



LEHI CITY 2020 CITIZENS SURVEY

TOPLINE REPORT

METHODOLOGY DETAILS

n=788

Online interviews fielded January 14-23, 2020

Margin of error +/- 3.45 Percentage Points

For this survey 788 Lehi City residents were sampled from a public opinion panel established in 2015 and last updated in 2019. Panelists were originally 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.

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

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QQUALIFY. Do you currently live in Lehi City? (n=788)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Yes	95%	97%	97%	97%	99%
No (TERMINATED)	5	3	2	3	1
Don't know (TERMINATED)	<1	<1	<1	*	*

QDIRECTION. Overall, would you say the city of Lehi is headed in the right direction or the wrong direction? (n=738)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Right direction	72%	76%	78%	85%	62%
Wrong direction	22	20	19	12	9
Don't know / Skipped (NOT SHOWN)	6	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?

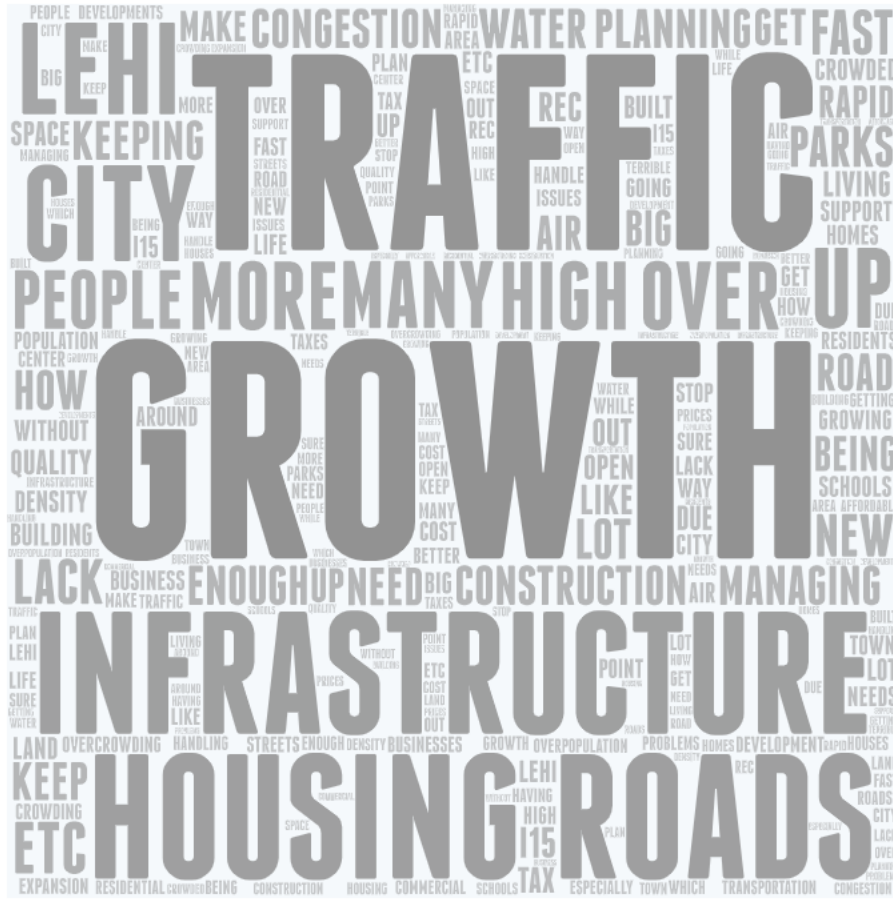
Select the slider and drag it to the appropriate response. (n=747)

	Average 2020	Average 2019	Average 2018	Average 2017	Average 2015
Quality of life in Lehi	77.1	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? (n=737)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Strongly approve	5%	6%	6%	8%	7%
Approve	69	74	76	76	84
Disapprove	18	14	12	10	8
Strongly disapprove	2	2	2	1	1
Don't know / Skipped (NOT SHOWN)	6	4	5	5	*

QTOISSUE1. In your opinion, what is the most important issue facing Lehi today? (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? (n=749)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Very likely	39%	46%	50%	57%	61%
Somewhat likely	41	38	36	33	33
Somewhat unlikely	11	9	9	5	4
Very unlikely	4	4	3	2	2
Don't know / Skipped (NOT SHOWN)	5	3	3	3	*

