



2021 City of Overland Park Community Survey

Johnson County Benchmarking Analysis

Presented to the City of Overland Park,
Kansas

August 2021



ETC
INSTITUTE

Benchmarking Analysis –Johnson County Average



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 in the continental United States, and (2) surveys that have been administered by ETC Institute in 12 communities in Johnson County, Kansas between January 2018 and July 2021.

- Edgerton, Kansas
- Fairway, Kansas
- Gardner, Kansas
- Johnson County, Kansas
- Lenexa, Kansas
- Merriam, Kansas
- Mission, Kansas
- Olathe, Kansas
- Prairie Village, Kansas
- Roeland Park, Kansas
- Shawnee, Kansas
- Spring Hill, Kansas

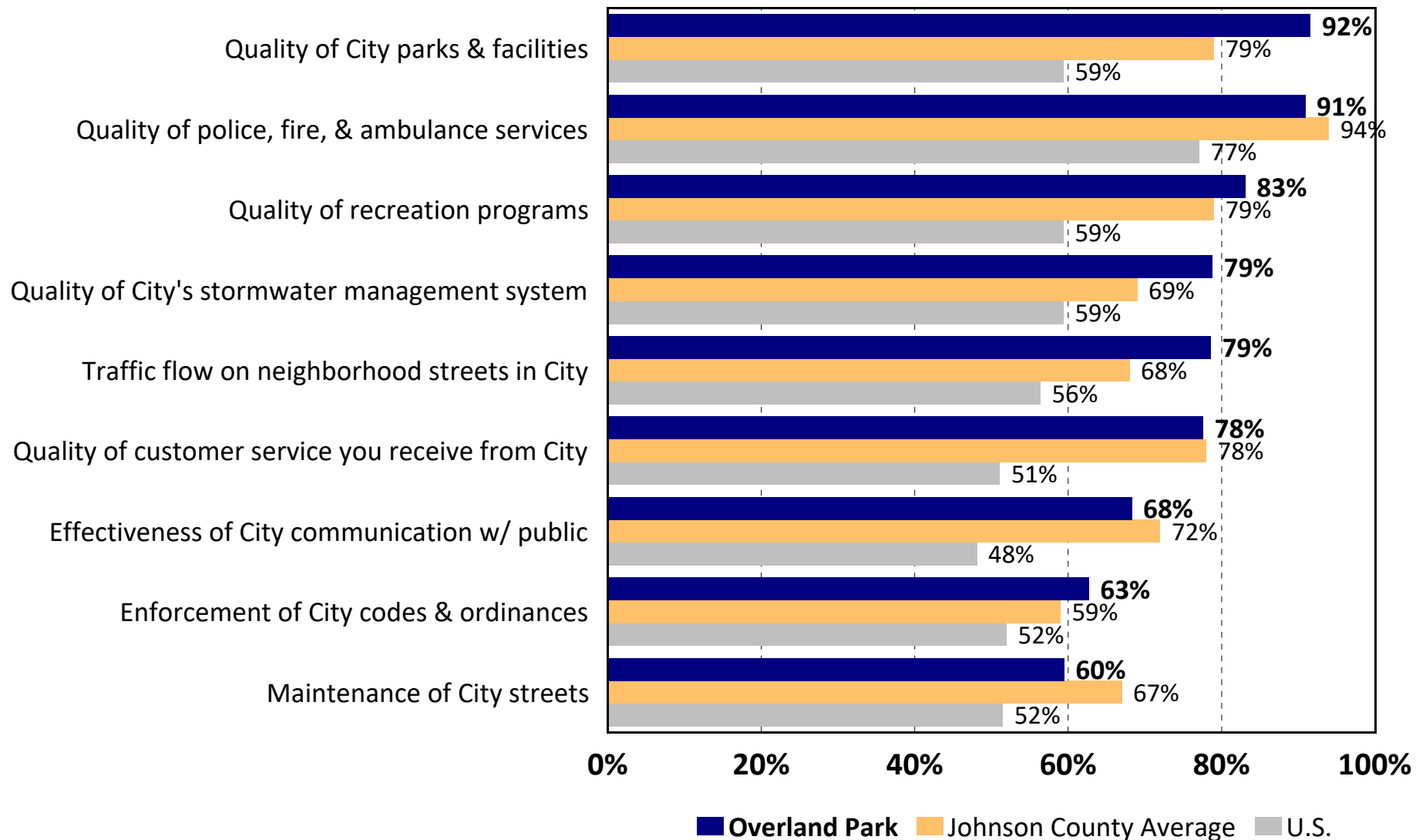
National Benchmarks. The charts on the following pages show how the overall results for Overland Park compare to the national average based on the results of a survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents. These charts also show how Overland Park compares to communities in Johnson County.

