



**LEHI CITY 2022
ANNUAL CITIZEN SURVEY
TRENDED TOPLINE REPORT**

METHODOLOGY DETAILS

n=1,151 Lehi City residents
Online interviews fielded January 05-21, 2022
Margin of error +/- 3 percentage points

For this survey 1,151 Lehi City responses were gathered from a representative survey panel (the resident public opinion panel was last updated in 2021 via a current list of Lehi City utilities customers). Prior survey panelists were originally sampled from the utilities customer list, supplemented by randomly selected 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.

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

CONTACT

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s_qualify. Do you currently live in Lehi City? (n=1151)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Yes	96%	97	95	97	97	97
No (TERMINATED)	4	3	5	3	2	3
Don't know (TERMINATED)	<1	<1	<1	<1	<1	*

s_direction. Overall, would you say the Lehi City is headed in the right direction or the wrong direction? (n=1145)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Right direction	73%	81	77	79	80	88
Wrong direction	27	19	23	21	20	12

n_overall. 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 City?

Select the slider and drag it to the appropriate response. (n=1147)

	Average 2022	Average 2021	Average 2020	Average 2019	Average 2018	Average 2017
Quality of life in Lehi	77.2	79.1	77.1	78.2	80.2	80.9

s_elected. Do you approve or disapprove of how the Lehi Mayor and City Council are handling their jobs? (n=1133)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Strongly approve	7%	5	5	6	6	8
Approve	74	82	73	77	79	80
Disapprove	15	12	19	15	13	11
Strongly disapprove	3	1	2	2	2	1



s_recommend. How likely are you to recommend Lehi City to friends and family as a good place to live? (n=1150)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Very likely	43%	44	41	47	51	59
Somewhat likely	42	45	43	39	37	34
Somewhat unlikely	11	8	12	9	9	5
Very unlikely	5	2	4	4	3	2

s_taxvalue. In general, how do you rate the service you receive from Lehi for your tax dollar? (n=1149)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Excellent	17%	17	16	17	18	15
Good	52	55	54	57	59	62
Fair	24	23	24	20	20	19
Poor	6	5	6	5	3	4

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=1148)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Strongly agree	36%	36	39	37	40	39
Agree	55	54	51	54	55	53
Neither agree nor disagree	6	6	6	6	4	6
Disagree	2	3	3	3	1	2
Strongly disagree	<1	1	1	<1	<1	<1

QFAMILY. Lehi is a great place to raise a family. (n=1147)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Strongly agree	33%	35	37	38	44	42
Agree	51	51	51	48	47	48
Neither agree nor disagree	13	11	8	10	7	8
Disagree	3	2	4	3	2	1
Strongly disagree	1	1	<1	<1	<1	<1



QPROVIDES. Lehi provides all the services I think it should provide. (n=1148)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Strongly agree	12%	13	15	13	14	16
Agree	52	49	51	54	56	55
Neither agree nor disagree	18	19	18	16	17	19
Disagree	16	16	16	14	11	9
Strongly disagree	3	2	1	2	1	1

QBUSINESS. Lehi has all the kinds of businesses I want it to have. (n=1149)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Strongly agree	16%	16	19	16	18	20
Agree	44	49	49	51	52	52
Neither agree nor disagree	16	14	15	15	18	14
Disagree	19	16	15	14	12	12
Strongly disagree	4	3	2	3	1	2

QMANAGE. Overall, I think Lehi does a good job managing city services. (n=1148)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Strongly agree	16%	14	14	15	13	15
Agree	58	59	58	56	62	59
Neither agree nor disagree	17	20	16	17	15	17
Disagree	7	5	9	8	7	6
Strongly disagree	2	2	3	3	2	2

QTRUST. I trust Lehi City staff and elected officials to be open and honest with residents. (n=1148)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Strongly agree	12%	11	9	13	11	12
Agree	40	46	46	47	51	48
Neither agree nor disagree	31	32	28	27	28	31
Disagree	12	8	13	9	7	5
Strongly disagree	5	2	4	4	3	3



s_goalreact. 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=1151)

	Total 2022	Total 2021	Total 2020	Total 2019
Very positive	38%	45%	40%	43%
Somewhat positive	36	36	38	38
Neither positive nor negative	17	13	14	12
Somewhat negative	8	5	7	6
Very negative	2	1	1	2

s_cuttingedge. How would you rate the Lehi City's performance in developing a "cutting edge" community? (n=1144)

