2014 City of Gardner DirectionFinder® Survey

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Final Report

Submitted to the City of Gardner, Kansas by:
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Executive Summary

Overview and Methodology

The City of Gardner conducted its eighth *DirectionFinder*® survey during the spring of 2014. The survey was designed to gather input from residents about the quality of services provided by the City of Gardner. The information gathered from the survey will help the City establish budget priorities and policy decisions.

A seven-page survey was mailed to a random sample of 2,800 households in the City of Gardner. Of the 2,800 households that received a survey, 1,010 completed the survey, exceeding the original goal of 700 completed surveys. The results for the random sample of 1,010 households have a 95% level of confidence with a precision of at least +/- 3.0%.

This report contains:

- an executive summary of the methodology
- charts depicting the overall results of the survey with comparisons to the results of the 2005 and 2011 surveys.
- benchmarking data that shows how the survey results for Gardner compare to other cities across the U.S., the Missouri-Kansas Region and to cities in the metropolitan Kansas City area
- importance satisfaction analysis
- tabular data for all questions on the survey
- a copy of the survey instrument.

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

When addressing changes in trends, the word "significant" is used if the change is above or below the 3.0% margin of error.

Overall Satisfaction with City Services

- Three-fourths (75%) of the residents surveyed, *who had an opinion*, were "very satisfied" or "satisfied" with the overall quality of services provided by the City; 22% were neutral and only 4% were dissatisfied.

- The major categories of City services that residents were most satisfied with, based upon the combined the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion* were: police, fire and ambulance service (85%), parks and recreation programs and facilities (83%) and the customer service received from City employees (78%). Residents were least satisfied with the overall flow of traffic in the City (43%).

Overall Priorities

- The area that residents thought should receive the most emphasis from the City over the next two years was the overall flow of traffic in the City (69%). Second in the priority ranking was the maintenance of City streets, buildings and facilities (51%), and the third priority was City water, sewer and electric utilities (40%).

Perceptions of Life in Gardner

- The majority (87%) of the residents surveyed, *who had an opinion*, were "very satisfied" or "satisfied" with the overall feeling of safety in the City; 73% were "very satisfied" or "satisfied" with the overall quality of life in the City.

Satisfaction with Specific City Services

- **Public Safety**. The public safety services that residents were most satisfied with, based upon the combined the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion* were: the quality of local police protection (85%), the quality of local fire protection (85%), public safety response to emergencies (79%) and the visibility of police in neighborhoods (79%). Residents were least satisfied with the level of emphasis and resources used to combat illegal drug activities (47%).

  When asked to rate how safe they felt in the City, residents gave very high ratings for all of the areas rated. Nearly all (99%) of the residents surveyed, *who had an opinion*, felt "very safe" or "safe" walking in business areas Downtown during the day; 99% felt safety walking along in their neighborhood during the day, 90% felt safe walking alone in their neighborhood after dark and 83% felt safe walking in business areas Downtown after dark.

- **City Maintenance**. The City maintenance services that residents were most satisfied with, based upon the combined the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion* were: snow removal on major City streets (82%), the maintenance of City buildings (79%) and the overall cleanliness of public areas (75%). Residents were least satisfied with the quality of street repair services (45%).

- **Parks and Recreation.** The parks and recreation services that residents were most satisfied with, based upon the combined the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion,* were: the maintenance of City parks (85%), the City swimming pool/aquatic center (82%) and the number of City parks (79%).

- **Water, Sewer and Electric Utilities**. The water, sewer and electric utility services that residents were most satisfied with, based upon the combined the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion,* were: the overall reliability of electrical service (83%), how quickly electrical outages are repaired (81%) and the adequacy of the City's wastewater collection system (78%). Residents were least satisfied with what they are charged for utilities (25%).

- **Enforcement of City Codes and Ordinances**. The City codes and ordinance services that residents were most satisfied with, based upon the combined the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion,* were: ensuring that construction meets building/safety codes (65%), the maintenance of business property (59%) and sign regulations (58%).

- **City Communications.** The City communication services that residents were most satisfied with, based upon the combined the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion,* were: the quality of the City's newsletter (71%), availability of information about City programs and services (70%) and the quality of the City's website (61%). Residents were least satisfied with the level of public involvement in local decision (36%).

Other Findings

- Less than one-fourth (22%) of the residents surveyed felt weed lots, abandoned vehicles, graffiti or dilapidated buildings were a problem in their neighborhood; 72% *did not* feel this was a problem and 6% did not provide a response.

- The number one source that residents reported they currently receive information about the City was the City newsletter (82%). When asked how they preferred to receive information about the City, the City newsletter was the top source selected by residents (76%).

- Forty-four percent (44%) of the residents surveyed were willing to pay more in taxes each year to fund projects that would improve the condition of City streets, sidewalks and traffic flow in Gardener; 44% were not willing to pay more in taxes and 12% did not know.

- If the 0.5% sales tax were renewed, 44% of residents felt the money should be split between economic development and street maintenance, 22% felt the money should be spent on street maintenance, 16% felt the money should be spent on economic development and 18% did not know.

Trends in Satisfaction Ratings for City Services

The most notable changes in satisfaction with City services from 2011 to 2014 are listed below and on the following page:

Notable Increases from 2011 to 2014:

- Adequacy of the City's wastewater collection system (+14%)
- Ensure construction meets building/safety codes (+8%)
- Drainage of rain water off City streets (+7%)
- Drainage of rain water off other properties (+5%)
- Quality of recreation programs or classes (+4%)

Notable Decreases from 2011 to 2014:

- Quality of street repair services (-15%)
- Quality of City's digital publications and magazines (-14%)
- Maintenance of neighborhood streets (-13%)
- Maintenance and preservation of Downtown Gardner (-11%)
- Accuracy of the utility bill (-11%)

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 that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services 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 the Section 3 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

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

    - Overall flow of traffic in City
    - Maintenance of City streets, buildings & facilities

- **Priorities within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

    - **Police Services**: the level of emphasis and resources used to combat illegal drug activities and public safety education programs
    - **City Maintenance Services**: quality of street repair services, snow removal on streets in residential areas and the maintenance of neighborhood streets
    - **Parks and Recreation**: walking and biking trails in City and fees charged for recreation programs
    - **City Utilities**: what residents are charged for utilities

Section 1:
Charts and Graphs

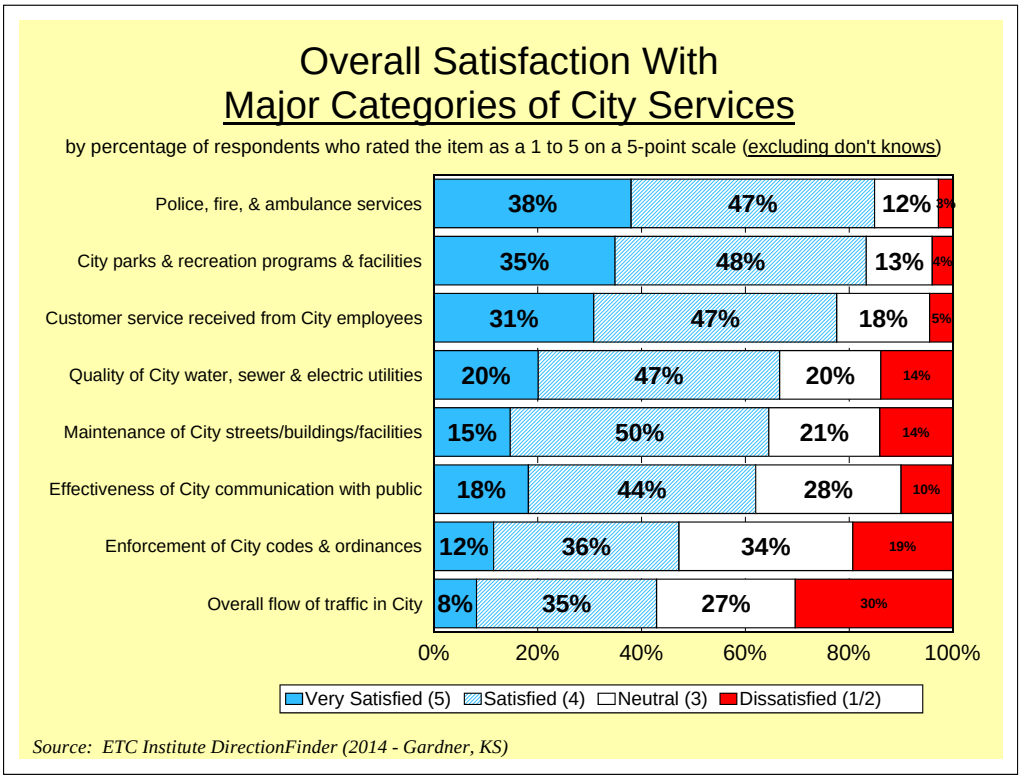
2014 Gardner, KS

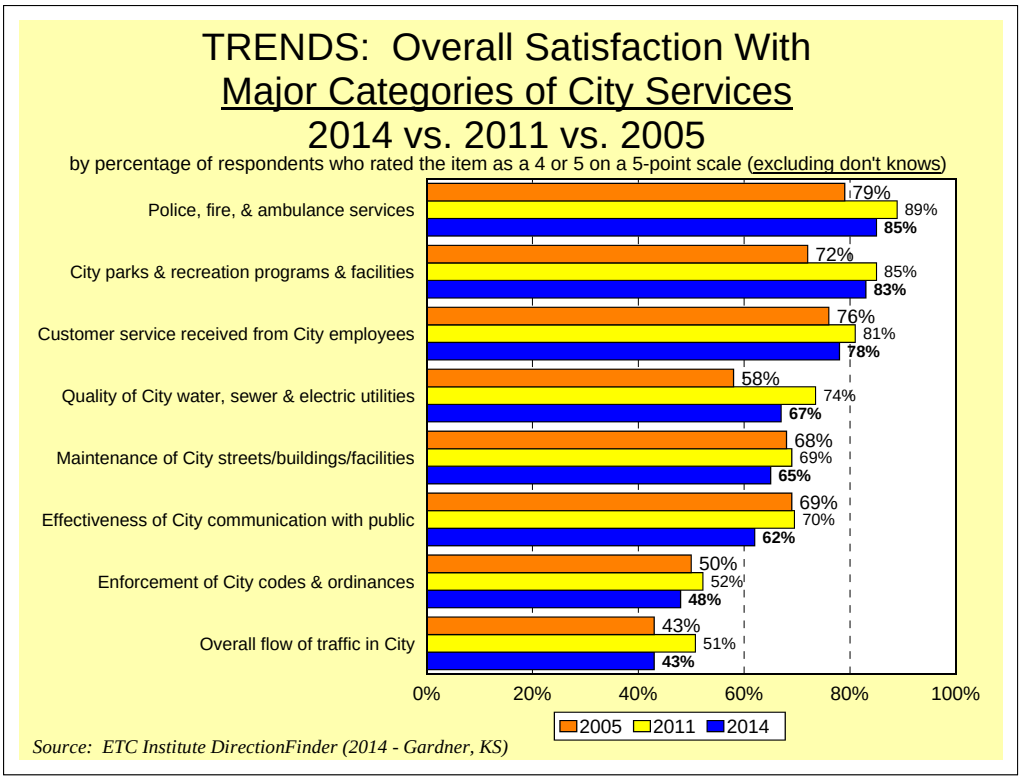
DirectionFinder

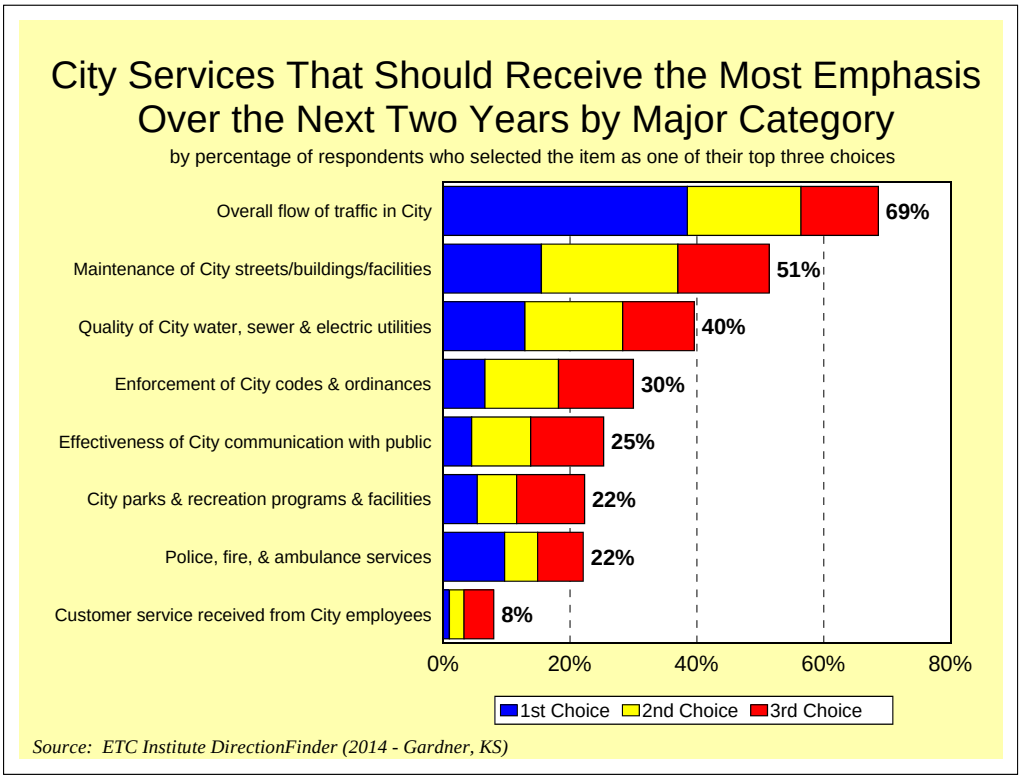
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

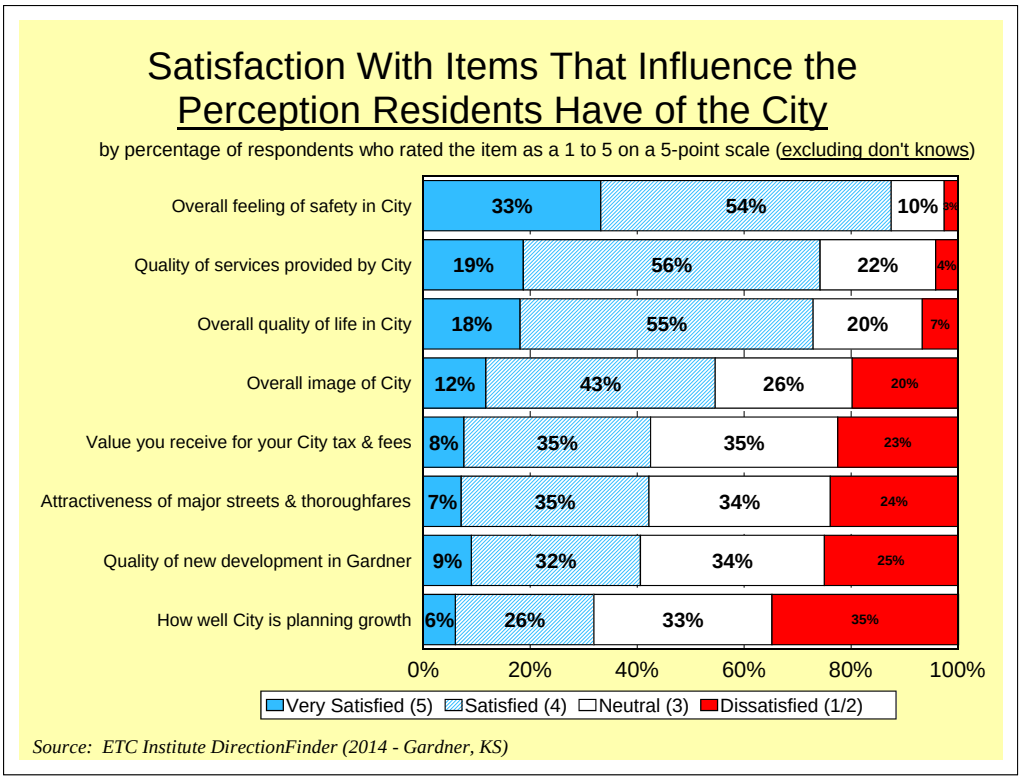
OVERALL RATINGS

Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Overall Satisfaction With
Major Categories of City Services
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Police, fire, & ambulance services
38%
47%
12%
3%
City parks & recreation programs & facilities
35%
48%
13%
4%
Customer service received from City employees
31%
47%
18%
5%
Quality of City water, sewer & electric utilities
20%
47%
20%
14%
Maintenance of City streets/buildings/facilities
15%
50%
21%
14%
Effectiveness of City communication with public
18%
44%
28%
10%
Enforcement of City codes & ordinances
12%
36%
34%
19%
Overall flow of traffic in City
8%
35%
27%
30%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

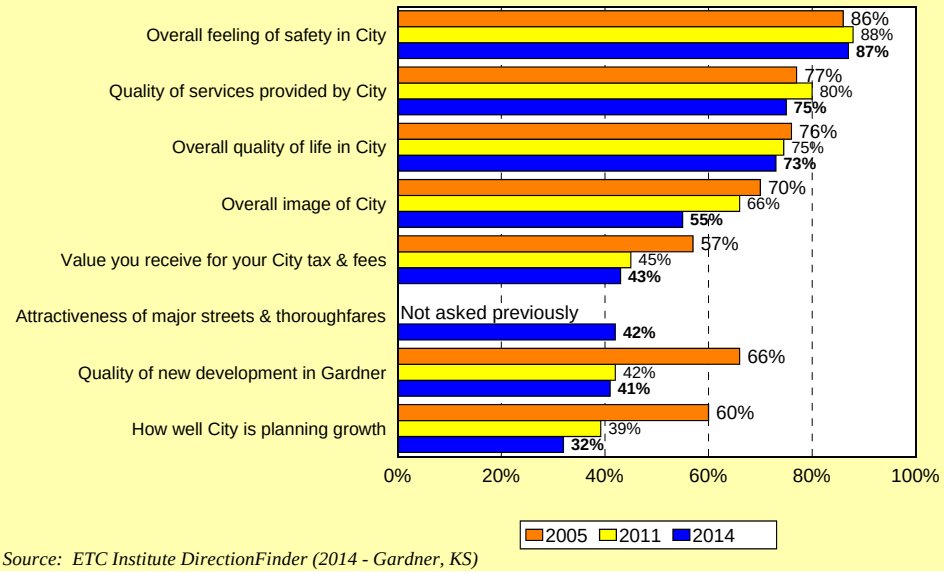

TRENDS: Overall Satisfaction With
Major Categories of City Services
2014 vs. 2011 vs. 2005
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Police, fire, & ambulance services
79%
89%
85%
City parks & recreation programs & facilities
72%
85%
83%
Customer service received from City employees
76%
81%
78%
Quality of City water, sewer & electric utilities
58%
74%
67%
Maintenance of City streets/buildings/facilities
68%
69%
65%
Effectiveness of City communication with public
69%
70%
62%
Enforcement of City codes & ordinances
50%
52%
48%
Overall flow of traffic in City
43%
51%
43%
0%
20%
40%
60%
80%
100%
2005
2011
2014
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category
by percentage of respondents who selected the item as one of their top three choices
Overall flow of traffic in City
69%
Maintenance of City streets/buildings/facilities
51%
Quality of City water, sewer & electric utilities
40%
Enforcement of City codes & ordinances
30%
Effectiveness of City communication with public
25%
City parks & recreation programs & facilities
22%
Police, fire, & ambulance services
22%
Customer service received from City employees
8%
0%
20%
40%
60%
80%
1st Choice
2nd Choice
3rd Choice
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Satisfaction With Items That Influence the Perception Residents Have of the City
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Overall feeling of safety in City
33%
54%
10%
3%
Quality of services provided by City
19%
56%
22%
4%
Overall quality of life in City
18%
55%
20%
7%
Overall image of City
12%
43%
26%
20%
Value you receive for your City tax & fees
8%
35%
35%
23%
Attractiveness of major streets & thoroughfares
7%
35%
34%
24%
Quality of new development in Gardner
9%
32%
34%
25%
How well City is planning growth
6%
26%
33%
35%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

TRENDS: Satisfaction With Items That Influence the Perception Residents Have of the City 2014 vs. 2011 vs. 2005

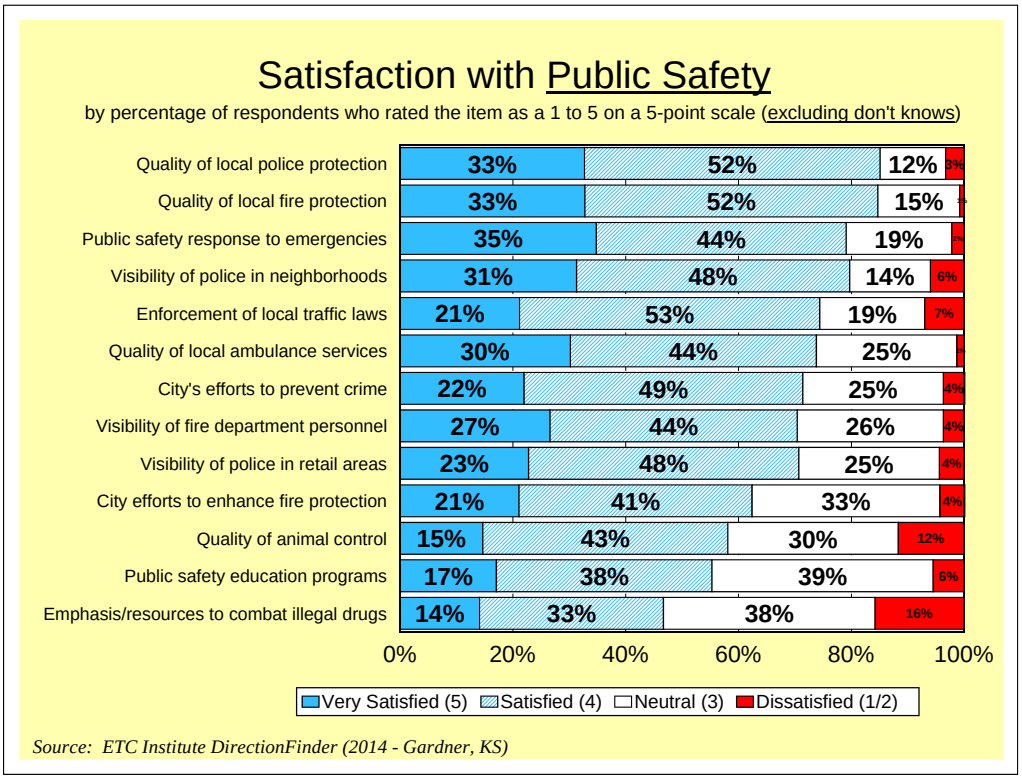
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

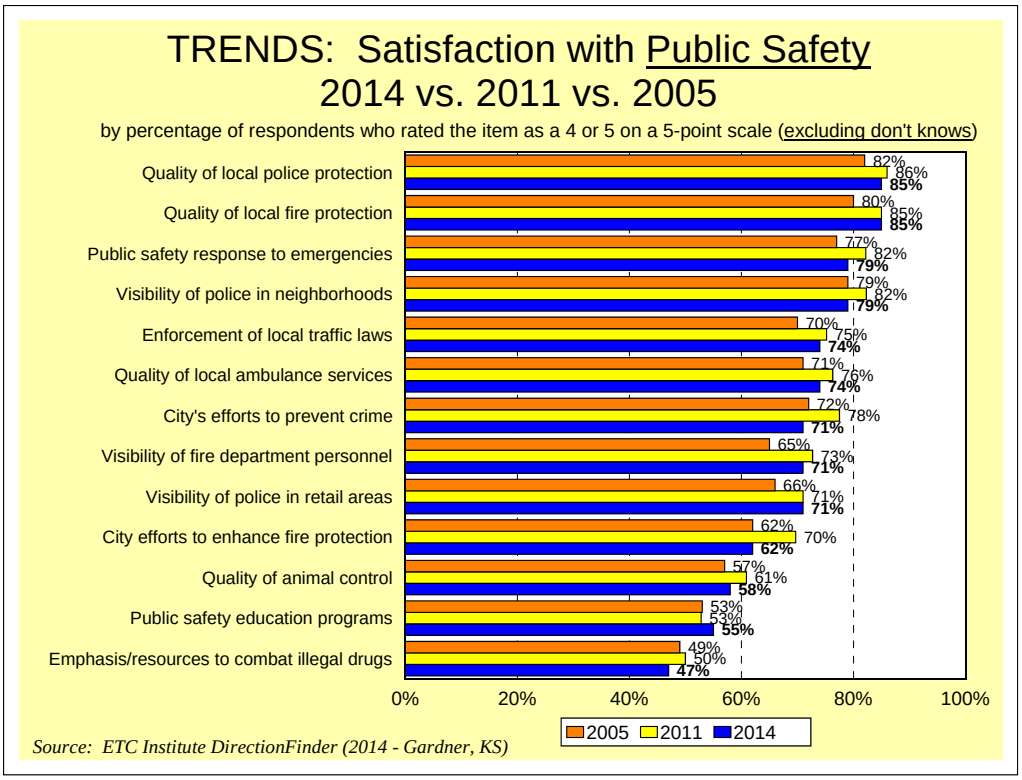


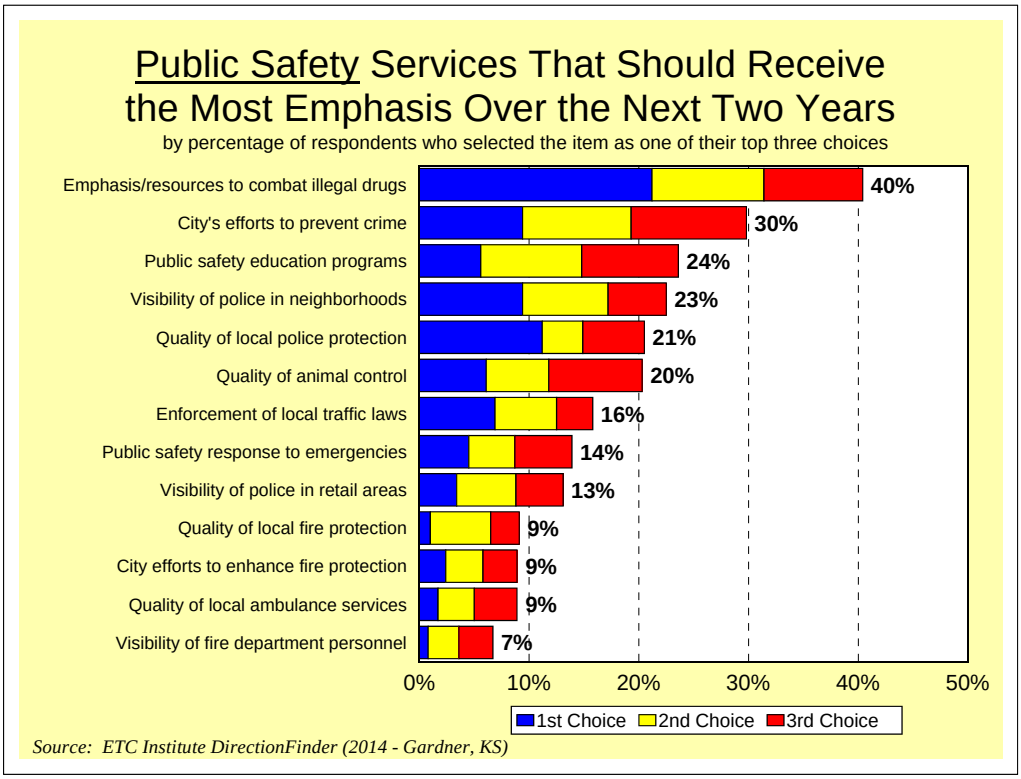
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

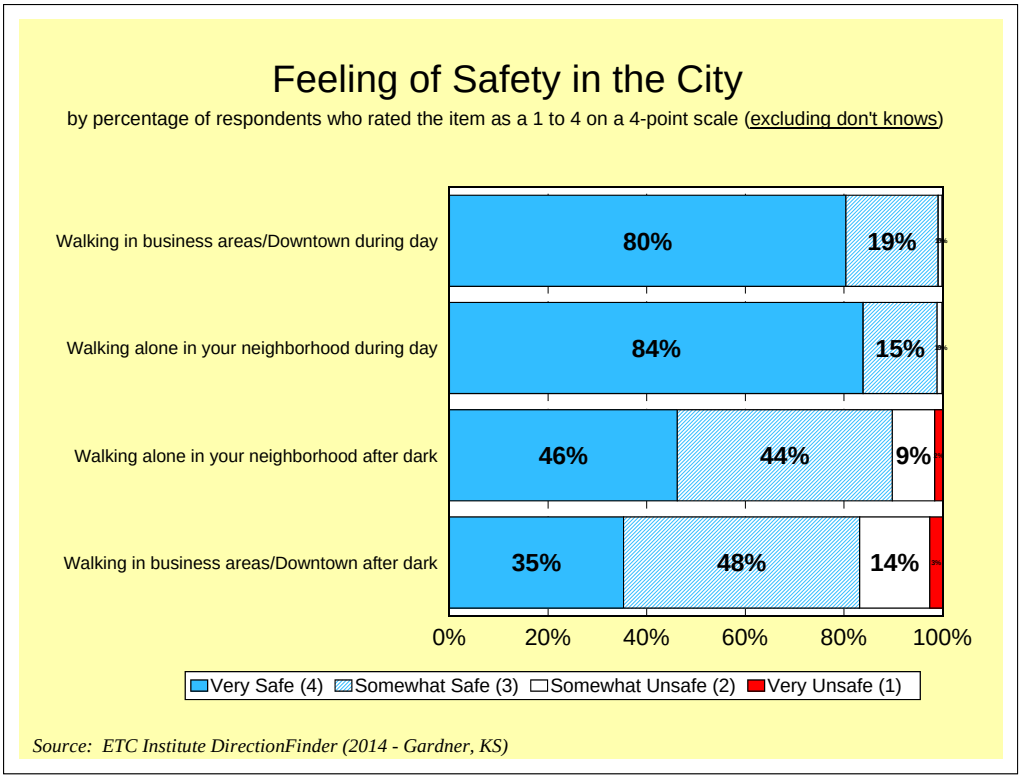
PUBLIC SAFETY

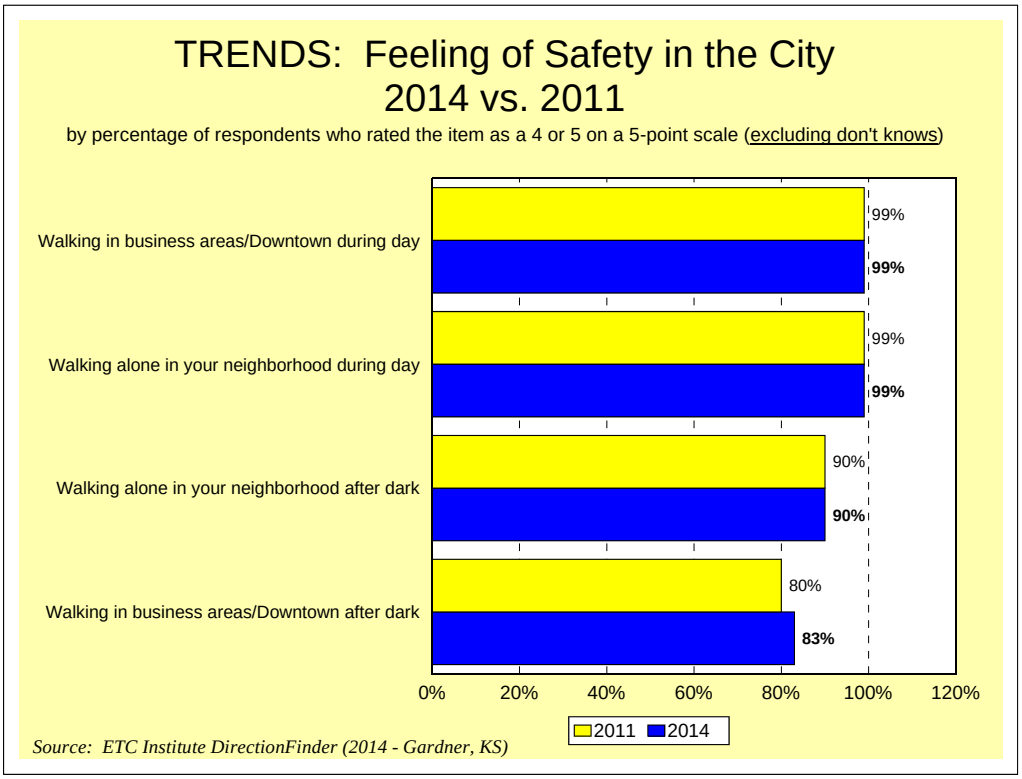
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

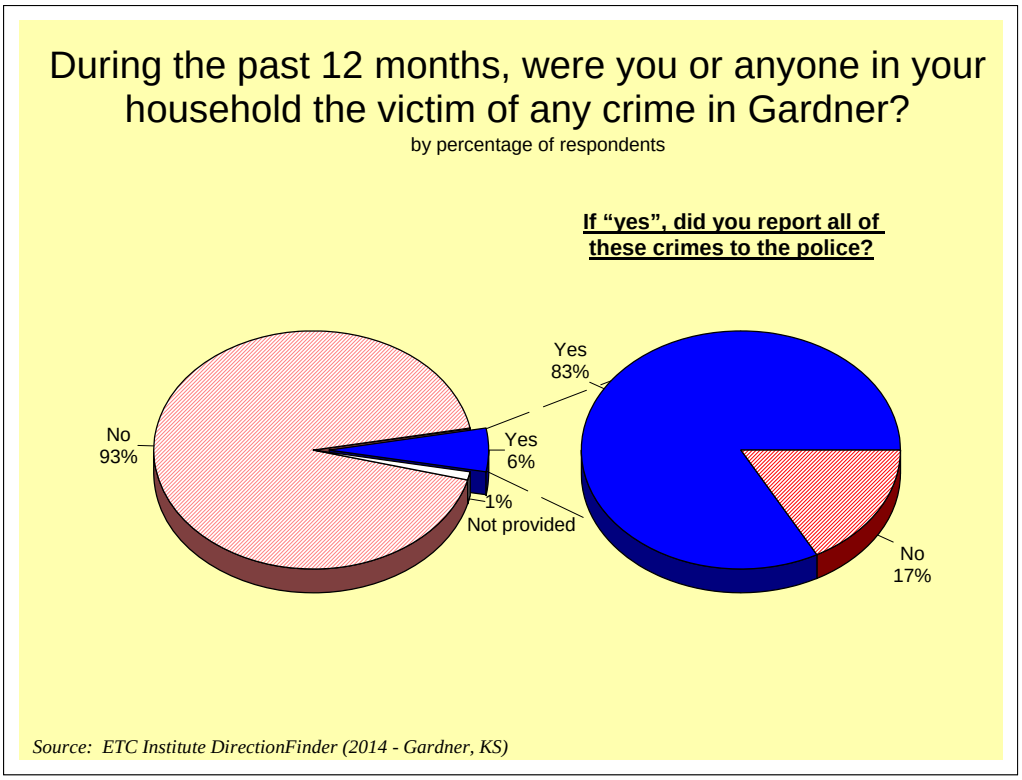

Satisfaction with Public Safety
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Quality of local police protection 33% 52% 12% 3%
Quality of local fire protection 33% 52% 15%
Public safety response to emergencies 35% 44% 19%
Visibility of police in neighborhoods 31% 48% 14% 6%
Enforcement of local traffic laws 21% 53% 19% 7%
Quality of local ambulance services 30% 44% 25%
City's efforts to prevent crime 22% 49% 25% 4%
Visibility of fire department personnel 27% 44% 26% 4%
Visibility of police in retail areas 23% 48% 25% 4%
City efforts to enhance fire protection 21% 41% 33% 4%
Quality of animal control 15% 43% 30% 12%
Public safety education programs 17% 38% 39% 6%
Emphasis/resources to combat illegal drugs 14% 33% 38% 16%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


TRENDS: Satisfaction with Public Safety
2014 vs. 2011 vs. 2005
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Quality of local police protection 82% 86% 85%
Quality of local fire protection 80% 85% 85%
Public safety response to emergencies 77% 82% 79%
Visibility of police in neighborhoods 79% 82% 79%
Enforcement of local traffic laws 70% 75% 74%
Quality of local ambulance services 71% 76% 74%
City's efforts to prevent crime 72% 78% 71%
Visibility of fire department personnel 65% 73% 71%
Visibility of police in retail areas 66% 71% 71%
City efforts to enhance fire protection 62% 70% 62%
Quality of animal control 57% 61% 58%
Public safety education programs 53% 53% 55%
Emphasis/resources to combat illegal drugs 49% 50% 47%
0% 20% 40% 60% 80% 100%
2005 2011 2014
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years
by percentage of respondents who selected the item as one of their top three choices
Emphasis/resources to combat illegal drugs 40%
City's efforts to prevent crime 30%
Public safety education programs 24%
Visibility of police in neighborhoods 23%
Quality of local police protection 21%
Quality of animal control 20%
Enforcement of local traffic laws 16%
Public safety response to emergencies 14%
Visibility of police in retail areas 13%
Quality of local fire protection 9%
City efforts to enhance fire protection 9%
Quality of local ambulance services 9%
Visibility of fire department personnel 7%
0% 10% 20% 30% 40% 50%
1st Choice
2nd Choice
3rd Choice
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

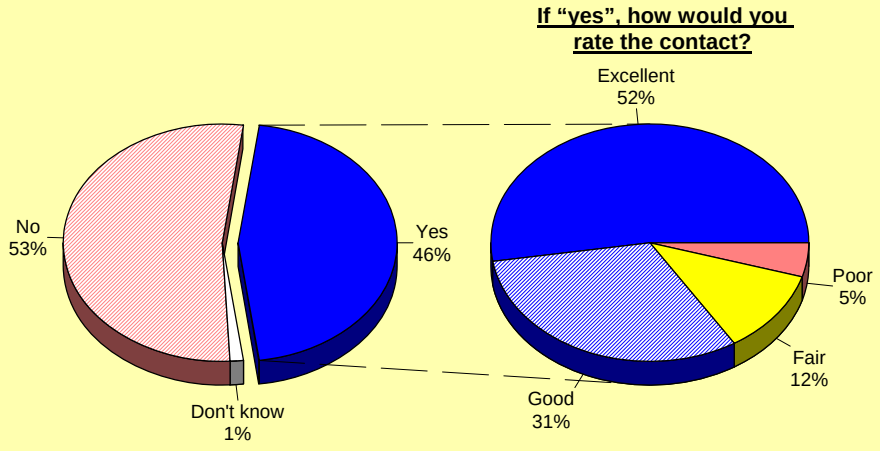

Feeling of Safety in the City
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)
Walking in business areas/Downtown during day 80% 19%
Walking alone in your neighborhood during day 84% 15%
Walking alone in your neighborhood after dark 46% 44% 9%
Walking in business areas/Downtown after dark 35% 48% 14%
0% 20% 40% 60% 80% 100%
Very Safe (4)
Somewhat Safe (3)
Somewhat Unsafe (2)
Very Unsafe (1)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


TRENDS: Feeling of Safety in the City
2014 vs. 2011
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Walking in business areas/Downtown during day
99%
99%
Walking alone in your neighborhood during day
99%
99%
Walking alone in your neighborhood after dark
90%
90%
Walking in business areas/Downtown after dark
80%
83%
0%
20%
40%
60%
80%
100%
120%
2011
2014
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


During the past 12 months, were you or anyone in your household the victim of any crime in Gardner?
by percentage of respondents
If "yes", did you report all of these crimes to the police?
No
93%
Yes
6%
1%
Not provided
Yes
83%
No
17%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

During the past 12 months, have you had ANY contact with the police department?