National Benchmarks (Johnson County Average)

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 Overland Park is not authorized without written consent from ETC Institute.

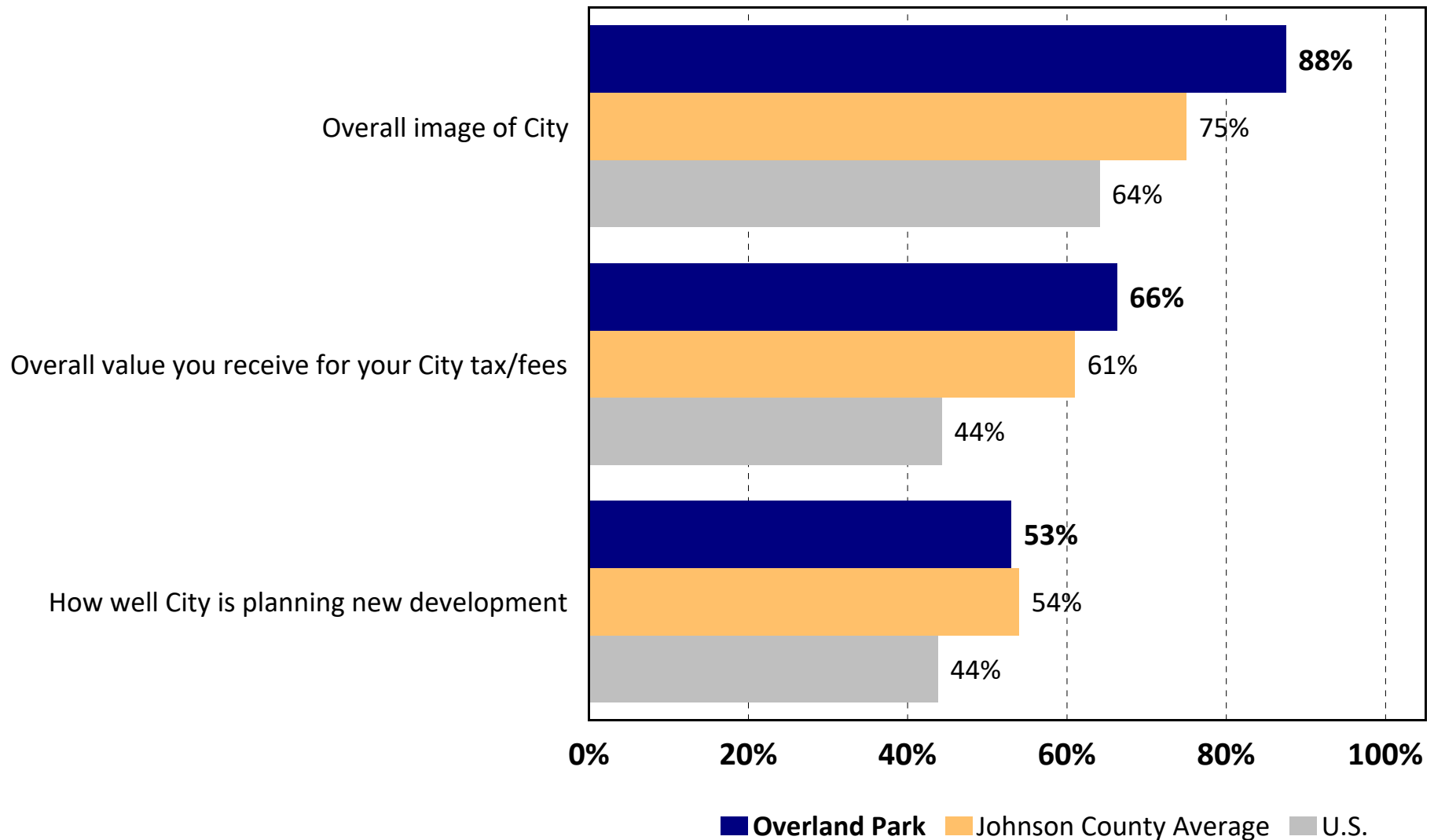
Overall Satisfaction with Major Categories of City Services: City of Overland Park vs. Johnson County Average vs. U.S.