	Total 2022	Total 2021	Total 2020	Total 2019
Excellent	7%	9%	8%	11%
Good	46	51	47	50
Fair	34	31	32	29
Poor	13	9	13	10

s_familyedge. How would you rate the Lehi City's performance in developing a "family-centric" community? (n=1142)

	Total 2022	Total 2021	Total 2020	Total 2019
Excellent	20%	21%	21%	24%
Good	52	54	53	51
Fair	21	20	20	19
Poor	7	5	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 2022	Average 2021	Average 2020	Average 2019	Average 2018	Average 2017
QPOLICE.	Police services (n=1006)	80.8	80.5	81.8	82.6	82.9	82.5
QFIREEMS.	Fire and Emergency medical services (n=923)	85.2	85.1	85.9	85.2	85.7	84.5
QANIMAL.	Animal control services (n=619)	70.1	69.3	69.9	70.7	72.0	73.6
QGARBAGE.	Garbage collection (n=1112)	82.5	83.4	84.3	83.0	84.3	82.4
QRECYCLE.	Recycling program (n=1069)	68.4	69.2	70.8	71.3	74.9	72.5
QSNOW.	Snow removal services (n=1103)	70.2	71.6	72.3	70.0	69.3	63.0
QRDSFIX.	Surface maintenance on city streets (n=1091)	65.9	63.8	60.0	61.8	59.2	68.6
QSWMAINT.	Sidewalk maintenance (n=1032)	65.8	65.7	63.0	65.2	65.4	66.4
QLIGHTS.	Street lighting (n=1089)	64.9	63.6	61.6	62.6	63.7	65.1
QCITYCODE.	City code enforcement (n=821)	62.6	62.3	60.0	62.0	62.4	65.1
QPARKS.	City parks and open spaces (n=1101)	67.1	67.2	65.5	66.0	66.1	69.4
QEVENTS.	Community events (n=945)	69.7	68.3	72.8	73.2	75.2	73.7
QCONSERVE.	Water conservation efforts (n=993)	62.0	62.1	63.5	63.4	65.1	65.8
QWATER.	Culinary (drinking) water (n=1076)	76.2	76.3	77.5	76.3	78.0	76.6
QYOUTHREC.	Youth recreation programs (n=793)	73.3	72.3	73.3	72.9	75.1	73.7
QADULTREC.	Adult recreation programs (n=674)	62.4	61.8	63.4	65.5	66.9	66.5
QSENIORS.	Senior citizens programs (n=352)	68.5	69.4	69.5	73.0	72.6	71.6
QFITCENTERS.	Aquatic and fitness center (n=933)	70.6	68.5	69.8	71.0	72.7	73.4
QZONING.	Development permitting (n=682)	46.3	51.9	46.9	47.5	49.1	54.1
QEMERG.	Emergency preparedness (n=725)	66.5	66.1	67.0	68.7	70.0	69.8
QSERVICE1_9.	Information Center, including passport services and utility billing (n=914)	76.0	74.4	69.7	66.2	*	*



s_growrate. Which of the following statements best reflects how you feel about the pace at which the Lehi City is growing? (n=1147)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Lehi City is growing much too quickly	46%	36	45	40	40	30
Lehi City is growing a bit too quickly	36	39	37	39	40	40
Lehi City is growing at an appropriate pace	18	24	17	20	21	29
Lehi City is growing a bit too slowly	1	1	1	1	<1	1
Lehi City is growing much too slowly	<1	<1	<1	<1	<1	<1

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 2022	Average 2021	Average 2020	Average 2019	Average 2018	Average 2017
QRESCTL.	Housing and residential development (n=1106)	70.6	68.0	69.5	70.6	71.6	69.4
QCOMRCL.	Commercial and business development (n=1078)	64.1	64.2	65.5	65.8	67.0	63.5
QGRNSPC.	Green space and recreational development (n=1104)	37.7	37.9	36.8	37.1	36.7	41.8
QRETAIL.	Shopping and retail development (n=1089)	54.2	55.8	57.3	58.2	57.9	57.6
QMIXED.	Mixed-use development, i.e. development that combines commercial, retail, and residential space (n=1080)	57.9	57.9	58.3	59.0	*	*



s_complaint. During the past year have you contacted any Lehi City office to seek service, information, or to file a complaint? (n=1148)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Yes	39%	44	45	45	42	39
No	61	56	55	55	58	61

