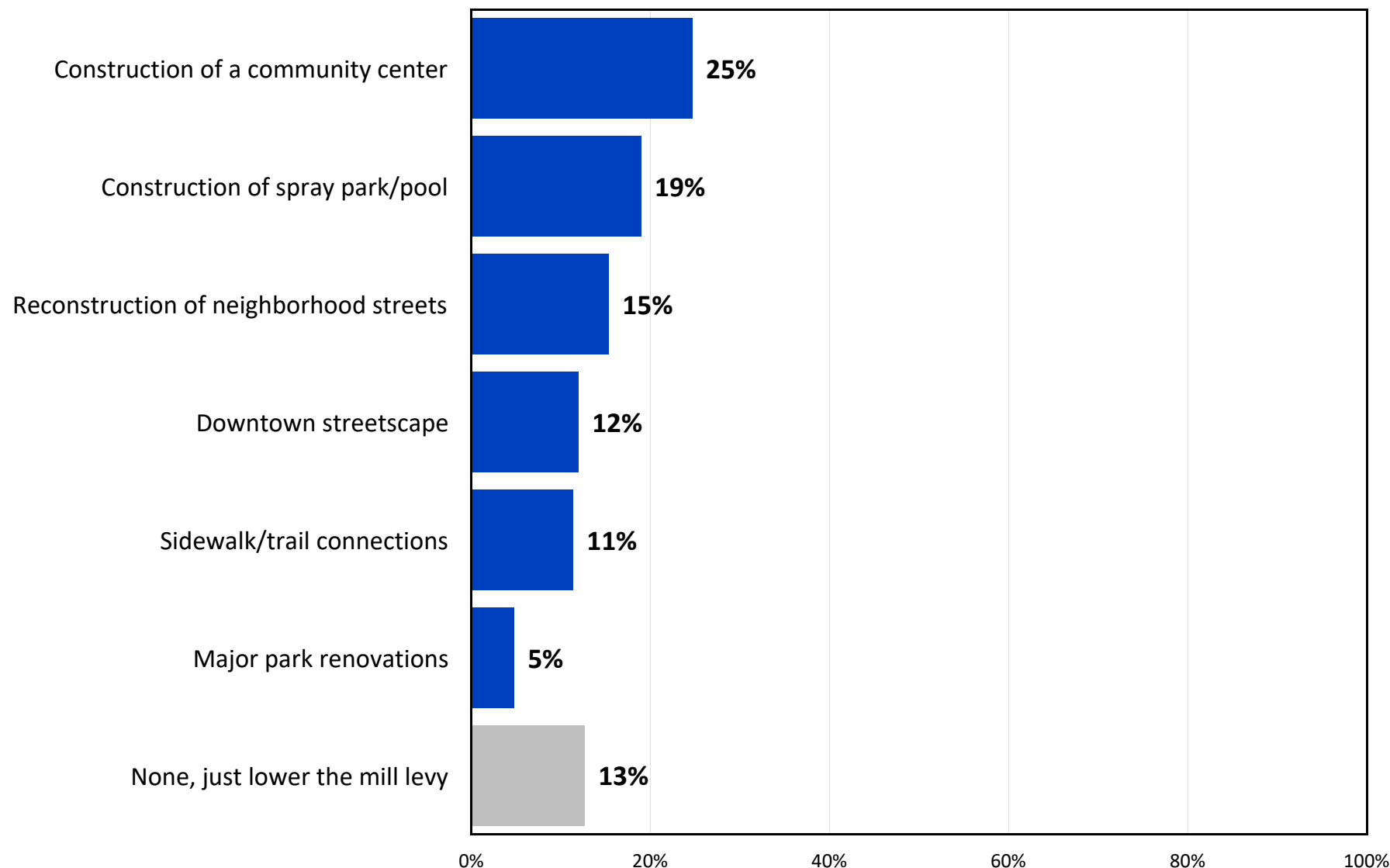
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2022)

Q21. The City may have the capacity (within budget) to fund capital projects without having to increase taxes. Considering this, which TWO of the items listed below do you think are MOST IMPORTANT to fund?

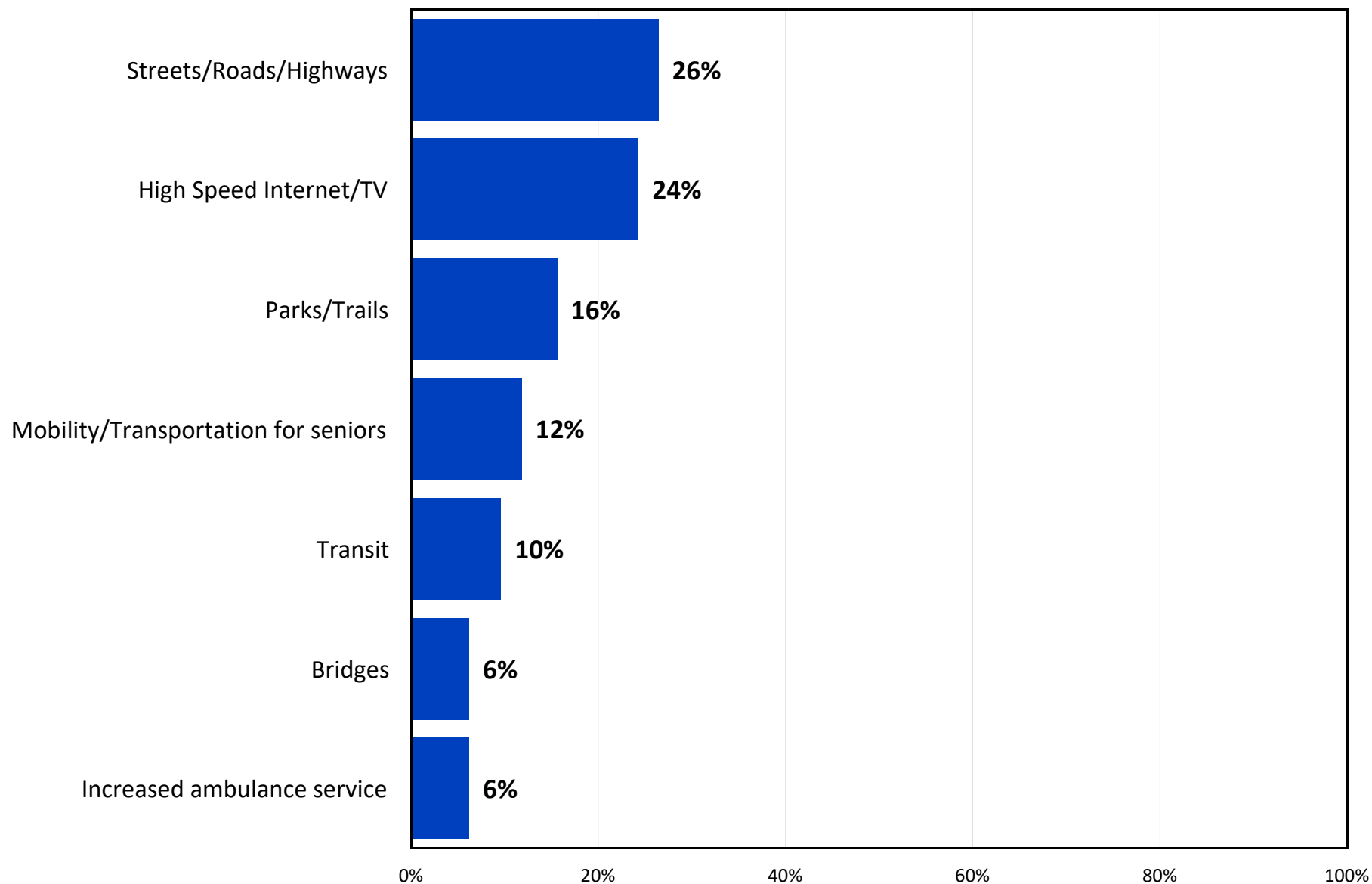
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2022)

Q22. County/Regional Priorities. Of the County/Regional priorities listed below, which **THREE** would you select as the **MOST IMPORTANT**?

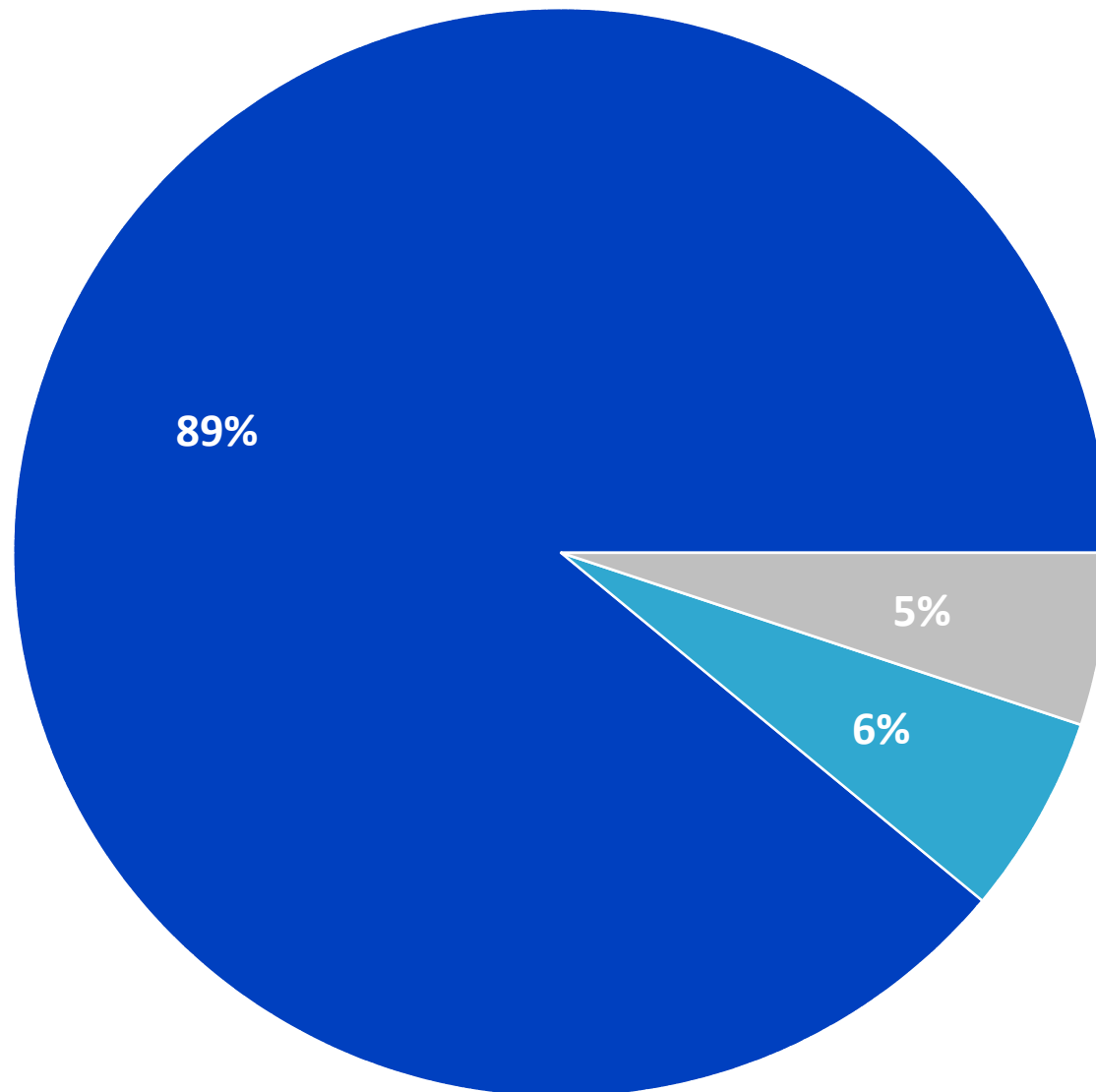
by percentage of respondents (multiple choices could be selected)



Source: ETC Institute (2022)

Q23. Do you have access to internet at home?

by percentage of respondents

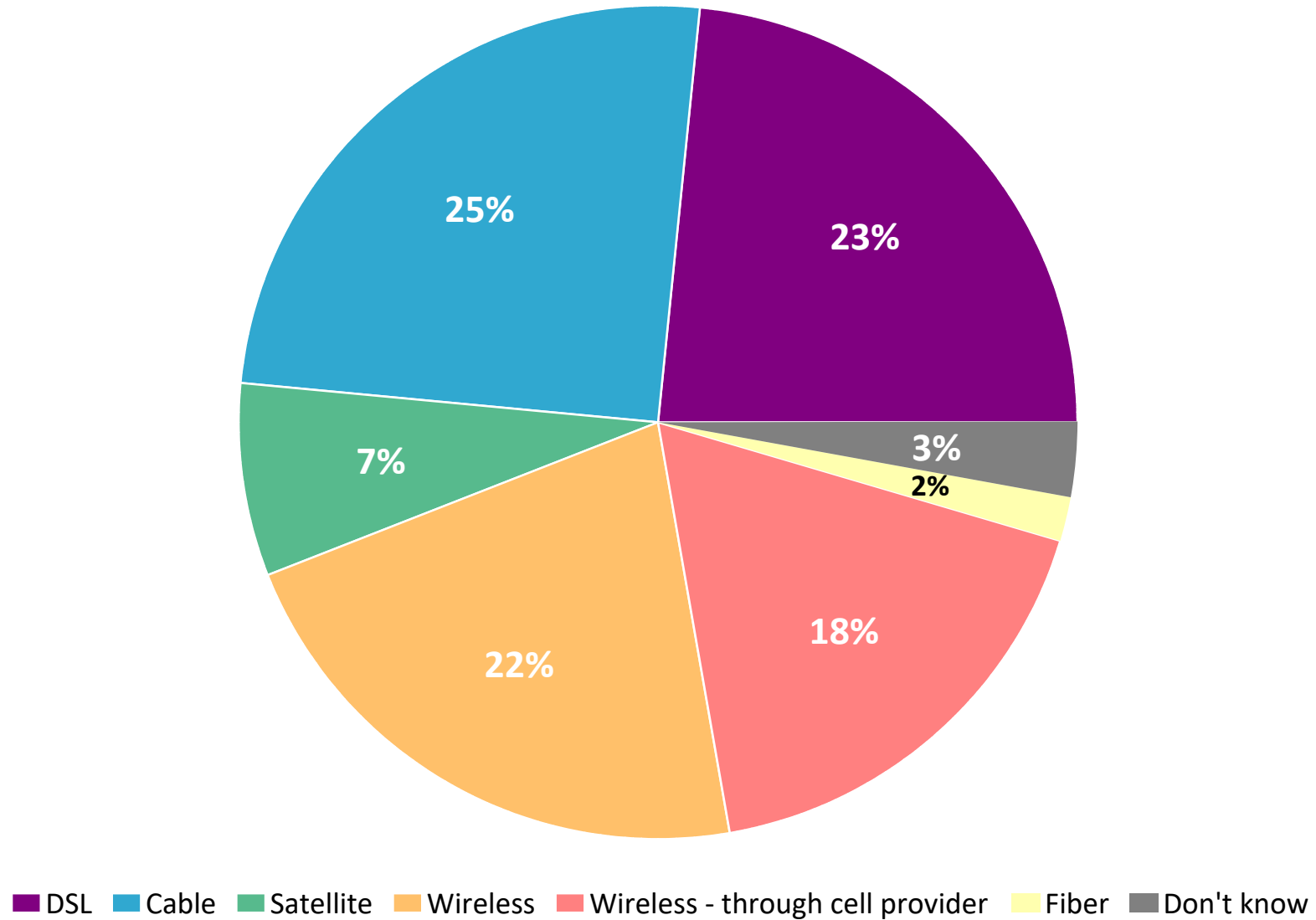


Source: ETC Institute (2022)

■ Yes ■ No ■ Not Provided

Q23a. What type of service do you have at your home?

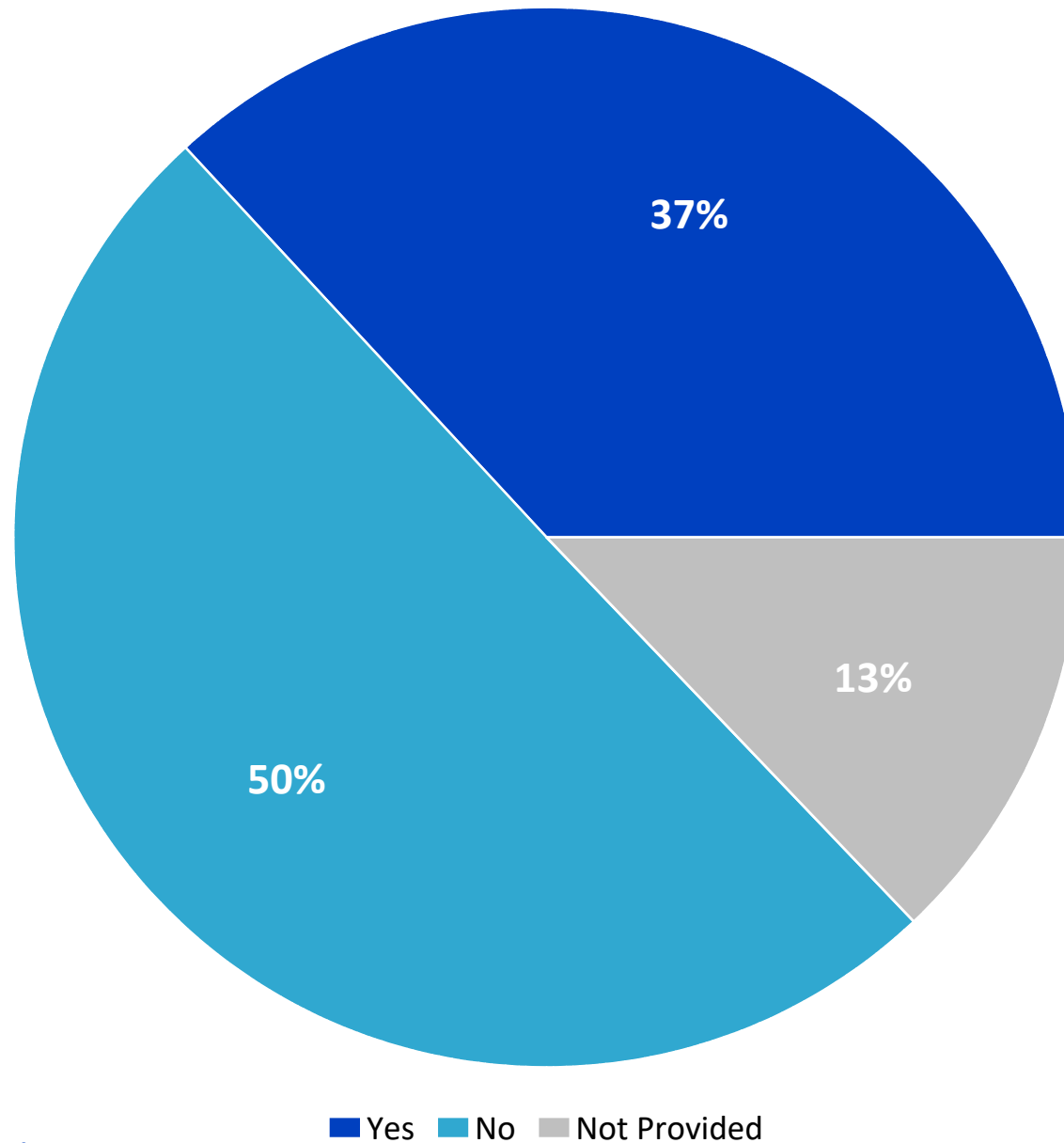
by percentage of respondents who indicated they have internet at home



Source: ETC Institute (2022)

Q23b. Have you had any recent service interruptions to your internet?

