

2023 City of Shawnee Community Survey Findings Report

Presented to the City of Shawnee,
Oklahoma

May 2023



ETC
INSTITUTE

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Executive Summary

2023 City of Shawnee Community Survey Executive Summary



Purpose

ETC Institute administered a community survey for the City of Shawnee in February and March of 2023. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of services. The information gathered from the survey will be used to help the City improve existing programs and services and help determine long-range planning and investment decisions. This is the first community survey ETC Institute has administered for the City of Shawnee.

Methodology

A seven-page survey was mailed to a random sample of households in the City. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey, encouraged residents to return their surveys in the mail, and provided a link to an online survey for those that preferred to complete the survey on the internet.

The goal was to receive at least 400 completed surveys. This goal was met, with a total of 431 households completing a survey. The results for the random sample of 431 households have a 95% level of confidence with a precision of at least +/- 4.7%.

Interpretation of "Don't Know" Responses. The percentage of "don't know" responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of "don't know" responses often reflects the utilization and awareness of City services, the percentage of "don't know" responses has been included in the tabular data in Section 4 of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results of the survey (Section 1)
- benchmarking data that show how the results for the City of Shawnee compare to residents in other communities (Section 2)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

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Overall Ratings of the City

Forty-seven percent (47%) of the residents surveyed, *who had an opinion*, rated Shawnee as an “excellent” or “good” place to live; 33% rated the City as “average,” and 20% rated the City as a “below average” or “poor” place to live. Forty-three percent (43%) of residents surveyed *who had an opinion* rated Shawnee “excellent” or “good” as a place they are proud to call home.

Perceptions of the City

Forty-four percent (44%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of life in Shawnee; 29% were “neutral” and 27% were “dissatisfied” or “very dissatisfied” with quality of life in the City.

Overall Satisfaction with City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: quality of fire services (80%), quality of police services (56%), efforts to ensure the city is prepared for emergencies (53%), and quality of trash and recycling services (51%).

Based on the sum of their top three choices, the major categories of City services that residents thought should receive the most emphasis over the next two years were: 1) maintenance of City streets and sidewalks, 2) flow of traffic and congestion management, and 3) quality of water and sewer services. Additionally, nearly two-thirds (66%) of the residents surveyed are in favor of the City spending additional taxpayer money to support the priorities they identified as most important.

Satisfaction with Specific City Services

Police Services/Emergency Management/Animal Welfare. The highest levels of satisfaction with police related services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: 9-1-1 service provided by operators (68%), how quickly police respond to emergencies (62%), and overall quality of City police protection (60%).

Fire Services. The highest levels of satisfaction with fire services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: overall quality of fire services (91%) and how quickly fire services personnel respond to emergencies (91%).

Based on the sum of their top three choices, the public safety services that residents thought should receive the most emphasis over the next two years were: 1) efforts to prevent crime, 2) visibility of police in neighborhoods, and 3) quality of City police protection. Sixty-one percent (61%) of residents are in favor of the City spending additional taxpayer money to support the priorities they identified as most important.

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Parks and Recreation. The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: ease of access to City parks (67%), quality of maintenance of Shawnee parks (57%), quality of facilities at Shawnee parks (46%), and quality of outdoor aquatic facilities in Shawnee (42%).

Based on the sum of their top three choices, the parks and recreation services that residents thought should receive the most emphasis over the next two years were: 1) quality of facilities at Shawnee parks, 2) quality of maintenance of Shawnee parks, and 3) number of walking/biking trails in Shawnee. Sixty-one percent (61%) of residents are in favor of the City spending additional taxpayer money to support the priorities they identified as most important.

Streets and Traffic. The highest levels of satisfaction with streets and traffic, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: visibility of pavement markings and street signs (38%), timing of traffic signals (35%), mowing/tree trimming along sidewalks and streets (33%), and condition of neighborhood streets (32%).

Based on the sum of their top three choices, the categories of streets and traffic that residents thought should receive the most emphasis over the next two years were: 1) condition of major streets, 2) condition of neighborhood streets, and 3) quality of roadway repair. Sixty-seven percent (67%) of residents are in favor of the City spending additional taxpayer money to support the priorities they identified as most important.

Trash Services and Water/Sewer Utilities. The highest levels of satisfaction with trash services and water/sewer utilities, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: residential trash collection (69%), quality of water pressure in the home or business (56%), and bulk item pick-up/removal (51%).

Code Enforcement. The highest levels of satisfaction with code enforcement services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: enforcing sign regulations (28%), enforcing exterior maintenance of commercial/business property (26%), and City efforts to remove abandoned/inoperative vehicles (24%).

Based on the sum of their top three choices, the code enforcement services that residents thought should receive the most emphasis over the next two years were: 1) enforcing clean-up of junk/debris on private property, 2) removal or demolition of dilapidated structures, and 3) enforcing mowing/cutting of weeds/grass on private property. Fifty-three percent (53%) of residents are in favor of the City spending additional taxpayer money to support the priorities they identified as most important.

Public Information Services. The highest levels of satisfaction with public information services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: quality of City social media outlets (30%), quality of the City website (29%), and availability of information about governmental services/activities (27%).

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Executive Summary



Customer Service. Thirty-eight percent (38%) of respondents indicated they had contacted the City with a question, problem, or complaint during the past year. Of those who contacted the city, the highest levels of satisfaction with customer service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: courteousness of staff (58%) and how quickly staff responded to requests (45%).

Other Findings

- Sixty-seven percent (67%) of residents overall feel “very safe” or “safe” walking alone in their neighborhood during the day; 61% feel safe in business areas of the City during the day, and 57% of residents feel safe in other public areas of the City.
- The most frequently mentioned sources that residents use to get information about the City are: Facebook (62%), the City website (38%), and water bill inserts (36%).
- When asked about their satisfaction with various establishments and opportunities in Shawnee, 47% *who had an opinion* were “very satisfied” or “satisfied” with the quality of businesses/service establishments, and 47% were satisfied with shopping opportunities in Shawnee.
- Ninety-three percent (93%) of residents *who had an opinion* indicated safety and security was “very important” or “important” in their decision to live in Shawnee. Other reasons that respondents indicated were “very important” or “important” were: affordability of housing (84%), types of housing (82%), quality of public schools (82%), and employment opportunities (75%).
- Based on the sum of their top three choices, the City projects and initiatives that residents thought were most important were: 1) implementing sustainable solutions to reduce homelessness, 2) maintaining and improving water system infrastructure, and 3) maintaining and improving roadway infrastructure.

2023 City of Shawnee Community Survey Executive Summary



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.

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

- Maintenance of city streets and sidewalks (I-S Rating = 0.5273)
- Flow of traffic and congestion management (I-S Rating = 0.2827)
- Quality of water and sewer services (I-S Rating = 0.2133)
- Enforcement of city codes and ordinances (I-S Rating = 0.2102)

The table below shows the Importance-Satisfaction rating for all 10 major categories of City services that were rated.

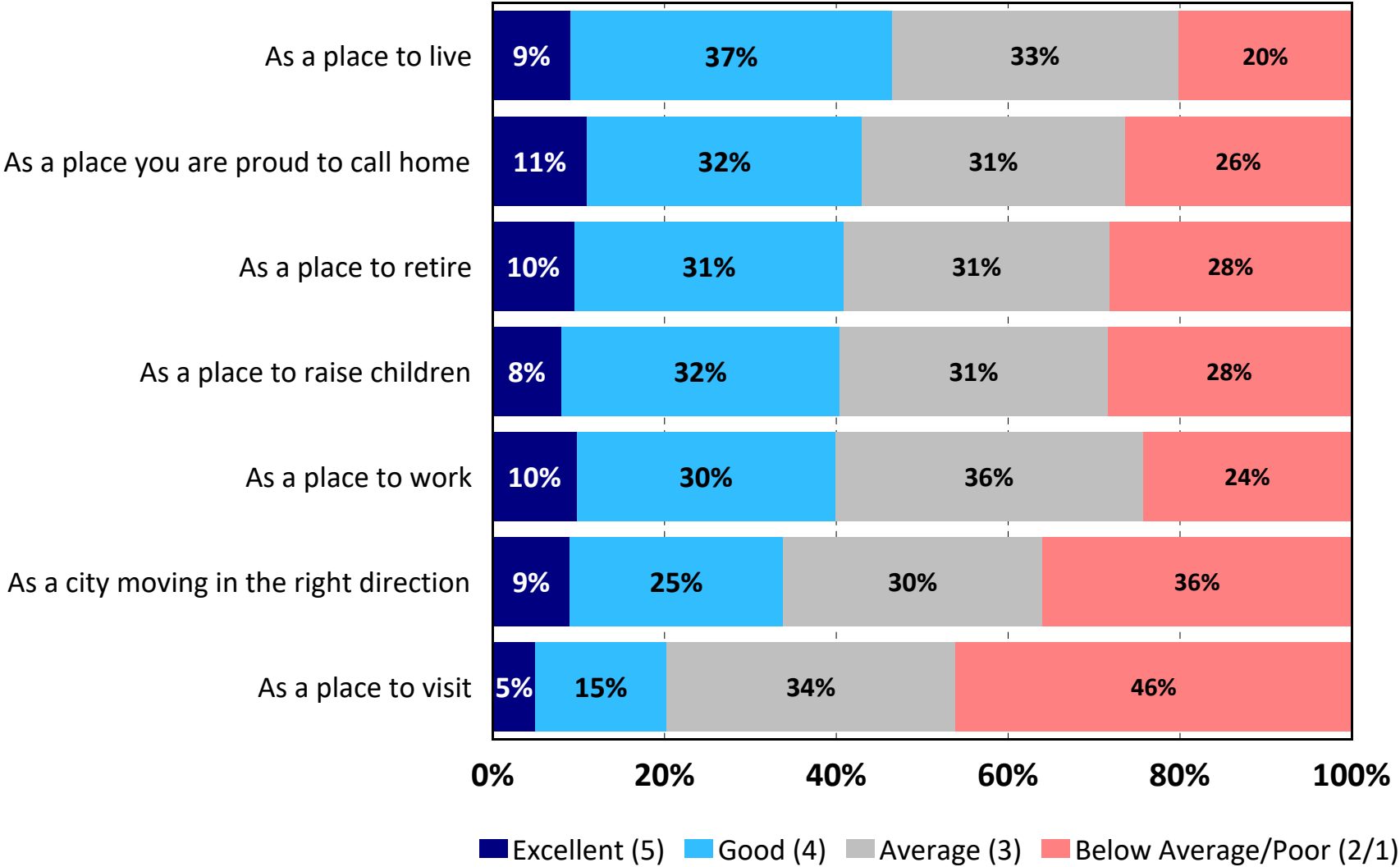
Importance-Satisfaction Rating						
City of Shawnee, OK						
Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of city streets and sidewalks	65%	1	19%	10	0.5273	1
Flow of traffic and congestion management	40%	2	29%	9	0.2827	2
Quality of water and sewer services	34%	3	38%	6	0.2133	3
Enforcement of local codes and ordinances	30%	5	30%	8	0.2102	4
High Priority (IS .10 - .20)						
Quality of parks & recreation programs/facilities	25%	6	41%	5	0.1483	5
Quality of police services	30%	4	56%	2	0.1353	6
Medium Priority (IS <.10)						
Efforts to ensure city is prepared for emergencies	19%	7	53%	3	0.0885	7
Quality of customer service provided	13%	9	34%	7	0.0841	8
Quality of trash and recycling services	15%	8	51%	4	0.0733	9
Quality of fire services	8%	10	80%	1	0.0154	10



Charts and Graphs

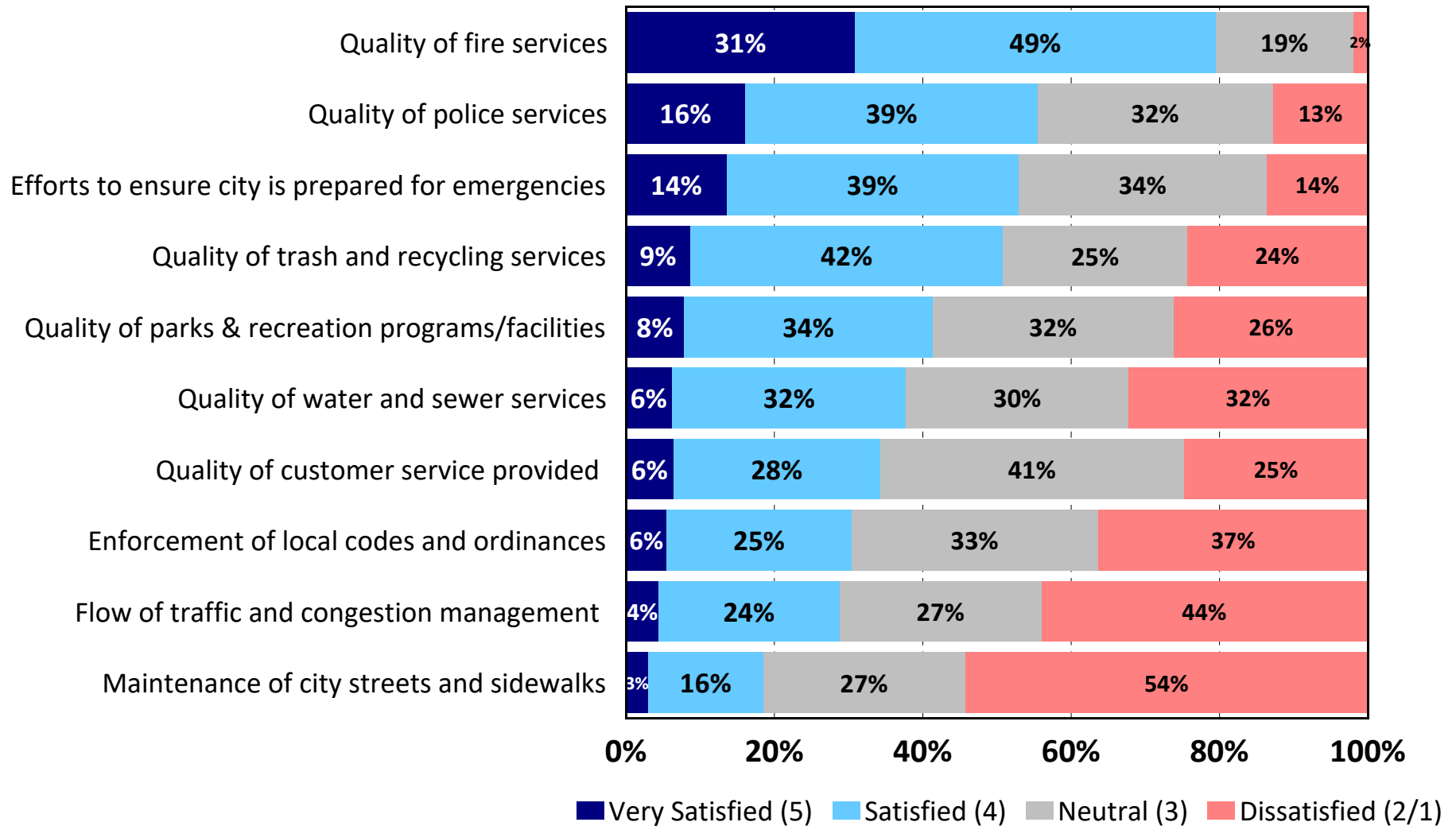
Q1. Overall Ratings of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



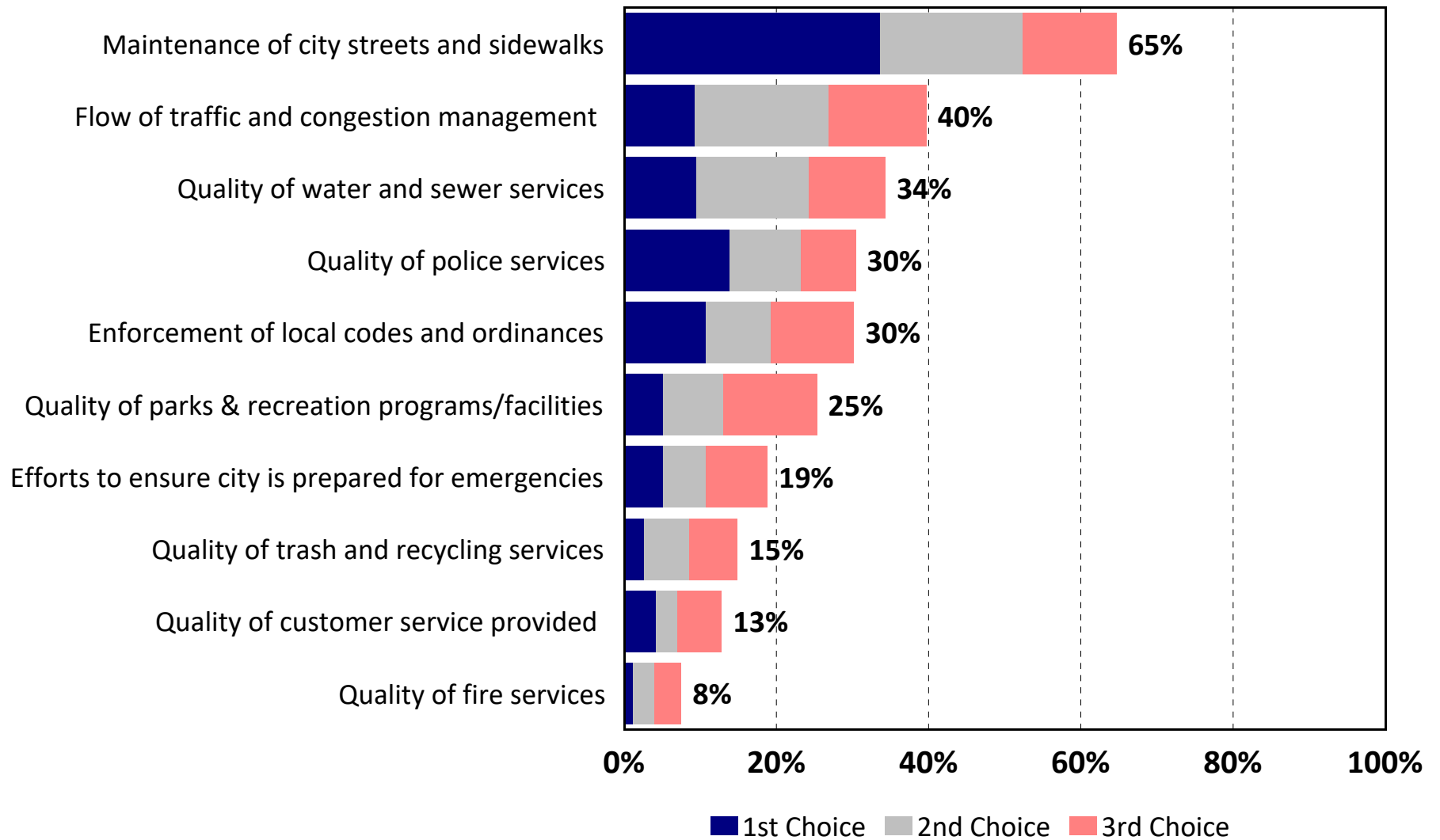
Q2. Overall Satisfaction with Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



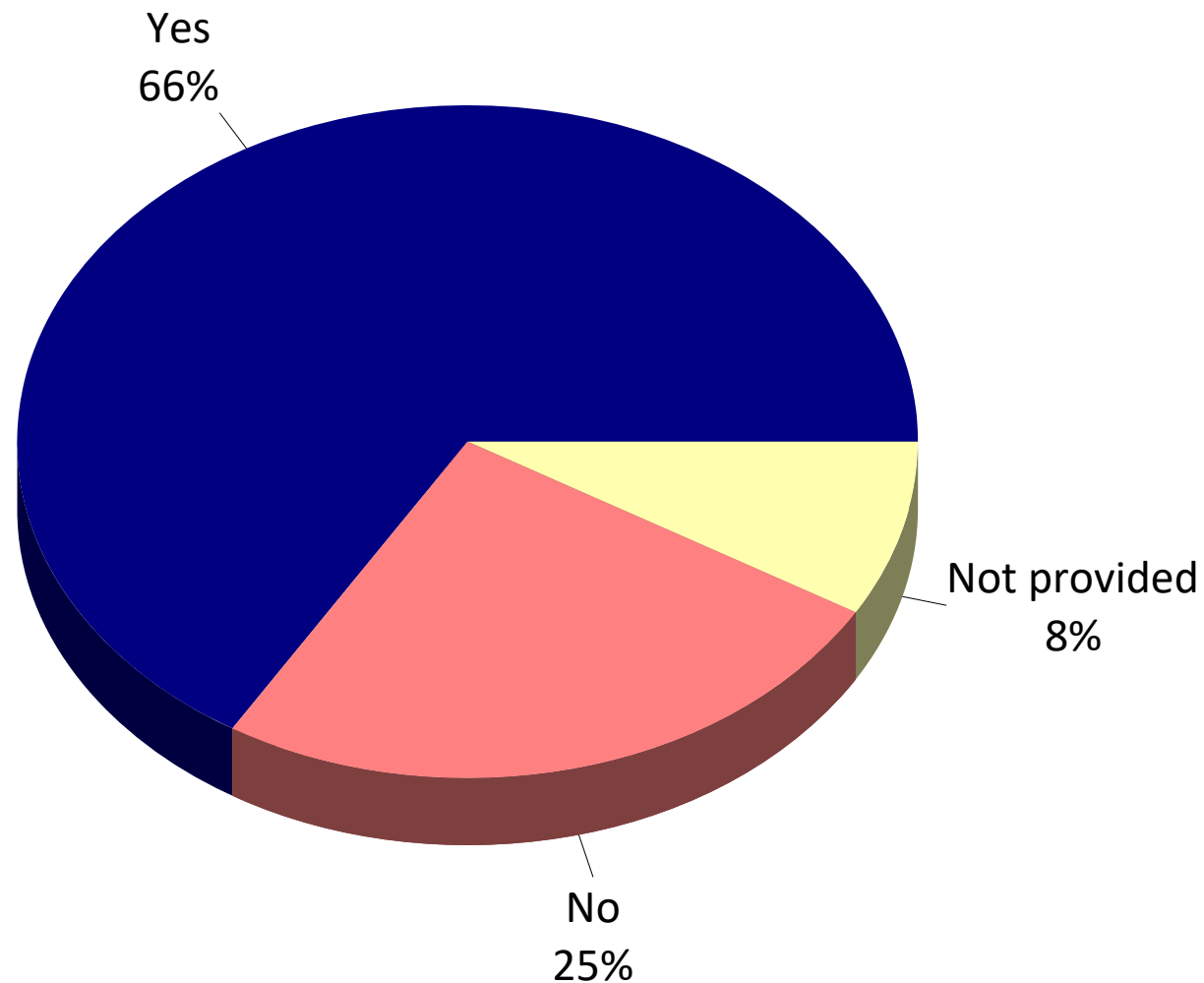
Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years

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



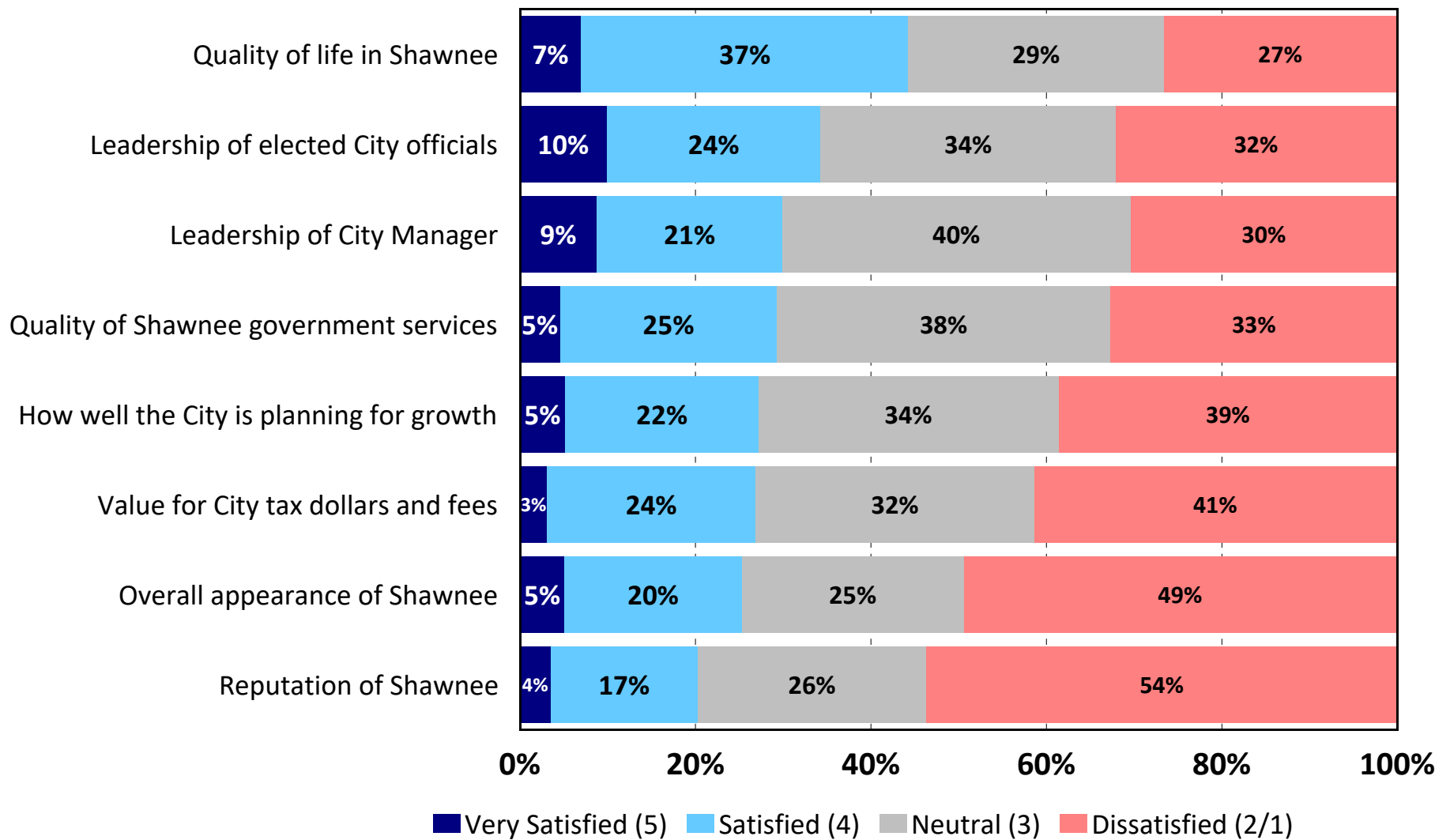
Q4. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 3?

by percentage of respondents



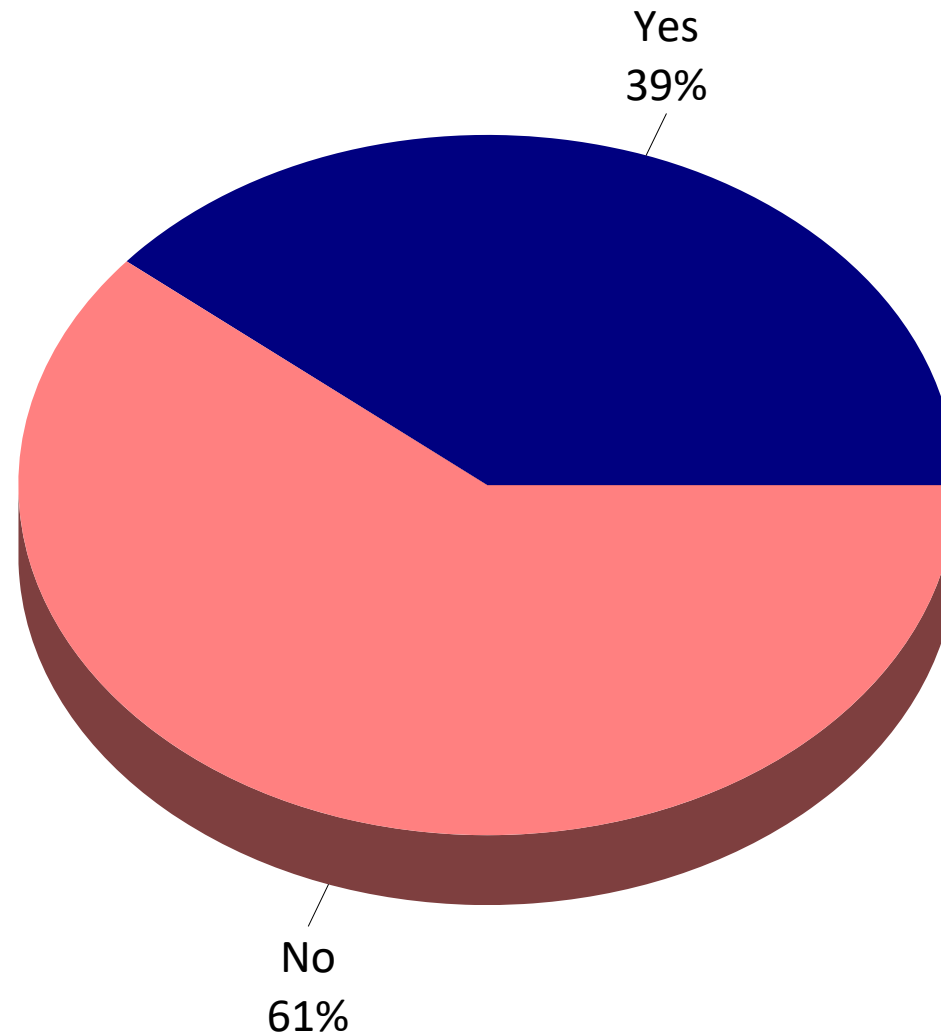
Q5. Satisfaction with Items That Influence Residents' Perception of the Community

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



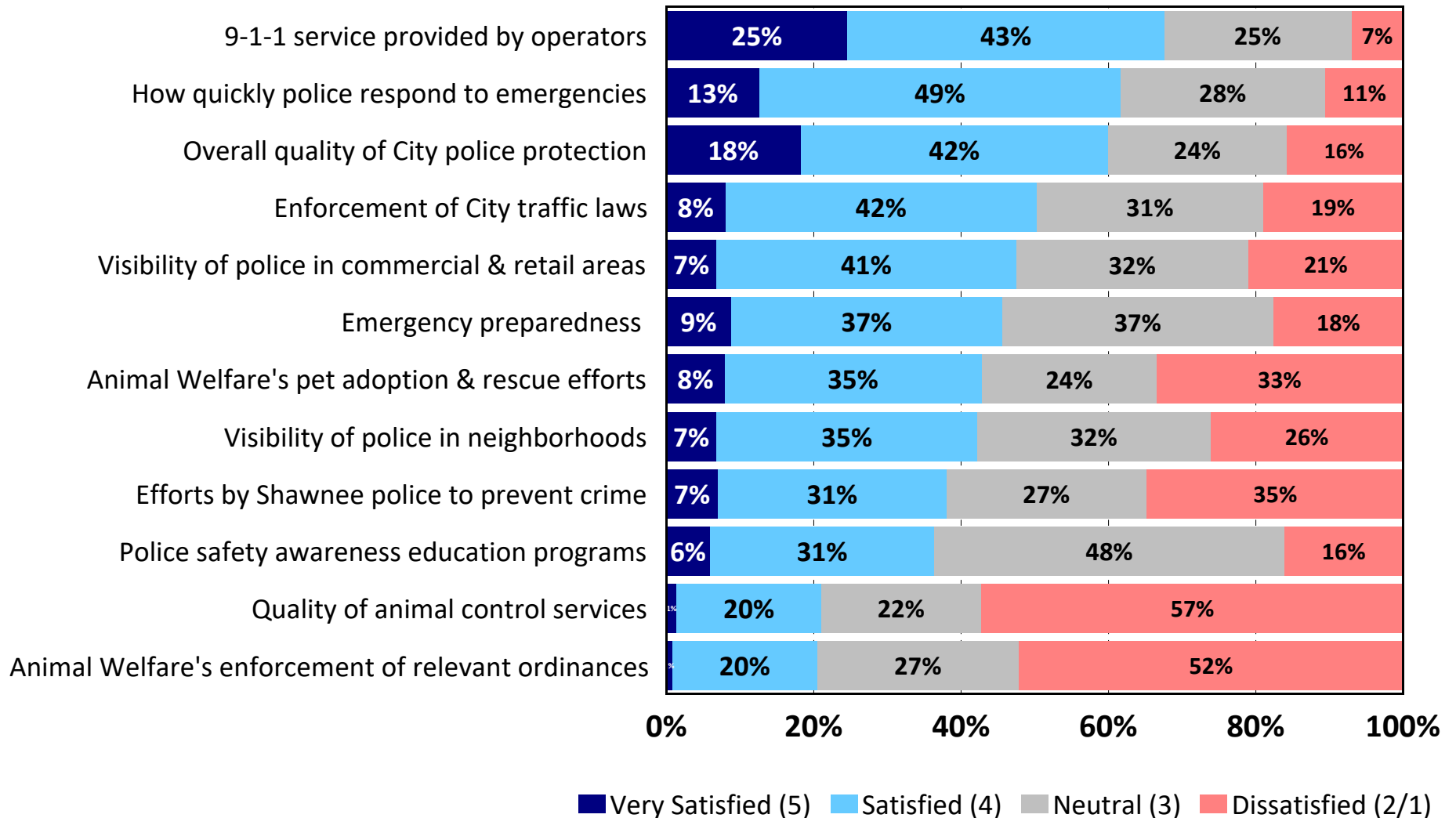
Q6. Have you or anyone in your family had contact with the Shawnee Police Department in the last 12 months?

by percentage of respondents (excluding "not provided")



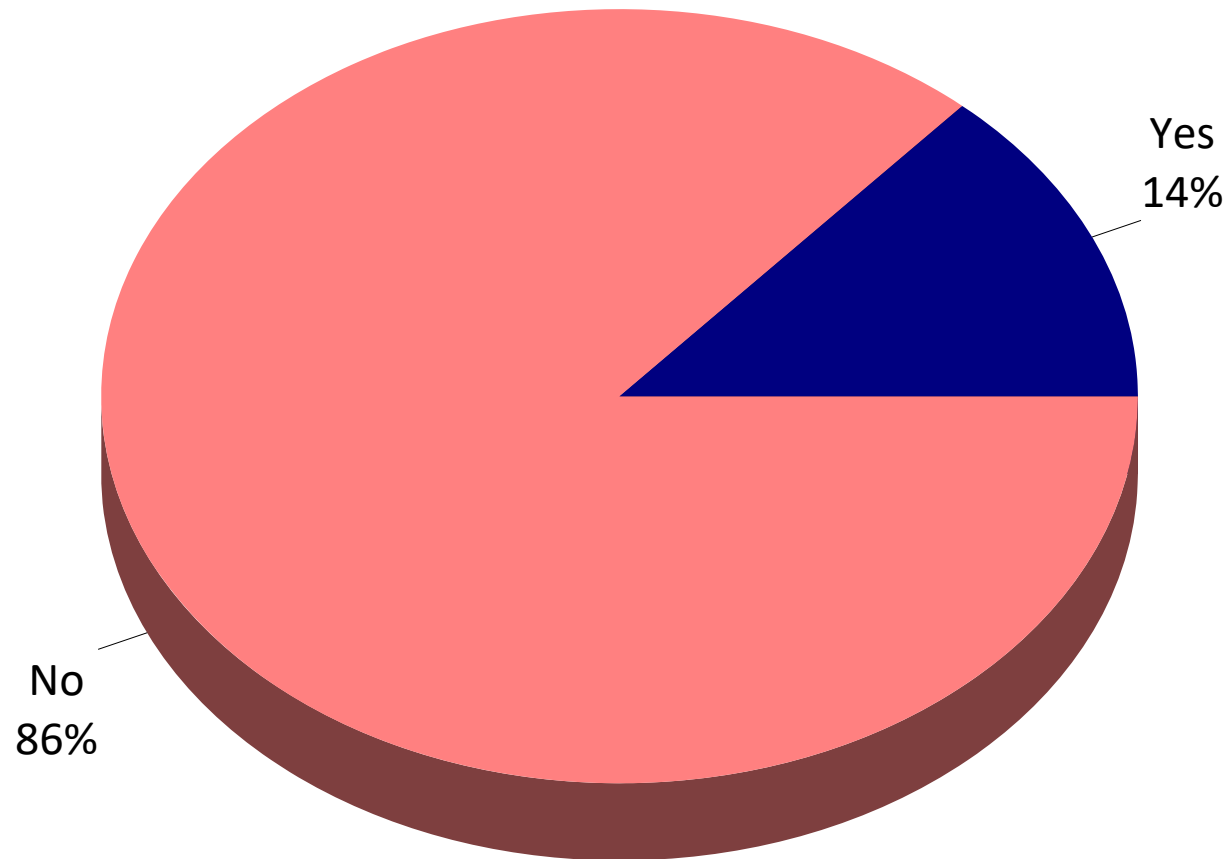
Q6a. Satisfaction with Police Services/Emergency Management/Animal Welfare

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



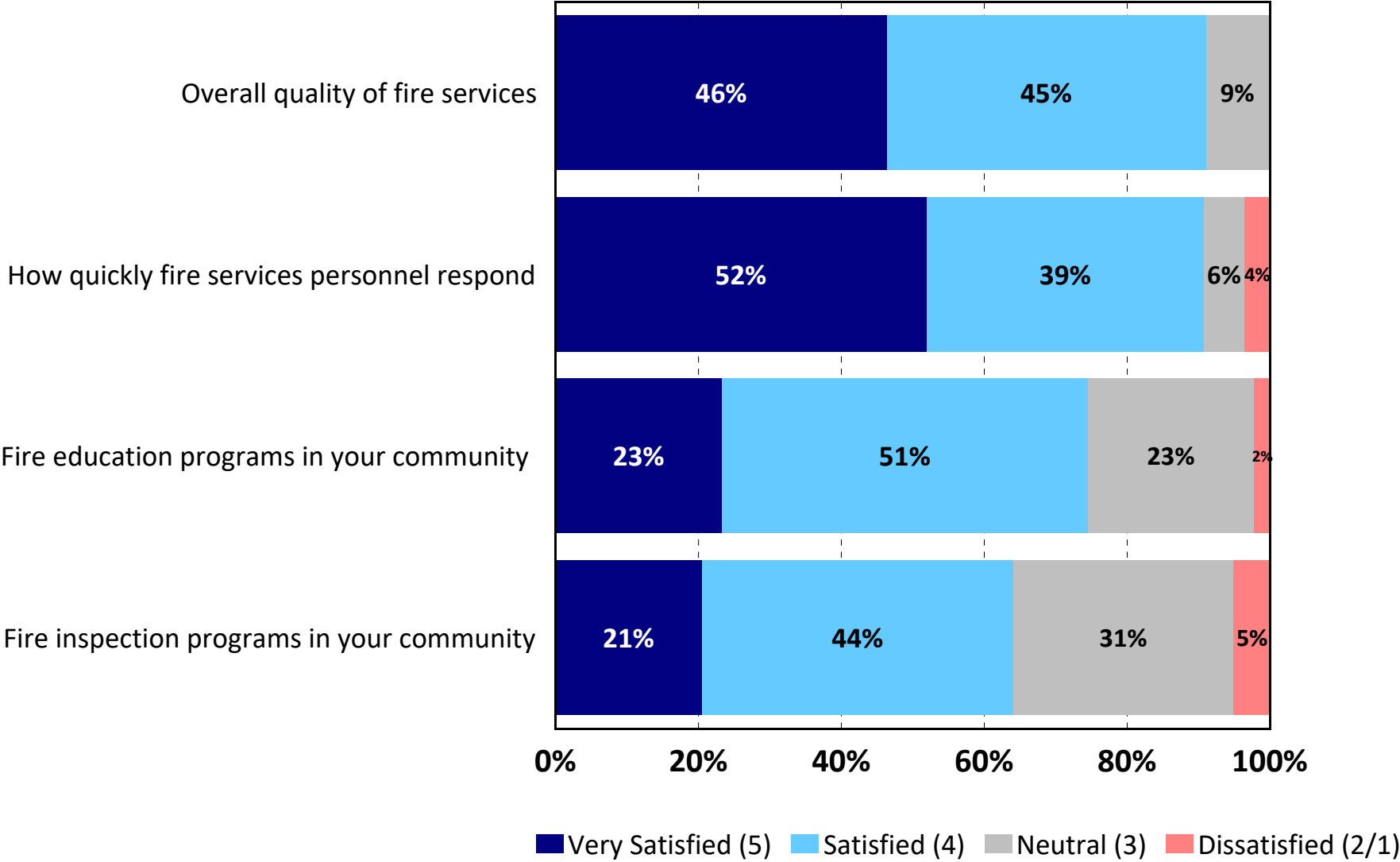
Q7. Have you or anyone in your family had contact with the Shawnee Fire Department in the last 12 months?

by percentage of respondents (excluding "not provided")



