

City of Lenexa, Kansas 2025 City of Lenexa Citizen Survey Findings Report

Submitted to the City of Lenexa, Kansas by:

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Purpose and Methodology

The City of Lenexa conducted its 13th *DirectionFinder*® Survey during the fall of 2025. 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. This year marks 25 years since the City of Lenexa first conducted a *DirectionFinder*® Survey.

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.

To prevent people who were not residents of Lenexa from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online 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 835 residents completing the survey. The overall results for the sample of 835 households have a precision of at least $\pm 3.37\%$ 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 2025 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)

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25 Years of DirectionFinder® Surveys

The City of Lenexa conducted its first DirectionFinder® Survey in 2000, and 2025 marks the completion of its 13th survey. Over the past 25 years, these surveys have provided valuable insights into residents' perceptions of City services and overall quality of life. The findings below highlight how Lenexa has continued to perform and evolve in key areas of community satisfaction.

- **Overall Satisfaction in City Services**

- The overall quality of police, fire, and emergency services has consistently received outstanding ratings over the past 25 years. In 2000, satisfaction levels exceeded 90%, and those high marks have been maintained through 2025.
- Parks, recreation programs, and trails have also sustained strong satisfaction levels over the same period. In 2000, 89% of residents expressed satisfaction with parks and recreation programs and facilities. By 2025, satisfaction increased to 96% for parks and trails and 90% for recreation programs.

- **Perception of the City**

- Residents' satisfaction with the City's image has remained exceptionally strong over time. In 2000, 90% of residents were satisfied with the City's image, and by 2025, that figure had risen to 93%.
- Satisfaction with the overall quality of life in the City has also remained high, increasing slightly from 93% in 2000 to 94% in 2025.

- **Public Safety**

- Residents have consistently given high marks to the responsiveness of police, fire, and emergency medical personnel. In 2000, these services received satisfaction ratings of 88%, and by 2025, all three achieved ratings above 90%.
- The lowest rated public safety item on the 2000 survey was the visibility of police in retail areas at 60%, by 2025 this item had increased to 72% satisfaction by residents.

Over the past 25 years, the City of Lenexa has demonstrated a remarkable commitment to maintaining and enhancing the quality of its services. Results from the DirectionFinder® Surveys show sustained excellence across core areas such as public safety, overall services, and community image. Consistently high satisfaction levels, many exceeding 90%, reflect the City's dedication to service delivery and continuous improvement. As the City celebrates 25 years of DirectionFinder® insights, 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.

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Overall Perceptions of the City

Ninety-four percent (93.6%) 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-four percent (93.9%) of those surveyed, who had an opinion, indicated they were “very satisfied” or “satisfied” with the overall appearance of the City, and ninety-three percent (92.6%) were satisfied with the overall image of the City.

Overall Ratings of the City

Ninety-seven percent (96.7%) of the residents surveyed, who had an opinion, rated the City as an “excellent” or “good” place to live. Ninety-five percent (94.8%) of the residents surveyed, who had an opinion, rated the City as an “excellent” or “good” place to raise children and eighty-six percent (85.7%) of residents surveyed, who had an opinion, rated the City as an “excellent” or “good” place to work.

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 fire and emergency medical services (96.7%), the overall quality of parks and trails (96%), the overall quality of police services (93.3%), and the overall quality and upkeep of City buildings (91.9%). The lowest rated item among residents who had an opinion was the overall enforcement of City codes and ordinances (67.6%).

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 how quickly fire department personnel respond to emergencies (91.7%), how quickly police respond to emergencies (91.4%), the overall feeling of safety in your neighborhood (91.4%), and the City’s efforts to prevent crime (87.9%).

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 (89.5%), the maintenance of walking and biking trails (87.7%), and the maintenance of major City streets (87.1%).

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 (80.7%) and the ease of east- west travel in Lenexa by car (69.8%).

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/grounds of business property (76.0%), enforcing the exterior maintenance of residential homes (60.6%), and enforcing the exterior maintenance of apartment complexes (59.1%).

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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 (95.4%), proximity of City parks to your home (94.3%), walking and biking trails (93.4%), and playgrounds (91.6%). The lowest rated item among residents who had an opinion, was the RideKC bike share program (66.5%).

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 (80.1%), programs for ages 50+ (73.8%), and early childhood programs (70.8%). The lowest rated item among residents who had an opinion, was history programs (54.9%).

- Respondents were asked to indicate whether any member of their household had participated in various activities in the last year. Ninety-two percent (92.1%) of respondents visited a city park, sixty-eight percent (67.9%) attended a City special event or festival and forty-five percent (45.1%) 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 (92.5%), Email newsletters (77.2%), and the availability of information about City programs and service (72.6%).

- The top source that residents use to get information about City programs, services, and events was the resident magazine TownTalk (89.1%). Some of the other sources used were City email newsletters (58.2%), City website (38.0%), and local news outlets (33.4%).
- The one source that residents most prefer to get information from is the resident magazine, TownTalk (72.2%). City email updates (56.3%) was the second most preferred method of communication followed by the City website (33.5%).

City Leadership. The highest levels of satisfaction with City leadership, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were the overall effectiveness of boards and commissions (69.8%), the overall quality of leadership provided by the City's elected officials (69.7%), and the overall effectiveness of the City Manager and appointed staff (67.1%).

Customer Service. Thirty-six percent (35.5%) of respondents indicated they have called or visited the City with a question, problem, or complaint during the past year. Of those, Ninety-one percent (91.0%) of respondents who had contacted the City during the past year indicated it was either “very easy” (57.6%) or “somewhat easy” (33.4%) to contact the person they needed to reach.

- The City departments that residents contacted most often during the past year were: Municipal Services (40.1%), Parks & Recreation (29.6%), and Police (22.1%).
- Residents were also asked to rate the frequency that City employees displayed various behaviors. Ninety-five percent (94.6%) of residents, who had an opinion, indicated that City employees were “always” (75.1%) or “usually” (19.5%) courteous and polite, and 82.8% indicated that City employees “always” (60.7%) or “usually” (22.1%) did what they said they would do in a timely manner.

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Festivals and Events

The highest levels of satisfaction with festivals and events in Lenexa, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were family friendly (85.2%), live music (82.3%), and contests (82.0%).


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 (85.3%), participating in their homeowner’s association (48.9%), and contacted a City Council member (19.0%) were the most popular activities.
- Speeding, unmowed/weedy lots & yards, homes and buildings in disrepair, and stealing/theft are the neighborhood problems that should be the top priority for improvement according to respondents.

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 Overall Services. This analysis reviewed the importance of and satisfaction with overall City services. This analysis was conducted to help set the overall priorities for the City. In 2025 there were no high priority items. The table below shows the Importance-Satisfaction rating for the 11 overall City services that were rated.

2025 Importance-Satisfaction Rating Lenexa, Kansas Overall Services						
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

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Short Term Trends

From 2023 to 2025, 11 areas saw increases over 5% and 14 areas saw decreases over 5%. The areas that had an increase or decrease over 5% are below. The tables below are meant to serve as a quick reference for the significant changes in ratings that exist from the 2023 to 2025 surveys. The percentage change from the 2023 to 2025 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).

Items with increases over 5% since 2023			
Item	2025	2023	Difference between 2025 and 2023
City email newsletters (My Lenexa News, Parks & Recreation News, etc.)	58.20%	49.10%	9.10%
Programs for ages 50+	73.80%	64.90%	8.90%
Visited an outdoor City swimming pool	34.90%	27.10%	7.80%
The ease of travel by bicycle in Lenexa	58.80%	51.50%	7.30%
Attended a City Council meeting	15.10%	8.10%	7.00%
Contacted a City Council member	19.00%	12.60%	6.40%
Participated in your homeowners association	48.90%	43.00%	5.90%
Early childhood programs	70.80%	65.10%	5.70%
Adult fitness	70.80%	65.30%	5.50%
Thompson Barn	83.10%	77.70%	5.40%
Attended a City special event or festival	67.90%	62.60%	5.30%

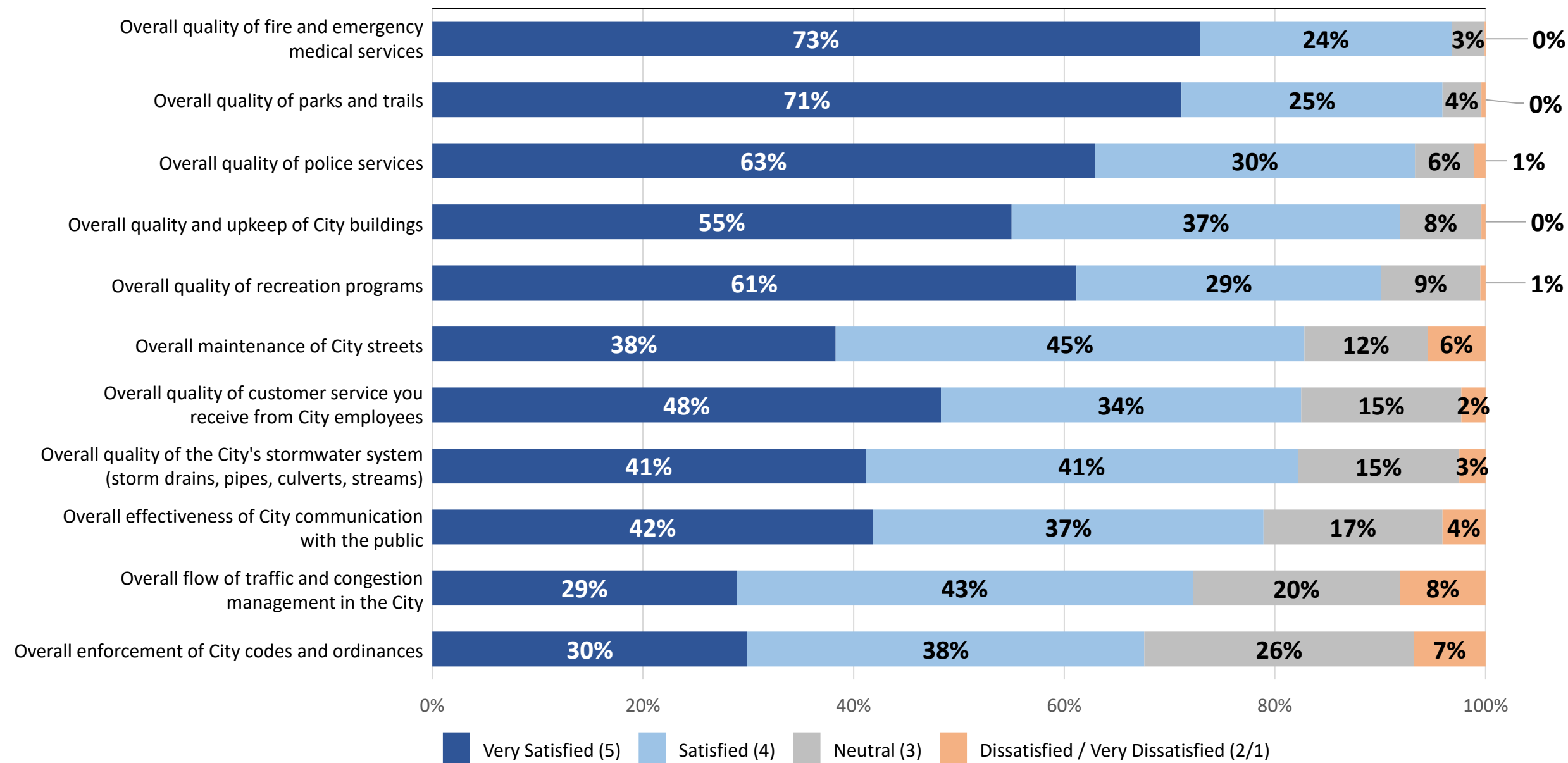
Items with decreases over 5% since 2023			
Item	2025	2023	Difference between 2025 and 2023
They helped me resolve an issue to my satisfaction	72.30%	83.90%	-11.60%
Snow removal on neighborhood streets	72.20%	82.50%	-10.30%
The level of public involvement in local decision-making	49.70%	57.20%	-7.50%
Snow removal on trail system	57.20%	64.30%	-7.10%
Information you receive about stormwater issues	58.70%	65.80%	-7.10%
They did what they said they would do in a timely manner	82.80%	89.80%	-7.00%
How well the City is planning growth	67.10%	73.80%	-6.70%
Drainage of rainwater off City streets	77.00%	83.10%	-6.10%
Enforcing the exterior maintenance of residential homes	60.60%	66.60%	-6.00%
The ease of east-west travel in Lenexa by car	69.80%	75.70%	-5.90%
Overall quality of leadership provided by the City's elected officials	69.70%	75.60%	-5.90%
The ease of north-south travel in Lenexa by car	80.70%	86.40%	-5.70%
Overall effectiveness of boards and commissions (Planning, Arts, Parks, etc.)	69.80%	75.40%	-5.60%
Overall quality of the City's stormwater system (storm drains, pipes, culverts, streams)	82.10%	87.20%	-5.10%



Charts and Graphs

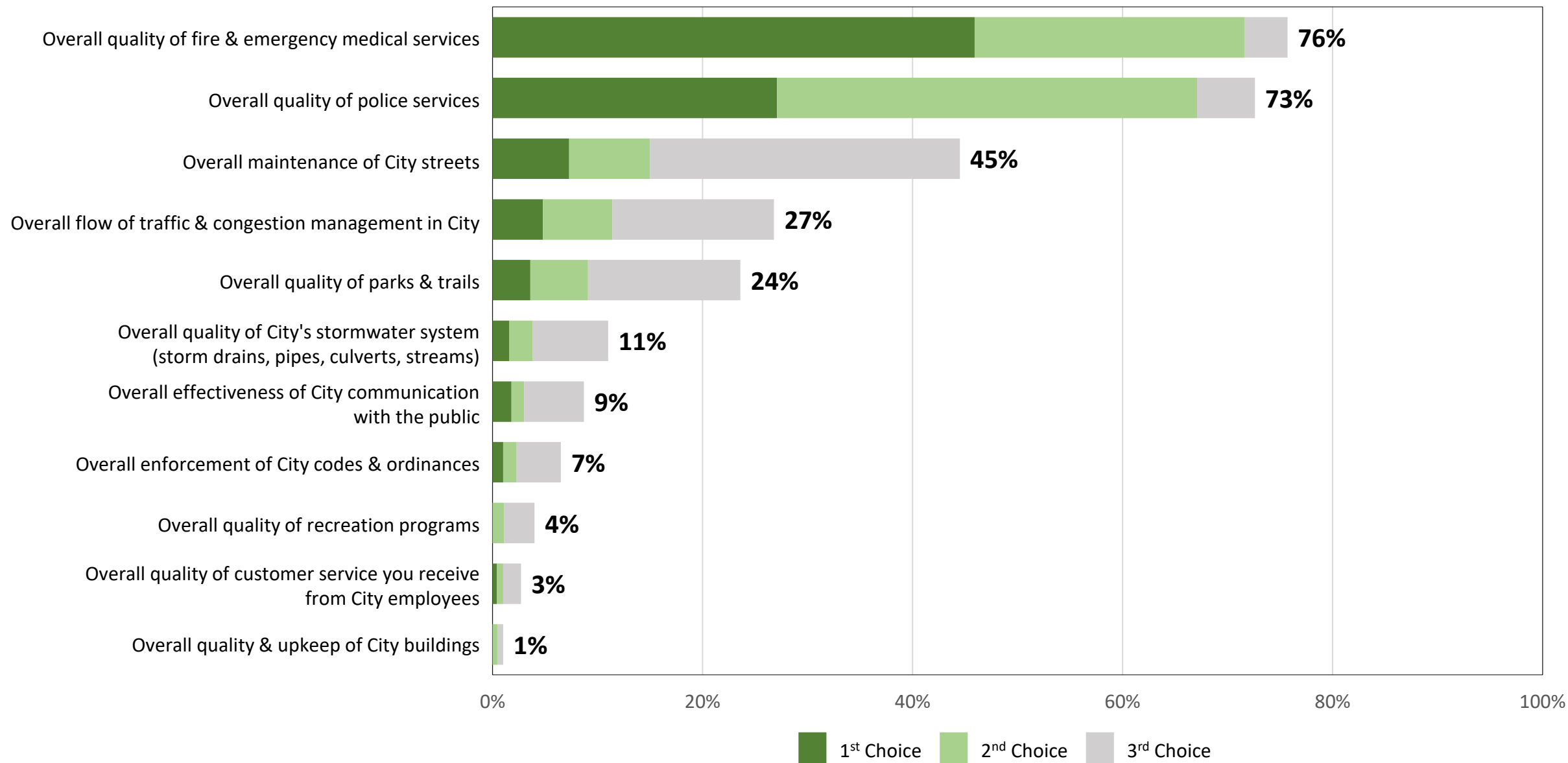
Q1. Satisfaction With Overall Services

by percentage of respondents (excluding don't know)



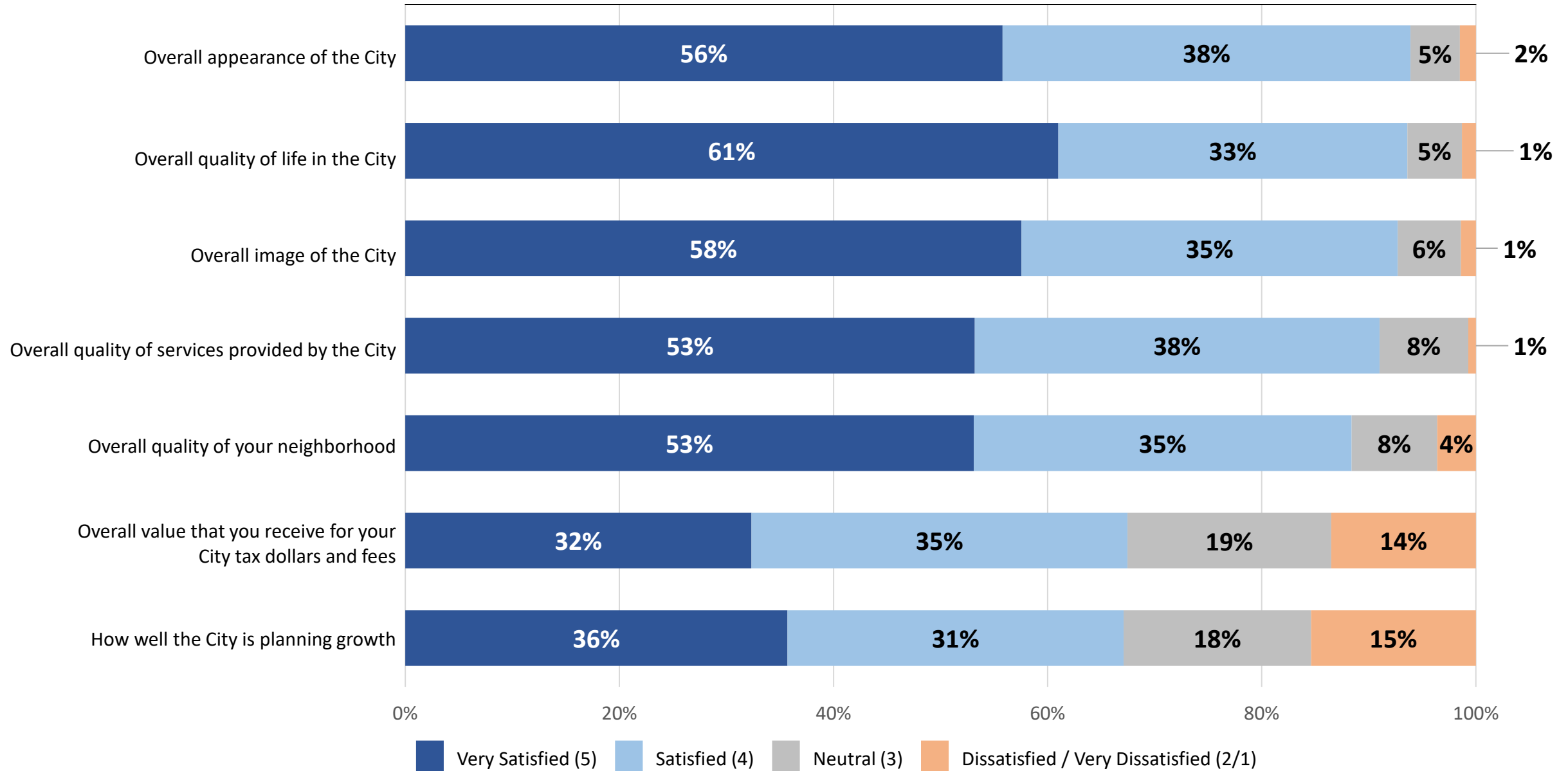
Q2. Overall Services That Are Most Important For The City Of Lenexa To Provide

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



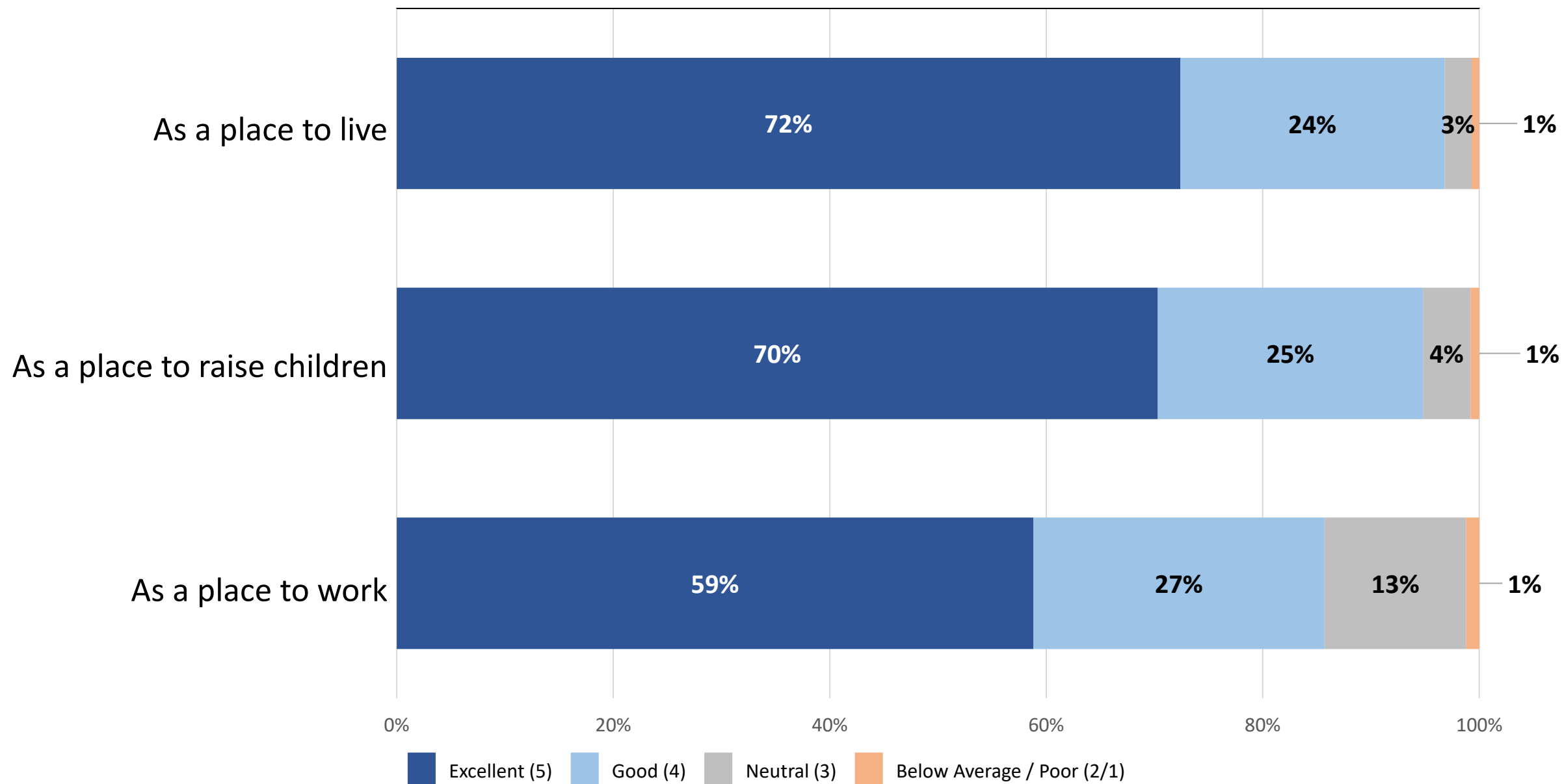
Q3. Satisfaction With Perceptions Of Lenexa

by percentage of respondents (excluding don't know)



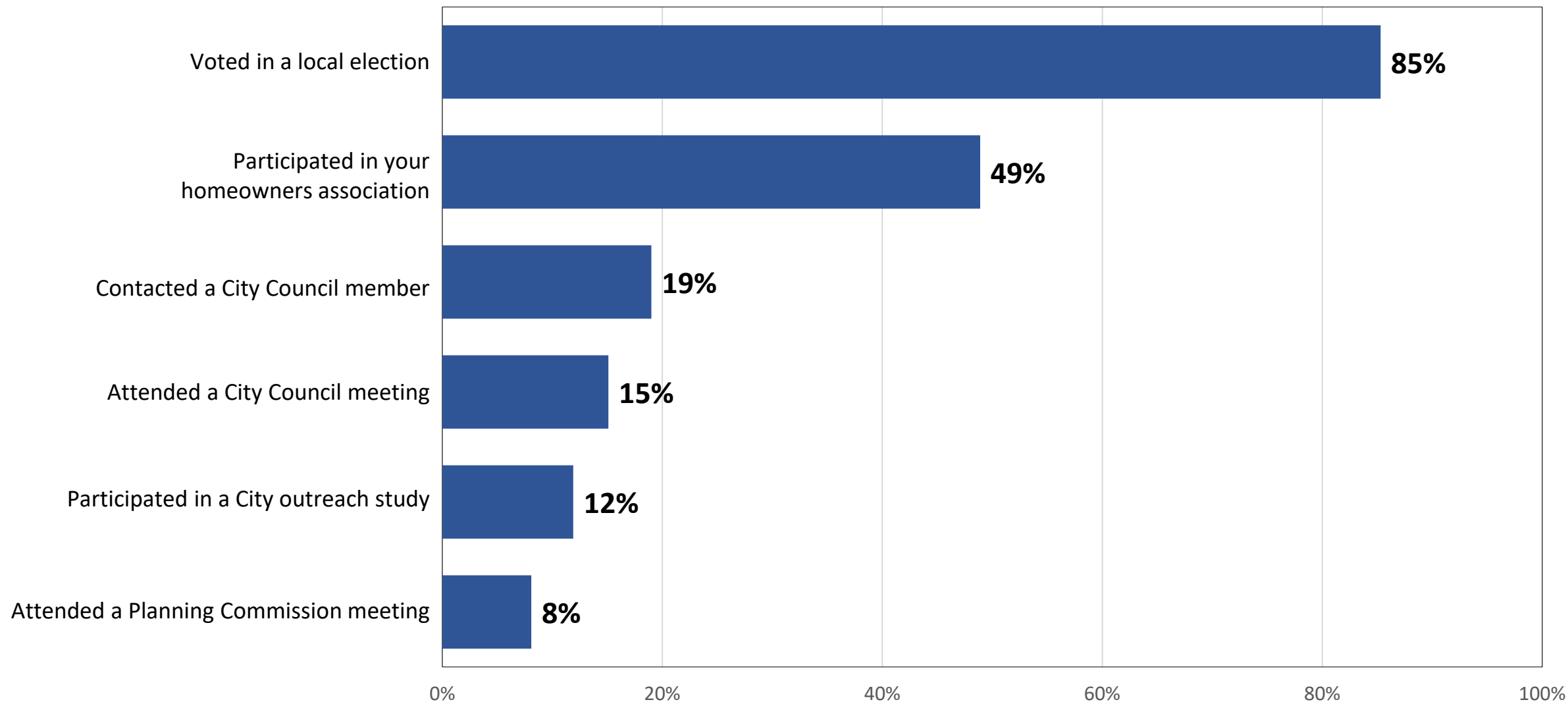
Q4. Overall Ratings Of Lenexa

by percentage of respondents (excluding don't know)



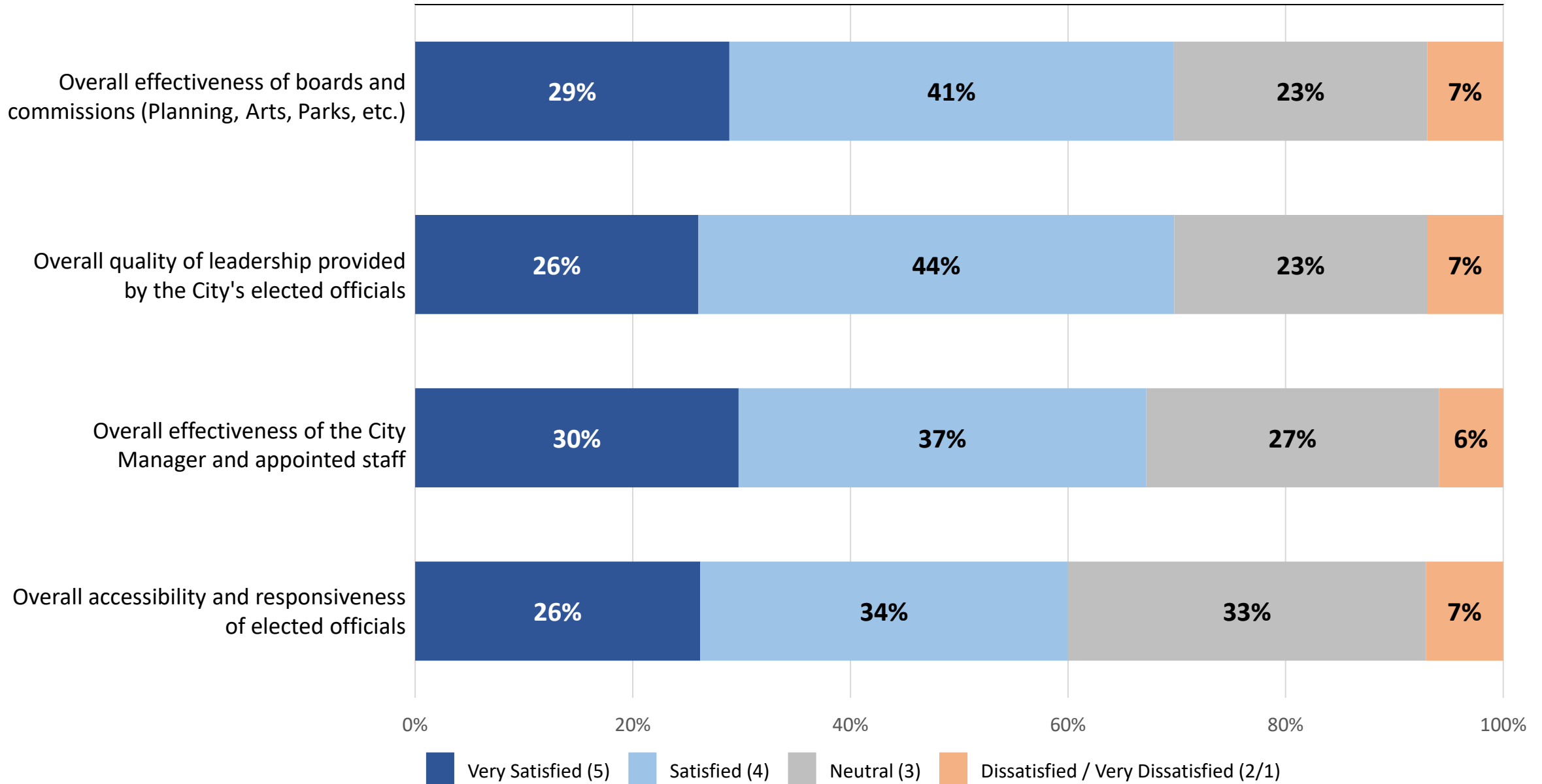
Q5. In The Last Year, Have You Or Any Members Of Your Family...

by percentage of respondents (multiple selections could be made)



