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***2011 CITY OF LAWRENCE  
DIRECTIONFINDER® SURVEY  
-Appendix C: Crosstabulations by  
Years Lived in the City,  
Students of the University and  
Home Owners versus Renters-***

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Submitted to:  
***City of Lawrence, Kansas***

By

**ETC**  
***Institute***

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Olathe, KS 66061  
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May 2011

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1a. Overall quality of police services</u>											
5=Very Satisfied	22.4%	32.9%	22.5%	38.2%	30.4%	30.4%	33.3%	29.0%	29.6%	29.3%	29.4%
4=Satisfied	49.4%	49.0%	60.0%	49.3%	56.4%	55.6%	46.0%	54.8%	56.0%	44.6%	53.9%
3=Neutral	22.9%	14.8%	12.5%	10.3%	11.9%	10.9%	15.9%	13.1%	12.0%	18.9%	13.4%
2=Dissatisfied	3.5%	1.9%	3.8%	0.7%	1.3%	2.3%	4.8%	2.0%	1.8%	4.5%	2.3%
1=Very Dissatisfied	1.8%	1.3%	1.3%	1.5%	0.0%	0.8%	0.0%	1.1%	0.6%	2.7%	1.0%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1b. Overall quality of fire &amp; emergency medical services</u>											
5=Very Satisfied	33.1%	41.4%	36.6%	47.4%	40.4%	45.1%	46.6%	40.9%	41.1%	43.6%	41.5%
4=Satisfied	51.4%	50.3%	49.0%	48.9%	52.9%	50.8%	44.8%	51.4%	52.3%	43.6%	50.8%
3=Neutral	14.8%	8.3%	13.8%	3.6%	6.3%	3.9%	8.6%	7.3%	6.4%	11.8%	7.4%
2=Dissatisfied	0.7%	0.0%	0.7%	0.0%	0.4%	0.3%	0.0%	0.4%	0.2%	0.9%	0.3%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q1c. City's efforts to ensure community is prepared for emergencies											
5=Very Satisfied	11.8%	20.0%	19.4%	24.0%	20.8%	21.2%	25.0%	19.3%	19.5%	20.6%	19.9%
4=Satisfied	51.4%	53.6%	49.3%	52.7%	50.5%	49.6%	51.8%	50.7%	51.7%	47.1%	50.8%
3=Neutral	34.0%	20.7%	29.1%	19.4%	24.8%	26.3%	20.5%	26.5%	24.9%	30.4%	25.9%
2=Dissatisfied	2.1%	5.0%	2.2%	3.1%	3.5%	2.5%	1.8%	3.1%	3.4%	1.5%	3.0%
1=Very Dissatisfied	0.7%	0.7%	0.0%	0.8%	0.5%	0.3%	0.9%	0.4%	0.4%	0.5%	0.5%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	4.1%	4.3%	3.0%	3.5%	1.3%	2.6%	3.6%	2.9%	2.5%	5.1%	3.0%
4=Satisfied	23.2%	26.5%	23.2%	27.3%	22.9%	26.3%	31.4%	24.2%	25.9%	21.7%	25.0%
3=Neutral	25.8%	25.9%	26.8%	31.5%	24.2%	29.6%	23.4%	27.9%	27.5%	26.8%	27.4%
2=Dissatisfied	32.5%	33.3%	38.7%	31.5%	37.2%	31.2%	30.7%	34.1%	33.4%	34.9%	33.7%
1=Very Dissatisfied	14.4%	9.9%	8.3%	6.3%	14.3%	10.3%	10.9%	10.9%	10.7%	11.5%	10.9%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1e. Effectiveness of communication between City &amp; public</u>											
5=Very Satisfied	7.8%	7.4%	6.7%	6.4%	6.6%	5.2%	8.1%	6.2%	5.9%	8.8%	6.4%
4=Satisfied	39.4%	42.0%	35.0%	40.4%	30.1%	40.5%	44.4%	37.2%	38.3%	36.1%	37.9%
3=Neutral	40.6%	36.4%	46.6%	34.0%	45.6%	38.7%	35.6%	41.0%	39.6%	44.1%	40.4%
2=Dissatisfied	10.6%	12.3%	9.8%	19.1%	13.7%	11.4%	10.4%	12.7%	13.4%	8.8%	12.5%
1=Very Dissatisfied	1.7%	1.9%	1.8%	0.0%	4.0%	4.2%	1.5%	2.9%	2.8%	2.2%	2.7%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1f. Flow of traffic &amp; congestion management</u>											
5=Very Satisfied	5.6%	6.6%	3.0%	4.2%	3.4%	2.8%	6.4%	3.7%	3.3%	7.2%	4.0%
4=Satisfied	43.4%	41.0%	36.9%	34.7%	29.3%	34.2%	42.9%	35.2%	37.1%	31.6%	36.0%
3=Neutral	21.9%	27.1%	25.6%	25.7%	26.3%	29.0%	22.9%	26.8%	25.8%	28.3%	26.4%
2=Dissatisfied	23.5%	20.5%	24.4%	25.0%	28.0%	26.5%	20.7%	25.6%	25.3%	24.5%	25.1%
1=Very Dissatisfied	5.6%	4.8%	10.1%	10.4%	12.9%	7.5%	7.1%	8.7%	8.5%	8.4%	8.5%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1g. Quality of City's stormwater management system</u>											
5=Very Satisfied	6.5%	11.2%	8.9%	7.4%	5.9%	6.1%	12.0%	6.7%	7.0%	8.7%	7.3%
4=Satisfied	47.9%	47.4%	55.4%	42.2%	41.4%	51.7%	44.0%	48.7%	48.9%	45.7%	48.2%
3=Neutral	36.1%	30.9%	27.4%	33.3%	41.4%	29.9%	31.2%	33.3%	32.5%	34.7%	33.1%
2=Dissatisfied	7.7%	10.5%	7.6%	12.6%	8.1%	9.9%	10.4%	9.2%	9.1%	10.0%	9.3%
1=Very Dissatisfied	1.8%	0.0%	0.6%	4.4%	3.2%	2.4%	2.4%	2.1%	2.4%	0.9%	2.1%



**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	14.4%	15.1%	14.6%	20.4%	11.4%	17.0%	21.7%	14.7%	14.7%	18.9%	15.4%
4=Satisfied	56.9%	60.4%	61.6%	54.0%	57.9%	60.3%	51.2%	59.8%	60.6%	50.9%	58.9%
3=Neutral	22.1%	20.1%	16.5%	19.7%	25.0%	16.7%	20.2%	19.7%	19.4%	20.6%	19.7%
2=Dissatisfied	6.1%	3.8%	5.5%	5.1%	4.8%	3.9%	6.2%	4.5%	3.7%	9.2%	4.7%
1=Very Dissatisfied	0.6%	0.6%	1.8%	0.7%	0.9%	2.1%	0.8%	1.3%	1.5%	0.4%	1.3%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1i. Overall quality of City wastewater utility services</u>											
5=Very Satisfied	14.6%	19.3%	20.3%	23.5%	13.2%	17.5%	24.4%	16.7%	16.7%	20.8%	17.5%
4=Satisfied	57.9%	54.0%	54.2%	53.0%	59.5%	57.7%	52.8%	57.1%	57.9%	51.4%	56.6%
3=Neutral	23.4%	22.0%	20.3%	18.9%	23.2%	21.0%	17.1%	22.1%	20.9%	24.1%	21.6%
2=Dissatisfied	4.1%	4.7%	4.6%	4.5%	2.7%	2.5%	5.7%	3.3%	3.6%	3.2%	3.5%
1=Very Dissatisfied	0.0%	0.0%	0.7%	0.0%	1.4%	1.4%	0.0%	0.8%	0.8%	0.5%	0.8%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1j. Overall quality of City trash &amp; yardwaste services</u>											
5=Very Satisfied	36.7%	41.9%	31.7%	41.0%	35.2%	35.5%	37.1%	36.5%	37.4%	32.9%	36.6%
4=Satisfied	50.0%	45.6%	51.2%	43.8%	48.9%	49.1%	46.2%	48.7%	48.2%	49.1%	48.4%
3=Neutral	9.6%	10.0%	9.8%	10.4%	10.6%	10.2%	12.9%	9.8%	9.6%	12.3%	10.1%
2=Dissatisfied	2.7%	1.9%	5.5%	3.5%	4.4%	3.9%	3.8%	3.7%	3.6%	4.4%	3.7%
1=Very Dissatisfied	1.1%	0.6%	1.8%	1.4%	0.9%	1.3%	0.0%	1.3%	1.2%	1.3%	1.2%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1k. Overall quality of planning &amp; developmental services</u>											
5=Very Satisfied	10.0%	10.7%	7.1%	5.6%	8.5%	9.1%	14.3%	8.0%	8.3%	9.8%	8.7%
4=Satisfied	33.3%	30.3%	32.3%	29.9%	27.7%	28.9%	30.5%	29.8%	29.0%	34.7%	29.9%
3=Neutral	45.8%	44.3%	44.1%	42.1%	40.4%	40.7%	38.1%	42.8%	41.5%	45.7%	42.3%
2=Dissatisfied	9.2%	11.5%	13.4%	19.6%	18.1%	17.6%	13.3%	15.9%	17.4%	7.5%	15.6%
1=Very Dissatisfied	1.7%	3.3%	3.1%	2.8%	5.3%	3.6%	3.8%	3.5%	3.8%	2.3%	3.5%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q11. Overall quality of City's public transportation services</u>											
5=Very Satisfied	14.1%	15.0%	10.6%	18.7%	11.7%	11.6%	23.0%	11.8%	12.3%	16.0%	13.0%
4=Satisfied	37.2%	46.4%	42.3%	39.8%	31.7%	34.3%	39.3%	37.1%	36.8%	40.8%	37.4%
3=Neutral	36.5%	30.7%	30.3%	29.3%	35.6%	35.4%	21.3%	35.2%	35.2%	26.7%	33.7%
2=Dissatisfied	8.3%	6.4%	12.0%	6.5%	13.2%	12.7%	13.9%	10.2%	10.0%	13.1%	10.6%
1=Very Dissatisfied	3.8%	1.4%	4.9%	5.7%	7.8%	5.9%	2.5%	5.6%	5.7%	3.4%	5.3%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1m. Quality of City's parks &amp; recreation system</u>											
5=Very Satisfied	28.9%	39.0%	24.5%	29.8%	22.4%	28.4%	34.8%	27.6%	26.7%	35.8%	28.4%
4=Satisfied	52.4%	46.5%	54.0%	56.0%	54.4%	53.9%	47.8%	53.7%	54.3%	48.0%	53.1%
3=Neutral	15.5%	12.6%	14.7%	12.1%	17.5%	14.1%	13.8%	14.7%	14.8%	13.5%	14.6%
2=Dissatisfied	2.1%	1.9%	4.3%	1.4%	4.4%	2.9%	2.9%	2.9%	3.1%	1.7%	2.9%
1=Very Dissatisfied	1.1%	0.0%	2.5%	0.7%	1.3%	0.8%	0.7%	1.1%	1.1%	0.9%	1.0%

**Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q1n. Quality of customer service provided by City</u>											
5=Very Satisfied	17.1%	21.9%	16.8%	18.5%	14.7%	12.9%	25.6%	14.9%	14.9%	21.3%	16.0%
4=Satisfied	43.7%	48.6%	42.0%	49.2%	41.7%	55.0%	43.2%	48.5%	49.4%	42.2%	48.0%
3=Neutral	34.8%	26.0%	34.3%	29.2%	39.3%	27.8%	26.4%	32.2%	31.2%	33.2%	31.6%
2=Dissatisfied	3.2%	2.1%	5.6%	3.1%	3.8%	3.0%	4.0%	3.3%	3.6%	1.9%	3.4%
1=Very Dissatisfied	1.3%	1.4%	1.4%	0.0%	0.5%	1.3%	0.8%	1.1%	1.0%	1.4%	1.0%

**Q2. Which THREE of the major City services listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q2. Top choice</u>											
Police service	17.3%	15.7%	11.8%	16.6%	15.4%	13.4%	13.6%	14.9%	14.3%	17.2%	14.8%
Fire & emergency medical services	10.2%	7.2%	7.7%	12.4%	7.3%	7.1%	7.1%	8.4%	8.2%	8.8%	8.3%
Community's preparedness for emergencies	17.3%	13.9%	12.4%	13.8%	11.1%	11.9%	14.3%	12.9%	13.1%	13.0%	13.1%
Maintenance of streets/sidewalks/infrastructure	64.5%	70.5%	66.9%	68.3%	71.4%	70.2%	65.0%	69.4%	68.4%	71.4%	68.9%
Communication between City & public	17.8%	12.0%	9.5%	12.4%	15.0%	18.2%	15.7%	14.9%	14.8%	16.4%	15.0%
Flow of traffic & congestion management	36.0%	44.6%	44.4%	46.2%	50.0%	51.0%	47.9%	46.2%	46.2%	47.5%	46.4%
Stormwater management system	9.1%	8.4%	9.5%	12.4%	10.3%	13.1%	15.0%	10.4%	10.9%	9.7%	10.9%



**Q2. Which THREE of the major City services listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q2. Top choice (Cont.)</u>											
Water utility services	8.1%	9.6%	10.7%	9.0%	7.7%	6.8%	11.4%	7.9%	7.6%	11.3%	8.3%
Wastewater utility services	3.0%	1.8%	1.8%	5.5%	2.1%	3.3%	2.9%	2.9%	3.0%	2.5%	2.9%
Trash & yardwaste services	8.1%	9.0%	13.0%	8.3%	5.6%	9.1%	10.7%	8.5%	8.6%	9.2%	8.7%
Planning & developmental services	14.2%	17.5%	23.1%	16.6%	22.6%	26.8%	17.9%	21.8%	23.6%	11.8%	21.3%
Public transportation services	22.8%	21.7%	13.0%	15.9%	17.5%	15.9%	22.1%	17.1%	16.4%	22.3%	17.6%
Parks & recreation system	20.3%	10.8%	16.6%	14.5%	12.4%	5.6%	14.3%	11.8%	12.0%	11.8%	12.1%
Customer service provided by City	2.0%	3.0%	6.5%	6.2%	3.4%	4.5%	2.1%	4.5%	4.4%	3.4%	4.2%
None chosen	11.7%	11.4%	13.6%	7.6%	11.1%	9.8%	10.0%	10.9%	11.1%	9.2%	10.8%