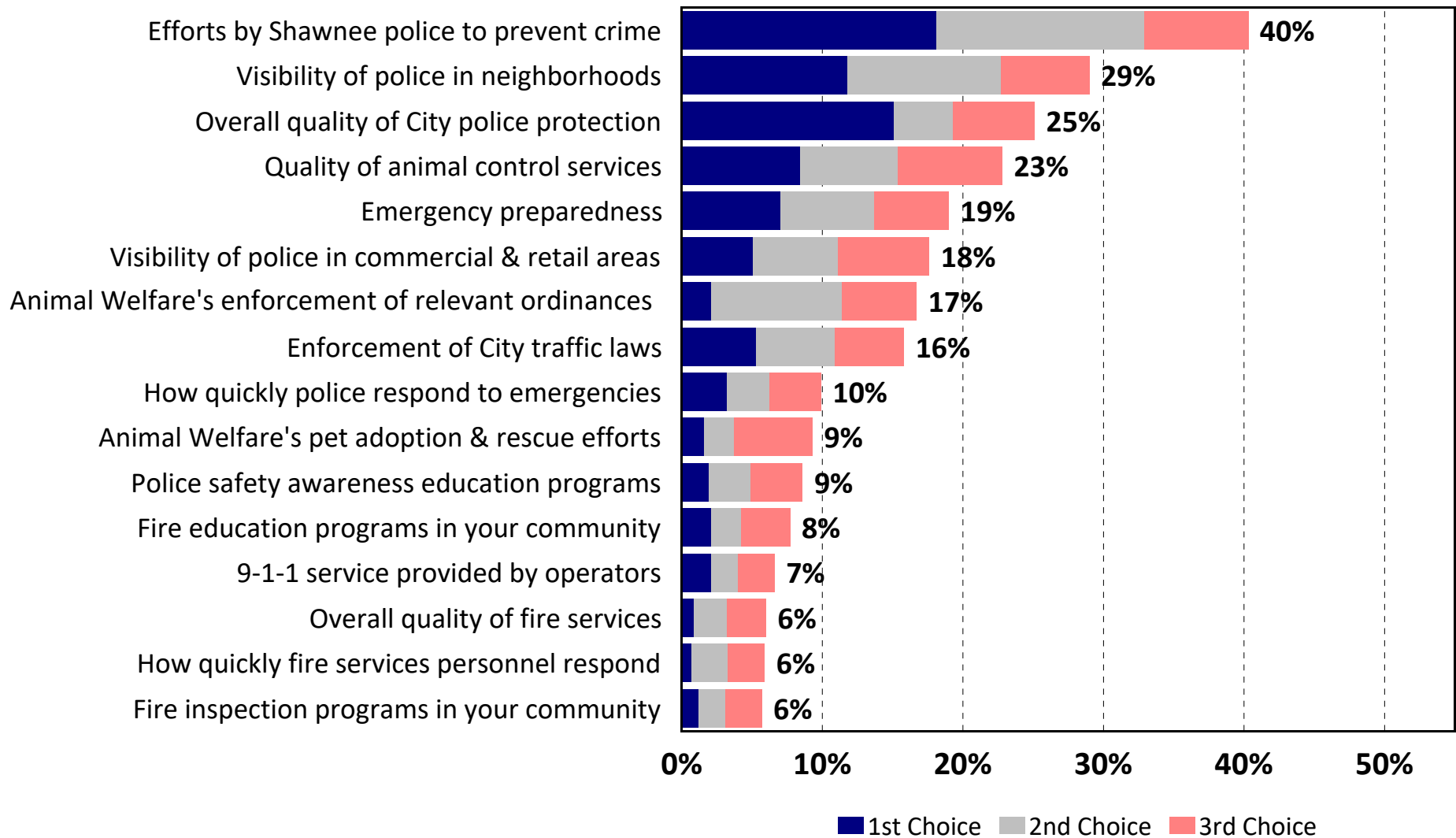
Q7a. Satisfaction with Fire Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



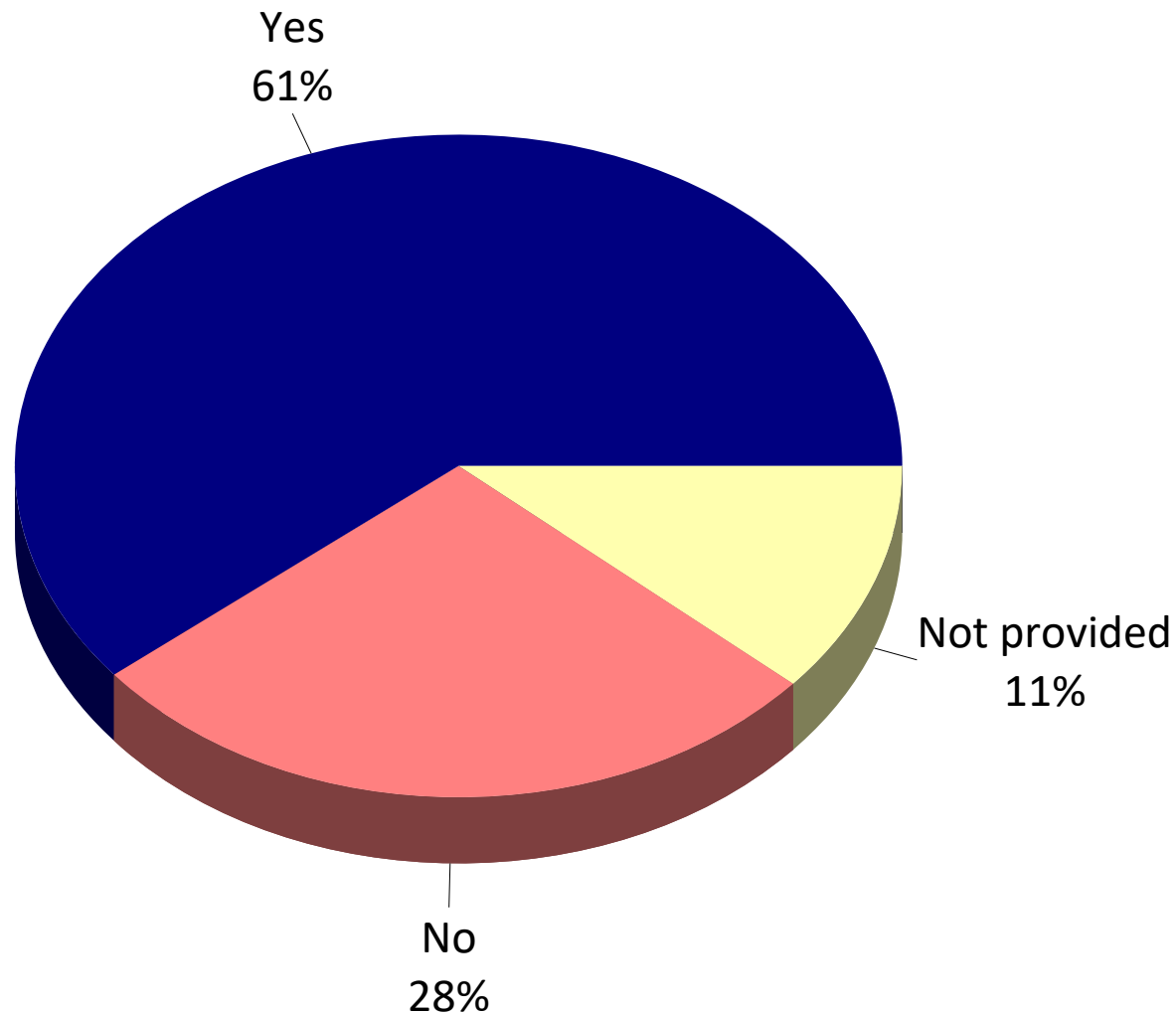
Q8. Public Safety Services That Should Receive the Most Emphasis Over the Next Two Years

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



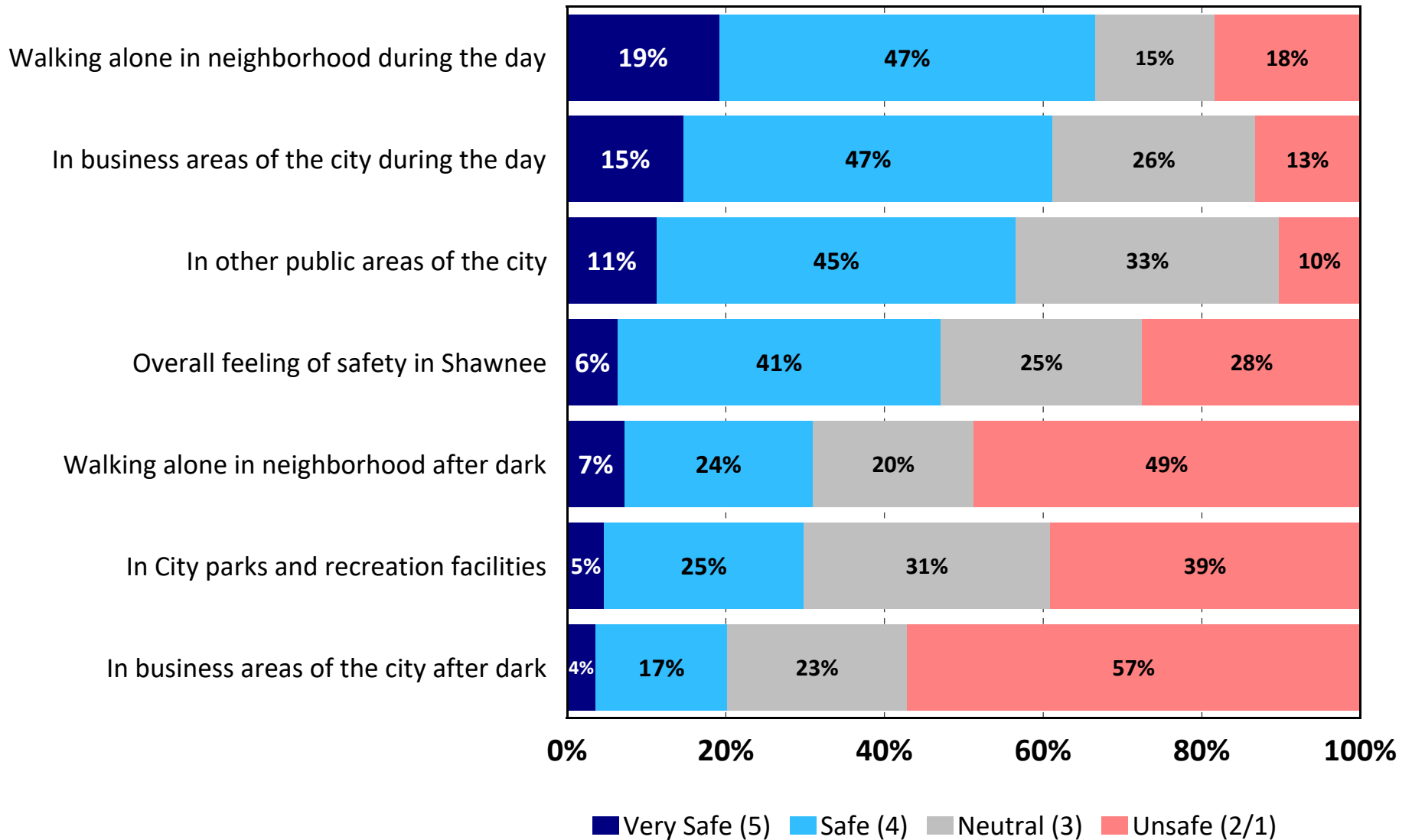
Q9. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 8?

by percentage of respondents



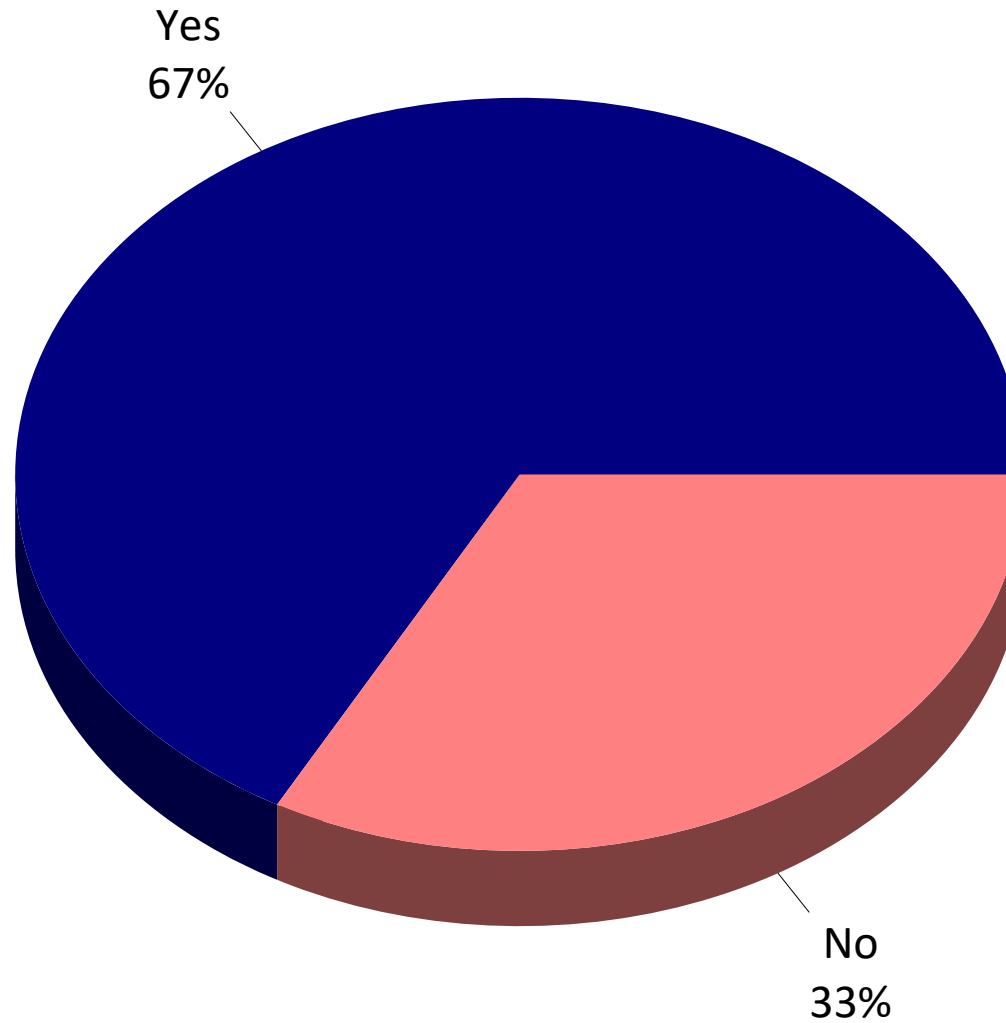
Q10. Perceptions of Safety in the Following Situations

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



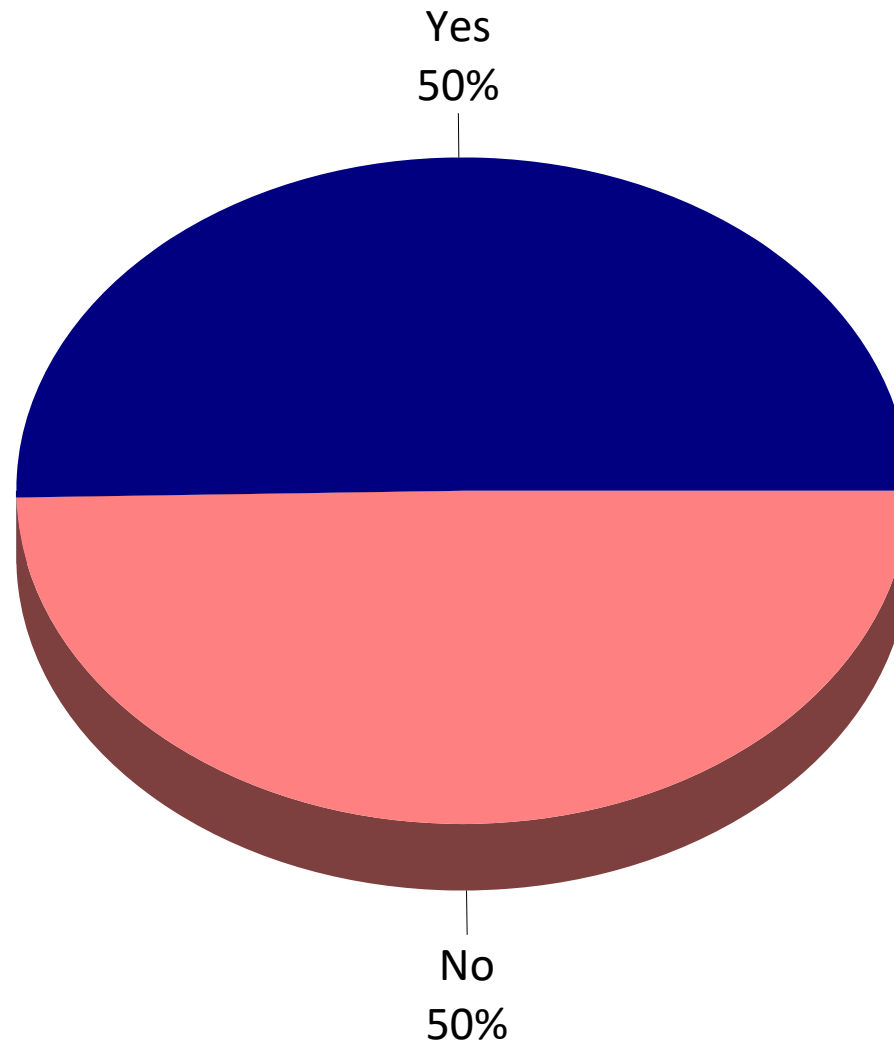
Q11. Have you or anyone in your family visited a Shawnee park or recreational facility in the last 12 months?

by percentage of respondents (excluding "not provided")



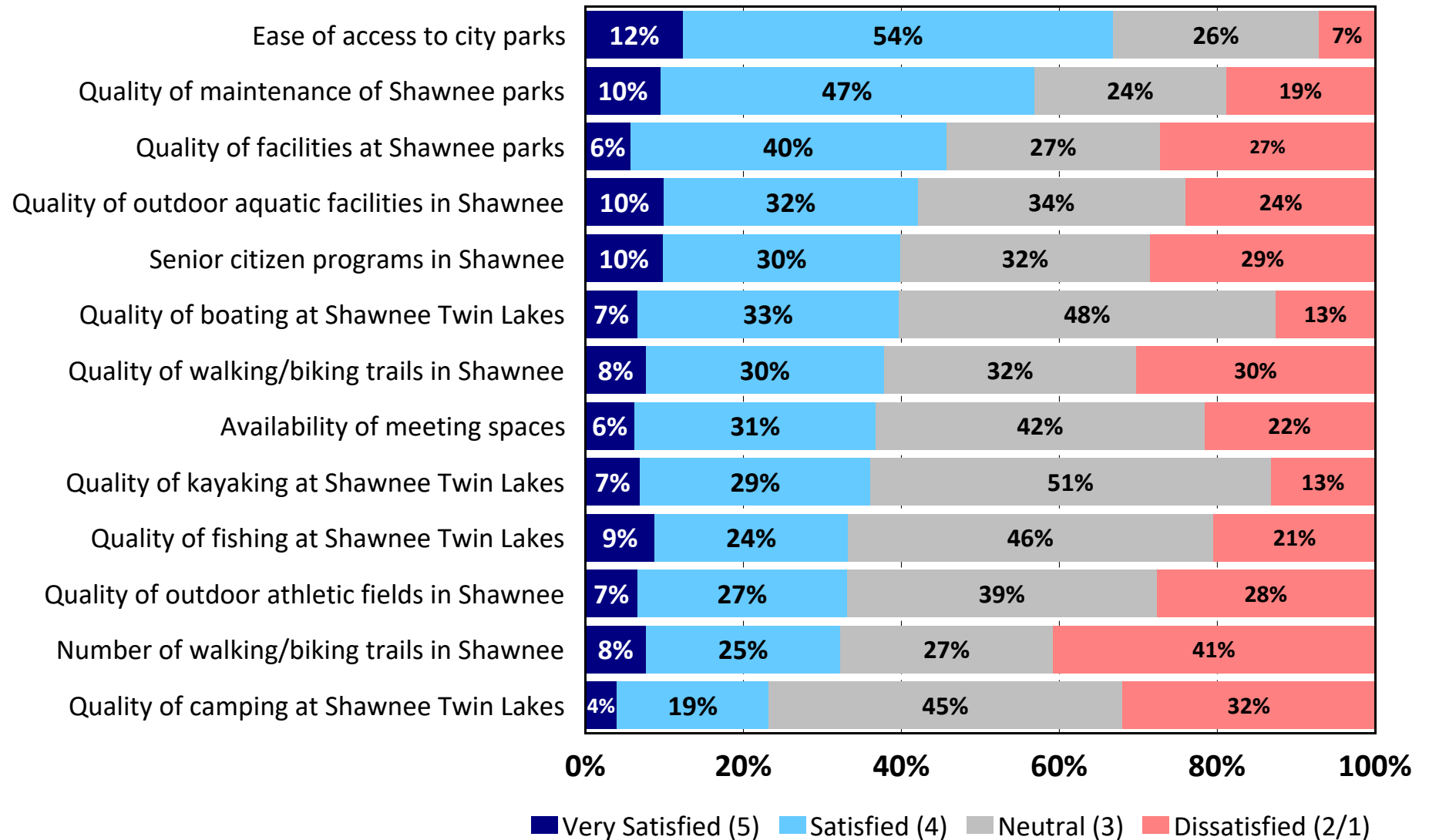
Q11a. Have you or anyone in your family visited Shawnee Twin Lakes in the last 12 months for recreational purposes?

by percentage of respondents who answered "yes" to Question 11



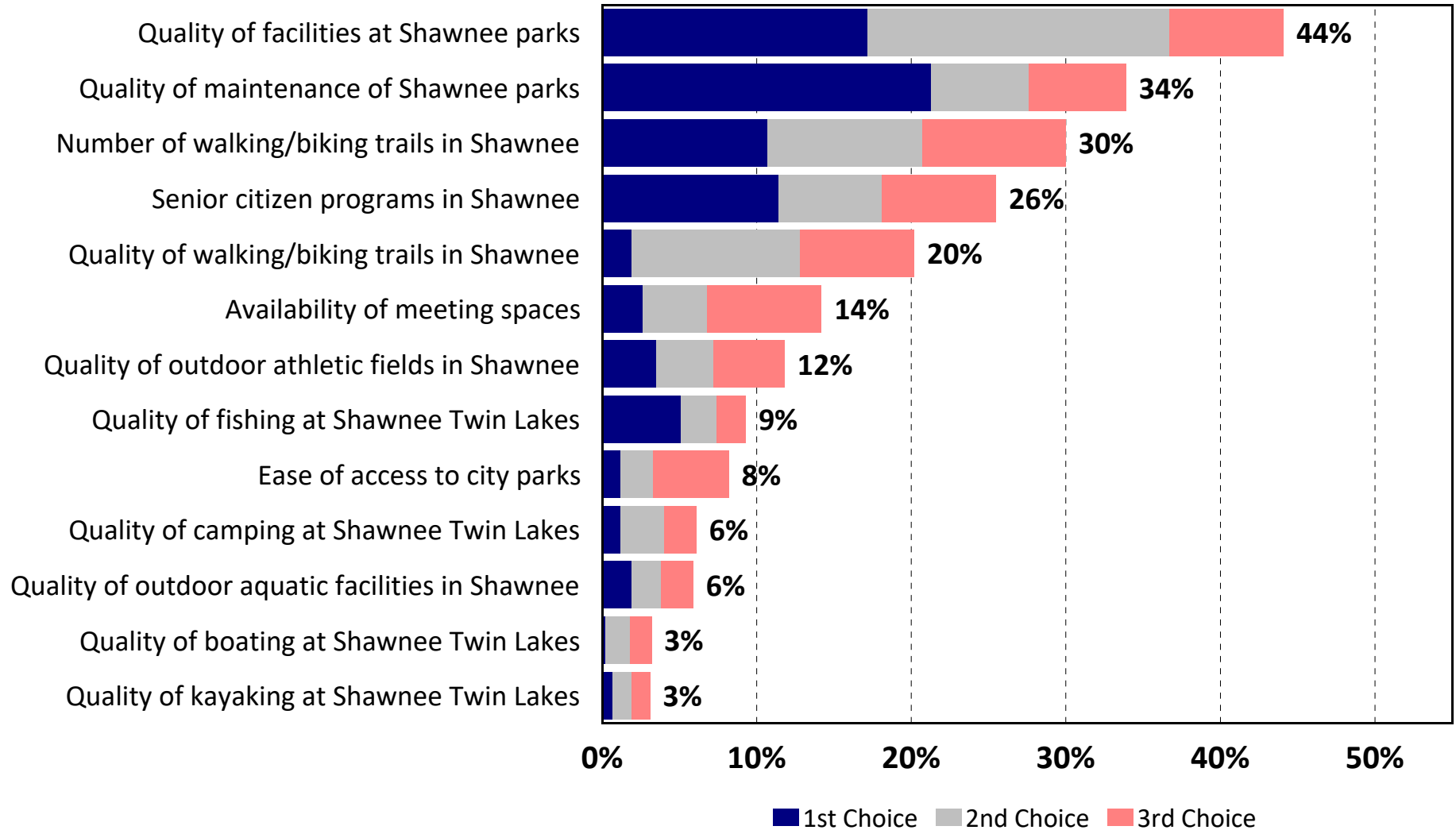
Q11b. Satisfaction with Parks and Recreation

by percentage of respondents who answered “yes” to Question 11 and rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



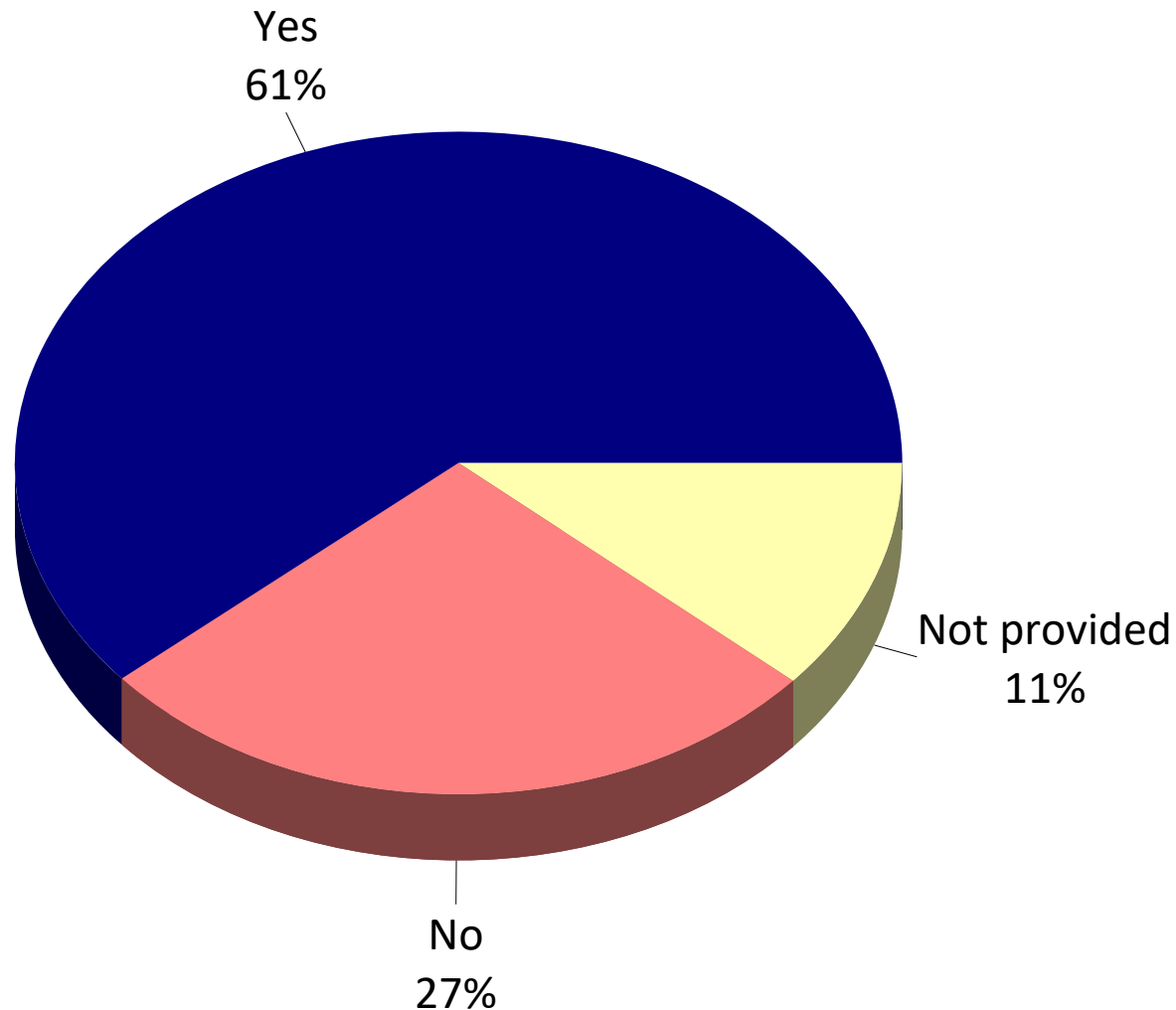
Q12. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



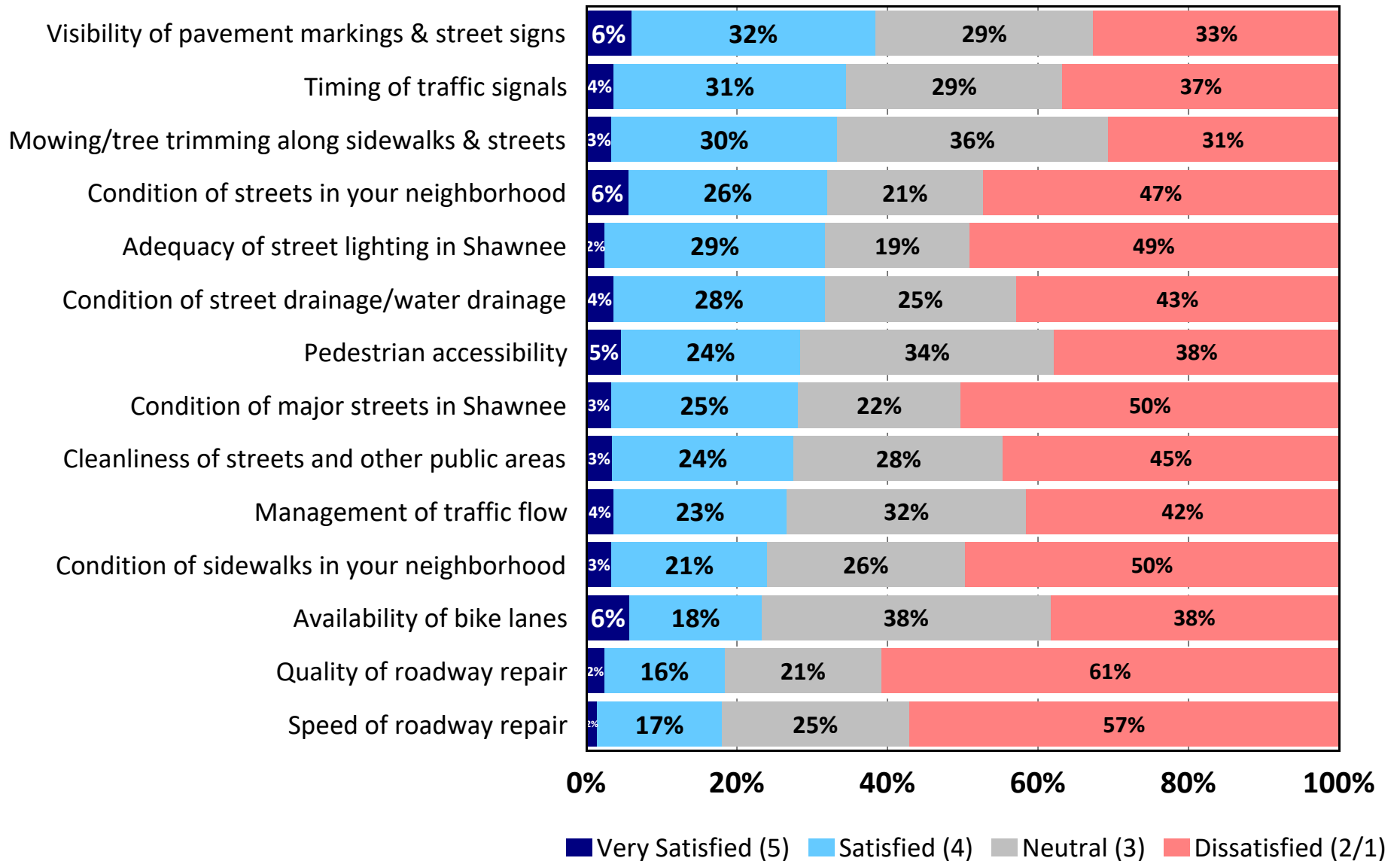
Q13. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 12?

by percentage of respondents



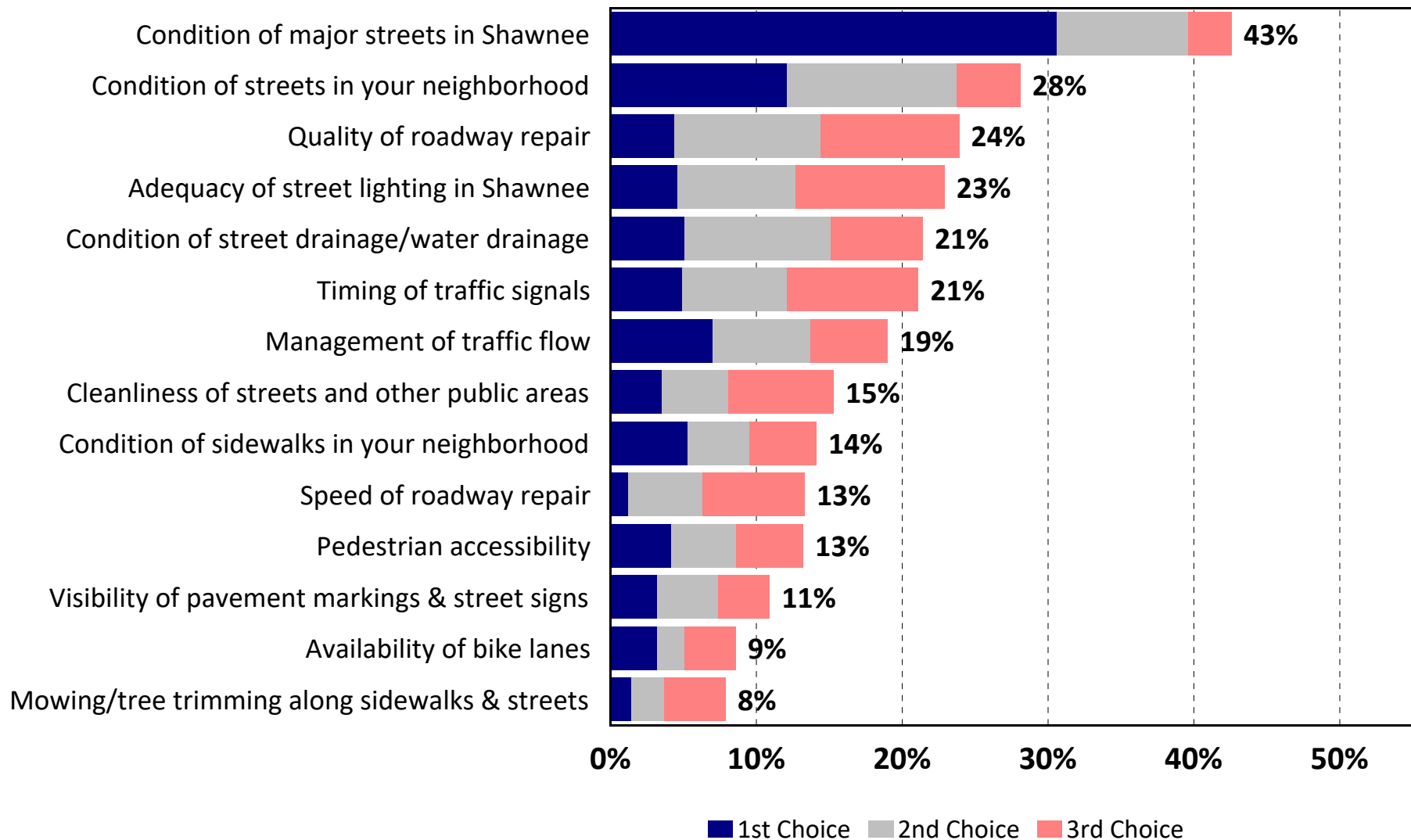
Q14. Satisfaction with Streets and Traffic

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



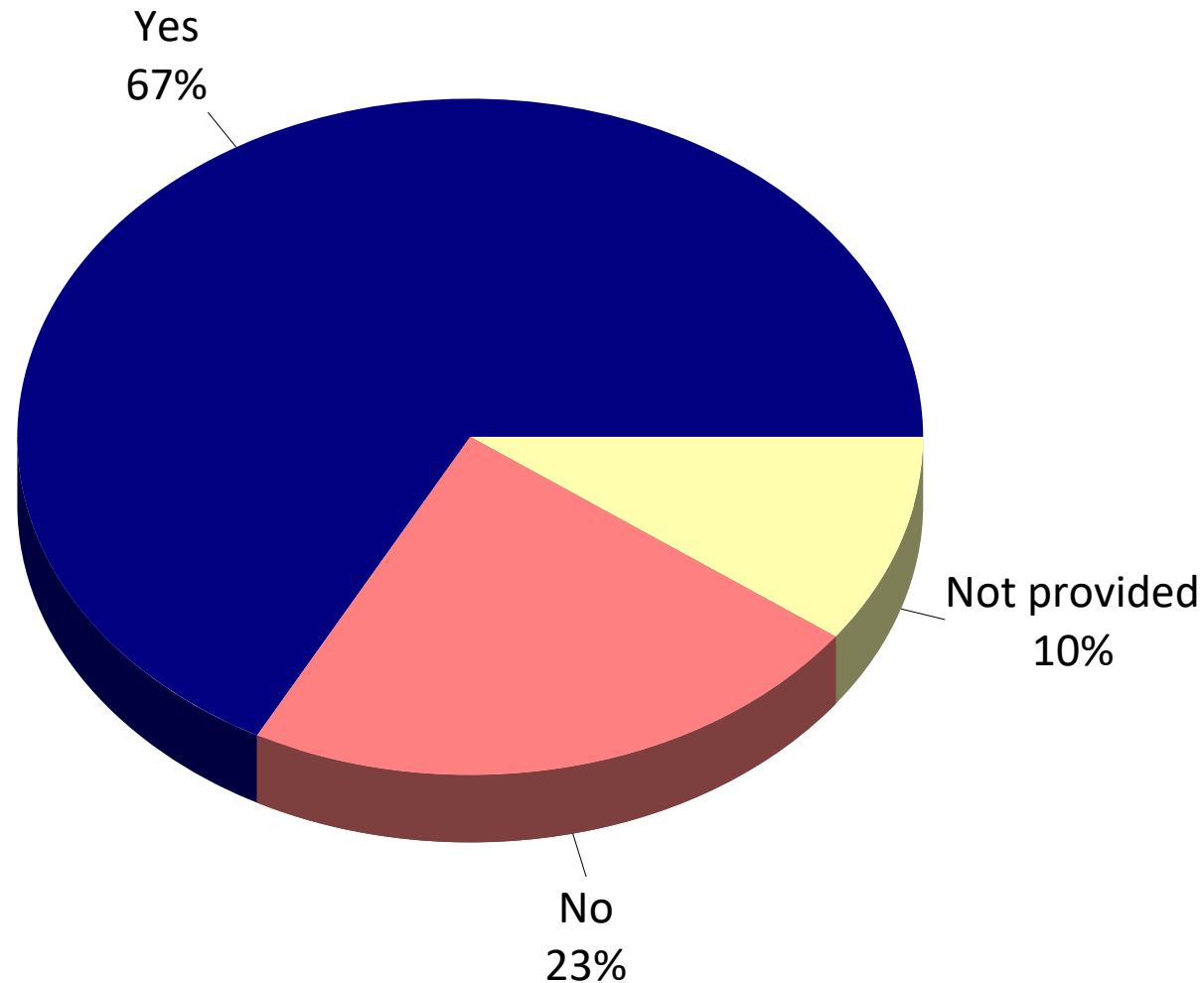
Q15. Categories of Streets and Traffic That Should Receive the Most Emphasis Over the Next Two Years

