



LEHI CITY 2017 CITIZENS SURVEY

TOPLINE REPORT

METHODOLOGY DETAILS

n=1,816 Residents of Lehi City
Online interviews fielded January 10-17, 2017
Margin of error +/- 2.26

For this survey 1,816 Lehi City residents were sampled from a list of utilities customers and existing resident panelists. Survey invitations were sent to email addresses provided by the city utilities database and supplemented by email addresses purchased from an outside vendor.

The data were weighted to reflect the demographics of Lehi City according to U.S. Census data from the American Community Survey, specifically in regards to age, gender, marital status, and education.

CONTACT

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QQUALIFY. Do you currently live in Lehi City?

	Total 2017	Total 2015
Yes	97%	99%
No (TERMINATED)	3	1

QDIRECTION. Overall, would you say the city of Lehi is headed in the right direction or the wrong direction?

	Total 2017	Total 2015
Right direction	85%	62%
Wrong direction	12	9
Don't know / Skipped (NOT SHOWN)	3	30

QOVERALL. All things considered, on a scale from 0 to 100, with 0 being very low and 100 being very high, how would you rate your overall quality of life in Lehi?

	Total 2017	Total 2015
Average Rating	80.9	80.4

QELECTED. Do you approve or disapprove of how the Lehi Mayor and City Council are handling their jobs?

	Total 2017	Total 2015
Strongly approve	8%	7%
Approve	76	84
Disapprove	10	8
Strongly disapprove	1	1
Don't know / Skipped (NOT SHOWN)	5	*

Q5YRRATE. How would you rate the City of Lehi today compared to five years ago? Would you say it is...

	Total 2017	Total 2015
Much better	10%	13%
Somewhat better	24	23
About the same	13	13
Somewhat worse	9	10
Much worse	2	2
Don't know, I haven't been here that long	39	40
Skipped (NOT SHOWN)	3	*

QLIKEMOST. What do you like most about living in Lehi? (VERBATIM RESPONSES IN APPENDIX)

QTOPISSUE1. In your opinion, what is the most important issue facing Lehi **today**? (VERBATIM RESPONSES IN APPENDIX)

QTOPISSUE2. In your opinion, what is the most important issue facing Lehi **in the future**? (next 3-5 years; VERBATIM RESPONSES IN APPENDIX)

QRECOMMEND. How likely are you to recommend the City of Lehi to friends and family as a good place to live?

	Total 2017	Total 2015
Very likely	57%	61%
Somewhat likely	33	33
Somewhat unlikely	5	4
Very unlikely	2	2
Don't know / Skipped (NOT SHOWN)	3	*

QTAXVALUE. In general, how do you rate the service you receive from Lehi for your tax dollar?

	Total 2017	Total 2015
Excellent	15%	15%
Good	60	62
Fair	18	20
Poor	4	3
Don't know / Skipped (NOT SHOWN)	3	*

Do you agree or disagree with the following statements about Lehi City?

QSAFE. Overall, I feel safe living in Lehi.

	Total 2017	Total 2015
Strongly agree	38%	45%
Agree	52	49
Neither agree nor disagree	6	4
Disagree	2	1
Strongly disagree	<1	1
Don't know / Skipped (NOT SHOWN)	3	*

QFAMILY.	Lehi is a great place to raise a family.		
		Total 2017	Total 2015
	Strongly agree	41%	47%
	Agree	47	44
	Neither agree nor disagree	8	8
	Disagree	1	<1
	Strongly disagree	<1	1
	Don't know / Skipped (NOT SHOWN)	3	*

QPROVIDES.	Lehi provides all the services I think it should provide.		
		Total 2017	Total 2015
	Strongly agree	16%	19%
	Agree	53	56
	Neither agree nor disagree	18	16
	Disagree	9	8
	Strongly disagree	1	1
	Don't know / Skipped (NOT SHOWN)	3	*

QBUSINESS.	Lehi has all the kinds of businesses I want it to have.		
		Total 2017	Total 2015
	Strongly agree	19%	17%
	Agree	50	54
	Neither agree nor disagree	14	15
	Disagree	12	12
	Strongly disagree	2	2
	Don't know / Skipped (NOT SHOWN)	3	*

QMANAGE.	Overall, I think Lehi does a good job managing city services.		
		Total 2017	Total 2015
	Strongly agree	15%	16%
	Agree	58	61
	Neither agree nor disagree	17	16
	Disagree	6	6
	Strongly disagree	2	1
	Don't know / Skipped (NOT SHOWN)	3	*



QTRUST. I trust Lehi City staff and elected officials to be open and honest with residents.

