

INTRODUCTION

In late summer and autumn of 2018, Walker Consultants, in conjunction with the City of Wichita, conducted an online survey utilizing the SurveyMonkey platform of the Wichita community regarding parking and multi-modal options (such as the Q-Line and bike-share network) within the city. All members of the public, including visitors, employees, employers, and residents, both inside and outside of downtown Wichita, were invited to take the survey. Survey questions were generally organized around several downtown “core” districts as shown below, though some parts of the survey also focused on border access issues for areas outside of the downtown.

Figure 1: Study Area Map



Source: Walker Consultants

In all, the survey generated nearly 900 responses. The following are key results and takeaways, as well as other items of note, from the survey. These responses will be considered and incorporated into future parking policy recommendations.

A total of 39 parking- and multi-modal-related questions were asked, with the average respondent taking about 10 minutes to complete the survey. Of these, 35 questions were multiple choice and 4 were open-ended. Respondents were first asked to select the most common reason for visiting, to rate parking and mobility, and to state the issues or factors that influenced their decision to rate parking and mobility at less than a 4 out of 5, for each of the various downtown parking districts. Secondly, they were asked to discuss parking and mobility issues city-wide, including downtown, to state what the parking- and mobility-related responsibilities of the City should be, and to give their overall impression of multi-modal options in downtown. Thirdly, they gave their

preferences for various parking- and mobility-related strategies and technologies that they either support or do not support. Finally, they were invited to share any additional comments or concerns they had about other parking- or mobility-related issues in the city.

Overall qualitative and quantitative conclusions that can be made from the survey, as well as common themes that emerged, are described below. A detailed, comprehensive report including all the survey data for each question, with accompanying charts and figures, is included in the appendix to this memo.

This survey represents a more detailed examination of mobility-related questions and answers from a previous city-wide National Citizen Survey (NCS). In 2016, the National Research Center (NRC), Inc., in conjunction with the International City/County Management Association (ICMA), released its latest biennial NCS for Wichita. The purpose of the NCS is to capture residents' opinions within three pillars of the community – Community Characteristics, Governance, and Participation – across eight central facets of community, one of which is Mobility.

For that facet, residents were asked to rate overall ease of travel and ease of travel specifically for various forms of transportation including car, public transit, and bicycle, as well as asked to rate public parking, paths and walking trails, and traffic flow. Also, residents were asked to rate the various mobility-related functions of city government, including traffic enforcement, sidewalk maintenance, transit services, and street repair. Finally, they were surveyed to see participation rates for using public transit, walking, or carpooling versus driving.

Areas in the NCS where a majority rated negatively included public parking, travel by bicycle and public transportation, street repair, and sidewalk maintenance. Only a small fraction of commuters reported using public transit instead of driving with a somewhat larger fraction reporting that they had walked or carpooled instead of driving.

The full results of the NCS, including detailed results for all Mobility related items, are also included in the appendix of this memo.

EXPERIENCE BY DISTRICT

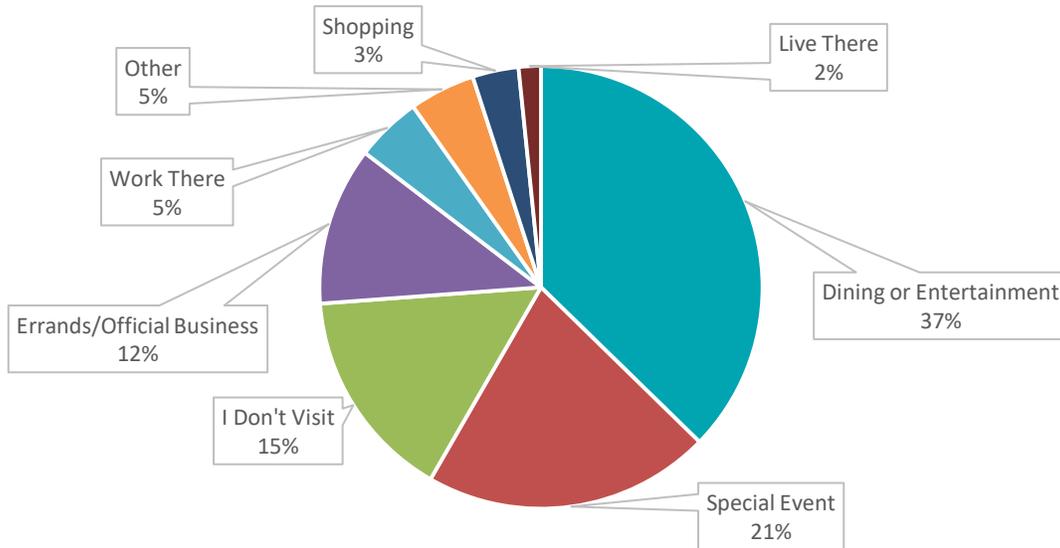
Most districts featured a diverse mix of reasons that respondents visited the various districts. However, there were some notable outliers. Dining and entertainment was the most common reason to visit for the majority of respondents for the Delano Core and Old Town Districts. Special events were the most common reason to visit the Century II District, and notably, a majority of respondents also stated that they did not have a reason for visiting the WaterWalk District, which suggests that many survey takers visit this area only infrequently.

All districts were rated by a majority of respondents as “fair” with regards to parking and mobility except for WaterWalk, which was rated “good.” For the districts rated “fair,” all but one featured “good” as the second most common response. “Excellent” was by far the least common response for all districts except WaterWalk.

Respondents rated districts at or below a “4” (good, fair, poor, or very poor) for a variety of reasons, but a lack of parking availability was cited as the most common reason for all districts with lack of proximity to the destination as the 2nd most common reason for all districts. Safety was typically the 3rd most common reason

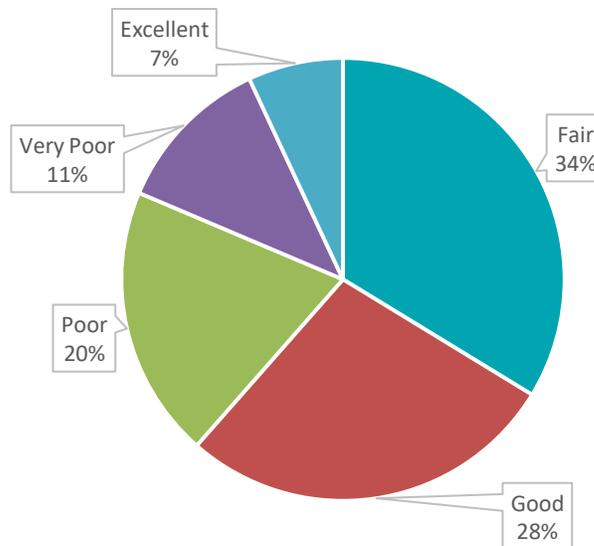
cited, with the notable exception of the Century II District, where a lack of payment options was cited as the 3rd most common reason.

Figure 2: Most Common Reason to Visit Averaged Across All Districts



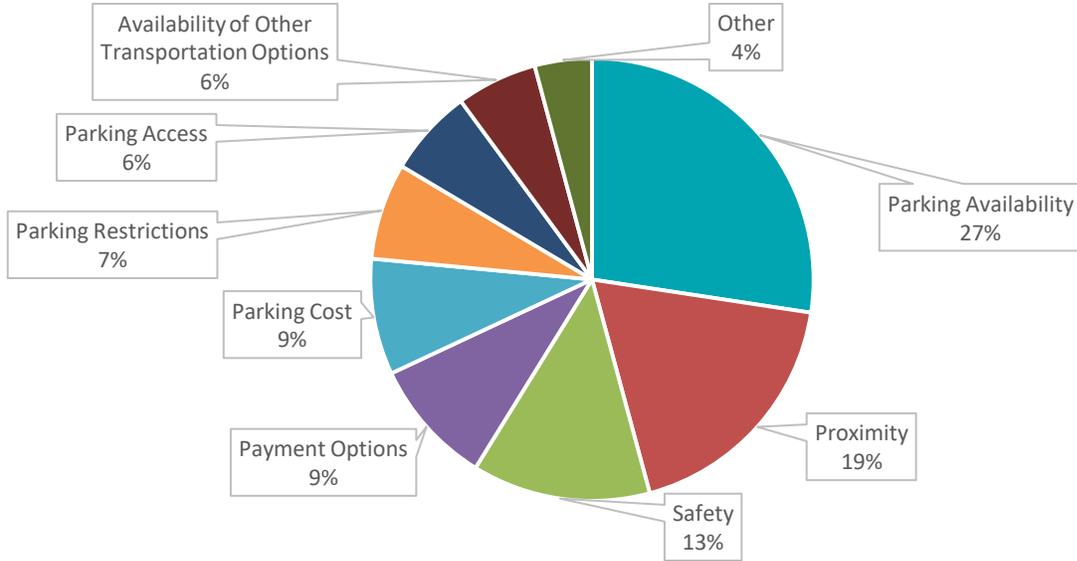
Source: Walker Consultants

Figure 3: Parking and Mobility Ratings Averaged Across All Districts



Source: Walker Consultants

Figure 4: Most Common Reasons for Poor Parking and Mobility Averaged Across All Districts



Source: Walker Consultants

PARKING AND MOBILITY CITY-WIDE

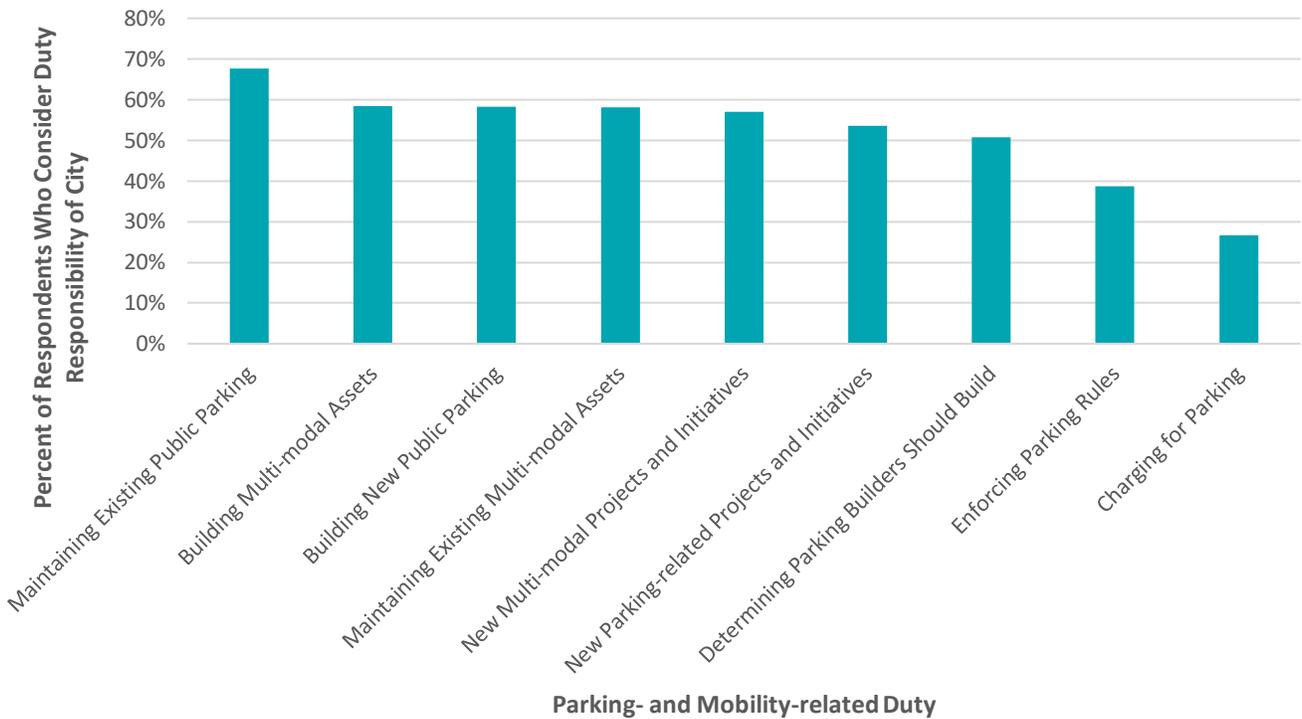
CITY DUTIES

Respondents were asked about what parking- and mobility-related duties the city should be responsible for, and a majority cited all but two choices provided in the question as duties the city should have responsibility over. Enforcing rules and restrictions (time limits) and charging for parking were the two areas where most felt the city should not have responsibility.

The low response rate for “charging for parking” (27%) and “restrictions” (39%) may reflect a general preference among some survey takers that parking should be free and not time-limited. If asked in another way, such as, “should the City manage pay- and/or time-limited parking in core locations where it makes sense,” the responses might have been somewhat different.



Figure 5: Parking- and Mobility-Related Duties for Which City Should be Responsible



Source: Walker Consultants

AREAS OF CONCERN FOR PARKING AND MOBILITY

A wide variety of responses emerged when people were asked to discuss in their own words their thoughts on areas of the city where they feel that parking and/or mobility issues exist. A word frequency analysis (how many times a particular word or phrase appears in all the responses aggregated together) was conducted, and a few themes emerged from the 244 answers provided for this particular question.

DOWNTOWN

14% of responses included “downtown.” Though downtown was cited as the most problematic area in terms of parking and mobility issues, respondents were evenly divided about whether parking specifically is a problem, with about half saying it is and half saying it isn’t, or even explicitly stating that there is, if anything, a glut of parking. Mobility issues commonly cited included complaints about angled parking and poorly designed bike lanes.

CITY-WIDE

“Wichita” was mentioned in 11% of responses. Lack of bike lanes, lack of adequate public transit outside of downtown, and streets not conducive to pedestrian activity (too wide, poor or no sidewalks, et cetera) were the most common city-wide issues cited.

DOUGLAS

About 10% of responses included “Douglas.” Pedestrian and bicycle mobility were almost universally cited in these responses, with frequent complaints about unsafe pedestrian crossings in the district.

CLIFTON SQUARE

5% of responses discussed “Clifton Square.” Mostly, respondents felt there was occasionally an inadequate amount of available parking during busy times.

WSU

4% of responses cited “WSU [Wichita State University]” as a problem area. Mostly the concern was a significant lack of available and discoverable public parking for the university, though bike and pedestrian connectivity and continuity issues were also cited.

DELANO

4% of responses cited the “Delano [District].” The most common concern was a lack of available parking.

IMPRESSION OF MULTI-MODAL OPTIONS IN DOWNTOWN WICHITA

Finally, respondents were asked to give their overall impression of multi-modal options that are currently available in the downtown area. 543 people provided responses to this question. Word cloud analysis, combined with a comprehensive reading of the comments provided, yielded a few recurring ideas.

30% of respondents mentioned the word “bike.” Overall, a slight majority of residents were happy with the improvements to bicycle infrastructure that have been made, and most felt that the city should and could be doing even more in this area. Most respondents expressed satisfaction and praise for the Bike Share ICT system. A notable minority, however, felt the opposite, that bike infrastructure is unnecessary and a waste of valuable municipal funds.

Respondents expressed significant praise for the Q-Line, which was mentioned in 25% of responses. Almost everyone who mentioned the Q-Line had positive things to say about it and that it was a valuable and useful transportation asset in the city, with a few suggesting that the line should be expanded. Even those who criticized Wichita Transit overall (mentioned 31 times), and who said they don’t typically use transit, typically had positive things to say about the Q-Line.