**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q3a. Overall value you receive for City tax &amp; fees</u>											
5=Very Satisfied	9.0%	6.4%	7.5%	8.1%	9.6%	5.8%	12.3%	7.0%	7.3%	8.1%	7.5%
4=Satisfied	36.0%	46.5%	41.0%	48.9%	38.4%	44.0%	42.3%	42.3%	42.7%	40.3%	42.3%
3=Neutral	34.3%	34.4%	28.6%	27.4%	28.4%	31.8%	27.7%	31.3%	30.1%	34.8%	31.0%
2=Dissatisfied	17.4%	11.5%	19.9%	14.8%	18.8%	13.8%	14.6%	16.0%	16.4%	13.6%	15.8%
1=Very Dissatisfied	3.4%	1.3%	3.1%	0.7%	4.8%	4.5%	3.1%	3.4%	3.5%	3.2%	3.4%

**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	26.0%	22.9%	24.2%	25.7%	20.2%	18.4%	28.5%	21.2%	19.4%	33.2%	22.0%
4=Satisfied	51.0%	58.4%	52.1%	59.3%	51.9%	58.3%	51.8%	55.8%	57.2%	47.2%	55.4%
3=Neutral	17.7%	11.4%	18.2%	10.7%	19.7%	16.6%	10.9%	16.9%	16.7%	14.0%	16.2%
2=Dissatisfied	4.7%	6.6%	5.5%	4.3%	6.4%	6.1%	8.0%	5.5%	6.0%	4.7%	5.7%
1=Very Dissatisfied	0.5%	0.6%	0.0%	0.0%	1.7%	0.5%	0.7%	0.6%	0.6%	0.9%	0.6%

**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q3c. Livability of your neighborhood</u>											
5=Very Satisfied	37.4%	33.7%	37.3%	38.9%	27.4%	32.5%	34.5%	33.7%	33.3%	35.7%	33.8%
4=Satisfied	48.2%	51.2%	50.0%	52.8%	55.1%	57.4%	48.2%	54.0%	54.4%	48.7%	53.3%
3=Neutral	8.7%	11.4%	6.0%	5.6%	13.7%	6.1%	7.2%	8.6%	8.3%	9.2%	8.5%
2=Dissatisfied	5.1%	3.0%	6.0%	2.8%	2.6%	3.3%	8.6%	3.1%	3.4%	5.0%	3.7%
1=Very Dissatisfied	0.5%	0.6%	0.6%	0.0%	1.3%	0.8%	1.4%	0.6%	0.6%	1.3%	0.7%

**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q3d. Upkeep of your neighborhood</u>											
5=Very Satisfied	26.3%	19.9%	24.1%	31.9%	18.4%	23.9%	24.5%	23.6%	22.8%	26.9%	23.7%
4=Satisfied	49.0%	55.4%	53.0%	47.2%	48.7%	53.4%	52.5%	51.3%	53.4%	44.1%	51.4%
3=Neutral	16.5%	17.5%	13.3%	12.5%	22.2%	11.7%	12.9%	15.6%	14.3%	19.3%	15.3%
2=Dissatisfied	7.2%	7.2%	9.0%	8.3%	9.0%	9.4%	7.9%	8.6%	8.4%	9.2%	8.6%
1=Very Dissatisfied	1.0%	0.0%	0.6%	0.0%	1.7%	1.5%	2.2%	0.9%	1.1%	0.4%	1.0%

**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q3e. Overall quality of City services</u>											
5=Very Satisfied	15.3%	15.9%	14.5%	19.7%	13.3%	13.0%	16.7%	14.5%	13.8%	19.1%	14.7%
4=Satisfied	54.0%	62.8%	62.4%	62.0%	56.7%	66.1%	65.2%	60.8%	62.2%	56.6%	61.2%
3=Neutral	26.5%	19.5%	20.0%	16.9%	26.6%	18.4%	15.2%	22.0%	21.2%	21.3%	21.2%
2=Dissatisfied	3.2%	1.8%	2.4%	1.4%	3.4%	2.0%	2.9%	2.4%	2.4%	2.6%	2.4%
1=Very Dissatisfied	1.1%	0.0%	0.6%	0.0%	0.0%	0.5%	0.0%	0.4%	0.4%	0.4%	0.4%

**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q3f. Overall quality of life in City</u>											
5=Very Satisfied	29.5%	29.4%	32.7%	33.8%	21.8%	23.3%	30.4%	26.7%	26.5%	30.3%	27.1%
4=Satisfied	53.9%	54.0%	50.9%	52.8%	57.3%	56.2%	54.3%	54.7%	55.7%	50.4%	54.7%
3=Neutral	13.5%	12.3%	12.7%	12.0%	13.2%	15.6%	10.1%	14.1%	13.5%	13.9%	13.7%
2=Dissatisfied	2.6%	3.1%	3.6%	1.4%	6.8%	3.6%	5.1%	3.6%	3.6%	4.6%	3.7%
1=Very Dissatisfied	0.5%	1.2%	0.0%	0.0%	0.9%	1.3%	0.0%	0.9%	0.8%	0.8%	0.8%

**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q3g. Efforts to promote economic development</u>											
5=Very Satisfied	10.9%	9.7%	8.9%	5.2%	4.9%	6.6%	11.0%	7.0%	7.0%	9.5%	7.4%
4=Satisfied	34.3%	32.3%	29.9%	31.3%	26.8%	26.6%	33.9%	28.9%	28.3%	34.4%	29.4%
3=Neutral	27.4%	32.3%	31.2%	35.8%	29.0%	34.2%	28.3%	32.2%	30.7%	36.2%	31.8%
2=Dissatisfied	20.0%	20.0%	22.3%	20.9%	25.4%	23.4%	16.5%	23.1%	24.6%	13.1%	22.4%
1=Very Dissatisfied	7.4%	5.8%	7.6%	6.7%	13.8%	9.2%	10.2%	8.7%	9.4%	6.8%	8.9%



**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q3h. Overall quality of new development</u>											
5=Very Satisfied	7.7%	3.9%	6.3%	1.4%	3.6%	4.7%	10.8%	4.0%	4.1%	7.1%	4.7%
4=Satisfied	35.4%	27.9%	28.8%	32.6%	22.3%	20.0%	31.5%	25.6%	24.1%	35.4%	26.2%
3=Neutral	29.3%	37.0%	26.9%	38.3%	36.6%	41.1%	35.4%	35.9%	36.0%	35.0%	35.9%
2=Dissatisfied	21.0%	23.4%	31.9%	21.3%	26.3%	26.8%	13.8%	26.8%	27.5%	16.8%	25.5%
1=Very Dissatisfied	6.6%	7.8%	6.3%	6.4%	11.2%	7.4%	8.5%	7.7%	8.2%	5.8%	7.7%

**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q3i. How well City is planning growth</u>											
5=Very Satisfied	12.0%	3.4%	4.4%	2.2%	2.2%	2.2%	7.3%	3.7%	3.6%	5.6%	4.0%
4=Satisfied	28.0%	26.4%	22.8%	21.3%	16.1%	22.6%	31.5%	21.5%	19.9%	34.6%	22.5%
3=Neutral	29.1%	38.5%	32.3%	33.1%	33.0%	33.7%	29.0%	33.7%	33.3%	32.7%	33.3%
2=Dissatisfied	22.3%	23.6%	29.7%	34.6%	33.0%	28.6%	23.4%	29.3%	30.9%	19.2%	28.7%
1=Very Dissatisfied	8.6%	8.1%	10.8%	8.8%	15.6%	12.9%	8.9%	11.8%	12.3%	7.9%	11.5%

**Q3. Several items that may influence your perception of the City of Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	17.4%	13.6%	12.2%	11.4%	9.6%	6.0%	18.1%	9.8%	8.8%	19.9%	10.7%
4=Satisfied	43.2%	45.1%	42.7%	46.4%	32.8%	32.5%	39.9%	38.5%	38.6%	37.7%	38.6%
3=Neutral	18.4%	24.7%	21.3%	22.1%	28.4%	34.1%	13.8%	28.1%	27.5%	22.1%	26.5%
2=Dissatisfied	15.3%	15.4%	20.1%	17.9%	20.1%	19.4%	20.3%	18.1%	19.4%	14.3%	18.3%
1=Very Dissatisfied	5.8%	1.2%	3.7%	2.1%	9.2%	7.9%	8.0%	5.5%	5.7%	6.1%	5.8%

**Q3j. Mix of retail, residential, & entertainment establishments in Downtown Lawrence**

**Q4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q4a. Frequency police officers patrol your neighborhood</u>											
5=Very Satisfied	12.4%	11.5%	9.7%	14.2%	11.1%	10.9%	12.9%	11.3%	10.2%	16.4%	11.4%
4=Satisfied	42.6%	43.2%	43.5%	43.3%	43.5%	47.1%	48.5%	43.9%	45.3%	40.5%	44.4%
3=Neutral	30.2%	31.8%	27.3%	27.6%	30.4%	30.8%	24.2%	30.7%	30.9%	26.4%	29.9%
2=Dissatisfied	11.8%	11.5%	16.9%	12.6%	12.6%	8.1%	11.4%	11.6%	11.1%	13.2%	11.5%
1=Very Dissatisfied	3.0%	2.0%	2.6%	2.4%	2.4%	3.1%	3.0%	2.6%	2.5%	3.6%	2.7%

**Q4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q4b. Efforts by police to prevent crime in your neighborhood</u>											
5=Very Satisfied	11.5%	11.4%	13.4%	14.4%	12.8%	11.6%	11.4%	12.4%	11.0%	17.4%	12.3%
4=Satisfied	40.4%	38.6%	40.8%	36.4%	43.8%	46.5%	48.8%	41.5%	43.9%	35.7%	42.3%
3=Neutral	37.2%	46.4%	36.6%	41.5%	35.0%	35.2%	30.9%	38.6%	38.1%	36.2%	37.7%
2=Dissatisfied	8.3%	2.9%	7.0%	4.2%	6.9%	5.5%	6.5%	5.8%	5.6%	7.2%	5.9%
1=Very Dissatisfied	2.6%	0.7%	2.1%	3.4%	1.5%	1.2%	2.4%	1.6%	1.3%	3.4%	1.7%

**Q4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	18.1%	32.3%	27.8%	23.7%	31.0%	26.4%	27.0%	26.9%	26.2%	29.5%	26.9%
4=Satisfied	40.2%	36.2%	48.1%	51.8%	50.5%	52.2%	46.8%	48.0%	49.3%	41.6%	47.8%
3=Neutral	36.2%	30.0%	20.3%	21.1%	16.0%	17.9%	19.8%	22.2%	22.1%	21.6%	21.9%
2=Dissatisfied	2.4%	0.8%	2.3%	2.6%	2.5%	2.9%	6.3%	1.9%	2.0%	4.2%	2.4%
1=Very Dissatisfied	3.1%	0.8%	1.5%	0.9%	0.0%	0.6%	0.0%	1.1%	0.5%	3.2%	1.0%

**Q4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q4d. Professionalism of police officers</u>											
5=Very Satisfied	21.8%	32.0%	25.7%	34.8%	36.6%	29.1%	33.9%	29.7%	30.2%	29.9%	30.1%
4=Satisfied	48.3%	49.0%	51.3%	44.7%	48.6%	50.3%	47.6%	49.2%	50.2%	44.1%	49.1%
3=Neutral	19.0%	12.2%	16.4%	18.2%	11.6%	13.6%	11.3%	15.0%	14.3%	15.7%	14.6%
2=Dissatisfied	7.5%	6.1%	3.9%	1.5%	2.8%	5.9%	7.3%	4.5%	4.4%	6.9%	4.8%
1=Very Dissatisfied	3.4%	0.7%	2.6%	0.8%	0.5%	1.1%	0.0%	1.5%	0.9%	3.4%	1.4%

**Q4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q4e. How effectively City enforces traffic offenses											
5=Very Satisfied	9.0%	13.5%	15.6%	11.5%	16.2%	11.9%	16.9%	12.5%	10.8%	21.8%	13.0%
4=Satisfied	43.4%	41.9%	41.1%	49.6%	36.7%	41.5%	44.4%	41.5%	44.3%	30.6%	41.8%
3=Neutral	32.4%	34.5%	30.5%	26.7%	34.3%	31.3%	27.4%	32.3%	31.3%	34.0%	31.8%
2=Dissatisfied	11.7%	6.1%	8.5%	9.9%	10.0%	11.1%	9.7%	9.9%	10.2%	8.7%	9.8%
1=Very Dissatisfied	3.4%	4.1%	4.3%	2.3%	2.9%	4.3%	1.6%	3.9%	3.4%	4.9%	3.6%



**Q4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q4f. School Resource Officers</u>											
5=Very Satisfied	11.6%	14.0%	18.1%	23.6%	17.8%	14.5%	18.7%	15.9%	16.4%	15.4%	16.2%
4=Satisfied	38.9%	45.2%	30.9%	38.2%	36.9%	44.7%	42.9%	39.7%	41.2%	37.1%	40.1%
3=Neutral	36.8%	37.6%	44.7%	31.5%	36.9%	37.6%	27.5%	38.9%	36.3%	41.3%	37.5%
2=Dissatisfied	8.4%	3.2%	5.3%	4.5%	7.6%	1.6%	9.9%	3.9%	4.7%	4.2%	4.6%
1=Very Dissatisfied	4.2%	0.0%	1.1%	2.2%	0.6%	1.6%	1.1%	1.6%	1.4%	2.1%	1.5%

**Q4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q4g. Availability &amp; effectiveness of animal control services</u>											
5=Very Satisfied	10.6%	16.1%	10.6%	13.2%	14.4%	11.5%	17.9%	11.9%	12.2%	14.1%	12.6%
4=Satisfied	42.5%	43.2%	39.8%	48.1%	36.9%	43.1%	41.5%	42.0%	43.0%	37.9%	42.0%
3=Neutral	38.9%	33.1%	39.0%	28.3%	38.0%	38.3%	31.1%	37.4%	36.6%	36.7%	36.7%
2=Dissatisfied	5.3%	5.9%	8.9%	7.5%	7.0%	4.2%	8.5%	5.7%	5.4%	9.0%	6.0%
1=Very Dissatisfied	2.7%	1.7%	1.6%	2.8%	3.7%	2.9%	0.9%	2.9%	2.8%	2.3%	2.7%

