



2022 City of Lawrence Community Survey Findings Report

Presented to the City of Lawrence,
Kansas

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ETC
INSTITUTE

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Executive Summary

2022 City of Lawrence Community Survey Executive Summary



Purpose

During the summer of 2022, ETC Institute administered a Community Survey to residents of the City of Lawrence. The purpose of the survey was to gather resident opinions and feedback on City programs and services. The results will be used to improve and expand existing programs and determine future needs of residents in the City of Lawrence. This is the fifth community survey administered by the City; previous surveys were administered in 2019, 2015, 2011, and 2007.

Methodology

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 online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails and texts contained a link to the online 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 online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

A total of 857 households completed the survey. The results for the random sample of 857 households have a 95% level of confidence with a precision of at least +/-3.3%.

In addition to the Executive Summary, this report contains:

- charts and graphs detailing the overall results of the survey (Section 1)
- trend charts comparing the 2022 results to survey results from 2019 and 2011 (Section 2)
- benchmarking data that show how the survey results for Lawrence compare to other cities in the metropolitan Kansas City area and nationally (Section 3)
- Importance-Satisfaction analysis that shows investment priorities for the City (Section 4)
- tabular data for all questions on the survey (Section 5)
- oversampling results and crosstabulations based on oversampling (Section 6)
- a copy of the survey instrument (Section 7)

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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 (89%), the overall quality of City trash and yardwaste services (89%), the overall quality of the Lawrence Public Library (88%), and the overall quality of the City’s parks and recreation system (81%). 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 (73%) of the residents surveyed, *who had an opinion*, were satisfied with the overall quality of services provided by the City of Lawrence; 23% gave neutral ratings and 5% gave dissatisfied ratings.
- **Residents were satisfied with the overall quality of life the City.** Most (80%) 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 6% were dissatisfied. Eighty-seven percent (87%) of residents surveyed, *who had an opinion*, indicated they are either an “very satisfied” or “satisfied” with the City as place to live, and 85% indicated they are satisfied with the livability of their neighborhood in Lawrence.
- **Residents have a positive perception of Downtown Lawrence.** Most (84%) of the residents surveyed, *who had an opinion*, were satisfied with the beautification of Downtown Lawrence (flowers, trees, art); 83% of residents surveyed, *who had an opinion*, indicated they are either “very satisfied” or “satisfied” with how safe they feel in Downtown Lawrence during the day, and 75% indicated they are satisfied with Downtown Lawrence special events and parades.
- **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 (77%), street sweeping services provided by the City (58%), and snow removal on neighborhood streets (54%).

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The maintenance services that residents felt should receive the most emphasis from City leaders over the next two years were the condition of major City streets and the condition of neighborhood 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 availability of pedestrian (walking) paths in Lawrence (65%), pedestrian connectivity of sidewalks and paths (60%), and the ease of north/south travel in Lawrence (60%). 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 (90%), water pressure in the home (86%), the smell of drinking water (72%), and the quality of drinking water (71%). 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 value received for water and wastewater utility rates and the overall quality of drinking water.
- **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 (91%) and the overall quality of yard waste collection services (88%).
- **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 (82%), the City’s landscaping efforts (81%), the number of city parks (80%), the welcoming environment of City parks and recreation facilities (79%), the condition of equipment (77%), and the number of walking and biking trails (77%). The parks and recreation service that residents felt should receive the most emphasis from City leaders over the next two years was the appearance/cleanliness of City parks.
- **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: how quickly police respond to emergencies (75%), the professionalism of police officers (74%), the overall treatment of people by Lawrence Police Department (64%), the overall trust in the Lawrence Police Department (64%), and the quality of animal control services (55%).

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- Perceptions of Safety.** The perceptions of safety with the highest levels of satisfaction, based upon the combined percentage of “very safe” and “safe” responses among residents *who had an opinion*, were: walking in neighborhoods during the day (97%), overall feeling of safety in Lawrence (78%), and walking in neighborhoods after dark (71%).
- 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 professionalism of the City’s fire and emergency medical services personnel (94%), the overall quality of fire services (92%), the overall trust in the Lawrence-Douglas County Fire Department (92%), 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 2019 and 2022 survey results. There were 107 different services within 13 different categories that were analyzed. The City of Lawrence saw an increase in satisfaction in 31 of the 107 areas between the 2019 and 2022 survey results; there were increases of 5% or more in 8 areas. Twenty-three (23) items had a significant decrease in satisfaction. The tables below and on the following page show the significant increases and decreases between the 2019 and 2022 survey results.

Significant Increases Since 2019

Service	2022	2019	Difference	Category
Responsiveness of City social media accounts	66.1%	57.5%	8.6%	Communication
Access to quality mental healthcare you can afford	40.3%	31.7%	8.6%	Economic Growth and Affordability
The types of retail and entertainment establishments available	55.5%	47.7%	7.8%	Perceptions of Downtown
City efforts to promote economic development	34.0%	27.9%	6.1%	Economic Growth and Affordability
Connectivity of sidewalks and paths	59.9%	53.9%	6.0%	Transportation
Connectivity of bicycle lanes and shared use paths	37.5%	31.8%	5.7%	Transportation
Availability of pedestrian (walking) paths in Lawrence	64.5%	58.9%	5.6%	Transportation
Traffic signal coordination on major city streets	47.7%	42.2%	5.5%	Transportation

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Significant Decreases Since 2019

Service	2022	2019	Difference	Category
Availability of gym space	61.7%	66.7%	-5.0%	Parks and Recreation
The accuracy of your water bill	65.8%	70.9%	-5.1%	Water and Wastewater Utilities
How safe you feel in Downtown Lawrence during the day	82.6%	87.7%	-5.1%	Perceptions of Downtown
Access to healthy food you can afford	62.4%	67.6%	-5.2%	Economic Growth and Affordability
Appearance/cleanliness of City parks	82.1%	87.3%	-5.2%	Parks and Recreation
Taste of your drinking water	71.1%	76.3%	-5.2%	Water and Wastewater Utilities
Adequacy of city street lighting	47.2%	52.9%	-5.7%	City Maintenance
How safe you feel in Downtown Lawrence after dark	48.6%	54.4%	-5.8%	Perceptions of Downtown
Access to quality housing you can afford	37.1%	43.0%	-5.9%	Economic Growth and Affordability
Quality of recreation programs offered by the City	72.8%	78.7%	-5.9%	Parks and Recreation
Overall treatment of people by Lawrence Police Dept.	63.6%	69.8%	-6.2%	Police Services
How effectively the City enforces traffic offenses	44.9%	51.9%	-7.0%	Police Services
Overall maintenance of City streets and utilities	29.7%	37.0%	-7.3%	Major Categories of City Services
The City's outdoor aquatic facilities	62.9%	70.6%	-7.7%	Parks and Recreation
Snow removal on neighborhood streets	54.4%	62.1%	-7.7%	City Maintenance
Parking enforcement services	47.7%	55.7%	-8.0%	Transportation
The City's indoor aquatic facilities	64.6%	72.8%	-8.2%	Parks and Recreation
Police related education programs	40.0%	48.4%	-8.4%	Police Services
Availability of information about parks and recreation programs	70.4%	79.5%	-9.1%	Parks and Recreation
Snow removal on major City streets	76.6%	85.8%	-9.2%	City Maintenance
Overall quality of police services	70.9%	80.4%	-9.5%	Major Categories of City Services
The appearance and cleanliness of Downtown Lawrence	68.6%	79.2%	-10.6%	Perceptions of Downtown
Police Department engagement within the community	43.0%	54.4%	-11.4%	Police Services

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Long-Term Trends

ETC Institute analyzed the trends of satisfaction ratings from the 2011 and 2022 survey results. There were 79 different areas within 12 different categories that were assessed. The City of Lawrence saw an increase in satisfaction in 43 of the 79 areas between the 2011 and 2022 survey results. There were increases of 5% or more in 11 areas and decreases of 5% or more in 17 areas. The tables below show the significant increases and decreases between the 2011 and 2022 survey results.

Significant Increases Since 2011

Service	2022	2011	Difference	Category
Ease of east/west travel in Lawrence	52.8%	36.0%	16.8%	Transportation
City indoor recreation facilities	73.7%	61.0%	12.7%	Parks and Recreation
Overall quality of the City's drop-off recycling sites	69.2%	57.0%	12.2%	Solid Waste Disposal Services
The availability of vehicle parking	53.4%	42.0%	11.4%	Perceptions of Downtown
Availability of pedestrian (walking) paths in Lawrence	64.5%	54.0%	10.5%	Transportation
Number of walking and biking trails	76.8%	67.0%	9.8%	Parks and Recreation
Downtown Lawrence special events and parades	74.7%	65.0%	9.7%	Perceptions of Downtown
Availability of gym space	61.7%	54.0%	7.7%	Parks and Recreation
Street sweeping services provided by the City	57.6%	51.0%	6.6%	City Maintenance
City's landscaping efforts	80.9%	75.0%	5.9%	Parks and Recreation
Snow removal on neighborhood streets	54.4%	49.0%	5.4%	City Maintenance

Significant Decreases Since 2011

Service	2022	2011	Difference	Category
The frequency that police officers patrol your neighborhood	49.9%	55.0%	-5.1%	Police Services
Overall value that you receive for your City tax dollars and fees	44.7%	50.0%	-5.3%	Perceptions of the City
Quality of your drinking water	71.3%	77.0%	-5.7%	Water and Wastewater Utilities
How well the City is planning growth	21.1%	27.0%	-5.9%	Economic Growth and Affordability
Appearance/cleanliness of City parks	82.1%	88.0%	-5.9%	Parks and Recreation
Walking in your neighborhood after dark	71.0%	77.0%	-6.0%	Perceptions of Safety
Timeliness of street maintenance repairs	22.8%	29.0%	-6.2%	City Maintenance
Overall image of the City	70.5%	77.0%	-6.5%	Perceptions of the City
Overall value that you receive for water and wastewater utility rates	53.3%	60.0%	-6.7%	Water and Wastewater Utilities
The appearance and cleanliness of Downtown Lawrence	68.6%	76.0%	-7.4%	Perceptions of Downtown
School Resource Officers	47.9%	56.0%	-8.1%	Police Services
Adequacy of city street lighting	47.2%	56.0%	-8.8%	City Maintenance
The City's outdoor aquatic facilities	62.9%	73.0%	-10.1%	Parks and Recreation
How effectively the City enforces traffic offenses	44.9%	55.0%	-10.1%	Police Services
The City's indoor aquatic facilities	64.6%	76.0%	-11.4%	Parks and Recreation
Parking enforcement services	47.7%	60.0%	-12.3%	Transportation
Police related education programs	40.0%	54.0%	-14.0%	Police Services

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How the City Compares to Other Communities Nationally

Satisfaction ratings for the City of Lawrence **rated above the U.S. average in 44 of the 53 areas** that were assessed. The City of Lawrence rated significantly higher than the U.S. average (difference of 5% or more) in 38 of these areas. Listed below are the comparisons between the City of Lawrence and the U.S. average:

Service	Lawrence	U.S.	Difference	Category
As a place to live	87.4%	49.7%	37.7%	Overall Ratings of the City
Quality of yard waste collection services	88.4%	54.6%	33.8%	Solid Waste Disposal Services
Quality of City trash and yardwaste services	89.1%	56.6%	32.5%	Major Categories of City Services
Quality of residential recycling services	87.1%	56.6%	30.5%	Solid Waste Disposal Services
Quality of the City's parks and recreation system	80.7%	50.6%	30.1%	Major Categories of City Services
The City's outdoor aquatic facilities	62.9%	35.8%	27.1%	Parks and Recreation
Responsiveness of City social media	66.1%	40.0%	26.1%	Communication
Quality of customer service by City staff	65.5%	40.6%	24.9%	Major Categories of City Services
Quality of City water & wastewater utility services	76.7%	53.7%	23.0%	Major Categories of City Services
Quality of the City's drop-off recycling sites	69.2%	46.2%	23.0%	Solid Waste Disposal Services
Quality of residential trash services	91.4%	68.6%	22.8%	Solid Waste Disposal Services
Quality of the Public Library	88.1%	65.6%	22.5%	Major Categories of City Services
Overall quality of City services	72.7%	50.5%	22.2%	Perceptions of the City
City efforts to promote diversity in the community	67.0%	47.1%	19.9%	Overall Ratings of the City
As a place to retire	71.5%	51.7%	19.8%	Overall Ratings of the City
How quickly emergency medical services personnel respond	89.1%	70.3%	18.8%	Fire and Emergency Medical Services
Water pressure in your home	86.1%	67.4%	18.7%	Water and Wastewater Utilities
The City's fire medical education programs	68.9%	50.7%	18.2%	Fire and Emergency Medical Services
How quickly police respond to emergencies	75.3%	57.6%	17.7%	Police Services
Quality of medical care provided by the City's fire medical services personnel	90.0%	72.4%	17.6%	Fire and Emergency Medical Services
Snow removal on major City streets	76.6%	59.5%	17.1%	City Maintenance
Availability of sports fields	69.1%	52.7%	16.4%	Parks and Recreation
Quality of police services	70.9%	54.6%	16.3%	Major Categories of City Services
Overall image of the City	70.5%	55.0%	15.5%	Perceptions of the City
Walking in your neighborhood during the day	97.3%	82.8%	14.5%	Perceptions of Safety
As a place to raise children	76.7%	62.4%	14.3%	Overall Ratings of the City
Number of walking and biking trails	76.8%	62.5%	14.3%	Parks and Recreation
Overall quality of fire services	92.0%	77.8%	14.2%	Fire and Emergency Medical Services
Smell of your drinking water	71.9%	59.0%	12.9%	Water and Wastewater Utilities
Quality of the City's public transportation	50.5%	37.8%	12.7%	Major Categories of City Services
Availability of and timeliness of info about services and activities	60.2%	47.5%	12.7%	Communication
City's efforts to keep you informed about city-related issues	56.3%	44.2%	12.1%	Communication
Value received for City tax dollars & fees	44.7%	33.8%	10.9%	Perceptions of the City
Taste of your drinking water	71.1%	60.2%	10.9%	Water and Wastewater Utilities
Overall feeling of safety	78.4%	68.0%	10.4%	Perceptions of Safety
Walking in your neighborhood after dark	71.0%	62.5%	8.5%	Perceptions of Safety
In City parks	62.3%	56.0%	6.3%	Perceptions of Safety
Effectiveness of City communication with public	44.1%	38.2%	5.9%	Major Categories of City Services
Quality of animal control services	55.1%	50.4%	4.7%	Police Services
Snow removal on neighborhood streets	54.4%	50.6%	3.8%	City Maintenance
The level of public involvement in local decision-making	37.8%	34.2%	3.6%	Communication
Police related education programs	40.0%	38.6%	1.4%	Police Services
Condition of sidewalks in your neighborhood	49.3%	48.0%	1.3%	City Maintenance
As a place to work	58.7%	58.2%	0.5%	Overall Ratings of the City
Efforts by police to prevent crime in your neighborhood	49.4%	50.4%	-1.0%	Police Services
Flow of motor vehicle traffic & congestion management	44.7%	46.5%	-1.8%	Major Categories of City Services
The frequency that police officers patrol your neighborhood	49.9%	55.4%	-5.5%	Police Services
How effectively the City enforces traffic offenses	44.9%	50.6%	-5.7%	Police Services
Quality of planning and code enforcement	34.2%	41.5%	-7.3%	Major Categories of City Services
Condition of major City streets	41.3%	50.9%	-9.6%	City Maintenance
Condition of streets in your neighborhood	40.6%	50.6%	-10.0%	City Maintenance
Maintenance of City streets and utilities	29.7%	41.4%	-11.7%	Major Categories of City Services
Adequacy of city street lighting	47.2%	59.5%	-12.3%	City Maintenance

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How the City Compares to the Kansas City Metropolitan Area

Satisfaction ratings for the City of Lawrence **rated above the Kansas City Metropolitan area average in 24 of the 53 areas** that were assessed. The City of Lawrence rated significantly higher than the Kansas City Metropolitan area average (difference of 5% or more) in 15 of these areas. Listed below are the comparisons between the City of Lawrence and the Kansas City Metropolitan area average:

Service	Lawrence	KC Metro	Difference	Category
Quality of the City's public transportation	50.5%	29.2%	21.3%	Major Categories of City Services
Quality of yard waste collection services	88.4%	71.3%	17.1%	Solid Waste Disposal Services
Quality of City trash and yardwaste services	89.1%	73.0%	16.1%	Major Categories of City Services
Responsiveness of City social media	66.1%	51.0%	15.1%	Communication
City efforts to promote diversity in the community	67.0%	52.0%	15.0%	Overall Ratings of the City
Number of walking and biking trails	76.8%	63.0%	13.8%	Parks and Recreation
Water pressure in your home	86.1%	73.8%	12.3%	Water and Wastewater Utilities
Quality of residential recycling services	87.1%	75.8%	11.3%	Solid Waste Disposal Services
How quickly emergency medical services personnel respond	89.1%	79.6%	9.5%	Fire and Emergency Medical Services
Quality of residential trash services	91.4%	82.9%	8.5%	Solid Waste Disposal Services
The City's fire medical education programs	68.9%	60.4%	8.5%	Fire and Emergency Medical Services
The City's outdoor aquatic facilities	62.9%	55.0%	7.9%	Parks and Recreation
Quality of City water & wastewater utility services	76.7%	69.0%	7.7%	Major Categories of City Services
Quality of medical care provided by the City's fire medical services personnel	90.0%	82.8%	7.2%	Fire and Emergency Medical Services
Availability of sports fields	69.1%	62.6%	6.5%	Parks and Recreation
Overall quality of fire services	92.0%	87.1%	4.9%	Fire and Emergency Medical Services
Quality of the City's parks and recreation system	80.7%	76.3%	4.4%	Major Categories of City Services
Overall feeling of safety	78.4%	74.3%	4.1%	Perceptions of Safety
As a place to retire	71.5%	67.6%	3.9%	Overall Ratings of the City
Overall image of the City	70.5%	67.1%	3.4%	Perceptions of the City
As a place to live	87.4%	84.7%	2.7%	Overall Ratings of the City
Taste of your drinking water	71.1%	68.5%	2.6%	Water and Wastewater Utilities
How quickly police respond to emergencies	75.3%	74.4%	0.9%	Police Services
Walking in your neighborhood during the day	97.3%	96.9%	0.4%	Perceptions of Safety
Overall quality of City services	72.7%	72.9%	-0.2%	Perceptions of the City
Quality of animal control services	55.1%	57.0%	-1.9%	Police Services
Quality of the Public Library	88.1%	90.0%	-1.9%	Major Categories of City Services
Condition of sidewalks in your neighborhood	49.3%	51.5%	-2.2%	City Maintenance
The level of public involvement in local decision-making	37.8%	40.1%	-2.3%	Communication
City's efforts to keep you informed about city-related issues	56.3%	58.8%	-2.5%	Communication
Snow removal on major City streets	76.6%	79.3%	-2.7%	City Maintenance
As a place to raise children	76.7%	79.7%	-3.0%	Overall Ratings of the City
Quality of the City's drop-off recycling sites	69.2%	72.3%	-3.1%	Solid Waste Disposal Services
Availability of and timeliness of info about services and activities	60.2%	63.4%	-3.2%	Communication
As a place to work	58.7%	65.1%	-6.4%	Overall Ratings of the City
Quality of police services	70.9%	78.0%	-7.1%	Major Categories of City Services
Quality of customer service by City staff	65.5%	73.9%	-8.4%	Major Categories of City Services
Value received for City tax dollars & fees	44.7%	55.7%	-11.0%	Perceptions of the City
Police related education programs	40.0%	51.8%	-11.8%	Police Services
Walking in your neighborhood after dark	71.0%	83.7%	-12.7%	Perceptions of Safety
Snow removal on neighborhood streets	54.4%	68.3%	-13.9%	City Maintenance
Condition of streets in your neighborhood	40.6%	56.4%	-15.8%	City Maintenance
Smell of your drinking water	71.9%	88.0%	-16.1%	Water and Wastewater Utilities
Efforts by police to prevent crime in your neighborhood	49.4%	66.1%	-16.7%	Police Services
Quality of planning and code enforcement	34.2%	52.7%	-18.5%	Major Categories of City Services
Adequacy of city street lighting	47.2%	66.0%	-18.8%	City Maintenance
Effectiveness of City communication with public	44.1%	63.2%	-19.1%	Major Categories of City Services
Flow of motor vehicle traffic & congestion management	44.7%	63.9%	-19.2%	Major Categories of City Services
In City parks	62.3%	81.8%	-19.5%	Perceptions of Safety
The frequency that police officers patrol your neighborhood	49.9%	70.1%	-20.2%	Police Services
Condition of major City streets	41.3%	62.1%	-20.8%	City Maintenance
How effectively the City enforces traffic offenses	44.9%	66.7%	-21.8%	Police Services
Maintenance of City streets and utilities	29.7%	54.2%	-24.5%	Major Categories of City Services

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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 4 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 two years in order to raise the City’s overall satisfaction rating are listed below:

- Overall maintenance of City streets and utilities (IS=.5090)
- Overall flow of motor vehicle traffic and congestion management on streets (IS=.2394)
- Overall quality of planning and code enforcement (IS=.1599)
- Overall effectiveness of City communication with the public (IS=.1129)

The table on the following page shows the Importance-Satisfaction rating for all 12 major categories of City services that were rated.

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2022 Importance-Satisfaction Rating

Lawrence, Kansas

Major Categories of Services

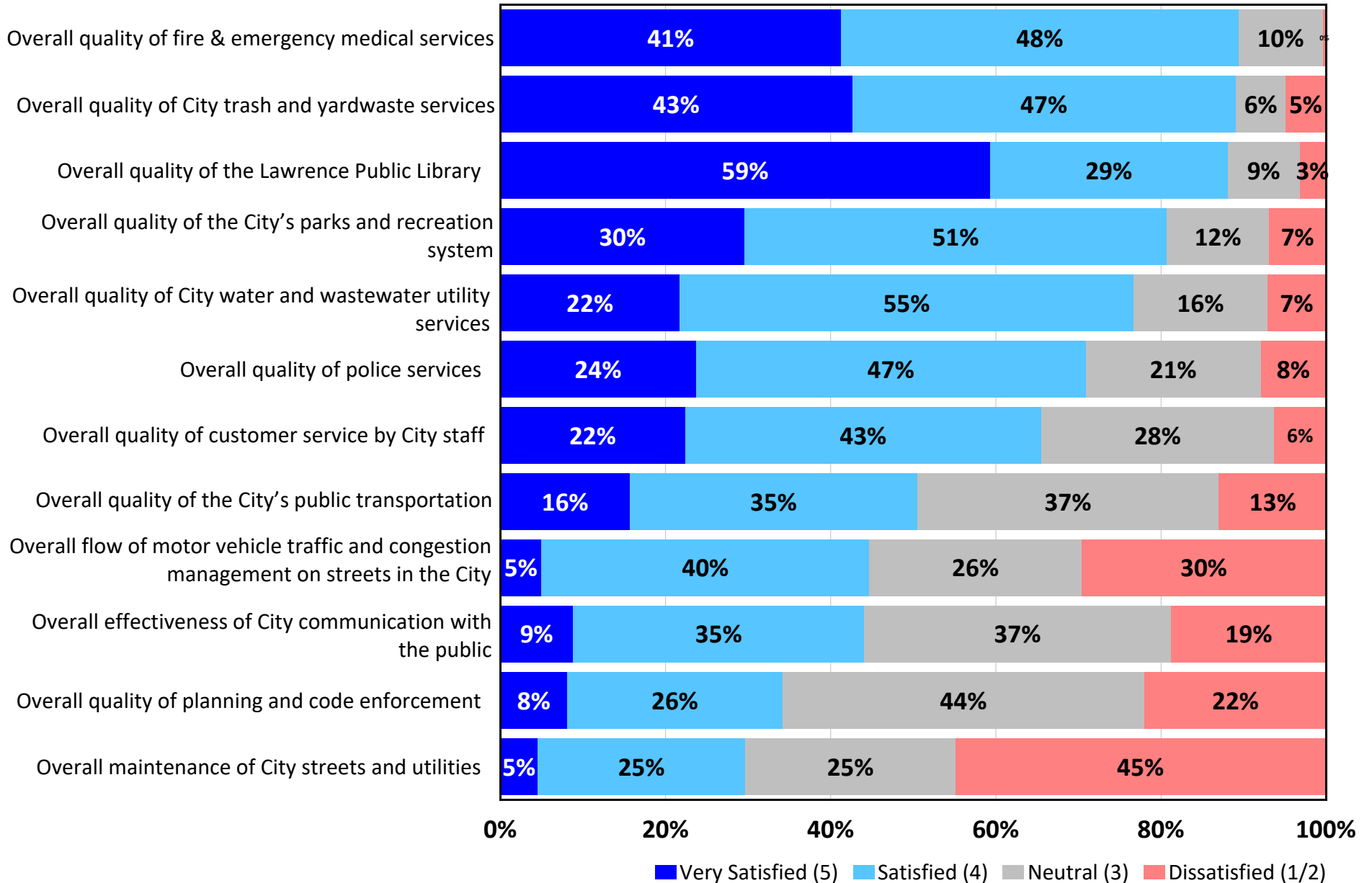
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Overall maintenance of City streets and utilities	72%	1	30%	12	0.5090	1
Overall flow of motor vehicle traffic & congestion management	43%	2	45%	9	0.2394	2
High Priority (IS .10-.20)						
Overall quality of planning and code enforcement	24%	4	34%	11	0.1599	3
Overall effectiveness of City communication with the public	20%	5	44%	10	0.1129	4
Medium Priority (IS <.10)						
Overall quality of police services	29%	3	71%	6	0.0853	5
Overall quality of the City's public transportation	12%	8	51%	8	0.0604	6
Overall quality of the City's parks and recreation system	20%	6	81%	4	0.0382	7
Overall quality of City water and wastewater utility services	15%	7	77%	5	0.0343	8
Overall quality of customer service by City staff	6%	11	66%	7	0.0197	9
Overall quality of fire & emergency medical services	10%	9	89%	1	0.0104	10
Overall quality of the Lawrence Public Library	6%	10	88%	3	0.0069	11
Overall quality of City trash and yardwaste services	4%	12	89%	2	0.0048	12



Charts and Graphs

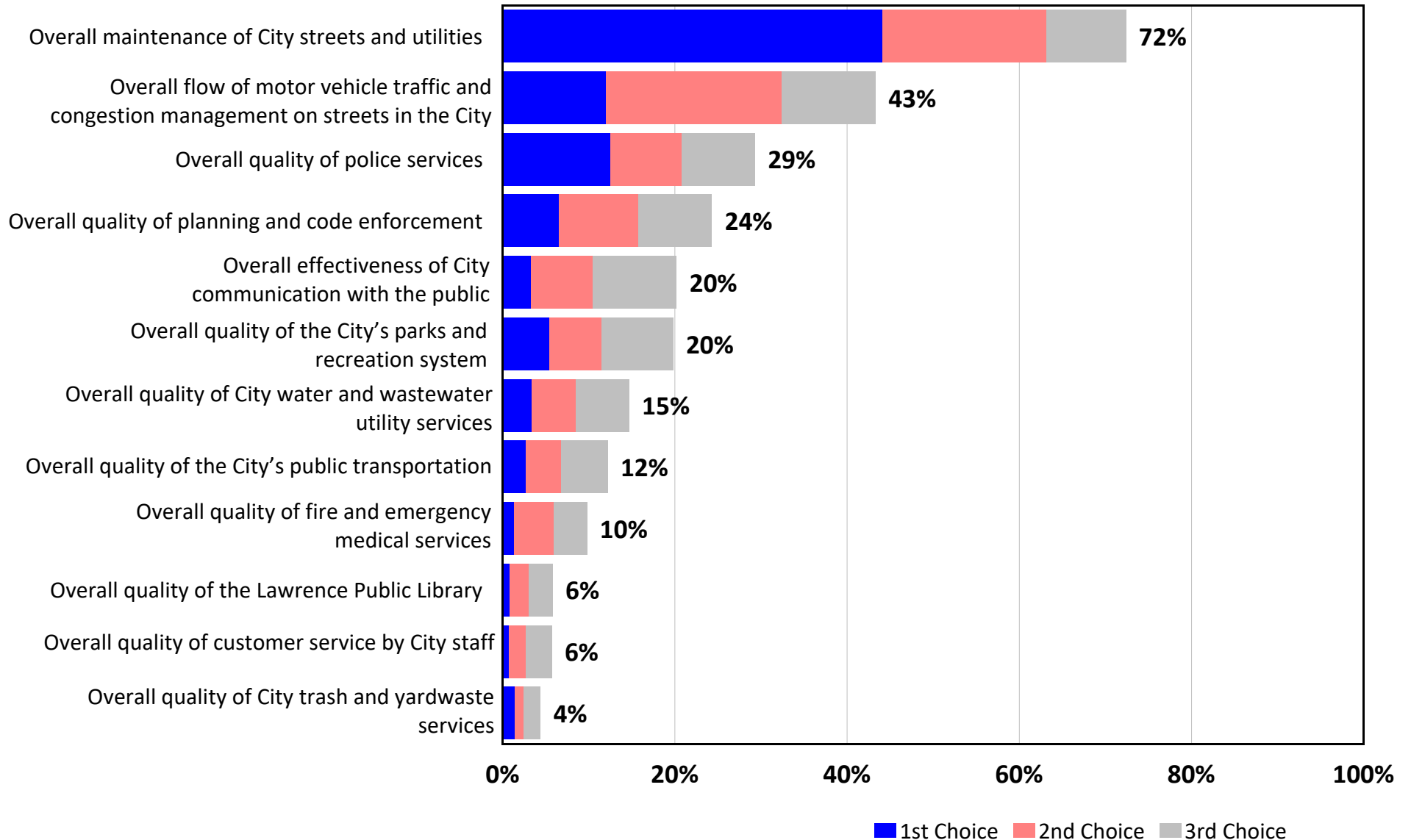
Q1. Major Categories of Services

by percentage of respondents (excluding don't knows)



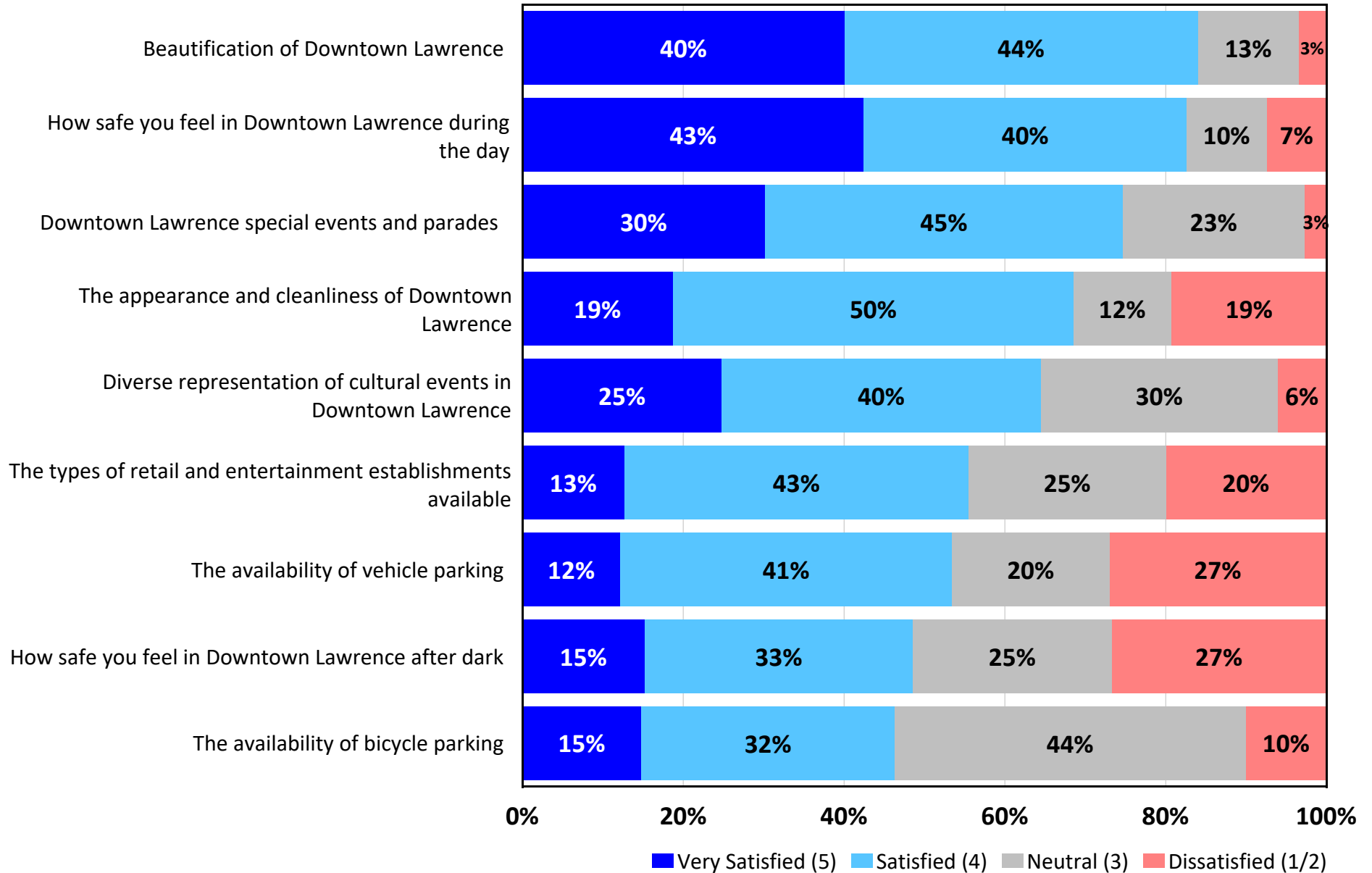
Q2. Major City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



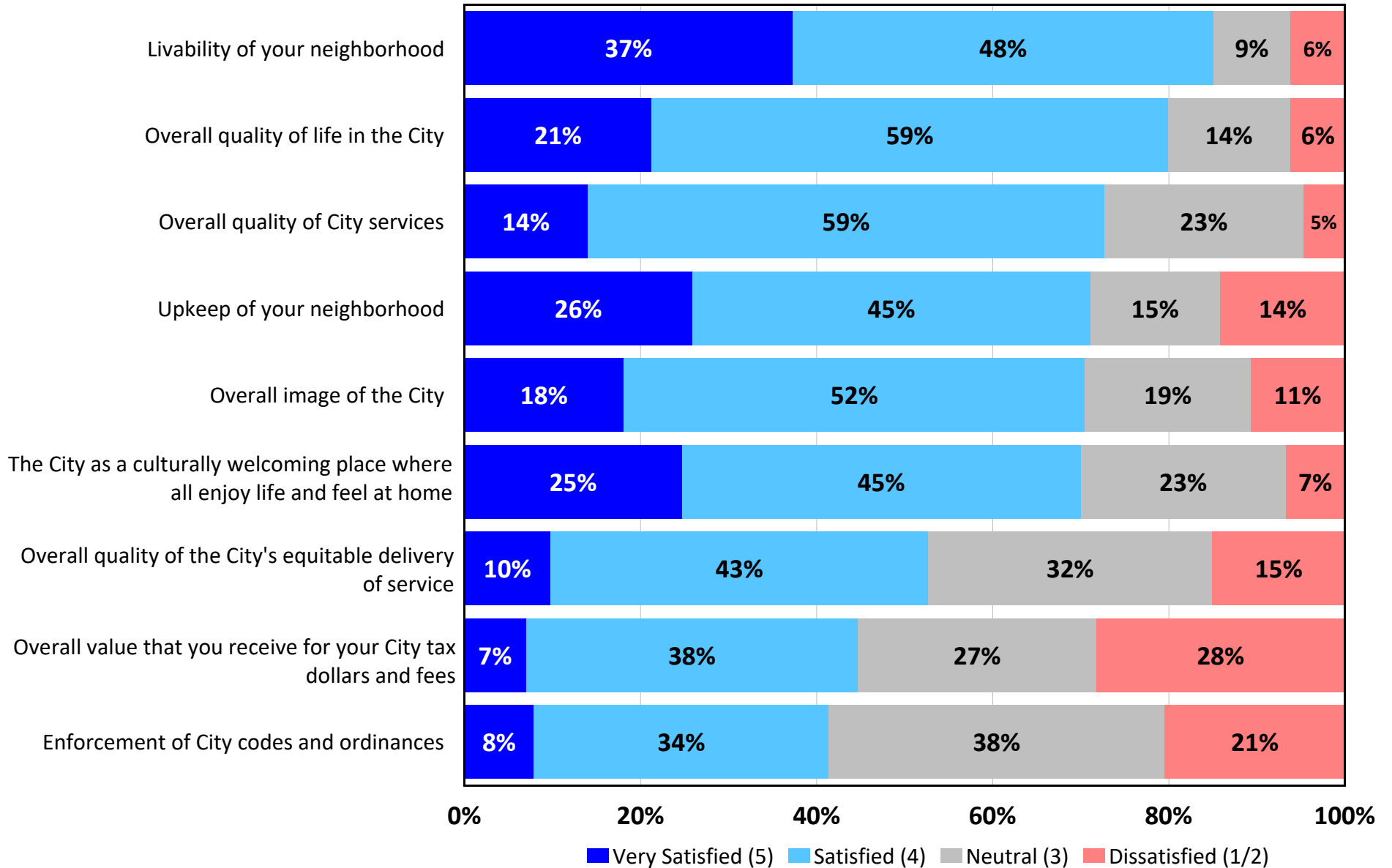
Q3. Perceptions of Downtown

by percentage of respondents (excluding don't knows)



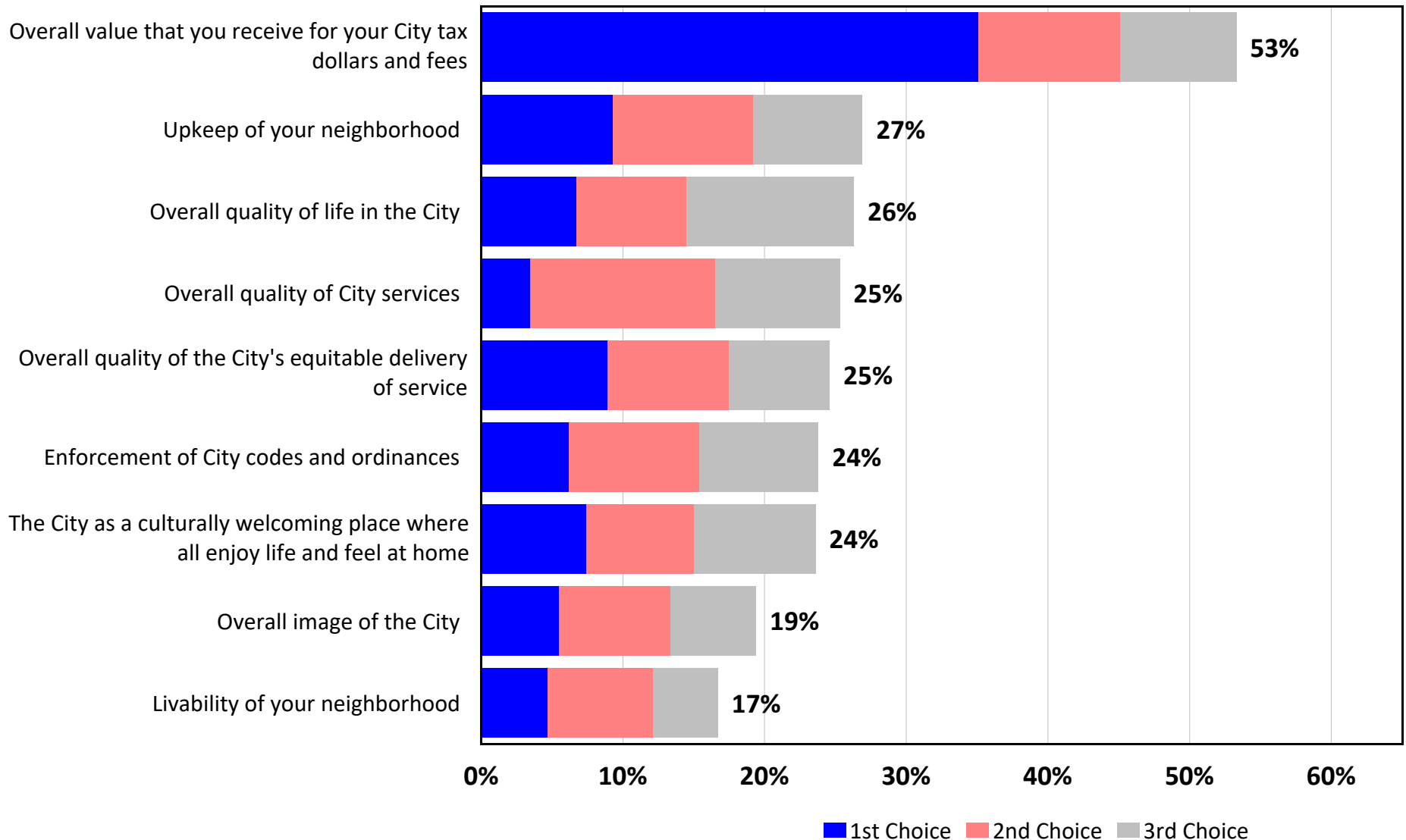
Q4. Perceptions of the City

by percentage of respondents (excluding don't knows)



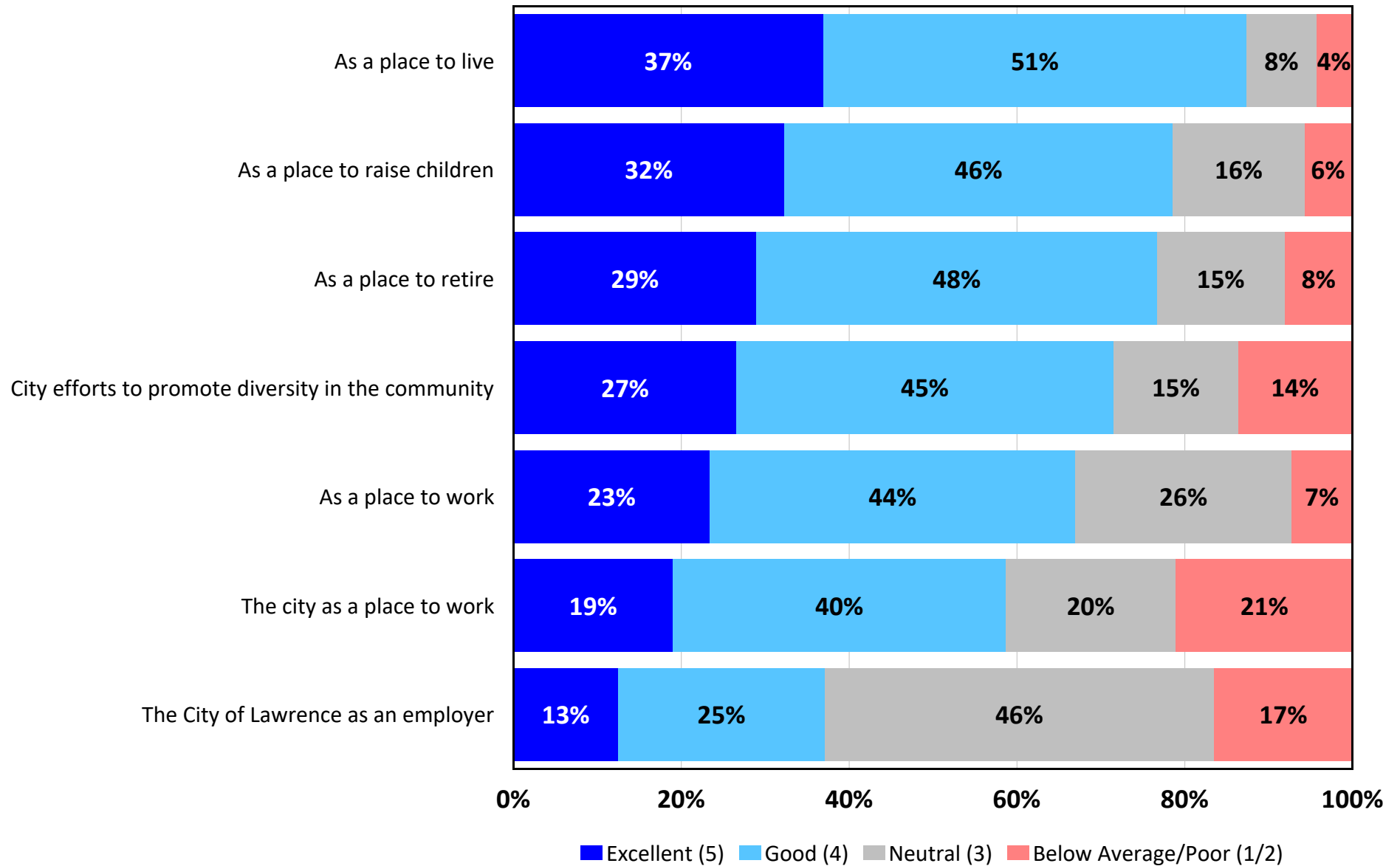
Q5. Perception Items That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



Q6. Overall Ratings of the City

by percentage of respondents (excluding don't knows)



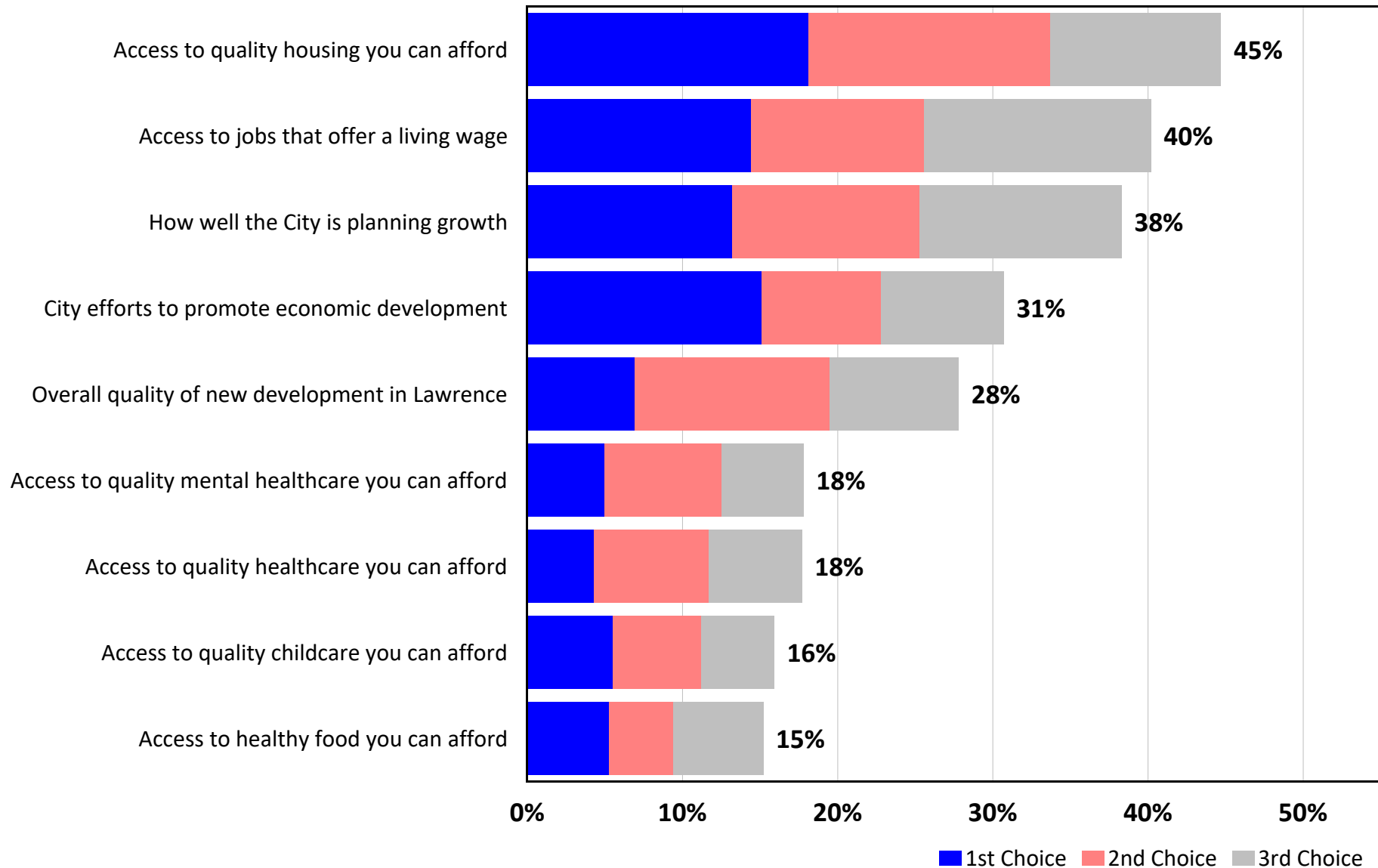
Q7. Economic Growth and Affordability

by percentage of respondents (excluding don't knows)



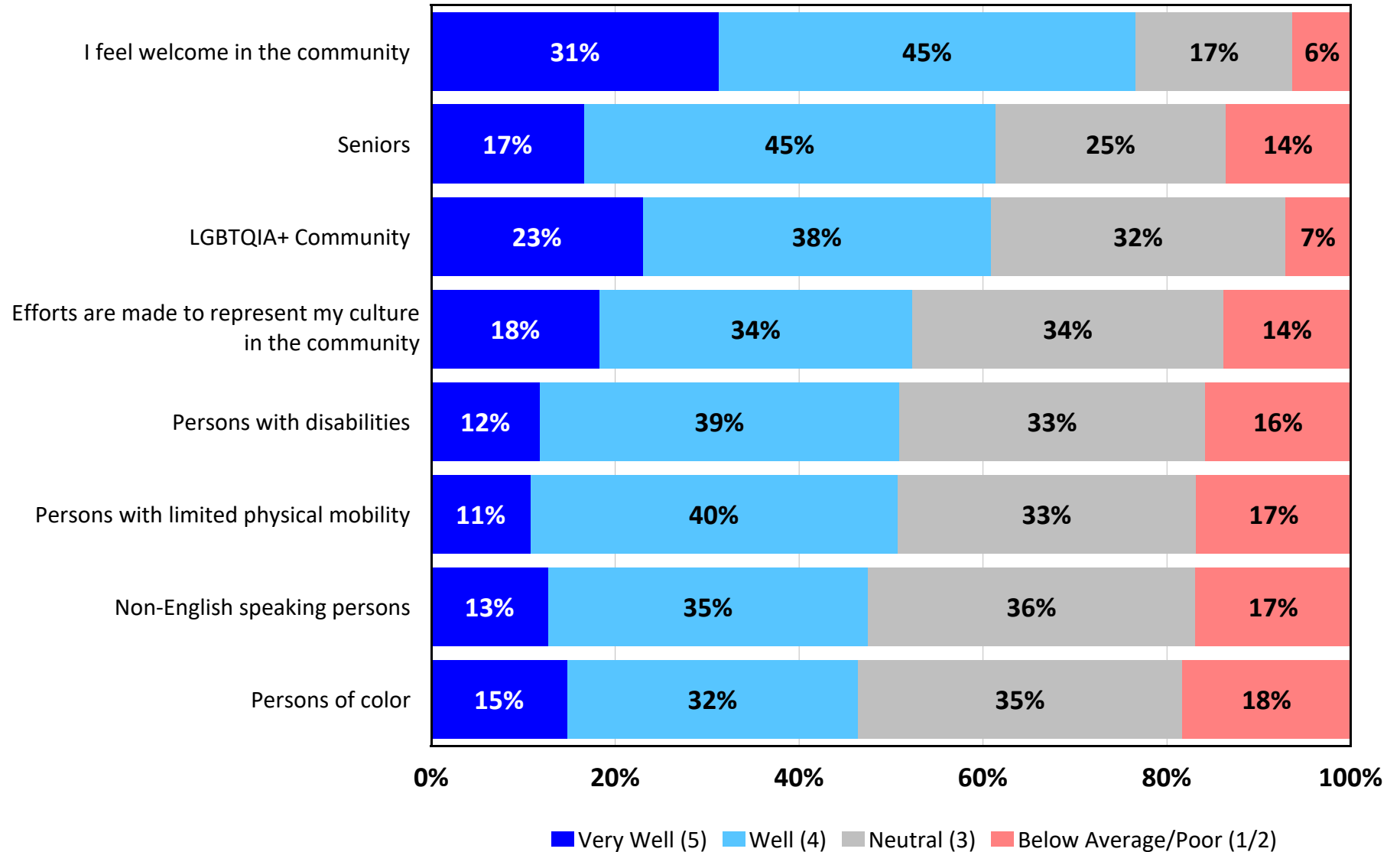
Q8. Economic Growth and Affordability Items That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



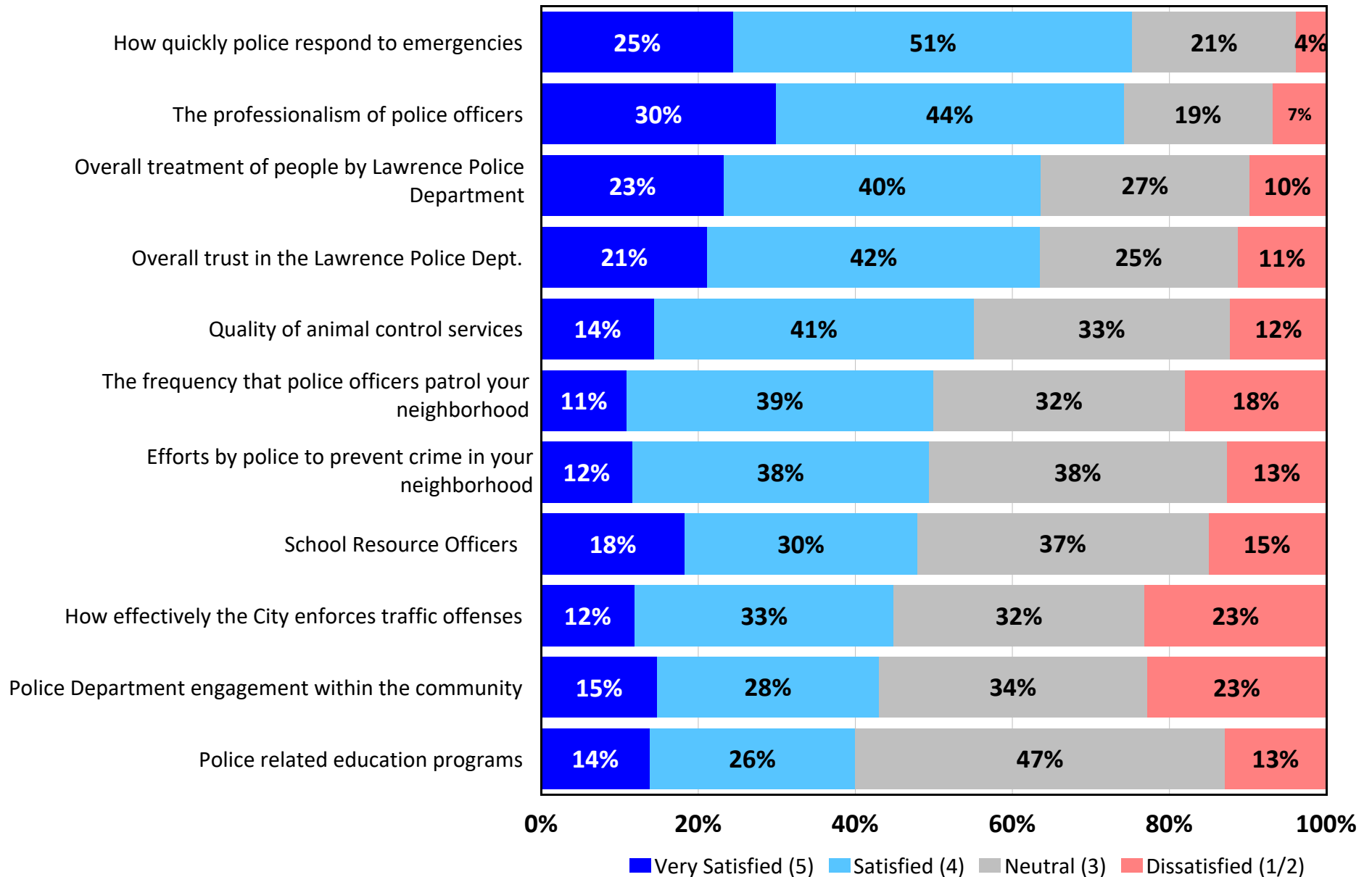
Q9. How Well the City is Currently Serving the Following Populations

by percentage of respondents (excluding don't knows)



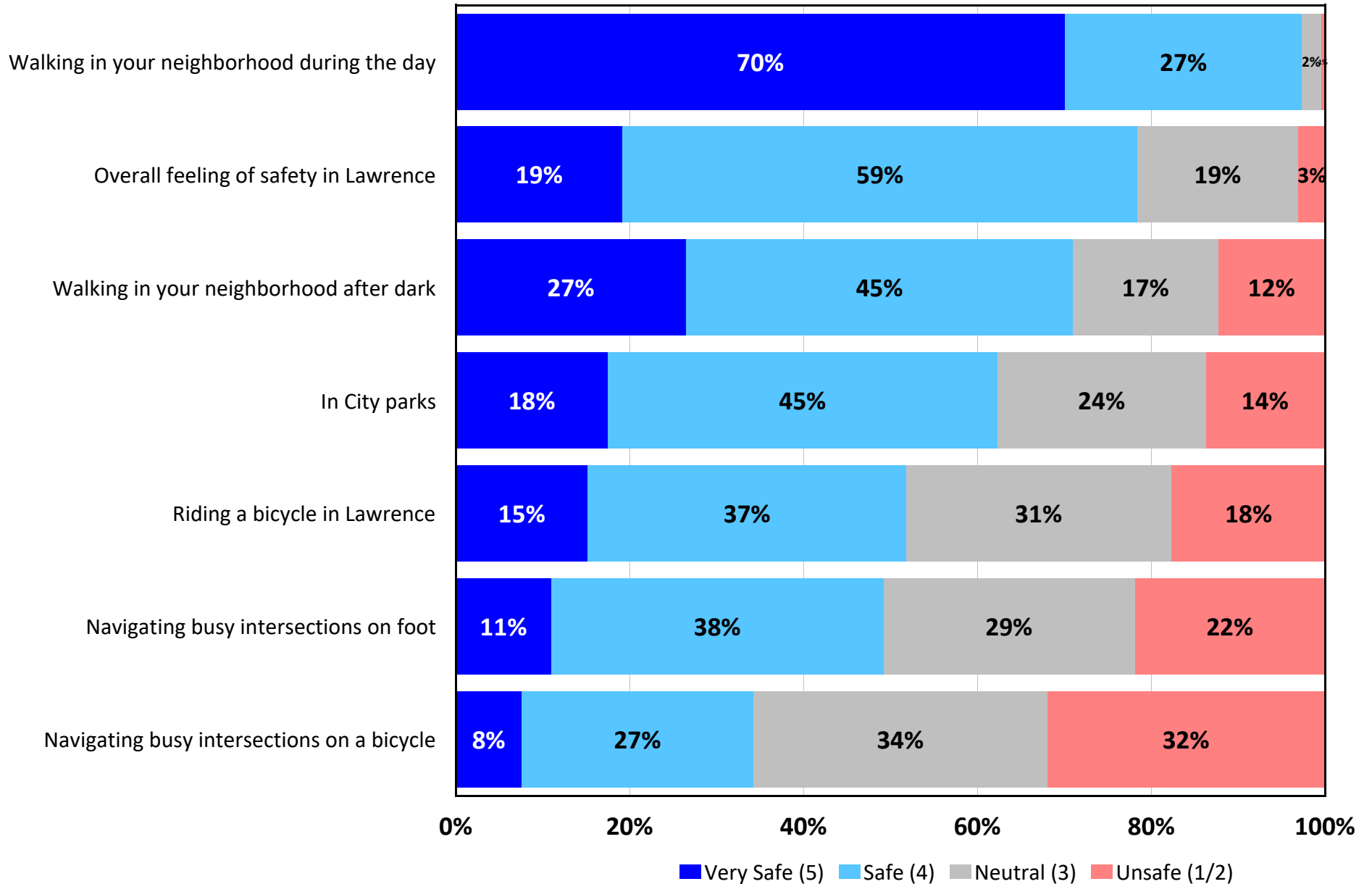
Q10. Police Services

by percentage of respondents (excluding don't knows)



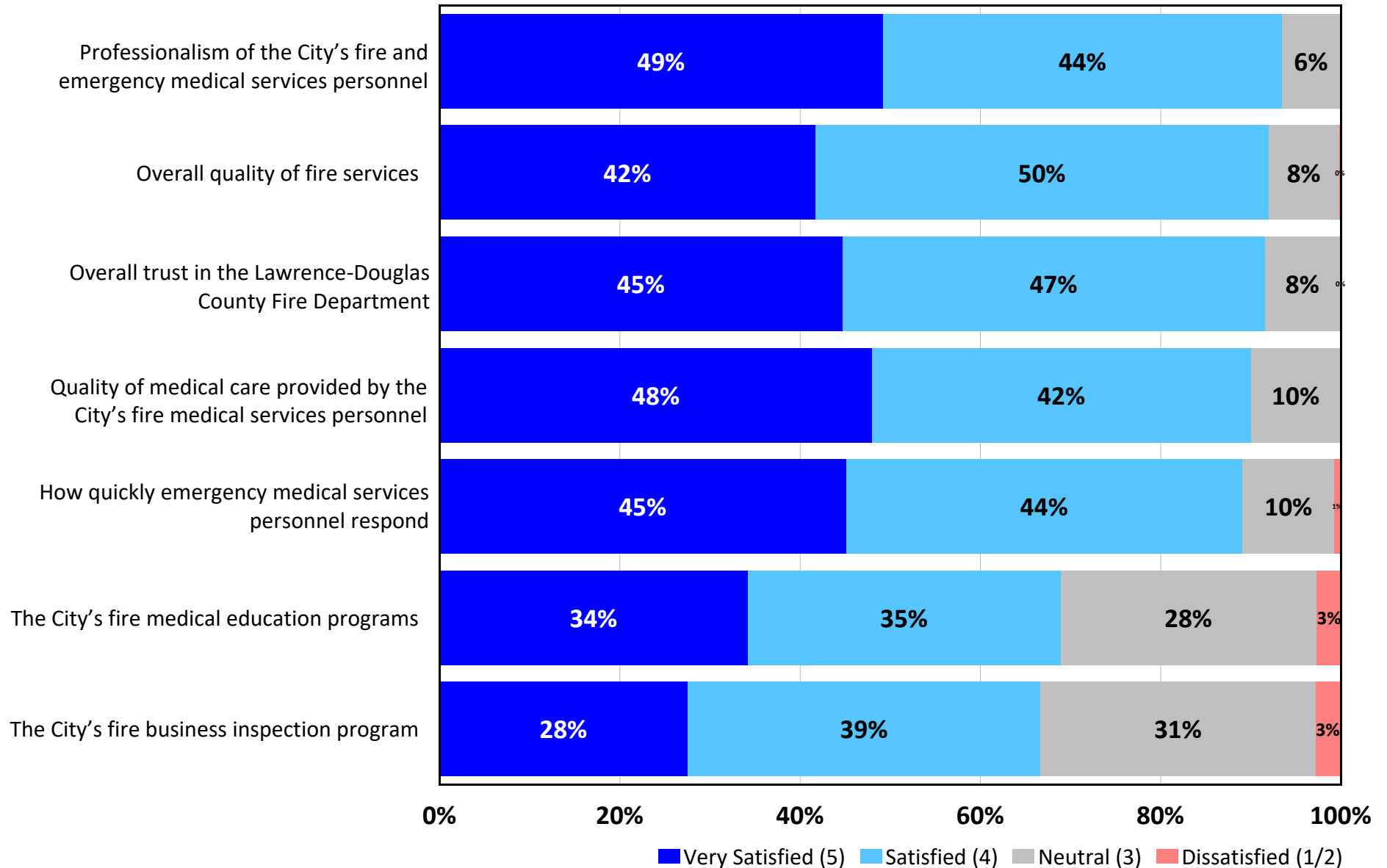
Q11. Perceptions of Safety

by percentage of respondents (excluding don't knows)



