

2019 City of Lawrence Community Survey

Findings Report

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2020

Submitted to the City of Lawrence

ETC Institute
725 W. Frontier Lane,
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66061

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2019 City of Lawrence Community Survey

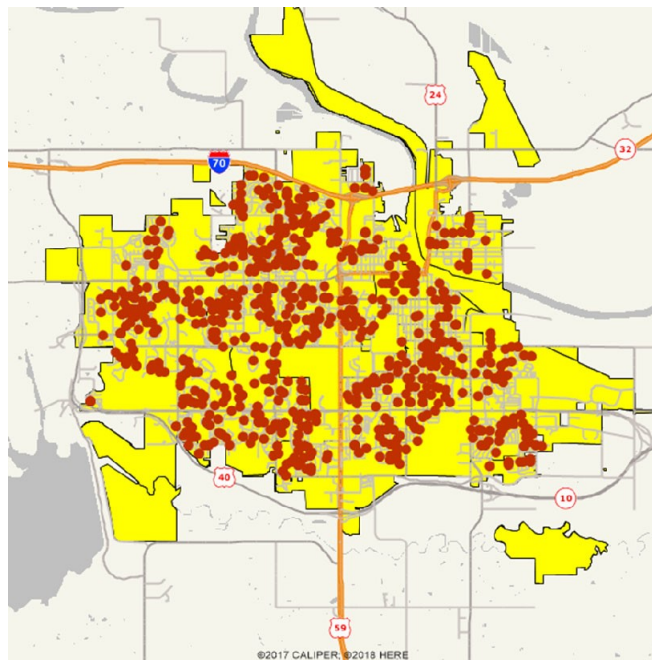
Overview and Methodology

In the winter of 2019 ETC Institute began the administration of the 2019 City of Lawrence Community Survey designed to gather resident opinions and feedback on city programs and services. The survey results will be used to improve and expand existing programs and determine future needs of residents in the City of Lawrence. This is the fourth community survey administered by the City of Lawrence; previous surveys were administered in 2015, 2011, and 2007.

A seven-page survey was mailed to a random sample of households in the City. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it on-line. Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of the City of Lawrence from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted. A total of 867 households completed the survey. The results for the random sample of 867 households have a 95% level of confidence with a precision of at least $\pm 3.3\%$.

To better understand how well services are being delivered by the city, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home for all households that completed a survey.

Location of Survey Respondents



2019 City of Lawrence Community Survey

In addition to the Executive Summary, this report contains:

- charts depicting the overall results of the survey (Section 1)
- benchmarking data that shows how the survey results for Lawrence compare to other cities in the metropolitan Kansas City area and a national survey that was conducted by ETC Institute (Section 2)
- importance satisfaction analysis (Section 3)
- tabular data for all questions on the survey (Section 4)
- a copy of the survey instrument (Section 5)

Interpretation of “Don’t Know” Responses. The percentage of persons who provide “don’t know” responses is important because it often reflects the level of utilization of city services. For graphical purposes, the percentage of “don’t know” responses has been excluded to facilitate valid comparisons with data from previous years. The percentage of “don’t know” responses for each question is provided in the Tabular Data Section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “**who had an opinion.**”

Satisfaction with Major Categories of City Services

The major categories of services provided by the City of Lawrence that received the highest level of “very satisfied” and “satisfied” responses, from those **who had an opinion**, were: the overall quality of fire and emergency medical services (92%), the overall quality of City trash and yardwaste services (88%), the overall quality of the City’s parks and recreation system (84%), and the overall quality of police services (80%). The major category of service that residents felt should receive the most emphasis from City leaders over the next two years is the overall maintenance of City streets and utilities.

Major Findings

- **Residents were satisfied with the overall quality of services provided by the City.** Most (77%) of the residents surveyed, **who had an opinion**, were satisfied with the overall quality of services provided by the City of Lawrence; 18% gave neutral ratings and 6% gave dissatisfied ratings.
- **Residents were satisfied with the overall quality of life the City.** Most (82%) of the residents surveyed, **who had an opinion**, were satisfied with the overall quality of life in the City; 14% gave neutral ratings and only 4% were dissatisfied. Eighty-four percent (84%) of residents surveyed, who had an opinion, indicated they are either an “very satisfied” or “satisfied” with the City as place to live, and 86% indicated they are satisfied with the livability of their neighborhood in Lawrence.

- **Residents have a positive perception of Downtown Lawrence.** Most (88%) of the residents surveyed, **who had an opinion**, were satisfied with the beautification of Downtown Lawrence (flowers, trees, art); 87% of residents surveyed, **who had an opinion**, indicated they are either an “very satisfied” or “satisfied” with how safe they feel in Downtown Lawrence during the day, and 79% indicated they are satisfied with the appearance and cleanliness of Downtown Lawrence.
- **Maintenance.** The city maintenance services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents **who had an opinion** were: snow removal on major City streets (86%), the snow removal on neighborhood streets (62%), and Streetsweeping services provided by the City (59%). The maintenance services that residents felt should receive the most emphasis from City leaders over the next two years were the timeliness of street maintenance repairs and the condition of major City streets.
- **Transportation.** The transportation services with the highest level of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents **who had an opinion**, were: the ease of north/south travel in Lawrence (61%) and the availability of pedestrian (walking) paths in Lawrence (59%). The transportation service that residents felt should receive the most emphasis from City leaders over the next two years was traffic signal coordination on major City streets.
- **Water and Wastewater Utilities.** The water and wastewater utility services with the highest level of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents **who had an opinion**, were: the reliability of water service (91%), water pressure in homes (85%), the taste of drinking water (76%), the smell of drinking water (76%), and the quality of drinking water (76%). The water and wastewater utility services that residents felt should receive the most emphasis from City leaders over the next two years were the overall quality of drinking water and the overall value received for water and wastewater utility rates.
- **Solid Waste Disposal Services.** The solid waste disposal services with the highest level of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents **who had an opinion**, were: the overall quality of residential trash services (93%), the overall quality of yard waste collection services (89%), and the overall quality of residential recycling services (87%).
- **Parks and Recreation.** The parks and recreation services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents **who had an opinion**, were: the appearance and cleanliness of City parks (87%), the City’s landscaping efforts (83%), the availability of information about parks and recreation programs (80%), the condition of equipment (79%), the number of city parks (79%), and the quality of recreation programs offered by the City (79%). The parks

and recreation service that residents felt should receive the most emphasis from City leaders over the next two years was number of walking and biking trails.

- **Police Services.** The police services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents **who had an opinion**, were: the professionalism of police officers (77%) and how quickly police respond to emergencies (76%).
- **Fire and Emergency Medical Services.** The fire and emergency medical services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents **who had an opinion**, were: the overall quality of fire services (91%), the professionalism of the City’s fire and emergency medical services personnel (91%), how quickly emergency medical services personnel respond (90%), and the quality of medical care provided by the City’s fire medical services personnel (90%).

Short-Term Trends

ETC Institute analyzed the trends of satisfaction ratings from the 2015 and 2019 survey results. There were 99 different services within 12 different categories that were analyzed. The City of Lawrence saw an increase in satisfaction in 47 of the 99 areas between the 2015 and 2019 survey results. There were increases of 5% or more in 16 areas. Eighteen (18) items had a significant decrease in satisfaction. The table below shows the most significant increases and decreases between the 2015 and 2019 survey results.

Category	Service	2019	2015	Difference
Significant Increases				
Perceptions of the City	City efforts to promote diversity in the community	52%	34%	18%
Perceptions of the City	Enforcement of City codes and ordinances	44%	32%	12%
Perceptions of Downtown	The availability of bicycle parking	49%	38%	11%
Transportation	Connectivity of bicycle lanes	32%	21%	11%
Transportation	Ease of east/west travel in Lawrence	50%	39%	11%
Transportation	Availability of pedestrian (walking) paths in Lawrence	59%	50%	9%
Perceptions of Safety	Riding a bicycle in Lawrence	51%	43%	8%
Transportation	Connectivity of sidewalks and paths	54%	46%	8%
Perceptions of Safety	Navigating busy intersections on a bicycle	34%	26%	8%
Transportation	Availability of safe routes for children to walk or bicycle to school	40%	32%	8%
Transportation	The frequency of Lawrence Transit service	42%	35%	7%
Parks and Recreation	Number of walking and biking trails	74%	68%	7%
City Maintenance	Snow removal on major City streets	86%	80%	6%
City Maintenance	Condition of sidewalks in your neighborhood	49%	44%	5%

Category	Service	2019	2015	Difference
Significant Increases (Continued)				
Communication	City's efforts to keep you informed about city-related issues	57%	52%	5%
Water/Wastewater Utilities	Smell of your drinking water	76%	72%	5%
Significant Decreases				
Perceptions of Downtown	The types of retail and entertainment establishments available	48%	61%	-14%
City Maintenance	Timeliness of street maintenance repairs	22%	33%	-10%
City Maintenance	Condition of streets in your neighborhood	41%	50%	-9%
Perceptions of the City	Overall value that you receive for your City tax dollars and fees	48%	56%	-8%
Perceptions of Downtown	The appearance and cleanliness of Downtown Lawrence	79%	87%	-8%
Water/Wastewater Utilities	Overall value that you receive for water and wastewater utility rates	54%	62%	-7%
Perceptions of the City	Overall image of the City	73%	80%	-7%
Customer Service	City employees were responsive to my concerns	68%	75%	-7%
Major Categories of Services	Overall maintenance of City streets and utilities	37%	44%	-7%
Customer Service	I was satisfied with the overall quality of service provided	67%	74%	-7%
Police Services	The frequency that police officers patrol your neighborhood	53%	59%	-6%
City Maintenance	Condition of major City streets	46%	52%	-6%
Police Services	Efforts by police to prevent crime in your neighborhood	52%	58%	-6%
Perceptions of Downtown	How safe you feel in Downtown Lawrence after dark	54%	61%	-6%
Police Services	School Resource Officers	51%	57%	-6%
Parks and Recreation	The City's indoor aquatic facilities	73%	79%	-6%
Parks and Recreation	Cost of parks/recreation programs and services offered by the City	69%	74%	-5%
Parks and Recreation	The City's outdoor aquatic facilities	71%	76%	-5%

Long-Term Trends

ETC Institute analyzed the trends of satisfaction ratings from the 2011 and 2019 survey results. There were 84 different areas within 12 different categories that were assessed. The City of Lawrence saw an increase in satisfaction in 51 of the 84 areas between the 2011 and 2019 survey results. There were increases of 5% or more in 24 areas and decreases of 5% or more in just eight areas. The table on the following page shows the most significant increases and decreases between the 2011 and 2019 survey results.

Category	Service	2019	2011	Difference
Significant Increases				
Parks and Recreation	City indoor recreation facilities	78%	61%	17%
Perceptions of the City	City efforts to promote diversity in the community	52%	36%	16%
Solid Waste Disposal Services	Overall quality of the City's drop-off recycling sites	72%	57%	15%
Transportation	Ease of east/west travel in Lawrence	50%	36%	14%
City Maintenance	Snow removal on neighborhood streets	62%	49%	13%
Parks and Recreation	Availability of gym space	67%	54%	13%
Perceptions of Downtown	Downtown Lawrence special events and parades	77%	65%	12%
City Maintenance	Snow removal on major City streets	86%	74%	12%
Water/Wastewater Utilities	Taste of your drinking water	76%	68%	8%
Parks and Recreation	City's landscaping efforts	83%	75%	8%
City Maintenance	Streetsweeping services provided by the City	59%	51%	8%
Parks and Recreation	Availability of information about parks and recreation programs	80%	72%	8%
Parks and Recreation	Number of walking and biking trails	74%	67%	7%
Water/Wastewater Utilities	How well the City keeps you informed about planned disruptions to your water service	71%	64%	7%
Perceptions of Downtown	The availability of vehicle parking	49%	42%	7%
Perceptions of Downtown	How safe you feel in Downtown Lawrence after dark	54%	48%	6%
Water/Wastewater Utilities	Smell of your drinking water	76%	70%	6%
Perceptions of Safety	In City parks	64%	58%	6%
Transportation	Ease of north/south travel in Lawrence	61%	55%	6%
City Maintenance	Condition of major City streets	46%	40%	6%
Perceptions of Downtown	Beautification of Downtown Lawrence (flowers, trees, art)	88%	83%	5%
Major Categories of Services	Overall quality of City water and wastewater utility services	79%	75%	5%
Transportation	Availability of pedestrian (walking) paths in Lawrence	59%	54%	5%
Water/Wastewater Utilities	The accuracy of your water bill	71%	66%	5%
Significant Decreases				
Customer Service	City employees were responsive to my concerns	68%	79%	-11%
Customer Service	I was satisfied with the overall quality of service provided	67%	77%	-10%
City Maintenance	Timeliness of street maintenance repairs	22%	29%	-7%

Category	Service	2019	2011	Difference
Significant Decreases (Continued)				
Police Services	Police related education programs	48%	54%	-6%
Water/Wastewater Utilities	Overall value that you receive for water and wastewater utility rates	54%	60%	-6%
Police Services	School Resource Officers	51%	56%	-5%
Perceptions of Downtown	The types of retail and entertainment establishments available	48%	53%	-5%
Economic Growth and Affordability	How well the City is planning growth	22%	27%	-5%

How the City Compares to Other Communities Nationally

Satisfaction ratings for the City of Lawrence **rated the same as or above the U.S. average in 43 of the 54 areas** that were assessed. The City of Lawrence rated significantly higher than the U.S. average (difference of 5% or more) in 40 of these areas. Listed below are the comparisons between the City of Lawrence and the U.S. average:

Category	Service	Lawrence	U.S.	Difference
Parks and Recreation	The City's outdoor aquatic facilities	71%	33%	37%
Solid Waste Disposal Services	Overall quality of yard waste collection services	89%	57%	31%
Perceptions of the City	Overall quality of City services	77%	48%	29%
City Maintenance	Snow removal on major City streets	86%	60%	26%
Major Categories of Services	Overall quality of customer service by City staff	67%	42%	25%
Major Categories of Services	Overall quality of the City's parks and recreation system	84%	61%	23%
Solid Waste Disposal Services	Overall quality of residential trash services	93%	72%	22%
Major Categories of Services	Overall quality of City trash and yardwaste services	88%	68%	19%
Communication	Availability of and timeliness of info about services and activities	61%	42%	19%
Solid Waste Disposal Services	Overall quality of residential recycling services	87%	69%	18%
Customer Service	I was satisfied with the overall quality of service provided	67%	49%	18%
Parks and Recreation	Condition of equipment	79%	62%	18%
Parks and Recreation	Appearance/cleanliness of City parks	87%	70%	17%
Perceptions of Downtown	The appearance and cleanliness of Downtown Lawrence	79%	63%	16%
Perceptions of Safety	Overall feeling of safety in Lawrence	82%	66%	16%
Customer Service	City employees were courteous and polite	86%	70%	16%
Major Categories of Services	Overall quality of City water and wastewater utility services	79%	64%	15%

Category	Service	Lawrence	U.S.	Difference
Communication	City's efforts to keep you informed about city-related issues	57%	43%	14%
City Maintenance	Snow removal on neighborhood streets	62%	48%	14%
Police Services	How quickly police respond to emergencies	76%	62%	14%
Perceptions of the City	The City as a place to live	84%	71%	14%
Water/Wastewater Utilities	Water pressure in your home	85%	72%	13%
Major Categories of Services	Overall quality of police services	80%	68%	13%
Perceptions of the City	Overall image of the City	73%	61%	12%
Parks and Recreation	Number of City parks	79%	67%	12%
Perceptions of the City	The City as a place to retire	68%	56%	12%
Parks and Recreation	Number of walking and biking trails	74%	63%	11%
City Maintenance	Condition of sidewalks in your neighborhood	49%	38%	11%
Major Categories of Services	Overall quality of fire and emergency medical services	92%	81%	11%
Fire and Emergency Medical Services	How quickly emergency medical services personnel respond	90%	79%	11%
Perceptions of the City	Overall value that you receive for your City tax dollars and fees	48%	37%	11%
Customer Service	City employees were responsive to my concerns	68%	57%	11%
Perceptions of the City	Overall quality of life in the City	82%	72%	11%
Fire and Emergency Medical Services	Overall quality of fire services	91%	81%	10%
Perceptions of the City	The City as a place to raise children	79%	70%	9%
Water/Wastewater Utilities	Taste of your drinking water	76%	67%	9%
Fire and Emergency Medical Services	Quality of medical care provided by the City's fire medical services personnel	90%	81%	9%
Major Categories of Services	Overall quality of the City's public transportation	51%	42%	8%
Communication	The level of public involvement in local decision-making	36%	31%	5%
Perceptions of the City	The City as a place to work	60%	54%	5%
Major Categories of Services	Overall quality of the City's stormwater runoff/stormwater management system	58%	54%	4%
Police Services	Quality of animal control services	56%	55%	1%
Major Categories of Services	Overall effectiveness of City communication with the public	47%	46%	1%
City Maintenance	Condition of major City streets	46%	48%	-3%
Police Services	Police related education programs	48%	52%	-3%

Category	Service	Lawrence	U.S.	Difference
Police Services	The frequency that police officers patrol your neighborhood	53%	56%	-3%
City Maintenance	Adequacy of city street lighting	53%	57%	-4%
Police Services	Efforts by police to prevent crime in your neighborhood	52%	55%	-4%
City Maintenance	Condition of streets in your neighborhood	41%	45%	-4%
Major Categories of Services	Overall maintenance of City streets and utilities	37%	42%	-5%
Perceptions of the City	Enforcement of City codes and ordinances	44%	53%	-9%
Major Categories of Services	Overall flow of motor vehicle traffic and congestion management on streets in the City	41%	51%	-10%
Police Services	How effectively the City enforces traffic offenses	52%	65%	-13%
Perceptions of the City	How well the City is planning growth	22%	45%	-24%

How the City Compares to the Kansas City Metropolitan Area

Satisfaction ratings for the City of Lawrence **rated the same as or above the Kansas City Metropolitan area average in 32 of the 54 areas** that were assessed. The City of Lawrence rated significantly higher than the Kansas City Metropolitan area average (difference of 5% or more) in 24 of these areas. Listed below are the comparisons between the City of Lawrence and the Kansas City Metropolitan area average:

Category	Service	Lawrence	KC Metro	Difference
Perceptions of Downtown	The appearance and cleanliness of Downtown Lawrence	79%	49%	30%
Solid Waste Disposal Services	Overall quality of residential recycling services	87%	64%	23%
Major Categories of Services	Overall quality of City water and wastewater utility services	79%	61%	18%
Parks and Recreation	Condition of equipment	79%	61%	18%
Major Categories of Services	Overall quality of City trash and yardwaste services	88%	73%	14%
Fire and Emergency Medical Services	How quickly emergency medical services personnel respond	90%	76%	14%
Perceptions of Safety	Overall feeling of safety in Lawrence	82%	68%	14%
Major Categories of Services	Overall quality of the City's public transportation	51%	38%	13%
Parks and Recreation	The City's outdoor aquatic facilities	71%	59%	12%
Parks and Recreation	Appearance/cleanliness of City parks	87%	76%	11%
Solid Waste Disposal Services	Overall quality of yard waste collection services	89%	78%	11%
Parks and Recreation	Number of walking and biking trails	74%	64%	11%

Category	Service	Lawrence	KC Metro	Difference
Perceptions of the City	Overall image of the City	73%	63%	11%
City Maintenance	Snow removal on major City streets	86%	75%	10%
Solid Waste Disposal Services	Overall quality of residential trash services	93%	83%	10%
Fire and Emergency Medical Services	Quality of medical care provided by the City's fire medical services personnel	90%	80%	10%
Water/Wastewater Utilities	Water pressure in your home	85%	76%	9%
Major Categories of Services	Overall quality of the City's parks and recreation system	84%	75%	9%
Parks and Recreation	Number of City parks	79%	71%	8%
Perceptions of the City	Overall quality of life in the City	82%	75%	7%
Perceptions of the City	Overall quality of City services	77%	70%	7%
Major Categories of Services	Overall quality of fire and emergency medical services	92%	86%	6%
Water/Wastewater Utilities	Taste of your drinking water	76%	71%	6%
Fire and Emergency Medical Services	Overall quality of fire services	91%	86%	5%
Major Categories of Services	Overall quality of police services	80%	77%	3%
Perceptions of the City	The City as a place to raise children	79%	76%	3%
City Maintenance	Snow removal on neighborhood streets	62%	60%	3%
Perceptions of the City	The City as a place to retire	68%	65%	2%
Perceptions of the City	The City as a place to live	84%	82%	2%
Police Services	How quickly police respond to emergencies	76%	74%	1%
Communication	Availability of and timeliness of info about services and activities	61%	60%	1%
Customer Service	City employees were courteous and polite	86%	85%	1%
Perceptions of the City	The City as a place to work	60%	60%	-1%
Communication	City's efforts to keep you informed about city-related issues	57%	57%	-1%
Major Categories of Services	Overall quality of the City's stormwater runoff/stormwater management system	58%	59%	-1%
Customer Service	I was satisfied with the overall quality of service provided	67%	69%	-2%
Police Services	Quality of animal control services	56%	59%	-3%
Major Categories of Services	Overall quality of customer service by City staff	67%	70%	-3%
City Maintenance	Condition of sidewalks in your neighborhood	49%	53%	-4%

Category	Service	Lawrence	KC Metro	Difference
Perceptions of the City	Overall value that you receive for your City tax dollars and fees	48%	52%	-4%
Perceptions of the City	Enforcement of City codes and ordinances	44%	49%	-5%
Communication	The level of public involvement in local decision-making	36%	41%	-5%
Customer Service	City employees were responsive to my concerns	68%	74%	-6%
City Maintenance	Condition of streets in your neighborhood	41%	50%	-9%
Police Services	Police related education programs	48%	57%	-9%
Major Categories of Services	Overall maintenance of City streets and utilities	37%	47%	-10%
City Maintenance	Adequacy of city street lighting	53%	64%	-11%
City Maintenance	Condition of major City streets	46%	57%	-12%
Police Services	Efforts by police to prevent crime in your neighborhood	52%	64%	-12%
Police Services	How effectively the City enforces traffic offenses	52%	66%	-14%
Major Categories of Services	Overall effectiveness of City communication with the public	47%	61%	-14%
Police Services	The frequency that police officers patrol your neighborhood	53%	68%	-16%
Major Categories of Services	Overall flow of motor vehicle traffic and congestion management on streets in the City	41%	59%	-19%
Perceptions of the City	How well the City is planning growth	22%	50%	-28%

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next year in order to raise the City's overall satisfaction rating are listed on the following page:

- Overall maintenance of City streets and utilities (IS=.4404)
- Overall flow of motor vehicle traffic and congestion management on streets (IS=.2692)
- Overall quality of planning and code enforcement (IS=.1476)
- Overall effectiveness of City communication with the public (IS=.1014)

The table below shows the importance-satisfaction rating for all 12 major categories of City services that were rated.

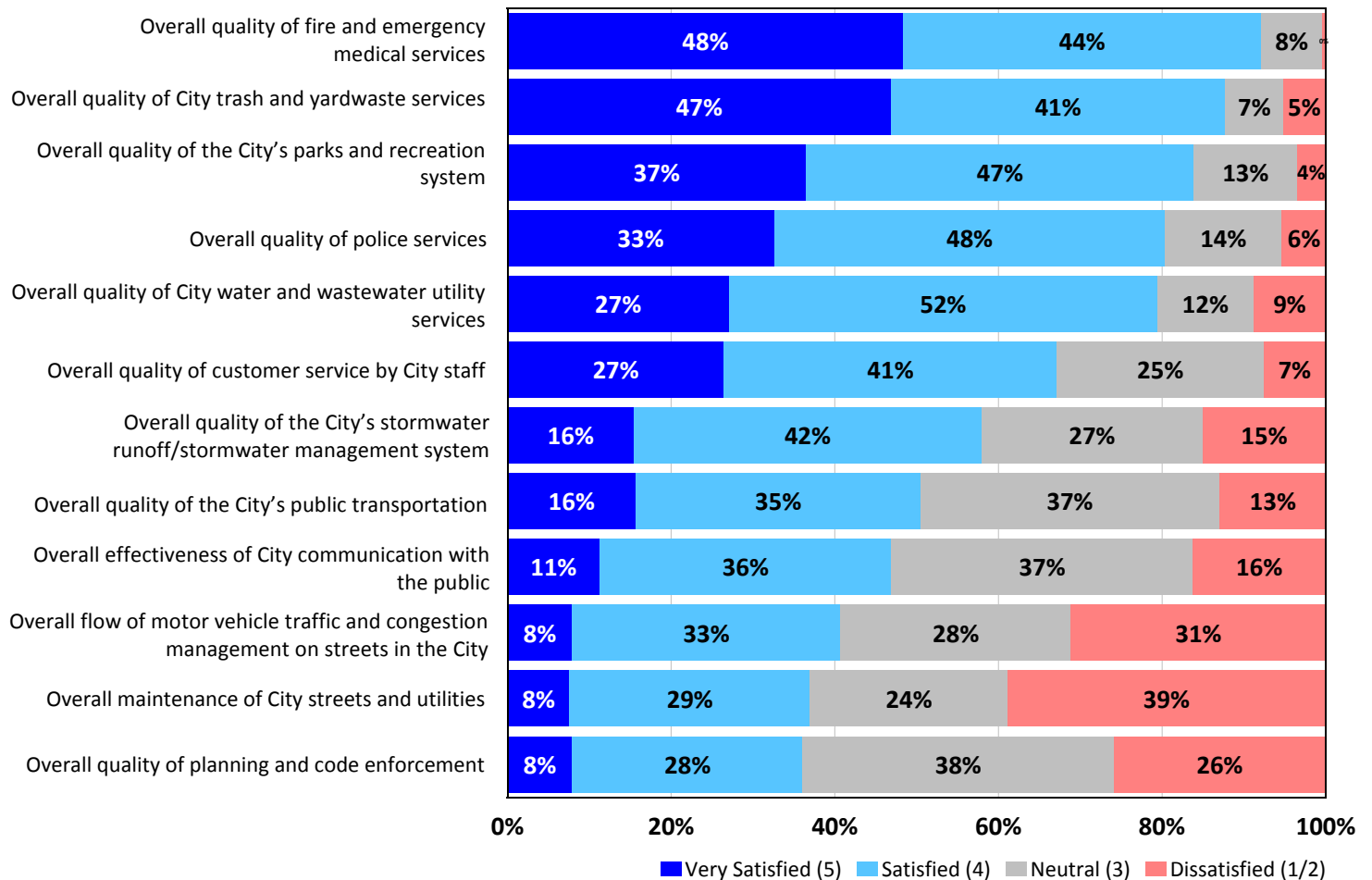
2020 Importance-Satisfaction Rating Lawrence, Kansas Major Categories of Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets and utilities	70%	1	37%	11	0.4404	1
Overall flow of motor vehicle traffic and congestion management on streets in the City	45%	2	41%	10	0.2692	2
High Priority (IS .10-.20)						
Overall quality of planning and code enforcement	23%	4	36%	12	0.1476	3
Overall effectiveness of City communication with the public	19%	5	47%	9	0.1014	4
Medium Priority (IS <.10)						
Overall quality of the City's public transportation	16%	7	51%	8	0.0797	5
Overall quality of the City's stormwater runoff/stormwater management system	18%	6	58%	7	0.0737	6
Overall quality of police services	23%	3	80%	4	0.0459	7
Overall quality of City water and wastewater utility services	14%	8	79%	5	0.0284	8
Overall quality of the City's parks and recreation system	13%	9	84%	3	0.0201	9
Overall quality of customer service by City staff	4%	12	67%	6	0.0138	10
Overall quality of fire and emergency medical services	11%	10	92%	1	0.0085	11
Overall quality of City trash and yardwaste services	6%	11	88%	2	0.0079	12

Section 1

Charts and Graphs

Q1. Major Categories of Services

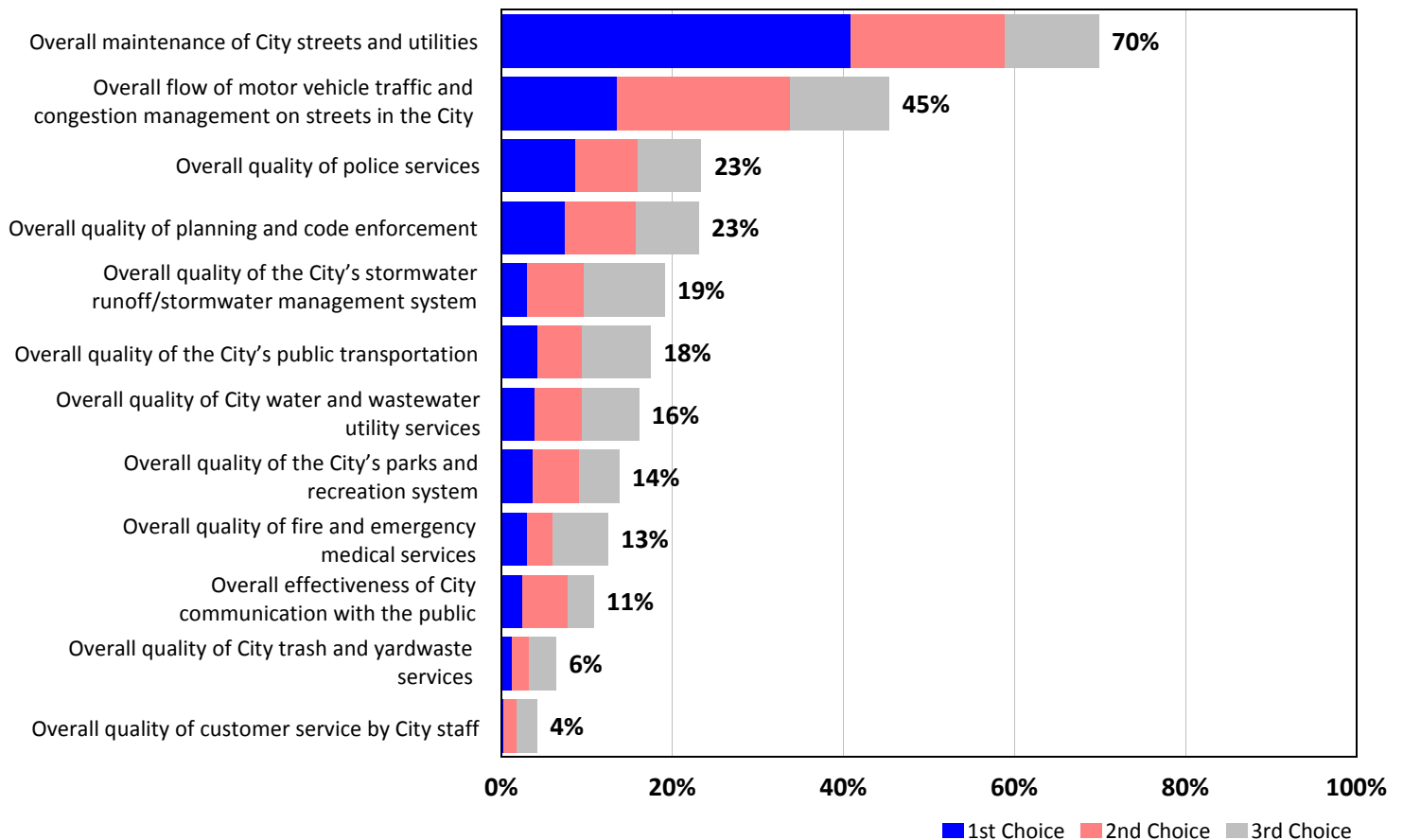
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q1a. Major City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

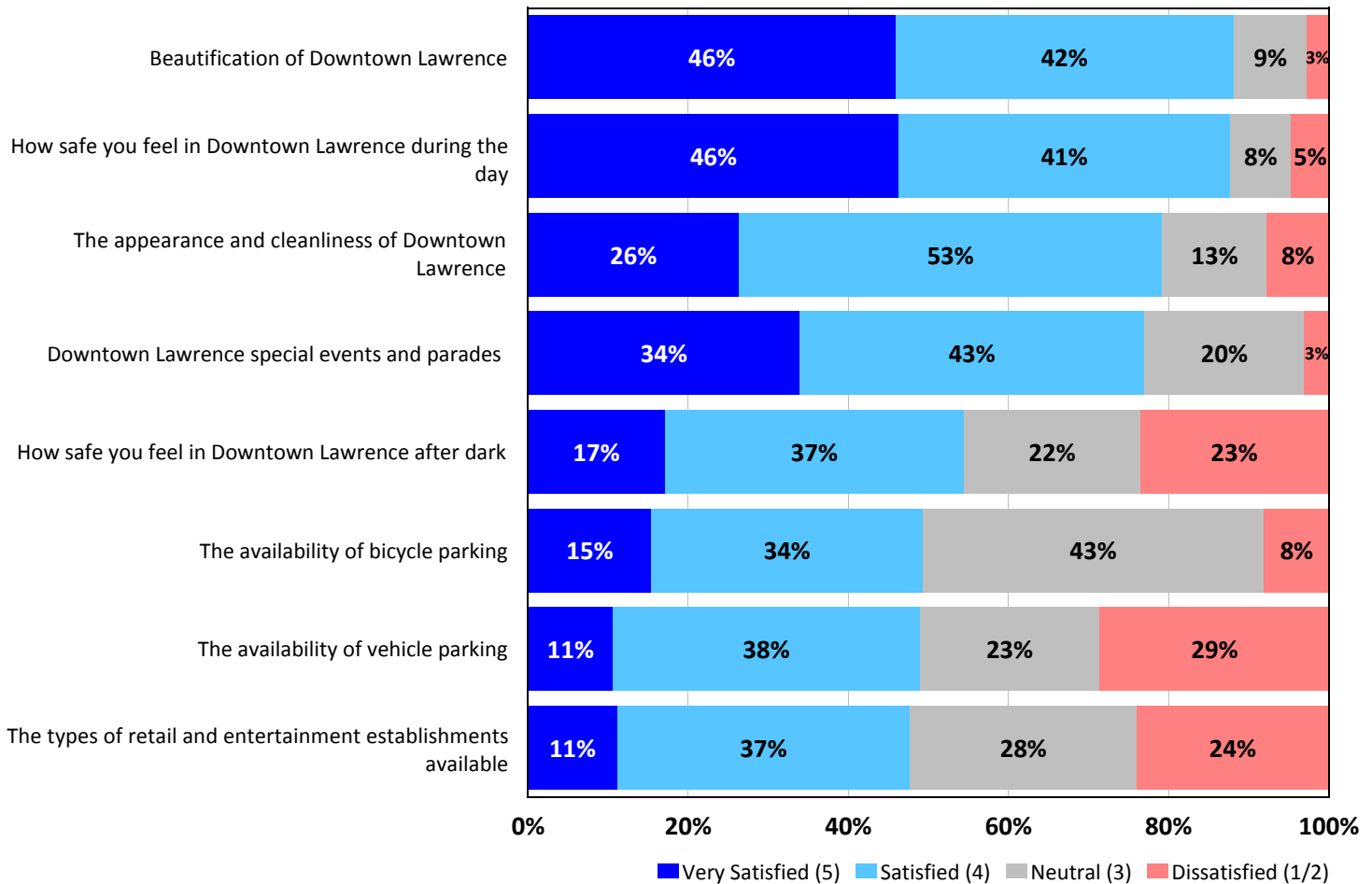
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q2. Perceptions of Downtown

