



LEHI CITY RESIDENT SURVEY 2023

TOPLINE REPORT

METHODOLOGY DETAILS

n=992
Online interviews fielded Jan 2 - Jan 23, 2023
Margin of error +/- 3.10

For this survey 992 Lehi City residents were sampled from a resident survey panel established in 2021 via a list of resident contacts gathered from the Lehi City utilities database. The panel was refreshed in 2023 with a supplemental sample of newly registered utilities customers. Survey invitations were sent via email and interviews were completed online. The data were weighted to reflect the demographics of registered voters in Lehi City, specifically in regard to age, gender, home ownership, and marital status.

CONTACT

For more information, please contact Kyrene Gibb or Quin Monson at:

Kyrene Gibb, kyrene@y2analytics.com
Quin Monson, quin@y2analytics.com

Y² Analytics
250 E 200 S, 16th Floor
Salt Lake City, Utah 84111
801-406-7877



INTRO.

Lehi Citizen Survey

Thank you for responding to our survey about quality of life and public policy in Lehi City. Your time and opinions are greatly valued. Please note that your participation is voluntary and that all your answers will remain strictly confidential.

The survey takes most people less than 15 minutes to complete. You may complete it more quickly depending on your survey answers and the speed of your internet connection. If you exit the survey before completion, you will be able to resume it at a later time.

To begin the survey, click on the “Next >>” button below. During the survey you can use the navigation button on the bottom of the screen to advance questions. If during the survey you do not see the button, scroll down until you see it.

s_qualify. Do you currently live in Lehi City? (n=992)

Yes	100%
No	<1
Don't know	<1

s_direction. Overall, would you say the Lehi City is headed in the right direction or the wrong direction? (n=985)

Right direction	72%
Wrong direction	28

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?

Click or hold the slider and drag it to the appropriate response. (n = 989)

Overall quality of life in Lehi	75.1
---------------------------------	------

s_elected. Do you approve or disapprove of how the Lehi Mayor and City Council are handling their jobs? (n=976)

Strongly approve	6%
Approve	72
Disapprove	18
Strongly disapprove	4



s_5yrrate. How would you rate Lehi City today compared to five years ago? Would you say it is... (n=992)

Much better	6%
Somewhat better	24
About the same	26
Somewhat worse	19
Much worse	8
Don't know, I haven't been here that long	17

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

oe_topissue1. In your opinion, what is the most important issue facing Lehi today? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

oe_topissue2. What is the most important issue facing Lehi in the future? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

s_recommend. How likely are you to recommend Lehi City to friends and family as a good place to live? (n=991)

Very likely	41%
Somewhat likely	41
Somewhat unlikely	12
Very unlikely	6

s_taxvalue. In general, how do you rate the service you receive from Lehi for your tax dollar? (n=990)

Excellent	13%
Good	52
Fair	27
Poor	7



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

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Overall, I feel safe living in Lehi. (n=973)	38	52	7	3	1
Lehi is a great place to raise a family. (n=970)	31	51	13	3	1
Lehi provides all the services I think it should provide. (n=972)	13	51	21	15	1
Lehi has all the kinds of businesses I want it to have. (n=972)	15	45	18	19	3
Overall, I think Lehi does a good job managing city services. (n=971)	16	56	19	7	2
I trust Lehi City staff and elected officials to be open and honest with residents. (n=972)	10	40	30	12	7

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=969)

Very positive	36%
Somewhat positive	39
Neither positive nor negative	14
Somewhat negative	9
Very negative	2

s_cuttingedge. How would you rate the Lehi City's performance in developing a " cutting edge " community? (n=960)

Excellent	7%
Good	46
Fair	35
Poor	12

s_familyedge. How would you rate the Lehi City's performance in developing a " family-centric " community? (n=962)

Excellent	20%
Good	52
Fair	21
Poor	7



n_service1. 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."

Police services	80.8
Fire and Emergency medical services	85.8
Animal control services	70.8
Garbage collection	83.0
Recycling program	66.3
Snow removal services	73.7
Information Center, including passport services and utility billing	76.4

n_service2. 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."

Surface maintenance on city streets	61.7
Sidewalk maintenance	64.2
Street lighting	63.7
City code enforcement	61.6
City parks and open spaces	64.6
Community events	69.7
Water conservation efforts	59.8

n_service3. 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."