(IF s_complaint = Yes, ASKED s_response ELSE SKIPPED TO s_commute)

s_response. Were you generally satisfied or dissatisfied with the City's response? (n=455)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Very satisfied	46%	47	47	47	44	53
Somewhat satisfied	28	28	28	30	32	24
Neither satisfied nor dissatisfied	9	9	5	5	7	8
Somewhat dissatisfied	9	9	9	12	10	11
Very dissatisfied	8	7	12	7	7	5

s_commute. Do you work in Lehi, or do you travel outside the city for work? (n=1148)

	Total 2022	Total 2021	Total 2020	Total 2019
Work in Lehi	38%	32	32	32
Work outside of Lehi	44	47	51	51
Not applicable	18	18	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 (n=1124)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	10%	15%	17%	17%
A major issue	23	29	31	33
A moderate issue	29	30	28	28
A minor issue	25	19	16	14
Not an issue at all	14	7	7	8

QTRAFMAJOR1. Daytime traffic on major thoroughfares (n=1125)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	2%	3%	5%	5%
A major issue	9	8	11	12
A moderate issue	28	25	30	31
A minor issue	33	31	31	31
Not an issue at all	28	30	22	21

QTRAFMAJOR1. Evening traffic on major thoroughfares (n=1125)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	19%	10%	28%	26%
A major issue	31	21	35	37
A moderate issue	28	29	25	23
A minor issue	16	28	9	10
Not an issue at all	7	12	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 onramp. (n=1118)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	7%	6%	20%	24%
A major issue	16	16	30	28
A moderate issue	28	29	25	24
A minor issue	27	28	15	16
Not an issue at all	22	22	10	10

QTRAFFREEWAY2. Daytime traffic on freeway exits and onramps (n=1120)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	2%	2%	6%	6%
A major issue	5	6	11	12
A moderate issue	22	21	30	28
A minor issue	30	31	30	30
Not an issue at all	42	40	24	24

QTRAFFREEWAY3. Evening traffic on freeway exits and onramps. (n=1123)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	13%	9%	30%	31%
A major issue	25	24	37	33
A moderate issue	28	30	19	22
A minor issue	20	23	10	10
Not an issue at all	14	14	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 (n=1126)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	5%	3%	8%	8%
A major issue	12	10	14	15
A moderate issue	20	20	23	22
A minor issue	29	29	26	25
Not an issue at all	34	39	28	31

QTRAFRES2. Daytime traffic in residential areas (n=1125)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	1%	1%	2%	3%
A major issue	4	4	6	5
A moderate issue	16	14	16	17
A minor issue	27	27	29	27
Not an issue at all	51	54	46	47

QTRAFRES3. Evening traffic in residential areas (n=1125)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	9%	5%	13%	10%
A major issue	16	13	17	17
A moderate issue	21	23	23	22
A minor issue	26	25	21	24
Not an issue at all	28	34	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 (n=1111)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	4%	4%	10%	9%
A major issue	7	9	18	20
A moderate issue	23	24	30	28
A minor issue	33	33	28	27
Not an issue at all	34	30	14	16

QROADCON2. Road conditions and street maintenance on freeway exits and onramps (n=1111)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	2%	4%	16%	14%
A major issue	4	8	22	22
A moderate issue	16	16	27	26
A minor issue	30	32	21	21
Not an issue at all	48	40	14	16

QROADCON3. Road conditions and street maintenance in residential areas (n=1109)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	5%	5%	6%	5%
A major issue	10	11	12	14
A moderate issue	26	23	29	30
A minor issue	30	33	34	31
Not an issue at all	30	29	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 (n=1102)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	7%	6%	6%	7%
A major issue	14	11	14	14
A moderate issue	19	20	23	22
A minor issue	21	21	22	22
Not an issue at all	39	42	35	36

QAVAILABILITY2. Accessibility of bike lanes (n=1101)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	4%	5%	6%	6%
A major issue	10	9	12	12
A moderate issue	21	19	20	22
A minor issue	22	23	22	21
Not an issue at all	43	43	39	39

