

2025 Lenexa Citizen Survey Presentation

Presented by ETC Institute

December 2025



Who We Are

ETC Institute is the Nation's leading provider of market research for local governments

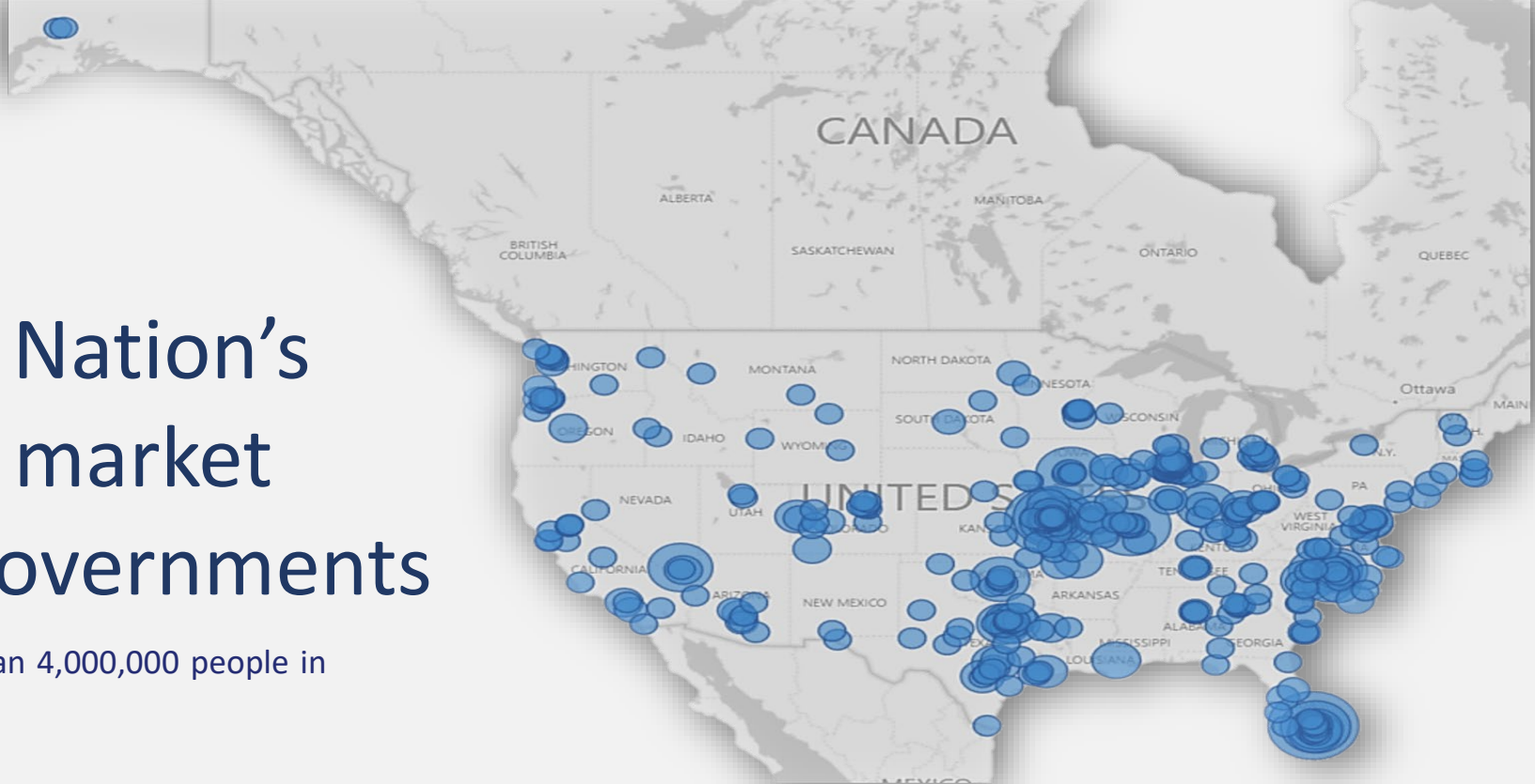
Since 2012, ETC Institute has surveyed more than 4,000,000 people in more than 1,200 communities around the world

Our Mission

For more than 40 years, our mission has been to help local governments gather and use survey data to make better decisions

Our Goal

To provide an objective assessment that community leaders can depend on to make data-driven decisions to improve the lives of residents





Agenda

- 01.** Perceptions & Ratings
- 02.** Benchmarks
- 03.** Trends – 25 Years
- 04.** Priorities for Improvements
- 05.** Communication
- 06.** Questions

2025 Lenexa Citizen Survey

Purpose

- To objectively assess City programs and services
- To gather input from residents to help City leaders set priorities
- To identify areas of improvement for the community

Methodology

- Administered by mail, phone, and online to the random sample of residential addresses.
- Sample designed to ensure results are statistically valid and representative
- 835 completed surveys were collected, MOE: +/-3.37% at 95% level of confidence
 - Goal was 600.

What to Know

97%

Percentage of respondents who rated Lenexa as an “excellent” or “good” place to live.

95%

Percentage of respondents who rated Lenexa as an “excellent” or “good” place to raise children.

94%

Percentage of respondents who were “very satisfied” or “satisfied” with the overall quality of life in Lenexa.



Perceptions and Ratings of the City Remain High

Benchmarking

When compared to ETC Institute’s KC Metro and National Averages, Lenexa performs above the averages in almost all the areas assessed.



Overall Satisfaction with City Services is Strong

Overall Services

Overall, Lenexa performed well in key areas such as Fire and EMS Services, parks and trails, and police services.