**Q4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q4h. Parking enforcement services</u>											
5=Very Satisfied	12.1%	15.0%	7.3%	7.8%	12.2%	9.1%	19.1%	9.5%	8.7%	18.7%	10.5%
4=Satisfied	47.7%	51.7%	49.6%	55.0%	41.6%	49.1%	46.1%	49.0%	49.2%	46.5%	48.7%
3=Neutral	28.2%	25.9%	35.8%	30.2%	38.1%	34.3%	25.2%	33.6%	34.1%	26.3%	32.7%
2=Dissatisfied	8.7%	5.4%	6.6%	5.4%	5.6%	4.9%	7.0%	5.7%	6.1%	4.5%	5.9%
1=Very Dissatisfied	3.4%	2.0%	0.7%	1.6%	2.5%	2.6%	2.6%	2.2%	1.9%	4.0%	2.3%

**Q4. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q4i. City's crime prevention education efforts</u>											
5=Very Satisfied	15.8%	11.2%	10.3%	10.1%	18.3%	13.0%	16.5%	13.1%	12.0%	19.8%	13.5%
4=Satisfied	36.0%	34.6%	35.3%	46.8%	36.6%	43.8%	43.7%	39.3%	40.6%	36.6%	39.7%
3=Neutral	35.1%	41.1%	40.5%	35.8%	36.0%	38.7%	27.2%	39.3%	39.2%	31.4%	37.9%
2=Dissatisfied	12.3%	11.2%	12.1%	6.4%	7.4%	4.1%	11.7%	7.3%	7.7%	8.7%	7.8%
1=Very Dissatisfied	0.9%	1.9%	1.7%	0.9%	1.7%	0.3%	1.0%	1.1%	0.5%	3.5%	1.1%

**Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q5a. Walking in neighborhood during daytime</u>											
5=Very Safe	73.2%	67.3%	77.1%	75.4%	67.8%	63.4%	70.8%	69.1%	69.5%	69.0%	69.2%
4=Safe	24.7%	26.5%	19.9%	18.3%	25.7%	29.9%	22.6%	25.7%	25.4%	25.0%	25.4%
3=Neutral	2.1%	5.6%	2.4%	4.9%	4.8%	5.4%	5.1%	4.3%	4.2%	4.3%	4.4%
2=Unsafe	0.0%	0.6%	0.0%	1.4%	1.7%	1.0%	0.7%	0.9%	0.8%	1.3%	0.9%
1=Very Unsafe	0.0%	0.0%	0.6%	0.0%	0.0%	0.3%	0.7%	0.1%	0.1%	0.4%	0.2%

**Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q5b. Walking in neighborhood after dark</u>											
5=Very Safe	31.9%	36.8%	37.9%	35.5%	36.2%	29.8%	36.2%	33.6%	34.3%	32.1%	33.9%
4=Safe	42.9%	42.3%	42.0%	47.5%	38.4%	46.1%	39.9%	43.8%	44.3%	39.7%	43.4%
3=Neutral	17.3%	14.1%	11.8%	12.8%	13.1%	15.0%	11.6%	14.5%	14.3%	13.7%	14.2%
2=Unsafe	7.3%	6.7%	8.3%	3.5%	10.9%	7.5%	8.7%	7.5%	6.5%	13.2%	7.7%
1=Very Unsafe	0.5%	0.0%	0.0%	0.7%	1.3%	1.6%	3.6%	0.5%	0.7%	1.3%	0.9%

**Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q5c. In Downtown Lawrence during daytime</u>											
5=Very Safe	63.0%	58.4%	54.2%	61.1%	53.2%	48.3%	53.6%	55.0%	54.2%	59.7%	54.9%
4=Safe	33.3%	33.7%	36.7%	33.3%	37.2%	39.2%	36.2%	36.3%	37.4%	30.5%	36.3%
3=Neutral	3.1%	5.4%	6.6%	2.1%	4.8%	8.1%	5.8%	5.5%	5.3%	6.4%	5.6%
2=Unsafe	0.5%	2.4%	1.8%	3.5%	3.5%	2.8%	3.6%	2.3%	2.4%	3.0%	2.5%
1=Very Unsafe	0.0%	0.0%	0.6%	0.0%	1.3%	1.5%	0.7%	0.8%	0.8%	0.4%	0.8%

**Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q5d. In Downtown Lawrence after dark</u>											
5=Very Safe	20.0%	25.0%	11.8%	19.9%	19.4%	12.3%	19.7%	16.8%	16.6%	19.8%	17.1%
4=Safe	40.0%	41.7%	40.4%	39.0%	36.5%	31.9%	40.1%	36.6%	36.5%	39.6%	37.0%
3=Neutral	22.6%	17.9%	24.8%	24.1%	18.9%	30.0%	20.4%	24.6%	25.4%	17.6%	24.1%
2=Unsafe	14.2%	14.1%	17.4%	16.3%	21.2%	21.9%	15.3%	18.8%	18.5%	18.1%	18.4%
1=Very Unsafe	3.2%	1.3%	5.6%	0.7%	4.1%	3.9%	4.4%	3.2%	2.9%	4.8%	3.4%



**Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q5e. In City parks during daytime</u>											
5=Very Safe	51.9%	46.6%	45.1%	52.1%	47.1%	41.3%	45.3%	46.4%	45.7%	49.3%	46.3%
4=Safe	40.0%	43.5%	42.7%	35.9%	37.3%	41.6%	39.6%	40.4%	41.2%	35.8%	40.3%
3=Neutral	7.0%	8.1%	9.1%	8.5%	9.8%	10.9%	8.6%	9.3%	9.0%	10.5%	9.3%
2=Unsafe	1.1%	1.2%	2.4%	3.5%	4.9%	3.6%	5.0%	2.8%	2.9%	3.5%	3.0%
1=Very Unsafe	0.0%	0.6%	0.6%	0.0%	0.9%	2.6%	1.4%	1.1%	1.2%	0.9%	1.1%

**Q5. Using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q5f. In City parks after dark</u>											
5=Very Safe	9.1%	14.5%	6.1%	7.7%	9.8%	8.1%	6.9%	9.3%	9.7%	6.5%	9.1%
4=Safe	20.0%	29.0%	17.7%	26.9%	22.5%	16.8%	29.2%	20.0%	19.7%	27.1%	21.1%
3=Neutral	35.2%	29.0%	32.0%	28.5%	26.5%	36.6%	29.2%	32.5%	33.0%	27.6%	32.1%
2=Unsafe	31.5%	25.5%	32.7%	33.1%	33.8%	31.3%	26.9%	32.0%	31.6%	31.3%	31.4%
1=Very Unsafe	4.2%	2.1%	11.6%	3.8%	7.4%	7.3%	7.7%	6.2%	6.0%	7.5%	6.4%

**Q6. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q6a. Overall quality of fire services</u>											
5=Very Satisfied	39.2%	36.7%	41.7%	47.1%	38.3%	39.8%	46.7%	39.4%	39.0%	45.9%	40.1%
4=Satisfied	46.4%	50.8%	48.3%	43.8%	53.7%	54.3%	43.0%	51.9%	52.9%	41.8%	51.0%
3=Neutral	13.6%	12.5%	9.2%	9.1%	6.1%	6.0%	7.5%	8.5%	7.8%	10.8%	8.4%
2=Dissatisfied	0.8%	0.0%	0.8%	0.0%	1.4%	0.0%	2.8%	0.2%	0.4%	1.0%	0.5%
1=Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.1%	0.0%	0.5%	0.1%

**Q6. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q6b. How quickly emergency medical services personnel respond											
5=Very Satisfied	37.2%	40.0%	41.3%	47.4%	41.5%	44.1%	47.5%	41.8%	41.8%	45.9%	42.4%
4=Satisfied	46.9%	47.8%	42.2%	39.7%	47.7%	48.7%	38.4%	47.3%	48.1%	38.9%	46.4%
3=Neutral	12.4%	11.3%	15.6%	12.9%	10.4%	7.0%	11.1%	10.3%	9.9%	11.9%	10.4%
2=Dissatisfied	2.7%	0.9%	0.9%	0.0%	0.5%	0.3%	3.0%	0.4%	0.3%	2.7%	0.7%
1=Very Dissatisfied	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.5%	0.1%

**Q6. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q6c. Professionalism of City's fire &amp; emergency medical services personnel</u>											
5=Very Satisfied	43.7%	45.2%	44.6%	54.5%	48.8%	47.9%	56.9%	46.6%	45.9%	55.4%	47.7%
4=Satisfied	44.5%	45.2%	43.0%	38.8%	42.4%	46.5%	32.1%	45.4%	46.2%	34.9%	44.0%
3=Neutral	10.9%	9.5%	10.7%	6.6%	8.8%	5.4%	9.2%	7.8%	7.7%	8.7%	7.9%
2=Dissatisfied	0.8%	0.0%	0.8%	0.0%	0.0%	0.3%	1.8%	0.1%	0.2%	0.5%	0.3%
1=Very Dissatisfied	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.5%	0.1%

**Q6. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q6d. Quality of medical care provided by fire medical services personnel</u>											
5=Very Satisfied	38.1%	42.0%	40.2%	47.4%	45.1%	42.6%	51.1%	41.8%	41.4%	48.5%	42.8%
4=Satisfied	43.8%	43.0%	42.3%	43.3%	42.2%	49.1%	37.0%	46.0%	46.8%	37.9%	45.1%
3=Neutral	17.1%	15.0%	16.5%	9.3%	12.1%	8.3%	12.0%	11.8%	11.6%	12.4%	11.8%
2=Dissatisfied	0.0%	0.0%	1.0%	0.0%	0.6%	0.0%	0.0%	0.2%	0.1%	0.6%	0.2%
1=Very Dissatisfied	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.6%	0.1%

**Q6. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q6e. City's fire/medical education programs</u>											
5=Very Satisfied	26.2%	31.9%	31.3%	31.0%	31.8%	27.5%	35.8%	28.8%	29.4%	30.9%	29.5%
4=Satisfied	35.7%	31.9%	38.8%	42.5%	35.8%	43.5%	43.2%	38.6%	39.6%	36.0%	39.1%
3=Neutral	35.7%	35.2%	27.5%	24.1%	31.8%	29.0%	19.8%	31.6%	30.2%	30.9%	30.3%
2=Dissatisfied	1.2%	1.1%	1.3%	2.3%	0.7%	0.0%	1.2%	0.8%	0.8%	0.7%	0.8%
1=Very Dissatisfied	1.2%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	1.5%	0.3%

**Q6. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q6f. City's fire/business inspection program</u>											
5=Very Satisfied	20.0%	25.3%	27.2%	20.9%	27.1%	22.0%	36.4%	22.1%	23.1%	25.7%	23.6%
4=Satisfied	41.3%	39.1%	34.6%	52.3%	36.8%	42.8%	35.1%	42.0%	41.4%	40.3%	41.2%
3=Neutral	36.3%	33.3%	37.0%	23.3%	34.0%	33.0%	28.6%	33.4%	33.1%	31.9%	32.9%
2=Dissatisfied	1.3%	1.1%	1.2%	3.5%	2.1%	1.1%	0.0%	1.8%	1.9%	0.7%	1.6%
1=Very Dissatisfied	1.3%	1.1%	0.0%	0.0%	0.0%	1.1%	0.0%	0.8%	0.5%	1.4%	0.7%



