



THE NCSTM
The National Citizen SurveyTM

Bonner Springs, KS

Community Livability Report

2017



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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About

The National Citizen Survey™ (The NCS) report is about the “livability” of Bonner Springs. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

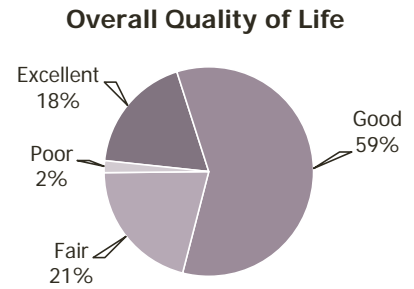
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 356 residents of the City of Bonner Springs. The margin of error around any reported percentage is 5% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in Bonner Springs

Most residents rated the quality of life in Bonner Springs as excellent or good. This rating was similar to the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

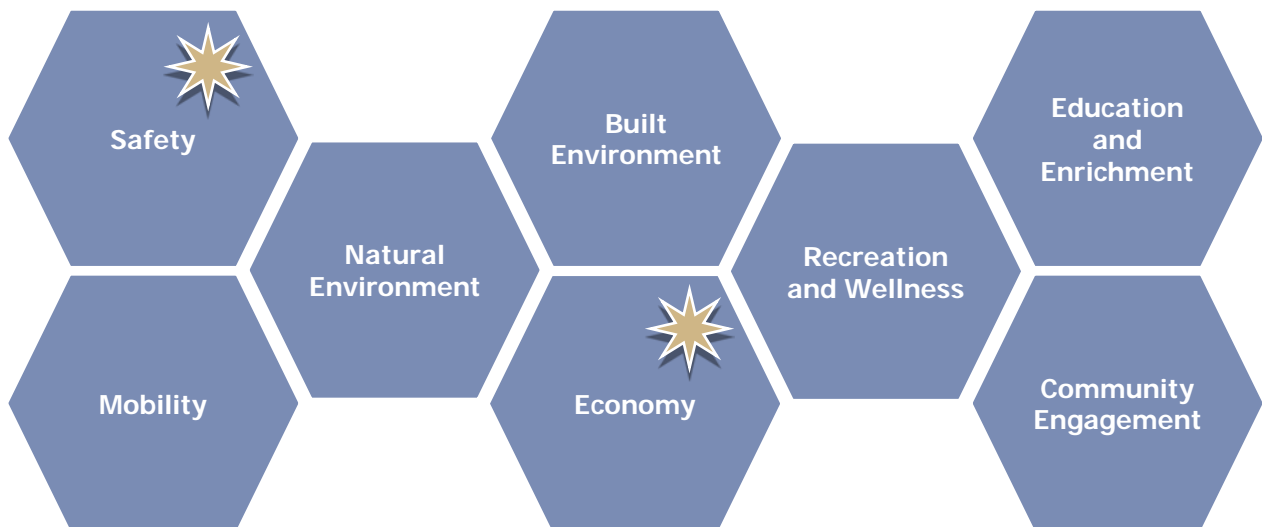
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community in the coming two years, namely Safety and Economy. Ratings for all eight facets of community livability were positive and similar to other communities across the nation. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Bonner Springs’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

- * Most important



Community Characteristics

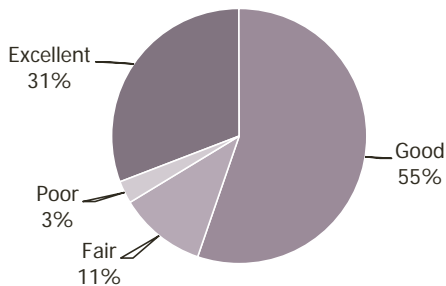
What makes a community livable, attractive and a place where people want to be?