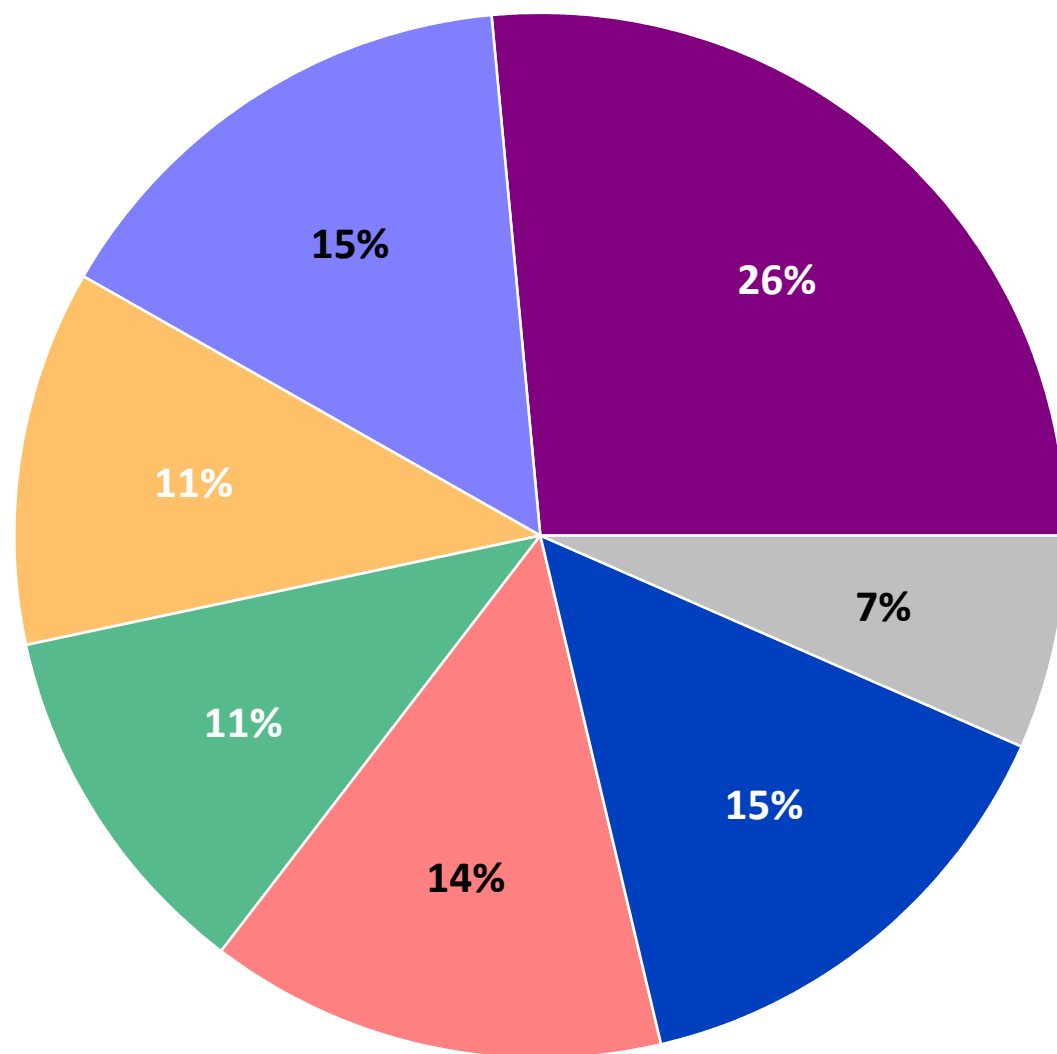
by percentage of respondents who indicated they have internet at home



Source: ETC Institute (2022)

Q24. Approximately how many years have you lived in the City of Edgerton?

by percentage of respondents

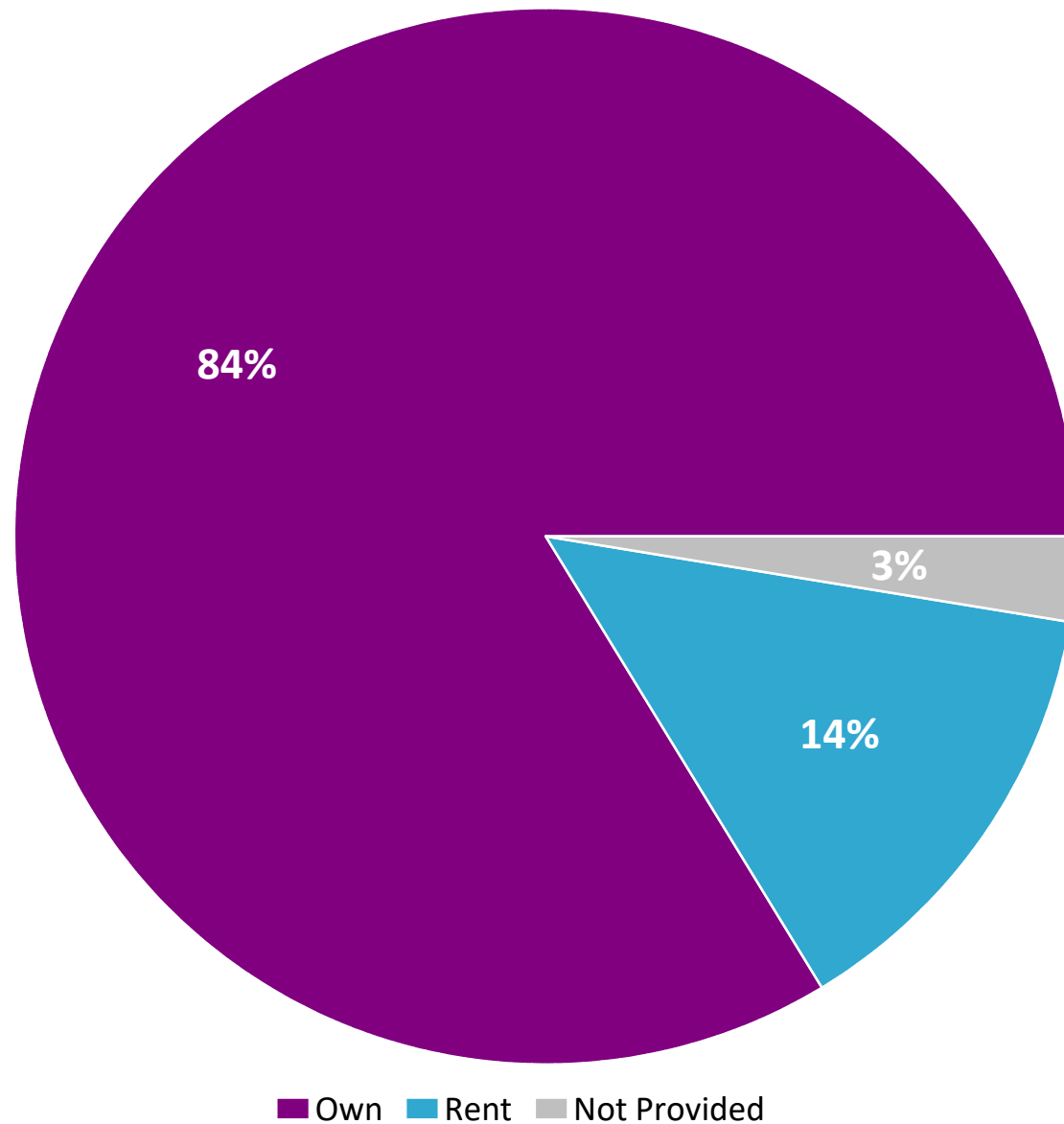


0-5 6-10 11-15 16-20 21-30 31+ Not Provided

Source: ETC Institute (2022)

Q25. Do you own or rent your current residence?

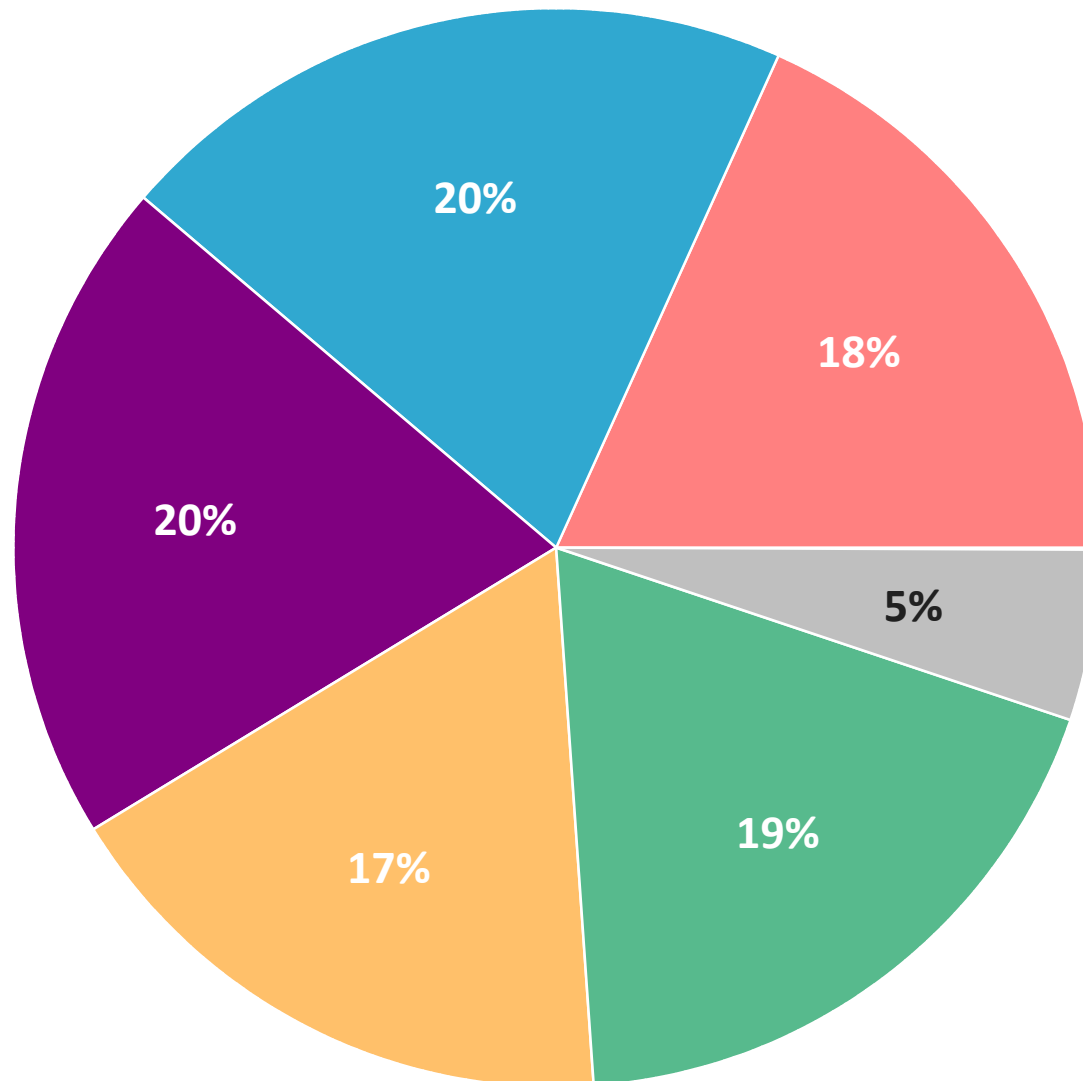
by percentage of respondents



Source: ETC Institute (2022)

Q28. What is your age?

by percentage of respondents

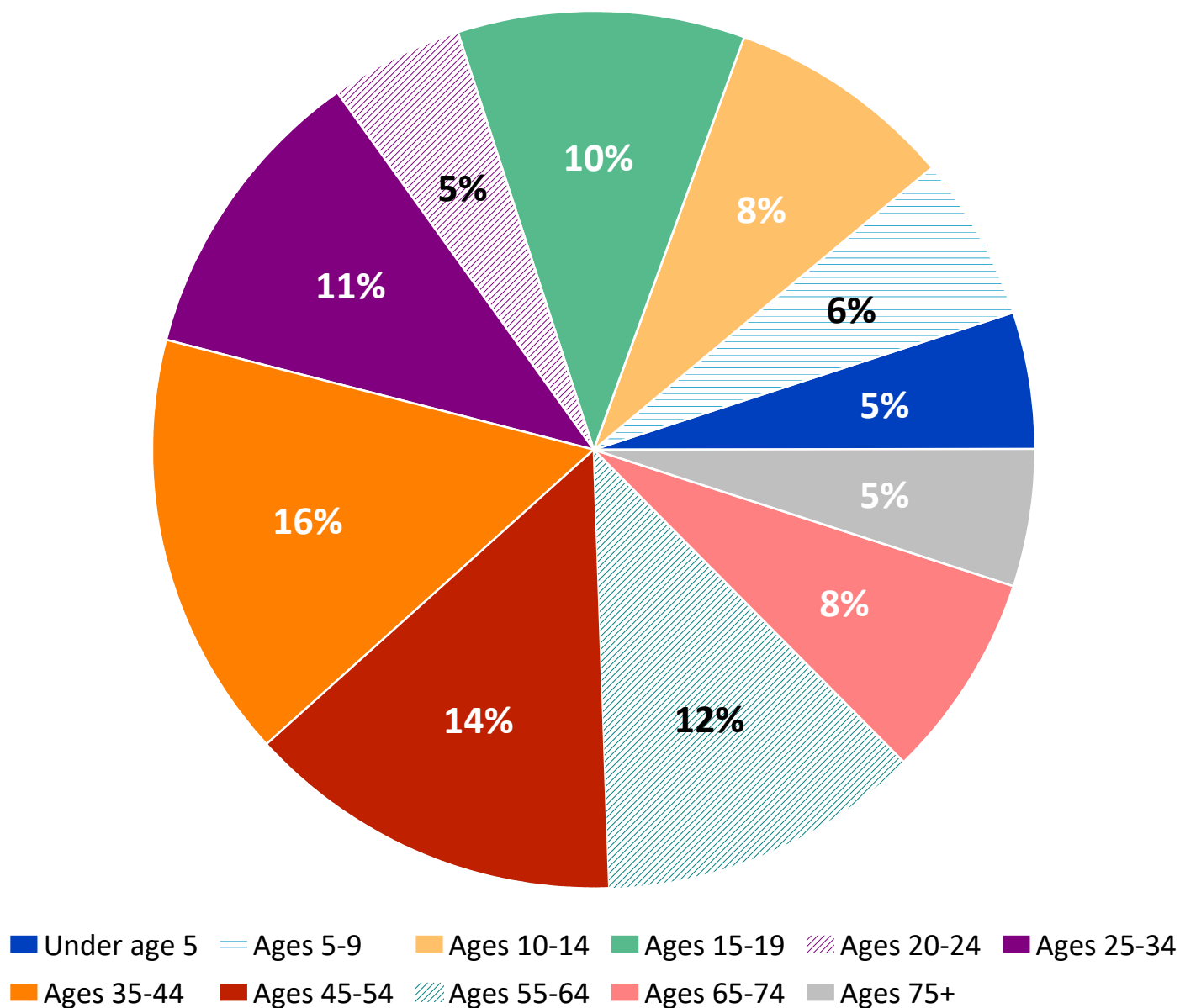


18-34 35-44 45-54 55-64 65+ Not Provided

Source: ETC Institute (2022)

Q29. Including yourself, how many persons in your household are...

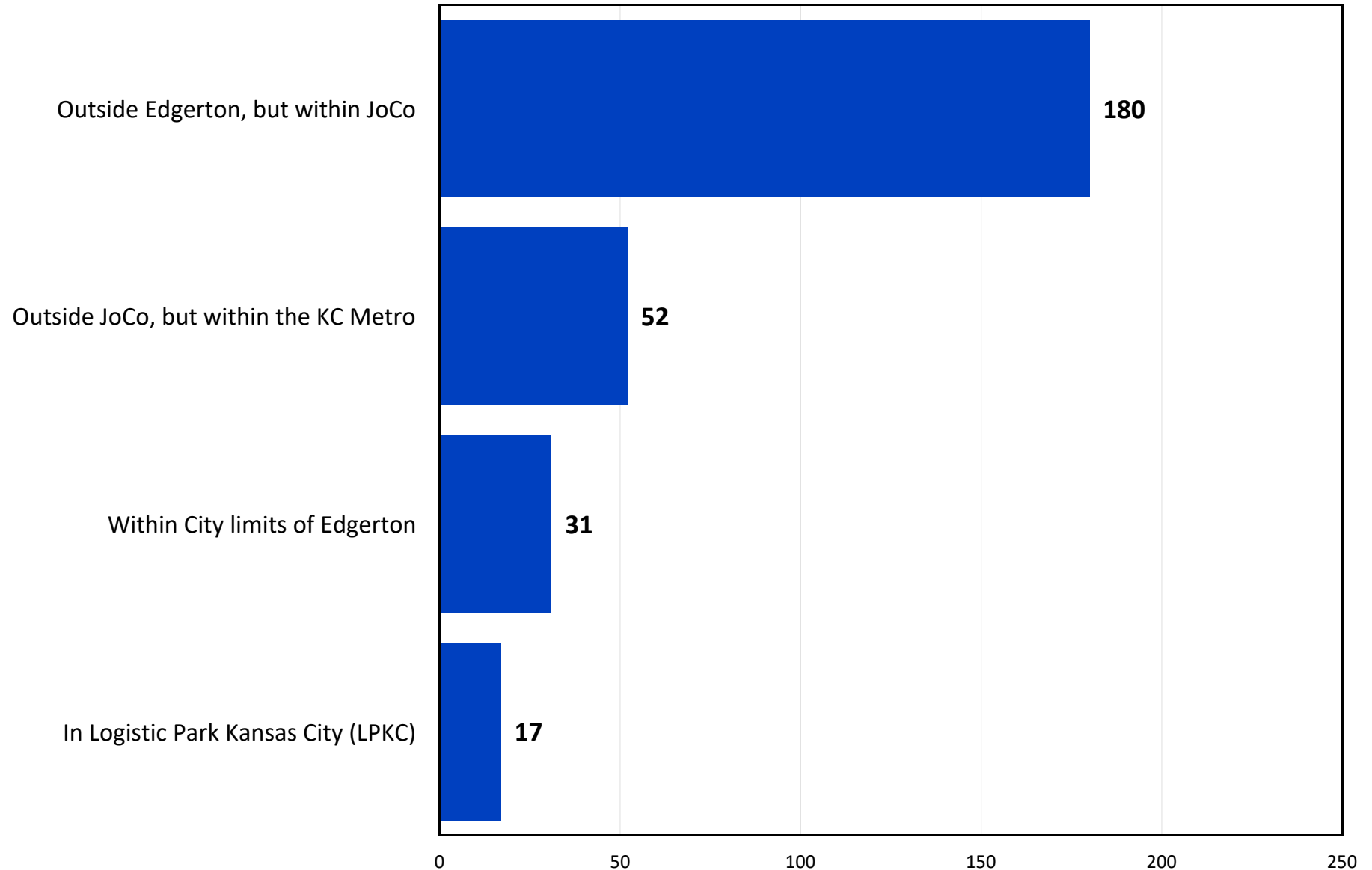
by percentage of respondents



Source: ETC Institute (2022)

Q30. How many persons in your household are employed in each of the following areas?

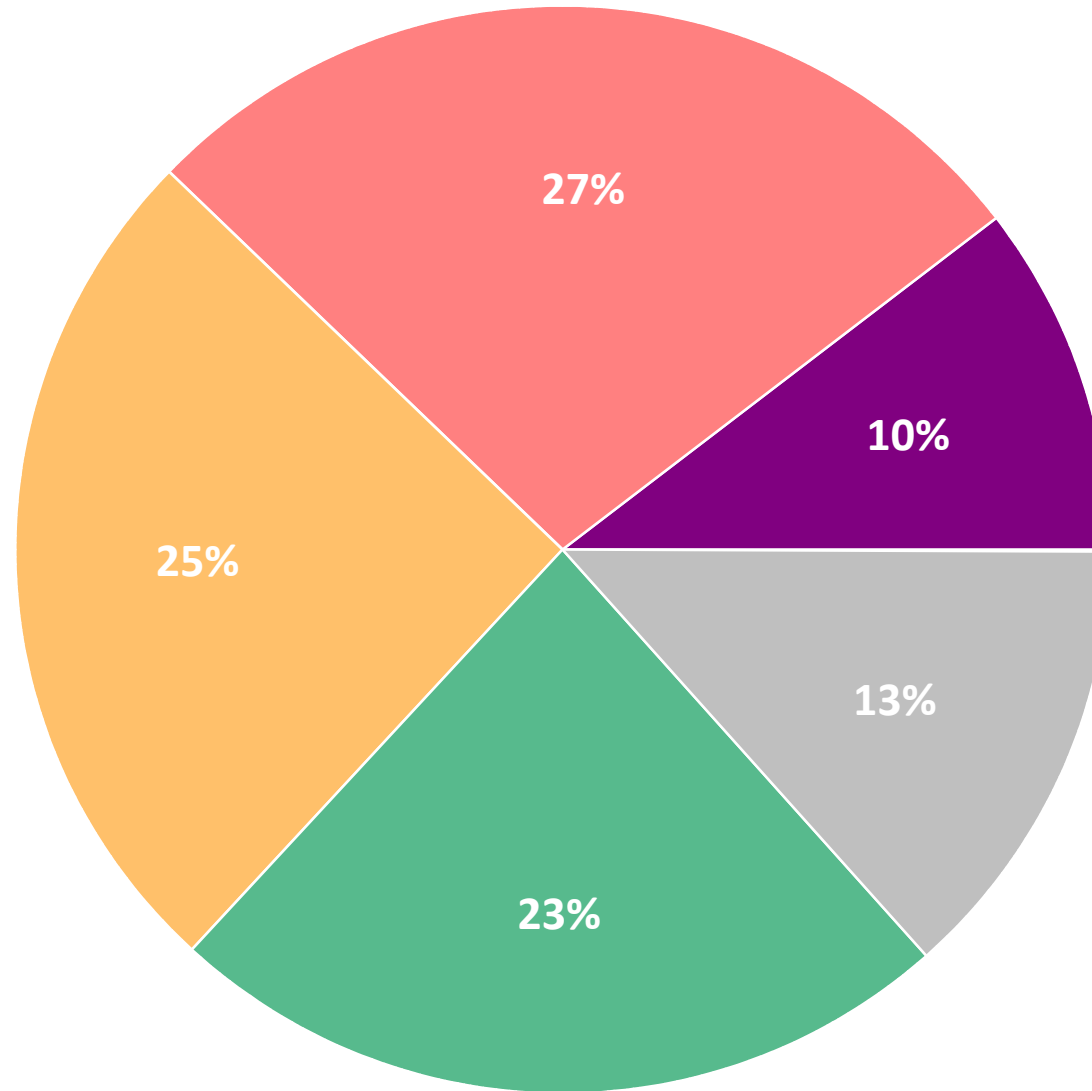
by number of respondents



Source: ETC Institute (2022)

Q31. Would you say your total household income is...

by percentage of respondents

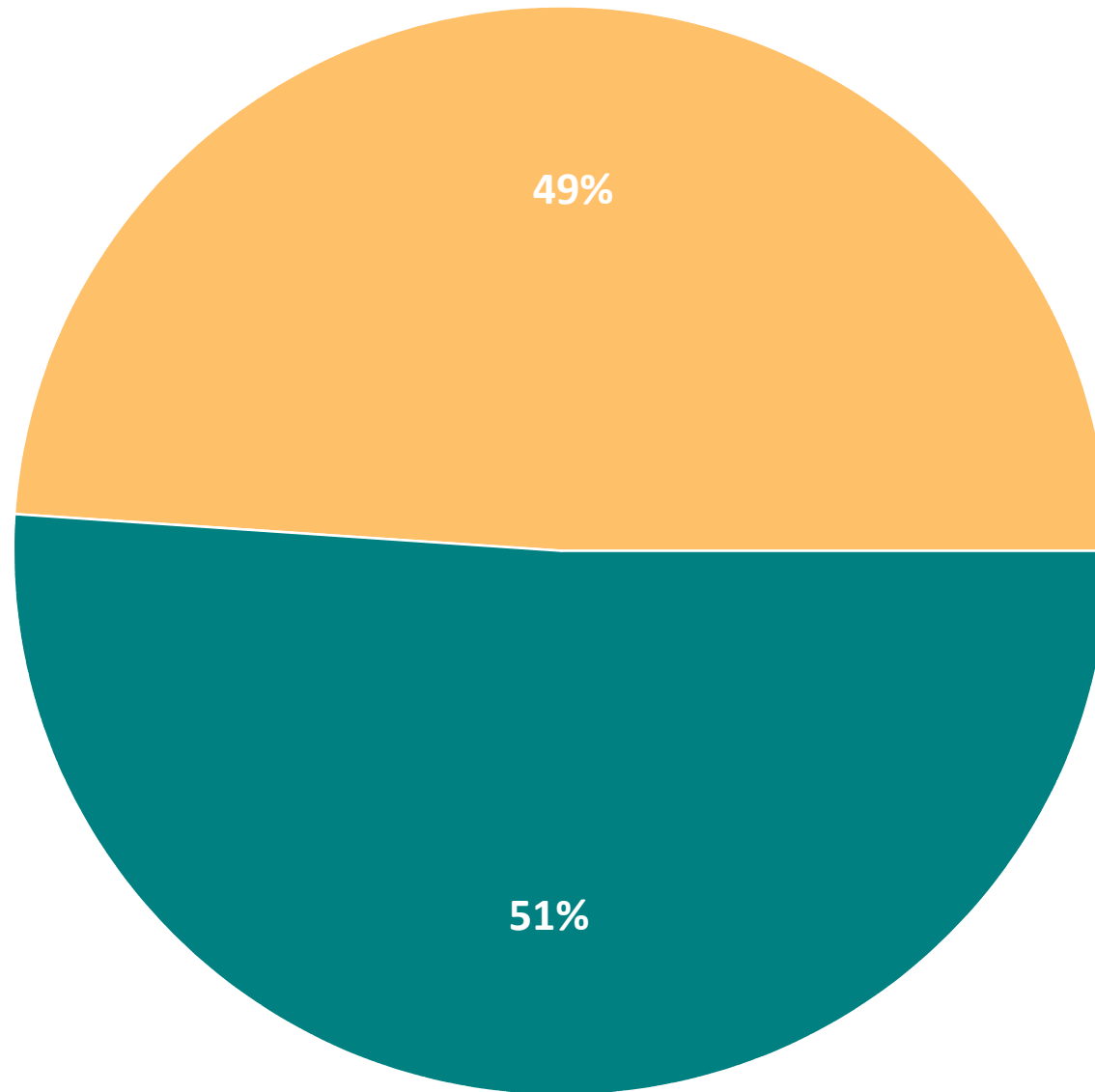


■ Under \$30,000 ■ \$30,000 to \$59,999 ■ \$60,000 to \$99,999 ■ \$100,000 or more ■ Not Provided

Source: ETC Institute (2022)

Q32. Your gender:

by percentage of respondents (without “not provided”)



Male Female

Source: ETC Institute (2022)

Section 2

Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Edgerton, Kansas

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.

