

City of Basehor 2025 Community Survey Results

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THANK YOU

First and foremost, the City of Basehor would like to thank all residents who completed the survey. *Your feedback is incredibly important.*



About ETC

response

method

overview

- ETC Institute is a national leader in market research for local government organizations.
- ETC has been helping City and County governments gather and use survey data to enhance organizational performance for more than 40 years.
- ETC has surveyed more than 5 million homes in 1,000 cities since 2010.



about

Overview

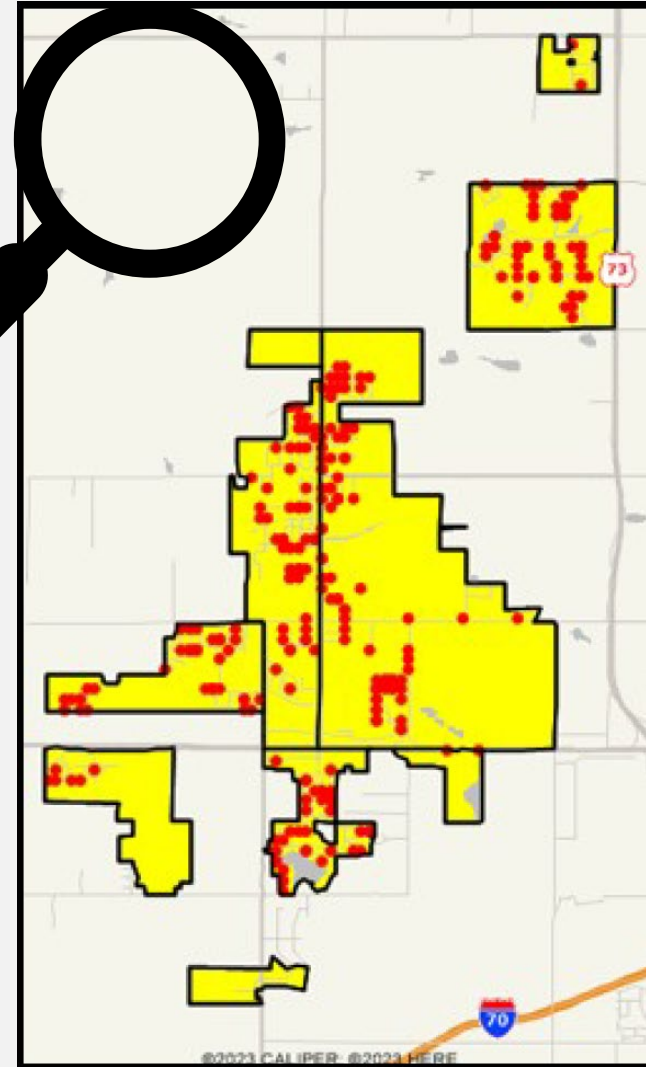
- During winter of 2025, ETC Institute administered a community survey for the City of Basehor.
- The purpose of the survey was to gather input from residents on service quality, priorities and overall performance.
- This is the second year ETC Institute has administered a community survey for the City of Basehor, the first was in 2019.

Methodology

- A five-page survey was mailed to every household in the City of Basehor.
- The mailed survey included a postage-paid return envelope and a cover letter.
- The cover letter explained the purpose of the survey and encouraged residents to fill out the survey, whether online or through the mail.
- Information about the survey was also made available on the City's website, E-News, social media, and the *Basehor Quarterly Newsletter*.

Response

- The goal was to receive at least 250 completed surveys. This goal exceeded with a total of 303 households completing a survey.
- The results for 303 households have a 95% level of confidence with a precision of at least $\pm 5.3\%$.
- The map to the right shows the physical distribution of survey respondents based on the locations of their homes.



Bottom Line Up Front

- Residents have a very positive perception of the City.
 - 87% very satisfied or satisfied with the overall quality of life in Basehor (increase of 5% from 2019).
- Satisfaction with City services is much higher in Basehor than other communities, both regionally and nationally.
- Top Priorities for Capital Improvement:
 - Reconstruction of Streets
 - New Sidewalks/Trail Extensions
 - Park Upgrades
- Top Priorities for Service Areas:
 - Public Safety – The City's overall efforts to prevent crime
 - Code Enforcement – Clean up of litter and debris
 - Maintenance Services – Maintenance of neighborhood and major streets
 - Parks and Recreation – Park amenities and biking trails





RESULTS

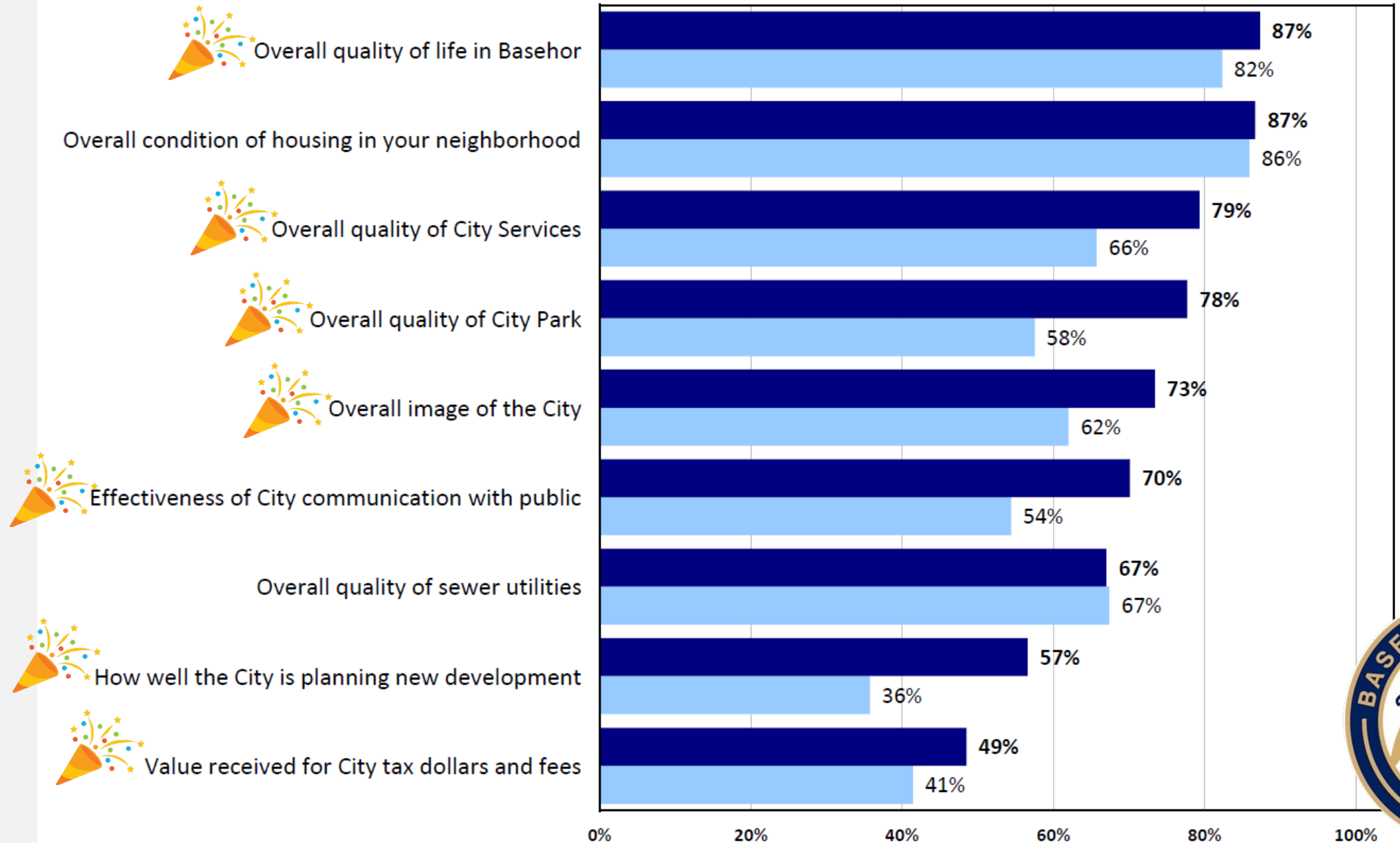
If you see this confetti icon on any of the results, it means the City improved 5% or more from 2019, which is categorized as a significant increase.



