



2021 City of Topeka Citizen Satisfaction Survey Findings Report

Presented to the City of Topeka,
Kansas

October 2021



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Executive Summary

2021 City of Topeka Citizen Satisfaction Survey

Executive Summary



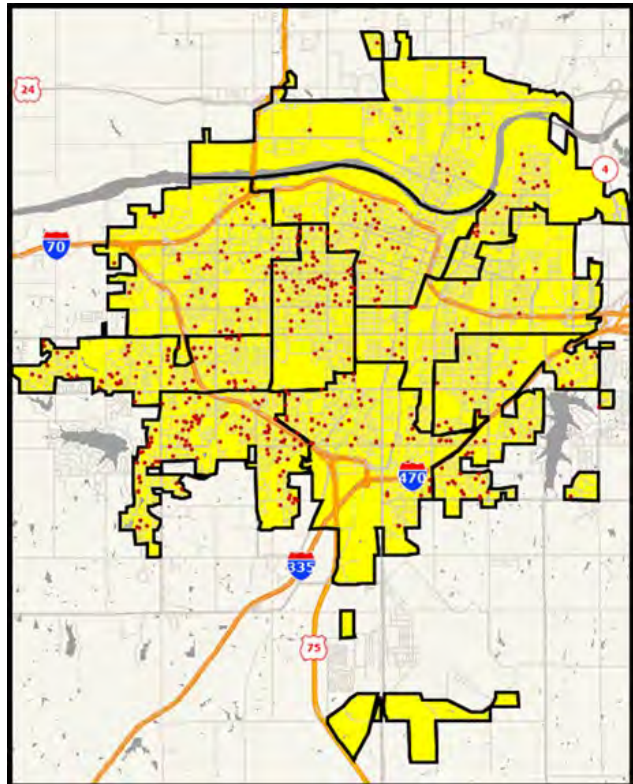
Purpose and Methodology

ETC Institute administered a survey to residents of the City of Topeka during the summer of 2021. ETC Institute previously administered *DirectionFinder*® surveys in 2008 and 2018 for the City. The purpose of the survey was to assess citizen satisfaction with major city services, to help the City improve and expand existing programs, and to help determine future needs of residents in the City of Topeka.

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

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Topeka from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. This goal was far exceeded, with a total of 500 residents completing the survey. The overall results for the sample of 500 households have a precision of at least $\pm 4.4\%$ at the 95% level of confidence. To better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home.



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

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey and trend data from the 2018 and 2008 citizen surveys when available,
- benchmarking data that show how the results for Topeka compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

Overall Satisfaction with Major Categories of City Services

The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of fire and emergency medical services (89%), the overall quality of police services (67%), and the overall quality of customer service received from city employees (59%). The top three City services that should receive the most emphasis over the next two years, were: the maintenance of City streets (85%), the overall quality of police services (51%), and the overall enforcement of City codes and ordinances (38%). The City of Topeka’s quality of customer service ranked 8% above the national average (59% Topeka versus 51% U.S. Average).

Overall Satisfaction with the Perception of the City

The items that influence the perception residents have of the City with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the overall quality of services provided by the City of Topeka (49%), overall quality of life in the City (43%), and overall feeling of safety in the City (36%).

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Satisfaction with Specific City Services

City Maintenance. The highest levels of satisfaction with City maintenance, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: snow removal on major City streets (46%), right-of-way moving along City streets throughout the City (34%), and the maintenance of medians throughout the City (31%). The top two City maintenance items respondents feel should receive the most emphasis over the next two years, were: the maintenance of streets in neighborhoods (75%) and the maintenance of sidewalks (48%).

Code Enforcement. The highest levels of satisfaction with City code enforcement, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: enforcing the exterior maintenance of business properties (20%) and enforcing the mowing and cutting of weeds on private properties (18%). Forty-nine percent (49%) of respondents described the City’s level of enforcement as “too little” when it comes to codes and ordinances, 22% indicated it is “about right,” 3% indicated it is “too much,” and 25% gave a “don’t know” response.

Utility Services. The highest levels of satisfaction with utility services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: options for paying your utility bill (80%), water pressure on a typical day (77%), and how easy utility bill is to understand (75%). The top two utility services respondents feel should receive the most emphasis over the next two years, were: the taste of tap water (54%) and overall quality of water service (33%).

Communication. The highest levels of satisfaction with communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the availability of information about city programs/services (31%), and the quality of the City’s website (28%).

- Respondents were asked to indicate their primary sources of information about City issues, services, and events. The most selected sources were: television news (77%), word of mouth (41%), and Facebook (32%).

Customer Service. Thirty-eight percent (38%) of respondents indicated they have interacted with the City with a question, problem, or complaint during the past year. Respondents who had interacted with the City in the past year were asked to indicate what led to their interaction: 42% had a question, 31% had a request, 23% had a complaint, and 5% had a compliment. Most (63%) of the respondents indicated they were interacting with the City about a particular City service. The highest levels of satisfaction with customer service received from City employees, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: the level of courtesy received (72%) and how easy the department was to contact (68%).

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Public Safety. The highest levels of satisfaction with public safety, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: Topeka Fire Department personnel professionalism (86%), overall quality of Topeka Fire Department Fire/EMS services (82%), and overall quality of fire department response (82%). The top two public safety items respondents feel should receive the most emphasis over the next two years, were: the City’s efforts to prevent crime (69%) and the visibility of police in neighborhoods (55%).

Eighty-five percent (85%) of respondents indicated they feel either “very safe” or “safe” in their neighborhood during the day and 63% feel safe in their neighborhood at night.

Additional Findings

- Reasonable cost of living, affordability of housing, and quality of housing are the most important reasons to live in Topeka for respondents.
- Respondents were asked to rate the City’s current pace of development in seven areas. Respondents indicated that the development rate of affordable housing (65%), small business assistance (64%), and retail development (60%) were all too slow.
- Seventy percent (70%) of respondents indicated they were either “very supportive” or “somewhat supportive” of having the City use incentives to attract and expand retail, residential, manufacturing, science and technology, and regional office companies. Seventeen percent (17%) of respondents were “not sure,” and 13% of respondents were “not supportive.”
- The four development opportunities respondents would most support to receive incentives were: manufacturing, commercial/office, residential, and restaurants.
- Forty-five percent (45%) of respondents indicated they were satisfied with the overall quality of broadband Internet connectivity in the City of Topeka. Forty-three percent (43%) of respondents indicated they were satisfied with the availability of broadband Internet connectivity, and 18% were satisfied with the cost of broadband Internet connectivity.
- Eighteen percent (18%) of respondents indicated they have used SeeClickFix Topeka to submit an issue, 16% know about it but have not used it, 2% have tried it but could not figure it out, 61% have not used, and 4% of respondents did not provide a response. Of those who have used or tried to use SeeClickFix Topeka, 55% indicated they were either “very satisfied” or “satisfied” with the ease of use of the program and 17% indicated they were dissatisfied.

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- Four percent (4%) of respondents indicated they have used the open portal site to look up city data, 10% know about it but have not used it, 1% have tried it but could not figure it out, 80% have not used, and 5% of respondents did not provide a response. Of those who have used or tried to use data.topeka.org, 26% indicated they were either “very satisfied” or “satisfied” with the ease of use of the program and 37% indicated they were dissatisfied.

Investment Priorities

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

- Overall maintenance of City streets (IS Rating = 0.7898)
- Overall enforcement of City codes and ordinances (IS Rating = 0.2869)
- Effectiveness of City communication (IS Rating = 0.1984)
- Overall quality of City water and sewer utilities (IS Rating = 0.1928)
- Overall quality of police services (IS Rating = 0.1666)

The table on the following page shows the Importance-Satisfaction rating for all seven major categories of City services that were rated.

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2021 Importance-Satisfaction Rating

Topeka, Kansas

Major Categories of City Services

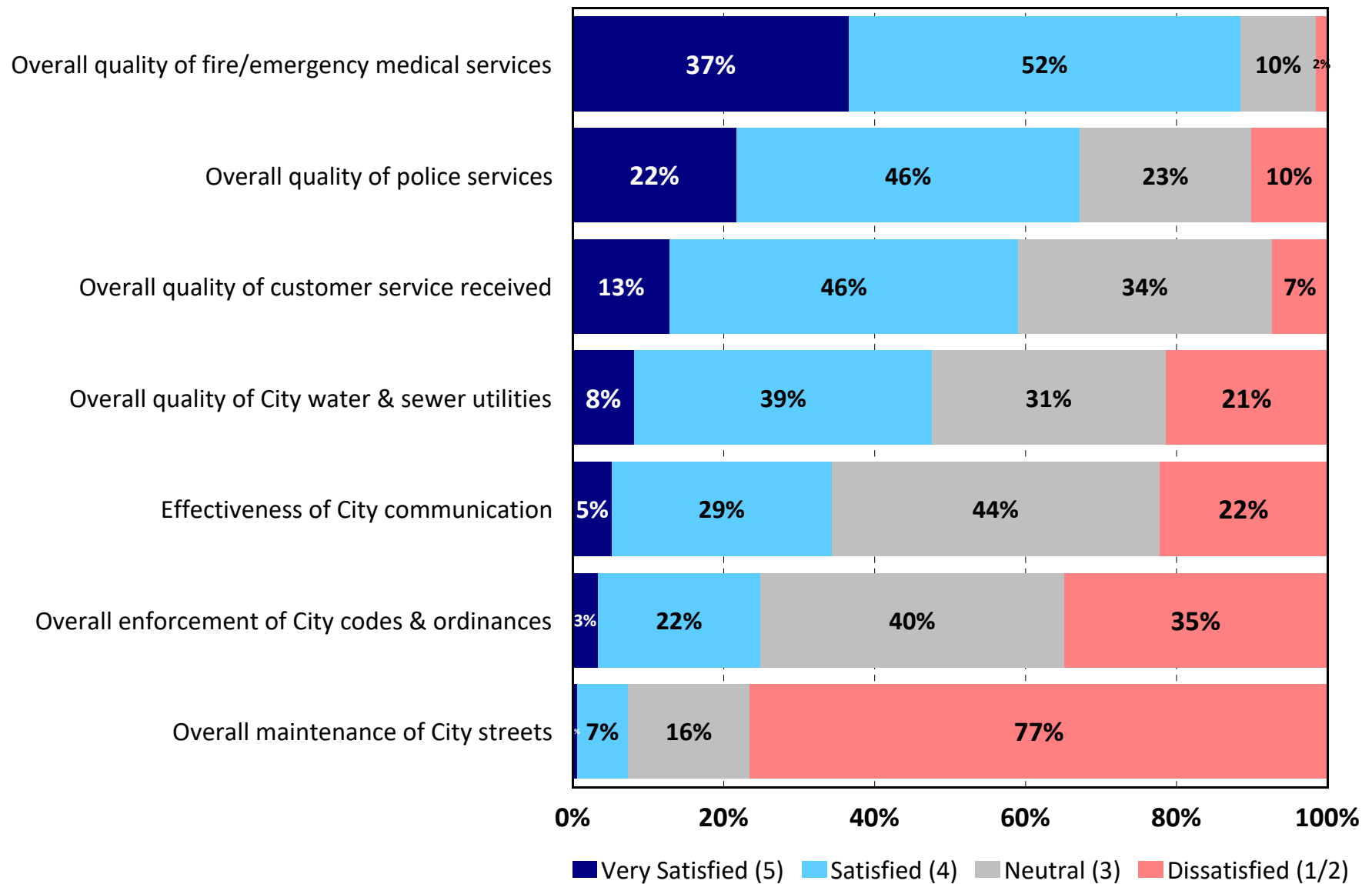
| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <u>Very High Priority (IS >.20)</u> | | | | | | |
| Overall maintenance of City streets | 85% | 1 | 7% | 7 | 0.7898 | 1 |
| Overall enforcement of City codes & ordinances | 38% | 3 | 25% | 6 | 0.2869 | 2 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Effectiveness of City communication | 30% | 5 | 34% | 5 | 0.1984 | 3 |
| Overall quality of City water & sewer utilities | 37% | 4 | 48% | 4 | 0.1928 | 4 |
| Overall quality of police services | 51% | 2 | 67% | 2 | 0.1666 | 5 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Overall quality of customer service received | 10% | 7 | 59% | 3 | 0.0418 | 6 |
| Overall quality of fire/emergency medical services | 19% | 6 | 89% | 1 | 0.0214 | 7 |



Charts and Graphs:

Q1. Overall Satisfaction with City Services by Major Category

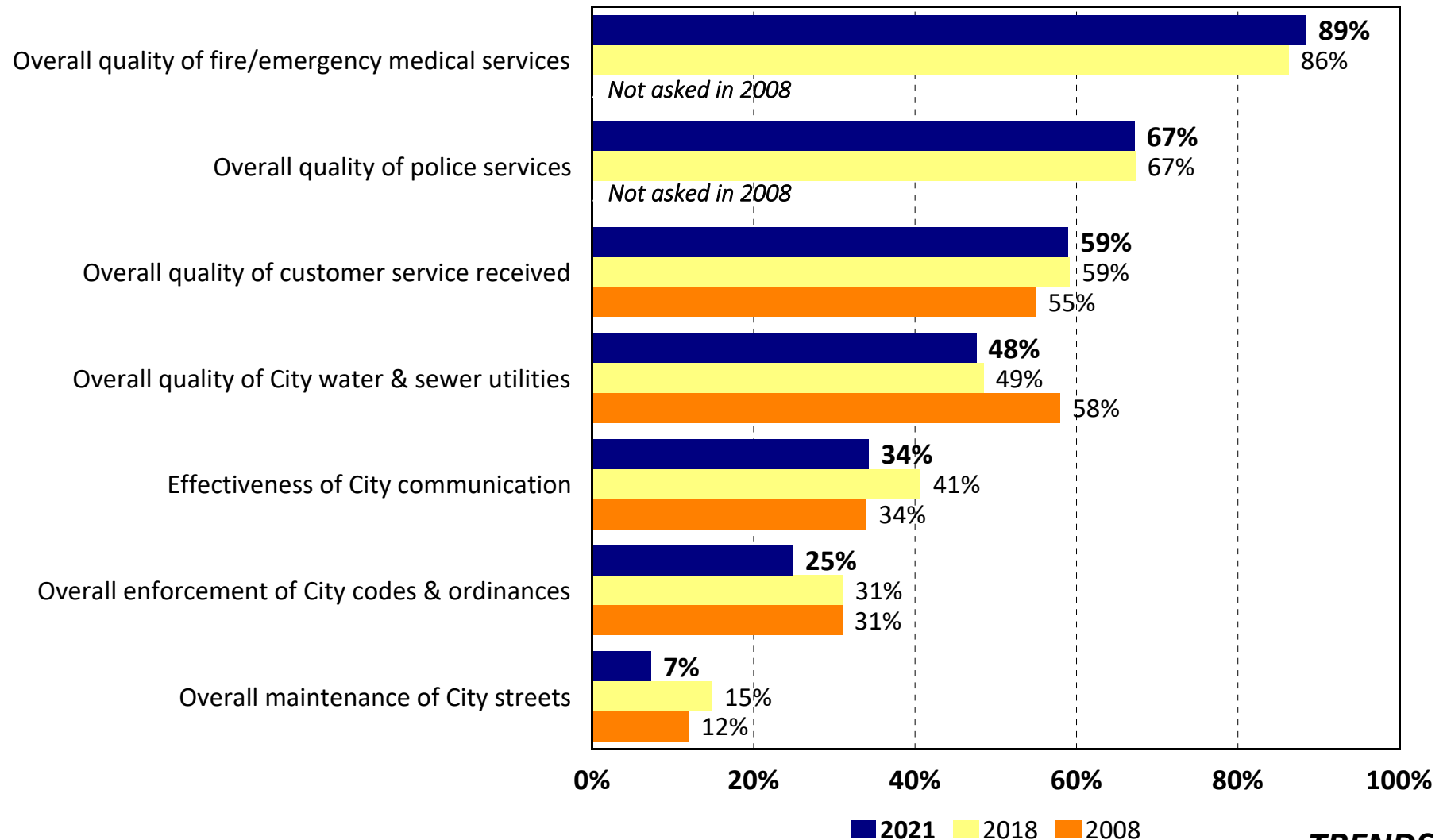
by percentage of respondents (excluding “don't know”)



Overall Satisfaction with City Services by Major Category

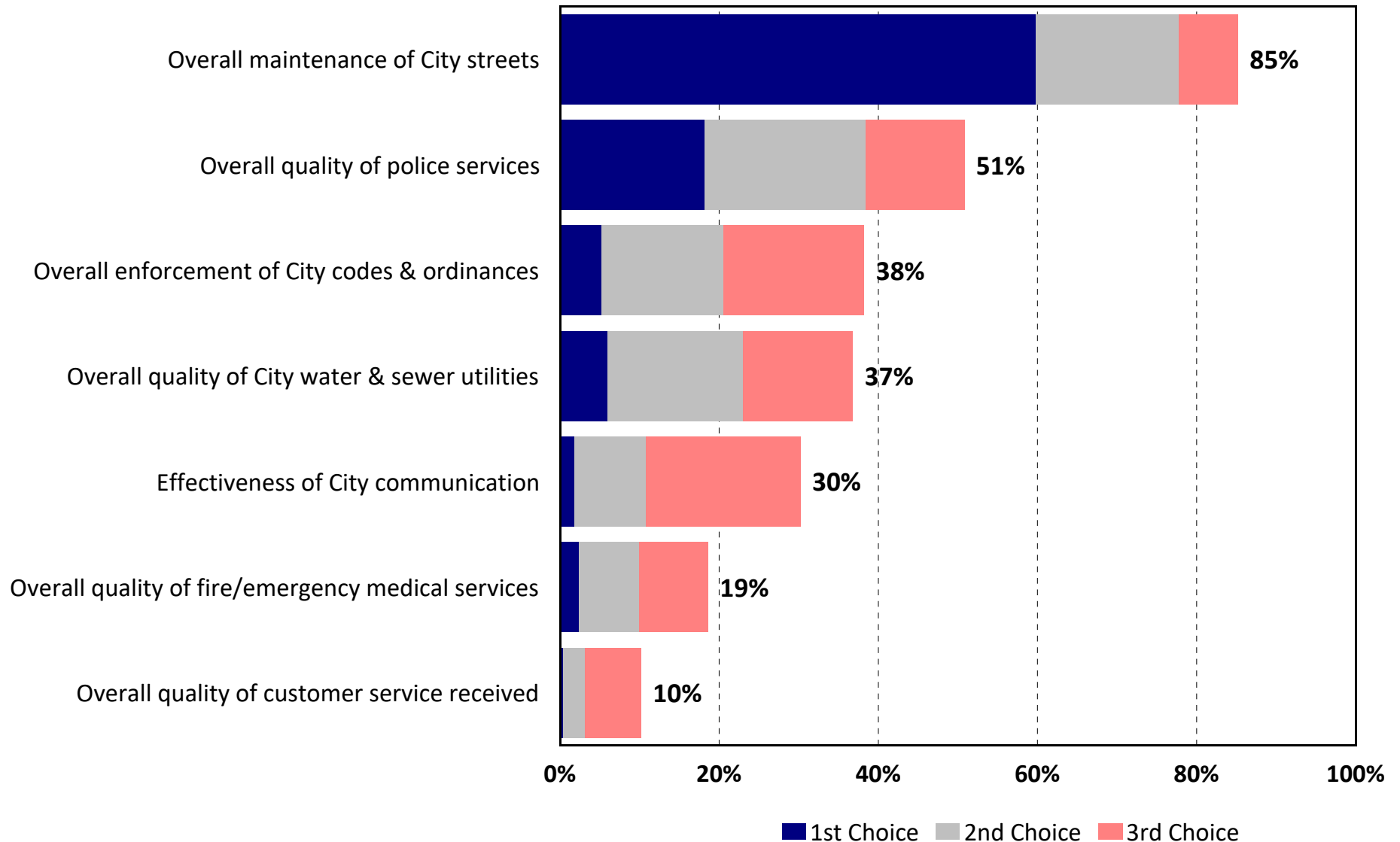
2021 vs. 2018 vs. 2008

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



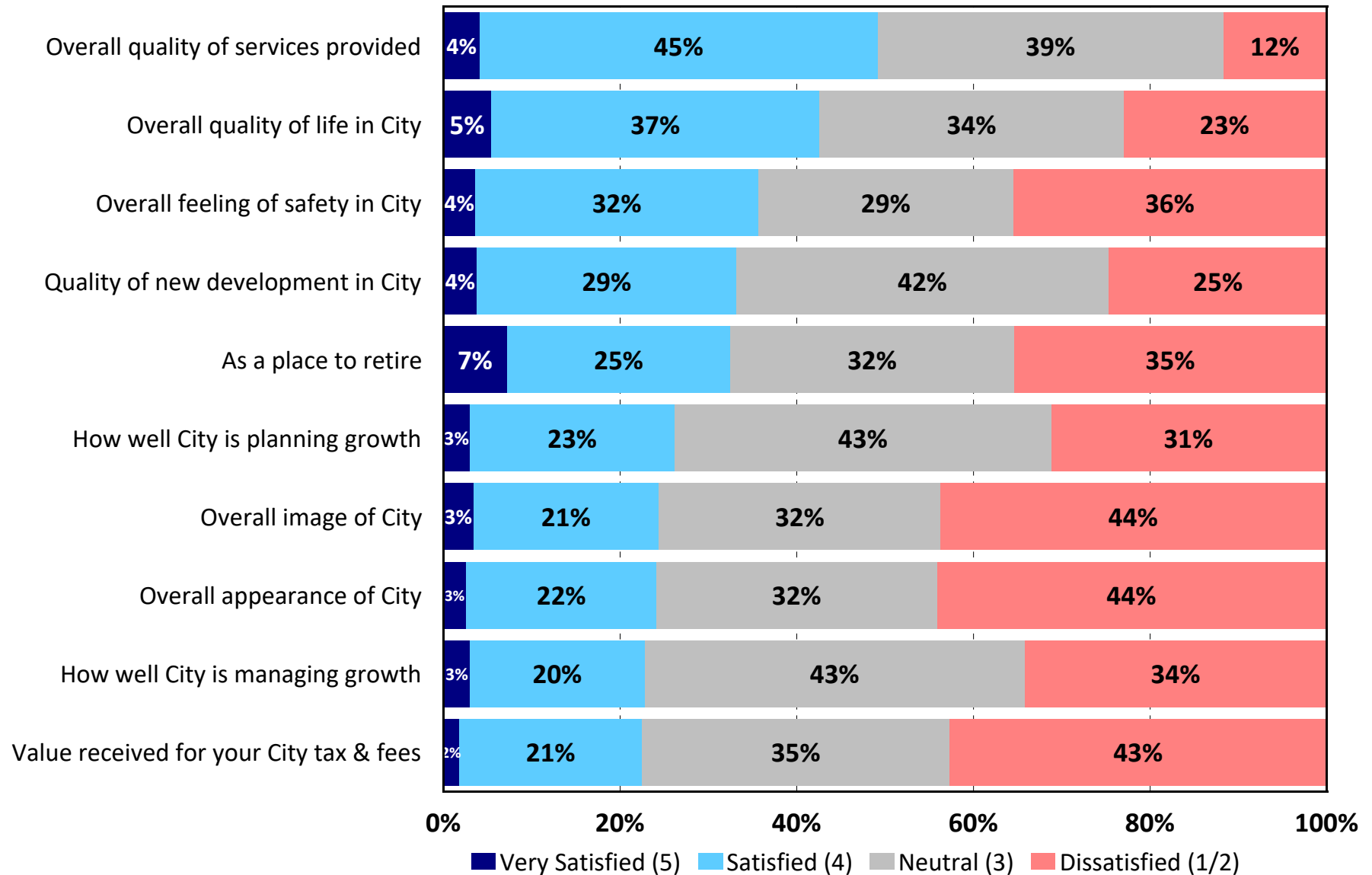
Q2. City Services that Should Receive the Most Emphasis Over the Next Two Years

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



Q3. Satisfaction with Items That Influence the Perception Residents Have of the City

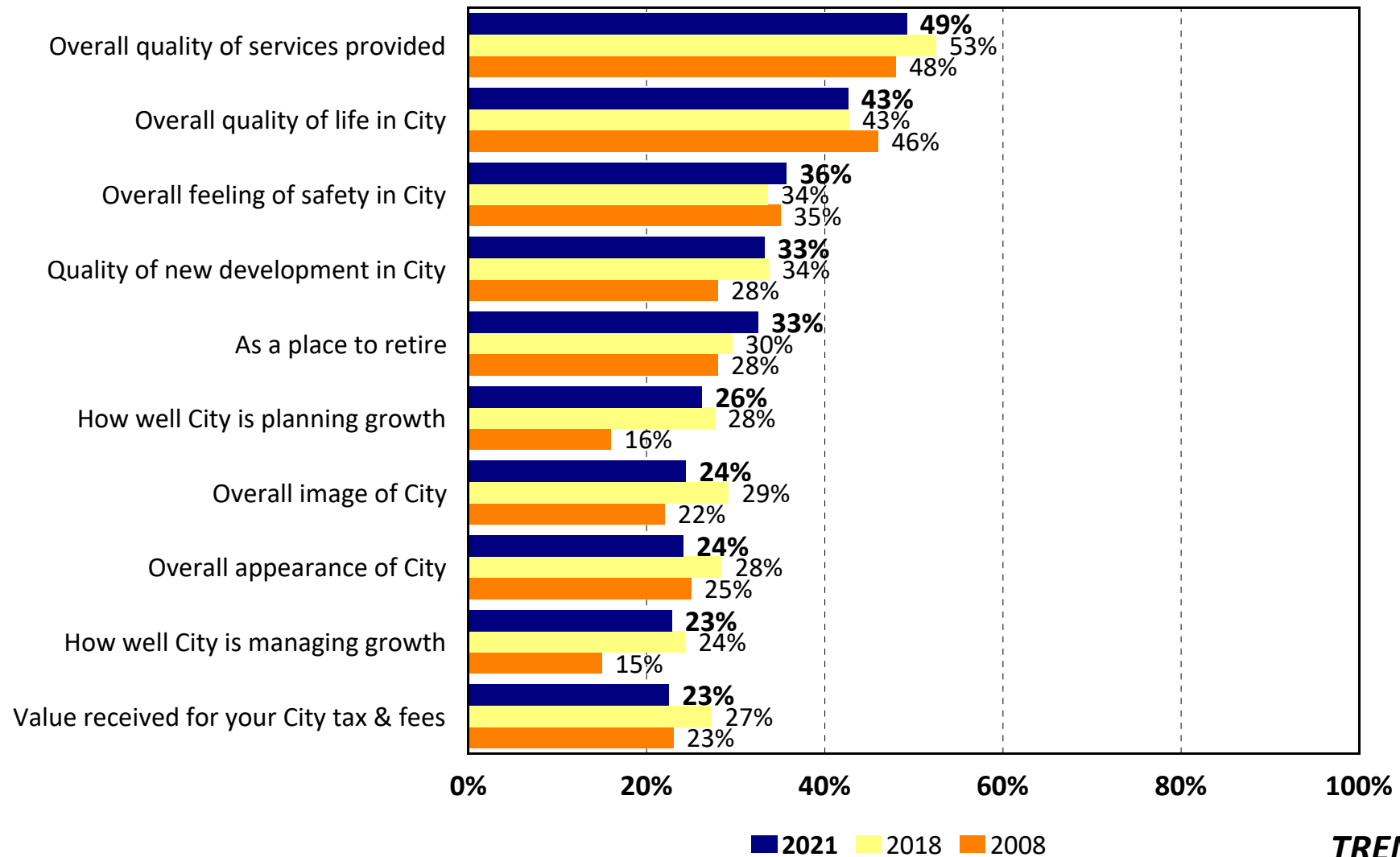
by percentage of respondents (excluding “don't know”)



Satisfaction with Items that Influence the Perception Residents Have of the City

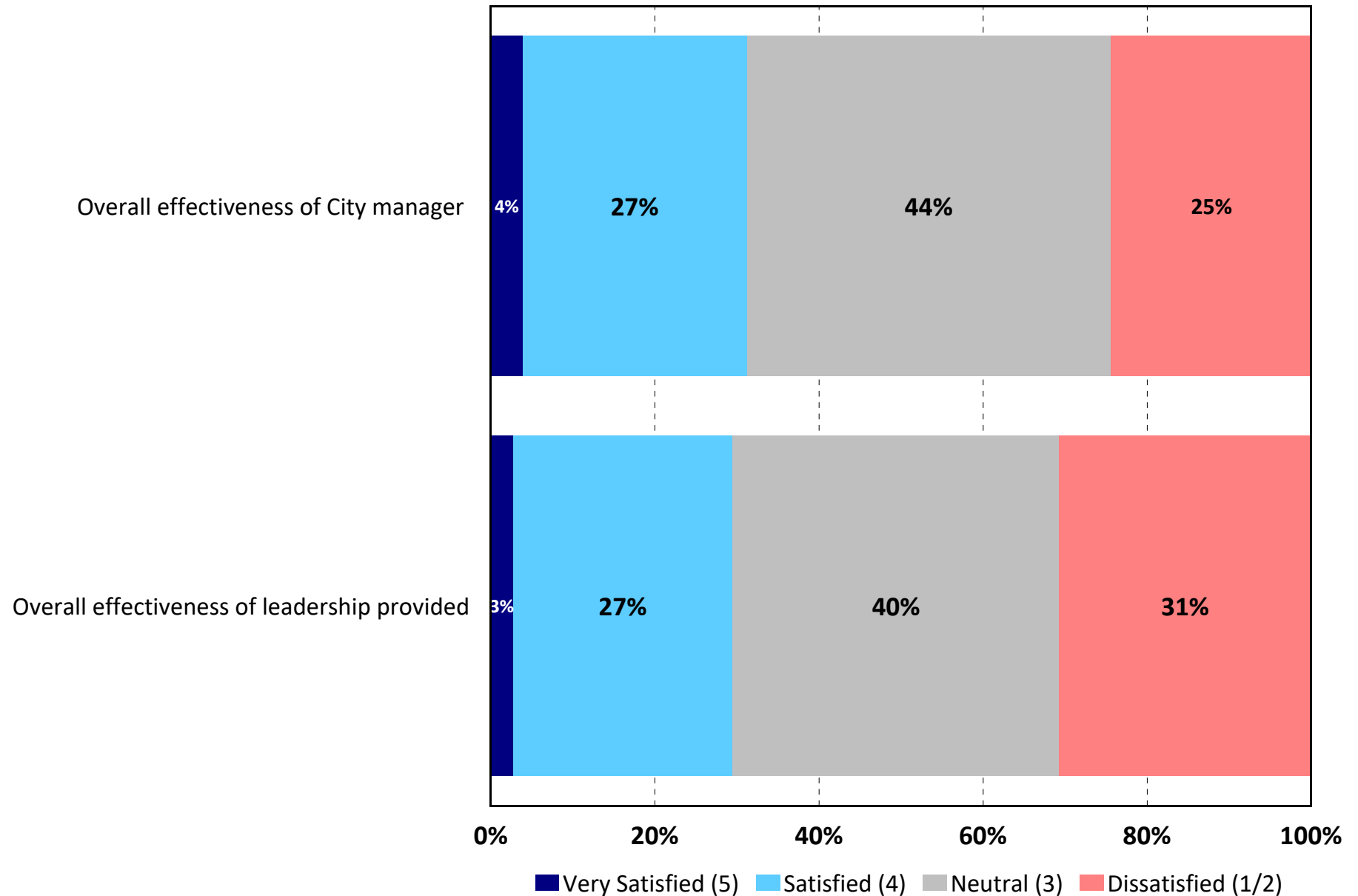
2021 vs. 2018 vs. 2008

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



Q4. Satisfaction with Leadership

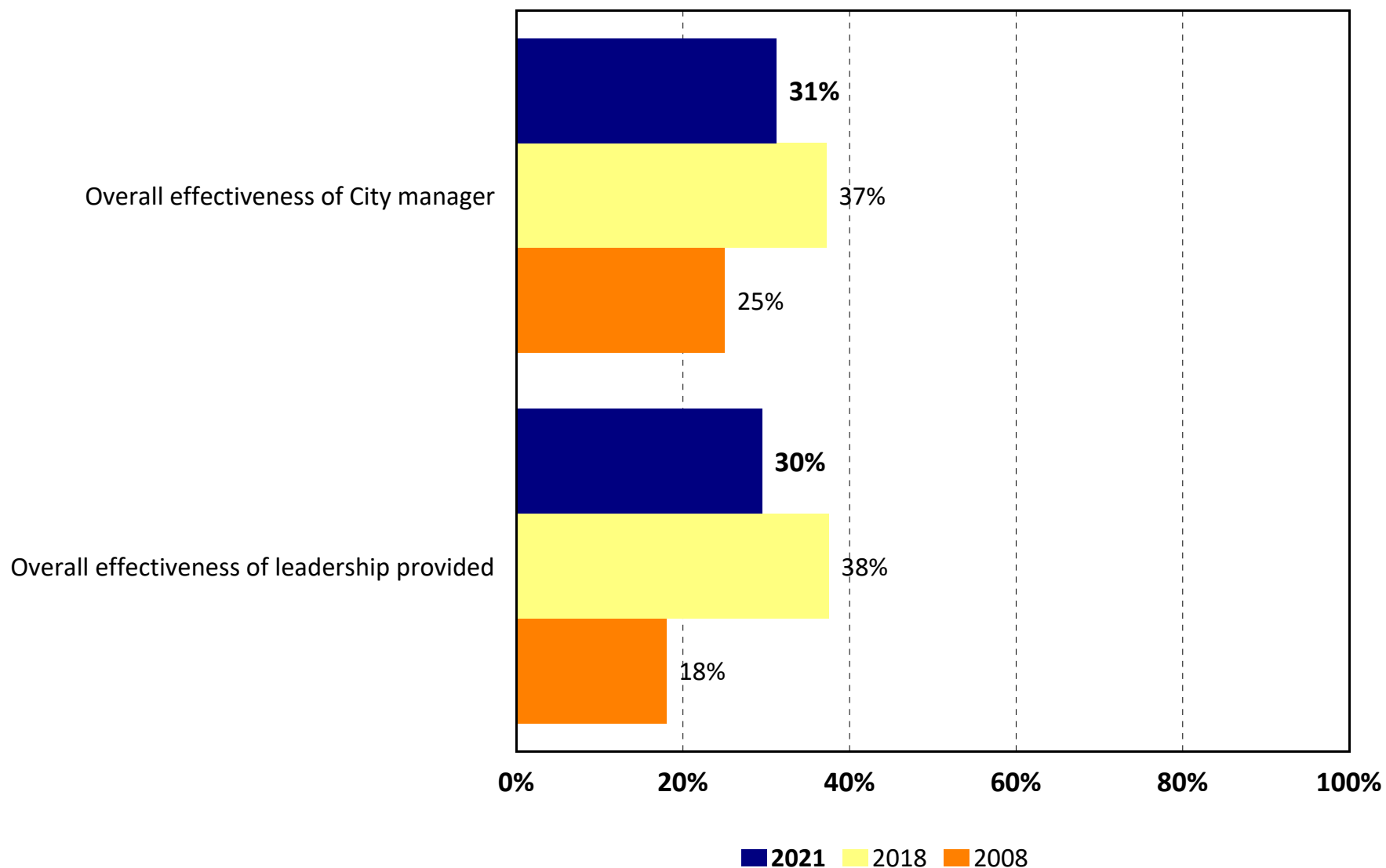
by percentage of respondents (excluding “don't know”)



Satisfaction with Leadership

2021 vs. 2018 vs. 2008

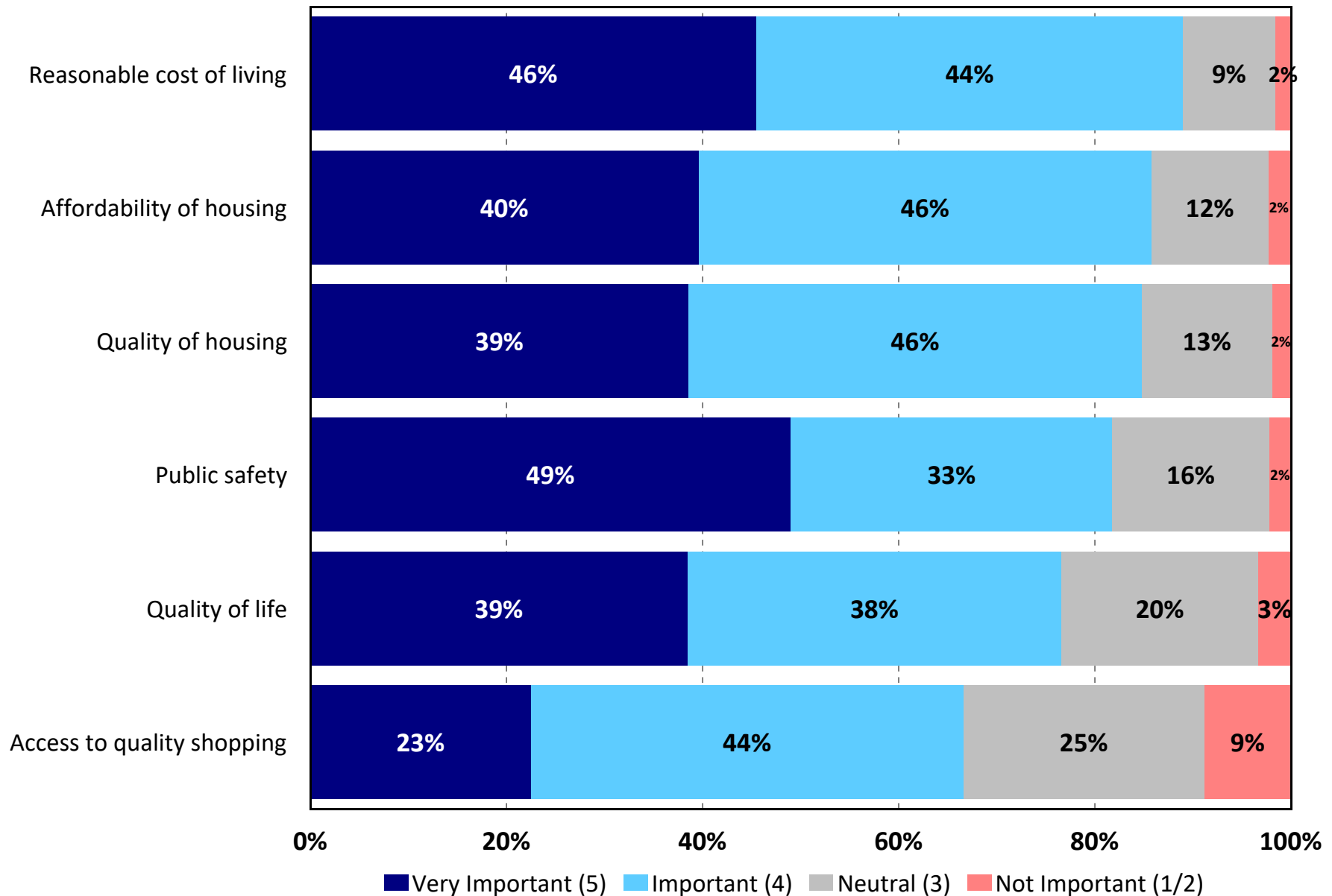
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



