

Tabular Data

Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of police, fire, and emergency medical services	36.1%	46.3%	9.3%	1.4%	0.3%	6.5%
B. Overall Maintenance of City streets and utilities	5.1%	38.4%	29.2%	21.4%	5.0%	0.8%
C. Overall Effectiveness of City communication with the public	7.4%	36.2%	35.1%	13.5%	3.8%	4.1%
D. Overall Flow of motor vehicle traffic and congestion management on streets in the City	4.3%	32.2%	27.1%	26.7%	8.3%	1.5%
E. Overall Quality of City water and wastewater utility services	25.2%	55.0%	13.5%	4.0%	1.3%	1.1%
F. Overall Quality of City trash and yardwaste services	46.8%	41.1%	8.1%	2.4%	0.7%	0.9%
G. Overall Quality of planning and code enforcement	4.6%	23.2%	35.8%	15.7%	5.5%	15.3%
H. Overall Quality of the City's public transportation	10.1%	30.4%	28.9%	7.0%	2.0%	21.7%
I. Overall Quality of the City's parks and recreation system	39.2%	45.1%	10.3%	1.7%	0.5%	3.3%
J. Overall Quality of customer service by City staff	16.9%	38.8%	22.6%	2.7%	1.3%	17.7%

Tabular Data

EXCLUDING DON'T KNOW

Q1. Major categories of services provided by the City of Lawrence are listed below. Please rate each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of police, fire, and emergency medical services	38.6%	49.5%	10.0%	1.5%	0.3%
B. Overall Maintenance of City streets and utilities	5.2%	38.7%	29.5%	21.5%	5.1%
C. Overall Effectiveness of City communication with the public	7.7%	37.8%	36.6%	14.0%	3.9%
D. Overall Flow of motor vehicle traffic and congestion management on streets in the City	4.4%	32.7%	27.5%	27.1%	8.4%
E. Overall Quality of City water and wastewater utility services	25.5%	55.6%	13.6%	4.0%	1.3%
F. Overall Quality of City trash and yardwaste services	47.2%	41.5%	8.2%	2.4%	0.7%
G. Overall Quality of planning and code enforcement	5.4%	27.3%	42.2%	18.5%	6.5%
H. Overall Quality of the City's public transportation	12.9%	38.8%	36.9%	8.9%	2.6%
I. Overall Quality of the City's parks and recreation system	40.5%	46.7%	10.7%	1.7%	0.5%
J. Overall Quality of customer service by City staff	20.5%	47.1%	27.5%	3.3%	1.6%

Tabular Data

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?

<u>Q2. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire, and emergency medical services	211	15.9 %
Overall Maintenance of City streets and utilities	468	35.2 %
Overall Effectiveness of City communication with the public	67	5.0 %
Overall Flow of motor vehicle traffic and congestion management on streets in the City	269	20.2 %
Overall Quality of City water and wastewater utility services	52	3.9 %
Overall Quality of City trash and yardwaste services	12	0.9 %
Overall Quality of planning and code enforcement	95	7.1 %
Overall Quality of the City's public transportation	40	3.0 %
Overall Quality of the City's parks and recreation system	27	2.0 %
Overall Quality of customer service by City staff	13	1.0 %
None chosen	76	5.7 %
Total	1330	100.0 %

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?

<u>Q2. 2nd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire, and emergency medical services	117	8.8 %
Overall Maintenance of City streets and utilities	328	24.7 %
Overall Effectiveness of City communication with the public	116	8.7 %
Overall Flow of motor vehicle traffic and congestion management on streets in the City	316	23.8 %
Overall Quality of City water and wastewater utility services	75	5.6 %
Overall Quality of City trash and yardwaste services	31	2.3 %
Overall Quality of planning and code enforcement	123	9.2 %
Overall Quality of the City's public transportation	56	4.2 %
Overall Quality of the City's parks and recreation system	39	2.9 %
Overall Quality of customer service by City staff	9	0.7 %
None chosen	120	9.0 %
Total	1330	100.0 %

Tabular Data

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?

<u>Q2. 3rd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police, fire, and emergency medical services	127	9.5 %
Overall Maintenance of City streets and utilities	145	10.9 %
Overall Effectiveness of City communication with the public	148	11.1 %
Overall Flow of motor vehicle traffic and congestion management on streets in the City	187	14.1 %
Overall Quality of City water and wastewater utility services	100	7.5 %
Overall Quality of City trash and yardwaste services	35	2.6 %
Overall Quality of planning and code enforcement	168	12.6 %
Overall Quality of the City's public transportation	100	7.5 %
Overall Quality of the City's parks and recreation system	93	7.0 %
Overall Quality of customer service by City staff	27	2.0 %
None chosen	200	15.0 %
Total	1330	100.0 %

Q2. The sum of the THREE major city services listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years?

<u>Q2. Sum of the Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Overall Maintenance of City streets and utilities	941	70.8 %
Overall Flow of motor vehicle traffic and congestion management on streets in the City	772	58.0 %
Overall quality of police, fire, and emergency medical services	455	34.2 %
Overall Quality of planning and code enforcement	386	29.0 %
Overall Effectiveness of City communication with the public	331	24.9 %
Overall Quality of City water and wastewater utility services	227	17.1 %
Overall Quality of the City's public transportation	196	14.7 %
Overall Quality of the City's parks and recreation system	159	12.0 %
Overall Quality of City trash and yardwaste services	78	5.9 %
Overall Quality of customer service by City staff	49	3.7 %
Total	3594	

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Q3. PERCEPTIONS OF DOWNTOWN. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The appearance and cleanliness of Downtown Lawrence	30.5%	55.3%	8.5%	3.7%	0.8%	1.2%
B. The availability of parking	9.5%	42.9%	21.4%	19.5%	5.5%	1.2%
C. The availability of bicycle parking	6.3%	16.4%	29.8%	5.1%	1.7%	40.8%
D. The types of retail and entertainment establishments available	14.5%	45.3%	24.3%	10.5%	3.0%	2.4%
E. How safe you feel in Downtown Lawrence during the day	55.3%	35.3%	5.3%	2.0%	0.8%	1.4%
F. How safe you feel in Downtown Lawrence after dark	15.6%	41.1%	21.3%	11.0%	4.7%	6.5%
G. Downtown Lawrence special events and parades	33.6%	43.5%	15.7%	2.1%	0.6%	4.5%
H. Beautification of Downtown Lawrence (flowers, trees, art)	47.8%	41.0%	8.3%	1.4%	0.4%	1.2%