Satisfaction with Overall Perception

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

■ 2025 ■ 2019



Satisfaction with Public Safety

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

2025 2019



Overall feeling of safety in your neighborhood



Overall quality of service from local fire dept.



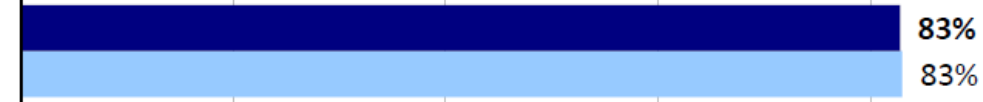
Overall quality of local police protection



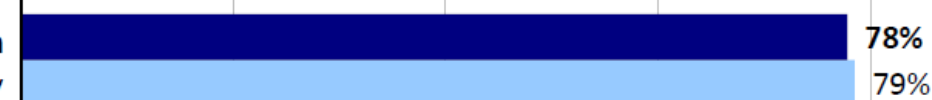
How quickly public safety responds to emergencies



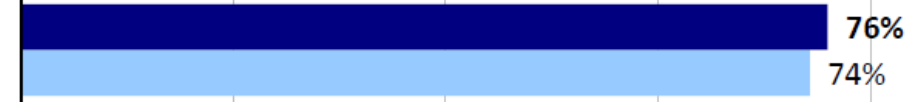
The visibility of police in neighborhoods



Overall quality of ambulance services from Leavenworth County



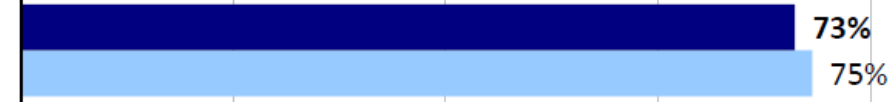
The City's overall efforts to prevent crime



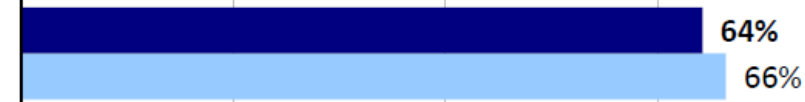
Overall quality of public interaction with the police department