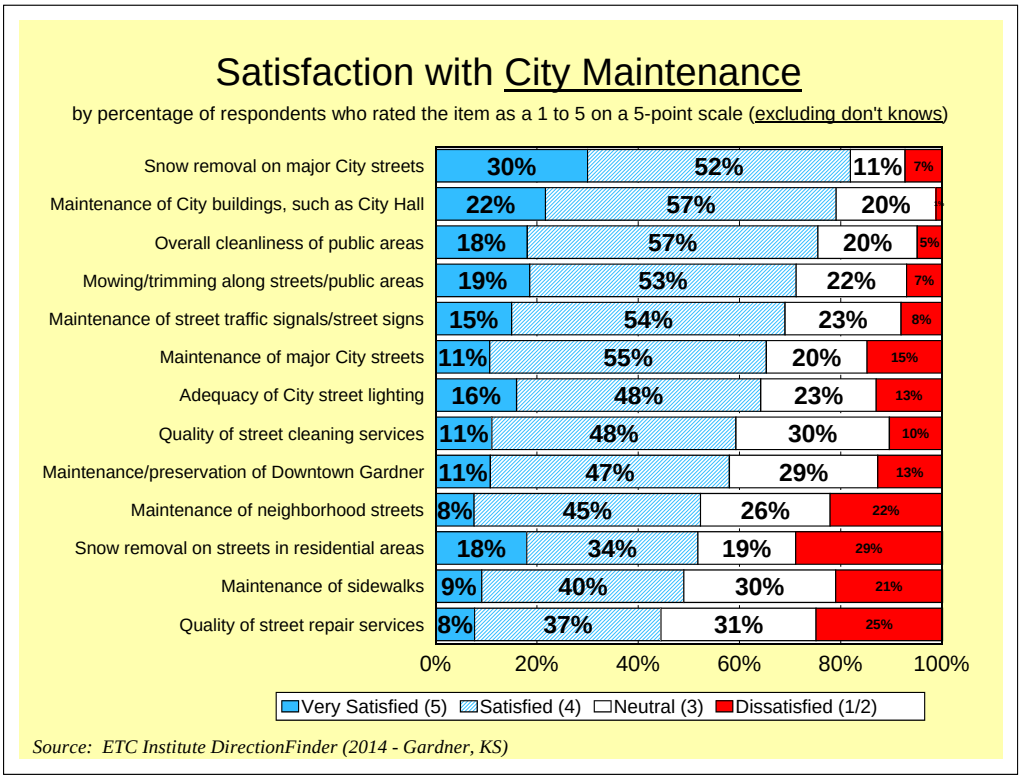
by percentage of respondents

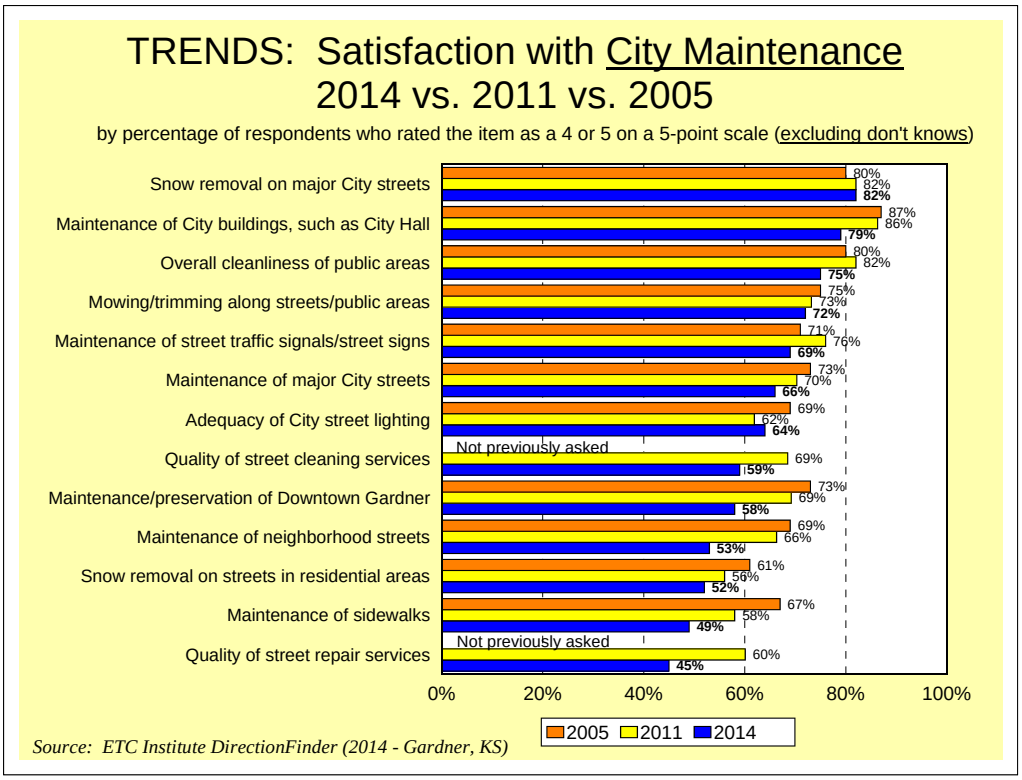


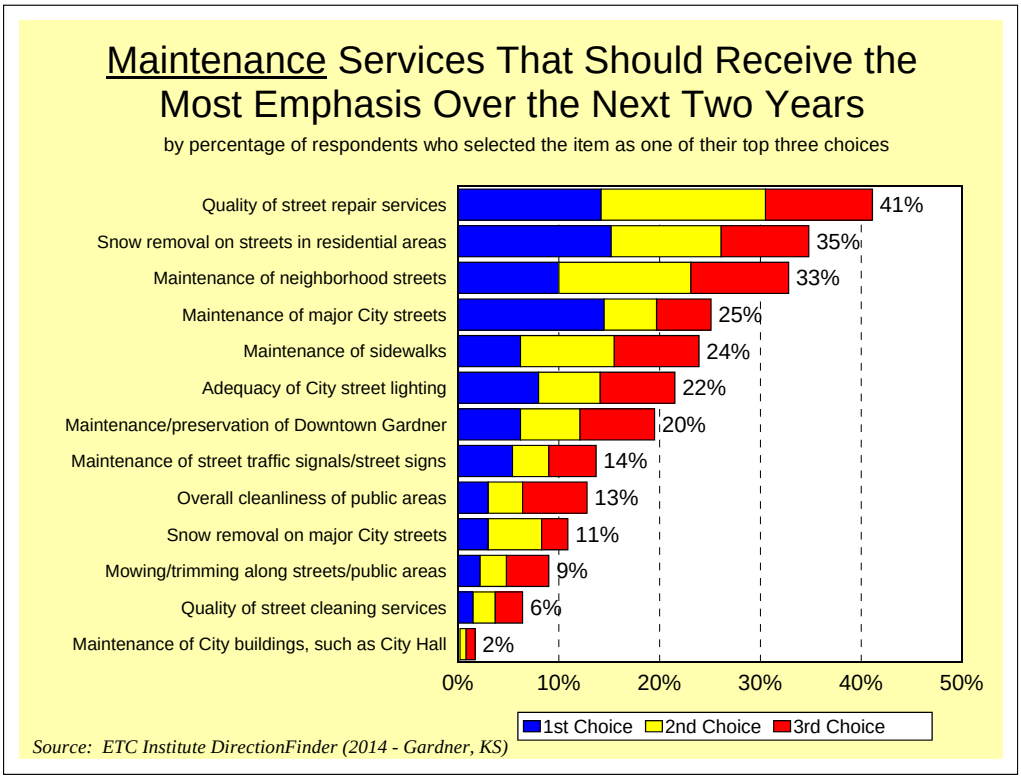
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

CITY MAINTENANCE

Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

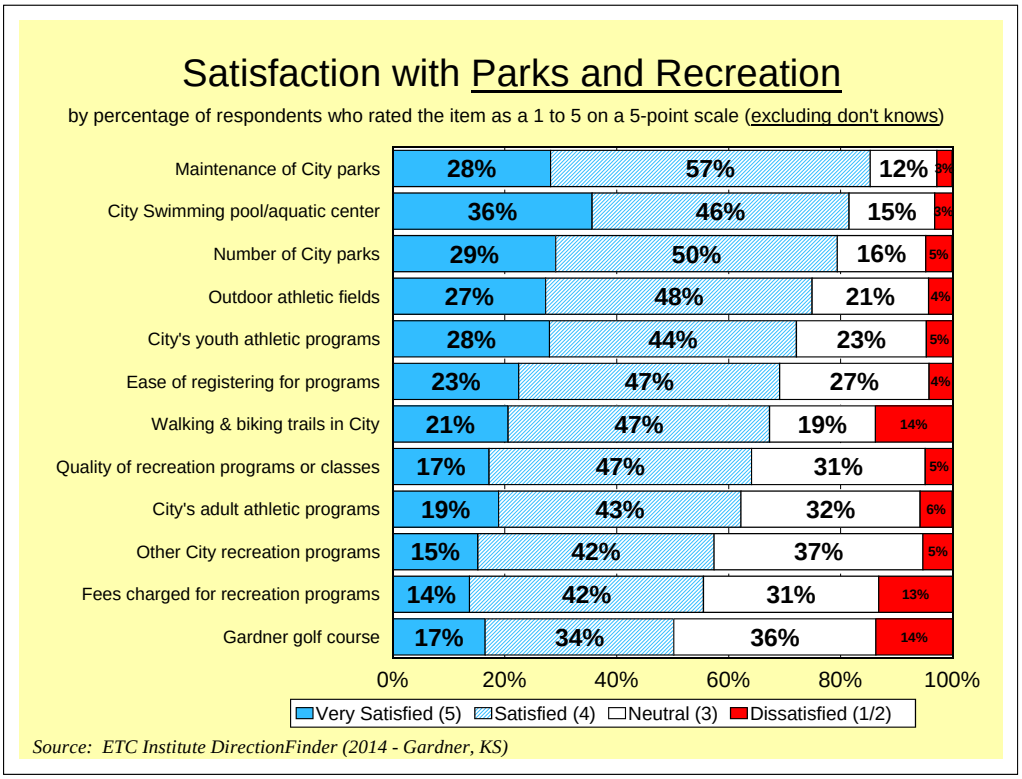

Satisfaction with City Maintenance
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Snow removal on major City streets 30% 52% 11% 7%
Maintenance of City buildings, such as City Hall 22% 57% 20%
Overall cleanliness of public areas 18% 57% 20% 5%
Mowing/trimming along streets/public areas 19% 53% 22% 7%
Maintenance of street traffic signals/street signs 15% 54% 23% 8%
Maintenance of major City streets 11% 55% 20% 15%
Adequacy of City street lighting 16% 48% 23% 13%
Quality of street cleaning services 11% 48% 30% 10%
Maintenance/preservation of Downtown Gardner 11% 47% 29% 13%
Maintenance of neighborhood streets 8% 45% 26% 22%
Snow removal on streets in residential areas 18% 34% 19% 29%
Maintenance of sidewalks 9% 40% 30% 21%
Quality of street repair services 8% 37% 31% 25%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

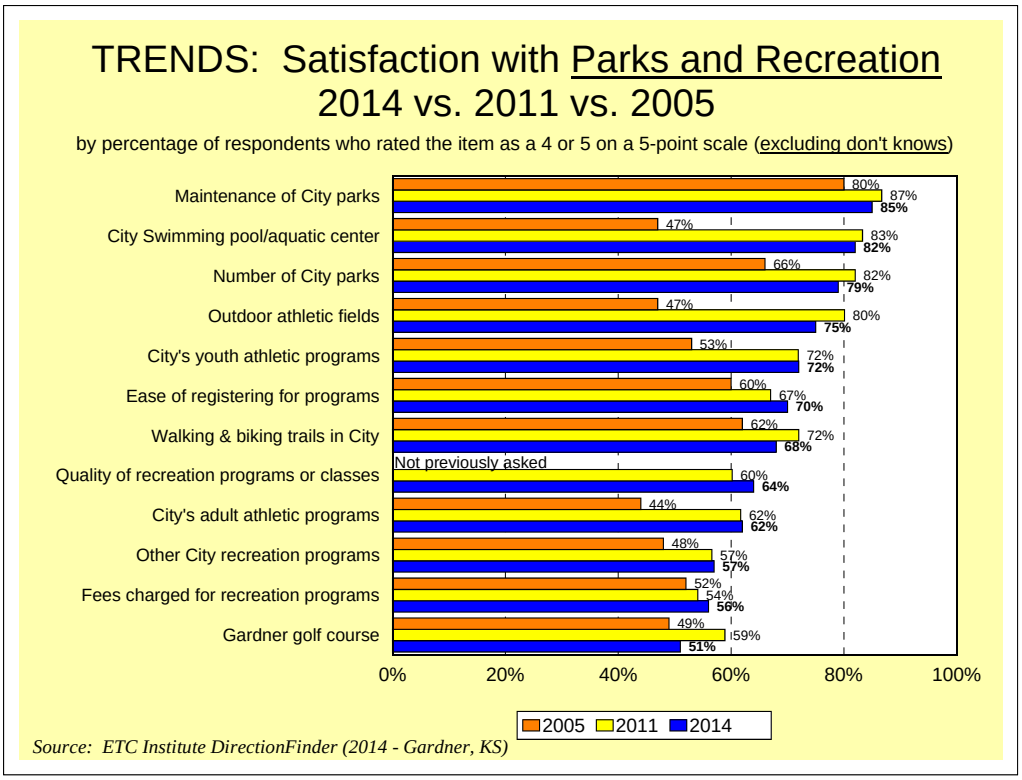

TRENDS: Satisfaction with City Maintenance
2014 vs. 2011 vs. 2005
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Snow removal on major City streets 80% 82% 82%
Maintenance of City buildings, such as City Hall 87% 86% 79%
Overall cleanliness of public areas 80% 82% 75%
Mowing/trimming along streets/public areas 75% 73% 72%
Maintenance of street traffic signals/street signs 71% 76% 69%
Maintenance of major City streets 73% 70% 66%
Adequacy of City street lighting 69% 62% 64%
Quality of street cleaning services Not previously asked 69% 59%
Maintenance/preservation of Downtown Gardner 73% 69% 58%
Maintenance of neighborhood streets 69% 66% 53%
Snow removal on streets in residential areas 61% 56% 52%
Maintenance of sidewalks 67% 58% 49%
Quality of street repair services Not previously asked 60% 45%
0% 20% 40% 60% 80% 100%
2005 2011 2014
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)



PARKS & RECREATION

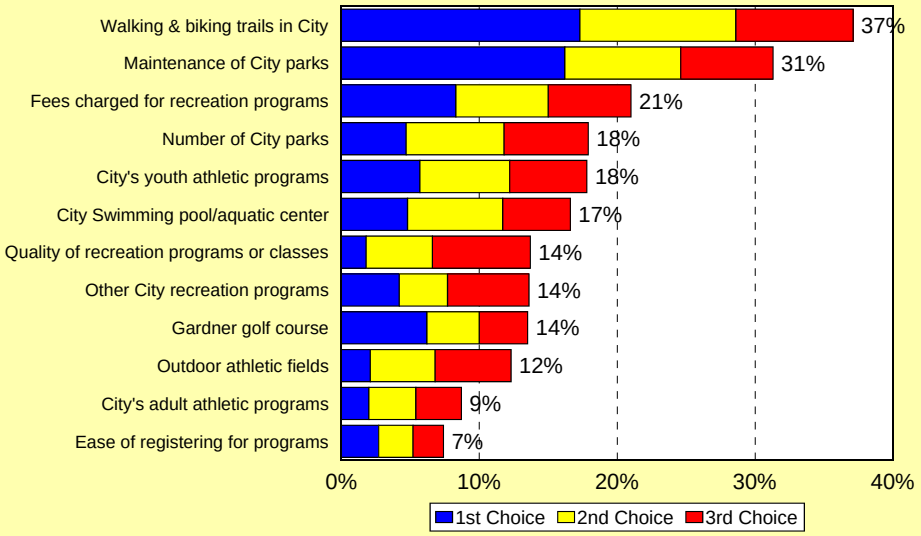
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Satisfaction with Parks and Recreation
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Maintenance of City parks 28% 57% 12% 3%
City Swimming pool/aquatic center 36% 46% 15% 3%
Number of City parks 29% 50% 16% 5%
Outdoor athletic fields 27% 48% 21% 4%
City's youth athletic programs 28% 44% 23% 5%
Ease of registering for programs 23% 47% 27% 4%
Walking & biking trails in City 21% 47% 19% 14%
Quality of recreation programs or classes 17% 47% 31% 5%
City's adult athletic programs 19% 43% 32% 6%
Other City recreation programs 15% 42% 37% 5%
Fees charged for recreation programs 14% 42% 31% 13%
Gardner golf course 17% 34% 36% 14%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


TRENDS: Satisfaction with Parks and Recreation
2014 vs. 2011 vs. 2005
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Maintenance of City parks 80% 87% 85%
City Swimming pool/aquatic center 47% 83% 82%
Number of City parks 66% 82% 79%
Outdoor athletic fields 47% 80% 75%
City's youth athletic programs 53% 72% 72%
Ease of registering for programs 60% 67% 70%
Walking & biking trails in City 62% 72% 68%
Quality of recreation programs or classes Not previously asked 60% 64%
City's adult athletic programs 44% 62% 62%
Other City recreation programs 48% 57% 57%
Fees charged for recreation programs 52% 54% 56%
Gardner golf course 49% 59% 51%
0% 20% 40% 60% 80% 100%
2005 2011 2014
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

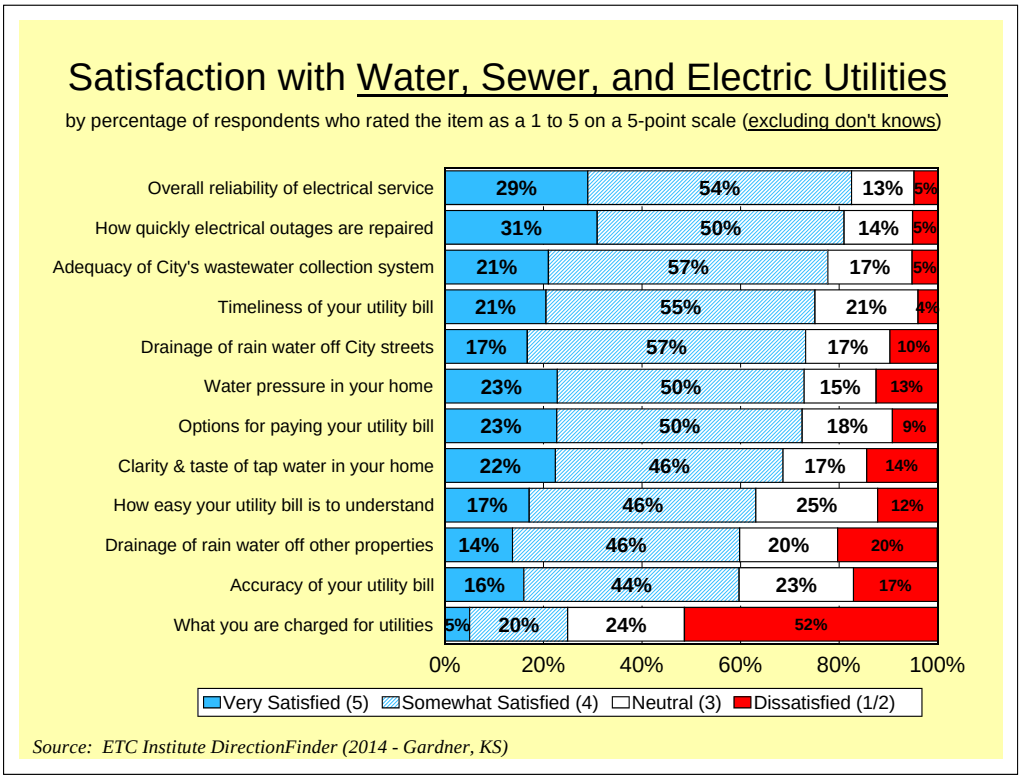
by percentage of respondents who selected the item as one of their top three choices

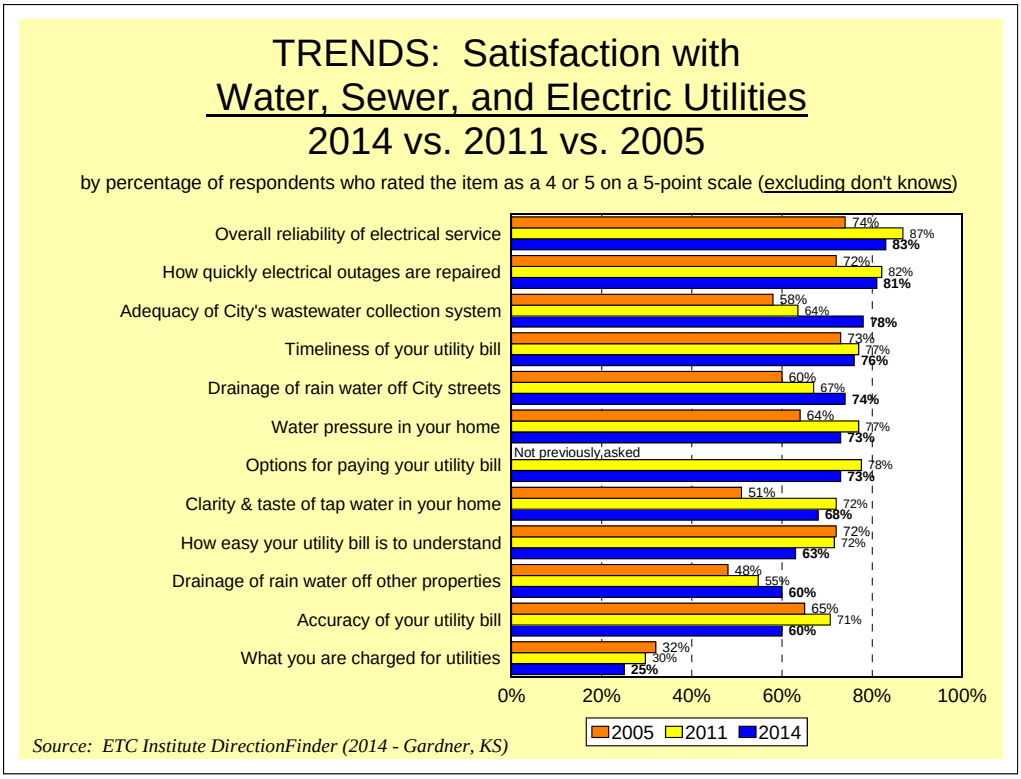


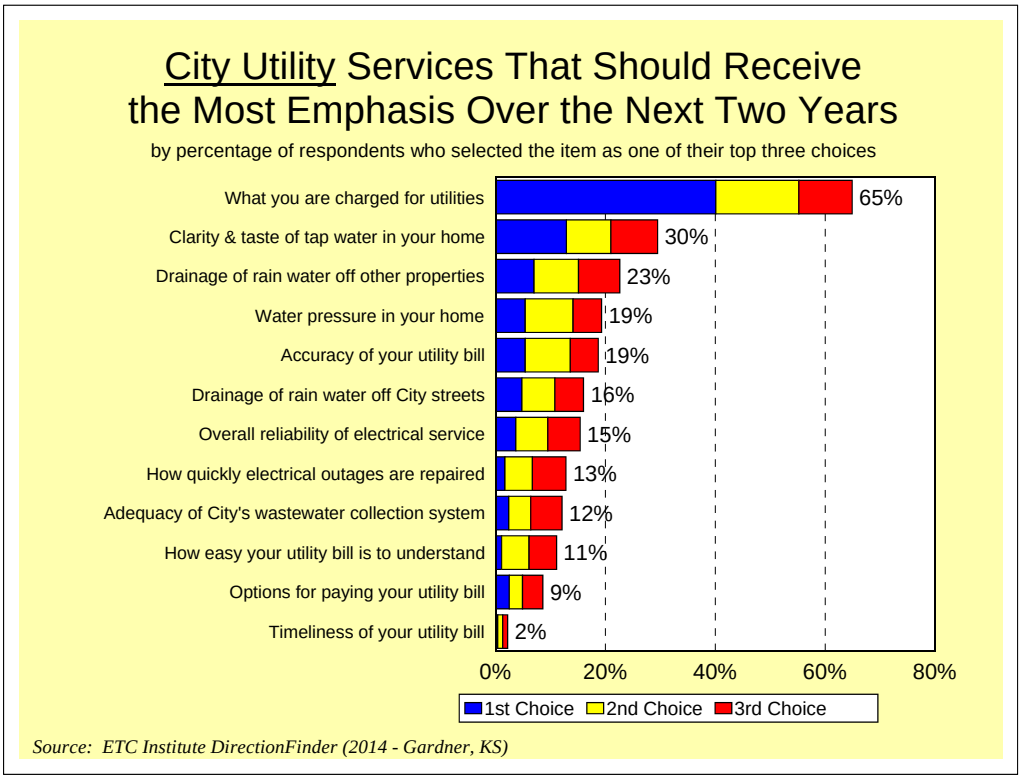
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

WATER, SEWER, ELECTRIC UTILITIES

Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

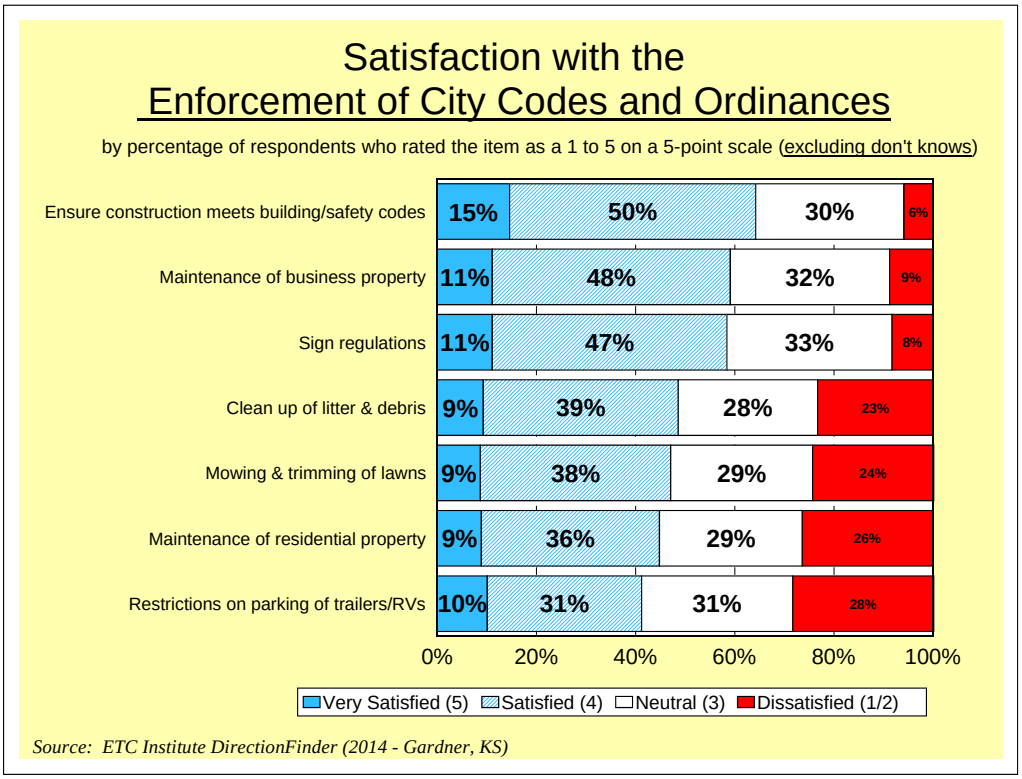

Satisfaction with Water, Sewer, and Electric Utilities
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Overall reliability of electrical service 29% 54% 13% 5%
How quickly electrical outages are repaired 31% 50% 14% 5%
Adequacy of City's wastewater collection system 21% 57% 17% 5%
Timeliness of your utility bill 21% 55% 21% 4%
Drainage of rain water off City streets 17% 57% 17% 10%
Water pressure in your home 23% 50% 15% 13%
Options for paying your utility bill 23% 50% 18% 9%
Clarity & taste of tap water in your home 22% 46% 17% 14%
How easy your utility bill is to understand 17% 46% 25% 12%
Drainage of rain water off other properties 14% 46% 20% 20%
Accuracy of your utility bill 16% 44% 23% 17%
What you are charged for utilities 5% 20% 24% 52%
0% 20% 40% 60% 80% 100%
Very Satisfied (5)
Somewhat Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

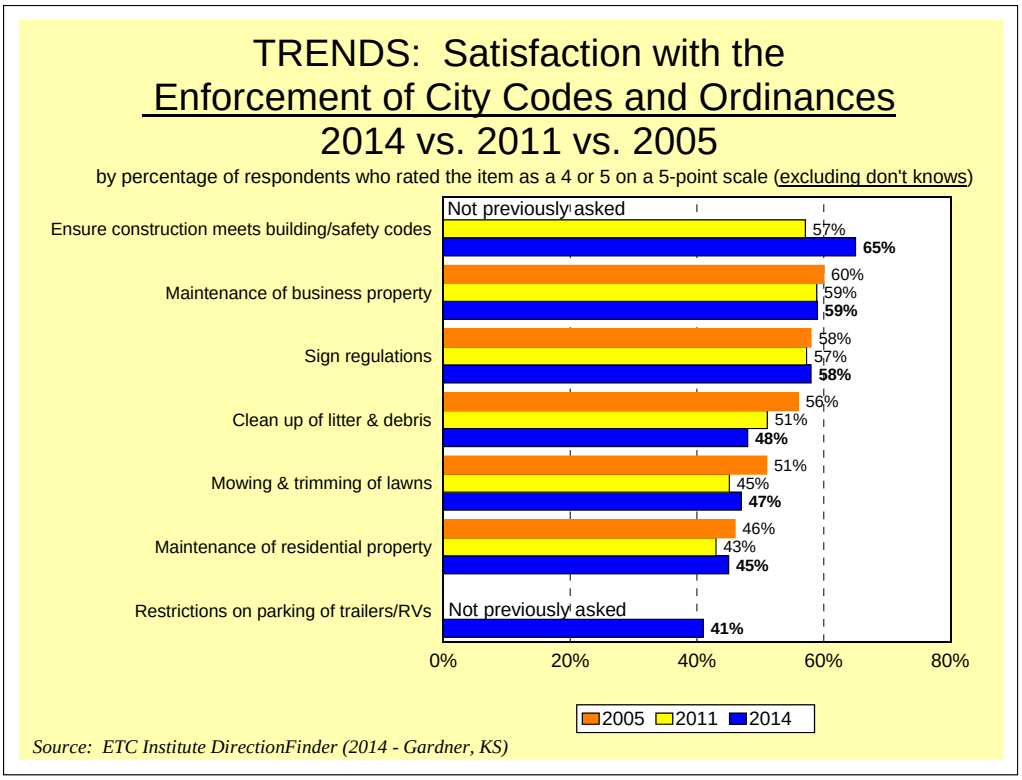

TRENDS: Satisfaction with
Water, Sewer, and Electric Utilities
2014 vs. 2011 vs. 2005
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Overall reliability of electrical service 74% 87% 83%
How quickly electrical outages are repaired 72% 82% 81%
Adequacy of City's wastewater collection system 58% 64% 78%
Timeliness of your utility bill 73% 77% 76%
Drainage of rain water off City streets 60% 67% 74%
Water pressure in your home 64% 77% 73%
Options for paying your utility bill Not previously asked 78% 73%
Clarity & taste of tap water in your home 51% 72% 68%
How easy your utility bill is to understand 72% 72% 63%
Drainage of rain water off other properties 48% 55% 60%
Accuracy of your utility bill 65% 71% 60%
What you are charged for utilities 32% 30% 25%
0% 20% 40% 60% 80% 100%
2005
2011
2014
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)



CITY CODES AND ORDINANCES

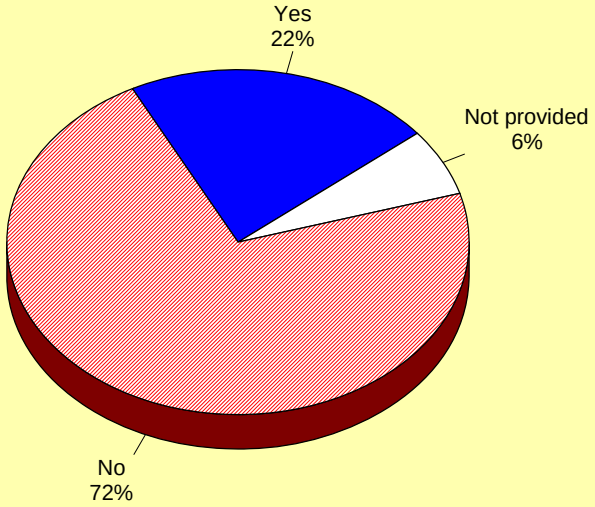
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Satisfaction with the
Enforcement of City Codes and Ordinances
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Ensure construction meets building/safety codes
15%
50%
30%
6%
Maintenance of business property
11%
48%
32%
9%
Sign regulations
11%
47%
33%
8%
Clean up of litter & debris
9%
39%
28%
23%
Mowing & trimming of lawns
9%
38%
29%
24%
Maintenance of residential property
9%
36%
29%
26%
Restrictions on parking of trailers/RVs
10%
31%
31%
28%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


TRENDS: Satisfaction with the
Enforcement of City Codes and Ordinances
2014 vs. 2011 vs. 2005
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Ensure construction meets building/safety codes
Not previously asked
57%
65%
Maintenance of business property
60%
59%
59%
Sign regulations
58%
57%
58%
Clean up of litter & debris
56%
51%
48%
Mowing & trimming of lawns
51%
45%
47%
Maintenance of residential property
46%
43%
45%
Restrictions on parking of trailers/RVs
Not previously asked
41%
0%
20%
40%
60%
80%
2005
2011
2014
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

Are weed lots, abandoned vehicles, graffiti or dilapidated buildings a problem in your neighborhood?

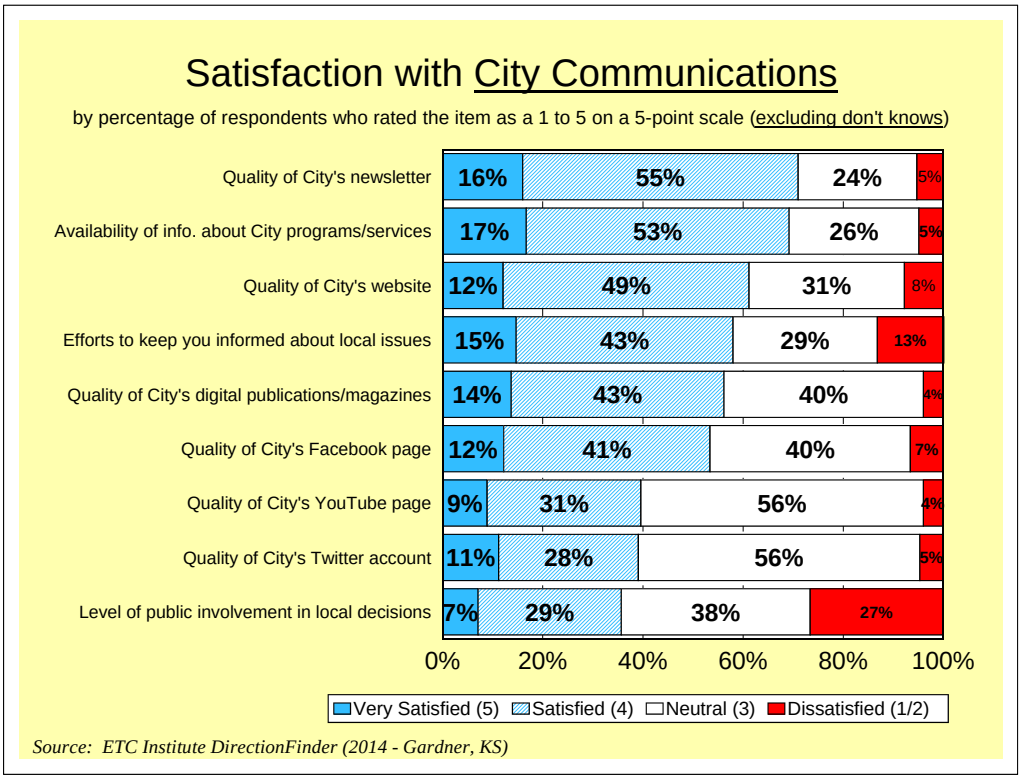
by percentage of respondents

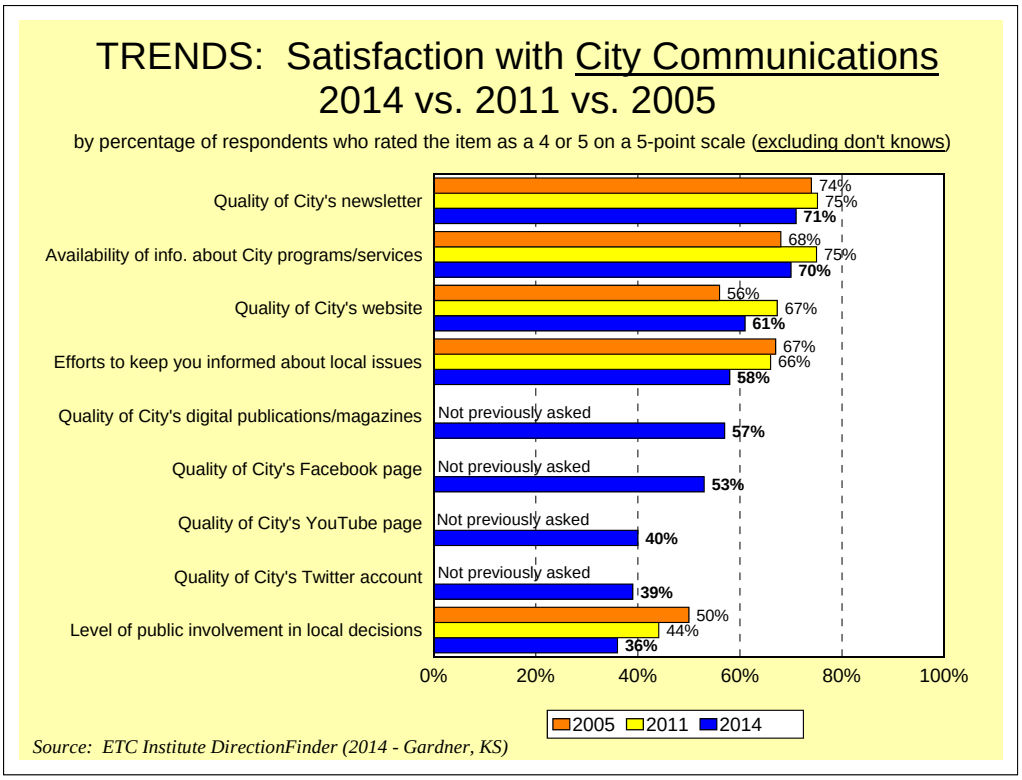


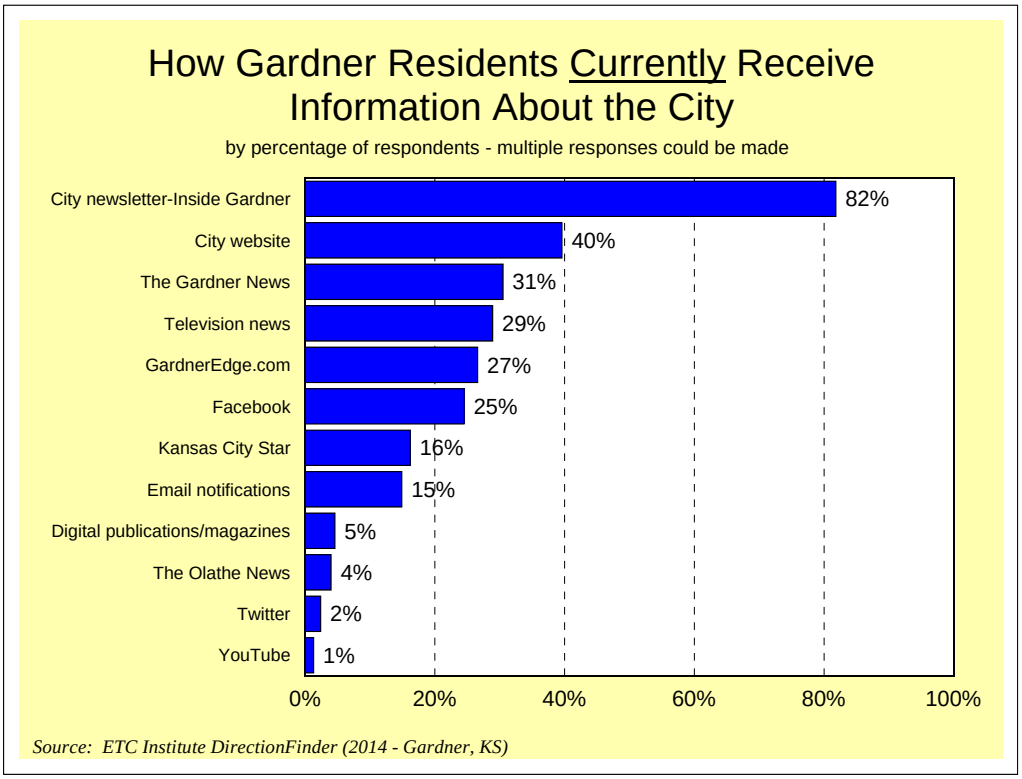
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