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



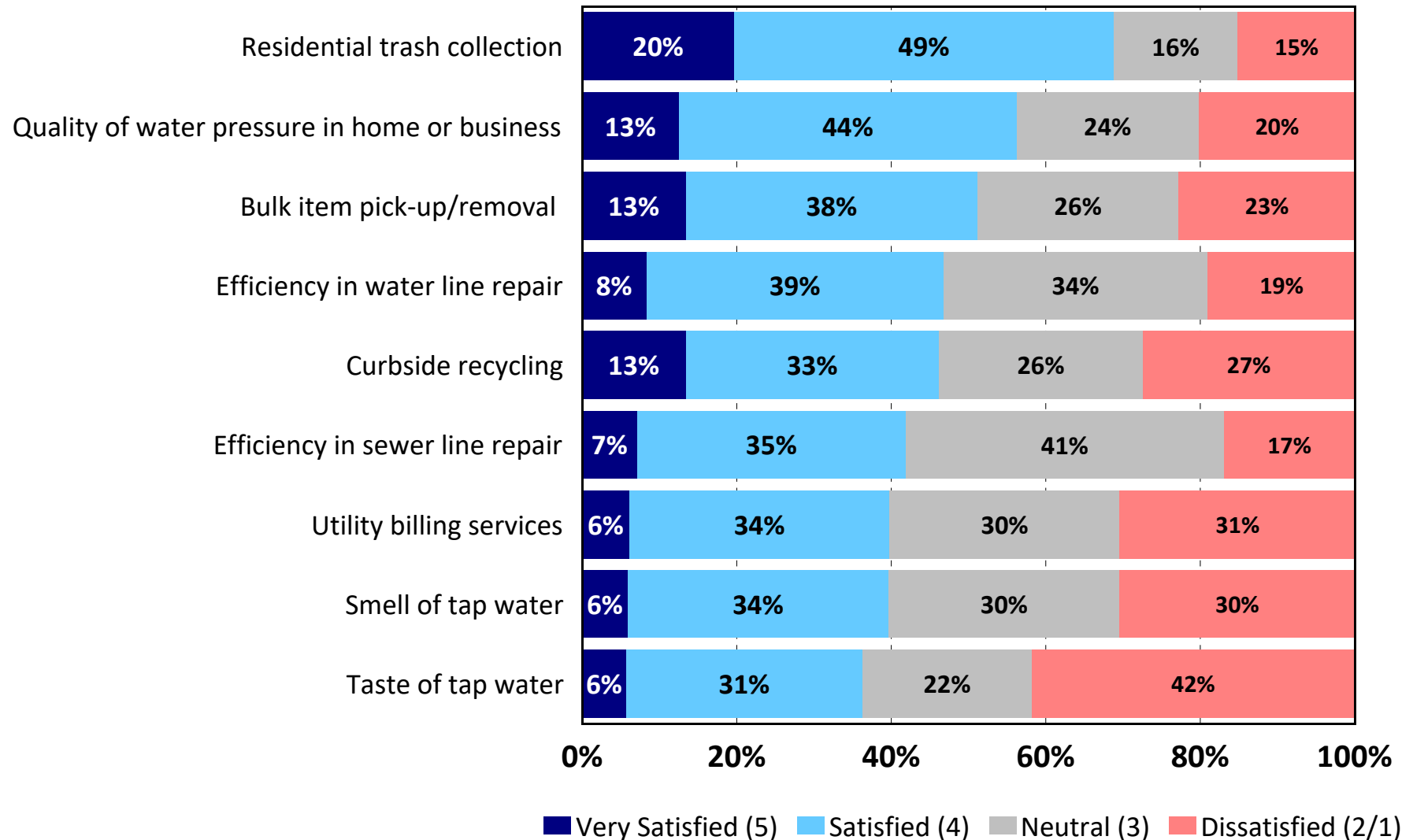
Q16. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 15?

by percentage of respondents



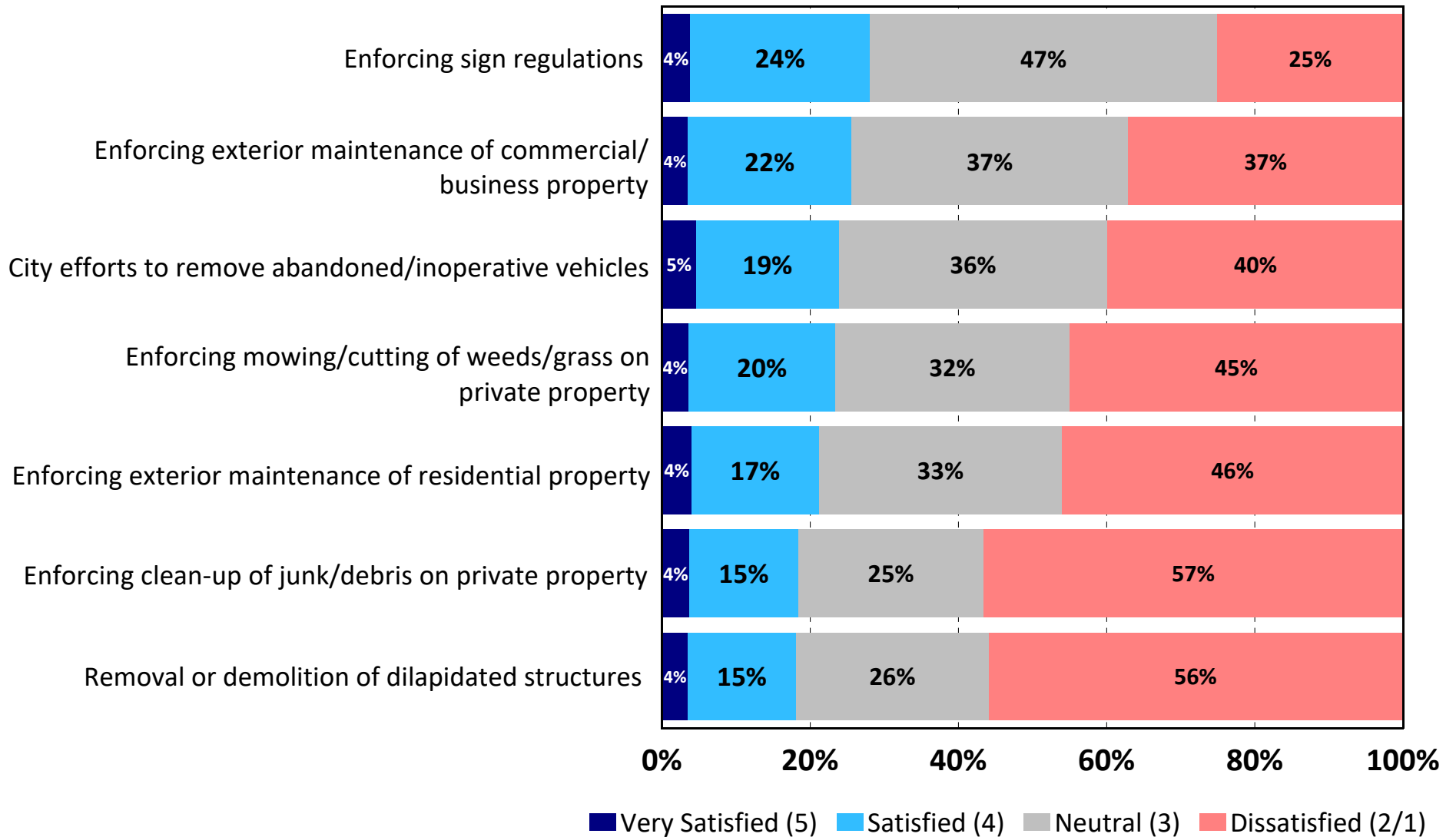
Q17. Satisfaction with Trash Services and Water/Sewer Utilities

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



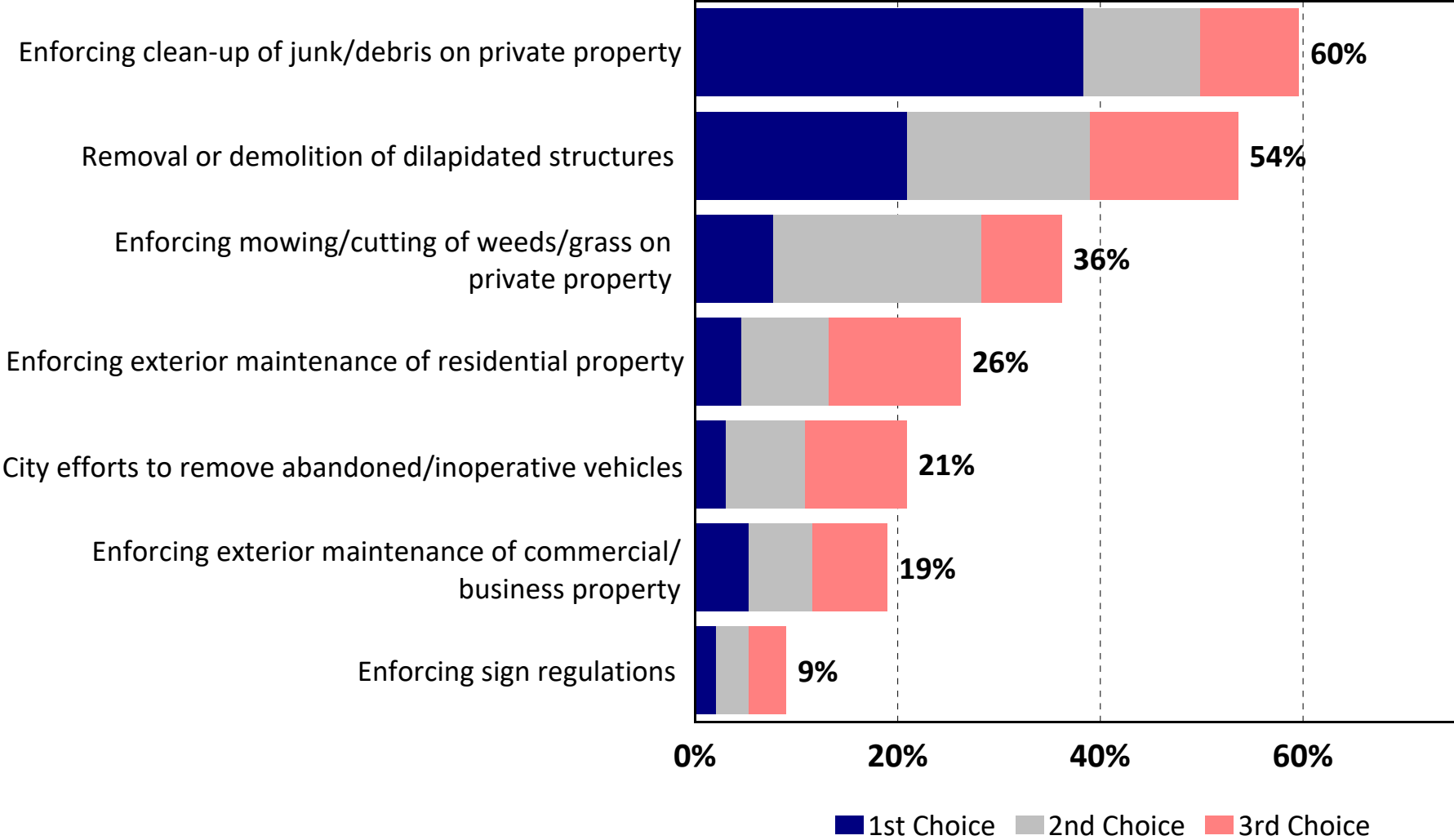
Q18. Satisfaction with Code Enforcement

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



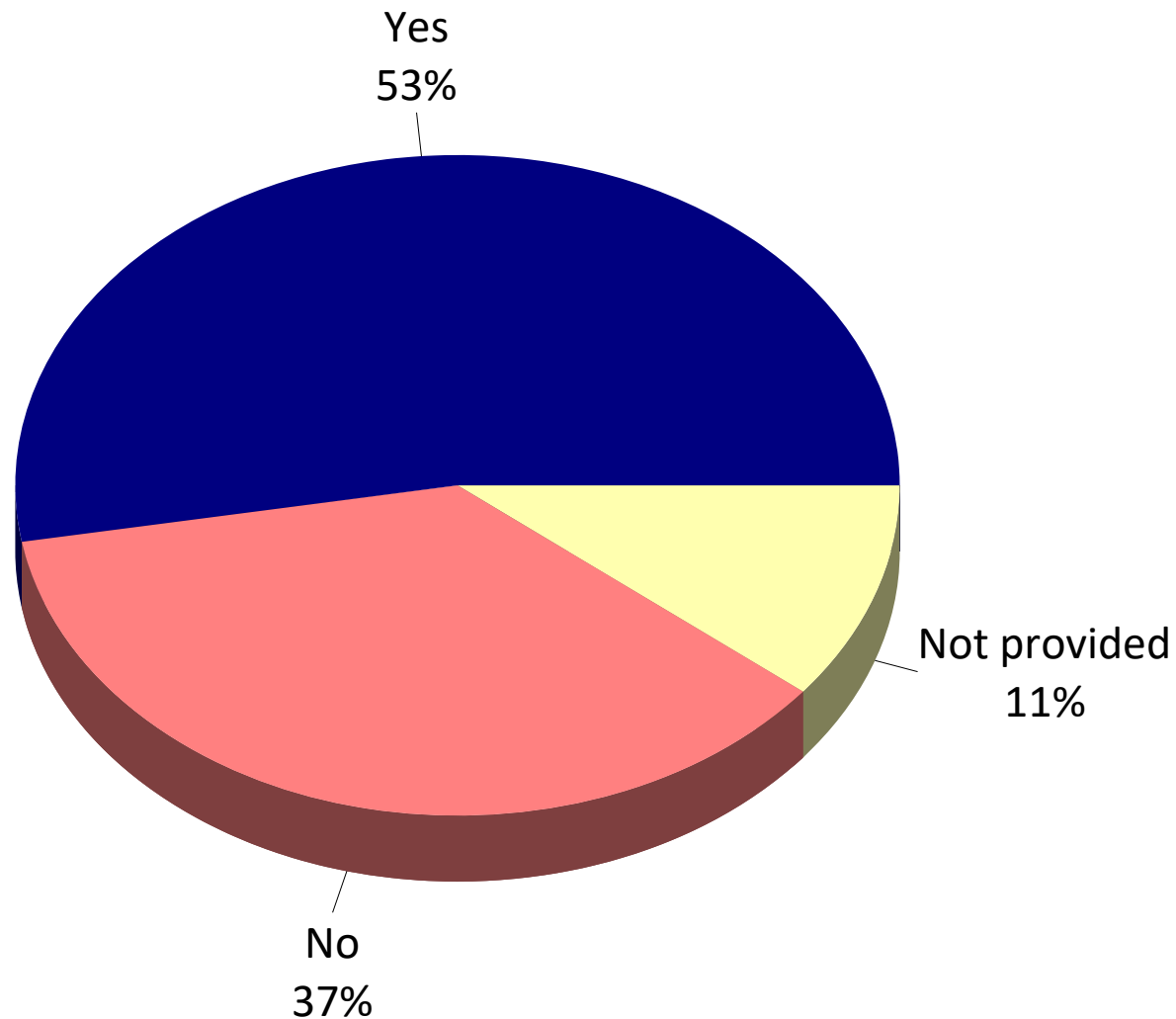
Q19. Code Enforcement Services That Should Receive the Most Emphasis Over the Next Two Years

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



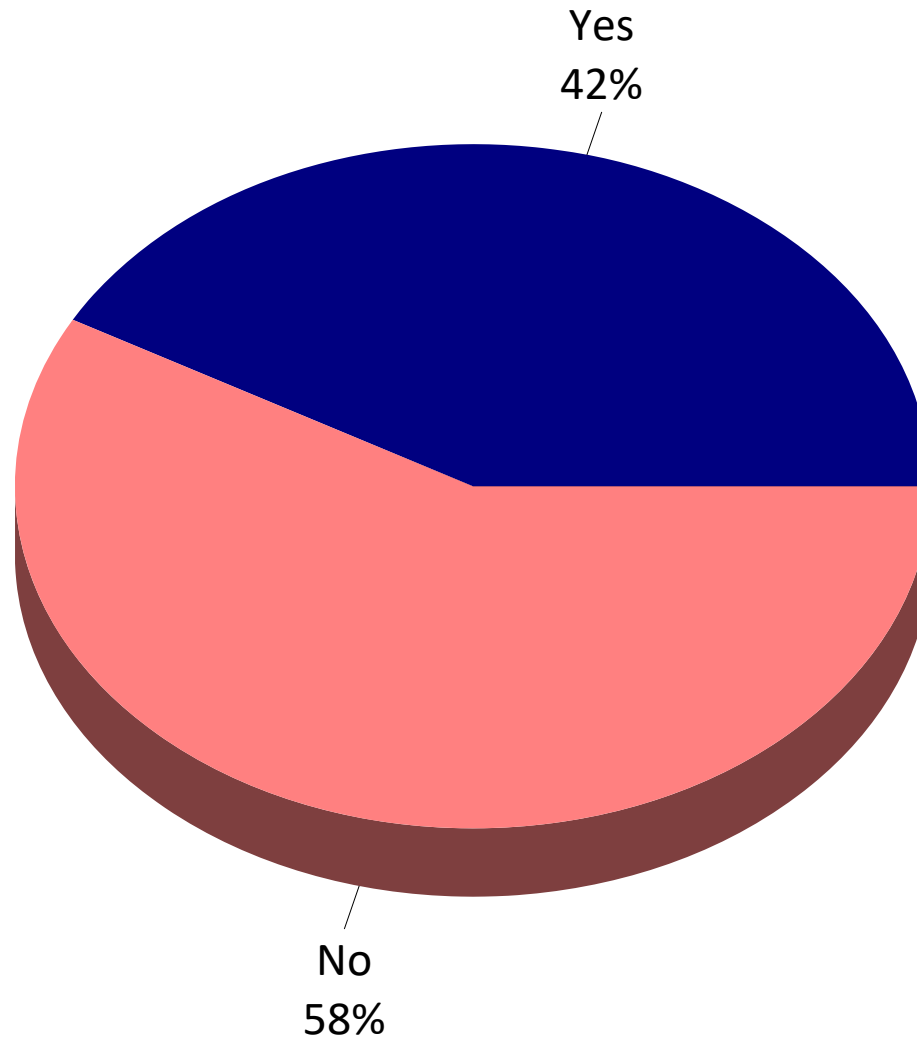
Q20. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 19?

by percentage of respondents



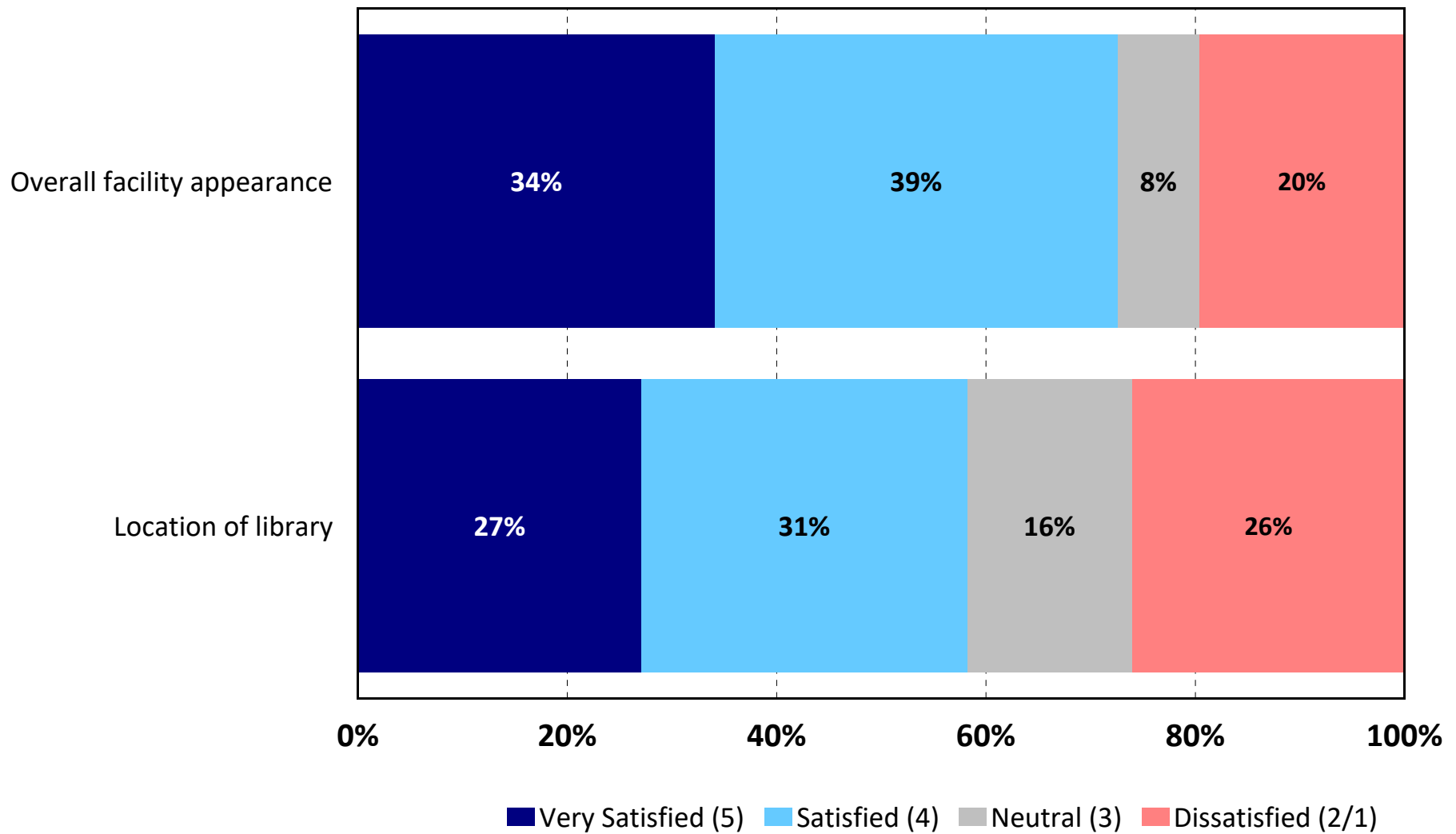
Q21. Have you or anyone in your family visited the Shawnee Public Library in the last 12 months?

by percentage of respondents (excluding "not provided")



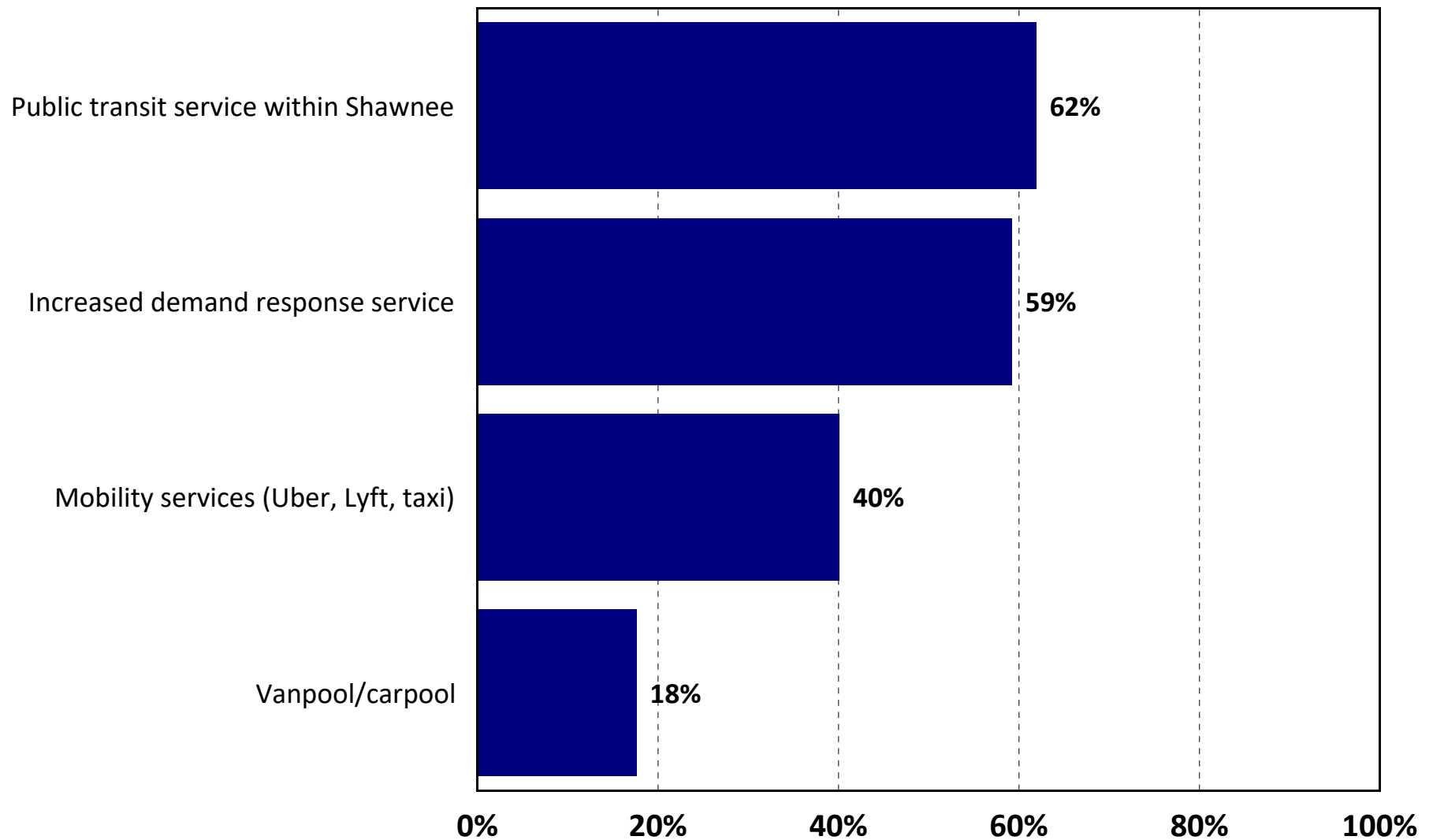
Q21a. Satisfaction with Library Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



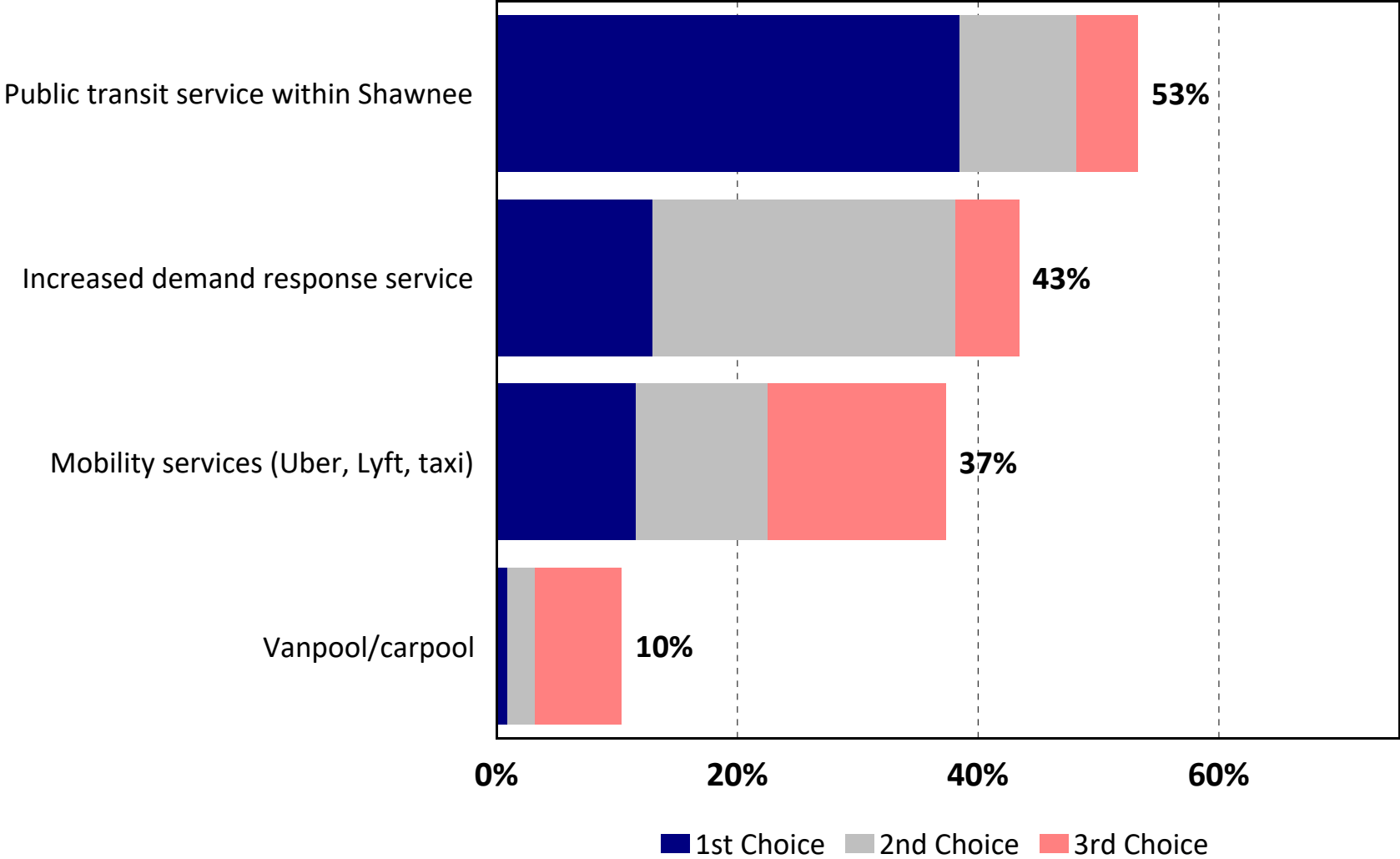
Q22. City Facilitation of Transportation Alternatives That Respondents Would Support

by percentage of respondents (multiple selections could be made)



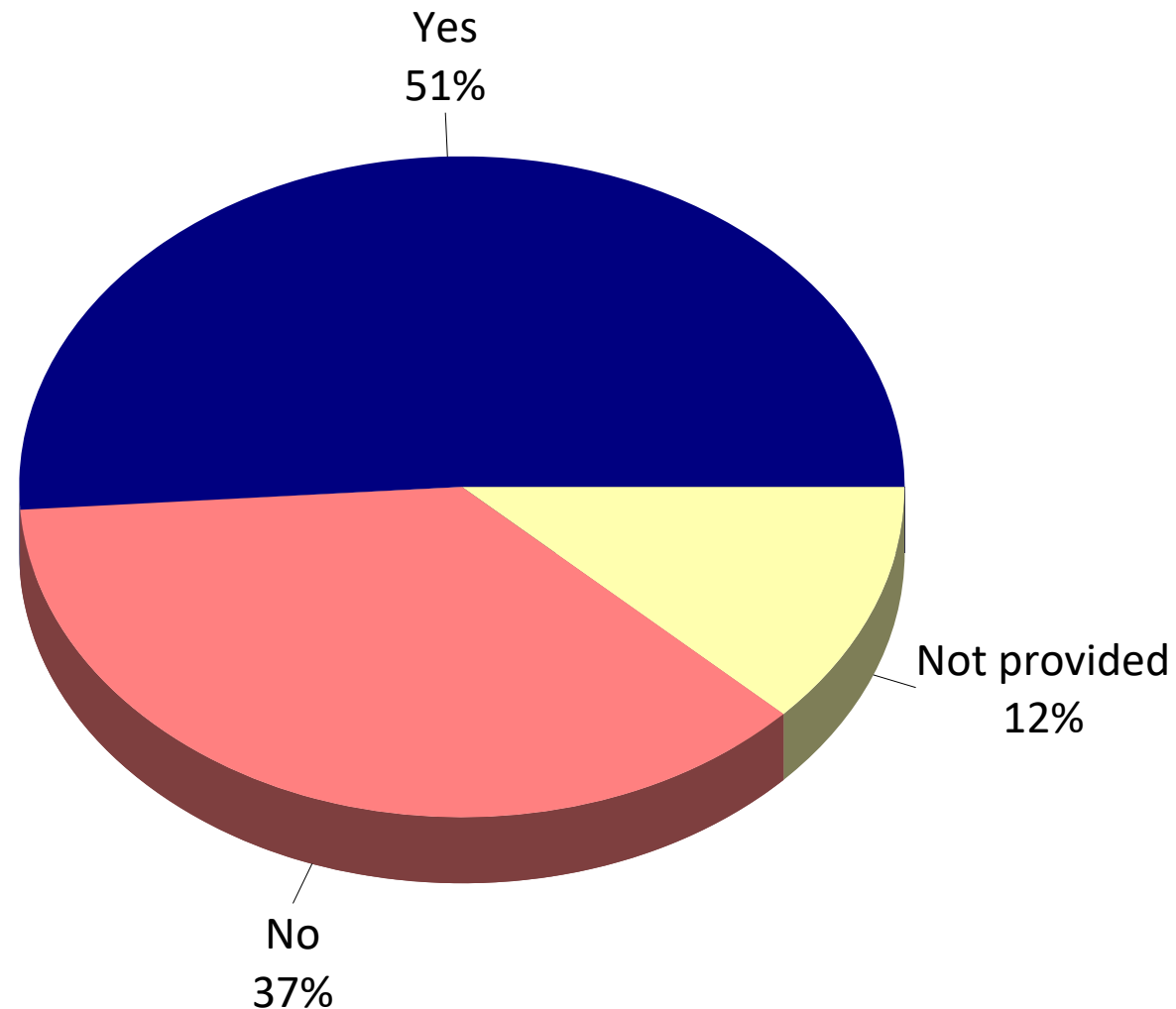
Q23. Transportation Alternatives That Respondents Would Use

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



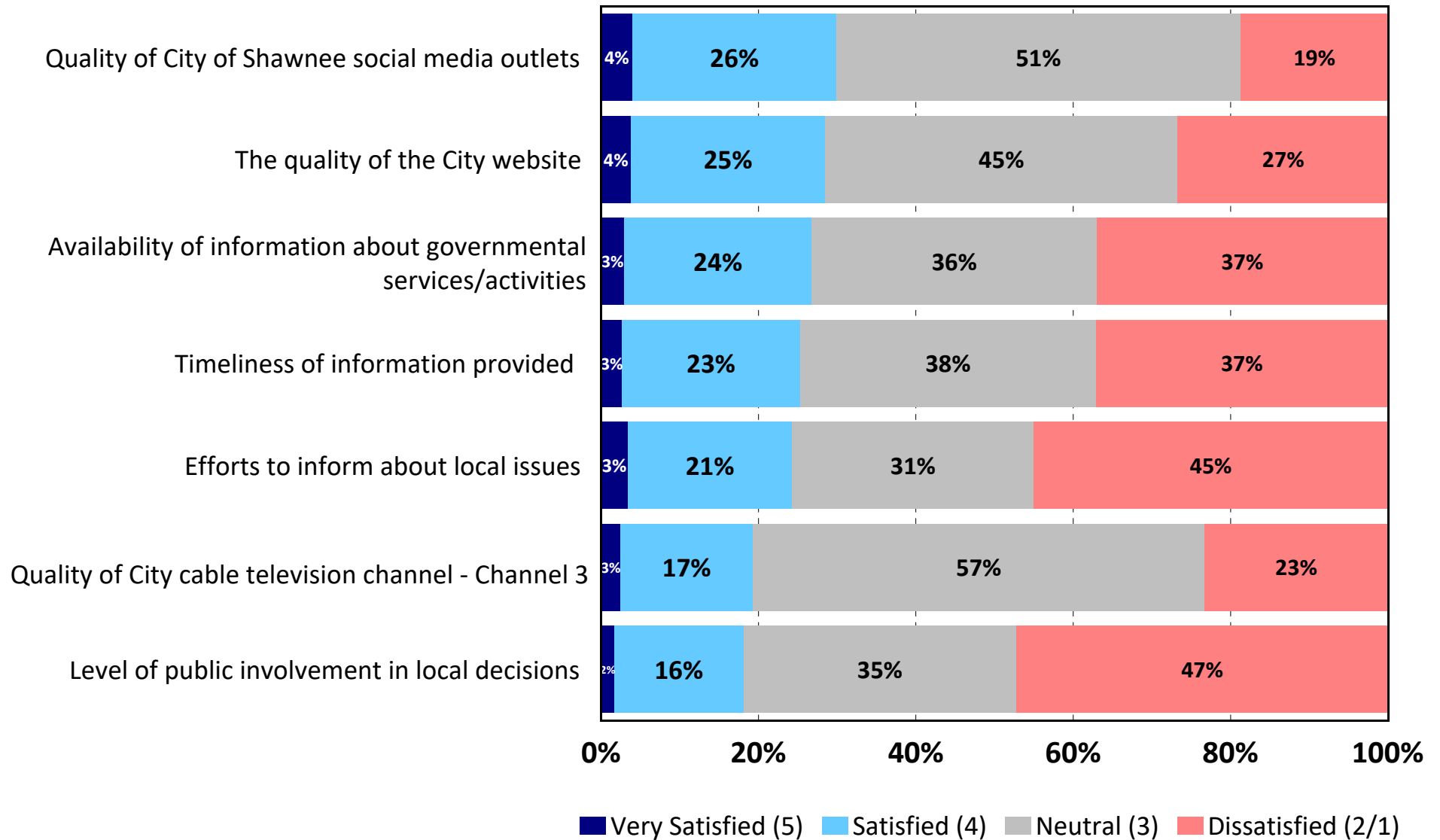
Q24. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 23?

by percentage of respondents



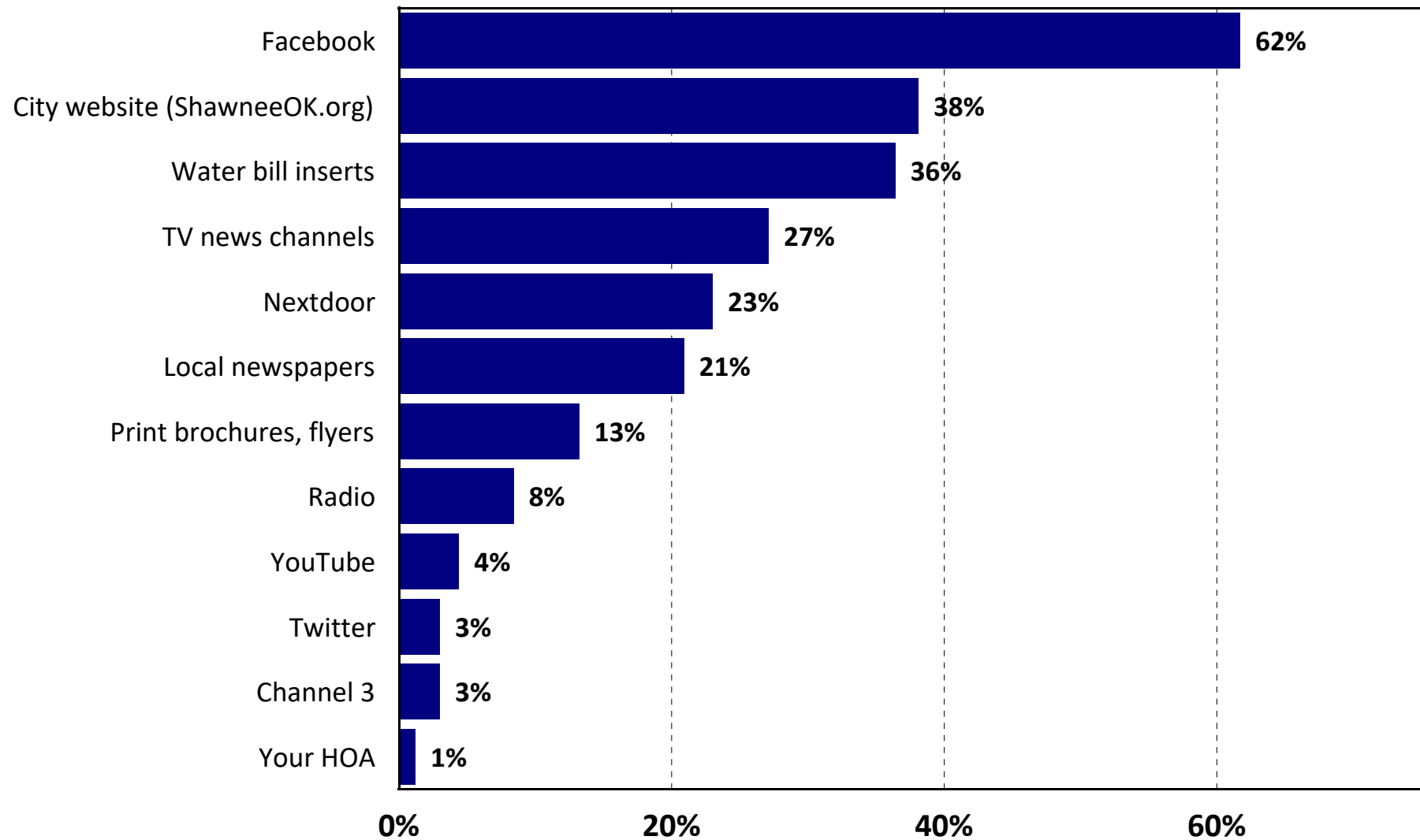
Q25. Satisfaction with Public Information Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