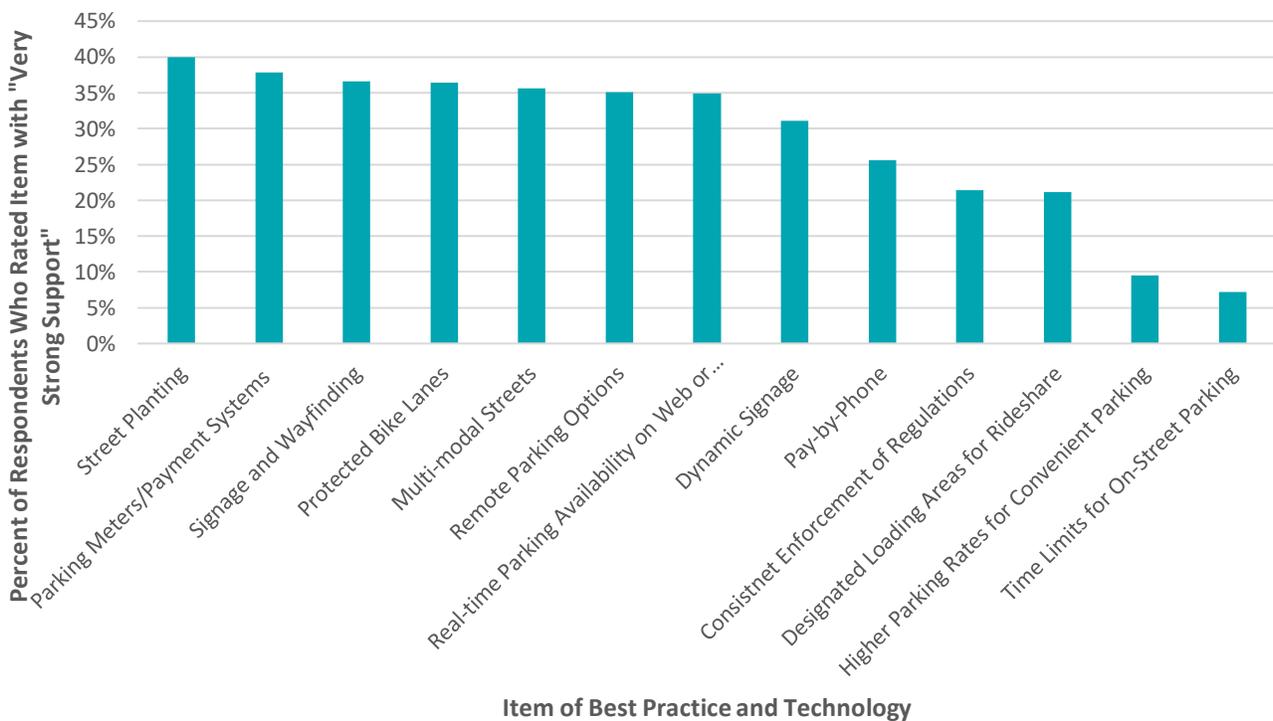
Notably, phrases such as “getting better,” “great start,” “improving,” and “moving in the right direction” were used in a combined 15% of responses, indicating that many respondents felt that multi-modal options and infrastructure are indeed improving in the city, even if they felt that more could be done. Only about 4% of respondents used words such as “poor,” “dangerous,” or “not convenient” to describe their multi-modal options.

PREFERENCES FOR PARKING BEST PRACTICES AND TECHNOLOGIES

Respondents were presented with 12 options for parking best practices and technologies and asked to express their level of support for each one. 8 of the 12 options received “very strong support,” including street planting, multi-modal streets, protected and/or separated bike lanes, remote parking options, dynamic signage, access to real-time parking availability on the web or a smart phone, pay-by-phone options, and parking meters/payment systems that accept credit cards. Street planting and parking meters that accept credit cards were the most popular options, each receiving approximately 40% “very strong support.”

Higher parking rates for the most convenient parking was the only clearly unpopular idea, with nearly 40% of respondents expressing no level of support and over 20% expressing “little support.” Also, a majority only expressed “moderate support” for time limits for on-street parking.

Figure 6: Most Popular Preferences for Parking Best Practices and Technologies Ranked by Level of “Very Strong Support”

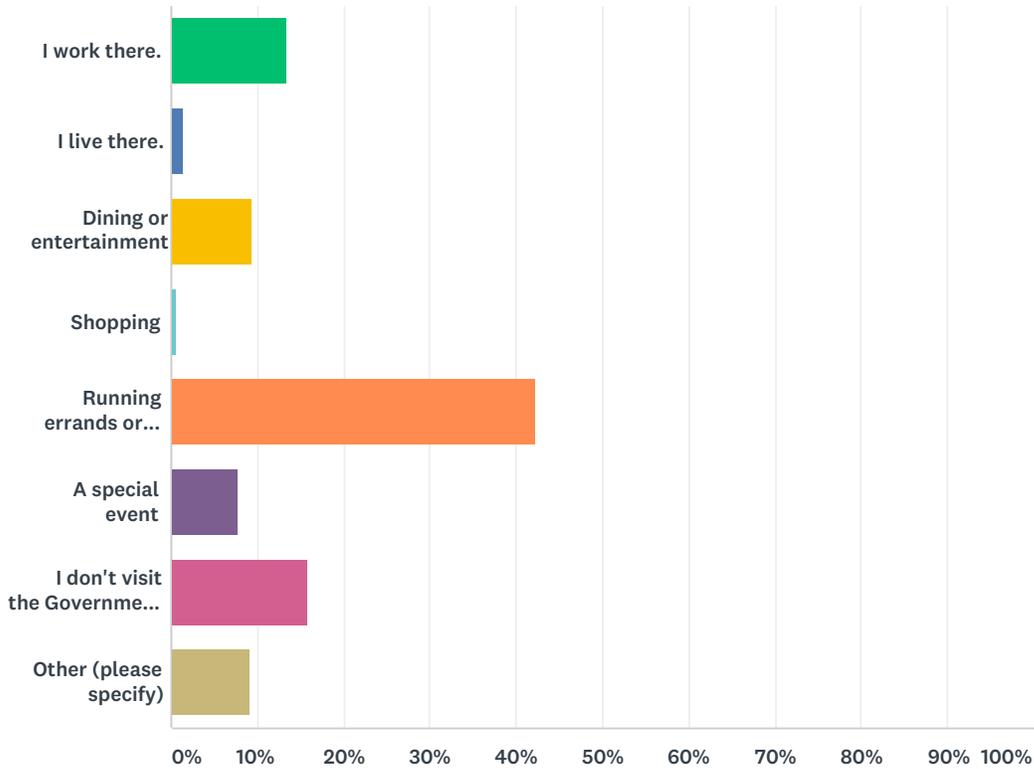


Source: Walker Consultants

The last question of the survey asked for people to describe parking practices that they’ve seen in other communities that might work well in downtown Wichita. Here, “parking garages” emerged as a clear theme, with almost 20% of respondents discussing in some capacity. Out of those who mentioned “parking garages,” most said that Wichita needs more structures and fewer surface lots, though a significant portion of those who mentioned “[parking] lots,” 15%, said that lots should be free or, if they are pay-to-park, should feature expanded payment options.

Q1 What is your most common reason for visiting the Government District (see approximate boundaries below)

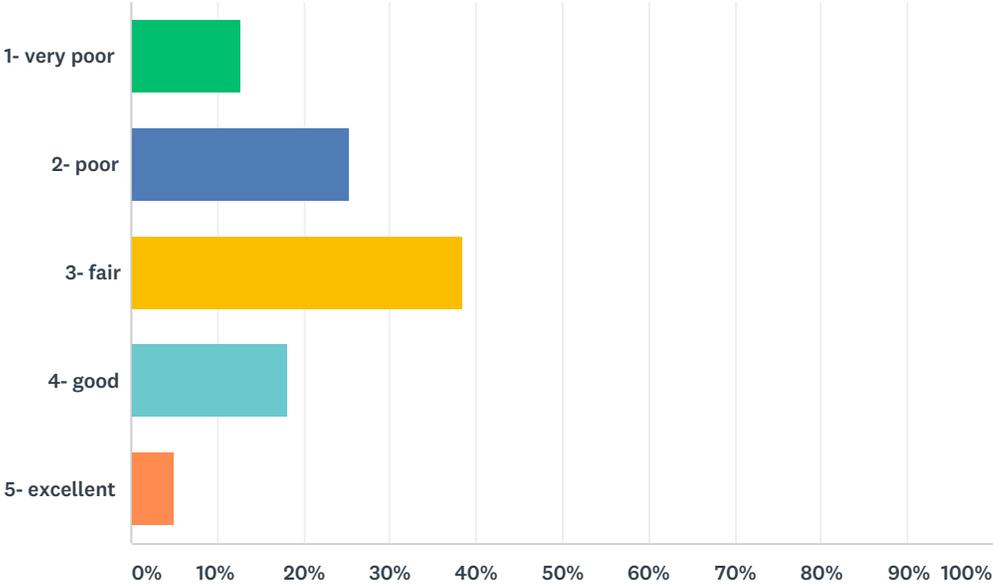
Answered: 872 Skipped: 11



ANSWER CHOICES	RESPONSES	
I work there.	13.42%	117
I live there.	1.38%	12
Dining or entertainment	9.52%	83
Shopping	0.57%	5
Running errands or conducting official business	42.20%	368
A special event	7.68%	67
I don't visit the Government District.	15.94%	139
Other (please specify)	9.29%	81
TOTAL		872

Q2 Please rate parking and mobility in the Government District on a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

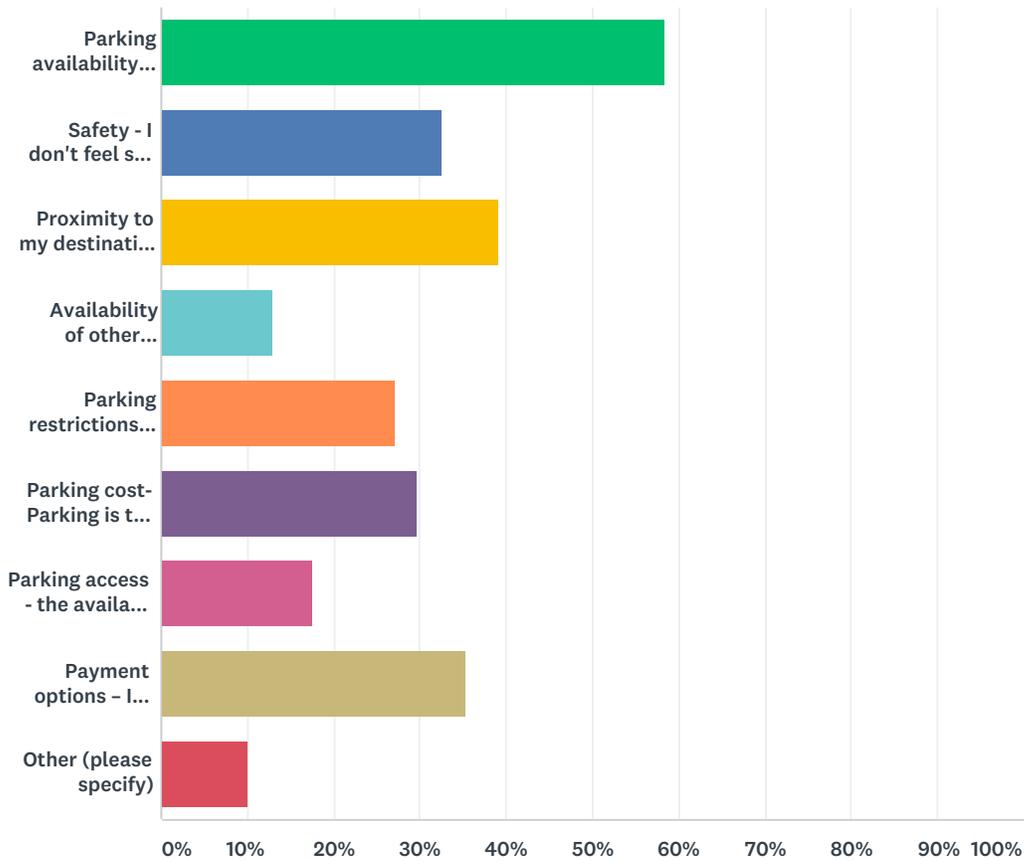
Answered: 838 Skipped: 45



ANSWER CHOICES	RESPONSES	
1- very poor	12.77%	107
2- poor	25.42%	213
3- fair	38.54%	323
4- good	18.26%	153
5- excellent	5.01%	42
TOTAL		838

Q3 If you rated parking and mobility in the Government District below a 4, which of the following issues or factors influenced your rating? Check all that apply.

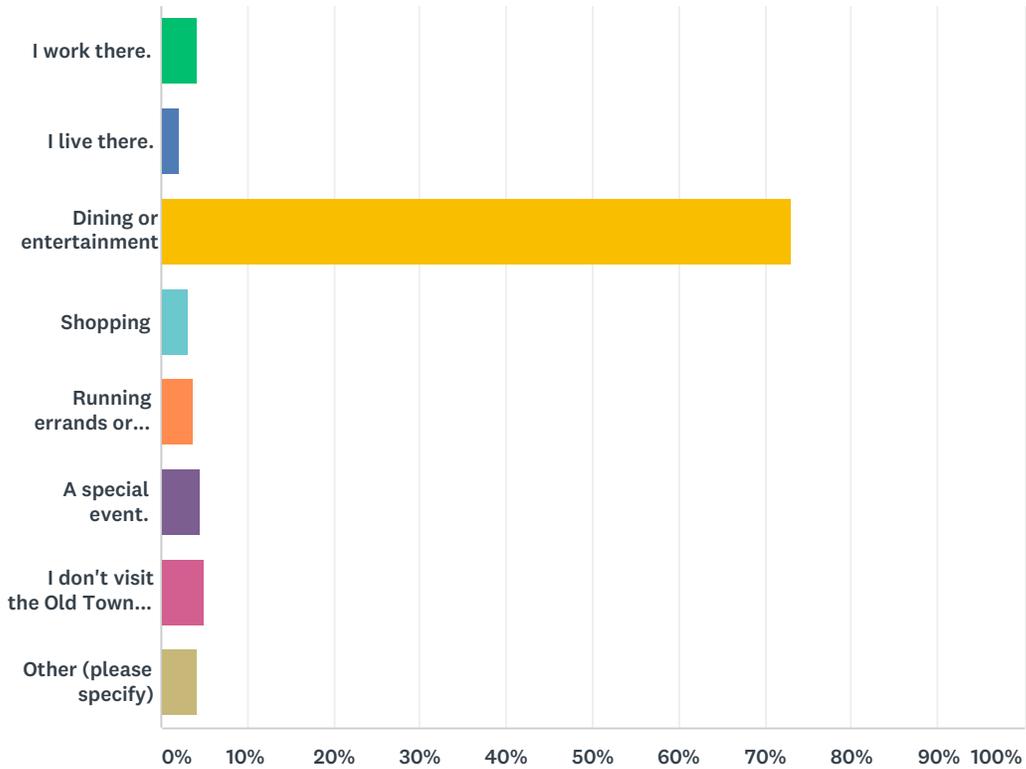
Answered: 681 Skipped: 202



ANSWER CHOICES	RESPONSES
Parking availability - there are too few parking spaces.	58.30% 397
Safety - I don't feel safe parking my car there or I don't feel safe walking to/from my car.	32.60% 222
Proximity to my destination - the available parking is too far from where I need to go.	39.21% 267
Availability of other transportation options - there aren't enough bicycle, pedestrian, and/or transit amenities.	13.07% 89
Parking restrictions—the time limits are too short.	27.17% 185
Parking cost- Parking is too expensive.	29.81% 203
Parking access - the available parking is too difficult to access from main roads.	17.47% 119
Payment options – I would prefer to pay for parking by credit/debit card, mobile app, or other options instead of just coins or bills.	35.39% 241
Other (please specify)	10.13% 69
Total Respondents: 681	

Q4 What is your most common reason for visiting the Old Town District (see appromixate boundaries below)

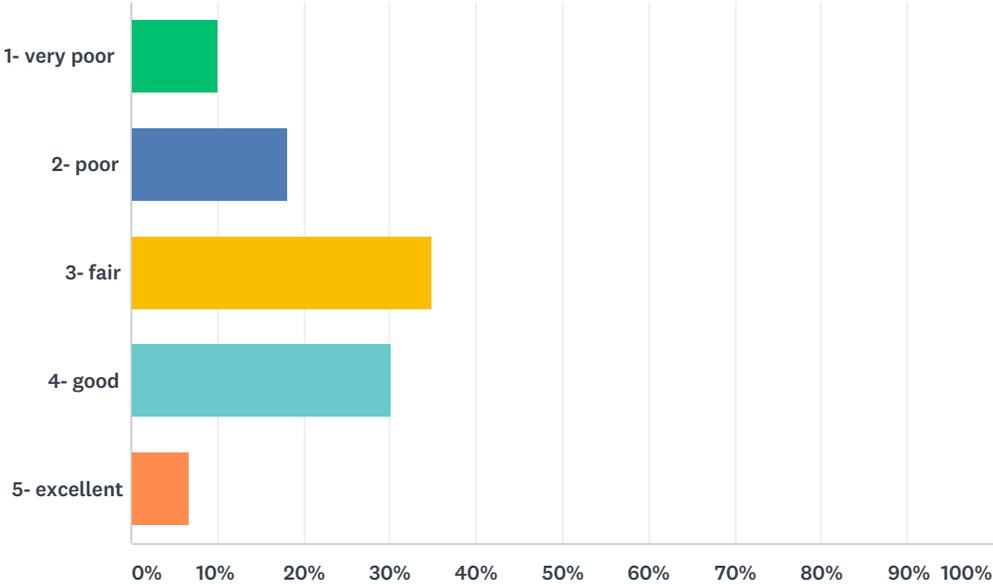
Answered: 869 Skipped: 14



ANSWER CHOICES	RESPONSES	
I work there.	4.26%	37
I live there.	2.07%	18
Dining or entertainment	72.96%	634
Shopping	3.22%	28
Running errands or conducting official business	3.68%	32
A special event.	4.60%	40
I don't visit the Old Town District.	5.06%	44
Other (please specify)	4.14%	36
TOTAL		869