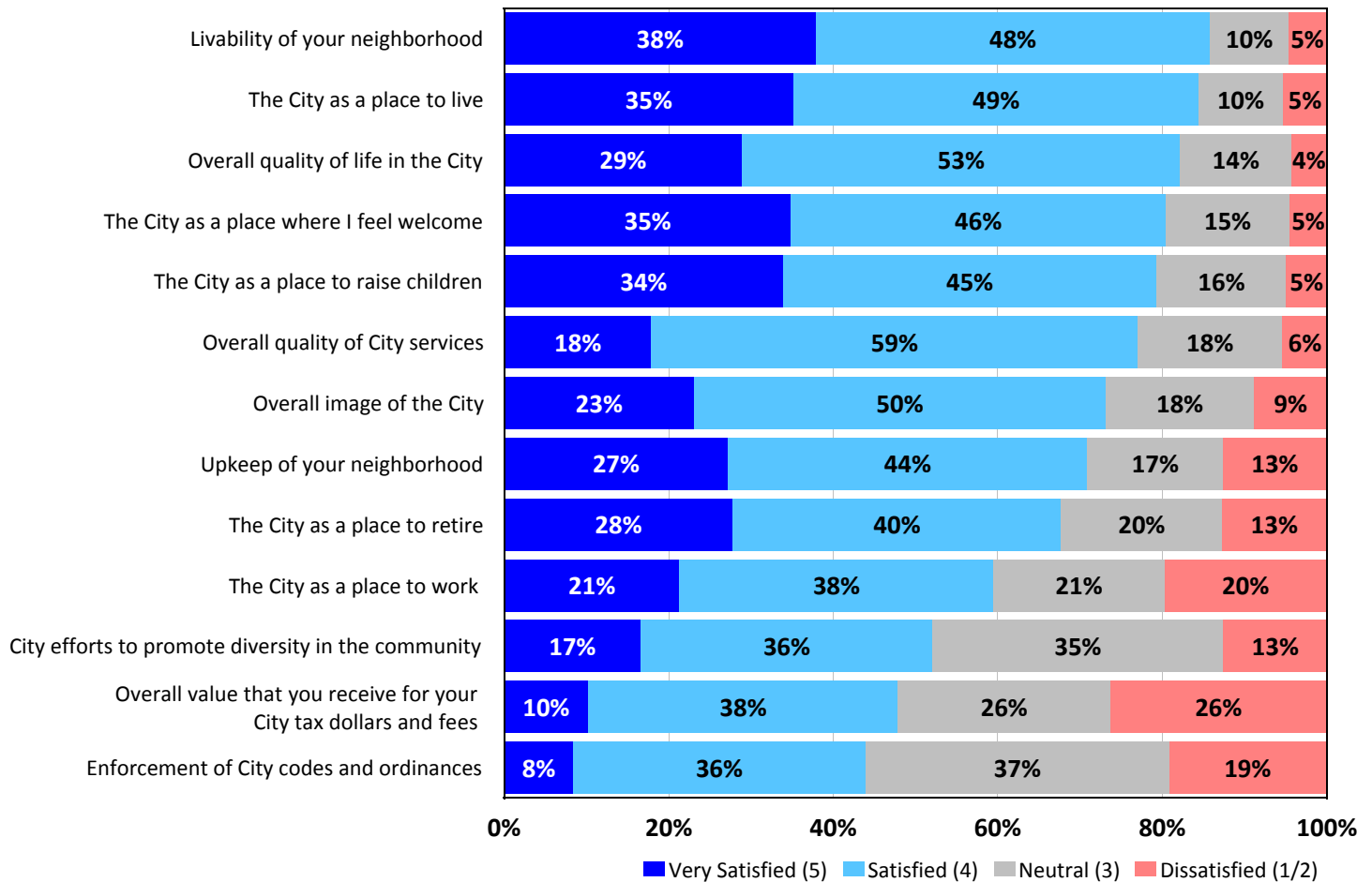
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q3. Perceptions of the City

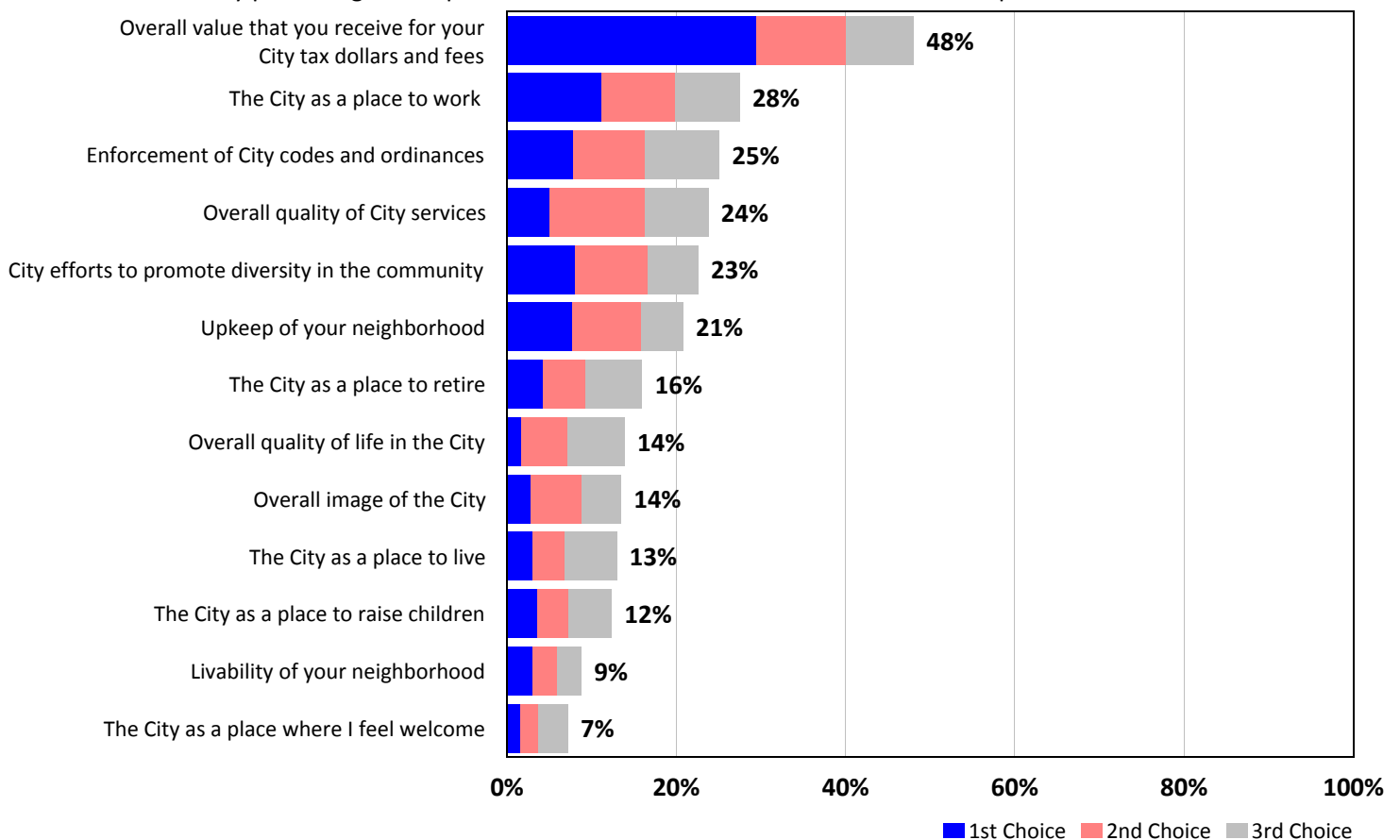
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q3a. Perception Items That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

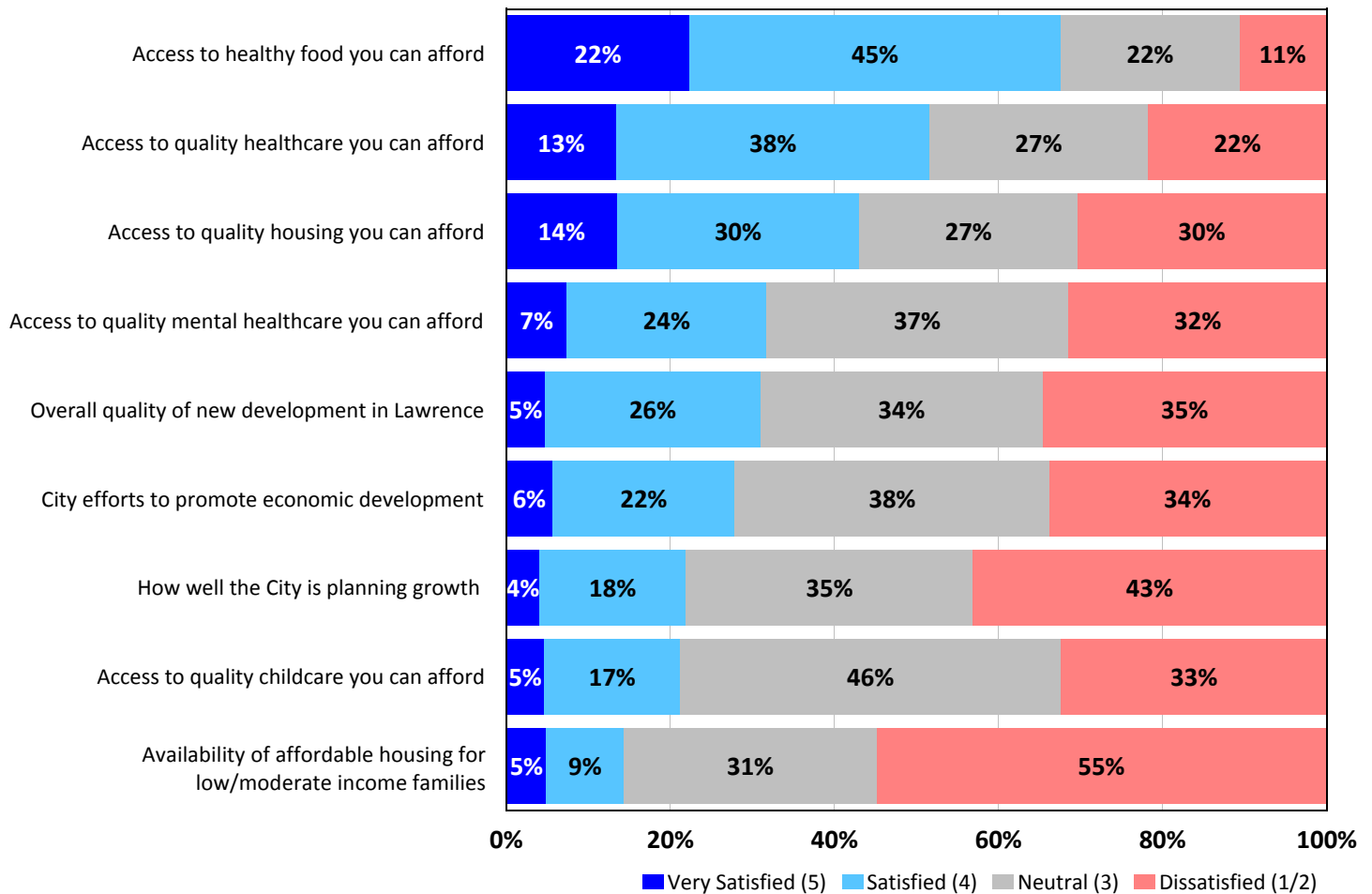
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q4. Economic Growth and Affordability

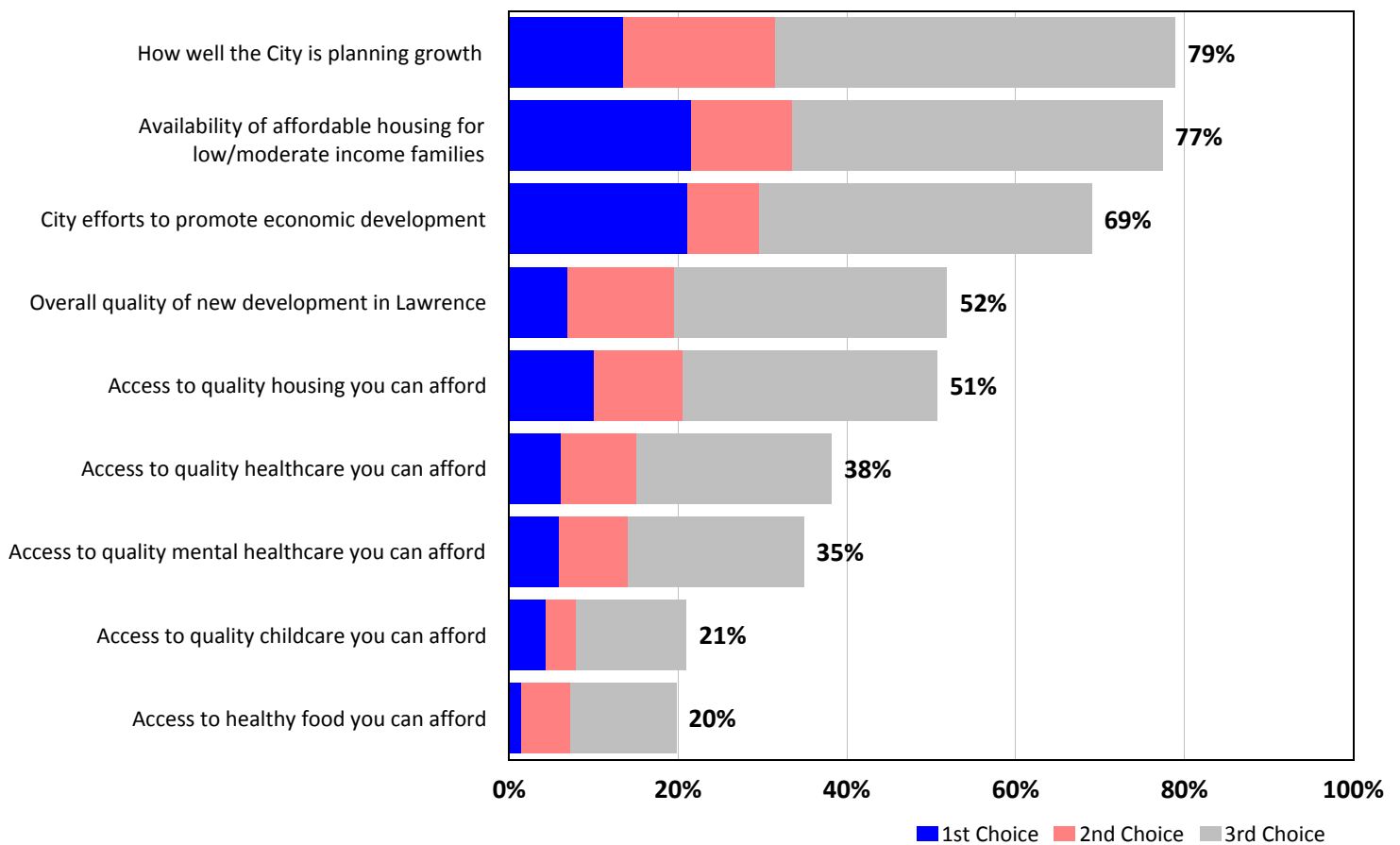
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q4a. Economic Growth and Affordability Items That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

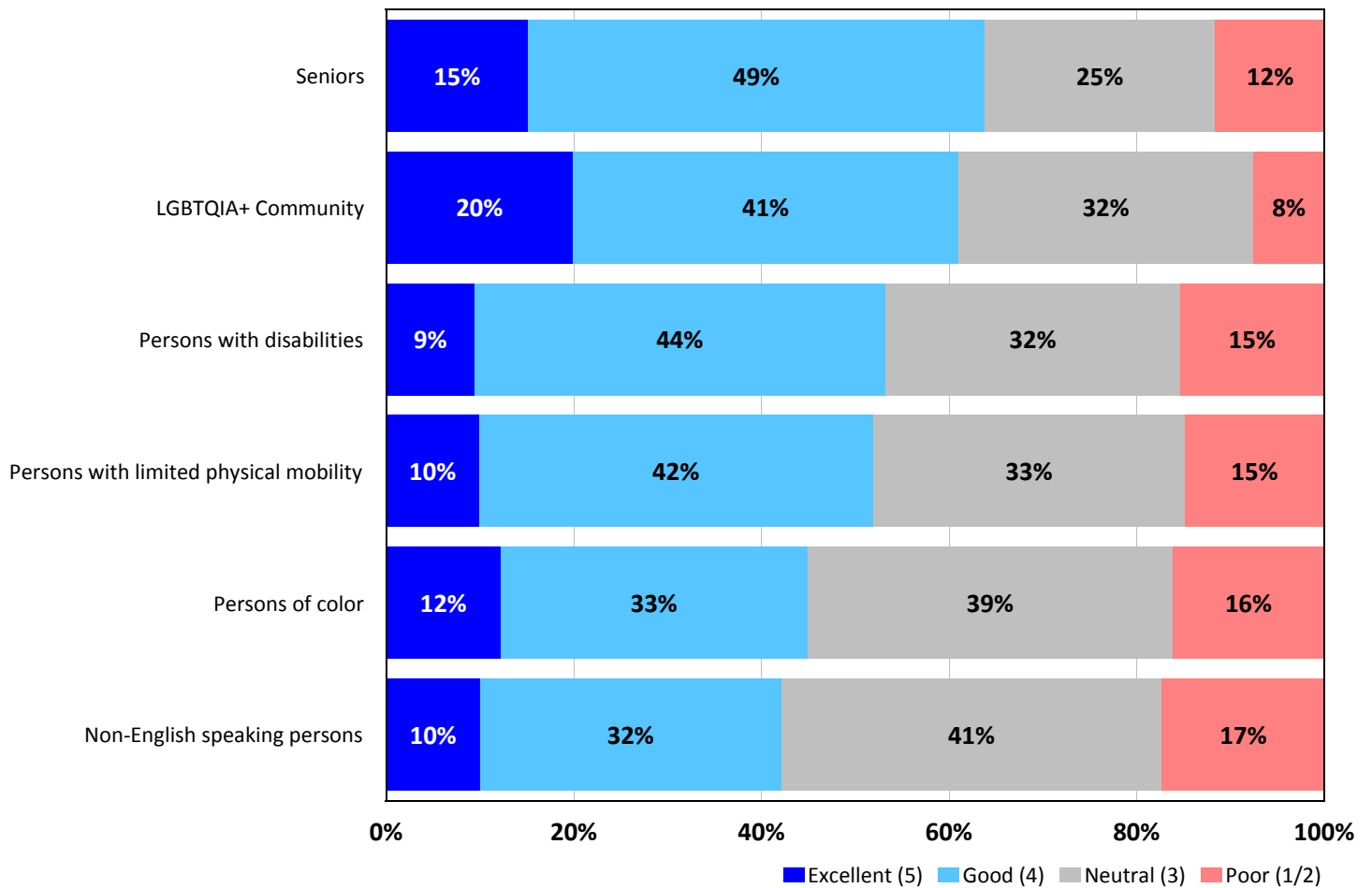
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q5. Diversity

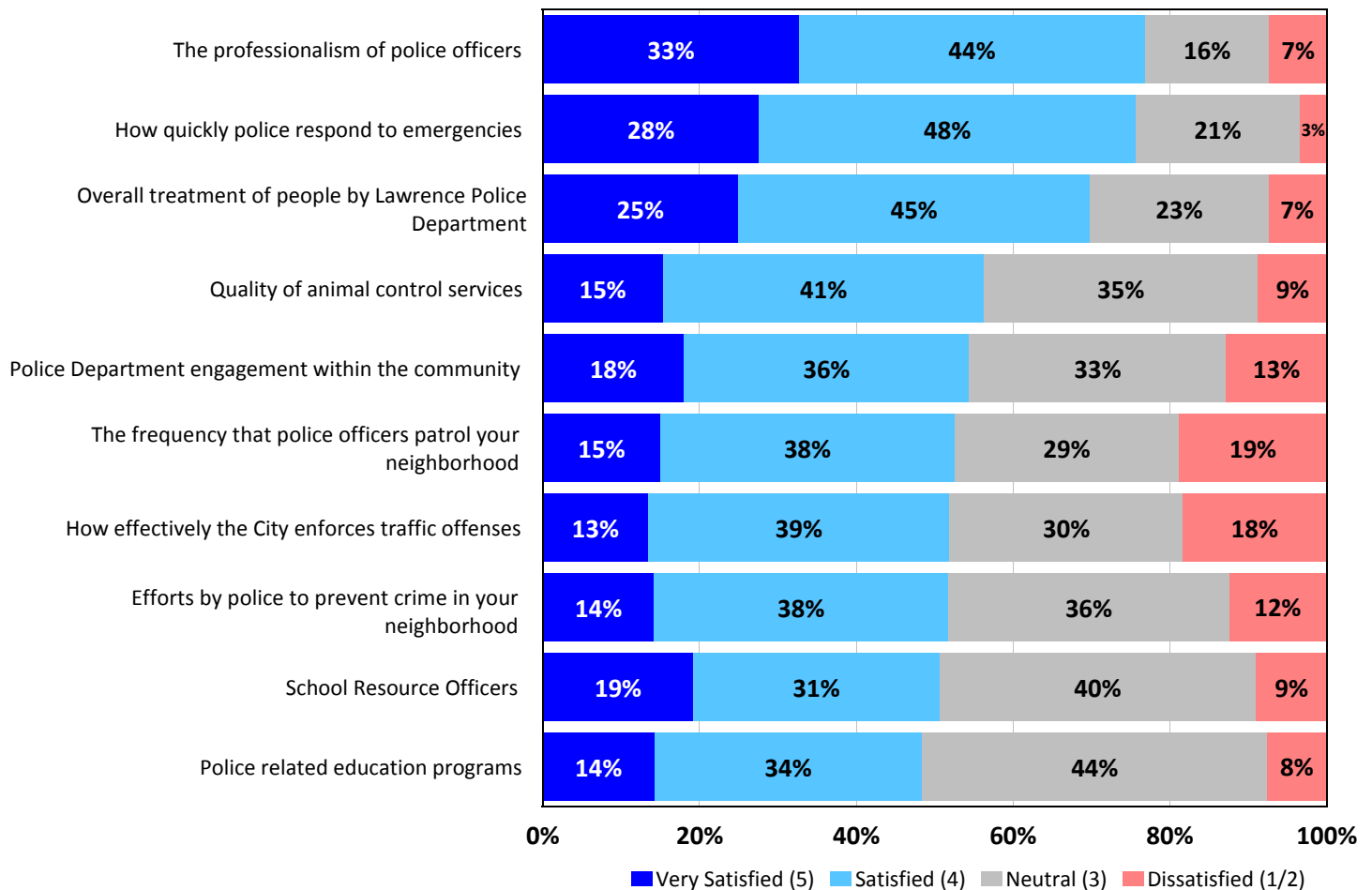
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q6. Police Services

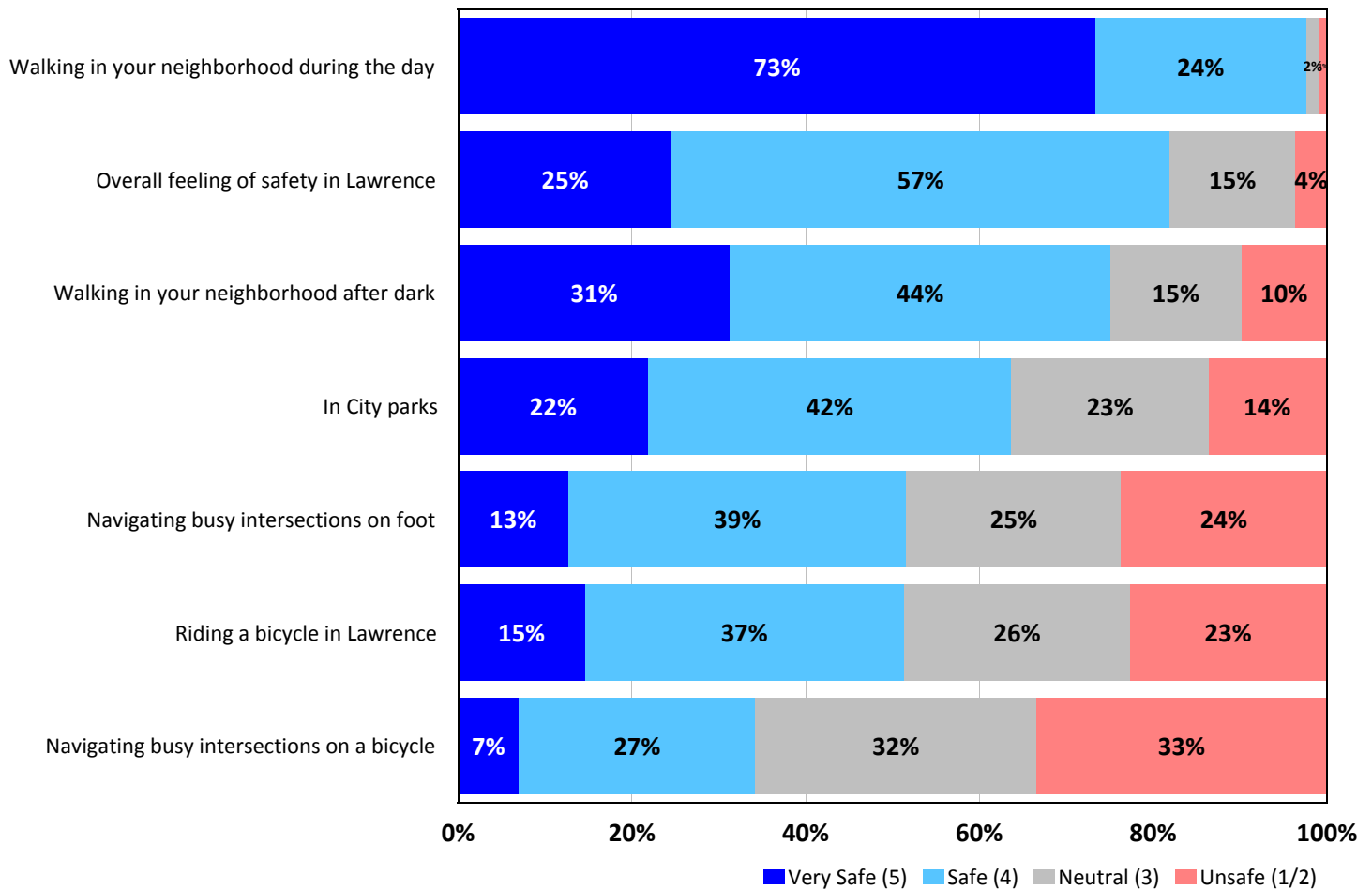
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q7. Perceptions of Safety

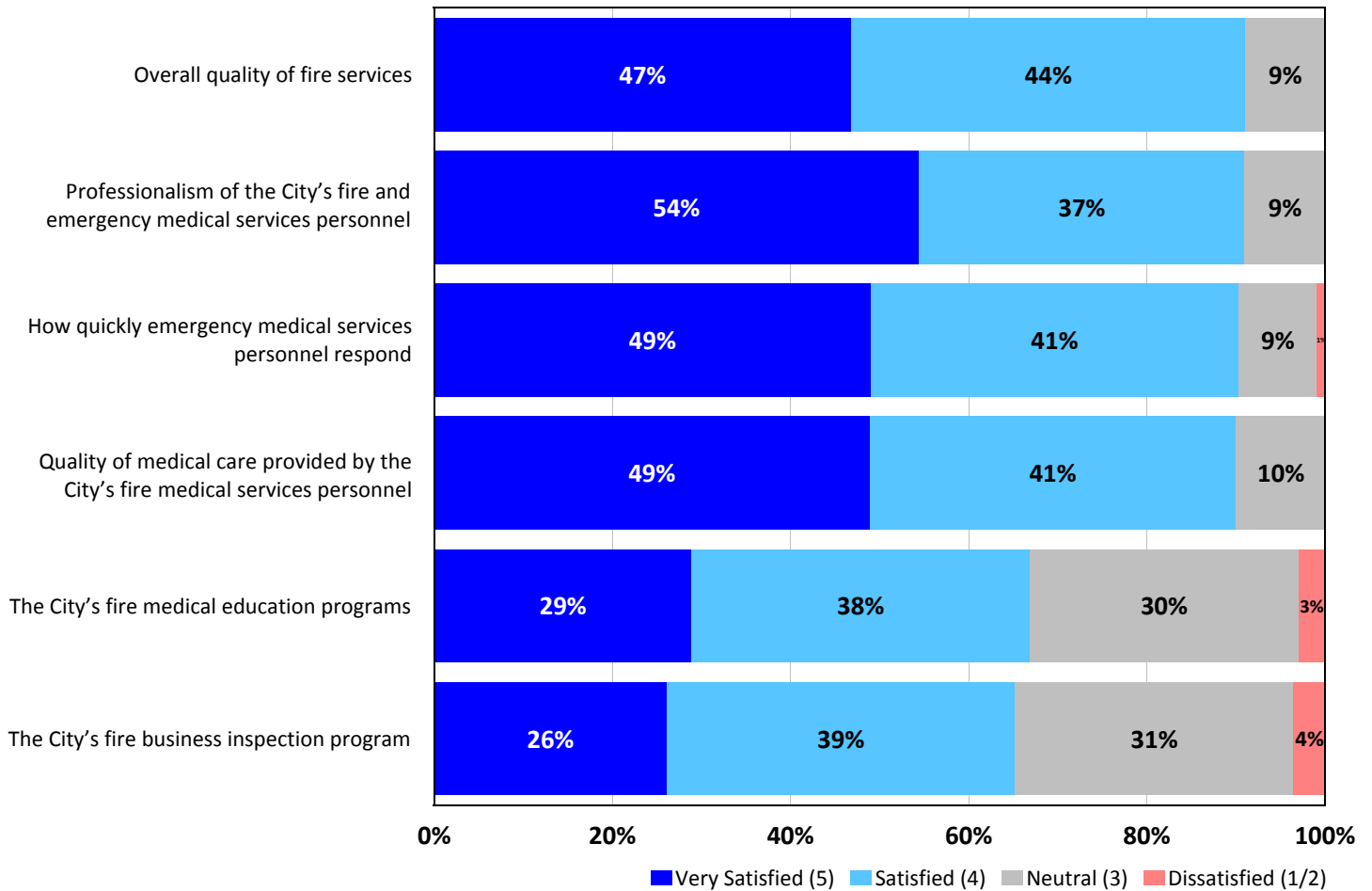
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q8. Fire and Emergency Medical Services

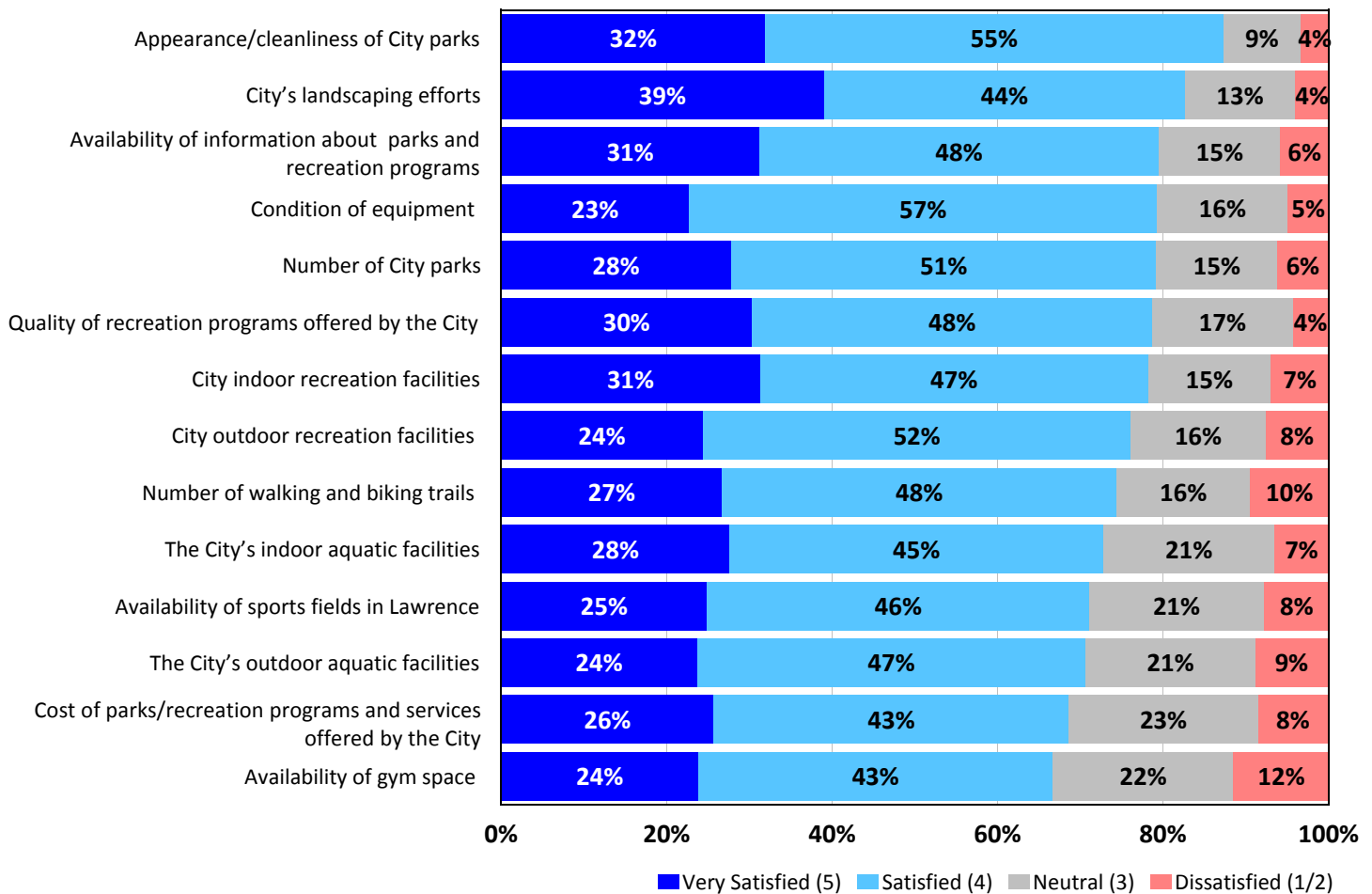
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q9. Parks and Recreation

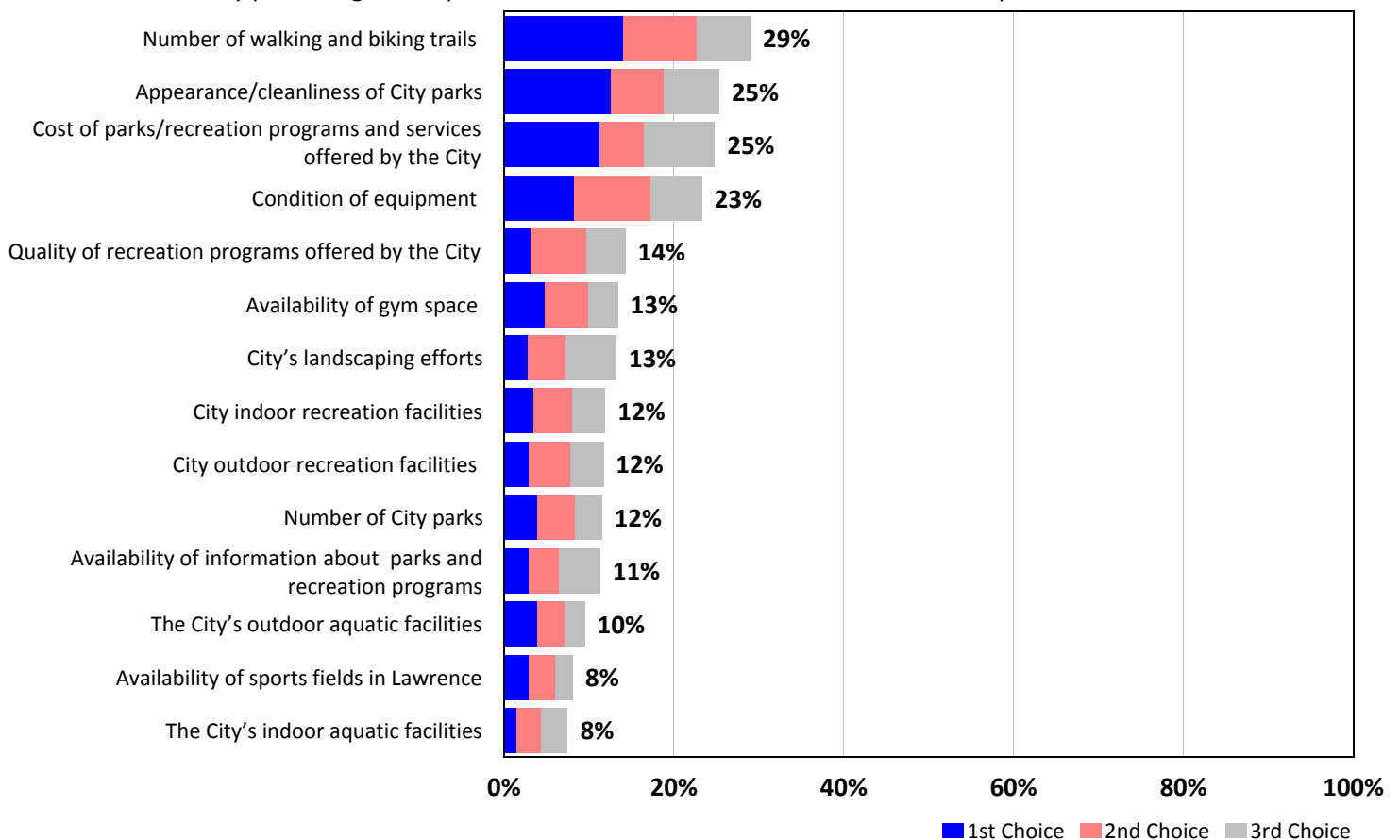
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q9a. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