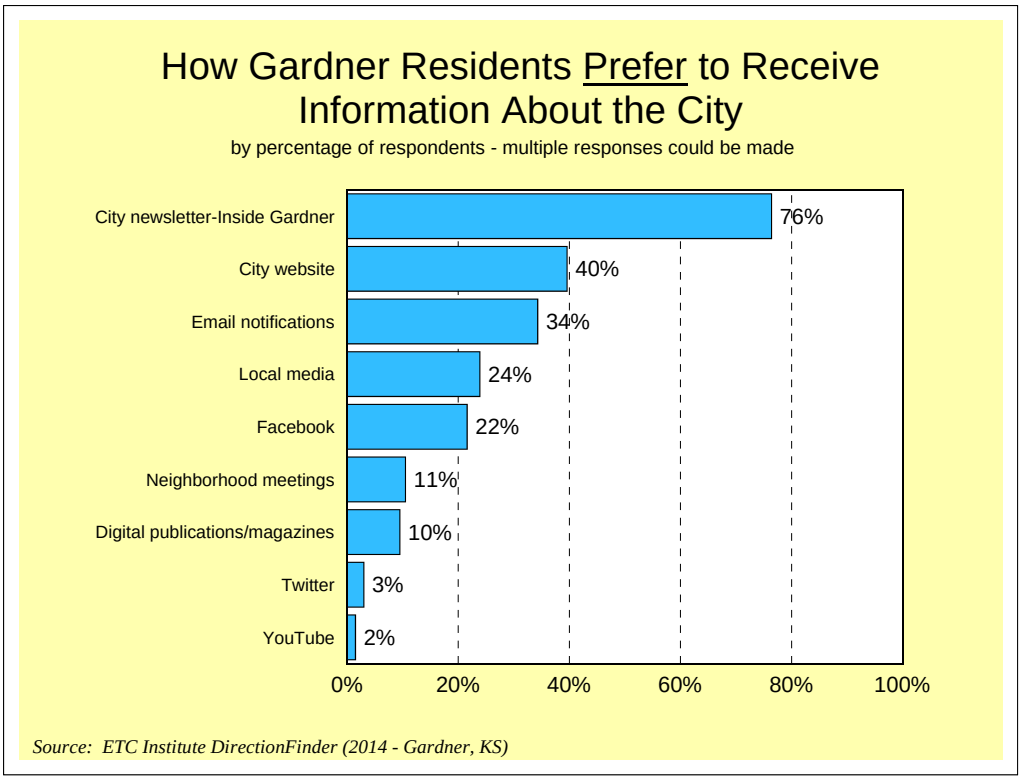
CITY COMMUNICATIONS

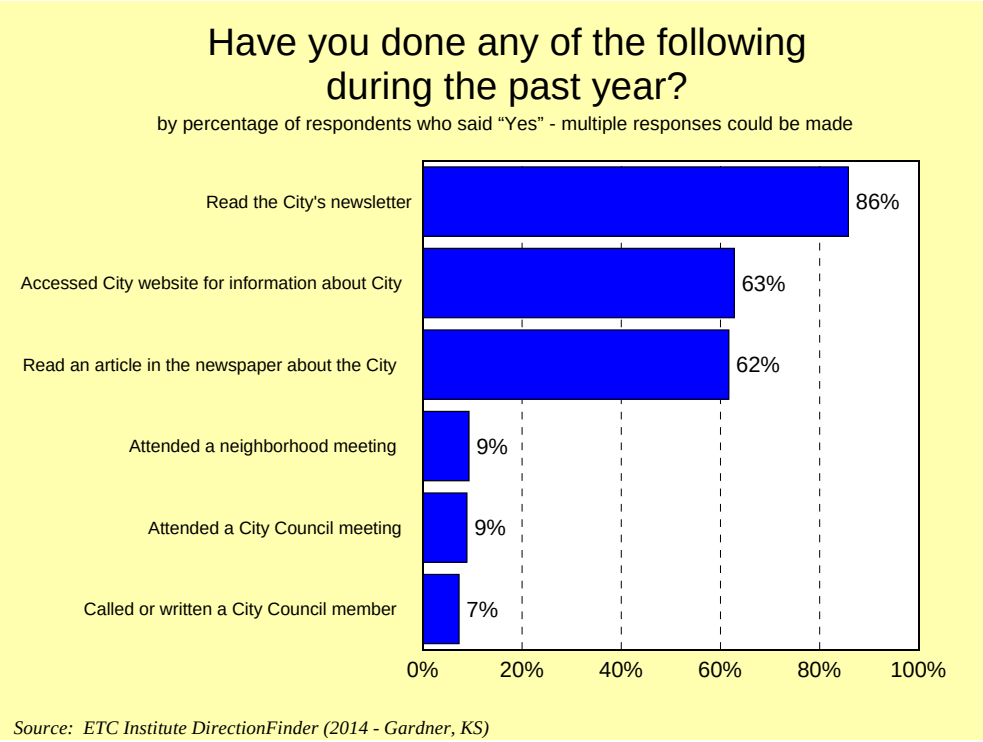
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Satisfaction with City Communications
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Quality of City's newsletter 16% 55% 24% 5%
Availability of info. about City programs/services 17% 53% 26% 5%
Quality of City's website 12% 49% 31% 8%
Efforts to keep you informed about local issues 15% 43% 29% 13%
Quality of City's digital publications/magazines 14% 43% 40% 4%
Quality of City's Facebook page 12% 41% 40% 7%
Quality of City's YouTube page 9% 31% 56% 4%
Quality of City's Twitter account 11% 28% 56% 5%
Level of public involvement in local decisions 7% 29% 38% 27%
0% 20% 40% 60% 80% 100%
Very Satisfied (5) Satisfied (4) Neutral (3) Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


TRENDS: Satisfaction with City Communications
2014 vs. 2011 vs. 2005
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Quality of City's newsletter 74% 75% 71%
Availability of info. about City programs/services 68% 75% 70%
Quality of City's website 56% 67% 61%
Efforts to keep you informed about local issues 67% 66% 58%
Quality of City's digital publications/magazines Not previously asked 57%
Quality of City's Facebook page Not previously asked 53%
Quality of City's YouTube page Not previously asked 40%
Quality of City's Twitter account Not previously asked 39%
Level of public involvement in local decisions 50% 44% 36%
0% 20% 40% 60% 80% 100%
2005 2011 2014
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

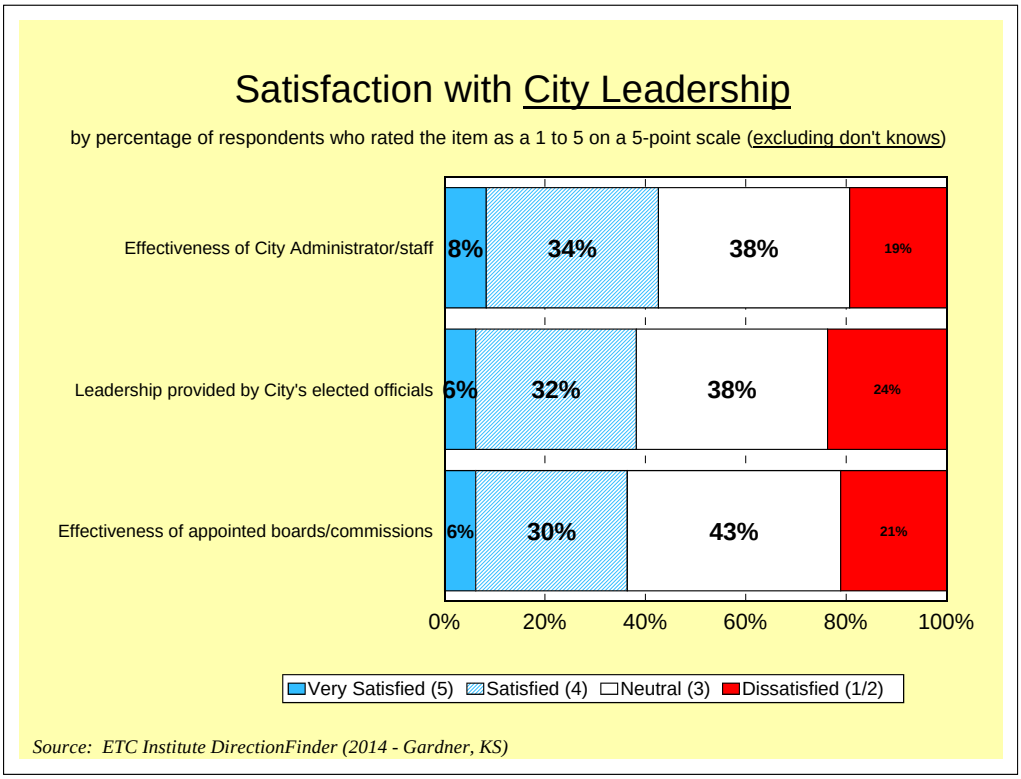

How Gardner Residents Currently Receive Information About the City
by percentage of respondents - multiple responses could be made
City newsletter-Inside Gardner 82%
City website 40%
The Gardner News 31%
Television news 29%
GardnerEdge.com 27%
Facebook 25%
Kansas City Star 16%
Email notifications 15%
Digital publications/magazines 5%
The Olathe News 4%
Twitter 2%
YouTube 1%
0% 20% 40% 60% 80% 100%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

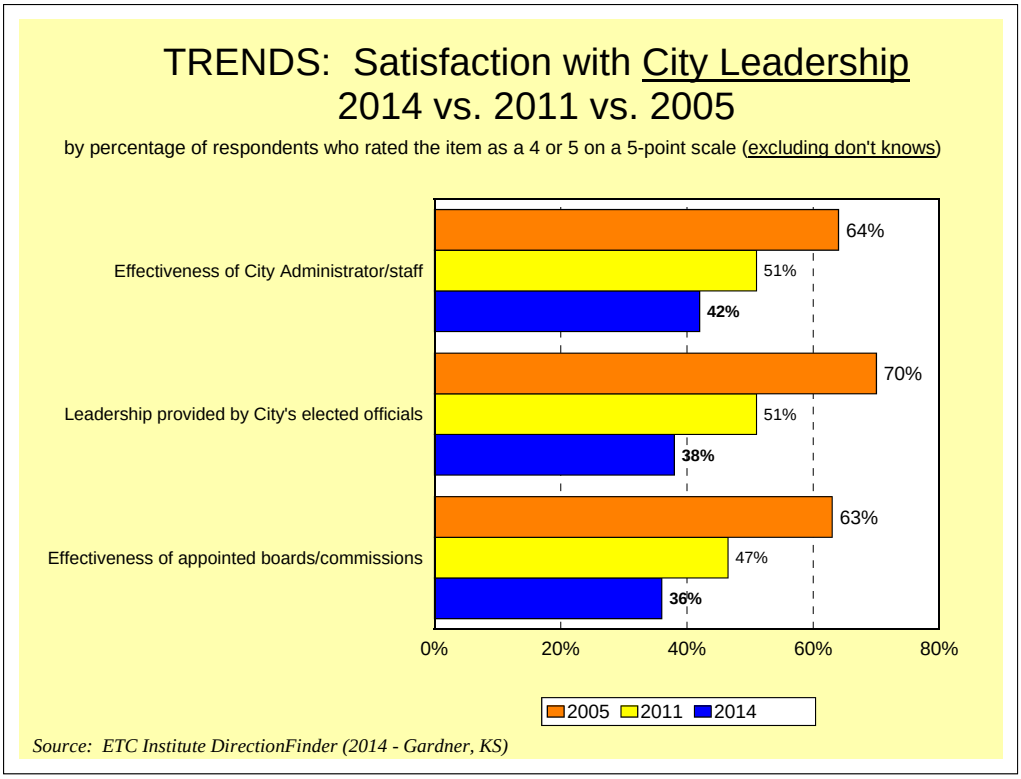

How Gardner Residents Prefer to Receive Information About the City
by percentage of respondents - multiple responses could be made
City newsletter-Inside Gardner 76%
City website 40%
Email notifications 34%
Local media 24%
Facebook 22%
Neighborhood meetings 11%
Digital publications/magazines 10%
Twitter 3%
YouTube 2%
0% 20% 40% 60% 80% 100%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)



CITY LEADERSHIP

Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Satisfaction with City Leadership
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
Effectiveness of City Administrator/staff
8%
34%
38%
19%
Leadership provided by City's elected officials
6%
32%
38%
24%
Effectiveness of appointed boards/commissions
6%
30%
43%
21%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

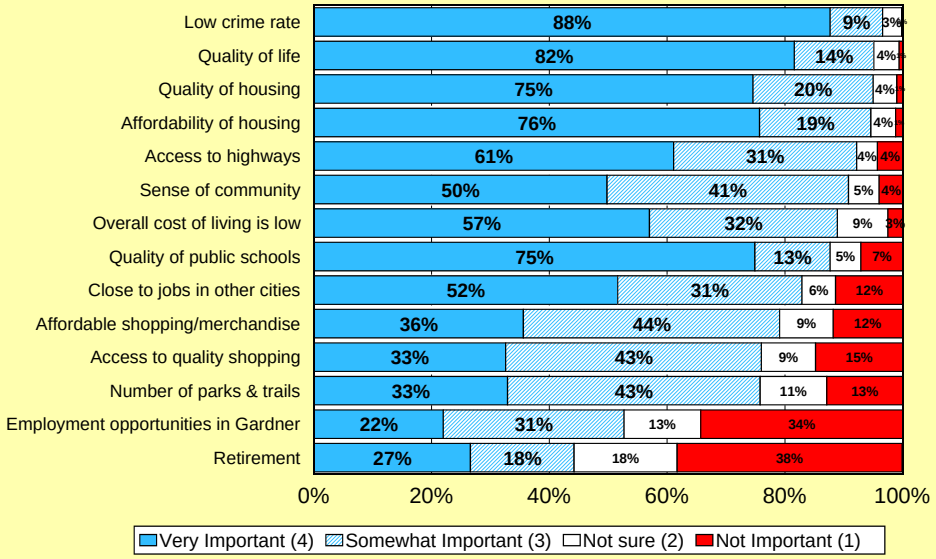

TRENDS: Satisfaction with City Leadership
2014 vs. 2011 vs. 2005
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)
Effectiveness of City Administrator/staff
64%
51%
42%
Leadership provided by City's elected officials
70%
51%
38%
Effectiveness of appointed boards/commissions
63%
47%
36%
0%
20%
40%
60%
80%
2005
2011
2014
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

OTHER ISSUES

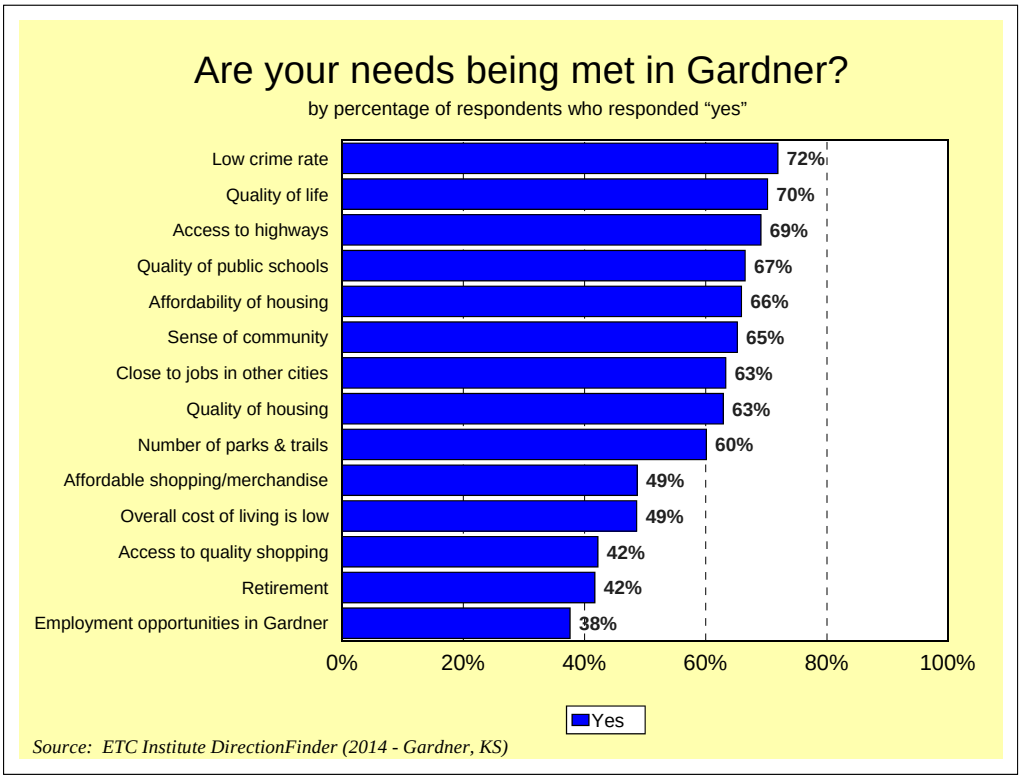
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

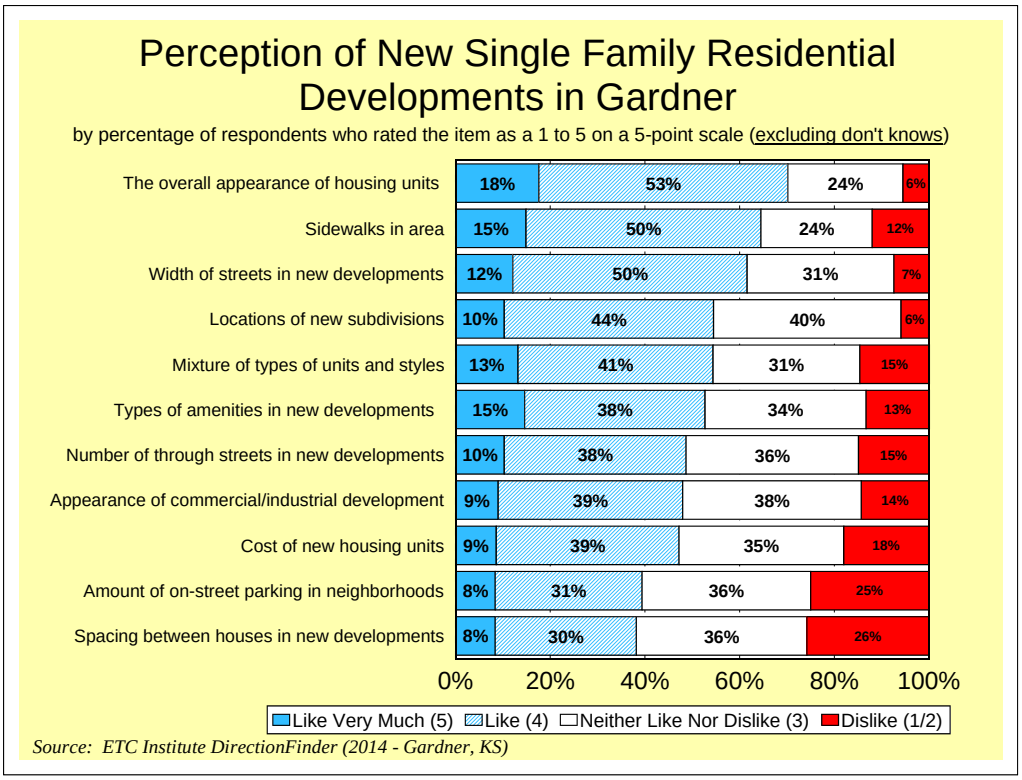
Importance of Various Reasons in Your Decision to Live in Gardner

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



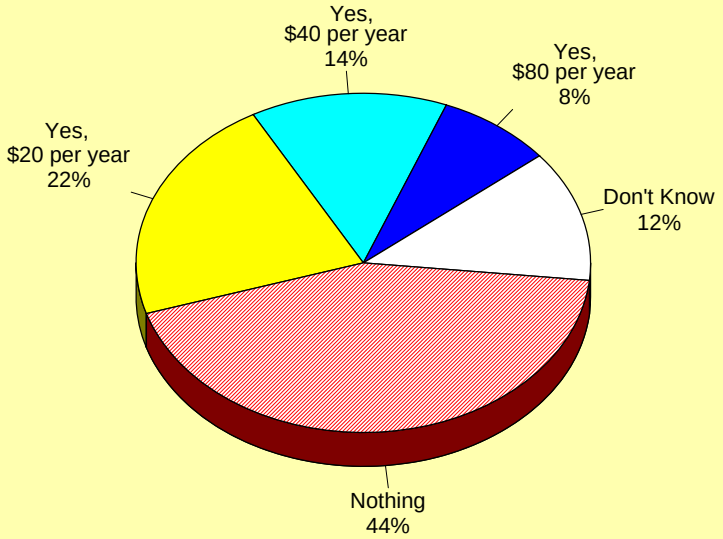
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Are your needs being met in Gardner?
by percentage of respondents who responded "yes"
Low crime rate 72%
Quality of life 70%
Access to highways 69%
Quality of public schools 67%
Affordability of housing 66%
Sense of community 65%
Close to jobs in other cities 63%
Quality of housing 63%
Number of parks & trails 60%
Affordable shopping/merchandise 49%
Overall cost of living is low 49%
Access to quality shopping 42%
Retirement 42%
Employment opportunities in Gardner 38%
0% 20% 40% 60% 80% 100%
Yes
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Perception of New Single Family Residential Developments in Gardner
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)
The overall appearance of housing units 18% 53% 24% 6%
Sidewalks in area 15% 50% 24% 12%
Width of streets in new developments 12% 50% 31% 7%
Locations of new subdivisions 10% 44% 40% 6%
Mixture of types of units and styles 13% 41% 31% 15%
Types of amenities in new developments 15% 38% 34% 13%
Number of through streets in new developments 10% 38% 36% 15%
Appearance of commercial/industrial development 9% 39% 38% 14%
Cost of new housing units 9% 39% 35% 18%
Amount of on-street parking in neighborhoods 8% 31% 36% 25%
Spacing between houses in new developments 8% 30% 36% 26%
0% 20% 40% 60% 80% 100%
Like Very Much (5) Like (4) Neither Like Nor Dislike (3) Dislike (1/2)
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

Would you be willing to pay more in taxes each year to fund projects that would improve the condition of City streets, sidewalks and traffic flow in the City of Gardner?

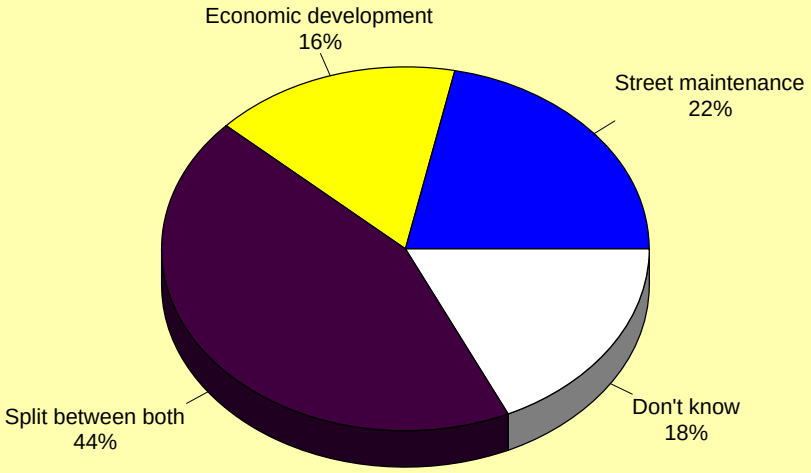
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

If the 0.5% sales tax is renewed, where would you prefer the money to be spent?

by percentage of respondents



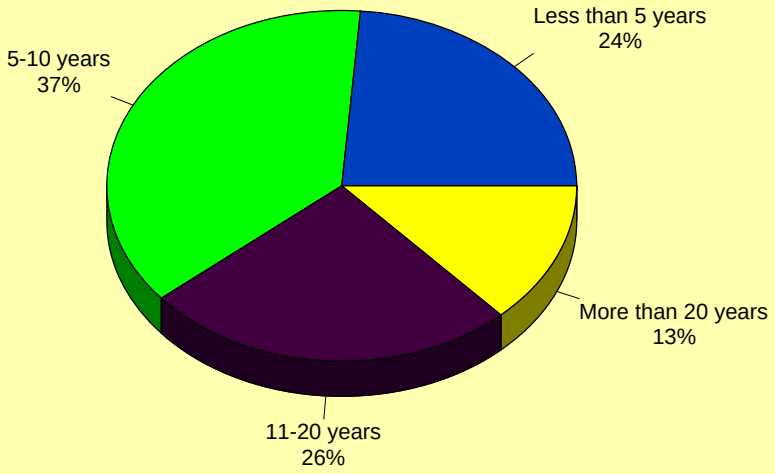
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

Demographics

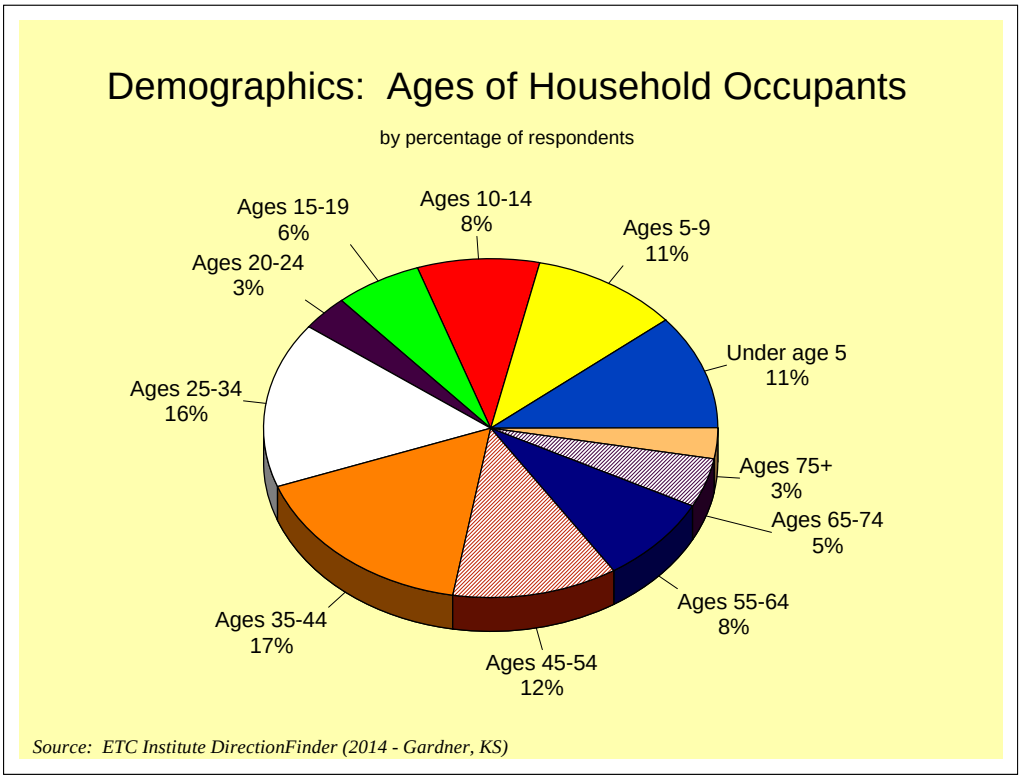
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

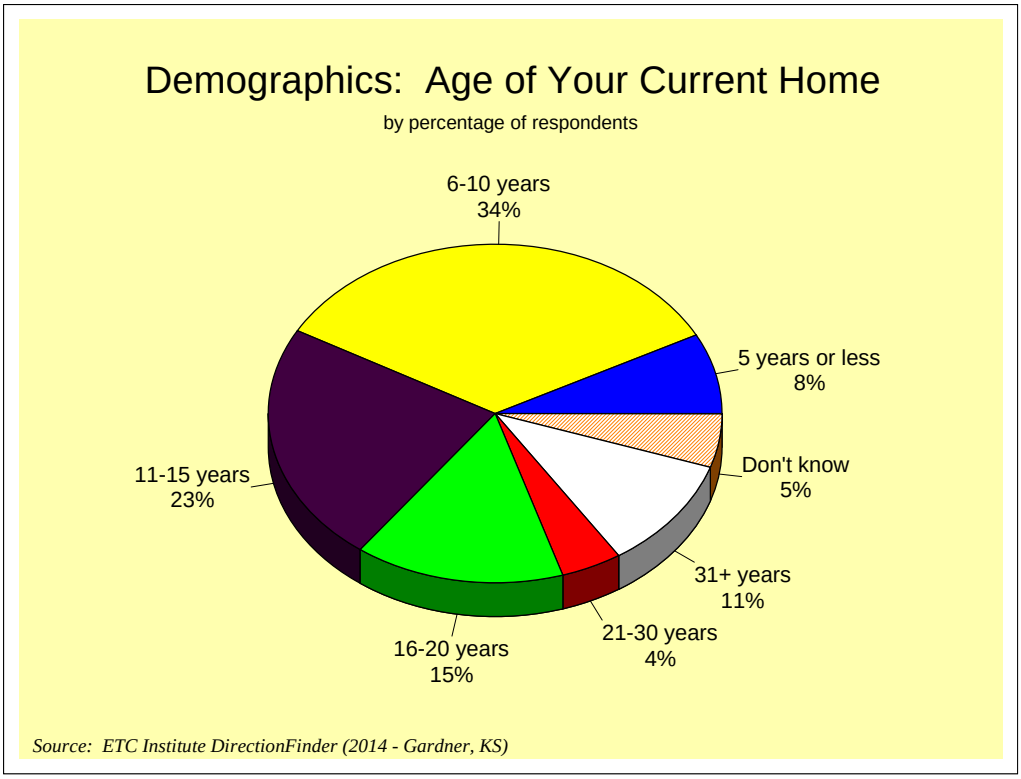
Demographics: Years Lived in Gardner

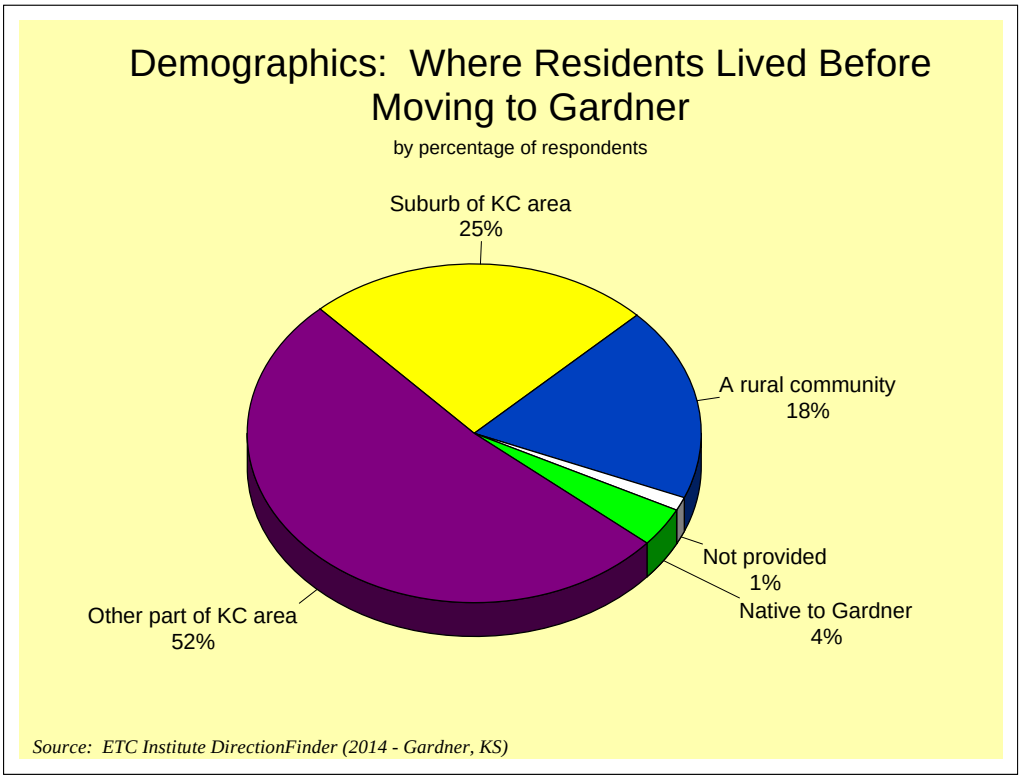
by percentage of respondents

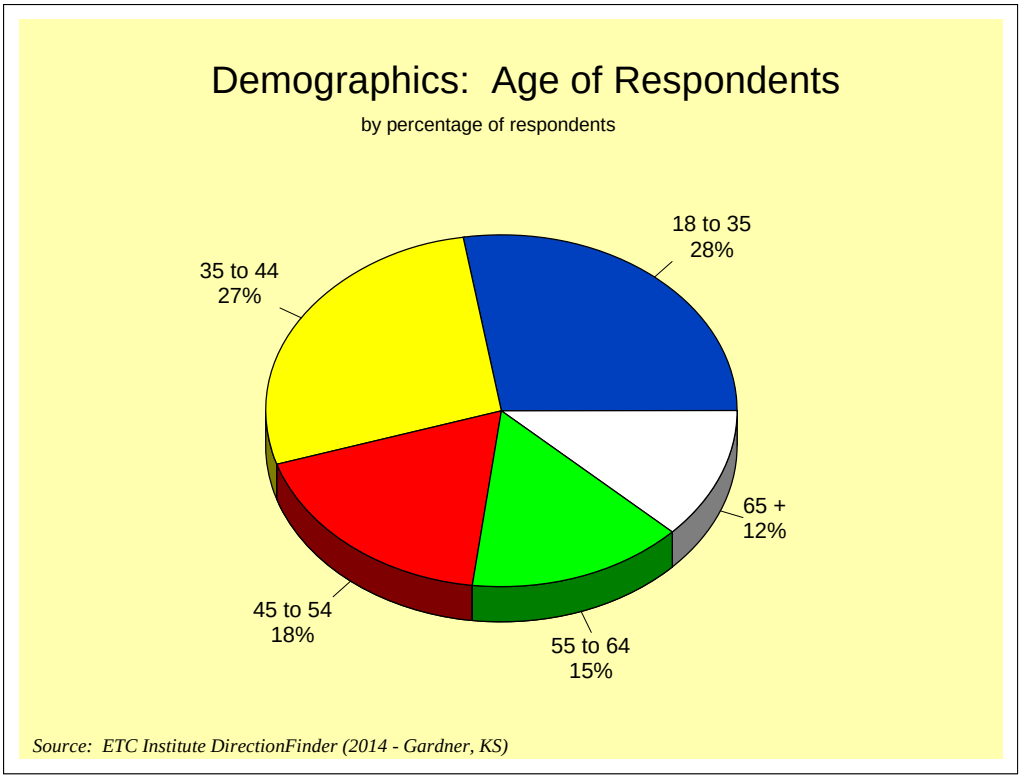


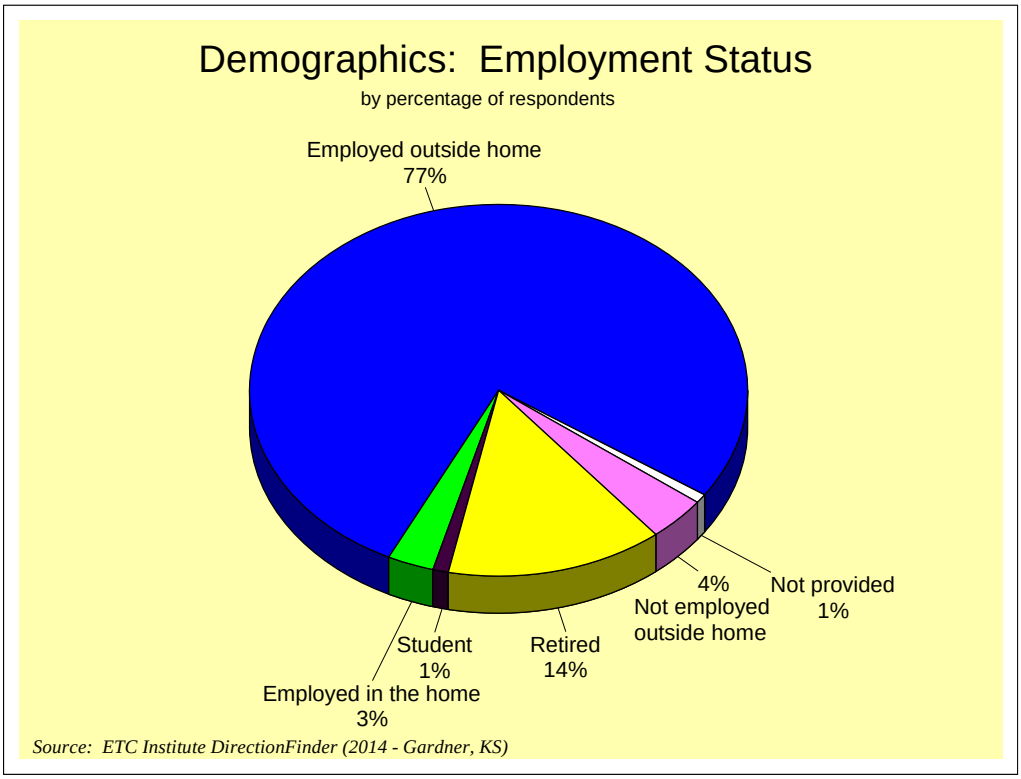
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

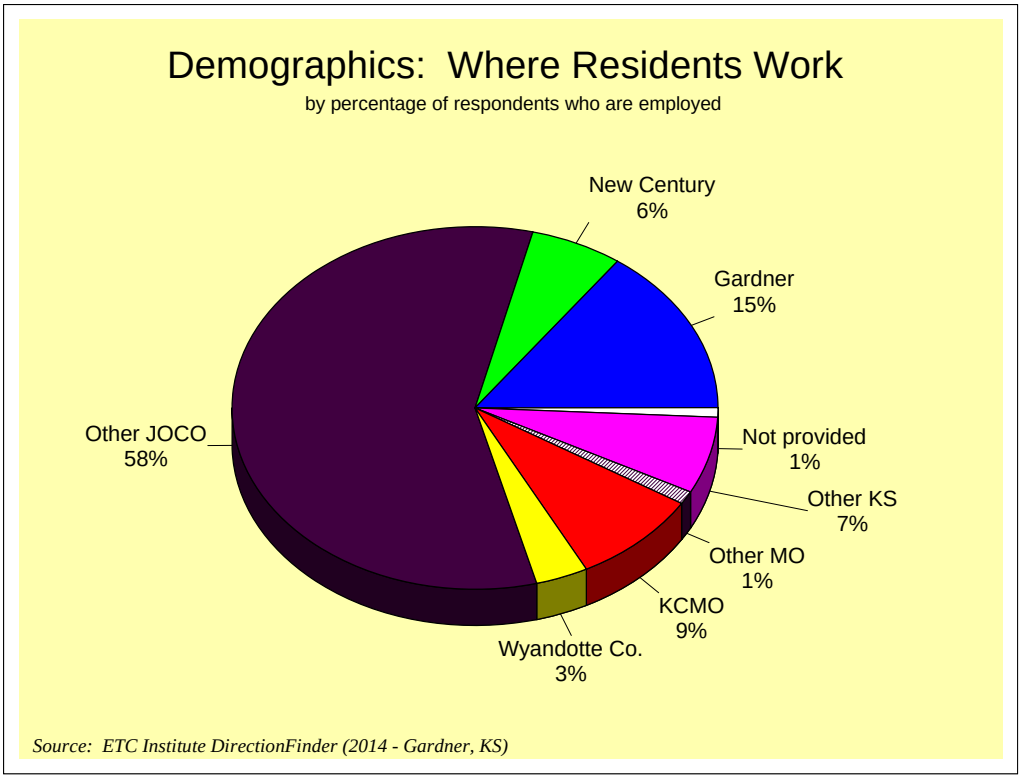

Demographics: Ages of Household Occupants
by percentage of respondents
Ages 15-19
6%
Ages 10-14
8%
Ages 5-9
11%
Ages 20-24
3%
Under age 5
11%
Ages 25-34
16%
Ages 75+
3%
Ages 65-74
5%
Ages 55-64
8%
Ages 35-44
17%
Ages 45-54
12%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

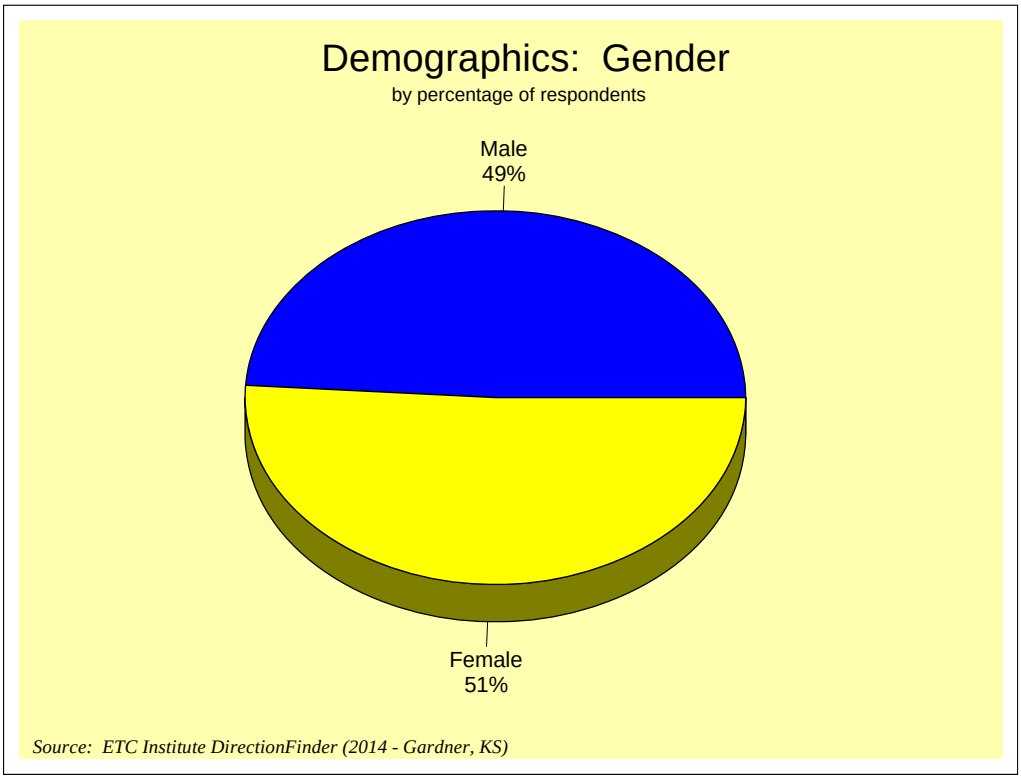

Demographics: Age of Your Current Home
by percentage of respondents
6-10 years
34%
5 years or less
8%
Don't know
5%
11-15 years
23%
31+ years
11%
21-30 years
4%
16-20 years
15%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Demographics: Where Residents Lived Before Moving to Gardner
by percentage of respondents
Suburb of KC area 25%
A rural community 18%
Not provided 1%
Native to Gardner 4%
Other part of KC area 52%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Demographics: Age of Respondents
by percentage of respondents
18 to 35 28%
35 to 44 27%
65 + 12%
45 to 54 18%
55 to 64 15%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Demographics: Employment Status
by percentage of respondents
Employed outside home
77%
4%
Not employed
outside home
Not provided
1%
Retired
14%
Student
1%
Employed in the home
3%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Demographics: Where Residents Work
by percentage of respondents who are employed
New Century
6%
Gardner
15%
Not provided
1%
Other KS
7%
Other MO
1%
KCMO
9%
Wyandotte Co.
3%
Other JOCO
58%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)


Demographics: Gender
by percentage of respondents
Male
49%
Female
51%
Source: ETC Institute DirectionFinder (2014 - Gardner, KS)

Section 2:
Benchmarking Analysis

Benchmarking Analysis
City of Gardner 2014 DirectionFinder® Survey

Overview

ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders in Kansas and Missouri use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states.