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 thought should receive the most emphasis over the next two years. Forty-two percent (2%) of respondents selected *overall maintenance of city streets, buildings, and facilities* as one of the most important services for the City to provide.

With regard to satisfaction, 64% of respondents surveyed rated the City's overall performance regarding the *overall maintenance of city streets, buildings, and facilities* 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 the *overall maintenance of city streets, buildings, and facilities* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 42% was multiplied by 46% (1-0.45). This calculation yielded an I-S rating of 0.1516 which ranked first out of 12 major service categories.

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



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

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

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

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

2022 Importance-Satisfaction Rating

City of Edgerton, Kansas

Major Categories of City Services

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 city streets, buildings and facilities	42%	1	64%	9	0.1516	1
Overall effectiveness of community planning and development	33%	3	57%	11	0.1416	2
Overall enforcement of city codes and ordinances	22%	6	49%	12	0.1113	3
Medium Priority (IS <.10)						
Quality of city parks and facilities	33%	2	71%	7	0.0950	4
Overall quality of water/sewer utilities	26%	4	67%	8	0.0858	5
Overall flow of traffic and congestion management in Edgerton	21%	7	74%	6	0.0552	6
Overall quality of police services	22%	5	81%	3	0.0416	7
Overall effectiveness of city communication with the public	15%	8	77%	5	0.0351	8
Quality of animal control	9%	10	62%	10	0.0344	9
Overall quality of ambulance services	10%	9	81%	2	0.0186	10
Overall quality of customer service you receive from city employees	6%	12	79%	4	0.0128	11
Overall quality of fire services	7%	11	96%	1	0.0028	12

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City'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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Edgerton, Kansas

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Quality of community public safety programs	54%	1	51%	7	0.2651	1
High Priority (IS .10-.20)						
The visibility of police in neighborhoods	53%	2	64%	6	0.1908	2
Medium Priority (IS <.10)						
Enforcement of local traffic laws	33%	3	70%	5	0.0993	3
Overall quality of contracted Police protection (JoCo Sheriff's Office)	31%	4	77%	4	0.0707	4
The attitude and behavior of sheriff's office personnel toward citizens	18%	5	79%	3	0.0385	5
Overall quality of local fire protection (Johnson County Fire District 1)	15%	6	94%	1	0.0093	6
District 1) personnel toward citizens	4%	7	91%	2	0.0038	7

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City'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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Edgerton, Kansas

City Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Adequacy of City street lighting	44%	1	47%	10	0.2345	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of sidewalks in the City	36%	2	57%	9	0.1559	2
Maintenance of streets in your neighborhood	32%	3	65%	6	0.1110	3
<u>Medium Priority (IS <.10)</u>						
Overall cleanliness of City streets and other public areas	31%	4	74%	3	0.0815	4
Maintenance of major City streets	24%	5	72%	4	0.0679	5
Snow removal on neighborhood streets	23%	6	71%	5	0.0676	6
Maintenance of City entrance signage	16%	7	59%	8	0.0662	7
Maintenance of City buildings	13%	8	60%	7	0.0519	8
Maintenance of street signs/traffic signals	8%	9	77%	2	0.0185	9
Snow removal on major City streets	8%	10	83%	1	0.0135	10

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City'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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Edgerton, Kansas

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Programs for youth	30%	1	39%	8	0.1830	1
Programs for adults	19%	4	38%	9	0.1178	2
Medium Priority (IS <.10)						
City special events and festivals	25%	3	70%	3	0.0743	3
Maintenance of City parks and park equipment	26%	2	74%	1	0.0668	4
Programs for seniors	12%	7	51%	7	0.0592	5
Number of walking and biking trails	16%	5	68%	5	0.0506	6
Maintenance of walking and biking trails	12%	6	69%	4	0.0368	7
The number of City parks	11%	8	73%	2	0.0303	8
Number of outdoor athletic fields	7%	9	63%	6	0.0258	9

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City'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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2022 Importance-Satisfaction Rating

City of Edgerton, Kansas

Enforcement of City Codes and Ordinances

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing the clean up of litter and debris	48%	1	49%	5	0.2448	1
<u>High Priority (IS .10-.20)</u>						
Enforcing the maintenance of residential property in your neighborhood	34%	2	49%	4	0.1724	2
Enforcing the mowing and trimming of weeds on private property	32%	3	50%	3	0.1594	3
<u>Medium Priority (IS <.10)</u>						
Enforcing animal control regulations (e.g. pet license, leash law)	17%	4	57%	1	0.0728	4
Enforcing the maintenance of business property	16%	5	55%	2	0.0717	5

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City'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 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Section 3

Trends Analysis



Trends Analysis

City of Edgerton, Kansas

Overview

ETC Institute has conducted four previous (2013, 2015, 2018, and 2020) community surveys for the City of Edgerton to assess resident satisfaction with major city services. Given the sample size of the respective surveys, changes of 6% or more were statistically significant. Some of the significant changes are described below.

Significant Changes

- **Notable increases between survey results of 2022 and 2020 (based on increase of 6% or more):**
 - Satisfaction with the overall flow of traffic and congestion management (+12.5%)
 - Satisfaction with the overall quality of ambulance services (+10.4%)
 - Satisfaction with the overall quality of fire services (major City services section) (+9.9%)
 - Satisfaction with the overall quality of local fire protection (public safety section) (+9.0%)
 - Satisfaction with the enforcement of local traffic laws (+8.9%)
 - Satisfaction with the quality of animal control (+8.1%)
 - Satisfaction in the content of alerts sent via Notify JoCo (+7.8%)
 - Satisfaction with the overall quality of police services (+6.4%)
- **Notable decreases between survey results of 2022 and 2020 (based on decrease of 6% or more):**
 - Satisfaction with parks and recreation programs for youth (-10.1%)
 - Satisfaction with parks and recreation programs for adults (-7.8%)
 - Satisfaction with the City's efforts to keep you informed about local issues (-6.2%)

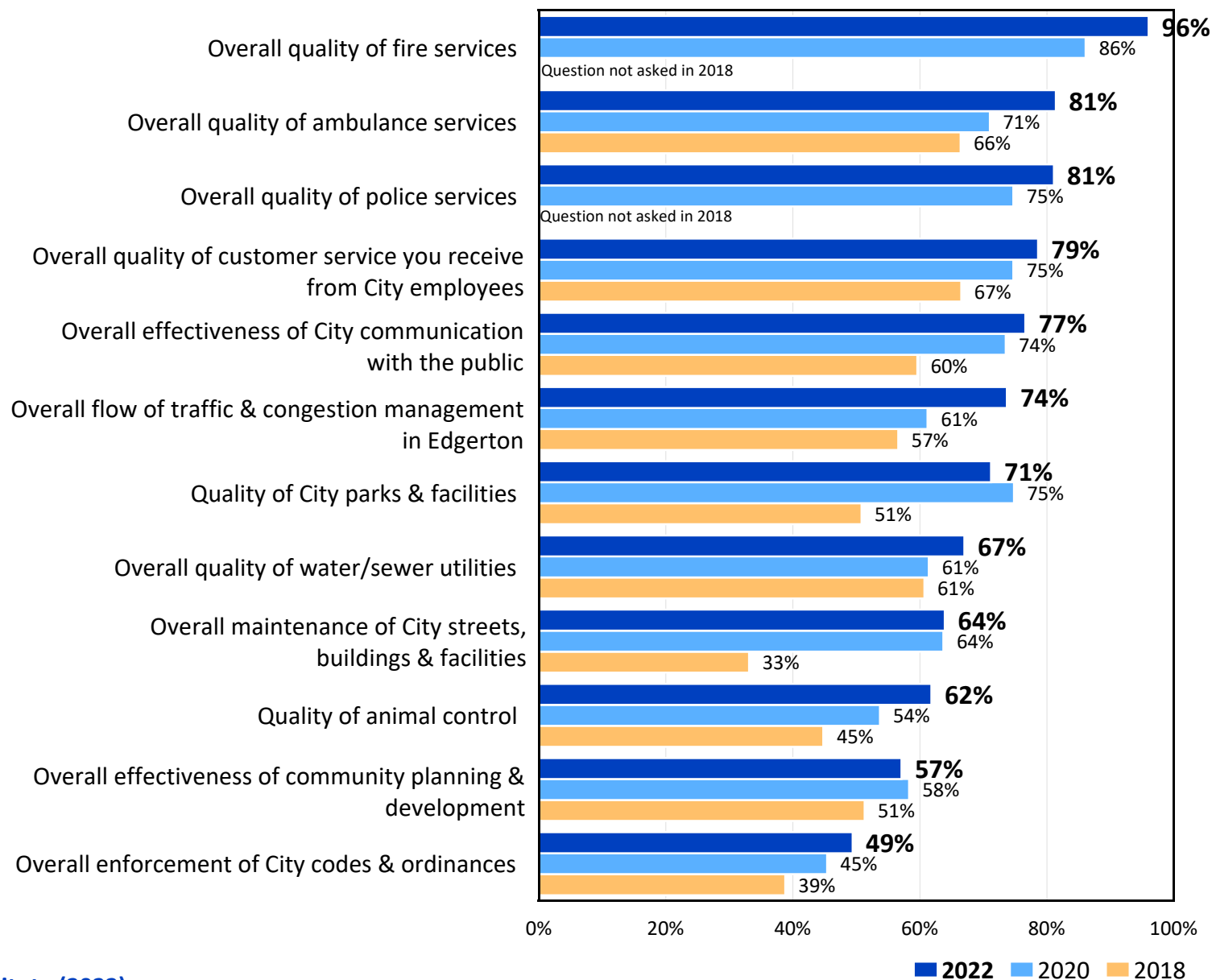


- **Notable increases between survey results of 2022 and 2018 (based on increase of 6% or more):**
 - Satisfaction with the number of walking and biking trails (+35.8%)
 - Satisfaction with the maintenance of walking and biking trails (+34.5%)
 - Satisfaction with the maintenance of City streets, buildings and facilities (+30.8%)
 - Satisfaction with the maintenance of major City streets (+28.2%)
 - Rating customer service – employees did what they said they would do in a timely manner (+27.1%)
 - Rating customer service – employees helped resolve an issue to satisfaction (+23.2%)
 - Satisfaction with the maintenance of streets in your neighborhood (+22.1%)
 - Satisfaction with the number of outdoor athletic fields (+21.3%)
 - Satisfaction with the quality of City parks and facilities (+20.4%)
 - Satisfaction with the maintenance of City parks and park equipment (+18.8%)
- **Notable decreases between survey results of 2022 and 2018 (based on decrease of 6% or more):**
 - There were no notable decreases between the 2022 and 2018 results.

The charts on the following pages show how the results of the City's 2018 and 2020 surveys compare to the results of the City's 2022 survey.

TRENDS: Overall Satisfaction with City Services

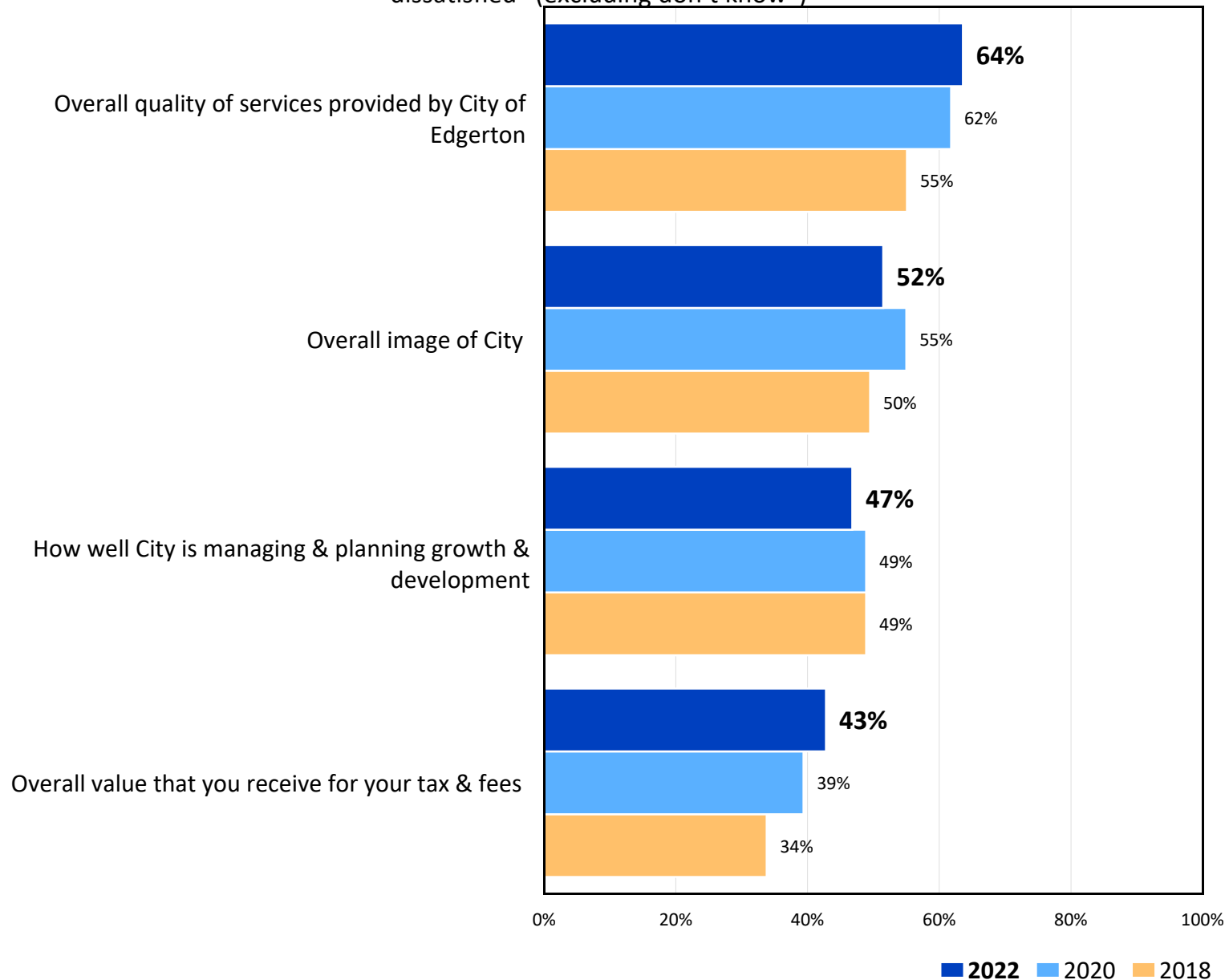
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding don’t know”)



Source: ETC Institute (2022)

TRENDS: Perception of the City

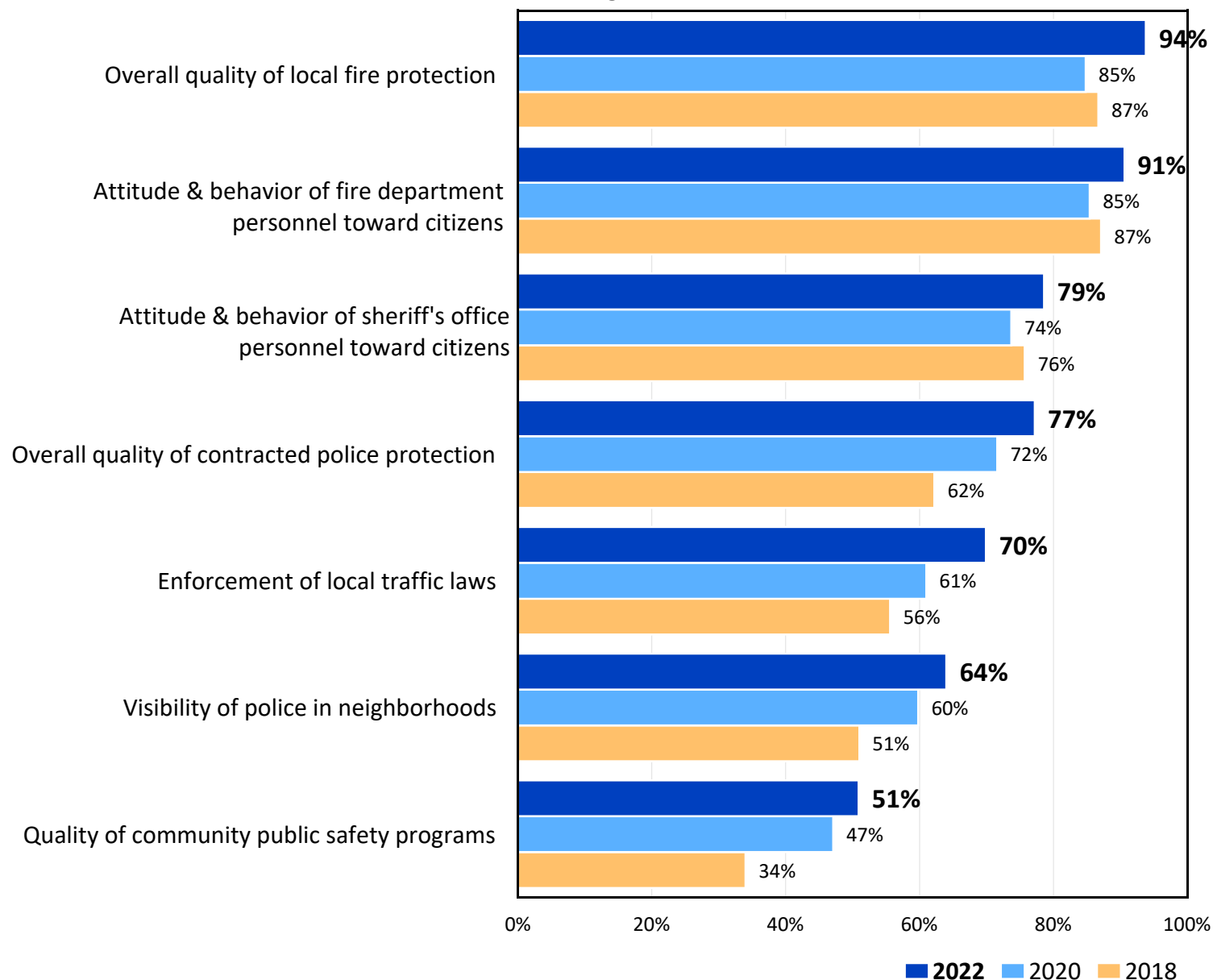
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding don’t know”)



Source: ETC Institute (2022)

TRENDS: Satisfaction with Public Safety

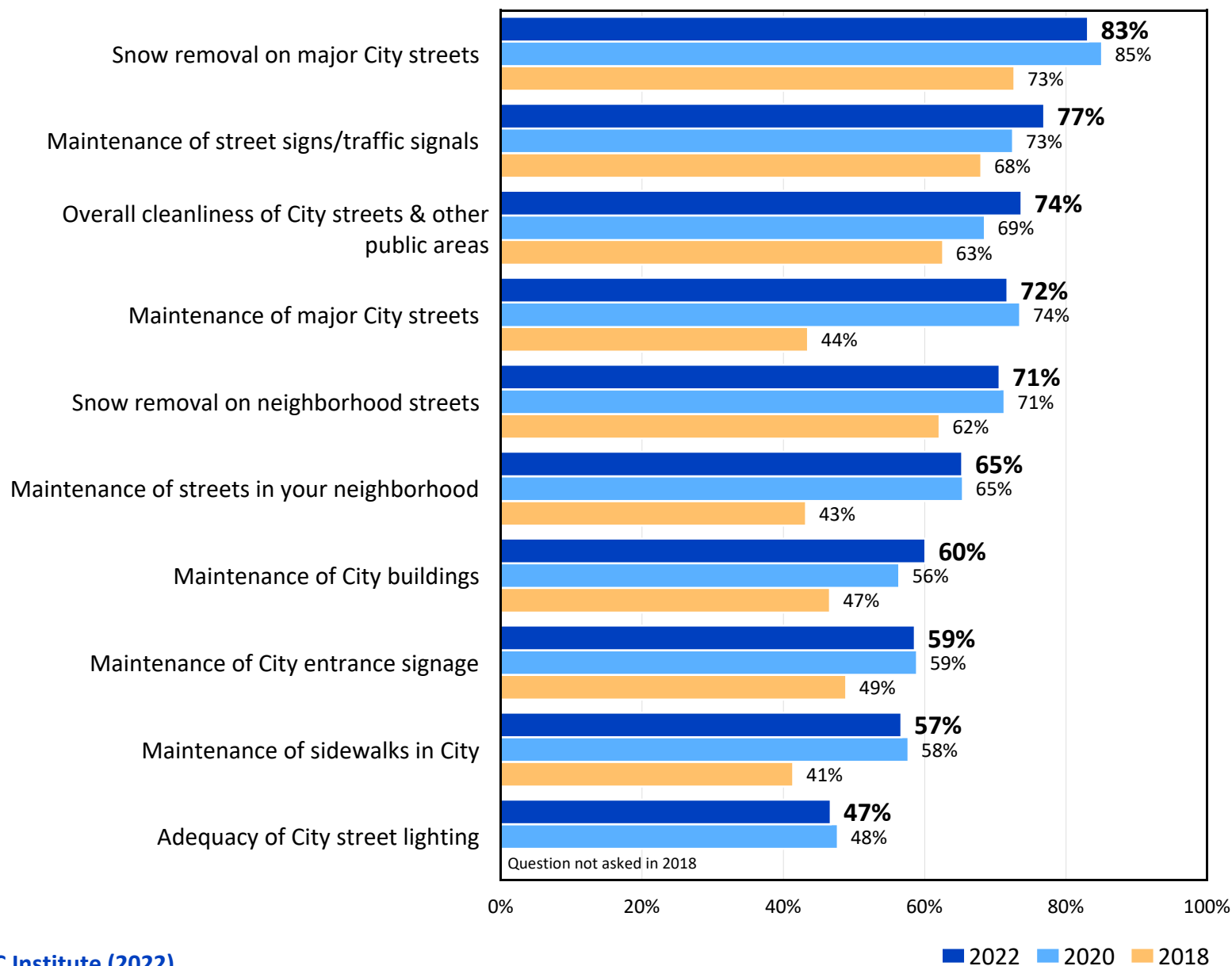
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding don’t know”)