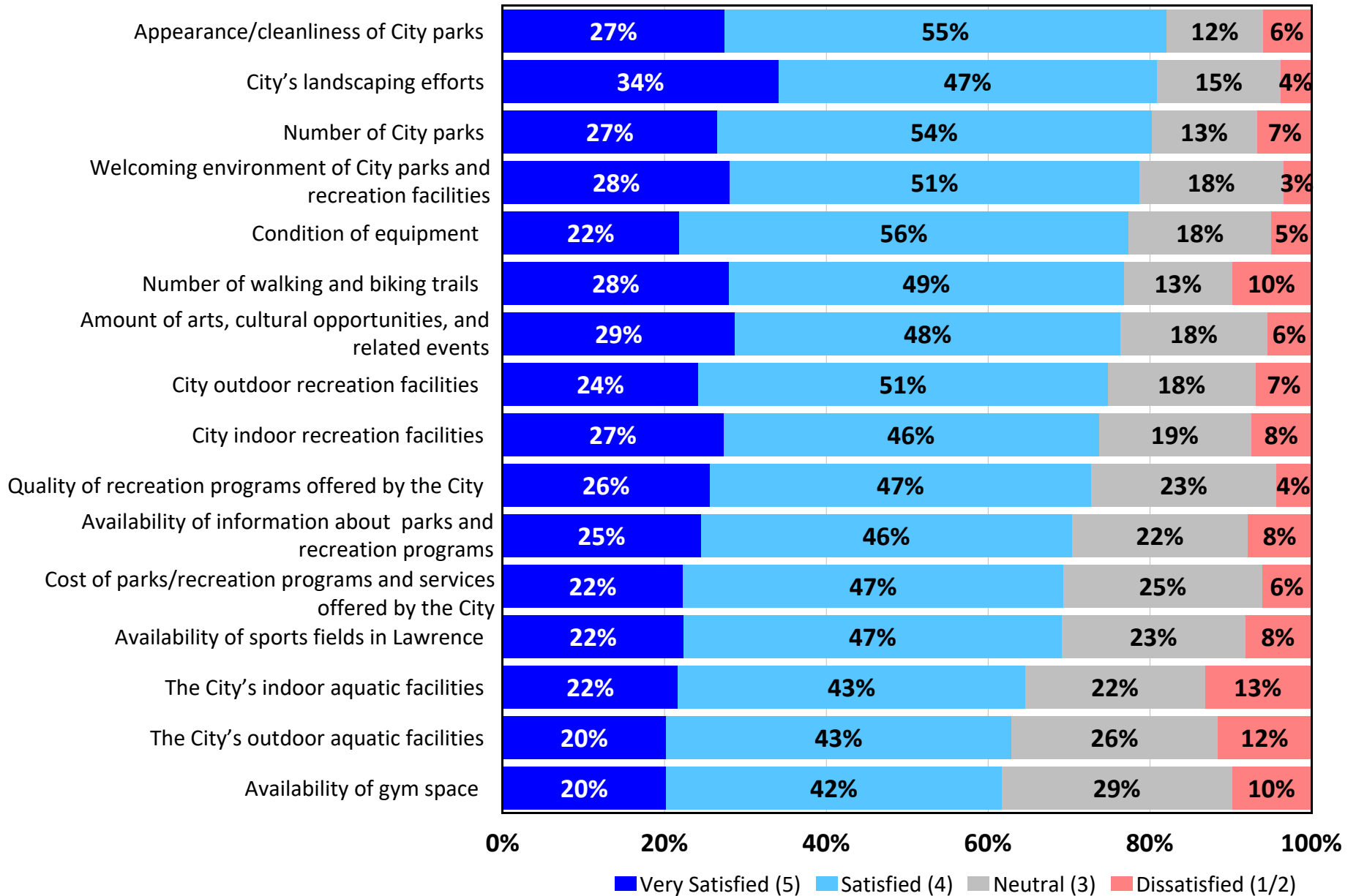
Q12. Fire and Emergency Medical Services

by percentage of respondents (excluding don't knows)



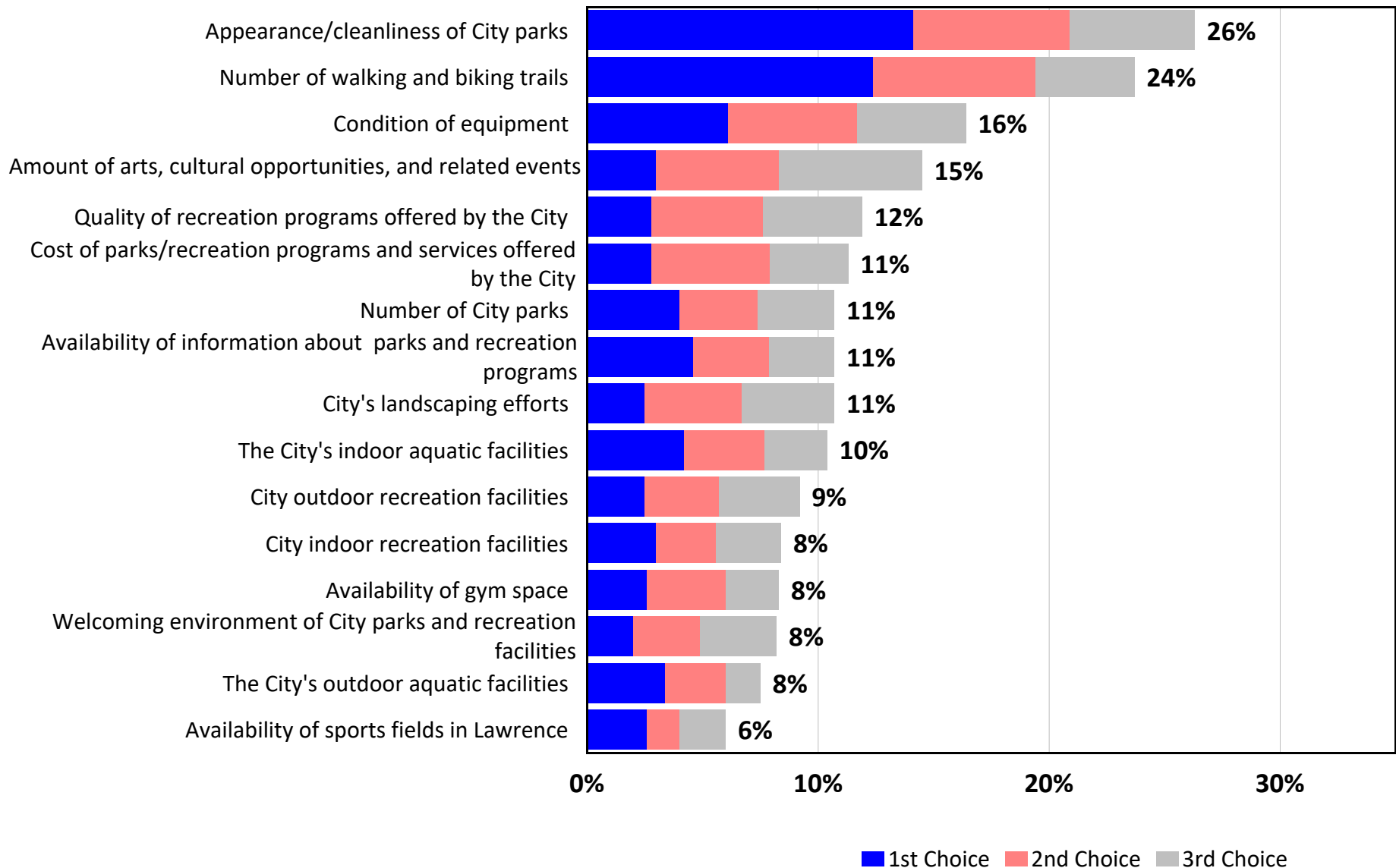
Q13. Parks and Recreation

by percentage of respondents (excluding don't knows)



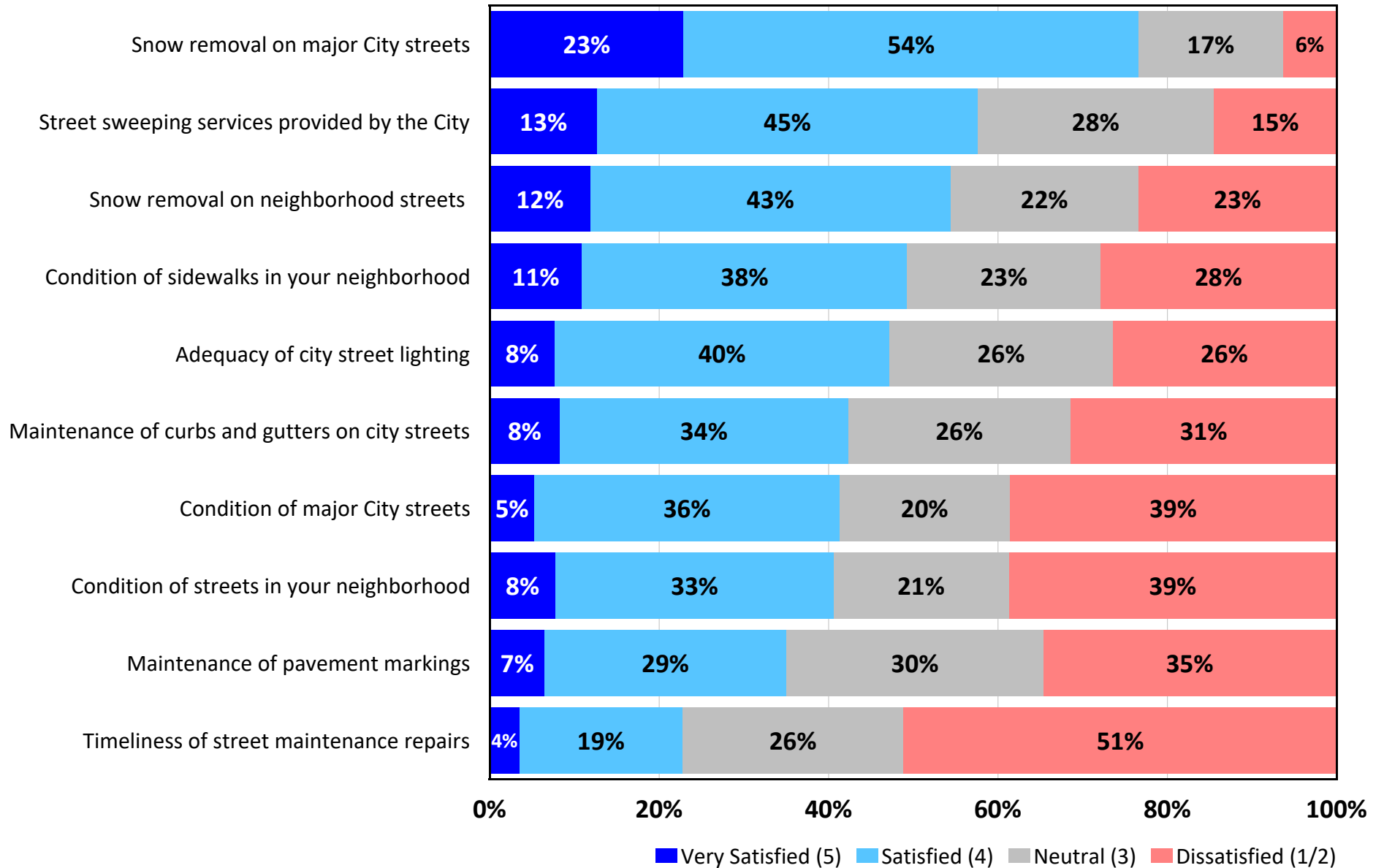
Q14. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



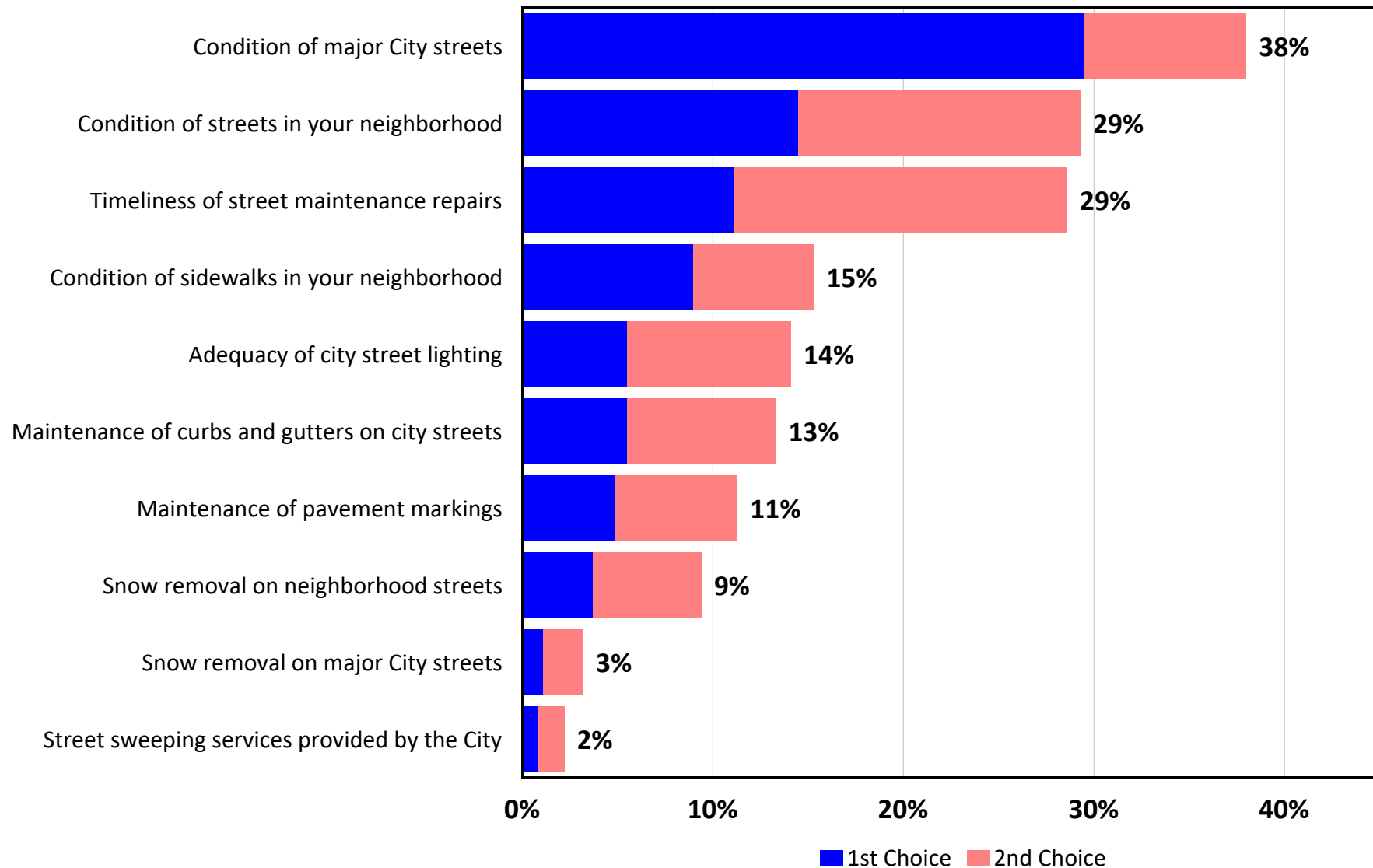
Q15. City Maintenance

by percentage of respondents (excluding don't knows)



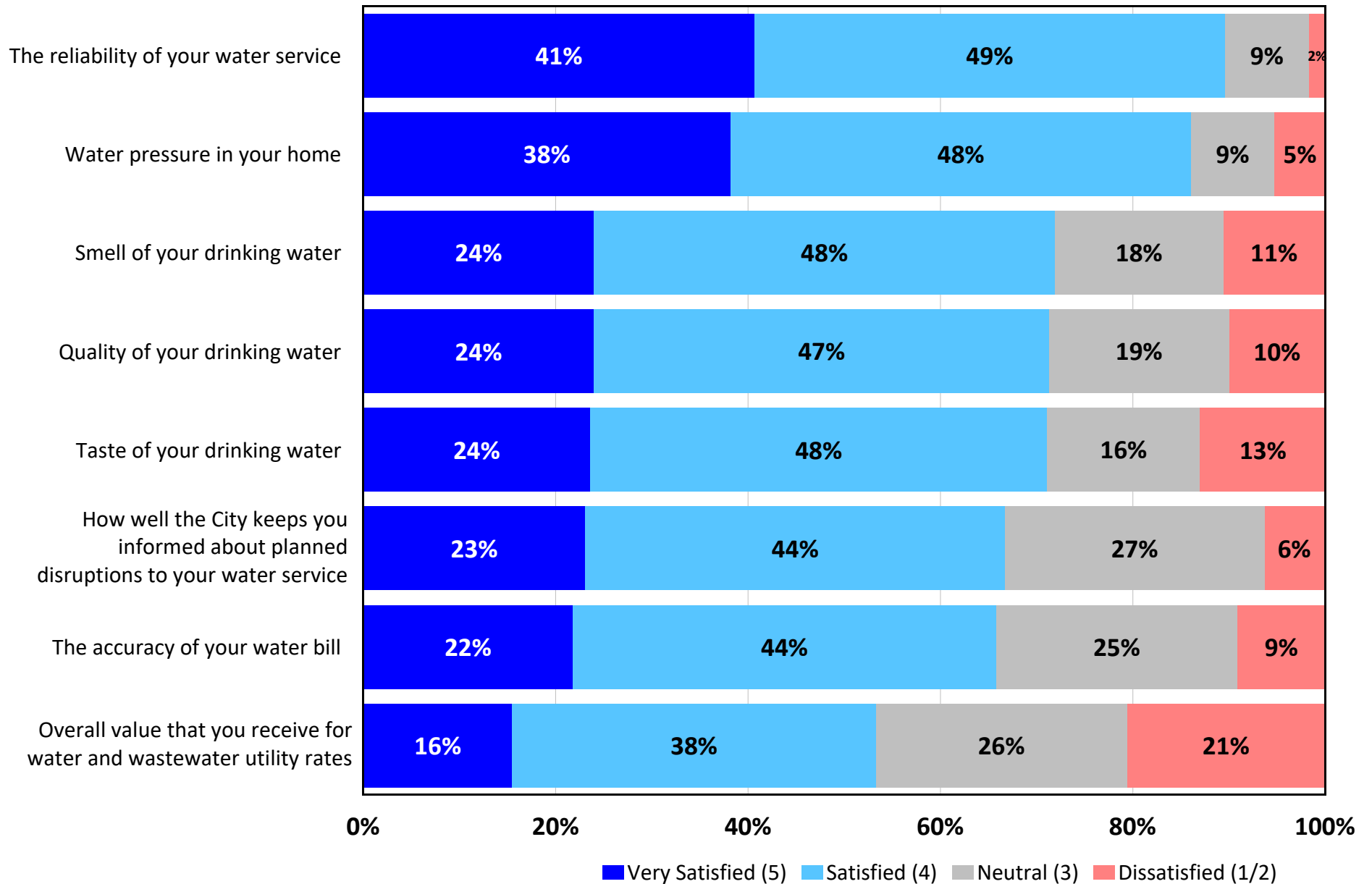
Q16. City Maintenance Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



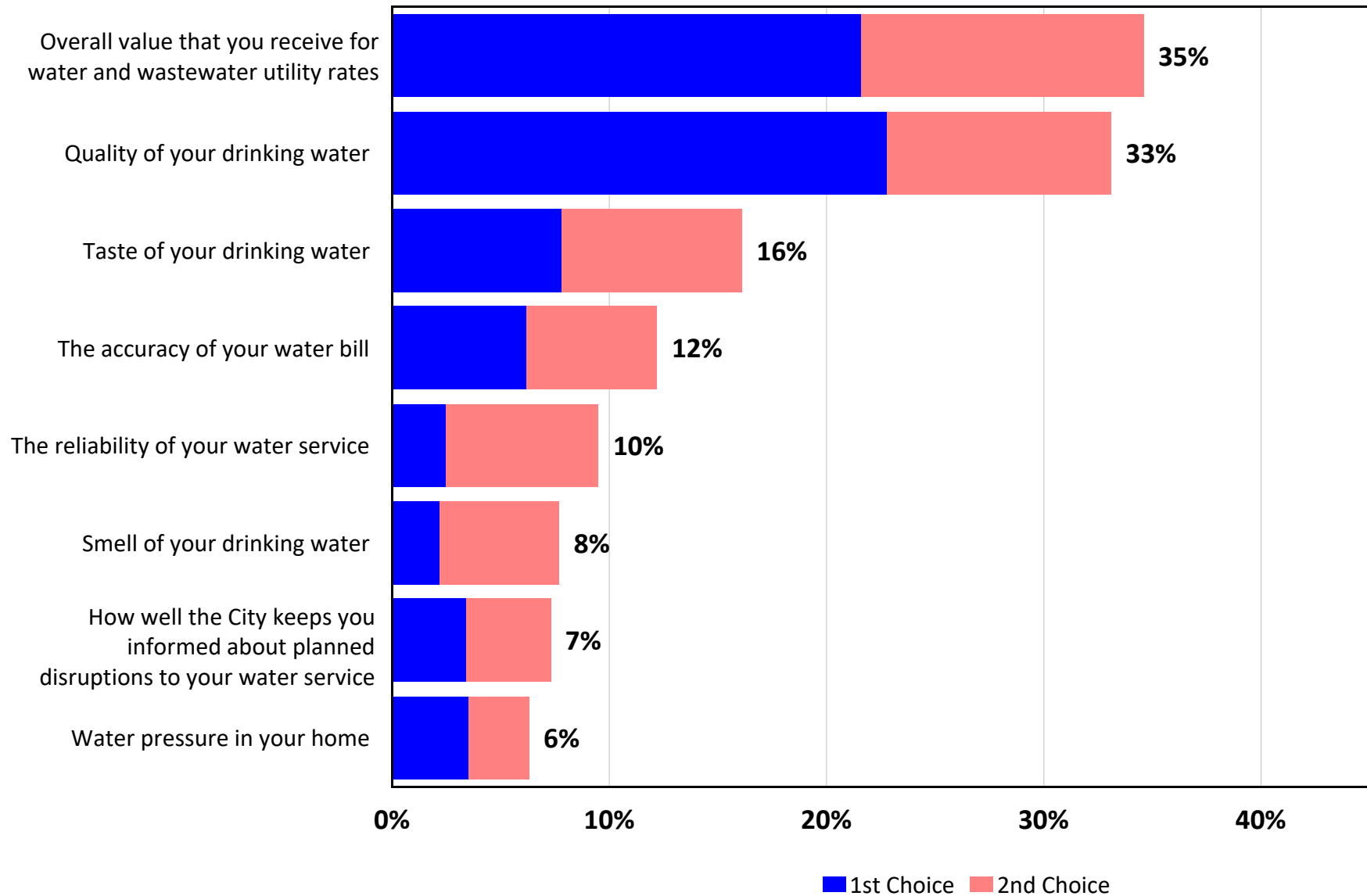
Q17. Water/Wastewater Utilities

by percentage of respondents (excluding don't knows)



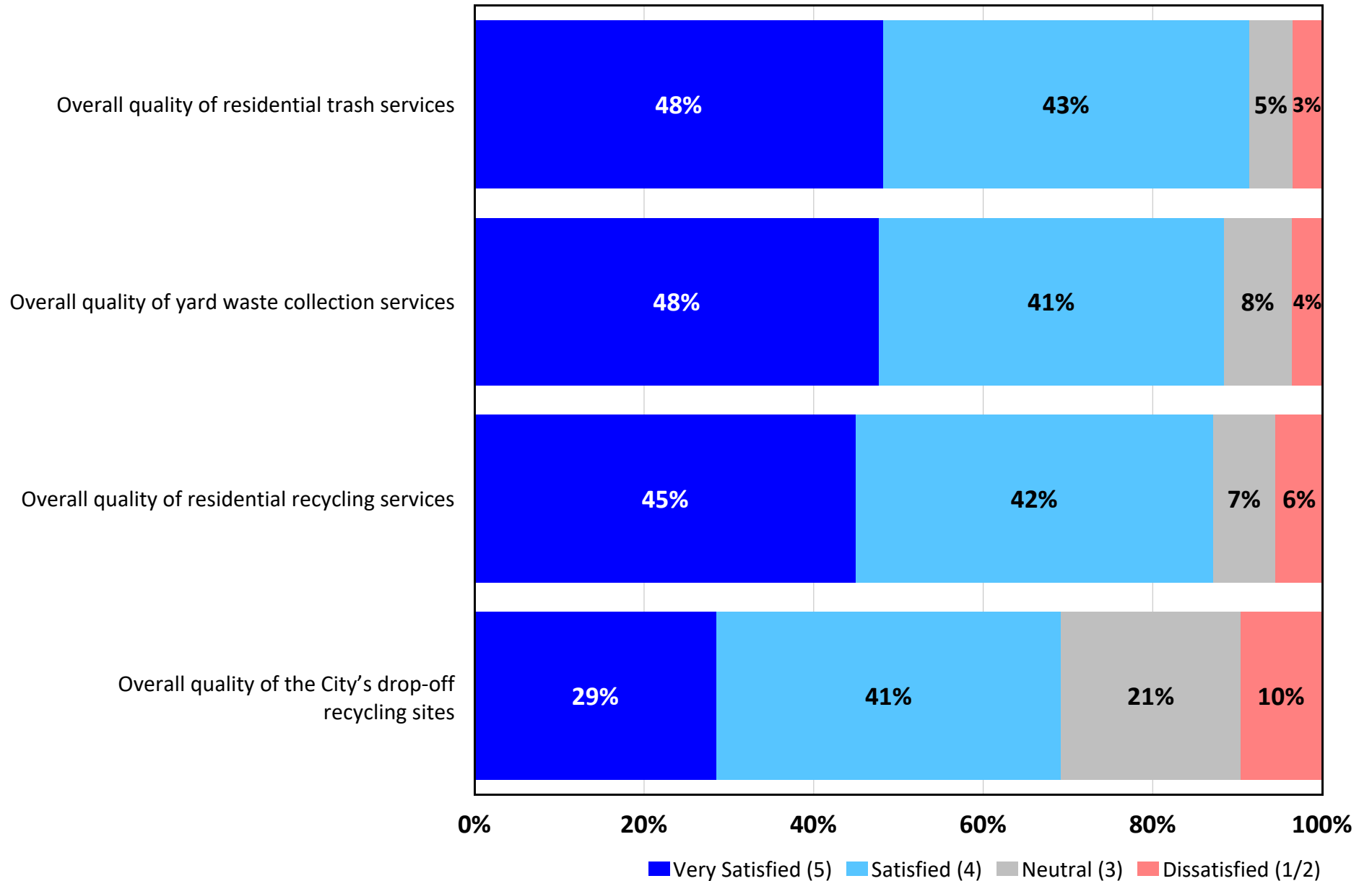
Q18. Water/Wastewater Utility Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



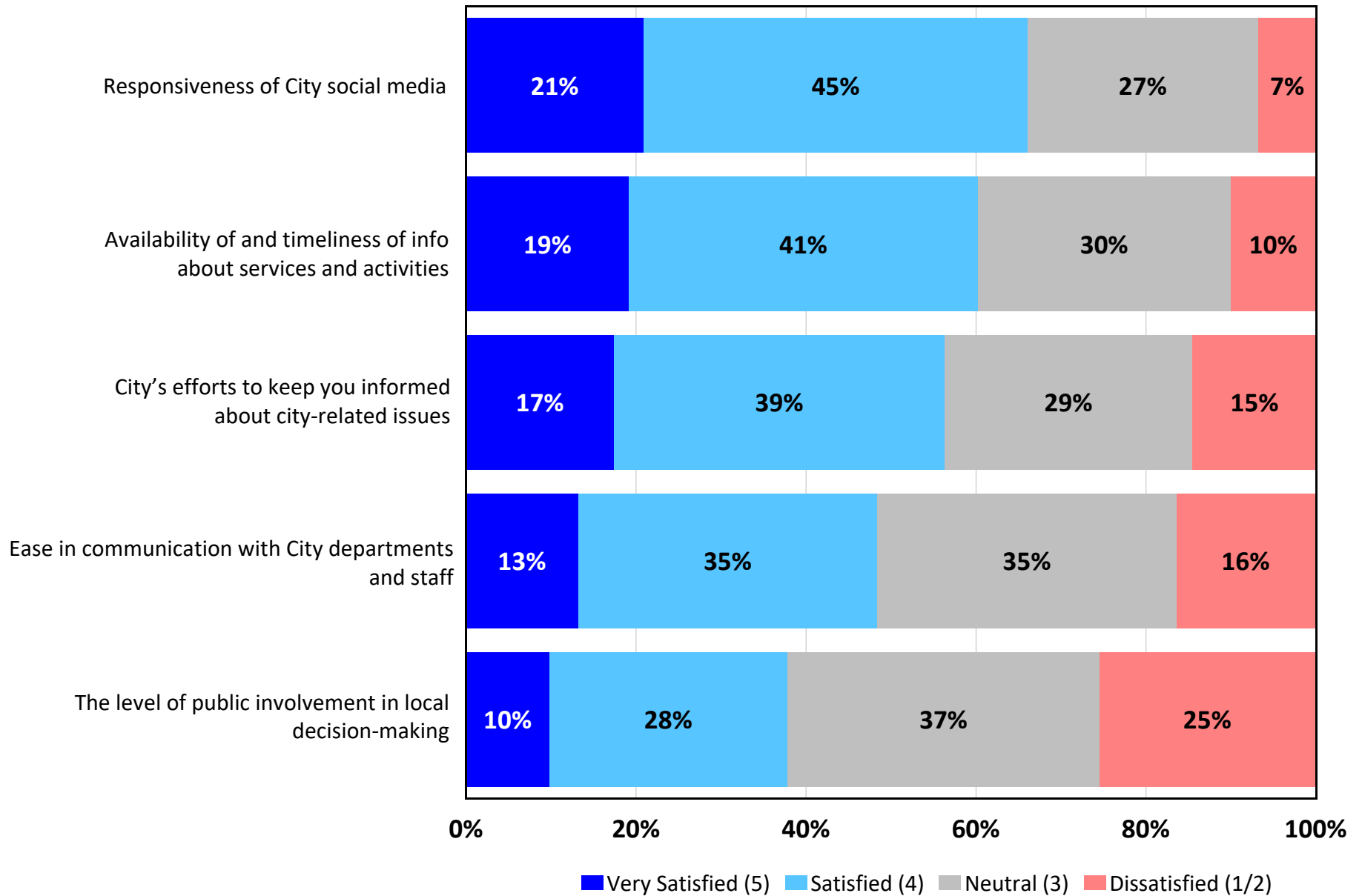
Q19. Solid Waste Disposal Services

by percentage of respondents (excluding don't knows)



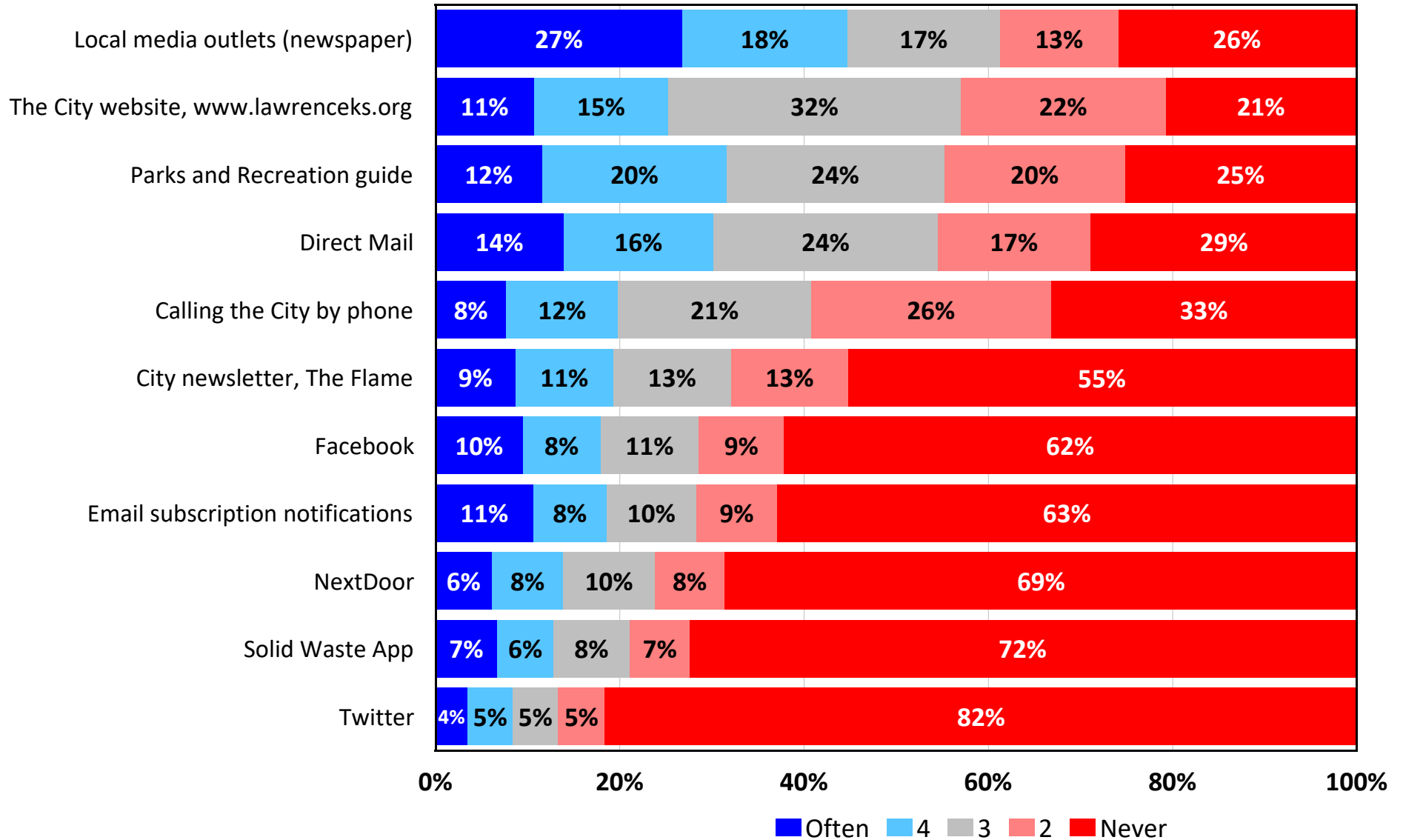
Q20. Communication

by percentage of respondents (excluding don't knows)



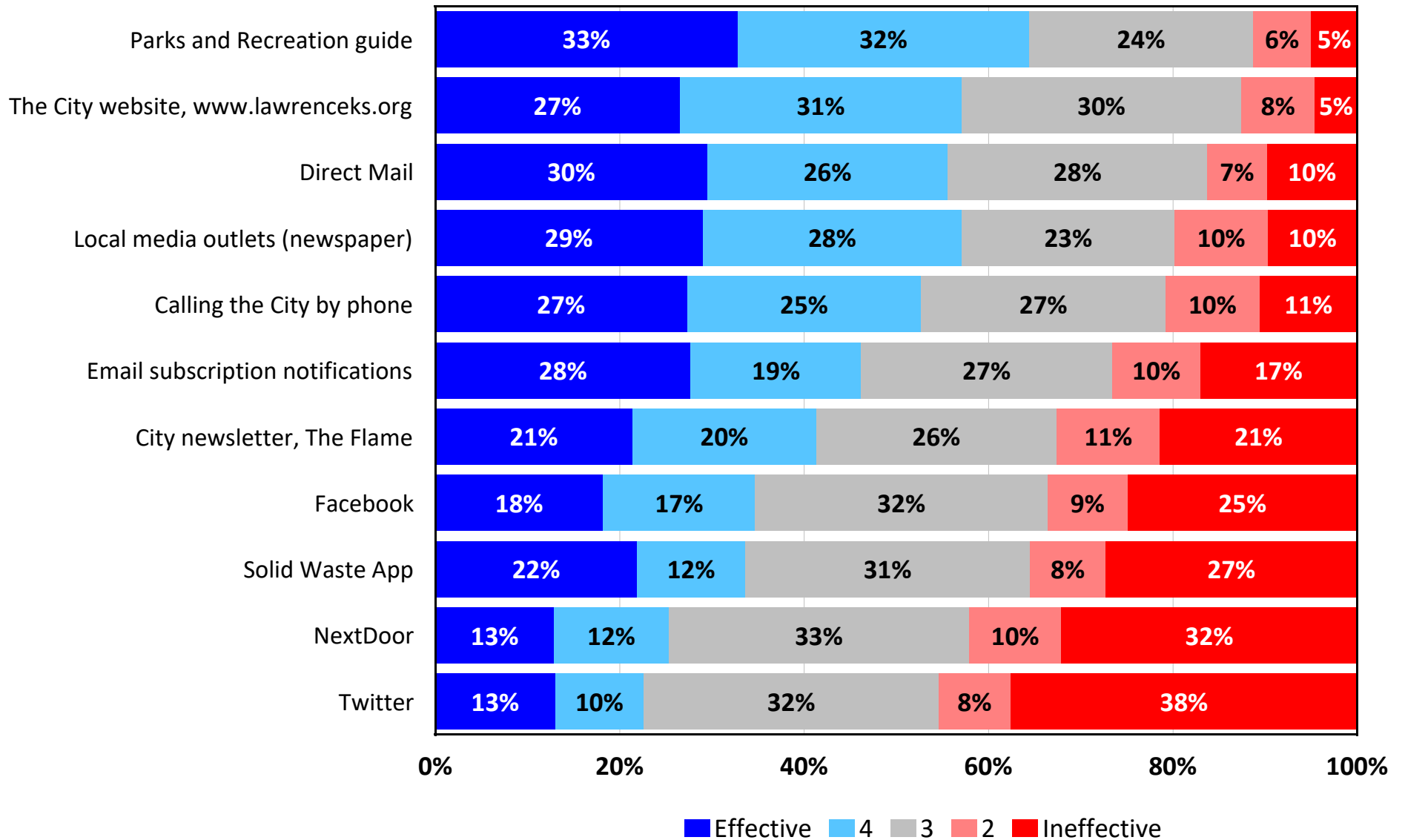
Q21[1]. How Often Respondents Use Each of the Following Communication Services

by percentage of respondents (excluding not provided)



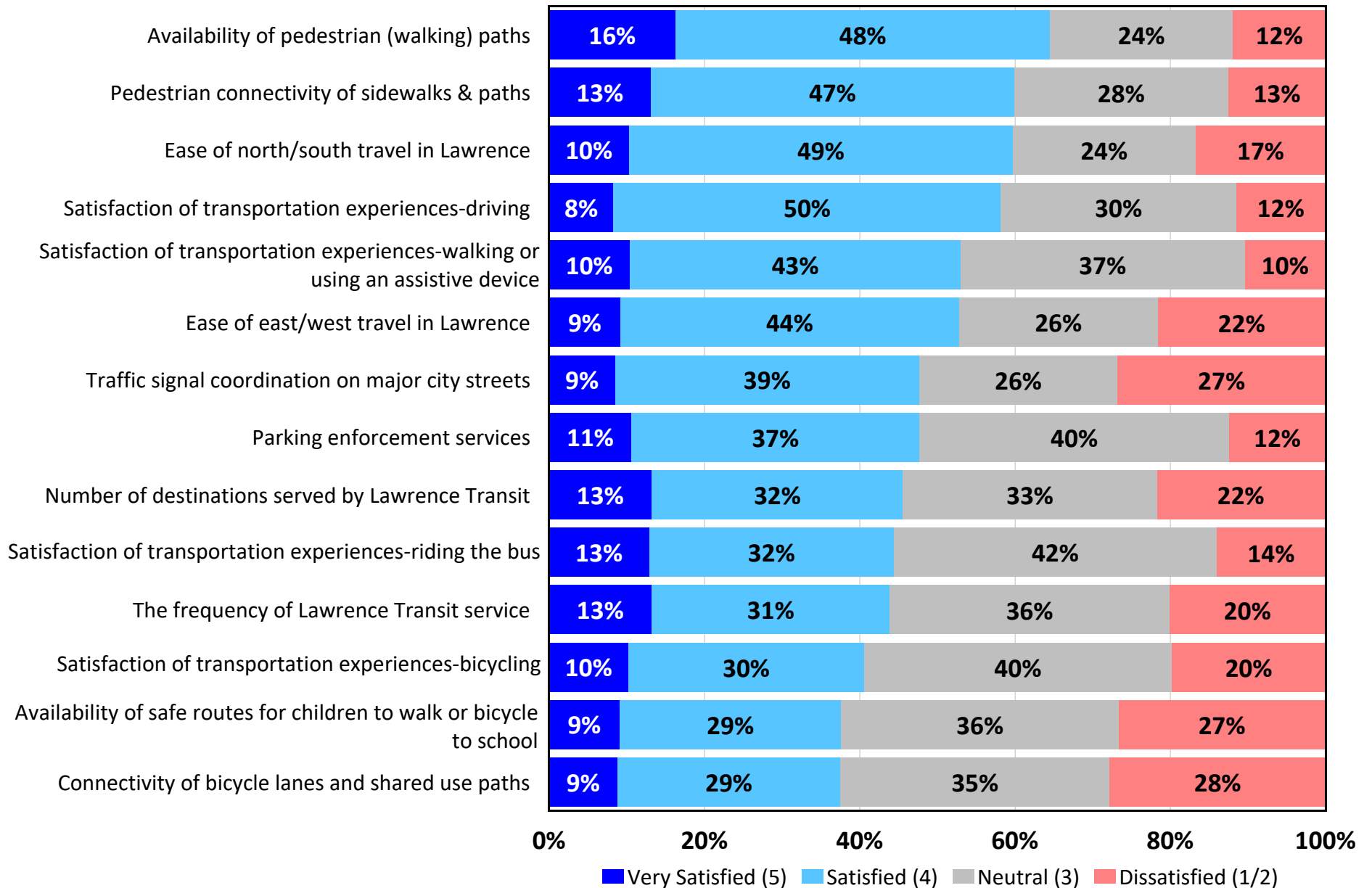
Q21[2]. Effectiveness of Each of the Following

by percentage of respondents (excluding not provided)



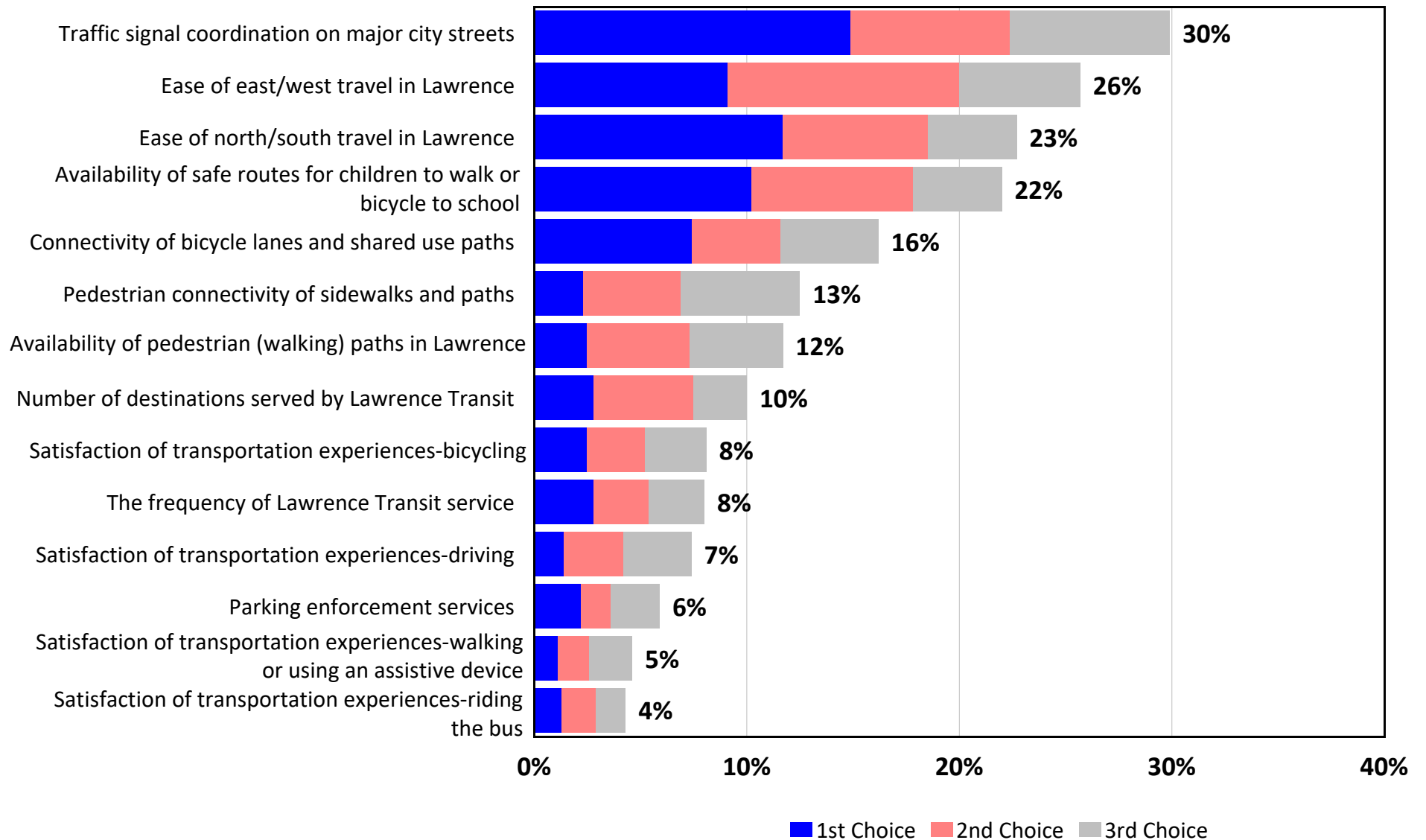
Q22. Transportation

by percentage of respondents (excluding don't knows)



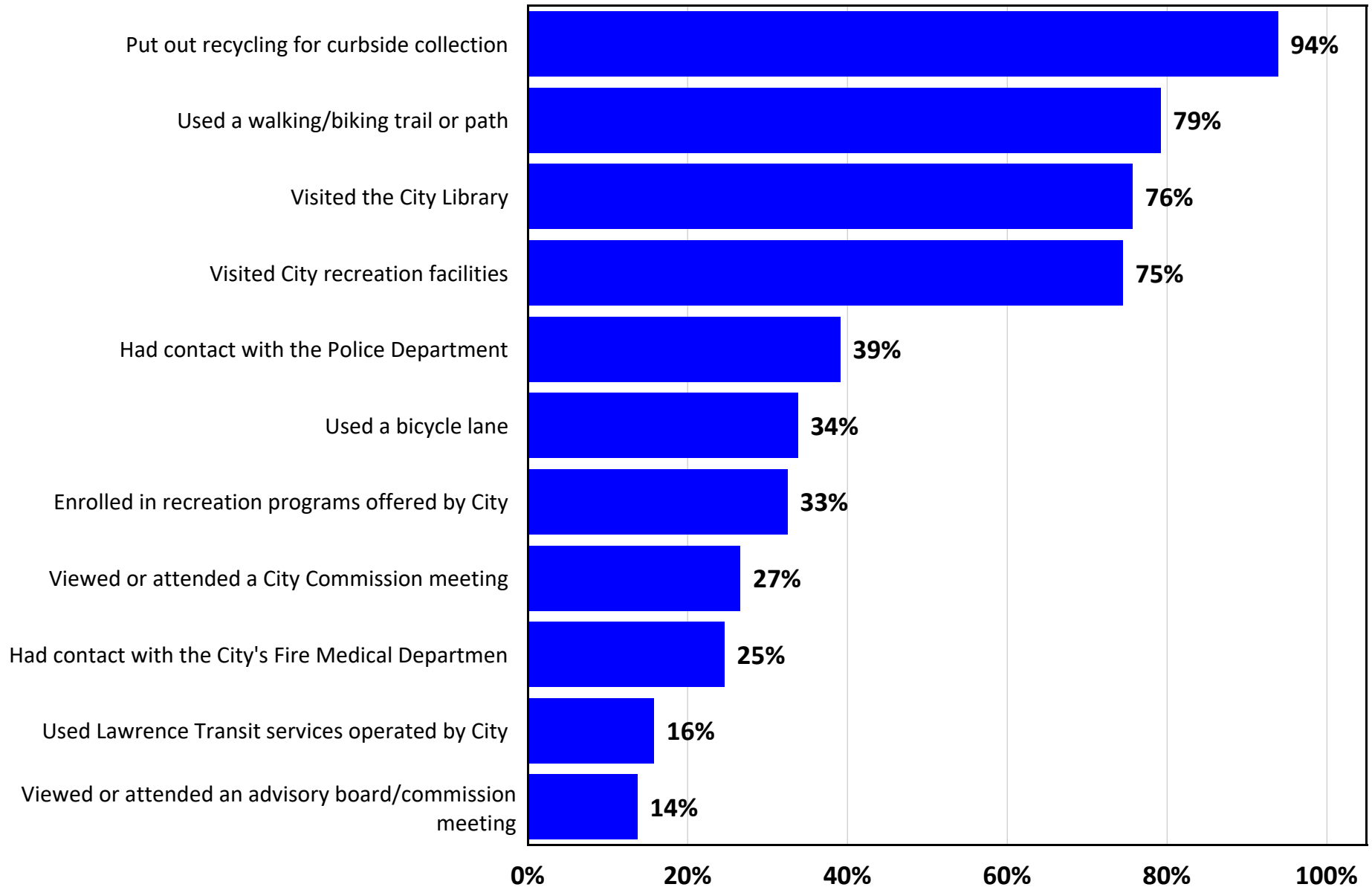
Q23. Transportation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

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



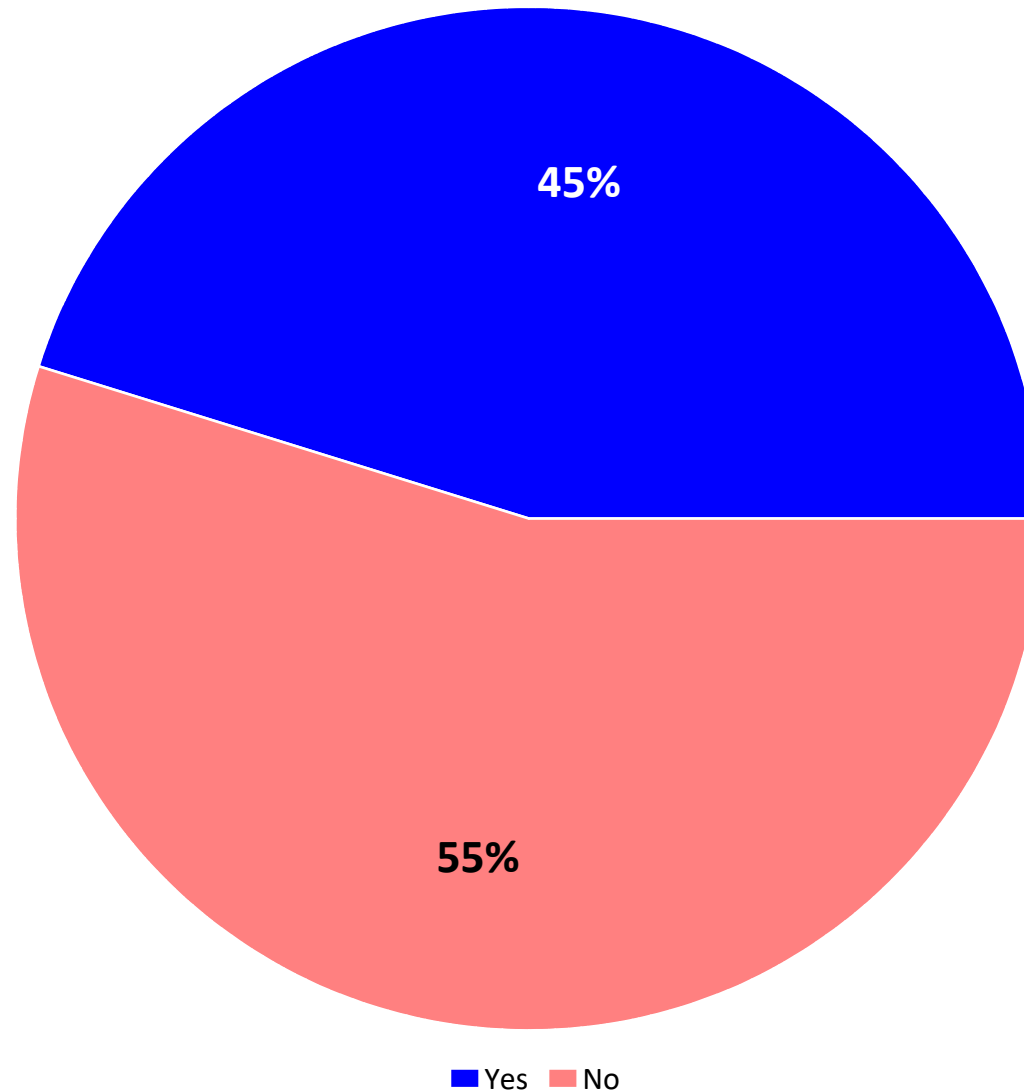
Q24. Use of Various Services During the Past 12 Months

by percentage of respondents who used the service (excluding not provided)



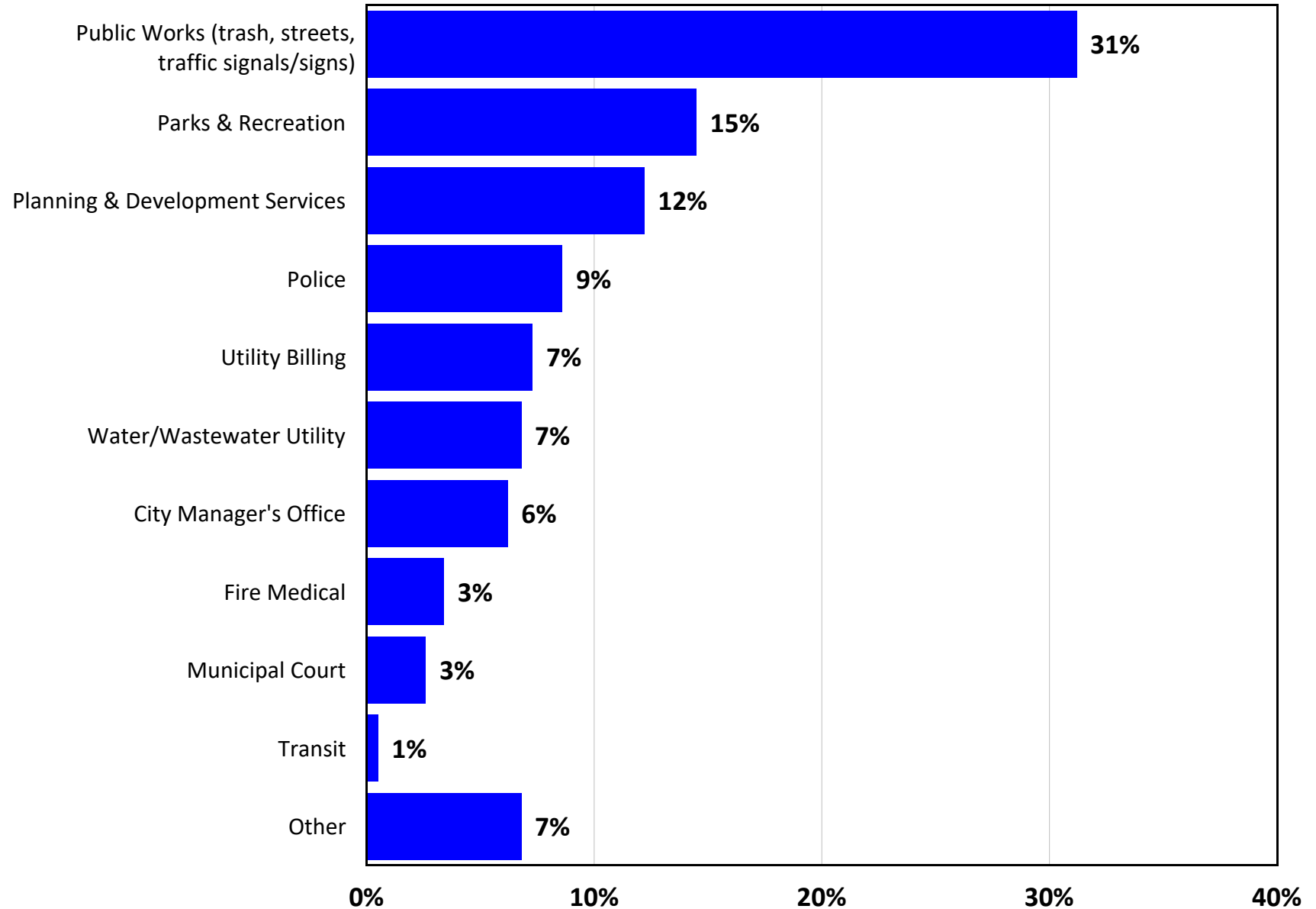
Q25. Have you engaged with the City about a question, problem, or complaint during the past year?

by percentage of respondents



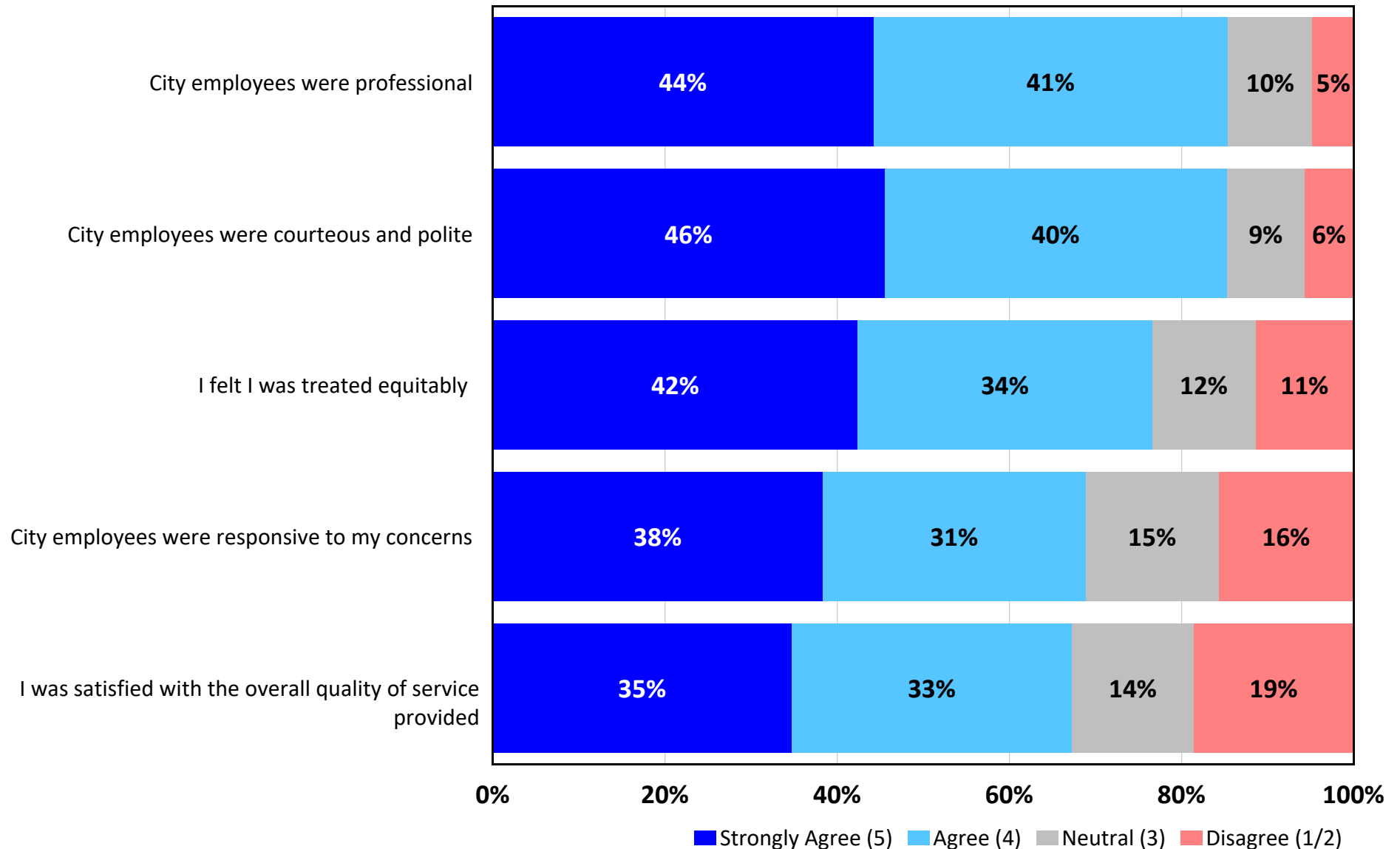
Q25a. Which department did you contact most recently?

