

Lenexa Citizen Survey Results

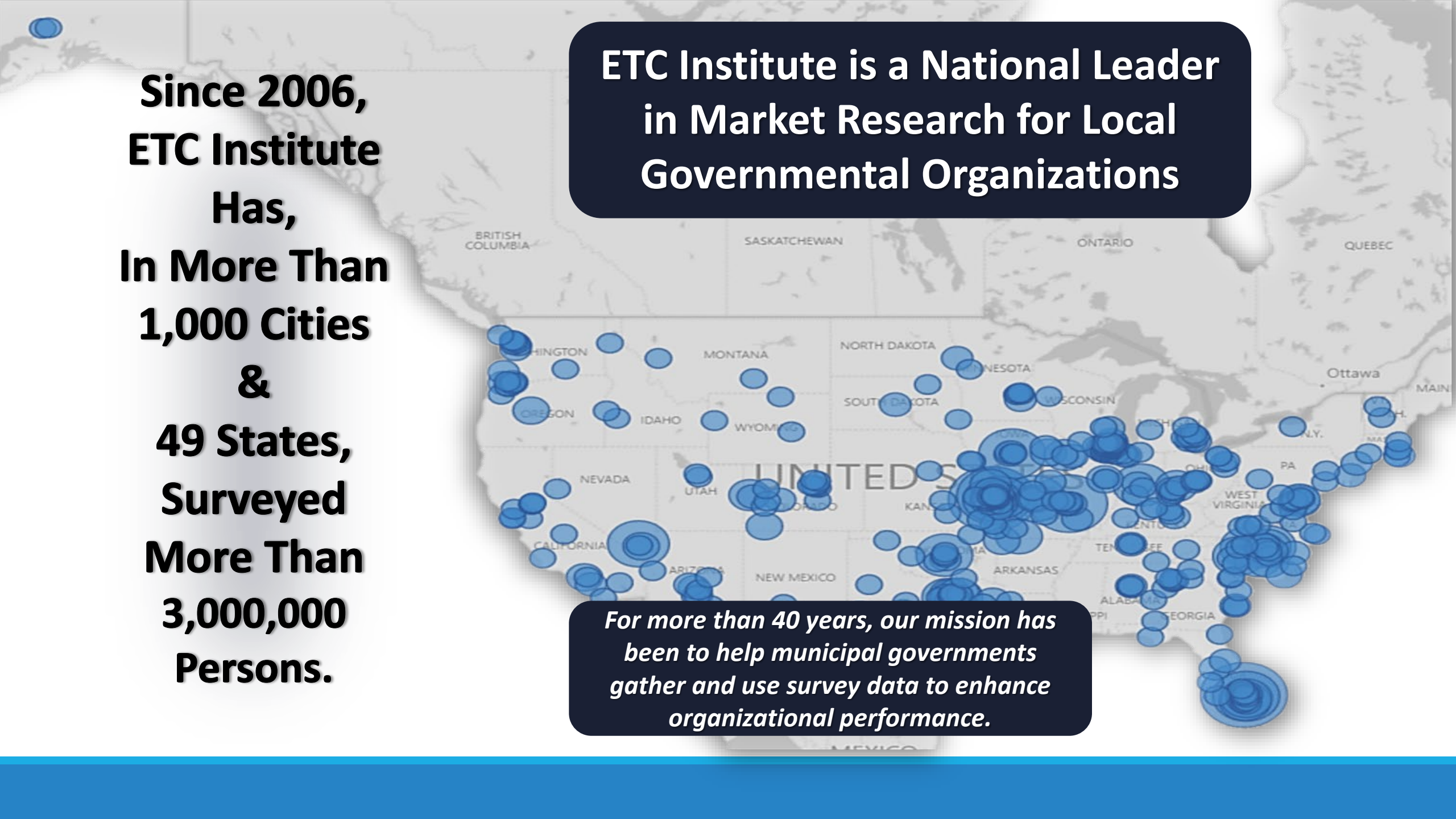
K A N S A S

PRESENTED BY ETC INSTITUTE

**Since 2006,
ETC Institute
Has,
In More Than
1,000 Cities
&
49 States,
Surveyed
More Than
3,000,000
Persons.**

**ETC Institute is a National Leader
in Market Research for Local
Governmental Organizations**

*For more than 40 years, our mission has
been to help municipal governments
gather and use survey data to enhance
organizational performance.*



Purpose of a Statistically Valid Survey

To gather objective feedback from residents on the delivery of City services as part of the City's ongoing strategic planning process

To compare the City's performance to nationwide and regional averages

To measure trends from previous surveys

To help determine priorities for the City using Importance-Satisfaction Analysis

Methodology

Survey Description

- 7-page survey
- Included many of the same questions from prior years
- 12th Citizen Survey administered for the City by ETC Institute

Method of Administration

- By mail and online to a random sample of households in the City
- Each survey took approximately 15-20 minutes to complete

Sample Size

- Goal: 600 completed surveys
- Actual: 763 completed surveys collected from randomly selected households

Margin of Error

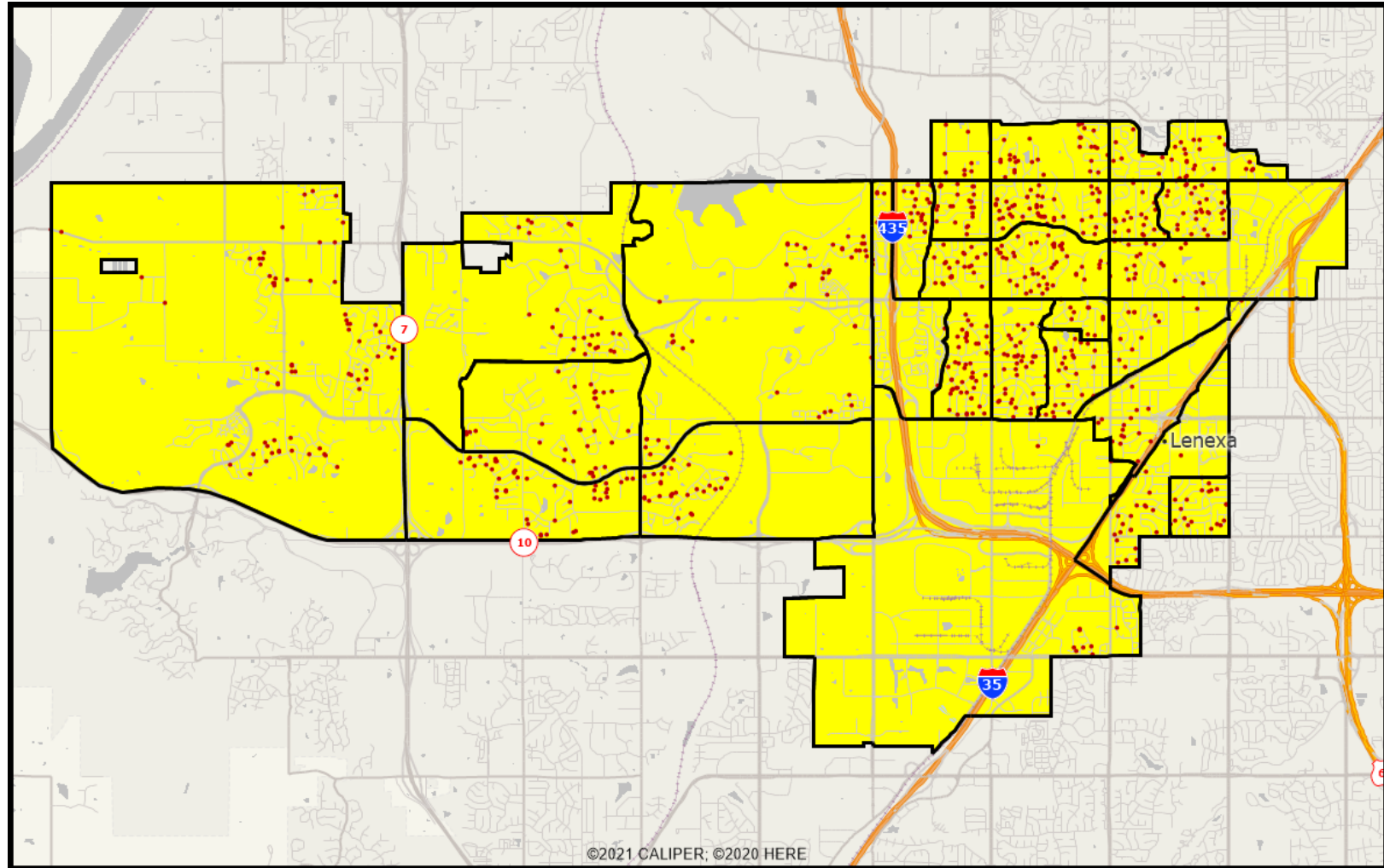
- Expected margin of error was: +/- 4.0% at the 95% level of confidence
- Actual margin of error is: +/- 3.5% at the 95% level of confidence