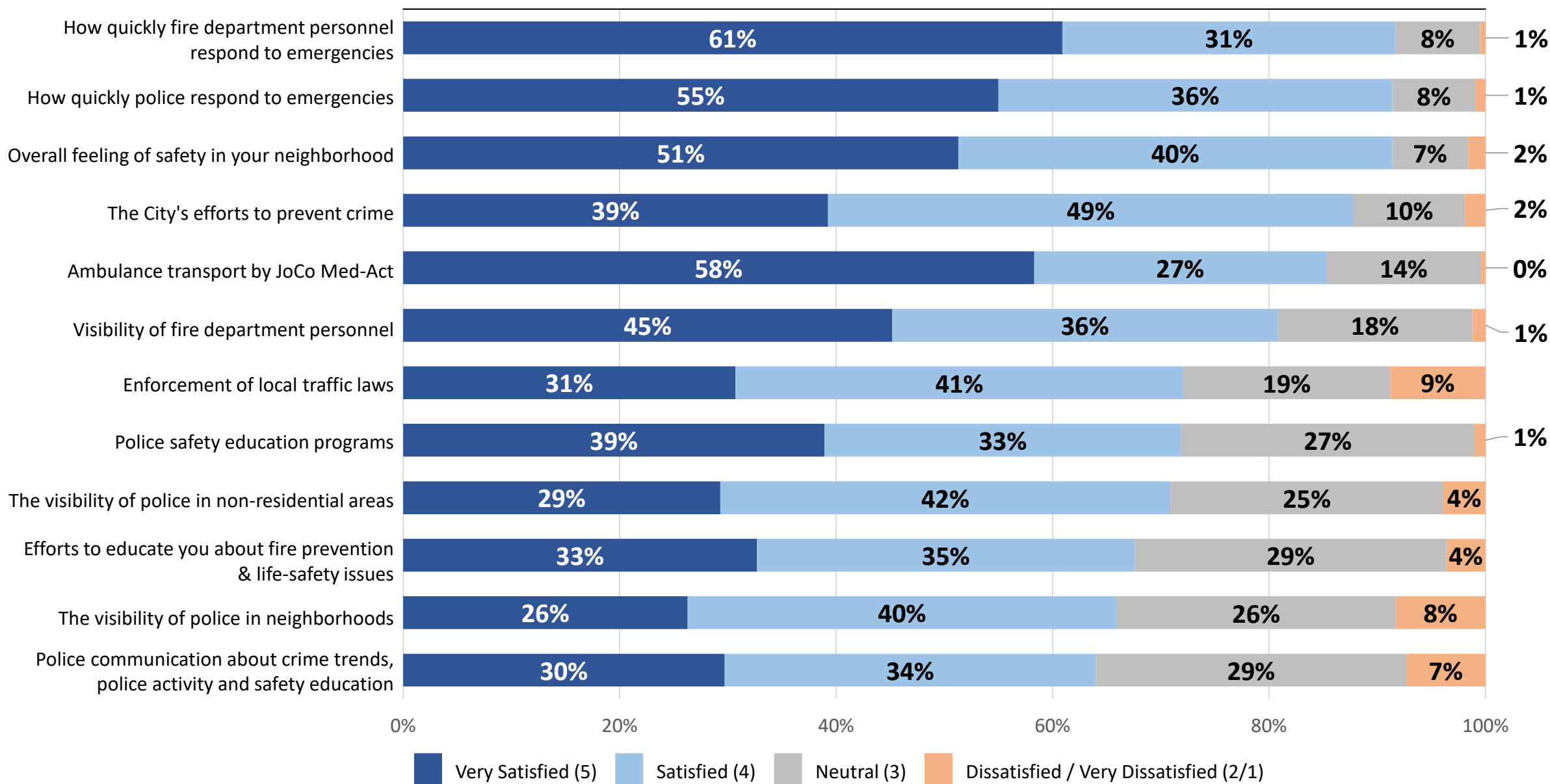
Q6. Satisfaction With City Leadership

by percentage of respondents (excluding don't know)



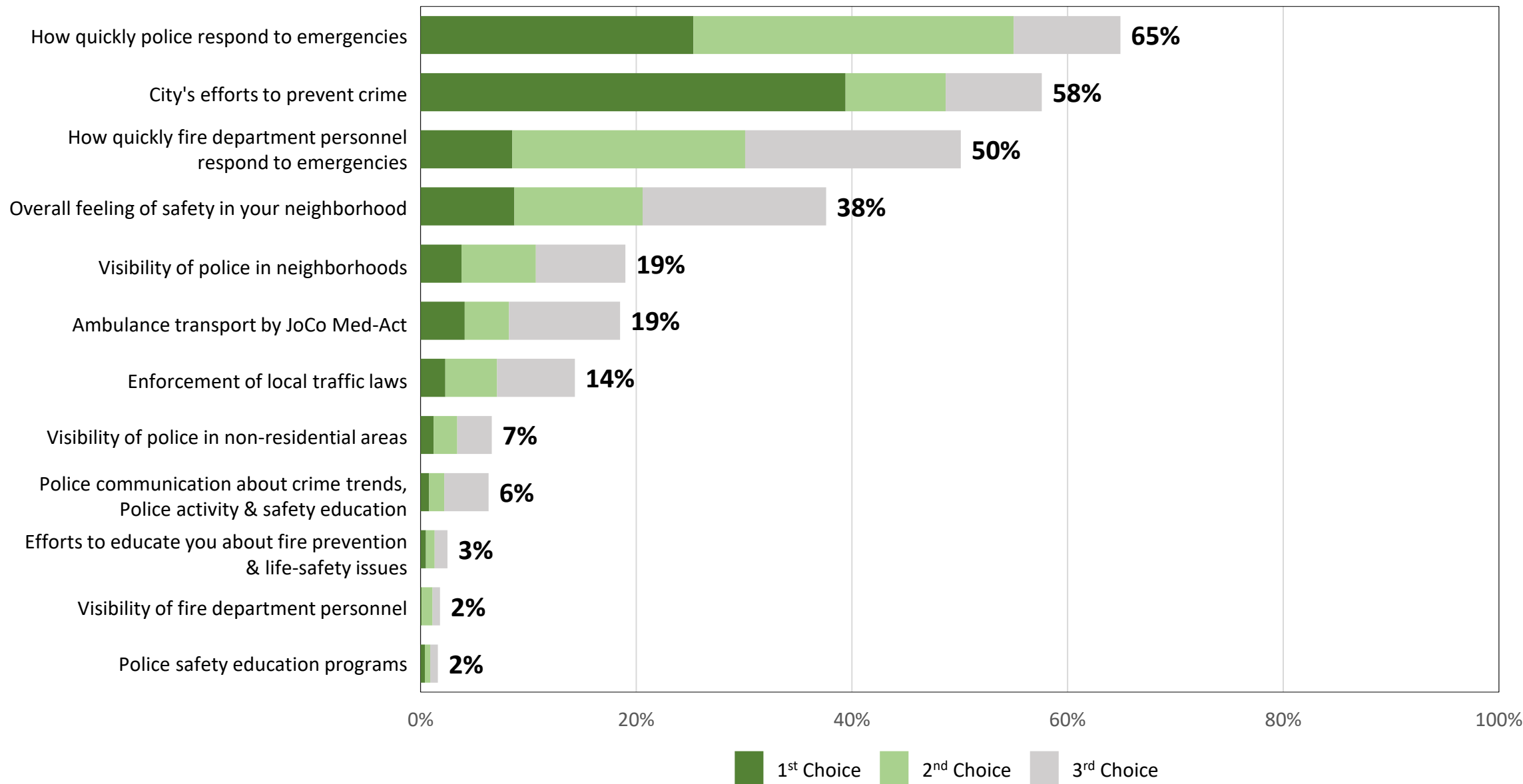
Q10. Satisfaction With Public Safety

by percentage of respondents (excluding don't know)



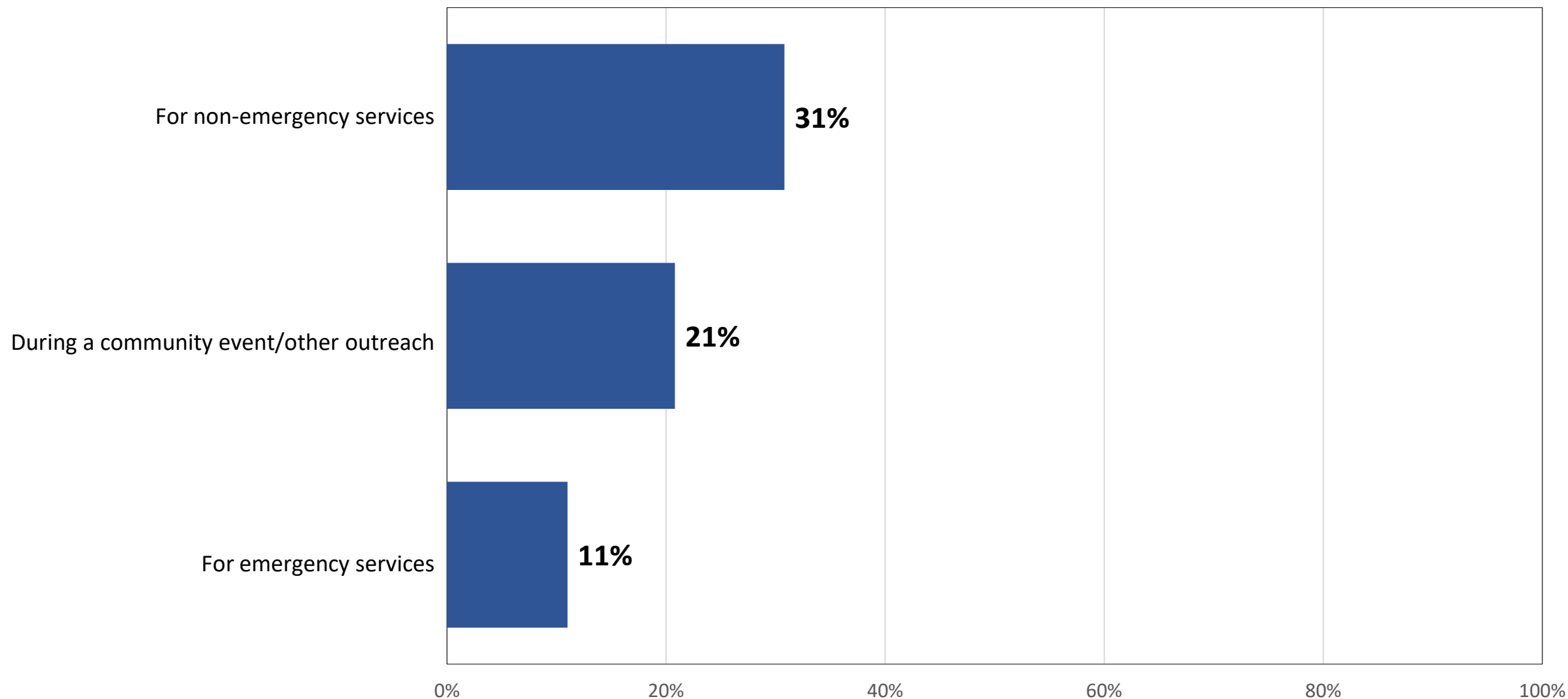
Q11. Public Safety Services That Are Most Important For The City Of Lenexa To Provide

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



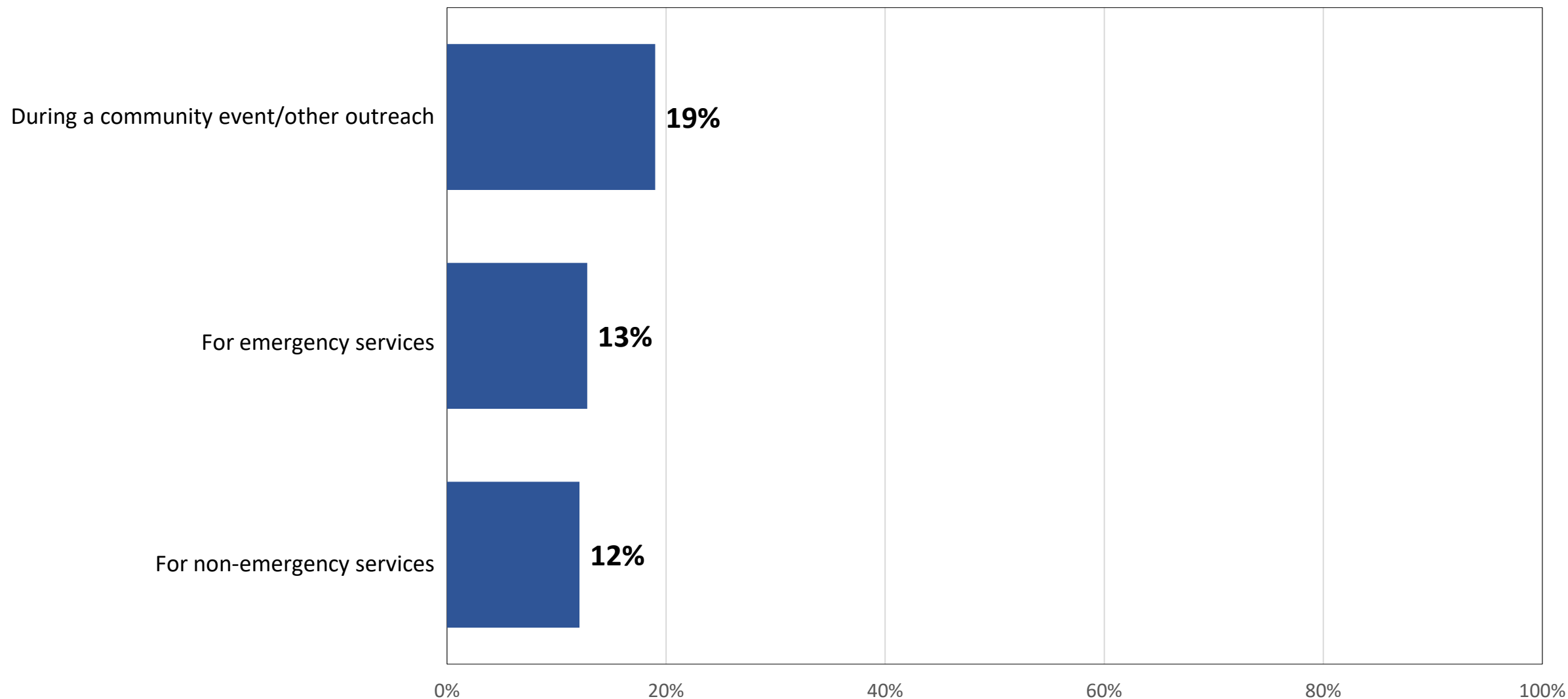
Q12a. In the last year, have you or any members of your family called or interacted with the Police Department...

by percentage of respondents (multiple selections could be made)



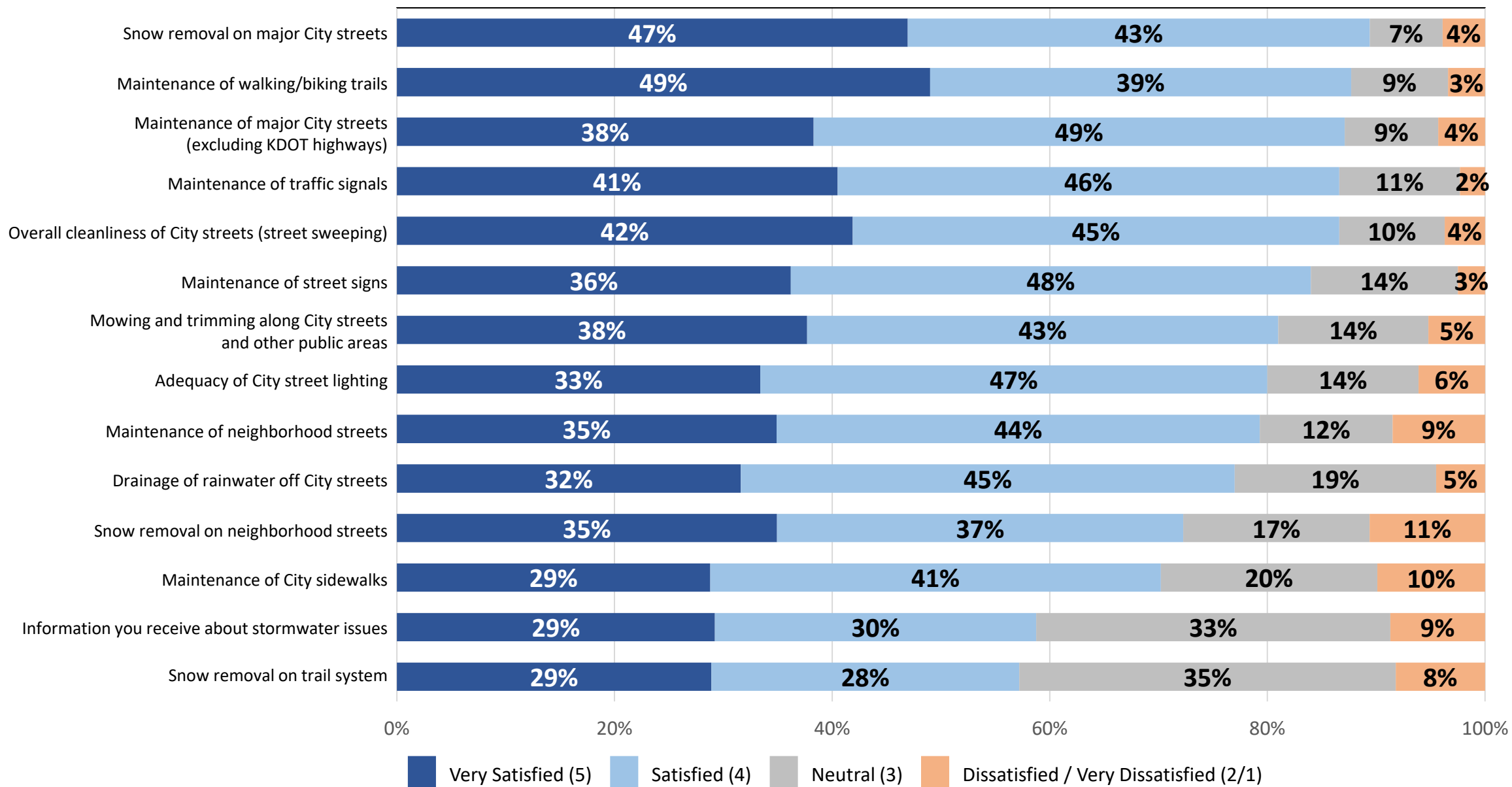
Q12b. In the last year, have you or any members of your family called or interacted with the Fire Department...

by percentage of respondents (multiple selections could be made)



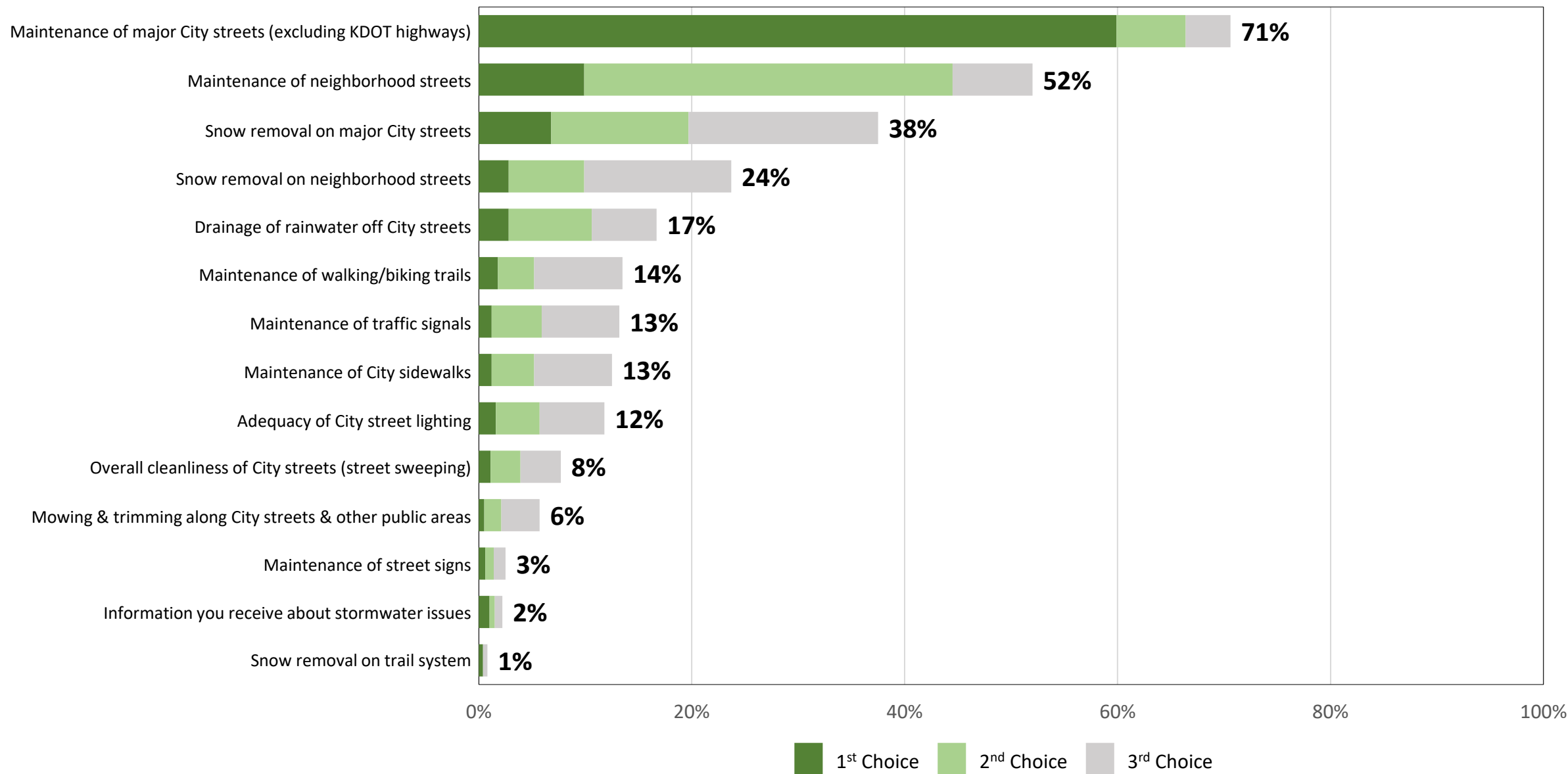
Q13. Satisfaction With City Maintenance

by percentage of respondents (excluding don't know)



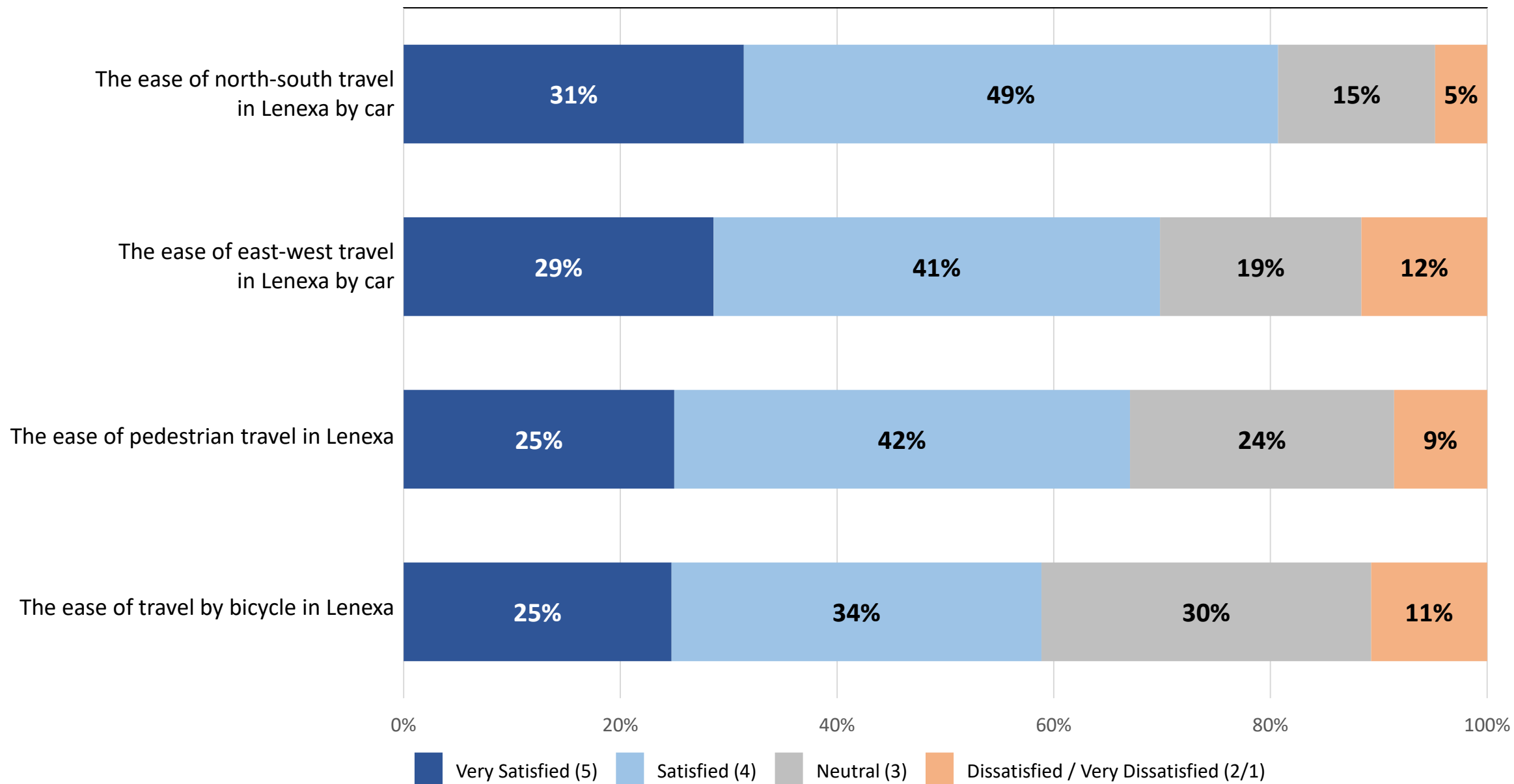
Q14. City Maintenance Services That Are Most Important For The City Of Lenexa To Provide

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



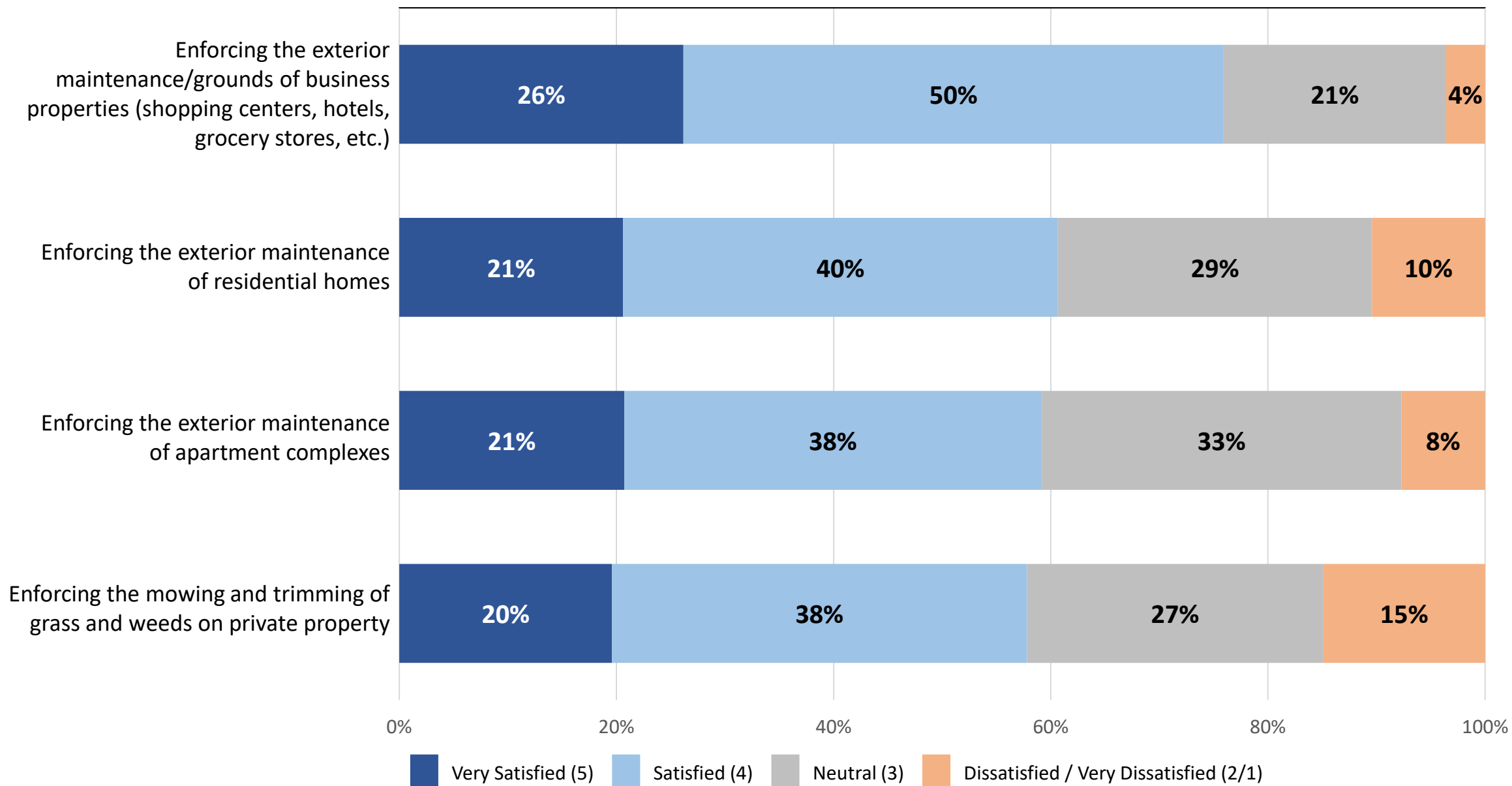
Q15. Satisfaction With Traffic Flow

by percentage of respondents (excluding don't know)



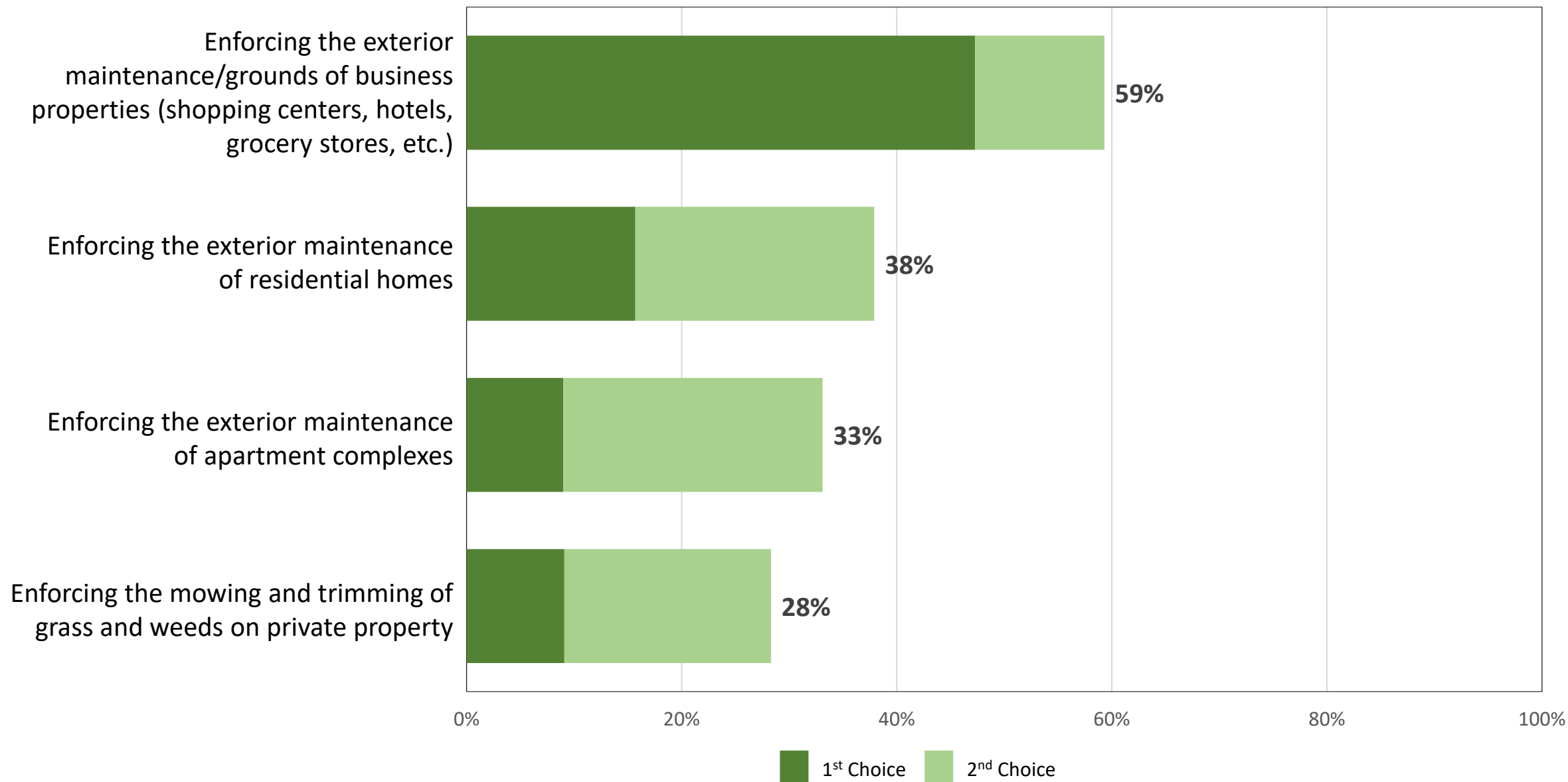
Q16. Satisfaction With Code Enforcement

by percentage of respondents (excluding don't know)