QAVAILABILITY3. Accessibility of safe walking routes (n=1111)

	Total 2022	Total 2021	Total 2020	Total 2019
An extreme issue	6%	6%	7%	8%
A major issue	12	12	15	16
A moderate issue	24	23	22	25
A minor issue	25	24	27	25
Not an issue at all	33	35	29	26



s_sex. What is your gender? (n=1114)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Male	52%	47	52	52	49	51
Female	48	53	48	48	51	49

n_yearborn. Please select the year you were born: (RECODED INTO AGE CATEGORIES) (n=1098)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
18-34	22%	31	20	31	24	42
35-44	18	33	45	36	42	28
45-54	15	19	15	15	21	13
55-64	20	9	8	8	5	9
65+	26	8	11	9	8	8

s_timelived. How long have you lived in Lehi? (n=1119)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Less than 2 years	17%	31	14	25	14	*
3-5 years	36	27	29	24	28	*
6-10 years	24	19	22	19	23	*
11-20 years	12	13	23	23	25	*
21 or more years	12	10	12	9	10	*

s_ownrent. Which of the following best describes where you are currently living? (n=1117)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Own or buying my own home	82%	85	88	87	92	74
Rent my home or apartment	17	13	10	9	6	24
Live with parents	<1	<1	1	3	1	<1
Other	1	<1	<1	<1	<1	<1

s_edofr. What was the last year of school you completed? (n=1113)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Some high school or less	<1%	<1	<1	2	<1	1
High school graduate or equivalent	4	3	4	3	3	13
Some college	17	19	18	20	19	26
College graduate	53	51	48	49	49	44
Post-graduate degree (e.g. MA, MBA, LLD, PhD)	23	24	26	24	26	13
Vocational school or technical school	3	3	3	2	2	3

s_employ. What is your employment status? (n=1116)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Self-employed	12%	10	12	10	10	10
Employed by someone else	70	68	66	67	62	66
Unemployed	<1	1	<	<1	<1	1
Homemaker	8	11	14	11	21	13
Retired	8	8	7	8	6	8
Student	1	1	1	3	1	1

s_covidemploy. At any point in the last year, have you been unemployed for COVID-related reasons? If so, for how long? (n=1110)

	Total 2022	Total 2021
No, not unemployed due to COVID for any amount of time	93%	89
Yes, for less than 3 months	5	6
Yes, for 3-6 months	2	3
Yes, for more than 6 months	1	2

s_marriage. Are you currently... (n=1112)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Married	72%	74	81	76	83	78
Divorced	5	5	5	5	5	5
Widowed	3	2	2	2	3	2
Living with partner	1	2	2	2	1	2
Single	19	16	9	14	8	13



m_race. Are you: (n=1136)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
American Indian / Native American	1%	1	1	1	1	1
Asian	4	3	3	3	2	2
Black / African American	<1	<1	1	<1	<1	1
Hispanic / Latino	4	6	4	3	2	4
White / Caucasian	87	88	89	91	93	90
Pacific Islander	1	1	1	1	1	1
Other (please specify)	2	1	1	1	1	1

s_income. What do you expect your 2022 family income to be? (n=1075)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Under \$25,000	2%	2	1	1	1	3
\$25,000 - 39,999	3	5	2	4	2	6
\$40,000 - 49,999	4	4	4	4	3	6
\$50,000 - 74,999	17	17	14	15	17	22
\$75,000 - 99,999	19	18	18	20	21	22
\$100,000 - 124,999	19	19	22	21	23	17
\$125,000 - 149,999	12	11	13	14	14	10
Over \$150,000	25	23	24	20	18	13

s_quality. Finally, for quality control purposes, please rate your experience taking this survey. Would you consider the experience: (n=1113)

	Total 2022	Total 2021	Total 2020	Total 2019	Total 2018	Total 2017
Excellent	27%	25	25	25	28	26
Good	55	56	57	59	56	56
Fair	16	16	16	15	13	16
Poor	1	2	1	1	2	1
Don't know	1	1	1	<1	1	1

oe_comments. Thank you for your thoughtful responses to this survey. If you have any comments about this survey or Lehi City in general, please enter them here. Otherwise, click the "Next >>" button below to record your response. (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)