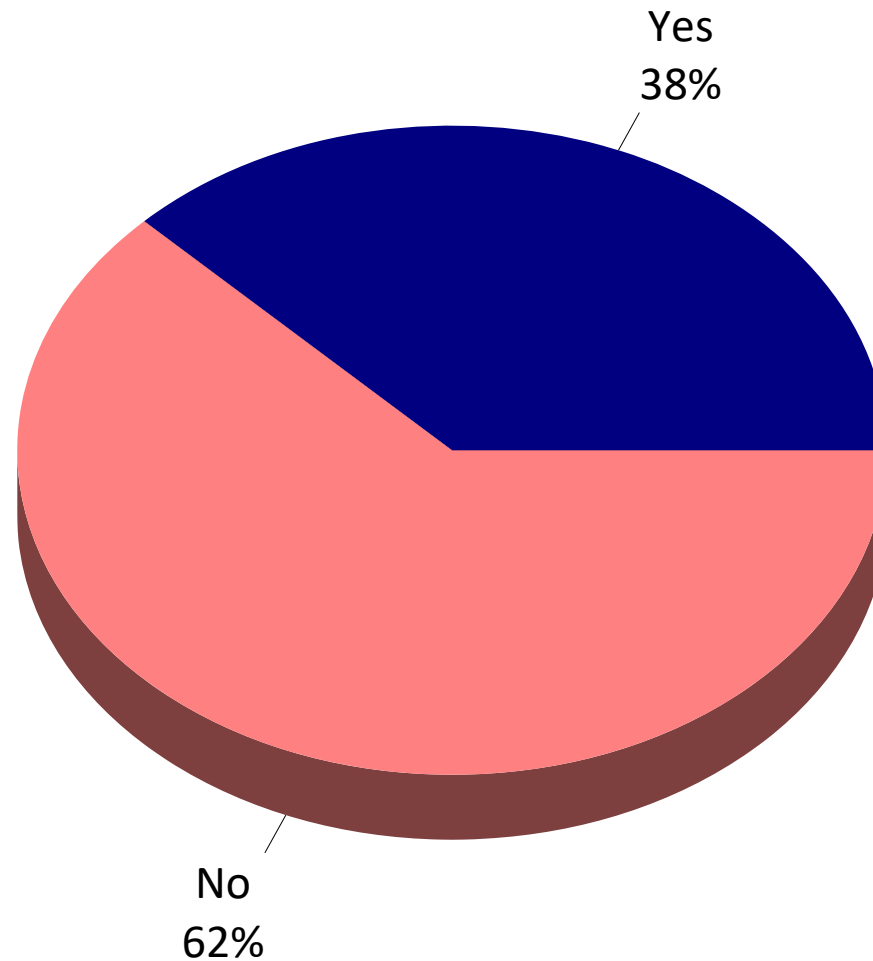
Q26. Sources From Which Respondents Currently Get Information About the City of Shawnee

by percentage of respondents (multiple selections could be made)



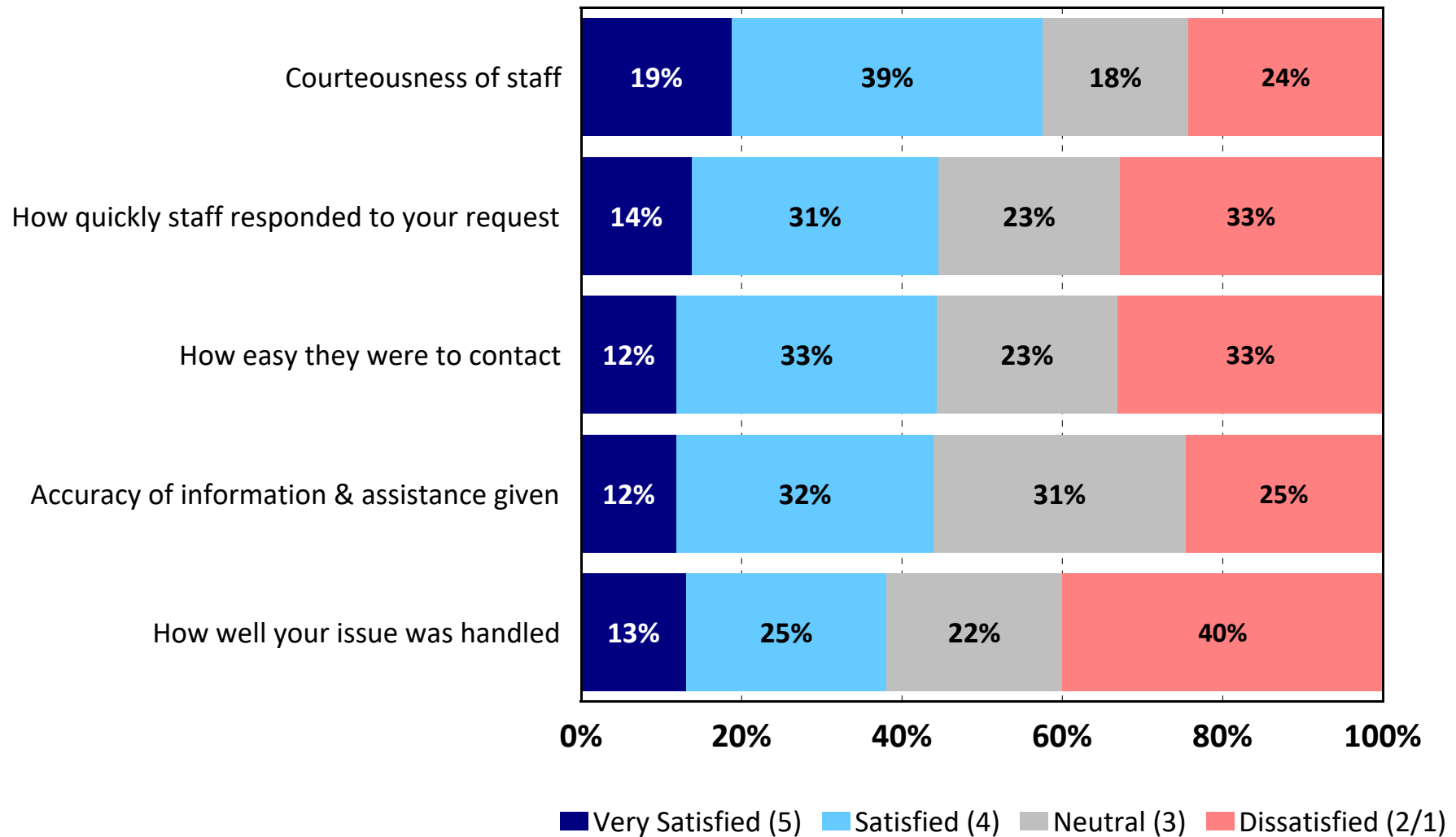
Q27. Have you or anyone in your family contacted the City of Shawnee with a question, problem, or complaint during the past year?

by percentage of respondents (excluding "not provided")



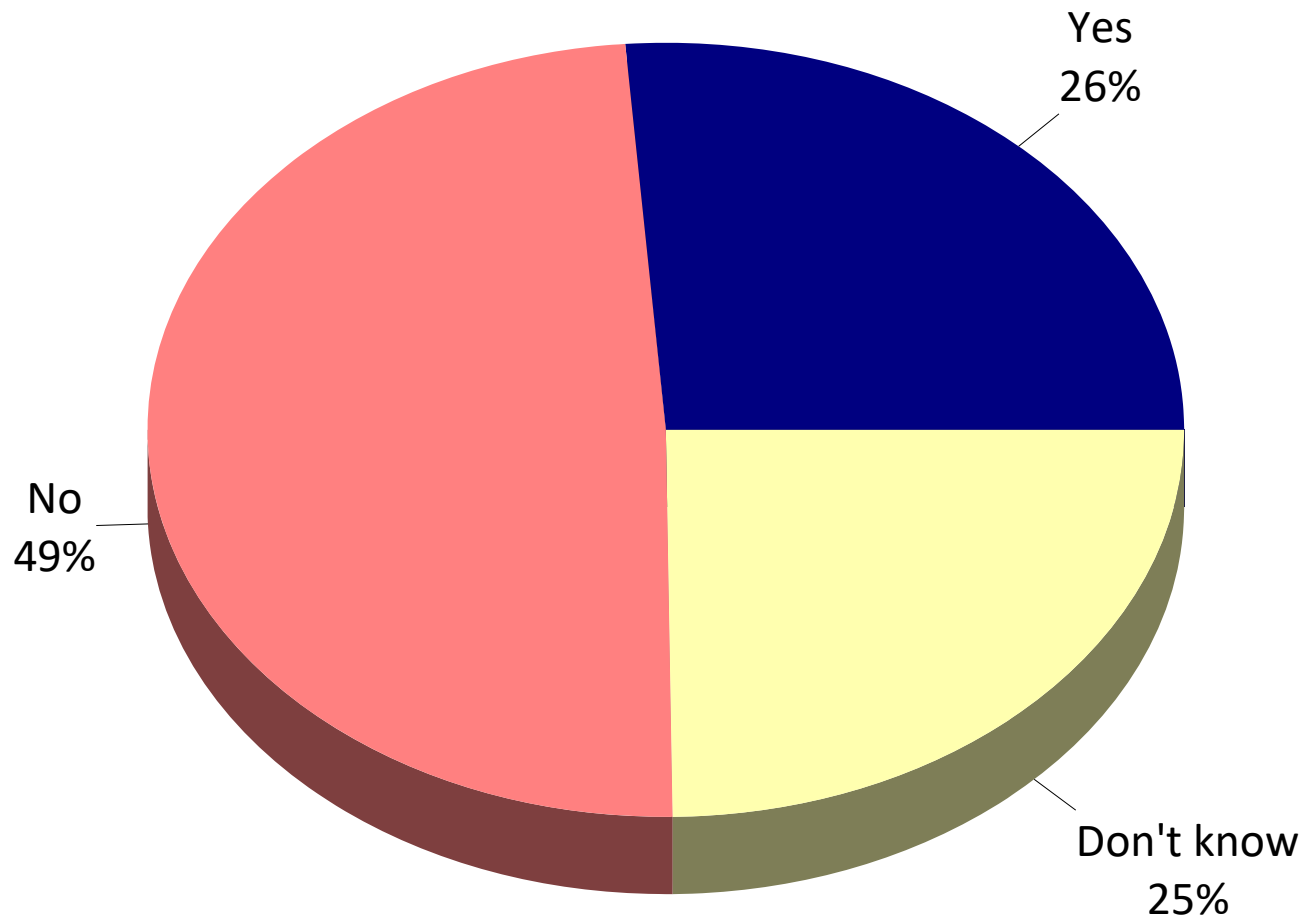
Q27a. Satisfaction with Various Aspects of Customer Service from City of Shawnee Employees

by percentage of respondents who answered “yes” to Question 27 and rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



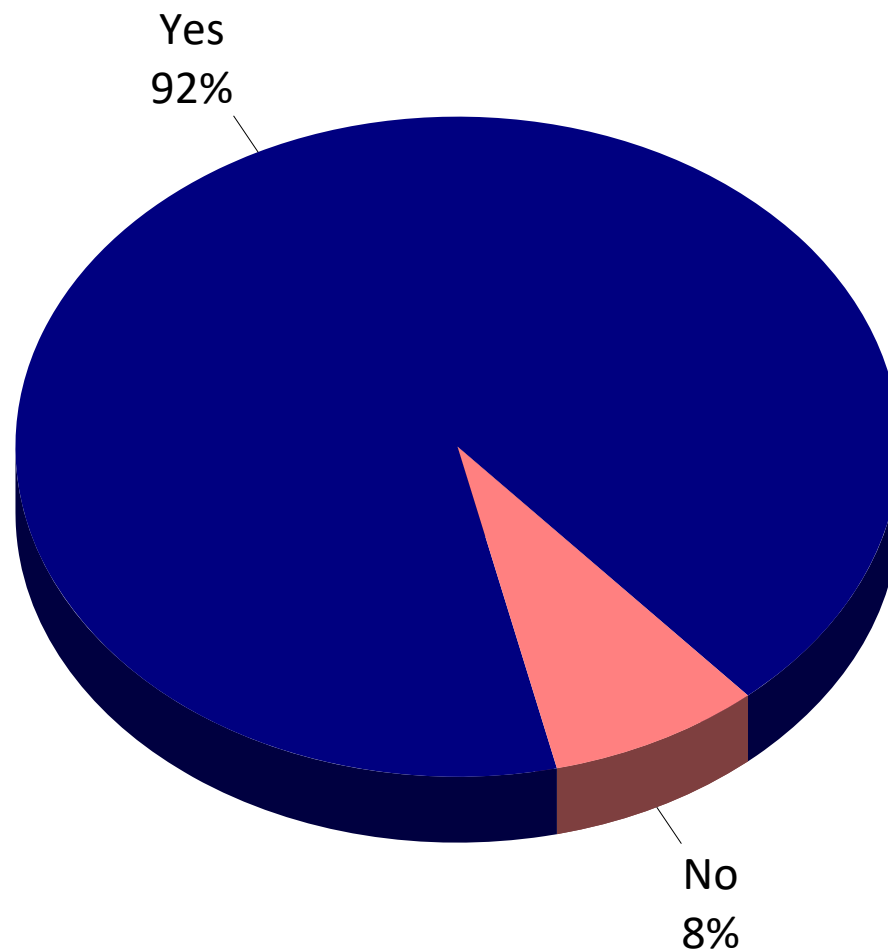
Q28. Thinking about the services and infrastructure the City provides/maintains, do you feel that you are getting your money's worth for your tax dollars?

by percentage of respondents



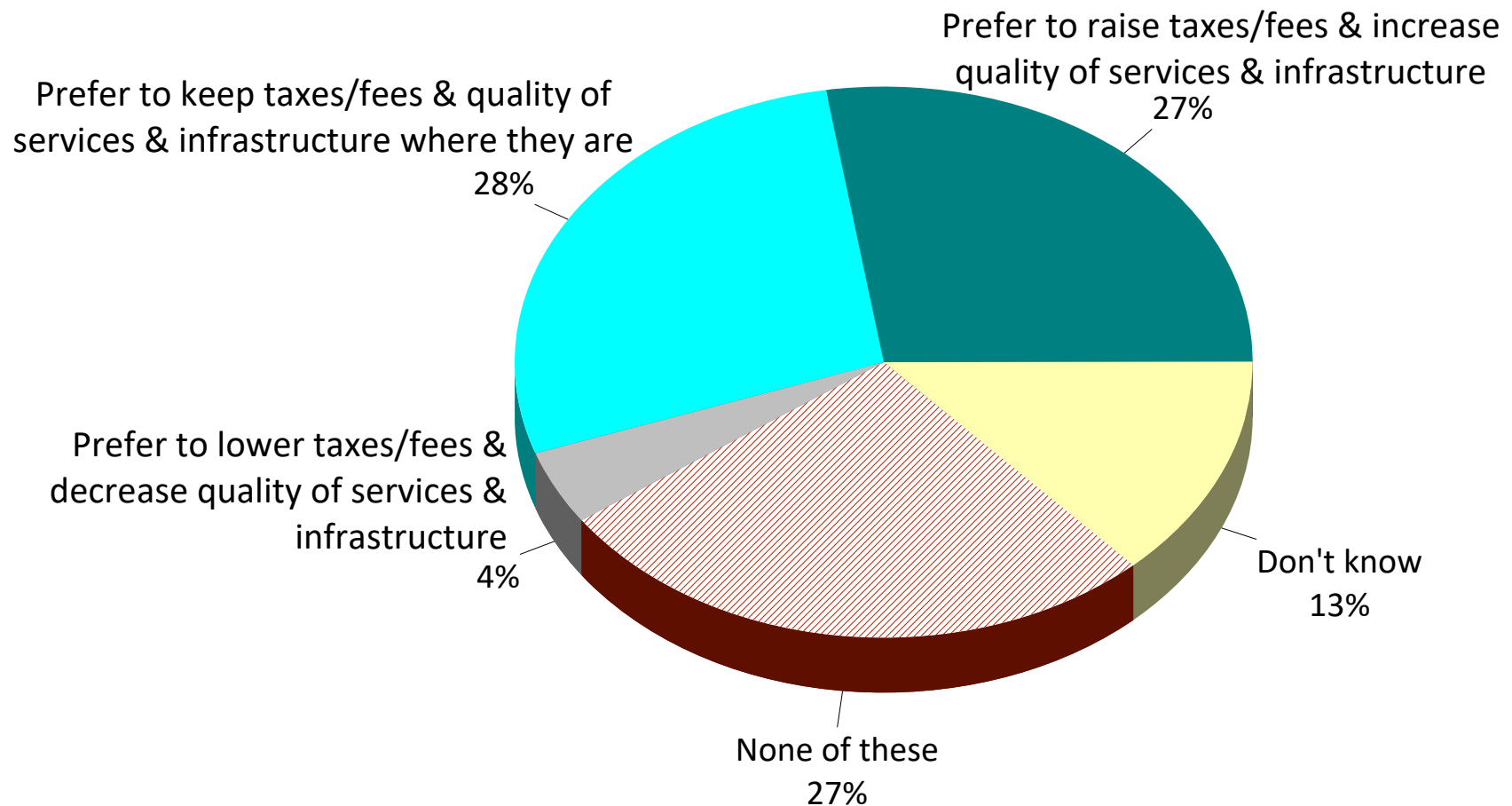
Q29. Are you aware that Shawnee is primarily funded through a portion of your sales taxes and other fees collected in the City and that your shopping dollars matter to the sustainability of City services and infrastructure?

by percentage of respondents (excluding "not provided")



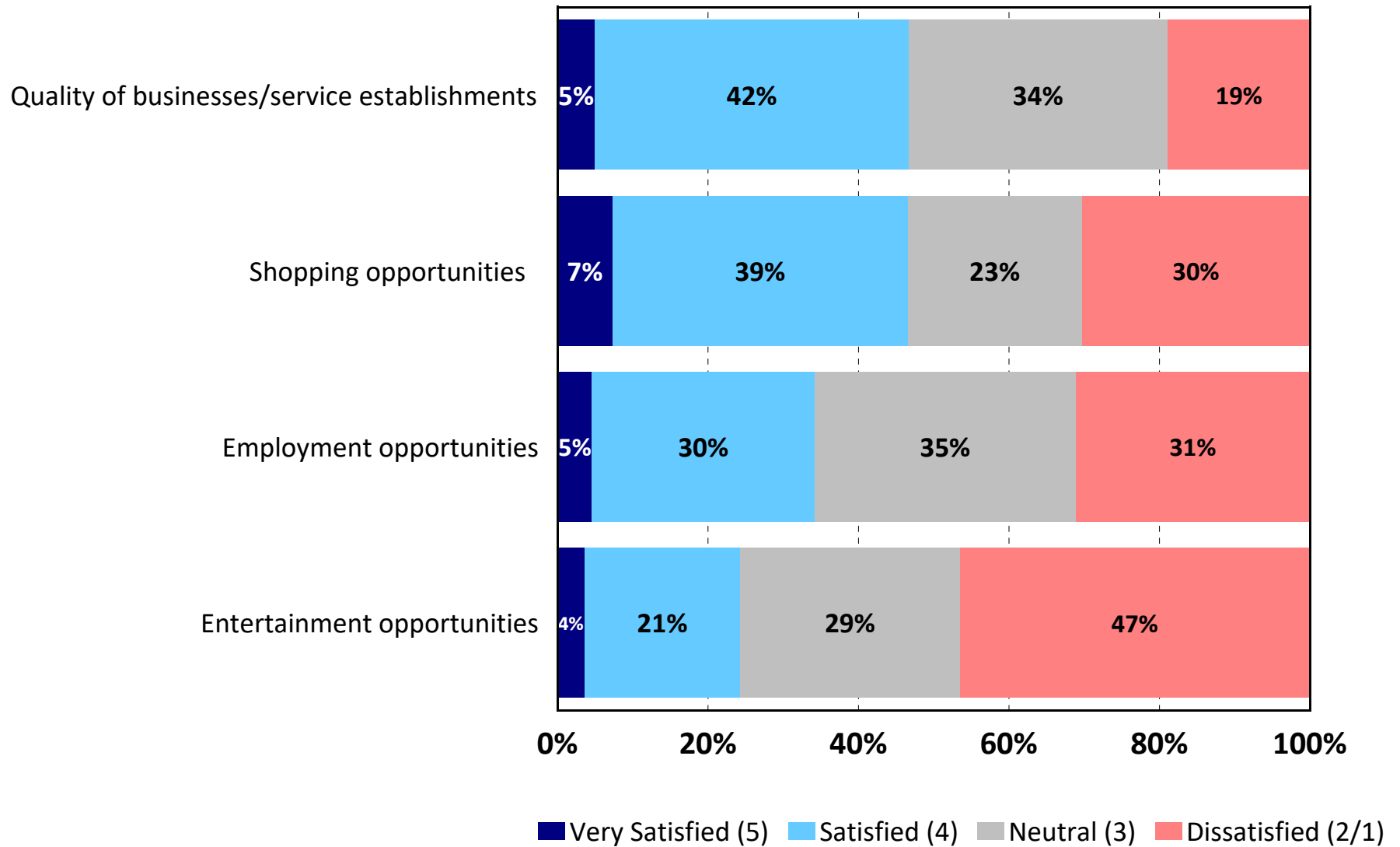
Q30. Considering all of the services and infrastructure the City of Shawnee provides and maintains, and the taxes/fees you pay, which of the following statements comes closest to your view?

by percentage of respondents



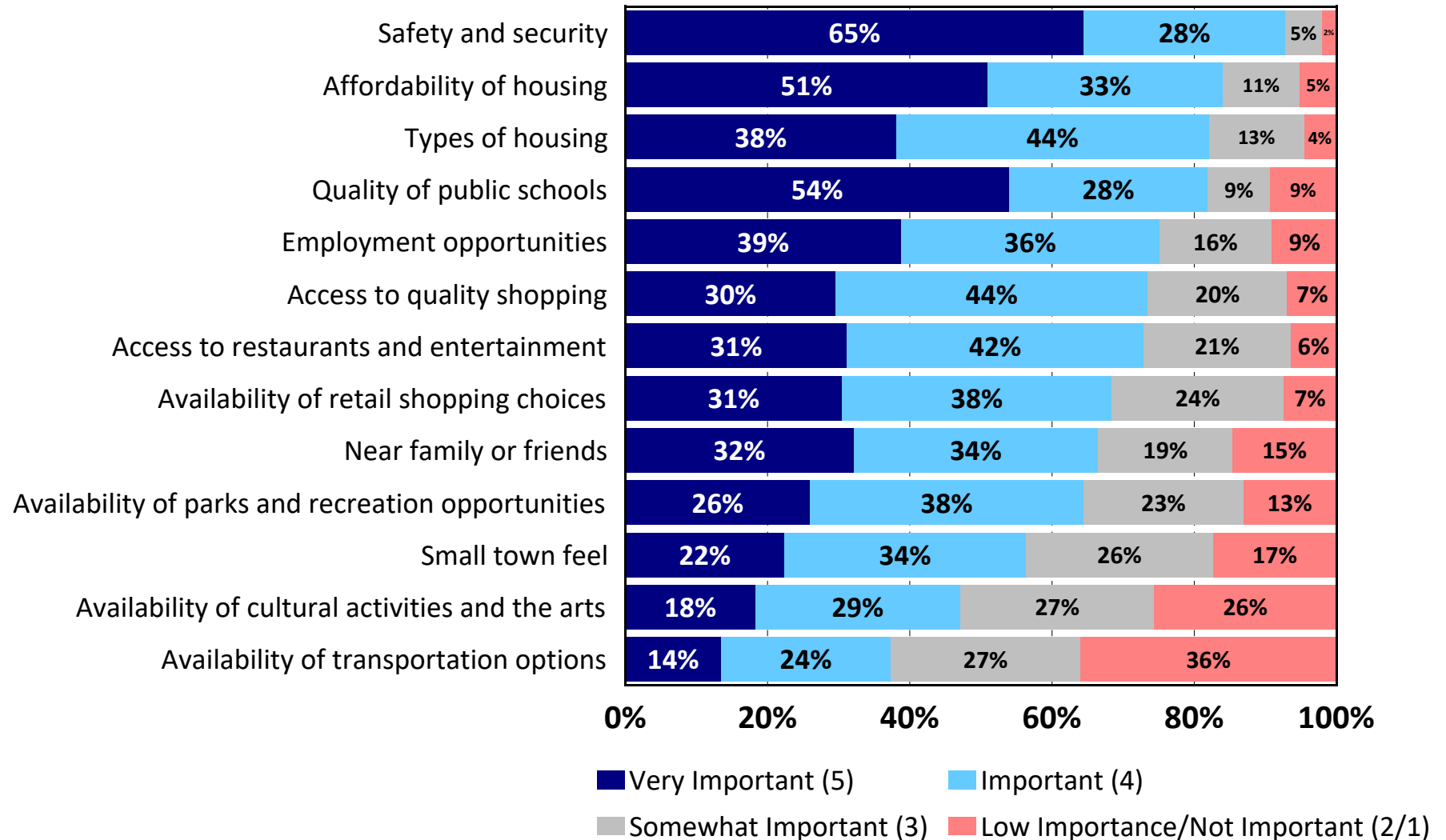
Q31. Satisfaction with the Following in the City of Shawnee

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



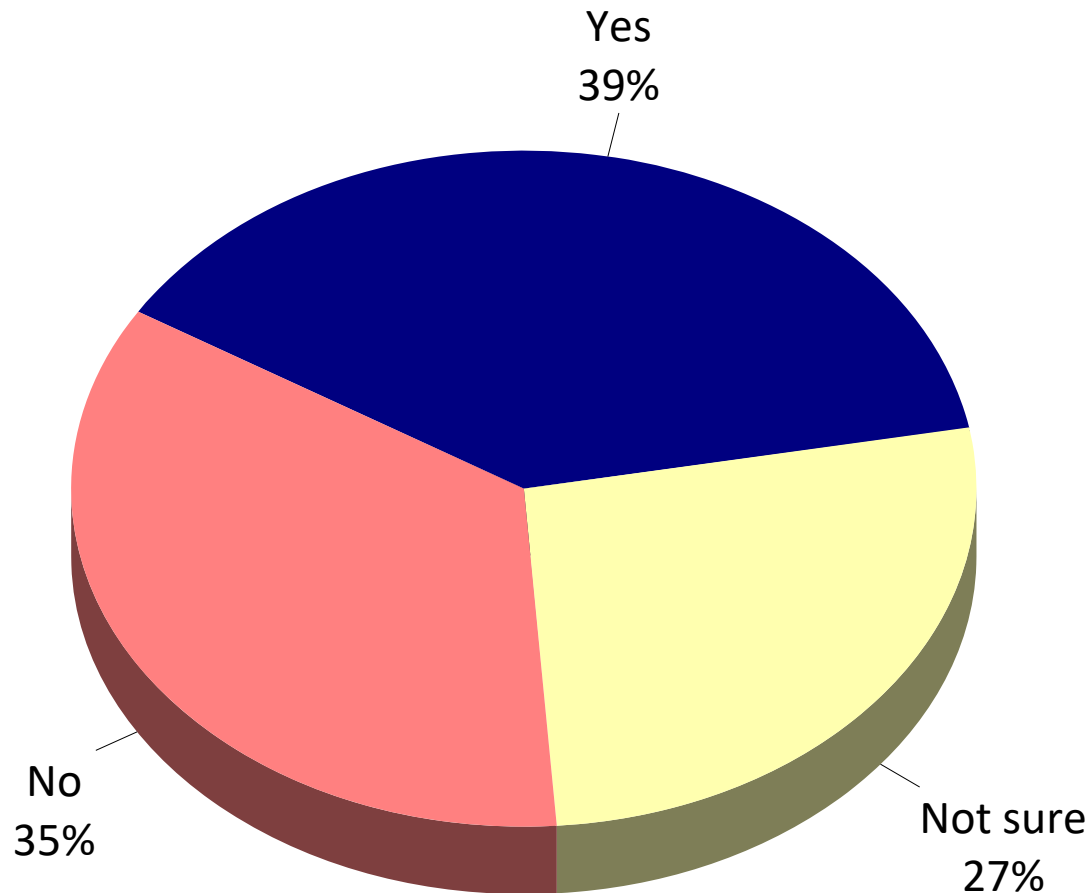
Q32. Importance of Various Reasons in Respondents' Decision to Live in Shawnee

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



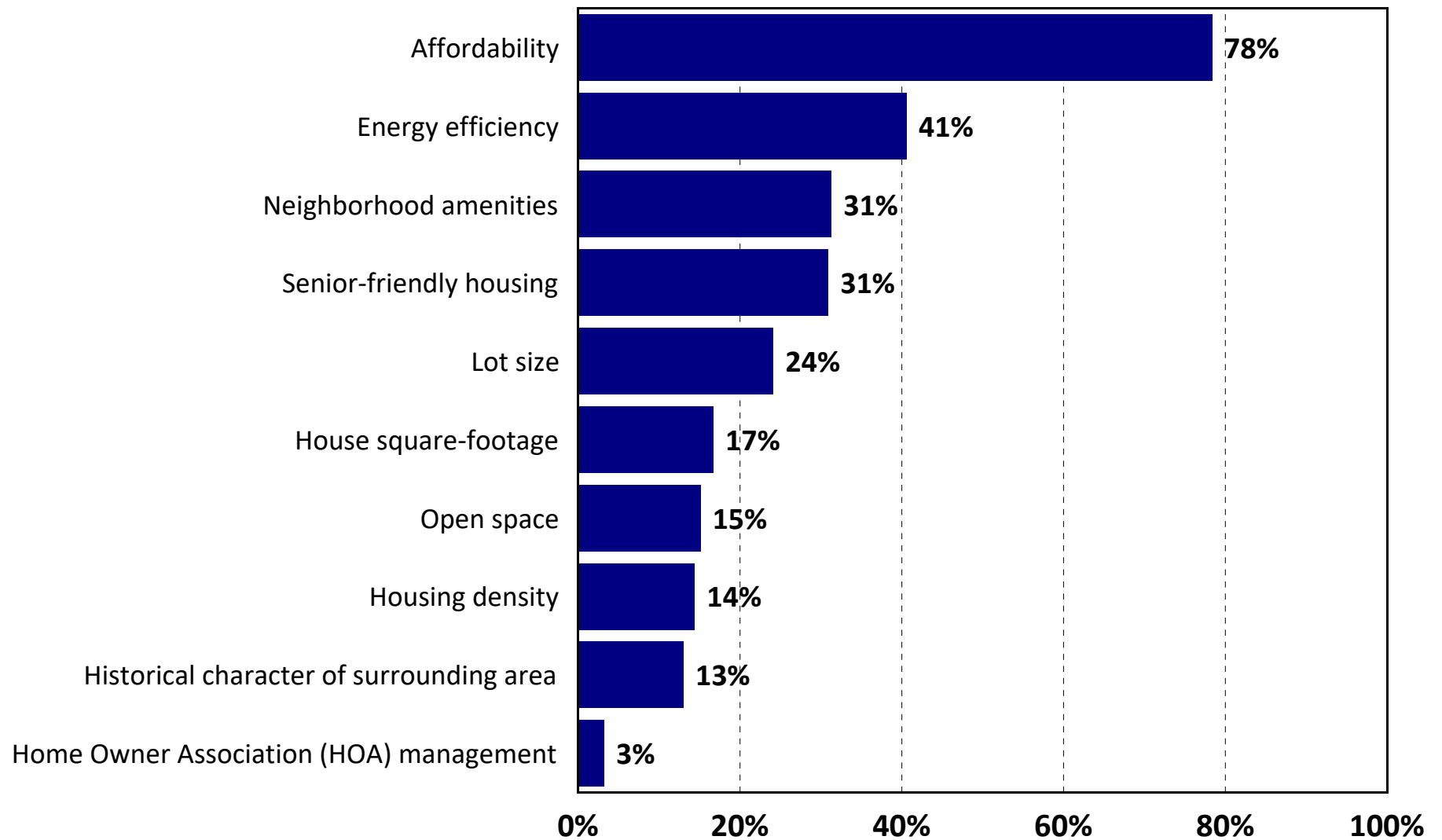
Q33. Are you satisfied with the quality and affordability of housing in Shawnee?

by percentage of respondents



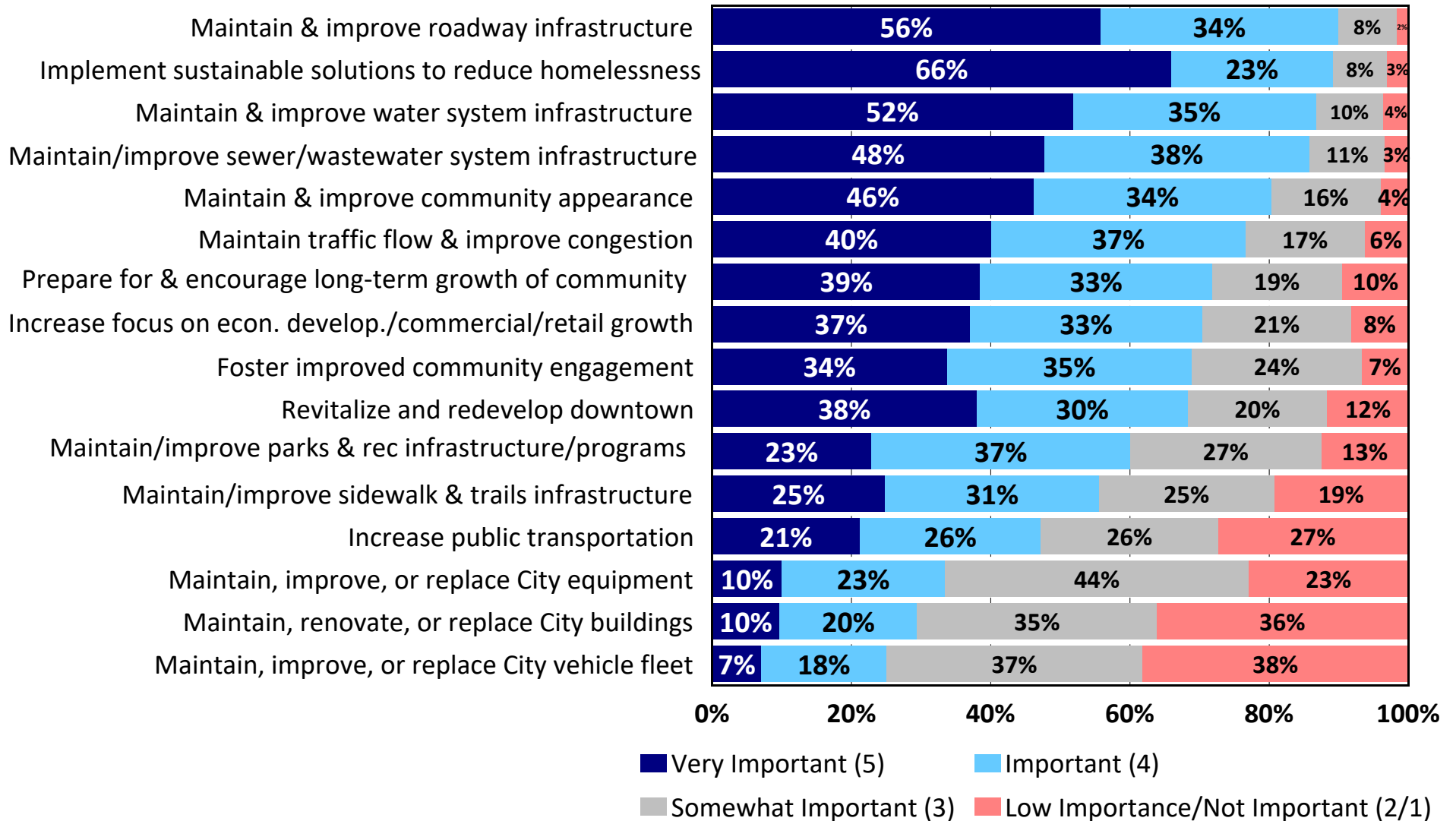
Q34. Three Factors That Are Most Important to Consider Regarding New Housing Development

by percentage of respondents (up to three selections could be made)



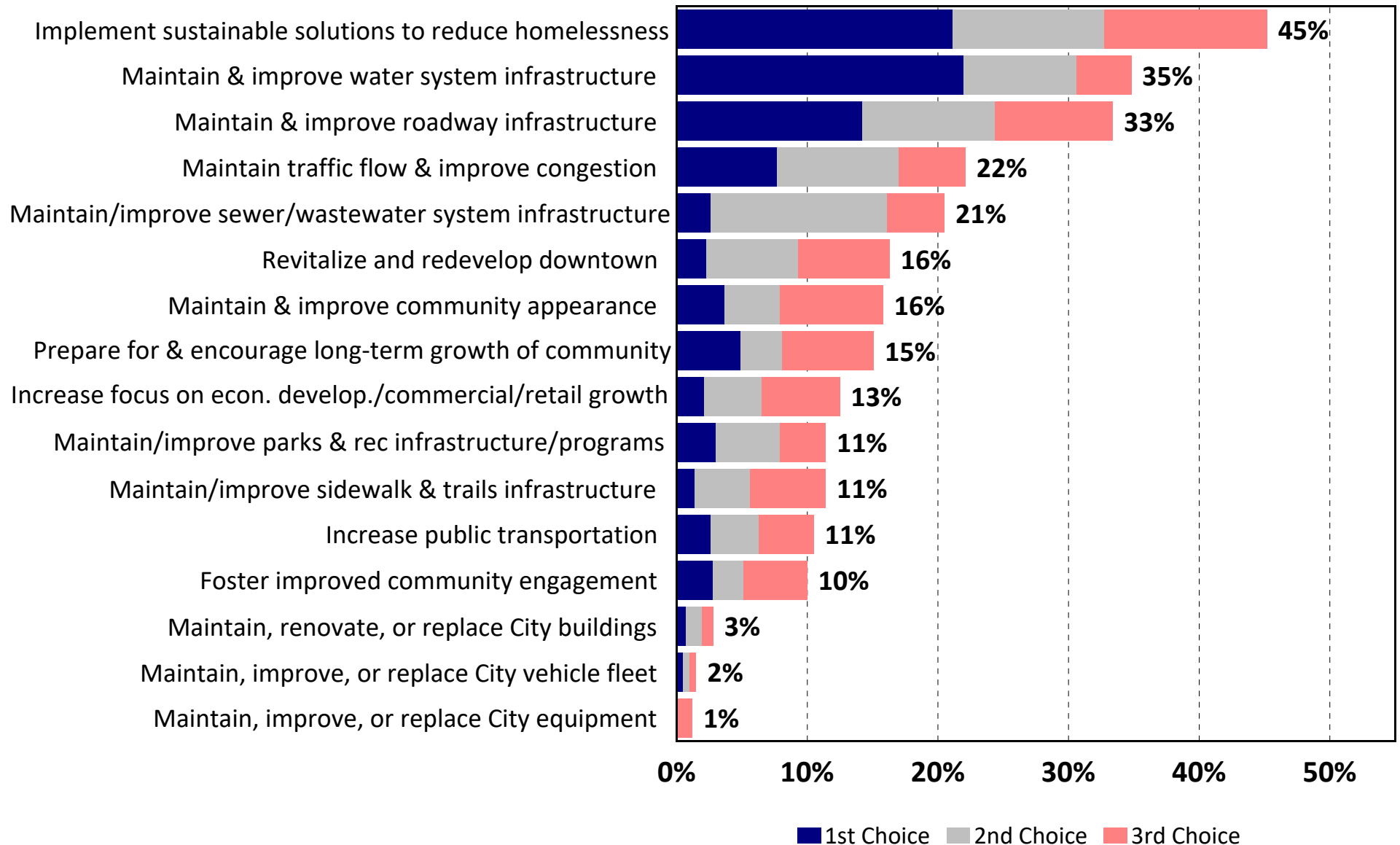
Q38. Importance of the Following City Projects and Initiatives Over the Next Five Years

