



# 2023 City of Lenexa Citizen Survey

## Findings Report

Presented to the  
City of Lenexa, Kansas

November, 2023



**ETC**  
INSTITUTE

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# Executive Summary



## Purpose and Methodology

The City of Lenexa conducted its 12th *DirectionFinder*® Survey during the fall of 2023. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's on-going planning process.

The seven-page survey, cover letter and postage paid return envelope were mailed to a random sample of households in the City of Lenexa. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Lenexa from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 600 residents. This goal was far exceeded, with a total of 763 residents completing the survey. The overall results for the sample of 763 households have a precision of at least +/-3.5% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Lenexa with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:

- A summary of the methodology for administering the survey and major findings
- Charts showing the overall results for the 2023 survey (Section 1)
- Charts showing comparisons to the results from previous surveys (Section 2)
- Benchmarking data that show how the results for the City of Lenexa compare to other cities in the United States and the Kansas City Metro area (Section 3)
- Importance-Satisfaction analysis that identifies priorities for investment (Section 4)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- A copy of the cover letter and survey instrument (Section 6)



## Overall Perceptions of the City

Ninety-five percent (95.4%) of the residents surveyed, who had an opinion, indicated they were “very satisfied” or “satisfied” with the overall quality of life in the City. Ninety-five percent (94.6%) of those surveyed, who had an opinion, indicated they were “very satisfied” or “satisfied” with the overall appearance of the City, and ninety-five percent (95%) were satisfied with the overall image of the City.

## Overall Ratings of the City

Ninety-eight percent (98.1%) of the residents surveyed, who had an opinion, rated the City as an “excellent” or “good” place to live. Ninety-six percent (96.4%) of the residents surveyed, who had an opinion, rated the City as an “excellent” or “good” place to raise children.

## Overall Satisfaction with City Services

All eleven of the major categories of City services that were rated saw high levels of “very satisfied” and “satisfied” responses. The major categories of City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were the overall quality of parks and trails (96.9%), the overall quality of fire and emergency medical services (96.7%), the overall quality of police services (94.1%), and the overall quality and upkeep of City buildings (92.1%).

## Satisfaction with Specific City Services

**Public Safety.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were the overall feeling of safety in neighborhoods (91%), how quickly fire department personnel respond to emergencies (89.5%), how quickly police respond to emergencies (88.9%), and the City’s efforts to prevent crime (85.7%).

**City Maintenance.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were snow removal on major City streets (92.5%), the maintenance of walking and biking trails (90%), and the maintenance of traffic signals (88.8%).

**Traffic Flow.** The highest levels of satisfaction with traffic flow, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were the ease of north-south travel in Lenexa by car (84.6%) and the ease of east- west travel in Lenexa by car (75.7%).



**Code Enforcement.** The highest levels of satisfaction with the enforcement of City codes, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were enforcing the exterior maintenance of business property (74.9%), enforcing the maintenance of residential property in your neighborhood (66.6%), and enforcing the maintenance of residential property throughout Lenexa (65%).

**Parks and Recreation Amenities.** The highest levels of satisfaction with parks and recreation amenities, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were the maintenance of City parks (96.1%), proximity of City parks to your home (92.9%), walking and biking trails (91.5%), and playgrounds (90.8%).

**Parks and Recreation Programs.** The highest levels of satisfaction with parks and recreation programs, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were nature and outdoors (80.7%), youth sports (70.4%), and swim lessons (68%).

- Respondents were asked to indicate whether any member of their household had participated in various activities in the last year. Ninety-two percent (91.6%) of respondents visited a city park, sixty-three percent (62.6%) attended a City special event or festival and forty-two percent (41.8%) attended a City art program or event.

**City Communication.** The highest levels of satisfaction with City communication services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were resident magazine, TownTalk (95%), City social media channels (80.6%), and the availability of information about City programs and service (74.2%).

- The top source that residents use to get information about City programs, services, and events was the resident magazine TownTalk (90.6%). Some of the other sources used were City email newsletters (49.1%), City website (39.7%), and City’s social media sites (35.3%).
- The one source that residents most prefer to get information from is the resident magazine, TownTalk (73%). City email updates (53.9%) was the second most preferred method of communication followed by the City website (35.6%).

**City Leadership.** Seventy-six percent (75.6%) of residents surveyed indicated they are either “very satisfied” or “satisfied with the overall quality of leadership provided by the City’s elected officials. Seventy-five percent (75.4%) of residents surveyed indicated they are either “very satisfied” or “satisfied” with the overall effectiveness of appointed boards and commissions. Seventy-two percent (71.8%) of residents surveyed indicated they are either “very satisfied” or “satisfied” with the overall effectiveness of the City Manager and appointed staff. Sixty-five percent (64.6%) of residents surveyed indicated they are either “very satisfied” or “satisfied” with the overall accessibility and responsiveness of elected officials.



**Customer Service.** Thirty-four percent (34.6%) of respondents indicated they have called or visited the City with a question, problem, or complaint during the past year. Of those, Ninety-two percent (91.5%) of respondents who had contacted the City during the past year indicated it was either “very easy” (58.3%) or “somewhat easy” (33.2%) to contact the person they needed to reach.

- The City departments that residents contacted most often during the past year were: Municipal Services (34.1%), Parks & Recreation (26.1%), and Police (23%).
- Residents were also asked to rate the frequency that City employees displayed various behaviors. Ninety-four percent (93.9%) of residents, who had an opinion, indicated that City employees were “always” (77.7%) or “usually” (16.2%) courteous and polite, and 89.8% indicated that City employees “always” (63.1%) or “usually” (26.7%) did what they said they would do in a timely manner.

## 3/8-Cent Sales Tax

Seventy-seven percent (77%) of respondents indicated they would be Very Supportive (46.5%) or Supportive (30.5%) of renewing the existing 3/8-Cent Sales Tax for an additional 20 years.

- Of respondents that indicated they were “neutral”, “not supportive” or “not at all supportive” of renewing the existing 3/8-Cent Sales Tax, the top reasons given were, I need more information before I can respond (41.9%), I don’t support any sales tax (19.8%), and I don’t support any taxes (15.1%).
- When respondents were asked to rate their support for the following initiatives that may be partially or completely funded with the 3/8-Cent Sales Tax over the next 20 years, ninety-one percent (91.3%) said they would be “very supportive” or “supportive” of street and sidewalk maintenance and eighty percent (80.1%) would be “very supportive” or “supportive” of new and/or improved public safety facilities such as fire stations.

## Additional Findings

- Respondents were asked to indicate whether any member of their household had participated in various activities in the last year. Voting in a local election (82%), participating in their homeowner’s association (43%), and contacted a City Council member (12.6%) were the most popular activities.
- Speeding, upkeep of rental properties, unmowed/weedy lots & yards, traffic congestion and stealing/theft are the neighborhood problems that should be the top priority for improvement according to respondents.



## Short Term Trends

From 2021 to 2023, satisfaction ratings improved in 37 of the 75 areas that were assessed. There were significant increases (4% or more) in satisfaction in 9 of the areas, and there were significant decreases in 5 areas. The areas that had a significant increase or decrease in satisfaction since 2021 are listed below. The tables below are meant to serve as a quick reference for the significant changes in ratings that exist from the 2021 to 2023 surveys. The percentage change from the 2021 to 2023 survey is in the far-right column of the table. To view all the trends please refer to the trends section of this report (Section 2).

<b>Trends from 2021 to 2023</b>	<b>2021</b>	<b>2023</b>	<b>Change from 2021 to 2023</b>
<b>Combination of "Very Satisfied" and "Satisfied" Responses</b>			
<b>Services with Significantly Higher Ratings in 2023</b>			
They helped me resolve an issue to my satisfaction	73.8%	83.9%	10.1%
They did what they said they would do in a timely manner	81.6%	89.8%	8.2%
E-mail updates	73.3%	80.6%	7.3%
The level of public involvement in local decision-making	50.0%	57.2%	7.2%
Maintenance of major City streets	86.6%	92.5%	5.9%
Overall quality of leadership provided by the City's elected officials	69.9%	75.6%	5.7%
Overall effectiveness of boards and commissions	69.9%	75.4%	5.5%
They gave prompt, accurate and complete answers to questions	78.7%	83.9%	5.2%
Police safety education programs	70.8%	75.7%	4.9%
<b>Services with Significantly Lower Ratings in 2023</b>			
Arts and cultural programs	69.2%	65.1%	-4.1%
The ease of pedestrian travel in Lenexa	72.4%	67.6%	-4.8%
Enforcing the mowing and trimming of grass and weeds on private property	61.0%	55.7%	-5.3%
Overall flow of traffic and congestion management in the City	80.3%	75.0%	-5.3%
Senior programs	72.6%	64.9%	-7.7%





## Long Term Trends

From 2005 to 2023, satisfaction ratings improved in 49 of the 57 areas that were assessed. There were significant increases (4% or more) in satisfaction in 37 of the areas, and there were significant decreases in 1 area. The areas that had a significant increase or decrease in satisfaction since 2005 are listed below. The tables below are meant to serve as a quick reference for the significant changes in ratings that exist from the 2005 to 2023 surveys. The percentage change from the 2005 to 2023 survey is in the far-right column of the table. To view all the trends please refer to the trends section of this report (Section 2).

Trends from 2005 to 2023	2005	2023	Change from 2005 to 2023
<b>Combination of "Very Satisfied" and "Satisfied" Responses</b>			
<b>Services with Significantly Higher Ratings in 2023</b>			
The ease of east-west travel in Lenexa by car	44.0%	75.7%	31.7%
E-mail updates	56.0%	80.6%	24.6%
Overall flow of traffic and congestion management in the City	53.0%	75.0%	22.0%
The ease of travel by bicycle in Lenexa	35.0%	51.5%	16.5%
The ease of north-south travel in Lenexa by car	70.0%	86.4%	16.4%
Maintenance of major City streets	77.0%	92.5%	15.5%
They did what they said they would do in a timely manner	76.0%	89.8%	13.8%
Overall quality of the City's stormwater system	74.0%	87.2%	13.2%
Outdoor athletic fields	72.0%	84.4%	12.4%
The ease of pedestrian travel in Lenexa	56.0%	67.6%	11.6%
They helped me resolve an issue to my satisfaction	73.0%	83.9%	10.9%
The City's efforts to prevent crime	75.0%	85.7%	10.7%
Maintenance of street signs	77.0%	87.6%	10.6%
Walking and biking trails	81.0%	91.5%	10.5%
Visibility of police in non-residential areas	65.0%	74.6%	9.6%
Overall image of the City	86.0%	95.0%	9.0%
Overall appearance of the City	86.0%	94.6%	8.6%
Resident magazine, TownTalk	87.0%	95.0%	8.0%
Police safety education programs	68.0%	75.7%	7.7%
Enforcing the exterior maintenance of business property	68.0%	74.9%	6.9%
They gave prompt, accurate and complete answers to questions	77.0%	83.9%	6.9%
Overall maintenance of City streets	77.0%	83.8%	6.8%
Overall quality of fire and emergency medical services	90.0%	96.7%	6.7%
Snow removal on neighborhood streets	76.0%	82.5%	6.5%
Maintenance of City sidewalks	68.0%	74.0%	6.0%
Enforcement of local traffic laws	70.0%	75.9%	5.9%
Overall effectiveness of City communication with the public	77.0%	82.9%	5.9%

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<b>Trends from 2005 to 2023</b>	<b>2005</b>	<b>2023</b>	<b>Change from 2005 to 2023</b>
<b>Combination of "Very Satisfied" and "Satisfied" Responses</b>			
Overall quality and upkeep of City buildings	87.0%	92.1%	5.1%
Mowing and trimming along City streets and other public areas	77.0%	82.0%	5.0%
Overall quality of customer service you receive from City employees	79.0%	83.9%	4.9%
Maintenance of traffic signals	84.0%	88.8%	4.8%
How well the City is planning growth	69.0%	73.8%	4.8%
Snow removal on major City streets	88.0%	92.5%	4.5%
Overall effectiveness of boards and commissions	71.0%	75.4%	4.4%
Adequacy of City street lighting	77.0%	81.1%	4.1%
Overall quality of police services	90.0%	94.1%	4.1%
Maintenance of City parks	92.0%	96.1%	4.1%
<b>Services with Significantly Lower Ratings in 2023</b>			
Visibility of police in neighborhoods	76.0%	67.9%	-8.1%



## How the City of Lenexa Compares to Other Communities Nationally

Satisfaction ratings for the City of Lenexa **rated above the U.S. average in all 43 areas** that were assessed. The City of Lenexa rated significantly higher than the U.S. average (difference of 4% or more) in 43 of these areas. Listed below are the comparisons between the City of Lenexa and the U.S. average:

U.S. Benchmark Comparisons	Lenexa	U.S.	Percent Change from U.S. Average
Combination of "Very Satisfied" and "Satisfied" responses			
Services with Significantly Higher Ratings			
As a place to live	98.1%	48.5%	49.6%
Overall effectiveness of City communication with the public	82.9%	36.9%	46.0%
Overall quality of customer service you receive from City employees	83.9%	39.4%	44.5%
Overall quality of services provided by the City	91.9%	49.0%	42.9%
Maintenance of major City streets	92.5%	50.1%	42.4%
Overall image of the City	95.0%	53.4%	41.6%
Overall quality of police services	94.1%	53.0%	41.1%
Overall appearance of the City	94.6%	54.7%	39.9%
Police safety education programs	75.7%	37.2%	38.5%
Overall value that you receive for your City tax dollars and fees	71.0%	32.9%	38.1%
Overall quality of the City's stormwater system	87.2%	49.5%	37.7%
Overall quality of leadership provided by the City's elected officials	75.6%	38.4%	37.2%
The City's efforts to prevent crime	85.7%	48.6%	37.1%
Overall quality and upkeep of City buildings	92.1%	55.5%	36.6%
Snow removal on neighborhood streets	82.5%	47.3%	35.2%
As a place to raise children	96.4%	61.4%	35.0%
How well the City is planning growth	73.8%	38.9%	34.9%
Overall maintenance of City streets	83.8%	49.3%	34.5%
Snow removal on major City streets	92.5%	58.1%	34.4%
City social media channels	72.9%	39.3%	33.6%
Maintenance of City sidewalks	74.0%	40.5%	33.5%
How quickly police respond to emergencies	88.9%	56.1%	32.8%
Overall cleanliness of City streets	85.2%	53.3%	31.9%
As a place to work	87.8%	57.1%	30.7%
Overall flow of traffic and congestion management in the City	75.0%	44.8%	30.2%
Maintenance of neighborhood streets	79.1%	49.3%	29.8%



U.S. Benchmark Comparisons	Lenexa	U.S.	Percent Change from U.S. Average
Overall enforcement of City codes and ordinances	68.7%	40.1%	28.6%
Enforcing the exterior maintenance of business property	74.9%	46.3%	28.6%
City efforts to keep you informed about local issues	71.8%	43.3%	28.5%
The availability of information about City programs and services	74.2%	46.4%	27.8%
The usefulness of the City's website	69.4%	42.4%	27.0%
Mowing and trimming along City streets and other public areas	82.0%	55.4%	26.6%
Efforts to educate you about fire prevention & life-safety issues	68.9%	42.5%	26.4%
Enforcement of local traffic laws	75.9%	49.6%	26.3%
Overall feeling of safety in your neighborhood	91.0%	66.0%	25.0%
Visibility of police in non-residential areas	74.6%	50.6%	24.0%
The level of public involvement in local decision-making	57.2%	33.9%	23.3%
Adequacy of City street lighting	81.1%	58.5%	22.6%
Overall quality of fire and emergency medical services	96.7%	76.2%	20.5%
Enforcing the maintenance of residential property throughout the City	65.0%	45.1%	19.9%
How quickly fire department personnel respond to emergencies	89.5%	71.7%	17.8%
Visibility of police in neighborhoods	67.9%	54.1%	13.8%
Enforcing the mowing and trimming of grass and weeds on private property	55.7%	46.1%	9.6%

## How the City of Lenexa Compares to Other Communities Locally

Satisfaction ratings for the City of Lenexa **rated above the Kansas-Missouri average in all 51 of the areas** that were assessed. The City of Lenexa rated significantly higher than the Kansas-Missouri average (difference of 4% or more) in 50 of the 51 areas. below are the comparisons between the City of Lenexa and the Kansas-Missouri area:

Kansas - Missouri Benchmark Comparisons	Lenexa	Kansas - Missouri	Percent Change from KS/MO Average
<b>Services with Significantly Higher Ratings</b>			
<b>Combination of "Very Satisfied" and "Satisfied" responses</b>			
Overall appearance of the City	94.6%	58.7%	35.9%
Overall maintenance of City streets	83.8%	49.8%	34.0%
Maintenance of major City streets	92.5%	58.9%	33.6%
Maintenance of neighborhood streets	79.1%	48.8%	30.3%

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<b>Kansas - Missouri Benchmark Comparisons</b>	<b>Lenexa</b>	<b>Kansas - Missouri</b>	<b>Percent Change from KS/MO Average</b>
<b>Services with Significantly Higher Ratings</b>			
<b>Combination of "Very Satisfied" and "Satisfied" responses</b>			
How well the City is planning growth	73.8%	45.7%	28.1%
Walking and biking trails	91.5%	63.7%	27.8%
Overall quality of the City's stormwater system	87.2%	59.9%	27.3%
Overall image of the City	95.0%	69.1%	25.9%
City swimming pools	80.7%	55.6%	25.1%
Police safety education programs	75.7%	51.0%	24.7%
The City's efforts to prevent crime	85.7%	62.3%	23.4%
Community Center	88.3%	65.1%	23.2%
City social media channels	72.9%	49.9%	23.0%
As a place to work	87.8%	65.0%	22.8%
Overall quality of leadership provided by the City's elected officials	75.6%	53.5%	22.1%
Enforcing the exterior maintenance of business property	74.9%	53.4%	21.5%
Overall effectiveness of City communication with the public	82.9%	63.4%	19.5%
As a place to raise children	96.4%	77.3%	19.1%
Maintenance of City sidewalks	74.0%	54.9%	19.1%
Overall enforcement of City codes and ordinances	68.7%	49.7%	19.0%
Snow removal on neighborhood streets	82.5%	63.5%	19.0%
Outdoor athletic fields	84.4%	65.8%	18.6%
Enforcing the maintenance of residential property throughout the City	65.0%	46.5%	18.5%
Adult fitness	65.3%	47.1%	18.2%
Overall quality of services provided by the City	91.9%	73.8%	18.1%
Overall quality of life in the City	95.4%	78.0%	17.4%
Overall cleanliness of City streets	85.2%	67.8%	17.4%
Overall value that you receive for your City tax dollars and fees	71.0%	53.8%	17.2%
Overall effectiveness of the City Manager and appointed staff	71.8%	54.7%	17.1%
Youth sports	70.4%	53.5%	16.9%
Overall quality of police services	94.1%	77.5%	16.6%
Overall flow of traffic and congestion management in the City	75.0%	58.5%	16.5%
Maintenance of City parks	96.1%	79.9%	16.2%
Snow removal on major City streets	92.5%	76.7%	15.8%
Overall quality and upkeep of City buildings	92.1%	76.7%	15.4%
The level of public involvement in local decision-making	57.2%	41.8%	15.4%
The usefulness of the City's website	69.4%	54.6%	14.8%



Kansas - Missouri Benchmark Comparisons	Lenexa	Kansas - Missouri	Percent Change from KS/MO Average
<b>Services with Significantly Higher Ratings</b>			
Adequacy of City street lighting	81.1%	66.5%	14.6%
How quickly police respond to emergencies	88.9%	75.0%	13.9%
Overall feeling of safety in your neighborhood	91.0%	77.2%	13.8%
City efforts to keep you informed about local issues	71.8%	58.3%	13.5%
Enforcement of local traffic laws	75.9%	62.5%	13.4%
The availability of information about City programs and services	74.2%	60.8%	13.4%
As a place to live	98.1%	86.5%	11.6%
Visibility of police in non-residential areas	74.6%	63.9%	10.7%
Overall quality of customer service you receive from City employees	83.9%	73.5%	10.4%
Mowing and trimming along City streets and other public areas	82.0%	72.9%	9.1%
Overall quality of fire and emergency medical services	96.7%	87.9%	8.8%
Enforcing the mowing and trimming of grass and weeds on private property	55.7%	47.4%	8.3%
How quickly fire department personnel respond to emergencies	89.5%	84.1%	5.4%
Efforts to educate you about fire prevention & life-safety issues	68.9%	66.8%	2.1%

## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

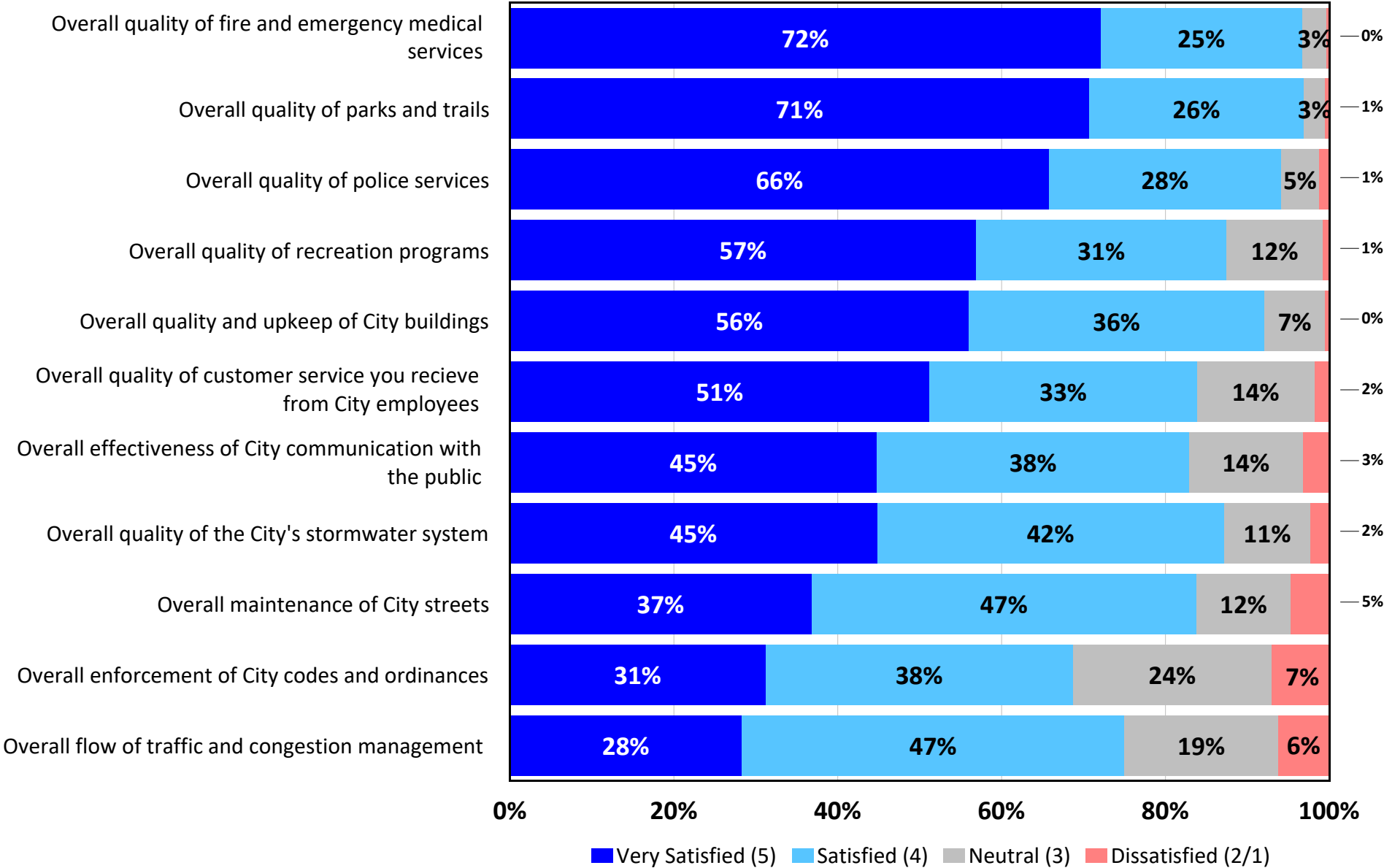
**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. In 2023 there were no high priority items. The table on the following page shows the Importance-Satisfaction rating for the 11 major categories of City services that were rated.



# Charts and Graphs

# Q1. Satisfaction With Overall Services

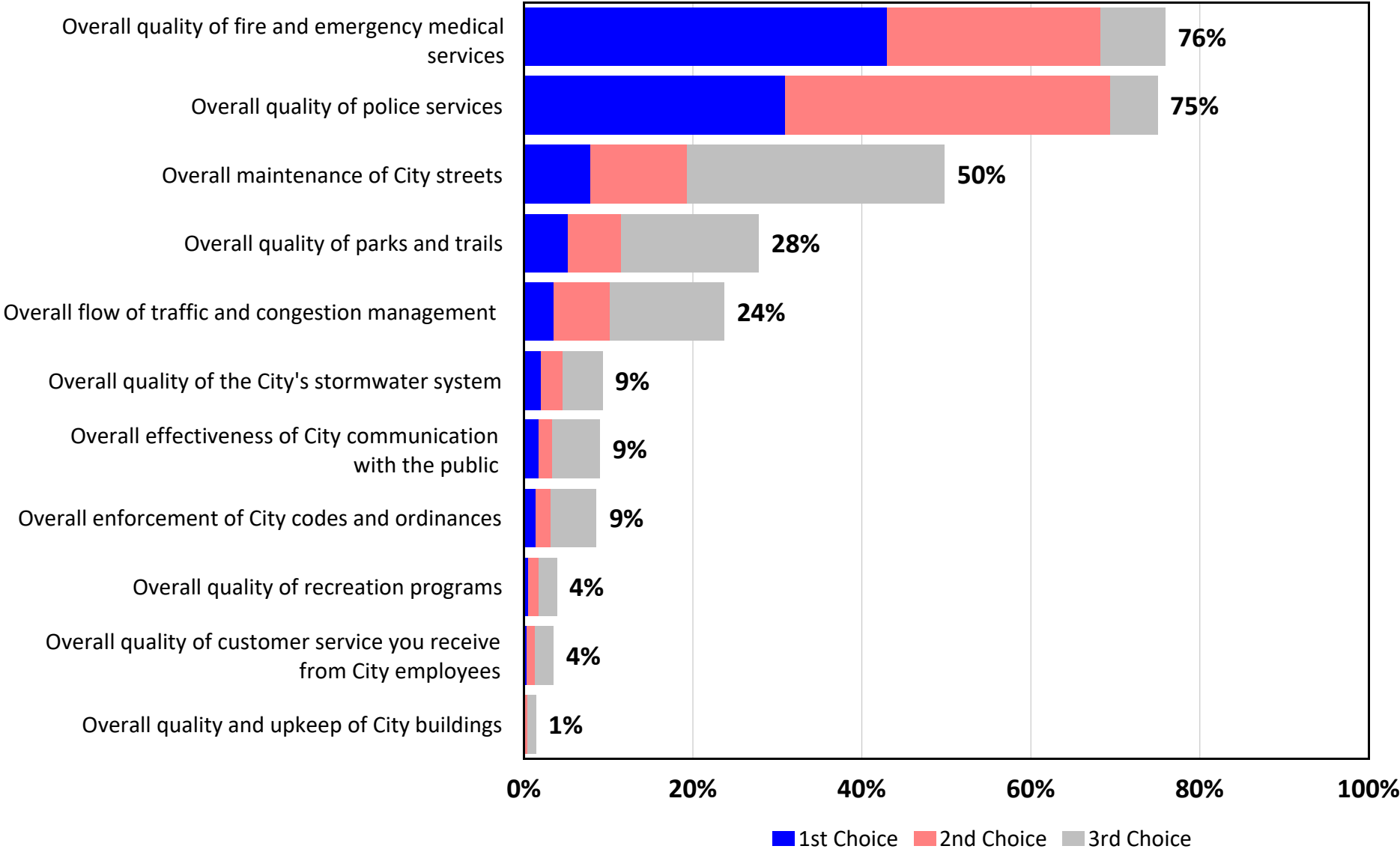
by percentage of respondents (excluding don't knows)





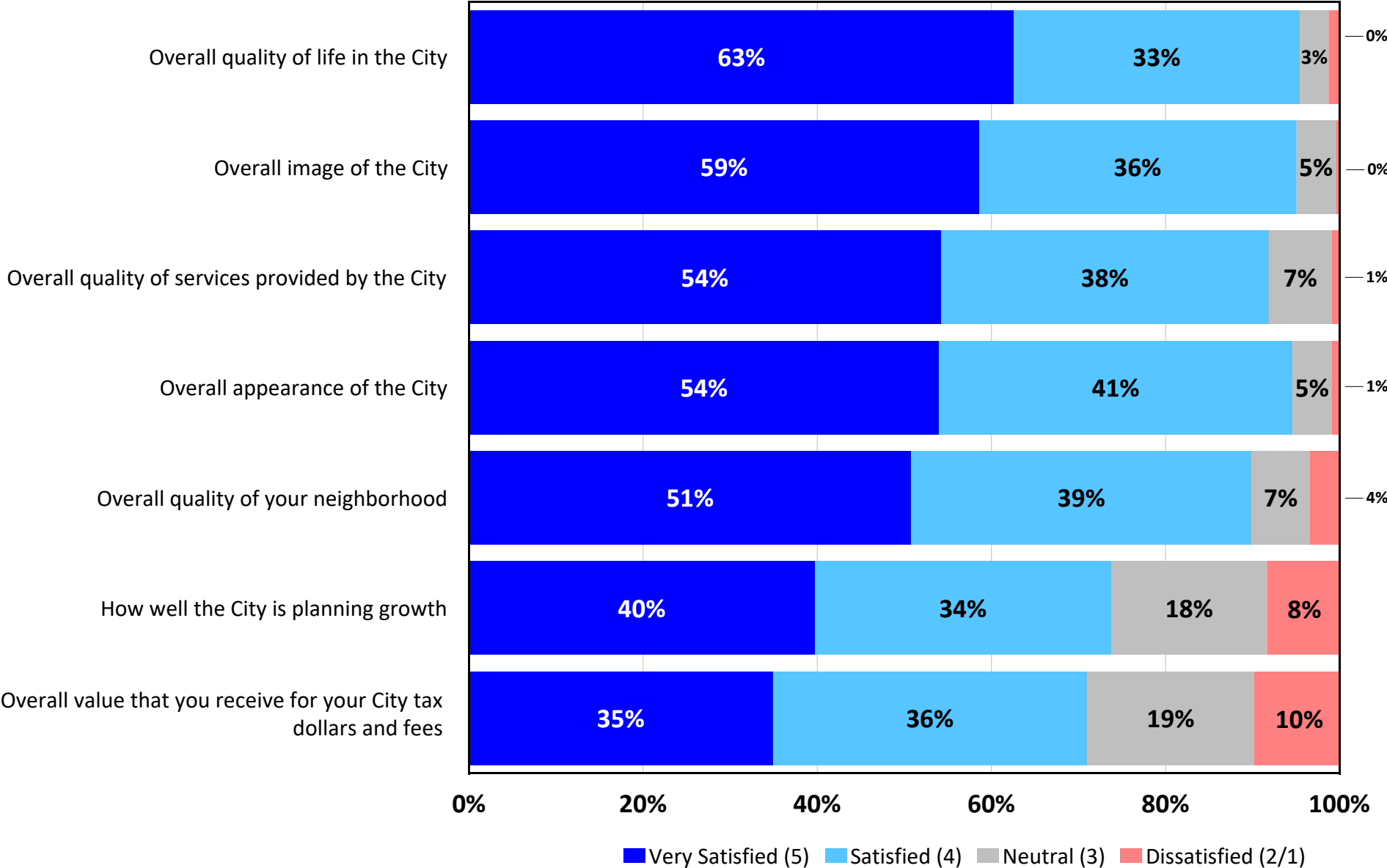
# Q2. Overall Services That Are Most Important for the City of Lenexa to Provide

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



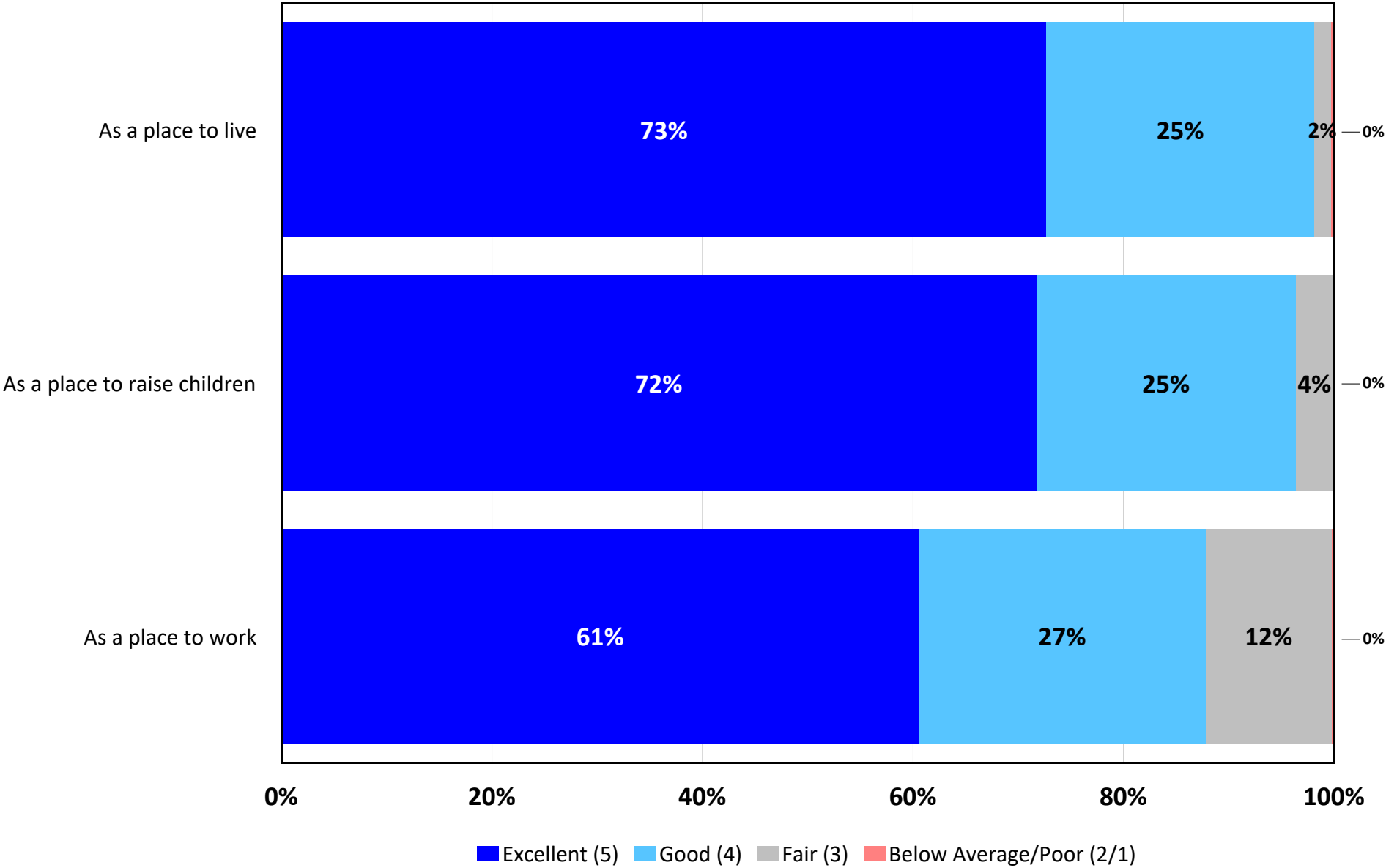
# Q3. Satisfaction With Perceptions of Lenexa

by percentage of respondents (excluding don't knows)



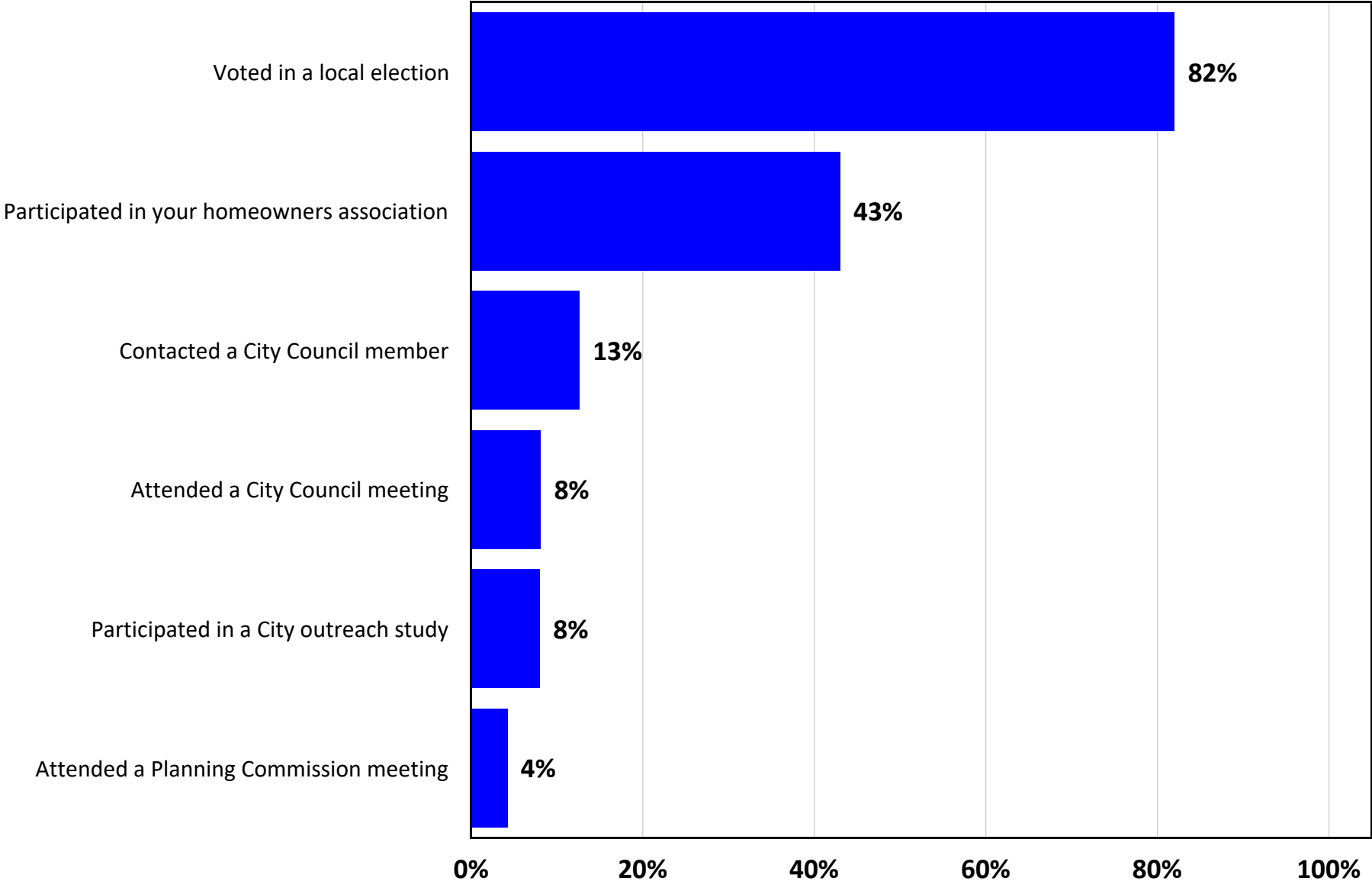
# Q4. Overall Ratings of Lenexa

by percentage of respondents (excluding don't knows)



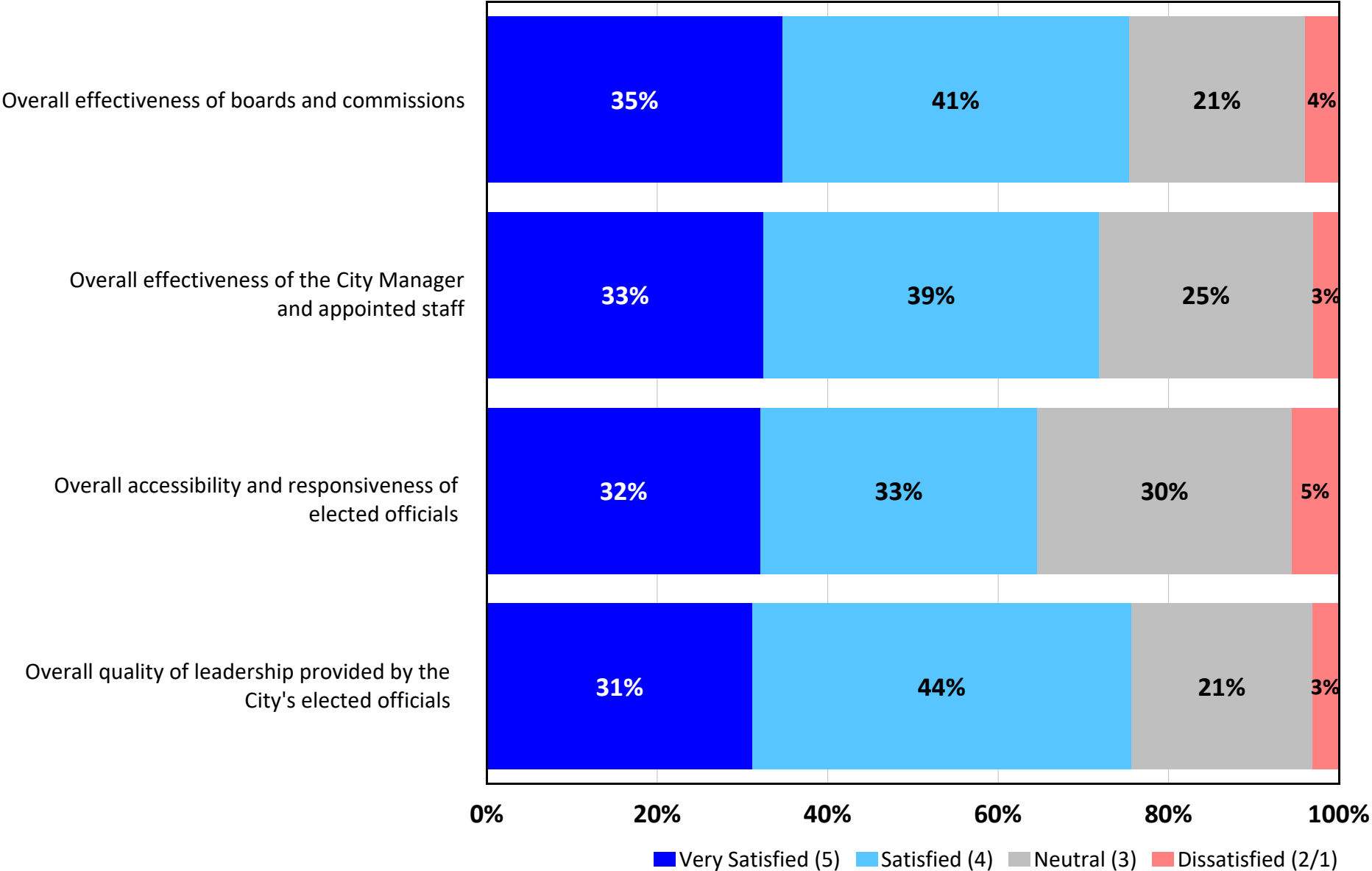
# Q5. In the last year, have you or any members of your family...

by percentage of respondents (multiple selections could be made)



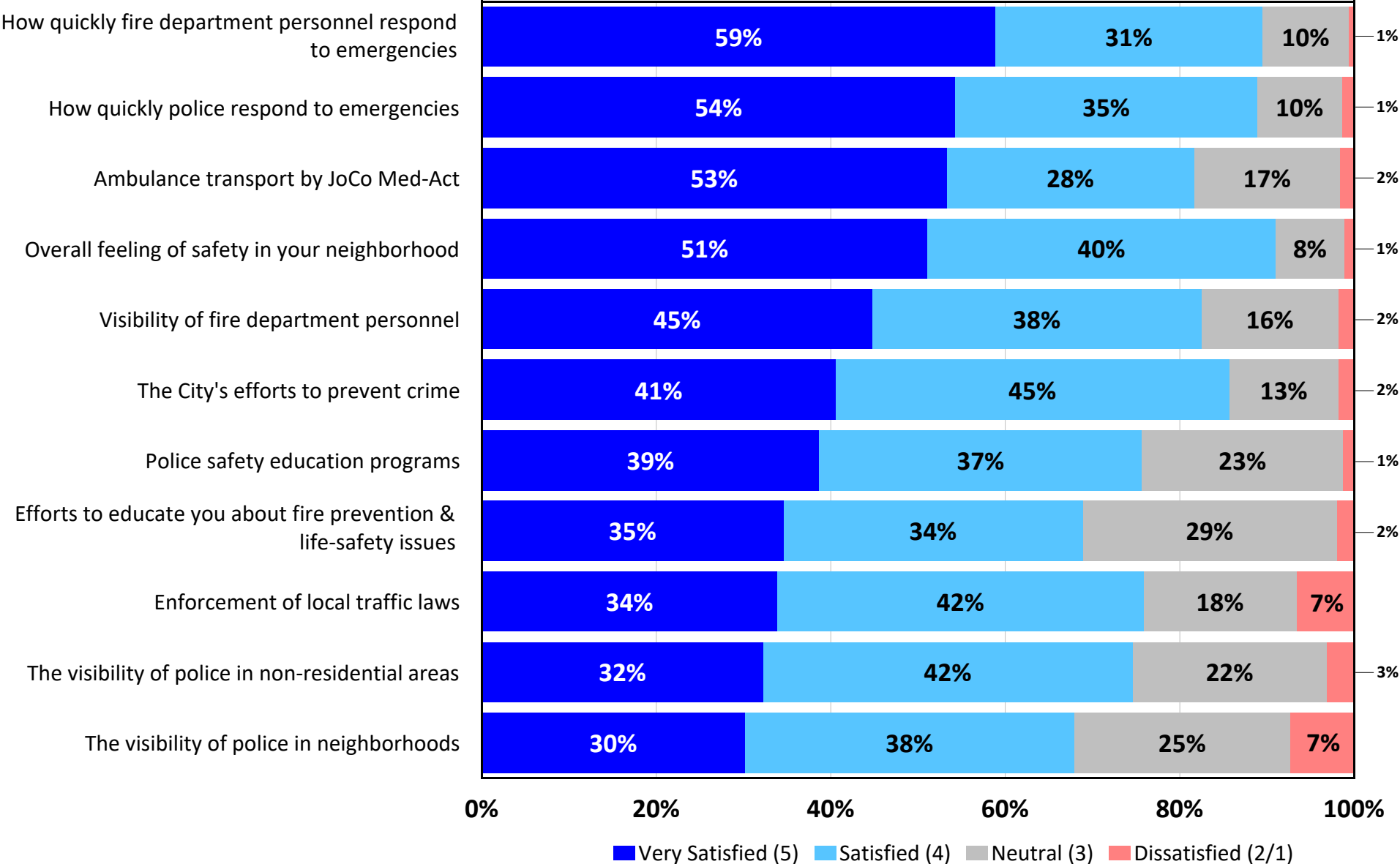
# Q6. Satisfaction With City Leadership

by percentage of respondents (excluding don't knows)