Location of Survey Respondents

Good representation of responses throughout the City

Home address of all respondents are geocoded to the block level to ensure anonymity

In addition to geographic representation, ETC Institute also achieved a demographic composition that closely mirrors that of the Census



City of Lenexa Citizen Survey Results

Who Responded?

ETC Institute wants to ensure that your results are aligned with the Census statistics available for the City.

This helps ensure that the final results for your survey are accurately portraying the opinions, perceptions, and understandings of the whole community.

Overall, there was good representation within the final sample.

Q34. Are you of Hispanic, Spanish, or Latino/a/x ancestry?	Survey	Census
Yes	8.0%	8.3%
Q35. Which of the following best describes your race/ethnicity?	Survey	Census
Asian or Asian Indian	4.5%	4.5%
Black or African American	5.9%	6.3%
American Indian or Alaska Native	0.5%	0.4%
White or Caucasian	82.0%	81.6%
Native Hawaiian or other Pacific Islander	0.1%	0.0%

Bottom Line Up Front

Residents have a very positive perception of the City

- 96% of respondents indicated they are either “very satisfied” or “satisfied” with the overall quality of life in the City
- 98% of respondents rated the *city as a place to live* as “excellent” or “good” and 97% gave “excellent” or “good” ratings when asked to rate the city *as a place to raise children*

Satisfaction with City services is much higher in Lenexa than other communities

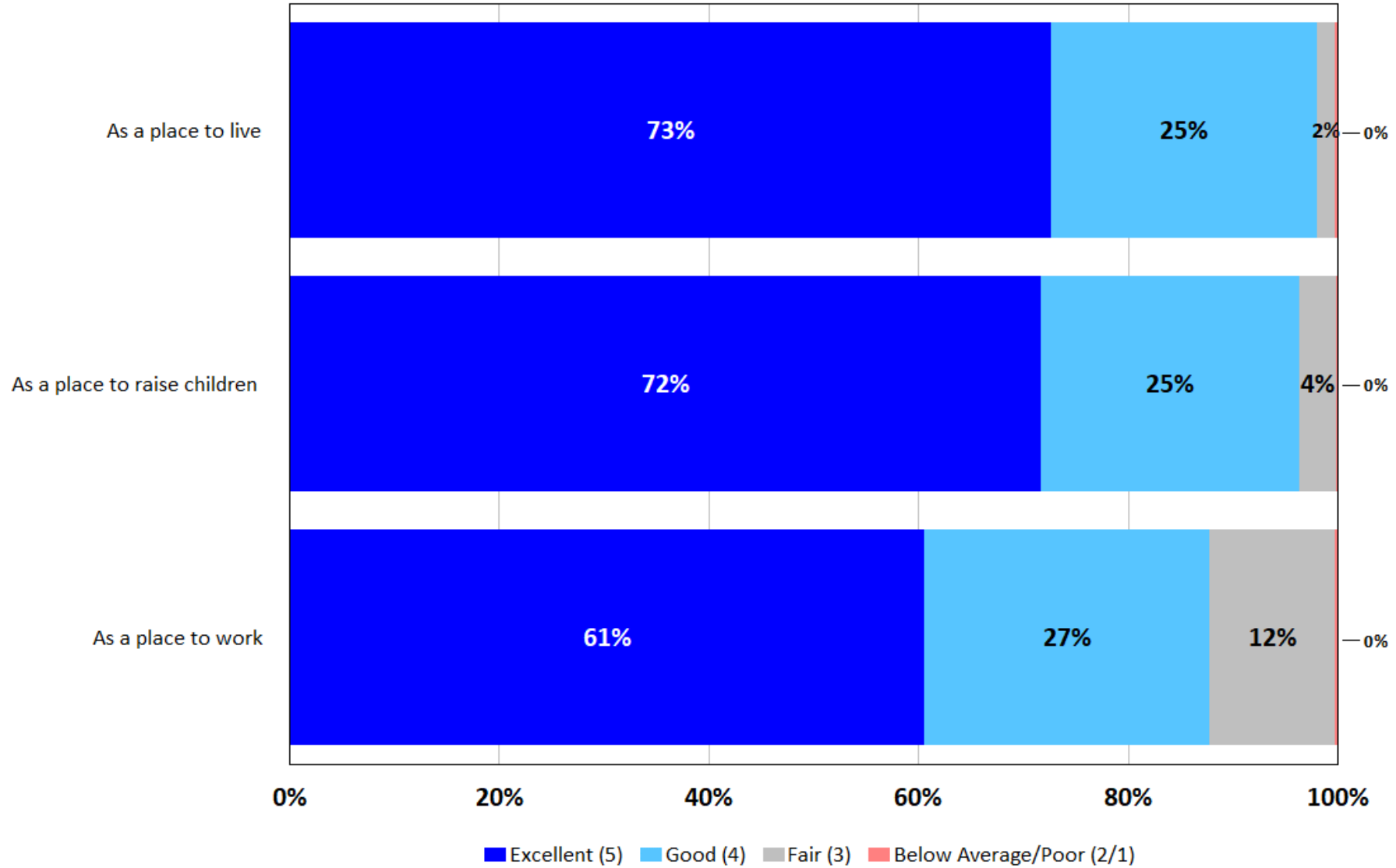
- The City rated *significantly* above the U.S. Average in ALL 43 areas assessed, and significantly above the Kansas-Missouri average 50 of the 51 areas assessed