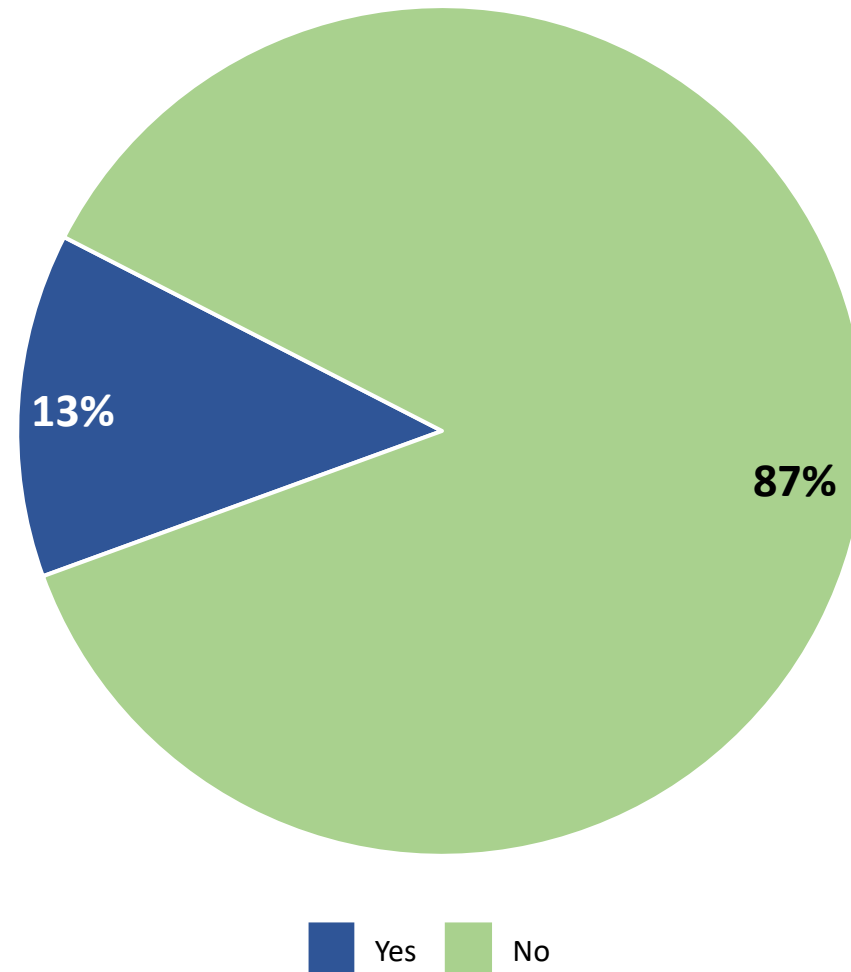
Q17. Code Enforcement Services That Are Most Important For The City Of Lenexa To Provide

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



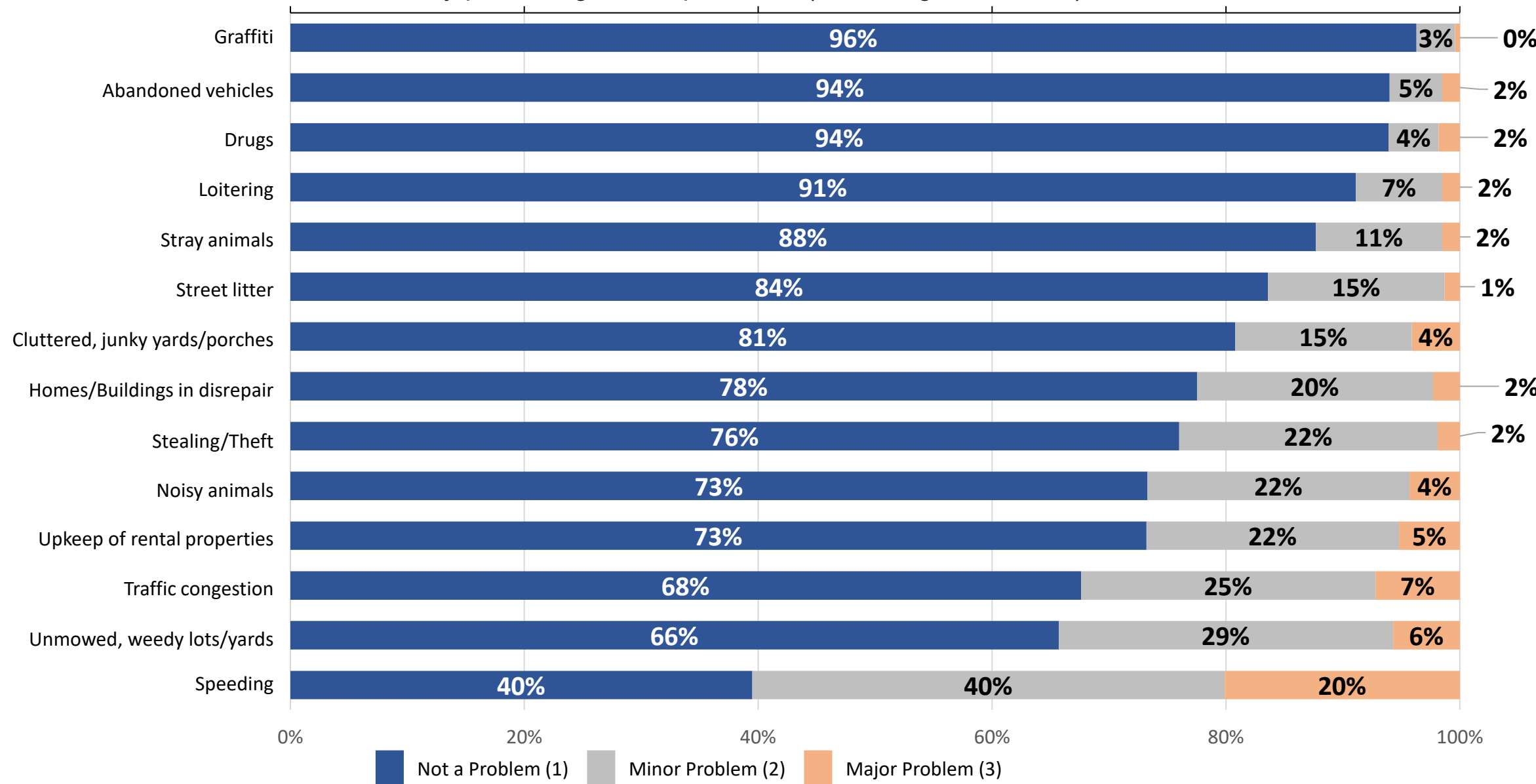
Q18. In The Last Two Years, Have You Or Any Members Of Your Family Reported A Property Maintenance Concern To The City?

by percentage of respondents (excluding don't know)



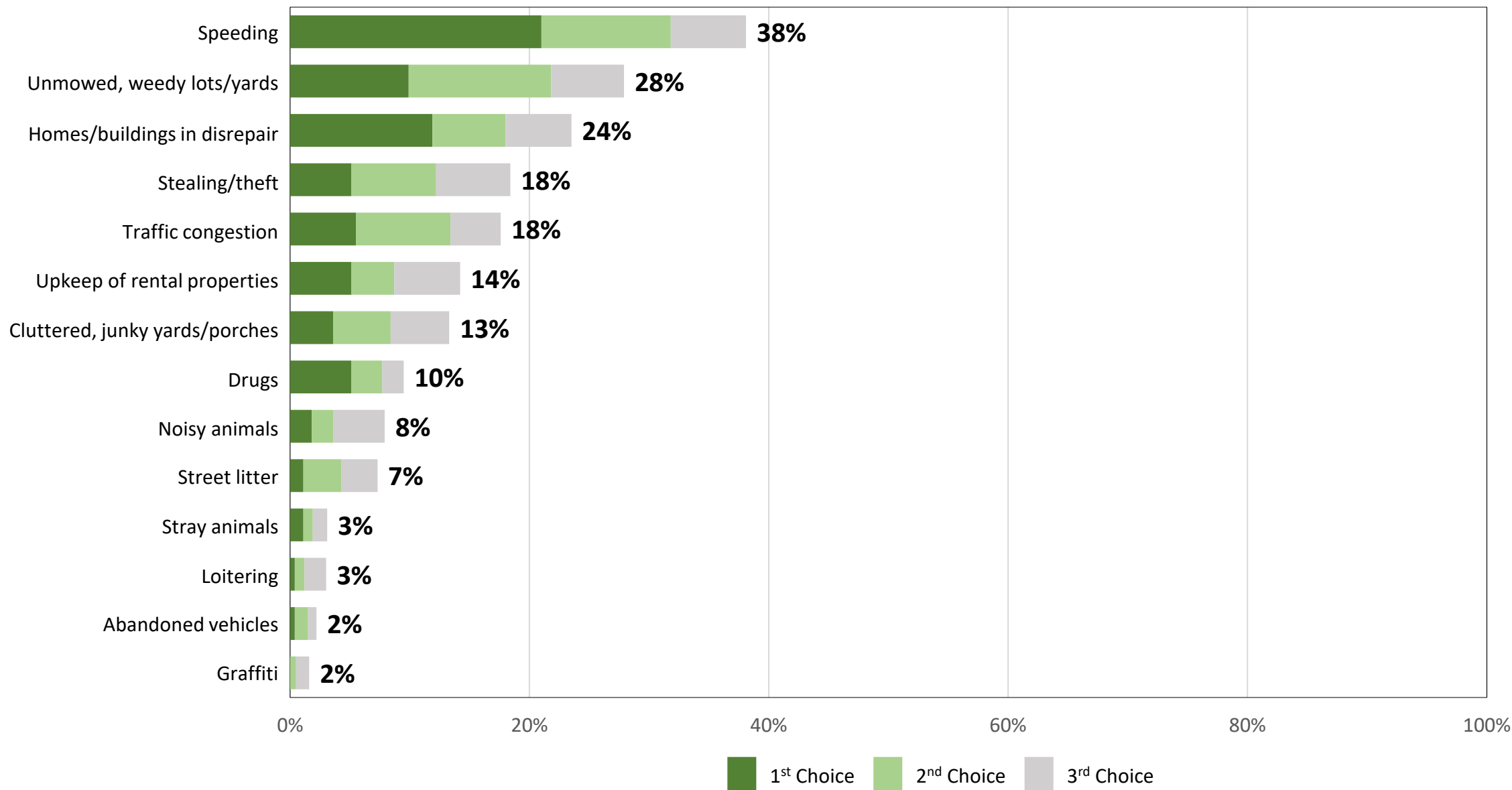
Q19. To What Extent Are The Following Problems In Your Neighborhood?

by percentage of respondents (excluding don't know)



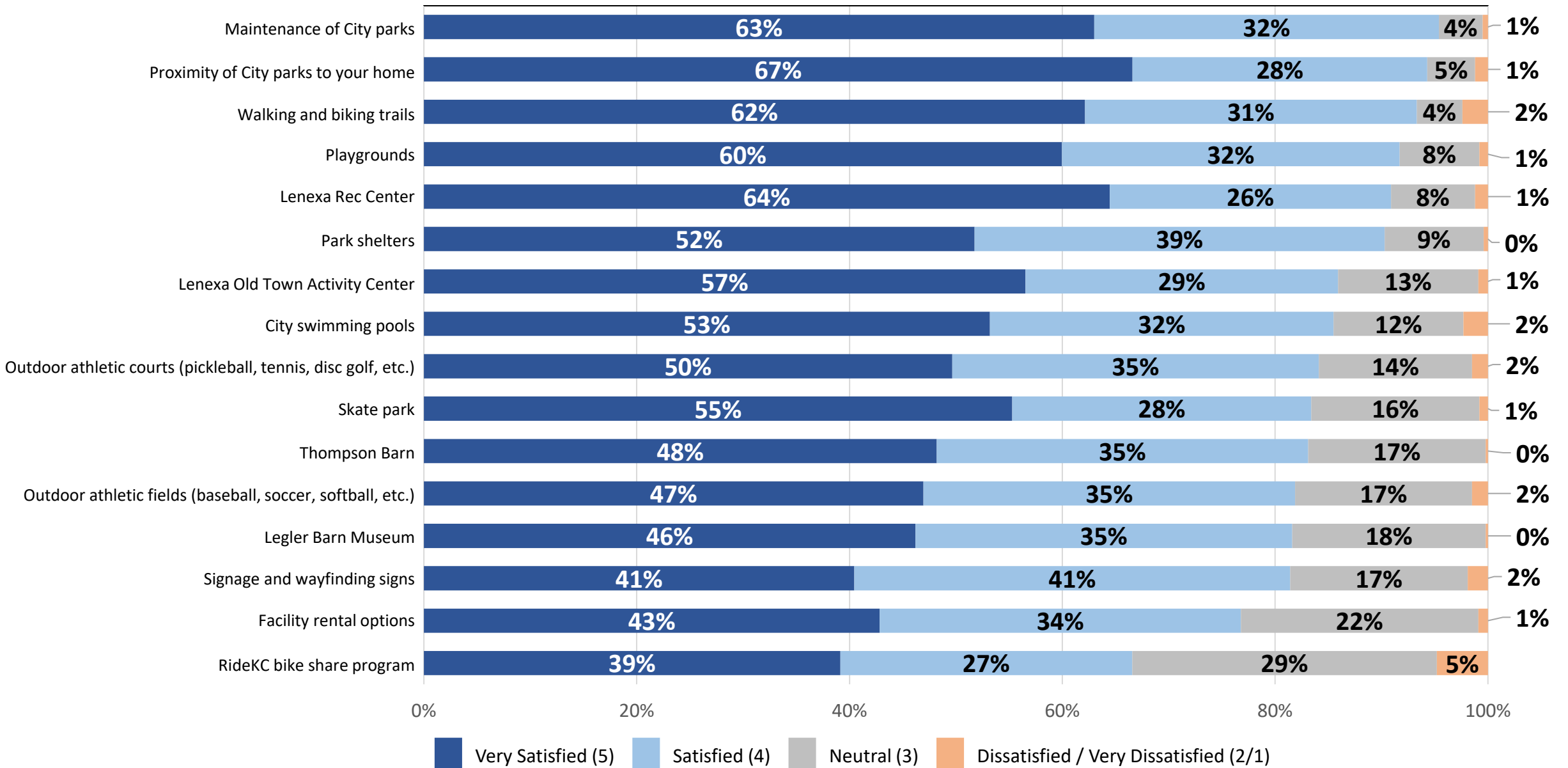
Q20. Problems That Should be the Top Priority for Improvement in Your Neighborhood

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



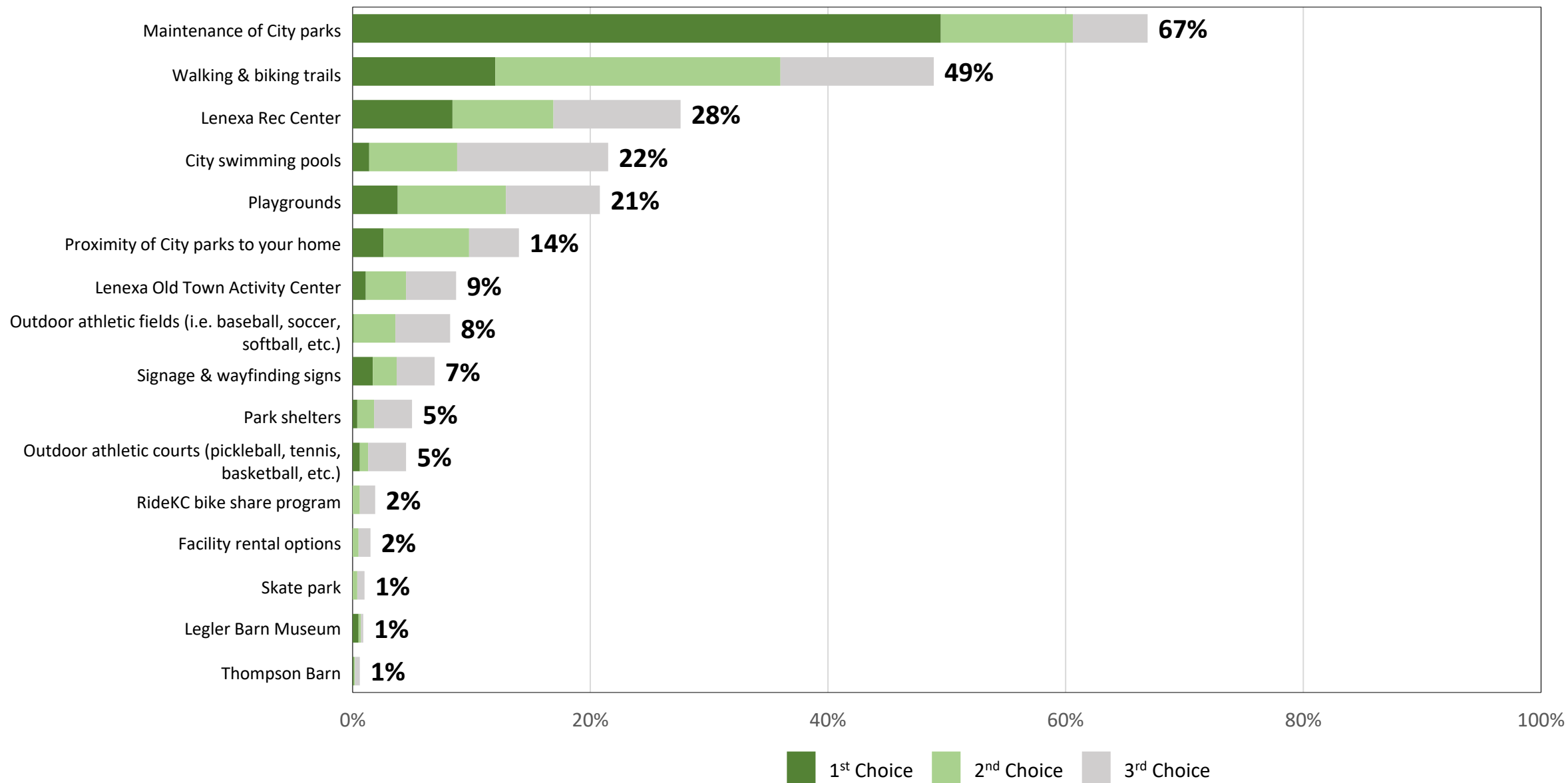
Q21. Satisfaction With Parks And Recreation Amenities

by percentage of respondents (excluding don't know)



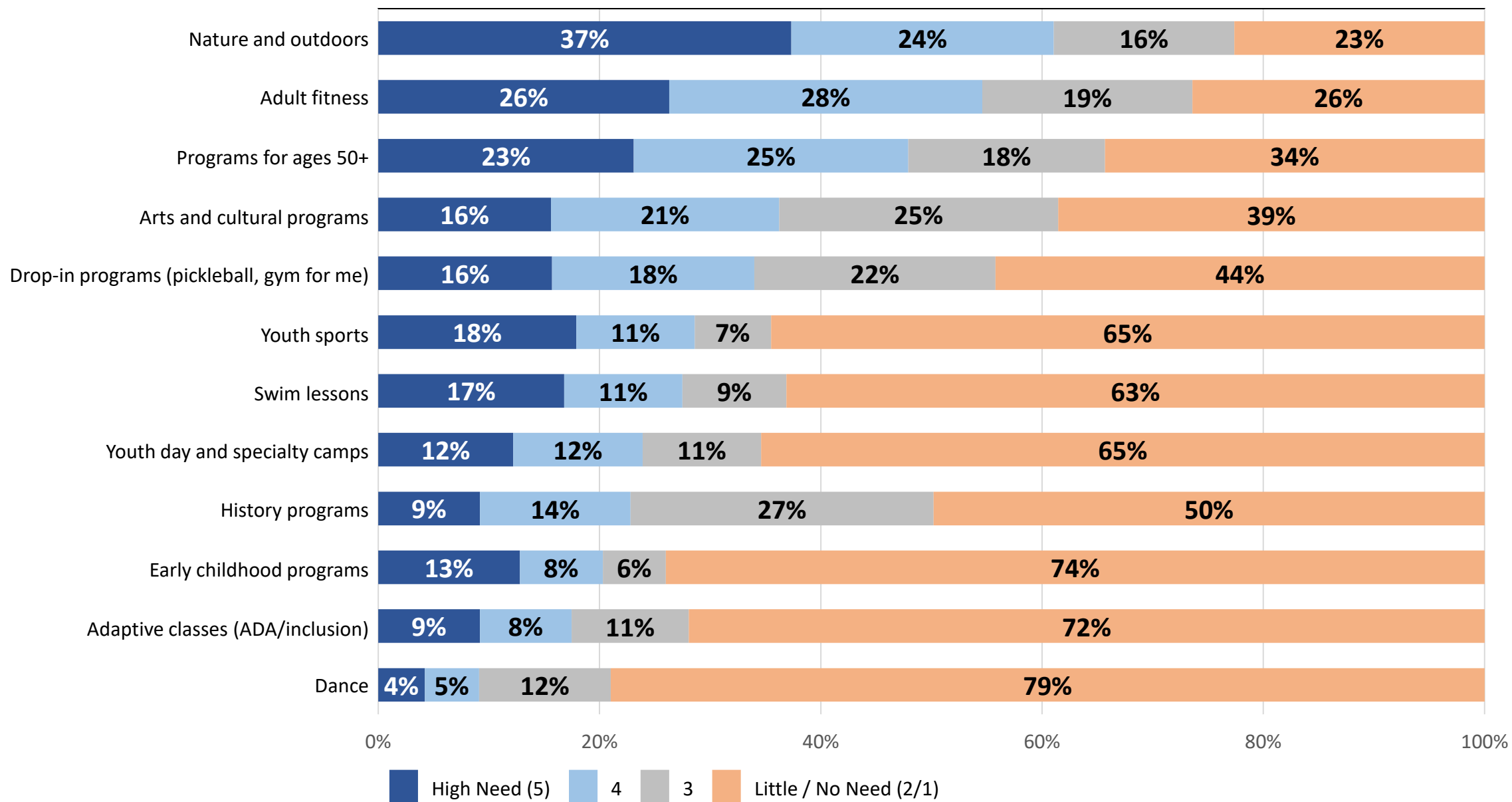
Q22. Parks And Recreation Amenities That Are Most Important For The City Of Lenexa To Provide

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



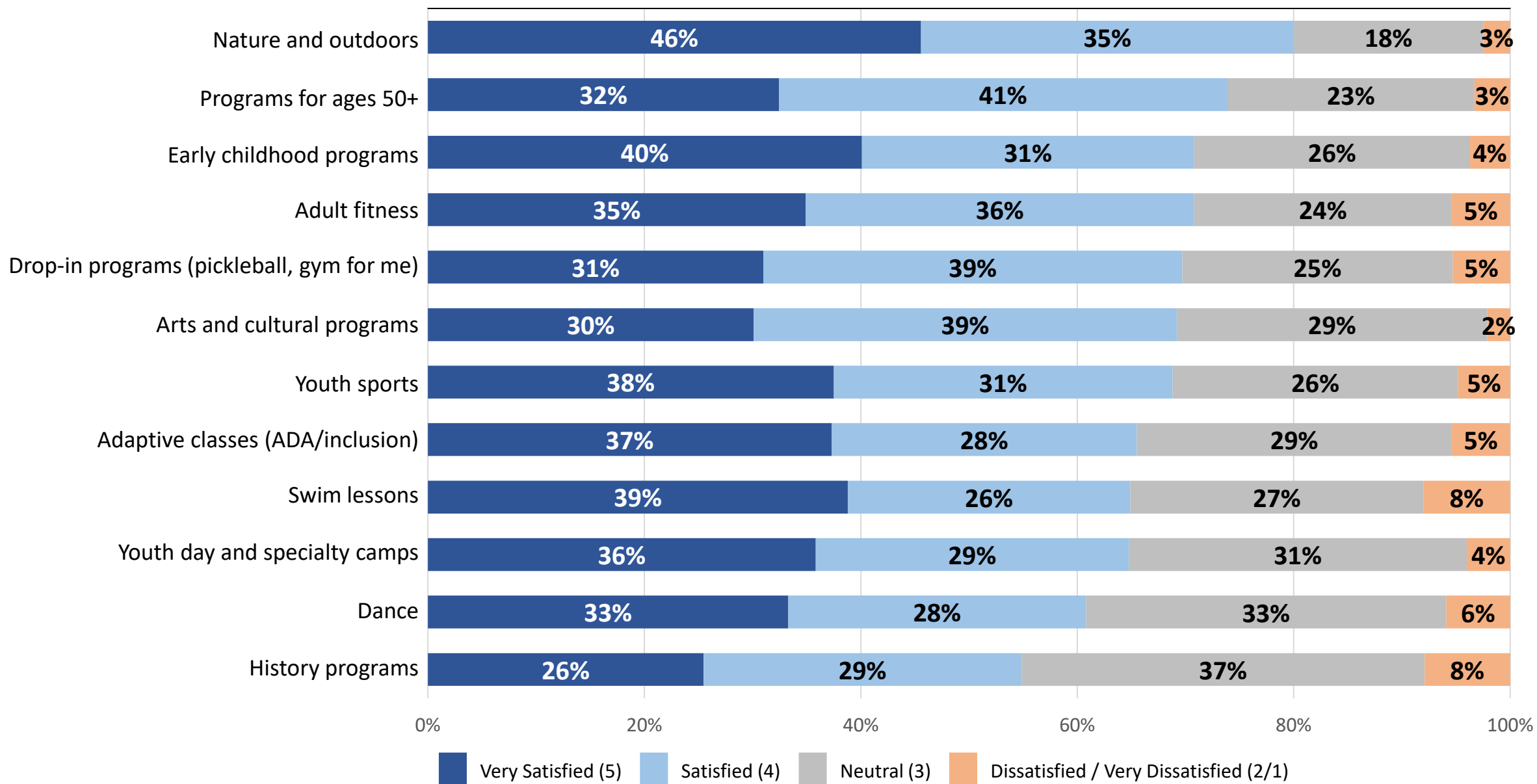
Q23.1. Parks And Recreation Programs Needs

by percentage of respondents (excluding don't know)



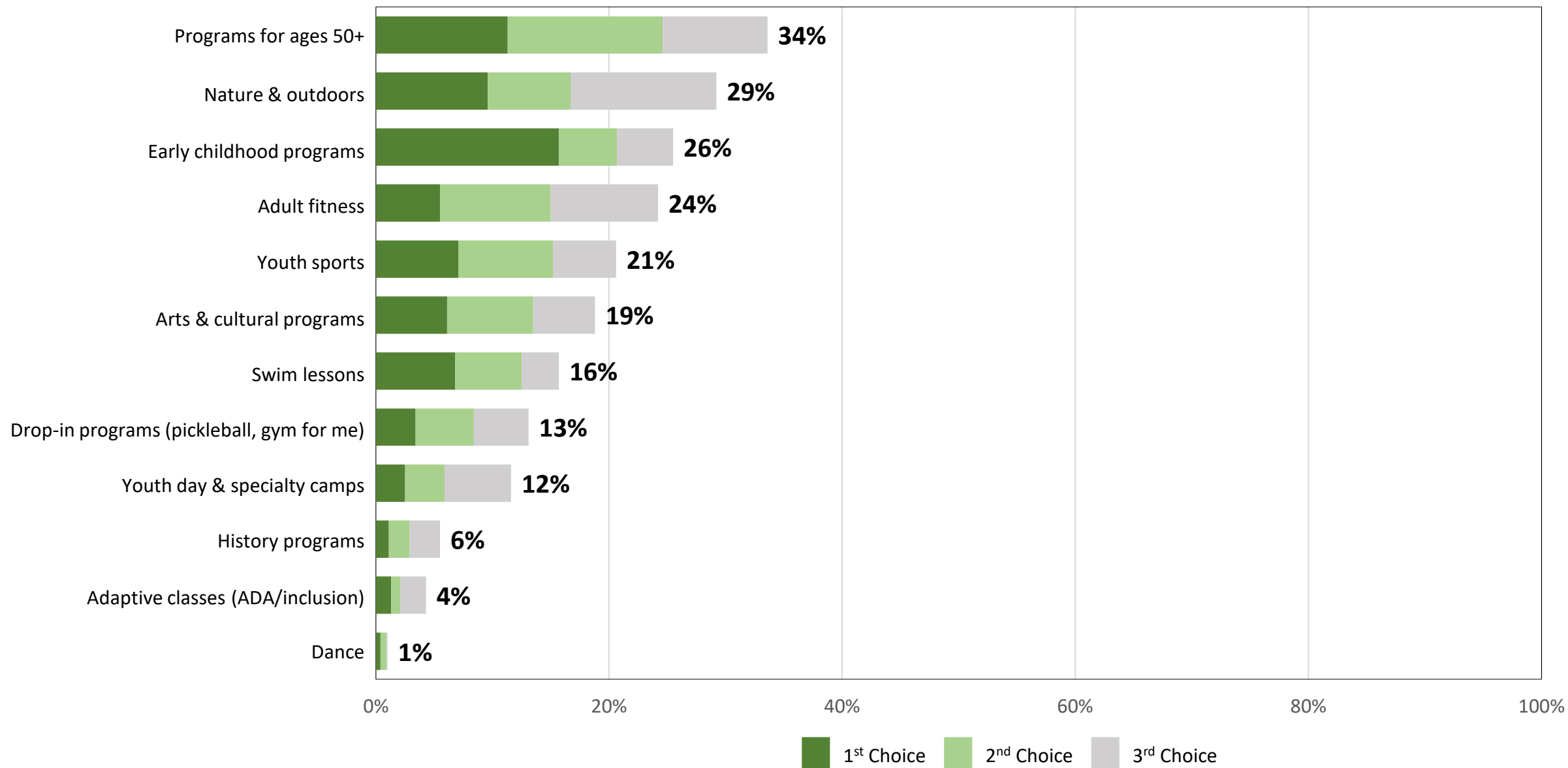
Q23.2. Satisfaction With Parks And Recreation Programs

by percentage of respondents (excluding don't know)



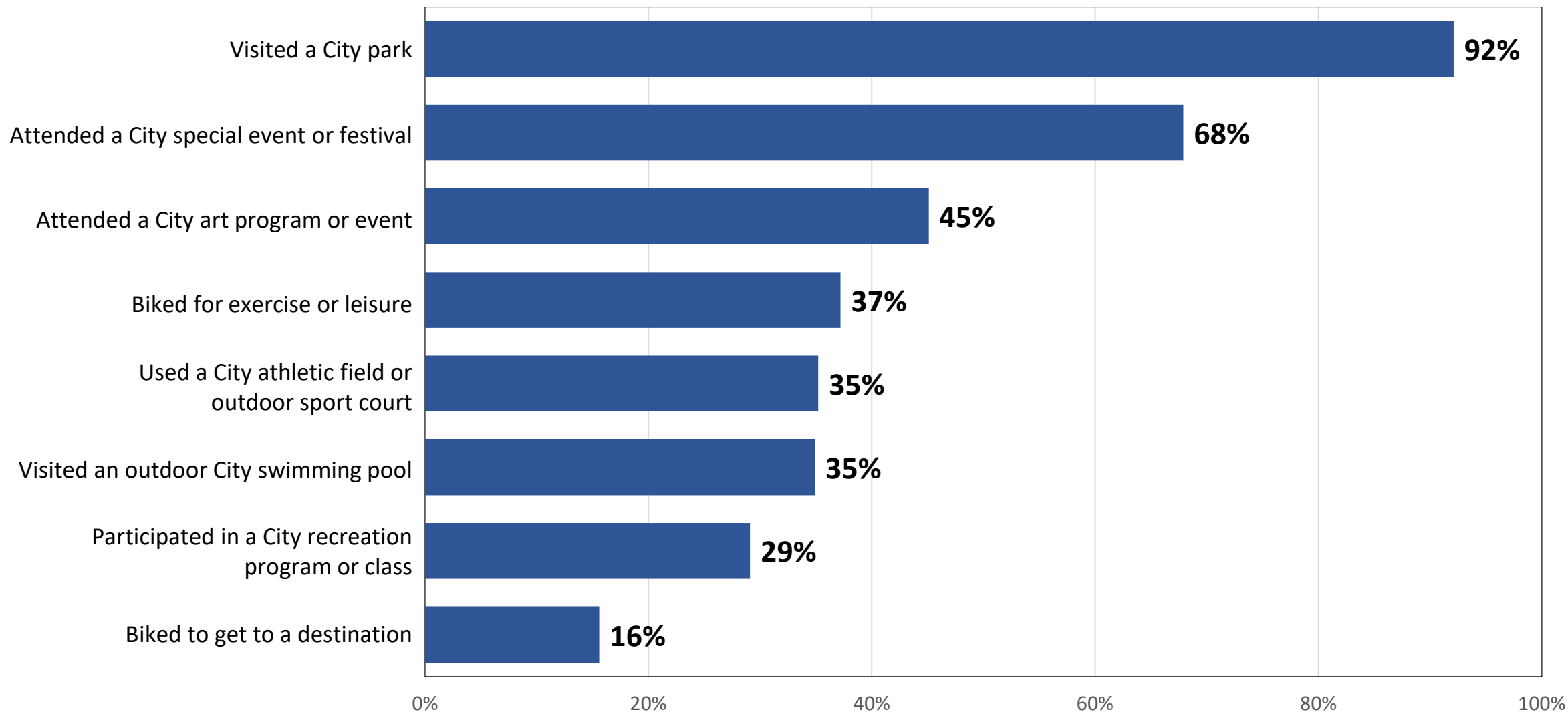
Q24. Parks And Recreation Programs That Are Most Important For The City Of Lenexa To Provide