**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7a. Appearance/cleanliness of City parks</u>											
5=Very Satisfied	26.2%	28.8%	26.7%	29.1%	29.1%	29.4%	36.6%	27.4%	27.3%	31.9%	28.4%
4=Satisfied	61.7%	60.0%	59.6%	60.3%	58.1%	60.9%	55.2%	60.8%	61.0%	58.5%	60.2%
3=Neutral	8.2%	9.4%	10.6%	8.5%	10.1%	8.7%	6.7%	9.5%	9.6%	6.6%	9.2%
2=Dissatisfied	2.7%	1.9%	3.1%	2.1%	1.8%	1.0%	1.5%	2.0%	1.8%	2.6%	1.9%
1=Very Dissatisfied	1.1%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.4%	0.3%	0.4%	0.3%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7b. Condition of equipment &amp; facilities at City parks</u>											
5=Very Satisfied	21.8%	29.3%	16.8%	20.1%	18.3%	18.9%	29.4%	19.3%	19.7%	23.5%	20.4%
4=Satisfied	57.5%	54.1%	60.2%	60.4%	61.6%	65.6%	54.4%	61.8%	61.7%	58.4%	61.0%
3=Neutral	16.2%	14.0%	18.0%	17.3%	15.6%	14.1%	10.3%	16.2%	15.7%	14.6%	15.5%
2=Dissatisfied	3.4%	2.5%	4.3%	2.2%	3.6%	1.3%	5.1%	2.4%	2.6%	3.1%	2.7%
1=Very Dissatisfied	1.1%	0.0%	0.6%	0.0%	0.9%	0.0%	0.7%	0.4%	0.4%	0.4%	0.4%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7c. Number of City parks</u>											
5=Very Satisfied	27.0%	36.4%	22.7%	27.7%	20.3%	22.7%	31.9%	24.4%	23.1%	34.4%	25.2%
4=Satisfied	48.1%	46.9%	53.4%	47.5%	52.8%	56.7%	49.3%	52.4%	53.6%	46.3%	52.0%
3=Neutral	17.3%	10.5%	16.6%	16.3%	15.6%	14.4%	12.3%	15.4%	15.6%	11.9%	15.0%
2=Dissatisfied	6.5%	6.2%	6.7%	7.1%	8.2%	5.7%	6.5%	6.6%	6.7%	6.2%	6.6%
1=Very Dissatisfied	1.1%	0.0%	0.6%	1.4%	3.0%	0.5%	0.0%	1.2%	1.1%	1.3%	1.1%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7d. Number of walking &amp; biking trails</u>											
5=Very Satisfied	25.7%	28.3%	20.0%	20.3%	19.2%	20.0%	28.9%	20.9%	19.3%	32.9%	21.8%
4=Satisfied	39.6%	47.2%	46.9%	39.1%	44.5%	49.5%	45.9%	45.2%	47.0%	38.2%	45.3%
3=Neutral	18.2%	11.3%	17.5%	16.7%	17.5%	20.0%	15.6%	17.7%	17.6%	16.4%	17.5%
2=Dissatisfied	14.4%	11.3%	14.4%	21.0%	16.2%	9.2%	8.1%	14.2%	14.0%	11.1%	13.5%
1=Very Dissatisfied	2.1%	1.9%	1.3%	2.9%	2.6%	1.4%	1.5%	2.0%	2.1%	1.3%	1.9%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7e. City outdoor recreation facilities</u>											
5=Very Satisfied	20.9%	26.2%	15.1%	23.4%	19.0%	20.6%	23.7%	20.3%	19.1%	27.2%	20.6%
4=Satisfied	53.1%	47.0%	55.3%	46.7%	51.3%	52.7%	53.4%	51.2%	53.4%	43.3%	51.5%
3=Neutral	15.3%	22.1%	18.9%	19.7%	19.0%	21.7%	15.3%	20.3%	19.4%	20.3%	19.7%
2=Dissatisfied	9.0%	4.0%	9.4%	8.0%	8.4%	4.7%	7.6%	6.8%	6.6%	8.8%	6.9%
1=Very Dissatisfied	1.7%	0.7%	1.3%	2.2%	2.2%	0.3%	0.0%	1.4%	1.4%	0.5%	1.2%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7f. City indoor recreation facilities</u>											
5=Very Satisfied	13.6%	21.9%	12.1%	17.8%	15.2%	16.0%	17.5%	15.8%	15.4%	18.8%	16.0%
4=Satisfied	41.5%	38.0%	46.1%	43.4%	47.6%	46.7%	44.7%	44.7%	45.3%	42.6%	44.7%
3=Neutral	27.9%	29.9%	27.0%	23.3%	21.9%	28.5%	22.8%	27.0%	26.7%	24.9%	26.5%
2=Dissatisfied	13.6%	9.5%	13.5%	14.0%	9.5%	8.0%	14.0%	10.2%	10.8%	9.6%	10.6%
1=Very Dissatisfied	3.4%	0.7%	1.4%	1.6%	5.7%	0.9%	0.9%	2.4%	1.9%	4.1%	2.2%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7g. Availability of gym space</u>											
5=Very Satisfied	14.9%	19.8%	13.0%	16.7%	12.2%	15.7%	16.3%	15.0%	14.5%	17.9%	15.1%
4=Satisfied	35.1%	33.1%	38.9%	33.3%	43.1%	41.2%	41.3%	38.3%	39.6%	34.8%	38.6%
3=Neutral	27.6%	33.1%	26.7%	30.7%	29.4%	33.2%	30.8%	30.6%	30.2%	31.5%	30.6%
2=Dissatisfied	18.7%	12.4%	17.6%	16.7%	9.6%	8.3%	8.7%	13.0%	13.0%	10.3%	12.6%
1=Very Dissatisfied	3.7%	1.7%	3.8%	2.6%	5.6%	1.6%	2.9%	3.1%	2.6%	5.4%	3.1%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7h. City's indoor aquatic facilities</u>											
5=Very Satisfied	27.5%	34.3%	37.9%	29.4%	22.6%	22.6%	28.4%	27.4%	27.2%	29.1%	27.5%
4=Satisfied	47.3%	41.6%	43.6%	45.2%	53.8%	51.0%	45.1%	48.6%	49.6%	41.3%	48.2%
3=Neutral	16.8%	17.5%	14.3%	20.6%	18.6%	23.2%	19.6%	19.3%	18.7%	22.3%	19.4%
2=Dissatisfied	6.1%	5.8%	2.9%	3.2%	4.0%	3.2%	2.9%	4.1%	3.9%	4.5%	4.0%
1=Very Dissatisfied	2.3%	0.7%	1.4%	1.6%	1.0%	0.0%	3.9%	0.6%	0.6%	2.8%	0.9%



**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7i. City's outdoor aquatic facilities</u>											
5=Very Satisfied	21.2%	26.8%	31.9%	23.6%	24.0%	18.5%	22.3%	23.2%	23.0%	23.4%	23.1%
4=Satisfied	45.9%	43.3%	46.4%	52.0%	50.0%	53.7%	57.1%	48.8%	49.9%	48.4%	49.6%
3=Neutral	23.3%	22.0%	18.8%	15.7%	19.5%	23.6%	15.2%	21.8%	20.9%	21.7%	21.1%
2=Dissatisfied	6.8%	7.9%	2.9%	6.3%	4.5%	4.3%	4.5%	5.2%	5.1%	5.4%	5.1%
1=Very Dissatisfied	2.7%	0.0%	0.0%	2.4%	2.0%	0.0%	0.9%	1.0%	1.0%	1.1%	1.0%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7j. Availability of youth sports fields</u>											
5=Very Satisfied	19.8%	26.9%	22.6%	21.8%	23.6%	17.1%	27.0%	20.5%	20.6%	23.0%	21.1%
4=Satisfied	47.9%	38.7%	46.1%	47.1%	44.7%	50.0%	50.0%	46.1%	46.8%	47.3%	46.5%
3=Neutral	28.9%	26.1%	21.7%	24.4%	23.1%	26.3%	15.0%	26.3%	25.0%	24.8%	25.2%
2=Dissatisfied	2.5%	7.6%	5.2%	4.2%	6.0%	6.0%	8.0%	5.2%	5.9%	3.6%	5.5%
1=Very Dissatisfied	0.8%	0.8%	4.3%	2.5%	2.5%	0.6%	0.0%	1.9%	1.8%	1.2%	1.7%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7k. Availability of adult sports fields</u>											
5=Very Satisfied	22.9%	26.5%	20.0%	24.3%	21.5%	16.8%	21.7%	20.9%	20.3%	23.5%	21.0%
4=Satisfied	45.8%	38.5%	46.7%	43.5%	45.1%	51.9%	56.6%	45.4%	47.2%	44.8%	46.6%
3=Neutral	25.2%	30.8%	27.5%	27.0%	25.6%	28.1%	16.0%	28.7%	27.7%	24.6%	27.3%
2=Dissatisfied	3.8%	3.4%	3.3%	4.3%	5.1%	3.2%	4.7%	3.7%	3.8%	4.4%	3.8%
1=Very Dissatisfied	2.3%	0.9%	2.5%	0.9%	2.6%	0.0%	0.9%	1.4%	1.0%	2.7%	1.3%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	18.1%	27.0%	25.4%	27.3%	19.0%	22.4%	22.3%	22.7%	23.3%	20.1%	22.7%
4=Satisfied	46.3%	46.8%	50.7%	47.1%	49.2%	50.0%	48.2%	48.8%	50.2%	41.9%	48.7%
3=Neutral	22.8%	19.0%	19.6%	19.8%	26.7%	23.0%	18.8%	22.8%	21.1%	27.9%	22.4%
2=Dissatisfied	10.7%	5.6%	3.6%	5.8%	3.6%	4.5%	9.8%	4.9%	4.7%	8.9%	5.4%
1=Very Dissatisfied	2.0%	1.6%	0.7%	0.0%	1.5%	0.0%	0.9%	0.8%	0.8%	1.1%	0.8%

**Q7L. Availability of information about parks & recreation programs**

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7m. Overall quality of Eagle Bend Golf Course</u>											
5=Very Satisfied	17.0%	12.6%	14.1%	24.1%	22.0%	15.6%	25.3%	16.5%	16.5%	21.0%	17.4%
4=Satisfied	45.0%	47.4%	49.5%	46.0%	46.3%	47.6%	44.8%	47.3%	48.1%	44.1%	47.1%
3=Neutral	34.0%	30.5%	30.3%	24.1%	26.8%	33.8%	27.6%	30.9%	29.8%	32.9%	30.6%
2=Dissatisfied	1.0%	9.5%	5.1%	4.6%	3.7%	1.1%	2.3%	3.6%	3.9%	1.4%	3.4%
1=Very Dissatisfied	3.0%	0.0%	1.0%	1.1%	1.2%	1.9%	0.0%	1.7%	1.7%	0.7%	1.5%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7n. Mowing &amp; trimming along City streets</u>											
5=Very Satisfied	15.6%	18.7%	19.4%	23.1%	20.7%	14.9%	25.0%	17.2%	16.7%	24.1%	18.0%
4=Satisfied	57.8%	54.0%	54.2%	55.2%	56.8%	59.2%	54.7%	57.1%	58.0%	52.4%	56.8%
3=Neutral	20.2%	18.0%	18.1%	14.2%	16.2%	18.7%	15.6%	18.0%	17.7%	17.9%	17.8%
2=Dissatisfied	5.2%	8.7%	7.7%	6.7%	5.4%	6.1%	4.7%	6.7%	6.8%	4.7%	6.5%
1=Very Dissatisfied	1.2%	0.7%	0.6%	0.7%	0.9%	1.1%	0.0%	1.0%	0.9%	0.9%	0.9%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7o. Overall cleanliness of public areas</u>											
5=Very Satisfied	18.7%	24.2%	17.4%	23.0%	18.5%	16.9%	23.7%	18.6%	17.8%	24.9%	19.1%
4=Satisfied	53.3%	58.8%	60.2%	57.6%	59.0%	62.5%	60.3%	59.1%	60.7%	53.4%	59.2%
3=Neutral	22.0%	15.7%	16.8%	16.5%	16.2%	15.3%	11.5%	17.5%	17.1%	14.9%	16.8%
2=Dissatisfied	4.9%	0.7%	5.6%	2.2%	5.4%	4.5%	4.6%	4.1%	3.9%	5.4%	4.1%
1=Very Dissatisfied	1.1%	0.7%	0.0%	0.7%	0.9%	0.8%	0.0%	0.8%	0.6%	1.4%	0.7%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7p. Variety of recreation programs offered by City</u>											
5=Very Satisfied	17.5%	35.0%	25.5%	33.1%	22.0%	20.3%	21.2%	24.4%	24.2%	23.3%	24.1%
4=Satisfied	54.8%	46.4%	46.3%	50.8%	54.7%	58.8%	57.6%	53.0%	54.6%	49.0%	53.5%
3=Neutral	19.9%	15.0%	24.2%	11.5%	18.7%	19.5%	14.4%	19.0%	17.6%	22.3%	18.6%
2=Dissatisfied	4.8%	2.9%	3.4%	3.8%	3.7%	1.1%	5.9%	2.6%	2.7%	4.0%	2.9%
1=Very Dissatisfied	3.0%	0.7%	0.7%	0.8%	0.9%	0.3%	0.8%	1.0%	0.8%	1.5%	0.9%



**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7q. Cost of parks &amp; recreation programs &amp; services</u>											
5=Very Satisfied	16.1%	33.6%	27.9%	25.2%	19.5%	17.5%	19.3%	22.2%	21.6%	23.3%	21.9%
4=Satisfied	55.0%	38.0%	45.0%	54.5%	48.3%	51.7%	55.5%	48.5%	50.3%	45.6%	49.3%
3=Neutral	22.1%	23.4%	18.6%	17.1%	25.9%	26.7%	17.6%	24.1%	22.9%	24.4%	23.4%
2=Dissatisfied	6.0%	4.4%	7.9%	3.3%	3.4%	3.7%	7.6%	4.2%	4.3%	5.7%	4.5%
1=Very Dissatisfied	0.7%	0.7%	0.7%	0.0%	2.9%	0.3%	0.0%	1.0%	0.8%	1.0%	0.9%

**Q7. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q7r. City's park &amp; recreation website</u>											
5=Very Satisfied	18.5%	27.8%	27.6%	25.3%	18.6%	14.7%	28.8%	19.6%	19.6%	25.6%	20.7%
4=Satisfied	45.2%	37.4%	43.9%	42.4%	44.1%	43.4%	38.5%	43.6%	44.4%	38.1%	43.0%
3=Neutral	25.8%	28.7%	20.3%	27.3%	32.9%	37.8%	26.9%	30.8%	30.1%	30.0%	30.4%
2=Dissatisfied	6.5%	5.2%	6.5%	4.0%	3.1%	3.6%	2.9%	4.8%	4.4%	5.6%	4.6%
1=Very Dissatisfied	4.0%	0.9%	1.6%	1.0%	1.2%	0.4%	2.9%	1.2%	1.6%	0.6%	1.4%

**Q8. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q8. Top choice</u>											
Appearance & cleanliness of City parks	17.3%	17.5%	15.4%	18.6%	21.8%	16.4%	22.9%	17.1%	17.0%	21.4%	17.8%
Condition of equipment & facilities at City parks	21.3%	21.7%	18.3%	25.5%	20.9%	20.7%	27.1%	20.5%	21.0%	22.3%	21.2%
Number of City parks	17.8%	13.3%	10.1%	9.7%	15.0%	10.9%	16.4%	12.3%	12.1%	15.1%	12.7%
Number of walking & biking trails	32.0%	29.5%	28.4%	34.5%	33.3%	26.0%	30.0%	29.9%	30.3%	28.6%	29.9%
City outdoor recreation facilities	8.6%	12.7%	13.0%	9.0%	9.0%	10.9%	9.3%	10.6%	10.5%	10.5%	10.5%
City indoor recreation facilities	13.2%	13.9%	17.8%	13.8%	13.7%	17.7%	15.0%	15.4%	15.9%	12.6%	15.4%
Availability of gym space	12.2%	11.4%	15.4%	17.9%	12.8%	13.1%	16.4%	13.2%	14.2%	10.5%	13.5%
City's indoor aquatic facilities	7.1%	6.0%	9.5%	7.6%	3.8%	4.0%	7.9%	5.6%	5.6%	5.9%	5.8%