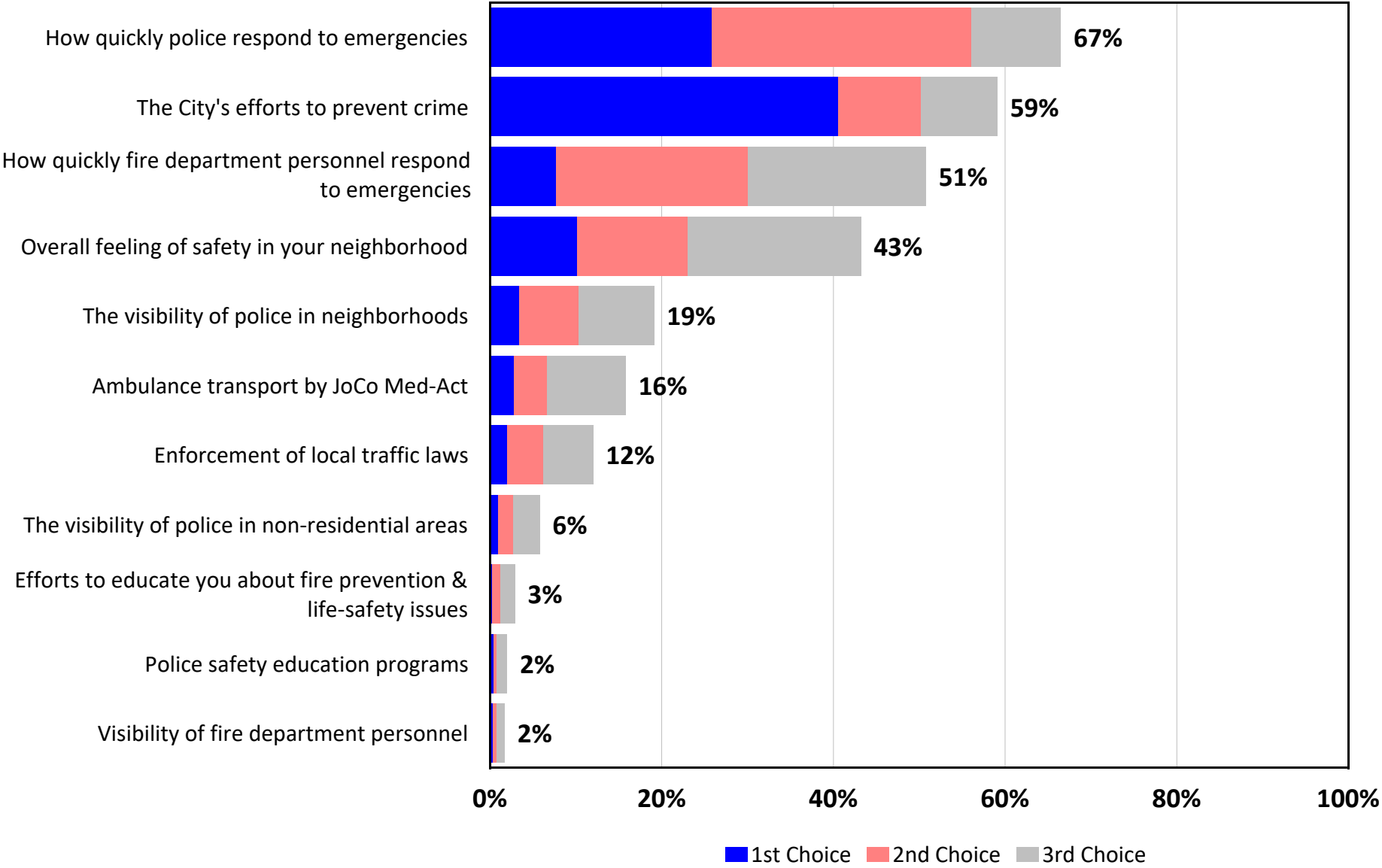
# Q10. Satisfaction With Public Safety

by percentage of respondents (excluding don't knows)



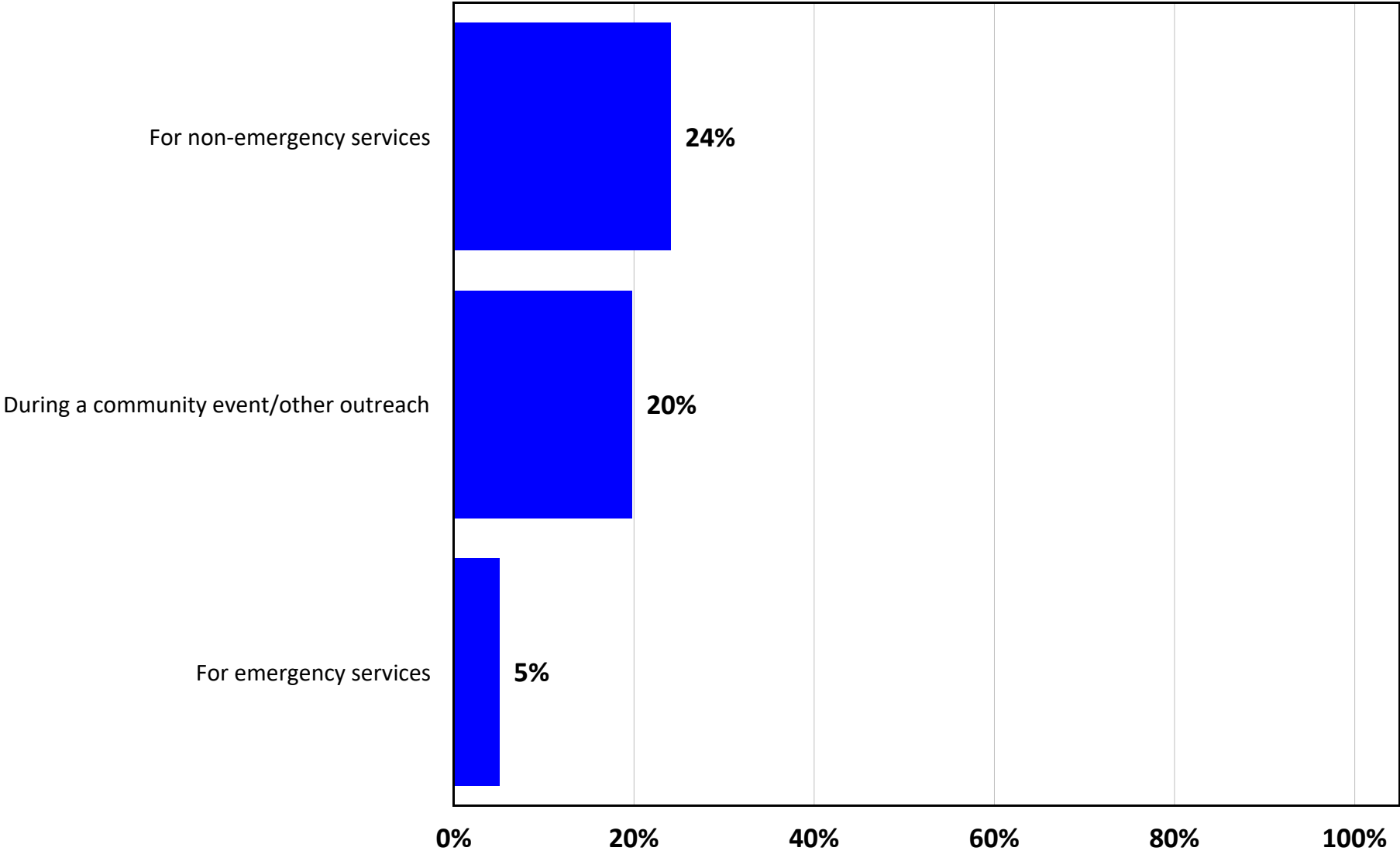
# Q11. Public Safety Services That Are Most Important for the City of Lenexa to Provide

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



# Q12a. In the last year, have you or any members of your family called or interacted with the Police Department...

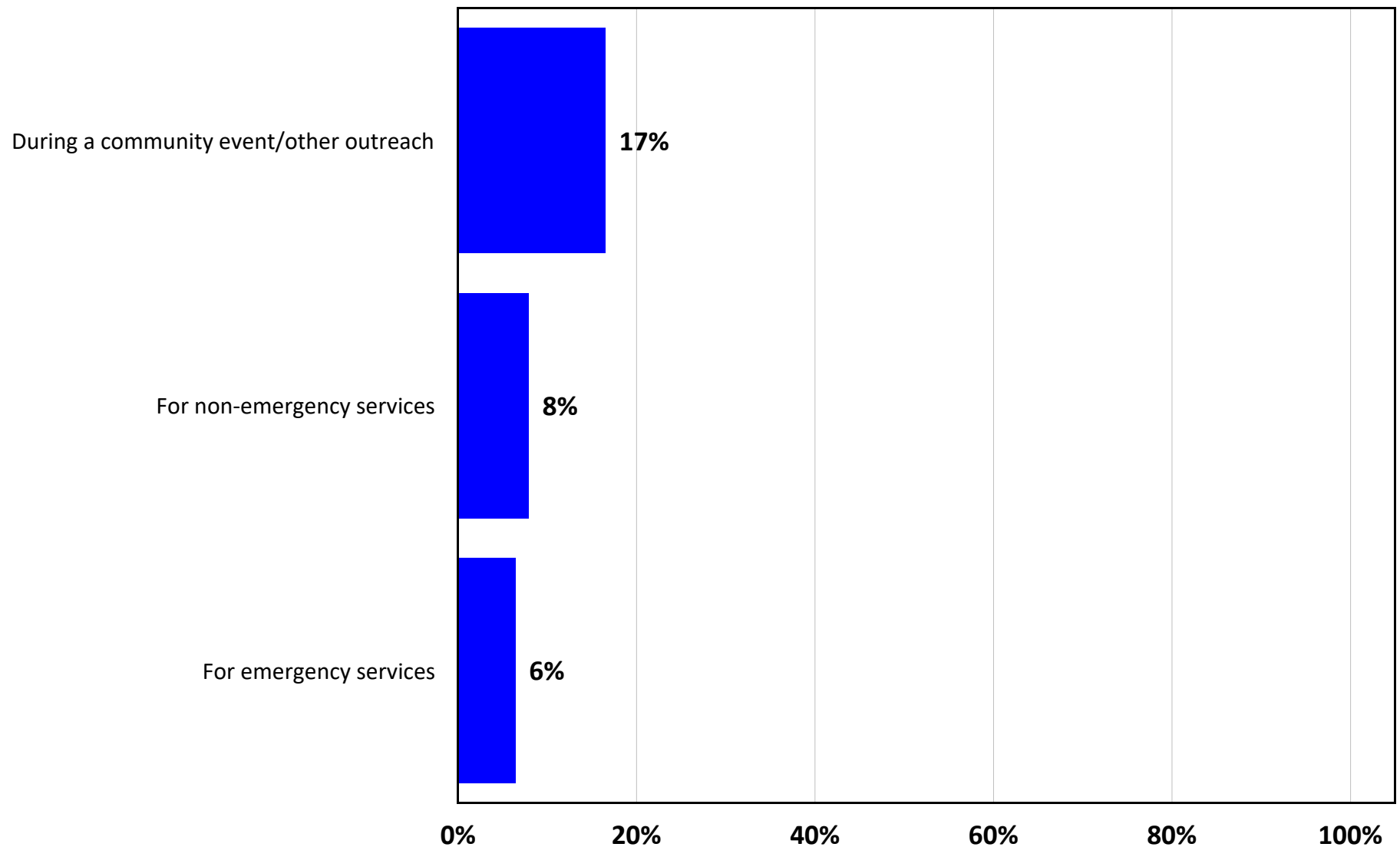
by percentage of respondents (multiple selections could be made)





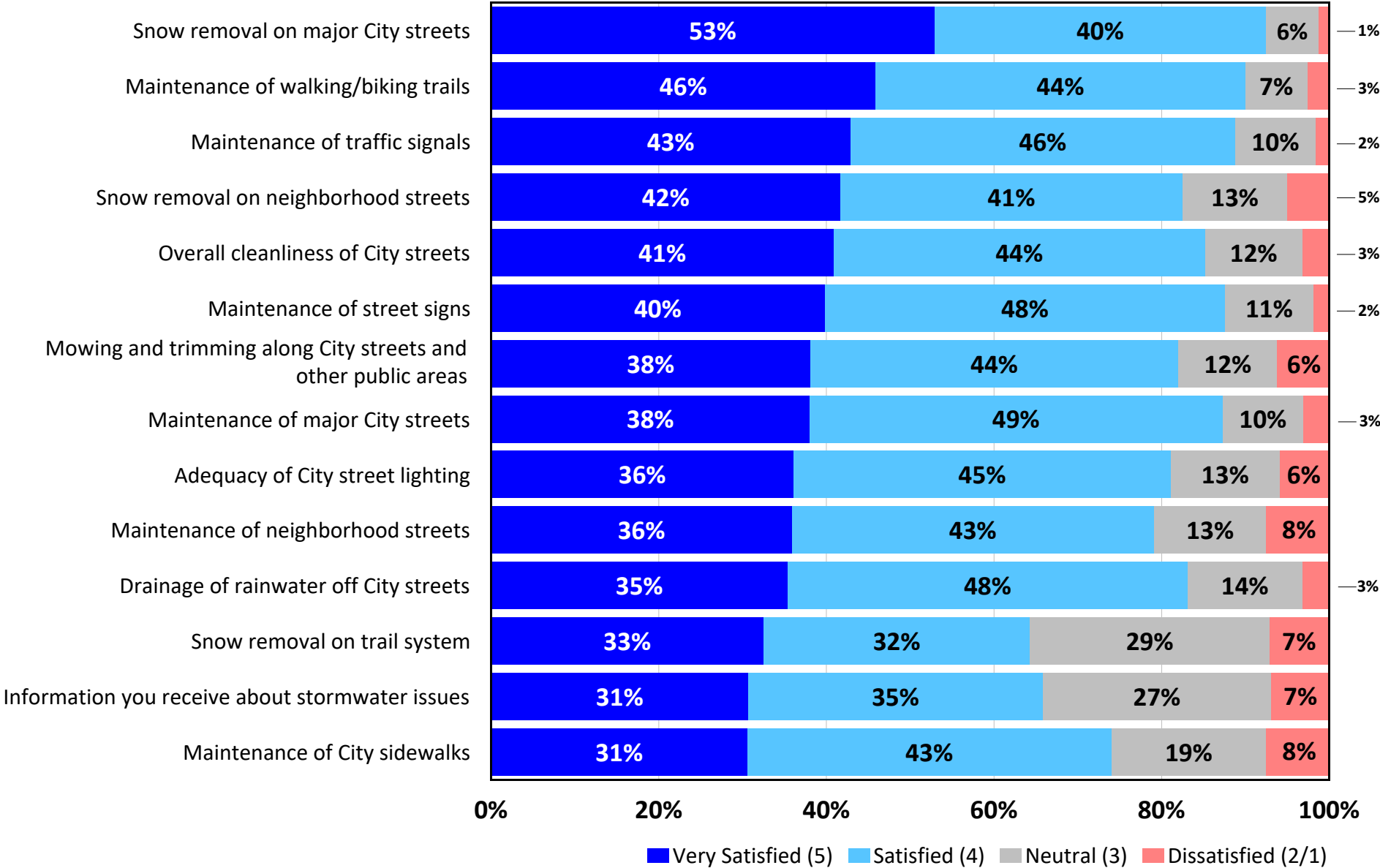
# Q12b. In the last year, have you or any members of your family called or interacted with the Fire Department...

by percentage of respondents (multiple selections could be made)



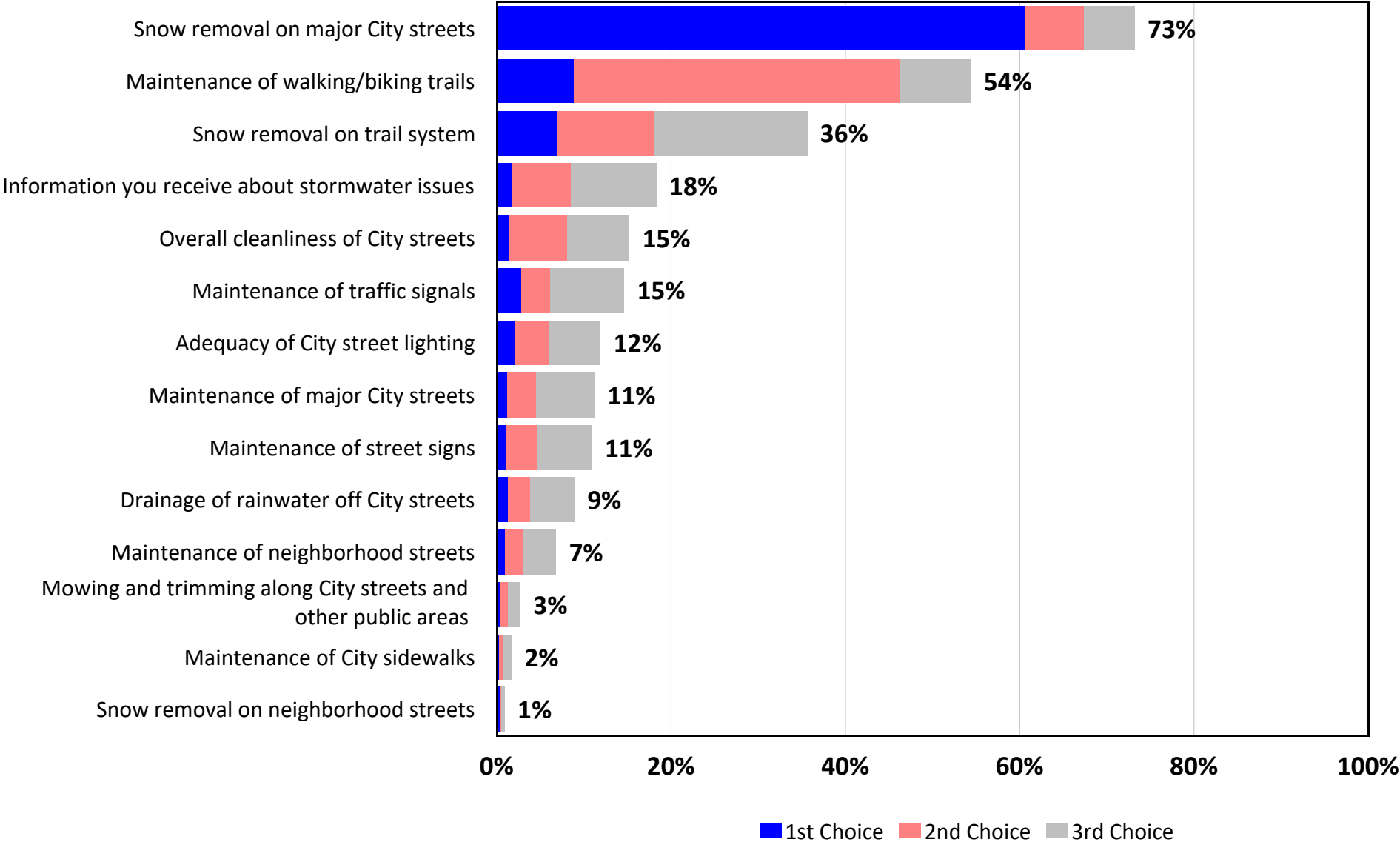
# Q13. Satisfaction With City Maintenance

by percentage of respondents (excluding don't knows)



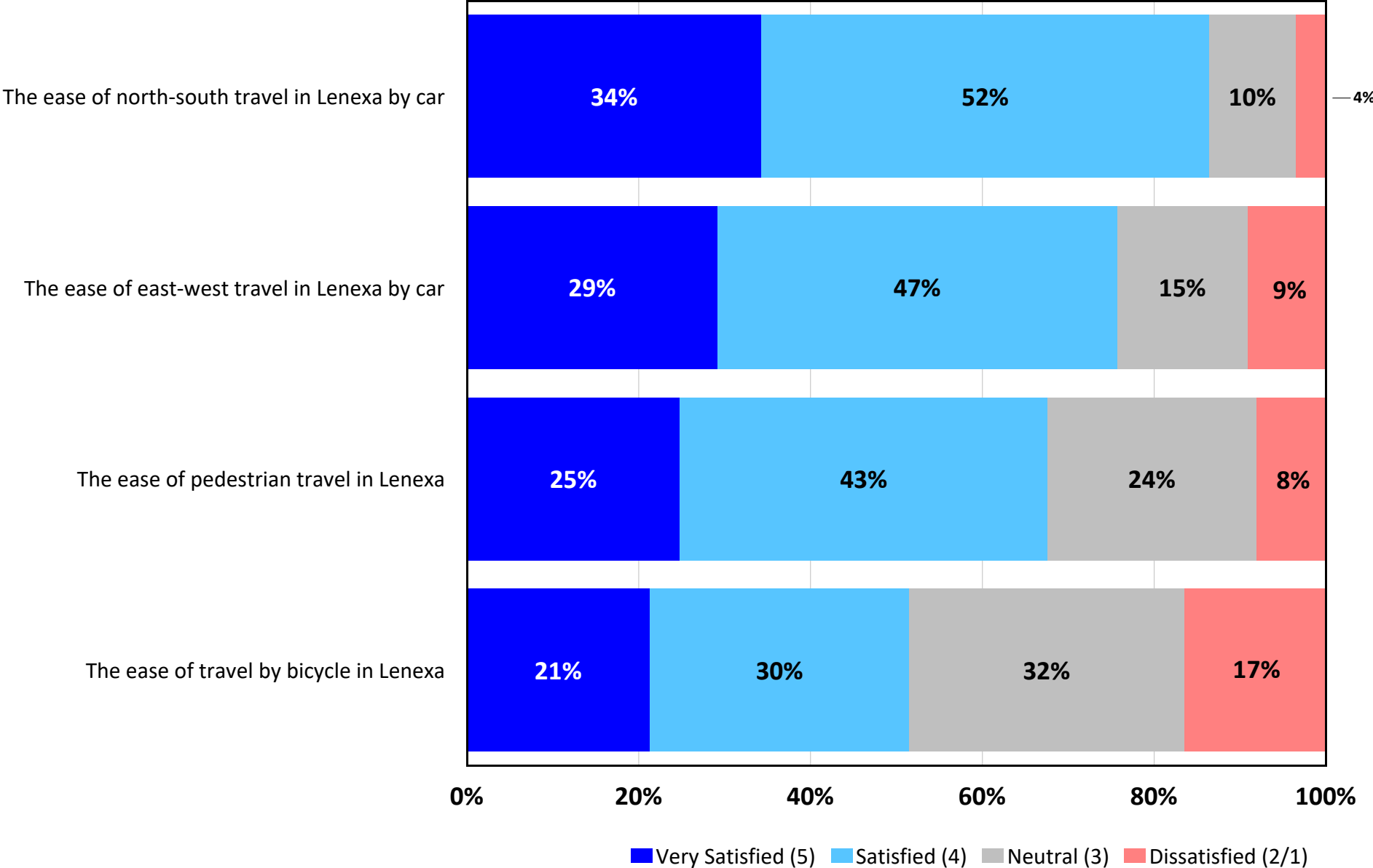
# Q14. City Maintenance Services That Are Most Important for the City of Lenexa to Provide

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



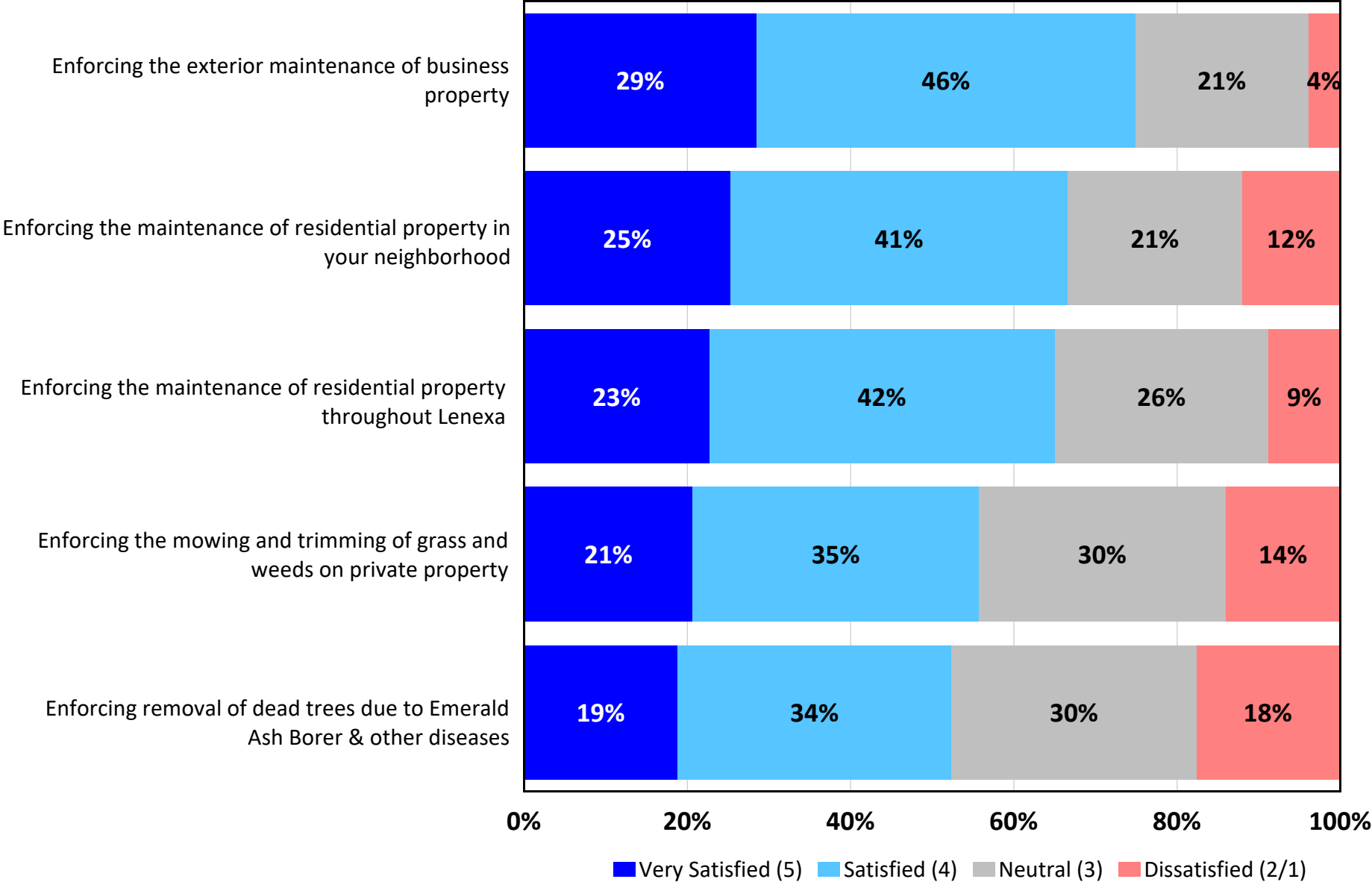
# Q15. Satisfaction With Traffic Flow

by percentage of respondents (excluding don't knows)



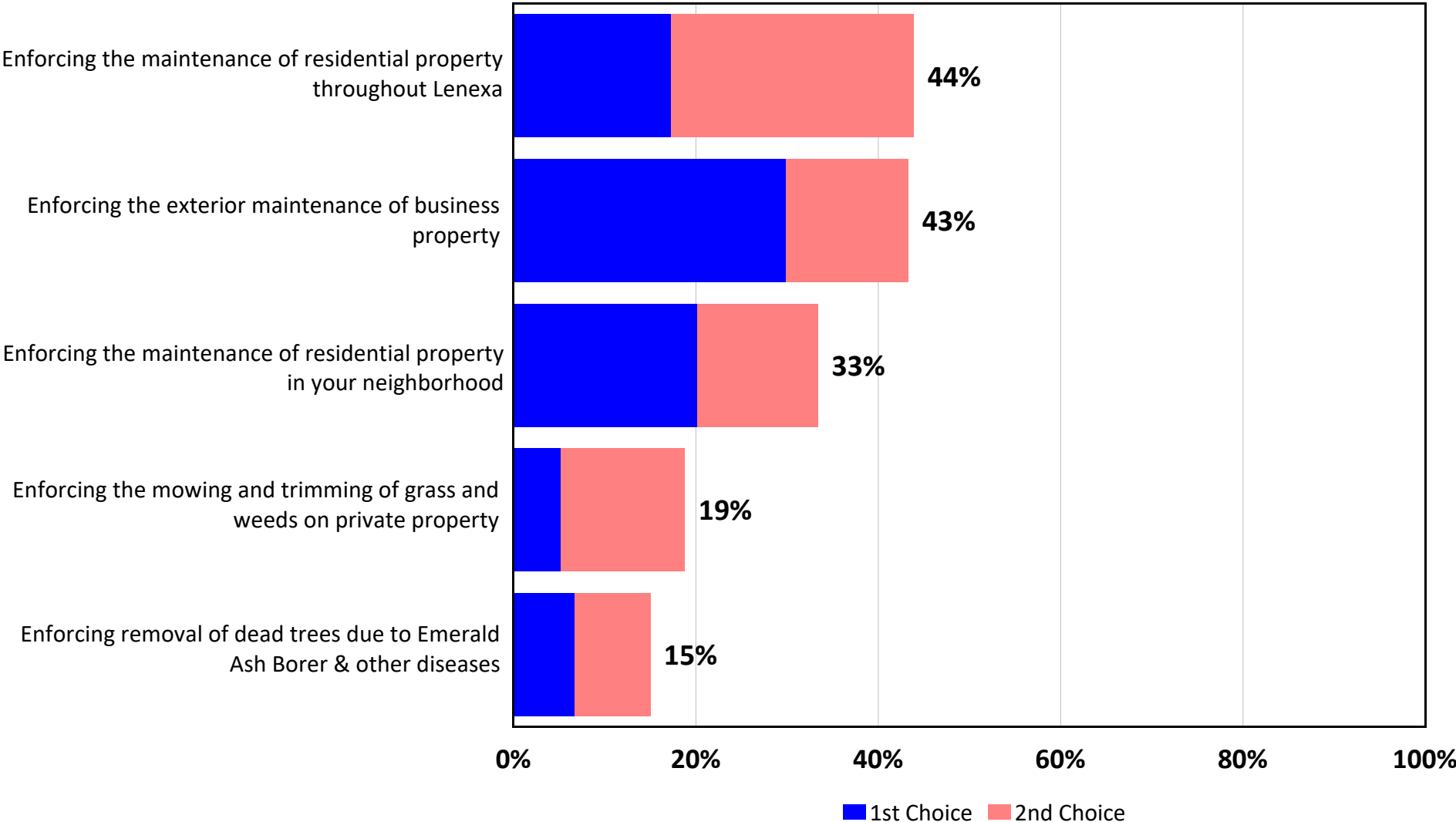
# Q16. Satisfaction With Code Enforcement

by percentage of respondents (excluding don't knows)



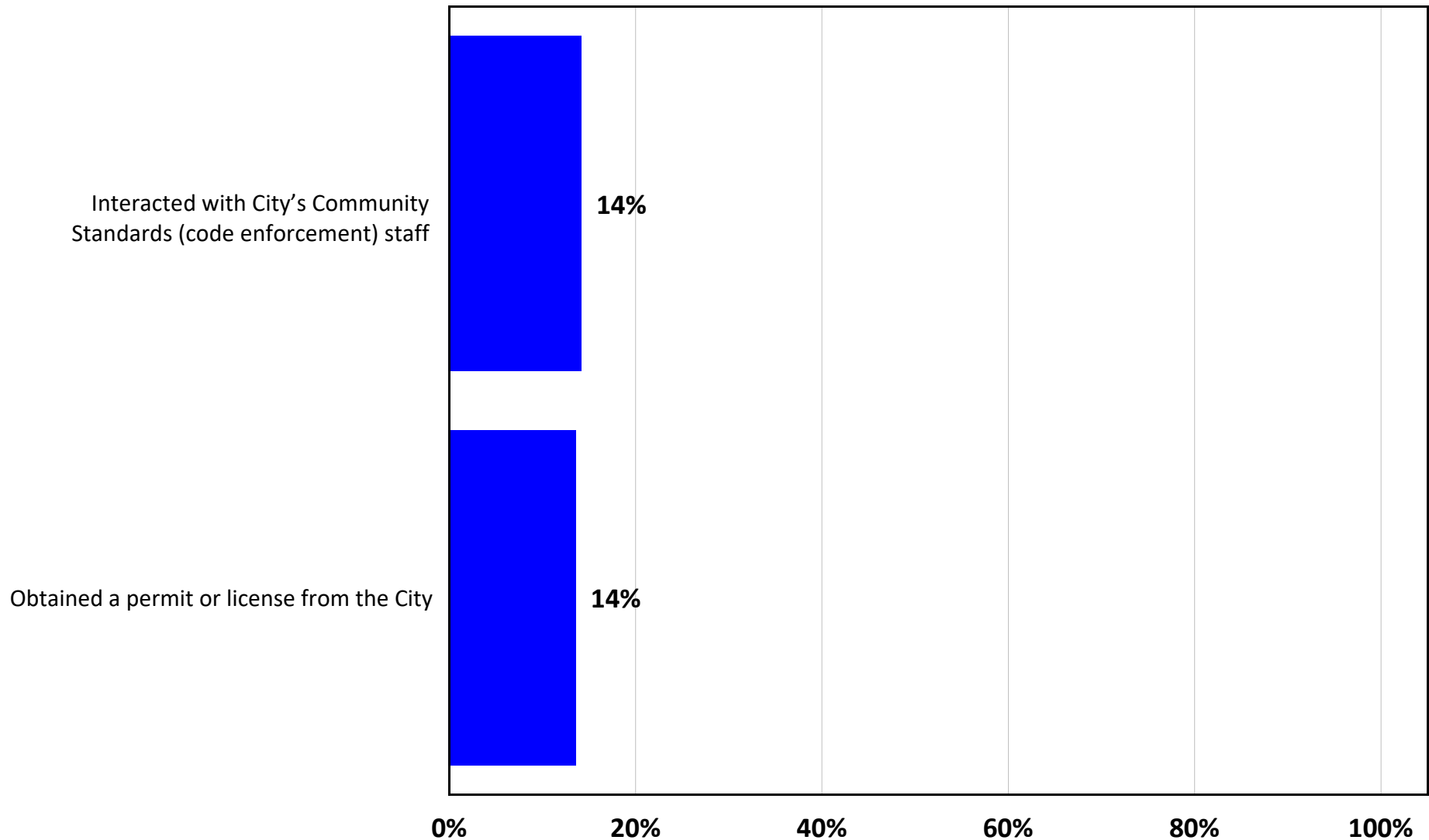
# Q17. Code Enforcement Services That Are Most Important for the City of Lenexa to Provide

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



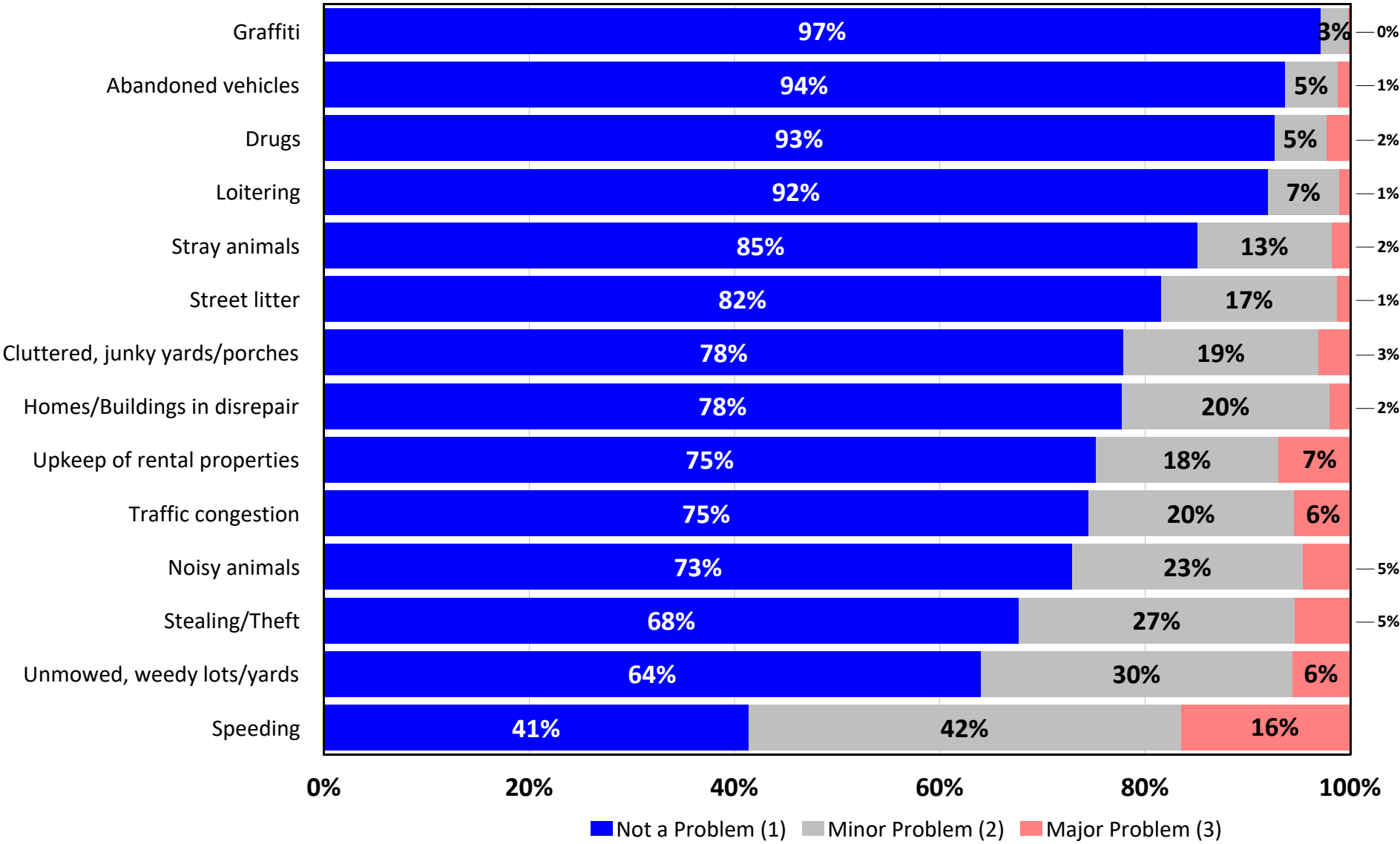
# Q18. In the last year, have you or any members of your family...

by percentage of respondents (multiple selections could be made)



# Q19. To what extent are the following problems in your neighborhood?

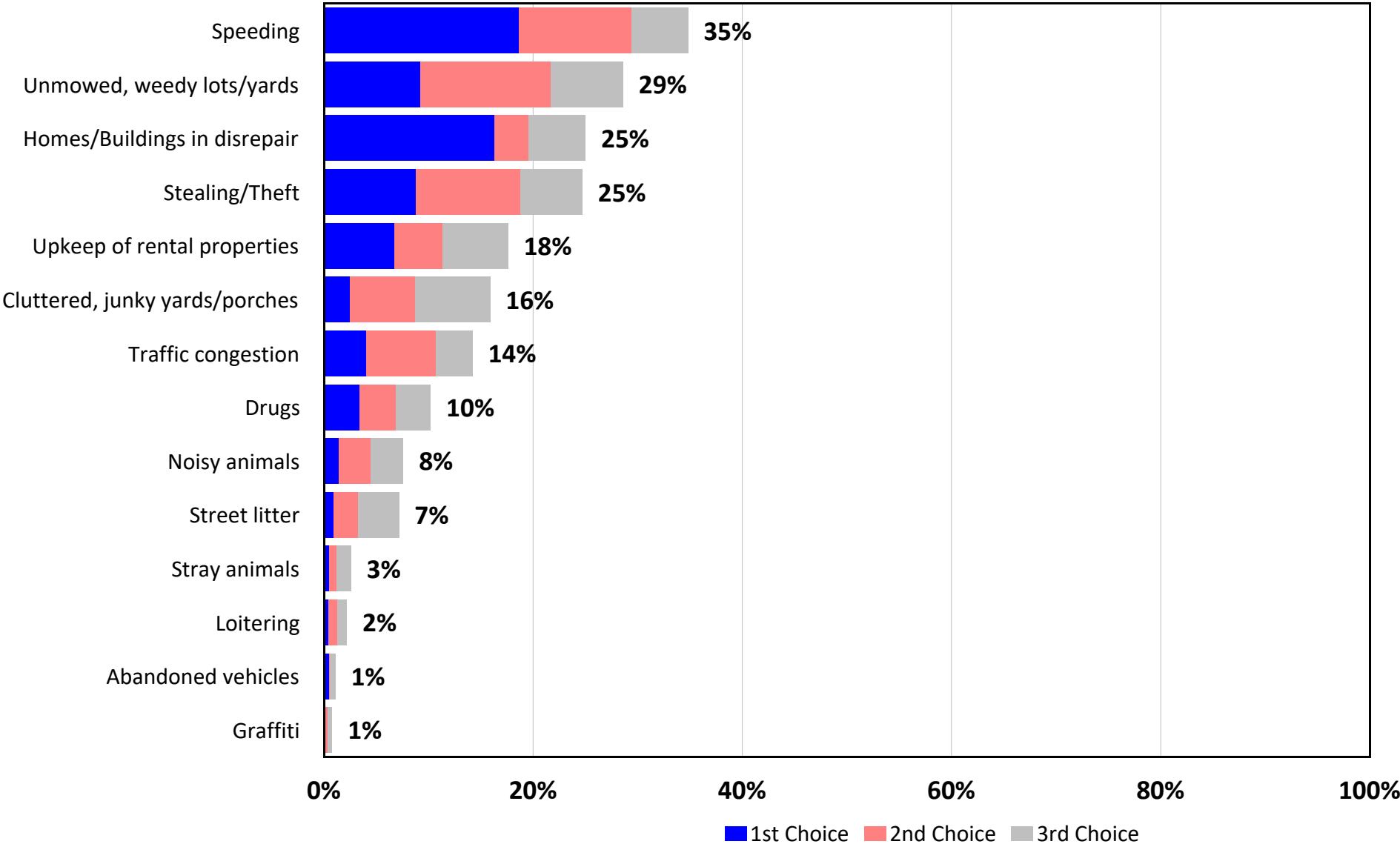
by percentage of respondents (excluding don't knows)





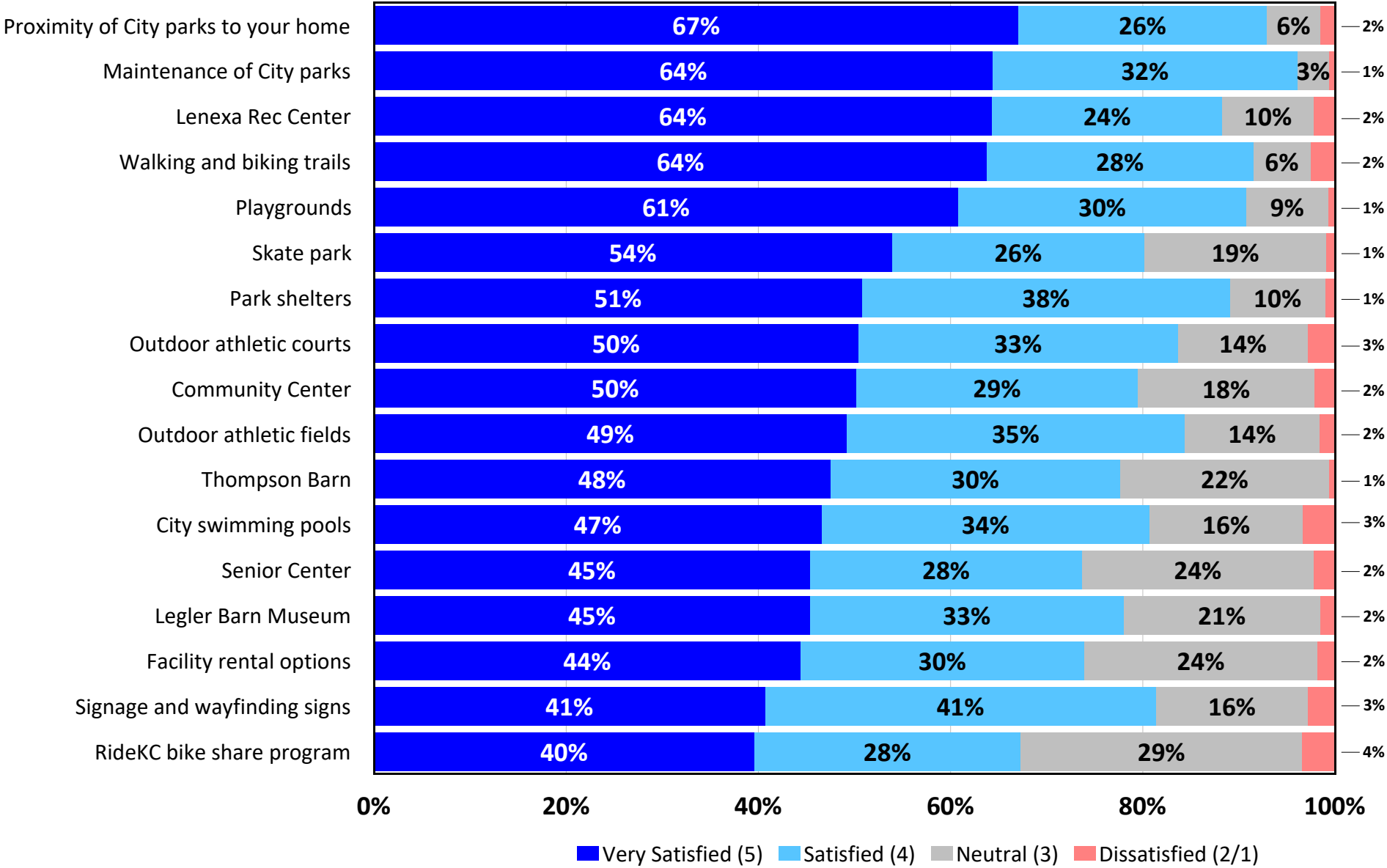
# Q20. Problems That Should be the Top Priority for Improvement in Your Neighborhood

