
*2011 CITY OF LAWRENCE
DIRECTIONFINDER® SURVEY*
-Appendix D: Crosstabulations by
Race/Ethnicity, Spanish, Hispanic
or Latino Heritage and Gender -

Submitted to:
City of Lawrence, Kansas

By

ETC
Institute

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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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1a. Overall quality of police services</u>											
5=Very Satisfied	30.3%	26.7%	30.6%	21.6%	20.0%	38.5%	31.6%	29.7%	28.3%	30.6%	29.4%
4=Satisfied	53.9%	55.0%	55.6%	56.8%	60.0%	42.3%	51.9%	53.8%	56.9%	51.1%	53.9%
3=Neutral	12.8%	13.3%	11.1%	21.6%	10.0%	19.2%	12.7%	13.4%	11.1%	15.6%	13.4%
2=Dissatisfied	2.2%	5.0%	2.8%	0.0%	0.0%	0.0%	2.5%	2.1%	2.3%	2.2%	2.3%
1=Very Dissatisfied	0.8%	0.0%	0.0%	0.0%	10.0%	0.0%	1.3%	1.0%	1.5%	0.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1b. Overall quality of fire & emergency medical services</u>											
5=Very Satisfied	42.0%	42.9%	36.4%	36.4%	27.8%	64.0%	46.6%	41.4%	41.9%	41.1%	41.5%
4=Satisfied	50.4%	51.8%	54.5%	60.6%	61.1%	36.0%	46.6%	50.9%	52.3%	49.2%	50.8%
3=Neutral	7.4%	5.4%	9.1%	3.0%	5.6%	0.0%	6.8%	7.3%	5.2%	9.5%	7.4%
2=Dissatisfied	0.2%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.4%	0.5%	0.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1c. City's efforts to ensure community is prepared for emergencies</u>											
5=Very Satisfied	21.2%	15.5%	19.4%	21.9%	11.1%	12.5%	14.9%	20.6%	19.5%	20.2%	19.9%
4=Satisfied	50.6%	46.6%	58.1%	43.8%	50.0%	66.7%	58.1%	50.2%	52.7%	49.0%	50.8%
3=Neutral	25.0%	34.5%	22.6%	25.0%	33.3%	16.7%	24.3%	25.8%	26.1%	25.7%	25.9%
2=Dissatisfied	2.9%	1.7%	0.0%	9.4%	5.6%	0.0%	0.0%	3.1%	1.5%	4.4%	3.0%
1=Very Dissatisfied	0.3%	1.7%	0.0%	0.0%	0.0%	4.2%	2.7%	0.3%	0.2%	0.7%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1d. Overall maintenance of City streets, sidewalks & infrastructure</u>											
5=Very Satisfied	2.9%	3.1%	2.4%	2.6%	0.0%	7.7%	5.9%	2.7%	3.4%	2.6%	3.0%
4=Satisfied	25.2%	26.6%	31.7%	18.4%	14.3%	30.8%	21.2%	25.4%	26.8%	23.2%	25.0%
3=Neutral	27.9%	21.9%	29.3%	31.6%	14.3%	26.9%	41.2%	26.6%	27.3%	27.6%	27.4%
2=Dissatisfied	33.9%	35.9%	22.0%	36.8%	42.9%	19.2%	23.5%	34.3%	31.1%	36.2%	33.7%
1=Very Dissatisfied	10.1%	12.5%	14.6%	10.5%	28.6%	15.4%	8.2%	11.0%	11.4%	10.4%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1e. Effectiveness of communication between City & public</u>											
5=Very Satisfied	6.7%	6.3%	5.4%	8.3%	10.0%	4.0%	7.3%	6.5%	6.7%	6.2%	6.4%
4=Satisfied	38.7%	49.2%	27.0%	36.1%	20.0%	44.0%	37.8%	38.4%	34.5%	41.2%	37.9%
3=Neutral	39.9%	31.7%	48.6%	38.9%	45.0%	44.0%	42.7%	40.0%	41.7%	39.2%	40.4%
2=Dissatisfied	12.2%	9.5%	16.2%	13.9%	25.0%	8.0%	9.8%	12.6%	13.6%	11.5%	12.5%
1=Very Dissatisfied	2.5%	3.2%	2.7%	2.8%	0.0%	0.0%	2.4%	2.5%	3.6%	1.9%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1f. Flow of traffic & congestion management</u>											
5=Very Satisfied	4.1%	4.6%	4.9%	0.0%	4.8%	3.8%	5.9%	3.9%	4.6%	3.4%	4.0%
4=Satisfied	36.9%	32.3%	29.3%	39.5%	23.8%	42.3%	42.4%	35.7%	34.0%	37.9%	36.0%
3=Neutral	25.5%	30.8%	29.3%	21.1%	28.6%	38.5%	30.6%	26.1%	27.6%	25.3%	26.4%
2=Dissatisfied	25.0%	21.5%	36.6%	28.9%	28.6%	11.5%	20.0%	25.4%	24.9%	25.3%	25.1%
1=Very Dissatisfied	8.5%	10.8%	0.0%	10.5%	14.3%	3.8%	1.2%	8.9%	8.9%	8.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1g. Quality of City's stormwater management system</u>											
5=Very Satisfied	7.4%	11.3%	2.5%	0.0%	15.0%	12.5%	5.2%	7.4%	8.1%	6.5%	7.3%
4=Satisfied	48.6%	40.3%	50.0%	58.3%	45.0%	54.2%	58.4%	48.1%	50.2%	46.3%	48.2%
3=Neutral	32.6%	41.9%	40.0%	19.4%	30.0%	29.2%	28.6%	33.2%	32.6%	33.6%	33.1%
2=Dissatisfied	9.5%	4.8%	2.5%	16.7%	10.0%	0.0%	7.8%	9.1%	8.1%	10.6%	9.3%
1=Very Dissatisfied	1.8%	1.6%	5.0%	5.6%	0.0%	4.2%	0.0%	2.3%	1.2%	3.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1h. Overall quality of City water utility services</u>											
5=Very Satisfied	16.1%	20.3%	10.3%	2.7%	20.0%	16.0%	13.8%	15.6%	18.2%	12.8%	15.4%
4=Satisfied	59.4%	43.8%	64.1%	64.9%	45.0%	72.0%	68.8%	58.4%	57.9%	59.8%	58.9%
3=Neutral	18.7%	29.7%	20.5%	24.3%	25.0%	8.0%	12.5%	20.0%	19.1%	20.3%	19.7%
2=Dissatisfied	4.6%	6.3%	5.1%	5.4%	5.0%	4.0%	5.0%	4.7%	3.6%	5.7%	4.7%
1=Very Dissatisfied	1.3%	0.0%	0.0%	2.7%	5.0%	0.0%	0.0%	1.3%	1.2%	1.4%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1i. Overall quality of City wastewater utility services</u>											
5=Very Satisfied	18.1%	23.0%	13.2%	11.1%	15.8%	19.2%	18.2%	17.7%	19.1%	16.0%	17.5%
4=Satisfied	57.0%	41.0%	68.4%	55.6%	52.6%	73.1%	62.3%	56.5%	58.0%	55.3%	56.6%
3=Neutral	20.6%	31.1%	15.8%	30.6%	21.1%	7.7%	14.3%	21.8%	18.4%	24.5%	21.6%
2=Dissatisfied	3.6%	4.9%	2.6%	2.8%	5.3%	0.0%	1.3%	3.7%	3.6%	3.4%	3.5%
1=Very Dissatisfied	0.7%	0.0%	0.0%	0.0%	5.3%	0.0%	3.9%	0.5%	0.9%	0.7%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1j. Overall quality of City trash & yardwaste services</u>											
5=Very Satisfied	36.2%	44.6%	31.6%	27.0%	40.0%	53.8%	45.1%	35.9%	39.1%	34.3%	36.6%
4=Satisfied	48.6%	44.6%	52.6%	59.5%	45.0%	46.2%	43.9%	49.1%	47.7%	49.1%	48.4%
3=Neutral	10.7%	9.2%	7.9%	5.4%	5.0%	0.0%	9.8%	10.1%	8.7%	11.5%	10.1%
2=Dissatisfied	3.6%	1.5%	5.3%	5.4%	0.0%	0.0%	1.2%	3.6%	2.9%	4.4%	3.7%
1=Very Dissatisfied	1.0%	0.0%	2.6%	2.7%	10.0%	0.0%	0.0%	1.2%	1.6%	0.8%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1k. Overall quality of planning & developmental services</u>											
5=Very Satisfied	8.7%	7.4%	3.4%	10.0%	6.7%	26.1%	12.3%	8.5%	8.1%	9.3%	8.7%
4=Satisfied	30.7%	27.8%	27.6%	33.3%	26.7%	30.4%	38.5%	29.7%	29.9%	29.9%	29.9%
3=Neutral	42.4%	46.3%	34.5%	36.7%	40.0%	34.8%	35.4%	43.0%	40.9%	43.7%	42.3%
2=Dissatisfied	15.2%	14.8%	20.7%	20.0%	26.7%	4.3%	12.3%	15.5%	17.1%	14.0%	15.6%
1=Very Dissatisfied	3.1%	3.7%	13.8%	0.0%	0.0%	4.3%	1.5%	3.4%	3.9%	3.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q11. Overall quality of City's public transportation services</u>											
5=Very Satisfied	13.2%	11.9%	5.4%	8.3%	15.8%	30.4%	14.1%	13.0%	11.8%	14.2%	13.0%
4=Satisfied	37.2%	49.2%	27.0%	52.8%	26.3%	30.4%	46.2%	37.2%	33.8%	40.8%	37.4%
3=Neutral	35.0%	20.3%	43.2%	25.0%	26.3%	21.7%	26.9%	34.1%	37.3%	30.2%	33.7%
2=Dissatisfied	10.5%	10.2%	13.5%	8.3%	21.1%	13.0%	11.5%	10.5%	10.4%	10.9%	10.6%
1=Very Dissatisfied	4.1%	8.5%	10.8%	5.6%	10.5%	4.3%	1.3%	5.2%	6.7%	3.9%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1m. Quality of City's parks & recreation system</u>											
5=Very Satisfied	28.6%	35.9%	20.0%	23.7%	19.0%	39.1%	24.4%	28.9%	27.1%	29.5%	28.4%
4=Satisfied	52.9%	48.4%	47.5%	65.8%	57.1%	47.8%	56.1%	52.6%	52.6%	53.5%	53.1%
3=Neutral	14.9%	12.5%	20.0%	10.5%	9.5%	8.7%	15.9%	14.6%	15.5%	13.8%	14.6%
2=Dissatisfied	2.7%	3.1%	10.0%	0.0%	9.5%	0.0%	2.4%	2.9%	3.5%	2.4%	2.9%
1=Very Dissatisfied	0.9%	0.0%	2.5%	0.0%	4.8%	4.3%	1.2%	1.0%	1.3%	0.8%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q1n. Quality of customer service provided by City</u>											
5=Very Satisfied	16.2%	19.3%	7.7%	8.8%	5.0%	50.0%	24.3%	15.7%	14.3%	17.8%	16.0%
4=Satisfied	49.0%	36.8%	41.0%	61.8%	45.0%	31.8%	44.6%	48.4%	46.9%	49.1%	48.0%
3=Neutral	30.5%	42.1%	43.6%	26.5%	45.0%	18.2%	24.3%	31.9%	33.4%	29.7%	31.6%
2=Dissatisfied	3.3%	1.8%	5.1%	2.9%	0.0%	0.0%	5.4%	3.0%	3.8%	2.9%	3.4%
1=Very Dissatisfied	1.1%	0.0%	2.6%	0.0%	5.0%	0.0%	1.4%	1.0%	1.6%	0.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q2. Top choice</u>											
Police service	14.3%	18.5%	17.1%	17.9%	9.5%	11.5%	10.6%	15.0%	14.7%	14.8%	14.8%
Fire & emergency medical services	8.2%	9.2%	4.9%	15.4%	0.0%	7.7%	4.7%	8.6%	8.5%	8.0%	8.3%
Community's preparedness for emergencies	12.7%	15.4%	19.5%	15.4%	9.5%	11.5%	15.3%	13.0%	12.0%	14.1%	13.1%
Maintenance of streets/ sidewalks/infrastructure	70.1%	72.3%	51.2%	74.4%	61.9%	57.7%	60.0%	69.8%	68.2%	69.6%	68.9%
Communication between City & public	14.9%	9.2%	24.4%	15.4%	14.3%	3.8%	16.5%	14.7%	14.4%	15.6%	15.0%
Flow of traffic & congestion management	47.4%	47.7%	36.6%	48.7%	42.9%	38.5%	40.0%	47.2%	46.4%	46.4%	46.4%
Stormwater management system	11.7%	6.2%	2.4%	12.8%	4.8%	15.4%	14.1%	10.9%	8.9%	12.7%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American /Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q2. Top choice (Cont.)</u>											
Water utility services	7.6%	12.3%	4.9%	10.3%	4.8%	15.4%	5.9%	8.4%	7.6%	8.9%	8.3%
Wastewater utility services	2.9%	3.1%	2.4%	0.0%	0.0%	3.8%	2.4%	2.9%	3.5%	2.4%	2.9%
Trash & yardwaste services	9.0%	6.2%	12.2%	7.7%	0.0%	0.0%	2.4%	9.1%	8.2%	9.2%	8.7%
Planning & developmental services	21.7%	21.5%	22.0%	25.6%	9.5%	19.2%	16.5%	21.7%	23.6%	19.3%	21.3%
Public transportation services	17.0%	16.9%	22.0%	10.3%	47.6%	30.8%	21.2%	17.4%	16.5%	18.7%	17.6%
Parks & recreation system	12.4%	6.2%	14.6%	10.3%	14.3%	11.5%	15.3%	11.9%	13.3%	11.0%	12.1%
Customer service provided by City	4.1%	3.1%	2.4%	7.7%	0.0%	3.8%	4.7%	4.0%	4.0%	4.4%	4.2%
None chosen	9.9%	12.3%	17.1%	10.3%	23.8%	19.2%	20.0%	10.0%	11.1%	10.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q3a. Overall value you receive for City tax & fees</u>											
5=Very Satisfied	7.4%	9.5%	10.0%	8.8%	10.5%	4.0%	8.8%	7.4%	7.5%	7.5%	7.5%
4=Satisfied	43.7%	38.1%	35.0%	38.2%	36.8%	44.0%	42.5%	42.7%	41.1%	43.4%	42.3%
3=Neutral	30.7%	28.6%	37.5%	29.4%	42.1%	32.0%	35.0%	30.9%	31.0%	30.9%	31.0%
2=Dissatisfied	15.1%	14.3%	17.5%	20.6%	10.5%	16.0%	13.8%	15.5%	16.7%	15.0%	15.8%
1=Very Dissatisfied	3.1%	9.5%	0.0%	2.9%	0.0%	4.0%	0.0%	3.5%	3.6%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q3b. Overall image of City</u>											
5=Very Satisfied	22.7%	22.6%	17.1%	10.8%	23.8%	28.0%	27.7%	21.7%	18.9%	24.9%	22.0%
4=Satisfied	57.0%	45.2%	48.8%	54.1%	42.9%	60.0%	53.0%	56.1%	54.2%	56.6%	55.4%
3=Neutral	14.9%	16.1%	29.3%	24.3%	28.6%	4.0%	12.0%	16.2%	17.9%	14.6%	16.2%
2=Dissatisfied	5.1%	16.1%	4.9%	8.1%	0.0%	4.0%	7.2%	5.4%	8.0%	3.6%	5.7%
1=Very Dissatisfied	0.4%	0.0%	0.0%	2.7%	4.8%	4.0%	0.0%	0.6%	1.0%	0.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q3c. Livability of your neighborhood</u>											
5=Very Satisfied	34.3%	39.1%	31.7%	32.4%	23.8%	34.6%	41.7%	33.5%	33.3%	34.2%	33.8%
4=Satisfied	53.7%	43.8%	53.7%	54.1%	57.1%	42.3%	51.2%	53.4%	53.8%	52.9%	53.3%
3=Neutral	8.1%	9.4%	7.3%	8.1%	14.3%	19.2%	7.1%	8.6%	9.2%	7.8%	8.5%
2=Dissatisfied	3.7%	3.1%	4.9%	2.7%	4.8%	3.8%	0.0%	3.8%	3.2%	4.2%	3.7%
1=Very Dissatisfied	0.3%	4.7%	2.4%	2.7%	0.0%	0.0%	0.0%	0.8%	0.5%	0.9%	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