This report contains benchmarking data from three sources: (1) an annual national survey that was administered by ETC Institute to a random sample of more than 3,000 residents in the continental United States, (2) an annual national survey that was administered to 400 residents in Kansas and Missouri communities and (3) surveys that have been administered by ETC Institute in 33 communities in Kansas and Missouri between January 2010 and April 2014. Some of the Kansas and Missouri communities represented in this report include:

- Ballwin, Missouri
- Blue Springs, Missouri
- Bonner Springs, Kansas
- Butler, Missouri
- Coffeyville, Kansas
- Columbia, Missouri
- Excelsior Springs, Missouri
- Gardner, Kansas
- Grandview, Missouri
- Harrisonville, Missouri
- Independence, Missouri
- Johnson County, Kansas
- Kansas City, Missouri
- Lawrence, Kansas
- Leawood, Kansas
- Lee's Summit, Missouri
- Lenexa, Kansas
- Liberty, Missouri
- Merriam, Kansas
- Mission, Kansas
- North Kansas City, Missouri
- O'Fallon, Missouri
- Olathe, Kansas
- Overland Park, Kansas
- Platte City, Missouri
- Pleasant Hill, Missouri
- Raymore, Missouri
- Riverside, Missouri
- Roeland Park, Kansas
- Shawnee, Kansas
- Springfield, Missouri
- Spring Hill, Kansas
- Unified Government of Kansas City and Wyandotte County

National Benchmarks. The first set of charts on the following pages show how the overall results for Gardner 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 3,000 U.S. residents and 400 residents in Kansas and Missouri communities.

Kansas City Area Benchmarks. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 33 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the Kansas City area. The actual ratings for Gardner are listed to the right of each chart. The dot on each bar shows how the results for Gardner compare to the other communities in the Kansas City area where the DirectionFinder® survey has been administered.

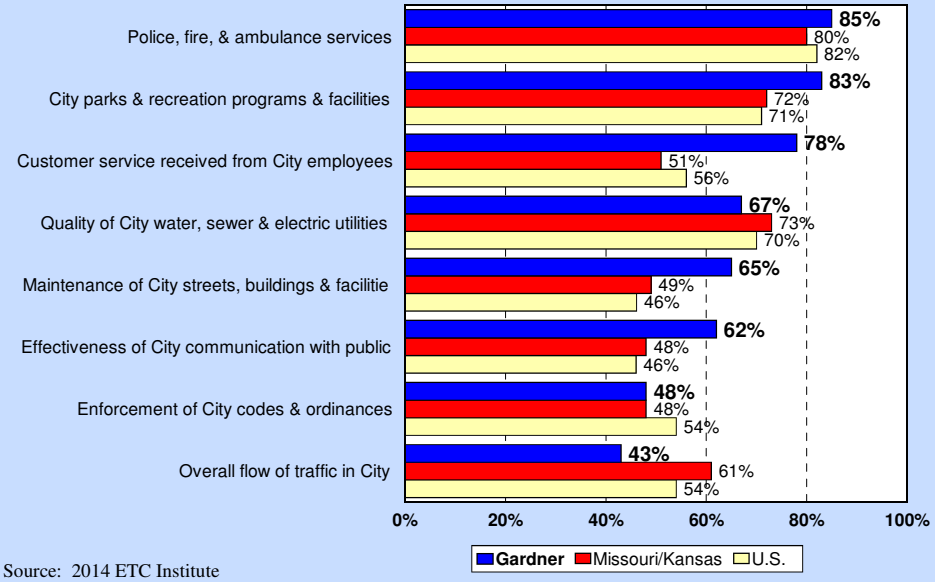
National Benchmarks

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

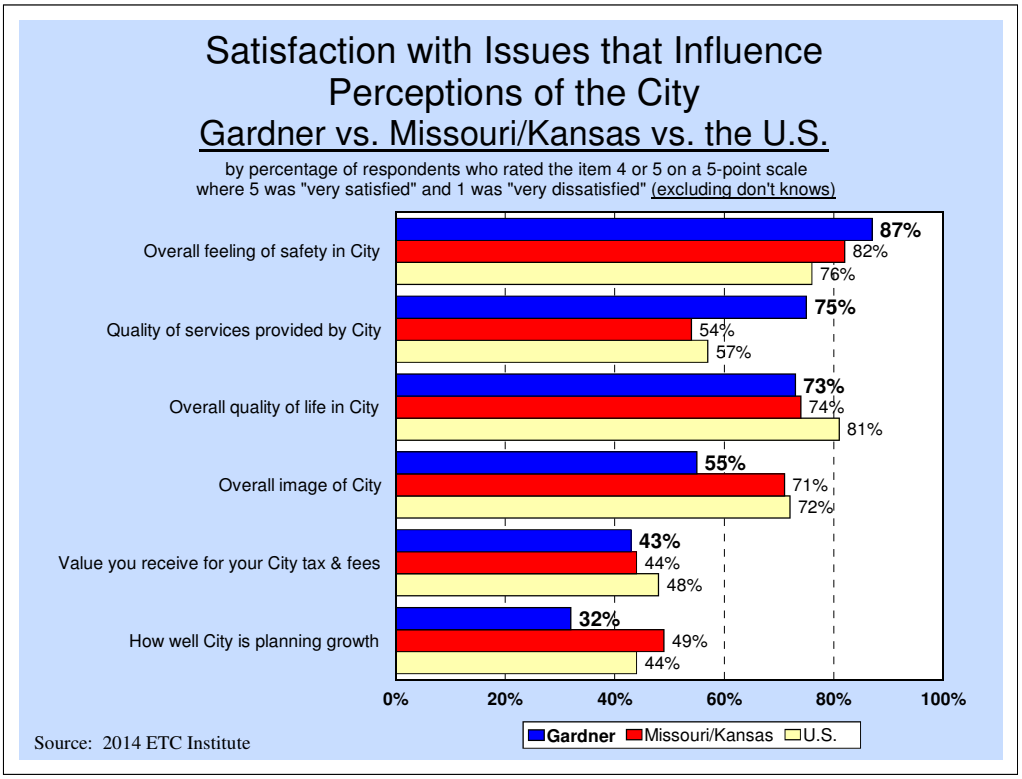
Source: 2014 ETC Institute

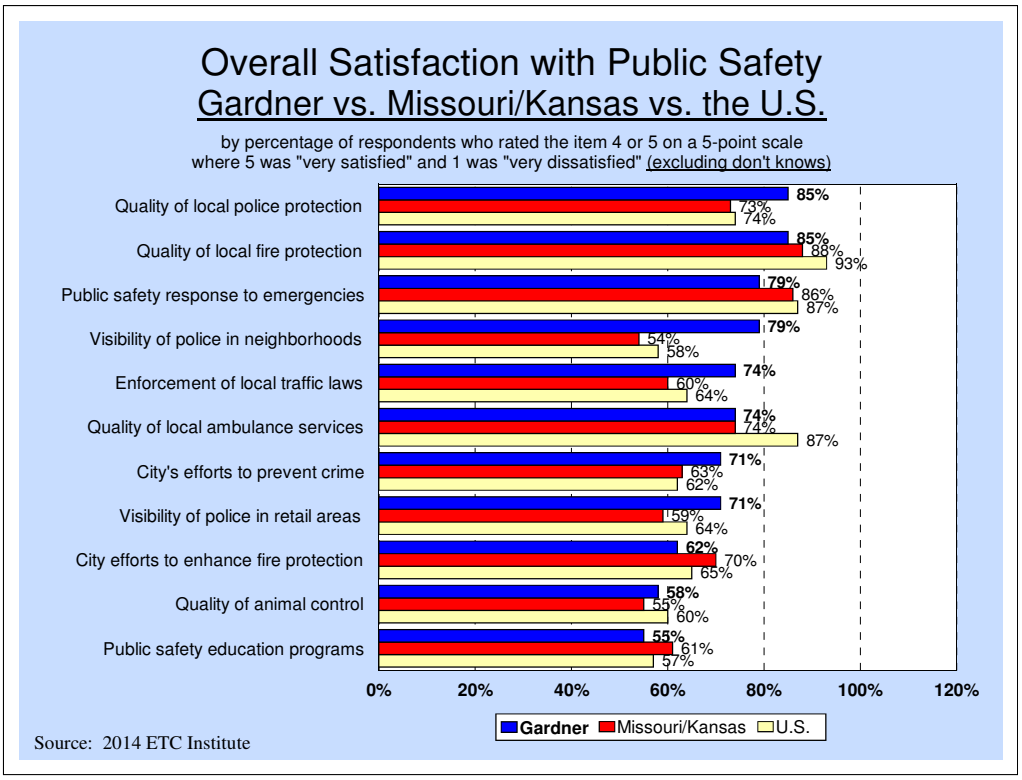
Overall Satisfaction with Various City Services
Gardner vs. Missouri/Kansas vs. the U.S.

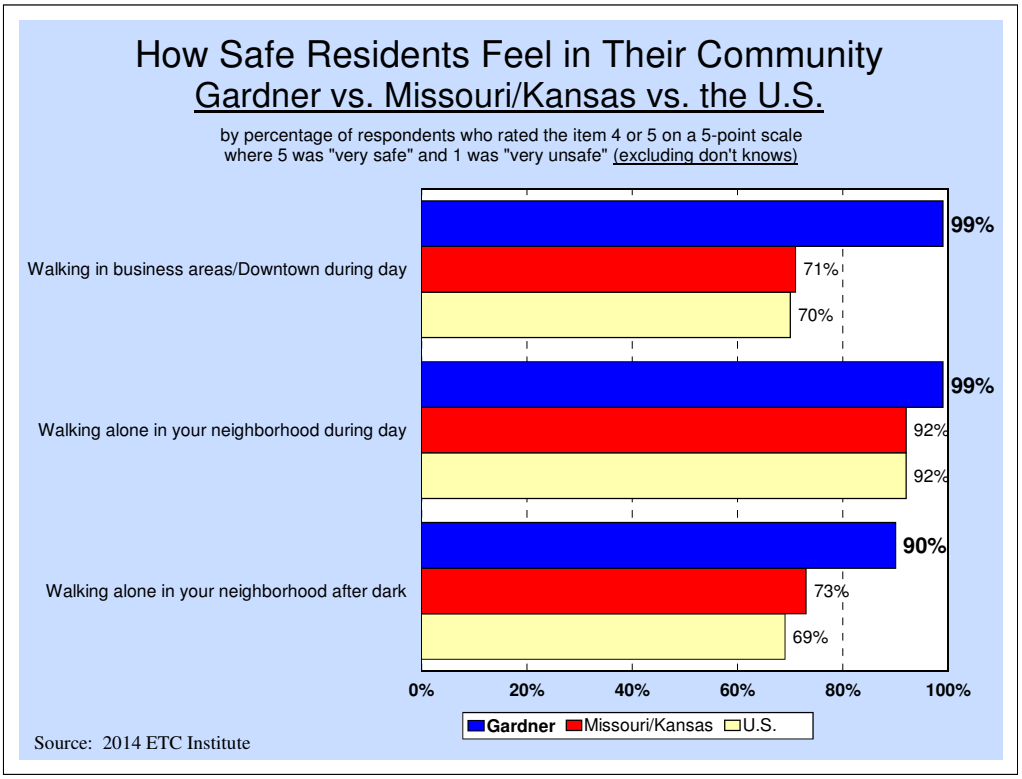
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

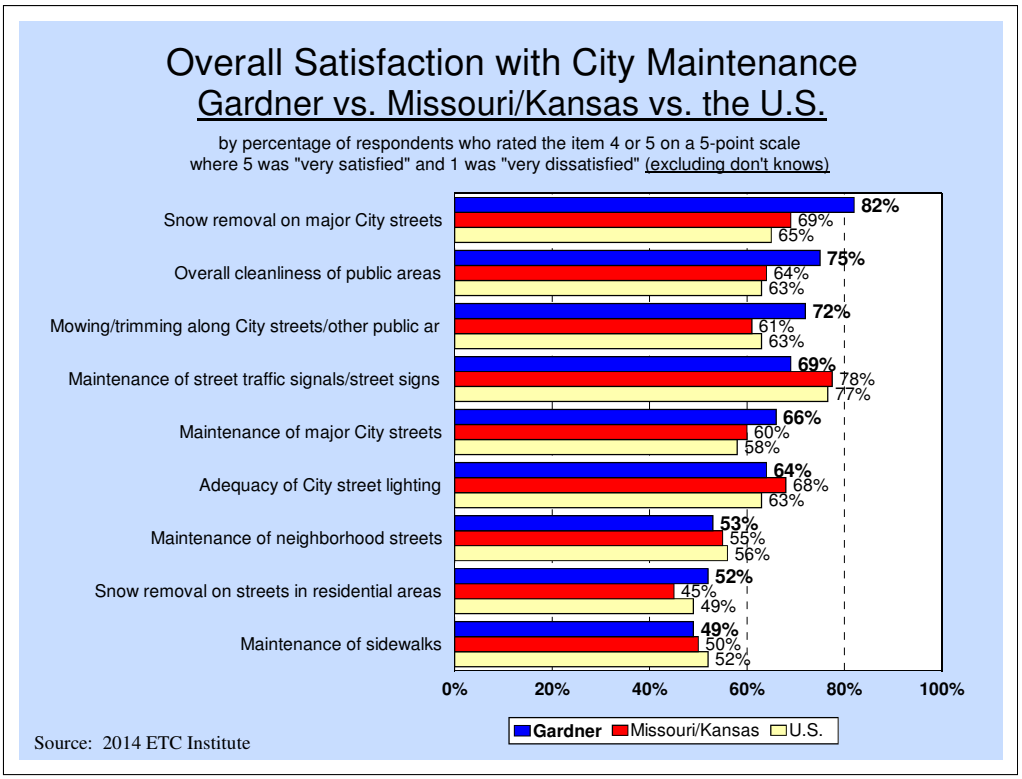


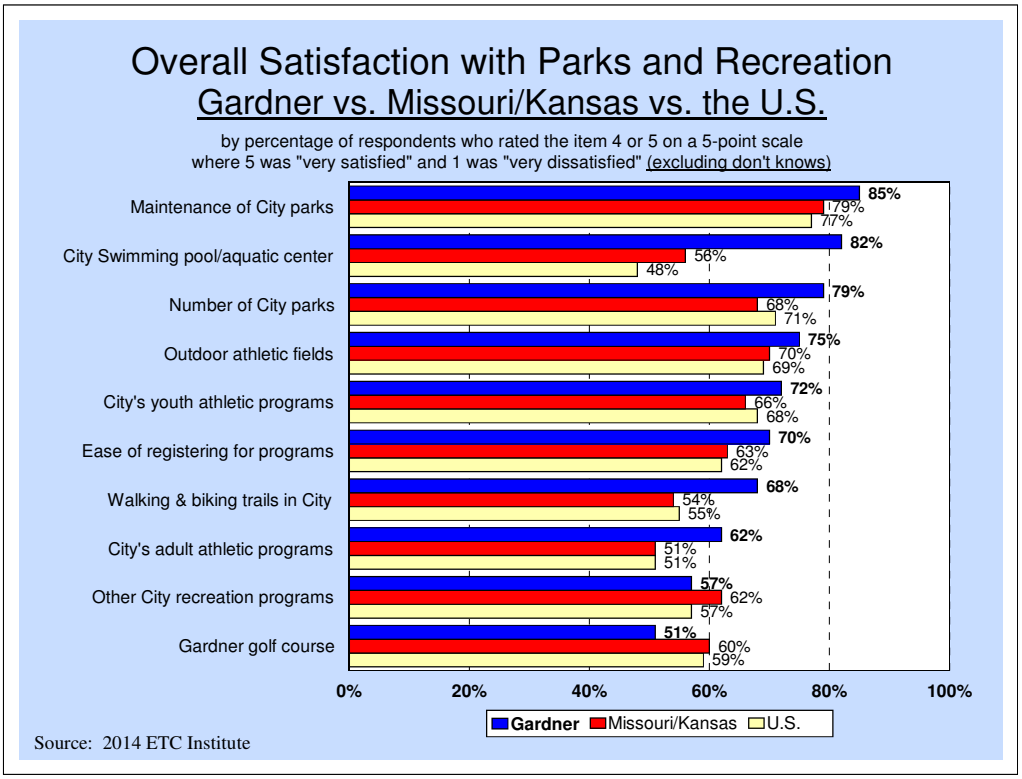
Source: 2014 ETC Institute

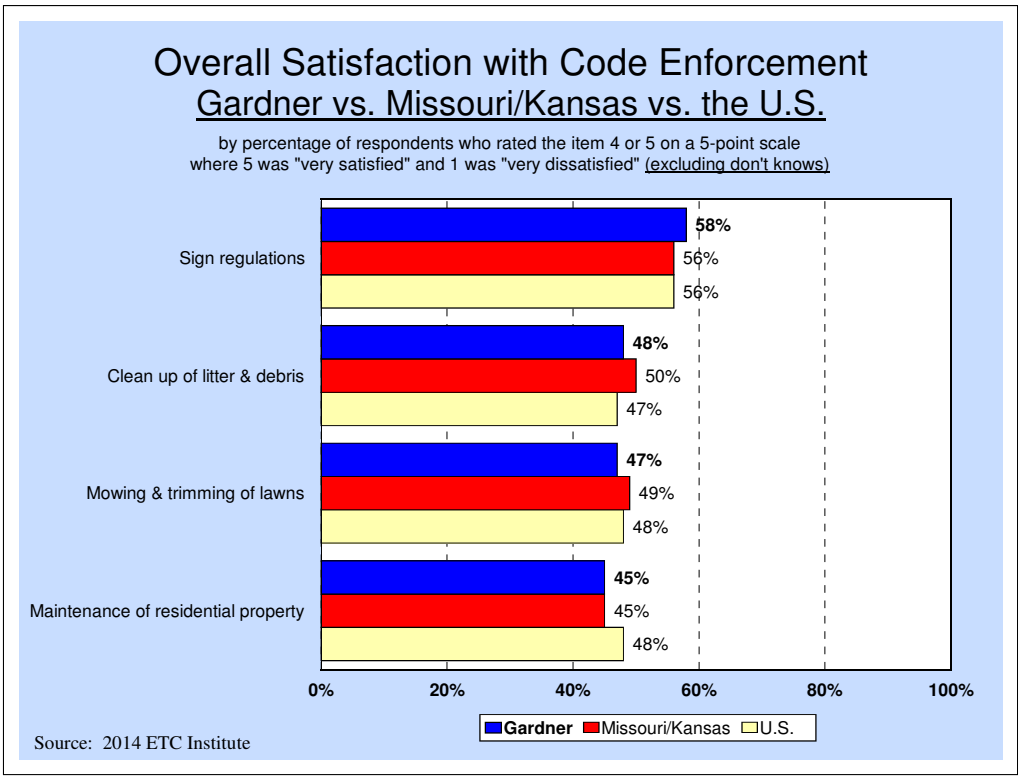

Satisfaction with Issues that Influence Perceptions of the City
Gardner vs. Missouri/Kansas vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Overall feeling of safety in City
87%
82%
76%
Quality of services provided by City
75%
54%
57%
Overall quality of life in City
73%
74%
81%
Overall image of City
55%
71%
72%
Value you receive for your City tax & fees
43%
44%
48%
How well City is planning growth
32%
49%
44%
0%
20%
40%
60%
80%
100%
Gardner
Missouri/Kansas
U.S.
Source: 2014 ETC Institute

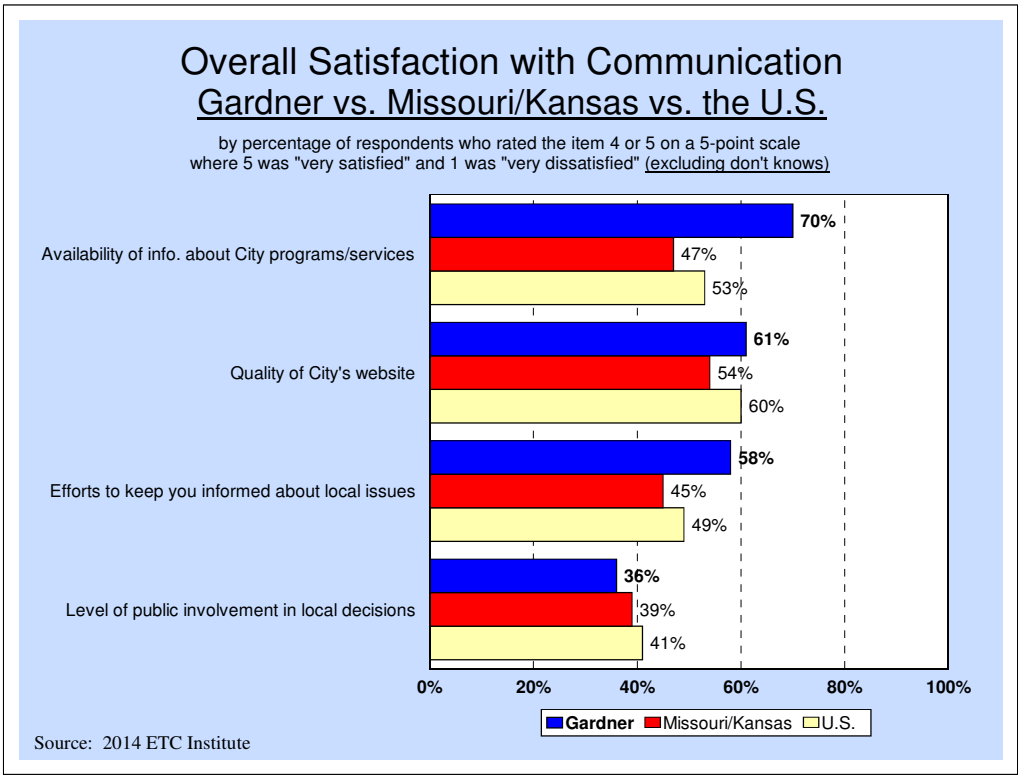

Overall Satisfaction with Public Safety
Gardner vs. Missouri/Kansas vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Quality of local police protection
85%
73%
74%
Quality of local fire protection
85%
88%
93%
Public safety response to emergencies
79%
86%
87%
Visibility of police in neighborhoods
79%
54%
58%
Enforcement of local traffic laws
74%
60%
64%
Quality of local ambulance services
74%
74%
87%
City's efforts to prevent crime
71%
63%
62%
Visibility of police in retail areas
71%
59%
64%
City efforts to enhance fire protection
62%
70%
65%
Quality of animal control
58%
55%
60%
Public safety education programs
55%
61%
57%
0%
20%
40%
60%
80%
100%
120%
Gardner
Missouri/Kansas
U.S.
Source: 2014 ETC Institute

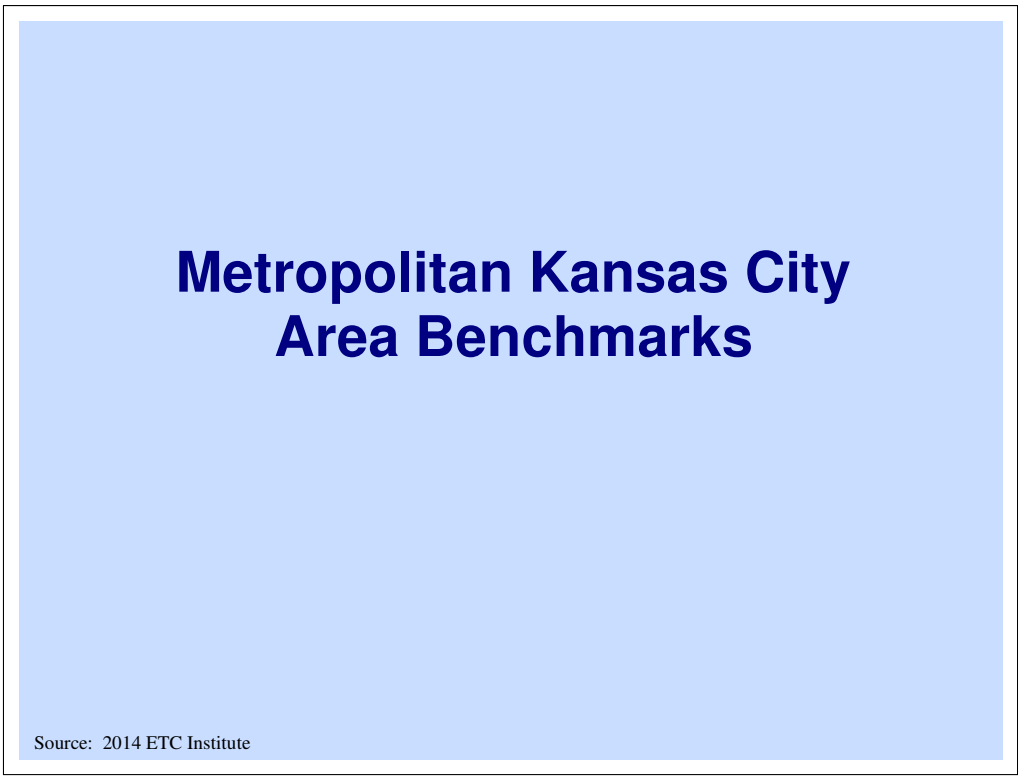

How Safe Residents Feel in Their Community
Gardner vs. Missouri/Kansas vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)
Walking in business areas/Downtown during day
99%
71%
70%
Walking alone in your neighborhood during day
99%
92%
92%
Walking alone in your neighborhood after dark
90%
73%
69%
0%
20%
40%
60%
80%
100%
Gardner
Missouri/Kansas
U.S.
Source: 2014 ETC Institute

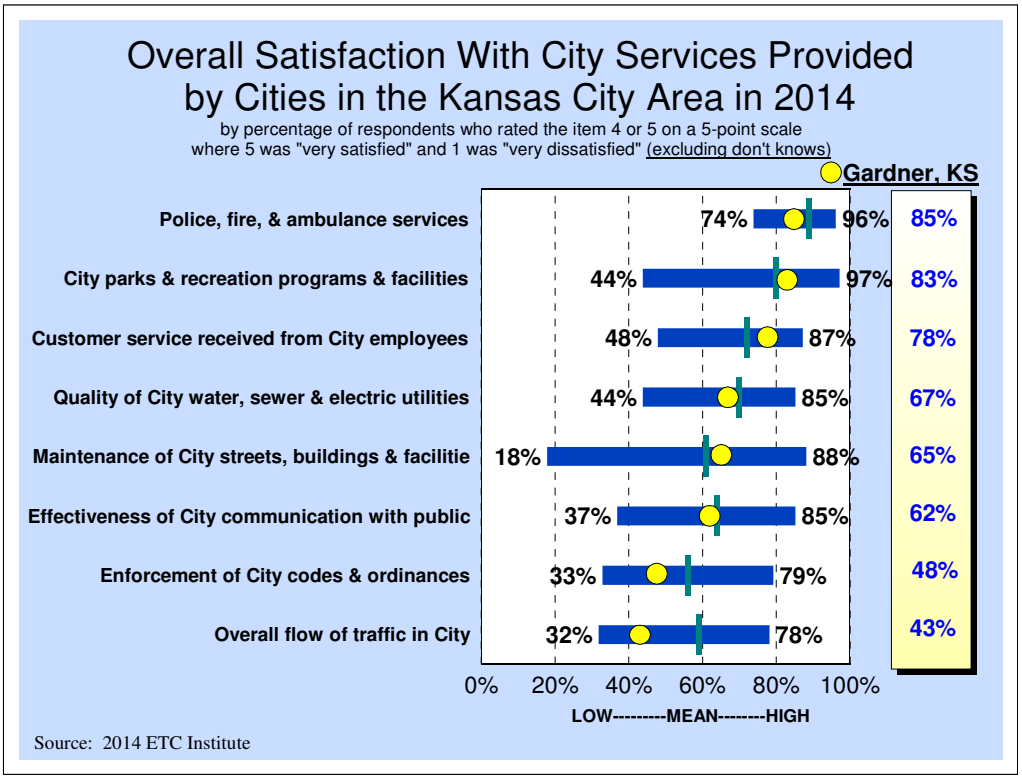

Overall Satisfaction with City Maintenance
Gardner vs. Missouri/Kansas vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Snow removal on major City streets
82%
69%
65%
Overall cleanliness of public areas
75%
64%
63%
Mowing/trimming along City streets/other public ar
72%
61%
63%
Maintenance of street traffic signals/street signs
69%
78%
77%
Maintenance of major City streets
66%
60%
58%
Adequacy of City street lighting
64%
68%
63%
Maintenance of neighborhood streets
53%
55%
56%
Snow removal on streets in residential areas
52%
45%
49%
Maintenance of sidewalks
49%
50%
52%
0%
20%
40%
60%
80%
100%
Gardner
Missouri/Kansas
U.S.
Source: 2014 ETC Institute

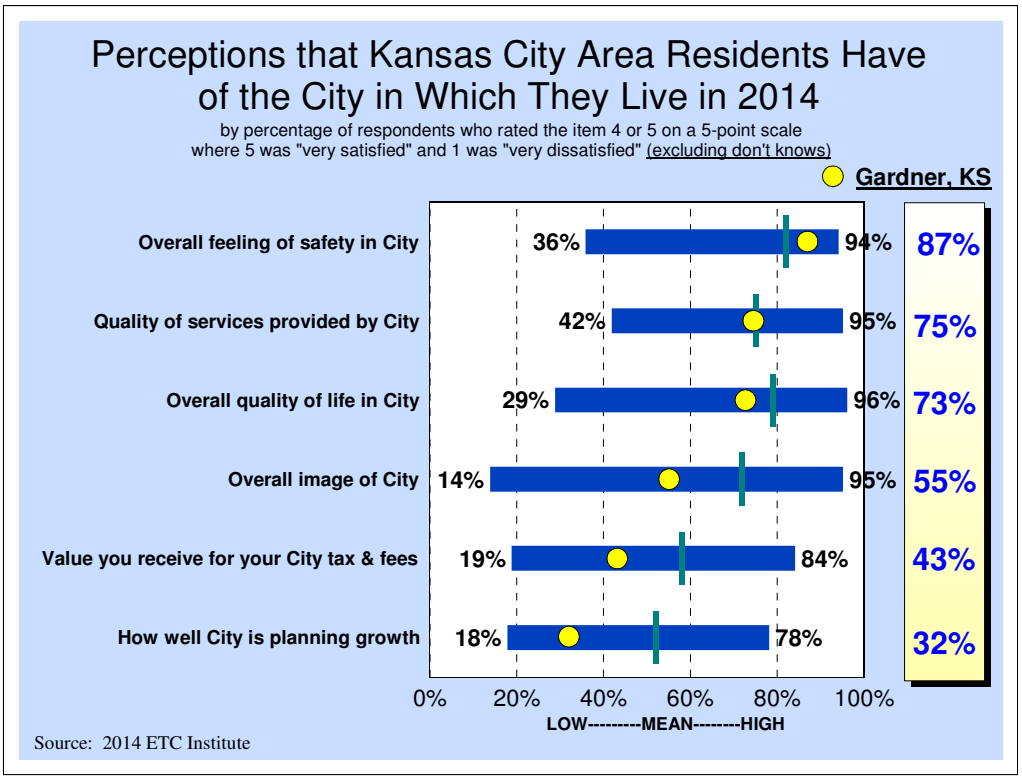

Overall Satisfaction with Parks and Recreation
Gardner vs. Missouri/Kansas vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Maintenance of City parks
85%
79%
77%
City Swimming pool/aquatic center
82%
56%
48%
Number of City parks
79%
68%
71%
Outdoor athletic fields
75%
70%
69%
City's youth athletic programs
72%
66%
68%
Ease of registering for programs
70%
63%
62%
Walking & biking trails in City
68%
54%
55%
City's adult athletic programs
62%
51%
51%
Other City recreation programs
57%
62%
57%
Gardner golf course
51%
60%
59%
0%
20%
40%
60%
80%
100%
Gardner
Missouri/Kansas
U.S.
Source: 2014 ETC Institute

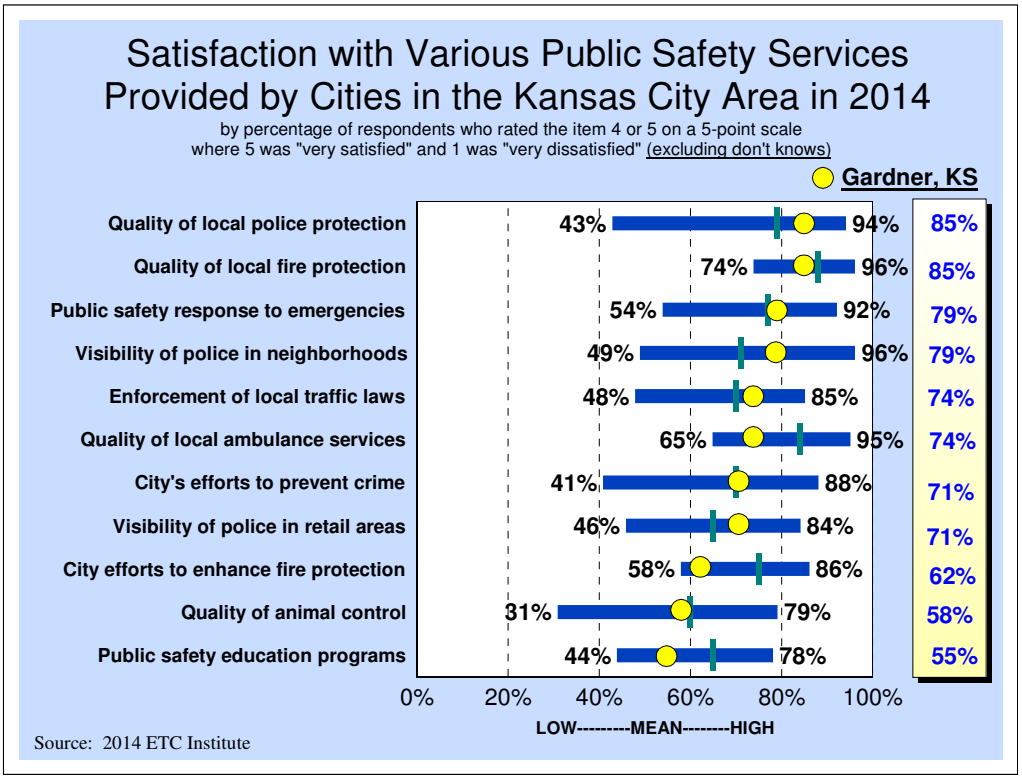

Overall Satisfaction with Code Enforcement
Gardner vs. Missouri/Kansas vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Sign regulations
58%
56%
56%
Clean up of litter & debris
48%
50%
47%
Mowing & trimming of lawns
47%
49%
48%
Maintenance of residential property
45%
45%
48%
0%
20%
40%
60%
80%
100%
Gardner
Missouri/Kansas
U.S.
Source: 2014 ETC Institute

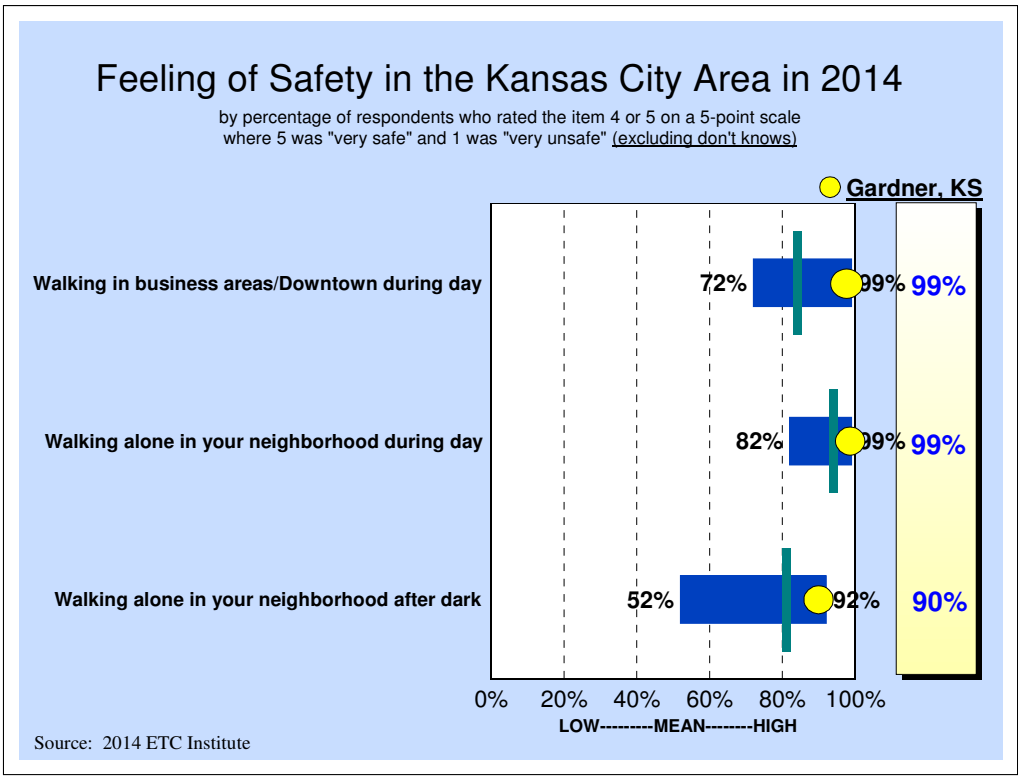

Overall Satisfaction with Communication
Gardner vs. Missouri/Kansas vs. the U.S.
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Availability of info. about City programs/services
70%
47%
53%
Quality of City's website
61%
54%
60%
Efforts to keep you informed about local issues
58%
45%
49%
Level of public involvement in local decisions
36%
39%
41%
0%
20%
40%
60%
80%
100%
Gardner
Missouri/Kansas
U.S.
Source: 2014 ETC Institute