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



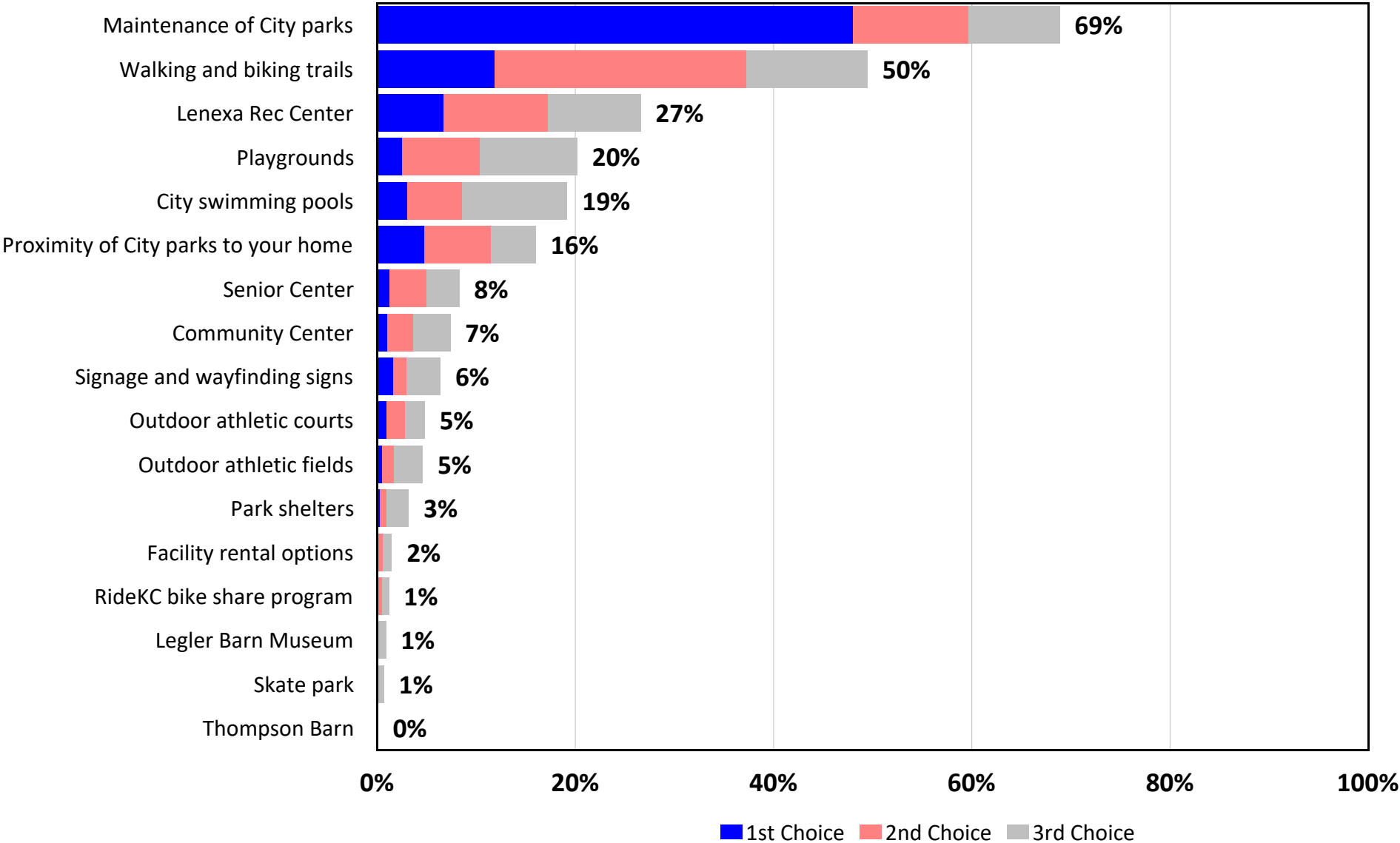
# Q21. Satisfaction With Parks and Recreation Amenities

by percentage of respondents (excluding don't knows)



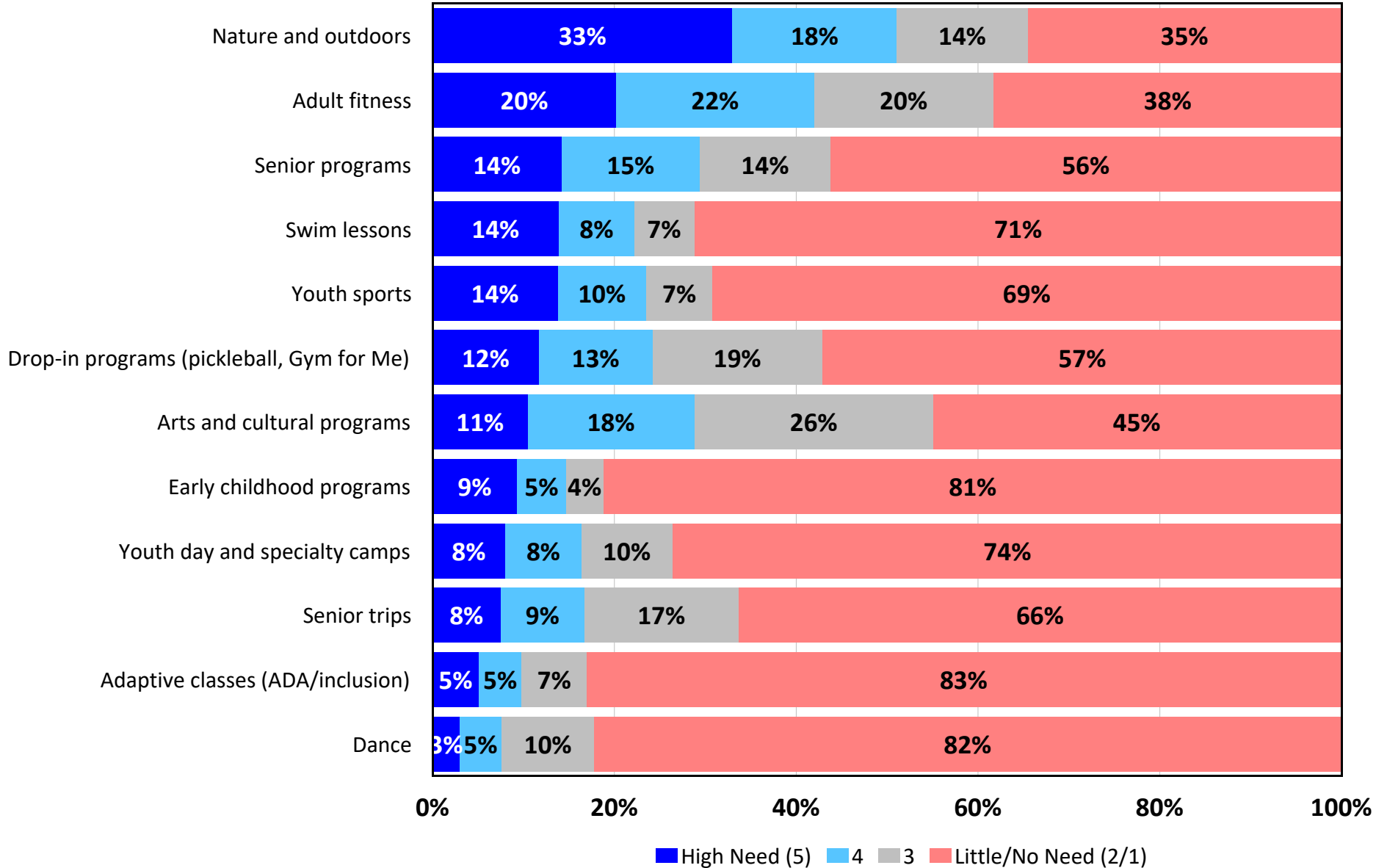
# Q22. Parks and Recreation Amenities That Are Most Important for the City of Lenexa to Provide

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



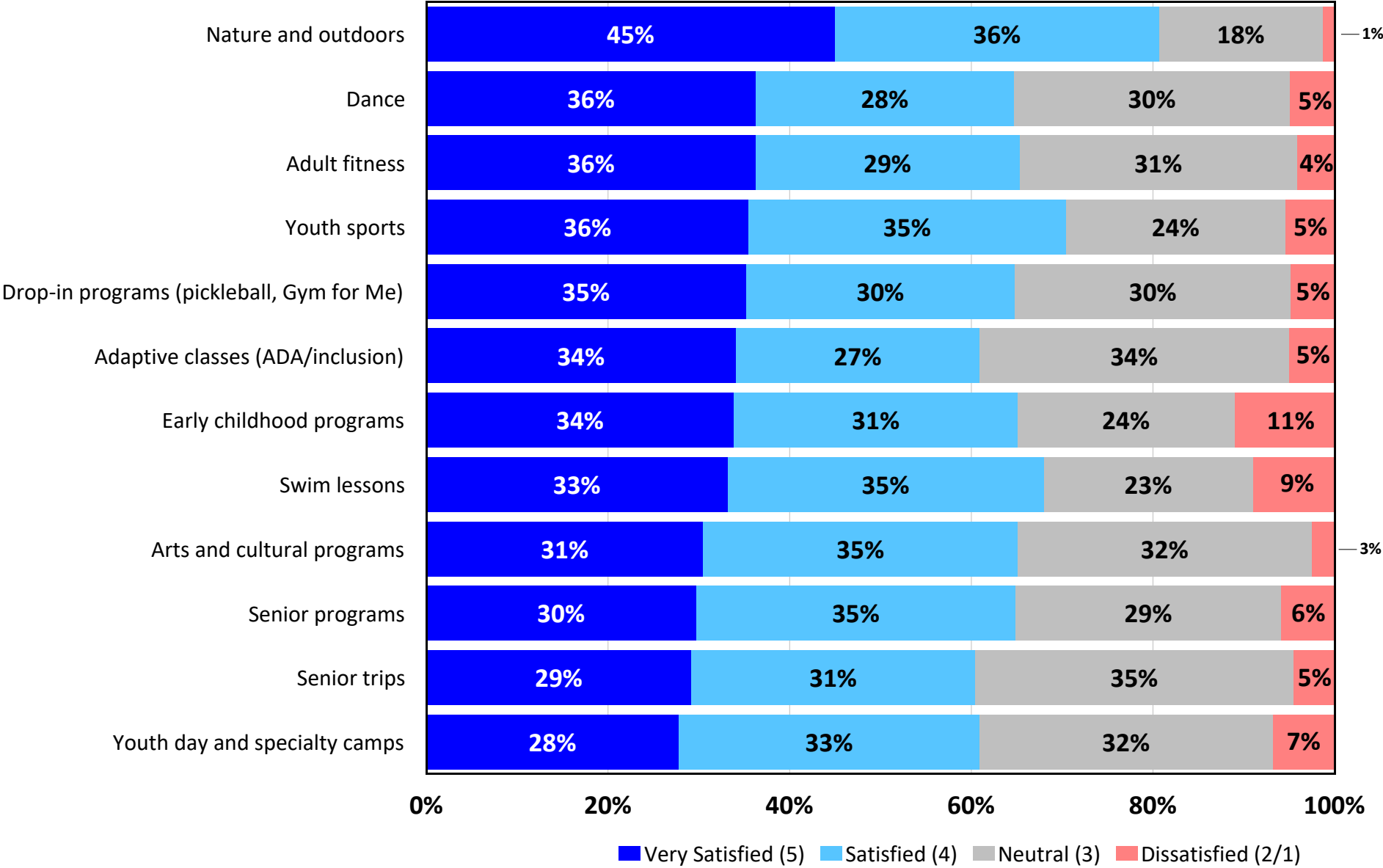
# Q23[1]. Parks and Recreation Programming Needs

by percentage of respondents (excluding not provided)



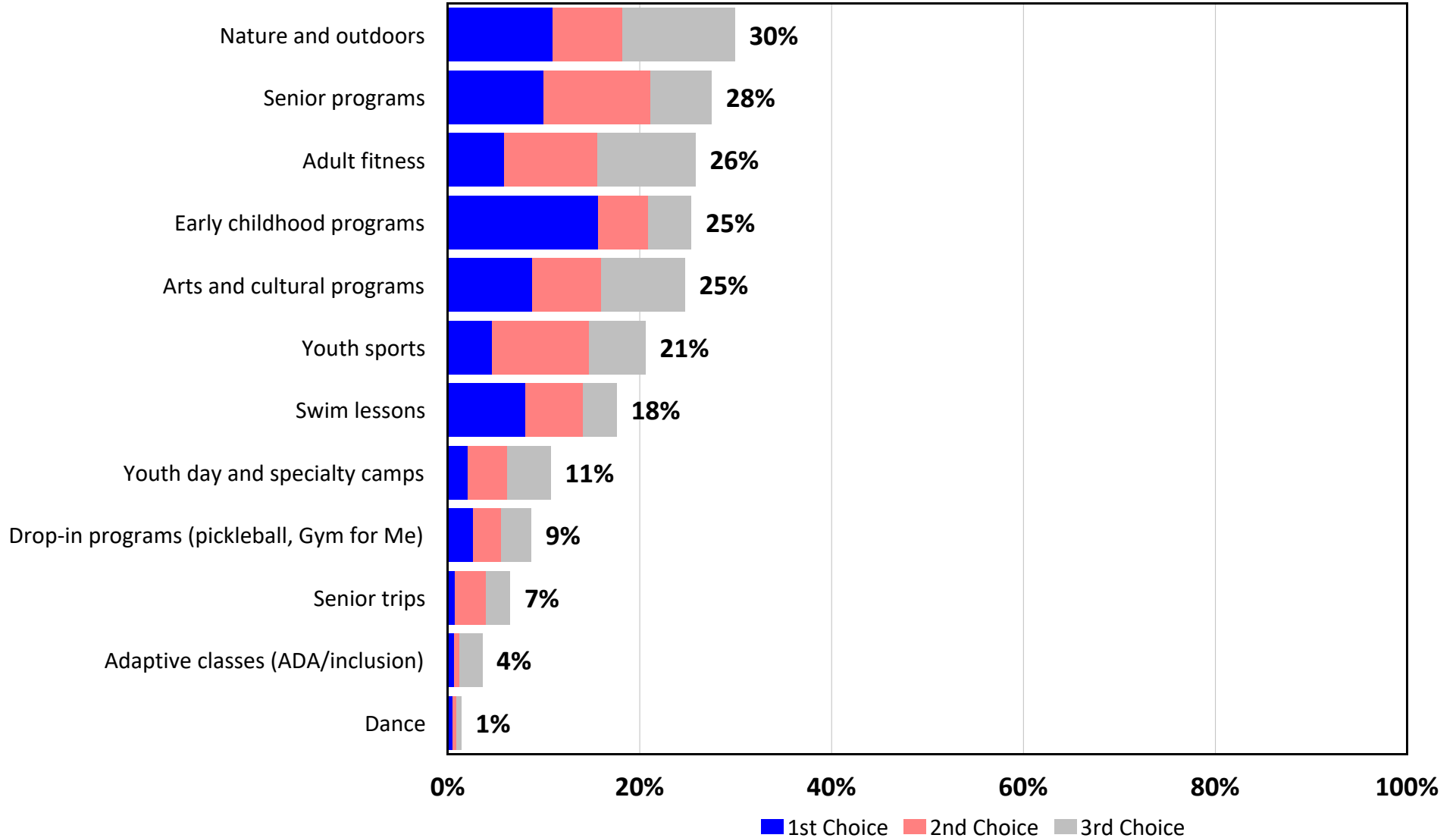
# Q23[2]. Satisfaction With Parks and Recreation Programs

by percentage of respondents (excluding don't knows)



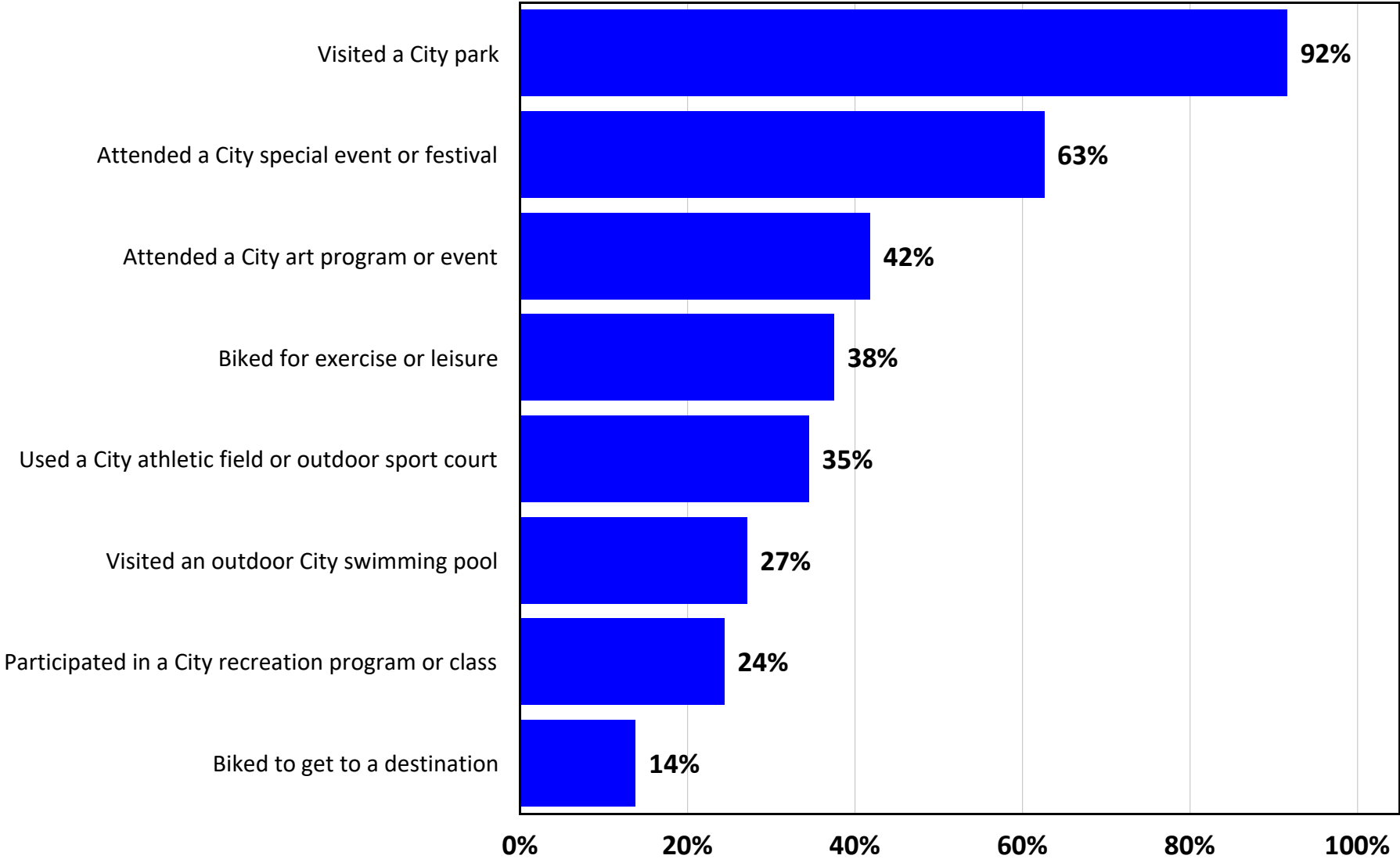
# Q24. Parks and Recreation Programs That Are Most Important for the City of Lenexa to Provide

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



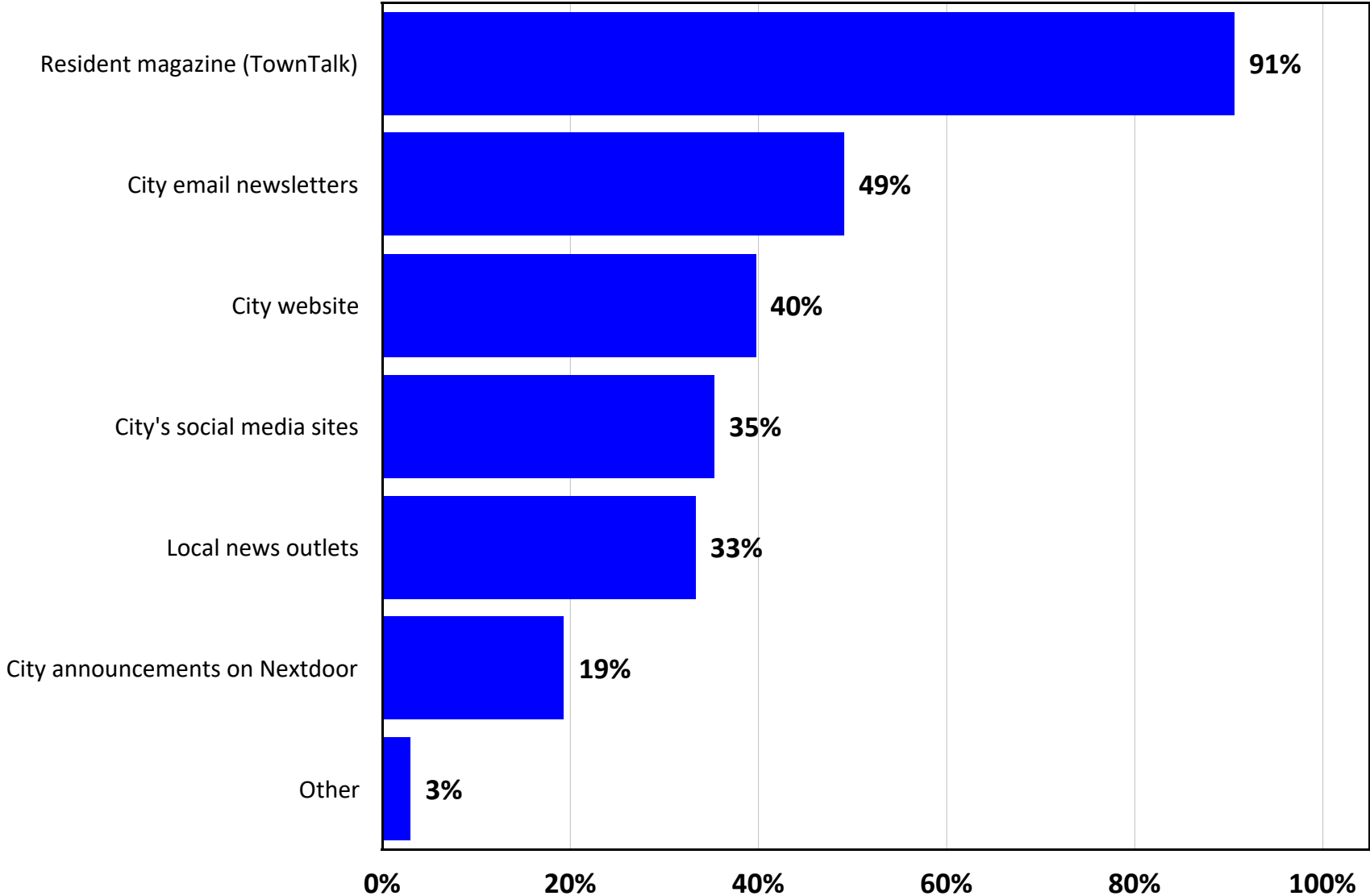
# Q25. In the last year, have you or any members of your family...

by percentage of respondents (multiple selections could be made)



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

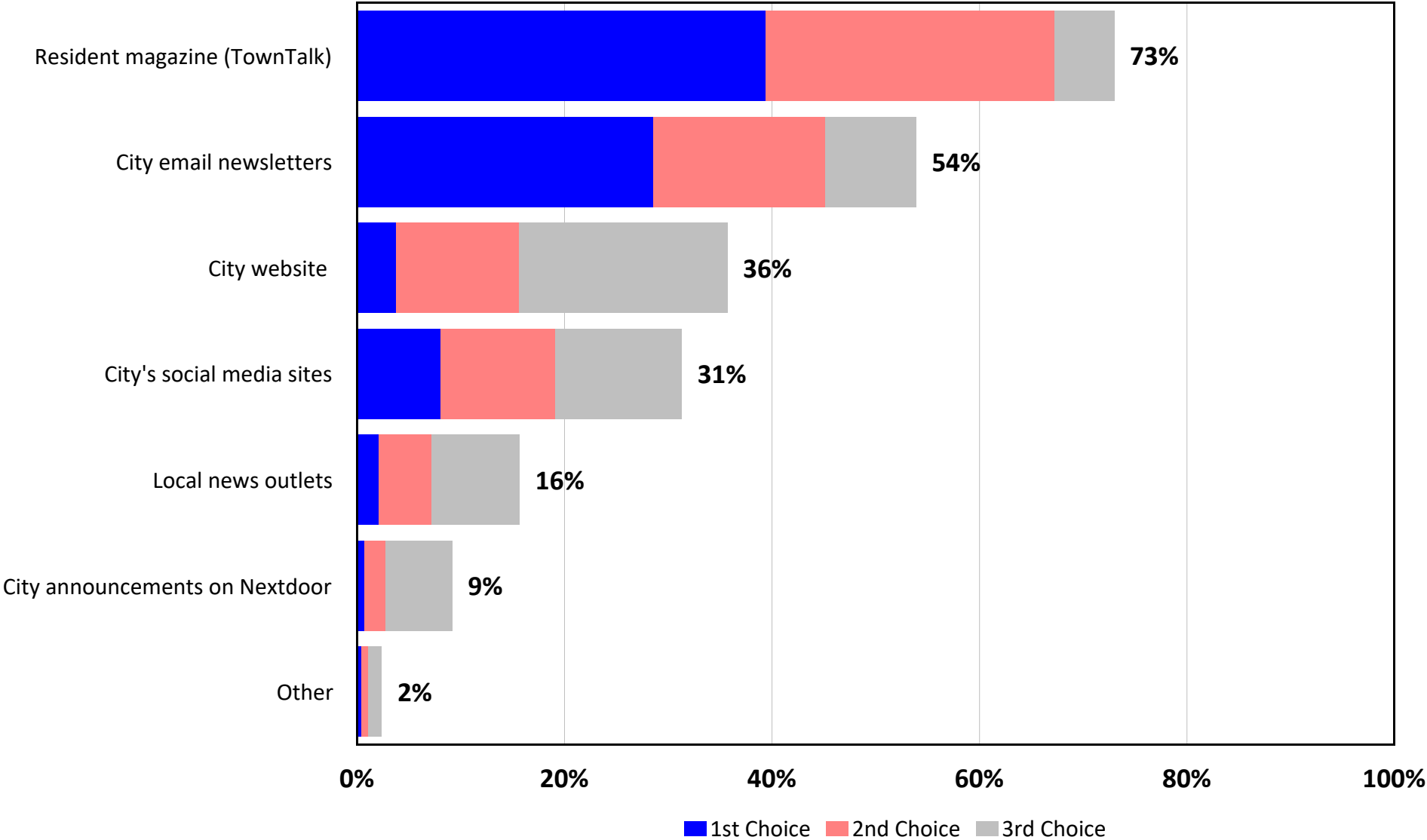
by percentage of respondents (multiple selections could be made)





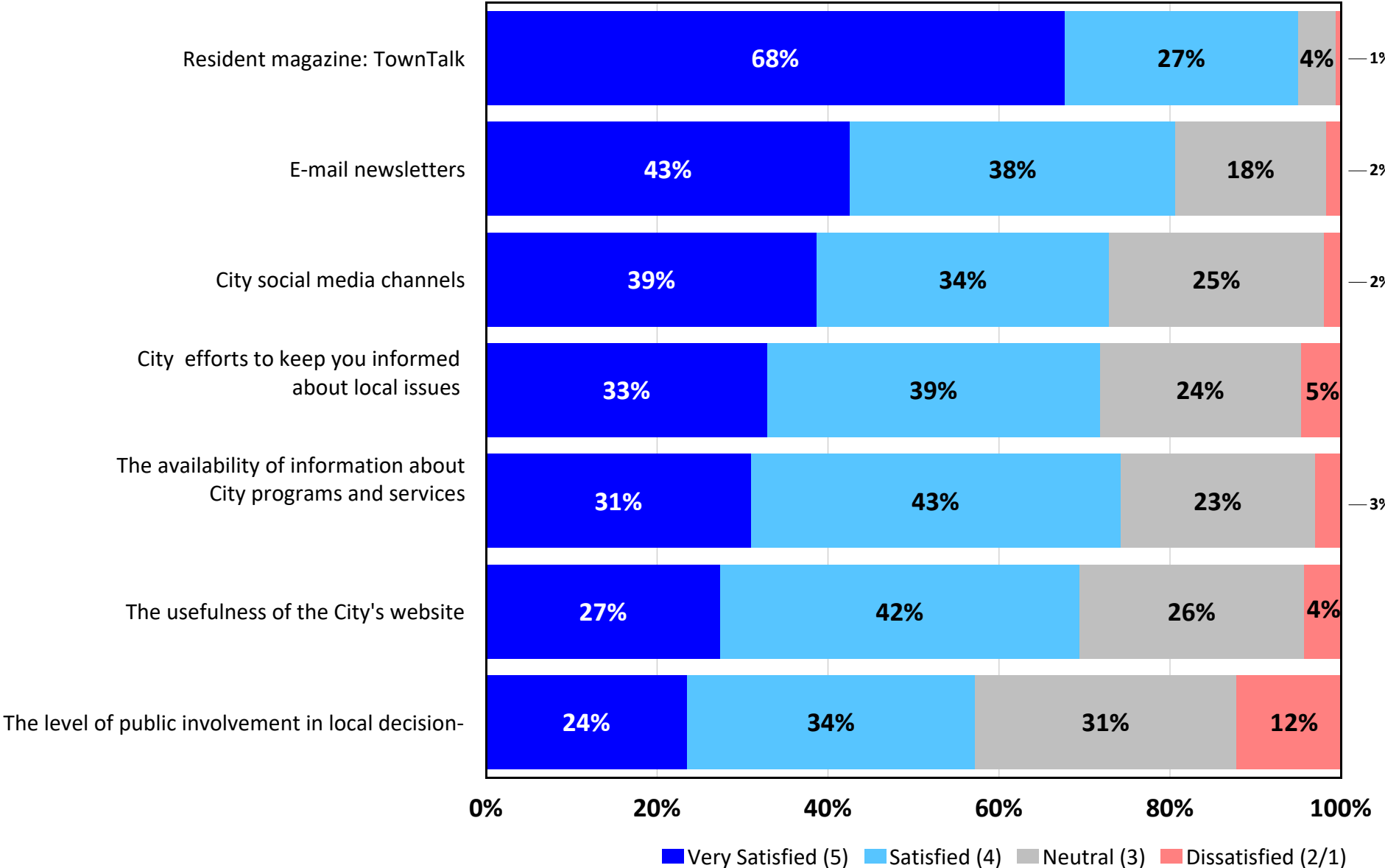
# Q27. Sources of Information Residents Most Prefer to Get Information From the City

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



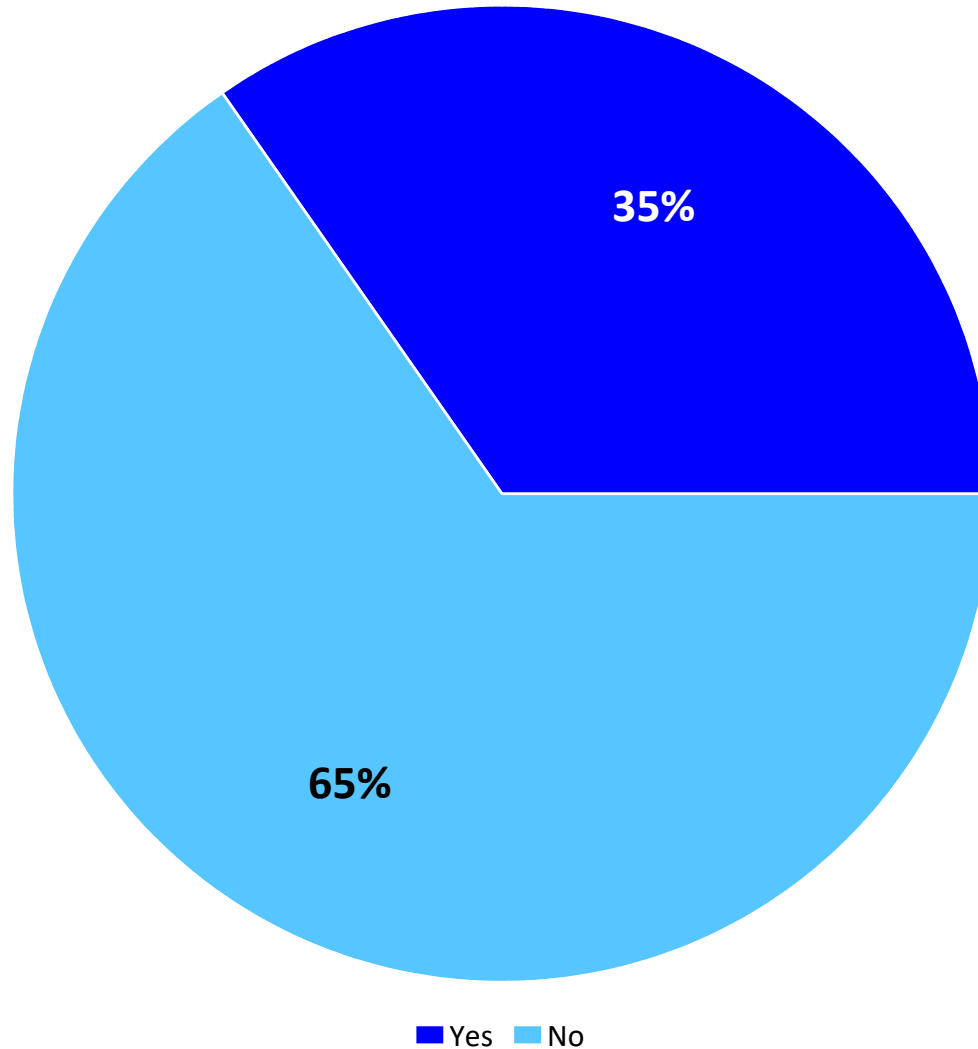
# Q28. Satisfaction With Communication

by percentage of respondents (excluding don't knows)



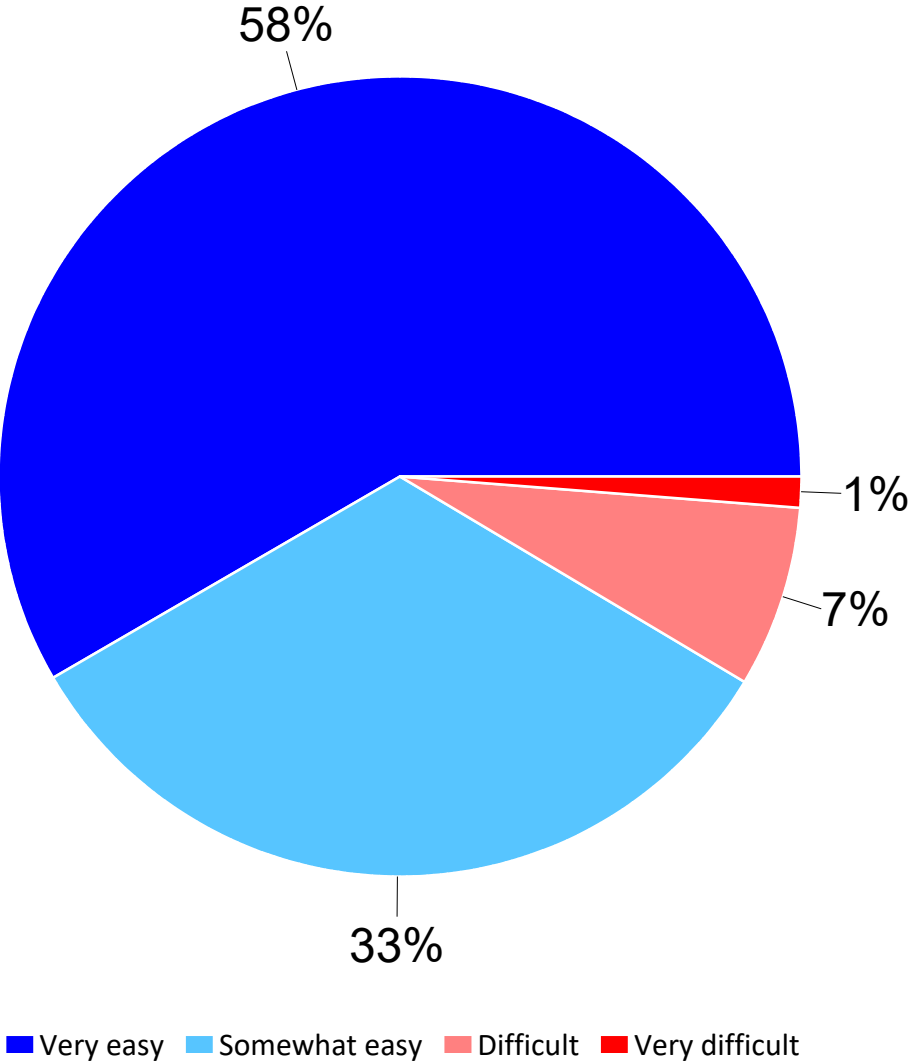
## Q29. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents (excluding don't knows)



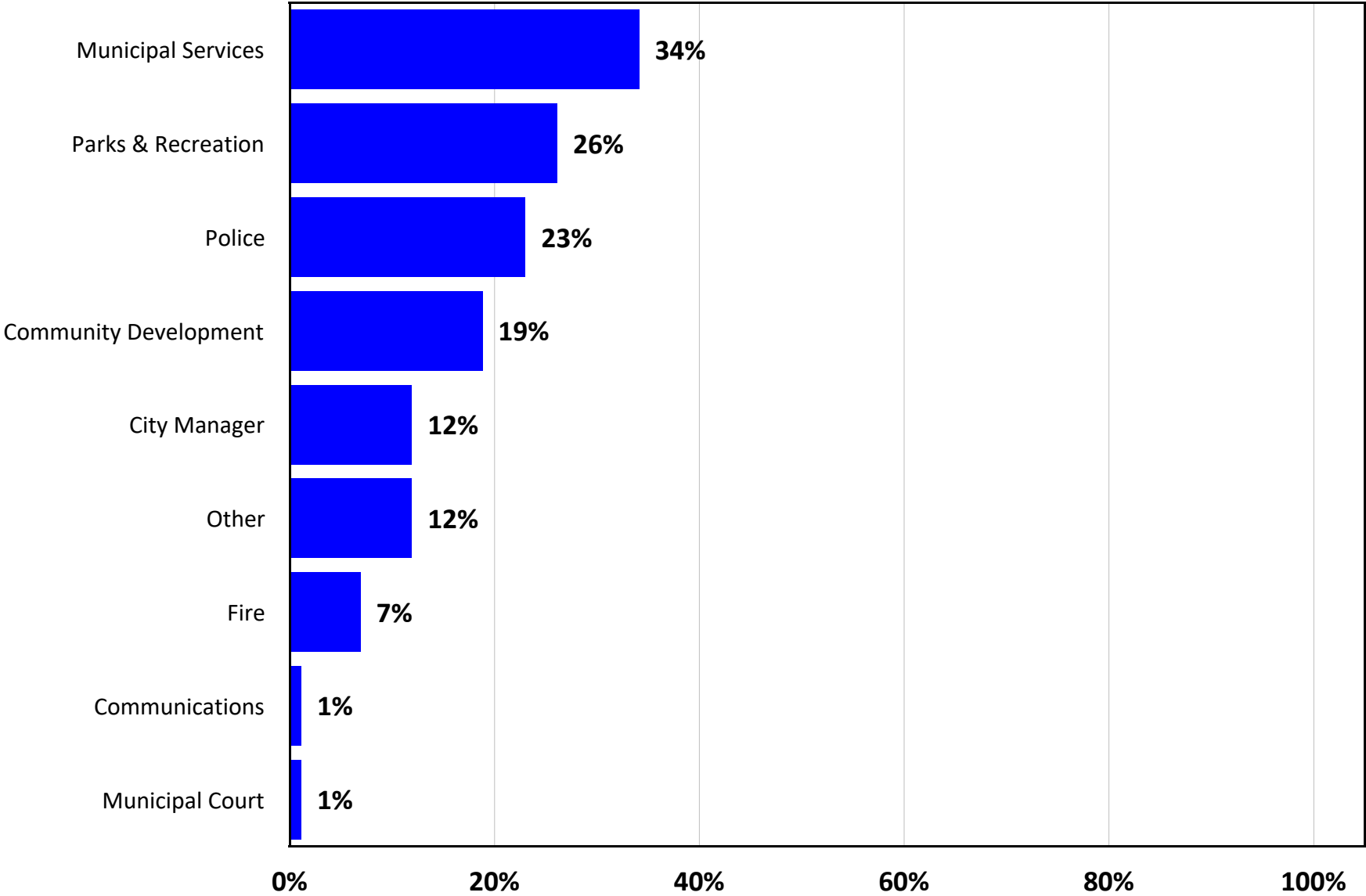
# Q29a. How easy was it to contact the person you needed to reach?

by percentage of respondents who contacted or visited the City during the past year (excluding don't knows)



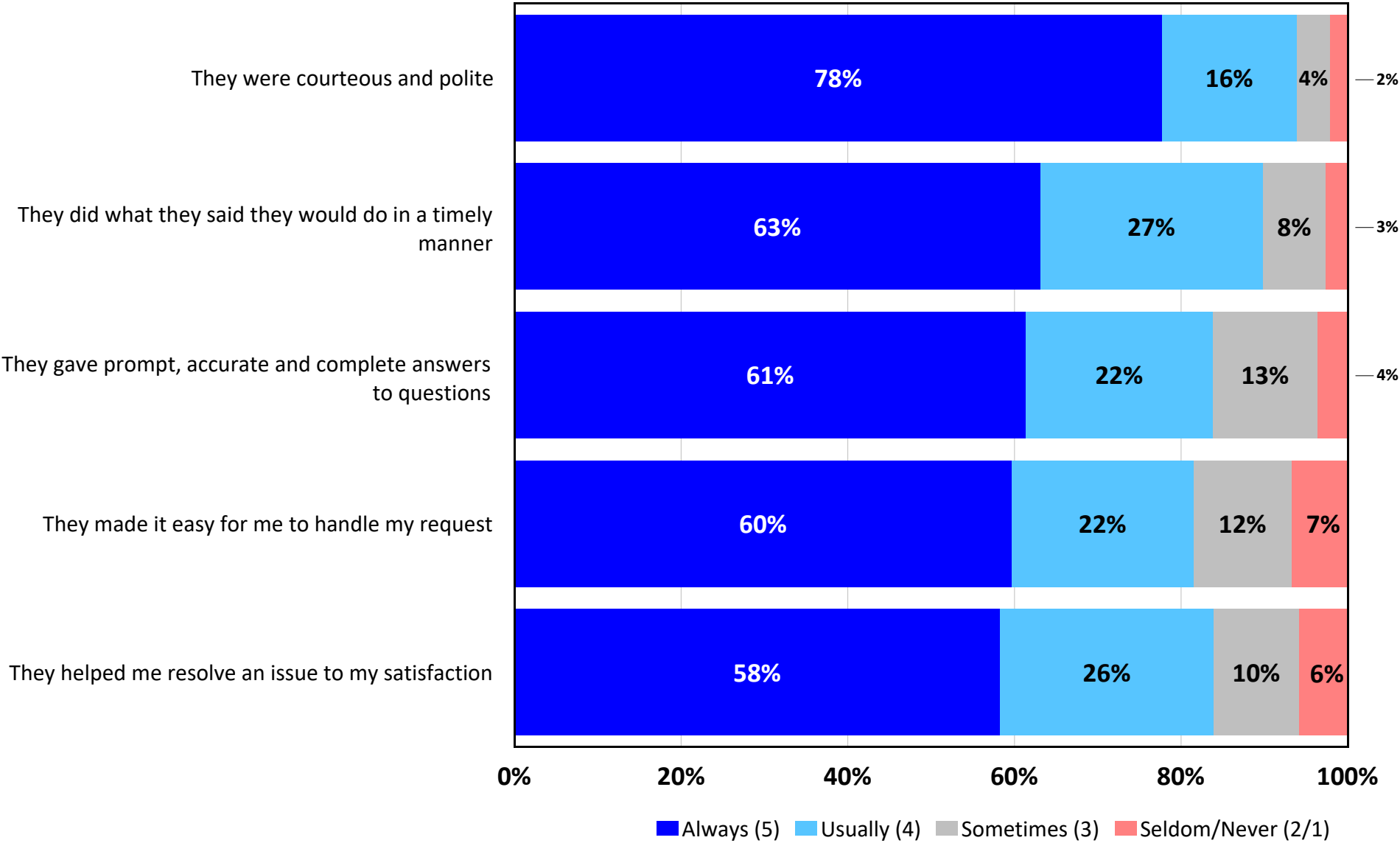
# Q29b. What department did you contact?