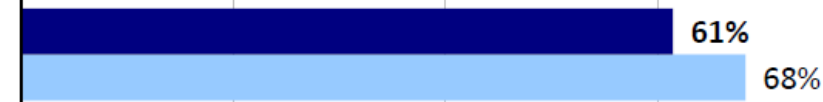
Enforcement of local traffic laws



The visibility of police in retail areas



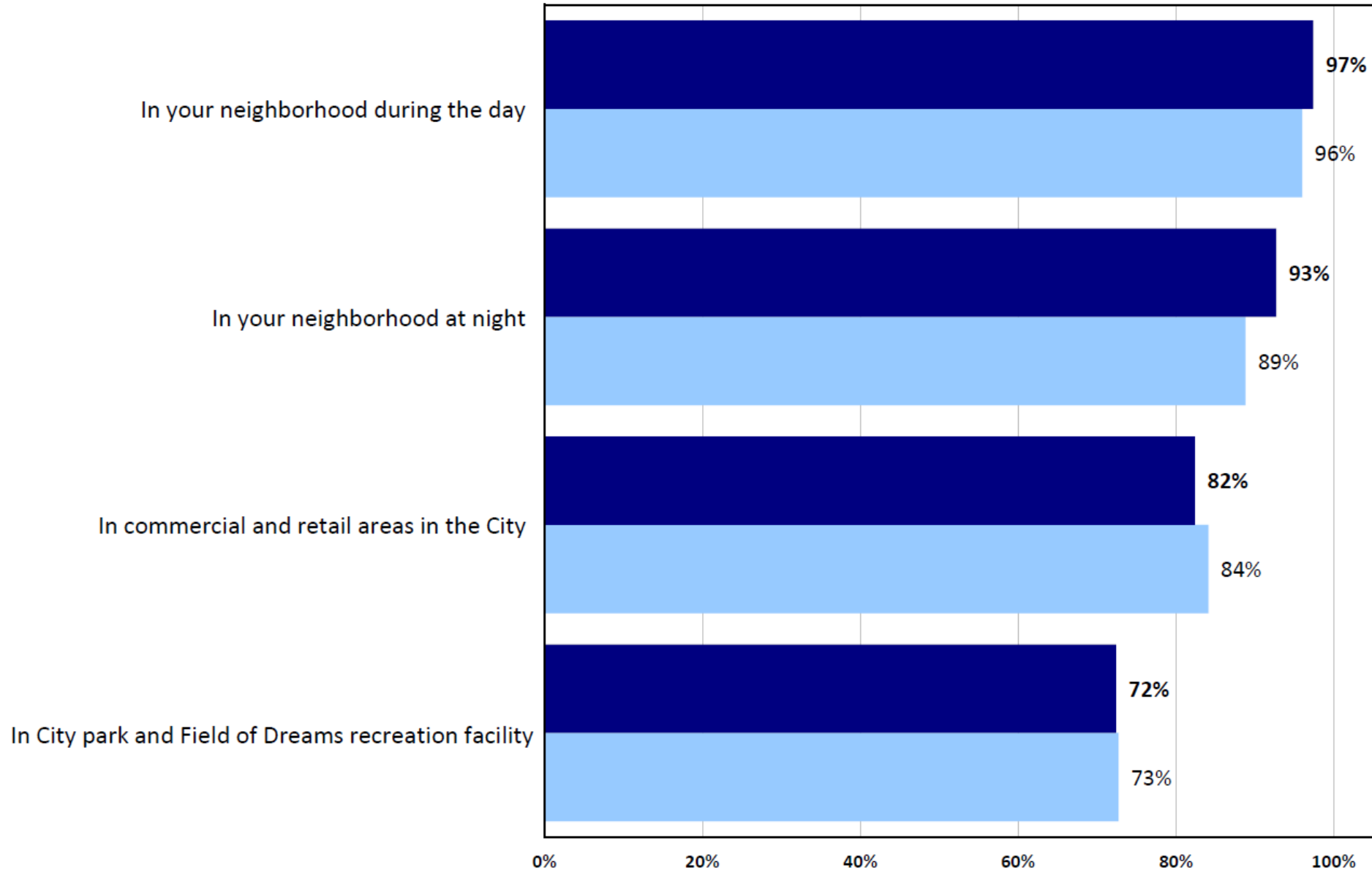
Quality of animal control



Perception of Safety

by percentage of respondents who rated their feeling as "safe" or "very safe" (excluding "don't know")