N=1307							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
Race/Ethnicity											
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other		Yes	No	Male	Female	
Q3d. Upkeep of your neighborhood											
5=Very Satisfied	24.5%	31.7%	24.4%	13.2%	4.8%	19.2%	26.2%	23.6%	24.4%	23.0%	23.7%
4=Satisfied	51.1%	42.9%	46.3%	63.2%	61.9%	57.7%	52.4%	51.4%	51.6%	51.3%	51.4%
3=Neutral	15.3%	12.7%	26.8%	7.9%	14.3%	15.4%	15.5%	15.5%	14.8%	15.8%	15.3%
2=Dissatisfied	8.2%	9.5%	2.4%	15.8%	19.0%	7.7%	6.0%	8.6%	8.4%	8.7%	8.6%
1=Very Dissatisfied	0.8%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.8%	1.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q3e. Overall quality of City services</u>											
5=Very Satisfied	14.8%	20.6%	12.5%	8.1%	9.5%	19.2%	19.0%	14.4%	13.2%	16.2%	14.7%
4=Satisfied	62.7%	49.2%	57.5%	56.8%	52.4%	69.2%	58.3%	61.6%	62.3%	60.2%	61.2%
3=Neutral	20.1%	25.4%	27.5%	29.7%	33.3%	11.5%	22.6%	21.1%	20.7%	21.8%	21.2%
2=Dissatisfied	2.1%	4.8%	2.5%	5.4%	0.0%	0.0%	0.0%	2.5%	3.0%	1.8%	2.4%
1=Very Dissatisfied	0.3%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.4%	0.8%	0.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q3f. Overall quality of life in City</u>											
5=Very Satisfied	28.2%	25.0%	19.5%	13.2%	23.8%	29.2%	33.3%	26.8%	24.2%	29.8%	27.1%
4=Satisfied	54.8%	54.7%	53.7%	55.3%	52.4%	58.3%	50.6%	55.2%	56.9%	52.6%	54.7%
3=Neutral	13.0%	14.1%	22.0%	18.4%	19.0%	8.3%	11.1%	13.6%	13.9%	13.5%	13.7%
2=Dissatisfied	3.3%	6.3%	4.9%	10.5%	4.8%	4.2%	4.9%	3.6%	4.0%	3.5%	3.7%
1=Very Dissatisfied	0.7%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.8%	1.0%	0.6%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q3g. Efforts to promote economic development</u>											
5=Very Satisfied	7.5%	11.3%	5.3%	5.7%	5.3%	8.3%	14.5%	7.0%	7.0%	7.9%	7.4%
4=Satisfied	29.2%	29.0%	28.9%	20.0%	36.8%	54.2%	42.1%	28.7%	24.9%	33.7%	29.4%
3=Neutral	32.2%	21.0%	39.5%	42.9%	26.3%	25.0%	25.0%	32.2%	33.2%	30.5%	31.8%
2=Dissatisfied	23.0%	25.8%	18.4%	17.1%	10.5%	4.2%	11.8%	23.1%	23.1%	21.8%	22.4%
1=Very Dissatisfied	8.0%	12.9%	7.9%	14.3%	21.1%	8.3%	6.6%	9.0%	11.8%	6.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q3h. Overall quality of new development</u>											
5=Very Satisfied	4.8%	1.6%	7.7%	2.7%	10.5%	8.3%	12.7%	4.2%	3.8%	5.6%	4.7%
4=Satisfied	26.8%	29.0%	25.6%	10.8%	21.1%	37.5%	31.6%	26.1%	25.9%	26.5%	26.2%
3=Neutral	36.1%	30.6%	35.9%	48.6%	26.3%	29.2%	21.5%	36.9%	34.6%	37.2%	35.9%
2=Dissatisfied	25.0%	29.0%	20.5%	27.0%	26.3%	25.0%	22.8%	25.4%	27.1%	23.9%	25.5%
1=Very Dissatisfied	7.3%	9.7%	10.3%	10.8%	15.8%	0.0%	11.4%	7.4%	8.6%	6.9%	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

N=1307

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
Q3i. How well City is planning growth											
5=Very Satisfied	4.0%	8.6%	5.7%	2.9%	5.3%	0.0%	6.5%	4.0%	2.4%	5.7%	4.0%
4=Satisfied	23.0%	17.2%	25.7%	14.7%	21.1%	34.8%	33.8%	22.0%	23.4%	21.7%	22.5%
3=Neutral	33.9%	29.3%	28.6%	38.2%	26.3%	34.8%	28.6%	33.9%	29.9%	36.5%	33.3%
2=Dissatisfied	29.0%	25.9%	22.9%	20.6%	36.8%	17.4%	22.1%	28.8%	30.9%	26.6%	28.7%
1=Very Dissatisfied	10.1%	19.0%	17.1%	23.5%	10.5%	13.0%	9.1%	11.3%	13.4%	9.6%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q3j. Mix of retail, residential, & entertainment establishments in Downtown Lawrence</u>											
5=Very Satisfied	11.0%	4.9%	7.7%	8.3%	23.8%	23.1%	15.7%	10.5%	8.9%	12.4%	10.7%
4=Satisfied	39.0%	39.3%	43.6%	22.2%	33.3%	50.0%	53.0%	37.6%	39.7%	37.6%	38.6%
3=Neutral	26.5%	32.8%	28.2%	27.8%	9.5%	15.4%	13.3%	27.7%	28.9%	24.3%	26.5%
2=Dissatisfied	18.6%	13.1%	17.9%	22.2%	23.8%	3.8%	13.3%	18.6%	16.1%	20.4%	18.3%
1=Very Dissatisfied	4.9%	9.8%	2.6%	19.4%	9.5%	7.7%	4.8%	5.6%	6.3%	5.2%	5.8%

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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q4a. Frequency police officers patrol your neighborhood</u>											
5=Very Satisfied	12.5%	8.2%	8.1%	5.7%	9.5%	4.2%	8.8%	11.8%	10.2%	12.7%	11.4%
4=Satisfied	44.7%	34.4%	43.2%	54.3%	38.1%	58.3%	45.0%	44.5%	44.6%	44.2%	44.4%
3=Neutral	29.1%	31.1%	40.5%	28.6%	38.1%	29.2%	35.0%	29.2%	32.2%	27.7%	29.9%
2=Dissatisfied	10.9%	24.6%	5.4%	8.6%	9.5%	8.3%	8.8%	11.7%	9.7%	13.4%	11.5%
1=Very Dissatisfied	2.8%	1.6%	2.7%	2.9%	4.8%	0.0%	2.5%	2.7%	3.3%	2.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q4b. Efforts by police to prevent crime in your neighborhood</u>											
5=Very Satisfied	12.7%	12.5%	9.4%	12.1%	10.0%	13.0%	10.8%	12.7%	11.4%	13.2%	12.3%
4=Satisfied	42.6%	35.7%	46.9%	42.4%	30.0%	52.2%	45.9%	42.0%	43.0%	41.7%	42.3%
3=Neutral	37.3%	41.1%	37.5%	39.4%	45.0%	34.8%	39.2%	37.5%	38.7%	36.8%	37.7%
2=Dissatisfied	5.9%	10.7%	6.3%	3.0%	5.0%	0.0%	1.4%	6.2%	4.5%	7.2%	5.9%
1=Very Dissatisfied	1.4%	0.0%	0.0%	3.0%	10.0%	0.0%	2.7%	1.6%	2.4%	1.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q4c. How quickly police respond to emergencies</u>											
5=Very Satisfied	27.6%	26.0%	26.3%	21.2%	16.7%	34.8%	21.1%	27.5%	26.1%	27.7%	26.9%
4=Satisfied	47.4%	50.0%	47.4%	60.6%	55.6%	39.1%	46.5%	48.0%	48.0%	47.7%	47.8%
3=Neutral	21.4%	24.0%	26.3%	12.1%	22.2%	26.1%	28.2%	21.1%	23.4%	20.4%	21.9%
2=Dissatisfied	2.6%	0.0%	0.0%	6.1%	0.0%	0.0%	4.2%	2.3%	1.7%	3.1%	2.4%
1=Very Dissatisfied	0.9%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	1.0%	0.8%	1.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q4d. Professionalism of police officers</u>											
5=Very Satisfied	30.6%	37.0%	30.8%	18.9%	20.0%	28.0%	26.6%	30.5%	29.4%	30.9%	30.1%
4=Satisfied	49.3%	33.3%	53.8%	59.5%	55.0%	52.0%	49.4%	48.9%	50.3%	47.9%	49.1%
3=Neutral	13.9%	20.4%	12.8%	13.5%	15.0%	16.0%	16.5%	14.4%	14.3%	15.0%	14.6%
2=Dissatisfied	4.7%	7.4%	2.6%	8.1%	5.0%	4.0%	5.1%	4.9%	4.2%	5.4%	4.8%
1=Very Dissatisfied	1.5%	1.9%	0.0%	0.0%	5.0%	0.0%	2.5%	1.3%	1.9%	0.8%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q4e. How effectively City enforces traffic offenses</u>											
5=Very Satisfied	13.5%	14.3%	12.1%	6.1%	11.1%	9.1%	13.3%	12.9%	11.6%	14.3%	13.0%
4=Satisfied	41.6%	42.9%	51.5%	48.5%	38.9%	59.1%	48.0%	41.5%	41.5%	42.1%	41.8%
3=Neutral	31.8%	35.7%	27.3%	27.3%	22.2%	27.3%	28.0%	32.0%	32.7%	30.9%	31.8%
2=Dissatisfied	9.8%	1.8%	6.1%	15.2%	16.7%	0.0%	8.0%	10.0%	10.5%	9.2%	9.8%
1=Very Dissatisfied	3.2%	5.4%	3.0%	3.0%	11.1%	4.5%	2.7%	3.6%	3.8%	3.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q4f. School Resource Officers</u>											
5=Very Satisfied	16.2%	22.5%	20.0%	13.6%	6.3%	23.5%	17.7%	16.1%	14.8%	17.6%	16.2%
4=Satisfied	40.0%	35.0%	44.0%	54.5%	37.5%	52.9%	48.4%	39.9%	37.7%	42.3%	40.1%
3=Neutral	37.5%	40.0%	36.0%	31.8%	37.5%	17.6%	27.4%	38.0%	42.2%	33.2%	37.5%
2=Dissatisfied	5.0%	2.5%	0.0%	0.0%	12.5%	5.9%	4.8%	4.6%	3.4%	5.7%	4.6%
1=Very Dissatisfied	1.3%	0.0%	0.0%	0.0%	6.3%	0.0%	1.6%	1.4%	1.8%	1.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q4g. Availability & effectiveness of animal control services</u>											
5=Very Satisfied	12.7%	18.4%	17.9%	6.9%	22.2%	5.0%	6.3%	13.3%	10.6%	14.4%	12.6%
4=Satisfied	43.2%	36.7%	39.3%	31.0%	27.8%	60.0%	54.0%	41.4%	41.6%	42.3%	42.0%
3=Neutral	35.9%	38.8%	35.7%	44.8%	22.2%	30.0%	34.9%	36.4%	39.0%	34.6%	36.7%
2=Dissatisfied	5.7%	6.1%	7.1%	6.9%	11.1%	5.0%	4.8%	6.0%	6.6%	5.5%	6.0%
1=Very Dissatisfied	2.4%	0.0%	0.0%	10.3%	16.7%	0.0%	0.0%	2.8%	2.2%	3.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q4h. Parking enforcement services</u>											
5=Very Satisfied	10.7%	14.0%	8.6%	5.7%	17.6%	13.0%	10.5%	10.6%	9.5%	11.4%	10.5%
4=Satisfied	49.0%	52.0%	51.4%	45.7%	41.2%	56.5%	53.9%	48.5%	46.8%	50.5%	48.7%
3=Neutral	32.6%	26.0%	34.3%	31.4%	35.3%	21.7%	31.6%	32.6%	35.6%	30.0%	32.7%
2=Dissatisfied	5.5%	2.0%	5.7%	17.1%	0.0%	8.7%	3.9%	5.9%	5.2%	6.5%	5.9%
1=Very Dissatisfied	2.2%	6.0%	0.0%	0.0%	5.9%	0.0%	0.0%	2.4%	3.0%	1.6%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q4i. City's crime prevention education efforts</u>											
5=Very Satisfied	13.4%	14.6%	19.4%	11.5%	20.0%	11.1%	7.8%	14.0%	12.8%	14.1%	13.5%
4=Satisfied	39.7%	39.6%	38.7%	53.8%	26.7%	50.0%	53.1%	38.7%	39.3%	40.2%	39.7%
3=Neutral	38.2%	33.3%	38.7%	30.8%	40.0%	27.8%	29.7%	38.6%	39.7%	36.1%	37.9%
2=Dissatisfied	7.8%	10.4%	3.2%	3.8%	13.3%	11.1%	7.8%	7.8%	6.8%	8.8%	7.8%
1=Very Dissatisfied	0.9%	2.1%	0.0%	0.0%	0.0%	0.0%	1.6%	0.9%	1.3%	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

