



# LEHI CITY RESIDENT SURVEY 2025

## TOPLINE REPORT

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### METHODOLOGY DETAILS

n = 830  
Online interviews fielded Jan 13 – Jan 31, 2025  
Margin of error +/- 3.4%

For this survey 830 Lehi City residents were surveyed 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. We supplemented this panel sample with an oversample of 18–34-year-olds to boost response rates among that demographic. Survey invitations were sent via email and text message and interviews were completed online. The data were weighted to reflect the demographics of US Census estimates Lehi City, specifically in regard to age, gender, home ownership, race, and marital status.

### CONTACT

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## 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.

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s\_qualify. Do you currently live in Lehi City? (n=830)

Yes	100%
No	*
Don't know	*

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s\_direction. Overall, would you say Lehi City is headed in the right direction or the wrong direction? (n=796)

Right direction	64%
Wrong direction	36

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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=781)

Overall Quality of Life in Lehi	Average 74.58
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s\_elected. Do you approve or disapprove of how the Lehi Mayor and City Council are handling their jobs? (n=740)

Strongly approve	5%
Approve	66
Disapprove	23
Strongly disapprove	6

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s\_5yrrate. How would you rate Lehi City today compared to five years ago? Would you say it is... (n=740)

Much better	5%
Somewhat better	26
About the same	26
Somewhat worse	30
Much worse	9
Don't know, I haven't been here that long	4

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

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oe\_topissue1. In your opinion, what is the most important issue facing Lehi *today*? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

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oe\_topissue2. In your opinion, what is the most important issue facing Lehi *in the future*? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

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s\_recommend. How likely are you to recommend Lehi City to friends and family as a good place to live? (n=689)

Very likely	35%
Somewhat likely	40
Somewhat unlikely	18
Very unlikely	7

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s\_taxvalue. In general, how do you rate the service you receive from Lehi for your tax dollar? (n=685)

Excellent	14%
Good	45
Fair	30
Poor	11

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s\_ol. Do you agree or disagree with the following statements about Lehi City? (n=668)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Overall, I feel safe living in Lehi.	38%	51	8	3	1
Lehi is a great place to raise a family.	32%	49	15	2	2
Lehi provides all the services I think it should provide.	14%	47	20	15	4
Lehi has all the kinds of businesses I want it to have.	14%	42	15	21	7
Overall, I think Lehi does a good job managing city services.	14%	52	18	11	5
I trust Lehi City staff and elected officials to be open and honest with residents.	9%	42	26	13	10

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=667)

Very positive	35%
Somewhat positive	37
Neither positive nor negative	16
Somewhat negative	10
Very negative	3

s\_cuttingedge. How would you rate the Lehi City's performance in developing a "cutting edge" community? (n=659)

Excellent	6%
Good	38
Fair	34
Poor	21



s\_familycentric. How would you rate the Lehi City's performance in developing a "family-centric" community? (n=659)

Excellent	18%
Good	49
Fair	24
Poor	9

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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." (n=506)

	Average
Police services	79.25
Fire and Emergency medical services	85.63
Animal control services	66.4
Garbage collection	81.6
Recycling program	66.96
Snow removal services	72.62
Information Center, including passport services and utility billing	74.91

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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." (n=553)

	Average
Surface maintenance on city streets	61
Sidewalk maintenance	60.77
Street lighting	62.49
City code enforcement	59.92
City parks and open spaces	68.08
Community events	67.61
Water conservation efforts	61.15

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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." (n=418)

	Average
Culinary (drinking) water	73.67
Youth recreation programs	73.54
Adult recreation programs	62.29
Senior citizens programs	69.91
Aquatic and fitness center	66.54
Development permitting	42.84
Emergency preparedness	66.93

s\_glass\_use. Do you utilize the city glass recycling bin? (n=627)

Yes	18%
No	82

s\_glass\_location. Do you know where the glass recycling bin is located? (n=626)

Yes	21%
No	79

oe\_glass\_new\_loc. Where would you like to see glass collection locations in the City? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

s\_plastic\_use. Would you use single-use plastic collection services if provided by the City? (n=619)

Yes	64%
No	36

[SHOWN IF s\_plastic\_use = Yes]

oe\_plastic\_loc. Where would you like to see plastic collection locations in the City? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)



s\_growrate. Which of the following statements best reflects how you feel about the pace at which the Lehi City is growing? (n=620)

Lehi City is growing much too quickly	50%
Lehi City is growing a bit too quickly	35
Lehi City is growing at an appropriate pace	12
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=579)

	Average
Housing and residential development	73.55
Commercial and business development	61.75
Green space and recreational development	34.11
Shopping and retail development	52.9
Mixed-use development, i.e. development that combines commercial, retail, and residential space	56.58

s\_news1. From which source do you currently receive most of your information about the City of Lehi? (n=608)

City newsletter	18%
Email from the city	8
City website	7
Newspaper and press releases	11
Social media (e.g. Facebook, X, etc.)	32
News broadcasts	3
Everbridge alerts	<1
Events	1
Attending or watching City Council or other public meetings	1
Word of mouth (i.e., talking to neighbors)	15
Other, please specify:	3



s\_news2. From which source would you *prefer* to receive most of your information about the City of Lehi? (n=603)

City newsletter	18%
Email from the city	40
City website	6
Newspaper and press releases	8
Social media (e.g. Facebook, X, etc.)	19
News broadcasts	1
Everbridge alerts	<1
Events	1
Attending or watching City Council or other public meetings	1
Word of mouth (i.e., talking to neighbors)	3
Other, please specify:	1

s\_commfreq. Would you prefer to receive more communication from Lehi, less communication, or are you happy with the level of communication you currently receive from the City? (n=606)

