

# CITY OF MANHATTAN COMMUNITY SURVEY

## 2016 Online Survey Results | 2015 Mail Survey Results

In November 2015, the City of Manhattan conducted its first city-wide Community Survey. The survey was administered by mail to a random sample of approximately 2,000 households, which asked questions about satisfaction of city services, support for future growth, funding mechanisms and overall quality of life issues. The survey data was collected and analyzed using methods based on established, peer reviewed protocols by Josephine Gatti Schafer, Ph.D and Assistant Professor for the Department of Political Science at Kansas State University. Her findings were reported to the City Commission on March 1, 2016, and the report can be accessed on the City of Manhattan Website.

To reach a greater number of citizens and further understand the quality of life for residents within the City of Manhattan, an online community survey was provided to an additional 3,664 residents who supplied their email addresses to the utility billing department.

## EXECUTIVE SUMMARY

As of February 20, 2016, 4,172 Manhattan residents had supplied their email address to the utilities department for billing purposes. In order to maintain a sample of City of Manhattan households similar to the mail survey, the first email listed for addresses with multiple emails was included in the sample. Furthermore, the list of addresses was cross-referenced with the mail survey sample, and any address which received a mail survey and also had supplied their email address for utility billing was excluded. As a result, a link to the online community survey was emailed to 3,664 households. From March 28 through April 11 2016, 63 emails bounced and 875 surveys were completed resulting in a 23.8% response rate. *This document provides the results of the online survey along with the results of the mail survey for comparison.*

Readers should caution themselves in the extent to which they generalize from the results of the online survey. While online surveys are often more cost-effective, easier to administer, and able to reach a larger group of individuals than more traditional methods such as mail, they can allow more room for error in obtaining empirically valid and reliable results.

Some small differences in respondent demographics from the online and mail surveys were present, which may explain variation in results between the two surveys:

- **Neighborhoods** are not represented as well in the online survey. This makes sense because it was not controlled for in the sample like it was for the mail survey.
- **Households with children** are slightly more represented in the online survey.
- More respondents with higher **household incomes** were represented in the online survey.
- The online survey captured more **residents who have not lived in Manhattan** as long.
- **Age of respondents** was younger in the online survey.

Also, the option of “Don’t Know,” where applicable, was not included in a majority of the questions provided in the online survey.

# 2016 Online Community Survey Results | 2015 Mail Survey Results

For each question, the table titled "Online" shows the frequency in percentages that online survey respondents chose a particular answer; where n=number of respondents.

For each question, the table titled "Mail" shows the frequency in percentages that mail survey respondents chose a particular answer; where n=number of respondents.

## 1. How safe or unsafe do you feel in each of the following situations?

	Online (n=875)				Mail (n=454)				
	Very Safe	Safe	Unsafe	Very Unsafe	Very Safe	Safe	Unsafe	Very Unsafe	Don't Know
Neighborhood during day	70.5%	28.2%	1.0%	0.2%	64.3%	33.9%	1.1%	0.0%	0.2%
Neighborhood at night	41.8%	51.5%	5.5%	1.1%	31.9%	58.9%	6.8%	0.9%	0.9%
Commercial areas during day	60.6%	37.9%	1.1%	0.3%	54.3%	44.4%	0.4%	0.0%	0.2%
Commercial areas at night	33.7%	61.0%	4.2%	1.2%	30.2%	60.2%	3.9%	4.6%	0.2%