N=1307							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
Race/Ethnicity											
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female		
<u>Q5a. Walking in neighborhood during daytime</u>											
5=Very Safe	69.3%	68.8%	65.9%	71.8%	66.7%	69.2%	65.5%	69.5%	70.4%	68.2%	69.2%
4=Safe	24.7%	29.7%	29.3%	25.6%	28.6%	26.9%	31.0%	24.9%	24.6%	26.1%	25.4%
3=Neutral	4.8%	0.0%	4.9%	2.6%	4.8%	3.8%	3.6%	4.5%	4.6%	4.2%	4.4%
2=Unsafe	1.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	0.5%	1.2%	0.9%
1=Very Unsafe	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.3%	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

N=1307							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
Race/Ethnicity											
	African White/ Caucasian	Asian/ American/ Black	Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q5b. Walking in neighborhood after dark</u>											
5=Very Safe	33.8%	38.5%	35.0%	35.9%	25.0%	48.0%	36.6%	33.9%	43.0%	25.2%	33.9%
4=Safe	43.5%	36.9%	45.0%	43.6%	35.0%	36.0%	42.7%	43.1%	41.2%	45.4%	43.4%
3=Neutral	14.5%	15.4%	10.0%	7.7%	15.0%	12.0%	15.9%	14.1%	11.6%	16.7%	14.2%
2=Unsafe	7.4%	6.2%	10.0%	10.3%	25.0%	4.0%	4.9%	7.9%	3.9%	11.2%	7.7%
1=Very Unsafe	0.8%	3.1%	0.0%	2.6%	0.0%	0.0%	0.0%	0.9%	0.3%	1.4%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q5c. In Downtown Lawrence during daytime</u>											
5=Very Safe	54.8%	61.5%	46.3%	39.5%	85.7%	65.4%	58.8%	54.7%	55.9%	53.9%	54.9%
4=Safe	36.3%	30.8%	43.9%	50.0%	14.3%	19.2%	32.9%	36.6%	36.1%	36.5%	36.3%
3=Neutral	5.3%	7.7%	9.8%	7.9%	0.0%	11.5%	5.9%	5.5%	5.1%	6.0%	5.6%
2=Unsafe	2.7%	0.0%	0.0%	2.6%	0.0%	3.8%	2.4%	2.4%	2.4%	2.6%	2.5%
1=Very Unsafe	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.5%	1.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q5d. In Downtown Lawrence after dark</u>											
5=Very Safe	17.4%	16.4%	10.5%	21.1%	15.0%	29.2%	19.3%	17.1%	20.0%	14.4%	17.1%
4=Safe	36.9%	41.0%	26.3%	36.8%	40.0%	25.0%	36.1%	36.8%	37.3%	36.8%	37.0%
3=Neutral	23.1%	26.2%	44.7%	23.7%	30.0%	29.2%	28.9%	23.8%	23.8%	24.4%	24.1%
2=Unsafe	19.3%	13.1%	15.8%	18.4%	10.0%	12.5%	12.0%	18.9%	16.0%	20.7%	18.4%
1=Very Unsafe	3.4%	3.3%	2.6%	0.0%	5.0%	4.2%	3.6%	3.3%	3.0%	3.7%	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

N=1307

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	African White/ Caucasian	American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
Q5e. In City parks during daytime											
5=Very Safe	46.1%	57.1%	45.0%	33.3%	61.9%	50.0%	42.9%	46.7%	50.5%	42.3%	46.3%
4=Safe	40.4%	30.2%	40.0%	53.8%	28.6%	30.8%	42.9%	39.9%	37.6%	42.9%	40.3%
3=Neutral	9.2%	11.1%	12.5%	7.7%	9.5%	11.5%	10.7%	9.4%	8.5%	10.0%	9.3%
2=Unsafe	3.0%	0.0%	2.5%	5.1%	0.0%	7.7%	3.6%	2.9%	2.5%	3.5%	3.0%
1=Very Unsafe	1.3%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	1.0%	1.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q5f. In City parks after dark</u>											
5=Very Safe	8.5%	14.0%	5.9%	12.1%	11.8%	23.8%	12.0%	8.9%	12.3%	6.0%	9.1%
4=Safe	21.3%	19.3%	17.6%	21.2%	23.5%	19.0%	20.0%	21.1%	24.1%	18.3%	21.1%
3=Neutral	32.0%	24.6%	47.1%	33.3%	17.6%	33.3%	34.7%	32.0%	34.4%	30.0%	32.1%
2=Unsafe	31.8%	38.6%	20.6%	27.3%	35.3%	23.8%	28.0%	31.7%	24.8%	37.6%	31.4%
1=Very Unsafe	6.4%	3.5%	8.8%	6.1%	11.8%	0.0%	5.3%	6.3%	4.5%	8.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q6a. Overall quality of fire services</u>											
5=Very Satisfied	40.0%	52.0%	41.4%	35.7%	58.8%	38.1%	42.0%	40.1%	41.3%	39.0%	40.1%
4=Satisfied	51.4%	40.0%	51.7%	50.0%	35.3%	52.4%	49.3%	50.9%	50.2%	51.7%	51.0%
3=Neutral	8.1%	8.0%	6.9%	7.1%	5.9%	9.5%	7.2%	8.5%	7.8%	8.9%	8.4%
2=Dissatisfied	0.5%	0.0%	0.0%	3.6%	0.0%	0.0%	1.4%	0.4%	0.8%	0.2%	0.5%
1=Very Dissatisfied	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.1%	0.0%	0.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q6b. How quickly emergency medical services personnel respond</u>											
5=Very Satisfied	42.0%	52.9%	36.7%	48.3%	53.3%	50.0%	45.2%	42.3%	44.4%	40.4%	42.4%
4=Satisfied	46.9%	33.3%	60.0%	44.8%	33.3%	38.9%	43.5%	46.5%	44.8%	48.0%	46.4%
3=Neutral	10.3%	13.7%	0.0%	6.9%	6.7%	11.1%	11.3%	10.3%	10.0%	10.8%	10.4%
2=Dissatisfied	0.7%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.8%	0.6%	0.8%	0.7%
1=Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.1%	0.2%	0.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q6c. Professionalism of City's fire & emergency medical services personnel</u>											
5=Very Satisfied	47.6%	52.0%	46.4%	50.0%	62.5%	50.0%	51.5%	47.3%	48.5%	46.9%	47.7%
4=Satisfied	44.0%	38.0%	50.0%	46.4%	37.5%	40.9%	42.6%	44.2%	43.7%	44.4%	44.0%
3=Neutral	8.1%	10.0%	0.0%	3.6%	0.0%	9.1%	5.9%	8.1%	7.5%	8.3%	7.9%
2=Dissatisfied	0.2%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.3%	0.2%	0.4%	0.3%
1=Very Dissatisfied	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.2%	0.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q6d. Quality of medical care provided by fire medical services personnel</u>											
5=Very Satisfied	42.2%	46.8%	46.2%	59.3%	53.3%	42.1%	41.3%	42.8%	43.0%	42.5%	42.8%
4=Satisfied	45.4%	38.3%	42.3%	40.7%	40.0%	52.6%	52.4%	44.5%	45.0%	45.2%	45.1%
3=Neutral	12.1%	14.9%	11.5%	0.0%	0.0%	5.3%	6.3%	12.3%	11.3%	12.3%	11.8%
2=Dissatisfied	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.4%	0.0%	0.2%
1=Very Dissatisfied	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.1%	0.2%	0.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q6e. City's fire/medical education programs</u>											
5=Very Satisfied	28.8%	41.5%	35.0%	50.0%	33.3%	33.3%	36.5%	29.3%	25.9%	33.1%	29.5%
4=Satisfied	39.2%	26.8%	40.0%	44.4%	41.7%	40.0%	44.2%	38.4%	39.2%	38.9%	39.1%
3=Neutral	31.2%	29.3%	25.0%	5.6%	16.7%	26.7%	19.2%	31.3%	33.5%	27.2%	30.3%
2=Dissatisfied	0.7%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.8%	0.8%	0.8%
1=Very Dissatisfied	0.2%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.3%	0.5%	0.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q6f. City's fire/business inspection program</u>											
5=Very Satisfied	22.7%	36.8%	25.0%	36.8%	25.0%	29.4%	30.2%	23.3%	22.8%	24.4%	23.6%
4=Satisfied	41.8%	26.3%	37.5%	52.6%	50.0%	52.9%	49.1%	40.6%	41.0%	41.5%	41.2%
3=Neutral	33.7%	36.8%	33.3%	5.3%	8.3%	17.6%	20.8%	33.9%	33.5%	32.2%	32.9%
2=Dissatisfied	1.2%	0.0%	4.2%	5.3%	8.3%	0.0%	0.0%	1.5%	2.1%	1.1%	1.6%
1=Very Dissatisfied	0.7%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.7%	0.5%	0.8%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7a. Appearance/cleanliness of City parks</u>											
5=Very Satisfied	29.6%	27.4%	17.5%	20.5%	33.3%	21.7%	29.1%	28.6%	25.5%	31.2%	28.4%
4=Satisfied	59.9%	61.3%	62.5%	64.1%	52.4%	73.9%	57.0%	60.5%	62.6%	57.9%	60.2%
3=Neutral	8.7%	9.7%	15.0%	10.3%	4.8%	4.3%	12.7%	8.6%	9.4%	9.0%	9.2%
2=Dissatisfied	1.7%	1.6%	5.0%	5.1%	4.8%	0.0%	1.3%	2.0%	2.1%	1.7%	1.9%
1=Very Dissatisfied	0.2%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.3%	0.5%	0.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7b. Condition of equipment & facilities at City parks</u>											
5=Very Satisfied	20.9%	21.7%	12.5%	15.8%	23.8%	25.0%	25.9%	20.0%	19.2%	21.6%	20.4%
4=Satisfied	61.9%	58.3%	52.5%	60.5%	66.7%	50.0%	51.8%	62.0%	62.3%	59.7%	61.0%
3=Neutral	14.6%	16.7%	27.5%	18.4%	0.0%	16.7%	18.8%	15.0%	15.7%	15.4%	15.5%
2=Dissatisfied	2.4%	3.3%	2.5%	5.3%	9.5%	8.3%	3.5%	2.7%	2.3%	3.0%	2.7%
1=Very Dissatisfied	0.2%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.5%	0.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7c. Number of City parks</u>											
5=Very Satisfied	25.6%	25.4%	17.5%	23.7%	28.6%	37.5%	27.4%	25.4%	23.3%	27.0%	25.2%
4=Satisfied	52.4%	55.6%	52.5%	42.1%	42.9%	50.0%	51.2%	52.2%	53.3%	50.8%	52.0%
3=Neutral	14.4%	14.3%	20.0%	23.7%	14.3%	8.3%	17.9%	14.5%	15.1%	15.0%	15.0%
2=Dissatisfied	6.5%	4.8%	7.5%	10.5%	9.5%	4.2%	3.6%	6.8%	6.5%	6.7%	6.6%
1=Very Dissatisfied	1.1%	0.0%	2.5%	0.0%	4.8%	0.0%	0.0%	1.1%	1.8%	0.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7d. Number of walking & biking trails</u>											
5=Very Satisfied	21.4%	30.0%	17.1%	27.0%	33.3%	20.8%	25.9%	21.6%	22.4%	21.2%	21.8%
4=Satisfied	46.0%	43.3%	48.8%	40.5%	28.6%	58.3%	49.4%	45.4%	45.6%	45.0%	45.3%
3=Neutral	17.2%	16.7%	14.6%	18.9%	9.5%	12.5%	12.9%	17.4%	16.6%	18.2%	17.5%
2=Dissatisfied	13.4%	10.0%	12.2%	13.5%	28.6%	8.3%	11.8%	13.6%	13.3%	13.7%	13.5%
1=Very Dissatisfied	2.0%	0.0%	7.3%	0.0%	0.0%	0.0%	0.0%	2.0%	2.0%	1.9%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7e. City outdoor recreation facilities</u>											
5=Very Satisfied	20.6%	23.0%	15.0%	25.0%	31.6%	22.7%	19.3%	20.9%	19.5%	21.7%	20.6%
4=Satisfied	52.3%	55.7%	52.5%	44.4%	47.4%	50.0%	54.2%	51.7%	52.1%	50.9%	51.5%
3=Neutral	19.4%	18.0%	17.5%	16.7%	10.5%	18.2%	14.5%	19.7%	19.0%	20.5%	19.7%
2=Dissatisfied	6.7%	1.6%	12.5%	13.9%	5.3%	9.1%	12.0%	6.4%	8.0%	6.0%	6.9%
1=Very Dissatisfied	1.1%	1.6%	2.5%	0.0%	5.3%	0.0%	0.0%	1.3%	1.5%	1.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7f. City indoor recreation facilities</u>											
5=Very Satisfied	15.4%	27.3%	18.9%	10.0%	10.5%	25.0%	17.1%	16.0%	15.2%	16.7%	16.0%
4=Satisfied	44.5%	45.5%	45.9%	56.7%	52.6%	50.0%	48.7%	44.6%	46.3%	43.1%	44.7%
3=Neutral	27.3%	20.0%	16.2%	16.7%	26.3%	20.0%	25.0%	26.5%	25.4%	27.7%	26.5%
2=Dissatisfied	10.9%	5.5%	13.5%	10.0%	5.3%	5.0%	7.9%	10.6%	10.4%	10.8%	10.6%
1=Very Dissatisfied	2.0%	1.8%	5.4%	6.7%	5.3%	0.0%	1.3%	2.4%	2.8%	1.7%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7g. Availability of gym space</u>											
5=Very Satisfied	15.4%	20.0%	3.0%	14.3%	11.8%	25.0%	15.1%	15.4%	15.5%	14.8%	15.1%
4=Satisfied	37.4%	40.0%	48.5%	53.6%	47.1%	30.0%	42.5%	38.2%	39.4%	37.9%	38.6%
3=Neutral	31.6%	30.9%	30.3%	7.1%	29.4%	25.0%	24.7%	31.2%	28.2%	32.9%	30.6%
2=Dissatisfied	12.8%	3.6%	12.1%	21.4%	11.8%	20.0%	16.4%	12.1%	13.9%	11.3%	12.6%
1=Very Dissatisfied	2.8%	5.5%	6.1%	3.6%	0.0%	0.0%	1.4%	3.2%	3.1%	3.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7h. City's indoor aquatic facilities</u>											
5=Very Satisfied	26.7%	42.3%	22.9%	33.3%	23.5%	25.0%	28.4%	27.2%	26.3%	28.6%	27.5%
4=Satisfied	49.2%	40.4%	42.9%	44.4%	47.1%	65.0%	45.9%	48.8%	47.9%	48.6%	48.2%
3=Neutral	19.0%	15.4%	31.4%	11.1%	29.4%	5.0%	17.6%	19.4%	20.8%	18.0%	19.4%
2=Dissatisfied	4.2%	0.0%	0.0%	11.1%	0.0%	5.0%	6.8%	3.7%	4.5%	3.6%	4.0%
1=Very Dissatisfied	0.9%	1.9%	2.9%	0.0%	0.0%	0.0%	1.4%	0.9%	0.6%	1.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7i. City's outdoor aquatic facilities</u>											
5=Very Satisfied	23.0%	35.8%	19.4%	17.2%	23.5%	30.0%	25.0%	23.1%	23.0%	23.2%	23.1%
4=Satisfied	50.3%	41.5%	47.2%	55.2%	47.1%	45.0%	50.0%	49.7%	50.8%	48.6%	49.6%
3=Neutral	21.0%	18.9%	25.0%	17.2%	17.6%	15.0%	21.1%	21.0%	21.1%	21.1%	21.1%
2=Dissatisfied	5.1%	3.8%	2.8%	6.9%	5.9%	10.0%	3.9%	5.2%	4.2%	6.1%	5.1%
1=Very Dissatisfied	0.7%	0.0%	5.6%	3.4%	5.9%	0.0%	0.0%	1.0%	0.9%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7j. Availability of youth sports fields</u>											
5=Very Satisfied	20.6%	21.8%	30.0%	24.0%	33.3%	31.6%	25.7%	20.9%	19.8%	22.5%	21.1%
4=Satisfied	46.6%	56.4%	40.0%	40.0%	33.3%	47.4%	42.9%	47.0%	49.2%	43.7%	46.5%
3=Neutral	25.9%	18.2%	20.0%	28.0%	11.1%	15.8%	21.4%	25.1%	23.8%	26.6%	25.2%
2=Dissatisfied	5.5%	1.8%	0.0%	8.0%	16.7%	5.3%	10.0%	5.1%	5.4%	5.6%	5.5%
1=Very Dissatisfied	1.5%	1.8%	10.0%	0.0%	5.6%	0.0%	0.0%	1.9%	1.8%	1.6%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7k. Availability of adult sports fields</u>											
5=Very Satisfied	21.3%	24.5%	17.2%	18.5%	25.0%	22.7%	18.9%	21.5%	17.9%	24.1%	21.0%
4=Satisfied	46.3%	47.2%	44.8%	44.4%	45.0%	45.5%	44.6%	46.7%	50.9%	42.0%	46.6%
3=Neutral	27.4%	28.3%	31.0%	22.2%	15.0%	27.3%	29.7%	26.8%	26.8%	27.9%	27.3%
2=Dissatisfied	4.0%	0.0%	3.4%	7.4%	10.0%	4.5%	5.4%	3.8%	3.6%	4.2%	3.8%
1=Very Dissatisfied	1.0%	0.0%	3.4%	7.4%	5.0%	0.0%	1.4%	1.2%	0.8%	1.9%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7l. Availability of information about parks & recreation programs</u>											
5=Very Satisfied	22.6%	27.8%	21.2%	27.3%	31.3%	20.0%	21.1%	22.9%	17.9%	27.3%	22.7%
4=Satisfied	48.8%	50.0%	54.5%	39.4%	43.8%	55.0%	47.9%	48.9%	50.8%	46.7%	48.7%
3=Neutral	22.6%	22.2%	18.2%	24.2%	12.5%	10.0%	25.4%	22.1%	24.8%	20.0%	22.4%
2=Dissatisfied	5.2%	0.0%	6.1%	9.1%	12.5%	15.0%	5.6%	5.4%	5.2%	5.6%	5.4%
1=Very Dissatisfied	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	1.3%	0.4%	0.8%