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Bonner Springs, 86% rated the City as an excellent or good place to live. Respondents' ratings of Bonner Springs as a place to live were similar to ratings in other communities across the nation.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Bonner Springs as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Bonner Springs and its overall appearance. Ratings for each of these aspects were similar to the national benchmark with positive ratings from at least three in five residents.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, ratings for Community Characteristics varied. The facet of Mobility tended to receive ratings higher than the national benchmark. Notably, almost 9 in 10 residents rated overall ease of travel as excellent or good. Ratings for Safety, Built Environment and Community Engagement all tended to be similar to comparison communities. Ratings for Natural Environment, Economy, Recreation and Wellness, and Education and Enrichment tended to be similar to or lower than the national benchmark.

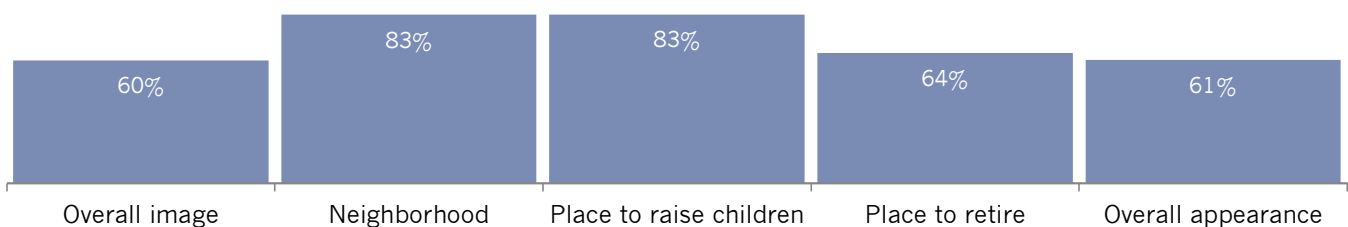
Place to Live



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



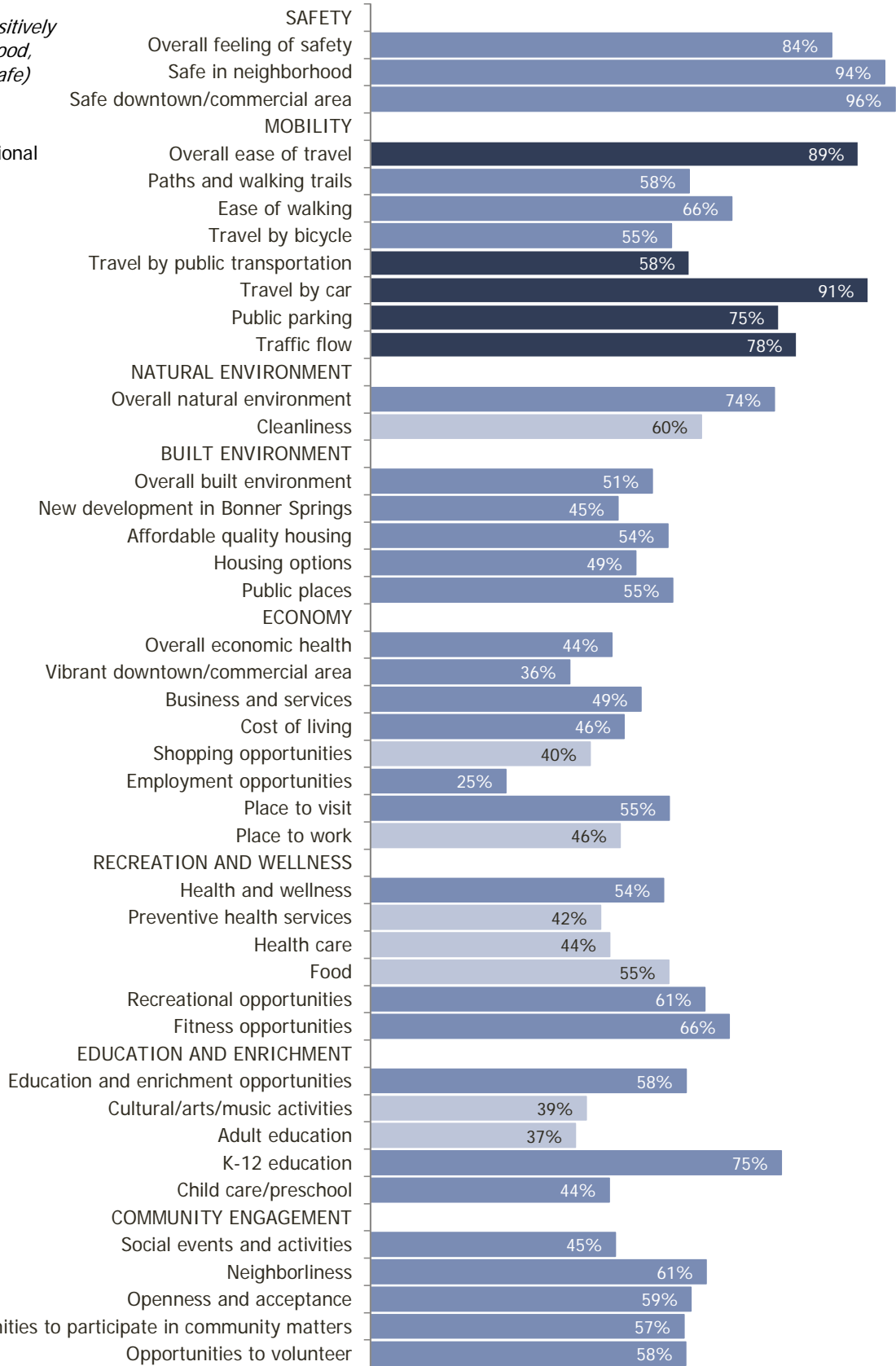
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Figure 1: Aspects of Community Characteristics