EXCLUDING DON'T KNOW

Q3. PERCEPTIONS OF DOWNTOWN. Several items that may influence your perception of Downtown Lawrence are listed below. Please rate each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. The appearance and cleanliness of Downtown Lawrence	30.9%	56.0%	8.6%	3.7%	0.8%
B. The availability of parking	9.6%	43.4%	21.7%	19.8%	5.6%
C. The availability of bicycle parking	10.7%	27.7%	50.3%	8.6%	2.8%
D. The types of retail and entertainment establishments available	14.9%	46.5%	24.9%	10.7%	3.1%
E. How safe you feel in Downtown Lawrence during the day	56.0%	35.7%	5.3%	2.1%	0.8%
F. How safe you feel in Downtown Lawrence after dark	16.6%	43.9%	22.7%	11.7%	5.0%
G. Downtown Lawrence special events and parades	35.2%	45.5%	16.5%	2.2%	0.6%
H. Beautification of Downtown Lawrence (flowers, trees, art)	48.4%	41.5%	8.4%	1.4%	0.4%

Tabular Data

Q4. PERCEPTIONS OF THE CITY. Please rate each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall value that you receive for your City tax dollars and fees	8.0%	45.4%	25.4%	12.6%	4.0%	4.5%
B. Overall image of the City	23.0%	56.0%	13.2%	5.1%	1.1%	1.6%
C. Livability of your neighborhood	37.1%	47.8%	9.6%	3.2%	0.9%	1.4%
D. Upkeep of your neighborhood	27.1%	46.2%	14.3%	8.9%	2.3%	1.1%
E. Overall quality of City services	16.6%	61.2%	17.4%	2.0%	0.6%	2.2%
F. Overall quality of life in the City	30.2%	54.0%	11.4%	2.7%	0.3%	1.5%
G. City efforts to promote economic development	5.5%	25.6%	32.0%	19.9%	7.5%	9.5%
H. Overall quality of new development in Lawrence	5.5%	25.2%	32.1%	22.5%	7.0%	7.7%
I. How well the City is planning growth	3.8%	17.4%	32.6%	25.4%	11.1%	9.7%
J. Enforcement of City codes and ordinances	4.7%	22.1%	34.7%	15.7%	5.8%	17.0%

EXCLUDING DON'T KNOW

Q4. PERCEPTIONS OF THE CITY. Please rate each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall value that you receive for your City tax dollars and fees	8.4%	47.6%	26.6%	13.2%	4.2%
B. Overall image of the City	23.4%	56.9%	13.4%	5.2%	1.1%
C. Livability of your neighborhood	37.6%	48.5%	9.8%	3.3%	0.9%
D. Upkeep of your neighborhood	27.5%	46.7%	14.4%	9.0%	2.4%
E. Overall quality of City services	17.0%	62.6%	17.8%	2.0%	0.6%
F. Overall quality of life in the City	30.6%	54.8%	11.5%	2.7%	0.3%
G. City efforts to promote economic development	6.1%	28.2%	35.4%	22.0%	8.3%
H. Overall quality of new development in Lawrence	5.9%	27.3%	34.8%	24.4%	7.6%
I. How well the City is planning growth	4.2%	19.3%	36.1%	28.1%	12.3%
J. Enforcement of City codes and ordinances	5.7%	26.6%	41.8%	18.9%	7.0%

Tabular Data

Q5. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. The frequency that police officers patrol your neighborhood	11.2%	40.8%	25.6%	9.1%	1.7%	11.6%
B. Efforts by police to prevent crime in your neighborhood	11.2%	35.7%	27.8%	5.0%	1.2%	19.0%
C. How quickly police respond to emergencies	21.4%	36.9%	15.0%	1.9%	0.5%	24.4%
D. The professionalism of police officers	30.7%	40.0%	12.8%	3.5%	1.8%	11.3%
E. How effectively the City enforces traffic offenses	10.6%	34.7%	25.7%	9.5%	2.9%	16.5%
F. School Resource Officers	12.0%	18.3%	20.9%	1.4%	1.0%	46.4%
G. Quality of animal control services	10.9%	28.9%	23.7%	5.3%	1.3%	30.0%
H. Parking enforcement services	11.4%	39.4%	31.1%	3.8%	1.4%	12.9%
I. Police related education programs	8.3%	18.3%	24.7%	2.6%	0.8%	45.5%

EXCLUDING DON'T KNOW

Q5. POLICE SERVICES. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."(Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. The frequency that police officers patrol your neighborhood	12.7%	46.2%	29.0%	10.3%	1.9%
B. Efforts by police to prevent crime in your neighborhood	13.8%	44.1%	34.4%	6.2%	1.5%
C. How quickly police respond to emergencies	28.3%	48.9%	19.8%	2.5%	0.6%
D. The professionalism of police officers	34.6%	45.1%	14.4%	3.9%	2.0%
E. How effectively the City enforces traffic offenses	12.7%	41.5%	30.8%	11.4%	3.5%
F. School Resource Officers	22.4%	34.2%	39.0%	2.5%	1.8%
G. Quality of animal control services	15.6%	41.2%	33.8%	7.5%	1.8%
H. Parking enforcement services	13.1%	45.2%	35.7%	4.3%	1.6%
I. Police related education programs	15.2%	33.5%	45.2%	4.7%	1.4%

Tabular Data

O6. PERCEPTIONS OF SAFETY. Using a scale of 5 to 1 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

(N=1330)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A. Walking in your neighborhood during the day	72.5%	23.8%	1.9%	0.8%	0.4%	0.7%
B. Walking in your neighborhood after dark	31.4%	42.9%	13.2%	7.6%	1.8%	3.2%
C. In City parks	19.5%	40.1%	22.3%	6.5%	1.8%	9.8%
D. Overall feeling of safety in Lawrence	23.9%	60.6%	11.0%	2.9%	0.4%	1.3%
E. Riding a bicycle in Lawrence	7.1%	24.2%	24.5%	13.6%	3.3%	27.2%
F. Navigating busy intersections on foot	7.7%	37.2%	26.5%	18.6%	3.8%	6.0%
G. Navigating busy intersections on a bicycle	3.5%	14.5%	25.9%	18.0%	6.9%	31.1%