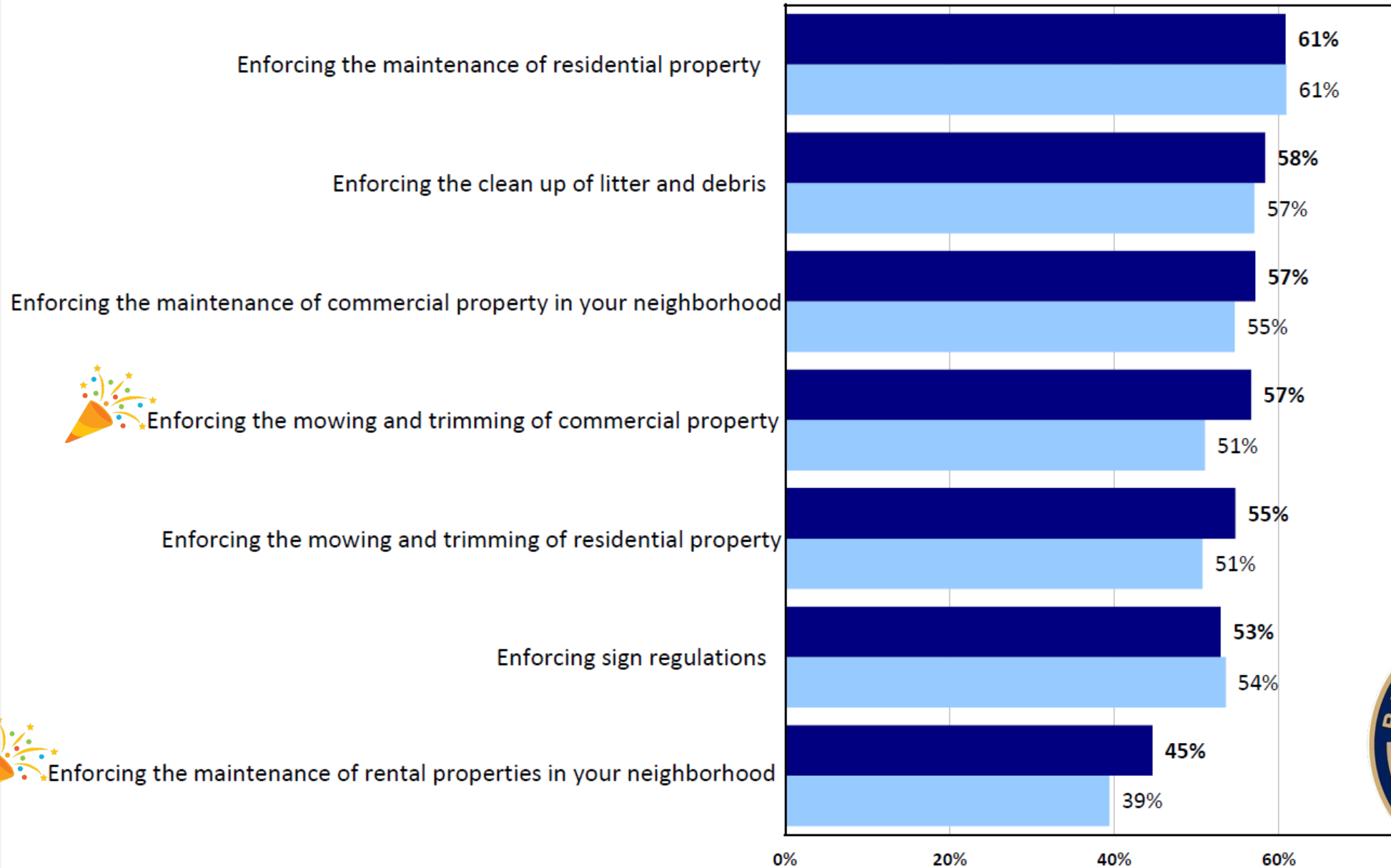
■ 2025 ■ 2019



Satisfaction with Code Enforcement

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

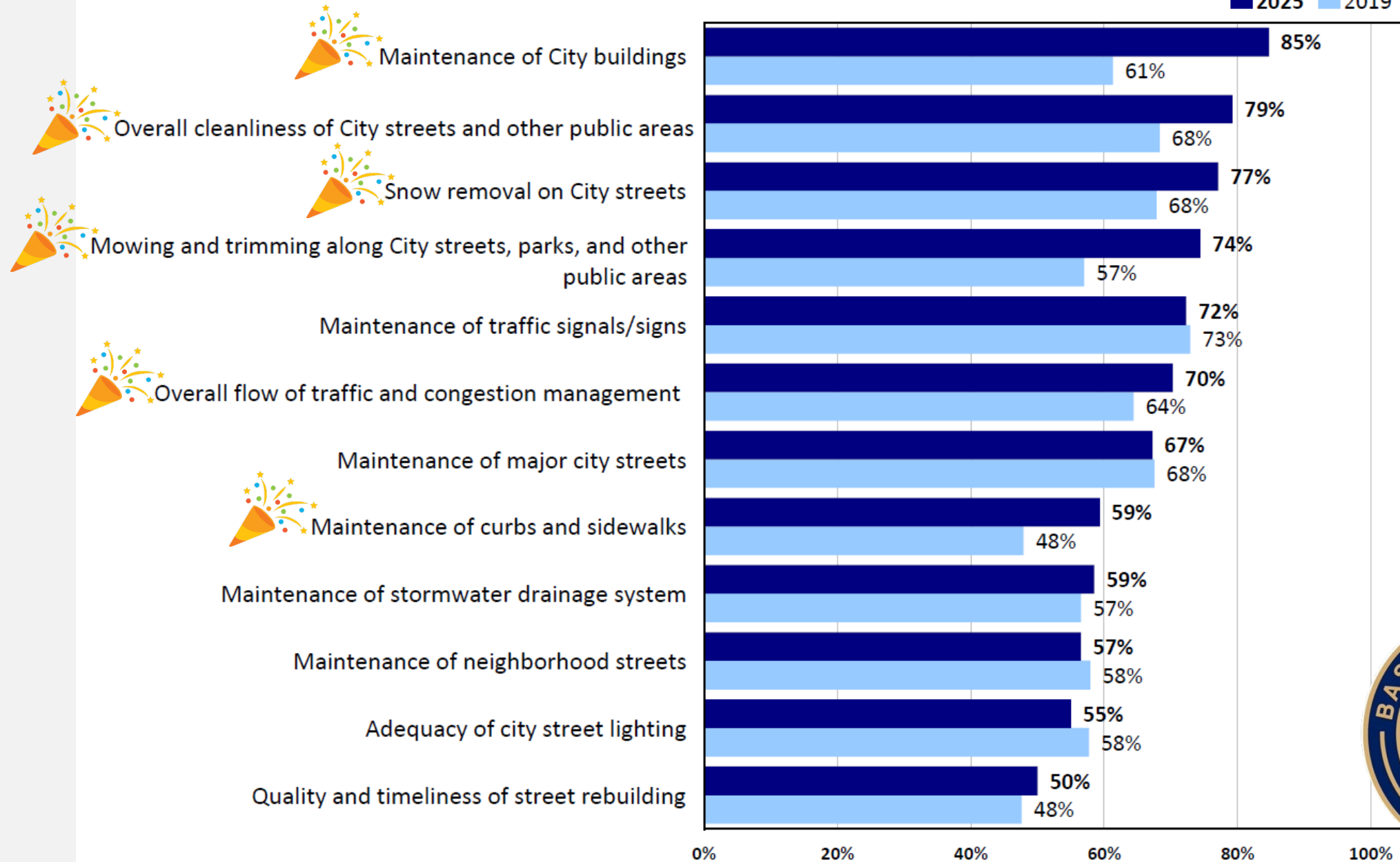
■ 2025 ■ 2019



Satisfaction with City Maintenance

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

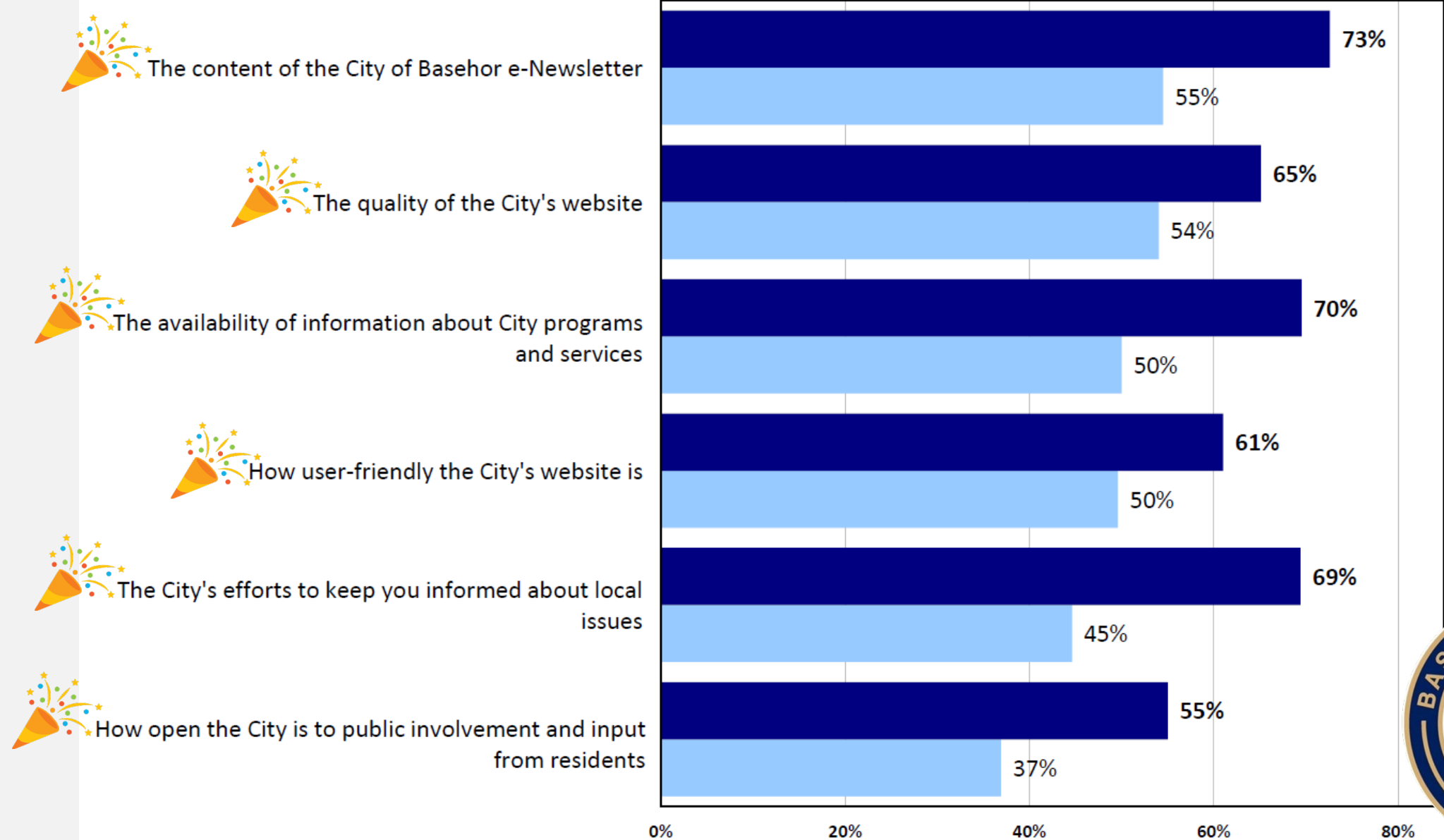
■ 2025 ■ 2019



Satisfaction with Communication

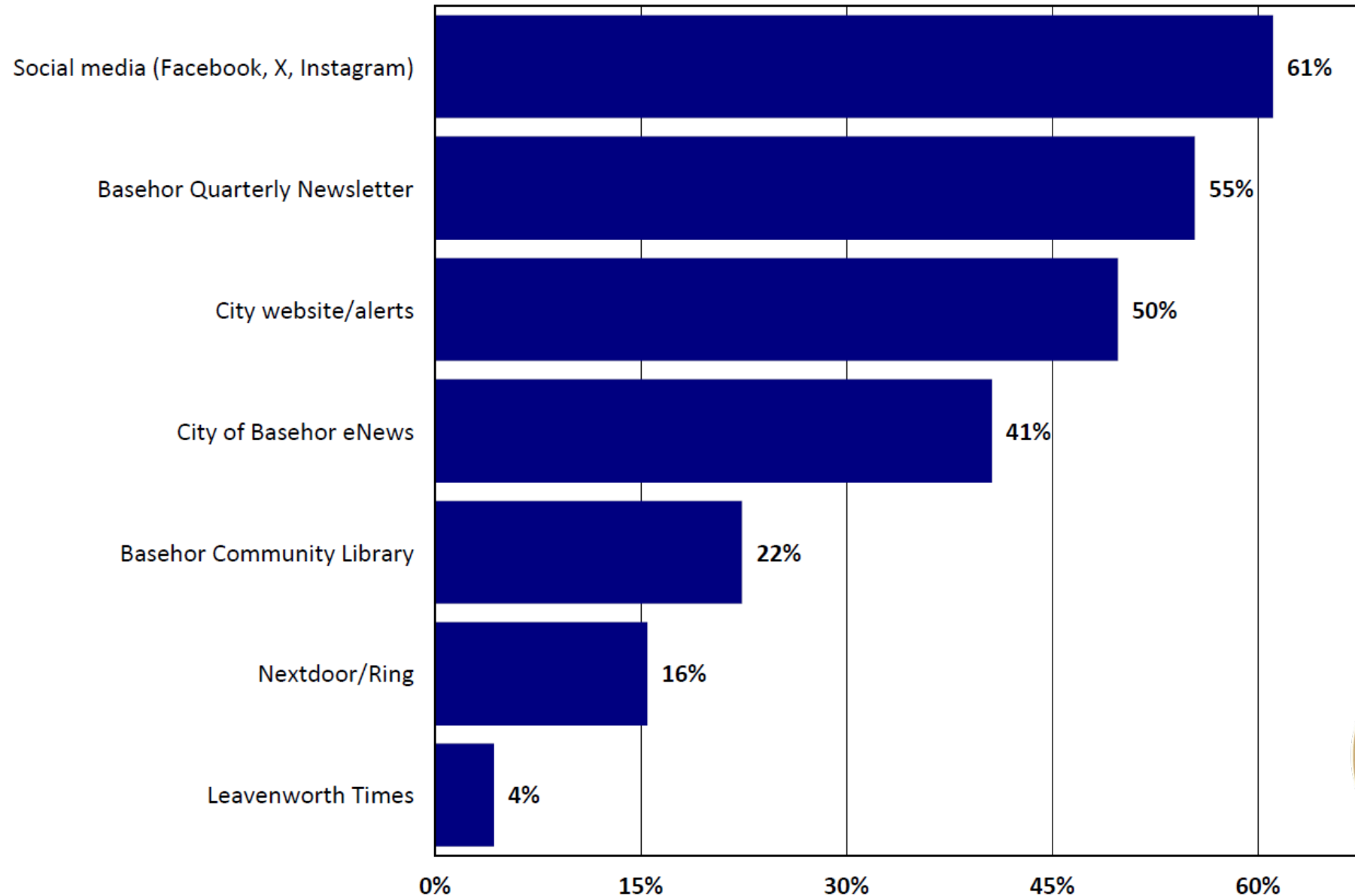
by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

■ 2025 ■ 2019



Q10. Which of the following are your PRIMARY SOURCES of information about city issues, services, and events

by percentage of respondents (multiple selections could be made)



Satisfaction with Solid Waste and Recycling

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

■ 2025 ■ 2019