Source: ETC Institute (2022)

TRENDS: Satisfaction with City Maintenance

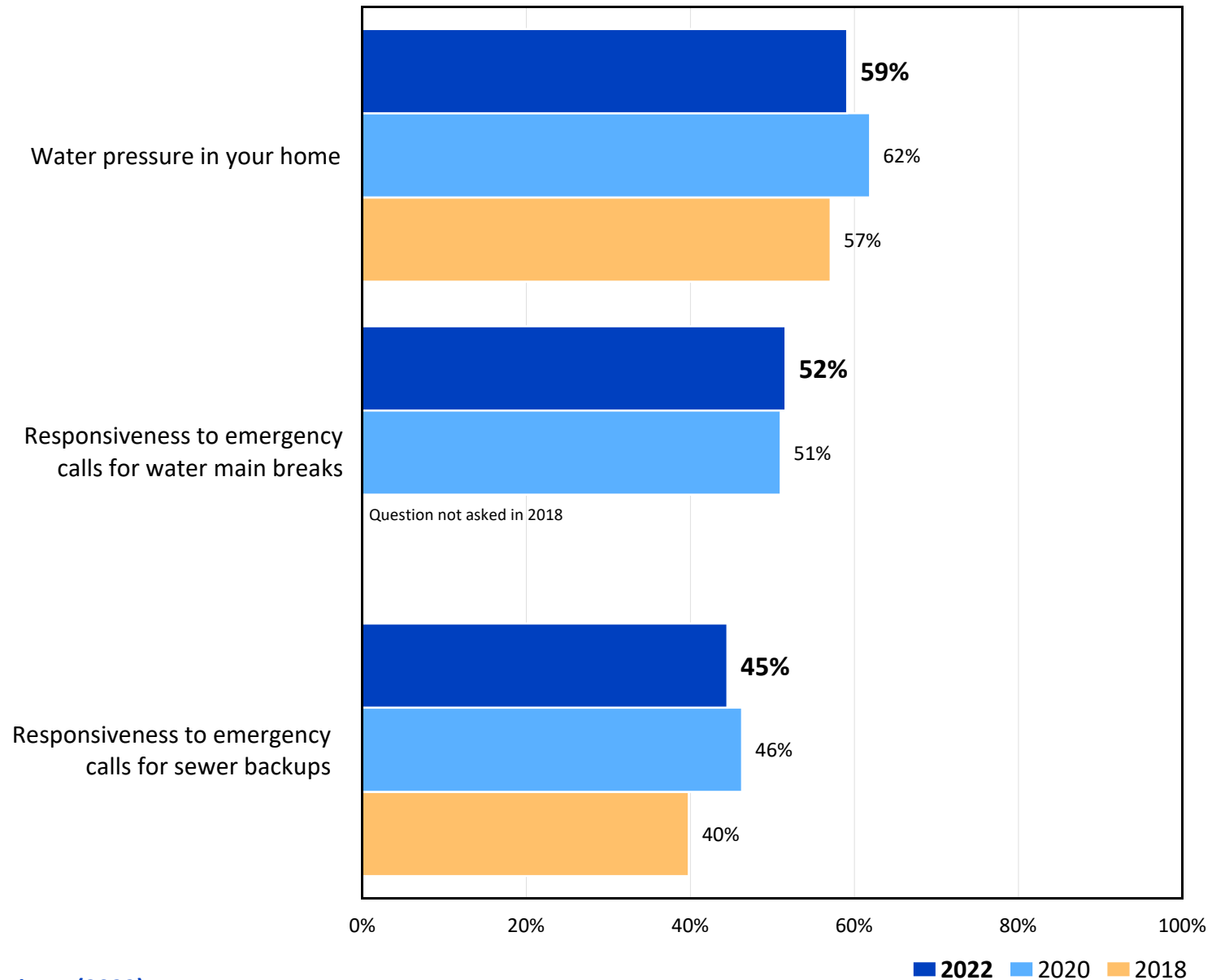
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding don’t know”)



Source: ETC Institute (2022)

TRENDS: Satisfaction with Sewer and Water Utilities

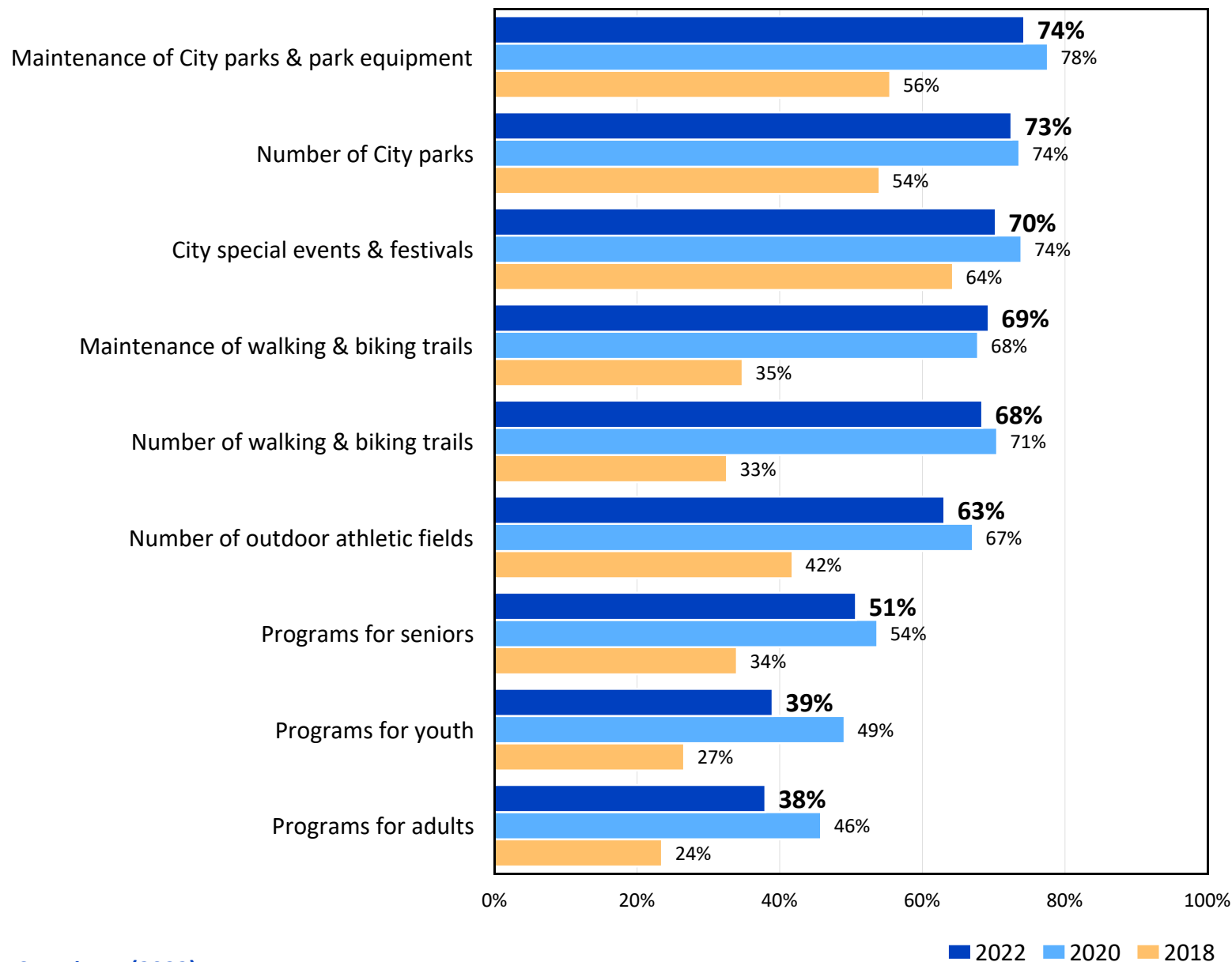
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding don’t know”)



Source: ETC Institute (2022)

TRENDS: Satisfaction with Parks and Recreation

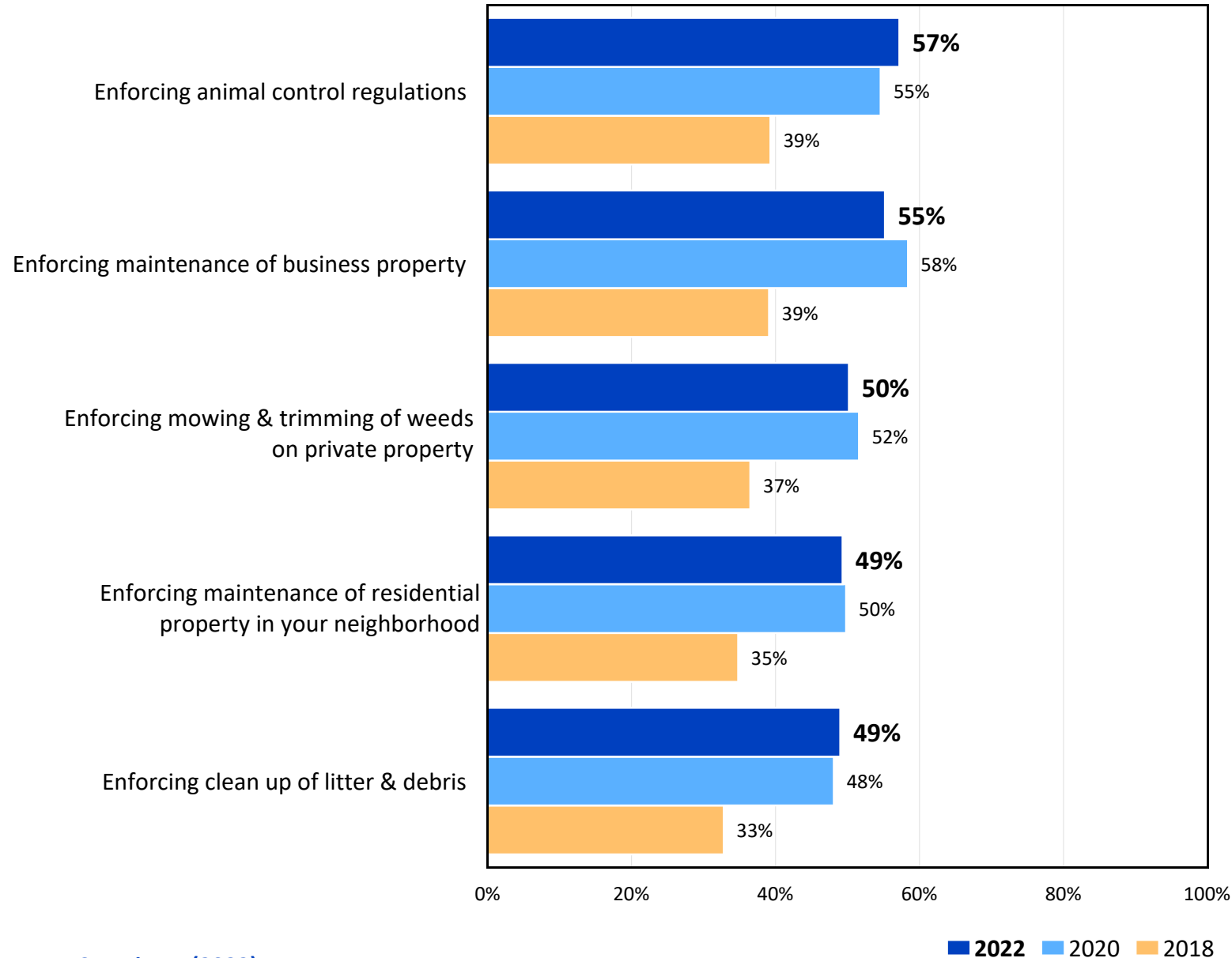
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding don’t know”)



Source: ETC Institute (2022)

TRENDS: Satisfaction with Enforcement of City Codes and Ordinances

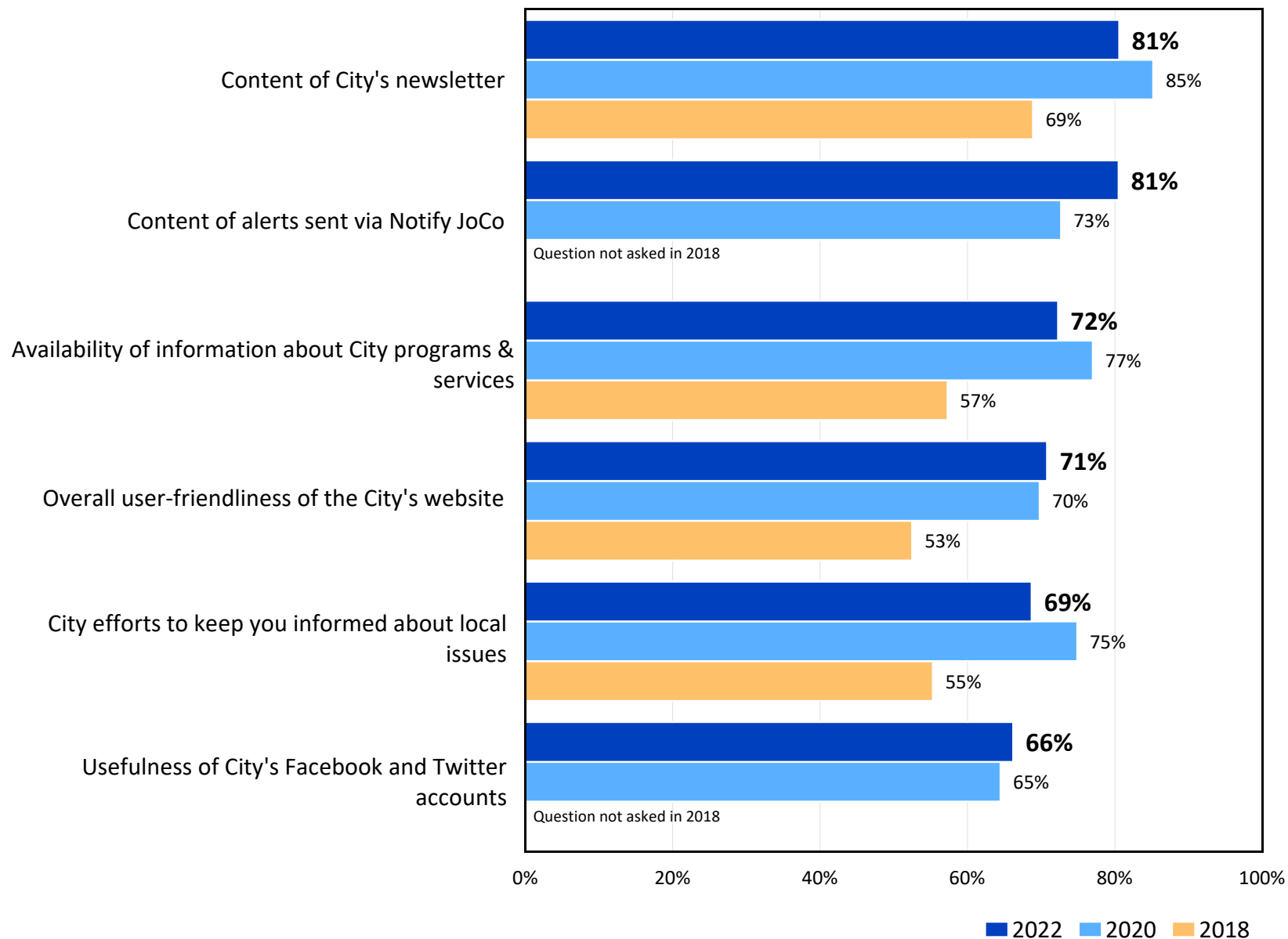
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding don’t know”)



Source: ETC Institute (2022)

TRENDS: Satisfaction with City Communication

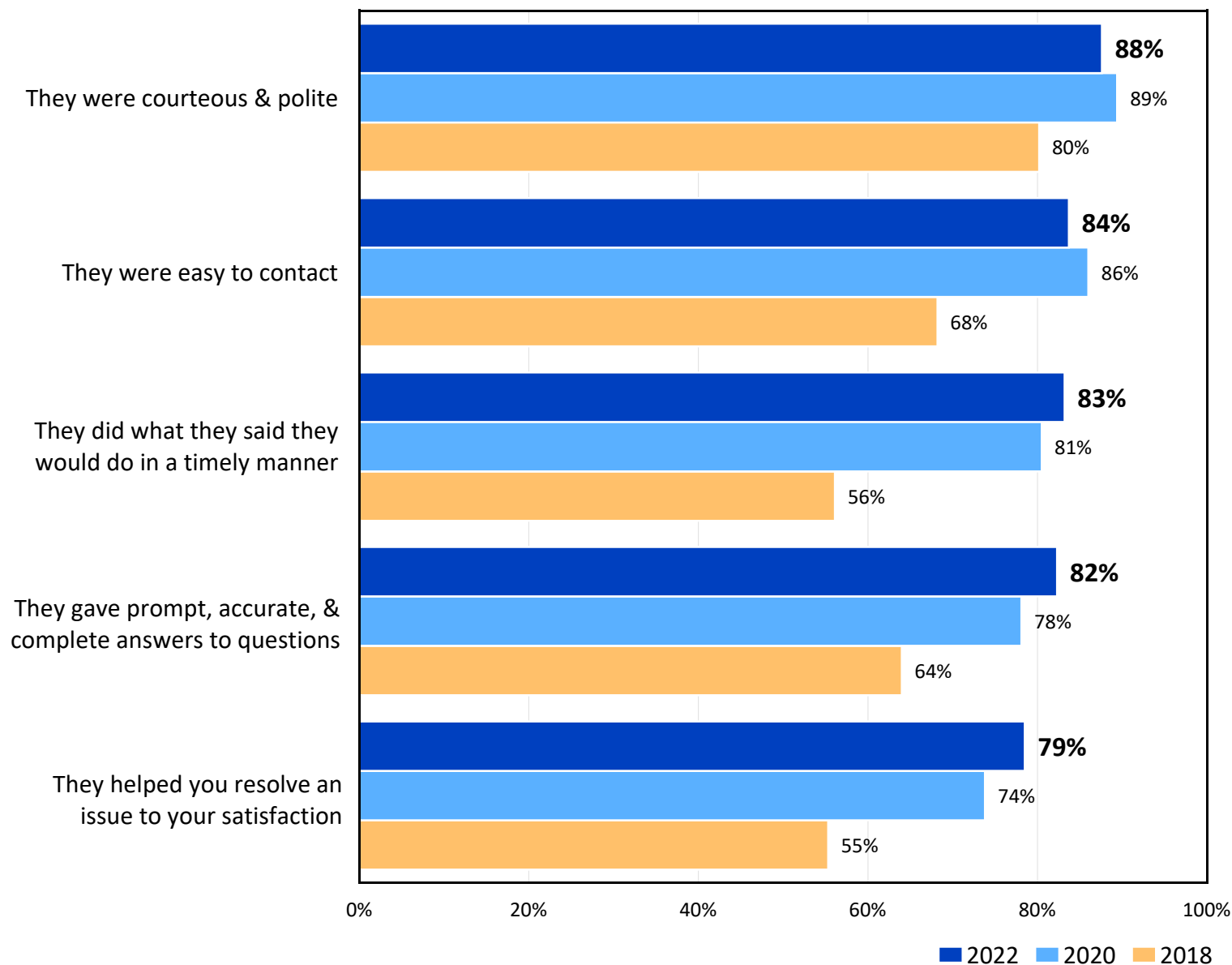
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding don’t know”)



Source: ETC Institute (2022)

TRENDS: Perception of Quality Customer Service

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “always” and 1 was “never” (excluding don’t know”)



Source: ETC Institute (2022)

Section 4

Benchmarking Analysis



Benchmarking Summary Report

City of Edgerton, Kansas

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities 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 winter of 2022 to a random sample of more than 9,000 residents across the United States and (2) survey administered by ETC Institute in 21 communities in the Kansas City metro area between January 2018 and December 2019; the communities included in this comparison are listed below.

- Atchison, KS
- Belton, MO
- Blue Springs, MO
- Harrisonville, MO
- Johnson County, KS
- Kansas City, MO
- Lenexa, KS
- Merriam, KS
- Mission, KS
- North Kansas City, MO
- Olathe, KS
- Overland Park, KS
- Platte City, MO
- Raymore, MO
- Richmond, MO
- Roeland Park, KS
- Smithville, MO
- Spring Hill, MO
- St. Joseph, MO
- Topeka, KS

National Benchmarks. The first set of charts on the following pages show how the overall results for Edgerton compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents.

Kansas City Metro Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the communities listed above. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for these communities. The actual ratings for Edgerton are listed to the right of each chart. The dot on each bar shows how the results for Edgerton compare to the other communities in the Kansas City metro area where the *DirectionFinder*® survey has been administered since 2020.

Benchmarking Data

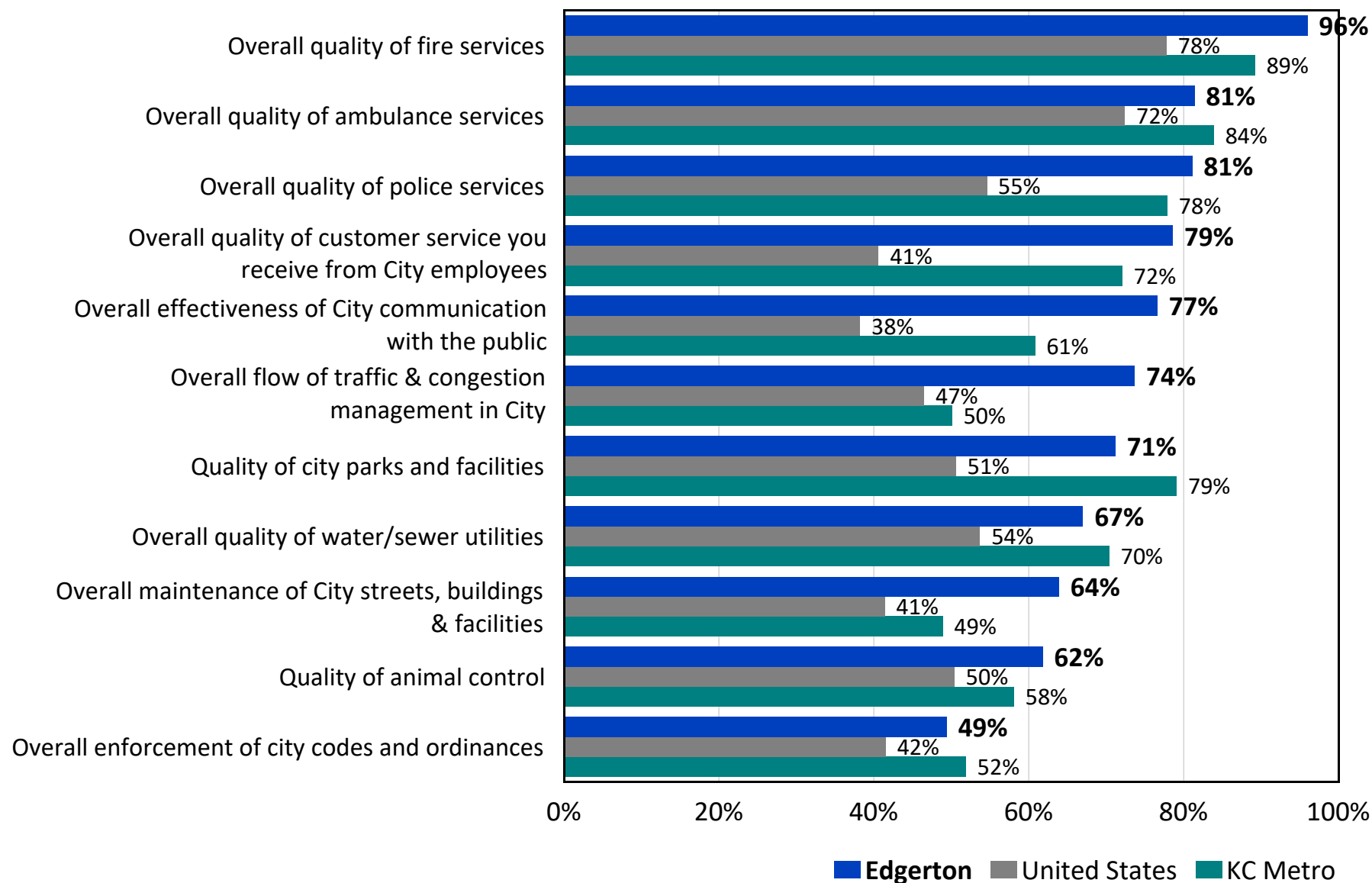
National Comparisons

The charts on the following pages show how the results for the City of Edgerton compare to the national average. The blue bar shows the results for the City of Edgerton. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. Residents during the winter of 2022. The green bar shows the Kansas City Metropolitan area average from 21 communities in the Kansas City Metropolitan area where ETC Institute has administered a survey between 2020 and 2022.