EXCLUDING DON'T KNOW

O6. PERCEPTIONS OF SAFETY. Using a scale of 5 to 1 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=1330)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
A. Walking in your neighborhood during the day	73.0%	24.0%	1.9%	0.8%	0.4%
B. Walking in your neighborhood after dark	32.4%	44.3%	13.7%	7.8%	1.9%
C. In City parks	21.6%	44.4%	24.8%	7.3%	2.0%
D. Overall feeling of safety in Lawrence	24.2%	61.4%	11.1%	2.9%	0.4%
E. Riding a bicycle in Lawrence	9.8%	33.3%	33.7%	18.7%	4.5%
F. Navigating busy intersections on foot	8.2%	39.6%	28.2%	19.8%	4.1%
G. Navigating busy intersections on a bicycle	5.1%	21.1%	37.6%	26.2%	10.0%

Tabular Data

Q7. FIRE AND EMERGENCY MEDICAL SERVICES. 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."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of fire services	33.2%	36.3%	6.5%	0.2%	0.1%	23.7%
B. How quickly emergency medical services personnel respond	35.0%	31.0%	7.2%	0.5%	0.2%	26.2%
C. Professionalism of the City's fire and emergency medical services personnel	41.0%	31.7%	6.0%	0.5%	0.2%	20.8%
D. Quality of medical care provided by the City's fire medical services personnel	33.3%	28.0%	8.0%	0.4%	0.2%	30.0%
E. The City's fire medical education programs	13.3%	18.6%	16.5%	0.4%	0.2%	51.0%
F. The City's fire business inspection program	12.9%	19.5%	17.1%	1.8%	0.5%	48.2%

EXCLUDING DON'T KNOW

Q7. FIRE AND EMERGENCY MEDICAL SERVICES. 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=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of fire services	43.4%	47.6%	8.6%	0.3%	0.1%
B. How quickly emergency medical services personnel respond	47.4%	42.0%	9.8%	0.6%	0.3%
C. Professionalism of the City's fire and emergency medical services personnel	51.7%	39.9%	7.6%	0.6%	0.2%
D. Quality of medical care provided by the City's fire medical services personnel	47.6%	40.1%	11.5%	0.5%	0.3%
E. The City's fire medical education programs	27.1%	38.0%	33.7%	0.8%	0.3%
F. The City's fire business inspection program	25.0%	37.6%	32.9%	3.5%	1.0%

Tabular Data

O8. PARKS AND RECREATION. 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."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Appearance/cleanliness of City parks	31.4%	58.3%	7.0%	1.0%	0.4%	2.0%
B. Condition of equipment	17.3%	54.5%	13.5%	2.0%	0.6%	12.0%
C. Number of City parks	28.6%	52.0%	12.1%	3.4%	0.5%	3.5%
D. Number of walking and biking trails	21.7%	41.5%	17.4%	11.1%	2.0%	6.4%
E. City outdoor recreation facilities	20.6%	48.4%	18.6%	3.1%	0.9%	8.3%
F. City indoor recreation facilities	27.2%	43.6%	15.3%	3.8%	1.1%	8.9%
G. Availability of gym space	20.4%	33.8%	18.3%	5.0%	0.6%	21.8%
H. The City's indoor aquatic facilities	24.4%	38.6%	13.5%	2.9%	0.8%	19.8%
I. The City's outdoor aquatic facilities	22.2%	40.2%	15.5%	3.8%	0.7%	17.6%
J. Availability of sports fields in Lawrence	17.6%	37.7%	17.9%	3.2%	0.7%	23.0%
K. Availability of information about parks and recreation programs	28.5%	46.4%	14.5%	4.4%	0.7%	5.6%
L. City's landscaping efforts	37.4%	46.2%	10.9%	1.8%	0.6%	3.0%
M. Quality of recreation programs offered by the City	27.0%	44.4%	12.5%	2.0%	0.6%	13.5%
N. Cost of parks and recreation programs and services offered by the City	23.6%	39.8%	16.9%	3.9%	1.4%	14.4%

Tabular Data

EXCLUDING DON'T KNOW

O8. PARKS AND RECREATION. 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=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Appearance/cleanliness of City parks	32.0%	59.5%	7.1%	1.0%	0.4%
B. Condition of equipment	19.7%	62.0%	15.4%	2.3%	0.7%
C. Number of City parks	29.6%	53.8%	12.5%	3.5%	0.5%
D. Number of walking and biking trails	23.2%	44.3%	18.6%	11.8%	2.1%
E. City outdoor recreation facilities	22.5%	52.8%	20.3%	3.4%	1.0%
F. City indoor recreation facilities	29.9%	47.9%	16.8%	4.2%	1.2%
G. Availability of gym space	26.1%	43.3%	23.5%	6.4%	0.8%
H. The City's indoor aquatic facilities	30.4%	48.1%	16.9%	3.7%	1.0%
I. The City's outdoor aquatic facilities	26.9%	48.8%	18.8%	4.7%	0.8%
J. Availability of sports fields in Lawrence	22.9%	48.9%	23.2%	4.1%	0.9%
K. Availability of information about parks and recreation programs	30.2%	49.1%	15.4%	4.6%	0.7%
L. City's landscaping efforts	38.6%	47.7%	11.2%	1.9%	0.6%
M. Quality of recreation programs offered by the City	31.2%	51.3%	14.4%	2.3%	0.7%
N. Cost of parks and recreation programs and services offered by the City	27.6%	46.4%	19.8%	4.6%	1.7%

Tabular Data

Q9. 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?

Q9. Most Emphasis	Number	Percent
Appearance/cleanliness of City parks	175	13.2 %
Condition of equipment	143	10.8 %
Number of City parks	45	3.4 %
Number of walking and biking trails	277	20.8 %
City outdoor recreation facilities	40	3.0 %
City indoor recreation facilities	38	2.9 %
Availability of gym space	34	2.6 %
The City's indoor aquatic facilities	31	2.3 %
The City's outdoor aquatic facilities	27	2.0 %
Availability of sports fields in Lawrence	42	3.2 %
Availability of information about parks and recreation programs	50	3.8 %
City's landscaping efforts	47	3.5 %
Quality of recreation programs offered by the City	64	4.8 %
Cost of parks and recreation programs and services offered by the City	91	6.8 %
None chosen	226	17.0 %
Total	1330	100.0 %

Q9. 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?