QTAXVALUE. In general, how do you rate the service you receive from Lehi for your tax dollar? (n=747)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Excellent	15%	17%	17%	15%	15%
Good	51	56	57	60	62
Fair	23	20	19	18	20
Poor	6	5	3	4	3
Don't know / Skipped (NOT SHOWN)	5	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. (n=748)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	37%	36%	39%	38%	45%
Agree	49	52	53	52	49
Neither agree nor disagree	6	6	4	6	4
Disagree	3	3	1	2	1
Strongly disagree	1	<1	<1	<1	1
Don't know / Skipped (NOT SHOWN)	5	3	3	3	*

QFAMILY. Lehi is a great place to raise a family. (n=748)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	35%	37%	43%	41%	47%
Agree	48	47	46	47	44
Neither agree nor disagree	8	10	7	8	8
Disagree	4	3	2	1	<1
Strongly disagree	<1	<1	<1	<1	1
Don't know / Skipped (NOT SHOWN)	5	3	3	3	*



QPROVIDES. Lehi provides all the services I think it should provide. (n=748)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	14%	13%	14%	16%	19%
Agree	49	52	55	53	56
Neither agree nor disagree	17	16	17	18	16
Disagree	15	14	11	9	8
Strongly disagree	1	2	1	1	1
Don't know / Skipped (NOT SHOWN)	5	3	3	3	*

QBUSINESS. Lehi has all the kinds of businesses I want it to have. (n=747)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	18%	16%	17%	19%	17%
Agree	47	49	50	50	54
Neither agree nor disagree	14	15	17	14	15
Disagree	14	14	12	12	12
Strongly disagree	2	3	1	2	2
Don't know / Skipped (NOT SHOWN)	5	3	3	3	*

QMANAGE. Overall, I think Lehi does a good job managing city services. (n=748)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	13%	15%	13%	15%	16%
Agree	56	55	60	58	61
Neither agree nor disagree	15	17	15	17	16
Disagree	9	8	7	6	6
Strongly disagree	3	3	2	2	1
Don't know / Skipped (NOT SHOWN)	5	3	3	3	*

QTRUST. I trust Lehi City staff and elected officials to be open and honest with residents. (n=749)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Strongly agree	9%	12%	11%	12%	*
Agree	44	45	49	47	*
Neither agree nor disagree	27	26	27	30	*
Disagree	12	9	7	5	*
Strongly disagree	4	4	3	3	*
Don't know / Skipped (NOT SHOWN)	5	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?

	Total 2020 (n=749)	Total 2019 (n=1237)
Very positive	40%	43%
Somewhat positive	38	38
Neither positive nor negative	14	12
Somewhat negative	7	6
Very negative	1	2

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

	Total 2020 (n=744)	Total 2019 (n=1231)
Excellent	8%	11%
Good	47	50
Fair	32	29
Poor	13	10