Opportunities for Improvement for Lenexa

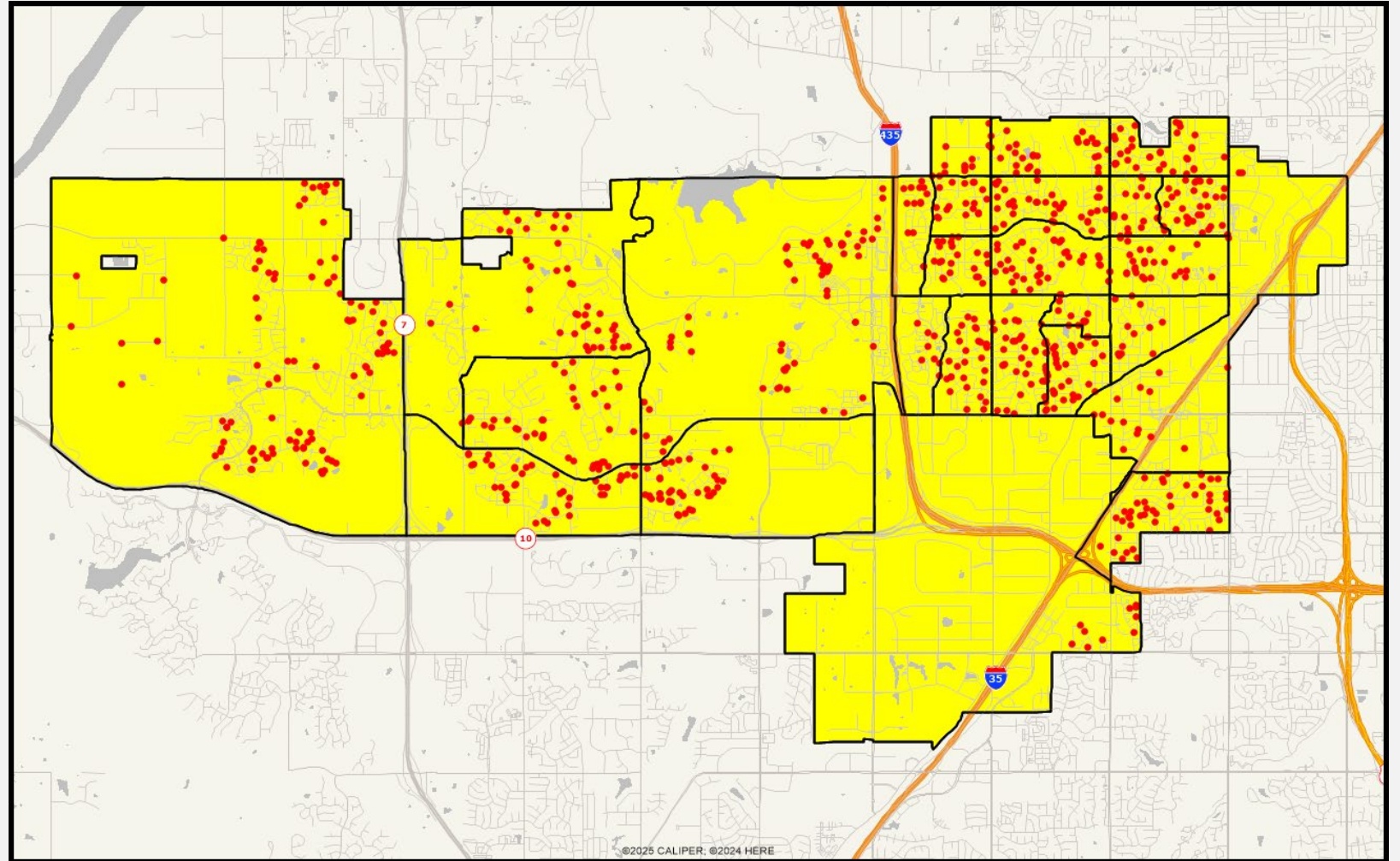
Priorities for Improvement

The instrument was designed so ETC Institute could develop priorities for improvement. Maintenance of neighborhoods streets and code enforcement items were a highlighted areas for improvement.

Distribution of Responses

ETC Institute designs the sample to ensure all areas of the City are equally represented. Throughout the survey administration process, ETC Institute monitors response distribution to maintain geographic balance.

Responses have been coded to the block level to maintain respondent anonymity.



Perceptions & Ratings



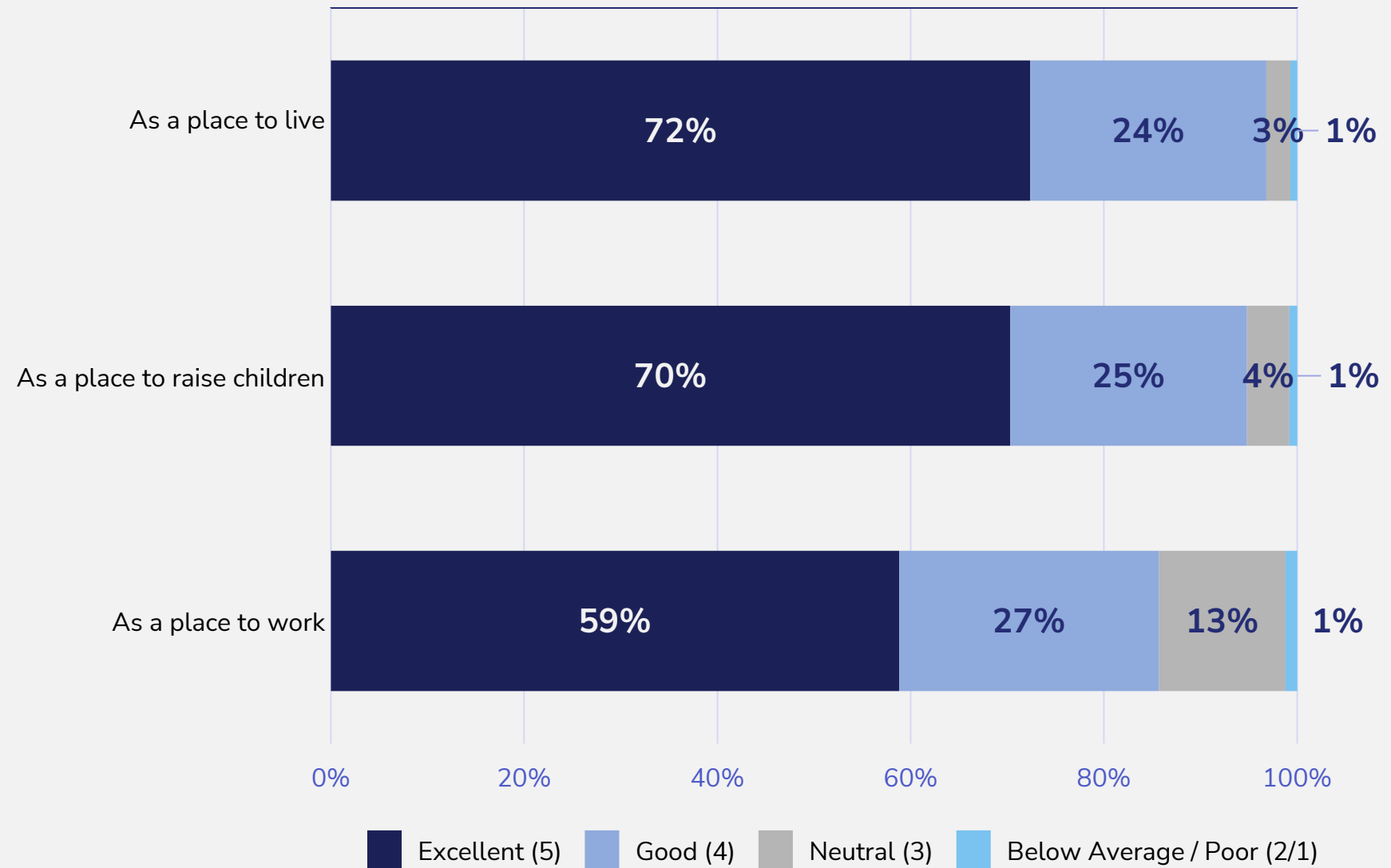
Overall Ratings

Lenexa received ratings above 85% in all areas assessed.

The Big Ones

- As a place to live – 97%
- As a place to raise children – 95%

Q4. Overall Ratings Of Lenexa by percentage of respondents (excluding don't know)



Perceptions

Lenexa received ratings above 60% in all areas assessed.