Culinary (drinking) water	76.7
Youth recreation programs	73.8
Adult recreation programs	61.4
Senior citizens programs	70.5
Aquatic and fitness center	69.1
Development permitting	46.4
Emergency preparedness	66.7

s_glass_use. Do you currently utilize the community glass recycling bin across the street from City Hall? (n=932)

Yes	10%
No	90



oe_glass_location. If the city were to place additional community glass recycling bins, which locations or areas of the City, if any, would you prefer they be placed? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

s_glass_participate. If offered for \$8 per month, would you participate in a service that picked up a glass recycling can from your home once per month? (n=928)

Yes	19%
No	81

s_growrate. Which of the following statements best reflects how you feel about the pace at which the Lehi City is growing? (n=924)

Lehi City is growing much too quickly	44%
Lehi City is growing a bit too quickly	35
Lehi City is growing at an appropriate pace	18
Lehi City is growing a bit too slowly	2
Lehi City is growing much too slowly	<1

n_grow. 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. (n=3519)

Housing and residential development	69.9
Commercial and business development	63.2
Green space and recreational development	35.7
Shopping and retail development	53.7
Mixed-use development, i.e. development that combines commercial, retail, and residential space	57.4

s_complaint. During the past year have you contacted any Lehi City office to seek service, information, or to file a complaint? (n=917)

Yes	37%
No	63

DISPLAYED IF S_COMPLAINT = YES

s_response. Were you generally satisfied or dissatisfied with the City's response? (n=371)

Very satisfied	47%
Somewhat satisfied	26
Neither satisfied nor dissatisfied	9
Somewhat dissatisfied	10
Very dissatisfied	9

s_commute. Do you work in Lehi, or do you travel outside the city for work? (n=917)

Work in Lehi	38%
Work outside of Lehi	45
Not applicable	17

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

s_traf_major. 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.

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
Morning traffic on major thoroughfares (n=900)	13	20	26	24	17
Daytime traffic on major thoroughfares (n=902)	33	28	28	8	4
Evening traffic on major thoroughfares (n=903)	8	12	24	29	27

s_traf_freeway. 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.

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
Morning traffic on freeway exits and onramps (n=895)	20	23	30	17	11
Daytime traffic on freeway exits and onramps (n=897)	43	29	19	5	2
Evening traffic on freeway exits and onramps (n=898)	11	17	27	26	19



s_traf_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.

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
Morning traffic in residential areas (n=903)	32	26	20	14	9
Daytime traffic in residential areas (n=904)	53	22	18	4	2
Evening traffic in residential areas (n=904)	28	24	21	15	12

s_roadconditions. 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.

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
Road conditions and street maintenance on major thoroughfares (n=893)	33	33	22	8	4
Road conditions and street maintenance on freeway exits and onramps (n=891)	48	33	13	3	3
Road conditions and street maintenance in residential areas (n=893)	28	33	22	11	6

s_availability. 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.

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
Accessibility of mass transit (n=891)	41	18	21	14	7
Availability of bike lanes (n=893)	44	18	22	10	6
Accessibility of safe walking routes (n=896)	32	25	23	11	9

DEMOINTRO. 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.



s_sex. What is your gender? (n=894)

Male	52%
Female	48

n_yearborn. Please select the year you were born:

18-34	38%
35-44	30
45-54	14
55-64	10
65+	8
Average age	42.2

s_timelived. How long have you lived in Lehi? (n=899)

Less than 2 years	4%
3-5 years	43
6-10 years	29
11-20 years	14
21-30 years	4
31-40 years	3
41 years or more	3

s_ownrent. Which of the following best describes where you are currently living? (n=898)

Own or buying my own home	84%
Rent my home or apartment	16
Live with parents	<1
Other	1

s_edofr. What was the last year of school you completed? (n=894)

Some high school or less	<1%
High school graduate or equivalent	3
Some college	16
College graduate	55
Post-graduate degree (e.g. MA, MBA, LLD, PhD)	23
Vocational school or technical school	3

s_employ. What is your employment status? (n=895)

Self-employed	10%
Employed by someone else	73
Unemployed	2
Homemaker	7
Retired	7
Student	1

s_marriage. Are you currently... (n=889)

Married	74%
Divorced	5
Widowed	2
Living with partner	2
Single	18

m_race. Are you:

American Indian / Native American	1%
Asian	5
Black / African American	<1
Hispanic / Latino	4
White / Caucasian	91
Pacific Islander	2
Other (please specify)	2

s_income. What do you expect your 2023 family income to be? (n=857)

Under \$25,000	3%
\$25,000 - 39,999	1
\$40,000 - 49,999	4
\$50,000 - 74,999	12
\$75,000 - 99,999	14
\$100,000 - 124,999	20
\$125,000 - 149,999	13
Over \$150,000	33



s_quality. Finally, for quality control purposes, please rate your experience taking this survey. Would you consider the experience:
(n=893)

Excellent	27%
Good	55
Fair	15
Poor	1
Don't know	2

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)