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



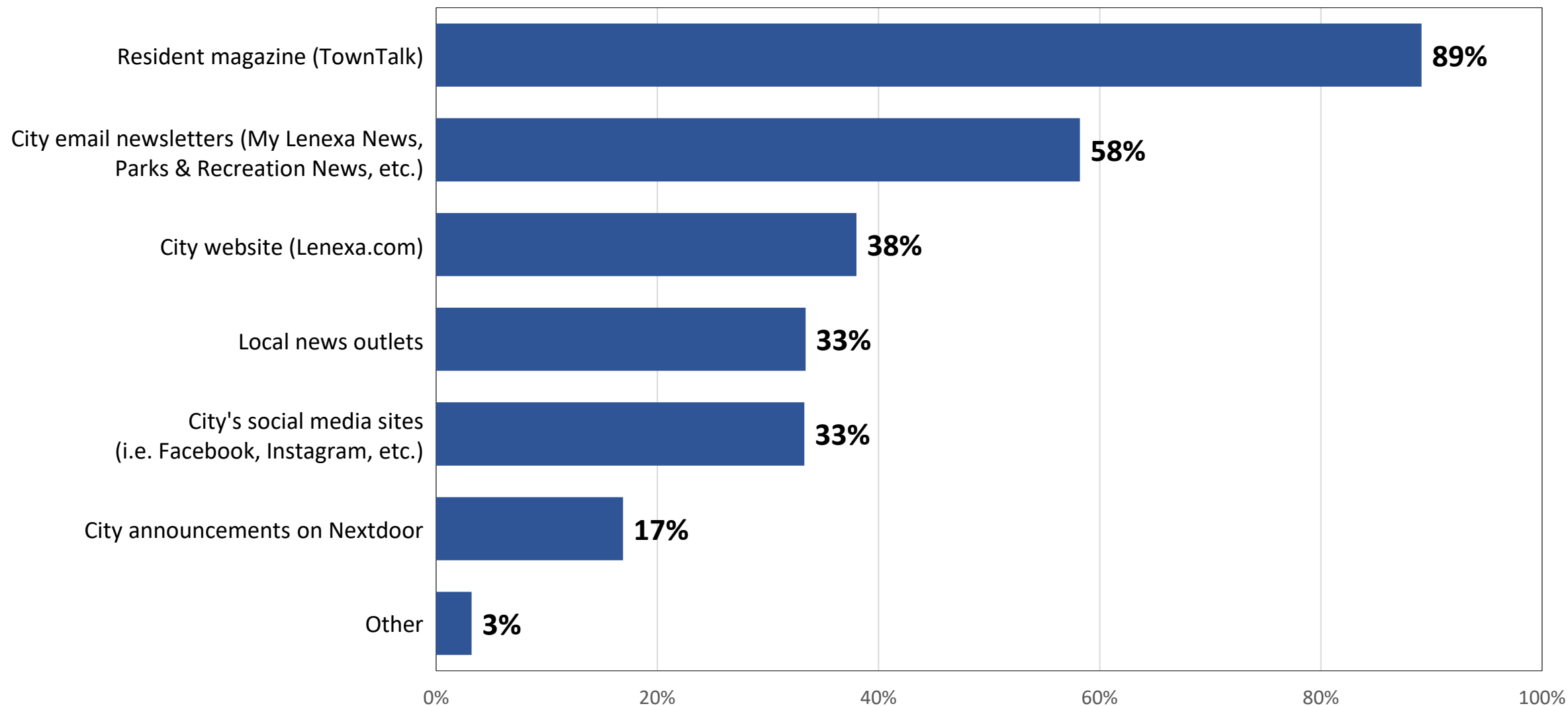
Q25. In The Last Two Years, Have You Or Any Members Of Your Family...

by percentage of respondents (multiple selections could be made)



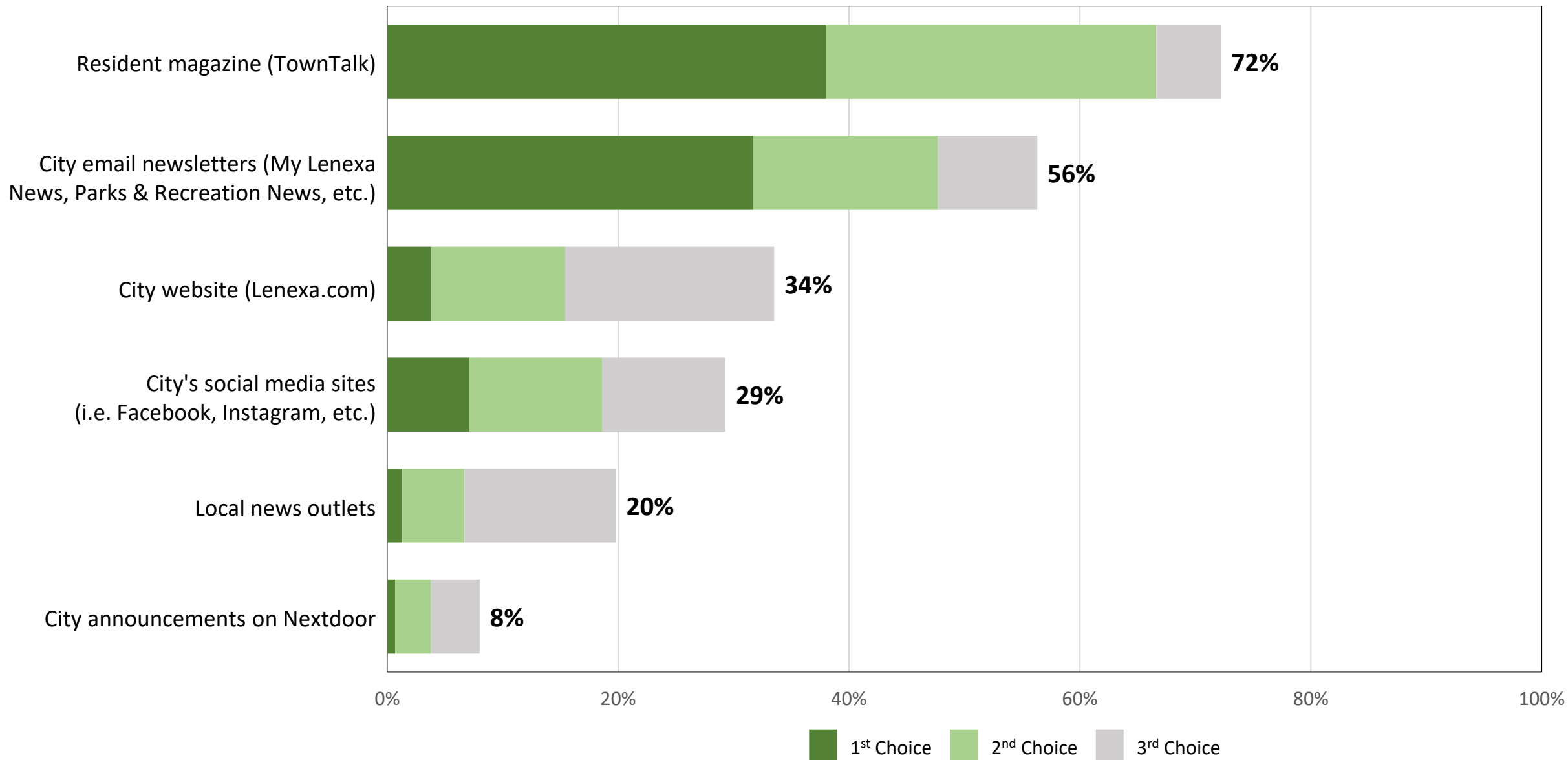
Q26. Where Do You Currently Get News And Information About City Programs, Services And Events?

by percentage of respondents (multiple selections could be made)



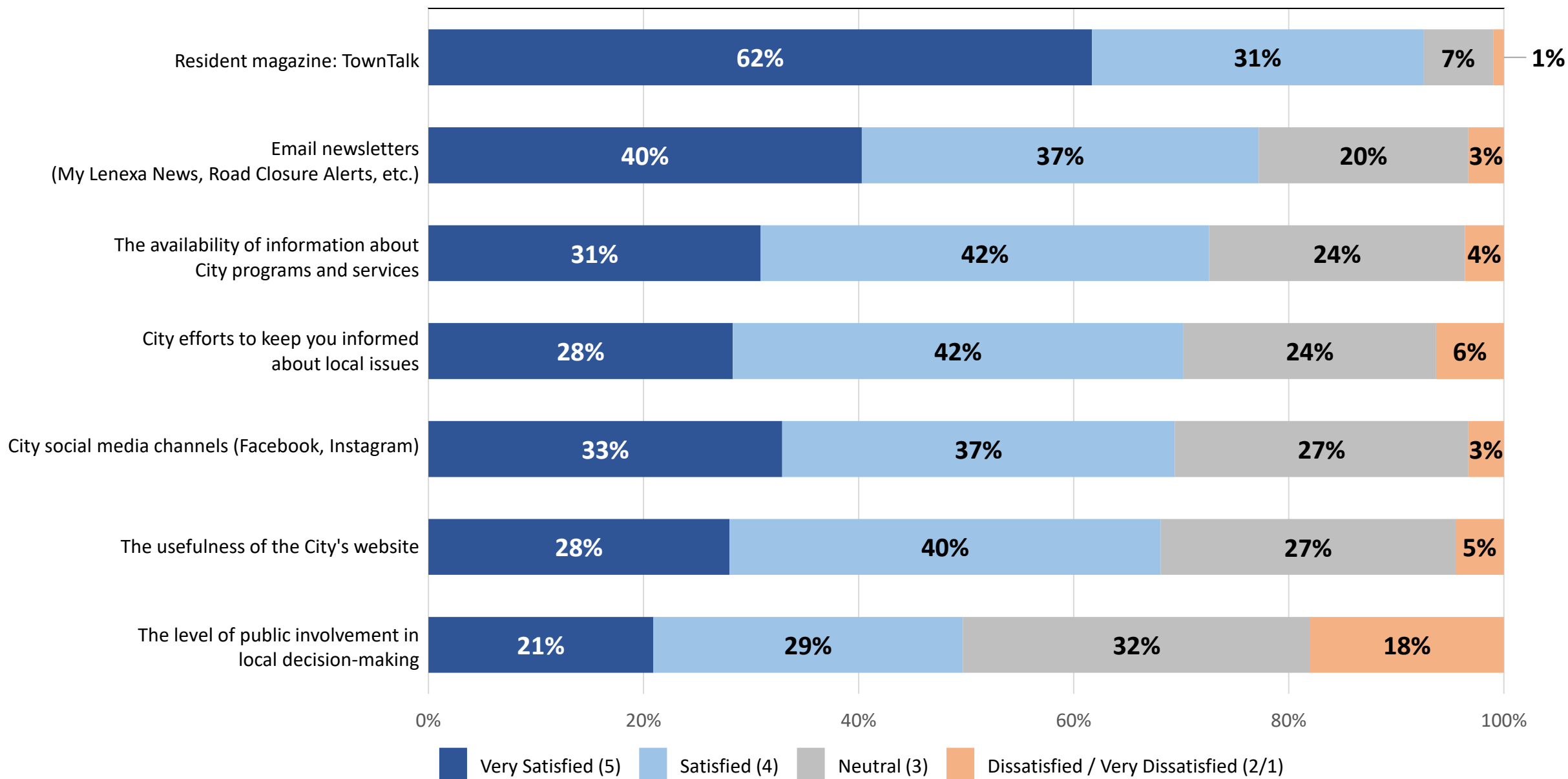
Q27. Sources of Information Residents Most Prefer to Get Information From the City

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



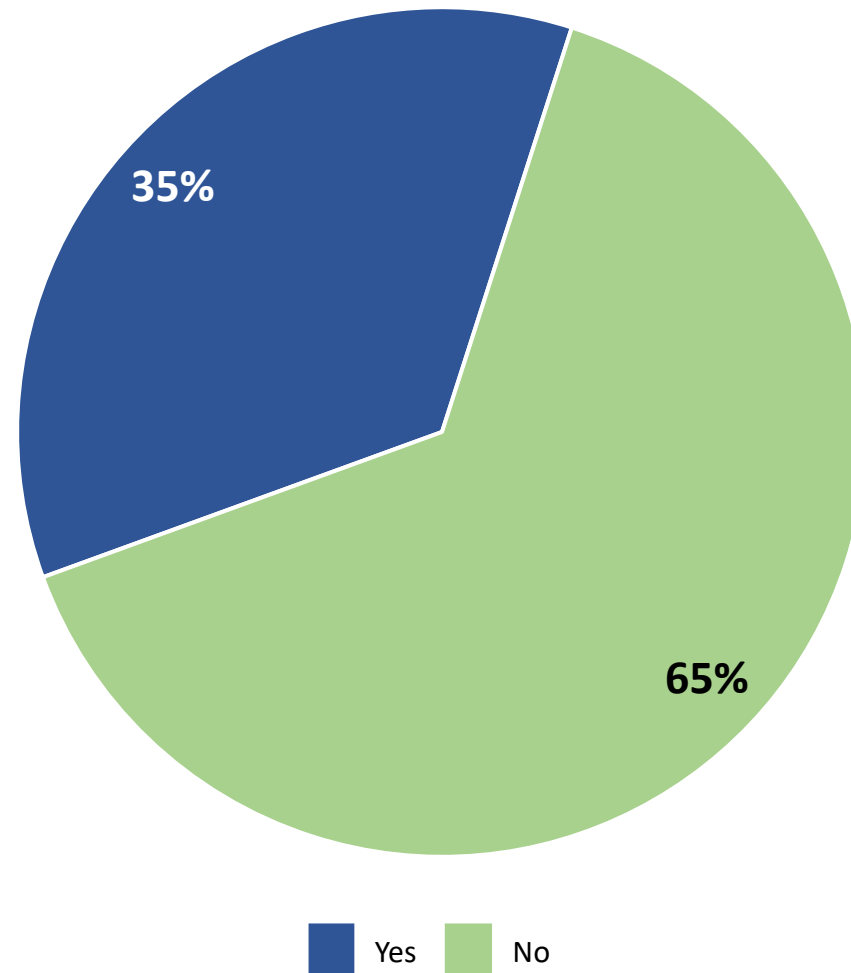
Q28. Satisfaction With Communication

by percentage of respondents (excluding don't know)



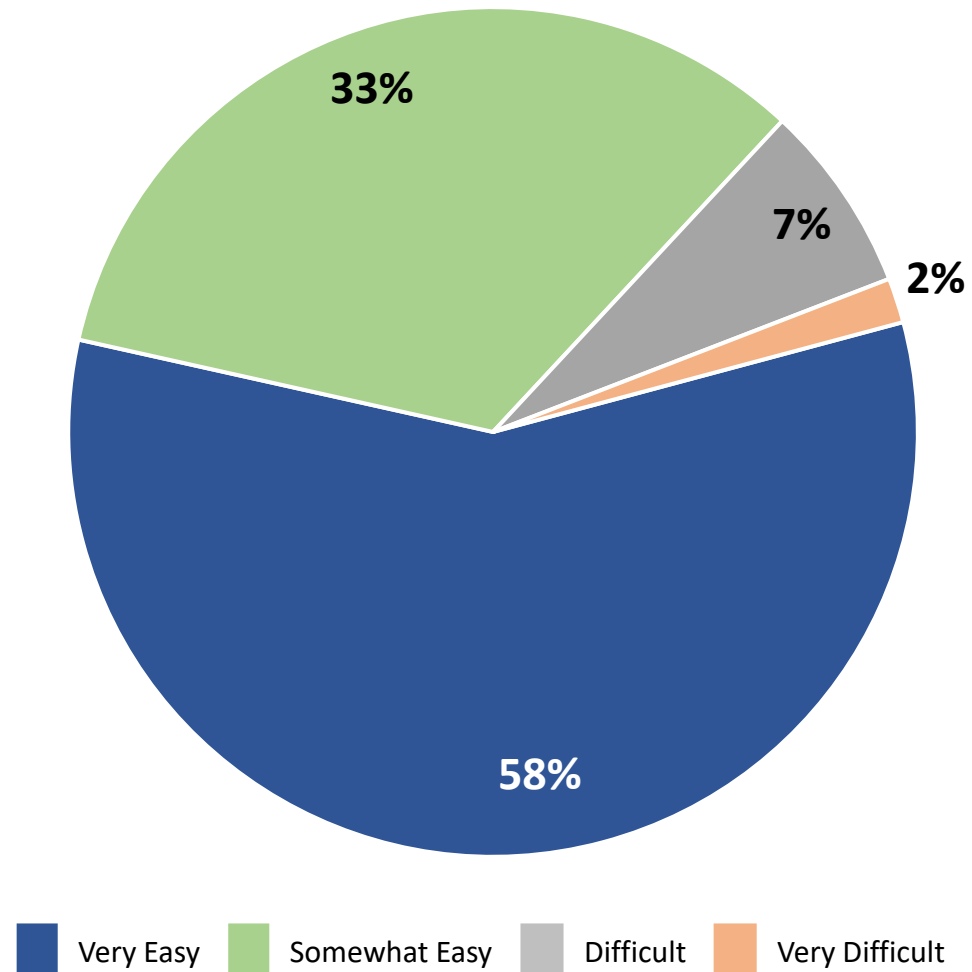
Q29. Have You Called Or Visited The City With A Question, Problem Or Complaint During The Last Two Years?

by percentage of respondents (excluding don't know)



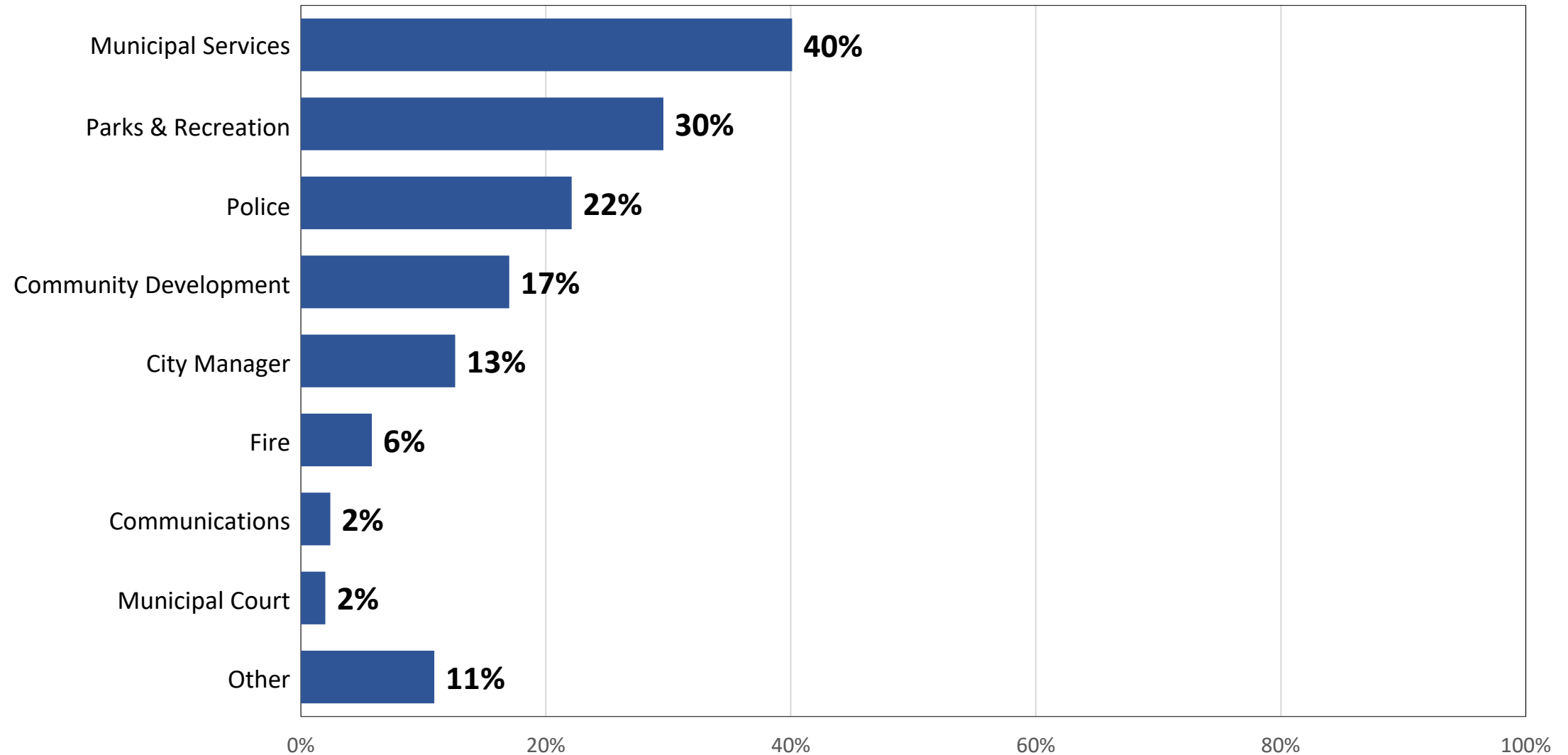
Q29a. How Easy Was It To Contact The Person You Needed To Reach?

by percentage of respondents (excluding don't know)



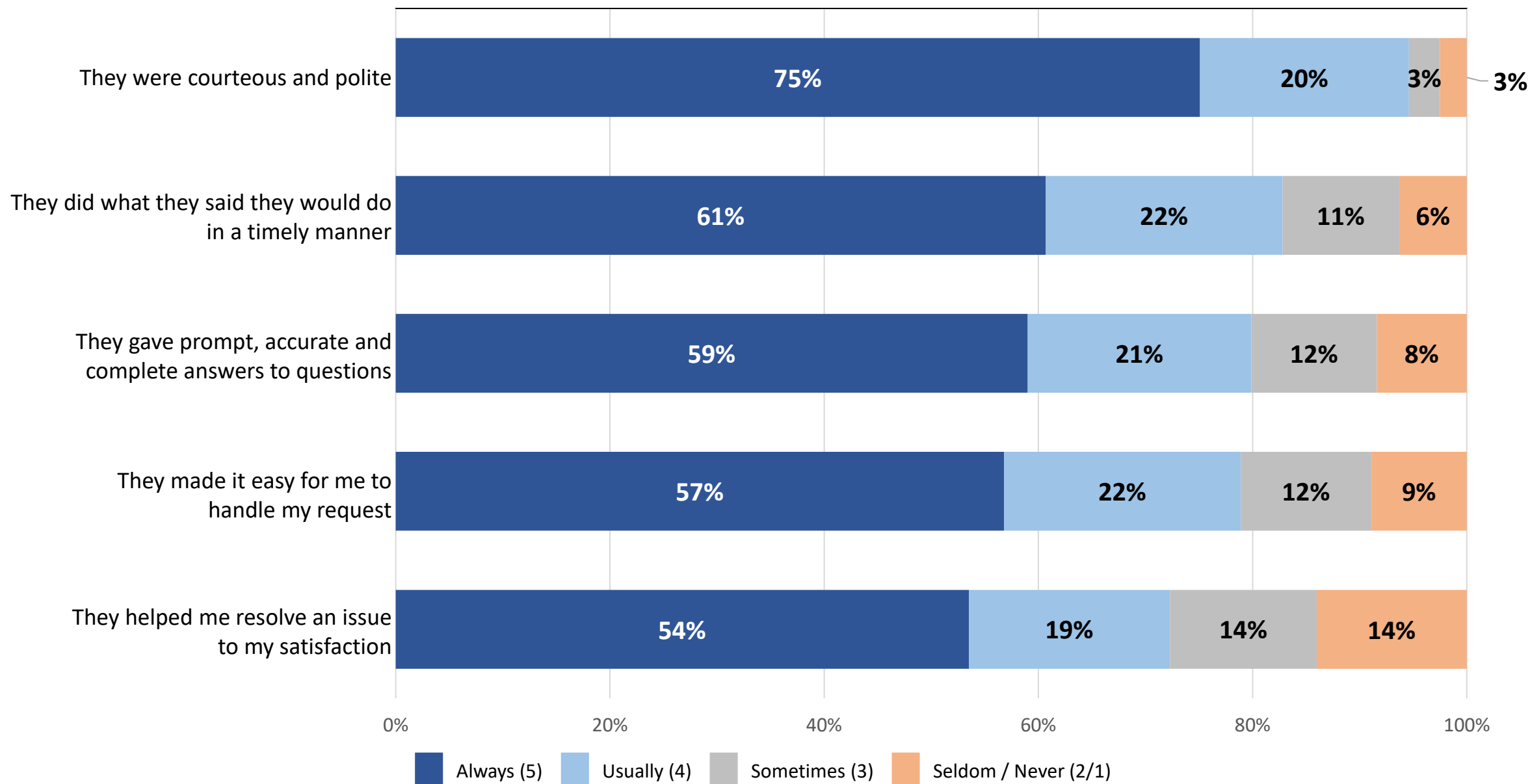
Q29b. What Department Did You Contact?

by percentage of respondents (multiple selections could be made)



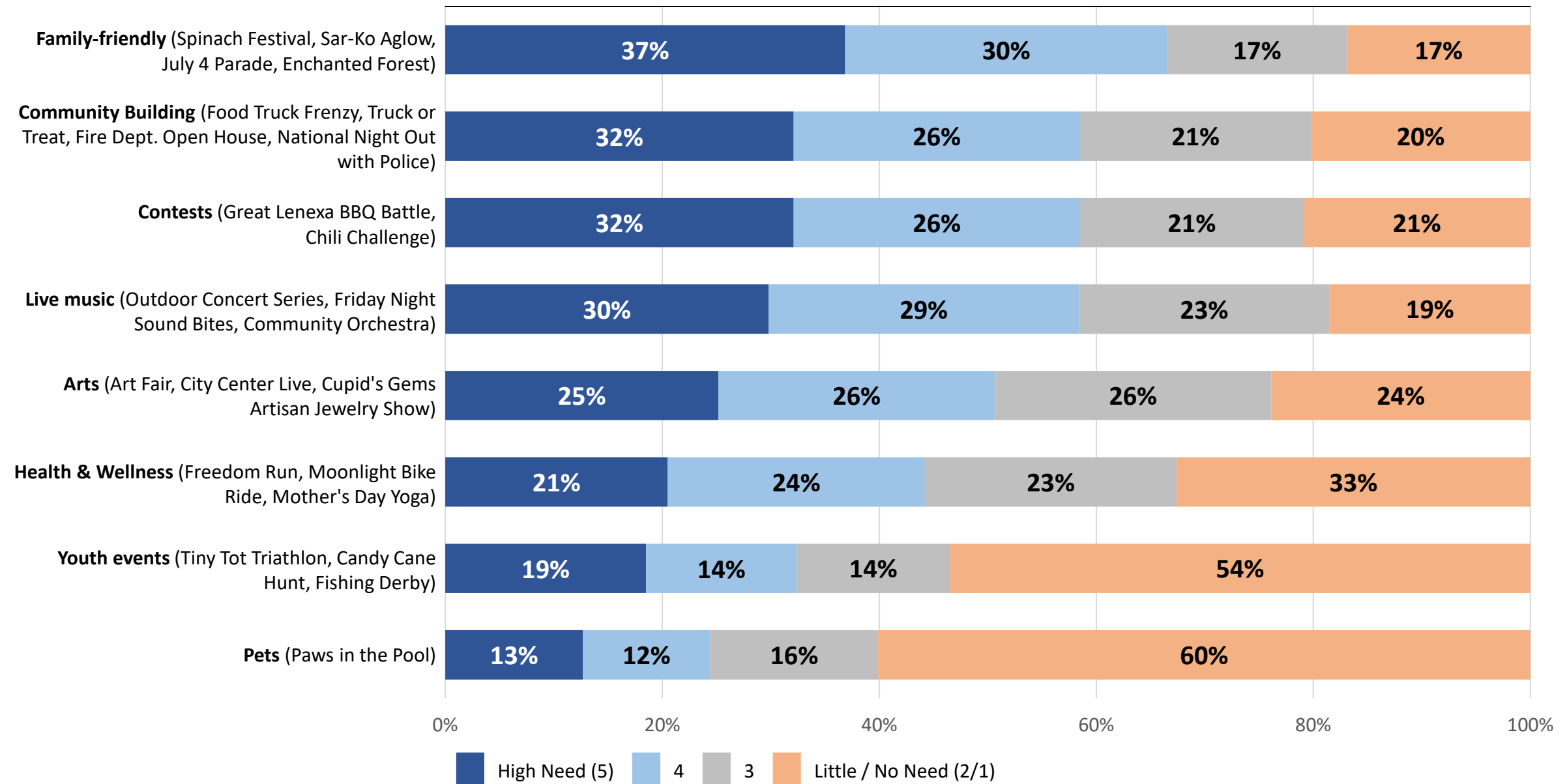
Q29c. How Frequently Employees Displayed the Following Behaviors

by percentage of respondents that contacted the City (excluding don't know)



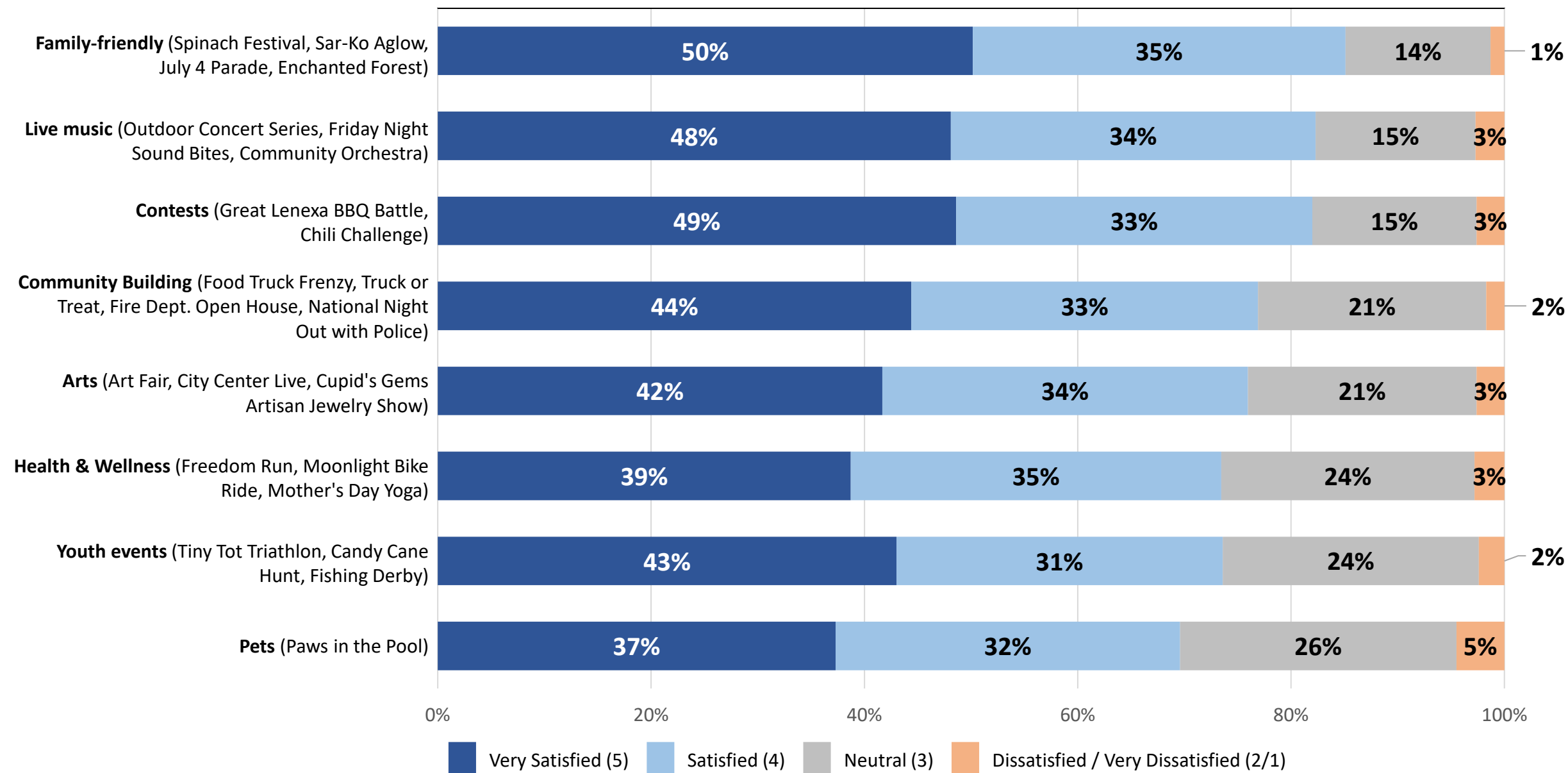
Q30.1. Festivals And Events Needs

by percentage of respondents (excluding don't know)



