



LEHI CITY 2019 CITIZENS SURVEY

TOPLINE REPORT

METHODOLOGY DETAILS

n=1,274
Online interviews fielded January 8, 2019 – January 17, 2019
Margin of error +/- 2.75 Percentage Points

For this survey 1,274 Lehi City residents were sampled from a list of Lehi City utilities customers, registered voters residing in Lehi City, and Lehi Legacy Recreation Center users. Survey invitations were sent to email addresses provided by the utilities database or matched to voter file records and purchased from an outside vendor. Finally, these contact information sources were supplemented by email addresses from the Legacy Center contact list. Surveyed residents were invited to join a public opinion panel for future Lehi City surveys.

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.

CONTACT

For more information, please contact Scott Riding or Quin Monson at:

Scott Riding, 801-556-3204, scott@y2analytics.com
Quin Monson, 801-367-6588, quin@y2analytics.com

Y² Analytics
60 South 600 East Ste. 250
Salt Lake City, Utah 84102



QQUALIFY. Do you currently live in Lehi City?

	Total 2019	Total 2018	Total 2017	Total 2015
Yes	97%	97%	97%	99%
No (TERMINATED)	3	2	3	1
Don't know (TERMINATED)	<1	<1	*	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
Right direction	76%	78%	85%	62%
Wrong direction	20	19	12	9
Don't know / Skipped (NOT SHOWN)	4	3	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?

Select the slider and drag it to the appropriate response.

	Average 2019	Average 2018	Average 2017	Average 2015
Quality of life in Lehi	78.2	80.2	80.9	80.4

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

	Total 2019	Total 2018	Total 2017	Total 2015
Strongly approve	6%	6%	8%	7%
Approve	74	76	76	84
Disapprove	14	12	10	8
Strongly disapprove	2	2	1	1
Don't know / Skipped (NOT SHOWN)	4	5	5	*



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

	Total 2019	Total 2018	Total 2017	Total 2015
Much better	8%	7%	10%	13%
Somewhat better	22	27	24	23
About the same	22	23	13	13
Somewhat worse	15	17	9	10
Much worse	5	4	2	2
Don't know, I haven't been here that long	25	19	39	40
Skipped (NOT SHOWN)	3	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 2019	Total 2018	Total 2017	Total 2015
Very likely	46%	50%	57%	61%
Somewhat likely	38	36	33	33
Somewhat unlikely	9	9	5	4
Very unlikely	4	3	2	2
Don't know / Skipped (NOT SHOWN)	3	3	3	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
Excellent	17%	17%	15%	15%
Good	56	57	60	62
Fair	20	19	18	20
Poor	5	3	4	3
Don't know / Skipped (NOT SHOWN)	3	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 2019	Total 2018	Total 2017	Total 2015
Strongly agree	36%	39%	38%	45%
Agree	52	53	52	49
Neither agree nor disagree	6	4	6	4
Disagree	3	1	2	1
Strongly disagree	<1	<1	<1	1
Don't know / Skipped (NOT SHOWN)	3	3	3	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	37%	43%	41%	47%
Agree	47	46	47	44
Neither agree nor disagree	10	7	8	8
Disagree	3	2	1	<1
Strongly disagree	<1	<1	<1	1
Don't know / Skipped (NOT SHOWN)	3	3	3	*



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

	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	13%	14%	16%	19%
Agree	52	55	53	56
Neither agree nor disagree	16	17	18	16
Disagree	14	11	9	8
Strongly disagree	2	1	1	1
Don't know / Skipped (NOT SHOWN)	3	3	3	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	16%	17%	19%	17%
Agree	49	50	50	54
Neither agree nor disagree	15	17	14	15
Disagree	14	12	12	12
Strongly disagree	3	1	2	2
Don't know / Skipped (NOT SHOWN)	3	3	3	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	15%	13%	15%	16%
Agree	55	60	58	61
Neither agree nor disagree	17	15	17	16
Disagree	8	7	6	6
Strongly disagree	3	2	2	1
Don't know / Skipped (NOT SHOWN)	3	3	3	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	12%	11%	12%	*
Agree	45	49	47	*
Neither agree nor disagree	26	27	30	*
Disagree	9	7	5	*
Strongly disagree	4	3	3	*
Don't know / Skipped (NOT SHOWN)	3	3	3	*