Q5 Please rate parking and mobility in the Old Town District on a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

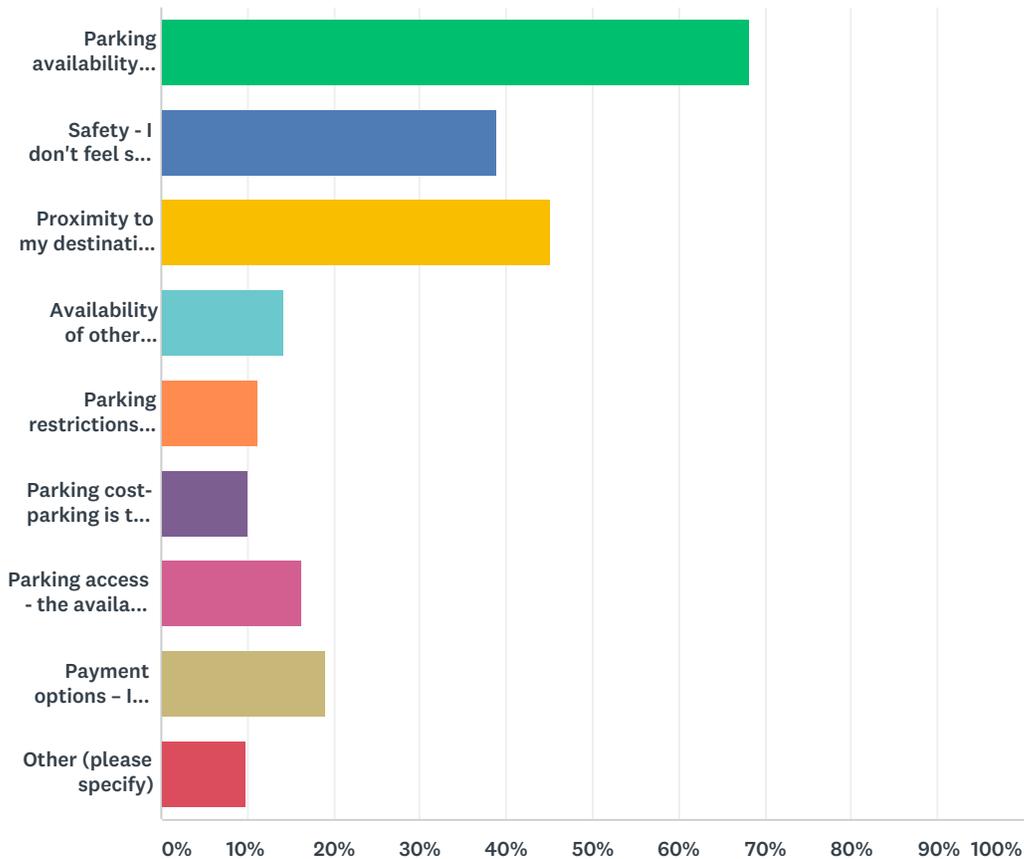
Answered: 871 Skipped: 12



ANSWER CHOICES	RESPONSES	
1- very poor	9.99%	87
2- poor	18.14%	158
3- fair	34.90%	304
4- good	30.20%	263
5- excellent	6.77%	59
TOTAL		871

Q6 If you rated parking and mobility in the Old Town District below a 4, which of the following issues or factors influenced your rating? Check all that apply.

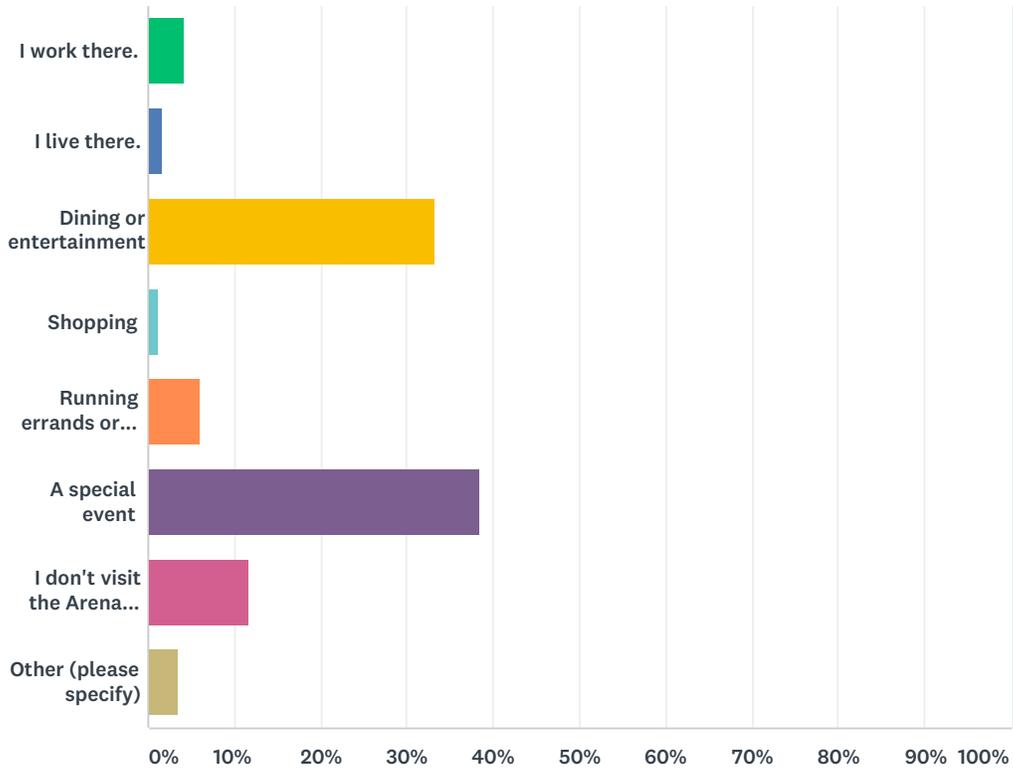
Answered: 610 Skipped: 273



ANSWER CHOICES	RESPONSES
Parking availability - there are too few parking spaces.	68.20% 416
Safety - I don't feel safe parking my car there or I feel unsafe walking to/from my car.	39.02% 238
Proximity to my destination - the available parking is too far from where I need to go.	45.25% 276
Availability of other transportation options - there aren't enough bicycle, pedestrian, and/or transit amenities.	14.26% 87
Parking restrictions—the time limits are too short.	11.31% 69
Parking cost- parking is too expensive.	10.00% 61
Parking access - the available parking is too difficult to access from main roads.	16.23% 99
Payment options – I would prefer to pay for parking by credit/debit card, mobile app, or other options instead of just coins or bills.	19.02% 116
Other (please specify)	9.84% 60
Total Respondents: 610	

Q7 What is your most common reason for visiting the Arena District (see approximate boundaries below)

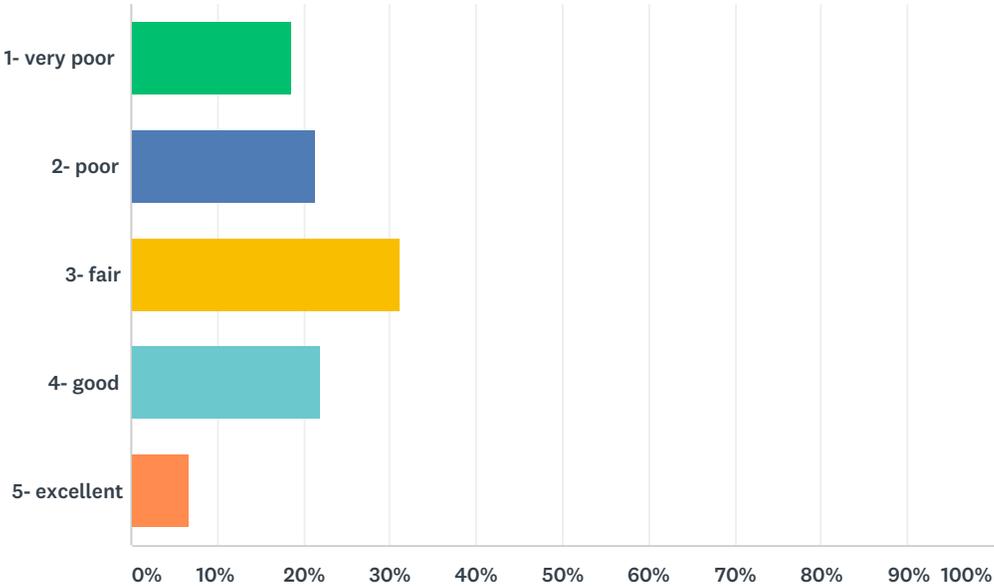
Answered: 866 Skipped: 17



ANSWER CHOICES	RESPONSES	
I work there.	4.16%	36
I live there.	1.62%	14
Dining or entertainment	33.26%	288
Shopping	1.15%	10
Running errands or conducting official business	6.00%	52
A special event	38.57%	334
I don't visit the Arena District.	11.66%	101
Other (please specify)	3.58%	31
TOTAL		866

Q8 Please rate parking and mobility in the Arena District on a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

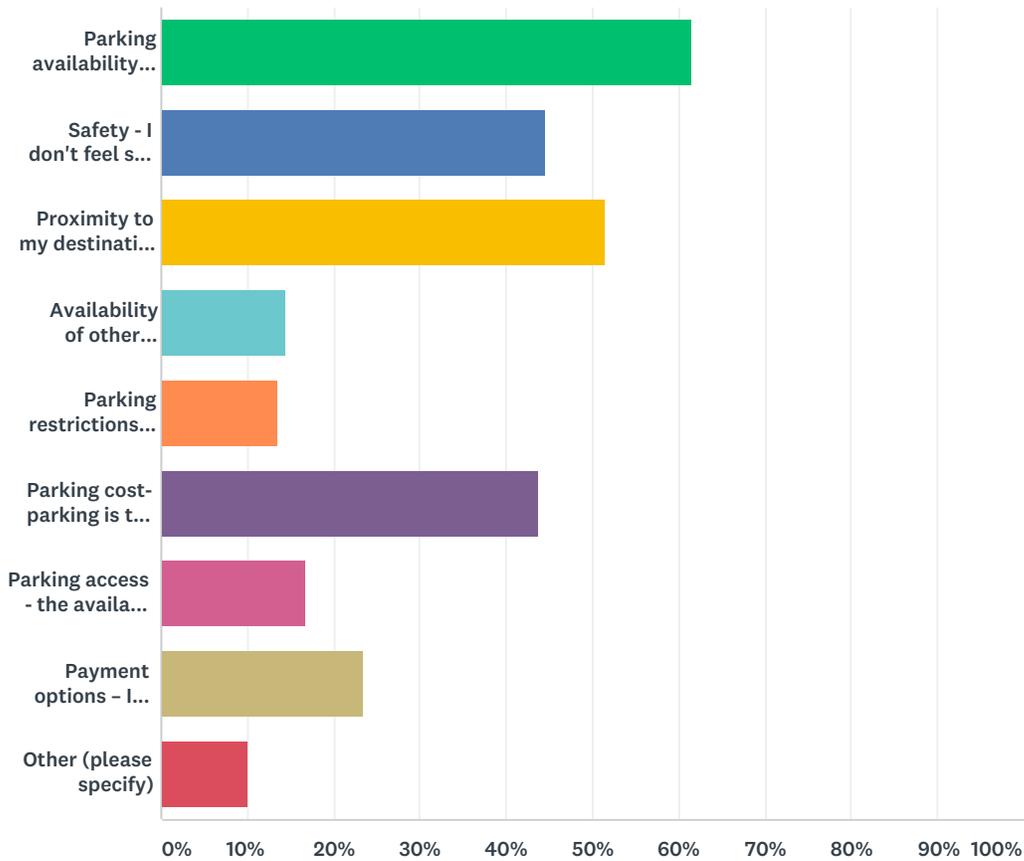
Answered: 835 Skipped: 48



ANSWER CHOICES	RESPONSES	
1- very poor	18.68%	156
2- poor	21.32%	178
3- fair	31.26%	261
4- good	22.04%	184
5- excellent	6.71%	56
TOTAL		835

Q9 If you rated parking and mobility in the Arena District below a 4, which of the following issues or factors influenced your rating? Check all that apply.

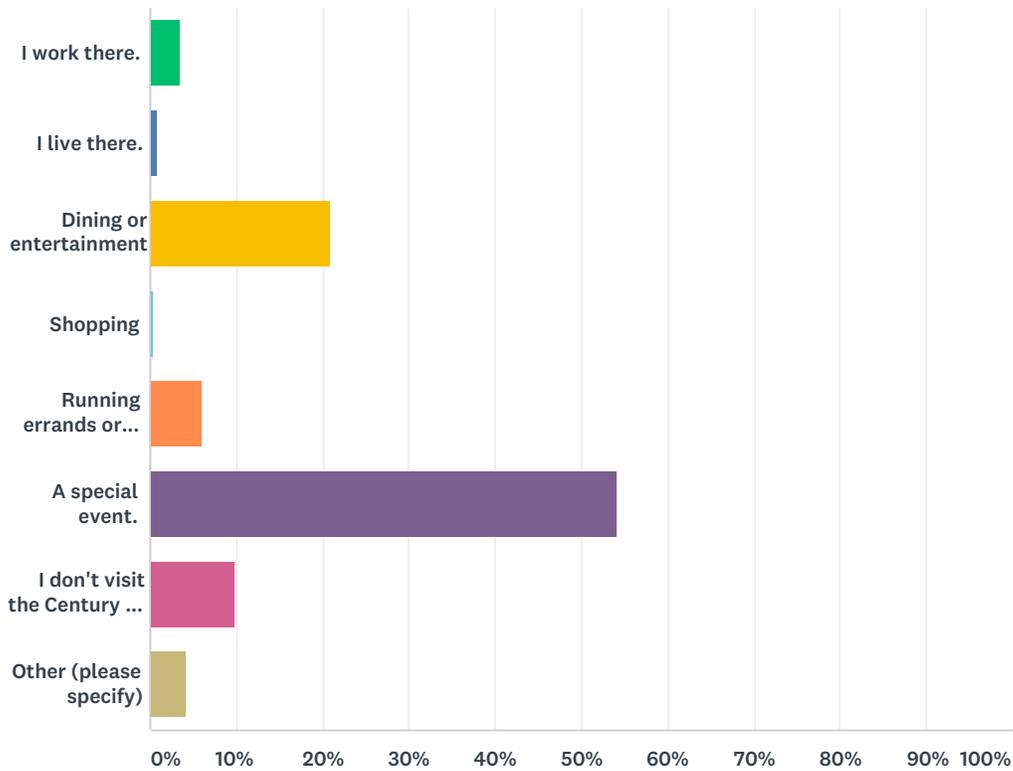
Answered: 636 Skipped: 247



ANSWER CHOICES	RESPONSES
Parking availability - there are too few parking spaces.	61.48% 391
Safety - I don't feel safe parking my car there or I feel unsafe walking to/from my car.	44.50% 283
Proximity to my destination - the available parking is too far from where I need to go.	51.42% 327
Availability of other transportation options - there aren't enough bicycle, pedestrian, and/or transit amenities.	14.47% 92
Parking restrictions—the time limits are too short.	13.68% 87
Parking cost- parking is too expensive.	43.71% 278
Parking access - the available parking is too difficult to access from main roads.	16.67% 106
Payment options – I would prefer to pay for parking by credit/debit card, mobile app, or other options instead of just coins or bills.	23.43% 149
Other (please specify)	10.06% 64
Total Respondents: 636	

Q10 What is your most common reason for visiting the Century II District (see approximate boundaries below)