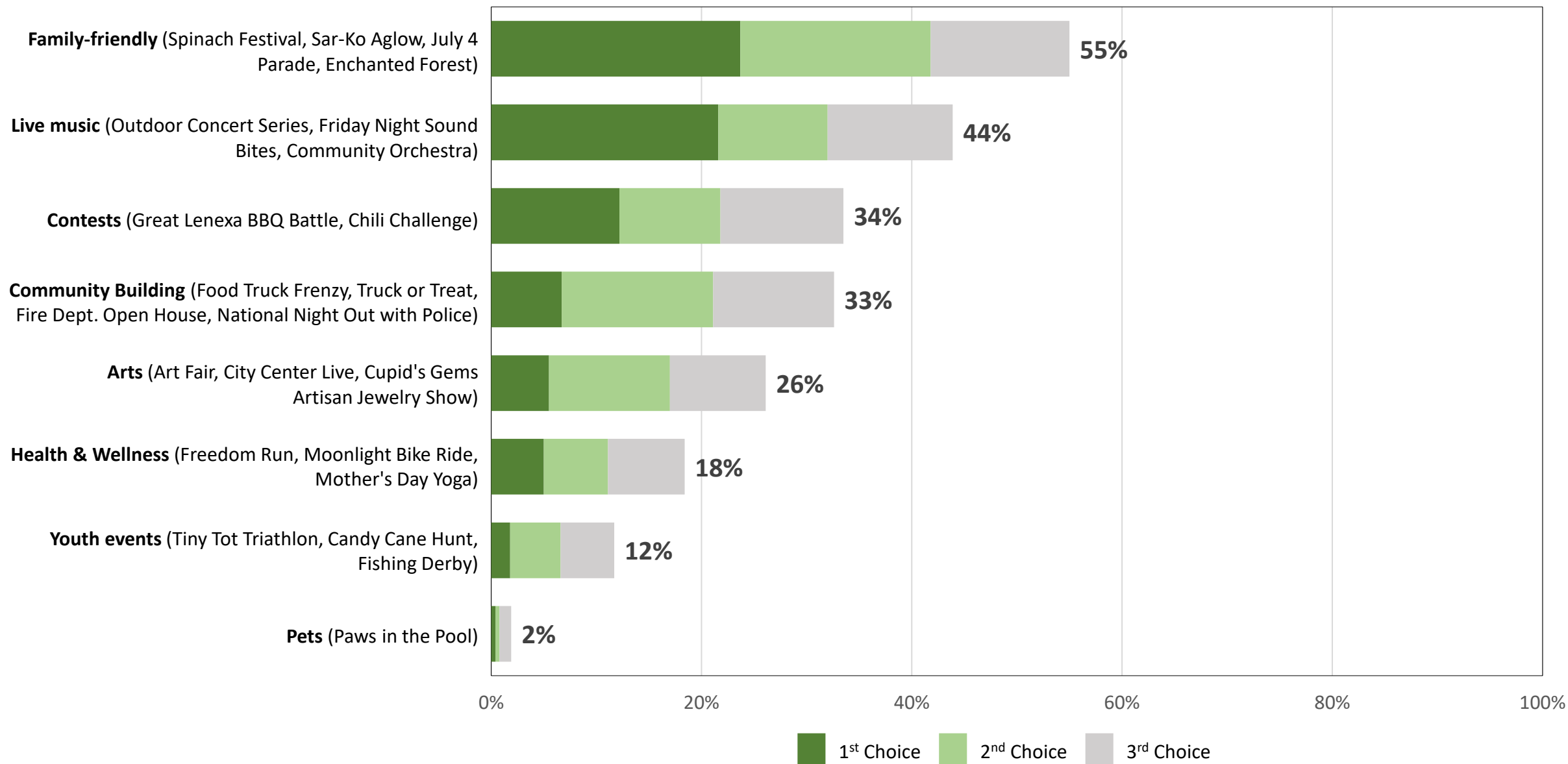
Q30.2. Satisfaction With Festivals And Events

by percentage of respondents (excluding don't know)



Q30b. Festivals And Events That Are Most Important For The City Of Lenexa To Prioritize

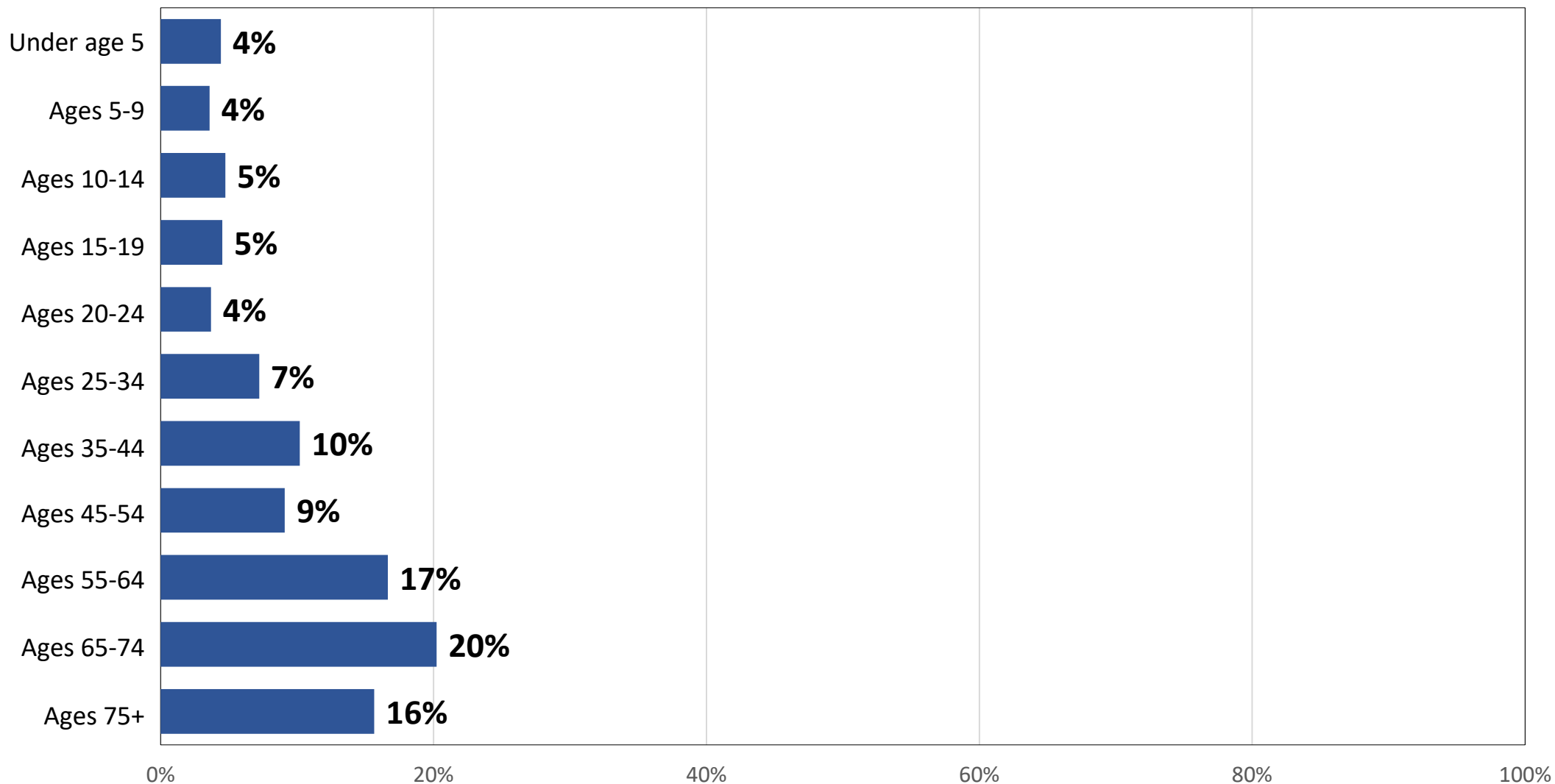
by percentage of respondents who selected the item as one of their top three choices



Demographics

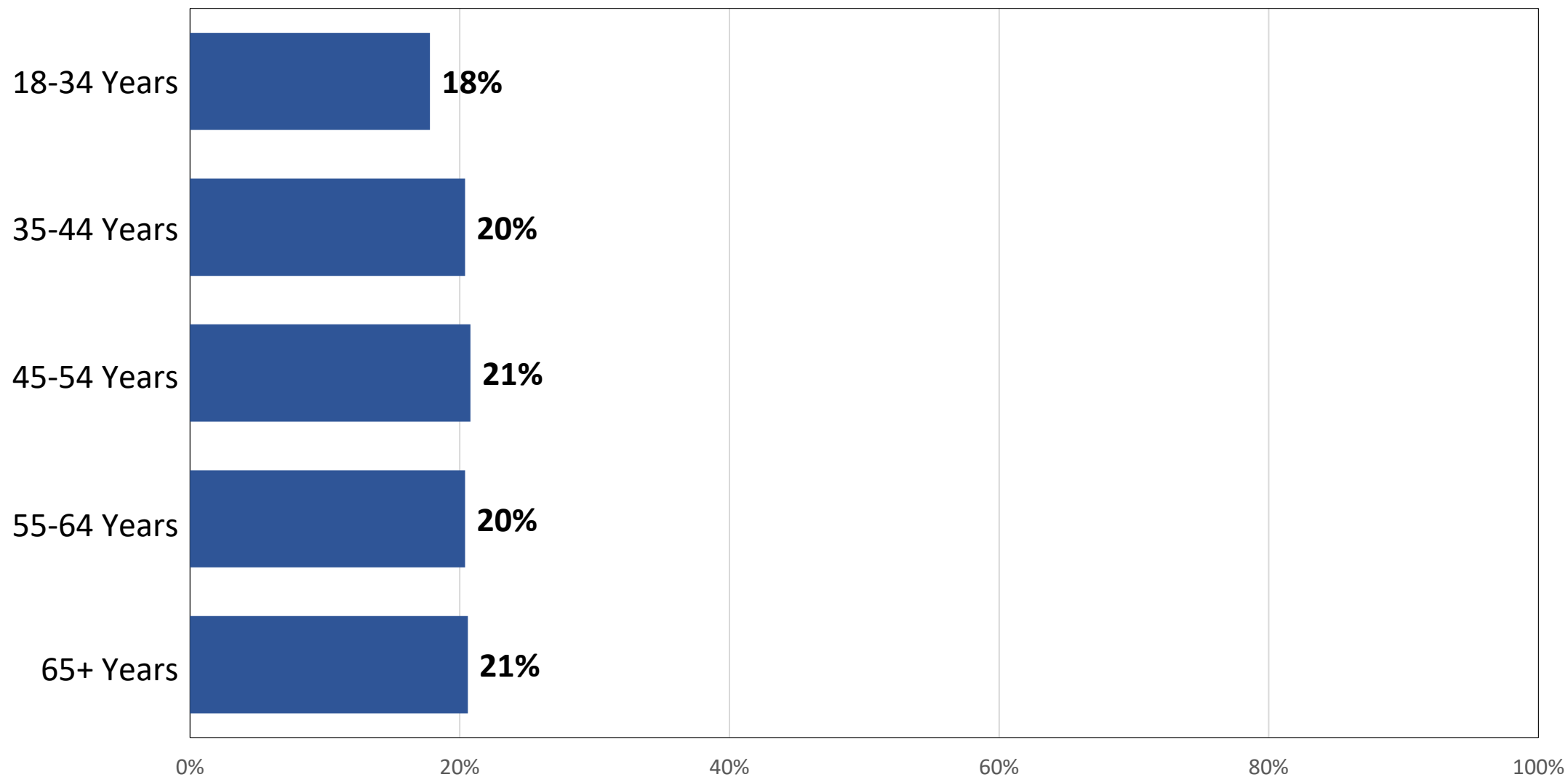
Q32. Including Yourself, How Many People In Your Household Are...

by percentage of respondents



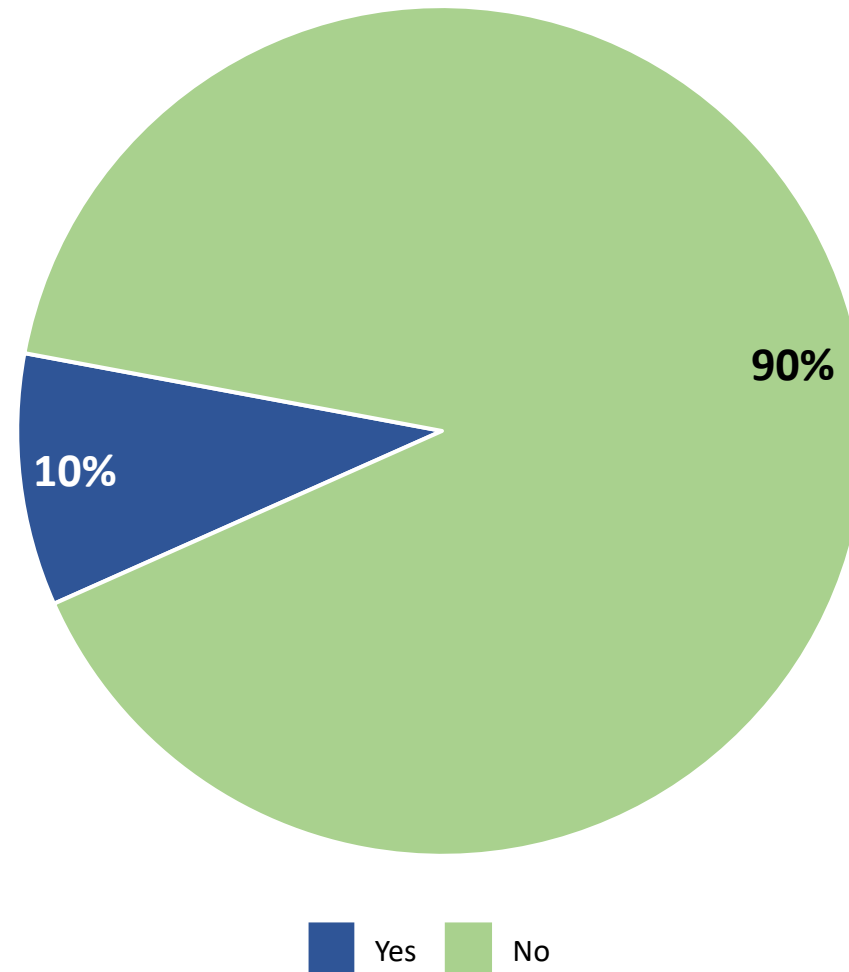
Q33. What Is Your Age?

by percentage of respondents (excluding “not provided”)



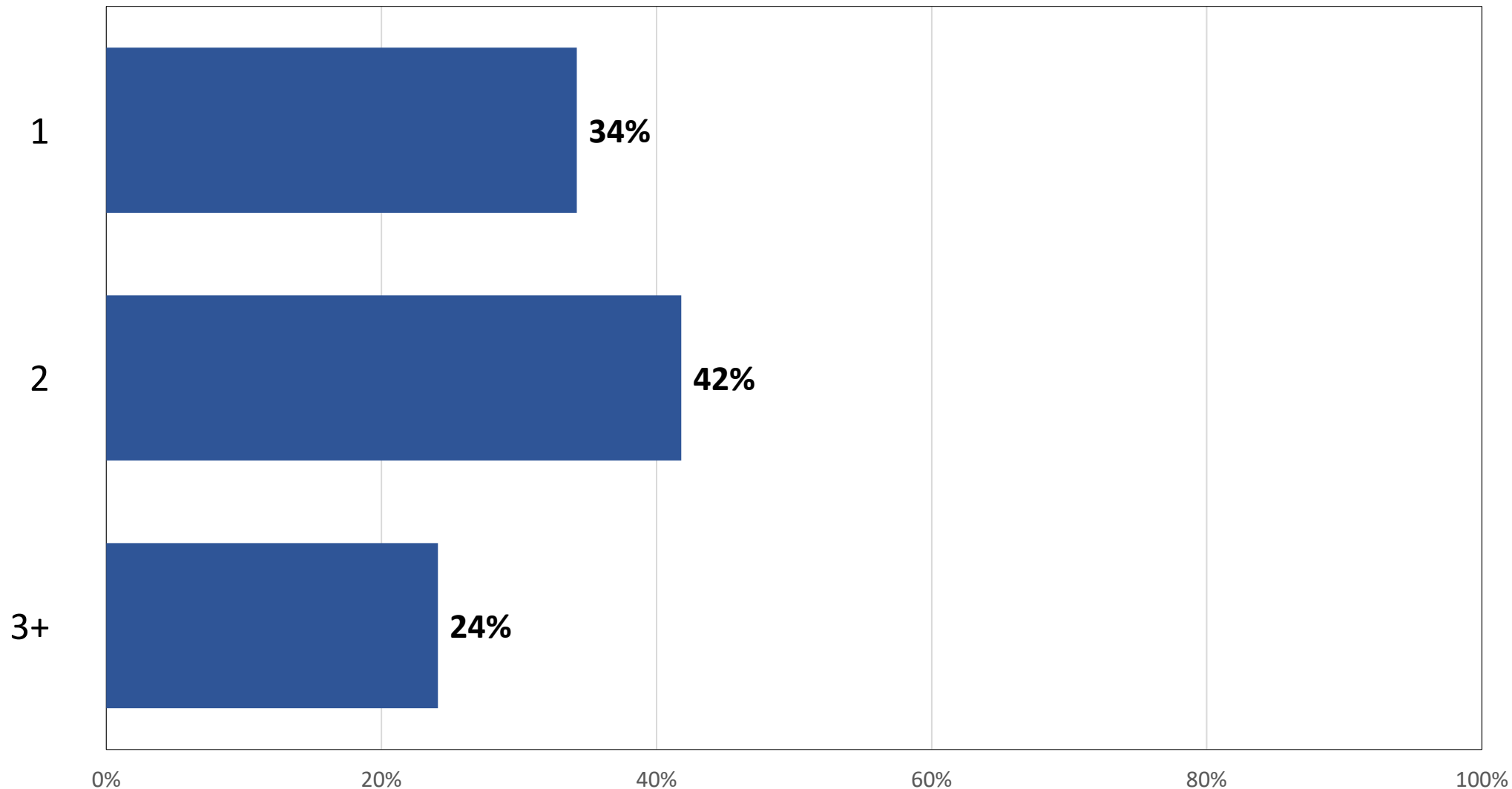
Q34. Are You Or Other Members Of Your Household Of Spanish, Hispanic, Or Latino Heritage?

by percentage of respondents (excluding prefer not to say)



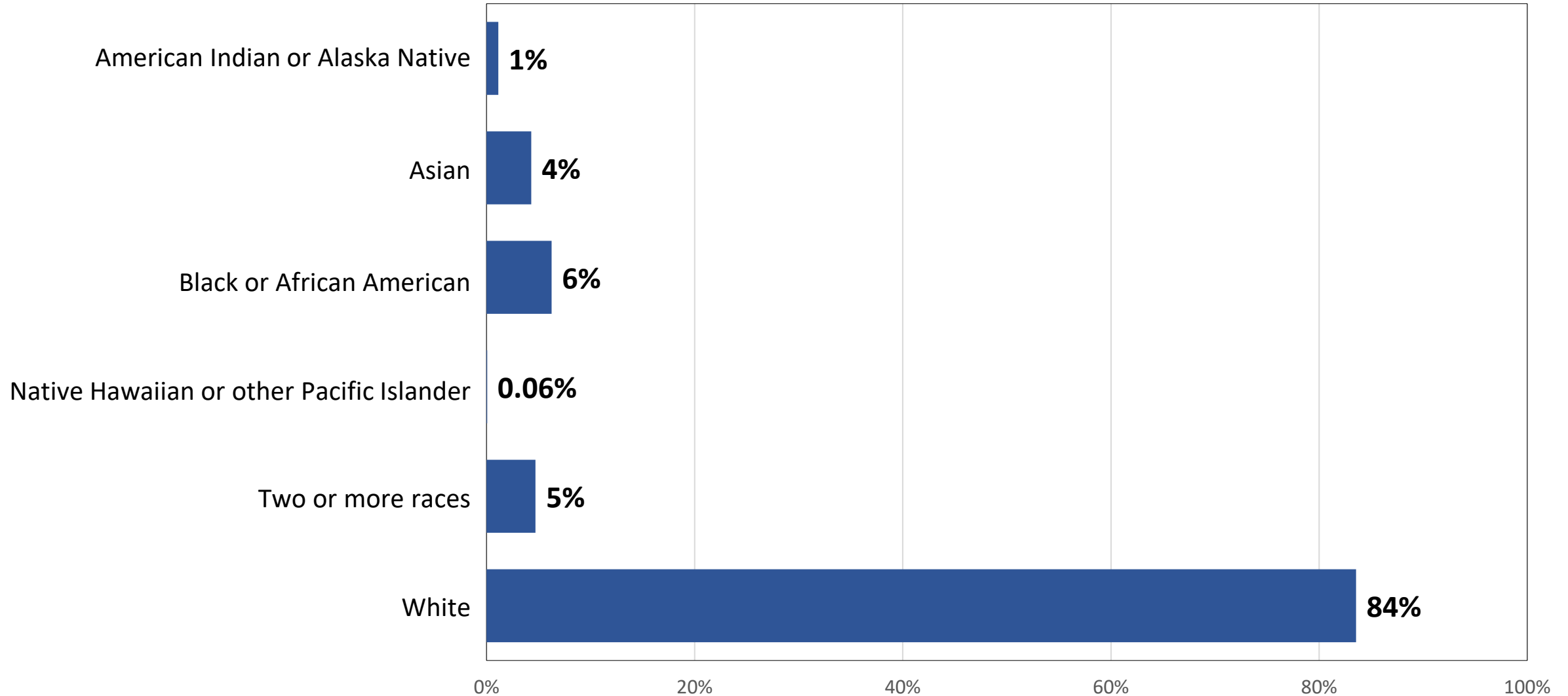
Q34.1. How Many People In Your Household Are Of Spanish, Hispanic, Or Latino Heritage?

by percentage of respondents that identify as Spanish, Hispanic, Or Latino Heritage



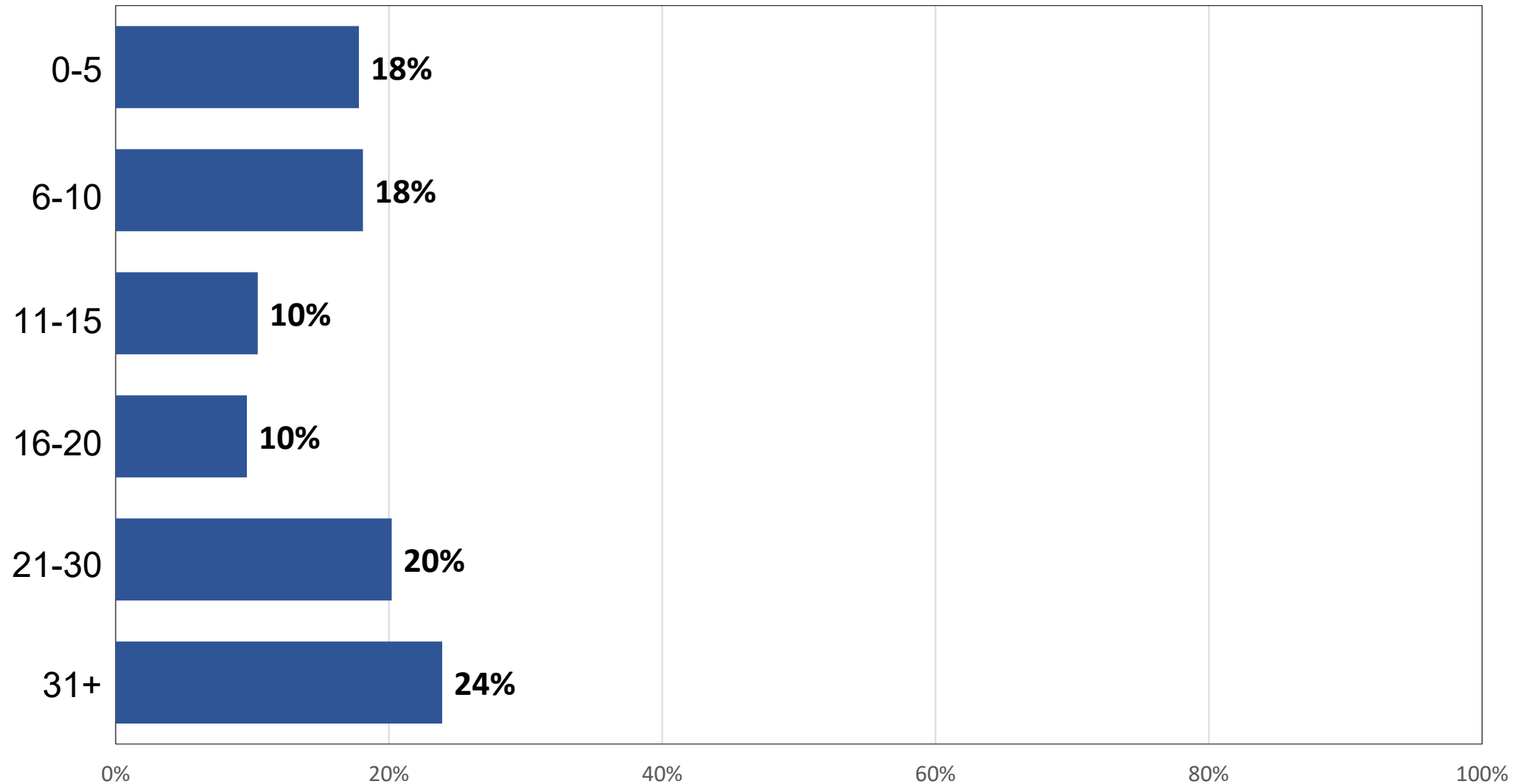
Q35. Including Yourself, How Many People In Your Household Are...

by percentage of respondents



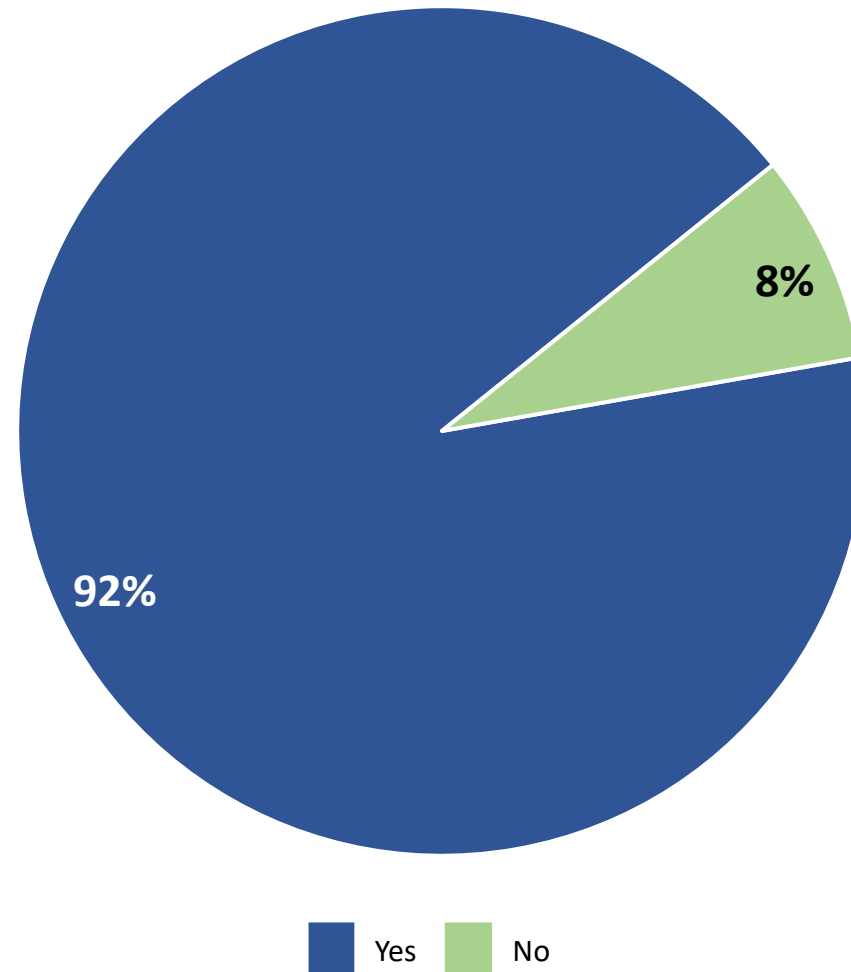
Q36. Approximately How Many Years Have You Lived In Lenexa?

by percentage of respondents (excluding “not provided”)



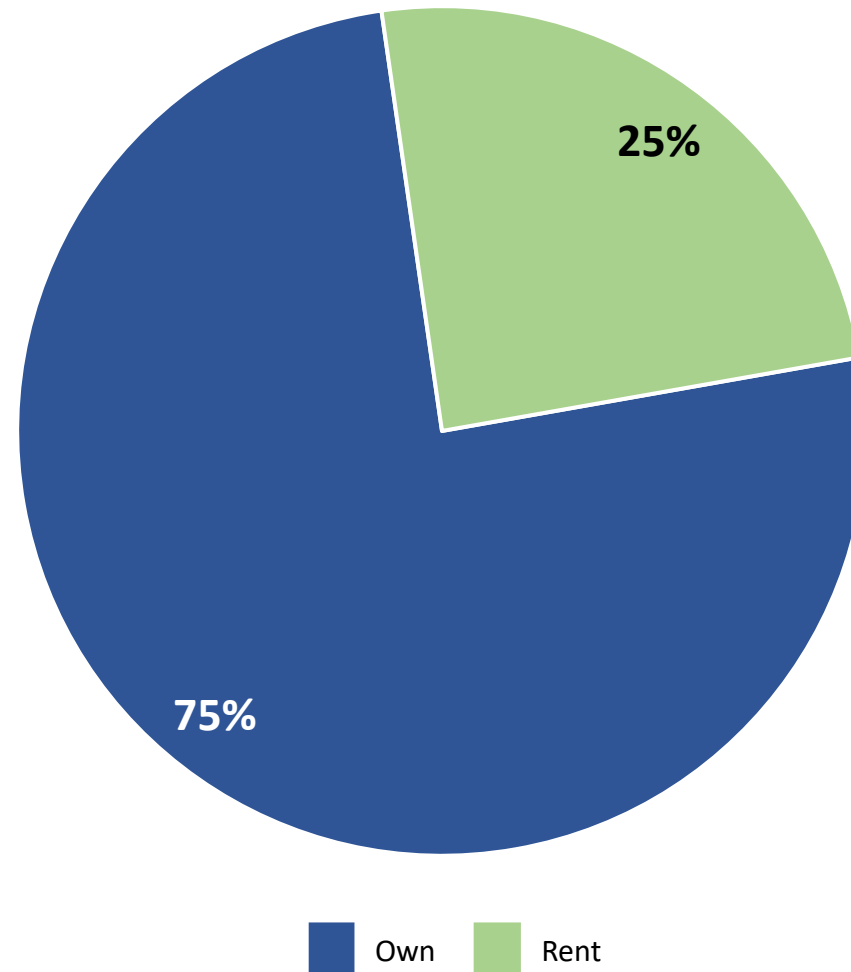
Q37. Do You Plan To Retire In Lenexa?

by percentage of respondents (excluding not provided)