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



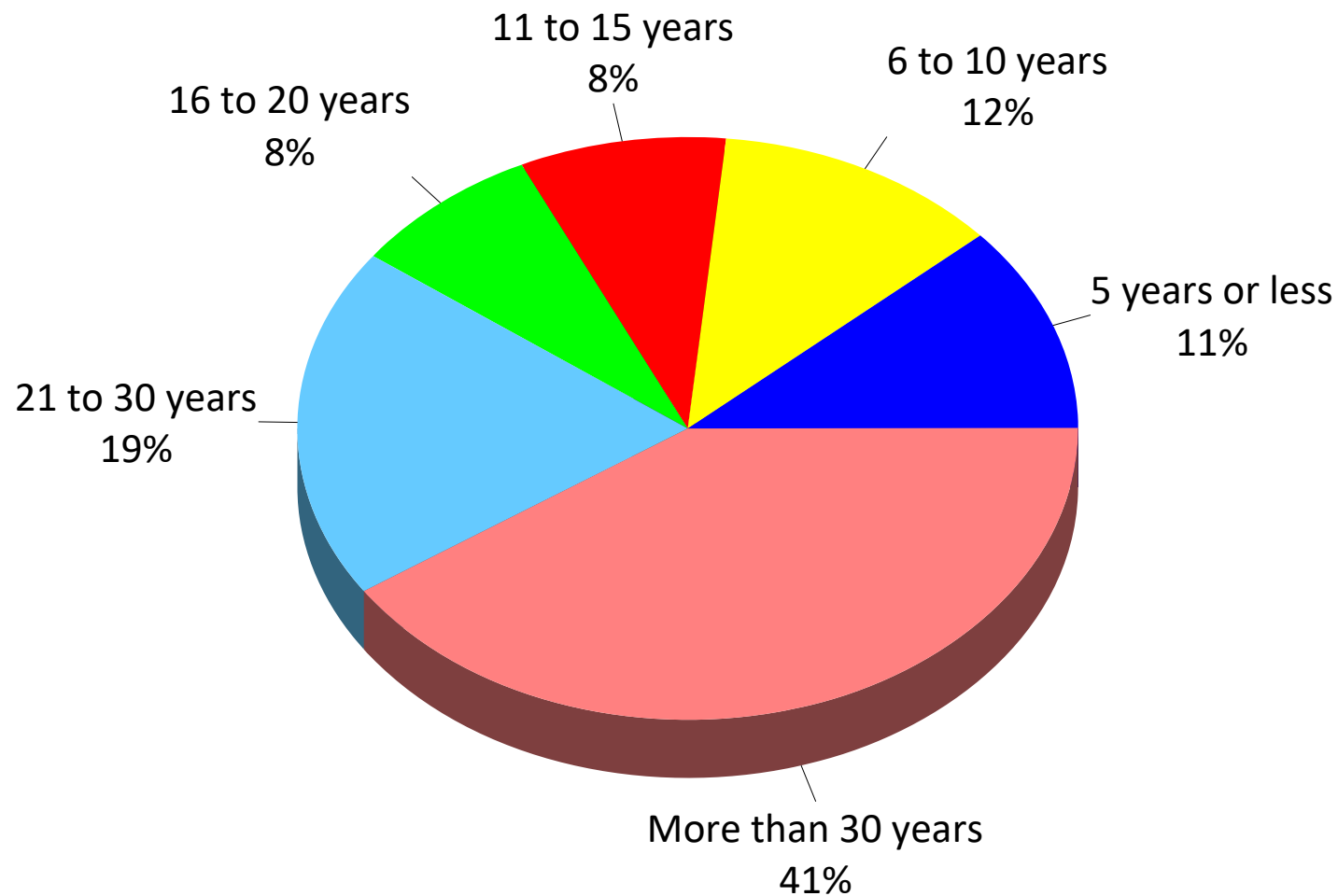
Q39. Most Important City Projects and Initiatives

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



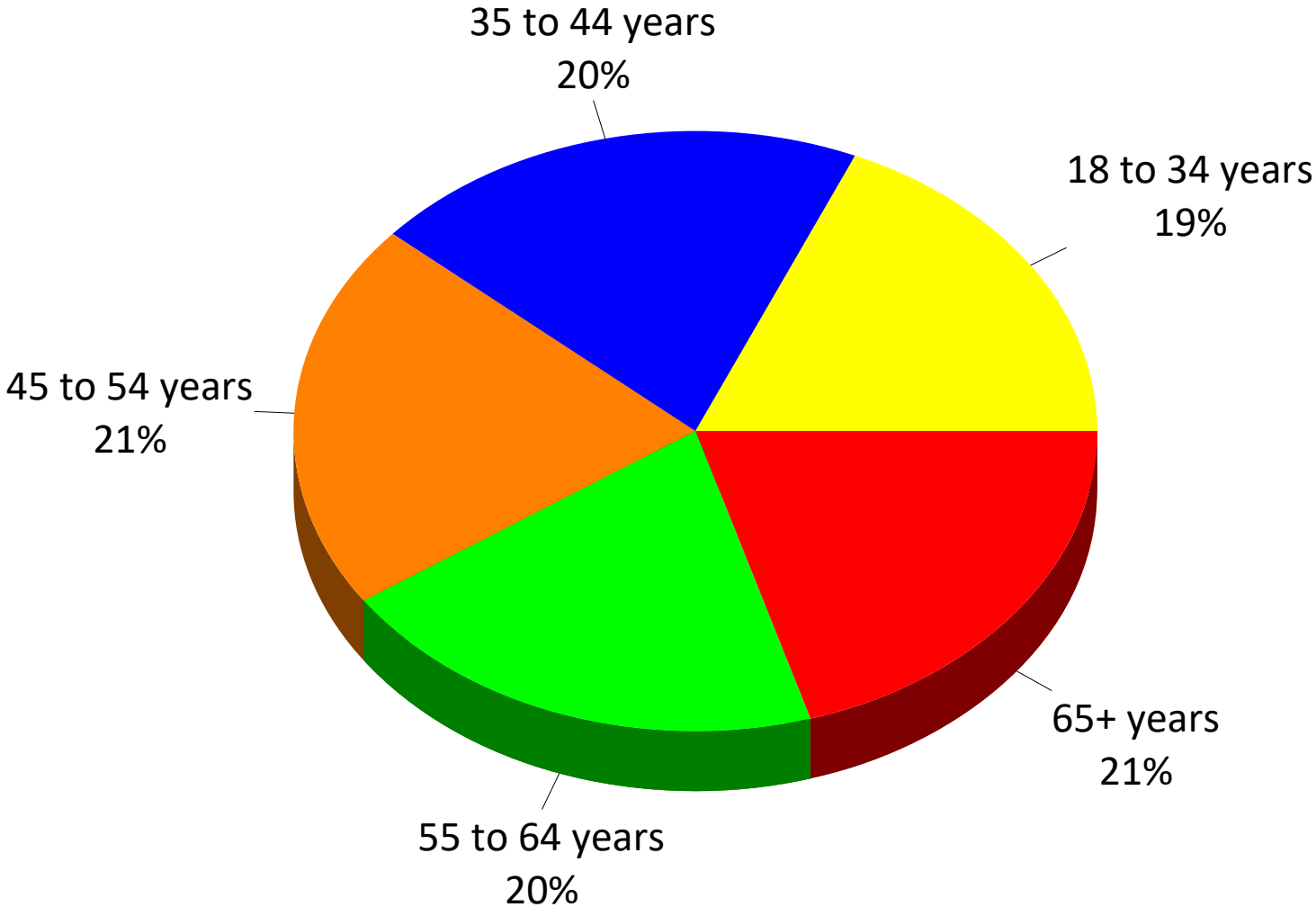
Q40. Demographics: Approximately how many years have you lived in Shawnee?

by percentage of respondents (excluding "not provided")



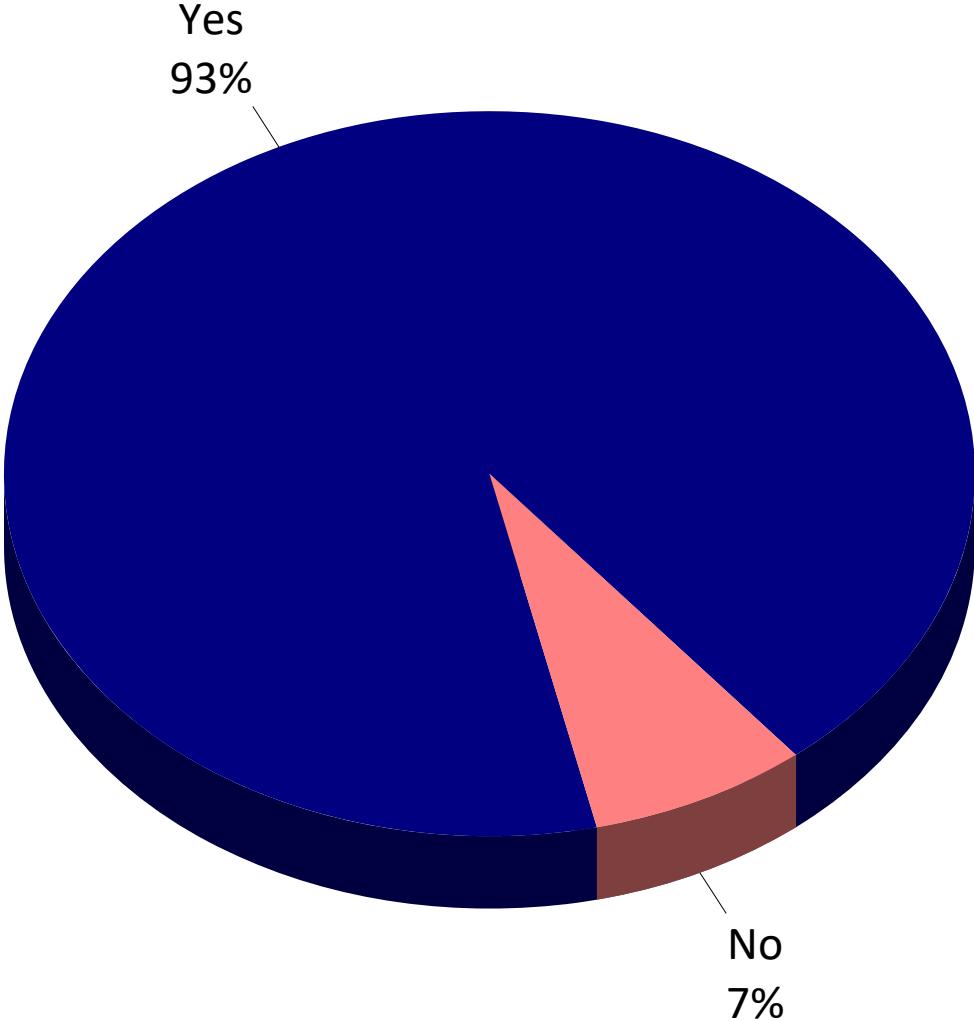
Q41. Demographics: What is your age?

by percentage of respondents (excluding "not provided")



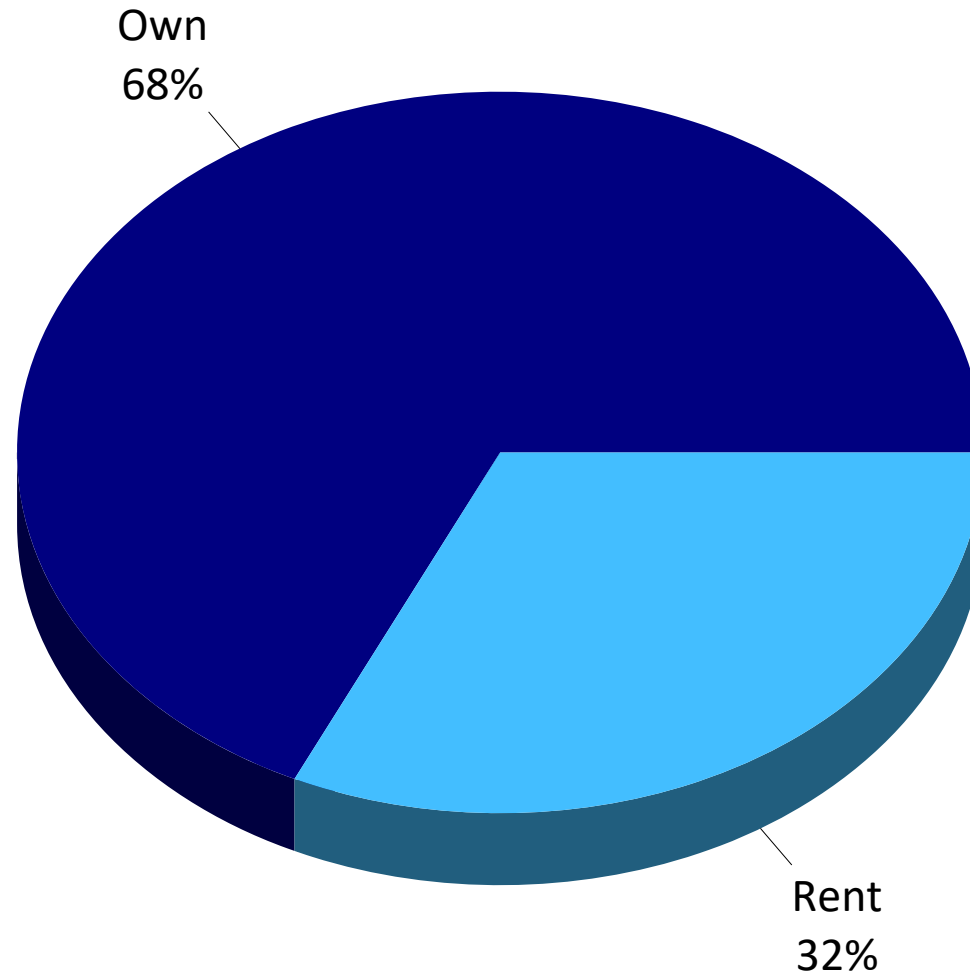
Q42. Are you registered to vote?

by percentage of respondents (excluding "not provided")



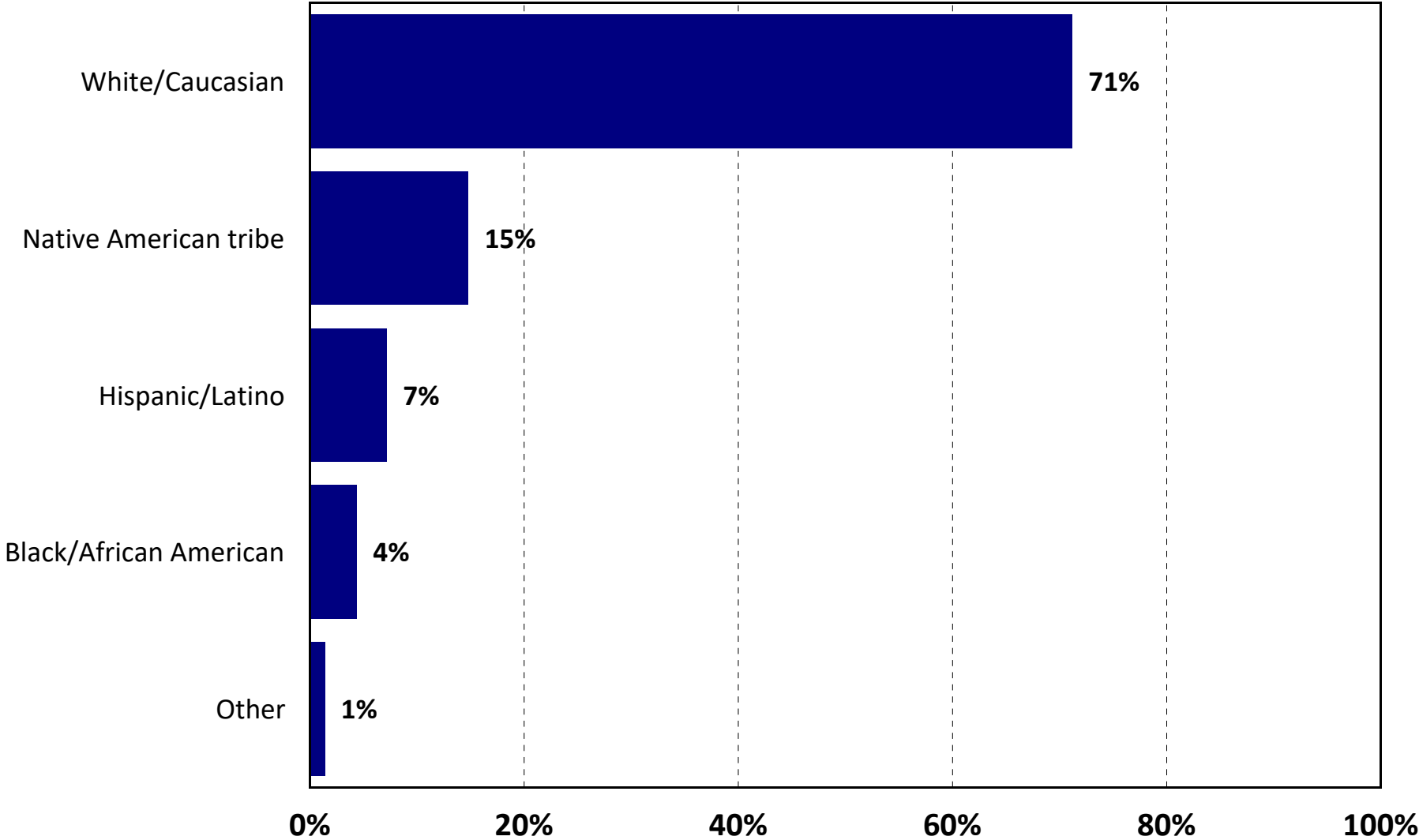
Q43. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding "not provided")



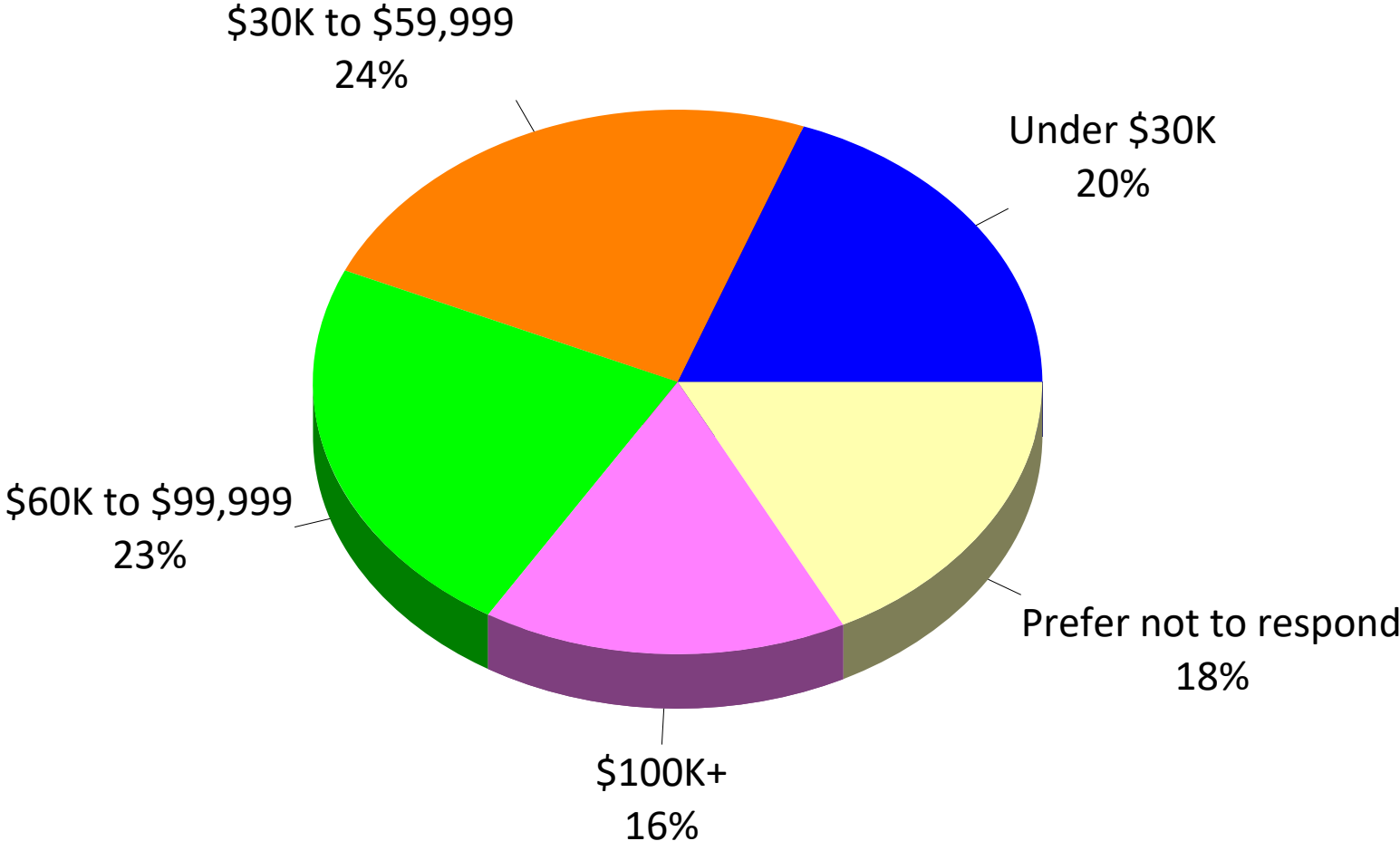
Q44. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



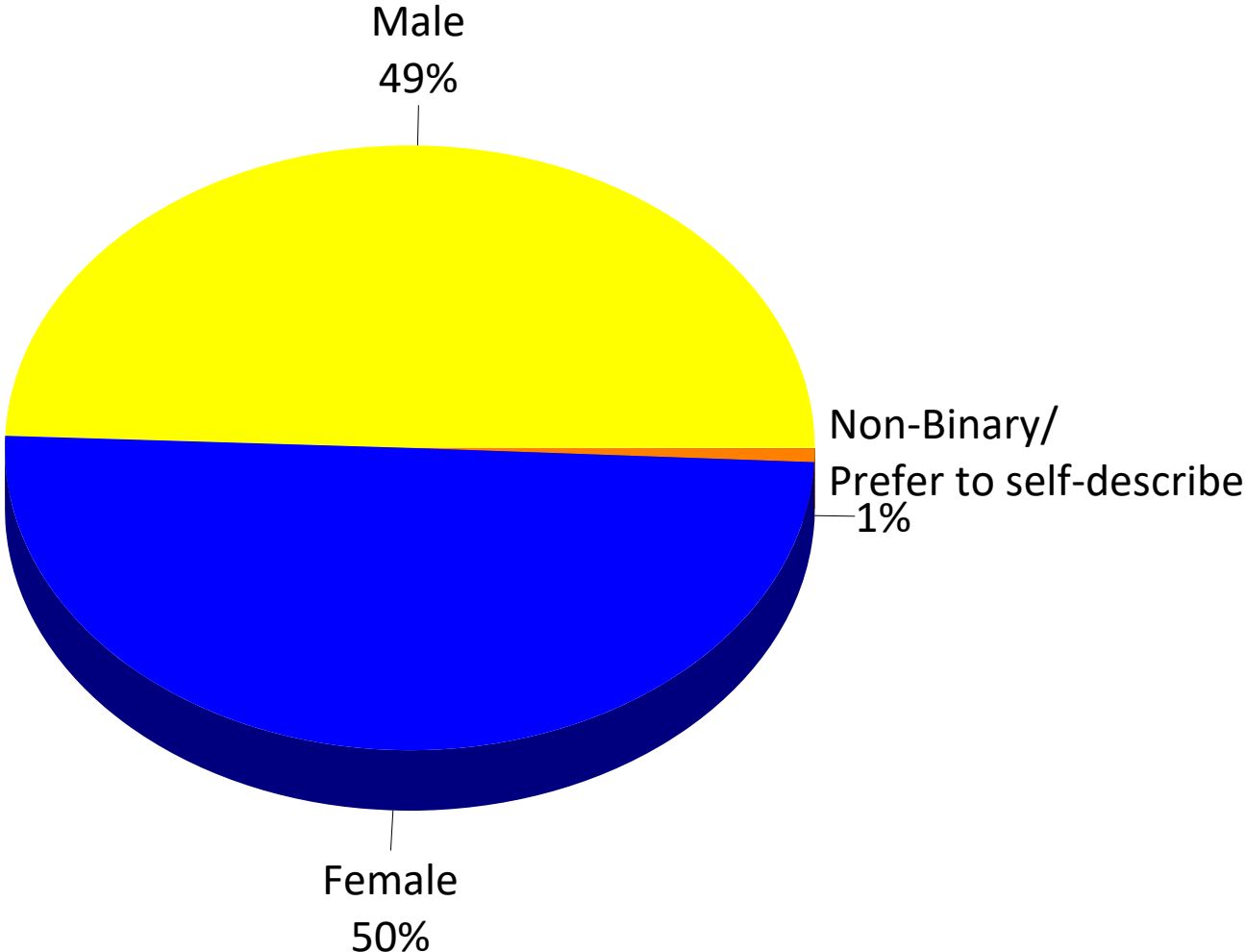
Q45. Demographics: Total Household Income

by percentage of respondents



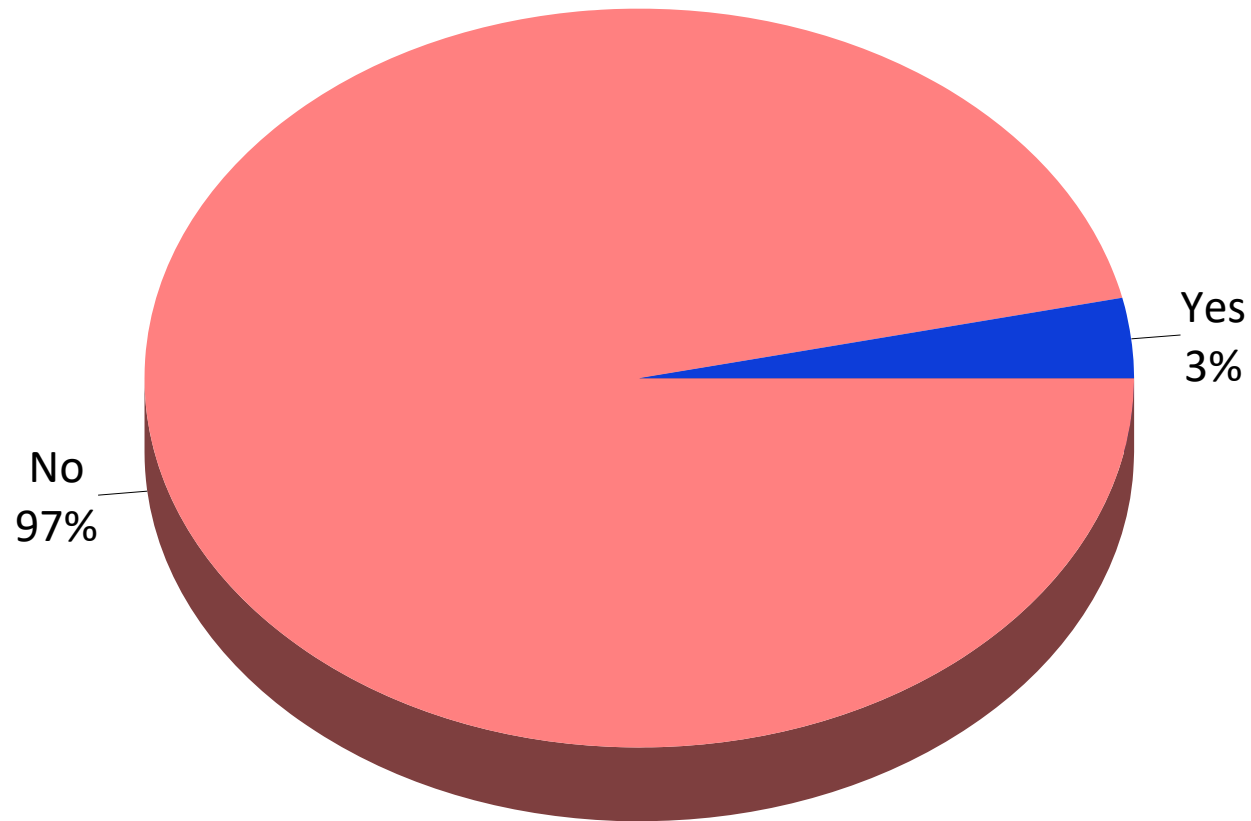
Q46. Demographics: Gender

by percentage of respondents (excluding "not provided")



Q29. Demographics: Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

by percentage of respondents





2

Benchmarking Analysis

Benchmarking Analysis



Overview

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

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2021 to a random sample of over 9,000 residents in the continental United States and (2) a survey that was administered by ETC Institute during the fall of 2021 to a random sample of residents living in the state of Texas.

The charts on the following pages show how the results for the City of Shawnee compare to the national average and the Texas average. The blue bar shows the results for the City of Shawnee. The red bar shows the average from communities in the state of Texas that administered the *DirectionFinder*® survey during the fall of 2021. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents during the fall of 2021.

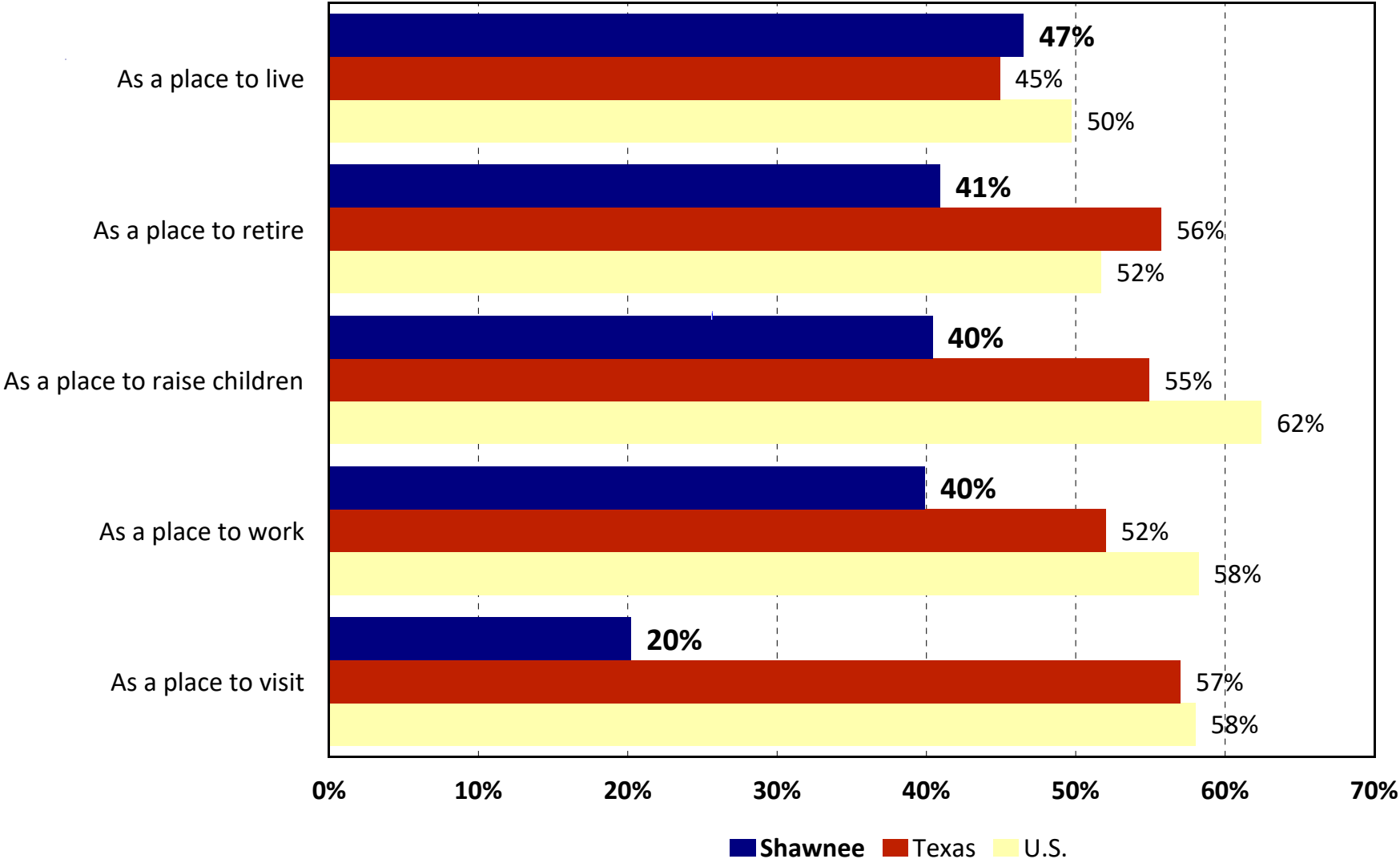
National Benchmarks

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 Shawnee, Oklahoma is not authorized without written consent from ETC Institute.

Overall Ratings of the Community

Shawnee vs. Texas vs. the U.S.

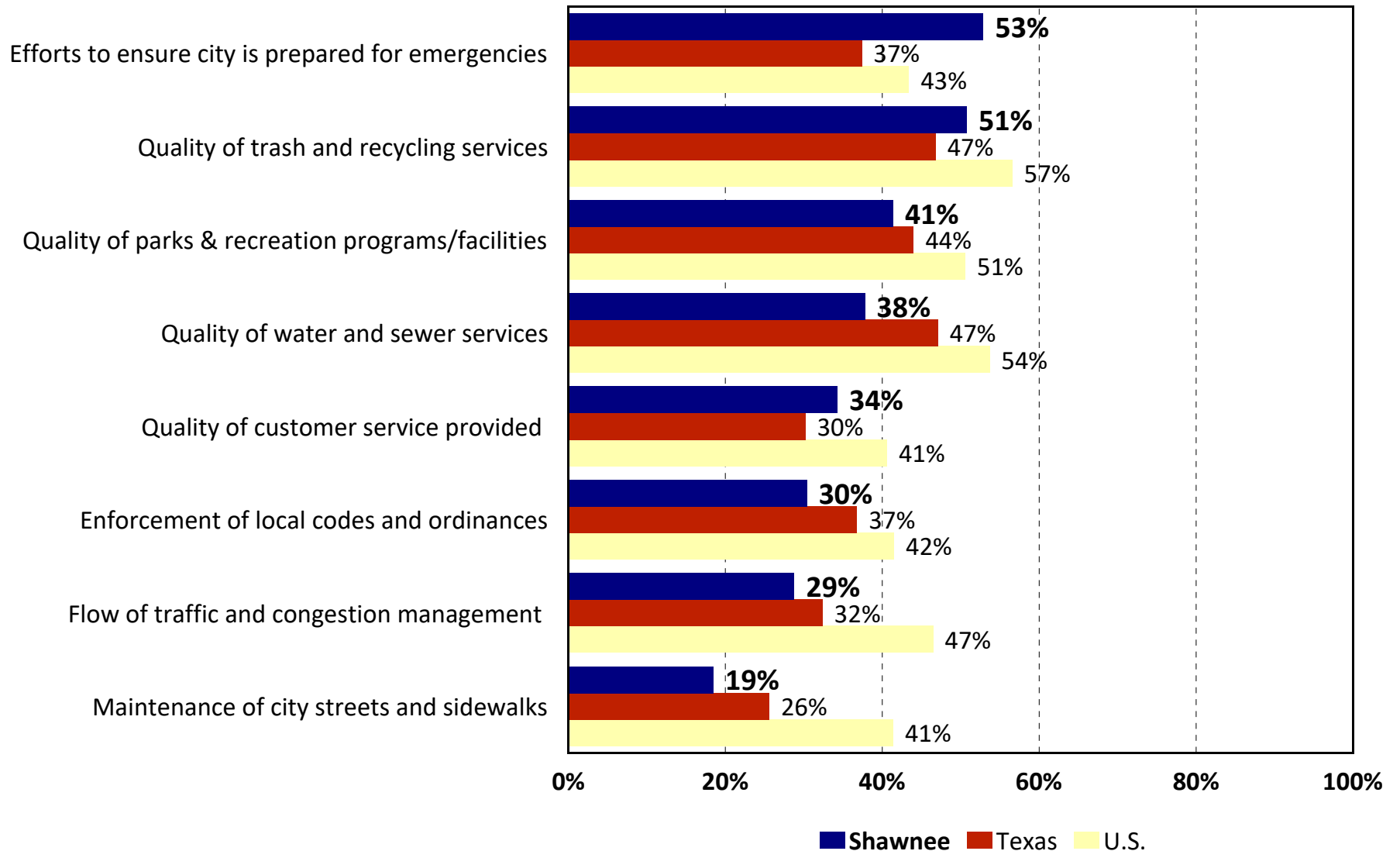
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Satisfaction with Major Categories of City Services

Shawnee vs. Texas vs. the U.S.

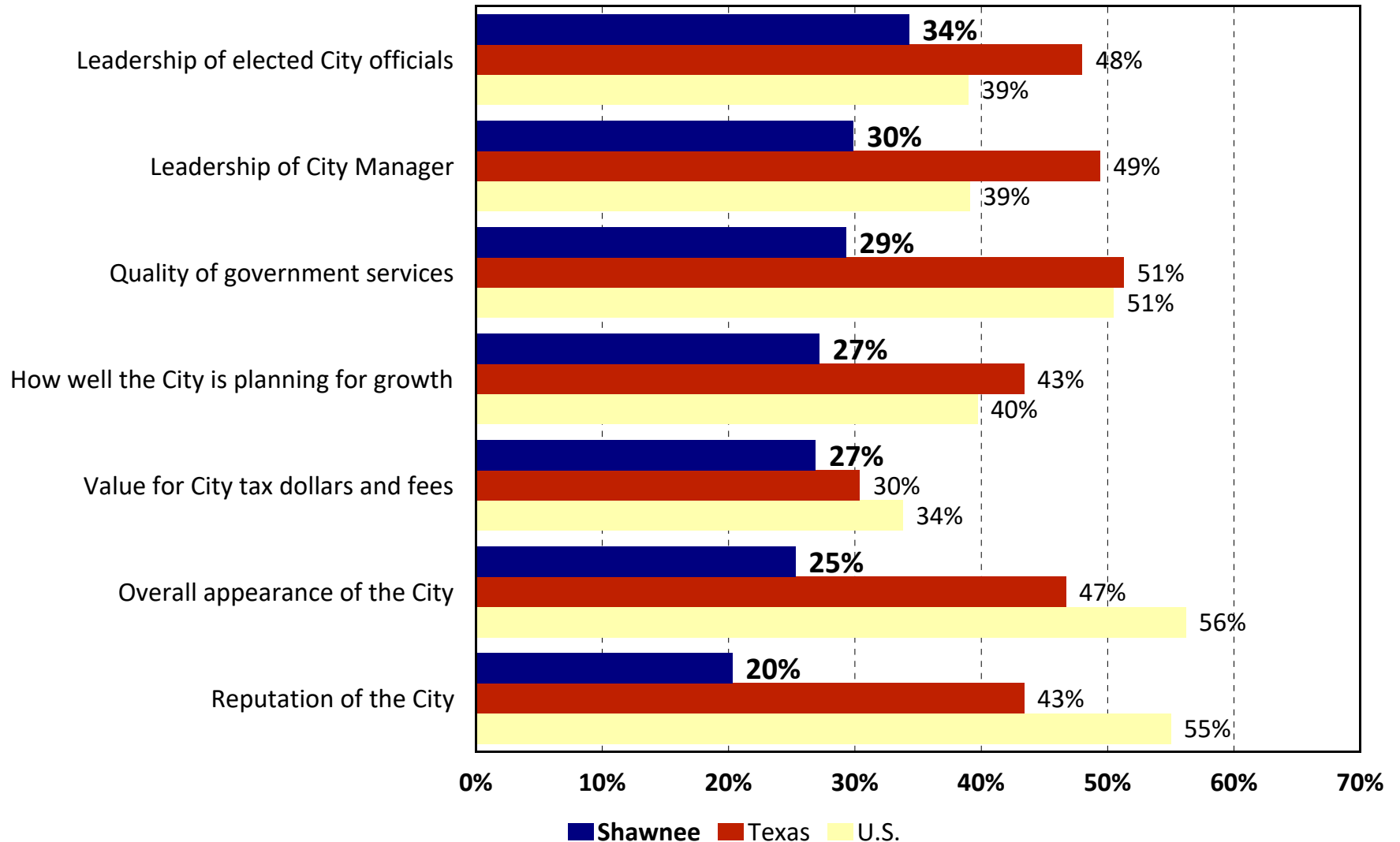
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Perceptions of the City

Shawnee vs. Texas vs. the U.S.

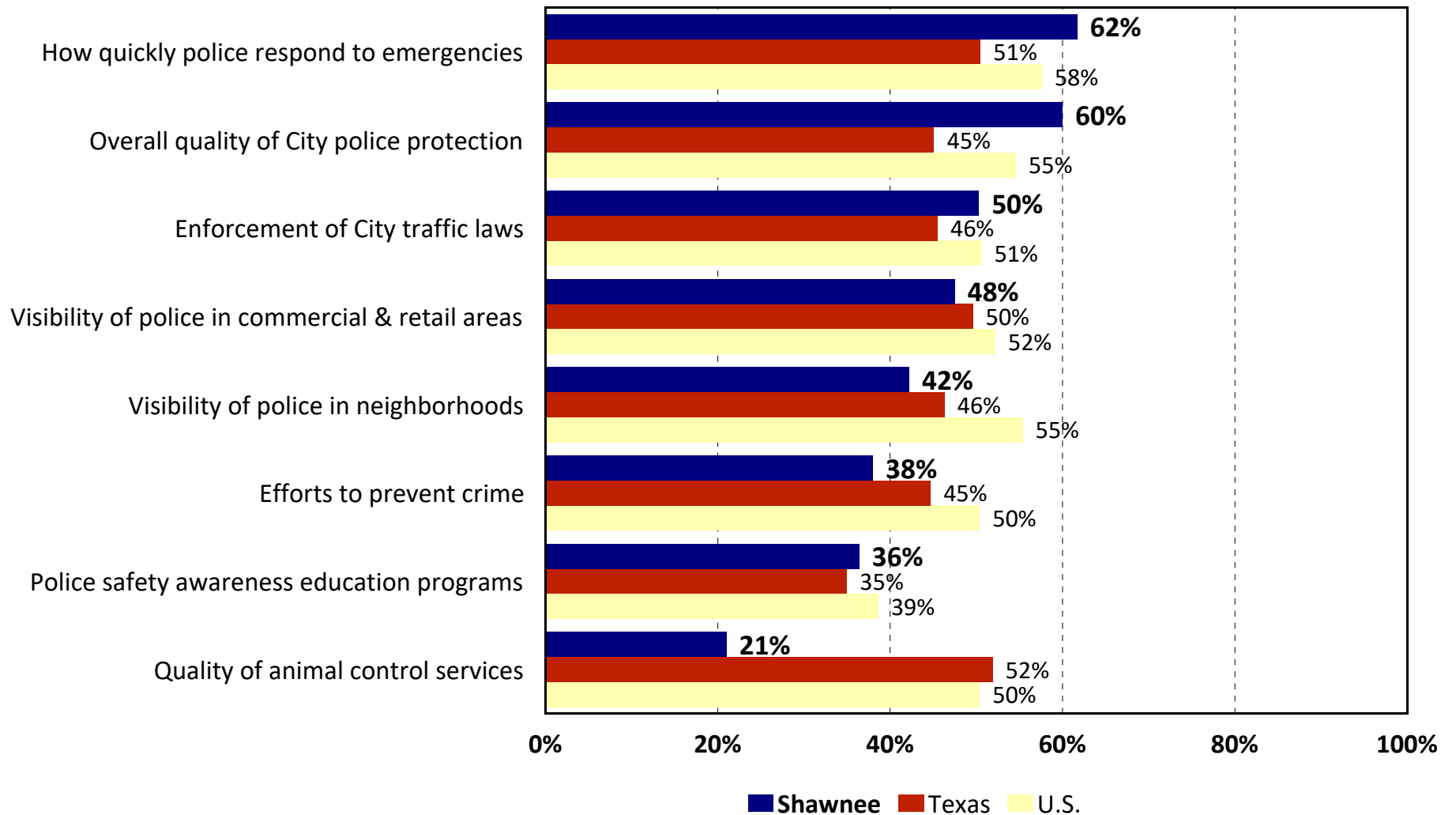
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Police Services/Emergency Management/Animal Welfare

Shawnee vs. Texas vs. the U.S.