*Percent rating positively
(e.g., excellent/good,
very/somewhat safe)*

Comparison to national
benchmark

- Higher
- Similar
- Lower



Governance

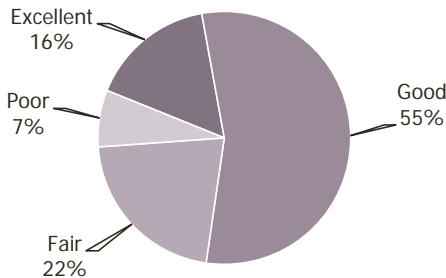
How well does the government of Bonner Springs meet the needs and expectations of its residents?

The overall quality of the services provided by Bonner Springs as well as the manner in which these services is provided are key components of how residents rate their quality of life. Close to three-quarters of residents rated the overall quality of services provided by the City of Bonner Springs as excellent or good. Ratings for City services as well as services provided by the Federal Government were similar to the national benchmark.

Survey respondents also rated various aspects of Bonner Springs's leadership and governance, including overall direction of Bonner Springs, confidence in local leaders and the value of services for taxes paid. In general, about half of residents rated each aspect positively. All ratings were similar to other communities nationwide.

Respondents evaluated over 30 individual services and amenities available in Bonner Springs. By and large, residents rated these services similarly to other communities across the nation. Within the facet of Natural Environment however, ratings tended to be similar to or lower than the national benchmark. Among the highest rated services in Bonner Springs were Safety services including fire and ambulance/EMS as well as Recreation and Wellness services. Additionally, almost all residents rated services related to public libraries positively.