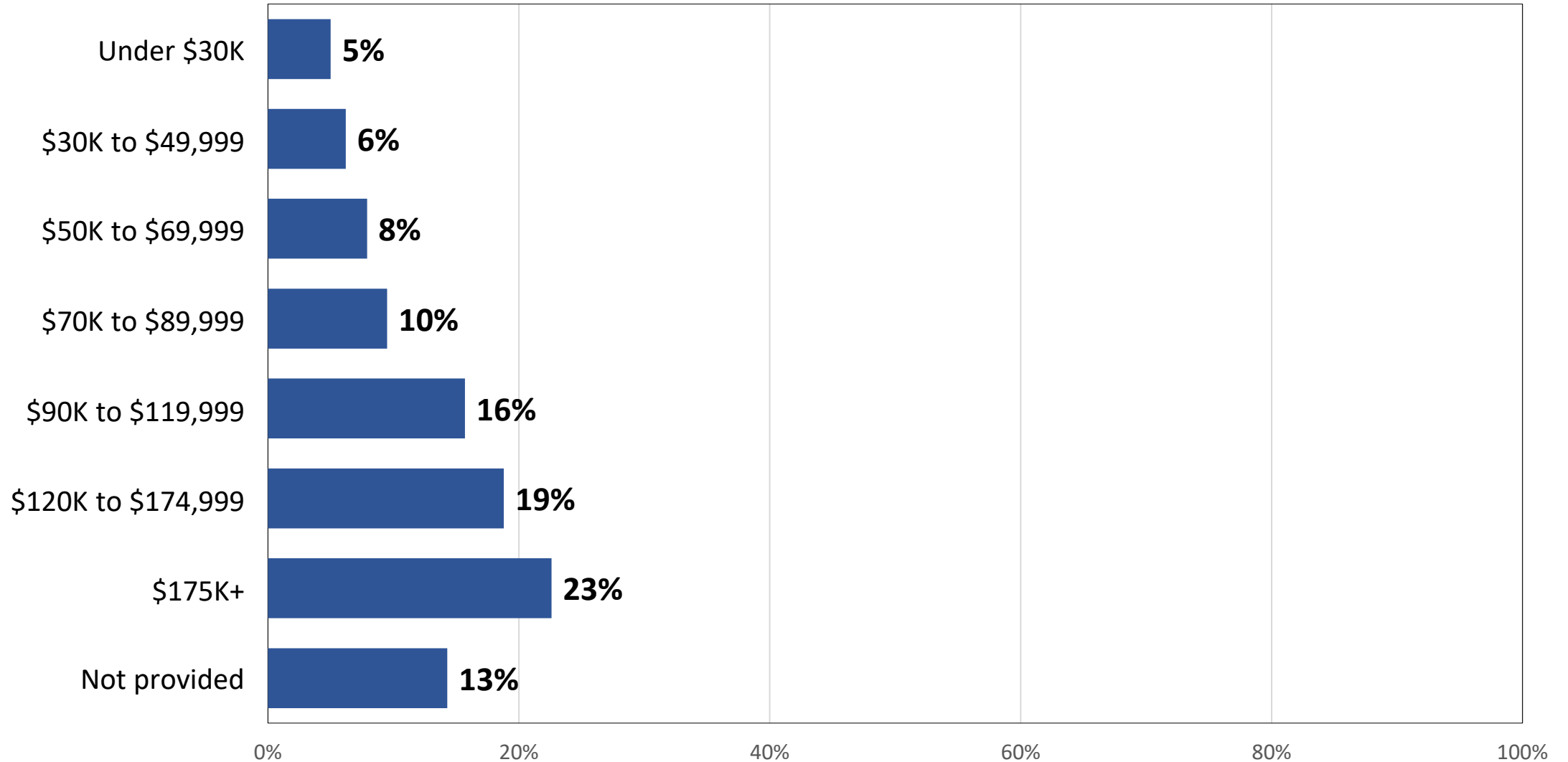
Q38. Do You Own Or Rent Your Current Residence?

by percentage of respondents (excluding not provided)



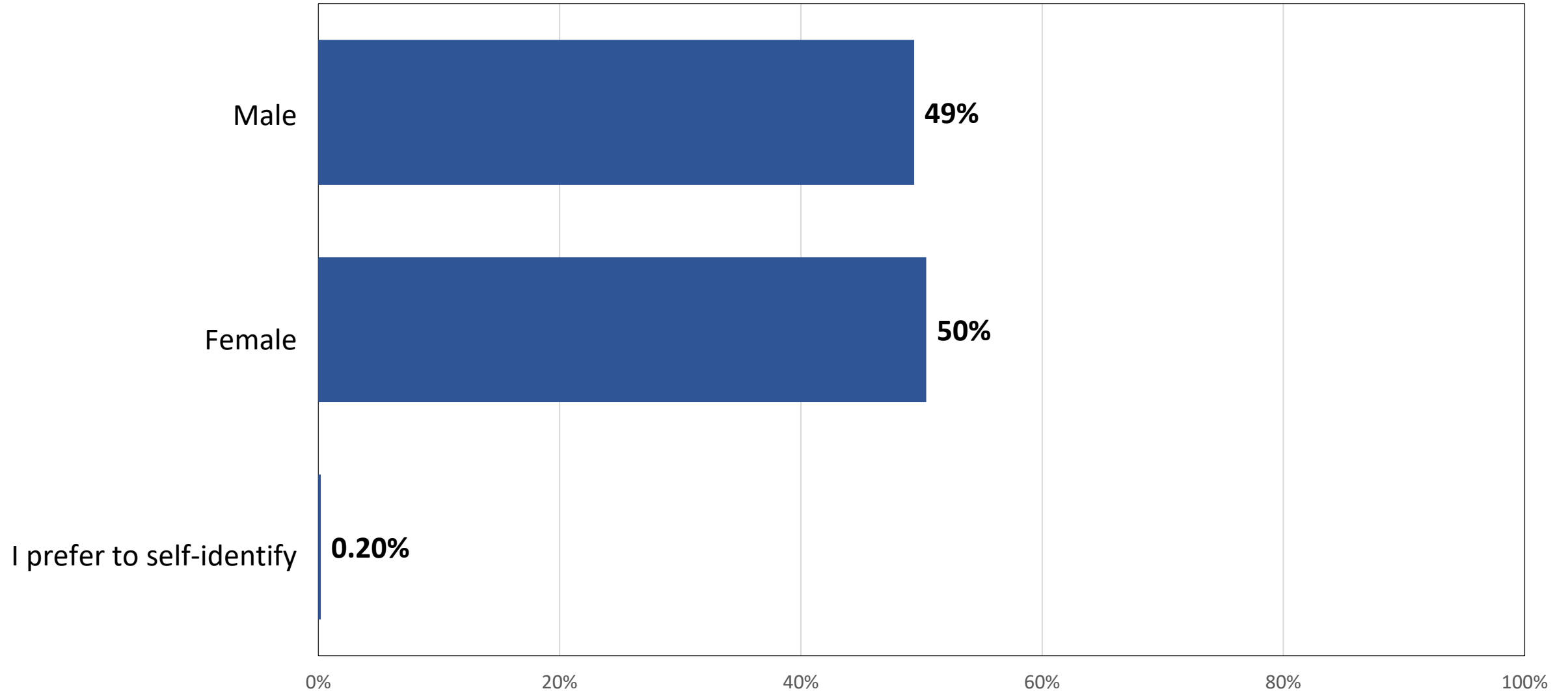
Q39. Would You Say Your Total Annual Household Income Is...

by percentage of respondents



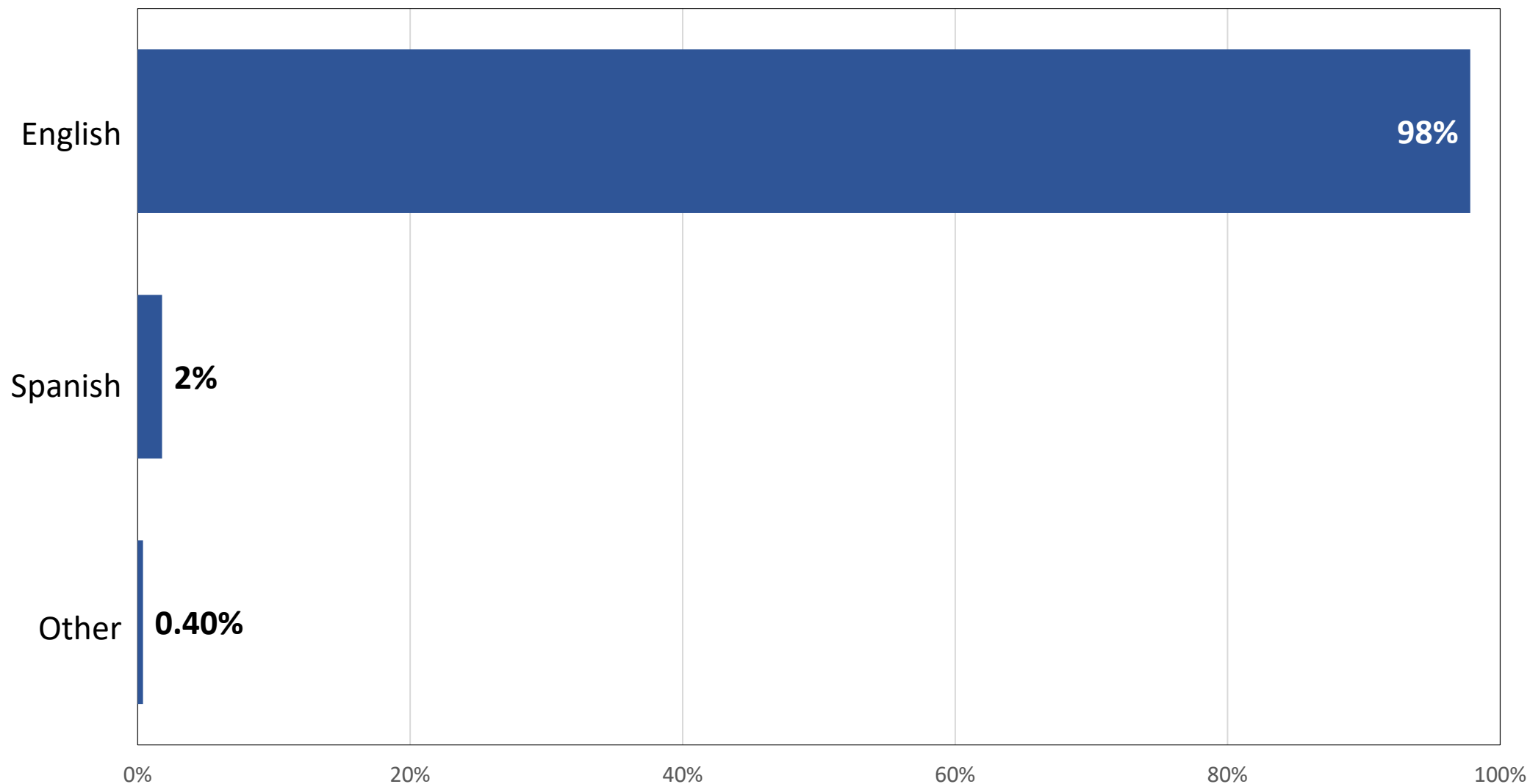
Q40. Your Gender:

by percentage of respondents (excluding “not provided”)



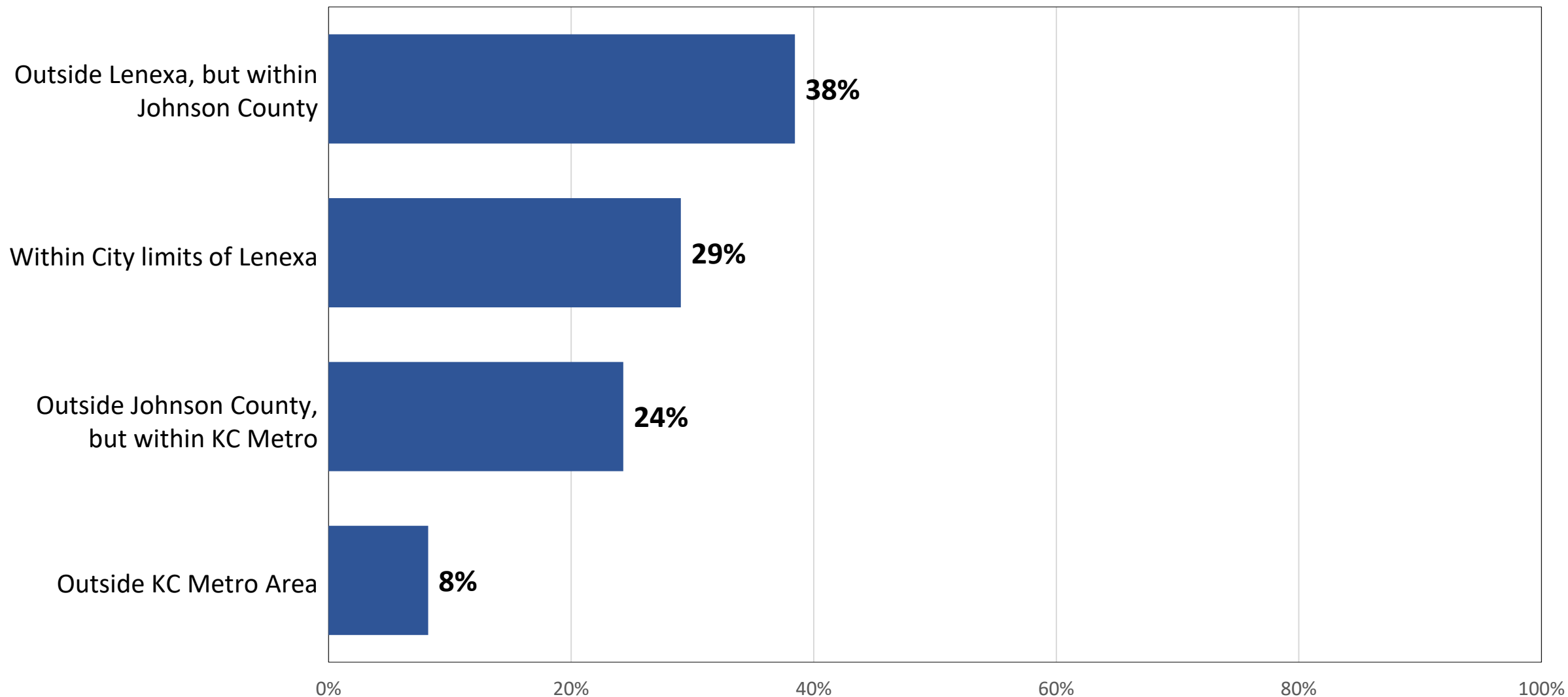
Q41. What Is The Primary Language Spoken In Your Home?

by percentage of respondents (excluding “not provided”)



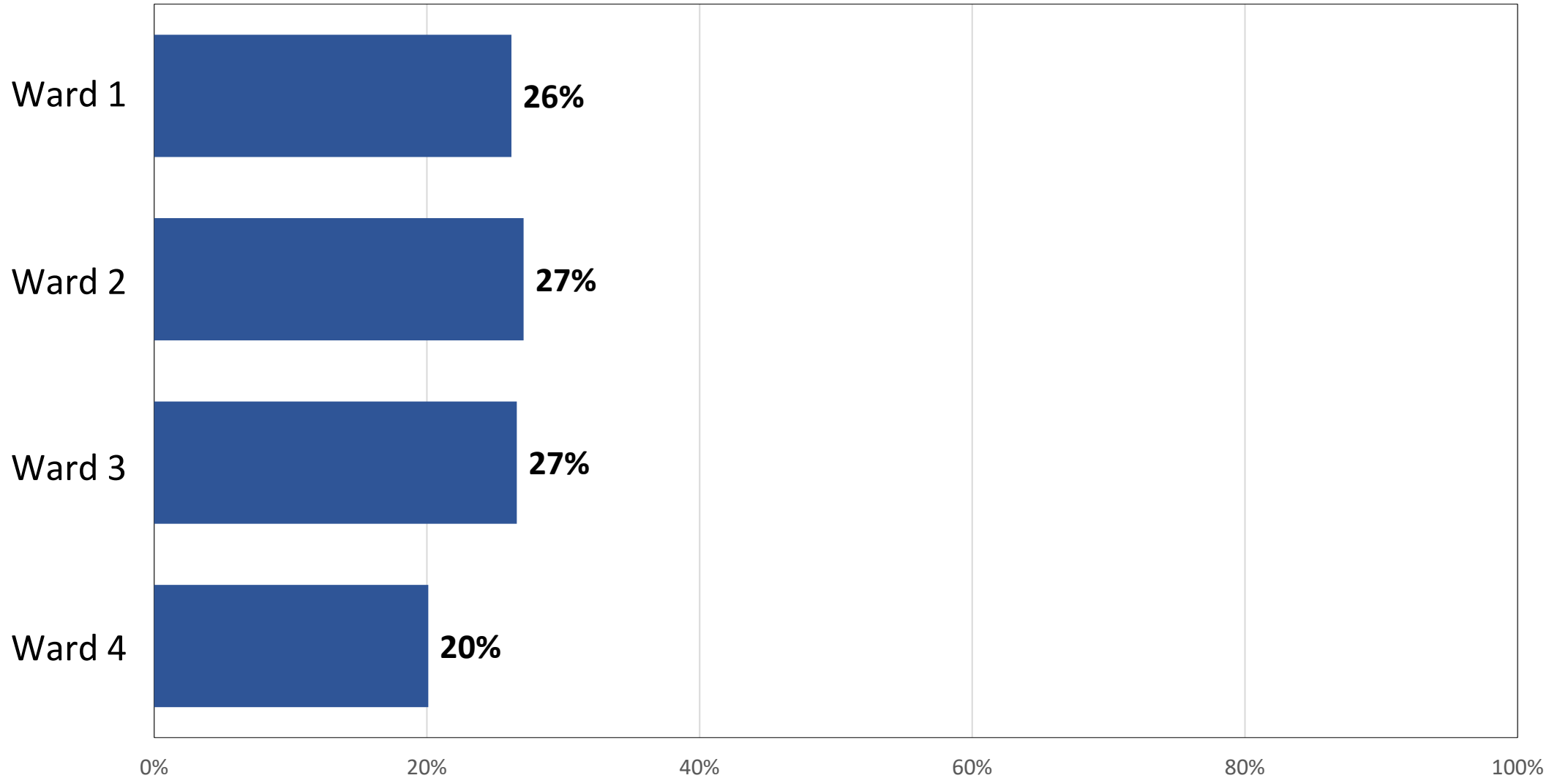
Q42. How Many People In Your Household Are Employed In Each Of The Following Areas:

by percentage of respondents



Ward:

by percentage of respondents

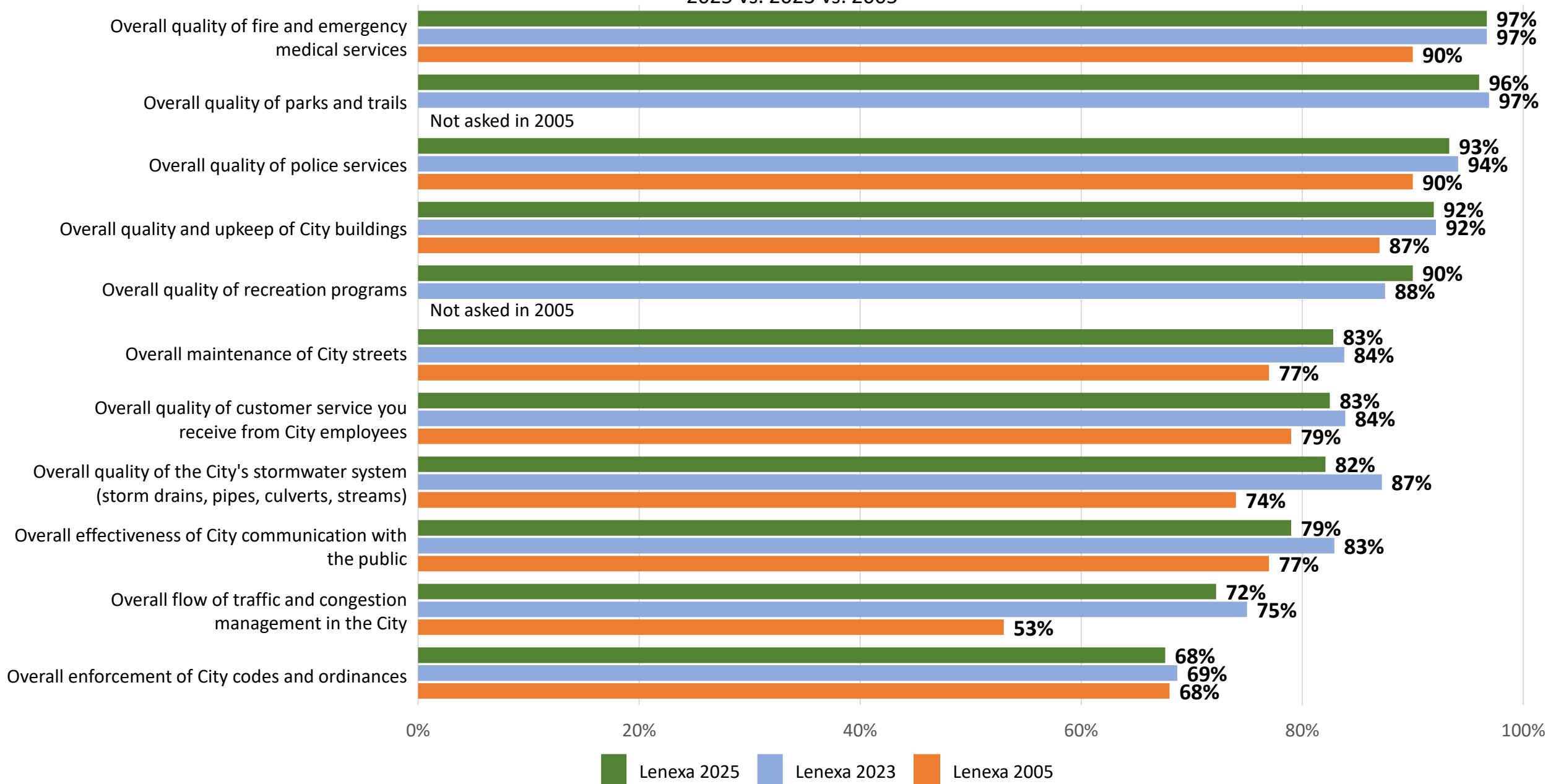




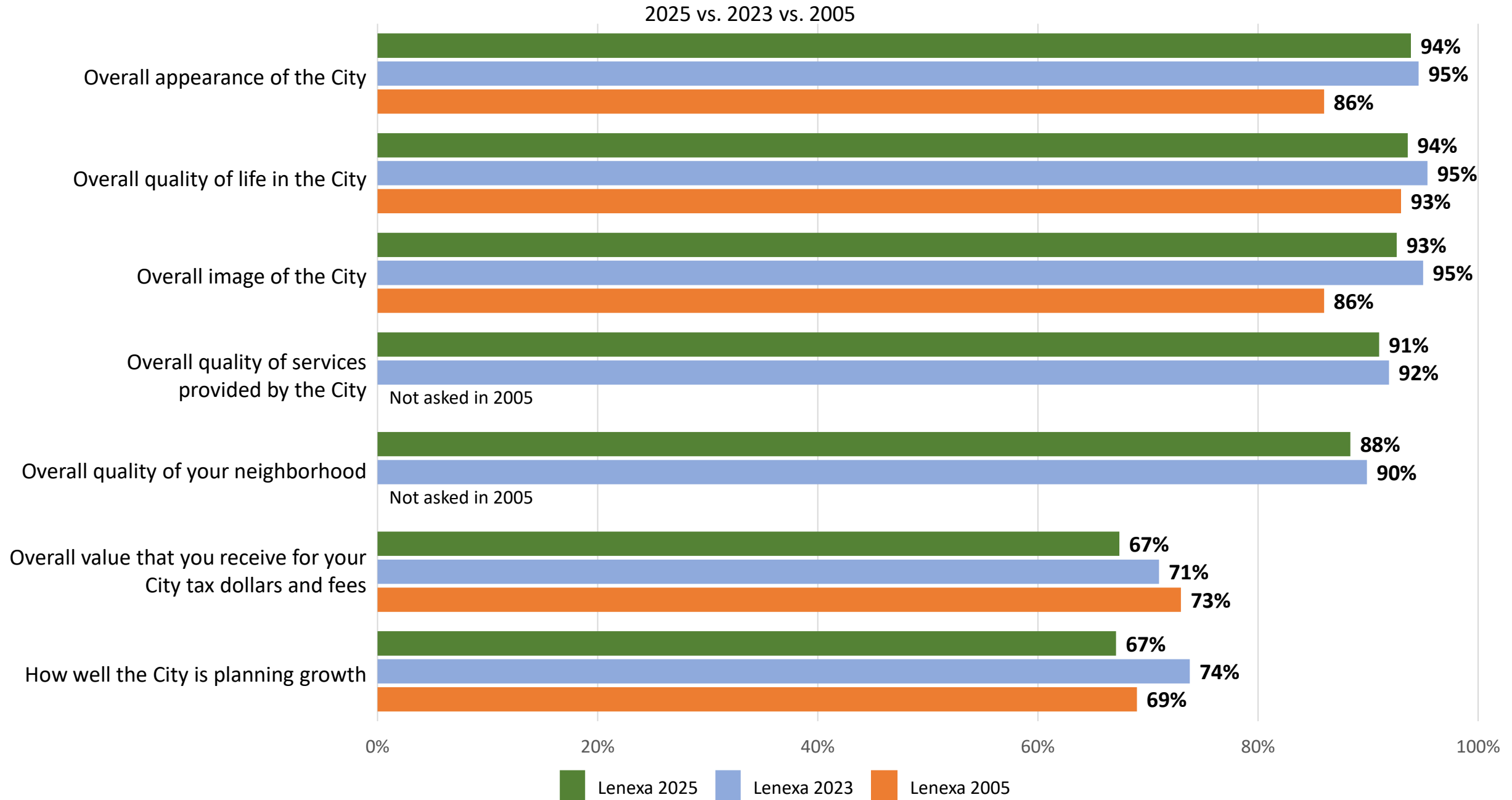
Trends Analysis

Q1. Satisfaction With Overall Services

2025 vs. 2023 vs. 2005

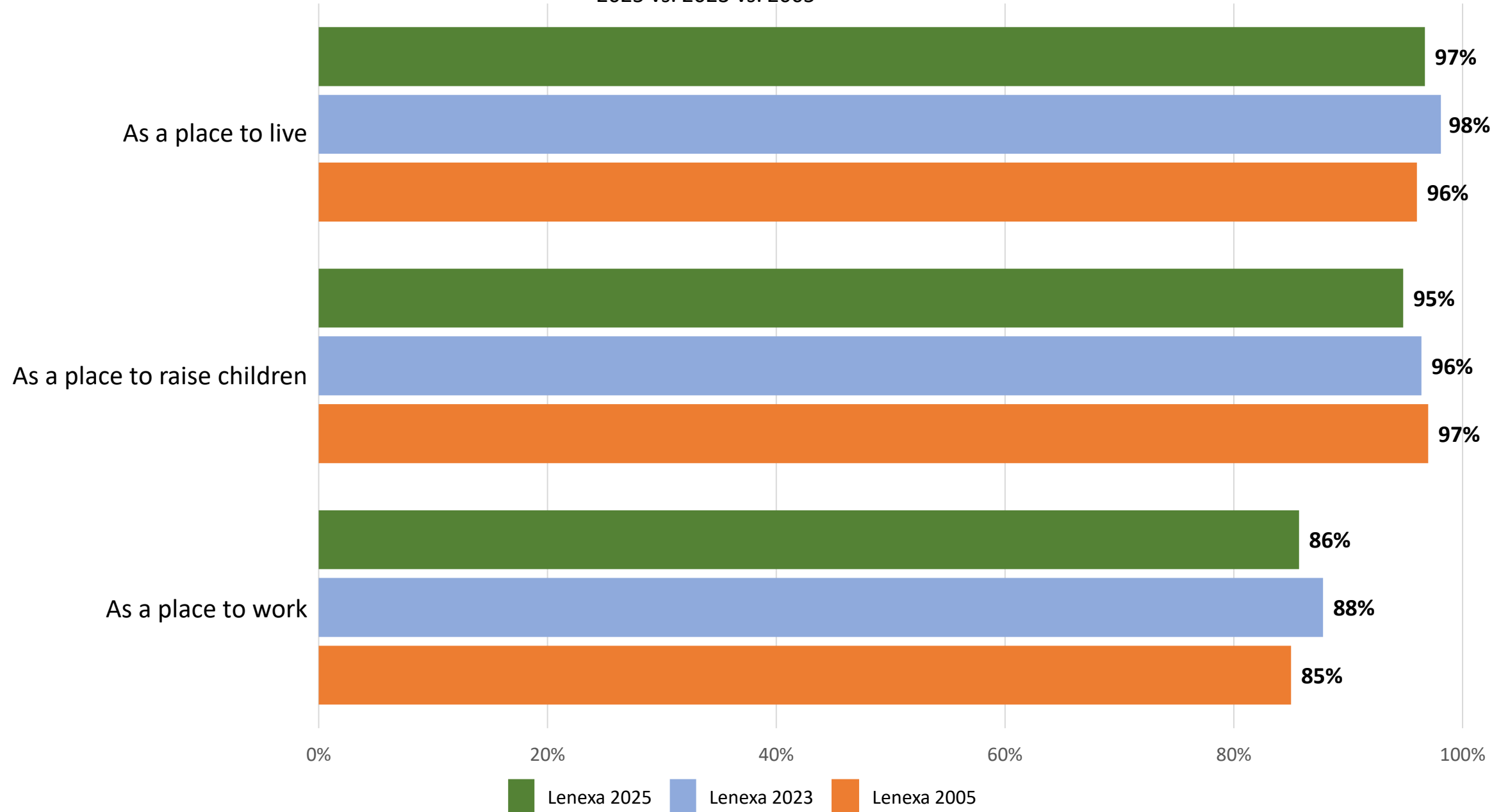


Q3. Satisfaction With Perceptions Of Lenexa



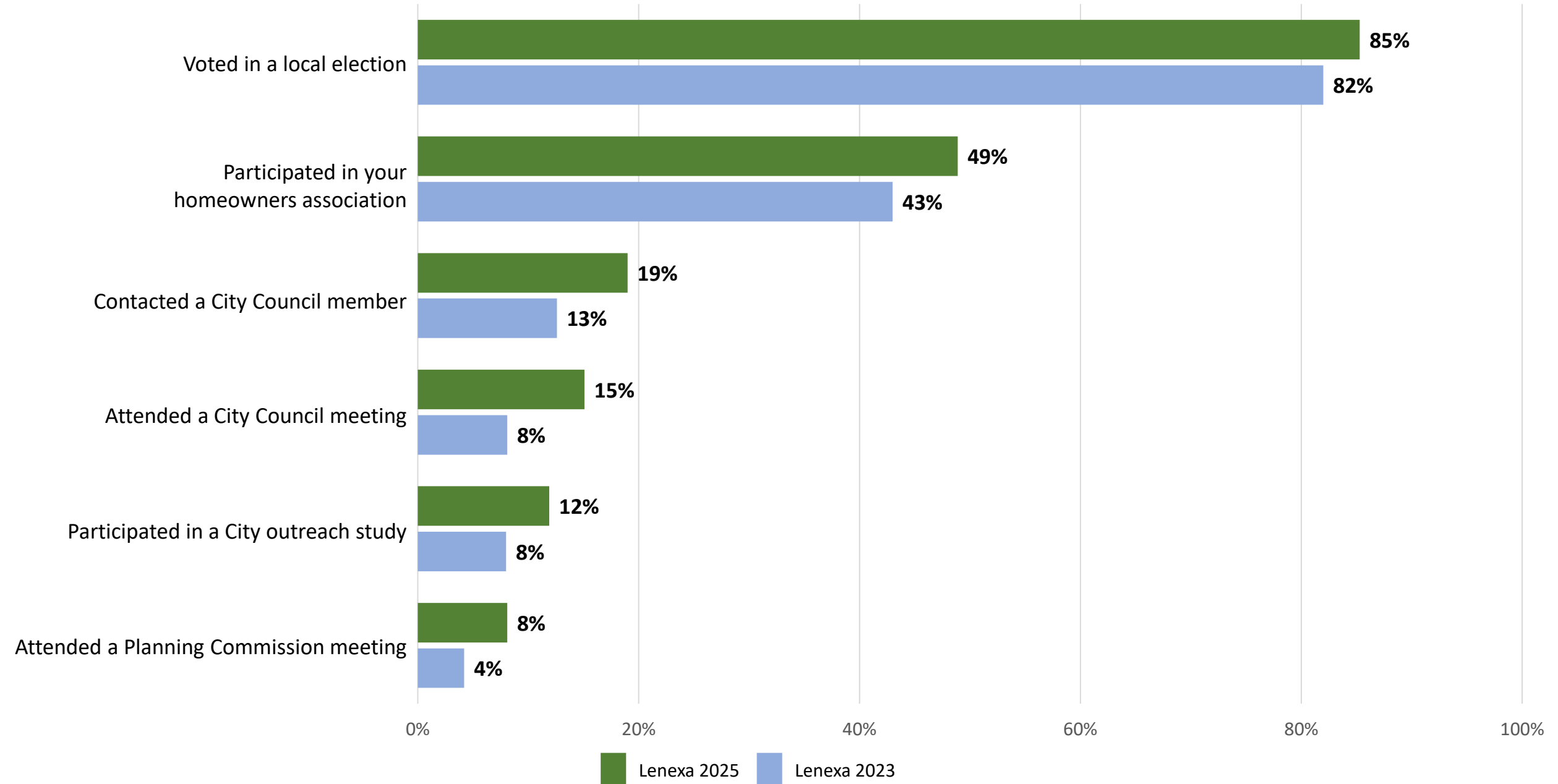
Q4. Overall Ratings Of Lenexa

2025 vs. 2023 vs. 2005



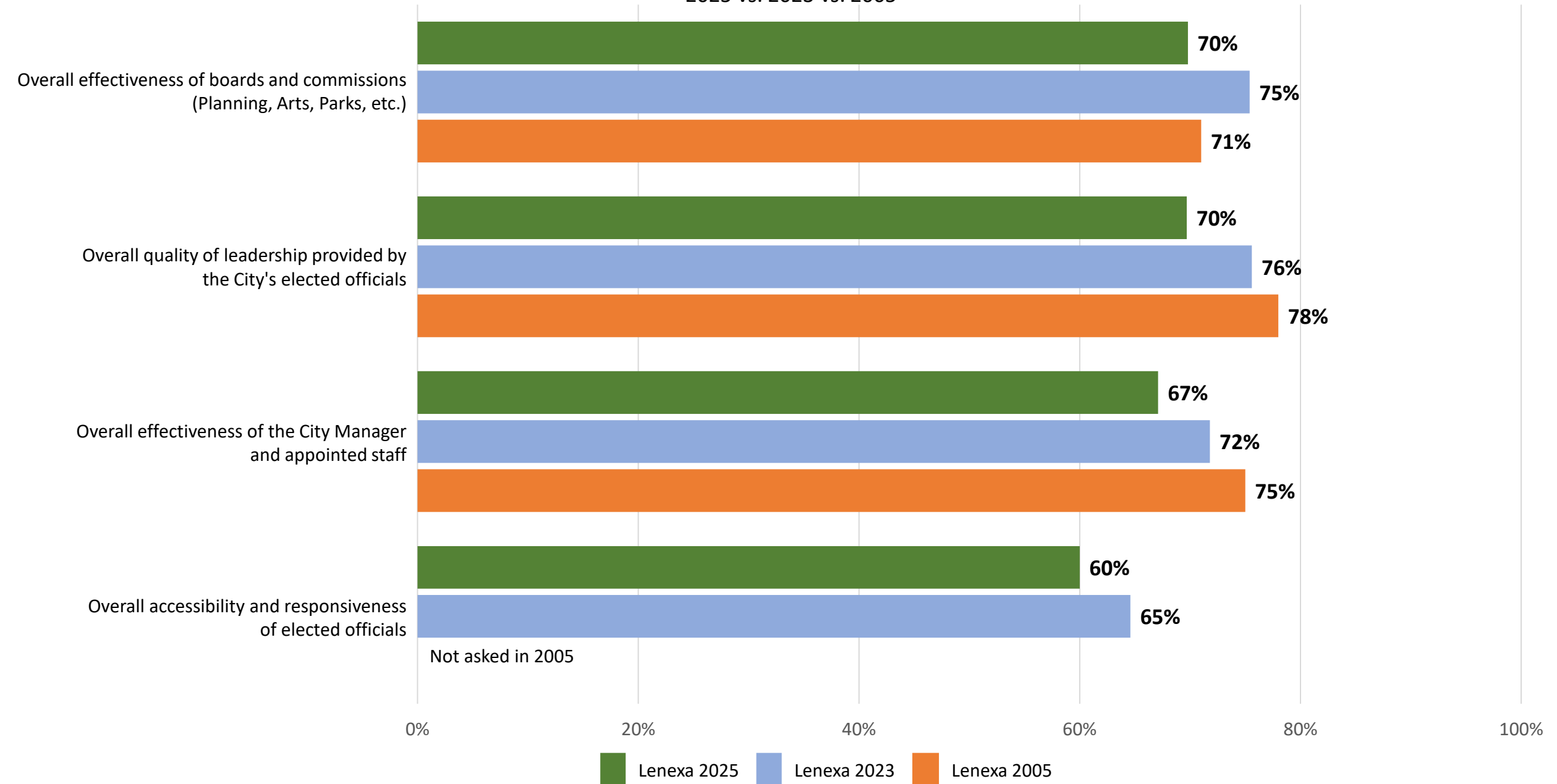
Q5. In The Last Two Years, Have You Or Any Members Of Your Family...