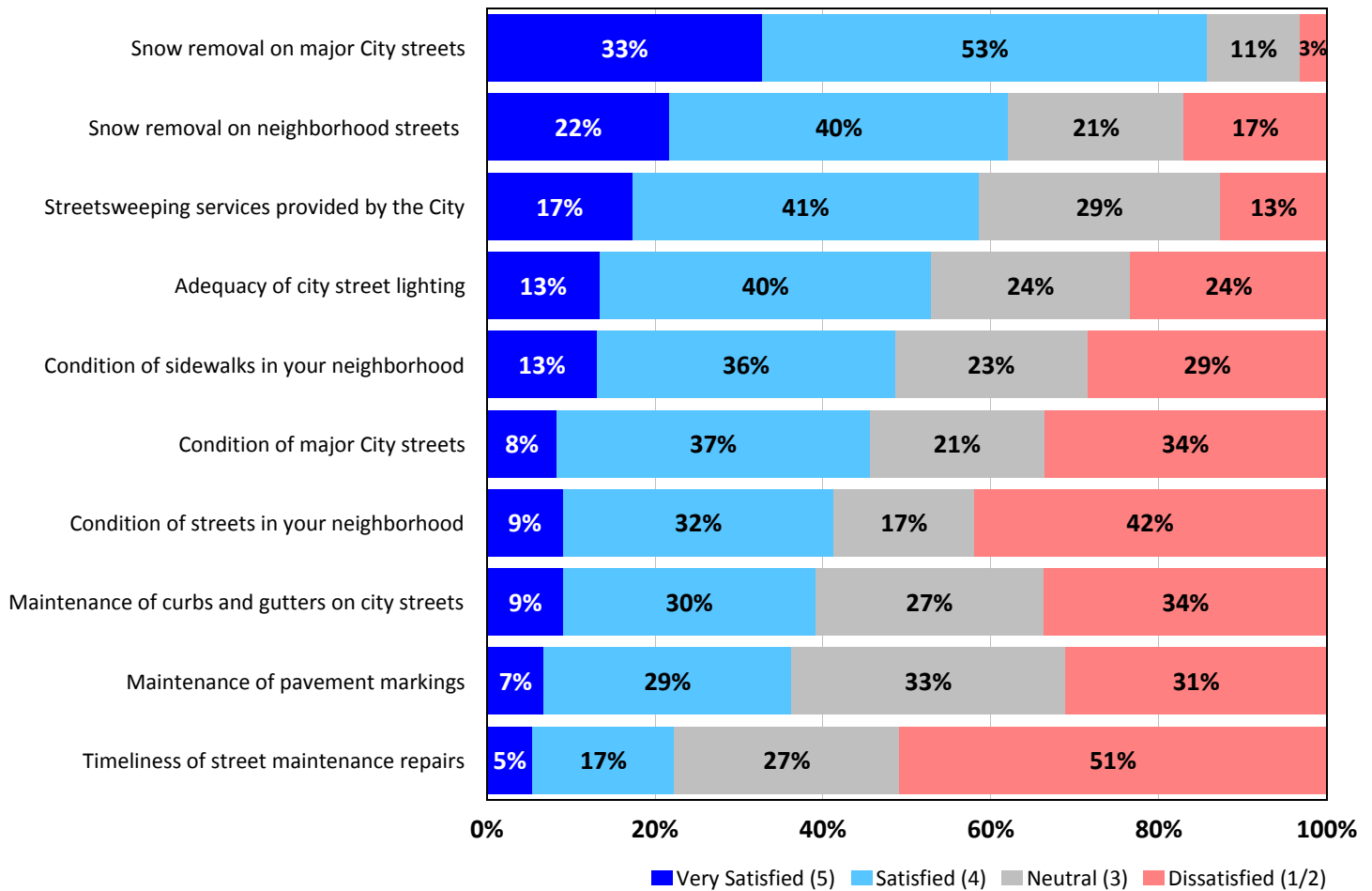
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q10. City Maintenance

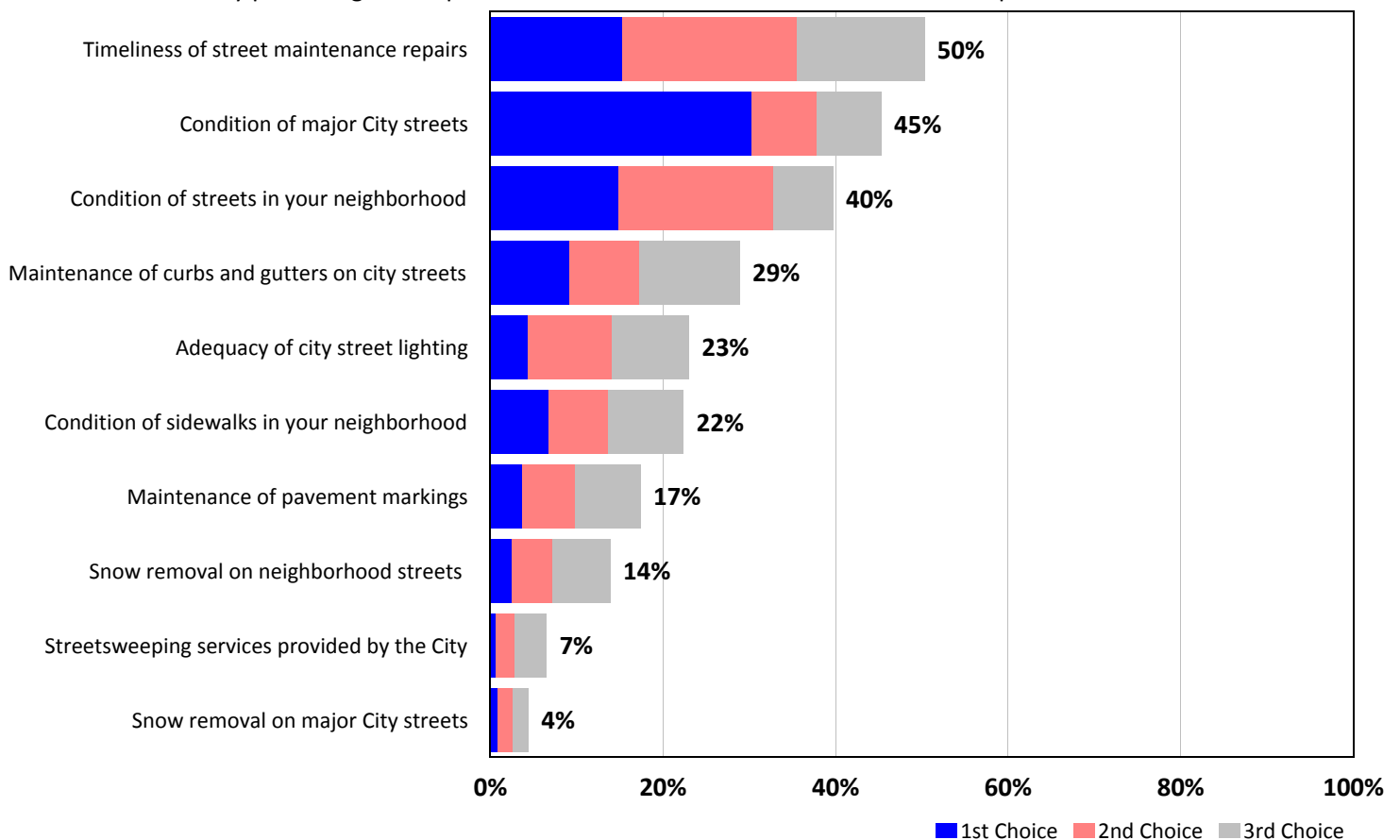
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q10a. City Maintenance Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

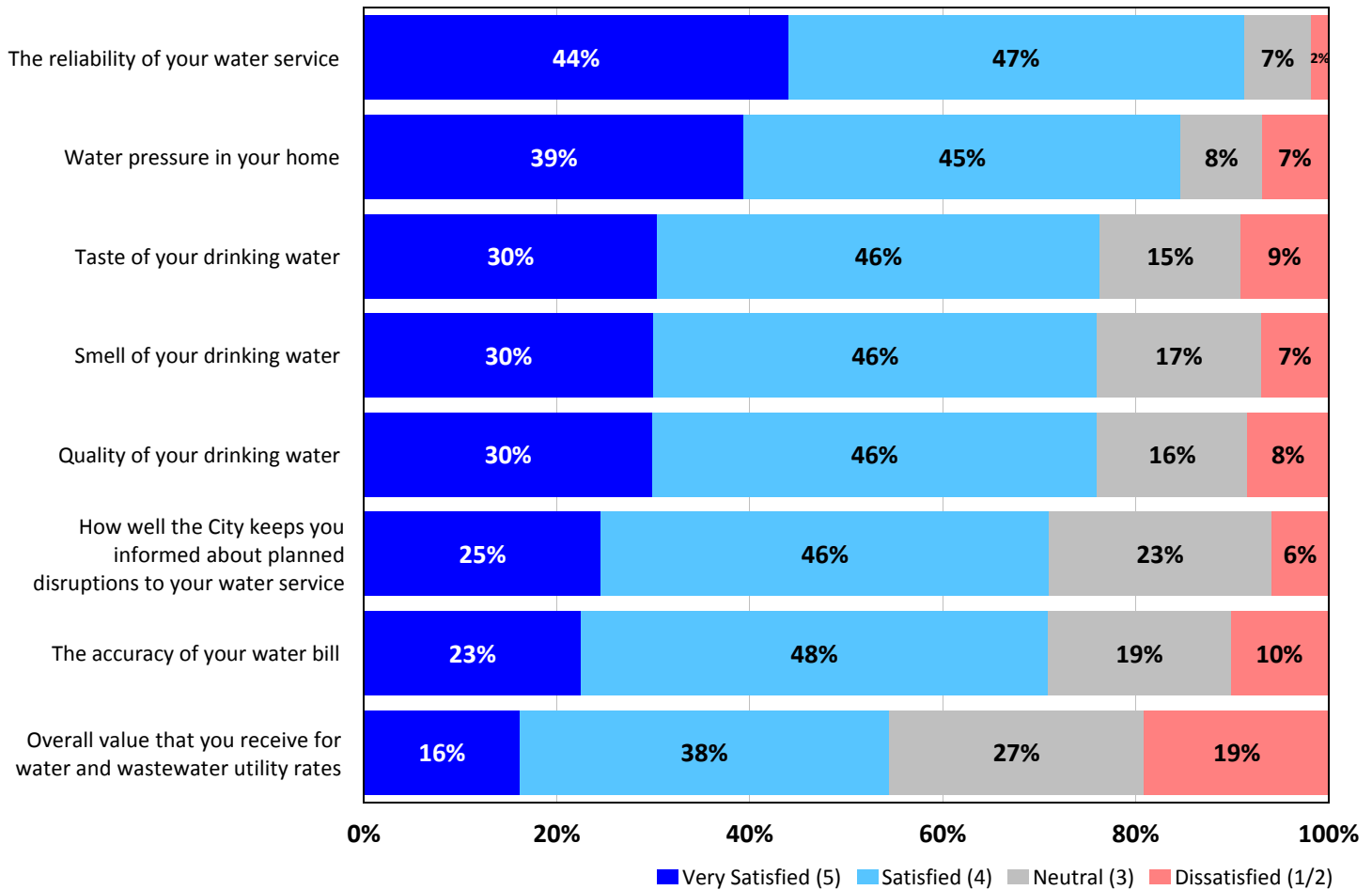
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q11. Water/Wastewater Utilities

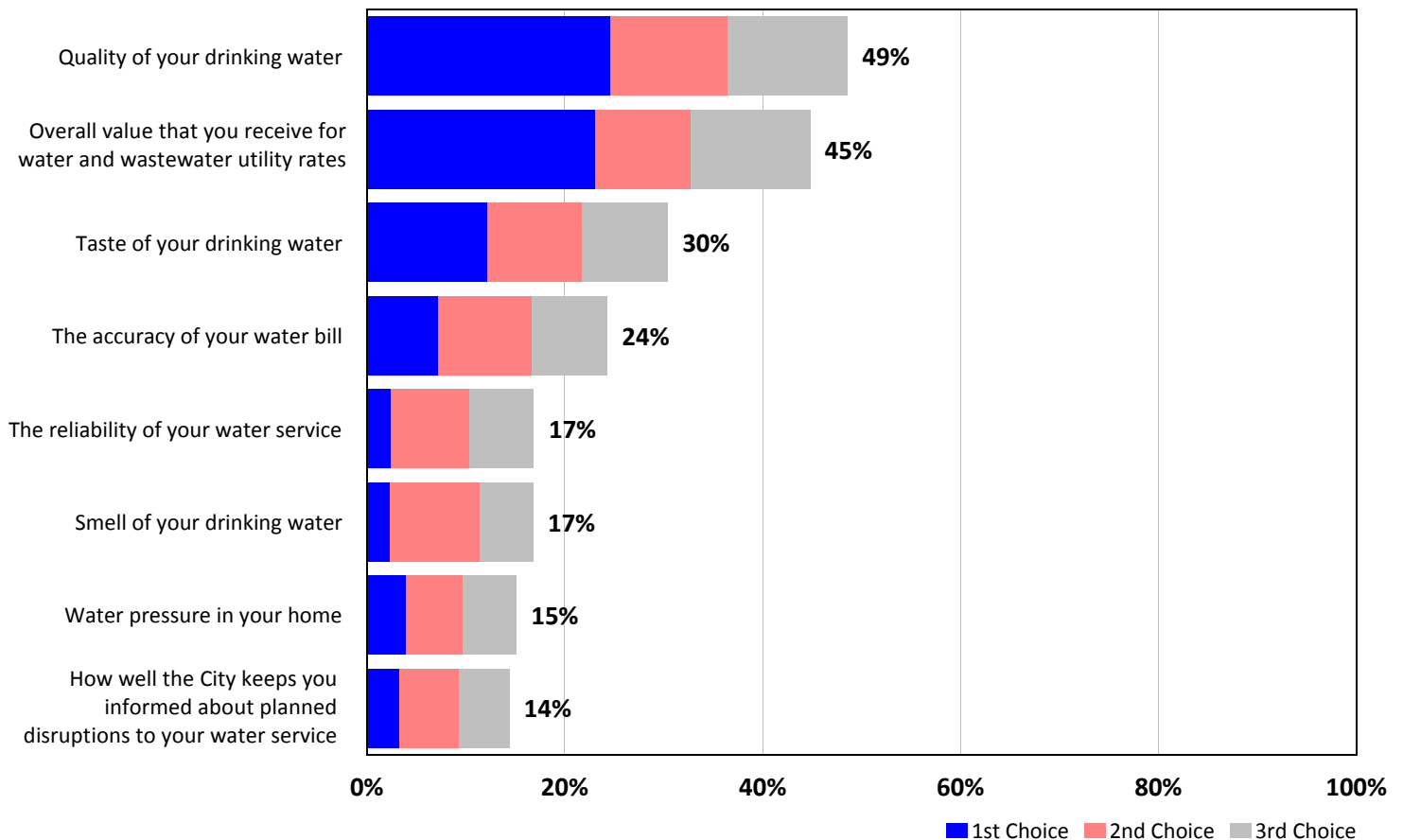
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q11a. Water/Wastewater Utility Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

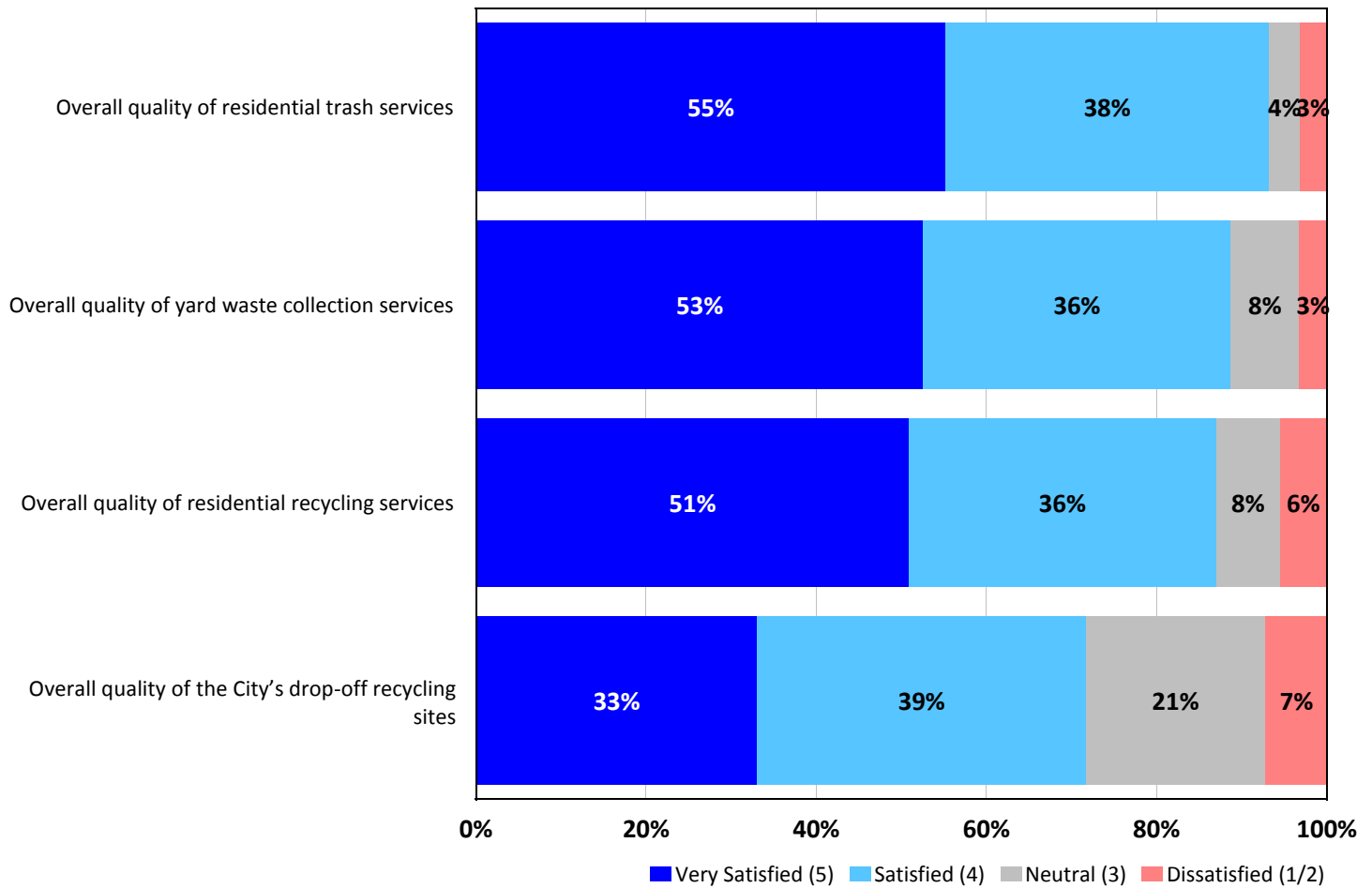
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q12. Solid Waste Disposal Services

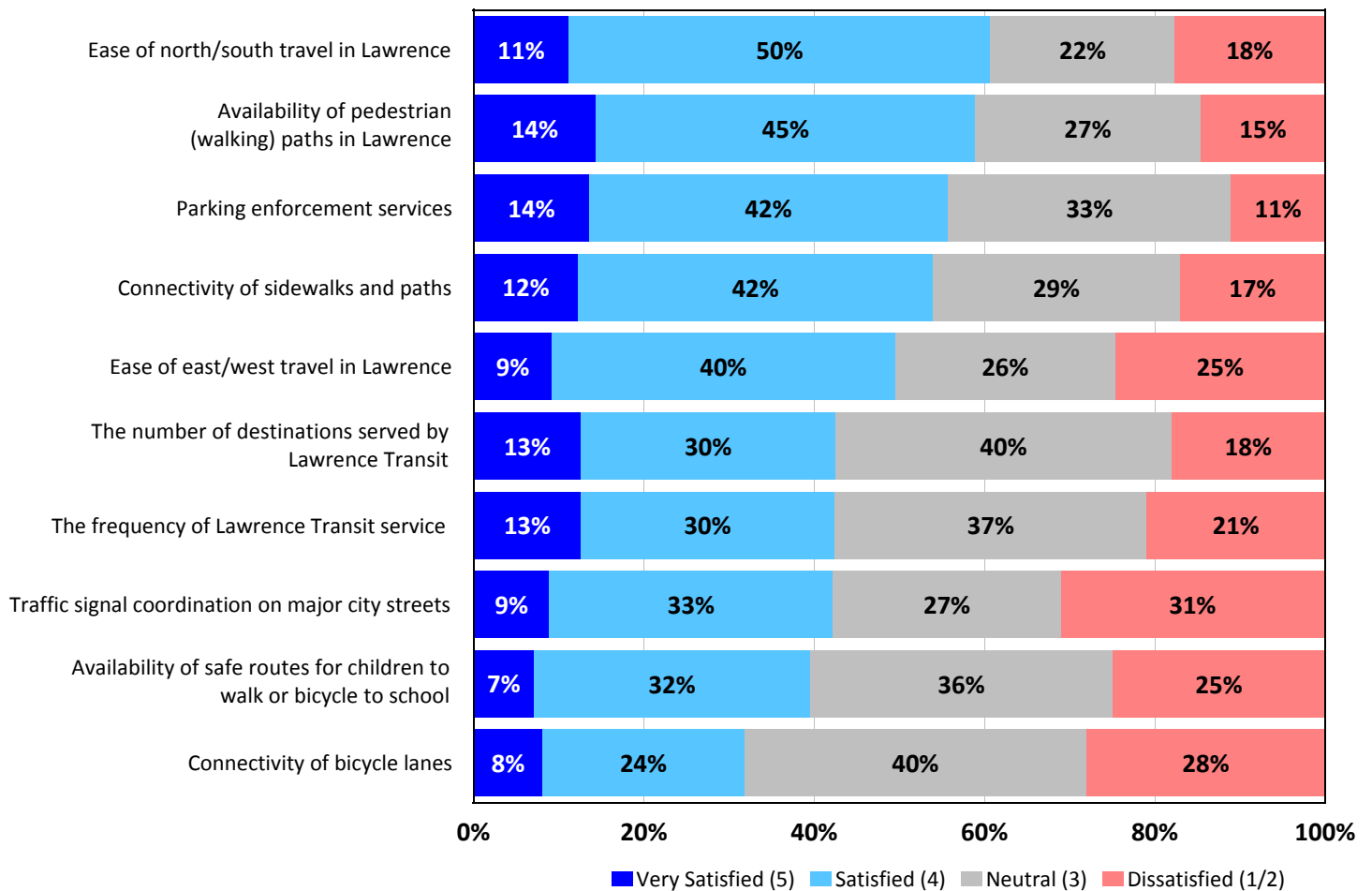
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q13. Transportation

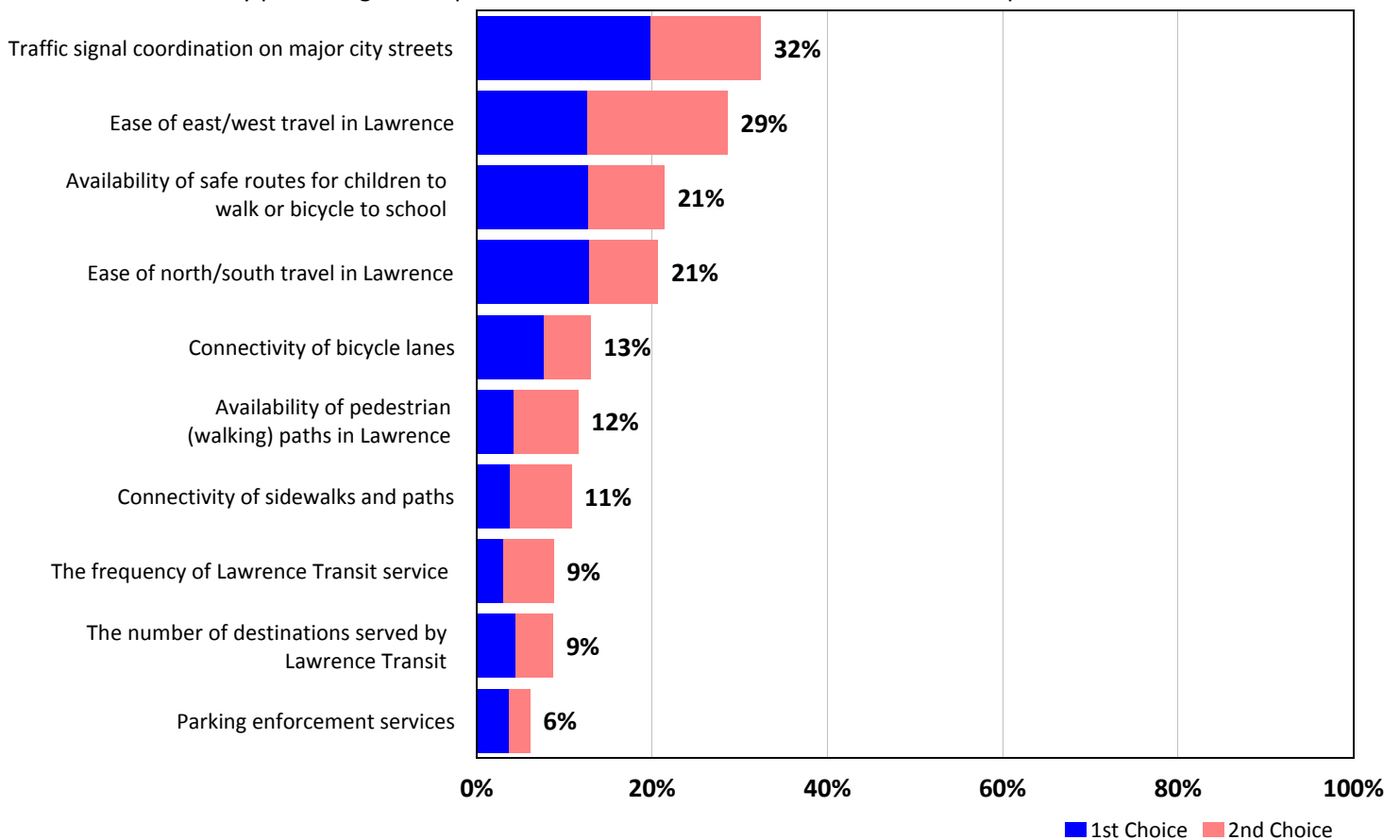
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q13a. Transportation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

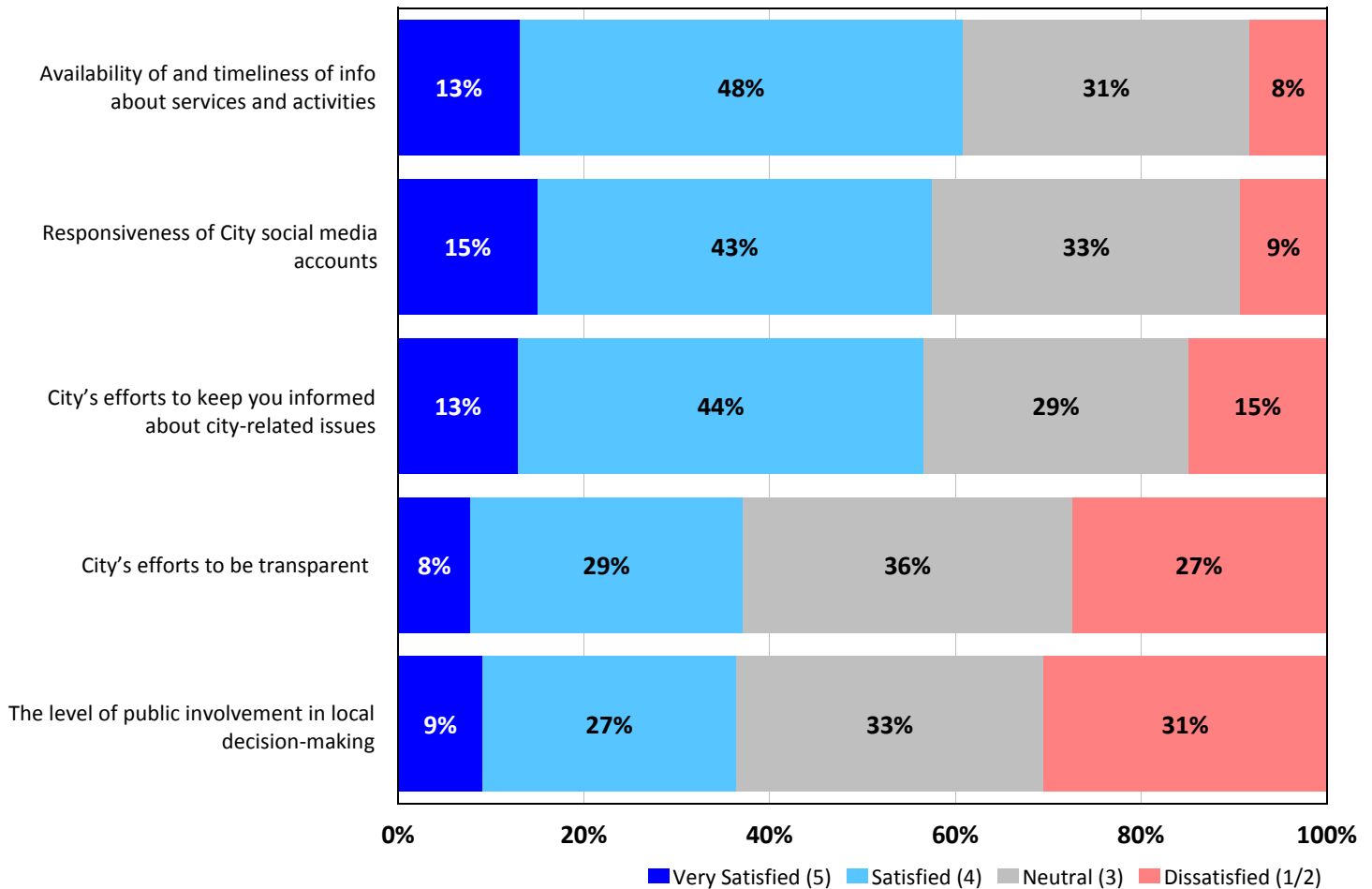
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

Q14. Communication

by percentage of respondents (excluding don't knows)

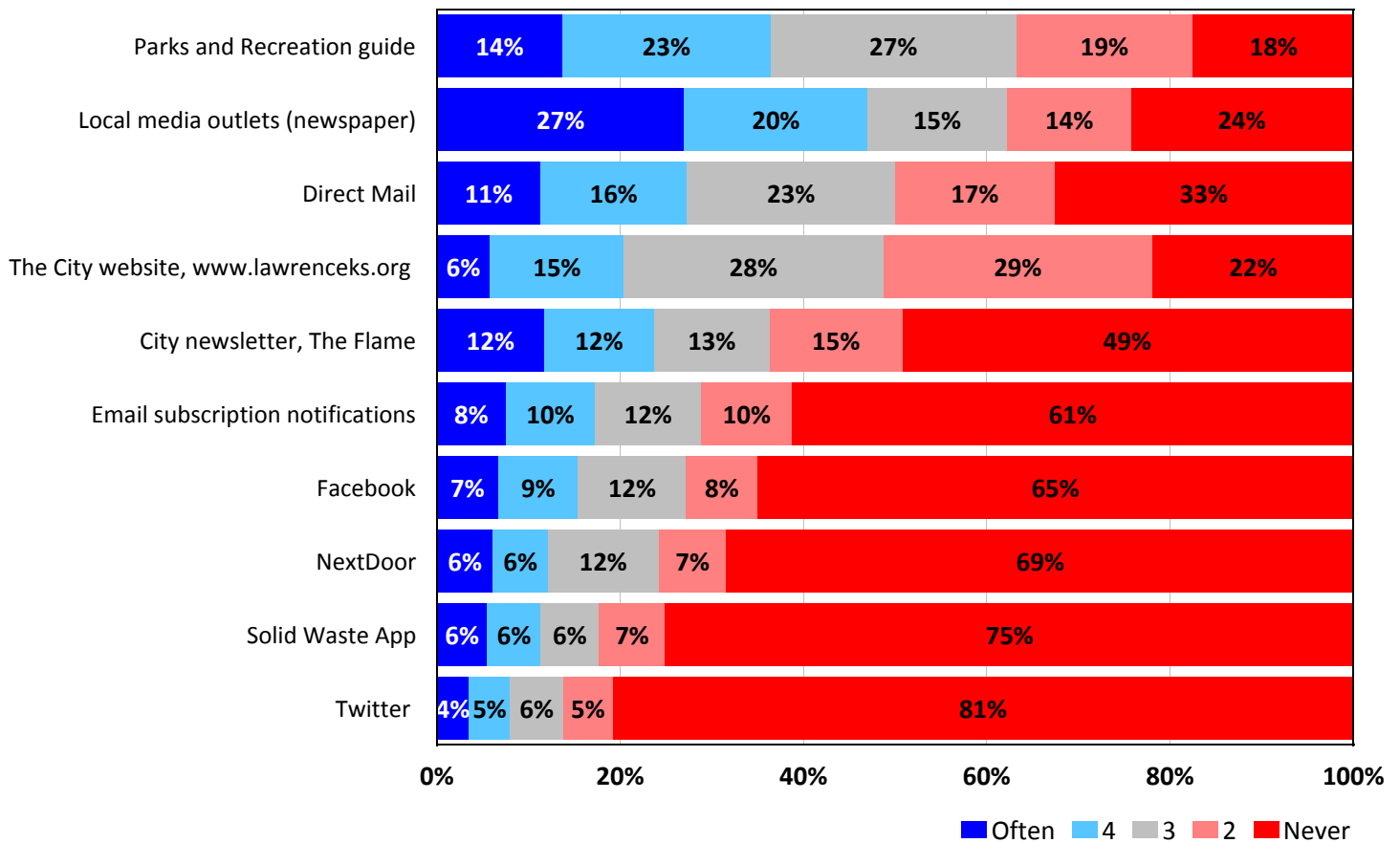


Source: ETC Institute (2020)

Q15. City Communication [Part 1]

How Often Respondents Use Each Item

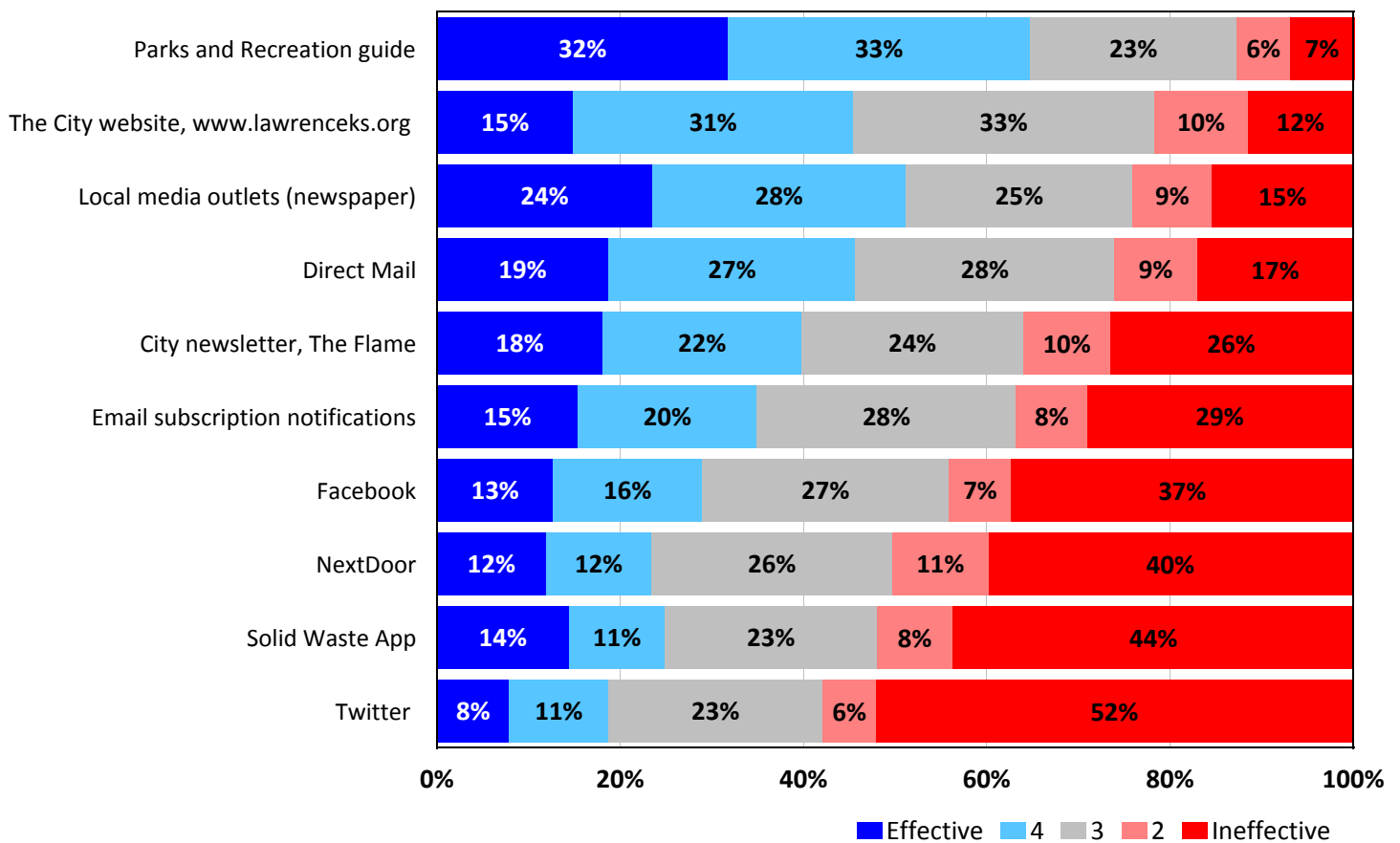
by percentage of respondents (excluding not provided responses)



Source: ETC Institute (2020)