by percentage of respondents who contacted or visited the City during the past year



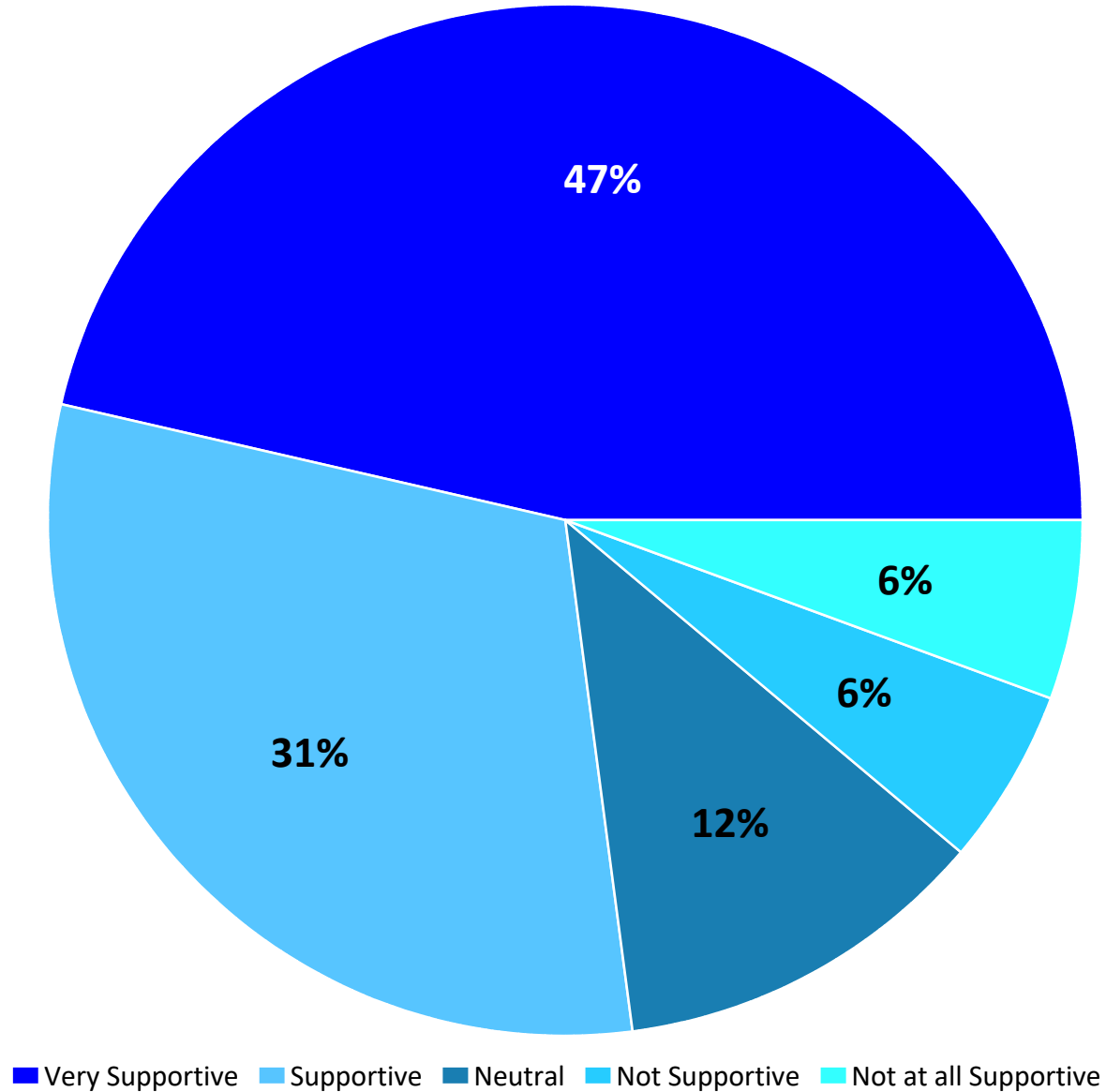
# Q29c. How Frequently Employees Displayed the Following Behaviors

by percentage of respondents who contacted or visited the City during the past year (excluding don't knows)



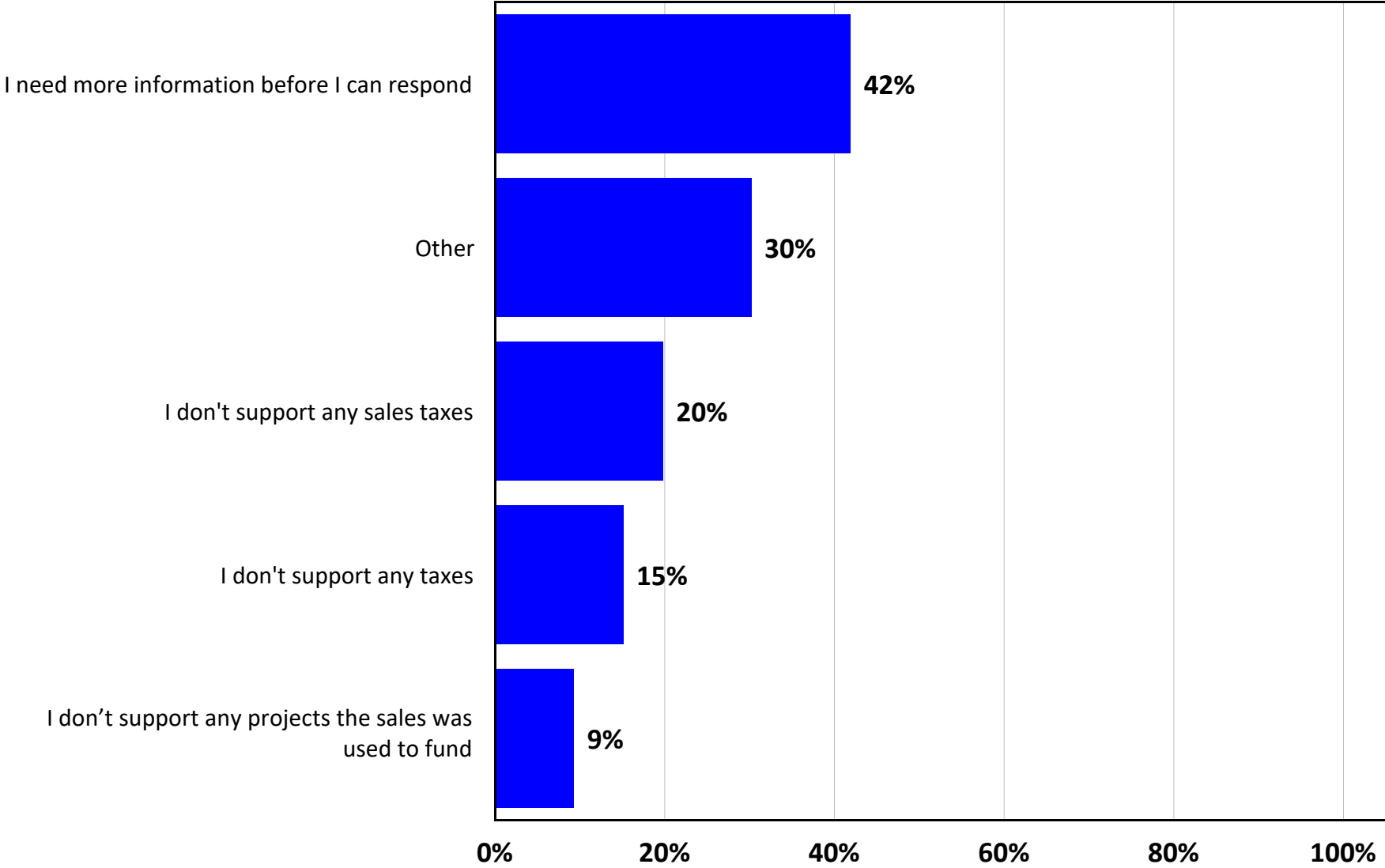
# Q30. How supportive would you be to renew the existing 3/8-Cent Sales Tax for an additional 20 years?

by percentage of respondents (excluding not provided)



# Q30a. If you indicated that you are, “neutral”, “not supportive” or “not at all suppportive”, please select why?

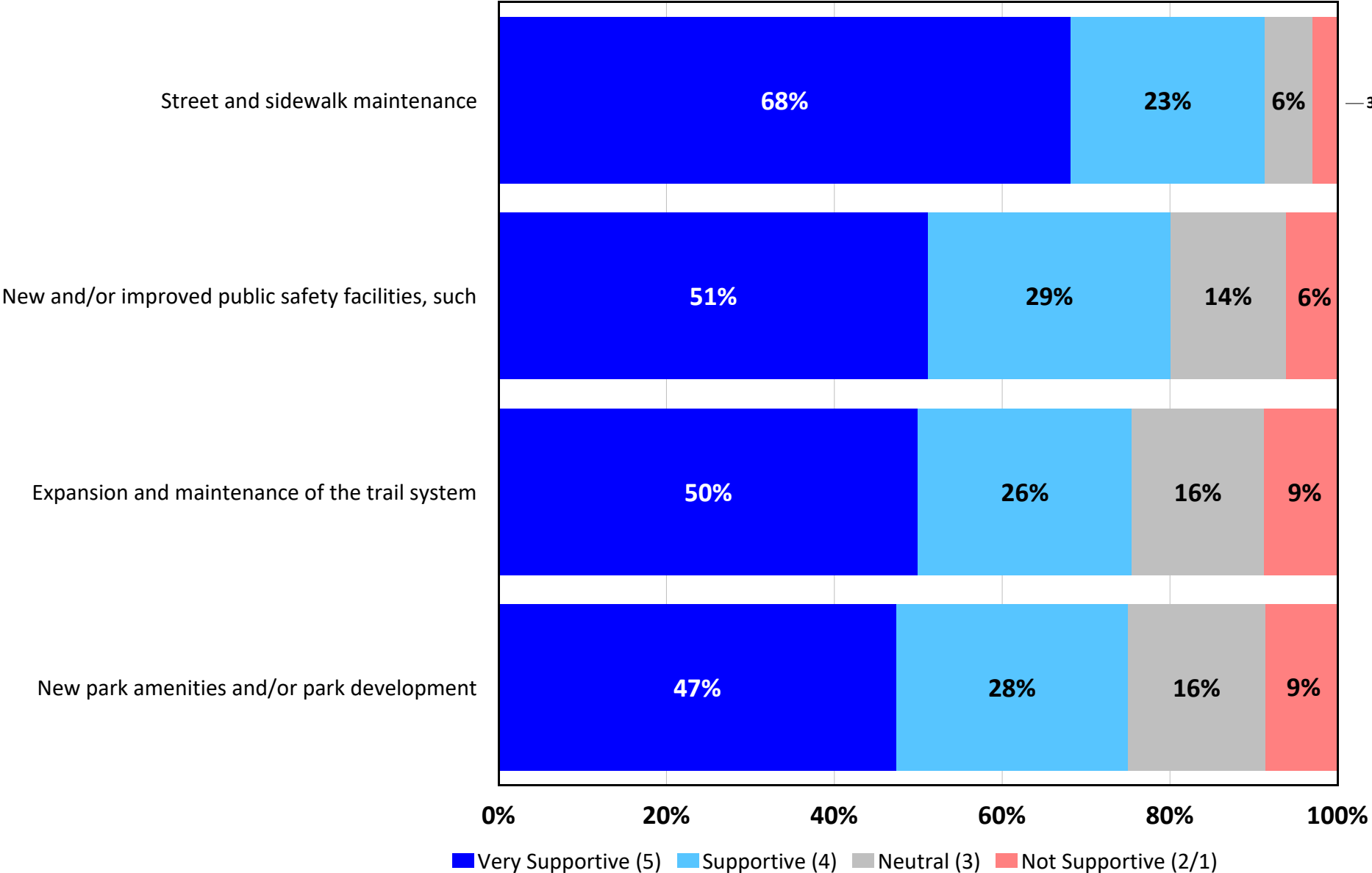
by percentage of respondents (multiple selections could be made)





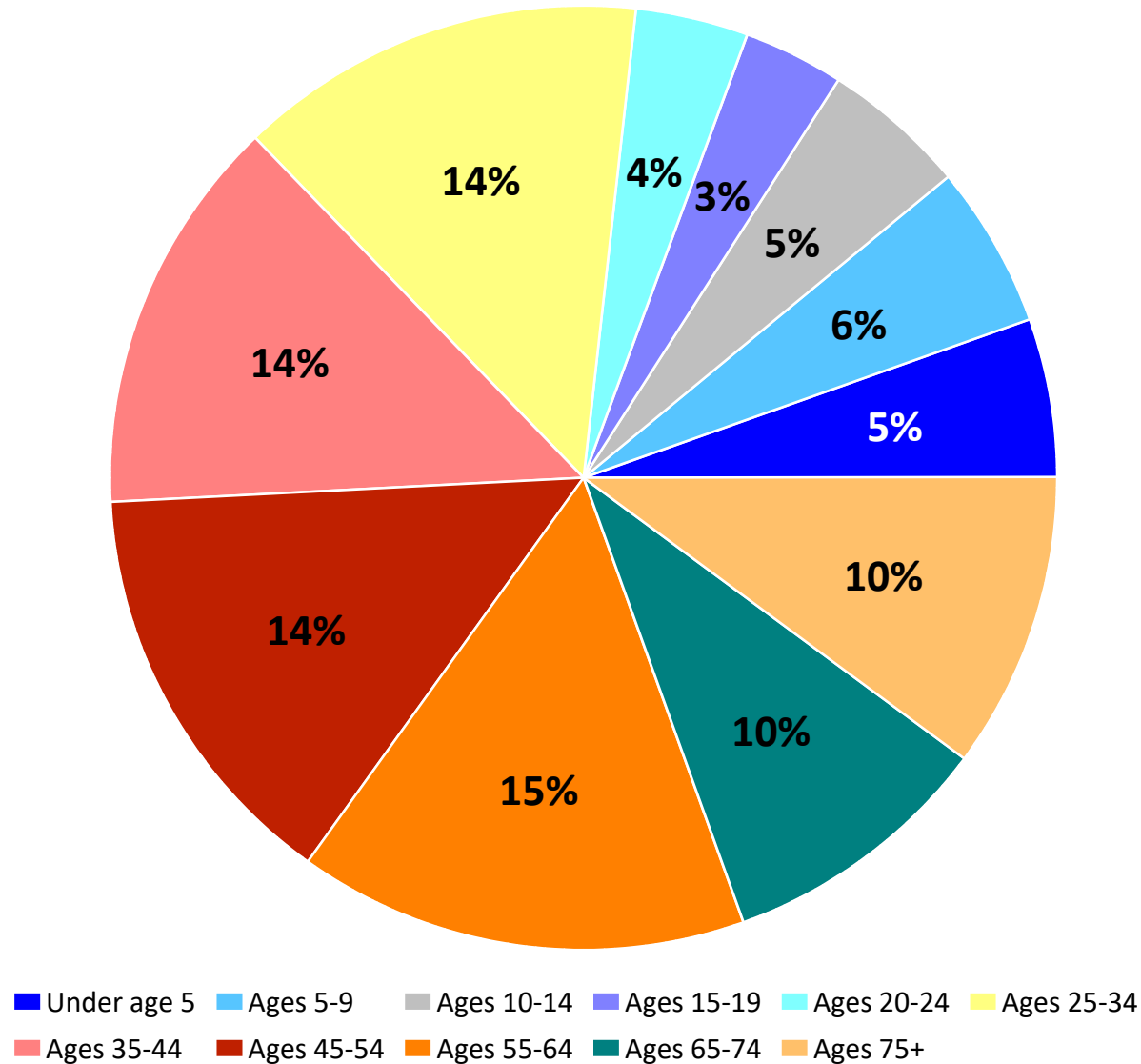
# Q31. How much do you support the following initiatives that may be funded by the 3/8-Cent Sales Tax?

by percentage of respondents (excluding not provided)



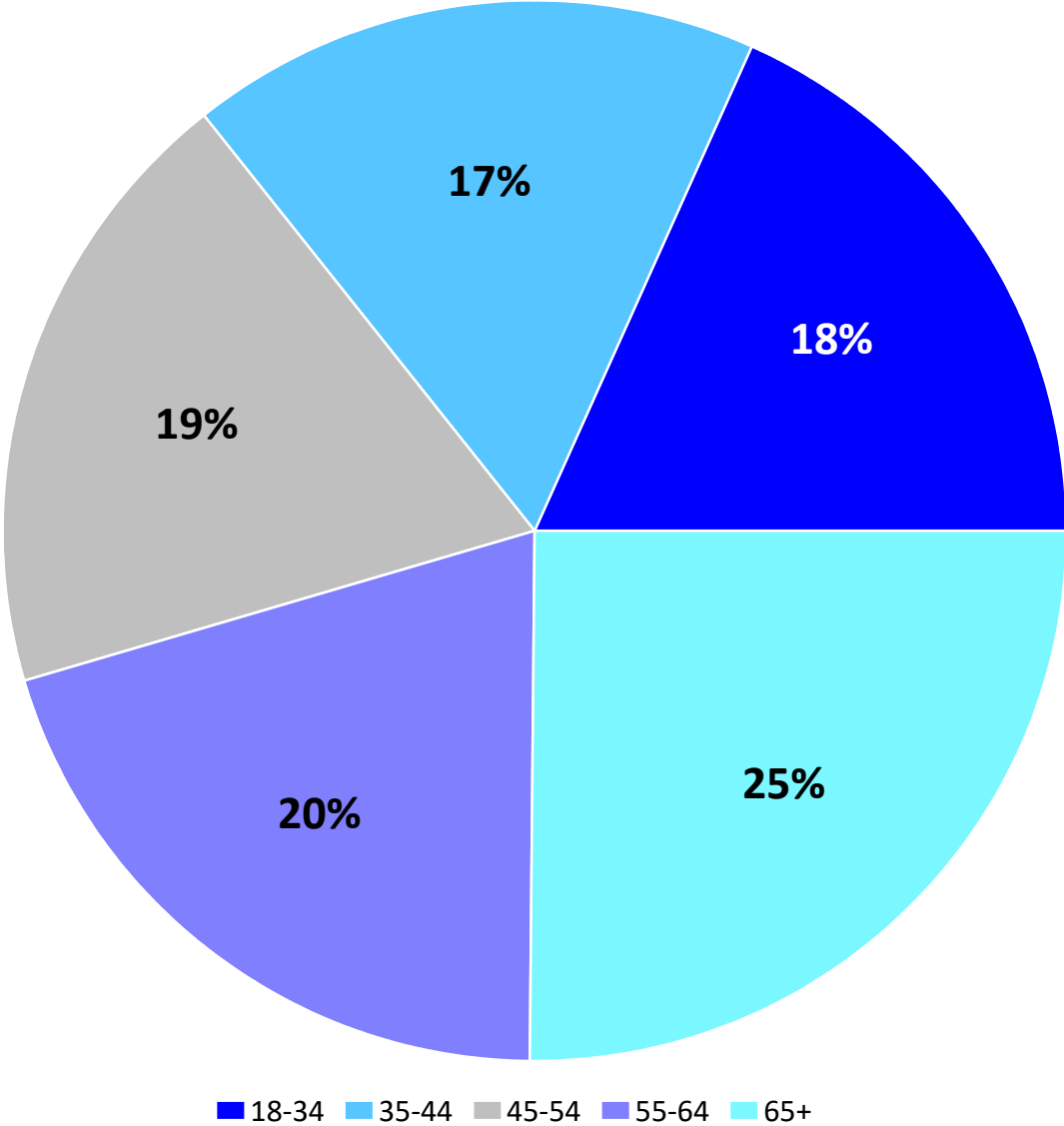
# Q32. Demographics: Including yourself, how many people in your household are...

by percentage of respondents



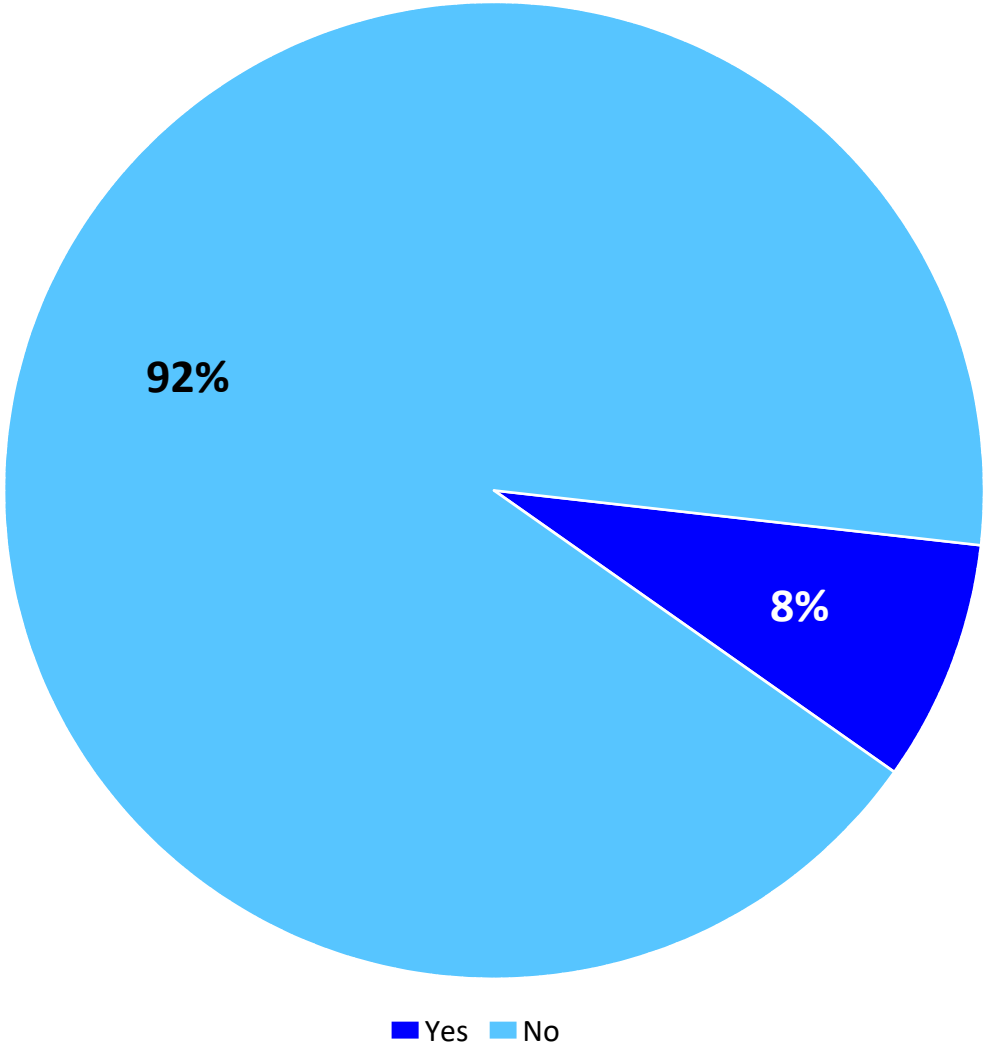
# Q33. Demographics: What is your age?

by percentage of respondents (excluding not provided)



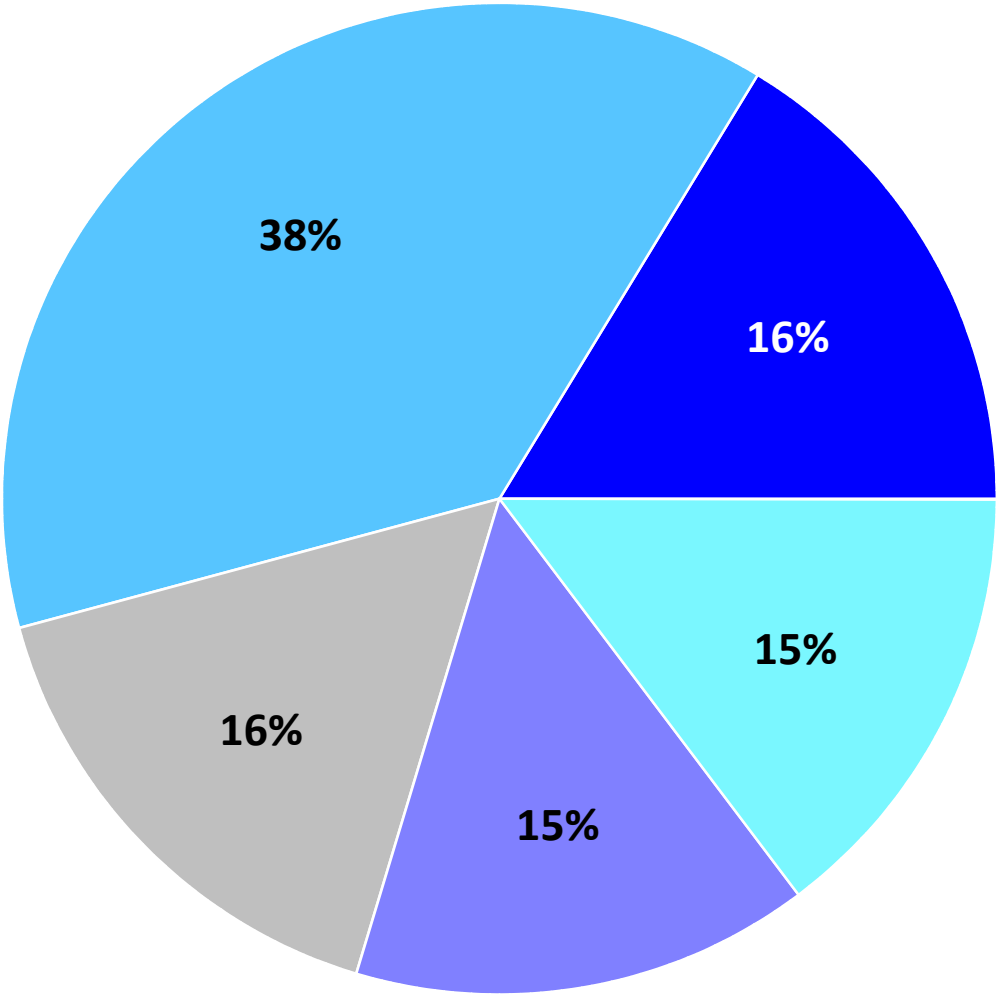
# Q36. Demographics: Are you or other members of your household of Spanish, Hispanic, or Latino Heritage?

by percentage of respondents (excluding not provided)



# Q34-1. Demographics: How many people in your household are of Spanish, Hispanic, or Latino Heritage?

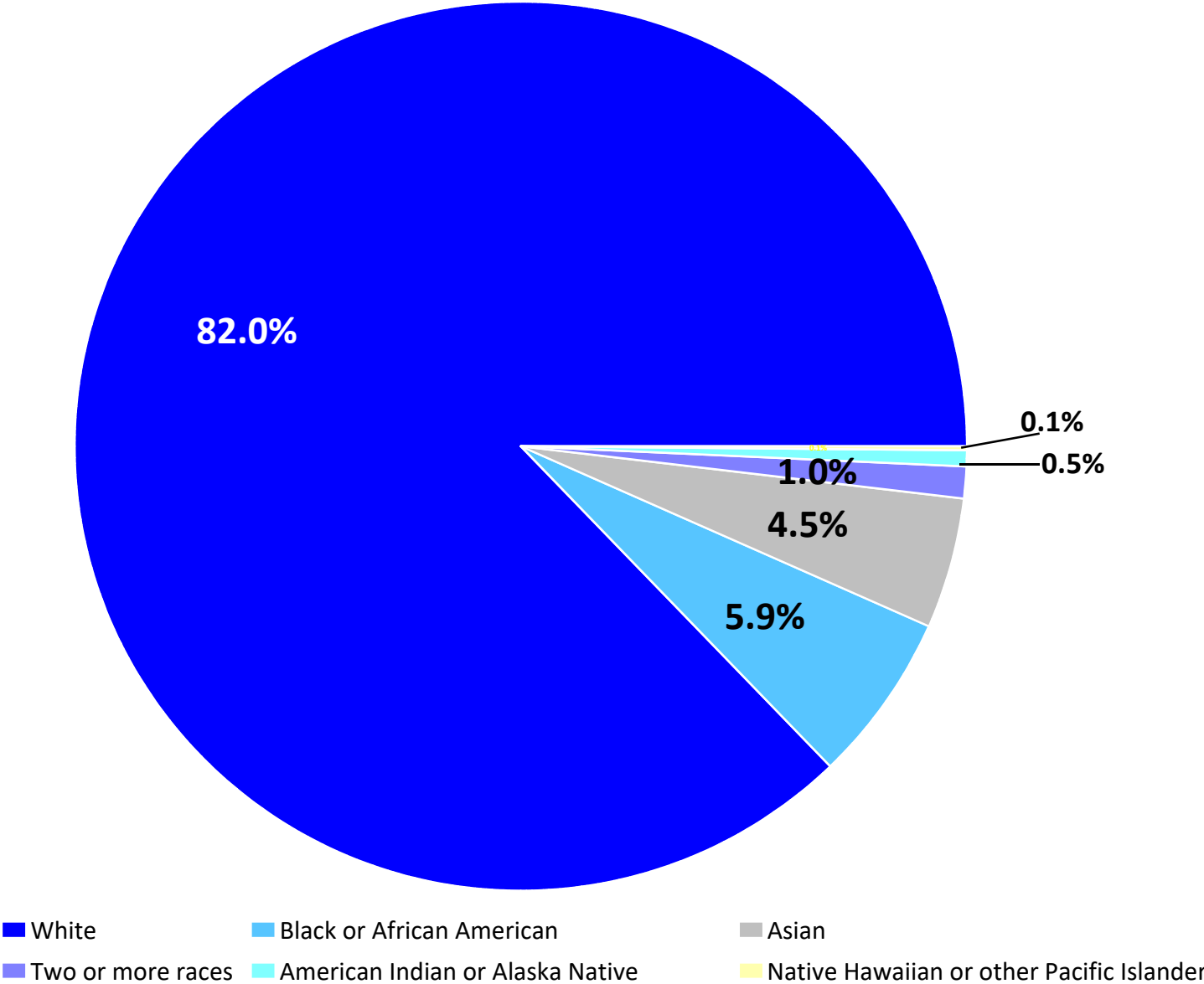
by percentage of respondents who answered “yes” to Question 34 (excluding not provided)



■ One ■ Two ■ Three ■ Four ■ Five or more

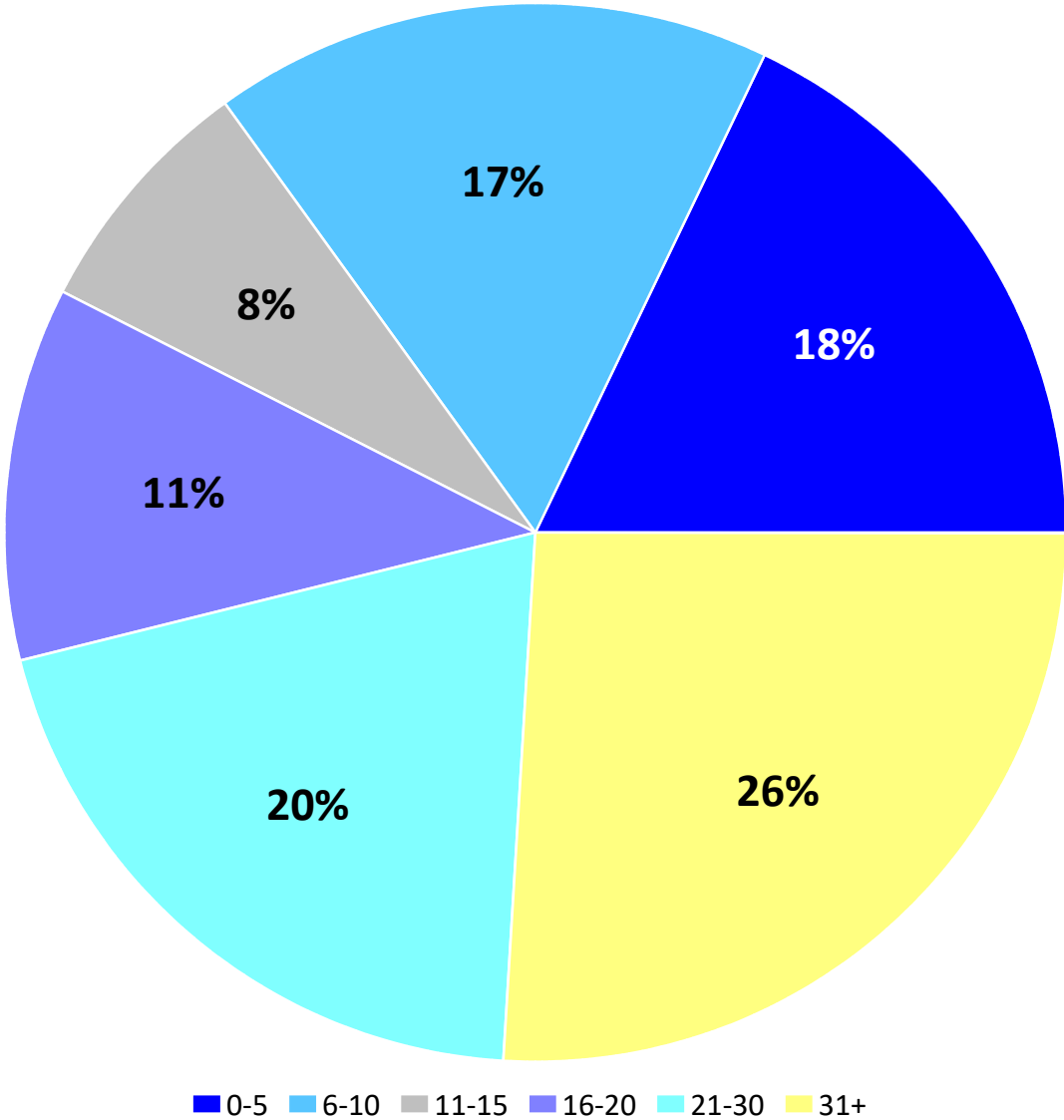
# Q35. Demographics: Race/Ethnicity of Household Members

by percentage of persons in the household



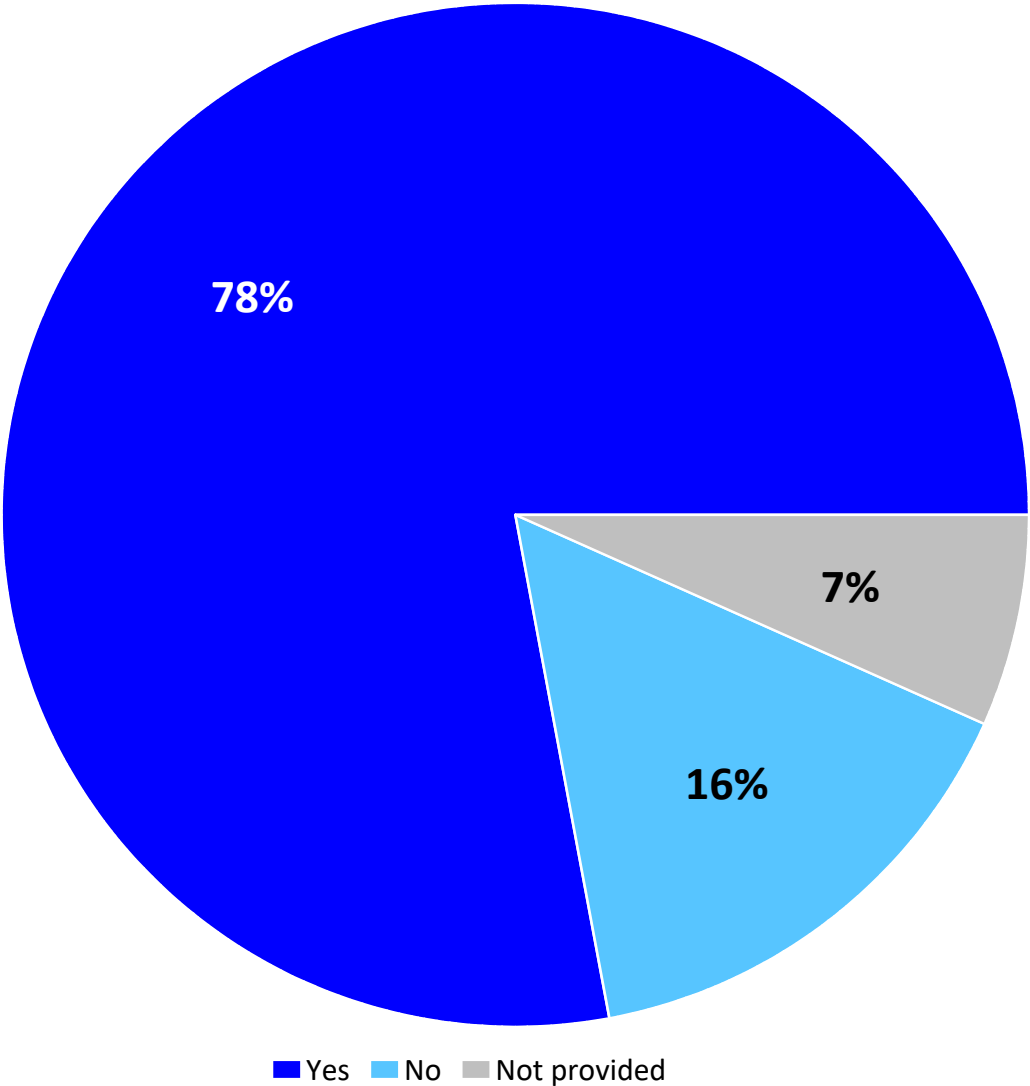
# Q36. Demographics: Approximately how many years have you lived in Lenexa?

by percentage of respondents (excluding not provided)



# Q37. Demographics: Do you plan to retire in Lenexa?

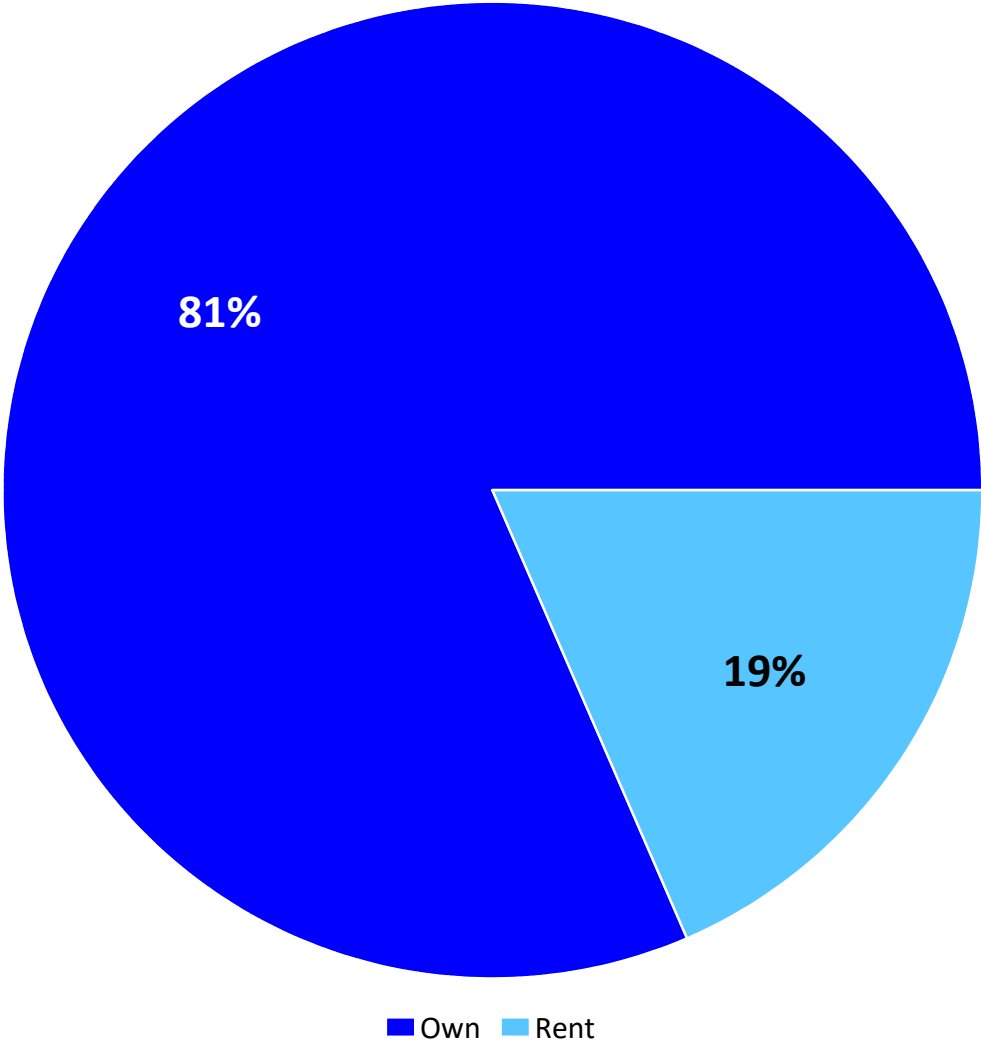
by percentage of respondents





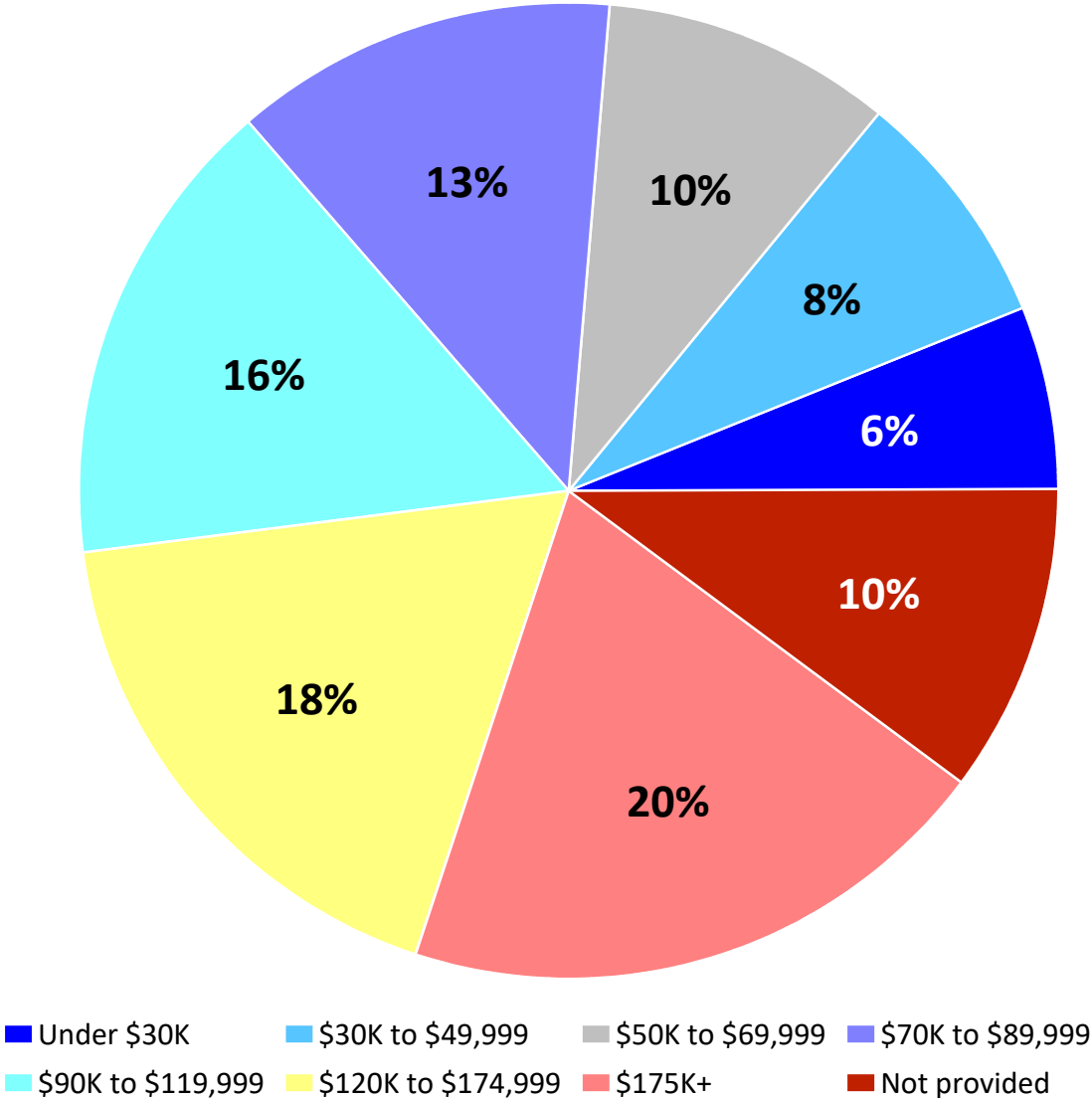
# Q38. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding not provided)