The Big Ones

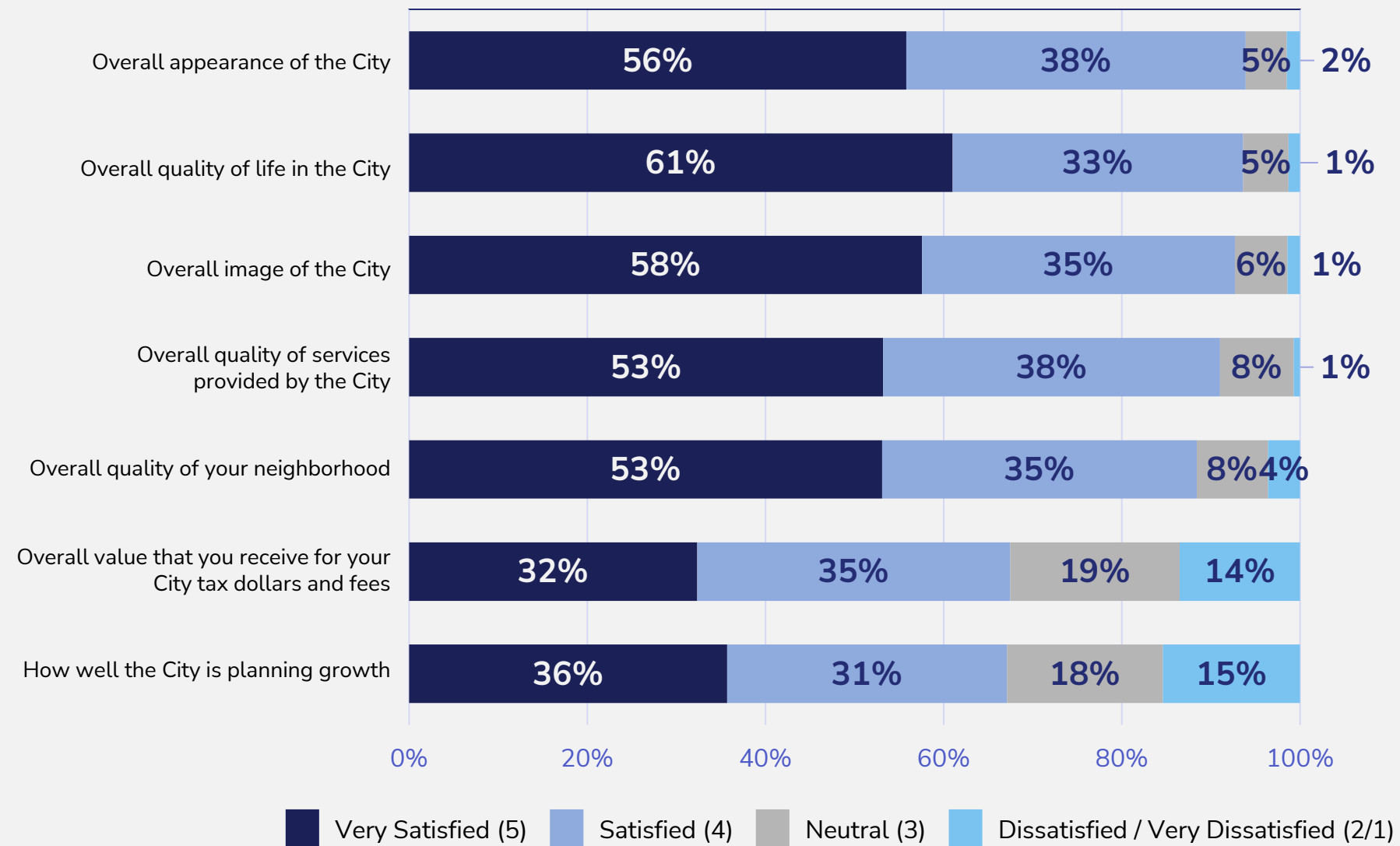
- Quality of life in the City – 94%
- Quality of services provided – 91%

Lowest Rated

- Overall value you receive – 67%
- Planning for growth – 67%

Q3. Satisfaction With Perceptions Of Lenexa

by percentage of respondents (excluding don't know)



Benchmarking



Benchmark Overview

- The City's 2025 Community-Wide survey contained 56 questions that were directly comparable to ETC Institute's benchmarking database.
- The U.S. Average is based on a national survey administered during the summer of 2025 to a random sample of more than 5,000 U.S. residents.
- The Kansas City Metro average is based on surveys administered over the past two years by ETC Institute to residents living in 16 communities in the Kansas City Metro.
 - *These communities regularly conduct surveys with ETC Institute to assess their performance in these key areas*

Benchmark Summary

- **U.S. Average Comparisons:**

- Lenexa rated significantly above the U.S. Average in **ALL** 46 areas assessed

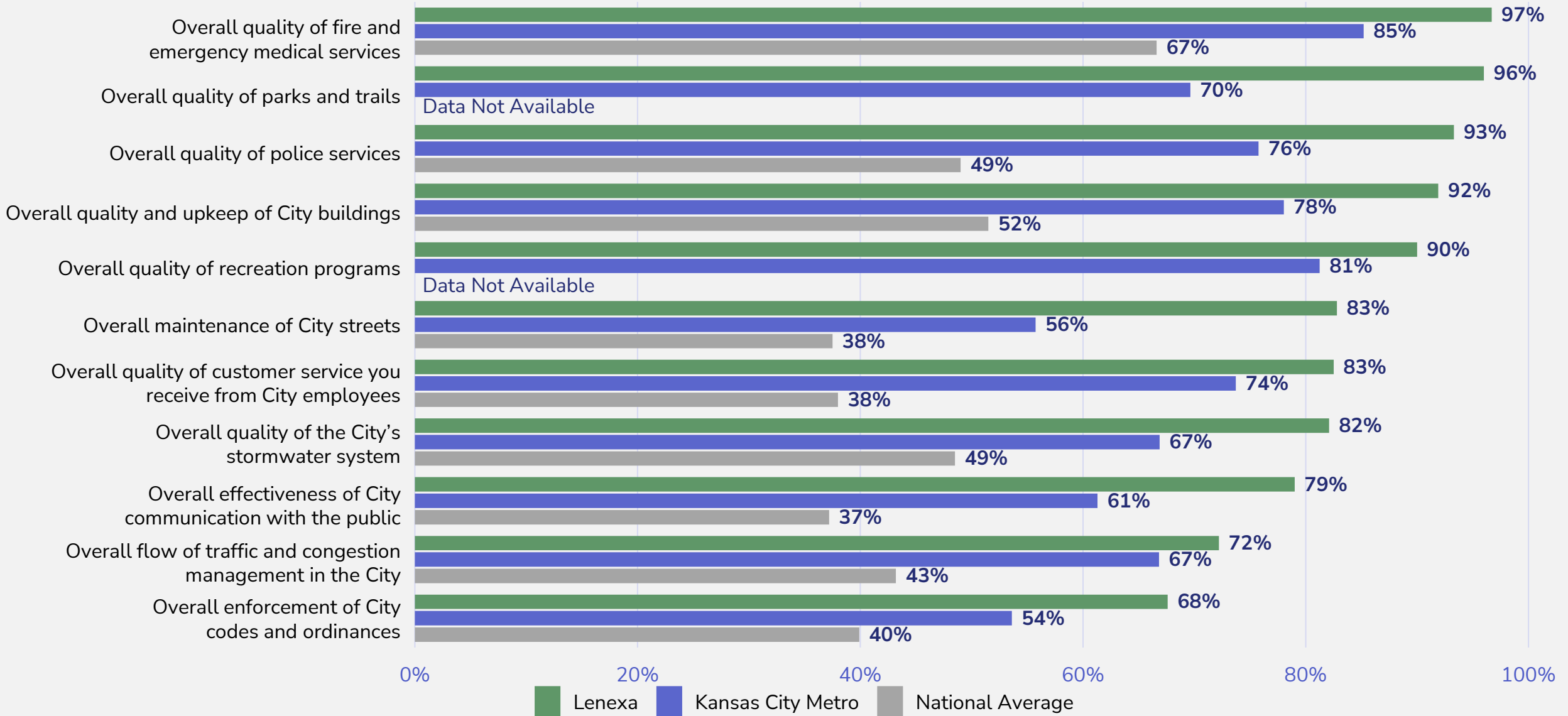
- **Regional KC Metro Comparisons:**

- Lenexa rated significantly above the KC Metro Average in all but one area – Visibility of Police in neighborhoods was on par with regional average.