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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7m. Overall quality of Eagle Bend Golf Course</u>											
5=Very Satisfied	17.5%	17.9%	17.9%	19.0%	20.0%	21.1%	22.4%	17.1%	15.6%	19.4%	17.4%
4=Satisfied	48.3%	30.8%	50.0%	57.1%	40.0%	36.8%	46.6%	47.2%	48.3%	45.7%	47.1%
3=Neutral	29.7%	46.2%	28.6%	23.8%	26.7%	31.6%	27.6%	31.0%	30.1%	31.1%	30.6%
2=Dissatisfied	3.1%	5.1%	3.6%	0.0%	6.7%	5.3%	1.7%	3.4%	3.8%	3.0%	3.4%
1=Very Dissatisfied	1.3%	0.0%	0.0%	0.0%	6.7%	5.3%	1.7%	1.3%	2.2%	0.8%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7n. Mowing & trimming along City streets</u>											
5=Very Satisfied	18.5%	13.6%	13.9%	20.0%	20.0%	22.7%	23.1%	17.5%	15.8%	20.1%	18.0%
4=Satisfied	57.8%	54.2%	55.6%	48.6%	60.0%	59.1%	52.6%	57.4%	58.8%	54.9%	56.8%
3=Neutral	17.5%	18.6%	25.0%	20.0%	5.0%	9.1%	16.7%	18.0%	16.2%	19.3%	17.8%
2=Dissatisfied	5.5%	11.9%	5.6%	11.4%	10.0%	4.5%	6.4%	6.3%	7.7%	5.3%	6.5%
1=Very Dissatisfied	0.7%	1.7%	0.0%	0.0%	5.0%	4.5%	1.3%	0.8%	1.5%	0.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7o. Overall cleanliness of public areas</u>											
5=Very Satisfied	20.0%	15.0%	13.2%	10.5%	23.8%	22.7%	20.5%	18.9%	18.4%	19.7%	19.1%
4=Satisfied	60.0%	63.3%	55.3%	52.6%	47.6%	63.6%	51.8%	59.9%	59.0%	59.4%	59.2%
3=Neutral	16.4%	16.7%	26.3%	13.2%	14.3%	4.5%	19.3%	16.6%	16.9%	16.8%	16.8%
2=Dissatisfied	3.1%	5.0%	5.3%	21.1%	9.5%	4.5%	8.4%	3.8%	4.7%	3.6%	4.1%
1=Very Dissatisfied	0.5%	0.0%	0.0%	2.6%	4.8%	4.5%	0.0%	0.7%	1.0%	0.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7p. Variety of recreation programs offered by City</u>											
5=Very Satisfied	25.0%	26.3%	16.7%	23.5%	19.0%	22.2%	18.4%	24.7%	20.7%	27.2%	24.1%
4=Satisfied	53.9%	54.4%	55.6%	47.1%	47.6%	66.7%	55.3%	53.5%	53.2%	53.7%	53.5%
3=Neutral	17.2%	15.8%	22.2%	26.5%	28.6%	5.6%	23.7%	17.8%	22.3%	15.1%	18.6%
2=Dissatisfied	2.9%	3.5%	5.6%	0.0%	0.0%	5.6%	2.6%	2.9%	3.1%	2.8%	2.9%
1=Very Dissatisfied	0.9%	0.0%	0.0%	2.9%	4.8%	0.0%	0.0%	1.0%	0.7%	1.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7q. Cost of parks & recreation programs & services</u>											
5=Very Satisfied	22.2%	22.4%	21.9%	28.1%	14.3%	29.4%	25.7%	21.7%	20.3%	23.3%	21.9%
4=Satisfied	49.4%	50.0%	50.0%	50.0%	57.1%	52.9%	47.3%	49.8%	47.0%	51.3%	49.3%
3=Neutral	23.3%	20.7%	25.0%	18.8%	23.8%	11.8%	24.3%	23.3%	26.8%	20.4%	23.4%
2=Dissatisfied	4.3%	6.9%	3.1%	3.1%	4.8%	5.9%	1.4%	4.6%	4.4%	4.7%	4.5%
1=Very Dissatisfied	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.7%	1.5%	0.3%	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

N=1307

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q7r. City's park & recreation website</u>											
5=Very Satisfied	21.4%	28.9%	18.5%	17.4%	11.8%	20.0%	21.7%	20.9%	19.4%	21.8%	20.7%
4=Satisfied	43.2%	44.4%	40.7%	43.5%	58.8%	40.0%	44.9%	43.3%	40.2%	45.2%	43.0%
3=Neutral	29.5%	24.4%	33.3%	34.8%	23.5%	33.3%	27.5%	29.9%	35.5%	26.3%	30.4%
2=Dissatisfied	4.7%	2.2%	7.4%	0.0%	5.9%	6.7%	5.8%	4.4%	3.9%	5.1%	4.6%
1=Very Dissatisfied	1.3%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	1.4%	1.0%	1.6%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
Q8. Top choice											
Appearance & cleanliness of City parks	18.0%	18.5%	12.2%	20.5%	14.3%	15.4%	18.8%	17.7%	19.6%	16.0%	17.8%
Condition of equipment & facilities at City parks	20.7%	23.1%	12.2%	35.9%	19.0%	34.6%	22.4%	21.2%	19.9%	22.4%	21.2%
Number of City parks	13.4%	12.3%	2.4%	7.7%	9.5%	3.8%	9.4%	12.9%	13.0%	12.4%	12.7%
Number of walking & biking trails	30.8%	21.5%	22.0%	30.8%	42.9%	23.1%	27.1%	30.3%	30.7%	29.2%	29.9%
City outdoor recreation facilities	10.5%	9.2%	14.6%	15.4%	9.5%	7.7%	11.8%	10.5%	9.3%	11.6%	10.5%
City indoor recreation facilities	16.2%	12.3%	17.1%	12.8%	14.3%	7.7%	11.8%	15.8%	13.9%	16.7%	15.4%
Availability of gym space	13.6%	13.8%	12.2%	20.5%	19.0%	11.5%	17.6%	13.5%	13.4%	13.6%	13.5%