	Total 2017
Strongly agree	12%
Agree	47
Neither agree nor disagree	30
Disagree	5
Strongly disagree	3
Don't know / Skipped (NOT SHOWN)	3

Lehi provides a number of services to its residents. Please rate each of the following city services using a 0 to 100 scale, with 0 meaning you are completely dissatisfied and 100 meaning you are completely satisfied. If you are unfamiliar with a service, select Not applicable.

(RANDOMIZED ORDER OF SERVICES)

QPOLICE.	Police services	2017	2015
	Average rating	82.5	81.8

QFIREEMS.	Fire and Emergency medical services	2017	2015
	Average rating	84.5	84.2

QANIMAL.	Animal control services	2017	2015
	Average rating	73.6	71.8

QGARBAGE.	Garbage collection	2017	2015
	Average rating	82.4	82.6

QRECYCLE.	Recycling program	2017	2015
	Average rating	72.5	75.9



QSNOW.	Snow removal services	2017	2015
	Average rating	63.0	63.8

QUTILITY.	Utility billing	2017	2015
	Average rating	78.2	78.2

QRDSFIX.	Surface maintenance on city streets	2017	2015
	Average rating	58.6	64.6

QSWMAINT.	Sidewalk maintenance	2017	2015
	Average rating	66.4	66.9

QLIGHTS.	Street lighting	2017	2015
	Average rating	65.1	66.5

QCITYCODE.	City code enforcement	2017	2015
	Average rating	65.1	67.0

QPARKS.	City parks and open spaces	2017	2015
	Average rating	69.4	74.8

QEVENTS.	Community events	2017	2015
	Average rating	73.7	74.6



QCONSERVE.	Water conservation efforts		
	Average rating	2017 65.8	2015 66.4

QWATER.	Culinary (drinking) water		
	Average rating	2017 76.6	2015 76.1

QYOUTHREC.	Youth recreation programs		
	Average rating	2017 73.7	2015 76.7

QADULTREC.	Adult recreation programs		
	Average rating	2017 66.5	2015 66.7

QSENIORS.	Senior citizens programs		
	Average rating	2017 71.6	2015 69.0

QFITCENTER.	Aquatic and fitness center		
	Average rating	2017 73.4	2015 76.4

QZONING.	Development permitting (formerly "Planning and zoning ")		
	Average rating	2017 54.1	2015 56.6



QEMERG.	Emergency preparedness	2017	2015
	Average rating	69.8	68.4

QGROWRATE. Which of the following statements best reflects how you feel about the pace at which the City of Lehi is growing?

	Total 2017
Lehi City is growing much too quickly	29%
Lehi city is growing a bit too quickly	39
Lehi City is growing at an appropriate pace	28
Lehi City is growing a bit too slowly	1
Lehi City is growing much too slowly	*
Don't know / Skipped (NOT SHOWN)	3

Lehi City is growing and developing in a variety of ways. For each type of development below, move the slider to the position that best represents how you feel about the way the city is growing where 0 represents not enough development and 100 represents too much development.

(RANDOMIZED ORDER OF DEVELOPMENT SERIES)

QRESDTL.	Housing and residential development.	2017
	Average rating	69.4

QCOMRCL.	Commercial and business development.	2017
	Average rating	63.5

QGRNSPC.	Green space and recreational development.	2017
	Average rating	41.8

QRETAIL.	Shopping and retail development.	2017
	Average rating	57.6



QNEWS1. From which source do you currently receive most of your information about the City of Lehi?