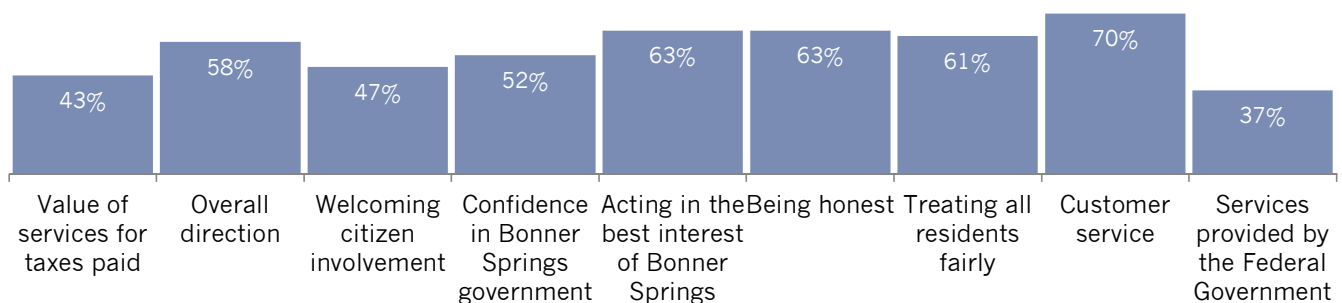
Overall Quality of City Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



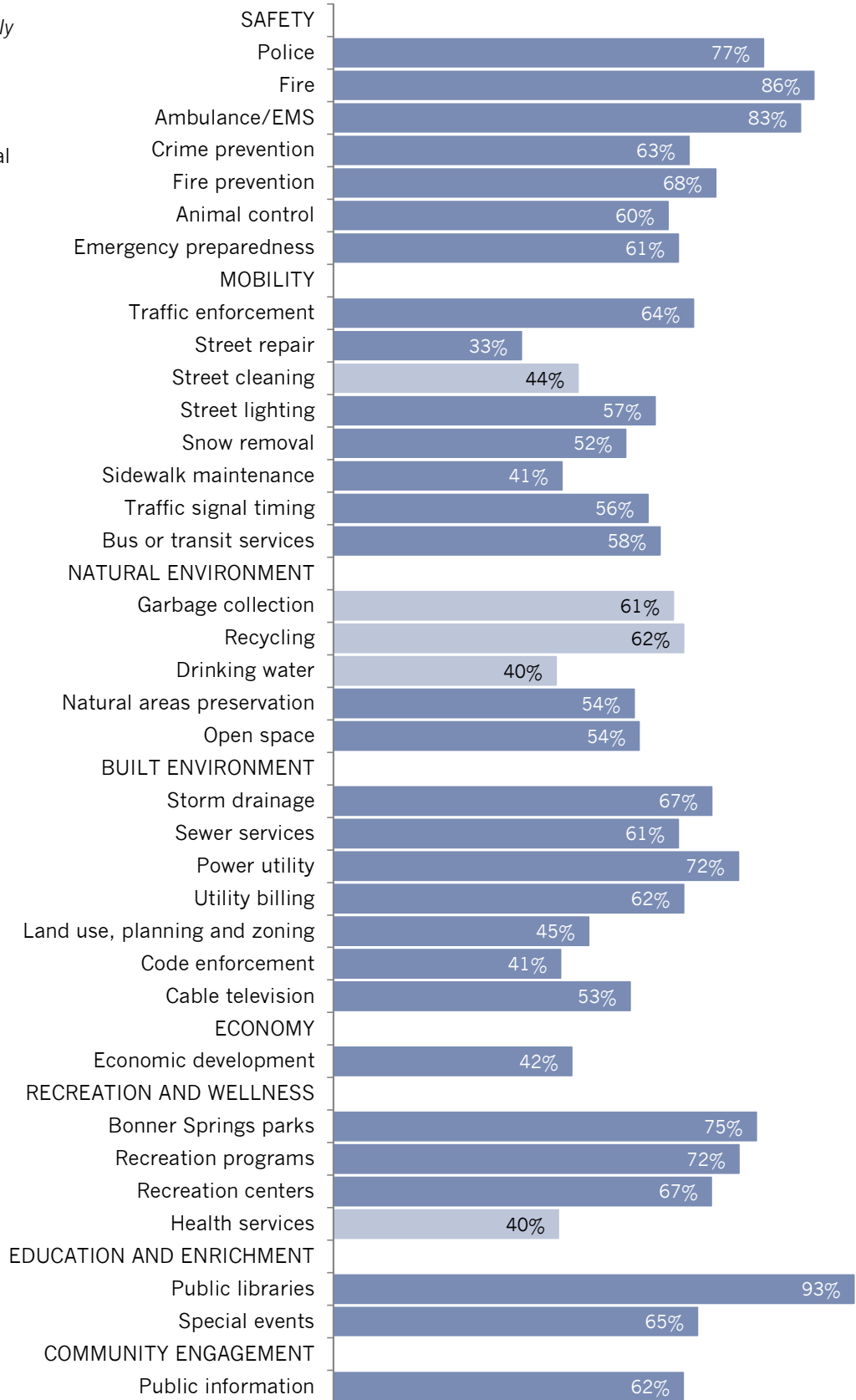
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Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower