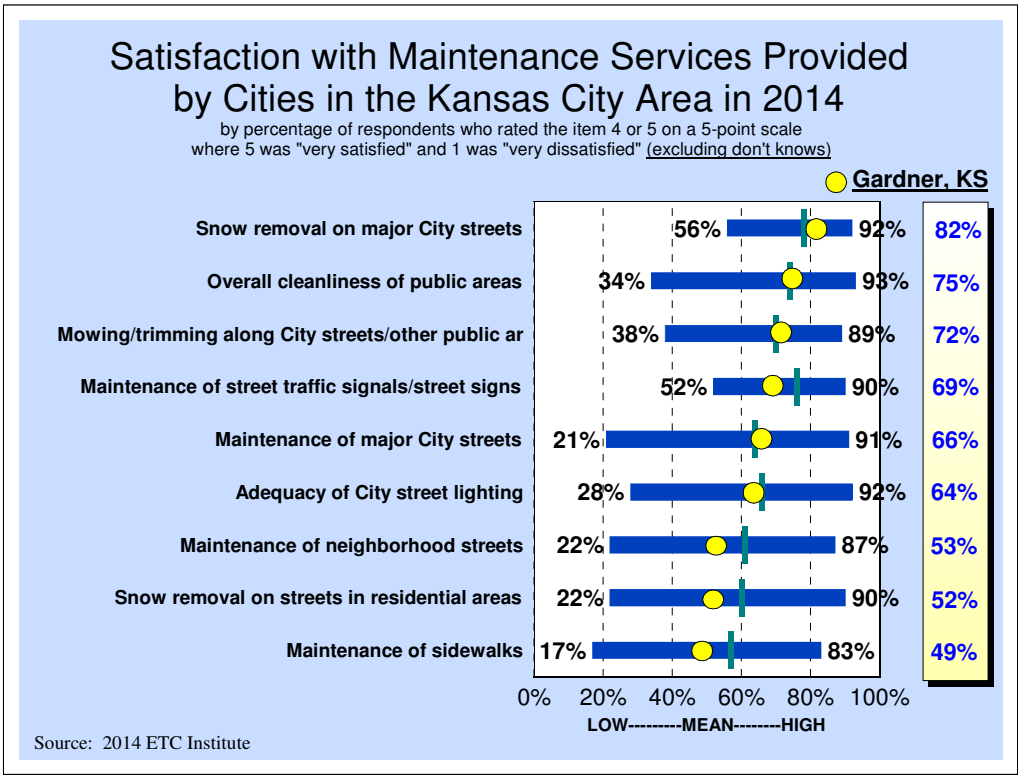

Metropolitan Kansas City
Area Benchmarks
Source: 2014 ETC Institute

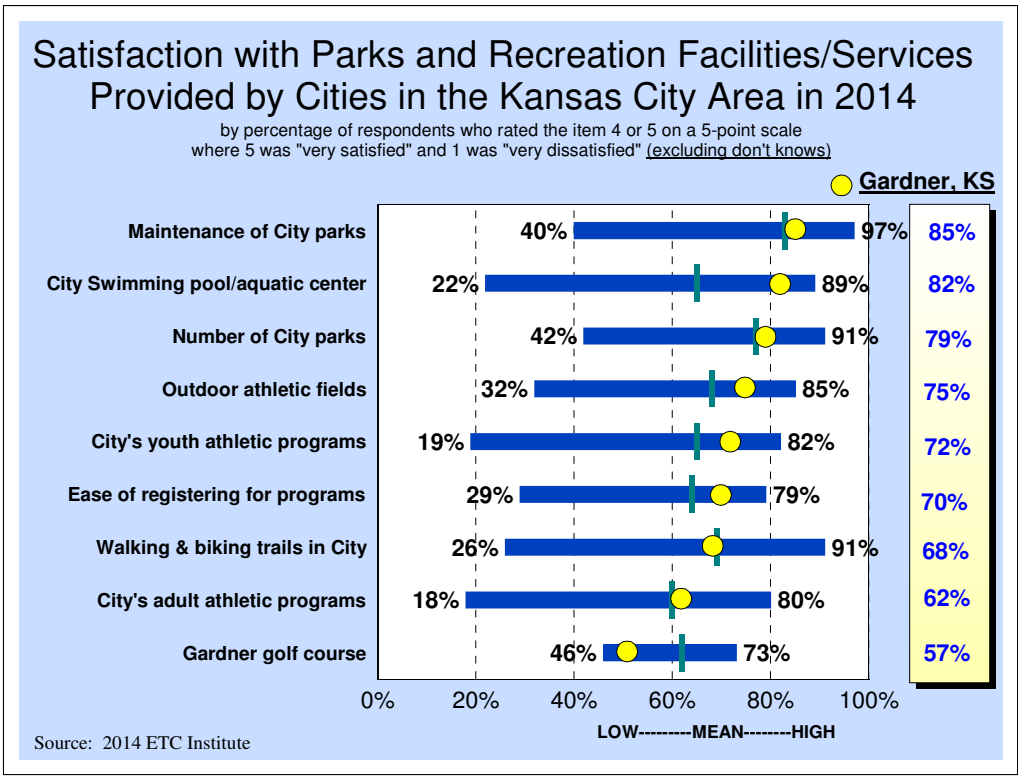

Overall Satisfaction With City Services Provided by Cities in the Kansas City Area in 2014
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Gardner, KS
Police, fire, & ambulance services 74% 96% 85%
City parks & recreation programs & facilities 44% 97% 83%
Customer service received from City employees 48% 87% 78%
Quality of City water, sewer & electric utilities 44% 85% 67%
Maintenance of City streets, buildings & facilitie 18% 88% 65%
Effectiveness of City communication with public 37% 85% 62%
Enforcement of City codes & ordinances 33% 79% 48%
Overall flow of traffic in City 32% 78% 43%
0% 20% 40% 60% 80% 100%
LOW---------MEAN--------HIGH
Source: 2014 ETC Institute

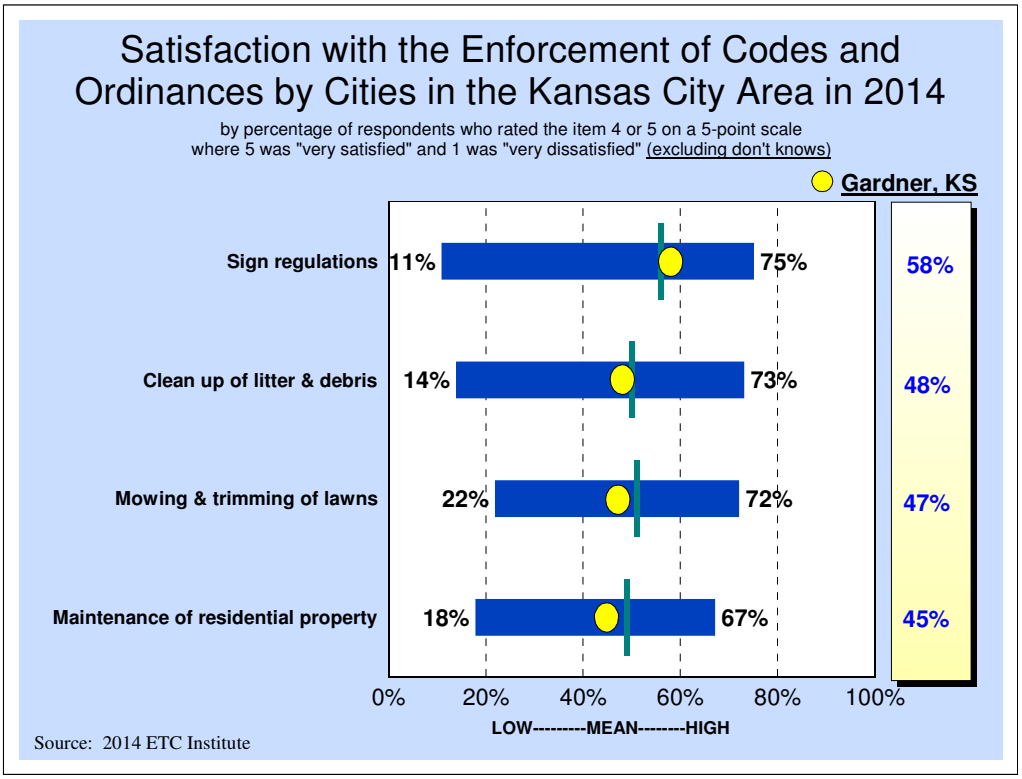

Perceptions that Kansas City Area Residents Have of the City in Which They Live in 2014
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Gardner, KS
Overall feeling of safety in City 36% 94% 87%
Quality of services provided by City 42% 95% 75%
Overall quality of life in City 29% 96% 73%
Overall image of City 14% 95% 55%
Value you receive for your City tax & fees 19% 84% 43%
How well City is planning growth 18% 78% 32%
0% 20% 40% 60% 80% 100%
LOW---------MEAN--------HIGH
Source: 2014 ETC Institute

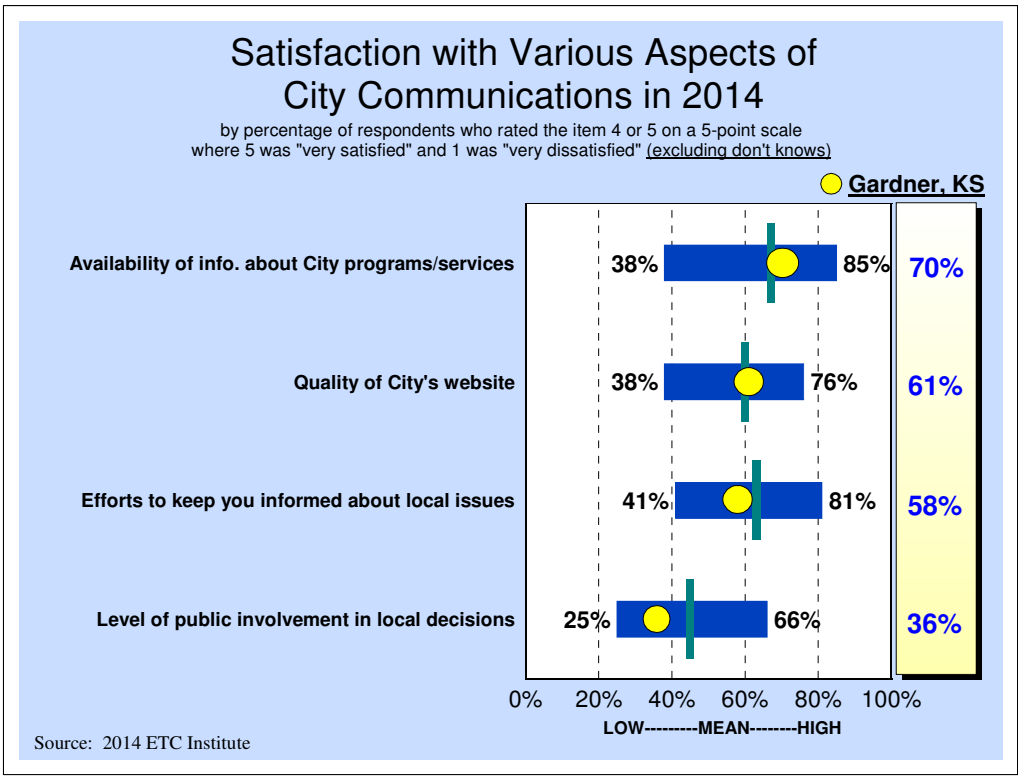

Satisfaction with Various Public Safety Services Provided by Cities in the Kansas City Area in 2014
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)
Gardner, KS
Quality of local police protection 43% 94% 85%
Quality of local fire protection 74% 96% 85%
Public safety response to emergencies 54% 92% 79%
Visibility of police in neighborhoods 49% 96% 79%
Enforcement of local traffic laws 48% 85% 74%
Quality of local ambulance services 65% 95% 74%
City's efforts to prevent crime 41% 88% 71%
Visibility of police in retail areas 46% 84% 71%
City efforts to enhance fire protection 58% 86% 62%
Quality of animal control 31% 79% 58%
Public safety education programs 44% 78% 55%
0% 20% 40% 60% 80% 100%
LOW---------MEAN--------HIGH
Source: 2014 ETC Institute


Feeling of Safety in the Kansas City Area in 2014
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)
Gardner, KS
Walking in business areas/Downtown during day 72% 99% 99%
Walking alone in your neighborhood during day 82% 99% 99%
Walking alone in your neighborhood after dark 52% 92% 90%
0% 20% 40% 60% 80% 100%
LOW---------MEAN--------HIGH
Source: 2014 ETC Institute


Satisfaction with Maintenance Services Provided by Cities in the Kansas City Area in 2014
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 knows)
Gardner, KS
Snow removal on major City streets 56% 92% 82%
Overall cleanliness of public areas 34% 93% 75%
Mowing/trimming along City streets/other public ar 38% 89% 72%
Maintenance of street traffic signals/street signs 52% 90% 69%
Maintenance of major City streets 21% 91% 66%
Adequacy of City street lighting 28% 92% 64%
Maintenance of neighborhood streets 22% 87% 53%
Snow removal on streets in residential areas 22% 90% 52%
Maintenance of sidewalks 17% 83% 49%
0% 20% 40% 60% 80% 100%
LOW---------MEAN--------HIGH
Source: 2014 ETC Institute


Satisfaction with Parks and Recreation Facilities/Services Provided by Cities in the Kansas City Area in 2014
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 knows)
Gardner, KS
Maintenance of City parks 40% 97% 85%
City Swimming pool/aquatic center 22% 89% 82%
Number of City parks 42% 91% 79%
Outdoor athletic fields 32% 85% 75%
City's youth athletic programs 19% 82% 72%
Ease of registering for programs 29% 79% 70%
Walking & biking trails in City 26% 91% 68%
City's adult athletic programs 18% 80% 62%
Gardner golf course 46% 73% 57%
0% 20% 40% 60% 80% 100%
LOW---------MEAN--------HIGH
Source: 2014 ETC Institute


Satisfaction with the Enforcement of Codes and Ordinances by Cities in the Kansas City Area in 2014
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 knows)
Gardner, KS
Sign regulations
11%
75%
58%
Clean up of litter & debris
14%
73%
48%
Mowing & trimming of lawns
22%
72%
47%
Maintenance of residential property
18%
67%
45%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2014 ETC Institute


Satisfaction with Various Aspects of City Communications in 2014
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 knows)
Gardner, KS
Availability of info. about City programs/services
38%
85%
70%
Quality of City's website
38%
76%
61%
Efforts to keep you informed about local issues
41%
81%
58%
Level of public involvement in local decisions
25%
66%
36%
0%
20%
40%
60%
80%
100%
LOW---------MEAN--------HIGH
Source: 2014 ETC Institute

Section 3:
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis
Gardner, 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 cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major categories of city services they thought should receive the most emphasis over the next two years. Sixty-nine percent (68.6%) ranked the "Overall flow of traffic in City" as one of the most important service to emphasize over the next two years.

With regard to satisfaction, "Overall flow of traffic in City" was ranked eighth overall with 42.9% rating "Overall flow of traffic in City" as a "4" or a "5" on a 5-point scale excluding "Don't know" responses. The I-S rating for "Overall flow of traffic in City" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 68.6% was multiplied by 57.1% (1-0.429). This calculation yielded an I-S rating of 0.3917, which was ranked first out of eight 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 that they are positively satisfied with the delivery of the service.

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the 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 .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

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

The results for Gardner are provided on the following pages.

Importance-Satisfaction Rating
City of Gardner
Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall flow of traffic in City	**69%**	**1**	**43%**	**8**	0.3917	**1**
High Priority (IS .10-.20)						
Maintenance of City streets, buildings & facilities	**51%**	**2**	**65%**	**5**	0.1825	**2**
Enforcement of City codes & ordinances	**30%**	**4**	**48%**	**7**	0.1560	**3**
Quality of City water, sewer & electric utilities	**40%**	**3**	**67%**	**4**	0.1323	**4**
Medium Priority (IS <.10)						
Effectiveness of City communication with public	**25%**	**5**	**62%**	**6**	0.0961	**5**
City parks & recreation programs & facilities	**22%**	**6**	**83%**	**2**	0.0372	**6**
Police, fire, & ambulance services	**22%**	**7**	**85%**	**1**	0.0334	**7**
Customer service received from City employees	**8%**	**8**	**78%**	**3**	0.0179	**8**

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

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

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

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Importance-Satisfaction Rating
City of Gardner
Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Emphasis/resources to combat illegal drugs	**40%**	**1**	**47%**	**13**	0.2153	**1**
High Priority (IS .10-.20)						
Public safety education programs	**24%**	**3**	**55%**	**12**	0.1055	**2**
Medium Priority (IS <.10)						
City's efforts to prevent crime	**30%**	**2**	**71%**	**7**	0.0852	**3**
Quality of animal control	**20%**	**6**	**58%**	**11**	0.0851	**4**
Visibility of police in neighborhoods	**23%**	**4**	**79%**	**4**	0.0473	**5**
Enforcement of local traffic laws	**16%**	**7**	**74%**	**5**	0.0404	**6**
Visibility of police in retail areas	**13%**	**9**	**71%**	**9**	0.0384	**7**
City efforts to enhance fire protection	**9%**	**11**	**62%**	**10**	0.0335	**8**
Quality of local police protection	**21%**	**5**	**85%**	**1**	0.0305	**9**
Public safety response to emergencies	**14%**	**8**	**79%**	**3**	0.0291	**10**
Quality of local ambulance services	**9%**	**12**	**74%**	**6**	0.0233	**11**
Visibility of fire department personnel	**7%**	**13**	**71%**	**8**	0.0194	**12**
Quality of local fire protection	**9%**	**10**	**85%**	**2**	0.0139	**13**

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

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

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

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Importance-Satisfaction Rating
City of Gardner
City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Quality of street repair services	**41%**	**1**	**45%**	**13**	0.2281	**1**
High Priority (IS .10-.20)						
Snow removal on streets in residential areas	**35%**	**2**	**52%**	**11**	0.1677	**2**
Maintenance of neighborhood streets	**33%**	**3**	**53%**	**10**	0.1542	**3**
Maintenance of sidewalks	**24%**	**4**	**49%**	**12**	0.1219	**6**
Medium Priority (IS <.10)						
Maintenance of major City streets	**25%**	**6**	**66%**	**5**	0.0853	**4**
Maintenance/preservation of Downtown Gardner	**20%**	**7**	**58%**	**9**	0.0819	**5**
Adequacy of City street lighting	**22%**	**5**	**64%**	**7**	0.0770	**7**
Maintenance of street traffic signals/street signs	**14%**	**8**	**69%**	**4**	0.0425	**8**
Overall cleanliness of public areas	**13%**	**9**	**75%**	**3**	0.0320	**9**
Quality of street cleaning services	**6%**	**12**	**59%**	**8**	0.0260	**10**
Mowing/trimming along City streets/other public areas	**9%**	**11**	**72%**	**6**	0.0252	**11**
Snow removal on major City streets	**11%**	**10**	**82%**	**1**	0.0197	**12**
Maintenance of City buildings, such as City Hall	**2%**	**13**	**79%**	**2**	0.0036	**13**

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

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

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

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Importance-Satisfaction Rating
City of Gardner
Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Walking & biking trails in City	**37%**	**1**	**68%**	**7**	0.1187	**1**
Medium Priority (IS <.10)						
Fees charged for recreation programs	**21%**	**3**	**56%**	**11**	0.0935	**2**
Gardner golf course	**14%**	**9**	**51%**	**12**	0.0662	**3**
Other City recreation programs	**14%**	**8**	**57%**	**10**	0.0579	**4**
City's youth athletic programs	**18%**	**5**	**72%**	**5**	0.0497	**5**
Quality of recreation programs or classes	**14%**	**7**	**64%**	**8**	0.0492	**6**
Maintenance of City parks	**31%**	**2**	**85%**	**1**	0.0460	**7**
Number of City parks	**18%**	**4**	**79%**	**3**	0.0369	**8**
City's adult athletic programs	**9%**	**11**	**62%**	**9**	0.0329	**9**
Outdoor athletic fields	**12%**	**10**	**75%**	**4**	0.0309	**10**
City Swimming pool/aquatic center	**17%**	**6**	**82%**	**2**	0.0307	**11**
Ease of registering for programs	**7%**	**12**	**70%**	**6**	0.0222	**12**

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

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

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

Importance-Satisfaction Rating
City of Gardner
City Utilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
What you are charged for utilities	**65%**	**1**	**25%**	**12**	0.4874	**1**
Medium Priority (IS <.10)						
Clarity & taste of tap water in your home	**30%**	**2**	**68%**	**8**	0.0944	**2**
Drainage of rain water off other properties	**23%**	**3**	**60%**	**10**	0.0909	**3**
Accuracy of your utility bill	**19%**	**5**	**60%**	**11**	0.0754	**4**
Water pressure in your home	**19%**	**4**	**73%**	**6**	0.0523	**5**
Drainage of rain water off City streets	**16%**	**6**	**74%**	**5**	0.0416	**6**
How easy your utility bill is to understand	**11%**	**10**	**63%**	**9**	0.0410	**7**
Adequacy of City's wastewater collection system	**12%**	**9**	**78%**	**3**	0.0270	**8**
Overall reliability of electrical service	**15%**	**7**	**83%**	**1**	0.0270	**9**
How quickly electrical outages are repaired	**13%**	**8**	**81%**	**2**	0.0243	**10**
Options for paying your utility bill	**9%**	**11**	**73%**	**7**	0.0237	**11**
Timeliness of your utility bill	**2%**	**12**	**76%**	**4**	0.0053	**12**

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

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

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

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Importance-Satisfaction Matrix Analysis.

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

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

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

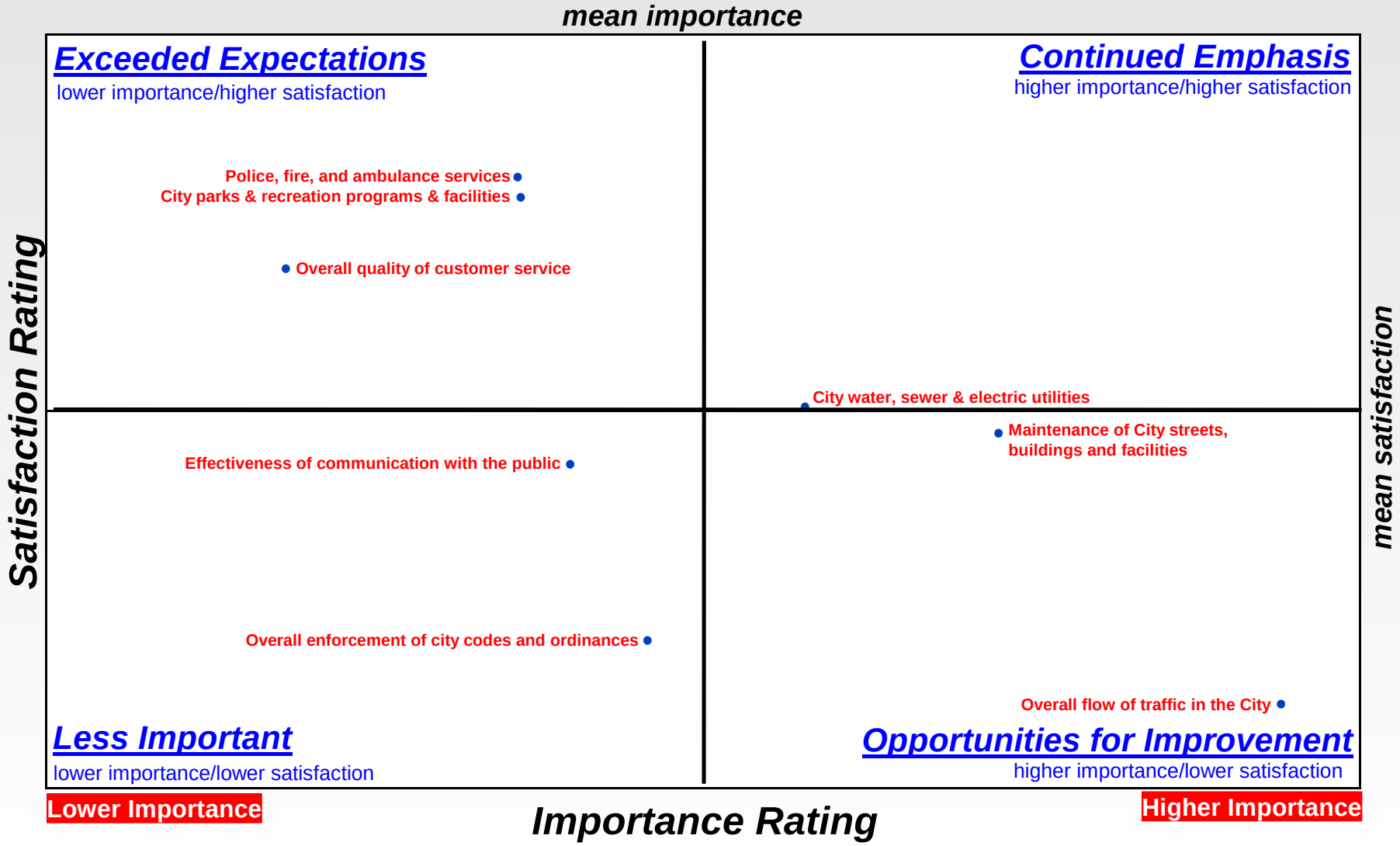
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the Gardner are provided on the following pages.

2014 City of Gardner DirectionFinder Importance-Satisfaction Assessment Matrix

-Major City Services-

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

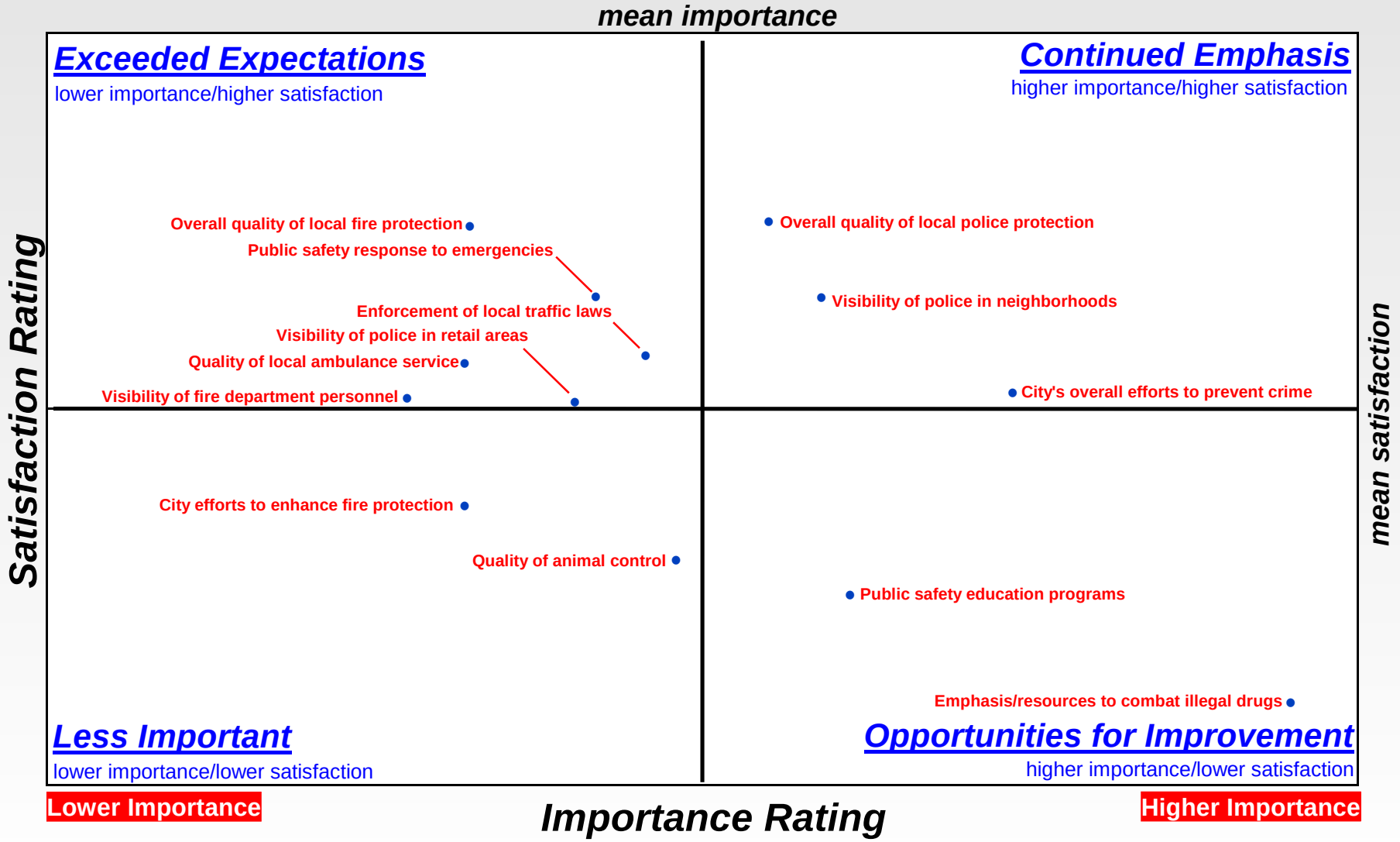


Source: ETC Institute (2014)

2014 City of Gardner DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

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

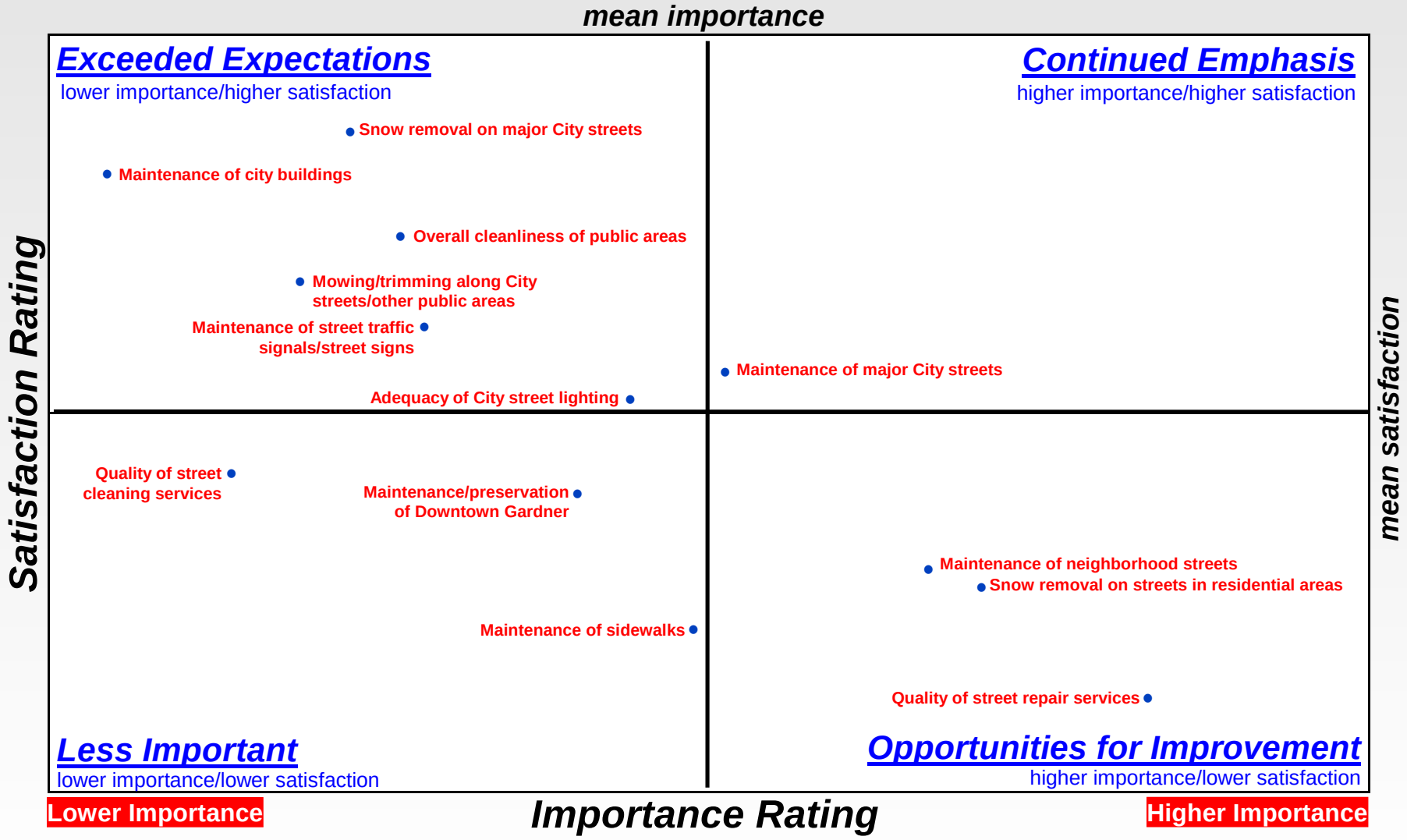


Source: ETC Institute (2014)

2014 City of Gardner DirectionFinder Importance-Satisfaction Assessment Matrix

-City Maintenance-

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

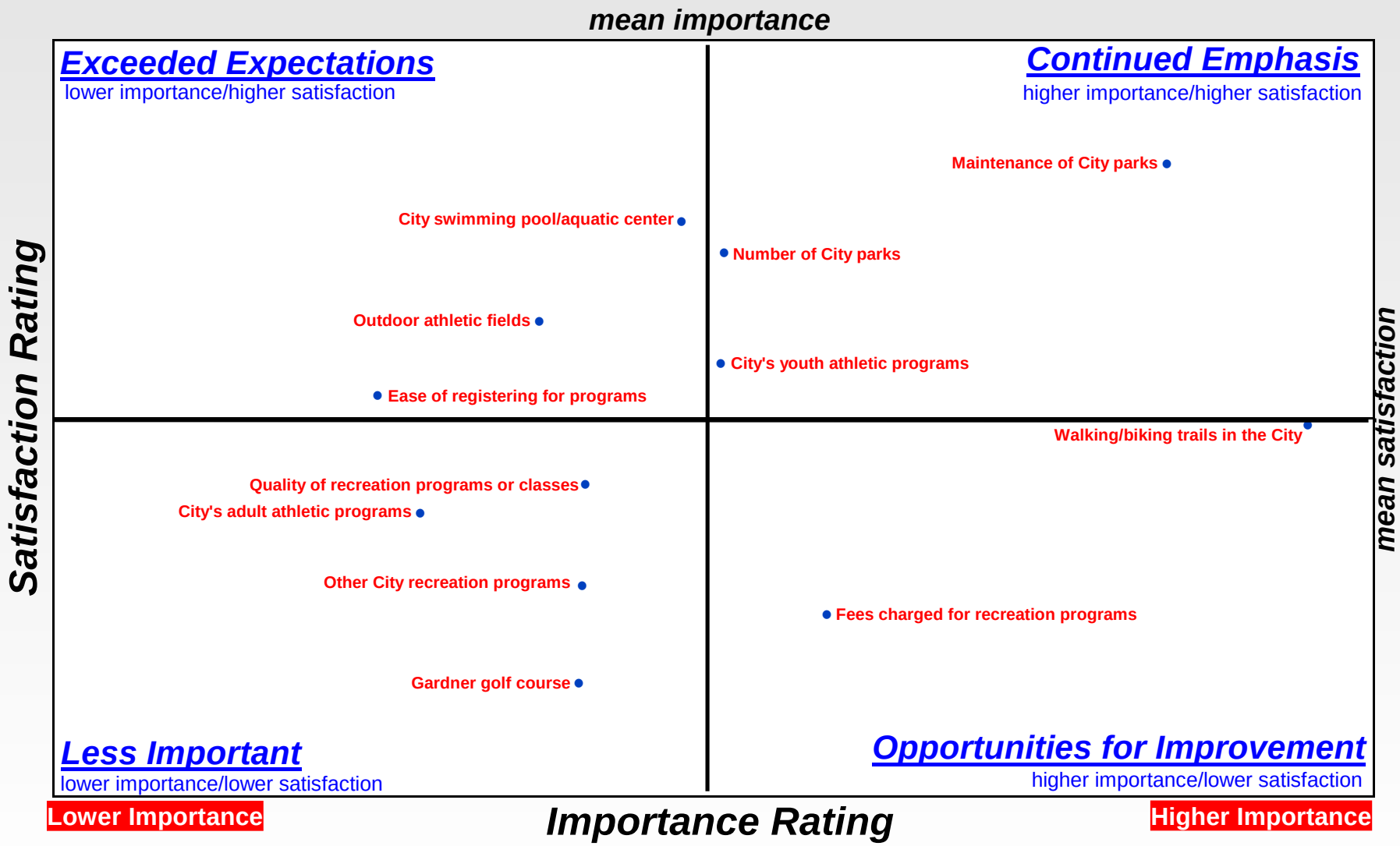


Source: ETC Institute (2014)

2014 City of Gardner DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

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

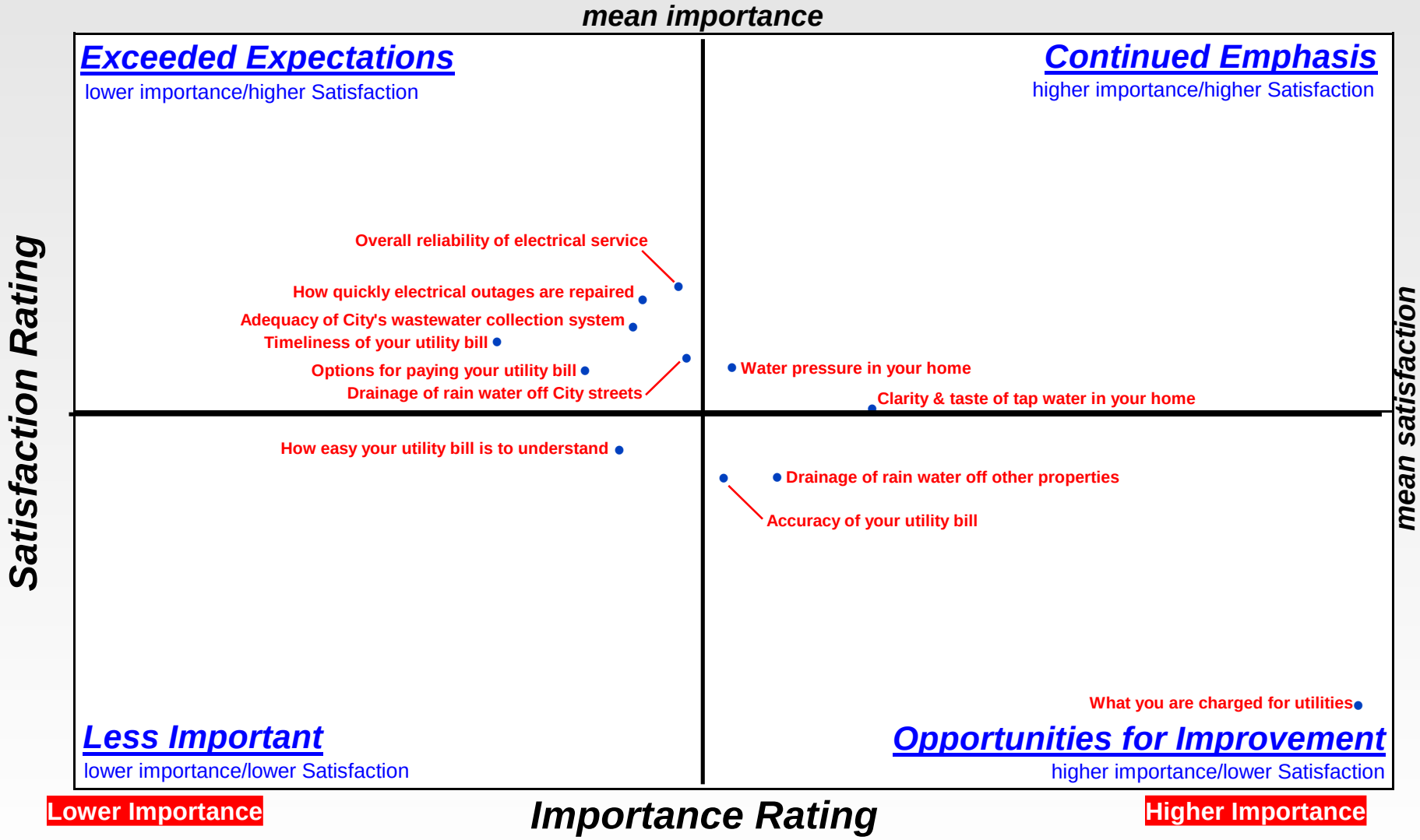


Source: ETC Institute (2014)

2014 City of Gardner DirectionFinder Importance-Satisfaction Assessment Matrix

-City Utilities-

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



Source: ETC Institute (2014)

Section 4:
Tabular Data

Q1. Major City Services. Please rate your overall satisfaction with major categories of services provided by the City of Gardner on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1a. Quality of police, fire, & ambulance services	34.2%	42.2%	11.1%	1.9%	0.7%	10.0%
Q1b. Quality of City parks & recreation programs & facilities	33.0%	45.6%	12.0%	3.1%	0.7%	5.6%
Q1c. Maintenance of City streets, buildings & facilities	14.6%	49.2%	21.1%	10.6%	3.3%	1.3%
Q1d. Quality of City water, sewer & electric utilities	19.9%	46.0%	19.3%	9.1%	4.7%	1.0%
Q1e. Enforcement of City codes & ordinances	10.6%	32.8%	30.8%	12.0%	5.6%	8.2%
Q1f. Quality of customer service you receive from City employees	28.8%	43.8%	16.7%	3.0%	1.3%	6.4%
Q1g. Effectiveness of City communication with public	17.7%	42.6%	27.2%	7.4%	2.2%	2.9%
Q1h. Overall flow of traffic in City	8.1%	34.3%	26.3%	22.3%	7.7%	1.3%

WITHOUT DON'T KNOW

Q1. Major City Services. Please rate your overall satisfaction with major categories of services provided by the City of Gardner on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "don't know")

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1a. Quality of police, fire, & ambulance services	38.0%	46.9%	12.3%	2.1%	0.8%
Q1b. Quality of City parks & recreation programs & facilities	34.9%	48.4%	12.7%	3.3%	0.7%
Q1c. Maintenance of City streets, buildings & facilities	14.7%	49.8%	21.4%	10.7%	3.3%
Q1d. Quality of City water, sewer & electric utilities	20.1%	46.5%	19.5%	9.2%	4.7%
Q1e. Enforcement of City codes & ordinances	11.5%	35.7%	33.5%	13.1%	6.1%
Q1f. Quality of customer service you receive from City employees	30.8%	46.8%	17.9%	3.2%	1.4%
Q1g. Effectiveness of City communication with public	18.2%	43.8%	28.0%	7.6%	2.2%
Q1h. Overall flow of traffic in City	8.2%	34.7%	26.7%	22.6%	7.8%

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. 1st choice	Number	Percent
Quality of police, fire, & ambulance services	98	9.7 %
Quality of City parks & recreation programs & facilities	55	5.4 %
Maintenance of City streets, buildings & facilities	157	15.5 %
Quality of City water, sewer & electric utilities	130	12.9 %
Enforcement of City codes & ordinances	67	6.6 %
Quality of customer service you receive from City employees	10	1.0 %
Effectiveness of City communication with public	45	4.5 %
Overall flow of traffic in City	389	38.5 %
None chosen	59	5.8 %
Total	1010	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. 2nd choice	Number	Percent
Quality of police, fire, & ambulance services	53	5.2 %
Quality of City parks & recreation programs & facilities	63	6.2 %
Maintenance of City streets, buildings & facilities	217	21.5 %
Quality of City water, sewer & electric utilities	156	15.4 %
Enforcement of City codes & ordinances	117	11.6 %
Quality of customer service you receive from City employees	23	2.3 %
Effectiveness of City communication with public	94	9.3 %
Overall flow of traffic in City	181	17.9 %
None chosen	106	10.5 %
Total	1010	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2. 3rd choice	Number	Percent
Quality of police, fire, & ambulance services	73	7.2 %
Quality of City parks & recreation programs & facilities	108	10.7 %
Maintenance of City streets, buildings & facilities	145	14.4 %
Quality of City water, sewer & electric utilities	114	11.3 %
Enforcement of City codes & ordinances	119	11.8 %
Quality of customer service you receive from City employees	47	4.7 %
Effectiveness of City communication with public	116	11.5 %
Overall flow of traffic in City	123	12.2 %
None chosen	165	16.3 %
Total	1010	100.0 %

Q2. Which THREE of these items listed in Question 1 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 3 Choices)

Q2. Sum of top 3 choices	Number	Percent
Quality of police, fire, & ambulance services	224	22.2 %
Quality of City parks & recreation programs & facilities	226	22.4 %
Maintenance of City streets, buildings & facilities	519	51.4 %
Quality of City water, sewer & electric utilities	400	39.6 %
Enforcement of City codes & ordinances	303	30.0 %
Quality of customer service you receive from City employees	80	7.9 %
Effectiveness of City communication with public	255	25.2 %
Overall flow of traffic in City	693	68.6 %
None chosen	59	5.8 %
Total	2759	

Q3. Perceptions of the City. Several items that may influence your perception of the City of Gardner are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3a. Quality of services provided by City	18.2%	54.0%	21.0%	3.0%	1.1%	2.8%
Q3b. Overall image of City	11.5%	42.2%	25.1%	16.0%	3.4%	1.8%
Q3c. How well City is planning growth	5.4%	23.6%	30.3%	22.8%	9.0%	8.9%
Q3d. Overall quality of life in City	17.7%	53.6%	20.0%	5.1%	1.4%	2.2%
Q3e. Quality of new development in Gardner	8.5%	30.0%	32.7%	17.3%	6.3%	5.1%
Q3f. Overall feeling of safety in City	32.8%	53.7%	9.8%	2.0%	0.6%	1.2%
Q3g. Overall value you receive for your City tax & fees	7.3%	33.8%	33.9%	15.5%	6.2%	3.3%
Q3h. Attractiveness of major streets & thoroughfares	7.0%	34.7%	33.5%	18.1%	5.5%	1.2%

WITHOUT DON'T KNOW

Q3. Perceptions of the City. Several items that may influence your perception of the City of Gardner are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (Without "don't know")

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3a. Quality of services provided by City	18.7%	55.5%	21.6%	3.1%	1.1%
Q3b. Overall image of City	11.7%	42.9%	25.6%	16.3%	3.4%
Q3c. How well City is planning growth	6.0%	25.9%	33.3%	25.0%	9.9%
Q3d. Overall quality of life in City	18.1%	54.8%	20.4%	5.3%	1.4%
Q3e. Quality of new development in Gardner	9.0%	31.6%	34.4%	18.3%	6.7%
Q3f. Overall feeling of safety in City	33.2%	54.3%	9.9%	2.0%	0.6%
Q3g. Overall value you receive for your City tax & fees	7.6%	34.9%	35.0%	16.1%	6.4%
Q3h. Attractiveness of major streets & thoroughfares	7.1%	35.1%	33.9%	18.3%	5.6%

Q4. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following PUBLIC SAFETY services provided by the City of Gardner.