Major Categories of Services

Edgerton vs. U.S. vs. KC Metro

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

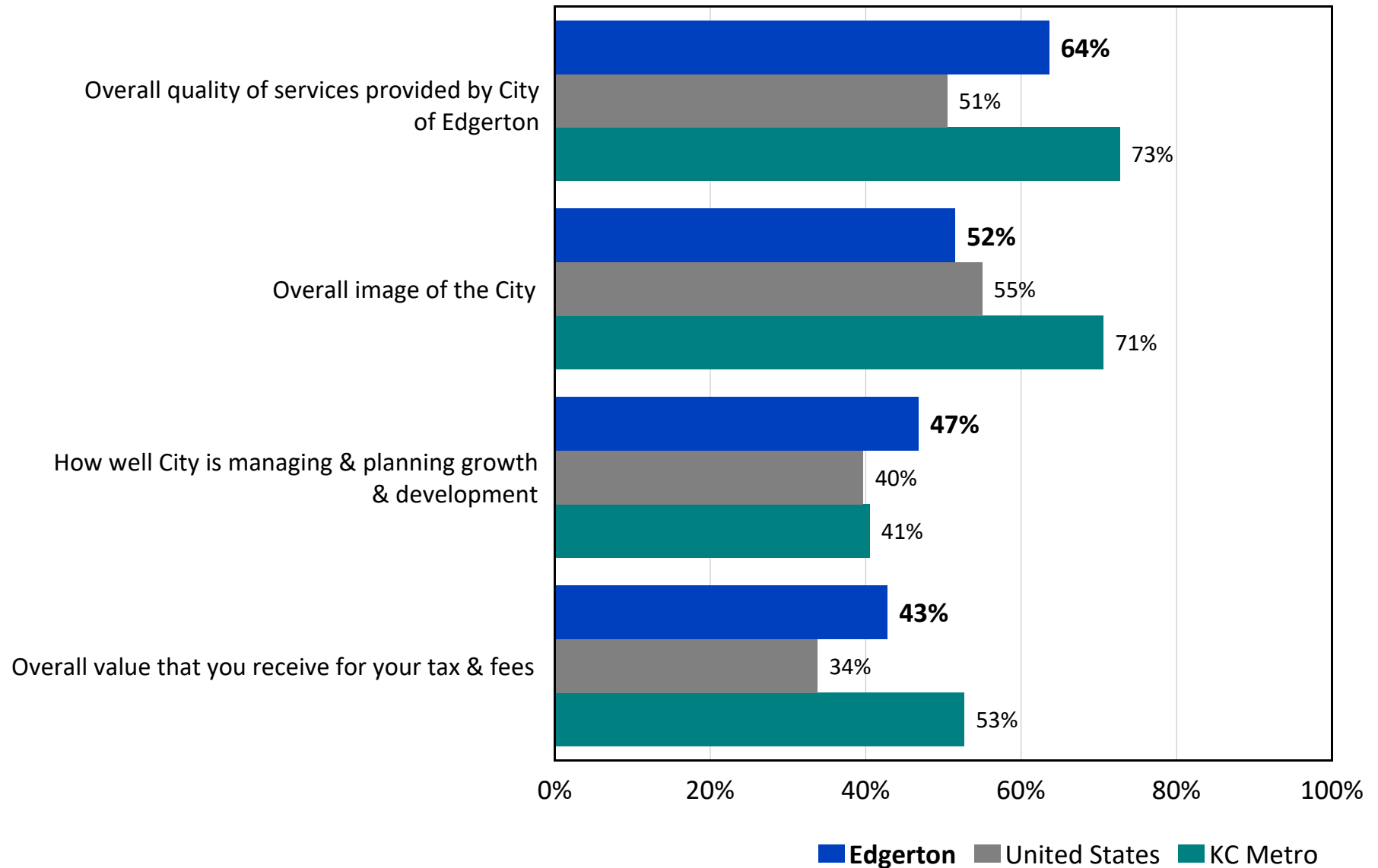


Source: ETC Institute (2022)

Perceptions of the City

Edgerton vs. U.S. vs. KC Metro

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

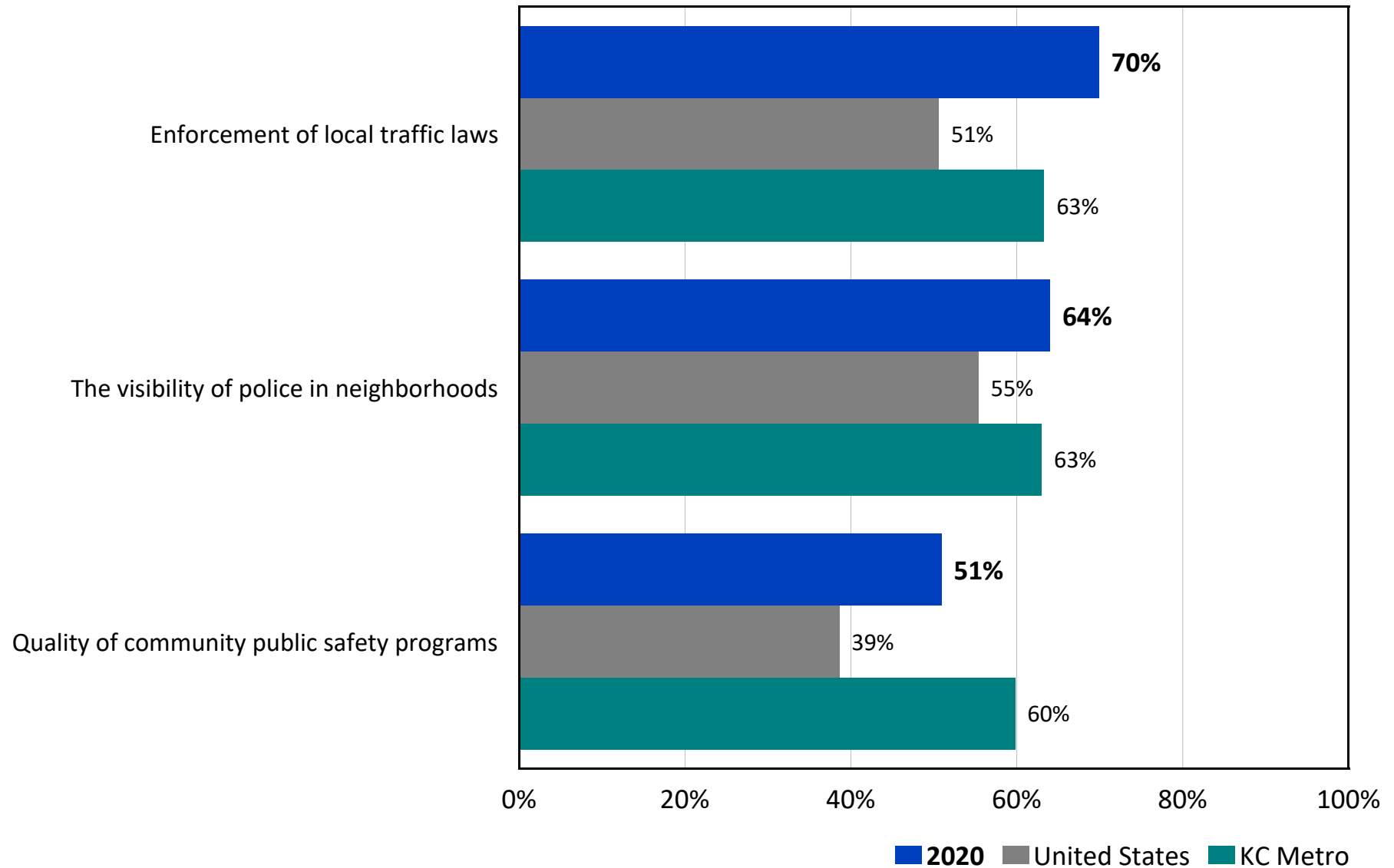


Source: ETC Institute (2022)

Public Safety

Edgerton vs. U.S. vs. KC Metro

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

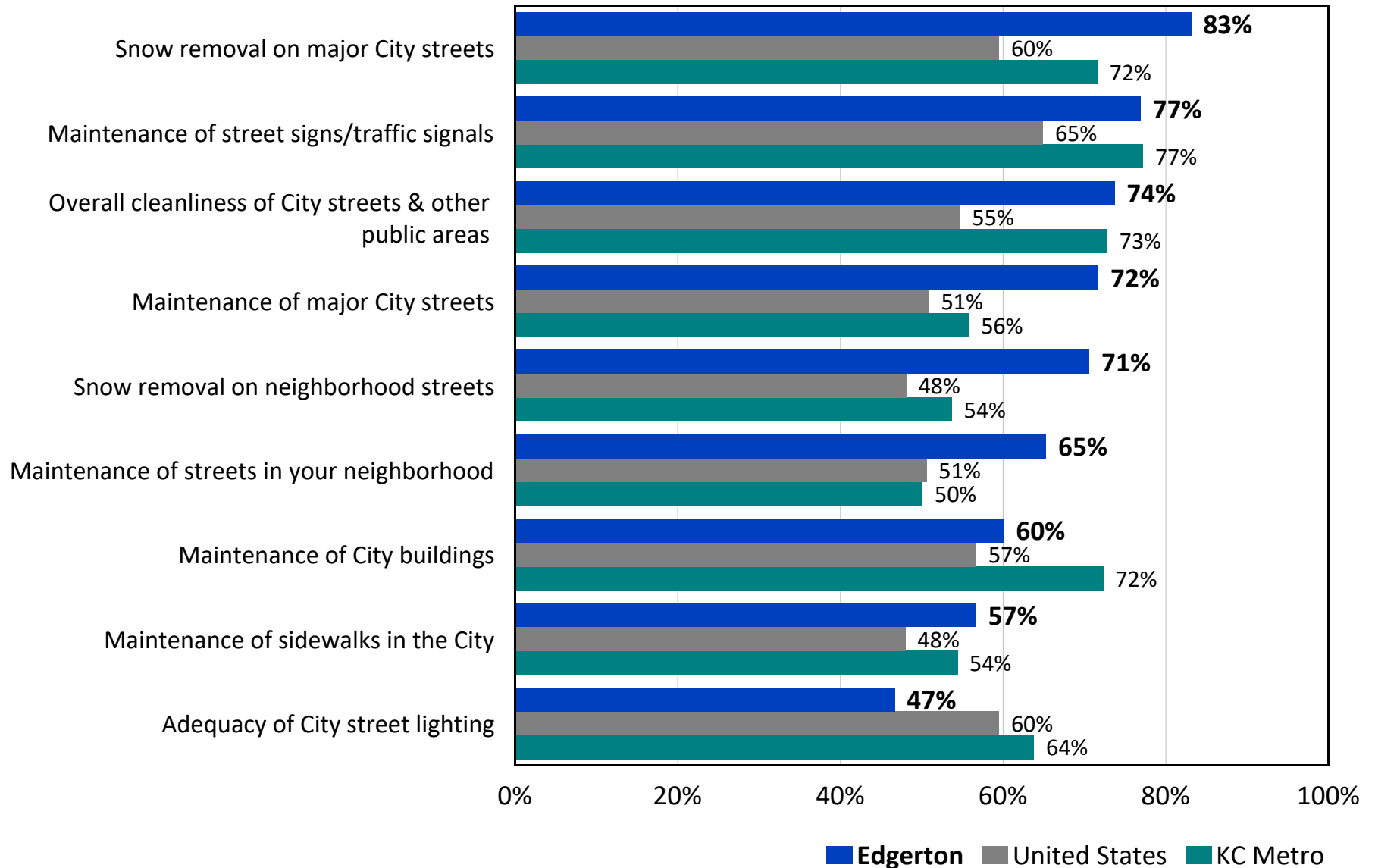


Source: ETC Institute (2022)

City Maintenance

Edgerton vs. U.S. vs. KC Metro

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

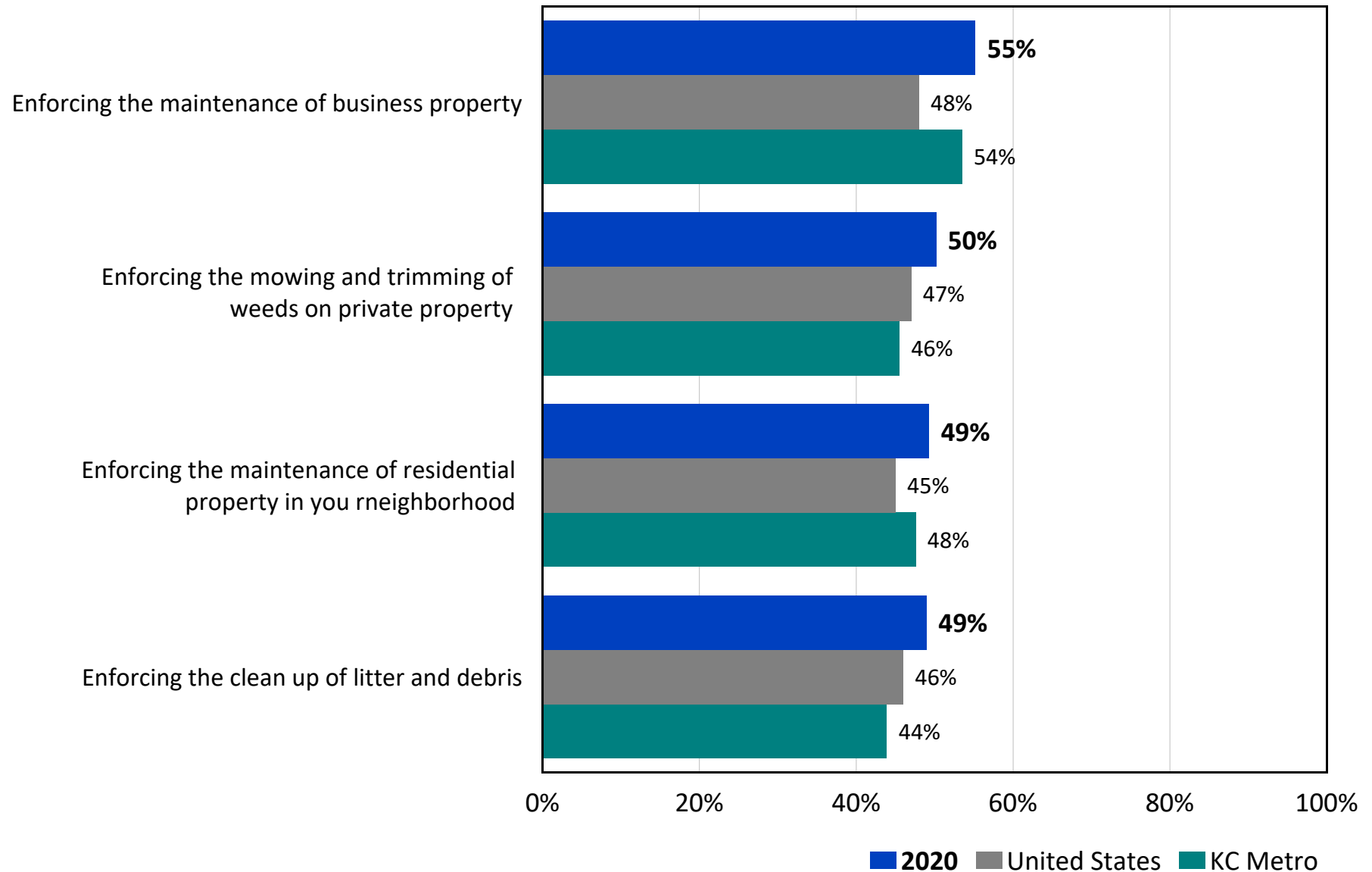


Source: ETC Institute (2022)

Enforcement of City Codes and Ordinances

Edgerton vs. U.S. vs. KC Metro

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

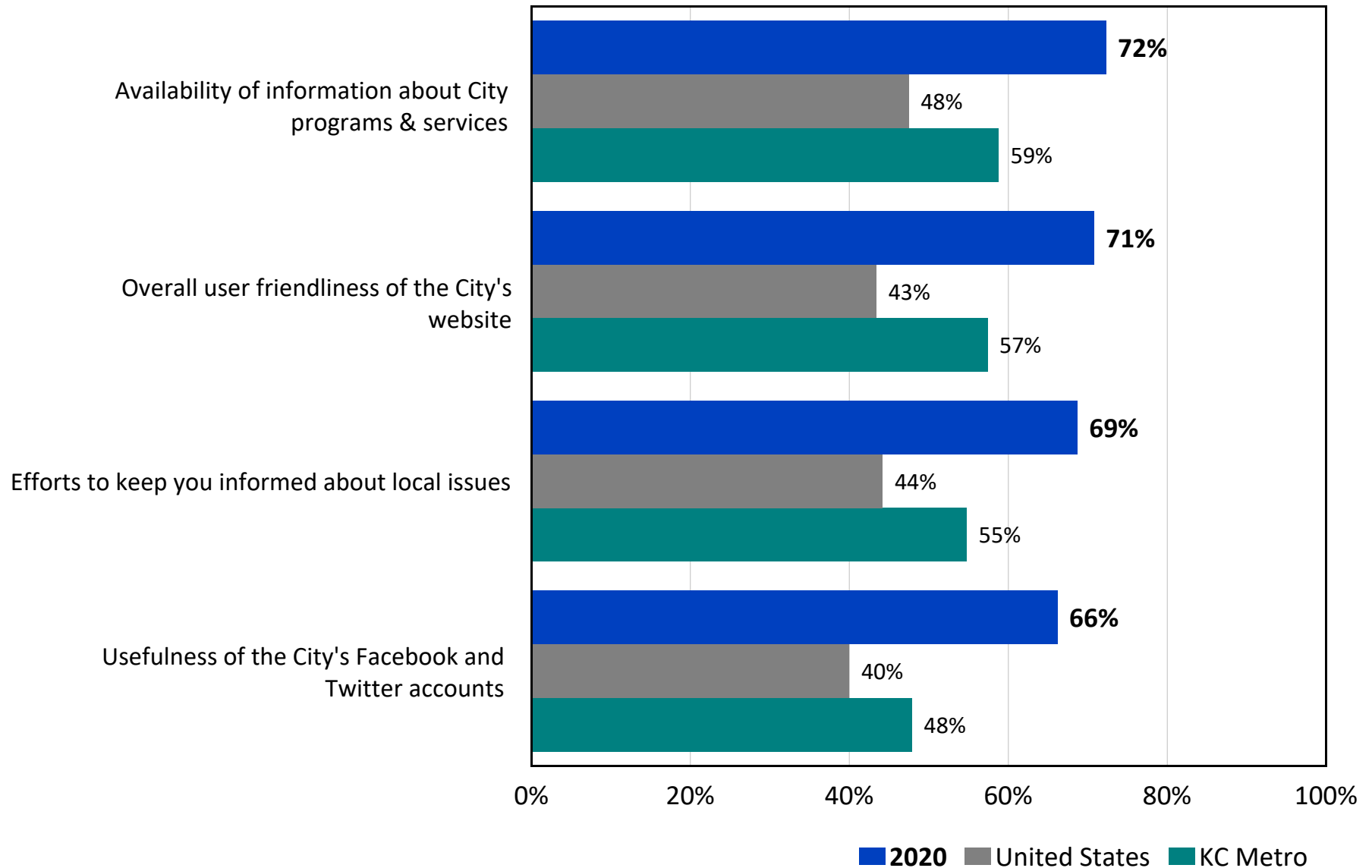


Source: ETC Institute (2022)

City Communication

Edgerton vs. U.S. vs. KC Metro

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



Source: ETC Institute (2022)

Section 5

Tabular Data

Q1. Please rate your overall satisfaction with each of the following services provided by the City of Edgerton

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Overall quality of police services (Johnson County Sheriff's Office)	34.3%	42.8%	10.0%	5.0%	3.0%	4.9%
Q1-2. Overall quality of fire services (Johnson County Fire District 1)	48.8%	35.3%	3.5%	0.0%	0.0%	12.4%
Q1-3. Overall quality of ambulance services (JoCo Med-Act)	30.8%	29.9%	12.9%	1.0%	0.0%	25.4%
Q1-4. Quality of city parks and facilities	27.4%	41.3%	19.9%	6.0%	2.0%	3.4%
Q1-5. Overall maintenance of city streets, buildings, and facilities	18.9%	42.8%	22.4%	9.0%	3.5%	3.4%
Q1-6. Overall quality of water/sewer utilities	20.4%	45.3%	19.4%	8.5%	4.5%	1.9%
Q1-7. Overall enforcement of city codes and ordinances	16.4%	29.9%	26.9%	12.4%	8.0%	6.4%
Q1-8. Overall quality of customer service you receive from city employees	40.8%	34.3%	13.4%	3.5%	3.5%	4.5%
Q1-9. Overall effectiveness of city communication with the public	31.3%	43.8%	13.9%	5.0%	4.0%	2.0%
Q1-10. Overall effectiveness of community planning and development	18.9%	35.3%	24.4%	11.4%	5.0%	5.0%
Q1-11. Quality of animal control (e.g., pet licenses, response to domestic animal issues)	21.9%	35.3%	22.9%	6.0%	6.5%	7.4%
Q1-12. Overall flow of traffic and congestion management in Edgerton	27.9%	44.8%	15.9%	7.0%	3.0%	1.4%

