



2022 City of Lawrence Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to continuously improve City services. If you prefer, you may also take this survey online at LawrenceSurvey.org. We sincerely appreciate your valuable time and input!

1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		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 yard waste 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 Lawrence Public Library	5	4	3	2	1	9

2. Which THREE of the items listed in Question 1 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.]

1st: ____ 2nd: ____ 3rd: ____ NONE

3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The appearance and cleanliness of Downtown Lawrence	5	4	3	2	1	9
2.	The availability of vehicle parking	5	4	3	2	1	9
3.	The availability of bicycle parking	5	4	3	2	1	9
4.	The types of retail and entertainment establishments available	5	4	3	2	1	9
5.	How safe you feel in Downtown Lawrence during the day	5	4	3	2	1	9
6.	How safe you feel in Downtown Lawrence after dark	5	4	3	2	1	9
7.	Downtown Lawrence special events and parades	5	4	3	2	1	9
8.	Beautification of Downtown Lawrence (flowers, trees, art)	5	4	3	2	1	9
9.	Diverse representation of cultural events in Downtown Lawrence	5	4	3	2	1	9
4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
2.	Overall image of the City	5	4	3	2	1	9
3.	Livability of your neighborhood	5	4	3	2	1	9
4.	Upkeep of your neighborhood	5	4	3	2	1	9
5.	Overall quality of City services	5	4	3	2	1	9
6.	Overall quality of the City's equitable delivery of service	5	4	3	2	1	9
7.	Overall quality of life in the City	5	4	3	2	1	9
8.	Enforcement of City codes and ordinances	5	4	3	2	1	9
9.	The City as a culturally welcoming place where all enjoy life and feel at home	5	4	3	2	1	9

5. Which THREE of the items listed in Question 4 on the previous page 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.]

1st: ____ 2nd: ____ 3rd: ____ NONE

6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor."		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	The city as a place to live	5	4	3	2	1	9
2.	The city as a place to work	5	4	3	2	1	9
3.	The city as a place to raise children	5	4	3	2	1	9
4.	The city as a place to retire	5	4	3	2	1	9
5.	The city as a place where I feel welcome	5	4	3	2	1	9
6.	City efforts to promote diversity in the community	5	4	3	2	1	9
7.	The City of Lawrence as an employer	5	4	3	2	1	9
7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	City efforts to promote economic development	5	4	3	2	1	9
2.	Overall quality of new development in Lawrence	5	4	3	2	1	9
3.	How well the City is planning growth	5	4	3	2	1	9
4.	Access to quality childcare you can afford	5	4	3	2	1	9
5.	Access to quality healthcare you can afford	5	4	3	2	1	9
6.	Access to quality mental healthcare you can afford	5	4	3	2	1	9
7.	Access to healthy food you can afford	5	4	3	2	1	9
8.	Access to quality housing you can afford	5	4	3	2	1	9
9.	Access to jobs that offer a living wage	5	4	3	2	1	9

8. Which THREE of the items listed in Question 7 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 7.]

1st: ____ 2nd: ____ 3rd: ____ NONE

9. Diversity. Rate how well you believe the City of Lawrence is currently serving the following populations by using a scale where 5 is "Very Well" and 1 is "Poor."		Very Well	Well	Neutral	Below Average	Poor	Don't Know
1.	Non-English speaking persons	5	4	3	2	1	9
2.	Persons with limited physical mobility	5	4	3	2	1	9
3.	Persons with disabilities	5	4	3	2	1	9
4.	Seniors	5	4	3	2	1	9
5.	Persons of color	5	4	3	2	1	9
6.	LGBTQIA+ Community	5	4	3	2	1	9
7.	Efforts are made to represent my culture in the community	5	4	3	2	1	9
8.	I feel welcome in the community	5	4	3	2	1	9
10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		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
11.	Overall trust in the Lawrence Police Department	5	4	3	2	1	9

11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe."		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Walking in your neighborhood during the day	5	4	3	2	1	9
2.	Walking in your neighborhood after dark	5	4	3	2	1	9
3.	In City parks	5	4	3	2	1	9
4.	Riding a bicycle in Lawrence	5	4	3	2	1	9
5.	Navigating busy intersections on foot	5	4	3	2	1	9
6.	Navigating busy intersections on a bicycle	5	4	3	2	1	9
7.	Overall feeling of safety in Lawrence	5	4	3	2	1	9
12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of fire services	5	4	3	2	1	9
2.	Overall trust in the Lawrence-Douglas County Fire Department	5	4	3	2	1	9
3.	How quickly emergency medical services personnel respond	5	4	3	2	1	9
4.	Professionalism of the City's fire and emergency medical services personnel	5	4	3	2	1	9
5.	Quality of medical care provided by the City's fire medical services personnel	5	4	3	2	1	9
6.	The City's fire medical education programs	5	4	3	2	1	9
7.	The City's fire business inspection program	5	4	3	2	1	9
13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		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
15.	Amount of arts, cultural opportunities, and related events	5	4	3	2	1	9
16.	Welcoming environment of City parks and recreation facilities	5	4	3	2	1	9

14. Which THREE of the items listed in Question 13 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.]

1st: ____ 2nd: ____ 3rd: ____ NONE

15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		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 <i>[If there are no sidewalks in your neighborhood, please circle "9"]</i>	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.	Street sweeping 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