by percentage of respondents who marked "yes" to Q25 (excluding not provided)



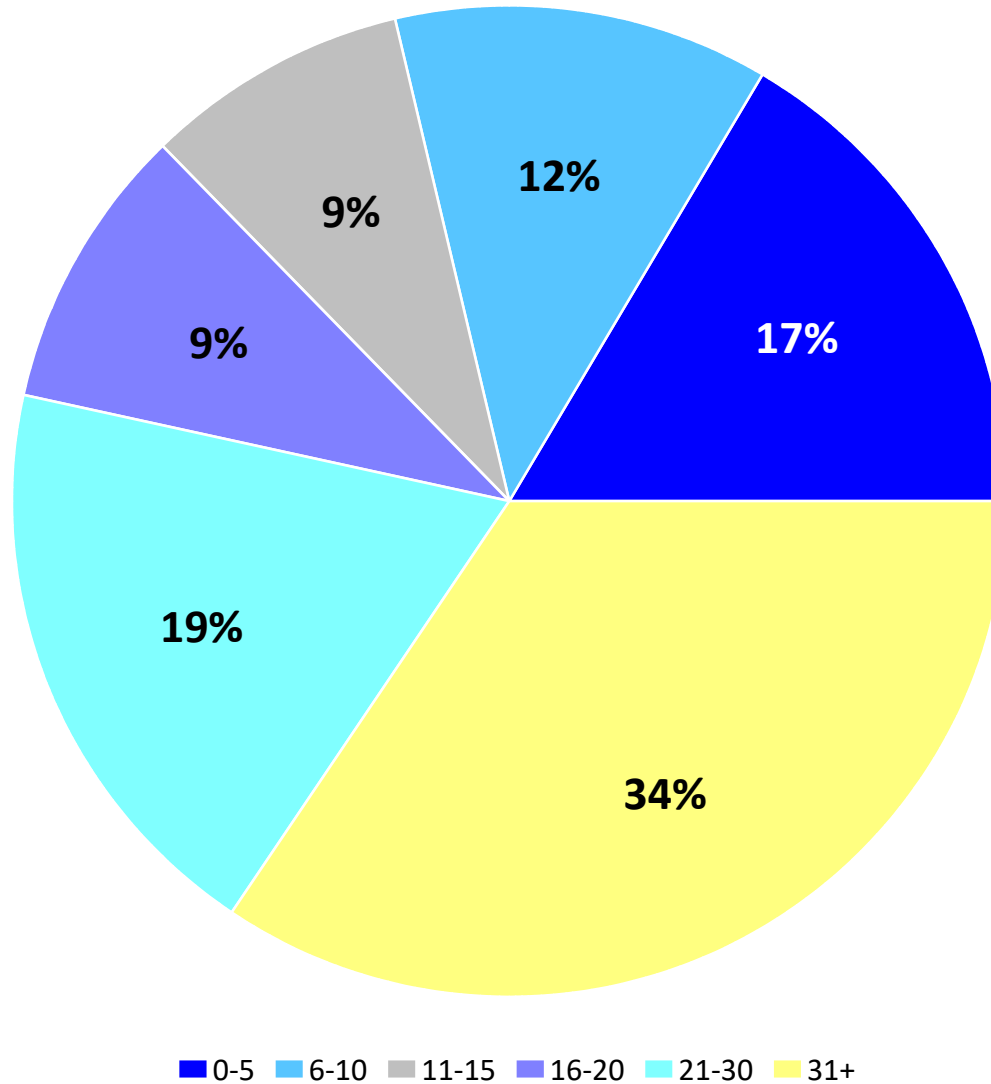
Q25b. Level of Agreement With the Following Statements About the Quality of Service Received from City Employees

by percentage of respondents who marked “yes” to Q25 (excluding don't knows)



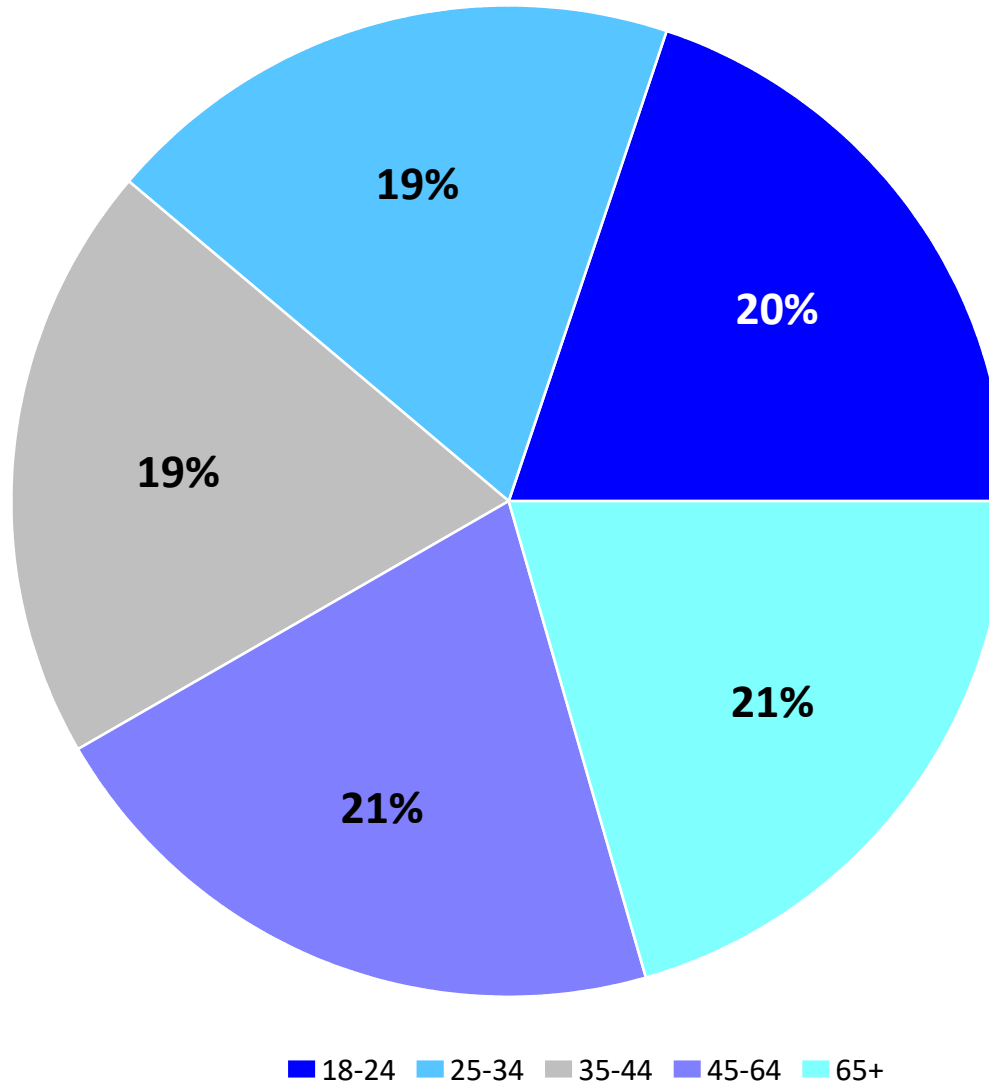
Q26. Demographics: Approximately, how many years have you lived in the City of Lawrence?

by percentage of respondents



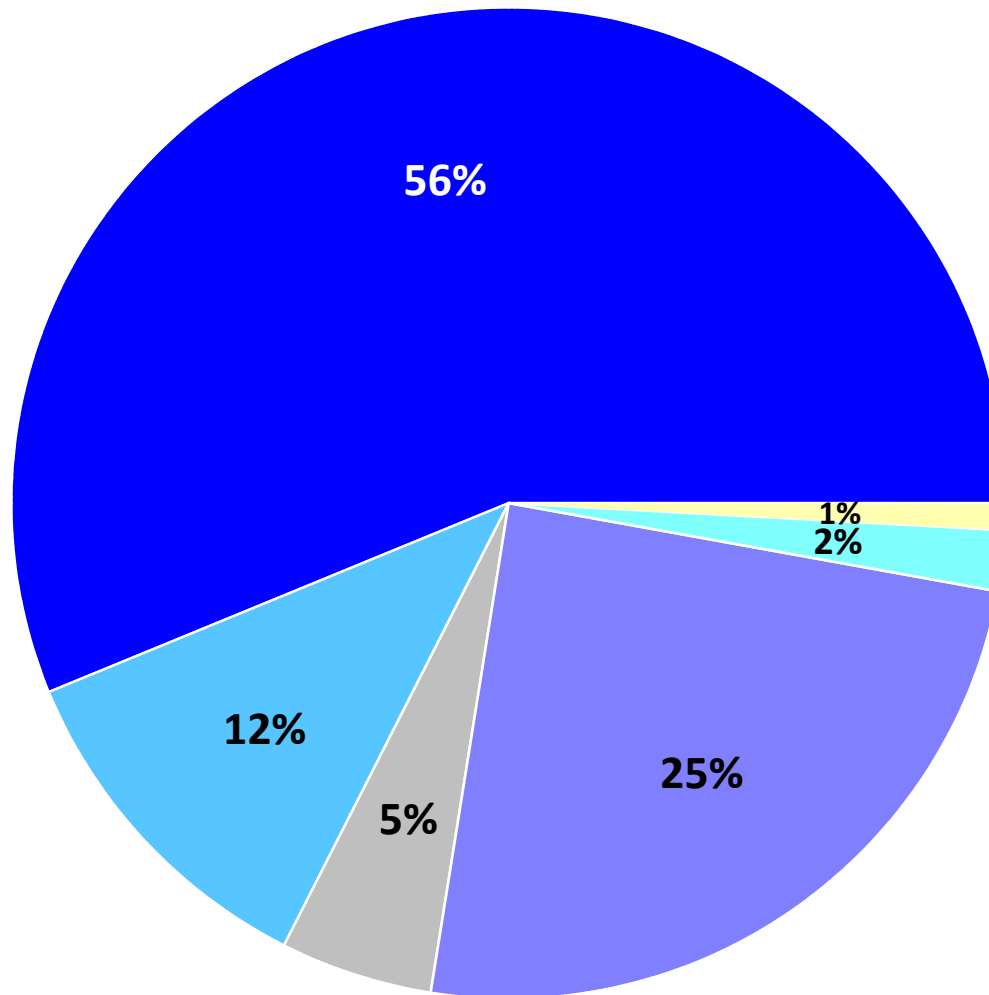
Q27. Demographics: What is your age?

by percentage of respondents



Q28. Demographics: Your employment status:

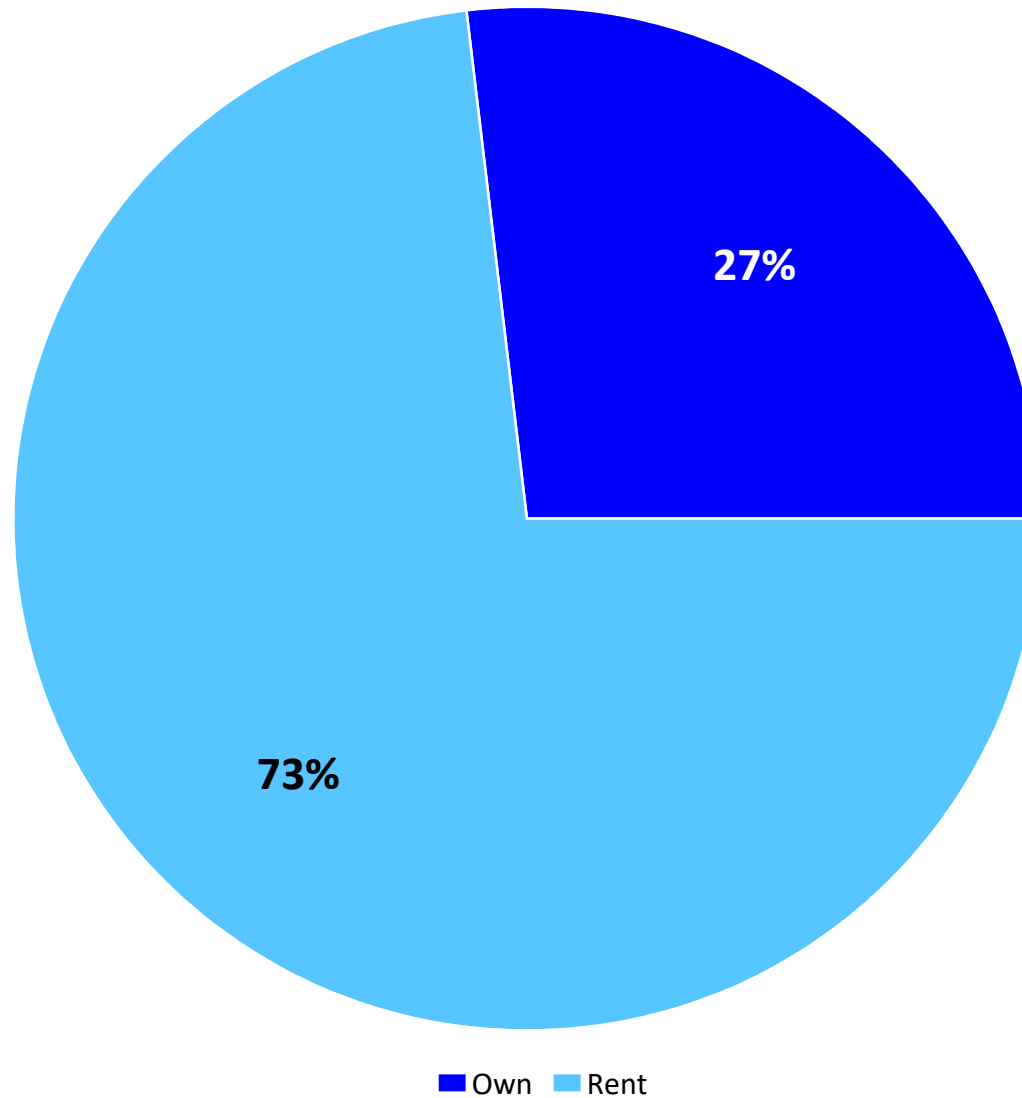
by percentage of respondents



- Employed outside home
- Employed inside home/work remotely
- Employed inside home/have a home based business
- Retired
- Not currently employed outside home
- Student

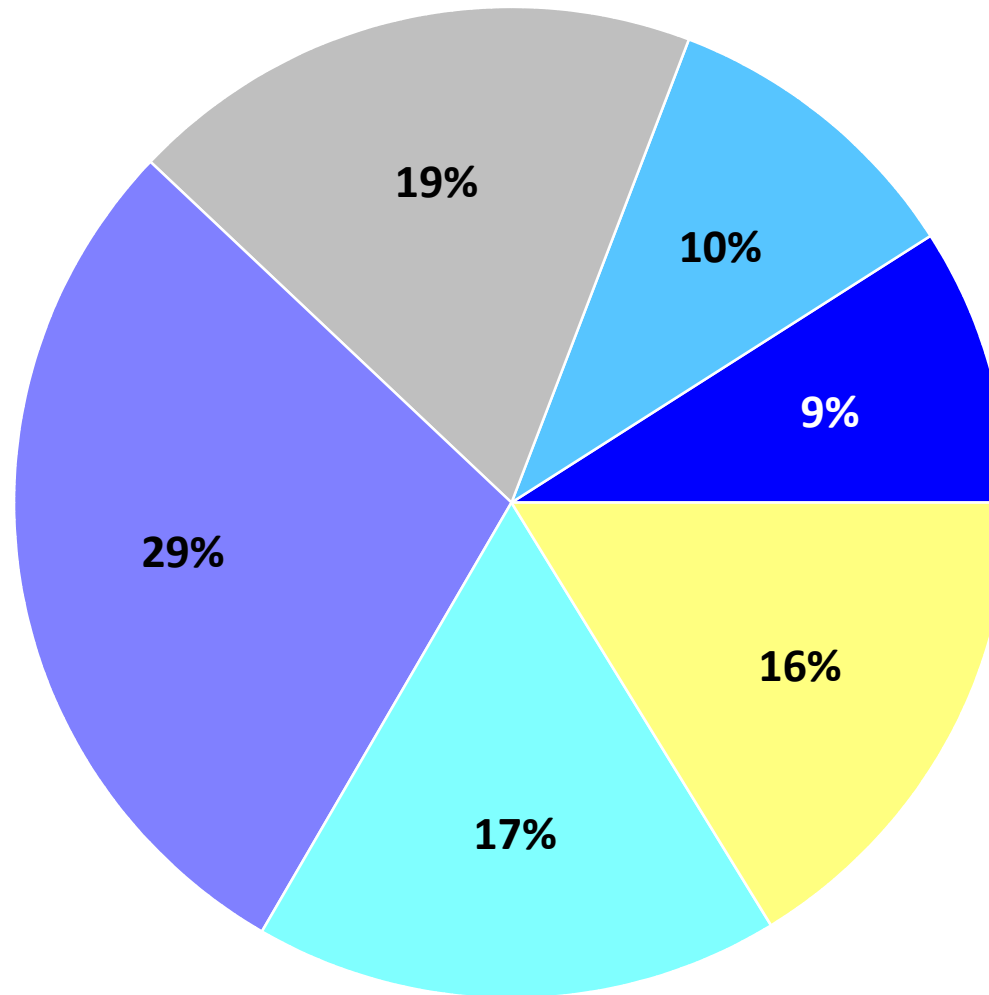
Q29. Demographics: Do you own or rent your current residence?

by percentage of respondents



Q30. Demographics: Ages of household members

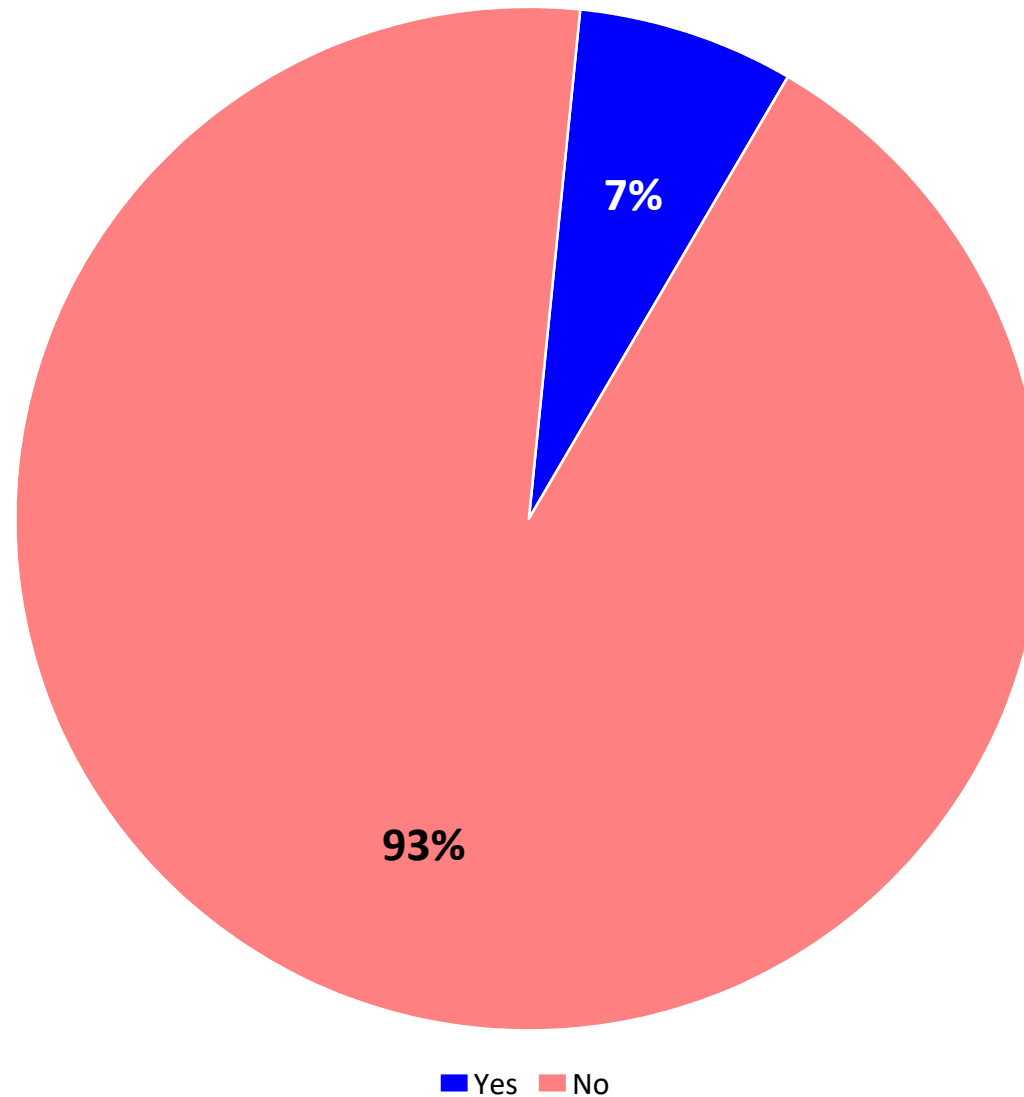
by percentage of respondents



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

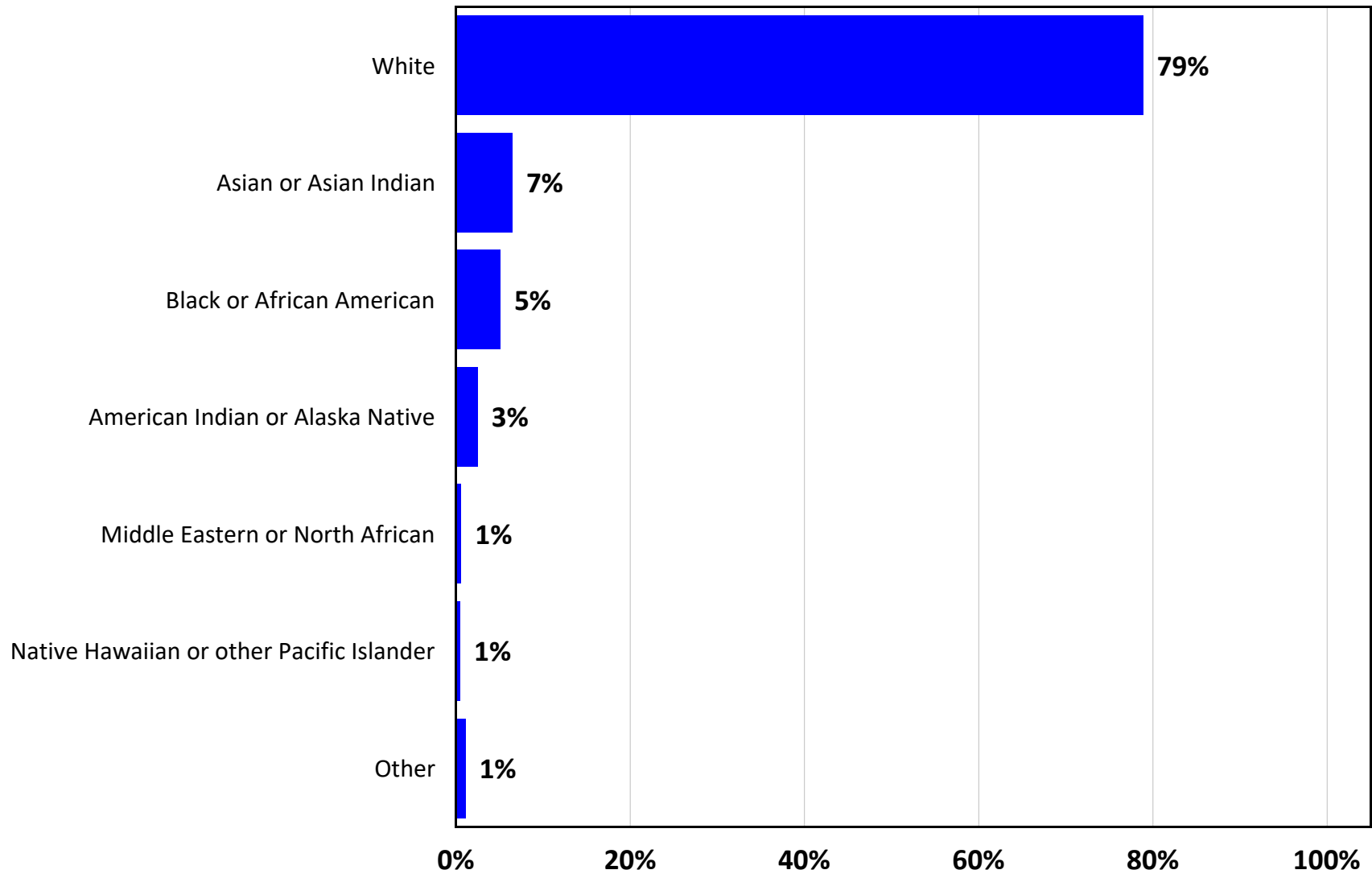
Q31. Demographics: Are you or other members of your household of Hispanic, Latino, or Spanish ancestry?

by percentage of respondents



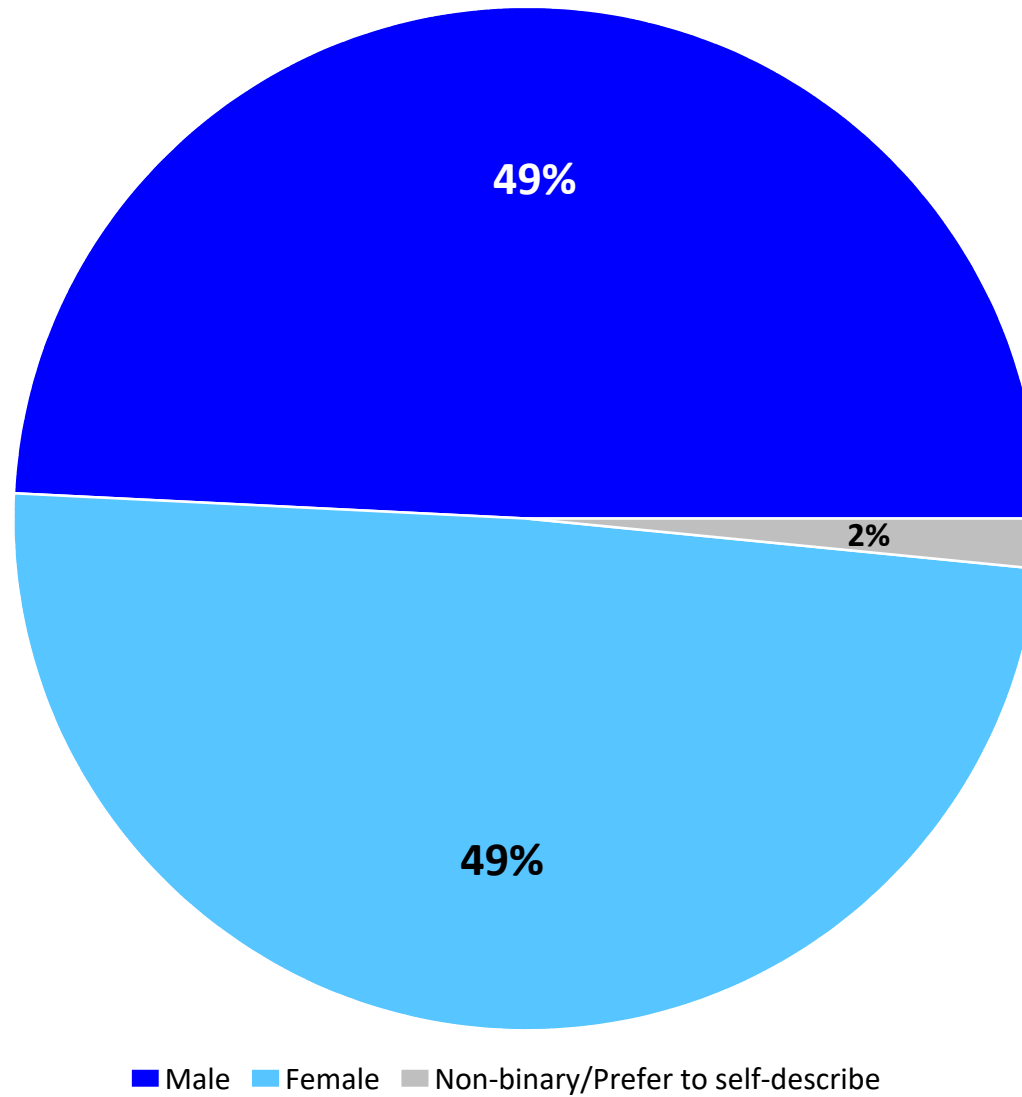
Q32. Demographics: Race/Ethnicity

by percentage of respondents



Q33. Demographics: Gender

by percentage of respondents

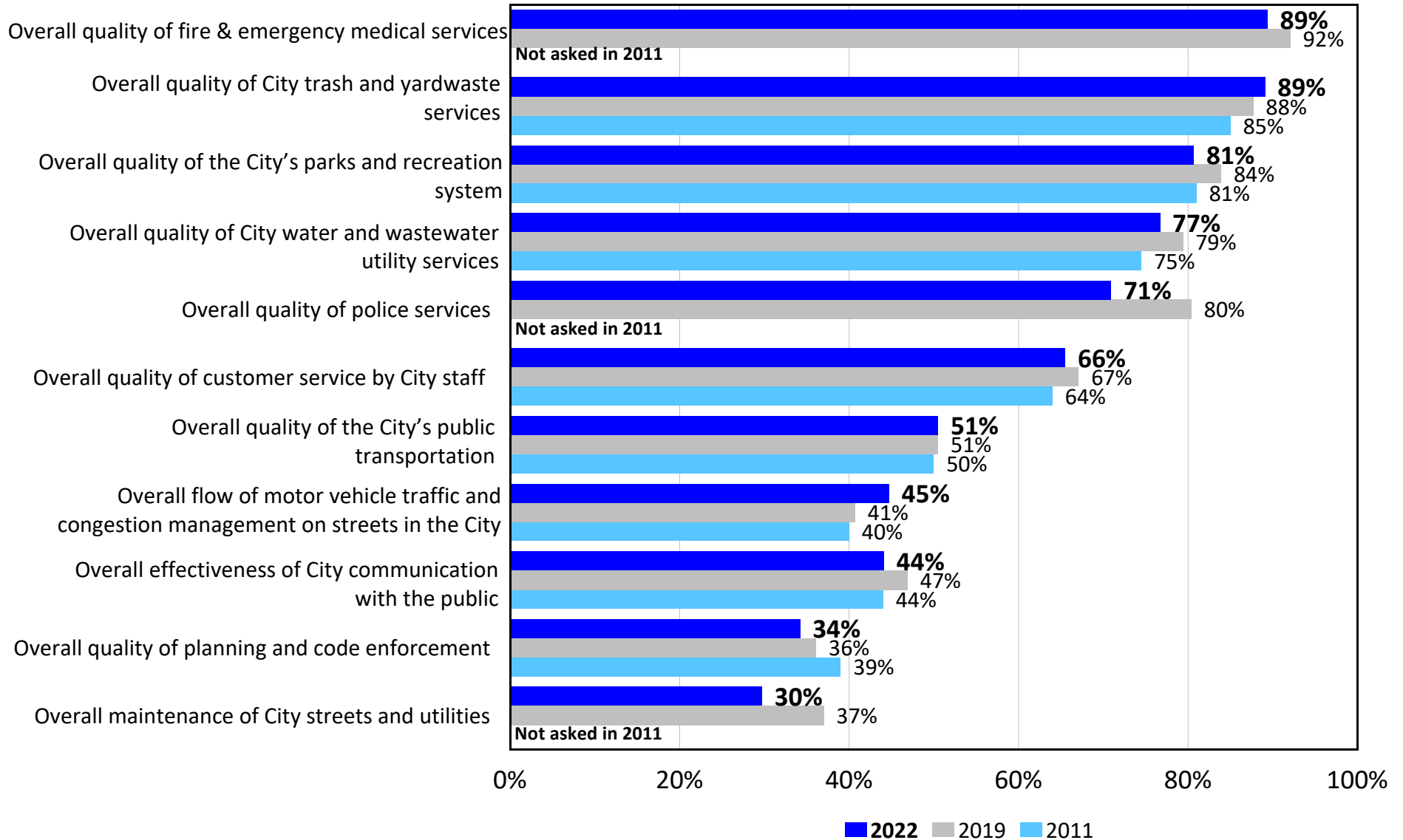




Trend Charts

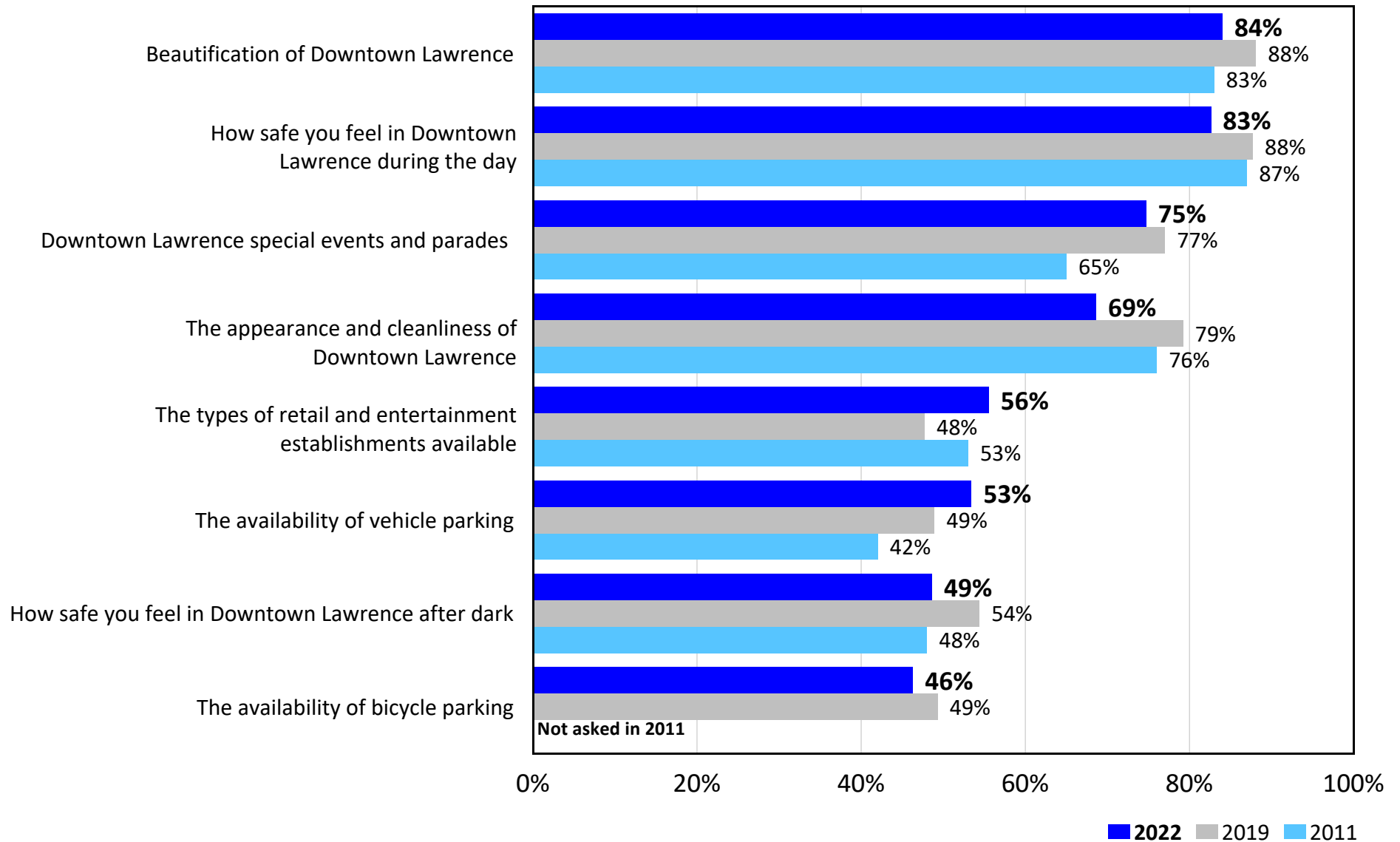
Q1. Major Categories of Services 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



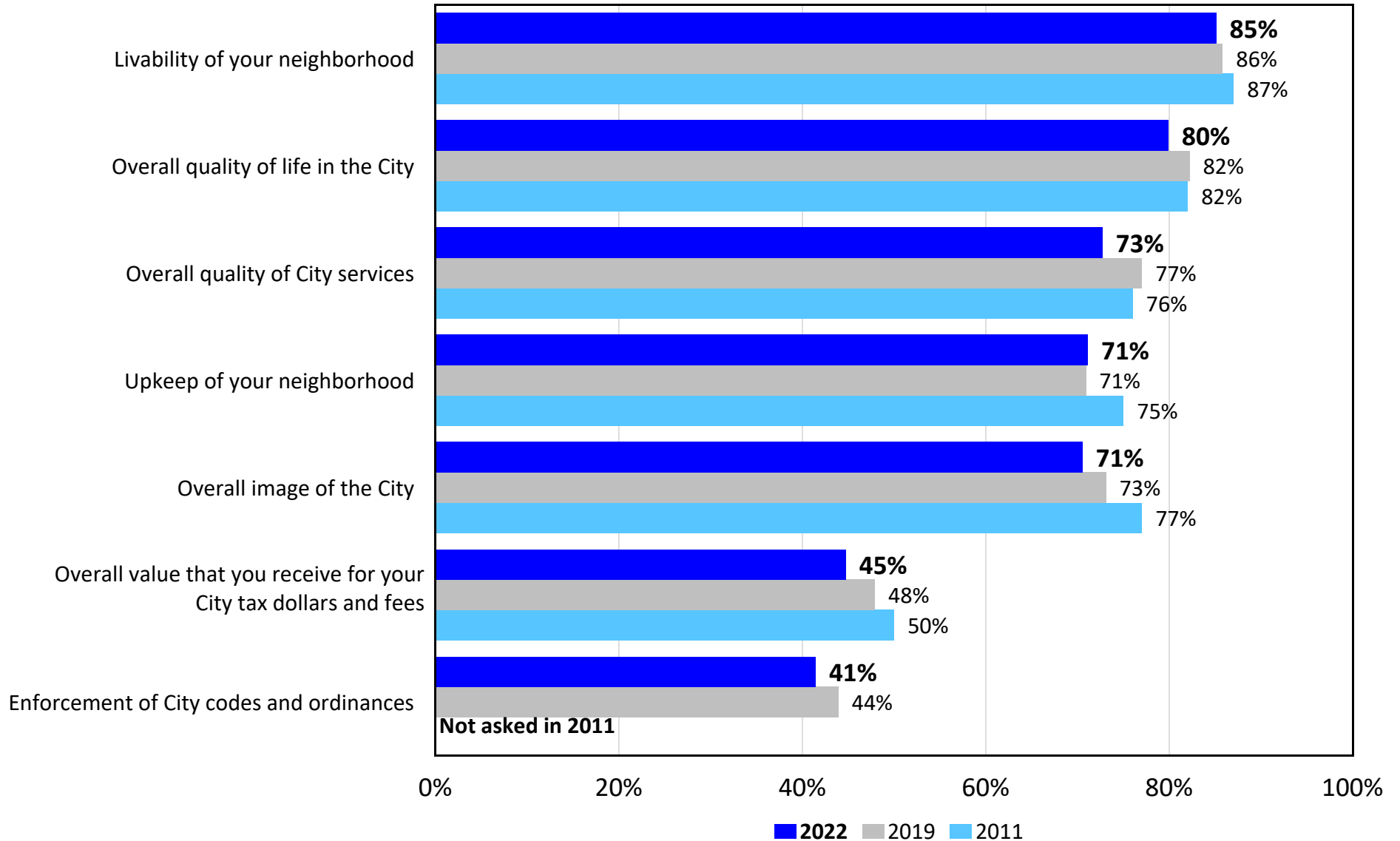
Q3. Perceptions of Downtown 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q4. Perceptions of the City 2022, 2019, and 2011

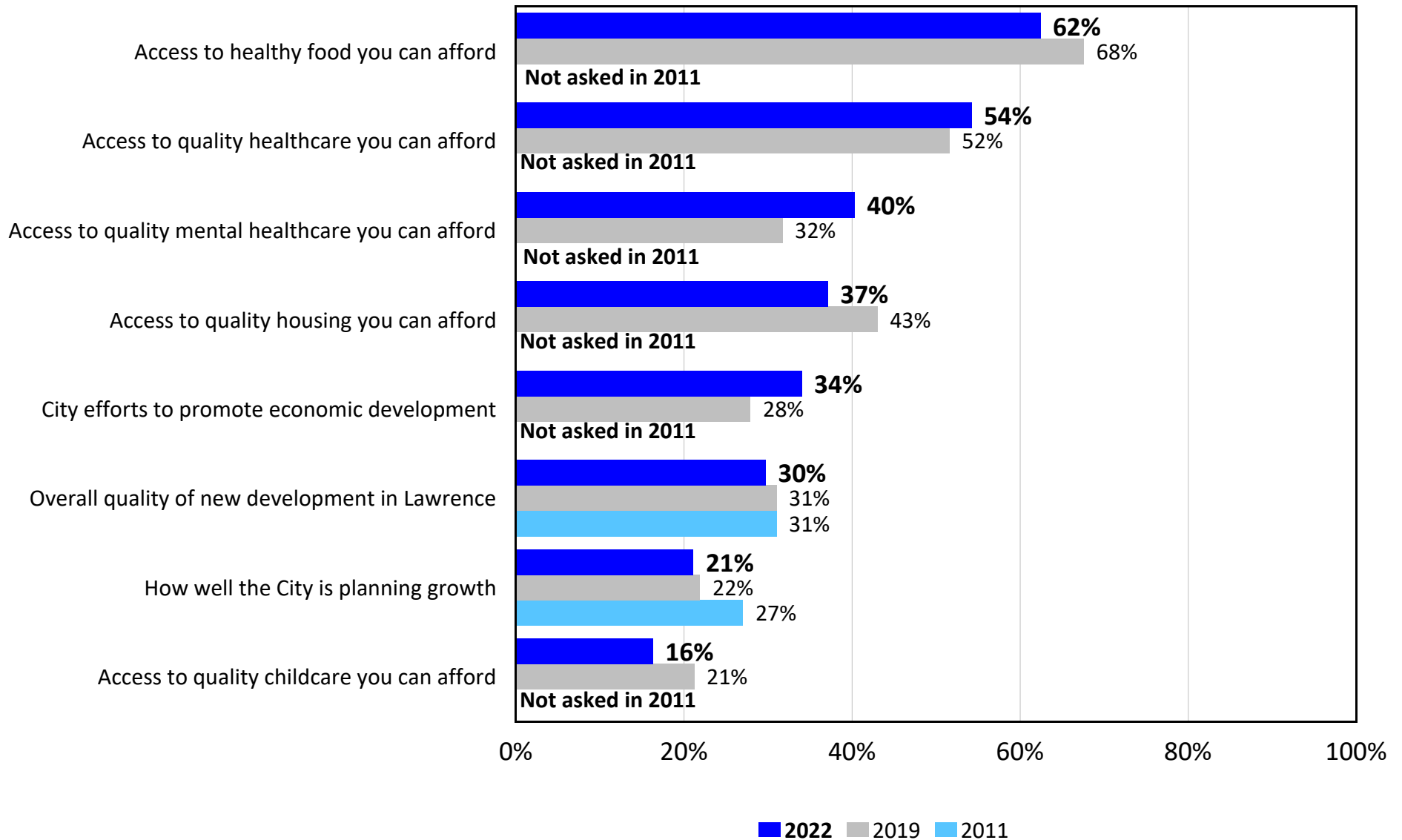
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q7. Economic Growth and Affordability

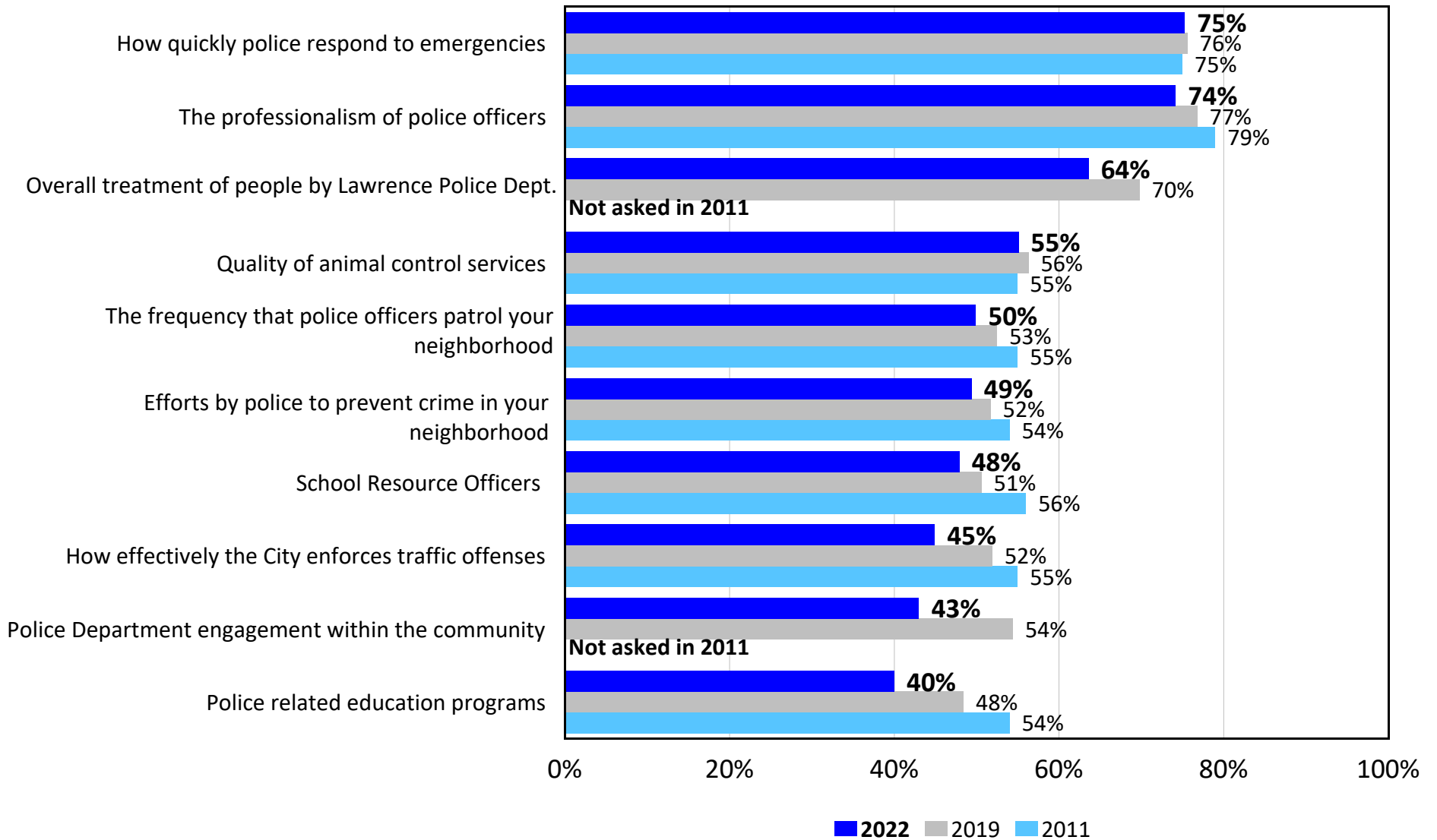
2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



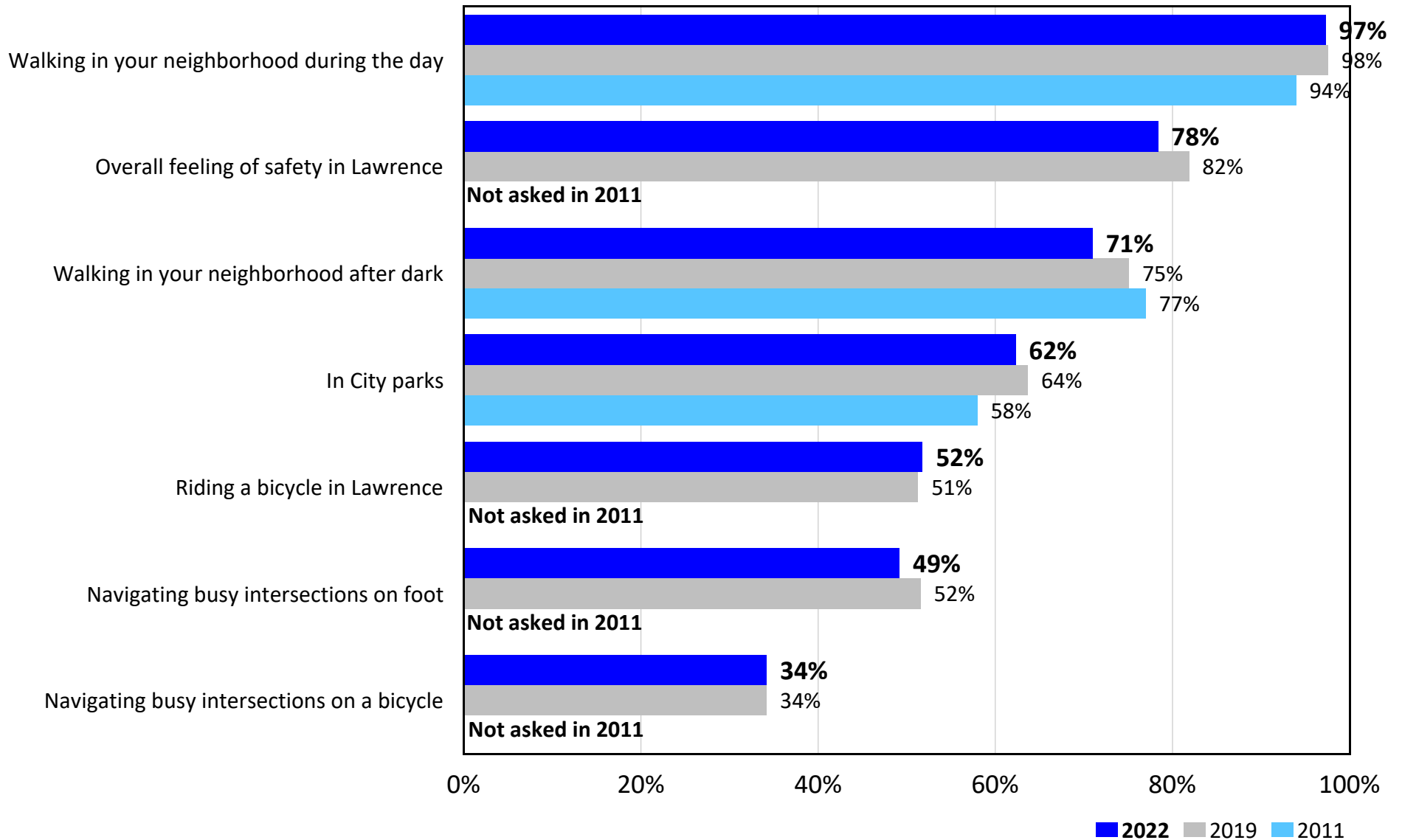
Q10. Police Services 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



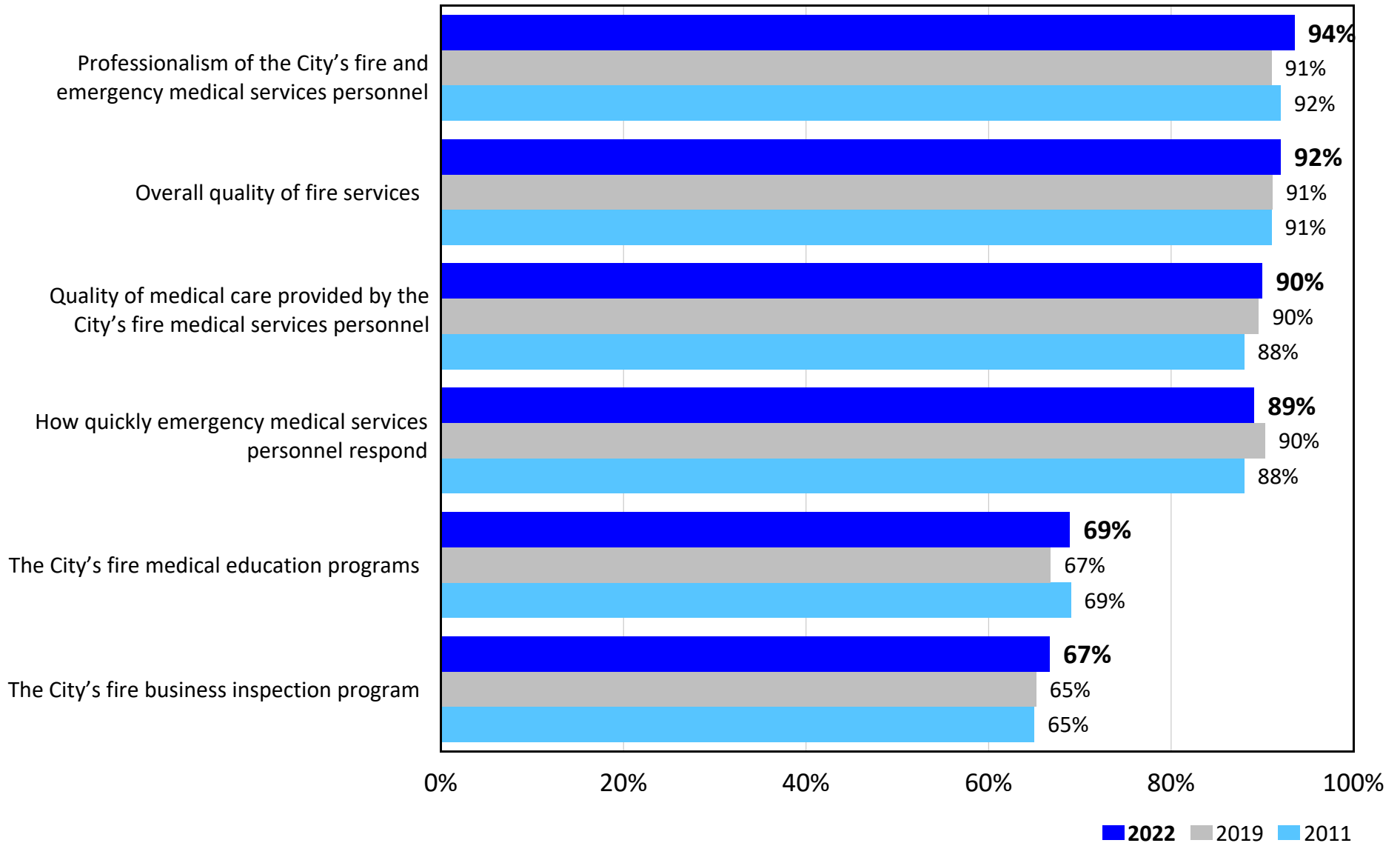
Q11. Perceptions of Safety 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



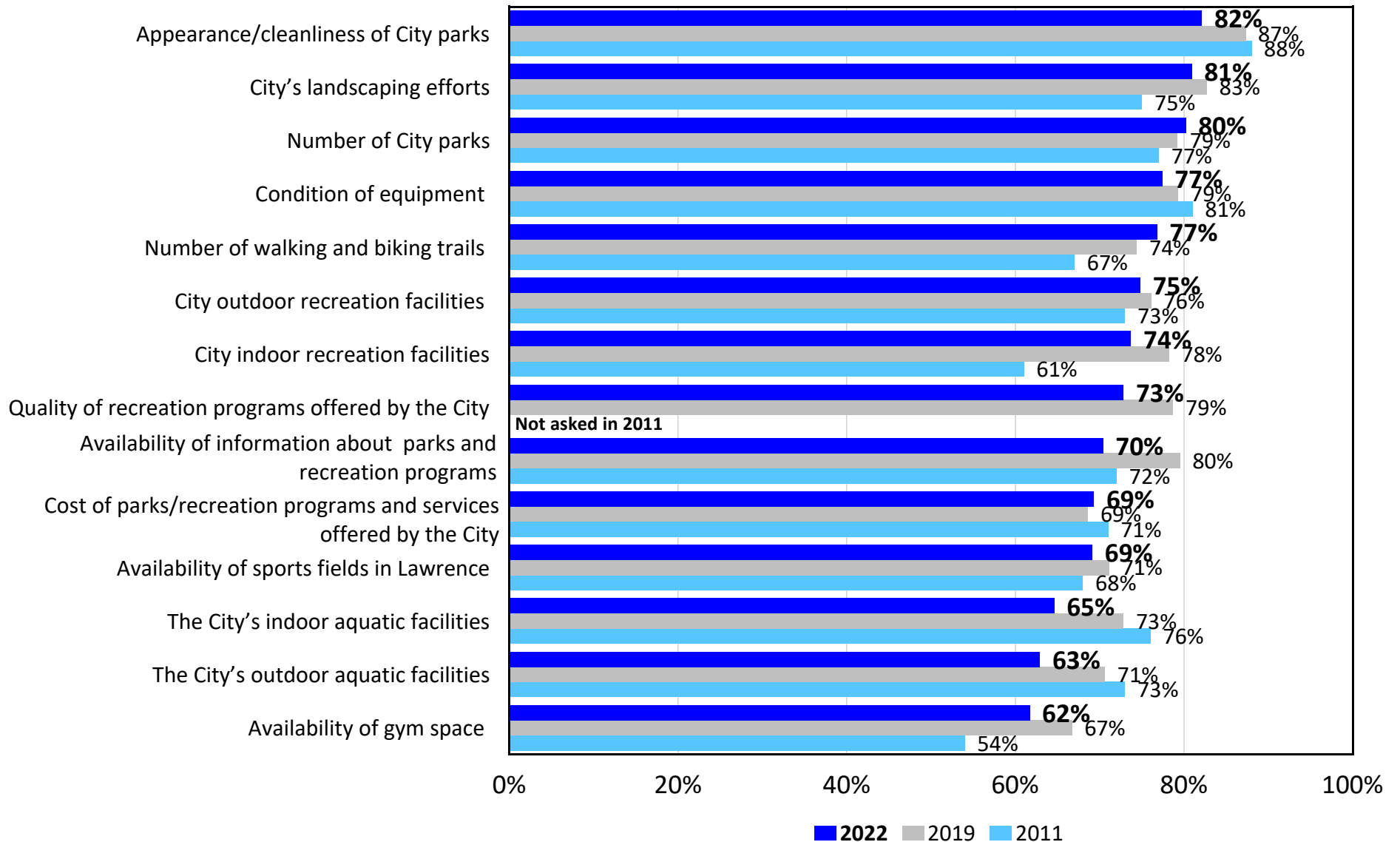
Q12. Fire and Emergency Medical Services 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



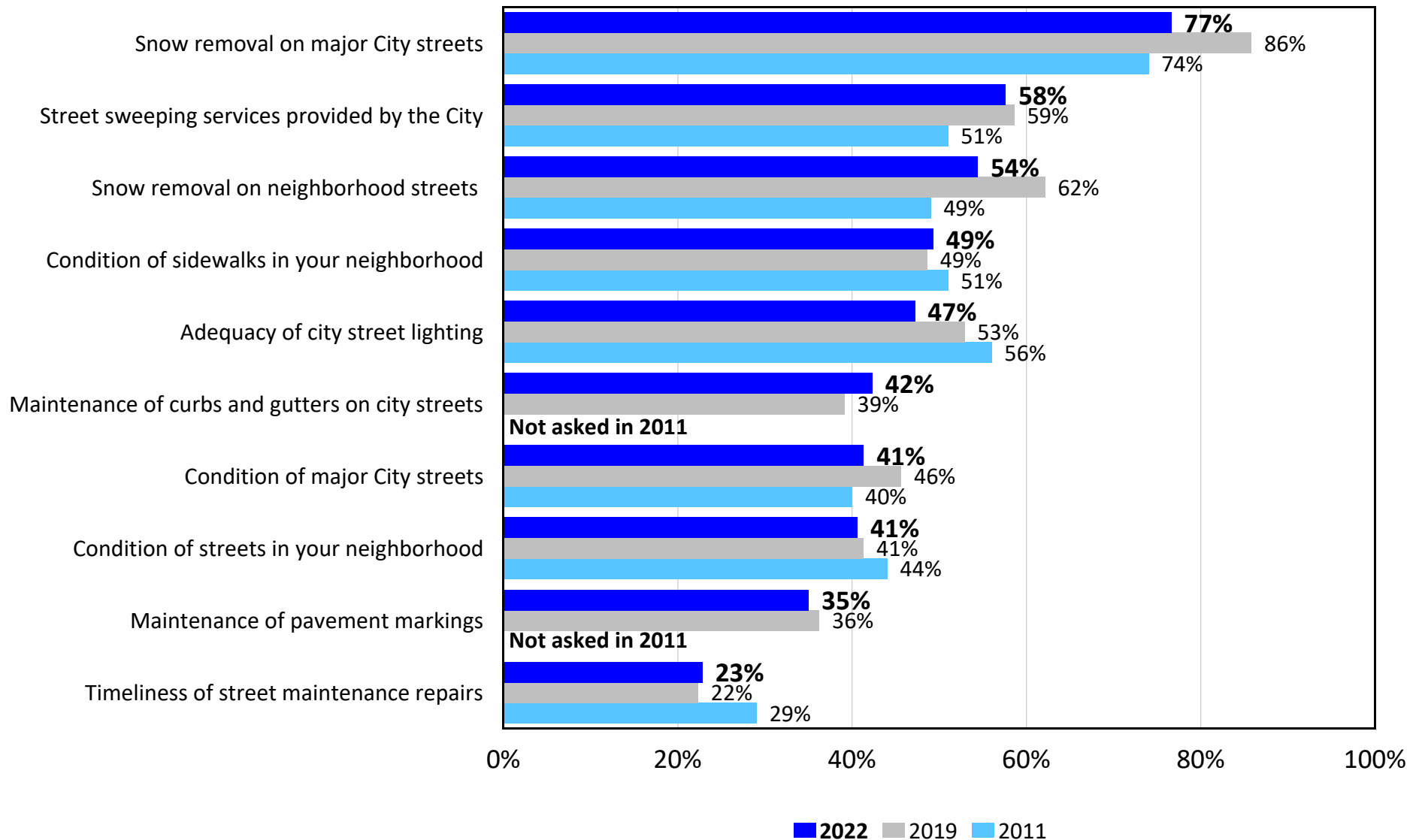
Q13. Parks and Recreation 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