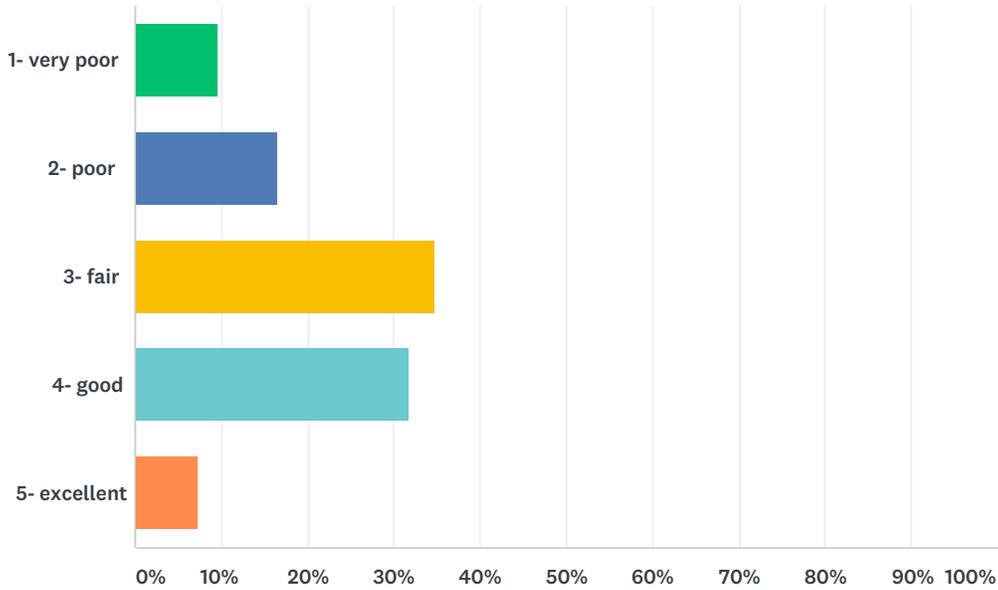
Answered: 865 Skipped: 18



ANSWER CHOICES	RESPONSES	
I work there.	3.58%	31
I live there.	0.92%	8
Dining or entertainment	20.92%	181
Shopping	0.46%	4
Running errands or conducting official business	6.01%	52
A special event.	54.10%	468
I don't visit the Century II District.	9.83%	85
Other (please specify)	4.16%	36
TOTAL		865

Q11 Please rate parking and mobility in the Century II District on a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

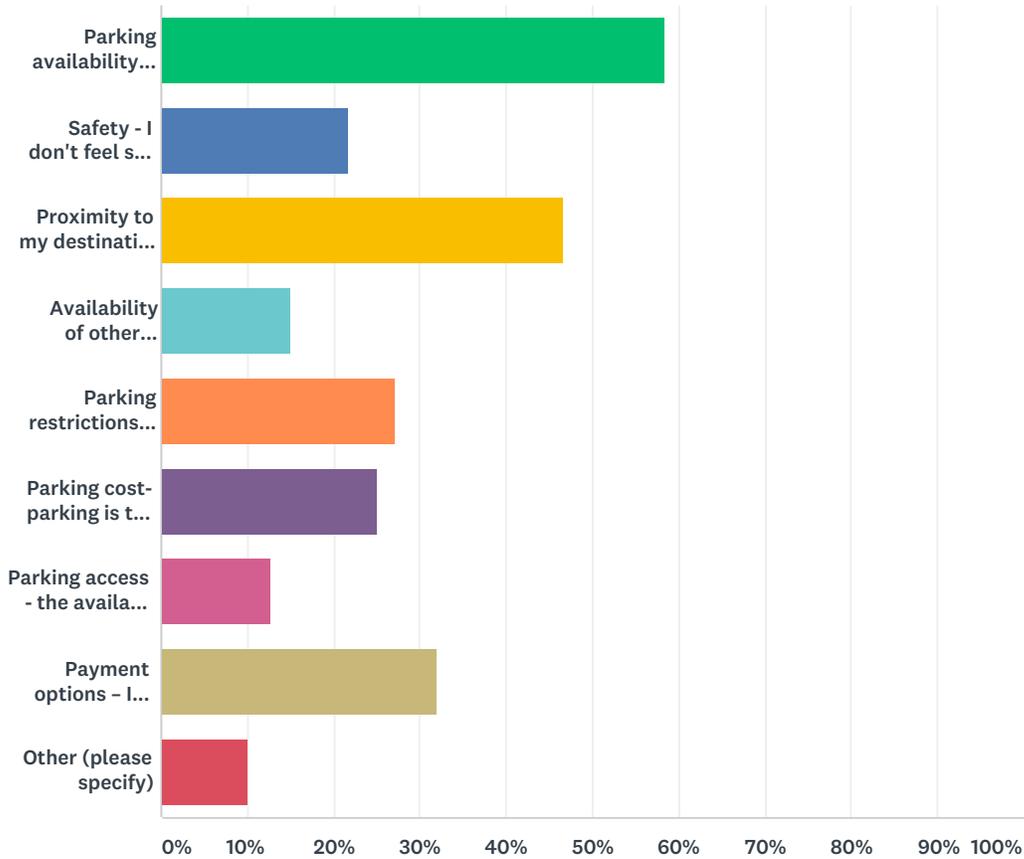
Answered: 832 Skipped: 51



ANSWER CHOICES	RESPONSES	
1- very poor	9.62%	80
2- poor	16.47%	137
3- fair	34.74%	289
4- good	31.85%	265
5- excellent	7.33%	61
TOTAL		832

Q12 If you rated parking and mobility in the Century II District below a 4, which of the following issues or factors influenced your rating? Check all that apply.

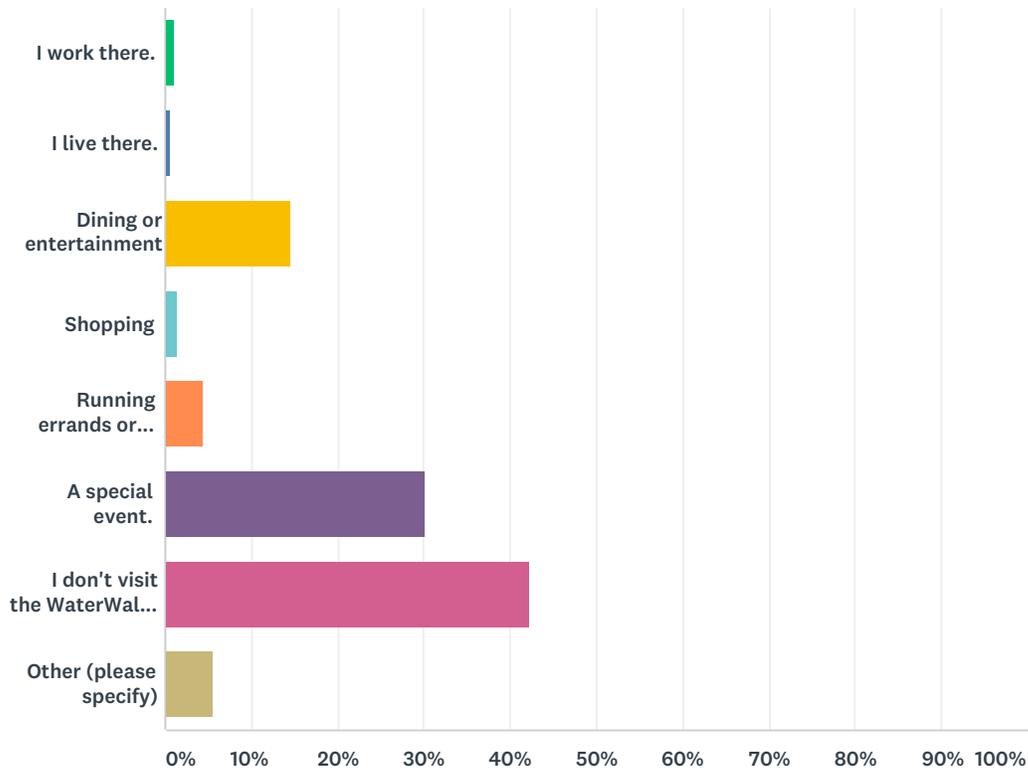
Answered: 568 Skipped: 315



ANSWER CHOICES	RESPONSES
Parking availability - there are too few parking spaces.	58.45% 332
Safety - I don't feel safe parking my car there or I feel unsafe walking to/from my car.	21.83% 124
Proximity to my destination - the available parking is too far from where I need to go.	46.65% 265
Availability of other transportation options - there aren't enough bicycle, pedestrian, and/or transit amenities.	14.96% 85
Parking restrictions—the time limits are too short.	27.11% 154
Parking cost- parking is too expensive.	25.18% 143
Parking access - the available parking is too difficult to access from main roads.	12.68% 72
Payment options – I would prefer to pay for parking by credit/debit card, mobile app, or other option instead of just coins or bills.	32.04% 182
Other (please specify)	10.04% 57
Total Respondents: 568	

Q13 What is your most common reason for visiting the WaterWalk District (see approximate boundaries below)

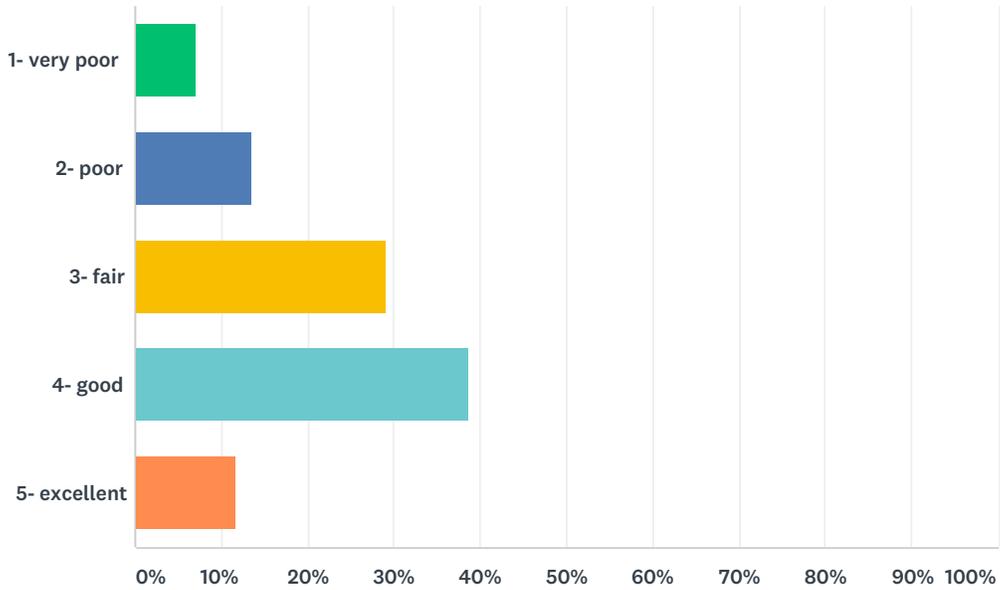
Answered: 859 Skipped: 24



ANSWER CHOICES	RESPONSES	
I work there.	1.05%	9
I live there.	0.70%	6
Dining or entertainment	14.55%	125
Shopping	1.51%	13
Running errands or conducting official business	4.31%	37
A special event.	30.03%	258
I don't visit the WaterWalk District.	42.26%	363
Other (please specify)	5.59%	48
TOTAL		859

Q14 Please rate parking and mobility in the WaterWalk District on a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

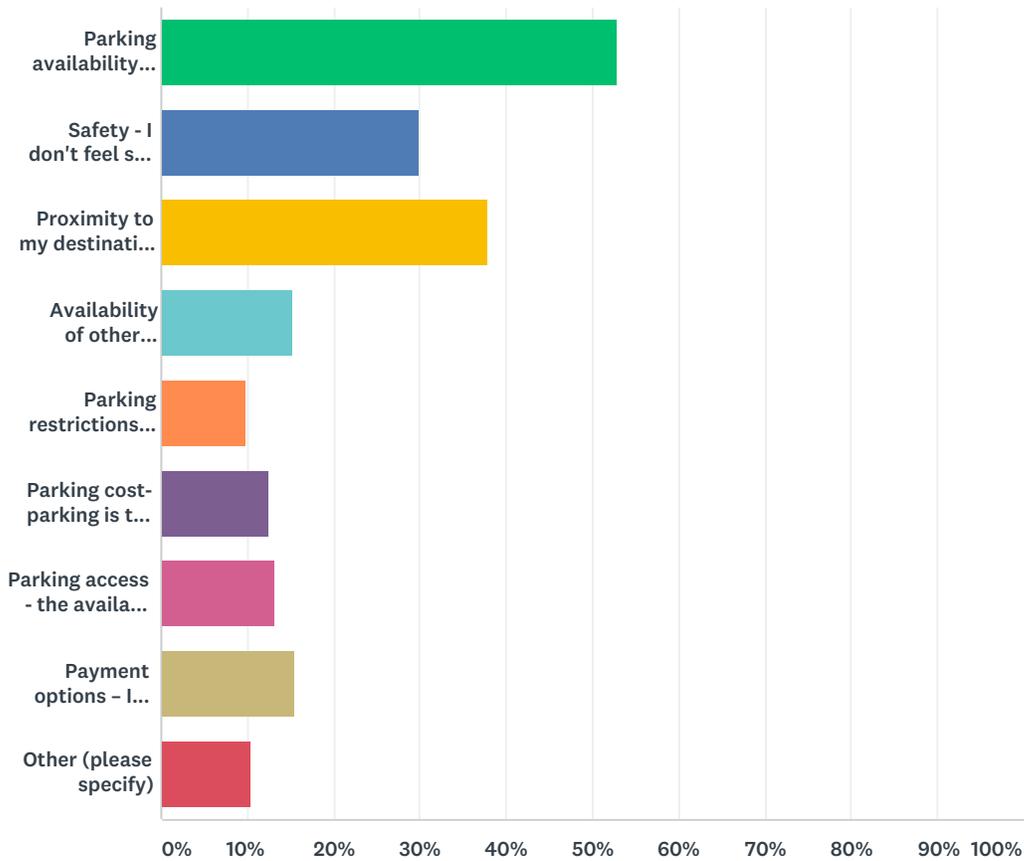
Answered: 683 Skipped: 200



ANSWER CHOICES	RESPONSES	
1- very poor	7.03%	48
2- poor	13.62%	93
3- fair	28.99%	198
4- good	38.65%	264
5- excellent	11.71%	80
TOTAL		683

Q15 If you rated parking and mobility in the WaterWalk District below a 4, which of the following issues or factors influenced your rating? Check all that apply.

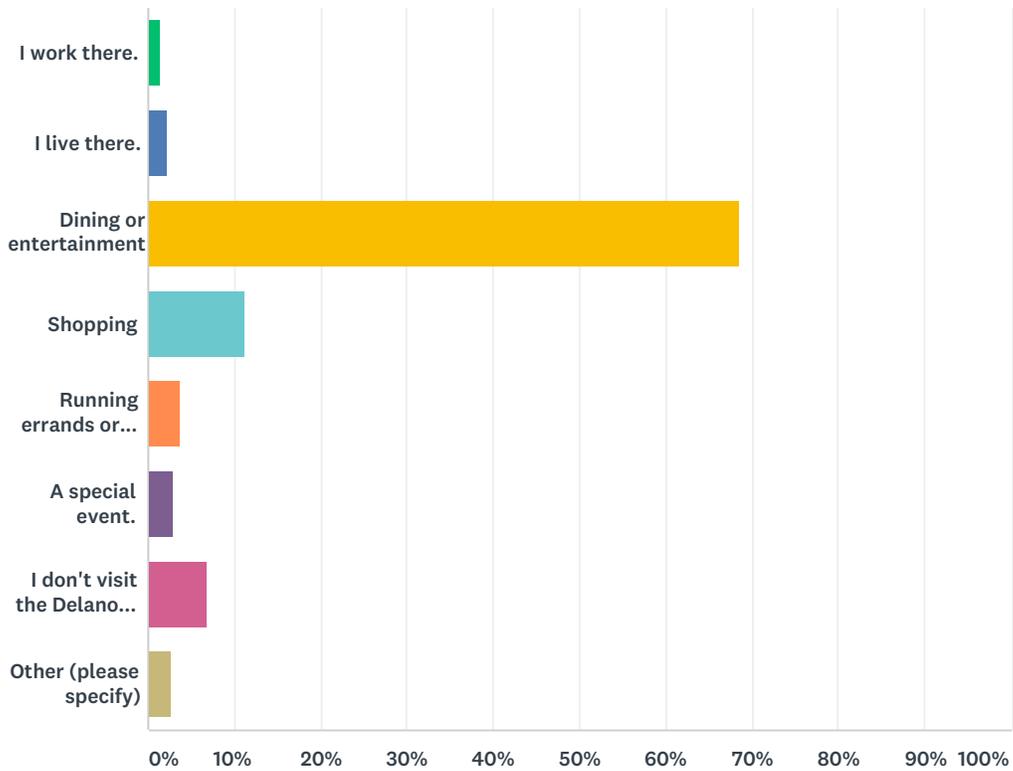
Answered: 380 Skipped: 503



ANSWER CHOICES	RESPONSES
Parking availability - there are too few parking spaces.	52.89% 201
Safety - I don't feel safe parking my car there or I feel unsafe walking to/from my car.	30.00% 114
Proximity to my destination - the available parking is too far from where I need to go.	37.89% 144
Availability of other transportation options - there aren't enough bicycle, pedestrian, and/or transit amenities.	15.26% 58
Parking restrictions—the time limits are too short.	9.74% 37
Parking cost- parking is too expensive.	12.63% 48
Parking access - the available parking is too difficult to access from main roads.	13.16% 50
Payment options – I would prefer to pay for parking by credit/debit card, mobile app, or other option instead of just coins or bills.	15.53% 59
Other (please specify)	10.53% 40
Total Respondents: 380	