Q9. 2nd Emphasis	Number	Percent
Appearance/cleanliness of City parks	106	8.0 %
Condition of equipment	159	12.0 %
Number of City parks	63	4.7 %
Number of walking and biking trails	138	10.4 %
City outdoor recreation facilities	64	4.8 %
City indoor recreation facilities	63	4.7 %
Availability of gym space	52	3.9 %
The City's indoor aquatic facilities	34	2.6 %
The City's outdoor aquatic facilities	47	3.5 %
Availability of sports fields in Lawrence	32	2.4 %
Availability of information about parks and recreation programs	56	4.2 %
City's landscaping efforts	82	6.2 %
Quality of recreation programs offered by the City	81	6.1 %
Cost of parks and recreation programs and services offered by the City	61	4.6 %
None chosen	292	22.0 %
Total	1330	100.0 %

Tabular Data

Q9. 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?

Q9. 3rd Emphasis	Number	Percent
Appearance/cleanliness of City parks	100	7.5 %
Condition of equipment	102	7.7 %
Number of City parks	56	4.2 %
Number of walking and biking trails	71	5.3 %
City outdoor recreation facilities	55	4.1 %
City indoor recreation facilities	44	3.3 %
Availability of gym space	35	2.6 %
The City's indoor aquatic facilities	41	3.1 %
The City's outdoor aquatic facilities	42	3.2 %
Availability of sports fields in Lawrence	41	3.1 %
Availability of information about parks and recreation programs	77	5.8 %
City's landscaping efforts	110	8.3 %
Quality of recreation programs offered by the City	84	6.3 %
Cost of parks and recreation programs and services offered by the City	102	7.7 %
None chosen	370	27.8 %
Total	1330	100.0 %

Q9. The sum of the THREE parks and recreation items listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9. Sum of the Most Emphasis	Number	Percent
Number of walking and biking trails	486	36.5 %
Condition of equipment	404	30.4 %
Appearance/cleanliness of City parks	381	28.6 %
Cost of parks and recreation programs and services offered by the City	254	19.1 %
City's landscaping efforts	239	18.0 %
Quality of recreation programs offered by the City	229	17.2 %
Availability of information about parks and recreation programs	183	13.8 %
Number of City parks	164	12.3 %
City outdoor recreation facilities	159	12.0 %
City indoor recreation facilities	145	10.9 %
Availability of gym space	121	9.1 %
The City's outdoor aquatic facilities	116	8.7 %
Availability of sports fields in Lawrence	115	8.6 %
The City's indoor aquatic facilities	106	8.0 %
Total	3102	

Tabular Data

Q10. CITY MAINTENANCE. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Condition of major City streets	6.3%	44.7%	23.3%	18.6%	5.1%	2.0%
B. Condition of streets in your neighborhood	8.6%	40.8%	20.5%	21.1%	7.4%	1.7%
C. Timeliness of street maintenance repairs	3.5%	27.3%	29.2%	25.3%	9.1%	5.5%
D. Condition of sidewalks in your neighborhood	7.5%	34.1%	22.7%	20.7%	10.5%	4.5%
E. Maintenance of pavement markings	4.1%	29.8%	32.2%	19.8%	7.4%	6.8%
F. Adequacy of city street lighting	6.5%	45.6%	25.0%	15.1%	5.3%	2.5%
G. Snow removal on major City streets	23.7%	54.4%	13.6%	4.4%	1.4%	2.5%
H. Snow removal on neighborhood streets	13.3%	44.0%	19.3%	14.2%	6.3%	2.9%
I. Streetsweeping services provided by the City	12.2%	38.3%	30.0%	7.3%	3.2%	9.0%

EXCLUDING DON'T KNOW

Q10. CITY MAINTENANCE. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Condition of major City streets	6.4%	45.6%	23.8%	19.0%	5.2%
B. Condition of streets in your neighborhood	8.7%	41.5%	20.8%	21.4%	7.5%
C. Timeliness of street maintenance repairs	3.7%	28.9%	30.9%	26.8%	9.6%
D. Condition of sidewalks in your neighborhood	7.9%	35.7%	23.8%	21.7%	11.0%
E. Maintenance of pavement markings	4.4%	31.9%	34.5%	21.2%	7.9%
F. Adequacy of city street lighting	6.6%	46.8%	25.7%	15.5%	5.4%
G. Snow removal on major City streets	24.3%	55.8%	14.0%	4.5%	1.4%
H. Snow removal on neighborhood streets	13.7%	45.3%	19.9%	14.6%	6.5%
I. Streetsweeping services provided by the City	13.4%	42.1%	33.0%	8.0%	3.5%

Tabular Data

Q11. Which THREE of the City maintenance services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q11. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	414	31.1 %
Condition of streets in your neighborhood	169	12.7 %
Timeliness of street maintenance repairs	161	12.1 %
Condition of sidewalks in your neighborhood	177	13.3 %
Maintenance of pavement markings	75	5.6 %
Adequacy of city street lighting	80	6.0 %
Snow removal on major City streets	16	1.2 %
Snow removal on neighborhood streets	82	6.2 %
Streetsweeping services provided by the City	31	2.3 %
None chosen	125	9.4 %
Total	1330	100.0 %

Q11. Which THREE of the City maintenance services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q11. 2nd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	151	11.4 %
Condition of streets in your neighborhood	223	16.8 %
Timeliness of street maintenance repairs	249	18.7 %
Condition of sidewalks in your neighborhood	152	11.4 %
Maintenance of pavement markings	101	7.6 %
Adequacy of city street lighting	117	8.8 %
Snow removal on major City streets	51	3.8 %
Snow removal on neighborhood streets	87	6.5 %
Streetsweeping services provided by the City	32	2.4 %
None chosen	167	12.6 %
Total	1330	100.0 %

Tabular Data

Q11. Which THREE of the City maintenance services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q11. 3rd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	109	8.2 %
Condition of streets in your neighborhood	134	10.1 %
Timeliness of street maintenance repairs	219	16.5 %
Condition of sidewalks in your neighborhood	116	8.7 %
Maintenance of pavement markings	137	10.3 %
Adequacy of city street lighting	118	8.9 %
Snow removal on major City streets	54	4.1 %
Snow removal on neighborhood streets	126	9.5 %
Streetsweeping services provided by the City	61	4.6 %
None chosen	256	19.2 %
Total	1330	100.0 %

Q11. The sum of the THREE City maintenance services listed above do you think should receive the most emphasis from city leaders over the next two years?