Participation

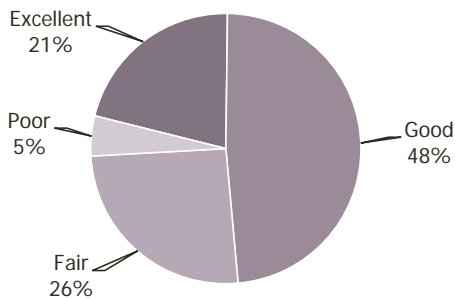
Are the residents of Bonner Springs connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 7 in 10 residents rated the sense of community in Bonner Springs as excellent or good. A strong majority of residents reported they would recommend living in Bonner Springs and plan to live in Bonner Springs for the next five years. Additionally, about half of residents reported having contacted a Bonner Springs employee within the last 12 months. All these levels of participation were similar to the national benchmark.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Overall, the extent to which respondents participated in these activities tended to be similar to the activity levels of residents in other communities.

Levels of participation in Bonner Springs were highest within the facets of Natural Environment and Recreation and Wellness. Participation was varied within the facets of Mobility and Economy. Residents of Bonner Springs tended to participate in all other activities at levels similar to the national benchmark.

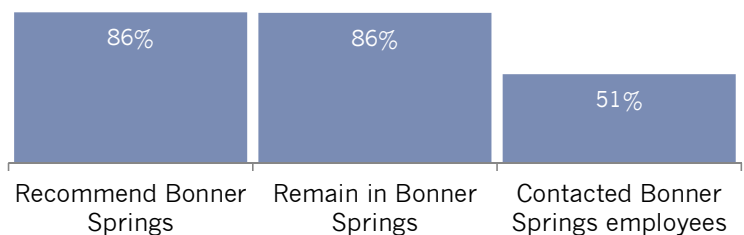
Sense of Community



*Percent rating positively
(e.g., very/somewhat likely,
yes)*

Comparison to national
benchmark

■ Higher ■ Similar ■ Lower



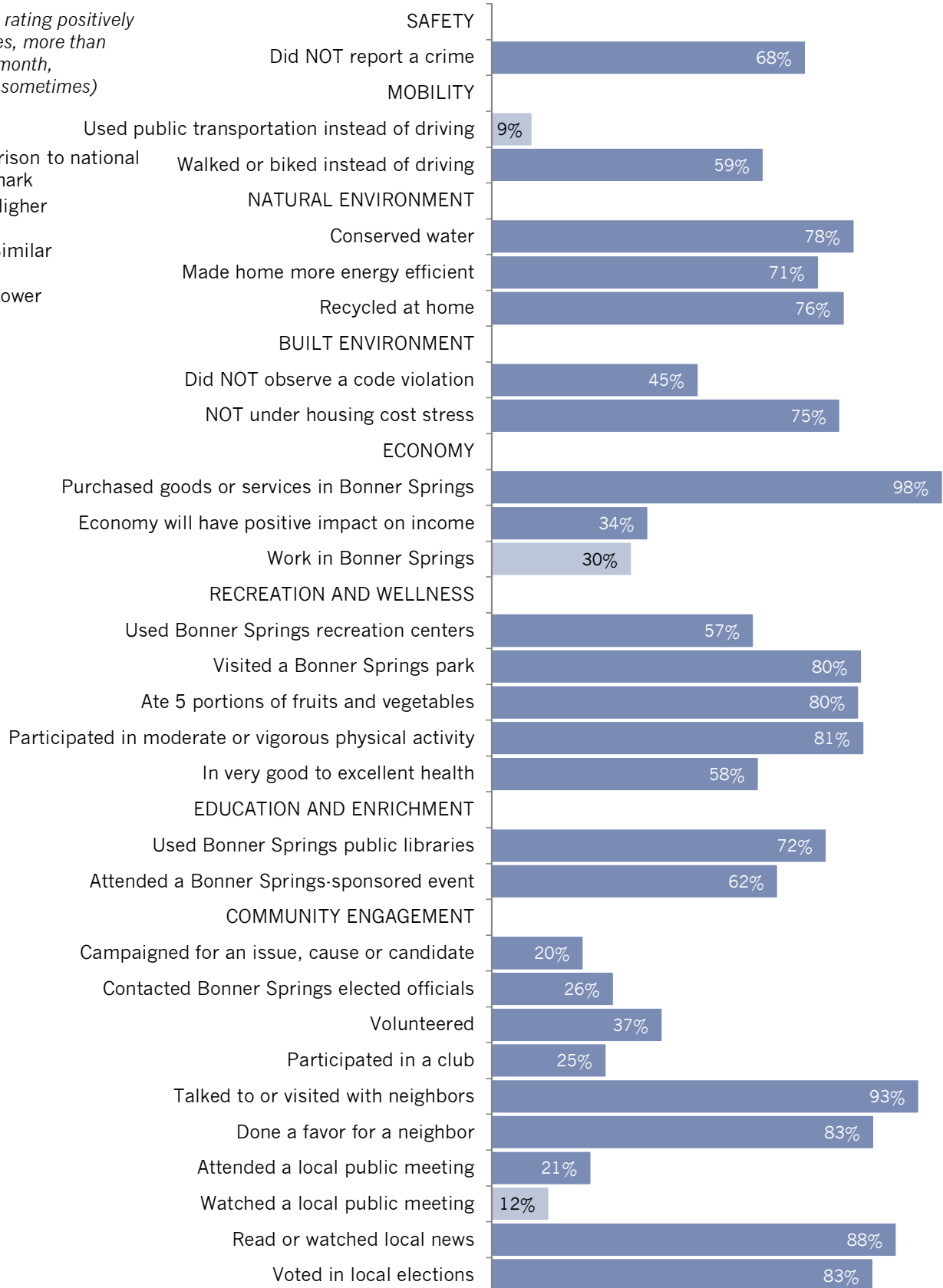
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower

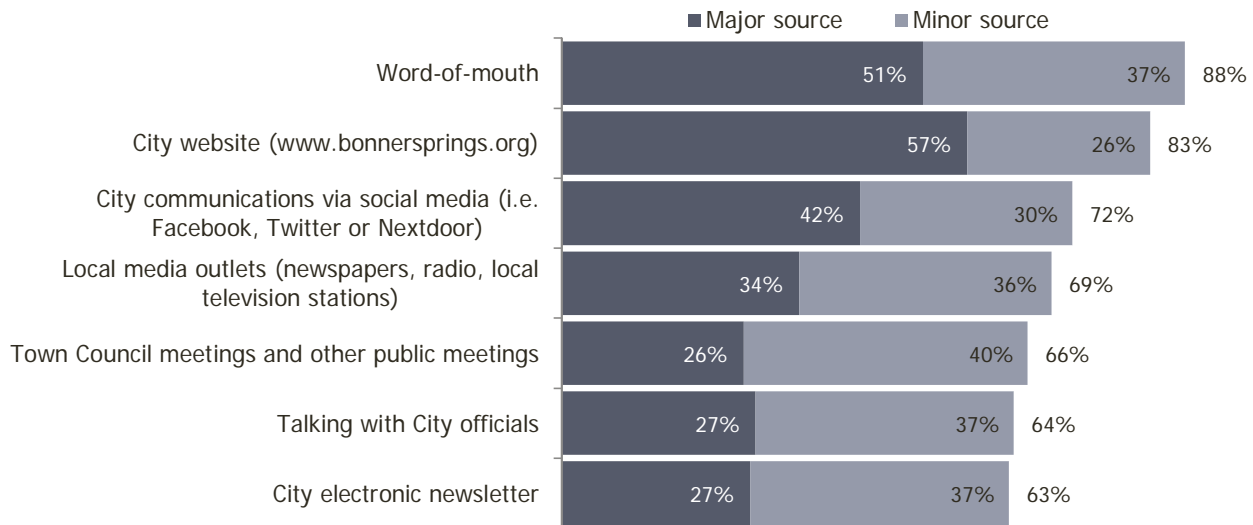


Special Topics

The City of Bonner Springs included three questions of special interest on The NCS. Topics included sources of information, focus areas for City projects and blight in the city. When asked for their preferred source of information about the City’s government, activities, events and services, at least four in five residents preferred word-of-mouth and the City website over other available sources of information.

Figure 4: Sources of Information

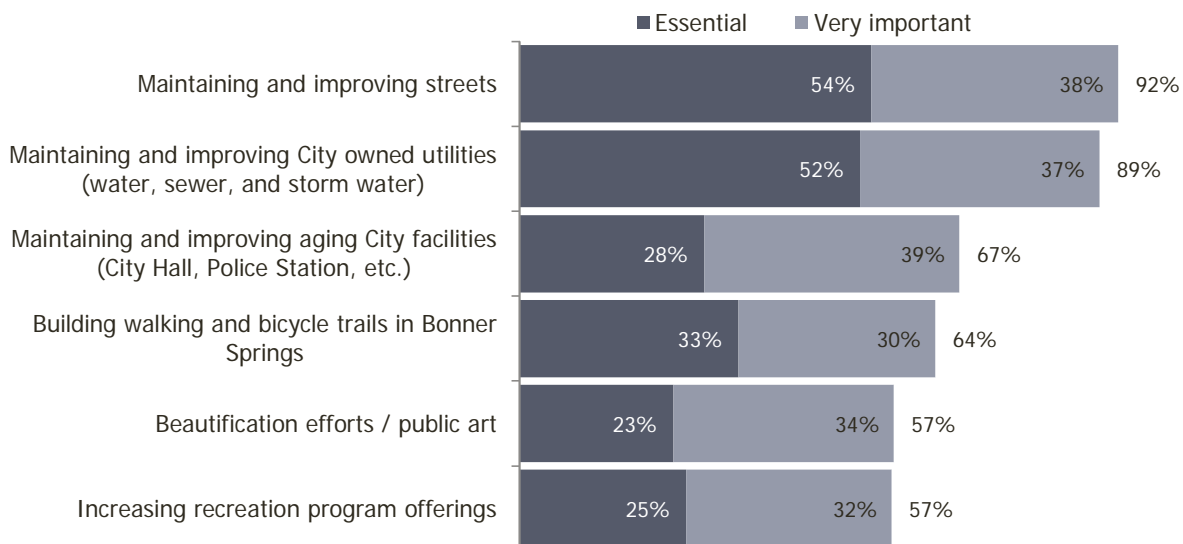
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:



Residents identified projects and issues that would be important for the City to address in the next five years. Maintaining and improving streets and City owned utilities were among the highest rated projects with close to 9 in 10 residents indicating each was “essential” or “very important.”