## 2a. What is your level of satisfaction or dissatisfaction with the public works services listed below?

	Online (n=882)					Mail (n=452)				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Cleanliness of Streets and Public Areas	25.1%	66.9%	6.0%	1.6%	0.5%	24.1%	64.8%	8.3%	0.9%	0.4%
Maintenance of City Sewer	23.9%	57.7%	3.4%	1.0%	13.9%	21.0%	58.6%	3.5%	1.3%	14.4%
Quality Drinking Water	35.8%	54.8%	5.3%	0.8%	3.3%	37.0%	55.6%	3.9%	1.5%	1.1%
Quality Snow Removal	24.8%	58.8%	10.1%	4.5%	1.7%	16.6%	62.8%	11.2%	2.4%	6.3%
Maintenance of Neighborhood Streets	15.4%	56.3%	19.7%	8.3%	0.3%	12.3%	50.1%	26.3%	10.5%	0.2%
Maintenance of Main City Streets	15.7%	64.7%	15.0%	4.3%	0.3%	14.0%	61.3%	19.3%	4.4%	0.4%
Maintenance of Street Signs	20.8%	67.7%	8.3%	2.2%	1.1%	20.6%	72.0%	5.7%	0.9%	0.7%
Quality of Stormwater Infrastructure	7.6%	49.4%	22.8%	8.4%	11.8%	5.5%	47.5%	23.6%	10.5%	12.3%
Quality of Bicycle Lanes	6.0%	36.3%	19.0%	7.4%	31.3%	7.2%	36.1%	14.9%	7.0%	33.5%
Number of Bicycle Lanes	5.6%	34.2%	24.5%	7.1%	28.7%	8.3%	33.7%	20.6%	7.2%	29.3%
Ease of Traveling Through the City	16.8%	65.3%	15.2%	1.9%	0.8%	14.4%	32.1%	18.2%	2.2%	0.4%

## 2b. Which THREE of the public works services listed; should receive the most attention from City leadership over the next three years?

Online	Mail
1) Maintenance of Main City Streets	45.5%
2) Ease of Traveling Through the City	39.4%
3) Quality of Stormwater Infrastructure	35.2%
4) Maintenance of Neighborhood Streets	31.7%
5) Number of Bicycle Lanes	21.4%
6) Cleanliness of Streets and Public Areas	18.2%
7) Maintenance of City Sewer	14.2%
8) Quality Snow Removal	14.1%
9) Quality of Bicycle Lanes	13.4%
10) Maintenance of Street Signs	12.1%
11) Quality of Drinking Water	12.0%

**3a. What is your level of satisfaction or dissatisfaction with the enforcement of the City codes listed below?**

	Online (n=717)				Mail (n=449)				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Enforcement of Residential Occupancy Limits	10.2%	64.5%	18.3%	6.9%	6.6%	35.7%	16.0%	5.3%	35.0%
Enforcement of Sidewalk Maintenance	11.3%	62.3%	21.3%	5.1%	7.0%	51.9%	19.5%	6.6%	13.3%
Enforcement of Safety Issue	14.6%	72.3%	9.7%	3.5%	8.5%	55.8%	12.7%	3.9%	17.3%
Enforcement of Cleanup of Comm. Property	12.1%	72.7%	12.3%	2.8%	9.8%	59.3%	13.8%	1.8%	13.1%
Enforcement of Cleanup of Resid. Property	12.2%	64.4%	19.4%	4.0%	9.8%	55.6%	18.2%	4.6%	9.8%

**3b. Which THREE of the code enforcement services listed should receive the most attention from City leadership over the next three years?**

Online		Mail	
1) Enforcement of Cleanup on Resid. Property	72.4%	1) Enforcement of Cleanup on Resid. Property	52.5%
2) Enforcement of Sidewalk Maintenance	63.5%	2) Enforcement of Sidewalk Maintenance	46.7%
3) Enforcement of Safety Issues	60.6%	3) Enforcement of Cleanup of Comm. Property	43.7%
4) Enforcement of Cleanup of Comm. Property	57.6%	4) Enforcement of Safety Issue	42.2%
5) Enforcement of Residential Occupancy Limits	45.7%	5) Enforcement of Residential Occupancy Limits	33.8%

**4. What is your level of satisfaction or dissatisfaction with the following parks and recreation services?**

	Online (n=578)				Mail (n=451)				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Affordability of fees charged for rec. programs	23.9%	63.2%	11.3%	1.6%	10.7%	39.6%	9.8%	1.5%	36.8%
Ease of registering for programs	22.6%	68.3%	7.3%	1.8%	13.1%	39.6%	4.4%	0.7%	40.9%
Animal shelter services	19.2%	72.2%	6.1%	2.5%	11.4%	42.5%	2.8%	0.4%	40.9%
Quality of Sunset Zoo	31.3%	60.0%	6.7%	2.0%	26.9%	47.9%	5.0%	1.1%	17.5%
Animal control enforcement	14.8%	76.6%	6.9%	1.8%	13.6%	55.8%	4.4%	1.1%	24.1%
Cemetery grounds and services	22.6%	75.9%	1.4%	0.2%	17.1%	38.9%	1.5%	0.7%	40.9%
Arts in the Park concert series	26.5%	66.4%	6.4%	0.6%	22.5%	45.5%	4.8%	0.9%	24.9%