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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q8. Top choice (Cont.)</u>											
City's indoor aquatic facilities	5.7%	9.2%	17.1%	0.0%	0.0%	0.0%	3.5%	6.1%	5.5%	6.1%	5.8%
City's outdoor aquatic facilities	7.7%	10.8%	7.3%	7.7%	4.8%	15.4%	4.7%	8.2%	6.2%	9.6%	8.0%
Availability of youth sports fields	9.7%	9.2%	2.4%	7.7%	14.3%	3.8%	11.8%	9.1%	9.2%	9.3%	9.3%
Availability of adult sports fields	3.6%	6.2%	9.8%	5.1%	0.0%	3.8%	3.5%	3.9%	5.2%	2.8%	4.0%
Availability of information about parks & recreation programs	6.7%	9.2%	4.9%	17.9%	9.5%	3.8%	9.4%	7.0%	6.6%	7.7%	7.2%
Quality of Eagle Bend Golf Course	5.0%	3.1%	4.9%	2.6%	0.0%	3.8%	2.4%	4.8%	6.3%	3.0%	4.6%
Mowing & trimming along City streets	15.0%	13.8%	9.8%	17.9%	14.3%	15.4%	17.6%	14.7%	15.8%	13.8%	14.8%

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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	African White/ Caucasian	Asian/ American/ Black	Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
Q8. Top choice (Cont.)											
Cleanliness of public areas	20.2%	16.9%	19.5%	23.1%	23.8%	15.4%	16.5%	20.5%	19.1%	20.7%	20.0%
Variety of recreation programs	8.4%	12.3%	4.9%	10.3%	14.3%	0.0%	7.1%	8.6%	6.3%	10.4%	8.4%
Cost of parks & recreation programs & services	10.4%	18.5%	17.1%	12.8%	14.3%	11.5%	9.4%	11.4%	10.0%	12.6%	11.3%
City's parks & recreation website	3.0%	4.6%	2.4%	2.6%	0.0%	3.8%	3.5%	3.0%	2.2%	4.1%	3.2%
None chosen	20.9%	20.0%	31.7%	12.8%	19.0%	30.8%	24.7%	21.0%	23.3%	20.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q9a. Condition of major City streets</u>											
5=Very Satisfied	3.6%	1.5%	2.4%	2.6%	5.0%	3.8%	3.6%	3.5%	3.5%	3.5%	3.5%
4=Satisfied	36.2%	33.8%	34.1%	36.8%	35.0%	50.0%	39.3%	35.8%	37.7%	34.2%	35.9%
3=Neutral	22.2%	20.0%	22.0%	31.6%	5.0%	11.5%	29.8%	21.6%	21.7%	22.7%	22.2%
2=Dissatisfied	29.6%	32.3%	26.8%	23.7%	35.0%	19.2%	20.2%	29.8%	27.1%	31.2%	29.2%
1=Very Dissatisfied	8.4%	12.3%	14.6%	5.3%	20.0%	15.4%	7.1%	9.2%	10.0%	8.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q9b. Condition of streets in your neighborhood</u>											
5=Very Satisfied	6.4%	7.7%	4.9%	7.7%	5.0%	7.7%	4.8%	6.4%	7.3%	5.2%	6.3%
4=Satisfied	39.5%	33.8%	34.1%	35.9%	20.0%	34.6%	39.3%	38.2%	37.6%	38.8%	38.3%
3=Neutral	20.7%	18.5%	22.0%	23.1%	20.0%	26.9%	29.8%	20.4%	21.7%	19.9%	20.8%
2=Dissatisfied	25.1%	30.8%	31.7%	23.1%	35.0%	19.2%	20.2%	26.1%	25.2%	26.5%	25.9%
1=Very Dissatisfied	8.3%	9.2%	7.3%	10.3%	20.0%	11.5%	6.0%	8.9%	8.1%	9.4%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q9c. Timeliness of street maintenance repairs</u>											
5=Very Satisfied	2.8%	6.2%	2.4%	7.7%	0.0%	3.8%	2.4%	3.0%	3.4%	3.0%	3.2%
4=Satisfied	26.8%	23.1%	29.3%	20.5%	5.0%	26.9%	26.5%	26.1%	27.4%	24.2%	25.8%
3=Neutral	29.6%	21.5%	26.8%	20.5%	35.0%	23.1%	36.1%	28.5%	29.2%	28.9%	29.0%
2=Dissatisfied	32.3%	30.8%	31.7%	33.3%	35.0%	23.1%	24.1%	32.4%	30.3%	33.5%	31.9%
1=Very Dissatisfied	8.6%	18.5%	9.8%	17.9%	25.0%	23.1%	10.8%	10.0%	9.8%	10.4%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q9d. Condition of sidewalks in your neighborhood</u>											
5=Very Satisfied	9.0%	9.4%	12.5%	10.5%	5.3%	0.0%	6.5%	9.2%	8.2%	9.7%	9.0%
4=Satisfied	42.0%	48.4%	32.5%	47.4%	31.6%	58.3%	51.9%	41.3%	42.2%	41.7%	41.9%
3=Neutral	25.0%	17.2%	27.5%	10.5%	21.1%	20.8%	23.4%	24.5%	25.9%	23.0%	24.4%
2=Dissatisfied	17.6%	17.2%	15.0%	15.8%	31.6%	8.3%	11.7%	17.7%	16.3%	18.4%	17.4%
1=Very Dissatisfied	6.4%	7.8%	12.5%	15.8%	10.5%	12.5%	6.5%	7.3%	7.4%	7.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q9e. Maintenance of street signs</u>											
5=Very Satisfied	15.2%	18.5%	17.1%	13.2%	15.8%	20.0%	17.3%	15.4%	15.0%	15.7%	15.4%
4=Satisfied	59.5%	49.2%	41.5%	55.3%	63.2%	60.0%	60.5%	57.8%	58.7%	57.4%	58.0%
3=Neutral	20.9%	27.7%	36.6%	26.3%	15.8%	20.0%	19.8%	22.3%	22.0%	21.9%	21.9%
2=Dissatisfied	3.2%	4.6%	4.9%	5.3%	0.0%	0.0%	2.5%	3.4%	2.9%	3.9%	3.4%
1=Very Dissatisfied	1.3%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	1.2%	1.5%	1.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q9f. Adequacy of City street lighting</u>											
5=Very Satisfied	10.3%	7.8%	9.8%	10.5%	10.0%	15.4%	11.0%	10.4%	10.1%	10.6%	10.3%
4=Satisfied	47.9%	42.2%	34.1%	42.1%	35.0%	50.0%	51.2%	46.0%	47.6%	44.6%	46.0%
3=Neutral	22.9%	21.9%	24.4%	26.3%	35.0%	11.5%	23.2%	23.6%	25.0%	22.5%	23.7%
2=Dissatisfied	14.7%	17.2%	24.4%	15.8%	15.0%	15.4%	12.2%	15.2%	12.8%	17.2%	15.1%
1=Very Dissatisfied	4.2%	10.9%	7.3%	5.3%	5.0%	7.7%	2.4%	4.7%	4.5%	5.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q9g. Snow removal on major City streets</u>											
5=Very Satisfied	18.6%	21.5%	12.2%	25.6%	15.0%	26.9%	20.2%	18.8%	20.7%	17.2%	18.9%
4=Satisfied	55.5%	50.8%	51.2%	46.2%	55.0%	53.8%	52.4%	54.9%	53.3%	56.1%	54.8%
3=Neutral	14.2%	10.8%	19.5%	12.8%	10.0%	3.8%	14.3%	14.1%	14.5%	13.8%	14.1%
2=Dissatisfied	8.6%	12.3%	7.3%	5.1%	10.0%	3.8%	7.1%	8.6%	7.2%	9.6%	8.4%
1=Very Dissatisfied	3.1%	4.6%	9.8%	10.3%	10.0%	11.5%	6.0%	3.7%	4.3%	3.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q9h. Snow removal on neighborhood streets</u>											
5=Very Satisfied	10.7%	9.2%	10.0%	15.8%	10.0%	16.0%	11.0%	10.6%	10.2%	11.1%	10.7%
4=Satisfied	39.9%	27.7%	32.5%	31.6%	20.0%	44.0%	34.1%	38.8%	41.6%	35.5%	38.4%
3=Neutral	19.9%	30.8%	25.0%	21.1%	15.0%	16.0%	18.3%	20.8%	22.7%	18.5%	20.5%
2=Dissatisfied	19.6%	16.9%	25.0%	23.7%	25.0%	8.0%	24.4%	19.4%	16.0%	23.5%	19.8%
1=Very Dissatisfied	9.9%	15.4%	7.5%	7.9%	30.0%	16.0%	12.2%	10.4%	9.4%	11.4%	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

N=1307							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
Race/Ethnicity											
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other		Yes	No	Male	Female	
Q9i. Streetsweeping services provided by City											
5=Very Satisfied	8.7%	14.8%	13.9%	10.8%	5.3%	12.0%	11.3%	9.0%	8.5%	9.8%	9.1%
4=Satisfied	43.9%	32.8%	33.3%	40.5%	42.1%	44.0%	45.0%	42.3%	40.1%	44.2%	42.2%
3=Neutral	30.6%	32.8%	33.3%	37.8%	31.6%	28.0%	31.3%	31.3%	32.8%	30.0%	31.4%
2=Dissatisfied	12.3%	13.1%	13.9%	10.8%	10.5%	12.0%	11.3%	12.7%	13.2%	12.0%	12.6%
1=Very Dissatisfied	4.4%	6.6%	5.6%	0.0%	10.5%	4.0%	1.3%	4.8%	5.4%	4.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q10. Top choice</u>											
Condition of major City streets	59.9%	55.4%	56.1%	56.4%	42.9%	46.2%	52.9%	58.9%	58.5%	57.6%	58.1%
Condition of neighborhood streets	40.1%	32.3%	36.6%	51.3%	57.1%	26.9%	31.8%	40.8%	41.6%	39.1%	40.3%
Timeliness of street maintenance repairs	49.5%	60.0%	39.0%	41.0%	57.1%	46.2%	38.8%	50.1%	49.1%	49.0%	49.0%
Condition of neighborhood sidewalks	24.4%	26.2%	26.8%	15.4%	14.3%	23.1%	21.2%	24.2%	24.7%	23.3%	23.9%
Maintenance of street signs	3.0%	4.6%	4.9%	0.0%	0.0%	3.8%	2.4%	3.1%	2.8%	3.1%	3.0%
Adequacy of City street lighting	22.4%	27.7%	26.8%	25.6%	23.8%	26.9%	22.4%	23.0%	20.1%	25.8%	23.0%
Snow removal on major City streets	15.0%	20.0%	14.6%	17.9%	4.8%	7.7%	16.5%	14.9%	14.6%	15.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
Q10. Top choice (Cont.)											
Snow removal on neighborhood streets	31.8%	36.9%	26.8%	30.8%	28.6%	38.5%	40.0%	31.8%	28.3%	35.4%	32.0%
Streetsweeping services	12.2%	13.8%	4.9%	10.3%	9.5%	15.4%	7.1%	12.5%	13.6%	10.8%	12.2%
None chosen	8.5%	3.1%	17.1%	12.8%	19.0%	11.5%	16.5%	8.3%	10.0%	8.6%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q11a. Availability of information about City services & activities</u>											
5=Very Satisfied	13.7%	15.3%	12.5%	20.0%	15.8%	15.4%	12.0%	14.2%	11.9%	15.9%	14.0%
4=Satisfied	50.5%	54.2%	43.8%	42.9%	57.9%	61.5%	51.8%	50.3%	52.1%	49.0%	50.5%
3=Neutral	30.8%	25.4%	37.5%	22.9%	21.1%	15.4%	31.3%	30.1%	30.9%	29.2%	30.0%
2=Dissatisfied	4.6%	5.1%	6.3%	14.3%	0.0%	7.7%	3.6%	5.0%	4.6%	5.6%	5.1%
1=Very Dissatisfied	0.4%	0.0%	0.0%	0.0%	5.3%	0.0%	1.2%	0.4%	0.5%	0.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q11b. Timeliness of information provided by City</u>											
5=Very Satisfied	11.4%	11.9%	15.6%	18.2%	11.1%	20.0%	11.3%	11.8%	10.7%	12.6%	11.7%
4=Satisfied	46.9%	47.5%	34.4%	42.4%	50.0%	52.0%	47.5%	46.3%	47.9%	45.0%	46.4%
3=Neutral	35.3%	35.6%	43.8%	27.3%	33.3%	24.0%	36.3%	35.2%	34.9%	35.5%	35.2%
2=Dissatisfied	5.9%	5.1%	6.3%	12.1%	0.0%	4.0%	3.8%	6.2%	5.7%	6.6%	6.1%
1=Very Dissatisfied	0.5%	0.0%	0.0%	0.0%	5.6%	0.0%	1.3%	0.5%	0.9%	0.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q11c. Quality of City's cable television channel</u>											
5=Very Satisfied	9.9%	8.9%	15.6%	13.8%	5.9%	20.0%	4.6%	10.5%	10.5%	9.5%	9.9%
4=Satisfied	38.5%	33.9%	28.1%	34.5%	23.5%	35.0%	43.1%	37.0%	36.8%	37.3%	37.1%
3=Neutral	34.9%	39.3%	40.6%	34.5%	29.4%	25.0%	36.9%	34.9%	33.9%	36.1%	35.0%
2=Dissatisfied	12.4%	14.3%	9.4%	6.9%	17.6%	10.0%	10.8%	12.7%	14.0%	11.8%	12.9%
1=Very Dissatisfied	4.3%	3.6%	6.3%	10.3%	23.5%	10.0%	4.6%	4.9%	4.8%	5.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q11d. Usefulness of information on City's website</u>											
5=Very Satisfied	11.5%	12.8%	10.3%	15.4%	14.3%	22.2%	12.7%	11.7%	11.5%	11.7%	11.6%
4=Satisfied	42.3%	40.4%	24.1%	46.2%	28.6%	55.6%	50.8%	41.1%	43.8%	40.2%	42.0%
3=Neutral	42.2%	40.4%	55.2%	34.6%	57.1%	16.7%	30.2%	43.1%	39.8%	44.3%	42.1%
2=Dissatisfied	3.3%	6.4%	3.4%	3.8%	0.0%	0.0%	3.2%	3.5%	3.6%	3.4%	3.5%
1=Very Dissatisfied	0.7%	0.0%	6.9%	0.0%	0.0%	5.6%	3.2%	0.7%	1.3%	0.4%	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