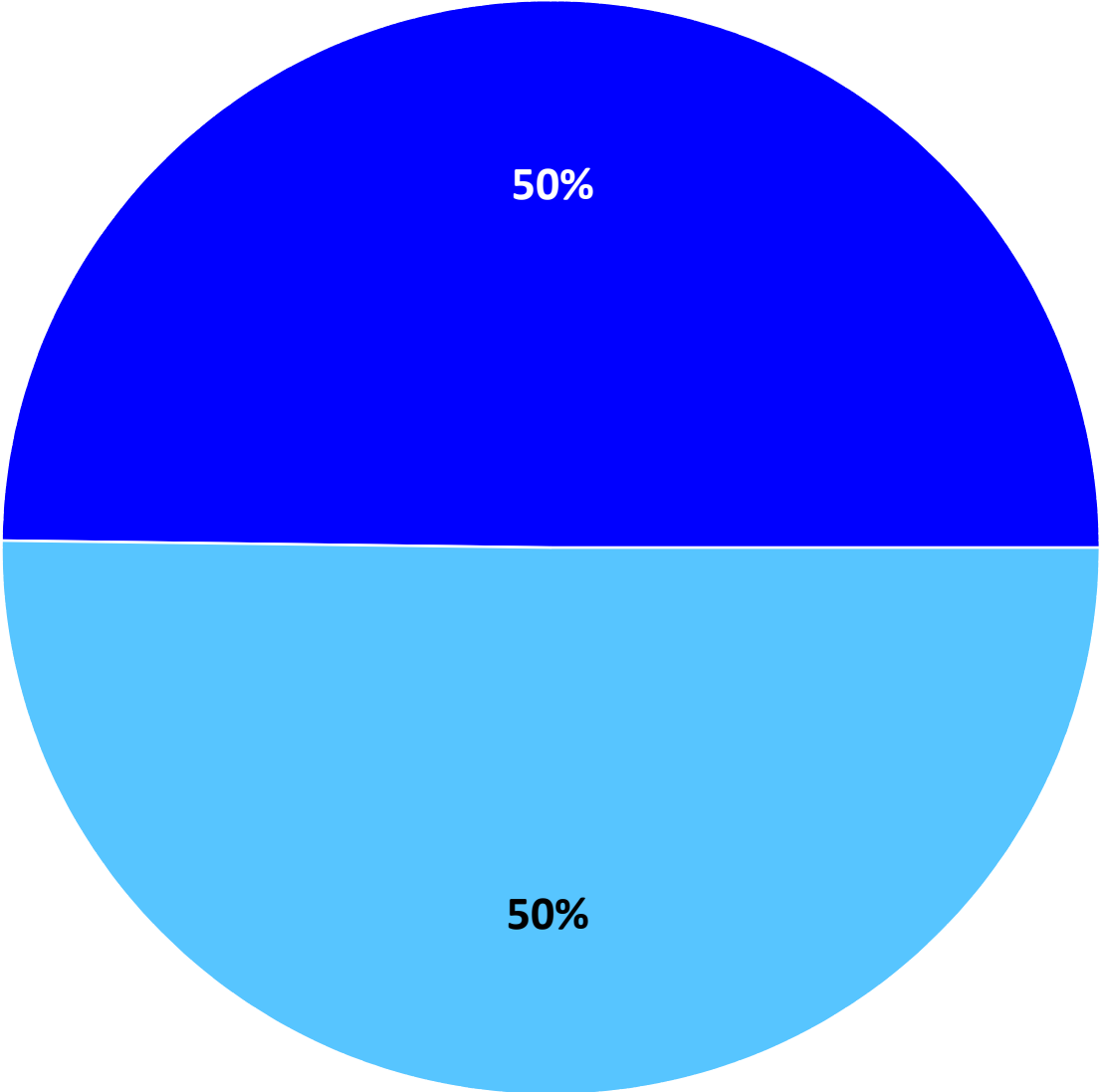
# Q39. Demographics: Would you say your total annual household income is...

by percentage of respondents



# Q40. Demographics: Gender

by percentage of respondents (excluding not provided)

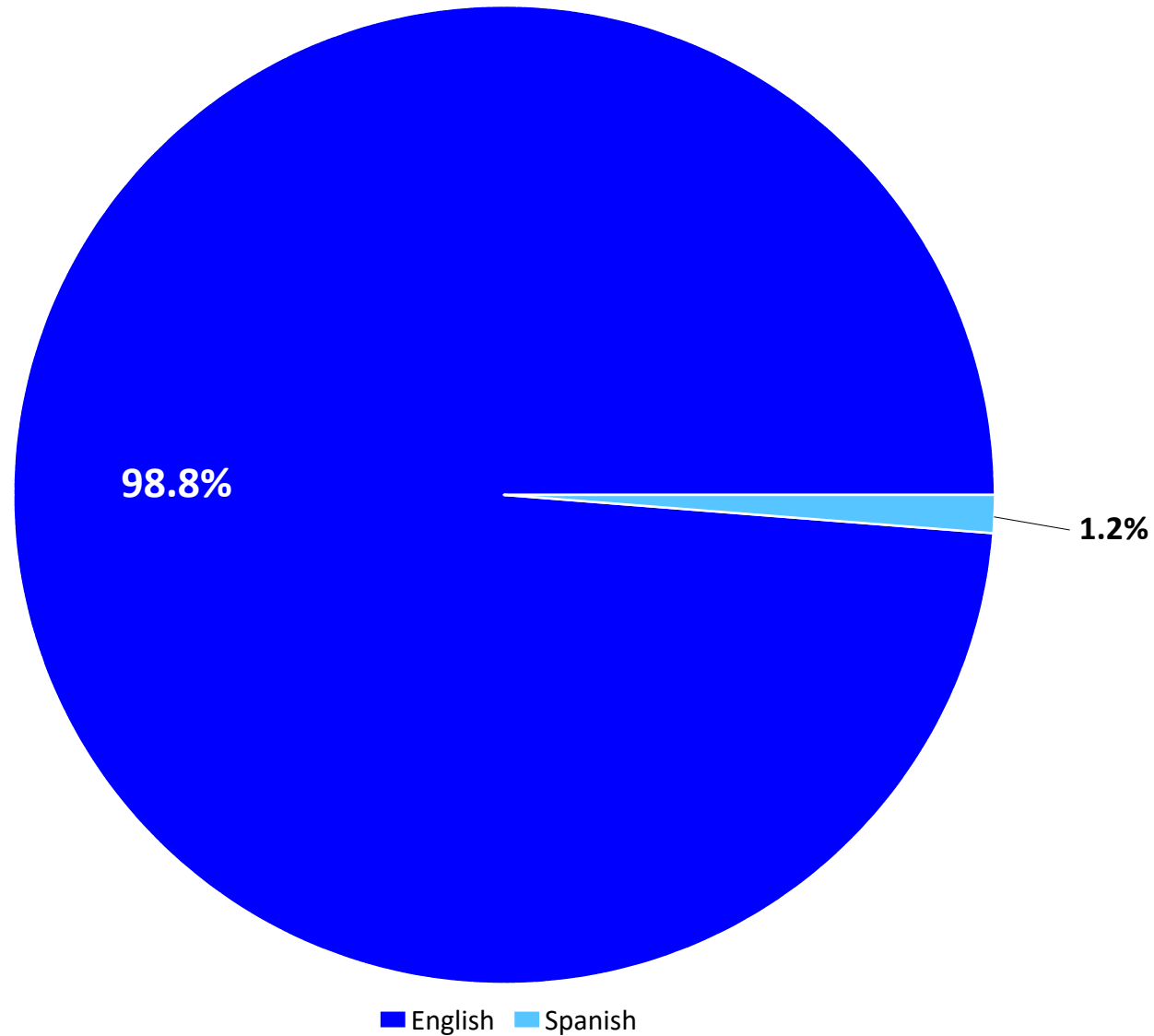


■ Male ■ Female

*0.3% of respondents selected "I prefer to self identify"*

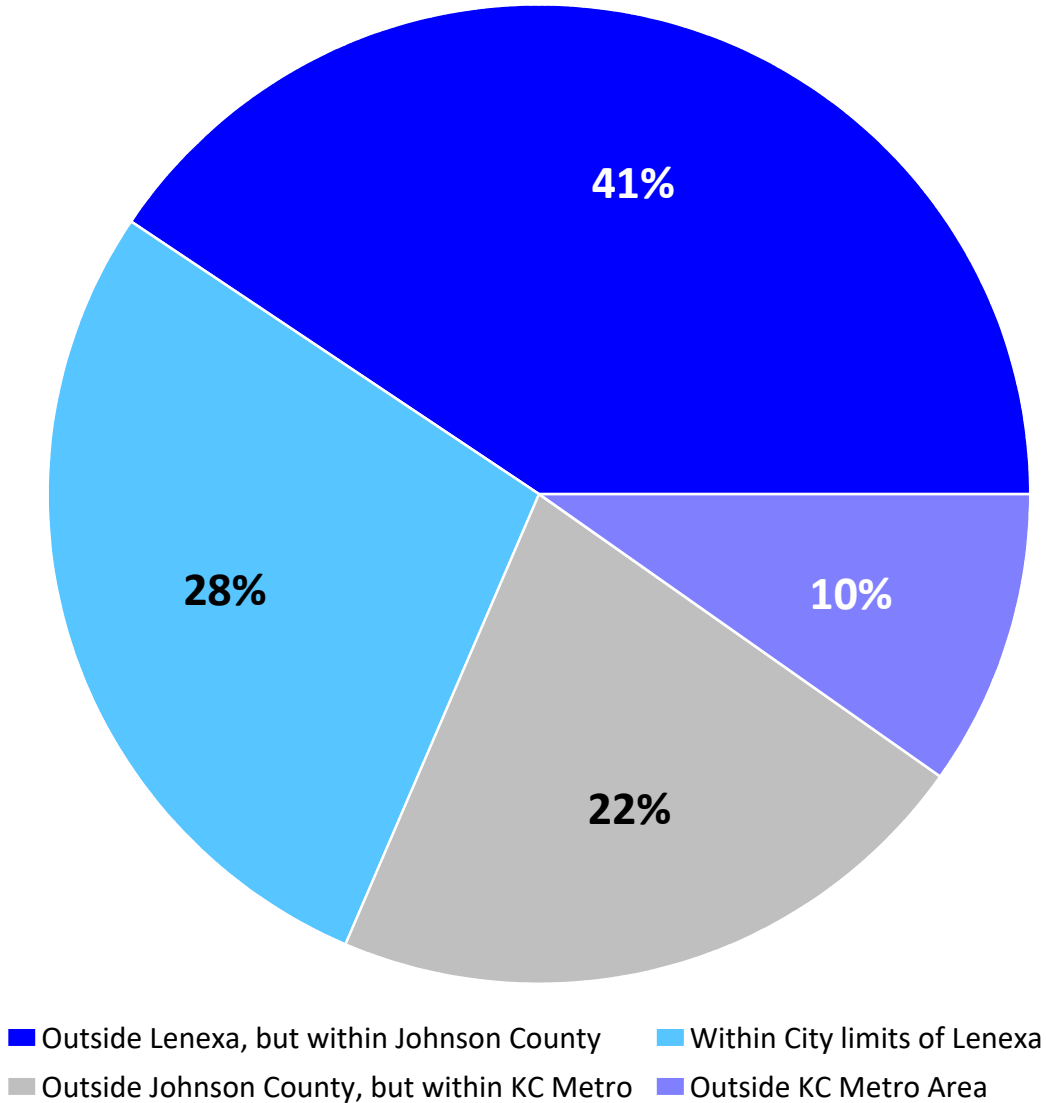
# Q41. Demographics: What is the primary language spoken in your home?

by percentage of respondents (excluding not provided)



# Q42. Demographics: How many people in your household are employed in each of the following areas:

by percentage of respondents





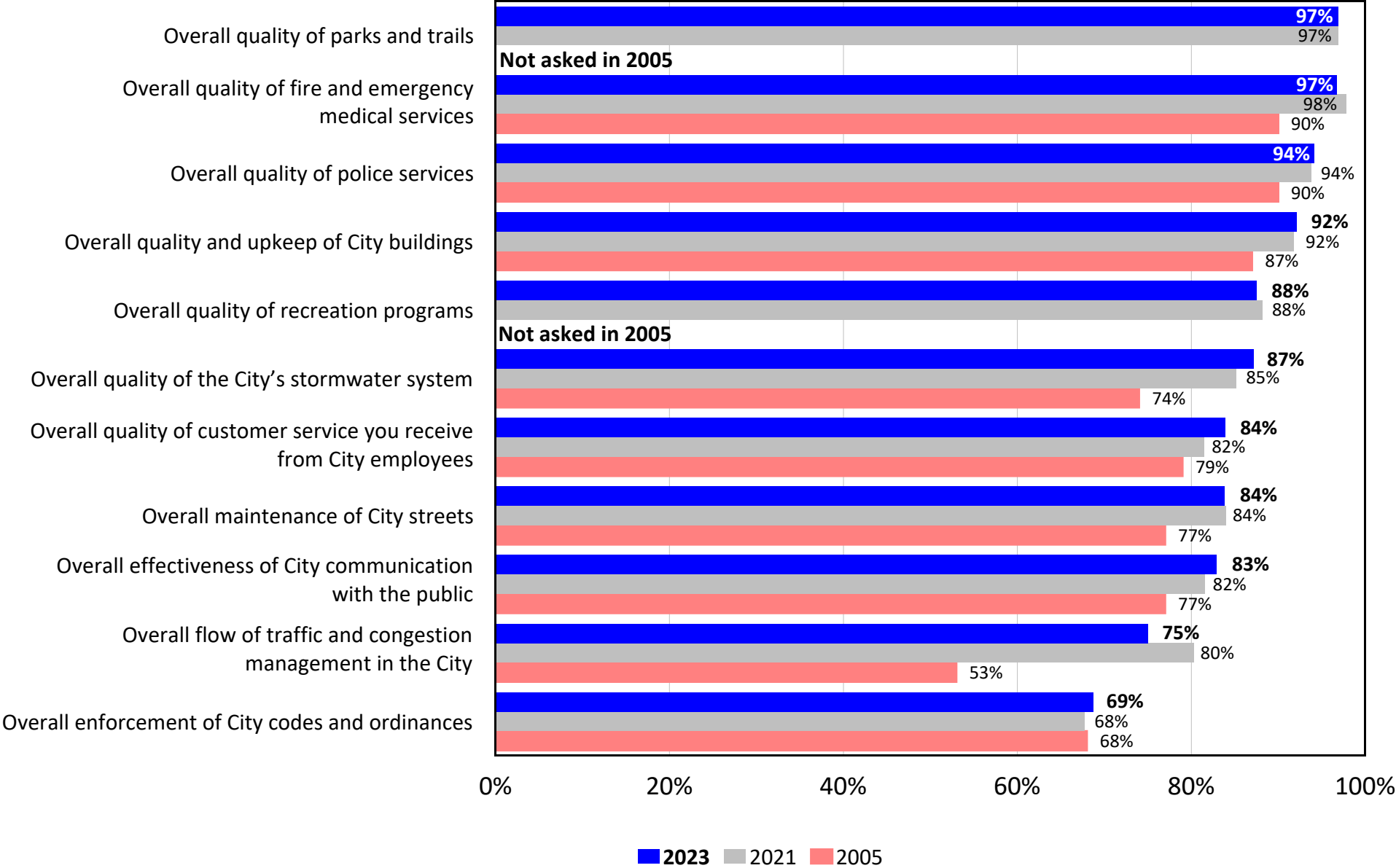
# 2

# Trend Charts

# Q1. Satisfaction With Overall Services

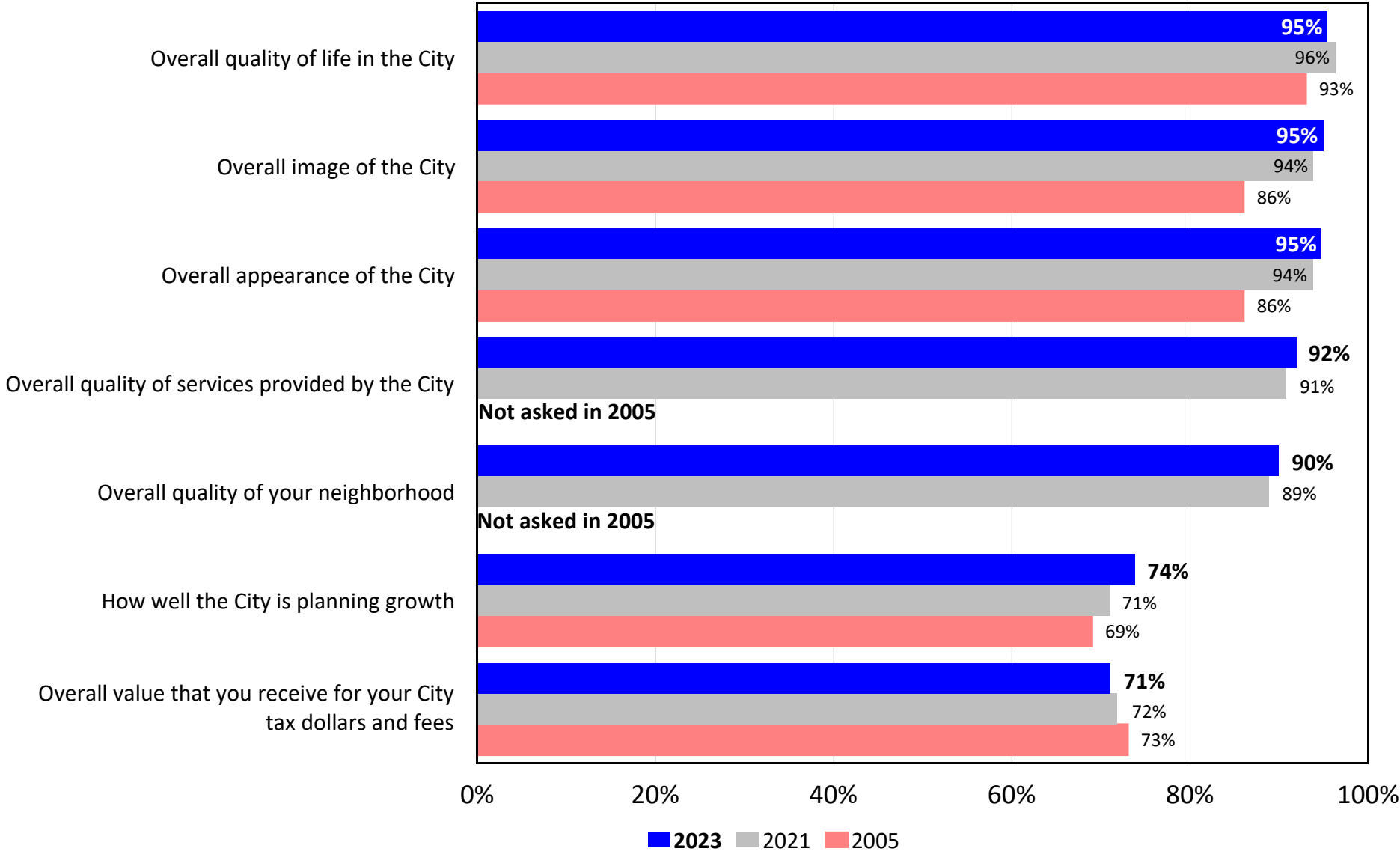
## 2023, 2021, & 2005

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



# Q3. Satisfaction With Perceptions of Lenexa 2023, 2021, & 2005

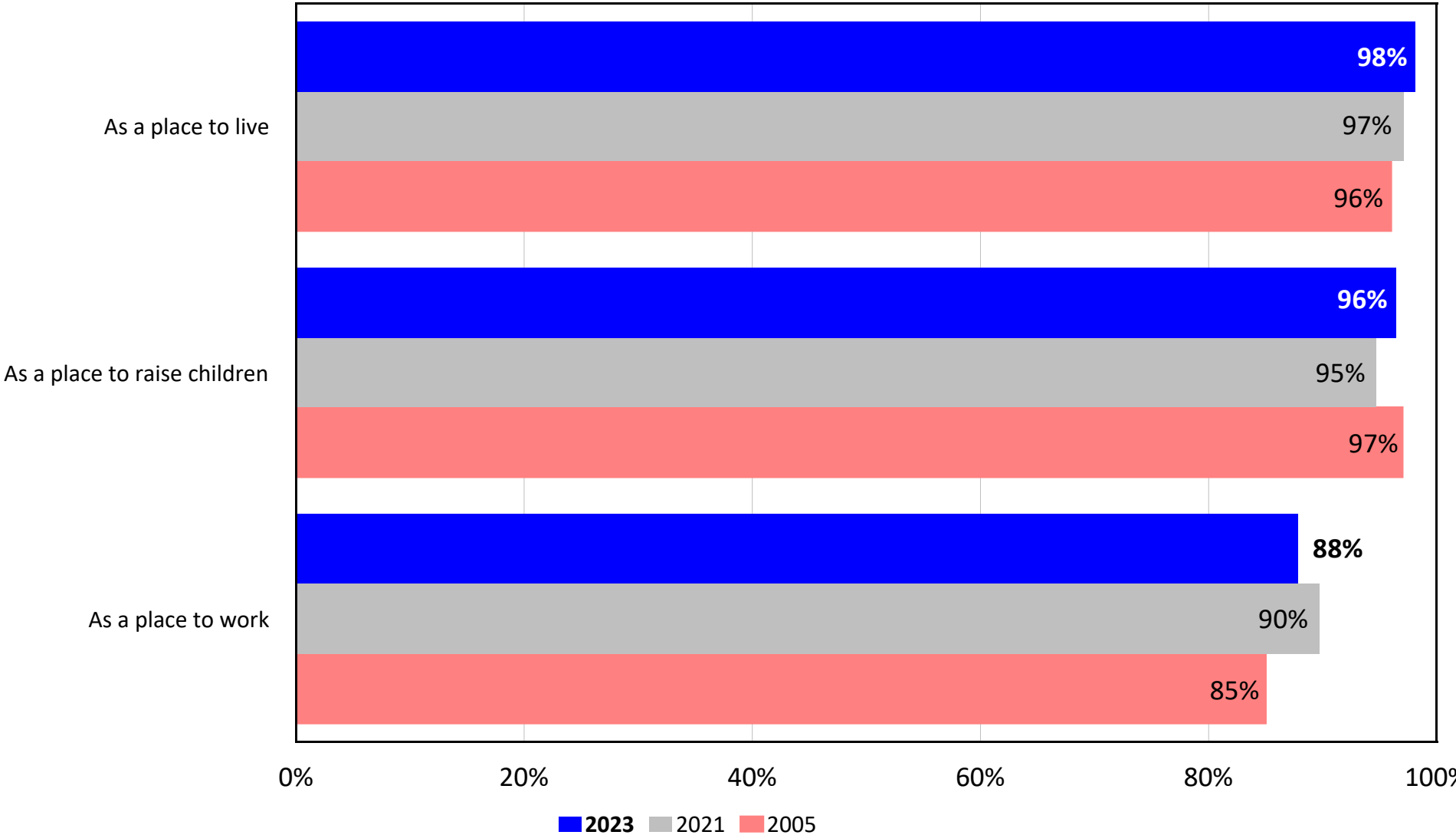
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)





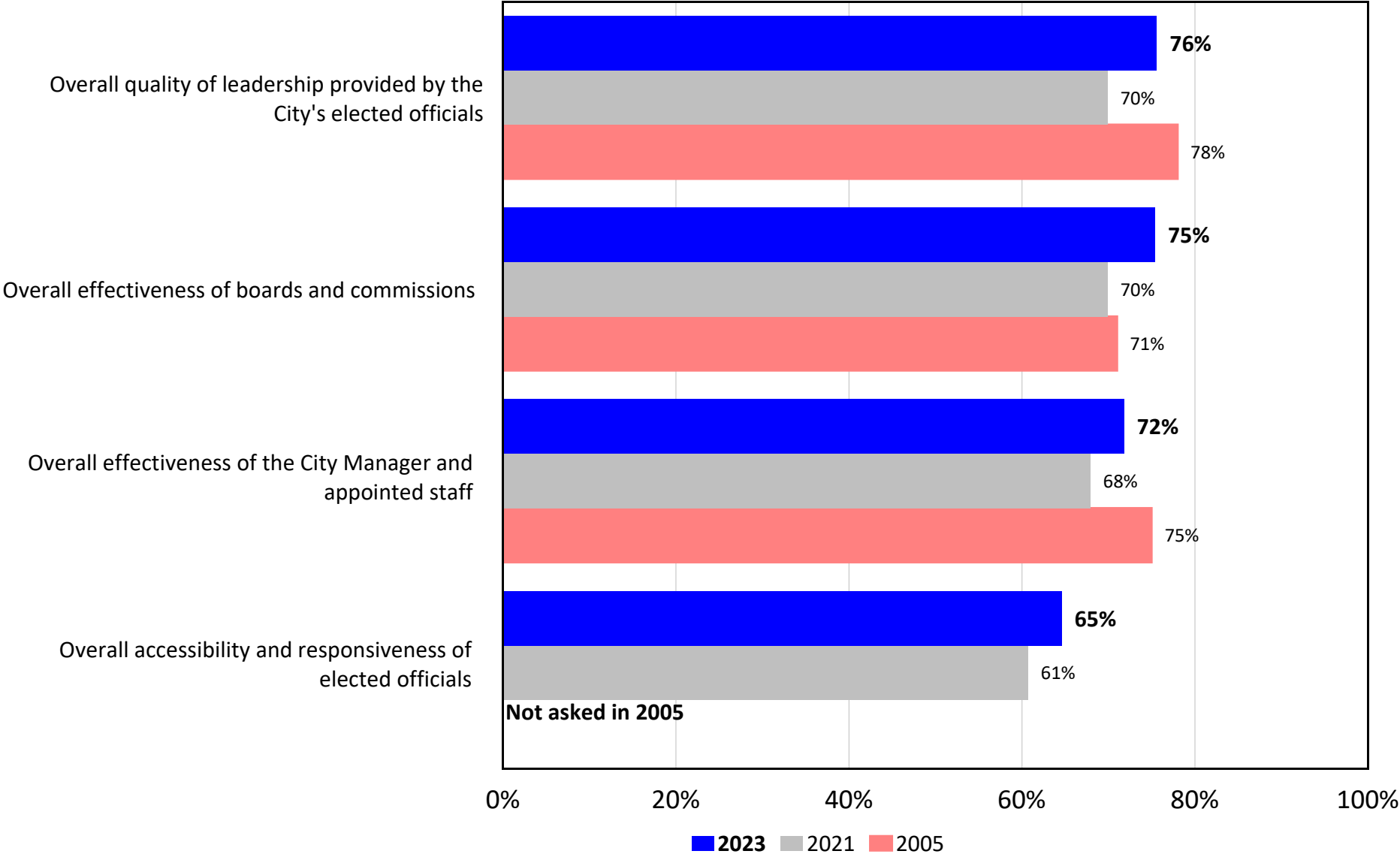
# Q4. Overall Ratings of Lenexa 2023, 2021, & 2005

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



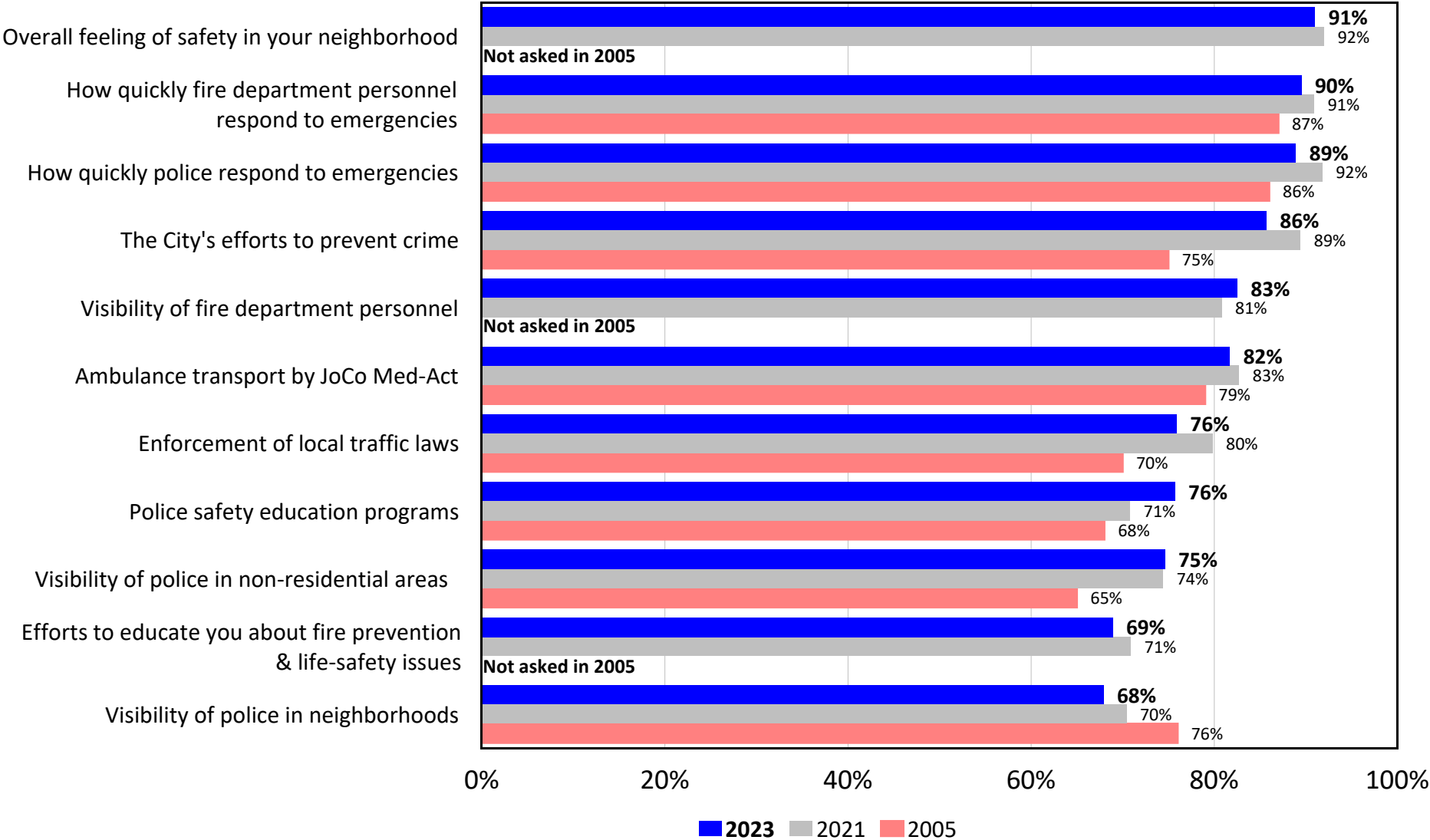
# Q6. Satisfaction With City Leadership 2023, 2021, & 2005

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



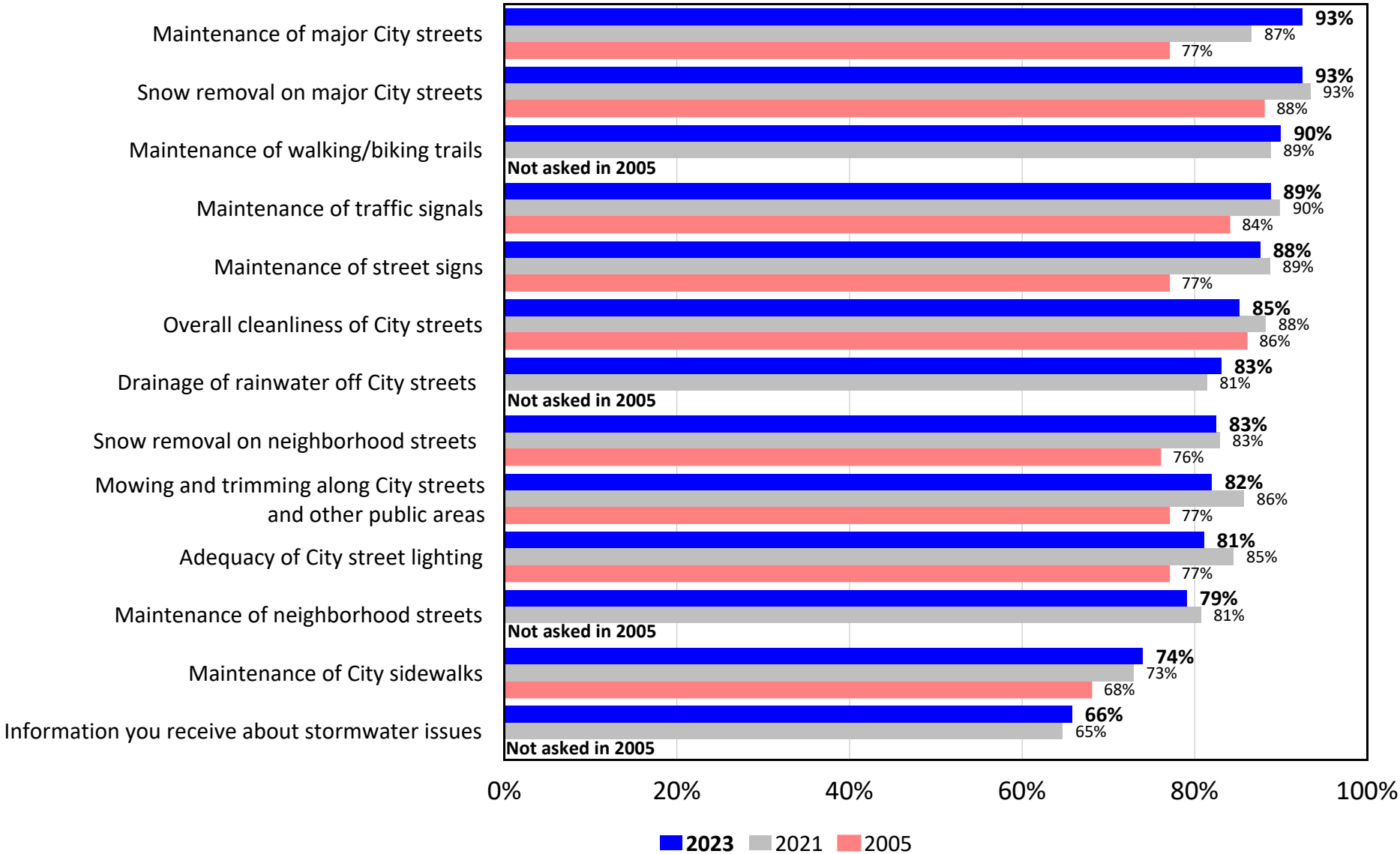
# Q10. Satisfaction With Public Safety 2023, 2021, & 2005

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



# Q13. Satisfaction With City Maintenance 2023, 2021, & 2005

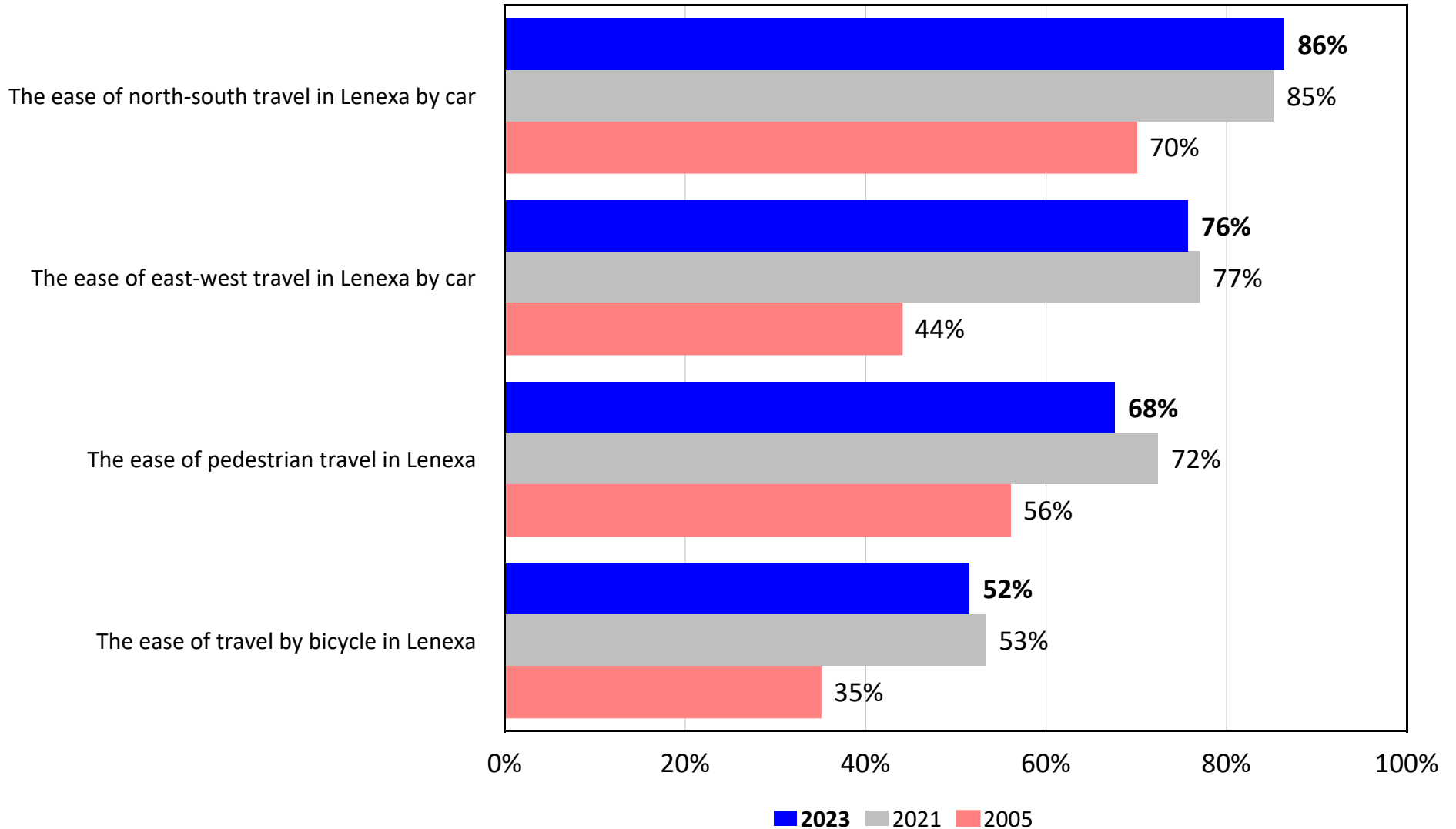
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Q15. Satisfaction With Traffic Flow

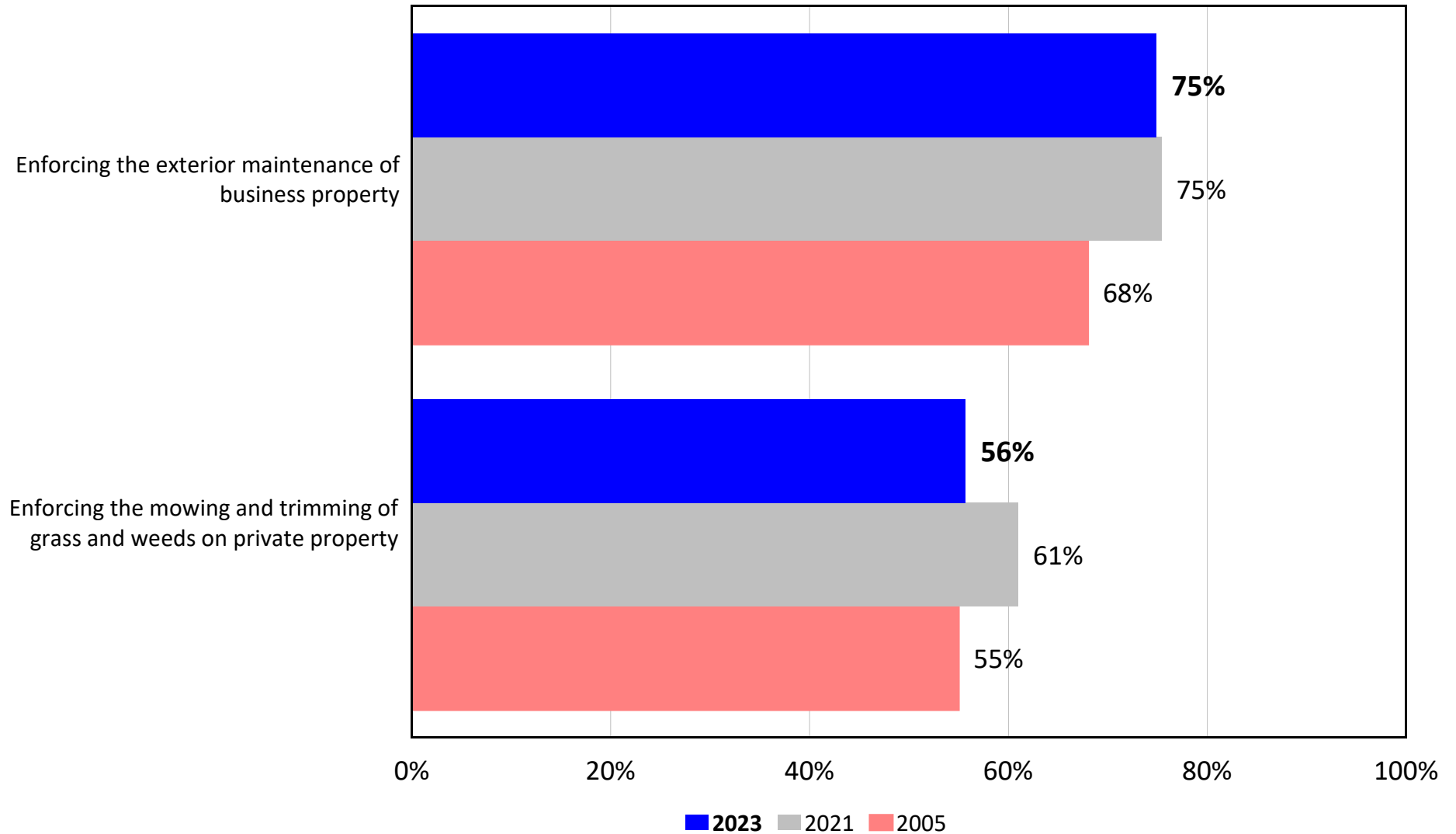
## 2023, 2021, & 2005

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



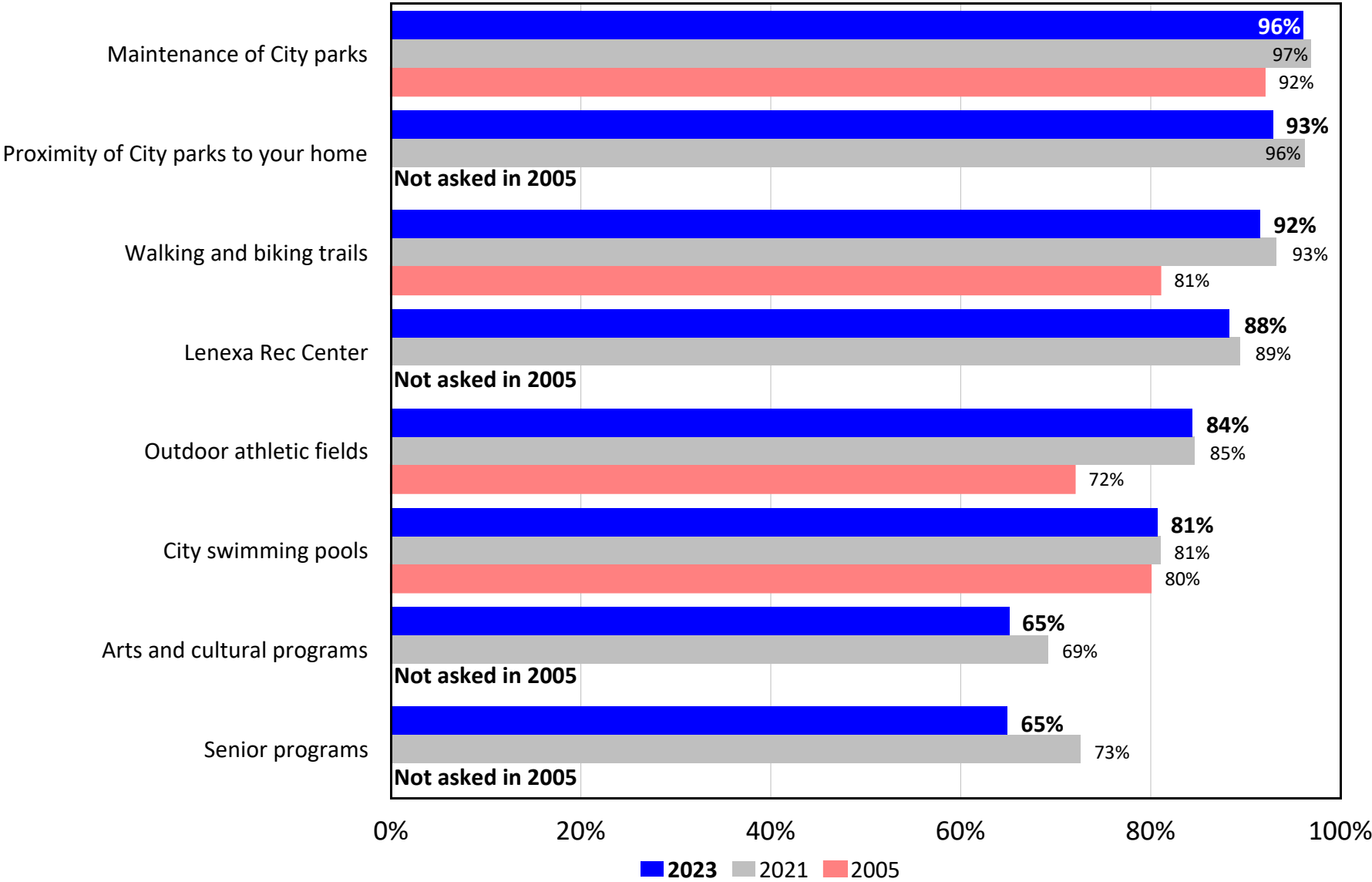
# Q16. Satisfaction With Code Enforcement 2023, 2021, & 2005