Q1. Please rate your overall satisfaction with each of the following services provided by the City of Edgerton (without “don’t know”)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Overall quality of police services (Johnson County Sheriff's Office)	36.1%	45.0%	10.5%	5.3%	3.2%
Q1-2. Overall quality of fire services (Johnson County Fire District 1)	55.7%	40.3%	4.0%	0.0%	0.0%
Q1-3. Overall quality of ambulance services (JoCo Med-Act)	41.3%	40.1%	17.3%	1.3%	0.0%
Q1-4. Quality of city parks and facilities	28.4%	42.8%	20.6%	6.2%	2.1%
Q1-5. Overall maintenance of city streets, buildings, and facilities	19.6%	44.3%	23.2%	9.3%	3.6%
Q1-6. Overall quality of water/sewer utilities	20.8%	46.2%	19.8%	8.7%	4.6%
Q1-7. Overall enforcement of city codes and ordinances	17.5%	31.9%	28.7%	13.2%	8.5%
Q1-8. Overall quality of customer service you receive from city employees	42.7%	35.9%	14.0%	3.7%	3.7%
Q1-9. Overall effectiveness of city communication with the public	31.9%	44.7%	14.2%	5.1%	4.1%
Q1-10. Overall effectiveness of community planning and development	19.9%	37.2%	25.7%	12.0%	5.3%
Q1-11. Quality of animal control (e.g., pet licenses, response to domestic animal issues)	23.7%	38.1%	24.7%	6.5%	7.0%
Q1-12. Overall flow of traffic and congestion management in Edgerton	28.3%	45.4%	16.1%	7.1%	3.0%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q2. Top Choice	Number	Percent
01. Overall quality of police services (Johnson County Sheriff's Office)	28	14%
02. Overall quality of fire services (Johnson County Fire District 1)	1	0%
03. Overall quality of ambulance services (JoCo Med-Act)	5	2%
04. Quality of city parks and facilities	21	10%
05. Overall maintenance of city streets, buildings and facilities	35	17%
06. Overall quality of water/sewer utilities	21	10%
07. Overall enforcement of city codes and ordinances	21	10%
08. Overall quality of customer service you receive from city employees	2	1%
09. Overall effectiveness of city communication with the public	9	4%
10. Overall effectiveness of community planning and development	24	12%
11. Quality of animal control (e.g., pet licenses, response to domestic animal issues)	6	3%
12. Overall flow of traffic and congestion management in Edgerton	9	4%
None	19	9%
Grand Total	201	100%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q2. Second Choice	Number	Percent
01. Overall quality of police services (Johnson County Sheriff's Office)	7	3%
02. Overall quality of fire services (Johnson County Fire District 1)	11	5%
03. Overall quality of ambulance services (JoCo Med-Act)	7	3%
04. Quality of city parks and facilities	30	15%
05. Overall maintenance of city streets, buildings and facilities	29	14%
06. Overall quality of water/sewer utilities	24	12%
07. Overall enforcement of city codes and ordinances	12	6%
08. Overall quality of customer service you receive from city employees	4	2%
09. Overall effectiveness of city communication with the public	10	5%
10. Overall effectiveness of community planning and development	17	8%
11. Quality of animal control (e.g., pet licenses, response to domestic animal issues)	9	4%
12. Overall flow of traffic and congestion management in Edgerton	13	6%
None	28	14%
Grand Total	201	100%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q2. Third Choice	Number	Percent
01. Overall quality of police services (Johnson County Sheriff's Office)	11	5%
02. Overall quality of fire services (Johnson County Fire District 1)	4	2%
03. Overall quality of ambulance services (JoCo Med-Act)	11	5%
04. Quality of city parks and facilities	17	8%
05. Overall maintenance of city streets, buildings, and facilities	23	11%
06. Overall quality of water/sewer utilities	8	4%
07. Overall enforcement of city codes and ordinances	12	6%
08. Overall quality of customer service you receive from city employees	7	3%
09. Overall effectiveness of city communication with the public	13	6%
10. Overall effectiveness of community planning and development	27	13%
11. Quality of animal control (e.g., pet licenses, response to domestic animal issues)	5	2%
12. Overall flow of traffic and congestion management in Edgerton	23	11%
None	40	20%
Grand Total	201	100%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Edgerton

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall image of the City	9.0%	42.3%	29.9%	12.4%	6.0%	0.4%
Q3-2. Overall value that you receive for your tax dollars and fees	9.5%	32.3%	32.8%	14.9%	8.0%	2.5%
Q3-3. How well the City is managing and planning growth and development	11.9%	31.3%	23.4%	14.4%	11.4%	7.6%
Q3-4. Overall quality of services provided by the City of Edgerton	15.9%	45.8%	24.9%	7.0%	3.5%	2.9%

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Edgerton (without "don't know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall image of the City	9.0%	42.5%	30.0%	12.4%	6.0%
Q3-2. Overall value that you receive for your tax dollars and fees	9.7%	33.1%	33.6%	15.3%	8.2%
Q3-3. How well the City is managing and planning growth and development	12.9%	33.9%	25.3%	15.6%	12.3%
Q3-4. Overall quality of services provided by the City of Edgerton	16.4%	47.2%	25.6%	7.2%	3.6%

Q4. Please rate your satisfaction with the following public safety services provided by the City of Edgerton

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q4-1. Overall quality of contracted Police protection (JoCo Sheriff's Office)	32.8%	41.3%	15.9%	3.0%	3.0%	4.0%
Q4-2. The visibility of police in neighborhoods	22.9%	40.8%	21.4%	10.0%	4.5%	0.4%
Q4-3. Enforcement of local traffic laws	20.9%	46.3%	17.4%	6.5%	5.0%	3.9%
Q4-4. The attitude and behavior of sheriff's office personnel toward citizens	37.3%	35.8%	13.9%	4.0%	2.0%	7.0%
Q4-5. Overall quality of local fire protection (Johnson County Fire District 1)	39.3%	44.3%	5.5%	0.0%	0.0%	10.9%
Q4-6. The attitude and behavior of fire department (Johnson County Fire District 1) personnel toward citizens	44.3%	32.8%	8.0%	0.0%	0.0%	14.9%
Q4-7. Quality of community public safety programs (e.g., self-defense, block watch)	12.4%	28.4%	28.4%	6.5%	4.5%	19.8%

Q4. Please rate your satisfaction with the following public safety services provided by the City of Edgerton (without “don’t know”)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q4-1. Overall quality of contracted Police protection (JoCo Sheriff's Office)	34.2%	43.0%	16.6%	3.1%	3.1%
Q4-2. The visibility of police in neighborhoods	23.0%	41.0%	21.5%	10.0%	4.5%
Q4-3. Enforcement of local traffic laws	21.7%	48.2%	18.1%	6.8%	5.2%
Q4-4. The attitude and behavior of sheriff's office personnel toward citizens	40.1%	38.5%	14.9%	4.3%	2.2%
Q4-5. Overall quality of local fire protection (Johnson County Fire District 1)	44.1%	49.7%	6.2%	0.0%	0.0%
Q4-6. The attitude and behavior of fire department (Johnson County Fire District 1) personnel toward citizens	52.1%	38.5%	9.4%	0.0%	0.0%
Q4-7. Quality of community public safety programs (e.g., self-defense, block watch)	15.5%	35.4%	35.4%	8.1%	5.6%

Q5. Which THREE of the public safety services listed in Question 4 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q5. Top Choice	Number	Percent
1. Overall quality of contracted Police protection (JoCo Sheriff's Office)	26	13%
2. The visibility of police in neighborhoods	53	26%
3. Enforcement of local traffic laws	19	9%
4. The attitude and behavior of sheriff's office personnel toward citizens	11	5%
5. Overall quality of local fire protection (Johnson County Fire District 1)	6	3%
6. The attitude and behavior of fire department (Johnson County Fire District 1) personnel toward citizens	1	0%
7. Quality of community public safety programs (e.g., self-defense, block watch)	47	23%
None	35	17%
Grand Total	201	100%

Q5. Which THREE of the public safety services listed in Question 4 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q5. Second Choice	Number	Percent
1. Overall quality of contracted Police protection (JoCo Sheriff's Office)	15	7%
2. The visibility of police in neighborhoods	35	17%
3. Enforcement of local traffic laws	29	14%
4. The attitude and behavior of sheriff's office personnel toward citizens	11	5%
5. Overall quality of local fire protection (Johnson County Fire District 1)	12	6%
6. The attitude and behavior of fire department (Johnson County Fire District 1) personnel toward citizens	5	2%
7. Quality of community public safety programs (e.g., self-defense, block watch)	33	16%
None	61	30%
Grand Total	201	100%

Q5. Which THREE of the public safety services listed in Question 4 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q5. Third Choice	Number	Percent
1. Overall quality of contracted Police protection (JoCo Sheriff's Office)	22	11%
2. The visibility of police in neighborhoods	20	10%
3. Enforcement of local traffic laws	21	10%
4. The attitude and behavior of sheriff's office personnel toward citizens	16	8%
5. Overall quality of local fire protection (Johnson County Fire District 1)	13	6%
6. The attitude and behavior of fire department (Johnson County Fire District 1) personnel toward citizens	4	2%
7. Quality of community public safety programs (e.g., self-defense, block watch)	31	15%
None	74	37%
Grand Total	201	100%

Q6. Please rate your satisfaction with the following aspects of city maintenance

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6-1. Maintenance of major City streets	16.9%	53.7%	17.4%	7.5%	3.0%	1.5%
Q6-2. Maintenance of streets in your neighborhood	21.9%	42.8%	13.9%	12.9%	7.5%	1.0%
Q6-3. Maintenance of sidewalks in the City	14.4%	40.3%	18.4%	17.9%	5.5%	3.5%
Q6-4. Maintenance of street signs/traffic signals	22.4%	52.2%	16.9%	4.5%	1.0%	3.0%
Q6-5. Maintenance of City entrance signage	15.4%	38.3%	25.4%	8.5%	4.0%	8.4%
Q6-6. Maintenance of City buildings	14.4%	42.8%	27.9%	9.0%	1.0%	4.9%
Q6-7. Snow removal on major City streets	30.3%	52.7%	10.9%	4.5%	1.5%	0.1%
Q6-8. Snow removal on neighborhood streets	23.9%	45.3%	13.9%	10.4%	4.5%	2.0%
Q6-9. Adequacy of City street lighting	12.4%	33.3%	18.9%	24.4%	9.0%	2.0%
Q6-10. Overall cleanliness of City streets and other public areas	17.9%	54.7%	18.4%	7.0%	0.5%	1.5%

Q6. Please rate your satisfaction with the following aspects of city maintenance (without “don’t know”)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6-1. Maintenance of major City streets	17.2%	54.5%	17.7%	7.6%	3.0%
Q6-2. Maintenance of streets in your neighborhood	22.1%	43.2%	14.0%	13.0%	7.6%
Q6-3. Maintenance of sidewalks in the City	14.9%	41.8%	19.1%	18.5%	5.7%
Q6-4. Maintenance of street signs/traffic signals	23.1%	53.8%	17.4%	4.6%	1.0%
Q6-5. Maintenance of City entrance signage	16.8%	41.8%	27.7%	9.3%	4.4%
Q6-6. Maintenance of City buildings	15.1%	45.0%	29.3%	9.5%	1.1%
Q6-7. Snow removal on major City streets	30.3%	52.8%	10.9%	4.5%	1.5%
Q6-8. Snow removal on neighborhood streets	24.4%	46.2%	14.2%	10.6%	4.6%
Q6-9. Adequacy of City street lighting	12.7%	34.0%	19.3%	24.9%	9.2%
Q6-10. Overall cleanliness of City streets and other public areas	18.2%	55.5%	18.7%	7.1%	0.5%

Q7. Which THREE of the maintenance services listed in Question 6 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q7. Top Choice	Number	Percent
01. Maintenance of major City streets	23	11%
02. Maintenance of streets in your neighborhood	33	16%
03. Maintenance of sidewalks in the City	23	11%
04. Maintenance of street signs/traffic signals	4	2%
05. Maintenance of City entrance signage	10	5%
06. Maintenance of City buildings	7	3%
07. Snow removal on major City streets	3	1%
08. Snow removal on neighborhood streets	11	5%
09. Adequacy of City street lighting	46	23%
10. Overall cleanliness of City streets and other public areas	16	8%
None	25	12%
Grand Total	201	100%

Q7. Which THREE of the maintenance services listed in Question 6 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q7. Second Choice	Number	Percent
01. Maintenance of major City streets	15	7%
02. Maintenance of streets in your neighborhood	24	12%
03. Maintenance of sidewalks in the City	27	13%
04. Maintenance of street signs/traffic signals	8	4%
05. Maintenance of City entrance signage	12	6%
06. Maintenance of City buildings	13	6%
07. Snow removal on major City streets	6	3%
08. Snow removal on neighborhood streets	20	10%
09. Adequacy of City street lighting	22	11%
10. Overall cleanliness of City streets and other public areas	13	6%
None	41	20%
Grand Total	201	100%

Q7. Which THREE of the maintenance services listed in Question 6 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q7. Third Choice	Number	Percent
01. Maintenance of major City streets	13	6%
02. Maintenance of streets in your neighborhood	8	4%
03. Maintenance of sidewalks in the City	24	12%
04. Maintenance of street signs/traffic signals	5	2%
05. Maintenance of City entrance signage	11	5%
06. Maintenance of City buildings	8	4%
07. Snow removal on major City streets	8	4%
08. Snow removal on neighborhood streets	17	8%
09. Adequacy of City street lighting	20	10%
10. Overall cleanliness of City streets and other public areas	35	17%
None	52	26%
Grand Total	201	100%

Q8. Please rate your satisfaction with the following aspects of the city's sewer and water utilities

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8-1. Water pressure in your home	17.9%	40.3%	16.9%	13.9%	9.5%	1.5%
Q8-2. Responsiveness to emergency calls for sewer backups	5.5%	14.9%	23.9%	0.5%	1.0%	54.2%
Q8-3. Responsiveness to emergency calls for water main breaks	8.0%	16.9%	21.4%	2.0%	0.0%	51.7%

Q8. Please rate your satisfaction with the following aspects of the city's sewer and water utilities (without "don't know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8-1. Water pressure in your home	18.2%	40.9%	17.2%	14.1%	9.6%
Q8-2. Responsiveness to emergency calls for sewer backups	12.0%	32.5%	52.2%	1.1%	2.2%
Q8-3. Responsiveness to emergency calls for water main breaks	16.6%	35.0%	44.3%	4.1%	0.0%

Q9. Please rate your satisfaction with each of the following Parks and Recreation items

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9-1. Maintenance of City parks and park equipment	15.9%	51.7%	18.9%	2.5%	2.0%	9.0%
Q9-2. Number of walking and biking trails	17.9%	44.3%	14.4%	12.4%	2.0%	9.0%
Q9-3. The number of City parks	22.4%	45.8%	17.9%	6.5%	1.5%	5.9%
Q9-4. Number of outdoor athletic fields	14.9%	42.3%	20.9%	10.0%	2.5%	9.4%
Q9-5. Programs for youth	7.5%	20.9%	26.4%	11.9%	6.0%	27.3%
Q9-6. Programs for adults	5.0%	23.4%	29.4%	10.9%	6.0%	25.3%
Q9-7. Programs for seniors	9.5%	25.4%	25.9%	5.5%	2.5%	31.2%
Q9-8. Maintenance of walking and biking trails	16.9%	42.8%	20.9%	4.0%	1.5%	13.9%
Q9-9. City special events and festivals	19.9%	46.3%	21.9%	3.5%	2.5%	5.9%

Q9. Please rate your satisfaction with each of the following Parks and Recreation items (without “don’t know”)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9-1. Maintenance of City parks and park equipment	17.5%	56.8%	20.8%	2.7%	2.2%
Q9-2. Number of walking and biking trails	19.7%	48.7%	15.8%	13.6%	2.2%
Q9-3. The number of City parks	23.8%	48.7%	19.0%	6.9%	1.6%
Q9-4. Number of outdoor athletic fields	16.4%	46.7%	23.1%	11.0%	2.8%
Q9-5. Programs for youth	10.3%	28.7%	36.3%	16.4%	8.3%
Q9-6. Programs for adults	6.7%	31.3%	39.4%	14.6%	8.0%
Q9-7. Programs for seniors	13.8%	36.9%	37.6%	8.0%	3.6%
Q9-8. Maintenance of walking and biking trails	19.6%	49.7%	24.3%	4.6%	1.7%
Q9-9. City special events and festivals	21.1%	49.2%	23.3%	3.7%	2.7%

Q10. Which TWO of the Parks and Recreation items listed in Question 9 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q10. Top Choice	Number	Percent
1. Maintenance of City parks and park equipment	32	16%
2. Number of walking and biking trails	18	9%
3. The number of City parks	11	5%
4. Number of outdoor athletic fields	6	3%
5. Programs for youth	42	21%
6. Programs for adults	12	6%
7. Programs for seniors	12	6%
8. Maintenance of walking and biking trails	11	5%
9. City special events and festivals	21	10%
None	36	18%
Grand Total	201	100%

Q10. Which TWO of the Parks and Recreation items listed in Question 9 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q10. Second Choice	Number	Percent
1. Maintenance of City parks and park equipment	20	10%
2. Number of walking and biking trails	15	7%
3. The number of City parks	13	6%
4. Number of outdoor athletic fields	8	4%
5. Programs for youth	19	9%
6. Programs for adults	26	13%
7. Programs for seniors	13	6%
8. Maintenance of walking and biking trails	15	7%
9. City special events and festivals	30	15%
None	42	21%
Grand Total	201	100%

Q11. Please select each of the following recreation programs YOU or any member of your household would be interested in Edgerton offering

	Yes	No
Q11-1. Community event programs (movie nights, festivals)	52.7%	47.3%
Q11-2. Community garden programs	43.8%	56.2%
Q11-3. Cultural event programs	26.4%	73.6%
Q11-4. Martial arts programs	21.4%	78.6%
Q11-5. Nature/environmental education programs	41.8%	58.2%
Q11-6. Outdoor fitness/exercise classes	44.8%	55.2%
Q11-7. Preschool programs/early childhood (princess tea party, superhero day)	22.9%	77.1%
Q11-8. Teen recreation programs	34.3%	65.7%
Q11-9. Youth fitness and wellness classes	29.9%	70.1%
Q11-10. Youth art and cooking classes	34.3%	65.7%
Q11-11. Youth theatre, dance, singing, musical classes	30.8%	69.2%
Q11-12. Adult fitness and wellness programs	44.3%	55.7%
Q11-13. Adult art and cooking classes	40.3%	59.7%
Q11-14. Adult theatre, dance, singing, musical classes	23.0%	77.0%
Q11-15. Art and cooking programs for adults 55+	21.0%	79.0%
Q11-16. Day trips for adults 55+	24.0%	76.0%
Q11-17. Games (BINGO, Dominoes, Card Party) for adults 55+	29.0%	71.0%

Q11a. For each program you selected, please rate how well your needs are being met through other organizations

	Fully Met	Mostly Met	Partly Met	Not Met
Q11a-1. Community event programs (movie nights, festivals)	15.7%	35.4%	29.1%	19.9%
Q11a-2. Community garden programs	1.4%	10.8%	13.6%	74.3%
Q11a-3. Cultural event programs	4.2%	20.9%	20.9%	54.0%
Q11a-4. Martial arts programs	5.0%	5.0%	12.6%	77.4%
Q11a-5. Nature/environmental education programs	2.8%	13.9%	22.3%	61.0%
Q11a-6. Outdoor fitness/exercise classes	3.9%	13.0%	15.6%	67.4%
Q11a-7. Preschool programs/early childhood (princess tea party, superhero day)	12.5%	18.8%	15.6%	53.1%
Q11a-8. Teen recreation programs	1.9%	5.7%	11.4%	81.1%
Q11a-9. Youth fitness and wellness classes	4.7%	11.7%	9.3%	74.3%
Q11a-10. Youth art and cooking classes	4.1%	8.2%	24.6%	63.1%
Q11a-11. Youth theatre, dance, singing, musical classes	2.2%	2.2%	20.1%	75.4%
Q11a-12. Adult fitness and wellness programs	4.5%	9.0%	21.0%	65.6%
Q11a-13. Adult art and cooking classes	1.7%	8.4%	16.7%	73.2%
Q11a-14. Adult theatre, dance, singing, musical classes	0.0%	6.7%	6.7%	86.7%
Q11a-15. Art and cooking programs for adults 55+	6.7%	6.7%	13.3%	73.3%
Q11a-16. Day trips for adults 55+	11.8%	17.6%	23.5%	47.1%
Q11a-17. Games (BINGO, Dominoes, Card Party) for adults 55+	14.3%	23.8%	19.0%	42.9%

Q12. Which FOUR of the programs from the list in Question 11 are MOST IMPORTANT to your household

Q12. Top Choice	Number	Percent
01. Community event programs (movie nights, festivals)	34	17%
02. Community garden programs	15	7%
03. Cultural event programs	2	1%
04. Martial arts programs	2	1%
05. Nature/environmental education programs	8	4%
06. Outdoor fitness/exercise classes	4	2%
07. Preschool programs/early childhood (princess tea party, superhero day)	9	4%
08. Teen recreation programs	17	8%
09. Youth fitness and wellness classes	1	0%
10. Youth art and cooking classes	6	3%
11. Youth theatre, dance, singing, musical classes	3	1%
12. Adult fitness and wellness programs	15	7%
13. Adult art and cooking classes	5	2%
14. Adult theatre, dance, singing, musical classes	1	0%
15. Art and cooking programs for adults 55+	6	3%
16. Day trips for adults 55+	2	1%
17. Games (BINGO, Dominoes, Card Party) for adults 55+	6	3%
99. None	65	32%
Grand Total	201	100%

Q12. Which FOUR of the programs from the list in Question 11 are MOST IMPORTANT to your household

Q12. Second Choice	Number	Percent
01. Community event programs (movie nights, festivals)	16	8%
02. Community garden programs	13	6%
03. Cultural event programs	5	2%
04. Martial arts programs	2	1%
05. Nature/environmental education programs	13	6%
06. Outdoor fitness/exercise classes	17	8%
07. Preschool programs/early childhood (princess tea party, superhero day)	5	2%
08. Teen recreation programs	9	4%
09. Youth fitness and wellness classes	10	5%
10. Youth art and cooking classes	8	4%
11. Youth theatre, dance, singing, musical classes	3	1%
12. Adult fitness and wellness programs	7	3%
13. Adult art and cooking classes	8	4%
14. Adult theatre, dance, singing, musical classes	3	1%
15. Art and cooking programs for adults 55+	4	2%
16. Day trips for adults 55+	8	4%
17. Games (BINGO, Dominoes, Card Party) for adults 55+	1	0%
None	69	34%
Grand Total	201	100%