N=1307							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
Race/Ethnicity											
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other		Yes	No	Male	Female	
Q11e. Usefulness of information thru City's social network sites											
5=Very Satisfied	11.8%	7.4%	5.6%	12.5%	12.5%	8.3%	7.9%	11.4%	12.0%	9.9%	10.9%
4=Satisfied	30.0%	22.2%	27.8%	31.3%	37.5%	50.0%	39.5%	29.8%	26.7%	33.3%	30.0%
3=Neutral	53.7%	66.7%	61.1%	50.0%	37.5%	41.7%	47.4%	54.3%	55.8%	52.4%	54.1%
2=Dissatisfied	2.5%	3.7%	5.6%	6.3%	12.5%	0.0%	2.6%	3.1%	3.6%	3.2%	3.4%
1=Very Dissatisfied	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	1.5%	2.0%	1.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q12a. Residential trash services</u>											
5=Very Satisfied	45.8%	48.4%	34.1%	30.8%	42.9%	61.5%	56.6%	44.3%	47.4%	43.0%	45.1%
4=Satisfied	47.9%	48.4%	51.2%	59.0%	52.4%	34.6%	38.6%	49.1%	45.9%	50.2%	48.1%
3=Neutral	4.6%	3.1%	12.2%	7.7%	0.0%	3.8%	3.6%	4.9%	4.9%	5.2%	5.0%
2=Dissatisfied	1.4%	0.0%	2.4%	0.0%	4.8%	0.0%	1.2%	1.3%	1.5%	1.4%	1.4%
1=Very Dissatisfied	0.3%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.3%	0.3%	0.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q12b. Yardwaste collection services</u>											
5=Very Satisfied	44.6%	44.3%	29.7%	47.2%	44.4%	54.2%	55.0%	43.3%	45.4%	42.4%	43.9%
4=Satisfied	45.1%	41.0%	45.9%	41.7%	33.3%	33.3%	35.0%	45.1%	43.5%	45.4%	44.4%
3=Neutral	7.2%	11.5%	18.9%	8.3%	11.1%	12.5%	8.8%	8.2%	7.4%	9.3%	8.4%
2=Dissatisfied	2.4%	3.3%	2.7%	2.8%	5.6%	0.0%	1.3%	2.6%	2.9%	2.3%	2.6%
1=Very Dissatisfied	0.6%	0.0%	2.7%	0.0%	5.6%	0.0%	0.0%	0.8%	0.9%	0.7%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q12c. City's efforts to inform residents about recycling opportunities</u>											
5=Very Satisfied	19.9%	15.9%	12.5%	29.4%	20.0%	24.0%	25.6%	19.2%	19.2%	19.5%	19.4%
4=Satisfied	38.4%	34.9%	40.0%	26.5%	30.0%	40.0%	37.8%	37.9%	38.1%	37.1%	37.6%
3=Neutral	23.5%	31.7%	25.0%	23.5%	25.0%	8.0%	17.1%	24.3%	25.8%	22.2%	24.0%
2=Dissatisfied	13.9%	12.7%	12.5%	17.6%	15.0%	16.0%	15.9%	13.9%	11.6%	16.7%	14.2%
1=Very Dissatisfied	4.3%	4.8%	10.0%	2.9%	10.0%	12.0%	3.7%	4.7%	5.2%	4.4%	4.8%

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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q12d. City's drop-off recycling sites</u>											
5=Very Satisfied	18.5%	15.3%	8.3%	15.2%	16.7%	18.2%	20.3%	17.4%	17.0%	17.7%	17.4%
4=Satisfied	38.8%	45.8%	36.1%	39.4%	38.9%	54.5%	40.5%	39.5%	37.7%	41.1%	39.5%
3=Neutral	25.8%	33.9%	30.6%	15.2%	16.7%	13.6%	21.6%	26.0%	28.3%	22.9%	25.5%
2=Dissatisfied	13.5%	5.1%	16.7%	24.2%	11.1%	4.5%	10.8%	13.5%	12.7%	14.8%	13.8%
1=Very Dissatisfied	3.4%	0.0%	8.3%	6.1%	16.7%	9.1%	6.8%	3.6%	4.3%	3.4%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q12e. Household hazardous waste disposal service</u>											
5=Very Satisfied	18.9%	18.0%	8.8%	19.4%	26.7%	40.9%	23.9%	18.6%	17.6%	19.7%	18.7%
4=Satisfied	37.8%	34.0%	35.3%	32.3%	33.3%	36.4%	34.3%	37.6%	38.4%	36.1%	37.2%
3=Neutral	23.3%	26.0%	29.4%	25.8%	26.7%	9.1%	23.9%	23.3%	21.2%	25.3%	23.3%
2=Dissatisfied	15.5%	18.0%	17.6%	16.1%	6.7%	9.1%	13.4%	15.6%	17.4%	14.1%	15.7%
1=Very Dissatisfied	4.5%	4.0%	8.8%	6.5%	6.7%	4.5%	4.5%	4.9%	5.4%	4.8%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q13a. Taste of your drinking water</u>											
5=Very Satisfied	18.1%	19.0%	10.0%	12.8%	15.8%	7.7%	15.7%	17.4%	17.3%	17.0%	17.2%
4=Satisfied	52.5%	44.4%	40.0%	51.3%	21.1%	57.7%	54.2%	51.1%	55.5%	47.5%	51.4%
3=Neutral	15.4%	20.6%	37.5%	25.6%	21.1%	23.1%	18.1%	17.1%	16.5%	17.8%	17.2%
2=Dissatisfied	10.5%	14.3%	12.5%	7.7%	36.8%	11.5%	9.6%	11.2%	8.3%	13.9%	11.2%
1=Very Dissatisfied	3.4%	1.6%	0.0%	2.6%	5.3%	0.0%	2.4%	3.1%	2.4%	3.8%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q13b. Smell of your drinking water</u>											
5=Very Satisfied	18.8%	20.3%	7.5%	15.8%	15.8%	7.7%	16.9%	17.9%	18.2%	17.4%	17.8%
4=Satisfied	53.2%	43.8%	42.5%	50.0%	26.3%	57.7%	56.6%	51.6%	54.7%	49.2%	51.9%
3=Neutral	17.7%	20.3%	45.0%	26.3%	31.6%	30.8%	18.1%	19.9%	18.7%	20.9%	19.8%
2=Dissatisfied	7.9%	14.1%	5.0%	5.3%	21.1%	3.8%	7.2%	8.2%	6.5%	10.0%	8.3%
1=Very Dissatisfied	2.5%	1.6%	0.0%	2.6%	5.3%	0.0%	1.2%	2.4%	1.9%	2.6%	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

N=1307							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
Race/Ethnicity											
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other		Yes	No	Male	Female	
Q13c. Clarity of your drinking water											
5=Very Satisfied	20.7%	21.9%	12.5%	17.9%	15.8%	7.7%	14.5%	20.3%	20.4%	19.3%	19.8%
4=Satisfied	56.9%	54.7%	50.0%	64.1%	31.6%	73.1%	67.5%	56.1%	59.0%	54.6%	56.8%
3=Neutral	16.0%	15.6%	32.5%	15.4%	36.8%	15.4%	13.3%	17.2%	16.3%	17.6%	17.0%
2=Dissatisfied	5.4%	4.7%	5.0%	2.6%	10.5%	3.8%	3.6%	5.4%	3.5%	7.3%	5.4%
1=Very Dissatisfied	0.9%	3.1%	0.0%	0.0%	5.3%	0.0%	1.2%	1.0%	0.8%	1.2%	1.0%

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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q13d. Reliability of your water service</u>											
5=Very Satisfied	33.7%	34.4%	29.3%	34.2%	30.0%	16.0%	26.2%	33.6%	32.3%	33.7%	33.0%
4=Satisfied	56.8%	54.7%	48.8%	55.3%	45.0%	76.0%	63.1%	55.8%	59.2%	53.9%	56.5%
3=Neutral	7.9%	9.4%	22.0%	7.9%	25.0%	8.0%	10.7%	8.9%	7.8%	10.1%	9.0%
2=Dissatisfied	1.4%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.6%	1.8%	1.2%
1=Very Dissatisfied	0.2%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.3%	0.0%	0.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q13e. Water pressure in your home</u>											
5=Very Satisfied	30.8%	28.1%	22.5%	31.6%	19.0%	19.2%	24.4%	30.4%	29.1%	30.7%	29.9%
4=Satisfied	53.0%	54.7%	57.5%	57.9%	52.4%	61.5%	59.8%	52.9%	54.6%	52.1%	53.3%
3=Neutral	8.9%	10.9%	17.5%	7.9%	19.0%	11.5%	9.8%	9.6%	9.9%	9.7%	9.8%
2=Dissatisfied	5.8%	1.6%	2.5%	2.6%	0.0%	3.8%	4.9%	5.3%	5.3%	5.3%	5.3%
1=Very Dissatisfied	1.4%	4.7%	0.0%	0.0%	9.5%	3.8%	1.2%	1.7%	1.1%	2.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q13f. Accuracy of your water bill</u>											
5=Very Satisfied	19.0%	17.9%	0.0%	21.9%	27.8%	18.2%	21.6%	18.1%	18.4%	18.2%	18.3%
4=Satisfied	49.3%	42.9%	50.0%	50.0%	33.3%	54.5%	45.9%	48.8%	48.7%	47.8%	48.3%
3=Neutral	22.9%	19.6%	40.6%	18.8%	27.8%	13.6%	20.3%	23.5%	24.2%	22.9%	23.5%
2=Dissatisfied	6.8%	12.5%	9.4%	6.3%	5.6%	13.6%	12.2%	7.2%	6.9%	8.3%	7.6%
1=Very Dissatisfied	2.0%	7.1%	0.0%	3.1%	5.6%	0.0%	0.0%	2.4%	1.8%	2.8%	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

N=1307							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	Race/Ethnicity						Yes	No	Male	Female	
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other					
<u>Q13g. How well City keeps you informed about planned disruptions to your water service</u>											
5=Very Satisfied	16.0%	20.8%	6.3%	17.2%	29.4%	22.7%	16.2%	16.1%	16.4%	16.0%	16.2%
4=Satisfied	48.3%	33.3%	65.6%	62.1%	47.1%	40.9%	45.6%	48.6%	47.0%	49.1%	48.1%
3=Neutral	28.9%	39.6%	25.0%	13.8%	11.8%	27.3%	32.4%	28.3%	29.9%	27.4%	28.6%
2=Dissatisfied	5.4%	6.3%	0.0%	6.9%	5.9%	9.1%	5.9%	5.5%	5.4%	5.7%	5.5%
1=Very Dissatisfied	1.4%	0.0%	3.1%	0.0%	5.9%	0.0%	0.0%	1.4%	1.2%	1.8%	1.5%

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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q13h. City efforts to prevent backups of wastewater into your home</u>											
5=Very Satisfied	18.6%	25.0%	15.4%	20.8%	23.5%	30.0%	18.5%	19.2%	17.4%	20.5%	19.0%
4=Satisfied	48.2%	45.8%	46.2%	41.7%	35.3%	40.0%	50.8%	47.2%	47.7%	46.9%	47.3%
3=Neutral	29.6%	29.2%	38.5%	29.2%	29.4%	20.0%	27.7%	29.9%	31.0%	28.9%	29.9%
2=Dissatisfied	2.4%	0.0%	0.0%	4.2%	5.9%	10.0%	3.1%	2.4%	2.2%	2.6%	2.4%
1=Very Dissatisfied	1.2%	0.0%	0.0%	4.2%	5.9%	0.0%	0.0%	1.3%	1.8%	1.1%	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