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"



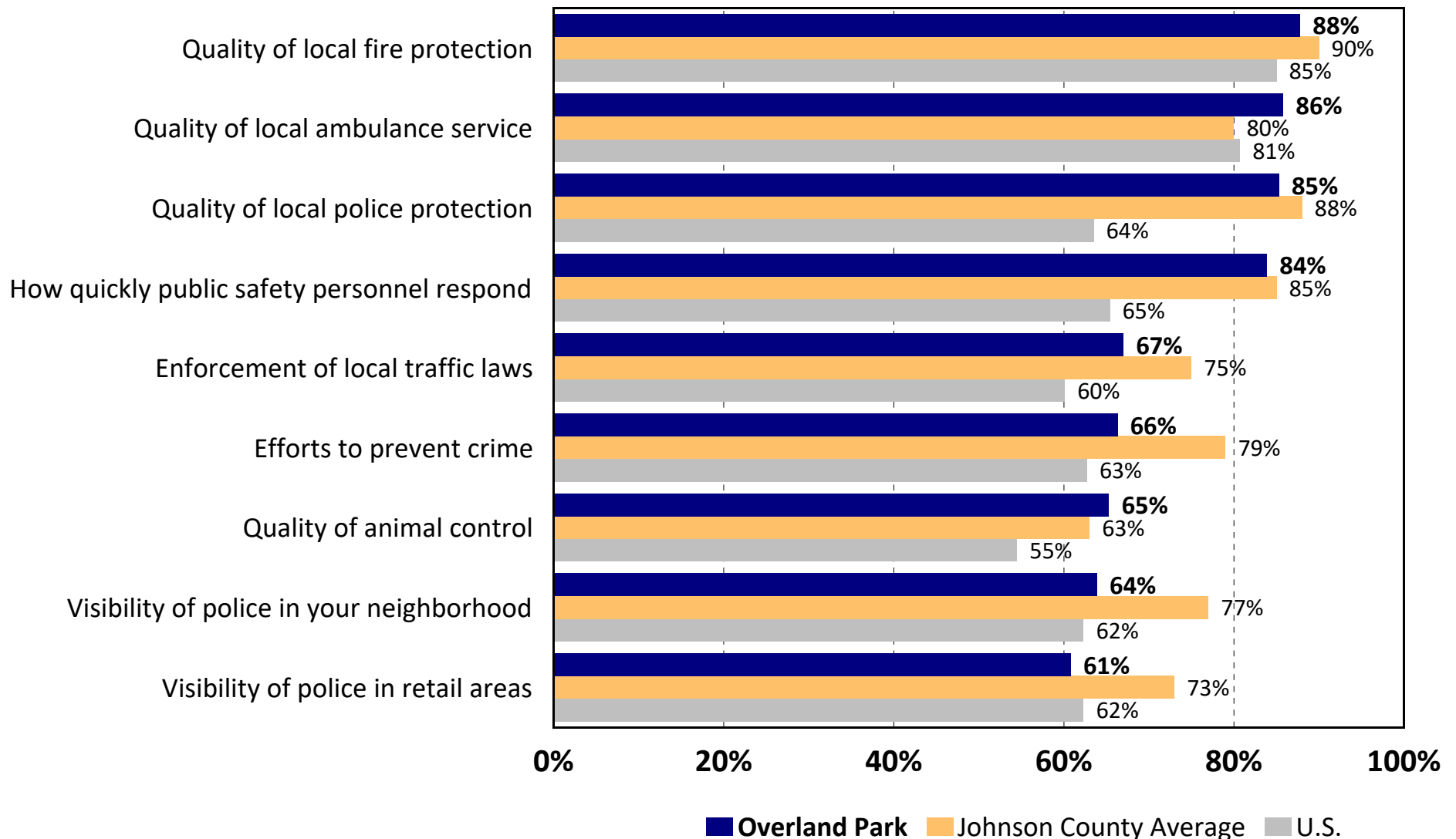
Satisfaction with Items Influencing Perceptions of the City: City of Overland Park vs. Johnson County Average vs. U.S.