Perceptions

RESIDENTS HAVE A VERY POSITIVE PERCEPTION OF THE CITY

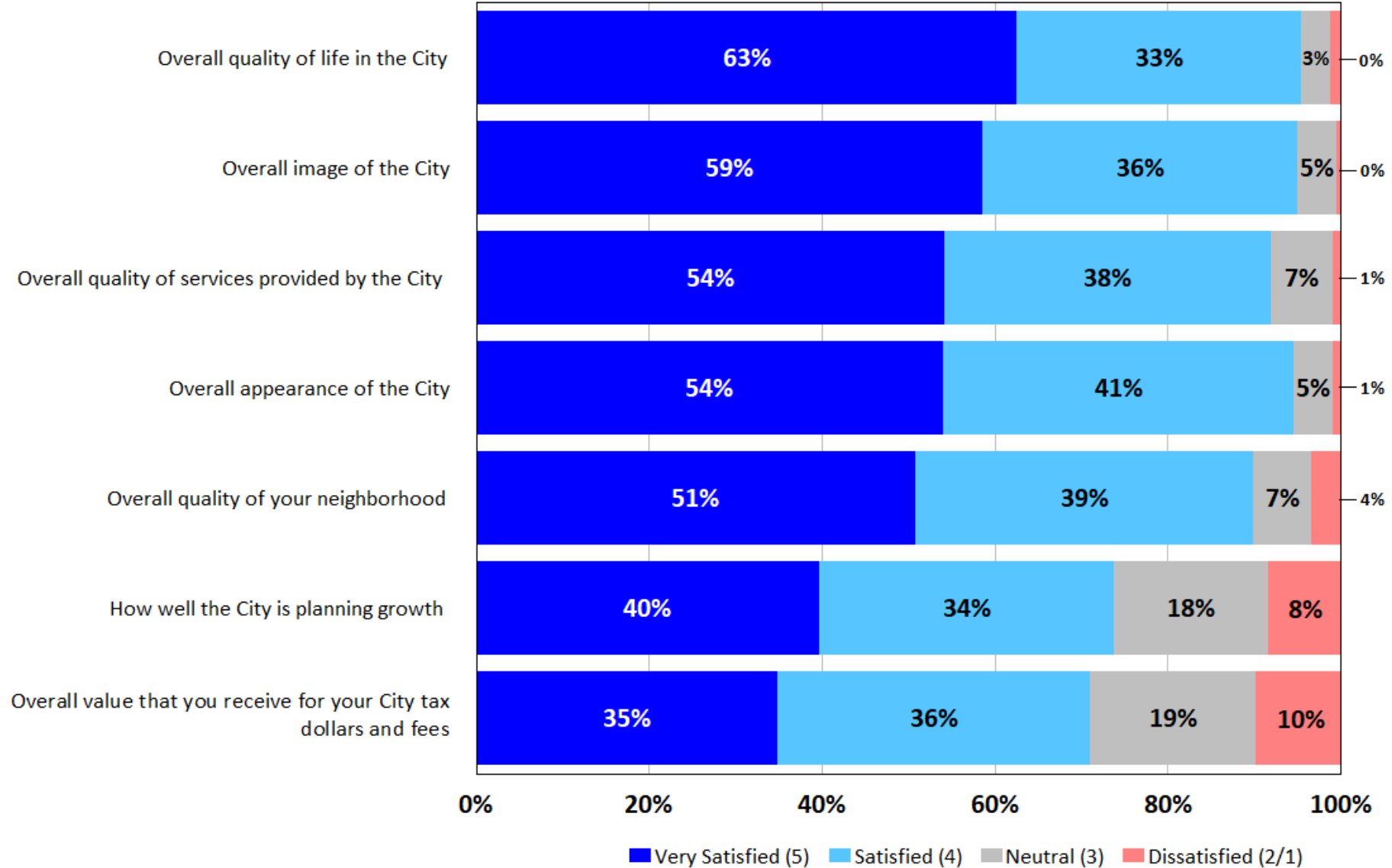
Q4. Overall Ratings of Lenexa

by percentage of respondents (excluding don't knows)



Q3. Satisfaction With Perceptions of Lenexa

by percentage of respondents (excluding don't knows)



Perception ratings remain high despite national declines in these key areas

Benchmarks

THE CITY RATES MUCH HIGHER THAN OTHER COMMUNITIES

Benchmarks

The City's 2023 Community-Wide survey contained 43 questions that were directly comparable to ETC Institute's benchmarking database

The U.S. Average is based on a national survey administered during the summer of 2023 to a random sample of more than 10,000 U.S. residents

The Kansas-Missouri average is based on surveys administered over the past two years by ETC Institute to residents living in 34 communities in Kansas and Missouri

- *These communities regularly conduct surveys with ETC Institute to assess their performance in these key areas*

Benchmarking Summary

U.S. Average Comparisons:

- Lenexa rated significantly above the U.S. Average in **ALL** 43 areas assessed

Regional Kansas-Missouri Comparisons:

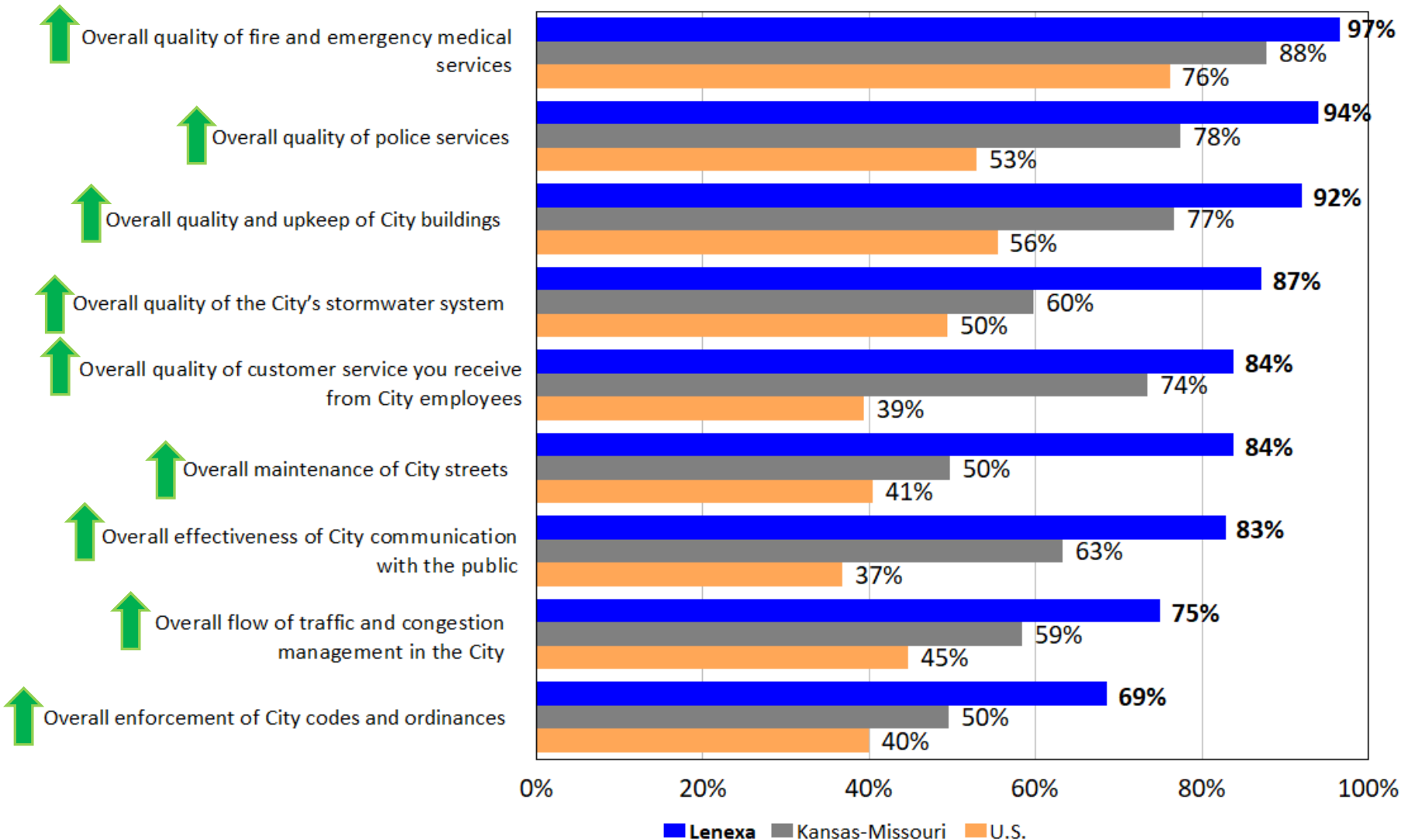
- Lenexa rated significantly above the Kansas-Missouri Average in 50 of the 51 areas assessed

The regional Kansas-Missouri Average is among the most competitive performance measures ETC Institute can provide

Q1. Overall Services

Lenexa vs. Kansas-Missouri vs. U.S. Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