TRENDS

Q5. Importance of Reasons to Live in Topeka

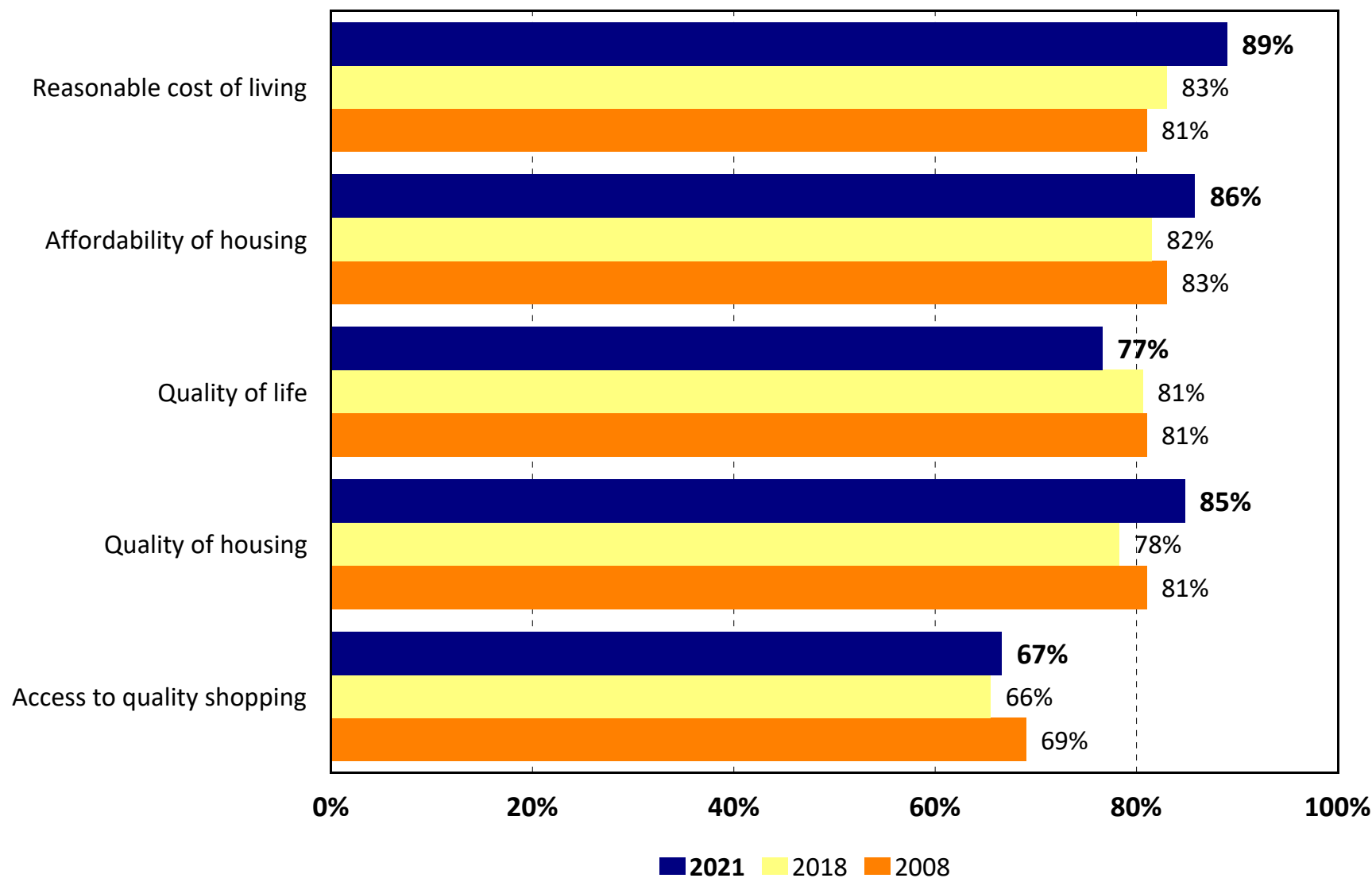
by percentage of respondents (excluding “don't know”)



Importance of Reasons to Live in Topeka

2021 vs. 2018 vs. 2008

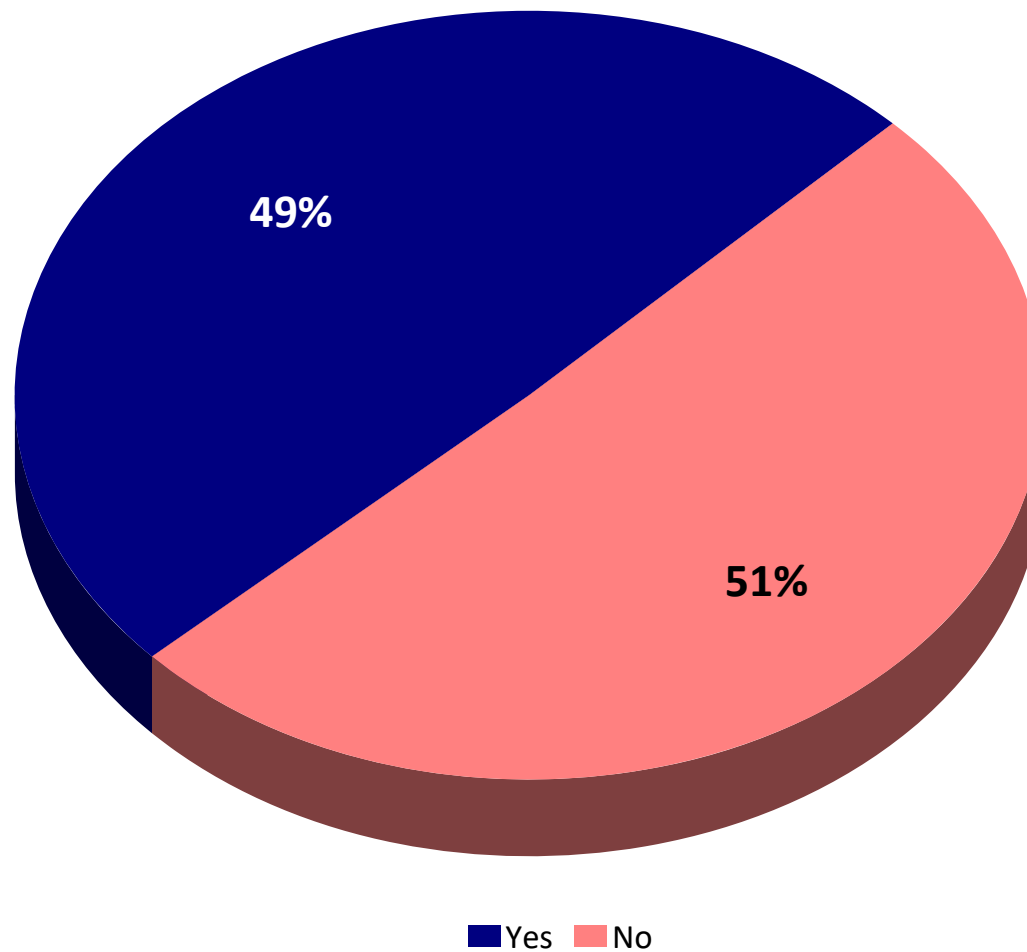
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



TRENDS

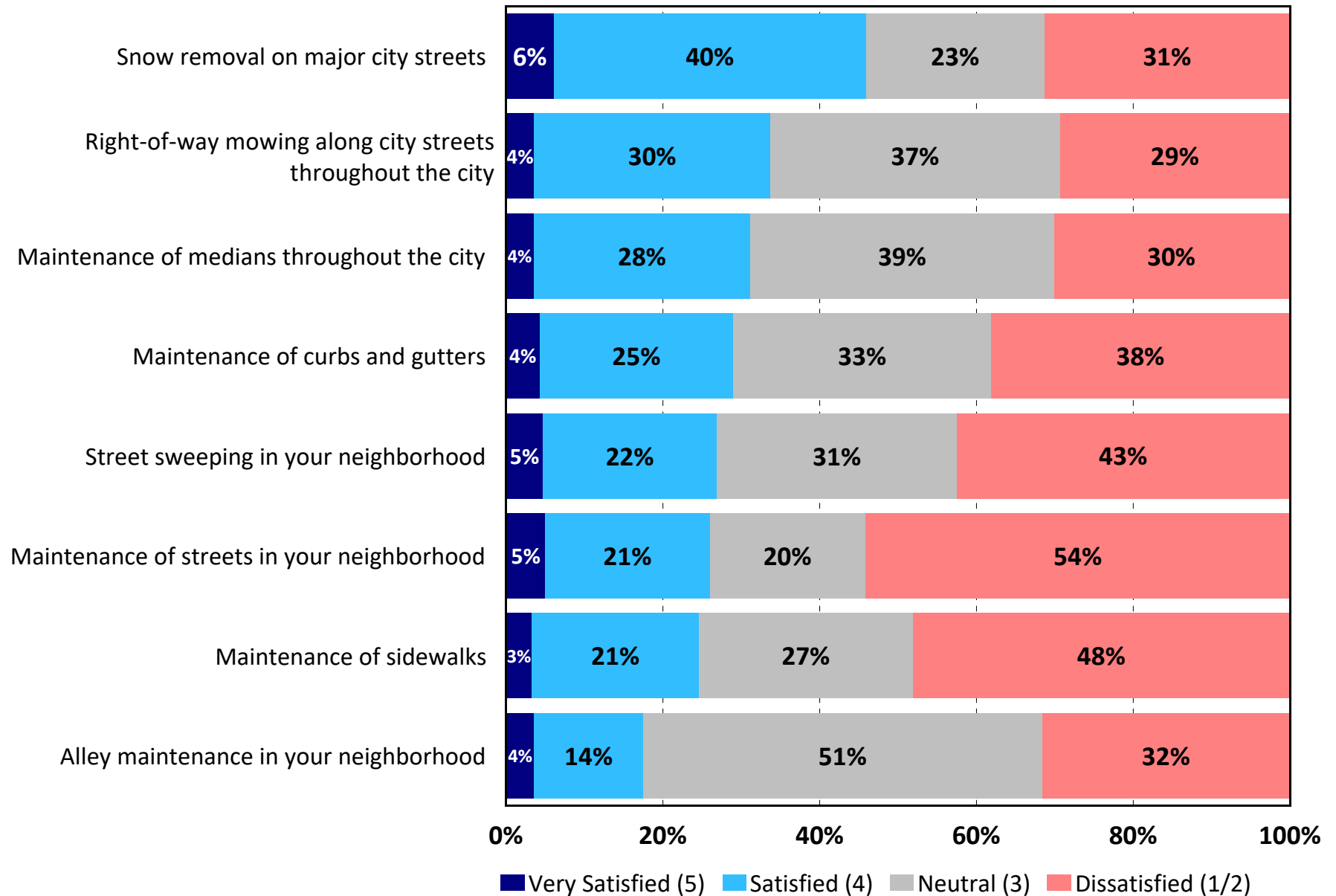
Q6. Is there another reason why you live in Topeka?

by percentage of respondents



Q7. Satisfaction with Maintenance

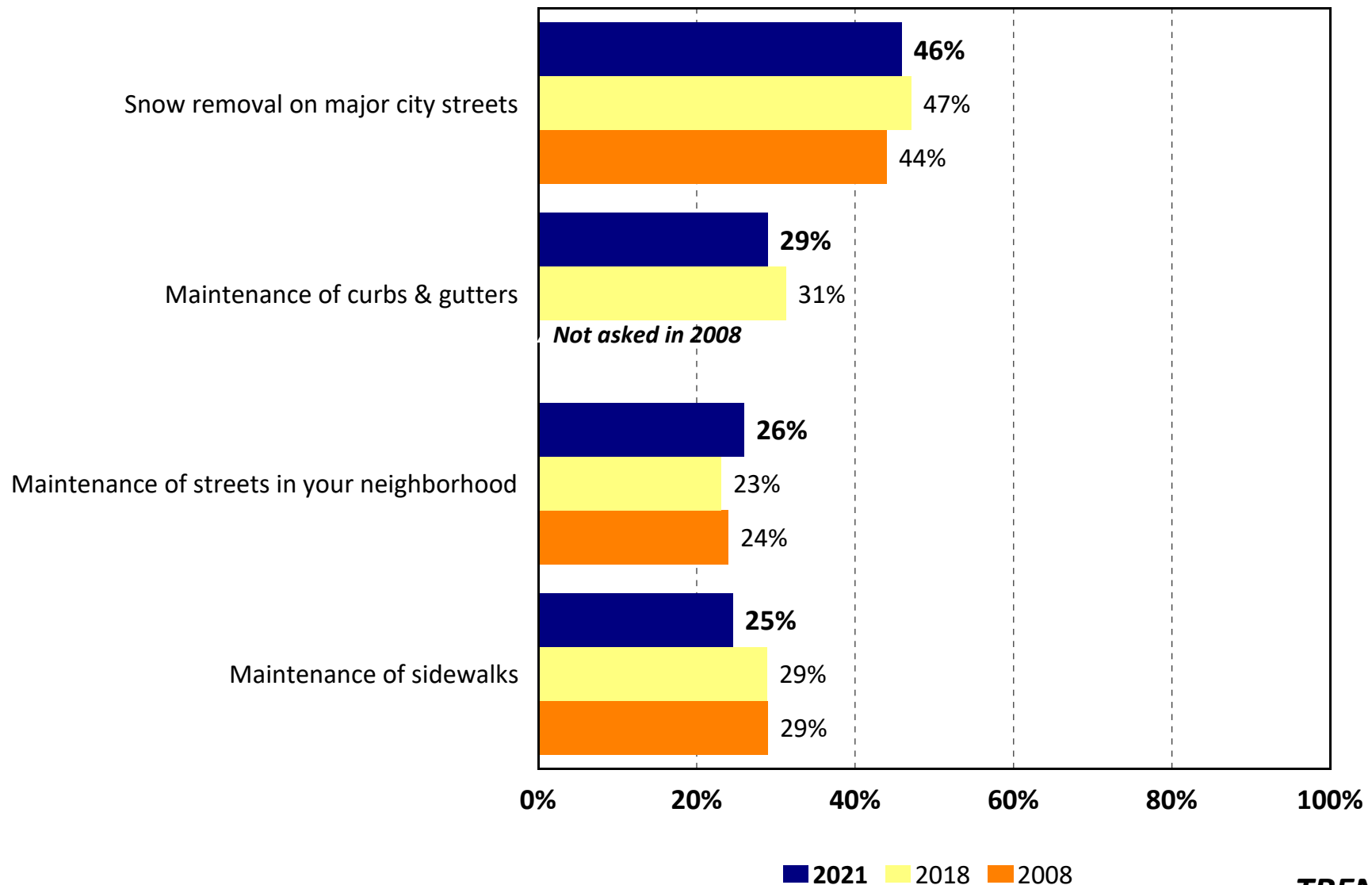
by percentage of respondents (excluding “don't know”)



Satisfaction With Maintenance

2021 vs. 2018 vs. 2008

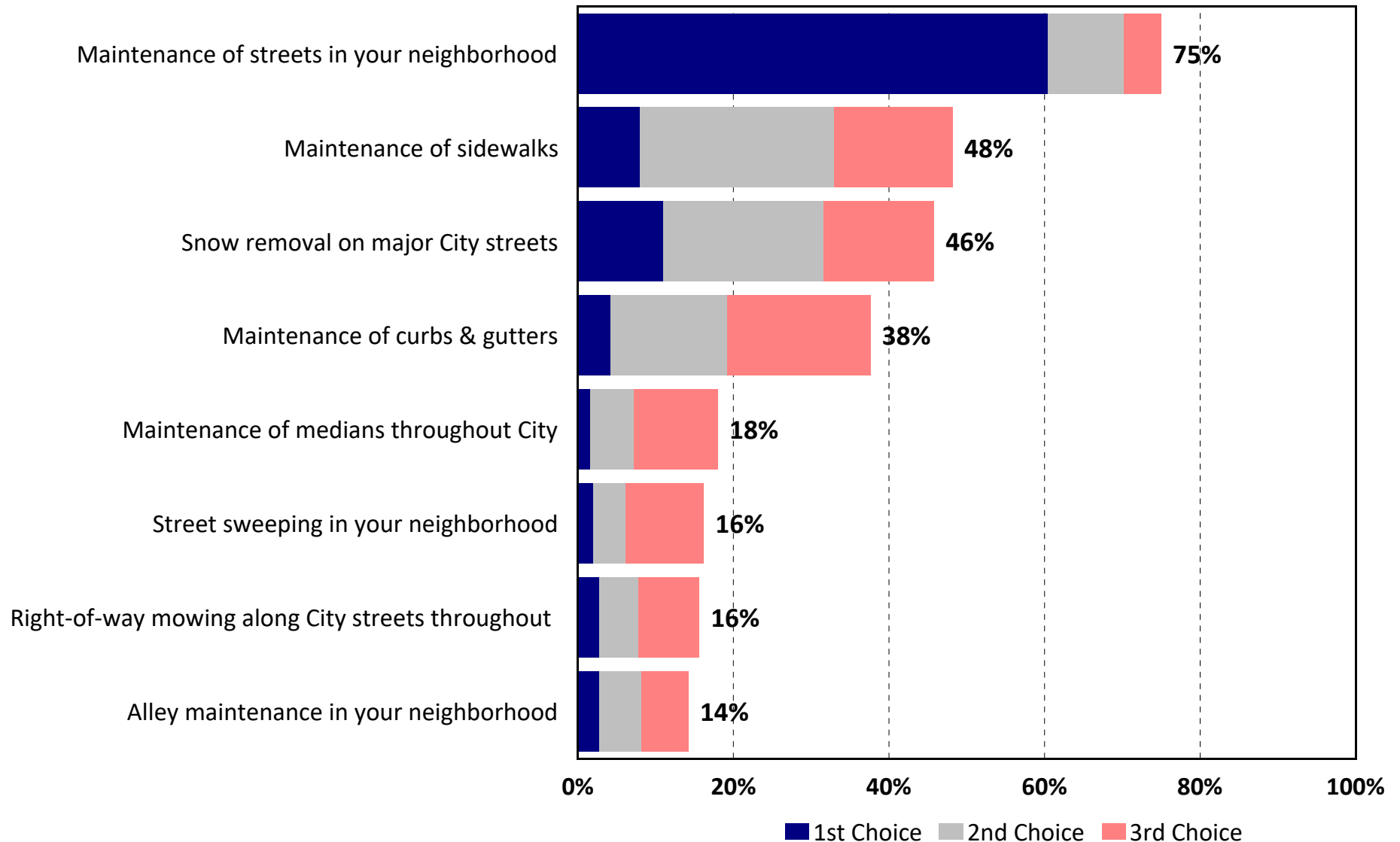
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



TRENDS

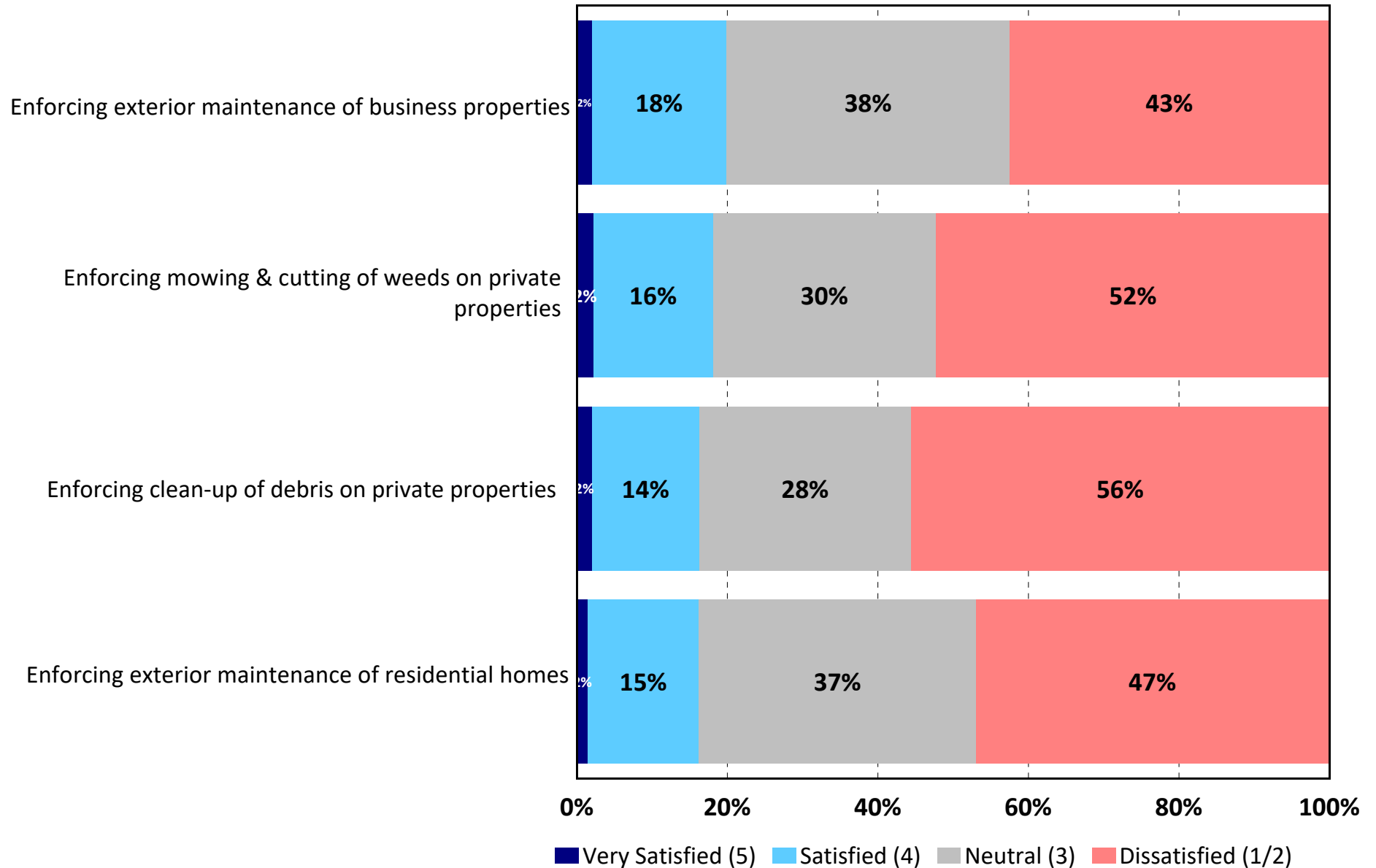
Q8. Maintenance Services that Should Receive the Most Emphasis Over the Next Two Years

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



Q9. Satisfaction with Code Enforcement

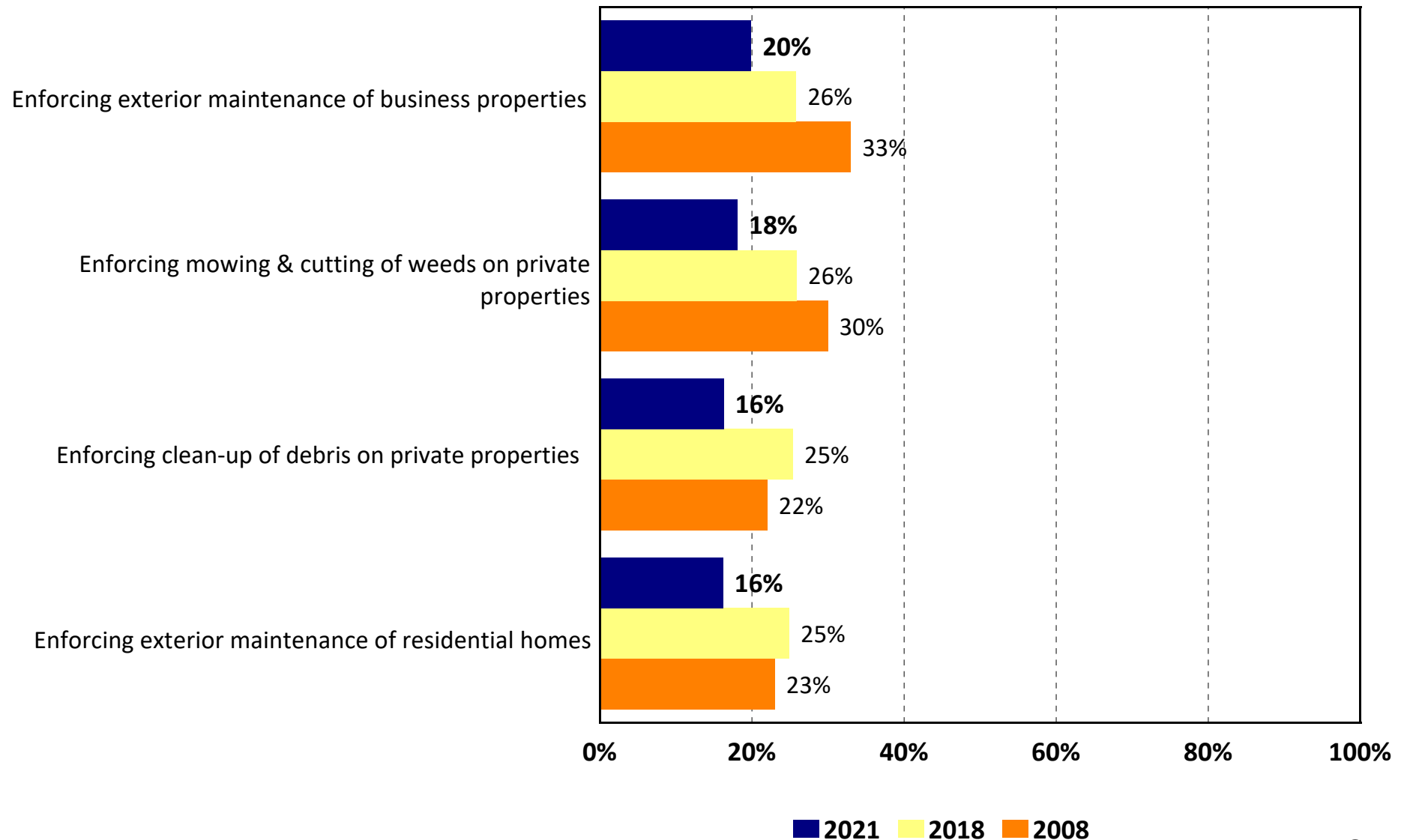
by percentage of respondents (excluding “don't know”)



Satisfaction with Code Enforcement

2021 vs. 2018 vs. 2008

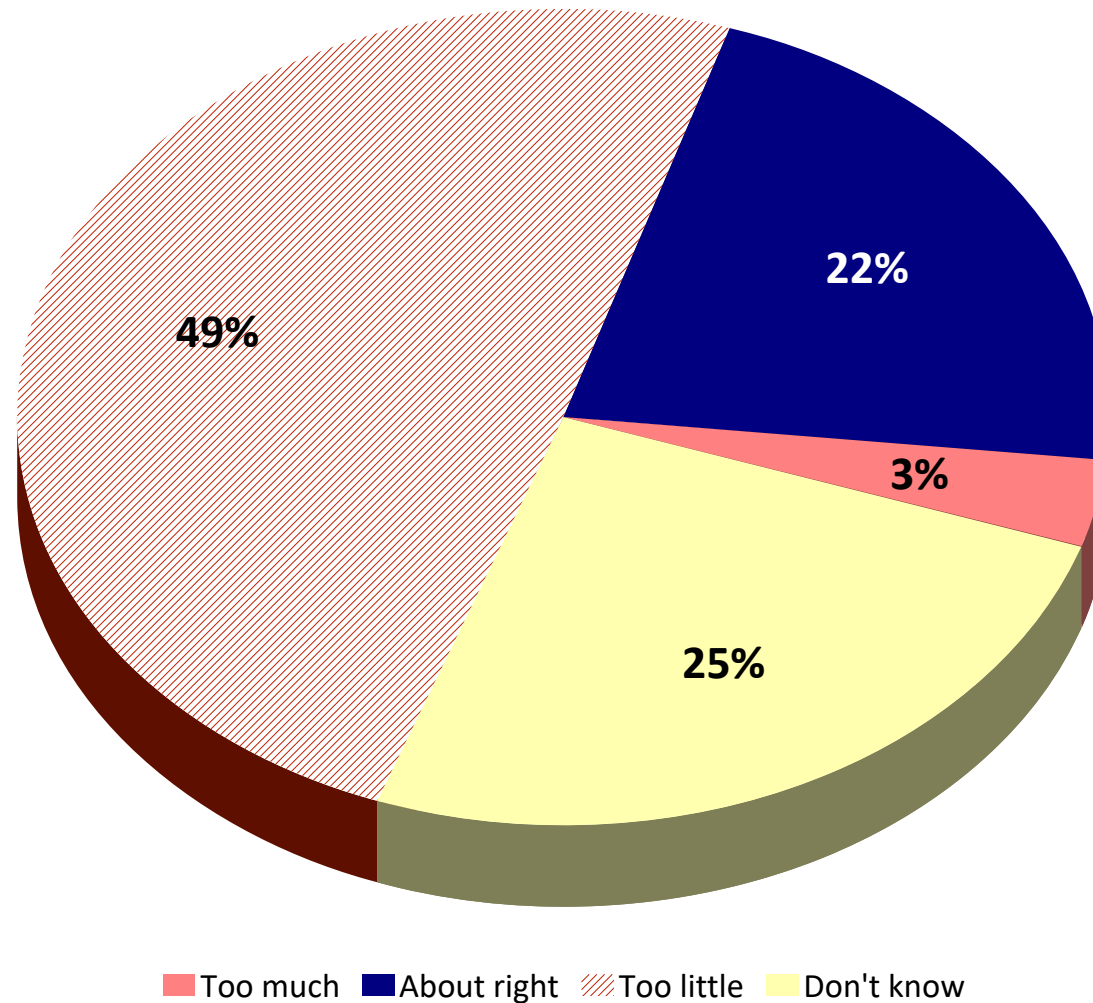
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



TRENDS

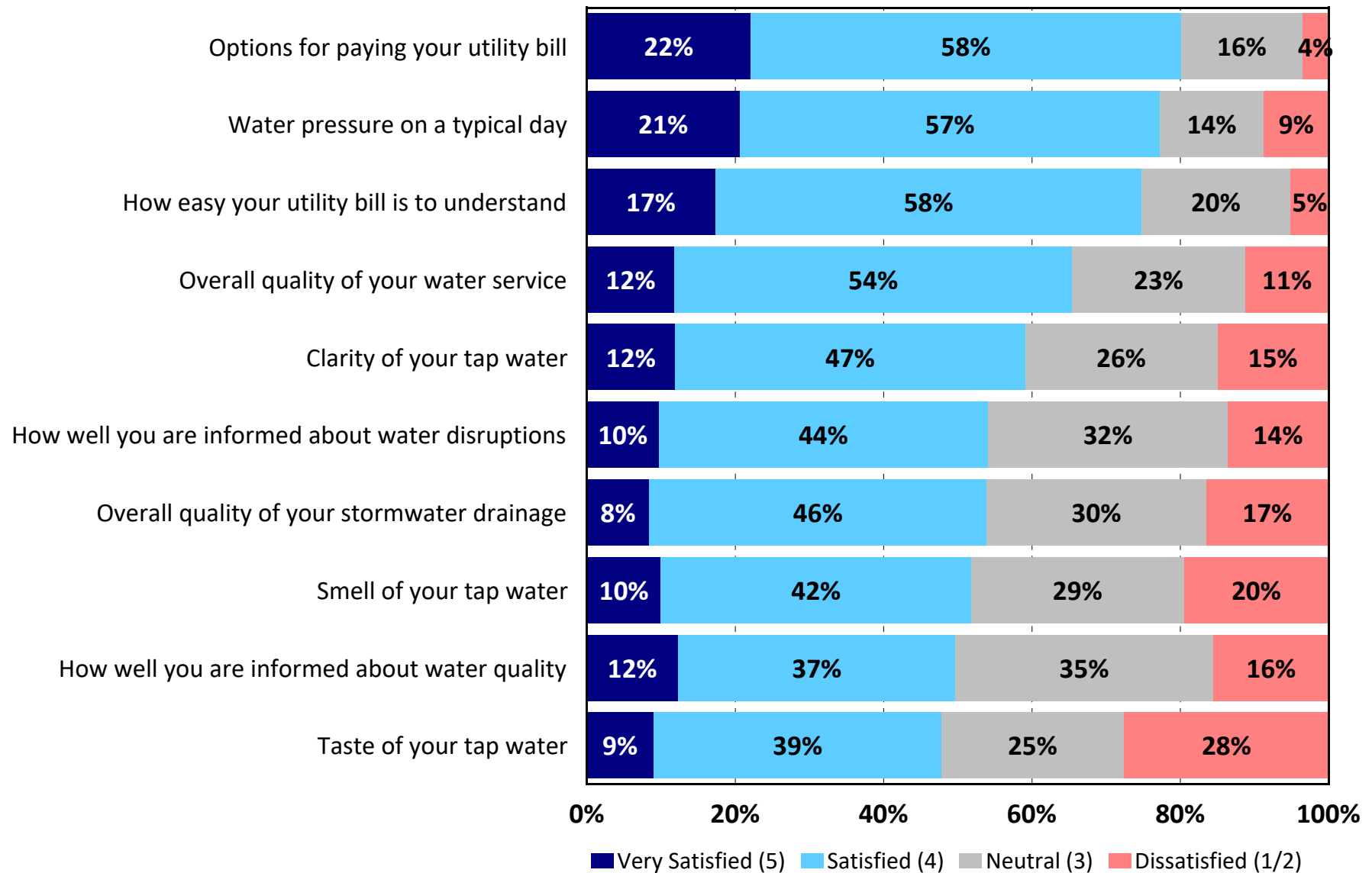
Q10. How would you describe the city's level of enforcement when it comes to codes and ordinances?

by percentage of respondents



Q11. Satisfaction with Utility Services

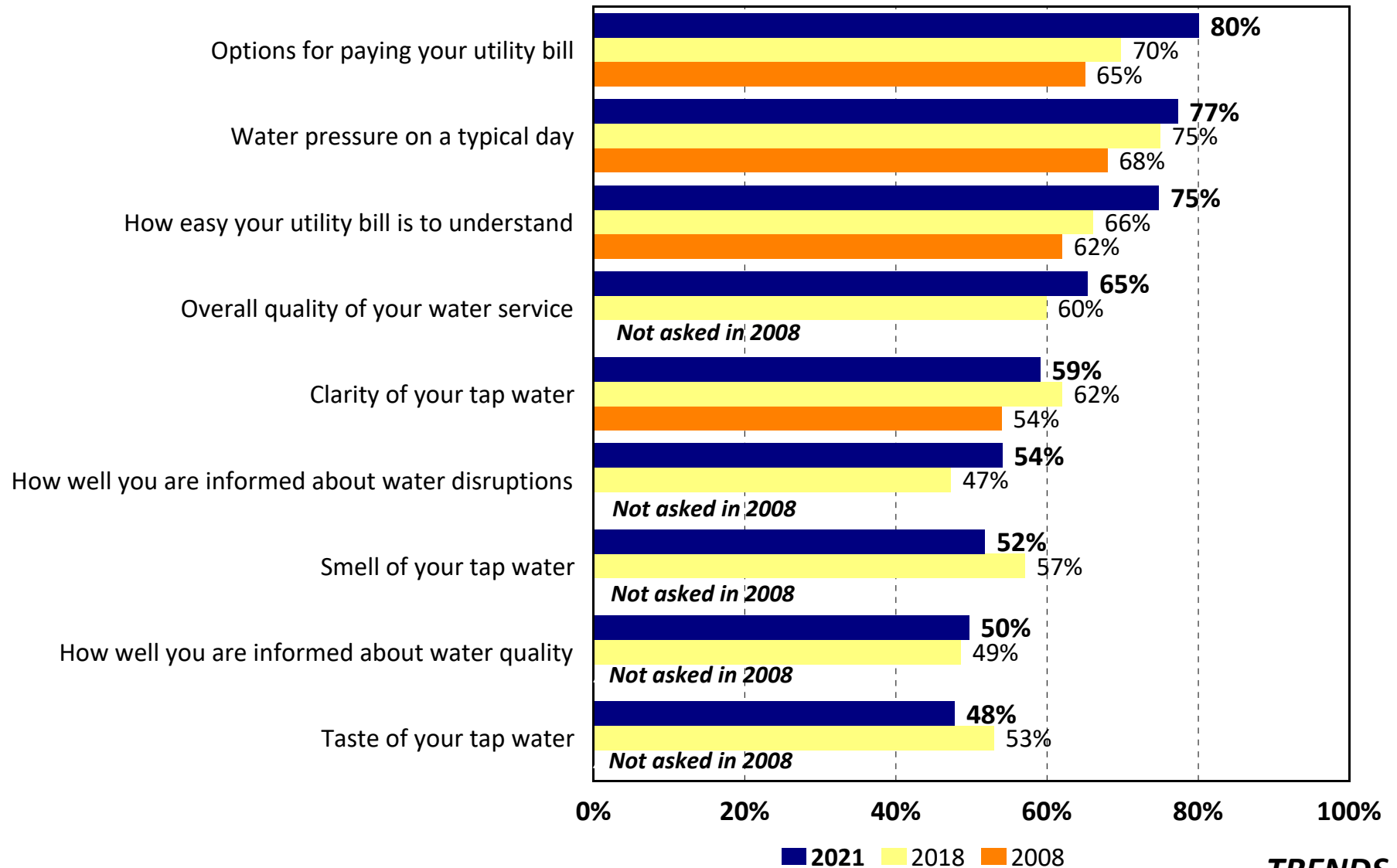
by percentage of respondents (excluding “don't know”)