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4a. Quality of local police protection	31.0%	49.6%	11.0%	2.3%	0.8%	5.3%
Q4b. Visibility of police in neighborhoods	31.0%	47.9%	14.2%	4.2%	1.8%	1.0%
Q4c. Visibility of police in retail areas	21.8%	45.8%	23.9%	3.3%	1.0%	4.3%
Q4d. City's efforts to prevent crime	20.2%	45.4%	22.9%	2.2%	1.3%	8.0%
Q4e. Enforcement of local traffic laws	20.6%	51.6%	18.0%	4.5%	2.3%	3.1%
Q4f. Quality of local fire protection	28.7%	45.3%	12.7%	0.7%	0.0%	12.6%
Q4g. Visibility of fire department personnel	24.7%	40.6%	24.1%	3.2%	0.3%	7.2%
Q4h. City efforts to enhance fire protection	16.9%	33.2%	26.7%	2.8%	0.7%	19.7%
Q4i. How quickly public safety personnel respond to emergencies	27.1%	34.6%	14.6%	1.4%	0.3%	22.1%
Q4j. Quality of local ambulance services	21.1%	30.5%	17.4%	0.9%	0.0%	30.1%
Q4k. Public safety education programs	12.4%	27.6%	28.3%	3.2%	0.8%	27.7%
Q4l. Level of emphasis & resources used to combat illegal drug activities	9.4%	21.8%	25.0%	7.2%	3.3%	33.3%
Q4m. Quality of animal control	12.7%	37.4%	26.0%	7.0%	3.0%	13.9%

WITHOUT DON'T KNOW

Q4. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following PUBLIC SAFETY services provided by the City of Gardner. (Without "don't know")

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4a. Quality of local police protection	32.7%	52.4%	11.6%	2.4%	0.8%
Q4b. Visibility of police in neighborhoods	31.3%	48.4%	14.3%	4.2%	1.8%
Q4c. Visibility of police in retail areas	22.8%	47.9%	24.9%	3.4%	1.0%
Q4d. City's efforts to prevent crime	22.0%	49.4%	24.9%	2.4%	1.4%
Q4e. Enforcement of local traffic laws	21.2%	53.2%	18.6%	4.6%	2.3%
Q4f. Quality of local fire protection	32.8%	51.9%	14.5%	0.8%	0.0%
Q4g. Visibility of fire department personnel	26.6%	43.8%	25.9%	3.4%	0.3%
Q4h. City efforts to enhance fire protection	21.1%	41.3%	33.3%	3.5%	0.9%
Q4i. How quickly public safety personnel respond to emergencies	34.8%	44.3%	18.7%	1.8%	0.4%
Q4j. Quality of local ambulance services	30.2%	43.6%	24.9%	1.3%	0.0%
Q4k. Public safety education programs	17.1%	38.2%	39.2%	4.4%	1.1%
Q4l. Level of emphasis & resources used to combat illegal drug activities	14.1%	32.6%	37.5%	10.8%	4.9%
Q4m. Quality of animal control	14.7%	43.4%	30.2%	8.2%	3.4%

Q5. Which THREE of these items listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. 1st choice	Number	Percent
Quality of local police protection	113	11.2 %
Visibility of police in neighborhoods	95	9.4 %
Visibility of police in retail areas	34	3.4 %
City's efforts to prevent crime	95	9.4 %
Enforcement of local traffic laws	70	6.9 %
Quality of local fire protection	10	1.0 %
Visibility of fire department personnel	8	0.8 %
City efforts to enhance fire protection	24	2.4 %
How quickly public safety personnel respond to emergencies	45	4.5 %
Quality of local ambulance services	17	1.7 %
Public safety education programs	57	5.6 %
Level of emphasis & resources used to combat illegal drug activities	214	21.2 %
Quality of animal control	62	6.1 %
None chosen	166	16.4 %
Total	1010	100.0 %

Q5. Which THREE of these items listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. 2nd choice	Number	Percent
Quality of local police protection	37	3.7 %
Visibility of police in neighborhoods	79	7.8 %
Visibility of police in retail areas	55	5.4 %
City's efforts to prevent crime	100	9.9 %
Enforcement of local traffic laws	57	5.6 %
Quality of local fire protection	56	5.5 %
Visibility of fire department personnel	28	2.8 %
City efforts to enhance fire protection	34	3.4 %
How quickly public safety personnel respond to emergencies	42	4.2 %
Quality of local ambulance services	33	3.3 %
Public safety education programs	93	9.2 %
Level of emphasis & resources used to combat illegal drug activities	103	10.2 %
Quality of animal control	58	5.7 %
None chosen	235	23.3 %
Total	1010	100.0 %

Q5. Which THREE of these items listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q5. 3rd choice	Number	Percent
Quality of local police protection	57	5.6 %
Visibility of police in neighborhoods	54	5.3 %
Visibility of police in retail areas	43	4.3 %
City's efforts to prevent crime	106	10.5 %
Enforcement of local traffic laws	33	3.3 %
Quality of local fire protection	26	2.6 %
Visibility of fire department personnel	31	3.1 %
City efforts to enhance fire protection	31	3.1 %
How quickly public safety personnel respond to emergencies	53	5.2 %
Quality of local ambulance services	39	3.9 %
Public safety education programs	89	8.8 %
Level of emphasis & resources used to combat illegal drug activities	91	9.0 %
Quality of animal control	86	8.5 %
None chosen	271	26.8 %
Total	1010	100.0 %

Q5. Which THREE of these items listed in Question 4 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 3 Choices)

Q5. Sum of top 3 choices	Number	Percent
Quality of local police protection	207	20.5 %
Visibility of police in neighborhoods	228	22.6 %
Visibility of police in retail areas	132	13.1 %
City's efforts to prevent crime	301	29.8 %
Enforcement of local traffic laws	160	15.8 %
Quality of local fire protection	92	9.1 %
Visibility of fire department personnel	67	6.6 %
City efforts to enhance fire protection	89	8.8 %
How quickly public safety personnel respond to emergencies	140	13.9 %
Quality of local ambulance services	89	8.8 %
Public safety education programs	239	23.7 %
Level of emphasis & resources used to combat illegal drug activities	408	40.4 %
Quality of animal control	206	20.4 %
None chosen	166	16.4 %
Total	2524	

Q6. Community Safety. How safe do you feel in the following circumstances? For each of the items listed, please rate your selection on a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe."

(N=1010)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q6a. Walking alone in your neighborhood after dark	45.3%	42.9%	8.4%	1.6%	1.8%
Q6b. Walking alone in your neighborhood during the day	83.2%	14.9%	1.0%	0.1%	0.9%
Q6c. Walking alone in business areas or Downtown after dark	32.0%	43.4%	12.9%	2.4%	9.4%
Q6d. Walking alone in business areas or Downtown during the day	78.6%	18.3%	0.8%	0.1%	2.2%

WITHOUT DON'T KNOW

Q6. Community Safety. How safe do you feel in the following circumstances? For each of the items listed, please rate your selection on a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe." (Without "don't know")

(N=1010)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q6a. Walking alone in your neighborhood after dark	46.2%	43.6%	8.6%	1.6%
Q6b. Walking alone in your neighborhood during the day	83.9%	15.0%	1.0%	0.1%
Q6c. Walking alone in business areas or Downtown after dark	35.3%	47.9%	14.2%	2.6%
Q6d. Walking alone in business areas or Downtown during the day	80.4%	18.7%	0.8%	0.1%

Q7. During the past 12 months, were you or anyone in your household the victim of any crime in Gardner?

Q7. Victim of any crime in Gardner during past 12 months	Number	Percent
Yes	58	5.7 %
No	941	93.2 %
Don't know	11	1.1 %
Total	1010	100.0 %

Q7a. If "yes", did you report all of these crimes to the police?

Q7a. Reported all crimes to police	Number	Percent
Yes	48	82.8 %
No	10	17.2 %
Total	58	100.0 %

Q8. During the past 12 months, have you had ANY contact with the Police Department?

Q8. Had any contact with Police Department during past 12 months	Number	Percent
Yes	464	45.9 %
No	533	52.8 %
Don't know	13	1.3 %
Total	1010	100.0 %

Q8a. If "yes", how would you rate the contact?

Q8a. Rate contact	Number	Percent
Excellent	242	52.2 %
Good	145	31.3 %
Fair	54	11.6 %
Poor	21	4.5 %
Don't know	2	0.4 %
Total	464	100.0 %

Q9. City Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following MAINTENANCE services provided by the City.

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9a. Maintenance of major City streets	10.5%	53.8%	19.6%	11.5%	3.1%	1.6%
Q9b. Maintenance of neighborhood streets (resurfacing)	7.4%	43.7%	25.0%	17.1%	4.5%	2.3%
Q9c. Maintenance of street traffic signals & street signs	14.8%	53.1%	22.5%	5.3%	2.7%	1.7%
Q9d. Quality of street repair services (potholes)	7.5%	35.9%	29.9%	19.0%	5.3%	2.3%
Q9e. Quality of street cleaning services	10.5%	45.4%	28.5%	7.1%	2.7%	5.7%
Q9f. Maintenance of sidewalks	8.6%	37.9%	28.5%	15.2%	4.9%	4.9%
Q9g. Maintenance & preservation of Downtown Gardner	10.4%	45.4%	28.2%	9.0%	3.2%	3.8%
Q9h. Maintenance of City buildings, such as City Hall	20.3%	53.7%	18.4%	0.7%	0.5%	6.4%
Q9i. Snow removal on major City streets	29.6%	51.2%	10.7%	5.1%	2.1%	1.3%
Q9j. Snow removal on streets in residential areas	17.7%	33.2%	18.9%	18.4%	10.0%	1.8%
Q9k. Mowing & trimming along City streets & other public areas	18.0%	50.9%	21.1%	5.3%	1.5%	3.2%
Q9l. Overall cleanliness of public areas	17.8%	56.3%	19.2%	4.3%	0.6%	1.8%
Q9m. Adequacy of City street lighting	15.7%	47.4%	22.4%	10.8%	2.0%	1.7%

WITHOUT DON'T KNOW

Q9. City Maintenance. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following MAINTENANCE services provided by the City. (Without "don't know")

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9a. Maintenance of major City streets	10.7%	54.6%	19.9%	11.7%	3.1%
Q9b. Maintenance of neighborhood streets (resurfacing)	7.6%	44.7%	25.6%	17.5%	4.6%
Q9c. Maintenance of street traffic signals & street signs	15.0%	54.0%	22.9%	5.4%	2.7%
Q9d. Quality of street repair services (potholes)	7.7%	36.8%	30.6%	19.5%	5.5%
Q9e. Quality of street cleaning services	11.1%	48.2%	30.3%	7.6%	2.8%
Q9f. Maintenance of sidewalks	9.1%	39.9%	30.0%	16.0%	5.1%
Q9g. Maintenance & preservation of Downtown Gardner	10.8%	47.2%	29.3%	9.4%	3.3%
Q9h. Maintenance of City buildings, such as City Hall	21.7%	57.4%	19.7%	0.7%	0.5%
Q9i. Snow removal on major City streets	30.0%	51.9%	10.8%	5.2%	2.1%
Q9j. Snow removal on streets in residential areas	18.0%	33.8%	19.3%	18.8%	10.2%
Q9k. Mowing & trimming along City streets & other public areas	18.6%	52.6%	21.8%	5.5%	1.5%
Q9l. Overall cleanliness of public areas	18.1%	57.4%	19.6%	4.3%	0.6%
Q9m. Adequacy of City street lighting	16.0%	48.2%	22.8%	11.0%	2.0%

Q10. Which THREE of these items listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q10. 1st choice	Number	Percent
Maintenance of major City streets	146	14.5 %
Maintenance of neighborhood streets (resurfacing)	101	10.0 %
Maintenance of street traffic signals & street signs	55	5.4 %
Quality of street repair services (potholes)	143	14.2 %
Quality of street cleaning services	15	1.5 %
Maintenance of sidewalks	63	6.2 %
Maintenance & preservation of Downtown Gardner	62	6.1 %
Maintenance of City buildings, such as City Hall	2	0.2 %
Snow removal on major City streets	30	3.0 %
Snow removal on streets in residential areas	154	15.2 %
Mowing & trimming along City streets & other public areas	22	2.2 %
Overall cleanliness of public areas	30	3.0 %
Adequacy of City street lighting	81	8.0 %
None chosen	106	10.5 %
Total	1010	100.0 %

Q10. Which THREE of these items listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q10. 2nd choice	Number	Percent
Maintenance of major City streets	53	5.2 %
Maintenance of neighborhood streets (resurfacing)	132	13.1 %
Maintenance of street traffic signals & street signs	36	3.6 %
Quality of street repair services (potholes)	165	16.3 %
Quality of street cleaning services	22	2.2 %
Maintenance of sidewalks	94	9.3 %
Maintenance & preservation of Downtown Gardner	60	5.9 %
Maintenance of City buildings, such as City Hall	6	0.6 %
Snow removal on major City streets	54	5.3 %
Snow removal on streets in residential areas	110	10.9 %
Mowing & trimming along City streets & other public areas	26	2.6 %
Overall cleanliness of public areas	34	3.4 %
Adequacy of City street lighting	61	6.0 %
None chosen	157	15.5 %
Total	1010	100.0 %

Q10. Which THREE of these items listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q10. 3rd choice	Number	Percent
Maintenance of major City streets	55	5.4 %
Maintenance of neighborhood streets (resurfacing)	98	9.7 %
Maintenance of street traffic signals & street signs	47	4.7 %
Quality of street repair services (potholes)	107	10.6 %
Quality of street cleaning services	27	2.7 %
Maintenance of sidewalks	85	8.4 %
Maintenance & preservation of Downtown Gardner	75	7.4 %
Maintenance of City buildings, such as City Hall	9	0.9 %
Snow removal on major City streets	26	2.6 %
Snow removal on streets in residential areas	88	8.7 %
Mowing & trimming along City streets & other public areas	42	4.2 %
Overall cleanliness of public areas	65	6.4 %
Adequacy of City street lighting	75	7.4 %
None chosen	211	20.9 %
Total	1010	100.0 %

Q10. Which THREE of these items listed in Question 9 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 3 Choices)

Q10. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	254	25.1 %
Maintenance of neighborhood streets (resurfacing)	331	32.8 %
Maintenance of street traffic signals & street signs	138	13.7 %
Quality of street repair services (potholes)	415	41.1 %
Quality of street cleaning services	64	6.3 %
Maintenance of sidewalks	242	24.0 %
Maintenance & preservation of Downtown Gardner	197	19.5 %
Maintenance of City buildings, such as City Hall	17	1.7 %
Snow removal on major City streets	110	10.9 %
Snow removal on streets in residential areas	352	34.9 %
Mowing & trimming along City streets & other public areas	90	8.9 %
Overall cleanliness of public areas	129	12.8 %
Adequacy of City street lighting	217	21.5 %
None chosen	106	10.5 %
Total	2662	

Q11. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with PARKS AND RECREATION issues.

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11a. Maintenance of City parks	26.0%	52.7%	11.0%	2.1%	0.4%	7.8%
Q11b. Number of City parks	27.2%	47.0%	14.8%	4.2%	0.3%	6.5%
Q11c. Walking & biking trails in City	18.6%	42.2%	17.1%	10.4%	2.1%	9.6%
Q11d. City Swimming pool/ aquatic center	30.6%	39.4%	13.2%	2.1%	0.7%	14.1%
Q11e. Gardner golf course	10.0%	20.4%	21.9%	6.2%	2.1%	39.4%
Q11f. Outdoor athletic fields	21.7%	37.8%	16.5%	2.7%	0.7%	20.6%
Q11g. City's youth athletic programs	20.5%	32.3%	17.0%	2.7%	0.8%	26.7%
Q11h. City's adult athletic programs	11.4%	26.1%	19.3%	3.0%	0.5%	39.7%
Q11i. Other City recreation programs	9.2%	25.5%	22.6%	2.8%	0.5%	39.4%
Q11j. Ease of registering for programs	15.9%	33.0%	18.9%	2.6%	0.4%	29.2%
Q11k. Fees charged for recreation programs	10.1%	30.9%	23.2%	7.1%	2.7%	26.0%
Q11l. Quality of recreation programs or classes	12.0%	32.7%	21.6%	2.9%	0.6%	30.3%

WITHOUT DON'T KNOW

Q11. Parks and Recreation. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with PARKS AND RECREATION issues. (Without "don't know")

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11a. Maintenance of City parks	28.2%	57.1%	11.9%	2.3%	0.4%
Q11b. Number of City parks	29.1%	50.3%	15.8%	4.4%	0.3%
Q11c. Walking & biking trails in City	20.6%	46.7%	18.9%	11.5%	2.3%
Q11d. City Swimming pool/aquatic center	35.6%	45.9%	15.3%	2.4%	0.8%
Q11e. Gardner golf course	16.5%	33.7%	36.1%	10.3%	3.4%
Q11f. Outdoor athletic fields	27.3%	47.6%	20.8%	3.4%	0.9%
Q11g. City's youth athletic programs	28.0%	44.1%	23.2%	3.6%	1.1%
Q11h. City's adult athletic programs	18.9%	43.3%	32.0%	4.9%	0.8%
Q11i. Other City recreation programs	15.2%	42.2%	37.3%	4.6%	0.8%
Q11j. Ease of registering for programs	22.5%	46.6%	26.7%	3.6%	0.6%
Q11k. Fees charged for recreation programs	13.7%	41.8%	31.3%	9.6%	3.6%
Q11l. Quality of recreation programs or classes	17.2%	46.9%	31.0%	4.1%	0.9%

Q12. Which THREE of these items listed in Question 11 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. 1st choice	Number	Percent
Maintenance of City parks	164	16.2 %
Number of City parks	47	4.7 %
Walking & biking trails in City	175	17.3 %
City Swimming pool/aquatic center	48	4.8 %
Gardner golf course	63	6.2 %
Outdoor athletic fields	21	2.1 %
City's youth athletic programs	58	5.7 %
City's adult athletic programs	20	2.0 %
Other City recreation programs	42	4.2 %
Ease of registering for programs	27	2.7 %
Fees charged for recreation programs	84	8.3 %
Quality of recreation programs or classes	18	1.8 %
None chosen	243	24.1 %
Total	1010	100.0 %

Q12. Which THREE of these items listed in Question 11 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. 2nd choice	Number	Percent
Maintenance of City parks	85	8.4 %
Number of City parks	72	7.1 %
Walking & biking trails in City	114	11.3 %
City Swimming pool/aquatic center	70	6.9 %
Gardner golf course	38	3.8 %
Outdoor athletic fields	47	4.7 %
City's youth athletic programs	66	6.5 %
City's adult athletic programs	34	3.4 %
Other City recreation programs	35	3.5 %
Ease of registering for programs	25	2.5 %
Fees charged for recreation programs	68	6.7 %
Quality of recreation programs or classes	48	4.8 %
None chosen	308	30.5 %
Total	1010	100.0 %

Q12. Which THREE of these items listed in Question 11 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q12. 3rd choice	Number	Percent
Maintenance of City parks	68	6.7 %
Number of City parks	62	6.1 %
Walking & biking trails in City	86	8.5 %
City Swimming pool/aquatic center	49	4.9 %
Gardner golf course	35	3.5 %
Outdoor athletic fields	56	5.5 %
City's youth athletic programs	57	5.6 %
City's adult athletic programs	33	3.3 %
Other City recreation programs	60	5.9 %
Ease of registering for programs	22	2.2 %
Fees charged for recreation programs	61	6.0 %
Quality of recreation programs or classes	72	7.1 %
None chosen	349	34.6 %
Total	1010	100.0 %

Q12. Which THREE of these items listed in Question 11 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 3 Choices)

Q12. Sum of top 3 choices	Number	Percent
Maintenance of City parks	317	31.4 %
Number of City parks	181	17.9 %
Walking & biking trails in City	375	37.1 %
City Swimming pool/aquatic center	167	16.5 %
Gardner golf course	136	13.5 %
Outdoor athletic fields	124	12.3 %
City's youth athletic programs	181	17.9 %
City's adult athletic programs	87	8.6 %
Other City recreation programs	137	13.6 %
Ease of registering for programs	74	7.3 %
Fees charged for recreation programs	213	21.1 %
Quality of recreation programs or classes	138	13.7 %
None chosen	243	24.1 %
Total	2373	

Q13. City Utilities. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with CITY UTILITIES issues.

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13a. Clarity & taste of tap water in your home	22.0%	45.2%	16.6%	10.9%	3.2%	2.1%
Q13b. Water pressure in your home	22.5%	49.4%	14.4%	8.2%	4.2%	1.4%
Q13c. Drainage of rain water off City streets	16.1%	54.6%	16.5%	7.0%	2.4%	3.4%
Q13d. Drainage of rain water off properties next to your residence	13.4%	45.0%	19.4%	12.9%	6.8%	2.6%
Q13e. Adequacy of City's wastewater collection system	19.6%	52.9%	15.9%	3.3%	1.6%	6.7%
Q13f. Overall reliability of electrical service	28.5%	52.7%	12.5%	4.2%	0.6%	1.6%
Q13g. How quickly electrical outages are repaired	28.7%	46.6%	13.0%	4.2%	0.6%	6.9%
Q13h. What you are charged for utilities	5.0%	19.5%	23.3%	31.2%	19.3%	1.8%
Q13i. How easy your utility bill is to understand	16.8%	45.2%	24.3%	8.3%	3.7%	1.7%
Q13j. Timeliness of your utility bill	20.1%	53.7%	20.5%	2.4%	1.6%	1.8%
Q13k. Accuracy of your utility bill	15.3%	41.9%	22.3%	10.5%	5.9%	4.1%
Q13l. Options for paying your utility bill	22.0%	48.1%	17.7%	4.8%	4.1%	3.4%

WITHOUT DON'T KNOW

Q13. City Utilities. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with CITY UTILITIES issues. (Without "don't know")

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13a. Clarity & taste of tap water in your home	22.4%	46.2%	17.0%	11.1%	3.2%
Q13b. Water pressure in your home	22.8%	50.1%	14.6%	8.3%	4.2%
Q13c. Drainage of rain water off City streets	16.7%	56.5%	17.1%	7.3%	2.5%
Q13d. Drainage of rain water off properties next to your residence	13.7%	46.1%	19.9%	13.2%	7.0%
Q13e. Adequacy of City's wastewater collection system	21.0%	56.7%	17.1%	3.5%	1.7%
Q13f. Overall reliability of electrical service	29.0%	53.5%	12.7%	4.2%	0.6%
Q13g. How quickly electrical outages are repaired	30.9%	50.1%	13.9%	4.5%	0.6%
Q13h. What you are charged for utilities	5.0%	19.9%	23.7%	31.8%	19.7%
Q13i. How easy your utility bill is to understand	17.1%	46.0%	24.7%	8.5%	3.7%
Q13j. Timeliness of your utility bill	20.5%	54.6%	20.9%	2.4%	1.6%
Q13k. Accuracy of your utility bill	16.0%	43.7%	23.2%	10.9%	6.2%
Q13l. Options for paying your utility bill	22.7%	49.8%	18.3%	4.9%	4.2%

Q14. Which THREE of these items listed in Question 13 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. 1st choice	Number	Percent
Clarity & taste of tap water in your home	130	12.9 %
Water pressure in your home	55	5.4 %
Drainage of rain water off City streets	48	4.8 %
Drainage of rain water off properties next to your	71	7.0 %
Adequacy of City's wastewater collection system	24	2.4 %
Overall reliability of electrical service	37	3.7 %
How quickly electrical outages are repaired	17	1.7 %
What you are charged for utilities	405	40.1 %
How easy your utility bill is to understand	11	1.1 %
Timeliness of your utility bill	4	0.4 %
Accuracy of your utility bill	55	5.4 %
Options for paying your utility bill	25	2.5 %
None chosen	128	12.7 %
Total	1010	100.0 %

Q14. Which THREE of these items listed in Question 13 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. 2nd choice	Number	Percent
Clarity & taste of tap water in your home	82	8.1 %
Water pressure in your home	88	8.7 %
Drainage of rain water off City streets	61	6.0 %
Drainage of rain water off properties next to your	82	8.1 %
Adequacy of City's wastewater collection system	40	4.0 %
Overall reliability of electrical service	59	5.8 %
How quickly electrical outages are repaired	51	5.0 %
What you are charged for utilities	153	15.1 %
How easy your utility bill is to understand	50	5.0 %
Timeliness of your utility bill	9	0.9 %
Accuracy of your utility bill	83	8.2 %
Options for paying your utility bill	24	2.4 %
None chosen	228	22.6 %
Total	1010	100.0 %

Q14. Which THREE of these items listed in Question 13 do you think should receive the most emphasis from City leaders over the next TWO Years?

Q14. 3rd choice	Number	Percent
Clarity & taste of tap water in your home	86	8.5 %
Water pressure in your home	53	5.2 %
Drainage of rain water off City streets	53	5.2 %
Drainage of rain water off properties next to your	76	7.5 %
Adequacy of City's wastewater collection system	58	5.7 %
Overall reliability of electrical service	60	5.9 %
How quickly electrical outages are repaired	62	6.1 %
What you are charged for utilities	98	9.7 %
How easy your utility bill is to understand	50	5.0 %
Timeliness of your utility bill	9	0.9 %
Accuracy of your utility bill	52	5.1 %
Options for paying your utility bill	37	3.7 %
None chosen	316	31.3 %
Total	1010	100.0 %

Q14. Which THREE of these items listed in Question 13 do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 3 Choices)

Q14. Sum of top 3 choices	Number	Percent
Clarity & taste of tap water in your home	298	29.5 %
Water pressure in your home	196	19.4 %
Drainage of rain water off City streets	162	16.0 %
Drainage of rain water off properties next to your	229	22.7 %
Adequacy of City's wastewater collection system	122	12.1 %
Overall reliability of electrical service	156	15.4 %
How quickly electrical outages are repaired	130	12.9 %
What you are charged for utilities	656	65.0 %
How easy your utility bill is to understand	111	11.0 %
Timeliness of your utility bill	22	2.2 %
Accuracy of your utility bill	190	18.8 %
Options for paying your utility bill	86	8.5 %
None chosen	128	12.7 %
Total	2486	

Q15. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following CODE ENFORCEMENT services.

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15a. Clean up of litter & debris	8.2%	34.9%	25.0%	15.7%	5.0%	11.3%
Q15b. Mowing & trimming of lawns	7.8%	34.6%	25.7%	16.2%	5.7%	9.9%
Q15c. Maintenance of residential property	8.0%	32.3%	25.8%	16.5%	7.1%	10.2%
Q15d. Maintenance of business property	9.6%	41.6%	27.8%	5.4%	2.2%	13.4%
Q15e. Sign regulations	9.3%	39.8%	28.0%	5.0%	1.9%	15.9%
Q15f. Ensuring construction meets building & safety codes	11.1%	37.6%	22.7%	2.9%	1.6%	24.2%
Q15g. Restrictions on parking of trailers & RVs on residential property	8.5%	26.2%	25.7%	14.3%	9.7%	15.5%

WITHOUT DON'T KNOW

Q15. Code Enforcement. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following CODE ENFORCEMENT services. (Without "don't know")

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15a. Clean up of litter & debris	9.3%	39.3%	28.1%	17.7%	5.6%
Q15b. Mowing & trimming of lawns	8.7%	38.4%	28.6%	18.0%	6.4%
Q15c. Maintenance of residential property	8.9%	35.9%	28.8%	18.4%	7.9%
Q15d. Maintenance of business property	11.1%	48.0%	32.1%	6.3%	2.5%
Q15e. Sign regulations	11.1%	47.3%	33.3%	6.0%	2.2%
Q15f. Ensuring construction meets building & safety codes	14.6%	49.6%	29.9%	3.8%	2.1%
Q15g. Restrictions on parking of trailers & RVs on residential property	10.1%	31.1%	30.5%	16.9%	11.5%

Q16. Are weed lots, abandoned vehicles, graffiti or dilapidated buildings a problem in your neighborhood?

Q16. Are weed lots, abandoned vehicles, graffiti or dilapidated buildings a problem in your neighborhood	Number	Percent
Yes	218	21.6 %
No	727	72.0 %
Don't know	65	6.4 %
Total	1010	100.0 %

Q17. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of COMMUNICATION provided by the City of Gardner:

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17a. Availability of information about City programs & services	15.8%	49.7%	24.6%	4.2%	0.5%	5.2%
Q17b. City efforts to keep you informed about local issues	14.1%	41.5%	27.6%	10.8%	1.9%	4.2%
Q17c. Level of public involvement in local decision making	6.0%	24.5%	32.2%	17.6%	5.1%	14.6%
Q17d. Quality of City's website	10.5%	42.6%	26.8%	5.5%	1.2%	13.4%
Q17e. Quality of City's newsletter	15.2%	52.4%	22.6%	3.7%	1.4%	4.8%
Q17f. Quality of City's Facebook page	6.4%	21.7%	21.1%	2.0%	1.5%	47.3%
Q17g. Quality of City's Twitter account	3.8%	9.4%	18.9%	0.9%	0.7%	66.3%
Q17h. Quality of City's YouTube page	2.9%	9.9%	18.2%	0.7%	0.6%	67.7%
Q17i. Quality of City's digital publications/ magazines	6.9%	21.5%	20.1%	1.2%	0.8%	49.5%

WITHOUT DON'T KNOW

Q17. City Communication. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of COMMUNICATION provided by the City of Gardner: (Without "don't know")

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17a. Availability of information about City programs & services	16.7%	52.5%	25.9%	4.4%	0.5%
Q17b. City efforts to keep you informed about local issues	14.7%	43.3%	28.8%	11.3%	2.0%
Q17c. Level of public involvement in local decision making	7.1%	28.6%	37.7%	20.6%	6.0%
Q17d. Quality of City's website	12.1%	49.1%	31.0%	6.4%	1.4%
Q17e. Quality of City's newsletter	16.0%	55.0%	23.7%	3.8%	1.5%
Q17f. Quality of City's Facebook page	12.2%	41.2%	40.0%	3.8%	2.8%
Q17g. Quality of City's Twitter account	11.2%	27.9%	56.2%	2.6%	2.1%
Q17h. Quality of City's YouTube page	8.9%	30.7%	56.4%	2.1%	1.8%
Q17i. Quality of City's digital publications/ magazines	13.7%	42.5%	39.8%	2.4%	1.6%

Q18. Which of the following are your primary sources of information about City issues, services, and events?

Q18. Your primary sources of information about City issues, services, & events	Number	Percent
City newsletter-Inside Gardner	826	81.8 %
Kansas City Star	164	16.2 %
The Olathe News	40	4.0 %
The Gardner News	308	30.5 %
Television news	292	28.9 %
City website	400	39.6 %
GardnerEdge.com	269	26.6 %
Email notifications	150	14.9 %
Digital publications/magazines	46	4.6 %
Facebook	247	24.5 %
Twitter	24	2.4 %
YouTube	13	1.3 %
Other	68	6.7 %
None chosen	14	1.4 %
Total	2861	

Q18. Other

Q18. Other	Number	Percent
WORD OF MOUTH	14	20.6 %
CFG	8	11.8 %
NEIGHBORS	4	5.9 %
NONE	2	2.9 %
COUNCIL MEETINGS	2	2.9 %
CITIZENS FOR FUTURE	2	2.9 %
PEOPLE	2	2.9 %
NO RESPONSE	2	2.9 %
INTERNET SEARCH	1	1.5 %
LOCAL CHAT	1	1.5 %
NON CITY FACEBOOK	1	1.5 %
CITY HALL	1	1.5 %
CFG FACEBOOK	1	1.5 %
PEOPLE TALKING	1	1.5 %
REGULAR MAIL	1	1.5 %
UTILITY NEWSLETTER	1	1.5 %
SEEING IS BELIEVING	1	1.5 %
FAMILY	1	1.5 %
SNAIL MAIL FLYERS	1	1.5 %
WEB PAGE	1	1.5 %
CFG (ENTERTAINMENT)	1	1.5 %
RADIO	1	1.5 %
SCHOOL	1	1.5 %
GOSSIE	1	1.5 %
NONE CHOSEN	1	1.5 %
FRIENDS & NEIGHBORS	1	1.5 %
HAIR DRESSER	1	1.5 %
MEETINGS	1	1.5 %
CFG FACEBOOK PAGE	1	1.5 %
FRIENDS ON FACEBOOK	1	1.5 %
CFG (101)	1	1.5 %
HUSBAND	1	1.5 %
CITIZENS FUTURE	1	1.5 %
GOOGLE SEARCHES	1	1.5 %
COUNCILMAN	1	1.5 %
THE LOCAL SALON	1	1.5 %
PHONE-POSTAL MAIL	1	1.5 %
COMMUNICATION W/GARD	1	1.5 %
FACEBOOK	1	1.5 %
TALK ON THE STREET	1	1.5 %
Total	68	100.0 %

Q19. Which of the following ways would you prefer to receive information from the City of Gardner?

Q19. Ways you prefer to receive information from City	Number	Percent
City newsletter-Inside Gardner	772	76.4 %
Neighborhood meetings	106	10.5 %
Local media	241	23.9 %
City website	400	39.6 %
Email notifications	346	34.3 %
Digital publications/magazines	96	9.5 %
Facebook	218	21.6 %
Twitter	30	3.0 %
YouTube	15	1.5 %
Other	29	2.9 %
None chosen	39	3.9 %
Total	2292	

Q19. Other

Q19. Other	Number	Percent
NONE	2	6.9 %
RADIO	1	3.4 %
GARDNER NEWSPAPER	1	3.4 %
WORD OF MOUTH	1	3.4 %
WEBSITE	1	3.4 %
REG MAIL	1	3.4 %
PUBLIC FORUMS	1	3.4 %
GARDNEREDGE.COM	1	3.4 %
TEXTS FOR EMERGENCY	1	3.4 %
SNAIL MAIL FLYERS	1	3.4 %
A BETTER NEWSPAPER	1	3.4 %
NO RESPONSE	1	3.4 %
GARDNER EDGE	1	3.4 %
THE GARDNER NEWS	1	3.4 %
NO REQUEST	1	3.4 %
NONE CHOSEN	1	3.4 %
NO OPINION	1	3.4 %
GARDNER NEWS	1	3.4 %
ALL TV STATIONS	1	3.4 %
MAIL	1	3.4 %
POSTERS IN PUBLIC	1	3.4 %
CFG	1	3.4 %
MONTHLY NEWSLETTER	1	3.4 %
N/A	1	3.4 %
CITIZENS FUTURE	1	3.4 %
NO PREFERENCE	1	3.4 %
PHONE-POSTAL MAIL	1	3.4 %
COUNCIL MEETINGS	1	3.4 %
Total	29	100.0 %

Q20. Have you done any of the following during the past year?

Q20. Have you done any of following during past year	Number	Percent
Called or written a City Council member	74	7.3 %
Attended a City Council meeting	90	8.9 %
Attended a neighborhood meeting	94	9.3 %
Read an article in newspaper about City	623	61.7 %
Read City's newsletter	867	85.8 %
Accessed City website for information about City	634	62.8 %
None chosen	64	6.3 %
Total	2446	

Q21. City Leadership. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21a. Quality of leadership provided by City's elected officials	5.1%	26.7%	31.8%	14.2%	5.6%	16.5%
Q21b. Effectiveness of appointed boards & commissions	5.0%	24.2%	34.1%	11.7%	5.2%	19.9%
Q21c. Effectiveness of City Administrator & appointed staff	6.6%	27.5%	30.6%	10.0%	5.4%	19.8%

WITHOUT DON'T KNOW

Q21. City Leadership. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "don't know")

(N=1010)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21a. Quality of leadership provided by City's elected officials	6.2%	32.0%	38.1%	17.0%	6.8%
Q21b. Effectiveness of appointed boards & commissions	6.2%	30.2%	42.5%	14.6%	6.6%
Q21c. Effectiveness of City Administrator & appointed staff	8.3%	34.3%	38.1%	12.5%	6.8%

Q22. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," how important was each reason in your decision to live in Gardner?

(N=1010)

	Very important	Somewhat important	Not sure	Not important	Don't know
Q22a. Sense of community	49.8%	41.0%	2.6%	4.1%	2.6%
Q22b. Quality of life	81.6%	13.5%	1.7%	0.7%	2.6%
Q22c. Quality of public schools	74.9%	12.8%	2.5%	7.2%	2.7%
Q22d. Low crime rate	87.7%	8.9%	0.8%	0.2%	2.4%
Q22e. Employment opportunities	22.0%	30.7%	9.6%	34.4%	3.4%
Q22f. Close to jobs in other cities	51.6%	31.3%	2.7%	11.5%	3.0%
Q22g. Access to highways	61.1%	31.1%	0.9%	4.4%	2.6%
Q22h. Affordability of housing	75.7%	18.9%	1.5%	1.2%	2.7%
Q22i. Quality of housing	74.6%	20.4%	1.5%	1.1%	2.5%
Q22j. Retirement	26.6%	17.6%	15.0%	38.2%	2.5%
Q22k. Overall cost of living is low	57.0%	31.9%	5.7%	2.5%	2.9%
Q22l. Number of parks & trails	32.9%	42.9%	8.7%	13.0%	2.6%
Q22m. Access to quality shopping	32.6%	43.4%	6.7%	14.9%	2.5%
Q22n. Affordable shopping/merchandise	35.6%	43.5%	6.4%	11.8%	2.7%

Q22. THEN, please indicate if your needs are being met in Gardner.