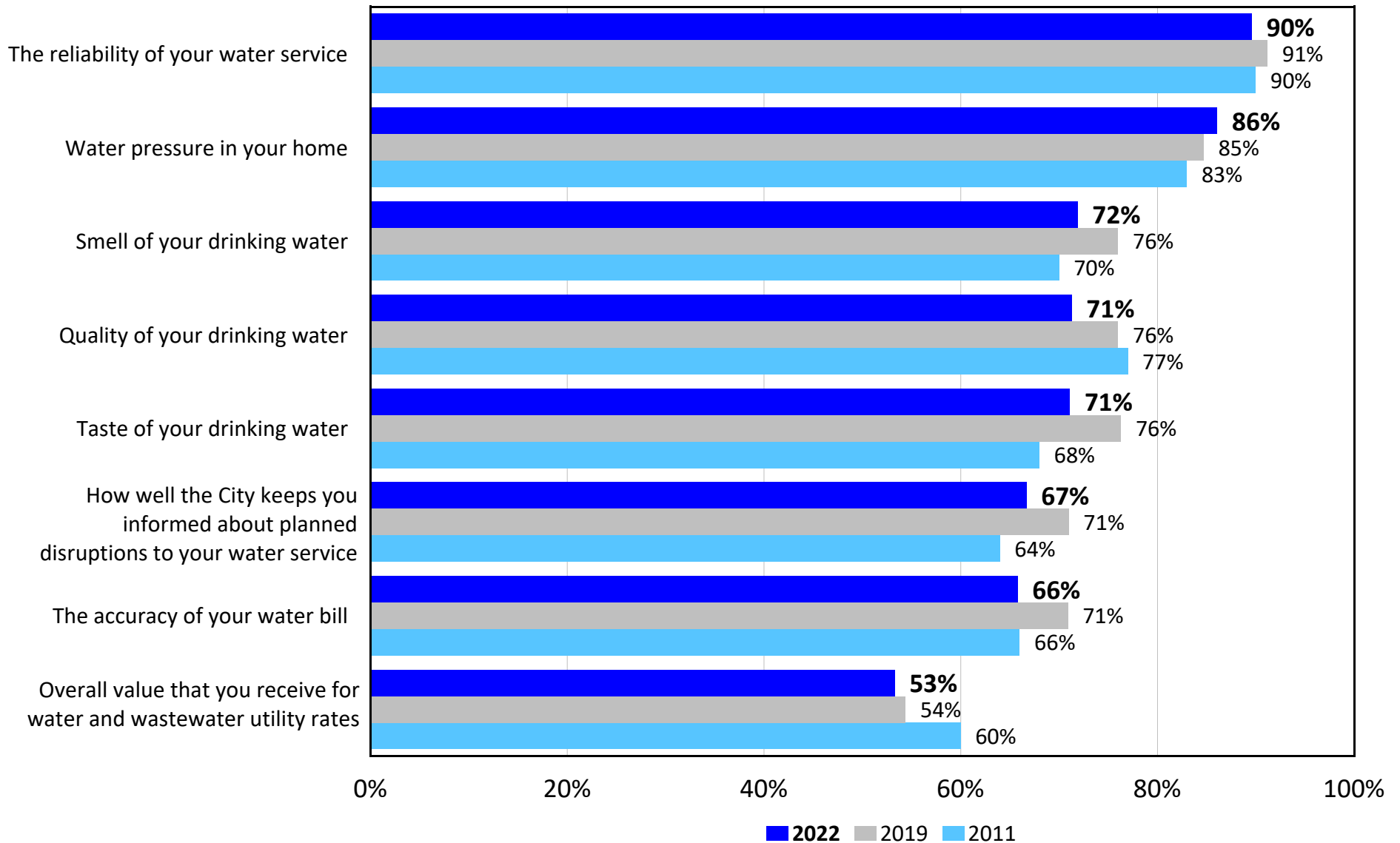
Q15. City Maintenance 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



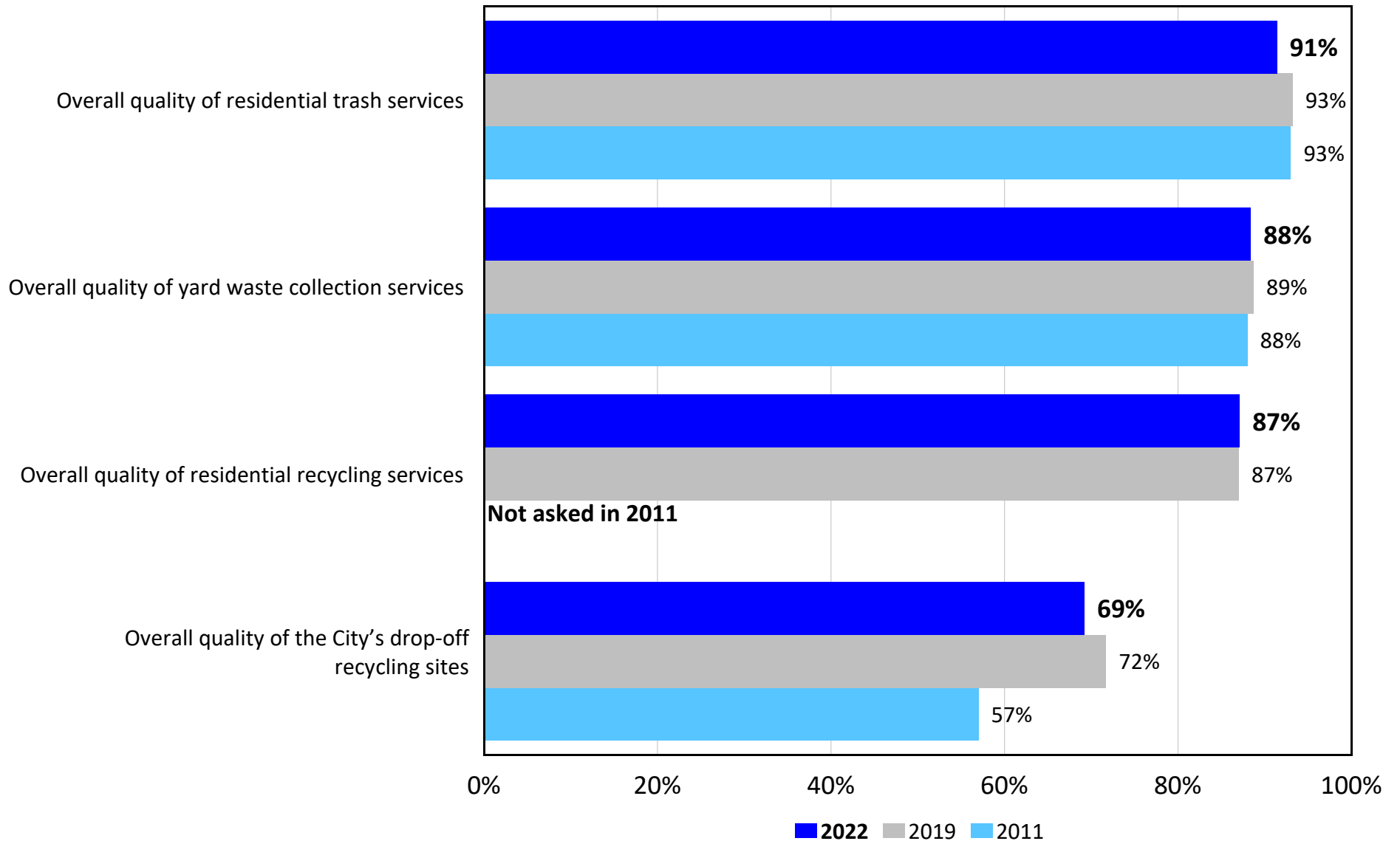
Q17. Water/Wastewater Utilities 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



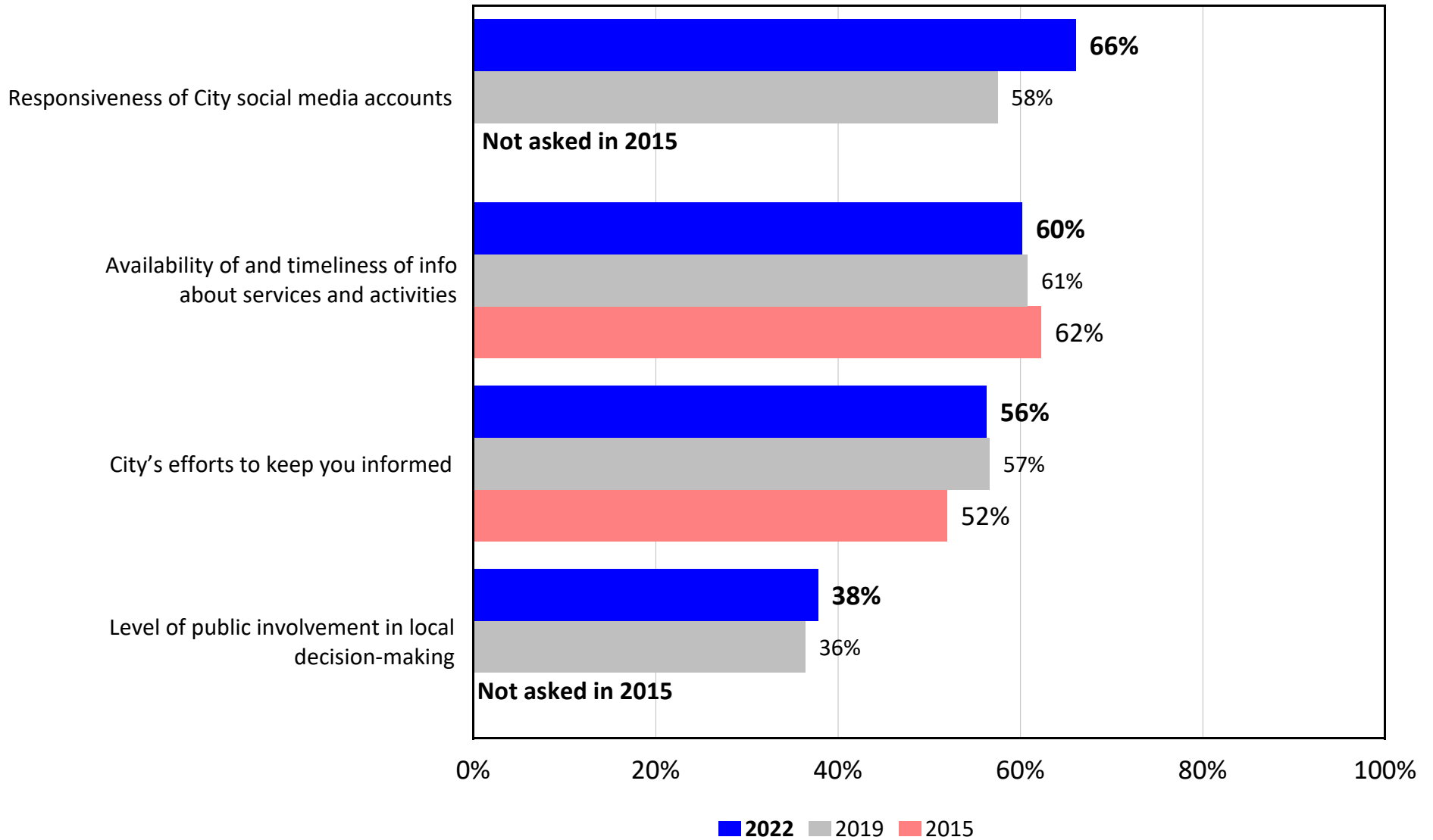
Q19. Solid Waste Disposal Services 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



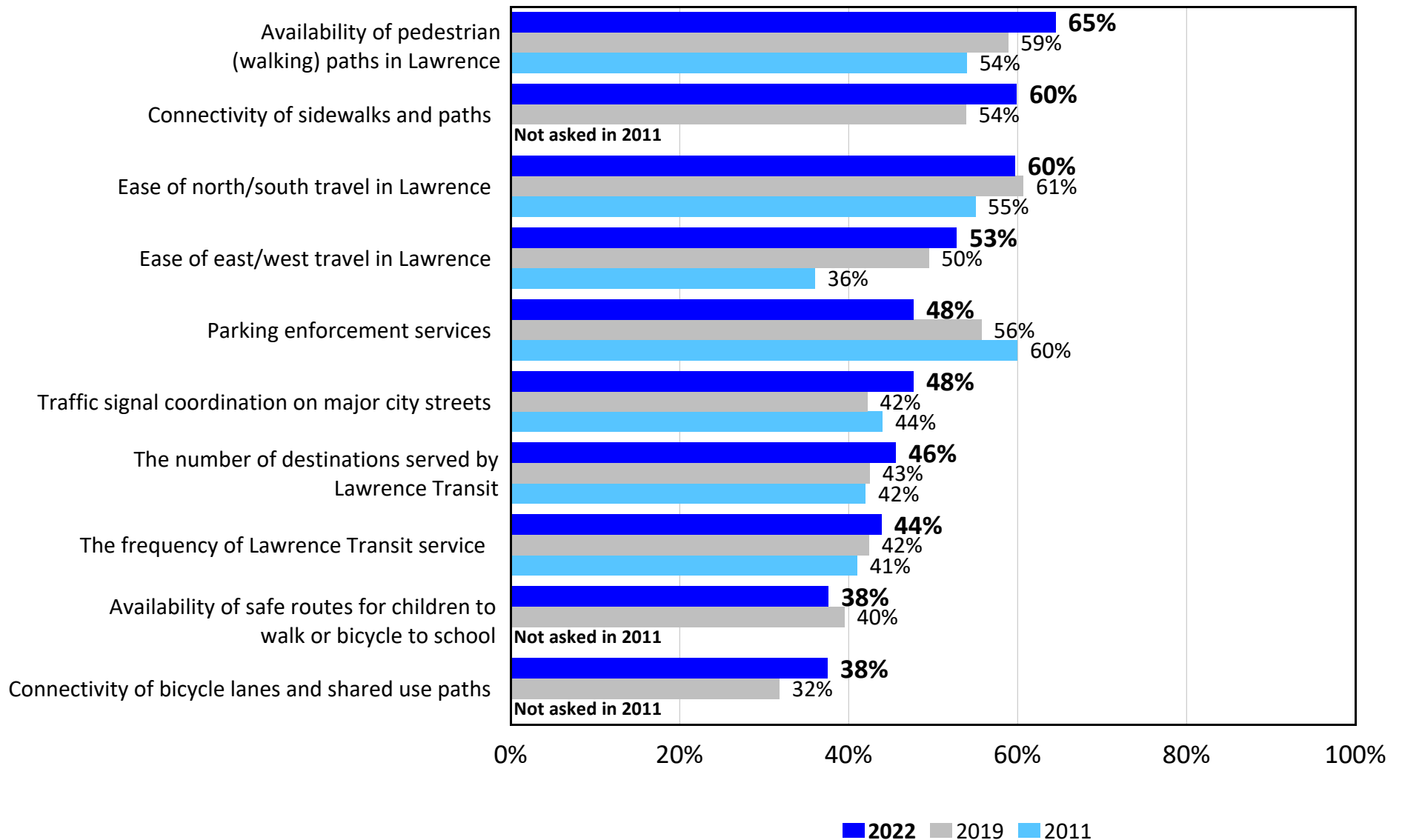
Q20. Communication 2022, 2019 and 2015

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q22. Transportation 2022, 2019, and 2011

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)





3 Benchmark Analysis

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 500 cities and counties in 49 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 fall of 2021 to a random sample of over 9,000 residents in the continental United States and (2) survey results from 20 communities in the Kansas City Metropolitan area where the *DirectionFinder*® survey was administered between 2020 and 2022. The communities included in the Kansas City Metropolitan area average are listed below:

- Belton, MO
- Blue Springs, MO
- Edgerton, KS
- Gladstone, MO
- Harrisonville, MO
- Johnson County, KS
- Kansas City, MO
- Lenexa, KS
- Merriam, KS
- Mission, KS
- North Kansas City, MO
- Olathe, KS
- Overland Park, KS
- Platte City, MO
- Raymore, MO
- Richmond, MO
- Roeland Park, KS
- Smithville, MO
- Spring Hill, KS
- Wyandotte County, KS

The charts on the following pages show how the results for the City of Lawrence compare to the national average and the Kansas City Metropolitan area 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 more than 9,000 U.S. residents during the fall of 2021. The green bar shows the average from Kansas City Metropolitan area communities that administered the *DirectionFinder*® survey between 2020 and 2022.

Benchmarking Data

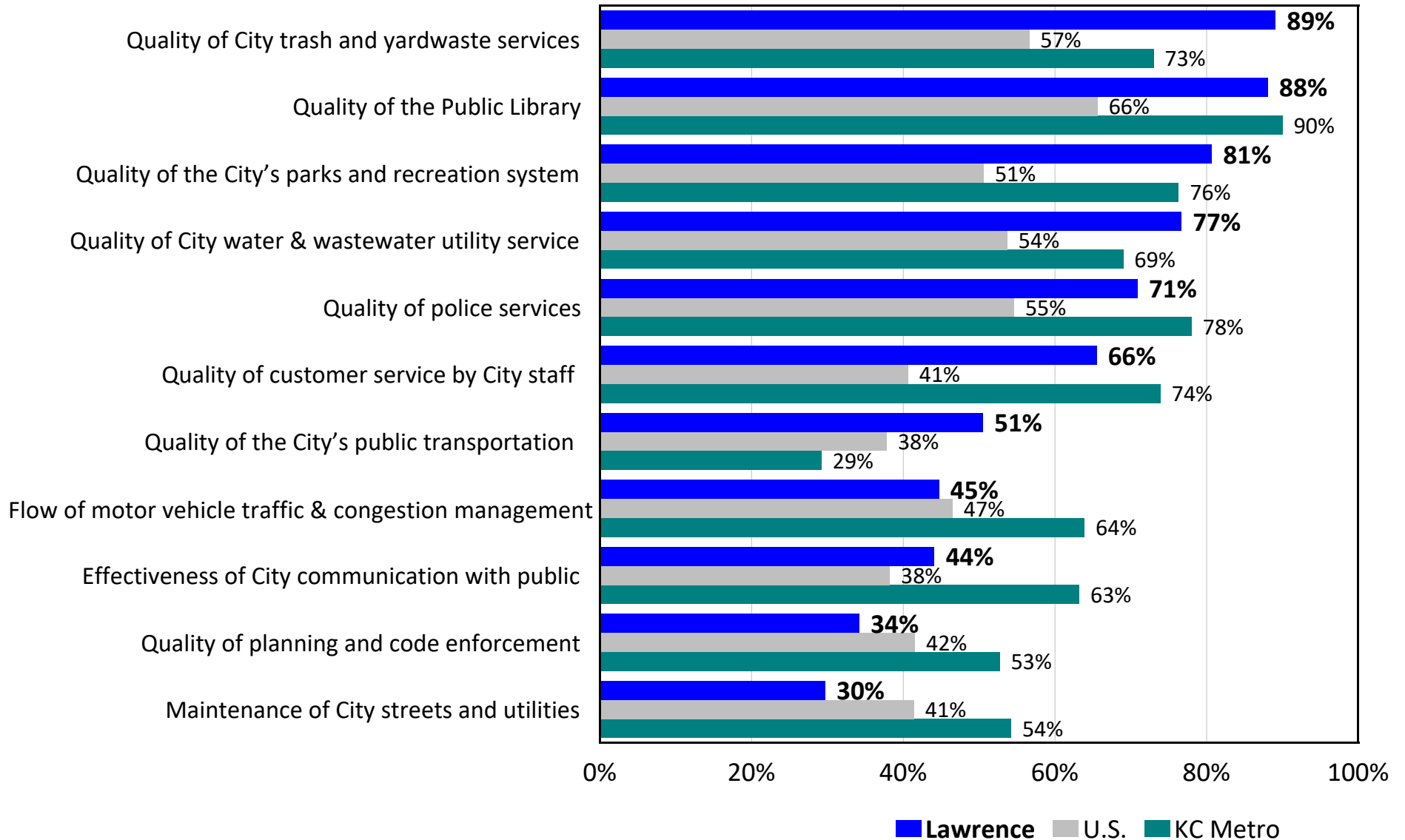
National Comparisons

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 fall of 2021. The green bar shows the average from 20 communities in the Kansas City Metropolitan area where ETC Institute has administered a survey between 2020 and 2022.

Q1. Major Categories of Services

Lawrence vs. U.S. vs. KC Metro

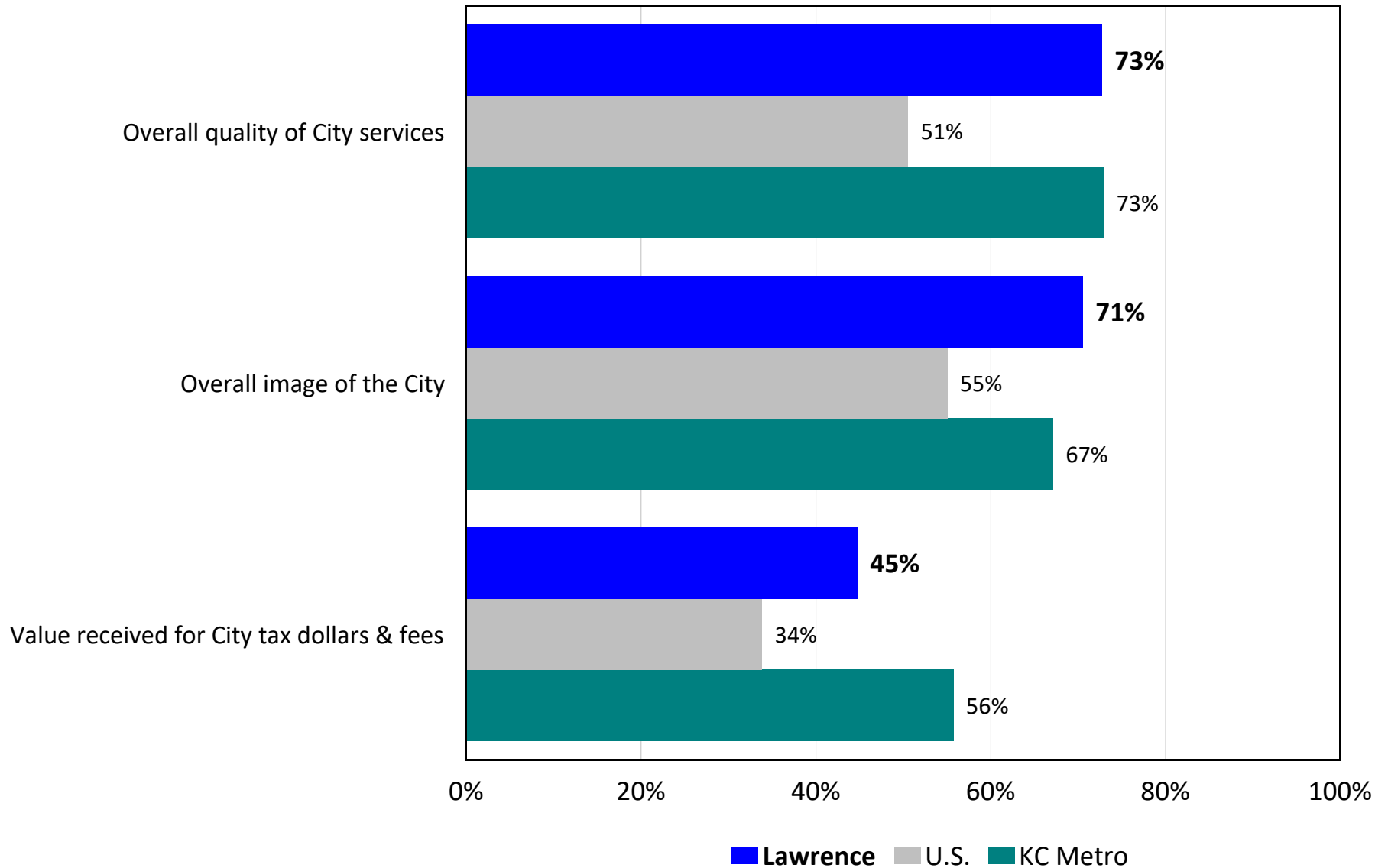
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q4. Perceptions of the City

Lawrence vs. U.S. vs. KC Metro

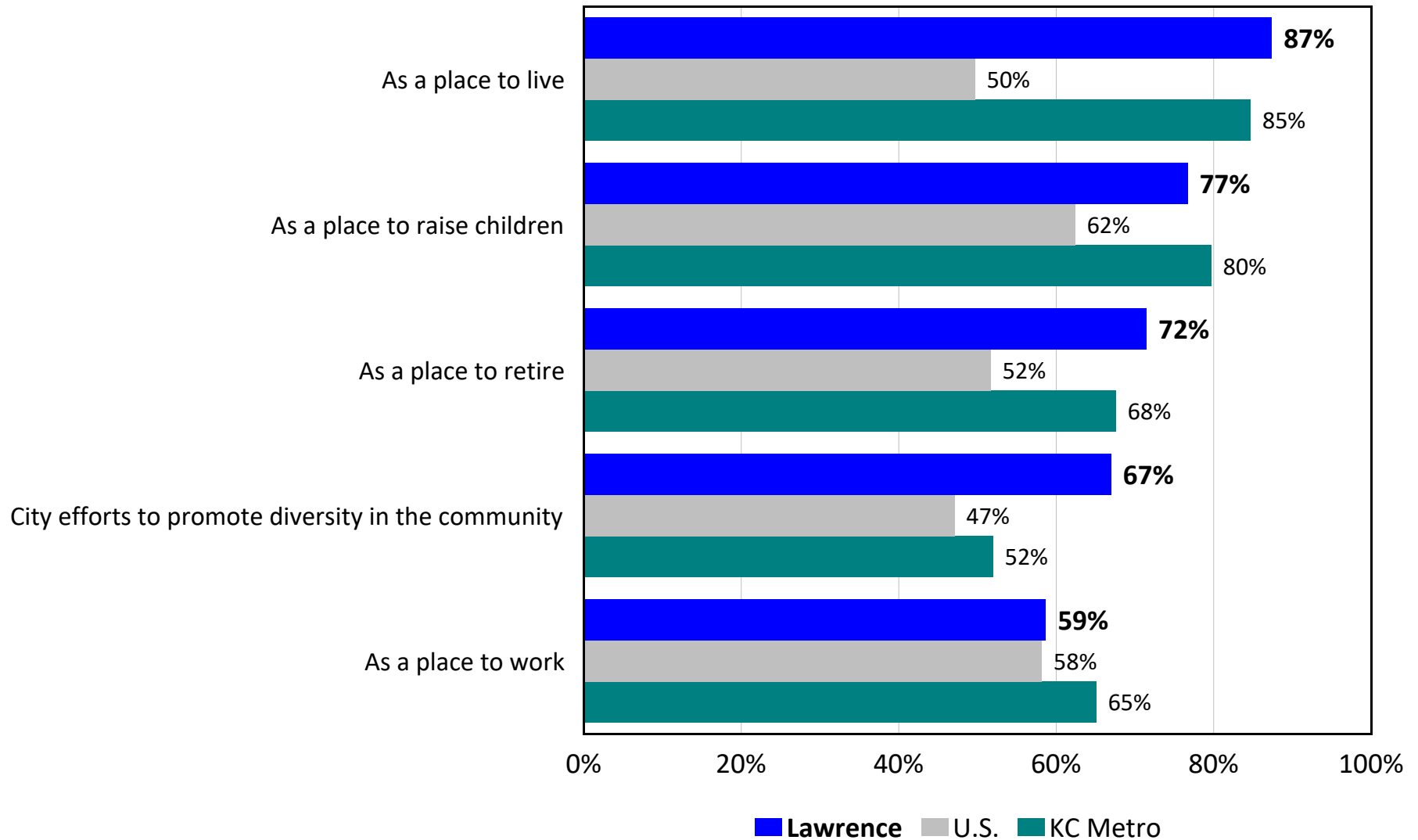
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q6. Overall Ratings of the City

Lawrence vs. U.S. vs. KC Metro

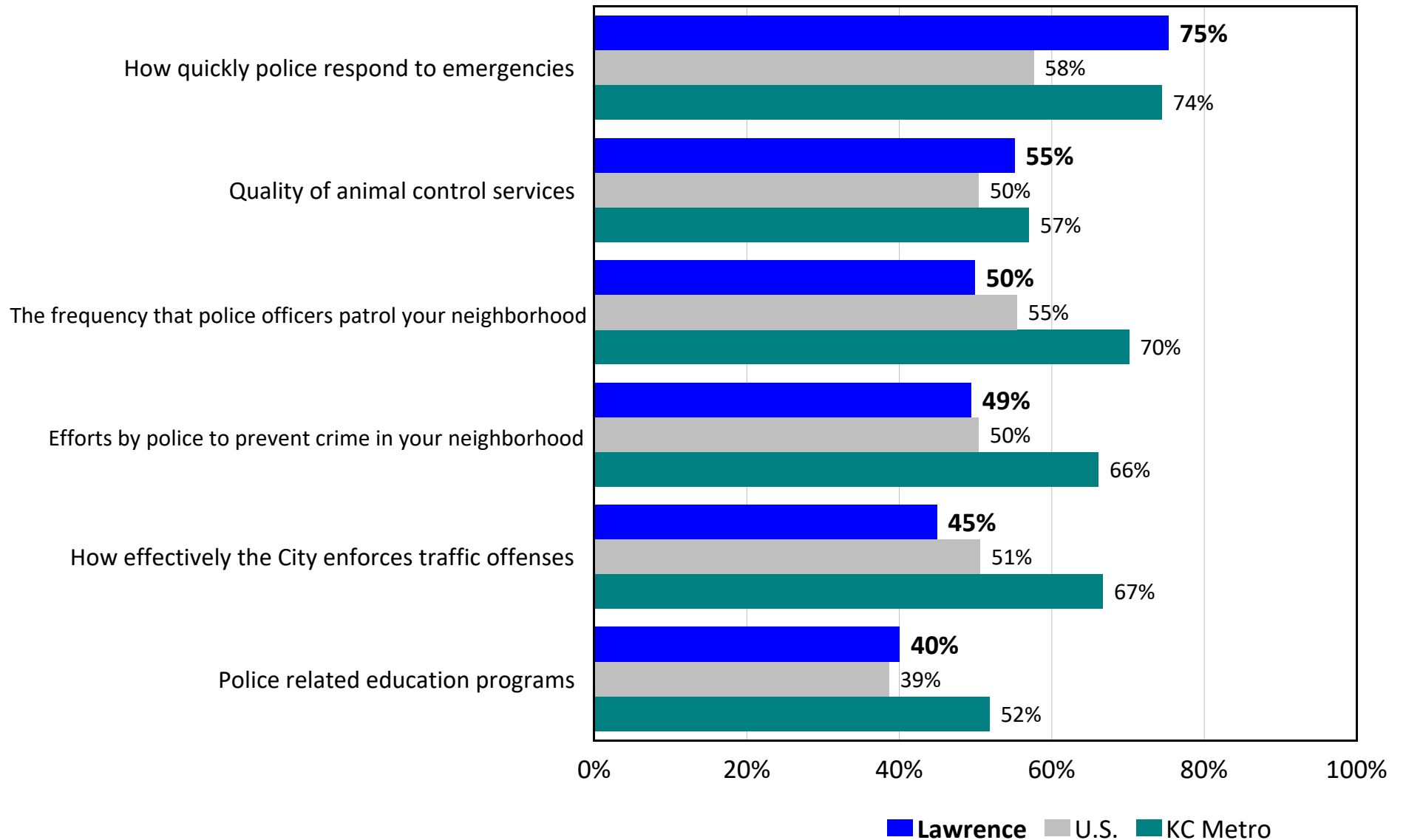
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q10. Police Services

Lawrence vs. U.S. vs. KC Metro

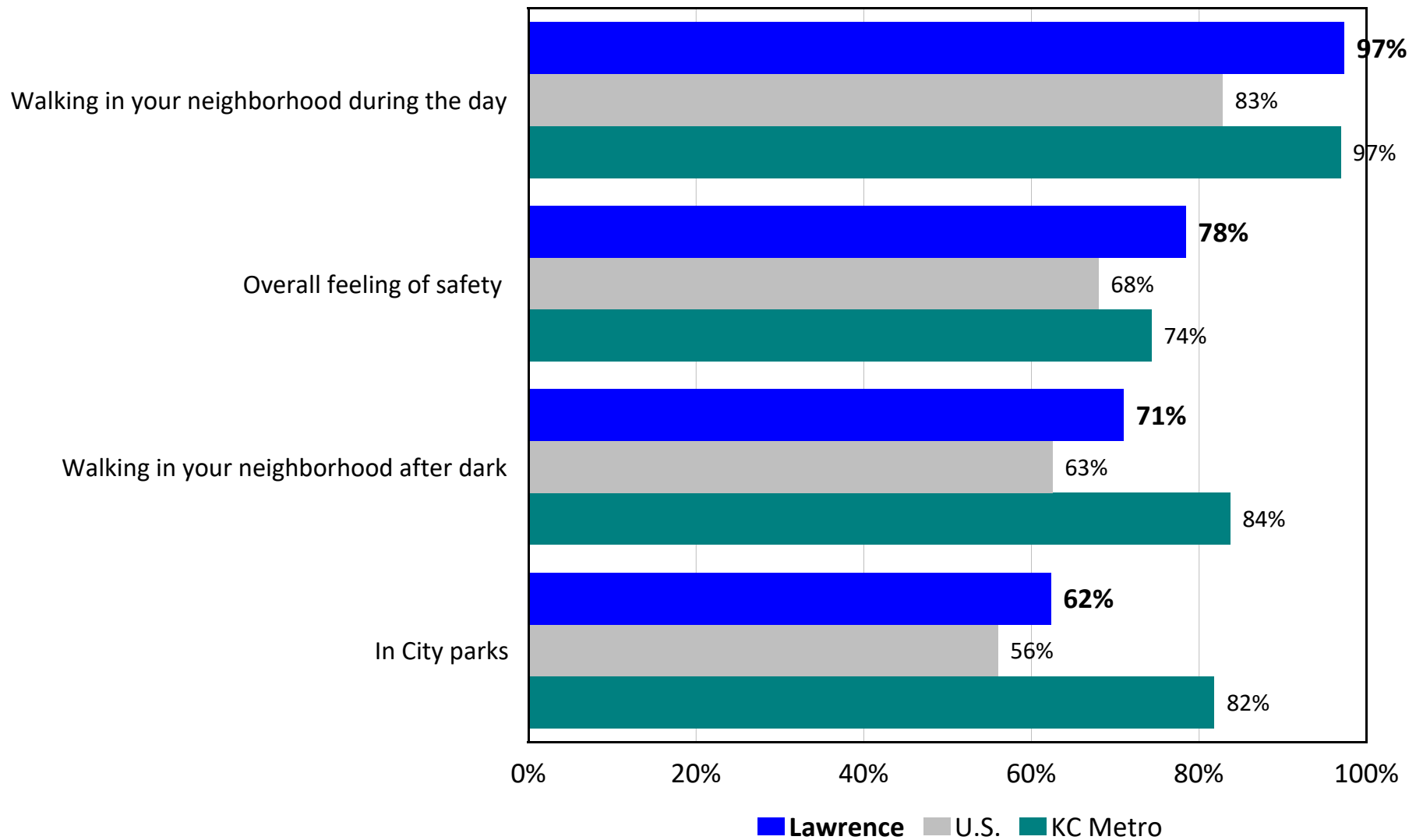
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q11. Perceptions of Safety

Lawrence vs. U.S. vs. KC Metro

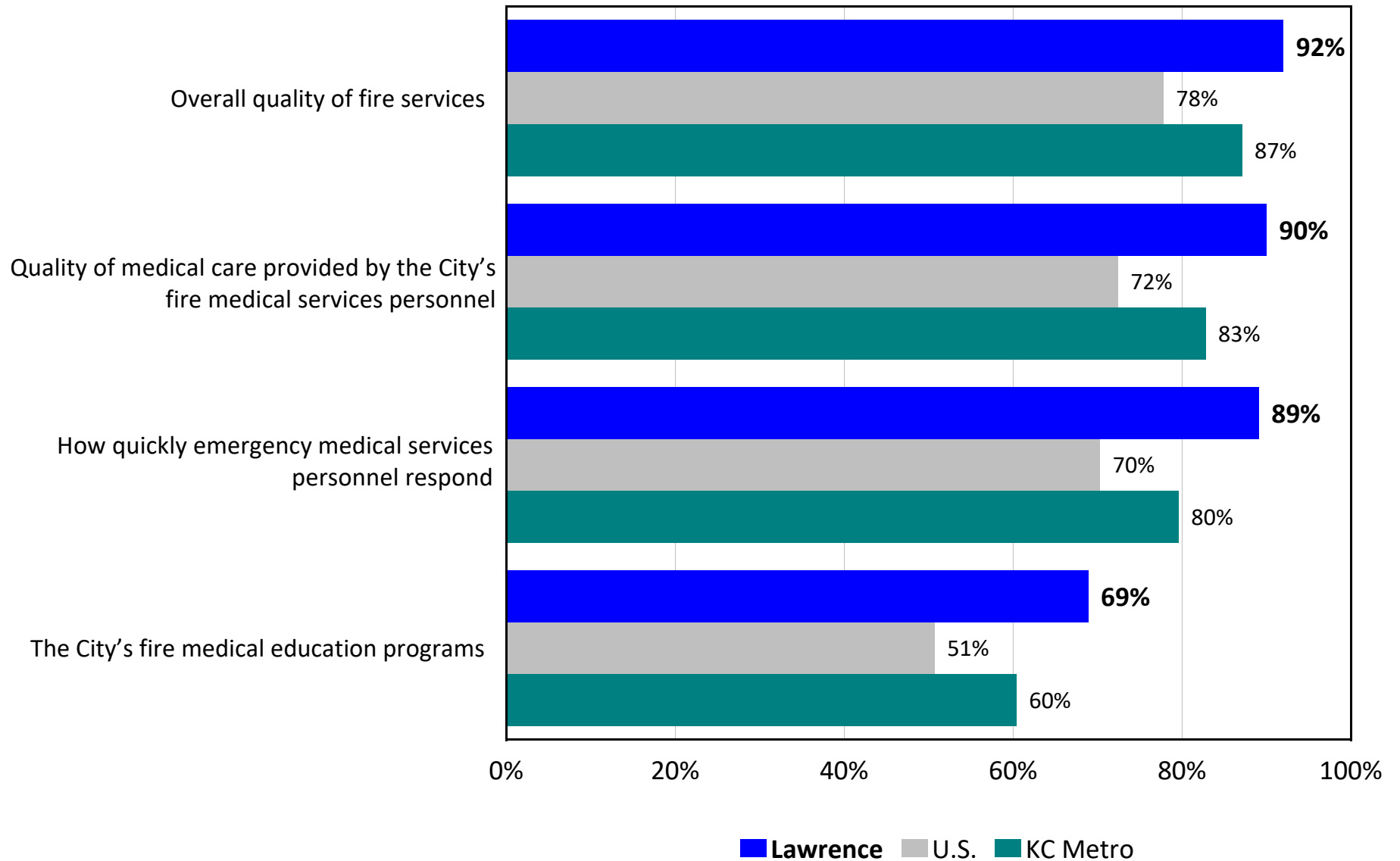
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q12. Fire and Emergency Medical Services

Lawrence vs. U.S. vs. KC Metro

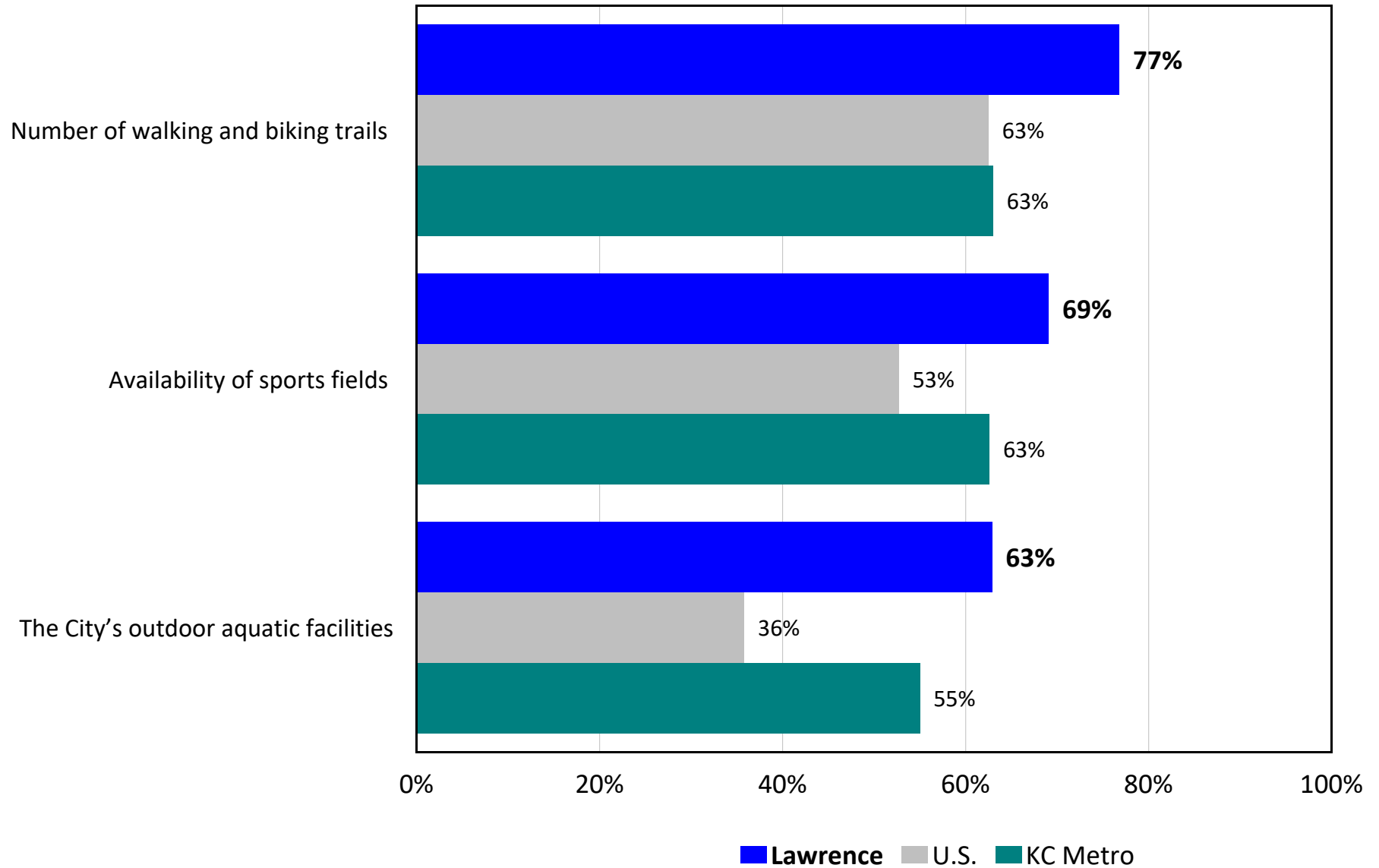
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q13. Parks and Recreation

Lawrence vs. U.S. vs. KC Metro

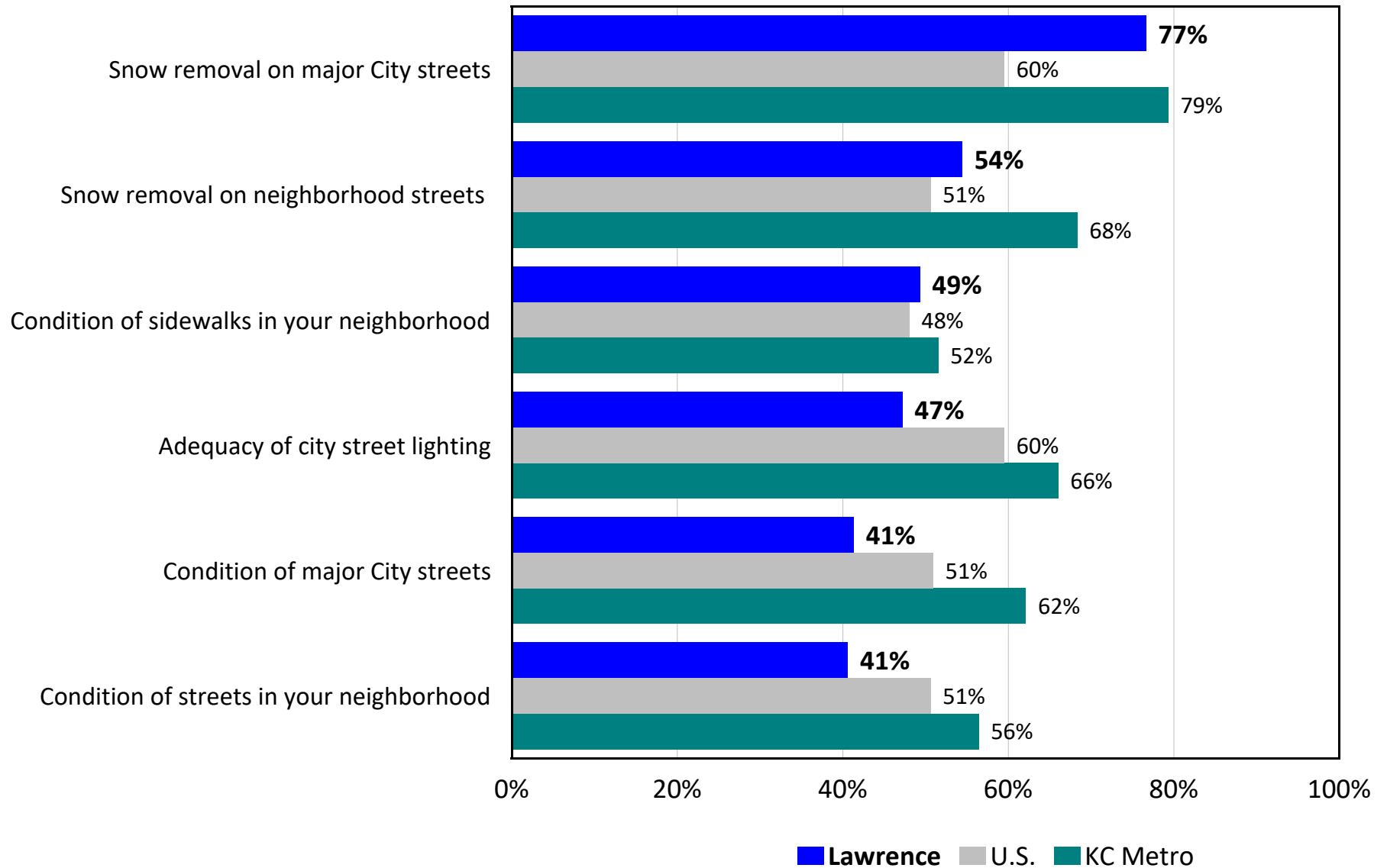
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q15. City Maintenance

Lawrence vs. U.S. vs. KC Metro

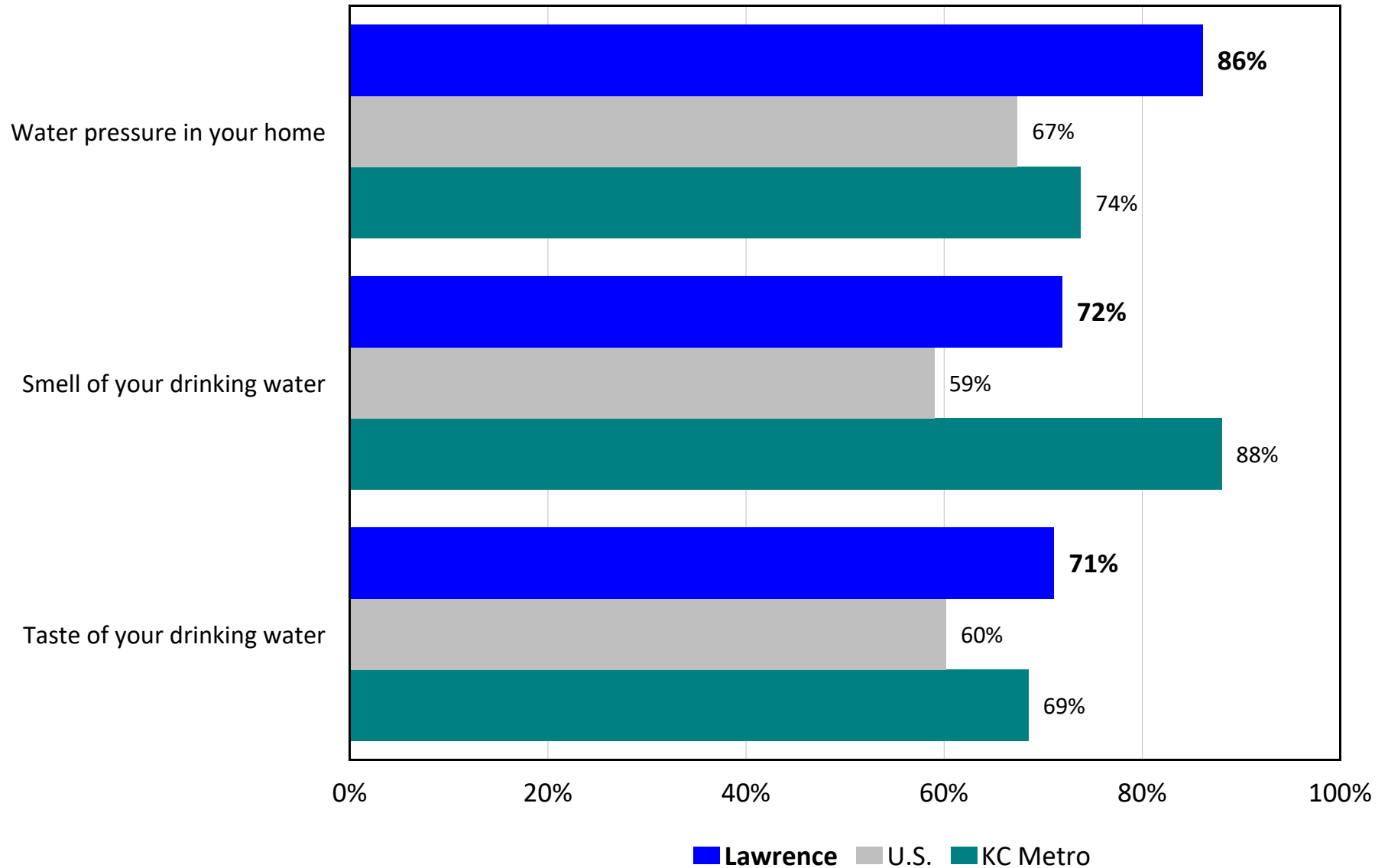
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q17. Water/Wastewater Utilities

Lawrence vs. U.S. vs. KC Metro

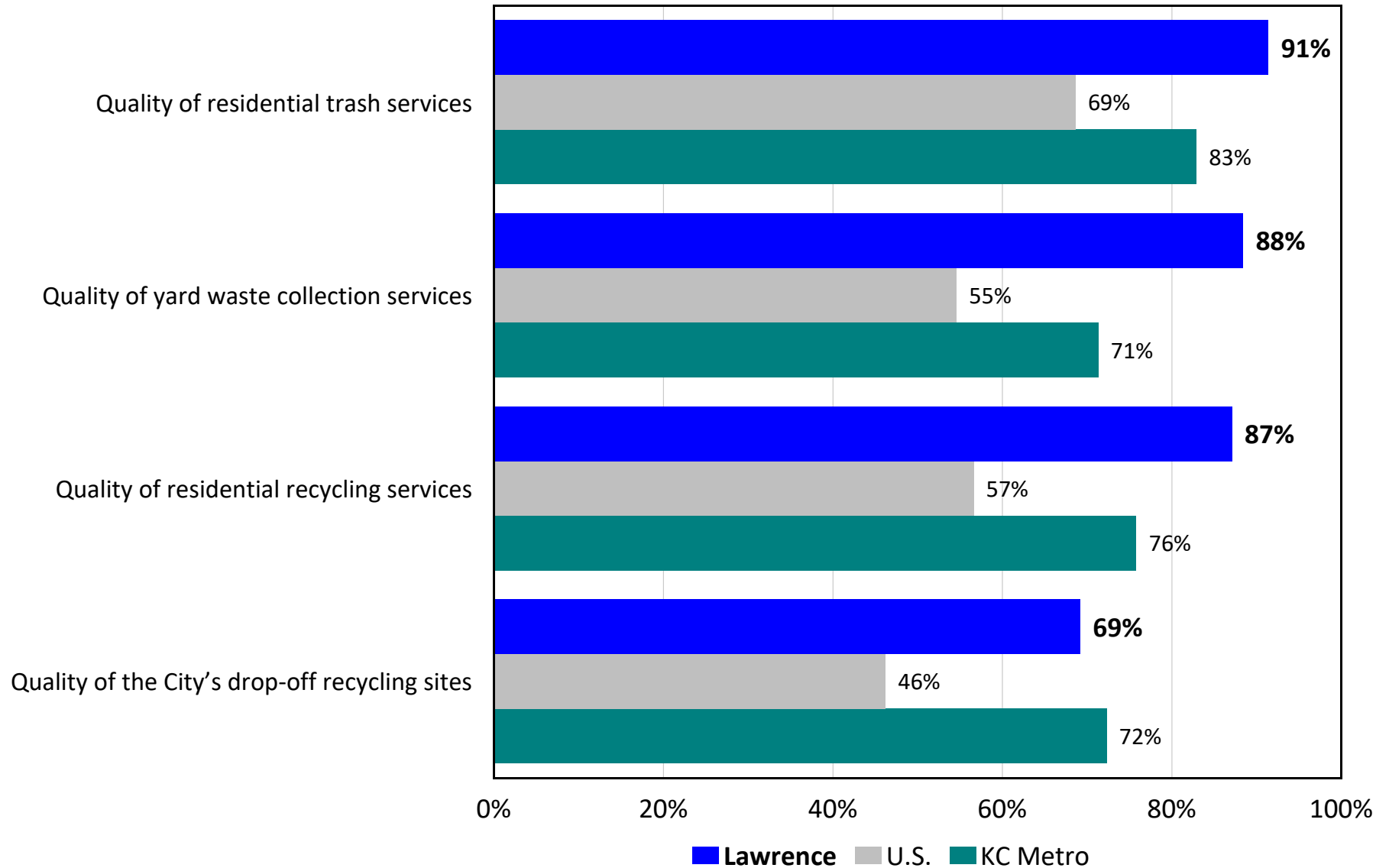
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q19. Solid Waste Disposal Services

Lawrence vs. U.S. vs. KC Metro

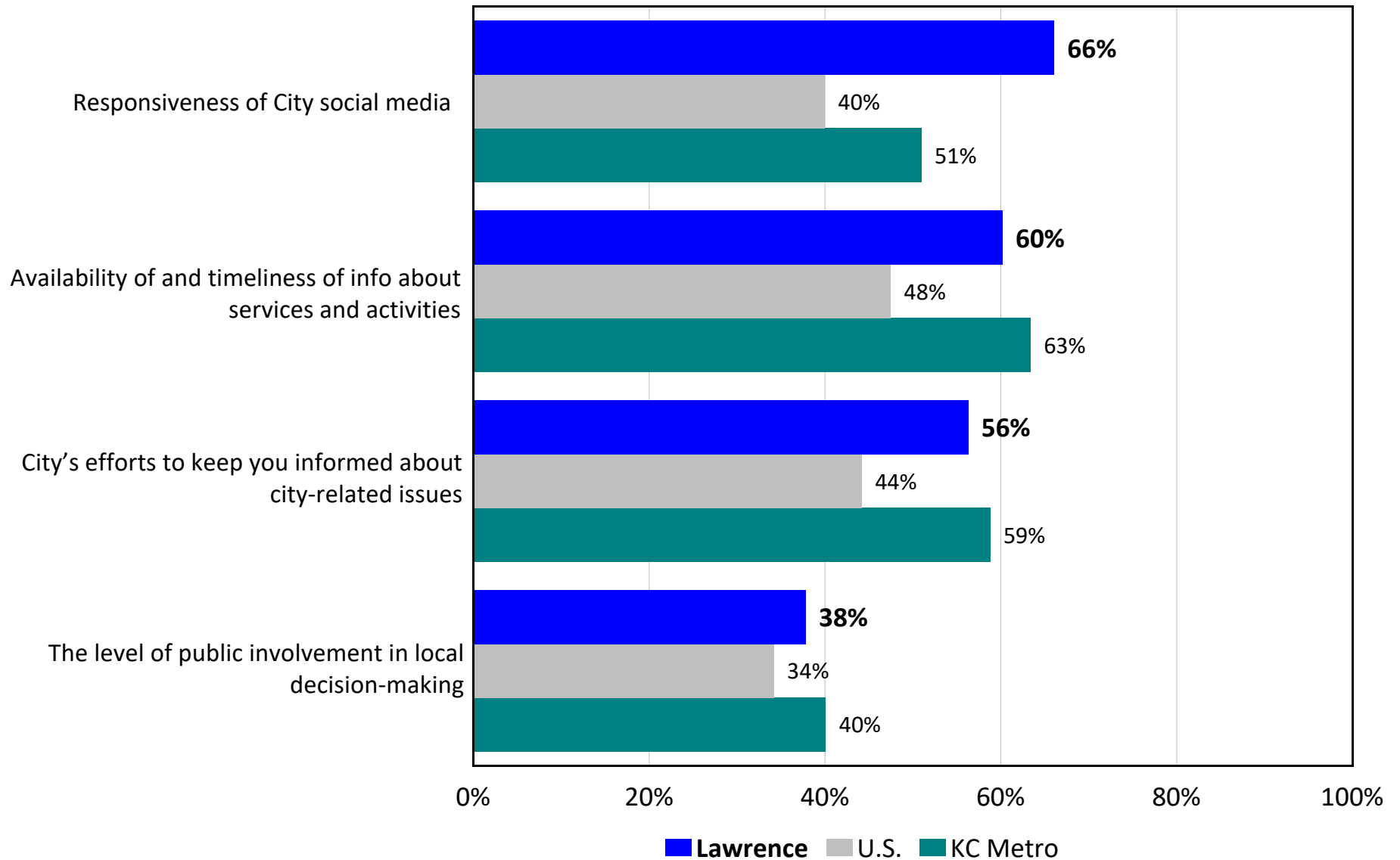
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale



Q20. 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



A graphic consisting of a white circle with a dark blue outline containing the number '4'. To the right of the circle is a dark blue horizontal bar with the text 'Importance-Satisfaction Analysis' in white.

4 Importance-Satisfaction
Analysis

Overview

Today, community leaders 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 (I-S) 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 (I-S) 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.

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.

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify the major City services that are most important to emphasize over the next two years. Nearly three-fourths (72.4%) of the households selected "*maintenance of City streets and utilities*" as one of the most important services for the City to emphasize.

With regard to satisfaction, 29.7% of respondents surveyed rated "*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 was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 72.4% was multiplied by 70.3% (1-0.297). This calculation yielded an I-S rating of 0.5090, which ranked first out of twelve major categories of City services analyzed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance 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 of the two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. 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 (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

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

2022 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	72%	1	30%	12	0.5090	1
Overall flow of motor vehicle traffic & congestion management	43%	2	45%	9	0.2394	2
High Priority (IS .10-.20)						
Overall quality of planning and code enforcement	24%	4	34%	11	0.1599	3
Overall effectiveness of City communication with the public	20%	5	44%	10	0.1129	4
Medium Priority (IS <.10)						
Overall quality of police services	29%	3	71%	6	0.0853	5
Overall quality of the City's public transportation	12%	8	51%	8	0.0604	6
Overall quality of the City's parks and recreation system	20%	6	81%	4	0.0382	7
Overall quality of City water and wastewater utility services	15%	7	77%	5	0.0343	8
Overall quality of customer service by City staff	6%	11	66%	7	0.0197	9
Overall quality of fire & emergency medical services	10%	9	89%	1	0.0104	10
Overall quality of the Lawrence Public Library	6%	10	88%	3	0.0069	11
Overall quality of City trash and yardwaste services	4%	12	89%	2	0.0048	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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2022 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 received for City tax dollars & fees	53%	1	45%	8	0.2947	1
High Priority (IS .10-.20)						
Enforcement of City codes and ordinances	24%	6	41%	9	0.1395	2
Overall quality of the City's equitable delivery of service	25%	5	53%	7	0.1164	3
Medium Priority (IS <.10)						
Upkeep of your neighborhood	27%	2	71%	4	0.0777	4
The City as a culturally welcoming place where all enjoy life & feel at home	24%	7	70%	6	0.0708	5
Overall quality of City services	25%	4	73%	3	0.0691	6
Overall image of the City	19%	8	71%	5	0.0572	7
Overall quality of life in the City	26%	3	80%	2	0.0529	8
Livability of your neighborhood	17%	9	85%	1	0.0249	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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2022 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
<u>Very High Priority (IS >.20)</u>						
How well the City is planning growth	38%	3	21%	1	0.3022	1
Access to jobs that offer a living wage	40%	2	26%	2	0.2983	2
Access to quality housing you can afford	45%	1	37%	3	0.2812	3
City efforts to promote economic development	31%	4	34%	4	0.2026	4
<u>High Priority (IS .10-.20)</u>						
Overall quality of new development in Lawrence	28%	5	30%	5	0.1954	5
Access to quality childcare you can afford	16%	8	16%	6	0.1331	6
Access to quality mental healthcare you can afford	18%	6	40%	7	0.1063	7
<u>Medium Priority (IS <.10)</u>						
Access to quality healthcare you can afford	18%	7	54%	8	0.0811	8
Access to healthy food you can afford	15%	9	62%	9	0.0572	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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2022 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)						
Number of walking and biking trails	24%	2	77%	6	0.0550	1
Appearance/cleanliness of City parks	26%	1	82%	1	0.0471	2
Condition of equipment	16%	3	77%	5	0.0371	3
The City's indoor aquatic facilities	10%	10	65%	14	0.0368	4
Cost of parks/recreation programs and services offered by the City	11%	6	69%	12	0.0347	5
Amount of arts, cultural opportunities, and related events	15%	4	76%	7	0.0342	6
Quality of recreation programs offered by the City	12%	5	73%	10	0.0324	7
Availability of gym space	8%	13	62%	16	0.0318	8
Availability of information about parks and recreation programs	11%	8	70%	11	0.0317	9
The City's outdoor aquatic facilities	8%	15	63%	15	0.0278	10
City outdoor recreation facilities	9%	11	75%	8	0.0232	11
City indoor recreation facilities	8%	12	74%	9	0.0221	12
Number of City parks	11%	7	80%	3	0.0212	13
City's landscaping efforts	11%	9	81%	2	0.0204	14
Availability of sports fields in Lawrence	6%	16	69%	13	0.0185	15
Welcoming environment of City parks and recreation facilities	8%	14	79%	4	0.0175	16

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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2022 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)						
Condition of major City streets	38%	1	41%	7	0.2231	1
Timeliness of street maintenance repairs	29%	3	23%	10	0.2208	2
High Priority (IS .10-.20)						
Condition of streets in your neighborhood	29%	2	41%	8	0.1740	3
Medium Priority (IS <.10)						
Condition of sidewalks in your neighborhood	15%	4	49%	4	0.0776	4
Maintenance of curbs and gutters on city streets	13%	6	42%	6	0.0767	5
Adequacy of city street lighting	14%	5	47%	5	0.0744	6
Maintenance of pavement markings	11%	7	35%	9	0.0735	7
Snow removal on neighborhood streets	9%	8	54%	3	0.0429	8
Street sweeping services provided by the City	2%	10	58%	2	0.0093	9
Snow removal on major City streets	3%	9	77%	1	0.0075	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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2022 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
High Priority (IS .10-.20)						
Overall value received for water & wastewater utility rates	35%	1	53%	8	0.1616	1
Medium Priority (IS <.10)						
Quality of your drinking water	33%	2	71%	4	0.0950	2
Taste of your drinking water	16%	3	71%	5	0.0465	3
The accuracy of your water bill	12%	4	66%	7	0.0417	4
How well the City keeps you informed about planned disruptions to water service	7%	7	67%	6	0.0243	5
Smell of your drinking water	8%	6	72%	3	0.0216	6
The reliability of your water service	10%	5	90%	1	0.0099	7
Water pressure in your home	6%	8	86%	2	0.0088	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 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 know.' 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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2022 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	30%	1	48%	7	0.1564	1
Availability of safe routes for children to walk or bicycle to school	22%	4	38%	13	0.1373	2
Ease of east/west travel in Lawrence	26%	2	53%	6	0.1213	3
Connectivity of bicycle lanes and shared use paths	16%	5	38%	14	0.1013	4
Medium Priority (IS <.10)						
Ease of north/south travel in Lawrence	23%	3	60%	3	0.0915	5
Number of destinations served by Lawrence Transit	10%	8	46%	9	0.0544	6
Pedestrian connectivity of sidewalks & paths	13%	6	60%	2	0.0501	7
Satisfaction of transportation experiences-bicycling	8%	9	41%	12	0.0481	8
The frequency of Lawrence Transit service	8%	10	44%	11	0.0449	9
Availability of pedestrian (walking) paths	12%	7	65%	1	0.0415	10
Satisfaction of transportation experiences-driving	7%	11	58%	4	0.0309	11
Parking enforcement services	6%	12	48%	8	0.0309	12
Satisfaction of transportation experiences-riding the bus	4%	14	44%	10	0.0239	13
Satisfaction of transportation experiences-walking or using an assistive device	5%	13	53%	5	0.0216	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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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.