Satisfaction with Utility Services

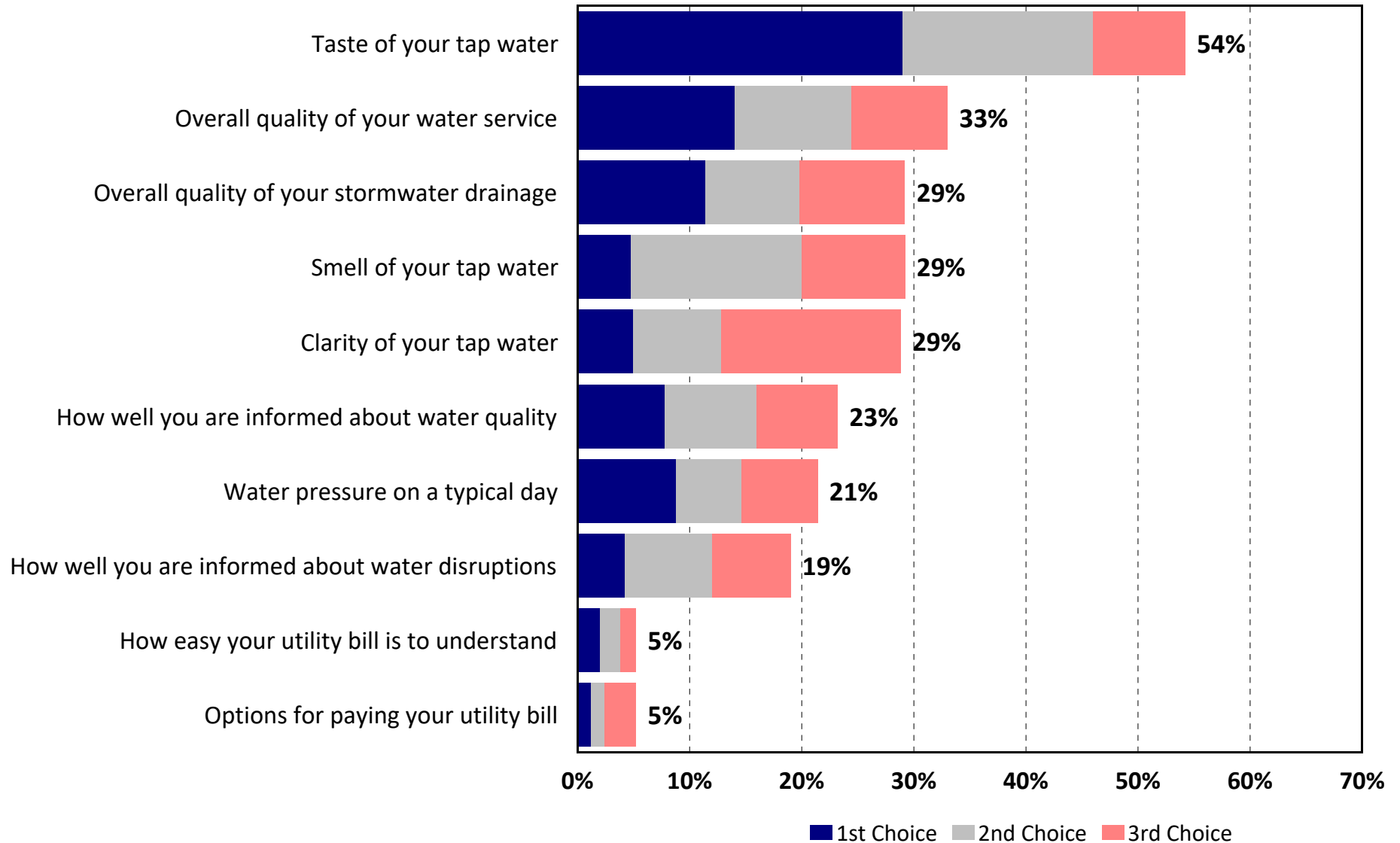
2021 vs. 2018 vs. 2008

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



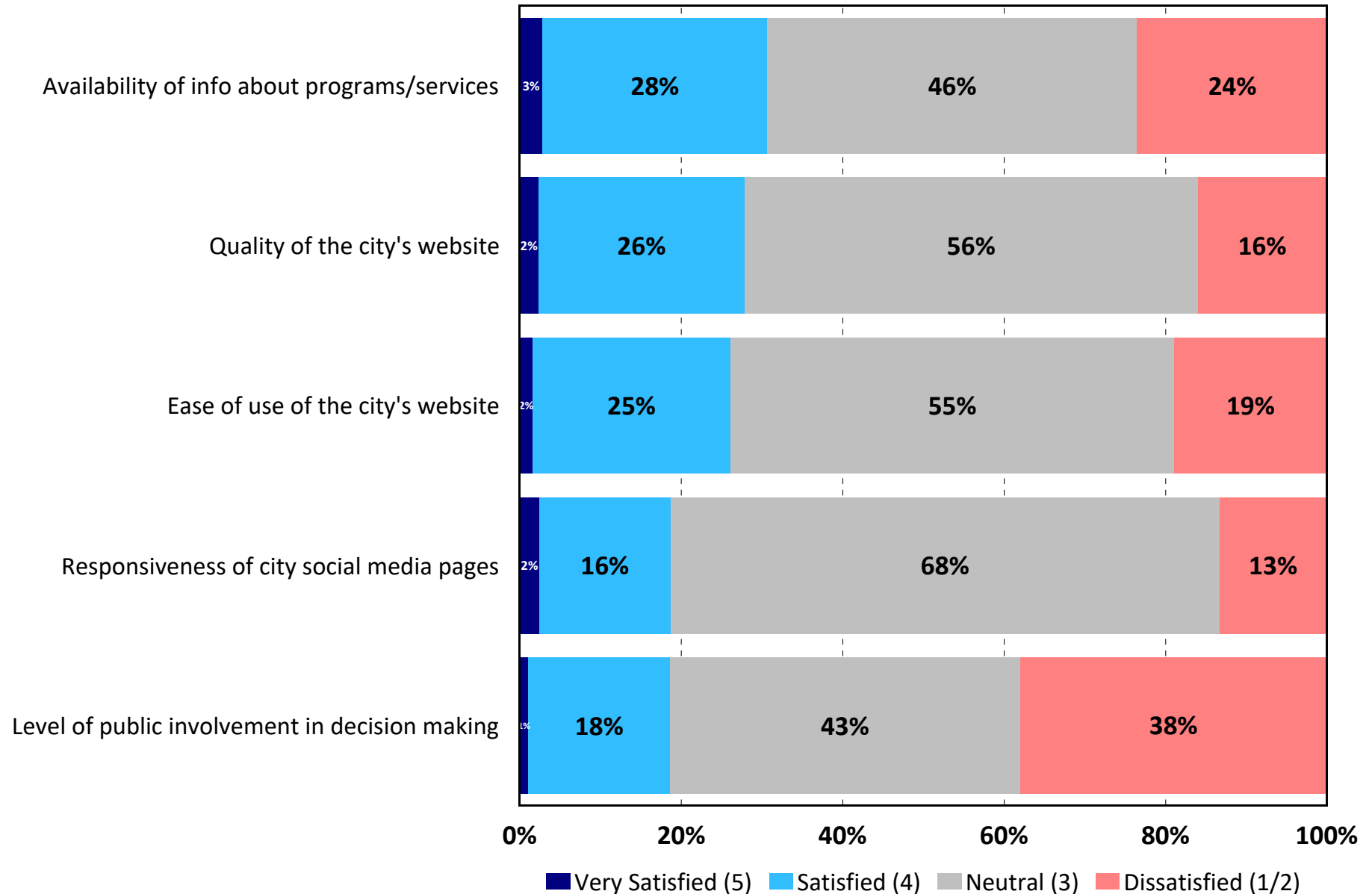
Q12. City Utility Services that Should Receive the Most Emphasis Over the Next Two Years

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



Q13. Satisfaction with Communication

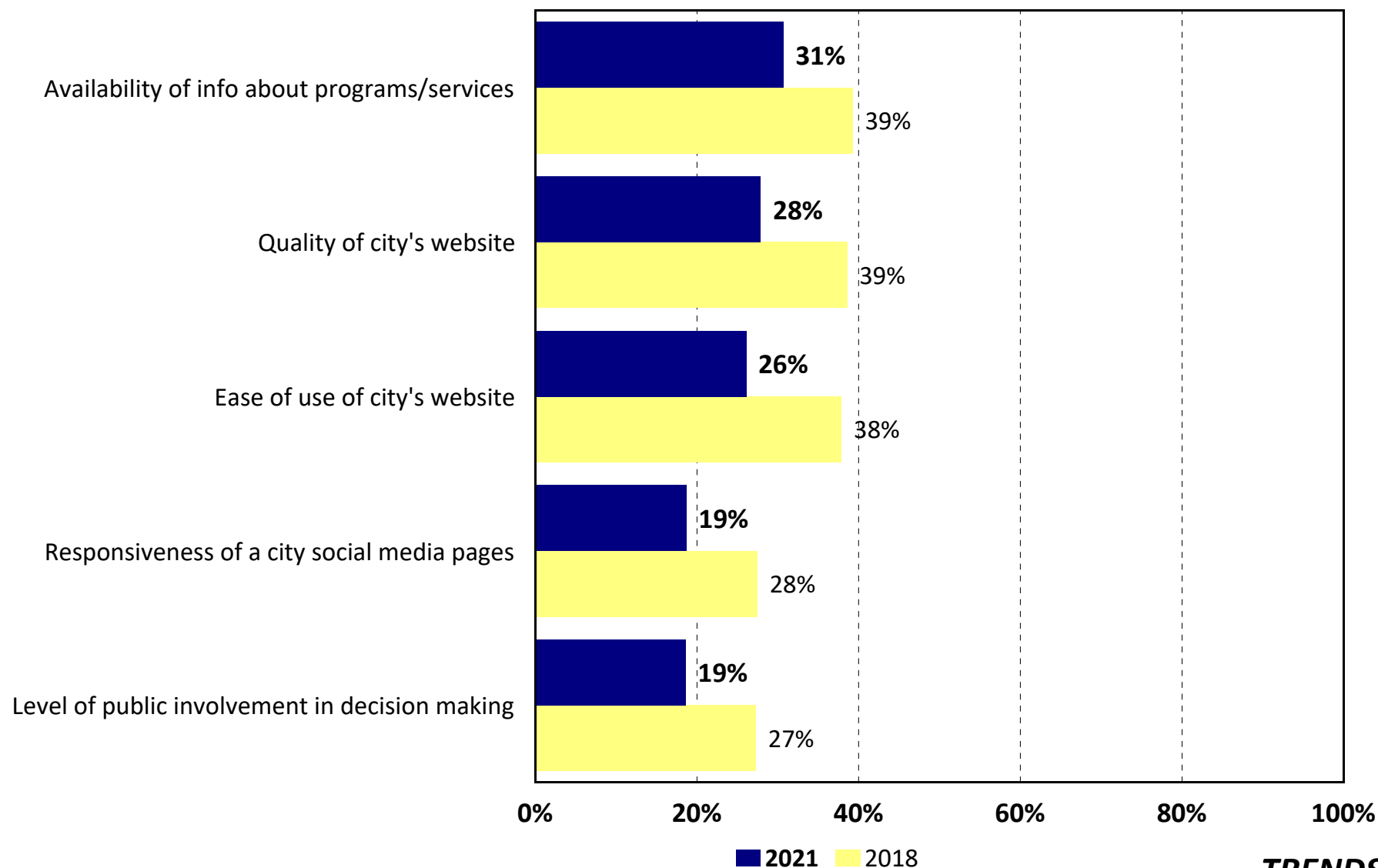
by percentage of respondents (excluding “don't know”)



Satisfaction with Communication

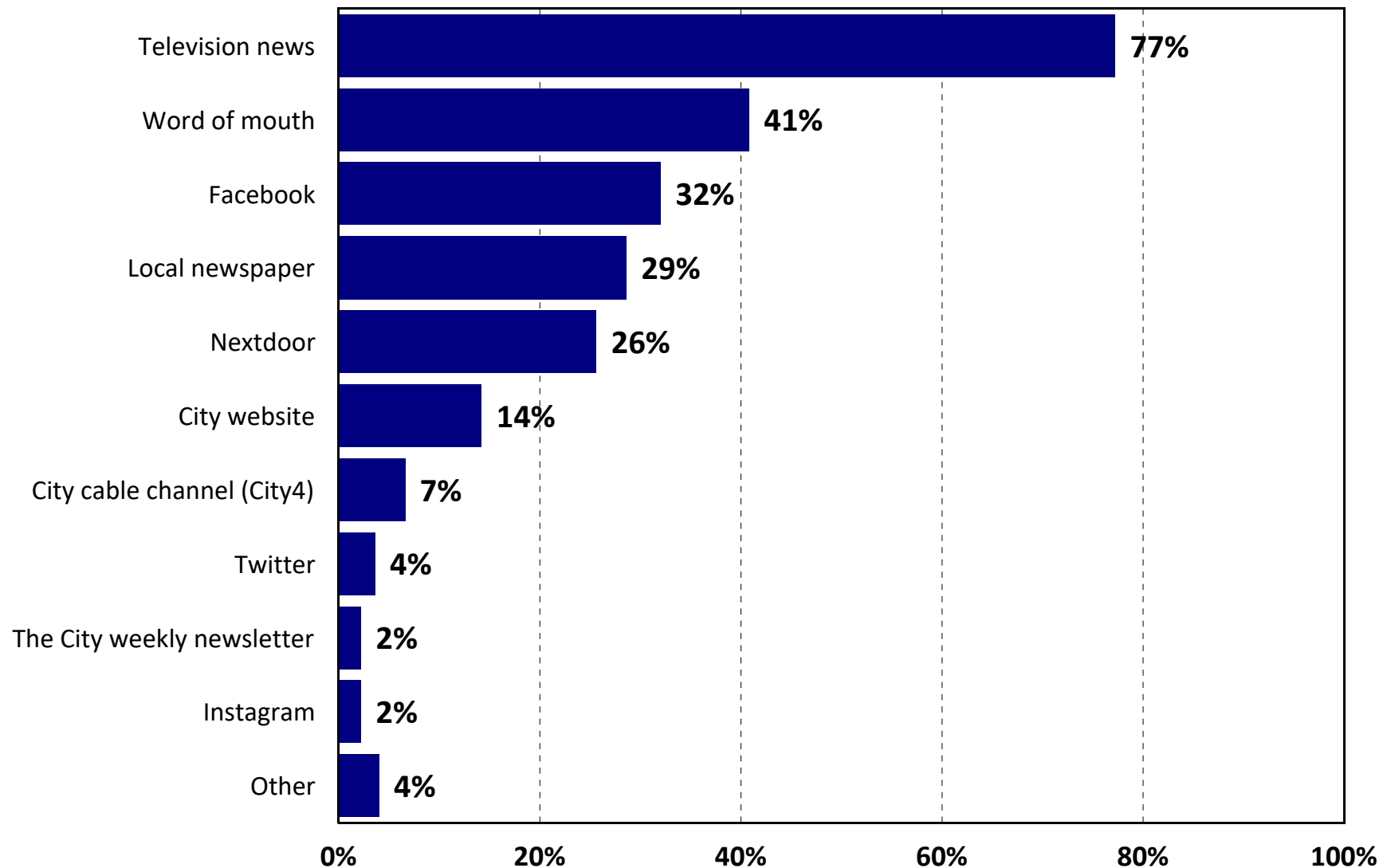
2021 vs. 2018

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



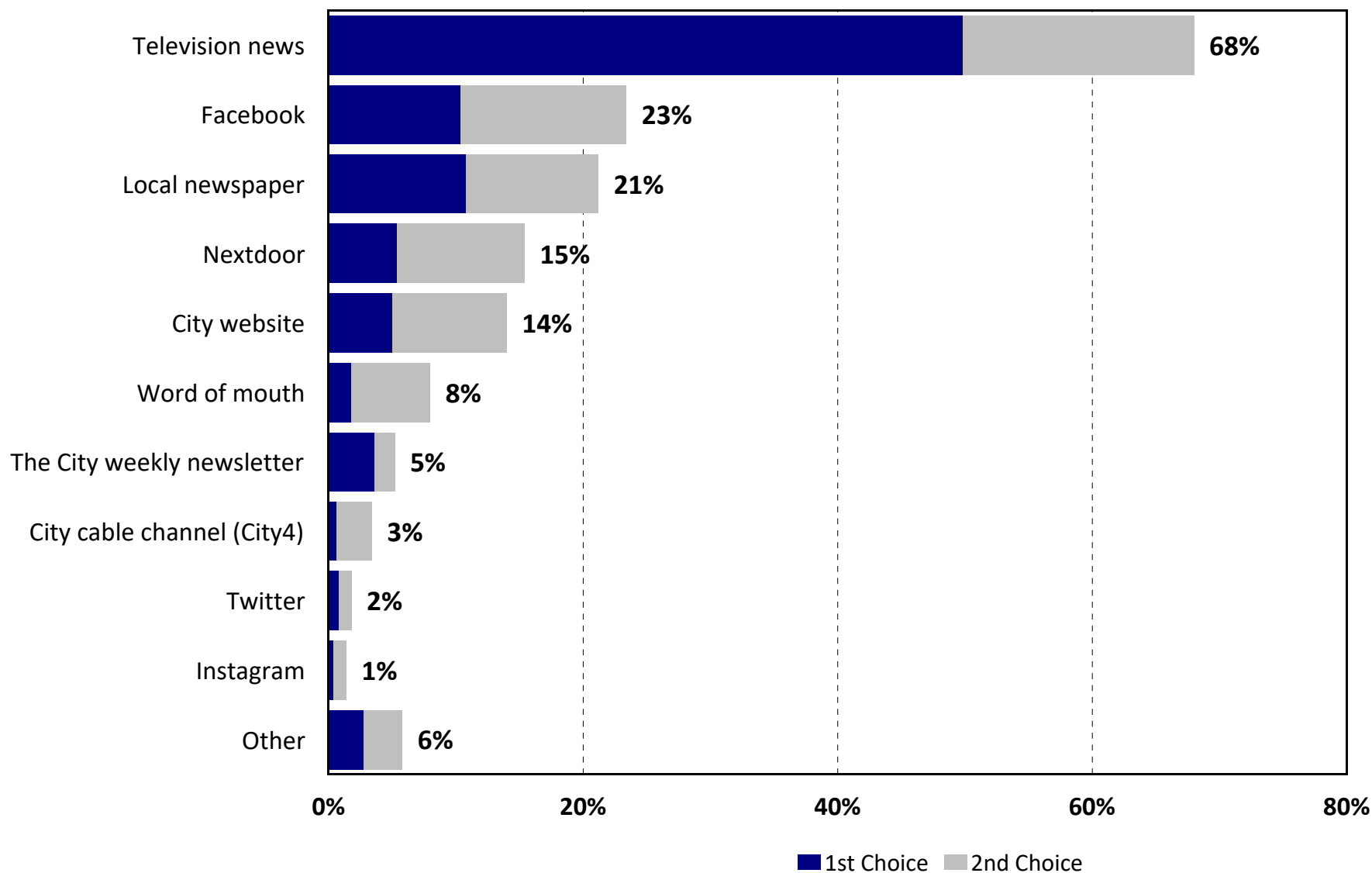
Q14. Which of the following are your primary sources of information about city issues, services, and events?

by percentage of respondents (multiple choices could be made)



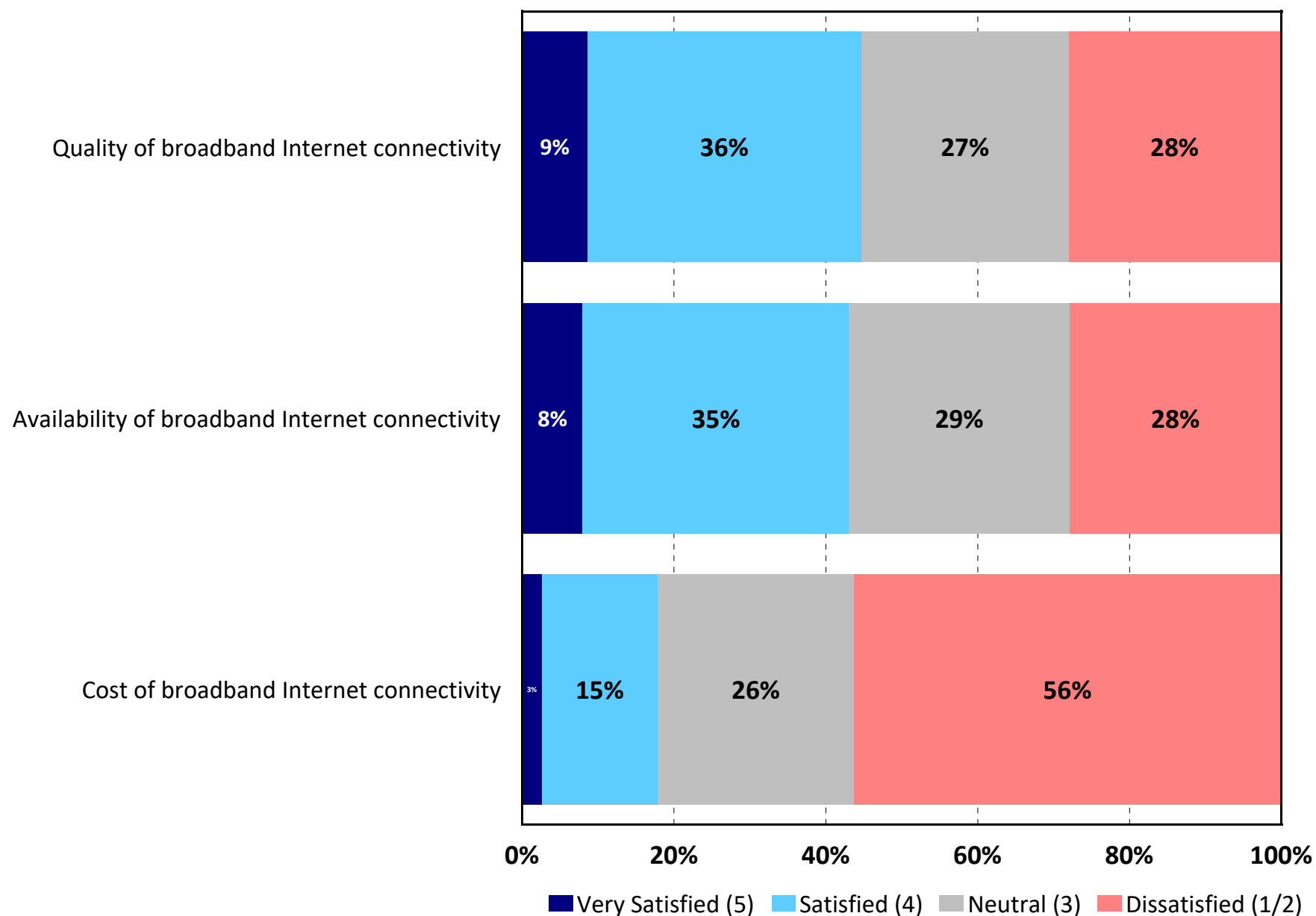
Q15. Most Preferred Sources of Information

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



Q16. Satisfaction with Broadband Internet Connectivity

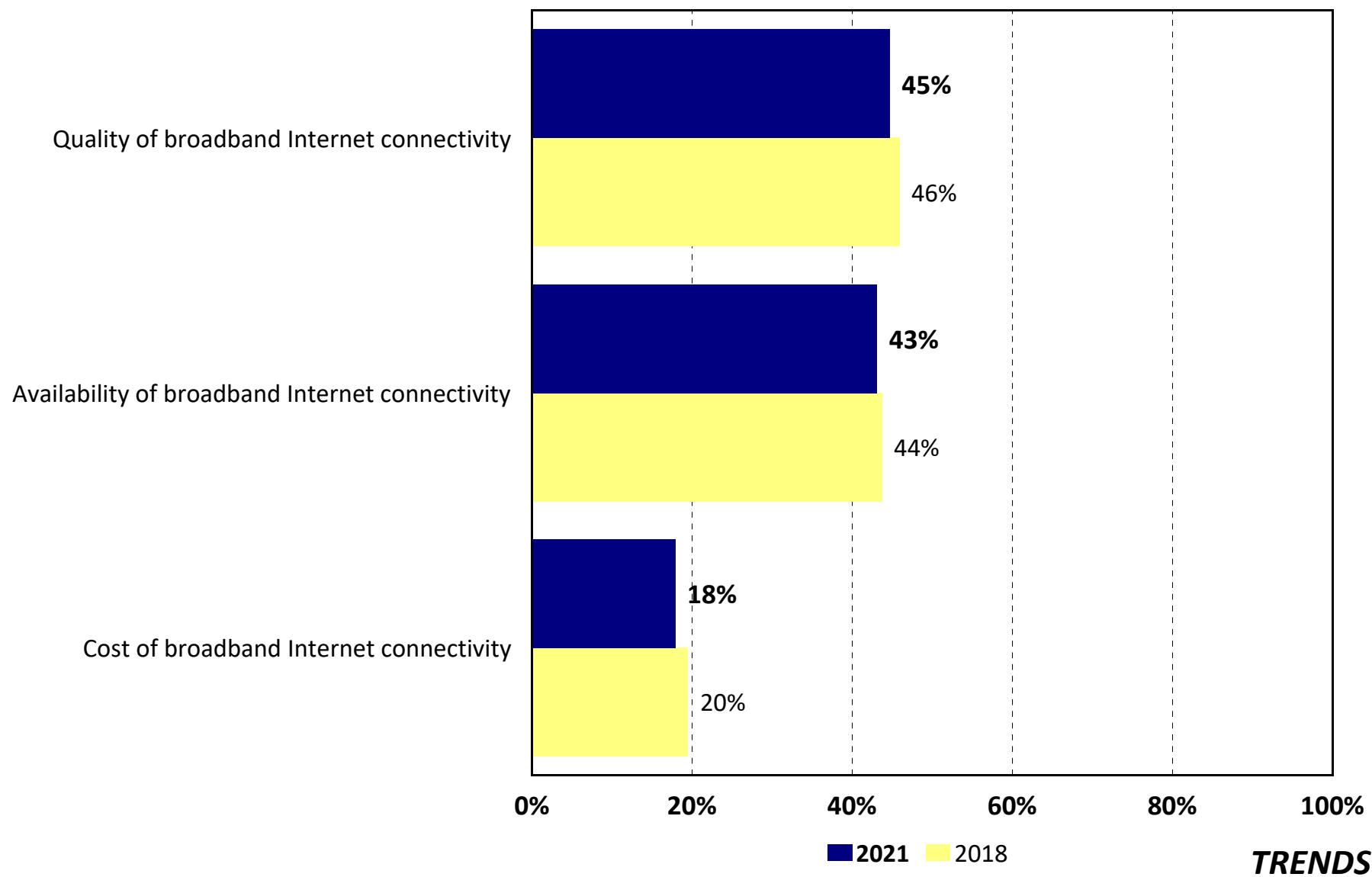
by percentage of respondents (excluding “don't know”)



Satisfaction with Broadband Internet Connectivity

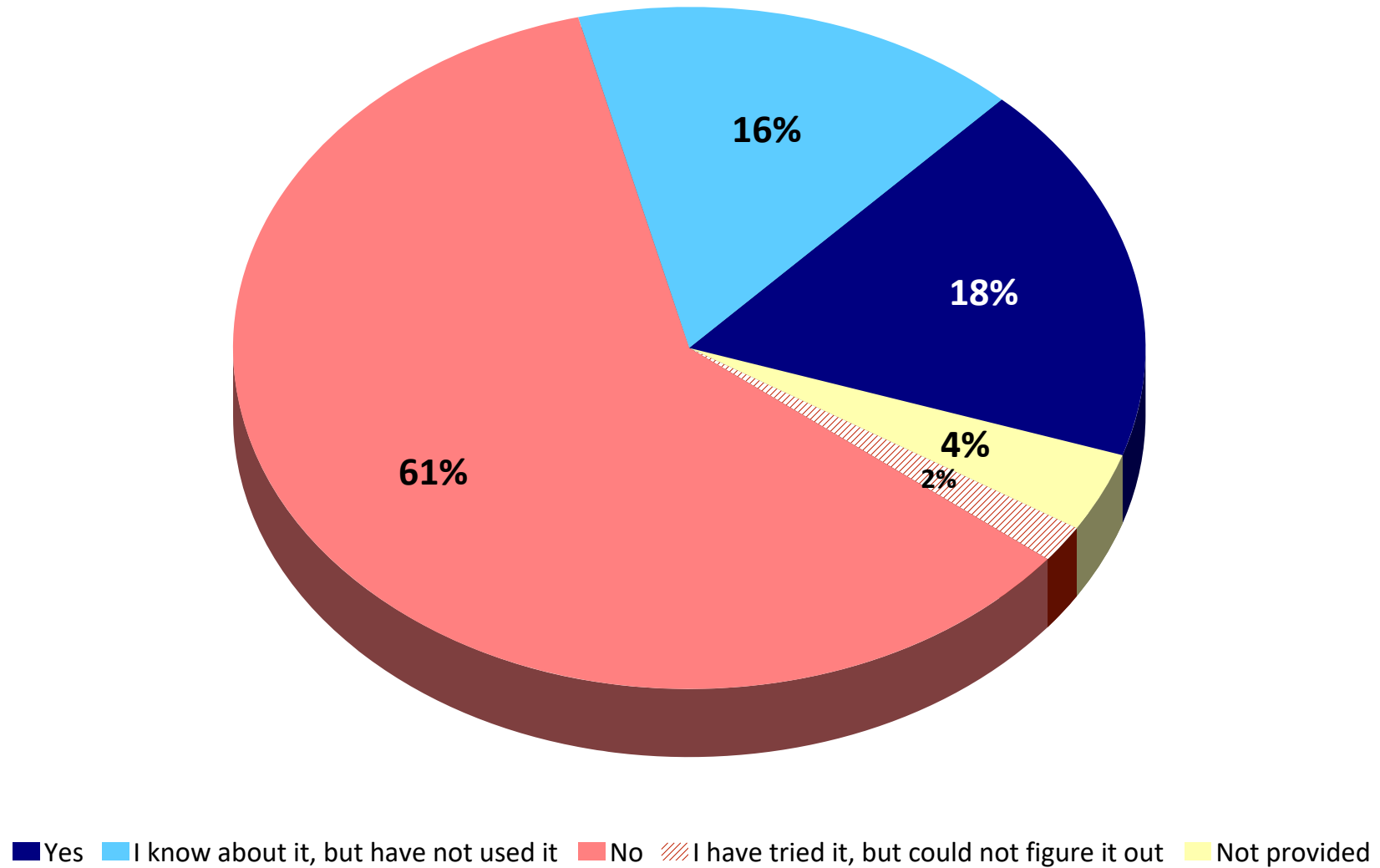
2021 vs. 2018

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



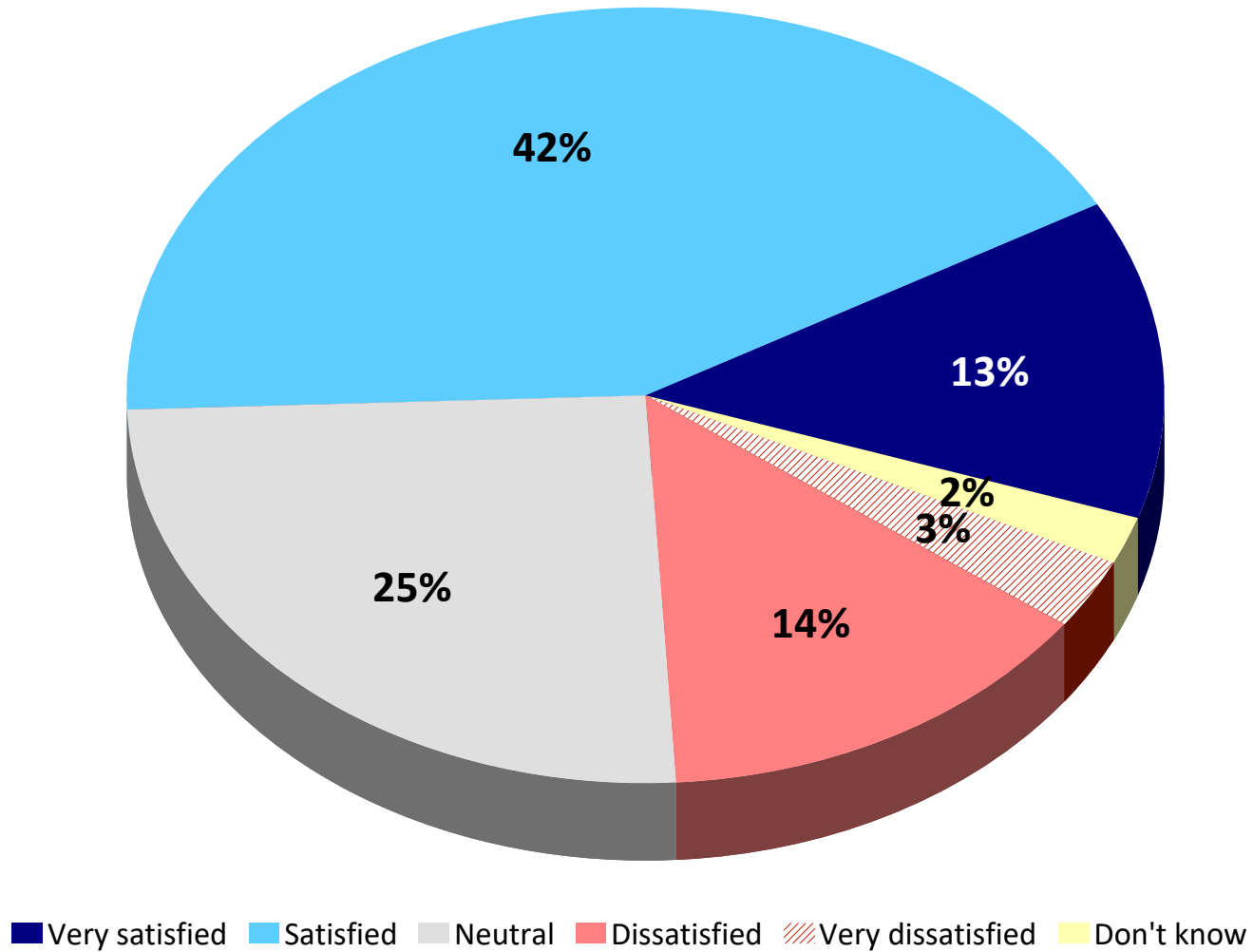
Q17. Have you used SeeClickFix Topeka to submit an issue?

by percentage of respondents



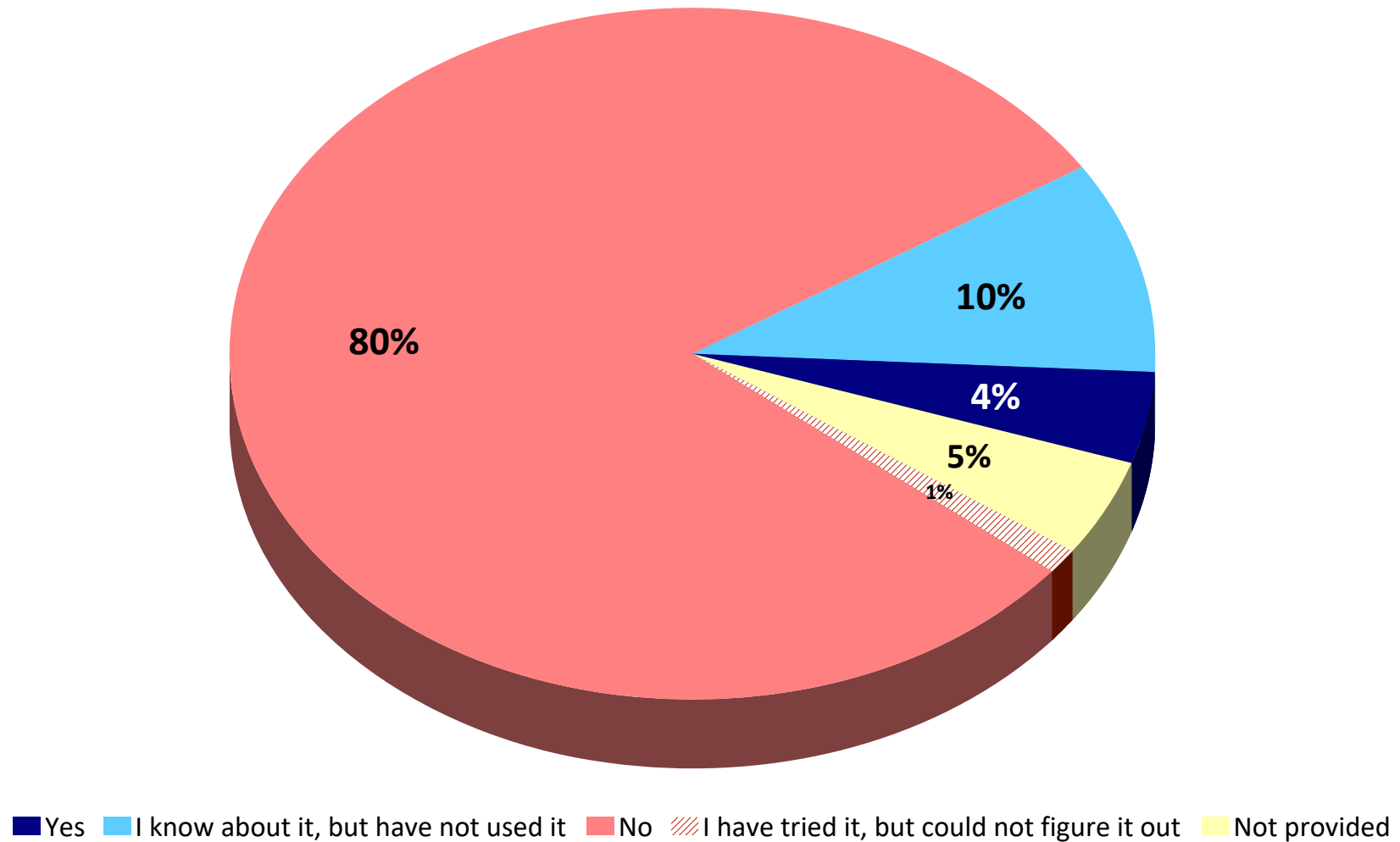
Q17a. How would you rate the ease of use of SeeClickFix Topeka?