Use of standardized trash and recycling carts

91%

71%



Quality of recycling collection

85%

68%



Overall quality of solid waste/recycling
collection services

84%

71%



Quality of trash collection

83%

74%

Quality of special pickup services

56%

53%

0%

20%

40%

60%

80%

100%



Satisfaction with Wastewater Utilities

by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

■ 2025 ■ 2019



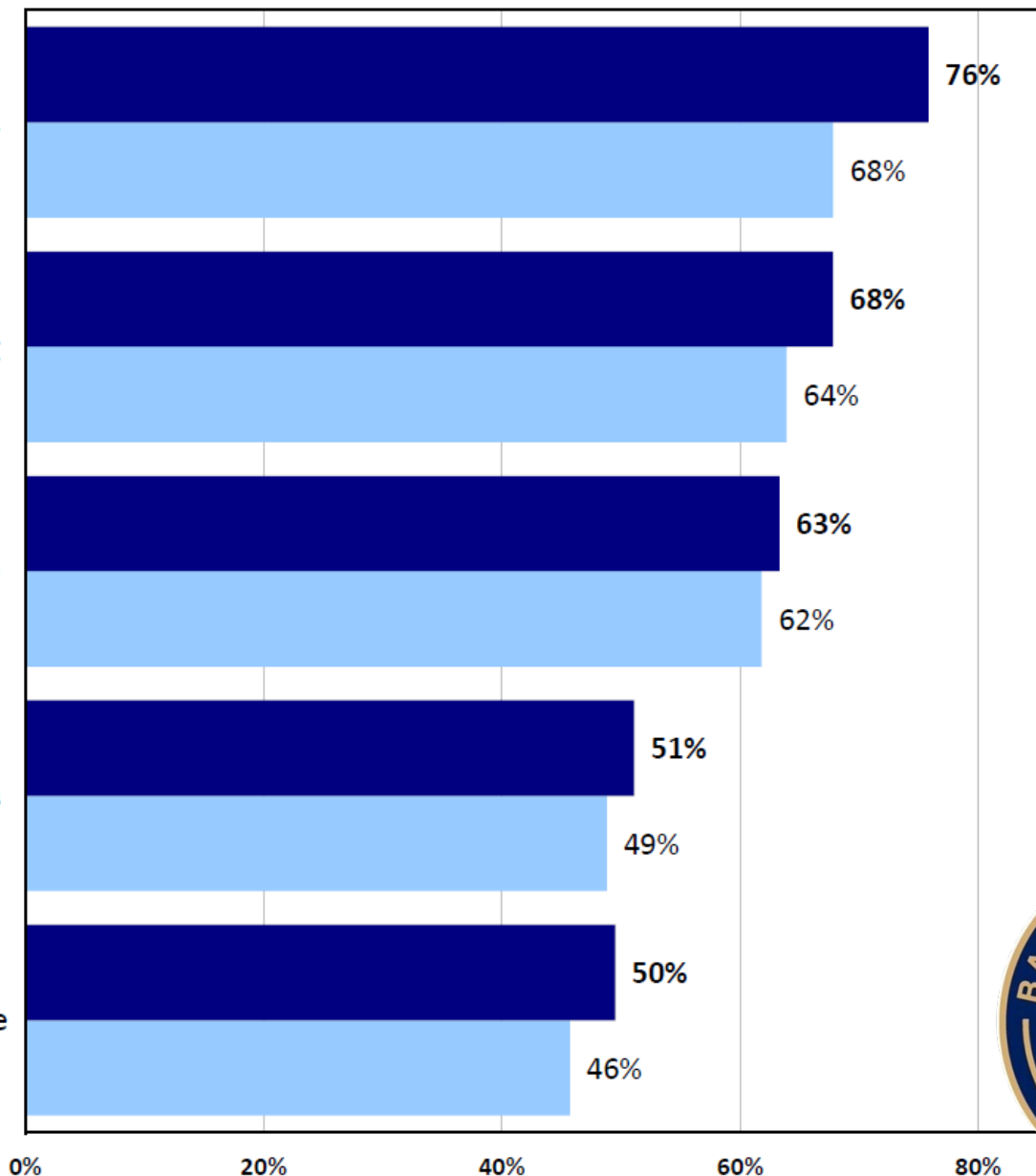
Quality of wastewater (sewer) services

Quality of utility billing

Quality of wastewater customer service

Timeliness of sewer line break repairs


Overall value that you receive for billed wastewater service



Satisfaction with Parks and Recreation


by percentage of respondents who rated their satisfaction as "satisfied" or "very satisfied" (excluding "don't know")