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

	Total 2020 (n=745)	Total 2019 (n=1235)
Excellent	21%	24%
Good	53	51
Fair	20	19
Poor	6	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 2020	Average 2019	Average 2018	Average 2017	Average 2015
QPOLICE.	Police services (n=657)	81.8	82.6	82.9	82.5	81.8
QFIREEMS.	Fire and Emergency medical services (n=610)	85.9	85.2	85.7	84.5	84.2
QANIMAL.	Animal control services (n=408)	69.9	70.7	72.0	73.6	71.8
QGARBAGE.	Garbage collection (n=734)	84.3	83.0	84.3	82.4	82.6
QRECYCLE.	Recycling program (n=721)	70.8	71.3	74.9	72.5	75.9
QSNOW.	Snow removal services (n=724)	72.3	70.0	69.3	63.0	63.8
QUTILITY.	Utility billing (n=733)	81.2	79.3	79.6	78.2	78.2
QRDSFIX.	Surface maintenance on city streets (n=728)	60.0	61.8	59.2	68.6	64.6
QSWMAINT.	Sidewalk maintenance (n=691)	63.0	65.2	65.4	66.4	66.9
QLIGHTS.	Street lighting (n=727)	61.6	62.6	63.7	65.1	66.5
QCITYCODE.	City code enforcement (n=545)	60.0	62.0	62.4	65.1	67.0
QPARKS.	City parks and open spaces (n=725)	65.5	66.0	66.1	69.4	74.8
QEVENTS.	Community events (n=657)	72.8	73.2	75.2	73.7	74.6
QCONSERVE.	Water conservation efforts (n=622)	63.5	63.4	65.1	65.8	66.4
QWATER.	Culinary (drinking) water (n=724)	77.5	76.3	78.0	76.6	76.1
QYOUTHREC.	Youth recreation programs (n=552)	73.3	72.9	75.1	73.7	76.7
QADULTREC.	Adult recreation programs (n=451)	63.4	65.5	66.9	66.5	66.7
QSENIORS.	Senior citizens programs (n=180)	69.5	73.0	72.6	71.6	69.0
QFITCENTERS.	Aquatic and fitness center (n=656)	69.8	71.0	72.7	73.4	76.4
QZONING.	Development permitting (n=414)	46.9	47.5	49.1	54.1	56.6
QEMERG.	Emergency preparedness (n=471)	67.0	68.7	70.0	69.8	68.4
QPASSPORT.	Passport services (n=318)	69.7	66.2	*	*	*

QGROWRATE. Which of the following statements best reflects how you feel about the pace at which the City of Lehi is growing? (n=749)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Lehi City is growing much too quickly	43%	39	38	29	*
Lehi City is growing a bit too quickly	35	38	38	39	*
Lehi City is growing at an appropriate pace	16	19	20	28	*
Lehi City is growing a bit too slowly	1	1	<1	1	*
Lehi City is growing much too slowly	<1	*	<1	*	*
Don't know / Skipped (NOT SHOWN)	5	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 2020	Average 2019	Average 2018	Average 2017	Average 2015
QRESDTL.	Housing and residential development (n=738)	69.5	70.6	71.6	69.4	*
QCOMRCL.	Commercial and business development (n=728)	65.5	65.8	67.0	63.5	*
QGRNSPC.	Green space and recreational development (n=732)	36.8	37.1	36.7	41.8	*
QRETAIL.	Shopping and retail development (n=725)	57.3	58.2	57.9	57.6	*
Q MIXED.	Mixed-use development, i.e. development that combines commercial, retail, and residential space (n=728)	58.3	59.0	*	*	*

QNEWS1. From which source do you currently receive most of your information about the City of Lehi? (n=749)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
City newsletter	28%	36%	36%	29%	34%
Email from the city	8	8	8	9	13
City website	9	8	8	8	9
Newspaper	11	8	8	5	3
Social media (i.e. Facebook, Twitter, etc.)	33	31	30	24	19
Other (please specify)	6	5	6	6	5
Don't know / Skipped (NOT SHOWN)	5	4	4	4	*

QNEWS2. From which source would you prefer to receive most of your information about the City of Lehi? (n=743)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
City newsletter	20%	24%	27%	20%	24%
Email from the city	33	34	29	31	36
City website	9	9	10	9	9
Newspaper	6	5	5	3	2
Social media (e.g. Facebook, Twitter, etc.)	23	23	24	21	16
Channel 17 public broadcasting	2	2	<1	*	*
Other (please specify)	1	<1	2	2	2
Don't know / Skipped (NOT SHOWN)	6	4	4	4	*

QCOMPLAINT. During the past year have you contacted any Lehi City office to seek service, information, or to file a complaint? (n=749)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Yes	43%	44%	41%	38%	40%
No	53	53	57	59	60
Don't know / Skipped (NOT SHOWN)	5	3	3	3	*

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

QRESPONSE. Were you generally satisfied or dissatisfied with the city's response? (n=349)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Very satisfied	20%	20	18%	20%	44%
Somewhat satisfied	12	13	13	9	26
Neither satisfied nor dissatisfied	2	2	3	3	9
Somewhat dissatisfied	4	5	4	4	14
Very dissatisfied	5	3	3	2	7
Don't know / Skipped / Not applicable (NOT SHOWN)	57	56	59	62	*

QCOMMUTE. Do you work in Lehi, or do you travel outside the city for work?