by percentage of respondents who have either used or tried SeeClickFix Topeka



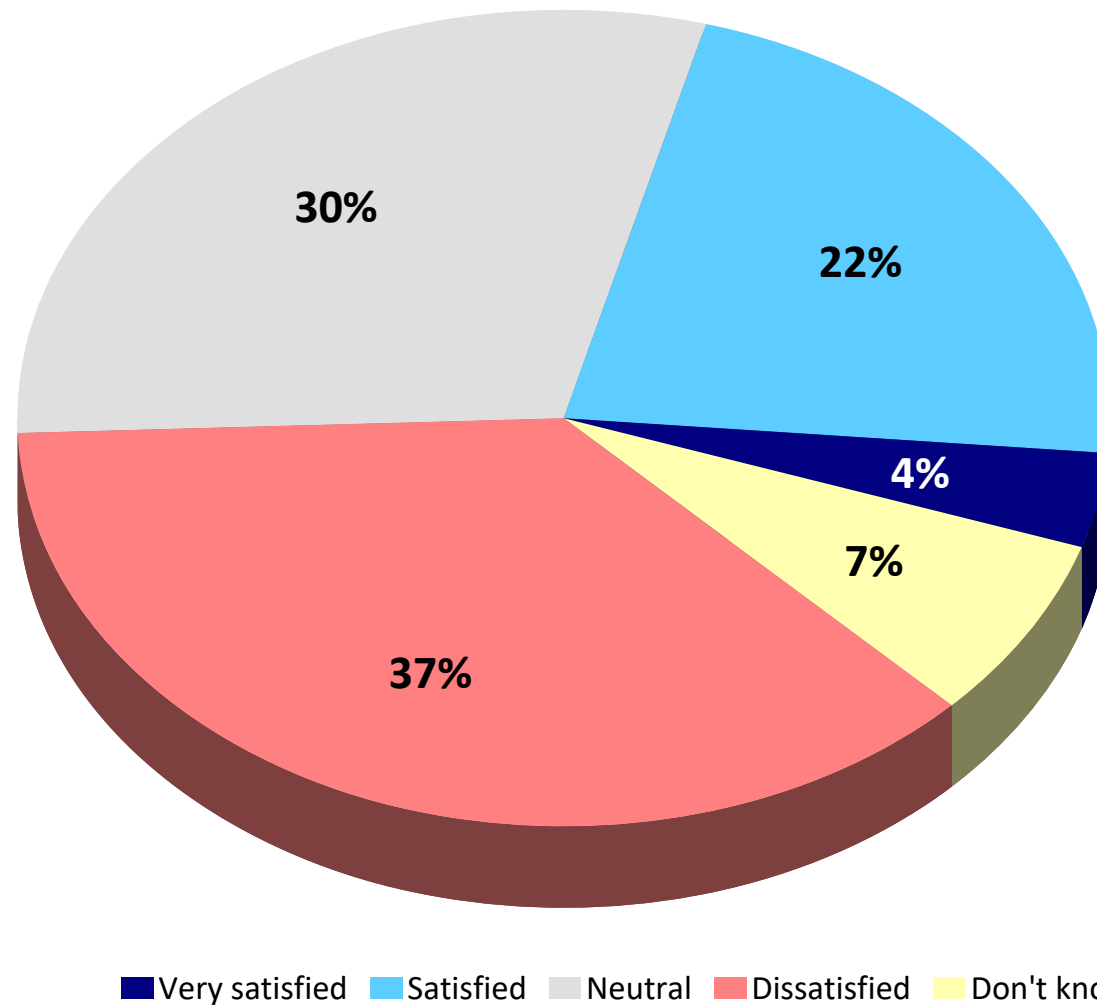
Q18. Have you used the open portal site to look up any city data?

by percentage of respondents



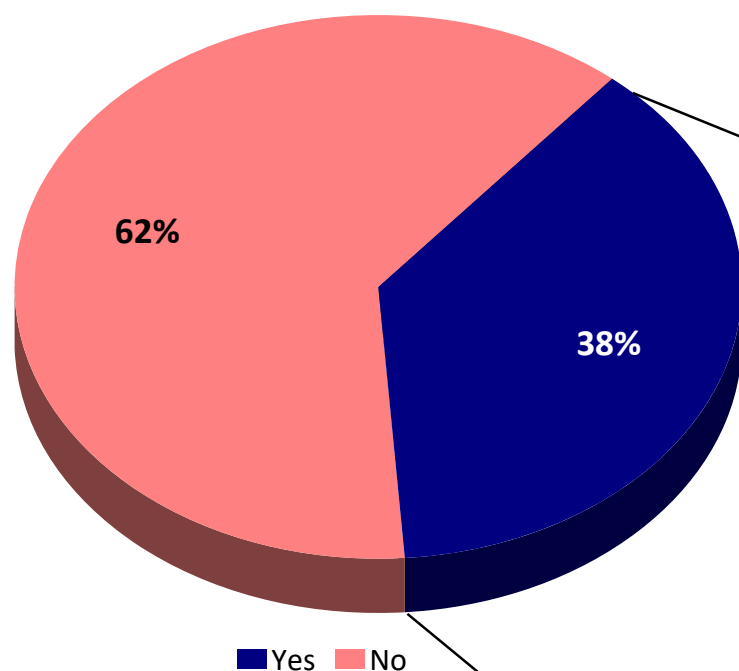
Q18a. How would you rate the ease of use of *data.topeka.org*?

by percentage of respondents who have either used or tried to look up City data using the open portal site



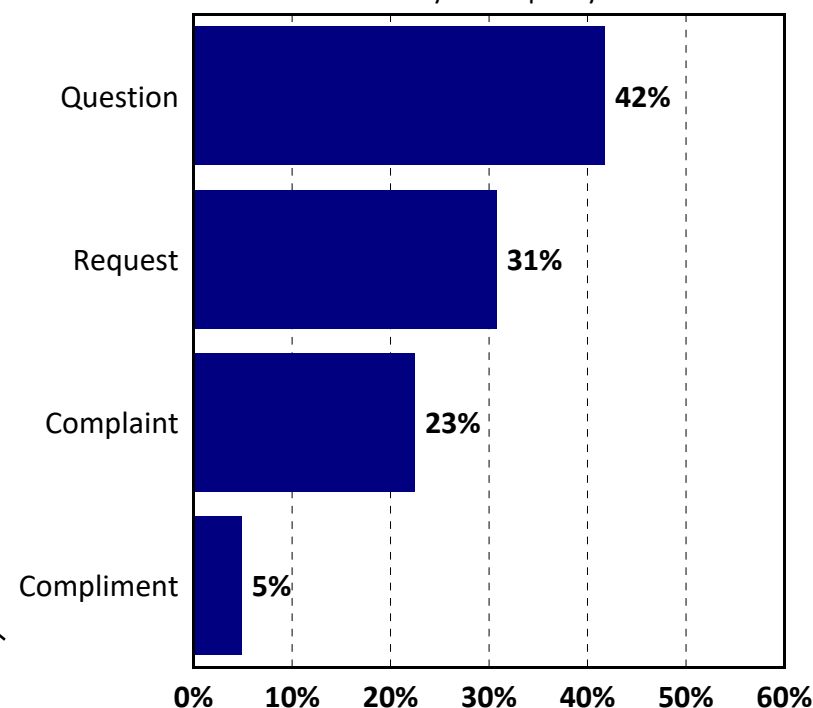
Q19. Have you interacted with the city with a question, problem, or complaint during the past year?

by percentage of respondents



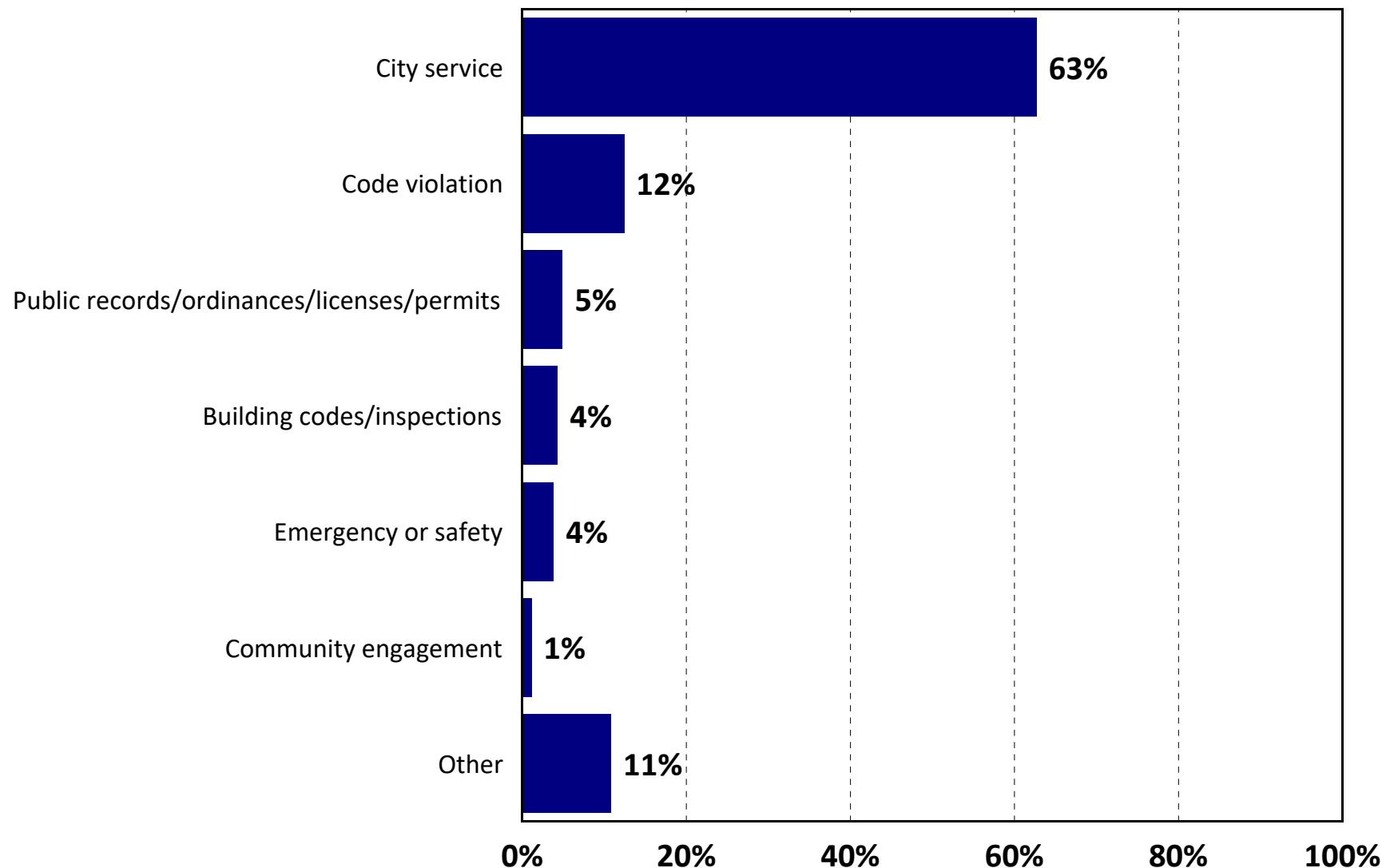
Q19a. What led to your interaction?

by percentage of respondents who have interacted with the City in the past year



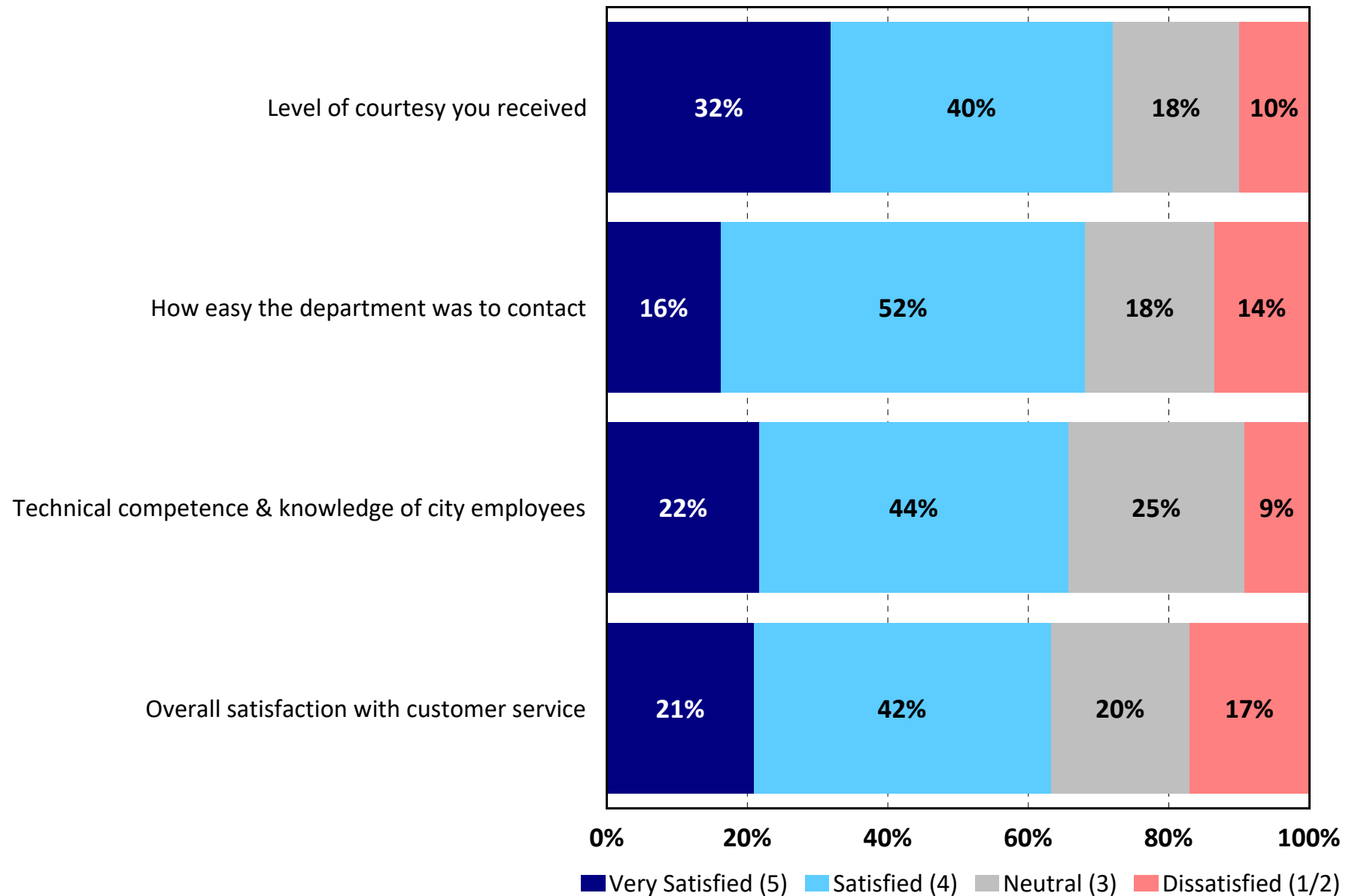
Q19b. What was the specific reason you interacted with the City?

by percentage of respondents who interacted with the City in the past year



Q19c. Satisfaction with Customer Service

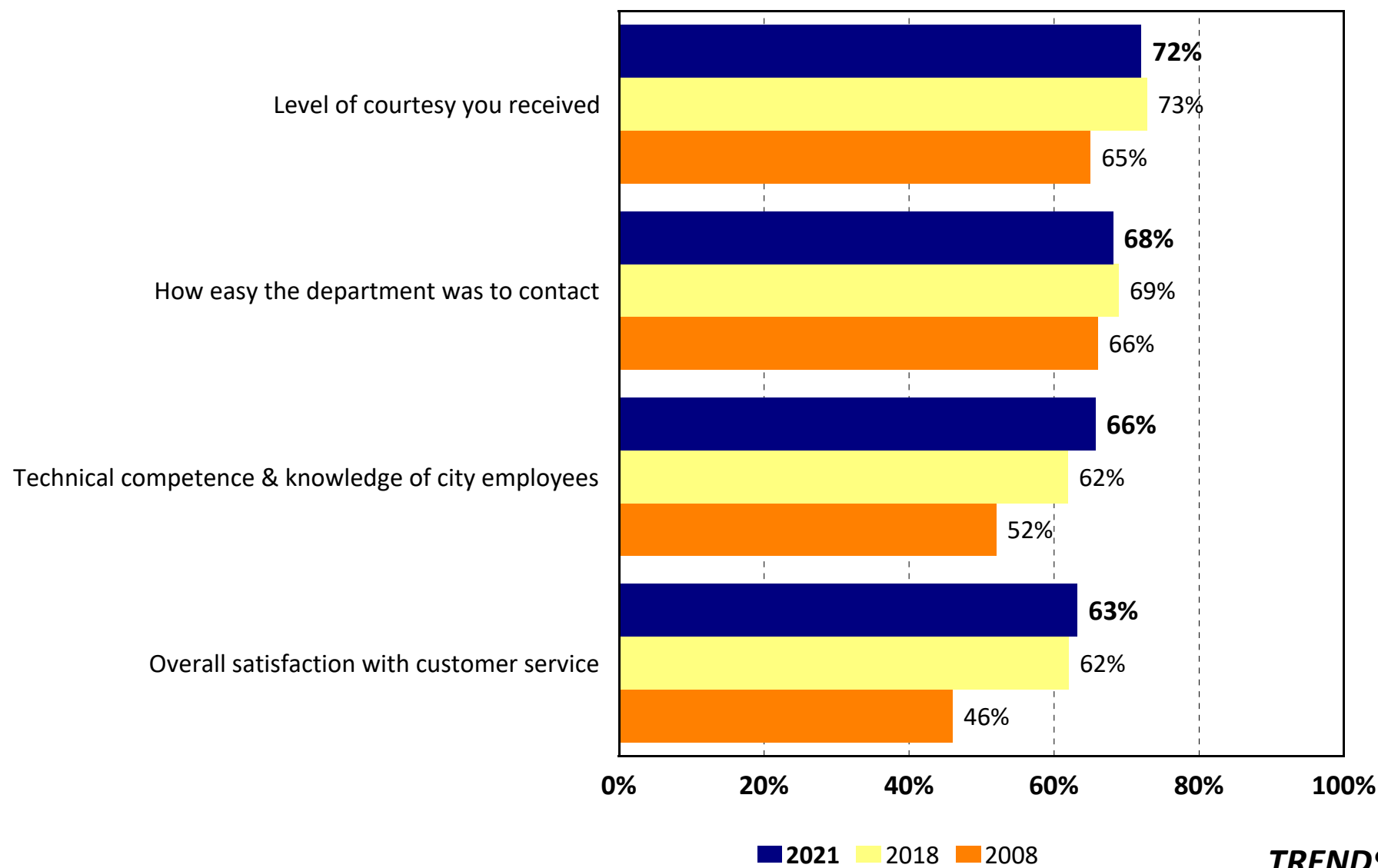
by percentage of respondents (excluding “don't know”)



Satisfaction with Customer Service

2021 vs. 2018 vs. 2008

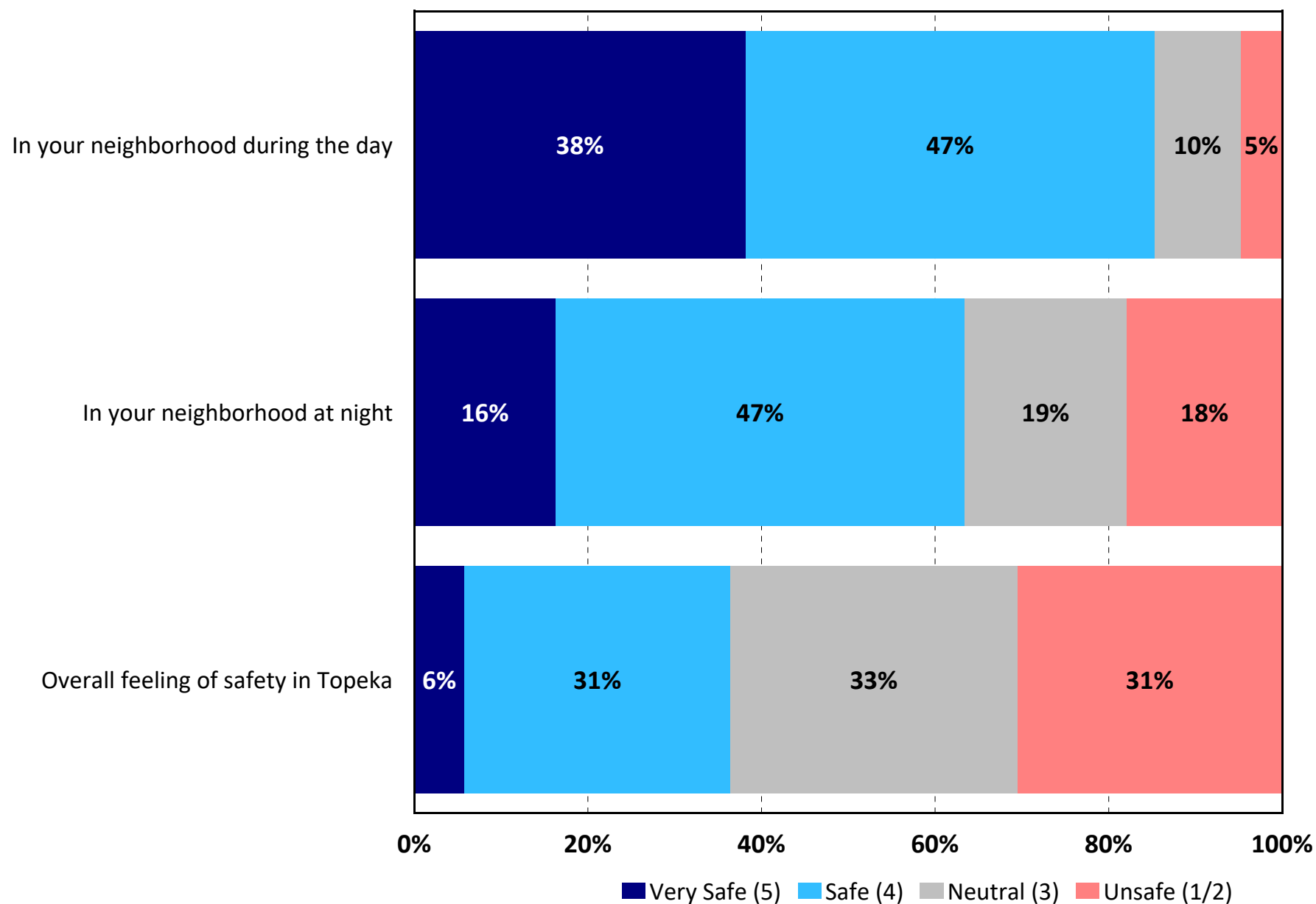
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



TRENDS

Q20. Feeling of Safety in Various Situations

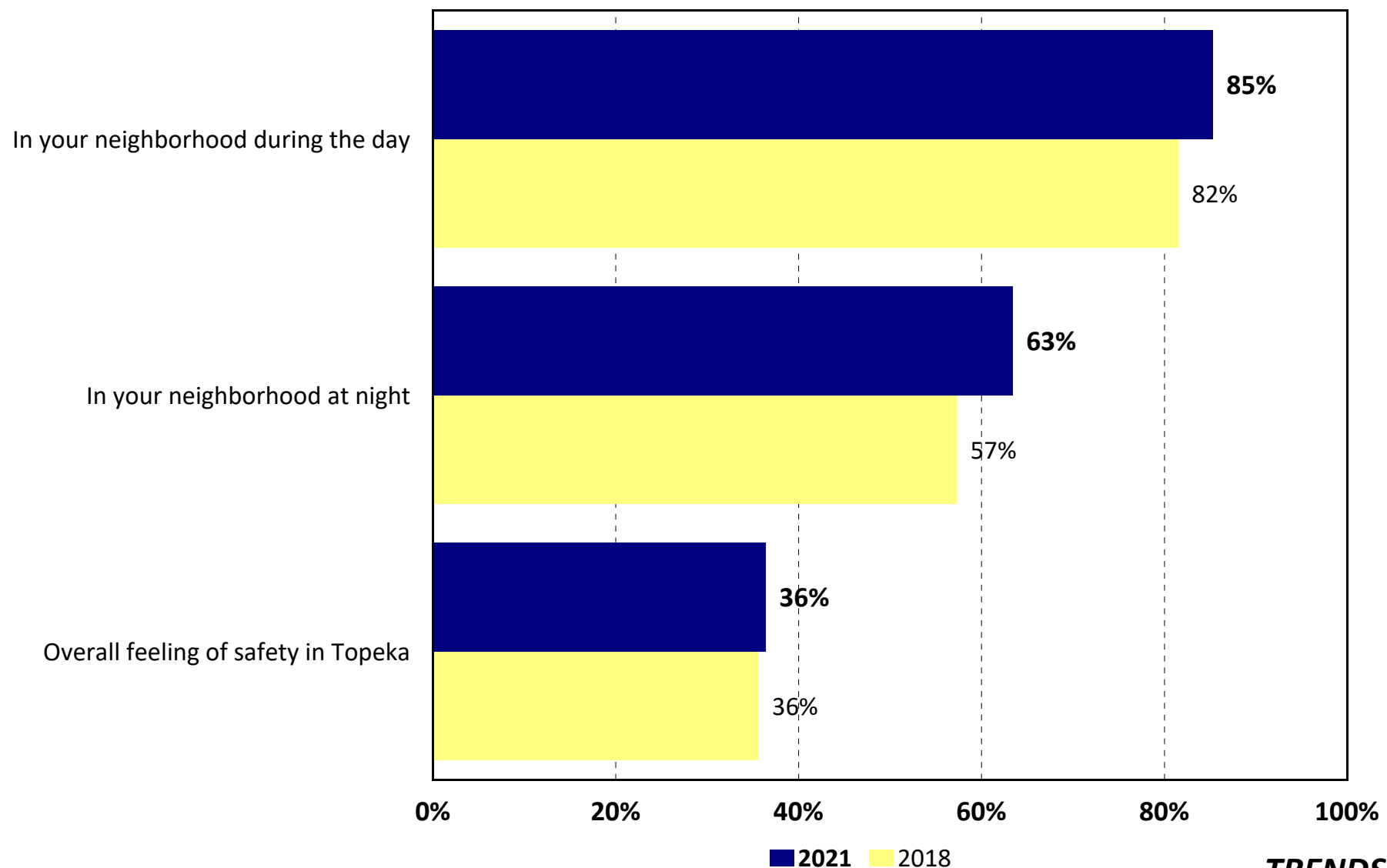
by percentage of respondents (excluding “don't know”)



Feeling of Safety in Various Situations

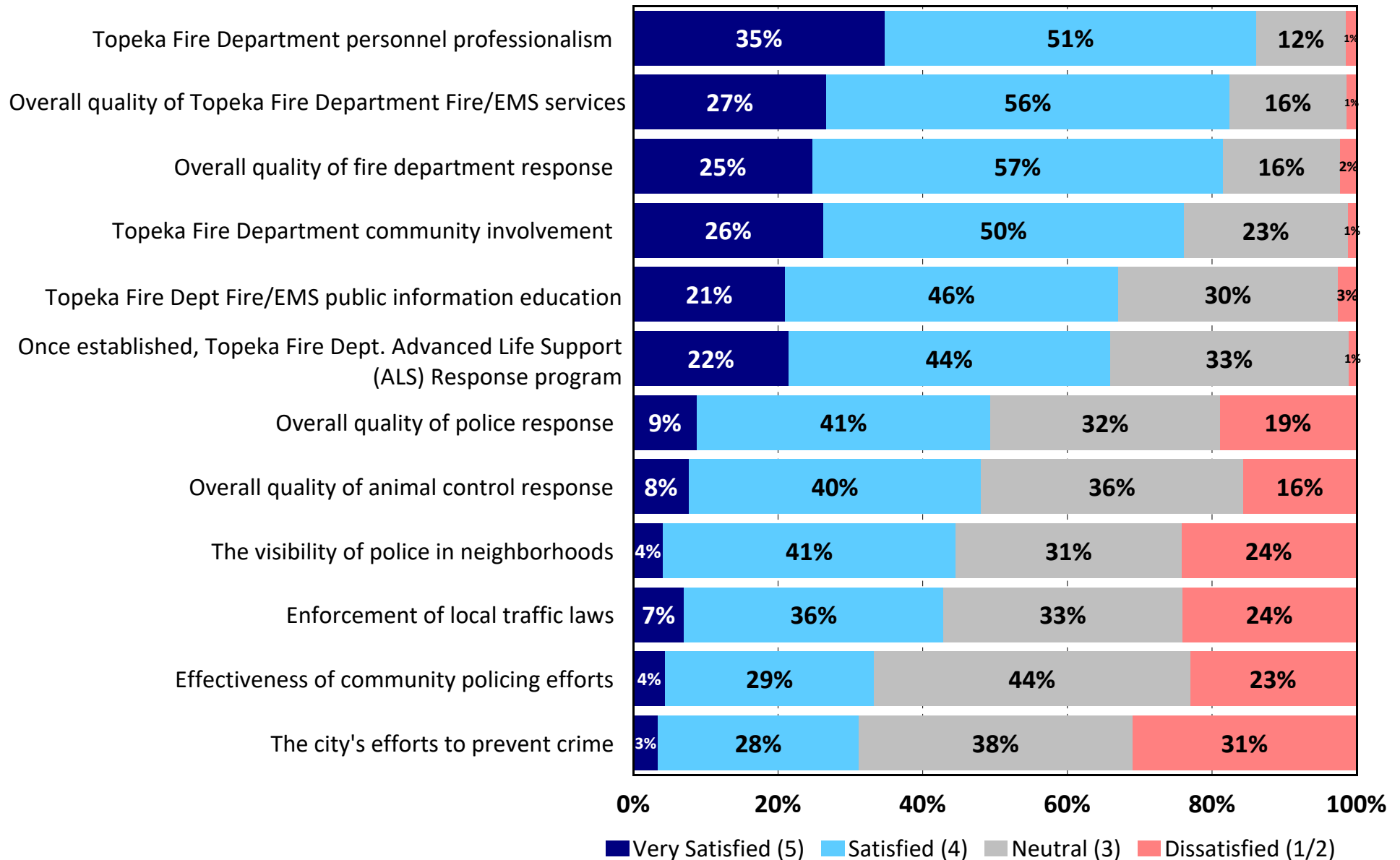
2021 vs. 2018

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



Q21. Satisfaction with Public Safety Services

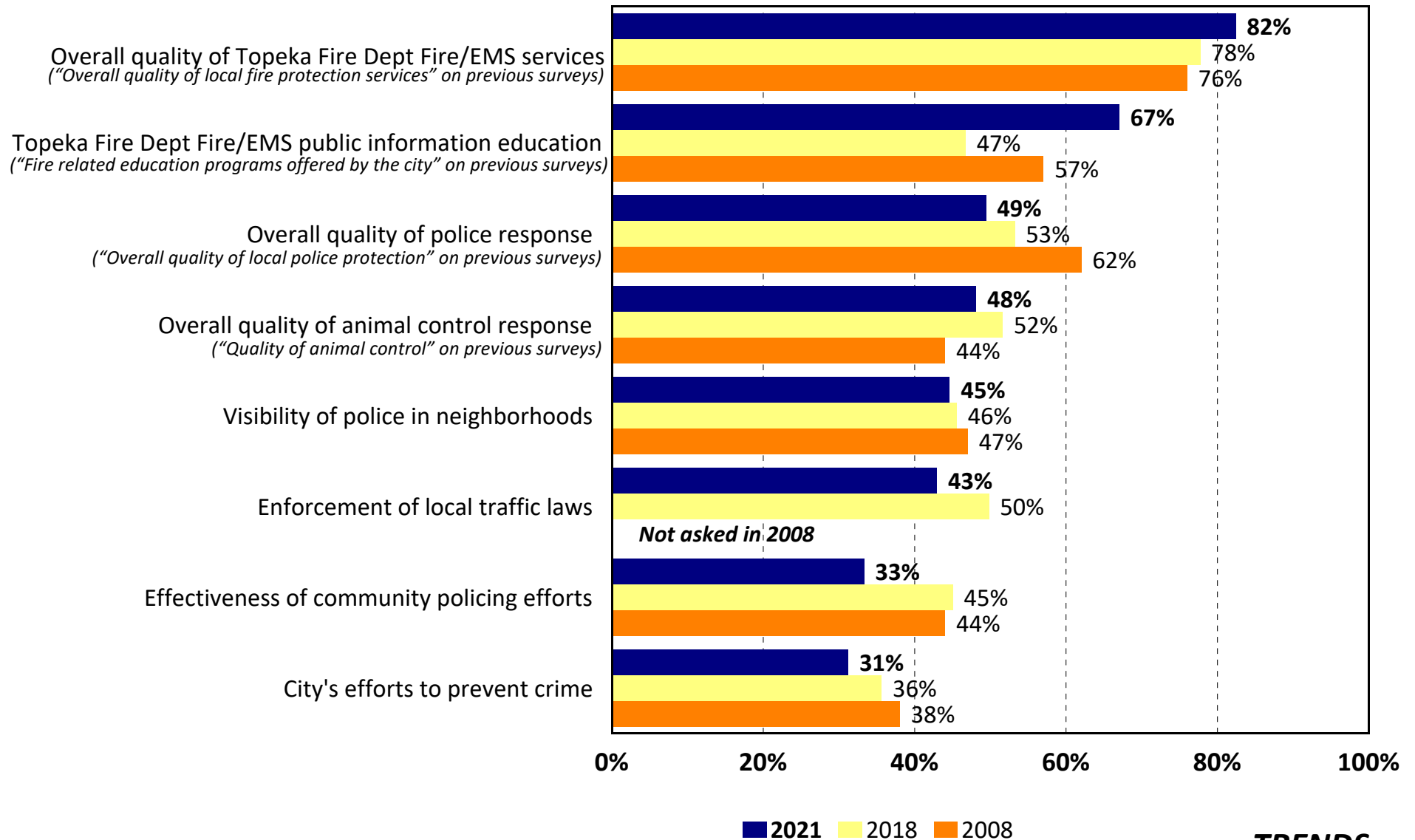
by percentage of respondents (excluding “don't know”)



Satisfaction with Public Safety Services

2021 vs. 2018 vs. 2008

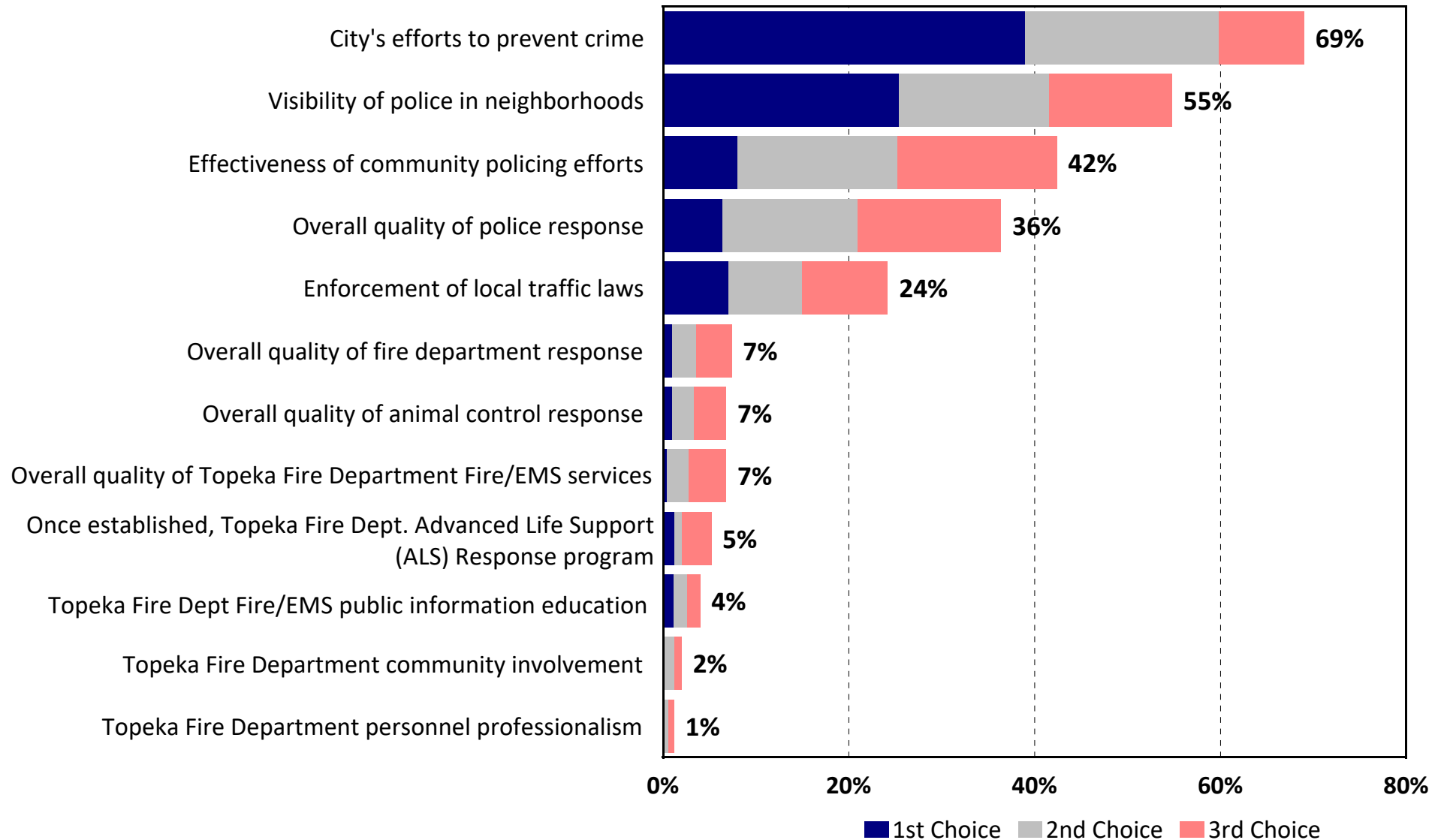
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