2025 vs. 2023

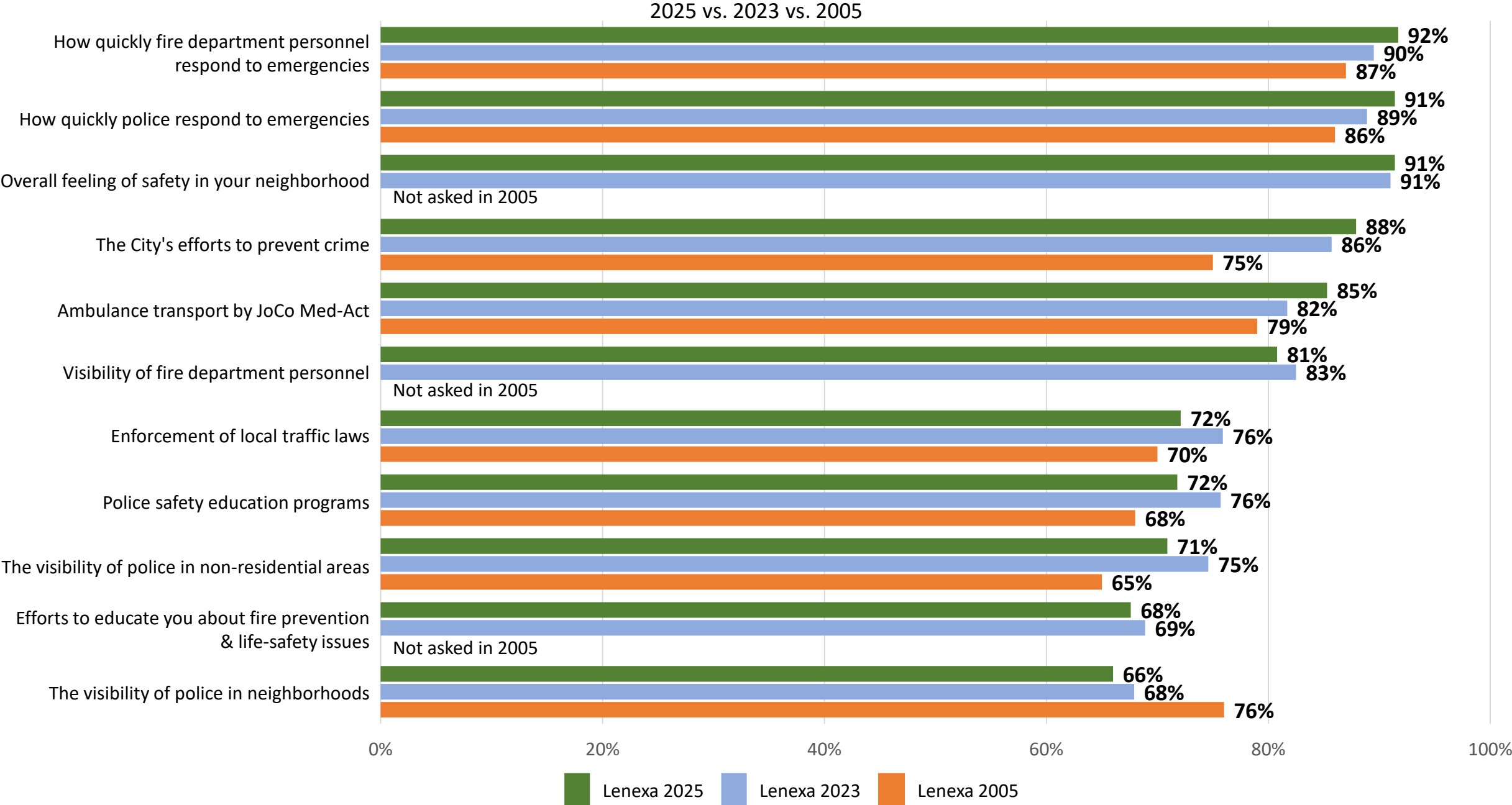


Q6. Satisfaction With City Leadership

2025 vs. 2023 vs. 2005

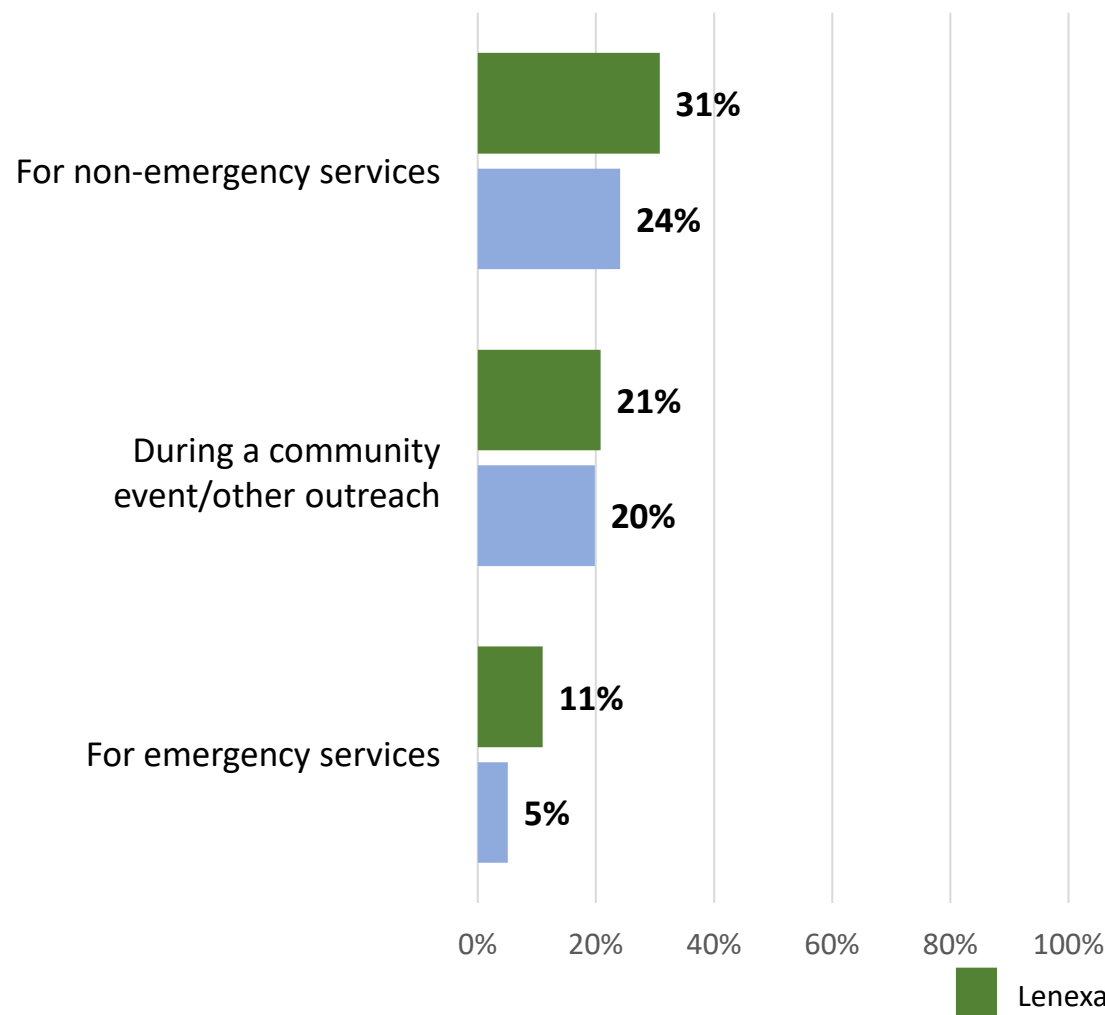


Q10. Satisfaction With Public Safety

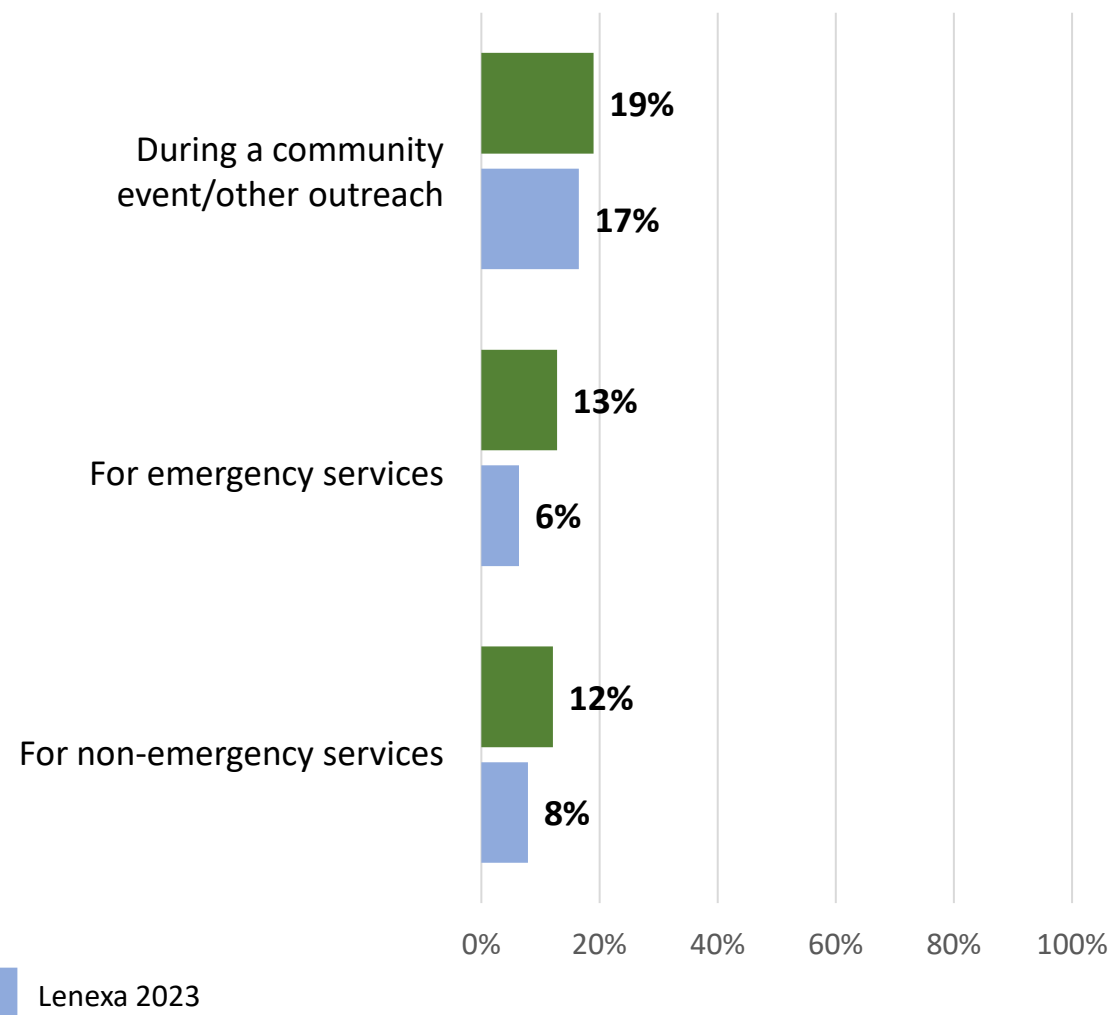


Q12. In The Last Two Years, Have You Or Any Members Of Your Family Called Or Interacted With The... 2025 vs. 2023

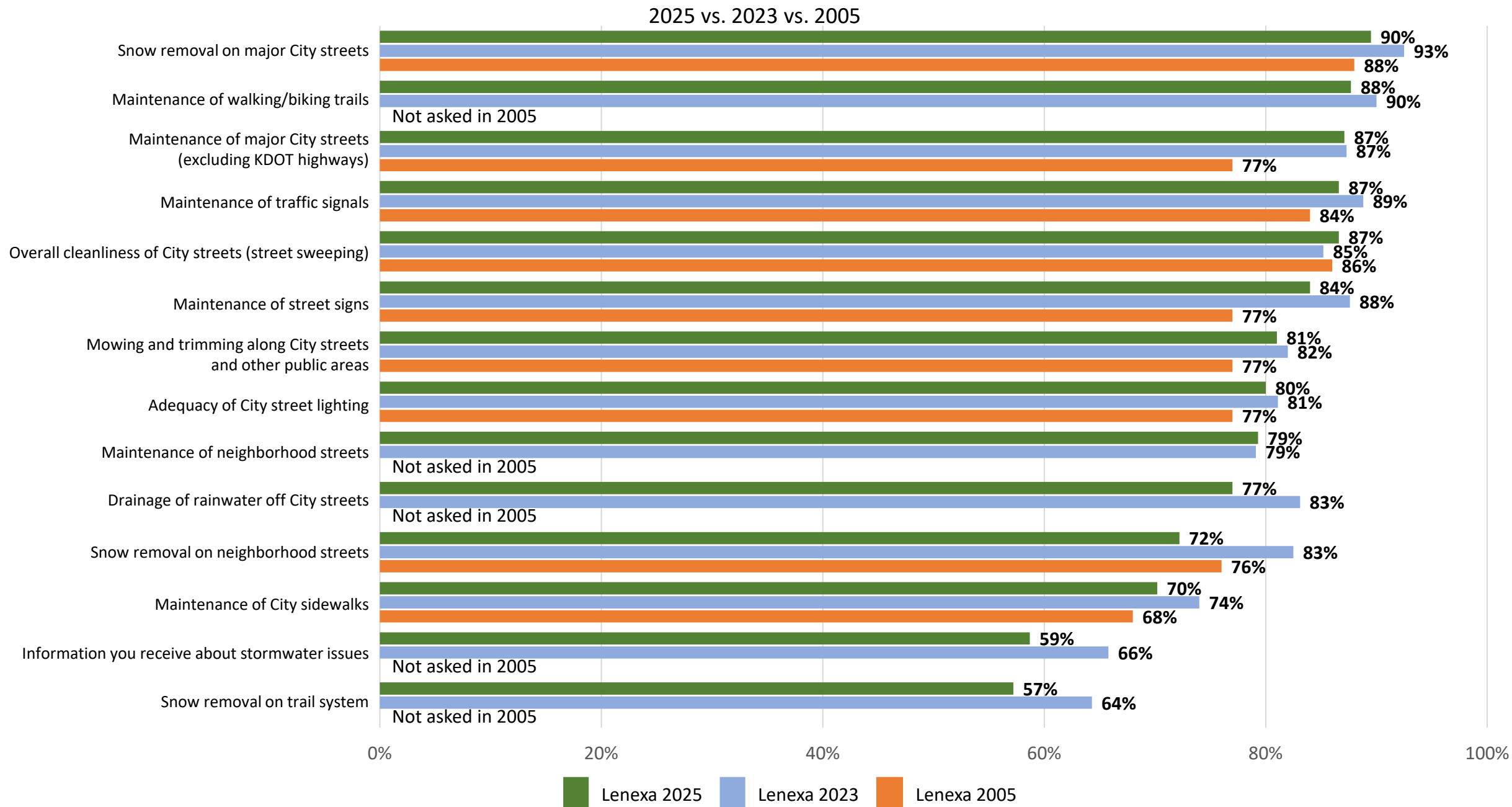
Police Department



Fire Department

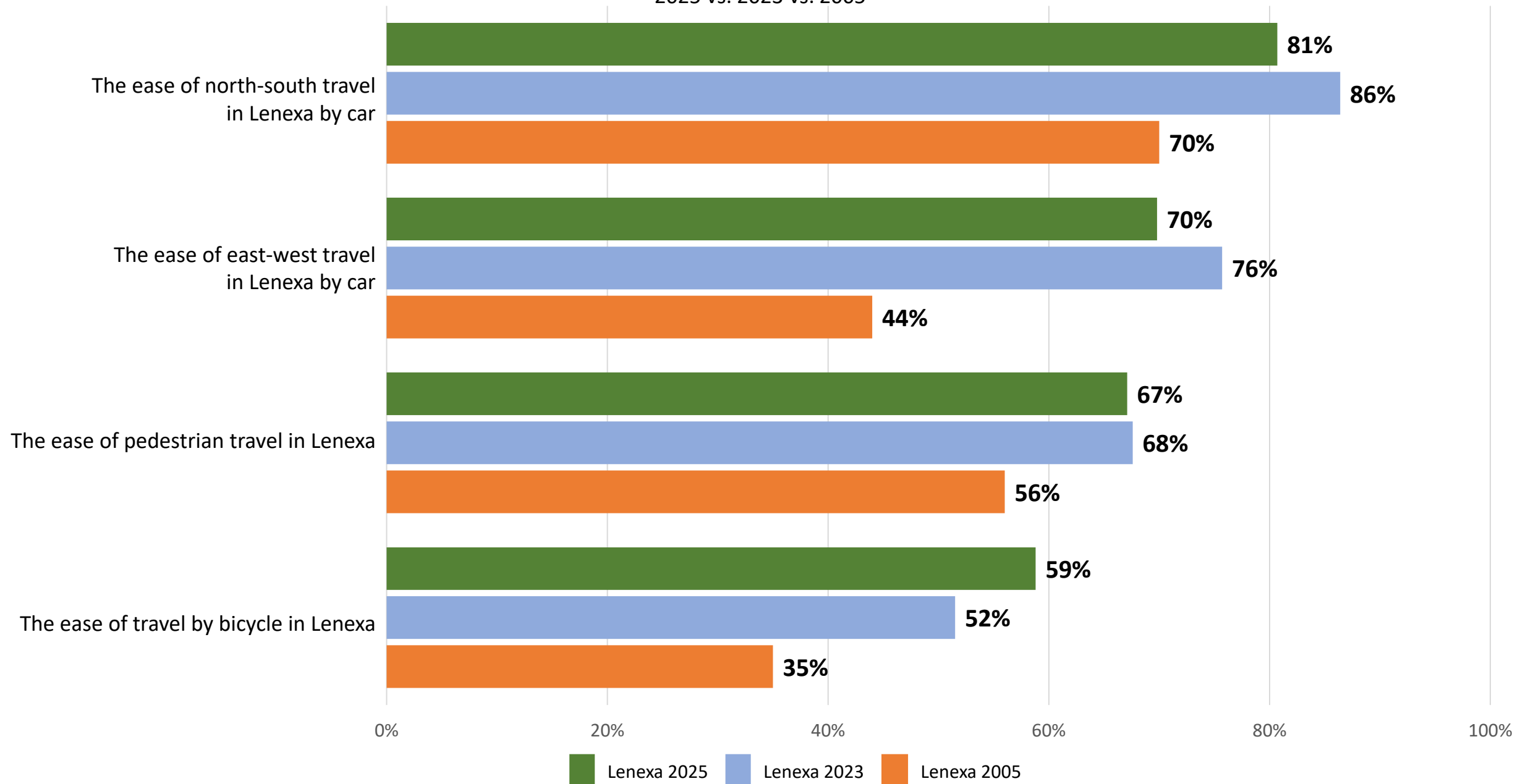


Q13. Satisfaction With City Maintenance



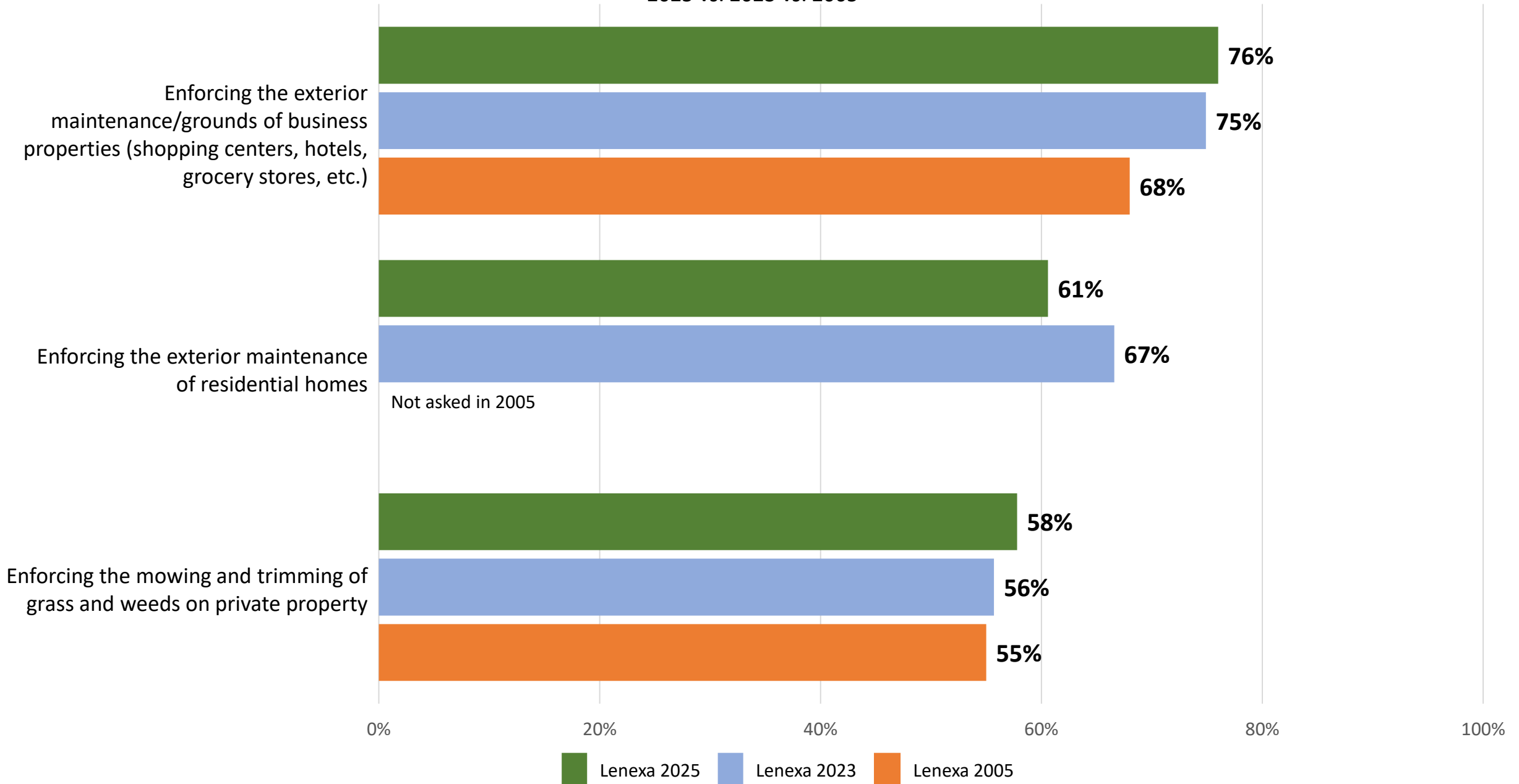
Q15. Satisfaction With Traffic Flow

2025 vs. 2023 vs. 2005



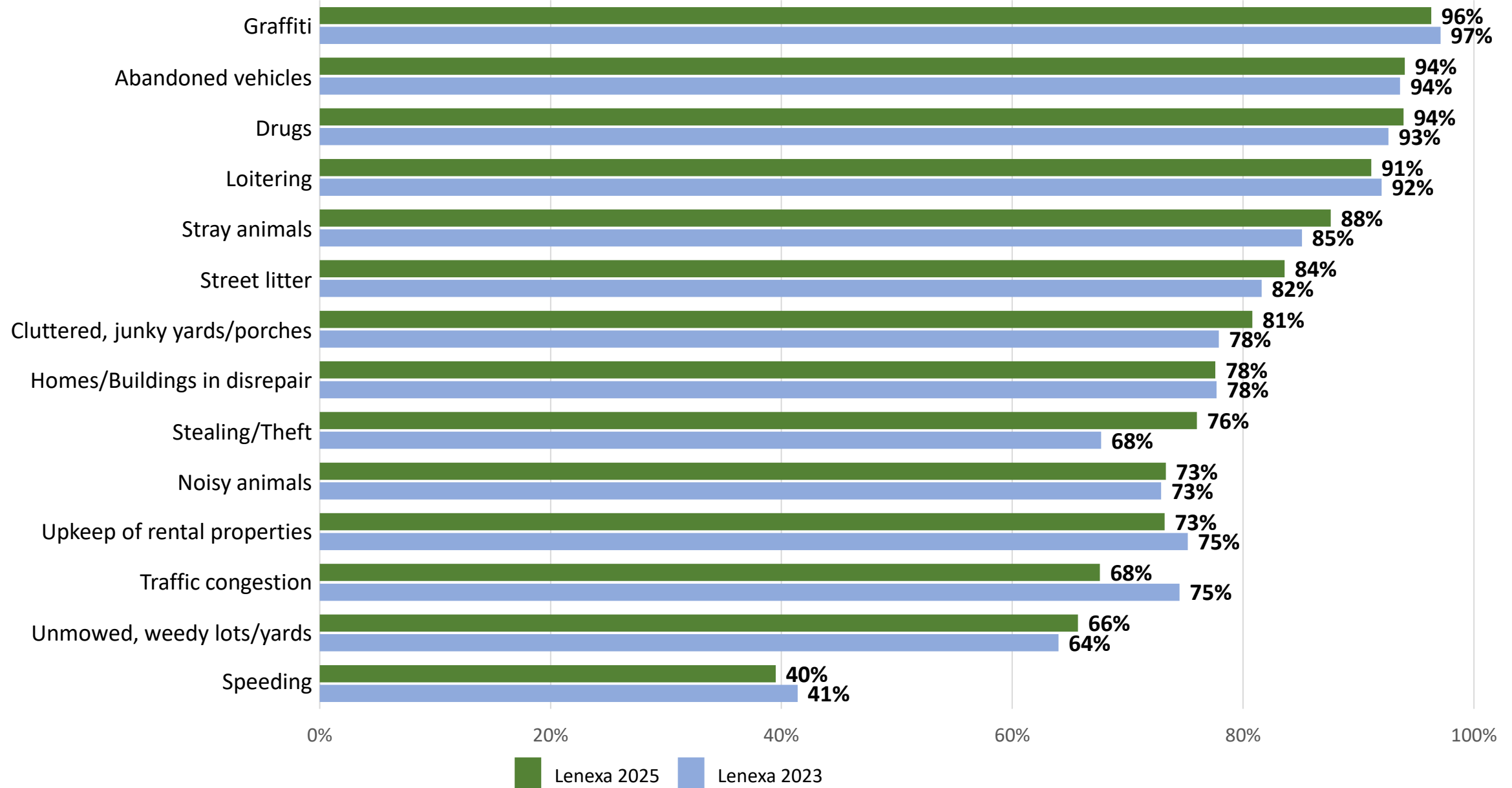
Q16. Satisfaction With Code Enforcement

2025 vs. 2023 vs. 2005



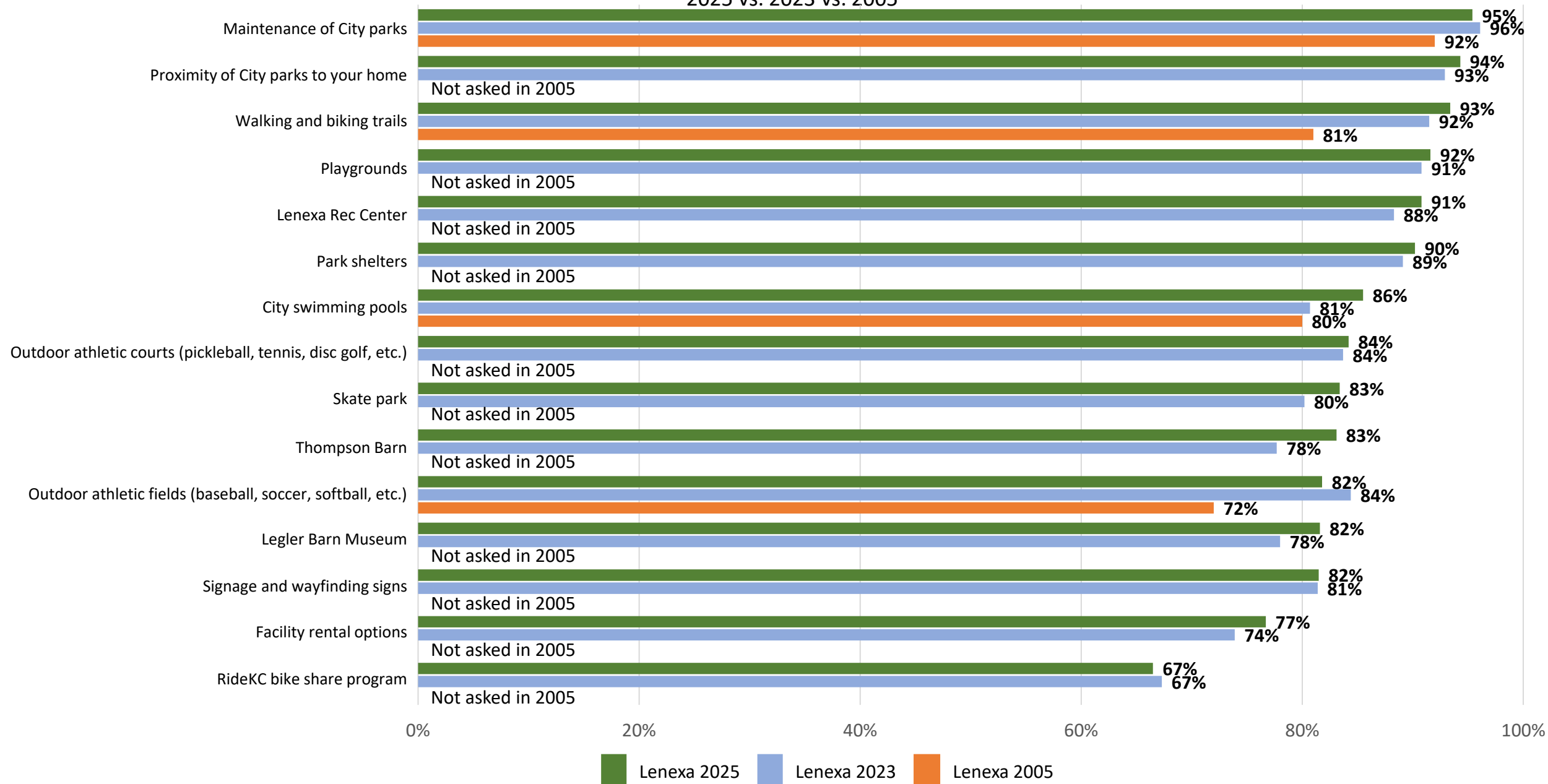
Q19. Problems In Your Neighborhood

by percentage of respondents that indicated that the issue was not a problem
2025 vs. 2023