**Q8. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q8. Top choice (Cont.)</u>											
City's outdoor aquatic facilities	10.2%	7.8%	7.1%	11.0%	5.6%	7.6%	7.9%	8.0%	8.2%	6.3%	8.0%
Availability of youth sports fields	5.6%	11.4%	10.7%	12.4%	10.3%	7.8%	5.7%	9.7%	9.5%	8.4%	9.3%
Availability of adult sports fields	3.0%	5.4%	3.6%	4.1%	3.8%	4.0%	4.3%	3.9%	3.4%	6.3%	4.0%
Availability of information about parks & recreation programs	11.2%	7.8%	7.1%	5.5%	6.8%	5.8%	4.3%	7.5%	6.6%	10.1%	7.2%
Quality of Eagle Bend Golf Course	3.0%	5.4%	4.7%	4.8%	3.8%	5.3%	5.7%	4.5%	5.0%	2.5%	4.6%
Mowing & trimming along City streets	13.2%	16.3%	14.2%	12.4%	12.4%	17.4%	15.7%	14.7%	15.5%	11.3%	14.8%
Cleanliness of public areas	19.3%	18.7%	22.5%	17.9%	20.9%	19.9%	20.0%	20.0%	19.4%	22.7%	20.0%

**Q8. Which THREE of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q8. Top choice (Cont.)</u>											
Variety of recreation programs	13.7%	6.6%	8.3%	4.1%	9.4%	7.6%	10.7%	8.1%	7.8%	11.3%	8.4%
Cost of parks & recreation programs & services	10.2%	9.0%	13.0%	12.4%	10.7%	12.1%	10.0%	11.5%	10.6%	14.7%	11.3%
City's parks & recreation website	4.1%	4.2%	4.7%	3.4%	3.0%	1.8%	2.9%	3.3%	3.1%	3.8%	3.2%
None chosen	20.8%	21.7%	20.7%	19.3%	21.4%	23.2%	16.4%	22.2%	21.9%	19.7%	21.7%

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q9a. Condition of major City streets</u>											
5=Very Satisfied	3.6%	6.1%	2.4%	5.6%	1.7%	3.1%	4.3%	3.4%	3.2%	4.7%	3.5%
4=Satisfied	34.0%	29.9%	36.1%	40.1%	33.0%	39.6%	37.4%	35.8%	36.0%	36.5%	35.9%
3=Neutral	22.2%	22.0%	21.7%	18.3%	20.6%	24.9%	22.3%	22.2%	23.2%	16.7%	22.2%
2=Dissatisfied	30.4%	33.5%	30.1%	32.4%	27.5%	26.2%	25.9%	29.6%	28.5%	32.6%	29.2%
1=Very Dissatisfied	9.8%	8.5%	9.6%	3.5%	17.2%	6.2%	10.1%	9.1%	9.1%	9.4%	9.2%

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q9b. Condition of streets in your neighborhood</u>											
5=Very Satisfied	7.7%	6.1%	9.0%	7.7%	3.0%	5.9%	9.3%	5.9%	6.1%	6.8%	6.3%
4=Satisfied	35.1%	37.0%	41.3%	32.2%	30.9%	45.7%	36.4%	38.5%	38.3%	38.6%	38.3%
3=Neutral	22.7%	21.8%	22.2%	24.5%	18.9%	18.6%	20.0%	20.9%	20.8%	20.3%	20.8%
2=Dissatisfied	24.2%	27.3%	20.4%	29.4%	35.6%	21.4%	22.1%	26.3%	25.6%	26.7%	25.9%
1=Very Dissatisfied	10.3%	7.9%	7.2%	6.3%	11.6%	8.4%	12.1%	8.4%	9.1%	7.6%	8.8%

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q9c. Timeliness of street maintenance repairs</u>											
5=Very Satisfied	1.6%	2.5%	4.2%	6.6%	2.2%	3.1%	1.5%	3.4%	3.2%	3.1%	3.2%
4=Satisfied	24.9%	24.1%	23.0%	25.5%	21.8%	30.5%	28.4%	25.5%	25.8%	26.3%	25.8%
3=Neutral	22.2%	34.6%	30.9%	29.2%	28.8%	29.2%	24.6%	29.5%	30.5%	21.5%	29.0%
2=Dissatisfied	36.2%	27.8%	30.3%	32.8%	35.8%	29.7%	33.6%	31.7%	30.5%	38.6%	31.9%
1=Very Dissatisfied	15.1%	11.1%	11.5%	5.8%	11.4%	7.4%	11.9%	9.9%	10.1%	10.5%	10.1%



**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q9d. Condition of sidewalks in your neighborhood</u>											
5=Very Satisfied	12.4%	6.8%	10.3%	11.4%	6.1%	8.6%	11.4%	8.7%	8.5%	10.9%	9.0%
4=Satisfied	38.2%	39.8%	45.5%	41.4%	37.2%	46.2%	45.5%	41.5%	43.0%	37.6%	41.9%
3=Neutral	23.1%	25.5%	20.6%	25.7%	28.6%	23.1%	21.2%	24.8%	23.7%	26.6%	24.4%
2=Dissatisfied	17.2%	19.3%	15.8%	19.3%	18.6%	15.9%	14.4%	17.7%	17.8%	16.2%	17.4%
1=Very Dissatisfied	9.1%	8.7%	7.9%	2.1%	9.5%	6.2%	7.6%	7.3%	7.0%	8.7%	7.3%

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q9e. Maintenance of street signs</u>											
5=Very Satisfied	12.7%	16.8%	15.9%	22.9%	13.1%	14.5%	22.6%	14.5%	14.4%	19.6%	15.4%
4=Satisfied	57.7%	61.5%	57.3%	55.7%	54.1%	60.3%	54.0%	58.5%	58.9%	54.8%	58.0%
3=Neutral	22.8%	18.6%	23.8%	15.0%	26.6%	21.8%	16.8%	22.6%	22.4%	19.6%	21.9%
2=Dissatisfied	4.8%	1.9%	3.0%	5.0%	4.4%	2.4%	5.8%	3.1%	3.0%	4.8%	3.4%
1=Very Dissatisfied	2.1%	1.2%	0.0%	1.4%	1.7%	1.1%	0.7%	1.3%	1.3%	1.3%	1.3%

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q9f. Adequacy of City street lighting</u>											
5=Very Satisfied	9.8%	9.7%	7.9%	15.6%	9.5%	10.5%	12.2%	10.1%	9.6%	13.4%	10.3%
4=Satisfied	41.5%	43.6%	48.5%	40.4%	43.1%	52.1%	41.0%	46.6%	48.0%	37.9%	46.0%
3=Neutral	28.0%	24.2%	19.4%	24.8%	24.1%	22.6%	23.0%	23.8%	23.4%	24.1%	23.7%
2=Dissatisfied	16.1%	16.4%	17.6%	14.9%	16.8%	12.1%	18.0%	14.7%	14.1%	19.4%	15.1%
1=Very Dissatisfied	4.7%	6.1%	6.7%	4.3%	6.5%	2.8%	5.8%	4.7%	4.8%	5.2%	4.8%

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q9g. Snow removal on major City streets</u>											
5=Very Satisfied	15.9%	17.1%	15.6%	22.2%	20.2%	20.6%	20.0%	18.8%	19.6%	16.1%	18.9%
4=Satisfied	53.3%	53.0%	51.5%	54.2%	53.6%	58.5%	53.6%	54.9%	55.7%	50.8%	54.8%
3=Neutral	14.9%	12.2%	15.0%	16.0%	12.9%	14.2%	12.1%	14.4%	14.0%	14.8%	14.1%
2=Dissatisfied	10.3%	12.2%	12.6%	6.9%	9.0%	4.3%	9.3%	8.3%	7.4%	12.7%	8.4%
1=Very Dissatisfied	5.6%	5.5%	5.4%	0.7%	4.3%	2.3%	5.0%	3.6%	3.4%	5.5%	3.8%

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q9h. Snow removal on neighborhood streets</u>											
5=Very Satisfied	7.3%	10.9%	6.6%	13.3%	11.7%	12.5%	12.1%	10.5%	11.0%	9.3%	10.7%
4=Satisfied	33.2%	32.1%	35.5%	37.8%	39.8%	44.4%	32.1%	39.2%	40.6%	29.7%	38.4%
3=Neutral	20.7%	18.8%	18.7%	23.8%	18.2%	22.2%	17.1%	21.0%	20.7%	19.5%	20.5%
2=Dissatisfied	23.8%	23.0%	25.9%	19.6%	17.3%	15.6%	26.4%	19.0%	18.3%	25.8%	19.8%
1=Very Dissatisfied	15.0%	15.2%	13.3%	5.6%	13.0%	5.4%	12.1%	10.3%	9.4%	15.7%	10.5%

**Q9. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q9i. Streetsweeping services provided by City</u>											
5=Very Satisfied	5.8%	10.3%	7.7%	10.9%	10.5%	9.3%	8.8%	9.2%	8.6%	10.8%	9.1%
4=Satisfied	45.3%	46.8%	38.5%	39.4%	39.3%	43.2%	40.0%	42.5%	41.8%	45.5%	42.2%
3=Neutral	32.6%	26.3%	34.0%	31.4%	31.1%	32.0%	33.6%	31.1%	31.6%	30.0%	31.4%
2=Dissatisfied	11.0%	10.3%	14.1%	16.8%	14.2%	11.2%	11.2%	12.8%	13.0%	10.3%	12.6%
1=Very Dissatisfied	5.2%	6.4%	5.8%	1.5%	5.0%	4.3%	6.4%	4.5%	5.0%	3.3%	4.7%

**Q10. Which THREE of the maintenance and public works services listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q10. Top choice</u>											
Condition of major City streets	49.2%	54.2%	60.4%	56.6%	63.2%	60.6%	55.7%	58.4%	58.5%	56.7%	58.1%
Condition of neighborhood streets	40.6%	37.3%	39.6%	40.7%	44.0%	39.4%	42.1%	40.1%	41.9%	32.4%	40.3%
Timeliness of street maintenance repairs	52.8%	41.6%	42.6%	49.7%	51.3%	51.5%	55.0%	48.3%	49.9%	45.8%	49.0%
Condition of neighborhood sidewalks	23.9%	29.5%	17.8%	25.5%	23.9%	23.7%	23.6%	24.0%	23.4%	26.1%	23.9%
Maintenance of street signs	4.6%	2.4%	1.8%	3.4%	4.3%	2.0%	4.3%	2.8%	2.7%	3.8%	3.0%
Adequacy of City street lighting	20.3%	23.5%	26.0%	20.7%	19.2%	26.0%	21.4%	23.2%	22.6%	24.8%	23.0%
Snow removal on major City streets	17.8%	20.5%	18.3%	17.2%	11.1%	10.6%	15.7%	14.7%	13.8%	18.5%	14.8%

**Q10. Which THREE of the maintenance and public works services listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q10. Top choice (Cont.)</u>											
Snow removal on neighborhood streets	37.1%	36.1%	39.1%	29.0%	26.9%	28.8%	39.3%	31.1%	29.3%	43.7%	32.0%
Streetsweeping services	9.1%	10.2%	11.2%	13.1%	12.8%	14.1%	12.1%	12.2%	13.7%	5.5%	12.2%
None chosen	9.1%	10.2%	8.9%	9.0%	8.1%	9.8%	7.1%	9.5%	9.5%	8.4%	9.3%



**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q11a. Availability of information about City services &amp; activities</u>											
5=Very Satisfied	9.4%	19.0%	12.7%	14.0%	14.2%	14.6%	19.0%	13.4%	13.8%	14.8%	14.0%
4=Satisfied	42.1%	46.9%	49.3%	50.0%	50.5%	56.2%	47.6%	50.8%	51.1%	47.6%	50.5%
3=Neutral	37.4%	31.3%	30.7%	28.7%	28.8%	27.1%	26.2%	30.5%	29.7%	31.0%	30.0%
2=Dissatisfied	9.4%	2.7%	7.3%	6.6%	6.1%	2.1%	7.1%	4.9%	4.9%	6.2%	5.1%
1=Very Dissatisfied	1.8%	0.0%	0.0%	0.7%	0.5%	0.0%	0.0%	0.5%	0.4%	0.5%	0.4%

**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q11b. Timeliness of information provided by City</u>											
5=Very Satisfied	8.4%	12.8%	11.6%	13.1%	11.7%	12.3%	16.9%	11.1%	11.6%	11.8%	11.7%
4=Satisfied	43.1%	48.9%	41.8%	46.9%	44.1%	49.7%	48.4%	46.1%	47.1%	43.1%	46.4%
3=Neutral	35.9%	34.8%	37.7%	32.3%	37.1%	34.0%	27.4%	36.1%	35.2%	35.1%	35.2%
2=Dissatisfied	10.8%	3.5%	8.9%	6.9%	6.1%	3.7%	7.3%	6.0%	5.5%	9.5%	6.1%
1=Very Dissatisfied	1.8%	0.0%	0.0%	0.8%	0.9%	0.3%	0.0%	0.7%	0.6%	0.5%	0.6%

**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q11c. Quality of City's cable television channel											
5=Very Satisfied	7.9%	10.7%	7.9%	12.2%	8.6%	11.3%	5.1%	10.5%	9.8%	10.5%	9.9%
4=Satisfied	40.2%	32.8%	36.2%	41.7%	29.7%	40.1%	32.3%	37.6%	37.7%	33.7%	37.1%
3=Neutral	36.2%	42.6%	38.6%	25.2%	38.3%	32.0%	45.5%	33.9%	35.2%	33.7%	35.0%
2=Dissatisfied	11.8%	9.8%	10.2%	11.3%	19.4%	12.5%	11.1%	13.1%	12.0%	17.4%	12.9%
1=Very Dissatisfied	3.9%	4.1%	7.1%	9.6%	4.0%	4.1%	6.1%	5.0%	5.2%	4.7%	5.1%

**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q11d. Usefulness of information on City's website</u>											
5=Very Satisfied	10.0%	14.5%	12.6%	10.3%	13.8%	9.7%	17.8%	10.8%	11.1%	13.4%	11.6%
4=Satisfied	41.5%	43.6%	42.5%	47.7%	36.5%	42.3%	43.6%	41.8%	42.7%	38.4%	42.0%
3=Neutral	44.6%	34.2%	39.4%	39.3%	44.9%	44.9%	35.6%	42.9%	41.9%	43.0%	42.1%
2=Dissatisfied	1.5%	6.8%	5.5%	1.9%	3.6%	2.6%	3.0%	3.6%	3.3%	4.7%	3.5%
1=Very Dissatisfied	2.3%	0.9%	0.0%	0.9%	1.2%	0.4%	0.0%	1.0%	0.9%	0.6%	0.9%