The regional Kansas City Metro Average is among the most competitive performance measures ETC Institute can provide

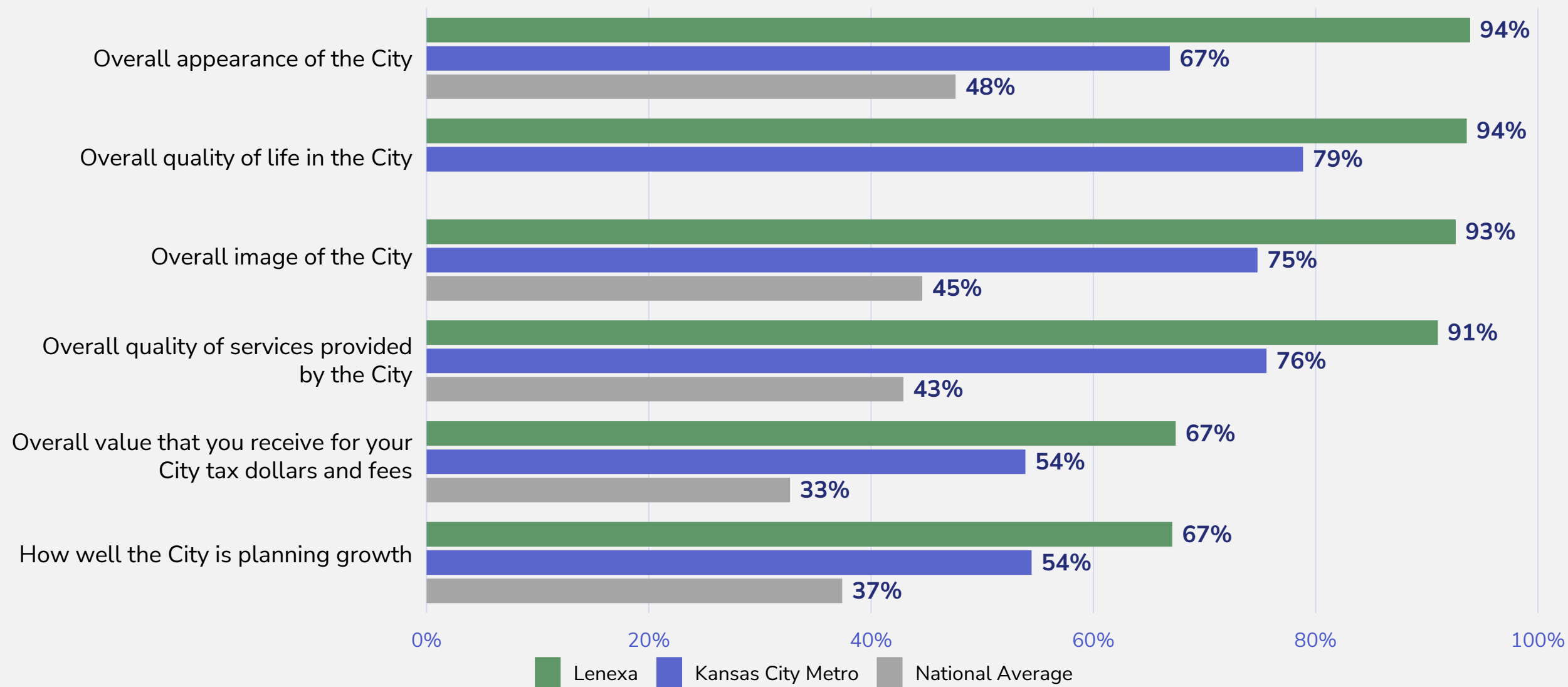
Q1. Overall Services

Lenexa vs. Kansas City Metro vs. National Average



Q3. Perceptions Of Lenexa

Lenexa vs. Kansas City Metro vs. National Average



Trends – 25 Years



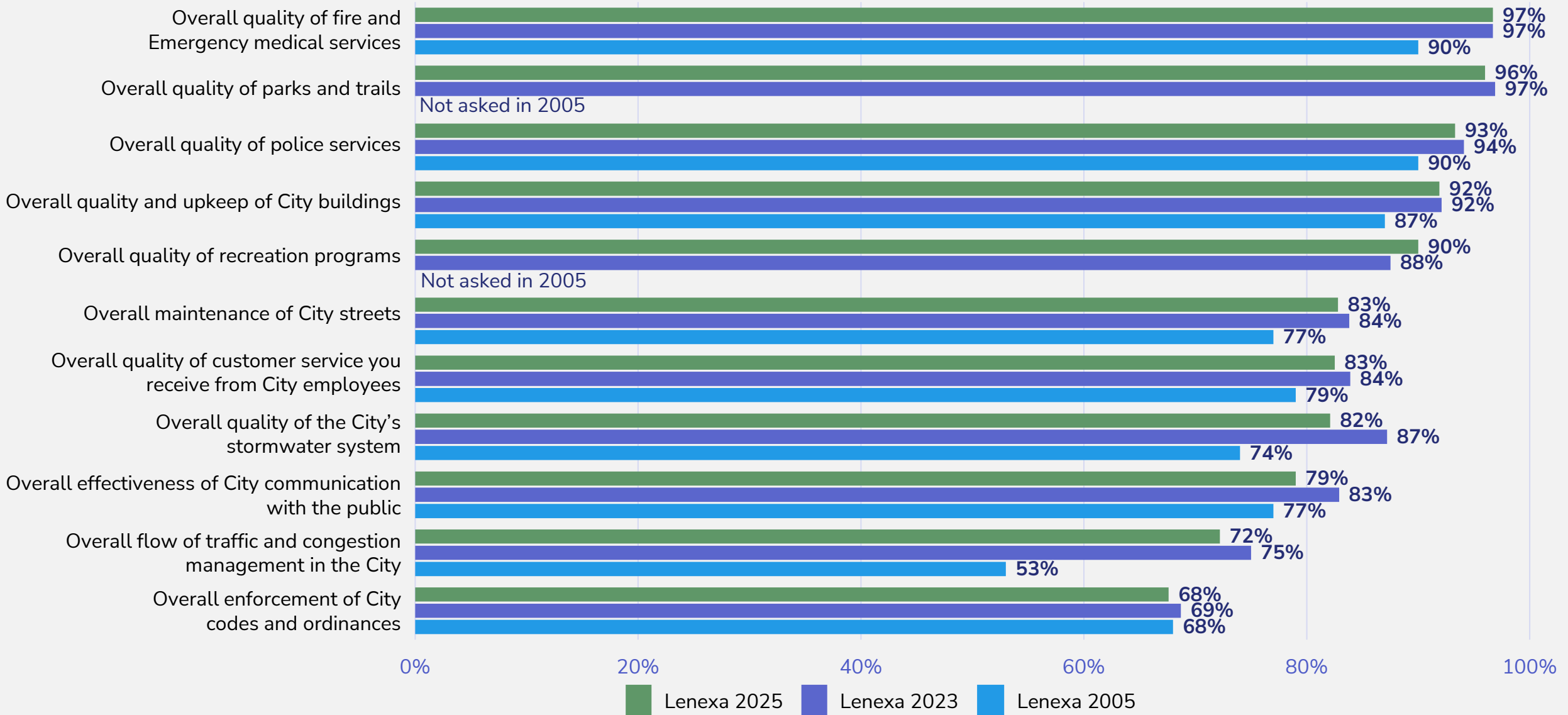
25 Years of Surveys

- The City's 2025 Community-Wide survey marked the 13th survey administered by ETC Institute. First one was in 2000.
- Results from the surveys show sustained excellence across core areas such as public safety, overall services, and community image.
- High satisfaction levels, many exceeding 90%, reflect the City's dedication to service delivery and continuous improvement.

These results highlight a legacy of strong leadership, community engagement, and an enduring focus on making Lenexa an outstanding place to live, work, and play.