Q15. City Communication [Part 2] Effectiveness of Each Item

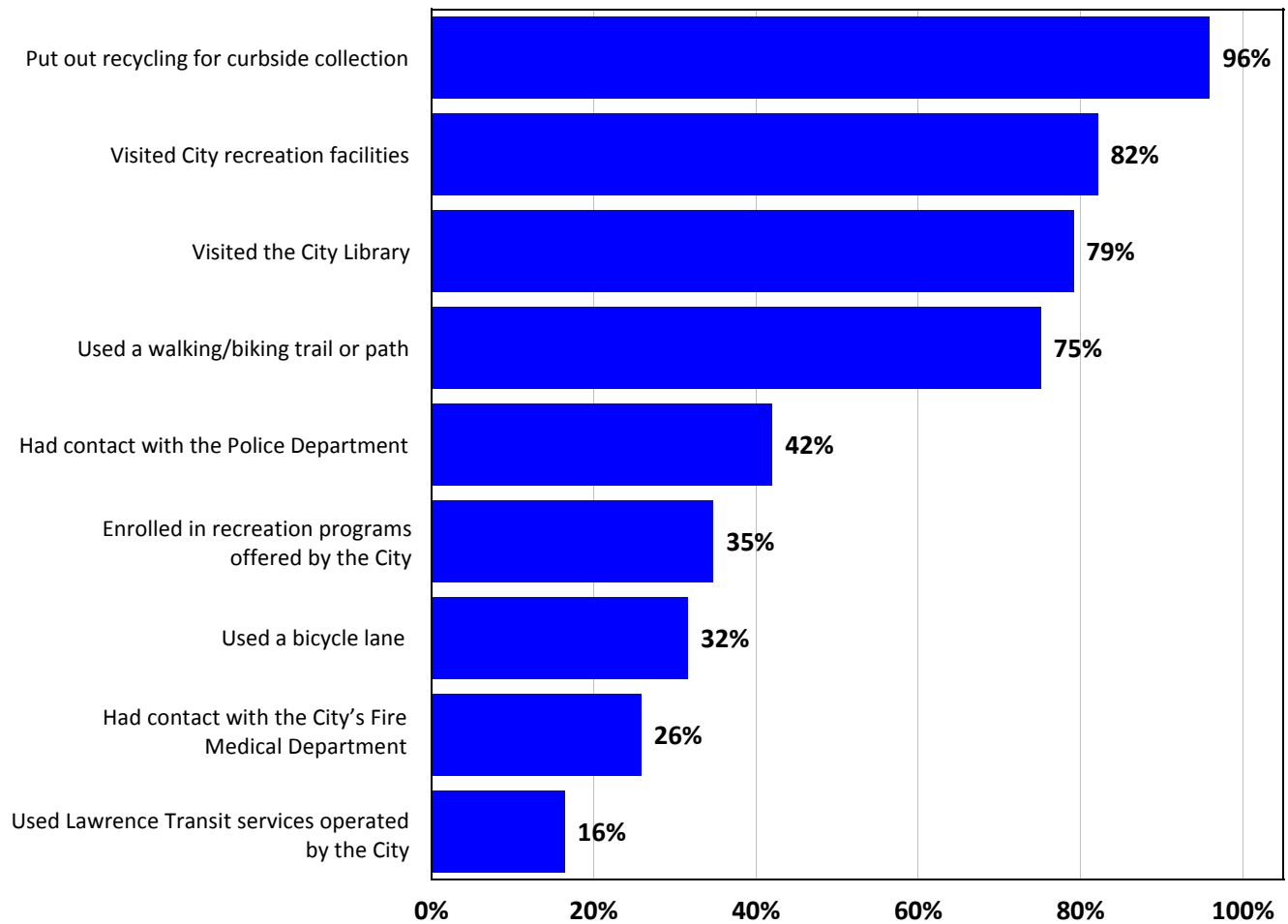
by percentage of respondents



Source: ETC Institute (2020)

Q16. Utilization of Services During the Past 12 Months

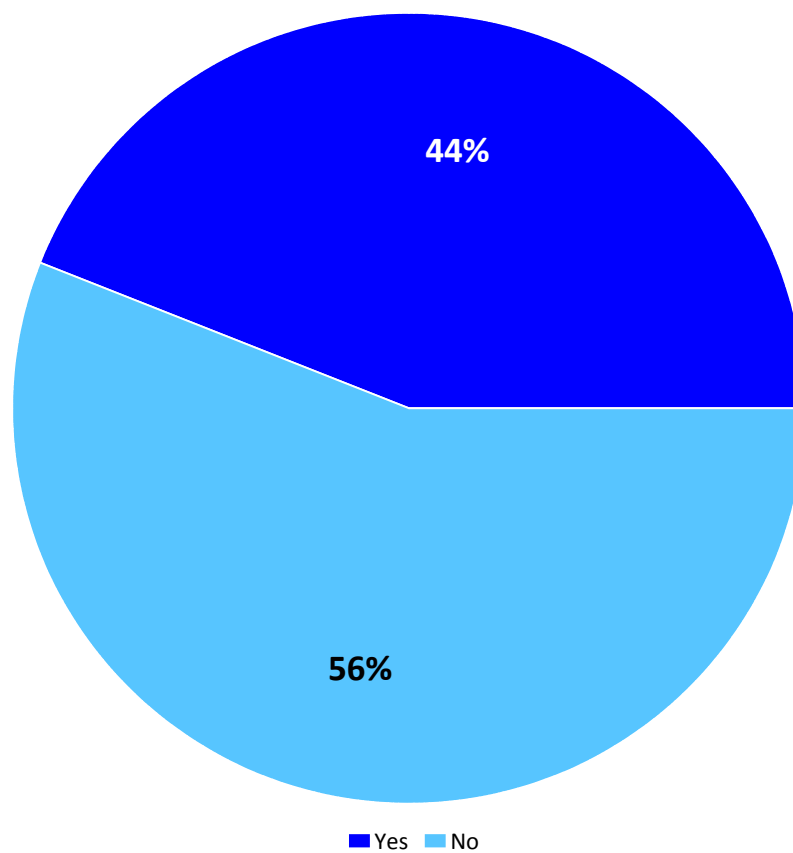
by percentage of respondents who marked “yes”



Source: ETC Institute (2020)

Q17. Have you engaged with the City about a question, problem, or complaint during the past year?

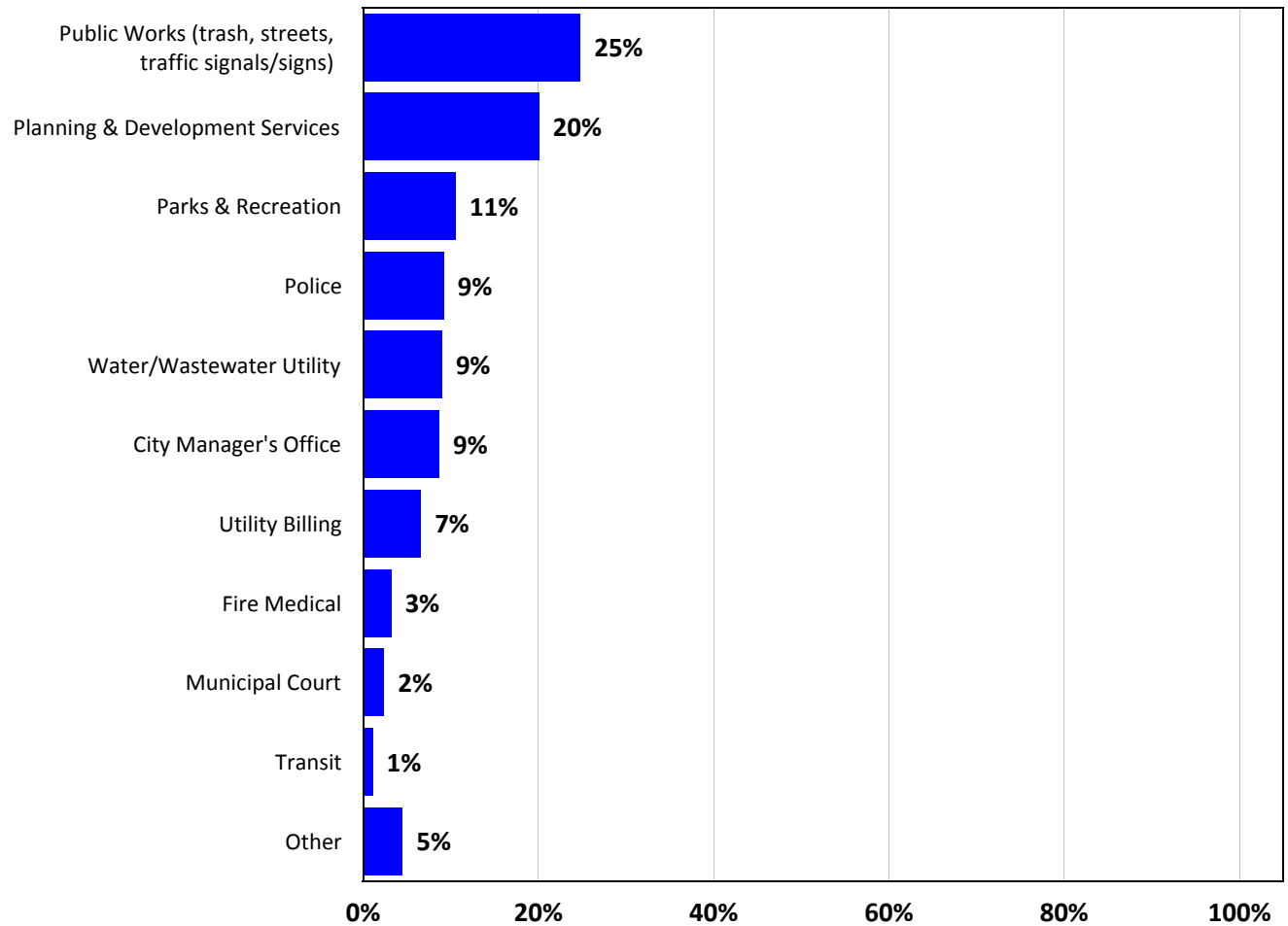
by percentage of respondents



Source: ETC Institute (2020)

Q17a. Which department did you contact most recently?

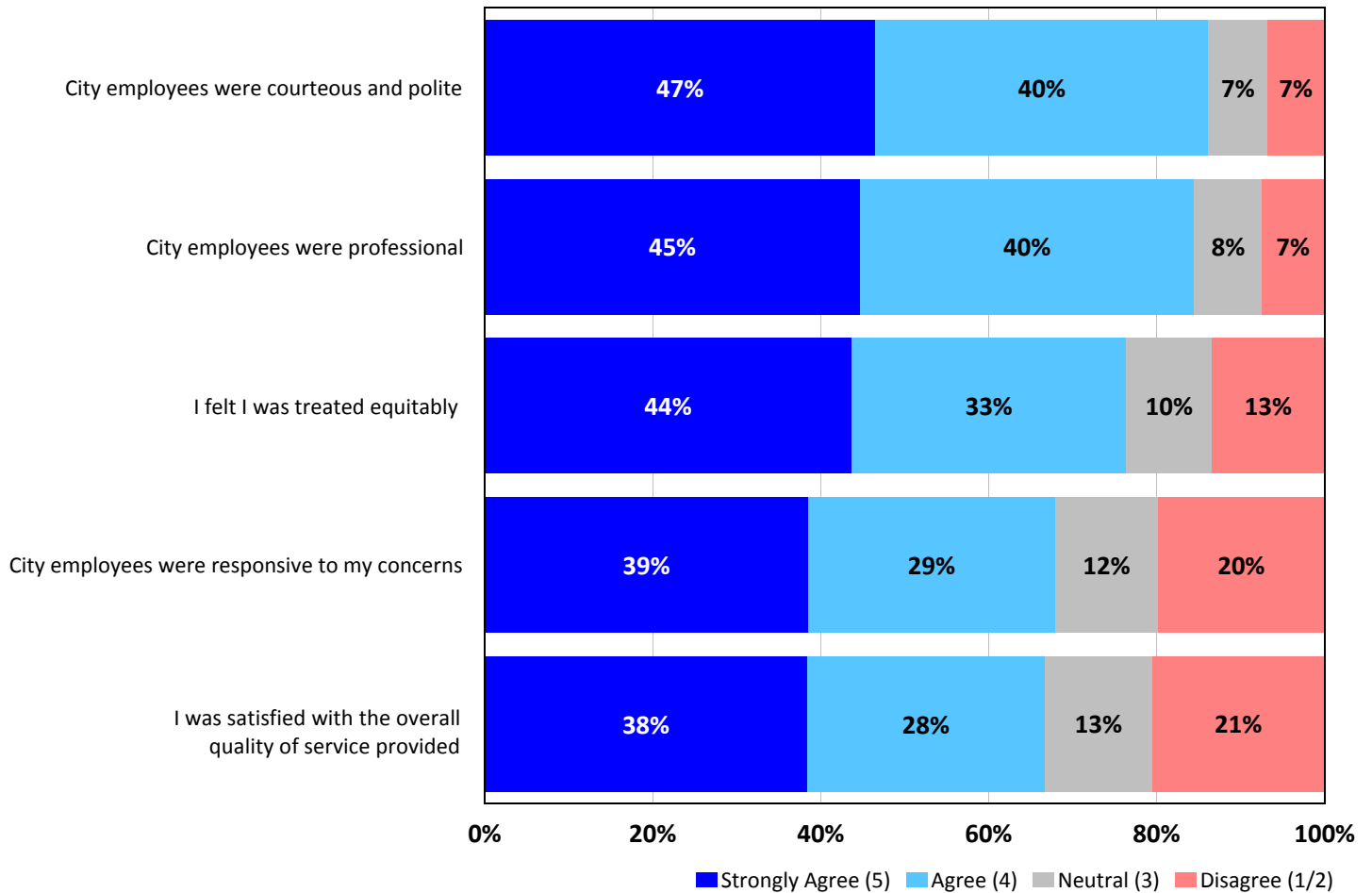
by percentage of respondents who marked "yes" to Q17



Source: ETC Institute (2020)

Q17b. Behavior of City Employees

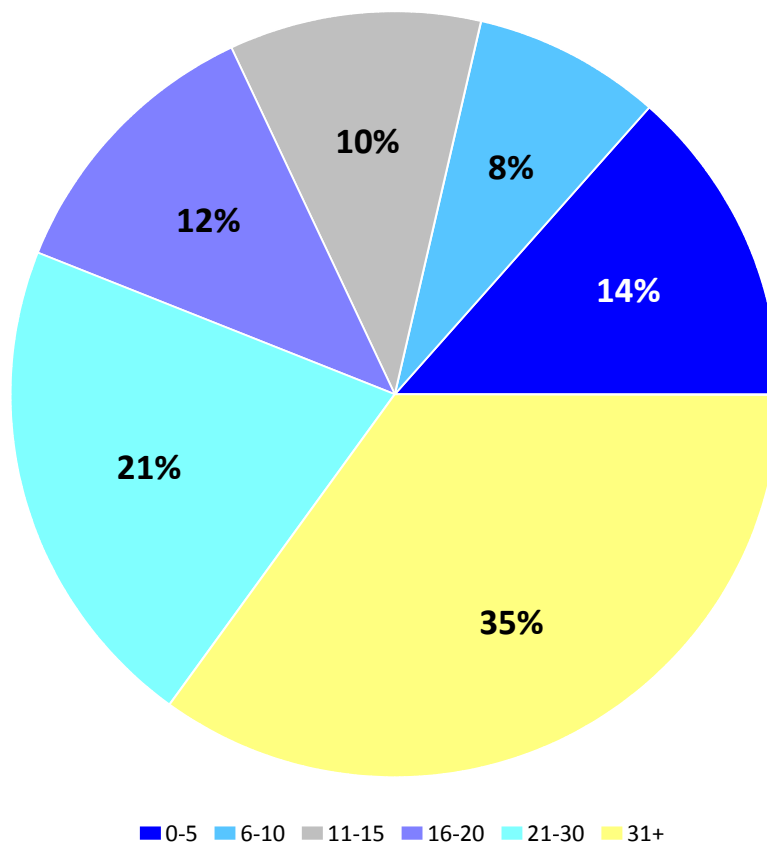
by percentage of respondents who marked "yes" to Q17 (excluding don't knows)



Source: ETC Institute (2020)

Q18. Demographics: Approximately, how many years have you lived in the City of Lawrence?

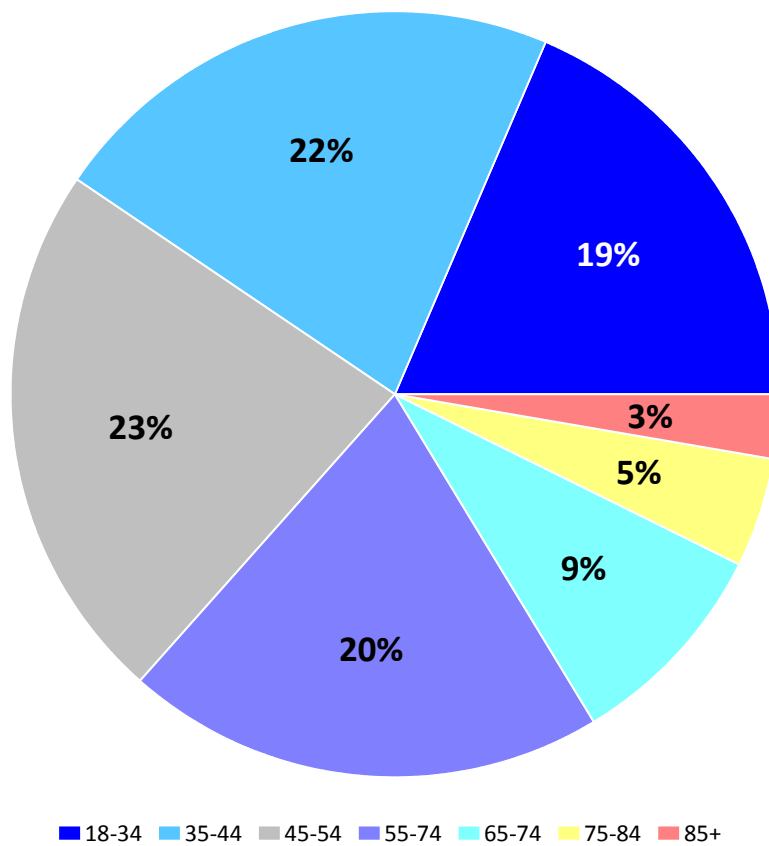
by percentage of respondents



Source: ETC Institute (2020)

Q19. Demographics: What is your age?

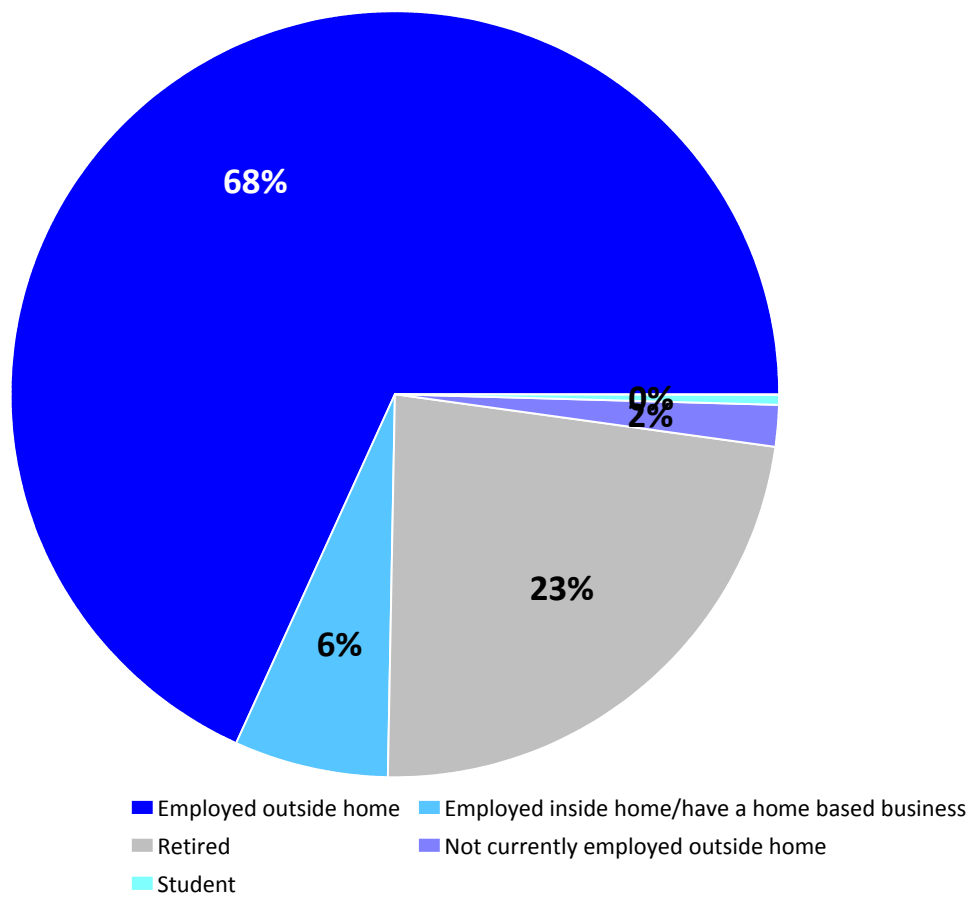
by percentage of respondents



Source: ETC Institute (2020)

Q20. Demographics: Your employment status:

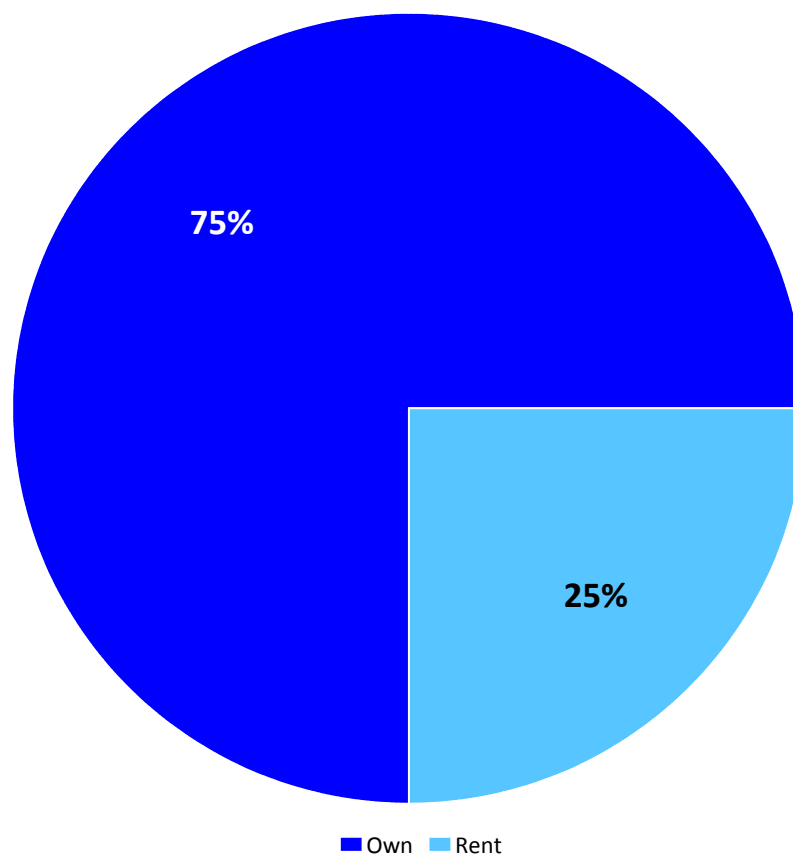
by percentage of respondents



Source: ETC Institute (2020)

Q21. Demographics: Do you own or rent your current residence?

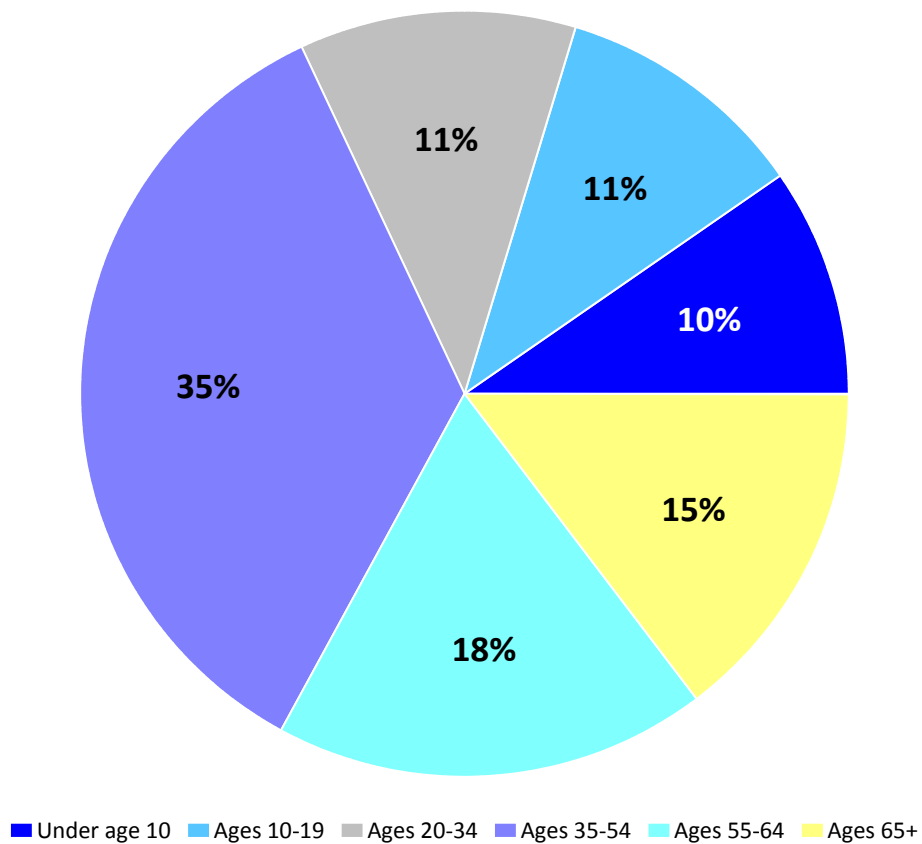
by percentage of respondents



Source: ETC Institute (2020)

Q22. Demographics: Ages of household members

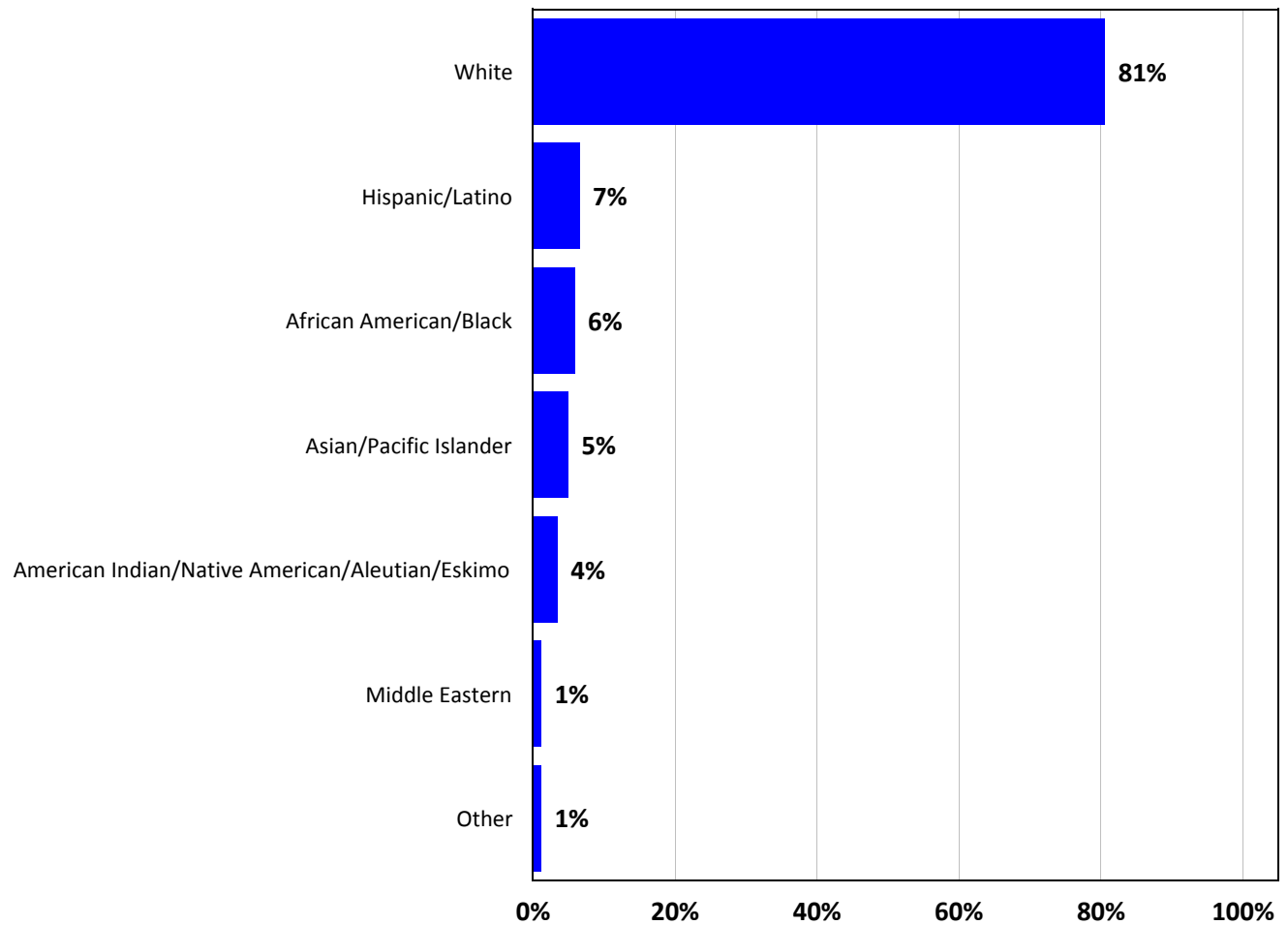
by percentage of respondents



Source: ETC Institute (2020)

Q23. Demographpics: Race or Ethnic Background:

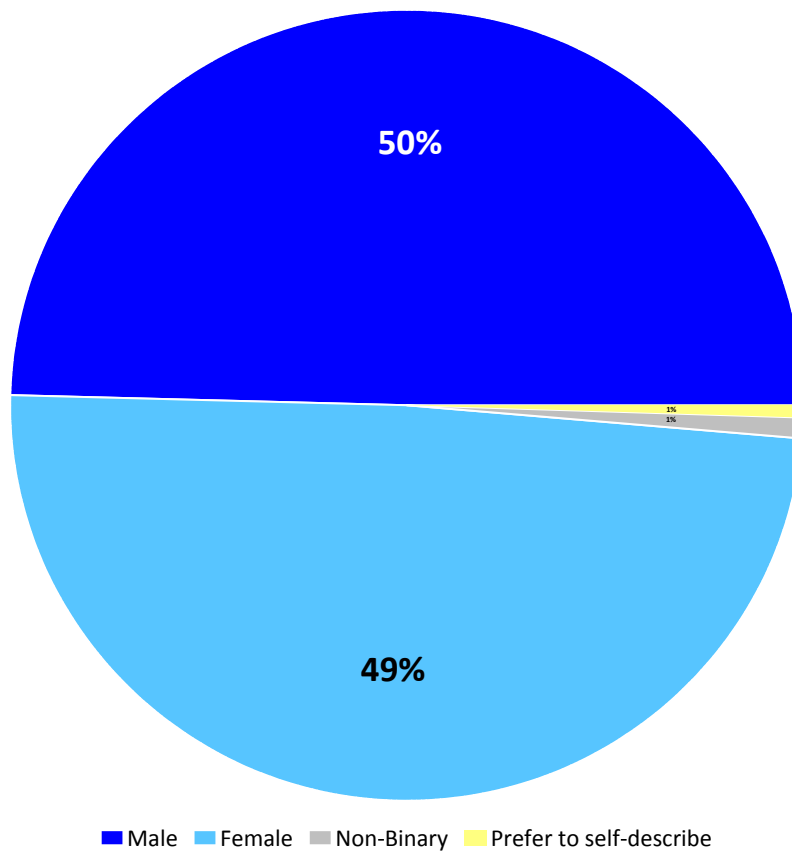
by percentage of respondents



Source: ETC Institute (2020)

Q24. Demographics: Gender Identity:

by percentage of respondents



Source: ETC Institute (2020)

Section 2

Benchmarking Analysis

Benchmarking Analysis

City of Lawrence, Kansas

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 200 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of residents in the continental United States and (2) survey results from 30 communities in the Kansas City Metropolitan area where the *DirectionFinder*® survey was administered between 2018 and 2019. The communities included in the Kansas City Metropolitan area average are listed below:

- Atchison, KS
- Basehor, KS
- Blue Springs, MO
- Branson, MO
- Columbia, MO
- Edgerton, KS
- Fairway, KS
- Gardner, KS
- Grain Valley, MO
- Grandview, MO
- Independence, MO
- Johnson County, KS
- Kansas City, MO
- Lee's Summit, MO
- Merriam, KS
- Olathe, KS
- Overland Park, KS
- Platte City, MO
- Prairie Village, KS
- Raymore, MO
- Riverside, MO
- Roeland Park, KS
- Rolla, MO
- Shawnee, KS
- Smithville, MO
- Springfield, MO
- St. Joseph, MO
- Topeka, KS
- University City, MO
- Wyandotte County, KS

Benchmarking Data

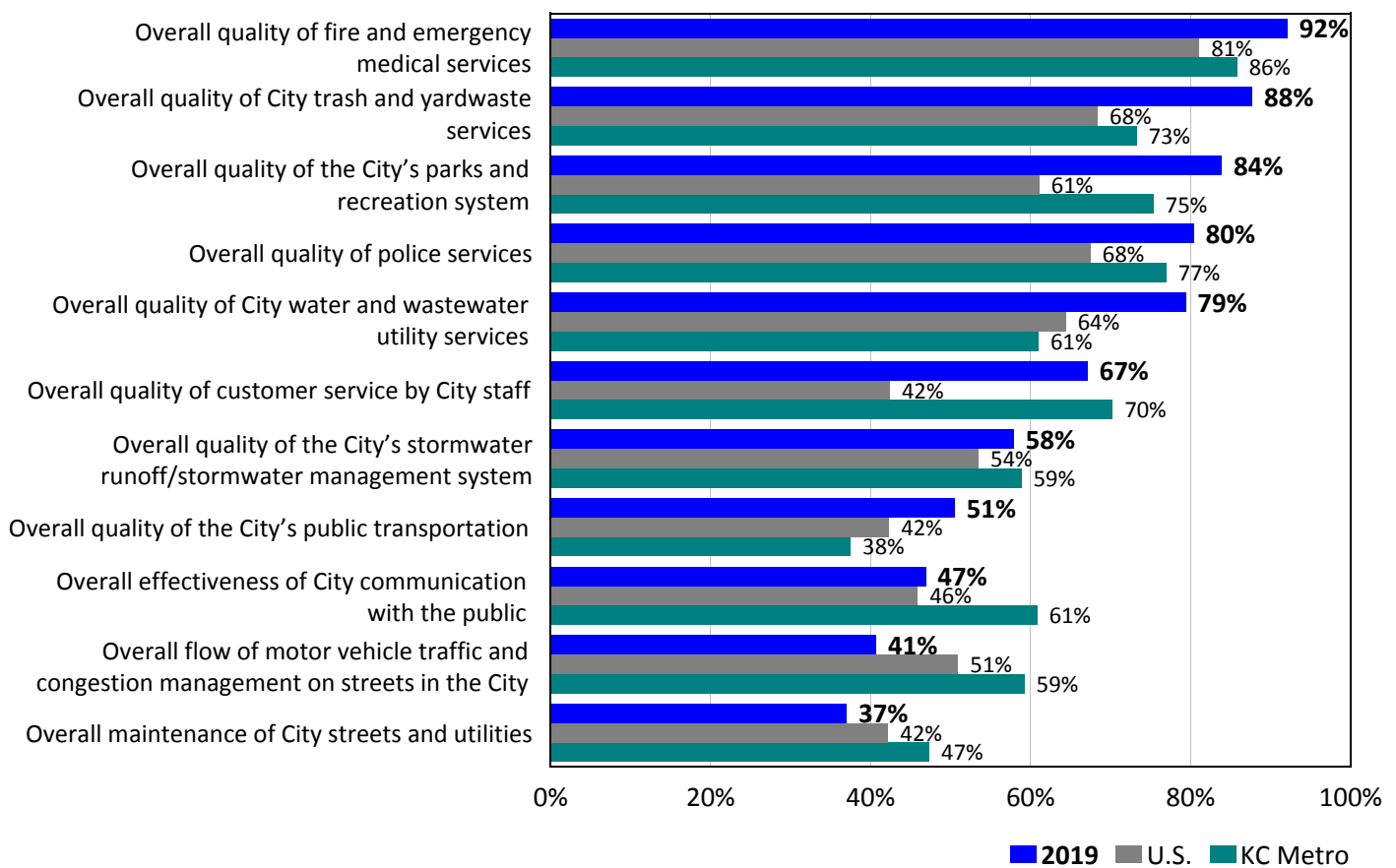
National Comparisons

The charts on the following pages show how the results for the City of Lawrence compare to the national average. The blue bar shows the results for the City of Lawrence. The gray bar shows the results of a national survey that was administered by ETC Institute to a random sample of U.S. Residents during the summer of 2019. The green bar shows the Kansas City Metropolitan area average from 30 communities in the Kansas City Metropolitan area where ETC Institute has administered a survey between 2018 and 2019.