**Q11. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q11e. Usefulness of information thru City's social network sites</u>											
5=Very Satisfied	9.1%	11.3%	10.6%	12.7%	13.2%	9.8%	10.9%	10.9%	11.4%	8.4%	10.9%
4=Satisfied	31.8%	30.2%	33.3%	31.7%	26.4%	29.3%	34.5%	29.5%	30.3%	29.5%	30.0%
3=Neutral	53.0%	54.7%	47.0%	46.0%	56.0%	59.1%	54.5%	54.0%	53.6%	55.8%	54.1%
2=Dissatisfied	3.0%	3.8%	3.0%	9.5%	2.2%	1.8%	0.0%	3.8%	2.7%	6.3%	3.4%
1=Very Dissatisfied	3.0%	0.0%	6.1%	0.0%	2.2%	0.0%	0.0%	1.8%	2.0%	0.0%	1.6%

**Q12. Rate your satisfaction with each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q12a. Residential trash services</u>											
5=Very Satisfied	40.7%	49.7%	44.6%	44.7%	41.6%	47.8%	43.1%	45.4%	46.4%	39.7%	45.1%
4=Satisfied	54.5%	44.8%	43.4%	48.9%	52.2%	45.7%	46.7%	48.3%	47.6%	50.2%	48.1%
3=Neutral	4.8%	4.3%	7.8%	5.0%	5.3%	4.2%	8.8%	4.6%	4.3%	8.3%	5.0%
2=Dissatisfied	0.0%	1.2%	3.0%	1.4%	0.4%	2.1%	1.5%	1.4%	1.4%	1.7%	1.4%
1=Very Dissatisfied	0.0%	0.0%	1.2%	0.0%	0.4%	0.3%	0.0%	0.4%	0.4%	0.0%	0.3%

**Q12. Rate your satisfaction with each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q12b. Yardwaste collection services											
5=Very Satisfied	40.4%	50.3%	41.4%	44.4%	38.1%	46.8%	43.2%	43.9%	44.7%	39.4%	43.9%
4=Satisfied	48.7%	37.9%	43.4%	43.7%	50.2%	42.6%	44.1%	44.5%	44.9%	41.7%	44.4%
3=Neutral	6.4%	8.5%	11.2%	6.7%	10.3%	7.4%	10.2%	8.2%	7.1%	15.0%	8.4%
2=Dissatisfied	2.6%	3.3%	3.3%	3.7%	0.4%	2.9%	1.7%	2.7%	2.8%	1.7%	2.6%
1=Very Dissatisfied	1.9%	0.0%	0.7%	1.5%	0.9%	0.3%	0.8%	0.7%	0.5%	2.2%	0.8%

**Q12. Rate your satisfaction with each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	10.7%	17.4%	23.6%	19.0%	17.0%	24.2%	15.2%	19.9%	20.7%	13.8%	19.4%
4=Satisfied	32.6%	38.5%	29.9%	39.4%	39.9%	40.9%	31.8%	38.3%	38.7%	32.3%	37.6%
3=Neutral	28.7%	19.9%	20.4%	21.2%	25.7%	25.0%	21.2%	24.3%	23.8%	24.4%	24.0%
2=Dissatisfied	18.0%	18.0%	18.5%	17.5%	14.2%	7.8%	21.2%	13.4%	12.6%	21.7%	14.2%
1=Very Dissatisfied	10.1%	6.2%	7.6%	2.9%	3.2%	2.2%	10.6%	4.1%	4.2%	7.8%	4.8%

**Q12c. City's efforts to inform residents about recycling opportunities**



**Q12. Rate your satisfaction with each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q12d. City's drop-off recycling sites</u>											
5=Very Satisfied	14.2%	10.7%	21.4%	19.8%	16.1%	20.0%	13.4%	17.9%	17.9%	15.9%	17.4%
4=Satisfied	34.3%	41.6%	37.2%	41.2%	38.2%	42.0%	36.2%	39.9%	40.6%	34.6%	39.5%
3=Neutral	32.0%	26.2%	21.4%	19.8%	27.6%	24.6%	26.0%	25.4%	25.3%	25.5%	25.5%
2=Dissatisfied	14.2%	16.1%	13.8%	13.0%	15.6%	11.9%	19.7%	13.1%	12.9%	17.8%	13.8%
1=Very Dissatisfied	5.3%	5.4%	6.2%	6.1%	2.5%	1.4%	4.7%	3.8%	3.4%	6.3%	3.9%

**Q12. Rate your satisfaction with each item listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q12e. Household hazardous waste disposal service</u>											
5=Very Satisfied	12.7%	14.3%	18.9%	24.2%	15.8%	22.0%	16.5%	18.9%	18.7%	19.1%	18.7%
4=Satisfied	41.3%	37.3%	32.6%	32.3%	38.4%	38.6%	34.0%	37.6%	37.9%	33.3%	37.2%
3=Neutral	26.2%	20.6%	23.5%	21.0%	24.1%	23.4%	28.2%	22.8%	22.3%	28.4%	23.3%
2=Dissatisfied	16.7%	19.8%	18.9%	12.9%	17.2%	12.9%	16.5%	15.7%	15.9%	14.8%	15.7%
1=Very Dissatisfied	3.2%	7.9%	6.1%	9.7%	4.4%	3.1%	4.9%	5.1%	5.3%	4.3%	5.1%

**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q13a. Taste of your drinking water</u>											
5=Very Satisfied	14.2%	16.1%	19.0%	16.0%	16.1%	19.3%	15.3%	17.4%	17.2%	17.6%	17.2%
4=Satisfied	47.9%	49.7%	50.6%	51.4%	50.0%	55.0%	49.6%	51.6%	52.6%	45.5%	51.4%
3=Neutral	21.6%	16.1%	17.3%	20.1%	15.2%	15.4%	20.4%	16.8%	17.3%	16.7%	17.2%
2=Dissatisfied	12.1%	12.4%	10.1%	11.1%	16.5%	7.5%	13.1%	10.9%	10.3%	15.0%	11.2%
1=Very Dissatisfied	4.2%	5.6%	3.0%	1.4%	2.2%	2.8%	1.5%	3.3%	2.7%	5.2%	3.1%

**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	16.8%	16.0%	21.4%	15.4%	16.5%	19.0%	17.4%	17.8%	17.4%	19.7%	17.8%
4=Satisfied	47.4%	52.8%	49.4%	51.7%	50.0%	55.9%	52.2%	51.8%	53.3%	45.1%	51.9%
3=Neutral	22.1%	18.4%	17.9%	24.5%	19.1%	18.7%	22.5%	19.5%	20.1%	18.0%	19.8%
2=Dissatisfied	10.0%	9.8%	8.9%	6.3%	13.0%	4.6%	7.2%	8.5%	7.4%	12.9%	8.3%
1=Very Dissatisfied	3.7%	3.1%	2.4%	2.1%	1.3%	1.8%	0.7%	2.4%	1.8%	4.3%	2.3%

**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	17.3%	19.6%	19.6%	18.8%	19.1%	22.1%	18.1%	20.0%	19.5%	21.7%	19.8%
4=Satisfied	49.7%	55.2%	57.7%	58.3%	56.5%	60.0%	53.6%	57.1%	58.5%	48.5%	56.8%
3=Neutral	24.1%	16.6%	14.3%	18.1%	17.0%	14.4%	19.6%	16.6%	16.6%	18.7%	17.0%
2=Dissatisfied	6.8%	7.4%	7.1%	4.2%	7.0%	2.8%	8.7%	5.1%	4.5%	9.4%	5.4%
1=Very Dissatisfied	2.1%	1.2%	1.2%	0.7%	0.4%	0.8%	0.0%	1.1%	0.9%	1.7%	1.0%

**Q13c. Clarity of your drinking water**

**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q13d. Reliability of your water service</u>											
5=Very Satisfied	30.9%	34.6%	34.7%	31.9%	32.6%	33.3%	33.6%	33.0%	32.9%	34.1%	33.0%
4=Satisfied	58.1%	55.6%	58.7%	56.3%	55.7%	55.7%	51.8%	57.0%	56.8%	55.2%	56.5%
3=Neutral	8.9%	7.4%	6.0%	10.4%	10.9%	9.4%	11.7%	8.7%	8.6%	10.3%	9.0%
2=Dissatisfied	2.1%	1.2%	0.6%	1.4%	0.9%	1.3%	2.2%	1.1%	1.4%	0.4%	1.2%
1=Very Dissatisfied	0.0%	1.2%	0.0%	0.0%	0.0%	0.3%	0.7%	0.2%	0.3%	0.0%	0.2%

**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	27.7%	28.8%	26.9%	32.9%	28.7%	32.5%	33.6%	29.5%	30.2%	28.4%	29.9%
4=Satisfied	52.7%	56.4%	58.7%	50.7%	53.5%	50.8%	47.8%	53.9%	53.9%	51.5%	53.3%
3=Neutral	10.6%	5.5%	8.4%	10.7%	8.3%	12.4%	11.9%	9.5%	9.3%	10.9%	9.8%
2=Dissatisfied	5.3%	5.5%	6.0%	5.7%	7.4%	3.6%	3.7%	5.5%	5.3%	5.7%	5.3%
1=Very Dissatisfied	3.7%	3.7%	0.0%	0.0%	2.2%	0.8%	3.0%	1.5%	1.3%	3.5%	1.6%

**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q13f. Accuracy of your water bill</u>											
5=Very Satisfied	17.2%	18.3%	18.8%	22.2%	14.5%	19.6%	27.3%	17.3%	17.0%	23.9%	18.3%
4=Satisfied	48.5%	48.6%	49.0%	51.3%	46.0%	48.0%	43.0%	48.9%	49.7%	42.1%	48.3%
3=Neutral	23.7%	23.2%	19.5%	21.4%	27.5%	23.7%	17.4%	24.3%	24.3%	19.6%	23.5%
2=Dissatisfied	6.5%	8.5%	10.7%	3.4%	10.0%	6.4%	9.1%	7.4%	7.2%	9.6%	7.6%
1=Very Dissatisfied	4.1%	1.4%	2.0%	1.7%	2.0%	2.2%	3.3%	2.2%	1.7%	4.8%	2.3%



**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	17.1%	16.8%	15.9%	16.0%	12.6%	17.9%	23.2%	15.5%	16.7%	13.6%	16.2%
4=Satisfied	42.3%	44.0%	52.4%	46.2%	48.4%	50.6%	40.4%	48.9%	48.7%	46.3%	48.1%
3=Neutral	29.3%	32.8%	25.4%	31.1%	27.5%	27.9%	26.3%	28.9%	28.2%	30.5%	28.6%
2=Dissatisfied	9.8%	4.8%	5.6%	4.7%	8.2%	3.0%	10.1%	5.0%	4.9%	7.9%	5.5%
1=Very Dissatisfied	1.6%	1.6%	0.8%	1.9%	3.3%	0.6%	0.0%	1.7%	1.5%	1.7%	1.5%

**Q13g. How well City keeps you informed about planned disruptions to your water service**

**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	22.4%	18.4%	23.9%	20.9%	12.9%	18.3%	27.5%	18.0%	18.3%	21.3%	19.0%
4=Satisfied	49.6%	49.1%	46.0%	50.9%	45.2%	45.8%	48.4%	47.1%	47.1%	48.9%	47.3%
3=Neutral	24.8%	28.9%	26.5%	28.2%	35.5%	31.5%	23.1%	30.7%	30.6%	26.4%	29.9%
2=Dissatisfied	1.6%	1.8%	2.7%	0.0%	3.9%	3.1%	1.1%	2.6%	2.6%	1.7%	2.4%
1=Very Dissatisfied	1.6%	1.8%	0.9%	0.0%	2.6%	1.4%	0.0%	1.6%	1.4%	1.7%	1.4%

**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q13i. City efforts to minimize odor from wastewater treatment facilities</u>											
5=Very Satisfied	19.2%	15.7%	20.7%	17.0%	13.6%	18.2%	18.9%	17.2%	16.6%	20.5%	17.4%
4=Satisfied	54.4%	50.4%	50.9%	51.8%	45.7%	50.0%	52.6%	49.9%	49.9%	51.7%	50.2%
3=Neutral	21.6%	27.0%	21.6%	25.0%	37.0%	27.7%	28.4%	27.2%	28.7%	21.6%	27.3%
2=Dissatisfied	3.2%	5.2%	6.0%	4.5%	3.1%	3.4%	0.0%	4.5%	3.6%	5.7%	4.0%
1=Very Dissatisfied	1.6%	1.7%	0.9%	1.8%	0.6%	0.7%	0.0%	1.2%	1.2%	0.6%	1.1%

**Q13. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	13.3%	15.8%	15.4%	13.0%	12.0%	13.0%	20.5%	12.7%	12.7%	17.5%	13.5%
4=Satisfied	41.4%	43.2%	40.7%	55.7%	45.2%	47.5%	42.5%	46.0%	47.3%	37.3%	45.6%
3=Neutral	35.4%	30.1%	27.8%	19.8%	29.0%	28.1%	26.0%	29.0%	28.4%	29.7%	28.7%
2=Dissatisfied	6.6%	10.3%	11.7%	9.9%	10.1%	8.8%	8.7%	9.5%	8.7%	12.7%	9.4%
1=Very Dissatisfied	3.3%	0.7%	4.3%	1.5%	3.7%	2.7%	2.4%	2.9%	2.8%	2.8%	2.8%

**Q14. Which THREE of the water/wastewater utility issues listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q14. Top choice</u>											
Taste of drinking water	50.3%	39.8%	47.9%	46.2%	41.5%	41.7%	42.1%	44.2%	42.5%	50.8%	44.0%
Smell of drinking water	28.9%	24.1%	27.2%	29.0%	25.6%	24.7%	25.7%	26.3%	25.5%	29.8%	26.2%
Clarity of drinking water	26.9%	18.1%	23.1%	21.4%	15.8%	14.9%	22.9%	18.6%	17.7%	24.8%	19.1%
Reliability of water service	10.2%	9.0%	14.2%	12.4%	16.2%	15.4%	12.1%	13.6%	13.7%	12.6%	13.5%
Water pressure in your home	11.7%	12.7%	11.8%	6.2%	9.8%	12.6%	14.3%	10.8%	10.5%	14.3%	11.2%
Accuracy of your water bill	21.3%	19.9%	24.3%	22.1%	23.1%	24.0%	23.6%	22.6%	23.0%	21.8%	22.7%
Informed about planned disruptions to water service	10.7%	10.8%	10.7%	15.2%	11.1%	8.3%	12.1%	10.4%	9.5%	14.7%	10.6%