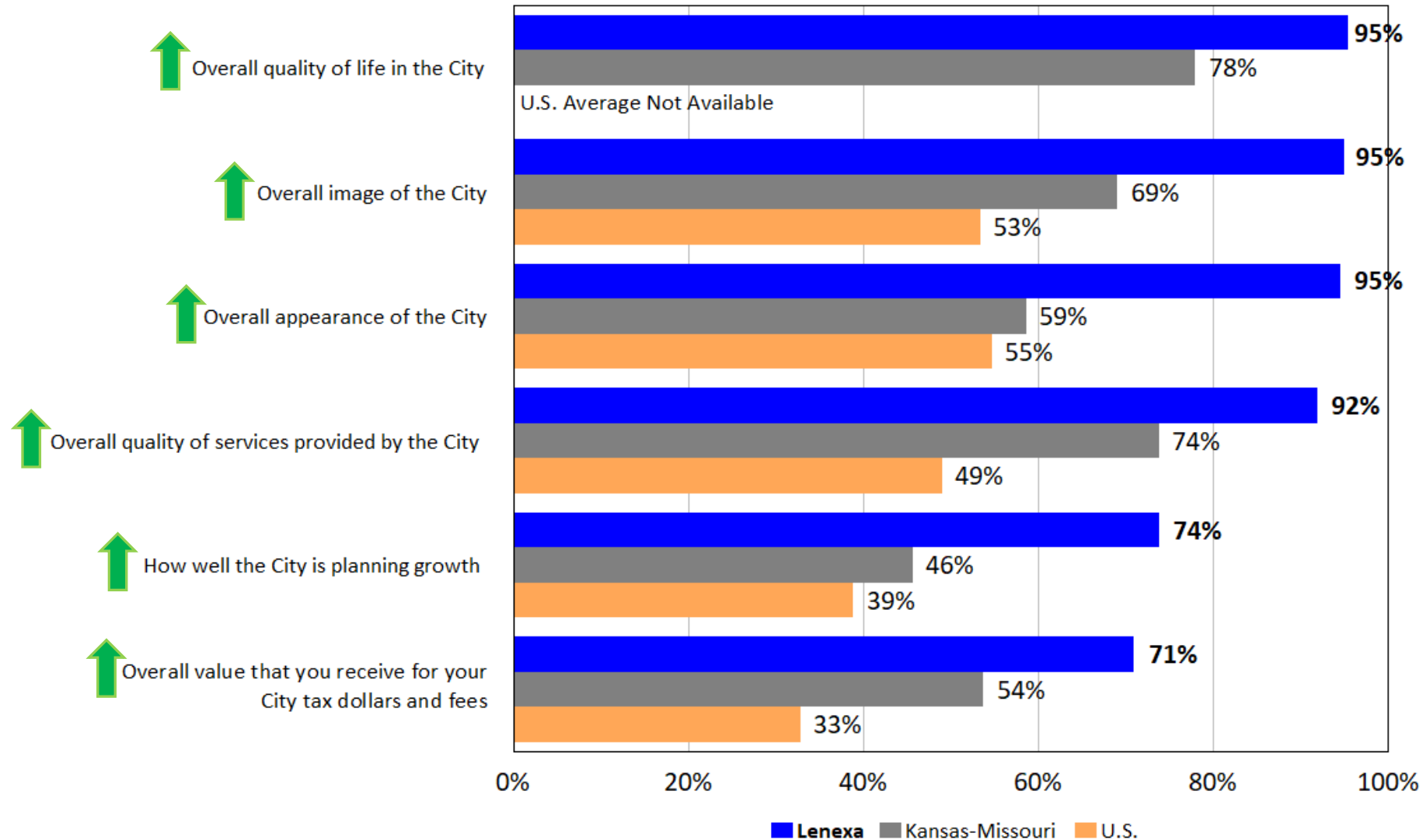


Significantly Higher Than Average: ↑

Q3. Perceptions of Lenexa

Lenexa vs. Kansas-Missouri vs. U.S. Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Significantly Higher Than Average: ↑

Trends

HOW PERFORMANCE HAS CHANGED OVER TIME (2023, 2021, 2005)

Notable Increases from 2021

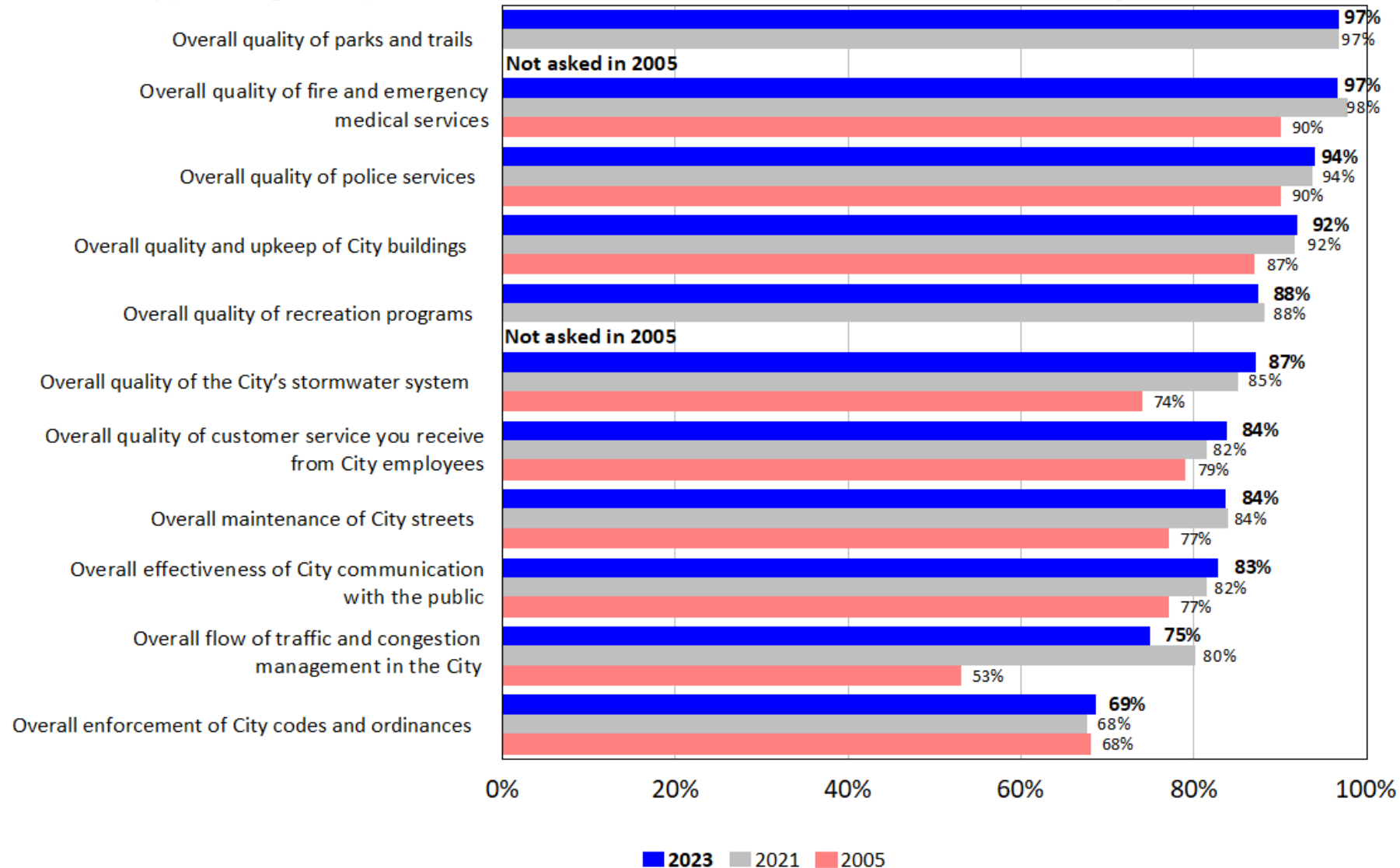
- The employee I spoke with helped me resolve an issue to my satisfaction (+10.1 pts.)
- The employee I spoke with did what they said they would do in a timely manner (+8.2 pts.)
- Overall satisfaction with City's e-mail updates (+7.3 pts.)
- Level of public involvement in local decision making (+7.2 pts.)
- Maintenance of major City streets (+5.9 pts.)
- Overall quality of leadership provided by the City's elected officials (+5.7 pts.)
- Overall effectiveness of boards and commissions (+5.5 pts.)
- The employee I spoke with gave prompt, accurate, and complete answers (+5.2 pts.)
- Police safety education programs (+4.9 pts.)
- Overall accessibility and responsiveness of elected officials (+3.9 pts.)
- Overall effectiveness of City Manager and appointed staff (+3.9 pts.)
- The employee I spoke with made it easy for me to handle my request (+3.7 pts.)