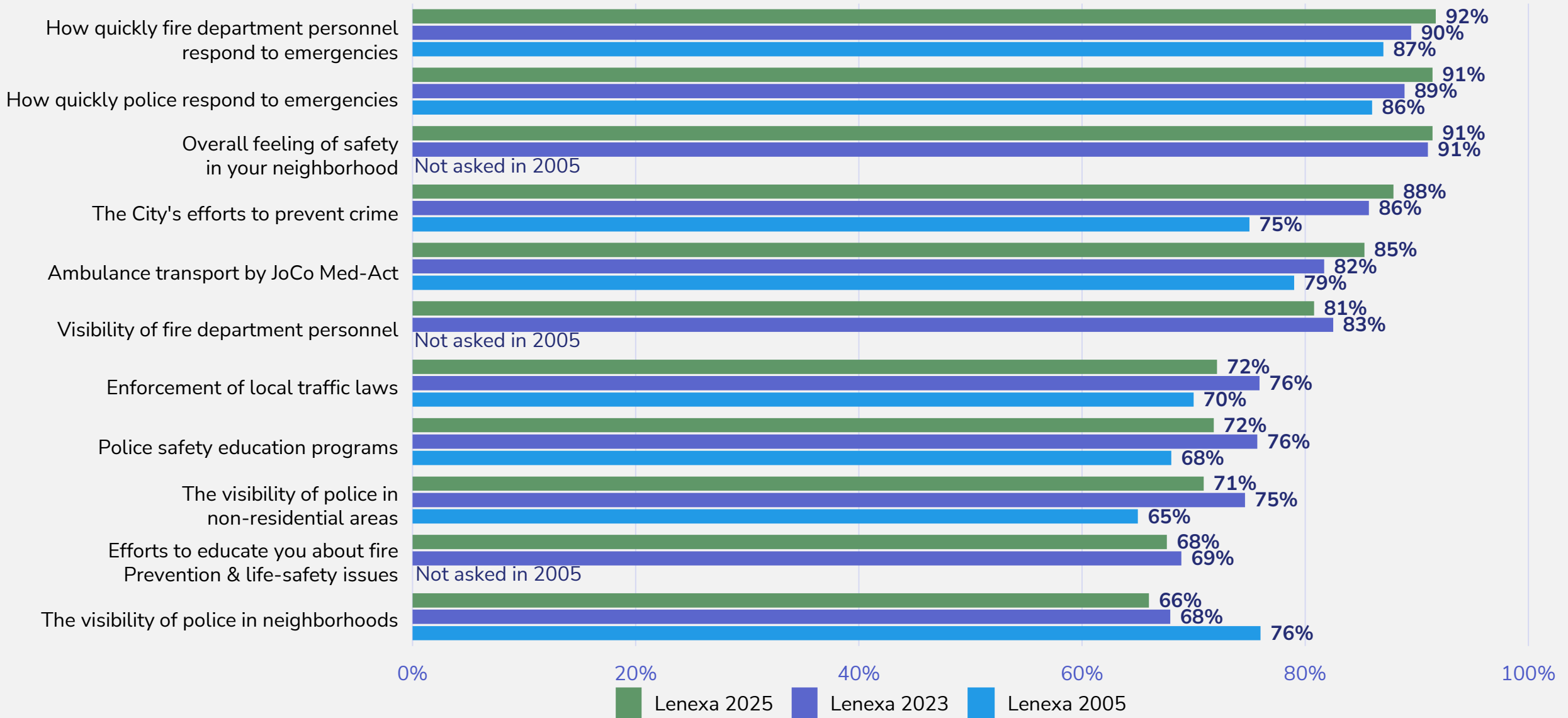
Q1. Satisfaction With Overall Services

2025 vs. 2023 vs. 2005



Q10. Satisfaction With Public Safety

2025 vs. 2023 vs. 2005



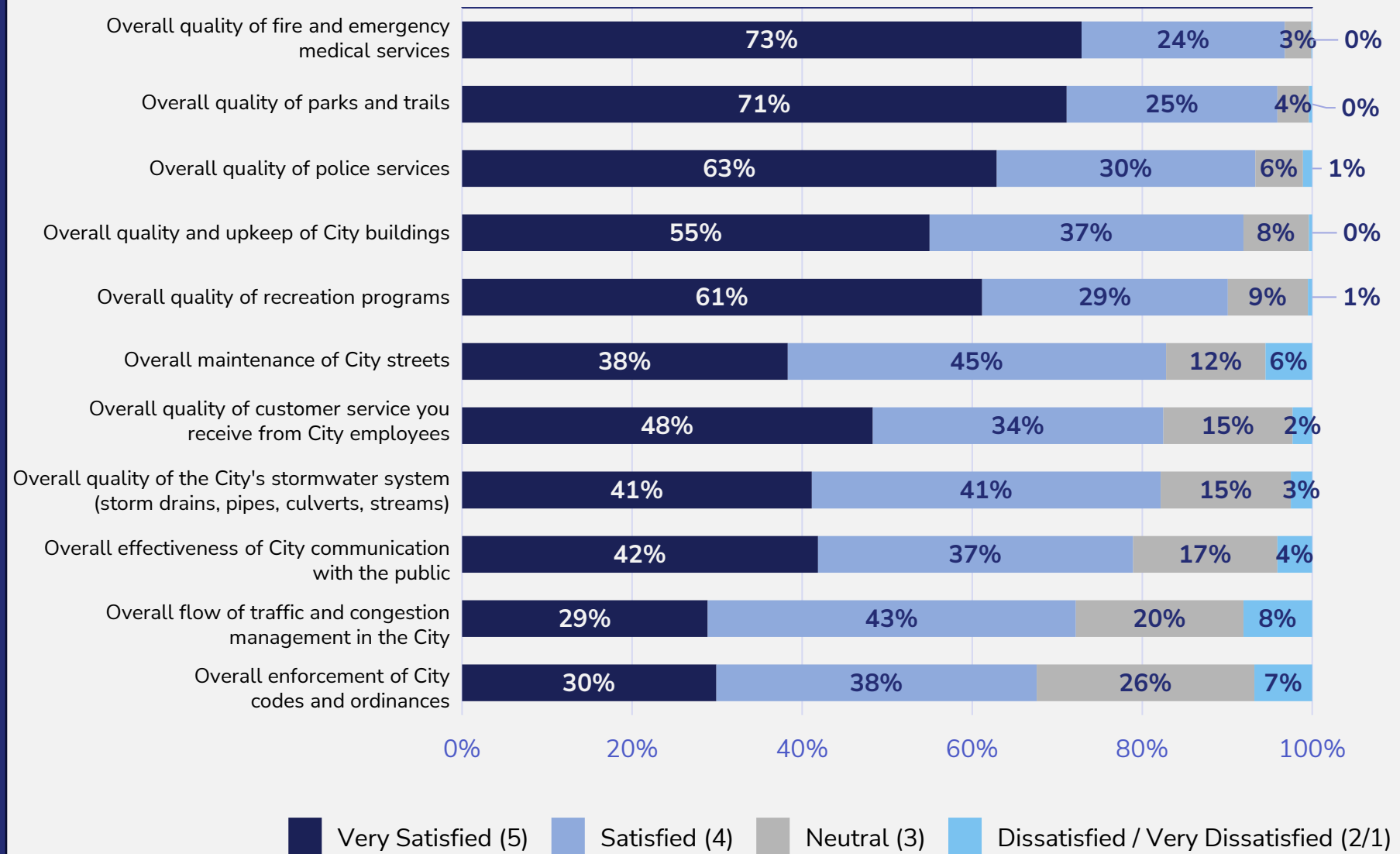
Priorities for Improvement

Satisfaction

ETC Institute designs the survey to help set priorities for the City:

The first part of this is asking residents to rate their satisfaction with items.