Q12. Which FOUR of the programs from the list in Question 11 are MOST IMPORTANT to your household

Q12. Third Choice	Number	Percent
01. Community event programs (movie nights, festivals)	7	3%
02. Community garden programs	10	5%
03. Cultural event programs	6	3%
04. Martial arts programs	3	1%
05. Nature/environmental education programs	8	4%
06. Outdoor fitness/exercise classes	14	7%
07. Preschool programs/early childhood (princess tea party, superhero day)	4	2%
08. Teen recreation programs	11	5%
09. Youth fitness and wellness classes	9	4%
10. Youth art and cooking classes	8	4%
11. Youth theatre, dance, singing, musical classes	9	4%
12. Adult fitness and wellness programs	14	7%
13. Adult art and cooking classes	10	5%
14. Adult theatre, dance, singing, musical classes	2	1%
15. Art and cooking programs for adults 55+	2	1%
16. Day trips for adults 55+	3	1%
17. Games (BINGO, Dominoes, Card Party) for adults 55+	5	2%
None	76	38%
Grand Total	201	100%

Q12. Which FOUR of the programs from the list in Question 11 are MOST IMPORTANT to your household

Q12. Fourth Choice	Number	Percent
01. Community event programs (movie nights, festivals)	7	4%
02. Community garden programs	8	4%
03. Cultural event programs	3	2%
04. Martial arts programs	5	3%
05. Nature/environmental education programs	11	6%
06. Outdoor fitness/exercise classes	6	3%
07. Preschool programs/early childhood (princess tea party, superhero day)	2	1%
08. Teen recreation programs	12	6%
09. Youth fitness and wellness classes	2	1%
10. Youth art and cooking classes	3	2%
11. Youth theatre, dance, singing, musical classes	5	3%
12. Adult fitness and wellness programs	16	8%
13. Adult art and cooking classes	11	6%
14. Adult theatre, dance, singing, musical classes	1	1%
15. Art and cooking programs for adults 55+	1	1%
16. Day trips for adults 55+	7	4%
17. Games (BINGO, Dominoes, Card Party) for adults 55+	12	6%
None	88	44%
Grand Total	201	100%

Q13. Please rate your satisfaction with each of the following City Code and Ordinance items

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13-1. Enforcing the clean up of litter and debris	8.5%	37.8%	20.9%	19.4%	8.0%	5.4%
Q13-2. Enforcing the mowing and trimming of weeds on private property	10.0%	37.8%	25.9%	12.4%	9.0%	4.9%
Q13-3. Enforcing the maintenance of residential property in your neighborhood	10.9%	36.3%	25.4%	12.9%	10.4%	4.1%
Q13-4. Enforcing the maintenance of business property	11.4%	35.8%	32.8%	3.5%	2.0%	14.5%
Q13-5. Enforcing animal control regulations (e.g., pet license, leash law)	13.9%	36.8%	21.4%	8.5%	8.0%	11.4%

Q13. Please rate your satisfaction with each of the following City Code and Ordinance items (without "don't know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13-1. Enforcing the clean up of litter and debris	9.0%	40.0%	22.1%	20.5%	8.5%
Q13-2. Enforcing the mowing and trimming of weeds on private property	10.5%	39.7%	27.2%	13.0%	9.5%
Q13-3. Enforcing the maintenance of residential property in your neighborhood	11.4%	37.9%	26.5%	13.5%	10.8%
Q13-4. Enforcing the maintenance of business property	13.3%	41.9%	38.4%	4.1%	2.3%
Q13-5. Enforcing animal control regulations (e.g., pet license, leash law)	15.7%	41.5%	24.2%	9.6%	9.0%

Q14. Which TWO of the items listed in Question 13 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q14. Top Choice	Number	Percent
1. Enforcing the clean up of litter and debris	61	30%
2. Enforcing the mowing and trimming of weeds on private property	26	13%
3. Enforcing the maintenance of residential property in your neighborhood	39	19%
4. Enforcing the maintenance of business property	12	6%
5. Enforcing animal control regulations (e.g., pet license, leash law)	16	8%
99. None	47	23%
Grand Total	201	100%

Q14. Which TWO of the items listed in Question 13 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years

Q14. Second Choice	Number	Percent
1. Enforcing the clean up of litter and debris	36	18%
2. Enforcing the mowing and trimming of weeds on private property	39	19%
3. Enforcing the maintenance of residential property in your neighborhood	31	15%
4. Enforcing the maintenance of business property	21	10%
5. Enforcing animal control regulations (e.g., pet license, leash law)	18	9%
None	56	28%
Grand Total	201	100%

Q15. Please rate your satisfaction with each of the following City Communication items

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15-1. The availability of information about City programs and services	15.9%	51.7%	20.4%	2.5%	3.0%	6.5%
Q15-2. City efforts to keep you informed about local issues	19.4%	47.3%	16.4%	8.5%	5.5%	2.9%
Q15-3. The overall user-friendliness of the City's website (edgertonks.org)	18.4%	43.3%	17.9%	4.5%	3.0%	12.9%
Q15-4. The content of the City's newsletter	26.4%	50.2%	13.4%	3.5%	1.5%	5.0%
Q15-5. The content of alerts sent via Notify JoCo	25.4%	42.3%	13.4%	1.5%	1.5%	15.9%
Q15-6. The usefulness of the City's Facebook (@cityofedgertonks) and Twitter accounts (@cityofedgerton)	16.9%	28.9%	17.9%	2.0%	3.5%	30.8%

Q15. Please rate your satisfaction with each of the following City Communication items (without "don't know")

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. The availability of information about City programs and services	17.0%	55.3%	21.8%	2.7%	3.2%
Q15-2. City efforts to keep you informed about local issues	20.0%	48.7%	16.9%	8.8%	5.7%
Q15-3. The overall user-friendliness of the City's website (edgertonks.org)	21.1%	49.7%	20.6%	5.2%	3.4%
Q15-4. The content of the City's newsletter	27.8%	52.8%	14.1%	3.7%	1.6%
Q15-5. The content of alerts sent via Notify JoCo	30.2%	50.3%	15.9%	1.8%	1.8%
Q15-6. The usefulness of the City's Facebook (@cityofedgertonks) and Twitter accounts (@cityofedgerton)	24.4%	41.8%	25.9%	2.9%	5.1%

Q16. Which of the following are your PRIMARY SOURCES for information about community activities and services

Q16. Which of the following are your PRIMARY SOURCES for information about community activities and services

	Number	Percent
1. City newsletter	150	74.6%
2. City website	76	37.8%
4. City's Facebook account	81	40.3%
8. Word of mouth	72	35.8%
5. Other Facebook accounts	48	23.9%
3. Notify JoCo	64	31.8%
9. Newspaper	16	8.0%
10. Other	2	1.0%
7. Other Twitter accounts	2	1.0%

Q17. Which TWO of the methods of communication listed in Question 16 do you PREFER MOST

Q17. Top Choice	Number	Percent
01. City newsletter	92	46%
02. City website	25	12%
03. Notify JoCo	14	7%
04. City's Facebook account	38	19%
05. Other Facebook accounts	7	3%
06. City's Twitter account	1	0%
08. Word of mouth	5	2%
09. Newspaper	1	0%
None	18	9%
Grand Total	201	100%

Q17. Which TWO of the methods of communication listed in Question 16 do you PREFER MOST

Q17. Second Choice	Number	Percent
01. City newsletter	40	20%
02. City website	33	16%
03. Notify JoCo	21	10%
04. City's Facebook account	38	19%
05. Other Facebook accounts	11	5%
06. City's Twitter account	1	0%
08. Word of mouth	16	8%
09. Newspaper	4	2%
None	37	18%
Grand Total	201	100%

Q18. Do you use any of the following social network sites

Q18. Do you use any of the following social network sites	Number	Percent
Facebook	155	77.1%
Instagram	48	23.9%
YouTube	78	38.8%
TikTok	43	21.4%
Twitter	27	13.4%
Other	6	3.0%

Q19. Have you had contact with the City with a question, problem, or complaint during the past year

Q19. Have you had contact with the City with a question, problem, or complaint during the past year

	Number	Percent
Yes	74	36.8%
No	127	63.2%
Total	201	100.0%

Q19b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below

	Always	Usually	Sometimes	Seldom	Never	Don't Know
Q19b-1. They were easy to contact	58.1%	25.6%	14.9%	0.0%	1.4%	0.0%
Q19b-2. They were courteous and polite	68.8%	17.6%	8.1%	2.7%	1.4%	1.4%
Q19b-3. They gave prompt, accurate, and complete answers to questions	54.1%	27.0%	10.7%	1.4%	5.4%	1.4%
Q19b-4. They did what they said they would do in a timely manner	59.5%	20.3%	6.8%	5.2%	4.1%	4.1%
Q19b-5. They helped you resolve an issue to your satisfaction	58.1%	16.2%	9.5%	4.1%	6.8%	5.3%

Q19b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below (without “don’t know”)

	Always	Usually	Sometimes	Seldom	Never
Q19b-1. They were easy to contact	58.1%	25.6%	14.9%	0.0%	1.4%
Q19b-2. They were courteous and polite	69.8%	17.8%	8.2%	2.7%	1.4%
Q19b-3. They gave prompt, accurate, and complete answers to questions	54.9%	27.4%	10.9%	1.4%	5.5%
Q19b-4. They did what they said they would do in a timely manner	62.0%	21.2%	7.1%	5.4%	4.3%
Q19b-5. They helped you resolve an issue to your satisfaction	61.4%	17.1%	10.0%	4.3%	7.2%

Q20. Which THREE of the following capital improvements do you think are MOST IMPORTANT for the continued success of the City of Edgerton

Q20. Which THREE of the following capital improvements do you think are MOST IMPORTANT for the continued success of the City of Edgerton

	Number	Percent
Water system improvements	87	43.3%
Sanitary sewer system improvements	53	26.4%
New sidewalk/trail extensions	81	40.3%
Parks (upgrading existing equipment/facilities)	70	34.8%
Stormwater system improvements	61	30.3%
Streets (reconstruction of existing)	86	42.8%
Facilities (upgrade existing City buildings)	61	30.3%
Traffic signal replacement upgrade	19	9.5%

Q21. The City may have the capacity (within budget) to fund capital projects without having to increase mill levy. Considering this, which TWO of the items listed below do you think are MOST IMPORTANT to fund

Q21. The City may have the capacity (within budget) to fund capital projects without having to increase mill levy. Considering this, which TWO of the items listed below do you think are MOST IMPORTANT to fund

	Number	Percent
Sidewalk/trail connections	38	11.4%
Construction of spray park/pool	63	19.0%
Reconstruction of neighborhood streets	51	15.4%
Major park renovations	16	4.8%
Downtown streetscape	40	12.0%
Construction of a community center	82	24.7%
None, just lower the mill levy	42	12.7%
Total	332	

Q22. Of the county/regional priorities listed below, which THREE would you select as the MOST IMPORTANT

Q22. Of the county/regional priorities listed below, which THREE would you select as the MOST IMPORTANT

	Number	Percent
Streets/Roads/Highways	137	26.4%
Bridges	32	6.17%
Increased ambulance service	32	6.17%
High Speed Internet/TV	126	24.3%
Parks/Trails	81	15.6%
Mobility/Transportation for seniors	61	11.8%
Transit	50	9.6%
Total	519	

Q23. Do you have access to Internet at home

Q23. Do you have access to Internet at home	Number	Percent
Yes	179	89.1%
No	12	6.0%
Not Provided	10	5.0%
Total	201	100.0%

Q23a. What type of service do you have at your home

Q23a. What type of service do you have at your home	Number	Percent
DSL	42	23.5%
Cable	45	25.1%
Satellite	13	7.3%
Wireless (e.g., Kwikom)	39	21.8%
Wireless - through cell phone provider (e.g., T-Mobile)	32	17.9%
Fiber	3	1.7%
Don't know	5	2.8%
Total	179	100%

Q23b. Have you had any recent service interruptions to your internet

Q23b. Have you had any recent service interruptions to your internet	Number	Percent
Yes	74	36.8%
No	101	50.2%
Not Provided	26	12.9%
Total	201	100.0%

Q24. Approximately how many years have you lived in the City of Edgerton

Q24. Approximately how many years have you lived in the City of Edgerton

	Number	Percent
0-5	53	26.4%
6-10	31	15.4%
11-15	23	11.4%
16-20	23	11.4%
21-30	28	13.9%
31+	30	14.9%
Not Provided	12	6.5%
Total	201	100.0%

Q25. Do you own or rent your current residence

Q25. Do you own or rent your current residence

	Number	Percent
Own	168	83.6%
Rent	28	13.9%
Not Provided	5	2.5%
Total	201	100.0%

Q28. What is your age?

Q28. What is your age?	Number	Percent
18-34	37	18.4%
35-44	41	20.4%
45-54	40	19.9%
55-64	35	17.4%
65+	38	18.9%
Not Provided	10	5.0%
Total	201	100.0%

Q29. Including yourself, how many persons in your household are...

Q29. Including yourself, how many persons in your household are...	Number
Under age 5	25
Ages 5-9	31
Ages 10-14	43
Ages 15-19	52
Ages 20-24	25
Ages 25-34	57
Ages 35-44	79
Ages 45-54	70
Ages 55-64	60
Ages 65-74	39
Ages 75+	25

Q30. How many persons in your household are employed in each of the following areas

Q30. How many persons in your household are employed in each of the following areas

	Number
Within City limits of Edgerton	31
In Logistic Park Kansas City (LPKC)	17
Outside Edgerton, but within JoCo	180
Outside JoCo, but within the KC Metro	52

Q31. Would you say your total household income is

Q31. Would you say your total household income is	Number	Percent
Under \$30,000	21	10.4%
\$30,000 to \$59,999	55	27.4%
\$60,000 to \$99,999	51	25.4%
\$100,000 or more	47	23.4%
Not Provided	27	13.4%
Total	201	100.0%

Q32. Your gender:

Q32. Your gender:	Number	Percent
Male	190	47.3%
Female	198	49.3%
Not Provided	14	3.5%
Total	402	100.0%

Section 6

Survey Instrument



404 East Nelson
Edgerton, KS 66021
P: 913.893.6231
EDGERTONKS.ORG



February 2022

Dear Edgerton Resident,

Please help the City of Edgerton plan for the future.

Residents are being asked to participate in a survey designed to gather opinions and feedback on local government programs and services provided by the City and our service partners.

We greatly appreciate your time. We understand that this survey takes time to complete, but believe every question is important. The information received as part of this survey will help your local elected officials understand the community needs and wants to better prioritize your valuable city resources.

We would appreciate receiving your completed survey in the next week. Please use the postage-paid envelope provided. Individual responses will remain confidential. If you prefer, you may also complete the survey online at **Edgertonsurvey.org**.

The survey data will be compiled and analyzed by the City's consultant ETC Institute. ETC Institute is one of the nation's leading firms in the field of local government research. ETC will present the findings to the City this spring. These compiled findings will also be published in the City's newsletter.

If you have any questions, you may contact City Hall at (913) 893-6231.

Thank you for your participation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Donald Roberts', written over a light orange rectangular background.

Donald Roberts
Mayor



2022 City of Edgerton Citizen Survey

Thank you for taking the time to complete this important survey. City leaders will use your input to help set community priorities so that the City's dollars are spent wisely. When you are finished, please return your completed survey in the postage-paid envelope provided. If you would prefer to take this survey online, you can do so at edgertonsurvey.org.

1. **Overall Satisfaction with City Services.** Please rate your overall satisfaction with each of the following services provided by the City of Edgerton or other agencies using a scale of 1 to 5, where "5" means "Very Satisfied" and "1" means "Very Dissatisfied."

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of police services (Johnson County Sheriff's Office)	5	4	3	2	1	9
02. Overall quality of fire services (Johnson County Fire District 1)	5	4	3	2	1	9
03. Overall quality of ambulance services (JoCo Med-Act)	5	4	3	2	1	9
04. Quality of city parks and facilities	5	4	3	2	1	9
05. Overall maintenance of city streets, buildings and facilities	5	4	3	2	1	9
06. Overall quality of water/sewer utilities	5	4	3	2	1	9
07. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
08. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
09. Overall effectiveness of city communication with the public	5	4	3	2	1	9
10. Overall effectiveness of community planning and development	5	4	3	2	1	9
11. Quality of animal control (e.g. pet licenses, response to domestic animal issues)	5	4	3	2	1	9
12. Overall flow of traffic and congestion management in Edgerton	5	4	3	2	1	9

2. **Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years?** [Write-in your answers below using the numbers from the list in Question 1.]

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

3. **Some items that may influence your perception of the City of Edgerton are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How would you rate the City of Edgerton...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall image of the City	5	4	3	2	1	9
2. Overall value that you receive for your tax dollars and fees	5	4	3	2	1	9
3. How well the City is managing and planning growth and development	5	4	3	2	1	9
4. Overall quality of services provided by the City of Edgerton	5	4	3	2	1	9

4. **Public Safety.** Please rate your satisfaction with the following services provided by the city's public safety partners using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of contracted Police protection (JoCo Sheriff's Office)	5	4	3	2	1	9
2.	The visibility of police in neighborhoods	5	4	3	2	1	9
3.	Enforcement of local traffic laws	5	4	3	2	1	9
4.	The attitude and behavior of sheriff's office personnel toward citizens	5	4	3	2	1	9
5.	Overall quality of local fire protection (Johnson County Fire District 1)	5	4	3	2	1	9
6.	The attitude and behavior of fire department (Johnson County Fire District 1) personnel toward citizens	5	4	3	2	1	9
7.	Quality of community public safety programs (e.g. self-defense, block watch)	5	4	3	2	1	9

5. Which **THREE** of the public safety services listed in Question 4 do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? *[Write-in your answers below using the numbers from the list in Question 4.]*

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

6. **City Maintenance.** Using a scale of 1 to 5, where 5 is "Very Satisfied" and 1 is "Very Dissatisfied," please indicate how satisfied you are with the following aspects of city maintenance.

City Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of major City streets	5	4	3	2	1	9
02.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
03.	Maintenance of sidewalks in the City	5	4	3	2	1	9
04.	Maintenance of street signs/traffic signals	5	4	3	2	1	9
05.	Maintenance of City entrance signage	5	4	3	2	1	9
06.	Maintenance of City buildings	5	4	3	2	1	9
07.	Snow removal on major City streets	5	4	3	2	1	9
08.	Snow removal on neighborhood streets	5	4	3	2	1	9
09.	Adequacy of City street lighting	5	4	3	2	1	9
10.	Overall cleanliness of City streets and other public areas	5	4	3	2	1	9

7. Which **THREE** of the maintenance services listed in Question 6 do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? *[Write-in your answers below using the numbers from the list in Question 6.]*

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

8. **Sewer and Water Utilities.** Please rate your satisfaction with each of the items listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Sewer and Water Utilities		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Water pressure in your home	5	4	3	2	1	9
2.	Responsiveness to emergency calls for sewer backups	5	4	3	2	1	9
3.	Responsiveness to emergency calls for water main breaks	5	4	3	2	1	9

9. **Parks and Recreation.** Please rate your satisfaction with each of the following Parks and Recreation items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of City parks and park equipment	5	4	3	2	1	9
2.	Number of walking and biking trails	5	4	3	2	1	9
3.	The number of City parks	5	4	3	2	1	9
4.	Number of outdoor athletic fields	5	4	3	2	1	9
5.	Programs for youth	5	4	3	2	1	9
6.	Programs for adults	5	4	3	2	1	9
7.	Programs for seniors	5	4	3	2	1	9
8.	Maintenance of walking and biking trails	5	4	3	2	1	9
9.	City special events and festivals	5	4	3	2	1	9

10. Which TWO of the Parks and Recreation items listed in Question 9 do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? *[Write-in your answers below using the numbers from the list in Question 9.]*

1st: _____ 2nd: _____

11. **Parks and Recreation Programming Needs.** Please indicate if YOU or any member of your household has any interest in Edgerton offering each of the following programs by circling YES or NO to the right of each type of program. If YES, please answer the questions to the right of the program regarding how well your needs are currently being met for the program through other organizations.

Type of Program		Interested in Edgerton Offering Program?		How well are your needs currently met through other organizations? (i.e. JCPRD, GEYCP)			
				Fully Met	Mostly Met	Partly Met	Not Met
Community Wide Programming							
01.	Community event programs (movie nights, festivals)	Yes	No	4	3	2	1
02.	Community garden programs	Yes	No	4	3	2	1
03.	Cultural event programs	Yes	No	4	3	2	1
04.	Martial arts programs	Yes	No	4	3	2	1
05.	Nature/environmental education programs	Yes	No	4	3	2	1
06.	Outdoor fitness/exercise classes	Yes	No	4	3	2	1
Youth Programming							
07.	Preschool programs/early childhood (princess tea party, superhero day)	Yes	No	4	3	2	1
08.	Teen recreation programs	Yes	No	4	3	2	1
09.	Youth fitness and wellness classes	Yes	No	4	3	2	1
10.	Youth art and cooking classes	Yes	No	4	3	2	1
11.	Youth theatre, dance, singing, musical classes	Yes	No	4	3	2	1
Adult Programming							
12.	Adult fitness and wellness programs	Yes	No	4	3	2	1
13.	Adult art and cooking classes	Yes	No	4	3	2	1
14.	Adult theatre, dance, singing, musical classes	Yes	No	4	3	2	1
Active Adults (55 and Better)							
15.	Art and cooking programs for adults 55+	Yes	No	4	3	2	1
16.	Day trips for adults 55+	Yes	No	4	3	2	1
17.	Games (BINGO, Dominoes, Card Party) for adults 55+	Yes	No	4	3	2	1

12. Which **FOUR** of the programs listed in Question 11 on the previous page are **MOST IMPORTANT** to your household? [Using the numbers from the list in Question 11, please write in the numbers of the programs that are your 1st, 2nd, 3rd, and 4th choices, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

13. **Enforcement of City Codes and Ordinances.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Codes and Ordinances		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean up of litter and debris	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of weeds on private property	5	4	3	2	1	9
3.	Enforcing the maintenance of residential property in your neighborhood	5	4	3	2	1	9
4.	Enforcing the maintenance of business property	5	4	3	2	1	9
5.	Enforcing animal control regulations (e.g. pet license, leash law)	5	4	3	2	1	9

14. Which **TWO** of the items listed in Question 13 do you think should receive the **MOST EMPHASIS** from city leaders over the next **TWO** years? [Write-in your answers below using the numbers from the list in Question 13.]