16. Which TWO of the items listed in Question 15 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 15.]*

1st: ____ 2nd: ____ NONE

17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Taste of your drinking water	5	4	3	2	1	9
2.	Smell of your drinking water	5	4	3	2	1	9
3.	Quality of your drinking water	5	4	3	2	1	9
4.	The reliability of your water service	5	4	3	2	1	9
5.	Water pressure in your home	5	4	3	2	1	9
6.	The accuracy of your water bill	5	4	3	2	1	9
7.	How well the City keeps you informed about planned disruptions to your water service	5	4	3	2	1	9
8.	Overall value that you receive for water and wastewater utility rates	5	4	3	2	1	9

18. Which TWO of the items listed in Question 17 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 17.]*

1st: ____ 2nd: ____ NONE

19. Solid Waste Disposal Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of residential trash services	5	4	3	2	1	9
2.	Overall quality of residential recycling services	5	4	3	2	1	9
3.	Overall quality of yard waste collection services	5	4	3	2	1	9
4.	Overall quality of the City's drop-off recycling sites	5	4	3	2	1	9
20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of information about services and activities	5	4	3	2	1	9
2.	City's efforts to keep you informed about city-related issues	5	4	3	2	1	9
3.	Responsiveness of City social media accounts <i>[If you don't follow at least one City social media accounts, please circle "9"]</i>	5	4	3	2	1	9
4.	The level of public involvement in local decision-making	5	4	3	2	1	9
5.	Ease in communication with City departments and staff	5	4	3	2	1	9

21. City Communication. Rate your usage of each communication source and how effective you feel the source is in keeping you informed.	My Usage					Effectiveness				
	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
11. Calling the City by phone	5	4	3	2	1	5	4	3	2	1

22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
	01. Ease of north/south travel in Lawrence	5	4	3	2	1
02. Ease of east/west travel in Lawrence	5	4	3	2	1	9
03. Connectivity of bicycle lanes and shared use paths	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. Pedestrian connectivity of sidewalks and paths	5	4	3	2	1	9
10. Parking enforcement services	5	4	3	2	1	9
11. Satisfaction of transportation experiences-driving	5	4	3	2	1	9
12. Satisfaction of transportation experiences-walking or using an assistive device	5	4	3	2	1	9
13. Satisfaction of transportation experiences-bicycling	5	4	3	2	1	9
14. Satisfaction of transportation experiences-riding the bus	5	4	3	2	1	9

23. Which THREE of the items listed in Question 22 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 22.]

1st: ____ 2nd: ____ 3rd: ____ NONE

24. Use of Services. 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.		
01. Used Lawrence Transit services operated by the City	Yes	No
02. Enrolled in recreation programs offered by the City	Yes	No
03. Visited City recreation facilities	Yes	No
04. Visited the City Library	Yes	No
05. Had contact with the City's Fire Medical Department	Yes	No
06. Had contact with the Police Department	Yes	No
07. Used a walking/biking trail or path	Yes	No
08. Used a bicycle lane	Yes	No
09. Put out recycling for curbside collection	Yes	No
10. Viewed or attended a City Commission meeting	Yes	No
11. Viewed or attended an advisory board/commission meeting	Yes	No

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

____(1) Yes [Answer Q25a-b.] ____ (2) No [Skip to Q26.]

25a. Which department did you contact MOST RECENTLY?

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

25b. **Customer Service.** Rate your level of agreement for each statement about the quality of service received from city employees in the department you listed above by using a scale where 5 is "Strongly Agree" and 1 is "Strongly Disagree."

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

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

27. What is your age? _____ years

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

- | | |
|---|---|
| ____(1) Employed outside the home | ____(4) Retired [Skip to Q29.] |
| ____(2) Employed inside the home-work remotely | ____(5) Not currently employed [Skip to Q29.] |
| ____(3) Employed inside the home-have a home based business | ____(6) Student |

28a. What is the zip code where you work or go to school? _____

29. Do you own or rent your current residence? ____ (1) Rent ____ (2) Own

29a. What is the zip code of your current residence? _____

30. Including yourself, how many persons in your household 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+: ____

31. Are you or any member of your household of Hispanic, Latino, or Spanish Ancestry?

____ (1) Yes ____ (2) No

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

- | | |
|---|--|
| ____(01) Asian or Asian Indian | ____(05) Native Hawaiian or other Pacific Islander |
| ____(02) Black or African American | ____(09) Middle Eastern or North African |
| ____(03) American Indian or Alaska Native | ____(99) Other: _____ |
| ____(04) White | |

- 33. What is your gender identity?**
____(1) Male ____ (2) Female ____ (3) Non-binary ____ (4) Prefer to self-describe: _____
- 34. What are THREE issues you believe the City needs to be prepared to address in the coming 12 to 24 months?**
1. _____
2. _____
3. _____
- 35. Please use the space below to provide any additional comments or suggestions you would like to share with City leaders.**

- 36. Would you like to be entered into a drawing for a chance to receive one \$500 prepaid Visa gift card for completing this survey?**
____(1) Yes [Answer Q36a.] ____ (2) No
- 36a. Please provide your contact information below.**
Mobile Phone Number: _____ Email Address: _____

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

Your responses will remain completely confidential. The information to the right will ONLY be used to help identify the level of need in your area. Thank you!