



## LEHI CITY 2018 CITIZENS SURVEY

### TOPLINE REPORT

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#### METHODOLOGY DETAILS

n=2,150 Lehi City Residents  
Online interviews fielded March 20-28, 2018  
Margin of error +- 2.08

For this survey 2,150 Lehi City residents were sampled from a list of Lehi Legacy Recreation Center users and existing resident panelists. Survey invitations were sent to email addresses provided by the Legacy Center contact list, and panelists were recruited from 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 home ownership. Lehi Legacy Recreation Center users tend to be slightly older than the city at large, therefore the sample in this year's citizen survey is shifted slightly toward the middle-aged demographic.

#### CONTACT

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**QQUALIFY.** Do you currently live in Lehi City?

	Total 2018	Total 2017	Total 2015
Yes	97%	97%	99%
No (TERMINATED)	2	3	1
Don't know (TERMINATED)	<1	*	*

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

	Total 2018	Total 2017	Total 2015
Right direction	78%	85%	62%
Wrong direction	19	12	9
Don't know / Skipped (NOT SHOWN)	3	3	30

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**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 2018	Total 2017	Total 2015
Average rating	80.2	80.9	80.4

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

	Total 2018	Total 2017	Total 2015
Strongly approve	6%	8%	7%
Approve	76	76	84
Disapprove	12	10	8
Strongly disapprove	2	1	1
Don't know / Skipped (NOT SHOWN)	5	5	*

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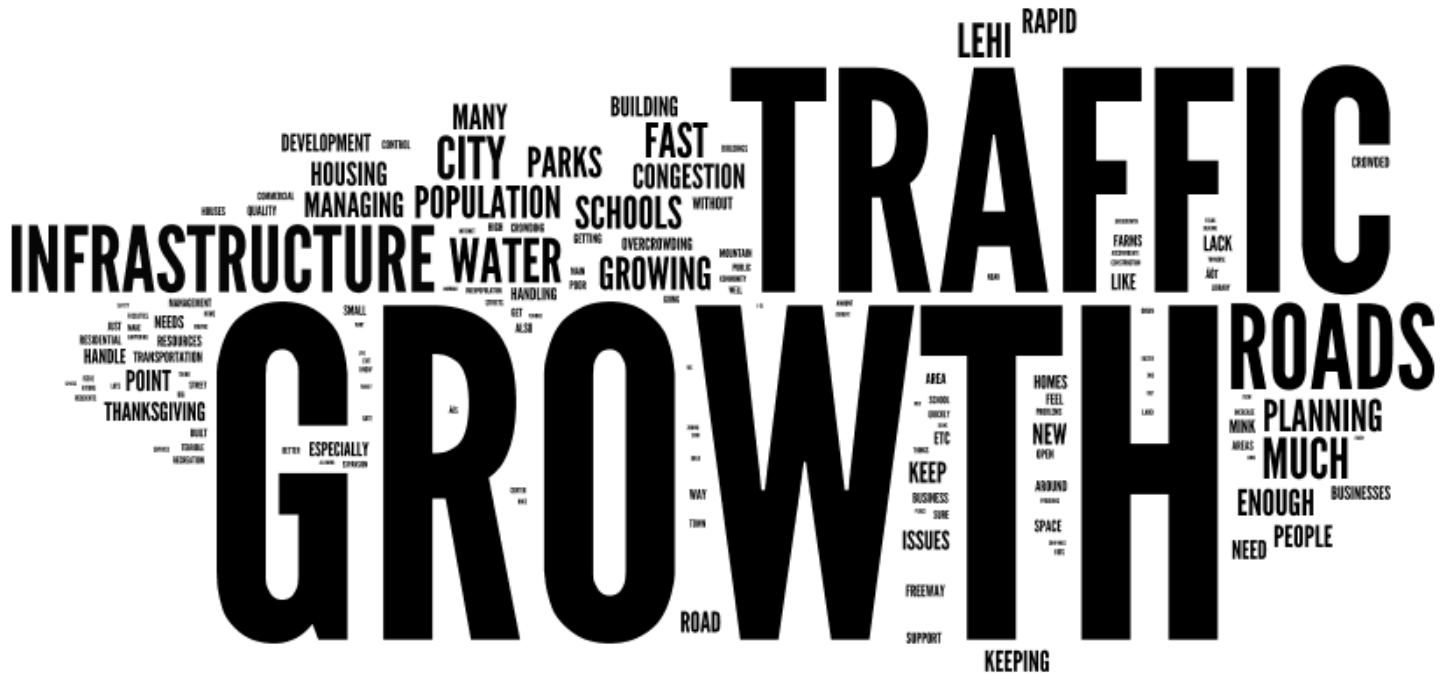
**Q5YRRATE.** How would you rate the City of Lehi today compared to five years ago? Would you say it is...