	Total 2017	Total 2015
City newsletter	29%	34%
Email from the city	9	13
City website	8	9
Newspaper	5	3
Insert in water or other municipal bill	15	18
Social media (e.g. Twitter, Facebook, etc.)	24	19
Other	6	5
Don't know / Skipped (NOT SHOWN)	4	*

QNEWS2. From which source would you prefer to receive most of your information about the City of Lehi?

	Total 2017	Total 2015
City newsletter	20%	24%
Email from the city	31	36
City website	9	9
Newspaper	3	2
Insert in water or other municipal bill	11	11
Social media (e.g. Twitter, Facebook, etc.)	21	16
Other	2	2
Don't know / Skipped (NOT SHOWN)	4	*

QCOMPLAINT1. During the past year have you contacted any Lehi office to seek service, information, or to file a complaint?

	Total 2017	Total 2015
Yes	38%	40%
No	59	60
Don't know / Skipped (NOT SHOWN)	3	*

(IF QCOMPLAINT1 = Yes, ASKED QRESPONSE ELSE SKIPPED TO QSEX)

QRESPONSE. Were you generally satisfied or dissatisfied with the city's response?

	Total 2017	Total 2015
Very satisfied	20%	44%
Somewhat satisfied	9	26
Neither satisfied or dissatisfied	3	9
Somewhat dissatisfied	4	14
Very dissatisfied	2	7
Don't know / Skipped (NOT SHOWN)	62	*

QSEX.	What is your gender?	Total 2017	Total 2015
	Male	49%	49%
	Female	48	51
	Skipped (NOT SHOWN)	3	*

QYEARBORN.	What year were you born? (RECODED INTO AGE CATEGORIES)	Total 2017	Total 2015
	18-24	8%	12%
	25-34	32	31
	35-44	27	26
	45-54	12	13
	55-64	9	10
	65+	8	8
	Skipped (NOT SHOWN)	4	*

QOWNRENT.	Which of the following best describes where you are currently living?	Total 2017	Total 2015
	Own or buying your own home	73%	82%
	Rent your home or apartment	24	18
	Live with parents	<1	--
	Other	<1	<1
	Skipped (NOT SHOWN)	3	*

QEDOFR.	What was the last year of school you completed?	Total 2017	Total 2015
	Some high school or less	1%	<1%
	High school graduate	13	20
	Some college	25	34
	College graduate	43	30
	Post-graduate degree (e.g. MA, MBA, LLD, PhD)	13	10
	Vocational school or technical school	3	6
	Skipped (NOT SHOWN)	3	*



QEMPLOY. What is your employment status?

	Total 2017	Total 2015
Self-employed	10%	10%
Employed by someone else	64	67
Unemployed	1	0
Homemaker	13	13
Retired	8	8
Student	1	2
Skipped (NOT SHOWN)	3	*

QMARRIAGE. Are you currently...

	Total 2017	Total 2015
Married	76%	74%
Divorced	5	5
Widowed	2	1
Living with partner	2	2
Single	13	18
Skipped (NOT SHOWN)	3	*

QRACE. Are you:

	Total 2017	Total 2015
American Indian/Native American	1%	2%
Asian	2	1
Black/African American	1	<1
Hispanic/Latino	4	3
White/Caucasian	89	78
Pacific Islander	1	1
Other	1	2
Don't know / Skipped (NOT SHOWN)	*	*



QINCOME. What do you expect your 2017 family income to be?

	Total 2017	Total 2015
Under \$25,000	3%	1%
\$25,000 - 39,999	6	7
\$40,000 - 49,999	6	10
\$50,000 - 74,999	21	27
\$75,000 - 99,999	21	21
\$100,000 - 124,999	16	14
\$125,000 - 149,999	9	6
Over \$150,000	12	7
Prefer not to say	*	7
Don't know / Skipped (NOT SHOWN)	6	*

QQUALITY. Finally, for quality control purposes, please rate your experience taking this poll. Would you consider the experience:

	Total 2017	Total 2015
Excellent	25%	24%
Good	54	58
Fair	16	16
Poor	1	1
Don't know	1	1
Skipped (NOT SHOWN)	3	*

QCOMMENT. Thank you for completing the survey. If you have any comments about the survey or about Lehi City in general, please enter them below. (VERBATIM RESPONSES IN APPENDIX)