Q1. Major Categories of Services

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

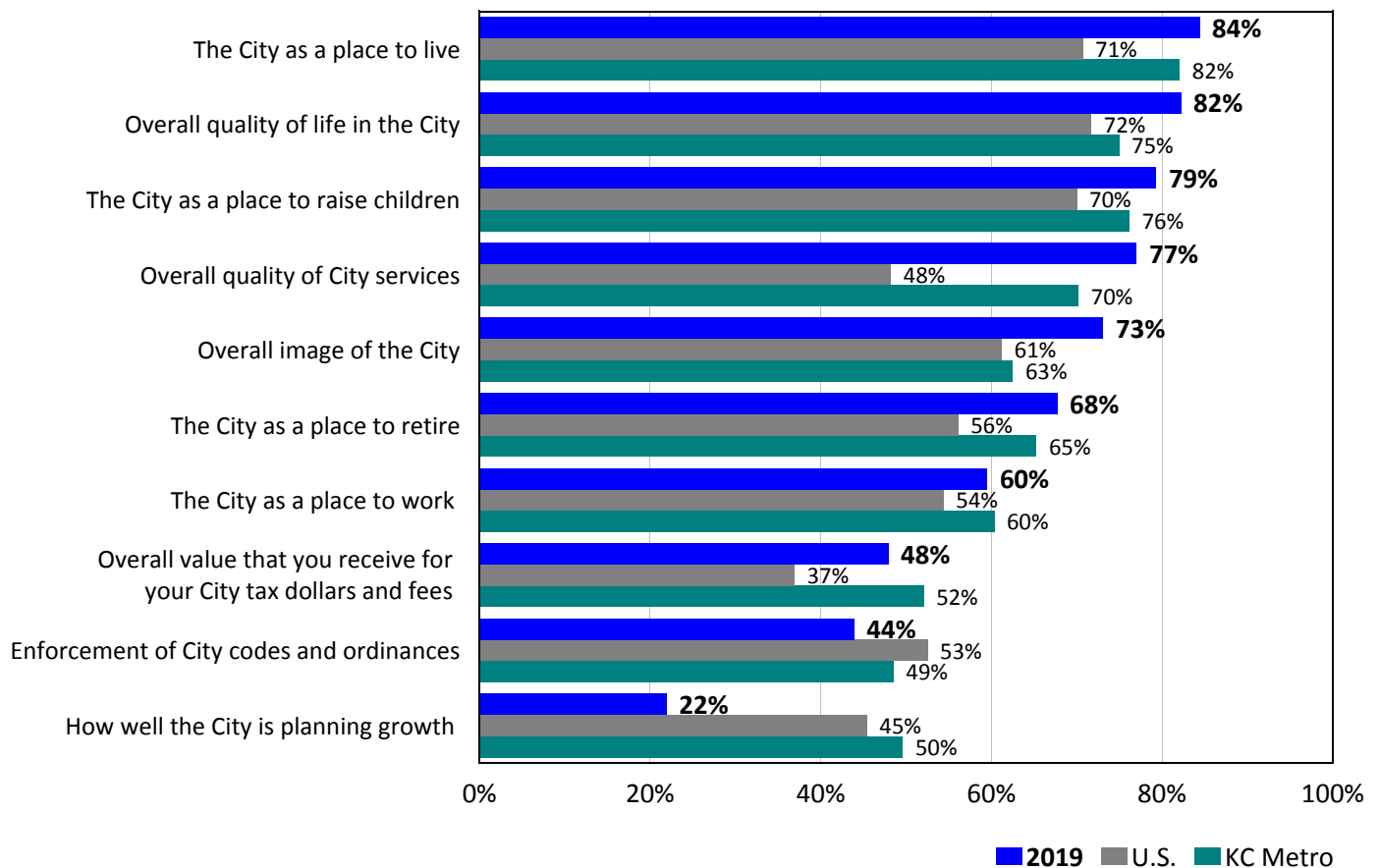


Source: ETC Institute (2020)

Q3. Perceptions of the City

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

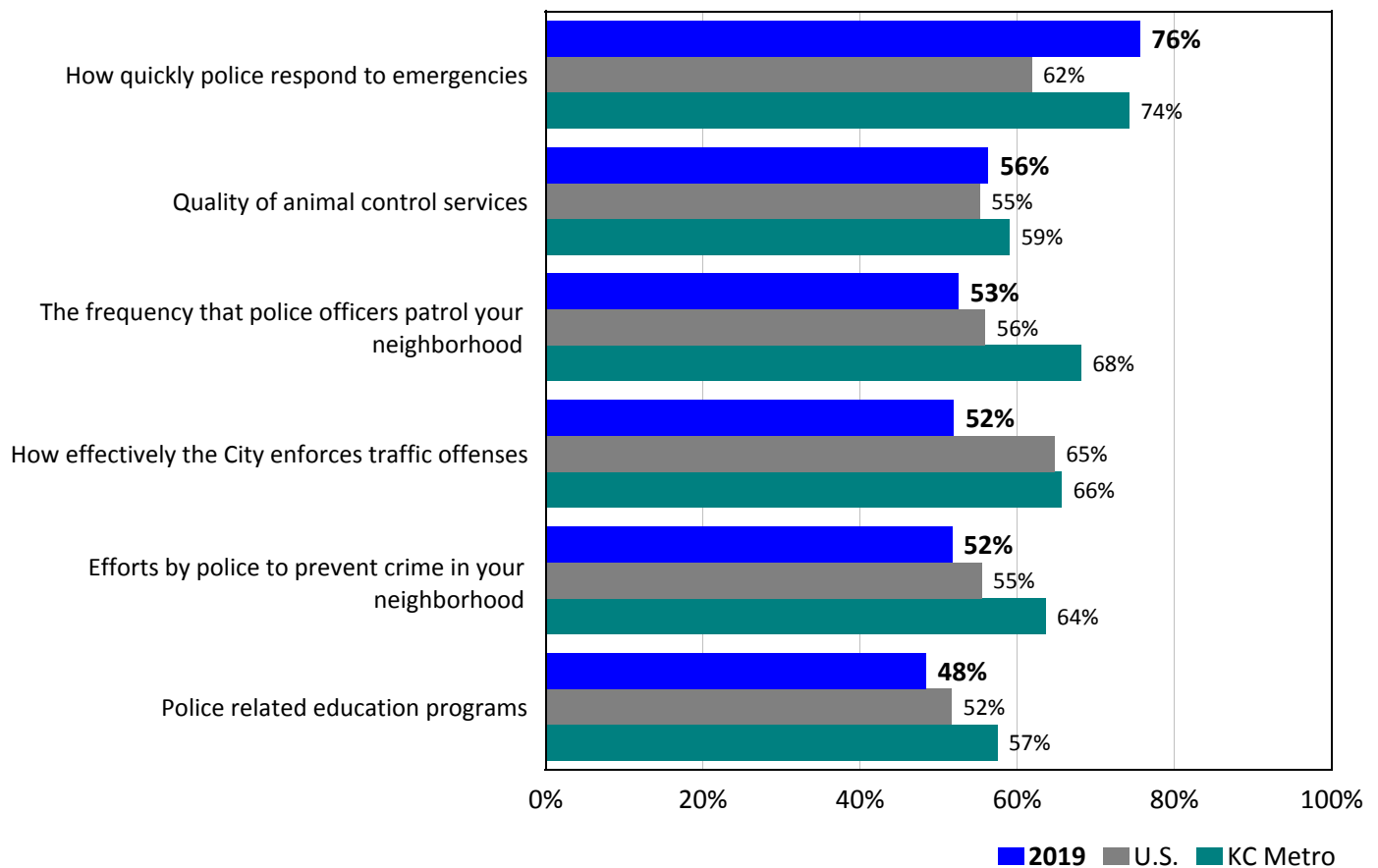


Source: ETC Institute (2020)

Q6. Police Services

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

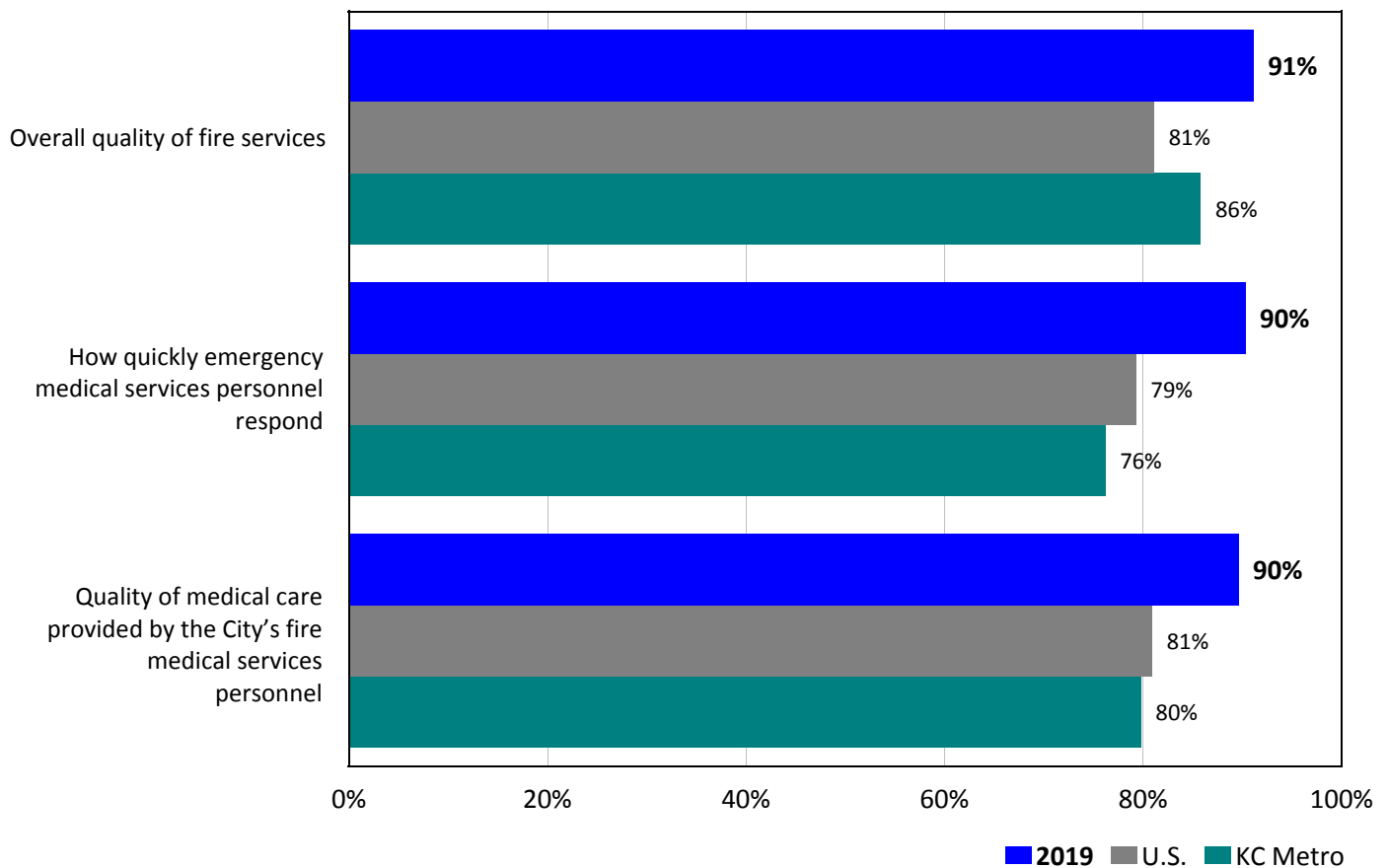


Source: ETC Institute (2020)

Q8. Fire and Emergency Medical Services

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

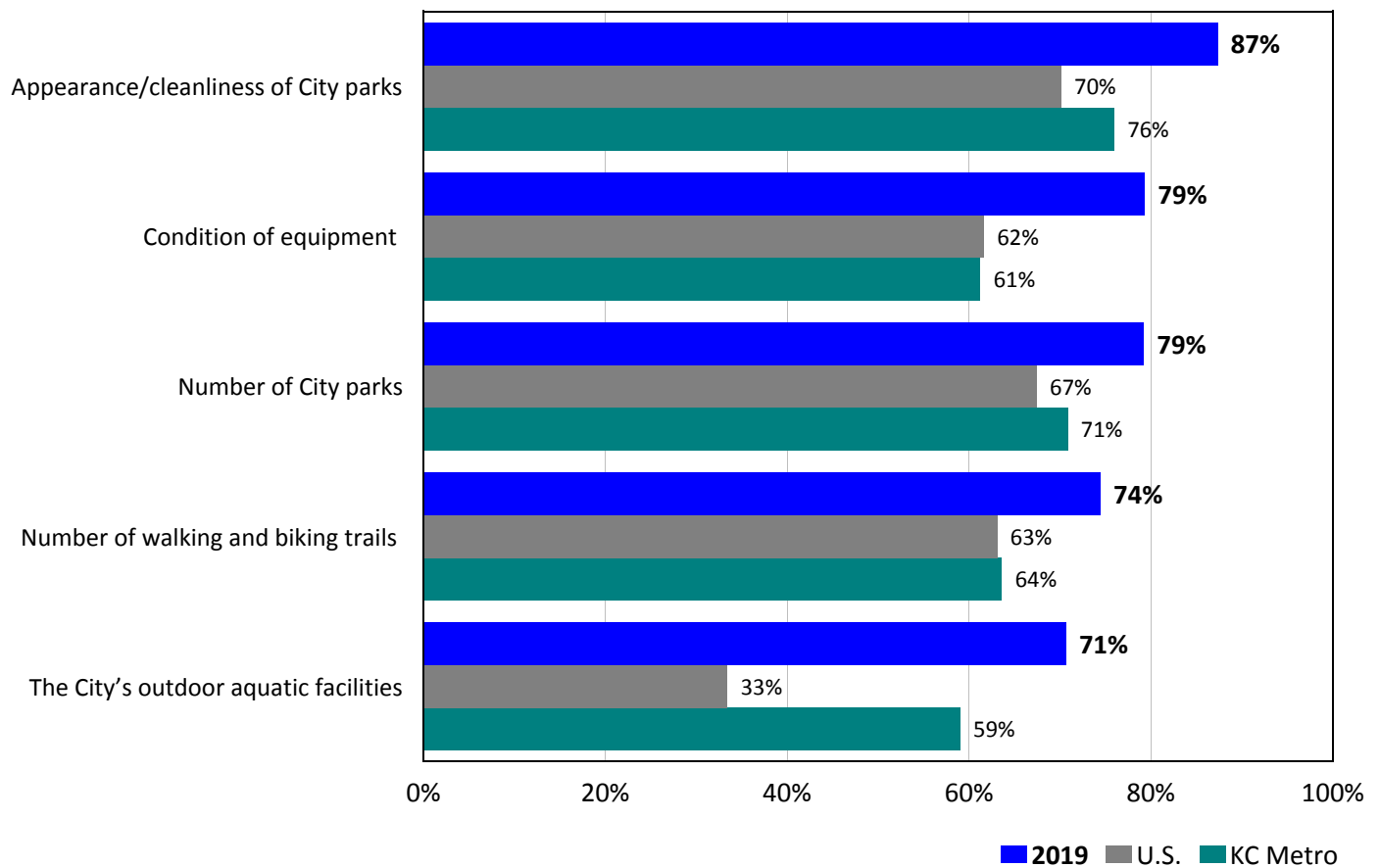


Source: ETC Institute (2020)

Q9. Parks and Recreation

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

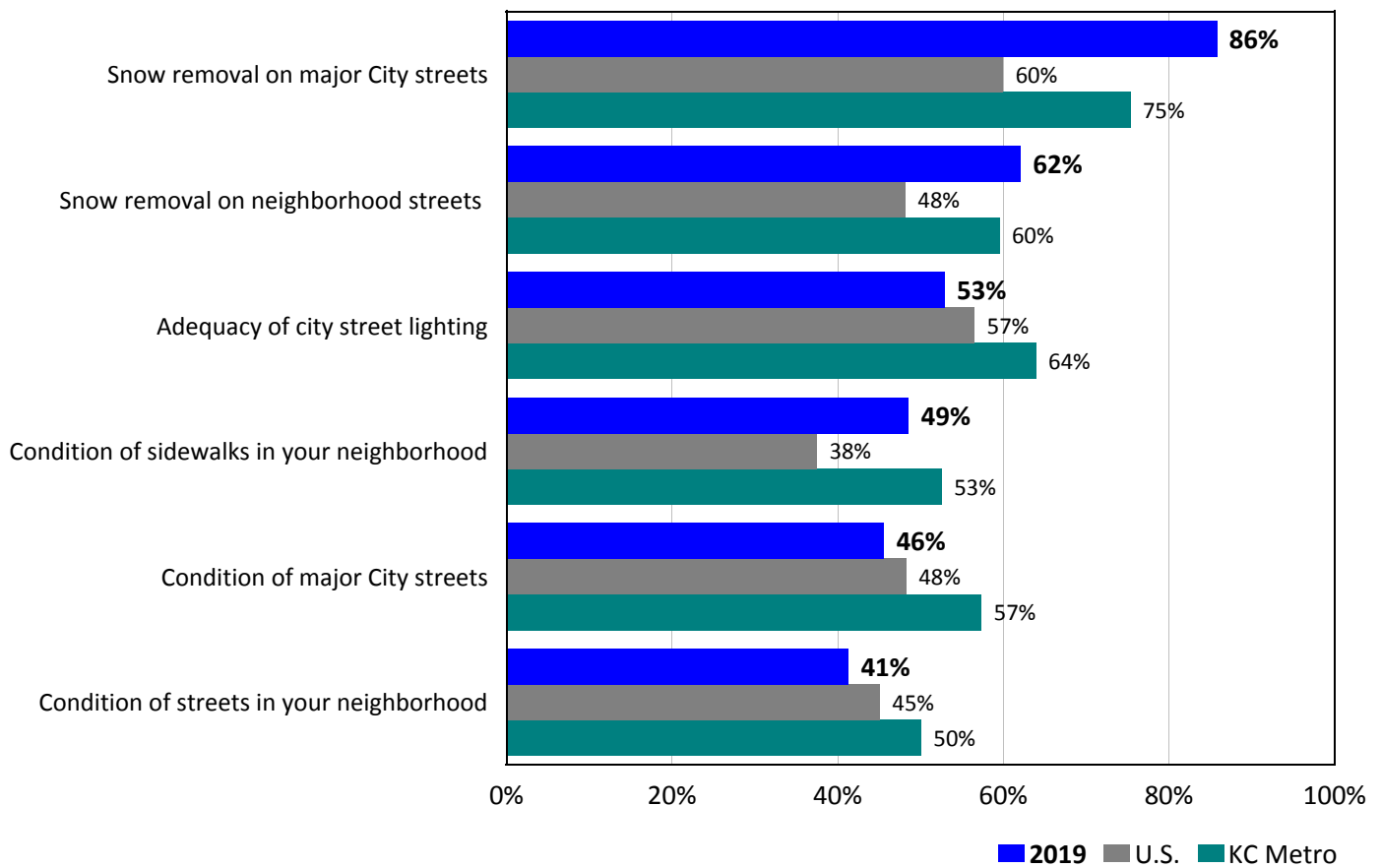


Source: ETC Institute (2020)

Q10. City Maintenance

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

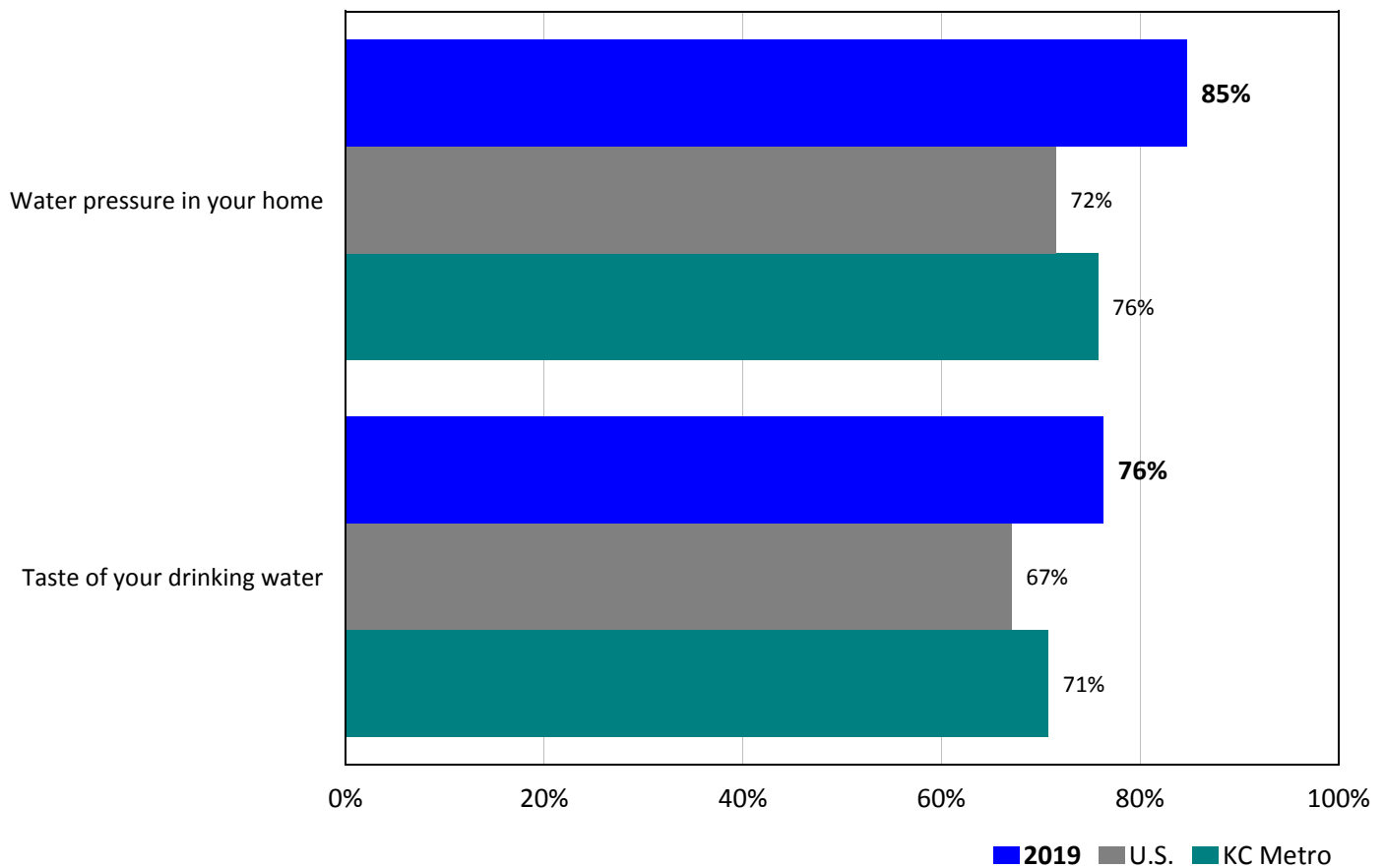


Source: ETC Institute (2020)

Q11. Water/Wastewater Utilities

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

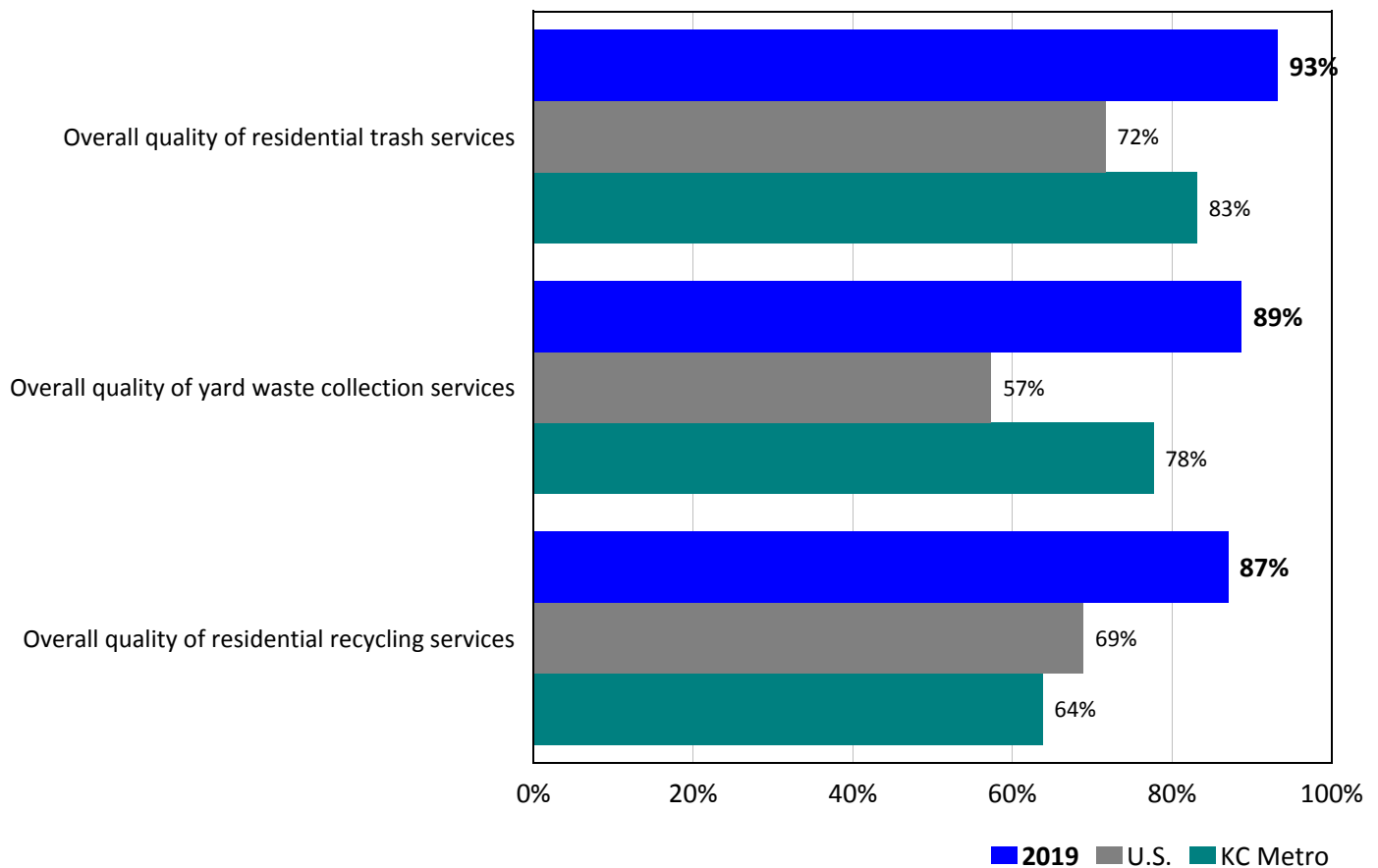


Source: ETC Institute (2020)

Q12. Solid Waste Disposal Services

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

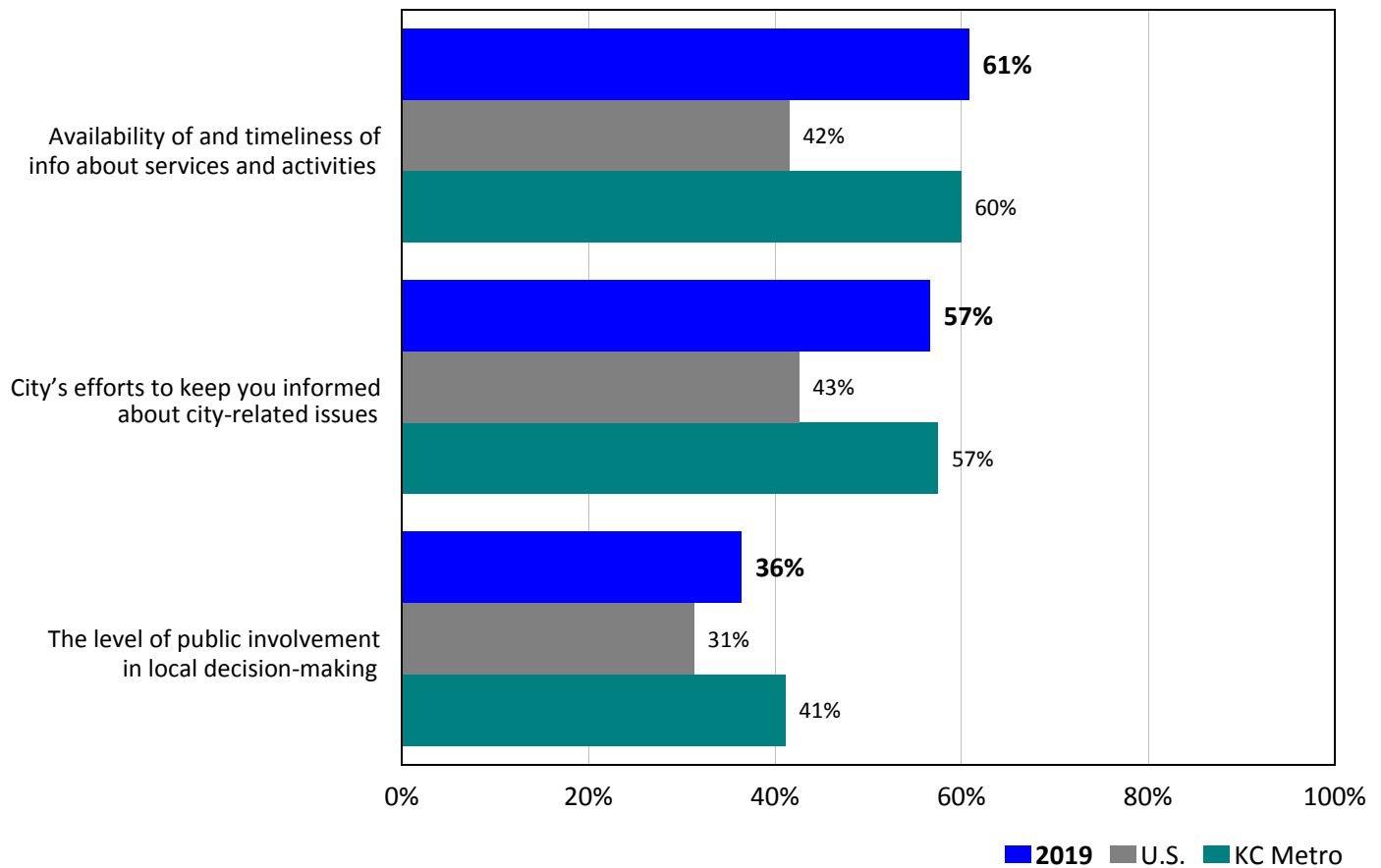


Source: ETC Institute (2020)

Q14. Communication

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale

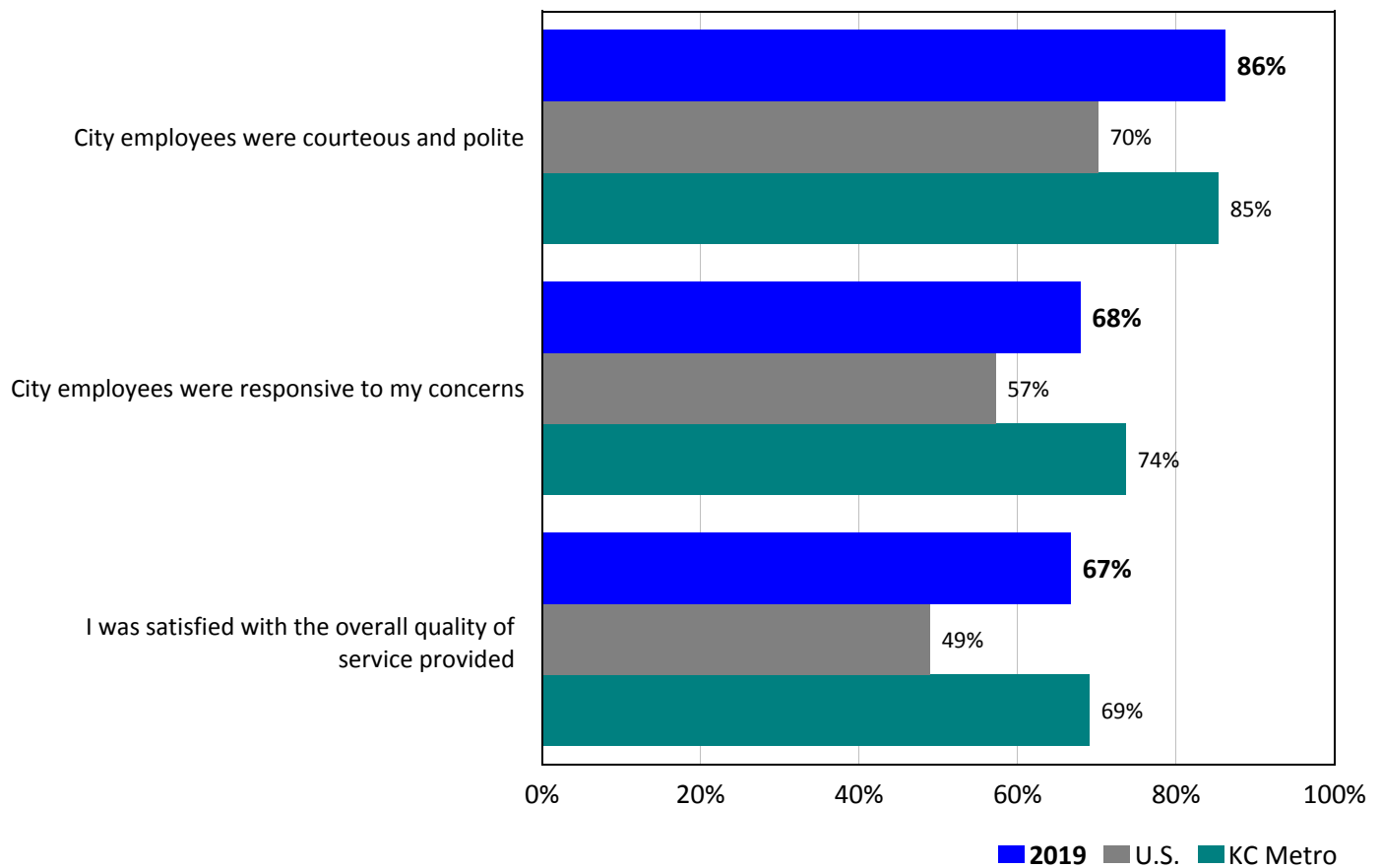


Source: ETC Institute (2020)

Q17b. Behavior of City Employees

Lawrence vs. U.S. vs. KC Metro

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Source: ETC Institute (2020)

Section 3

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

City of Lawrence, Kansas

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the mobility services they think are most important for the City to provide. Seventy percent (69.9%) of respondents selected *the overall maintenance of City streets and utilities* as one of the most important services for the City to emphasize.

With regard to satisfaction, 37% of respondents surveyed rated the City's overall performance in *the overall maintenance of City streets and utilities*, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *the overall maintenance of City streets and utilities*, was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 69.9% was multiplied by 63% (1-0.63). This calculation yielded an I-S rating of 0.4404 which ranked first out of 12 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

The results for the City of Lawrence are provided on the following pages.