1st: _____ 2nd: _____

15. **City Communication.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

City Communication		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	City efforts to keep you informed about local issues	5	4	3	2	1	9
3.	The overall user-friendliness of the City's website (edgertonks.org)	5	4	3	2	1	9
4.	The content of the City's newsletter	5	4	3	2	1	9
5.	The content of alerts sent via Notify JoCo	5	4	3	2	1	9
6.	The usefulness of the City's Facebook (@cityofedgertonks) and Twitter accounts (@cityofedgerton)	5	4	3	2	1	9

16. Which of the following are your **PRIMARY SOURCES** for information about community activities and services?

____(01) City newsletter	____(06) City's Twitter account
____(02) City website	____(07) Other Twitter accounts
____(03) Notify JoCo	____(08) Word of mouth
____(04) City's Facebook account	____(09) Newspaper
____(05) Other Facebook accounts	____(10) Other: _____

17. Which **TWO** of the methods of communication listed in Question 16 do you **PREFER MOST**? [Write-in your answers below using the numbers from the list in Question 16.]

1st: _____ 2nd: _____

18. Do you use any of the following social network sites? [Check all that apply.]

- ☐ (1) Twitter
 ☐ (4) TikTok
☐ (2) Facebook
 ☐ (5) Instagram
☐ (3) YouTube
 ☐ (6) Other: _____

19. Customer Service. Have you had contact with the City over a question, problem, or complaint during the past year? For instance, paying a bill in person, signing up for Parks and Rec classes, calling in a water main break, questions or complaints.

- ☐ (1) Yes [Answer Q19a-b.]
 ☐ (2) No [Skip to Q20.]

19a. Which City department did you interact with MOST RECENTLY? _____**19b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate how often the employee you spoke with at the City department you indicated in Q19a displayed each of the following behaviors.**

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. City Capital Improvement Projects. Which THREE of the following capital improvements do you think are MOST IMPORTANT for the continued success of the City of Edgerton?

- ☐ (1) Water system improvements
 ☐ (5) Stormwater system improvements
☐ (2) Traffic signal replacement upgrade
 ☐ (6) Facilities (upgrade existing City buildings)
☐ (3) Sanitary sewer system improvements
 ☐ (7) Streets (reconstruction of existing)
☐ (4) Parks (upgrading existing equipment/facilities)
 ☐ (8) New sidewalk/trail extensions

21. The City may have the capacity (within budget) to fund capital projects without having to increase mill levy. Considering this, which TWO of the items listed below do you think are MOST IMPORTANT to fund?

- ☐ (1) Reconstruction of neighborhood streets
 ☐ (5) Construction of a community center
☐ (2) Downtown streetscape
 ☐ (6) Construction of spray park/pool
☐ (3) Sidewalk/trail connections
 ☐ (7) No, just lower taxes
☐ (4) Major park renovations

22. County/Regional Priorities. Of the county/regional priorities listed below, which THREE would you select as the MOST IMPORTANT?

- ☐ (1) Streets/Roads/Highways
 ☐ (5) Parks/Trails
☐ (2) Mobility/Transportation for seniors
 ☐ (6) Increased ambulance service
☐ (3) Bridges
 ☐ (7) Transit
☐ (4) High Speed Internet/TV

DEMOGRAPHICS

23. Do you have access to Internet at home? ____ (1) Yes [Answer Q23a-b.] ____ (2) No [Skip to Q24.]

23a. What type of service do you have at your home?

- | | |
|--------------------|---|
| ____ (1) DSL | ____ (4) Fiber |
| ____ (2) Cable | ____ (5) Wireless (e.g. Kwikom) |
| ____ (3) Satellite | ____ (6) Wireless - through cell phone provider (e.g. T-Mobile) |

23b. Have you had any recent service interruptions to your internet? ____ (1) Yes ____ (2) No

24. Approximately how many years have you lived in the City of Edgerton? ____ years

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

26. What do you like BEST about Edgerton?

27. What do you like LEAST about Edgerton?

28. What is your age? ____ years

29. Including yourself, how many persons in your household are...

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

30. How many persons in your household are employed in each of the following areas?

Within the city limits of Edgerton: ____
 In Logistic Park Kansas City (LPKC): ____
 Outside Edgerton, but within Johnson County: ____
 Outside Johnson County, but within the KC Metro: ____

31. Would you say your total household income is...

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

32. Your gender: ____ (1) Male ____ (2) Female

This concludes the survey. Thank you for your time!

Please return your completed survey in the postage-paid envelope provided addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Q26.What do you like BEST about Edgerton?

The small town feel but yet close to the city. I didn't want to live in the city but wanted to be close to the convinces the city offers. The kindness of everyone that lives here

I love the small town culture that Edgerton holds. Everyone knows one another and looks out for one another.

The people, more so the neighbors we lived around for the past 17 years. It also has one of the best Elementary schools in the state.

The way the community can come together as one to help others

Small and quiet. Helpful neighbors.

The city and people.

Q27.What do you like LEAST about Edgerton?

The semi's coming down our road constantly. Isn't that what Homestead road is for or did I miss something? The mess the rock Quarry makes on the road coming to town. The need for more things for people of all ages to do here.

My teens long for a park that has equipment designed for older kids. Hopefully the soon to come renovations at the skateboard park will supply that.

The presentation of the town. It needs a good upgrade. Not everything but ALOT of it does need help.

The lack of finding developers to build more housing is tied with no food delivery in our area.

I would like more things here and I don't mean by the truck stop we need more housing as well.

The quarry, the amount of dirt on the road by the quarry.

Access to walking parks
small town/rural aspect

Lake of commercial services, i.e.:
restaurants, larger grocery store

The quietness of our town.

The failure of the city to upgrade local streets, curbing and guttering for storm water removal. I also believe that the city has a poor reputation in the way that they are handling the inter modal expansion.

Safe, quiet town

Curbing and guttering of streets needs to be addressed. There is no residential growth going on in Edgerton and I find this very odd.

The small town atmosphere, quiet and peaceful.

Not enough sidewalks and neighborhoods that are old and trashy-looking.

small town experience

water pressure/quality

country
quiet
countryside

intermodal traffic from Intermodal in particular semi trucks.
unfriendly people
Trump people

Good leadership and concern for the community

It is quiet, people are nice. The 4th of July is great.

No Christmas show.

We love Bull Creek Park. The trails can keep us occupied all day long. And the park across the street is nice for the children. The town is small and seems nice. We really like the Fourth of July firework show.

The train, and the quarry.

We love the small community. We feel our children are safe walking home as we know most of our neighbors. We love taking walks around the neighborhood and at the parks. We always look forward to the 3rd of July display and the Edgerton days festival and we really enjoy that we can and do walk to these events.

We would like to see another place to eat, maybe a dinner for a breakfast a well.
It's trashy

Small town, wonderful schools, friendly people.

Lack of larger homes (4+bedrooms).

Cheap housing. Relative convenience to the rest of Joco.

We are a warehouse and truck stop town.

Great community of people

It isn't growing as fast as expected. After 12 years we expected growth would bring at least a grocery store.

Friendly, cozy little town. Well maintained

Sidewalks aren't the best.

Most people are very welcoming

How some people (1 very vocal) continually slams the city on public Facebook pages. If you hate the way things are so much do something beside type on your keyboard man..

Small, quiet town
The people
Small town

Sometimes the assessment of where to make improvements seems out-of-whack. The bridge on 207th is good, but having sidewalks on BOTH sides of the project seems excessive for the location on the edge of town. Another example: W Meriwood was resurfaced last summer. That's nice, but just driving around town it seems like other streets needed it worse. For instance, 2nd St from the Co-Op to Nelson. Even though I live on Meriwood I would have preferred to see 2nd St repaired.
The people lol
No restaurants

the People

code enforcement is not the same for everyone

Small town ride

Chip sealed roads. Less reliable internet options

Hometown atmosphere

What people say and think about Edgerton

Small town
Quite, tight nit community.
Small town feel

It's dump and dirty, selective code enforcement
Crime

How the people of this town always come together to help each other out.

How the negative politics in the last election caused a divide in the community.

My neighborhood

Political drama, need more transparency, need inviting things for new people to come to edgerton,

Small Town feeling

Political clicks that seem to serve their own agenda. Trying to turn Edgerton into big city style. Paying joco taxes and being treated like joco ghetto.

quiet, small town, safe for children

condition of sidewalks

Small low amount of traffic

Limited activities for kids
Most important information is available through social media which we do not participate in

Small town feel. Edgerton does also have a great winter roadway plan and does a great job with it.
Small town feeling

Slow pace, overall cleanliness improved

Small Town

Low crime.

No swimming pool. Attitude from City employees. The lack of customer service and the focus on the intermodal. I little bit of acting like you care about the citizens can go a long way. Example street grade cut on 207th streets during bridge construction. 3 months before they smoothed it out. That is something they should of done after the first week instead of making ever vehicle drive over the bump twice a day. NO other City would of allowed that. Edgerton employees and council did not care.
Intermodel

Junky gas station

Lack of amenities. Politics. No relief in Mill Levy tax with the amount of business development for the community.

The only gripe I have is the enforcement on residential properties.

Small, friendly town. Local library.

Parking on the north side of the business district should be parallel, as pickups and large autos stick out in traffic lanes.

Good people helping others.

Snow removal, always blocking my driveway and piling up on my sidewalks.

Safe, small, no stoplights and easy to get to highway. Quiet, friendly atmosphere.

Some very dilapidated houses, small minded views of some residents. Some people that park cars on both sides of the street.

My home.

The way the city waste money on vanity projects like branding and attitude towards citizens.

Quiet and friendly.
Quiet

Snow plows filling my driveway entrance and high taxes.
Train horns.

Location and size.

Town image. Enforce codes for home owners.

Small town, and it is quiet.
Peace and quiet.
Safe, friendly.
It is just a place to live.

Overhead power lines, instead of buried.
Code enforcement, clutter in yards.
Stray dogs.
No car wash.
No grocery stores.

Small town feel and safety.
Friendly atmosphere.

Getting too big. But know more is to come.
Code enforcement.

Small town atmosphere. It is very quiet.

I love this town!

How quiet the town is and how close we are to the stars at night.
Small town.

How people trash talk when people are running for an election. Also, not many helping elderly during the show.

Small town, friendly people, wonderful church, quiet and Bull Creek.
Community togetherness.

No community center, no eatery's, no family things to do,
Politics

Over all great place to live.

Stop the speeding on Heather Knoll Dr., Edgerton and 8th Street.

That everyone is looking out for their neighbors.

That everyone is looking out for their neighbors.

I know most of my neighbors and they look out for me.

Drivers going too fast. Need speed checks done.

Small town.

Getting ready to move, this is turning into a bigger city than what I want to live in. City leaders are making way too much money.

No food delivery services.

Small town, yet close to everything.

Lack of things for teenagers to do.

I like our neighborhood, we know our neighbors and they know us.

All of the back stabbing that goes on between those who favor the city's intentions vs those who seem to want to continue to stagnant our town.

Smaller community.

Lots of division and dissension on community pages.

Small town with friendly people. Library services are great.

So few stores. We need a grocery and drugstore. A few hamburger chain restaurants would be nice.

Small town feel and it is quiet.
Small town close to resources.
Dollar General

Generic street lighting. Replicate like Waverly Rd. Bridge. Give this place a "unique look".
Small minded people.
Cost is too high.

Quiet and safe.

Run down appearance.

People, quiet and the churces.

Animals running around loose.

Small town atmosphere.

No rentals, apartments, senior living, and low income.

Small town, affordable housing.

It is quiet and not so busy.

The city needs a facelift.

Not much it is a redneck town.
Small town atmosphere.

They need to do a better job enforcing codes for residents. They have eyes, we should not have to make a trip to open their eyes.
No grocery store.

Friendly environment and affordable.

Water pressure, internet options, no community center/pool. The tennis and volleyball courts need to be maintained.

Small town vibe and no traffic.

It is a small town community within Johnson County.

No options for dining out.

Lack of a 24 hour store.

Small town culture.

Lack of diverse retail businesses and restaurants.

Bullcreek Park

High taxes and little to show for them.

Quiet

The people.

Appearance of the city is bad, 56 Highway is a disgrace.

No restaurant.

Light traffic and it is a quiet place.

The people that park on the street when they have space in their driveway.

Close to I-35.

We need leash control. No one has their dogs on leashes.

Small size

The community bond, neighbors helping neighbors.

City oversteps with codes, lack of police deterring crime (more visual and more proactive.)

Small town.

Intermodal -trucks and trains.

Friendly neighbors, small town feel.

Add some restaurants. Add more street lighting in neighborhoods.

Small town living, events and it is a great place to raise kids.

Better display of the Christmas lights coming into town.

The people.

Violation of city ordinances.

Small town and easy access to highway.

The growth, increasing technologies and community values.

Small town feel and friendly people.

Friendly neighbors, quiet area, and affordable housing.

Quiet, safe, and good school.

Privacy

Slow internet, high taxes, lack of convenience. Need to invest more money into town versus logistics.

The crime is increasing.

The code enforcement is minimal. We have called a few times and no response or remedy to our problem. Our neighbor drives thru our yard to get his boat. His grass is 4 feet tall.

Spineless city council that will not stand up to County or State.

The Lack of communication when dealing with city on project involving your home. They never came to door and explained anything that would be happening. The City staff in general needs to due better with communication and approaching community members.

storm drains and sewer systems

Over paid city employees.

Small town atmosphere.

no place to eat out, even fast food. A hometown cooking place to eat would be fantastic and good for the city too.

The people, community, not as congested and the peacefulness!!

The only thing is the cleanup for private property for me.

Quiet, not crowded, friendly, safe

Need bigger, updated park. Need to grow so that we can attract some more food options. Local restaurant would be nice other than the bar.

It's quiet

The 24.8% property tax increase. Animal control code enforcement.

That it is a small town with a good government and that they care about the people who live here and that they have a Library, a good school system, and good fire department, and the people who live here seem to care about one another. I am so glad the city is finally able to have the finances to repair the poor streets.

No major grocery store or restaurant

It's willingness to grow	Lack of options: no restaurants, 1 gas station w/ questionable prices and fuel quality, no quality grocery and lack of consistency when enforcing laws/ordinances. There is almost always a car parked on the "do not park" side of our street. If you have rules/laws, enforce them all
small country town	ban fireworks on July 4th in the city
quiet & friendly place to live	gripey people who do not accept changes very well

The hometown feel. We reach out & try to help one another. The small town feel	Even though everyone likes the hometown feel, we still need more housing, maybe a restaurant. I thought the truck stop was going to be nice, I heard a Quik-trip & Wendy's was going very disappointed when it didn't. Nothing to do
--	--

Small rural town. Decent schools. Dollar general.	Too much truck/semi traffic on E. 4th Street.
---	---

Small town feel with great schools. Small, rural city but close to Kansas and Missouri suburbs.	Trashy looking properties, no good Edgerton sign. Bad sidewalks.
---	---

It's not a huge city.

For the amount of undeveloped land around the city, the number of parks and walking trails could increase. This would help the desire for people to get outside and be active more, requiring less demand for first responders due to health-related matters.

The city council members are open with the citizens about ideas, events, and improvements for the city. My family has only lived here a short while but if half of the things I've heard the city is planning to do actually happen, we'll definitely plan on staying the entirety of our child's youth and possibly longer.

Safe, quiet

I don't like that there is no food delivery services that come here, a large grocery store, or community center with a pool. I feel like in every city I've lived in (and I moved a lot) I've utilized those three things the most.

I know a lot of restaurants that typically deliver will do so within a certain mile radius. Some in Gardner are within 10 minutes of the main residential area of Edgerton but none of them actually deliver to us. It's hard to leave your home when you're raising children, especially when they're in the toddler stage. My family is looking for more convenience in the future from Edgerton.

Train

Small town

Street

Small town

Train traffic and the constant blowing of their horns non stop

I do not like the inconsistency when it comes to enforcing local ordinances. It is a very small town and yet no one seems to get a ticket for engine breaking, letting their trash blow into other's yards/fields, not cleaning their dog pens, letting their cats run loose, not using basic traffic rules (signals, speed, etc), allowing their kids to run around unsupervised and exposing themselves (while the parents get high inside), and illegally parking on a street with a "no parking on this side" sign. And yet, we get emails and texts about getting our sidewalks shoveled asap Either hold citizens accountable and make Edgerton a place of standards and value, or continue ignoring/allowing the disrespect of people and their property until it becomes a place that no one wants to live. This town has so much potential! I'd really hate to see it go to hell because people aren't held accountable for negative behaviors.

The majority if citizens seem to embrace expansion and modernization.

Also, an Aldi or Tartget, Hyvee, or Dillons would be cool 😊

Friendly people

Some houses have terrible messy yards (seems not enforced)

I like my direct neighborhood because it's clean and the people are respectful of having a clean property.

The lack of upkeep to homes and/or property. Areas of Edgerton look dirty and lack upkeep. I'm also unhappy with the trailer park. I'm in no way against having a trailer park and I am welcome to the idea of having a bigger trailer park. What I would like to see is a much cleaner trailer park.

The small town atmosphere.

Lack of restaurants, lack of fresh food shopping, lack of new housing construction. The city is stagnate and is only growing in warehouses and not in business that I can support, i.e. restaurants, shops, coffee shops etc.

The small town feel and how everyone watches out for each other.

All the back biting in city hall.

I like the events the city puts on.
It is a small, friendly town.
No traffic congestion.

I don't like the run down conditions of homes.
Driving for groceries.

Quiet, friendly and great neighbors.

Not enough restaurants and entertainment.

Small town and not so busy.

Loud trains. We could use another grocery store.

Parks, community

Trailers, potholes on streets, long ambulance response time (coming from Gardner or Olathe)

Nothing any more.

Lack of communication from city staff. Hands off approach to governing. Selective enforcement of city codes. Preferential treatment given to friends and relatives of city staff.

Small town with large metro close by.

Sheriff

It's peaceful and not overly crowded
Quiet

No grocery store or alternate gas station
Taxes are too high.

The small town feeling and sight of farm fields near by.

Water pressure and the lack of fiber for the internet.

The wonderful school. Edgerton Elementary

Taxes

Great school and teachers. Small town feel close to bigger city. Great community support for each other.
Small close community

The bridge needs lines painted and reflectors on the side walls of the bridge. Josie's constant attempt to divide the citizens.

I love how quiet and peaceful the town is.

Nothing really

Lower regulations than the big city, but we should still work on reducing regulations

Very poor city planning/development. Ex: over-annexing, excessive TIF usage, no mixed use areas, only low density development allowed, gigantic streets with no protected bike infrastructure even though they have room

Outdoor activities, location is mostly peaceful and safe for families, and w/in short driving distance to city amenities and major hospitals.

It needs more of its own more basic city amenities - water park, grocery store (pref. w/pharmacy), medical clinic, selection of gas stations, etc.

Knowing my neighbors.
Quiet/no traffic/low crime.
Great place to live.

Not having more community gatherings to know extended neighbors (farms, businesses, generations of residents, and its history.

The people and the peacefulness.

Little to no services.

Your effort to make things better.

Storm drains on 207 between New Bridge and Edgerton Rd.

Traffic and home prices.

Proximity to KC. (Out of the city but with access to the city)

Train horns despite being a town where they are not required.

I love our community and how the community comes together. This really is the best town ever.

I miss when the Christmas lights came down Nelson all the way to the school. It really made it special.

Small and quiet town
Small town

Low water pressure in homes
Property tax.

Small town vibe although growing
People
quiet

Lack of development, and always starter homes for low income. need median income housing to bring up values
Water pressure

Small town. Location

Intermodal traffic and trash s as long roads.

Small town

Not enough older youth activities

Citizens

The mayor, city council & planning commission. The greed allowing more & more capitalized corruption to take over a long standing small town.

Friends and neighbors that we have come to know and love

The backstabbing and other crap show that happens on the FB page. I know Nathan has his hands full trying to read & police the comments. Also the seeming lack of people who may not like what's going on but do the backstabbing instead of doing something about it by stepping up and taking part in the P&Z comments

Sense of community, no HOA, and the small town feel.
Peace and quiet.

Available internet providers. Police parking for extended periods of time on private property.

Small town, yet close to the larger cities. I love living here.
Community togetherness.
Quiet and peaceful.
It is a small town.

A few more places to eat. A community center with a pool.

Nothing.

It's willingness to grow and improve.

Lack of options, grocery stores, restaurants, etc. Trashy neighbors.

Small town feeling, starting to disappear tho.

Don't have own middle or high school.
Roads from E-town getting to existing schools are terrible. The focus seems to be all on the intermodal facility.

growing small town with great neighbors and community

Edgerton signage

small population

unfriendly, unhelpful people

small town, quiet

driving distance for everything

it was small and quiet, now too many semis driving in town/residences

truck traffic routes not clear enough, intersections too small for trucks to turn without getting in drain ditches.. Heavy loads destroy roads

small town that is friendly
small town environment
friendly

don't have enough for the public, all about the intemobile. Have not seen anything from it.
growing too fast
code enforcement

quiet

cars burning rubber on Edgerton Rd and ATV's going fast on side roads

Geographic location away from congestion but close to amenities.

lack of rental and senior assisted properties

The small town feel

Some characters in this town.

The people!

The lack of things, we used to have a gym. Loved it. Things like that. A community center with a gym, courts, and splash pad would be amazing for us all!! Keep \$ local.

Additional Comments received outside of the survey:

I did the city survey and had a concern. For some questions like "enforcement of traffic rules" I put dissatisfied because I don't like the speed traps. Another example is "enforcement of pet licenses" was dissatisfied because I don't think we should require pet licenses. But there was no box to explain this so I think these responses could be misinterpreted to mean that I think we should increase enforcement of these things. Due to this poor survey design, these types of questions should be interpreted very carefully. Please forward my concern to whoever reads/analyzes the survey results. Thank you.
To whom it may concern to go along with the Survey:

As for public parks it would be nice to see more toddler friendly play areas, or toddler friendly climbing and playing stuff in general. Most toddlers can not get on the swings at the parks now, need different level of slides and better/safer climbing things.

Park n rec activities would be nice to have events for younger kids in the morning time, like you are now doing Storytime. These littles take naps after lunch so events prior to lunch would be great.

Would love to have city sewer out this way since we are in the city limits

Just like everyone we want it all but still waiting on a Community Center that has been talked about the last 6 or more years with a splash park for the kids!! Instead of so much focus East of Bull Creek lets focus on Downtown and the residents that are here.

Planning: Hope it is in the works now for future of all the truck traffic. They needs signs helping them with directions.

Why is there No Street signs on 56 hwy letting people know the names of streets to

turn on? I believe there maybe 2 streets with signs on 56 hwy.

Is this 207th St Bridge or Braun St Bridge?? 207th is a county name and this Bridge is in the city limits which is Braun St.

My Street is Braun St but no signs letting anyone know that, the only sign up is 207th st.

As a City you can do much better with street signs and signage to direct the truck traffic, let them know where the intermodal etc.. is.

Last thing is would really like to see the city staff communicate more with the citizens of Edgerton. For instance, when working in their yard, on their property or on street in front of their house that will affect their driveway Please go knock on the door and communicate with them as to what they will be doing. We rely to much on computers and notify JoCo, how about we get personnel like the old days and actually talk with the homeowners and speak to people.

I hope this doesn't just go in the trash and you share it with the City Council and anyone else that wants community survey answers..