Increases are directly related to employee and elected official performance as well as communication

Q1. Satisfaction With Overall Services

2023, 2021, & 2005

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



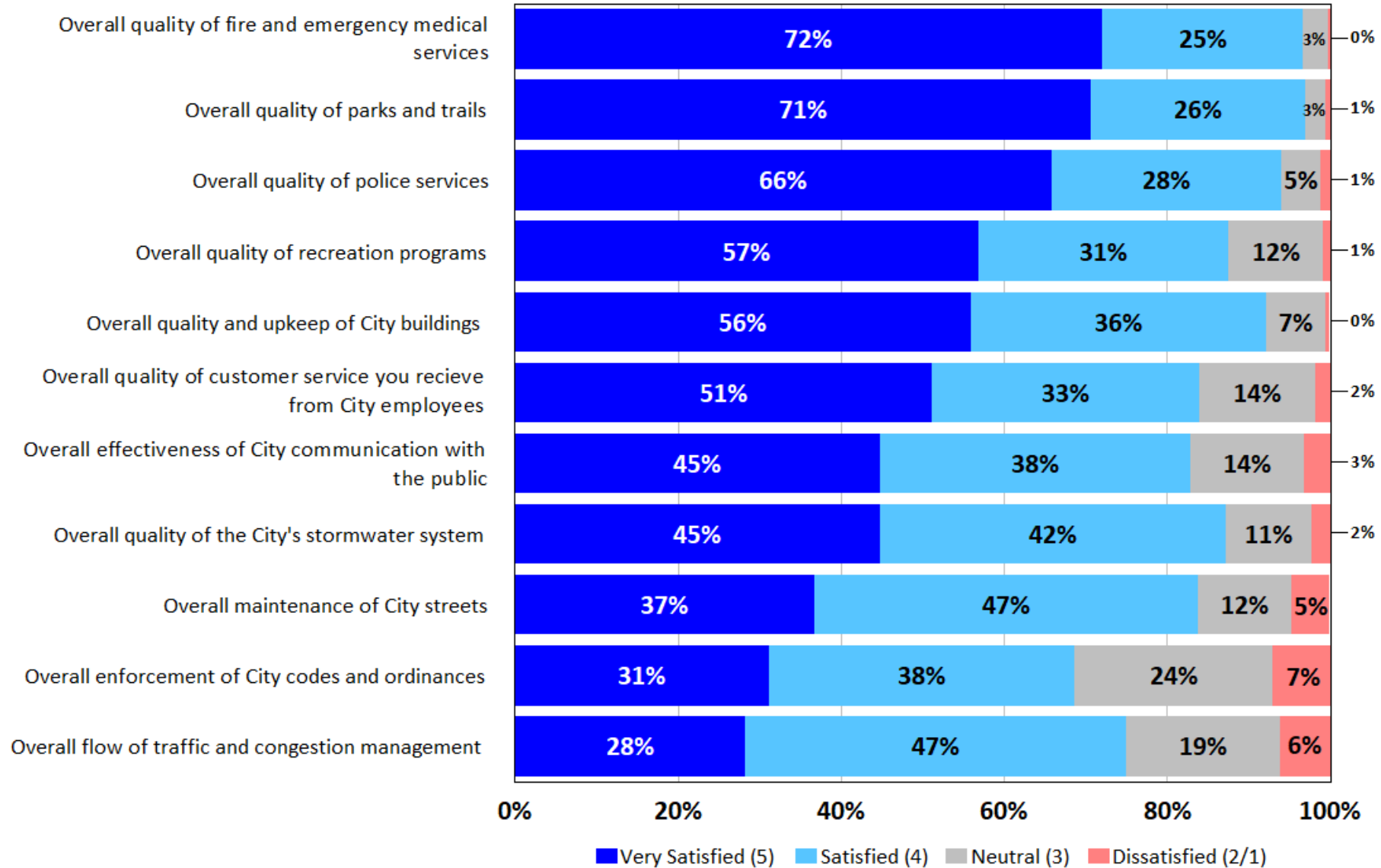
Overall, performance has remained consistent throughout the years with minor deviations occurring

Priorities for Improvement

IMPORTANCE-SATISFACTION ANALYSIS

Q1. Satisfaction With Overall Services

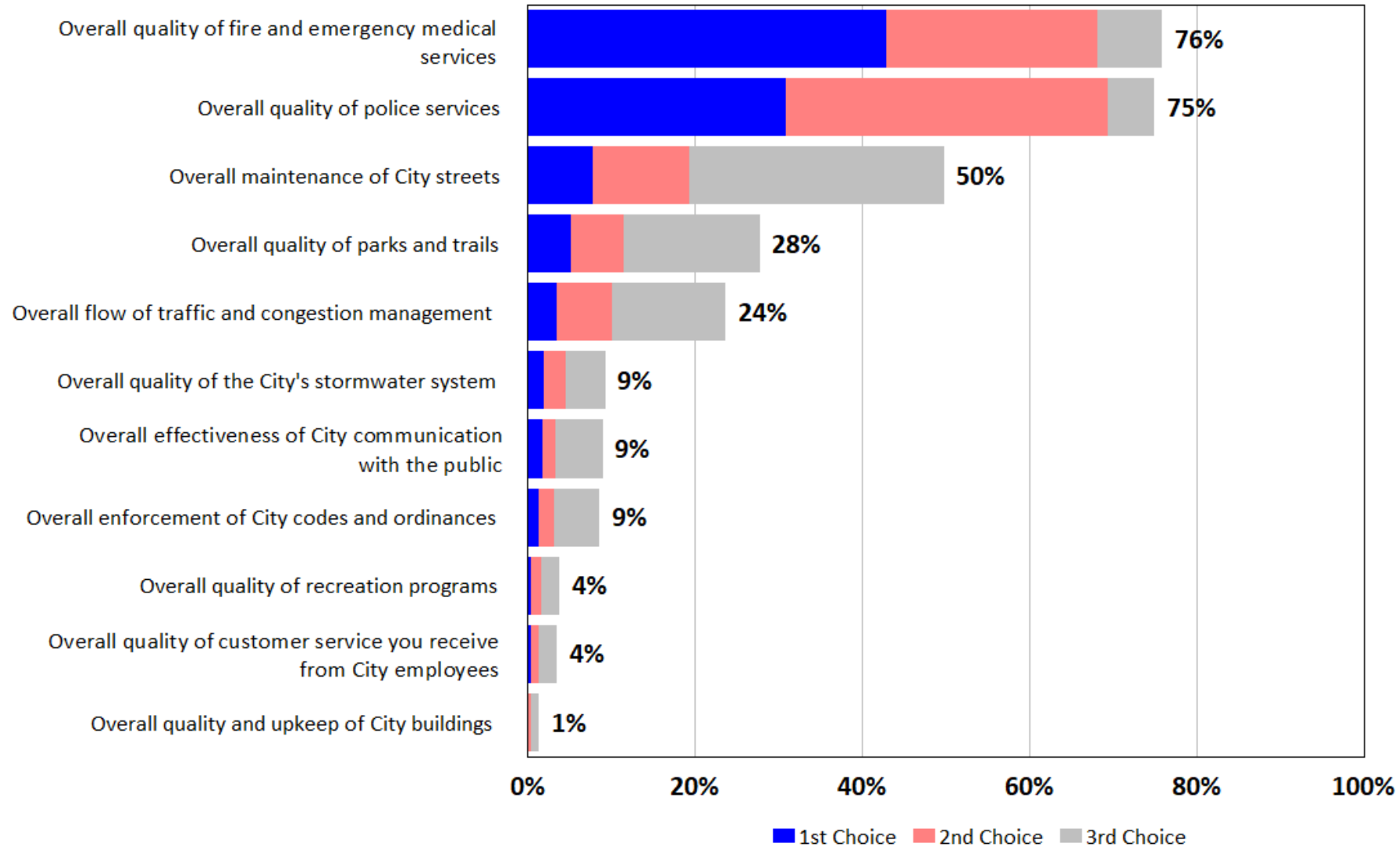
by percentage of respondents (excluding don't knows)