<u>Q11. Sum of the Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	674	50.7 %
Timeliness of street maintenance repairs	629	47.3 %
Condition of streets in your neighborhood	526	39.5 %
Condition of sidewalks in your neighborhood	445	33.5 %
Adequacy of city street lighting	315	23.7 %
Maintenance of pavement markings	313	23.5 %
Snow removal on neighborhood streets	295	22.2 %
Streetsweeping services provided by the City	124	9.3 %
Snow removal on major City streets	121	9.1 %
Total	3442	

Tabular Data

Q12. HEALTH DEPARTMENT. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Overall quality of Health Department services	14.0%	26.2%	16.1%	0.8%	0.4%	42.6%
B. Professionalism of Health Department personnel	16.4%	24.5%	14.7%	0.6%	0.6%	43.2%
C. Convenience of Health Department hours	10.2%	23.1%	17.9%	1.4%	0.5%	46.9%
D. Health Department efforts to promote/support health behaviors	13.3%	23.0%	17.7%	1.3%	0.7%	44.1%
E. Availability of information about Health Department services and activities	11.3%	21.0%	20.9%	4.4%	0.9%	41.6%

EXCLUDING DON'T KNOW

Q12. HEALTH DEPARTMENT. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Overall quality of Health Department services	24.3%	45.7%	28.0%	1.3%	0.7%
B. Professionalism of Health Department personnel	28.9%	43.2%	25.8%	1.1%	1.1%
C. Convenience of Health Department hours	19.1%	43.5%	33.7%	2.7%	1.0%
D. Health Department efforts to promote/support health behaviors	23.8%	41.1%	31.6%	2.3%	1.2%
E. Availability of information about Health Department services and activities	19.3%	35.9%	35.8%	7.5%	1.5%

Tabular Data

Q13. WATER/WASTEWATER UTILITIES. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Taste of your drinking water	20.1%	50.9%	14.4%	10.1%	2.5%	2.1%
B. Smell of your drinking water	20.3%	49.8%	17.5%	8.4%	2.0%	2.0%
C. Quality of your drinking water	20.8%	49.6%	15.9%	8.3%	2.1%	3.3%
D. The reliability of your water service	38.9%	50.2%	6.8%	1.3%	0.6%	2.2%
E. Water pressure in your home	34.1%	48.6%	9.3%	5.0%	1.1%	2.0%
F. The accuracy of your water bill	19.8%	43.2%	18.6%	4.4%	1.4%	12.7%
G. How well the City keeps you informed about planned disruptions to your water service	18.0%	39.2%	19.8%	2.6%	1.0%	19.5%
H. Overall value that you receive for water and wastewater utility rates	16.5%	42.3%	22.9%	10.7%	3.0%	4.7%

EXCLUDING DON'T KNOW

Q13. WATER/WASTEWATER UTILITIES. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Taste of your drinking water	20.5%	52.0%	14.7%	10.3%	2.5%
B. Smell of your drinking water	20.7%	50.8%	17.9%	8.6%	2.1%
C. Quality of your drinking water	21.5%	51.3%	16.4%	8.6%	2.2%
D. The reliability of your water service	39.8%	51.3%	6.9%	1.3%	0.6%
E. Water pressure in your home	34.8%	49.5%	9.5%	5.1%	1.1%
F. The accuracy of your water bill	22.7%	49.4%	21.4%	5.0%	1.6%
G. How well the City keeps you informed about planned disruptions to your water service	22.3%	48.7%	24.6%	3.2%	1.2%
H. Overall value that you receive for water and wastewater utility rates	17.3%	44.4%	24.0%	11.2%	3.2%

Tabular Data

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?

<u>Q14. Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Taste of your drinking water	222	16.7 %
Smell of your drinking water	39	2.9 %
Quality of your drinking water	389	29.2 %
The reliability of your water service	49	3.7 %
Water pressure in your home	52	3.9 %
The accuracy of your water bill	64	4.8 %
How well the City keeps you informed about planned disruptions to your water service	42	3.2 %
Overall value that you receive for water and wastewater utility rates	211	15.9 %
None chosen	262	19.7 %
Total	1330	100.0 %

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?

<u>Q14. 2nd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Taste of your drinking water	184	13.8 %
Smell of your drinking water	178	13.4 %
Quality of your drinking water	160	12.0 %
The reliability of your water service	118	8.9 %
Water pressure in your home	59	4.4 %
The accuracy of your water bill	99	7.4 %
How well the City keeps you informed about planned disruptions to your water service	74	5.6 %
Overall value that you receive for water and wastewater utility rates	105	7.9 %
None chosen	353	26.5 %
Total	1330	100.0 %

Tabular Data

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?

<u>Q14. 3rd Emphasis</u>	<u>Number</u>	<u>Percent</u>
Taste of your drinking water	116	8.7 %
Smell of your drinking water	139	10.5 %
Quality of your drinking water	180	13.5 %
The reliability of your water service	81	6.1 %
Water pressure in your home	65	4.9 %
The accuracy of your water bill	104	7.8 %
How well the City keeps you informed about planned disruptions to your water service	69	5.2 %
Overall value that you receive for water and wastewater utility rates	156	11.7 %
None chosen	420	31.6 %
Total	1330	100.0 %

Q14. The sum of the 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?

