

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Bonner Springs, KS

Dashboard Summary of Findings

2017



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. 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). This report summarizes Bonner Springs’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Bonner Springs’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color 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.

Broadly, ratings about the dimensions of community livability in Bonner Springs were strong and similar to the national benchmark. Ratings for Mobility within the pillar of Community Characteristics were stronger than in other communities, however ratings for Natural Environment within the pillar of Governance tended to be lower. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	5	36	8	0	40	5	0	29	3
General	0	7	0	0	3	0	0	3	0
Safety	0	3	0	0	7	0	0	1	0
Mobility	5	3	0	0	7	1	0	1	1
Natural Environment	0	1	1	0	2	3	0	3	0
Built Environment	0	5	0	0	7	0	0	2	0
Economy	0	6	2	0	1	0	0	2	1
Recreation and Wellness	0	3	3	0	3	1	0	5	0
Education and Enrichment	0	3	2	0	2	0	0	2	0
Community Engagement	0	5	0	0	8	0	0	10	1

Legend	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↔	61%	Customer service	↔	70%	Recommend Bonner Springs	↔	86%
	Overall quality of life	↔	77%	Services provided by Bonner Springs	↔	71%	Remain in Bonner Springs	↔	86%
	Place to retire	↔	64%	Services provided by the Federal Government	↔	37%	Contacted Bonner Springs employees	↔	51%
	Place to raise children	↔	83%						
	Place to live	↔	86%						
	Neighborhood	↔	83%						
Safety	Overall feeling of safety	↔	84%	Police	↔	77%	Did NOT report a crime	↔	68%
	Safe in neighborhood	↔	94%	Crime prevention	↔	63%			
	Safe downtown/commercial area	↔	96%	Fire	↔	86%			
				Fire prevention	↔	68%			
				Ambulance/EMS	↔	83%			
				Emergency preparedness	↔	61%			
Mobility	Traffic flow	↑	78%	Traffic enforcement	↔	64%	Walked or biked instead of driving	↔	59%
	Travel by car	↑	91%	Street repair	↔	33%	Used public transportation instead of driving	↓	9%
	Travel by bicycle	↔	55%	Street cleaning	↓	44%			
	Ease of walking	↔	66%	Street lighting	↔	57%			
	Travel by public transportation	↑	58%	Snow removal	↔	52%			
	Overall ease of travel	↑	89%	Sidewalk maintenance	↔	41%			
	Public parking	↑	75%	Traffic signal timing	↔	56%			
Natural Environment	Paths and walking trails	↔	58%	Bus or transit services	↔	58%			
	Overall natural environment	↔	74%	Garbage collection	↓	61%	Recycled at home	↔	76%
	Cleanliness	↓	60%	Recycling	↓	62%	Conserved water	↔	78%
				Drinking water	↓↓	40%	Made home more energy efficient	↔	71%
Built Environment				Open space	↔	54%			
				Natural areas preservation	↔	54%			
	New development in Bonner Springs	↔	45%	Sewer services	↔	61%	NOT experiencing housing cost stress	↔	75%
	Affordable quality housing	↔	54%	Storm drainage	↔	67%	Did NOT observe a code violation	↔	45%
	Housing options	↔	49%	Power utility	↔	72%			
	Overall built environment	↔	51%	Utility billing	↔	62%			
Built Environment	Public places	↔	55%	Land use, planning and zoning	↔	45%			
				Code enforcement	↔	41%			
				Cable television	↔	53%			

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

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	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↔	44%	Economic development	↔	42%	Economy will have positive impact on income	↔	34%
	Shopping opportunities	↓	40%				Purchased goods or services in Bonner Springs	↔	98%
	Employment opportunities	↔	25%				Work in Bonner Springs	↓	30%
	Place to visit	↔	55%						
	Cost of living	↔	46%						
	Vibrant downtown/commercial area	↔	36%						
	Place to work	↓	46%						
Recreation and Wellness	Business and services	↔	49%						
	Fitness opportunities	↔	66%	City parks	↔	75%	In very good to excellent health	↔	58%
	Recreational opportunities	↔	61%	Recreation centers	↔	67%	Used Bonner Springs recreation centers	↔	57%
	Health care	↓	44%	Recreation programs	↔	72%	Visited a City park	↔	80%
	Food	↓	55%	Health services	↓	40%	Ate 5 portions of fruits and vegetables	↔	80%
	Health and wellness	↔	54%				Participated in moderate or vigorous physical activity	↔	81%
Education and Enrichment	Preventive health services	↓	42%						
	K-12 education	↔	75%	Public libraries	↔	93%	Used Bonner Springs public libraries	↔	72%
	Cultural/arts/music activities	↓	39%	Special events	↔	65%	Attended a City-sponsored event	↔	62%
	Child care/preschool	↔	44%						
	Adult education	↓	37%						
Community Engagement	Overall education and enrichment	↔	58%						
	Opportunities to participate in community matters	↔	57%	Public information	↔	62%	Sense of community	↔	70%
	Opportunities to volunteer	↔	58%	Overall direction	↔	58%	Voted in local elections	↔	83%
	Openness and acceptance	↔	59%	Value of services for taxes paid	↔	43%	Talked to or visited with neighbors	↔	93%
	Social events and activities	↔	45%	Welcoming citizen involvement	↔	47%	Attended a local public meeting	↔	21%
	Neighborhoodliness	↔	61%	Confidence in City government	↔	52%	Watched a local public meeting	↓	12%
				Acting in the best interest of Bonner Springs	↔	63%	Volunteered	↔	37%
				Being honest	↔	63%	Participated in a club	↔	25%
				Treating all residents fairly	↔	61%	Campaigned for an issue, cause or candidate	↔	20%
							Contacted Bonner Springs elected officials	↔	26%
						Read or watched local news	↔	88%	
						Done a favor for a neighbor	↔	83%	

**Legend**

↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available