	Total 2018	Total 2017	Total 2015
Much better	7%	10%	13%
Somewhat better	27	24	23
About the same	23	13	13
Somewhat worse	17	9	10
Much worse	4	2	2
Don't know, I haven't been here that long	19	39	40
Skipped (NOT SHOWN)	3	3	*

**QREASON.** What brought you to Lehi, or why do you choose to live in Lehi? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)



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



QTOPISSUE2. What is the most important issue facing Lehi in the future? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)





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

	Total 2018	Total 2017	Total 2015
Very likely	50%	57%	61%
Somewhat likely	36	33	33
Somewhat unlikely	9	5	4
Very unlikely	3	2	2
Don't know / Skipped (NOT SHOWN)	3	3	*

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

	Total 2018	Total 2017	Total 2015
Excellent	17%	15%	15%
Good	57	60	62
Fair	19	18	20
Poor	3	4	3
Don't know / Skipped (NOT SHOWN)	3	3	*

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

(RANDOMIZED ORDER QSAFE-QTRUST)

**QSAFE.** Overall, I feel safe living in Lehi.

	Total 2018	Total 2017	Total 2015
Strongly agree	39%	38%	45%
Agree	53	52	49
Neither agree nor disagree	4	6	4
Disagree	1	2	1
Strongly disagree	<1	<1	1
Don't know / Skipped (NOT SHOWN)	3	3	*

**QFAMILY.** Lehi is a great place to raise a family.

	Total 2018	Total 2017	Total 2015
Strongly agree	43%	41%	47%
Agree	46	47	44
Neither agree nor disagree	7	8	8
Disagree	2	1	<1
Strongly disagree	<1	<1	1
Don't know / Skipped (NOT SHOWN)	3	3	*



**QPROVIDES.** Lehi provides all the services I think it should provide.

	Total 2018	Total 2017	Total 2015
Strongly agree	14%	16%	19%
Agree	55	53	56
Neither agree nor disagree	17	18	16
Disagree	11	9	8
Strongly disagree	1	1	1
Don't know / Skipped (NOT SHOWN)	3	3	*

**QBUSINESS.** Lehi has all the kinds of businesses I want it to have.

	Total 2018	Total 2017	Total 2015
Strongly agree	17%	19%	17%
Agree	50	50	54
Neither agree nor disagree	17	14	15
Disagree	12	12	12
Strongly disagree	1	2	2
Don't know / Skipped (NOT SHOWN)	3	3	*

**QMANAGE.** Overall, I think Lehi does a good job managing city services.

	Total 2018	Total 2017	Total 2015
Strongly agree	13%	15%	16%
Agree	60	58	61
Neither agree nor disagree	15	17	16
Disagree	7	6	6
Strongly disagree	2	2	1
Don't know / Skipped (NOT SHOWN)	3	3	*

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

	Total 2018	Total 2017	Total 2015
Strongly agree	11%	12%	--%
Agree	49	47	--
Neither agree nor disagree	27	30	--
Disagree	7	5	--
Strongly disagree	3	3	--
Don't know / Skipped (NOT SHOWN)	3	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)