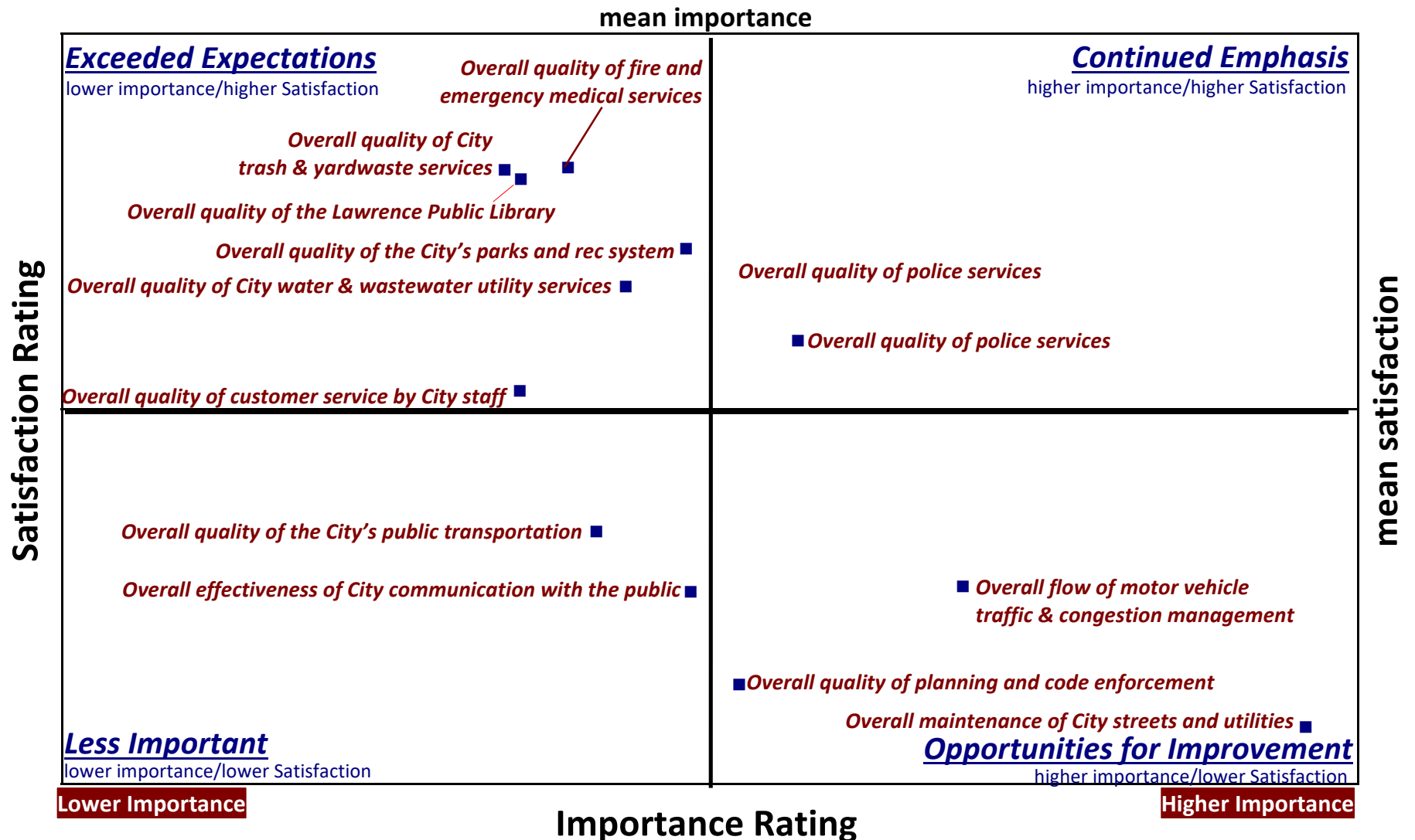
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 its 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.

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

2022 City of Lawrence Community Survey Importance-Satisfaction Assessment Matrix

-Major Categories of Services-

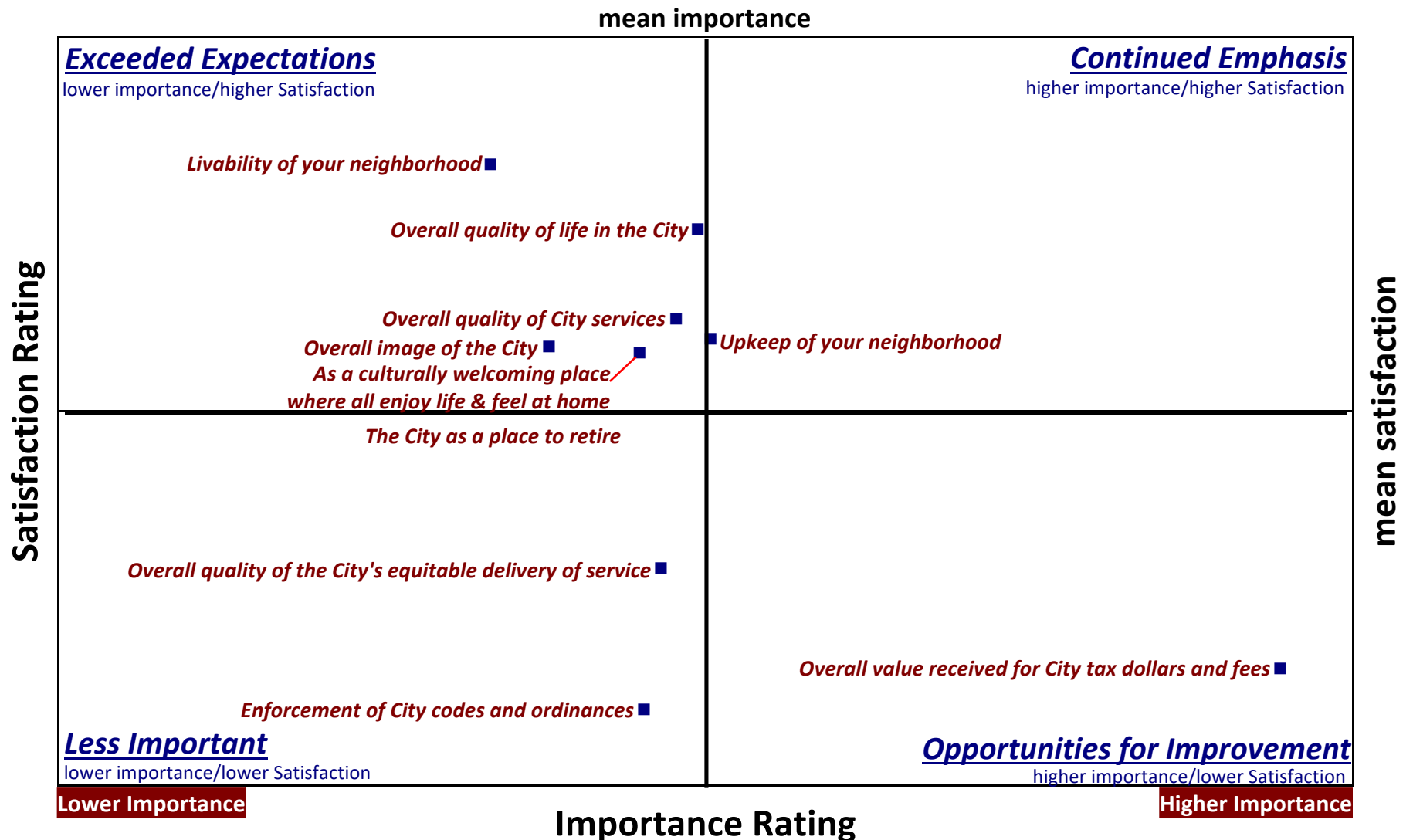
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2022 City of Lawrence Community Survey Importance-Satisfaction Assessment Matrix

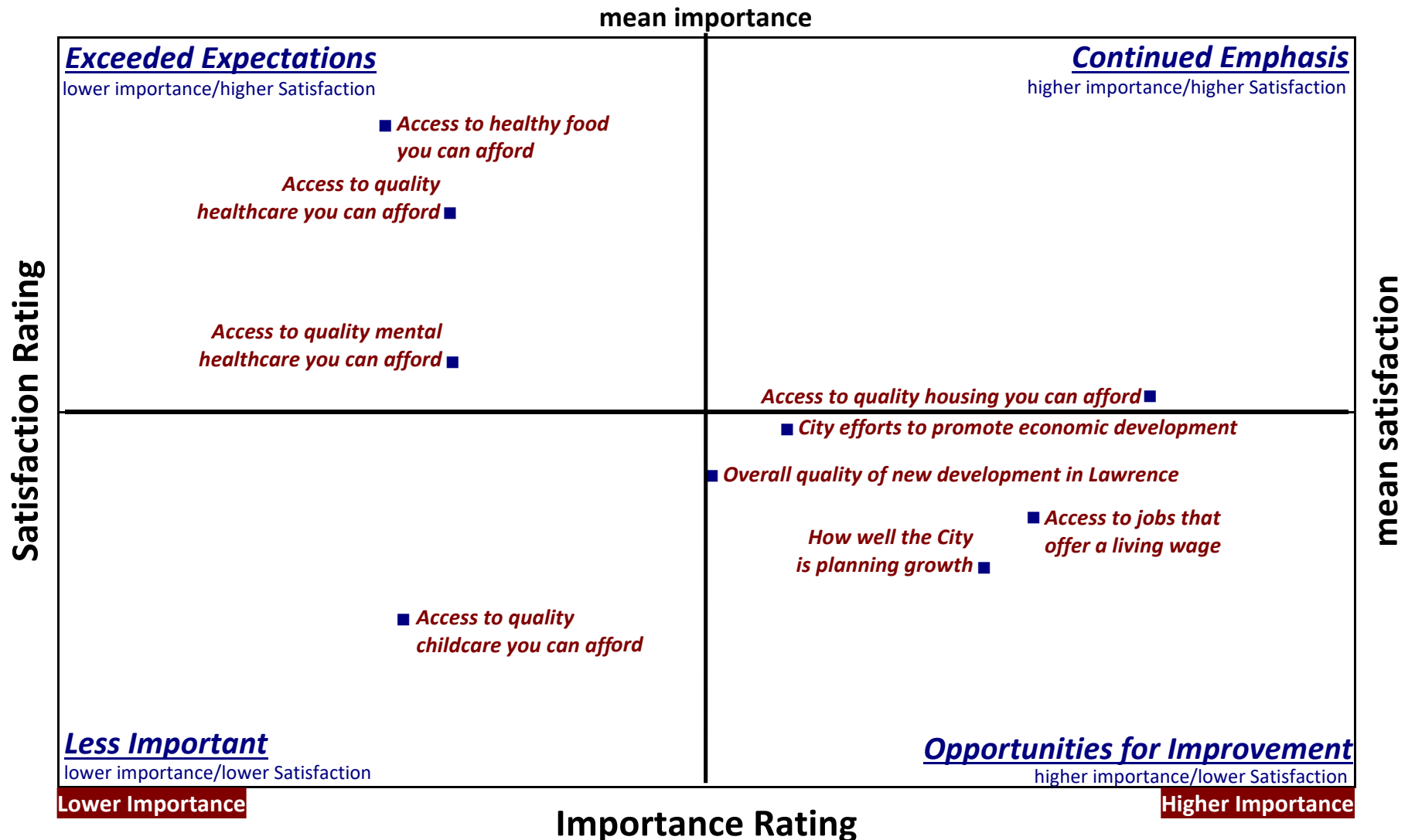
-Perceptions of the City-

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



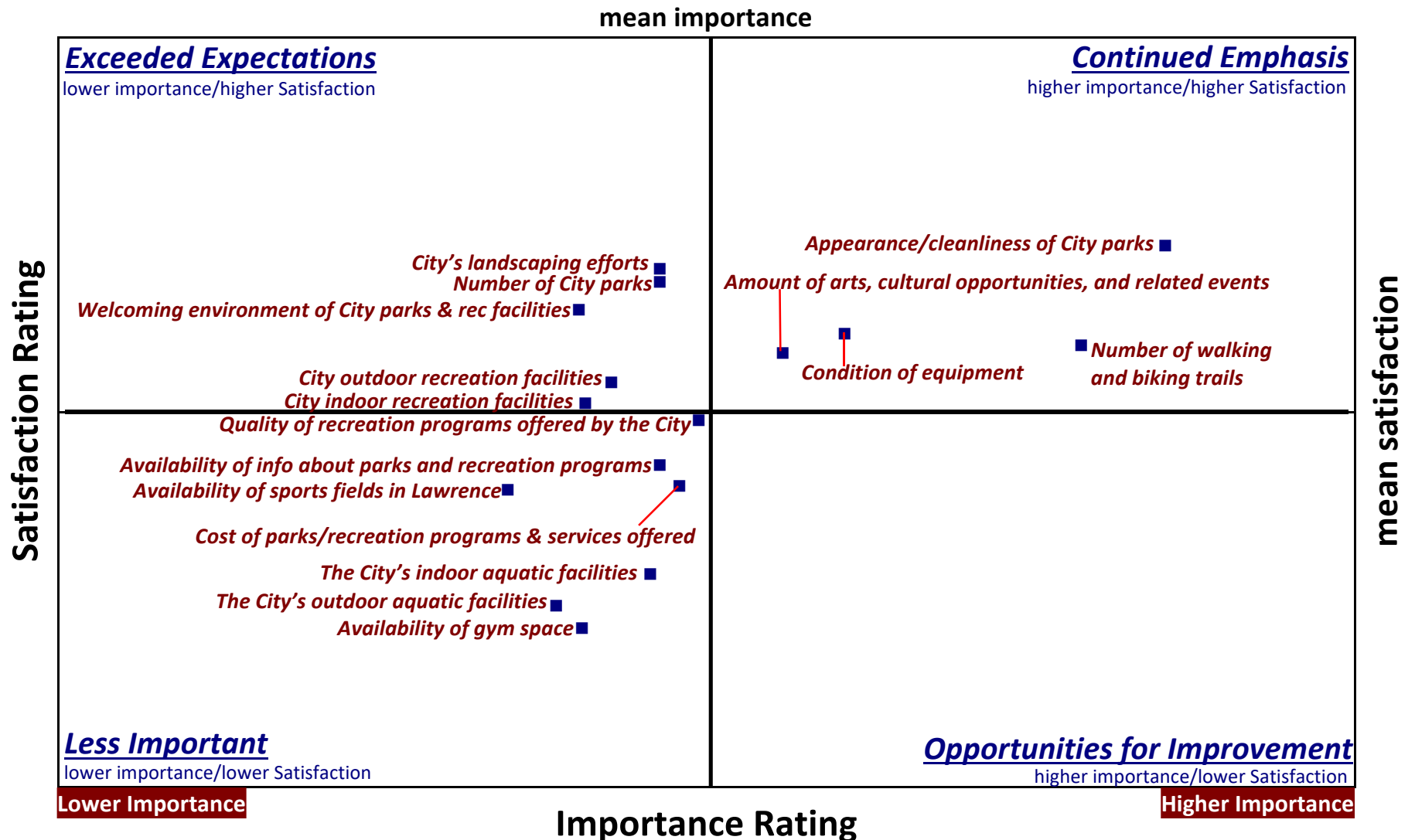
2022 City of Lawrence Community Survey Importance-Satisfaction Assessment Matrix -Economic Growth and Affordability-

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



2022 City of Lawrence Community Survey Importance-Satisfaction Assessment Matrix -Parks and Recreation-

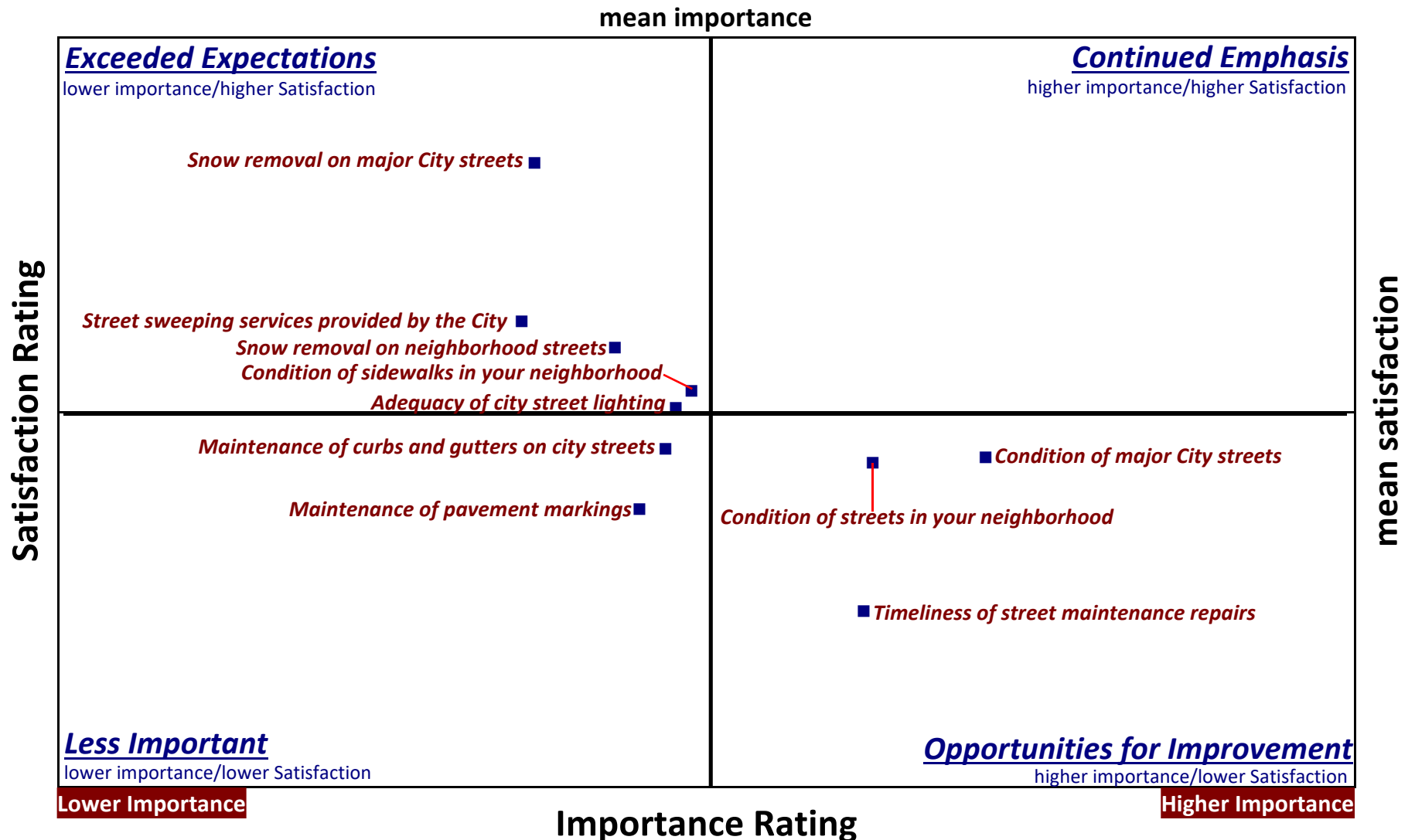
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2022 City of Lawrence Community Survey Importance-Satisfaction Assessment Matrix

-City Maintenance-

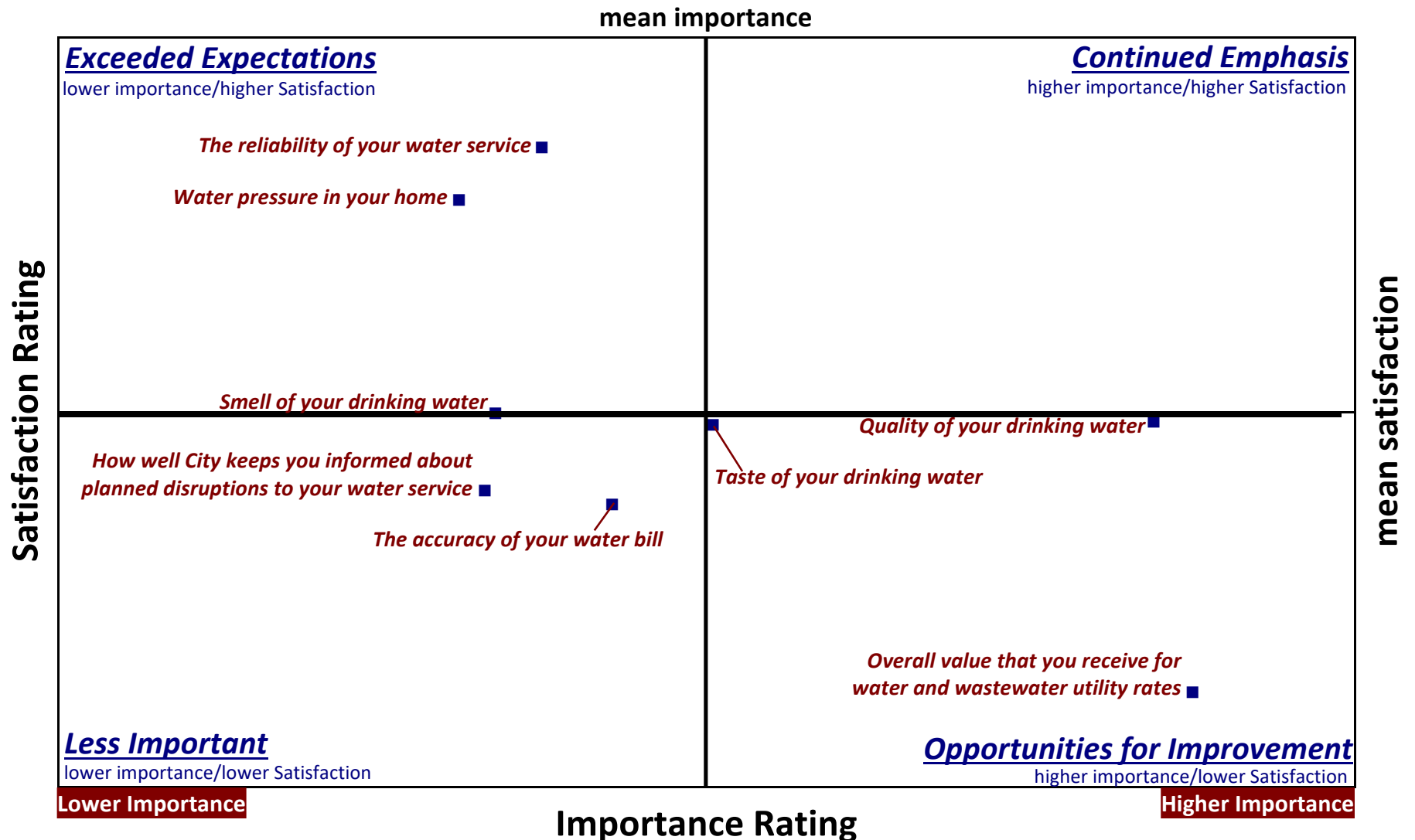
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2022 City of Lawrence Community Survey Importance-Satisfaction Assessment Matrix

-Water/Wastewater Utilities-

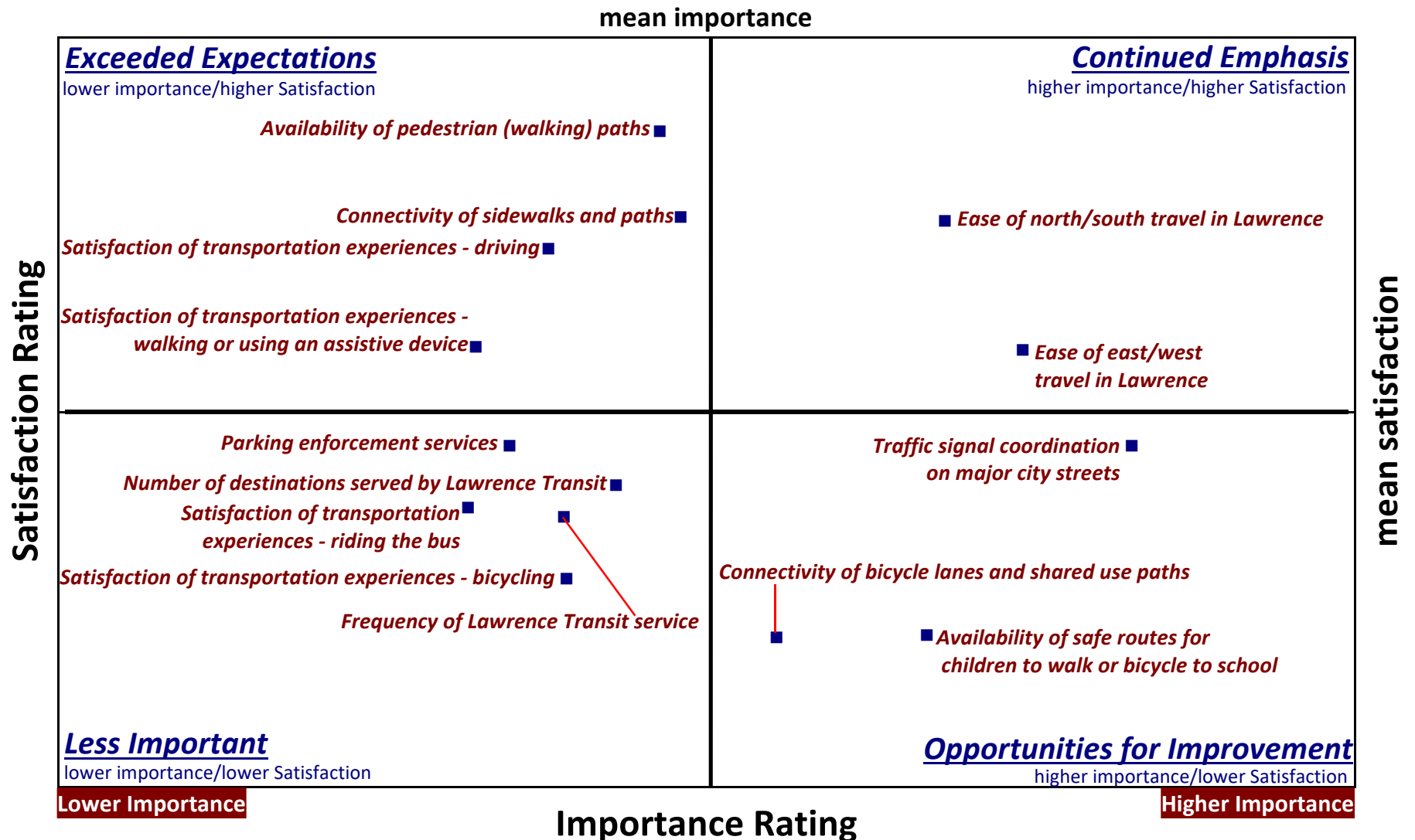
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2022 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)





5

Tabular Data

Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Overall quality of police services	21.5%	42.8%	19.3%	5.3%	1.9%	9.3%
Overall quality of fire and emergency medical services	36.3%	42.2%	9.0%	0.2%	0.1%	12.1%
Overall maintenance of City streets and utilities	4.4%	25.1%	25.3%	32.4%	12.3%	0.5%
Overall effectiveness of City communication with the public	8.4%	33.7%	35.5%	14.0%	4.0%	4.4%
Overall flow of motor vehicle traffic and congestion management on streets in the City	4.9%	39.2%	25.3%	21.9%	7.4%	1.3%
Overall quality of City water and wastewater utility services	21.6%	54.6%	16.1%	5.8%	1.2%	0.7%
Overall quality of City trash and yard waste services	42.4%	46.2%	6.0%	4.0%	0.9%	0.6%
Overall quality of planning and code enforcement	6.5%	21.1%	35.5%	12.6%	5.3%	19.0%
Overall quality of the City's public transportation	10.2%	27.1%	26.5%	6.1%	2.7%	27.5%
Overall quality of the City's parks and recreation system	28.6%	49.4%	12.0%	5.1%	1.5%	3.4%
Overall quality of customer service by City staff	18.2%	35.0%	22.9%	4.1%	1.1%	18.8%
Overall quality of the Lawrence Public Library	54.8%	26.6%	8.1%	1.5%	1.4%	7.6%

WITHOUT "DON'T KNOW"**Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall quality of police services	23.7%	47.2%	21.2%	5.8%	2.1%
Overall quality of fire and emergency medical services	41.3%	48.1%	10.2%	0.3%	0.1%
Overall maintenance of City streets and utilities	4.5%	25.2%	25.4%	32.6%	12.3%
Overall effectiveness of City communication with the public	8.8%	35.3%	37.1%	14.7%	4.2%
Overall flow of motor vehicle traffic and congestion management on streets in the City	5.0%	39.7%	25.7%	22.2%	7.4%
Overall quality of City water and wastewater utility services	21.7%	55.0%	16.2%	5.9%	1.2%
Overall quality of City trash and yard waste services	42.6%	46.5%	6.0%	4.0%	0.9%
Overall quality of planning and code enforcement	8.1%	26.1%	43.8%	15.6%	6.5%
Overall quality of the City's public transportation	14.0%	37.4%	36.6%	8.4%	3.7%
Overall quality of the City's parks and recreation system	29.6%	51.1%	12.4%	5.3%	1.6%
Overall quality of customer service by City staff	22.4%	43.1%	28.2%	5.0%	1.3%
Overall quality of the Lawrence Public Library	59.3%	28.8%	8.7%	1.6%	1.5%

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years?

Top choice	Number	Percent
Overall quality of police services	107	12.5 %
Overall quality of fire and emergency medical services	11	1.3 %
Overall maintenance of City streets and utilities	378	44.1 %
Overall effectiveness of City communication with the public	28	3.3 %
Overall flow of motor vehicle traffic and congestion management on streets in the City	103	12.0 %
Overall quality of City water and wastewater utility services	29	3.4 %
Overall quality of City trash and yard waste services	12	1.4 %
Overall quality of planning and code enforcement	56	6.5 %
Overall quality of the City's public transportation	23	2.7 %
Overall quality of the City's parks and recreation system	46	5.4 %
Overall quality of customer service by City staff	6	0.7 %
Overall quality of the Lawrence Public Library	7	0.8 %
None chosen	51	6.0 %
Total	857	100.0 %

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years?

2nd Choice	Number	Percent
Overall quality of police services	71	8.3 %
Overall quality of fire and emergency medical services	39	4.6 %
Overall maintenance of City streets and utilities	163	19.0 %
Overall effectiveness of City communication with the public	62	7.2 %
Overall flow of motor vehicle traffic and congestion management on streets in the City	175	20.4 %
Overall quality of City water and wastewater utility services	44	5.1 %
Overall quality of City trash and yard waste services	9	1.1 %
Overall quality of planning and code enforcement	80	9.3 %
Overall quality of the City's public transportation	35	4.1 %
Overall quality of the City's parks and recreation system	52	6.1 %
Overall quality of customer service by City staff	17	2.0 %
Overall quality of the Lawrence Public Library	19	2.2 %
None chosen	91	10.6 %
Total	857	100.0 %

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years?

3rd Choice	Number	Percent
Overall quality of police services	73	8.5 %
Overall quality of fire and emergency medical services	33	3.9 %
Overall maintenance of City streets and utilities	80	9.3 %
Overall effectiveness of City communication with the public	83	9.7 %
Overall flow of motor vehicle traffic and congestion management on streets in the City	93	10.9 %
Overall quality of City water and wastewater utility services	53	6.2 %
Overall quality of City trash and yard waste services	16	1.9 %
Overall quality of planning and code enforcement	73	8.5 %
Overall quality of the City's public transportation	46	5.4 %
Overall quality of the City's parks and recreation system	71	8.3 %
Overall quality of customer service by City staff	26	3.0 %
Overall quality of the Lawrence Public Library	24	2.8 %
None chosen	186	21.7 %
Total	857	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 3)

Sum of top 3 choices	Number	Percent
Overall quality of police services	251	29.3 %
Overall quality of fire and emergency medical services	83	9.7 %
Overall maintenance of City streets and utilities	621	72.5 %
Overall effectiveness of City communication with the public	173	20.2 %
Overall flow of motor vehicle traffic and congestion management on streets in the City	371	43.3 %
Overall quality of City water and wastewater utility services	126	14.7 %
Overall quality of City trash and yard waste services	37	4.3 %
Overall quality of planning and code enforcement	209	24.4 %
Overall quality of the City's public transportation	104	12.1 %
Overall quality of the City's parks and recreation system	169	19.7 %
Overall quality of customer service by City staff	49	5.7 %
Overall quality of the Lawrence Public Library	50	5.8 %
None chosen	51	6.0 %
Total	2294	

Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
The appearance and cleanliness of Downtown Lawrence	18.4%	49.2%	11.9%	15.9%	3.3%	1.3%
The availability of vehicle parking	12.1%	41.0%	19.6%	20.5%	6.1%	0.7%
The availability of bicycle parking	8.6%	18.4%	25.6%	4.7%	1.2%	41.5%
The types of retail and entertainment establishments available	12.4%	41.8%	24.0%	15.5%	3.9%	2.5%
How safe you feel in Downtown Lawrence during the day	42.0%	39.7%	9.9%	5.4%	2.0%	1.1%
How safe you feel in Downtown Lawrence after dark	14.1%	30.9%	22.9%	16.2%	8.5%	7.4%
Downtown Lawrence special events and parades	28.1%	41.4%	21.0%	1.9%	0.7%	6.9%
Beautification of Downtown Lawrence (flowers, trees, art)	39.7%	43.4%	12.5%	2.1%	1.2%	1.2%
Diverse representation of cultural events in Downtown Lawrence	22.9%	36.6%	27.2%	4.6%	0.9%	7.8%

WITHOUT "DON'T KNOW"**Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."(without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The appearance and cleanliness of Downtown Lawrence	18.7%	49.9%	12.1%	16.1%	3.3%
The availability of vehicle parking	12.2%	41.2%	19.7%	20.7%	6.1%
The availability of bicycle parking	14.8%	31.5%	43.7%	8.0%	2.0%
The types of retail and entertainment establishments available	12.7%	42.8%	24.6%	15.9%	3.9%
How safe you feel in Downtown Lawrence during the day	42.5%	40.1%	10.0%	5.4%	2.0%
How safe you feel in Downtown Lawrence after dark	15.2%	33.4%	24.7%	17.5%	9.2%
Downtown Lawrence special events and parades	30.2%	44.5%	22.6%	2.0%	0.8%
Beautification of Downtown Lawrence (flowers, trees, art)	40.1%	43.9%	12.6%	2.1%	1.2%
Diverse representation of cultural events in Downtown Lawrence	24.8%	39.7%	29.5%	4.9%	1.0%

Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Overall value that you receive for your City tax dollars and fees	6.7%	35.9%	25.9%	20.0%	7.0%	4.6%
Overall image of the City	17.9%	51.7%	18.6%	9.1%	1.5%	1.3%
Livability of your neighborhood	37.1%	47.5%	8.6%	4.6%	1.6%	0.6%
Upkeep of your neighborhood	25.7%	44.8%	14.6%	11.8%	2.3%	0.8%
Overall quality of City services	13.7%	57.3%	22.1%	3.9%	0.7%	2.5%
Overall quality of the City's equitable delivery of service	7.6%	33.3%	25.0%	8.1%	3.7%	22.4%
Overall quality of life in the City	20.9%	57.5%	13.7%	5.3%	0.9%	1.8%
Enforcement of City codes and ordinances	6.2%	26.3%	29.9%	12.1%	4.0%	21.6%
The City as a culturally welcoming place where all enjoy life and feel at home	23.2%	42.6%	21.9%	5.1%	1.2%	6.0%

WITHOUT "DON'T KNOW"**Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall value that you receive for your City tax dollars and fees	7.0%	37.7%	27.1%	20.9%	7.3%
Overall image of the City	18.1%	52.4%	18.8%	9.2%	1.5%
Livability of your neighborhood	37.3%	47.8%	8.7%	4.6%	1.6%
Upkeep of your neighborhood	25.9%	45.2%	14.7%	11.9%	2.4%
Overall quality of City services	14.0%	58.7%	22.6%	3.9%	0.7%
Overall quality of the City's equitable delivery of service	9.8%	42.9%	32.2%	10.4%	4.8%
Overall quality of life in the City	21.3%	58.6%	13.9%	5.3%	1.0%
Enforcement of City codes and ordinances	7.9%	33.5%	38.1%	15.5%	5.1%
The City as a culturally welcoming place where all enjoy life and feel at home	24.7%	45.3%	23.3%	5.5%	1.2%

Q5. 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?

<u>Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars and fees	301	35.1 %
Overall image of the City	47	5.5 %
Livability of your neighborhood	40	4.7 %
Upkeep of your neighborhood	80	9.3 %
Overall quality of City services	30	3.5 %
Overall quality of the City's equitable delivery of service	76	8.9 %
Overall quality of life in the City	57	6.7 %
Enforcement of City codes and ordinances	53	6.2 %
The City as a culturally welcoming place where all enjoy life and feel at home	63	7.4 %
<u>None chosen</u>	<u>110</u>	<u>12.8 %</u>
Total	857	100.0 %

Q5. 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?

<u>2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars and fees	86	10.0 %
Overall image of the City	68	7.9 %
Livability of your neighborhood	63	7.4 %
Upkeep of your neighborhood	85	9.9 %
Overall quality of City services	111	13.0 %
Overall quality of the City's equitable delivery of service	74	8.6 %
Overall quality of life in the City	67	7.8 %
Enforcement of City codes and ordinances	79	9.2 %
The City as a culturally welcoming place where all enjoy life and feel at home	65	7.6 %
<u>None chosen</u>	<u>159</u>	<u>18.6 %</u>
Total	857	100.0 %

Q5. 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?

<u>3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars and fees	70	8.2 %
Overall image of the City	51	6.0 %
Livability of your neighborhood	39	4.6 %
Upkeep of your neighborhood	66	7.7 %
Overall quality of City services	75	8.8 %
Overall quality of the City's equitable delivery of service	61	7.1 %
Overall quality of life in the City	101	11.8 %
Enforcement of City codes and ordinances	72	8.4 %
The City as a culturally welcoming place where all enjoy life and feel at home	74	8.6 %
None chosen	248	28.9 %
Total	857	100.0 %

SUM OF TOP 3 CHOICES

Q5. 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? (Sum of Top 3)

<u>Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars and fees	457	53.3 %
Overall image of the City	166	19.4 %
Livability of your neighborhood	142	16.6 %
Upkeep of your neighborhood	231	27.0 %
Overall quality of City services	216	25.2 %
Overall quality of the City's equitable delivery of service	211	24.6 %
Overall quality of life in the City	225	26.3 %
Enforcement of City codes and ordinances	204	23.8 %
The City as a culturally welcoming place where all enjoy life and feel at home	202	23.6 %
None chosen	110	12.8 %
Total	2164	

Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor."

(N=857)

	Excellent	Good	Neutral	Below Average	Poor	Don't know
The city as a place to live	36.6%	50.2%	8.3%	4.0%	0.2%	0.7%
The City as a place to work	17.0%	35.6%	18.1%	14.8%	4.2%	10.3%
The city as a place to raise children	25.6%	42.0%	13.4%	5.6%	1.5%	11.9%
The city as a place to retire	23.1%	39.0%	13.0%	7.9%	3.9%	13.2%
The city as a place where I feel welcome	32.0%	45.9%	15.5%	3.4%	2.2%	1.1%
City efforts to promote diversity in the community	21.2%	39.7%	23.3%	4.9%	1.8%	9.1%
The City of Lawrence as an employer	6.0%	11.7%	22.1%	5.3%	2.6%	52.5%

WITHOUT "DON'T KNOW"**Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor." (without "don't know")**

(N=857)

	Excellent	Good	Neutral	Below Average	Poor
The city as a place to live	36.9%	50.5%	8.3%	4.0%	0.2%
The City as a place to work	19.0%	39.7%	20.2%	16.5%	4.7%
The city as a place to raise children	29.0%	47.7%	15.2%	6.4%	1.7%
The city as a place to retire	26.6%	44.9%	14.9%	9.1%	4.4%
The city as a place where I feel welcome	32.3%	46.3%	15.7%	3.4%	2.2%
City efforts to promote diversity in the community	23.4%	43.6%	25.7%	5.4%	1.9%
The City of Lawrence as an employer	12.5%	24.6%	46.4%	11.1%	5.4%

Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
City efforts to promote economic development	4.3%	24.9%	29.5%	18.2%	8.8%	14.4%
Overall quality of new development in Lawrence	4.2%	22.8%	30.8%	25.3%	7.5%	9.5%
How well the City is planning growth	3.3%	14.9%	32.9%	24.3%	11.1%	13.5%
Access to quality childcare you can afford	2.2%	6.0%	20.5%	13.2%	8.1%	50.1%
Access to quality healthcare you can afford	12.6%	37.1%	24.3%	11.8%	6.0%	8.3%
Access to quality mental healthcare you can afford	7.2%	21.8%	21.5%	12.0%	9.5%	28.0%
Access to healthy food you can afford	15.6%	45.3%	20.7%	11.6%	4.6%	2.3%
Access to quality housing you can afford	8.3%	26.7%	21.1%	24.2%	14.1%	5.6%
Access to jobs that offer a living wage	3.6%	16.7%	25.4%	21.9%	11.1%	21.2%

WITHOUT "DON'T KNOW"**Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
City efforts to promote economic development	5.0%	29.0%	34.5%	21.3%	10.2%
Overall quality of new development in Lawrence	4.6%	25.1%	34.0%	28.0%	8.2%
How well the City is planning growth	3.8%	17.3%	38.1%	28.1%	12.8%
Access to quality childcare you can afford	4.4%	11.9%	41.1%	26.4%	16.1%
Access to quality healthcare you can afford	13.7%	40.5%	26.5%	12.8%	6.5%
Access to quality mental healthcare you can afford	10.0%	30.3%	29.8%	16.7%	13.1%
Access to healthy food you can afford	16.0%	46.4%	21.1%	11.8%	4.7%
Access to quality housing you can afford	8.8%	28.3%	22.4%	25.6%	15.0%
Access to jobs that offer a living wage	4.6%	21.2%	32.3%	27.9%	14.1%

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Top choice</u>	<u>Number</u>	<u>Percent</u>
City efforts to promote economic development	129	15.1 %
Overall quality of new development in Lawrence	59	6.9 %
How well the City is planning growth	113	13.2 %
Access to quality childcare you can afford	47	5.5 %
Access to quality healthcare you can afford	37	4.3 %
Access to quality mental healthcare you can afford	43	5.0 %
Access to healthy food you can afford	45	5.3 %
Access to quality housing you can afford	155	18.1 %
Access to jobs that offer a living wage	123	14.4 %
<u>None chosen</u>	<u>106</u>	<u>12.4 %</u>
Total	857	100.0 %

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>2nd choice</u>	<u>Number</u>	<u>Percent</u>
City efforts to promote economic development	66	7.7 %
Overall quality of new development in Lawrence	108	12.6 %
How well the City is planning growth	104	12.1 %
Access to quality childcare you can afford	49	5.7 %
Access to quality healthcare you can afford	63	7.4 %
Access to quality mental healthcare you can afford	64	7.5 %
Access to healthy food you can afford	35	4.1 %
Access to quality housing you can afford	134	15.6 %
Access to jobs that offer a living wage	96	11.2 %
<u>None chosen</u>	<u>138</u>	<u>16.1 %</u>
Total	857	100.0 %

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?

3rd choice	Number	Percent
City efforts to promote economic development	68	7.9 %
Overall quality of new development in Lawrence	71	8.3 %
How well the City is planning growth	111	13.0 %
Access to quality childcare you can afford	40	4.7 %
Access to quality healthcare you can afford	51	6.0 %
Access to quality mental healthcare you can afford	45	5.3 %
Access to healthy food you can afford	50	5.8 %
Access to quality housing you can afford	94	11.0 %
Access to jobs that offer a living wage	125	14.6 %
None chosen	202	23.6 %
Total	857	100.0 %

SUM OF TOP 3 CHOICES

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 3)

Sum of top 3 choices	Number	Percent
City efforts to promote economic development	263	30.7 %
Overall quality of new development in Lawrence	238	27.8 %
How well the City is planning growth	328	38.3 %
Access to quality childcare you can afford	136	15.9 %
Access to quality healthcare you can afford	151	17.6 %
Access to quality mental healthcare you can afford	152	17.7 %
Access to healthy food you can afford	130	15.2 %
Access to quality housing you can afford	383	44.7 %
Access to jobs that offer a living wage	344	40.1 %
None chosen	106	12.4 %
Total	2231	

Q9. 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."

(N=857)

	Very well	Well	Neutral	Below Average	Poor	Don't know
Non-English speaking persons	7.2%	19.8%	20.3%	8.2%	1.5%	42.9%
Persons with limited physical mobility	7.7%	28.5%	23.2%	10.0%	2.0%	28.6%
Persons with disabilities	8.3%	27.4%	23.3%	9.2%	1.9%	29.9%
Seniors	13.3%	35.8%	20.0%	8.4%	2.5%	20.1%
Persons of color	10.0%	21.4%	23.9%	10.3%	2.1%	32.3%
LGBTQIA+ Community	15.9%	26.1%	22.1%	3.7%	1.2%	31.0%
Efforts are made to represent my culture in the community	14.2%	26.5%	26.4%	5.8%	4.9%	22.2%
I feel welcome in the community	30.3%	44.0%	16.6%	3.9%	2.3%	2.9%

WITHOUT "DON'T KNOW"**Q9. 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." (without "don't know")**

(N=857)

	Very well	Well	Neutral	Below Average	Poor
Non-English speaking persons	12.7%	34.8%	35.6%	14.3%	2.7%
Persons with limited physical mobility	10.8%	39.9%	32.5%	14.1%	2.8%
Persons with disabilities	11.8%	39.1%	33.3%	13.1%	2.7%
Seniors	16.6%	44.8%	25.0%	10.5%	3.1%
Persons of color	14.8%	31.6%	35.3%	15.2%	3.1%
LGBTQIA+ Community	23.0%	37.9%	32.0%	5.4%	1.7%
Efforts are made to represent my culture in the community	18.3%	34.0%	33.9%	7.5%	6.3%
I feel welcome in the community	31.3%	45.3%	17.1%	4.0%	2.4%

Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
The frequency that police officers patrol your neighborhood	9.3%	33.5%	27.5%	12.4%	3.2%	14.1%
Efforts by police to prevent crime in your neighborhood	9.1%	29.8%	29.9%	7.2%	2.8%	21.2%
How quickly police respond to emergencies	16.9%	35.1%	14.4%	1.6%	1.1%	30.9%
The professionalism of police officers	24.4%	36.2%	15.4%	3.6%	2.1%	18.3%
How effectively the City enforces traffic offenses	9.3%	26.0%	25.1%	11.8%	6.5%	21.2%
School Resource Officers	8.3%	13.4%	16.8%	4.3%	2.5%	54.7%
Quality of animal control services	9.1%	25.8%	20.7%	5.4%	2.5%	36.6%
Police related education programs	6.1%	11.6%	20.8%	3.9%	1.9%	55.9%
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	9.2%	17.6%	21.4%	11.0%	3.3%	37.6%
Overall treatment of people by Lawrence Police Department	19.0%	32.9%	21.7%	4.7%	3.3%	18.4%
Overall trust in the Lawrence Police Department	19.5%	39.0%	23.2%	6.0%	4.4%	7.9%

WITHOUT "DON'T KNOW"**Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The frequency that police officers patrol your neighborhood	10.9%	39.0%	32.1%	14.4%	3.7%
Efforts by police to prevent crime in your neighborhood	11.6%	37.8%	37.9%	9.2%	3.6%
How quickly police respond to emergencies	24.5%	50.8%	20.8%	2.4%	1.5%
The professionalism of police officers	29.9%	44.3%	18.9%	4.4%	2.6%
How effectively the City enforces traffic offenses	11.9%	33.0%	31.9%	15.0%	8.3%
School Resource Officers	18.3%	29.6%	37.1%	9.5%	5.4%
Quality of animal control services	14.4%	40.7%	32.6%	8.5%	3.9%
Police related education programs	13.8%	26.2%	47.1%	8.7%	4.2%
Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	14.8%	28.2%	34.2%	17.6%	5.2%
Overall treatment of people by Lawrence Police Department	23.3%	40.3%	26.6%	5.7%	4.0%
Overall trust in the Lawrence Police Department	21.2%	42.3%	25.2%	6.5%	4.8%

Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe."

(N=857)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't know
Walking in your neighborhood during the day	69.4%	27.0%	2.2%	0.4%	0.1%	0.9%
Walking in your neighborhood after dark	25.7%	43.1%	16.2%	10.2%	1.8%	3.2%
In City parks	16.3%	41.8%	22.4%	9.9%	2.8%	6.8%
Riding a bicycle in Lawrence	11.7%	28.1%	23.5%	10.7%	2.9%	23.1%
Navigating busy intersections on foot	10.4%	36.2%	27.4%	17.0%	3.7%	5.3%
Navigating busy intersections on a bicycle	5.5%	19.1%	24.4%	16.8%	6.1%	28.1%
Overall feeling of safety in Lawrence	18.9%	58.2%	18.2%	2.5%	0.6%	1.6%

WITHOUT "DON'T KNOW"

Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe." (without "don't know")

(N=857)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Walking in your neighborhood during the day	70.1%	27.2%	2.2%	0.4%	0.1%
Walking in your neighborhood after dark	26.5%	44.5%	16.7%	10.5%	1.8%
In City parks	17.5%	44.8%	24.0%	10.6%	3.0%
Riding a bicycle in Lawrence	15.2%	36.6%	30.5%	14.0%	3.8%
Navigating busy intersections on foot	11.0%	38.2%	28.9%	18.0%	3.9%
Navigating busy intersections on a bicycle	7.6%	26.6%	33.9%	23.4%	8.4%
Overall feeling of safety in Lawrence	19.2%	59.2%	18.5%	2.5%	0.6%

Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Overall quality of fire services	30.5%	36.8%	5.7%	0.1%	0.0%	27.0%
Overall trust in the Lawrence-Douglas County Fire Department	37.6%	39.4%	7.0%	0.1%	0.0%	15.9%
How quickly emergency medical services personnel respond	32.4%	31.6%	7.4%	0.2%	0.2%	28.1%
Professionalism of the City's fire and emergency medical services personnel	37.5%	33.7%	4.9%	0.0%	0.0%	23.9%
Quality of medical care provided by the City's fire medical services personnel	31.5%	27.5%	6.5%	0.0%	0.0%	34.4%
The City's fire medical education programs	14.5%	14.7%	12.0%	0.9%	0.2%	57.6%
The City's fire business inspection program	11.8%	16.8%	13.1%	0.8%	0.4%	57.2%

WITHOUT "DON'T KNOW"**Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall quality of fire services	41.7%	50.3%	7.8%	0.2%	0.0%
Overall trust in the Lawrence-Douglas County Fire Department	44.7%	46.9%	8.3%	0.1%	0.0%
How quickly emergency medical services personnel respond	45.1%	44.0%	10.2%	0.3%	0.3%
Professionalism of the City's fire and emergency medical services personnel	49.2%	44.3%	6.4%	0.0%	0.0%
Quality of medical care provided by the City's fire medical services personnel	48.0%	42.0%	10.0%	0.0%	0.0%
The City's fire medical education programs	34.2%	34.7%	28.4%	2.2%	0.6%
The City's fire business inspection program	27.5%	39.2%	30.5%	1.9%	0.8%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Appearance/Cleanliness of City parks	26.8%	53.4%	11.7%	4.4%	1.4%	2.2%
Condition of equipment	19.1%	48.8%	15.4%	3.5%	0.9%	12.3%
Number of City parks	25.6%	51.8%	12.6%	5.1%	1.4%	3.5%
Number of walking and biking trails	26.5%	46.2%	12.7%	8.1%	1.2%	5.4%
City outdoor recreation facilities	21.9%	45.9%	16.6%	4.8%	1.5%	9.3%
City indoor recreation facilities	24.2%	41.1%	16.7%	5.5%	1.2%	11.4%
Availability of gym space	15.3%	31.4%	21.6%	6.5%	0.8%	24.4%
The City's indoor aquatic facilities	15.6%	30.9%	16.0%	6.7%	2.8%	28.0%
The City's outdoor aquatic facilities	15.1%	31.9%	19.0%	5.8%	2.8%	25.4%
Availability of sports fields in Lawrence	16.5%	34.3%	16.7%	4.1%	1.9%	26.6%
Availability of information about parks and recreation programs	22.1%	41.4%	19.6%	5.7%	1.4%	9.8%
City's landscaping efforts	32.8%	45.0%	14.7%	2.8%	0.8%	3.9%
Quality of recreation programs offered by the City	20.5%	37.9%	18.3%	2.9%	0.6%	19.7%
Cost of parks/recreation programs and services offered by the City	17.5%	36.9%	19.3%	3.0%	1.8%	21.6%
Amount of arts, cultural opportunities, and related events	25.8%	42.8%	16.2%	3.7%	1.2%	10.3%

Q13. 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
Welcoming environment of City parks and recreation facilities	25.9%	46.7%	16.5%	2.2%	0.9%	7.8%

WITHOUT "DON'T KNOW"**Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Appearance/Cleanliness of City parks	27.4%	54.7%	11.9%	4.5%	1.4%
Condition of equipment	21.8%	55.6%	17.6%	4.0%	1.1%
Number of City parks	26.5%	53.7%	13.1%	5.3%	1.5%
Number of walking and biking trails	28.0%	48.8%	13.4%	8.5%	1.2%
City outdoor recreation facilities	24.2%	50.6%	18.3%	5.3%	1.7%
City indoor recreation facilities	27.3%	46.4%	18.8%	6.2%	1.3%
Availability of gym space	20.2%	41.5%	28.5%	8.6%	1.1%
The City's indoor aquatic facilities	21.7%	42.9%	22.2%	9.2%	3.9%
The City's outdoor aquatic facilities	20.2%	42.7%	25.5%	7.8%	3.8%
Availability of sports fields in Lawrence	22.4%	46.7%	22.7%	5.6%	2.5%
Availability of information about parks and recreation programs	24.5%	45.9%	21.7%	6.3%	1.6%
City's landscaping efforts	34.1%	46.8%	15.3%	2.9%	0.8%
Quality of recreation programs offered by the City	25.6%	47.2%	22.8%	3.6%	0.7%
Cost of parks/recreation programs and services offered by the City	22.3%	47.0%	24.6%	3.9%	2.2%
Amount of arts, cultural opportunities, and related events	28.7%	47.7%	18.1%	4.2%	1.3%
Welcoming environment of City parks and recreation facilities	28.1%	50.6%	17.8%	2.4%	1.0%

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Top choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	121	14.1 %
Condition of equipment	52	6.1 %
Number of City parks	34	4.0 %
Number of walking and biking trails	106	12.4 %
City outdoor recreation facilities	21	2.5 %
City indoor recreation facilities	26	3.0 %
Availability of gym space	22	2.6 %
The City's indoor aquatic facilities	36	4.2 %
The City's outdoor aquatic facilities	29	3.4 %
Availability of sports fields in Lawrence	22	2.6 %
Availability of information about parks and recreation programs	39	4.6 %
City's landscaping efforts	21	2.5 %
Quality of recreation programs offered by the City	24	2.8 %
Cost of parks/recreation programs and services offered by the City	24	2.8 %
Amount of arts, cultural opportunities, and related events	26	3.0 %
Welcoming environment of City parks and recreation facilities	17	2.0 %
<u>None chosen</u>	<u>237</u>	<u>27.7 %</u>
Total	857	100.0 %

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	58	6.8 %
Condition of equipment	48	5.6 %
Number of City parks	29	3.4 %
Number of walking and biking trails	60	7.0 %
City outdoor recreation facilities	27	3.2 %
City indoor recreation facilities	22	2.6 %
Availability of gym space	29	3.4 %
The City's indoor aquatic facilities	30	3.5 %
The City's outdoor aquatic facilities	22	2.6 %
Availability of sports fields in Lawrence	12	1.4 %
Availability of information about parks and recreation programs	28	3.3 %
City's landscaping efforts	36	4.2 %
Quality of recreation programs offered by the City	41	4.8 %
Cost of parks/recreation programs and services offered by the City	44	5.1 %
Amount of arts, cultural opportunities, and related events	45	5.3 %
Welcoming environment of City parks and recreation facilities	25	2.9 %
<u>None chosen</u>	<u>301</u>	<u>35.1 %</u>
Total	857	100.0 %

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	46	5.4 %
Condition of equipment	40	4.7 %
Number of City parks	28	3.3 %
Number of walking and biking trails	37	4.3 %
City outdoor recreation facilities	30	3.5 %
City indoor recreation facilities	24	2.8 %
Availability of gym space	20	2.3 %
The City's indoor aquatic facilities	23	2.7 %
The City's outdoor aquatic facilities	13	1.5 %
Availability of sports fields in Lawrence	17	2.0 %
Availability of information about parks and recreation programs	24	2.8 %
City's landscaping efforts	34	4.0 %
Quality of recreation programs offered by the City	37	4.3 %
Cost of parks/recreation programs and services offered by the City	29	3.4 %
Amount of arts, cultural opportunities, and related events	53	6.2 %
Welcoming environment of City parks and recreation facilities	28	3.3 %
<u>None chosen</u>	<u>374</u>	<u>43.6 %</u>
Total	857	100.0 %

SUM OF TOP 3 CHOICES**Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 3)**

Sum of top 3 choices	Number	Percent
Appearance/cleanliness of City parks	225	26.3 %
Condition of equipment	140	16.3 %
Number of City parks	91	10.6 %
Number of walking and biking trails	203	23.7 %
City outdoor recreation facilities	78	9.1 %
City indoor recreation facilities	72	8.4 %
Availability of gym space	71	8.3 %
The City's indoor aquatic facilities	89	10.4 %
The City's outdoor aquatic facilities	64	7.5 %
Availability of sports fields in Lawrence	51	6.0 %
Availability of information about parks and recreation programs	91	10.6 %
City's landscaping efforts	91	10.6 %
Quality of recreation programs offered by the City	102	11.9 %
Cost of parks/recreation programs and services offered by the City	97	11.3 %
Amount of arts, cultural opportunities, and related events	124	14.5 %
Welcoming environment of City parks and recreation facilities	70	8.2 %
None chosen	237	27.7 %
Total	1896	

Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Condition of major City streets	5.3%	35.4%	19.7%	28.1%	9.8%	1.8%
Condition of streets in your neighborhood	7.7%	32.3%	20.4%	25.7%	12.4%	1.5%
Timeliness of street maintenance repairs	3.3%	18.0%	24.3%	32.0%	15.9%	6.7%
Condition of sidewalks in your neighborhood	9.7%	34.0%	20.2%	17.4%	7.2%	11.6%
Maintenance of pavement markings	6.0%	26.0%	27.8%	21.4%	10.2%	8.8%
Adequacy of city street lighting	7.5%	38.2%	25.6%	17.4%	8.1%	3.4%
Snow removal on major City streets	22.3%	52.3%	16.7%	4.1%	2.0%	2.7%
Snow removal on neighborhood streets	11.6%	41.3%	21.6%	16.1%	6.7%	2.8%
Street sweeping services provided by the City	11.0%	38.7%	24.0%	9.1%	3.4%	13.8%
Maintenance of curbs and gutters on city streets	7.6%	31.2%	24.2%	18.0%	10.9%	8.3%

WITHOUT "DON'T KNOW"**Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Condition of major City streets	5.3%	36.0%	20.1%	28.6%	10.0%
Condition of streets in your neighborhood	7.8%	32.8%	20.7%	26.1%	12.6%
Timeliness of street maintenance repairs	3.5%	19.3%	26.0%	34.3%	17.0%
Condition of sidewalks in your neighborhood	10.9%	38.4%	22.8%	19.7%	8.2%
Maintenance of pavement markings	6.5%	28.5%	30.4%	23.4%	11.1%
Adequacy of city street lighting	7.7%	39.5%	26.4%	18.0%	8.3%
Snow removal on major City streets	22.9%	53.7%	17.1%	4.2%	2.0%
Snow removal on neighborhood streets	11.9%	42.5%	22.2%	16.6%	6.8%
Street sweeping services provided by the City	12.7%	44.9%	27.9%	10.6%	3.9%
Maintenance of curbs and gutters on city streets	8.3%	34.0%	26.3%	19.6%	11.8%