	Total 2020 (n=749)	Total 2019 (n=1237)
Work in Lehi	32%	32%
Work outside of Lehi	51	51
Not applicable	17	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.

(ROTATED QTRAFMAJOR)

QTRAFMAJOR1. Morning traffic on major thoroughfares

	Total 2020 (n=746)	Total 2019 (n=1235)
An extreme issue	17%	17%
A major issue	31	33
A moderate issue	28	28
A minor issue	16	14
Not an issue at all	7	8

QTRAFMAJOR1. Daytime traffic on major thoroughfares

	Total 2020 (n=745)	Total 2019 (n=1235)
An extreme issue	5%	5%
A major issue	11	12
A moderate issue	30	31
A minor issue	31	31
Not an issue at all	22	21

QTRAFMAJOR1. Evening traffic on major thoroughfares

	Total 2020 (n=746)	Total 2019 (n=1235)
An extreme issue	28%	26%
A major issue	35	37
A moderate issue	25	23
A minor issue	9	10
Not an issue at all	3	4



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.

(RANDOMIZED QTRAFFREEWAY)

QTRAFFREEWAY1. Morning traffic on freeway exits and onramps

	Total 2020 (n=743)	Total 2019 (n=1231)
An extreme issue	20%	24%
A major issue	30	28
A moderate issue	25	24
A minor issue	15	16
Not an issue at all	10	10

QTRAFFREEWAY2. Daytime traffic on freeway exits and onramps

	Total 2020 (n=745)	Total 2019 (n=1231)
An extreme issue	6%	6%
A major issue	11	12
A moderate issue	30	28
A minor issue	30	30
Not an issue at all	24	24

QTRAFFREEWAY3. Evening traffic on freeway exits and onramps

	Total 2020 (n=745)	Total 2019 (n=1231)
An extreme issue	30%	31%
A major issue	37	33
A moderate issue	19	22
A minor issue	10	10
Not an issue at all	4	4



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.

(RANDOMIZED QTRAFRES)

QTRAFRES1. Morning traffic in residential areas

	Total 2020 (n=748)	Total 2019 (n=1233)
An extreme issue	8%	8%
A major issue	14	15
A moderate issue	23	22
A minor issue	26	25
Not an issue at all	28	31

QTRAFRES2. Daytime traffic in residential areas

	Total 2020 (n=748)	Total 2019 (n=1233)
An extreme issue	2%	3%
A major issue	6	5
A moderate issue	16	17
A minor issue	29	27
Not an issue at all	46	47

QTRAFRES3. Evening traffic in residential areas

	Total 2020 (n=748)	Total 2019 (n=1233)
An extreme issue	13%	10%
A major issue	17	17
A moderate issue	23	22
A minor issue	21	24
Not an issue at all	25	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.

(RANDOMIZED QROADCON)

QROADCON1. Road conditions and street maintenance on major thoroughfares

	Total 2020 (n=747)	Total 2019 (n=1236)
An extreme issue	10%	9%
A major issue	18	20
A moderate issue	30	28
A minor issue	28	27
Not an issue at all	14	16

QROADCON2. Road conditions and street maintenance on freeway exits and onramps

	Total 2020 (n=746)	Total 2019 (n=1236)
An extreme issue	16%	14%
A major issue	22	22
A moderate issue	27	26
A minor issue	21	21
Not an issue at all	14	16

QROADCON3. Road conditions and street maintenance in residential areas

	Total 2020 (n=745)	Total 2019 (n=1236)
An extreme issue	6%	5%
A major issue	12	14
A moderate issue	29	30
A minor issue	34	31
Not an issue at all	19	19



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.