■ 2025 ■ 2019

 Maintenance of the City's parks


82%

71%

 The amount of City park space


79%

57%

 Walking and biking trails in the City

70%

37%

 Park amenities

71%

50%

0%

20%

40%

60%

80%

100%



Top Improvements from 2019 to 2025



33%

increase in
satisfaction
with walking
and biking
trails in the
City



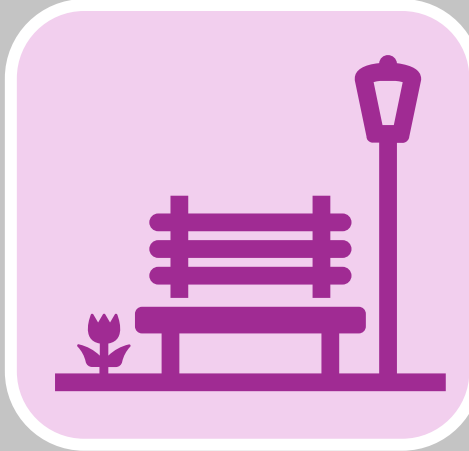
24%

increase in
satisfaction
with
maintenance
of City
buildings



24%

increase in
satisfaction
with the
City's efforts
to inform
about local
issues



22%

increase in
satisfaction
with the
amount of
City park
space



21%

increase in
satisfaction
with how
well the City
is planning
new
development



How Basehor Compares to Other Communities – Regionally and Nationally

Basehor rated at or above the regional average in 39 of the 40 areas that were assessed. Basehor rated significantly higher than the regional average (5% or more above) in all 39 of these areas.



Basehor rated at or above the national average in 39 of the 40 areas that were assessed. Basehor rated significantly higher than the national average (5% or more above) in all 39 of these areas.

The one area that fell below the national and regional average is adequacy of City street lighting.

Top Rated Areas Above the Regional Average



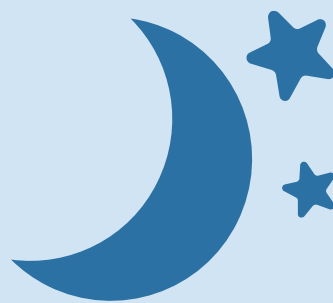
38%

above region in satisfaction with Basehor as a place to live



36%

above region in satisfaction with the quality of recycling collection



34%

above region in perception of safety in neighborhoods at night



34%

above region in satisfaction with the maintenance of City buildings



33%

above region in satisfaction with the overall quality of police services



Top Rated Areas Above the National Average



39%

above
nation in
satisfaction
with
Basehor as
a place to
live



37%

above nation
in
satisfaction
with the
overall
quality of
police
services



33%

above nation
in
satisfaction
with the
effectiveness
of City
communi-
cation



31%

above nation
in perception
of safety in
neighbor-
hoods at
night



30%

above nation
in
satisfaction
with the
quality of
City services





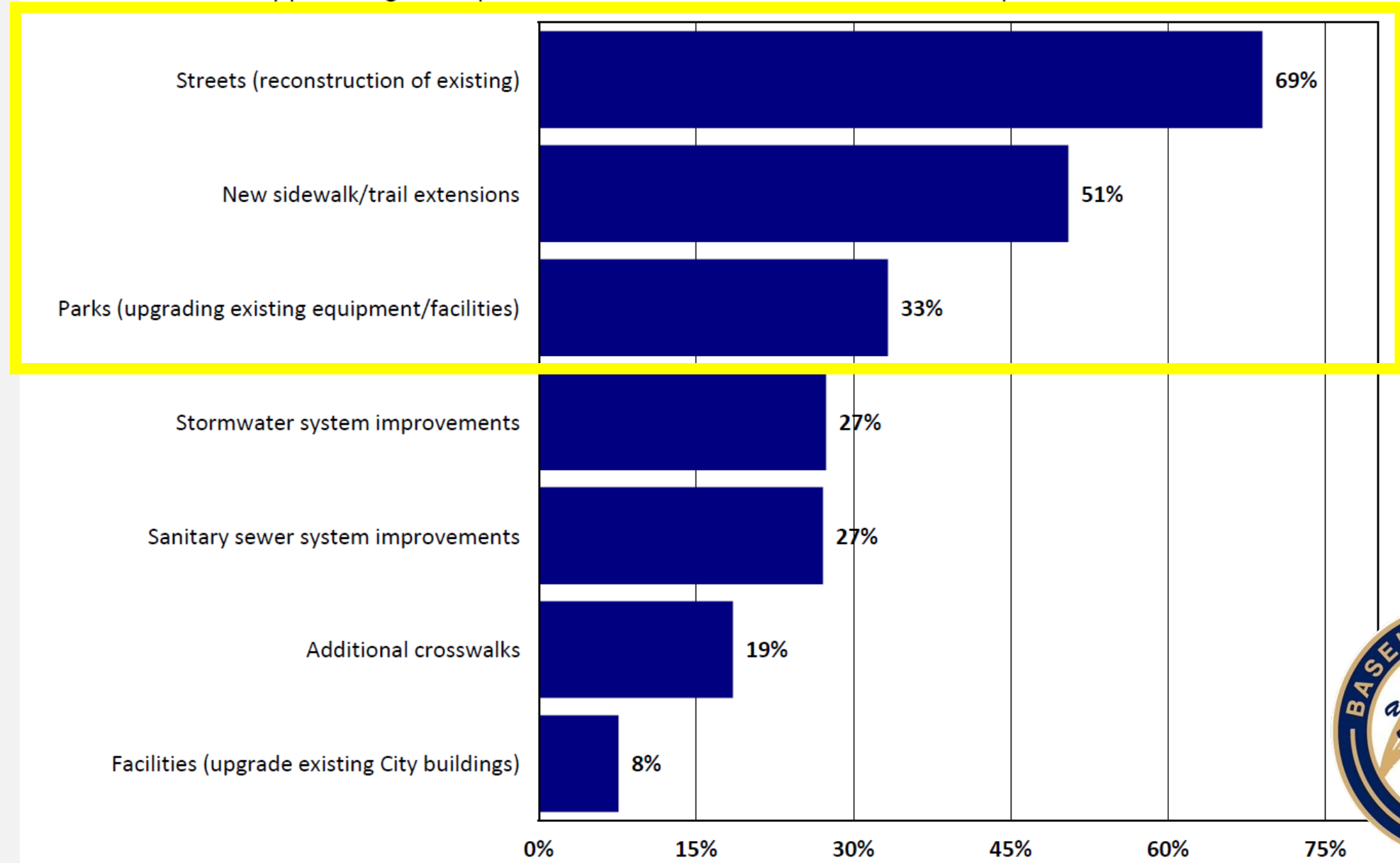
What's Next?