**Q14. Which THREE of the water/wastewater utility issues listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Prevention of backups of wastewater into your home	20.3%	20.5%	24.3%	22.8%	24.4%	24.0%	22.9%	23.0%	23.9%	18.5%	23.0%
Minimize odor from wastewater treatment facilities	9.6%	13.3%	12.4%	19.3%	9.8%	12.4%	7.1%	13.0%	12.4%	11.8%	12.4%
Value you receive for water & wastewater utility rates	23.4%	28.9%	30.8%	30.3%	25.6%	28.8%	29.3%	27.7%	28.2%	26.9%	27.9%
None chosen	22.3%	28.3%	18.9%	18.6%	25.2%	23.2%	24.3%	22.9%	23.8%	19.3%	23.0%

**Q15. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q15a. Ease of north/south travel</u>											
5=Very Satisfied	7.1%	9.9%	9.1%	5.9%	6.3%	7.6%	7.6%	7.6%	6.5%	12.4%	7.6%
4=Satisfied	45.1%	48.7%	46.3%	52.9%	42.6%	48.8%	48.9%	47.1%	47.4%	46.9%	47.3%
3=Neutral	31.5%	27.6%	21.3%	22.8%	22.4%	22.5%	24.4%	24.3%	24.6%	22.1%	24.3%
2=Dissatisfied	15.8%	10.5%	21.3%	11.8%	21.5%	17.5%	14.5%	17.3%	17.5%	15.0%	17.0%
1=Very Dissatisfied	0.5%	3.3%	1.8%	6.6%	7.2%	3.7%	4.6%	3.8%	4.0%	3.5%	3.9%

**Q15. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q15b. Ease of east/west travel</u>											
5=Very Satisfied	6.0%	8.6%	6.7%	3.6%	4.9%	4.9%	9.8%	5.1%	4.3%	10.6%	5.6%
4=Satisfied	32.1%	31.6%	28.7%	32.1%	26.3%	29.6%	37.1%	28.9%	28.3%	37.2%	29.8%
3=Neutral	31.5%	23.0%	14.6%	19.7%	21.0%	24.2%	21.2%	23.0%	22.9%	21.2%	22.8%
2=Dissatisfied	25.5%	28.9%	30.5%	32.8%	32.1%	33.5%	25.0%	31.8%	32.7%	24.3%	31.1%
1=Very Dissatisfied	4.9%	7.9%	19.5%	11.7%	15.6%	7.8%	6.8%	11.2%	11.7%	6.6%	10.8%



**Q15. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q15c. Availability of bicycle lanes</u>											
5=Very Satisfied	7.5%	6.5%	6.2%	5.5%	8.3%	10.6%	8.7%	8.0%	7.0%	12.8%	8.0%
4=Satisfied	28.1%	31.7%	24.1%	26.0%	18.7%	23.6%	35.7%	23.5%	24.7%	25.6%	24.8%
3=Neutral	28.8%	31.7%	34.5%	30.7%	32.1%	40.0%	27.0%	34.9%	34.2%	33.0%	34.1%
2=Dissatisfied	26.3%	23.0%	27.6%	23.6%	32.1%	22.7%	19.1%	26.5%	26.3%	22.7%	25.7%
1=Very Dissatisfied	9.4%	7.2%	7.6%	14.2%	8.8%	3.0%	9.6%	7.2%	7.7%	5.9%	7.4%

**Q15. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	8.1%	7.6%	8.1%	5.7%	5.8%	6.1%	11.4%	6.2%	5.3%	12.7%	6.7%
4=Satisfied	39.8%	43.0%	34.2%	36.4%	31.4%	37.7%	40.9%	36.5%	36.8%	38.9%	37.0%
3=Neutral	25.8%	21.5%	24.8%	30.7%	28.7%	28.0%	21.2%	27.5%	27.0%	25.3%	26.9%
2=Dissatisfied	22.0%	22.2%	23.0%	21.4%	22.4%	20.1%	22.7%	21.4%	22.4%	17.9%	21.6%
1=Very Dissatisfied	4.3%	5.7%	9.9%	5.7%	11.7%	8.2%	3.8%	8.3%	8.5%	5.2%	7.9%

**Q15. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q15e. Number of destinations served by public transportation</u>											
5=Very Satisfied	9.7%	7.4%	11.5%	8.3%	9.9%	6.8%	11.2%	8.3%	7.7%	11.6%	8.6%
4=Satisfied	30.1%	36.8%	31.7%	33.3%	29.8%	35.0%	35.7%	32.6%	33.6%	31.4%	33.0%
3=Neutral	39.8%	30.5%	33.7%	37.5%	40.4%	41.8%	36.7%	38.7%	38.5%	37.2%	38.4%
2=Dissatisfied	15.0%	21.1%	18.3%	12.5%	14.2%	12.5%	14.3%	15.0%	14.8%	15.7%	14.9%
1=Very Dissatisfied	5.3%	4.2%	4.8%	8.3%	5.7%	3.8%	2.0%	5.5%	5.4%	4.1%	5.0%

**Q15. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q15f. Frequency of public transportation service</u>											
5=Very Satisfied	11.7%	6.7%	9.3%	7.6%	9.5%	8.1%	11.0%	8.5%	8.1%	10.8%	8.8%
4=Satisfied	29.1%	37.1%	29.9%	35.9%	32.1%	30.1%	36.3%	31.2%	31.1%	34.9%	31.8%
3=Neutral	38.8%	30.3%	37.1%	31.5%	38.0%	45.5%	40.7%	38.5%	40.2%	33.1%	38.7%
2=Dissatisfied	13.6%	22.5%	15.5%	16.3%	13.1%	12.6%	9.9%	15.5%	14.4%	16.3%	14.8%
1=Very Dissatisfied	6.8%	3.4%	8.2%	8.7%	7.3%	3.7%	2.2%	6.4%	6.3%	4.8%	5.9%

**Q15. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
5=Very Satisfied	8.9%	9.2%	11.6%	10.6%	9.0%	12.2%	16.2%	9.8%	9.4%	15.0%	10.5%
4=Satisfied	43.6%	51.0%	44.5%	43.9%	35.2%	43.2%	48.5%	42.4%	44.1%	38.6%	43.1%
3=Neutral	29.1%	22.2%	20.5%	20.5%	32.9%	27.3%	22.3%	26.8%	25.0%	31.4%	26.3%
2=Dissatisfied	14.0%	13.1%	17.8%	19.7%	17.6%	14.8%	10.0%	16.6%	17.0%	11.4%	15.9%
1=Very Dissatisfied	4.5%	4.6%	5.5%	5.3%	5.2%	2.6%	3.1%	4.4%	4.4%	3.6%	4.3%

**Q15. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q15h. Availability of biking lanes &amp; paths</u>											
5=Very Satisfied	7.5%	7.7%	9.0%	9.3%	7.9%	10.7%	9.6%	8.9%	8.2%	12.1%	8.9%
4=Satisfied	34.2%	39.2%	30.3%	26.4%	25.2%	33.6%	43.5%	30.2%	31.3%	33.3%	31.6%
3=Neutral	28.0%	26.6%	33.1%	30.2%	31.2%	34.9%	18.3%	32.9%	32.2%	26.8%	31.3%
2=Dissatisfied	21.1%	18.9%	20.7%	24.0%	26.7%	17.7%	22.6%	21.0%	21.0%	21.7%	21.1%
1=Very Dissatisfied	9.3%	7.7%	6.9%	10.1%	8.9%	3.1%	6.1%	7.1%	7.2%	6.1%	7.0%

**Q15. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q15i. Availability of parking in Downtown Lawrence</u>											
5=Very Satisfied	7.5%	10.0%	6.1%	7.1%	5.7%	4.5%	8.8%	6.1%	5.8%	9.3%	6.4%
4=Satisfied	29.9%	33.1%	35.0%	32.9%	33.3%	31.1%	31.4%	32.4%	33.1%	29.1%	32.3%
3=Neutral	25.1%	21.9%	25.8%	30.0%	24.1%	25.9%	18.2%	26.3%	25.4%	24.2%	25.4%
2=Dissatisfied	28.3%	26.3%	25.8%	20.7%	28.9%	31.1%	33.6%	27.1%	28.0%	27.3%	27.8%
1=Very Dissatisfied	9.1%	8.8%	7.4%	9.3%	7.9%	7.4%	8.0%	8.1%	7.7%	10.1%	8.1%

**Q16. Which TWO of the transportation issues listed above do you think should receive the most emphasis from City leaders over the next two years? (top 2)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q16. Top choice</u>											
Ease of north/south travel	13.2%	13.3%	21.9%	20.0%	28.2%	20.2%	17.1%	20.2%	20.6%	16.8%	19.9%
Ease of east/west travel	28.9%	34.3%	40.8%	42.8%	39.7%	41.4%	31.4%	39.2%	40.4%	29.8%	38.4%
Availability of bicycle lanes	18.3%	15.1%	10.1%	13.1%	17.1%	10.6%	19.3%	13.0%	12.8%	17.2%	13.7%
Traffic signal coordination on major streets	22.8%	19.9%	26.6%	23.4%	23.1%	24.2%	19.3%	24.0%	23.2%	24.8%	23.5%
Number of destinations served by public transportation	11.7%	13.9%	7.7%	13.1%	8.1%	11.4%	15.7%	10.3%	9.8%	16.0%	10.9%
Frequency of public transportation	10.2%	9.6%	7.7%	12.4%	6.4%	7.8%	7.9%	8.7%	7.7%	12.6%	8.6%
Availability of pedestrian paths	12.7%	14.5%	12.4%	9.7%	15.0%	9.3%	12.1%	11.9%	11.6%	13.4%	11.9%



**Q16. Which TWO of the transportation issues listed above do you think should receive the most emphasis from City leaders over the next two years? (top 2)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Availability of biking lanes & paths	17.3%	15.7%	15.4%	17.9%	20.1%	9.1%	14.3%	15.0%	15.4%	12.6%	14.9%
Availability of parking in Downtown Lawrence	32.0%	32.5%	24.9%	28.3%	17.9%	32.8%	31.4%	28.1%	27.8%	31.5%	28.5%
None chosen	13.2%	11.4%	13.6%	6.2%	9.8%	12.9%	13.6%	11.3%	11.9%	10.1%	11.6%

**Q17. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months. (excluding those who did not remember)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q17a. Used public transportation services											
1=Yes	21.5%	22.0%	17.5%	22.4%	21.4%	14.0%	28.8%	17.7%	17.0%	26.9%	18.9%
2=No	78.5%	78.0%	82.5%	77.6%	78.6%	86.0%	71.2%	82.3%	83.0%	73.1%	81.1%

**Q17. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months. (excluding those who did not remember)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
1=Yes	35.7%	40.2%	44.6%	38.2%	38.3%	27.2%	30.9%	36.2%	37.5%	27.3%	35.6%
2=No	64.3%	59.8%	55.4%	61.8%	61.7%	72.8%	69.1%	63.8%	62.5%	72.7%	64.4%

**Q17b. Enrolled in recreation programs**

**Q17. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months. (excluding those who did not remember)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q17c. Visited City recreation facilities											
1=Yes	73.8%	76.2%	77.5%	72.9%	72.2%	65.6%	71.9%	71.7%	72.9%	67.1%	71.7%
2=No	26.2%	23.8%	22.5%	27.1%	27.8%	34.4%	28.1%	28.3%	27.1%	32.9%	28.3%

**Q17. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months. (excluding those who did not remember)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q17d. Visited City Library											
1=Yes	73.3%	72.9%	78.1%	76.4%	71.9%	68.0%	78.3%	71.7%	73.5%	67.6%	72.4%
2=No	26.7%	27.1%	21.9%	23.6%	28.1%	32.0%	21.7%	28.3%	26.5%	32.4%	27.6%

**Q17. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months. (excluding those who did not remember)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q17e. Received assistance from Fire Medical Department											
1=Yes	14.3%	19.4%	15.7%	16.2%	22.2%	17.7%	19.4%	17.6%	17.0%	21.0%	17.8%
2=No	85.7%	80.6%	84.3%	83.8%	77.8%	82.3%	80.6%	82.4%	83.0%	79.0%	82.2%

**Q17. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months. (excluding those who did not remember)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q17f. Received assistance from Police Department</u>											
1=Yes	30.3%	34.8%	34.3%	30.3%	38.1%	36.7%	39.1%	34.2%	34.2%	36.9%	34.7%
2=No	69.7%	65.2%	65.7%	69.7%	61.9%	63.3%	60.9%	65.8%	65.8%	63.1%	65.3%

**Q17. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months. (excluding those who did not remember)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q17g. Visited a City park</u>											
1=Yes	87.1%	89.7%	89.3%	88.9%	84.3%	81.8%	92.1%	85.1%	86.0%	85.2%	85.8%
2=No	12.9%	10.3%	10.7%	11.1%	15.7%	18.2%	7.9%	14.9%	14.0%	14.8%	14.2%



**Q17. Several services provided by the City of Lawrence are listed below. For each one, please indicate if you used the service during the past 12 months. (excluding those who did not remember)**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q17h. Used a City walking/biking trail or path											
1=Yes	73.1%	78.9%	77.5%	69.7%	74.7%	64.9%	76.6%	71.3%	73.3%	65.5%	71.8%
2=No	26.9%	21.1%	22.5%	30.3%	25.3%	35.1%	23.4%	28.7%	26.7%	34.5%	28.2%

**Q18. Have you called or visited the City with a question, problem, or complaint during the past year?**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q18. Have you called or visited City</u>											
1=Yes	37.1%	40.4%	40.8%	37.2%	43.6%	43.7%	43.6%	40.9%	42.2%	37.0%	41.2%
2=No	61.4%	57.2%	57.4%	61.4%	55.1%	54.8%	55.7%	57.4%	56.0%	62.2%	57.2%
9=Don't know	1.5%	2.4%	1.8%	1.4%	1.3%	1.5%	0.7%	1.7%	1.8%	0.8%	1.6%