QGOALREACT. The Lehi City Council has made it an official goal to "develop a cutting edge, family-centric community." Which of the following best describes your feelings toward or reactions to this goal? (n=1237)

Very positive	43%
Somewhat positive	38
Neither positive nor negative	12
Somewhat negative	6
Very negative	2

QCUTTINGEDGE. How would you rate the City of Lehi's performance in developing a "cutting edge" community? (n=1231)

Excellent	11%
Good	50
Fair	29
Poor	10

QFAMILYGOAL. How would you rate the City of Lehi's performance in developing a "family-centric" community? (n=1235)

Excellent	24%
Good	51
Fair	19
Poor	6



Lehi provides a number of services to its residents. Please rate each of the following 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)

		Average 2019	Average 2018	Average 2017	Average 2015
QPOLICE.	Police services	82.6	82.9	82.5	81.8
QFIREEMS.	Fire and Emergency medical services	85.2	85.7	84.5	84.2
QANIMAL.	Animal control services	70.7	72.0	73.6	71.8
QGARBAGE.	Garbage collection	83.0	84.3	82.4	82.6
QRECYCLE.	Recycling program	71.3	74.9	72.5	75.9
QSNOW.	Snow removal services	70.0	69.3	63.0	63.8
QUTILITY.	Utility billing	79.3	79.6	78.2	78.2
QRDSFIX.	Surface maintenance on city streets	61.8	59.2	68.6	64.6
QSWMAINT.	Sidewalk maintenance	65.2	65.4	66.4	66.9
QLIGHTS.	Street lighting	62.6	63.7	65.1	66.5
QCITYCODE.	City code enforcement	62.0	62.4	65.1	67.0
QPARKS.	City parks and open spaces	66.0	66.1	69.4	74.8
QEVENTS.	Community events	73.2	75.2	73.7	74.6
QCONSERVE.	Water conservation efforts	63.4	65.1	65.8	66.4
QWATER.	Culinary (drinking) water	76.3	78.0	76.6	76.1
QYOUTHREC.	Youth recreation programs	72.9	75.1	73.7	76.7
QADULTREC.	Adult recreation programs	65.5	66.9	66.5	66.7
QSENIORS.	Senior citizens programs	73.0	72.6	71.6	69.0
QFITCENTERS.	Aquatic and fitness center	71.0	72.7	73.4	76.4
QZONING.	Development permitting	47.5	49.1	54.1	56.6
QEMERG.	Emergency preparedness	68.7	70.0	69.8	68.4
QPASSPORT.	Passport services	66.2	*	*	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
Lehi City is growing much too quickly	39	38	29	*
Lehi City is growing a bit too quickly	38	38	39	*
Lehi City is growing at an appropriate pace	19	20	28	*
Lehi City is growing a bit too slowly	1	<1	1	*
Lehi City is growing much too slowly	*	<1	*	*
Don't know / Skipped (NOT SHOWN)	3	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)

		Average 2019	Average 2018	Average 2017	Average 2015
QRESCTL.	Housing and residential development	70.6	71.6	69.4	*
QCOMRCL.	Commercial and business development	65.8	67.0	63.5	*
QGRNSPC.	Green space and recreational development	37.1	36.7	41.8	*
QRETAIL.	Shopping and retail development	58.2	57.9	57.6	*
QMIXED.	Mixed-use development, i.e. development that combines commercial, retail, and residential space	59.0	*	*	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
City newsletter	36%	36%	29%	34%
Email from the city	8	8	9	13
City website	8	8	8	9
Newspaper	8	8	5	3
Social media (i.e. Facebook, Twitter, etc.)	31	30	24	19
Other (please specify)	5	6	6	5
Don't know / Skipped (NOT SHOWN)	4	4	4	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
City newsletter	24%	27%	20%	24%
Email from the city	34	29	31	36
City website	9	10	9	9
Newspaper	5	5	3	2
Social media (e.g. Facebook, Twitter, etc.)	23	24	21	16
Channel 17 public broadcasting	2	<1	*	*
Other (please specify)	<1	2	2	2
Don't know / Skipped (NOT SHOWN)	4	4	4	*



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

	Total 2019	Total 2018	Total 2017	Total 2015
Yes	44%	41%	38%	40%
No	53	57	59	60
Don't know / Skipped (NOT SHOWN)	3	3	3	*

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

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

	Total 2019	Total 2018	Total 2017	Total 2015
Very satisfied	20	18%	20%	44%
Somewhat satisfied	13	13	9	26
Neither satisfied nor dissatisfied	2	3	3	9
Somewhat dissatisfied	5	4	4	14
Very dissatisfied	3	3	2	7
Don't know / Skipped / Not applicable (NOT SHOWN)	56	59	62	*

QCOMMUTE. Do you work in Lehi, or do you travel outside the city for work? (n=1237)

Work in Lehi	32%
Work outside of Lehi	51
Not applicable	17

The next few questions will ask you about transportation, traffic, and roads. Please read them carefully, noting the differences in each question.