The survey included questions about not only how is Basehor doing today, but what would residents like to see in the future.



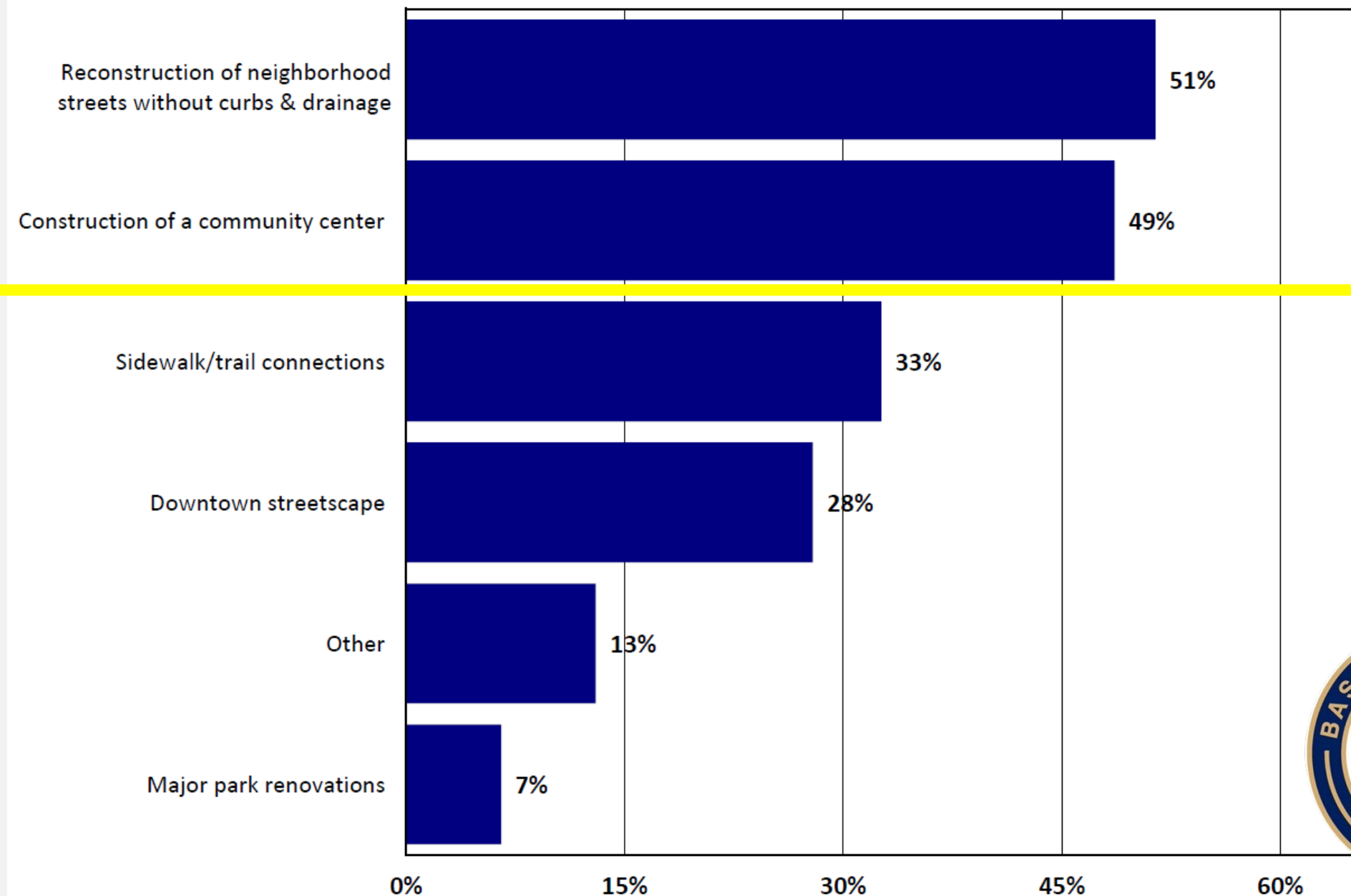
Q17. Which **THREE** of the following capital improvements do you think are **MOST IMPORTANT** for the continued success of the City of Basehor?

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



Q18. Which TWO capital projects do you think are MOST IMPORTANT to fund?

by percentage of respondents who selected the item as one of their top two choices (without "none of these")



Priorities within Departments/Service Areas

The Importance-Satisfaction analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. Based on the results of the Importance-Satisfaction Analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

Public Safety

- The City's overall efforts to prevent crime

Code Enforcement

- Clean up of litter and debris

Maintenance Services

- Maintenance of neighborhood streets
- Maintenance of major city streets
- Adequacy of street lighting
- Quality and timeliness of street rebuilding