Q16 What is your most common reason for visiting the Delano Core District (see approximate boundaries below)

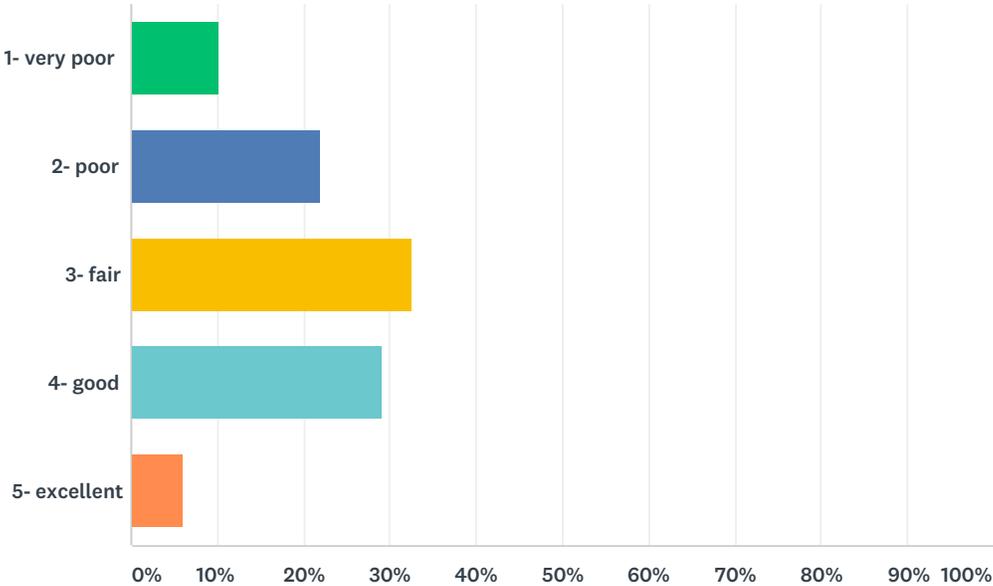
Answered: 863 Skipped: 20



ANSWER CHOICES	RESPONSES	
I work there.	1.39%	12
I live there.	2.20%	19
Dining or entertainment	68.71%	593
Shopping	11.36%	98
Running errands or conducting official business	3.71%	32
A special event.	2.90%	25
I don't visit the Delano District.	6.95%	60
Other (please specify)	2.78%	24
TOTAL		863

Q17 Please rate parking and mobility in the Delano Core District on a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

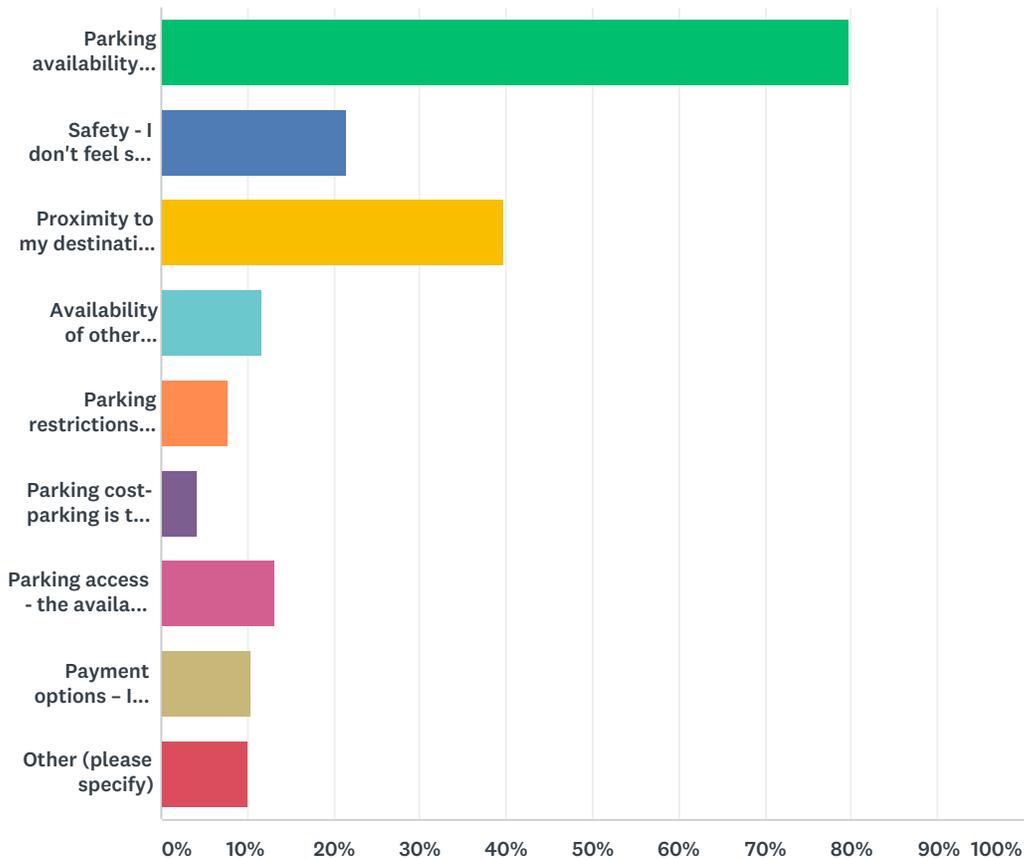
Answered: 841 Skipped: 42



ANSWER CHOICES	RESPONSES	
1- very poor	10.23%	86
2- poor	22.00%	185
3- fair	32.58%	274
4- good	29.13%	245
5- excellent	6.06%	51
TOTAL		841

Q18 If you rated parking and mobility in the Delano Core District below a 4, which of the following issues or factors influenced your rating? Check all that apply.

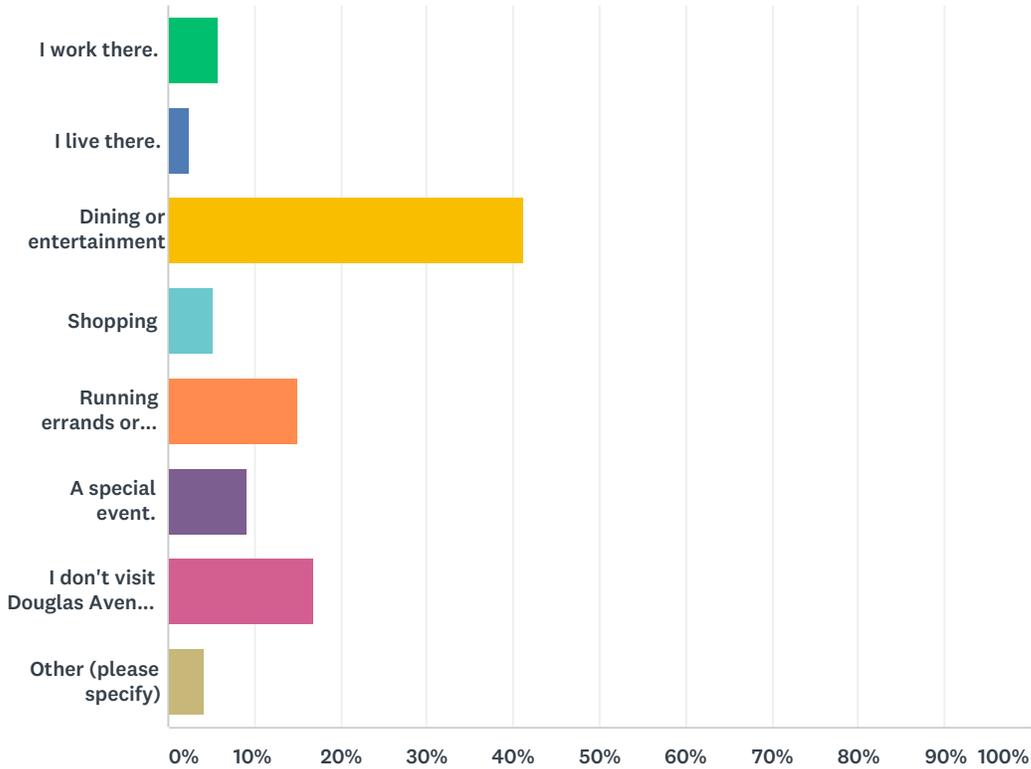
Answered: 596 Skipped: 287



ANSWER CHOICES	RESPONSES
Parking availability - there are too few parking spaces.	79.70% 475
Safety - I don't feel safe parking my car there or I feel unsafe walking to/from my car.	21.48% 128
Proximity to my destination - the available parking is too far from where I need to go.	39.77% 237
Availability of other transportation options - there aren't enough bicycle, pedestrian, and/or transit amenities.	11.74% 70
Parking restrictions—the time limits are too short.	7.72% 46
Parking cost- parking is too expensive.	4.19% 25
Parking access - the available parking is too difficult to access from main roads.	13.26% 79
Payment options – I would prefer to pay for parking by credit/debit card, mobile app, or other option instead of just coins or bills.	10.40% 62
Other (please specify)	10.07% 60
Total Respondents: 596	

Q19 What is your most common reason for visiting Douglas Avenue between the Arkansas River and Washington Street (see approximate boundaries below)?

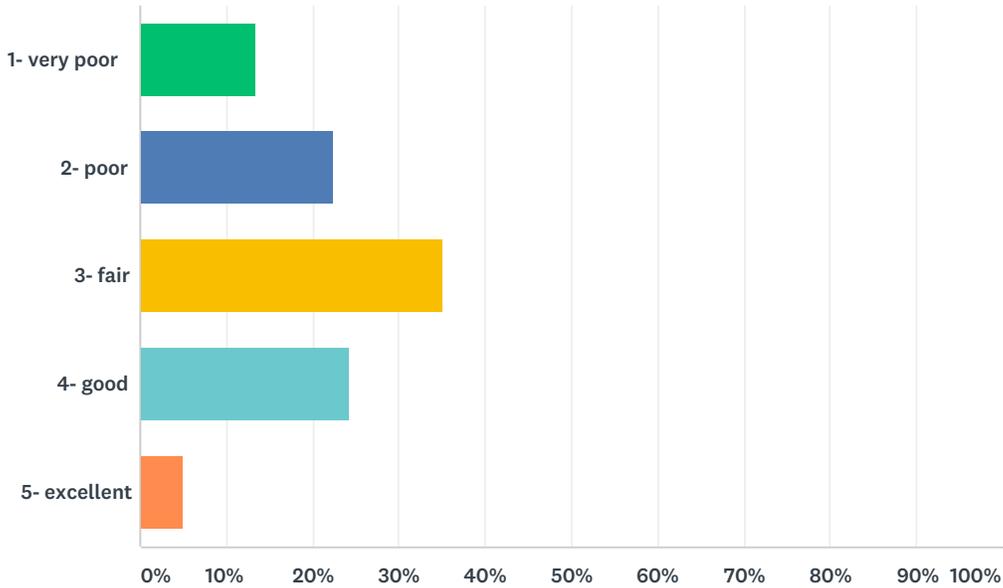
Answered: 852 Skipped: 31



ANSWER CHOICES	RESPONSES	
I work there.	5.87%	50
I live there.	2.46%	21
Dining or entertainment	41.20%	351
Shopping	5.28%	45
Running errands or conducting official business	15.02%	128
A special event.	9.15%	78
I don't visit Douglas Avenue between the Arkansas River and Washington Street.	16.90%	144
Other (please specify)	4.11%	35
TOTAL		852

Q20 Please rate parking and mobility along Douglas Avenue between the Arkansas River and Washington Street on a scale of 1 to 5, with 1 meaning very poor and 5 meaning excellent.

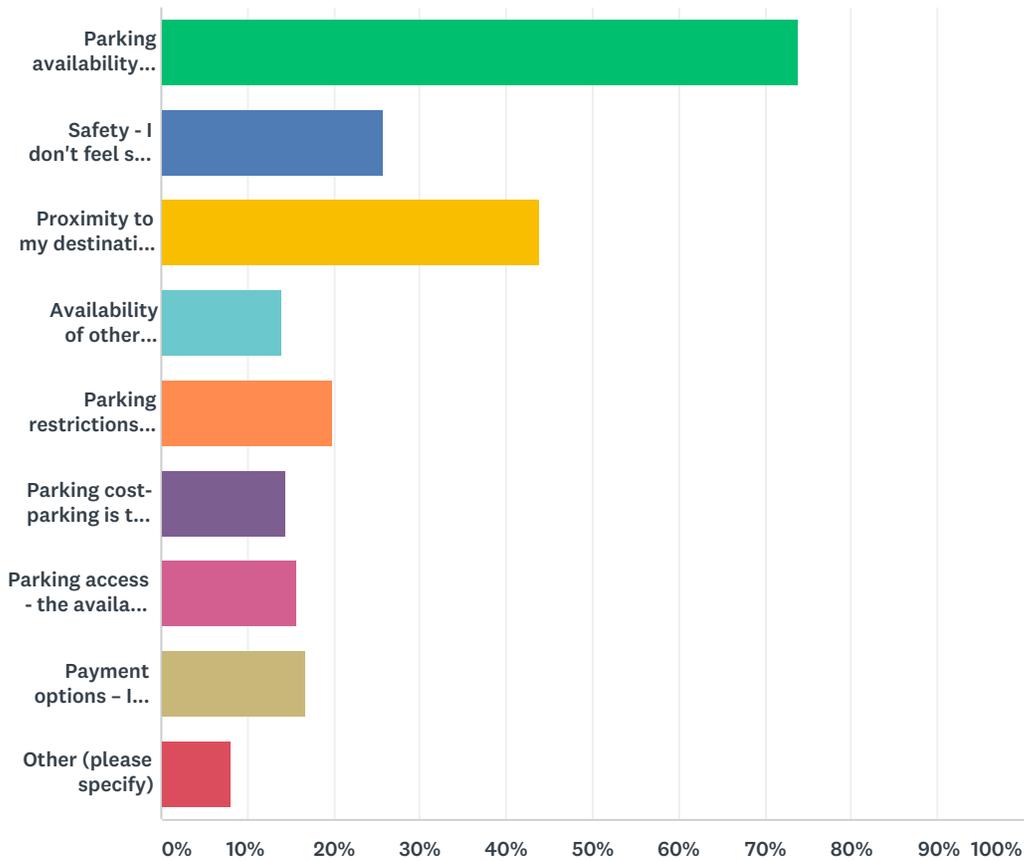
Answered: 773 Skipped: 110



ANSWER CHOICES	RESPONSES	
1- very poor	13.32%	103
2- poor	22.38%	173
3- fair	35.06%	271
4- good	24.19%	187
5- excellent	5.05%	39
TOTAL		773

Q21 If you rated parking and mobility along Douglas Avenue between the Arkansas River and Washington Street below a 4, which of the following issues or factors influenced your rating? Check all that apply.

Answered: 571 Skipped: 312



ANSWER CHOICES	RESPONSES
Parking availability - there are too few parking spaces.	73.91% 422
Safety - I don't feel safe parking my car there or I feel unsafe walking to/from my car.	25.74% 147
Proximity to my destination - the available parking is too far from where I need to go.	43.96% 251
Availability of other transportation options - there aren't enough bicycle, pedestrian, and/or transit amenities.	14.01% 80
Parking restrictions—the time limits are too short.	19.79% 113
Parking cost- parking is too expensive.	14.54% 83
Parking access - the available parking is too difficult to access from main roads.	15.76% 90
Payment options – I would prefer to pay for parking by credit/debit card, mobile app, or other option instead of just coins or bills.	16.64% 95
Other (please specify)	8.23% 47
Total Respondents: 571	

Q22 Are there other areas in the City - either downtown or elsewhere - where parking and/or mobility issues exist? If so, please share your thoughts on these issues.