**5a. Would you support or oppose increasing funding for street maintenance by \$2 million?**

Online (n=803)		Mail (n=436)	
Strongly Support	28.9%	Strongly Support	20.0%
Support	57.0%	Support	52.1%
Oppose	10.5%	Oppose	16.1%
Strongly Oppose	3.6%	Strongly Oppose	5.3%
--	--	Don't Know	6.7%

**5b. If you support increasing funding for street maintenance, how do you think the City should pay for the increase?**

Online (n=748)		Mail (n=308)	
Dedicated Sales Tax	41.3%	Dedicated Sales Tax	24.9%
Small Property Tax	34.1%	Small Property Tax	21.4%
Cuts to Other Services	13.5%	Cuts to Other Services	13.6%
Don't Know	11.1%	Don't Know	7.4%

**6. What is your level of satisfaction or dissatisfaction with the following general items about the City of Manhattan?**

	Online (n=722)				Mail (n=451)				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
Quality of Fire Protection	38.2%	60.6%	0.7%	0.4%	32.8%	49.2%	0.2%	0.0%	16.4%
Reliability of MHK Air Service	20.2%	64.6%	12.3%	2.9%	13.1%	44.9%	9.0%	2.0%	29.8%
Availability of Mental Health Care	11.7%	58.4%	19.6%	10.3%	5.3%	31.3%	14.4%	3.9%	44.0%
Info About Health and Social Services	15.2%	69.3%	13.2%	2.3%	10.3%	48.6%	14.2%	0.9%	24.9%
Availability of recreation opportunities	23.6%	58.3%	14.9%	3.2%	18.4%	62.1%	10.9%	2.0%	5.7%
Ease of Parking	20.1%	60.5%	14.1%	5.3%	16.0%	60.6%	16.8%	3.9%	1.8%
Manhattan as a place to raise children	44.5%	50.5%	3.4%	1.6%	37.2%	48.1%	2.0%	0.0%	11.6%
Availability of Quality Jobs	6.3%	58.9%	27.8%	7.0%	6.3%	40.3%	27.4%	6.3%	18.4%
Availability of affordable housing for sale	7.5%	50.1%	31.0%	11.4%	4.2%	31.9%	22.5%	9.0%	31.1%
Availability of affordable housing for rent	5.9%	38.8%	36.6%	18.6%	5.0%	24.3%	28.2%	12.9%	27.6%
Overall quality of your neighborhood	39.7%	54.3%	5.4%	0.6%	35.2%	54.7%	7.0%	1.3%	0.4%
Overall quality of life	45.0%	50.4%	3.4%	1.3%	43.3%	52.3%	1.8%	0.4%	0.7%

**7. The City of Manhattan currently has daily flights to Chicago and Dallas. What one other city would you most like to see air service offered to and from MHK Airport?**

Online (n=779)		Mail (n=389)	
Denver, CO	42.4%	Denver, CO	40.7%
Atlanta, GA	12.8%	Las Vegas, NV	9.4%
Washington, D.C.	9.5%	Atlanta, GA	9.4%
Las Vegas, NV	9.0%	Washington D.C.	7.2%
Phoenix, AZ	8.9%	Phoenix, AZ	7.0%
Orlando, FL	8.0%	Orlando, FL	5.9%
San Francisco, CA	6.3%	San Francisco, CA	3.1%
Charlotte, NC	3.2%	Charlotte, NC	2.4%

**8a. Manhattan is a growing city. As a result, there are a number of infrastructure and facility improvements under consideration.**