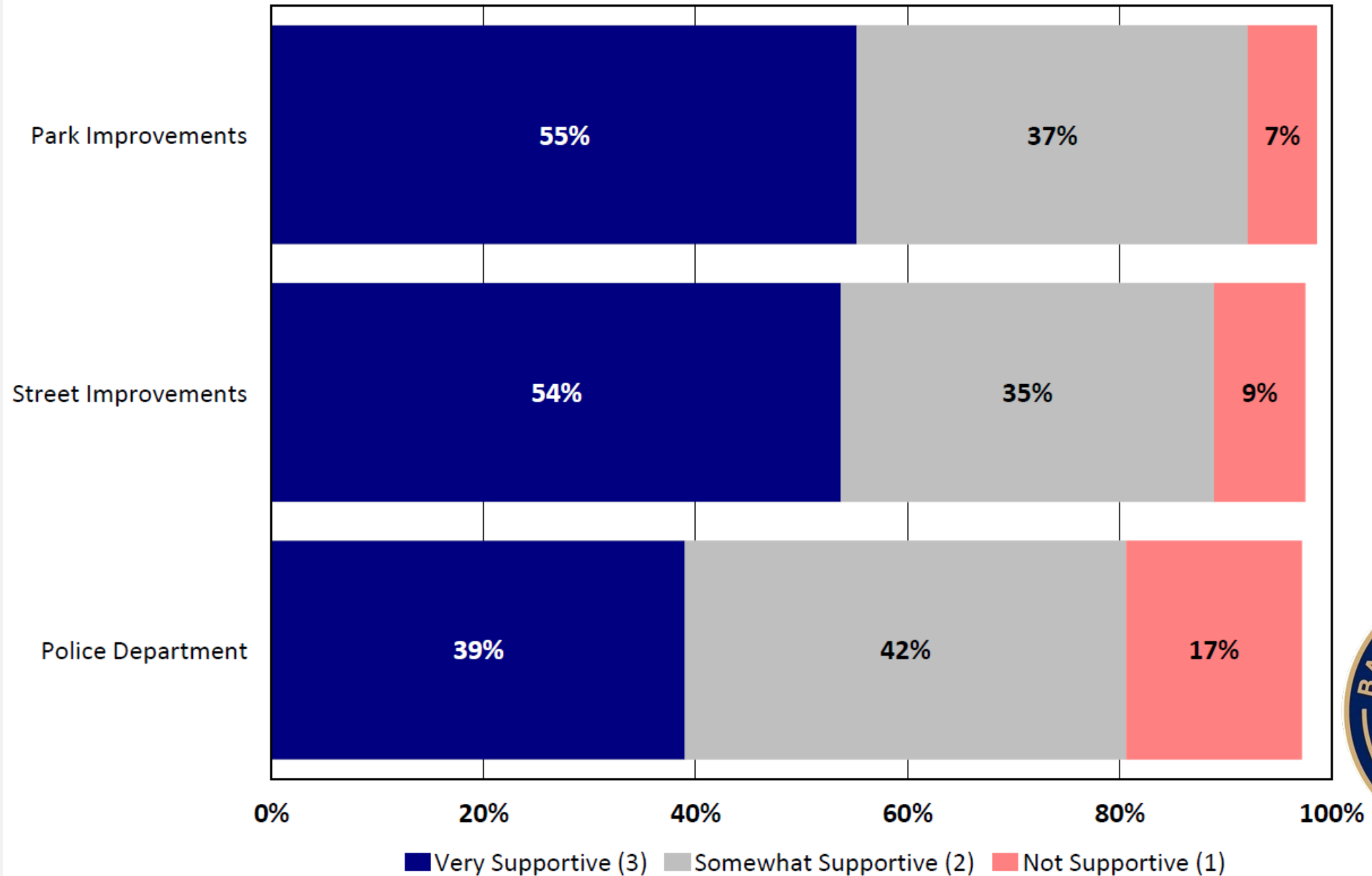
Parks and Recreation

- Park amenities
- Walking and biking trails in the City



Q19-21. How supportive would you be of approving a new sales tax if it were allocated for...

by percentage of respondents (excluding "not sure")

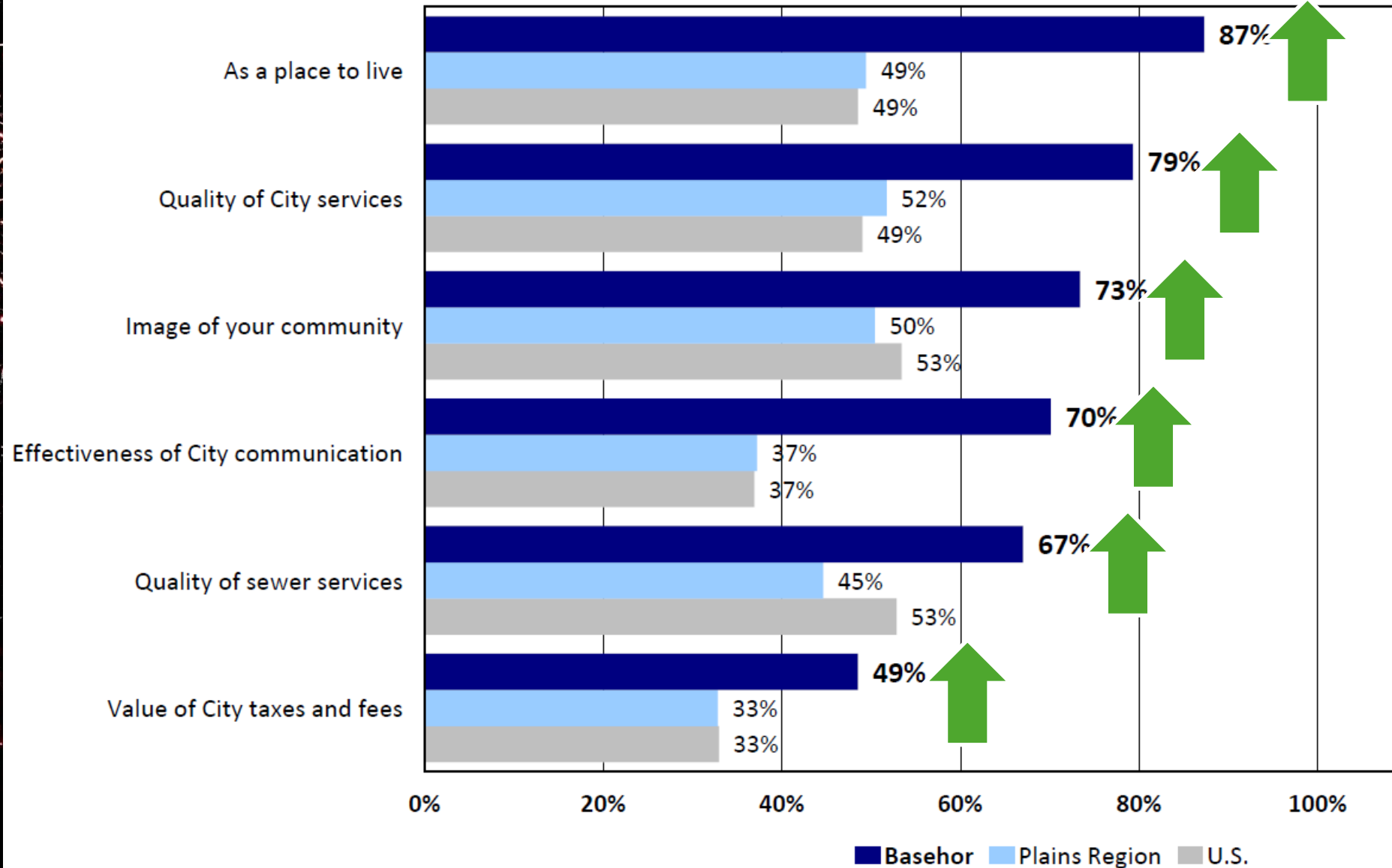


Cause for Celebration!

Perceptions of the City

Basehor vs. 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)



Thank you!

On behalf of City Staff, thank you to the Mayor and City Council for your vision and leadership in moving Basehor forward.

Most especially, thank you to the residents of Basehor who filled out this survey. We know your time is valuable, and the feedback you have provided will be used for many years to come.