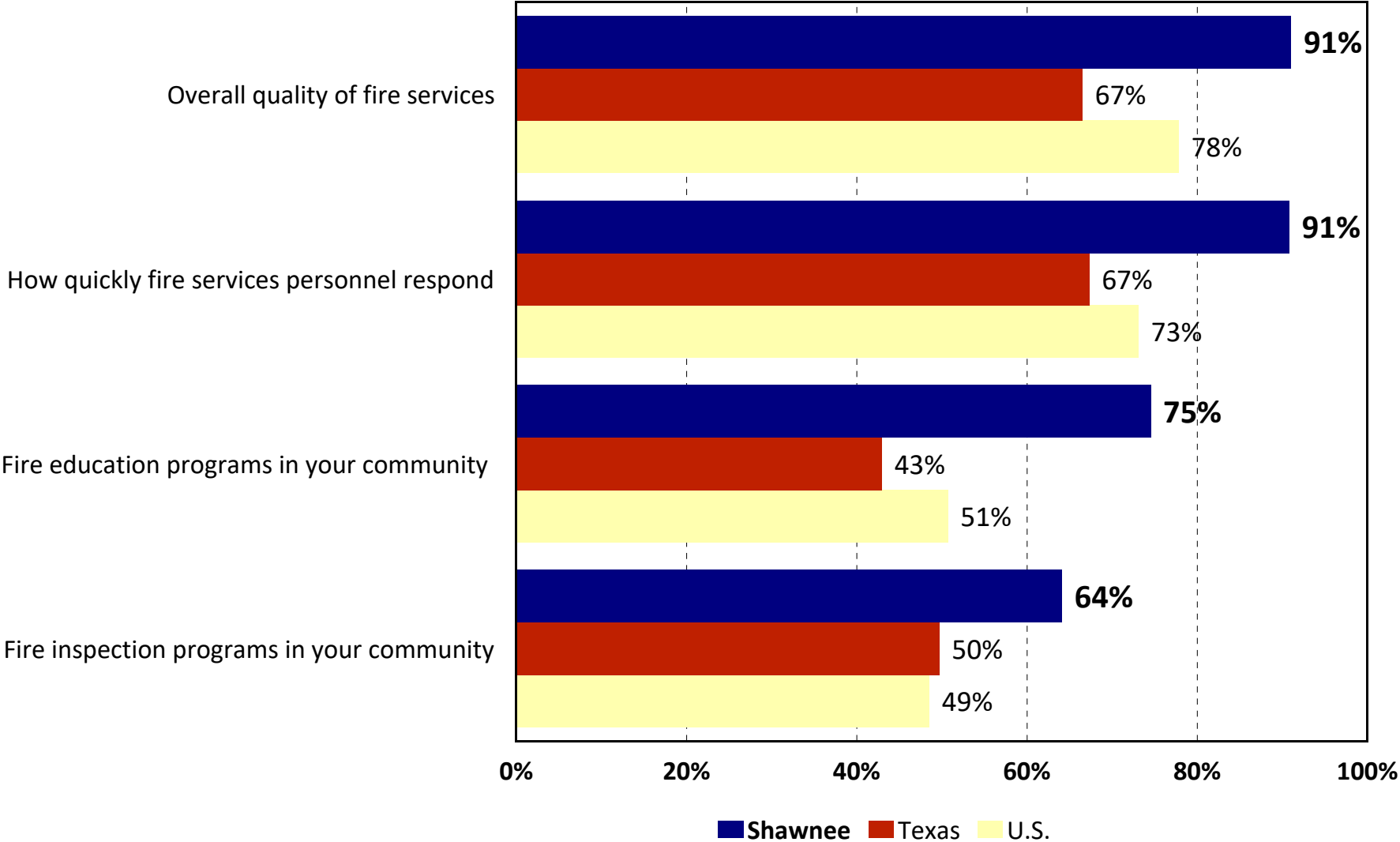
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Fire Services

Shawnee vs. Texas vs. the U.S.

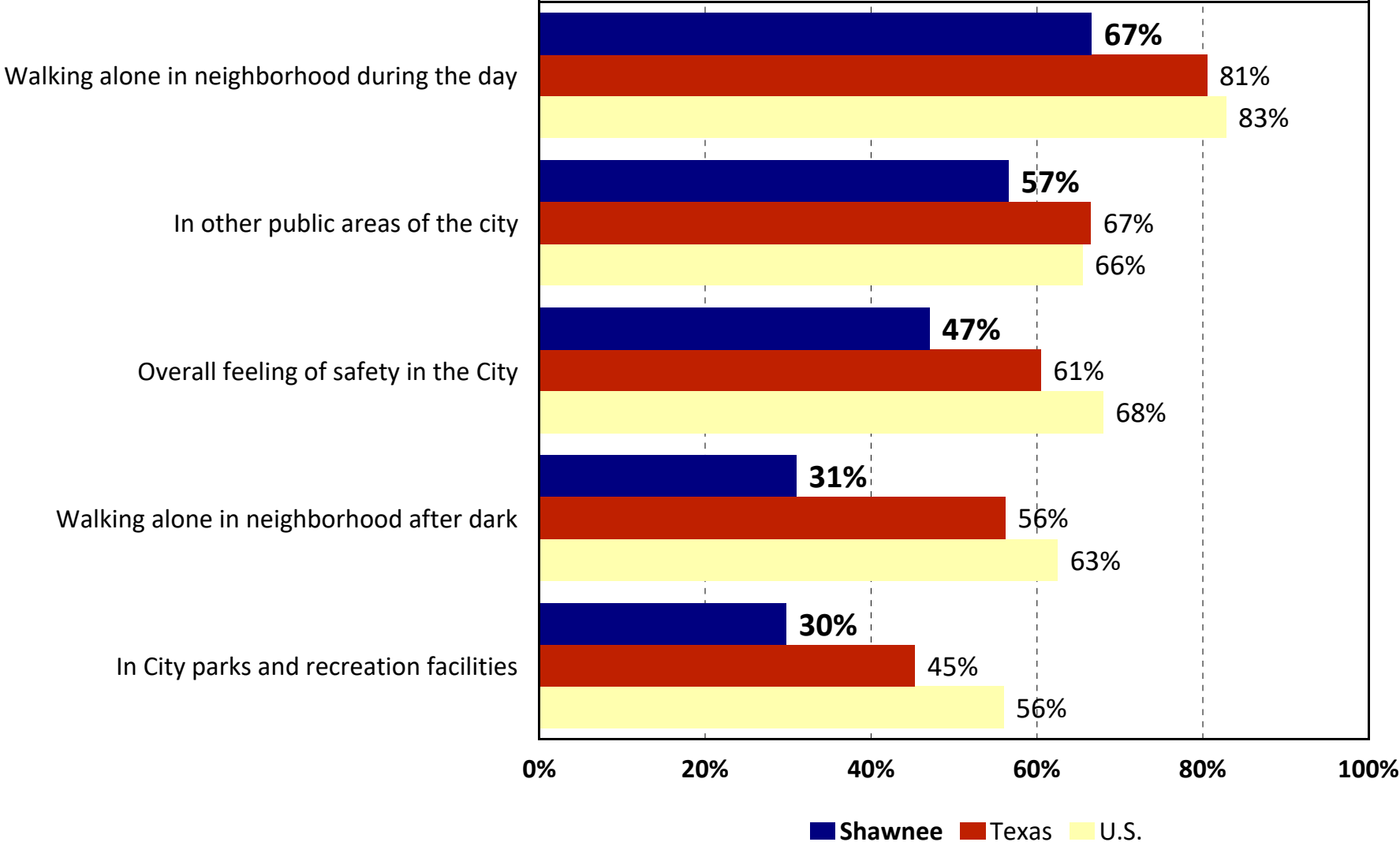
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety in the Following Situations

Shawnee vs. Texas vs. the U.S.

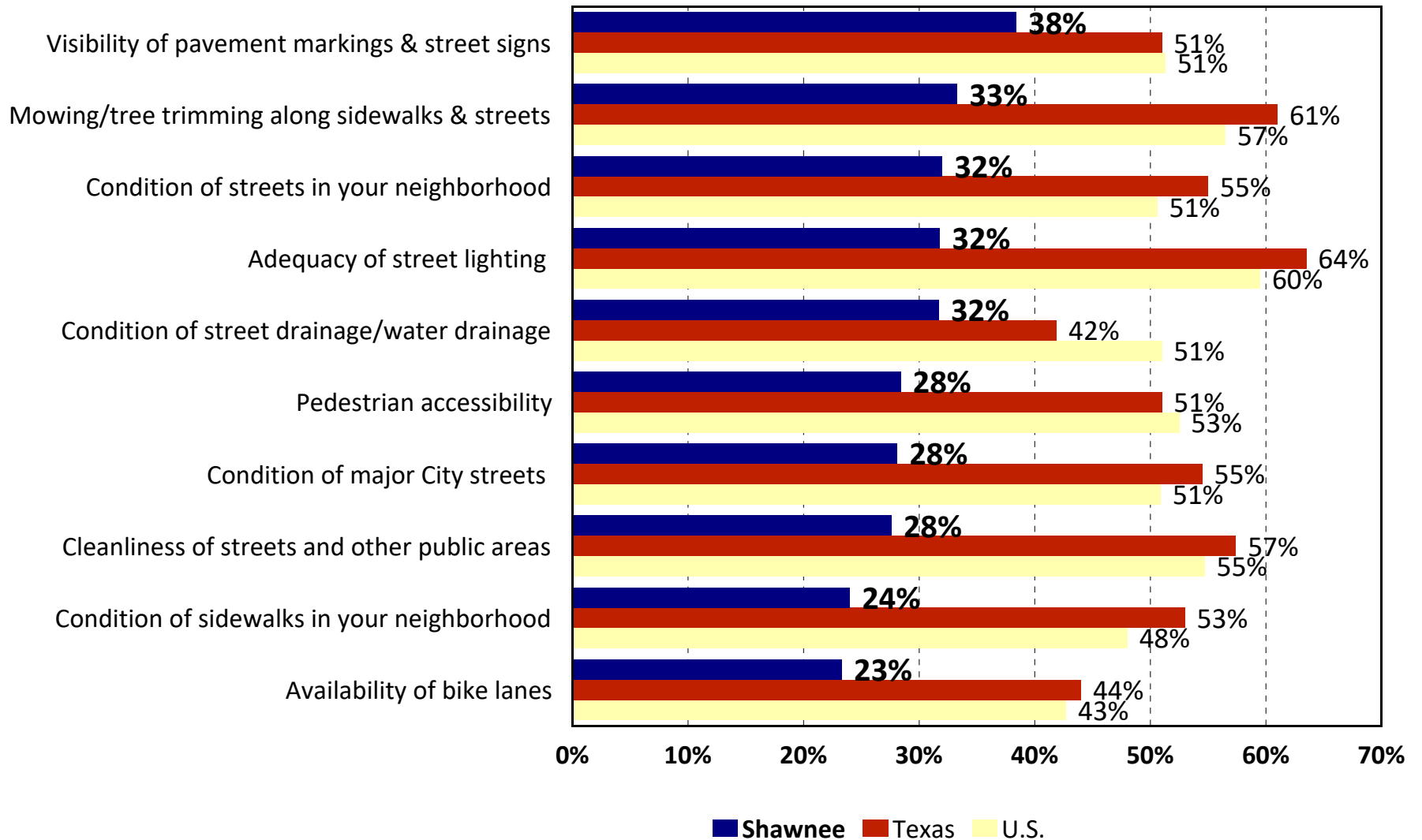
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Satisfaction with Streets and Traffic

Shawnee vs. Texas vs. the U.S.

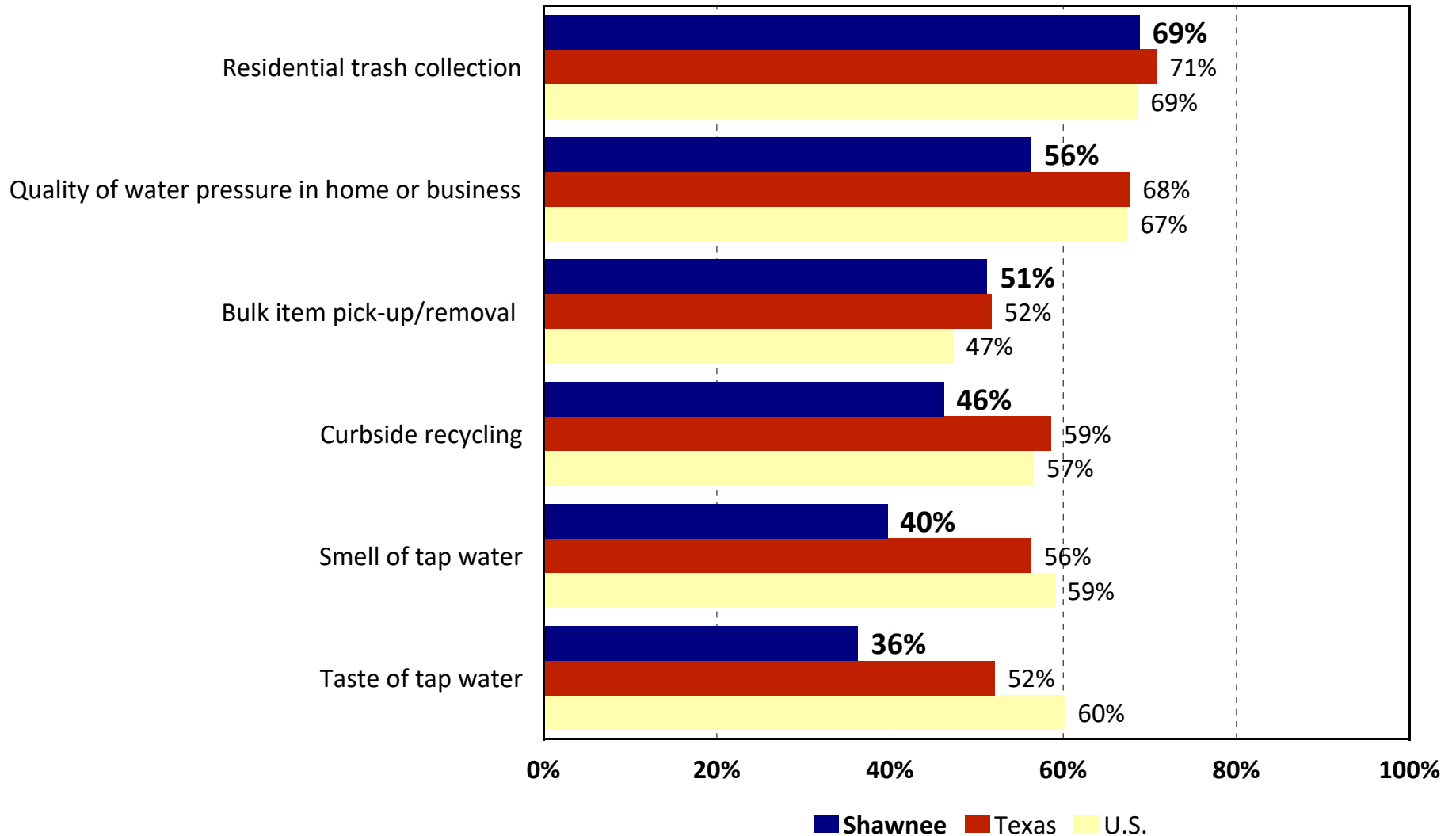
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Trash Services and Water/Sewer Utilities

Shawnee vs. Texas vs. the U.S.

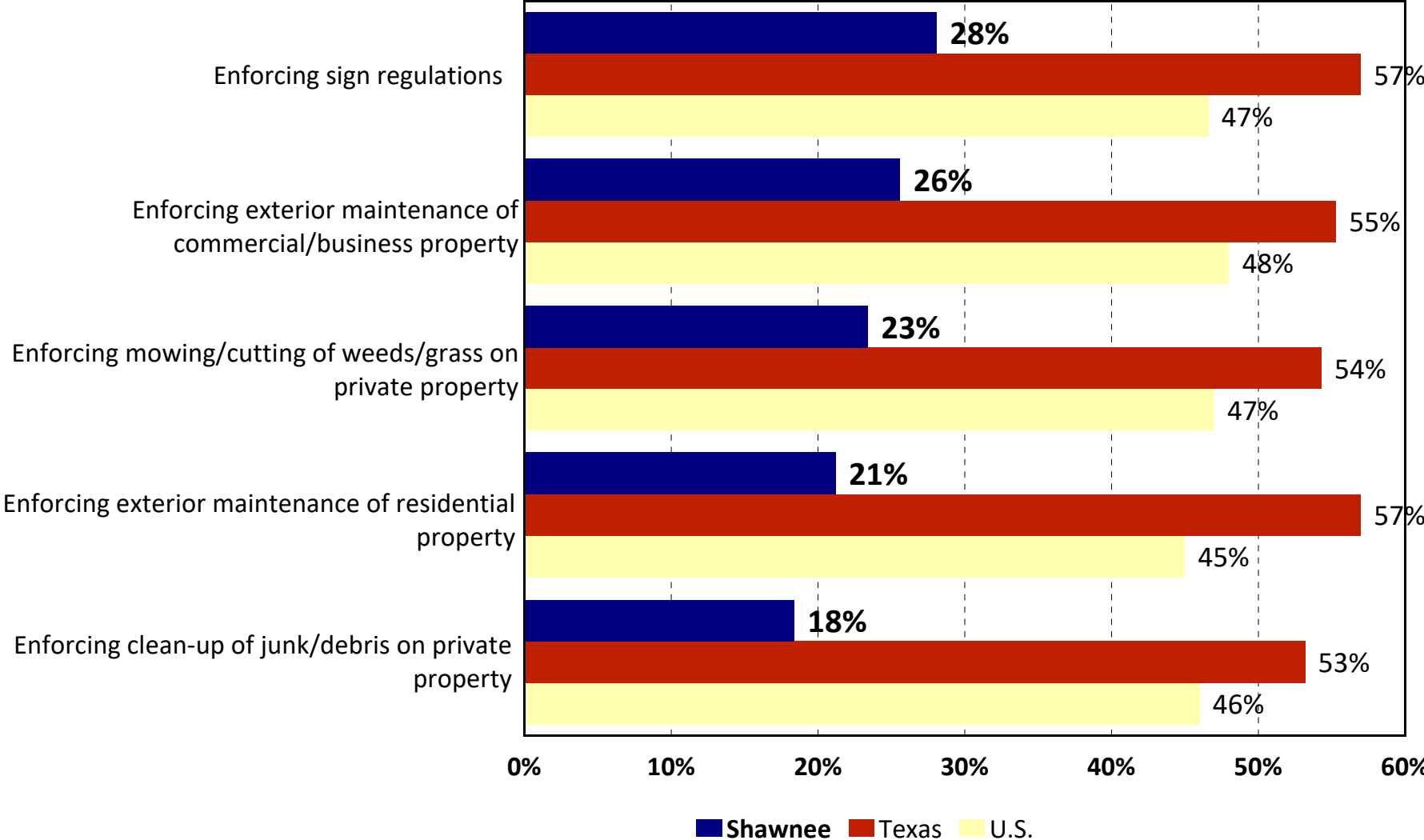
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Code Enforcement

Shawnee vs. Texas vs. the U.S.

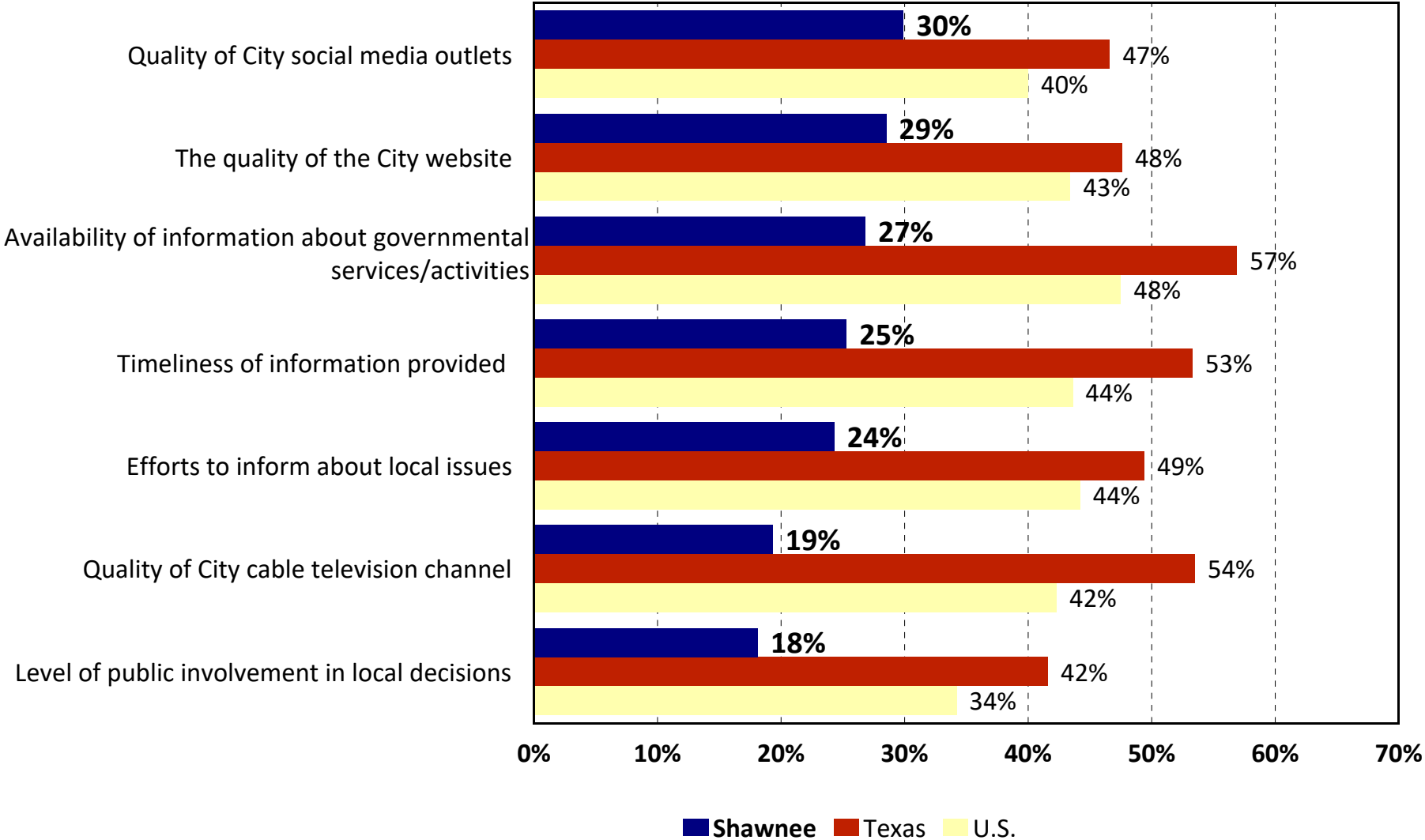
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Public Information Services

Shawnee vs. Texas 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)





Importance- Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

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

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

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

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

Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to emphasize over the next two years. Nearly two-thirds (64.7%) of the respondent households selected "*maintenance of city streets and sidewalks*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 18.5% of respondents surveyed rated "*maintenance of city streets and sidewalks*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 64.7% was multiplied by 81.5% (1 - 0.185). This calculation yielded an I-S rating of 0.5273, which ranked first out of ten major categories of City services analyzed.

Importance-Satisfaction Analysis



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

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

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

Interpreting the Ratings

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

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

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

Importance-Satisfaction Rating

City of Shawnee, OK

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of city streets and sidewalks	65%	1	19%	10	0.5273	1
Flow of traffic and congestion management	40%	2	29%	9	0.2827	2
Quality of water and sewer services	34%	3	38%	6	0.2133	3
Enforcement of local codes and ordinances	30%	5	30%	8	0.2102	4
<u>High Priority (IS .10 - .20)</u>						
Quality of parks & recreation programs/facilities	25%	6	41%	5	0.1483	5
Quality of police services	30%	4	56%	2	0.1353	6
<u>Medium Priority (IS <.10)</u>						
Efforts to ensure city is prepared for emergencies	19%	7	53%	3	0.0885	7
Quality of customer service provided	13%	9	34%	7	0.0841	8
Quality of trash and recycling services	15%	8	51%	4	0.0733	9
Quality of fire services	8%	10	80%	1	0.0154	10

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

Most Important %:

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

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Efforts by Shawnee police to prevent crime	40%	1	38%	13	0.2499	1
<u>High Priority (IS .10 - .20)</u>						
Quality of animal control services	23%	4	21%	15	0.1801	2
Visibility of police in neighborhoods	29%	2	42%	12	0.1676	3
Animal Welfare's enforcement of relevant ordinances	17%	7	21%	16	0.1328	4
Emergency preparedness	19%	5	46%	10	0.1034	5
Overall quality of City police protection	25%	3	60%	7	0.1004	6
<u>Medium Priority (IS <.10)</u>						
Visibility of police in commercial & retail areas	18%	6	48%	9	0.0924	7
Enforcement of City traffic laws	16%	8	50%	8	0.0785	8
Police safety awareness education programs	9%	11	36%	14	0.0547	9
Animal Welfare's pet adoption & rescue efforts	9%	10	43%	11	0.0532	10
How quickly police respond to emergencies	10%	9	62%	6	0.0379	11
9-1-1 service provided by operators	7%	13	68%	4	0.0214	12
Fire inspection programs in your community	6%	16	64%	5	0.0205	13
Fire education programs in your community	8%	12	75%	3	0.0196	14
How quickly fire services personnel respond	6%	15	91%	2	0.0054	15
Overall quality of fire services	6%	14	91%	1	0.0054	16

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

Most Important %:

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

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Quality of facilities at Shawnee parks	44%	1	46%	3	0.2395	1
Number of walking/biking trails in Shawnee	30%	3	32%	12	0.2031	2
<u>High Priority (IS .10 - .20)</u>						
Senior citizen programs in Shawnee	26%	4	40%	5	0.1533	3
Quality of maintenance of Shawnee parks	34%	2	57%	2	0.1464	4
Quality of walking/biking trails in Shawnee	20%	5	38%	7	0.1256	5
<u>Medium Priority (IS < .10)</u>						
Availability of meeting spaces	14%	6	37%	8	0.0897	6
Quality of outdoor athletic fields in Shawnee	12%	7	33%	11	0.0789	7
Quality of fishing at Shawnee Twin Lakes	9%	8	33%	10	0.0621	8
Quality of camping at Shawnee Twin Lakes	6%	10	23%	13	0.0468	9
Quality of outdoor aquatic facilities in Shawnee	6%	11	42%	4	0.0342	10
Ease of access to city parks	8%	9	67%	1	0.0272	11
Quality of kayaking at Shawnee Twin Lakes	3%	13	36%	9	0.0198	12
Quality of boating at Shawnee Twin Lakes	3%	12	40%	6	0.0193	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 Shawnee, OK

Streets and Traffic

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Condition of major streets in Shawnee	43%	1	28%	8	0.3063	1
<u>High Priority (IS .10 - .20)</u>						
Quality of roadway repair	24%	3	18%	13	0.1950	2
Condition of streets in your neighborhood	28%	2	32%	4	0.1911	3
Adequacy of street lighting in Shawnee	23%	4	32%	5	0.1562	4
Condition of street drainage/water drainage	21%	5	32%	6	0.1462	5
Management of traffic flow	19%	7	27%	10	0.1393	6
Timing of traffic signals	21%	6	35%	2	0.1380	7
Cleanliness of streets and other public areas	15%	8	28%	9	0.1108	8
Speed of roadway repair	13%	10	18%	14	0.1091	9
Condition of sidewalks in your neighborhood	14%	9	24%	11	0.1072	10
<u>Medium Priority (IS <.10)</u>						
Pedestrian accessibility	13%	11	28%	7	0.0945	11
Visibility of pavement markings & street signs	11%	12	38%	1	0.0671	12
Availability of bike lanes	9%	13	23%	12	0.0660	13
Mowing/tree trimming along sidewalks & streets	8%	14	33%	3	0.0527	14

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

Most Important %:

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

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing clean-up of junk/debris on private property	60%	1	18%	6	0.4863	1
Removal or demolition of dilapidated structures	54%	2	18%	7	0.4390	2
Enforcing mowing/cutting of weeds/grass on private property	36%	3	23%	4	0.2773	3
Enforcing exterior maintenance of residential property	26%	4	21%	5	0.2065	4
<u>High Priority (IS .10 - .20)</u>						
City efforts to remove abandoned/inoperative vehicles	21%	5	24%	3	0.1590	5
Enforcing exterior maintenance of commercial/business property	19%	6	26%	2	0.1414	6
<u>Medium Priority (IS <.10)</u>						
Enforcing sign regulations	9%	7	28%	1	0.0647	7

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should 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 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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4

Tabular Data

Q1. Perception of The City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Shawnee with regard to each of the following.

(N=431)

	Excellent	Good	Average	Below average	Poor	Don't know
Q1-1. As a place to live	9.0%	37.4%	33.2%	17.6%	2.6%	0.2%
Q1-2. As a place to raise children	7.7%	30.9%	29.7%	21.3%	5.6%	4.9%
Q1-3. As a place to work	9.0%	27.8%	33.2%	18.3%	4.2%	7.4%
Q1-4. As a place to retire	9.0%	29.9%	29.5%	18.3%	8.6%	4.6%
Q1-5. As a place to visit	4.9%	14.8%	32.9%	30.2%	14.8%	2.3%
Q1-6. As a City moving in the right direction	8.8%	24.1%	29.5%	18.8%	16.2%	2.6%
Q1-7. As a place you are proud to call home	10.9%	31.8%	30.4%	17.4%	8.8%	0.7%

WITHOUT "DON'T KNOW"

Q1. Perception of The City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Shawnee with regard to each of the following. (without "don't know")

(N=431)

	Excellent	Good	Average	Below average	Poor
Q1-1. As a place to live	9.1%	37.4%	33.3%	17.7%	2.6%
Q1-2. As a place to raise children	8.0%	32.4%	31.2%	22.4%	5.9%
Q1-3. As a place to work	9.8%	30.1%	35.8%	19.8%	4.5%
Q1-4. As a place to retire	9.5%	31.4%	30.9%	19.2%	9.0%
Q1-5. As a place to visit	5.0%	15.2%	33.7%	30.9%	15.2%
Q1-6. As a City moving in the right direction	9.0%	24.8%	30.2%	19.3%	16.7%
Q1-7. As a place you are proud to call home	11.0%	32.0%	30.6%	17.5%	8.9%

Q2. Please rate each major category of services provided by the City of Shawnee using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Quality of police services	15.5%	38.1%	30.6%	7.9%	4.4%	3.5%
Q2-2. Quality of fire services	29.0%	45.7%	17.4%	1.4%	0.5%	6.0%
Q2-3. Efforts by Shawnee to ensure City is prepared for emergencies	12.5%	36.2%	30.9%	9.7%	2.8%	7.9%
Q2-4. Enforcement of local codes & ordinances	5.1%	23.0%	30.6%	23.4%	10.2%	7.7%
Q2-5. Maintenance of City streets & sidewalks	3.0%	15.3%	26.9%	30.6%	23.2%	0.9%
Q2-6. Quality of water & sewer services	6.0%	30.6%	29.0%	21.8%	9.5%	3.0%
Q2-7. Flow of traffic & congestion management on Shawnee streets	4.4%	24.4%	27.1%	27.1%	16.7%	0.2%
Q2-8. Quality of trash & recycling services	8.6%	41.5%	24.6%	15.3%	8.6%	1.4%
Q2-9. Quality of parks & recreation programs & facilities	7.4%	32.0%	30.9%	17.6%	7.4%	4.6%
Q2-10. Quality of customer service provided by City of Shawnee	5.8%	25.3%	37.1%	13.5%	9.0%	9.3%

WITHOUT "DON'T KNOW"

Q2. Please rate each major category of services provided by the City of Shawnee using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Quality of police services	16.1%	39.4%	31.7%	8.2%	4.6%
Q2-2. Quality of fire services	30.9%	48.6%	18.5%	1.5%	0.5%
Q2-3. Efforts by Shawnee to ensure City is prepared for emergencies	13.6%	39.3%	33.5%	10.6%	3.0%
Q2-4. Enforcement of local codes & ordinances	5.5%	24.9%	33.2%	25.4%	11.1%
Q2-5. Maintenance of City streets & sidewalks	3.0%	15.5%	27.2%	30.9%	23.4%
Q2-6. Quality of water & sewer services	6.2%	31.6%	29.9%	22.5%	9.8%
Q2-7. Flow of traffic & congestion management on Shawnee streets	4.4%	24.4%	27.2%	27.2%	16.7%
Q2-8. Quality of trash & recycling services	8.7%	42.1%	24.9%	15.5%	8.7%
Q2-9. Quality of parks & recreation programs & facilities	7.8%	33.6%	32.4%	18.5%	7.8%
Q2-10. Quality of customer service provided by City of Shawnee	6.4%	27.9%	40.9%	14.8%	10.0%

Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q3. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	60	13.9 %
Quality of fire services	5	1.2 %
Efforts by Shawnee to ensure City is prepared for emergencies	22	5.1 %
Enforcement of local codes & ordinances	46	10.7 %
Maintenance of City streets & sidewalks	145	33.6 %
Quality of water & sewer services	41	9.5 %
Flow of traffic & congestion management on Shawnee streets	40	9.3 %
Quality of trash & recycling services	11	2.6 %
Quality of parks & recreation programs & facilities	22	5.1 %
Quality of customer service provided by City of Shawnee	18	4.2 %
None chosen	21	4.9 %
Total	431	100.0 %

Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q3. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	40	9.3 %
Quality of fire services	12	2.8 %
Efforts by Shawnee to ensure City is prepared for emergencies	24	5.6 %
Enforcement of local codes & ordinances	37	8.6 %
Maintenance of City streets & sidewalks	81	18.8 %
Quality of water & sewer services	64	14.8 %
Flow of traffic & congestion management on Shawnee streets	76	17.6 %
Quality of trash & recycling services	26	6.0 %
Quality of parks & recreation programs & facilities	34	7.9 %
Quality of customer service provided by City of Shawnee	12	2.8 %
None chosen	25	5.8 %
Total	431	100.0 %

Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q3. 3rd choice	Number	Percent
Quality of police services	31	7.2 %
Quality of fire services	15	3.5 %
Efforts by Shawnee to ensure City is prepared for emergencies	35	8.1 %
Enforcement of local codes & ordinances	47	10.9 %
Maintenance of City streets & sidewalks	53	12.3 %
Quality of water & sewer services	43	10.0 %
Flow of traffic & congestion management on Shawnee streets	55	12.8 %
Quality of trash & recycling services	27	6.3 %
Quality of parks & recreation programs & facilities	53	12.3 %
Quality of customer service provided by City of Shawnee	25	5.8 %
None chosen	47	10.9 %
Total	431	100.0 %

SUM OF TOP 3 CHOICES

Q3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q3. Sum of top 3 choices	Number	Percent
Quality of police services	131	30.4 %
Quality of fire services	32	7.4 %
Efforts by Shawnee to ensure City is prepared for emergencies	81	18.8 %
Enforcement of local codes & ordinances	130	30.2 %
Maintenance of City streets & sidewalks	279	64.7 %
Quality of water & sewer services	148	34.3 %
Flow of traffic & congestion management on Shawnee streets	171	39.7 %
Quality of trash & recycling services	64	14.8 %
Quality of parks & recreation programs & facilities	109	25.3 %
Quality of customer service provided by City of Shawnee	55	12.8 %
None chosen	21	4.9 %
Total	1221	

Q4. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 3 above?

Q4. Would you support City spending additional taxpayer money to support priorities you have identified in Question 3

	Number	Percent
Yes	286	66.4 %
No	109	25.3 %
Not provided	36	8.4 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q4. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 3 above? (without "not provided")

Q4. Would you support City spending additional taxpayer money to support priorities you have identified in Question 3

	Number	Percent
Yes	286	72.4 %
No	109	27.6 %
Total	395	100.0 %

Q5. Please rate each item that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall value you receive for your City tax dollars & fees	3.0%	23.0%	30.6%	28.8%	11.1%	3.5%
Q5-2. Reputation of Shawnee	3.5%	16.5%	25.5%	34.3%	18.3%	1.9%
Q5-3. Quality of Shawnee government services	4.4%	23.7%	36.4%	20.2%	11.1%	4.2%
Q5-4. Quality of life in Shawnee	7.0%	36.9%	28.8%	20.6%	5.6%	1.2%
Q5-5. How well City of Shawnee is planning for growth	4.6%	19.7%	30.6%	24.4%	10.2%	10.4%
Q5-6. Overall appearance of Shawnee	5.1%	20.2%	25.3%	31.1%	18.1%	0.2%
Q5-7. Leadership of elected City officials (Mayor & City Commission)	9.0%	22.3%	30.6%	13.7%	15.5%	8.8%
Q5-8. Leadership of City Manager	7.7%	18.3%	34.6%	14.2%	12.3%	13.0%

WITHOUT "DON'T KNOW"

Q5. Please rate each item that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall value you receive for your City tax dollars & fees	3.1%	23.8%	31.7%	29.8%	11.5%
Q5-2. Reputation of Shawnee	3.5%	16.8%	26.0%	35.0%	18.7%
Q5-3. Quality of Shawnee government services	4.6%	24.7%	38.0%	21.1%	11.6%
Q5-4. Quality of life in Shawnee	7.0%	37.3%	29.1%	20.9%	5.6%
Q5-5. How well City of Shawnee is planning for growth	5.2%	22.0%	34.2%	27.2%	11.4%
Q5-6. Overall appearance of Shawnee	5.1%	20.2%	25.3%	31.2%	18.1%
Q5-7. Leadership of elected City officials (Mayor & City Commission)	9.9%	24.4%	33.6%	15.0%	17.0%
Q5-8. Leadership of City Manager	8.8%	21.1%	39.7%	16.3%	14.1%

Q6. Police Services/Emergency Management/Animal Welfare. Have you or anyone in your family had contact with the Shawnee Police Department in the last 12 months?