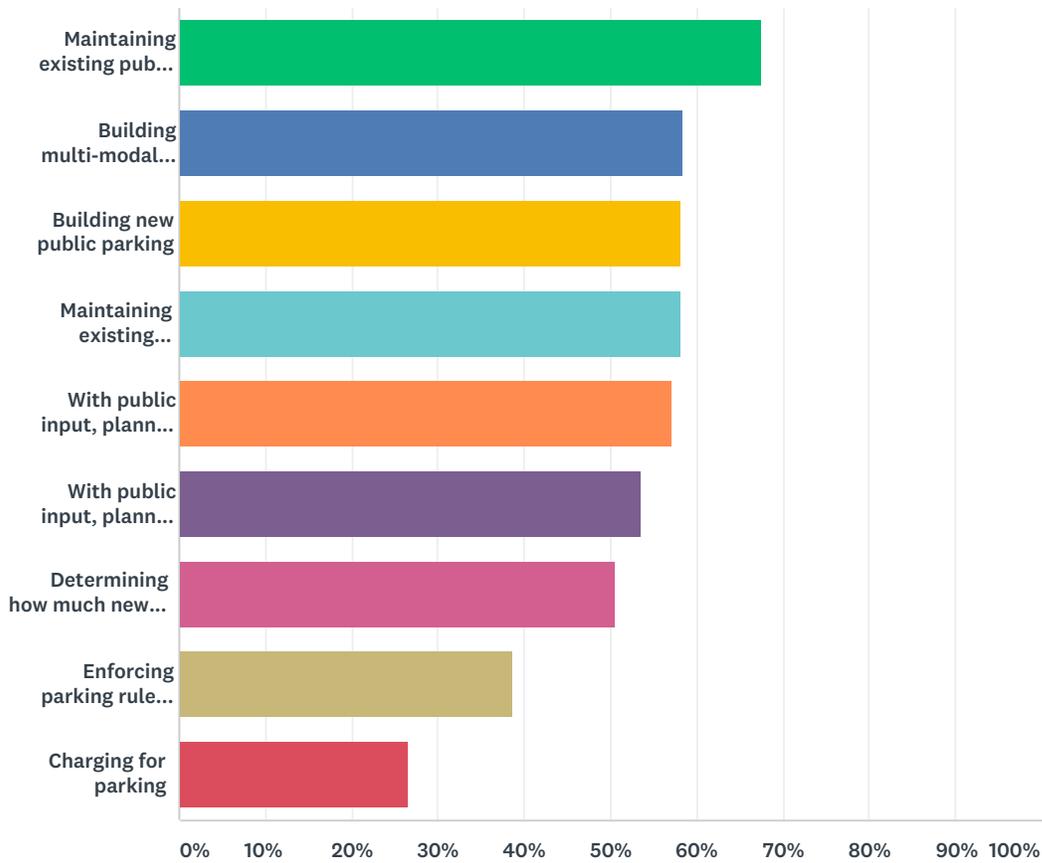
Answered: 244 Skipped: 639

Q22 Are there other areas in the City - either downtown or elsewhere - where parking and/or mobility issues exist? If so, please share your thoughts on these issues.



Q23 Which of the following parking- and mobility-related duties should the City be responsible for? Check all that apply.

Answered: 785 Skipped: 98



ANSWER CHOICES	RESPONSES
Maintaining existing public parking	67.64% 531
Building multi-modal assets (sidewalks, bike lanes, etc.)	58.34% 458
Building new public parking	58.22% 457
Maintaining existing multi-modal assets	58.09% 456
With public input, planning new multi-modal projects and initiatives (e.g. new bike lanes, public transit routes, carpool assistance, etc.)	57.07% 448
With public input, planning new parking-related projects and initiatives	53.50% 420
Determining how much new parking developers should build for their projects	50.70% 398
Enforcing parking rules and restrictions (e.g. time limits)	38.73% 304
Charging for parking	26.62% 209
Total Respondents: 785	

Q24 What is your overall impression of the multi-modal options available in downtown Wichita (pedestrian infrastructure, Q-line, Bike Share ICT, Wichita Transit, Lyft/Uber, etc.)?

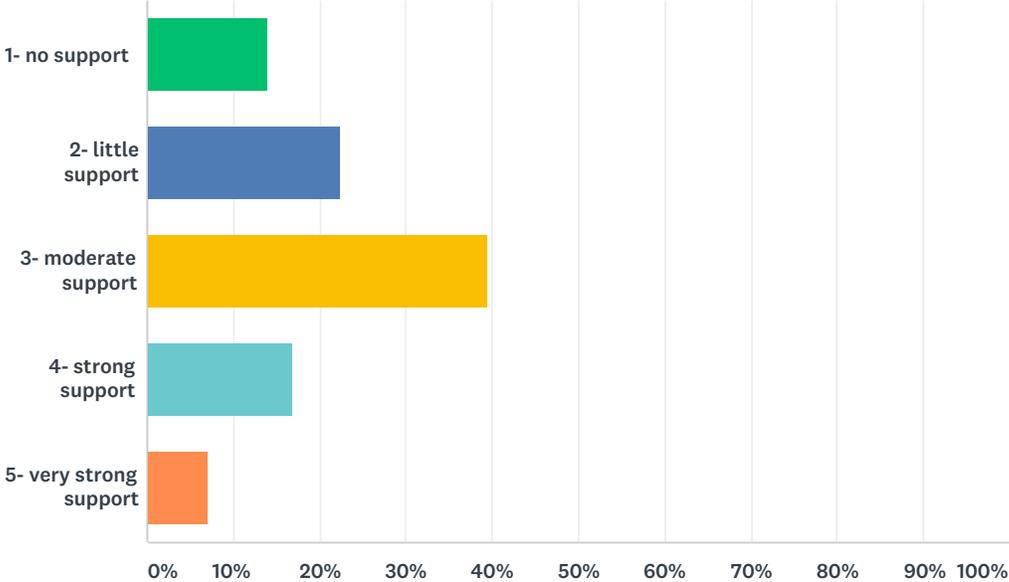
Answered: 543 Skipped: 340

Q24 What is your overall impression of the multi-modal options available in downtown Wichita (pedestrian infrastructure, Q-line, Bike Share ICT, Wichita Transit, Lyft/Uber, etc.)?

Easy to Walk Good Idea Adequate Own Vehicle Poor
Great Start Getting Better Wonderful Improving
Opinion Parking Okay Q Line Dangerous
Bike Positive Options Not Convenient
Downtown Good Overall Wichita Transit
Pedestrian Friendly Fair Bicycle Lanes Impression Moving in the Right
Not Bad

Q25 Time limits for on-street parking

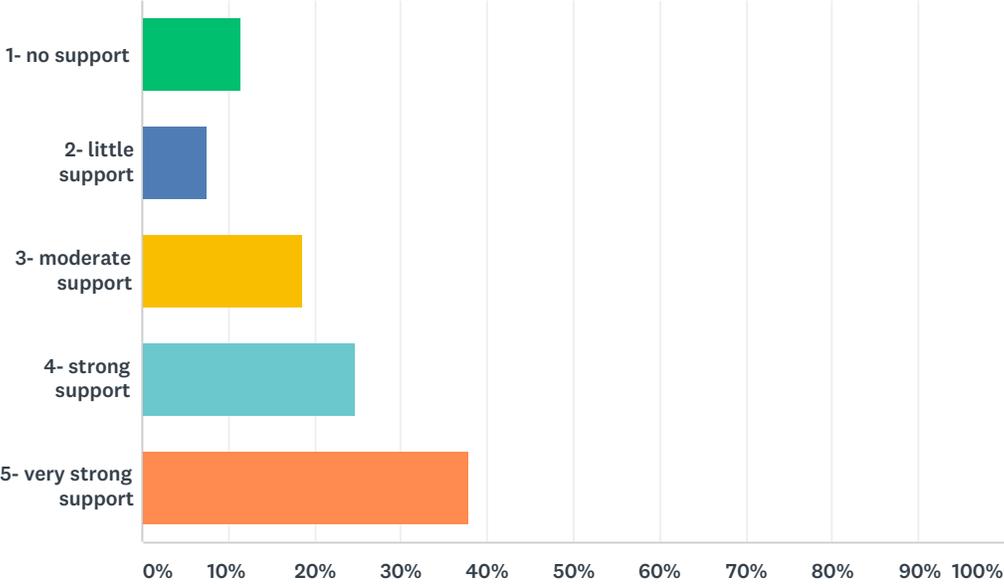
Answered: 776 Skipped: 107



ANSWER CHOICES	RESPONSES	
1- no support	13.92%	108
2- little support	22.42%	174
3- moderate support	39.56%	307
4- strong support	16.88%	131
5- very strong support	7.22%	56
TOTAL		776

Q26 Parking meters/payment systems that accept credit cards

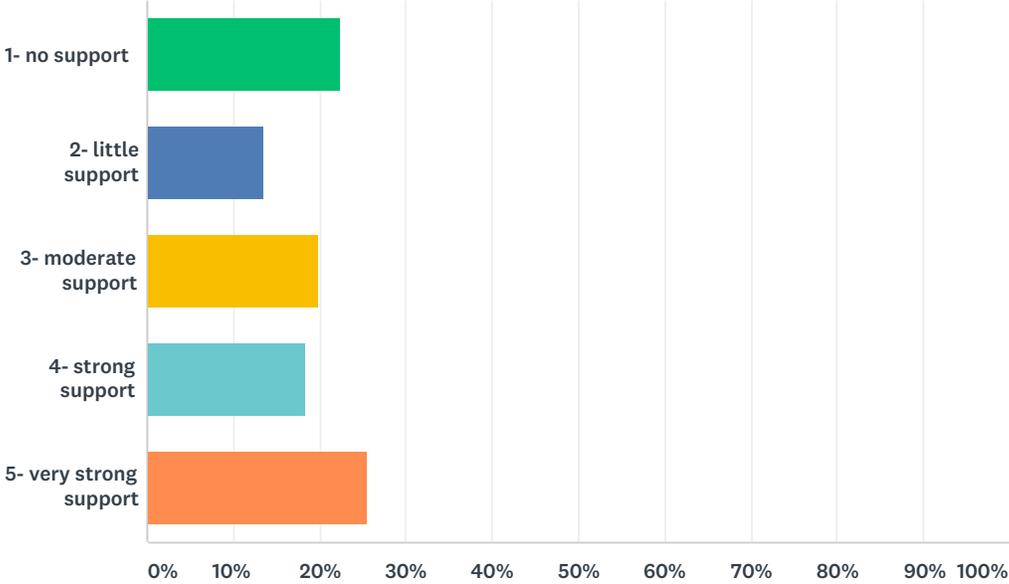
Answered: 780 Skipped: 103



ANSWER CHOICES	RESPONSES	
1- no support	11.41%	89
2- little support	7.44%	58
3- moderate support	18.72%	146
4- strong support	24.62%	192
5- very strong support	37.82%	295
TOTAL		780

Q27 Pay-by-phone options for parking

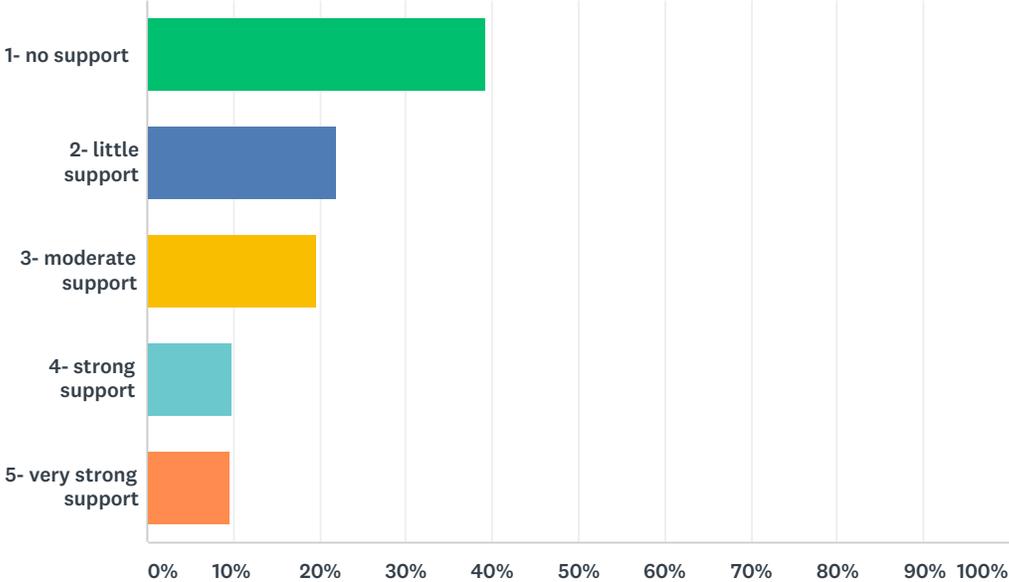
Answered: 774 Skipped: 109



ANSWER CHOICES	RESPONSES	
1- no support	22.35%	173
2- little support	13.70%	106
3- moderate support	19.90%	154
4- strong support	18.48%	143
5- very strong support	25.58%	198
TOTAL		774

Q28 Higher parking rates for the most convenient parking

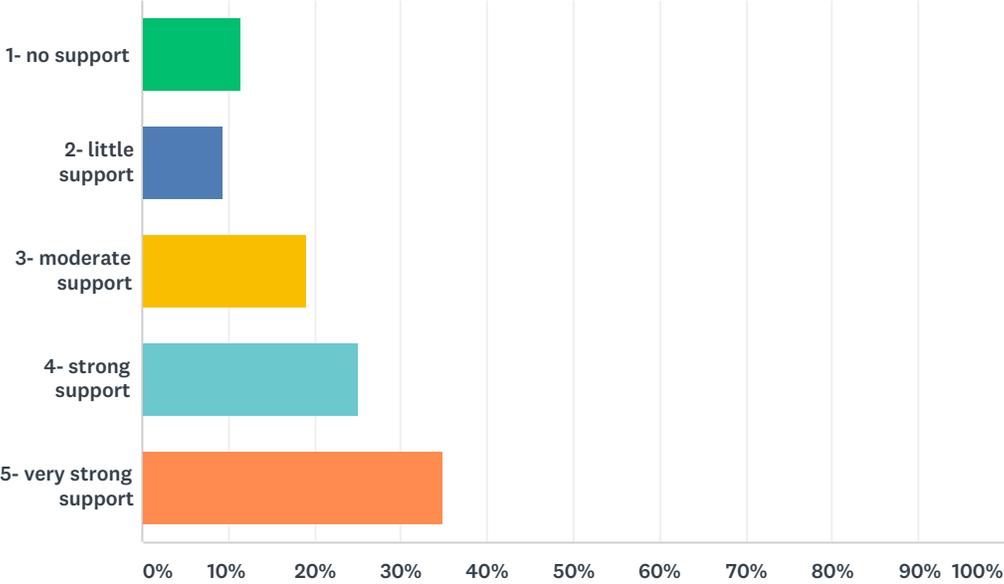
Answered: 777 Skipped: 106



ANSWER CHOICES	RESPONSES	
1- no support	39.25%	305
2- little support	21.88%	170
3- moderate support	19.56%	152
4- strong support	9.78%	76
5- very strong support	9.52%	74
TOTAL		777

Q29 Access to real-time parking availability on the web or smartphone

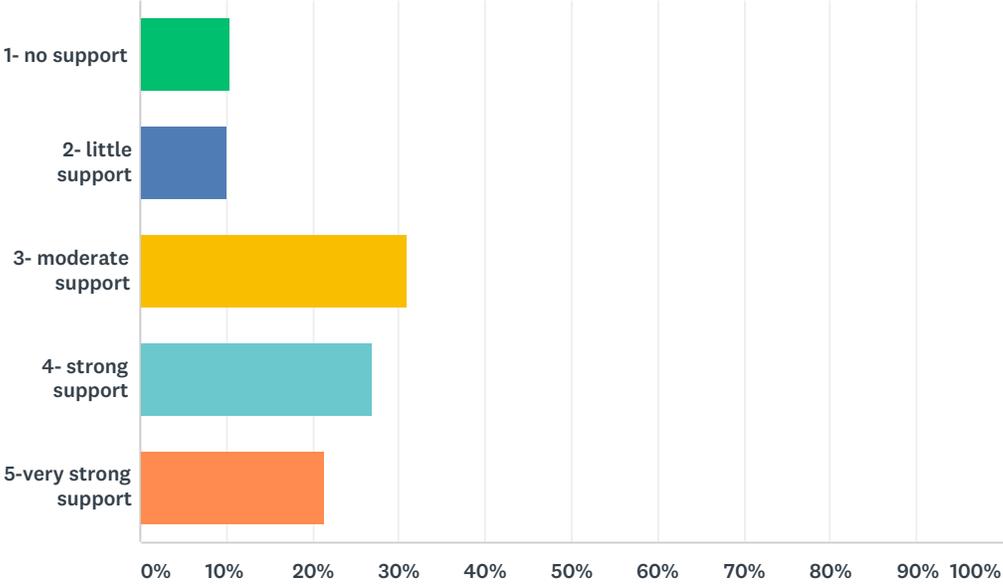
Answered: 776 Skipped: 107



ANSWER CHOICES	RESPONSES	
1- no support	11.60%	90
2- little support	9.41%	73
3- moderate support	18.94%	147
4- strong support	25.13%	195
5- very strong support	34.92%	271
TOTAL		776