Overall, respondents are extremely satisfied with the overall services provided by the city

Q2. Overall Services That Are Most Important for the City of Lenexa to Provide

by percentage of respondents who selected the item as one of their top three choices



The Importance-Satisfaction Analysis relies on both satisfaction and importance ratings to determine priorities

2023 Importance-Satisfaction Rating

Lenexa, Kansas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Overall maintenance of City streets	50%	3	84%	8	0.0807	1
Overall flow of traffic and congestion management in the City	24%	5	75%	10	0.0593	2
Overall quality of police services	75%	2	94%	3	0.0443	3
Overall enforcement of City codes and ordinances	9%	8	69%	11	0.0269	4
Overall quality of fire and emergency medical services	76%	1	97%	2	0.0250	5
Overall effectiveness of City communication with the public	9%	7	83%	9	0.0154	6
Overall quality of the City's stormwater system (storm drains, pipes, culverts, streams)	9%	6	87%	6	0.0119	7
Overall quality of parks and trails	28%	4	97%	1	0.0086	8
Overall quality of customer service you receive from City employees	4%	10	84%	7	0.0056	9
Overall quality of recreation programs	4%	9	88%	5	0.0049	10
Overall quality and upkeep of City buildings	1%	11	92%	4	0.0011	11

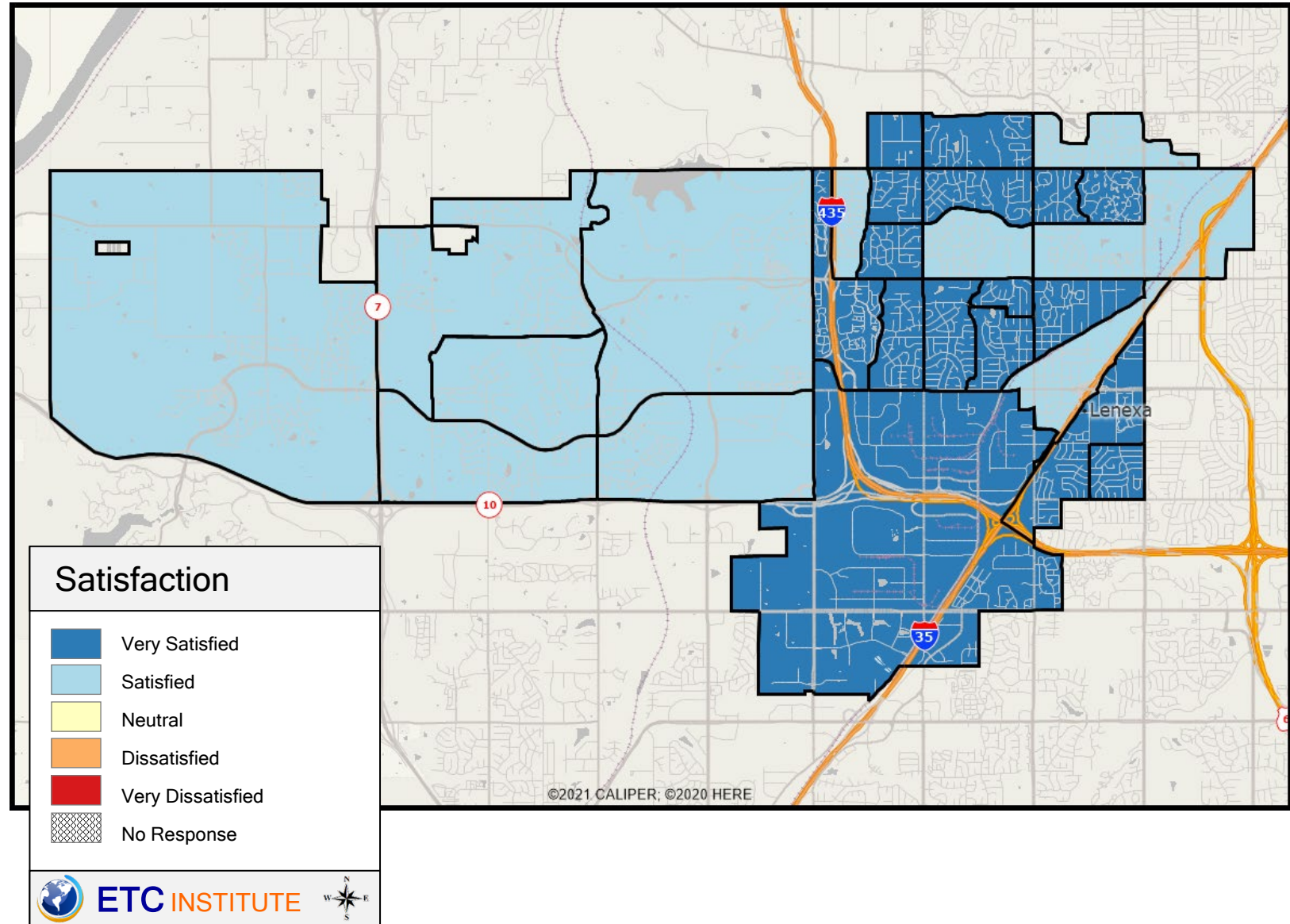
Overall, the City's ratings are so high in terms of satisfaction that no items were determined to be a high priority for improvement

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

Overall Maintenance of City Streets

This item was the third most important to respondents and received the 8th highest level of satisfaction.

No areas in the City are trending below a “satisfied” rating, but City leaders should continue to focus on this area to ensure expectations are met.