<u>Q14. Sum of the Most Emphasis</u>	<u>Number</u>	<u>Percent</u>
Quality of your drinking water	729	54.8 %
Taste of your drinking water	522	39.2 %
Overall value that you receive for water and wastewater utility rates	472	35.5 %
Smell of your drinking water	356	26.8 %
The accuracy of your water bill	267	20.1 %
The reliability of your water service	248	18.6 %
How well the City keeps you informed about planned disruptions to your water service	185	13.9 %
Water pressure in your home	176	13.2 %
Total	2955	

Tabular Data

Q15. SOLID WASTE DISPOSAL SERVICES. Rate your satisfaction with each item listed below using a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Residential trash services	50.5%	41.5%	4.2%	2.0%	0.5%	1.4%
B. Residential recycling services	50.5%	33.8%	6.8%	4.7%	1.9%	2.3%
C. Yard waste collection services	45.2%	36.6%	8.4%	2.3%	0.6%	6.9%
D. The City's drop-off recycling sites	21.4%	28.6%	19.0%	4.0%	1.1%	25.9%
E. Household hazardous waste disposal service	19.4%	28.1%	19.5%	10.0%	2.6%	20.3%

EXCLUDING DON'T KNOW

Q15. SOLID WASTE DISPOSAL SERVICES. Rate your satisfaction with each item listed below using a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Residential trash services	51.2%	42.1%	4.3%	2.0%	0.5%
B. Residential recycling services	51.7%	34.6%	6.9%	4.8%	1.9%
C. Yard waste collection services	48.5%	39.3%	9.0%	2.4%	0.6%
D. The City's drop-off recycling sites	28.8%	38.6%	25.7%	5.4%	1.5%
E. Household hazardous waste disposal service	24.3%	35.3%	24.5%	12.5%	3.3%

Tabular Data

Q16. TRANSPORTATION. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Ease of north/south travel in Lawrence	7.4%	47.3%	23.9%	13.2%	3.1%	5.1%
B. Ease of east/west travel in Lawrence	5.1%	32.0%	25.0%	26.0%	7.2%	4.7%
C. Connectivity of bicycle lanes	2.8%	9.8%	26.9%	14.8%	5.5%	40.2%
D. Traffic signal coordination on major city streets	6.6%	38.0%	28.1%	17.4%	6.5%	3.4%
E. Availability of safe routes for children to walk or bicycle to school	3.2%	19.0%	26.1%	16.9%	4.9%	29.8%
F. The number of destinations served by public transportation in Lawrence	4.3%	18.1%	23.2%	9.5%	2.0%	42.9%
G. The frequency of public transportation service in Lawrence (how often buses come by each stop)	4.3%	15.4%	23.8%	9.5%	2.8%	44.2%
H. Availability of pedestrian (walking) paths in Lawrence	8.6%	36.0%	27.5%	14.6%	2.8%	10.5%
I. Connectivity of sidewalks and paths	7.1%	32.3%	28.0%	14.7%	4.0%	13.9%

EXCLUDING DON'T KNOW

Q16. TRANSPORTATION. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Ease of north/south travel in Lawrence	7.8%	49.8%	25.2%	13.9%	3.2%
B. Ease of east/west travel in Lawrence	5.4%	33.5%	26.3%	27.3%	7.6%
C. Connectivity of bicycle lanes	4.7%	16.4%	45.0%	24.8%	9.2%
D. Traffic signal coordination on major city streets	6.8%	39.4%	29.1%	18.0%	6.7%
E. Availability of safe routes for children to walk or bicycle to school	4.6%	27.1%	37.2%	24.1%	7.0%
F. The number of destinations served by public transportation in Lawrence	7.5%	31.7%	40.5%	16.7%	3.6%
G. The frequency of public transportation service in Lawrence (how often buses come by each stop)	7.7%	27.6%	42.7%	17.0%	5.0%
H. Availability of pedestrian (walking) paths in Lawrence	9.7%	40.2%	30.7%	16.3%	3.1%
I. Connectivity of sidewalks and paths	8.3%	37.5%	32.5%	17.1%	4.6%

Tabular Data

Q17. Which TWO of the transportation issues listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years?

Q17. Most Emphasis	Number	Percent
Ease of north/south travel in Lawrence	191	14.4 %
Ease of east/west travel in Lawrence	290	21.8 %
Connectivity of bicycle lanes	91	6.8 %
Traffic signal coordination on major city streets	173	13.0 %
Availability of safe routes for children to walk or bicycle to school	210	15.8 %
The number of destinations served by public transportation in Lawrence	69	5.2 %
The frequency of public transportation service in Lawrence (how often buses come by each stop)	43	3.2 %
Availability of pedestrian (walking) paths in Lawrence	61	4.6 %
Connectivity of sidewalks and paths	47	3.5 %
None chosen	155	11.7 %
Total	1330	100.0 %

Q17. Which TWO of the transportation issues listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years?

Q17. 2nd Emphasis	Number	Percent
Ease of north/south travel in Lawrence	123	9.2 %
Ease of east/west travel in Lawrence	242	18.2 %
Connectivity of bicycle lanes	81	6.1 %
Traffic signal coordination on major city streets	143	10.8 %
Availability of safe routes for children to walk or bicycle to school	139	10.5 %
The number of destinations served by public transportation in Lawrence	86	6.5 %
The frequency of public transportation service in Lawrence (how often buses come by each stop)	77	5.8 %
Availability of pedestrian (walking) paths in Lawrence	119	8.9 %
Connectivity of sidewalks and paths	103	7.7 %
None chosen	217	16.3 %
Total	1330	100.0 %

Q17. The sum of the TWO transportation issues listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years?

Q17. Sum of the Most Emphasis	Number	Percent
Ease of east/west travel in Lawrence	532	40.0 %
Availability of safe routes for children to walk or bicycle to school	349	26.2 %
Traffic signal coordination on major city streets	316	23.8 %
Ease of north/south travel in Lawrence	314	23.6 %
Availability of pedestrian (walking) paths in Lawrence	180	13.5 %
Connectivity of bicycle lanes	172	12.9 %
The number of destinations served by public transportation in Lawrence	155	11.7 %
Connectivity of sidewalks and paths	150	11.3 %
The frequency of public transportation service in Lawrence (how often buses come by each stop)	120	9.0 %
Total	2288	

Tabular Data

Q18. COMMUNICATION. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A. Availability of and timeliness of information about City services and activities	11.0%	46.0%	26.8%	6.8%	0.9%	8.5%
B. City's efforts to keep you involved about local issues	9.0%	38.6%	28.7%	13.2%	2.0%	8.3%
C. The quality of the City's video programming including cable television, web streaming, and social media	5.4%	21.3%	28.9%	10.7%	3.7%	30.0%
D. The quality of the City's Web site	7.0%	26.6%	31.2%	8.3%	1.5%	25.3%
E. The quality of the City's newsletter, The Flame	7.4%	26.1%	25.8%	4.7%	1.7%	34.4%

EXCLUDING DON'T KNOW

Q18. COMMUNICATION. For each of the following, please rate your satisfaction with each item on a scale of 5 to 1 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=1330)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
A. Availability of and timeliness of information about City services and activities	12.0%	50.3%	29.2%	7.4%	1.0%
B. City's efforts to keep you involved about local issues	9.8%	42.2%	31.3%	14.4%	2.2%
C. The quality of the City's video programming including cable television, web streaming, and social media	7.7%	30.4%	41.4%	15.3%	5.3%
D. The quality of the City's Web site	9.4%	35.6%	41.8%	11.2%	2.0%
E. The quality of the City's newsletter, The Flame	11.2%	39.7%	39.3%	7.2%	2.5%

Tabular Data

Q19. Which method would you prefer the City use to communicate with you?