2020 Importance-Satisfaction Rating

Lawrence, Kansas

Major Categories of Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets and utilities	70%	1	37%	11	0.4404	1
Overall flow of motor vehicle traffic and congestion management on streets in the City	45%	2	41%	10	0.2692	2
High Priority (IS .10-.20)						
Overall quality of planning and code enforcement	23%	4	36%	12	0.1476	3
Overall effectiveness of City communication with the public	19%	5	47%	9	0.1014	4
Medium Priority (IS <.10)						
Overall quality of the City's public transportation	16%	7	51%	8	0.0797	5
Overall quality of the City's stormwater runoff/stormwater management system	18%	6	58%	7	0.0737	6
Overall quality of police services	23%	3	80%	4	0.0459	7
Overall quality of City water and wastewater utility services	14%	8	79%	5	0.0284	8
Overall quality of the City's parks and recreation system	13%	9	84%	3	0.0201	9
Overall quality of customer service by City staff	4%	12	67%	6	0.0138	10
Overall quality of fire and emergency medical services	11%	10	92%	1	0.0085	11
Overall quality of City trash and yardwaste services	6%	11	88%	2	0.0079	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Lawrence, Kansas

Perceptions of the City

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall value that you receive for your City tax dollars and fees	48%	1	48%	12	0.2506	1
High Priority (IS .10-.20)						
Enforcement of City codes and ordinances	25%	3	44%	13	0.1408	2
The City as a place to work	28%	2	60%	10	0.1114	3
City efforts to promote diversity in the community	23%	5	52%	11	0.1083	4
Medium Priority (IS <.10)						
Upkeep of your neighborhood	21%	6	71%	8	0.0605	5
Overall quality of City services	24%	4	77%	6	0.0547	6
The City as a place to retire	16%	7	68%	9	0.0517	7
Overall image of the City	14%	9	73%	7	0.0363	8
The City as a place to raise children	12%	11	79%	5	0.0257	9
Overall quality of life in the City	14%	8	82%	3	0.0247	10
The City as a place to live	13%	10	84%	2	0.0203	11
The City as a place where I feel welcome	7%	13	80%	4	0.0141	12
Livability of your neighborhood	9%	12	86%	1	0.0125	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Lawrence, Kansas

Economic Growth and Affordability

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Availability of affordable housing for low/moderate income families	77%	2	14%	9	0.6633	1
How well the City is planning growth	79%	1	22%	7	0.6162	2
City efforts to promote economic development	69%	3	28%	6	0.4975	3
Overall quality of new development in Lawrence	52%	4	31%	5	0.3581	4
Access to quality housing you can afford	51%	5	43%	3	0.2890	5
Access to quality mental healthcare you can afford	35%	7	32%	4	0.2384	6
High Priority (IS .10-.20)						
Access to quality healthcare you can afford	38%	6	52%	2	0.1849	7
Access to quality childcare you can afford	21%	8	21%	8	0.1655	8
Medium Priority (IS <.10)						
Access to healthy food you can afford	20%	9	68%	1	0.0642	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Lawrence, Kansas

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS < .10)						
Cost of parks/recreation programs and services offered by the City	25%	3	69%	13	0.0779	1
Number of walking and biking trails	29%	1	74%	9	0.0742	2
Condition of equipment	23%	4	79%	4	0.0482	3
Availability of gym space	13%	6	67%	14	0.0446	4
Appearance/cleanliness of City parks	25%	2	87%	1	0.0321	5
Quality of recreation programs offered by the City	14%	5	79%	6	0.0305	6
City outdoor recreation facilities	12%	9	76%	8	0.0280	7
The City's outdoor aquatic facilities	10%	12	71%	12	0.0279	8
City indoor recreation facilities	12%	8	78%	7	0.0259	9
Number of City parks	12%	10	79%	5	0.0239	10
Availability of sports fields in Lawrence	8%	13	71%	11	0.0234	11
Availability of information about parks and recreation programs	11%	11	80%	3	0.0232	12
City's landscaping efforts	13%	7	83%	2	0.0228	13
The City's indoor aquatic facilities	8%	14	73%	10	0.0204	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Lawrence, Kansas

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Timeliness of street maintenance repairs	50%	1	22%	10	0.3908	1
Condition of major City streets	45%	2	46%	6	0.2464	2
Condition of streets in your neighborhood	40%	3	41%	7	0.2330	3
High Priority (IS .10-.20)						
Maintenance of curbs and gutters on city streets	29%	4	39%	8	0.1760	4
Condition of sidewalks in your neighborhood	22%	6	49%	5	0.1151	5
Maintenance of pavement markings	17%	7	36%	9	0.1110	6
Adequacy of city street lighting	23%	5	53%	4	0.1083	7
Medium Priority (IS <.10)						
Snow removal on neighborhood streets	14%	8	62%	2	0.0527	8
Streetsweeping services provided by the City	7%	9	59%	3	0.0269	9
Snow removal on major City streets	4%	10	86%	1	0.0062	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Lawrence, Kansas

Water/Wastewater Utilities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall value that you receive for water and wastewater utility rates	45%	2	54%	8	0.2043	1
High Priority (IS .10-.20)						
Quality of your drinking water	49%	1	76%	5	0.1166	2
Medium Priority (IS <.10)						
Taste of your drinking water	30%	3	76%	3	0.0720	3
The accuracy of your water bill	24%	4	71%	7	0.0707	4
How well the City keeps you informed about planned disruptions to your water service	14%	8	71%	6	0.0418	5
Smell of your drinking water	17%	6	76%	4	0.0403	6
Water pressure in your home	15%	7	85%	2	0.0231	7
The reliability of your water service	17%	5	91%	1	0.0149	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2020 Importance-Satisfaction Rating

Lawrence, Kansas

Transportation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Traffic signal coordination on major city streets	32%	1	42%	8	0.1873	1
Ease of east/west travel in Lawrence	29%	2	50%	5	0.1444	2
Availability of safe routes for children to walk or bicycle to school	21%	3	40%	9	0.1295	3
Medium Priority (IS <.10)						
Connectivity of bicycle lanes	13%	5	32%	10	0.0887	4
Ease of north/south travel in Lawrence	21%	4	61%	1	0.0814	5
The frequency of Lawrence Transit service	9%	8	42%	7	0.0507	6
The number of destinations served by Lawrence Transit	9%	9	43%	6	0.0500	7
Connectivity of sidewalks and paths	11%	7	54%	4	0.0498	8
Availability of pedestrian (walking) paths in Lawrence	12%	6	59%	2	0.0477	9
Parking enforcement services	6%	10	56%	3	0.0270	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

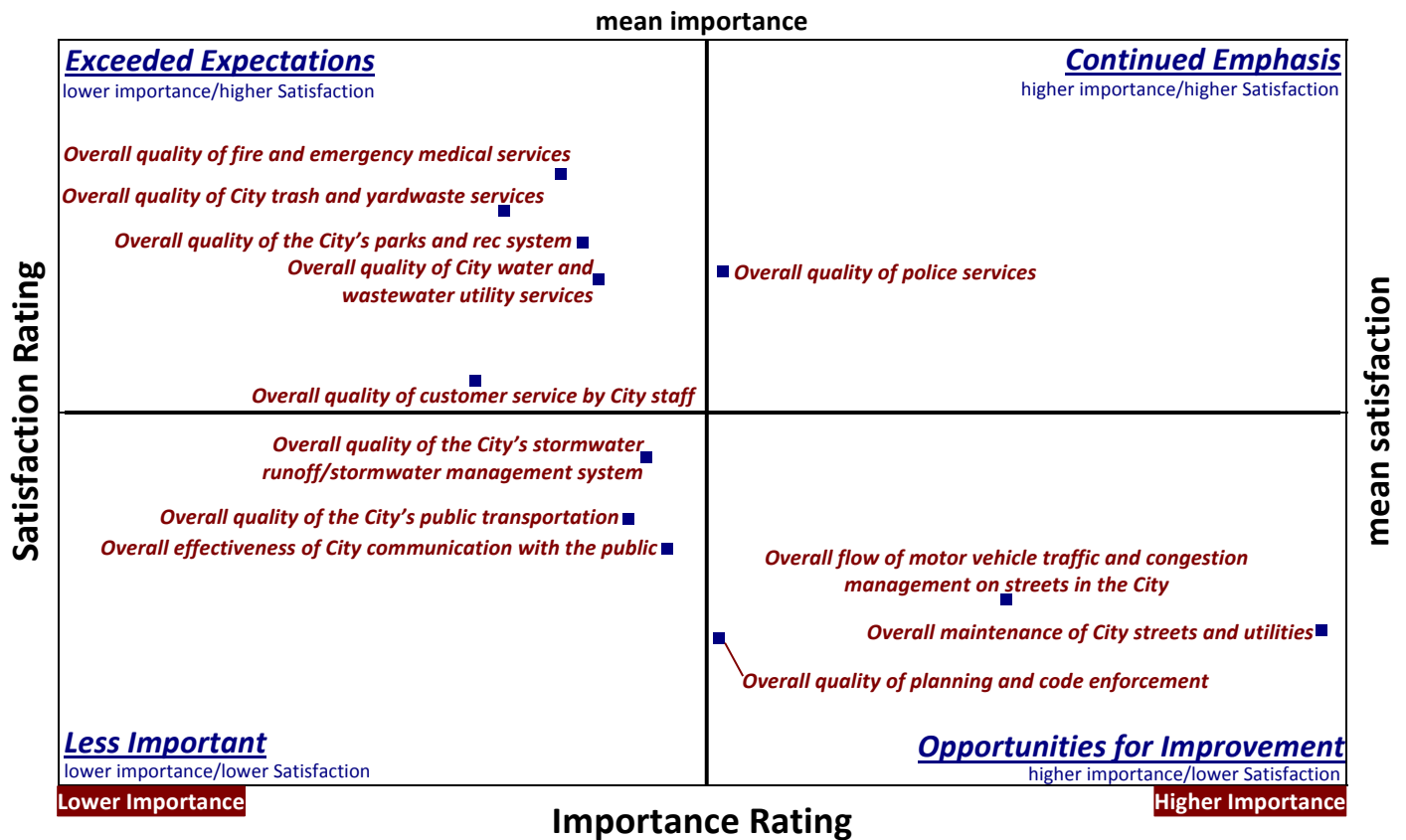
Matrices showing the results for the City of Lawrence are provided on the following pages.

City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-Major Categories of Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

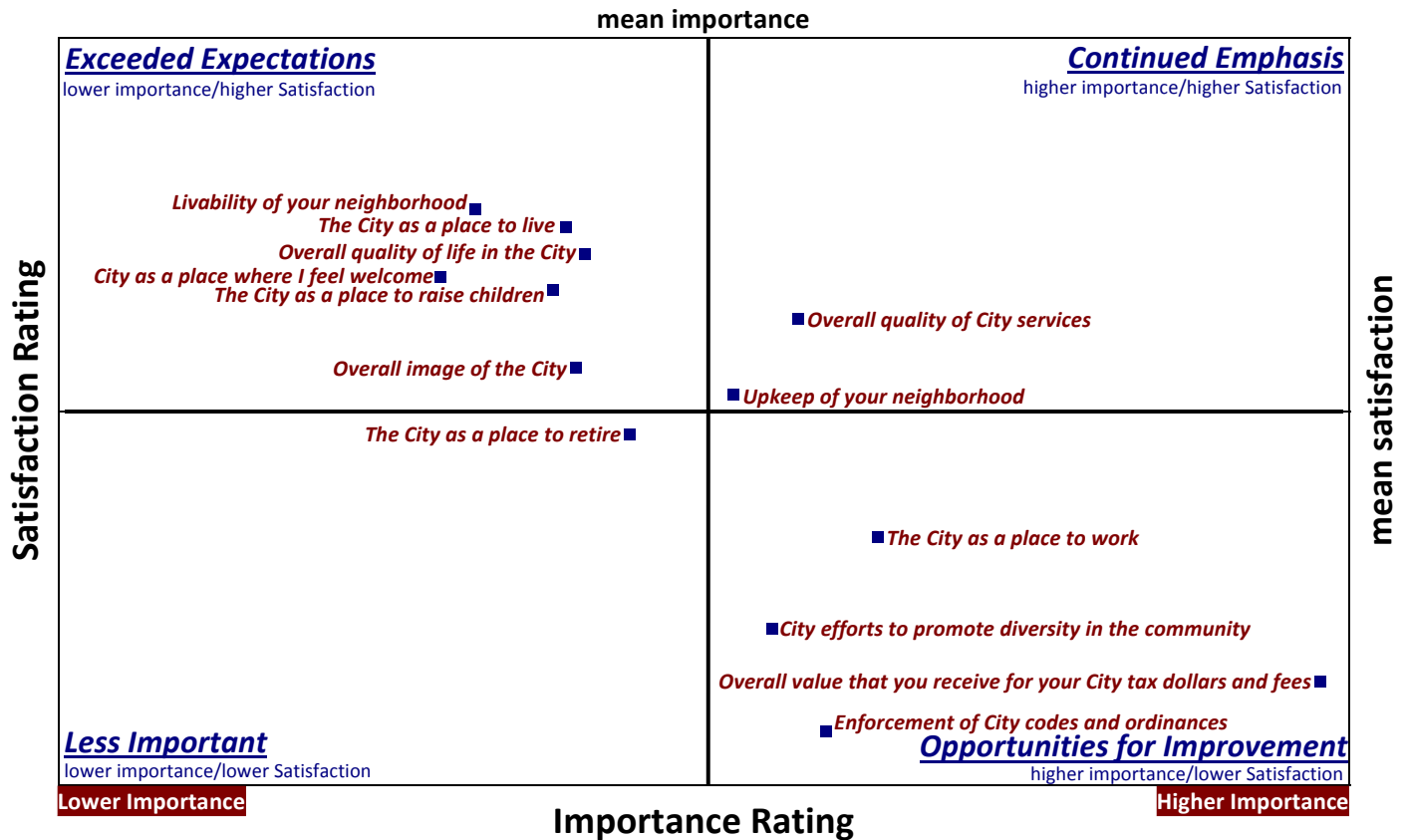


Source: ETC Institute (2020)

City of Lawrence Community Survey Importance-Satisfaction Assessment Matrix

-Perceptions of the City-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



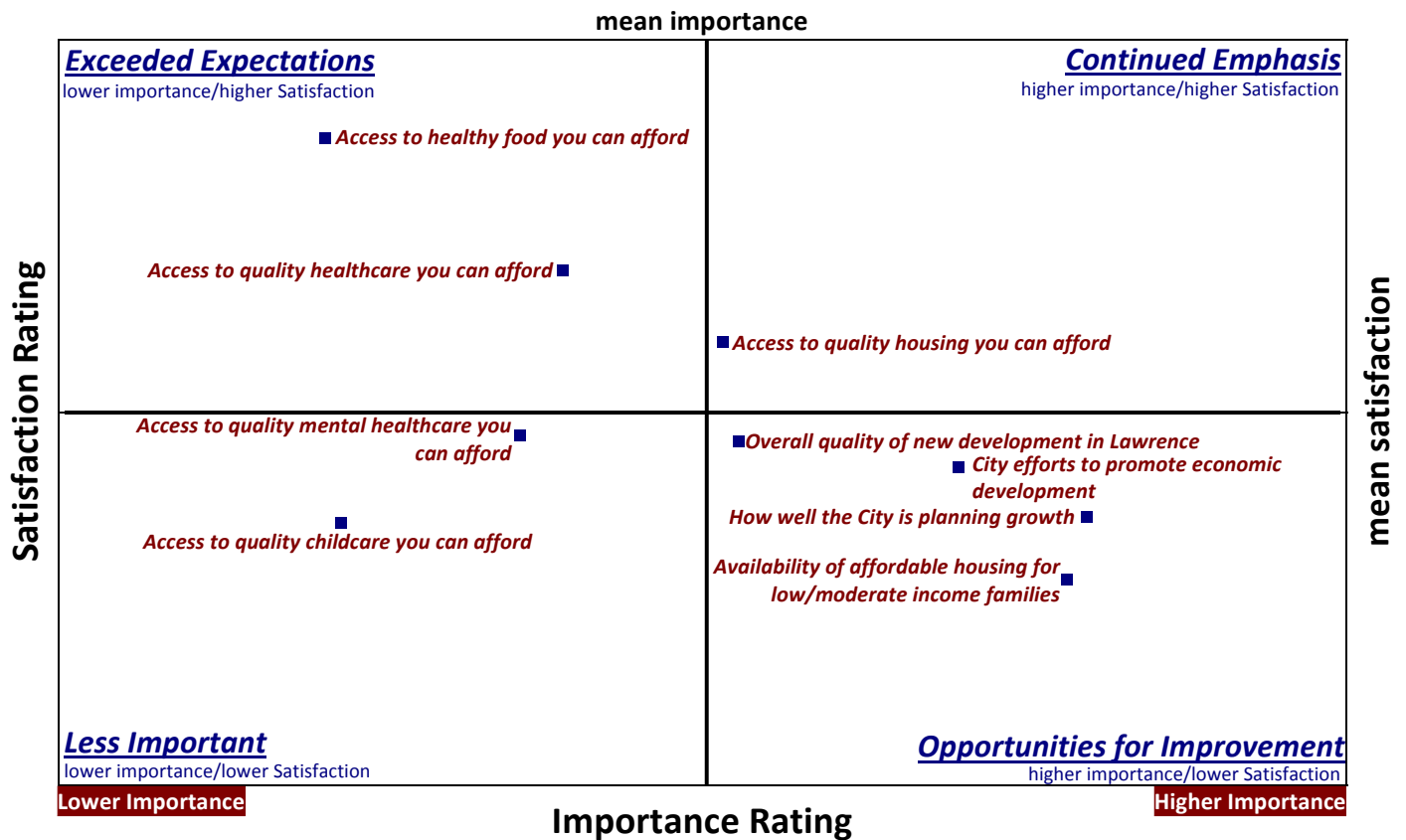
Source: ETC Institute (2020)

City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-Economic Growth and Affordability-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



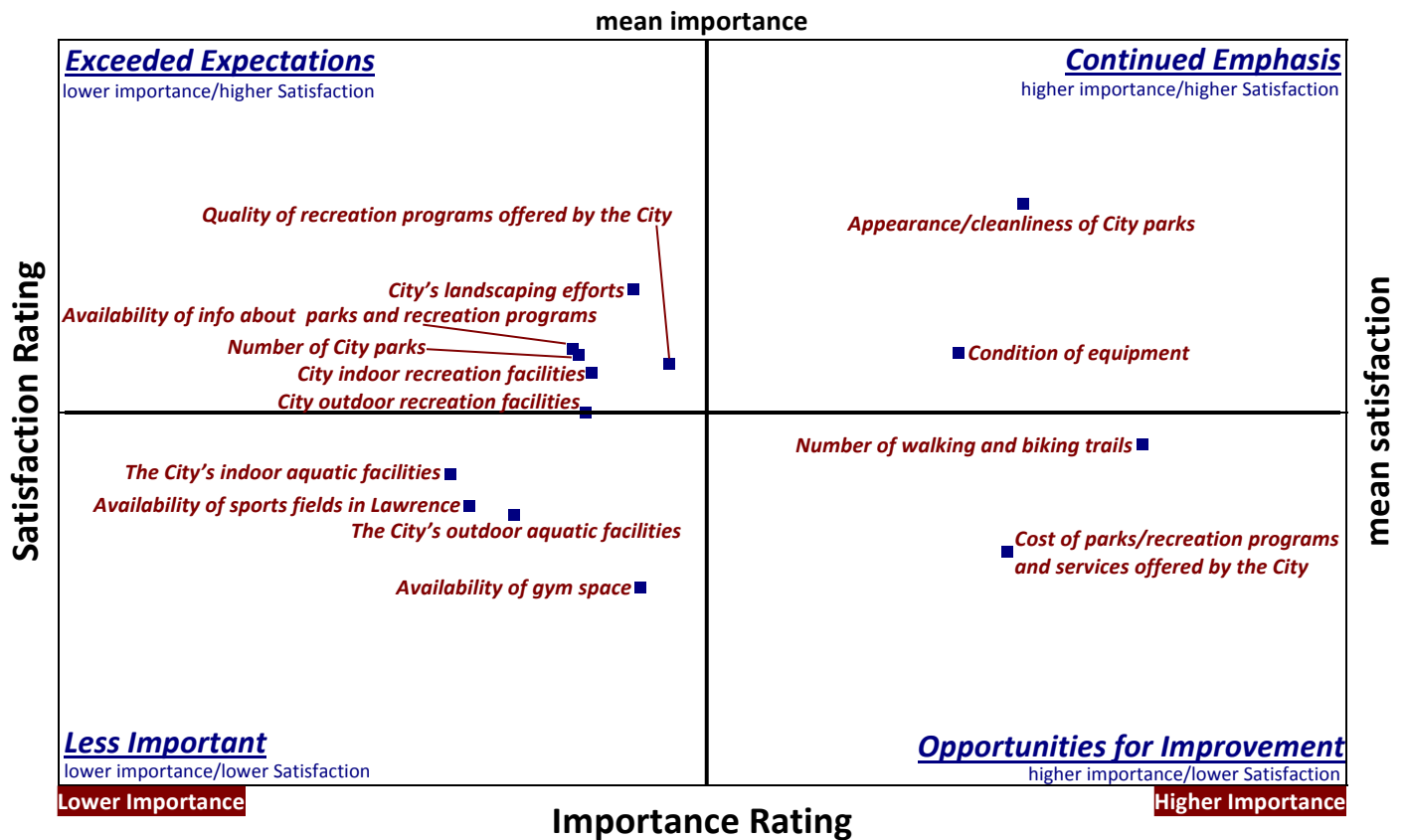
Source: ETC Institute (2020)

City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

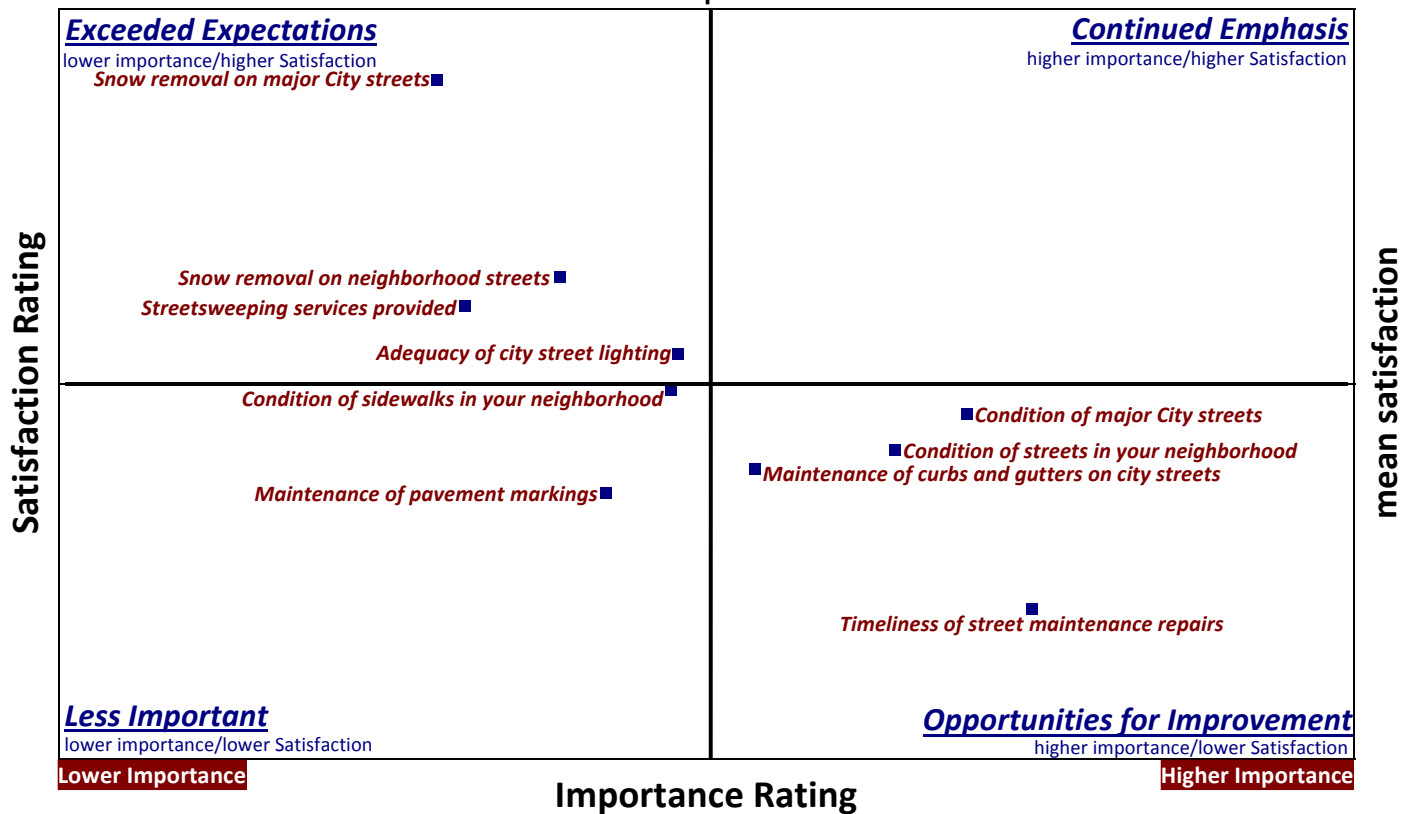
-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



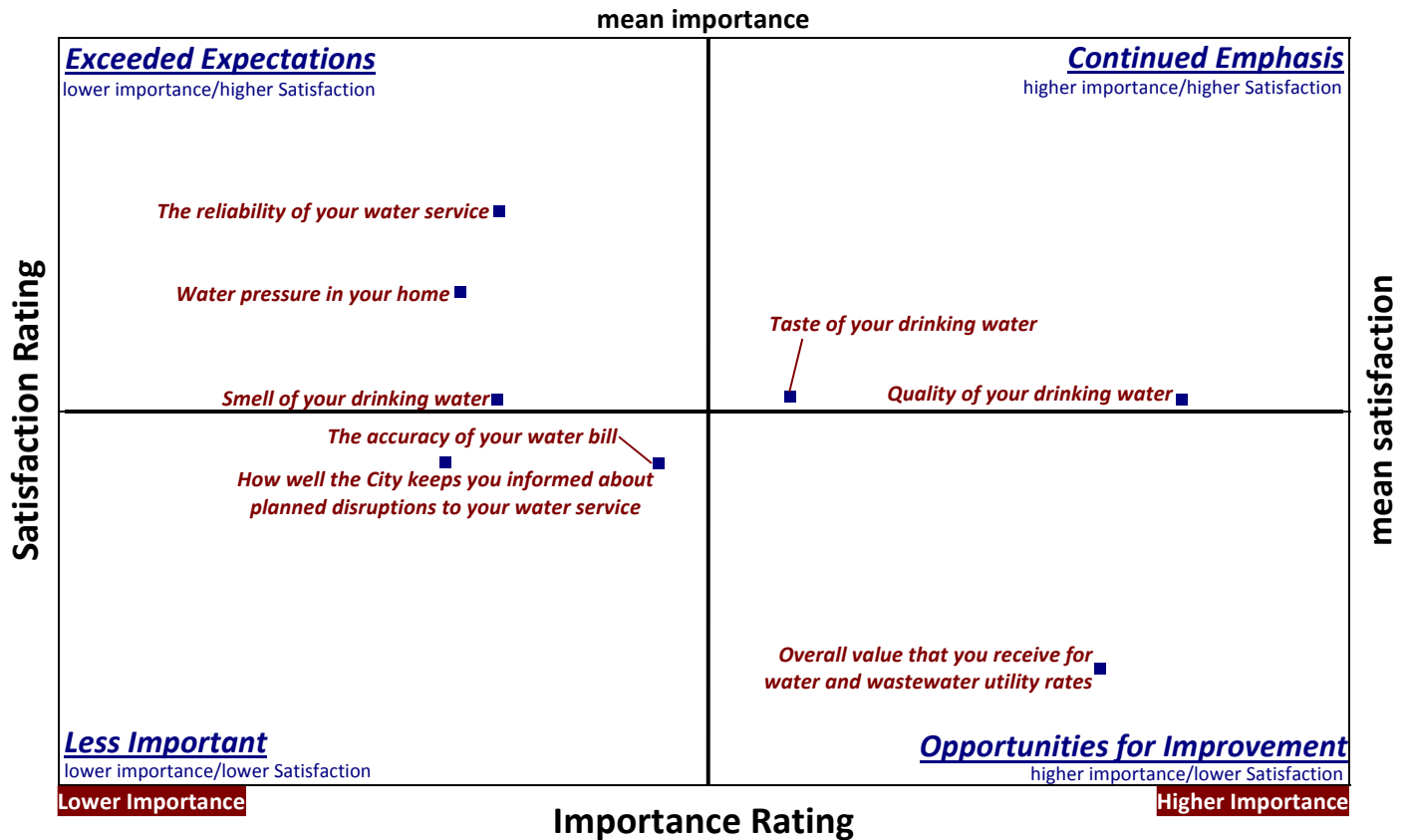
Source: ETC Institute (2020)

mean importance



City of Lawrence Community Survey Importance-Satisfaction Assessment Matrix -Water/Wastewater Utilities-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



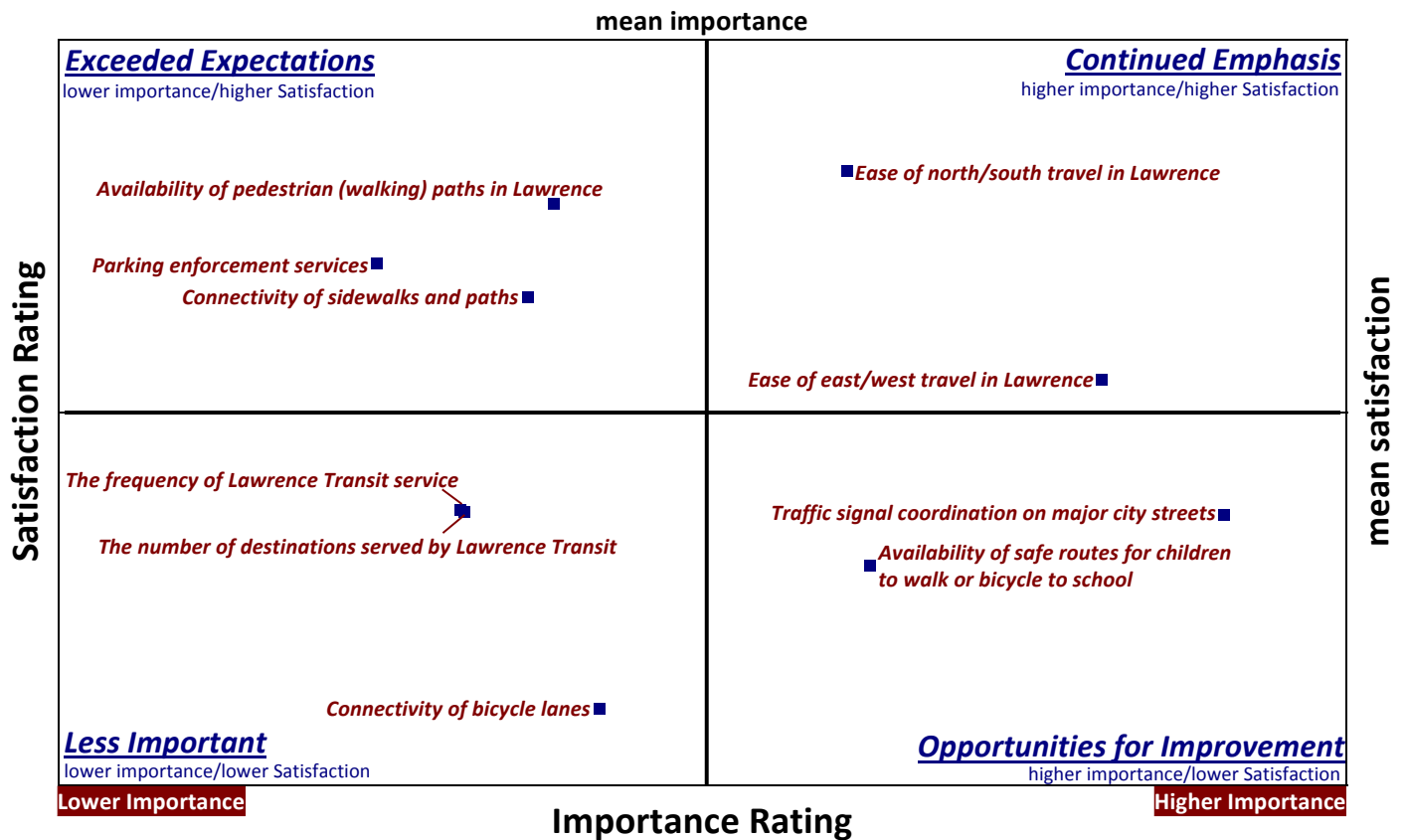
Source: ETC Institute (2020)

City of Lawrence Community Survey

Importance-Satisfaction Assessment Matrix

-Transportation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

Section 4

Tabular Data

Q1. MAJOR CATEGORIES OF SERVICES. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	30.2%	44.3%	13.1%	3.7%	1.4%	7.3%
Q1-2. Overall quality of fire & emergency medical services	43.3%	39.0%	6.7%	0.2%	0.1%	10.7%
Q1-3. Overall maintenance of City streets & utilities	7.5%	29.1%	23.8%	28.7%	9.7%	1.3%
Q1-4. Overall effectiveness of City communication with the public	10.8%	34.1%	35.4%	12.2%	3.3%	4.0%
Q1-5. Overall flow of motor vehicle traffic & congestion management on streets in City	7.8%	32.4%	27.9%	23.6%	7.2%	1.0%
Q1-6. Overall quality of City water & wastewater utility services	26.8%	51.7%	11.6%	6.0%	2.7%	1.3%
Q1-7. Overall quality of City trash & yardwaste services	46.4%	40.4%	7.2%	3.3%	1.6%	1.2%
Q1-8. Overall quality of planning & code enforcement	6.5%	23.0%	30.9%	15.3%	5.8%	18.6%
Q1-9. Overall quality of City's public transportation	11.8%	26.1%	27.3%	6.3%	3.5%	25.0%
Q1-10. Overall quality of City's parks & recreation system	35.1%	45.4%	12.1%	2.8%	0.6%	4.0%
Q1-11. Overall quality of customer service by City staff	21.7%	33.2%	20.8%	4.6%	1.5%	18.2%
Q1-12. Overall quality of City's stormwater runoff/ stormwater management system	13.8%	37.8%	24.2%	10.7%	2.7%	10.7%

WITHOUT "DON'T KNOW"

Q1. MAJOR CATEGORIES OF SERVICES. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	32.6%	47.8%	14.2%	4.0%	1.5%
Q1-2. Overall quality of fire & emergency medical services	48.4%	43.7%	7.5%	0.3%	0.1%
Q1-3. Overall maintenance of City streets & utilities	7.6%	29.4%	24.1%	29.1%	9.8%
Q1-4. Overall effectiveness of City communication with the public	11.3%	35.6%	36.9%	12.7%	3.5%
Q1-5. Overall flow of motor vehicle traffic & congestion management on streets in City	7.9%	32.8%	28.2%	23.9%	7.2%
Q1-6. Overall quality of City water & wastewater utility services	27.1%	52.3%	11.8%	6.1%	2.7%
Q1-7. Overall quality of City trash & yardwaste services	46.9%	40.8%	7.2%	3.4%	1.6%
Q1-8. Overall quality of planning & code enforcement	7.9%	28.2%	38.0%	18.8%	7.1%
Q1-9. Overall quality of City's public transportation	15.7%	34.8%	36.5%	8.5%	4.6%
Q1-10. Overall quality of City's parks & recreation system	36.5%	47.4%	12.6%	2.9%	0.6%
Q1-11. Overall quality of customer service by City staff	26.5%	40.6%	25.4%	5.6%	1.8%
Q1-12. Overall quality of City's stormwater runoff/stormwater management system	15.5%	42.4%	27.1%	12.0%	3.0%

Q1a. Which THREE of the major City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q1a. Top choice	Number	Percent
Overall quality of police services	75	8.7 %
Overall quality of fire & emergency medical services	22	2.5 %
Overall maintenance of City streets & utilities	355	40.9 %
Overall effectiveness of City communication with the public	26	3.0 %
Overall flow of motor vehicle traffic & congestion management on streets in City	117	13.5 %
Overall quality of City water & wastewater utility services	32	3.7 %
Overall quality of City trash & yardwaste services	10	1.2 %
Overall quality of planning & code enforcement	64	7.4 %
Overall quality of City's public transportation	34	3.9 %
Overall quality of City's parks & recreation system	26	3.0 %
Overall quality of customer service by City staff	3	0.3 %
Overall quality of City's stormwater runoff/stormwater management system	36	4.2 %
None chosen	67	7.7 %
Total	867	100.0 %

Q1a. Which THREE of the major City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q1a. 2nd choice	Number	Percent
Overall quality of police services	63	7.3 %
Overall quality of fire & emergency medical services	46	5.3 %
Overall maintenance of City streets & utilities	156	18.0 %
Overall effectiveness of City communication with the public	57	6.6 %
Overall flow of motor vehicle traffic & congestion management on streets in City	176	20.3 %
Overall quality of City water & wastewater utility services	47	5.4 %
Overall quality of City trash & yardwaste services	18	2.1 %
Overall quality of planning & code enforcement	73	8.4 %
Overall quality of City's public transportation	48	5.5 %
Overall quality of City's parks & recreation system	26	3.0 %
Overall quality of customer service by City staff	13	1.5 %
Overall quality of City's stormwater runoff/stormwater management system	46	5.3 %
None chosen	98	11.3 %
Total	867	100.0 %

Q1a. Which THREE of the major City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q1a. 3rd choice	Number	Percent
Overall quality of police services	64	7.4 %
Overall quality of fire & emergency medical services	26	3.0 %
Overall maintenance of City streets & utilities	95	11.0 %
Overall effectiveness of City communication with the public	82	9.5 %
Overall flow of motor vehicle traffic & congestion management on streets in City	101	11.6 %
Overall quality of City water & wastewater utility services	41	4.7 %
Overall quality of City trash & yardwaste services	27	3.1 %
Overall quality of planning & code enforcement	63	7.3 %
Overall quality of City's public transportation	58	6.7 %
Overall quality of City's parks & recreation system	56	6.5 %
Overall quality of customer service by City staff	21	2.4 %
Overall quality of City's stormwater runoff/stormwater management system	69	8.0 %
None chosen	164	18.9 %
Total	867	100.0 %

SUM OF THE TOP THREE CHOICES

Q1a. Which THREE of the major City services listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q1a. Top choice	Number	Percent
Overall quality of police services	202	23.3 %
Overall quality of fire & emergency medical services	94	10.8 %
Overall maintenance of City streets & utilities	606	69.9 %
Overall effectiveness of City communication with the public	165	19.0 %
Overall flow of motor vehicle traffic & congestion management on streets in City	394	45.4 %
Overall quality of City water & wastewater utility services	120	13.8 %
Overall quality of City trash & yardwaste services	55	6.3 %
Overall quality of planning & code enforcement	200	23.1 %
Overall quality of City's public transportation	140	16.1 %
Overall quality of City's parks & recreation system	108	12.5 %
Overall quality of customer service by City staff	37	4.3 %
Overall quality of City's stormwater runoff/stormwater management system	151	17.4 %
None chosen	67	7.7 %
Total	2339	