**What level of support or opposition would you give to the following projects?**

	Online (n=769)				Mail (n=439)				
	Strongly Support	Support	Oppose	Strongly Oppose	Strongly Support	Support	Oppose	Strongly Oppose	Don't Know
Stormwater drainage improvements	32.6%	60.6%	5.3%	1.5%	28.7%	46.4%	4.2%	1.5%	16.4%
Parking garage in Downtown	15.0%	32.2%	40.7%	12.1%	8.1%	22.8%	37.0%	14.9%	14.2%
Parking garage in Aggieville	25.7%	34.1%	28.8%	11.3%	15.1%	25.8%	28.2%	12.9%	14.2%
Street maintenance	38.1%	58.8%	2.6%	0.5%	34.6%	56.5%	1.3%	0.7%	2.6%
Outdoor recreation, parks, trails	41.1%	51.9%	5.6%	1.3%	25.6%	47.7%	12.9%	2.8%	6.8%
Enhancing Kimball Avenue	24.1%	43.9%	25.2%	6.7%	14.7%	35.7%	25.8%	8.5%	12.0%
Creating an indoor recreation facility	34.6%	41.3%	17.4%	6.7%	22.1%	33.3%	19.7%	11.6%	9.2%
Intersection/street width improvements	30.7%	56.6%	11.3%	1.4%	25.8%	47.7%	14.0%	2.4%	5.3%

**8b. Which THREE of the public works services listed; should receive the most attention from City leadership over the next three years?**

Online		Mail	
1) Street maintenance	55.6%	1) Street maintenance	56.2%
2) Intersection/street width improvements	49.2%	2) Intersection/street width improvements	44.0%
3) Outdoor recreation, parks, trails	47.3%	3) Stormwater drainage improvements	43.1%
4) Stormwater drainage improvements	42.7%	4) Outdoor recreation, parks, trails	33.9%
5) Creating an indoor recreation facility	40.0%	5) Creating an indoor recreation facility	25.6%
6) Parking garage in Aggieville	30.3%	6) Parking garage in Aggieville	20.8%
7) Enhancing Kimball Avenue	26.5%	7) Enhancing Kimball Avenue	19.3%
8) Parking garage in Downtown	8.7%	8) Parking garage in Downtown	8.7%

**8c. In order to pay for growth-related projects the City may have to consider increases in property taxes, sales taxes, or some combination of both. If you support any of the growth-related projects, please indicate your preference for how the City should fund them.**

	Online (n=603)				Mail (n=417)				
	Property Tax	Sales Tax	Combo	Don't Know	Property Tax	Sales Tax	Combo	Don't Know	Oppose
Stormwater drainage improvements	24.9%	19.0%	36.5%	19.6%	20.4%	15.3%	22.8%	21.4%	11.6%
Parking garage in Downtown	5.3%	30.5%	29.4%	34.9%	2.2%	13.6%	9.4%	12.9%	53.2%
Parking garage in Aggieville	5.5%	34.0%	29.6%	31.0%	2.2%	16.6%	10.9%	14.4%	47.0%
Street maintenance	18.8%	31.4%	38.1%	11.7%	18.2%	26.0%	24.7%	15.1%	7.2%
Outdoor recreation, parks, trails	18.3%	27.8%	38.8%	15.1%	14.7%	19.7%	21.5%	15.5%	19.9%
Enhancing Kimball Avenue	14.1%	27.2%	32.9%	25.8%	6.6%	15.1%	16.4%	16.8%	36.5%
Creating an indoor recreation facility	14.7%	28.0%	36.0%	21.3%	10.5%	15.8%	15.1%	14.9%	35.7%
Intersection/street width improvements	15.7%	32.5%	37.1%	14.7%	13.1%	21.7%	22.3%	14.4%	19.3%

**9. Some growth-related projects could be paid for over time through fees paid only by the users of those services. Would you support or oppose the projects listed below if they were funded by user fees?**