Q19. Which method would you prefer the City use to communicate with you?	Number	Percent
The City newsletter, The Flame	283	21.3 %
Facebook/Twitter or other social media	159	12.0 %
City website, www.lawrenceks.org	260	19.5 %
Local media outlets	529	39.8 %
Direct mail	485	36.5 %
Email blasts	277	20.8 %
Parks and Recreation Guide	180	13.5 %
Neighborhood	62	4.7 %
None chosen	43	3.2 %
Total	2278	

Q20. 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.

(N=1330)

	Yes	No	Don't remember
A. Used public transportation services operated by the City	18.3%	80.7%	1.1%
B. Enrolled in recreation programs offered by the City	34.0%	64.6%	1.4%
C. Visited City recreation facilities	76.1%	22.6%	1.4%
D. Visited the City Library	74.5%	24.1%	1.4%
E. Received assistance from the City's Fire Medical Department	13.7%	84.5%	1.8%
F. Received assistance from the Police Department	28.5%	69.5%	2.0%
G. Used a walking/biking trail or path	74.8%	24.1%	1.1%
H. Used a bicycle lane	28.0%	69.5%	2.4%
I. Put out recycling for curbside collection	92.3%	6.8%	0.9%

Tabular Data

EXCLUDING DON'T REMEMBER

Q20. 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. (Without "Don't Remember")

(N=1330)

	Yes	No
A. Used public transportation services operated by the City	18.5%	81.5%
B. Enrolled in recreation programs offered by the City	34.5%	65.5%
C. Visited City recreation facilities	77.1%	22.9%
D. Visited the City Library	75.6%	24.4%
E. Received assistance from the City's Fire Medical Department	13.9%	86.1%
F. Received assistance from the Police Department	29.1%	70.9%
G. Used a walking/biking trail or path	75.7%	24.3%
H. Used a bicycle lane	28.7%	71.3%
I. Put out recycling for curbside collection	93.1%	6.9%

Tabular Data

Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

Q21. Have you called or visited the City with a question?	Number	Percent
Yes	622	46.8 %
No	708	53.2 %
Total	1330	100.0 %

Q21a. Which department did you contact most recently?

Q21a. Which department did you contact most recently?	Number	Percent
City Manager's Office	42	6.8 %
Fire Medical	25	4.0 %
Municipal Court	32	5.1 %
Planning and Development Services	109	17.5 %
Parks and Recreation	82	13.2 %
Police	39	6.3 %
Public Works	166	26.7 %
Transit	5	0.8 %
Utility Billing	40	6.4 %
Water/Wastewater Utility	44	7.1 %
Health Department	6	1.0 %
Other	24	3.9 %
None chosen	8	1.3 %
Total	622	100.0 %

Q21a. Other

Q21a Other

ANIMAL CONTROL
ANIMAL CONTROL
ANIMAL CONTROL
ANIMAL CONTROL
ANIMAL CONTROL
ANIMAL CONTROL
CITY COMMISSION MEETING
CITY COUNCIL MEETING
HAZARDOUS WASTE
HAZARDOUS WASTE
JOURNAL WORLD
LACK OF CROSSWALKS
LAWN & LEAF
PARKING DEPT.
RECYCLE
RECYCLING
RENTAL HOUSING INSPECTORS
SOLID WASTE
STREET & ALLEY CONDITIONS
TRASH SERVICES
TREE SERVICE
TREES
WEED CONTROL
ZONING

Tabular Data

Q21b. 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 by circling the corresponding number below.

(N=622)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
A. City employees were courteous and polite	45.0%	38.3%	6.8%	4.2%	2.1%	3.7%
B. City employees were professional	43.9%	37.5%	8.2%	4.2%	2.3%	4.0%
C. City employees were responsive to my concerns	39.9%	32.8%	9.2%	8.7%	6.4%	3.1%
D. I was satisfied with the overall quality of service provided	40.5%	31.2%	10.6%	7.9%	7.2%	2.6%

EXCLUDING DON'T KNOW

Q21b. 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 by circling the corresponding number below.(Without "Don't Know")

(N=622)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
A. City employees were courteous and polite	46.7%	39.7%	7.0%	4.3%	2.2%
B. City employees were professional	45.7%	39.0%	8.5%	4.4%	2.3%
C. City employees were responsive to my concerns	41.1%	33.8%	9.5%	9.0%	6.6%
D. I was satisfied with the overall quality of service provided	41.6%	32.0%	10.9%	8.1%	7.4%

Tabular Data

Q22. Of the categories of projects listed below that could be incorporated in the City's Capital Improvement plan over the next few years, please indicate which items the City should prioritize.

<u>Q22. 1st Priority</u>	<u>Number</u>	<u>Percent</u>
Develop public safety facilities	239	18.0 %
Support for economic impact initiatives	102	7.7 %
Support for arts and culture	65	4.9 %
Develop parks and recreation facilities	65	4.9 %
Repair and restore deteriorating infrastructure	732	55.0 %
Develop non-motorized transportation infrastructure	96	7.2 %
None chosen	31	2.3 %
Total	1330	100.0 %

Q22. Of the categories of projects listed below that could be incorporated in the City's Capital Improvement plan over the next few years, please indicate which items the City should prioritize.

<u>Q22. 2nd Priority</u>	<u>Number</u>	<u>Percent</u>
Develop public safety facilities	249	18.7 %
Support for economic impact initiatives	201	15.1 %
Support for arts and culture	111	8.3 %
Develop parks and recreation facilities	134	10.1 %
Repair and restore deteriorating infrastructure	307	23.1 %
Develop non-motorized transportation infrastructure	236	17.7 %
None chosen	92	6.9 %
Total	1330	100.0 %

Tabular Data

Q22. Of the categories of projects listed below that could be incorporated in the City's Capital Improvement plan over the next few years, please indicate which items the City should prioritize.