(ROTATED TRAFFIC SERIES)

Below is a list of conditions that may or may not affect traffic and roads in Lehi. Please indicate to what extent each of these conditions is an issue that affects you, personally, in Lehi. (n=1235)

(RANDOMIZED QTRAFMAJOR)

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
QTRAFMAJOR1. Morning traffic on major thoroughfares	8%	14	28	33	17
QTRAFMAJOR2. Daytime traffic on major thoroughfares	21	31	31	12	5
QTRAFMAJOR3. Evening traffic on major thoroughfares	4	10	23	37	26



Below is a list of conditions that may or may not affect traffic and roads in Lehi. Please indicate to what extent each of these conditions is an issue that affects you, personally, in Lehi. (n=1231)

(RANDOMIZED QTRAFFREEWAY)

		Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
QTRAFFREEWAY1.	Morning traffic on freeway exits and onramps	10%	16	24	28	24
QTRAFFREEWAY2.	Daytime traffic on freeway exits and onramps	24	30	28	12	6
QTRAFFREEWAY3.	Evening traffic on freeway exits and onramps	4	10	22	33	31

QTRAF_RES. Below is a list of conditions that may or may not affect traffic and roads in Lehi. Please indicate to what extent each of these conditions is an issue that affects you, personally, in Lehi. (n=1233)

(RANDOMIZED QTRAFRES)

		Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
QTRAFRES1	Morning traffic in residential areas	31%	25	22	15	8
QTRAFRES2.	Daytime traffic in residential areas	47	27	17	5	3
QTRAFRES3.	Evening traffic in residential areas	26	24	22	17	10

Below is a list of conditions that may or may not affect traffic and roads in Lehi. Please indicate to what extent each of these conditions is an issue that affects you, personally, in Lehi. (n=1236)

(RANDOMIZED QROADCON)

		Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
QROADCON1.	Road conditions and street maintenance on major thoroughfares	16%	27	28	20	9
QROADCON2.	Road conditions and street maintenance on freeway exits and onramps	16	21	26	22	14
QROADCON3.	Road conditions and street maintenance in residential areas	19	31	30	14	5



Below is a list of conditions that may or may not affect traffic and roads in Lehi. Please indicate to what extent each of these conditions is an issue that affects you, personally, in Lehi. (n=1230)

(RANDOMIZED QAVAILABILITY)

		Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
QAVAILABILITY1.	Accessibility of mass transit	36%	22	22	14	7
QAVAILABILITY2.	Availability of bike lanes	39	21	22	12	6
QAVAILABILITY3.	Accessibility of safe walking routes	26	25	25	16	8

(RANDOMLY SHOWN QRCV1 OR QRCV2)

QRCV1. In 2018, the Utah Legislature passed the Municipal Alternate Voting Methods Pilot Project bill which allows municipalities in the state to utilize a voting method called ranked choice voting or instant runoff voting.

Ranked choice voting is different than the traditional style of voting because it allows each voter to rank candidates from their first choice to their last choice for that particular office instead of casting a single vote for one candidate. In a single-seat election, e.g. City Mayor, a winner is selected when a candidate receives a majority vote. If no candidate obtains a majority of the first-choice votes in Round 1, the lowest-scoring candidate is eliminated and their first-choice votes are redistributed to those voters second-choice votes. Rounds of eliminating the lowest-scoring candidate and redistributing their next-choice votes continue until a candidate reaches a majority. A similar process is used for elections with multiple seats. For example, if three City Council seats are open, all three winners must win by majority. The same process above is used until a candidate receives a majority of the votes. However, once a candidate receives a majority of the votes, they are declared a winner and are eliminated from subsequent rounds. Then the declared winners votes are redistributed to those voters next-choice votes. Rounds redistributing votes from the lowest scoring candidates and from the winners, continue until all three winners are selected by majority.