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



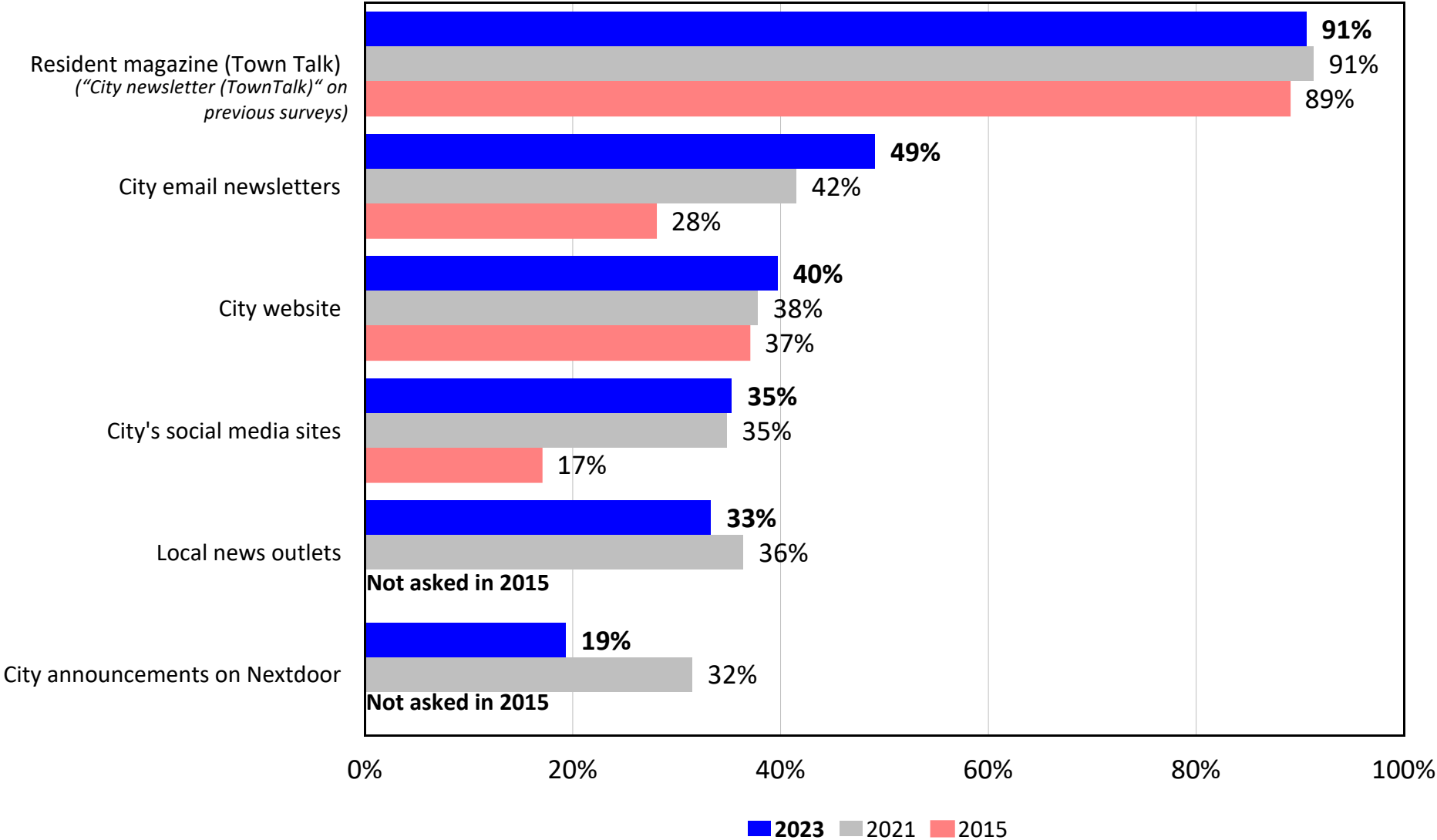
# Q21 & Q23. Satisfaction With Parks and Recreation Amenities and Programs - 2023, 2021, & 2005

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



# Q26. Where do you currently get news and information about City programs, services and events? 2023, 2021, & 2015

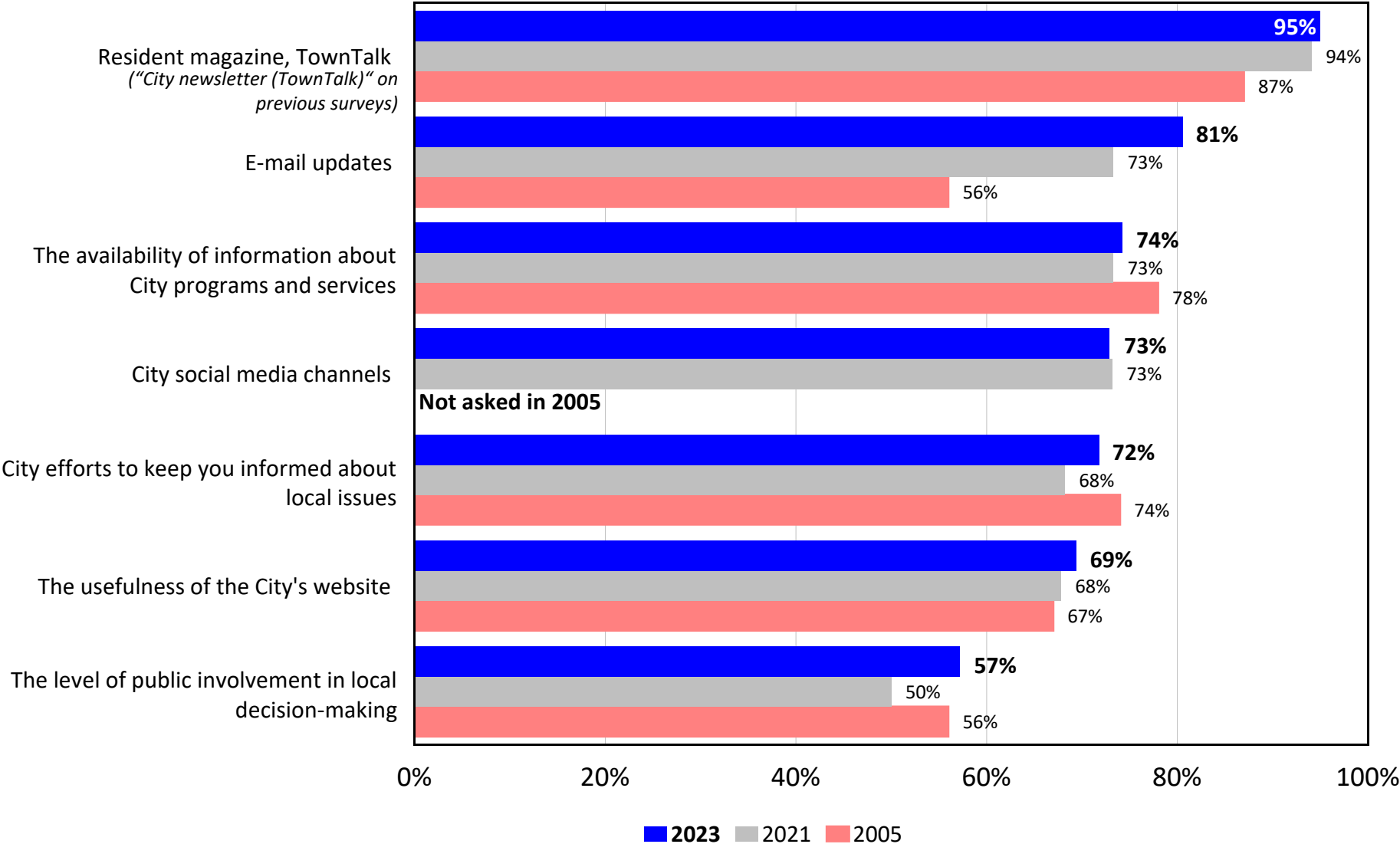
by percentage of respondents (multiple selections could be made)





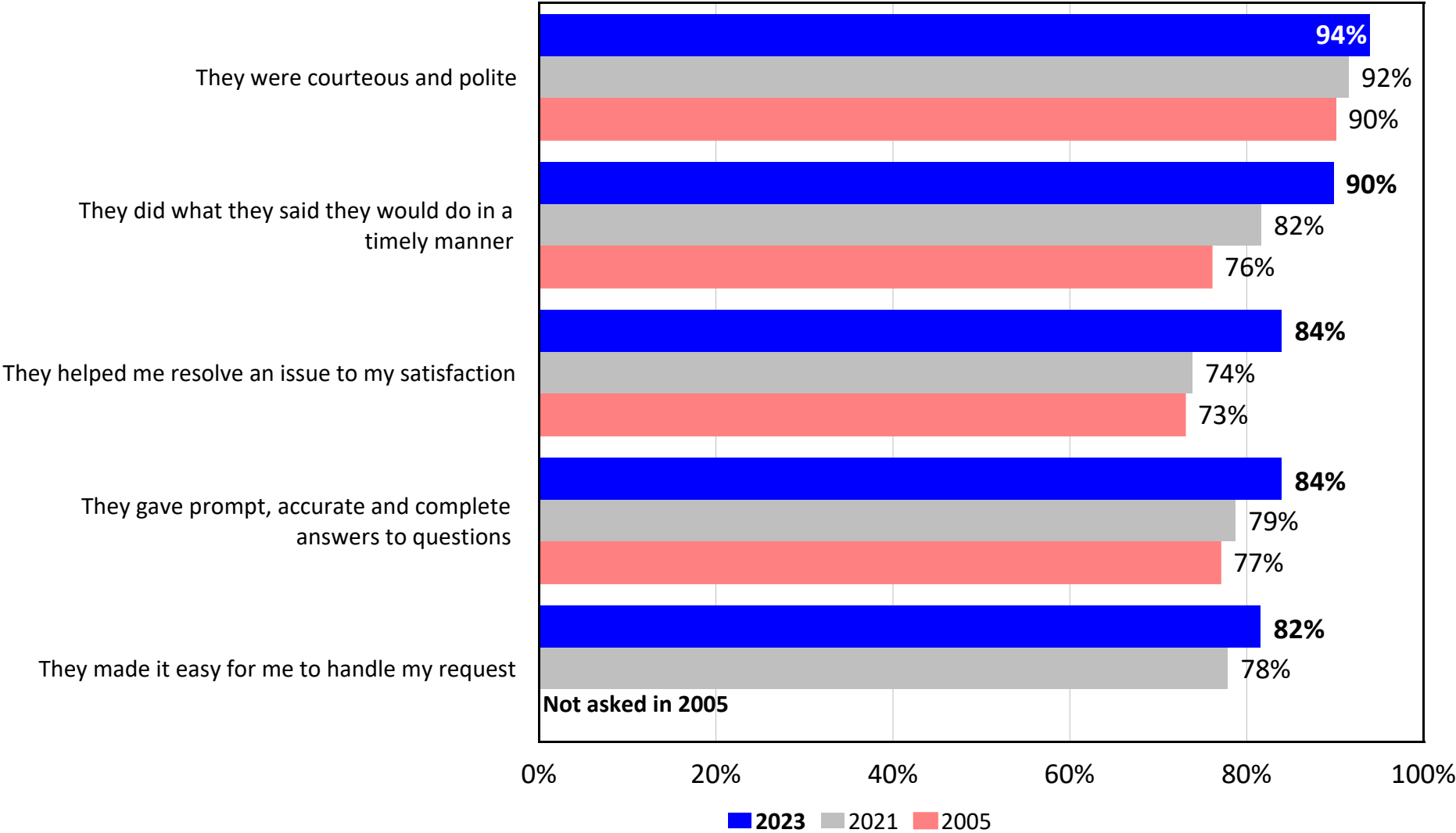
# Q28. Satisfaction With Communication 2023, 2021, & 2005

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



# Q29c. Customer Service 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)



A graphic consisting of a white circle with a dark blue border containing the number '3', followed by a dark blue horizontal bar containing the text 'Benchmarking Analysis' in white.

# 3 Benchmarking Analysis



# Benchmarking Analysis

## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of more than 5,000 residents in the continental United States and (2) survey results from 34 communities in or near the Kansas-Missouri area where the *DirectionFinder*® survey was administered between 2021 and 2023. The communities included in the Kansas-Missouri area averages that are shown in this report are listed below:

- Andover, KS
- Atchison, KS
- Belton, MO
- Blue Springs, MO
- Branson, MO
- Clayton, MO
- Creve Coeur, MO
- De Soto, KS
- Des Peres, MO
- Edgerton, KS
- Emporia, KS
- Harrisonville, MO
- Johnson County, KS
- Kansas City, MO
- Kirkwood, MO
- Lawrence, KS
- Lebanon, MO
- Lenexa, KS
- Maplewood, MO
- Maryland Heights, MO
- Merriam, KS
- Mission, KS
- Olathe, KS
- Overland Park, KS
- Platte City, MO
- Raymore, MO
- Roeland Park, KS
- Smithville, MO
- Springfield, MO
- St. Joseph, MO
- Topeka, KS
- Weldon Spring, MO
- Wentzville, MO
- Wyandotte County, KS

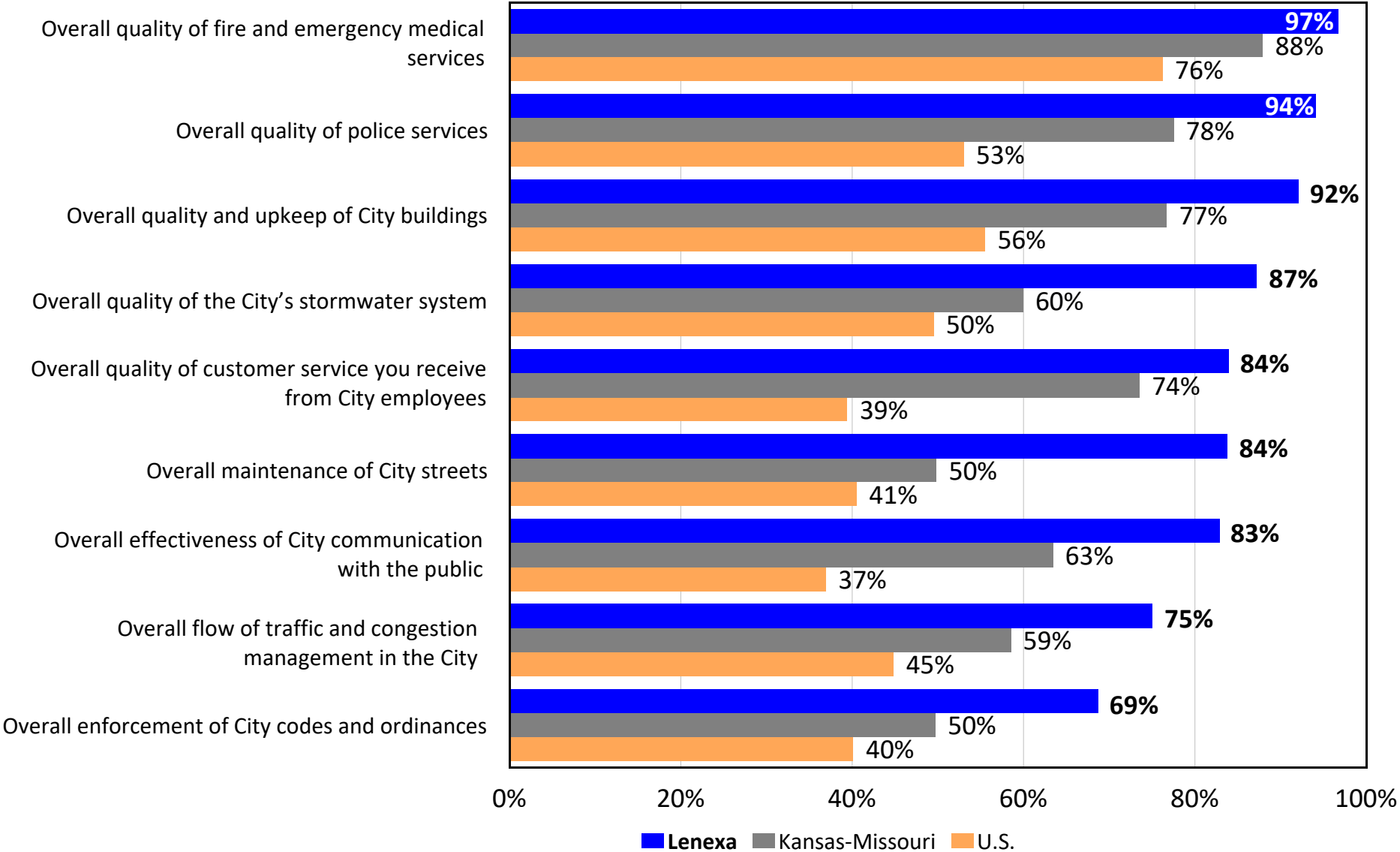
The charts on the following pages show how the results for the City of Lenexa compare to the national average and the Kansas-Missouri area. The blue bar shows the results for the City of Lenexa. The gray bar shows the Kansas-Missouri area average from communities that have administered the *DirectionFinder*® survey between 2021 and 2023. The orange bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the summer of 2020.

*ETC Institute does not maintain benchmarking data for all of the items that were included in the City's 2023 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.*

# Q1. Overall Services

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

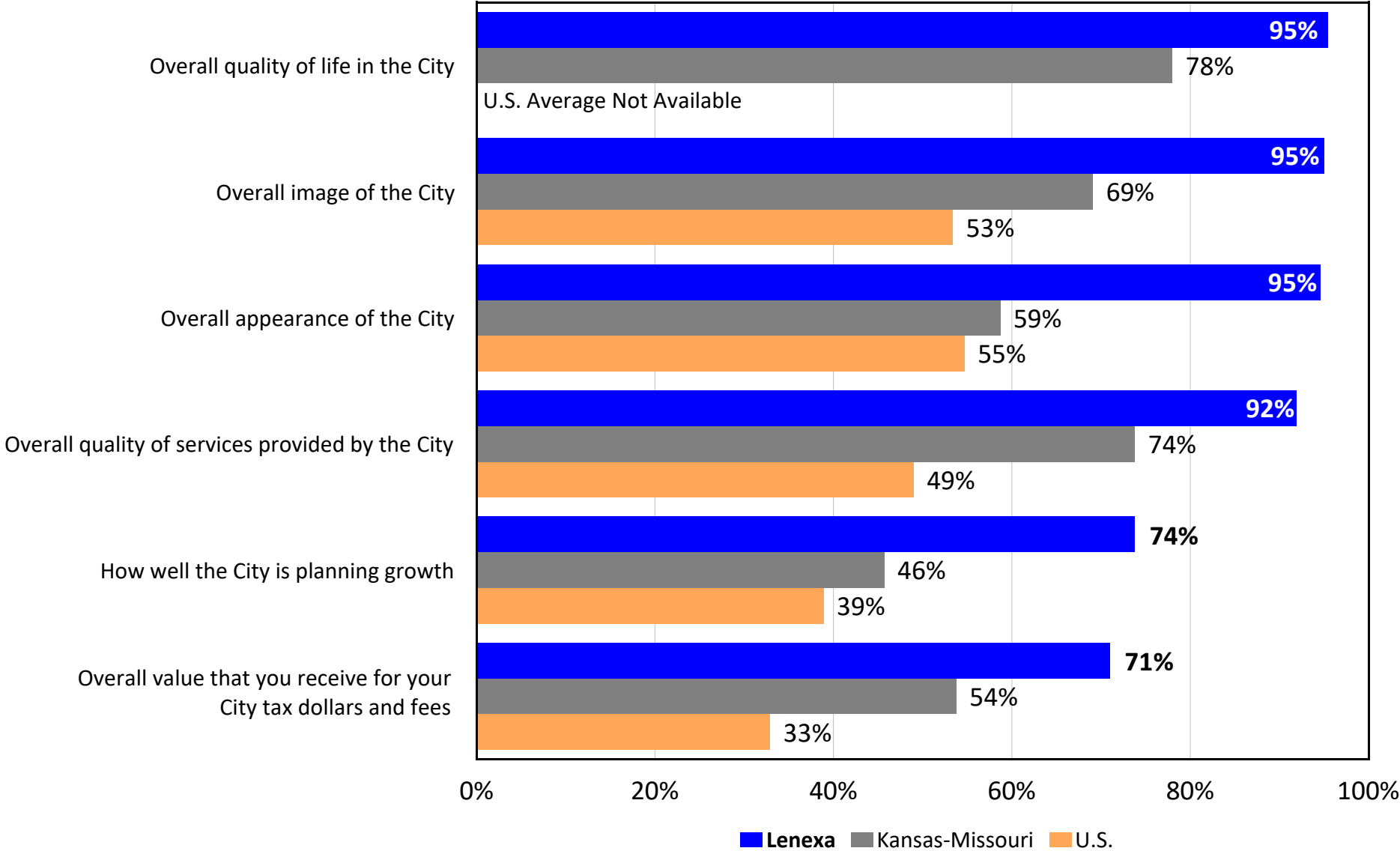
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



### Q3. Perceptions of Lenexa

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

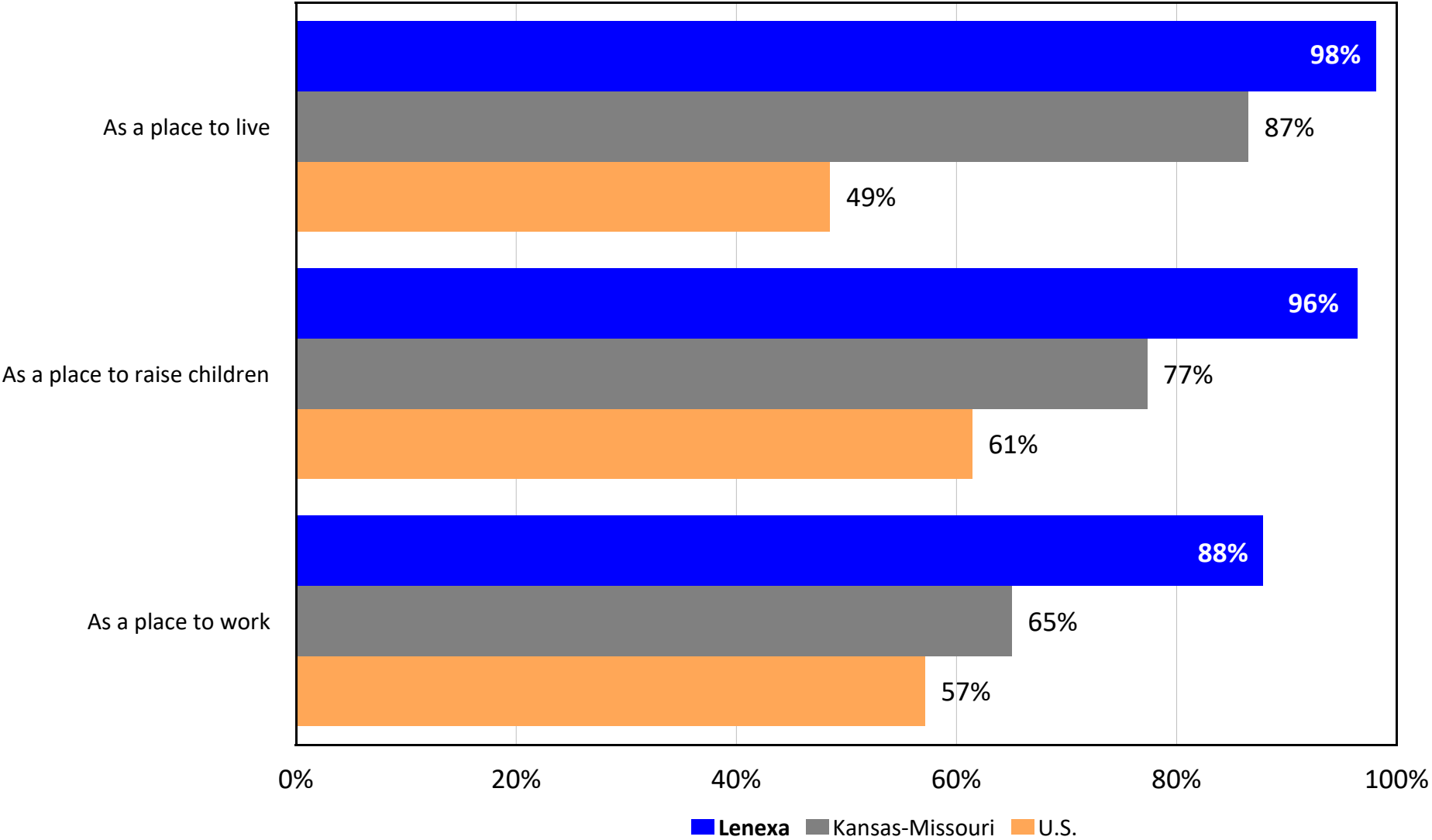
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Q4. Overall Ratings of Lenexa

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

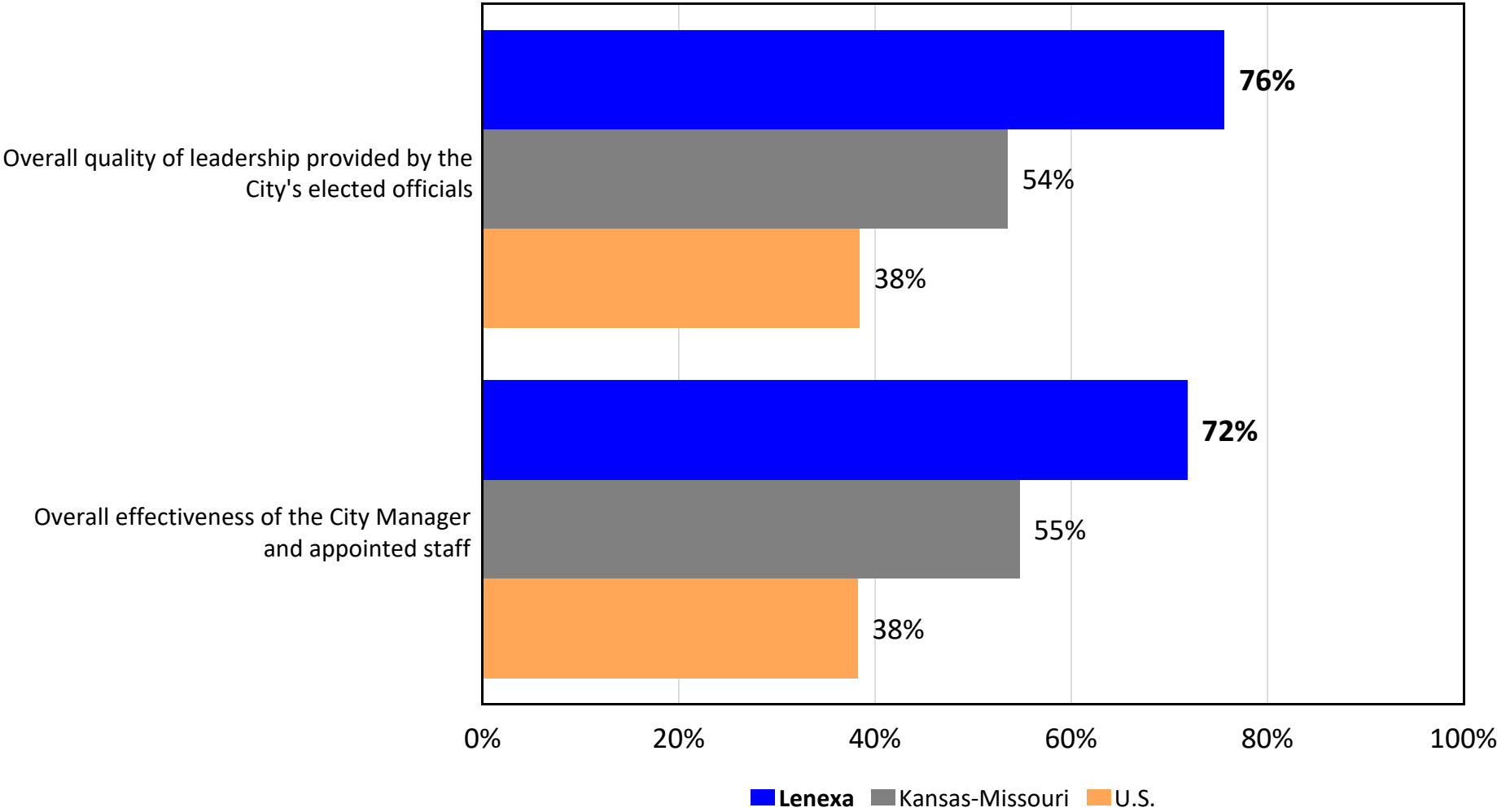
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Q6. City Leadership

## 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)

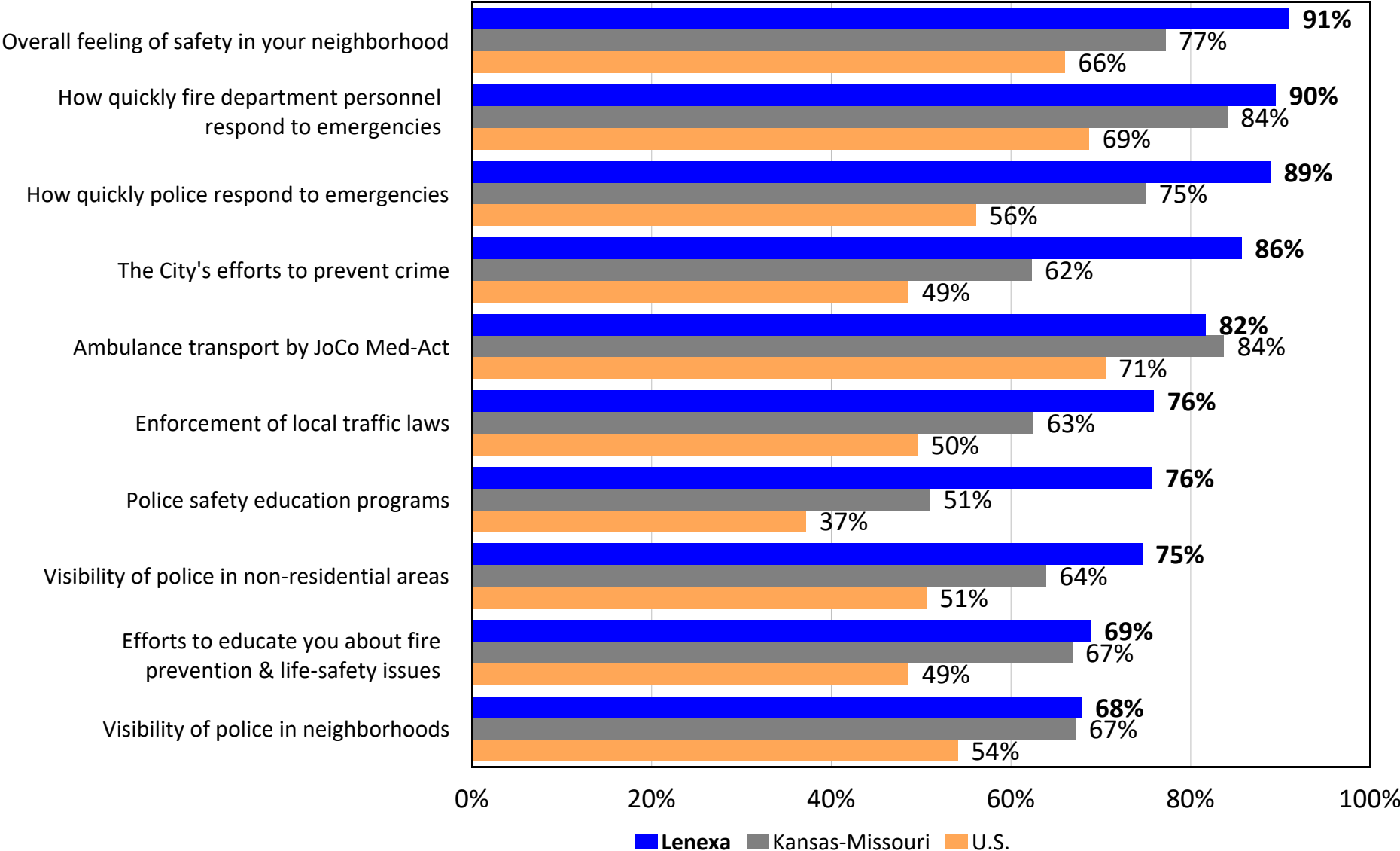




# Q10. Public Safety

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

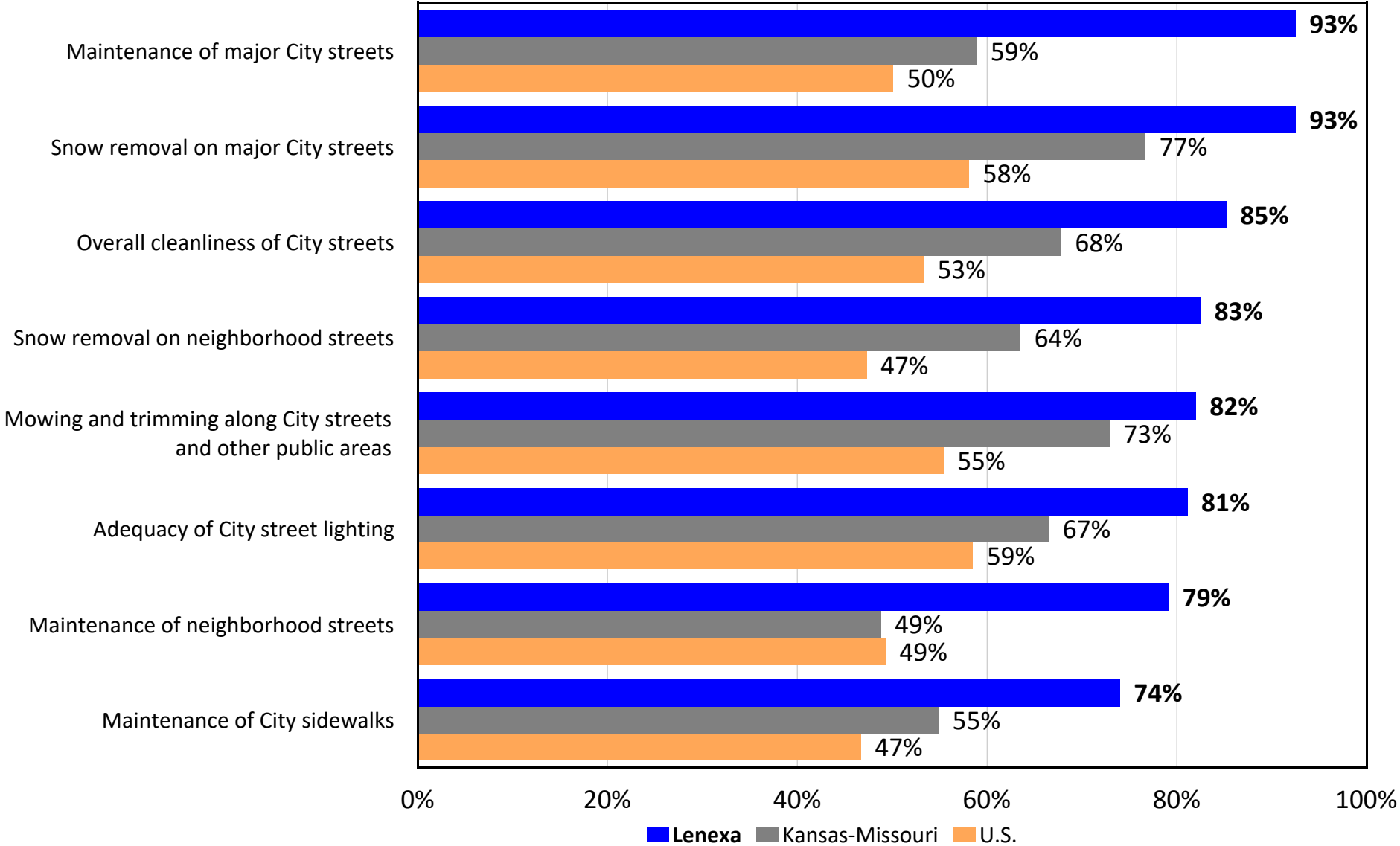
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Q13. City Maintenance

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

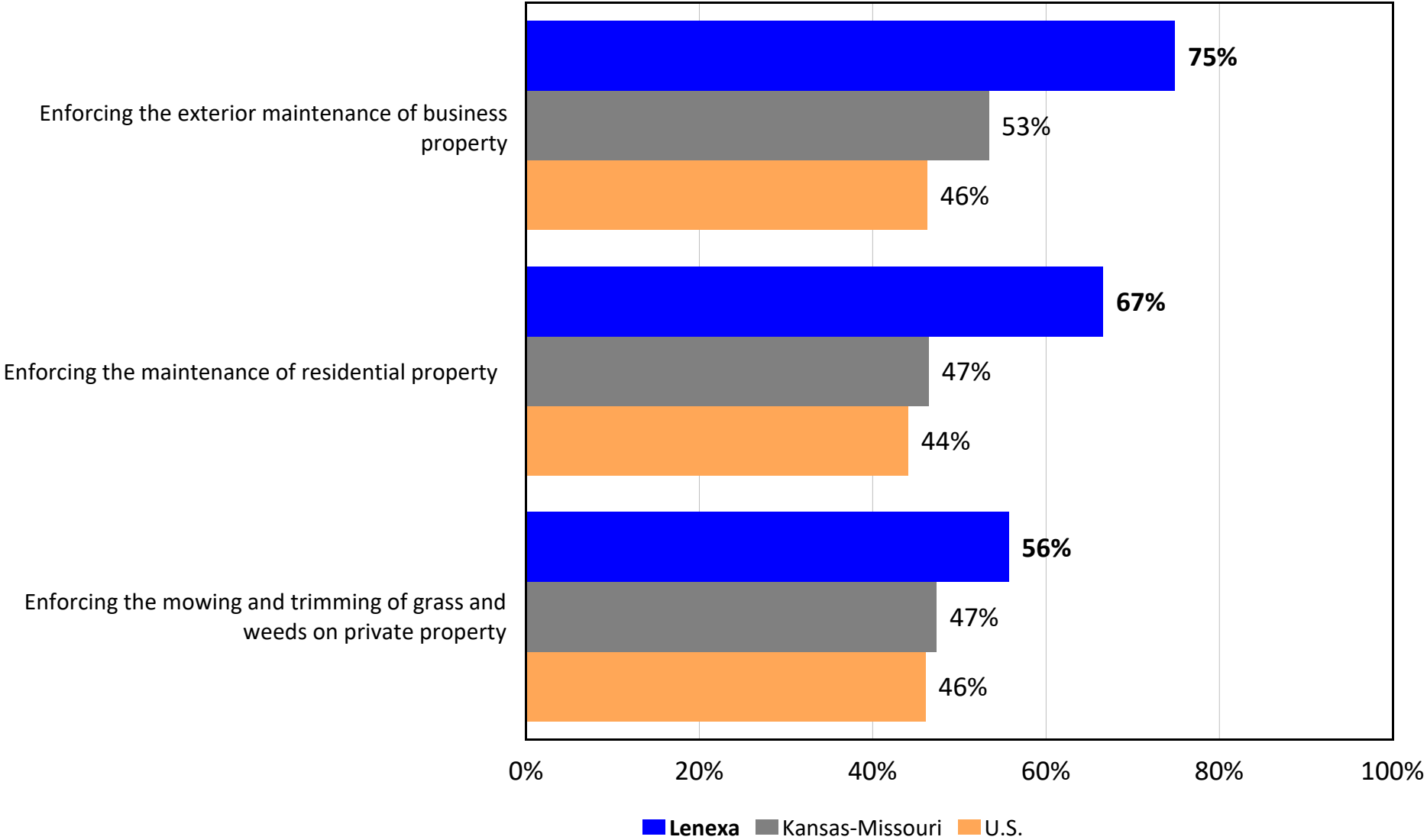
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# Q16. Code Enforcement

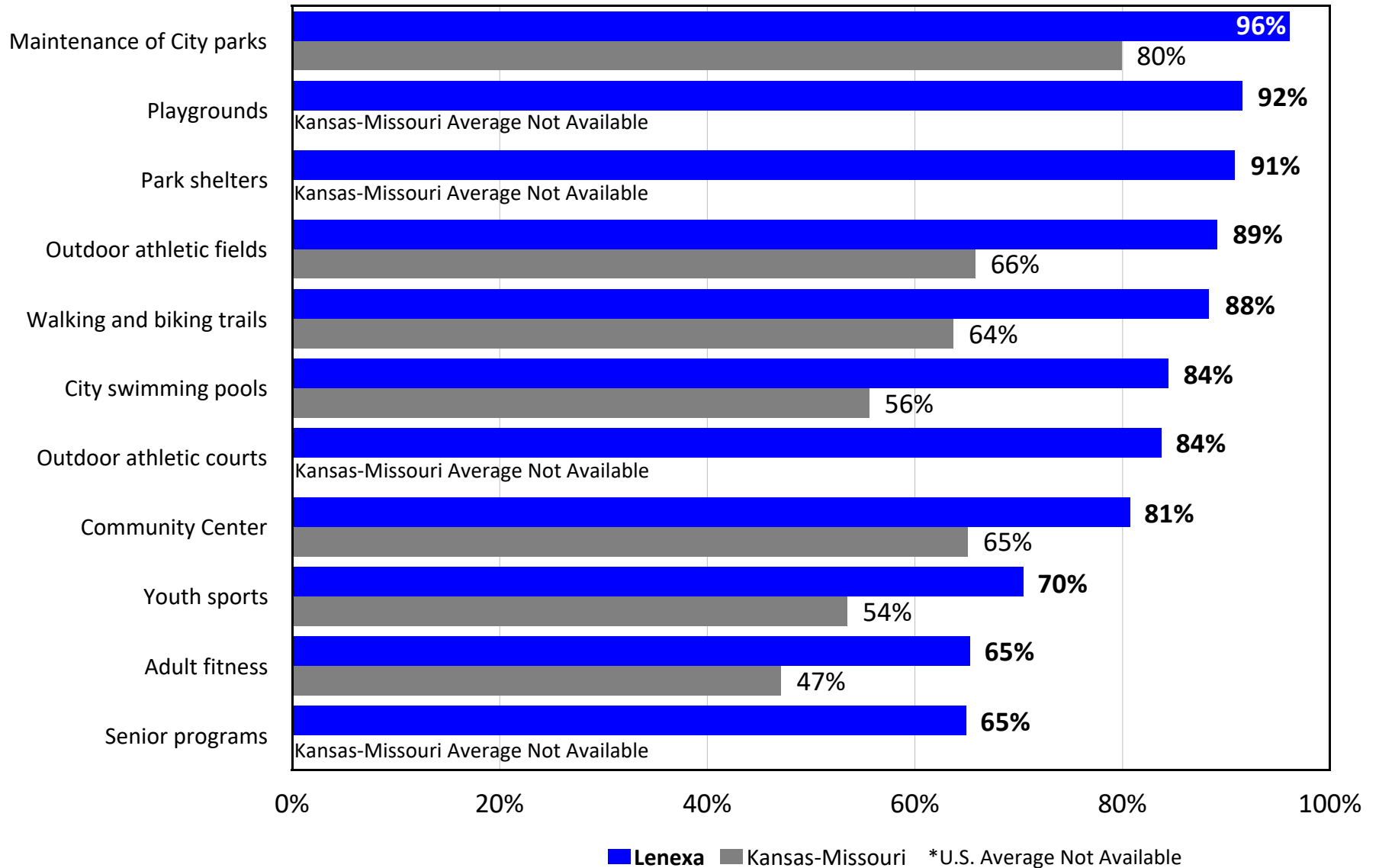
## Lenexa vs. Kansas-Missouri vs. U.S. Average

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



# Q21 & Q23. Parks and Recreation Amenities and Programs Lenexa vs. Kansas-Missouri

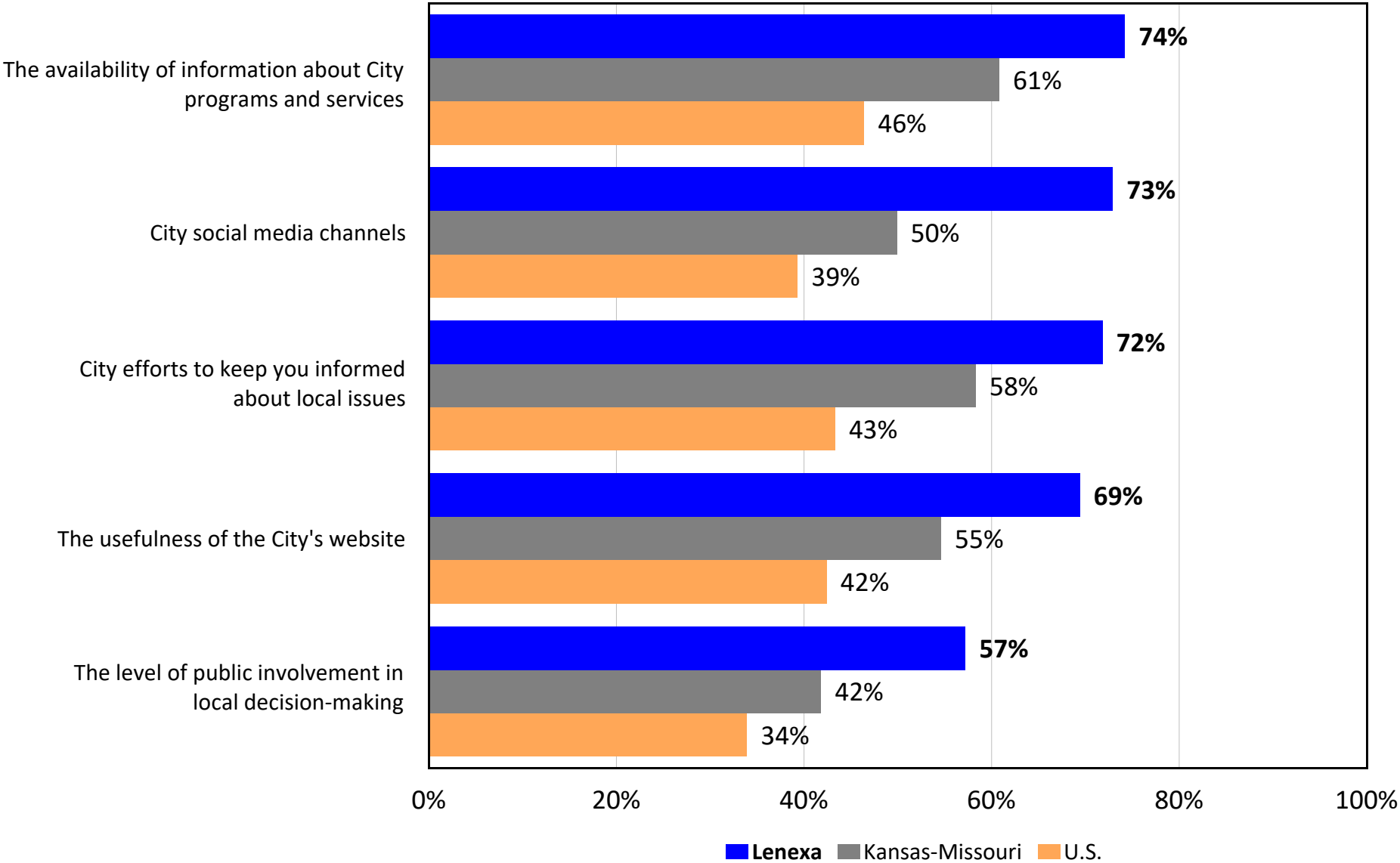
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



# 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)



A graphic consisting of a white circle with a dark blue outline containing the number '4'. To the right of the circle is a dark blue horizontal bar with the text 'Importance-Satisfaction Analysis' in white.