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"



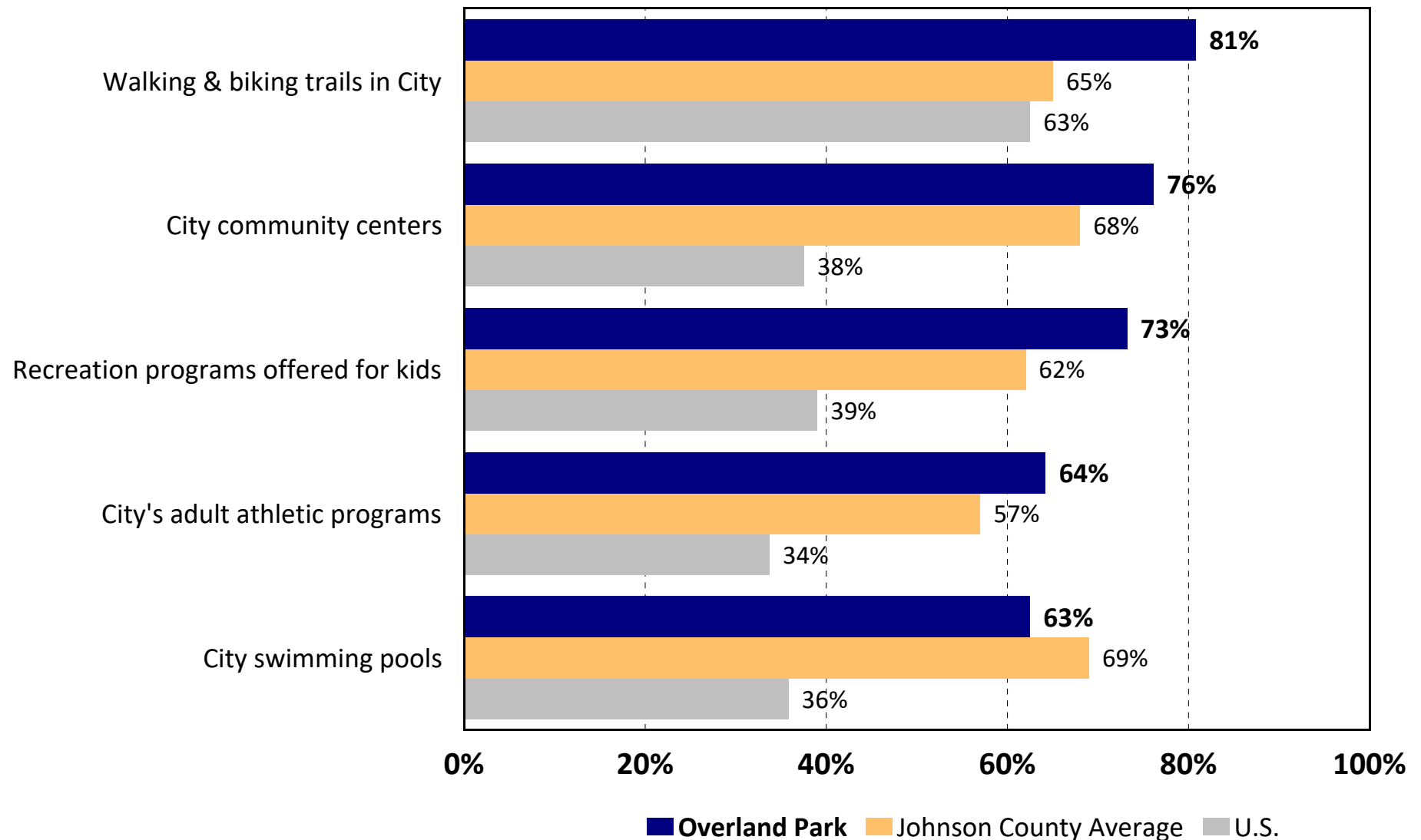
Overall Satisfaction with Public Safety: City of Overland Park vs. Johnson County Average vs. U.S.