Q1. Satisfaction With Overall Services by percentage of respondents (excluding don't know)

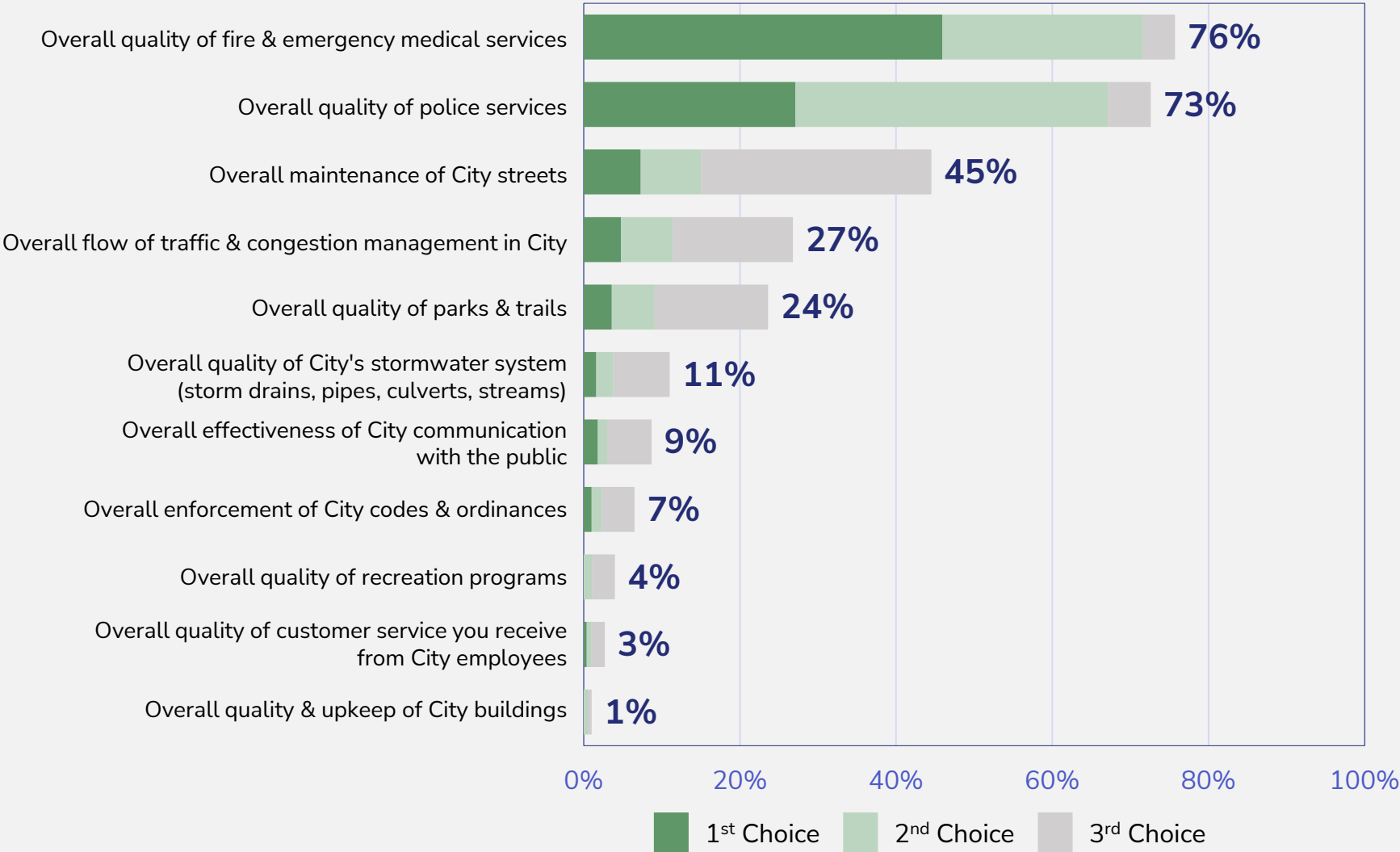


Importance

The next step is to ask the residents which of those items are the most important for the City to provide.

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



Overall Services: Priorities for Investment

Using ETC's Importance-Satisfaction Rating, there were no overall service items that received a high priority score. The City should maintain its current level of emphasis.

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Overall maintenance of City streets	45%	3	83%	6	0.0765	1
Overall flow of traffic & congestion management in City	27%	4	72%	10	0.0745	2
Overall quality of police services	73%	2	93%	3	0.0486	3
Overall quality of fire & emergency medical services	76%	1	97%	1	0.0250	4
Overall enforcement of City codes & ordinances	7%	8	68%	11	0.0211	5
Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	11%	6	82%	8	0.0197	6
Overall effectiveness of City communication with the public	9%	7	79%	9	0.0183	7
Overall quality of parks & trails	24%	5	96%	2	0.0094	8
Overall quality of customer service you receive from City employees	3%	10	83%	7	0.0047	9
Overall quality of recreation programs	4%	9	90%	5	0.0040	10
Overall quality & upkeep of City buildings	1%	11	92%	4	0.0008	11