Q2. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Appearance & cleanliness of Downtown Lawrence	26.1%	52.4%	12.9%	5.4%	2.2%	1.0%
Q2-2. Availability of vehicle parking	10.5%	37.9%	22.3%	21.0%	7.4%	0.9%
Q2-3. Availability of bicycle parking	9.6%	21.1%	26.5%	4.3%	0.8%	37.7%
Q2-4. Types of retail & entertainment establishments available	10.8%	35.8%	27.7%	19.4%	4.2%	2.2%
Q2-5. How safe you feel in Downtown Lawrence during the day	45.8%	40.9%	7.5%	3.9%	0.8%	1.0%
Q2-6. How safe you feel in Downtown Lawrence after dark	16.1%	35.2%	20.9%	16.3%	5.9%	5.7%
Q2-7. Downtown Lawrence special events & parades	32.1%	40.8%	18.8%	2.4%	0.6%	5.3%
Q2-8. Beautification of Downtown Lawrence (flowers, trees, art)	45.6%	41.9%	9.1%	2.4%	0.2%	0.8%

WITHOUT "DON'T KNOW"

Q2. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Appearance & cleanliness of Downtown Lawrence	26.3%	52.9%	13.1%	5.5%	2.2%
Q2-2. Availability of vehicle parking	10.6%	38.3%	22.5%	21.2%	7.5%
Q2-3. Availability of bicycle parking	15.4%	33.9%	42.6%	6.9%	1.3%
Q2-4. Types of retail & entertainment establishments available	11.1%	36.6%	28.3%	19.8%	4.2%
Q2-5. How safe you feel in Downtown Lawrence during the day	46.3%	41.4%	7.6%	4.0%	0.8%
Q2-6. How safe you feel in Downtown Lawrence after dark	17.1%	37.3%	22.1%	17.2%	6.2%
Q2-7. Downtown Lawrence special events & parades	33.9%	43.1%	19.9%	2.6%	0.6%
Q2-8. Beautification of Downtown Lawrence (flowers, trees, art)	45.9%	42.2%	9.2%	2.4%	0.2%

Q3. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall value that you receive for your City tax & fees	10.0%	36.9%	25.3%	19.5%	6.2%	2.1%
Q3-2. Overall image of City	22.7%	49.3%	17.9%	7.2%	1.5%	1.5%
Q3-3. Livability of your neighborhood	37.7%	47.6%	9.6%	3.8%	0.7%	0.6%
Q3-4. Upkeep of your neighborhood	27.0%	43.4%	16.4%	10.5%	2.0%	0.8%
Q3-5. Overall quality of City services	17.5%	57.9%	17.3%	4.3%	1.0%	2.0%
Q3-6. Overall quality of life in City	28.5%	52.5%	13.3%	3.7%	0.6%	1.5%
Q3-7. Enforcement of City codes & ordinances	7.0%	29.6%	30.9%	12.2%	3.7%	16.5%
Q3-8. City efforts to promote diversity in the community	14.4%	30.8%	30.7%	8.7%	2.3%	13.1%
Q3-9. City as a place to live	34.8%	48.7%	10.1%	4.0%	1.2%	1.2%
Q3-10. City as a place to work	19.1%	34.4%	18.7%	13.1%	4.6%	10.0%
Q3-11. City as a place to raise children	30.4%	40.7%	14.2%	3.1%	1.3%	10.3%
Q3-12. City as a place to retire	24.2%	34.8%	17.1%	7.6%	3.5%	12.8%
Q3-13. City as a place where I feel welcome	34.6%	45.1%	15.0%	2.4%	2.1%	0.8%

WITHOUT "DON'T KNOW"**Q3. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall value that you receive for your City tax & fees	10.2%	37.7%	25.8%	19.9%	6.4%
Q3-2. Overall image of City	23.1%	50.0%	18.1%	7.3%	1.5%
Q3-3. Livability of your neighborhood	37.9%	47.9%	9.6%	3.8%	0.7%
Q3-4. Upkeep of your neighborhood	27.2%	43.7%	16.5%	10.6%	2.0%
Q3-5. Overall quality of City services	17.9%	59.1%	17.6%	4.4%	1.1%
Q3-6. Overall quality of life in City	28.9%	53.3%	13.5%	3.7%	0.6%
Q3-7. Enforcement of City codes & ordinances	8.4%	35.5%	37.0%	14.6%	4.4%
Q3-8. City efforts to promote diversity in the community	16.6%	35.5%	35.3%	10.0%	2.7%
Q3-9. City as a place to live	35.2%	49.2%	10.3%	4.1%	1.2%
Q3-10. City as a place to work	21.3%	38.2%	20.8%	14.6%	5.1%
Q3-11. City as a place to raise children	33.9%	45.4%	15.8%	3.5%	1.4%
Q3-12. City as a place to retire	27.8%	39.9%	19.6%	8.7%	4.0%
Q3-13. City as a place where I feel welcome	34.9%	45.5%	15.1%	2.4%	2.1%

Q3a. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q3a. Top choice	Number	Percent
Overall value that you receive for your City tax & fees	255	29.4 %
Overall image of City	24	2.8 %
Livability of your neighborhood	27	3.1 %
Upkeep of your neighborhood	67	7.7 %
Overall quality of City services	44	5.1 %
Overall quality of life in City	15	1.7 %
Enforcement of City codes & ordinances	68	7.8 %
City efforts to promote diversity in the community	70	8.1 %
City as a place to live	26	3.0 %
City as a place to work	97	11.2 %
City as a place to raise children	31	3.6 %
City as a place to retire	36	4.2 %
City as a place where I feel welcome	14	1.6 %
None chosen	93	10.7 %
Total	867	100.0 %

Q3a. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q3a. 2nd choice	Number	Percent
Overall value that you receive for your City tax & fees	93	10.7 %
Overall image of City	53	6.1 %
Livability of your neighborhood	24	2.8 %
Upkeep of your neighborhood	70	8.1 %
Overall quality of City services	97	11.2 %
Overall quality of life in City	47	5.4 %
Enforcement of City codes & ordinances	74	8.5 %
City efforts to promote diversity in the community	74	8.5 %
City as a place to live	33	3.8 %
City as a place to work	75	8.7 %
City as a place to raise children	32	3.7 %
City as a place to retire	44	5.1 %
City as a place where I feel welcome	18	2.1 %
None chosen	133	15.3 %
Total	867	100.0 %

Q3a. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q3a. 3rd choice	Number	Percent
Overall value that you receive for your City tax & fees	69	8.0 %
Overall image of City	40	4.6 %
Livability of your neighborhood	25	2.9 %
Upkeep of your neighborhood	43	5.0 %
Overall quality of City services	65	7.5 %
Overall quality of life in City	59	6.8 %
Enforcement of City codes & ordinances	76	8.8 %
City efforts to promote diversity in the community	52	6.0 %
City as a place to live	54	6.2 %
City as a place to work	66	7.6 %
City as a place to raise children	44	5.1 %
City as a place to retire	58	6.7 %
City as a place where I feel welcome	30	3.5 %
None chosen	186	21.5 %
Total	867	100.0 %

SUM OF THE TOP THREE

Q3a. Which THREE of the items listed in Question 3 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q3a. Top choice	Number	Percent
Overall value that you receive for your City tax & fees	417	48.1 %
Overall image of City	117	13.5 %
Livability of your neighborhood	76	8.8 %
Upkeep of your neighborhood	180	20.8 %
Overall quality of City services	206	23.8 %
Overall quality of life in City	121	14.0 %
Enforcement of City codes & ordinances	218	25.1 %
City efforts to promote diversity in the community	196	22.6 %
City as a place to live	113	13.0 %
City as a place to work	238	27.5 %
City as a place to raise children	107	12.3 %
City as a place to retire	138	15.9 %
City as a place where I feel welcome	62	7.2 %
None chosen	93	10.7 %
Total	2282	

Q4. ECONOMIC GROWTH AND AFFORDABILITY. Please rate each item on a scale of 5 to 1, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. City efforts to promote economic development	5.1%	20.2%	34.6%	23.8%	6.7%	9.7%
Q4-2. Overall quality of new development in Lawrence	4.5%	24.9%	32.6%	25.8%	6.9%	5.2%
Q4-3. How well City is planning growth	3.6%	16.1%	31.6%	28.7%	10.1%	9.8%
Q4-4. Access to quality childcare you can afford	2.4%	8.8%	24.6%	12.0%	5.2%	47.1%
Q4-5. Access to quality healthcare you can afford	12.2%	34.9%	24.3%	14.4%	5.7%	8.4%
Q4-6. Access to quality mental healthcare you can afford	5.4%	17.8%	26.9%	15.9%	7.2%	26.9%
Q4-7. Access to healthy food you can afford	21.8%	44.3%	21.3%	7.5%	2.8%	2.3%
Q4-8. Access to quality housing you can afford	12.7%	27.7%	25.0%	19.6%	8.8%	6.2%
Q4-9. Availability of affordable housing for low/moderate income families	3.9%	7.5%	24.6%	29.4%	14.1%	20.5%

WITHOUT "DON'T KNOW"**Q4. ECONOMIC GROWTH AND AFFORDABILITY. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. City efforts to promote economic development	5.6%	22.3%	38.3%	26.3%	7.4%
Q4-2. Overall quality of new development in Lawrence	4.7%	26.3%	34.4%	27.3%	7.3%
Q4-3. How well City is planning growth	4.0%	17.9%	35.0%	31.8%	11.3%
Q4-4. Access to quality childcare you can afford	4.6%	16.6%	46.4%	22.7%	9.8%
Q4-5. Access to quality healthcare you can afford	13.4%	38.2%	26.6%	15.7%	6.2%
Q4-6. Access to quality mental healthcare you can afford	7.4%	24.3%	36.8%	21.8%	9.8%
Q4-7. Access to healthy food you can afford	22.3%	45.3%	21.8%	7.7%	2.8%
Q4-8. Access to quality housing you can afford	13.5%	29.5%	26.7%	20.9%	9.3%
Q4-9. Availability of affordable housing for low/moderate income families	4.9%	9.4%	30.9%	37.0%	17.7%

Q4a. Which THREE of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q4a. Top choice	Number	Percent
City efforts to promote economic development	184	21.2 %
Overall quality of new development in Lawrence	60	6.9 %
How well City is planning growth	117	13.5 %
Access to quality childcare you can afford	38	4.4 %
Access to quality healthcare you can afford	53	6.1 %
Access to quality mental healthcare you can afford	51	5.9 %
Access to healthy food you can afford	12	1.4 %
Access to quality housing you can afford	87	10.0 %
Availability of affordable housing for low/moderate income families	187	21.6 %
None chosen	78	9.0 %
Total	867	100.0 %

Q4a. Which THREE of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q4a. 2nd choice	Number	Percent
City efforts to promote economic development	73	8.4 %
Overall quality of new development in Lawrence	110	12.7 %
How well City is planning growth	156	18.0 %
Access to quality childcare you can afford	31	3.6 %
Access to quality healthcare you can afford	78	9.0 %
Access to quality mental healthcare you can afford	71	8.2 %
Access to healthy food you can afford	50	5.8 %
Access to quality housing you can afford	92	10.6 %
Availability of affordable housing for low/moderate income families	103	11.9 %
None chosen	103	11.9 %
Total	867	100.0 %

Q4a. Which THREE of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q4a. 3rd choice	Number	Percent
City efforts to promote economic development	85	9.8 %
Overall quality of new development in Lawrence	110	12.7 %
How well City is planning growth	138	15.9 %
Access to quality childcare you can afford	44	5.1 %
Access to quality healthcare you can afford	69	8.0 %
Access to quality mental healthcare you can afford	58	6.7 %
Access to healthy food you can afford	47	5.4 %
Access to quality housing you can afford	82	9.5 %
Availability of affordable housing for low/moderate income families	91	10.5 %
None chosen	143	16.5 %
Total	867	100.0 %

SUM OF THE TOP THREE

Q4a. Which THREE of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q4a. Top choice	Number	Percent
City efforts to promote economic development	342	39.4 %
Overall quality of new development in Lawrence	280	32.3 %
How well City is planning growth	411	47.4 %
Access to quality childcare you can afford	113	13.0 %
Access to quality healthcare you can afford	200	23.1 %
Access to quality mental healthcare you can afford	180	20.8 %
Access to healthy food you can afford	109	12.6 %
Access to quality housing you can afford	261	30.1 %
Availability of affordable housing for low/moderate income families	381	43.9 %
None chosen	78	9.0 %
Total	2355	

Q5. DIVERSITY. Using a scale from 5 to 1, where 5 is "excellent" and 1 is "very poor," how well do you think the City of Lawrence currently serves the following specialized populations in the City?

(N=867)

	Excellent	Good	Neutral	Poor	Very poor	Don't know
Q5-1. Non-English speaking persons	6.3%	20.4%	25.8%	9.1%	2.0%	36.3%
Q5-2. Persons with limited physical mobility	7.7%	32.8%	26.0%	9.8%	1.7%	22.0%
Q5-3. Persons with disabilities	7.3%	34.0%	24.5%	10.3%	1.6%	22.4%
Q5-4. Seniors	12.7%	40.9%	20.6%	6.8%	3.0%	15.9%
Q5-5. Persons of color	8.8%	23.4%	27.9%	9.5%	2.1%	28.4%
Q5-6. LGBTQIA+ Community	14.1%	29.1%	22.3%	4.2%	1.2%	29.3%

WITHOUT "DON'T KNOW"

Q5. DIVERSITY. Using a scale from 5 to 1, where 5 is "excellent" and 1 is "very poor," how well do you think the City of Lawrence currently serves the following specialized populations in the City? (without "don't know")

(N=867)

	Excellent	Good	Neutral	Poor	Very poor
Q5-1. Non-English speaking persons	10.0%	32.1%	40.6%	14.3%	3.1%
Q5-2. Persons with limited physical mobility	9.9%	42.0%	33.3%	12.6%	2.2%
Q5-3. Persons with disabilities	9.4%	43.8%	31.5%	13.2%	2.1%
Q5-4. Seniors	15.1%	48.7%	24.6%	8.1%	3.6%
Q5-5. Persons of color	12.2%	32.7%	39.0%	13.2%	2.9%
Q5-6. LGBTQIA+ Community	19.9%	41.1%	31.5%	5.9%	1.6%

Q6. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Frequency that police officers patrol your neighborhood	13.0%	32.6%	25.0%	12.3%	4.0%	12.9%
Q6-2. Efforts by police to prevent crime in your neighborhood	11.4%	30.1%	28.8%	7.5%	2.4%	19.7%
Q6-3. How quickly police respond to emergencies	21.1%	36.7%	16.0%	1.7%	0.8%	23.6%
Q6-4. Professionalism of police officers	29.2%	39.3%	14.2%	4.3%	2.2%	10.8%
Q6-5. How effectively City enforces traffic offenses	10.8%	31.1%	24.1%	9.2%	5.5%	19.1%
Q6-6. School resource officers	9.8%	16.0%	20.6%	2.8%	1.8%	48.9%
Q6-7. Quality of animal control services	10.4%	27.8%	23.6%	4.4%	1.6%	32.2%
Q6-8. Police related education programs	7.4%	17.8%	22.8%	3.0%	0.9%	48.1%
Q6-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	12.7%	25.6%	23.1%	7.0%	2.0%	29.6%
Q6-10. Overall treatment of people by Lawrence Police Department	21.8%	39.2%	20.0%	4.2%	2.3%	12.6%

WITHOUT "DON'T KNOW"

Q6. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Frequency that police officers patrol your neighborhood	15.0%	37.5%	28.7%	14.2%	4.6%
Q6-2. Efforts by police to prevent crime in your neighborhood	14.2%	37.5%	35.9%	9.3%	3.0%
Q6-3. How quickly police respond to emergencies	27.6%	48.0%	21.0%	2.3%	1.1%
Q6-4. Professionalism of police officers	32.7%	44.1%	15.9%	4.8%	2.5%
Q6-5. How effectively City enforces traffic offenses	13.4%	38.5%	29.8%	11.4%	6.8%
Q6-6. School resource officers	19.2%	31.4%	40.4%	5.4%	3.6%
Q6-7. Quality of animal control services	15.3%	41.0%	34.9%	6.5%	2.4%
Q6-8. Police related education programs	14.2%	34.2%	44.0%	5.8%	1.8%
Q6-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	18.0%	36.4%	32.8%	10.0%	2.8%
Q6-10. Overall treatment of people by Lawrence Police Department	24.9%	44.9%	22.8%	4.7%	2.6%

Q7. 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=867)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking in your neighborhood during the day	72.8%	24.0%	1.6%	0.7%	0.1%	0.8%
Q7-2. Walking in your neighborhood after dark	30.3%	42.4%	14.6%	7.6%	2.0%	3.0%
Q7-3. In City parks	20.3%	38.8%	21.0%	10.5%	2.1%	7.4%
Q7-4. Overall feeling of safety in Lawrence	24.2%	56.4%	14.3%	3.3%	0.2%	1.5%
Q7-5. Riding a bicycle in Lawrence	10.8%	27.2%	19.4%	13.4%	3.3%	25.8%
Q7-6. Navigating busy intersections on foot	12.1%	37.0%	23.5%	19.4%	3.2%	4.7%
Q7-7. Navigating busy intersections on a bicycle	5.0%	19.1%	22.8%	17.8%	5.8%	29.5%

WITHOUT "DON'T KNOW"

Q7. 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=867)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking in your neighborhood during the day	73.4%	24.2%	1.6%	0.7%	0.1%
Q7-2. Walking in your neighborhood after dark	31.3%	43.8%	15.1%	7.8%	2.0%
Q7-3. In City parks	21.9%	41.8%	22.7%	11.3%	2.2%
Q7-4. Overall feeling of safety in Lawrence	24.6%	57.3%	14.5%	3.4%	0.2%
Q7-5. Riding a bicycle in Lawrence	14.6%	36.7%	26.1%	18.0%	4.5%
Q7-6. Navigating busy intersections on foot	12.7%	38.9%	24.7%	20.3%	3.4%
Q7-7. Navigating busy intersections on a bicycle	7.0%	27.2%	32.4%	25.2%	8.2%

Q8. FIRE AND EMERGENCY MEDICAL 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Overall quality of fire services	36.2%	34.3%	6.8%	0.1%	0.0%	22.6%
Q8-2. How quickly emergency medical services personnel respond	36.7%	30.9%	6.6%	0.6%	0.1%	25.1%
Q8-3. Professionalism of City's fire & emergency medical services personnel	43.3%	29.1%	6.9%	0.0%	0.2%	20.5%
Q8-4. Quality of medical care provided by City's fire medical services personnel	33.7%	28.0%	6.9%	0.1%	0.1%	31.1%
Q8-5. City's fire medical education programs	13.6%	17.9%	14.3%	1.3%	0.1%	52.8%
Q8-6. City's fire business inspection program	12.7%	19.0%	15.2%	1.5%	0.2%	51.3%

WITHOUT "DON'T KNOW"

Q8. FIRE AND EMERGENCY MEDICAL 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Overall quality of fire services	46.8%	44.3%	8.8%	0.1%	0.0%
Q8-2. How quickly emergency medical services personnel respond	49.0%	41.3%	8.8%	0.8%	0.2%
Q8-3. Professionalism of City's fire & emergency medical services personnel	54.4%	36.6%	8.7%	0.0%	0.3%
Q8-4. Quality of medical care provided by City's fire medical services personnel	48.9%	40.7%	10.1%	0.2%	0.2%
Q8-5. City's fire medical education programs	28.9%	37.9%	30.3%	2.7%	0.2%
Q8-6. City's fire business inspection program	26.1%	39.1%	31.3%	3.1%	0.5%

Q9. PARKS AND RECREATION. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Appearance/cleanliness of City parks	31.3%	54.3%	9.1%	3.0%	0.3%	2.0%
Q9-2. Condition of equipment	20.1%	50.2%	14.0%	3.6%	0.8%	11.4%
Q9-3. Number of City parks	26.9%	49.7%	14.1%	4.7%	1.3%	3.3%
Q9-4. Number of walking & biking trails	25.0%	44.8%	15.1%	8.0%	1.0%	6.1%
Q9-5. City outdoor recreation facilities	22.3%	47.2%	14.9%	5.8%	1.2%	8.8%
Q9-6. City indoor recreation facilities	29.1%	43.6%	13.7%	5.5%	1.0%	7.0%
Q9-7. Availability of gym space	19.5%	35.2%	17.9%	7.8%	1.6%	18.0%
Q9-8. City's indoor aquatic facilities	22.1%	36.2%	16.6%	4.7%	0.5%	19.8%
Q9-9. City's outdoor aquatic facilities	18.8%	37.3%	16.4%	5.5%	1.4%	20.6%
Q9-10. Availability of sports fields in Lawrence	18.7%	34.6%	15.8%	4.3%	1.6%	25.0%
Q9-11. Availability of information about parks & recreation programs	29.4%	45.6%	13.8%	4.4%	1.0%	5.8%
Q9-12. City's landscaping efforts	37.8%	42.4%	12.8%	3.5%	0.6%	2.9%
Q9-13. Quality of recreation programs offered by City	26.2%	41.8%	14.6%	3.0%	0.7%	13.7%
Q9-14. Cost of parks/recreation programs & services offered by City	22.3%	37.1%	19.8%	5.5%	1.7%	13.5%

WITHOUT "DON'T KNOW"

Q9. PARKS AND RECREATION. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Appearance/cleanliness of City parks	31.9%	55.4%	9.3%	3.1%	0.4%
Q9-2. Condition of equipment	22.7%	56.6%	15.8%	4.0%	0.9%
Q9-3. Number of City parks	27.8%	51.4%	14.6%	4.9%	1.3%
Q9-4. Number of walking & biking trails	26.7%	47.7%	16.1%	8.5%	1.1%
Q9-5. City outdoor recreation facilities	24.4%	51.7%	16.3%	6.3%	1.3%
Q9-6. City indoor recreation facilities	31.3%	46.9%	14.8%	6.0%	1.1%
Q9-7. Availability of gym space	23.8%	42.9%	21.8%	9.6%	2.0%
Q9-8. City's indoor aquatic facilities	27.6%	45.2%	20.7%	5.9%	0.6%
Q9-9. City's outdoor aquatic facilities	23.7%	46.9%	20.6%	7.0%	1.7%
Q9-10. Availability of sports fields in Lawrence	24.9%	46.2%	21.1%	5.7%	2.2%
Q9-11. Availability of information about parks & recreation programs	31.2%	48.3%	14.7%	4.7%	1.1%
Q9-12. City's landscaping efforts	39.0%	43.7%	13.2%	3.6%	0.6%
Q9-13. Quality of recreation programs offered by City	30.3%	48.4%	17.0%	3.5%	0.8%
Q9-14. Cost of parks/recreation programs & services offered by City	25.7%	42.9%	22.9%	6.4%	2.0%

Q9a. Which THREE of the parks and recreation services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9a. Top choice	Number	Percent
Appearance/cleanliness of City parks	109	12.6 %
Condition of equipment	71	8.2 %
Number of City parks	34	3.9 %
Number of walking & biking trails	121	14.0 %
City outdoor recreation facilities	26	3.0 %
City indoor recreation facilities	30	3.5 %
Availability of gym space	42	4.8 %
City's indoor aquatic facilities	13	1.5 %
City's outdoor aquatic facilities	34	3.9 %
Availability of sports fields in Lawrence	25	2.9 %
Availability of information about parks & recreation programs	25	2.9 %
City's landscaping efforts	24	2.8 %
Quality of recreation programs offered by City	28	3.2 %
Cost of parks/recreation programs & services offered by City	98	11.3 %
None chosen	187	21.6 %
Total	867	100.0 %

Q9a. Which THREE of the parks and recreation services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9a. 2nd choice	Number	Percent
Appearance/cleanliness of City parks	54	6.2 %
Condition of equipment	78	9.0 %
Number of City parks	38	4.4 %
Number of walking & biking trails	75	8.7 %
City outdoor recreation facilities	42	4.8 %
City indoor recreation facilities	40	4.6 %
Availability of gym space	44	5.1 %
City's indoor aquatic facilities	25	2.9 %
City's outdoor aquatic facilities	28	3.2 %
Availability of sports fields in Lawrence	27	3.1 %
Availability of information about parks & recreation programs	31	3.6 %
City's landscaping efforts	39	4.5 %
Quality of recreation programs offered by City	56	6.5 %
Cost of parks/recreation programs & services offered by City	45	5.2 %
None chosen	245	28.3 %
Total	867	100.0 %

Q9a. Which THREE of the parks and recreation services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9a. 3rd choice	Number	Percent
Appearance/cleanliness of City parks	56	6.5 %
Condition of equipment	53	6.1 %
Number of City parks	28	3.2 %
Number of walking & biking trails	55	6.3 %
City outdoor recreation facilities	34	3.9 %
City indoor recreation facilities	33	3.8 %
Availability of gym space	30	3.5 %
City's indoor aquatic facilities	27	3.1 %
City's outdoor aquatic facilities	21	2.4 %
Availability of sports fields in Lawrence	18	2.1 %
Availability of information about parks & recreation programs	42	4.8 %
City's landscaping efforts	51	5.9 %
Quality of recreation programs offered by City	40	4.6 %
Cost of parks/recreation programs & services offered by City	72	8.3 %
None chosen	307	35.4 %
Total	867	100.0 %

SUM OF THE TOP THREE

Q9a. Which THREE of the parks and recreation services listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q9a. Top choice	Number	Percent
Appearance/cleanliness of City parks	219	25.3 %
Condition of equipment	202	23.3 %
Number of City parks	100	11.5 %
Number of walking & biking trails	251	29.0 %
City outdoor recreation facilities	102	11.8 %
City indoor recreation facilities	103	11.9 %
Availability of gym space	116	13.4 %
City's indoor aquatic facilities	65	7.5 %
City's outdoor aquatic facilities	83	9.6 %
Availability of sports fields in Lawrence	70	8.1 %
Availability of information about parks & recreation programs	98	11.3 %
City's landscaping efforts	114	13.1 %
Quality of recreation programs offered by City	124	14.3 %
Cost of parks/recreation programs & services offered by City	215	24.8 %
None chosen	187	21.6 %
Total	2049	

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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Condition of major City streets	8.2%	36.7%	20.4%	27.1%	6.0%	1.6%
Q10-2. Condition of streets in your neighborhood	8.9%	31.8%	16.5%	30.6%	10.7%	1.5%
Q10-3. Timeliness of street maintenance repairs	5.2%	16.1%	25.6%	33.2%	15.3%	4.5%
Q10-4. Condition of sidewalks in your neighborhood	12.5%	33.8%	21.8%	18.1%	9.1%	4.7%
Q10-5. Maintenance of pavement markings	6.3%	27.3%	30.4%	21.7%	7.3%	6.9%
Q10-6. Adequacy of City street lighting	13.0%	38.4%	23.1%	17.4%	5.4%	2.7%
Q10-7. Snow removal on major City streets	32.2%	52.0%	10.8%	2.1%	1.0%	1.8%
Q10-8. Snow removal on neighborhood streets	21.2%	39.6%	20.4%	11.8%	4.8%	2.2%
Q10-9. Streetsweeping services provided by City	15.7%	37.4%	26.0%	7.4%	4.2%	9.5%
Q10-10. Maintenance of curbs & gutters on City streets	8.5%	28.3%	25.6%	20.1%	11.8%	5.8%

WITHOUT "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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Condition of major City streets	8.3%	37.3%	20.8%	27.5%	6.1%
Q10-2. Condition of streets in your neighborhood	9.0%	32.3%	16.7%	31.0%	10.9%
Q10-3. Timeliness of street maintenance repairs	5.4%	16.9%	26.8%	34.8%	16.1%
Q10-4. Condition of sidewalks in your neighborhood	13.1%	35.5%	22.9%	19.0%	9.6%
Q10-5. Maintenance of pavement markings	6.8%	29.4%	32.7%	23.3%	7.8%
Q10-6. Adequacy of City street lighting	13.4%	39.5%	23.7%	17.9%	5.6%
Q10-7. Snow removal on major City streets	32.8%	53.0%	11.0%	2.1%	1.1%
Q10-8. Snow removal on neighborhood streets	21.7%	40.4%	20.9%	12.0%	5.0%
Q10-9. Streetsweeping services provided by City	17.3%	41.3%	28.7%	8.2%	4.6%
Q10-10. Maintenance of curbs & gutters on City streets	9.1%	30.0%	27.2%	21.3%	12.5%

Q10a. Which THREE of the City maintenance services listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q10a. Top choice	Number	Percent
Condition of major City streets	263	30.3 %
Condition of streets in your neighborhood	129	14.9 %
Timeliness of street maintenance repairs	133	15.3 %
Condition of sidewalks in your neighborhood	59	6.8 %
Maintenance of pavement markings	32	3.7 %
Adequacy of City street lighting	38	4.4 %
Snow removal on major City streets	8	0.9 %
Snow removal on neighborhood streets	22	2.5 %
Streetsweeping services provided by City	6	0.7 %
Maintenance of curbs & gutters on City streets	80	9.2 %
None chosen	97	11.2 %
Total	867	100.0 %

Q10a. Which THREE of the City maintenance services listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q10a. 2nd choice	Number	Percent
Condition of major City streets	65	7.5 %
Condition of streets in your neighborhood	155	17.9 %
Timeliness of street maintenance repairs	175	20.2 %
Condition of sidewalks in your neighborhood	60	6.9 %
Maintenance of pavement markings	53	6.1 %
Adequacy of City street lighting	84	9.7 %
Snow removal on major City streets	15	1.7 %
Snow removal on neighborhood streets	41	4.7 %
Streetsweeping services provided by City	18	2.1 %
Maintenance of curbs & gutters on City streets	70	8.1 %
None chosen	131	15.1 %
Total	867	100.0 %

Q10a. Which THREE of the City maintenance services listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q10a. 3rd choice	Number	Percent
Condition of major City streets	65	7.5 %
Condition of streets in your neighborhood	60	6.9 %
Timeliness of street maintenance repairs	128	14.8 %
Condition of sidewalks in your neighborhood	75	8.7 %
Maintenance of pavement markings	66	7.6 %
Adequacy of City street lighting	77	8.9 %
Snow removal on major City streets	16	1.8 %
Snow removal on neighborhood streets	58	6.7 %
Streetsweeping services provided by City	32	3.7 %
Maintenance of curbs & gutters on City streets	101	11.6 %
None chosen	189	21.8 %
Total	867	100.0 %

SUM OF THE TOP THREE

Q10a. Which THREE of the City maintenance services listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q10a. Top choice	Number	Percent
Condition of major City streets	393	45.3 %
Condition of streets in your neighborhood	344	39.7 %
Timeliness of street maintenance repairs	436	50.3 %
Condition of sidewalks in your neighborhood	194	22.4 %
Maintenance of pavement markings	151	17.4 %
Adequacy of City street lighting	199	23.0 %
Snow removal on major City streets	39	4.5 %
Snow removal on neighborhood streets	121	14.0 %
Streetsweeping services provided by City	56	6.5 %
Maintenance of curbs & gutters on City streets	251	29.0 %
None chosen	97	11.2 %
Total	2281	

Q11. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Taste of your drinking water	30.0%	45.3%	14.4%	6.5%	2.5%	1.3%
Q11-2. Smell of your drinking water	29.6%	45.4%	16.8%	5.1%	1.8%	1.2%
Q11-3. Quality of your drinking water	28.8%	44.4%	15.0%	5.9%	2.2%	3.7%
Q11-4. Reliability of your water service	43.5%	46.6%	6.9%	1.0%	0.7%	1.3%
Q11-5. Water pressure in your home	39.1%	45.0%	8.3%	5.1%	1.7%	0.8%
Q11-6. Accuracy of your water bill	20.2%	43.4%	17.1%	6.1%	2.9%	10.4%
Q11-7. How well City keeps you informed about planned disruptions to your water service	19.7%	37.3%	18.6%	3.7%	1.0%	19.7%
Q11-8. Overall value that you receive for water & wastewater utility rates	15.7%	37.1%	25.7%	12.7%	5.9%	2.9%

WITHOUT "DON'T KNOW"

Q11. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Taste of your drinking water	30.4%	45.9%	14.6%	6.5%	2.6%
Q11-2. Smell of your drinking water	30.0%	46.0%	17.0%	5.1%	1.9%
Q11-3. Quality of your drinking water	29.9%	46.1%	15.6%	6.1%	2.3%
Q11-4. Reliability of your water service	44.0%	47.2%	7.0%	1.1%	0.7%
Q11-5. Water pressure in your home	39.4%	45.3%	8.4%	5.1%	1.7%
Q11-6. Accuracy of your water bill	22.5%	48.4%	19.0%	6.8%	3.2%
Q11-7. How well City keeps you informed about planned disruptions to your water service	24.6%	46.4%	23.1%	4.6%	1.3%
Q11-8. Overall value that you receive for water & wastewater utility rates	16.2%	38.2%	26.5%	13.1%	6.1%

Q11a. Which THREE of the water/wastewater items listed in Question 11 do you think should receive the most emphasis from City leaders over the next two years?

Q11a. Top choice	Number	Percent
Taste of your drinking water	106	12.2 %
Smell of your drinking water	21	2.4 %
Quality of your drinking water	213	24.6 %
Reliability of your water service	21	2.4 %
Water pressure in your home	35	4.0 %
Accuracy of your water bill	62	7.2 %
How well City keeps you informed about planned disruptions to your water service	29	3.3 %
Overall value that you receive for water & wastewater utility rates	200	23.1 %
None chosen	180	20.8 %
Total	867	100.0 %

Q11a. Which THREE of the water/wastewater items listed in Question 11 do you think should receive the most emphasis from City leaders over the next two years?

Q11a. 2nd choice	Number	Percent
Taste of your drinking water	82	9.5 %
Smell of your drinking water	78	9.0 %
Quality of your drinking water	103	11.9 %
Reliability of your water service	69	8.0 %
Water pressure in your home	49	5.7 %
Accuracy of your water bill	82	9.5 %
How well City keeps you informed about planned disruptions to your water service	52	6.0 %
Overall value that you receive for water & wastewater utility rates	83	9.6 %
None chosen	269	31.0 %
Total	867	100.0 %

Q11a. Which THREE of the water/wastewater items listed in Question 11 do you think should receive the most emphasis from City leaders over the next two years?