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"



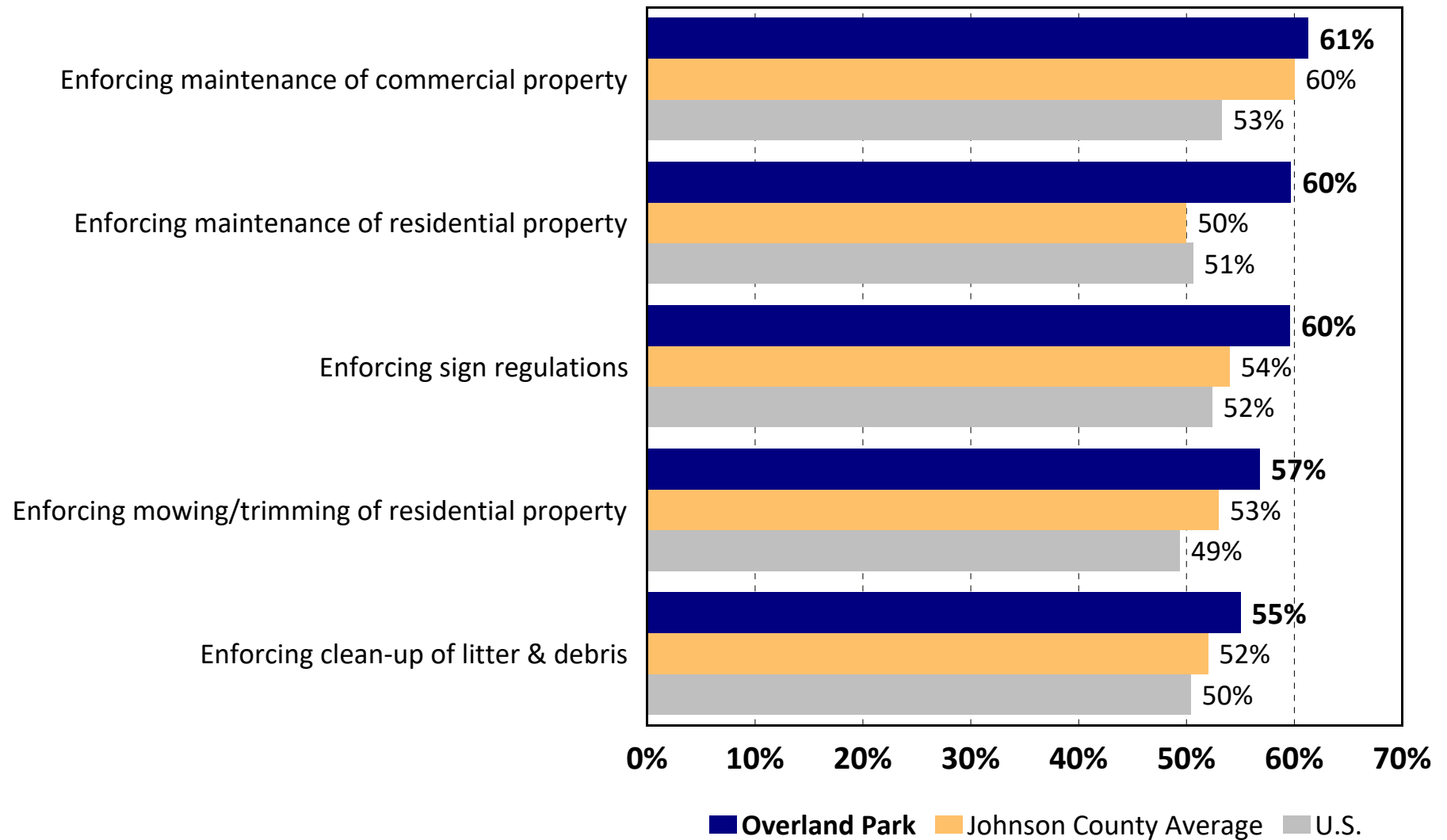
Overall Satisfaction with Parks and Recreation: City of Overland Park vs. Johnson County Average vs. U.S.