2023 Importance-Satisfaction Rating

Lenexa, Kansas

City Maintenance

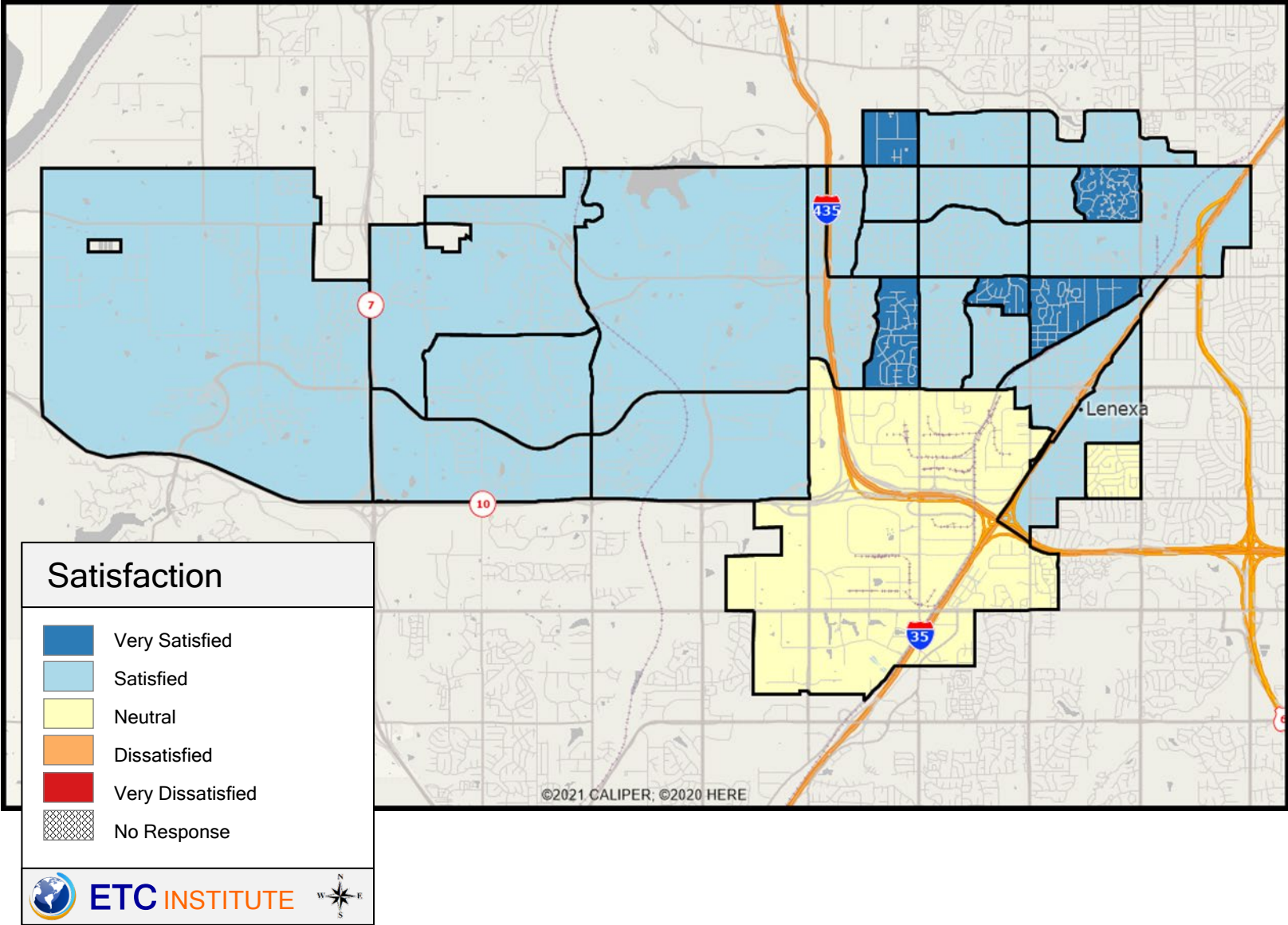
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Snow removal on trail system	36%	3	64%	14	0.1271	1
Medium Priority (IS <.10)						
Information you receive about stormwater issues	18%	4	66%	13	0.0626	2
Snow removal on major City streets	73%	1	93%	1	0.0549	3
Maintenance of walking/biking trails	54%	2	90%	2	0.0544	4
Overall cleanliness of City streets (street sweeping)	15%	5	85%	6	0.0225	5
Adequacy of City street lighting	12%	7	81%	10	0.0225	6
Maintenance of traffic signals	15%	6	89%	3	0.0164	7
Drainage of rainwater off City streets	9%	10	83%	7	0.0150	8
Maintenance of major City streets (excluding KDOT highways)	11%	8	87%	5	0.0142	9
Maintenance of neighborhood streets	7%	11	79%	11	0.0142	10
Maintenance of street signs	11%	9	88%	4	0.0135	11
Mowing and trimming along City streets and other public areas	3%	12	82%	9	0.0049	12
Maintenance of City sidewalks	2%	13	74%	12	0.0044	13
Snow removal on neighborhood streets	1%	14	83%	8	0.0016	14

I-S Ratings .1000 or Greater Are Considered a High Priority for Investment Over the Next Two Years

Snow Removal on the Trail System

This item is the highest priority for improvement in the City Maintenance category of the survey.

The area highlighted in yellow should be the primary focus of any improvements to this service category.

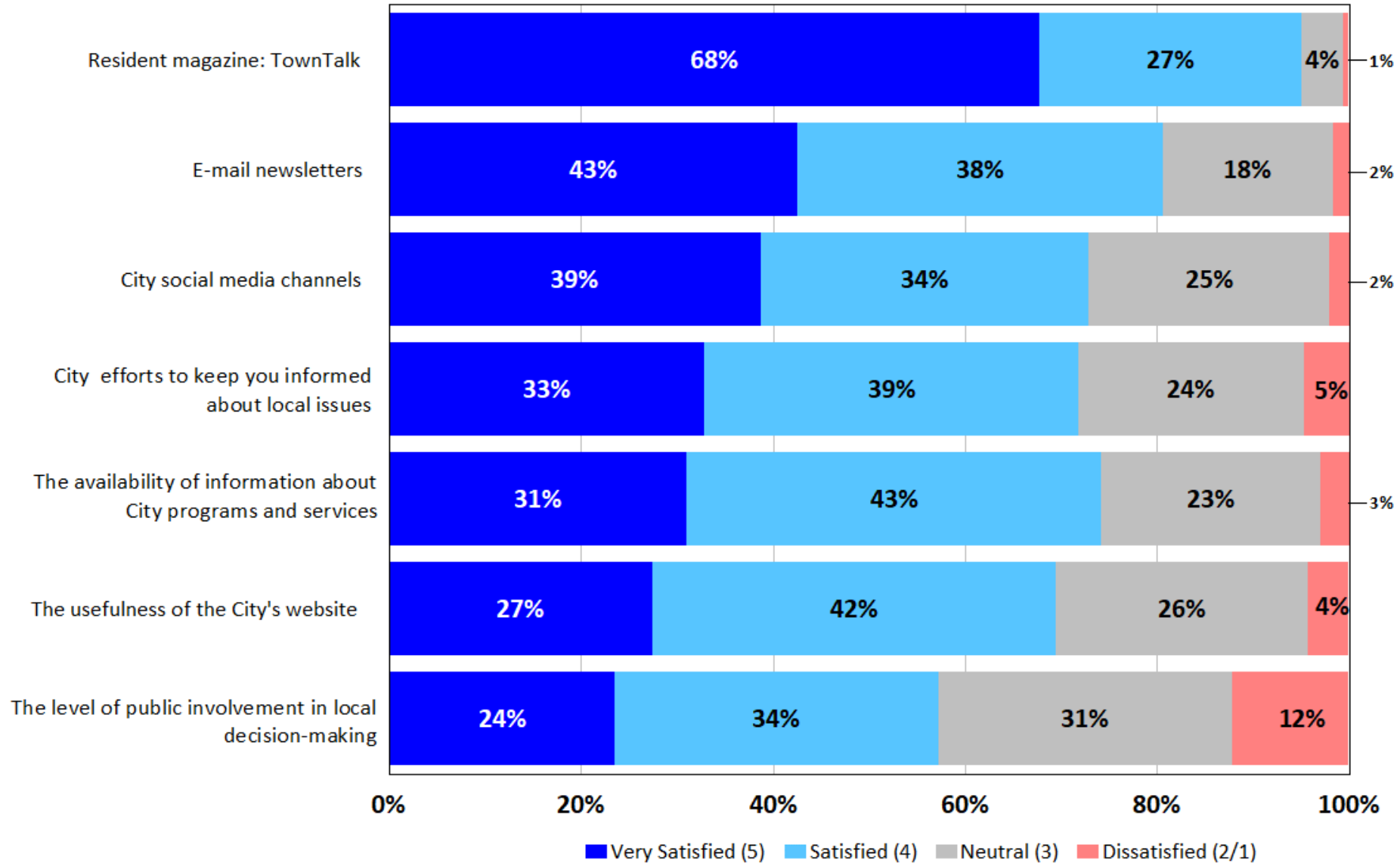


Communication

COMMUNICATION IS KEY TO CONTINUED SUCCESS

Q28. Satisfaction With Communication

by percentage of respondents (excluding don't knows)