TRENDS

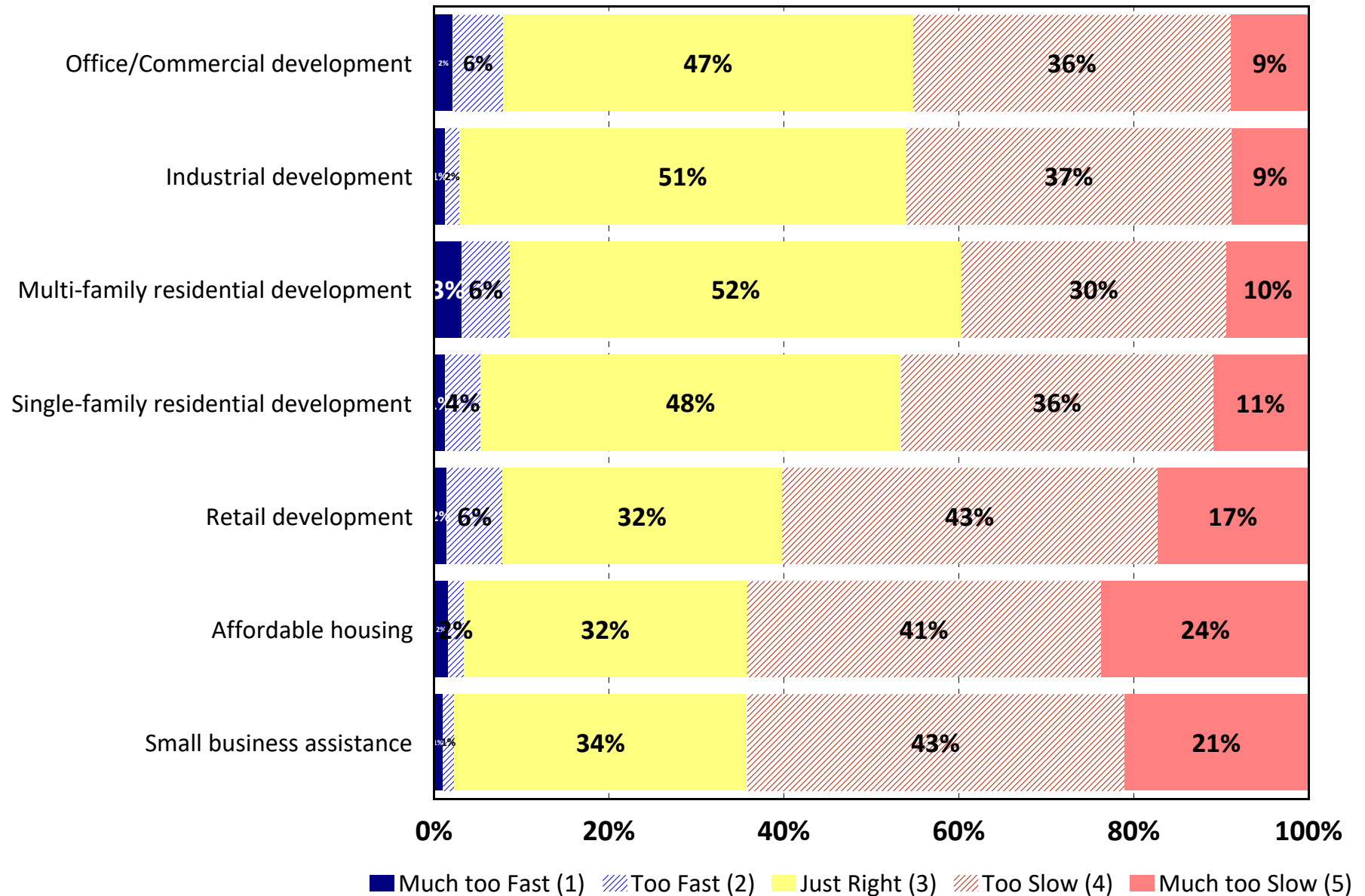
Q22. Public Safety Services that Should Receive the Most Emphasis Over the Next Two Years

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



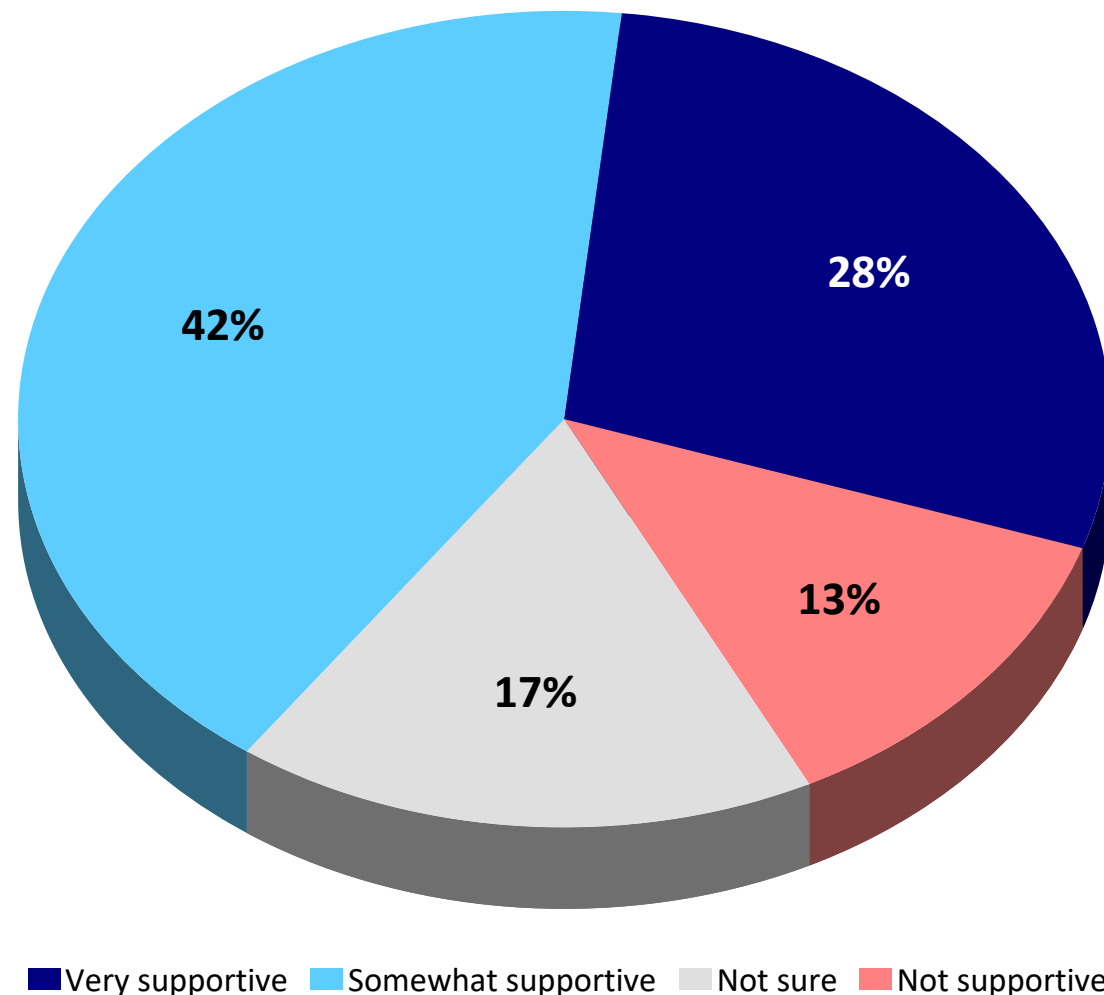
Q23. Rating the Pace of Economic Development

by percentage of respondents (excluding “don't know”)



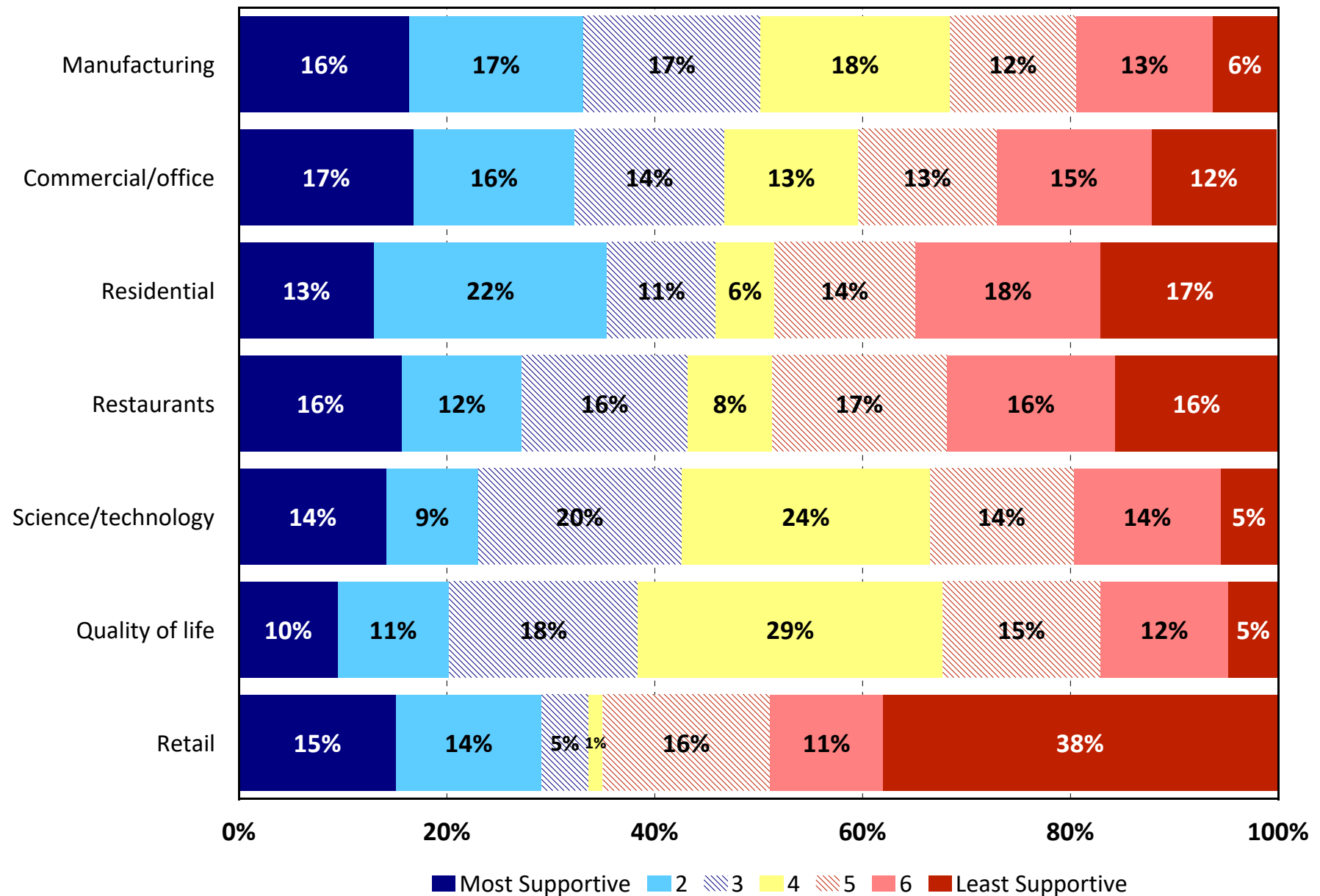
Q24. How supportive are you of having the city use incentives to attract and expand retail, residential, manufacturing, science and technology, and regional office companies?

by percentage of respondents (excluding “not provided”)



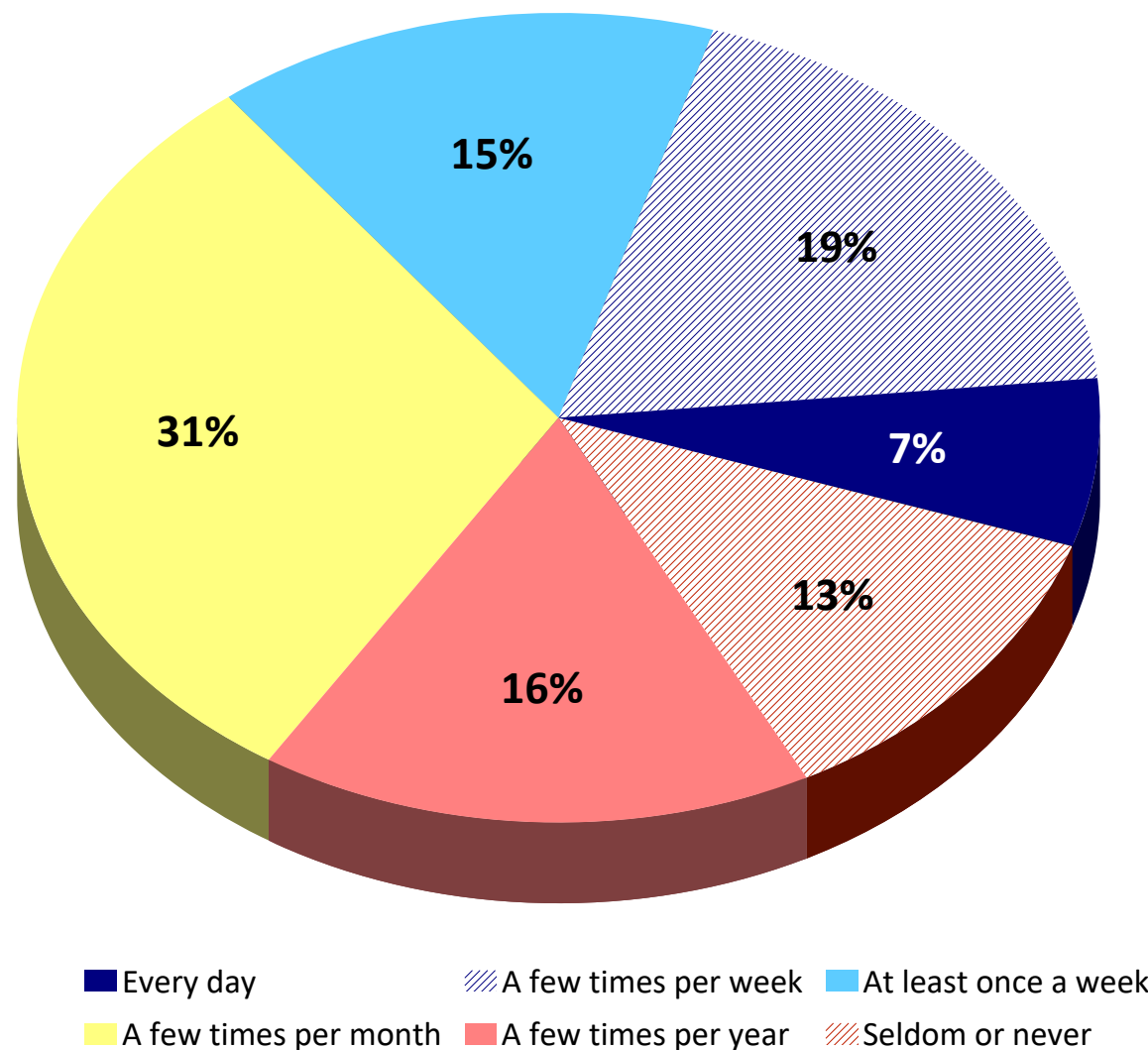
Q25. Ranking Development Opportunities

by percentage of respondents (excluding “not provided”)



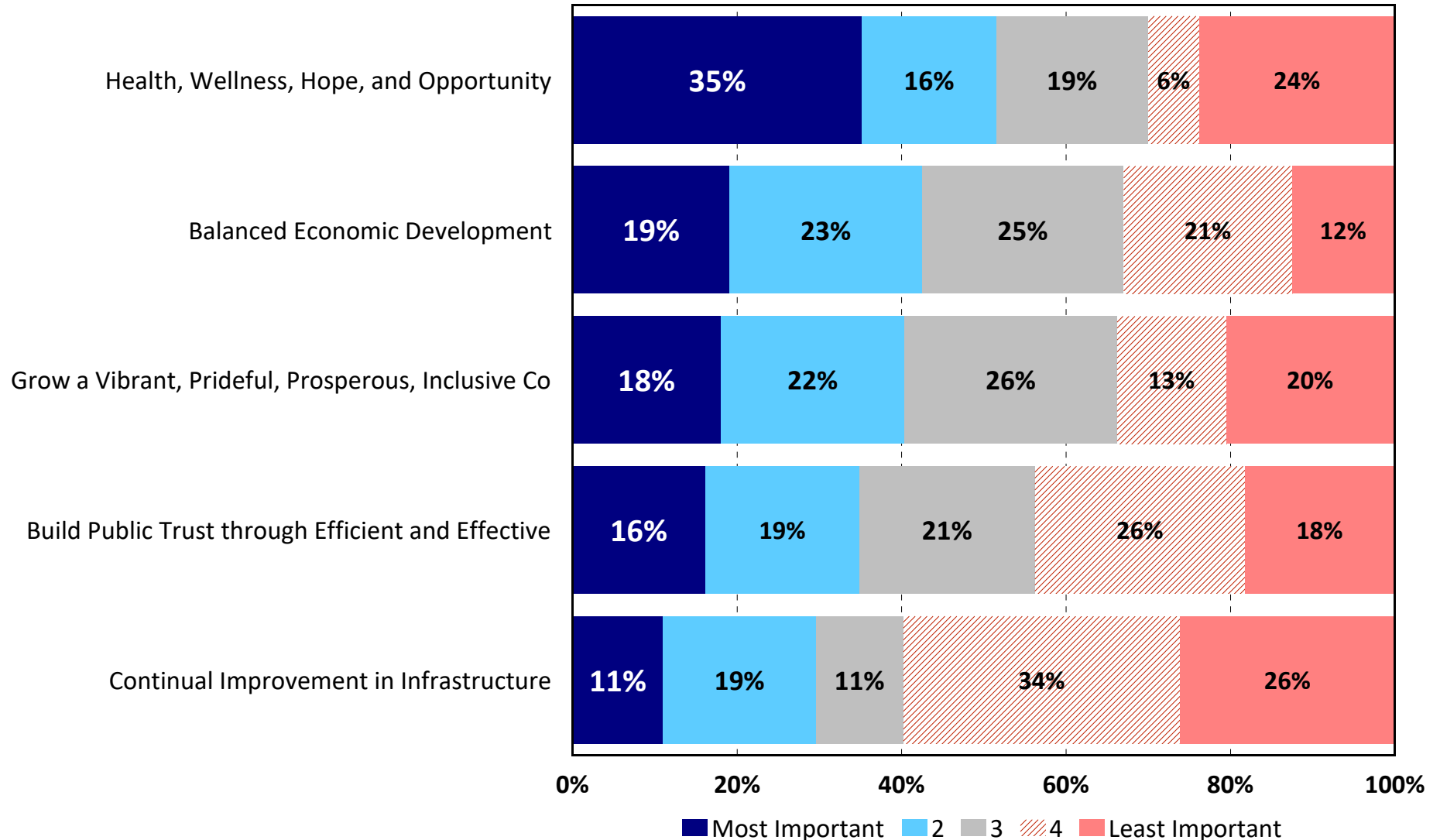
Q26. How often do you shop online with stores outside of Topeka?

by percentage of respondents (excluding “not provided”)



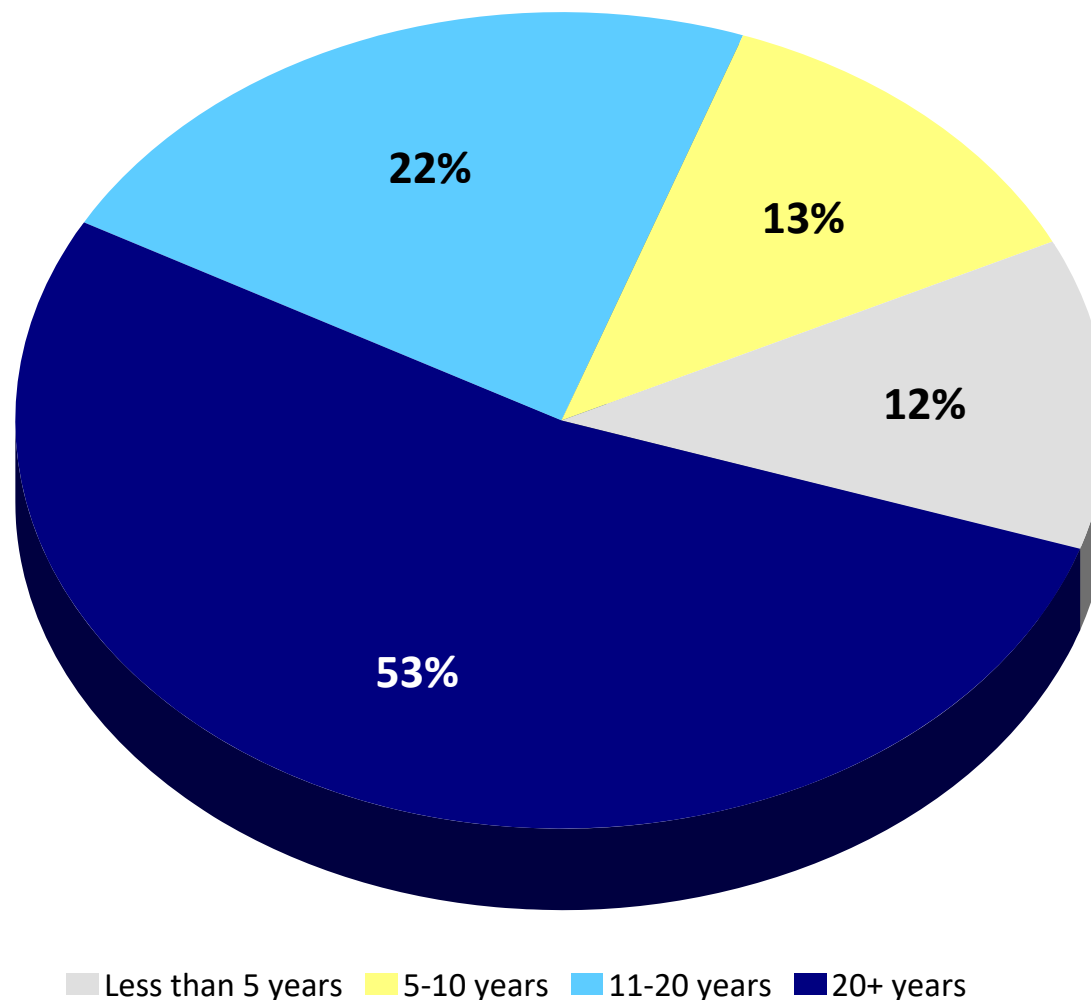
Q27. Ranking the importance of Strategic Goals and Priorities

by percentage of respondents who selected the item as one of their top five choices (excluding "not provided")



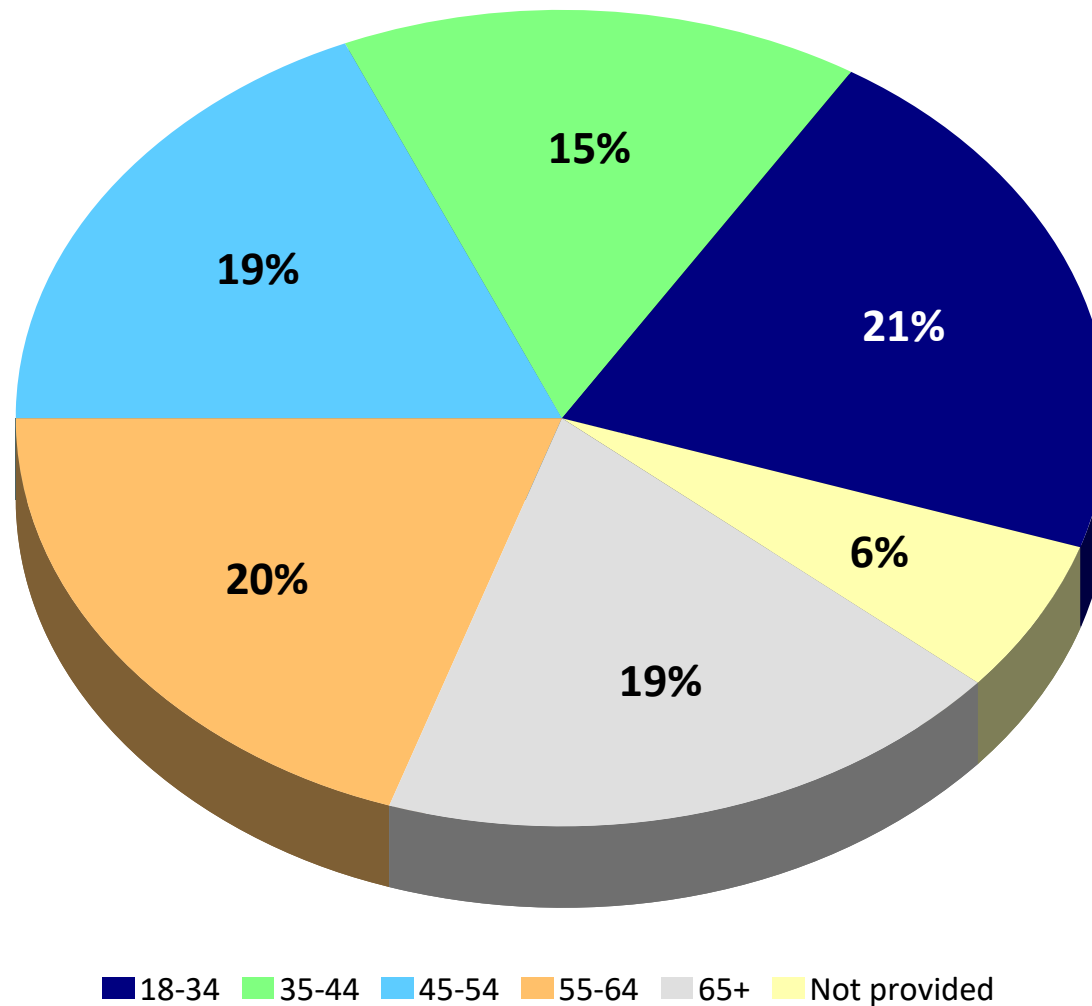
Q30. Approximately how many years have you lived in the City of Topeka?

by percentage of respondents (excluding "not provided")



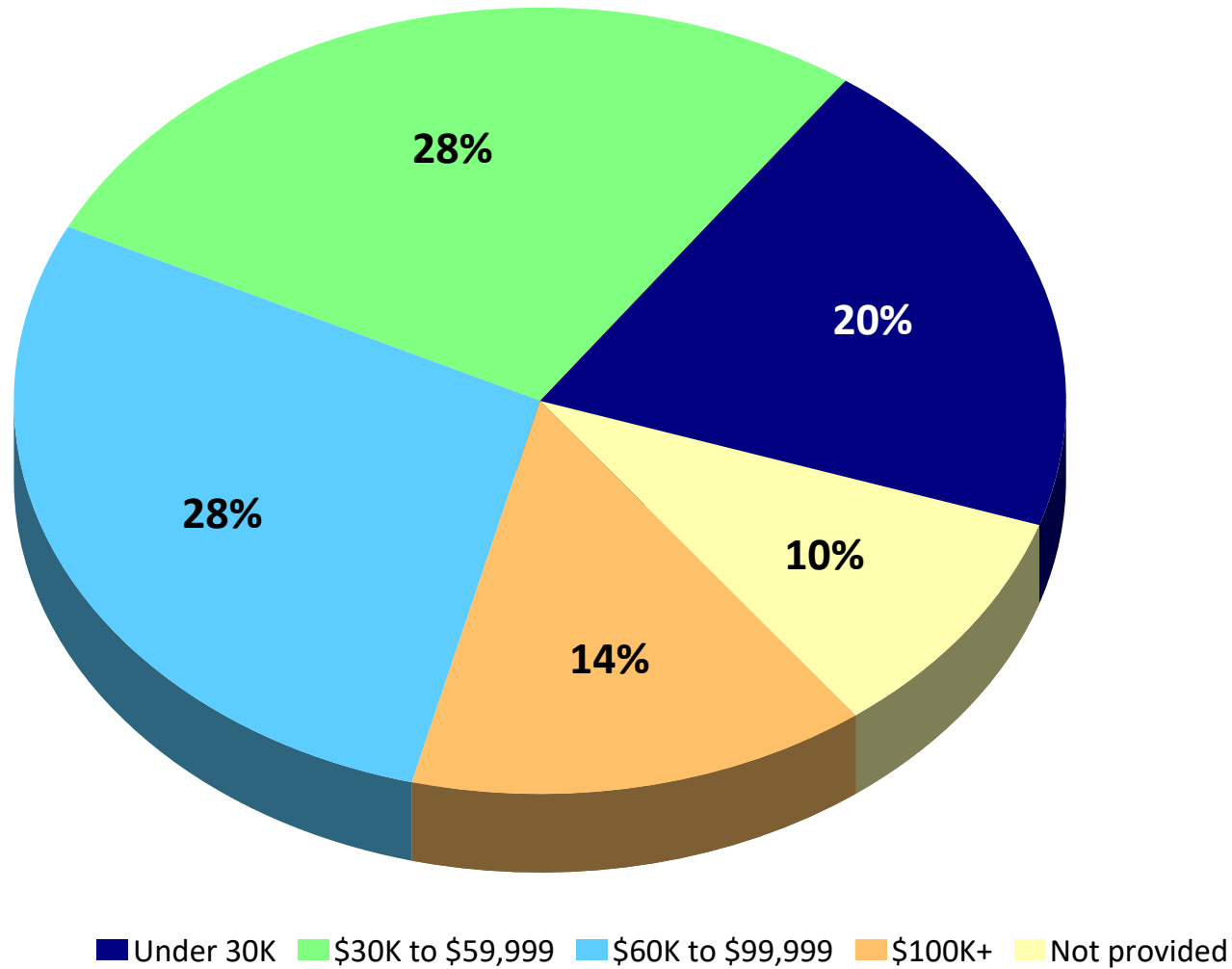
Q31. Age of Respondents

by percentage of respondents



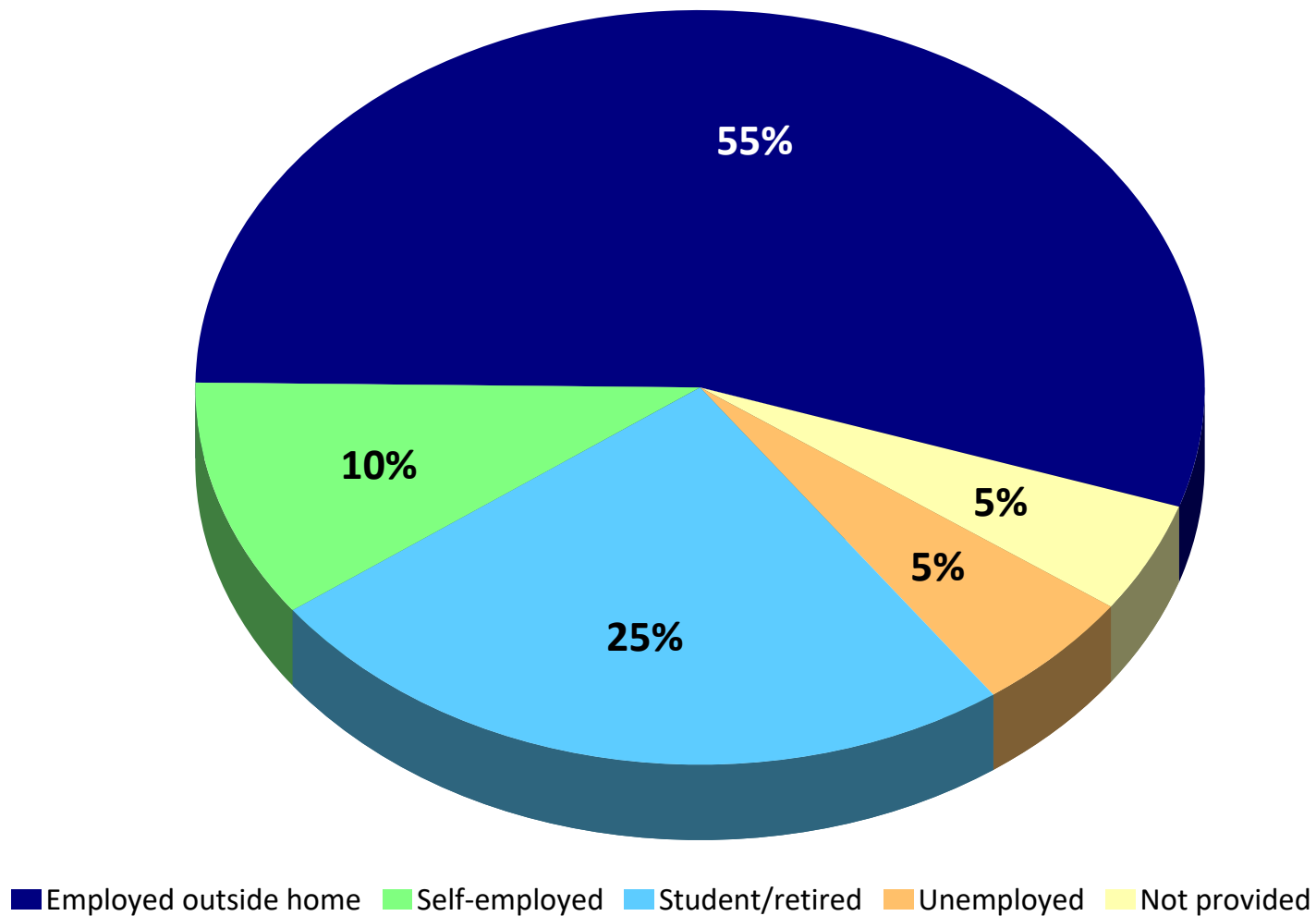
Q32. Annual Household Income

by percentage of respondents



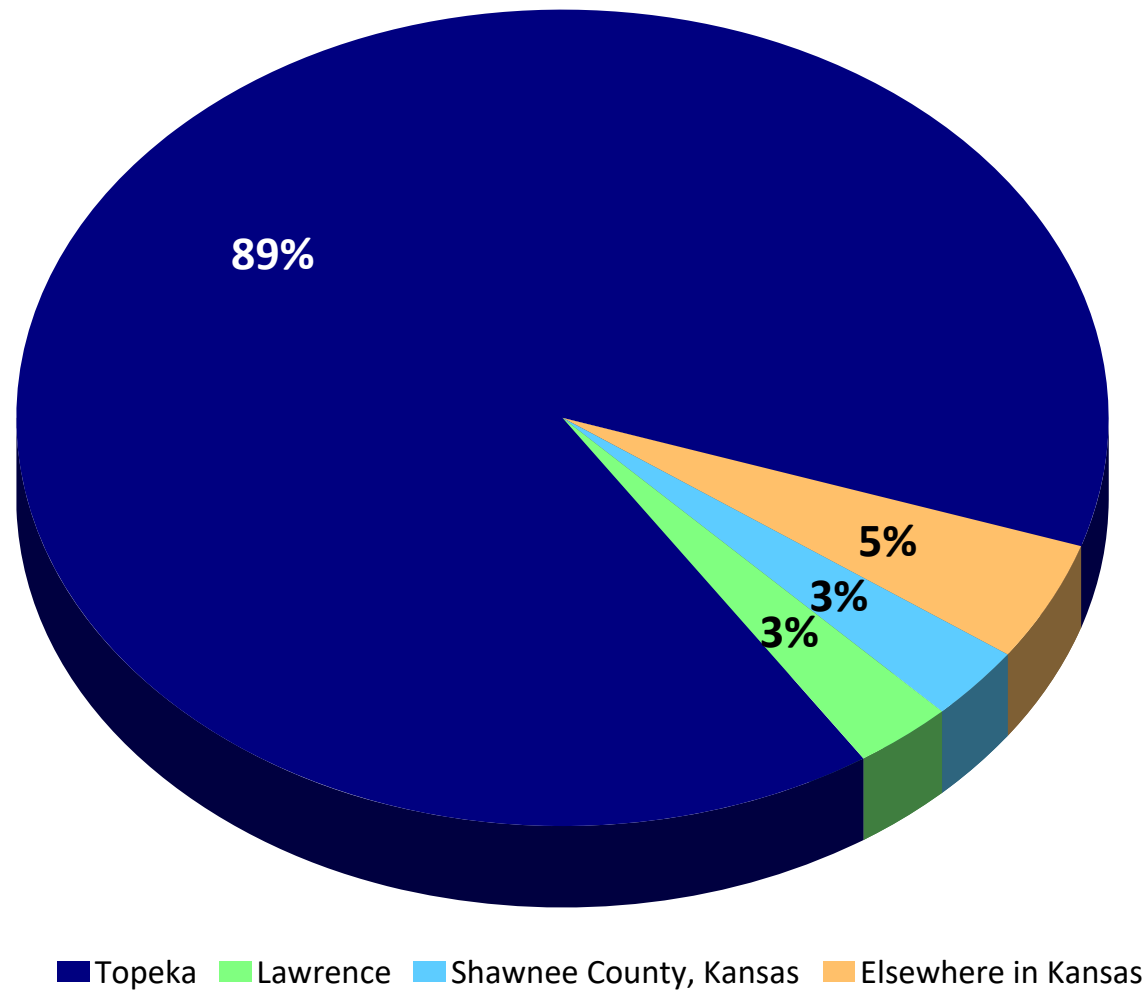
Q33. Employment Status

by percentage of respondents



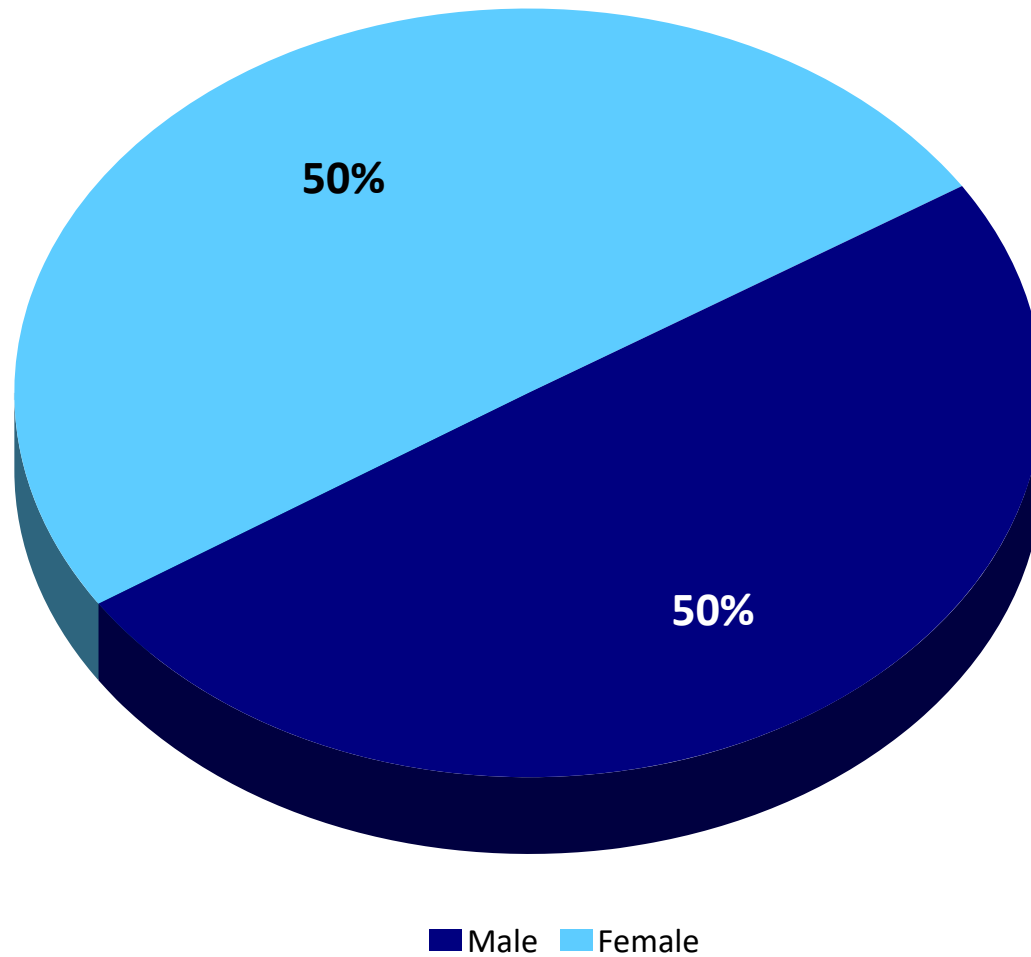
Q33a. Where do you work?

by percentage of respondents who indicated they are employed outside the home



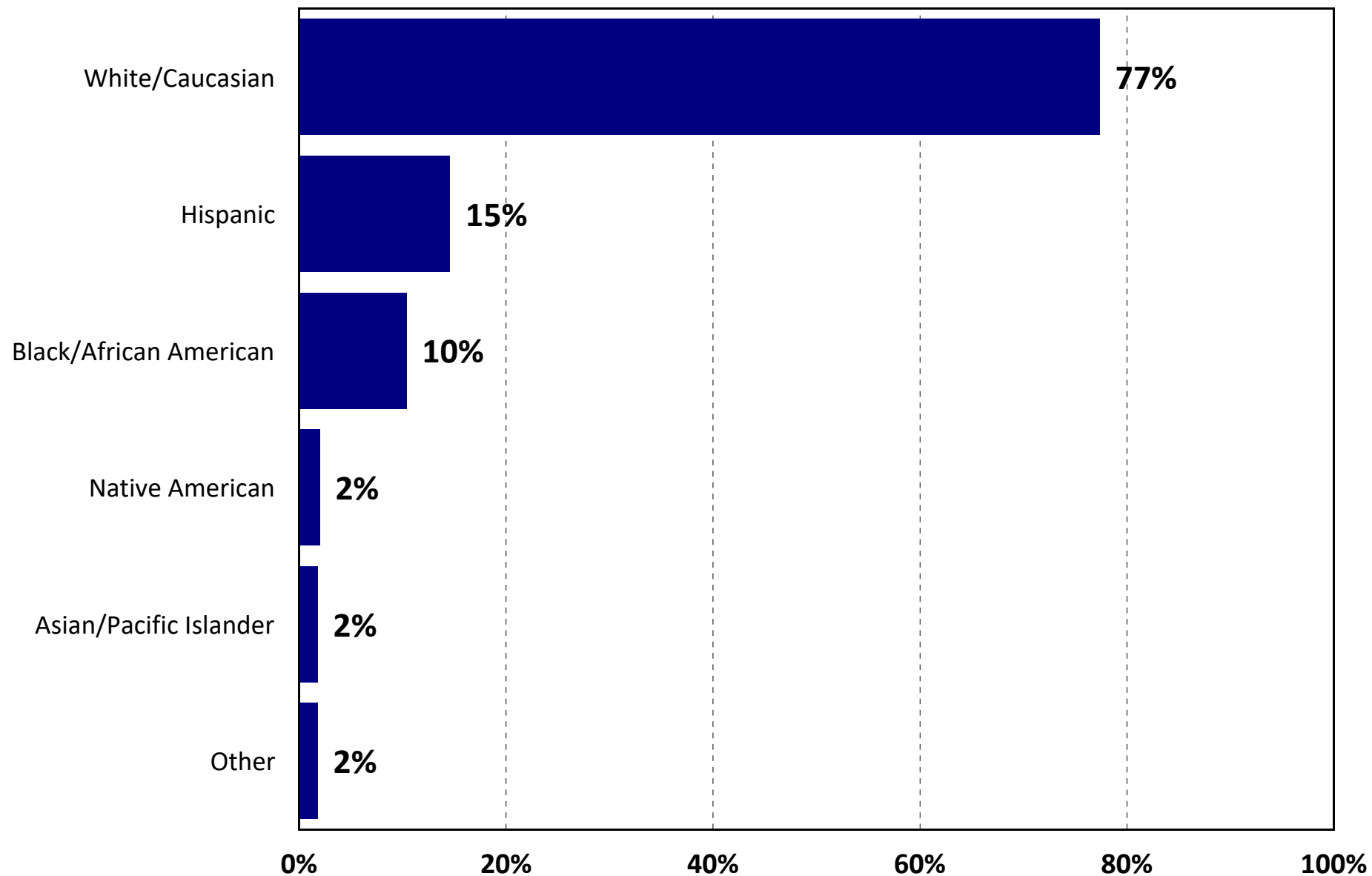
Q34. Gender

by percentage of respondents



Q35. Race/Ethnicity

by percentage of respondents (multiple choices could be made)





Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 communities in 50 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of more than 4,000 residents across the United States and (2) a regional survey that was administered by ETC Institute during the summer of 2020 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma.