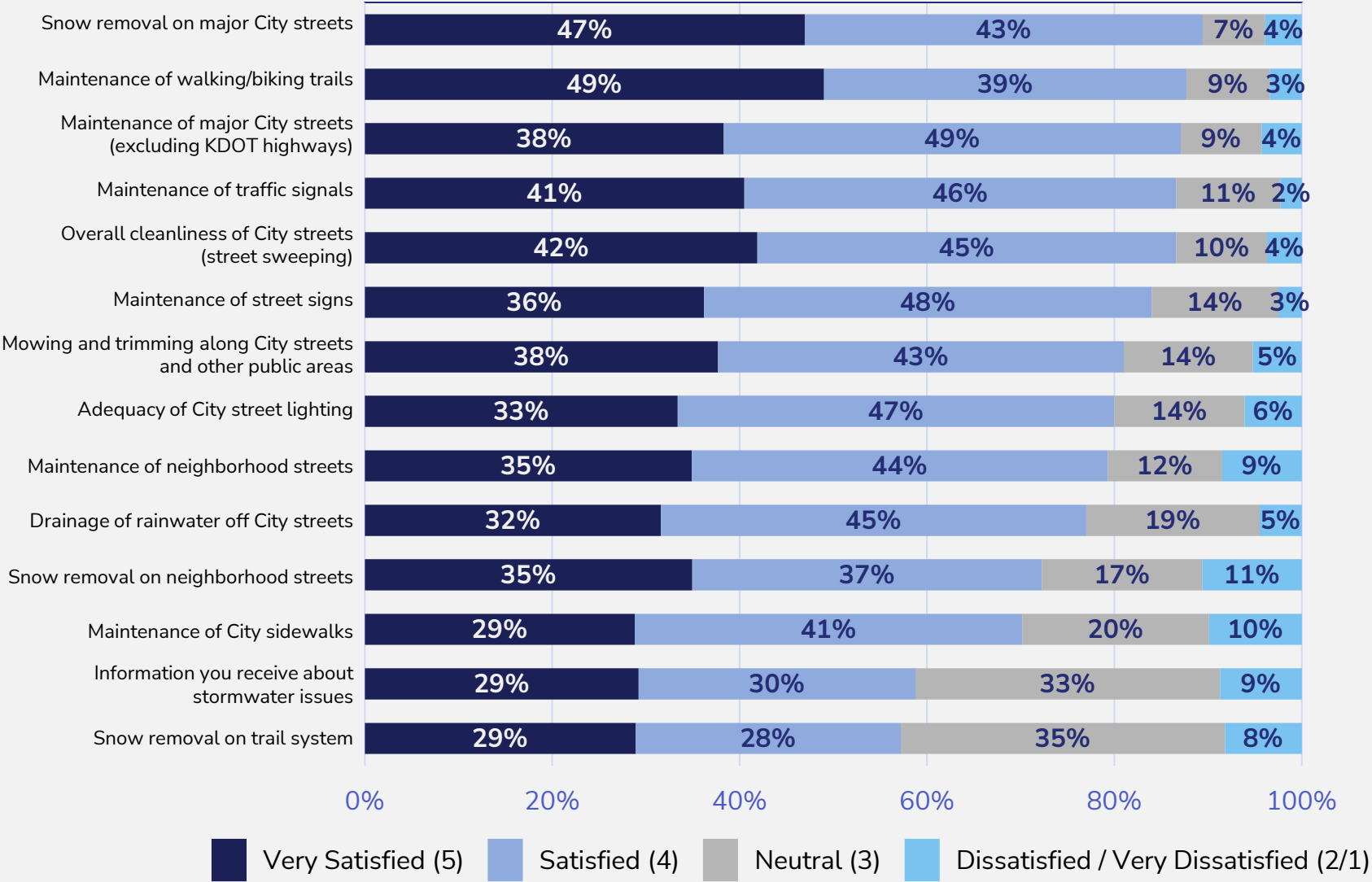
Satisfaction

ETC Institute designs the survey to help set priorities for the City:

The first part of this is asking residents to rate their satisfaction with items.

Q13. Satisfaction With City Maintenance

by percentage of respondents (excluding don't know)



Maintenance Services: Priorities for Investment

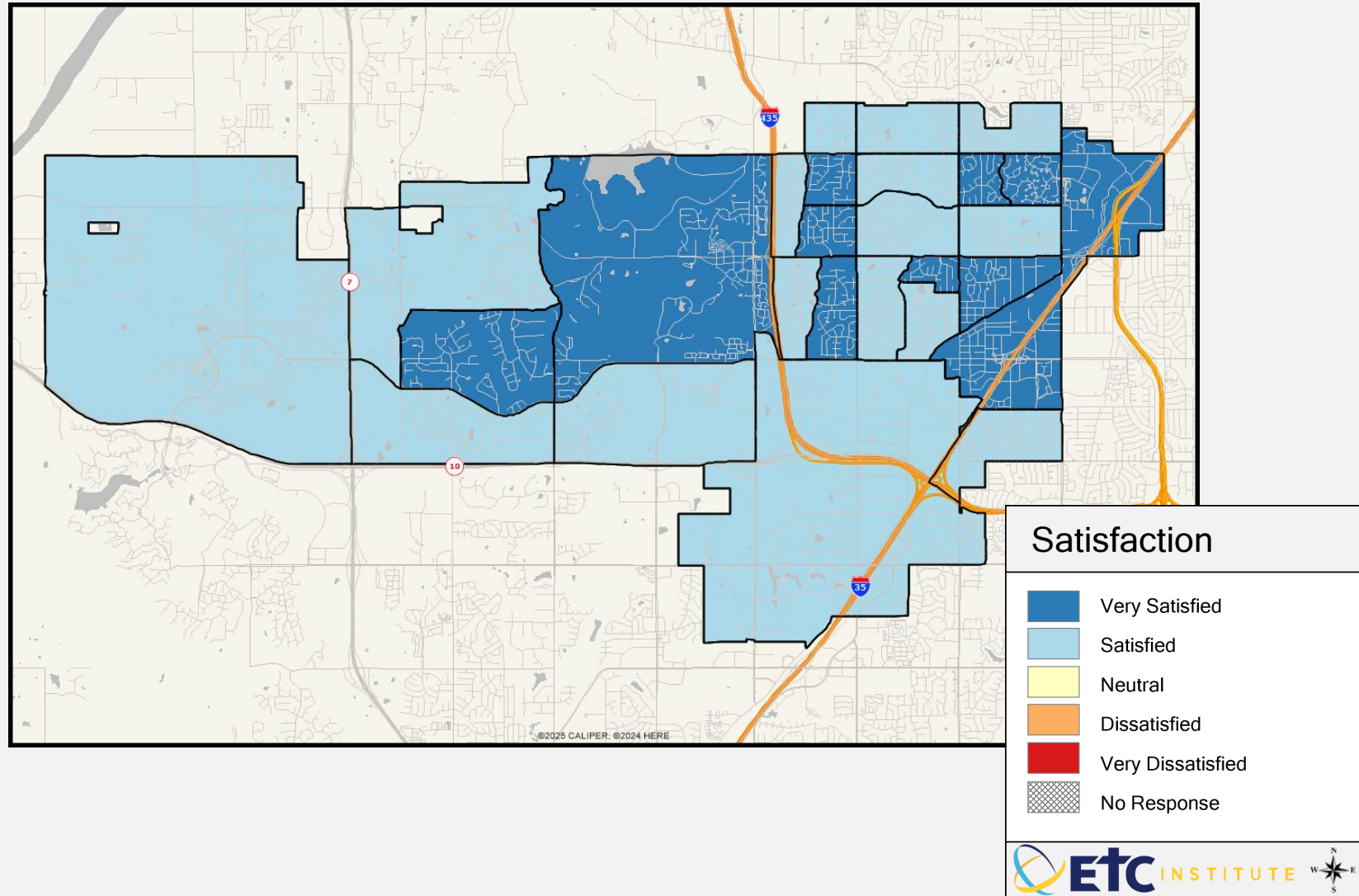
Using ETC's Importance-Satisfaction Rating, the maintenance items that Lenexa should focus on to improve resident satisfaction are:

1. Maintenance of neighborhood streets

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Maintenance of neighborhood streets	52%	2	79%	9	0.1076	1
Medium Priority (IS <.10)						
Maintenance of major City streets (excluding KDOT highways)	71%	1	87%	3	0.0911	2
Snow removal on neighborhood streets	24%	4	72%	11	0.0659	3
Snow removal on major City streets	38%	3	90%	1	0.0394	4
Drainage of rainwater off City streets	17%	5	77%	10	0.0384	5
Maintenance of City sidewalks	13%	8	70%	12	0.0373	6
Adequacy of City street lighting	12%	9	80%	8	0.0236	7
Maintenance of traffic signals	13%	7	87%	4	0.0177	8
Maintenance of walking/biking trails	14%	6	88%	2	0.0166	9
Mowing & trimming along City streets & other public areas	6%	11	81%	7	0.0108	10
Overall cleanliness of City streets (street sweeping)	8%	10	87%	5	0.0103	11
Information you receive about stormwater issues	2%	13	59%	13	0.0091	12
Maintenance of street signs	3%	12	84%	6	0.0040	13
Snow removal on trail system	1%	14	57%	14	0.0034	14

Maintenance of Neighborhood Streets

The GIS maps can help the City understand which areas of the City are less satisfied with the maintenance of neighborhood streets.