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"



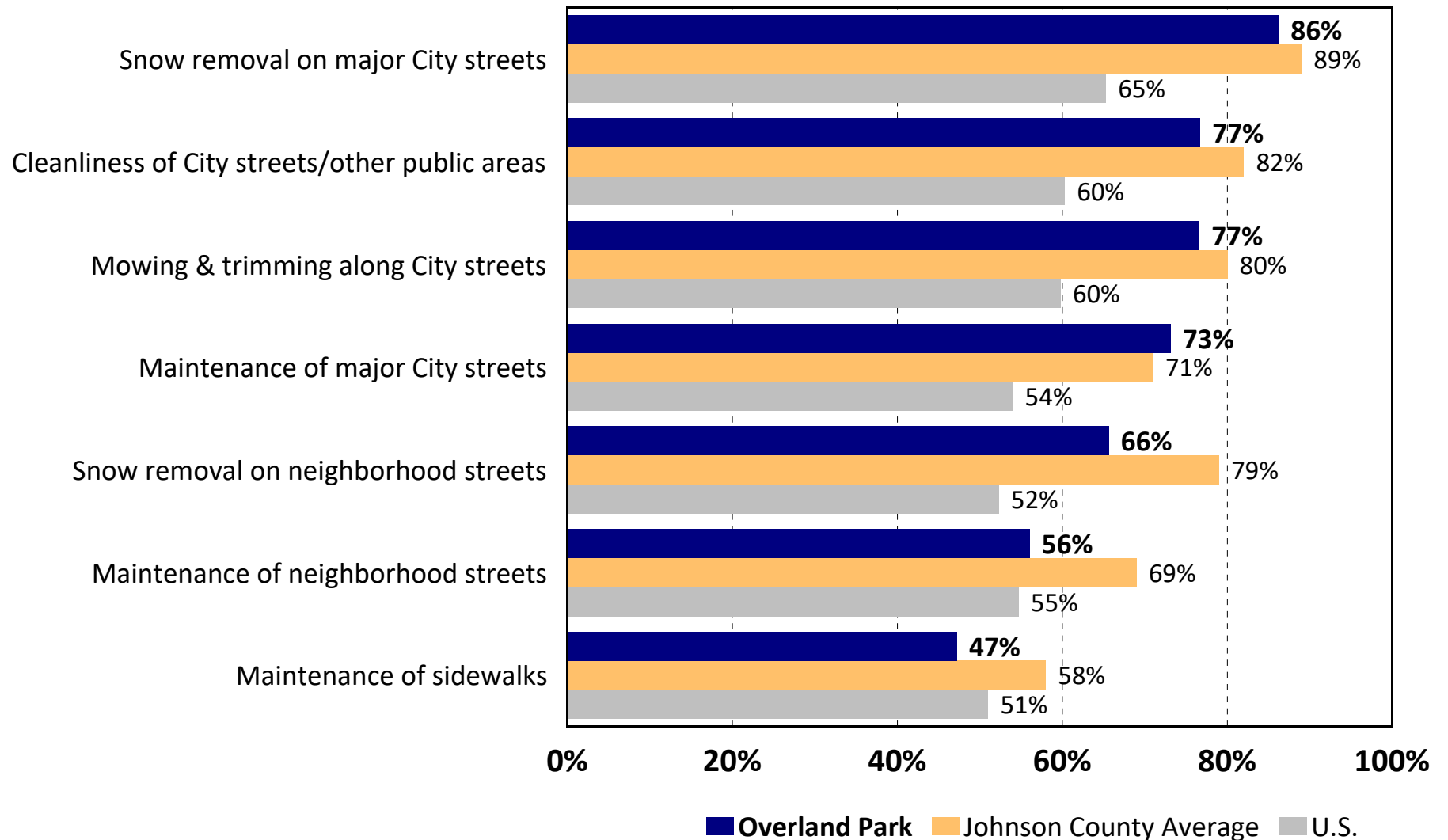
Overall Satisfaction with Code Enforcement: City of Overland Park vs. Johnson County Average vs. U.S.