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	253	29.5 %
Condition of streets in your neighborhood	124	14.5 %
Timeliness of street maintenance repairs	95	11.1 %
Condition of sidewalks in your neighborhood [If there are no sidewalks in your neighborhood, please circle 9]	77	9.0 %
Maintenance of pavement markings	42	4.9 %
Adequacy of city street lighting	47	5.5 %
Snow removal on major City streets	9	1.1 %
Snow removal on neighborhood streets	32	3.7 %
Street sweeping services provided by the City	7	0.8 %
Maintenance of curbs and gutters on city streets	47	5.5 %
<u>None chosen</u>	<u>124</u>	<u>14.5 %</u>
Total	857	100.0 %

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	73	8.5 %
Condition of streets in your neighborhood	127	14.8 %
Timeliness of street maintenance repairs	150	17.5 %
Condition of sidewalks in your neighborhood [If there are no sidewalks in your neighborhood, please circle 9]	54	6.3 %
Maintenance of pavement markings	55	6.4 %
Adequacy of city street lighting	74	8.6 %
Snow removal on major City streets	18	2.1 %
Snow removal on neighborhood streets	49	5.7 %
Street sweeping services provided by the City	12	1.4 %
Maintenance of curbs and gutters on city streets	67	7.8 %
<u>None chosen</u>	<u>178</u>	<u>20.8 %</u>
Total	857	100.0 %

SUM OF TOP 2 CHOICES**Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 2)**

<u>Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	326	38.0 %
Condition of streets in your neighborhood	251	29.3 %
Timeliness of street maintenance repairs	245	28.6 %
Condition of sidewalks in your neighborhood [If there are no sidewalks in your neighborhood, please circle 9]	131	15.3 %
Maintenance of pavement markings	97	11.3 %
Adequacy of city street lighting	121	14.1 %
Snow removal on major City streets	27	3.2 %
Snow removal on neighborhood streets	81	9.5 %
Street sweeping services provided by the City	19	2.2 %
Maintenance of curbs and gutters on city streets	114	13.3 %
Not provided	124	14.5 %
Total	1536	

Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Taste of your drinking water	22.9%	46.1%	15.4%	10.2%	2.6%	2.9%
Smell of your drinking water	23.3%	46.6%	17.0%	8.2%	2.1%	2.8%
Quality of your drinking water	23.0%	45.3%	17.9%	7.6%	2.0%	4.3%
The reliability of your water service	39.9%	48.0%	8.5%	1.2%	0.6%	1.9%
Water pressure in your home	37.6%	47.1%	8.5%	3.5%	1.8%	1.5%
The accuracy of your water bill	19.1%	38.6%	22.1%	4.9%	3.0%	12.3%
How well the City keeps you informed about planned disruptions to your water service	18.1%	34.1%	21.1%	3.6%	1.3%	21.8%
Overall value that you receive for water and wastewater utility rates	14.7%	35.8%	24.7%	13.9%	5.7%	5.1%

WITHOUT "DON'T KNOW"**Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Taste of your drinking water	23.6%	47.5%	15.9%	10.5%	2.6%
Smell of your drinking water	24.0%	47.9%	17.5%	8.4%	2.2%
Quality of your drinking water	24.0%	47.3%	18.7%	7.9%	2.1%
The reliability of your water service	40.7%	48.9%	8.7%	1.2%	0.6%
Water pressure in your home	38.2%	47.9%	8.6%	3.6%	1.8%
The accuracy of your water bill	21.8%	44.0%	25.1%	5.6%	3.5%
How well the City keeps you informed about planned disruptions to your water service	23.1%	43.6%	27.0%	4.6%	1.6%
Overall value that you receive for water and wastewater utility rates	15.5%	37.8%	26.1%	14.6%	6.0%

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Top Choice</u>	<u>Number</u>	<u>Percent</u>
Taste of your drinking water	67	7.8 %
Smell of your drinking water	19	2.2 %
Quality of your drinking water	195	22.8 %
The reliability of your water service	21	2.5 %
Water pressure in your home	30	3.5 %
The accuracy of your water bill	53	6.2 %
How well the City keeps you informed about planned disruptions to your water service	29	3.4 %
Overall value that you receive for water and wastewater utility rates	185	21.6 %
<u>None chosen</u>	<u>258</u>	<u>30.1 %</u>
Total	857	100.0 %

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Taste of your drinking water	71	8.3 %
Smell of your drinking water	47	5.5 %
Quality of your drinking water	88	10.3 %
The reliability of your water service	60	7.0 %
Water pressure in your home	24	2.8 %
The accuracy of your water bill	51	6.0 %
How well the City keeps you informed about planned disruptions to your water service	33	3.9 %
Overall value that you receive for water and wastewater utility rates	111	13.0 %
<u>None chosen</u>	<u>372</u>	<u>43.4 %</u>
Total	857	56.6 %

SUM OF TOP 2 CHOICES**Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 2)**

Sum of top 2 choices	Number	Percent
Taste of your drinking water	138	16.1 %
Smell of your drinking water	66	7.7 %
Quality of your drinking water	283	33.0 %
The reliability of your water service	81	9.5 %
Water pressure in your home	54	6.3 %
The accuracy of your water bill	104	12.1 %
How well the City keeps you informed about planned disruptions to your water service	62	7.2 %
Overall value that you receive for water and wastewater utility rates	296	34.5 %
None chosen	258	30.1 %
Total	1342	

Q19. Solid Waste Disposal Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Overall quality of residential trash services	47.3%	42.4%	5.0%	2.6%	0.8%	2.0%
Overall quality of residential recycling services	43.5%	40.7%	7.1%	4.4%	0.9%	3.3%
Overall quality of yard waste collection services	42.7%	36.4%	7.1%	1.9%	1.4%	10.5%
Overall quality of the City's drop-off recycling sites	19.1%	27.3%	14.2%	5.3%	1.2%	32.9%

WITHOUT "DON'T KNOW"

Q19. Solid Waste Disposal Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall quality of residential trash services	48.2%	43.2%	5.1%	2.6%	0.8%
Overall quality of residential recycling services	45.0%	42.1%	7.4%	4.6%	1.0%
Overall quality of yard waste collection services	47.7%	40.7%	8.0%	2.1%	1.6%
Overall quality of the City's drop-off recycling sites	28.5%	40.7%	21.2%	7.8%	1.7%

Q20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Availability of information about services and activities	17.5%	37.5%	27.2%	7.6%	1.5%	8.8%
City's efforts to keep you informed about city-related issues	16.0%	35.8%	26.8%	10.9%	2.6%	7.9%
Responsiveness of City social media accounts	7.8%	16.9%	10.2%	2.0%	0.6%	62.5%
The level of public involvement in local decision-making	7.6%	21.6%	28.4%	13.3%	6.2%	23.0%
Ease in communication with City departments and staff	9.5%	25.2%	25.2%	7.4%	4.3%	28.5%

WITHOUT "DON'T KNOW"**Q20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Availability of information about services and activities	19.2%	41.0%	29.8%	8.3%	1.7%
City's efforts to keep you informed about city-related issues	17.4%	38.9%	29.2%	11.8%	2.8%
Responsiveness of City social media accounts	20.9%	45.2%	27.1%	5.3%	1.6%
The level of public involvement in local decision-making	9.8%	28.0%	36.8%	17.3%	8.0%
Ease in communication with City departments and staff	13.2%	35.2%	35.2%	10.3%	6.0%

Q21. City Communication. Please indicate how often you use each communication source using a scale where 5 is "Often" and 1 is "Never"

(N=857)

	Often	4	3	2	Never	Not provided
The City website (www.Lawrenceks.org)	10.4%	14.1%	30.7%	21.6%	20.0%	3.3%
City newsletter (The Flame)	8.4%	10.3%	12.4%	12.3%	53.2%	3.5%
Parks and Recreation guide	11.3%	19.5%	23.0%	19.1%	24.3%	2.8%
Email subscription notifications	10.0%	7.6%	9.2%	8.4%	59.7%	5.0%
Facebook	9.2%	8.2%	10.4%	8.9%	60.2%	3.2%
Twitter	3.4%	4.7%	4.7%	4.9%	78.4%	4.0%
NextDoor	5.8%	7.5%	9.5%	7.2%	65.8%	4.2%
Direct Mail	13.2%	15.5%	23.1%	15.8%	27.5%	4.9%
Local media outlets (newspaper)	25.8%	17.3%	16.0%	12.4%	24.9%	3.7%
Solid Waste App	6.4%	5.8%	7.9%	6.2%	68.8%	4.8%
Calling the City by phone	7.5%	11.7%	20.3%	25.1%	32.1%	3.4%

WITHOUT "NOT PROVIDED"

Q21. City Communication. Please indicate how often you use each communication source using a scale where 5 is "Often" and 1 is "Never" (without "not provided")

(N=857)

	Often	4	3	2	Never
The City website (www.lawrenceks.org)	10.7%	14.6%	31.7%	22.3%	20.6%
City newsletter (The Flame)	8.7%	10.6%	12.8%	12.7%	55.1%
Parks and Recreation guide	11.6%	20.0%	23.6%	19.7%	25.0%
Email subscription notifications	10.6%	8.0%	9.7%	8.8%	62.9%
Facebook	9.5%	8.4%	10.7%	9.2%	62.2%
Twitter	3.5%	4.9%	4.9%	5.1%	81.7%
NextDoor	6.1%	7.8%	9.9%	7.6%	68.7%
Direct Mail	13.9%	16.3%	24.3%	16.6%	29.0%
Local media outlets (newspaper)	26.8%	17.9%	16.6%	12.8%	25.8%
Solid Waste App	6.7%	6.1%	8.3%	6.5%	72.3%
Calling the City by phone	7.7%	12.1%	21.0%	26.0%	33.2%

Q21b. City Communication. Please rank the effectiveness of each communicating source use each communication source using a scale where 5 is "Effective" and 1 is "Ineffective"

(N=857)

	Effective	4	3	2	Ineffective	Not provided
The City website	19.0%	21.9%	21.7%	5.7%	3.3%	28.4%
City newsletter (The Flame)	11.6%	10.7%	14.1%	6.1%	11.6%	46.0%
Parks and recreation guide	22.1%	21.2%	16.3%	4.2%	3.4%	32.8%
Email subscription notifications	13.8%	9.2%	13.5%	4.8%	8.4%	50.3%
Facebook	8.5%	7.7%	14.8%	4.1%	11.7%	53.2%
Twitter	4.9%	3.6%	12.0%	2.9%	14.1%	62.4%
Nextdoor	5.7%	5.5%	14.5%	4.4%	14.2%	55.7%
Direct Mail	17.5%	15.5%	16.7%	3.9%	5.8%	40.6%
Local media outlets (newspaper)	18.4%	17.9%	14.7%	6.4%	6.2%	36.4%
Solid waste app	9.3%	5.0%	13.2%	3.5%	11.7%	57.3%
Calling the City by phone	16.8%	15.6%	16.3%	6.3%	6.5%	38.4%

WITHOUT "NOT PROVIDED"

Q21b. City Communication. Please rank the effectiveness of each communicating source use each communication source using a scale where 5 is "Effective" and 1 is "Ineffective" (without "not provided")

(N=857)

	Effective	4	3	2	Ineffective
The City website	26.5%	30.6%	30.3%	8.0%	4.6%
City newsletter (The Flame)	21.4%	19.9%	26.1%	11.2%	21.4%
Parks and recreation guide	32.8%	31.6%	24.3%	6.3%	5.0%
Email subscription notifications	27.7%	18.5%	27.2%	9.6%	16.9%
Facebook	18.2%	16.5%	31.7%	8.7%	24.9%
Twitter	13.0%	9.6%	32.0%	7.8%	37.6%
Nextdoor	12.9%	12.4%	32.6%	10.0%	32.1%
Direct Mail	29.5%	26.1%	28.1%	6.5%	9.8%
Local media outlets (newspaper)	29.0%	28.1%	23.1%	10.1%	9.7%
Solid waste app	21.9%	11.7%	30.9%	8.2%	27.3%
Calling the City by phone	27.3%	25.4%	26.5%	10.2%	10.6%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Ease of north/south travel in Lawrence	9.6%	45.9%	21.9%	12.4%	3.2%	7.1%
Ease of east/west travel in Lawrence	8.6%	40.8%	23.9%	15.9%	4.3%	6.4%
Connectivity of bicycle lanes and shared use paths	5.6%	18.3%	22.2%	14.2%	3.5%	36.2%
Traffic signal coordination on major city streets	8.1%	37.1%	24.2%	17.7%	7.7%	5.3%
Availability of safe routes for children to walk or bicycle to school	5.4%	16.8%	21.1%	11.4%	4.2%	41.1%
The number of destinations served by Lawrence Transit	5.7%	14.0%	14.1%	7.7%	1.6%	56.8%
The frequency of Lawrence Transit service	5.8%	13.5%	15.9%	6.1%	2.8%	55.9%
Availability of pedestrian (walking) paths in Lawrence	14.0%	41.5%	20.3%	7.8%	2.5%	13.9%
Pedestrian connectivity of sidewalks and paths	11.0%	39.3%	23.2%	7.8%	2.7%	16.0%
Parking enforcement services	8.6%	30.1%	32.4%	5.6%	4.4%	18.8%
Satisfaction of transportation experiences-driving	7.2%	43.4%	26.4%	7.7%	2.3%	13.0%
Satisfaction of transportation experiences-walking or using an assistive device	6.7%	27.2%	23.3%	5.4%	1.3%	36.2%
Satisfaction of transportation experiences-bicycling	5.4%	16.0%	20.8%	8.2%	2.2%	47.5%
Satisfaction of transportation experiences-riding the bus	4.3%	10.5%	13.9%	3.7%	0.9%	66.6%

WITHOUT "DON'T KNOW"**Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=857)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Ease of north/south travel in Lawrence	10.3%	49.4%	23.6%	13.3%	3.4%
Ease of east/west travel in Lawrence	9.2%	43.6%	25.6%	17.0%	4.6%
Connectivity of bicycle lanes and shared use paths	8.8%	28.7%	34.7%	22.3%	5.5%
Traffic signal coordination on major city streets	8.5%	39.2%	25.5%	18.7%	8.1%
Availability of safe routes for children to walk or bicycle to school	9.1%	28.5%	35.8%	19.4%	7.1%
The number of destinations served by Lawrence Transit	13.2%	32.4%	32.7%	17.8%	3.8%
The frequency of Lawrence Transit service	13.2%	30.7%	36.0%	13.8%	6.3%
Availability of pedestrian (walking) paths in Lawrence	16.3%	48.2%	23.6%	9.1%	2.8%
Pedestrian connectivity of sidewalks and paths	13.1%	46.8%	27.6%	9.3%	3.2%
Parking enforcement services	10.6%	37.1%	39.9%	6.9%	5.5%
Satisfaction of transportation experiences-driving	8.3%	49.9%	30.3%	8.8%	2.7%
Satisfaction of transportation experiences-walking or using an assistive device	10.4%	42.6%	36.6%	8.4%	2.0%
Satisfaction of transportation experiences-bicycling	10.2%	30.4%	39.6%	15.6%	4.2%
Satisfaction of transportation experiences-riding the bus	12.9%	31.5%	41.6%	11.2%	2.8%

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Top Choice</u>	<u>Number</u>	<u>Percent</u>
Ease of north/south travel in Lawrence	100	11.7 %
Ease of east/west travel in Lawrence	78	9.1 %
Connectivity of bicycle lanes and shared use paths	63	7.4 %
Traffic signal coordination on major city streets	128	14.9 %
Availability of safe routes for children to walk or bicycle to school	87	10.2 %
The number of destinations served by Lawrence Transit	24	2.8 %
The frequency of Lawrence Transit service	24	2.8 %
Availability of pedestrian (walking) paths in Lawrence	21	2.5 %
Pedestrian connectivity of sidewalks and paths	20	2.3 %
Parking enforcement services	19	2.2 %
Satisfaction of transportation experiences-driving	12	1.4 %
Satisfaction of transportation experiences-walking or using an assistive device	9	1.1 %
Satisfaction of transportation experiences-bicycling	21	2.5 %
Satisfaction of transportation experiences-riding the bus	11	1.3 %
None chosen	240	28.0 %
Total	857	100.0 %

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Ease of north/south travel in Lawrence	58	6.8 %
Ease of east/west travel in Lawrence	93	10.9 %
Connectivity of bicycle lanes and shared use paths	36	4.2 %
Traffic signal coordination on major city streets	64	7.5 %
Availability of safe routes for children to walk or bicycle to school	65	7.6 %
The number of destinations served by Lawrence Transit	40	4.7 %
The frequency of Lawrence Transit service	22	2.6 %
Availability of pedestrian (walking) paths in Lawrence	41	4.8 %
Pedestrian connectivity of sidewalks and paths	39	4.6 %
Parking enforcement services	12	1.4 %
Satisfaction of transportation experiences-driving	24	2.8 %
Satisfaction of transportation experiences-walking or using an assistive device	13	1.5 %
Satisfaction of transportation experiences-bicycling	23	2.7 %
Satisfaction of transportation experiences-riding the bus	14	1.6 %
None chosen	313	36.5 %
Total	857	100.0 %

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years?

3rd Choice	Number	Percent
Ease of north/south travel in Lawrence	36	4.2 %
Ease of east/west travel in Lawrence	49	5.7 %
Connectivity of bicycle lanes and shared use paths	39	4.6 %
Traffic signal coordination on major city streets	64	7.5 %
Availability of safe routes for children to walk or bicycle to school	36	4.2 %
The number of destinations served by Lawrence Transit	21	2.5 %
The frequency of Lawrence Transit service	22	2.6 %
Availability of pedestrian (walking) paths in Lawrence	38	4.4 %
Pedestrian connectivity of sidewalks and paths	48	5.6 %
Parking enforcement services	20	2.3 %
Satisfaction of transportation experiences-driving	27	3.2 %
Satisfaction of transportation experiences-walking or using an assistive device	17	2.0 %
Satisfaction of transportation experiences-bicycling	25	2.9 %
Satisfaction of transportation experiences-riding the bus	12	1.4 %
None chosen	403	47.0 %
Total	857	100.0 %

SUM OF TOP 3 CHOICES

Q23. Which THREE of the items listed in Question 12 should receive the MOST EMPHASIS from City leaders over the next two years? (Top 3)

Sum of top 3 choices	Number	Percent
Ease of north/south travel in Lawrence	194	22.6 %
Ease of east/west travel in Lawrence	220	25.7 %
Connectivity of bicycle lanes and shared use paths	138	16.1 %
Traffic signal coordination on major city streets	256	29.9 %
Availability of safe routes for children to walk or bicycle to school	188	21.9 %
The number of destinations served by Lawrence Transit	85	9.9 %
The frequency of Lawrence Transit service	68	7.9 %
Availability of pedestrian (walking) paths in Lawrence	100	11.7 %
Pedestrian connectivity of sidewalks and paths	107	12.5 %
Parking enforcement services	51	6.0 %
Satisfaction of transportation experiences-driving	63	7.4 %
Satisfaction of transportation experiences-walking or using an assistive device	39	4.6 %
Satisfaction of transportation experiences-bicycling	69	8.1 %
Satisfaction of transportation experiences-riding the bus	37	4.3 %
None chosen	240	28.0 %
Total	1855	

Q24. 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.

(N=857)

	Yes	No	Not provided
Used Lawrence Transit services operated by the City	15.4%	81.9%	2.7%
Enrolled in recreation programs offered by the City	31.9%	66.0%	2.1%
Visited City recreation facilities	72.7%	24.9%	2.5%
Visited the City Library	74.3%	23.9%	1.8%
Had contact with the City's Fire Medical Department	24.0%	73.7%	2.2%
Had contact with the Police Department	38.2%	59.5%	2.3%
Used a walking/biking trail or path	77.7%	20.4%	1.9%
Used a bicycle lane	32.9%	64.4%	2.7%
Put out recycling for curbside collection	92.1%	6.0%	2.0%
Viewed or attended a City Commission meeting	26.0%	71.6%	2.3%
Viewed or attended an advisory board/ commission meeting	13.3%	84.0%	2.7%

WITHOUT "NOT PROVIDED"

Q24. 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. (without "not provided")

(N=857)

	Yes	No
Used Lawrence Transit services operated by the City	15.8%	84.2%
Enrolled in recreation programs offered by the City	32.5%	67.5%
Visited City recreation facilities	74.5%	25.5%
Visited the City Library	75.7%	24.3%
Had contact with the City's Fire Medical Department	24.6%	75.4%
Had contact with the Police Department	39.1%	60.9%
Used a walking/biking trail or path	79.2%	20.8%
Used a bicycle lane	33.8%	66.2%
Put out recycling for curbside collection	93.9%	6.1%
Viewed or attended a City Commission meeting	26.6%	73.4%
Viewed or attended an advisory board/ commission meeting	13.7%	86.3%

Q25. Have you engaged with the City about a question, problem, or complaint during the past year?

Have you engaged with the City about a question, problem, or complaint during the past year?	Number	Percent
Yes	388	45.3 %
No	469	54.7 %
Total	857	100.0 %

Q25a. Which department did you contact MOST RECENTLY?

Which department did you contact MOST RECENTLY?	Number	Percent
City Manager's Office (includes Human Resources, City Clerk, and Risk Management)	24	6.2 %
Fire Medical	13	3.4 %
Municipal Court	10	2.6 %
Planning and Development Services (planning, building inspections, code enforcement, community development)	47	12.1 %
Parks and Recreation	56	14.4 %
Police	33	8.5 %
Public Works (trash, streets, traffic signals/signs)	120	30.9 %
Transit	2	0.5 %
Utility Billing	28	7.2 %
Water/Wastewater Utility	26	6.7 %
Other	26	6.7 %
Not provided	3	0.8 %
Total	388	100.0 %

WITHOUT "NOT PROVIDED"**Q25a. Which department did you contact MOST RECENTLY? (without "not provided")**

Which department did you contact MOST RECENTLY?	Number	Percent
City Manager's Office (includes Human Resources, City Clerk, and Risk Management)	24	2.8 %
Fire Medical	13	1.5 %
Municipal Court	10	1.2 %
Planning and Development Services (planning, building inspections, code enforcement, community development)	47	5.5 %
Parks and Recreation	56	6.5 %
Police	33	3.9 %
Public Works (trash, streets, traffic signals/signs)	120	14.0 %
Transit	2	0.2 %
Utility Billing	28	3.3 %
Water/Wastewater Utility	26	3.0 %
Other	26	3.0 %
Total	385	44.9 %

Q25a-11. Other

- animal control
- ANIMAL CONTROL
- Called about annoying dog barking in neighborhood.
- Called to have foliage removed from a sidewalk that was completely blocked by overgrown trees/weeds
- CAR PARKS-BILLING
- City Commissioners
- Commission
- Direct contact with city commission
- FAMILY-CHILD SERVICES
- FORESTRY
- LACK OF SIDEWALKS AND STREET REPAIR
- municipal services
- OVERGROWN YARD
- Parking
- Parking
- Parking Dept.
- Parking tickets. I found them to be reasonable.
- potholes
- property tax
- Recycling
- TAXES
- traffic
- trash removal
- TREE REMOVAL AND PLANTING-NOT SURE WHAT DEPARTMENT THIS IS
- Waste management for dead animals in the street.
- Went to city commission meeting about concern to eliminate prairie park nature center and park, and reducing 100,000.00 from LHS funding

Q25b. 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."

(N=857)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
City employees were courteous and polite	43.0%	37.6%	8.5%	3.6%	1.8%	5.4%
City employees were professional	42.0%	39.2%	9.3%	3.1%	1.5%	4.9%
City employees were responsive to my concerns	37.1%	29.6%	14.9%	7.0%	8.2%	3.1%
I was satisfied with the overall quality of service provided	33.8%	31.7%	13.7%	9.0%	9.0%	2.8%
I felt I was treated fairly and equitably	40.2%	32.5%	11.3%	5.4%	5.4%	5.2%

WITHOUT "DON'T KNOW"

Q25b. 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." (without "don't know")

(N=857)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
City employees were courteous and polite	45.5%	39.8%	9.0%	3.8%	1.9%
City employees were professional	44.2%	41.2%	9.8%	3.3%	1.6%
City employees were responsive to my concerns	38.3%	30.6%	15.4%	7.2%	8.5%
I was satisfied with the overall quality of service provided	34.7%	32.6%	14.1%	9.3%	9.3%
I felt I was treated fairly and equitably	42.4%	34.2%	12.0%	5.7%	5.7%

Q26. Approximately how many years have you lived in Lawrence?

Approximately how many years have you lived in Lawrence?	Number	Percent
0-5	140	16.3 %
6-10	101	11.8 %
11-15	73	8.5 %
16-20	79	9.2 %
21-30	160	18.7 %
31+	290	33.8 %
Not provided	14	1.6 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Approximately how many years have you lived in Lawrence? (without "not provided")**

Approximately how many years have you lived in Lawrence?	Number	Percent
0-5	140	16.6 %
6-10	101	12.0 %
11-15	73	8.7 %
16-20	79	9.4 %
21-30	160	19.0 %
31+	290	34.4 %
Total	843	100.0 %

Q27. What is your age?

<u>What is your age?</u>	<u>Number</u>	<u>Percent</u>
18-24	168	19.6 %
25-34	159	18.6 %
35-44	163	19.0 %
45-64	178	20.8 %
65+	174	20.3 %
Not provided	15	1.8 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q27. What is your age? (without "not provided")**

<u>What is your age?</u>	<u>Number</u>	<u>Percent</u>
18-24	168	20.0 %
25-34	159	18.9 %
35-44	163	19.4 %
45-64	178	21.1 %
65+	174	20.7 %
Total	842	100.0 %

Q28. Which of the following best describes your current employment status?

Which of the following best describes your current employment status?	Number	Percent
Employed outside the home	476	55.5 %
Employed inside the home work remotely	98	11.4 %
Employed inside the home - have a home-based business	42	4.9 %
Retired	209	24.4 %
Not currently employed	16	1.9 %
Student	7	0.8 %
Not provided	9	1.1 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q28. Which of the following best describes your current employment status? (without "not provided")**

Which of the following best describes your current employment status?	Number	Percent
Employed outside the home	476	55.5 %
Employed inside the home work remotely	98	11.4 %
Employed inside the home - have a home-based business	42	4.9 %
Retired	209	24.4 %
Not currently employed	16	1.9 %
Student	7	0.8 %
Total	848	98.9 %

Q28a. What is the zip code where you work or go to school?

What is the zip code where you work or go to school?	Number	Percent
66044	156	18.2 %
66049	120	14.0 %
66046	79	9.2 %
66047	61	7.1 %
66045	58	6.8 %
66612	10	1.2 %
66603	9	1.1 %
66062	7	0.8 %
66006	7	0.8 %
64108	7	0.8 %
66606	6	0.7 %
66018	5	0.6 %
66211	5	0.6 %
66615	3	0.4 %
66061	3	0.4 %
66043	3	0.4 %
66212	3	0.4 %
66214	3	0.4 %
66025	3	0.4 %
66619	3	0.4 %
66604	3	0.4 %
66086	2	0.2 %
66611	2	0.2 %
66067	2	0.2 %
66616	2	0.2 %
64128	2	0.2 %
66101	2	0.2 %
66054	2	0.2 %
66226	2	0.2 %
66618	2	0.2 %
66030	2	0.2 %
66048	2	0.2 %
66106	2	0.2 %
66160	1	0.1 %
64153	1	0.1 %
64133	1	0.1 %
66605	1	0.1 %
66203	1	0.1 %
66209	1	0.1 %
66613	1	0.1 %
66215	1	0.1 %
66102	1	0.1 %
66105	1	0.1 %
66219	1	0.1 %
66031	1	0.1 %
64057	1	0.1 %

Q28a. What is the zip code where you work or go to school?

What is the zip code where you work or go to school?	Number	Percent
64110	1	0.1 %
66601	1	0.1 %
64111	1	0.1 %
66622	1	0.1 %
66442	1	0.1 %
66547	1	0.1 %
64116	1	0.1 %
64106	1	0.1 %
64105	1	0.1 %
66066	1	0.1 %
66683	1	0.1 %
66621	1	0.1 %
64114	1	0.1 %
64131	1	0.1 %
66949	1	0.1 %
66012	1	0.1 %
66636	1	0.1 %
66216	1	0.1 %
Total	609	71.1 %

Q29. Do you own or rent your current residence?

Do you own or rent your current residence?	Number	Percent
Own	228	26.6 %
Rent	622	72.6 %
Not provided	7	0.8 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Do you own or rent your current residence? (without "not provided")**

Do you own or rent your current residence?	Number	Percent
Own	228	26.8 %
Rent	622	73.2 %
Total	850	100.0 %

Q30. Including yourself, how many people in your household are...

	Mean	Sum
number	2.3	1905
Under age 10	0.2	171
Ages 10-19	0.2	197
Ages 20-34	0.4	355
Ages 35-54	0.7	548
Ages 55-64	0.4	323
Ages 65+	0.4	311

Q31. Are you or other members of your household of Hispanic, Latino, or Spanish ancestry?

Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?	Number	Percent
Yes	58	6.8 %
No	795	92.8 %
Not provided	4	0.5 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Are you or other members of your household of Hispanic, Latino, or Spanish ancestry? (without "not provided")**

Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?	Number	Percent
Yes	58	6.8 %
No	795	93.2 %
Total	853	100.0 %

Q32. Which of the following best describes your race/ethnicity?

<u>Asian or Asian Indian</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	56	6.5 %
Black or African American	44	5.1 %
American Indian or Alaska Native	21	2.5 %
White	676	78.9 %
Native Hawaiian or other Pacific Islander	4	0.5 %
Middle Eastern or North African	5	0.6 %
Other	9	1.1 %
Total	815	

Q32-9. Self-describe your race/ethnicity:

<u>Please describe your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
mixed	2	22.2 %
Mixed	1	11.1 %
BI RACIAL	1	11.1 %
multiracial	1	11.1 %
biracial	1	11.1 %
multi race	1	11.1 %
more than one	1	11.1 %
combination	1	11.1 %
Total	9	100.0 %

Q33. Your gender:

<u>What is your gender identity?</u>	<u>Number</u>	<u>Percent</u>
Male	420	49.0 %
Female	420	49.0 %
Non-binary	11	1.3 %
Prefer to self-describe	2	0.2 %
Not provided	4	0.5 %
Total	857	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Your gender: (without "not provided")**

<u>What is your gender identity?</u>	<u>Number</u>	<u>Percent</u>
Male	420	49.2 %
Female	420	49.2 %
Non-binary	11	1.3 %
Prefer to self-describe	2	0.2 %
Total	853	100.0 %

Q33-4. Self-describe your gender:

<u>Please describe your gender</u>	<u>Number</u>	<u>Percent</u>
Fluid	1	50.0 %
gender queer	1	50.0 %
Total	2	100.0 %



6 Oversampling



Oversampling

Oversampling of Demographic Groups in the City and Crosstabulations

ETC Institute conducted an oversampling exercise for the City of Lawrence to ensure that the City had a statistically valid number of responses for key demographic groups. This involved oversampling minority groups (residents of Lawrence who identify as Black or African American, American Indian and Alaskan Native, Asian, and Hispanic/Latino) to ensure the completion of a statistically valid number of surveys beyond the number expected (based on most recently available ACS/Census information provided by the City) given the group's relative portion of the City's population. This exercise will give the City the ability to run statistically significant crosstabulations of key demographic groups.

The tables on the following pages show the combined survey results for the City's "non-White" only population. The results include both the oversampling and general survey results from all respondents that selected any of the "non-White" options, including those who selected "White" along with an additional "non-white" selection.

Following the overall tabulations of the oversampling, crosstabulations by race have been included. Chi-square tests of significance were applied to these survey questions as a way to understand differences between the groups. If a letter is capitalized, there is a 99% probability there is an actual difference between respondents in each of the groups. If the letters are lower case, the probability of actual differences would be 95%. For each subgroup that has a statistically significant difference, an upper case or lower case letter denoting significance is shown in the category. The letter denotes the category from which it is statistically different. Items that have no letter denotation in their column were not statistically different.

Q1. Major Categories of Services: Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	19.9%	38.5%	23.3%	6.3%	4.1%	7.9%
Q1-2. Overall quality of fire & emergency medical services	34.4%	39.7%	13.2%	0.3%	0.6%	11.7%
Q1-3. Overall maintenance of City streets & utilities	5.4%	24.9%	24.6%	33.4%	11.0%	0.6%
Q1-4. Overall effectiveness of City communication with the public	6.9%	32.2%	34.4%	15.5%	6.9%	4.1%
Q1-5. Overall flow of motor vehicle traffic & congestion management on streets in City	3.5%	38.8%	24.6%	22.4%	8.8%	1.9%
Q1-6. Overall quality of City water & wastewater utility services	20.5%	51.1%	19.2%	5.7%	2.5%	0.9%
Q1-7. Overall quality of City trash & yard waste services	36.0%	49.5%	8.5%	3.5%	1.6%	0.9%
Q1-8. Overall quality of planning & code enforcement	5.0%	19.2%	37.9%	11.7%	4.4%	21.8%
Q1-9. Overall quality of City's public transportation	7.9%	29.3%	27.8%	6.9%	4.1%	24.0%
Q1-10. Overall quality of City's parks & recreation system	24.6%	51.4%	12.6%	5.0%	2.8%	3.5%
Q1-11. Overall quality of customer service by City staff	11.4%	41.0%	23.3%	3.8%	1.9%	18.6%
Q1-12. Overall quality of Lawrence Public Library	52.4%	27.8%	7.6%	2.5%	0.9%	8.8%

WITHOUT "DON'T KNOW"**Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	21.6%	41.8%	25.3%	6.8%	4.5%
Q1-2. Overall quality of fire & emergency medical services	38.9%	45.0%	15.0%	0.4%	0.7%
Q1-3. Overall maintenance of City streets & utilities	5.4%	25.1%	24.8%	33.7%	11.1%
Q1-4. Overall effectiveness of City communication with the public	7.2%	33.6%	35.9%	16.1%	7.2%
Q1-5. Overall flow of motor vehicle traffic & congestion management on streets in City	3.5%	39.5%	25.1%	22.8%	9.0%
Q1-6. Overall quality of City water & wastewater utility services	20.7%	51.6%	19.4%	5.7%	2.5%
Q1-7. Overall quality of City trash & yard waste services	36.3%	50.0%	8.6%	3.5%	1.6%
Q1-8. Overall quality of planning & code enforcement	6.5%	24.6%	48.4%	14.9%	5.6%
Q1-9. Overall quality of City's public transportation	10.4%	38.6%	36.5%	9.1%	5.4%
Q1-10. Overall quality of City's parks & recreation system	25.5%	53.3%	13.1%	5.2%	2.9%
Q1-11. Overall quality of customer service by City staff	14.0%	50.4%	28.7%	4.7%	2.3%
Q1-12. Overall quality of Lawrence Public Library	57.4%	30.4%	8.3%	2.8%	1.0%

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. Top choice	Number	Percent
Overall quality of police services	28	8.8 %
Overall quality of fire & emergency medical services	8	2.5 %
Overall maintenance of City streets & utilities	131	41.3 %
Overall effectiveness of City communication with the public	20	6.3 %
Overall flow of motor vehicle traffic & congestion management on streets in City	34	10.7 %
Overall quality of City water & wastewater utility services	16	5.0 %
Overall quality of City trash & yard waste services	5	1.6 %
Overall quality of planning & code enforcement	18	5.7 %
Overall quality of the City's public transportation	14	4.4 %
Overall quality of City's parks & recreation system	15	4.7 %
Overall quality of customer service by City staff	3	0.9 %
Overall quality of Lawrence Public Library	7	2.2 %
None chosen	18	5.7 %
Total	317	100.0 %

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 2nd choice	Number	Percent
Overall quality of police services	31	9.8 %
Overall quality of fire & emergency medical services	11	3.5 %
Overall maintenance of City streets & utilities	51	16.1 %
Overall effectiveness of City communication with the public	28	8.8 %
Overall flow of motor vehicle traffic & congestion management on streets in City	68	21.5 %
Overall quality of City water & wastewater utility services	13	4.1 %
Overall quality of City trash & yard waste services	6	1.9 %
Overall quality of planning & code enforcement	29	9.1 %
Overall quality of the City's public transportation	14	4.4 %
Overall quality of City's parks & recreation system	18	5.7 %
Overall quality of customer service by City staff	11	3.5 %
Overall quality of Lawrence Public Library	7	2.2 %
None chosen	30	9.5 %
Total	317	100.0 %

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 3rd choice	Number	Percent
Overall quality of police services	25	7.9 %
Overall quality of fire & emergency medical services	11	3.5 %
Overall maintenance of City streets & utilities	33	10.4 %
Overall effectiveness of City communication with the public	32	10.1 %
Overall flow of motor vehicle traffic & congestion management on streets in City	36	11.4 %
Overall quality of City water & wastewater utility services	19	6.0 %
Overall quality of City trash & yard waste services	6	1.9 %
Overall quality of planning & code enforcement	28	8.8 %
Overall quality of the City's public transportation	26	8.2 %
Overall quality of City's parks & recreation system	24	7.6 %
Overall quality of customer service by City staff	7	2.2 %
Overall quality of Lawrence Public Library	5	1.6 %
None chosen	65	20.5 %
Total	317	100.0 %

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q2. Top choice	Number	Percent
Overall quality of police services	84	26.5 %
Overall quality of fire & emergency medical services	30	9.5 %
Overall maintenance of City streets & utilities	215	67.8 %
Overall effectiveness of City communication with the public	80	25.2 %
Overall flow of motor vehicle traffic & congestion management on streets in City	138	43.5 %
Overall quality of City water & wastewater utility services	48	15.1 %
Overall quality of City trash & yard waste services	17	5.4 %
Overall quality of planning & code enforcement	75	23.7 %
Overall quality of the City's public transportation	54	17.0 %
Overall quality of City's parks & recreation system	57	18.0 %
Overall quality of customer service by City staff	21	6.6 %
Overall quality of Lawrence Public Library	19	6.0 %
None chosen	18	5.7 %
Total	856	

Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Appearance & cleanliness of Downtown Lawrence	16.1%	50.8%	9.1%	15.8%	6.0%	2.2%
Q3-2. Availability of vehicle parking	10.7%	38.5%	22.4%	19.6%	7.9%	0.9%
Q3-3. Availability of bicycle parking	6.9%	16.7%	26.5%	5.0%	2.2%	42.6%
Q3-4. Types of retail & entertainment establishments available	13.6%	38.2%	24.3%	16.1%	5.0%	2.8%
Q3-5. How safe you feel in Downtown Lawrence during the day	35.0%	43.2%	9.8%	7.6%	3.5%	0.9%
Q3-6. How safe you feel in Downtown Lawrence after dark	14.2%	28.7%	21.1%	17.4%	10.7%	7.9%
Q3-7. Downtown Lawrence special events & parades	27.4%	42.3%	18.6%	4.1%	1.3%	6.3%
Q3-8. Beautification of Downtown Lawrence (flowers, trees, art)	35.6%	45.1%	12.0%	5.4%	0.6%	1.3%
Q3-9. Diverse representation of cultural events in Downtown Lawrence	18.3%	35.6%	24.6%	10.1%	2.5%	8.8%

WITHOUT "DON'T KNOW"**Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Appearance & cleanliness of Downtown Lawrence	16.5%	51.9%	9.4%	16.1%	6.1%
Q3-2. Availability of vehicle parking	10.8%	38.9%	22.6%	19.7%	8.0%
Q3-3. Availability of bicycle parking	12.1%	29.1%	46.2%	8.8%	3.8%
Q3-4. Types of retail & entertainment establishments available	14.0%	39.3%	25.0%	16.6%	5.2%
Q3-5. How safe you feel in Downtown Lawrence during the day	35.4%	43.6%	9.9%	7.6%	3.5%
Q3-6. How safe you feel in Downtown Lawrence after dark	15.4%	31.2%	22.9%	18.8%	11.6%
Q3-7. Downtown Lawrence special events & parades	29.3%	45.1%	19.9%	4.4%	1.3%
Q3-8. Beautification of Downtown Lawrence (flowers, trees, art)	36.1%	45.7%	12.1%	5.4%	0.6%
Q3-9. Diverse representation of cultural events in Downtown Lawrence	20.1%	39.1%	27.0%	11.1%	2.8%

Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Overall value that you receive for your City tax dollars & fees	6.9%	31.2%	28.1%	20.8%	8.5%	4.4%
Q4-2. Overall image of City	16.7%	52.4%	17.4%	9.1%	2.8%	1.6%
Q4-3. Livability of your neighborhood	31.5%	47.9%	12.0%	5.7%	1.6%	1.3%
Q4-4. Upkeep of your neighborhood	21.5%	43.5%	16.7%	14.5%	3.2%	0.6%
Q4-5. Overall quality of City services	12.3%	54.3%	23.7%	5.7%	1.6%	2.5%
Q4-6. Overall quality of City's equitable delivery of service	6.3%	37.2%	24.6%	9.8%	4.1%	18.0%
Q4-7. Overall quality of life in City	19.9%	57.1%	12.6%	6.9%	1.9%	1.6%
Q4-8. Enforcement of City codes & ordinances	2.5%	28.1%	30.6%	10.4%	3.5%	24.9%
Q4-9. City as a culturally welcoming place where all enjoy life & feel at home	18.6%	46.7%	21.5%	5.7%	2.2%	5.4%

WITHOUT "DON'T KNOW"**Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall value that you receive for your City tax dollars & fees	7.3%	32.7%	29.4%	21.8%	8.9%
Q4-2. Overall image of City	17.0%	53.2%	17.6%	9.3%	2.9%
Q4-3. Livability of your neighborhood	31.9%	48.6%	12.1%	5.8%	1.6%
Q4-4. Upkeep of your neighborhood	21.6%	43.8%	16.8%	14.6%	3.2%
Q4-5. Overall quality of City services	12.6%	55.7%	24.3%	5.8%	1.6%
Q4-6. Overall quality of City's equitable delivery of service	7.7%	45.4%	30.0%	11.9%	5.0%
Q4-7. Overall quality of life in City	20.2%	58.0%	12.8%	7.1%	1.9%
Q4-8. Enforcement of City codes & ordinances	3.4%	37.4%	40.8%	13.9%	4.6%
Q4-9. City as a culturally welcoming place where all enjoy life & feel at home	19.7%	49.3%	22.7%	6.0%	2.3%

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars & fees	106	33.4 %
Overall image of City	23	7.3 %
Livability of your neighborhood	17	5.4 %
Upkeep of your neighborhood	30	9.5 %
Overall quality of City services	19	6.0 %
Overall quality of City's equitable delivery of service	31	9.8 %
Overall quality of life in City	14	4.4 %
Enforcement of City codes & ordinances	17	5.4 %
City as a culturally welcoming place where all enjoy life & feel at home	28	8.8 %
None chosen	32	10.1 %
Total	317	100.0 %

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars & fees	37	11.7 %
Overall image of City	29	9.1 %
Livability of your neighborhood	26	8.2 %
Upkeep of your neighborhood	28	8.8 %
Overall quality of City services	42	13.2 %
Overall quality of City's equitable delivery of service	29	9.1 %
Overall quality of life in City	22	6.9 %
Enforcement of City codes & ordinances	22	6.9 %
City as a culturally welcoming place where all enjoy life & feel at home	31	9.8 %
None chosen	51	16.1 %
Total	317	100.0 %

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars & fees	30	9.5 %
Overall image of City	17	5.4 %
Livability of your neighborhood	19	6.0 %
Upkeep of your neighborhood	25	7.9 %
Overall quality of City services	31	9.8 %
Overall quality of City's equitable delivery of service	24	7.6 %
Overall quality of life in City	45	14.2 %
Enforcement of City codes & ordinances	22	6.9 %
City as a culturally welcoming place where all enjoy life & feel at home	28	8.8 %
None chosen	76	24.0 %
Total	317	100.0 %

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall value that you receive for your City tax dollars & fees	173	54.6 %
Overall image of City	69	21.8 %
Livability of your neighborhood	62	19.6 %
Upkeep of your neighborhood	83	26.2 %
Overall quality of City services	92	29.0 %
Overall quality of City's equitable delivery of service	84	26.5 %
Overall quality of life in City	81	25.6 %
Enforcement of City codes & ordinances	61	19.2 %
City as a culturally welcoming place where all enjoy life & feel at home	87	27.4 %
None chosen	32	10.1 %
Total	824	

Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor."

(N=317)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q6-1. City as a place to live	34.7%	50.5%	7.9%	4.1%	1.6%	1.3%
Q6-2. City as a place to work	15.8%	35.3%	19.9%	12.3%	7.6%	9.1%
Q6-3. City as a place to raise children	22.1%	47.0%	13.2%	3.2%	3.2%	11.4%
Q6-4. City as a place to retire	16.4%	39.4%	17.4%	8.5%	4.7%	13.6%
Q6-5. City as a place where I feel welcome	27.1%	48.6%	16.4%	4.1%	1.9%	1.9%
Q6-6. City efforts to promote diversity in the community	17.4%	44.5%	22.1%	5.4%	2.8%	7.9%
Q6-7. City of Lawrence as an employer	4.4%	12.3%	20.2%	5.4%	4.7%	53.0%

WITHOUT "DON'T KNOW"

Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor." (without "don't know")

(N=317)

	Excellent	Good	Neutral	Below average	Poor
Q6-1. City as a place to live	35.1%	51.1%	8.0%	4.2%	1.6%
Q6-2. City as a place to work	17.4%	38.9%	21.9%	13.5%	8.3%
Q6-3. City as a place to raise children	24.9%	53.0%	14.9%	3.6%	3.6%
Q6-4. City as a place to retire	19.0%	45.6%	20.1%	9.9%	5.5%
Q6-5. City as a place where I feel welcome	27.7%	49.5%	16.7%	4.2%	1.9%
Q6-6. City efforts to promote diversity in the community	18.8%	48.3%	24.0%	5.8%	3.1%
Q6-7. City of Lawrence as an employer	9.4%	26.2%	43.0%	11.4%	10.1%

Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. City efforts to promote economic development	3.5%	21.8%	31.5%	20.2%	8.8%	14.2%
Q7-2. Overall quality of new development in Lawrence	3.2%	18.3%	32.8%	26.8%	8.5%	10.4%
Q7-3. How well City is planning growth	2.2%	15.5%	30.3%	25.2%	12.0%	14.8%
Q7-4. Access to quality childcare you can afford	0.3%	6.9%	16.7%	15.8%	10.1%	50.2%
Q7-5. Access to quality healthcare you can afford	8.8%	36.9%	21.1%	15.5%	9.1%	8.5%
Q7-6. Access to quality mental healthcare you can afford	3.8%	24.0%	19.6%	14.8%	10.1%	27.8%
Q7-7. Access to healthy food you can afford	12.0%	43.5%	20.8%	14.2%	6.6%	2.8%
Q7-8. Access to quality housing you can afford	6.9%	22.4%	24.3%	21.5%	19.6%	5.4%
Q7-9. Access to jobs that offer a living wage	3.2%	13.9%	26.2%	23.0%	13.6%	20.2%

WITHOUT "DON'T KNOW"**Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City efforts to promote economic development	4.0%	25.4%	36.8%	23.5%	10.3%
Q7-2. Overall quality of new development in Lawrence	3.5%	20.4%	36.6%	29.9%	9.5%
Q7-3. How well City is planning growth	2.6%	18.1%	35.6%	29.6%	14.1%
Q7-4. Access to quality childcare you can afford	0.6%	13.9%	33.5%	31.6%	20.3%
Q7-5. Access to quality healthcare you can afford	9.7%	40.3%	23.1%	16.9%	10.0%
Q7-6. Access to quality mental healthcare you can afford	5.2%	33.2%	27.1%	20.5%	14.0%
Q7-7. Access to healthy food you can afford	12.3%	44.8%	21.4%	14.6%	6.8%
Q7-8. Access to quality housing you can afford	7.3%	23.7%	25.7%	22.7%	20.7%
Q7-9. Access to jobs that offer a living wage	4.0%	17.4%	32.8%	28.9%	17.0%

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?

Q8. Top choice	Number	Percent
City efforts to promote economic development	52	16.4 %
Overall quality of new development in Lawrence	16	5.0 %
How well City is planning growth	39	12.3 %
Access to quality childcare you can afford	20	6.3 %
Access to quality healthcare you can afford	20	6.3 %
Access to quality mental healthcare you can afford	23	7.3 %
Access to healthy food you can afford	12	3.8 %
Access to quality housing you can afford	49	15.5 %
Access to jobs that offer a living wage	51	16.1 %
None chosen	35	11.0 %
Total	317	100.0 %

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?

Q8. 2nd choice	Number	Percent
City efforts to promote economic development	11	3.5 %
Overall quality of new development in Lawrence	44	13.9 %
How well City is planning growth	30	9.5 %
Access to quality childcare you can afford	17	5.4 %
Access to quality healthcare you can afford	35	11.0 %
Access to quality mental healthcare you can afford	28	8.8 %
Access to healthy food you can afford	13	4.1 %
Access to quality housing you can afford	54	17.0 %
Access to jobs that offer a living wage	42	13.2 %
None chosen	43	13.6 %
Total	317	100.0 %

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City efforts to promote economic development	19	6.0 %
Overall quality of new development in Lawrence	19	6.0 %
How well City is planning growth	41	12.9 %
Access to quality childcare you can afford	15	4.7 %
Access to quality healthcare you can afford	23	7.3 %
Access to quality mental healthcare you can afford	19	6.0 %
Access to healthy food you can afford	23	7.3 %
Access to quality housing you can afford	50	15.8 %
Access to jobs that offer a living wage	43	13.6 %
None chosen	65	20.5 %
Total	317	100.0 %

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
City efforts to promote economic development	82	25.9 %
Overall quality of new development in Lawrence	79	24.9 %
How well City is planning growth	110	34.7 %
Access to quality childcare you can afford	52	16.4 %
Access to quality healthcare you can afford	78	24.6 %
Access to quality mental healthcare you can afford	70	22.1 %
Access to healthy food you can afford	48	15.1 %
Access to quality housing you can afford	153	48.3 %
Access to jobs that offer a living wage	136	42.9 %
None chosen	35	11.0 %
Total	843	

Q9. 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."

(N=317)

	Very well	Well	Neutral	Below average	Poor	Don't know
Q9-1. Non-English speaking persons	6.6%	15.8%	22.7%	12.9%	2.8%	39.1%
Q9-2. Persons with limited physical mobility	6.3%	24.6%	22.7%	14.2%	2.8%	29.3%
Q9-3. Persons with disabilities	6.9%	24.6%	20.8%	13.2%	3.8%	30.6%
Q9-4. Seniors	9.5%	32.8%	25.6%	9.5%	2.8%	19.9%
Q9-5. Persons of color	7.9%	18.3%	27.8%	14.8%	5.0%	26.2%
Q9-6. LGBTQIA+ community	14.8%	28.7%	22.7%	7.3%	1.3%	25.2%
Q9-7. Efforts are made to represent my culture in the community	11.0%	24.3%	28.1%	11.4%	6.9%	18.3%
Q9-8. I feel welcome in the community	23.7%	45.4%	20.8%	4.4%	2.2%	3.5%

Q9. 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." (without "don't know")

(N=317)

	Very well	Well	Neutral	Below average	Poor
Q9-1. Non-English speaking persons	10.9%	25.9%	37.3%	21.2%	4.7%
Q9-2. Persons with limited physical mobility	8.9%	34.8%	32.1%	20.1%	4.0%
Q9-3. Persons with disabilities	10.0%	35.5%	30.0%	19.1%	5.5%
Q9-4. Seniors	11.8%	40.9%	31.9%	11.8%	3.5%
Q9-5. Persons of color	10.7%	24.8%	37.6%	20.1%	6.8%
Q9-6. LGBTQIA+ community	19.8%	38.4%	30.4%	9.7%	1.7%
Q9-7. Efforts are made to represent my culture in the community	13.5%	29.7%	34.4%	13.9%	8.5%
Q9-8. I feel welcome in the community	24.5%	47.1%	21.6%	4.6%	2.3%

Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Frequency that police officers patrol your neighborhood	7.3%	33.4%	26.8%	13.2%	4.1%	15.1%
Q10-2. Efforts by police to prevent crime in your neighborhood	8.5%	32.2%	26.2%	10.1%	4.4%	18.6%
Q10-3. How quickly police respond to emergencies	12.9%	37.2%	17.7%	3.5%	1.9%	26.8%
Q10-4. Professionalism of police officers	18.9%	40.1%	17.0%	3.2%	5.4%	15.5%
Q10-5. How effectively City enforces traffic offenses	8.2%	27.8%	24.9%	10.1%	6.9%	22.1%
Q10-6. School resource officers	9.1%	14.2%	15.1%	5.0%	2.8%	53.6%
Q10-7. Quality of animal control services	9.5%	24.6%	19.9%	9.5%	3.8%	32.8%
Q10-8. Police related education programs	6.0%	11.4%	22.4%	4.4%	2.2%	53.6%
Q10-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	7.9%	18.9%	22.1%	11.4%	5.0%	34.7%
Q10-10. Overall treatment of people by Lawrence Police Department	15.5%	36.0%	19.9%	7.6%	4.7%	16.4%
Q10-11. Overall trust in Lawrence Police Department	15.5%	39.7%	23.3%	7.3%	6.9%	7.3%

WITHOUT "DON'T KNOW"**Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Frequency that police officers patrol your neighborhood	8.6%	39.4%	31.6%	15.6%	4.8%
Q10-2. Efforts by police to prevent crime in your neighborhood	10.5%	39.5%	32.2%	12.4%	5.4%
Q10-3. How quickly police respond to emergencies	17.7%	50.9%	24.1%	4.7%	2.6%
Q10-4. Professionalism of police officers	22.4%	47.4%	20.1%	3.7%	6.3%
Q10-5. How effectively City enforces traffic offenses	10.5%	35.6%	32.0%	13.0%	8.9%
Q10-6. School resource officers	19.7%	30.6%	32.7%	10.9%	6.1%
Q10-7. Quality of animal control services	14.1%	36.6%	29.6%	14.1%	5.6%
Q10-8. Police related education programs	12.9%	24.5%	48.3%	9.5%	4.8%
Q10-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)	12.1%	29.0%	33.8%	17.4%	7.7%
Q10-10. Overall treatment of people by Lawrence Police Department	18.5%	43.0%	23.8%	9.1%	5.7%
Q10-11. Overall trust in Lawrence Police Department	16.7%	42.9%	25.2%	7.8%	7.5%

Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe."