(N=1010)

	Yes	No	Don't know
Q22a. Sense of community	65.2%	10.8%	24.0%
Q22b. Quality of life	70.2%	6.5%	23.3%
Q22c. Quality of public schools	66.5%	5.4%	28.0%
Q22d. Low crime rate	71.9%	3.3%	24.9%
Q22e. Employment opportunities	37.6%	27.4%	35.0%
Q22f. Close to jobs in other cities	63.3%	6.9%	29.8%
Q22g. Access to highways	69.1%	5.0%	25.8%
Q22h. Affordability of housing	65.9%	8.3%	25.7%
Q22i. Quality of housing	62.9%	10.3%	26.8%
Q22j. Retirement	41.7%	17.9%	40.4%
Q22k. Overall cost of living is low	48.6%	24.0%	27.4%
Q22l. Number of parks & trails	60.1%	10.5%	29.4%
Q22m. Access to quality shopping	42.2%	30.8%	27.0%
Q22n. Affordable shopping/merchandise	48.7%	23.2%	28.1%

Q23. Using a scale from 1 to 5, where 5 means you "Like Very Much" and 1 means you "Dislike Very Much," please indicate how much you like the following aspects of new single family residential developments in Gardner.

(N=1010)

	Like very much	Like	Neither like or dislike	Dislike	Dislike very much	Don't know
Q23a. Overall appearance of housing units in new single family developments	16.5%	49.5%	22.9%	3.7%	1.5%	5.9%
Q23b. Mixture of types of units & styles in new single family developments	12.2%	38.1%	28.7%	10.7%	2.9%	7.4%
Q23c. Cost of new housing units	7.2%	32.3%	29.1%	13.2%	1.9%	16.3%
Q23d. Locations of new subdivisions	9.3%	40.0%	35.8%	5.0%	0.3%	9.6%
Q23e. Spacing between houses in new developments	7.6%	26.9%	32.5%	19.4%	3.9%	9.7%
Q23f. Types of amenities in new developments	12.2%	31.9%	28.4%	9.2%	2.0%	16.3%
Q23g. Number of through streets in new developments	8.7%	32.4%	30.7%	9.5%	3.1%	15.6%
Q23h. Width of streets in new developments	10.6%	43.4%	27.1%	5.1%	1.3%	12.5%
Q23i. Amount of on-street parking in neighborhoods	7.5%	27.6%	31.7%	15.7%	6.5%	10.9%
Q23j. Sidewalks in area	13.8%	45.6%	21.7%	8.2%	2.8%	7.9%
Q23k. Overall appearance of commercial/ industrial development	8.2%	35.6%	34.5%	8.8%	4.2%	8.7%

WITHOUT DON'T KNOW

Q23. Using a scale from 1 to 5, where 5 means you "Like Very Much" and 1 means you "Dislike Very Much," please indicate how much you like the following aspects of new single family residential developments in Gardner. (Without "don't know")

(N=1010)

	Like very much	Like	Neither like or dislike	Dislike	Dislike very much
Q23a. Overall appearance of housing units in new single family developments	17.6%	52.6%	24.3%	3.9%	1.6%
Q23b. Mixture of types of units & styles in new single family developments	13.2%	41.2%	31.0%	11.6%	3.1%
Q23c. Cost of new housing units	8.6%	38.6%	34.8%	15.7%	2.2%
Q23d. Locations of new subdivisions	10.3%	44.2%	39.6%	5.5%	0.3%
Q23e. Spacing between houses in new developments	8.4%	29.8%	36.0%	21.5%	4.3%
Q23f. Types of amenities in new developments	14.6%	38.1%	34.0%	11.0%	2.4%
Q23g. Number of through streets in new developments	10.3%	38.4%	36.4%	11.3%	3.6%
Q23h. Width of streets in new developments	12.1%	49.5%	31.0%	5.9%	1.5%
Q23i. Amount of on-street parking in neighborhoods	8.4%	31.0%	35.6%	17.7%	7.3%
Q23j. Sidewalks in area	14.9%	49.6%	23.5%	8.9%	3.0%
Q23k. Overall appearance of commercial/ industrial development	9.0%	39.0%	37.7%	9.7%	4.6%

Q24. Would you be willing to pay more in taxes each year to fund projects that would improve the condition of City streets, sidewalks, and traffic flow in the City of Gardner?

Q24. Willing to pay more in taxes each year to fund projects	Number	Percent
Yes, willing to spend $80+ per year	85	8.4 %
Yes, willing to spend $40+ per year	140	13.9 %
Yes, willing to spend $20+ per year	221	21.9 %
No, not willing to pay more in taxes	438	43.4 %
Don't know	126	12.5 %
Total	1010	100.0 %

Q25. The 0.5% park & pool sales tax will expire in 2015. If the 0.5% sales tax is renewed, where would you prefer the money to be spent?

Q25. Where would you prefer money from 0.5% sales tax to be spent	Number	Percent
Street maintenance	216	21.4 %
Economic development	166	16.4 %
Split between both options	443	43.9 %
Don't know	185	18.3 %
Total	1010	100.0 %

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

Q26. How many years have you lived in Gardner	Number	Percent
Less than 5 years	237	23.5 %
5-10 years	372	36.8 %
11-20 years	258	25.5 %
20+ years	136	13.5 %
Don't know	7	0.7 %
Total	1010	100.0 %

Q27. How many people (counting yourself), in your household are:

	Mean	Sum
Number	3.17	3203
Under age 5	0.35	355
Ages 5-9	0.33	330
Ages 10-14	0.27	271
Ages 15-19	0.20	197
Ages 20-24	0.11	111
Ages 25-34	0.50	505
Ages 35-44	0.54	547
Ages 45-54	0.37	369
Ages 55-64	0.27	273
Ages 65-74	0.15	154
Ages 75+	0.09	91

Q28. Do you own or rent your current residence?

Q28. Do you own or rent your current residence	Number	Percent
Own	864	85.5 %
Rent	142	14.1 %
Not provided	4	0.4 %
Total	1010	100.0 %

Q29. What is the age of your current home?

Q29. Age of your current home	Number	Percent
5 or less	77	7.6 %
6 to 10	347	34.4 %
11 to 15	232	23.0 %
16 to 20	149	14.8 %
21 to 30	44	4.4 %
31+	110	10.9 %
Don't know	51	5.0 %
Total	1010	100.0 %

Q30. Where did you live prior to moving to Gardner?

Q30. Where did you live prior to moving to Gardner	Number	Percent
A rural community	186	18.4 %
A larger suburb or urban area outside Kansas City area	248	24.6 %
Another part of Kansas City area	525	52.0 %
Nowhere, I am a native of Gardner	38	3.8 %
Not provided	13	1.3 %
Total	1010	100.0 %

Q30-3. (If moving from another part of Kansas City area) Which City?

Q30-3. Which City	Number	Percent
BALDWIN	1	0.2 %
BELTON	1	0.2 %
BELTON, MO	1	0.2 %
BLUE SPRINGS	2	0.4 %
BLUE VALLEY	1	0.2 %
BROOKSIDE	1	0.2 %
DE SOTO	1	0.2 %
DESOTO	1	0.2 %
DOWNTOWN KCMO	1	0.2 %
DP	1	0.2 %
EDGERTON	5	1.0 %
EL DORADO, KS	1	0.2 %
EMPORIA	1	0.2 %
EUDORA	1	0.2 %
FAIRWAY, KS	1	0.2 %
GLADSTONE	2	0.4 %
GRANDVIEW	1	0.2 %
HICKMAN MILLS	1	0.2 %
INDEPENDENCE	5	1.0 %
INDEPENDENCE MO	1	0.2 %
JOHNSON COUNTY	1	0.2 %
KANSAS CITY	6	1.2 %
KANSAS CITY KS	2	0.4 %
KANSAS CITY MO	1	0.2 %
KANSAS CITY N	1	0.2 %
KANSAS CITY, KS	7	1.4 %
KANSAS CITY, MO	3	0.6 %
KC KS	1	0.2 %
KC, KS (MIDTOWN	1	0.2 %
KC, MO	1	0.2 %
KCK	2	0.4 %
KCK OR PK KS	1	0.2 %
KCKS	3	0.6 %
KCMO	4	0.8 %
LAWRENCE	2	0.4 %
LEAVENWORTH	1	0.2 %
LEAWOOD	2	0.4 %
LENEXA	41	8.0 %
LENEXA, KC	1	0.2 %
LENEXA, KS	2	0.4 %
LIBERTY, MO	1	0.2 %
LOS ANGELES	1	0.2 %
LOUISBURG	1	0.2 %
MARTIN CITY	1	0.2 %
MERRIAM	7	1.4 %
MIDTOWN	1	0.2 %
MISSION	3	0.6 %
MISSION, KS	4	0.8 %
NEAR AIRPORT	1	0.2 %
NORTH	1	0.2 %
OLATHE	175	34.3 %
OLATHE, KCMO	1	0.2 %

Q30-3. (If moving from another part of Kansas City area) Which City?

Q30-3. Which City	Number	Percent
OLATHE/BONNER S	1	0.2 %
OLATHE/EDGERTON	1	0.2 %
OLATHE/LAWRENCE	1	0.2 %
OMAHA	1	0.2 %
OMAHA, NE	1	0.2 %
OP	17	3.3 %
OTTAWA	2	0.4 %
OVERLAND PARK	109	21.4 %
PAOLA	2	0.4 %
PRAIRIE VILLAGE	4	0.8 %
PV	1	0.2 %
RAYTOWN	1	0.2 %
ROELAND PARK	3	0.6 %
RURAL OLATHE	1	0.2 %
SHAWNEE	36	7.1 %
SHAWNEE KS	1	0.2 %
SHAWNEE MISSION	2	0.4 %
SHAWNEE, KS	2	0.4 %
SHAWNEE/LENEXA	1	0.2 %
SOUTH KCMO	1	0.2 %
SPRING HILL	6	1.2 %
STILWELL	1	0.2 %
TOPEKA	1	0.2 %
WELLSVILLE	1	0.2 %
WELLSVILLE, KS	1	0.2 %
WESTON, MO	1	0.2 %
WICHITA	1	0.2 %
Total	510	100.0 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
(GARDNER RD/191ST ST/I-35) (MAIN ST/56HWY)	1	0.1 %
159TH & GARDNER RD (BY CASEY'S AND POST OFFICE)	1	0.1 %
167TH & CENTER	1	0.1 %
167TH & CENTER - SOMEWHAT DANGEROUS	1	0.1 %
167TH & WAVERLY TO KILL CREEK RD	1	0.1 %
167TH ST & WAVERLY	1	0.1 %
167TH ST ALSO SEMI TRUCKS THRU TRAFFIC	1	0.1 %
167TH TERRACE & COTTONWOOD NEEDS A STOP SIGN	1	0.1 %
167TH, THERE ARE NO SIDEWALKS TO CONNECT TO PARKS OR SCHOOLS	1	0.1 %
175TH & 56 HWY, MOONLIGHT & 56	1	0.1 %
175TH & CEDAR NILES	2	0.2 %
175TH & CEDAR NILES RD, SOUTHBOUND OFF RAMP FROM I-35	1	0.1 %
175TH & CENTER / MOONLIGHT & WHT. DR	1	0.1 %
175TH & CENTER INTERSECTION, LEFT TURN LIGHTS NEEDED	1	0.1 %
175TH & CENTER ST	1	0.1 %
175TH & GARDNER RD, OVERPASS ON GARDNER RD	1	0.1 %
175TH & MOONLIGHT	1	0.1 %
175TH & MOONLIGHT, LINCOLN LN & MOONLIGHT	1	0.1 %
175TH & WAVERLY, 175TH & CENTER	1	0.1 %
175TH BY WALMART	1	0.1 %
175TH ST & I 35	1	0.1 %
175TH ST BETWEEN CEDAR NILES & INCLUDING I-35 RAMPS	1	0.1 %
175TH ST INTERSECTION BY MCDONALD'S AND ON RAMP TO I-35	1	0.1 %
183 & CENTER	1	0.1 %
183 & GARDNER RD	1	0.1 %
183 (CHEROKEE) AND 56 HWY	1	0.1 %
183/GARDNER RD, MAIN/CENTER, MAIN/MOONLIGHT	1	0.1 %
183RD & CENTER	6	0.7 %
183RD & CENTER (BY CASEY'S)	1	0.1 %
183RD & CENTER / CENTER & MAIN	1	0.1 %
183RD & CENTER / MOONLIGHT & 56	1	0.1 %
183RD & CENTER BY CASEY'S	1	0.1 %
183RD & CENTER ST	2	0.2 %
183RD & CENTER, CENTER & MAIN	2	0.2 %
183RD & CENTER, CENTER & MAIN, SIDEWALKS ALONG 175TH WEST	1	0.1 %
183RD & CENTER, I-35 NB & US 56 ON RAMP	1	0.1 %
183RD & CENTER, MADISON & MOONLIGHT	1	0.1 %
183RD & CENTER, MAIN & CENTER	1	0.1 %
183RD & CENTER, MAIN & CENTER, ELM & CENTER NEED TURN SIGNAL	1	0.1 %
183RD & CENTER, MOONLIGHT & LINCOLN, 167TH & GARDNER RD	1	0.1 %
183RD & CENTER, MOONLIGHT & MADISON	1	0.1 %
183RD & CENTER, MOONLIGHT RR CROSSING	1	0.1 %
183RD & CENTER, RAIN & CENTER,	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
183RD & CENTER, SLOW SPEED LIMIT NEAR BRIDGE ON CENTER	1	0.1 %
183RD & CENTER. BETTER DO SOMETHING SOON	1	0.1 %
183RD & CENTER/GARDNER RD	1	0.1 %
183RD & CHEROKEE, GARDNER RD & CENTER	1	0.1 %
183RD & GARDNER IS BECOMING A BIT MORE HEAVILY USED	1	0.1 %
183RD & GARDNER RD	14	1.6 %
183RD & GARDNER RD (BY CASEY'S) NEEDS TRAFFIC SIGNAL	1	0.1 %
183RD & GARDNER RD (NEEDS TRAFFIC SIGNAL OR 4-WAY STOP)	1	0.1 %
183RD & GARDNER RD (WHERE NEW CASEY'S IS LOCATED)	1	0.1 %
183RD & GARDNER RD / MADISON & CENTER / MAIN & CENTER	1	0.1 %
183RD & GARDNER RD BY THE CASEY'S AND POST OFFICE	1	0.1 %
183RD & GARDNER RD IS CRAP	1	0.1 %
183RD & GARDNER RD NEEDS A LIGHT	1	0.1 %
183RD & GARDNER RD NEEDS A STOPLIGHT	1	0.1 %
183RD & GARDNER RD NEEDS STOP LIGHT, MAIN & CENTER TURN LANE	1	0.1 %
183RD & GARDNER RD W/A LEFT TURN SIGNAL	1	0.1 %
183RD & GARDNER RD, 175TH @ WALGREEN'S	1	0.1 %
183RD & GARDNER RD, 191ST & GARDNER RD	1	0.1 %
183RD & GARDNER RD, CENTER & GARDNER RD	1	0.1 %
183RD & GARDNER RD, CENTER & MAIN	1	0.1 %
183RD & GARDNER RD, GRAND & GARDNER RD	1	0.1 %
183RD & GARDNER RD, MAIN & CENTER, I-35 & GARDNER RD	1	0.1 %
183RD & GARDNER RD, MAIN & GARDNER RD	1	0.1 %
183RD & GARDNER RD, MOONLIGHT & GRAND, I-35 & GARDNER RD	1	0.1 %
183RD & GARDNER RD, NEEDS TRAFFIC LIGHT	1	0.1 %
183RD & GARDNER RD/CENTER	1	0.1 %
183RD & GARDNER, 183RD & MOONLIGHT	1	0.1 %
183RD (CHEROKEE) & GARDNER RD, MAIN & CENTER	1	0.1 %
183RD AND CENTER	1	0.1 %
183RD AND CENTER ST	1	0.1 %
183RD AND CENTER ST BY CASEY'S AND POST OFFICE	1	0.1 %
183RD AND CENTER, NEEDS A TRAFFIC LIGHT	1	0.1 %
183RD AND GARDNER RD	2	0.2 %
183RD AND GARDNER RD / I35 AND W 191ST	1	0.1 %
183RD AND GARDNER RD, MOONLIGHT & MAIN (TRAIN TRACKS)	1	0.1 %
183RD ST & CENTER	1	0.1 %
183RD ST & CENTER (GARDNER RD)	1	0.1 %
183RD ST & CENTER ST	1	0.1 %
183RD ST & GARDNER RD/CENTER ST (BY NEW CASEY'S)	1	0.1 %
183RD/CHEROKEE & GARDNER RD	1	0.1 %
184TH & GARDNER RD, 183RD & GARDNER RD	1	0.1 %
184TH AND GARDNER RD	1	0.1 %
185TH & GARDNER RD, GARDNER RD & MAIN ST	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
185TH & GARDNER RD, MOONLIGHT & US56 HWY, CENTER & MAIN	1	0.1 %
187TH TO GARDNER RD	1	0.1 %
2 TRAINS/RAILWAYS BY INTERMODAL ON WAVERLY/ GARDNER RD& 183RD	1	0.1 %
4 WAY BY WAL MART	1	0.1 %
4 WAY STOP BY WALMART, MAIN ST LIGHT NEAR FUNERAL HOME	1	0.1 %
56 & 175TH	1	0.1 %
56 & GARDNER RD	1	0.1 %
56 & I35/WALMART AREA	1	0.1 %
56 & SANTA FE / MOONLIGHT & 56	1	0.1 %
56 AND NEW CENTURY	1	0.1 %
56 HWY	1	0.1 %
56 HWY & 175TH	1	0.1 %
56 HWY & GARDNER RD	1	0.1 %
56 HWY & GARDNER RD HAS NO TURN LANES OR LIGHTS	1	0.1 %
56 HWY & GARDNER RD NEEDS LEFT TURN ARROW/LIGHT	1	0.1 %
56 HWY & MOONLIGHT	4	0.5 %
56 HWY & MOONLIGHT (MOONLIGHT NEEDS AN ON/OFF RAMP + I-35)	1	0.1 %
56 HWY & MOONLIGHT, MAIN & CENTER	1	0.1 %
56 HWY & MOONLIGHT/CENTER & MAIN/MADISON	1	0.1 %
56 HWY & STREET TO MCDONALD'S/WALMART; 56 HWY & CENTER ST	1	0.1 %
56/MOONLIGHT, 56/CENTER	1	0.1 %
911 WITHOUT LEFT TURN SIGNALS	1	0.1 %
ACCESS TO I-35 (BOTH GARDNER RD & 175TH ST)	1	0.1 %
ALL ALONG MAIN ST, GARDNER RD & CENTER ST	1	0.1 %
ALL INTERSECTIONS ON MAIN ST & CENTER ST THAT INVOLVE LEFTS	1	0.1 %
ALL OF MAIN ST, MOONLIGHT ESPECIALLY, OLD 56 & NEW COUNTRY	1	0.1 %
ALL ON MAIN EAST OF CENTER ST	1	0.1 %
ANY TRAIN INTERSECTIONS, LIGHT AT 175TH & 56 HWY	1	0.1 %
AREA JUST NORTH OF MOONLIGHT AND MAIN ST	1	0.1 %
AUSTIN'S & PRICE CHOPPER	1	0.1 %
BEHIND PRICE CHOPPER GOING LEFT ONTO MOONLIGHT RD	1	0.1 %
BIG TUNNELS ON MAIN ST	1	0.1 %
BLAZER DR & MADISON @ HIGH SCHOOL	1	0.1 %
BNSF TRUCKS EXITING AT GARDNER RD EXIT 207	1	0.1 %
BY NEW QT, CENTER & MAIN NEED TURN SIGNAL	1	0.1 %
BY THE POST OFFICE - NEED TRAFFIC LIGHT GARDNER RD	1	0.1 %
CEATER & GARDNER RD / CHEROKEE & GARDNER RD	1	0.1 %
CEDAR & MAIN, RAIL CROSSING ON MOONLIGHT, CENTER & MADISON	1	0.1 %
CEDAR NILES	1	0.1 %
CEDAR NILES & 56 HWY. TRYING TO TURN LEFT HEADING WEST/EAST	1	0.1 %
CEDAR NILES & SANTA FE 3 WAY STOP	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
CENTER & 167TH ST - A TRAFFIC LIGHT WOULD HELP A LOT	1	0.1 %
CENTER & 183RD	3	0.3 %
CENTER & 183RD / CENTER & MAIN	1	0.1 %
CENTER & 183RD / MAIN & CENTER ST. NEEDS LEFT TURN ARROW	1	0.1 %
CENTER & 183RD BY CASEY'S	1	0.1 %
CENTER & 183RD BY CASEY'S, MOONLIGHT & WARREN ST	1	0.1 %
CENTER & 183RD ST	1	0.1 %
CENTER & 183RD, CENTER & MAIN INTERSECTION	1	0.1 %
CENTER & 183RD, WEST SANTA FE & U-56	1	0.1 %
CENTER & 187TH, TURNING LEFT ONTO CENTER IN MORNING	1	0.1 %
CENTER & 56	1	0.1 %
CENTER & CHEROKEE, DIFFICULT TO SEE ONCOMING TRAFFIC	1	0.1 %
CENTER & HWY 56	1	0.1 %
CENTER & I-35, CENTER & MAIN ST	1	0.1 %
CENTER & MADISON	1	0.1 %
CENTER & MADISON - HORRIBLE DURING AM & PM RUSH	1	0.1 %
CENTER & MADISON ST	1	0.1 %
CENTER & MADISON, CENTER & MAIN ST	1	0.1 %
CENTER & MADISON, MY DAUGHTER USES THE CROSSWALK THERE	1	0.1 %
CENTER & MAIN	37	4.2 %
CENTER & MAIN (NEEDS LEFT ARROW SIGNAL)	1	0.1 %
CENTER & MAIN - 183RD & CENTER	1	0.1 %
CENTER & MAIN - MOONLIGHT & MAIN - VIADUCT	1	0.1 %
CENTER & MAIN - NEED TURN ARROWS	1	0.1 %
CENTER & MAIN - WALMART INTERSECTION	1	0.1 %
CENTER & MAIN / CENTER & 183RD	1	0.1 %
CENTER & MAIN / CENTER & 183RD / WAVERLY BY ROADSTAR GAS STA	1	0.1 %
CENTER & MAIN / CENTER & 183RD ST	1	0.1 %
CENTER & MAIN / CENTER (GARDNER RD) & 183RD CHEROKEE	1	0.1 %
CENTER & MAIN / MAKING LEFT HAND TURNS ALONG MAIN ST	1	0.1 %
CENTER & MAIN @ THE LIGHT	1	0.1 %
CENTER & MAIN AND ANYTHING ALONG GARDNER RD	1	0.1 %
CENTER & MAIN AND AT THE CASEY'S AND GARDNER CLINIC	1	0.1 %
CENTER & MAIN HAS DANGEROUS LEFT TURNS	1	0.1 %
CENTER & MAIN INTERSECTION - NEEDS A LEFT TURN ARROW	1	0.1 %
CENTER & MAIN INTERSECTION SHOULD BE WIDENED.	1	0.1 %
CENTER & MAIN LEFT TURN	1	0.1 %
CENTER & MAIN NEEDS A LEFT TURN SIGNAL	1	0.1 %
CENTER & MAIN NEEDS A LEFT TURN SIGNAL PLEASE.	1	0.1 %
CENTER & MAIN NEEDS TURN SIGNAL OR TURN LANE	1	0.1 %
CENTER & MAIN NEEDS TURN SIGNALS	1	0.1 %
CENTER & MAIN ST	6	0.7 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
CENTER & MAIN ST CORNER	1	0.1 %
CENTER & MAIN ST INTERSECTION	1	0.1 %
CENTER & MAIN ST, GARDNER RD & 183RD ST	1	0.1 %
CENTER & MAIN, 183RD & CENTER	2	0.2 %
CENTER & MAIN, 183RD & CENTER, I-35 & CENTER	1	0.1 %
CENTER & MAIN, 183RD & CENTER, MAIN & MOONLIGHT, MOONLIGHT C	1	0.1 %
CENTER & MAIN, 183RD & CENTER, STREET BY WALMART AND SUBWAY	1	0.1 %
CENTER & MAIN, 183RD & CENTER, WHERE 175TH ST MEETS HWY 56	1	0.1 %
CENTER & MAIN, 183RD & GARDNER RD	1	0.1 %
CENTER & MAIN, CENTER & 183RD, MOONLIGHT & MAIN	1	0.1 %
CENTER & MAIN, CENTER & I-35	1	0.1 %
CENTER & MAIN, CENTER & MCKINLEY	1	0.1 %
CENTER & MAIN, CENTER & WARREN	1	0.1 %
CENTER & MAIN, GARDNER RD & POST OFFICE	1	0.1 %
CENTER & MAIN, MADISON & MOONLIGHT	1	0.1 %
CENTER & MAIN, MAIN & MOONLIGHT	1	0.1 %
CENTER & MAIN, MAIN & MOONLIGHT, MAIN/56HWY/175TH TO 2 LANES	1	0.1 %
CENTER & MAIN, MAIN ST, 175TH HEADED EAST	1	0.1 %
CENTER & MAIN, MOONLIGHT & MAIN	2	0.2 %
CENTER & MAIN, NEED INTERCHANGE EXIT FOR MOONLIGHT	1	0.1 %
CENTER & MAIN, POPLAR & MADISON, MADISON & CENTER	1	0.1 %
CENTER & MAIN, W 175TH ST, WEST OF 56 HWY TO FOUR CORNERS	1	0.1 %
CENTER & MAIN, WAVERLY & 175TH	1	0.1 %
CENTER & MAIN. THAT LIGHT NEEDS TURN SIGNALS.	1	0.1 %
CENTER & MAIN/183RD & BARDON RD/BRIDGE ON 56 NEEDS DIVIDERS	1	0.1 %
CENTER & MAIN; 167TH ST NEEDS SIDEWALKS	1	0.1 %
CENTER & MOONLIGHT. MOONLIGHT BEHIND PRICE CHOPPER.	1	0.1 %
CENTER & PAWNEE (NO CROSSWALK)	1	0.1 %
CENTER & US 56, MOONLIGHT & US 56	1	0.1 %
CENTER & WARREN	1	0.1 %
CENTER & WESTHOFF PL / ROAD WORK BY WALMART TO I-35	1	0.1 %
CENTER (GARDNER RD) & WARREN	1	0.1 %
CENTER AND GRAND ST. CENTER AND CHEROKEE ST	1	0.1 %
CENTER AND MADISON LEFT TURN ARROWS. CENTER AND MAIN SAME	1	0.1 %
CENTER AND MAIN	1	0.1 %
CENTER AND MAIN / CENTER AND 183RD	1	0.1 %
CENTER ST	3	0.3 %
CENTER ST & 167TH, MADISON, AREA BY NEW CASEY'S NEEDS LIGHT	1	0.1 %
CENTER ST & 183RD, MOONLIGHT & MAIN/HWY 56	1	0.1 %
CENTER ST & CHEROKEE (BY GARDNER FAMILY PHYSICIANS)	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
CENTER ST & HWY 56 INTERSECTION	1	0.1 %
CENTER ST & MAIN	4	0.5 %
CENTER ST & MAIN (56) / 184TH GARDNER RD	1	0.1 %
CENTER ST & MAIN NEED TURN LN, TURNING LEFT FROM 56 TO MAIN	1	0.1 %
CENTER ST & MAIN ST	6	0.7 %
CENTER ST & MAIN ST / MAIN ST & MOONLIGHT	1	0.1 %
CENTER ST & MAIN ST BY CITY HALL NEEDS A TURN LANE	1	0.1 %
CENTER ST & MAIN ST, MOONLIGHT & MAIN	1	0.1 %
CENTER ST & MAIN, 183RD & CENTER ST	1	0.1 %
CENTER ST BY CASEY'S GAS STATION, MOONLIGHT & LINCOLN INTERS	1	0.1 %
CENTER ST BY THE FUNERAL HOME NEEDS TURN SIGNALS	1	0.1 %
CENTER/GARDNER RD & MAIN, GARDNER RD & CHEROKEE	1	0.1 %
CENTER/GARDNER ROAD EXITING GRAND STAR NEED STOP LIGHTS	1	0.1 %
CENTRAL & 183RD, MAIN & CENTRAL ST	1	0.1 %
CENTRAL & MAIN - NEED LEFT TURN SIGNAL	1	0.1 %
CENTRAL & MAIN, NO TURN SIGNAL	1	0.1 %
CHEROKEE & CENTER ST	1	0.1 %
CHEROKEE & GARDNER RD - NEEDS STOP LIGHT	1	0.1 %
CHEROKEE DR - 183RD ST AND S CENTER ST	1	0.1 %
COMING OFF I-35 AT THE WALMART/MCD'S EXIT HAS HEAVY TRAFFIC	1	0.1 %
CORNER BY CARWASH AND AUSTIN'S ON MOONLIGHT & 56 HWY	1	0.1 %
CORNER OF 183RD & CENTER (BYTHE NEW CASEY'S) NEEDS A LIGHT	1	0.1 %
CORNER OF GARDNER RD AND CENTER NEEDS A TURN ARROW.	1	0.1 %
CORNER OF MAIN & GARDNER RD & COMING OFF I-35 BY WAL MART	1	0.1 %
CROSSING AT MOONLIGHT RD & HWY 56. ROUGH CROSSING, LONG WAIT	1	0.1 %
DAMDABLE RR TRACKS AT 59 & MOONLITE	1	0.1 %
DOWNTOWN TO SMALL	1	0.1 %
DRIVING 2 WAY STOP @ 167TH & CENTER, WALKING NO SIDEWALKS	1	0.1 %
E MADISON & MOONLIGHT	1	0.1 %
E MAIN & MOONLIGHT (RR TRACKS) / SANTA FE & CEDAR NILES	1	0.1 %
EVERY LEFT TURN OFF MAIN ST HEADING EAST	1	0.1 %
EXIT 207 INTERCHANGE AND BRIDGE	1	0.1 %
GARDNER & MAIN	1	0.1 %
GARDNER & MAIN (TURNING), WARREN & CENTER	1	0.1 %
GARDNER / MAIN, 183RD / GARDNER	1	0.1 %
GARDNER RD	1	0.1 %
GARDNER RD & 183, GARDNER RD & MAIN	1	0.1 %
GARDNER RD & 183RD ST	2	0.2 %
GARDNER RD & 183RD ST. CROSSING GARDNER RD TO NEW SCHOOLS	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
GARDNER RD & 186TH	2	0.2 %
GARDNER RD & 56	1	0.1 %
GARDNER RD & 56 HWY INTERSECTION	1	0.1 %
GARDNER RD & CENTER NEEDS TURNING SIGNAL	1	0.1 %
GARDNER RD & CHEROKEE (BY THE NEW CASEY'S) MAIN & GARDNER RD	1	0.1 %
GARDNER RD & CHEROKEE - PERHAPS A STOP LIGHT	1	0.1 %
GARDNER RD & CHEROKEE, GARDNER RD & MAIN ST	1	0.1 %
GARDNER RD & HWY 56, QUIKTRIP & HWY 56, MOONLIGHT & LINCOLN	1	0.1 %
GARDNER RD & I-35	2	0.2 %
GARDNER RD & MAIN	1	0.1 %
GARDNER RD & MAIN (56 HWY)	1	0.1 %
GARDNER RD & MAIN / MOONLIGHT & 56 HWY (MAIN)	1	0.1 %
GARDNER RD & MAIN ST	3	0.3 %
GARDNER RD & MAIN ST (56 HWY)	1	0.1 %
GARDNER RD & MAIN ST, SPEEDING ON THROUGH	1	0.1 %
GARDNER RD & MAIN ST. NEED LEFT TURN SIGNALS	1	0.1 %
GARDNER RD & MAIN, 183RD & GARDNER RD	1	0.1 %
GARDNER RD & MAIN, GARDNER RD & 183RD	1	0.1 %
GARDNER RD & MAIN, GARDNER RD & MADISON, MOONLIGHT & MAIN	1	0.1 %
GARDNER RD & MAIN, GARDNER RD/I-35 OVERPASS	1	0.1 %
GARDNER RD & PAWNEE LANE	1	0.1 %
GARDNER RD AND MAIN STREET STOP LIGHT	1	0.1 %
GARDNER RD AT CASEY'S & GARDNER RD & MAIN	1	0.1 %
GARDNER RD CROSSING TO VETERANS PARK	1	0.1 %
GARDNER RD SEMI TRAFFIC	1	0.1 %
GARDNER RD(CENTER ST) & 183RD ST	1	0.1 %
GARDNER ROAD & 183RD	1	0.1 %
GARDNER ROAD & MAIN / 183RD & GARDNER RD	1	0.1 %
GETTING IN AND OUT OF QUIK TRIPS AND WALGREENS	1	0.1 %
GRAND & CENTER	1	0.1 %
GRAND & CENTER GARDNER RD/APACHE LN & CENTER RD	1	0.1 %
HWY 56	1	0.1 %
HWY 56 & CEDAR NILES, HWY 56 & MOONLIGHT	1	0.1 %
HWY 56 & CENTER	1	0.1 %
HWY 56 & CENTER ST	1	0.1 %
HWY 56 & CENTER ST; HWY 56 & MOONLIGHT, MOONLIGHT & AUSTIN'S	1	0.1 %
HWY 56 & MOONLIGHT	1	0.1 %
HWY 56 - ON RAMP TO I-35 S REQUIRES ITS OWN LANE	1	0.1 %
HWY 56 FROM MOONLIGHT TO I-35	1	0.1 %
I-35	1	0.1 %
I-35 & GARDNER RD (2ND EXIT)	1	0.1 %
I-35 & GARDNER RD / INTERSECTION OF GRAND & GARDNER RD	1	0.1 %
I-35 EXIT SOUTHBOUND TO 175TH IS TOO CONJESTED	1	0.1 %
I-35 ON & OFF RAMPS	1	0.1 %
I-35 SOUTH AND 56 HWY - NO TURN LANE	1	0.1 %
I35 & GARDNER ROAD	1	0.1 %
I35/GARDNER RD	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
INTERMODEL TRACKS ACCESS BY SHELL STATION	1	0.1 %
INTERSECTION @ 183RD & CENTER, MAIN & CENTER NEEDS ARROW	1	0.1 %
INTERSECTION AT BURGER KING & SUBWAY, RR XING 175TH	1	0.1 %
INTERSECTION AT MCDONALD'S & WALMART	1	0.1 %
INTERSECTION BY NEW CASEY'S, INTERSECTION OF CENTER & MAIN	1	0.1 %
INTERSECTION OF 183RD & CENTER ST (CASEY'S)	1	0.1 %
INTERSECTION OF MAIN & CENTER	1	0.1 %
INTERSECTION OF MAIN ST & CENTER ST	1	0.1 %
INTERSECTION OF N MOONLIGHT RD & E LINCOLN LN IS DANGEROUS	1	0.1 %
INTERSECTION OF WAVERLY & 175TH / 175TH & 56 HWY	1	0.1 %
INTERSECTION ON SANTA FE BY WALMART	1	0.1 %
K 56 & GARDNER RD/CENTER ST	1	0.1 %
KILL CREEK RD - SPEED TO CELEBRATION PARK NOT BEING FOLLOWED	1	0.1 %
LEFT TURNS INTO QUIK TRIP, CENTER/MAIN, LACK OF RAMPS TO I35	1	0.1 %
LIGHT AT 175TH & CEDAR. CARS FROM MCD'S NEVER FOLLOW LIGHT	1	0.1 %
LIGHT AT MAIN ST & CENTER NEEDS A GREEN TURN LIGHT	1	0.1 %
LIGHT IN FRONT OF WALMART, LIGHT IN FRONT OF PRICE CHOPPER	1	0.1 %
LIGHT NOT TIMED WELL 56, WAVERLY & 175TH, TURNING FROM MAIN	1	0.1 %
LIGHTS AT MAIN & MOONLIGHT ARE TERRIBLE	1	0.1 %
LINCOLN & MOONLIGHT / CENTER & MAIN	1	0.1 %
LINCOLN LN & MOONLIGHT	1	0.1 %
LINCOLN LN & MOONLIGHT, 183RD AND CENTER ST	1	0.1 %
LINCOLN LN & WHITE DR (STOP SING RUN QUITE OFTEN)	1	0.1 %
LOVE MOONLIGHT CONSTRUCTION. WISH WHITE ST CUT TO MADISON	1	0.1 %
MADISON & CENTER / MAIN & CENTER	1	0.1 %
MADISON & CENTER/MAIN & CENTER/183RD & CENTER	1	0.1 %
MADISON & GARDNER RD, 175TH & CEDAR NILES, MADISON & POPLAR	1	0.1 %
MADISON & MOONLIGHT	4	0.5 %
MADISON & MOONLIGHT, MOONLIGHT & LINCOLN LN, W 175TH & CEDAR	1	0.1 %
MADISON & POPLAR	1	0.1 %
MADISON & WAVERLY, CENTER & MAIN, MADISON & MOONLIGHT	1	0.1 %
MADISON AND MOONLIGHT	2	0.2 %
MADISON AND MOONLIGHT AS WELL AS SPEED LIMIT ON MOONLIGHT	1	0.1 %
MADISON SPEED LIMIT IS TOO SLOW. MOONLIGHT TOO SLOW ALSO	1	0.1 %
MADISON ST & POPLAR BY HIGH SCHOOL	1	0.1 %
MADISON ST, TOO MUCH TRAFFIC BY DOWNTOWN BUSINESSES	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
MADISON/POPLAR	1	0.1 %
MAIN & CENTER	27	3.1 %
MAIN & CENTER (GARDNER RD)	1	0.1 %
MAIN & CENTER (NEEDS TURN LANES) MOONLIGHT & TRAIN LIFT RAIL	1	0.1 %
MAIN & CENTER - NEED LEFT TURN LANE (FROM MOONLIGHT)	1	0.1 %
MAIN & CENTER - NEED TURN SIGNALS, CENTER & MADISON SAME	1	0.1 %
MAIN & CENTER - NEEDS LEFT TURN LANES	1	0.1 %
MAIN & CENTER - TOO MUCH TRUCK TRAFFIC ON WEST MAIN	1	0.1 %
MAIN & CENTER / MAIN & 175TH BY I-35 WALMART/ MCDONALD'S	1	0.1 %
MAIN & CENTER / MAIN & MOONLIGHT	1	0.1 %
MAIN & CENTER / MOONLIGHT & MAIN	1	0.1 %
MAIN & CENTER / MOONLIGHT FROM MAIN-MADISON	1	0.1 %
MAIN & CENTER AND BY THE POOL-AUCTION AREA	1	0.1 %
MAIN & CENTER NEED TURN ARROWS	1	0.1 %
MAIN & CENTER NEED TURN LIGHTS	1	0.1 %
MAIN & CENTER NO TURN SIGNALS	1	0.1 %
MAIN & CENTER ST	6	0.7 %
MAIN & CENTER ST / MADISON & MOONLIGHT	1	0.1 %
MAIN & CENTER ST / RR CROSSINGS	1	0.1 %
MAIN & CENTER ST NEED TURN SIGNALS	1	0.1 %
MAIN & CENTER ST NEEDS A TURN SIGNAL	1	0.1 %
MAIN & CENTER ST, 175TH & CEDAR NILES	1	0.1 %
MAIN & CENTER ST, MOSTLY IN THE AM 7:30-8:30AM	1	0.1 %
MAIN & CENTER ST, NEED TURN LANES BAD	1	0.1 %
MAIN & CENTER, 183RD & CENTER	1	0.1 %
MAIN & CENTER, ALSO 183RD & CENTER	1	0.1 %
MAIN & CENTER, CENTER & 183RD	2	0.2 %
MAIN & CENTER, GARDNER & 183RD	1	0.1 %
MAIN & CENTER, GARDNER 12D	1	0.1 %
MAIN & CENTER, GARDNER RD & I-35 RAMPS, ANY LEFT TURN	1	0.1 %
MAIN & CENTER, MADISON & CENTER	1	0.1 %
MAIN & CENTER, MADISON & MOONLIGHT	1	0.1 %
MAIN & CENTER, MADISON & WAVERLY, 183RD & CENTER	1	0.1 %
MAIN & CENTER, MADISON AND MOONLIGHT	1	0.1 %
MAIN & CENTER, MAIN & MOONLIGHT	4	0.5 %
MAIN & CENTER, MOONLIGHT & 183RD	1	0.1 %
MAIN & CENTER, MOONLIGHT & MAIN	1	0.1 %
MAIN & CENTER, MOONLIGHT & MAIN TRAIN TRACKS, CASEY'S & CENT	1	0.1 %
MAIN & CENTER, NEED LEFT TURN LANES WITH ARROWS	1	0.1 %
MAIN & CENTER, POPLAR & MADISON	1	0.1 %
MAIN & CENTER, TRAFFIC CAN GET SEVERELY CONGESTED.	1	0.1 %
MAIN & CENTER, WITHOUT A DOUBT NEEDS LEFT TURN ARROWS.	1	0.1 %
MAIN & CENTER/GARDNER RD	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
MAIN & CENTRAL	2	0.2 %
MAIN & CONTROL	1	0.1 %
MAIN & GARDNER	1	0.1 %
MAIN & GARDNER RD	6	0.7 %
MAIN & GARDNER RD (CENTER ST)	1	0.1 %
MAIN & GARDNER RD/CENTER	1	0.1 %
MAIN & MOONLIGHT	4	0.5 %
MAIN & MOONLIGHT - SEPARATE TURN LANE FOR PRICE CHOPPER	1	0.1 %
MAIN & MOONLIGHT / MAIN & CENTER	1	0.1 %
MAIN & MOONLIGHT RD / I-35 & MOONLIGHT RD (NEED ON/ OFF RAMPS	1	0.1 %
MAIN & MOONLIGHT, MAIN & CENTER	3	0.3 %
MAIN & MOONLIGHT, MAIN & CENTER, CENTER & MADISON	1	0.1 %
MAIN & MOONLIGHT, MAIN & GARDNER RD	1	0.1 %
MAIN & MOONLIGHT, PEOPLE SPEED TOO MUCH	1	0.1 %
MAIN & PRICE CHOPPER LOT / CENTER & GRAND	1	0.1 %
MAIN (56) & MOONLIGHT	1	0.1 %
MAIN AND CENTER	3	0.3 %
MAIN AND CENTER ST	1	0.1 %
MAIN AND CENTER, MAIN & MOONLIGHT, MOONLIGHT & MADISON	1	0.1 %
MAIN AND GARDNER RD	1	0.1 %
MAIN AND GARDNER RD NEEDS LEFT TURN SIGNAL	1	0.1 %
MAIN ENTERING I-35	1	0.1 %
MAIN ST	4	0.5 %
MAIN ST & (CENTER) GARDNER RD AND MAIN ST & MOONLIGHT	1	0.1 %
MAIN ST & 56 HWY, CENTER & GARDNER RD, MAIN & MOONLIGHT TRAC	1	0.1 %
MAIN ST & CENTER	2	0.2 %
MAIN ST & CENTER (GARDNER RD)	1	0.1 %
MAIN ST & CENTER - NO LEFT HAND TURN SIGNALS	1	0.1 %
MAIN ST & CENTER ST	2	0.2 %
MAIN ST & CENTER ST INTERSECTION	2	0.2 %
MAIN ST & CENTER ST, 183RD ST & GARDNER RD	1	0.1 %
MAIN ST & CENTER/GARDNER RD	1	0.1 %
MAIN ST & EVERGREEN ST	1	0.1 %
MAIN ST & GARDNER RD	4	0.5 %
MAIN ST & GARDNER RD (BY FUNERAL HOME & BANKS)	1	0.1 %
MAIN ST & GARDNER RD NEEDS TURN ARROW	1	0.1 %
MAIN ST & GARDNER RD, GARDNER RD & GRAND ST	1	0.1 %
MAIN ST & GARDNER RD, MOONLIGHT & MAIN ST	1	0.1 %
MAIN ST & GARDNER ROAD	1	0.1 %
MAIN ST & GARDNER/CENTER ST	1	0.1 %
MAIN ST & HWY 56	1	0.1 %
MAIN ST & HWY 56 THROUGH TOWN	1	0.1 %
MAIN ST & MOONLIGHT	2	0.2 %
MAIN ST & MOONLIGHT (BUSIEST)	1	0.1 %
MAIN ST & MOONLIGHT - TRAFFIC LIGHT IS EXTREMELY LONG	1	0.1 %
MAIN ST & MOONLIGHT RD & RR TRACKS	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
MAIN ST & MOONLIGHT, MAIN ST & CENTER ST	1	0.1 %
MAIN ST & US 56 ANYWHERE ALONG HERE	1	0.1 %
MAIN ST @ CENTER & EAST	1	0.1 %
MAIN ST AND CENTER ST	1	0.1 %
MAIN ST AND MOONLIGHT	1	0.1 %
MAIN ST BETWEEN MOONLIGHT AND CENTER	1	0.1 %
MAIN ST BY KFC AND QT	1	0.1 %
MAIN ST FROM I-35 TO CENTER (NOT ENOUGH TURN LANES)	1	0.1 %
MAIN ST GETS CONGESTED. 175TH NEEDS SIDEWALKS FOR KIDS.	1	0.1 %
MAIN ST STILL HAS GROWTH	1	0.1 %
MAIN ST WEST OF CENTER ST. THOSE HOUSES NEED TO BE CLEANED	1	0.1 %
MAIN ST/CENTER, INTERSECTION AT WALMART/ MCDONALD'S	1	0.1 %
MAIN STREET & MOONLIGHT	1	0.1 %
MAIN/MOONLIGHT, MAIN/CENTER, CENTER/183RD	1	0.1 %
MOONLIGHT	2	0.2 %
MOONLIGHT & 157TH ST	1	0.1 %
MOONLIGHT & 159TH	1	0.1 %
MOONLIGHT & 159TH ST	1	0.1 %
MOONLIGHT & 159TH, SPEED AND WIDTH OF GARDNER RD	1	0.1 %
MOONLIGHT & 175TH	1	0.1 %
MOONLIGHT & 175TH (56 HWY)	1	0.1 %
MOONLIGHT & 175TH ST	2	0.2 %
MOONLIGHT & 175TH/56 IS TERRIBLE, STOPPED 90% OF THE TIME	1	0.1 %
MOONLIGHT & 56	5	0.6 %
MOONLIGHT & 56 (175TH) CEDAR NILES & 56 (175TH)	1	0.1 %
MOONLIGHT & 56 (RAISE THE TRACKS)	1	0.1 %
MOONLIGHT & 56 @ TRAIN TRACKS & CEDAR NILES & 56	1	0.1 %
MOONLIGHT & 56 HWY	10	1.1 %
MOONLIGHT & 56 HWY - RR CROSSING IS NEARLY ALL ROCK	1	0.1 %
MOONLIGHT & 56 HWY, 183RD ST & CENTER ST	1	0.1 %
MOONLIGHT & 56 HWY, 56 HWY & LOWN ELM RD	1	0.1 %
MOONLIGHT & 56 HWY, CENTER & 56 HWY	1	0.1 %
MOONLIGHT & 56 HWY, STUCK BY TRAINS OFTEN	1	0.1 %
MOONLIGHT & 56, 56 & CENTER	1	0.1 %
MOONLIGHT & 56, CENTER & 167TH, CENTER & 56	1	0.1 %
MOONLIGHT & 56, CENTER & 56, 183RD & CENTER	1	0.1 %
MOONLIGHT & 56, GARDNER RD & 56, CEDAR NITES & 56,	1	0.1 %
MOONLIGHT & 56, STOPLIGHT IS RIDICULOUS	1	0.1 %
MOONLIGHT & 56, STOPLIGHT ON 56 EAST OF MOONLIGHT	1	0.1 %
MOONLIGHT & 56/TRACKS	1	0.1 %
MOONLIGHT & 56TH HWY - TRAIN TRACKS - HORRIBLE	1	0.1 %
MOONLIGHT & ANY INTERSECTION	1	0.1 %
MOONLIGHT & AUTSIN'S STRIP MALL	1	0.1 %
MOONLIGHT & CAR WASH INTERSECTION - BIG CONCERN	1	0.1 %
MOONLIGHT & CENTER	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
MOONLIGHT & CENTER / MAIN & LINCOLN / MOONLIGHT & OLD 56 HWY	1	0.1 %
MOONLIGHT & CENTER, THE ONLY 2 SOUTH STREETS ACROSS A 24/7RD	1	0.1 %
MOONLIGHT & CROSS STREET BEHIND PRICE CHOPPER NEEDS LIGHT	1	0.1 %
MOONLIGHT & E MADISON, OLD 56 HWY TURNING ONTO LINCOLN	1	0.1 %
MOONLIGHT & HWY 56	1	0.1 %
MOONLIGHT & HWY 56 (MAIN ST)	1	0.1 %
MOONLIGHT & HWY 56 (TRAIN TRACKS)	1	0.1 %
MOONLIGHT & HWY 56 - MOONLIGHT NEEDS TO BE WIDENED S OF 56	1	0.1 %
MOONLIGHT & HWY 56, LINCOLN (BY AUSTIN'S) & MOONLIGHT	1	0.1 %
MOONLIGHT & LINCOLN	5	0.6 %
MOONLIGHT & LINCOLN LN	1	0.1 %
MOONLIGHT & LINCOLN LN. RR @ MOONLIGHT & MAIN/ CENTER & GRAND	1	0.1 %
MOONLIGHT & LINCOLN NEEDS A STOP SIGN	1	0.1 %
MOONLIGHT & LINCOLN, 183RD & CENTER, MADISON & MOONLIGHT	1	0.1 %
MOONLIGHT & LINCOLN, CENTER & 183RD	1	0.1 %
MOONLIGHT & LINCOLN, MOONLIGHT RR CROSSING	1	0.1 %
MOONLIGHT & LINCOLN, NEEDS A LIGHT	1	0.1 %
MOONLIGHT & LINCOLN, THIS INTERSECTION IS A NIGHTMARE	1	0.1 %
MOONLIGHT & MADDISON, MOONLIGHT & LIBERTY	1	0.1 %
MOONLIGHT & MADISON	9	1.0 %
MOONLIGHT & MADISON - DIFFICULT TO TURN ONTON MOONLIGHT	1	0.1 %
MOONLIGHT & MADISON - I-35 & GARDNER RD	1	0.1 %
MOONLIGHT & MADISON AND 175TH MOONLIGHT (RR TRACKS)	1	0.1 %
MOONLIGHT & MADISON, ALL BNSF TRAFFIC IN GARDNER	1	0.1 %
MOONLIGHT & MADISON, AREA AROUND QUIK TRIP & PRICE CHOPPER	1	0.1 %
MOONLIGHT & MADISON, MADISON & N POPLAR (BY HIGH SCHOOL)	1	0.1 %
MOONLIGHT & MADISON, MAIN ST & GARDNER RD	1	0.1 %
MOONLIGHT & MADISON, MOONLIGHT & LINCOLN	1	0.1 %
MOONLIGHT & MADISON. SANTA FE AND US 56 HWY	1	0.1 %
MOONLIGHT & MAIN	25	2.8 %
MOONLIGHT & MAIN (OLD 56) BECAUSE OF TRAINS	1	0.1 %
MOONLIGHT & MAIN (RAILROAD TRACKS) NEED A BRIDGE	1	0.1 %
MOONLIGHT & MAIN (TRAIN TRACKS), MOONLIGHT & E LINCOLN RD	1	0.1 %
MOONLIGHT & MAIN (TRAINS), 183 & CENTER NEEDS A LIGHT	1	0.1 %
MOONLIGHT & MAIN - RR TRACK - LOTS OF TRAIN TRAFFIC	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
MOONLIGHT & MAIN - SOUTH OF TRACKS	1	0.1 %
MOONLIGHT & MAIN - TRAFFIC SIGNALS NEED TO BE SET FOR DEMAND	1	0.1 %
MOONLIGHT & MAIN / 56 & CEDAR NILES RD / OLD 56 HWY & W 175T	1	0.1 %
MOONLIGHT & MAIN / CENTER & MAIN	1	0.1 %
MOONLIGHT & MAIN / MOONLIGHT & I-35	1	0.1 %
MOONLIGHT & MAIN RR TRACKS	1	0.1 %
MOONLIGHT & MAIN ST	15	1.7 %
MOONLIGHT & MAIN ST - TRAIN TRACKS NEED TO BE RAISED	1	0.1 %
MOONLIGHT & MAIN ST AND CENTER & MAIN ST, CENTER & 167TH ST	1	0.1 %
MOONLIGHT & MAIN ST, 175TH ST OVERPASS @ NEW CENTURY	1	0.1 %
MOONLIGHT & MAIN ST, MAIN ST & CENTER ST/GARDNER RD	1	0.1 %
MOONLIGHT & MAIN, 184TH AND GARDNER RD	1	0.1 %
MOONLIGHT & MAIN, BUILD A BRIDGE!	1	0.1 %
MOONLIGHT & MAIN, CENTER & MAIN	3	0.3 %
MOONLIGHT & MAIN, GARDNER & MAIN	1	0.1 %
MOONLIGHT & MAIN, MADISON & CENTER, MAIN & CENTER	1	0.1 %
MOONLIGHT & MAIN, MAIN & CENTER	1	0.1 %
MOONLIGHT & MAIN, MAIN & CENTER NEEDS TURN SIGNAL,	1	0.1 %
MOONLIGHT & MAIN, MAIN & GARDNER RD	1	0.1 %
MOONLIGHT & MAIN, WALMART INTERSECTION AT MAIN RD	1	0.1 %
MOONLIGHT & MAIN/RR TRACK	1	0.1 %
MOONLIGHT & OLD 56 HWY	1	0.1 %
MOONLIGHT & RAIN, CENTER & RAIN	1	0.1 %
MOONLIGHT & RR CROSSING / MAIN ST	1	0.1 %
MOONLIGHT & SANTA FE	1	0.1 %
MOONLIGHT & SANTA FE, MOONLIGHT & MAIN (TRAIN TRAFFIC)	1	0.1 %
MOONLIGHT & STREET BEHIND PRICE CHOPPER, 183RD & CENTER	1	0.1 %
MOONLIGHT & STREET BETWEEN AUSTIN'S & LITTLE PEOPLE'S PLACE	1	0.1 %
MOONLIGHT & STRIP MALL BY DAY CARE, MOONLIGHT & MAIN	1	0.1 %
MOONLIGHT & THE CROSSROAD THAT GOES TO AUSTINS, 183RD & GARD	1	0.1 %
MOONLIGHT & THE ROAD BY THE CAR WASH/AUSTIN'S	1	0.1 %
MOONLIGHT & THE TRACKS & ALL CURBS & INLETS ON MAIN ST	1	0.1 %
MOONLIGHT & THE TRAIN TRACKS	1	0.1 %
MOONLIGHT & US 56 HWY (BECAUSE OF THE TRAIN)	1	0.1 %
MOONLIGHT & US 56, GARDNER RD/CENTER ST & US 56	1	0.1 %
MOONLIGHT & WARREN, EXIT 207 TRUCKS TO RAIL HUB	1	0.1 %
MOONLIGHT (RR TRACKS)	1	0.1 %
MOONLIGHT - BAD LIGHTING, NO CURBS OR SIDEWALKS	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
MOONLIGHT - FROM MAIN ST SOUTH	1	0.1 %
MOONLIGHT AND 175TH (PRICE CHOPPER & NORTH)	1	0.1 %
MOONLIGHT AND HWY 56	1	0.1 %
MOONLIGHT AND LINCOLN	1	0.1 %
MOONLIGHT AND LINCOLN LANE	1	0.1 %
MOONLIGHT AND MADISON	1	0.1 %
MOONLIGHT AND MAIN	1	0.1 %
MOONLIGHT AND MAIN (TRAINS)	1	0.1 %
MOONLIGHT AND MAIN ST (RR TRACKS)	1	0.1 %
MOONLIGHT AND MAIN, TRAIN SHOULD GO OVER SO NOT TO BLOCK	1	0.1 %
MOONLIGHT AND US 56	1	0.1 %
MOONLIGHT AND US 56 HWY	1	0.1 %
MOONLIGHT BY ACE HARDWARE NEEDS TRAFFIC LIGHT	1	0.1 %
MOONLIGHT BY TRAIN TRACKS	1	0.1 %
MOONLIGHT CROSS ROAD BEHIND PRICE CHOPPER	1	0.1 %
MOONLIGHT FROM RR TRACKS TO 167TH. CARS GO WAY TOO FAST.	1	0.1 %
MOONLIGHT NORTH OF 56 (MAIN) TO MADISON	1	0.1 %
MOONLIGHT R/R HAVING TO WAIT FOR TRAINS A LOT.	1	0.1 %
MOONLIGHT RD & HWY 56	1	0.1 %
MOONLIGHT RD & HWY 56 & RAILROAD	1	0.1 %
MOONLIGHT RD & LINCOLN LN	1	0.1 %
MOONLIGHT RD & MAIN	1	0.1 %
MOONLIGHT RD & MAIN BY STRIP MALL	1	0.1 %
MOONLIGHT RD BY MAIN ST	1	0.1 %
MOONLIGHT RD NEEDS AN INTERCHANGE TO ACCESS I-35	1	0.1 %
MOONLIGHT RD TO I-35 VIA MAIN ST/175TH	1	0.1 %
MOONLIGHT ROAD - NEEDS TO BE FIXED BY TRAIN TRACKS.	1	0.1 %
MOONLIGHT RR CROSSING/183RD & GARDNER RD	1	0.1 %
MOONLIGHT RR TRACKS	1	0.1 %
MOONLIGHT WITH RAIL WAYS	1	0.1 %
MOONLIGHT, CENTER & MAIN, ALL RR CROSSINGS	1	0.1 %
MOONLIGHT, NORTH OF MAIN, NEEDS LIGHTS AND SIDE STREETS	1	0.1 %
MOONLIGHT/56 HWY/179TH	1	0.1 %
MOONLIGHT/LINCOLN LN, CENTER/183RD, MOONLIGHT/ MAIN W/ R XING	1	0.1 %
MOONLIGHT/MADISON	1	0.1 %
MOONLIGHT/RAILROAD TRACK BY MAIN, STOP LIGHT BY WALMART	1	0.1 %
MOONLIGHT/RR TRACKS/175TH/MAIN ST THROUGH TOWN	1	0.1 %
MULBERRY & SHAWNEE	1	0.1 %
N COTTONWOOD & 67TH TER	1	0.1 %
N MOONLIGHT & E LINCOLN LN, MAIN ST & CENTER	1	0.1 %
NB CEDAR NILES TO EB 175TH ST. PLEASE INSTALL NO TURN ON RED	1	0.1 %
NE OF HIGH SCHOOL NEEDS A 4-WAY STOP	1	0.1 %
NEAR THE NEW GAS STATION ON CENTER ST	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
NEED STOP LIGHT ON GARDNER RD AT CROSS SECTION BY CASEY'S	1	0.1 %
NEED TRAFFIC LIGHTS AT MOONLIGHT RD & LINCOLN LN	1	0.1 %
NEED TURNING LANES AT CENTER & MAIN ST	1	0.1 %
NEW 56 HWY	1	0.1 %
NEW CASEY'S STOP SIGN	1	0.1 %
NEW INTERSECTION IN FRONT OF ACE HARDWARE	1	0.1 %
NEXT TO CASEY'S & WALGREENS AND INTERSECTION BY PRICE CHOPPE	1	0.1 %
NO CONCERNS	1	0.1 %
NO CONCERNS AT THIS TIME	1	0.1 %
NOR GOOD TO GET OUT ONTO HWY FROM DRIVEWAY OF STORES	1	0.1 %
NORTH MOONLIGHT RD FROM US 56 TO 167TH ST	1	0.1 %
OLATHE	2	0.2 %
OLD 56 & INTERSECTION BY HIGH SCHOOL	1	0.1 %
OLD 56 & MOONLIGHT, SOMETHING MUST BE DONE TO STOP DELAYS	1	0.1 %
OLD 56 HWY & MOONLIGHT	1	0.1 %
PATRIOTS BANK AT CENTER	1	0.1 %
PAWNEE & GARDNER RD	1	0.1 %
PINE HEADING NORTH FROM MAIN	1	0.1 %
POPLAR & MADISON	1	0.1 %
POPLAR AND MADISON	1	0.1 %
POPLAR AND MADISON BY THE HIGH SCHOOL NEEDS CROSSING GUARD	1	0.1 %
QUIK TRIP & SONIC	1	0.1 %
RAIL ROAD	1	0.1 %
RAIL ROAD & MOONLIGHT, MAIN IS A DISASTER. POOR PLANNING.	1	0.1 %
RR @ MOONLIGHT & 56 HWY	1	0.1 %
RR AT MOONLIGHT & MAIN	1	0.1 %
RR CROSSING	1	0.1 %
RR CROSSING @ MOONLIGHT & MAIN ST	1	0.1 %
RR CROSSING @ MOONLIGHT/56	1	0.1 %
RR CROSSING ON MOONLIGHT	1	0.1 %
RR CROSSING, MAIN & MOONLIGHT	1	0.1 %
RR CROSSING, MOONLIGHT & HWY 56	1	0.1 %
RR TRACK AT MAIN & MOONLIGHT. TRAINS ARE RIDICULOUS	1	0.1 %
RR TRACKS @ MOONLIGHT	1	0.1 %
RR TRACKS @ MOONLIGHT & MAIN, 186TH & GARDNER NEEDS LIGHT	1	0.1 %
RR TRACKS HAVE BIG BUMPS THAT REDUCE LIFE OF MY VEHICLE	1	0.1 %
RR TRACKS ON MOONLIGHT	3	0.3 %
RR TRACKS ON SOUTH MOONLIGHT	1	0.1 %
RR TRACKS, WE NEED A BRIDGE AND SIDEWALK ON SANTA FE ST	1	0.1 %
S CENTER ST/E MAIN ST - W SANTA FE ST/W MAIN ST	1	0.1 %
SANTA FE & 69 HWY FROM HIGH SCHOOL. TURNING HERE IS DANGEROU	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
SANTA FE TO MCDONALD'S @ THE LIGHT	1	0.1 %
SEMI TRUCK TRAFFIC ON E SHAWNEE ST	1	0.1 %
SOUTH CENTER, SOUTH CENTER & MAZAD	1	0.1 %
SOUTH MOONLIGHT & RR CROSSING AT MOONLIGHT	1	0.1 %
SOUTH MOONLIGHT BY MOONLIGHT ELEMENTARY	1	0.1 %
THE ABILITY TO MAKE LEFT TURNS ON 56 HWY	1	0.1 %
THE AREA ON MAIN ST / 175TH ST BETWEEN I-35 AND MOONLIGHT	1	0.1 %
THE CROSSING STREETS OF MOONLIGHT RD AND E LINCOLN LN	1	0.1 %
THE ENTIRE LENGTH OF MAIN ST	1	0.1 %
THE FORK TURN OFF OF 56 ONTO 175TH	1	0.1 %
THE INTERSECTION BY THE CARWASH & LITTLE PEOPLE'S PLACE	1	0.1 %
THE MOONLIGHT INTERSECTION (WALGREENS, PRICE CHOPPER, BANK)	1	0.1 %
TRAFFIC ALONG MAIN ST BY QT	1	0.1 %
TRAFFIC AREA OF MOONLIGHT & 175TH	1	0.1 %
TRAFFIC FLOW DURING RUSH HOUR ON I-35	1	0.1 %
TRAFFIC FLOW ON MOONLIGHT NORTH OF 175TH	1	0.1 %
TRAFIC FROM PRICE CHOPPER TO CENTER IS VERY CONGESTED	1	0.1 %
TRAIN TRACKS @ MOONLIGHT & 56 HWY	1	0.1 %
TRAIN TRACKS @ MOONLIGHT & MAIN	1	0.1 %
TRAIN TRACKS ON MOONLIGHT	1	0.1 %
TRAIN TRACKS ON MOONLIGHT. TRAFFIC GETS BACKED UP FROM TRAIN	1	0.1 %
TRASH ALL AROUND CITY STREETS & GRASSY AREAS	1	0.1 %
TURN LANES AT CENTER & MAIN. 175TH & WAVERLY NEEDS X-WALKS	1	0.1 %
TURNING LEFT ONTO CENTER ST (COMING FROM MAIN ST) DANGEROUS	1	0.1 %
TURNING LEFT ONTO MAIN OFF OF 175 (NEAR REHAB CENTER)	1	0.1 %
US56 & CEDAR NILES, US56 & MOONLIGHT	1	0.1 %
VIADUCT - CENTER ST PAST I-35 BRIDGE IS TOO NARROW	1	0.1 %
W 175TH ST AND S WAVERLY RD; W MAIN ST AND S CENTER ST	1	0.1 %
W 175TH ST AND WAVERLY. NO SIDE WALKS FROM ST JOHN'S	1	0.1 %
W MADISON ST IS TOO BUSY WITH SCHOOL TRAFFIC	1	0.1 %
WAL MART & MAIN ST, MOONLIGHT & MAIN ST	1	0.1 %
WALGREENS & QT INTERSECTION	1	0.1 %
WALMART AREA	1	0.1 %
WALMART INTERSECTIONS (1 STOP SIGN MISSING FROM 4 WAY STOP)	1	0.1 %
WALMART LIGHT	1	0.1 %
WALMART MCDONALDS KICKS INTERSECTION ON HWY 56	1	0.1 %
WARREN & MOONLIGHT / MOONLIGHT & LINCOLN	1	0.1 %
WAVERLY & 175TH ST	2	0.2 %
WAVERLY & 175TH, 175TH OVERPASS BETWEEN 56 & I-35	1	0.1 %