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"



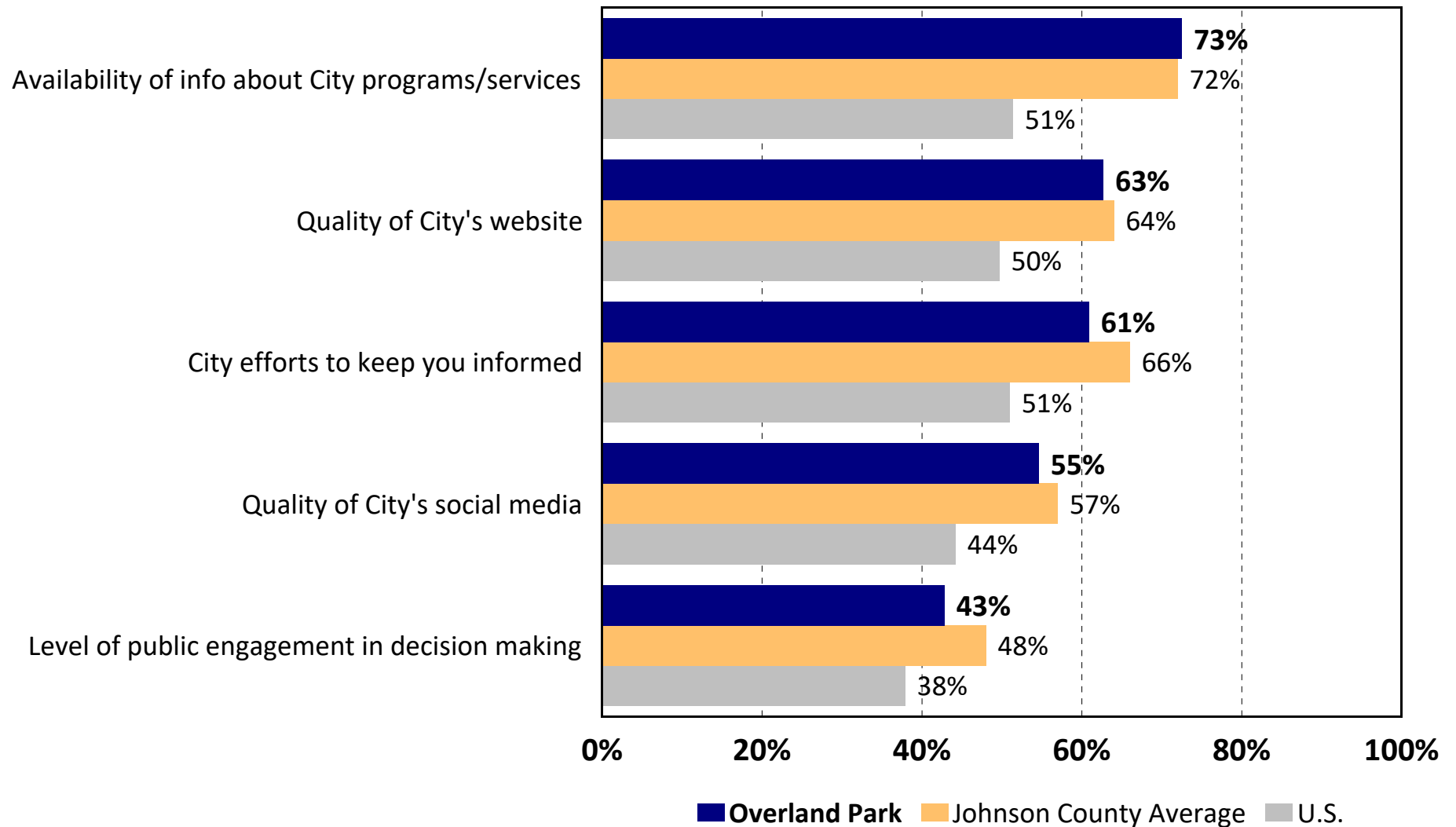
Overall Satisfaction with City Maintenance: City of Overland Park vs. Johnson County Average vs. U.S.