Interpreting the Charts

The charts on the following pages show how the overall ratings for Topeka compare to the national and Plains regional average based on the results of a national survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents during the summer of 2020 and a regional survey administered during the summer of 2020. The blue bar shows the ratings for Topeka, the red bar shows the average for the Plains Region, and the yellow bar shows the results for the U.S. average.

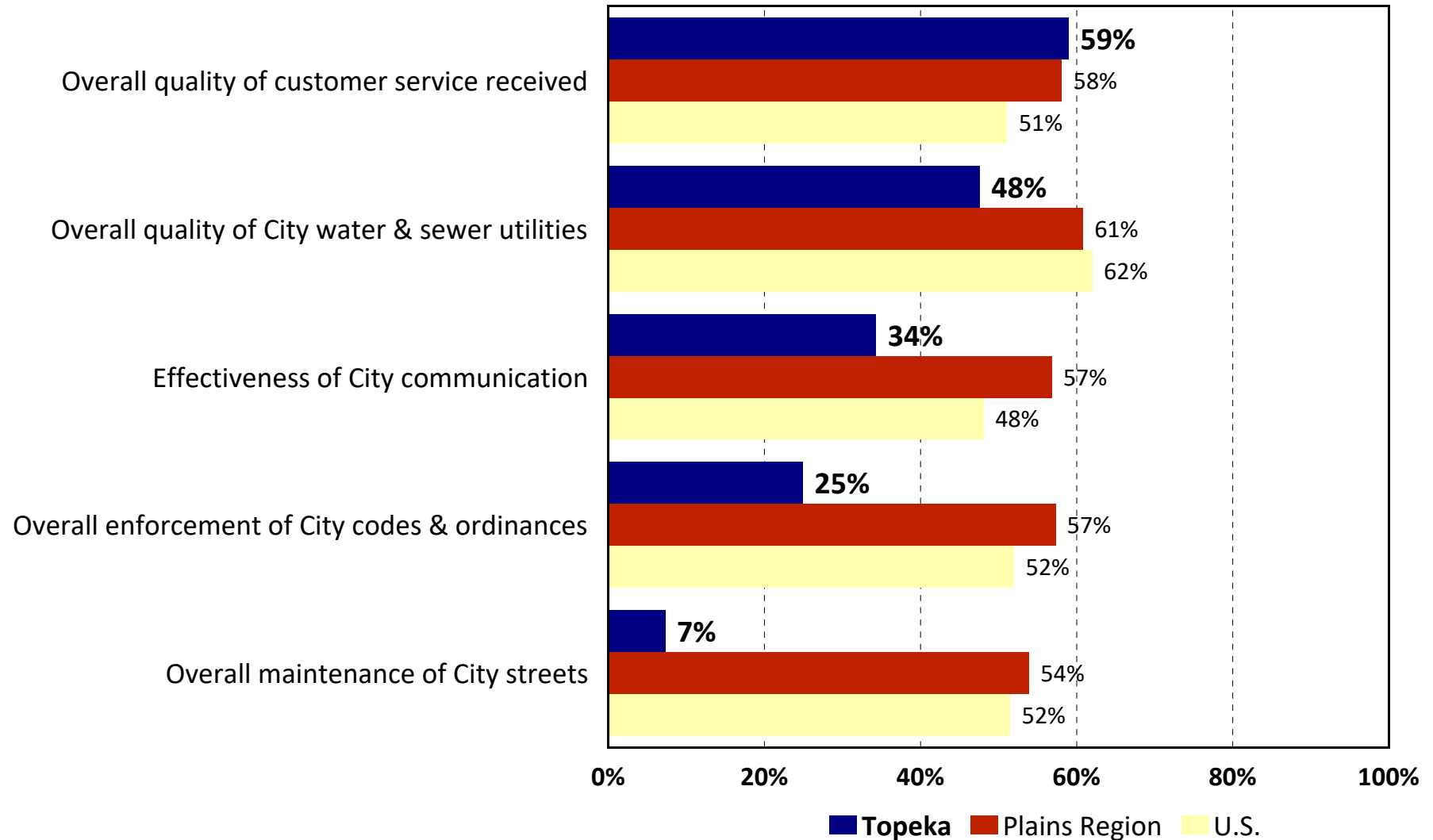
National Benchmarks

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 Topeka, KS is not authorized without written consent from ETC Institute.

Overall Satisfaction with City Services by Major Category

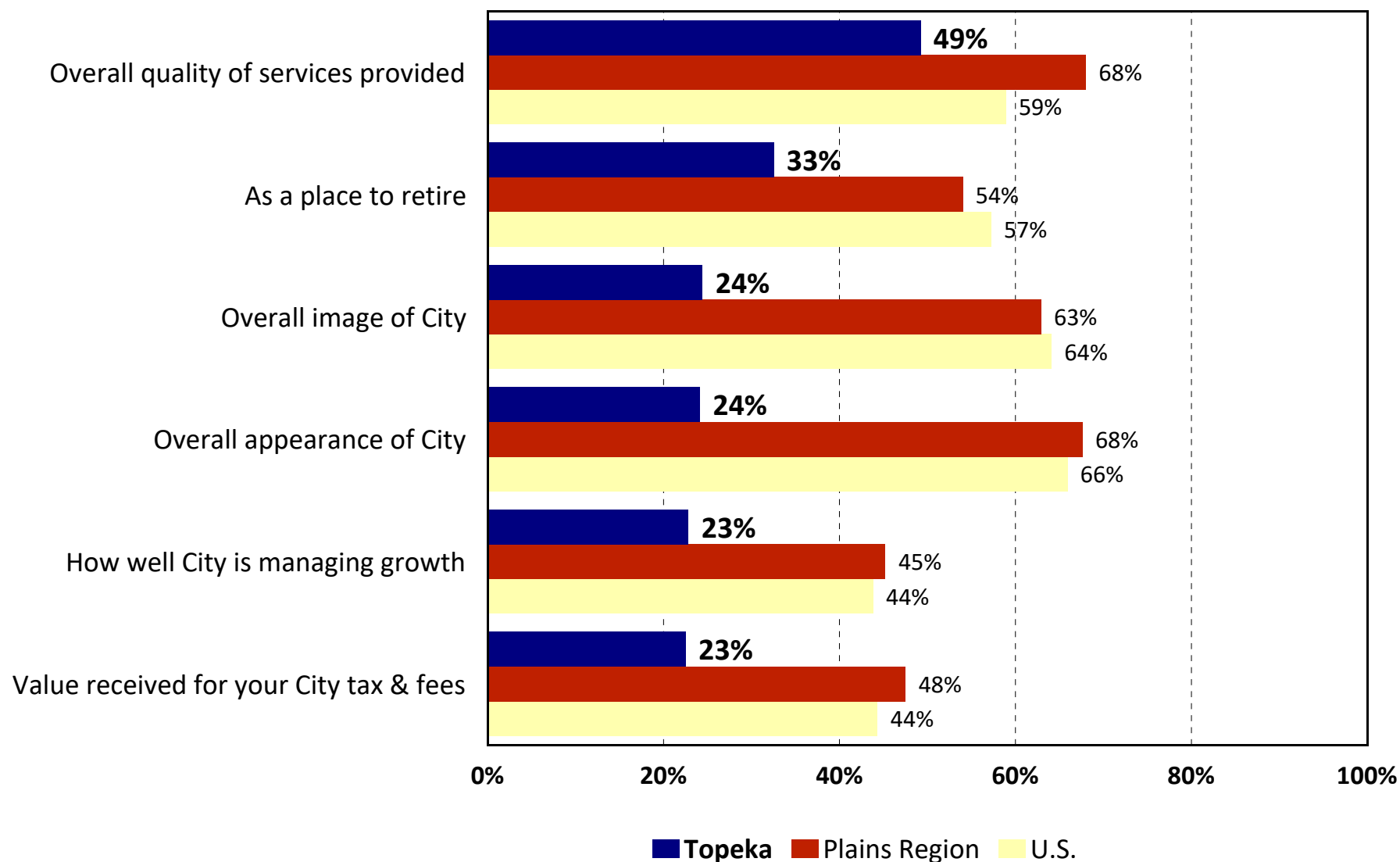
Topeka vs. the Plains Region vs. U.S.

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



Overall Satisfaction with Perceptions of the City Topeka vs. the Plains Region vs. U.S.

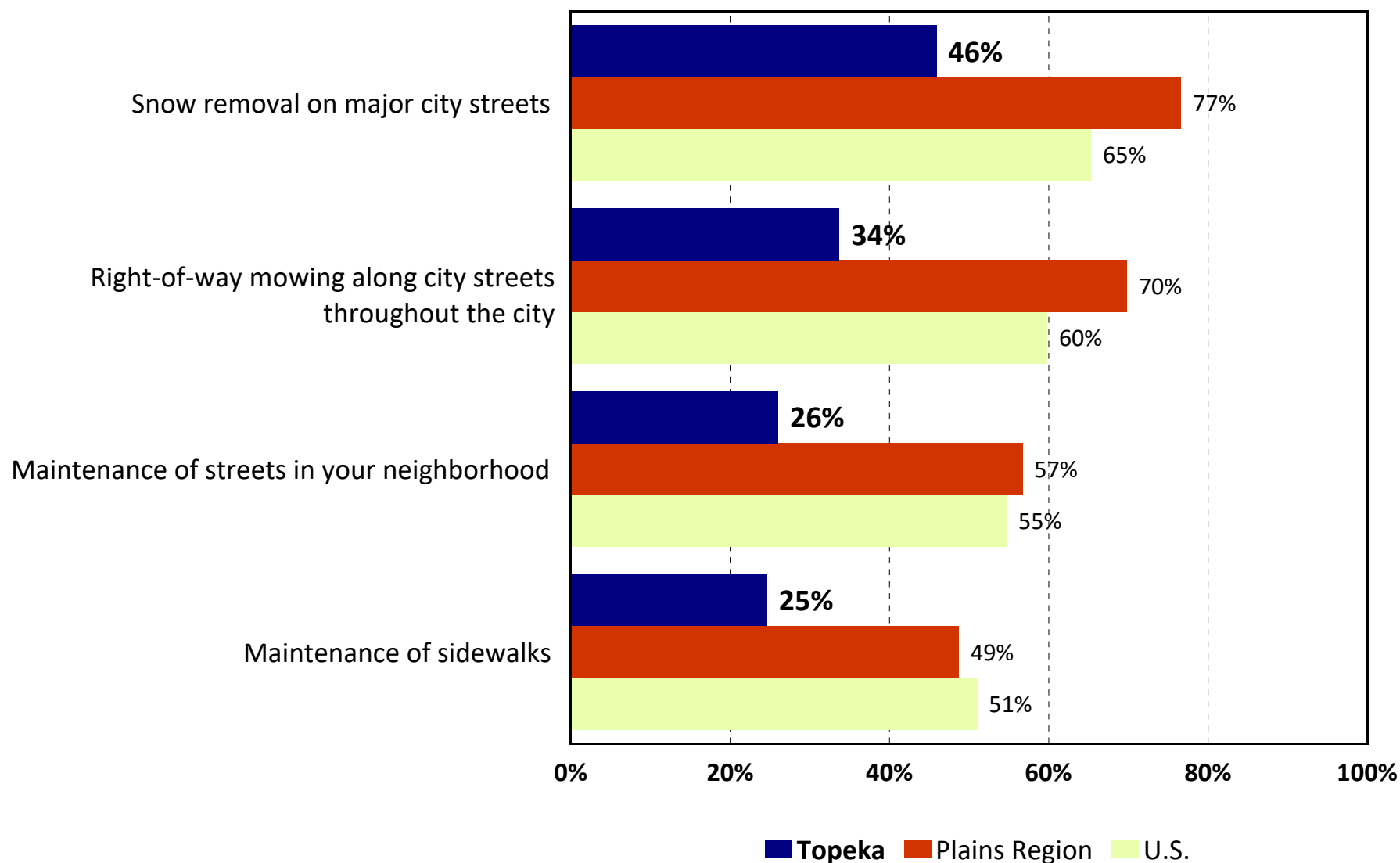
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Maintenance

Topeka vs. the Plains Region vs. U.S.

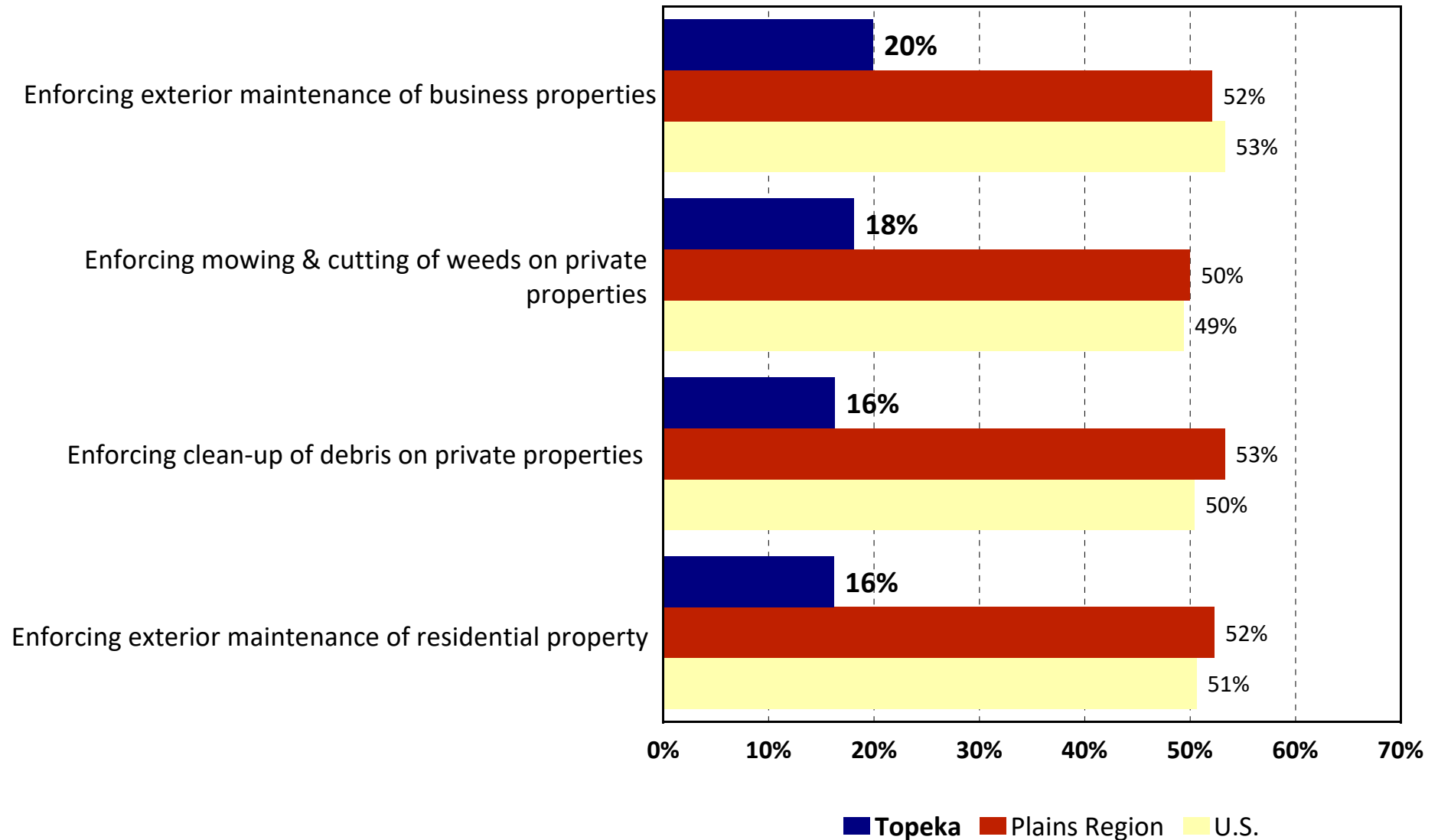
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Code Enforcement

Topeka vs. the Plains Region vs. U.S.

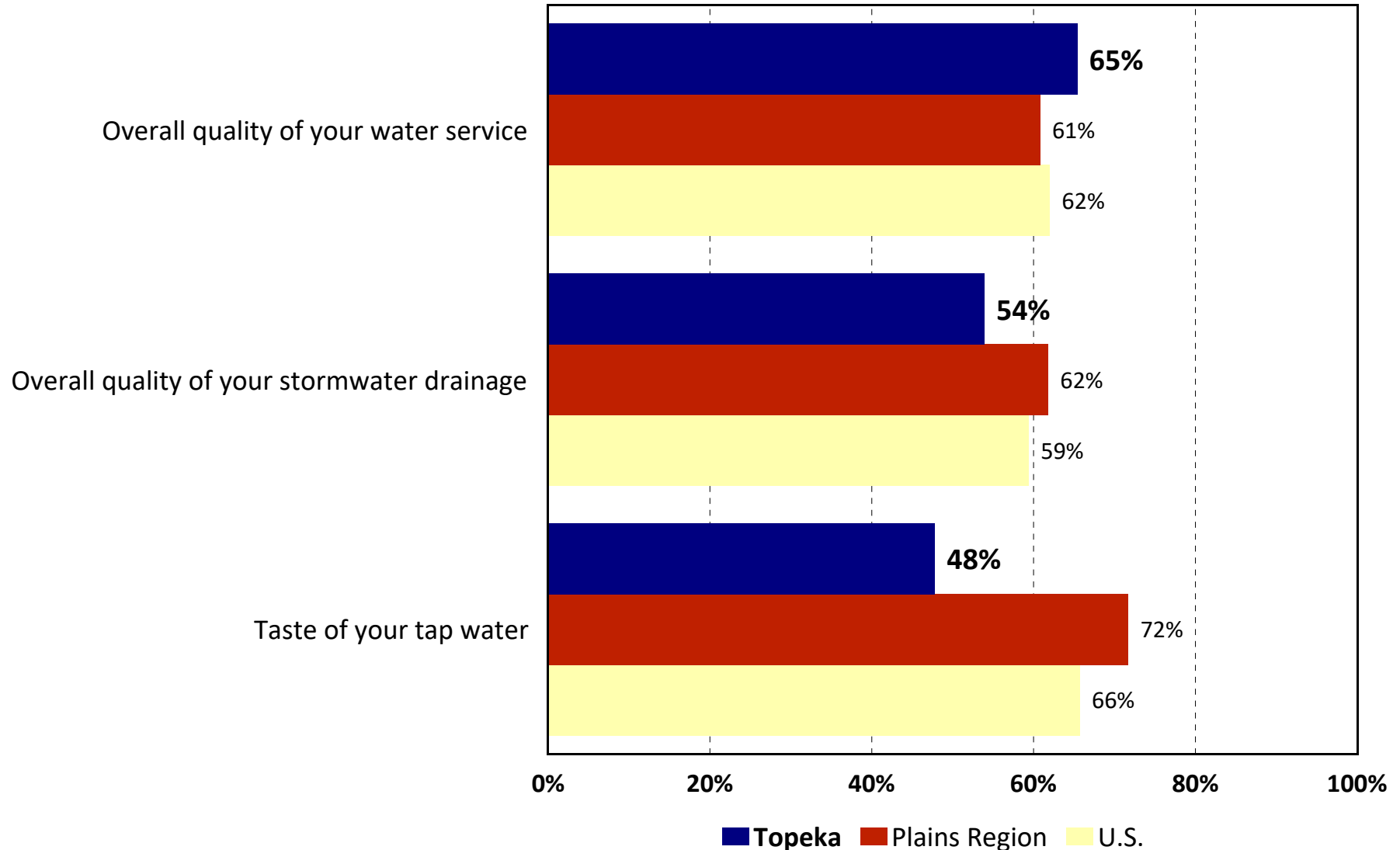
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Utilities

Topeka vs. the Plains Region vs. U.S.

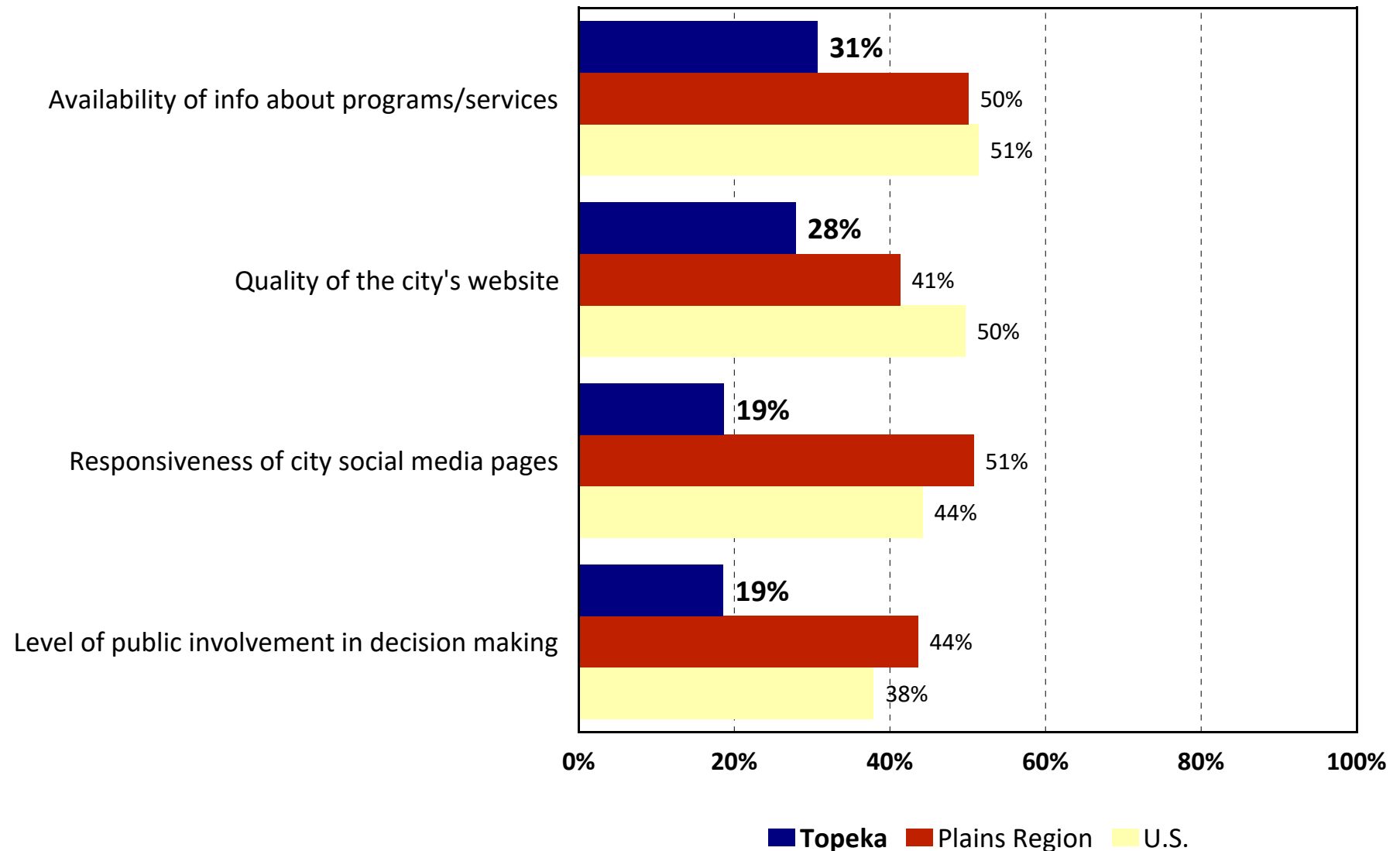
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Communication

Topeka vs. the Plains Region vs. U.S.

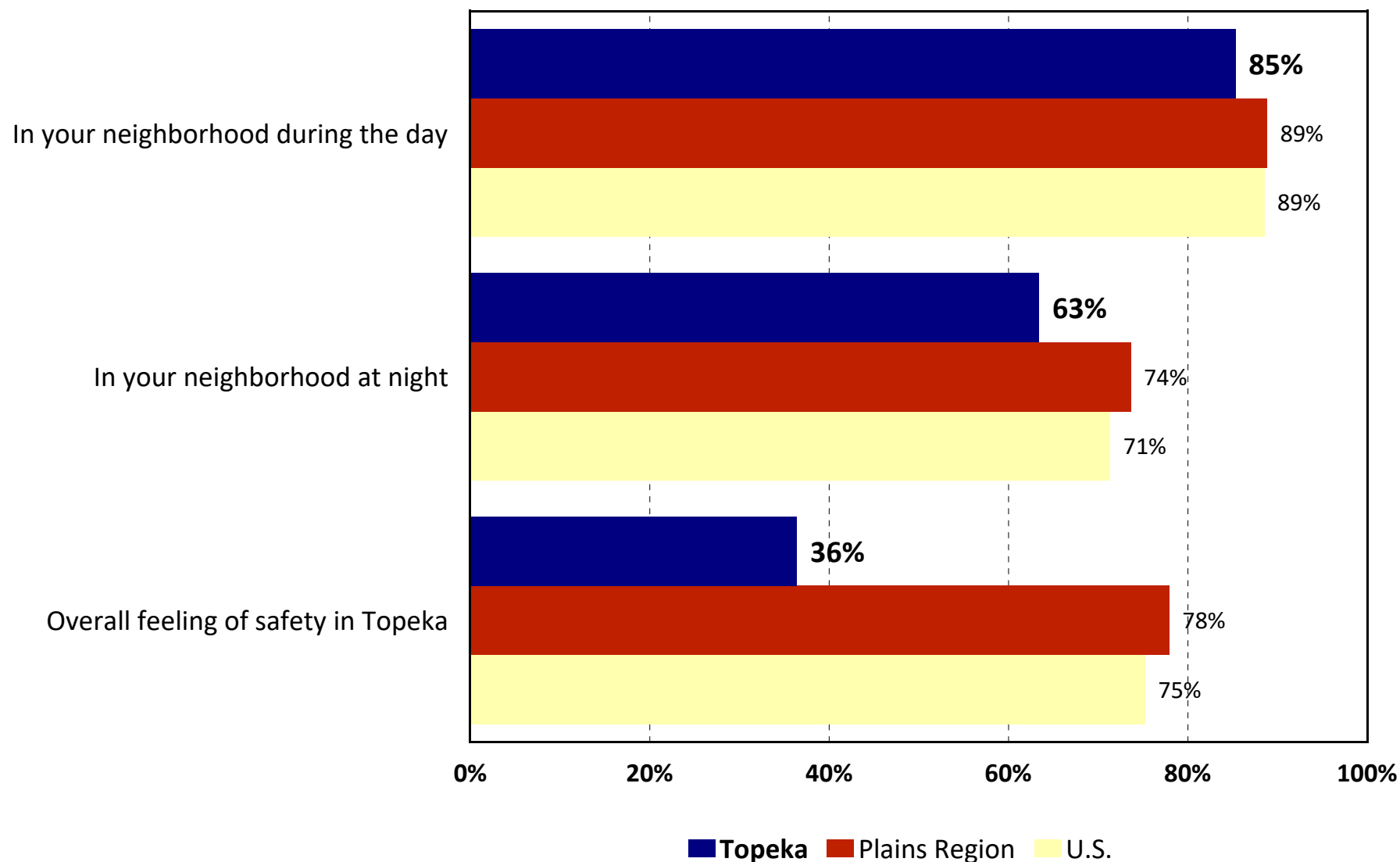
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions of Safety

Topeka vs. the Plains Region vs. U.S.

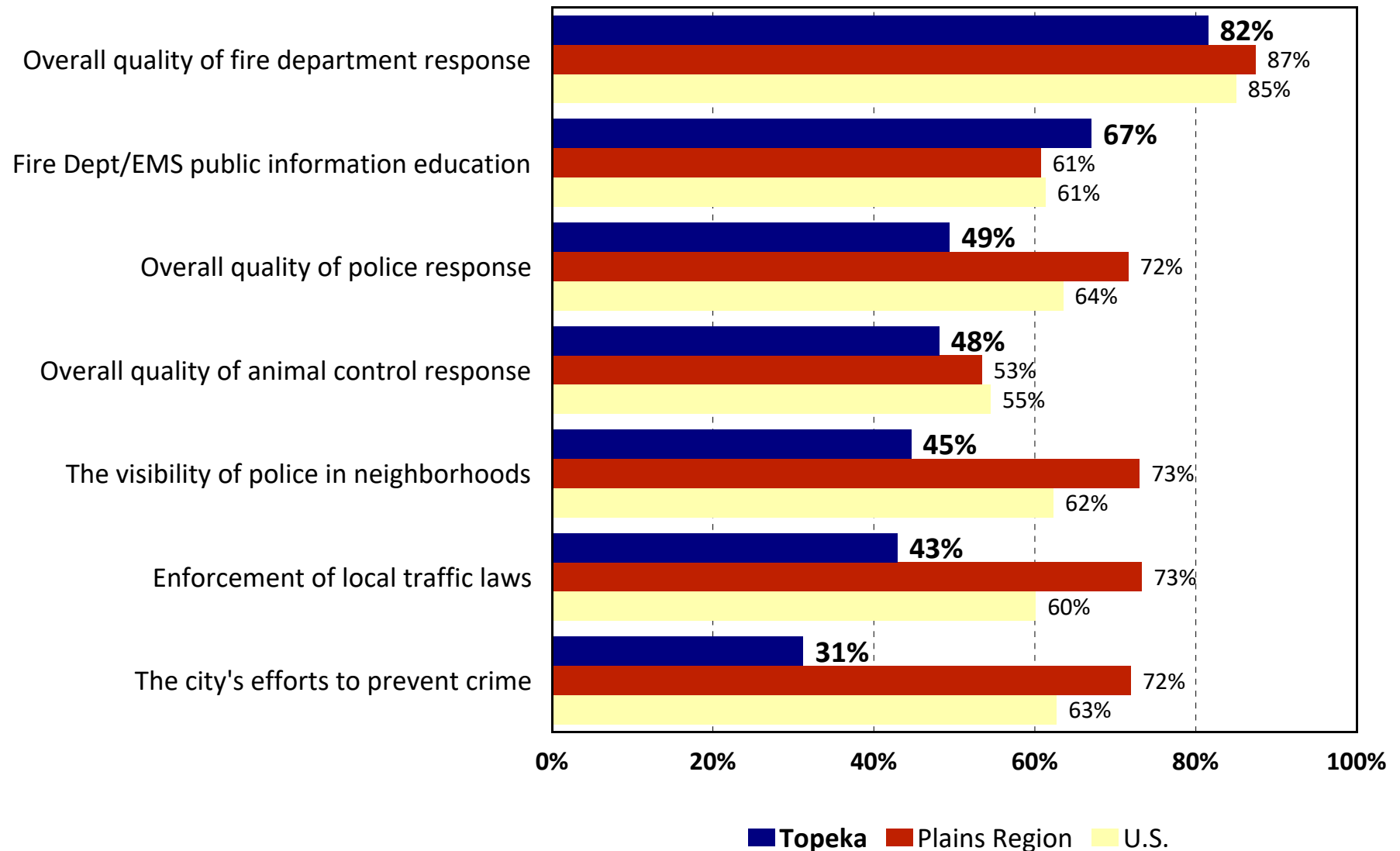
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Overall Satisfaction with Public Safety

Topeka vs. the Plains Region vs. 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)



3 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 provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

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

Example of the Calculation

Respondents were asked to identify the overall categories of City services that were most important to their household. More than eighty-five percent (85.2%) of the households selected "*overall maintenance of City streets*" as one of the most important services to emphasize over the next two years.