N=1307							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
Race/Ethnicity											
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other		Yes	No	Male	Female	
Q13i. City efforts to minimize odor from wastewater treatment facilities											
5=Very Satisfied	17.3%	20.8%	4.2%	14.8%	26.7%	31.6%	15.9%	17.5%	17.5%	17.3%	17.4%
4=Satisfied	50.8%	47.9%	58.3%	44.4%	33.3%	52.6%	63.5%	49.4%	54.0%	46.5%	50.2%
3=Neutral	27.0%	27.1%	37.5%	37.0%	20.0%	10.5%	15.9%	28.2%	23.2%	31.3%	27.3%
2=Dissatisfied	3.8%	4.2%	0.0%	3.7%	13.3%	5.3%	3.2%	3.9%	4.4%	3.6%	4.0%
1=Very Dissatisfied	1.2%	0.0%	0.0%	0.0%	6.7%	0.0%	1.6%	1.1%	0.9%	1.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q13j. Overall value you receive for water & wastewater utility rates</u>											
5=Very Satisfied	14.0%	14.8%	5.4%	10.8%	15.8%	15.4%	13.9%	13.6%	13.7%	13.4%	13.5%
4=Satisfied	46.0%	42.6%	54.1%	51.4%	21.1%	57.7%	45.6%	46.0%	46.2%	45.1%	45.6%
3=Neutral	28.3%	29.5%	29.7%	18.9%	47.4%	26.9%	32.9%	28.2%	29.5%	27.9%	28.7%
2=Dissatisfied	9.2%	9.8%	8.1%	16.2%	10.5%	0.0%	6.3%	9.5%	8.1%	10.6%	9.4%
1=Very Dissatisfied	2.5%	3.3%	2.7%	2.7%	5.3%	0.0%	1.3%	2.7%	2.5%	3.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American /Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q14. Top choice</u>											
Taste of drinking water	44.4%	41.5%	43.9%	41.0%	57.1%	42.3%	37.6%	44.8%	43.0%	44.9%	44.0%
Smell of drinking water	26.3%	29.2%	24.4%	25.6%	33.3%	23.1%	25.9%	26.4%	26.9%	25.6%	26.2%
Clarity of drinking water	19.0%	20.0%	22.0%	10.3%	23.8%	26.9%	22.4%	18.7%	19.3%	18.8%	19.1%
Reliability of water service	13.2%	18.5%	12.2%	15.4%	14.3%	7.7%	15.3%	13.3%	14.7%	12.3%	13.5%
Water pressure in your home	11.3%	9.2%	19.5%	7.7%	9.5%	7.7%	10.6%	11.3%	12.5%	9.9%	11.2%
Accuracy of your water bill	22.0%	38.5%	22.0%	23.1%	9.5%	15.4%	21.2%	22.8%	22.6%	22.8%	22.7%
Informed about planned disruptions to water service	11.0%	7.7%	2.4%	7.7%	9.5%	19.2%	15.3%	10.4%	11.2%	9.9%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	African White/ Caucasian	Asian/ American/ Black	Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
Q14. Top choice (Cont.)											
Prevention of backups of wastewater into your home	24.2%	13.8%	17.1%	25.6%	19.0%	11.5%	17.6%	23.4%	21.5%	24.3%	23.0%
Minimize odor from wastewater treatment facilities	12.3%	10.8%	9.8%	25.6%	19.0%	3.8%	8.2%	12.9%	9.5%	15.1%	12.4%
Value you receive for water & wastewater utility rates	28.0%	26.2%	31.7%	30.8%	19.0%	11.5%	17.6%	28.5%	27.7%	28.0%	27.9%
None chosen	23.0%	20.0%	24.4%	17.9%	19.0%	34.6%	28.2%	22.5%	22.6%	23.4%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q15a. Ease of north/south travel</u>											
5=Very Satisfied	7.2%	13.3%	5.0%	0.0%	5.3%	28.0%	12.3%	7.3%	8.1%	7.1%	7.6%
4=Satisfied	47.7%	45.0%	45.0%	63.9%	36.8%	32.0%	51.9%	47.3%	46.9%	47.6%	47.3%
3=Neutral	24.5%	20.0%	32.5%	19.4%	15.8%	24.0%	21.0%	24.4%	23.3%	25.3%	24.3%
2=Dissatisfied	16.9%	20.0%	12.5%	13.9%	26.3%	12.0%	14.8%	17.0%	17.3%	16.7%	17.0%
1=Very Dissatisfied	3.6%	1.7%	5.0%	2.8%	15.8%	4.0%	0.0%	4.0%	4.5%	3.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q15b. Ease of east/west travel</u>											
5=Very Satisfied	5.4%	11.5%	2.5%	2.8%	11.8%	11.5%	8.5%	5.4%	5.6%	5.7%	5.6%
4=Satisfied	29.7%	29.5%	30.0%	36.1%	17.6%	38.5%	35.4%	29.6%	27.6%	31.9%	29.8%
3=Neutral	22.5%	19.7%	27.5%	27.8%	23.5%	19.2%	28.0%	22.4%	23.0%	22.6%	22.8%
2=Dissatisfied	32.2%	24.6%	30.0%	22.2%	23.5%	23.1%	20.7%	31.8%	32.0%	30.1%	31.1%
1=Very Dissatisfied	10.2%	14.8%	10.0%	11.1%	23.5%	7.7%	7.3%	10.8%	11.8%	9.7%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q15c. Availability of bicycle lanes</u>											
5=Very Satisfied	7.9%	9.1%	5.4%	6.3%	5.6%	24.0%	5.0%	8.3%	7.6%	8.5%	8.0%
4=Satisfied	23.9%	30.9%	29.7%	31.3%	11.1%	36.0%	35.0%	23.9%	26.7%	22.9%	24.8%
3=Neutral	35.0%	34.5%	29.7%	37.5%	27.8%	16.0%	30.0%	34.7%	34.3%	33.9%	34.1%
2=Dissatisfied	26.3%	18.2%	16.2%	18.8%	50.0%	16.0%	22.5%	26.1%	23.9%	27.4%	25.7%
1=Very Dissatisfied	6.8%	7.3%	18.9%	6.3%	5.6%	8.0%	7.5%	7.0%	7.4%	7.4%	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

N=1307							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
Race/Ethnicity											
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other		Yes	No	Male	Female	
Q15d. Traffic signal coordination on major City streets											
5=Very Satisfied	6.6%	9.4%	4.9%	5.7%	5.0%	20.0%	8.8%	6.6%	5.8%	7.6%	6.7%
4=Satisfied	36.6%	40.6%	41.5%	40.0%	30.0%	44.0%	45.0%	36.6%	37.2%	36.8%	37.0%
3=Neutral	27.5%	17.2%	26.8%	25.7%	25.0%	16.0%	23.8%	27.1%	25.6%	28.0%	26.9%
2=Dissatisfied	21.2%	25.0%	22.0%	25.7%	35.0%	12.0%	21.3%	21.4%	21.8%	21.3%	21.6%
1=Very Dissatisfied	8.1%	7.8%	4.9%	2.9%	5.0%	8.0%	1.3%	8.3%	9.6%	6.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q15e. Number of destinations served by public transportation</u>											
5=Very Satisfied	8.6%	5.1%	3.0%	3.8%	12.5%	33.3%	11.8%	8.2%	8.7%	8.6%	8.6%
4=Satisfied	34.3%	30.8%	24.2%	42.3%	12.5%	44.4%	42.6%	32.6%	35.4%	30.8%	33.0%
3=Neutral	37.8%	48.7%	39.4%	34.6%	25.0%	11.1%	29.4%	38.9%	37.7%	39.1%	38.4%
2=Dissatisfied	15.3%	10.3%	18.2%	11.5%	37.5%	5.6%	14.7%	15.0%	13.7%	16.0%	14.9%
1=Very Dissatisfied	4.1%	5.1%	15.2%	7.7%	12.5%	5.6%	1.5%	5.3%	4.6%	5.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q15f. Frequency of public transportation service</u>											
5=Very Satisfied	8.6%	5.6%	3.0%	4.3%	18.8%	23.5%	10.8%	8.3%	9.3%	8.3%	8.8%
4=Satisfied	31.9%	30.6%	30.3%	47.8%	12.5%	47.1%	33.8%	32.1%	32.0%	31.6%	31.8%
3=Neutral	39.9%	41.7%	36.4%	30.4%	25.0%	11.8%	33.8%	39.2%	38.6%	38.9%	38.7%
2=Dissatisfied	14.7%	13.9%	18.2%	8.7%	31.3%	11.8%	15.4%	14.5%	14.8%	14.8%	14.8%
1=Very Dissatisfied	4.9%	8.3%	12.1%	8.7%	12.5%	5.9%	6.2%	5.8%	5.3%	6.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q15g. Availability of pedestrian paths</u>											
5=Very Satisfied	10.2%	7.1%	13.2%	17.1%	10.5%	27.3%	14.8%	10.3%	10.7%	10.3%	10.5%
4=Satisfied	43.6%	50.0%	34.2%	40.0%	26.3%	40.9%	45.7%	42.7%	44.4%	41.8%	43.1%
3=Neutral	26.5%	26.8%	26.3%	25.7%	10.5%	13.6%	22.2%	26.6%	25.5%	27.0%	26.3%
2=Dissatisfied	15.7%	14.3%	10.5%	14.3%	47.4%	9.1%	13.6%	15.9%	14.9%	16.8%	15.9%
1=Very Dissatisfied	3.9%	1.8%	15.8%	2.9%	5.3%	9.1%	3.7%	4.4%	4.5%	4.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q15h. Availability of biking lanes & paths</u>											
5=Very Satisfied	9.1%	9.3%	5.9%	12.5%	0.0%	21.7%	7.9%	9.2%	9.5%	8.4%	8.9%
4=Satisfied	32.2%	27.8%	29.4%	34.4%	5.6%	43.5%	36.8%	31.1%	32.2%	31.0%	31.6%
3=Neutral	30.8%	48.1%	26.5%	37.5%	33.3%	17.4%	31.6%	31.7%	30.2%	32.4%	31.3%
2=Dissatisfied	21.3%	11.1%	23.5%	12.5%	44.4%	13.0%	17.1%	21.2%	19.3%	22.9%	21.1%
1=Very Dissatisfied	6.6%	3.7%	14.7%	3.1%	16.7%	4.3%	6.6%	6.7%	8.7%	5.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q15i. Availability of parking in Downtown Lawrence</u>											
5=Very Satisfied	6.7%	8.1%	0.0%	2.7%	5.0%	7.7%	11.9%	6.1%	5.7%	7.0%	6.4%
4=Satisfied	32.7%	37.1%	26.8%	18.9%	15.0%	42.3%	33.3%	32.1%	34.6%	30.1%	32.3%
3=Neutral	24.3%	25.8%	34.1%	32.4%	25.0%	26.9%	25.0%	25.2%	27.2%	23.6%	25.4%
2=Dissatisfied	28.3%	21.0%	31.7%	35.1%	35.0%	11.5%	23.8%	28.3%	23.8%	31.7%	27.8%
1=Very Dissatisfied	8.0%	8.1%	7.3%	10.8%	20.0%	11.5%	6.0%	8.4%	8.7%	7.6%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q16. Top choice</u>											
Ease of north/south travel	20.4%	16.9%	17.1%	17.9%	19.0%	15.4%	8.2%	20.7%	22.9%	17.0%	19.9%
Ease of east/west travel	39.3%	40.0%	34.1%	38.5%	33.3%	23.1%	31.8%	39.1%	41.1%	35.9%	38.4%
Availability of bicycle lanes	13.4%	15.4%	12.2%	5.1%	19.0%	11.5%	16.5%	13.1%	13.0%	14.4%	13.7%
Traffic signal coordination on major streets	24.6%	21.5%	14.6%	28.2%	19.0%	7.7%	16.5%	24.4%	22.2%	24.7%	23.5%
Number of destinations served by public transportation	10.3%	16.9%	17.1%	7.7%	19.0%	7.7%	11.8%	10.9%	8.7%	12.9%	10.9%
Frequency of public transportation	7.9%	10.8%	17.1%	10.3%	9.5%	11.5%	9.4%	8.7%	7.1%	10.1%	8.6%

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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
Q16. Top choice (Cont.)											
Availability of pedestrian paths	11.7%	10.8%	12.2%	15.4%	19.0%	11.5%	12.9%	11.9%	11.2%	12.6%	11.9%
Availability of biking lanes & paths	14.9%	6.2%	19.5%	10.3%	19.0%	15.4%	22.4%	14.2%	14.4%	15.4%	14.9%
Availability of parking in Downtown Lawrence	28.7%	30.8%	26.8%	35.9%	23.8%	34.6%	31.8%	28.6%	27.5%	29.3%	28.5%
None chosen	11.3%	10.8%	12.2%	12.8%	9.5%	23.1%	16.5%	11.0%	12.3%	10.8%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q17a. Used public transportation services</u>											
1=Yes	17.8%	20.3%	20.0%	23.1%	42.9%	23.1%	20.0%	18.6%	18.3%	19.4%	18.9%
2=No	82.2%	79.7%	80.0%	76.9%	57.1%	76.9%	80.0%	81.4%	81.7%	80.6%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q17b. Enrolled in recreation programs</u>											
1=Yes	35.7%	41.3%	35.0%	28.2%	47.6%	34.6%	37.6%	35.4%	31.6%	39.4%	35.6%
2=No	64.3%	58.7%	65.0%	71.8%	52.4%	65.4%	62.4%	64.6%	68.4%	60.6%	64.4%

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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q17c. Visited City recreation facilities</u>											
1=Yes	71.3%	71.4%	63.4%	73.7%	81.0%	84.6%	76.5%	71.2%	71.7%	71.7%	71.7%
2=No	28.7%	28.6%	36.6%	26.3%	19.0%	15.4%	23.5%	28.8%	28.3%	28.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q17d. Visited City Library</u>											
1=Yes	72.9%	75.0%	68.3%	78.9%	57.1%	69.2%	70.2%	72.8%	70.1%	74.5%	72.4%
2=No	27.1%	25.0%	31.7%	21.1%	42.9%	30.8%	29.8%	27.2%	29.9%	25.5%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q17e. Received assistance from Fire Medical Department</u>											
1=Yes	17.0%	17.2%	20.0%	20.5%	42.9%	38.5%	24.7%	17.5%	17.1%	18.3%	17.8%
2=No	83.0%	82.8%	80.0%	79.5%	57.1%	61.5%	75.3%	82.5%	82.9%	81.7%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q17f. Received assistance from Police Department</u>											
1=Yes	34.3%	39.1%	35.9%	28.9%	42.9%	50.0%	35.3%	34.7%	34.5%	34.9%	34.7%
2=No	65.7%	60.9%	64.1%	71.1%	57.1%	50.0%	64.7%	65.3%	65.5%	65.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q17g. Visited a City park</u>											
1=Yes	85.5%	85.9%	85.4%	87.2%	90.5%	96.2%	90.6%	85.3%	86.0%	85.7%	85.8%
2=No	14.5%	14.1%	14.6%	12.8%	9.5%	3.8%	9.4%	14.7%	14.0%	14.3%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q17h. Used a City walking/biking trail or path</u>											
1=Yes	71.8%	54.7%	80.5%	79.5%	76.2%	92.0%	83.5%	70.7%	73.7%	70.1%	71.8%
2=No	28.2%	45.3%	19.5%	20.5%	23.8%	8.0%	16.5%	29.3%	26.3%	29.9%	28.2%