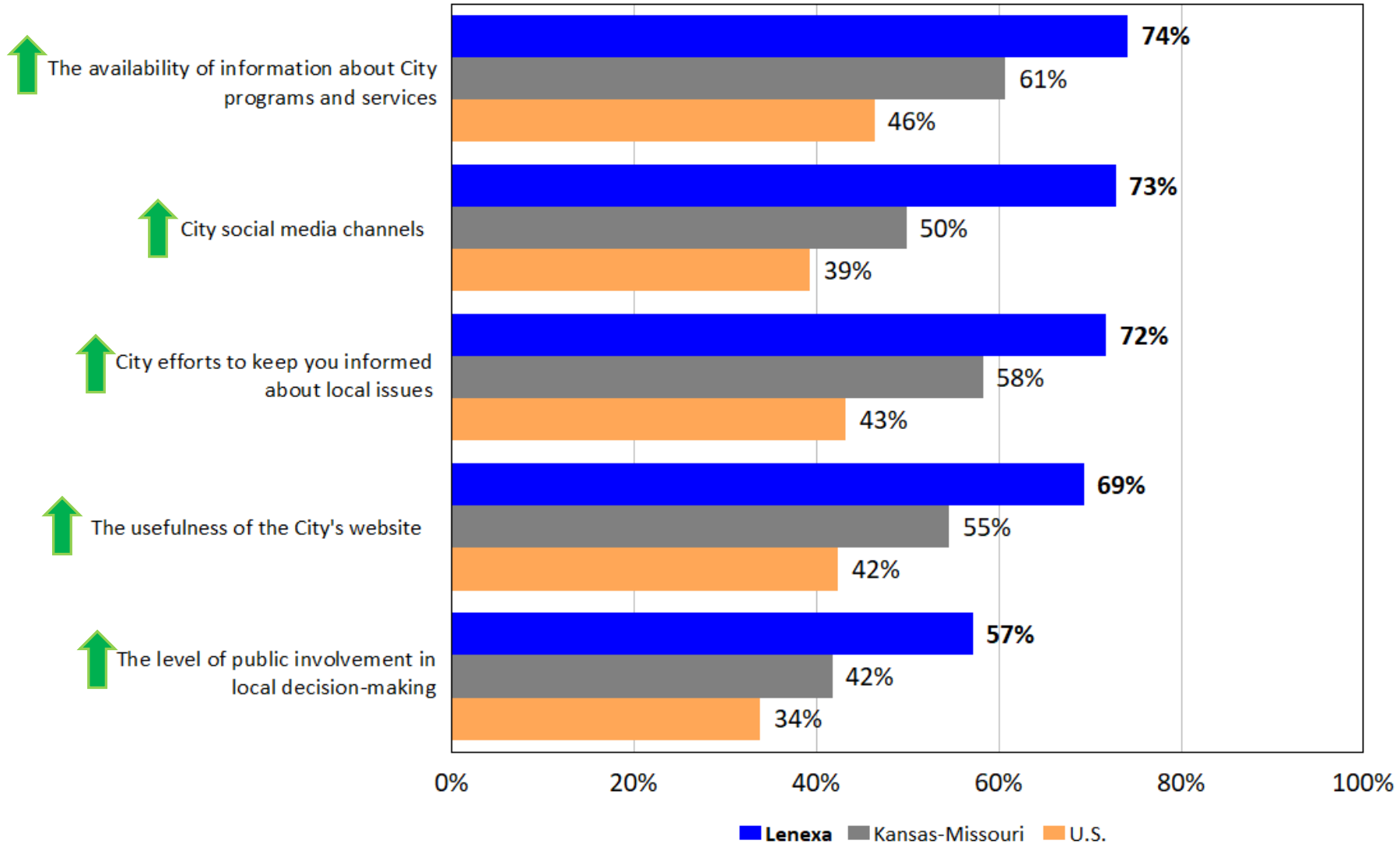


Overall satisfaction ratings are very high

Q28. Communication

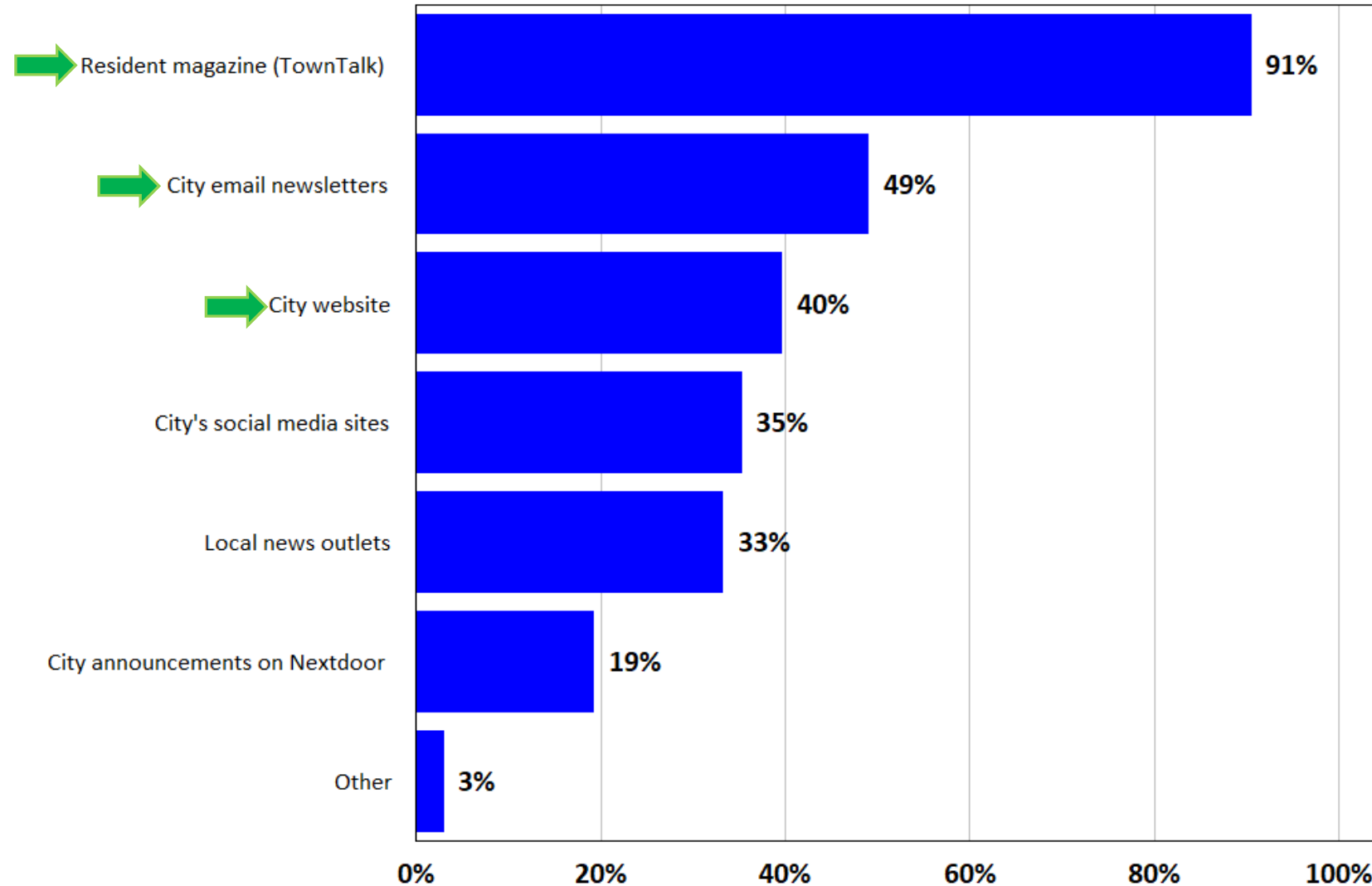
Lenexa vs. Kansas-Missouri vs. U.S. Average

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q26. Where do you currently get news and information about City programs, services and events?

by percentage of respondents (multiple selections could be made)



The highlighted items are the sources respondents most prefer to use and over time preferences have not changed

Summary

Residents have a very positive perception of the City

Overall, the City of Lenexa performed exceptionally well – especially when comparing the City's performance to ETC Institute's Benchmarks

Notable increases from 2021 stem directly from the performance of City staff and elected officials alike along with solid communication and outreach efforts

The 2023 Citizen Survey results demonstrate the City's commitment to quality strategic planning, positively impacting the lives of all Lenexa residents

Questions?

THANK YOU