With regard to satisfaction, 7.3% of respondents surveyed rated "*overall maintenance of City streets*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied"), excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 85.2% was multiplied by 92.7% (1-0.073). This calculation yielded an I-S rating of 0.7898, which ranked first out of seven 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)

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

2021 Importance-Satisfaction Rating

Topeka, Kansas

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> | | | | | | |
| Overall maintenance of City streets | 85% | 1 | 7% | 7 | 0.7898 | 1 |
| Overall enforcement of City codes & ordinances | 38% | 3 | 25% | 6 | 0.2869 | 2 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Effectiveness of City communication | 30% | 5 | 34% | 5 | 0.1984 | 3 |
| Overall quality of City water & sewer utilities | 37% | 4 | 48% | 4 | 0.1928 | 4 |
| Overall quality of police services | 51% | 2 | 67% | 2 | 0.1666 | 5 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Overall quality of customer service received | 10% | 7 | 59% | 3 | 0.0418 | 6 |
| Overall quality of fire/emergency medical services | 19% | 6 | 89% | 1 | 0.0214 | 7 |

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

Topeka, Kansas

Maintenance

| 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 streets in your neighborhood | 75% | 1 | 26% | 6 | 0.5550 | 1 |
| Maintenance of sidewalks | 48% | 2 | 25% | 7 | 0.3634 | 2 |
| Maintenance of curbs and gutters | 38% | 4 | 29% | 4 | 0.2670 | 3 |
| Snow removal on major city streets | 46% | 3 | 46% | 1 | 0.2478 | 4 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Maintenance of medians throughout the city | 18% | 5 | 31% | 3 | 0.1238 | 5 |
| Street sweeping in your neighborhood | 16% | 6 | 27% | 5 | 0.1184 | 6 |
| Alley maintenance in your neighborhood | 14% | 8 | 18% | 8 | 0.1172 | 7 |
| Right-of-way mowing along city streets throughout the city | 16% | 7 | 34% | 2 | 0.1034 | 8 |

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

Topeka, Kansas

Utility Service

| 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> | | | | | | |
| Taste of your tap water | 54% | 1 | 48% | 10 | 0.2829 | 1 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Smell of your tap water | 29% | 4 | 52% | 8 | 0.1407 | 2 |
| Overall quality of your stormwater drainage | 29% | 3 | 54% | 7 | 0.1346 | 3 |
| Clarity of your tap water | 29% | 5 | 59% | 5 | 0.1178 | 4 |
| How well you are informed about water quality | 23% | 6 | 50% | 9 | 0.1167 | 5 |
| Overall quality of your water service | 33% | 2 | 65% | 4 | 0.1142 | 6 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| How well you are informed about water disruptions | 19% | 8 | 54% | 6 | 0.0872 | 7 |
| Water pressure on a typical day | 21% | 7 | 77% | 2 | 0.0486 | 8 |
| How easy your utility bill is to understand | 5% | 9 | 75% | 3 | 0.0131 | 9 |
| Options for paying your utility bill | 5% | 10 | 80% | 1 | 0.0103 | 10 |

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

Most Important %:

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

Satisfaction %:

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

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2021 Importance-Satisfaction Rating

Topeka, Kansas

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> | | | | | | |
| The city's efforts to prevent crime | 69% | 1 | 31% | 12 | 0.4747 | 1 |
| The visibility of police in neighborhoods | 55% | 2 | 45% | 9 | 0.3036 | 2 |
| Effectiveness of community policing efforts | 42% | 3 | 33% | 11 | 0.2828 | 3 |
| <u>High Priority (IS .10-.20)</u> | | | | | | |
| Overall quality of police response | 36% | 4 | 49% | 7 | 0.1842 | 4 |
| Enforcement of local traffic laws | 24% | 5 | 43% | 10 | 0.1382 | 5 |
| <u>Medium Priority (IS <.10)</u> | | | | | | |
| Overall quality of animal control response | 7% | 7 | 48% | 8 | 0.0353 | 6 |
| Once established, Topeka Fire Dept. Advanced Life Support (ALS) Response program | 5% | 9 | 66% | 6 | 0.0177 | 7 |
| Overall quality of fire department response | 7% | 6 | 82% | 3 | 0.0137 | 8 |
| Topeka Fire Dept Fire/EMS public information education | 4% | 10 | 67% | 5 | 0.0132 | 9 |
| Overall quality of Topeka Fire Department Fire/EMS services | 7% | 8 | 82% | 2 | 0.0120 | 10 |
| Topeka Fire Department community involvement | 2% | 11 | 76% | 4 | 0.0048 | 11 |
| Topeka Fire Department personnel professionalism | 1% | 12 | 86% | 1 | 0.0017 | 12 |

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

Most Important %:

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

Satisfaction %:

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

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Tabular Data

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

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q1-1. Overall quality of police services | 20.6% | 43.2% | 21.6% | 9.0% | 0.6% | 5.0% |
| Q1-2. Overall quality of fire & emergency medical services | 33.6% | 47.6% | 9.2% | 1.0% | 0.4% | 8.2% |
| Q1-3. Overall maintenance of City streets | 0.6% | 6.6% | 16.0% | 40.6% | 35.2% | 1.0% |
| Q1-4. Overall quality of City water & sewer utilities | 8.0% | 38.6% | 30.4% | 15.2% | 5.8% | 2.0% |
| Q1-5. Overall enforcement of City codes & ordinances | 3.0% | 19.6% | 36.4% | 20.0% | 11.6% | 9.4% |
| Q1-6. Overall quality of customer service you receive from City employees | 11.6% | 41.6% | 30.4% | 4.8% | 1.8% | 9.8% |
| Q1-7. Overall effectiveness of City communication with the public | 5.0% | 27.8% | 41.6% | 17.4% | 3.8% | 4.4% |

WITHOUT "DON'T KNOW"

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

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q1-1. Overall quality of police services | 21.7% | 45.5% | 22.7% | 9.5% | 0.6% |
| Q1-2. Overall quality of fire & emergency medical services | 36.6% | 51.9% | 10.0% | 1.1% | 0.4% |
| Q1-3. Overall maintenance of City streets | 0.6% | 6.7% | 16.2% | 41.0% | 35.6% |
| Q1-4. Overall quality of City water & sewer utilities | 8.2% | 39.4% | 31.0% | 15.5% | 5.9% |
| Q1-5. Overall enforcement of City codes & ordinances | 3.3% | 21.6% | 40.2% | 22.1% | 12.8% |
| Q1-6. Overall quality of customer service you receive from City employees | 12.9% | 46.1% | 33.7% | 5.3% | 2.0% |
| Q1-7. Overall effectiveness of City communication with the public | 5.2% | 29.1% | 43.5% | 18.2% | 4.0% |

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q2. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Overall quality of police services | 91 | 18.2 % |
| Overall quality of fire & emergency medical services | 12 | 2.4 % |
| Overall maintenance of City streets | 299 | 59.8 % |
| Overall quality of City water & sewer utilities | 30 | 6.0 % |
| Overall enforcement of City codes & ordinances | 26 | 5.2 % |
| Overall quality of customer service you receive from City employees | 2 | 0.4 % |
| Overall effectiveness of City communication with the public | 9 | 1.8 % |
| <u>None chosen</u> | <u>31</u> | <u>6.2 %</u> |
| Total | 500 | 100.0 % |

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q2. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Overall quality of police services | 101 | 20.2 % |
| Overall quality of fire & emergency medical services | 38 | 7.6 % |
| Overall maintenance of City streets | 90 | 18.0 % |
| Overall quality of City water & sewer utilities | 85 | 17.0 % |
| Overall enforcement of City codes & ordinances | 77 | 15.4 % |
| Overall quality of customer service you receive from City employees | 14 | 2.8 % |
| Overall effectiveness of City communication with the public | 45 | 9.0 % |
| <u>None chosen</u> | <u>50</u> | <u>10.0 %</u> |
| Total | 500 | 100.0 % |

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| Q2. 3rd choice | Number | Percent |
|---|--------|---------|
| Overall quality of police services | 62 | 12.4 % |
| Overall quality of fire & emergency medical services | 43 | 8.6 % |
| Overall maintenance of City streets | 37 | 7.4 % |
| Overall quality of City water & sewer utilities | 69 | 13.8 % |
| Overall enforcement of City codes & ordinances | 88 | 17.6 % |
| Overall quality of customer service you receive from City employees | 35 | 7.0 % |
| Overall effectiveness of City communication with the public | 97 | 19.4 % |
| None chosen | 69 | 13.8 % |
| Total | 500 | 100.0 % |

SUM OF TOP 3 CHOICES

Q2. Which THREE of the major categories of City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

| Q2. Sum of top 3 choices | Number | Percent |
|---|--------|---------|
| Overall quality of police services | 254 | 50.8 % |
| Overall quality of fire & emergency medical services | 93 | 18.6 % |
| Overall maintenance of City streets | 426 | 85.2 % |
| Overall quality of City water & sewer utilities | 184 | 36.8 % |
| Overall enforcement of City codes & ordinances | 191 | 38.2 % |
| Overall quality of customer service you receive from City employees | 51 | 10.2 % |
| Overall effectiveness of City communication with the public | 151 | 30.2 % |
| None chosen | 31 | 6.2 % |
| Total | 1381 | |

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

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|----------------------|------------|
| Q3-1. Overall quality of services provided by City of Topeka | 4.0% | 44.0% | 38.2% | 10.2% | 1.2% | 2.4% |
| Q3-2. Overall value that you receive for your City tax dollars & fees | 1.8% | 20.2% | 34.0% | 28.6% | 13.2% | 2.2% |
| Q3-3. Overall image of City | 3.4% | 20.8% | 31.6% | 32.6% | 10.6% | 1.0% |
| Q3-4. How well City is planning growth | 2.8% | 21.8% | 40.0% | 20.2% | 9.0% | 6.2% |
| Q3-5. How well City is managing growth | 2.8% | 18.6% | 40.4% | 23.6% | 8.6% | 6.0% |
| Q3-6. Overall quality of life in City | 5.4% | 37.0% | 34.2% | 18.6% | 4.2% | 0.6% |
| Q3-7. Overall feeling of safety in City | 3.6% | 31.8% | 28.6% | 26.6% | 8.6% | 0.8% |
| Q3-8. Quality of new development in City | 3.6% | 28.2% | 40.4% | 17.2% | 6.6% | 4.0% |
| Q3-9. As a place to retire | 7.0% | 24.4% | 31.0% | 21.0% | 13.2% | 3.4% |
| Q3-10. Overall appearance of City | 2.6% | 21.2% | 31.4% | 33.2% | 10.2% | 1.4% |

WITHOUT "DON'T KNOW"

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

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q3-1. Overall quality of services provided by City of Topeka | 4.1% | 45.1% | 39.1% | 10.5% | 1.2% |
| Q3-2. Overall value that you receive for your City tax dollars & fees | 1.8% | 20.7% | 34.8% | 29.2% | 13.5% |
| Q3-3. Overall image of City | 3.4% | 21.0% | 31.9% | 32.9% | 10.7% |
| Q3-4. How well City is planning growth | 3.0% | 23.2% | 42.6% | 21.5% | 9.6% |
| Q3-5. How well City is managing growth | 3.0% | 19.8% | 43.0% | 25.1% | 9.1% |
| Q3-6. Overall quality of life in City | 5.4% | 37.2% | 34.4% | 18.7% | 4.2% |
| Q3-7. Overall feeling of safety in City | 3.6% | 32.1% | 28.8% | 26.8% | 8.7% |
| Q3-8. Quality of new development in City | 3.8% | 29.4% | 42.1% | 17.9% | 6.9% |
| Q3-9. As a place to retire | 7.2% | 25.3% | 32.1% | 21.7% | 13.7% |
| Q3-10. Overall appearance of City | 2.6% | 21.5% | 31.8% | 33.7% | 10.3% |

Q4. Leadership. Please rate your satisfaction with each of the items listed below.

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|----------------------|------------|
| Q4-1. Overall effectiveness of leadership provided by City's elected officials | 2.6% | 26.0% | 38.6% | 22.8% | 7.0% | 3.0% |
| Q4-2. Overall effectiveness of City manager & appointed staff | 3.6% | 25.4% | 41.4% | 17.2% | 5.6% | 6.8% |

WITHOUT "DON'T KNOW"**Q4. Leadership. Please rate your satisfaction with each of the items listed below. (without "don't know")**

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|----------------------|
| Q4-1. Overall effectiveness of leadership provided by City's elected officials | 2.7% | 26.8% | 39.8% | 23.5% | 7.2% |
| Q4-2. Overall effectiveness of City manager & appointed staff | 3.9% | 27.3% | 44.4% | 18.5% | 6.0% |

Q5. Living in Topeka. Using a scale of 1 to 5, where 5 is "Very important" and 1 is "Not at all Important," please indicate how important each of the following reasons were in your decision to live in Topeka.

(N=500)

| | Very important | Important | Neutral | Not important | Not at all important | Don't know |
|----------------------------------|----------------|-----------|---------|---------------|----------------------|------------|
| Q5-1. Quality of life | 37.6% | 37.2% | 19.6% | 2.4% | 0.8% | 2.4% |
| Q5-2. Public safety | 47.8% | 32.0% | 15.6% | 1.4% | 0.8% | 2.4% |
| Q5-3. Reasonable cost of living | 44.6% | 42.6% | 9.2% | 1.2% | 0.4% | 2.0% |
| Q5-4. Access to quality shopping | 22.0% | 43.0% | 24.0% | 6.6% | 2.0% | 2.4% |
| Q5-5. Affordability of housing | 38.6% | 45.0% | 11.6% | 1.4% | 0.8% | 2.6% |
| Q5-6. Quality of housing | 37.6% | 45.0% | 13.0% | 1.2% | 0.6% | 2.6% |

WITHOUT "DON'T KNOW"

Q5. Living in Topeka. Using a scale of 1 to 5, where 5 is "Very important" and 1 is "Not at all Important," please indicate how important each of the following reasons were in your decision to live in Topeka. (without "don't know")

(N=500)

| | Very important | Important | Neutral | Not important | Not at all important |
|----------------------------------|----------------|-----------|---------|---------------|----------------------|
| Q5-1. Quality of life | 38.5% | 38.1% | 20.1% | 2.5% | 0.8% |
| Q5-2. Public safety | 49.0% | 32.8% | 16.0% | 1.4% | 0.8% |
| Q5-3. Reasonable cost of living | 45.5% | 43.5% | 9.4% | 1.2% | 0.4% |
| Q5-4. Access to quality shopping | 22.5% | 44.1% | 24.6% | 6.8% | 2.0% |
| Q5-5. Affordability of housing | 39.6% | 46.2% | 11.9% | 1.4% | 0.8% |
| Q5-6. Quality of housing | 38.6% | 46.2% | 13.3% | 1.2% | 0.6% |

Q6. Is there another reason why you live in Topeka?

| <u>Q6. Is there another reason why you live in Topeka</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Yes | 247 | 49.4 % |
| No | 253 | 50.6 % |
| Total | 500 | 100.0 % |

Q7. Maintenance. Please rate your satisfaction with the following services provided by the City.

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q7-1. Maintenance of streets in your neighborhood | 5.0% | 20.8% | 19.6% | 31.2% | 22.6% | 0.8% |
| Q7-2. Maintenance of sidewalks | 3.2% | 20.4% | 26.2% | 28.4% | 17.8% | 4.0% |
| Q7-3. Maintenance of curbs & gutters | 4.2% | 24.2% | 32.2% | 24.6% | 12.6% | 2.2% |
| Q7-4. Snow removal on major City streets | 6.0% | 39.2% | 22.4% | 19.4% | 11.4% | 1.6% |
| Q7-5. Street sweeping in your neighborhood | 4.4% | 20.8% | 28.6% | 26.4% | 13.4% | 6.4% |
| Q7-6. Right-of-way mowing along City streets throughout City | 3.4% | 28.2% | 34.6% | 18.4% | 9.0% | 6.4% |
| Q7-7. Maintenance of medians throughout City | 3.4% | 26.8% | 37.4% | 20.4% | 8.6% | 3.4% |
| Q7-8. Alley maintenance in your neighborhood | 2.4% | 9.2% | 33.6% | 10.6% | 10.2% | 34.0% |

WITHOUT "DON'T KNOW"**Q7. Maintenance. Please rate your satisfaction with the following services provided by the City. (without "don't know")**

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q7-1. Maintenance of streets in your neighborhood | 5.0% | 21.0% | 19.8% | 31.5% | 22.8% |
| Q7-2. Maintenance of sidewalks | 3.3% | 21.3% | 27.3% | 29.6% | 18.5% |
| Q7-3. Maintenance of curbs & gutters | 4.3% | 24.7% | 32.9% | 25.2% | 12.9% |
| Q7-4. Snow removal on major City streets | 6.1% | 39.8% | 22.8% | 19.7% | 11.6% |
| Q7-5. Street sweeping in your neighborhood | 4.7% | 22.2% | 30.6% | 28.2% | 14.3% |
| Q7-6. Right-of-way mowing along City streets throughout City | 3.6% | 30.1% | 37.0% | 19.7% | 9.6% |
| Q7-7. Maintenance of medians throughout City | 3.5% | 27.7% | 38.7% | 21.1% | 8.9% |
| Q7-8. Alley maintenance in your neighborhood | 3.6% | 13.9% | 50.9% | 16.1% | 15.5% |

Q8. Which THREE of the City maintenance services listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q8. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Maintenance of streets in your neighborhood | 302 | 60.4 % |
| Maintenance of sidewalks | 40 | 8.0 % |
| Maintenance of curbs & gutters | 21 | 4.2 % |
| Snow removal on major City streets | 55 | 11.0 % |
| Street sweeping in your neighborhood | 10 | 2.0 % |
| Right-of-way mowing along City streets throughout City | 14 | 2.8 % |
| Maintenance of medians throughout City | 8 | 1.6 % |
| Alley maintenance in your neighborhood | 14 | 2.8 % |
| None chosen | 36 | 7.2 % |
| Total | 500 | 100.0 % |

Q8. Which THREE of the City maintenance services listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q8. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Maintenance of streets in your neighborhood | 49 | 9.8 % |
| Maintenance of sidewalks | 125 | 25.0 % |
| Maintenance of curbs & gutters | 75 | 15.0 % |
| Snow removal on major City streets | 103 | 20.6 % |
| Street sweeping in your neighborhood | 21 | 4.2 % |
| Right-of-way mowing along City streets throughout City | 25 | 5.0 % |
| Maintenance of medians throughout City | 28 | 5.6 % |
| Alley maintenance in your neighborhood | 27 | 5.4 % |
| None chosen | 47 | 9.4 % |
| Total | 500 | 100.0 % |

Q8. Which THREE of the City maintenance services listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q8. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Maintenance of streets in your neighborhood | 24 | 4.8 % |
| Maintenance of sidewalks | 76 | 15.2 % |
| Maintenance of curbs & gutters | 92 | 18.4 % |
| Snow removal on major City streets | 71 | 14.2 % |
| Street sweeping in your neighborhood | 50 | 10.0 % |
| Right-of-way mowing along City streets throughout City | 39 | 7.8 % |
| Maintenance of medians throughout City | 54 | 10.8 % |
| Alley maintenance in your neighborhood | 31 | 6.2 % |
| None chosen | 63 | 12.6 % |
| Total | 500 | 100.0 % |

SUM OF TOP 3 CHOICES

Q8. Which THREE of the City maintenance services listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

| <u>Q8. Sum of top 3 choices</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Maintenance of streets in your neighborhood | 375 | 75.0 % |
| Maintenance of sidewalks | 241 | 48.2 % |
| Maintenance of curbs & gutters | 188 | 37.6 % |
| Snow removal on major City streets | 229 | 45.8 % |
| Street sweeping in your neighborhood | 81 | 16.2 % |
| Right-of-way mowing along City streets throughout City | 78 | 15.6 % |
| Maintenance of medians throughout City | 90 | 18.0 % |
| Alley maintenance in your neighborhood | 72 | 14.4 % |
| None chosen | 36 | 7.2 % |
| Total | 1390 | |

Q9. Code Enforcement. Please rate your satisfaction with each of the following.

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q9-1. Enforcing clean-up of debris on private properties | 1.8% | 13.0% | 25.6% | 33.6% | 17.0% | 9.0% |
| Q9-2. Enforcing mowing & cutting of weeds on private properties | 2.0% | 14.6% | 27.2% | 30.0% | 18.2% | 8.0% |
| Q9-3. Enforcing exterior maintenance of residential homes | 1.4% | 13.4% | 33.6% | 28.2% | 14.4% | 9.0% |
| Q9-4. Enforcing exterior maintenance of business properties | 1.8% | 16.4% | 34.4% | 26.4% | 12.4% | 8.6% |

WITHOUT "DON'T KNOW"**Q9. Code Enforcement. Please rate your satisfaction with each of the following. (without "don't know")**

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q9-1. Enforcing clean-up of debris on private properties | 2.0% | 14.3% | 28.1% | 36.9% | 18.7% |
| Q9-2. Enforcing mowing & cutting of weeds on private properties | 2.2% | 15.9% | 29.6% | 32.6% | 19.8% |
| Q9-3. Enforcing exterior maintenance of residential homes | 1.5% | 14.7% | 36.9% | 31.0% | 15.8% |
| Q9-4. Enforcing exterior maintenance of business properties | 2.0% | 17.9% | 37.6% | 28.9% | 13.6% |

Q10. How would you describe the City's level of enforcement when it comes to codes and ordinances?

| Q10. How would you describe City's level of enforcement when it comes to codes & ordinances | Number | Percent |
|---|--------|---------|
| Too much | 17 | 3.4 % |
| About right | 109 | 21.8 % |
| Too little | 247 | 49.4 % |
| Don't know | 127 | 25.4 % |
| Total | 500 | 100.0 % |

WITHOUT "DON'T KNOW"**Q10. How would you describe the City's level of enforcement when it comes to codes and ordinances? (without "don't know")**

| Q10. How would you describe City's level of enforcement when it comes to codes & ordinances | Number | Percent |
|---|--------|---------|
| Too much | 17 | 4.6 % |
| About right | 109 | 29.2 % |
| Too little | 247 | 66.2 % |
| Total | 373 | 100.0 % |

Q11. Utility Service. For each of the items listed below, please rate your level of satisfaction.

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|----------------------|------------|
| Q11-1. Water pressure on a typical day | 20.4% | 56.2% | 13.8% | 6.4% | 2.4% | 0.8% |
| Q11-2. Taste of your tap water | 8.6% | 37.2% | 23.6% | 16.8% | 9.8% | 4.0% |
| Q11-3. Smell of your tap water | 9.8% | 41.0% | 28.2% | 12.0% | 7.2% | 1.8% |
| Q11-4. Clarity of your tap water | 11.6% | 46.0% | 25.2% | 9.6% | 5.0% | 2.6% |
| Q11-5. How easy your utility bill is to understand | 16.6% | 55.2% | 19.2% | 3.6% | 1.4% | 4.0% |
| Q11-6. Options for paying your utility bill | 21.0% | 55.2% | 15.6% | 2.8% | 0.6% | 4.8% |
| Q11-7. How well City keeps you informed about water quality issues | 11.8% | 35.8% | 33.2% | 11.2% | 3.8% | 4.2% |
| Q11-8. How well City keeps you informed about disruptions to your water service | 9.2% | 42.0% | 30.6% | 9.8% | 3.0% | 5.4% |
| Q11-9. Overall quality of your water service | 11.6% | 52.6% | 23.0% | 8.8% | 2.2% | 1.8% |
| Q11-10. Overall quality of your stormwater drainage | 8.0% | 43.4% | 28.2% | 9.2% | 6.6% | 4.6% |

WITHOUT "DON'T KNOW"**Q11. Utility Service. For each of the items listed below, please rate your level of satisfaction. (without "don't know")**

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q11-1. Water pressure on a typical day | 20.6% | 56.7% | 13.9% | 6.5% | 2.4% |
| Q11-2. Taste of your tap water | 9.0% | 38.8% | 24.6% | 17.5% | 10.2% |
| Q11-3. Smell of your tap water | 10.0% | 41.8% | 28.7% | 12.2% | 7.3% |
| Q11-4. Clarity of your tap water | 11.9% | 47.2% | 25.9% | 9.9% | 5.1% |
| Q11-5. How easy your utility bill is to understand | 17.3% | 57.5% | 20.0% | 3.8% | 1.5% |
| Q11-6. Options for paying your utility bill | 22.1% | 58.0% | 16.4% | 2.9% | 0.6% |
| Q11-7. How well City keeps you informed about water quality issues | 12.3% | 37.4% | 34.7% | 11.7% | 4.0% |
| Q11-8. How well City keeps you informed about disruptions to your water service | 9.7% | 44.4% | 32.3% | 10.4% | 3.2% |
| Q11-9. Overall quality of your water service | 11.8% | 53.6% | 23.4% | 9.0% | 2.2% |
| Q11-10. Overall quality of your stormwater drainage | 8.4% | 45.5% | 29.6% | 9.6% | 6.9% |

Q12. Which THREE of the categories of utility services in Question 11 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> |
|--|---------------|----------------|
| Water pressure on a typical day | 44 | 8.8 % |
| Taste of your tap water | 145 | 29.0 % |
| Smell of your tap water | 24 | 4.8 % |
| Clarity of your tap water | 25 | 5.0 % |
| How easy your utility bill is to understand | 10 | 2.0 % |
| Options for paying your utility bill | 6 | 1.2 % |
| How well City keeps you informed about water quality issues | 39 | 7.8 % |
| How well City keeps you informed about disruptions to your water service | 21 | 4.2 % |
| Overall quality of your water service | 70 | 14.0 % |
| Overall quality of your stormwater drainage | 57 | 11.4 % |
| None chosen | 59 | 11.8 % |
| Total | 500 | 100.0 % |

Q12. Which THREE of the categories of utility services in Question 11 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> |
|--|---------------|----------------|
| Water pressure on a typical day | 29 | 5.8 % |
| Taste of your tap water | 85 | 17.0 % |
| Smell of your tap water | 76 | 15.2 % |
| Clarity of your tap water | 39 | 7.8 % |
| How easy your utility bill is to understand | 9 | 1.8 % |
| Options for paying your utility bill | 6 | 1.2 % |
| How well City keeps you informed about water quality issues | 41 | 8.2 % |
| How well City keeps you informed about disruptions to your water service | 39 | 7.8 % |
| Overall quality of your water service | 52 | 10.4 % |
| Overall quality of your stormwater drainage | 42 | 8.4 % |
| None chosen | 82 | 16.4 % |
| Total | 500 | 100.0 % |

Q12. Which THREE of the categories of utility services in Question 11 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> |
|--|---------------|----------------|
| Water pressure on a typical day | 34 | 6.8 % |
| Taste of your tap water | 41 | 8.2 % |
| Smell of your tap water | 46 | 9.2 % |
| Clarity of your tap water | 80 | 16.0 % |
| How easy your utility bill is to understand | 7 | 1.4 % |
| Options for paying your utility bill | 14 | 2.8 % |
| How well City keeps you informed about water quality issues | 36 | 7.2 % |
| How well City keeps you informed about disruptions to your water service | 35 | 7.0 % |
| Overall quality of your water service | 43 | 8.6 % |
| Overall quality of your stormwater drainage | 47 | 9.4 % |
| None chosen | 117 | 23.4 % |
| Total | 500 | 100.0 % |

SUM OF TOP 3 CHOICES

Q12. Which THREE of the categories of utility services in Question 12 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> |
|--|---------------|----------------|
| Water pressure on a typical day | 107 | 21.4 % |
| Taste of your tap water | 271 | 54.2 % |
| Smell of your tap water | 146 | 29.2 % |
| Clarity of your tap water | 144 | 28.8 % |
| How easy your utility bill is to understand | 26 | 5.2 % |
| Options for paying your utility bill | 26 | 5.2 % |
| How well City keeps you informed about water quality issues | 116 | 23.2 % |
| How well City keeps you informed about disruptions to your water service | 95 | 19.0 % |
| Overall quality of your water service | 165 | 33.0 % |
| Overall quality of your stormwater drainage | 146 | 29.2 % |
| None chosen | 59 | 11.8 % |
| Total | 1301 | |

Q13. Communication. Please rate your satisfaction with the following aspects of communication provided by the City of Topeka.

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q13-1. Availability of information about City programs/services | 2.6% | 25.6% | 42.0% | 17.4% | 4.2% | 8.2% |
| Q13-2. Level of public involvement in local decision making | 1.0% | 15.4% | 38.2% | 26.8% | 6.6% | 12.0% |
| Q13-3. Quality of City's website | 1.8% | 19.8% | 43.4% | 9.6% | 2.8% | 22.6% |
| Q13-4. Ease of use of City's website | 1.2% | 18.6% | 41.8% | 11.4% | 3.0% | 24.0% |
| Q13-5. Responsiveness of City social media pages | 1.4% | 9.6% | 40.0% | 6.4% | 1.4% | 41.2% |

WITHOUT "DON'T KNOW"

Q13. Communication. Please rate your satisfaction with the following aspects of communication provided by the City of Topeka. (without "don't know")

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q13-1. Availability of information about City programs/services | 2.8% | 27.9% | 45.8% | 19.0% | 4.6% |
| Q13-2. Level of public involvement in local decision making | 1.1% | 17.5% | 43.4% | 30.5% | 7.5% |
| Q13-3. Quality of City's website | 2.3% | 25.6% | 56.1% | 12.4% | 3.6% |
| Q13-4. Ease of use of City's website | 1.6% | 24.5% | 55.0% | 15.0% | 3.9% |
| Q13-5. Responsiveness of City social media pages | 2.4% | 16.3% | 68.0% | 10.9% | 2.4% |

Q14. Which of the following are your primary sources of information about City issues, services, and events?

Q14. Which following are your primary sources of
information about City issues, services, & events

| | Number | Percent |
|----------------------------|--------|---------|
| The City weekly newsletter | 11 | 2.2 % |
| Local newspaper | 143 | 28.6 % |
| Television news | 386 | 77.2 % |
| Facebook | 160 | 32.0 % |
| Instagram | 11 | 2.2 % |
| Twitter | 18 | 3.6 % |
| Nextdoor | 128 | 25.6 % |
| Word of mouth | 204 | 40.8 % |
| City cable channel (City4) | 33 | 6.6 % |
| City website | 71 | 14.2 % |
| Other | 20 | 4.0 % |
| Total | 1185 | |

Q14-11. Other

| Q14-11. Other | Number | Percent |
|----------------------------------|--------|---------|
| Radio | 6 | 30.0 % |
| GTP website | 1 | 5.0 % |
| Information mailed by the city | 1 | 5.0 % |
| Google news | 1 | 5.0 % |
| Mailings from the City | 1 | 5.0 % |
| Search online | 1 | 5.0 % |
| Billboards | 1 | 5.0 % |
| Parks & recreation book | 1 | 5.0 % |
| Internet news | 1 | 5.0 % |
| Own observation | 1 | 5.0 % |
| Neighborhood emails | 1 | 5.0 % |
| WIBW ONLINE NEWS | 1 | 5.0 % |
| LOCAL LISTSERV | 1 | 5.0 % |
| LOCAL NEWS WEBSITE OF KSNT, WIBW | 1 | 5.0 % |
| NEWS BREAK APP | 1 | 5.0 % |
| Total | 20 | 100.0 % |

Q15. Which TWO sources of information listed in Question 14 do you MOST PREFER to use to get information about City issues, services, and events?

| Q15. Top choice | Number | Percent |
|----------------------------|--------|---------|
| The City weekly newsletter | 18 | 3.6 % |
| Local newspaper | 54 | 10.8 % |
| Television news | 249 | 49.8 % |
| Facebook | 52 | 10.4 % |
| Instagram | 2 | 0.4 % |
| Twitter | 4 | 0.8 % |
| Nextdoor | 27 | 5.4 % |
| Word of mouth | 9 | 1.8 % |
| City cable channel (City4) | 3 | 0.6 % |
| City website | 25 | 5.0 % |
| Other | 14 | 2.8 % |
| None chosen | 43 | 8.6 % |
| Total | 500 | 100.0 % |

Q15. Which TWO sources of information listed in Question 14 do you MOST PREFER to use to get information about City issues, services, and events?

| Q15. 2nd choice | Number | Percent |
|----------------------------|--------|---------|
| The City weekly newsletter | 8 | 1.6 % |
| Local newspaper | 52 | 10.4 % |
| Television news | 91 | 18.2 % |
| Facebook | 65 | 13.0 % |
| Instagram | 5 | 1.0 % |
| Twitter | 5 | 1.0 % |
| Nextdoor | 50 | 10.0 % |
| Word of mouth | 31 | 6.2 % |
| City cable channel (City4) | 14 | 2.8 % |
| City website | 45 | 9.0 % |
| Other | 15 | 3.0 % |
| None chosen | 119 | 23.8 % |
| Total | 500 | 100.0 % |

SUM OF TOP 2 CHOICES**Q15. Which TWO sources of information listed in Question 14 do you MOST PREFER to use to get information about City issues, services, and events? (top 2)**

| <u>Q15. Sum of top 2 choices</u> | <u>Number</u> | <u>Percent</u> |
|----------------------------------|---------------|----------------|
| The City weekly newsletter | 26 | 5.2 % |
| Local newspaper | 106 | 21.2 % |
| Television news | 340 | 68.0 % |
| Facebook | 117 | 23.4 % |
| Instagram | 7 | 1.4 % |
| Twitter | 9 | 1.8 % |
| Nextdoor | 77 | 15.4 % |
| Word of mouth | 40 | 8.0 % |
| City cable channel (City4) | 17 | 3.4 % |
| City website | 70 | 14.0 % |
| Other | 29 | 5.8 % |
| None chosen | 43 | 8.6 % |
| Total | 881 | |

Q16. Broadband Internet Connectivity. Please rate your satisfaction with the following aspects of broadband internet connectivity in the City of Topeka.

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q16-1. Quality of broadband internet connectivity | 7.4% | 31.0% | 23.4% | 15.4% | 8.6% | 14.2% |
| Q16-2. Availability of broadband internet connectivity | 6.8% | 30.0% | 24.8% | 14.4% | 9.4% | 14.6% |
| Q16-3. Cost of broadband internet connectivity | 2.2% | 13.2% | 22.2% | 28.8% | 19.6% | 14.0% |

WITHOUT "DON'T KNOW"

Q16. Broadband Internet Connectivity. Please rate your satisfaction with the following aspects of broadband internet connectivity in the City of Topeka. (without "don't know")

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q16-1. Quality of broadband internet connectivity | 8.6% | 36.1% | 27.3% | 17.9% | 10.0% |
| Q16-2. Availability of broadband internet connectivity | 8.0% | 35.1% | 29.0% | 16.9% | 11.0% |
| Q16-3. Cost of broadband internet connectivity | 2.6% | 15.3% | 25.8% | 33.5% | 22.8% |

Q17. SeeClickFix Topeka is the program the City of Topeka uses for citizens to submit service requests for things like potholes, damaged street signs and code enforcement issues through a mobile device or online. Have you used this program to submit an issue?

| | | |
|--|--------|---------|
| Q17. Have you used SeeClickFix Topeka to submit an issue | Number | Percent |
| Yes | 90 | 18.0 % |
| I know about it, but have not used it | 79 | 15.8 % |
| No | 303 | 60.6 % |
| I have tried it, but could not figure it out | 9 | 1.8 % |
| Not provided | 19 | 3.8 % |
| Total | 500 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q17. SeeClickFix Topeka is the program the City of Topeka uses for citizens to submit service requests for things like potholes, damaged street signs and code enforcement issues through a mobile device or online. Have you used this program to submit an issue? (without "not provided")

| | | |
|--|--------|---------|
| Q17. Have you used SeeClickFix Topeka to submit an issue | Number | Percent |
| Yes | 90 | 18.7 % |
| I know about it, but have not used it | 79 | 16.4 % |
| No | 303 | 63.0 % |
| I have tried it, but could not figure it out | 9 | 1.9 % |
| Total | 481 | 100.0 % |

Q17a. How would you rate the ease of use of SeeClickFix Topeka?

Q17a. How would you rate ease of use of SeeClickFix

| Topeka | Number | Percent |
|-------------------|--------|---------|
| Very satisfied | 13 | 13.1 % |
| Satisfied | 42 | 42.4 % |
| Neutral | 25 | 25.3 % |
| Dissatisfied | 14 | 14.1 % |
| Very dissatisfied | 3 | 3.0 % |
| Don't know | 2 | 2.0 % |
| Total | 99 | 100.0 % |

WITHOUT "DON'T KNOW"**Q17a. How would you rate the ease of use of SeeClickFix Topeka? (without "don't know")**

Q17a. How would you rate ease of use of SeeClickFix

| Topeka | Number | Percent |
|-------------------|--------|---------|
| Very satisfied | 13 | 13.4 % |
| Satisfied | 42 | 43.3 % |
| Neutral | 25 | 25.8 % |
| Dissatisfied | 14 | 14.4 % |
| Very dissatisfied | 3 | 3.1 % |
| Total | 97 | 100.0 % |

Q18. Open Data Initiative. The City of Topeka is dedicated to improving accessibility, transparency and accountability of City government. The open portal (www.data.topeka.org) provides direct access to City financial and operational data. Have you used the open portal site (Performance Portal, Open Budget, Checkbook, Open Projects, etc.) to look up any City data?

| | | |
|--|--------|---------|
| Q18. Have you used open portal site to look up any City data | Number | Percent |
| Yes | 21 | 4.2 % |
| I know about it, but have not used it | 49 | 9.8 % |
| No | 401 | 80.2 % |
| I have tried it, but could not figure it out | 6 | 1.2 % |
| Not provided | 23 | 4.6 % |
| Total | 500 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q18. Open Data Initiative. The City of Topeka is dedicated to improving accessibility, transparency and accountability of City government. The open portal (www.data.topeka.org) provides direct access to City financial and operational data. Have you used the open portal site (Performance Portal, Open Budget, Checkbook, Open Projects, etc.) to look up any City data? (without "not provided")

| | | |
|--|--------|---------|
| Q18. Have you used open portal site to look up any City data | Number | Percent |
| Yes | 21 | 4.4 % |
| I know about it, but have not used it | 49 | 10.3 % |
| No | 401 | 84.1 % |
| I have tried it, but could not figure it out | 6 | 1.3 % |
| Total | 477 | 100.0 % |

Q18a. How would you rate the ease of use of data.topeka.org?

| Q18a. How would you rate ase of use of data.topeka.org | Number | Percent |
|--|--------|---------|
| Very satisfied | 1 | 3.7 % |
| Satisfied | 6 | 22.2 % |
| Neutral | 8 | 29.6 % |
| Dissatisfied | 10 | 37.0 % |
| Don't know | 2 | 7.4 % |
| Total | 27 | 100.0 % |

WITHOUT "DON'T KNOW"**Q18a. How would you rate the ease of use of data.topeka.org? (without "don't know")**

| Q18a. How would you rate ase of use of data.topeka.org | Number | Percent |
|--|--------|---------|
| Very satisfied | 1 | 4.0 % |
| Satisfied | 6 | 24.0 % |
| Neutral | 8 | 32.0 % |
| Dissatisfied | 10 | 40.0 % |
| Total | 25 | 100.0 % |

Q19. Customer Service. Have you interacted with (by phone, online or by visit) the City with a question, problem, or complaint during the past year?

| Q19. Have you interacted with City during past year | Number | Percent |
|---|--------|---------|
| Yes | 189 | 37.8 % |
| No | 311 | 62.2 % |
| Total | 500 | 100.0 % |

Q19a. If you have interacted with (by phone, online, or by visit) the City during the past year, what led to that interaction?

| Q19a. What led to that interaction with City | Number | Percent |
|--|--------|---------|
| Compliment | 9 | 4.8 % |
| Question | 76 | 40.2 % |
| Request | 56 | 29.6 % |
| Complaint | 41 | 21.7 % |
| Not provided | 7 | 3.7 % |
| Total | 189 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q19a. If you have interacted with (by phone, online, or by visit) the City during the past year, what led to that interaction? (without "not provided")

| Q19a. What led to that interaction with City | Number | Percent |
|--|--------|---------|
| Compliment | 9 | 4.9 % |
| Question | 76 | 41.8 % |
| Request | 56 | 30.8 % |
| Complaint | 41 | 22.5 % |
| Total | 182 | 100.0 % |

Q19b. What was the specific reason you interacted with the City?

| Q19b. What was the specific reason you interacted with City | Number | Percent |
|---|----------|--------------|
| City service (street maintenance, trash, water, recycling, yard waste, wastewater) | 116 | 61.4 % |
| Emergency or safety | 7 | 3.7 % |
| Public records/ordinances/licenses/permits | 9 | 4.8 % |
| Code violation (tall grass-weeds/mowing, illegal parking/dumping, abandoned vehicles) | 23 | 12.2 % |
| Community engagement | 2 | 1.1 % |
| Building codes/inspections | 8 | 4.2 % |
| Other | 20 | 10.6 % |
| <u>Not provided</u> | <u>4</u> | <u>2.1 %</u> |
| Total | 189 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q19b. What was the specific reason you interacted with the City? (without "not provided")**

| Q19b. What was the specific reason you interacted with City | Number | Percent |
|---|-----------|---------------|
| City service (street maintenance, trash, water, recycling, yard waste, wastewater) | 116 | 62.7 % |
| Emergency or safety | 7 | 3.8 % |
| Public records/ordinances/licenses/permits | 9 | 4.9 % |
| Code violation (tall grass-weeds/mowing, illegal parking/dumping, abandoned vehicles) | 23 | 12.4 % |
| Community engagement | 2 | 1.1 % |
| Building codes/inspections | 8 | 4.3 % |
| <u>Other</u> | <u>20</u> | <u>10.8 %</u> |
| Total | 185 | 100.0 % |

Q19c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate your satisfaction with each item.