Q6. Have anyone in your family had contact with Shawnee Police Department in last 12 months	Number	Percent
Yes	165	38.3 %
No	258	59.9 %
Not provided	8	1.9 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q6. Police Services/Emergency Management/Animal Welfare. Have you or anyone in your family had contact with the Shawnee Police Department in the last 12 months? (without "not provided")

Q6. Have anyone in your family had contact with Shawnee Police Department in last 12 months	Number	Percent
Yes	165	39.0 %
No	258	61.0 %
Total	423	100.0 %

Q6a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=165)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6a-1. Overall quality of City police protection	18.2%	41.8%	24.2%	12.1%	3.6%	0.0%
Q6a-2. Visibility of police in neighborhoods	6.7%	34.5%	30.9%	19.4%	6.1%	2.4%
Q6a-3. Visibility of police in commercial & retail areas	6.7%	40.0%	30.9%	16.4%	4.2%	1.8%
Q6a-4. How quickly police respond to emergencies	12.1%	47.3%	26.7%	7.9%	2.4%	3.6%
Q6a-5. Efforts by Shawnee police to prevent crime	6.7%	29.7%	26.1%	23.0%	10.3%	4.2%
Q6a-6. Enforcement of City traffic laws	7.9%	41.8%	30.3%	9.1%	9.7%	1.2%
Q6a-7. Police safety awareness education programs	4.2%	21.8%	33.9%	6.7%	4.8%	28.5%
Q6a-8. 9-1-1 service provided by operators	21.2%	37.0%	21.8%	3.6%	2.4%	13.9%
Q6a-9. Emergency preparedness (services that prepare City for natural disasters or other emergency situations)	7.3%	30.3%	30.3%	9.7%	4.8%	17.6%
Q6a-10. Overall quality of animal control services	1.2%	17.0%	18.8%	25.5%	24.2%	13.3%
Q6a-11. Animal Welfare's enforcement of relevant ordinances	0.6%	15.8%	21.8%	21.8%	20.0%	20.0%
Q6a-12. Animal Welfare's pet adoption & rescue efforts	6.1%	26.7%	18.2%	14.5%	10.9%	23.6%

WITHOUT "DON'T KNOW"

Q6a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=165)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6a-1. Overall quality of City police protection	18.2%	41.8%	24.2%	12.1%	3.6%
Q6a-2. Visibility of police in neighborhoods	6.8%	35.4%	31.7%	19.9%	6.2%
Q6a-3. Visibility of police in commercial & retail areas	6.8%	40.7%	31.5%	16.7%	4.3%
Q6a-4. How quickly police respond to emergencies	12.6%	49.1%	27.7%	8.2%	2.5%
Q6a-5. Efforts by Shawnee police to prevent crime	7.0%	31.0%	27.2%	24.1%	10.8%
Q6a-6. Enforcement of City traffic laws	8.0%	42.3%	30.7%	9.2%	9.8%
Q6a-7. Police safety awareness education programs	5.9%	30.5%	47.5%	9.3%	6.8%
Q6a-8. 9-1-1 service provided by operators	24.6%	43.0%	25.4%	4.2%	2.8%
Q6a-9. Emergency preparedness (services that prepare City for natural disasters or other emergency situations)	8.8%	36.8%	36.8%	11.8%	5.9%
Q6a-10. Overall quality of animal control services	1.4%	19.6%	21.7%	29.4%	28.0%
Q6a-11. Animal Welfare's enforcement of relevant ordinances	0.8%	19.7%	27.3%	27.3%	25.0%
Q6a-12. Animal Welfare's pet adoption & rescue efforts	7.9%	34.9%	23.8%	19.0%	14.3%

Q7. Fire Services. Have you or anyone in your family had contact with the Shawnee Fire Department in the last 12 months?

Q7. Have anyone in your family had contact with Shawnee Fire Department in last 12 months	Number	Percent
Yes	58	13.5 %
No	371	86.1 %
Not provided	2	0.5 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q7. Fire Services. Have you or anyone in your family had contact with the Shawnee Fire Department in the last 12 months? (without "not provided")

Q7. Have anyone in your family had contact with Shawnee Fire Department in last 12 months	Number	Percent
Yes	58	13.5 %
No	371	86.5 %
Total	429	100.0 %

Q7a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=58)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7a-1. Overall quality of fire services	44.8%	43.1%	8.6%	0.0%	0.0%	3.4%
Q7a-2. How quickly fire services personnel respond to emergencies	48.3%	36.2%	5.2%	3.4%	0.0%	6.9%
Q7a-3. Fire education programs in your community (e.g., smoke detector inspection/installation, infant/child car seat installation/inspection)	17.2%	37.9%	17.2%	1.7%	0.0%	25.9%
Q7a-4. Fire inspection programs in your community	13.8%	29.3%	20.7%	1.7%	1.7%	32.8%

WITHOUT "DON'T KNOW"

Q7a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=58)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7a-1. Overall quality of fire services	46.4%	44.6%	8.9%	0.0%	0.0%
Q7a-2. How quickly fire services personnel respond to emergencies	51.9%	38.9%	5.6%	3.7%	0.0%
Q7a-3. Fire education programs in your community (e.g., smoke detector inspection/installation, infant/child car seat installation/inspection)	23.3%	51.2%	23.3%	2.3%	0.0%
Q7a-4. Fire inspection programs in your community	20.5%	43.6%	30.8%	2.6%	2.6%

Q8. From the list of items in Questions 6a and 7a, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. Top choice	Number	Percent
Overall quality of City police protection	65	15.1 %
Visibility of police in neighborhoods	51	11.8 %
Visibility of police in commercial & retail areas	22	5.1 %
How quickly police respond to emergencies	14	3.2 %
Efforts by Shawnee police to prevent crime	78	18.1 %
Enforcement of City traffic laws	23	5.3 %
Police safety awareness education programs	8	1.9 %
9-1-1 service provided by operators	9	2.1 %
Emergency preparedness (services that prepare City for natural disasters or other emergency situations)	30	7.0 %
Overall quality of animal control services	36	8.4 %
Animal Welfare's enforcement of relevant ordinances	9	2.1 %
Animal Welfare's pet adoption & rescue efforts	7	1.6 %
Overall quality of fire services	4	0.9 %
How quickly fire services personnel respond to emergencies	3	0.7 %
Fire education programs in your community (e.g., smoke detector inspection/installation, infant/child car seat installation/inspection)	9	2.1 %
Fire inspection programs in your community	5	1.2 %
None chosen	58	13.5 %
Total	431	100.0 %

Q8. From the list of items in Questions 6a and 7a, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 2nd choice	Number	Percent
Overall quality of City police protection	18	4.2 %
Visibility of police in neighborhoods	47	10.9 %
Visibility of police in commercial & retail areas	26	6.0 %
How quickly police respond to emergencies	13	3.0 %
Efforts by Shawnee police to prevent crime	64	14.8 %
Enforcement of City traffic laws	24	5.6 %
Police safety awareness education programs	13	3.0 %
9-1-1 service provided by operators	8	1.9 %
Emergency preparedness (services that prepare City for natural disasters or other emergency situations)	29	6.7 %
Overall quality of animal control services	30	7.0 %
Animal Welfare's enforcement of relevant ordinances	40	9.3 %
Animal Welfare's pet adoption & rescue efforts	9	2.1 %
Overall quality of fire services	10	2.3 %
How quickly fire services personnel respond to emergencies	11	2.6 %
Fire education programs in your community (e.g., smoke detector inspection/installation, infant/child car seat installation/inspection)	9	2.1 %
Fire inspection programs in your community	8	1.9 %
None chosen	72	16.7 %
Total	431	100.0 %

Q8. From the list of items in Questions 6a and 7a, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 3rd choice	Number	Percent
Overall quality of City police protection	25	5.8 %
Visibility of police in neighborhoods	27	6.3 %
Visibility of police in commercial & retail areas	28	6.5 %
How quickly police respond to emergencies	16	3.7 %
Efforts by Shawnee police to prevent crime	32	7.4 %
Enforcement of City traffic laws	21	4.9 %
Police safety awareness education programs	16	3.7 %
9-1-1 service provided by operators	11	2.6 %
Emergency preparedness (services that prepare City for natural disasters or other emergency situations)	23	5.3 %
Overall quality of animal control services	32	7.4 %
Animal Welfare's enforcement of relevant ordinances	23	5.3 %
Animal Welfare's pet adoption & rescue efforts	24	5.6 %
Overall quality of fire services	12	2.8 %
How quickly fire services personnel respond to emergencies	11	2.6 %
Fire education programs in your community (e.g., smoke detector inspection/installation, infant/child car seat installation/inspection)	15	3.5 %
Fire inspection programs in your community	11	2.6 %
None chosen	104	24.1 %
Total	431	100.0 %

SUM OF TOP 3 CHOICES

Q8. From the list of items in Questions 6a and 7a, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q8. Sum of top 3 choices	Number	Percent
Overall quality of City police protection	108	25.1 %
Visibility of police in neighborhoods	125	29.0 %
Visibility of police in commercial & retail areas	76	17.6 %
How quickly police respond to emergencies	43	10.0 %
Efforts by Shawnee police to prevent crime	174	40.4 %
Enforcement of City traffic laws	68	15.8 %
Police safety awareness education programs	37	8.6 %
9-1-1 service provided by operators	28	6.5 %
Emergency preparedness (services that prepare City for natural disasters or other emergency situations)	82	19.0 %
Overall quality of animal control services	98	22.7 %
Animal Welfare's enforcement of relevant ordinances	72	16.7 %
Animal Welfare's pet adoption & rescue efforts	40	9.3 %
Overall quality of fire services	26	6.0 %
How quickly fire services personnel respond to emergencies	25	5.8 %
Fire education programs in your community (e.g., smoke detector inspection/installation, infant/child car seat installation/inspection)	33	7.7 %
Fire inspection programs in your community	24	5.6 %
None chosen	58	13.5 %
Total	1117	

Q9. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 8 above?

Q9. Would you support City spending additional taxpayer money to support priorities you have identified in Question 8

	Number	Percent
Yes	262	60.8 %
No	120	27.8 %
Not provided	49	11.4 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q9. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 8 above? (without "not provided")

Q9. Would you support City spending additional taxpayer money to support priorities you have identified in Question 8

	Number	Percent
Yes	262	68.6 %
No	120	31.4 %
Total	382	100.0 %

Q10. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=431)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q10-1. Overall feeling of safety in Shawnee	6.3%	40.1%	25.1%	18.1%	9.0%	1.4%
Q10-2. Walking alone in your neighborhood during the day	19.0%	46.9%	14.8%	13.2%	4.9%	1.2%
Q10-3. Walking alone in your neighborhood after dark	7.0%	23.0%	19.5%	24.4%	22.7%	3.5%
Q10-4. In City parks & recreation facilities	4.4%	23.4%	29.0%	24.4%	12.1%	6.7%
Q10-5. In business areas of City during the day	14.6%	46.2%	25.3%	8.4%	4.9%	0.7%
Q10-6. In business areas of City after dark	3.5%	16.0%	21.8%	36.2%	19.0%	3.5%
Q10-7. In other public areas of City (e.g., local restaurants, retail stores)	11.1%	44.8%	32.7%	7.7%	2.6%	1.2%

WITHOUT "DON'T KNOW"

Q10. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=431)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q10-1. Overall feeling of safety in Shawnee	6.4%	40.7%	25.4%	18.4%	9.2%
Q10-2. Walking alone in your neighborhood during the day	19.2%	47.4%	15.0%	13.4%	4.9%
Q10-3. Walking alone in your neighborhood after dark	7.2%	23.8%	20.2%	25.2%	23.6%
Q10-4. In City parks & recreation facilities	4.7%	25.1%	31.1%	26.1%	12.9%
Q10-5. In business areas of City during the day	14.7%	46.5%	25.5%	8.4%	4.9%
Q10-6. In business areas of City after dark	3.6%	16.6%	22.6%	37.5%	19.7%
Q10-7. In other public areas of City (e.g., local restaurants, retail stores)	11.3%	45.3%	33.1%	7.7%	2.6%

Q11. Parks and Recreation. Have you or anyone in your family visited a Shawnee park or recreational facility in the last 12 months?

Q11. Have anyone in your family visited a Shawnee park or recreational facility in last 12 months	Number	Percent
Yes	286	66.4 %
No	140	32.5 %
Not provided	5	1.2 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q11. Parks and Recreation. Have you or anyone in your family visited a Shawnee park or recreational facility in the last 12 months? (without "not provided")

Q11. Have anyone in your family visited a Shawnee park or recreational facility in last 12 months	Number	Percent
Yes	286	67.1 %
No	140	32.9 %
Total	426	100.0 %

Q11a. Shawnee Twin Lakes. Have you or anyone in your family visited Shawnee Twin Lakes in the last 12 months for recreational purposes?

Q11a. Have anyone in your family visited Shawnee Twin Lakes in last 12 months for recreational purposes	Number	Percent
Yes	144	50.3 %
No	142	49.7 %
Total	286	100.0 %

Q11b. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=286)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11b-1. Quality of maintenance (including mowing & cleanliness) of Shawnee parks	9.4%	46.9%	24.1%	15.4%	3.1%	1.0%
Q11b-2. Quality of facilities at Shawnee parks (e.g., picnic shelters, playgrounds)	5.6%	39.2%	26.6%	21.3%	5.2%	2.1%
Q11b-3. Ease of access to City parks	12.2%	53.8%	25.9%	6.3%	0.7%	1.0%
Q11b-4. Quality of fishing at Shawnee Twin Lakes	4.9%	13.6%	25.9%	8.4%	3.1%	44.1%
Q11b-5. Quality of boating at Shawnee Twin Lakes	3.5%	17.5%	25.2%	4.9%	1.7%	47.2%
Q11b-6. Quality of kayaking at Shawnee Twin Lakes	3.5%	14.7%	25.5%	4.5%	2.1%	49.7%
Q11b-7. Quality of camping at Shawnee Twin Lakes	1.7%	8.4%	19.6%	8.4%	5.6%	56.3%
Q11b-8. Availability of meeting spaces in Shawnee parks & recreation facilities	4.5%	22.4%	30.4%	12.6%	3.1%	26.9%
Q11b-9. Number of walking/ biking trails in Shawnee	7.0%	22.4%	24.5%	24.8%	12.2%	9.1%
Q11b-10. Quality of walking/ biking trails in Shawnee	7.0%	27.3%	29.0%	19.2%	8.0%	9.4%
Q11b-11. Quality of outdoor aquatic facilities in Shawnee	8.0%	26.2%	27.6%	15.0%	4.5%	18.5%
Q11b-12. Quality of outdoor athletic fields in Shawnee	4.9%	19.6%	29.0%	13.6%	6.6%	26.2%
Q11b-13. Senior citizen programs in Shawnee	6.6%	20.3%	21.3%	12.9%	6.3%	32.5%

WITHOUT "DON'T KNOW"**Q11b. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=286)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11b-1. Quality of maintenance (including mowing & cleanliness) of Shawnee parks	9.5%	47.3%	24.4%	15.5%	3.2%
Q11b-2. Quality of facilities at Shawnee parks (e.g., picnic shelters, playgrounds)	5.7%	40.0%	27.1%	21.8%	5.4%
Q11b-3. Ease of access to City parks	12.4%	54.4%	26.1%	6.4%	0.7%
Q11b-4. Quality of fishing at Shawnee Twin Lakes	8.8%	24.4%	46.3%	15.0%	5.6%
Q11b-5. Quality of boating at Shawnee Twin Lakes	6.6%	33.1%	47.7%	9.3%	3.3%
Q11b-6. Quality of kayaking at Shawnee Twin Lakes	6.9%	29.2%	50.7%	9.0%	4.2%
Q11b-7. Quality of camping at Shawnee Twin Lakes	4.0%	19.2%	44.8%	19.2%	12.8%
Q11b-8. Availability of meeting spaces in Shawnee parks & recreation facilities	6.2%	30.6%	41.6%	17.2%	4.3%
Q11b-9. Number of walking/biking trails in Shawnee	7.7%	24.6%	26.9%	27.3%	13.5%
Q11b-10. Quality of walking/biking trails in Shawnee	7.7%	30.1%	32.0%	21.2%	8.9%
Q11b-11. Quality of outdoor aquatic facilities in Shawnee	9.9%	32.2%	33.9%	18.5%	5.6%
Q11b-12. Quality of outdoor athletic fields in Shawnee	6.6%	26.5%	39.3%	18.5%	9.0%
Q11b-13. Senior citizen programs in Shawnee	9.8%	30.1%	31.6%	19.2%	9.3%

Q12. From the list of items in Questions 11b, which THREE of the major categories of Parks and Recreation do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of maintenance (including mowing & cleanliness) of Shawnee parks	92	21.3 %
Quality of facilities at Shawnee parks (e.g., picnic shelters, playgrounds)	74	17.2 %
Ease of access to City parks	5	1.2 %
Quality of fishing at Shawnee Twin Lakes	22	5.1 %
Quality of boating at Shawnee Twin Lakes	1	0.2 %
Quality of kayaking at Shawnee Twin Lakes	3	0.7 %
Quality of camping at Shawnee Twin Lakes	5	1.2 %
Availability of meeting spaces in Shawnee parks & recreation facilities	11	2.6 %
Number of walking/biking trails in Shawnee	46	10.7 %
Quality of walking/biking trails in Shawnee	8	1.9 %
Quality of outdoor aquatic facilities in Shawnee	8	1.9 %
Quality of outdoor athletic fields in Shawnee	15	3.5 %
Senior citizen programs in Shawnee	49	11.4 %
<u>None chosen</u>	<u>92</u>	<u>21.3 %</u>
Total	431	100.0 %

Q12. From the list of items in Questions 11b, which THREE of the major categories of Parks and Recreation do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of maintenance (including mowing & cleanliness) of Shawnee parks	27	6.3 %
Quality of facilities at Shawnee parks (e.g., picnic shelters, playgrounds)	84	19.5 %
Ease of access to City parks	9	2.1 %
Quality of fishing at Shawnee Twin Lakes	10	2.3 %
Quality of boating at Shawnee Twin Lakes	7	1.6 %
Quality of kayaking at Shawnee Twin Lakes	5	1.2 %
Quality of camping at Shawnee Twin Lakes	12	2.8 %
Availability of meeting spaces in Shawnee parks & recreation facilities	18	4.2 %
Number of walking/biking trails in Shawnee	43	10.0 %
Quality of walking/biking trails in Shawnee	47	10.9 %
Quality of outdoor aquatic facilities in Shawnee	8	1.9 %
Quality of outdoor athletic fields in Shawnee	16	3.7 %
Senior citizen programs in Shawnee	29	6.7 %
<u>None chosen</u>	<u>116</u>	<u>26.9 %</u>
Total	431	100.0 %

Q12. From the list of items in Questions 11b, which THREE of the major categories of Parks and Recreation do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of maintenance (including mowing & cleanliness) of Shawnee parks	27	6.3 %
Quality of facilities at Shawnee parks (e.g., picnic shelters, playgrounds)	32	7.4 %
Ease of access to City parks	21	4.9 %
Quality of fishing at Shawnee Twin Lakes	8	1.9 %
Quality of boating at Shawnee Twin Lakes	6	1.4 %
Quality of kayaking at Shawnee Twin Lakes	5	1.2 %
Quality of camping at Shawnee Twin Lakes	9	2.1 %
Availability of meeting spaces in Shawnee parks & recreation facilities	32	7.4 %
Number of walking/biking trails in Shawnee	40	9.3 %
Quality of walking/biking trails in Shawnee	32	7.4 %
Quality of outdoor aquatic facilities in Shawnee	9	2.1 %
Quality of outdoor athletic fields in Shawnee	20	4.6 %
Senior citizen programs in Shawnee	32	7.4 %
None chosen	158	36.7 %
Total	431	100.0 %

SUM OF TOP 3 CHOICES

Q12. From the list of items in Questions 11b, which THREE of the major categories of Parks and Recreation do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of maintenance (including mowing & cleanliness) of Shawnee parks	146	33.9 %
Quality of facilities at Shawnee parks (e.g., picnic shelters, playgrounds)	190	44.1 %
Ease of access to City parks	35	8.1 %
Quality of fishing at Shawnee Twin Lakes	40	9.3 %
Quality of boating at Shawnee Twin Lakes	14	3.2 %
Quality of kayaking at Shawnee Twin Lakes	13	3.0 %
Quality of camping at Shawnee Twin Lakes	26	6.0 %
Availability of meeting spaces in Shawnee parks & recreation facilities	61	14.2 %
Number of walking/biking trails in Shawnee	129	29.9 %
Quality of walking/biking trails in Shawnee	87	20.2 %
Quality of outdoor aquatic facilities in Shawnee	25	5.8 %
Quality of outdoor athletic fields in Shawnee	51	11.8 %
Senior citizen programs in Shawnee	110	25.5 %
None chosen	92	21.3 %
Total	1019	

Q13. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 12 above?

Q13. Would you support City spending additional taxpayer money to support priorities you have identified in Question 12

	Number	Percent
Yes	264	61.3 %
No	118	27.4 %
Not provided	49	11.4 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q13. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 12 above? (without "not provided")

Q13. Would you support City spending additional taxpayer money to support priorities you have identified in Question 12

	Number	Percent
Yes	264	69.1 %
No	118	30.9 %
Total	382	100.0 %

Q14. Streets and Traffic. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Condition of major streets in Shawnee	3.2%	24.6%	21.6%	33.4%	16.5%	0.7%
Q14-2. Condition of streets in your neighborhood	5.6%	26.0%	20.4%	27.8%	18.8%	1.4%
Q14-3. Condition of sidewalks in your neighborhood	2.8%	16.9%	21.6%	18.3%	22.5%	17.9%
Q14-4. Condition of street drainage/water drainage	3.5%	27.1%	24.6%	26.9%	14.6%	3.2%
Q14-5. Timing of traffic signals	3.5%	30.2%	27.8%	22.7%	13.2%	2.6%
Q14-6. Visibility of pavement markings & street signs	5.8%	31.6%	28.3%	21.1%	10.7%	2.6%
Q14-7. Adequacy of street lighting in Shawnee	2.3%	28.5%	18.6%	33.4%	14.2%	3.0%
Q14-8. Mowing/tree trimming along sidewalks & streets	3.2%	28.5%	34.3%	20.4%	8.8%	4.6%
Q14-9. Cleanliness of streets & other public areas	3.2%	23.4%	26.9%	28.5%	14.6%	3.2%
Q14-10. Management of traffic flow	3.5%	22.5%	30.9%	25.5%	15.1%	2.6%
Q14-11. Quality of roadway repair	2.3%	15.5%	20.2%	34.1%	24.8%	3.0%
Q14-12. Speed of roadway repair	1.4%	15.8%	23.9%	33.2%	21.6%	4.2%
Q14-13. Pedestrian accessibility (sidewalks for all ages & abilities)	4.4%	22.3%	31.8%	20.6%	14.8%	6.0%
Q14-14. Availability of bike lanes	4.9%	14.6%	32.0%	17.4%	14.4%	16.7%

WITHOUT "DON'T KNOW"**Q14. Streets and Traffic. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Condition of major streets in Shawnee	3.3%	24.8%	21.7%	33.6%	16.6%
Q14-2. Condition of streets in your neighborhood	5.6%	26.4%	20.7%	28.2%	19.1%
Q14-3. Condition of sidewalks in your neighborhood	3.4%	20.6%	26.3%	22.3%	27.4%
Q14-4. Condition of street drainage/water drainage	3.6%	28.1%	25.4%	27.8%	15.1%
Q14-5. Timing of traffic signals	3.6%	31.0%	28.6%	23.3%	13.6%
Q14-6. Visibility of pavement markings & street signs	6.0%	32.4%	29.0%	21.7%	11.0%
Q14-7. Adequacy of street lighting in Shawnee	2.4%	29.4%	19.1%	34.4%	14.6%
Q14-8. Mowing/tree trimming along sidewalks & streets	3.4%	29.9%	36.0%	21.4%	9.2%
Q14-9. Cleanliness of streets & other public areas	3.4%	24.2%	27.8%	29.5%	15.1%
Q14-10. Management of traffic flow	3.6%	23.1%	31.7%	26.2%	15.5%
Q14-11. Quality of roadway repair	2.4%	16.0%	20.8%	35.2%	25.6%
Q14-12. Speed of roadway repair	1.5%	16.5%	24.9%	34.6%	22.5%
Q14-13. Pedestrian accessibility (sidewalks for all ages & abilities)	4.7%	23.7%	33.8%	22.0%	15.8%
Q14-14. Availability of bike lanes	5.8%	17.5%	38.4%	20.9%	17.3%

Q15. From the list of items in Question 14, which THREE of the major categories of Streets and Traffic do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q15. Top choice	Number	Percent
Condition of major streets in Shawnee	132	30.6 %
Condition of streets in your neighborhood	52	12.1 %
Condition of sidewalks in your neighborhood	23	5.3 %
Condition of street drainage/water drainage	22	5.1 %
Timing of traffic signals	21	4.9 %
Visibility of pavement markings & street signs	14	3.2 %
Adequacy of street lighting in Shawnee	20	4.6 %
Mowing/tree trimming along sidewalks & streets	6	1.4 %
Cleanliness of streets & other public areas	15	3.5 %
Management of traffic flow	30	7.0 %
Quality of roadway repair	19	4.4 %
Speed of roadway repair	5	1.2 %
Pedestrian accessibility (sidewalks for all ages & abilities)	18	4.2 %
Availability of bike lanes	14	3.2 %
None chosen	40	9.3 %
Total	431	100.0 %

Q15. From the list of items in Question 14, which THREE of the major categories of Streets and Traffic do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q15. 2nd choice	Number	Percent
Condition of major streets in Shawnee	39	9.0 %
Condition of streets in your neighborhood	50	11.6 %
Condition of sidewalks in your neighborhood	18	4.2 %
Condition of street drainage/water drainage	43	10.0 %
Timing of traffic signals	31	7.2 %
Visibility of pavement markings & street signs	18	4.2 %
Adequacy of street lighting in Shawnee	35	8.1 %
Mowing/tree trimming along sidewalks & streets	10	2.3 %
Cleanliness of streets & other public areas	20	4.6 %
Management of traffic flow	29	6.7 %
Quality of roadway repair	43	10.0 %
Speed of roadway repair	22	5.1 %
Pedestrian accessibility (sidewalks for all ages & abilities)	19	4.4 %
Availability of bike lanes	8	1.9 %
None chosen	46	10.7 %
Total	431	100.0 %

Q15. From the list of items in Question 14, which THREE of the major categories of Streets and Traffic do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q15. 3rd choice	Number	Percent
Condition of major streets in Shawnee	13	3.0 %
Condition of streets in your neighborhood	19	4.4 %
Condition of sidewalks in your neighborhood	20	4.6 %
Condition of street drainage/water drainage	27	6.3 %
Timing of traffic signals	39	9.0 %
Visibility of pavement markings & street signs	15	3.5 %
Adequacy of street lighting in Shawnee	44	10.2 %
Mowing/tree trimming along sidewalks & streets	18	4.2 %
Cleanliness of streets & other public areas	31	7.2 %
Management of traffic flow	23	5.3 %
Quality of roadway repair	41	9.5 %
Speed of roadway repair	30	7.0 %
Pedestrian accessibility (sidewalks for all ages & abilities)	20	4.6 %
Availability of bike lanes	15	3.5 %
None chosen	76	17.6 %
Total	431	100.0 %

SUM OF TOP 3 CHOICES

Q15. From the list of items in Question 14, which THREE of the major categories of Streets and Traffic do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q15. Sum of top 3 choices	Number	Percent
Condition of major streets in Shawnee	184	42.7 %
Condition of streets in your neighborhood	121	28.1 %
Condition of sidewalks in your neighborhood	61	14.2 %
Condition of street drainage/water drainage	92	21.3 %
Timing of traffic signals	91	21.1 %
Visibility of pavement markings & street signs	47	10.9 %
Adequacy of street lighting in Shawnee	99	23.0 %
Mowing/tree trimming along sidewalks & streets	34	7.9 %
Cleanliness of streets & other public areas	66	15.3 %
Management of traffic flow	82	19.0 %
Quality of roadway repair	103	23.9 %
Speed of roadway repair	57	13.2 %
Pedestrian accessibility (sidewalks for all ages & abilities)	57	13.2 %
Availability of bike lanes	37	8.6 %
None chosen	40	9.3 %
Total	1171	

Q16. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 15 above?

Q16. Would you support City spending additional taxpayer money to support priorities you have identified in Question 15

	Number	Percent
Yes	290	67.3 %
No	98	22.7 %
Not provided	43	10.0 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q16. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 15 above? (without "not provided")

Q16. Would you support City spending additional taxpayer money to support priorities you have identified in Question 15

	Number	Percent
Yes	290	74.7 %
No	98	25.3 %
Total	388	100.0 %

Q17. Trash Services and Water/Sewer Utilities. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Residential trash collection	19.3%	48.0%	15.8%	9.7%	5.1%	2.1%
Q17-2. Curbside recycling	12.1%	29.5%	23.7%	15.3%	9.3%	10.2%
Q17-3. Bulk item pick-up/removal (e.g., furniture, appliances)	12.1%	34.1%	23.4%	13.7%	7.0%	9.7%
Q17-4. Taste of tap water	5.3%	28.5%	20.4%	22.5%	16.5%	6.7%
Q17-5. Smell of tap water	5.6%	32.0%	28.3%	15.8%	13.0%	5.3%
Q17-6. Quality of water pressure in your home or business	11.8%	41.5%	22.3%	12.5%	6.7%	5.1%
Q17-7. Efficiency in water line repair	6.3%	29.0%	25.8%	8.8%	5.6%	24.6%
Q17-8. Efficiency in sewer line repair	4.9%	23.9%	28.3%	6.7%	4.9%	31.3%
Q17-9. Utility billing services	5.8%	32.3%	28.5%	15.8%	13.5%	4.2%

WITHOUT "DON'T KNOW"**Q17. Trash Services and Water/Sewer Utilities. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Residential trash collection	19.7%	49.1%	16.1%	10.0%	5.2%
Q17-2. Curbside recycling	13.4%	32.8%	26.4%	17.1%	10.3%
Q17-3. Bulk item pick-up/removal (e.g., furniture, appliances)	13.4%	37.8%	26.0%	15.2%	7.7%
Q17-4. Taste of tap water	5.7%	30.6%	21.9%	24.1%	17.7%
Q17-5. Smell of tap water	5.9%	33.8%	29.9%	16.7%	13.7%
Q17-6. Quality of water pressure in your home or business	12.5%	43.8%	23.5%	13.2%	7.1%
Q17-7. Efficiency in water line repair	8.3%	38.5%	34.2%	11.7%	7.4%
Q17-8. Efficiency in sewer line repair	7.1%	34.8%	41.2%	9.8%	7.1%
Q17-9. Utility billing services	6.1%	33.7%	29.8%	16.5%	14.0%

Q18. Code Enforcement. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Enforcing clean-up of junk & debris on private property	3.2%	13.0%	22.0%	28.5%	21.3%	11.8%
Q18-2. Enforcing mowing & cutting of weeds/grass on private property	3.2%	17.9%	28.5%	25.1%	15.5%	9.7%
Q18-3. Enforcing exterior maintenance of residential property	3.5%	15.1%	28.8%	26.0%	14.4%	12.3%
Q18-4. Enforcing exterior maintenance of commercial/business property	3.0%	19.3%	32.5%	20.9%	11.4%	13.0%
Q18-5. Removal or demolition of dilapidated structures	3.2%	13.5%	23.9%	30.6%	20.6%	8.1%
Q18-6. Enforcing sign regulations	3.0%	19.5%	37.6%	11.1%	9.0%	19.7%
Q18-7. City efforts to remove abandoned or inoperative vehicles	3.7%	15.5%	29.2%	18.8%	13.5%	19.3%

WITHOUT "DON'T KNOW"**Q18. Code Enforcement. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Enforcing clean-up of junk & debris on private property	3.7%	14.7%	25.0%	32.4%	24.2%
Q18-2. Enforcing mowing & cutting of weeds/grass on private property	3.6%	19.8%	31.6%	27.8%	17.2%
Q18-3. Enforcing exterior maintenance of residential property	4.0%	17.2%	32.8%	29.6%	16.4%
Q18-4. Enforcing exterior maintenance of commercial/business property	3.5%	22.1%	37.3%	24.0%	13.1%
Q18-5. Removal or demolition of dilapidated structures	3.5%	14.6%	26.0%	33.3%	22.5%
Q18-6. Enforcing sign regulations	3.8%	24.3%	46.8%	13.9%	11.3%
Q18-7. City efforts to remove abandoned or inoperative vehicles	4.6%	19.3%	36.2%	23.3%	16.7%

Q19. From the list of items in Question 18, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	165	38.3 %
Enforcing mowing & cutting of weeds/grass on private property	33	7.7 %
Enforcing exterior maintenance of residential property	20	4.6 %
Enforcing exterior maintenance of commercial/business property	23	5.3 %
Removal or demolition of dilapidated structures	90	20.9 %
Enforcing sign regulations	9	2.1 %
City efforts to remove abandoned or inoperative vehicles	13	3.0 %
None chosen	78	18.1 %
Total	431	100.0 %

Q19. From the list of items in Question 18, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q19. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	50	11.6 %
Enforcing mowing & cutting of weeds/grass on private property	89	20.6 %
Enforcing exterior maintenance of residential property	37	8.6 %
Enforcing exterior maintenance of commercial/business property	27	6.3 %
Removal or demolition of dilapidated structures	78	18.1 %
Enforcing sign regulations	14	3.2 %
City efforts to remove abandoned or inoperative vehicles	34	7.9 %
None chosen	102	23.7 %
Total	431	100.0 %

Q19. From the list of items in Question 18, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q19. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	42	9.7 %
Enforcing mowing & cutting of weeds/grass on private property	34	7.9 %
Enforcing exterior maintenance of residential property	56	13.0 %
Enforcing exterior maintenance of commercial/business property	32	7.4 %
Removal or demolition of dilapidated structures	63	14.6 %
Enforcing sign regulations	16	3.7 %
City efforts to remove abandoned or inoperative vehicles	43	10.0 %
None chosen	145	33.6 %
Total	431	100.0 %

SUM OF TOP 3 CHOICES

Q19. From the list of items in Question 18, which THREE of the major categories of Code Enforcement Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q19. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcing clean-up of junk & debris on private property	257	59.6 %
Enforcing mowing & cutting of weeds/grass on private property	156	36.2 %
Enforcing exterior maintenance of residential property	113	26.2 %
Enforcing exterior maintenance of commercial/business property	82	19.0 %
Removal or demolition of dilapidated structures	231	53.6 %
Enforcing sign regulations	39	9.0 %
City efforts to remove abandoned or inoperative vehicles	90	20.9 %
None chosen	78	18.1 %
Total	1046	

Q20. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 19 above?

Q20. Would you support City spending additional taxpayer money to support priorities you have identified in Question 19

	Number	Percent
Yes	227	52.7 %
No	158	36.7 %
Not provided	46	10.7 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q20. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 19 above? (without "not provided")

Q20. Would you support City spending additional taxpayer money to support priorities you have identified in Question 19

	Number	Percent
Yes	227	59.0 %
No	158	41.0 %
Total	385	100.0 %

Q21. Library Services. Have you or anyone in your family visited the Shawnee Public Library in the last 12 months?

Q21. Have anyone in your family visited Shawnee Public Library in last 12 months

	Number	Percent
Yes	180	41.8 %
No	249	57.8 %
Not provided	2	0.5 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q21. Library Services. Have you or anyone in your family visited the Shawnee Public Library in the last 12 months? (without "not provided")

Q21. Have anyone in your family visited Shawnee Public Library in last 12 months

	Number	Percent
Yes	180	42.0 %
No	249	58.0 %
Total	429	100.0 %

Q21a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=180)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21a-1. Overall facility appearance	33.9%	38.3%	7.8%	8.3%	11.1%	0.6%
Q21a-2. Location of library	26.7%	30.6%	15.6%	17.2%	8.3%	1.7%

WITHOUT "DON'T KNOW"

Q21a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=180)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21a-1. Overall facility appearance	34.1%	38.5%	7.8%	8.4%	11.2%
Q21a-2. Location of library	27.1%	31.1%	15.8%	17.5%	8.5%

Q22. Would you support the City facilitation of transportation alternatives to the automobile? If so, please select alternatives below which you would support.

Q22. What City facilitation of transportation alternatives would you support	Number	Percent
Public transit service within Shawnee, connecting activity centers (downtown, medical center, commercial)	267	61.9 %
Increased demand response service (door to door) which serves the elderly, disabled, & those requiring access to medical treatment	255	59.2 %
Vanpool/carpool	76	17.6 %
Mobility services (Uber, Lyft, taxi)	173	40.1 %
Total	771	

Q23. From the list in Question 22, which THREE of the transportation alternatives would you use?

Q23. Top choice	Number	Percent
Public transit service within Shawnee, connecting activity centers (downtown, medical center, commercial)	166	38.5 %
Increased demand response service (door to door) which serves the elderly, disabled, & those requiring access to medical treatment	56	13.0 %
Vanpool/carpool	4	0.9 %
Mobility services (Uber, Lyft, taxi)	50	11.6 %
None chosen	155	36.0 %
Total	431	100.0 %

Q23. From the list in Question 22, which THREE of the transportation alternatives would you use?

Q23. 2nd choice	Number	Percent
Public transit service within Shawnee, connecting activity centers (downtown, medical center, commercial)	42	9.7 %
Increased demand response service (door to door) which serves the elderly, disabled, & those requiring access to medical treatment	108	25.1 %
Vanpool/carpool	10	2.3 %
Mobility services (Uber, Lyft, taxi)	47	10.9 %
None chosen	224	52.0 %
Total	431	100.0 %

Q23. From the list in Question 22, which THREE of the transportation alternatives would you use?

<u>Q23. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Public transit service within Shawnee, connecting activity centers (downtown, medical center, commercial)	22	5.1 %
Increased demand response service (door to door) which serves the elderly, disabled, & those requiring access to medical treatment	23	5.3 %
Vanpool/carpool	31	7.2 %
Mobility services (Uber, Lyft, taxi)	64	14.8 %
None chosen	291	67.5 %
Total	431	100.0 %

SUM OF TOP 3 CHOICES**Q23. From the list in Question 22, which THREE of the transportation alternatives would you use? (top 3)**

<u>Q23. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Public transit service within Shawnee, connecting activity centers (downtown, medical center, commercial)	230	53.4 %
Increased demand response service (door to door) which serves the elderly, disabled, & those requiring access to medical treatment	187	43.4 %
Vanpool/carpool	45	10.4 %
Mobility services (Uber, Lyft, taxi)	161	37.4 %
None chosen	155	36.0 %
Total	778	

Q24. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 23 above?

Q24. Would you support City spending additional taxpayer money to support priorities you have identified in Question 23

	Number	Percent
Yes	219	50.8 %
No	158	36.7 %
Not provided	54	12.5 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q24. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 23 above? (without "not provided")

Q24. Would you support City spending additional taxpayer money to support priorities you have identified in Question 23

	Number	Percent
Yes	219	58.1 %
No	158	41.9 %
Total	377	100.0 %

Q25. Public Information Services. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Availability of information about Shawnee governmental services & activities	2.6%	20.9%	31.6%	23.2%	9.0%	12.8%
Q25-2. Timeliness of information provided by Shawnee	2.3%	19.5%	32.5%	23.4%	8.6%	13.7%
Q25-3. Efforts by Shawnee to keep you informed about local issues	3.0%	18.8%	27.6%	29.0%	11.4%	10.2%
Q25-4. Quality of City cable television channel—Channel 3	1.2%	7.7%	26.2%	6.5%	4.2%	54.3%
Q25-5. Quality of City website	3.0%	19.7%	35.7%	15.3%	6.0%	20.2%
Q25-6. Level of public involvement in local decisions	1.4%	13.5%	28.5%	25.1%	13.7%	17.9%
Q25-7. Quality of City of Shawnee social media outlets (e. g., Facebook, Twitter, LinkedIn, YouTube)	3.0%	19.3%	38.3%	10.2%	3.7%	25.5%

WITHOUT "DON'T KNOW"

Q25. Public Information Services. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Availability of information about Shawnee governmental services & activities	2.9%	23.9%	36.2%	26.6%	10.4%
Q25-2. Timeliness of information provided by Shawnee	2.7%	22.6%	37.6%	27.2%	9.9%
Q25-3. Efforts by Shawnee to keep you informed about local issues	3.4%	20.9%	30.7%	32.3%	12.7%
Q25-4. Quality of City cable television channel—Channel 3	2.5%	16.8%	57.4%	14.2%	9.1%
Q25-5. Quality of City website	3.8%	24.7%	44.8%	19.2%	7.6%
Q25-6. Level of public involvement in local decisions	1.7%	16.4%	34.7%	30.5%	16.7%
Q25-7. Quality of City of Shawnee social media outlets (e.g., Facebook, Twitter, LinkedIn, YouTube)	4.0%	25.9%	51.4%	13.7%	5.0%

Q26. From which of the following sources do you currently get information about the City of Shawnee?

Q26. From which following sources do you currently get information about City of Shawnee

	Number	Percent
Local newspapers	90	20.9 %
City website (ShawneeOK.org)	164	38.1 %
Water bill inserts	157	36.4 %
TV news channels	117	27.1 %
Facebook	266	61.7 %
Twitter	13	3.0 %
Nextdoor	99	23.0 %
Your HOA	5	1.2 %
Channel 3	13	3.0 %
Print brochures, flyers	57	13.2 %
YouTube	19	4.4 %
Radio	36	8.4 %
Total	1036	

Q27. Have you or anyone in your family contacted the City of Shawnee with a question, problem, or complaint during the past year?

Q27. Have anyone in your family contacted City of Shawnee with a question, problem, or complaint during past year

	Number	Percent
Yes	161	37.4 %
No	268	62.2 %
Not provided	2	0.5 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"**Q27. Have you or anyone in your family contacted the City of Shawnee with a question, problem, or complaint during the past year? (without "not provided")**

Q27. Have anyone in your family contacted City of Shawnee with a question, problem, or complaint during past year

	Number	Percent
Yes	161	37.5 %
No	268	62.5 %
Total	429	100.0 %

Q27a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City of Shawnee employees you have contacted with regard to the following.