(RANDOMIZED QAVAILABILITY)

QAVAILABILITY1. Accessibility of mass transit

	Total 2020 (n=741)	Total 2019 (n=1230)
An extreme issue	6%	7%
A major issue	14	14
A moderate issue	23	22
A minor issue	22	22
Not an issue at all	35	36

QAVAILABILITY2. Accessibility of bike lanes

	Total 2020 (n=742)	Total 2019 (n=1230)
An extreme issue	6%	6%
A major issue	12	12
A moderate issue	20	22
A minor issue	22	21
Not an issue at all	39	39

QAVAILABILITY3. Accessibility of safe walking routes

	Total 2020 (n=743)	Total 2019 (n=1230)
An extreme issue	7%	8%
A major issue	15	16
A moderate issue	22	25
A minor issue	27	25
Not an issue at all	29	26



QSEX. What is your gender? (n=747)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Male	49%	50%	48%	49%	49%
Female	46	46	49	48	51
Skipped (NOT SHOWN)	5	4	3	3	*

QYEARBORN Please select the year you were born: (RECODED INTO AGE CATEGORIES) (n=734)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
18-24	1%	6%	1%	8%	12%
25-34	16	24	22	32	31
35-44	38	35	40	27	26
45-54	13	14	20	12	13
55-64	7	8	5	9	10
65+	9	9	8	8	8
Skipped (NOT SHOWN)	15	5	4	4	*

QTIMELIVED. How long have you lived in Lehi? (n=748)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Less than 2 years	13%	24%	14%	*	41%
3-5 years	28	23	27	*	30
6-10 years	21	18	22	*	10
11-20 years	22	22	24	*	9
21 or more years	11	9	10	*	11
Skipped (NOT SHOWN)	5	3	3	*	*

QOWNRENT. Which of the following best describes where you are currently living? (n=749)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Own or buying my own home	85%	84%	90%	73%	82%
Rent my home or apartment	10	9	6	24	18
Live with parents	1	3	1	<1	*
Other	<1	<1	<1	<1	<1
Skipped (NOT SHOWN)	5	3	3	3	*

QEDOFR. What was the last year of school you completed? (n=747)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Some high school or less	<1%	2%	<1%	1%	<1%
High school graduate or equivalent	4	3	3	13	20
Some college	17	19	18	25	34
College graduate	46	48	48	43	30
Post-graduate degree (e.g. MA, MBA, LLD, PhD)	25	23	25	13	10
Vocational school or technical school	3	2	2	3	6
Skipped (NOT SHOWN)	5	4	3	3	*

QEMPLOY. What is your employment status? (n=748)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Self-employed	11%	10%	10%	10%	10%
Employed by someone else	63	64	60	64	67
Unemployed	<1	<1	<1	1	<1
Homemaker	13	11	20	13	13
Retired	7	8	6	8	8
Student	1	3	1	1	2
Skipped (NOT SHOWN)	5	3	3	3	*

QMARRIAGE. Are you currently... (n=745)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Married	78%	74%	81%	76%	74%
Divorced	5	5	5	5	5
Widowed	2	2	3	2	1
Living with partner	2	2	1	2	2
Single	9	14	8	13	18
Skipped (NOT SHOWN)	5	3	3	3	*



QRACE. Are you: (n=749)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
American Indian / Native American	1%	1%	1%	1%	2%
Asian	3	3	2	2	1
Black / African American	1	<1	<1	1	<1
Hispanic / Latino	4	3	2	4	3
White / Caucasian	88	89	92	89	87
Pacific Islander	1	1	1	1	1
Other (please specify)	1	1	1	1	2

QINCOME. What do you expect your 2020 family income to be? (n=712)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Under \$25,000	1%	1%	1%	3%	1%
\$25,000 - 39,999	2	4	2	6	7
\$40,000 - 49,999	4	4	3	6	10
\$50,000 - 74,999	13	14	16	21	27
\$75,000 - 99,999	16	19	20	21	21
\$100,000 - 124,999	20	20	22	16	14
\$125,000 - 149,999	12	13	13	9	6
Over \$150,000	22	19	17	12	7
Prefer not to say	*	*	*	*	7
Skipped (NOT SHOWN)	9	7	6	6	*

QUALITY. Finally, for quality control purposes, please rate your experience taking this poll. Would you consider the experience: (n=747)

	Total 2020	Total 2019	Total 2018	Total 2017	Total 2015
Excellent	24%	24%	27%	25%	24%
Good	54	57	55	54	58
Fair	15	14	13	16	16
Poor	1	1	2	1	1
Don't know	1	<1	1	1	1
Skipped (NOT SHOWN)	5	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)