The Lehi City Council is considering using this method in the upcoming 2019 municipal elections. In your opinion, should Lehi participate in ranked choice voting? (n=601)

Yes	67%
No	33

QRCV2. In 2018, the Utah Legislature passed the Municipal Alternate Voting Methods Pilot Project bill which allows municipalities in the state to utilize a voting method called ranked choice voting or instant runoff voting.

Ranked choice voting is different than the traditional style of voting because it allows each voter to rank candidates from their first choice to their last choice for that particular office instead of casting a single vote for one candidate.

The Lehi City Council is considering using this method in the upcoming 2019 municipal elections. In your opinion, should Lehi participate in ranked choice voting? (n=614)

Yes	62%
No	38



QSEX. What is your gender?

	Total 2019	Total 2018	Total 2017	Total 2015
Male	50%	48%	49%	49%
Female	46	49	48	51
Skipped (NOT SHOWN)	4	3	3	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
18-24	6%	1%	8%	12%
25-34	24	22	32	31
35-44	35	40	27	26
45-54	14	20	12	13
55-64	8	5	9	10
65+	9	8	8	8
Skipped (NOT SHOWN)	5	4	4	*

QTIMELIVED. How long have you lived in Lehi?

	Total 2019	Total 2018	Total 2017	Total 2015
Less than 2 years	24%	14%	*	41%
3-5 years	23	27	*	30
6-10 years	18	22	*	10
11-20 years	22	24	*	9
21 or more years	9	10	*	11
Skipped (NOT SHOWN)	3	3	*	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
Own or buying my own home	84%	90%	73%	82%
Rent my home or apartment	9	6	24	18
Live with parents	3	1	<1	*
Other	<1	<1	<1	<1
Skipped (NOT SHOWN)	3	3	3	*



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

	Total 2019	Total 2018	Total 2017	Total 2015
Some high school or less	2%	<1%	1%	<1%
High school graduate or equivalent	3	3	13	20
Some college	19	18	25	34
College graduate	48	48	43	30
Post-graduate degree (e.g. MA, MBA, LLD, PhD)	23	25	13	10
Vocational school or technical school	2	2	3	6
Skipped (NOT SHOWN)	4	3	3	*

QEMPLOY. What is your employment status?

	Total 2019	Total 2018	Total 2017	Total 2015
Self-employed	10%	10%	10%	10%
Employed by someone else	64	60	64	67
Unemployed	<1	<1	1	<1
Homemaker	11	20	13	13
Retired	8	6	8	8
Student	3	1	1	2
Skipped (NOT SHOWN)	3	3	3	*

QMARRIAGE. Are you currently...

	Total 2019	Total 2018	Total 2017	Total 2015
Married	74%	81%	76%	74%
Divorced	5	5	5	5
Widowed	2	3	2	1
Living with partner	2	1	2	2
Single	14	8	13	18
Skipped (NOT SHOWN)	3	3	3	*

QRACE. Are you:

	Total 2019	Total 2018	Total 2017	Total 2015
American Indian / Native American	1%	1%	1%	2%
Asian	3	2	2	1
Black / African American	<1	<1	1	<1
Hispanic / Latino	3	2	4	3
White / Caucasian	89	92	89	87
Pacific Islander	1	1	1	1
Other (please specify)	1	1	1	2



QINCOME. What do you expect your 2019 family income to be?

	Total 2019	Total 2018	Total 2017	Total 2015
Under \$25,000	1%	1%	3%	1%
\$25,000 - 39,999	4	2	6	7
\$40,000 - 49,999	4	3	6	10
\$50,000 - 74,999	14	16	21	27
\$75,000 - 99,999	19	20	21	21
\$100,000 - 124,999	20	22	16	14
\$125,000 - 149,999	13	13	9	6
Over \$150,000	19	17	12	7
Prefer not to say	*	*	*	7
Skipped (NOT SHOWN)	7	6	6	*

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

	Total 2019	Total 2018	Total 2017	Total 2015
Excellent	24%	27%	25%	24%
Good	57	55	54	58
Fair	14	13	16	16
Poor	1	2	1	1
Don't know	<1	1	1	1
Skipped (NOT SHOWN)	3	3	3	*

QCOMMENTS. Thank you for completing the survey. If you have any comments about this survey or Lehi City in general, please enter them here: (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)