# 4 Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

## Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

Example of the Calculation: Respondents were asked to identify the major categories of city services they think are most important for the City to provide. Fifty percent (49.8%) of respondents selected overall maintenance of City streets, as one of the most important services for the City to provide.

With regard to satisfaction, 83.8% of respondents surveyed rated the City's overall performance in the overall maintenance of City streets, as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. Overall maintenance of City streets was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 49.8% was multiplied by 1.62% (1-0.838). This calculation yielded an I-S rating of 0.0807 which ranked first out of 11 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

# Importance-Satisfaction Analysis



The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for the City of Lenexa are provided on the following pages.



## 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
<b>Medium Priority (IS &lt;.10)</b>						
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

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the city to provide.

### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Lenexa, Kansas

### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Visibility of fire department personnel	59%	2	86%	4	0.0845	1
Police safety education programs	67%	1	89%	3	0.0738	2
Efforts to educate you about fire prevention and life-safety issues	19%	5	68%	11	0.0613	3
The visibility of police in non-residential areas	51%	3	90%	2	0.0533	4
Ambulance transport by JoCo Med-Act	43%	4	91%	1	0.0389	5
Enforcement of local traffic laws	12%	7	76%	7	0.0289	6
Overall feeling of safety in your neighborhood	16%	6	82%	6	0.0289	7
How quickly fire department personnel respond to emergencies	6%	8	75%	9	0.0147	8
The visibility of police in neighborhoods	3%	9	69%	10	0.0090	9
How quickly police respond to emergencies	2%	10	76%	8	0.0049	10
The City's efforts to prevent crime	2%	11	83%	5	0.0030	11

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

#### **Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the city to provide.

#### **Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 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
<b>High Priority (IS .10-.20)</b>						
Snow removal on trail system	36%	3	64%	14	0.1271	1
<b>Medium Priority (IS &lt;.10)</b>						
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

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

#### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the city to provide.

#### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating

### Lenexa, Kansas

### Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Enforcing the maintenance of residential property throughout Lenexa	44%	1	65%	3	0.1537	1
Enforcing the maintenance of residential property in your neighborhood	33%	3	67%	2	0.1116	2
Enforcing the exterior maintenance of business property	43%	2	75%	1	0.1087	3
<b>Medium Priority (IS &lt;.10)</b>						
Enforcing the mowing and trimming of grass and weeds on private property	19%	4	56%	4	0.0833	4
Enforcing the removal of dead trees due to Emerald Ash Borer and other diseases	15%	5	52%	5	0.0714	5

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the city to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating Lenexa, Kansas Parks and Recreation Amenities

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Walking and biking trails	50%	2	92%	3	0.0421	1
City swimming pools	19%	5	81%	10	0.0371	2
Lenexa Rec Center	27%	3	88%	6	0.0311	3
Maintenance of City parks	69%	1	96%	1	0.0269	4
Senior Center	8%	7	74%	16	0.0218	5
Playgrounds	20%	4	91%	4	0.0186	6
Community Center	7%	8	80%	12	0.0152	7
Signage and wayfinding signs	6%	9	81%	9	0.0119	8
Proximity of City parks to your home	16%	6	93%	2	0.0114	9
Outdoor athletic courts (pickleball, tennis, disc golf, etc.)	5%	10	84%	8	0.0078	10
Outdoor athletic fields (baseball, soccer, softball, etc.)	5%	11	84%	7	0.0072	11
RideKC bike share program	1%	14	67%	17	0.0039	12
Facility rental options	2%	13	74%	15	0.0039	13
Park shelters	3%	12	89%	5	0.0035	14
Legler Barn Museum	1%	15	78%	13	0.0020	15
Skate park	1%	16	80%	11	0.0014	16
Thompson Barn	0%	17	78%	14	0.0002	17

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the city to provide.

### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2023 Importance-Satisfaction Rating Lenexa, Kansas Parks and Recreation Programs

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt;.10)</b>						
Senior programs	28%	2	65%	7	0.0965	1
Adult fitness	26%	3	65%	4	0.0895	2
Early childhood programs	25%	4	65%	5	0.0886	3
Arts and cultural programs	25%	5	65%	6	0.0862	4
Youth sports	21%	6	70%	2	0.0610	5
Nature and outdoors	30%	1	81%	1	0.0577	6
Swim lessons	18%	7	68%	3	0.0563	7
Youth day and specialty camps	11%	8	61%	11	0.0418	8
Drop-in programs (pickleball, Gym for Me)	9%	9	65%	8	0.0306	9
Senior trips	7%	10	60%	12	0.0257	10
Adaptive classes (ADA/inclusion)	4%	11	61%	10	0.0141	11
Dance	1%	12	65%	9	0.0049	12

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the city to provide.

### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# 5

## Tabular Data

**Q1. Overall. Please rate your overall satisfaction of these major categories of services provided by the City of Lenexa.**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of fire & emergency medical services	57.5%	19.7%	2.4%	0.1%	0.1%	20.2%
Q1-2. Overall quality of police services	57.0%	24.5%	4.1%	0.9%	0.1%	13.4%
Q1-3. Overall flow of traffic & congestion management in City	27.9%	46.0%	18.5%	5.1%	1.0%	1.4%
Q1-4. Overall maintenance of City streets	36.4%	46.5%	11.4%	4.1%	0.5%	1.0%
Q1-5. Overall quality of parks & trails	68.5%	25.4%	2.5%	0.3%	0.3%	3.0%
Q1-6. Overall quality of recreation programs	47.8%	25.7%	9.8%	0.5%	0.1%	16.0%
Q1-7. Overall effectiveness of City communication with the public	43.1%	36.7%	13.4%	2.8%	0.4%	3.7%
Q1-8. Overall enforcement of City codes & ordinances	25.7%	30.9%	20.1%	4.5%	1.3%	17.6%
Q1-9. Overall quality of customer service you receive from City employees	40.8%	26.1%	11.4%	1.2%	0.3%	20.3%
Q1-10. Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	42.6%	40.4%	10.0%	1.7%	0.5%	4.8%
Q1-11. Overall quality & upkeep of City buildings	51.4%	33.2%	6.8%	0.1%	0.3%	8.3%



**WITHOUT 'DON'T KNOW'****Q1. Overall. Please rate your overall satisfaction of these major categories of services provided by the City of Lenexa. (without "don't know")**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of fire & emergency medical services	72.1%	24.6%	3.0%	0.2%	0.2%
Q1-2. Overall quality of police services	65.8%	28.3%	4.7%	1.1%	0.2%
Q1-3. Overall flow of traffic & congestion management in City	28.3%	46.7%	18.8%	5.2%	1.1%
Q1-4. Overall maintenance of City streets	36.8%	47.0%	11.5%	4.1%	0.5%
Q1-5. Overall quality of parks & trails	70.7%	26.2%	2.6%	0.3%	0.3%
Q1-6. Overall quality of recreation programs	56.9%	30.6%	11.7%	0.6%	0.2%
Q1-7. Overall effectiveness of City communication with the public	44.8%	38.1%	13.9%	2.9%	0.4%
Q1-8. Overall enforcement of City codes & ordinances	31.2%	37.5%	24.3%	5.4%	1.6%
Q1-9. Overall quality of customer service you receive from City employees	51.2%	32.7%	14.3%	1.5%	0.3%
Q1-10. Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	44.8%	42.4%	10.5%	1.8%	0.6%
Q1-11. Overall quality & upkeep of City buildings	56.0%	36.1%	7.4%	0.1%	0.3%

**Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?**

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire & emergency medical services	328	43.0 %
Overall quality of police services	236	30.9 %
Overall flow of traffic & congestion management in City	27	3.5 %
Overall maintenance of City streets	60	7.9 %
Overall quality of parks & trails	40	5.2 %
Overall quality of recreation programs	4	0.5 %
Overall effectiveness of City communication with the public	14	1.8 %
Overall enforcement of City codes & ordinances	11	1.4 %
Overall quality of customer service you receive from City employees	3	0.4 %
Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	15	2.0 %
Overall quality & upkeep of City buildings	1	0.1 %
<u>None chosen</u>	<u>24</u>	<u>3.1 %</u>
Total	763	100.0 %

**Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?**

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire & emergency medical services	192	25.2 %
Overall quality of police services	294	38.5 %
Overall flow of traffic & congestion management in City	51	6.7 %
Overall maintenance of City streets	87	11.4 %
Overall quality of parks & trails	48	6.3 %
Overall quality of recreation programs	9	1.2 %
Overall effectiveness of City communication with the public	12	1.6 %
Overall enforcement of City codes & ordinances	14	1.8 %
Overall quality of customer service you receive from City employees	7	0.9 %
Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	20	2.6 %
Overall quality & upkeep of City buildings	2	0.3 %
<u>None chosen</u>	<u>27</u>	<u>3.5 %</u>
Total	763	100.0 %

**Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?**

Q2. 3rd choice	Number	Percent
Overall quality of fire & emergency medical services	59	7.7 %
Overall quality of police services	43	5.6 %
Overall flow of traffic & congestion management in City	103	13.5 %
Overall maintenance of City streets	233	30.5 %
Overall quality of parks & trails	124	16.3 %
Overall quality of recreation programs	17	2.2 %
Overall effectiveness of City communication with the public	43	5.6 %
Overall enforcement of City codes & ordinances	41	5.4 %
Overall quality of customer service you receive from City employees	17	2.2 %
Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	36	4.7 %
Overall quality & upkeep of City buildings	8	1.0 %
None chosen	39	5.1 %
Total	763	100.0 %

**SUM OF TOP 3 CHOICES**

**Q2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q2. Top choice	Number	Percent
Overall quality of fire & emergency medical services	579	75.9 %
Overall quality of police services	573	75.1 %
Overall flow of traffic & congestion management in City	181	23.7 %
Overall maintenance of City streets	380	49.8 %
Overall quality of parks & trails	212	27.8 %
Overall quality of recreation programs	30	3.9 %
Overall effectiveness of City communication with the public	69	9.0 %
Overall enforcement of City codes & ordinances	66	8.7 %
Overall quality of customer service you receive from City employees	27	3.5 %
Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	71	9.3 %
Overall quality & upkeep of City buildings	11	1.4 %
None chosen	24	3.1 %
Total	2223	

**Q3. Perceptions of Lenexa. Please rate your satisfaction with each of the following.**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall appearance of City	53.6%	40.2%	4.5%	0.7%	0.3%	0.8%
Q3-2. Overall image of City	58.1%	36.0%	4.6%	0.3%	0.1%	0.9%
Q3-3. Overall quality of life in City	62.0%	32.5%	3.4%	1.2%	0.0%	0.9%
Q3-4. Overall quality of services provided by City	52.9%	36.8%	7.1%	0.9%	0.0%	2.2%
Q3-5. Overall quality of your neighborhood	50.5%	38.8%	6.7%	2.8%	0.7%	0.7%
Q3-6. Overall value that you receive for your City tax dollars & fees	33.6%	34.7%	18.5%	7.1%	2.4%	3.8%
Q3-7. How well City is planning growth	36.0%	30.9%	16.3%	5.9%	1.7%	9.2%

**WITHOUT "DON'T KNOW"****Q3. Perceptions of Lenexa. Please rate your satisfaction with each of the following. (without "don't know")**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall appearance of City	54.0%	40.6%	4.5%	0.7%	0.3%
Q3-2. Overall image of City	58.6%	36.4%	4.6%	0.3%	0.1%
Q3-3. Overall quality of life in City	62.6%	32.8%	3.4%	1.2%	0.0%
Q3-4. Overall quality of services provided by City	54.2%	37.7%	7.2%	0.9%	0.0%
Q3-5. Overall quality of your neighborhood	50.8%	39.1%	6.7%	2.8%	0.7%
Q3-6. Overall value that you receive for your City tax dollars & fees	34.9%	36.1%	19.2%	7.4%	2.5%
Q3-7. How well City is planning growth	39.7%	34.1%	17.9%	6.5%	1.9%

**Q4. Overall Ratings of Lenexa. Please rate the quality of the following.**

(N=763)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	72.5%	25.3%	1.6%	0.3%	0.1%	0.3%
Q4-2. As a place to raise children	66.6%	22.9%	3.3%	0.0%	0.1%	7.1%
Q4-3. As a place to work	47.6%	21.4%	9.4%	0.1%	0.0%	21.5%

**WITHOUT "DON'T KNOW"****Q4. Overall Ratings of Lenexa. Please rate the quality of the following. (without "don't know")**

(N=763)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	72.7%	25.4%	1.6%	0.3%	0.1%
Q4-2. As a place to raise children	71.7%	24.7%	3.5%	0.0%	0.1%
Q4-3. As a place to work	60.6%	27.2%	12.0%	0.2%	0.0%

**Q5. In the last year, have you or any members of your family...**

Q5. What have you done in last year	Number	Percent
Attended a City Council meeting	62	8.1 %
Attended a Planning Commission meeting	32	4.2 %
Contacted a City Council member	96	12.6 %
Participated in a City outreach study	61	8.0 %
Voted in a local election	626	82.0 %
Participated in your homeowners association	328	43.0 %
Total	1205	

**Q6. City Leadership. Please rate your satisfaction with each of the following.**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of leadership provided by City's elected officials	25.3%	36.0%	17.3%	2.0%	0.5%	18.9%
Q6-2. Overall accessibility & responsiveness of elected officials	21.0%	21.2%	19.5%	2.8%	0.8%	34.7%
Q6-3. Overall effectiveness of boards & commissions (Planning, Arts, Parks, etc.)	26.5%	31.1%	15.7%	2.4%	0.7%	23.7%
Q6-4. Overall effectiveness of City Manager & appointed staff	22.9%	27.8%	17.8%	1.6%	0.5%	29.4%

**WITHOUT "DON'T KNOW"****Q6. City Leadership. Please rate your satisfaction with each of the following. (without "don't know")**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of leadership provided by City's elected officials	31.2%	44.4%	21.3%	2.4%	0.6%
Q6-2. Overall accessibility & responsiveness of elected officials	32.1%	32.5%	29.9%	4.2%	1.2%
Q6-3. Overall effectiveness of boards & commissions (Planning, Arts, Parks, etc.)	34.7%	40.7%	20.6%	3.1%	0.9%
Q6-4. Overall effectiveness of City Manager & appointed staff	32.5%	39.3%	25.2%	2.2%	0.7%

**Q10. Public Safety. Please rate your satisfaction with each of the following.**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. City's efforts to prevent crime	36.0%	40.1%	11.1%	1.3%	0.3%	11.1%
Q10-2. How quickly police respond to emergencies	41.2%	26.2%	7.3%	1.0%	0.0%	24.2%
Q10-3. Enforcement of local traffic laws	30.1%	37.4%	15.6%	4.3%	1.6%	11.0%
Q10-4. Visibility of police in neighborhoods	28.6%	35.6%	23.5%	5.8%	1.0%	5.5%
Q10-5. Visibility of police in non-residential areas	27.0%	35.4%	18.6%	2.5%	0.1%	16.4%
Q10-6. Overall feeling of safety in your neighborhood	50.2%	39.2%	7.7%	0.8%	0.4%	1.7%
Q10-7. Police safety education programs	24.2%	23.2%	14.4%	0.7%	0.1%	37.4%
Q10-8. Efforts to educate you about fire prevention & life-safety issues	25.3%	25.0%	21.2%	1.2%	0.3%	27.0%
Q10-9. How quickly fire department personnel respond to emergencies	40.6%	21.1%	6.8%	0.4%	0.0%	31.1%
Q10-10. Visibility of fire department personnel	37.4%	31.5%	13.1%	1.3%	0.1%	16.6%
Q10-11. Ambulance transport by JoCo Med-Act	31.5%	16.8%	9.8%	0.7%	0.3%	41.0%

**WITHOUT "DON'T KNOW"****Q10. Public Safety. Please rate your satisfaction with each of the following. (without "don't know")**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. City's efforts to prevent crime	40.6%	45.1%	12.5%	1.5%	0.3%
Q10-2. How quickly police respond to emergencies	54.3%	34.6%	9.7%	1.4%	0.0%
Q10-3. Enforcement of local traffic laws	33.9%	42.0%	17.5%	4.9%	1.8%
Q10-4. Visibility of police in neighborhoods	30.2%	37.7%	24.8%	6.1%	1.1%
Q10-5. Visibility of police in non-residential areas	32.3%	42.3%	22.3%	3.0%	0.2%
Q10-6. Overall feeling of safety in your neighborhood	51.1%	39.9%	7.9%	0.8%	0.4%
Q10-7. Police safety education programs	38.7%	37.0%	23.0%	1.0%	0.2%
Q10-8. Efforts to educate you about fire prevention & life-safety issues	34.6%	34.3%	29.1%	1.6%	0.4%
Q10-9. How quickly fire department personnel respond to emergencies	58.9%	30.6%	9.9%	0.6%	0.0%
Q10-10. Visibility of fire department personnel	44.8%	37.7%	15.7%	1.6%	0.2%
Q10-11. Ambulance transport by JoCo Med-Act	53.3%	28.4%	16.7%	1.1%	0.4%



**Q11. Which THREE of the public safety services listed in Question 10 do you think are MOST IMPORTANT for the City to provide?**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to prevent crime	310	40.6 %
How quickly police respond to emergencies	197	25.8 %
Enforcement of local traffic laws	15	2.0 %
Visibility of police in neighborhoods	26	3.4 %
Visibility of police in non-residential areas	8	1.0 %
Overall feeling of safety in your neighborhood	78	10.2 %
Police safety education programs	3	0.4 %
Efforts to educate you about fire prevention & life-safety issues	2	0.3 %
How quickly fire department personnel respond to emergencies	59	7.7 %
Visibility of fire department personnel	2	0.3 %
Ambulance transport by JoCo Med-Act	21	2.8 %
<u>None chosen</u>	<u>42</u>	<u>5.5 %</u>
Total	763	100.0 %

**Q11. Which THREE of the public safety services listed in Question 10 do you think are MOST IMPORTANT for the City to provide?**

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to prevent crime	73	9.6 %
How quickly police respond to emergencies	231	30.3 %
Enforcement of local traffic laws	32	4.2 %
Visibility of police in neighborhoods	53	6.9 %
Visibility of police in non-residential areas	13	1.7 %
Overall feeling of safety in your neighborhood	98	12.8 %
Police safety education programs	3	0.4 %
Efforts to educate you about fire prevention & life-safety issues	7	0.9 %
How quickly fire department personnel respond to emergencies	171	22.4 %
Visibility of fire department personnel	4	0.5 %
Ambulance transport by JoCo Med-Act	29	3.8 %
<u>None chosen</u>	<u>49</u>	<u>6.4 %</u>
Total	763	100.0 %

**Q11. Which THREE of the public safety services listed in Question 10 do you think are MOST IMPORTANT for the City to provide?**

Q11. 3rd choice	Number	Percent
City's efforts to prevent crime	68	8.9 %
How quickly police respond to emergencies	79	10.4 %
Enforcement of local traffic laws	44	5.8 %
Visibility of police in neighborhoods	67	8.8 %
Visibility of police in non-residential areas	24	3.1 %
Overall feeling of safety in your neighborhood	154	20.2 %
Police safety education programs	9	1.2 %
Efforts to educate you about fire prevention & life-safety issues	13	1.7 %
How quickly fire department personnel respond to emergencies	158	20.7 %
Visibility of fire department personnel	7	0.9 %
Ambulance transport by JoCo Med-Act	70	9.2 %
None chosen	70	9.2 %
Total	763	100.0 %

**SUM OF TOP 3 CHOICES**

**Q11. Which THREE of the public safety services listed in Question 10 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q11. Top choice	Number	Percent
City's efforts to prevent crime	451	59.1 %
How quickly police respond to emergencies	507	66.4 %
Enforcement of local traffic laws	91	11.9 %
Visibility of police in neighborhoods	146	19.1 %
Visibility of police in non-residential areas	45	5.9 %
Overall feeling of safety in your neighborhood	330	43.3 %
Police safety education programs	15	2.0 %
Efforts to educate you about fire prevention & life-safety issues	22	2.9 %
How quickly fire department personnel respond to emergencies	388	50.9 %
Visibility of fire department personnel	13	1.7 %
Ambulance transport by JoCo Med-Act	120	15.7 %
None chosen	42	5.5 %
Total	2170	

**Q12a. In the last year, have you or any members of your family called or interacted with the Police Department...**

Q12a. Why did you called or interacted with Police Department in last year	Number	Percent
For emergency services	39	5.1 %
For non-emergency services	184	24.1 %
During a community event/other outreach	151	19.8 %
Total	374	

**Q12b. In the last year, have you or any members of your family called or interacted with the Fire Department...**

Q12b. Why did you called or interacted with Fire Department in last year	Number	Percent
For emergency services	49	6.4 %
For non-emergency services	60	7.9 %
During a community event/other outreach	126	16.5 %
Total	235	

**Q13. City Maintenance. Please rate your satisfaction with each of the following.**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of major City streets (excluding KDOT highways)	37.0%	48.0%	9.3%	3.0%	0.1%	2.6%
Q13-2. Maintenance of neighborhood streets	34.7%	41.8%	13.0%	5.8%	1.6%	3.1%
Q13-3. Maintenance of walking/biking trails	41.5%	40.0%	6.7%	2.1%	0.3%	9.4%
Q13-4. Information you receive about stormwater issues	23.3%	26.6%	20.7%	4.1%	1.2%	24.1%
Q13-5. Drainage of rainwater off City streets	33.3%	44.8%	12.8%	2.2%	0.8%	6.0%
Q13-6. Maintenance of City sidewalks	29.1%	41.3%	17.6%	6.3%	0.9%	4.8%
Q13-7. Maintenance of street signs	38.1%	45.9%	10.1%	1.7%	0.1%	4.1%
Q13-8. Maintenance of traffic signals	41.5%	44.4%	9.3%	1.6%	0.0%	3.1%
Q13-9. Adequacy of City street lighting	34.9%	43.5%	12.6%	5.0%	0.7%	3.4%
Q13-10. Mowing & trimming along City streets & other public areas	36.8%	42.5%	11.4%	5.6%	0.4%	3.3%
Q13-11. Overall cleanliness of City streets (street sweeping)	39.7%	43.0%	11.3%	2.9%	0.1%	3.0%
Q13-12. Snow removal on major City streets	50.6%	37.9%	5.9%	1.2%	0.0%	4.5%
Q13-13. Snow removal on neighborhood streets	39.3%	38.4%	11.8%	3.8%	0.9%	5.8%
Q13-14. Snow removal on trail system	18.6%	18.2%	16.4%	3.3%	0.8%	42.7%

**WITHOUT "DON'T KNOW"****Q13. City Maintenance. Please rate your satisfaction with each of the following. (without "don't know")**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of major City streets (excluding KDOT highways)	38.0%	49.3%	9.6%	3.1%	0.1%
Q13-2. Maintenance of neighborhood streets	35.9%	43.2%	13.4%	6.0%	1.6%
Q13-3. Maintenance of walking/biking trails	45.9%	44.1%	7.4%	2.3%	0.3%
Q13-4. Information you receive about stormwater issues	30.7%	35.1%	27.3%	5.4%	1.6%
Q13-5. Drainage of rainwater off City streets	35.4%	47.7%	13.7%	2.4%	0.8%
Q13-6. Maintenance of City sidewalks	30.6%	43.4%	18.5%	6.6%	1.0%
Q13-7. Maintenance of street signs	39.8%	47.8%	10.5%	1.8%	0.1%
Q13-8. Maintenance of traffic signals	42.9%	45.9%	9.6%	1.6%	0.0%
Q13-9. Adequacy of City street lighting	36.1%	45.0%	13.0%	5.2%	0.7%
Q13-10. Mowing & trimming along City streets & other public areas	38.1%	43.9%	11.8%	5.8%	0.4%
Q13-11. Overall cleanliness of City streets (street sweeping)	40.9%	44.3%	11.6%	3.0%	0.1%
Q13-12. Snow removal on major City streets	52.9%	39.6%	6.2%	1.2%	0.0%
Q13-13. Snow removal on neighborhood streets	41.7%	40.8%	12.5%	4.0%	1.0%
Q13-14. Snow removal on trail system	32.5%	31.8%	28.6%	5.7%	1.4%

**Q14. Which THREE of the City Maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?**

Q14. Top choice	Number	Percent
Maintenance of major City streets (excluding KDOT highways)	462	60.6 %
Maintenance of neighborhood streets	68	8.9 %
Maintenance of walking/biking trails	21	2.8 %
Information you receive about stormwater issues	3	0.4 %
Drainage of rainwater off City streets	11	1.4 %
Maintenance of City sidewalks	8	1.0 %
Maintenance of street signs	3	0.4 %
Maintenance of traffic signals	9	1.2 %
Adequacy of City street lighting	16	2.1 %
Mowing & trimming along City streets & other public areas	7	0.9 %
Overall cleanliness of City streets (street sweeping)	10	1.3 %
Snow removal on major City streets	53	6.9 %
Snow removal on neighborhood streets	13	1.7 %
Snow removal on trail system	2	0.3 %
None chosen	77	10.1 %
Total	763	100.0 %

**Q14. Which THREE of the City Maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?**

Q14. 2nd choice	Number	Percent
Maintenance of major City streets (excluding KDOT highways)	52	6.8 %
Maintenance of neighborhood streets	285	37.4 %
Maintenance of walking/biking trails	25	3.3 %
Information you receive about stormwater issues	1	0.1 %
Drainage of rainwater off City streets	51	6.7 %
Maintenance of City sidewalks	28	3.7 %
Maintenance of street signs	7	0.9 %
Maintenance of traffic signals	25	3.3 %
Adequacy of City street lighting	30	3.9 %
Mowing & trimming along City streets & other public areas	16	2.1 %
Overall cleanliness of City streets (street sweeping)	19	2.5 %
Snow removal on major City streets	85	11.1 %
Snow removal on neighborhood streets	52	6.8 %
Snow removal on trail system	3	0.4 %
None chosen	84	11.0 %
Total	763	100.0 %

**Q14. Which THREE of the City Maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?**

Q14. 3rd choice	Number	Percent
Maintenance of major City streets (excluding KDOT highways)	44	5.8 %
Maintenance of neighborhood streets	62	8.1 %
Maintenance of walking/biking trails	65	8.5 %
Information you receive about stormwater issues	3	0.4 %
Drainage of rainwater off City streets	54	7.1 %
Maintenance of City sidewalks	47	6.2 %
Maintenance of street signs	11	1.4 %
Maintenance of traffic signals	51	6.7 %
Adequacy of City street lighting	45	5.9 %
Mowing & trimming along City streets & other public areas	29	3.8 %
Overall cleanliness of City streets (street sweeping)	39	5.1 %
Snow removal on major City streets	134	17.6 %
Snow removal on neighborhood streets	75	9.8 %
Snow removal on trail system	8	1.0 %
None chosen	96	12.6 %
Total	763	100.0 %

**SUM OF TOP 3 CHOICES**

**Q14. Which THREE of the City Maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q14. Top choice	Number	Percent
Maintenance of major City streets (excluding KDOT highways)	558	73.1 %
Maintenance of neighborhood streets	415	54.4 %
Maintenance of walking/biking trails	111	14.5 %
Information you receive about stormwater issues	7	0.9 %
Drainage of rainwater off City streets	116	15.2 %
Maintenance of City sidewalks	83	10.9 %
Maintenance of street signs	21	2.8 %
Maintenance of traffic signals	85	11.1 %
Adequacy of City street lighting	91	11.9 %
Mowing & trimming along City streets & other public areas	52	6.8 %
Overall cleanliness of City streets (street sweeping)	68	8.9 %
Snow removal on major City streets	272	35.6 %
Snow removal on neighborhood streets	140	18.3 %
Snow removal on trail system	13	1.7 %
None chosen	77	10.1 %
Total	2109	

**Q15. Traffic Flow. Please rate your satisfaction with each of the following.**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Ease of north-south travel in Lenexa by car	33.0%	50.2%	9.7%	3.3%	0.1%	3.7%
Q15-2. Ease of east-west travel in Lenexa by car	28.2%	44.8%	14.7%	8.0%	0.8%	3.5%
Q15-3. Ease of travel by bicycle in Lenexa	11.0%	15.6%	16.5%	6.3%	2.2%	48.4%
Q15-4. Ease of pedestrian travel in Lenexa	19.4%	33.4%	19.0%	5.5%	0.8%	21.9%

**WITHOUT "DON'T KNOW"****Q15. Traffic Flow. Please rate your satisfaction with each of the following. (without "don't know")**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Ease of north-south travel in Lenexa by car	34.3%	52.1%	10.1%	3.4%	0.1%
Q15-2. Ease of east-west travel in Lenexa by car	29.2%	46.5%	15.2%	8.3%	0.8%
Q15-3. Ease of travel by bicycle in Lenexa	21.3%	30.2%	32.0%	12.2%	4.3%
Q15-4. Ease of pedestrian travel in Lenexa	24.8%	42.8%	24.3%	7.0%	1.0%



**Q16. Code Enforcement. Please rate your satisfaction with each of the following.**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Enforcing exterior maintenance of business property	22.0%	35.9%	16.4%	2.6%	0.4%	22.7%
Q16-2. Enforcing maintenance of residential property in your neighborhood	21.2%	34.7%	18.0%	8.0%	2.1%	16.0%
Q16-3. Enforcing maintenance of residential property throughout Lenexa	18.5%	34.5%	21.4%	5.9%	1.3%	18.5%
Q16-4. Enforcing mowing & trimming of grass & weeds on private property	16.8%	28.3%	24.5%	9.0%	2.2%	19.1%
Q16-5. Enforcing removal of dead trees due to Emerald Ash Borer & other diseases	13.5%	24.1%	21.5%	8.9%	3.7%	28.3%

**WITHOUT "DON'T KNOW"****Q16. Code Enforcement. Please rate your satisfaction with each of the following. (without "don't know")**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Enforcing exterior maintenance of business property	28.5%	46.4%	21.2%	3.4%	0.5%
Q16-2. Enforcing maintenance of residential property in your neighborhood	25.3%	41.3%	21.4%	9.5%	2.5%
Q16-3. Enforcing maintenance of residential property throughout Lenexa	22.7%	42.3%	26.2%	7.2%	1.6%
Q16-4. Enforcing mowing & trimming of grass & weeds on private property	20.7%	35.0%	30.3%	11.2%	2.8%
Q16-5. Enforcing removal of dead trees due to Emerald Ash Borer & other diseases	18.8%	33.6%	30.0%	12.4%	5.1%

**Q17. Which TWO of the Code Enforcement services listed in Question 16 do you think are the MOST IMPORTANT for the City to provide?**

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing exterior maintenance of business property	228	29.9 %
Enforcing maintenance of residential property in your neighborhood	154	20.2 %
Enforcing maintenance of residential property throughout Lenexa	132	17.3 %
Enforcing mowing & trimming of grass & weeds on private property	40	5.2 %
Enforcing removal of dead trees due to Emerald Ash Borer & other diseases	51	6.7 %
<u>None chosen</u>	<u>158</u>	<u>20.7 %</u>
Total	763	100.0 %

**Q17. Which TWO of the Code Enforcement services listed in Question 16 do you think are the MOST IMPORTANT for the City to provide?**

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing exterior maintenance of business property	102	13.4 %
Enforcing maintenance of residential property in your neighborhood	101	13.2 %
Enforcing maintenance of residential property throughout Lenexa	203	26.6 %
Enforcing mowing & trimming of grass & weeds on private property	104	13.6 %
Enforcing removal of dead trees due to Emerald Ash Borer & other diseases	63	8.3 %
<u>None chosen</u>	<u>190</u>	<u>24.9 %</u>
Total	763	100.0 %

**SUM OF TOP 2 CHOICES****Q17. Which TWO of the Code Enforcement services listed in Question 16 do you think are the MOST IMPORTANT for the City to provide? (top 2)**

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Enforcing exterior maintenance of business property	330	43.3 %
Enforcing maintenance of residential property in your neighborhood	255	33.4 %
Enforcing maintenance of residential property throughout Lenexa	335	43.9 %
Enforcing mowing & trimming of grass & weeds on private property	144	18.9 %
Enforcing removal of dead trees due to Emerald Ash Borer & other diseases	114	14.9 %
<u>None chosen</u>	<u>158</u>	<u>20.7 %</u>
Total	1336	

**Q18. In the last year, have you or any members of your family...**

Q18. What have you done in last year	Number	Percent
Interacted with City's Community Standards (code enforcement) staff	108	14.2 %
Obtained a permit or license from City	104	13.6 %
Total	212	

**Q19. Please indicate if the following items are a problem in your neighborhood.**

(N=763)

	Major problem	Minor problem	Not a problem	Don't know
Q19-1. Homes/buildings in disrepair	1.8%	18.9%	72.2%	7.1%
Q19-2. Unmowed, weedy lots/yards	5.2%	28.6%	60.2%	6.0%
Q19-3. Cluttered, junky yards/porches	2.9%	17.8%	73.0%	6.3%
Q19-4. Graffiti	0.1%	2.5%	89.1%	8.3%
Q19-5. Street litter	1.2%	16.0%	76.1%	6.7%
Q19-6. Drugs	1.7%	3.7%	67.2%	27.4%
Q19-7. Speeding	15.3%	39.3%	38.7%	6.7%
Q19-8. Traffic congestion	5.1%	18.6%	69.5%	6.8%
Q19-9. Stray animals	1.7%	11.8%	76.8%	9.7%
Q19-10. Stealing/theft	4.6%	22.7%	57.1%	15.6%
Q19-11. Abandoned vehicles	1.0%	4.6%	82.2%	12.2%
Q19-12. Noisy animals	4.3%	20.8%	67.6%	7.2%
Q19-13. Loitering	0.9%	6.2%	81.9%	11.0%
Q19-14. Upkeep of rental properties	5.5%	13.9%	58.7%	21.9%

**WITHOUT "DON'T KNOW"****Q19. Please indicate if the following items are a problem in your neighborhood. (without "don't know")**

(N=763)

	Major problem	Minor problem	Not a problem
Q19-1. Homes/buildings in disrepair	2.0%	20.3%	77.7%
Q19-2. Unmowed, weedy lots/yards	5.6%	30.4%	64.0%
Q19-3. Cluttered, junky yards/porches	3.1%	19.0%	77.9%
Q19-4. Graffiti	0.1%	2.7%	97.1%
Q19-5. Street litter	1.3%	17.1%	81.6%
Q19-6. Drugs	2.3%	5.1%	92.6%
Q19-7. Speeding	16.4%	42.1%	41.4%
Q19-8. Traffic congestion	5.5%	20.0%	74.5%
Q19-9. Stray animals	1.9%	13.1%	85.1%
Q19-10. Stealing/theft	5.4%	26.9%	67.7%
Q19-11. Abandoned vehicles	1.2%	5.2%	93.6%
Q19-12. Noisy animals	4.7%	22.5%	72.9%
Q19-13. Loitering	1.0%	6.9%	92.0%
Q19-14. Upkeep of rental properties	7.0%	17.8%	75.2%

**Q20. Which THREE problems listed in Question 19 do you think should be the top priorities for improvement in your neighborhood?**

Q20. Top choice	Number	Percent
Homes/buildings in disrepair	124	16.3 %
Unmowed, weedy lots/yards	70	9.2 %
Cluttered, junky yards/porches	19	2.5 %
Graffiti	1	0.1 %
Street litter	7	0.9 %
Drugs	26	3.4 %
Speeding	143	18.7 %
Traffic congestion	31	4.1 %
Stray animals	4	0.5 %
Stealing/theft	67	8.8 %
Abandoned vehicles	4	0.5 %
Noisy animals	11	1.4 %
Loitering	3	0.4 %
Upkeep of rental properties	51	6.7 %
None chosen	202	26.5 %
Total	763	100.0 %

**Q20. Which THREE problems listed in Question 19 do you think should be the top priorities for improvement in your neighborhood?**

Q20. 2nd choice	Number	Percent
Homes/buildings in disrepair	25	3.3 %
Unmowed, weedy lots/yards	95	12.5 %
Cluttered, junky yards/porches	47	6.2 %
Graffiti	2	0.3 %
Street litter	18	2.4 %
Drugs	27	3.5 %
Speeding	82	10.7 %
Traffic congestion	50	6.6 %
Stray animals	5	0.7 %
Stealing/theft	76	10.0 %
Abandoned vehicles	1	0.1 %
Noisy animals	24	3.1 %
Loitering	7	0.9 %
Upkeep of rental properties	35	4.6 %
None chosen	269	35.3 %
Total	763	100.0 %

**Q20. Which THREE problems listed in Question 19 do you think should be the top priorities for improvement in your neighborhood?**

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Homes/buildings in disrepair	41	5.4 %
Unmowed, weedy lots/yards	53	6.9 %
Cluttered, junky yards/porches	55	7.2 %
Graffiti	3	0.4 %
Street litter	30	3.9 %
Drugs	25	3.3 %
Speeding	41	5.4 %
Traffic congestion	27	3.5 %
Stray animals	11	1.4 %
Stealing/theft	45	5.9 %
Abandoned vehicles	4	0.5 %
Noisy animals	24	3.1 %
Loitering	7	0.9 %
Upkeep of rental properties	48	6.3 %
None chosen	349	45.7 %
Total	763	100.0 %

**SUM OF TOP 3 CHOICES**

**Q20. Which THREE problems listed in Question 19 do you think should be the top priorities for improvement in your neighborhood? (top 3)**

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Homes/buildings in disrepair	190	24.9 %
Unmowed, weedy lots/yards	218	28.6 %
Cluttered, junky yards/porches	121	15.9 %
Graffiti	6	0.8 %
Street litter	55	7.2 %
Drugs	78	10.2 %
Speeding	266	34.9 %
Traffic congestion	108	14.2 %
Stray animals	20	2.6 %
Stealing/theft	188	24.6 %
Abandoned vehicles	9	1.2 %
Noisy animals	59	7.7 %
Loitering	17	2.2 %
Upkeep of rental properties	134	17.6 %
None chosen	202	26.5 %
Total	1671	

**Q21. Parks and Recreation Amenities. Please rate your satisfaction with each of the following.**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Maintenance of City parks	60.8%	29.9%	3.1%	0.5%	0.0%	5.6%
Q21-2. Proximity of City parks to your home	64.2%	24.6%	5.4%	1.3%	0.1%	4.3%
Q21-3. Walking & biking trails	58.3%	25.3%	5.5%	2.1%	0.1%	8.7%
Q21-4. Playgrounds	52.6%	26.0%	7.3%	0.5%	0.0%	13.6%
Q21-5. Lenexa Rec Center	53.1%	19.8%	7.9%	1.7%	0.1%	17.4%
Q21-6. Senior center	22.7%	14.2%	12.1%	1.0%	0.0%	50.1%
Q21-7. Community center	31.2%	18.2%	11.4%	1.2%	0.1%	37.9%
Q21-8. City swimming pools	31.3%	22.9%	10.7%	1.8%	0.4%	32.8%
Q21-9. Park shelters	41.2%	31.1%	8.0%	0.8%	0.0%	19.0%
Q21-10. Outdoor athletic fields (baseball, soccer, softball, etc.)	33.2%	23.7%	9.4%	1.0%	0.0%	32.6%
Q21-11. Outdoor athletic courts (pickleball, tennis, disc golf, etc.)	36.3%	24.0%	9.7%	1.8%	0.3%	27.9%
Q21-12. Skate park	29.6%	14.4%	10.4%	0.3%	0.3%	45.1%
Q21-13. RideKC bike share program	16.6%	11.7%	12.3%	0.8%	0.7%	57.9%
Q21-14. Facility rental options	22.3%	14.8%	12.2%	0.8%	0.1%	49.8%
Q21-15. Legler Barn Museum	23.2%	16.6%	10.5%	0.4%	0.4%	48.9%
Q21-16. Thompson Barn	22.7%	14.4%	10.4%	0.1%	0.1%	52.3%
Q21-17. Signage & wayfinding signs	32.0%	32.0%	12.5%	1.4%	0.8%	21.4%

**WITHOUT "DON'T KNOW"****Q21. Parks and Recreation Amenities. Please rate your satisfaction with each of the following. (without "don't know")**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Maintenance of City parks	64.4%	31.7%	3.3%	0.6%	0.0%
Q21-2. Proximity of City parks to your home	67.1%	25.8%	5.6%	1.4%	0.1%
Q21-3. Walking & biking trails	63.8%	27.7%	6.0%	2.3%	0.1%
Q21-4. Playgrounds	60.8%	30.0%	8.5%	0.6%	0.0%
Q21-5. Lenexa Rec Center	64.3%	24.0%	9.5%	2.1%	0.2%
Q21-6. Senior center	45.4%	28.3%	24.1%	2.1%	0.0%
Q21-7. Community center	50.2%	29.3%	18.4%	1.9%	0.2%
Q21-8. City swimming pools	46.6%	34.1%	16.0%	2.7%	0.6%
Q21-9. Park shelters	50.8%	38.3%	9.9%	1.0%	0.0%
Q21-10. Outdoor athletic fields (baseball, soccer, softball, etc.)	49.2%	35.2%	14.0%	1.6%	0.0%
Q21-11. Outdoor athletic courts (pickleball, tennis, disc golf, etc.)	50.4%	33.3%	13.5%	2.5%	0.4%
Q21-12. Skate park	53.9%	26.3%	18.9%	0.5%	0.5%
Q21-13. RideKC bike share program	39.6%	27.7%	29.3%	1.9%	1.6%
Q21-14. Facility rental options	44.4%	29.5%	24.3%	1.6%	0.3%
Q21-15. Legler Barn Museum	45.4%	32.6%	20.5%	0.8%	0.8%
Q21-16. Thompson Barn	47.5%	30.2%	21.7%	0.3%	0.3%
Q21-17. Signage & wayfinding signs	40.7%	40.7%	15.8%	1.8%	1.0%



**Q22. Which THREE of the amenities listed in Question 21 do you think are MOST IMPORTANT for the City to provide?**

Q22. Top choice	Number	Percent
Maintenance of City parks	366	48.0 %
Proximity of City parks to your home	37	4.8 %
Walking & biking trails	91	11.9 %
Playgrounds	19	2.5 %
Lenexa Rec Center	51	6.7 %
Senior center	10	1.3 %
Community center	8	1.0 %
City swimming pools	23	3.0 %
Park shelters	2	0.3 %
Outdoor athletic fields (i.e. baseball, soccer, softball, etc.)	4	0.5 %
Outdoor athletic courts (pickleball, tennis, basketball, etc.)	8	1.0 %
RideKC bike share program	1	0.1 %
Facility rental options	1	0.1 %
Legler Barn Museum	1	0.1 %
Signage & wayfinding signs	12	1.6 %
None chosen	129	16.9 %
Total	763	100.0 %

**Q22. Which THREE of the amenities listed in Question 21 do you think are MOST IMPORTANT for the City to provide?**

Q22. 2nd choice	Number	Percent
Maintenance of City parks	89	11.7 %
Proximity of City parks to your home	51	6.7 %
Walking & biking trails	194	25.4 %
Playgrounds	60	7.9 %
Lenexa Rec Center	80	10.5 %
Senior center	28	3.7 %
Community center	20	2.6 %
City swimming pools	43	5.6 %
Park shelters	5	0.7 %
Outdoor athletic fields (i.e. baseball, soccer, softball, etc.)	9	1.2 %
Outdoor athletic courts (pickleball, tennis, basketball, etc.)	14	1.8 %
RideKC bike share program	3	0.4 %
Facility rental options	4	0.5 %
Signage & wayfinding signs	11	1.4 %
None chosen	152	19.9 %
Total	763	100.0 %

**Q22. Which THREE of the amenities listed in Question 21 do you think are MOST IMPORTANT for the City to provide?**

Q22. 3rd choice	Number	Percent
Maintenance of City parks	70	9.2 %
Proximity of City parks to your home	34	4.5 %
Walking & biking trails	93	12.2 %
Playgrounds	75	9.8 %
Lenexa Rec Center	72	9.4 %
Senior center	25	3.3 %
Community center	29	3.8 %
City swimming pools	81	10.6 %
Park shelters	17	2.2 %
Outdoor athletic fields (i.e. baseball, soccer, softball, etc.)	22	2.9 %
Outdoor athletic courts (pickleball, tennis, basketball, etc.)	15	2.0 %
Skate park	5	0.7 %
RideKC bike share program	5	0.7 %
Facility rental options	7	0.9 %
Legler Barn Museum	6	0.8 %
Thompson Barn	1	0.1 %
Signage & wayfinding signs	26	3.4 %
None chosen	180	23.6 %
Total	763	100.0 %

**SUM OF TOP 3 CHOICES**

**Q22. Which THREE of the amenities listed in Question 21 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q22. Top choice	Number	Percent
Maintenance of City parks	525	68.8 %
Proximity of City parks to your home	122	16.0 %
Walking & biking trails	378	49.5 %
Playgrounds	154	20.2 %
Lenexa Rec Center	203	26.6 %
Senior center	63	8.3 %
Community center	57	7.5 %
City swimming pools	147	19.3 %
Park shelters	24	3.1 %
Outdoor athletic fields (i.e. baseball, soccer, softball, etc.)	35	4.6 %
Outdoor athletic courts (pickleball, tennis, basketball, etc.)	37	4.8 %
Skate park	5	0.7 %
RideKC bike share program	9	1.2 %
Facility rental options	12	1.6 %
Legler Barn Museum	7	0.9 %
Thompson Barn	1	0.1 %
Signage & wayfinding signs	49	6.4 %
None chosen	129	16.9 %
Total	1957	