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"



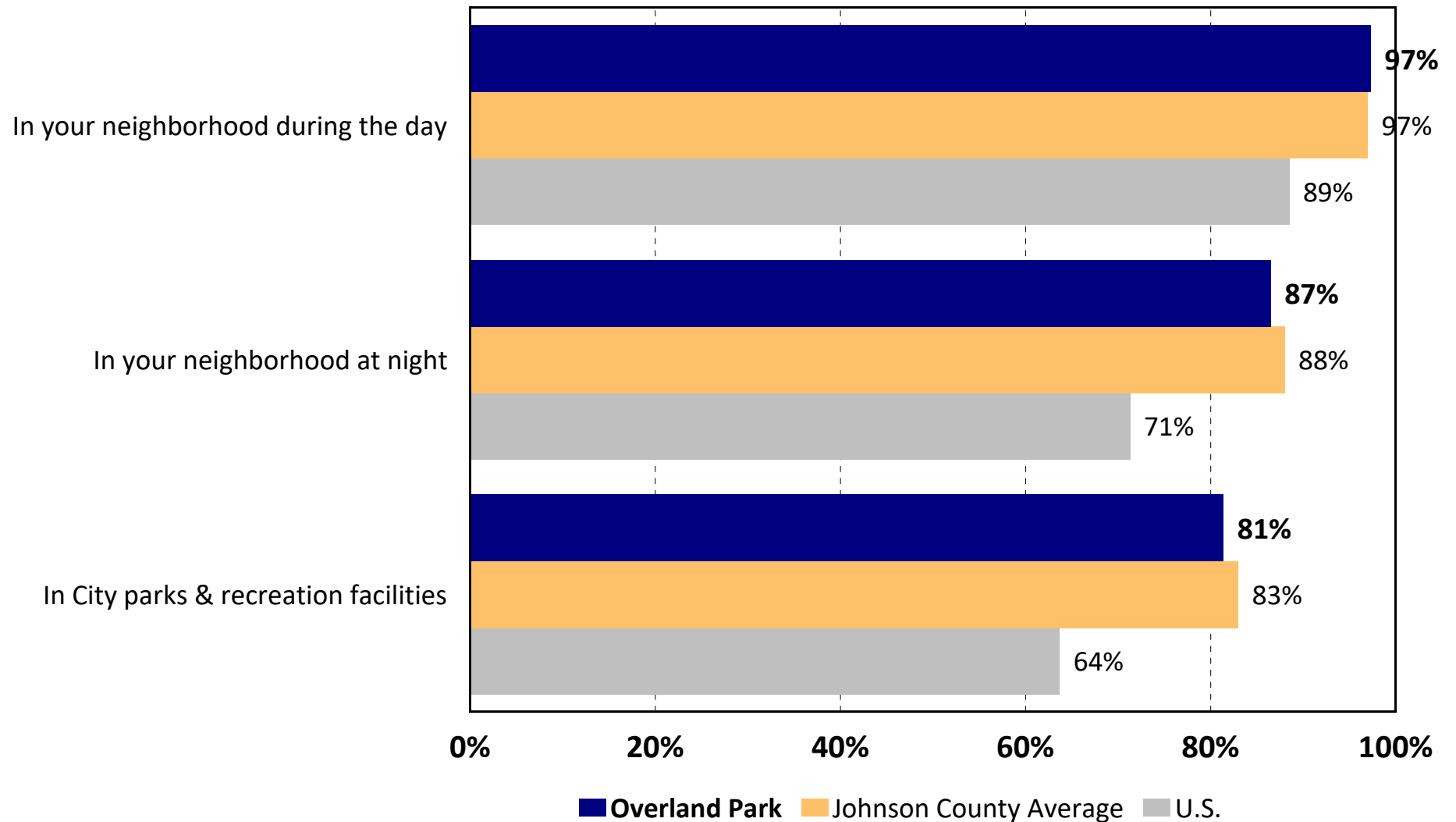
Overall Satisfaction with City Communication: City of Overland Park vs. Johnson County Average vs. U.S.

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"



Perceptions of Safety in the City: City of Overland Park vs. Johnson County Average 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"



How Residents Rate the Community Where They Live: City of Overland Park vs. Johnson County Average vs. U.S.

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor"