Q30 Consistent enforcement of parking regulations and restrictions

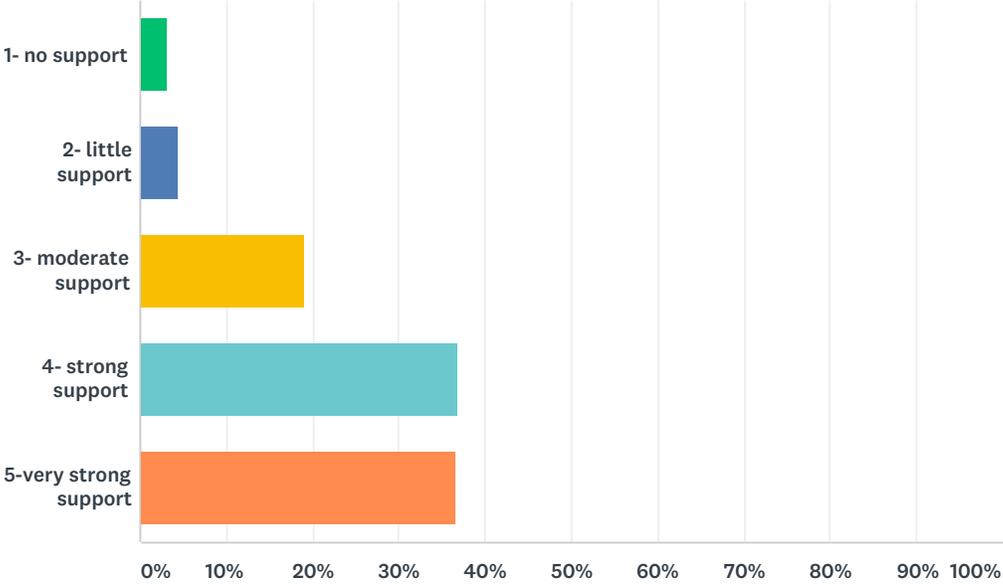
Answered: 779 Skipped: 104



ANSWER CHOICES	RESPONSES	
1- no support	10.40%	81
2- little support	10.14%	79
3- moderate support	30.94%	241
4- strong support	27.09%	211
5-very strong support	21.44%	167
TOTAL		779

Q31 Signage and wayfinding program to help locate parking facilities

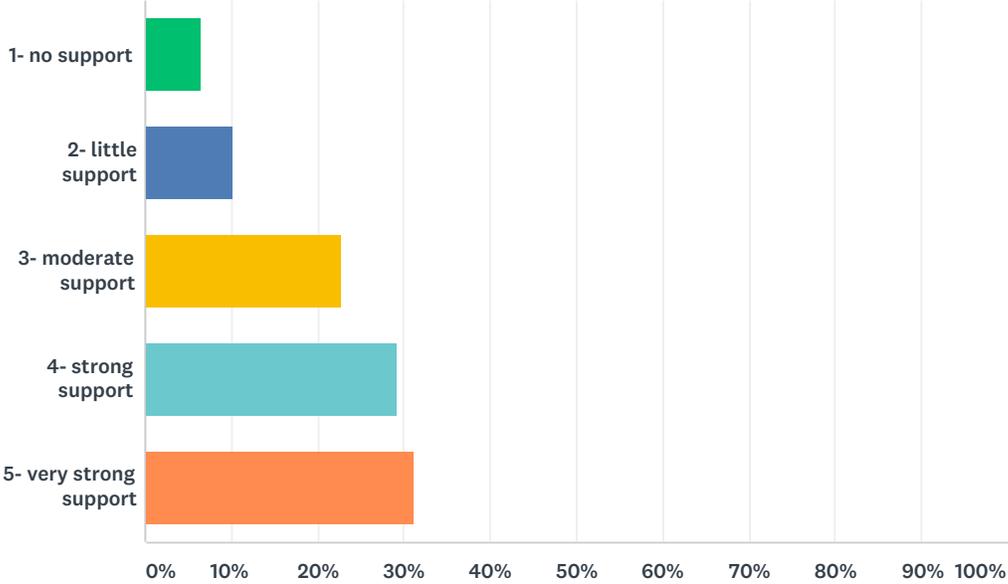
Answered: 779 Skipped: 104



ANSWER CHOICES	RESPONSES	
1- no support	3.21%	25
2- little support	4.36%	34
3- moderate support	19.00%	148
4- strong support	36.84%	287
5-very strong support	36.59%	285
TOTAL		779

Q32 Dynamic signage showing real-time parking availability information

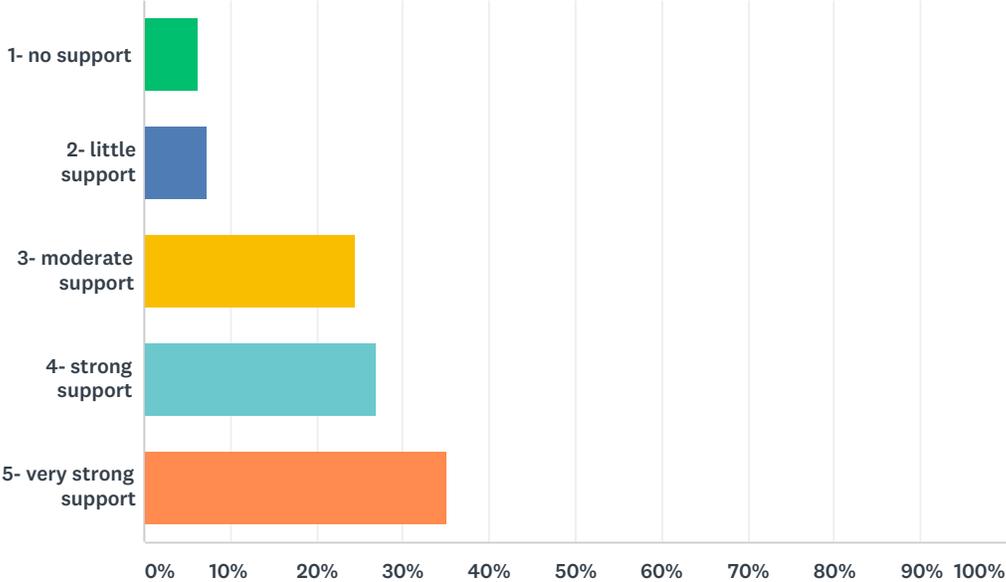
Answered: 775 Skipped: 108



ANSWER CHOICES	RESPONSES	
1- no support	6.58%	51
2- little support	10.19%	79
3- moderate support	22.84%	177
4- strong support	29.29%	227
5- very strong support	31.10%	241
TOTAL		775

Q33 Remote parking options with a shuttle system for special events

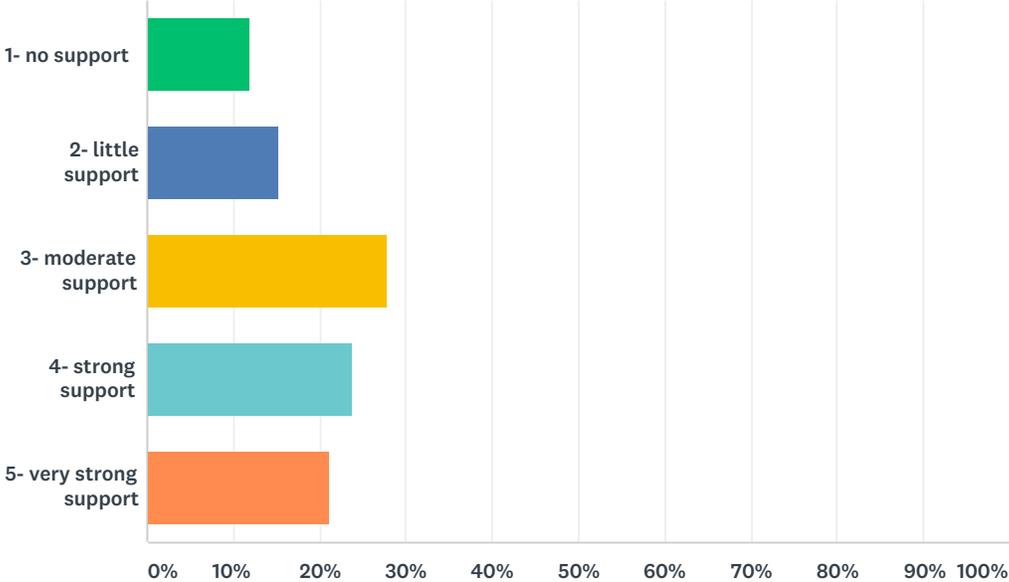
Answered: 779 Skipped: 104



ANSWER CHOICES	RESPONSES	
1- no support	6.29%	49
2- little support	7.32%	57
3- moderate support	24.39%	190
4- strong support	26.96%	210
5- very strong support	35.04%	273
TOTAL		779

Q34 Designated loading areas for Uber and Lyft

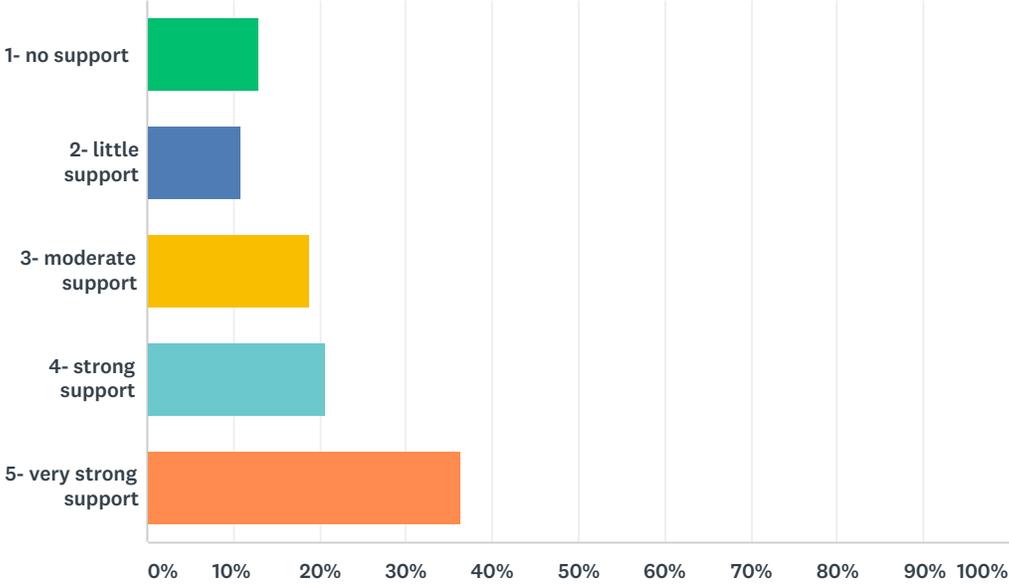
Answered: 775 Skipped: 108



ANSWER CHOICES	RESPONSES	
1- no support	11.87%	92
2- little support	15.35%	119
3- moderate support	27.74%	215
4- strong support	23.87%	185
5- very strong support	21.16%	164
TOTAL		775

Q35 Protected and/or separated bike lanes

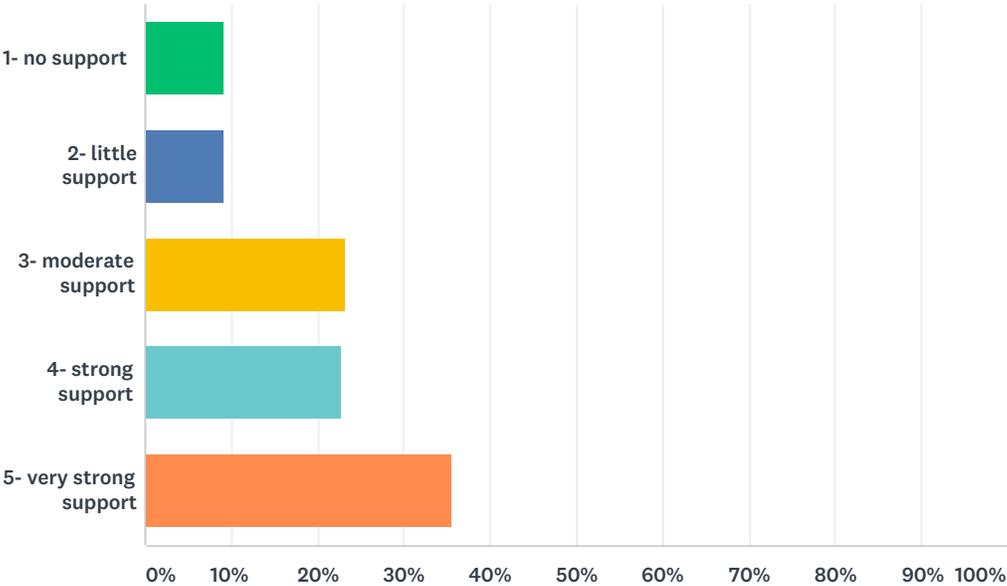
Answered: 775 Skipped: 108



ANSWER CHOICES	RESPONSES	
1- no support	13.03%	101
2- little support	10.97%	85
3- moderate support	18.84%	146
4- strong support	20.77%	161
5- very strong support	36.39%	282
TOTAL		775

Q36 Multi-modal streets (streets with room for pedestrians, bikes, parking, vehicle travel, and other amenities)

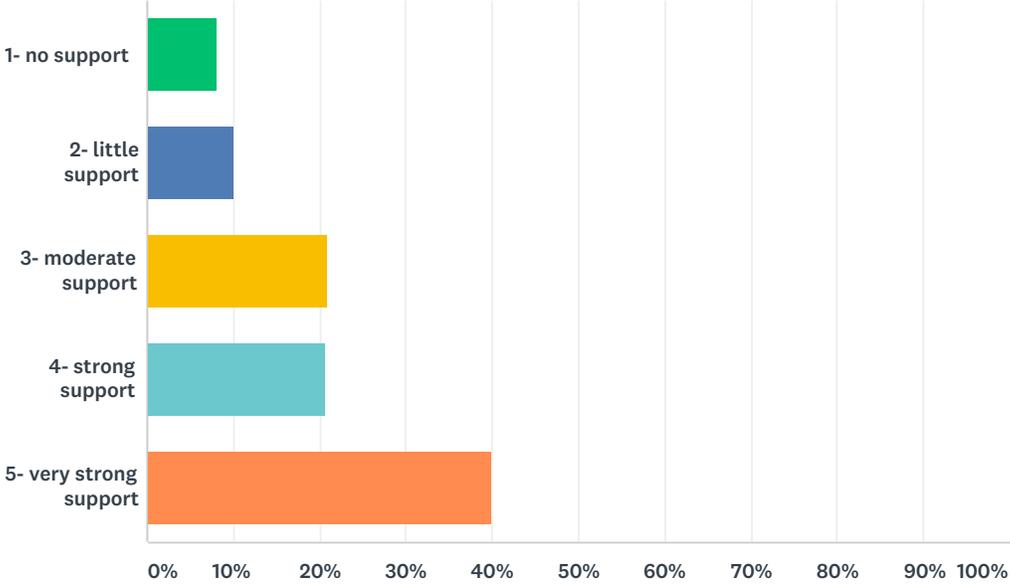
Answered: 775 Skipped: 108



ANSWER CHOICES	RESPONSES	
1- no support	9.29%	72
2- little support	9.16%	71
3- moderate support	23.23%	180
4- strong support	22.71%	176
5- very strong support	35.61%	276
TOTAL		775

Q37 Street planting (trees and planters along sidewalks and streets)

Answered: 776 Skipped: 107



ANSWER CHOICES	RESPONSES	
1- no support	8.25%	64
2- little support	10.05%	78
3- moderate support	21.01%	163
4- strong support	20.75%	161
5- very strong support	39.95%	310
TOTAL		776

Q38 Please provide any additional comments you'd like to include with your responses here.

Answered: 227 Skipped: 656

Q38 Please provide any additional comments you'd like to include with your responses here.



A word cloud of survey responses in blue text. The words are arranged in several lines, with varying font sizes. The most prominent words are 'Events', 'Cost', 'Old Town', 'Trees', 'Parking', 'Garages', 'Wichita', 'Bike', 'Downtown', 'Street', 'Walk', 'Douglas', 'Stop', 'Arena', and 'Planning Meter'. Other smaller words include 'Signs', 'Bus Routes', 'Emphasis', 'Bus System', 'Credit Card', 'Pick', 'Improvements', 'Private', 'Intrust Bank', 'Future of ICT', 'Remote Parking', and 'Sense'.

Q39 What parking practices have you seen in other communities? In your opinion, would any work well for downtown Wichita?