(N=317)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q11-1. Walking in your neighborhood during the day	66.2%	29.0%	2.8%	0.6%	0.3%	0.9%
Q11-2. Walking in your neighborhood after dark	22.7%	38.8%	21.1%	10.1%	3.8%	3.5%
Q11-3. In City parks	16.7%	40.4%	21.5%	10.1%	4.4%	6.9%
Q11-4. Riding a bicycle in Lawrence	10.1%	30.9%	18.0%	10.4%	4.4%	26.2%
Q11-5. Navigating busy intersections on foot	8.5%	36.0%	26.2%	18.6%	5.4%	5.4%
Q11-6. Navigating busy intersections on a bicycle	4.4%	17.4%	19.2%	16.7%	7.9%	34.4%
Q11-7. Overall feeling of safety in Lawrence	18.0%	53.9%	20.5%	3.8%	1.3%	2.5%

WITHOUT "DON'T KNOW"**Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe." (without "don't know")**

(N=317)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q11-1. Walking in your neighborhood during the day	66.9%	29.3%	2.9%	0.6%	0.3%
Q11-2. Walking in your neighborhood after dark	23.5%	40.2%	21.9%	10.5%	3.9%
Q11-3. In City parks	18.0%	43.4%	23.1%	10.8%	4.7%
Q11-4. Riding a bicycle in Lawrence	13.7%	41.9%	24.4%	14.1%	6.0%
Q11-5. Navigating busy intersections on foot	9.0%	38.0%	27.7%	19.7%	5.7%
Q11-6. Navigating busy intersections on a bicycle	6.7%	26.4%	29.3%	25.5%	12.0%
Q11-7. Overall feeling of safety in Lawrence	18.4%	55.3%	21.0%	3.9%	1.3%

Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Overall quality of fire services	28.4%	39.4%	6.6%	0.3%	0.3%	24.9%
Q12-2. Overall trust in Lawrence-Douglas County Fire Department	34.7%	42.6%	8.2%	0.6%	0.0%	13.9%
Q12-3. How quickly emergency medical services personnel respond	29.7%	38.2%	7.6%	0.0%	0.3%	24.3%
Q12-4. Professionalism of City's fire & emergency medical services personnel	33.1%	40.1%	4.7%	0.3%	0.3%	21.5%
Q12-5. Quality of medical care provided by City's fire medical services personnel	27.8%	31.9%	7.3%	0.6%	0.0%	32.5%
Q12-6. City's fire medical education programs	12.9%	16.7%	14.2%	1.3%	0.6%	54.3%
Q12-7. City's fire business inspection program	11.0%	18.0%	14.2%	0.9%	0.3%	55.5%

WITHOUT "DON'T KNOW"**Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Overall quality of fire services	37.8%	52.5%	8.8%	0.4%	0.4%
Q12-2. Overall trust in Lawrence-Douglas County Fire Department	40.3%	49.5%	9.5%	0.7%	0.0%
Q12-3. How quickly emergency medical services personnel respond	39.2%	50.4%	10.0%	0.0%	0.4%
Q12-4. Professionalism of City's fire & emergency medical services personnel	42.2%	51.0%	6.0%	0.4%	0.4%
Q12-5. Quality of medical care provided by City's fire medical services personnel	41.1%	47.2%	10.7%	0.9%	0.0%
Q12-6. City's fire medical education programs	28.3%	36.6%	31.0%	2.8%	1.4%
Q12-7. City's fire business inspection program	24.8%	40.4%	31.9%	2.1%	0.7%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Appearance/ cleanliness of City parks	21.8%	53.9%	11.7%	6.6%	4.1%	1.9%
Q13-2. Condition of equipment	15.5%	49.2%	16.7%	2.5%	1.9%	14.2%
Q13-3. Number of City parks	23.3%	53.9%	11.7%	6.9%	1.6%	2.5%
Q13-4. Number of walking & biking trails	24.0%	45.4%	13.9%	9.1%	1.9%	5.7%
Q13-5. City outdoor recreation facilities	16.4%	46.1%	17.7%	8.5%	0.9%	10.4%
Q13-6. City indoor recreation facilities	19.9%	42.3%	17.4%	7.6%	1.6%	11.4%
Q13-7. Availability of gym space	12.6%	34.1%	19.6%	8.5%	1.3%	24.0%
Q13-8. City's indoor aquatic facilities	13.9%	29.3%	19.6%	8.5%	3.2%	25.6%
Q13-9. City's outdoor aquatic facilities	13.2%	31.5%	21.5%	7.6%	2.2%	24.0%
Q13-10. Availability of sports field in Lawrence	12.9%	37.2%	18.9%	4.7%	1.6%	24.6%
Q13-11. Availability of information about parks & recreation programs	17.7%	40.7%	18.6%	8.8%	3.8%	10.4%
Q13-12. City's landscaping efforts	25.6%	49.5%	15.5%	3.5%	2.5%	3.5%
Q13-13. Quality of recreation programs offered by City	16.7%	35.6%	19.9%	4.4%	0.3%	23.0%
Q13-14. Cost of parks/ recreation programs & services offered by City	14.5%	35.3%	23.0%	4.4%	0.6%	22.1%

Q13. 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
Q13-15. Amount of arts, cultural opportunities, & related events	19.2%	43.5%	18.3%	4.4%	0.6%	13.9%
Q13-16. Welcoming environment of City parks & recreation facilities	19.6%	48.9%	17.4%	3.8%	1.9%	8.5%

WITHOUT "DON'T KNOW"**Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Appearance/cleanliness of City parks	22.2%	55.0%	11.9%	6.8%	4.2%
Q13-2. Condition of equipment	18.0%	57.4%	19.5%	2.9%	2.2%
Q13-3. Number of City parks	23.9%	55.3%	12.0%	7.1%	1.6%
Q13-4. Number of walking & biking trails	25.4%	48.2%	14.7%	9.7%	2.0%
Q13-5. City outdoor recreation facilities	18.3%	51.4%	19.7%	9.5%	1.1%
Q13-6. City indoor recreation facilities	22.4%	47.7%	19.6%	8.5%	1.8%
Q13-7. Availability of gym space	16.6%	44.8%	25.7%	11.2%	1.7%
Q13-8. City's indoor aquatic facilities	18.6%	39.4%	26.3%	11.4%	4.2%
Q13-9. City's outdoor aquatic facilities	17.4%	41.5%	28.2%	10.0%	2.9%
Q13-10. Availability of sports field in Lawrence	17.2%	49.4%	25.1%	6.3%	2.1%
Q13-11. Availability of information about parks & recreation programs	19.7%	45.4%	20.8%	9.9%	4.2%
Q13-12. City's landscaping efforts	26.5%	51.3%	16.0%	3.6%	2.6%
Q13-13. Quality of recreation programs offered by City	21.7%	46.3%	25.8%	5.7%	0.4%
Q13-14. Cost of parks/recreation programs & services offered by City	18.6%	45.3%	29.6%	5.7%	0.8%
Q13-15. Amount of arts, cultural opportunities, & related events	22.3%	50.5%	21.2%	5.1%	0.7%
Q13-16. Welcoming environment of City parks & recreation facilities	21.4%	53.4%	19.0%	4.1%	2.1%

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	52	16.4 %
Condition of equipment	18	5.7 %
Number of City parks	13	4.1 %
Number of walking & biking trails	42	13.2 %
City outdoor recreation facilities	5	1.6 %
City indoor recreation facilities	5	1.6 %
Availability of gym space	13	4.1 %
City's indoor aquatic facilities	14	4.4 %
City's outdoor aquatic facilities	7	2.2 %
Availability of sports fields in Lawrence	5	1.6 %
Availability of information about parks & recreation programs	23	7.3 %
City's landscaping efforts	10	3.2 %
Quality of recreation programs offered by City	6	1.9 %
Cost of parks/recreation programs & services offered by City	15	4.7 %
Amount of arts, cultural opportunities, & related events	14	4.4 %
Welcoming environment of City parks & recreation facilities	6	1.9 %
<u>None chosen</u>	<u>69</u>	<u>21.8 %</u>
Total	317	100.0 %

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	21	6.6 %
Condition of equipment	14	4.4 %
Number of City parks	14	4.4 %
Number of walking & biking trails	27	8.5 %
City outdoor recreation facilities	14	4.4 %
City indoor recreation facilities	15	4.7 %
Availability of gym space	8	2.5 %
City's indoor aquatic facilities	15	4.7 %
City's outdoor aquatic facilities	10	3.2 %
Availability of sports fields in Lawrence	2	0.6 %
Availability of information about parks & recreation programs	14	4.4 %
City's landscaping efforts	12	3.8 %
Quality of recreation programs offered by City	12	3.8 %
Cost of parks/recreation programs & services offered by City	15	4.7 %
Amount of arts, cultural opportunities, & related events	17	5.4 %
Welcoming environment of City parks & recreation facilities	11	3.5 %
<u>None chosen</u>	<u>96</u>	<u>30.3 %</u>
Total	317	100.0 %

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	22	6.9 %
Condition of equipment	13	4.1 %
Number of City parks	10	3.2 %
Number of walking & biking trails	13	4.1 %
City outdoor recreation facilities	12	3.8 %
City indoor recreation facilities	13	4.1 %
Availability of gym space	6	1.9 %
City's indoor aquatic facilities	7	2.2 %
City's outdoor aquatic facilities	10	3.2 %
Availability of sports fields in Lawrence	7	2.2 %
Availability of information about parks & recreation programs	13	4.1 %
City's landscaping efforts	11	3.5 %
Quality of recreation programs offered by City	17	5.4 %
Cost of parks/recreation programs & services offered by City	15	4.7 %
Amount of arts, cultural opportunities, & related events	17	5.4 %
Welcoming environment of City parks & recreation facilities	7	2.2 %
<u>None chosen</u>	<u>124</u>	<u>39.1 %</u>
Total	317	100.0 %

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Appearance/cleanliness of City parks	95	30.0 %
Condition of equipment	45	14.2 %
Number of City parks	37	11.7 %
Number of walking & biking trails	82	25.9 %
City outdoor recreation facilities	31	9.8 %
City indoor recreation facilities	33	10.4 %
Availability of gym space	27	8.5 %
City's indoor aquatic facilities	36	11.4 %
City's outdoor aquatic facilities	27	8.5 %
Availability of sports fields in Lawrence	14	4.4 %
Availability of information about parks & recreation programs	50	15.8 %
City's landscaping efforts	33	10.4 %
Quality of recreation programs offered by City	35	11.0 %
Cost of parks/recreation programs & services offered by City	45	14.2 %
Amount of arts, cultural opportunities, & related events	48	15.1 %
Welcoming environment of City parks & recreation facilities	24	7.6 %
<u>None chosen</u>	<u>69</u>	<u>21.8 %</u>
Total	731	

Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Condition of major City streets	7.9%	33.4%	18.9%	28.7%	9.5%	1.6%
Q15-2. Condition of streets in your neighborhood	6.3%	31.5%	21.1%	26.8%	12.6%	1.6%
Q15-3. Timeliness of street maintenance repairs	2.5%	20.5%	21.5%	33.1%	15.8%	6.6%
Q15-4. Condition of sidewalks in your neighborhood	6.9%	37.9%	16.7%	17.7%	6.9%	13.9%
Q15-5. Maintenance of pavement markings	5.4%	28.4%	25.9%	20.8%	10.1%	9.5%
Q15-6. Adequacy of City street lighting	7.3%	44.5%	18.9%	18.6%	8.2%	2.5%
Q15-7. Snow removal on major City streets	20.5%	54.6%	14.2%	4.4%	4.1%	2.2%
Q15-8. Snow removal on neighborhood streets	9.1%	41.6%	18.3%	18.9%	9.5%	2.5%
Q15-9. Street sweeping services provided by City	11.4%	37.5%	22.1%	9.1%	5.4%	14.5%
Q15-10. Maintenance of curbs & gutters on City streets	8.2%	30.3%	24.9%	18.3%	7.9%	10.4%

WITHOUT "DON'T KNOW"**Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Condition of major City streets	8.0%	34.0%	19.2%	29.2%	9.6%
Q15-2. Condition of streets in your neighborhood	6.4%	32.1%	21.5%	27.2%	12.8%
Q15-3. Timeliness of street maintenance repairs	2.7%	22.0%	23.0%	35.5%	16.9%
Q15-4. Condition of sidewalks in your neighborhood	8.1%	44.0%	19.4%	20.5%	8.1%
Q15-5. Maintenance of pavement markings	5.9%	31.4%	28.6%	23.0%	11.1%
Q15-6. Adequacy of City street lighting	7.4%	45.6%	19.4%	19.1%	8.4%
Q15-7. Snow removal on major City streets	21.0%	55.8%	14.5%	4.5%	4.2%
Q15-8. Snow removal on neighborhood streets	9.4%	42.7%	18.8%	19.4%	9.7%
Q15-9. Street sweeping services provided by City	13.3%	43.9%	25.8%	10.7%	6.3%
Q15-10. Maintenance of curbs & gutters on City streets	9.2%	33.8%	27.8%	20.4%	8.8%

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	91	28.7 %
Condition of streets in your neighborhood	43	13.6 %
Timeliness of street maintenance repairs	33	10.4 %
Condition of sidewalks in your neighborhood	32	10.1 %
Maintenance of pavement markings	16	5.0 %
Adequacy of City street lighting	17	5.4 %
Snow removal on major City streets	10	3.2 %
Snow removal on neighborhood streets	15	4.7 %
Street sweeping services provided by City	3	0.9 %
Maintenance of curbs & gutters on City streets	20	6.3 %
None chosen	37	11.7 %
Total	317	100.0 %

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	27	8.5 %
Condition of streets in your neighborhood	48	15.1 %
Timeliness of street maintenance repairs	56	17.7 %
Condition of sidewalks in your neighborhood	29	9.1 %
Maintenance of pavement markings	20	6.3 %
Adequacy of City street lighting	27	8.5 %
Snow removal on major City streets	9	2.8 %
Snow removal on neighborhood streets	19	6.0 %
Street sweeping services provided by City	8	2.5 %
Maintenance of curbs & gutters on City streets	21	6.6 %
None chosen	53	16.7 %
Total	317	100.0 %

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	118	37.2 %
Condition of streets in your neighborhood	91	28.7 %
Timeliness of street maintenance repairs	89	28.1 %
Condition of sidewalks in your neighborhood	61	19.2 %
Maintenance of pavement markings	36	11.4 %
Adequacy of City street lighting	44	13.9 %
Snow removal on major City streets	19	6.0 %
Snow removal on neighborhood streets	34	10.7 %
Street sweeping services provided by City	11	3.5 %
Maintenance of curbs & gutters on City streets	41	12.9 %
None chosen	37	11.7 %
Total	581	

Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Taste of your drinking water	20.2%	41.6%	16.4%	15.5%	2.8%	3.5%
Q17-2. Smell of your drinking water	20.8%	41.6%	22.1%	9.5%	2.5%	3.5%
Q17-3. Quality of your drinking water	20.2%	41.0%	21.5%	10.1%	2.8%	4.4%
Q17-4. Reliability of your water service	36.9%	47.0%	11.4%	1.9%	0.3%	2.5%
Q17-5. Water pressure in your home	32.8%	49.2%	10.4%	5.7%	0.6%	1.3%
Q17-6. Accuracy of your water bill	13.6%	34.4%	24.0%	6.0%	6.3%	15.8%
Q17-7. How well City keeps you informed about planned disruptions to your water service	15.8%	32.5%	22.7%	6.6%	1.9%	20.5%
Q17-8. Overall value that you receive for water & wastewater utility rates	10.1%	36.9%	24.0%	11.7%	9.5%	7.9%

WITHOUT "DON'T KNOW"**Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Taste of your drinking water	20.9%	43.1%	17.0%	16.0%	2.9%
Q17-2. Smell of your drinking water	21.6%	43.1%	22.9%	9.8%	2.6%
Q17-3. Quality of your drinking water	21.1%	42.9%	22.4%	10.6%	3.0%
Q17-4. Reliability of your water service	37.9%	48.2%	11.7%	1.9%	0.3%
Q17-5. Water pressure in your home	33.2%	49.8%	10.5%	5.8%	0.6%
Q17-6. Accuracy of your water bill	16.1%	40.8%	28.5%	7.1%	7.5%
Q17-7. How well City keeps you informed about planned disruptions to your water service	19.8%	40.9%	28.6%	8.3%	2.4%
Q17-8. Overall value that you receive for water & wastewater utility rates	11.0%	40.1%	26.0%	12.7%	10.3%

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years?

Q18. Top choice	Number	Percent
Taste of your drinking water	40	12.6 %
Smell of your drinking water	5	1.6 %
Quality of your drinking water	79	24.9 %
Reliability of your water service	9	2.8 %
Water pressure in your home	11	3.5 %
Accuracy of your water bill	29	9.1 %
How well City keeps you informed about planned disruptions to your water service	7	2.2 %
Overall value you receive for water & wastewater utility rates	71	22.4 %
None chosen	66	20.8 %
Total	317	100.0 %

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years?

Q18. 2nd choice	Number	Percent
Taste of your drinking water	31	9.8 %
Smell of your drinking water	25	7.9 %
Quality of your drinking water	35	11.0 %
Reliability of your water service	19	6.0 %
Water pressure in your home	5	1.6 %
Accuracy of your water bill	26	8.2 %
How well City keeps you informed about planned disruptions to your water service	27	8.5 %
Overall value you receive for water & wastewater utility rates	44	13.9 %
None chosen	105	33.1 %
Total	317	100.0 %

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Taste of your drinking water	71	22.4 %
Smell of your drinking water	30	9.5 %
Quality of your drinking water	114	36.0 %
Reliability of your water service	28	8.8 %
Water pressure in your home	16	5.0 %
Accuracy of your water bill	55	17.4 %
How well City keeps you informed about planned disruptions to your water service	34	10.7 %
Overall value you receive for water & wastewater utility rates	115	36.3 %
None chosen	66	20.8 %
Total	529	

Q19. Solid Waste Disposal Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Overall quality of residential trash services	43.5%	43.8%	5.4%	3.5%	0.9%	2.8%
Q19-2. Overall quality of residential recycling services	37.2%	44.8%	6.9%	5.4%	2.8%	2.8%
Q19-3. Overall quality of yard waste collection services	36.0%	35.6%	8.8%	1.9%	2.5%	15.1%
Q19-4. Overall quality of City's drop-off recycling sites	18.6%	24.6%	14.8%	5.4%	2.5%	34.1%

WITHOUT "DON'T KNOW"

Q19. Solid Waste Disposal Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Overall quality of residential trash services	44.8%	45.1%	5.5%	3.6%	1.0%
Q19-2. Overall quality of residential recycling services	38.3%	46.1%	7.1%	5.5%	2.9%
Q19-3. Overall quality of yard waste collection services	42.4%	42.0%	10.4%	2.2%	3.0%
Q19-4. Overall quality of City's drop-off recycling sites	28.2%	37.3%	22.5%	8.1%	3.8%

Q20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20-1. Availability of information about services & activities	11.7%	37.9%	30.6%	8.8%	4.1%	6.9%
Q20-2. City's efforts to keep you informed about City-related issues	10.7%	36.0%	28.7%	13.6%	4.1%	6.9%
Q20-3. Responsiveness of City social media accounts	5.7%	16.4%	12.6%	3.5%	2.2%	59.6%
Q20-4. Level of public involvement in local decision-making	5.4%	20.2%	26.2%	18.6%	8.8%	20.8%
Q20-5. Ease in communication with City departments & staff	6.0%	27.1%	24.3%	12.3%	5.4%	24.9%

WITHOUT "DON'T KNOW"**Q20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Availability of information about services & activities	12.5%	40.7%	32.9%	9.5%	4.4%
Q20-2. City's efforts to keep you informed about City-related issues	11.5%	38.6%	30.8%	14.6%	4.4%
Q20-3. Responsiveness of City social media accounts	14.1%	40.6%	31.3%	8.6%	5.5%
Q20-4. Level of public involvement in local decision-making	6.8%	25.5%	33.1%	23.5%	11.2%
Q20-5. Ease in communication with City departments & staff	8.0%	36.1%	32.4%	16.4%	7.1%

Q21. City Communication. Rate your usage of each communication source.

(N=317)

	Often	4	3	2	Never	Not provided
Q21-1. City website, www.lawrenceks.org	14.5%	16.7%	26.5%	17.4%	20.8%	4.1%
Q21-2. City newsletter, The Flame	8.5%	9.1%	9.5%	12.3%	56.8%	3.8%
Q21-3. Parks & Recreation guide	12.6%	17.4%	19.2%	15.5%	30.6%	4.7%
Q21-4. Email subscription notifications	8.5%	8.2%	9.8%	9.8%	58.7%	5.0%
Q21-5. Facebook	15.5%	11.7%	13.2%	9.1%	47.6%	2.8%
Q21-6. Twitter	3.2%	5.0%	5.4%	5.4%	77.0%	4.1%
Q21-7. NextDoor	7.6%	6.6%	9.5%	6.3%	65.3%	4.7%
Q21-8. Direct mail	11.0%	14.5%	23.3%	15.8%	30.3%	5.0%
Q21-9. Local media outlets (newspaper)	19.9%	18.6%	16.4%	12.3%	28.7%	4.1%
Q21-10. Solid waste app	6.6%	6.6%	8.2%	5.7%	67.5%	5.4%
Q21-11. Calling City by phone	6.0%	10.1%	23.7%	23.3%	32.8%	4.1%

WITHOUT "NOT PROVIDED"**Q21. City Communication. Rate your usage of each communication source. (without "not provided")**

(N=317)

	Often	4	3	2	Never
Q21-1. City website, www.lawrenceks.org	15.1%	17.4%	27.6%	18.1%	21.7%
Q21-2. City newsletter, The Flame	8.9%	9.5%	9.8%	12.8%	59.0%
Q21-3. Parks & Recreation guide	13.2%	18.2%	20.2%	16.2%	32.1%
Q21-4. Email subscription notifications	9.0%	8.6%	10.3%	10.3%	61.8%
Q21-5. Facebook	15.9%	12.0%	13.6%	9.4%	49.0%
Q21-6. Twitter	3.3%	5.3%	5.6%	5.6%	80.3%
Q21-7. NextDoor	7.9%	7.0%	9.9%	6.6%	68.5%
Q21-8. Direct mail	11.6%	15.3%	24.6%	16.6%	31.9%
Q21-9. Local media outlets (newspaper)	20.7%	19.4%	17.1%	12.8%	29.9%
Q21-10. Solid waste app	7.0%	7.0%	8.7%	6.0%	71.3%
Q21-11. Calling City by phone	6.3%	10.5%	24.7%	24.3%	34.2%

Q21. City Communication. Rate how effective you feel the source is in keeping you informed.

(N=317)

	Effective	4	3	2	Ineffective	Not provided
Q21-1. City website, www.lawrenceks.org	21.5%	18.9%	19.9%	5.0%	4.1%	30.6%
Q21-2. City newsletter, The Flame	9.1%	7.3%	14.8%	5.4%	12.0%	51.4%
Q21-3. Parks & Recreation guide	19.9%	18.6%	14.2%	5.4%	4.7%	37.2%
Q21-4. Email subscription notifications	9.5%	9.8%	12.0%	5.4%	6.3%	57.1%
Q21-5. Facebook	10.4%	8.5%	18.0%	4.1%	8.5%	50.5%
Q21-6. Twitter	3.8%	2.8%	13.2%	2.8%	12.0%	65.3%
Q21-7. NextDoor	6.0%	3.5%	12.9%	4.7%	13.2%	59.6%
Q21-8. Direct mail	15.1%	13.6%	14.5%	5.4%	7.3%	44.2%
Q21-9. Local media outlets (newspaper)	17.0%	16.7%	12.6%	6.9%	7.9%	38.8%
Q21-10. Solid waste app	8.8%	5.0%	11.0%	3.8%	8.2%	63.1%
Q21-11. Calling City by phone	14.8%	13.6%	18.9%	5.7%	6.3%	40.7%

WITHOUT "DON'T KNOW"**Q21. City Communication. Rate your usage of each communication source and how effective you feel the source is in keeping you informed. (without "not provided")**

(N=317)

	Effective	4	3	2	Ineffective
Q21-1. City website, www.lawrenceks.org	30.9%	27.3%	28.6%	7.3%	5.9%
Q21-2. City newsletter, The Flame	18.8%	14.9%	30.5%	11.0%	24.7%
Q21-3. Parks & Recreation guide	31.7%	29.6%	22.6%	8.5%	7.5%
Q21-4. Email subscription notifications	22.1%	22.8%	27.9%	12.5%	14.7%
Q21-5. Facebook	21.0%	17.2%	36.3%	8.3%	17.2%
Q21-6. Twitter	10.9%	8.2%	38.2%	8.2%	34.5%
Q21-7. NextDoor	14.8%	8.6%	32.0%	11.7%	32.8%
Q21-8. Direct mail	27.1%	24.3%	26.0%	9.6%	13.0%
Q21-9. Local media outlets (newspaper)	27.8%	27.3%	20.6%	11.3%	12.9%
Q21-10. Solid waste app	23.9%	13.7%	29.9%	10.3%	22.2%
Q21-11. Calling City by phone	25.0%	22.9%	31.9%	9.6%	10.6%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Ease of north/south travel in Lawrence	8.5%	45.1%	19.9%	12.9%	4.4%	9.1%
Q22-2. Ease of east/west travel in Lawrence	7.9%	38.5%	20.8%	18.9%	5.7%	8.2%
Q22-3. Connectivity of bicycle lanes & shared use paths	4.4%	16.4%	23.3%	11.0%	3.8%	41.0%
Q22-4. Traffic signal coordination on major City streets	7.6%	36.6%	24.6%	18.3%	7.3%	5.7%
Q22-5. Availability of safe routes for children to walk or bicycle to school	3.8%	15.8%	20.5%	12.9%	7.6%	39.4%
Q22-6. Number of destinations served by Lawrence Transit	3.8%	11.4%	17.7%	12.0%	3.2%	52.1%
Q22-7. Frequency of Lawrence Transit service	3.8%	11.4%	15.5%	11.4%	4.4%	53.6%
Q22-8. Availability of pedestrian (walking) paths in Lawrence	12.6%	39.4%	21.5%	8.2%	3.5%	14.8%
Q22-9. Pedestrian connectivity of sidewalks & paths	9.1%	36.6%	25.9%	8.5%	3.2%	16.7%
Q22-10. Parking enforcement services	8.2%	29.3%	30.9%	5.7%	6.0%	19.9%
Q22-11. Satisfaction of transportation experiences-driving	8.8%	35.6%	30.6%	5.0%	3.8%	16.1%

Q22. 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
Q22-12. Satisfaction of transportation experiences-walking or using an assistive device	4.7%	21.5%	24.6%	5.0%	2.5%	41.6%
Q22-13. Satisfaction of transportation experiences-bicycling	4.1%	14.2%	17.0%	6.9%	2.8%	54.9%
Q22-14. Satisfaction of transportation experiences-riding the bus	4.4%	15.1%	14.5%	6.0%	1.3%	58.7%

WITHOUT "DON'T KNOW"**Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=317)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Ease of north/south travel in Lawrence	9.4%	49.7%	21.9%	14.2%	4.9%
Q22-2. Ease of east/west travel in Lawrence	8.6%	41.9%	22.7%	20.6%	6.2%
Q22-3. Connectivity of bicycle lanes & shared use paths	7.5%	27.8%	39.6%	18.7%	6.4%
Q22-4. Traffic signal coordination on major City streets	8.0%	38.8%	26.1%	19.4%	7.7%
Q22-5. Availability of safe routes for children to walk or bicycle to school	6.3%	26.0%	33.9%	21.4%	12.5%
Q22-6. Number of destinations served by Lawrence Transit	7.9%	23.7%	36.8%	25.0%	6.6%
Q22-7. Frequency of Lawrence Transit service	8.2%	24.5%	33.3%	24.5%	9.5%
Q22-8. Availability of pedestrian (walking) paths in Lawrence	14.8%	46.3%	25.2%	9.6%	4.1%
Q22-9. Pedestrian connectivity of sidewalks & paths	11.0%	43.9%	31.1%	10.2%	3.8%
Q22-10. Parking enforcement services	10.2%	36.6%	38.6%	7.1%	7.5%
Q22-11. Satisfaction of transportation experiences-driving	10.5%	42.5%	36.5%	6.0%	4.5%
Q22-12. Satisfaction of transportation experiences-walking or using an assistive device	8.1%	36.8%	42.2%	8.6%	4.3%
Q22-13. Satisfaction of transportation experiences-bicycling	9.1%	31.5%	37.8%	15.4%	6.3%
Q22-14. Satisfaction of transportation experiences-riding the bus	10.7%	36.6%	35.1%	14.5%	3.1%

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q23. Top choice</u>	<u>Number</u>	<u>Percent</u>
Ease of north/south travel in Lawrence	35	11.0 %
Ease of east/west travel in Lawrence	35	11.0 %
Connectivity of bicycle lanes & shared use paths	16	5.0 %
Traffic signal coordination on major City streets	52	16.4 %
Availability of safe routes for children to walk or bicycle to school	43	13.6 %
Number of destinations served by Lawrence Transit	11	3.5 %
Frequency of Lawrence Transit service	15	4.7 %
Availability of pedestrian (walking) paths in Lawrence	8	2.5 %
Pedestrian connectivity of sidewalks & paths	3	0.9 %
Parking enforcement services	4	1.3 %
Satisfaction of transportation experiences-driving	6	1.9 %
Satisfaction of transportation experiences-walking or using an assistive device	1	0.3 %
Satisfaction of transportation experiences-bicycling	9	2.8 %
Satisfaction of transportation experiences-riding the bus	4	1.3 %
<u>None chosen</u>	<u>75</u>	<u>23.7 %</u>
Total	317	100.0 %

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Ease of north/south travel in Lawrence	25	7.9 %
Ease of east/west travel in Lawrence	31	9.8 %
Connectivity of bicycle lanes & shared use paths	13	4.1 %
Traffic signal coordination on major City streets	17	5.4 %
Availability of safe routes for children to walk or bicycle to school	37	11.7 %
Number of destinations served by Lawrence Transit	30	9.5 %
Frequency of Lawrence Transit service	13	4.1 %
Availability of pedestrian (walking) paths in Lawrence	13	4.1 %
Pedestrian connectivity of sidewalks & paths	11	3.5 %
Parking enforcement services	5	1.6 %
Satisfaction of transportation experiences-driving	10	3.2 %
Satisfaction of transportation experiences-walking or using an assistive device	3	0.9 %
Satisfaction of transportation experiences-bicycling	3	0.9 %
Satisfaction of transportation experiences-riding the bus	6	1.9 %
<u>None chosen</u>	<u>100</u>	<u>31.5 %</u>
Total	317	100.0 %

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years?

Q23. 3rd choice	Number	Percent
Ease of north/south travel in Lawrence	11	3.5 %
Ease of east/west travel in Lawrence	19	6.0 %
Connectivity of bicycle lanes & shared use paths	13	4.1 %
Traffic signal coordination on major City streets	30	9.5 %
Availability of safe routes for children to walk or bicycle to school	10	3.2 %
Number of destinations served by Lawrence Transit	10	3.2 %
Frequency of Lawrence Transit service	16	5.0 %
Availability of pedestrian (walking) paths in Lawrence	9	2.8 %
Pedestrian connectivity of sidewalks & paths	20	6.3 %
Parking enforcement services	9	2.8 %
Satisfaction of transportation experiences-driving	12	3.8 %
Satisfaction of transportation experiences-walking or using an assistive device	9	2.8 %
Satisfaction of transportation experiences-bicycling	8	2.5 %
Satisfaction of transportation experiences-riding the bus	6	1.9 %
None chosen	135	42.6 %
Total	317	100.0 %

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q23. Top choice	Number	Percent
Ease of north/south travel in Lawrence	71	22.4 %
Ease of east/west travel in Lawrence	85	26.8 %
Connectivity of bicycle lanes & shared use paths	42	13.2 %
Traffic signal coordination on major City streets	99	31.2 %
Availability of safe routes for children to walk or bicycle to school	90	28.4 %
Number of destinations served by Lawrence Transit	51	16.1 %
Frequency of Lawrence Transit service	44	13.9 %
Availability of pedestrian (walking) paths in Lawrence	30	9.5 %
Pedestrian connectivity of sidewalks & paths	34	10.7 %
Parking enforcement services	18	5.7 %
Satisfaction of transportation experiences-driving	28	8.8 %
Satisfaction of transportation experiences-walking or using an assistive device	13	4.1 %
Satisfaction of transportation experiences-bicycling	20	6.3 %
Satisfaction of transportation experiences-riding the bus	16	5.0 %
None chosen	75	23.7 %
Total	716	

Q24. 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.

(N=317)

	Yes	No	Not provided
Q24-1. Used Lawrence Transit services operated by City	21.8%	73.8%	4.4%
Q24-2. Enrolled in recreation programs offered by City	31.5%	65.9%	2.5%
Q24-3. Visited City recreation facilities	72.9%	23.0%	4.1%
Q24-4. Visited City Library	75.1%	23.3%	1.6%
Q24-5. Had contact with City's Fire Medical Department	24.6%	71.9%	3.5%
Q24-6. Had contact with Police Department	40.4%	56.5%	3.2%
Q24-7. Used a walking/biking trail or path	77.6%	20.8%	1.6%
Q24-8. Used a bicycle lane	30.0%	65.3%	4.7%
Q24-9. Put out recycling for curbside collection	90.5%	7.9%	1.6%
Q24-10. Viewed or attended a City Commission meeting	29.3%	67.5%	3.2%
Q24-11. Viewed or attended an advisory board/commission meeting	16.7%	79.5%	3.8%

Q24. 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. (without "not provided")

(N=317)

	Yes	No
Q24-1. Used Lawrence Transit services operated by City	22.8%	77.2%
Q24-2. Enrolled in recreation programs offered by City	32.4%	67.6%
Q24-3. Visited City recreation facilities	76.0%	24.0%
Q24-4. Visited City Library	76.3%	23.7%
Q24-5. Had contact with City's Fire Medical Department	25.5%	74.5%
Q24-6. Had contact with Police Department	41.7%	58.3%
Q24-7. Used a walking/biking trail or path	78.8%	21.2%
Q24-8. Used a bicycle lane	31.5%	68.5%
Q24-9. Put out recycling for curbside collection	92.0%	8.0%
Q24-10. Viewed or attended a City Commission meeting	30.3%	69.7%
Q24-11. Viewed or attended an advisory board/commission meeting	17.4%	82.6%

Q25. Have you engaged with the City about a question, problem, or complaint during the past year?

Q25. Have you engaged with City about a question, problem, or complaint during past year	Number	Percent
Yes	135	42.6 %
No	182	57.4 %
Total	317	100.0 %

Q25a. Which department did you contact most recently?

Q25a. Which department did you contact most recently	Number	Percent
City Manager's Office (includes Human Resources, City Clerk, & Risk Management)	6	4.4 %
Fire Medical	5	3.7 %
Municipal Court	2	1.5 %
Planning & Development Services (planning, building inspections, code enforcement, community development)	13	9.6 %
Parks & Recreation	15	11.1 %
Police	18	13.3 %
Public Works (trash, streets, traffic signals/signs)	44	32.6 %
Transit	2	1.5 %
Utility Billing	16	11.9 %
Water/Wastewater Utility	9	6.7 %
Other	4	3.0 %
Not provided	1	0.7 %
Total	135	100.0 %

WITHOUT "NOT PROVIDED"**Q25a. Which department did you contact most recently? (without "not provided")**

Q25a. Which department did you contact most recently	Number	Percent
City Manager's Office (includes Human Resources, City Clerk, & Risk Management)	6	4.5 %
Fire Medical	5	3.7 %
Municipal Court	2	1.5 %
Planning & Development Services (planning, building inspections, code enforcement, community development)	13	9.7 %
Parks & Recreation	15	11.2 %
Police	18	13.4 %
Public Works (trash, streets, traffic signals/signs)	44	32.8 %
Transit	2	1.5 %
Utility Billing	16	11.9 %
Water/Wastewater Utility	9	6.7 %
Other	4	3.0 %
Total	134	100.0 %

Q25a-11. Other

Q25a-11. Other	Number	Percent
Traffic	1	25.0 %
Municipal services	1	25.0 %
Went to City Commission meeting	1	25.0 %
Motor vehicles	1	25.0 %
Total	4	100.0 %

Q25b. Customer Service. Rate your level of agreement for each statement about the quality of service received from City employees in the department you listed by using a scale where 5 is "Strongly Agree" and 1 is "Strongly Disagree."

(N=135)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q25b-1. City employees were courteous & polite	40.0%	44.4%	8.1%	2.2%	3.0%	2.2%
Q25b-2. City employees were professional	42.2%	43.0%	6.7%	3.0%	3.7%	1.5%
Q25b-3. City employees were responsive to my concerns	34.8%	34.1%	15.6%	8.1%	6.7%	0.7%
Q25b-4. I was satisfied with overall quality of service provided	30.4%	39.3%	13.3%	8.9%	7.4%	0.7%
Q25b-5. I felt I was treated fairly & equitably	37.0%	36.3%	14.8%	7.4%	3.7%	0.7%

WITHOUT "DON'T KNOW"

Q25b. 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." (without "don't know")

(N=135)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q25b-1. City employees were courteous & polite	40.9%	45.5%	8.3%	2.3%	3.0%
Q25b-2. City employees were professional	42.9%	43.6%	6.8%	3.0%	3.8%
Q25b-3. City employees were responsive to my concerns	35.1%	34.3%	15.7%	8.2%	6.7%
Q25b-4. I was satisfied with overall quality of service provided	30.6%	39.6%	13.4%	9.0%	7.5%
Q25b-5. I felt I was treated fairly & equitably	37.3%	36.6%	14.9%	7.5%	3.7%

Q26. Approximately how many years have you lived in Lawrence?

<u>Q26. How many years have you lived in Lawrence</u>	<u>Number</u>	<u>Percent</u>
0-5	43	13.6 %
6-10	43	13.6 %
11-15	34	10.7 %
16-20	41	12.9 %
21-30	58	18.3 %
31+	94	29.7 %
Not provided	4	1.3 %
Total	317	100.0 %

WITHOUT "NOT PROVIDED"**Q26. Approximately how many years have you lived in Lawrence? (without "not provided")**

<u>Q26. How many years have you lived in Lawrence</u>	<u>Number</u>	<u>Percent</u>
0-5	43	13.7 %
6-10	43	13.7 %
11-15	34	10.9 %
16-20	41	13.1 %
21-30	58	18.5 %
31+	94	30.0 %
Total	313	100.0 %

Q27. What is your age?

<u>Q27. Your age</u>	<u>Number</u>	<u>Percent</u>
18-24	70	22.1 %
25-34	64	20.2 %
35-44	72	22.7 %
45-64	60	18.9 %
65+	49	15.5 %
Not provided	2	0.6 %
Total	317	100.0 %

WITHOUT "NOT PROVIDED"**Q27. What is your age? (without "not provided")**

<u>Q27. Your age</u>	<u>Number</u>	<u>Percent</u>
18-24	70	22.2 %
25-34	64	20.3 %
35-44	72	22.9 %
45-64	60	19.0 %
65+	49	15.6 %
Total	315	100.0 %

Q28. Which of the following best describes your current employment status?

<u>Q28. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside the home	180	56.8 %
Employed inside the home-work remotely	34	10.7 %
Employed inside the home-have a home-based business	11	3.5 %
Retired	73	23.0 %
Not currently employed	9	2.8 %
Student	8	2.5 %
Not provided	2	0.6 %
Total	317	100.0 %

WITHOUT "NOT PROVIDED"**Q28. Which of the following best describes your current employment status? (without "not provided")**

<u>Q28. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside the home	180	57.1 %
Employed inside the home-work remotely	34	10.8 %
Employed inside the home-have a home-based business	11	3.5 %
Retired	73	23.2 %
Not currently employed	9	2.9 %
Student	8	2.5 %
Total	315	100.0 %

Q28a. What is the zip code where you work or go to school?

<u>Q28a. Zip code where you work or go to school</u>	<u>Number</u>	<u>Percent</u>
66044	59	25.7 %
66049	41	17.8 %
66047	28	12.2 %
66046	26	11.3 %
66045	22	9.6 %
66062	5	2.2 %
66603	4	1.7 %
66606	4	1.7 %
66611	3	1.3 %
66006	2	0.9 %
64108	2	0.9 %
66061	2	0.9 %
66612	2	0.9 %
66212	2	0.9 %
64111	2	0.9 %
66622	2	0.9 %
66018	2	0.9 %
66615	2	0.9 %
66103	2	0.9 %
66209	1	0.4 %
66226	1	0.4 %
66211	1	0.4 %
66067	1	0.4 %
66215	1	0.4 %
66949	1	0.4 %
66031	1	0.4 %
66214	1	0.4 %
66604	1	0.4 %
66106	1	0.4 %
64161	1	0.4 %
66618	1	0.4 %
66683	1	0.4 %
66048	1	0.4 %
66629	1	0.4 %
66546	1	0.4 %
66210	1	0.4 %
64105	1	0.4 %
Total	230	100.0 %

Q29. Do you own or rent your current residence?

<u>Q29. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Rent	93	29.3 %
Own	223	70.3 %
Not provided	1	0.3 %
Total	317	100.0 %

WITHOUT "NOT PROVIDED"**Q29. Do you own or rent your current residence? (without "not provided")**

<u>Q29. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Rent	93	29.4 %
Own	223	70.6 %
Total	316	100.0 %

Q29a. What is the zip code of your current residence?

<u>Q29a. Zip code of your current residence</u>	<u>Number</u>	<u>Percent</u>
66049	115	36.4 %
66044	77	24.4 %
66047	64	20.3 %
66046	60	19.0 %
Total	316	100.0 %

Q30. Including yourself, how many persons in your household are in each of the following age groups?

	<u>Mean</u>	<u>Sum</u>
Under age 10	0.2	72
Ages 10-19	0.3	83
Ages 20-34	0.5	168
Ages 35-54	0.8	244
Ages 55-64	0.4	117
Ages 65+	0.3	108

Q31. Are you or any member of your household of Hispanic, Latino, or Spanish Ancestry?

Q31. Are any members of your family of Hispanic, Spanish, or Latino/a/x ancestry

	Number	Percent
Yes	83	26.2 %
No	233	73.5 %
Not provided	1	0.3 %
Total	317	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Are you or any member of your household of Hispanic, Latino, or Spanish Ancestry? (without "not provided")**

Q31. Are any members of your family of Hispanic, Spanish, or Latino/a/x ancestry

	Number	Percent
Yes	83	26.3 %
No	233	73.7 %
Total	316	100.0 %

Q32. Which of the following best describes your race or ethnic background?

<u>Q32. Your race or ethnic background</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	78	24.6 %
Black or African American	78	24.6 %
American Indian or Alaska Native	77	24.3 %
White	86	27.1 %
Native Hawaiian or other Pacific Islander	1	0.3 %
Middle Eastern or North African	83	26.2 %
Other	6	1.9 %
Total	409	

Q32-8. Self-describes your race or ethnic background:

<u>Q32-8. Self-describe your race or ethnic background</u>	<u>Number</u>	<u>Percent</u>
BI-RACIAL	1	100.0 %
Total	1	100.0 %

Q33. What is your gender identity?

<u>Q33. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	150	47.3 %
Female	160	50.5 %
Non-binary	5	1.6 %
Not provided	2	0.6 %
Total	317	100.0 %

WITHOUT "NOT PROVIDED"**Q33. What is your gender identity? (without "not provided")**

<u>Q33. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	150	47.6 %
Female	160	50.8 %
Non-binary	5	1.6 %
Total	315	100.0 %

Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q1-1. Overall quality of police services

Very satisfied	24.6%	22.2%	14.3%	24.4%	23.8%
Satisfied	40.6%	47.2% D	55.7% D	25.6% BC	26.3%
Neutral	23.2%	22.2%	22.9%	33.3%	32.5%
Dissatisfied	7.2%	2.8% d	4.3%	11.5% b	12.5%
Very dissatisfied	4.3%	5.6%	2.9%	5.1%	5.0%

Q1-2. Overall quality of fire & emergency medical services

Very satisfied	41.5%	42.0%	36.6%	37.0%	36.5%
Satisfied	43.1%	47.8%	47.9%	39.7%	39.2%
Neutral	15.4%	10.1%	12.7%	21.9%	23.0%
Dissatisfied	0.0%	0.0%	1.4%	0.0%	0.0%
Very dissatisfied	0.0%	0.0%	1.4%	1.4%	1.4%

Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q1-3. Overall maintenance of City streets & utilities

	A	B	C	D	Yes A
Very satisfied	5.1%	5.2%	5.3%	6.2%	6.0%
Satisfied	25.6%	28.6%	19.7%	25.9%	25.3%
Neutral	19.2%	31.2%	25.0%	23.5%	24.1%
Dissatisfied	39.7%	28.6%	36.8%	30.9%	31.3%
Very dissatisfied	10.3%	6.5%	13.2%	13.6%	13.3%

Q1-4. Overall effectiveness of City communication with the public

	A	B	C	D	Yes A
Very satisfied	8.1%	8.2%	4.0%	8.9%	8.6%
Satisfied	33.8%	43.8% d	33.3%	25.3% b	24.7%
Neutral	37.8%	27.4%	37.3%	39.2%	38.3%
Dissatisfied	12.2%	15.1%	17.3%	19.0%	21.0%
Very dissatisfied	8.1%	5.5%	8.0%	7.6%	7.4%

Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q1-5. Overall flow of motor vehicle traffic & congestion management on streets in City

	A	B	C	D	Yes A
Very satisfied	5.3% c	2.6%	0.0% ad	6.3% c	6.1%
Satisfied	44.0%	44.2%	40.8%	31.3%	30.5%
Neutral	28.0%	29.9%	18.4%	25.0%	25.6%
Dissatisfied	16.0% d	15.6% d	26.3%	31.3% ab	30.5%
Very dissatisfied	6.7%	7.8%	14.5%	6.3%	7.3%

Q1-6. Overall quality of City water & wastewater utility services

Very satisfied	19.7%	18.2%	23.4%	21.0%	20.5%
Satisfied	59.2%	57.1%	45.5%	44.4%	43.4%
Neutral	15.8%	15.6%	26.0%	21.0%	20.5%
Dissatisfied	3.9%	5.2%	3.9%	9.9%	9.6%
Very dissatisfied	1.3%	3.9%	1.3%	3.7%	6.0%

Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q1-7. Overall quality of City trash & yard waste services

	A	B	C	D	A
Very satisfied	31.6%	39.0%	35.1%	38.3%	37.3%
Satisfied	57.9%	50.6%	46.8%	46.9%	45.8%
Neutral	6.6%	6.5%	13.0%	7.4%	8.4%
Dissatisfied	1.3%	3.9%	3.9%	4.9%	6.0%
Very dissatisfied	2.6%	0.0%	1.3%	2.5%	2.4%

Q1-8. Overall quality of planning & code enforcement

	A	B	C	D	A
Very satisfied	5.4%	4.7%	3.6%	11.4%	11.1%
Satisfied	17.9%	32.8%	29.1%	18.6%	18.1%
Neutral	55.4%	46.9%	49.1%	42.9%	44.4%
Dissatisfied	12.5%	12.5%	14.5%	20.0%	19.4%
Very dissatisfied	8.9%	3.1%	3.6%	7.1%	6.9%

Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q1-9. Overall quality of City's public transportation

	A	B	C	D	Yes A
Very satisfied	10.0%	8.9%	7.1%	13.6%	13.2%
Satisfied	36.7%	41.1%	41.1%	36.4%	35.3%
Neutral	33.3%	39.3%	35.7%	39.4%	38.2%
Dissatisfied	13.3%	8.9%	10.7%	4.5%	4.4%
Very dissatisfied	6.7%	1.8%	5.4%	6.1%	8.8%

Q1-10. Overall quality of City's parks & recreation system

	A	B	C	D	Yes A
Very satisfied	18.1%	23.7%	26.3%	30.4%	29.6%
Satisfied	58.3%	61.8%	46.1%	49.4%	49.4%
Neutral	12.5%	10.5%	17.1%	12.7%	12.3%
Dissatisfied	5.6%	2.6%	7.9%	5.1%	4.9%
Very dissatisfied	5.6%	1.3%	2.6%	2.5%	3.7%

Q1. Major Categories of Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q1-11. Overall quality of customer service by City staff

	A	B	C	D	A
Very satisfied	12.7%	13.8%	10.0%	19.4%	18.8%
Satisfied	63.5% cd	50.8%	45.0% a	41.8% a	40.6%
Neutral	17.5% cd	26.2%	38.3% a	34.3% a	36.2%
Dissatisfied	3.2%	7.7%	3.3%	3.0%	2.9%
Very dissatisfied	3.2%	1.5%	3.3%	1.5%	1.4%

Q1-12. Overall quality of Lawrence Public Library

	A	B	C	D	A
Very satisfied	54.4%	60.0%	58.0%	55.4%	55.3%
Satisfied	33.8%	29.3%	27.5%	32.4%	31.6%
Neutral	7.4%	9.3%	11.6%	5.4%	6.6%
Dissatisfied	2.9%	1.3%	1.4%	5.4%	5.3%
Very dissatisfied	1.5%	0.0%	1.4%	1.4%	1.3%

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q2. Top choice

Overall quality of police services	20.5%	26.9%	28.6%	30.9%	30.1%
Overall quality of fire & emergency medical services	11.5%	7.7%	9.1%	9.9%	9.6%
Overall maintenance of City streets & utilities	73.1% d	69.2%	72.7%	58.0% a	56.6%
Overall effectiveness of City communication with the public	25.6%	21.8%	26.0%	27.2%	27.7%
Overall flow of motor vehicle traffic & congestion management on streets in City	33.3% cd	37.2%	51.9% a	51.9% a	51.8%

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q2. Top choice (Cont.)

Overall quality of City water & wastewater utility services	17.9%	16.7%	14.3%	12.3%	14.5%
Overall quality of City trash & yard waste services	6.4%	5.1%	3.9%	4.9%	6.0%
Overall quality of planning & code enforcement	17.9%	23.1%	27.3%	25.9%	25.3%
Overall quality of the City's public transportation	17.9%	9.0% c	22.1% b	18.5%	19.3%
Overall quality of City's parks & recreation system	23.1%	16.7%	11.7%	19.8%	19.3%
Overall quality of customer service by City staff	5.1%	10.3%	3.9%	6.2%	6.0%

Q2. Which THREE of the items listed in Question 1 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q2. Top choice (Cont.)

Overall quality of Lawrence Public Library	5.1%	9.0%	5.2%	4.9%	4.8%
None chosen	6.4%	9.0%	2.6%	4.9%	4.8%

Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q3-1. Appearance & cleanliness of Downtown Lawrence

	A	B	C	D	A
Very satisfied	10.3%	18.4%	20.3%	17.7%	17.3%
Satisfied	56.4%	53.9%	48.6%	49.4%	49.4%
Neutral	9.0%	9.2%	5.4%	12.7%	12.3%
Dissatisfied	15.4%	14.5%	18.9%	15.2%	16.0%
Very dissatisfied	9.0%	3.9%	6.8%	5.1%	4.9%

Q3-2. Availability of vehicle parking

	A	B	C	D	A
Very satisfied	7.7%	14.3%	13.2%	8.8%	9.8%
Satisfied	46.2%	35.1%	38.2%	36.3%	35.4%
Neutral	20.5%	28.6%	19.7%	21.3%	20.7%
Dissatisfied	23.1%	16.9%	18.4%	20.0%	19.5%
Very dissatisfied	2.6%	5.2%	10.5%	13.8%	14.6%
	cd		a	a	

Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q3-3. Availability of bicycle parking

Very satisfied	8.5%	9.1%	18.9%	11.5%	11.1%
Satisfied	31.9%	31.8%	24.3%	26.9%	27.8%
Neutral	42.6%	54.5%	40.5%	48.1%	46.3%
Dissatisfied	14.9% b	2.3% a	10.8%	7.7%	9.3%
Very dissatisfied	2.1%	2.3%	5.4%	5.8%	5.6%

Q3-4. Types of retail & entertainment establishments available

Very satisfied	13.0%	12.0%	14.9%	15.2%	14.8%
Satisfied	32.5%	46.7%	36.5%	40.5%	40.7%
Neutral	26.0%	25.3%	29.7%	20.3%	19.8%
Dissatisfied	23.4%	12.0%	16.2%	15.2%	16.0%
Very dissatisfied	5.2%	4.0%	2.7%	8.9%	8.6%

Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q3-5. How safe you feel in Downtown Lawrence during the day

Very satisfied	36.4%	33.3%	40.8%	32.5%	32.9%
Satisfied	40.3%	48.7%	38.2%	45.0%	45.1%
Neutral	14.3%	7.7%	9.2%	8.8%	8.5%
Dissatisfied	2.6%	7.7%	9.2%	11.3%	11.0%
Very dissatisfied	6.5%	2.6%	2.6%	2.5%	2.4%

Q3-6. How safe you feel in Downtown Lawrence after dark

Very satisfied	16.7%	13.9%	14.1%	17.6%	18.4%
Satisfied	22.2%	34.7%	35.2%	32.4%	31.6%
Neutral	29.2%	20.8%	22.5%	18.9%	18.4%
Dissatisfied	16.7%	23.6%	19.7%	14.9%	15.8%
Very dissatisfied	15.3%	6.9%	8.5%	16.2%	15.8%

Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q3-7. Downtown Lawrence special events & parades

	A	B	C	D	Yes A
Very satisfied	22.7%	36.1%	30.6%	27.6%	26.9%
Satisfied	48.0%	34.7% d	45.8%	51.3% b	51.3%
Neutral	21.3%	22.2%	18.1%	18.4%	17.9%
Dissatisfied	5.3%	5.6%	5.6%	1.3%	2.6%
Very dissatisfied	2.7%	1.4%	0.0%	1.3%	1.3%

Q3-8. Beautification of Downtown Lawrence (flowers, trees, art)

	A	B	C	D	Yes A
Very satisfied	30.8%	38.2%	36.8%	38.8%	37.8%
Satisfied	47.4%	39.5%	48.7%	46.3%	46.3%
Neutral	11.5%	15.8%	9.2%	12.5%	12.2%
Dissatisfied	7.7%	6.6%	5.3%	2.5%	3.7%
Very dissatisfied	2.6%	0.0%	0.0%	0.0%	0.0%

Q3. Perceptions of Downtown. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q3-9. Diverse representation of cultural events in Downtown Lawrence

Very satisfied	22.2%	19.4%	20.0%	19.5%	19.0%
Satisfied	31.9%	46.3%	41.4%	37.7%	36.7%
Neutral	33.3%	22.4%	28.6%	23.4%	24.1%
Dissatisfied	9.7%	10.4%	8.6%	14.3%	13.9%
Very dissatisfied	2.8%	1.5%	1.4%	5.2%	6.3%

Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q4-1. Overall value that you receive for your City tax dollars & fees

	A	B	C	D	Yes A
Very satisfied	6.9%	6.6%	5.4%	10.3%	10.0%
Satisfied	36.1%	36.8%	33.8%	24.4%	23.8%
Neutral	29.2%	34.2%	27.0%	28.2%	28.8%
Dissatisfied	15.3% d	15.8% d	24.3%	29.5% ab	28.8%
Very dissatisfied	12.5%	6.6%	9.5%	7.7%	8.8%

Q4-2. Overall image of City

	A	B	C	D	Yes A
Very satisfied	16.9%	18.2%	18.4%	15.2%	14.8%
Satisfied	51.9%	63.6% d	51.3%	45.6% b	45.7%
Neutral	18.2%	9.1% D	14.5% d	29.1% Bc	28.4%
Dissatisfied	6.5%	7.8%	14.5%	8.9%	9.9%
Very dissatisfied	6.5%	1.3%	1.3%	1.3%	1.2%

Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q4-3. Livability of your neighborhood

Very satisfied	28.2%	32.5%	36.0%	31.3%	30.5%
Satisfied	50.0%	49.4%	45.3%	50.0%	50.0%
Neutral	17.9%	14.3%	9.3%	7.5%	7.3%
Dissatisfied	0.0%	3.9%	9.3%	8.8%	9.8%
	CD		A	A	
Very dissatisfied	3.8%	0.0%	0.0%	2.5%	2.4%

Q4-4. Upkeep of your neighborhood

Very satisfied	23.1%	20.5%	23.7%	18.8%	18.3%
Satisfied	37.2%	47.4%	50.0%	41.3%	41.5%
Neutral	19.2%	19.2%	13.2%	16.3%	15.9%
Dissatisfied	15.4%	11.5%	10.5%	20.0%	20.7%
Very dissatisfied	5.1%	1.3%	2.6%	3.8%	3.7%

Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q4-5. Overall quality of City services

Very satisfied	15.6%	11.7%	10.8%	12.8%	12.5%
Satisfied	53.2%	63.6%	58.1%	48.7%	47.5%
Neutral	22.1%	16.9% d	27.0%	30.8% b	30.0%
Dissatisfied	5.2%	7.8%	2.7%	6.4%	8.8%
Very dissatisfied	3.9%	0.0%	1.4%	1.3%	1.3%

Q4-6. Overall quality of City's equitable delivery of service

Very satisfied	8.8%	6.2%	3.4%	10.8%	10.6%
Satisfied	45.6%	53.8%	45.8%	38.5%	37.9%
Neutral	30.9%	24.6%	33.9%	30.8%	30.3%
Dissatisfied	7.4%	10.8%	16.9%	12.3%	13.6%
Very dissatisfied	7.4% c	4.6%	0.0% ad	7.7% c	7.6%

Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q4-7. Overall quality of life in City

Very satisfied	16.7%	22.4%	23.7%	19.0%	19.8%
Satisfied	56.4%	63.2%	57.9%	53.2%	51.9%
Neutral	17.9%	9.2%	11.8%	12.7%	12.3%
Dissatisfied	6.4%	2.6% d	5.3%	13.9% b	13.6%
Very dissatisfied	2.6%	2.6%	1.3%	1.3%	2.5%

Q4-8. Enforcement of City codes & ordinances

Very satisfied	5.4%	3.2%	1.9%	3.1%	3.0%
Satisfied	30.4%	46.0%	36.5%	35.9%	34.8%
Neutral	42.9%	36.5%	38.5%	43.8%	43.9%
Dissatisfied	12.5%	9.5%	21.2%	14.1%	15.2%
Very dissatisfied	8.9%	4.8%	1.9%	3.1%	3.0%

Q4. Perceptions of the City. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q4-9. City as a culturally welcoming place where all enjoy life & feel at home

	A	B	C	D	A
Very satisfied	18.7%	22.7%	18.3%	19.7%	19.2%
Satisfied	48.0%	52.0%	52.1%	44.7%	43.6%
Neutral	25.3%	18.7%	25.4%	21.1%	21.8%
Dissatisfied	5.3%	6.7%	1.4% d	10.5% c	10.3%
Very dissatisfied	2.7%	0.0%	2.8%	3.9%	5.1%

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q5. Top choice

Overall value that you receive for your City tax dollars & fees	51.3%	53.8%	58.4%	54.3%	54.2%
Overall image of City	21.8%	25.6%	15.6%	23.5%	22.9%
Livability of your neighborhood	21.8%	12.8%	20.8%	21.0%	21.7%
Upkeep of your neighborhood	26.9%	21.8%	26.0%	29.6%	28.9%
Overall quality of City services	28.2%	28.2%	36.4%	22.2%	22.9%
Overall quality of City's equitable delivery of service	24.4%	28.2%	20.8%	32.1%	31.3%
Overall quality of life in City	24.4%	26.9%	26.0%	25.9%	26.5%

Q5. Which THREE of the items listed in Question 4 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q5. Top choice (Cont.)

Enforcement of City codes & ordinances	19.2%	15.4%	24.7%	18.5%	18.1%
City as a culturally welcoming place where all enjoy life & feel at home	20.5%	32.1%	28.6%	29.6%	31.3%
None chosen	14.1%	11.5%	7.8%	7.4%	7.2%

Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor." (without "don't know")

N=317

	Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
	Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q6-1. City as a place to live

	A	B	C	D	Yes A
Excellent	36.4%	40.8%	34.2%	28.4%	27.7%
Good	46.8%	48.7%	51.3%	58.0%	57.8%
Neutral	10.4%	3.9%	11.8%	6.2%	6.0%
Below average	6.5%	2.6%	1.3%	6.2%	6.0%
Poor	0.0%	3.9%	1.3%	1.2%	2.4%

Q6-2. City as a place to work

	A	B	C	D	Yes A
Excellent	20.5%	20.3%	11.6%	17.6%	17.1%
Good	37.0%	44.9%	34.8%	36.5%	36.8%
Neutral	23.3%	15.9%	26.1%	23.0%	22.4%
Below average	12.3%	8.7%	18.8%	14.9%	14.5%
Poor	6.8%	10.1%	8.7%	8.1%	9.2%

Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q6-3. City as a place to raise children

Excellent	17.9% b	34.3% a	21.7%	25.3%	26.0%
Good	53.7%	50.7%	58.0%	50.7%	49.4%
Neutral	22.4% b	9.0% a	11.6%	16.0%	15.6%
Below average	3.0%	1.5%	5.8%	4.0%	3.9%
Poor	3.0%	4.5%	2.9%	4.0%	5.2%

Q6-4. City as a place to retire

Excellent	16.2%	25.8%	19.4%	14.1%	13.7%
Good	44.1%	47.0%	49.3%	42.3%	42.5%
Neutral	25.0%	13.6%	16.4%	25.4%	26.0%
Below average	10.3%	9.1%	10.4%	9.9%	9.6%
Poor	4.4%	4.5%	4.5%	8.5%	8.2%

Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q6-5. City as a place where I feel welcome

Excellent	23.4%	30.7%	30.3%	26.3%	25.6%
Good	48.1%	52.0%	42.1%	55.0%	54.9%
Neutral	22.1% d	13.3%	22.4% d	10.0% ac	9.8%
Below average	3.9%	1.3%	3.9%	7.5%	7.3%
Poor	2.6%	2.7%	1.3%	1.3%	2.4%

Q6-6. City efforts to promote diversity in the community

Excellent	17.9%	19.2%	20.8%	16.9%	16.5%
Good	44.8%	54.8%	50.0%	45.5%	45.6%
Neutral	28.4%	17.8%	25.0%	24.7%	24.1%
Below average	4.5%	8.2%	1.4%	7.8%	7.6%
Poor	4.5%	0.0%	2.8%	5.2%	6.3%

Q6. Overall Ratings of the City. Rate the City of Lawrence using a scale where 5 is "Excellent" and 1 is "Poor." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q6-7. City of Lawrence as an employer

Excellent	9.5%	16.7% c	0.0% b	9.8%	9.8%
Good	23.8%	30.6%	25.0%	24.4%	24.4%
Neutral	50.0%	36.1%	39.3%	43.9%	43.9%
Below average	9.5%	11.1%	14.3%	12.2%	12.2%
Poor	7.1%	5.6%	21.4%	9.8%	9.8%

Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q7-1. City efforts to promote economic development

	A	B	C	D	Yes A
Very satisfied	3.2%	2.9%	4.6%	5.6%	5.5%
Satisfied	27.0%	26.1%	26.2%	20.8%	20.5%
Neutral	38.1%	39.1%	41.5%	30.6%	30.1%
Dissatisfied	23.8%	21.7%	21.5%	26.4%	27.4%
Very dissatisfied	7.9%	10.1%	6.2%	16.7%	16.4%

Q7-2. Overall quality of new development in Lawrence

	A	B	C	D	Yes A
Very satisfied	4.5%	2.9%	0.0% d	6.8% c	6.6%
Satisfied	13.6%	24.3%	21.1%	21.6%	21.1%
Neutral	37.9%	35.7%	42.3%	29.7%	28.9%
Dissatisfied	33.3%	28.6%	28.2%	31.1%	32.9%
Very dissatisfied	10.6%	8.6%	8.5%	10.8%	10.5%

Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q7-3. How well City is planning growth

	A	B	C	D	A
Very satisfied	3.3%	3.0%	0.0%	4.3%	4.2%
Satisfied	16.4%	17.9%	18.8%	20.0%	19.4%
Neutral	36.1%	34.3%	40.6%	30.0%	29.2%
Dissatisfied	26.2%	31.3%	31.9%	28.6%	30.6%
Very dissatisfied	18.0%	13.4%	8.7%	17.1%	16.7%

Q7-4. Access to quality childcare you can afford

	A	B	C	D	A
Very satisfied	0.0%	0.0%	3.2%	0.0%	0.0%
Satisfied	16.3%	12.5%	16.1%	7.1%	7.0%
Neutral	34.9%	40.0%	25.8%	33.3%	32.6%
Dissatisfied	37.2%	32.5%	38.7%	21.4%	20.9%
Very dissatisfied	11.6%	15.0%	16.1%	38.1%	39.5%

Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q7-5. Access to quality healthcare you can afford

	A	B	C	D	Yes A
Very satisfied	12.5%	5.6%	8.3%	12.5%	12.2%
Satisfied	37.5% d	53.5% D	50.0% D	18.1% aBC	18.9%
Neutral	25.0%	16.9%	23.6%	27.8%	27.0%
Dissatisfied	16.7%	19.7%	8.3% d	23.6% c	23.0%
Very dissatisfied	8.3%	4.2% D	9.7%	18.1% B	18.9%

Q7-6. Access to quality mental healthcare you can afford

	A	B	C	D	Yes A
Very satisfied	5.8%	6.7%	3.8%	4.8%	4.8%
Satisfied	30.8%	38.3%	38.5%	24.2%	23.8%
Neutral	34.6%	28.3%	25.0%	22.6%	22.2%
Dissatisfied	23.1%	20.0%	21.2%	17.7%	17.5%
Very dissatisfied	5.8% D	6.7% D	11.5% d	30.6% ABc	31.7%

Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q7-7. Access to healthy food you can afford

Very satisfied	13.0%	12.2%	14.5%	10.3%	10.0%
Satisfied	46.8%	51.4%	43.4%	35.9%	35.0%
Neutral	23.4%	23.0%	19.7%	20.5%	21.3%
Dissatisfied	13.0%	10.8%	14.5%	20.5%	20.0%
Very dissatisfied	3.9%	2.7%	7.9%	12.8%	13.8%
	d	d		ab	

Q7-8. Access to quality housing you can afford

Very satisfied	10.5%	7.0%	4.1%	7.7%	7.5%
Satisfied	26.3%	22.5%	24.7%	20.5%	20.0%
Neutral	30.3%	26.8%	31.5%	15.4%	16.3%
	d		d	ac	
Dissatisfied	23.7%	26.8%	17.8%	23.1%	22.5%
Very dissatisfied	9.2%	16.9%	21.9%	33.3%	33.8%
	cD	d	a	Ab	

Q7. Economic Growth and Affordability. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q7-9. Access to jobs that offer a living wage

Very satisfied	3.1%	6.9%	3.4%	2.9%	2.9%
Satisfied	29.2% bcd	13.8% a	13.6% a	11.6% a	11.4%
Neutral	32.3%	32.8%	33.9%	33.3%	32.9%
Dissatisfied	21.5% b	37.9% a	27.1%	29.0%	28.6%
Very dissatisfied	13.8%	8.6% cd	22.0% b	23.2% b	24.3%

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q8. Top choice

City efforts to promote economic development	28.2%	28.2%	26.0%	22.2%	22.9%
Overall quality of new development in Lawrence	23.1%	20.5%	32.5%	23.5%	24.1%
How well City is planning growth	42.3% d	32.1%	39.0%	24.7% a	25.3%
Access to quality childcare you can afford	16.7%	17.9%	14.3%	16.0%	16.9%
Access to quality healthcare you can afford	30.8%	19.2%	19.5%	28.4%	27.7%
Access to quality mental healthcare you can afford	15.4% d	28.2%	16.9%	28.4% a	27.7%
Access to healthy food you can afford	14.1%	15.4%	13.0%	18.5%	18.1%

Q8. Which THREE of the items listed in Question 7 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q8. Top choice (Cont.)