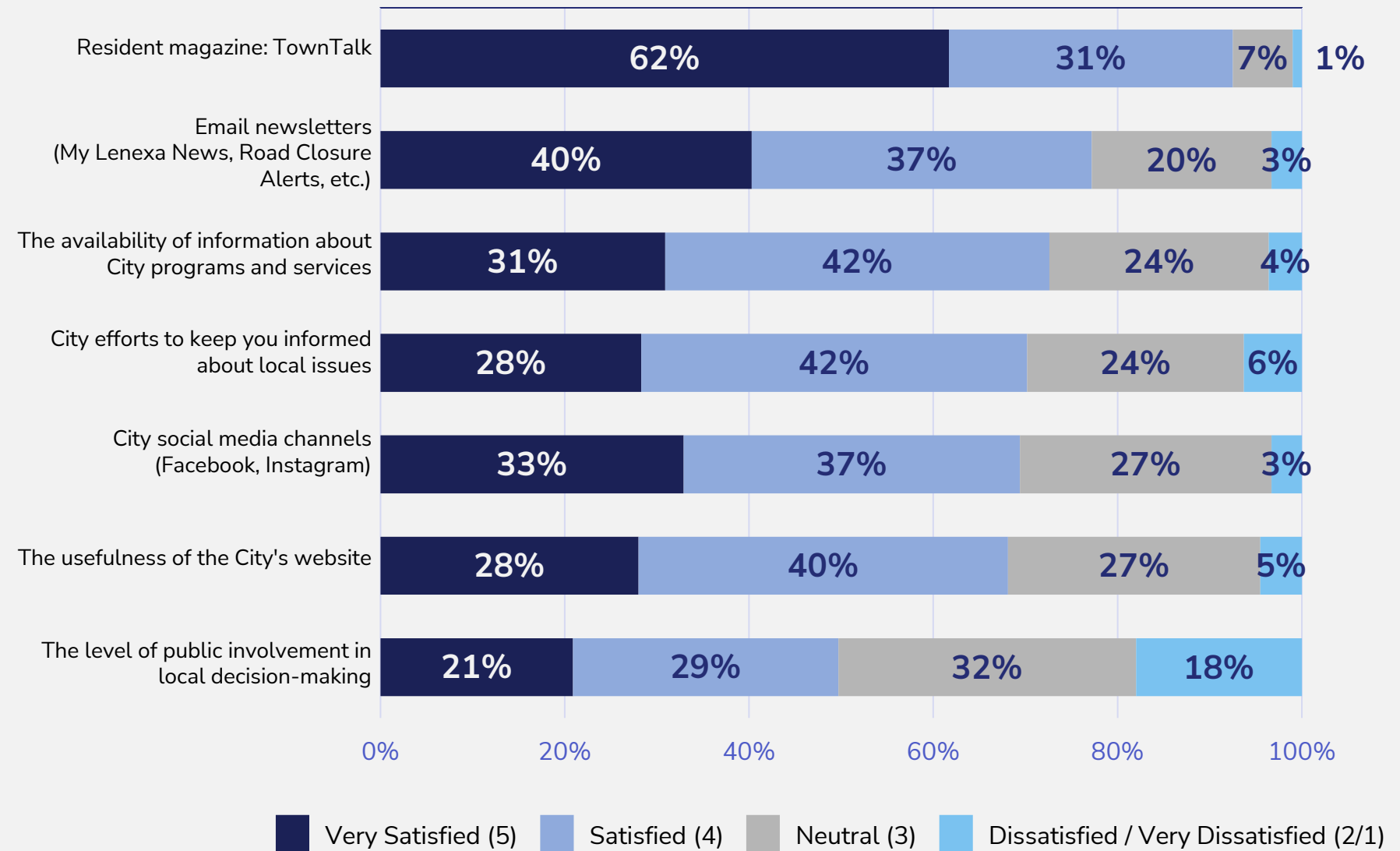
Communication



Satisfaction With Communication

All but one item received satisfaction scores above 55%.

Q28. Satisfaction With Communication by percentage of respondents (excluding don't know)

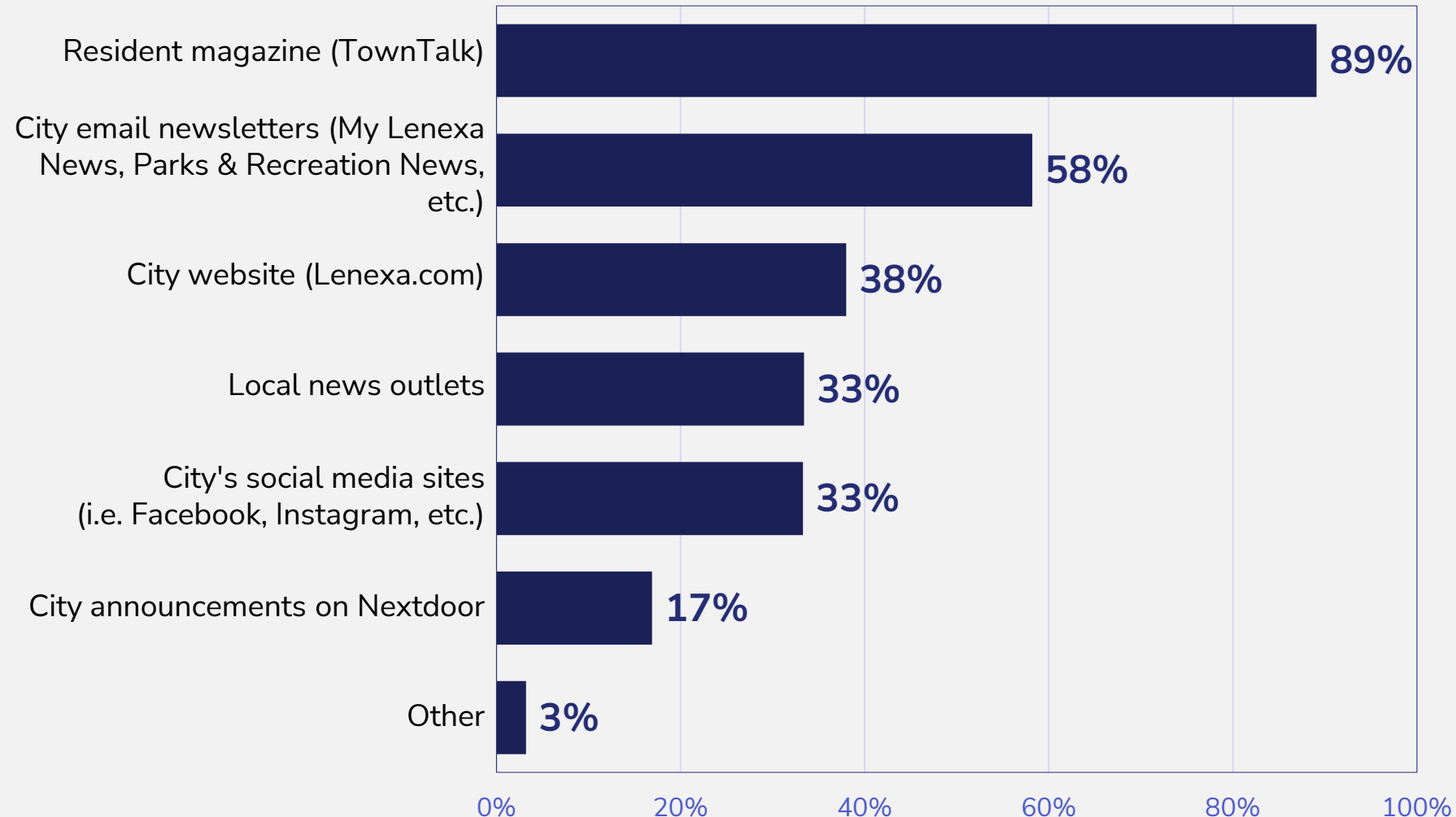


Where Do You Currently Get News?

The clear top source of information for residents in the resident magazine.

Q26. Where Do You Currently Get News And Information About City Programs, Services And Events?

by percentage of respondents (multiple selections could be made)



Summary

- Lenexa continues to lead the way in satisfaction scores compared to the regional and national averages.
- Overall ratings and perceptions of the City remain high.
- Over the last 25 years, the City has continued its outstanding results.
- Areas for improvement
 - Maintenance of neighborhood streets
 - Code Enforcement
- The Resident Magazine: TownTalk continues to lead the way in communication and be the place residents learn about Lenexa news.

Questions?

Thank you!

Get In Touch



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