I would prefer to receive much more communication from Lehi	12%
I would prefer to receive a little more communication from Lehi	50
I am happy with the level of communication I currently receive from Lehi	37
I would prefer to receive a little less communication from Lehi	1
I would prefer to receive much less communication from Lehi	<1

oe\_communication. How do you think Lehi City could improve their communication for residents? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

s\_complaint. During the past year have you contacted any Lehi City office to seek service, information, or to file a complaint? (n=601)

Yes	42%
No	58



[SHOWN IF s\_complaint = Yes]

m\_department. What departments have you contacted to seek service, information, or file a complaint in the last year? (n=266)

Administration	22%
Ambulance	1
Animal Control	13
Arts Center	2
Building and Permitting	13
Cemetery	1
Chamber of Commerce	1
Fire	5
Hutchings Museum	2
Justice Court	3
Legacy Center	22
Other, please specify:	15
Library	24
Parks	15
Park Pavilion Reservations	6
Planning & Zoning	12
Police	15
Power	14
Public Works	19
Rippy Literacy Center	2
Senior Citizen Center	2
Special Events	3
Streets	15
Swimming Pool	14
Utility Billing	21
Water & Sewer	12
Youth Council	<1

[SHOWN IF s\_complaint = Yes]

oe\_topic. What did you need assistance with when you contacted the Lehi City offices in the last year? (OPEN-ENDED RESPONSES VERBATIM IN APPENDIX)

[SHOWN IF s\_complaint = Yes]

s\_response. Were you generally satisfied or dissatisfied with the City's response? (n=266)

Very satisfied	45%
Somewhat satisfied	22
Neither satisfied nor dissatisfied	10
Somewhat dissatisfied	11
Very dissatisfied	13

s\_likely. Sometimes at election time, things come up that keep a person from voting. Thinking about all the things that may or may not have kept you from voting this year, which of the following best describes your involvement in the November 5, 2024 Municipal Election? (n=595)

I voted by mail	81%
I voted in-person	8
I did not vote	9
Unsure	2

[SHOWN IF s\_likely = 'I did not vote' OR 'Unsure']

m\_novote\_reason. Which of the following reasons describe why you may not have voted in the November 5, 2024 General Election? Please select all that apply. (n=56)

I was not registered to vote.	32%
I did not know any of the candidates.	37
I did not want to research the candidates.	10
I am satisfied with the direction of the city.	3
I forgot to mail in my ballot in time.	20
I did not know where to find any in-person polling locations.	3
Other, please specify:	18

s\_commute. Do you work in Lehi, or do you travel outside the city for work? (n=597)

Work in Lehi	38%
Work outside of Lehi	44
Not applicable	19

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. (n=589)

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
Morning traffic on major thoroughfares	7%	13	27	25	27
Daytime traffic on major thoroughfares	19%	33	31	12	5
Evening traffic on major thoroughfares	4%	7	16	32	41

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. (n=583)

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
Morning traffic on freeway exits and onramps	16%	19	32	19	15
Daytime traffic on freeway exits and onramps	44%	28	20	5	3
Evening traffic on freeway exits and onramps	9%	12	29	27	23

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. (n=590)

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
Morning traffic in residential areas	27%	17	23	17	15
Daytime traffic in residential areas	41%	29	22	6	2
Evening traffic in residential areas	20%	18	21	19	22

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. (n=588)

	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	29%	31	23	11	6
Road conditions and street maintenance on freeway exits and onramps	44%	31	17	4	4
Road conditions and street maintenance in residential areas	24%	36	24	10	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. (n=588)

	Not an issue at all	A minor issue	A moderate issue	A major issue	An extreme issue
Accessibility of mass transit	37%	17	22	16	8
Availability of bike lanes	50%	19	16	11	5
Accessibility of safe walking routes	31%	23	23	15	7

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?

Male	55%
Female	44%
Other, please specify:	1%

n\_yearborn. Please select the year you were born: [CODED INTO CENSUS AGE RANGES] (n=573)

18-34	11%
35-44	37
45-54	28
55-64	11
65+	12

s\_timelived. How long have you lived in Lehi? (n=587)

2 years or less	1%
3-5 years	24
6-10 years	43
11-20 years	19
21-30 years	6
31-40 years	3
41 years or more	4

s\_ownrent. Which of the following best describes where you are currently living? (n=587)

Own or buying my own home	85%
Rent my home or apartment	13
Live with parents	<1
Other	2

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s\_edofr. What was the last year of school you completed? (n=585)

Some high school or less	*
High school graduate or equivalent	7%
Some college	12
College graduate	52
Post-graduate degree (e.g. MA, MBA, LLD, PhD)	27
Vocational school or technical school	3

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s\_employ. What is your employment status? (n=585)

Self-employed	10%
Employed by someone else	69
Unemployed	2
Homemaker	9
Retired	9
Student	1

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s\_marriage. Are you currently... (n=584)

Married	77%
Divorced	3
Widowed	3
Living with partner	2
Single	15

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m\_race. Are you...? Please select all that apply. (n=574)

American Indian / Native American	<1%
Asian	3
Hispanic / Latino	3
White / Caucasian	68
Pacific Islander	1
Other (please specify):	<1

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s\_income. What do you expect your 2025 family income to be? (n=568)

Under \$25,000	3%
\$25,000 - 39,999	1
\$40,000 - 49,999	3
\$50,000 - 74,999	7
\$75,000 - 99,999	15
\$100,000 - 124,999	14
\$125,000 - 149,999	13
Over \$150,000	44

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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)

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