Q31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

Q31. Your biggest concerns	Number	Percent
WAVERLY & 175TH, WAVERLY & 167TH	1	0.1 %
WAVERLY & WEST SANTA FE ST	1	0.1 %
WHERE THE NEW CASEY'S IS	1	0.1 %
WHITE DRIVE & PARMA-TOO MANY TIMES PEOPLE BLOW THROUGH INTER	1	0.1 %
Total	883	100.0 %

Q32. What is your age?

Q32. Your age	Number	Percent
Ages 18 to 34	278	27.5 %
Ages 35 to 44	276	27.3 %
Ages 45 to 54	185	18.3 %
Ages 55 to 64	149	14.8 %
Ages 65+	122	12.1 %
Total	1010	100.0 %

Q33. Would you say your total household income is:

Q33. Your total household income	Number	Percent
Under $30,000	85	8.4 %
$30,000-$59,999	237	23.5 %
$60,000-$99,999	376	37.2 %
$100,000+	250	24.8 %
Not provided	62	6.1 %
Total	1010	100.0 %

Q34. Which of the following best describes your current employment status?

Q34. Your current employment status	Number	Percent
Employed outside home	777	76.9 %
Employed in home	36	3.6 %
Student	10	1.0 %
Retired	140	13.9 %
Not employed outside home	39	3.9 %
Not provided	8	0.8 %
Total	1010	100.0 %

Q34-1. (If employed outside home) Where do you work?

Q34-1. Where do you work	Number	Percent
In Gardner	117	15.1 %
New Century Air Center	48	6.2 %
Elsewhere in Johnson County, KS	449	57.8 %
Wyandotte County, KS	27	3.5 %
Kansas City, MO	68	8.8 %
Elsewhere in MO	9	1.2 %
Elsewhere in KS	53	6.8 %
Not provided	6	0.8 %
Total	777	100.0 %

Q34-5. If unemployed, but not by choice, how many months have you been unemployed?

Q34-5. Months	Number	Percent
1	2	40.0 %
5	1	20.0 %
6	1	20.0 %
20	1	20.0 %
Total	5	100.0 %

Q35. Your gender:

Q35. Your gender	Number	Percent
Male	495	49.0 %
Female	515	51.0 %
Total	1010	100.0 %

Section 5:
Survey Instrument

City of Gardner Resident:

The City of Gardner needs your input on the enclosed Citizen Survey which will be used to gather information about the priorities and quality of services provided by the City. Please complete this survey only if you are a resident of the City of Gardner.

Since only a limited number of households in the City of Gardner were selected at random to receive the survey, it is very important that you participate. Your responses will be used as part of the needs assessment process that will help shape the future of our City. Your voice is important.

The Citizen Survey has been a valuable tool in monitoring the quality of City services, helping establish budget priorities and making policy decisions. This year, the City has again partnered with ETC Institute to administer the survey.

If possible, please complete and return the survey within the next two weeks. A postage-paid return envelope addressed to ETC Institute has been provided for your convenience. They will compile the results and present a report to the City in a few weeks.

Survey results will be available at City Hall, posted on the City's website and included in a future issue of the Gardner Newsletter.

If you have questions, please contact Matt Wolff, Management Analyst, at mwolff@gardnerkansas.gov.

Regards,

Chris Morrow, Mayor

City of Gardner 2014 *DirectionFinder®* Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and investment decisions. If you have questions, please contact Matt Wolff, Management Analyst at mwolff@gardnerkansas.gov.

1. **Major City Services. Please rate your overall satisfaction with major categories of services provided by the City of Gardner on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

Major City Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of police, fire, and ambulance services	5	4	3	2	1	9
B.	Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
C.	Overall maintenance of City streets, buildings and facilities	5	4	3	2	1	9
D.	Overall quality of City water, sewer and electric utilities	5	4	3	2	1	9
E.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
F.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
G.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
H.	Overall flow of traffic in the City	5	4	3	2	1	9

2. **Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Question 1 above]

1st____ 2nd____ 3rd____

3. **Perceptions of the City. Several items that may influence your perception of the City of Gardner are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

Perceptions of the City of Gardner		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of services provided by the City of Gardner	5	4	3	2	1	9
B.	Overall image of the City	5	4	3	2	1	9
C.	How well the City is planning growth	5	4	3	2	1	9
D.	Overall quality of life in the City	5	4	3	2	1	9
E.	Quality of new development in Gardner	5	4	3	2	1	9
F.	Overall feeling of safety in the City	5	4	3	2	1	9
G.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
H.	Attractiveness of major streets and thoroughfares	5	4	3	2	1	9

4. **<u>Public Safety</u>. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following PUBLIC SAFETY services provided by the City of Gardner.**

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	The visibility of police in neighborhoods	5	4	3	2	1	9
C.	The visibility of police in retail areas	5	4	3	2	1	9
D.	The City's efforts to prevent crime	5	4	3	2	1	9
E.	Enforcement of local traffic laws	5	4	3	2	1	9
F.	Overall quality of local fire protection	5	4	3	2	1	9
G.	Visibility of fire department personnel	5	4	3	2	1	9
H.	City efforts to enhance fire protection	5	4	3	2	1	9
I.	How quickly public safety personnel respond to emergencies	5	4	3	2	1	9
J.	Overall quality of local ambulance services	5	4	3	2	1	9
K.	Public safety education programs	5	4	3	2	1	9
L.	The level of emphasis and resources used to combat illegal drug activities	5	4	3	2	1	9
M.	Quality of animal control	5	4	3	2	1	9

5. **Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Question 4 above].

1st____ 2nd____ 3rd____

6. **<u>Community Safety</u>. How safe do you feel in the following circumstances? For each of the items listed, please rate your selection on a scale of 1 to 4 where 4 means "Very Safe" and 1 means "Very Unsafe."**

Community Safety		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
A.	How safe do you feel walking alone in your neighborhood after dark	4	3	2	1	9
B.	How safe do you feel walking alone in your neighborhood during the day	4	3	2	1	9
C.	How safe do you feel walking alone in business areas or downtown after dark	4	3	2	1	9
D.	How safe do you feel walking alone in business areas or downtown during the day	4	3	2	1	9

7. **During the past <u>12</u> months, were you or anyone in your household the victim of any crime in Gardner?**

_____ (l) Yes [go to Q7a] _____ (2) No [go to Q8] _____ (9) Don't know [go to Q8]

7a. If "yes", did you report all of these crimes to the police?

_____ (l) Yes _____ (2) No _____ (9) Don't know

8. **During the past 12 months, have you had ANY contact with the police department?**

_____ (l) Yes [go to Q8a] _____ (2) No [go to Q9] _____ (9) Don't know [go to Q9]

8a. If "yes", how would you rate the contact?

_____ (1) Excellent _____ (4) Poor
_____ (2) Good _____ (9) Don't know
_____ (3) Fair

9. **<u>City Maintenance</u>. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following MAINTENANCE services provided by the City.**

City Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of neighborhood streets (resurfacing)	5	4	3	2	1	9
C.	Maintenance of street traffic signals and street signs	5	4	3	2	1	9
D.	Quality of street repair services (potholes)	5	4	3	2	1	9
E.	Quality of street cleaning services	5	4	3	2	1	9
F.	Maintenance of sidewalks	5	4	3	2	1	9
G.	Maintenance and preservation of Downtown Gardner	5	4	3	2	1	9
H.	Maintenance of City buildings, such as City Hall	5	4	3	2	1	9
I.	Snow removal on major City streets	5	4	3	2	1	9
J.	Snow removal on streets in residential areas	5	4	3	2	1	9
K.	Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
L.	Overall cleanliness of public areas	5	4	3	2	1	9
M.	Adequacy of City street lighting	5	4	3	2	1	9

10. **Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Question 9 above].

1st____ 2nd____ 3rd____

11. **<u>Parks and Recreation</u>. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with PARKS AND RECREATION issues.**

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of City parks	5	4	3	2	1	9
B.	Number of City parks	5	4	3	2	1	9
C.	Walking and biking trails in the City	5	4	3	2	1	9
D.	City Swimming pool/aquatic center	5	4	3	2	1	9
E.	Gardner golf course	5	4	3	2	1	9
F.	Outdoor athletic fields (i.e. baseball, soccer, etc.)	5	4	3	2	1	9
G.	The City's youth athletic programs	5	4	3	2	1	9
H.	The City's adult athletic programs	5	4	3	2	1	9
I.	Other City recreation programs, such as classes, trips, and special events	5	4	3	2	1	9
J.	Ease of registering for programs	5	4	3	2	1	9
K.	Fees charged for recreation programs	5	4	3	2	1	9
L.	Quality of recreation programs or classes	5	4	3	2	1	9

12. **Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?** [Write in the letters below using the letters from the list in Question 11 above].

1st____ 2nd____ 3rd____

13. <u>City Utilities</u>. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with CITY UTILITIES issues.

City Utilities		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The clarity and taste of the tap water in your home	5	4	3	2	1	9
B.	Water pressure in your home	5	4	3	2	1	9
C.	Drainage of rain water off City streets	5	4	3	2	1	9
D.	Drainage of rain water off properties next to your residence	5	4	3	2	1	9
E.	Adequacy of the City's wastewater collection system (sewer backups, odors)	5	4	3	2	1	9
F.	Overall reliability of electrical service	5	4	3	2	1	9
G.	How quickly electrical outages are repaired	5	4	3	2	1	9
H.	What you are charged for utilities	5	4	3	2	1	9
I.	How easy your utility bill is to understand	5	4	3	2	1	9
J.	The timeliness of your utility bill	5	4	3	2	1	9
K.	The accuracy of your utility bill	5	4	3	2	1	9
L.	Options for paying your utility bill	5	4	3	2	1	9

14. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 13 above].

1st____ 2nd____ 3rd____

15. <u>Code Enforcement</u>. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" 1 means "Very Dissatisfied," with the following CODE ENFORCEMENT services.

Code Enforcement		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Enforcing the clean up of litter and debris	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of lawns	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property	5	4	3	2	1	9
D.	Enforcing the maintenance of business property	5	4	3	2	1	9
E.	Enforcing sign regulations	5	4	3	2	1	9
F.	Ensuring construction meets building and safety codes	5	4	3	2	1	9
G.	Enforcing the restrictions on the parking of trailers and RVs on residential property	5	4	3	2	1	9

16. Are weed lots, abandoned vehicles, graffiti or dilapidated buildings a problem in your neighborhood?

___(1) Yes ___(2) No

17. <u>City Communication</u>. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following aspects of COMMUNICATION provided by the City of Gardner:

City Communication		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The availability of information about City Programs and services	5	4	3	2	1	9
B.	City efforts to keep you informed about local issues	5	4	3	2	1	9
C.	The level of public involvement in local decision making	5	4	3	2	1	9
D.	The quality of the City's website	5	4	3	2	1	9
E.	The quality of the City's newsletter	5	4	3	2	1	9
F.	The quality of the City's Facebook page	5	4	3	2	1	9
G.	The quality of the City's Twitter account	5	4	3	2	1	9
H.	The quality of the City's YouTube page	5	4	3	2	1	9
I.	The quality of the City's digital publications/magazines	5	4	3	2	1	9

18. Which of the following are your primary sources of information about City issues, services, and events?
[Check all that apply]

____(01) City newsletter - Inside Gardner
____(02) Kansas City Star
____(03) The Olathe News
____(04) The Gardner News
____(05) Television News
____(06) City website
____(07) GardnerEdge.com
____(08) Email notifications
____(09) Digital publications/magazines
____(10) Facebook
____(11) Twitter
____(12) YouTube
____(13) Other: _____

19. Which of the following ways would you prefer to receive information from the City of Gardner?

____(01) City newsletter - Inside Gardner
____(02) Neighborhood meetings
____(03) Local media
____(04) City website
____(05) Email notifications
____(06) Digital publications/magazines
____(07) Facebook
____(08) Twitter
____(09) YouTube
____(10) Other: _____

20. Have you done any of the following during the past year? [Check all that apply]

____(1) Called or written a City Council member
____(2) Attended a City Council meeting
____(3) Attended a neighborhood meeting
____(4) Read an article in the newspaper about the City
____(5) Read the City's newsletter
____(6) Accessed City website for information about the City

21. <u>City Leadership</u>. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

City Leadership		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
B.	Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
C.	Overall effectiveness of the City Administrator and appointed staff	5	4	3	2	1	9

22. Several reasons for deciding where to live are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Not Important," how important was each reason in your decision to live in Gardner? <u>THEN, please indicate if your needs are being met in Gardner</u>. [Please circle your answers]

	Reasons for Choosing a Community to Live in	Very Important	Somewhat Important	Not Sure	Not Important	Are your needs being met in Gardner? Yes	No
A.	Sense of community	4	3	2	1	A	B
B.	Quality of life	4	3	2	1	A	B
C.	Quality of public schools	4	3	2	1	A	B
D.	Low crime rate	4	3	2	1	A	B
E.	Employment opportunities in Gardner	4	3	2	1	A	B
F.	Close to jobs in other cities	4	3	2	1	A	B
G.	Access to highways	4	3	2	1	A	B
H.	Affordability of housing	4	3	2	1	A	B
I.	Quality of housing	4	3	2	1	A	B
J.	Retirement	4	3	2	1	A	B
K.	Overall cost of living is low	4	3	2	1	A	B
L.	Number of parks & trails	4	3	2	1	A	B
M.	Access to quality shopping	4	3	2	1	A	B
N.	Affordable shopping/merchandise	4	3	2	1	A	B

23. Using a scale from 1 to 5 where 5 means you "Like Very Much" and 1 means you "Dislike Very Much," please indicate how much you like the following aspects of new single family residential developments in Gardner.

	New Development	Like Very Much	Like	Neither Like or Dislike	Dislike	Dislike Very Much	Don't Know
A.	The overall appearance of housing units in new single family developments in Gardner	5	4	3	2	1	9
B.	Mixture of types of units and styles in new single family developments	5	4	3	2	1	9
C.	Cost of new housing units	5	4	3	2	1	9
D.	Locations of new subdivisions	5	4	3	2	1	9
E.	Spacing between houses in new developments	5	4	3	2	1	9
F.	Types of amenities in new developments, such as trails, parks, pools, etc.	5	4	3	2	1	9
G.	Number of through streets in new developments	5	4	3	2	1	9
H.	Width of streets in new developments	5	4	3	2	1	9
I.	Amount of on-street parking in neighborhoods	5	4	3	2	1	9
J.	Sidewalks in area	5	4	3	2	1	9
K.	Overall appearance of commercial/industrial development in Gardner	5	4	3	2	1	9

24. Would you be willing to pay more in taxes each year to fund projects that would improve the condition of City streets, sidewalks, and traffic flow in the City of Gardner?

___(1) Yes, willing to spend $80 more per year
___(2) Yes, willing to spend $40 more per year
___(3) Yes, willing to spend $20 more per year
___(4) No, not willing to pay more in taxes
___(9) Don't know

25. The 0.5% park & pool sales tax will expire in 2015. If the 0.5% sales tax is renewed, where would you prefer the money to be spent?

___(1) Street maintenance
___(2) Economic development (new businesses & jobs)
___(3) Split between both options
___(9) Don't know

DEMOGRAPHICS

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

____(1) Less than 5 years
____(2) 5-10 years
____(3) 11-20 years
____(4) More than 20 years

27. How many people (counting yourself), in your household are:

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

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

29. What is the age of your current home? _____ years

30. Where did you live prior to moving to Gardner?

___(1) A rural community
___(2) A larger suburb or urban area outside the Kansas City area
___(3) Another part of the Kansas City area
Which city? _____
___(4) Nowhere, I am a native of Gardner

31. Which intersections or traffic areas in the City of Gardner are your biggest concerns?

_____

32. What is your age? _____years

33. 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) More than $100,000

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

____(1) Employed outside the home
Where do you work?
___(1) In Gardner
___(2) New Century Air Center
___(3) Elsewhere in Johnson County, KS
___(4) Wyandotte, County, KS
___(5) Kansas City, MO
___(6) Elsewhere in MO
___(7) Elsewhere in KS
____(2) Employed in the home
____(3) Student
____(4) Retired
____(5) Not currently employed outside the home
If unemployed, but not by choice, how long have you been unemployed?
_____ months or _____ years

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

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thanks