Access to quality housing you can afford	47.4%	43.6%	51.9%	50.6%	50.6%
Access to jobs that offer a living wage	32.1% C	42.3%	53.2% A	43.2%	43.4%
None chosen	14.1%	14.1%	5.2%	11.1%	10.8%

Q9. 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." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q9-1. Non-English speaking persons

Very well	12.5%	15.2%	5.6%	9.8%	9.5%
Well	22.9%	28.3%	41.7% d	18.0% c	17.5%
Neutral	41.7%	37.0%	36.1%	36.1%	34.9%
Below average	18.8%	19.6%	13.9%	26.2%	27.0%
Poor	4.2%	0.0% d	2.8%	9.8% b	11.1%

Q9-2. Persons with limited physical mobility

Very well	7.7%	12.5%	7.4%	8.3%	8.1%
Well	36.5%	37.5%	42.6% d	25.0% c	24.2%
Neutral	34.6%	30.4%	29.6%	35.0%	33.9%
Below average	17.3%	17.9%	18.5%	25.0%	27.4%
Poor	3.8%	1.8%	1.9%	6.7%	6.5%

Q9. 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." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q9-3. Persons with disabilities

Very well	9.8%	16.4%	7.8%	6.6%	6.3%
Well	37.3%	38.2%	45.1% d	24.6% c	23.8%
Neutral	27.5%	30.9%	31.4%	31.1%	30.2%
Below average	19.6%	14.5%	11.8% d	27.9% c	28.6%
Poor	5.9%	0.0% d	3.9%	9.8% b	11.1%

Q9-4. Seniors

Very well	9.0%	12.5%	13.8%	12.7%	12.3%
Well	43.3%	50.0% d	39.7%	31.7% b	30.8%
Neutral	26.9%	26.6%	34.5%	39.7%	40.0%
Below average	14.9%	9.4%	12.1%	9.5%	10.8%
Poor	6.0%	1.6%	0.0%	6.3%	6.2%

Q9. 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." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q9-5. Persons of color

Very well	10.3%	13.1%	13.7%	6.6%	6.3%
Well	27.6%	26.2%	29.4%	16.4%	15.9%
Neutral	43.1% b	21.3% acD	43.1% b	44.3% B	42.9%
Below average	15.5%	29.5% C	7.8% Bd	24.6% c	25.4%
Poor	3.4%	9.8%	5.9%	8.2%	9.5%

Q9-6. LGBTQIA+ community

Very well	23.2%	13.8%	23.6%	20.0%	19.7%
Well	33.9% c	41.4%	52.7% aD	26.2% C	25.8%
Neutral	32.1%	31.0%	20.0% d	38.5% c	37.9%
Below average	10.7%	10.3%	1.8% d	13.8% c	13.6%
Poor	0.0%	3.4%	1.8%	1.5%	3.0%

Q9. 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." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q9-7. Efforts are made to represent my culture in the community

	A	B	C	D	A
Very well	9.5%	18.2%	14.5%	12.1%	11.8%
Well	25.4%	36.4%	37.1% d	21.2% c	20.6%
Neutral	33.3%	31.8%	37.1%	36.4%	35.3%
Below average	15.9%	10.6%	6.5% d	22.7% c	22.1%
Poor	15.9% bc	3.0% a	4.8% a	7.6%	10.3%

Q9-8. I feel welcome in the community

	A	B	C	D	A
Very well	20.8%	26.7%	31.1%	20.8%	20.3%
Well	45.5%	46.7%	43.2%	51.9%	51.9%
Neutral	27.3%	22.7%	18.9%	18.2%	17.7%
Below average	2.6%	2.7%	5.4%	6.5%	6.3%
Poor	3.9%	1.3%	1.4%	2.6%	3.8%

Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q10-1. Frequency that police officers patrol your neighborhood

	A	B	C	D	Yes A
Very satisfied	7.5%	12.7%	9.2%	4.2%	4.1%
Satisfied	38.8%	44.4%	38.5%	36.6%	35.6%
Neutral	26.9%	27.0%	32.3%	39.4%	41.1%
Dissatisfied	19.4%	15.9%	15.4%	12.7%	12.3%
Very dissatisfied	7.5% b	0.0% ad	4.6%	7.0% b	6.8%

Q10-2. Efforts by police to prevent crime in your neighborhood

	A	B	C	D	Yes A
Very satisfied	12.7%	15.3% d	9.7%	4.2% b	4.1%
Satisfied	33.3%	44.1%	40.3%	40.8%	41.1%
Neutral	34.9%	30.5%	33.9%	29.6%	28.8%
Dissatisfied	11.1%	10.2%	9.7%	18.3%	19.2%
Very dissatisfied	7.9% b	0.0% acd	6.5% b	7.0% b	6.8%

Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q10-3. How quickly police respond to emergencies

	A	B	C	D	Yes A
Very satisfied	15.0%	17.9%	14.8%	22.0%	21.7%
Satisfied	51.7%	57.1%	50.0%	44.1%	43.3%
Neutral	23.3%	21.4%	29.6%	23.7%	23.3%
Dissatisfied	6.7%	1.8%	5.6%	5.1%	6.7%
Very dissatisfied	3.3%	1.8%	0.0%	5.1%	5.0%

Q10-4. Professionalism of police officers

	A	B	C	D	Yes A
Very satisfied	24.6%	21.2%	16.1%	27.8%	27.4%
Satisfied	50.8%	56.1% d	46.8%	37.5% b	37.0%
Neutral	18.5%	15.2% c	30.6% b	18.1%	17.8%
Dissatisfied	3.1%	3.0%	1.6%	5.6%	5.5%
Very dissatisfied	3.1%	4.5%	4.8%	11.1%	12.3%

Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q10-5. How effectively City enforces traffic offenses

	A	B	C	D	Yes A
Very satisfied	10.9%	15.0%	8.6%	6.5%	6.3%
Satisfied	29.7%	43.3%	32.8%	37.1%	36.5%
Neutral	31.3%	28.3%	36.2%	32.3%	31.7%
Dissatisfied	18.8%	8.3%	13.8%	11.3%	11.1%
Very dissatisfied	9.4%	5.0%	8.6%	12.9%	14.3%

Q10-6. School resource officers

	A	B	C	D	Yes A
Very satisfied	20.0%	22.9%	26.5%	11.1%	10.8%
Satisfied	25.0%	37.1%	23.5%	36.1%	35.1%
Neutral	37.5%	22.9%	35.3%	36.1%	35.1%
Dissatisfied	7.5%	11.4%	14.7%	8.3%	10.8%
Very dissatisfied	10.0%	5.7%	0.0%	8.3%	8.1%

Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q10-7. Quality of animal control services

Very satisfied	12.0%	21.2%	11.3%	12.5%	12.3%
Satisfied	40.0%	34.6%	35.8%	35.7%	35.1%
Neutral	30.0%	30.8%	34.0%	25.0%	24.6%
Dissatisfied	14.0%	9.6%	15.1%	17.9%	19.3%
Very dissatisfied	4.0%	3.8%	3.8%	8.9%	8.8%

Q10-8. Police related education programs

Very satisfied	16.2%	18.9%	9.4%	7.7%	7.5%
Satisfied	18.9%	35.1% c	12.5% b	25.6%	25.0%
Neutral	45.9%	43.2%	65.6%	43.6%	42.5%
Dissatisfied	16.2%	2.7%	6.3%	12.8%	15.0%
Very dissatisfied	2.7%	0.0% d	6.3%	10.3% b	10.0%

Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q10-9. Police Department engagement within the community (foot/bike patrols, coffee with a cop, neighborhood meetings, etc.)

	A	B	C	D	A
Very satisfied	13.5%	18.9%	8.5%	7.5%	7.4%
Satisfied	30.8%	34.0%	25.5%	24.5%	24.1%
Neutral	26.9%	28.3%	42.6%	39.6%	38.9%
Dissatisfied	19.2%	13.2%	14.9%	20.8%	20.4%
Very dissatisfied	9.6%	5.7%	8.5%	7.5%	9.3%

Q10-10. Overall treatment of people by Lawrence Police Department

	A	B	C	D	A
Very satisfied	23.5%	19.1%	11.9%	19.1%	18.8%
Satisfied	41.2%	47.1%	49.2%	36.8%	36.2%
Neutral	23.5%	23.5%	25.4%	23.5%	23.2%
Dissatisfied	8.8%	7.4%	8.5%	10.3%	10.1%
Very dissatisfied	2.9%	2.9%	5.1%	10.3%	11.6%

Q10. Police Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q10-11. Overall trust in Lawrence Police Department

Very satisfied	21.6%	19.2%	10.0%	16.0%	15.6%
Satisfied	43.2%	45.2%	47.1%	37.3%	36.4%
Neutral	24.3%	24.7%	27.1%	25.3%	26.0%
Dissatisfied	5.4%	6.8%	10.0%	6.7%	6.5%
Very dissatisfied	5.4%	4.1%	5.7%	14.7%	15.6%

Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q11-1. Walking in your neighborhood during the day

Very safe	65.4%	65.4%	71.1%	65.8%	65.4%
Safe	26.9%	34.6%	25.0%	30.4%	29.6%
Neutral	6.4% b	0.0% a	2.6%	2.5%	3.7%
Unsafe	1.3%	0.0%	0.0%	1.3%	1.2%
Very unsafe	0.0%	0.0%	1.3%	0.0%	0.0%

Q11-2. Walking in your neighborhood after dark

Very safe	26.3%	20.8%	22.2%	25.6%	26.3%
Safe	27.6% b	48.1% a	41.7%	42.3%	41.3%
Neutral	27.6%	18.2%	27.8%	15.4%	15.0%
Unsafe	13.2%	10.4%	5.6%	11.5%	12.5%
Very unsafe	5.3%	2.6%	2.8%	5.1%	5.0%

Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q11-3. In City parks

Very safe	15.5%	17.3%	16.7%	23.0%	22.4%
Safe	49.3% d	48.0% d	44.4%	29.7% ab	30.3%
Neutral	19.7%	20.0%	20.8%	32.4%	31.6%
Unsafe	8.5%	12.0%	15.3%	8.1%	9.2%
Very unsafe	7.0%	2.7%	2.8%	6.8%	6.6%

Q11-4. Riding a bicycle in Lawrence

Very safe	12.3%	11.5%	10.7%	19.4%	18.8%
Safe	42.1%	48.1%	46.4%	32.8%	31.9%
Neutral	22.8%	26.9%	25.0%	23.9%	23.2%
Unsafe	15.8%	7.7%	14.3%	16.4%	18.8%
Very unsafe	7.0%	5.8%	3.6%	7.5%	7.2%

Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q11-5. Navigating busy intersections on foot

	A	B	C	D	Yes A
Very safe	8.5%	9.3%	5.5%	12.8%	12.5%
Safe	36.6%	42.7%	39.7%	34.6%	33.8%
Neutral	28.2%	29.3%	32.9%	21.8%	21.3%
Unsafe	19.7%	12.0% d	17.8%	25.6% b	25.0%
Very unsafe	7.0%	6.7%	4.1%	5.1%	7.5%

Q11-6. Navigating busy intersections on a bicycle

	A	B	C	D	Yes A
Very safe	7.7%	2.2%	3.9%	12.3%	11.9%
Safe	23.1%	37.0%	23.5%	24.6%	23.7%
Neutral	19.2% c	37.0%	39.2% a	24.6%	23.7%
Unsafe	32.7% b	15.2% a	21.6%	28.1%	27.1%
Very unsafe	17.3%	8.7%	11.8%	10.5%	13.6%

Q11. Perceptions of Safety. Rate your feeling of safety in various situations using a scale where 5 is "Very Safe" and 1 is "Very Unsafe." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q11-7. Overall feeling of safety in Lawrence

Very safe	18.4%	18.7%	18.4%	19.0%	18.5%
Safe	53.9%	60.0%	57.9%	49.4%	48.1%
Neutral	21.1%	18.7%	19.7%	24.1%	24.7%
Unsafe	3.9%	2.7%	1.3%	7.6%	7.4%
Very unsafe	2.6%	0.0%	2.6%	0.0%	1.2%

Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q12-1. Overall quality of fire services

	A	B	C	D	Yes A
Very satisfied	37.7%	38.7%	37.5%	36.9%	36.4%
Satisfied	45.3%	56.5%	57.1%	52.3%	53.0%
Neutral	17.0% b	3.2% a	5.4%	9.2%	9.1%
Dissatisfied	0.0%	0.0%	0.0%	1.5%	1.5%
Very dissatisfied	0.0%	1.6%	0.0%	0.0%	0.0%

Q12-2. Overall trust in Lawrence-Douglas County Fire Department

	A	B	C	D	Yes A
Very satisfied	38.8%	37.7%	42.4%	41.4%	40.8%
Satisfied	47.8%	53.6%	51.5%	45.7%	46.5%
Neutral	11.9%	8.7%	6.1%	11.4%	11.3%
Dissatisfied	1.5%	0.0%	0.0%	1.4%	1.4%

Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q12-3. How quickly emergency medical services personnel respond

	A	B	C	D	Yes A
Very satisfied	38.9%	38.7%	33.3%	44.4%	43.8%
Satisfied	48.1%	54.8%	53.3%	46.0%	46.9%
Neutral	13.0%	6.5%	11.7%	9.5%	9.4%
Very dissatisfied	0.0%	0.0%	1.7%	0.0%	0.0%

Q12-4. Professionalism of City's fire & emergency medical services personnel

	A	B	C	D	Yes A
Very satisfied	45.8%	35.9%	42.9%	43.5%	42.9%
Satisfied	40.7% b	59.4% a	50.8%	53.2%	54.0%
Neutral	11.9%	3.1%	6.3%	3.2%	3.2%
Dissatisfied	1.7%	0.0%	0.0%	0.0%	0.0%
Very dissatisfied	0.0%	1.6%	0.0%	0.0%	0.0%

Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q12-5. Quality of medical care provided by City's fire medical services personnel

	A	B	C	D	Yes A
Very satisfied	39.2%	36.2%	42.9%	45.5%	44.6%
Satisfied	43.1%	55.2%	49.0%	41.8%	42.9%
Neutral	17.6%	6.9%	8.2%	10.9%	10.7%
Dissatisfied	0.0%	1.7%	0.0%	1.8%	1.8%

Q12-6. City's fire medical education programs

	A	B	C	D	Yes A
Very satisfied	27.8%	33.3%	13.8%	32.6%	31.8%
Satisfied	38.9%	38.9%	37.9%	32.6%	34.1%
Neutral	30.6%	27.8%	44.8%	25.6%	25.0%
Dissatisfied	0.0%	0.0%	0.0%	9.3%	9.1%
Very dissatisfied	2.8%	0.0%	3.4%	0.0%	0.0%

Q12. Fire and Emergency Medical Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q12-7. City's fire business inspection program

Very satisfied	20.5%	37.1% c	14.3% b	25.6%	25.0%
Satisfied	48.7%	40.0%	35.7%	35.9%	37.5%
Neutral	28.2%	22.9%	46.4%	33.3%	32.5%
Dissatisfied	2.6%	0.0%	3.6%	2.6%	2.5%
Very dissatisfied	0.0%	0.0%	0.0%	2.6%	2.5%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q13-1. Appearance/cleanliness of City parks

	A	B	C	D	A
Very satisfied	25.0%	21.8%	21.1%	20.5%	20.0%
Satisfied	51.3%	56.4%	52.6%	59.0%	58.8%
Neutral	11.8%	12.8%	10.5%	12.8%	12.5%
Dissatisfied	6.6%	6.4%	10.5%	3.8%	5.0%
Very dissatisfied	5.3%	2.6%	5.3%	3.8%	3.8%

Q13-2. Condition of equipment

	A	B	C	D	A
Very satisfied	15.9%	21.5%	18.2%	15.7%	15.5%
Satisfied	55.1%	53.8%	63.6%	57.1%	57.7%
Neutral	20.3%	23.1%	15.2%	20.0%	19.7%
Dissatisfied	5.8%	1.5%	3.0%	1.4%	1.4%
Very dissatisfied	2.9%	0.0%	0.0%	5.7%	5.6%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q13-3. Number of City parks

Very satisfied	20.8%	26.0%	24.3%	24.1%	23.5%
Satisfied	50.6%	57.1%	59.5%	54.4%	53.1%
Neutral	16.9%	9.1%	10.8%	11.4%	13.6%
Dissatisfied	10.4%	7.8%	5.4%	5.1%	4.9%
Very dissatisfied	1.3%	0.0% d	0.0%	5.1% b	4.9%

Q13-4. Number of walking & biking trails

Very satisfied	25.4%	26.0%	26.0%	24.1%	23.5%
Satisfied	49.3%	49.3%	47.9%	45.6%	44.4%
Neutral	11.3%	19.2%	15.1%	13.9%	14.8%
Dissatisfied	11.3%	4.1% d	9.6%	13.9% b	13.6%
Very dissatisfied	2.8%	1.4%	1.4%	2.5%	3.7%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q13-5. City outdoor recreation facilities

Very satisfied	20.6%	17.4%	17.6%	18.4%	17.9%
Satisfied	44.1%	55.1%	50.0%	55.3%	53.8%
Neutral	22.1%	18.8%	22.1%	15.8%	16.7%
Dissatisfied	13.2%	7.2%	10.3%	7.9%	9.0%
Very dissatisfied	0.0%	1.4%	0.0%	2.6%	2.6%

Q13-6. City indoor recreation facilities

Very satisfied	21.2%	24.3%	18.8%	24.3%	24.0%
Satisfied	50.0%	47.1%	44.9%	48.6%	48.0%
Neutral	19.7%	17.1%	24.6%	17.6%	17.3%
Dissatisfied	9.1%	11.4%	8.7%	5.4%	6.7%
Very dissatisfied	0.0%	0.0%	2.9%	4.1%	4.0%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q13-7. Availability of gym space

	A	B	C	D	A
Very satisfied	17.2%	15.3%	15.8%	16.7%	16.4%
Satisfied	44.8%	44.1%	47.4%	43.9%	43.3%
Neutral	29.3%	27.1%	24.6%	22.7%	22.4%
Dissatisfied	6.9%	11.9%	12.3%	13.6%	14.9%
Very dissatisfied	1.7%	1.7%	0.0%	3.0%	3.0%

Q13-8. City's indoor aquatic facilities

	A	B	C	D	A
Very satisfied	17.2%	21.8%	20.3%	13.8%	13.6%
Satisfied	41.4%	40.0%	43.8%	32.8%	32.2%
Neutral	29.3%	27.3%	26.6%	22.4%	22.0%
Dissatisfied	8.6%	5.5%	7.8%	24.1%	25.4%
Very dissatisfied	3.4%	5.5%	1.6%	6.9%	6.8%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q13-9. City's outdoor aquatic facilities

Very satisfied	16.1%	22.4%	20.0%	10.6%	10.4%
Satisfied	37.5%	41.4%	43.3%	43.9%	43.3%
Neutral	32.1%	29.3%	26.7%	25.8%	25.4%
Dissatisfied	12.5%	5.2%	8.3%	13.6%	14.9%
Very dissatisfied	1.8%	1.7%	1.7%	6.1%	6.0%

Q13-10. Availability of sports field in Lawrence

Very satisfied	16.7%	16.1%	20.4%	14.7%	14.5%
Satisfied	45.0%	50.0%	53.7%	50.0%	49.3%
Neutral	31.7%	28.6%	11.1%	27.9%	27.5%
	C	c	Abd	c	
Dissatisfied	6.7%	3.6%	11.1%	4.4%	5.8%
Very dissatisfied	0.0%	1.8%	3.7%	2.9%	2.9%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q13-11. Availability of information about parks & recreation programs

	A	B	C	D	Yes A
Very satisfied	19.1%	18.9%	22.9%	17.1%	16.7%
Satisfied	39.7%	48.6%	45.7%	47.1%	45.8%
Neutral	23.5%	25.7%	12.9%	21.4%	22.2%
Dissatisfied	13.2%	6.8%	12.9%	7.1%	6.9%
Very dissatisfied	4.4%	0.0% cd	5.7% b	7.1% b	8.3%

Q13-12. City's landscaping efforts

	A	B	C	D	Yes A
Very satisfied	22.7%	25.0%	33.3%	24.4%	23.8%
Satisfied	49.3%	47.4%	50.7%	59.0%	57.5%
Neutral	18.7%	21.1%	10.7%	12.8%	13.8%
Dissatisfied	5.3%	3.9%	4.0%	1.3%	2.5%
Very dissatisfied	4.0%	2.6%	1.3%	2.6%	2.5%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q13-13. Quality of recreation programs offered by City

	A	B	C	D	Yes A
Very satisfied	21.3%	23.3%	21.7%	19.4%	18.8%
Satisfied	42.6%	50.0%	45.0%	48.4%	48.4%
Neutral	31.1%	23.3%	23.3%	25.8%	25.0%
Dissatisfied	4.9%	1.7%	10.0%	6.5%	7.8%
Very dissatisfied	0.0%	1.7%	0.0%	0.0%	0.0%

Q13-14. Cost of parks/recreation programs & services offered by City

	A	B	C	D	Yes A
Very satisfied	19.7%	21.5%	16.9%	14.8%	14.3%
Satisfied	42.6%	49.2%	45.8%	44.3%	44.4%
Neutral	31.1%	24.6%	30.5%	32.8%	31.7%
Dissatisfied	6.6%	4.6%	5.1%	6.6%	6.3%
Very dissatisfied	0.0%	0.0%	1.7%	1.6%	3.2%

Q13. Parks and Recreation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q13-15. Amount of arts, cultural opportunities, & related events

	A	B	C	D	Yes A
Very satisfied	20.3%	16.7% c	30.9% b	20.6%	20.0%
Satisfied	45.3%	61.1% c	44.1% b	51.5%	51.4%
Neutral	32.8% cd	19.4%	17.6% a	16.2% a	15.7%
Dissatisfied	1.6% d	2.8%	5.9%	10.3% a	10.0%
Very dissatisfied	0.0%	0.0%	1.5%	1.5%	2.9%

Q13-16. Welcoming environment of City parks & recreation facilities

Very satisfied	20.0%	20.0%	22.5%	22.1%	21.5%
Satisfied	51.4%	58.6%	54.9%	49.4%	48.1%
Neutral	22.9%	20.0%	12.7%	20.8%	21.5%
Dissatisfied	4.3%	1.4%	8.5%	2.6%	2.5%
Very dissatisfied	1.4%	0.0%	1.4%	5.2%	6.3%

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q14. Top choice

	A	B	C	D	Yes A
Appearance/cleanliness of City parks	29.5%	28.2%	39.0%	24.7%	24.1%
Condition of equipment	17.9%	14.1%	14.3%	11.1%	10.8%
Number of City parks	11.5%	12.8%	9.1%	12.3%	13.3%
Number of walking & biking trails	20.5%	26.9%	23.4%	32.1%	32.5%
City outdoor recreation facilities	10.3%	7.7%	6.5%	14.8%	14.5%
City indoor recreation facilities	10.3%	14.1%	7.8%	9.9%	9.6%
Availability of gym space	6.4%	2.6% cd	11.7% b	13.6% b	13.3%
City's indoor aquatic facilities	9.0%	9.0%	11.7%	16.0%	16.9%

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

	Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
	Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q14. Top choice (Cont.)

City's outdoor aquatic facilities	7.7%	3.8% d	7.8%	14.8% b	15.7%
Availability of sports fields in Lawrence	3.8%	1.3%	7.8%	4.9%	4.8%
Availability of information about parks & recreation programs	14.1%	16.7%	20.8%	12.3%	13.3%
City's landscaping efforts	7.7%	14.1%	11.7%	7.4%	7.2%
Quality of recreation programs offered by City	11.5%	11.5%	10.4%	9.9%	9.6%
Cost of parks/recreation programs & services offered by City	9.0%	16.7%	16.9%	14.8%	15.7%

Q14. Which THREE of the items listed in Question 13 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q14. Top choice (Cont.)

Amount of arts, cultural opportunities, & related events	15.4%	17.9%	10.4%	17.3%	16.9%
Welcoming environment of City parks & recreation facilities	6.4%	7.7%	9.1%	7.4%	7.2%
None chosen	29.5% cd	26.9%	15.6% a	14.8% a	14.5%

Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q15-1. Condition of major City streets

	A	B	C	D	Yes A
Very satisfied	9.1%	9.2%	2.6% d	11.1% c	10.8%
Satisfied	27.3%	30.3%	39.5%	38.3%	37.3%
Neutral	20.8%	21.1%	15.8%	19.8%	19.3%
Dissatisfied	33.8%	34.2%	25.0%	23.5%	25.3%
Very dissatisfied	9.1%	5.3% c	17.1% b	7.4%	7.2%

Q15-2. Condition of streets in your neighborhood

	A	B	C	D	Yes A
Very satisfied	13.0% cd	5.3%	3.9% a	3.7% a	3.6%
Satisfied	31.2%	30.3%	31.6%	35.8%	34.9%
Neutral	19.5%	30.3% d	21.1%	16.0% b	16.9%
Dissatisfied	20.8%	25.0%	27.6%	33.3%	33.7%
Very dissatisfied	15.6%	9.2%	15.8%	11.1%	10.8%

Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q15-3. Timeliness of street maintenance repairs

	A	B	C	D	Yes A
Very satisfied	4.2%	2.7%	1.5%	2.5%	2.5%
Satisfied	18.1%	22.7%	26.5%	21.5%	21.0%
Neutral	27.8%	25.3%	17.6%	21.5%	21.0%
Dissatisfied	33.3%	41.3%	32.4%	32.9%	33.3%
Very dissatisfied	16.7%	8.0%	22.1%	21.5%	22.2%
		cd	b	b	

Q15-4. Condition of sidewalks in your neighborhood

	A	B	C	D	Yes A
Very satisfied	8.3%	7.6%	10.8%	5.9%	5.7%
Satisfied	44.4%	43.9%	52.3%	36.8%	35.7%
Neutral	19.4%	22.7%	13.8%	22.1%	22.9%
Dissatisfied	19.4%	22.7%	15.4%	23.5%	22.9%
Very dissatisfied	8.3%	3.0%	7.7%	11.8%	12.9%

Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q15-5. Maintenance of pavement markings

	A	B	C	D	Yes A
Very satisfied	7.4%	6.8%	2.9%	6.6%	6.4%
Satisfied	29.4%	28.8%	35.3%	31.6%	30.8%
Neutral	29.4%	32.9%	23.5%	27.6%	26.9%
Dissatisfied	20.6%	20.5%	23.5%	27.6%	28.2%
Very dissatisfied	13.2%	11.0%	14.7%	6.6%	7.7%

Q15-6. Adequacy of City street lighting

	A	B	C	D	Yes A
Very satisfied	9.2%	9.2%	6.6%	5.1%	4.9%
Satisfied	43.4%	40.8% c	57.9% bd	41.8% c	43.2%
Neutral	22.4%	19.7%	14.5%	20.3%	19.8%
Dissatisfied	13.2%	23.7%	13.2%	25.3%	24.7%
Very dissatisfied	11.8%	6.6%	7.9%	7.6%	7.4%

Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q15-7. Snow removal on major City streets

Very satisfied	14.1%	25.0%	18.7%	25.3%	25.9%
Satisfied	56.4%	48.7%	64.0%	54.4%	53.1%
Neutral	14.1%	22.4% c	8.0% b	13.9%	14.8%
Dissatisfied	10.3% D	2.6%	5.3% d	0.0% Ac	0.0%
Very dissatisfied	5.1%	1.3%	4.0%	6.3%	6.2%

Q15-8. Snow removal on neighborhood streets

Very satisfied	6.4%	10.7%	9.5%	11.3%	11.0%
Satisfied	41.0%	48.0% D	56.8% D	26.3% BC	25.6%
Neutral	21.8%	20.0%	13.5%	20.0%	20.7%
Dissatisfied	17.9%	17.3%	10.8% D	30.0% C	29.3%
Very dissatisfied	12.8%	4.0%	9.5%	12.5%	13.4%

Q15. City Maintenance. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q15-9. Street sweeping services provided by City

	A	B	C	D	A
Very satisfied	9.7%	16.7%	15.9%	11.8%	11.4%
Satisfied	50.0%	39.4%	41.3%	44.1%	42.9%
Neutral	22.2%	31.8%	28.6%	22.1%	24.3%
Dissatisfied	9.7%	10.6%	7.9%	13.2%	12.9%
Very dissatisfied	8.3%	1.5%	6.3%	8.8%	8.6%

Q15-10. Maintenance of curbs & gutters on City streets

	A	B	C	D	A
Very satisfied	8.5%	11.8%	9.9%	6.9%	6.8%
Satisfied	40.8%	30.9%	32.4%	30.6%	29.7%
Neutral	22.5%	27.9%	29.6%	31.9%	32.4%
Dissatisfied	16.9%	22.1%	21.1%	20.8%	21.6%
Very dissatisfied	11.3%	7.4%	7.0%	9.7%	9.5%

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q16. Top choice

Condition of major City streets	37.2%	39.7%	42.9%	30.9%	31.3%
Condition of streets in your neighborhood	24.4%	21.8% c	36.4% b	30.9%	30.1%
Timeliness of street maintenance repairs	32.1%	29.5%	22.1%	29.6%	30.1%
Condition of sidewalks in your neighborhood	12.8% d	21.8%	14.3%	25.9% a	26.5%
Maintenance of pavement markings	10.3%	10.3%	14.3%	11.1%	10.8%
Adequacy of City street lighting	15.4%	14.1%	14.3%	12.3%	12.0%

Q16. Which TWO of the items listed in Question 15 should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q16. Top choice (Cont.)

Snow removal on major City streets	11.5% d	3.8%	6.5%	2.5% a	2.4%
Snow removal on neighborhood streets	9.0%	10.3%	6.5% d	17.3% c	18.1%
Street sweeping services provided by City	2.6%	1.3%	7.8%	2.5%	2.4%
Maintenance of curbs & gutters on City streets	14.1%	14.1%	10.4%	13.6%	13.3%
None chosen	12.8%	14.1%	10.4%	8.6%	8.4%

Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q17-1. Taste of your drinking water

Very satisfied	16.2% c	18.4%	32.4% ad	17.5% c	17.1%
Satisfied	45.9%	46.1%	37.8%	42.5%	42.7%
Neutral	14.9%	17.1%	18.9%	17.5%	17.1%
Dissatisfied	21.6% c	14.5%	9.5% a	17.5%	17.1%
Very dissatisfied	1.4%	3.9%	1.4%	5.0%	6.1%

Q17-2. Smell of your drinking water

Very satisfied	16.2% c	19.7%	31.1% a	20.0%	19.5%
Satisfied	44.6%	46.1%	40.5%	40.0%	40.2%
Neutral	24.3%	19.7%	18.9%	28.8%	28.0%
Dissatisfied	13.5%	9.2%	6.8%	10.0%	9.8%
Very dissatisfied	1.4%	5.3%	2.7%	1.3%	2.4%

Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q17-3. Quality of your drinking water

Very satisfied	13.3% C	18.7% c	35.2% Abd	18.8% c	18.3%
Satisfied	48.0%	49.3% c	32.4% b	41.3%	41.5%
Neutral	26.7%	18.7%	19.7%	23.8%	23.2%
Dissatisfied	10.7%	8.0%	11.3%	12.5%	12.2%
Very dissatisfied	1.3%	5.3%	1.4%	3.8%	4.9%

Q17-4. Reliability of your water service

Very satisfied	29.9% c	32.5% c	49.3% ab	40.0%	39.0%
Satisfied	55.8%	51.9%	39.7%	45.0%	45.1%
Neutral	11.7%	11.7%	11.0%	12.5%	13.4%
Dissatisfied	1.3%	3.9%	0.0%	2.5%	2.4%
Very dissatisfied	1.3%	0.0%	0.0%	0.0%	0.0%

Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q17-5. Water pressure in your home

	A	B	C	D	Yes A
Very satisfied	33.8%	26.0%	38.2%	34.6%	33.7%
Satisfied	48.1%	54.5%	52.6%	44.4%	44.6%
Neutral	6.5% d	13.0%	5.3% d	17.3% ac	16.9%
Dissatisfied	10.4%	6.5%	2.6%	3.7%	3.6%
Very dissatisfied	1.3%	0.0%	1.3%	0.0%	1.2%

Q17-6. Accuracy of your water bill

	A	B	C	D	Yes A
Very satisfied	13.2%	9.2%	21.3%	19.4%	19.2%
Satisfied	48.5% d	43.1%	44.3%	29.2% a	28.8%
Neutral	26.5%	30.8%	21.3%	34.7%	34.2%
Dissatisfied	4.4%	7.7%	8.2%	8.3%	8.2%
Very dissatisfied	7.4%	9.2%	4.9%	8.3%	9.6%

Q17. Water and Wastewater Utilities. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q17-7. How well City keeps you informed about planned disruptions to your water service

	A	B	C	D	Yes A
Very satisfied	16.9%	14.1%	27.8%	20.5%	20.3%
Satisfied	49.2%	42.2%	37.0%	37.0%	36.5%
Neutral	22.0%	34.4%	27.8%	28.8%	29.7%
Dissatisfied	6.8%	7.8%	7.4%	11.0%	10.8%
Very dissatisfied	5.1%	1.6%	0.0%	2.7%	2.7%

Q17-8. Overall value that you receive for water & wastewater utility rates

	A	B	C	D	Yes A
Very satisfied	7.5%	5.4% cd	15.7% b	15.2% b	15.0%
Satisfied	47.8% c	45.9%	30.0% a	36.7%	36.3%
Neutral	20.9%	28.4%	32.9%	21.5%	21.3%
Dissatisfied	10.4%	12.2%	12.9%	15.2%	16.3%
Very dissatisfied	13.4%	8.1%	8.6%	11.4%	11.3%

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q18. Top choice

	A	B	C	D	Yes A
Taste of your drinking water	11.5%	13.0%	13.2%	16.3%	15.8%
Smell of your drinking water	5.4%	6.1%	3.1%	8.1%	7.9%
Quality of your drinking water	25.4%	22.9%	17.8%	20.0%	20.1%
Reliability of your water service	6.2%	7.6%	3.9%	3.7%	3.6%
Water pressure in your home	3.8%	3.1%	4.7%	0.7%	1.4%
Accuracy of your water bill	7.7%	8.4%	16.3%	9.6%	10.1%
	c		a	d	c

Q18. Which TWO of the items listed in Question 17 should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q18. Top choice (Cont.)

	A	B	C	D	A
How well City keeps you informed about planned disruptions to your water service	5.4%	5.3%	8.5%	6.7%	6.5%
Overall value you receive for water & wastewater utility rates	21.5%	18.3%	23.3%	23.0%	23.0%
None chosen	13.1%	15.3%	9.3%	11.9%	11.5%

Q19. Solid Waste Disposal Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q19-1. Overall quality of residential trash services

	A	B	C	D	A
Very satisfied	43.4%	49.3%	42.7%	43.8%	42.7%
Satisfied	47.4%	46.7%	49.3%	37.5%	37.8%
Neutral	5.3%	1.3% D	2.7% d	12.5% Bc	12.2%
Dissatisfied	2.6%	2.7%	5.3%	3.8%	4.9%
Very dissatisfied	1.3%	0.0%	0.0%	2.5%	2.4%

Q19-2. Overall quality of residential recycling services

	A	B	C	D	A
Very satisfied	37.3%	40.8%	36.0%	38.8%	37.8%
Satisfied	45.3%	51.3%	48.0%	41.3%	41.5%
Neutral	10.7%	3.9%	5.3%	7.5%	7.3%
Dissatisfied	4.0%	3.9%	6.7%	7.5%	7.3%
Very dissatisfied	2.7%	0.0%	4.0%	5.0%	6.1%

Q19. Solid Waste Disposal Services. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q19-3. Overall quality of yard waste collection services

	A	B	C	D	A
Very satisfied	39.7%	42.9%	42.4%	44.3%	43.1%
Satisfied	39.7%	52.4%	40.9%	37.1%	37.5%
Neutral	14.7% b	3.2% a	12.1%	10.0%	11.1%
Dissatisfied	2.9%	1.6%	3.0%	1.4%	1.4%
Very dissatisfied	2.9%	0.0% d	1.5%	7.1% b	6.9%

Q19-4. Overall quality of City's drop-off recycling sites

	A	B	C	D	A
Very satisfied	27.8%	30.6%	30.0%	25.5%	24.6%
Satisfied	31.5%	42.9%	38.0%	38.2%	36.8%
Neutral	25.9%	18.4%	20.0%	23.6%	22.8%
Dissatisfied	9.3%	6.1%	10.0%	7.3%	7.0%
Very dissatisfied	5.6%	2.0%	2.0%	5.5%	8.8%

Q20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q20-1. Availability of information about services & activities

	A	B	C	D	A
Very satisfied	12.5%	11.1%	13.9%	11.8%	11.5%
Satisfied	44.4%	38.9%	40.3%	40.8%	39.7%
Neutral	30.6%	37.5%	31.9%	31.6%	30.8%
Dissatisfied	8.3%	11.1%	9.7%	9.2%	10.3%
Very dissatisfied	4.2%	1.4%	4.2%	6.6%	7.7%

Q20-2. City's efforts to keep you informed about City-related issues

	A	B	C	D	A
Very satisfied	12.3%	11.1%	11.3%	10.5%	10.3%
Satisfied	38.4%	36.1%	40.8%	40.8%	39.7%
Neutral	30.1%	36.1%	29.6%	27.6%	26.9%
Dissatisfied	15.1%	13.9%	15.5%	14.5%	15.4%
Very dissatisfied	4.1%	2.8%	2.8%	6.6%	7.7%

Q20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q20-3. Responsiveness of City social media accounts

	A	B	C	D	Yes A
Very satisfied	15.6%	19.4%	3.8%	15.6%	15.2%
Satisfied	34.4%	41.7%	50.0%	37.5%	36.4%
Neutral	31.3%	27.8%	34.6%	31.3%	30.3%
Dissatisfied	6.3%	11.1%	7.7%	9.4%	12.1%
Very dissatisfied	12.5% b	0.0% a	3.8%	6.3%	6.1%

Q20-4. Level of public involvement in local decision-making

	A	B	C	D	Yes A
Very satisfied	5.6%	9.4%	3.3%	7.1%	6.9%
Satisfied	25.9%	21.9%	28.3%	27.1%	26.4%
Neutral	38.9%	34.4%	33.3%	27.1%	26.4%
Dissatisfied	14.8% b	31.3% a	21.7%	25.7%	26.4%
Very dissatisfied	14.8% b	3.1% acd	13.3% b	12.9% b	13.9%

Q20. Communication. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q20-5. Ease in communication with City departments & staff

	A	B	C	D	A
Very satisfied	3.7%	9.5%	8.8%	8.2%	7.9%
Satisfied	40.7%	39.7%	33.3%	32.8%	31.7%
Neutral	31.5%	31.7%	40.4%	26.2%	25.4%
Dissatisfied	13.0%	14.3%	10.5%	26.2%	27.0%
Very dissatisfied	11.1%	4.8%	7.0%	6.6%	7.9%

Q21. City Communication. Rate your usage of each communication source. (without "not provided")

N=317

	Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
	Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A
<u>Q21-1. City website, www.lawrenceks.org</u>					
Often	10.7%	14.9%	13.7%	19.0%	18.5%
4	12.0% b	28.4% ad	16.4%	13.9% b	13.6%
3	28.0%	24.3%	34.2%	24.1%	24.7%
2	24.0%	14.9%	16.4%	17.7%	17.3%
Never	25.3%	17.6%	19.2%	25.3%	25.9%

Q21-2. City newsletter, The Flame

Often	7.9%	7.9%	9.9%	10.0%	9.8%
4	9.2%	7.9%	7.0%	12.5%	12.2%
3	13.2%	14.5% c	4.2% b	7.5%	8.5%
2	17.1%	9.2%	11.3%	13.8%	13.4%
Never	52.6%	60.5%	67.6%	56.3%	56.1%

Q21. City Communication. Rate your usage of each communication source. (without "not provided")

N=317

	Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
	Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-3. Parks & Recreation guide

Often	7.9% d	11.8%	12.5%	19.7% a	19.2%
4	15.8%	25.0%	19.4%	13.2%	12.8%
3	23.7%	21.1%	13.9%	22.4%	21.8%
2	14.5%	17.1%	23.6% d	10.5% c	11.5%
Never	38.2%	25.0%	30.6%	34.2%	34.6%

Q21-4. Email subscription notifications

Often	3.9% b	13.5% a	11.4%	7.7%	7.5%
4	10.4%	9.5%	10.0%	5.1%	5.0%
3	11.7%	10.8%	11.4%	7.7%	7.5%
2	10.4%	9.5%	8.6%	12.8%	13.8%
Never	63.6%	56.8%	58.6%	66.7%	66.3%

Q21. City Communication. Rate your usage of each communication source. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-5. Facebook

Often	12.8%	15.8%	15.3%	20.0%	19.5%
4	10.3%	15.8%	13.9%	7.5%	7.3%
3	16.7%	13.2%	16.7%	8.8%	8.5%
2	9.0%	7.9%	9.7%	11.3%	12.2%
Never	51.3%	47.4%	44.4%	52.5%	52.4%

Q21-6. Twitter

Often	2.6%	2.6%	4.3%	2.5%	2.5%
4	6.5%	10.5% cd	1.4% b	2.5% b	2.5%
3	9.1% D	6.6% d	7.1% d	0.0% Abc	0.0%
2	9.1%	5.3%	5.7%	2.5%	2.5%
Never	72.7% D	75.0% D	81.4% d	92.4% ABc	92.6%

Q21. City Communication. Rate your usage of each communication source. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-7. NextDoor

Often	5.2%	6.8%	8.7%	11.3%	12.2%
4	5.2%	10.8%	2.9%	8.8%	8.5%
3	7.8%	12.2%	11.6%	8.8%	8.5%
2	13.0% D	6.8%	5.8%	1.3% A	1.2%
Never	68.8%	63.5%	71.0%	70.0%	69.5%

Q21-8. Direct mail

Often	16.0%	11.8%	5.9%	12.5%	13.4%
4	8.0% B	26.3% Ac	10.3% b	16.3%	17.1%
3	29.3%	19.7%	23.5%	26.3%	25.6%
2	20.0%	13.2%	23.5% d	11.3% c	11.0%
Never	26.7%	28.9%	36.8%	33.8%	32.9%

Q21. City Communication. Rate your usage of each communication source. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-9. Local media outlets (newspaper)

Often	25.0%	14.5%	22.5%	20.3%	19.8%
4	9.2% Bd	28.9% A	16.9%	22.8% a	22.2%
3	25.0% d	19.7%	12.7%	11.4% a	11.1%
2	14.5%	11.8%	14.1%	11.4%	12.3%
Never	26.3%	25.0%	33.8%	34.2%	34.6%

Q21-10. Solid waste app

Often	5.3%	10.7%	4.3%	6.3%	7.4%
4	2.7% c	10.7%	11.6% a	3.8%	3.7%
3	10.7%	12.0%	8.7%	3.8%	3.7%
2	10.7%	4.0%	5.8%	3.8%	3.7%
Never	70.7%	62.7% D	69.6%	82.3% B	81.5%

Q21. City Communication. Rate your usage of each communication source. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-11. Calling City by phone

Often	4.0%	9.1%	7.1%	5.0%	4.9%
4	16.0%	10.4%	8.6%	7.5%	7.3%
3	20.0%	31.2%	21.4%	25.0%	24.4%
2	20.0% c	18.2% c	37.1% ab	23.8%	24.4%
Never	40.0%	31.2%	25.7%	38.8%	39.0%

Q21. City Communication. Rate your usage of each communication source and how effective you feel the source is in keeping you informed. (without "not provided")

N=317

	Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
	Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-1. City website, www.lawrenceks.org

Effective	16.7% Cd	32.1%	40.4% A	35.1% a	34.5%
4	29.6%	28.6%	23.1%	26.3%	25.9%
3	35.2%	23.2%	28.8%	28.1%	29.3%
2	13.0% c	8.9%	1.9% a	5.3%	5.2%
Ineffective	5.6%	7.1%	5.8%	5.3%	5.2%

Q21-2. City newsletter, The Flame

Effective	9.8% d	14.0%	26.7%	28.2% a	27.5%
4	12.2%	16.3%	6.7%	20.5%	20.0%
3	46.3% b	20.9% a	30.0%	25.6%	27.5%
2	12.2%	11.6%	10.0%	10.3%	10.0%
Ineffective	19.5%	37.2% d	26.7%	15.4% b	15.0%

Q21. City Communication. Rate your usage of each communication source and how effective you feel the source is in keeping you informed. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-3. Parks & Recreation guide

Effective	18.0% cd	34.0%	37.0% a	36.7% a	36.0%
4	28.0%	32.1%	26.1%	32.7%	32.0%
3	36.0% c	18.9%	15.2% a	20.4%	20.0%
2	8.0%	5.7%	17.4% d	4.1% c	6.0%
Ineffective	10.0%	9.4%	4.3%	6.1%	6.0%

Q21-4. Email subscription notifications

Effective	11.4% c	23.8%	35.5% a	17.9%	17.9%
4	17.1%	33.3%	22.6%	14.3%	14.3%
3	40.0% b	19.0% a	19.4%	35.7%	35.7%
2	11.4%	9.5%	12.9%	17.9%	17.9%
Ineffective	20.0%	14.3%	9.7%	14.3%	14.3%

Q21. City Communication. Rate your usage of each communication source and how effective you feel the source is in keeping you informed. (without "not provided")

N=317

	Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
	Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-5. Facebook

Effective	15.6%	31.6%	14.3%	23.7%	23.1%
4	8.9%	23.7%	14.3%	21.1%	20.5%
3	42.2%	23.7% c	48.6% b	31.6%	30.8%
2	8.9%	7.9%	5.7%	10.5%	12.8%
Ineffective	24.4%	13.2%	17.1%	13.2%	12.8%

Q21-6. Twitter

Effective	5.4% b	22.2% a	4.8%	12.5%	12.5%
4	8.1%	7.4%	9.5%	4.2%	4.2%
3	35.1%	29.6%	42.9%	50.0%	50.0%
2	10.8%	3.7%	14.3%	4.2%	4.2%
Ineffective	40.5%	37.0%	28.6%	29.2%	29.2%

Q21. City Communication. Rate your usage of each communication source and how effective you feel the source is in keeping you informed. (without "not provided")

N=317

	Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
	Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-7. NextDoor

Effective	8.3%	15.2%	14.8%	21.9%	21.2%
4	5.6%	12.1%	11.1%	6.3%	6.1%
3	33.3%	21.2%	37.0%	37.5%	36.4%
2	13.9%	12.1%	11.1%	9.4%	12.1%
Ineffective	38.9%	39.4%	25.9%	25.0%	24.2%

Q21-8. Direct mail

Effective	16.0%	29.2%	32.4%	33.3%	31.8%
4	20.0%	33.3%	18.9%	23.8%	22.7%
3	38.0% bc	16.7% a	16.2% a	31.0%	31.8%
2	12.0%	8.3%	10.8%	7.1%	6.8%
Ineffective	14.0%	12.5%	21.6% d	4.8% c	6.8%

Q21. City Communication. Rate your usage of each communication source and how effective you feel the source is in keeping you informed. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-9. Local media outlets (newspaper)

Effective	21.8%	24.5%	40.0%	25.0%	25.0%
4	25.5%	36.7% c	13.3% bd	34.1% c	34.1%
3	25.5%	12.2%	22.2%	22.7%	22.7%
2	16.4%	8.2%	11.1%	9.1%	9.1%
Ineffective	10.9%	18.4%	13.3%	9.1%	9.1%

Q21-10. Solid waste app

Effective	14.3% c	27.3%	42.3% ad	9.1% c	8.7%
4	11.4%	18.2%	11.5%	13.6%	13.0%
3	31.4%	18.2% d	30.8%	45.5% b	43.5%
2	17.1%	3.0%	7.7%	13.6%	17.4%
Ineffective	25.7%	33.3% c	7.7% b	18.2%	17.4%

Q21. City Communication. Rate your usage of each communication source and how effective you feel the source is in keeping you informed. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q21-11. Calling City by phone

Effective	22.4%	20.4%	29.5%	26.7%	26.1%
4	20.4%	24.5%	25.0%	22.2%	21.7%
3	38.8%	28.6%	29.5%	31.1%	30.4%
2	8.2%	8.2%	9.1%	13.3%	15.2%
Ineffective	10.2%	18.4%	6.8%	6.7%	6.5%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q22-1. Ease of north/south travel in Lawrence

Very satisfied	9.9%	7.1%	12.7%	8.0%	7.8%
Satisfied	50.7%	50.0%	49.3%	49.3%	48.1%
Neutral	21.1%	22.9%	19.7%	24.0%	23.4%
Dissatisfied	14.1%	12.9%	14.1%	16.0%	16.9%
Very dissatisfied	4.2%	7.1%	4.2%	2.7%	3.9%

Q22-2. Ease of east/west travel in Lawrence

Very satisfied	8.5%	7.1%	9.9%	9.0%	8.8%
Satisfied	40.8%	45.7%	38.0%	42.3%	41.3%
Neutral	22.5%	30.0% c	14.1% b	24.4%	23.8%
Dissatisfied	22.5%	11.4% c	28.2% b	20.5%	20.0%
Very dissatisfied	5.6%	5.7%	9.9%	3.8%	6.3%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q22-3. Connectivity of bicycle lanes & shared use paths

Very satisfied	4.5%	12.2%	5.3%	7.4%	7.1%
Satisfied	22.7%	28.6%	34.2%	25.9%	25.0%
Neutral	40.9%	44.9%	34.2%	38.9%	37.5%
Dissatisfied	22.7%	10.2%	18.4%	22.2%	23.2%
Very dissatisfied	9.1%	4.1%	7.9%	5.6%	7.1%

Q22-4. Traffic signal coordination on major City streets

Very satisfied	8.3%	5.4%	8.0%	10.4%	10.1%
Satisfied	38.9%	47.3%	33.3%	35.1%	34.2%
Neutral	22.2%	21.6%	26.7%	33.8%	34.2%
Dissatisfied	20.8%	18.9%	26.7% d	11.7% c	12.7%
Very dissatisfied	9.7%	6.8%	5.3%	9.1%	8.9%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q22-5. Availability of safe routes for children to walk or bicycle to school

	A	B	C	D	Yes A
Very satisfied	6.4%	9.5%	4.5%	5.2%	5.0%
Satisfied	19.1%	35.7% d	34.1%	17.2% b	16.7%
Neutral	29.8%	33.3%	31.8%	39.7%	38.3%
Dissatisfied	25.5%	19.0%	20.5%	20.7%	21.7%
Very dissatisfied	19.1% b	2.4% ad	9.1%	17.2% b	18.3%

Q22-6. Number of destinations served by Lawrence Transit

	A	B	C	D	Yes A
Very satisfied	5.3%	11.4%	6.3%	8.7%	8.3%
Satisfied	18.4%	28.6%	34.4%	17.4%	16.7%
Neutral	36.8%	37.1%	28.1%	43.5%	41.7%
Dissatisfied	36.8%	17.1%	21.9%	23.9%	22.9%
Very dissatisfied	2.6%	5.7%	9.4%	6.5%	10.4%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q22-7. Frequency of Lawrence Transit service

	A	B	C	D	Yes A
Very satisfied	5.1%	12.1%	6.7%	9.1%	8.7%
Satisfied	20.5%	33.3%	30.0%	18.2%	17.4%
Neutral	38.5%	36.4%	23.3%	34.1%	32.6%
Dissatisfied	28.2%	12.1%	30.0%	25.0%	23.9%
Very dissatisfied	7.7%	6.1%	10.0%	13.6%	17.4%

Q22-8. Availability of pedestrian (walking) paths in Lawrence

	A	B	C	D	Yes A
Very satisfied	18.8%	10.3%	14.5%	16.2%	15.7%
Satisfied	43.8%	47.1%	46.4%	47.1%	45.7%
Neutral	26.6%	32.4%	21.7%	20.6%	20.0%
Dissatisfied	9.4%	4.4%	14.5%	10.3%	10.0%
Very dissatisfied	1.6%	5.9%	2.9%	5.9%	8.6%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q22-9. Pedestrian connectivity of sidewalks & paths

	A	B	C	D	Yes A
Very satisfied	16.1%	10.0%	10.8%	7.6%	7.4%
Satisfied	30.6% D	41.4%	47.7%	54.5% A	52.9%
Neutral	35.5%	38.6% d	27.7%	22.7% b	22.1%
Dissatisfied	16.1%	5.7%	10.8%	9.1%	8.8%
Very dissatisfied	1.6%	4.3%	3.1%	6.1%	8.8%

Q22-10. Parking enforcement services

	A	B	C	D	Yes A
Very satisfied	11.1%	8.8%	8.5%	12.5%	12.1%
Satisfied	42.9%	36.8%	30.5%	35.9%	34.8%
Neutral	33.3%	41.2%	47.5%	32.8%	31.8%
Dissatisfied	1.6% d	8.8%	6.8%	10.9% a	10.6%
Very dissatisfied	11.1%	4.4%	6.8%	7.8%	10.6%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q22-11. Satisfaction of transportation experiences-driving

	A	B	C	D	A
Very satisfied	12.5%	8.5%	12.7%	8.8%	8.6%
Satisfied	42.2%	50.7%	41.3%	35.3%	34.3%
Neutral	35.9%	33.8%	33.3%	42.6%	41.4%
Dissatisfied	3.1%	2.8%	9.5%	8.8%	8.6%
Very dissatisfied	6.3%	4.2%	3.2%	4.4%	7.1%

Q22-12. Satisfaction of transportation experiences-walking or using an assistive device

	A	B	C	D	A
Very satisfied	9.1%	7.8%	10.3%	6.0%	5.9%
Satisfied	29.5%	35.3%	41.0%	42.0%	41.2%
Neutral	47.7%	49.0%	41.0%	30.0%	29.4%
Dissatisfied	6.8%	5.9%	5.1%	16.0%	15.7%
Very dissatisfied	6.8%	2.0%	2.6%	6.0%	7.8%

Q22. Transportation. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q22-13. Satisfaction of transportation experiences-bicycling

	A	B	C	D	A
Very satisfied	15.2%	11.1%	6.7%	4.7%	4.4%
Satisfied	15.2% d	33.3%	33.3%	41.9% a	40.0%
Neutral	48.5% d	41.7%	43.3%	23.3% a	22.2%
Dissatisfied	15.2%	11.1%	10.0%	20.9%	20.0%
Very dissatisfied	6.1%	2.8%	6.7%	9.3%	13.3%

Q22-14. Satisfaction of transportation experiences-riding the bus

	A	B	C	D	A
Very satisfied	10.0%	17.6%	7.1%	8.1%	7.7%
Satisfied	30.0%	35.3%	42.9%	37.8%	35.9%
Neutral	43.3%	38.2%	28.6%	32.4%	33.3%
Dissatisfied	10.0%	8.8%	17.9%	18.9%	17.9%
Very dissatisfied	6.7%	0.0%	3.6%	2.7%	5.1%

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q23. Top choice

Ease of north/south travel in Lawrence	19.2%	17.9%	27.3%	24.7%	24.1%
Ease of east/west travel in Lawrence	20.5%	26.9%	33.8%	27.2%	26.5%
Connectivity of bicycle lanes & shared use paths	11.5%	11.5%	14.3%	16.0%	15.7%
Traffic signal coordination on major City streets	25.6% b	41.0% a	31.2%	28.4%	27.7%
Availability of safe routes for children to walk or bicycle to school	25.6%	25.6%	36.4%	27.2%	27.7%
Number of destinations served by Lawrence Transit	15.4%	19.2%	13.0%	16.0%	16.9%

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

	Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
	Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q23. Top choice (Cont.)

Frequency of Lawrence Transit service	17.9%	7.7%	18.2%	11.1%	13.3%
Availability of pedestrian (walking) paths in Lawrence	12.8%	6.4%	9.1%	9.9%	9.6%
Pedestrian connectivity of sidewalks & paths	10.3%	11.5%	10.4%	11.1%	12.0%
Parking enforcement services	3.8%	9.0%	6.5%	3.7%	3.6%
Satisfaction of transportation experiences-driving	3.8% c	7.7%	14.3% a	9.9%	10.8%
Satisfaction of transportation experiences-walking or using an assistive device	3.8%	1.3% d	1.3% d	9.9% bc	9.6%

Q23. Which THREE of the items listed in Question 22 should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q23. Top choice (Cont.)

Satisfaction of transportation experiences-bicycling	5.1%	2.6% d	3.9%	12.3% b	12.0%
Satisfaction of transportation experiences-riding the bus	5.1%	5.1%	5.2%	4.9%	4.8%
None chosen	32.1% c	25.6%	16.9% a	19.8%	19.3%

Q24. 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. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q24-1. Used Lawrence Transit services operated by City

Yes	21.3%	21.8%	20.8%	25.0%	25.6%
No	78.7%	78.2%	79.2%	75.0%	74.4%

Q24-2. Enrolled in recreation programs offered by City

Yes	33.3%	44.9% Cd	21.1% B	29.5% b	28.8%
No	66.7%	55.1% Cd	78.9% B	70.5% b	71.3%

Q24-3. Visited City recreation facilities

Yes	67.6% c	78.2%	83.3% a	74.4%	73.8%
No	32.4% c	21.8%	16.7% a	25.6%	26.3%

Q24. 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. (without "not provided")

N=317

	Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
	Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q24-4. Visited City Library

Yes	74.0%	83.3% d	77.3%	70.0% b	69.5%
No	26.0%	16.7% d	22.7%	30.0% b	30.5%

Q24-5. Had contact with City's Fire Medical Department

Yes	17.1% c	23.4%	33.3% a	28.9%	28.2%
No	82.9% c	76.6%	66.7% a	71.1%	71.8%

Q24-6. Had contact with Police Department

Yes	37.8%	43.6%	38.7%	47.4%	46.3%
No	62.2%	56.4%	61.3%	52.6%	53.8%

Q24. 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. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q24-7. Used a walking/biking trail or path

Yes	78.9%	79.5%	75.0%	81.3%	81.7%
No	21.1%	20.5%	25.0%	18.8%	18.3%

Q24-8. Used a bicycle lane

Yes	34.2%	23.7% d	26.7%	40.3% b	41.8%
No	65.8%	76.3% d	73.3%	59.7% b	58.2%

Q24-9. Put out recycling for curbside collection

Yes	90.8%	92.3%	92.1%	92.5%	91.5%
No	9.2%	7.7%	7.9%	7.5%	8.5%

Q24. 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. (without "not provided")

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q24-10. Viewed or attended a City Commission meeting

Yes	25.3%	28.2%	34.7%	32.5%	32.9%
No	74.7%	71.8%	65.3%	67.5%	67.1%

Q24-11. Viewed or attended an advisory board/commission meeting

Yes	17.6%	16.9%	10.8% d	23.1% c	23.8%
No	82.4%	83.1%	89.2% d	76.9% c	76.3%

Q25. Have you engaged with the City about a question, problem, or complaint during the past year?

N=317

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q25. Have you engaged with City about a question, problem, or complaint during past year

Yes	37.2%	47.4%	40.3%	45.7%	45.8%
No	62.8%	52.6%	59.7%	54.3%	54.2%

Q25a. Which department did you contact most recently

City Manager's Office (includes Human Resources, City Clerk, & Risk Management)	3.6%	8.1%	3.2%	2.7%	2.6%
Fire Medical	3.6%	5.4%	3.2%	2.7%	2.6%
Municipal Court	0.0%	2.7%	3.2%	0.0%	0.0%
Planning & Development Services (planning, building inspections, code enforcement, community development)	10.7%	5.4%	16.1%	8.1%	7.9%
Parks & Recreation	14.3%	13.5%	9.7%	8.1%	7.9%
Police	17.9%	2.7%	12.9%	21.6%	21.1%
Public Works (trash, streets, traffic signals/signs)	25.0%	37.8%	35.5%	32.4%	31.6%

Q25a. Which department did you contact most recently? (without "not provided")

N=135

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q25a. Which department did you contact most recently (Cont.)

Transit	0.0%	0.0%	0.0%	2.7%	2.6%
Utility Billing	17.9%	10.8%	3.2%	16.2%	15.8%
Water/Wastewater Utility	0.0%	10.8%	12.9%	2.7%	5.3%
Other	7.1%	2.7%	0.0%	2.7%	2.6%

Q25b. 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." (without "don't know")

N=135

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q25b-1. City employees were courteous & polite

	A	B	C	D	Yes A
Strongly agree	44.8%	44.4%	33.3%	38.9%	37.8%
Agree	48.3%	41.7%	53.3%	41.7%	43.2%
Neutral	3.4%	8.3%	6.7%	13.9%	13.5%
Disagree	0.0%	2.8%	0.0%	5.6%	5.4%
Strongly disagree	3.4%	2.8%	6.7%	0.0%	0.0%

Q25b-2. City employees were professional

	A	B	C	D	Yes A
Strongly agree	48.3%	43.2%	34.5%	43.2%	42.1%
Agree	41.4%	51.4%	48.3%	35.1%	36.8%
Neutral	3.4%	2.7%	6.9%	13.5%	13.2%
Disagree	3.4%	0.0%	3.4%	5.4%	5.3%
Strongly disagree	3.4%	2.7%	6.9%	2.7%	2.6%

Q25b. 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." (without "don't know")

N=135

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q25b-3. City employees were responsive to my concerns

	A	B	C	D	Yes A
Strongly agree	41.4%	40.5%	30.0%	29.7%	28.9%
Agree	37.9%	37.8%	40.0%	24.3%	23.7%
Neutral	10.3%	8.1%	20.0%	24.3%	23.7%
Disagree	3.4%	10.8%	0.0% d	13.5% c	15.8%
Strongly disagree	6.9%	2.7%	10.0%	8.1%	7.9%

Q25b-4. I was satisfied with overall quality of service provided

	A	B	C	D	Yes A
Strongly agree	31.0%	37.8%	23.3%	29.7%	28.9%
Agree	44.8% d	37.8%	60.0% D	21.6% aC	23.7%
Neutral	13.8% c	13.5% c	0.0% abD	21.6% C	21.1%
Disagree	6.9%	5.4%	6.7%	16.2%	15.8%
Strongly disagree	3.4%	5.4%	10.0%	10.8%	10.5%

Q25b. 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." (without "don't know")

N=135

Q32-8. Self-describe your race or ethnic background				Q31. Are any member...
Asian or Asian Indian A	Black or African American B	American Indian or Alaska Native C	Middle Eastern or North African D	Yes A

Q25b-5. I felt I was treated fairly & equitably

Strongly agree	41.4%	43.2%	30.0%	35.1%	34.2%
Agree	41.4%	35.1%	53.3% D	21.6% C	21.1%
Neutral	10.3%	16.2%	10.0%	18.9%	21.1%
Disagree	3.4%	2.7% d	3.3%	18.9% b	18.4%
Strongly disagree	3.4%	2.7%	3.3%	5.4%	5.3%



Survey Instrument



City of Lawrence

CRAIG S. OWENS
CITY MANAGER

City Offices
PO Box 708 66044-0708
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6 East 6th St
785-832-3000
FAX 785-832-3405

Spring 2022

Dear Lawrence Resident,

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 assess and improve existing programs. This will also help us determine future needs of our residents and community members in the City of Lawrence.

The survey should only take about 15 minutes to complete. Your time is greatly appreciated and very important to the future of our city. Individual responses are completely confidential. The results are tabulated and viewed only as a whole. We sincerely appreciate your time and input!

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

Please contact Ryan Murray, Assistant Director of Community Research with ETC Institute at 913-254-4598 or ryan.murray@etcinstitute.com, if you have any questions.

Thank you for your participation!

Sincerely,

Craig S. Owens, City Manager

Primavera 2022

Estimado residente de Lawrence,

Ha sido elegido al azar para participar en una encuesta diseñada para recopilar opiniones y comentarios de los residentes sobre los programas y servicios de la ciudad. La información solicitada en esta encuesta se utilizará para evaluar y mejorar los programas existentes. Esto también nos ayudará a determinar las necesidades futuras de nuestros residentes y miembros de la comunidad en la Ciudad de Lawrence.

Completar la encuesta solo debería tomar unos 15 minutos. Su tiempo es muy apreciado y muy importante para el futuro de nuestra ciudad. Las respuestas individuales son completamente confidenciales. Los resultados se tabulan y se ven solo como un todo. ¡Agradecemos sinceramente su tiempo y aportes!

Devuelva su encuesta completa utilizando el sobre con franqueo pagado proporcionado. Los datos de la encuesta serán recopilados y analizados por el Instituto ETC, una de las empresas líderes del país en el campo de la investigación del gobierno local. Presentarán los resultados a la Comisión de la Ciudad después de que se recopilen los resultados a finales de este año. Las respuestas individuales a la encuesta permanecerán confidenciales. Si prefiere realizar la encuesta en la web, el enlace de la dirección URL es LawrenceSurvey.org.

Comuníquese con Ryan Murray, subdirector de investigación comunitaria del Instituto ETC al 913-254-4598 o ryan.murray@etcinstitute.com, si tiene alguna pregunta.

¡Gracias por su participación!

Sinceramente,

Craig S. Owens, City Manager





City of Lawrence

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. <u>Major Categories of Services.</u> 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. <u>Perceptions of Downtown.</u> 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. <u>Perceptions of the City.</u> 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. <u>City Communication.</u> 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. <u>Transportation.</u> 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. <u>Use of Services.</u> 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. <u>Customer Service.</u> 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!