<b>QPOLICE.</b>	Police services			
	Average rating	Total 2018	Total 2017	Total 2015
		82.9	82.5	81.8
<b>QFIREEMS.</b>	Fire and Emergency medical services			
	Average rating	Total 2018	Total 2017	Total 2015
		85.7	84.5	84.2
<b>QANIMAL.</b>	Animal control services			
	Average rating	Total 2018	Total 2017	Total 2015
		72.0	73.6	71.8
<b>QGARBAGE.</b>	Garbage collection			
	Average rating	Total 2018	Total 2017	Total 2015
		84.3	82.4	82.6
<b>QRECYCLE.</b>	Recycling program			
	Average rating	Total 2018	Total 2017	Total 2015
		74.9	72.5	75.9
<b>QSNOW.</b>	Snow removal services			
	Average rating	Total 2018	Total 2017	Total 2015
		69.3	63.0	63.8
<b>QUTILITY.</b>	Utility billing			
	Average rating	Total 2018	Total 2017	Total 2015
		79.6	78.2	78.2
<b>QRDSFIX.</b>	Surface maintenance on city streets			
	Average rating	Total 2018	Total 2017	Total 2015
		59.2	58.6	64.6
<b>QSWMAINT.</b>	Sidewalk maintenance			
	Average rating	Total 2018	Total 2017	Total 2015
		65.4	66.4	66.9
<b>QLIGHTS.</b>	Street lighting			
	Average rating	Total 2018	Total 2017	Total 2015
		63.7	65.1	66.5



<b>QCITYCODE.</b>	City code enforcement			
	Average rating	Total 2018	Total 2017	Total 2015
		62.4	65.1	67.0
<b>QPARKS.</b>	City parks and open spaces			
	Average rating	Total 2018	Total 2017	Total 2015
		66.1	69.4	74.8
<b>QEVENTS.</b>	Community events			
	Average rating	Total 2018	Total 2017	Total 2015
		75.2	73.7	74.6
<b>QCONSERVE.</b>	Water conservation efforts			
	Average rating	Total 2018	Total 2017	Total 2015
		65.1	65.8	66.4
<b>QWATER.</b>	Culinary (drinking) water			
	Average rating	Total 2018	Total 2017	Total 2015
		78.0	76.6	76.1
<b>QYOUTHREC.</b>	Youth recreation programs			
	Average rating	Total 2018	Total 2017	Total 2015
		75.1	73.7	76.7
<b>QADULTREC.</b>	Adult recreation programs			
	Average rating	Total 2018	Total 2017	Total 2015
		66.9	66.5	66.7
<b>QSENIORS.</b>	Senior citizens programs			
	Average rating	Total 2018	Total 2017	Total 2015
		72.6	71.6	69.0
<b>QFITCENTER.</b>	Aquatic and fitness center			
	Average rating	Total 2018	Total 2017	Total 2015
		72.7	73.4	76.4
<b>QZONING.</b>	Development permitting (formerly "Planning and zoning ")			
	Average rating	Total 2018	Total 2017	Total 2015
		49.1	54.1	56.6
<b>QEMERG.</b>	Emergency preparedness			
	Average rating	Total 2018	Total 2017	Total 2015
		70.0	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 2018	Total 2017	Total 2015
Lehi City is growing much too quickly	38%	29%	--%
Lehi city is growing a bit too quickly	38	39	--
Lehi City is growing at an appropriate pace	20	28	--
Lehi City is growing a bit too slowly	<1	1	--
Lehi City is growing much too slowly	<1	*	--
Don't know / Skipped (NOT SHOWN)	3	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)

<b>QRESDTL.</b>	Housing and residential development.			
	Average rating	Total 2018	Total 2017	Total 2015
		71.6	69.4	--
<b>QCOMRCL.</b>	Commercial and business development.			
	Average rating	Total 2018	Total 2017	Total 2015
		67.0	63.5	--
<b>QGRNSPC.</b>	Green space and recreational development.			
	Average rating	Total 2018	Total 2017	Total 2015
		36.7	41.8	--
<b>QRETAIL.</b>	Shopping and retail development.			
	Average rating	Total 2018	Total 2017	Total 2015
		57.9	57.6	--



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

	Total 2018	Total 2017	Total 2015
City newsletter	36%	29%	34%
Email from the city	8	9	13
City website	8	8	9
Newspaper	8	5	3
Social media (e.g. Twitter, Facebook, etc.)	30	24	19
Other (please specify)	6	6	5
Don't know / Skipped (NOT SHOWN)	4	4	*

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

	Total 2018	Total 2017	Total 2015
City newsletter	27%	20%	24%
Email from the city	29	31	36
City website	10	9	9
Newspaper	5	3	2
Social media (e.g. Twitter, Facebook, etc.)	24	21	16
Channel 17 public broadcasting	<1	--	--
Other (please specify)	2	2	2
Don't know / Skipped (NOT SHOWN)	4	4	*