	Online (n=741)				Mail (n=437)				
	Strongly Support	Support	Oppose	Strongly Oppose	Strongly Support	Support	Oppose	Strongly Oppose	Don't Know
Stormwater drainage improvements	21.0%	51.4%	18.8%	8.7%	13.3%	38.9%	15.1%	6.6%	21.2%
Parking garage in Downtown	26.5%	44.3%	21.3%	8.0%	17.5%	35.9%	22.3%	12.3%	7.4%
Parking garage in Aggieville	31.5%	46.1%	16.1%	6.3%	21.4%	38.5%	19.5%	9.6%	6.1%
Indoor Recreation Facility	40.5%	46.6%	9.5%	3.4%	28.7%	46.0%	10.3%	4.6%	6.6%

**10. As growth and change happens around the city, we would like to know how you feel about commercial and residential development. Please rate your level of agreement or disagreement with each of the following statements.**

	Online (n=807)					Mail (n=441)				
	Strongly Support	Support	Oppose	Strongly Oppose	Don't Know	Strongly Support	Support	Oppose	Strongly Oppose	Don't Know
Preserving Historic Character	48.4%	41.1%	5.0%	1.7%	3.8%	39.4%	45.3%	6.8%	1.3%	4.2%
Reuse and Repurpose Older Buildings	49.8%	41.2%	4.3%	0.7%	4.0%	37.9%	46.0%	5.3%	1.1%	5.9%
New Subdivisions Provide Amenities	41.2%	45.7%	7.2%	0.6%	5.3%	29.8%	43.5%	10.7%	2.6%	9.2%
Walking and Biking is Important	45.1%	46.3%	4.3%	1.1%	3.1%	33.3%	47.7%	7.9%	1.3%	6.1%
Visual Impact is Important	34.3%	58.5%	3.7%	0.5%	3.0%	29.8%	54.9%	5.9%	1.3%	3.9%
Planning is Important	40.6%	52.9%	2.9%	0.4%	3.2%	35.9%	49.2%	5.0%	2.0%	4.2%

**11. Do you agree or disagree with the following statements about the governing of the City of Manhattan?**

	Online (n=617)				Mail (n=436)				
	Strongly Support	Support	Oppose	Strongly Oppose	Strongly Support	Support	Oppose	Strongly Oppose	Don't Know
Provides access to information	16.4%	73.2%	14.9%	3.3%	10.1%	53.6%	9.6%	2.8%	18.6%
Understand how tax dollars are used	7.8%	72.6%	12.8%	2.8%	5.9%	38.7%	24.1%	6.1%	20.1%
Receive good value for my tax dollars	10.1%	68.4%	14.2%	4.9%	6.3%	44.9%	20.1%	5.7%	17.5%
Gathers feedback from residents on issues	13.9%	69.2%	14.4%	2.6%	8.3%	41.8%	14.9%	3.1%	27.1%
Gains consensus from residents on issues	11.1%	58.9%	24.4%	7.6%	8.5%	43.3%	16.8%	4.2%	22.5%
Good vision for the future	10.2%	51.4%	32.6%	9.2%	6.6%	41.6%	10.7%	3.3%	33.9%
Responsive to my needs and concerns	7.6%	72.1%	9.7%	3.8%	6.6%	44.6%	12.0%	3.7%	28.0%

12. Question twelve from the mail survey was not included in the online survey.

13. How do you prefer to get your information about the City of Manhattan? Select all that apply:

Online	
1) City website (CityofMHK.com)	58.5%
2) In Touch emails	42.2%
3) Local newspapers	41.3%
4) Social Media	33.3%
5) Utility bill	29.8%
6) Radio news	27.7%
7) Parks and Recreation activity guides	27.1%
8) News websites	18.7%
9) Word of mouth	18.8%
10) Television news	18.3%
11) Government Access Channel (Cox Channel 3)	7.3%
12) Other	1.5%

Mail	
Local newspapers	55.1%
City website (CityofMHK.com)	48.4%
Radio news	37.2%
Utility bill	36.8%
Television news	32.6%
Parks and Recreation activity guides	25.8%
Social Media	24.9%
Word of mouth	19.9%
News websites	17.1%
Government Access Channel (Cox Channel 3)	15.3%
In Touch emails	14.4%
Other	3.3%

