



# City of Lawrence

## The Flame | November 2015

“We Have Tomorrow — Bright Before Us, Like A Flame.”

Langston Hughes

### Are you Satisfied as a Resident of Lawrence?

**The city’s recent satisfaction survey provides insight into resident satisfaction & areas for improvement**

The City of Lawrence recently completed their 2015 Citizen Survey. This survey occurs every four years with the purpose of assessing satisfaction with the quality of city services and to gather input about priorities for the community.

This year’s survey was completed in May 2015 and was mailed to a random sample of 2,500 residents. The survey had a 53% response rate and is considered statistically valid. The city uses this data from residents to establish trends over time and to determine measurable and attainable goals for department performance. The survey asked about satisfaction with core city services as well as perceptions of safety, value and quality.



**The Trends.** This is the third citizen survey completed since 2007. The previous survey data allowed the city to develop trends over time in respect to overall satisfaction with city services. A Composite Satisfaction Index (CSI) is derived from ratings given by residents for the major categories of city services. Since 2007, the City of Lawrence’s CSI has increased eight points – while the average CSI for other cities in the Kansas City Metro area and other U.S. cities, has decreased by four and three points respectively. This means our citizens continue to have increased satisfaction with overall city services.

**What’s Next?** Elected leaders and city staff use this data to determine how to best use the city’s resources to address issues our residents consider areas of emphasis and need. In this case, maintenance of infrastructure, flow of traffic and congestion, and the quality of police, fire and EMS were the *top three areas noted as areas for improvement* in the 2015 Citizen Survey. The city will continue to use the data collected to improve performance measures and develop trends over time for the overall satisfaction of city services.

It is interesting to note that there were several significant increases from the 2011 Citizen Survey to the 2015 Citizen Survey including a 17% increase in satisfaction of the city’s indoor recreation facilities, and an 11% increase in availability of drop-off recycling services. These two areas of improvement could be attributed to the city’s completion of Sports Pavilion Lawrence and the completion of curbside recycling in Lawrence in 2014.

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# 87%

of residents who contacted the city said that employees were courteous and polite



When compared to the Kansas City Metro and other U.S. cities, Lawrence residents have a higher satisfaction with overall quality of life, image of the community and quality of city services provided.

### Top Three Priorities for Improvement



71%

Maintenance of Streets and Utilities



58%

Flow of Traffic and Congestion Management



34%

Quality of Police, Fire and EMS

### Residents’ Preferred Methods of Communication



- Local Media Outlets (40%)
- Direct Mail (37%)
- City Newsletter (21%)
- Email Blasts (21%)
- City Website (20%)
- Parks & Recreation Guide (14%)
- Social Media (12%)
- Neighborhood Associations (5%)



# 32%

of residents were satisfied with the quality of planning/code enforcement



# RECYCLING REMINDER



## Bathroom Items



A recent study found that more people recycle in the kitchen than in the bathroom. Once empty, several common bathroom items may be placed in your blue recycling cart.

- Toilet paper rolls, empty tissue boxes;
- Plastic bottles for mouthwash, shampoo, lotion (stamped with a recycle symbol #1-7); and
- Glass perfume bottles.

A helpful tip is to place a small bin in the bathroom for recyclable items. Once the bin is filled up, empty in your blue recycling cart.

*Note: Containers must be empty for recycling.* Rinse as best you can. Also remove caps from the containers. Place any caps 2 inches or smaller in your trash cart. The sorting equipment at the recycling facility cannot sort these smaller items.

The plastic wrap around your toilet paper rolls? That can be recycled along with plastic shopping bags at Lawrence grocery stores. Spray aerosol cans may be dropped off at the Household Hazardous Waste Facility. Call 832-3030 to set up a drop-off appointment.

[www.LawrenceRecycles.org](http://www.LawrenceRecycles.org)

## Citizen Survey Results (continued from Page 1)

**Public Safety.** Public Safety – police, fire and emergency medical services continue to have strong satisfaction ratings in the community. Ninety-seven-percent of residents surveyed said they felt safe walking in their neighborhood during the day and 77% of respondents were satisfied with how quickly the police department responded to emergencies. The quality of police, fire and EMS was also chosen as an area that should receive the most emphasis from the city over the next two years. For Fire and EMS, 92% of residents surveyed were satisfied with the professionalism of the city's EMS personnel and 91% of residents were satisfied with the overall quality of fire services in the community.

**Parks & Recreation.** The city's parks and recreation systems continued to see high satisfaction from residents including 92% satisfaction with the cleanliness of the city's parks, and 84% satisfaction with the quality of recreation programs offered. One area that residents felt needed more attention, in the next two years, was the number of walking and biking trails.

**Public Works.** Infrastructure maintenance and construction continues to be the areas of top concern for our residents. Seventy-one-percent of people noted that the maintenance of streets and utilities should be an area of emphasis for the city. Residents wanted to see more timely street repairs and added attention to the conditions of neighborhood streets.

**Transportation.** Of those surveyed, 50% of residents responded that they were satisfied with the availability of pedestrian pathways and only 21% of residents felt they were satisfied with the connectivity of bicycle lanes. Traffic congestion and flow of traffic continued to be an area of emphasis noted by residents.

The full citizen survey is online at [www.lawrenceks.org/citizen\\_survey](http://www.lawrenceks.org/citizen_survey).

## HOLIDAY TRASH & RECYCLING SCHEDULE

### Thursday, November 26 Thanksgiving Day

Thursday residential customers living north of 23<sup>rd</sup> Street/Clinton Parkway will have their trash and recycling picked up on Tuesday, November 24 and those living south of 23<sup>rd</sup> Street/Clinton Parkway will have their trash and recycling picked up on Wednesday, November 25. Note: Only recycling week #2 customers who live west of Kasold Drive will be affected.

### Friday, November 27 Day After Thanksgiving

No change. Friday collection remains the same.

### Friday, December 25 | Christmas Day

Friday residential trash and recycling routes delayed by one day. Friday collection occurs on Saturday, December 26.

### Friday, January 1 | New Year's Day

Friday residential trash and recycling routes delayed by one day. Friday collection occurs on Saturday, January 2.



### SAFE WINTER WALKWAYS GEARS UP FOR 2015

The City of Lawrence and Douglas County Senior Services offers a program to remove snow from the public sidewalks for the elderly or those who need assistance because they physically cannot shovel snow.

Volunteers will be matched with Lawrence residents who are unable to shovel snow. We make every effort to match volunteers with residents in their neighborhoods.

Those seeking assistance can sign up until November 20.

Sign up online at [www.lawrenceks.org/safe\\_winter\\_walkways](http://www.lawrenceks.org/safe_winter_walkways).