(N=189)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q19c-1. How easy the department was to contact | 15.9% | 50.8% | 18.0% | 10.1% | 3.2% | 2.1% |
| Q19c-2. Level of courtesy you received | 30.7% | 38.6% | 17.5% | 5.3% | 4.2% | 3.7% |
| Q19c-3. Technical competence & knowledge of City employees who assisted you | 20.1% | 40.7% | 23.3% | 5.8% | 2.6% | 7.4% |
| Q19c-4. Overall satisfaction with your customer service experience | 20.1% | 40.7% | 19.0% | 10.1% | 6.3% | 3.7% |

WITHOUT "DON'T KNOW"

Q19c. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Please rate your satisfaction with each item. (without "don't know")

(N=189)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q19c-1. How easy the department was to contact | 16.2% | 51.9% | 18.4% | 10.3% | 3.2% |
| Q19c-2. Level of courtesy you received | 31.9% | 40.1% | 18.1% | 5.5% | 4.4% |
| Q19c-3. Technical competence & knowledge of City employees who assisted you | 21.7% | 44.0% | 25.1% | 6.3% | 2.9% |
| Q19c-4. Overall satisfaction with your customer service experience | 20.9% | 42.3% | 19.8% | 10.4% | 6.6% |

Q20. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=500)

| | Very safe | Safe | Neutral | Unsafe | Very unsafe | Don't know |
|--|-----------|-------|---------|--------|-------------|------------|
| Q20-1. In your neighborhood during the day | 38.0% | 46.8% | 9.8% | 4.4% | 0.4% | 0.6% |
| Q20-2. In your neighborhood at night | 16.2% | 46.8% | 18.6% | 12.8% | 5.0% | 0.6% |
| Q20-3. Overall feeling of safety in Topeka | 5.8% | 30.4% | 32.8% | 22.2% | 8.0% | 0.8% |

WITHOUT "DON'T KNOW"

Q20. Feeling of Safety. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=500)

| | Very safe | Safe | Neutral | Unsafe | Very unsafe |
|--|-----------|-------|---------|--------|-------------|
| Q20-1. In your neighborhood during the day | 38.2% | 47.1% | 9.9% | 4.4% | 0.4% |
| Q20-2. In your neighborhood at night | 16.3% | 47.1% | 18.7% | 12.9% | 5.0% |
| Q20-3. Overall feeling of safety in Topeka | 5.8% | 30.6% | 33.1% | 22.4% | 8.1% |

Q21. Public Safety. Please rate your level of satisfaction with the following public safety services provided by the City of Topeka.

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q21-1. Visibility of police in neighborhoods | 4.0% | 39.2% | 30.2% | 19.2% | 4.2% | 3.2% |
| Q21-2. City's efforts to prevent crime | 3.2% | 26.2% | 35.6% | 22.6% | 6.6% | 5.8% |
| Q21-3. Effectiveness of community policing efforts | 4.0% | 26.2% | 39.6% | 16.6% | 4.2% | 9.4% |
| Q21-4. Overall quality of police response | 7.8% | 35.8% | 28.0% | 13.4% | 3.2% | 11.8% |
| Q21-5. Overall quality of fire department response | 21.2% | 48.4% | 13.8% | 1.6% | 0.4% | 14.6% |
| Q21-6. Enforcement of local traffic laws | 6.6% | 34.0% | 31.2% | 16.0% | 6.8% | 5.4% |
| Q21-7. Overall quality of animal control response | 5.8% | 30.4% | 27.2% | 8.8% | 3.0% | 24.8% |
| Q21-8. Topeka Fire Department personnel professionalism | 28.6% | 42.2% | 10.2% | 0.6% | 0.6% | 17.8% |
| Q21-9. Topeka Fire Department community involvement | 21.8% | 41.2% | 18.8% | 0.4% | 0.6% | 17.2% |
| Q21-10. Topeka Fire Department Fire/EMS public information education | 16.2% | 35.4% | 23.4% | 1.8% | 0.2% | 23.0% |
| Q21-11. Overall quality of Topeka Fire Department Fire/EMS services | 23.0% | 48.0% | 14.0% | 0.6% | 0.6% | 13.8% |
| Q21-12. Once established, Topeka Fire Department Advanced Life Support (ALS) Response program | 12.0% | 24.8% | 18.4% | 0.4% | 0.2% | 44.2% |

WITHOUT "DON'T KNOW"**Q21. Public Safety. Please rate your level of satisfaction with the following public safety services provided by the City of Topeka. (without "don't know")**

(N=500)

| | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q21-1. Visibility of police in neighborhoods | 4.1% | 40.5% | 31.2% | 19.8% | 4.3% |
| Q21-2. City's efforts to prevent crime | 3.4% | 27.8% | 37.8% | 24.0% | 7.0% |
| Q21-3. Effectiveness of community policing efforts | 4.4% | 28.9% | 43.7% | 18.3% | 4.6% |
| Q21-4. Overall quality of police response | 8.8% | 40.6% | 31.7% | 15.2% | 3.6% |
| Q21-5. Overall quality of fire department response | 24.8% | 56.7% | 16.2% | 1.9% | 0.5% |
| Q21-6. Enforcement of local traffic laws | 7.0% | 35.9% | 33.0% | 16.9% | 7.2% |
| Q21-7. Overall quality of animal control response | 7.7% | 40.4% | 36.2% | 11.7% | 4.0% |
| Q21-8. Topeka Fire Department personnel professionalism | 34.8% | 51.3% | 12.4% | 0.7% | 0.7% |
| Q21-9. Topeka Fire Department community involvement | 26.3% | 49.8% | 22.7% | 0.5% | 0.7% |
| Q21-10. Topeka Fire Department Fire/EMS public information education | 21.0% | 46.0% | 30.4% | 2.3% | 0.3% |
| Q21-11. Overall quality of Topeka Fire Department Fire/EMS services | 26.7% | 55.7% | 16.2% | 0.7% | 0.7% |
| Q21-12. Once established, Topeka Fire Department Advanced Life Support (ALS) Response program | 21.5% | 44.4% | 33.0% | 0.7% | 0.4% |

Q22. Which THREE of the Public Safety items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q22. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Visibility of police in neighborhoods | 127 | 25.4 % |
| City's efforts to prevent crime | 195 | 39.0 % |
| Effectiveness of community policing efforts | 40 | 8.0 % |
| Overall quality of police response | 32 | 6.4 % |
| Overall quality of fire department response | 5 | 1.0 % |
| Enforcement of local traffic laws | 35 | 7.0 % |
| Overall quality of animal control response | 5 | 1.0 % |
| Topeka Fire Department personnel professionalism | 1 | 0.2 % |
| Topeka Fire Department community involvement | 1 | 0.2 % |
| Topeka Fire Department Fire/EMS public information education | 6 | 1.2 % |
| Overall quality of Topeka Fire Department Fire/EMS services | 2 | 0.4 % |
| Once established, Topeka Fire Department Advanced Life Support (ALS) Response program | 6 | 1.2 % |
| None chosen | 45 | 9.0 % |
| Total | 500 | 100.0 % |

Q22. Which THREE of the Public Safety items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q22. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Visibility of police in neighborhoods | 81 | 16.2 % |
| City's efforts to prevent crime | 104 | 20.8 % |
| Effectiveness of community policing efforts | 86 | 17.2 % |
| Overall quality of police response | 73 | 14.6 % |
| Overall quality of fire department response | 13 | 2.6 % |
| Enforcement of local traffic laws | 40 | 8.0 % |
| Overall quality of animal control response | 12 | 2.4 % |
| Topeka Fire Department personnel professionalism | 2 | 0.4 % |
| Topeka Fire Department community involvement | 5 | 1.0 % |
| Topeka Fire Department Fire/EMS public information education | 7 | 1.4 % |
| Overall quality of Topeka Fire Department Fire/EMS services | 12 | 2.4 % |
| Once established, Topeka Fire Department Advanced Life Support (ALS) Response program | 4 | 0.8 % |
| None chosen | 61 | 12.2 % |
| Total | 500 | 100.0 % |

Q22. Which THREE of the Public Safety items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

| <u>Q22. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Visibility of police in neighborhoods | 66 | 13.2 % |
| City's efforts to prevent crime | 46 | 9.2 % |
| Effectiveness of community policing efforts | 86 | 17.2 % |
| Overall quality of police response | 77 | 15.4 % |
| Overall quality of fire department response | 19 | 3.8 % |
| Enforcement of local traffic laws | 46 | 9.2 % |
| Overall quality of animal control response | 17 | 3.4 % |
| Topeka Fire Department personnel professionalism | 3 | 0.6 % |
| Topeka Fire Department community involvement | 4 | 0.8 % |
| Topeka Fire Department Fire/EMS public information education | 7 | 1.4 % |
| Overall quality of Topeka Fire Department Fire/EMS services | 20 | 4.0 % |
| Once established, Topeka Fire Department Advanced Life Support (ALS) Response program | 16 | 3.2 % |
| None chosen | 93 | 18.6 % |
| Total | 500 | 100.0 % |

SUM OF TOP 3 CHOICES

Q22. Which THREE of the Public Safety items listed in Question 22 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

| <u>Q22. Sum of top 3 choices</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Visibility of police in neighborhoods | 274 | 54.8 % |
| City's efforts to prevent crime | 345 | 69.0 % |
| Effectiveness of community policing efforts | 212 | 42.4 % |
| Overall quality of police response | 182 | 36.4 % |
| Overall quality of fire department response | 37 | 7.4 % |
| Enforcement of local traffic laws | 121 | 24.2 % |
| Overall quality of animal control response | 34 | 6.8 % |
| Topeka Fire Department personnel professionalism | 6 | 1.2 % |
| Topeka Fire Department community involvement | 10 | 2.0 % |
| Topeka Fire Department Fire/EMS public information education | 20 | 4.0 % |
| Overall quality of Topeka Fire Department Fire/EMS services | 34 | 6.8 % |
| Once established, Topeka Fire Department Advanced Life Support (ALS) Response program | 26 | 5.2 % |
| None chosen | 45 | 9.0 % |
| Total | 1346 | |

Q23. Economic Development. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the city's current pace of development in each of the following areas.

(N=500)

| | Much too slow | Too slow | Just right | Too fast | Much too fast | Don't know |
|--|---------------|----------|------------|----------|---------------|------------|
| Q23-1. Office/commercial development | 6.6% | 26.8% | 34.6% | 4.2% | 1.6% | 26.2% |
| Q23-2. Industrial development | 6.6% | 27.8% | 38.2% | 1.2% | 1.0% | 25.2% |
| Q23-3. Multi-family residential development | 6.6% | 21.0% | 35.8% | 3.8% | 2.2% | 30.6% |
| Q23-4. Single-family residential development | 8.2% | 27.0% | 36.4% | 3.0% | 1.0% | 24.4% |
| Q23-5. Retail development | 14.2% | 35.2% | 26.2% | 5.2% | 1.2% | 18.0% |
| Q23-6. Affordable housing | 18.2% | 31.0% | 24.8% | 1.4% | 1.2% | 23.4% |
| Q23-7. Small business assistance | 13.2% | 27.0% | 21.0% | 0.8% | 0.6% | 37.4% |

WITHOUT "DON'T KNOW"

Q23. Economic Development. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the city's current pace of development in each of the following areas. (without "don't know")

(N=500)

| | Much too slow | Too slow | Just right | Too fast | Much too fast |
|--|---------------|----------|------------|----------|---------------|
| Q23-1. Office/commercial development | 8.9% | 36.3% | 46.9% | 5.7% | 2.2% |
| Q23-2. Industrial development | 8.8% | 37.2% | 51.1% | 1.6% | 1.3% |
| Q23-3. Multi-family residential development | 9.5% | 30.3% | 51.6% | 5.5% | 3.2% |
| Q23-4. Single-family residential development | 10.8% | 35.7% | 48.1% | 4.0% | 1.3% |
| Q23-5. Retail development | 17.3% | 42.9% | 32.0% | 6.3% | 1.5% |
| Q23-6. Affordable housing | 23.8% | 40.5% | 32.4% | 1.8% | 1.6% |
| Q23-7. Small business assistance | 21.1% | 43.1% | 33.5% | 1.3% | 1.0% |

Q24. The City of Topeka uses incentives to attract and expand retail, residential, manufacturing, science and technology, and regional office companies to the City. Some examples of the types of incentives the City can offer include: property tax incrementing financing which reimburses a portion of the property tax to the developer, or creating a special taxing district to add an additional sales tax to be used by the developer. Knowing this, how supportive are you of having the City use incentives to attract and expand retail, residential, manufacturing, science and technology, and regional office companies?

Q24. How supportive are you of having City use incentives to attract & expand retail, residential, manufacturing, science & technology, & regional office companies

| | Number | Percent |
|---------------------|--------|---------|
| Very supportive | 136 | 27.2 % |
| Somewhat supportive | 200 | 40.0 % |
| Not sure | 82 | 16.4 % |
| Not supportive | 61 | 12.2 % |
| Not provided | 21 | 4.2 % |
| Total | 500 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q24. The City of Topeka uses incentives to attract and expand retail, residential, manufacturing, science and technology, and regional office companies to the City. Some examples of the types of incentives the City can offer include: property tax incrementing financing which reimburses a portion of the property tax to the developer, or creating a special taxing district to add an additional sales tax to be used by the developer. Knowing this, how supportive are you of having the City use incentives to attract and expand retail, residential, manufacturing, science and technology, and regional office companies? (without "not provided")

Q24. How supportive are you of having City use incentives to attract & expand retail, residential, manufacturing, science & technology, & regional office companies

| | Number | Percent |
|---------------------|--------|---------|
| Very supportive | 136 | 28.4 % |
| Somewhat supportive | 200 | 41.8 % |
| Not sure | 82 | 17.1 % |
| Not supportive | 61 | 12.7 % |
| Total | 479 | 100.0 % |

Q25. In ORDER, please rank which development opportunities you support the most for incentives from 1 (MOST supportive) to 7(LEAST supportive).

(N=500)

| | Most supportive | 2 | 3 | 4 | 5 | 6 | Least supportive | Not provided |
|-------------------------------|--------------------|-------|-------|-------|-------|-------|---------------------|-----------------|
| Q25-1. Retail | 14.6% | 13.6% | 4.4% | 1.4% | 15.6% | 10.6% | 36.8% | 3.0% |
| Q25-2. Residential | 12.4% | 21.4% | 10.0% | 5.4% | 13.0% | 17.0% | 16.4% | 4.4% |
| Q25-3. Restaurants | 14.8% | 10.8% | 15.0% | 7.6% | 15.8% | 15.2% | 14.8% | 6.0% |
| Q25-4. Commercial/ office | 15.4% | 14.2% | 13.2% | 11.8% | 12.2% | 13.6% | 11.0% | 8.6% |
| Q25-5. Manufacturing | 14.8% | 15.0% | 15.4% | 16.4% | 11.0% | 11.8% | 5.6% | 10.0% |
| Q25-6. Science/ technology | 12.6% | 7.8% | 17.4% | 21.2% | 12.2% | 12.6% | 4.8% | 11.4% |
| Q25-7. Quality of life | 8.4% | 9.4% | 16.0% | 25.8% | 13.4% | 10.8% | 4.2% | 12.0% |

WITHOUT "NOT PROVIDED"

Q25. In ORDER, please rank which development opportunities you support the most for incentives from 1 (MOST supportive) to 7(LEAST supportive). (without "not provided")

(N=500)

| | Most supportive | 2 | 3 | 4 | 5 | 6 | Least supportive |
|-------------------------------|--------------------|-------|-------|-------|-------|-------|---------------------|
| Q25-1. Retail | 15.1% | 14.0% | 4.5% | 1.4% | 16.1% | 10.9% | 37.9% |
| Q25-2. Residential | 13.0% | 22.4% | 10.5% | 5.6% | 13.6% | 17.8% | 17.2% |
| Q25-3. Restaurants | 15.7% | 11.5% | 16.0% | 8.1% | 16.8% | 16.2% | 15.7% |
| Q25-4. Commercial/office | 16.8% | 15.5% | 14.4% | 12.9% | 13.3% | 14.9% | 12.0% |
| Q25-5. Manufacturing | 16.4% | 16.7% | 17.1% | 18.2% | 12.2% | 13.1% | 6.2% |
| Q25-6. Science/ technology | 14.2% | 8.8% | 19.6% | 23.9% | 13.8% | 14.2% | 5.4% |
| Q25-7. Quality of life | 9.5% | 10.7% | 18.2% | 29.3% | 15.2% | 12.3% | 4.8% |

Q26. Typically, how often do you shop online with stores outside of Topeka?

Q26. How often do you shop online with stores outside of Topeka

| | Number | Percent |
|-----------------------|--------|---------|
| Every day | 32 | 6.4 % |
| A few times per week | 93 | 18.6 % |
| At least once a week | 73 | 14.6 % |
| A few times per month | 150 | 30.0 % |
| A few times per year | 80 | 16.0 % |
| Seldom or never | 61 | 12.2 % |
| Not provided | 11 | 2.2 % |
| Total | 500 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q26. Typically, how often do you shop online with stores outside of Topeka? (without "not provided")**

Q26. How often do you shop online with stores outside of Topeka

| | Number | Percent |
|-----------------------|--------|---------|
| Every day | 32 | 6.5 % |
| A few times per week | 93 | 19.0 % |
| At least once a week | 73 | 14.9 % |
| A few times per month | 150 | 30.7 % |
| A few times per year | 80 | 16.4 % |
| Seldom or never | 61 | 12.5 % |
| Total | 489 | 100.0 % |

Q27. Strategic Goals and Priorities. Topeka has updated their strategic goals and priorities for the years 2021 and 2022. The Governing Body and Staff will work together to build on the successes of previous plans and the outline of the updated goals and priorities to guide the city's growth and planning efforts for the future. Please rank the importance of each goal from 1st (MOST important) to 5th (LEAST important).

(N=500)

| | Most important | 2 | 3 | 4 | Least important | Not provided |
|--|-------------------|-------|-------|-------|--------------------|--------------|
| Q27-1. Health, wellness, hope, & opportunity | 32.0% | 14.8% | 16.8% | 5.6% | 21.6% | 9.2% |
| Q27-2. Grow a vibrant, prideful, prosperous & inclusive community | 16.2% | 20.2% | 23.2% | 12.0% | 18.4% | 10.0% |
| Q27-3. Balanced economic development (grow a vibrant economy) | 17.0% | 20.8% | 21.8% | 18.2% | 11.0% | 11.2% |
| Q27-4. Build public trust through efficient & effective mission focused government service provision | 14.2% | 16.6% | 18.8% | 22.6% | 16.0% | 11.8% |
| Q27-5. Continual improvement in infrastructure | 9.6% | 16.2% | 9.2% | 29.4% | 22.8% | 12.8% |

WITHOUT "NOT PROVIDED"

Q27. Strategic Goals and Priorities. Topeka has updated their strategic goals and priorities for the years 2021 and 2022. The Governing Body and Staff will work together to build on the successes of previous plans and the outline of the updated goals and priorities to guide the city's growth and planning efforts for the future. Please rank the importance of each goal from 1st (MOST important) to 5th (LEAST important). (without "not provided")

(N=500)

| | Most important | 2 | 3 | 4 | Least important |
|--|-------------------|-------|-------|-------|--------------------|
| Q27-1. Health, wellness, hope, & opportunity | 35.2% | 16.3% | 18.5% | 6.2% | 23.8% |
| Q27-2. Grow a vibrant, prideful, prosperous & inclusive community | 18.0% | 22.4% | 25.8% | 13.3% | 20.4% |
| Q27-3. Balanced economic development (grow a vibrant economy) | 19.1% | 23.4% | 24.5% | 20.5% | 12.4% |
| Q27-4. Build public trust through efficient & effective mission focused government service provision | 16.1% | 18.8% | 21.3% | 25.6% | 18.1% |
| Q27-5. Continual improvement in infrastructure | 11.0% | 18.6% | 10.6% | 33.7% | 26.1% |

Q30. Approximately how many years have you lived in the City of Topeka?

| Q30. How many years have you lived in City of Topeka | Number | Percent |
|--|--------|---------|
| Less than 5 years | 60 | 12.0 % |
| 5-10 years | 62 | 12.4 % |
| 11-20 years | 110 | 22.0 % |
| 20+ years | 262 | 52.4 % |
| Not provided | 6 | 1.2 % |
| Total | 500 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q30. Approximately how many years have you lived in the City of Topeka? (without "not provided")**

| Q30. How many years have you lived in City of Topeka | Number | Percent |
|--|--------|---------|
| Less than 5 years | 60 | 12.1 % |
| 5-10 years | 62 | 12.6 % |
| 11-20 years | 110 | 22.3 % |
| 20+ years | 262 | 53.0 % |
| Total | 494 | 100.0 % |

Q31. What is your age?

| Q31. Your age | Number | Percent |
|---------------|--------|---------|
| 18-34 | 106 | 21.2 % |
| 35-44 | 76 | 15.2 % |
| 45-54 | 93 | 18.6 % |
| 55-64 | 100 | 20.0 % |
| 65+ | 94 | 18.8 % |
| Not provided | 31 | 6.2 % |
| Total | 500 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q31. What is your age? (without "not provided")**

| Q31. Your age | Number | Percent |
|---------------|--------|---------|
| 18-34 | 106 | 22.6 % |
| 35-44 | 76 | 16.2 % |
| 45-54 | 93 | 19.8 % |
| 55-64 | 100 | 21.3 % |
| 65+ | 94 | 20.0 % |
| Total | 469 | 100.0 % |

Q32. What is your total annual household income?

| Q32. What is your total annual household income | Number | Percent |
|---|--------|---------|
| Under 30K | 101 | 20.2 % |
| \$30K to \$59,999 | 138 | 27.6 % |
| \$60K to \$99,999 | 142 | 28.4 % |
| \$100K+ | 70 | 14.0 % |
| Not provided | 49 | 9.8 % |
| Total | 500 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q32. What is your total annual household income? (without "not provided")**

| Q32. What is your total annual household income | Number | Percent |
|---|--------|---------|
| Under 30K | 101 | 22.4 % |
| \$30K to \$59,999 | 138 | 30.6 % |
| \$60K to \$99,999 | 142 | 31.5 % |
| \$100K+ | 70 | 15.5 % |
| Total | 451 | 100.0 % |

Q33. Which of the following best describes your current employment status?

| Q33. Which following best describes your current employment status | Number | Percent |
|--|--------|---------|
| Employed outside home | 274 | 54.8 % |
| Self-employed | 51 | 10.2 % |
| Student/retired/not currently employed outside home | 124 | 24.8 % |
| Unemployed | 27 | 5.4 % |
| Not provided | 24 | 4.8 % |
| Total | 500 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q33. Which of the following best describes your current employment status? (without "not provided")**

| Q33. Which following best describes your current employment status | Number | Percent |
|--|--------|---------|
| Employed outside home | 274 | 57.6 % |
| Self-employed | 51 | 10.7 % |
| Student/retired/not currently employed outside home | 124 | 26.1 % |
| Unemployed | 27 | 5.7 % |
| Total | 476 | 100.0 % |

Q33a. Where do you work?

| Q33a. Where do you work | Number | Percent |
|-------------------------|--------|---------|
| Topeka | 242 | 88.3 % |
| Lawrence | 8 | 2.9 % |
| Shawnee County, Kansas | 8 | 2.9 % |
| Elsewhere in Kansas | 13 | 4.7 % |
| Not provided | 3 | 1.1 % |
| Total | 274 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q33a. Where do you work? (without "not provided")**

| Q33a. Where do you work | Number | Percent |
|-------------------------|--------|---------|
| Topeka | 242 | 89.3 % |
| Lawrence | 8 | 3.0 % |
| Shawnee County, Kansas | 8 | 3.0 % |
| Elsewhere in Kansas | 13 | 4.8 % |
| Total | 271 | 100.0 % |

Q34. Your gender:

| Q34. Your gender | Number | Percent |
|------------------|--------|---------|
| Male | 248 | 49.6 % |
| Female | 250 | 50.0 % |
| Not provided | 2 | 0.4 % |
| Total | 500 | 100.0 % |

WITHOUT "NOT PROVIDED"**Q34. Your gender: (without "not provided")**

| Q34. Your gender | Number | Percent |
|------------------|--------|---------|
| Male | 248 | 49.8 % |
| Female | 250 | 50.2 % |
| Total | 498 | 100.0 % |

Q35. Which of the following best describes your race/ethnicity?

| <u>Q35. Which following best describes your race/ethnicity</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Asian/Pacific Islander | 9 | 1.8 % |
| Black/African American | 52 | 10.4 % |
| Native American | 10 | 2.0 % |
| White/Caucasian | 387 | 77.4 % |
| Hispanic | 73 | 14.6 % |
| Other | 9 | 1.8 % |
| Total | 540 | |

Q35-6. Other

| <u>Q35-6. Self-describe your race/ethnicity</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Multiple races | 2 | 22.2 % |
| Mixed | 1 | 11.1 % |
| Euro American | 1 | 11.1 % |
| Pakistan/Indian | 1 | 11.1 % |
| MEXICAN | 1 | 11.1 % |
| IRISH AND GERMAN | 1 | 11.1 % |
| More than one | 1 | 11.1 % |
| NATIVE AMERICAN HISPANIC | 1 | 11.1 % |
| Total | | 100.0 % |



Survey Instrument



CITY OF TOPEKA

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City Manager
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Fax: 785-368-3909
www.topeka.org

August 2021

Dear Topeka Resident,

The City of Topeka is requesting your help and a few minutes of your time! You have been chosen to participate in a survey designed to gather resident opinions and feedback on city programs and services. The information requested in this survey will be used to improve and expand existing programs and determine future needs of residents in the City of Topeka.

Please return your completed survey in the next week using the postage-paid envelope provided. If you prefer, you can complete the survey online at TopekaSurvey.org. The survey data will be compiled and analyzed by ETC institute, which is one of the nation's leading firms in the field of local governmental research. They will present the results to the city by the end of 2021. Individual responses to the survey will remain confidential.

Please contact LeRoy Younger at the City of Topeka at 785-368-3725 if you have any questions.

Thank you in advance for your participation.

Sincerely,

Brent Trout
City Manager

2021 City of Topeka Citizen Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's on-going effort to identify and respond to resident concerns. If you prefer, you can complete the survey online at TopekaSurvey.org. Thank you!

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

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Overall quality of police services | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Overall quality of fire and emergency medical services | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Overall maintenance of city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Overall quality of city water and sewer utilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Overall enforcement of city codes and ordinances | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Overall quality of customer service you receive from city employees | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Overall effectiveness of city communication with the public | 5 | 4 | 3 | 2 | 1 | 9 |

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 1.]*

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

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

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Overall quality of services provided by the City of Topeka | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Overall value that you receive for your city tax dollars and fees | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Overall image of the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. How well the city is planning growth | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. How well the city is managing growth | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Overall quality of life in the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Overall feeling of safety in the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Quality of new development in the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. As a place to retire | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Overall appearance of the city | 5 | 4 | 3 | 2 | 1 | 9 |

4. **Leadership. Please rate your satisfaction with each of the items listed below.**

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. Overall effectiveness of leadership provided by the city's elected officials | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Overall effectiveness of the city manager and appointed staff | 5 | 4 | 3 | 2 | 1 | 9 |

5. **Living in Topeka.** Using a scale of 1 to 5, where 5 is "Very important" and 1 is "Not at all Important," please indicate how important each of the following reasons were in your decision to live in Topeka.

| | | Very Important | Important | Neutral | Not Important | Not at all Important | Don't Know |
|----|----------------------------|----------------|-----------|---------|---------------|----------------------|------------|
| 1. | Quality of life | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Public safety | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Reasonable cost of living | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Access to quality shopping | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Affordability of housing | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | Quality of housing | 5 | 4 | 3 | 2 | 1 | 9 |

6. **Is there another reason you live in Topeka?** ____ (1) Yes [Answer Q6a.] ____ (2) No [Skip to Q7.]

6a. **What is the reason, and why it is important to you?**

7. **Maintenance.** Please rate your satisfaction with the following services provided by the city.

| | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Maintenance of streets in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Maintenance of sidewalks | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Maintenance of curbs and gutters | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Snow removal on major city streets | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Street sweeping in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. | Right-of-way mowing along city streets throughout the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. | Maintenance of medians throughout the city | 5 | 4 | 3 | 2 | 1 | 9 |
| 8. | Alley maintenance in your neighborhood | 5 | 4 | 3 | 2 | 1 | 9 |

8. **Which THREE of the city maintenance 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 7.]

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

9. **Code Enforcement.** Please rate your satisfaction with each of the following.

| | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Enforcing the clean-up of debris on private properties | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Enforcing the mowing and cutting of weeds on private properties | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Enforcing the exterior maintenance of residential homes | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Enforcing the exterior maintenance of business properties | 5 | 4 | 3 | 2 | 1 | 9 |

10. **How would you describe the city's level of enforcement when it comes to codes and ordinances?**

____ (1) Too much ____ (2) About right ____ (3) Too little ____ (9) Don't know

11. Utility Service. For each of the items listed below, please rate your level of satisfaction.

| | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | Water pressure on a typical day | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | Taste of your tap water | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Smell of your tap water | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Clarity of your tap water | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | How easy your utility bill is to understand | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Options for paying your utility bill | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | How well the city keeps you informed about water quality issues | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | How well the city keeps you informed about disruptions to your water service | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Overall quality of your water service | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Overall quality of your stormwater drainage | 5 | 4 | 3 | 2 | 1 | 9 |

12. Which THREE of the categories of utility 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 11.]

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

13. Communication. Please rate your satisfaction with the following aspects of communication provided by the City of Topeka.

| | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | The availability of information about city programs/services | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | The level of public involvement in local decision making | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | The quality of the city's website | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Ease of use of the city's website | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | Responsiveness of city social media pages | 5 | 4 | 3 | 2 | 1 | 9 |

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

____ (01) The city weekly newsletter ____ (05) Instagram ____ (09) City cable channel (City4)
 ____ (02) Local Newspaper ____ (06) Twitter ____ (10) City website
 ____ (03) Television News ____ (07) Nextdoor ____ (11) Other: _____
 ____ (04) Facebook ____ (08) Word of mouth

15. Which TWO sources of information do you MOST PREFER to use to get information about city issues, services, and events? [Write in your answers below using the numbers from the list in Question 14.]

1st: ____ 2nd: ____

16. Broadband Internet Connectivity. Please rate your satisfaction with the following aspects of broadband Internet connectivity in the City of Topeka.

| | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | The quality of broadband Internet connectivity | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | The availability of broadband Internet connectivity | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | The cost of broadband Internet connectivity | 5 | 4 | 3 | 2 | 1 | 9 |

17. **SeeClickFix Topeka** is the program the City of Topeka uses for citizens to submit service requests for things like potholes, damaged street signs and code enforcement issues through a mobile device or online. Have you used this program to submit an issue?

____(1) Yes [Answer Q17a.]
 ____ (2) I know about it, but have not used it [Skip to Q18.]
 ____ (3) No [Skip to Q18.]
 ____ (4) I have tried it, but could not figure it out [Answer Q17a.]

17a. How would you rate the ease of use of SeeClickFix Topeka?

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know

18. **Open Data Initiative.** The City of Topeka is dedicated to improving accessibility, transparency and accountability of city government. The open portal (www.data.topeka.org) provides direct access to city financial and operational data. Have you used the open portal site (Performance Portal, Open Budget, Checkbook, Open Projects, etc.) to look up any city data?

____(1) Yes [Answer Q18a.]
 ____ (2) I know about it, but have not used it [Skip to Q19.]
 ____ (3) No [Skip to Q19.]
 ____ (4) I have tried it, but could not figure it out [Answer Q18a.]

18a. How would you rate the ease of use of data.topeka.org?

____(1) Very satisfied ____ (3) Neutral ____ (5) Very dissatisfied
 ____ (2) Satisfied ____ (4) Dissatisfied ____ (9) Don't know

19. **Customer Service.** Have you interacted with (by phone, on-line, or by visiting) the city with a question, problem, or complaint during the past year?

____(1) Yes [Answer Q19a-c.] ____ (2) No [Skip to Q20.]

19a. If you have interacted with (by phone, on-line, or by visiting) the city during the past year, what led to that interaction?

____(1) Compliment ____ (2) Question ____ (3) Request ____ (4) Complaint

19b. What was the specific reason you interacted with the City? [Check only one.]

____ (1) City service (street maintenance, trash, water, recycling, yard waste, wastewater)
 ____ (2) Emergency or safety
 ____ (3) Public records/Ordinances/Licenses/Permits
 ____ (4) Code violation (tall grass-weeds/mowing, illegal parking/dumping, abandoned vehicles)
 ____ (5) Community engagement
 ____ (6) Building Codes/Inspections
 ____ (7) Other: _____

19c. Several factors that may influence your perception of the quality of customer service you receive from city employees are listed below. Please rate your satisfaction with each item.

| | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | How easy the department was to contact | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | Level of courtesy you received | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Technical competence and knowledge of city employees who assisted you | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Overall satisfaction with your customer service experience | 5 | 4 | 3 | 2 | 1 | 9 |

20. **Feeling of Safety.** On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

| How safe do you feel... | Very Safe | Safe | Neutral | Unsafe | Very Unsafe | Don't Know |
|--|-----------|------|---------|--------|-------------|------------|
| 1. In your neighborhood during the day | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. In your neighborhood at night | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Overall feeling of safety in Topeka | 5 | 4 | 3 | 2 | 1 | 9 |

21. **Public Safety.** Please rate your level of satisfaction with the following public safety services provided by the City of Topeka.

| | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | The visibility of police in neighborhoods | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. | The city's efforts to prevent crime | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. | Effectiveness of community policing efforts | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. | Overall quality of police response | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. | Overall quality of fire department response | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. | Enforcement of local traffic laws | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. | Overall quality of animal control response | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. | Topeka Fire Department personnel professionalism | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. | Topeka Fire Department community involvement | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. | Topeka Fire Department Fire/EMS public information education | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. | Overall quality of Topeka Fire Department Fire/EMS services | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. | Once established, Topeka Fire Department Advanced Life Support (ALS) Response program | 5 | 4 | 3 | 2 | 1 | 9 |

22. Which THREE of the Public Safety items 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 21.]

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

23. **Economic Development.** Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the city's current pace of development in each of the following areas.

| | Much Too Slow | Too Slow | Just Right | Too Fast | Much Too Fast | Don't Know |
|--|---------------|----------|------------|----------|---------------|------------|
| 1. Office/Commercial development | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. Industrial development | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. Multi-family residential development | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. Single-family residential development | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. Retail development | 5 | 4 | 3 | 2 | 1 | 9 |
| 6. Affordable housing | 5 | 4 | 3 | 2 | 1 | 9 |
| 7. Small business assistance | 5 | 4 | 3 | 2 | 1 | 9 |

24. The City of Topeka uses incentives to attract and expand retail, residential, manufacturing, science and technology, and regional office companies to the city. Some examples of the types of incentives the city can offer include: property tax incrementing financing which reimburses a portion of the property tax to the developer, or creating a special taxing district to add an additional sales tax to be used by the developer. Knowing this, how supportive are you of having the city use incentives to attract and expand retail, residential, manufacturing, science and technology, and regional office companies?

____(1) Very supportive ____ (2) Somewhat supportive ____ (3) Not sure ____ (4) Not supportive

25. In ORDER, please rank which development opportunities you support the most for incentives from 1 (MOST supportive) to 7(LEAST supportive). [Write in your answers using the numbers from the list below.]

| | | | | | | |
|----------------|----------------------|-----------------------|--------------------|-----------|-----------|-----------|
| 1. Retail | 3. Restaurants | 5. Manufacturing | 7. Quality of Life | | | |
| 2. Residential | 4. Commercial/Office | 6. Science/Technology | | | | |
| 1st: ____ | 2nd: ____ | 3rd: ____ | 4th: ____ | 5th: ____ | 6th: ____ | 7th: ____ |

26. Typically, how often do shop online with stores outside of Topeka?

| | | |
|------------------------------|-------------------------------|------------------------------|
| ____(1) Every day | ____(3) At least once a week | ____(5) A few times per year |
| ____(2) A few times per week | ____(4) A few times per month | ____(6) Seldom or never |

Strategic Goals and Priorities. Topeka has updated their strategic goals and priorities for the years 2021 and 2022. The Governing Body and Staff will work together to build on the successes of previous plans and the outline of the updated goals and priorities to guide the city's growth and planning efforts for the future.

Governing Body Strategic Goals and Priorities 2021/2022:

1. Health, Wellness, Hope, and Opportunity
2. Grow a Vibrant, Proudful, Prosperous and Inclusive Community
3. Balanced Economic Development (Grow a Vibrant Economy)
4. Build Public Trust through Efficient and Effective Mission Focused Government Service Provision
5. Continual Improvement in Infrastructure

27. Please rank the importance of each goal from 1st (MOST important) to 5th (LEAST important). [Write in your answers below using the numbers from the list labeled "Governing Body Strategic Goals and Priorities" above.]

| | | | | |
|-----------|-----------|-----------|-----------|-----------|
| 1st: ____ | 2nd: ____ | 3rd: ____ | 4th: ____ | 5th: ____ |
|-----------|-----------|-----------|-----------|-----------|

28. Are there current services, projects or programs that the City of Topeka currently offers that you would recommend are discontinued?

29. Are there other services, projects or programs that you would like the City of Topeka to offer?

Demographics

30. Approximately how many years have you lived in the City of Topeka?

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

31. What is your age? _____ years

32. What is your total annual household income?

____(1) Under 30,000 ____ (2) \$30,000 to \$59,999 ____ (3) \$60,000 to \$99,999 ____ (4) More than \$100,000

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

____(1) Employed outside the home *[Answer Q33a.]*
____(2) Self-employed
____(3) Student/Retired/Not currently employed outside the home
____(4) Unemployed

33a. Where do you work?

____(1) Topeka ____ (2) Lawrence ____ (3) Shawnee County, Kansas ____ (4) Elsewhere in Kansas

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

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

____(1) Asian/Pacific Islander ____ (4) White/Caucasian
____(2) Black/African American ____ (5) Hispanic
____(3) Native American ____ (99) Other: _____

This concludes the survey. Thank you for your time!

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

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