(N=161)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27a-1. How easy they were to contact	11.8%	32.3%	22.4%	21.7%	11.2%	0.6%
Q27a-2. Courteousness of staff	18.6%	38.5%	18.0%	16.1%	8.1%	0.6%
Q27a-3. Accuracy of information & assistance given	11.8%	31.7%	31.1%	13.0%	11.2%	1.2%
Q27a-4. How quickly staff responded to your request	13.7%	30.4%	22.4%	17.4%	14.9%	1.2%
Q27a-5. How well your issue was handled	13.0%	24.8%	21.7%	23.6%	16.1%	0.6%

WITHOUT "DON'T KNOW"

Q27a. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City of Shawnee employees you have contacted with regard to the following. (without "don't know")

(N=161)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27a-1. How easy they were to contact	11.9%	32.5%	22.5%	21.9%	11.3%
Q27a-2. Courteousness of staff	18.8%	38.8%	18.1%	16.3%	8.1%
Q27a-3. Accuracy of information & assistance given	11.9%	32.1%	31.4%	13.2%	11.3%
Q27a-4. How quickly staff responded to your request	13.8%	30.8%	22.6%	17.6%	15.1%
Q27a-5. How well your issue was handled	13.1%	25.0%	21.9%	23.8%	16.3%

Q28. Taxes and Services. The City of Shawnee provides its citizens with a variety of services such as Police, Fire, Parks, Water, Wastewater, and other types of services and infrastructure. Thinking about the services and infrastructure the City provides/maintains, do you feel that you are getting your money's worth for your tax dollars?

Q28. Are you getting your money's worth for your tax dollars	Number	Percent
Yes, I am getting my money's worth	113	26.2 %
No, I am not getting my money's worth	211	49.0 %
Don't know	107	24.8 %
Total	431	100.0 %

WITHOUT "DON'T KNOW"

Q28. Taxes and Services. The City of Shawnee provides its citizens with a variety of services such as Police, Fire, Parks, Water, Wastewater, and other types of services and infrastructure. Thinking about the services and infrastructure the City provides/maintains, do you feel that you are getting your money's worth for your tax dollars? (without "don't know")

Q28. Are you getting your money's worth for your tax dollars	Number	Percent
Yes, I am getting my money's worth	113	34.9 %
No, I am not getting my money's worth	211	65.1 %
Total	324	100.0 %

Q29. Are you aware that Shawnee is primarily funded through a portion of your sales taxes and other fees collected in the City and that your shopping dollars matter to the sustainability of City services and infrastructure?

Q29. Are you aware that Shawnee is primarily funded through a portion of your sales taxes & other fees collected in City

	Number	Percent
Yes	384	89.1 %
No	33	7.7 %
Not provided	14	3.2 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"

Q29. Are you aware that Shawnee is primarily funded through a portion of your sales taxes and other fees collected in the City and that your shopping dollars matter to the sustainability of City services and infrastructure? (without "not provided")

Q29. Are you aware that Shawnee is primarily funded through a portion of your sales taxes & other fees collected in City

	Number	Percent
Yes	384	92.1 %
No	33	7.9 %
Total	417	100.0 %

Q30. Considering all of the services and infrastructure the City of Shawnee provides and maintains, and the taxes/fees you pay, which of the following statements comes closest to your view?

Q30. Which following statements comes closest to your view	Number	Percent
Prefer to raise taxes/fees & increase quality of services & infrastructure	118	27.4 %
Prefer to keep taxes/fees & quality of services & infrastructure where they are	120	27.8 %
Prefer to lower taxes/fees & decrease quality of services & infrastructure	19	4.4 %
None of these	117	27.1 %
Don't know	57	13.2 %
Total	431	100.0 %

WITHOUT "DON'T KNOW"

Q30. Considering all of the services and infrastructure the City of Shawnee provides and maintains, and the taxes/fees you pay, which of the following statements comes closest to your view? (without "don't know")

Q30. Which following statements comes closest to your view	Number	Percent
Prefer to raise taxes/fees & increase quality of services & infrastructure	118	31.6 %
Prefer to keep taxes/fees & quality of services & infrastructure where they are	120	32.1 %
Prefer to lower taxes/fees & decrease quality of services & infrastructure	19	5.1 %
None of these	117	31.3 %
Total	374	100.0 %

Q31. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q31-1. Employment opportunities in Shawnee	3.9%	25.5%	29.9%	19.7%	7.2%	13.7%
Q31-2. Shopping opportunities in Shawnee	7.2%	38.7%	22.7%	22.7%	7.2%	1.4%
Q31-3. Entertainment opportunities in Shawnee	3.5%	20.0%	28.1%	29.9%	14.8%	3.7%
Q31-4. Overall quality of businesses & service establishments in Shawnee	4.9%	40.8%	33.6%	13.7%	4.9%	2.1%

WITHOUT "DON'T KNOW"

Q31. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=431)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q31-1. Employment opportunities in Shawnee	4.6%	29.6%	34.7%	22.8%	8.3%
Q31-2. Shopping opportunities in Shawnee	7.3%	39.3%	23.1%	23.1%	7.3%
Q31-3. Entertainment opportunities in Shawnee	3.6%	20.7%	29.2%	31.1%	15.4%
Q31-4. Overall quality of businesses & service establishments in Shawnee	5.0%	41.7%	34.4%	14.0%	5.0%

Q32. Reasons to Live in Shawnee. Several reasons for deciding where to live are listed below. Using a scale of 1 to 5, with 5 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Shawnee.

(N=431)

	Very important	Important	Somewhat important	Low importance	Not important	Don't know
Q32-1. Small town feel	21.6%	32.7%	25.5%	11.4%	5.3%	3.5%
Q32-2. Quality of public schools	48.5%	25.1%	7.9%	3.5%	4.9%	10.2%
Q32-3. Employment opportunities	36.0%	33.6%	14.6%	4.4%	4.2%	7.2%
Q32-4. Types of housing	36.2%	41.8%	12.8%	2.3%	1.9%	5.1%
Q32-5. Affordability of housing	48.7%	31.6%	10.4%	3.0%	1.9%	4.4%
Q32-6. Access to quality shopping	28.8%	42.7%	19.0%	5.1%	1.6%	2.8%
Q32-7. Availability of parks & recreation opportunities	24.8%	36.7%	21.6%	9.3%	3.0%	4.6%
Q32-8. Near family or friends	31.1%	33.4%	18.3%	8.8%	5.3%	3.0%
Q32-9. Safety & security	62.9%	27.6%	5.1%	1.2%	0.7%	2.6%
Q32-10. Availability of transportation options	12.8%	22.5%	25.3%	18.1%	16.0%	5.3%
Q32-11. Availability of cultural activities & arts	17.4%	27.4%	26.0%	16.5%	7.9%	4.9%
Q32-12. Access to restaurants & entertainment	30.4%	40.6%	20.2%	3.9%	2.3%	2.6%
Q32-13. Availability of retail shopping choices	29.5%	36.7%	23.4%	4.6%	2.6%	3.2%

WITHOUT "DON'T KNOW"

Q32. Reasons to Live in Shawnee. Several reasons for deciding where to live are listed below. Using a scale of 1 to 5, with 5 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Shawnee. (without "don't know")

(N=431)

	Very important	Important	Somewhat important	Low importance	Not important
Q32-1. Small town feel	22.4%	33.9%	26.4%	11.8%	5.5%
Q32-2. Quality of public schools	54.0%	27.9%	8.8%	3.9%	5.4%
Q32-3. Employment opportunities	38.8%	36.3%	15.8%	4.8%	4.5%
Q32-4. Types of housing	38.1%	44.0%	13.4%	2.4%	2.0%
Q32-5. Affordability of housing	51.0%	33.0%	10.9%	3.2%	1.9%
Q32-6. Access to quality shopping	29.6%	43.9%	19.6%	5.3%	1.7%
Q32-7. Availability of parks & recreation opportunities	26.0%	38.4%	22.6%	9.7%	3.2%
Q32-8. Near family or friends	32.1%	34.4%	18.9%	9.1%	5.5%
Q32-9. Safety & security	64.5%	28.3%	5.2%	1.2%	0.7%
Q32-10. Availability of transportation options	13.5%	23.8%	26.7%	19.1%	16.9%
Q32-11. Availability of cultural activities & arts	18.3%	28.8%	27.3%	17.3%	8.3%
Q32-12. Access to restaurants & entertainment	31.2%	41.7%	20.7%	4.0%	2.4%
Q32-13. Availability of retail shopping choices	30.5%	37.9%	24.2%	4.8%	2.6%

Q33. Are you satisfied with the quality and affordability of housing in Shawnee?

Q33. Are you satisfied with quality & affordability of housing in Shawnee	Number	Percent
Yes	166	38.5 %
No	150	34.8 %
Not sure	115	26.7 %
Total	431	100.0 %

WITHOUT "UNSURE"**Q33. Are you satisfied with the quality and affordability of housing in Shawnee? (without "unsure")**

Q33. Are you satisfied with quality & affordability of housing in Shawnee	Number	Percent
Yes	166	52.5 %
No	150	47.5 %
Total	316	100.0 %

Q34. Which THREE factors below are MOST IMPORTANT for City leaders to consider regarding new housing development?

Q34. Which factors are most important for City leaders to consider regarding new housing development	Number	Percent
Affordability	338	78.4 %
Energy efficiency	175	40.6 %
Neighborhood amenities	135	31.3 %
Senior-friendly housing	133	30.9 %
Lot size	104	24.1 %
House square-footage	72	16.7 %
Open space	65	15.1 %
Housing density	62	14.4 %
Historical character of surrounding area	56	13.0 %
Home Owner Association (HOA) management	14	3.2 %
Total	1154	

Q38. City Projects and Initiatives. Using a scale of 1 to 5, with 5 being "Very Important" and 1 being "Not Important," please rate HOW IMPORTANT each City project and initiative should be to City leaders over the next FIVE years.

(N=431)

	Very important	Important	Somewhat important	Low importance	Not important	Don't know
Q38-1. Maintain & improve water system infrastructure	49.7%	33.4%	9.3%	2.3%	1.2%	4.2%
Q38-2. Maintain & improve sewer/wastewater system infrastructure	45.2%	36.2%	10.2%	2.3%	0.9%	5.1%
Q38-3. Maintain & improve roadway infrastructure	54.3%	33.2%	8.1%	1.4%	0.2%	2.8%
Q38-4. Maintain traffic flow & improve congestion	38.5%	35.0%	16.5%	4.2%	1.9%	3.9%
Q38-5. Increase public transportation	20.2%	24.8%	24.4%	14.2%	11.8%	4.6%
Q38-6. Maintain & improve sidewalk & trails infrastructure	24.1%	29.9%	24.4%	12.8%	6.0%	2.8%
Q38-7. Maintain & improve parks & recreation infrastructure & programs	22.0%	36.0%	26.5%	9.5%	2.6%	3.5%
Q38-8. Maintain, improve, or replace City vehicle fleet	6.3%	15.8%	32.5%	22.7%	10.9%	11.8%
Q38-9. Maintain, improve, or replace City equipment	9.0%	21.1%	39.4%	15.5%	5.1%	9.7%
Q38-10. Maintain, renovate, or replace City buildings	8.8%	17.9%	31.3%	23.9%	8.8%	9.3%
Q38-11. Prepare for & encourage long-term growth of the community	37.4%	32.3%	18.1%	7.0%	2.3%	3.0%
Q38-12. Maintain & improve community appearance	44.3%	32.7%	15.1%	3.2%	0.5%	4.2%
Q38-13. Implement sustainable solutions to reduce homelessness	63.8%	22.5%	7.4%	1.2%	1.9%	3.2%
Q38-14. Revitalize & redevelop downtown	36.7%	29.2%	19.3%	8.1%	3.2%	3.5%

Q38. City Projects and Initiatives. Using a scale of 1 to 5, with 5 being "Very Important" and 1 being "Not Important," please rate HOW IMPORTANT each City project and initiative should be to City leaders over the next FIVE years.

	Very important	Important	Somewhat important	Low importance	Not important	Don't know
Q38-15. Increase focus on economic development, commercial & retail growth	35.7%	32.3%	20.6%	5.8%	2.1%	3.5%
Q38-16. Foster improved community engagement	31.8%	33.2%	23.0%	4.9%	1.4%	5.8%

WITHOUT "DON'T KNOW"

Q38. City Projects and Initiatives. Using a scale of 1 to 5, with 5 being "Very Important" and 1 being "Not Important," please rate HOW IMPORTANT each City project and initiative should be to City leaders over the next FIVE years. (without "don't know")

(N=431)

	Very important	Important	Somewhat important	Low importance	Not important
Q38-1. Maintain & improve water system infrastructure	51.8%	34.9%	9.7%	2.4%	1.2%
Q38-2. Maintain & improve sewer/wastewater system infrastructure	47.7%	38.1%	10.8%	2.4%	1.0%
Q38-3. Maintain & improve roadway infrastructure	55.8%	34.1%	8.4%	1.4%	0.2%
Q38-4. Maintain traffic flow & improve congestion	40.1%	36.5%	17.1%	4.3%	1.9%
Q38-5. Increase public transportation	21.2%	26.0%	25.5%	14.8%	12.4%
Q38-6. Maintain & improve sidewalk & trails infrastructure	24.8%	30.8%	25.1%	13.1%	6.2%
Q38-7. Maintain & improve parks & recreation infrastructure & programs	22.8%	37.3%	27.4%	9.9%	2.6%
Q38-8. Maintain, improve, or replace City vehicle fleet	7.1%	17.9%	36.8%	25.8%	12.4%
Q38-9. Maintain, improve, or replace City equipment	10.0%	23.4%	43.7%	17.2%	5.7%
Q38-10. Maintain, renovate, or replace City buildings	9.7%	19.7%	34.5%	26.3%	9.7%
Q38-11. Prepare for & encourage long-term growth of the community	38.5%	33.3%	18.7%	7.2%	2.4%
Q38-12. Maintain & improve community appearance	46.2%	34.1%	15.7%	3.4%	0.5%
Q38-13. Implement sustainable solutions to reduce homelessness	65.9%	23.3%	7.7%	1.2%	1.9%
Q38-14. Revitalize & redevelop downtown	38.0%	30.3%	20.0%	8.4%	3.4%
Q38-15. Increase focus on economic development, commercial & retail growth	37.0%	33.4%	21.4%	6.0%	2.2%
Q38-16. Foster improved community engagement	33.7%	35.2%	24.4%	5.2%	1.5%

Q39. From the list in Question 38, which THREE are the most important to you?

<u>Q39. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintain & improve water system infrastructure	95	22.0 %
Maintain & improve sewer/wastewater system infrastructure	11	2.6 %
Maintain & improve roadway infrastructure	61	14.2 %
Maintain traffic flow & improve congestion	33	7.7 %
Increase public transportation	11	2.6 %
Maintain & improve sidewalk & trails infrastructure	6	1.4 %
Maintain & improve parks & recreation infrastructure & programs	13	3.0 %
Maintain, improve, or replace City vehicle fleet	2	0.5 %
Maintain, renovate, or replace City buildings	3	0.7 %
Prepare for & encourage long-term growth of the community	21	4.9 %
Maintain & improve community appearance	16	3.7 %
Implement sustainable solutions to reduce homelessness	91	21.1 %
Revitalize & redevelop downtown	10	2.3 %
Increase focus on economic development, commercial & retail growth	9	2.1 %
Foster improved community engagement	12	2.8 %
None chosen	37	8.6 %
Total	431	100.0 %

Q39. From the list in Question 38, which THREE are the most important to you?

<u>Q39. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintain & improve water system infrastructure	37	8.6 %
Maintain & improve sewer/wastewater system infrastructure	58	13.5 %
Maintain & improve roadway infrastructure	44	10.2 %
Maintain traffic flow & improve congestion	40	9.3 %
Increase public transportation	16	3.7 %
Maintain & improve sidewalk & trails infrastructure	18	4.2 %
Maintain & improve parks & recreation infrastructure & programs	21	4.9 %
Maintain, improve, or replace City vehicle fleet	2	0.5 %
Maintain, renovate, or replace City buildings	5	1.2 %
Prepare for & encourage long-term growth of the community	14	3.2 %
Maintain & improve community appearance	18	4.2 %
Implement sustainable solutions to reduce homelessness	50	11.6 %
Revitalize & redevelop downtown	30	7.0 %
Increase focus on economic development, commercial & retail growth	19	4.4 %
Foster improved community engagement	10	2.3 %
None chosen	49	11.4 %
Total	431	100.0 %

Q39. From the list in Question 38, which THREE are the most important to you?

Q39. 3rd choice	Number	Percent
Maintain & improve water system infrastructure	18	4.2 %
Maintain & improve sewer/wastewater system infrastructure	19	4.4 %
Maintain & improve roadway infrastructure	39	9.0 %
Maintain traffic flow & improve congestion	22	5.1 %
Increase public transportation	18	4.2 %
Maintain & improve sidewalk & trails infrastructure	25	5.8 %
Maintain & improve parks & recreation infrastructure & programs	15	3.5 %
Maintain, improve, or replace City vehicle fleet	2	0.5 %
Maintain, improve, or replace City equipment	5	1.2 %
Maintain, renovate, or replace City buildings	4	0.9 %
Prepare for & encourage long-term growth of the community	30	7.0 %
Maintain & improve community appearance	34	7.9 %
Implement sustainable solutions to reduce homelessness	54	12.5 %
Revitalize & redevelop downtown	30	7.0 %
Increase focus on economic development, commercial & retail growth	26	6.0 %
Foster improved community engagement	21	4.9 %
None chosen	69	16.0 %
Total	431	100.0 %

SUM OF TOP 3 CHOICES**Q39. From the list in Question 38, which THREE are the most important to you? (top 3)**

Q39. Sum of top 3 choices	Number	Percent
Maintain & improve water system infrastructure	150	34.8 %
Maintain & improve sewer/wastewater system infrastructure	88	20.4 %
Maintain & improve roadway infrastructure	144	33.4 %
Maintain traffic flow & improve congestion	95	22.0 %
Increase public transportation	45	10.4 %
Maintain & improve sidewalk & trails infrastructure	49	11.4 %
Maintain & improve parks & recreation infrastructure & programs	49	11.4 %
Maintain, improve, or replace City vehicle fleet	6	1.4 %
Maintain, improve, or replace City equipment	5	1.2 %
Maintain, renovate, or replace City buildings	12	2.8 %
Prepare for & encourage long-term growth of the community	65	15.1 %
Maintain & improve community appearance	68	15.8 %
Implement sustainable solutions to reduce homelessness	195	45.2 %
Revitalize & redevelop downtown	70	16.2 %
Increase focus on economic development, commercial & retail growth	54	12.5 %
Foster improved community engagement	43	10.0 %
None chosen	37	8.6 %
Total	1175	

Q40. Approximately how many years have you lived in Shawnee?

Q40. How many years have you lived in Shawnee	Number	Percent
0-5	48	11.1 %
6-10	50	11.6 %
11-15	35	8.1 %
16-20	34	7.9 %
21-30	81	18.8 %
31+	170	39.4 %
Not provided	13	3.0 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"**Q40. Approximately how many years have you lived in Shawnee? (without "not provided")**

Q40. How many years have you lived in Shawnee	Number	Percent
0-5	48	11.5 %
6-10	50	12.0 %
11-15	35	8.4 %
16-20	34	8.1 %
21-30	81	19.4 %
31+	170	40.7 %
Total	418	100.0 %

Q41. What is your age?

Q41. Your age	Number	Percent
18-34	79	18.3 %
35-44	85	19.7 %
45-54	89	20.6 %
55-64	85	19.7 %
65+	87	20.2 %
Not provided	6	1.4 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"**Q41. What is your age? (without "not provided")**

Q41. Your age	Number	Percent
18-34	79	18.6 %
35-44	85	20.0 %
45-54	89	20.9 %
55-64	85	20.0 %
65+	87	20.5 %
Total	425	100.0 %

Q42. Are you registered to vote?

<u>Q42. Are you registered to vote</u>	<u>Number</u>	<u>Percent</u>
Yes	398	92.3 %
No	32	7.4 %
Not provided	1	0.2 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"**Q42. Are you registered to vote? (without "not provided")**

<u>Q42. Are you registered to vote</u>	<u>Number</u>	<u>Percent</u>
Yes	398	92.6 %
No	32	7.4 %
Total	430	100.0 %

Q43. Do you own or rent your current residence?

<u>Q43. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	292	67.7 %
Rent	137	31.8 %
Not provided	2	0.5 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"**Q43. Do you own or rent your current residence? (without "not provided")**

<u>Q43. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	292	68.1 %
Rent	137	31.9 %
Total	429	100.0 %

Q44. Which of the following best describes your race/ethnicity?

Q44. Your race/ethnicity	Number	Percent
Native American tribe	64	14.8 %
Black/African American	19	4.4 %
Hispanic/Latino	31	7.2 %
White/Caucasian	307	71.2 %
Other	6	1.4 %
Total	427	

Q44-1. Native American tribe:

Q44-1. Which Native American tribe	Number	Percent
Cherokee	17	28.8 %
Choctaw	8	13.6 %
Potawatomi	5	8.5 %
Sac and Fox	3	5.1 %
Chickasaw	3	5.1 %
Seminole	3	5.1 %
Comanche	2	3.4 %
Blackfoot	2	3.4 %
Athabascans (Native Alaskan)	1	1.7 %
Absentee Shawnee	1	1.7 %
Deleware	1	1.7 %
Muskogee	1	1.7 %
Kickapoo	1	1.7 %
CPN	1	1.7 %
Muscogee Creek	1	1.7 %
Muscogee Creek/Choctaw	1	1.7 %
Creek	1	1.7 %
Kiowa	1	1.7 %
Cherokee & Kiowa	1	1.7 %
Pawnee	1	1.7 %
Osage	1	1.7 %
AST	1	1.7 %
Puyallup	1	1.7 %
Western Cherokee	1	1.7 %
Total	59	100.0 %

Q44-5. Self-describe your race/ethnicity:

Q44-5. Self-describe your race/ethnicity	Number	Percent
Mixed	3	50.0 %
Multi-race	1	16.7 %
Bi-racial	1	16.7 %
Portuguese	1	16.7 %
Total	6	100.0 %

Q45. Would you say your total household income is...

Q45. Your total household income	Number	Percent
Under \$30K	84	19.5 %
\$30K to \$59,999	103	23.9 %
\$60K to \$99,999	99	23.0 %
\$100K+	69	16.0 %
Prefer not to respond	76	17.6 %
Total	431	100.0 %

WITHOUT "PREFER NOT TO RESPOND"**Q45. Would you say your total household income is... (without "prefer not to respond")**

Q45. Your total household income	Number	Percent
Under \$30K	84	23.7 %
\$30K to \$59,999	103	29.0 %
\$60K to \$99,999	99	27.9 %
\$100K+	69	19.4 %
Total	355	100.0 %

Q46. With which of the following genders do you identify most?

Q46. Which following gender do you identify with most	Number	Percent
Male	212	49.2 %
Female	214	49.7 %
Non-Binary	1	0.2 %
Prefer to self-describe	2	0.5 %
Not provided	2	0.5 %
Total	431	100.0 %

WITHOUT "NOT PROVIDED"**Q46. With which of the following genders do you identify most? (without "not provided")**

Q46. Which following gender do you identify with most	Number	Percent
Male	212	49.4 %
Female	214	49.9 %
Non-Binary	1	0.2 %
Prefer to self-describe	2	0.5 %
Total	429	100.0 %

Q46-4. Self-describe your gender identity:

Q46-4. Self-describe your gender	Number	Percent
Transmale	1	50.0 %
Fluid	1	50.0 %
Total	2	100.0 %



5

Survey Instrument



Office of the Mayor

City of Shawnee
16 W. 9th St.
Shawnee, OK 74801
ShawneeOK.org

February 2023

Dear Fellow Resident,

The City Commission and the Administration of the City of Shawnee want to thank you for your continued support and involvement in making Shawnee a better community. This letter is our request for your assistance in this ongoing effort.

We invite you to **participate in a community survey** designed to gather citizen input and feedback on City programs, services, and priorities. The City Commission regularly makes decisions that affect public safety, code enforcement, public works, and parks and recreation, as well as future endeavors and growth. To ensure that the City's priorities are aligned with the needs of our residents, we want to hear from YOU! We will use the information you provide to identify and address challenges our community faces.

We greatly appreciate you taking the time to complete this survey and want to assure you that your individual response will remain confidential. For your convenience, the enclosed survey includes a postage-paid envelope to ETC Institute, the research firm retained by the City of Shawnee to conduct this survey. If you prefer to complete the survey online, visit ShawneeOKsurvey.org.

Please return your survey or complete it online during the next week.

If you have any questions about this survey, feel free to contact Marcy Jarrett, City of Shawnee Public Information Officer, at 405-273-1950 or Marcy.Jarrett@shawneeok.org.

Thank you for your support and input to help us build a better Shawnee.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ed Bolt".

Ed Bolt
Mayor



2023 Shawnee Community Survey

Please take a few minutes to complete this resident satisfaction survey. Your input is an important part of the City's on-going effort to involve citizens in long-range planning and decision-making. If you prefer to complete the survey online, please visit shawneeoksurvey.org.

1. Perception of The City. Using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," please rate Shawnee with regard to each of the following.

How would you rate your city...	Excellent	Good	Average	Below Average	Poor	Don't Know
01. As a place to live	5	4	3	2	1	9
02. As a place to raise children	5	4	3	2	1	9
03. As a place to work	5	4	3	2	1	9
04. As a place to retire	5	4	3	2	1	9
05. As a place to visit	5	4	3	2	1	9
06. As a city moving in the right direction	5	4	3	2	1	9
07. As a place you are proud to call home	5	4	3	2	1	9

2. Please rate each major category of services provided by the City of Shawnee using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of police services	5	4	3	2	1	9
02. Quality of fire services	5	4	3	2	1	9
03. Efforts by Shawnee to ensure the city is prepared for emergencies	5	4	3	2	1	9
04. Enforcement of local codes and ordinances	5	4	3	2	1	9
05. Maintenance of city streets and sidewalks	5	4	3	2	1	9
06. Quality of water and sewer services	5	4	3	2	1	9
07. Flow of traffic and congestion management on Shawnee streets	5	4	3	2	1	9
08. Quality of trash and recycling services	5	4	3	2	1	9
09. Quality of parks and recreation programs and facilities	5	4	3	2	1	9
10. Quality of customer service provided by City of Shawnee	5	4	3	2	1	9

3. From the list of items in Question 2, which THREE of the major categories of City services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE."]

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

4. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 3 above? ____ (1) Yes ____ (2) No

5. Please rate each item that may influence your perception of the community using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall value you receive for your City tax dollars and fees	5	4	3	2	1	9
02. Reputation of Shawnee	5	4	3	2	1	9
03. Quality of Shawnee government services	5	4	3	2	1	9
04. Quality of life in Shawnee	5	4	3	2	1	9
05. How well the City of Shawnee is planning for growth	5	4	3	2	1	9
06. Overall appearance of Shawnee	5	4	3	2	1	9
07. Leadership of elected City officials (Mayor & City Commission)	5	4	3	2	1	9
08. Leadership of City Manager	5	4	3	2	1	9

6. **Police Services/Emergency Management/Animal Welfare.** Have you or anyone in your family had contact with the Shawnee Police Department in the last 12 months? ____ (1) Yes ____ (2) No

6a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of City police protection	5	4	3	2	1	9
02. Visibility of police in neighborhoods	5	4	3	2	1	9
03. Visibility of police in commercial and retail areas	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Efforts by Shawnee police to prevent crime	5	4	3	2	1	9
06. Enforcement of City traffic laws	5	4	3	2	1	9
07. Police safety awareness education programs	5	4	3	2	1	9
08. 9-1-1 service provided by operators	5	4	3	2	1	9
09. Emergency preparedness (services that prepare the city for natural disasters or other emergency situations)	5	4	3	2	1	9
10. Overall quality of animal control services	5	4	3	2	1	9
11. Animal Welfare's enforcement of relevant ordinances	5	4	3	2	1	9
12. Animal Welfare's pet adoption and rescue efforts	5	4	3	2	1	9

7. **Fire Services.** Have you or anyone in your family had contact with the Shawnee Fire Department in the last 12 months? ____ (1) Yes ____ (2) No

7a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
13. Overall quality of fire services	5	4	3	2	1	9
14. How quickly fire services personnel respond to emergencies	5	4	3	2	1	9
15. Fire education programs in your community (e.g., smoke detector inspection/installation, infant/child car seat installation/inspection)	5	4	3	2	1	9
16. Fire inspection programs in your community	5	4	3	2	1	9

8. From the list of items in Questions 6a and 7a, which THREE of the major categories of Public Safety Services do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the lists in Questions 6a and 7a, or circle "NONE."]

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

9. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 8 above? ____ (1) Yes ____ (2) No

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

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
01. Overall feeling of safety in Shawnee	5	4	3	2	1	9
02. Walking alone in your neighborhood during the day	5	4	3	2	1	9
03. Walking alone in your neighborhood after dark	5	4	3	2	1	9
04. In City parks and recreation facilities	5	4	3	2	1	9
05. In business areas of the city during the day	5	4	3	2	1	9
06. In business areas of the city after dark	5	4	3	2	1	9
07. In other public areas of the city (e.g., local restaurants, retail stores)	5	4	3	2	1	9

11. **Parks and Recreation.** Have you or anyone in your family visited a Shawnee park or recreational facility in the last 12 months? ____ (1) Yes ____ (2) No

11a. **Shawnee Twin Lakes.** Have you or anyone in your family visited Shawnee Twin Lakes in the last 12 months for recreational purposes? ____ (1) Yes ____ (2) No

11b. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Quality of maintenance (including mowing and cleanliness) of Shawnee parks	5	4	3	2	1	9
02.	Quality of facilities at Shawnee parks (e.g., picnic shelters, playgrounds)	5	4	3	2	1	9
03.	Ease of access to city parks	5	4	3	2	1	9
04.	Quality of fishing at the Shawnee Twin Lakes	5	4	3	2	1	9
05.	Quality of boating at the Shawnee Twin Lakes	5	4	3	2	1	9
06.	Quality of kayaking at the Shawnee Twin Lakes	5	4	3	2	1	9
07.	Quality of camping at the Shawnee Twin Lakes	5	4	3	2	1	9
08.	Availability of meeting spaces in Shawnee parks and recreation facilities	5	4	3	2	1	9
09.	Number of walking/biking trails in Shawnee	5	4	3	2	1	9
10.	Quality of walking/biking trails in Shawnee	5	4	3	2	1	9
11.	Quality of outdoor aquatic facilities in Shawnee	5	4	3	2	1	9
12.	Quality of outdoor athletic fields in Shawnee	5	4	3	2	1	9
13.	Senior citizen programs in Shawnee	5	4	3	2	1	9

12. From the list of items in Questions 11b, which **THREE** of the major categories of Parks and Recreation do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the lists in Questions 11b, or circle "NONE."]

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

13. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 12 above? ____ (1) Yes ____ (2) No

14. **Streets and Traffic.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of major streets in Shawnee	5	4	3	2	1	9
02.	Condition of streets in your neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04.	Condition of street drainage/water drainage	5	4	3	2	1	9
05.	Timing of traffic signals	5	4	3	2	1	9
06.	Visibility of pavement markings and street signs	5	4	3	2	1	9
07.	Adequacy of street lighting in Shawnee	5	4	3	2	1	9
08.	Mowing/tree trimming along sidewalks and streets	5	4	3	2	1	9
09.	Cleanliness of streets and other public areas	5	4	3	2	1	9
10.	Management of traffic flow	5	4	3	2	1	9
11.	Quality of roadway repair	5	4	3	2	1	9
12.	Speed of roadway repair	5	4	3	2	1	9
13.	Pedestrian accessibility (sidewalks for all ages and abilities)	5	4	3	2	1	9
14.	Availability of bike lanes	5	4	3	2	1	9

15. From the list of items in Question 14 on the previous page, which **THREE** of the major categories of Streets and Traffic do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 14, or circle "NONE."]

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

16. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 15 above? ____ (1) Yes ____ (2) No

17. **Trash Services and Water/Sewer Utilities.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Residential trash collection	5	4	3	2	1	9
02. Curbside recycling	5	4	3	2	1	9
03. Bulk item pick-up/removal (e.g., furniture, appliances)	5	4	3	2	1	9
04. Taste of tap water	5	4	3	2	1	9
05. Smell of tap water	5	4	3	2	1	9
06. Quality of water pressure in your home or business	5	4	3	2	1	9
07. Efficiency in water line repair	5	4	3	2	1	9
08. Efficiency in sewer line repair	5	4	3	2	1	9
09. Utility billing services	5	4	3	2	1	9

18. **Code Enforcement.** Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Enforcing clean-up of junk and debris on private property	5	4	3	2	1	9
02. Enforcing mowing and cutting of weeds/grass on private property	5	4	3	2	1	9
03. Enforcing exterior maintenance of residential property	5	4	3	2	1	9
04. Enforcing exterior maintenance of commercial/business property	5	4	3	2	1	9
05. Removal or demolition of dilapidated structures	5	4	3	2	1	9
06. Enforcing sign regulations	5	4	3	2	1	9
07. City efforts to remove abandoned or inoperative vehicles	5	4	3	2	1	9

19. From the list of items in Question 18, which **THREE** of the major categories of Code Enforcement Services do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 18, or circle "NONE."]

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

20. Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 19 above? ____ (1) Yes ____ (2) No

21. **Library Services.** Have you or anyone in your family visited the Shawnee Public Library in the last 12 months? ____ (1) Yes ____ (2) No

21a. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall facility appearance	5	4	3	2	1	9
02. Location of library	5	4	3	2	1	9

22. **Would you support the City facilitation of transportation alternatives to the automobile? If so, please select alternatives below which you would support. [Check all that apply.]**

- (1) Public transit service within Shawnee, connecting activity centers (downtown, medical center, commercial)
- (2) Increased demand response service (door to door) which serves the elderly, disabled, and those requiring access to medical treatment
- (3) Vanpool/Carpool
- (4) Mobility Services (Uber, Lyft, taxi)

23. **From the list in Question 22, which THREE of the transportation alternatives would you use? [Write in your answers below using the numbers from the list in Question 22, or circle "NONE."]**

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

24. **Would you support the City spending additional taxpayer money to support the priorities you have identified in Question 23 above? ____ (1) Yes ____ (2) No**

25. **Public Information Services. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Availability of information about Shawnee governmental services and activities	5	4	3	2	1	9
02.	Timeliness of information provided by Shawnee	5	4	3	2	1	9
03.	Efforts by Shawnee to keep you informed about local issues	5	4	3	2	1	9
04.	The quality of the City cable television channel – Channel 3	5	4	3	2	1	9
05.	The quality of the City website	5	4	3	2	1	9
06.	The level of public involvement in local decisions	5	4	3	2	1	9
07.	Quality of City of Shawnee social media outlets (e.g., Facebook, Twitter, LinkedIn, YouTube)	5	4	3	2	1	9

26. **From which of the following sources do you currently get information about the City of Shawnee? [Check all that apply.]**

- (01) Local newspapers
- (02) City website (ShawneeOK.org)
- (03) Water bill inserts
- (04) TV news channels
- (05) Facebook
- (06) Twitter
- (07) Nextdoor
- (08) Your HOA
- (09) Channel 3
- (10) Print brochures, flyers
- (11) YouTube
- (12) Radio

27. **Have you or anyone in your family contacted the City of Shawnee with a question, problem, or complaint during the past year? ____ (1) Yes [Answer Q27a.] ____ (2) No [Skip to Q28.]**

27a. **Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the City of Shawnee employees you have contacted with regard to the following.**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	How easy they were to contact	5	4	3	2	1	9
02.	Courteousness of staff	5	4	3	2	1	9
03.	The accuracy of the information and assistance given	5	4	3	2	1	9
04.	How quickly staff responded to your request	5	4	3	2	1	9
05.	How well your issue was handled	5	4	3	2	1	9

28. **Taxes and Services. The City of Shawnee provides its citizens with a variety of services such as Police, Fire, Parks, Water, Wastewater, and other types of services and infrastructure. Thinking about the services and infrastructure the City provides/maintains, do you feel that you are getting your money's worth for your tax dollars?**

- (1) Yes, I am getting my money's worth
- (2) No, I am not getting my money's worth
- (9) Don't know

29. Are you aware that Shawnee is primarily funded through a portion of your sales taxes and other fees collected in the City and that your shopping dollars matter to the sustainability of City services and infrastructure? ___(1) Yes ___(2) No
30. Considering all of the services and infrastructure the City of Shawnee provides and maintains, and the taxes/fees you pay, which of the following statements comes closest to your view?
 ___(1) Prefer to raise taxes/fees and increase quality of services and infrastructure ___(4) None of these
 ___(2) Prefer to keep taxes/fees and quality of services and infrastructure where they are ___(9) Don't know
 ___(3) Prefer to lower taxes/fees and decrease quality of services and infrastructure
31. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Employment opportunities in Shawnee	5	4	3	2	1	9
02. Shopping opportunities in Shawnee	5	4	3	2	1	9
03. Entertainment opportunities in Shawnee	5	4	3	2	1	9
04. Overall quality of businesses and service establishments in Shawnee	5	4	3	2	1	9

32. **Reasons to Live in Shawnee.** Several reasons for deciding where to live are listed below. Using a scale of 1 to 5, with 5 being "Very Important" and 1 being "Not Important," please rate how important each reason is to your decision to live in Shawnee.

Reasons for deciding to live in Shawnee	Very Important	Important	Somewhat Important	Low Importance	Not Important	Don't Know
01. Small town feel	5	4	3	2	1	9
02. Quality of public schools	5	4	3	2	1	9
03. Employment opportunities	5	4	3	2	1	9
04. Types of housing	5	4	3	2	1	9
05. Affordability of housing	5	4	3	2	1	9
06. Access to quality shopping	5	4	3	2	1	9
07. Availability of parks and recreation opportunities	5	4	3	2	1	9
08. Near family or friends	5	4	3	2	1	9
09. Safety and security	5	4	3	2	1	9
10. Availability of transportation options	5	4	3	2	1	9
11. Availability of cultural activities and the arts	5	4	3	2	1	9
12. Access to restaurants and entertainment	5	4	3	2	1	9
13. Availability of retail shopping choices	5	4	3	2	1	9

33. Are you satisfied with the quality and affordability of housing in Shawnee?
 ___(1) Yes ___(2) No ___(9) Unsure
34. Which THREE factors below are MOST IMPORTANT for City leaders to consider regarding new housing development?
 ___(01) Lot size ___(06) Open space
 ___(02) House square-footage ___(07) Historical character of surrounding area
 ___(03) Affordability ___(08) Housing density
 ___(04) Energy efficiency ___(09) Senior-friendly housing
 ___(05) Neighborhood amenities ___(10) Home Owner Association (HOA) management
35. What would you consider Shawnee's greatest assets? _____

36. What is your number one desire for Shawnee? _____

37. Do you have any additional comments you would like to share? _____

38. **City Projects and Initiatives.** Using a scale of 1 to 5, with 5 being "Very Important" and 1 being "Not Important," please rate HOW IMPORTANT each City project and initiative should be to City leaders over the next FIVE years.

City projects and initiatives	Very Important	Important	Somewhat Important	Low Importance	Not Important	Don't Know
01. Maintain and improve water system infrastructure	5	4	3	2	1	9
02. Maintain and improve sewer/wastewater system infrastructure	5	4	3	2	1	9
03. Maintain and improve roadway infrastructure	5	4	3	2	1	9
04. Maintain traffic flow and improve congestion	5	4	3	2	1	9
05. Increase public transportation	5	4	3	2	1	9
06. Maintain and improve sidewalk and trails infrastructure	5	4	3	2	1	9
07. Maintain and improve parks and recreation infrastructure & programs	5	4	3	2	1	9
08. Maintain, improve, or replace City vehicle fleet	5	4	3	2	1	9
09. Maintain, improve, or replace City equipment	5	4	3	2	1	9
10. Maintain, renovate, or replace City buildings	5	4	3	2	1	9
11. Prepare for and encourage long-term growth of the community	5	4	3	2	1	9
12. Maintain and improve community appearance	5	4	3	2	1	9
13. Implement sustainable solutions to reduce homelessness	5	4	3	2	1	9
14. Revitalize and redevelop downtown	5	4	3	2	1	9
15. Increase focus on economic development, commercial & retail growth	5	4	3	2	1	9
16. Foster improved community engagement	5	4	3	2	1	9

39. From the list in Question 38, which THREE are the most important to you? [Write in your answers below using the numbers from the list in Question 38, or circle "NONE."]

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

Demographics - Please remember that your responses will remain completely confidential.

40. Approximately how many years have you lived in Shawnee? _____ years

41. What is your age? _____ years

42. Are you registered to vote? ____ (1) Yes ____ (2) No

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

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

- ____ (1) Native American Tribe: _____ ____ (4) White/Caucasian
 ____ (2) Black/African American ____ (5) Other: _____
 ____ (3) Hispanic/Latino

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

- ____ (1) Under \$30,000 ____ (3) \$60,000 to \$99,999 ____ (5) Prefer not to respond
 ____ (2) \$30,000 to \$59,999 ____ (4) \$100,000 or more

46. With which of the following genders do you identify most?

- ____ (1) Male ____ (2) Female ____ (3) Non-Binary ____ (4) Prefer to self-describe: _____

47. If you would be willing to participate in future surveys sponsored by the City of Shawnee, please provide your contact information:

Mobile Phone Number: _____ Email Address: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain **completely** confidential.
 The information collected will ONLY be used to help identify the level of satisfaction with City services. Thank you!