<u>Q22. 3rd Priority</u>	<u>Number</u>	<u>Percent</u>
Develop public safety facilities	205	15.4 %
Support for economic impact initiatives	196	14.7 %
Support for arts and culture	211	15.9 %
Develop parks and recreation facilities	209	15.7 %
Repair and restore deteriorating infrastructure	135	10.2 %
Develop non-motorized transportation infrastructure	208	15.6 %
None chosen	166	12.5 %
Total	1330	100.0 %

Q22. Of the categories of projects listed below that could be incorporated in the City's Capital Improvement plan over the next few years, please indicate which items the City should prioritize.

<u>Q22. Sum of the top two priorities</u>	<u>Number</u>	<u>Percent</u>
Repair and restore deteriorating infrastructure	1174	88.3 %
Develop public safety facilities	693	52.1 %
Develop non-motorized transportation infrastructure	540	40.6 %
Support for economic impact initiatives	499	37.5 %
Develop parks and recreation facilities	408	30.7 %
Support for arts and culture	387	29.1 %
None chosen	289	21.7 %
Total	3990	

Tabular Data

Q23. Approximately how many years have you lived in Lawrence?

Q23. How many years have you lived in Lawrence?	Number	Percent
Not Provided	2	0.2 %
5 or fewer years	148	11.1 %
6-10 years	148	11.1 %
11-15 years	167	12.6 %
16-20 years	148	11.1 %
21-25 years	114	8.6 %
26-30 years	129	9.7 %
Over 30 years	474	35.6 %
Total	1330	100.0 %

EXCLUDING NOT PROVIDED

Q23. Approximately how many years have you lived in Lawrence? (excluding “not provided”)

Q23. How many years have you lived in Lawrence?	Number	Percent
5 or fewer years	148	11.1 %
6-10 years	148	11.1 %
11-15 years	167	12.6 %
16-20 years	148	11.1 %
21-25 years	114	8.6 %
26-30 years	129	9.7 %
Over 30 years	474	35.7 %
Total	1328	100.0 %

Tabular Data

Q24. Which of the following best describes your current employment status?

Q24. Best describes your current employment status	Number	Percent
Employed outside the home	846	63.6 %
Employed inside the home/have a home based business	62	4.7 %
Retired	354	26.6 %
Not currently employed outside of the home	52	3.9 %
Student	7	0.5 %
Not provided	9	0.7 %
Total	1330	100.0 %

EXCLUDING NOT PROVIDED

Q24. Which of the following best describes your current employment status? (excluding "not provided")

Q24. Best describes your current employment status	Number	Percent
Employed outside the home	846	64.0 %
Employed inside the home/have a home based business	62	4.7 %
Retired	354	26.8 %
Not currently employed outside of the home	52	3.9 %
Student	7	0.5 %
Total	1321	100.0 %

Q25. Do you own or rent your current residence?

Q25. Do you own or rent your current residence?	Number	Percent
Own	1128	84.8 %
Rent	195	14.7 %
Not provided	7	0.5 %
Total	1330	100.0 %

EXCLUDING NOT PROVIDED

Q25. Do you own or rent your current residence? (excluding "not provided")

Q25. Do you own or rent your current residence?	Number	Percent
Own	1128	85.3 %
Rent	195	14.7 %
Total	1323	100.0 %

Tabular Data

Q26. How many persons in your household (counting yourself), are in each of the following age groups?

	Mean	Sum
number	2.4	3210
Q26 Under age 10	0.3	338
Q26 Ages 10-19	0.3	376
Q26 Ages 20-34	0.3	405
Q26 Ages 35-54	0.6	846
Q26 Ages 55-64	0.5	696
Q26 Ages 65+	0.4	549

Q27. Which of the following best describes your race/ethnicity?

Q27. Best describes your race/ethnicity	Number	Percent
White/Caucasian	1179	88.6 %
African American/Black	33	2.5 %
Asian/Pacific Islander	32	2.4 %
Native American/Eskimo	24	1.8 %
Mixed Race	39	2.9 %
Other	25	1.9 %
Not provided	25	1.9 %
Total	1357	

EXCLUDING NOT PROVIDED

Q27. Which of the following best describes your race/ethnicity? (excluding “not provided”)

Q27. Best describes your race/ethnicity	Number	Percent
White/Caucasian	1179	88.6 %
African American/Black	33	2.5 %
Asian/Pacific Islander	32	2.4 %
Native American/Eskimo	24	1.8 %
Mixed Race	39	2.9 %
Other	25	1.9 %
Total	1332	

Q27. Other

Q27 Other

AFRICAN
BALD APE
HIBERNIAN
HISPANIC
HISPANIC
HISPANIC
HISPANIC

HISPANIC/LATINO
HUMAN
LATIN
LATINO
MEXICAN
MEXICAN
MEXICAN AMERICAN

Tabular Data

Q28. Are you or other members of your household of Spanish, Hispanic, or Latino heritage?

Q28. Are you of Spanish, Hispanic, or Latino heritage?	Number	Percent
Yes	76	5.7 %
No	1233	92.7 %
Not provided	21	1.6 %
Total	1330	100.0 %

EXCLUDING NOT PROVIDED

Q28. Are you or other members of your household of Spanish, Hispanic, or Latino heritage? (excluding "not provided")

Q28. Are you of Spanish, Hispanic, or Latino heritage?	Number	Percent
Yes	76	5.8 %
No	1233	94.2 %
Total	1309	100.0 %

Q29. What is your gender?

Q29. What is your gender?	Number	Percent
Male	623	46.8 %
Female	707	53.2 %
Total	1330	100.0 %

Q30. What is your zip code?

Q30. What is your zip code?	Number	Percent
66044	307	23.1 %
66045	2	0.2 %
66046	277	20.8 %
66047	275	20.7 %
66049	465	35.0 %
Not provided	4	0.3 %
Total	1330	100.0 %

EXCLUDING NOT PROVIDED

Q30. What is your zip code? (excluding "not provided")

Q30. What is your zip code?	Number	Percent
66044	307	23.2 %
66045	2	0.2 %
66046	277	20.9 %
66047	275	20.7 %
66049	465	35.1 %
Total	1326	100.0 %