Q11a. 3rd choice	Number	Percent
Taste of your drinking water	75	8.7 %
Smell of your drinking water	47	5.4 %
Quality of your drinking water	105	12.1 %
Reliability of your water service	56	6.5 %
Water pressure in your home	47	5.4 %
Accuracy of your water bill	66	7.6 %
How well City keeps you informed about planned disruptions to your water service	44	5.1 %
Overall value that you receive for water & wastewater utility rates	105	12.1 %
None chosen	322	37.1 %
Total	867	100.0 %

SUM OF THE TOP THREE

Q11a. Which THREE of the water/wastewater items listed in Question 11 do you think should receive the most emphasis from City leaders over the next two years? (top 3)

Q11a. Top choice	Number	Percent
Taste of your drinking water	263	30.3 %
Smell of your drinking water	146	16.8 %
Quality of your drinking water	421	48.6 %
Reliability of your water service	146	16.8 %
Water pressure in your home	131	15.1 %
Accuracy of your water bill	210	24.2 %
How well City keeps you informed about planned disruptions to your water service	125	14.4 %
Overall value that you receive for water & wastewater utility rates	388	44.8 %
None chosen	180	20.8 %
Total	2010	

Q12. SOLID WASTE DISPOSAL 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Overall quality of residential trash services	54.7%	37.6%	3.7%	2.3%	0.7%	1.0%
Q12-2. Overall quality of residential recycling services	50.1%	35.5%	7.4%	4.3%	1.2%	1.6%
Q12-3. Overall quality of yard waste collection services	49.6%	34.0%	7.6%	2.4%	0.6%	5.8%
Q12-4. Overall quality of City's drop-off recycling sites	24.2%	28.3%	15.5%	3.9%	1.4%	26.8%

WITHOUT "DON'T KNOW"

Q12. SOLID WASTE DISPOSAL 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall quality of residential trash services	55.2%	38.0%	3.7%	2.3%	0.7%
Q12-2. Overall quality of residential recycling services	50.9%	36.1%	7.5%	4.3%	1.2%
Q12-3. Overall quality of yard waste collection services	52.6%	36.1%	8.1%	2.6%	0.6%
Q12-4. Overall quality of City's drop-off recycling sites	33.1%	38.6%	21.1%	5.4%	1.9%

Q13. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Ease of north/south travel in Lawrence	10.6%	46.8%	20.5%	13.4%	3.2%	5.4%
Q13-2. Ease of east/west travel in Lawrence	8.8%	38.2%	24.6%	19.0%	4.3%	5.2%
Q13-3. Connectivity of bicycle lanes	4.7%	13.8%	23.5%	12.9%	3.5%	41.5%
Q13-4. Traffic signal coordination on major City streets	8.5%	31.9%	25.7%	20.9%	8.8%	4.2%
Q13-5. Availability of safe routes for children to walk or bike to school	4.5%	20.5%	22.6%	12.7%	3.1%	36.6%
Q13-6. Number of destinations served by Lawrence Transit	6.2%	14.8%	19.5%	7.3%	1.6%	50.6%
Q13-7. Frequency of Lawrence Transit service	6.2%	14.8%	18.2%	8.3%	2.1%	50.4%
Q13-8. Availability of pedestrian (walking) paths in Lawrence	12.9%	39.9%	23.8%	11.0%	2.2%	10.3%
Q13-9. Connectivity of sidewalks & paths	10.7%	36.4%	25.5%	12.2%	2.7%	12.5%
Q13-10. Parking enforcement services	11.6%	36.0%	28.5%	6.5%	2.9%	14.5%

WITHOUT "DON'T KNOW"

Q13. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Ease of north/south travel in Lawrence	11.2%	49.5%	21.7%	14.1%	3.4%
Q13-2. Ease of east/west travel in Lawrence	9.2%	40.3%	25.9%	20.1%	4.5%
Q13-3. Connectivity of bicycle lanes	8.1%	23.7%	40.2%	22.1%	5.9%
Q13-4. Traffic signal coordination on major City streets	8.9%	33.3%	26.8%	21.8%	9.1%
Q13-5. Availability of safe routes for children to walk or bike to school	7.1%	32.4%	35.6%	20.0%	4.9%
Q13-6. Number of destinations served by Lawrence Transit	12.6%	29.9%	39.5%	14.7%	3.3%
Q13-7. Frequency of Lawrence Transit service	12.6%	29.8%	36.7%	16.7%	4.2%
Q13-8. Availability of pedestrian (walking) paths in Lawrence	14.4%	44.5%	26.5%	12.2%	2.4%
Q13-9. Connectivity of sidewalks & paths	12.3%	41.6%	29.1%	14.0%	3.0%
Q13-10. Parking enforcement services	13.6%	42.1%	33.3%	7.6%	3.4%

Q13a. Which TWO of the transportation issues listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q13a. Top choice	Number	Percent
Ease of north/south travel in Lawrence	112	12.9 %
Ease of east/west travel in Lawrence	109	12.6 %
Connectivity of bicycle lanes	67	7.7 %
Traffic signal coordination on major City streets	172	19.8 %
Availability of safe routes for children to walk or bike to school	110	12.7 %
Number of destinations served by Lawrence Transit	38	4.4 %
Frequency of Lawrence Transit service	26	3.0 %
Availability of pedestrian (walking) paths in Lawrence	36	4.2 %
Connectivity of sidewalks & paths	33	3.8 %
Parking enforcement services	32	3.7 %
None chosen	132	15.2 %
Total	867	100.0 %

Q13a. Which TWO of the transportation issues listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q13a. 2nd choice	Number	Percent
Ease of north/south travel in Lawrence	68	7.8 %
Ease of east/west travel in Lawrence	139	16.0 %
Connectivity of bicycle lanes	46	5.3 %
Traffic signal coordination on major City streets	109	12.6 %
Availability of safe routes for children to walk or bike to school	75	8.7 %
Number of destinations served by Lawrence Transit	37	4.3 %
Frequency of Lawrence Transit service	50	5.8 %
Availability of pedestrian (walking) paths in Lawrence	64	7.4 %
Connectivity of sidewalks & paths	61	7.0 %
Parking enforcement services	21	2.4 %
None chosen	197	22.7 %
Total	867	100.0 %

SUM OF THE TOP TWO**Q13a. Which TWO of the transportation issues listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)**

Q13a. Top choice	Number	Percent
Ease of north/south travel in Lawrence	180	20.8 %
Ease of east/west travel in Lawrence	248	28.6 %
Connectivity of bicycle lanes	113	13.0 %
Traffic signal coordination on major City streets	281	32.4 %
Availability of safe routes for children to walk or bike to school	185	21.3 %
Number of destinations served by Lawrence Transit	75	8.7 %
Frequency of Lawrence Transit service	76	8.8 %
Availability of pedestrian (walking) paths in Lawrence	100	11.5 %
Connectivity of sidewalks & paths	94	10.8 %
Parking enforcement services	53	6.1 %
None chosen	132	15.2 %
Total	1537	

Q14. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Availability of & timeliness of info about services & activities	11.5%	41.9%	27.1%	6.1%	1.2%	12.2%
Q14-2. City's efforts to keep you informed about city-related issues	11.6%	39.3%	25.6%	11.5%	1.8%	10.0%
Q14-3. Responsiveness of City social media accounts	5.2%	14.8%	11.5%	2.7%	0.6%	65.3%
Q14-4. Level of public involvement in local decision-making	7.4%	22.3%	27.0%	18.2%	6.6%	18.6%
Q14-5. City's efforts to be transparent	6.6%	24.6%	29.8%	16.4%	6.6%	16.1%

WITHOUT "DON'T KNOW"

Q14. 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=867)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Availability of & timeliness of info about services & activities	13.1%	47.7%	30.9%	7.0%	1.3%
Q14-2. City's efforts to keep you informed about city-related issues	12.9%	43.7%	28.5%	12.8%	2.1%
Q14-3. Responsiveness of City social media accounts	15.0%	42.5%	33.2%	7.6%	1.7%
Q14-4. Level of public involvement in local decision-making	9.1%	27.3%	33.1%	22.4%	8.1%
Q14-5. City's efforts to be transparent	7.8%	29.3%	35.5%	19.5%	7.8%

Q15. CITY COMMUNICATION. For each of the items below, please rate how often you use each one.

(N=867)

	Often	4	3	2	Never	Not provided
Q15-1. City website, www.lawrenceks.org	5.7%	14.1%	27.3%	28.4%	21.2%	3.3%
Q15-2. City newsletter, The Flame	11.3%	11.6%	12.2%	14.1%	47.5%	3.2%
Q15-3. Parks & Recreation guide	13.3%	22.0%	26.0%	18.7%	17.1%	3.0%
Q15-4. Email subscription notifications	7.2%	9.3%	11.0%	9.6%	58.4%	4.6%
Q15-5. Facebook	6.5%	8.3%	11.3%	7.5%	62.3%	4.2%
Q15-6. Twitter	3.3%	4.3%	5.5%	5.2%	77.0%	4.6%
Q15-7. NextDoor	5.8%	5.7%	11.4%	7.0%	64.8%	5.3%
Q15-8. Direct mail	10.8%	15.3%	21.7%	16.6%	31.1%	4.4%
Q15-9. Local media outlets (newspaper)	26.0%	19.3%	14.6%	13.0%	23.2%	3.9%
Q15-10. Solid waste app	5.2%	5.4%	6.0%	6.8%	70.8%	5.8%

WITHOUT "NOT PROVIDED"

Q15. CITY COMMUNICATION. For each of the items below, please rate how often you use each one.
(without "not provided")

(N=867)

	Often	4	3	2	Never
Q15-1. City website, www.lawrenceks.org	5.8%	14.6%	28.3%	29.4%	22.0%
Q15-2. City newsletter, The Flame	11.7%	12.0%	12.6%	14.5%	49.1%
Q15-3. Parks & Recreation guide	13.7%	22.7%	26.8%	19.3%	17.6%
Q15-4. Email subscription notifications	7.5%	9.8%	11.5%	10.0%	61.2%
Q15-5. Facebook	6.7%	8.7%	11.8%	7.8%	65.0%
Q15-6. Twitter	3.5%	4.5%	5.8%	5.4%	80.8%
Q15-7. NextDoor	6.1%	6.0%	12.1%	7.4%	68.5%
Q15-8. Direct mail	11.3%	16.0%	22.7%	17.4%	32.6%
Q15-9. Local media outlets (newspaper)	27.0%	20.0%	15.2%	13.6%	24.1%
Q15-10. Solid waste app	5.5%	5.8%	6.4%	7.2%	75.2%

Q15. CITY COMMUNICATION. How effective do you feel it is in keeping you informed about City services, programs, and projects.

(N=867)

	Effective	4	3	2	Ineffective	Not provided
Q15-1. City website, www.lawrenceks.org	11.3%	23.2%	25.0%	7.7%	8.8%	24.0%
Q15-2. City newsletter, The Flame	11.6%	14.0%	15.6%	6.1%	17.0%	35.8%
Q15-3. Parks & Recreation guide	24.7%	25.6%	17.5%	4.5%	5.4%	22.3%
Q15-4. Email subscription notifications	9.1%	11.5%	16.7%	4.6%	17.1%	40.9%
Q15-5. Facebook	7.0%	9.0%	15.0%	3.8%	20.8%	44.4%
Q15-6. Twitter	4.0%	5.5%	12.0%	3.0%	26.8%	48.7%
Q15-7. NextDoor	6.7%	6.5%	14.8%	5.9%	22.3%	43.9%
Q15-8. Direct mail	12.6%	18.1%	18.9%	6.1%	11.4%	32.9%
Q15-9. Local media outlets (newspaper)	17.2%	20.3%	18.1%	6.3%	11.3%	26.8%
Q15-10. Solid waste app	7.6%	5.5%	12.2%	4.4%	23.2%	47.1%

WITHOUT "NOT PROVIDED"**Q15. CITY COMMUNICATION. How effective do you feel it is in keeping you informed about City services, programs, and projects. (without "not provided")**

(N=867)

	Effective	4	3	2	Ineffective
Q15-1. City website, www.lawrenceks.org	14.9%	30.5%	32.9%	10.2%	11.5%
Q15-2. City newsletter, The Flame	18.1%	21.7%	24.2%	9.5%	26.4%
Q15-3. Parks & Recreation guide	31.8%	32.9%	22.6%	5.8%	7.0%
Q15-4. Email subscription notifications	15.4%	19.5%	28.3%	7.8%	28.9%
Q15-5. Facebook	12.7%	16.2%	27.0%	6.8%	37.3%
Q15-6. Twitter	7.9%	10.8%	23.4%	5.8%	52.1%
Q15-7. NextDoor	11.9%	11.5%	26.3%	10.5%	39.7%
Q15-8. Direct mail	18.7%	27.0%	28.2%	9.1%	17.0%
Q15-9. Local media outlets (newspaper)	23.5%	27.7%	24.7%	8.7%	15.4%
Q15-10. Solid waste app	14.4%	10.5%	23.1%	8.3%	43.8%

Q16. 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=867)

	Yes	No	Don't know
Q16-1. Used Lawrence Transit services operated by City	15.7%	79.8%	4.5%
Q16-2. Enrolled in recreation programs offered by City	33.3%	62.9%	3.8%
Q16-3. Visited City recreation facilities	79.0%	17.2%	3.8%
Q16-4. Visited City Library	76.8%	20.3%	2.9%
Q16-5. Had contact with City's Fire Medical Department	24.6%	70.6%	4.8%
Q16-6. Had contact with Police Department	40.5%	55.8%	3.7%
Q16-7. Used a walking/biking trail or path	72.4%	24.0%	3.6%
Q16-8. Used a bicycle lane	30.2%	65.5%	4.3%
Q16-9. Put out recycling for curbside collection	93.7%	4.0%	2.3%

WITHOUT "DON'T KNOW"

Q16. 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 know")

(N=867)

	Yes	No
Q16-1. Used Lawrence Transit services operated by City	16.4%	83.6%
Q16-2. Enrolled in recreation programs offered by City	34.7%	65.3%
Q16-3. Visited City recreation facilities	82.1%	17.9%
Q16-4. Visited City Library	79.1%	20.9%
Q16-5. Had contact with City's Fire Medical Department	25.8%	74.2%
Q16-6. Had contact with Police Department	42.0%	58.0%
Q16-7. Used a walking/biking trail or path	75.1%	24.9%
Q16-8. Used a bicycle lane	31.6%	68.4%
Q16-9. Put out recycling for curbside collection	95.9%	4.1%

Q17. Have you engaged with the City about a question, problem, or complaint during the past year?

Q17. Have you engaged with City about a question, problem, or complaint during past year	Number	Percent
Yes	382	44.1 %
No	485	55.9 %
Total	867	100.0 %

Q17a. (Only if YES to Question 17) Which department did you contact most recently?

Q17a. Which department did you contact most recently	Number	Percent
City Manager's Office (includes Human Resources, City Clerk, & Risk Management)	33	8.6 %
Fire Medical	12	3.1 %
Municipal Court	9	2.4 %
Planning & Development Services (planning, building inspections, code enforcement, community development)	76	19.9 %
Parks & Recreation	40	10.5 %
Police	35	9.2 %
Public Works (trash, streets, traffic signals/signs)	94	24.6 %
Transit	4	1.0 %
Utility Billing	25	6.5 %
Water/Wastewater Utility	34	8.9 %
Other	17	4.5 %
Not provided	3	0.8 %
Total	382	100.0 %

WITHOUT "NOT PROVIDED"**Q17a. (Only if YES to Question 17) Which department did you contact most recently? (without "not provided")**

Q17a. Which department did you contact most recently	Number	Percent
City Manager's Office (includes Human Resources, City Clerk, & Risk Management)	33	8.7 %
Fire Medical	12	3.2 %
Municipal Court	9	2.4 %
Planning & Development Services (planning, building inspections, code enforcement, community development)	76	20.1 %
Parks & Recreation	40	10.6 %
Police	35	9.2 %
Public Works (trash, streets, traffic signals/signs)	94	24.8 %
Transit	4	1.1 %
Utility Billing	25	6.6 %
Water/Wastewater Utility	34	9.0 %
Other	17	4.5 %
Total	379	100.0 %

Q17a-11. Other

<u>Q17a-11. Other</u>	<u>Number</u>	<u>Percent</u>
City Commissioner	2	11.8 %
YARD WASTE/LIMBS FELL	1	5.9 %
HOUSING	1	5.9 %
FIRE DEPARTMENT	1	5.9 %
911 EMERGENCY SERVICE	1	5.9 %
POTHOLE HOTLINE	1	5.9 %
City communications	1	5.9 %
stormwater runoff management system	1	5.9 %
Transportation pedestrian safety	1	5.9 %
CITY STREETS	1	5.9 %
CAR LICENSING	1	5.9 %
MASSACHUSETTS ST PARKING PEOPLE	1	5.9 %
CROSSING GUARD DEPARTMENT FOR SCHOOL	1	5.9 %
Trash pick up	1	5.9 %
Members of the City Commission	1	5.9 %
<u>Pothole</u>	<u>1</u>	<u>5.9 %</u>
Total	17	100.0 %

Q17b. (Only if YES to Question 17) 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 in Question 17a.

(N=382)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q17b-1. City employees were courteous & polite	45.0%	38.5%	6.8%	4.5%	2.1%	3.1%
Q17b-2. City employees were professional	43.2%	38.5%	7.9%	4.5%	2.6%	3.4%
Q17b-3. City employees were responsive to my concerns	37.7%	28.8%	12.0%	10.2%	9.2%	2.1%
Q17b-4. I was satisfied with overall quality of service provided	37.7%	27.7%	12.6%	10.2%	9.9%	1.8%
Q17b-5. I felt I was treated equitably	41.6%	31.2%	9.7%	6.0%	6.8%	4.7%

WITHOUT "DON'T KNOW"

Q17b. (Only if YES to Question 17) 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 in Question 17a. (without "don't know")

(N=382)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q17b-1. City employees were courteous & polite	46.5%	39.7%	7.0%	4.6%	2.2%
Q17b-2. City employees were professional	44.7%	39.8%	8.1%	4.6%	2.7%
Q17b-3. City employees were responsive to my concerns	38.5%	29.4%	12.3%	10.4%	9.4%
Q17b-4. I was satisfied with overall quality of service provided	38.4%	28.3%	12.8%	10.4%	10.1%
Q17b-5. I felt I was treated equitably	43.7%	32.7%	10.2%	6.3%	7.1%

Q18. Approximately how many years have you lived in Lawrence?

Q18. How many years have you lived in Lawrence	Number	Percent
0-5	112	12.9 %
6-10	66	7.6 %
11-15	86	9.9 %
16-20	101	11.6 %
21-30	174	20.1 %
31+	289	33.3 %
Not provided	39	4.5 %
Total	867	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Approximately how many years have you lived in Lawrence? (without "not provided")**

Q18. How many years have you lived in Lawrence	Number	Percent
0-5	112	13.5 %
6-10	66	8.0 %
11-15	86	10.4 %
16-20	101	12.2 %
21-30	174	21.0 %
31+	289	34.9 %
Total	828	100.0 %

Q19. Which of the following best describes your age?

Q19. Your age	Number	Percent
18-34	160	18.5 %
35-44	187	21.6 %
45-54	196	22.6 %
55-74	172	19.8 %
65-74	79	9.1 %
75-84	39	4.5 %
85+	22	2.5 %
Not provided	12	1.4 %
Total	867	100.0 %

WITHOUT "NOT PROVIDED"**Q19. Which of the following best describes your age? (without "not provided")**

Q19. Your age	Number	Percent
18-34	160	18.7 %
35-44	187	21.9 %
45-54	196	22.9 %
55-74	172	20.1 %
65-74	79	9.2 %
75-84	39	4.6 %
85+	22	2.6 %
Total	855	100.0 %

Q20. Which of the following best describes your current employment status?

Q20. What best describes your current employment status	Number	Percent
Employed outside home	573	66.1 %
Employed inside home/have a home based business	54	6.2 %
Retired	194	22.4 %
Not currently employed outside home	14	1.6 %
Student	3	0.3 %
Not provided	29	3.3 %
Total	867	100.0 %

WITHOUT "NOT PROVIDED"**Q20. Which of the following best describes your current employment status? (without "not provided")**

Q20. What best describes your current employment status	Number	Percent
Employed outside home	573	68.4 %
Employed inside home/have a home based business	54	6.4 %
Retired	194	23.2 %
Not currently employed outside home	14	1.7 %
Student	3	0.4 %
Total	838	100.0 %

Q20a. What is the zip code where you work or go to school?

Q20a. What is zip code where you work or go to school	Number	Percent
66044	132	23.6 %
66049	80	14.3 %
66045	68	12.1 %
66046	63	11.3 %
66047	57	10.2 %
66612	15	2.7 %
66604	9	1.6 %
66006	8	1.4 %
66211	8	1.4 %
66219	7	1.3 %
66606	7	1.3 %
66210	6	1.1 %
66603	4	0.7 %
66086	4	0.7 %
66073	4	0.7 %
66061	4	0.7 %
64108	4	0.7 %
66018	4	0.7 %
66636	3	0.5 %
66215	3	0.5 %
66202	3	0.5 %
66615	3	0.5 %
66062	3	0.5 %
66616	2	0.4 %
66134	2	0.4 %
66101	2	0.4 %
66222	2	0.4 %
66601	2	0.4 %
64112	2	0.4 %
66030	2	0.4 %
66611	2	0.4 %
65130	2	0.4 %
64114	2	0.4 %
66605	2	0.4 %
66212	2	0.4 %
66201	2	0.4 %
64115	2	0.4 %
66619	2	0.4 %
66111	2	0.4 %
64133	2	0.4 %
66066	1	0.2 %
66054	1	0.2 %
64093	1	0.2 %
66213	1	0.2 %
64137	1	0.2 %

Q20a. What is the zip code where you work or go to school?

Q20a. What is zip code where you work or go to school	Number	Percent
66617	1	0.2 %
66048	1	0.2 %
66102	1	0.2 %
66160	1	0.2 %
66607	1	0.2 %
66536	1	0.2 %
66027	1	0.2 %
66209	1	0.2 %
66621	1	0.2 %
64105	1	0.2 %
66609	1	0.2 %
66106	1	0.2 %
66079	1	0.2 %
66834	1	0.2 %
64153	1	0.2 %
66072	1	0.2 %
66025	1	0.2 %
64141	1	0.2 %
66510	1	0.2 %
66512	1	0.2 %
64106	1	0.2 %
66542	1	0.2 %
Total	560	100.0 %

Q21. Do you own or rent your current residence?

Q21. Do you own or rent your current residence	Number	Percent
Own	644	74.3 %
Rent	215	24.8 %
Not provided	8	0.9 %
Total	867	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Do you own or rent your current residence? (without "not provided")**

Q21. Do you own or rent your current residence	Number	Percent
Own	644	75.0 %
Rent	215	25.0 %
Total	859	100.0 %

Q21a. What is the zip code of your current residence?

Q21a. What is zip code of your current residence	Number	Percent
66049	346	39.9 %
66047	196	22.6 %
66044	181	20.9 %
66046	144	16.6 %
Total	867	100.0 %

Q22. How many persons in your household (counting yourself), are in each of the following age groups?

	Mean	Sum
number	2.3	2014
Under age 10	0.2	193
Ages 10-19	0.3	219
Ages 20-34	0.3	230
Ages 35-54	0.8	711
Ages 55-64	0.4	365
Ages 65+	0.3	296

Q23. Which of the following best describes your race or ethnic background?

<u>Q23. Your race or ethnic background</u>	<u>Number</u>	<u>Percent</u>
African American/Black	51	5.9 %
American Indian/Native American/Aleutian/Eskimo	30	3.5 %
Asian/Pacific Islander	43	5.0 %
Hispanic/Latino	57	6.6 %
Middle Eastern	10	1.2 %
White	699	80.6 %
Other	10	1.2 %
Total	900	

Q23-7. Other

<u>Q23-7. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	4	40.0 %
More than one	3	30.0 %
Multi-races	2	20.0 %
CARIBBEAN	1	10.0 %
Total	10	100.0 %

Q24. What is your gender identity?

Q24. Your gender identity	Number	Percent
Male	429	49.5 %
Female	425	49.0 %
Non-Binary	7	0.8 %
Prefer to self-describe	4	0.5 %
Not provided	2	0.2 %
Total	867	100.0 %

WITHOUT "NOT PROVIDED"**Q24. What is your gender identity? (without "not provided")**

Q24. Your gender identity	Number	Percent
Male	429	49.6 %
Female	425	49.1 %
Non-Binary	7	0.8 %
Prefer to self-describe	4	0.5 %
Total	865	100.0 %

Section 5

Survey Instrument



City of Lawrence

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CITY MANAGER

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CITY COMMISSION

MAYOR
JENNIFER ANANDA, JD, MSW

COMMISSIONERS
BRADLEY R. FINKELDEI
COURTNEY SHIPLEY
STUART BOLEY
LISA LARSEN

December 2019

Dear Lawrence Resident,

The City of Lawrence is requesting your help and a few minutes of your time! You have been randomly chosen to participate in a survey designed to gather resident opinions and feedback on city programs and services. The information requested in this survey will be used to improve and expand existing programs and determine future needs of residents in the City of Lawrence.

We greatly appreciate your time. We realize that this survey will take some time to complete, but every question is important. The time you invest in this survey will influence decisions made about the city's future.

Please return your completed survey using the postage-paid envelope provided. The survey data will be compiled and analyzed by ETC Institute, which is one of the nation's leading firms in the field of local government research. They will present the results to the City in early 2020. Individual responses to the survey will remain confidential. If you would prefer to take the survey on the web, the URL address is www.lawrence2019communitysurvey.org.

Please contact Danielle Buschkoetter, Budget & Strategic Initiative Administrator at 785-832-3337 if you have any questions.

Thank you for your participation.

Sincerely,

Craig S. Owens
City Manager



We are committed to providing excellent city services that enhance the quality of life for the Lawrence Community



City of Lawrence

2019 City of Lawrence Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to continuously improve City services. If you have questions, please call Danielle Buschkoetter, Budget & Strategic Initiatives Administrator at (785) 832-3337.

1. **MAJOR CATEGORIES OF SERVICES.** 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."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of police services	5	4	3	2	1	9
02.	Overall quality of fire and emergency medical services	5	4	3	2	1	9
03.	Overall maintenance of City streets and utilities	5	4	3	2	1	9
04.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
05.	Overall flow of motor vehicle traffic and congestion management on streets in the City	5	4	3	2	1	9
06.	Overall quality of City water and wastewater utility services	5	4	3	2	1	9
07.	Overall quality of City trash and yardwaste services	5	4	3	2	1	9
08.	Overall quality of planning and code enforcement	5	4	3	2	1	9
09.	Overall quality of the City's public transportation	5	4	3	2	1	9
10.	Overall quality of the City's parks and recreation system	5	4	3	2	1	9
11.	Overall quality of customer service by City staff	5	4	3	2	1	9
12.	Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9

- 1a. 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? [Write in your answers below using the numbers from the list in Question 1 above.]

1st: _____

2nd: _____

3rd: _____

2. **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."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The appearance and cleanliness of Downtown Lawrence	5	4	3	2	1	9
02.	The availability of vehicle parking	5	4	3	2	1	9
03.	The availability of bicycle parking	5	4	3	2	1	9
04.	The types of retail and entertainment establishments available	5	4	3	2	1	9
05.	How safe you feel in Downtown Lawrence during the day	5	4	3	2	1	9
06.	How safe you feel in Downtown Lawrence after dark	5	4	3	2	1	9
07.	Downtown Lawrence special events and parades	5	4	3	2	1	9
08.	Beautification of Downtown Lawrence (flowers, trees, art)	5	4	3	2	1	9

3. 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.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
02.	Overall image of the City	5	4	3	2	1	9
03.	Livability of your neighborhood	5	4	3	2	1	9
04.	Upkeep of your neighborhood	5	4	3	2	1	9
05.	Overall quality of City services	5	4	3	2	1	9
06.	Overall quality of life in the City	5	4	3	2	1	9
07.	Enforcement of City codes and ordinances	5	4	3	2	1	9
08.	City efforts to promote diversity in the community	5	4	3	2	1	9
09.	The City as a place to live	5	4	3	2	1	9
10.	The City as a place to work	5	4	3	2	1	9
11.	The City as a place to raise children	5	4	3	2	1	9
12.	The City as a place to retire	5	4	3	2	1	9
13.	The City as a place where I feel welcome	5	4	3	2	1	9

3a. Which THREE of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 3 above.]

1st: _____2nd: _____3rd: _____

4. ECONOMIC GROWTH AND AFFORDABILITY. Please rate each item on a scale of 5 to 1, where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	City efforts to promote economic development	5	4	3	2	1	9
02.	Overall quality of new development in Lawrence	5	4	3	2	1	9
03.	How well the City is planning growth	5	4	3	2	1	9
04.	Access to quality childcare you can afford	5	4	3	2	1	9
05.	Access to quality healthcare you can afford	5	4	3	2	1	9
06.	Access to quality mental healthcare you can afford	5	4	3	2	1	9
07.	Access to healthy food you can afford	5	4	3	2	1	9
08.	Access to quality housing you can afford	5	4	3	2	1	9
09.	Availability of affordable housing for low/moderate income families	5	4	3	2	1	9

4a. Which THREE of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 4 above.]

1st: _____2nd: _____3rd: _____

5. DIVERSITY. Using a scale from 5 to 1, where 5 is “excellent” and 1 is “very poor,” how well do you think the City of Lawrence currently serves the following specialized populations in the city?

<i>Specialized Populations</i>		Excellent	Good	Neutral	Poor	Very Poor	Don't Know
01.	Non-English speaking persons	5	4	3	2	1	9
02.	Persons with limited physical mobility	5	4	3	2	1	9
03.	Persons with disabilities	5	4	3	2	1	9
04.	Seniors	5	4	3	2	1	9
05.	Persons of color	5	4	3	2	1	9
06.	LGBTQIA+ Community	5	4	3	2	1	9

6. 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.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	The frequency that police officers patrol your neighborhood	5	4	3	2	1	9
02.	Efforts by police to prevent crime in your neighborhood	5	4	3	2	1	9
03.	How quickly police respond to emergencies	5	4	3	2	1	9
04.	The professionalism of police officers	5	4	3	2	1	9
05.	How effectively the City enforces traffic offenses	5	4	3	2	1	9
06.	School Resource Officers	5	4	3	2	1	9
07.	Quality of animal control services	5	4	3	2	1	9
08.	Police related education programs	5	4	3	2	1	9
09.	Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	5	4	3	2	1	9
10.	Overall treatment of people by Lawrence Police Department	5	4	3	2	1	9

7. 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:

<i>How safe do you feel:</i>		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
01.	Walking in your neighborhood during the day	5	4	3	2	1	9
02.	Walking in your neighborhood after dark	5	4	3	2	1	9
03.	In City parks	5	4	3	2	1	9
04.	Overall feeling of safety in Lawrence	5	4	3	2	1	9
05.	Riding a bicycle in Lawrence	5	4	3	2	1	9
06.	Navigating busy intersections on foot	5	4	3	2	1	9
07.	Navigating busy intersections on a bicycle	5	4	3	2	1	9

8. FIRE AND EMERGENCY MEDICAL 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.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of fire services	5	4	3	2	1	9
02.	How quickly emergency medical services personnel respond	5	4	3	2	1	9
03.	Professionalism of the City's fire and emergency medical services personnel	5	4	3	2	1	9
04.	Quality of medical care provided by the City's fire medical services personnel	5	4	3	2	1	9
05.	The City's fire medical education programs	5	4	3	2	1	9
06.	The City's fire business inspection program	5	4	3	2	1	9

9. PARKS AND RECREATION. 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.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Appearance/cleanliness of City parks	5	4	3	2	1	9
02.	Condition of equipment	5	4	3	2	1	9
03.	Number of City parks	5	4	3	2	1	9
04.	Number of walking and biking trails	5	4	3	2	1	9
05.	City outdoor recreation facilities	5	4	3	2	1	9
06.	City indoor recreation facilities	5	4	3	2	1	9
07.	Availability of gym space	5	4	3	2	1	9
08.	The City's indoor aquatic facilities	5	4	3	2	1	9
09.	The City's outdoor aquatic facilities	5	4	3	2	1	9
10.	Availability of sports fields in Lawrence	5	4	3	2	1	9
11.	Availability of information about parks and recreation programs	5	4	3	2	1	9
12.	City's landscaping efforts	5	4	3	2	1	9
13.	Quality of recreation programs offered by the City	5	4	3	2	1	9
14.	Cost of parks/recreation programs and services offered by the City	5	4	3	2	1	9

- 9a. Which **THREE** of the parks and recreation services listed on the previous page do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 9 above.]

1st: _____2nd: _____3rd: _____

10. **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.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of major City streets	5	4	3	2	1	9
02.	Condition of streets in your neighborhood	5	4	3	2	1	9
03.	Timeliness of street maintenance repairs	5	4	3	2	1	9
04.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
05.	Maintenance of pavement markings	5	4	3	2	1	9
06.	Adequacy of city street lighting	5	4	3	2	1	9
07.	Snow removal on major City streets	5	4	3	2	1	9
08.	Snow removal on neighborhood streets	5	4	3	2	1	9
09.	Streetsweeping services provided by the City	5	4	3	2	1	9
10.	Maintenance of curbs and gutters on city streets	5	4	3	2	1	9

- 10a. 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? [Write in your answers below using the numbers from the list in Question 10 above.]

1st: _____2nd: _____3rd: _____

11. **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.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Taste of your drinking water	5	4	3	2	1	9
02.	Smell of your drinking water	5	4	3	2	1	9
03.	Quality of your drinking water	5	4	3	2	1	9
04.	The reliability of your water service	5	4	3	2	1	9
05.	Water pressure in your home	5	4	3	2	1	9
06.	The accuracy of your water bill	5	4	3	2	1	9
07.	How well the City keeps you informed about planned disruptions to your water service	5	4	3	2	1	9
08.	Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9

- 11a. Which **THREE** of the water/wastewater items listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 11 above.]

1st: _____2nd: _____3rd: _____

12. **SOLID WASTE DISPOSAL 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.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of residential trash services	5	4	3	2	1	9
02.	Overall quality of residential recycling services	5	4	3	2	1	9
03.	Overall quality of yard waste collection services	5	4	3	2	1	9
04.	Overall quality of the City's drop-off recycling sites	5	4	3	2	1	9

13. 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.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Ease of north/south travel in Lawrence	5	4	3	2	1	9
02.	Ease of east/west travel in Lawrence	5	4	3	2	1	9
03.	Connectivity of bicycle lanes	5	4	3	2	1	9
04.	Traffic signal coordination on major city streets	5	4	3	2	1	9
05.	Availability of safe routes for children to walk or bicycle to school	5	4	3	2	1	9
06.	The number of destinations served by Lawrence Transit	5	4	3	2	1	9
07.	The frequency of Lawrence Transit service	5	4	3	2	1	9
08.	Availability of pedestrian (walking) paths in Lawrence	5	4	3	2	1	9
09.	Connectivity of sidewalks and paths	5	4	3	2	1	9
10.	Parking enforcement services	5	4	3	2	1	9

13a. Which TWO of the transportation issues listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 13 above.]

1st: _____ 2nd: _____

14. 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.”

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Availability of and timeliness of info about services and activities	5	4	3	2	1	9
02.	City's efforts to keep you informed about city-related issues	5	4	3	2	1	9
03.	Responsiveness of City social media accounts (if you don't follow at least one City social media accounts, select “Don't Know”)	5	4	3	2	1	9
04.	The level of public involvement in local decision-making	5	4	3	2	1	9
05.	City's efforts to be transparent	5	4	3	2	1	9

15. CITY COMMUNICATION. For each of the items below, please rate how often you use each one, and how effective you feel it is in keeping you informed about City services, programs, and projects.

<i>City Communication</i>		<i>My Usage</i>					<i>Effectiveness</i>				
		Often				Never	Effective				Ineffective
01.	The City website, www.lawrenceks.org	5	4	3	2	1	5	4	3	2	1
02.	City newsletter, The Flame	5	4	3	2	1	5	4	3	2	1
03.	Parks and Recreation guide	5	4	3	2	1	5	4	3	2	1
04.	Email subscription notifications	5	4	3	2	1	5	4	3	2	1
05.	Facebook	5	4	3	2	1	5	4	3	2	1
06.	Twitter	5	4	3	2	1	5	4	3	2	1
07.	NextDoor	5	4	3	2	1	5	4	3	2	1
08.	Direct Mail	5	4	3	2	1	5	4	3	2	1
09.	Local media outlets (newspaper)	5	4	3	2	1	5	4	3	2	1
10.	Solid Waste App	5	4	3	2	1	5	4	3	2	1

16. 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.

During the past 12 months have you...		Yes	No	Don't Know
01.	Used Lawrence Transit services operated by the City	2	1	9
02.	Enrolled in recreation programs offered by the City	2	1	9
03.	Visited City recreation facilities	2	1	9
04.	Visited the City Library	2	1	9
05.	Had contact with the City's Fire Medical Department	2	1	9
06.	Had contact with the Police Department	2	1	9
07.	Used a walking/biking trail or path	2	1	9
08.	Used a bicycle lane	2	1	9
09.	Put out recycling for curbside collection	2	1	9

17. Have you engaged with the City about a question, problem, or complaint during the past year?

___(1) Yes [Answer Questions 17 a-b.] ___(2) No [Go to Question 18.]

17a. [Only if YES to Q#17] Which department did you contact most recently? (Check one.)

- | | |
|---|--|
| ___(01) City Manager's Office (includes Human Resources, City Clerk, and Risk Management) | ___(05) Parks and Recreation |
| ___(02) Fire Medical | ___(06) Police |
| ___(03) Municipal Court | ___(07) Public Works (trash, streets, traffic signals/signs) |
| ___(04) Planning and Development Services (planning, building inspections, code enforcement, community development) | ___(08) Transit |
| | ___(09) Utility Billing |
| | ___(10) Water/Wastewater Utility |
| | ___(11) Other: _____ |

17b. [Only if "YES" to Q#17.] 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.

Behavior of Employees:		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	City employees were courteous and polite	5	4	3	2	1	9
02.	City employees were professional	5	4	3	2	1	9
03.	City employees were responsive to my concerns	5	4	3	2	1	9
04.	I was satisfied with the overall quality of service provided	5	4	3	2	1	9
05.	I felt I was treated equitably	5	4	3	2	1	9

DEMOGRAPHICS

18. Approximately how many years have you lived in Lawrence? _____ years

19. Which of the following best describes your age?

___(1) 18-24 years ___(3) 35-44 years ___(5) 55-64 years ___(7) 75-84 years
 ___(2) 25-34 years ___(4) 45-54 years ___(6) 65-74 years ___(8) 85+ years

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

___(1) Employed outside the home ___(3) Retired
 ___(2) Employed inside the home/ have a home based business ___(4) Not currently employed outside of the home
 ___(5) Student

20a. What is the zip code where you work or go to school? _____

21. Do you own or rent your current residence?

___(1) Own ___(2) Rent

21a. What is the zip code of your current residence? _____

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

Under age 10 _____ Ages 20-34 _____ Ages 55-64 _____
 Ages 10-19 _____ Ages 35-54 _____ Ages 65+ _____

23. Which of the following best describes your race or ethnic background? [Check all that apply]

____(1) African American/Black _____(5) Middle Eastern
 ____ (2) American Indian/Native American/Aleutian/Eskimo _____(6) White
 ____ (3) Asian/Pacific Islander _____(7) Other: _____
 ____ (4) Hispanic/Latino

24. What is your gender identity?

____(1) Male ____ (2) Female _____(3) Non-Binary _____(4) Prefer to self-describe: _____

25. What are three issues you believe the City needs to be prepared to address in the coming 12 to 24 months? [Please write your comments in the space below.]**26. Do you have any other comments you would like to share with City leaders?** [If so, please write your comments in the space below.]**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed postage paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Individual responses to the survey will remain confidential. The information printed on the right will ONLY be used by the City to understand differences in the experience based on geography. If your address is not correct, please provide the correct information.