14. In the last 12 months, how many times have you had the following interactions with the City?

	Online (n=804)			
	Never	1-2 Times	3-10 Times	> 10 Times
Attended a Public Meeting or Event	77.5%	33.4%	3.3%	0.5%
Watched a Public Meeting On-line	86.7%	12.7%	1.9%	0.6%
Watched a Public Meeting on TV	78.2%	16.0%	4.5%	1.2%
Attended a City Commission meeting	85.3%	9.6%	2.6%	0.6%
Called the City with a question or complaint	63.1%	18.7%	2.9%	0.6%

	Mail (n=431)			
	Never	1-2 Times	3-10 Times	> 10 Times
Attended a Public Meeting or Event	71.3%	17.7%	4.8%	0.7%
Watched a Public Meeting On-line	80.5%	8.8%	3.5%	1.5%
Watched a Public Meeting on TV	56.5%	26.0%	10.3%	2.0%
Attended a City Commission meeting	79.4%	10.9%	3.3%	0.2%
Called the City with a question or complaint	--	--	--	--

## DEMOGRAPHICS

### 15. Age of Respondents

Online (n=813)		Mail (n=457)	
18-25	8.5%	18-25	8.8%
26-35	27.8%	26-35	17.1%
36-45	17.6%	36-45	9.8%
46-55	13.4%	46-55	12.7%
56-65	16.9%	56-65	16.4%
Over 65 years	15.9%	Over 65 years	30.6%

### 16. Years Lived in the City of Manhattan

Online (n=813)		Mail (n=442)	
< 2	14.8%	< 2	7.4%
2 - 5	22.9%	2 - 5	16.2%
6 - 10	13.8%	6 - 10	10.9%
> 10	48.6%	> 10	62.1%

### 17. Years Planning to Live in the City of Manhattan

Online (n=809)		Mail (n=421)	
< 2	9.9%	< 2	6.3%
2 - 5	17.4%	2 - 5	11.2%
6 - 10	11.9%	6 - 10	12.0%
> 10	60.8%	> 10	62.6%

### 18. Estimated Total Annual Household Income

Online (n=811)		Mail (n=457)	
Less than \$24,999	5.5%	Less than \$24,999	14.7%
\$25,000-\$49,999	15.5%	\$25,000-\$49,999	16.8%
\$50,000-\$99,999	36.9%	\$50,000-\$99,999	28.9%
\$100,000 or more	32.9%	\$100,000 or more	21.2%
Prefer not to say	9.1%	Prefer not to say	13.3%

### 19. Homeownership

Online (n=814)		Mail (n=437)	
Rent	25.5%	Rent	23.6%
Own	74.4%	Own	72.0%

**20. Military or Kansas State University Student**

Online (n=803)	
KSU Student	9.7%
Service Member	7.1%
Both	0.7%
Neither	82.4%

Mail (n=433)	
KSU Student	10.1%
Service Member	3.5%
Both	0.2%
Neither	81.0%

**21a. Number of Adults Living in Household**

Online (n=793)	
1	21.4%
2	66.2%
3	7.9%
4	3.3%
5	0.9%
6+	0.3%

Mail (n=435)	
1	28.2%
2	57.8%
3	5.9%
4	2.4%
5	0.0%
6+	0.9%

**21b. Number of Children Living in Household**

Online (n=792)	
0	66.3%
1	13.1%
2	14.0%
3	4.3%
4	1.6%
5+	0.6%

Mail (n=435)	
0	74.0%
1	11.2%
2	7.4%
3	1.3%
4	1.1%
5+	0.2%

**22. Neighborhood**

Online (n=793)	
1	2.4%
2	11.1%
3	8.3%
4	14.1%
5	12.4%
6	10.1%
7	5.7%
8	16.5%
9	7.2%
10	7.6%
11	4.7%

Mail (n=457)	
1	2.0%
2	8.5%
3	11.4%
4	14.0%
5	10.9%
6	10.7%
7	4.8%
8	13.3%
9	8.3%
10	7.7%
11	4.6%

% Household Population	
1	2.0%
2	7.0%
3	8.0%
4	16.0%
5	8.0%
6	13.0%
7	11.0%
8	9.0%
9	8.0%
10	14.0%
11	4.0%