Answered: 253 Skipped: 630

Q39 What parking practices have you seen in other communities? In your opinion, would any work well for downtown Wichita?

Convenient_{Road} Mobile App_{Fit} Bike_{Diagonal} Parking
Credit Card_{Travel} Street_{Scooters} Pay_{Uber}
Downtown_{Underground} Parking
Parking Garages_{Able} Lots_{Spots}
Wichita_{Parking Structures} Traffic_{Level} Event_{Q Line}
Shuttles_{Safe} Business Love



THE NCSTM
The National Citizen SurveyTM

Wichita, KS

Trends over Time

2016



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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 discusses trends over time, comparing the 2016 ratings for the City of Wichita to its previous survey results in 2014, 2012, 2010 and 2006. Additional reports and technical appendices are available under separate cover.

Trend data for Wichita represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than eight percentage points between the 2014 and 2016 surveys, otherwise the comparison between 2014 and 2016 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Wichita for 2016 generally remained stable. Of the 116 items for which comparisons were available, 100 items were rated similarly in 2014 and 2016, nine items showed a decrease in ratings and seven showed an increase in ratings. Notable trends over time included the following:

- Within the pillar of Community Characteristics, most ratings remained stable over time; however, two aspects saw a decrease in ratings: child care/preschool and openness and acceptance of the community toward diverse people, while ratings for feelings of safety in Wichita's downtown/commercial area increased from 2014 to 2016.
- Ratings increased for snow removal services within the pillar of Governance. There were also several decreases over time, including bus or transit services, drinking water, sewer services, storm drainage, recreation programs and special events.
- Several ratings for Participation increased from 2014 to 2016, including the number of respondents who indicated they worked in Wichita, visited a City park and ate five portions of fruits and vegetables a day. Additionally, fewer residents reported they were under housing cost stress and more respondents indicated they planned to remain in Wichita in the future. On the other hand, more participants indicated that they had observed a code violation in 2016 compared to the last iteration of the survey.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2016 rating compared to 2014	Comparison to benchmark				
	2006	2010	2012	2014	2016		2006	2010	2012	2014	2016
Overall quality of life	64%	69%	73%	63%	63%	Similar	Much lower	Much lower	Much lower	Lower	Lower
Overall image	45%	56%	50%	41%	41%	Similar	Much lower	Much lower	Much lower	Lower	Lower
Place to live	71%	78%	78%	70%	74%	Similar	Lower	Much lower	Much lower	Lower	Lower
Neighborhood	66%	72%	73%	68%	72%	Similar	Much lower	Much lower	Lower	Lower	Similar
Place to raise children	65%	74%	68%	66%	70%	Similar	Much lower	Lower	Much lower	Lower	Similar
Place to retire	38%	49%	45%	47%	46%	Similar	Much lower	Much lower	Much lower	Lower	Lower
Overall appearance	48%	53%	48%	56%	56%	Similar	Much lower	Much lower	Much lower	Similar	Lower

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2016 rating compared to 2014	Comparison to benchmark				
		2006	2010	2012	2014	2016		2006	2010	2012	2014	2016
Safety	Overall feeling of safety	NA	NA	NA	60%	57%	Similar	NA	NA	NA	Lower	Lower
	Safe in neighborhood	88%	88%	91%	82%	89%	Similar	Similar	Lower	Similar	Similar	Similar
	Safe downtown/commercial area	75%	75%	79%	72%	82%	Higher	Much lower	Much lower	Much lower	Lower	Similar
Mobility	Overall ease of travel	NA	NA	NA	76%	73%	Similar	NA	NA	NA	Similar	Similar
	Paths and walking trails	NA	43%	43%	45%	52%	Similar	NA	Much lower	Much lower	Lower	Similar
	Ease of walking	46%	50%	45%	44%	51%	Similar	Much lower	Much lower	Much lower	Lower	Similar
	Travel by bicycle	35%	37%	32%	28%	34%	Similar	Much lower	Much lower	Much lower	Lower	Lower
	Travel by public transportation	NA	NA	NA	21%	21%	Similar	NA	NA	NA	Lower	Lower
	Travel by car	68%	70%	76%	75%	78%	Similar	Much higher	Much higher	Much higher	Similar	Higher
	Public parking	NA	NA	NA	44%	44%	Similar	NA	NA	NA	Similar	Similar
Natural Environment	Traffic flow	50%	46%	50%	61%	62%	Similar	NA	Similar	Similar	Similar	Similar
	Overall natural environment	NA	NA	NA	63%	58%	Similar	NA	NA	NA	Similar	Lower
	Cleanliness	NA	56%	45%	55%	52%	Similar	NA	Much lower	Much lower	Lower	Lower
Built Environment	Air quality	70%	65%	63%	70%	65%	Similar	Similar	Lower	Similar	Similar	Similar
	Overall built environment	NA	NA	NA	45%	46%	Similar	NA	NA	NA	Lower	Similar
	New development in Wichita	55%	57%	49%	48%	53%	Similar	Lower	Similar	Lower	Similar	Similar
	Affordable quality housing	54%	53%	55%	56%	56%	Similar	Much higher	Much higher	Much higher	Similar	Similar
	Housing options	NA	NA	NA	66%	61%	Similar	NA	NA	NA	Similar	Similar
Economy	Public places	NA	NA	NA	49%	50%	Similar	NA	NA	NA	Lower	Similar
	Overall economic health	NA	NA	NA	42%	44%	Similar	NA	NA	NA	Lower	Lower
	Vibrant downtown/commercial area	NA	NA	NA	37%	37%	Similar	NA	NA	NA	Similar	Similar
	Cost of living	NA	NA	NA	61%	61%	Similar	NA	NA	NA	Higher	Higher

The National Citizen Survey™

	Percent rating positively (e.g., excellent/good, very/somewhat safe)					2016 rating compared to 2014	Comparison to benchmark					
	2006	2010	2012	2014	2016		2006	2010	2012	2014	2016	
	Shopping opportunities	67%	60%	62%	66%	66%	Similar	Much higher	Much higher	Higher	Similar	Similar
	Employment opportunities	38%	32%	37%	45%	39%	Similar	Higher	Similar	Similar	Similar	Similar
	Place to visit	NA	NA	NA	33%	32%	Similar	NA	NA	NA	Much lower	Much lower
	Place to work	58%	60%	60%	62%	64%	Similar	Similar	Similar	Similar	Similar	Similar
Recreation and Wellness	Health and wellness	NA	NA	NA	66%	64%	Similar	NA	NA	NA	Similar	Similar
	Food	NA	NA	NA	71%	68%	Similar	NA	NA	NA	Similar	Similar
	Recreational opportunities	44%	45%	46%	50%	53%	Similar	Much lower	Much lower	Much lower	Lower	Similar
	Fitness opportunities	NA	NA	NA	66%	65%	Similar	NA	NA	NA	Similar	Similar
Education and Enrichment	Cultural/arts/music activities	51%	53%	50%	61%	61%	Similar	Similar	Similar	Similar	Similar	Similar
	Adult education	NA	NA	NA	70%	68%	Similar	NA	NA	NA	Similar	Similar
	Child care/preschool	43%	42%	42%	54%	43%	Lower	Lower	Similar	Similar	Similar	Similar
Community Engagement	Social events and activities	NA	NA	NA	56%	61%	Similar	NA	NA	NA	Similar	Similar
	Neighborliness	NA	NA	NA	49%	47%	Similar	NA	NA	NA	Similar	Similar
	Openness and acceptance	42%	47%	45%	54%	45%	Lower	Much lower	Much lower	Much lower	Similar	Lower
	Opportunities to participate in community matters	NA	50%	49%	55%	53%	Similar	NA	Much lower	Much lower	Similar	Similar
	Opportunities to volunteer	NA	NA	NA	77%	79%	Similar	NA	NA	NA	Similar	Similar

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)					2016 rating compared to 2014	Comparison to benchmark				
	2006	2010	2012	2014	2016		2006	2010	2012	2014	2016
Services provided by Wichita	52%	62%	62%	54%	59%	Similar	Much lower	Much lower	Much lower	Lower	Lower
Customer service	64%	68%	71%	56%	55%	Similar	Lower	Much lower	Lower	Lower	Lower
Value of services for taxes paid	37%	41%	39%	33%	35%	Similar	Much lower	Much lower	Much lower	Lower	Lower
Overall direction	36%	45%	42%	35%	41%	Similar	Much lower	Lower	Much lower	Lower	Lower
Welcoming citizen involvement	38%	39%	35%	40%	37%	Similar	Much lower	Much lower	Much lower	Lower	Similar
Confidence in City government	NA	NA	NA	32%	33%	Similar	NA	NA	NA	Lower	Lower
Acting in the best interest of Wichita	NA	NA	NA	40%	42%	Similar	NA	NA	NA	Lower	Similar
Being honest	NA	NA	NA	40%	38%	Similar	NA	NA	NA	Lower	Lower
Treating all residents fairly	NA	NA	NA	42%	38%	Similar	NA	NA	NA	Similar	Lower
Services provided by the Federal Government	35%	39%	37%	41%	41%	Similar	Lower	Similar	Similar	Similar	Similar

The National Citizen Survey™

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)					2016 rating compared to 2014	Comparison to benchmark				
		2006	2010	2012	2014	2016		2006	2010	2012	2014	2016
Safety	Police	66%	74%	67%	70%	71%	Similar	Much lower	Lower	Much lower	Similar	Similar
	Fire	91%	94%	92%	90%	94%	Similar	Higher	Similar	Similar	Similar	Similar
	Crime prevention	46%	54%	55%	49%	45%	Similar	Much lower	Much lower	Much lower	Lower	Lower
	Fire prevention	70%	75%	79%	74%	75%	Similar	Lower	Similar	Similar	Similar	Similar
	Animal control	37%	45%	43%	43%	49%	Similar	Much lower	Much lower	Much lower	Lower	Lower
Mobility	Traffic enforcement	51%	53%	49%	55%	59%	Similar	Lower	Much lower	Much lower	Similar	Similar
	Street repair	27%	31%	30%	24%	24%	Similar	Much lower	Much lower	Much lower	Lower	Lower
	Street cleaning	43%	45%	38%	39%	36%	Similar	Much lower	Much lower	Much lower	Lower	Lower
	Street lighting	46%	55%	50%	48%	43%	Similar	Lower	Lower	Lower	Similar	Lower
	Snow removal	51%	54%	47%	44%	54%	Higher	Much lower	Much lower	Much lower	Lower	Similar
	Sidewalk maintenance	35%	38%	35%	27%	32%	Similar	Much lower	Much lower	Much lower	Lower	Lower
	Traffic signal timing	36%	39%	39%	40%	42%	Similar	Much lower	Much lower	Much lower	Similar	Similar
	Bus or transit services	35%	40%	28%	37%	28%	Lower	Much lower	Much lower	Much lower	Lower	Lower
Natural Environment	Garbage collection	74%	73%	70%	72%	70%	Similar	Lower	Much lower	Much lower	Lower	Lower
	Recycling	NA	NA	45%	48%	50%	Similar	NA	NA	Much lower	Much lower	Much lower
	Drinking water	47%	60%	58%	73%	58%	Lower	Much lower	Lower	Lower	Similar	Similar
	Natural areas preservation	NA	55%	39%	47%	45%	Similar	NA	Similar	Much lower	Similar	Similar
Built Environment	Storm drainage	26%	40%	43%	53%	37%	Lower	Much lower	Much lower	Much lower	Similar	Lower
	Sewer services	56%	69%	66%	71%	57%	Lower	Lower	Similar	Lower	Similar	Lower
	Utility billing	NA	NA	NA	55%	48%	Similar	NA	NA	NA	Lower	Lower
	Land use, planning and zoning	28%	35%	38%	39%	31%	Similar	Much lower	Much lower	Lower	Similar	Similar
	Code enforcement	23%	26%	32%	30%	24%	Similar	Much lower	Much lower	Much lower	Lower	Lower

The National Citizen Survey™

		Percent rating positively (e.g., excellent/good)					2016 rating compared to 2014	Comparison to benchmark				
		2006	2010	2012	2014	2016		2006	2010	2012	2014	2016
Economy	Economic development	35%	35%	33%	32%	36%	Similar	Lower	Much lower	Lower	Lower	Similar
Recreation and Wellness	City parks	69%	73%	75%	64%	66%	Similar	Similar	Much lower	Much lower	Lower	Lower
	Recreation programs	59%	64%	61%	60%	52%	Lower	Lower	Much lower	Much lower	Lower	Lower
	Recreation centers	57%	58%	61%	54%	50%	Similar	Lower	Much lower	Lower	Lower	Lower
	Special events	NA	NA	NA	52%	40%	Lower	NA	NA	NA	Lower	Lower
Education and Enrichment	Public libraries	76%	74%	72%	75%	69%	Similar	Similar	Much lower	Much lower	Similar	Lower
Community Engagement	Public information	50%	56%	53%	59%	51%	Similar	Lower	Lower	Much lower	Similar	Similar

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2014	Comparison to benchmark				
	2006	2010	2012	2014	2016		2006	2010	2012	2014	2016
Sense of community	47%	51%	48%	39%	40%	Similar	Much lower	Much lower	Much lower	Lower	Lower
Recommend Wichita	NA	80%	81%	66%	71%	Similar	NA	Much lower	Much lower	Lower	Lower
Remain in Wichita	NA	82%	84%	74%	85%	Higher	NA	Similar	Similar	Similar	Similar
Contacted Wichita employees	60%	47%	40%	41%	37%	Similar	NA	Much lower	Much lower	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2014	Comparison to benchmark				
		2006	2010	2012	2014	2016		2006	2010	2012	2014	2016
Safety	Did NOT report a crime	NA	NA	NA	68%	66%	Similar	NA	NA	NA	Similar	Lower
	Was NOT the victim of a crime	78%	84%	88%	81%	82%	Similar	NA	Lower	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	14%	15%	Similar	NA	NA	NA	Lower	Lower
	Carpooled instead of driving alone	NA	NA	NA	38%	43%	Similar	NA	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	47%	41%	Similar	NA	NA	NA	Lower	Lower
Natural	Conserved water	NA	NA	NA	75%	77%	Similar	NA	NA	NA	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2014	Comparison to benchmark				
		2006	2010	2012	2014	2016		2006	2010	2012	2014	2016
Environment	Recycled at home	58%	69%	71%	62%	64%	Similar	NA	Much lower	Much lower	Much lower	Much lower
Built Environment	Did NOT observe a code violation	NA	NA	NA	49%	37%	Lower	NA	NA	NA	Similar	Lower
	NOT under housing cost stress	NA	73%	71%	66%	75%	Higher	NA	Much higher	Much higher	Similar	Similar
Economy	Purchased goods or services in Wichita	NA	NA	NA	96%	96%	Similar	NA	NA	NA	Similar	Similar
	Economy will have positive impact on income	18%	18%	17%	23%	21%	Similar	NA	Similar	Similar	Similar	Similar
	Work in Wichita	NA	NA	NA	61%	71%	Higher	NA	NA	NA	Higher	Much higher
Recreation and Wellness	Used Wichita recreation centers	56%	51%	57%	47%	52%	Similar	NA	Much lower	Similar	Lower	Similar
	Visited a City park	85%	83%	88%	72%	82%	Higher	NA	Lower	Similar	Lower	Similar
	Ate 5 portions of fruits and vegetables	NA	NA	NA	71%	82%	Higher	NA	NA	NA	Lower	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	78%	78%	Similar	NA	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	NA	51%	52%	Similar	NA	NA	NA	Similar	Similar
Education and Enrichment	Used Wichita public libraries	70%	61%	65%	47%	51%	Similar	NA	Much lower	Much lower	Much lower	Lower
	Attended a City-sponsored event	NA	NA	NA	49%	46%	Similar	NA	NA	NA	Similar	Similar
Community Engagement	Contacted Wichita elected officials	NA	NA	NA	20%	14%	Similar	NA	NA	NA	Similar	Similar
	Volunteered	56%	54%	61%	50%	50%	Similar	NA	Much higher	Much higher	Similar	Similar
	Talked to or visited with neighbors	NA	NA	NA	83%	85%	Similar	NA	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	75%	75%	Similar	NA	NA	NA	Similar	Similar
	Attended a local public meeting	22%	19%	18%	16%	15%	Similar	NA	Much lower	Much lower	Similar	Similar
	Watched a local public meeting	57%	46%	47%	34%	32%	Similar	NA	Higher	Much higher	Similar	Similar
	Read or watched local news	NA	NA	NA	89%	88%	Similar	NA	NA	NA	Similar	Similar
Voted in local elections	71%	63%	82%	83%	80%	Similar	NA	Much lower	Much higher	Similar	Similar	