Figure 5: Future City Projects

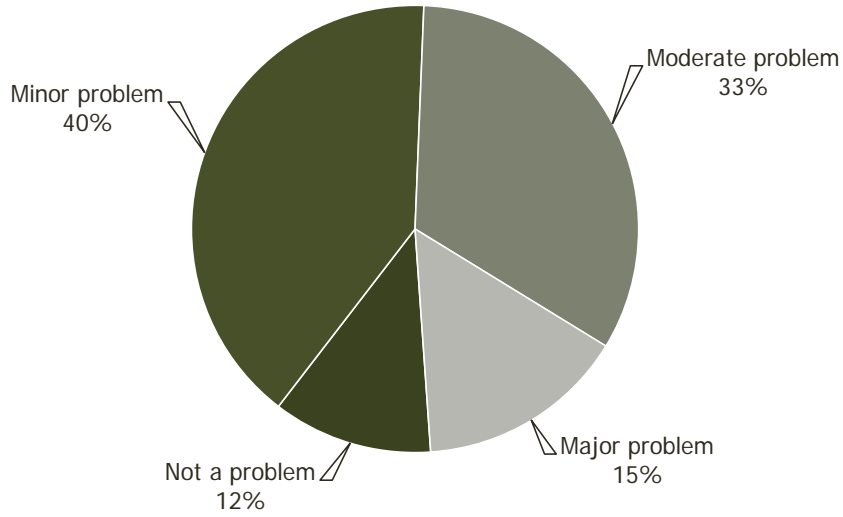
Please indicate how important, if at all, each of the following projects and issues will be for the City to address over the next five years:



Finally, residents indicated the extent to which run-down buildings, weed lots and junk vehicles were a problem in Bonner Springs. While few felt blight was a “major” problem in the city, about three-quarters of respondents felt it was a “moderate” or “minor” problem.

Figure 6: Blight in Bonner Springs

To what degree, if at all, are run-down buildings, weed lots or junk vehicles a problem in Bonner Springs?



Conclusions

Invest in utility services to maintain the high quality of life in Bonner Springs.

At least four in five residents rated Bonner Springs as an excellent or good place to live. A similar number of residents also rated positively their neighborhood as a place to live and Bonner Springs as a place to raise children. These positive ratings were reinforced by the strong majority of residents' decision to remain in Bonner Springs and recommend Bonner Springs as a place to live to someone who asks. Overall, the City did a good job of providing services; only a few services received ratings lower than those in other communities (garbage, recycling, water, street cleaning and health services). As a strong majority of residents felt the City should address maintaining and improving City-owned utilities over the next five years, leaders may wish to tackle these lower-rated services first.

The Economy of Bonner Springs may be an area in which to focus improvements.

Residents identified economy as one of the most important focus areas for the community in the coming two years. While, nearly all respondents had purchased goods or services in Bonner Springs, residents were disappointed in the shopping opportunities available to them. Residents viewed the quality of job opportunities in Bonner Springs similar to that of other communities, yet they did not view the city as a place to work as favorably. Thus, the proportion of residents who worked in the city was lower in Bonner Springs than elsewhere. Further, about one-third of residents felt positive about their economic futures.

Residents find it easy to get around town – and they want to keep it that way.

The facet of Mobility received some of the highest ratings for Bonner Springs with nine in ten residents rating the overall ease of travel and travel by car in Bonner Springs as excellent or good. Traffic flows well and there are plenty of places to park. All these aspects of the community were better in Bonner Springs than in other communities. Additionally, residents felt it important for the City to invest in maintaining and improving streets over the next five years. While residents tended to favor motorized transportation over other modes, a majority of residents identified building bicycle and walking paths as another area of investment for the City, indicating a desire for more Mobility options.