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

	Total 2018	Total 2017	Total 2015
Yes	41%	38%	40%
No	57	59	60
Don't know / Skipped (NOT SHOWN)	3	3	*

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

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

	Total 2018	Total 2017	Total 2015
Very satisfied	18%	20%	44%
Somewhat satisfied	13	9	26
Neither satisfied or dissatisfied	3	3	9
Somewhat dissatisfied	4	4	14
Very dissatisfied	3	2	7
Don't know / Skipped / Not applicable (NOT SHOWN)	59	62	*

We are almost finished. We have just a few questions to help us ensure we have a representative group of respondents. Remember that all of your responses are anonymous and confidential all of the answers to the survey will only be reported in groups.

**QSEX.** What is your gender?

	Total 2018	Total 2017	Total 2015
Male	48%	49%	49%
Female	49	48	51
Skipped (NOT SHOWN)	3	3	*

**QYEARBORN.** Please select the year you were born: (RECODED INTO AGE CATEGORIES)

	Total 2018	Total 2017	Total 2015
18-24	1%	8%	12%
25-34	22	32	31
35-44	40	27	26
45-54	20	12	13
55-64	5	9	10
65+	8	8	8
Skipped (NOT SHOWN)	4	4	*

**QTIMELIVED.** How long have you lived in Lehi?

	Total 2018	Total 2017	Total 2015
Less than 2 years	14%	--%	41%
3-5 years	27	--	30
6-10 years	22	--	10
11-20 years	24	--	9
21 or more years	10	--	11
Skipped (NOT SHOWN)	3	--	*

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**QOWNRENT.** Which of the following best describes where you are currently living?

	Total 2018	Total 2017	Total 2015
Own or buying your own home	90%	73%	82%
Rent your home or apartment	6	24	18
Live with parents	1	<1	--
Other	<1	<1	<1
Skipped (NOT SHOWN)	3	3	*

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**QEDOFR.** What was the last year of school you completed?

	Total 2018	Total 2017	Total 2015
Some high school or less	<1%	1%	<1%
High school graduate	3	13	20
Some college	18	25	34
College graduate	48	43	30
Post-graduate degree (e.g. MA, MBA, LLD, PhD)	25	13	10
Vocational school or technical school	2	3	6
Skipped (NOT SHOWN)	3	3	*

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**QEMPLOY.** What is your employment status?

	Total 2018	Total 2017	Total 2015
Self-employed	10%	10%	10%
Employed by someone else	60	64	67
Unemployed	<1	1	0
Homemaker	20	13	13
Retired	6	8	8
Student	1	1	2
Skipped (NOT SHOWN)	3	3	*

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**QMARRIAGE.** Are you currently...

	Total 2018	Total 2017	Total 2015
Married	81%	76%	74%
Divorced	5	5	5
Widowed	3	2	1
Living with partner	1	2	2
Single	8	13	18
Skipped (NOT SHOWN)	3	3	*

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**QRACE.** Are you:

	Total 2018	Total 2017	Total 2015
American Indian/Native American	1%	1%	2%
Asian	2	2	1
Black/African American	<1	1	<1
Hispanic/Latino	2	4	3
White/Caucasian	92	89	87
Pacific Islander	1	1	1
Other	1	1	2
Don't know / Skipped (NOT SHOWN)	*	*	*

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**QINCOME.** What do you expect your 2018 family income to be?

	Total 2018	Total 2017	Total 2015
Under \$25,000	1%	3%	1%
\$25,000 - 39,999	2	6	7
\$40,000 - 49,999	3	6	10
\$50,000 - 74,999	16	21	27
\$75,000 - 99,999	20	21	21
\$100,000 - 124,999	22	16	14
\$125,000 - 149,999	13	9	6
Over \$150,000	17	12	7
Prefer not to say	*	*	7
Don't know / Skipped (NOT SHOWN)	6	6	*

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

	Total 2018	Total 2017	Total 2015
Excellent	27%	25%	24%
Good	55	54	58
Fair	13	16	16
Poor	2	1	1
Don't know	1	1	1
Skipped (NOT SHOWN)	3	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. (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)