**Q23. Parks and Recreation Programs. Please rate your family's need for each of the following.**

(N=763)

	High need	4	3	2	Don't need
Q23a-1. Early childhood programs	9.3%	5.4%	4.1%	1.7%	79.6%
Q23a-2. Dance	3.0%	4.6%	10.2%	4.2%	78.0%
Q23a-3. Arts & cultural programs	10.5%	18.3%	26.3%	5.0%	39.8%
Q23a-4. Senior programs	14.2%	15.2%	14.4%	3.5%	52.7%
Q23a-5. Swim lessons	13.9%	8.3%	6.6%	2.4%	68.9%
Q23a-6. Youth sports	13.8%	9.7%	7.3%	1.4%	67.8%
Q23a-7. Senior trips	7.5%	9.2%	17.0%	4.8%	61.5%
Q23a-8. Drop-in programs (pickleball, Gym for Me)	11.7%	12.5%	18.7%	5.0%	52.2%
Q23a-9. Adult fitness	20.2%	21.8%	19.7%	3.5%	34.9%
Q23a-10. Youth day & specialty camps	8.0%	8.4%	10.0%	2.5%	71.2%
Q23a-11. Nature & outdoors	33.0%	18.1%	14.4%	2.4%	32.1%
Q23a-12. Adaptive classes (ADA/inclusion)	5.1%	4.7%	7.2%	1.8%	81.1%

**WITHOUT "DON'T NEED"****Q23. Parks and Recreation Programs. Please rate your family's need for each of the following. (without "don't need")**

(N=763)

	High need	4	3	2
Q23a-1. Early childhood programs	45.5%	26.3%	19.9%	8.3%
Q23a-2. Dance	13.7%	20.8%	46.4%	19.0%
Q23a-3. Arts & cultural programs	17.4%	30.5%	43.8%	8.3%
Q23a-4. Senior programs	29.9%	32.1%	30.5%	7.5%
Q23a-5. Swim lessons	44.7%	26.6%	21.1%	7.6%
Q23a-6. Youth sports	42.7%	30.1%	22.8%	4.5%
Q23a-7. Senior trips	19.4%	23.8%	44.2%	12.6%
Q23a-8. Drop-in programs (pickleball, Gym for Me)	24.4%	26.0%	39.2%	10.4%
Q23a-9. Adult fitness	31.0%	33.4%	30.2%	5.4%
Q23a-10. Youth day & specialty camps	27.7%	29.1%	34.5%	8.6%
Q23a-11. Nature & outdoors	48.6%	26.6%	21.2%	3.5%
Q23a-12. Adaptive classes (ADA/inclusion)	27.1%	25.0%	38.2%	9.7%

**Q23. Parks and Recreation Programs. Please rate your level of satisfaction with each of the following.**

(N=763)

	Very satisfied	4	3	2	Very dissatisfied	Don't know
Q23a-1. Early childhood programs	4.8%	4.5%	3.4%	0.8%	0.8%	85.7%
Q23a-2. Dance	4.8%	3.8%	4.1%	0.4%	0.3%	86.6%
Q23a-3. Arts & cultural programs	12.6%	14.3%	13.4%	1.0%	0.0%	58.7%
Q23a-4. Senior programs	8.5%	10.1%	8.4%	1.3%	0.4%	71.3%
Q23a-5. Swim lessons	8.1%	8.5%	5.6%	2.0%	0.3%	75.5%
Q23a-6. Youth sports	8.7%	8.5%	5.9%	0.9%	0.4%	75.6%
Q23a-7. Senior trips	5.9%	6.3%	7.1%	0.8%	0.1%	79.8%
Q23a-8. Drop-in programs (pickleball, Gym for Me)	10.6%	8.9%	9.2%	1.0%	0.4%	69.9%
Q23a-9. Adult fitness	14.9%	11.9%	12.6%	1.3%	0.4%	58.8%
Q23a-10. Youth day & specialty camps	4.8%	5.8%	5.6%	0.9%	0.3%	82.6%
Q23a-11. Nature & outdoors	21.6%	17.2%	8.7%	0.4%	0.3%	51.9%
Q23a-12. Adaptive classes (ADA/inclusion)	3.7%	2.9%	3.7%	0.4%	0.1%	89.3%

**WITHOUT "DON'T KNOW"****Q23. Parks and Recreation Programs. Please rate your level of satisfaction with each of the following. (without "don't know")**

(N=763)

	Very satisfied	4	3	2	Very dissatisfied
Q23a-1. Early childhood programs	33.9%	31.2%	23.9%	5.5%	5.5%
Q23a-2. Dance	36.3%	28.4%	30.4%	2.9%	2.0%
Q23a-3. Arts & cultural programs	30.5%	34.6%	32.4%	2.5%	0.0%
Q23a-4. Senior programs	29.7%	35.2%	29.2%	4.6%	1.4%
Q23a-5. Swim lessons	33.2%	34.8%	23.0%	8.0%	1.1%
Q23a-6. Youth sports	35.5%	34.9%	24.2%	3.8%	1.6%
Q23a-7. Senior trips	29.2%	31.2%	35.1%	3.9%	0.6%
Q23a-8. Drop-in programs (pickleball, Gym for Me)	35.2%	29.6%	30.4%	3.5%	1.3%
Q23a-9. Adult fitness	36.3%	29.0%	30.6%	3.2%	1.0%
Q23a-10. Youth day & specialty camps	27.8%	33.1%	32.3%	5.3%	1.5%
Q23a-11. Nature & outdoors	45.0%	35.7%	18.0%	0.8%	0.5%
Q23a-12. Adaptive classes (ADA/inclusion)	34.1%	26.8%	34.1%	3.7%	1.2%

**Q24. Which THREE of the Parks and Recreation programs listed in Question 23 do you think are MOST IMPORTANT for the City to provide?**

Q24. Top choice	Number	Percent
Early childhood programs	120	15.7 %
Dance	4	0.5 %
Arts & cultural programs	67	8.8 %
Senior programs	76	10.0 %
Swim lessons	62	8.1 %
Youth sports	35	4.6 %
Senior trips	5	0.7 %
Drop-in programs (pickleball, gym for me)	20	2.6 %
Adult fitness	45	5.9 %
Youth day & specialty camps	16	2.1 %
Nature & outdoors	83	10.9 %
Adaptive classes (ADA/inclusion)	5	0.7 %
None chosen	225	29.5 %
Total	763	100.0 %

**Q24. Which THREE of the Parks and Recreation programs listed in Question 23 do you think are MOST IMPORTANT for the City to provide?**

Q24. 2nd choice	Number	Percent
Early childhood programs	40	5.2 %
Dance	3	0.4 %
Arts & cultural programs	55	7.2 %
Senior programs	85	11.1 %
Swim lessons	46	6.0 %
Youth sports	77	10.1 %
Senior trips	25	3.3 %
Drop-in programs (pickleball, gym for me)	23	3.0 %
Adult fitness	74	9.7 %
Youth day & specialty camps	31	4.1 %
Nature & outdoors	56	7.3 %
Adaptive classes (ADA/inclusion)	4	0.5 %
None chosen	244	32.0 %
Total	763	100.0 %

**Q24. Which THREE of the Parks and Recreation programs listed in Question 23 do you think are MOST IMPORTANT for the City to provide?**

<u>Q24. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Early childhood programs	34	4.5 %
Dance	4	0.5 %
Arts & cultural programs	66	8.7 %
Senior programs	49	6.4 %
Swim lessons	27	3.5 %
Youth sports	45	5.9 %
Senior trips	19	2.5 %
Drop-in programs (pickleball, gym for me)	24	3.1 %
Adult fitness	78	10.2 %
Youth day & specialty camps	34	4.5 %
Nature & outdoors	89	11.7 %
Adaptive classes (ADA/inclusion)	18	2.4 %
<u>None chosen</u>	<u>276</u>	<u>36.2 %</u>
Total	763	100.0 %

**SUM OF TOP 3 CHOICES**

**Q24. Which THREE of the Parks and Recreation programs listed in Question 23 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q24. Top choice</u>	<u>Number</u>	<u>Percent</u>
Early childhood programs	194	25.4 %
Dance	11	1.4 %
Arts & cultural programs	188	24.6 %
Senior programs	210	27.5 %
Swim lessons	135	17.7 %
Youth sports	157	20.6 %
Senior trips	49	6.4 %
Drop-in programs (pickleball, gym for me)	67	8.8 %
Adult fitness	197	25.8 %
Youth day & specialty camps	81	10.6 %
Nature & outdoors	228	29.9 %
Adaptive classes (ADA/inclusion)	27	3.5 %
<u>None chosen</u>	<u>225</u>	<u>29.5 %</u>
Total	1769	



**Q25. In the last year, have you or any members of your family...**

<u>Q25. What have you done in last year</u>	<u>Number</u>	<u>Percent</u>
Visited a City park	699	91.6 %
Used a City athletic field or outdoor sport court	263	34.5 %
Visited an outdoor City swimming pool	207	27.1 %
Participated in a City recreation program or class	186	24.4 %
Attended a City art program or event	319	41.8 %
Biked for exercise or leisure	286	37.5 %
Biked to get to a destination	105	13.8 %
<u>Attended a City special event or festival</u>	<u>478</u>	<u>62.6 %</u>
Total	2543	

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

<u>Q26. Where do you currently get news &amp; information about City programs, services &amp; events</u>	<u>Number</u>	<u>Percent</u>
City email updates (i.e. My Lenexa News, Parks & Recreation News, etc.)	375	49.1 %
Resident magazine (TownTalk)	691	90.6 %
City's social media sites (i.e. Facebook, Instagram, etc.)	269	35.3 %
City website (Lenexa.com)	303	39.7 %
Local news outlets	254	33.3 %
City announcements on Nextdoor	147	19.3 %
<u>Other</u>	<u>23</u>	<u>3.0 %</u>
Total	2062	

**Q26-7. Other**

<u>Q26-7. Other</u>	<u>Number</u>	<u>Percent</u>
Neighbors	4	17.4 %
Police department report	1	4.3 %
Newspaper	1	4.3 %
Text	1	4.3 %
Unaware of these services	1	4.3 %
Council member	1	4.3 %
All	1	4.3 %
Telegram	1	4.3 %
Post	1	4.3 %
Rec center	1	4.3 %
City Council, agendas	1	4.3 %
Email city planning and council agendas	1	4.3 %
Friends, signs	1	4.3 %
Posters, signs, banners	1	4.3 %
Library	1	4.3 %
Police social media posts	1	4.3 %
Walk and Talk communication	1	4.3 %
Word of mouth	1	4.3 %
Friends	1	4.3 %
<u>SMS texts</u>	<u>1</u>	<u>4.3 %</u>
Total	23	100.0 %

**Q27. From which THREE sources of information listed in Question 26 would you prefer to get information from the City?**

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
City email updates (i.e. My Lenexa News, Parks & Recreation News, etc.)	218	28.6 %
Resident magazine (TownTalk)	301	39.4 %
City's social media sites (i.e. Facebook, Instagram, etc.)	62	8.1 %
City website (Lenexa.com)	29	3.8 %
Local news outlets	16	2.1 %
City announcements on Nextdoor	5	0.7 %
Other	3	0.4 %
None chosen	129	16.9 %
<b>Total</b>	<b>763</b>	<b>100.0 %</b>

**Q27. From which THREE sources of information listed in Question 26 would you prefer to get information from the City?**

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City email updates (i.e. My Lenexa News, Parks & Recreation News, etc.)	126	16.5 %
Resident magazine (TownTalk)	212	27.8 %
City's social media sites (i.e. Facebook, Instagram, etc.)	84	11.0 %
City website (Lenexa.com)	90	11.8 %
Local news outlets	39	5.1 %
City announcements on Nextdoor	16	2.1 %
Other	5	0.7 %
None chosen	191	25.0 %
<b>Total</b>	<b>763</b>	<b>100.0 %</b>

**Q27. From which THREE sources of information listed in Question 26 would you prefer to get information from the City?**

<u>Q27. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City email updates (i.e. My Lenexa News, Parks & Recreation News, etc.)	67	8.8 %
Resident magazine (TownTalk)	44	5.8 %
City's social media sites (i.e. Facebook, Instagram, etc.)	93	12.2 %
City website (Lenexa.com)	153	20.1 %
Local news outlets	65	8.5 %
City announcements on Nextdoor	49	6.4 %
Other	10	1.3 %
None chosen	282	37.0 %
<b>Total</b>	<b>763</b>	<b>100.0 %</b>

**SUM OF TOP 3 CHOICES****Q27. From which THREE sources of information listed in Question 26 would you prefer to get information from the City? (top 3)**

Q27. Top choice	Number	Percent
City email updates (i.e. My Lenexa News, Parks & Recreation News, etc.)	411	53.9 %
Resident magazine (TownTalk)	557	73.0 %
City's social media sites (i.e. Facebook, Instagram, etc.)	239	31.3 %
City website (Lenexa.com)	272	35.6 %
Local news outlets	120	15.7 %
City announcements on Nextdoor	70	9.2 %
Other	18	2.4 %
None chosen	129	16.9 %
Total	1816	

**Q28. Please rate your satisfaction with each of the following.**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Resident magazine: TownTalk	64.1%	25.8%	4.2%	0.4%	0.1%	5.4%
Q28-2. City social media channels (Facebook, Instagram, Twitter, etc.)	20.2%	17.8%	13.1%	0.8%	0.3%	47.8%
Q28-3. Email newsletters (My Lenexa News, Road Closure Alerts, etc.)	25.3%	22.5%	10.5%	0.5%	0.5%	40.6%
Q28-4. Usefulness of City's website	18.7%	28.7%	18.0%	2.6%	0.3%	31.7%
Q28-5. Availability of information about City programs & services	24.5%	34.2%	18.1%	1.8%	0.5%	20.8%
Q28-6. City efforts to keep you informed about local issues	27.3%	32.2%	19.5%	2.8%	1.2%	17.0%
Q28-7. Level of public involvement in local decision-making	16.0%	22.9%	20.8%	5.5%	2.8%	32.0%

**WITHOUT "DON'T KNOW"****Q28. Please rate your satisfaction with each of the following. (without "don't know")**

(N=763)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Resident magazine: TownTalk	67.7%	27.3%	4.4%	0.4%	0.1%
Q28-2. City social media channels (Facebook, Instagram, Twitter, etc.)	38.7%	34.2%	25.1%	1.5%	0.5%
Q28-3. Email newsletters (My Lenexa News, Road Closure Alerts, etc.)	42.6%	38.0%	17.7%	0.9%	0.9%
Q28-4. Usefulness of City's website	27.4%	42.0%	26.3%	3.8%	0.4%
Q28-5. Availability of information about City programs & services	31.0%	43.2%	22.8%	2.3%	0.7%
Q28-6. City efforts to keep you informed about local issues	32.9%	38.9%	23.5%	3.3%	1.4%
Q28-7. Level of public involvement in local decision-making	23.5%	33.7%	30.6%	8.1%	4.0%

**Q29. Customer Service. Have you called or visited the City with a question, problem or complaint during the past year?**

Q29. Have you called or visited City with a question, problem or complaint during past year	Number	Percent
Yes	261	34.2 %
No	494	64.7 %
Don't know	8	1.0 %
Total	763	100.0 %

**WITHOUT "DON'T KNOW"****Q29. Customer Service. Have you called or visited the City with a question, problem or complaint during the past year? (without "don't know")**

Q29. Have you called or visited City with a question, problem or complaint during past year	Number	Percent
Yes	261	34.6 %
No	494	65.4 %
Total	755	100.0 %

**Q29a. How easy was it to contact the person you needed to reach?**

Q29a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	151	57.9 %
Somewhat easy	86	33.0 %
Difficult	19	7.3 %
Very difficult	3	1.1 %
Don't know	2	0.8 %
Total	261	100.0 %

**WITHOUT "DON'T KNOW"****Q29a. How easy was it to contact the person you needed to reach? (without "don't know")**

Q29a. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	151	58.3 %
Somewhat easy	86	33.2 %
Difficult	19	7.3 %
Very difficult	3	1.2 %
Total	259	100.0 %

**Q29b. What department did you contact?**

Q29b. What department did you contact	Number	Percent
Police	60	23.0 %
Fire	18	6.9 %
Community Development	49	18.8 %
Parks & Recreation	68	26.1 %
Municipal Services	89	34.1 %
City Manager	31	11.9 %
Communications	3	1.1 %
Municipal Court	3	1.1 %
Other	31	11.9 %
Total	352	

**Q29b-9. Other**

Q29b-9. Other	Number	Percent
Animal Control	5	16.1 %
Code Enforcement	2	6.5 %
Permits	2	6.5 %
City engineer	2	6.5 %
Public Works	2	6.5 %
Council member	1	3.2 %
Contacted Monty and he directed me to municipal services	1	3.2 %
Police vacation house watch	1	3.2 %
Rec center	1	3.2 %
Permit Office	1	3.2 %
Code Enforcement	1	3.2 %
Requested Fire and Police for block party	1	3.2 %
Dog license	1	3.2 %
Mayor	1	3.2 %
Building codes	1	3.2 %
Building	1	3.2 %
Ordinance people	1	3.2 %
Neighborhood app	1	3.2 %
Zoning	1	3.2 %
Not sure about traffic	1	3.2 %
Engineering	1	3.2 %
Roads	1	3.2 %
Permit for remodel	1	3.2 %
Total	31	100.0 %

**Q29c. Several factors may influence your perception of the quality of customer service you receive from City employees. Please rate how often the employees you contacted during the past year have displayed the following.**

(N=261)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q29c-1. They did what they said they would do in a timely manner	57.1%	24.1%	6.9%	1.1%	1.1%	9.6%
Q29c-2. They gave prompt, accurate & complete answers to questions	57.9%	21.1%	11.9%	2.7%	0.8%	5.7%
Q29c-3. They helped me resolve an issue to my satisfaction	54.0%	23.8%	9.6%	3.4%	1.9%	7.3%
Q29c-4. They made it easy for me to handle my request	54.4%	19.9%	10.7%	4.6%	1.5%	8.8%
Q29c-5. They were courteous & polite	73.6%	15.3%	3.8%	1.1%	0.8%	5.4%

**WITHOUT "DON'T KNOW"**

**Q29c. Several factors may influence your perception of the quality of customer service you receive from City employees. Please rate how often the employees you contacted during the past year have displayed the following. (without "don't know")**

(N=261)

	Always	Usually	Sometimes	Seldom	Never
Q29c-1. They did what they said they would do in a timely manner	63.1%	26.7%	7.6%	1.3%	1.3%
Q29c-2. They gave prompt, accurate & complete answers to questions	61.4%	22.4%	12.6%	2.8%	0.8%
Q29c-3. They helped me resolve an issue to my satisfaction	58.3%	25.6%	10.3%	3.7%	2.1%
Q29c-4. They made it easy for me to handle my request	59.7%	21.8%	11.8%	5.0%	1.7%
Q29c-5. They were courteous & polite	77.7%	16.2%	4.0%	1.2%	0.8%

**Q30. Knowing this information, how supportive would you be to renew the existing 3/8-Cent Sales Tax for an additional 20 years to help fund street, sidewalk, and trail maintenance, new and improved public safety facilities, and parks and recreation amenities?**

Q30. How supportive would you be to renew the existing 3/8-Cent Sales Tax for an additional 20

years	Number	Percent
Very supportive	349	45.7 %
Supportive	229	30.0 %
Neutral	89	11.7 %
Not supportive	42	5.5 %
Not at all supportive	41	5.4 %
Not provided	13	1.7 %
Total	763	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q30. Knowing this information, how supportive would you be to renew the existing 3/8-Cent Sales Tax for an additional 20 years to help fund street, sidewalk, and trail maintenance, new and improved public safety facilities, and parks and recreation amenities? (without "not provided")**

Q30. How supportive would you be to renew the existing 3/8-Cent Sales Tax for an additional 20

years	Number	Percent
Very supportive	349	46.5 %
Supportive	229	30.5 %
Neutral	89	11.9 %
Not supportive	42	5.6 %
Not at all supportive	41	5.5 %
Total	750	100.0 %

**Q30a. If you indicated that you are "Neutral," "Not Supportive," or "Not at all Supportive," of renewing the existing 3/8-Cent Sales Tax, please select all the reasons why below.**

Q30a. All the reasons why you indicated that you are "Neutral," "Not Supportive," or "Not at all Supportive," of renewing existing 3/8-Cent Sales

Tax	Number	Percent
I don't support any taxes	26	15.1 %
I don't support any sales taxes	34	19.8 %
I don't support any projects sales tax was used to fund	16	9.3 %
I need more information before I can respond	72	41.9 %
Other	52	30.2 %
Total	200	



**Q31. Please rate your support for each of the following initiatives that may be partially or completely funded with the 3/8-Cent Sales Tax over the next 20 years.**

(N=763)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Not provided
Q31-1. Street & sidewalk maintenance	66.2%	22.4%	5.5%	1.4%	1.4%	3.0%
Q31-2. Expansion & maintenance of trail system	48.1%	24.5%	15.1%	4.7%	3.8%	3.8%
Q31-3. New park amenities and/or park development	45.7%	26.6%	15.9%	5.0%	3.3%	3.5%
Q31-4. New and/or improved public safety facilities, such as fire stations	49.4%	27.9%	13.2%	3.4%	2.6%	3.4%

**WITHOUT "NOT PROVIDED"**

**Q31. Please rate your support for each of the following initiatives that may be partially or completely funded with the 3/8-Cent Sales Tax over the next 20 years. (without "not provided")**

(N=763)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q31-1. Street & sidewalk maintenance	68.2%	23.1%	5.7%	1.5%	1.5%
Q31-2. Expansion & maintenance of trail system	50.0%	25.5%	15.7%	4.9%	4.0%
Q31-3. New park amenities and/or park development	47.4%	27.6%	16.4%	5.2%	3.4%
Q31-4. New and/or improved public safety facilities, such as fire stations	51.2%	28.9%	13.7%	3.5%	2.7%

**Q32. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.4	1842
Under age 5	0.1	98
Ages 5-9	0.1	104
Ages 10-14	0.1	93
Ages 15-19	0.1	64
Ages 20-24	0.1	70
Ages 25-34	0.3	256
Ages 35-44	0.3	250
Ages 45-54	0.3	265
Ages 55-64	0.4	280
Ages 65-74	0.2	176
Ages 75+	0.2	186

**Q33. What is your age?**

Q33. Your age	Number	Percent
18-34	140	18.3 %
35-44	131	17.2 %
45-54	143	18.7 %
55-64	155	20.3 %
65+	191	25.0 %
Not provided	3	0.4 %
Total	763	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. What is your age? (without "not provided")**

Q33. Your age	Number	Percent
18-34	140	18.4 %
35-44	131	17.2 %
45-54	143	18.8 %
55-64	155	20.4 %
65+	191	25.1 %
Total	760	100.0 %

**Q34. Are you or other members of your household of Hispanic, Spanish, or Latino/a/x ancestry?**

Q34. Are you of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	61	8.0 %
No	699	91.6 %
Not provided	3	0.4 %
Total	763	100.0 %

**WITHOUT "NOT PROVIDED"****Q34. Are you or other members of your household of Hispanic, Spanish, or Latino/a/x ancestry? (without "not provided")**

Q34. Are you of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	61	8.0 %
No	699	92.0 %
Total	760	100.0 %

**Q34-1. How many people in your household are of Hispanic, Spanish, or Latino/a/x ancestry?**

Q34a. How many are of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
1	10	16.4 %
2	23	37.7 %
3	10	16.4 %
4	9	14.8 %
5+	9	14.8 %
Total	61	100.0 %

**Q35. Which of the following best describes your race/ethnicity?**

Q35. Your race/ethnicity	Number	Percent
Asian or Asian Indian	34	4.5 %
Black or African American	45	5.9 %
American Indian or Alaska Native	4	0.5 %
White or Caucasian	626	82.0 %
Native Hawaiian or other Pacific Islander	1	0.1 %
Other	8	1.0 %
Total	718	

**Q35-6. Self-describe your race/ethnicity**

Q35-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	2	25.0 %
Mixed	2	25.0 %
Multi-racial	2	25.0 %
Middle Eastern	1	12.5 %
More than one	1	12.5 %
Total	8	100.0 %

**Q36. Approximately how many years have you lived in Lenexa?**

Q36. How many years have you lived in Lenexa	Number	Percent
0-5	135	17.7 %
6-10	127	16.6 %
11-15	58	7.6 %
16-20	84	11.0 %
21-30	152	19.9 %
31+	194	25.4 %
Not provided	13	1.7 %
Total	763	100.0 %

**WITHOUT "NOT PROVIDED"****Q36. Approximately how many years have you lived in Lenexa? (without "not provided")**

Q36. How many years have you lived in Lenexa	Number	Percent
0-5	135	18.0 %
6-10	127	16.9 %
11-15	58	7.7 %
16-20	84	11.2 %
21-30	152	20.3 %
31+	194	25.9 %
Total	750	100.0 %

**Q37. Do you plan to retire in Lenexa?**

Q37. Do you plan to retire in Lenexa	Number	Percent
Yes	594	77.9 %
No	119	15.6 %
Not provided	50	6.6 %
Total	763	100.0 %

**WITHOUT "NOT PROVIDED"****Q37. Do you plan to retire in Lenexa? (without "not provided")**

Q37. Do you plan to retire in Lenexa	Number	Percent
Yes	594	83.3 %
No	119	16.7 %
Total	713	100.0 %

**Q38. Do you own or rent your current residence?**

Q38. Do you own or rent your current residence	Number	Percent
Own	618	81.0 %
Rent	141	18.5 %
Not provided	4	0.5 %
Total	763	100.0 %

**WITHOUT "NOT PROVIDED"****Q38. Do you own or rent your current residence? (without "not provided")**

Q38. Do you own or rent your current residence	Number	Percent
Own	618	81.4 %
Rent	141	18.6 %
Total	759	100.0 %

**Q39. Would you say your total annual household income is...**

Q39. Your total annual household income	Number	Percent
Under \$30K	46	6.0 %
\$30K to \$49,999	62	8.1 %
\$50K to \$69,999	73	9.6 %
\$70K to \$89,999	96	12.6 %
\$90K to \$119,999	119	15.6 %
\$120K to \$174,999	138	18.1 %
\$175K+	151	19.8 %
Not provided	78	10.2 %
Total	763	100.0 %

**WITHOUT "NOT PROVIDED"****Q39. Would you say your total annual household income is... (without "not provided")**

Q39. Your total annual household income	Number	Percent
Under \$30K	46	6.7 %
\$30K to \$49,999	62	9.1 %
\$50K to \$69,999	73	10.7 %
\$70K to \$89,999	96	14.0 %
\$90K to \$119,999	119	17.4 %
\$120K to \$174,999	138	20.1 %
\$175K+	151	22.0 %
Total	685	100.0 %

**Q40. Your gender:**

Q40. Your gender	Number	Percent
Male	378	49.5 %
Female	381	49.9 %
I prefer to self-identify	2	0.3 %
Not provided	2	0.3 %
Total	763	100.0 %

**WITHOUT "NOT PROVIDED"****Q40. Your gender: (without "not provided")**

Q40. Your gender	Number	Percent
Male	378	49.7 %
Female	381	50.1 %
I prefer to self-identify	2	0.3 %
Total	761	100.0 %

**Q40-3. Self-describe your gender:**

Q40-3. Self-describe your gender	Number	Percent
Fluid	1	50.0 %
Non-binary	1	50.0 %
Total	2	100.0 %

**Q41. What is the primary language spoken in your home?**

Q41. Primary language spoken in your home	Number	Percent
English	741	97.1 %
Spanish	9	1.2 %
Not provided	13	1.7 %
Total	763	100.0 %

**WITHOUT "NOT PROVIDED"****Q41. What is the primary language spoken in your home? (without "not provided")**

Q41. Primary language spoken in your home	Number	Percent
English	741	98.8 %
Spanish	9	1.2 %
Total	750	100.0 %

**Q42. How many people in your household are employed in each of the following areas:**

	<u>Mean</u>	<u>Sum</u>
number	1.6	782
Within City limits of Lenexa	0.4	219
Outside Lenexa, but within Johnson County	0.7	318
Outside Johnson County, but within KC Metro	0.3	169
Outside KC Metro Area	0.2	76



# Survey Instrument





Dear Lenexa Resident,

We need your help. The City of Lenexa is conducting a survey of residents to gather information and feedback about city priorities and the quality of programs and services. The survey is part of our ongoing strategic planning process, which is designed to provide residents with the best services possible. You have been randomly selected and responses to this survey will be confidential and reported in group form only.

Please take a few minutes to complete and return this survey in the next few days. A postage-paid return envelope, addressed to ETC Institute, has been provided for your convenience. We selected ETC Institute as our partner because of its outstanding record of performance in working with communities nationwide.

ETC will compile the results and present a public report to the City in the weeks ahead. Survey results will be compared with responses to similar surveys in previous years. The report will be a valuable resource as we work to provide you with the most responsive government possible. Look for a summary of the survey results in a future issue of the resident magazine TownTalk and on the city's website, Lenexa.com.

If you have any questions, please contact Lenexa Communications Director Denise Rendina at 913.477.7527 or DRendina@Lenexa.com. Thank you for your participation in this important process.

A handwritten signature in black ink, appearing to read "Michael A. Boehm".

Michael A. Boehm  
Mayor

A handwritten signature in black ink, appearing to read "Beccy Yocham".

Beccy Yocham  
City Manager

## 2023 City of Lenexa Citizen Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's planning process and will be used by City leaders to make planning and investment decisions. If you have questions, please call the Communications Department at 913-477-7527. If you prefer, you can take this survey at [lenexasurvey.org](https://lenexasurvey.org).

### 1. **Overall.** Please rate your overall satisfaction of these major categories of services provided by the City of Lenexa.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of fire and emergency medical services	5	4	3	2	1	9
02. Overall quality of police services	5	4	3	2	1	9
03. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9
04. Overall maintenance of City streets	5	4	3	2	1	9
05. Overall quality of parks and trails	5	4	3	2	1	9
06. Overall quality of recreation programs	5	4	3	2	1	9
07. Overall effectiveness of City communication with the public	5	4	3	2	1	9
08. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
09. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
10. Overall quality of the City's stormwater system (storm drains, pipes, culverts, streams)	5	4	3	2	1	9
11. Overall quality and upkeep of City buildings	5	4	3	2	1	9

### 2. Which THREE of the services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 1, or circle "NONE."]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

### 3. **Perceptions of Lenexa.** Please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall appearance of the City	5	4	3	2	1	9
2. Overall image of the City	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Overall quality of services provided by the City	5	4	3	2	1	9
5. Overall quality of your neighborhood	5	4	3	2	1	9
6. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
7. How well the City is planning growth	5	4	3	2	1	9

### 4. **Overall Ratings of Lenexa.** Please rate the quality of the following.

How would you rate Lenexa...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9

### 5. In the last year, have you or any members of your family... [Check all that apply.]

- |  |   |
|--|---|
| ____(1) Attended a City Council meeting        | ____(4) Participated in a City outreach study       |
| ____(2) Attended a Planning Commission meeting | ____(5) Voted in a local election                   |
| ____(3) Contacted a City Council member        | ____(6) Participated in your homeowners association |

**6. City Leadership. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
2. Overall accessibility and responsiveness of elected officials	5	4	3	2	1	9
3. Overall effectiveness of boards and commissions (Planning, Arts, Parks, etc.)	5	4	3	2	1	9
4. Overall effectiveness of the City Manager and appointed staff	5	4	3	2	1	9

**7. What do you like BEST about living in Lenexa?**

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**8. What do you like LEAST about living in Lenexa?**

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**9. What do you think are the MOST SIGNIFICANT issues facing Lenexa in the next five years?**

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**10. Public Safety. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. The City's efforts to prevent crime	5	4	3	2	1	9
02. How quickly police respond to emergencies	5	4	3	2	1	9
03. Enforcement of local traffic laws	5	4	3	2	1	9
04. The visibility of police in neighborhoods	5	4	3	2	1	9
05. The visibility of police in non-residential areas	5	4	3	2	1	9
06. Overall feeling of safety in your neighborhood	5	4	3	2	1	9
07. Police safety education programs	5	4	3	2	1	9
08. Efforts to educate you about fire prevention and life-safety issues	5	4	3	2	1	9
09. How quickly fire department personnel respond to emergencies	5	4	3	2	1	9
10. Visibility of fire department personnel	5	4	3	2	1	9
11. Ambulance transport by JoCo Med-Act	5	4	3	2	1	9

**11. Which THREE of the public safety services listed in Question 10 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 10, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**12a. In the last year, have you or any members of your family called or interacted with the Police Department... [Check all that apply.]**

\_\_\_\_(1) For emergency services                      \_\_\_\_ (3) During a community event/other outreach  
 \_\_\_\_ (2) For non-emergency services

**12b. In the last year, have you or any members of your family called or interacted with the Fire Department... [Check all that apply.]**

\_\_\_\_(1) For emergency services                      \_\_\_\_ (3) During a community event/other outreach  
 \_\_\_\_ (2) For non-emergency services

**13. City Maintenance. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of major City streets (excluding KDOT highways)	5	4	3	2	1	9
02. Maintenance of neighborhood streets	5	4	3	2	1	9
03. Maintenance of walking/biking trails	5	4	3	2	1	9
04. Information you receive about stormwater issues	5	4	3	2	1	9
05. Drainage of rainwater off City streets	5	4	3	2	1	9
06. Maintenance of City sidewalks	5	4	3	2	1	9
07. Maintenance of street signs	5	4	3	2	1	9
08. Maintenance of traffic signals	5	4	3	2	1	9
09. Adequacy of City street lighting	5	4	3	2	1	9
10. Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
11. Overall cleanliness of City streets (street sweeping)	5	4	3	2	1	9
12. Snow removal on major City streets	5	4	3	2	1	9
13. Snow removal on neighborhood streets	5	4	3	2	1	9
14. Snow removal on trail system	5	4	3	2	1	9

**14. Which THREE of the city maintenance services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**15. Traffic Flow. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The ease of north-south travel in Lenexa by car	5	4	3	2	1	9
2. The ease of east-west travel in Lenexa by car	5	4	3	2	1	9
3. The ease of travel by bicycle in Lenexa	5	4	3	2	1	9
4. The ease of pedestrian travel in Lenexa	5	4	3	2	1	9

**16. Code Enforcement. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcing the exterior maintenance of business property	5	4	3	2	1	9
2. Enforcing the maintenance of residential property in your neighborhood	5	4	3	2	1	9
3. Enforcing the maintenance of residential property throughout Lenexa	5	4	3	2	1	9
4. Enforcing the mowing and trimming of grass and weeds on private property	5	4	3	2	1	9
5. Enforcing the removal of dead trees due to Emerald Ash Borer and other diseases	5	4	3	2	1	9

**17. Which TWO of the code enforcement services listed in Question 16 do you think are the MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 16, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ NONE

**18. In the last year, have you or any members of your family... [Check all that apply.]**

- \_\_\_\_ (1) Interacted with the City's Community Standards (code enforcement) staff
- \_\_\_\_ (2) Obtained a permit or license from the City

**19. Please indicate if the following items are a problem in your neighborhood.**

To what extent are the following problems in your neighborhood?		Major Problem	Minor Problem	Not a Problem	Don't Know
01.	Homes/Buildings in disrepair	3	2	1	9
02.	Unmowed, weedy lots/yards	3	2	1	9
03.	Cluttered, junky yards/porches	3	2	1	9
04.	Graffiti	3	2	1	9
05.	Street litter	3	2	1	9
06.	Drugs	3	2	1	9
07.	Speeding	3	2	1	9
08.	Traffic congestion	3	2	1	9
09.	Stray animals	3	2	1	9
10.	Stealing/Theft	3	2	1	9
11.	Abandoned vehicles	3	2	1	9
12.	Noisy animals	3	2	1	9
13.	Loitering	3	2	1	9
14.	Upkeep of rental properties	3	2	1	9

**20. Which THREE problems do you think should be the top priorities for improvement in your neighborhood? [Write in your answers below using the numbers from the list in Question 19, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**21. Parks and Recreation Amenities. Please rate your satisfaction with each of the following.**

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	Proximity of City parks to your home	5	4	3	2	1	9
03.	Walking and biking trails	5	4	3	2	1	9
04.	Playgrounds	5	4	3	2	1	9
05.	Lenexa Rec Center	5	4	3	2	1	9
06.	Senior Center	5	4	3	2	1	9
07.	Community Center	5	4	3	2	1	9
08.	City swimming pools	5	4	3	2	1	9
09.	Park shelters	5	4	3	2	1	9
10.	Outdoor athletic fields (baseball, soccer, softball, etc.)	5	4	3	2	1	9
11.	Outdoor athletic courts (pickleball, tennis, disc golf, etc.)	5	4	3	2	1	9
12.	Skate park	5	4	3	2	1	9
13.	RideKC bike share program	5	4	3	2	1	9
14.	Facility rental options	5	4	3	2	1	9
15.	Legler Barn Museum	5	4	3	2	1	9
16.	Thompson Barn	5	4	3	2	1	9
17.	Signage and wayfinding signs	5	4	3	2	1	9

**22. Which THREE of the amenities listed in Question 21 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 21, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**23. Parks and Recreation Programs. Please rate your need and level of satisfaction with each of the following.**

Programming	Family Need					Satisfaction with City Program						
	High Need		Don't Need			Very Satisfied		Very Dissatisfied			Don't Know	
01. Early childhood programs	5	4	3	2	1	5	4	3	2	1	9	
02. Dance	5	4	3	2	1	5	4	3	2	1	9	
03. Arts and cultural programs	5	4	3	2	1	5	4	3	2	1	9	
04. Senior programs	5	4	3	2	1	5	4	3	2	1	9	
05. Swim lessons	5	4	3	2	1	5	4	3	2	1	9	
06. Youth sports	5	4	3	2	1	5	4	3	2	1	9	
07. Senior trips	5	4	3	2	1	5	4	3	2	1	9	
08. Drop-in programs (pickleball, Gym for Me)	5	4	3	2	1	5	4	3	2	1	9	
09. Adult fitness	5	4	3	2	1	5	4	3	2	1	9	
10. Youth day and specialty camps	5	4	3	2	1	5	4	3	2	1	9	
11. Nature and outdoors	5	4	3	2	1	5	4	3	2	1	9	
12. Adaptive classes (ADA/inclusion)	5	4	3	2	1	5	4	3	2	1	9	

**24. Which THREE of the Parks and Recreation programs listed in Question 23 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 23, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**25. In the last year, have you or any members of your family... [Check all that apply.]**

- \_\_\_\_ (1) Visited a park
- \_\_\_\_ (2) Used a City athletic field or outdoor sport court
- \_\_\_\_ (3) Visited an outdoor City swimming pool
- \_\_\_\_ (4) Participated in a City recreation program or class
- \_\_\_\_ (5) Attended a City art program or event
- \_\_\_\_ (6) Biked for exercise or leisure
- \_\_\_\_ (7) Biked to get to a destination
- \_\_\_\_ (8) Attended a City special event or festival

**26. Where do you currently get news and information about City programs, services and events? [Check all that apply.]**

- \_\_\_\_ (1) City e-mail newsletters (My Lenexa News, Parks & Recreation News, etc.)
- \_\_\_\_ (2) Resident magazine (TownTalk)
- \_\_\_\_ (3) City's social media sites (Facebook, Instagram, etc.)
- \_\_\_\_ (4) City website (*Lenexa.com*)
- \_\_\_\_ (5) Local news outlets
- \_\_\_\_ (6) City announcements on Nextdoor
- \_\_\_\_ (7) Other: \_\_\_\_\_

**27. From which THREE sources of information listed in Question 26 would you prefer to get information from the City? [Write in your answers below using the numbers from the list in Question 26, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**28. Please rate your satisfaction with each of the following.**

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Resident magazine: TownTalk	5	4	3	2	1	9
2. City social media channels (Facebook, Instagram, Twitter, etc.)	5	4	3	2	1	9
3. E-mail newsletters (My Lenexa News, Road Closure Alerts, etc.)	5	4	3	2	1	9
4. The usefulness of the City's website	5	4	3	2	1	9
5. The availability of information about City programs and services	5	4	3	2	1	9
6. City efforts to keep you informed about local issues	5	4	3	2	1	9
7. The level of public involvement in local decision-making	5	4	3	2	1	9

**29. Customer Service. Have you called or visited the City with a question, problem or complaint during the past year?**

\_\_\_(1) Yes [Answer Q29a-c.]    \_\_\_(2) No [Skip to Q30.]    \_\_\_(9) Don't Know [Skip to Q30.]

**29a. How easy was it to contact the person you needed to reach?**

\_\_\_(4) Very Easy                      \_\_\_(2) Difficult                      \_\_\_(9) Don't Know  
 \_\_\_(3) Somewhat Easy              \_\_\_(1) Very Difficult

**29b. What department did you contact? [Check all that apply.]**

\_\_\_(1) Police                              \_\_\_(4) Parks and Recreation              \_\_\_(7) Communications  
 \_\_\_(2) Fire                                \_\_\_(5) Municipal Services                  \_\_\_(8) Municipal Court  
 \_\_\_(3) Community Development      \_\_\_(6) City Manager                        \_\_\_(9) Other: \_\_\_\_\_

**29c. Several factors may influence your perception of the quality of customer service you receive from City employees. Please rate how often the employees you contacted during the past year have displayed the following.**

Frequency that:	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They did what they said they would do in a timely manner	5	4	3	2	1	9
2. They gave prompt, accurate and complete answers to questions	5	4	3	2	1	9
3. They helped me resolve an issue to my satisfaction	5	4	3	2	1	9
4. They made it easy for me to handle my request	5	4	3	2	1	9
5. They were courteous and polite	5	4	3	2	1	9

**30. 3/8-Cent Sales Tax Renewal**

In 2008, Lenexa voters approved a 20-year general purpose 3/8-Cent Sales Tax to help maintain the City's streets, sidewalks and trails, improve existing park facilities, and provide new recreational opportunities. Recent projects funded, in part, by this sales tax include street resurfacing, sidewalk and trail maintenance, playground equipment replacements, new pickleball courts, and outdoor pool renovations. The current 3/8-Cent Sales Tax will expire in 2028. To strategically plan for Lenexa's future, the City is considering an early vote to renew the sales tax in 2024.

The 3/8-Cent Sales Tax adds about \$0.38 to every \$100.00 in purchases that are made in Lenexa. Approximately 37% of the sales tax is paid by people who do not live in Lenexa. **Knowing this information, how supportive would you be to renew the existing 3/8-Cent Sales Tax for an additional 20 years to help fund street, sidewalk, and trail maintenance, new and improved public safety facilities, and parks and recreation amenities?**

\_\_\_(5) Very Supportive    \_\_\_(4) Supportive    \_\_\_(3) Neutral    \_\_\_(2) Not Supportive    \_\_\_(1) Not at all Supportive

**30a. If you indicated that you are "Neutral," "Not Supportive," or "Not at all Supportive," of renewing the existing 3/8-Cent Sales Tax, please select all the reasons why below. [Check all that apply.]**

\_\_\_(1) I don't support any taxes  
 \_\_\_(2) I don't support any sales taxes  
 \_\_\_(3) I don't support any of the projects the sales tax was used to fund  
 \_\_\_(4) I need more information before I can respond  
 \_\_\_(5) Other: \_\_\_\_\_

**31. Please rate your support for each of the following initiatives that may be partially or completely funded with the 3/8-Cent Sales Tax over the next 20 years.**

How much do you support...	Very Supportive	Supportive	Neutral	Not Supportive	Not at all Supportive
1. Street and sidewalk maintenance	5	4	3	2	1
2. Expansion and maintenance of the trail system	5	4	3	2	1
3. New park amenities and/or park development	5	4	3	2	1
4. New and/or improved public safety facilities, such as fire stations	5	4	3	2	1

**Demographics** *Your individual responses will remain confidential.*

**32. Including yourself, how many people in your household are...**

Under age 5:       Ages 15-19:       Ages 35-44:       Ages 65-74:   
 Ages 5-9:       Ages 20-24:       Ages 45-54:       Ages 75+:   
 Ages 10-14:       Ages 25-34:       Ages 55-64:

**33. What is your age?**  years

**34. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?**

(1) Yes (How many?  people)       (2) No

**35. Which of the following best describes your race/ethnicity? [Check ALL that apply.]**

(01) Asian or Asian Indian       (04) White or Caucasian  
 (02) Black or African American       (05) Native Hawaiian or other Pacific Islander  
 (03) American Indian or Alaska Native       (99) Other: \_\_\_\_\_

**36. Approximately how many years have you lived in Lenexa?**  years

**37. Do you plan to retire in Lenexa?**  (1) Yes       (2) No

**38. Do you own or rent your current residence?**  (1) Own       (2) Rent

**39. Would you say your total annual household income is...**

(1) Under \$30,000       (4) \$70,000 to \$89,999       (7) \$175,000 or more  
 (2) \$30,000 to \$49,999       (5) \$90,000 to \$119,999  
 (3) \$50,000 to \$69,999       (6) \$120,000 to \$174,999

**40. Your gender:**  (1) Male       (2) Female       (3) I prefer to self-identify: \_\_\_\_\_

**41. What is the primary language spoken in your home?**

(1) English       (2) Spanish       (3) Other: \_\_\_\_\_

**42. How many people in your household are employed in each of the following areas?**

Within the City limits of Lenexa       Outside Johnson County, but within the KC Metro  
 Outside Lenexa, but within Johnson County       Outside the KC Metro Area

**43. If you have any other suggestions you would like to make, please provide them here.**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**This concludes the survey. We appreciate your time!**

Please return your completed survey in the enclosed return-reply envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information to the right will ONLY be used to help identify the level of need in your area. Thank you!