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

N=1307

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q18. Have you called or visited City</u>											
1=Yes	40.3%	35.4%	36.6%	48.7%	61.9%	57.7%	40.0%	41.2%	42.4%	40.0%	41.2%
2=No	58.2%	63.1%	61.0%	48.7%	38.1%	42.3%	57.6%	57.3%	55.4%	59.0%	57.2%
9=Don't know	1.5%	1.5%	2.4%	2.6%	0.0%	0.0%	2.4%	1.5%	2.2%	1.0%	1.6%

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

N=538

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q18a. Which department</u>											
City Manager's Office	9.5%	17.4%	26.7%	5.3%	15.4%	40.0%	17.6%	10.5%	12.3%	10.0%	11.2%
Fire Medical	5.1%	13.0%	13.3%	5.3%	15.4%	13.3%	5.9%	6.1%	6.7%	5.2%	5.9%
Municipal Court	6.5%	8.7%	13.3%	10.5%	7.7%	20.0%	14.7%	6.9%	7.1%	7.8%	7.4%
Planning & Development	19.4%	30.4%	40.0%	31.6%	0.0%	13.3%	14.7%	20.4%	24.3%	16.7%	20.4%
Parks & Recreation	19.9%	17.4%	20.0%	10.5%	15.4%	26.7%	20.6%	19.4%	16.8%	22.6%	19.7%
Police	22.0%	26.1%	26.7%	10.5%	38.5%	26.7%	14.7%	22.7%	26.9%	17.8%	22.3%
Public Works	31.5%	34.8%	26.7%	31.6%	23.1%	46.7%	35.3%	31.8%	35.1%	29.3%	32.2%
Transit	1.6%	4.3%	6.7%	5.3%	0.0%	26.7%	2.9%	2.6%	2.2%	3.0%	2.6%
Utility Billing	14.6%	26.1%	26.7%	15.8%	23.1%	13.3%	14.7%	15.6%	15.3%	15.9%	15.6%
Water/Wastewater Utility	11.6%	8.7%	13.3%	5.3%	15.4%	0.0%	2.9%	11.7%	10.4%	11.5%	11.0%

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

N=538

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q18a. Which department (Cont.)</u>											
Other	6.7%	0.0%	0.0%	10.5%	23.1%	0.0%	2.9%	6.7%	6.3%	6.7%	6.5%
None	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	1.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q18b. Employees were courteous & polite</u>											
5=Strongly Agree	47.8%	45.5%	20.0%	36.8%	23.1%	53.3%	41.2%	45.9%	43.9%	46.8%	45.4%
4=Agree	41.6%	40.9%	60.0%	42.1%	61.5%	46.7%	52.9%	42.4%	43.9%	42.3%	43.1%
3=Neutral	6.6%	9.1%	20.0%	15.8%	7.7%	0.0%	2.9%	7.6%	6.9%	7.9%	7.4%
2=Disagree	2.8%	4.5%	0.0%	0.0%	7.7%	0.0%	2.9%	2.9%	3.8%	1.9%	2.8%
1=Strongly Disagree	1.2%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	1.2%	1.5%	1.1%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q18c. Employees were professional</u>											
5=Strongly Agree	48.2%	40.9%	20.0%	36.8%	23.1%	46.7%	38.2%	46.1%	43.9%	46.8%	45.4%
4=Agree	40.2%	45.5%	60.0%	42.1%	61.5%	46.7%	52.9%	41.3%	43.1%	41.1%	42.1%
3=Neutral	7.6%	9.1%	20.0%	5.3%	7.7%	6.7%	2.9%	8.3%	6.9%	9.1%	8.0%
2=Disagree	3.3%	4.5%	0.0%	15.8%	7.7%	0.0%	5.9%	3.7%	5.3%	2.6%	4.0%
1=Strongly Disagree	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.8%	0.4%	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

N=538							Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
Race/Ethnicity											
White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other		Yes	No	Male	Female	
<u>Q18d. Employees were responsive to my concerns</u>											
5=Strongly Agree	42.2%	36.4%	13.3%	26.3%	23.1%	46.7%	39.4%	39.9%	37.7%	41.7%	39.7%
4=Agree	37.3%	45.5%	46.7%	47.4%	46.2%	46.7%	45.5%	38.5%	39.2%	38.3%	38.8%
3=Neutral	9.4%	4.5%	33.3%	10.5%	15.4%	6.7%	12.1%	9.9%	12.1%	8.3%	10.2%
2=Disagree	7.8%	13.6%	6.7%	10.5%	7.7%	0.0%	3.0%	8.4%	7.5%	8.7%	8.1%
1=Strongly Disagree	3.3%	0.0%	0.0%	5.3%	7.7%	0.0%	0.0%	3.3%	3.4%	3.0%	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")

N=538

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q18e. I was satisfied with service provided</u>											
5=Strongly Agree	40.4%	34.8%	20.0%	15.8%	15.4%	40.0%	38.2%	37.8%	35.2%	40.2%	37.7%
4=Agree	38.3%	39.1%	26.7%	47.4%	46.2%	53.3%	52.9%	38.2%	37.8%	39.8%	38.8%
3=Neutral	9.6%	13.0%	33.3%	10.5%	23.1%	6.7%	5.9%	11.2%	12.0%	10.5%	11.3%
2=Disagree	7.7%	13.0%	20.0%	15.8%	7.7%	0.0%	2.9%	8.8%	10.1%	6.4%	8.3%
1=Strongly Disagree	4.0%	0.0%	0.0%	10.5%	7.7%	0.0%	0.0%	4.1%	4.9%	3.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q19a. Appearance & cleanliness of Downtown Lawrence</u>											
5=Very Satisfied	20.0%	20.3%	12.2%	7.7%	19.0%	26.9%	23.5%	19.4%	17.4%	21.2%	19.4%
4=Satisfied	57.6%	56.3%	61.0%	59.0%	52.4%	50.0%	55.3%	57.5%	58.1%	56.5%	57.3%
3=Neutral	13.0%	12.5%	26.8%	5.1%	19.0%	15.4%	10.6%	13.5%	12.9%	13.9%	13.4%
2=Dissatisfied	8.3%	10.9%	0.0%	25.6%	9.5%	3.8%	9.4%	8.5%	9.4%	7.7%	8.6%
1=Very Dissatisfied	1.1%	0.0%	0.0%	2.6%	0.0%	3.8%	1.2%	1.2%	2.1%	0.7%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q19b. Availability of parking</u>											
5=Very Satisfied	7.0%	9.4%	0.0%	2.6%	9.5%	7.7%	10.6%	6.7%	5.6%	7.9%	6.8%
4=Satisfied	35.5%	42.2%	41.5%	15.8%	19.0%	46.2%	37.6%	35.0%	37.9%	32.8%	35.3%
3=Neutral	21.7%	25.0%	29.3%	36.8%	23.8%	26.9%	24.7%	22.6%	23.6%	22.2%	22.9%
2=Dissatisfied	28.9%	15.6%	24.4%	36.8%	28.6%	3.8%	22.4%	28.2%	25.0%	30.0%	27.6%
1=Very Dissatisfied	7.0%	7.8%	4.9%	7.9%	19.0%	15.4%	4.7%	7.5%	7.9%	7.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q19c. Types of retail & entertainment establishments available</u>											
5=Very Satisfied	10.6%	8.2%	9.8%	5.3%	19.0%	7.7%	11.8%	10.1%	9.2%	11.0%	10.1%
4=Satisfied	42.0%	47.5%	48.8%	31.6%	38.1%	57.7%	55.3%	41.5%	45.3%	39.8%	42.5%
3=Neutral	26.2%	26.2%	12.2%	31.6%	23.8%	11.5%	15.3%	26.4%	26.2%	25.1%	25.6%
2=Dissatisfied	18.5%	13.1%	22.0%	28.9%	14.3%	15.4%	15.3%	18.9%	15.8%	21.3%	18.6%
1=Very Dissatisfied	2.7%	4.9%	7.3%	2.6%	4.8%	7.7%	2.4%	3.1%	3.5%	2.7%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q19d. Hours businesses are open</u>											
5=Very Satisfied	8.5%	11.1%	4.9%	5.1%	19.0%	11.5%	11.8%	8.5%	9.0%	8.4%	8.7%
4=Satisfied	48.9%	39.7%	41.5%	61.5%	33.3%	46.2%	42.4%	48.6%	50.2%	45.9%	48.0%
3=Neutral	24.1%	33.3%	31.7%	7.7%	14.3%	26.9%	25.9%	24.3%	25.4%	23.6%	24.5%
2=Dissatisfied	16.0%	12.7%	17.1%	23.1%	23.8%	15.4%	17.6%	16.1%	13.2%	19.0%	16.2%
1=Very Dissatisfied	2.4%	3.2%	4.9%	2.6%	9.5%	0.0%	2.4%	2.5%	2.2%	3.0%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q19e. Ease of getting to Downtown Lawrence</u>											
5=Very Satisfied	16.0%	21.9%	7.3%	7.7%	23.8%	19.2%	17.6%	15.8%	14.7%	17.0%	15.9%
4=Satisfied	54.4%	48.4%	61.0%	64.1%	23.8%	53.8%	54.1%	54.3%	54.0%	54.1%	54.1%
3=Neutral	19.9%	17.2%	22.0%	12.8%	19.0%	11.5%	16.5%	19.4%	19.2%	19.3%	19.2%
2=Dissatisfied	8.6%	10.9%	9.8%	10.3%	23.8%	7.7%	11.8%	8.9%	10.1%	8.4%	9.2%
1=Very Dissatisfied	1.1%	1.6%	0.0%	5.1%	9.5%	7.7%	0.0%	1.6%	2.1%	1.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q19f. How safe you feel in Downtown Lawrence during daytime</u>											
5=Very Satisfied	37.1%	49.2%	31.7%	34.2%	57.1%	42.3%	40.0%	37.5%	37.3%	37.4%	37.3%
4=Satisfied	50.0%	34.9%	58.5%	52.6%	38.1%	53.8%	50.6%	49.9%	49.8%	50.4%	50.2%
3=Neutral	9.3%	14.3%	9.8%	13.2%	4.8%	3.8%	9.4%	9.3%	9.4%	9.3%	9.3%
2=Dissatisfied	2.5%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	2.5%	1.9%	2.2%
1=Very Dissatisfied	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%	1.0%	0.9%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q19g. How safe you feel in Downtown Lawrence after dark</u>											
5=Very Satisfied	12.1%	11.5%	0.0%	7.9%	9.5%	23.1%	18.1%	11.2%	14.2%	9.1%	11.6%
4=Satisfied	35.2%	41.0%	42.5%	39.5%	33.3%	34.6%	38.6%	35.9%	37.2%	35.1%	36.2%
3=Neutral	25.5%	23.0%	37.5%	28.9%	23.8%	23.1%	20.5%	26.1%	25.0%	26.5%	25.8%
2=Dissatisfied	21.9%	21.3%	17.5%	15.8%	28.6%	7.7%	19.3%	21.4%	19.1%	23.1%	21.1%
1=Very Dissatisfied	5.3%	3.3%	2.5%	7.9%	4.8%	11.5%	3.6%	5.4%	4.4%	6.2%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q19h. Entertainment & programs in Downtown Lawrence</u>											
5=Very Satisfied	18.9%	11.9%	7.5%	15.8%	15.0%	13.0%	16.7%	17.7%	14.2%	20.3%	17.3%
4=Satisfied	48.0%	45.8%	45.0%	52.6%	40.0%	69.6%	58.3%	47.6%	49.6%	47.1%	48.3%
3=Neutral	24.4%	27.1%	32.5%	26.3%	30.0%	17.4%	16.7%	25.6%	27.4%	23.2%	25.3%
2=Dissatisfied	7.4%	10.2%	15.0%	2.6%	0.0%	0.0%	4.8%	7.6%	7.3%	7.5%	7.4%
1=Very Dissatisfied	1.3%	5.1%	0.0%	2.6%	15.0%	0.0%	3.6%	1.5%	1.5%	1.9%	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

	Race/Ethnicity						Q25. Spanish, Hispanic, or Latino Heritage		Q26. Gender		Total
	White/ Caucasian	African American/ Black	Asian/ Pacific Islander	Native American/ Eskimo	Mixed Race	Other	Yes	No	Male	Female	
<u>Q19i. Beautification of Downtown Lawrence</u>											
5=Very Satisfied	33.4%	25.4%	26.8%	20.5%	19.0%	26.9%	29.4%	32.1%	26.9%	36.2%	31.7%
4=Satisfied	50.8%	50.8%	46.3%	64.1%	52.4%	38.5%	48.2%	51.1%	51.1%	50.4%	50.7%
3=Neutral	13.0%	14.3%	24.4%	10.3%	23.8%	15.4%	20.0%	13.1%	16.7%	10.8%	13.6%
2=Dissatisfied	2.2%	7.9%	2.4%	5.1%	0.0%	11.5%	2.4%	2.7%	3.7%	2.1%	2.9%
1=Very Dissatisfied	0.7%	1.6%	0.0%	0.0%	4.8%	7.7%	0.0%	1.0%	1.6%	0.6%	1.1%