**Q18a. If YES to Question #18, which department did you contact most recently?**

N=538

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<b><u>Q18a. Which department</u></b>											
City Manager's Office	8.2%	16.4%	10.1%	9.3%	11.8%	11.0%	13.1%	10.9%	11.4%	10.2%	11.2%
Fire Medical	5.5%	4.5%	1.4%	3.7%	6.9%	8.7%	0.0%	6.7%	5.4%	9.1%	5.9%
Municipal Court	5.5%	6.0%	13.0%	9.3%	6.9%	6.4%	11.5%	6.9%	6.5%	11.4%	7.4%
Planning & Development	13.7%	14.9%	15.9%	16.7%	28.4%	23.7%	19.7%	20.5%	23.7%	4.5%	20.4%
Parks & Recreation	15.1%	28.4%	24.6%	18.5%	21.6%	15.6%	23.0%	19.3%	20.5%	15.9%	19.7%
Police	27.4%	23.9%	24.6%	27.8%	21.6%	17.3%	29.5%	21.4%	21.4%	27.3%	22.3%
Public Works	27.4%	26.9%	27.5%	27.8%	31.4%	39.9%	31.1%	32.3%	32.8%	28.4%	32.2%
Transit	4.1%	3.0%	1.4%	1.9%	4.9%	1.2%	4.9%	2.3%	1.8%	6.8%	2.6%
Utility Billing	15.1%	6.0%	10.1%	18.5%	20.6%	17.9%	19.7%	15.1%	14.3%	22.7%	15.6%
Water/Wastewater Utility	8.2%	19.4%	10.1%	14.8%	9.8%	8.7%	16.4%	10.3%	10.0%	15.9%	11.0%
Other	2.7%	1.5%	7.2%	7.4%	5.9%	9.8%	1.6%	7.1%	7.4%	2.3%	6.5%
None	0.0%	0.0%	0.0%	1.9%	1.0%	0.6%	0.0%	0.6%	0.7%	0.0%	0.6%

**Q18b-e. If YES to Question #18, please indicate your level of agreement with the following statements about the quality of service you received from City employees in the department you listed above. (without "don't know")**

N=538							Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	Q20. Years Lived in Lawrence						Yes	No	Own	Rent	
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+					
<u>Q18b. Employees were courteous &amp; polite</u>											
5=Strongly Agree	38.6%	50.0%	45.5%	59.6%	34.3%	48.5%	35.6%	46.6%	44.9%	47.7%	45.4%
4=Agree	40.0%	48.5%	37.9%	26.9%	54.9%	42.1%	44.1%	42.9%	43.5%	40.7%	43.1%
3=Neutral	14.3%	1.5%	10.6%	9.6%	5.9%	5.8%	16.9%	6.2%	7.1%	9.3%	7.4%
2=Disagree	5.7%	0.0%	4.5%	1.9%	3.9%	1.8%	1.7%	3.0%	3.0%	2.3%	2.8%
1=Strongly Disagree	1.4%	0.0%	1.5%	1.9%	1.0%	1.8%	1.7%	1.3%	1.6%	0.0%	1.3%

**Q18b-e. If YES to Question #18, please indicate your level of agreement with the following statements about the quality of service you received from City employees in the department you listed above. (without "don't know")**

N=538							Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	Q20. Years Lived in Lawrence						Yes	No	Own	Rent	
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+					
<u>Q18c. Employees were professional</u>											
5=Strongly Agree	41.4%	51.5%	45.5%	57.7%	35.3%	46.8%	37.3%	46.4%	44.4%	50.0%	45.4%
4=Agree	38.6%	45.5%	40.9%	26.9%	53.9%	40.4%	40.7%	42.3%	42.8%	38.4%	42.1%
3=Neutral	12.9%	1.5%	9.1%	9.6%	5.9%	8.8%	15.3%	7.1%	8.0%	8.1%	8.0%
2=Disagree	5.7%	1.5%	4.5%	5.8%	4.9%	2.9%	5.1%	3.8%	4.1%	3.5%	4.0%
1=Strongly Disagree	1.4%	0.0%	0.0%	0.0%	0.0%	1.2%	1.7%	0.4%	0.7%	0.0%	0.6%

**Q18b-e. If YES to Question #18, please indicate your level of agreement with the following statements about the quality of service you received from City employees in the department you listed above. (without "don't know")**

N=538							Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	Q20. Years Lived in Lawrence						Yes	No	Own	Rent	
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+					
5=Strongly Agree	34.3%	44.8%	40.0%	50.9%	33.3%	40.1%	35.6%	40.2%	38.8%	45.3%	39.7%
4=Agree	38.6%	38.8%	33.8%	26.4%	45.1%	40.7%	30.5%	39.8%	39.0%	36.0%	38.8%
3=Neutral	11.4%	11.9%	18.5%	11.3%	6.9%	7.6%	20.3%	8.9%	10.7%	8.1%	10.2%
2=Disagree	12.9%	1.5%	4.6%	9.4%	9.8%	8.7%	10.2%	7.9%	7.7%	10.5%	8.1%
1=Strongly Disagree	2.9%	3.0%	3.1%	1.9%	4.9%	2.9%	3.4%	3.2%	3.9%	0.0%	3.2%

**Q18b-e. If YES to Question #18, please indicate your level of agreement with the following statements about the quality of service you received from City employees in the department you listed above. (without "don't know")**

Q20. Years Lived in Lawrence							Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q18e. I was satisfied with service provided</u>											
5=Strongly Agree	35.2%	41.8%	39.7%	42.3%	30.4%	39.3%	33.9%	38.2%	36.5%	44.7%	37.7%
4=Agree	38.0%	40.3%	33.8%	36.5%	44.1%	38.2%	32.2%	39.7%	39.0%	36.5%	38.8%
3=Neutral	12.7%	13.4%	11.8%	9.6%	10.8%	10.4%	16.9%	10.5%	11.9%	8.2%	11.3%
2=Disagree	11.3%	4.5%	8.8%	9.6%	7.8%	8.1%	15.3%	7.4%	7.8%	10.6%	8.3%
1=Strongly Disagree	2.8%	0.0%	5.9%	1.9%	6.9%	4.0%	1.7%	4.2%	4.7%	0.0%	3.9%

**Q19. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q19a. Appearance &amp; cleanliness of Downtown Lawrence</u>											
5=Very Satisfied	19.5%	24.7%	23.2%	22.2%	15.7%	16.5%	17.9%	19.5%	17.8%	26.7%	19.4%
4=Satisfied	55.9%	57.2%	55.4%	56.9%	58.7%	58.1%	60.0%	57.0%	58.7%	50.4%	57.3%
3=Neutral	19.0%	13.3%	11.9%	11.8%	11.3%	13.2%	13.6%	13.4%	13.1%	14.8%	13.4%
2=Dissatisfied	4.1%	4.8%	8.9%	7.6%	11.7%	10.7%	7.9%	8.6%	9.0%	6.4%	8.6%
1=Very Dissatisfied	1.5%	0.0%	0.6%	1.4%	2.6%	1.5%	0.7%	1.5%	1.3%	1.7%	1.4%



**Q19. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q19b. Availability of parking</u>											
5=Very Satisfied	6.7%	10.4%	9.5%	6.9%	5.7%	4.9%	5.8%	7.0%	6.2%	9.8%	6.8%
4=Satisfied	31.4%	35.4%	33.9%	42.4%	37.1%	34.0%	36.0%	35.2%	37.1%	27.2%	35.3%
3=Neutral	26.3%	21.3%	25.0%	21.5%	21.0%	22.5%	22.3%	22.9%	22.4%	24.7%	22.9%
2=Dissatisfied	29.4%	25.0%	25.0%	21.5%	27.9%	30.9%	28.1%	27.5%	26.9%	30.2%	27.6%
1=Very Dissatisfied	6.2%	7.9%	6.5%	7.6%	8.3%	7.7%	7.9%	7.4%	7.3%	8.1%	7.4%

**Q19. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q19c. Types of retail & entertainment establishments available											
5=Very Satisfied	14.3%	12.7%	12.0%	10.6%	9.3%	6.5%	13.7%	9.7%	8.0%	19.8%	10.1%
4=Satisfied	41.3%	47.9%	44.0%	43.7%	33.5%	45.0%	39.6%	42.8%	42.7%	41.4%	42.5%
3=Neutral	26.0%	20.6%	19.3%	31.0%	30.0%	25.8%	22.3%	26.0%	26.8%	20.3%	25.6%
2=Dissatisfied	16.8%	17.6%	20.5%	13.4%	22.0%	19.1%	19.4%	18.5%	19.4%	15.1%	18.6%
1=Very Dissatisfied	1.5%	1.2%	4.2%	1.4%	5.3%	3.6%	5.0%	2.9%	3.1%	3.4%	3.1%

**Q19. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q19d. Hours businesses are open</u>											
5=Very Satisfied	9.2%	9.7%	9.0%	7.7%	7.4%	9.0%	10.1%	8.5%	7.9%	12.4%	8.7%
4=Satisfied	46.2%	44.8%	44.6%	47.6%	45.0%	53.7%	51.8%	47.6%	48.4%	46.2%	48.0%
3=Neutral	26.2%	27.3%	21.1%	23.1%	27.9%	22.4%	18.7%	25.2%	24.2%	26.1%	24.5%
2=Dissatisfied	15.9%	15.8%	21.7%	18.2%	14.8%	14.1%	17.3%	16.0%	16.5%	14.1%	16.2%
1=Very Dissatisfied	2.6%	2.4%	3.6%	3.5%	4.8%	0.8%	2.2%	2.7%	3.0%	1.3%	2.6%

**Q19. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q19e. Ease of getting to Downtown Lawrence</u>											
5=Very Satisfied	20.5%	19.0%	14.9%	15.9%	16.1%	12.7%	23.7%	15.0%	14.6%	21.9%	15.9%
4=Satisfied	50.3%	53.4%	53.6%	57.9%	50.0%	57.4%	51.8%	54.3%	55.7%	47.7%	54.1%
3=Neutral	20.0%	17.8%	16.7%	19.3%	22.2%	18.8%	15.1%	19.7%	19.5%	16.9%	19.2%
2=Dissatisfied	8.7%	7.4%	13.7%	6.2%	8.3%	9.9%	6.5%	9.5%	8.8%	11.4%	9.2%
1=Very Dissatisfied	0.5%	2.5%	1.2%	0.7%	3.5%	1.3%	2.9%	1.5%	1.5%	2.1%	1.6%

**Q19. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
Q19f. How safe you feel in Downtown Lawrence during daytime											
5=Very Satisfied	41.3%	44.2%	40.7%	36.6%	34.6%	32.9%	40.0%	37.0%	36.5%	41.9%	37.3%
4=Satisfied	46.9%	48.5%	41.9%	53.8%	52.4%	53.3%	49.3%	50.3%	51.2%	45.3%	50.2%
3=Neutral	11.2%	4.8%	14.4%	7.6%	9.5%	8.7%	9.3%	9.3%	9.0%	10.6%	9.3%
2=Dissatisfied	0.5%	1.8%	1.8%	0.7%	2.6%	3.8%	0.7%	2.4%	2.4%	1.3%	2.2%
1=Very Dissatisfied	0.0%	0.6%	1.2%	1.4%	0.9%	1.3%	0.7%	1.0%	0.9%	0.8%	0.9%

**Q19. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q19g. How safe you feel in Downtown Lawrence after dark</u>											
5=Very Satisfied	13.2%	17.2%	13.5%	11.1%	13.4%	6.7%	11.5%	11.6%	10.7%	15.8%	11.6%
4=Satisfied	37.4%	41.4%	31.9%	43.1%	34.4%	33.6%	38.1%	35.9%	37.0%	32.5%	36.2%
3=Neutral	29.5%	25.5%	26.4%	20.8%	21.4%	28.3%	21.6%	26.3%	25.8%	25.4%	25.8%
2=Dissatisfied	17.9%	13.4%	22.1%	22.2%	23.7%	23.7%	22.3%	21.0%	21.0%	21.5%	21.1%
1=Very Dissatisfied	2.1%	2.5%	6.1%	2.8%	7.1%	7.7%	6.5%	5.2%	5.4%	4.8%	5.3%

**Q19. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q19h. Entertainment &amp; programs in Downtown Lawrence</u>											
5=Very Satisfied	19.6%	25.9%	17.5%	23.4%	13.3%	12.5%	18.1%	17.2%	16.0%	22.5%	17.3%
4=Satisfied	49.2%	41.4%	53.1%	48.9%	47.1%	49.3%	47.8%	48.4%	49.3%	44.6%	48.3%
3=Neutral	20.6%	24.7%	20.6%	19.1%	28.4%	30.2%	21.0%	25.8%	25.5%	24.2%	25.3%
2=Dissatisfied	7.4%	8.0%	8.1%	5.7%	9.8%	6.1%	9.4%	7.2%	7.7%	6.5%	7.4%
1=Very Dissatisfied	3.2%	0.0%	0.6%	2.8%	1.3%	1.9%	3.6%	1.4%	1.6%	2.2%	1.7%

**Q19. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

N=1307

	Q20. Years Lived in Lawrence						Q21. College or University Student?		Q22. Own or Rent Current Residence		Total
	5 or less	6 to 10	11 to 15	16 to 20	21 to 30	31+	Yes	No	Own	Rent	
<u>Q19i. Beautification of Downtown Lawrence</u>											
5=Very Satisfied	26.3%	39.2%	35.9%	31.7%	31.2%	29.7%	29.3%	32.0%	30.7%	37.0%	31.7%
4=Satisfied	54.6%	44.6%	44.9%	50.3%	47.2%	56.1%	52.1%	50.6%	52.1%	43.8%	50.7%
3=Neutral	14.9%	13.3%	15.0%	14.5%	16.5%	10.7%	10.7%	14.0%	13.4%	14.5%	13.6%
2=Dissatisfied	3.6%	1.8%	3.6%	2.8%	3.9%	2.0%	5.0%	2.6%	2.8%	3.0%	2.9%
1=Very Dissatisfied	0.5%	1.2%	0.6%	0.7%	1.3%	1.5%	2.9%	0.9%	0.9%	1.7%	1.1%