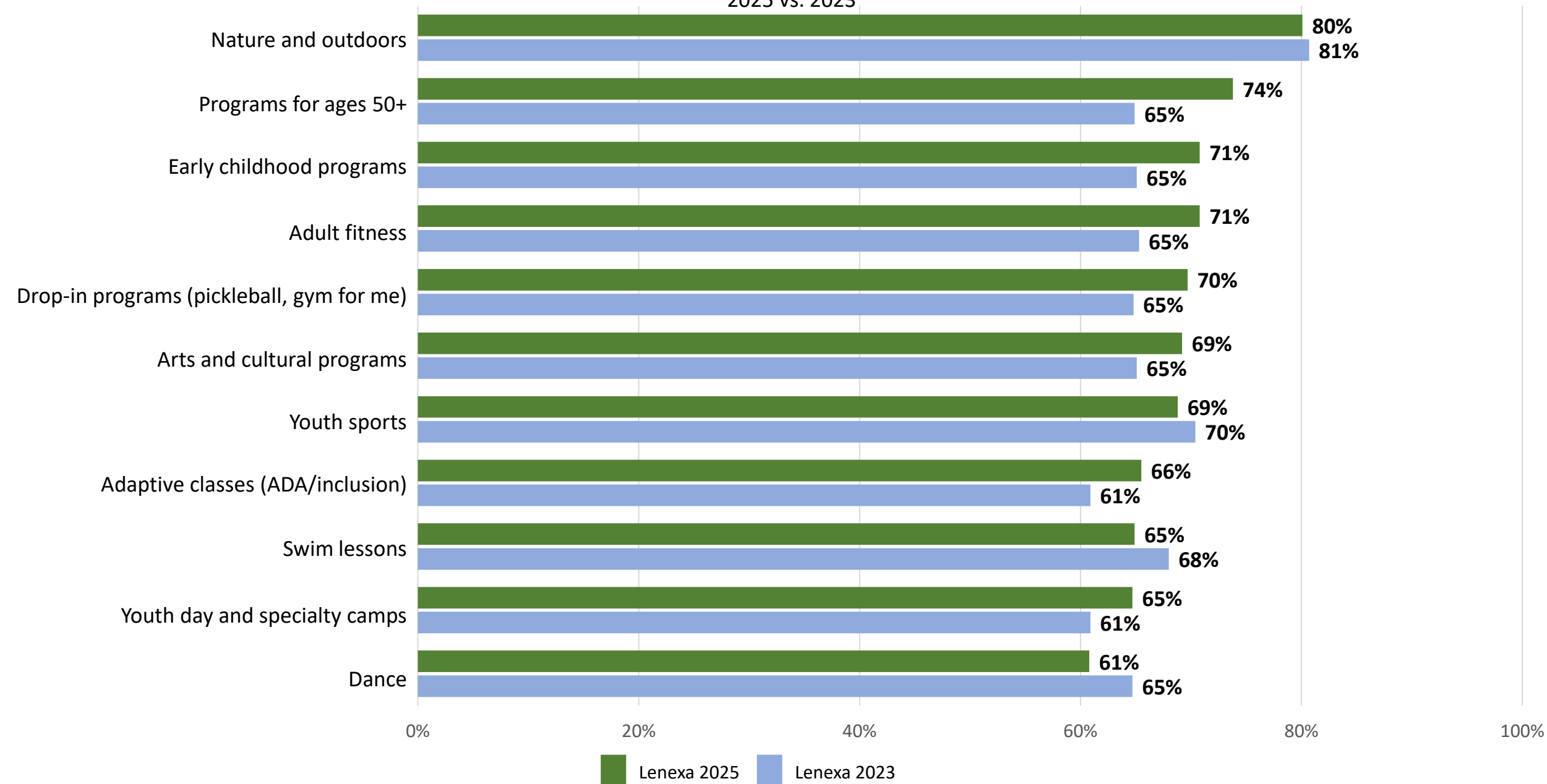
Q21. Satisfaction With Parks And Recreation Amenities

2025 vs. 2023 vs. 2005



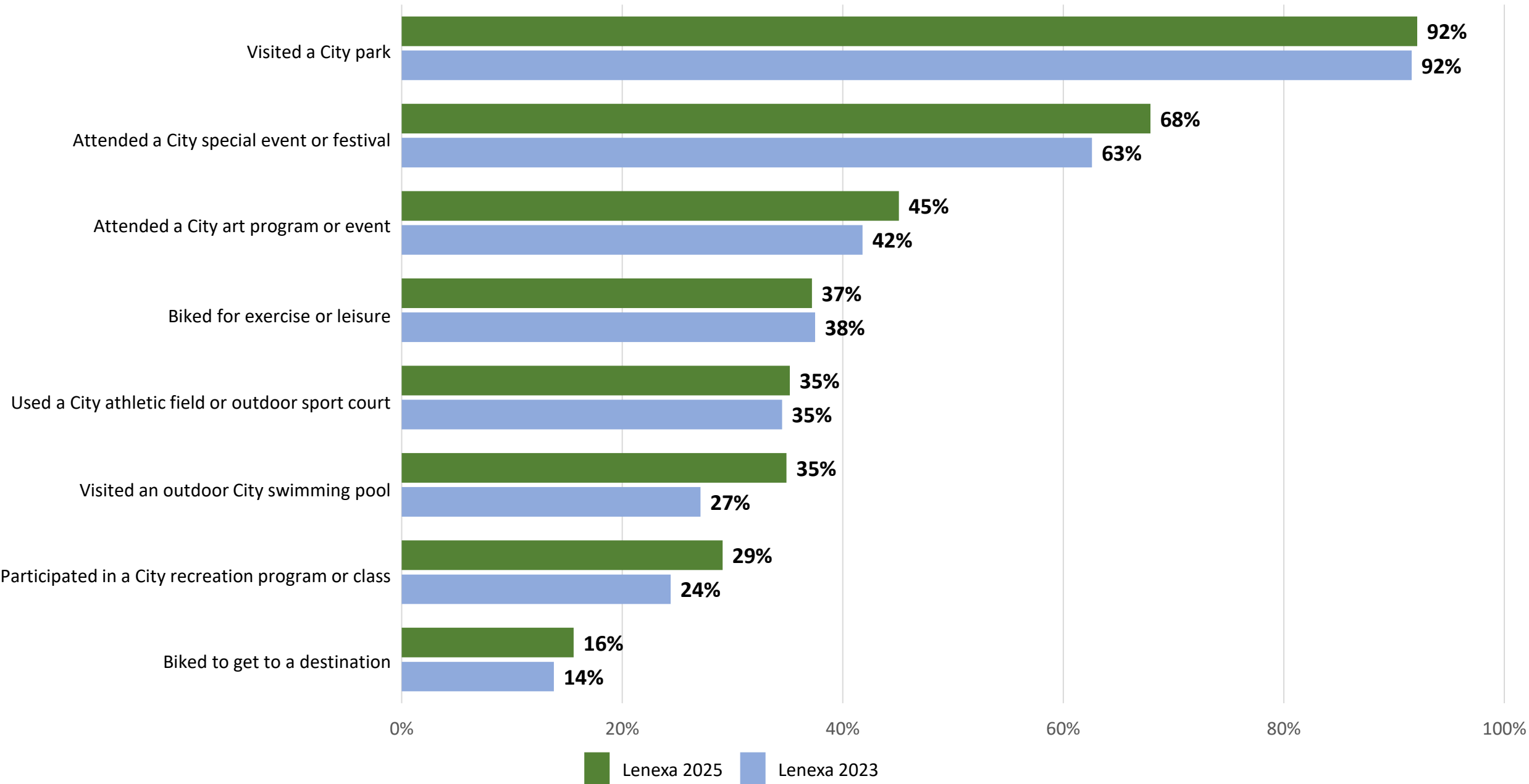
Q23. Satisfaction With Parks And Recreation Programs

2025 vs. 2023



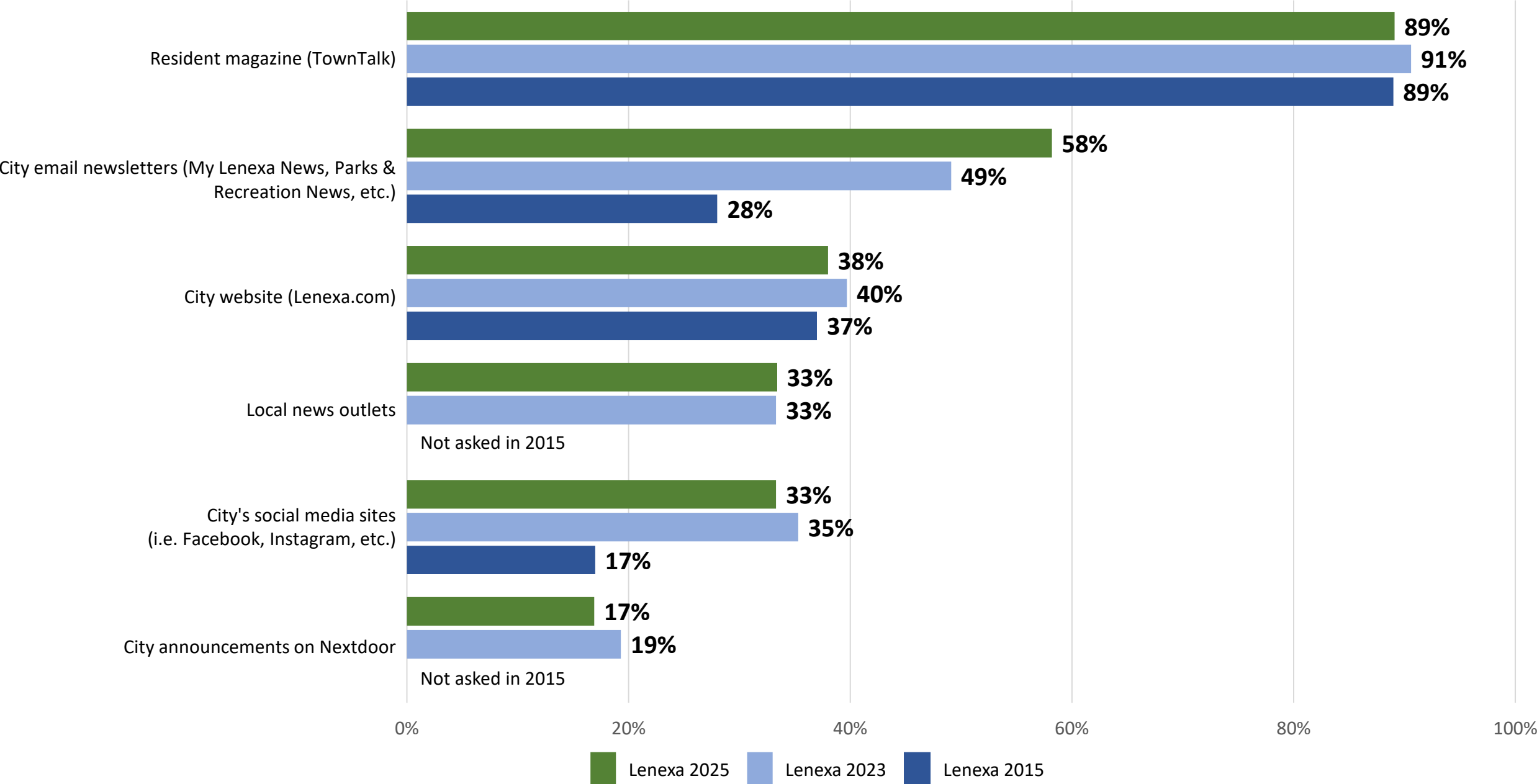
Q25. In The Last Two Years, Have You Or Any Members Of Your Family...

2025 vs. 2023



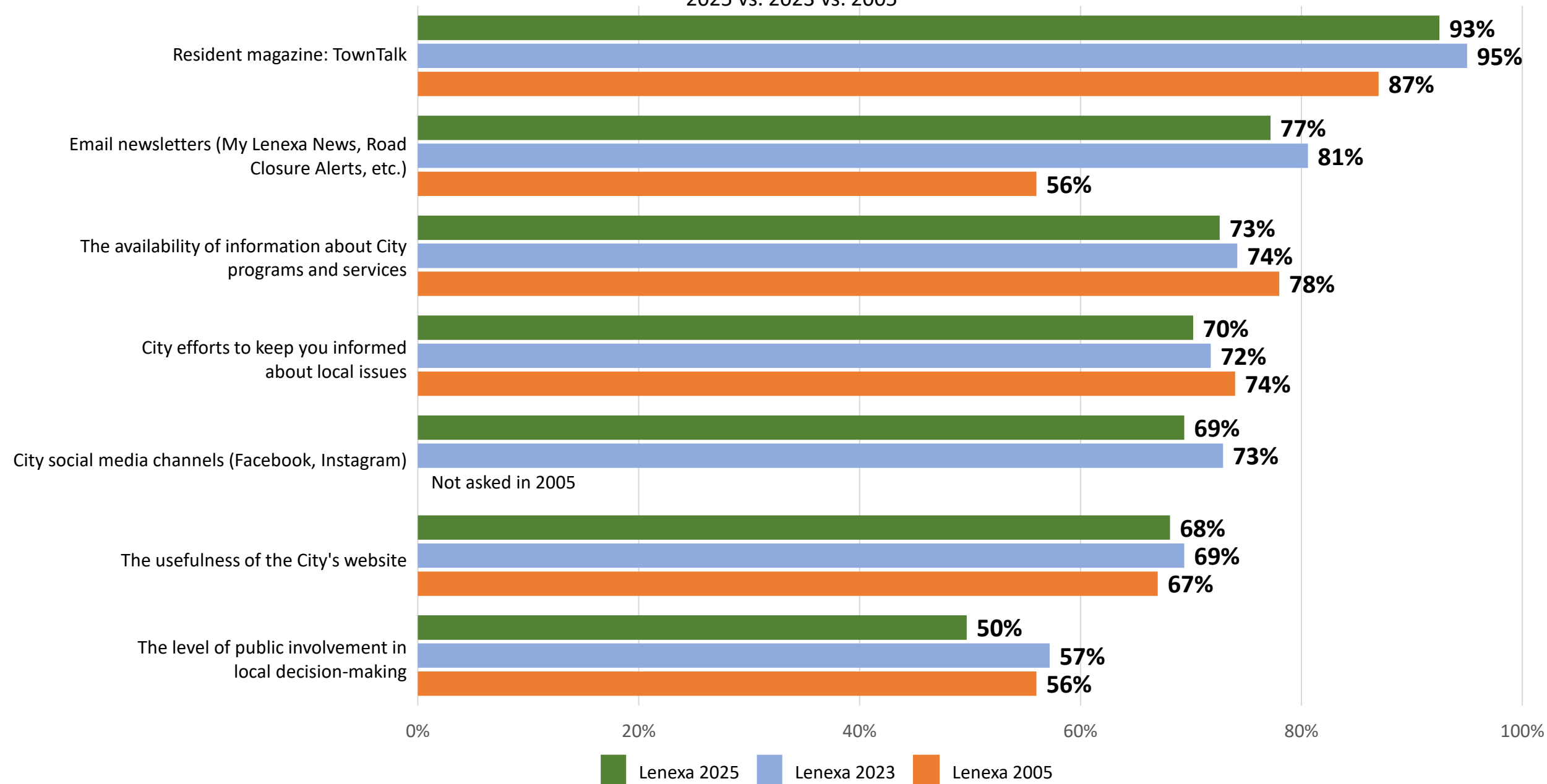
Q26. Where Do You Currently Get News And Information About City Programs, Services And Events?

2025 vs. 2023 vs. 2015



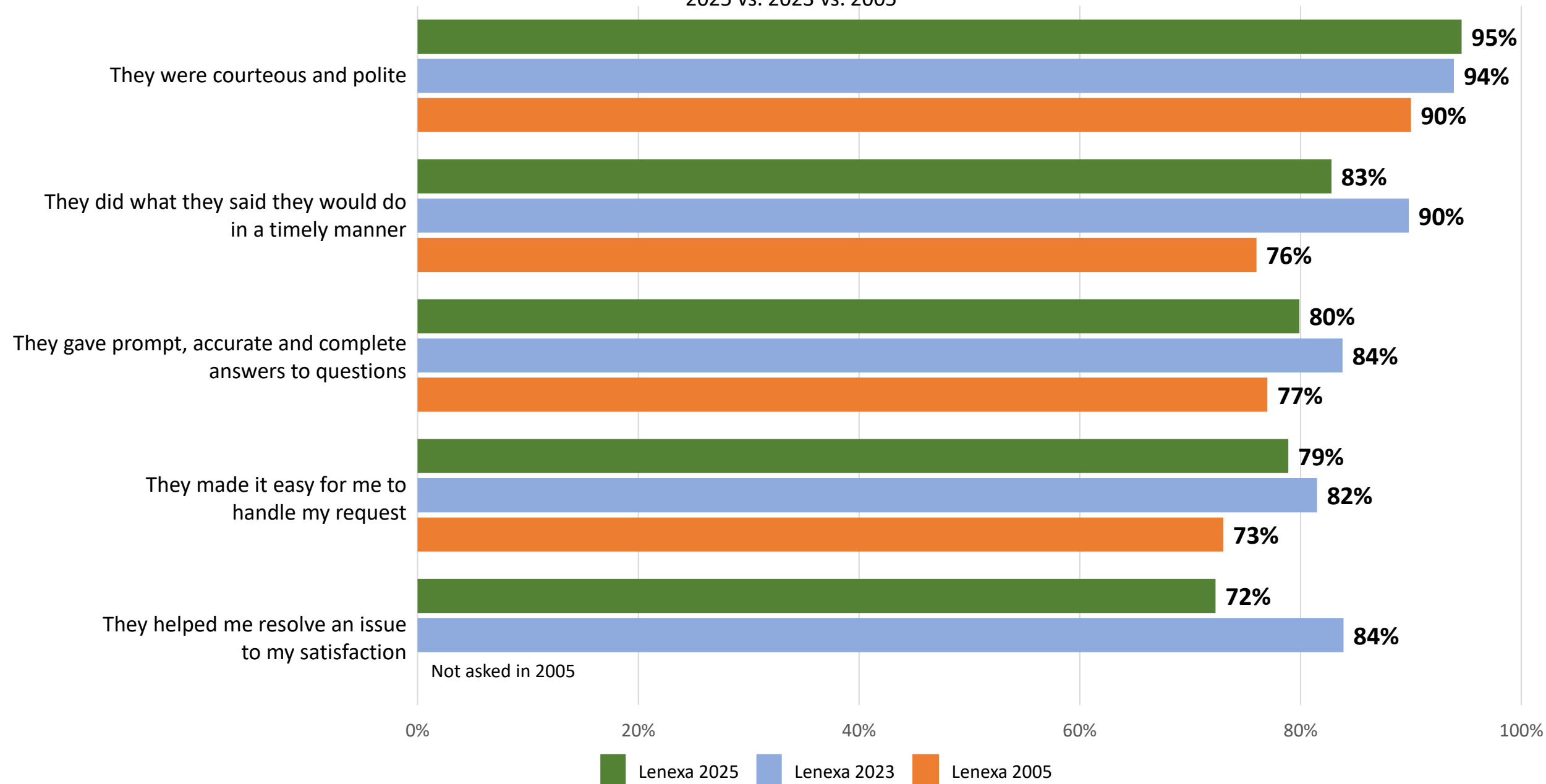
Q28. Satisfaction With Communication

2025 vs. 2023 vs. 2005



Q29c. Customer Service

2025 vs. 2023 vs. 2005





Benchmarking Analysis

Benchmarking Summary



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 2025 to a random sample of more than 5,000 residents in the continental United States and (2) survey results from 16 communities in the Kansas City Metro that have completed a *DirectionFinder*® survey between 2023 and 2025. The communities included in the Kansas City Metro average that are shown in this report are listed below:

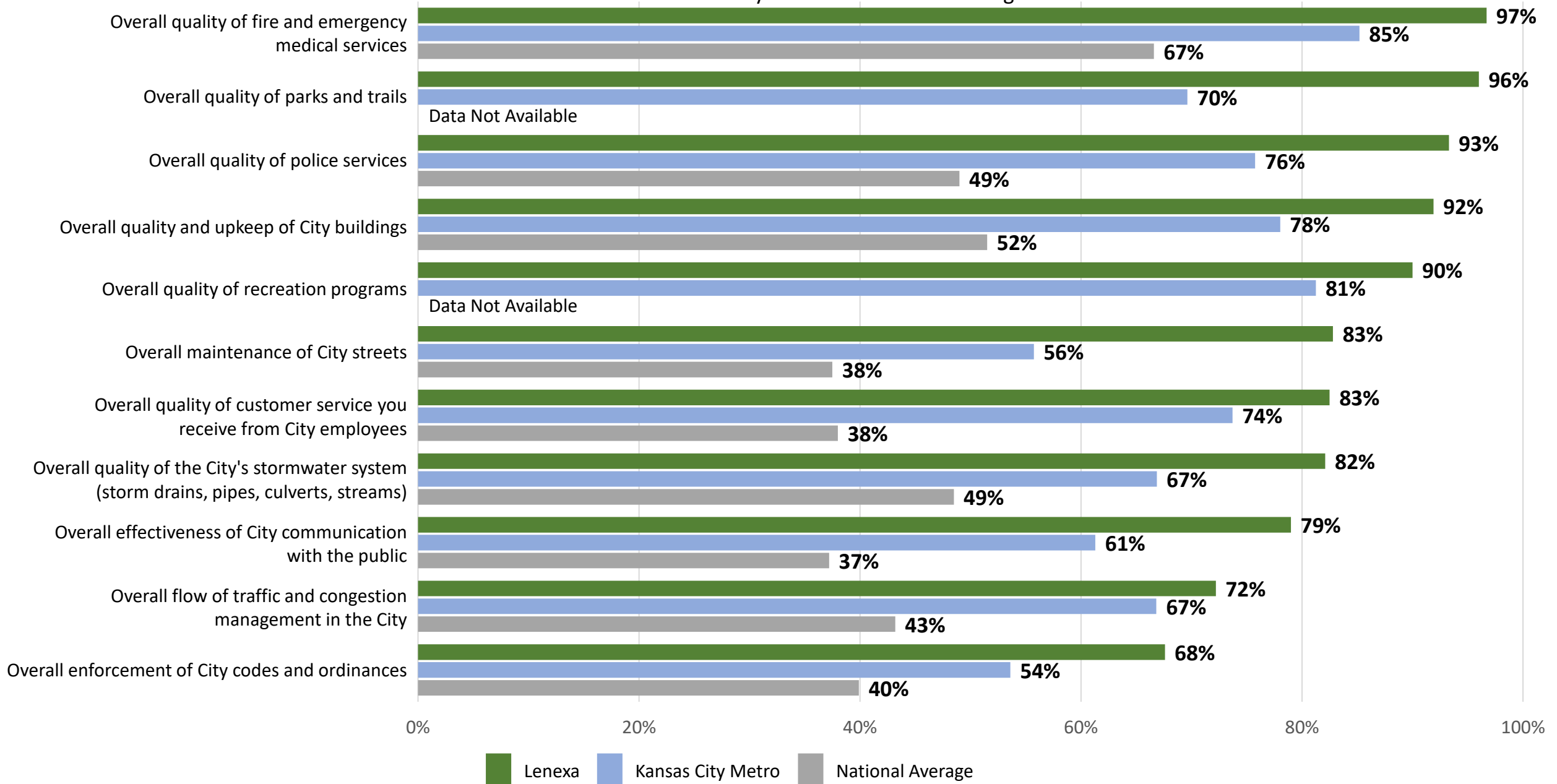
- De Soto
- Edgerton
- Fairway
- Gladstone
- Independence
- Johnson County
- Kansas City
- Leawood
- Lee's Summit
- Lenexa
- Merriam
- North Kansas City
- Olathe
- Overland Park
- Roeland Park
- Wyandotte County

The charts on the following pages show how the results for the City of Lenexa compare to the national average and the Kansas City Metro area. The green bar shows the results for the City of Lenexa. The blue bar shows the Kansas City Metro area average from communities that have administered the *DirectionFinder*® survey between 2023 and 2025. The gray 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 2025.

ETC Institute does not maintain benchmarking data for all of the items that were included in the City's 2025 survey. Only items that ETC Institute maintains benchmarking data for are included in this section.

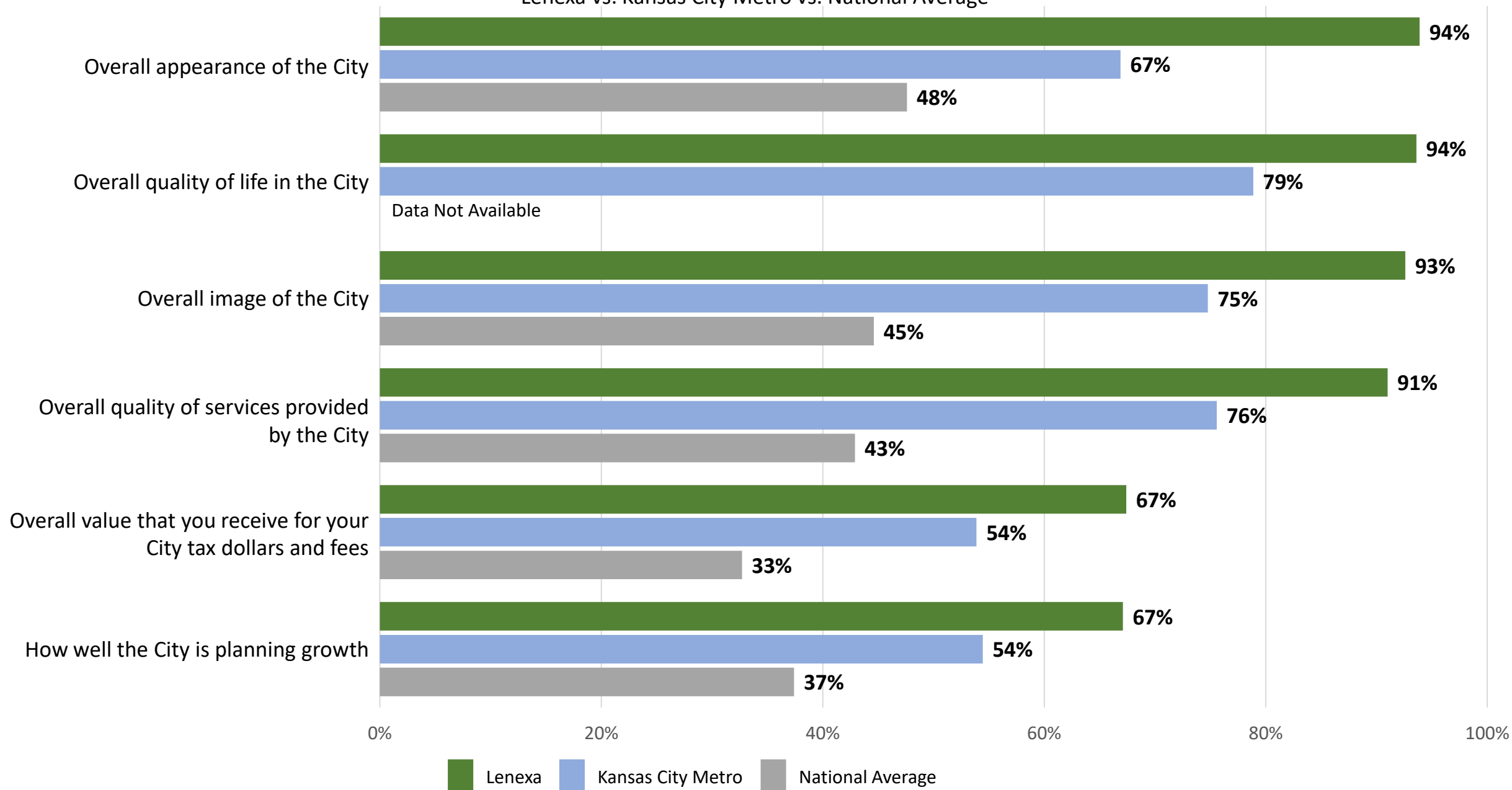
Q1. Overall Services

Lenexa vs. Kansas City Metro vs. National Average



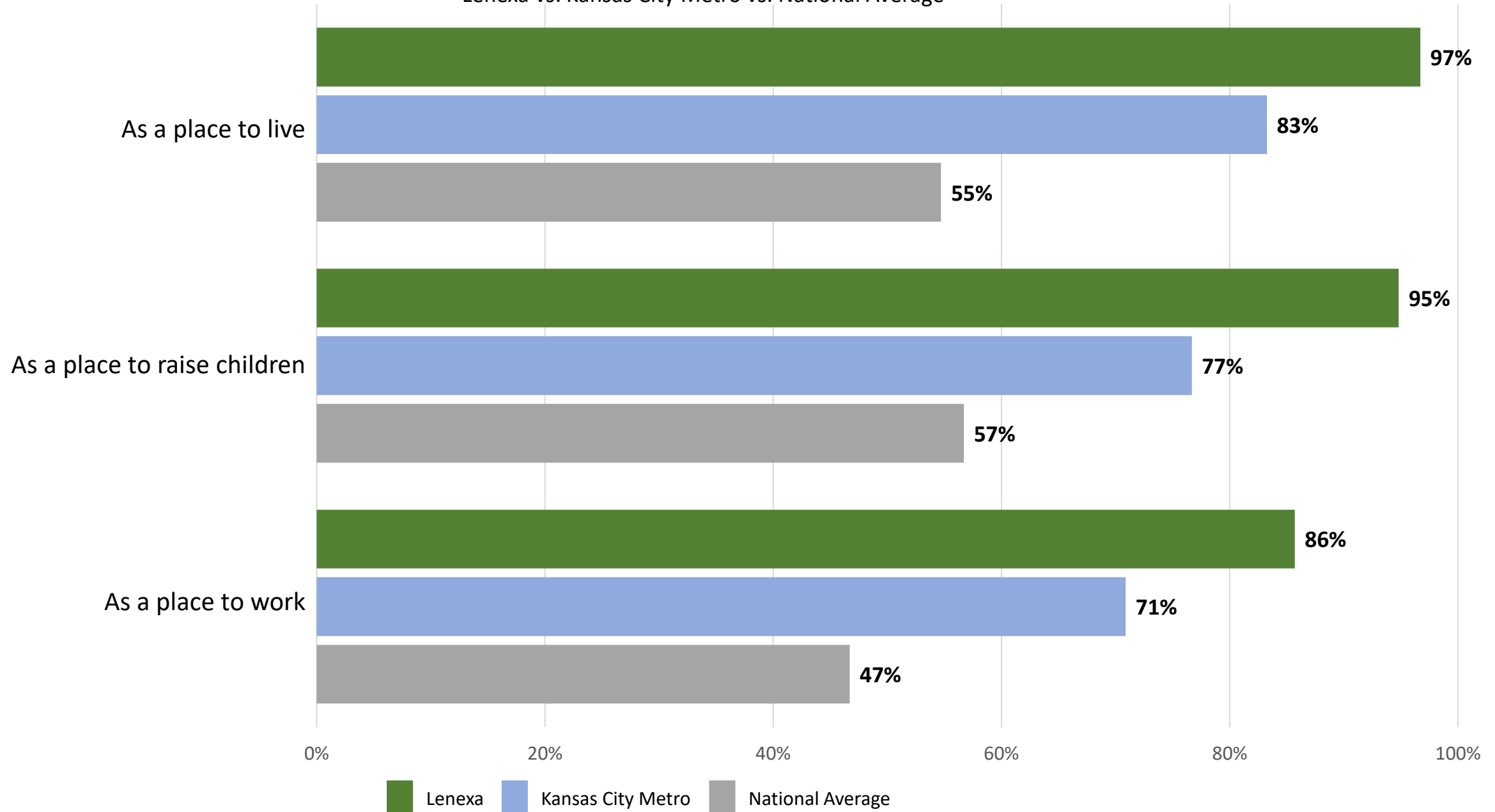
Q3. Perceptions Of Lenexa

Lenexa vs. Kansas City Metro vs. National Average



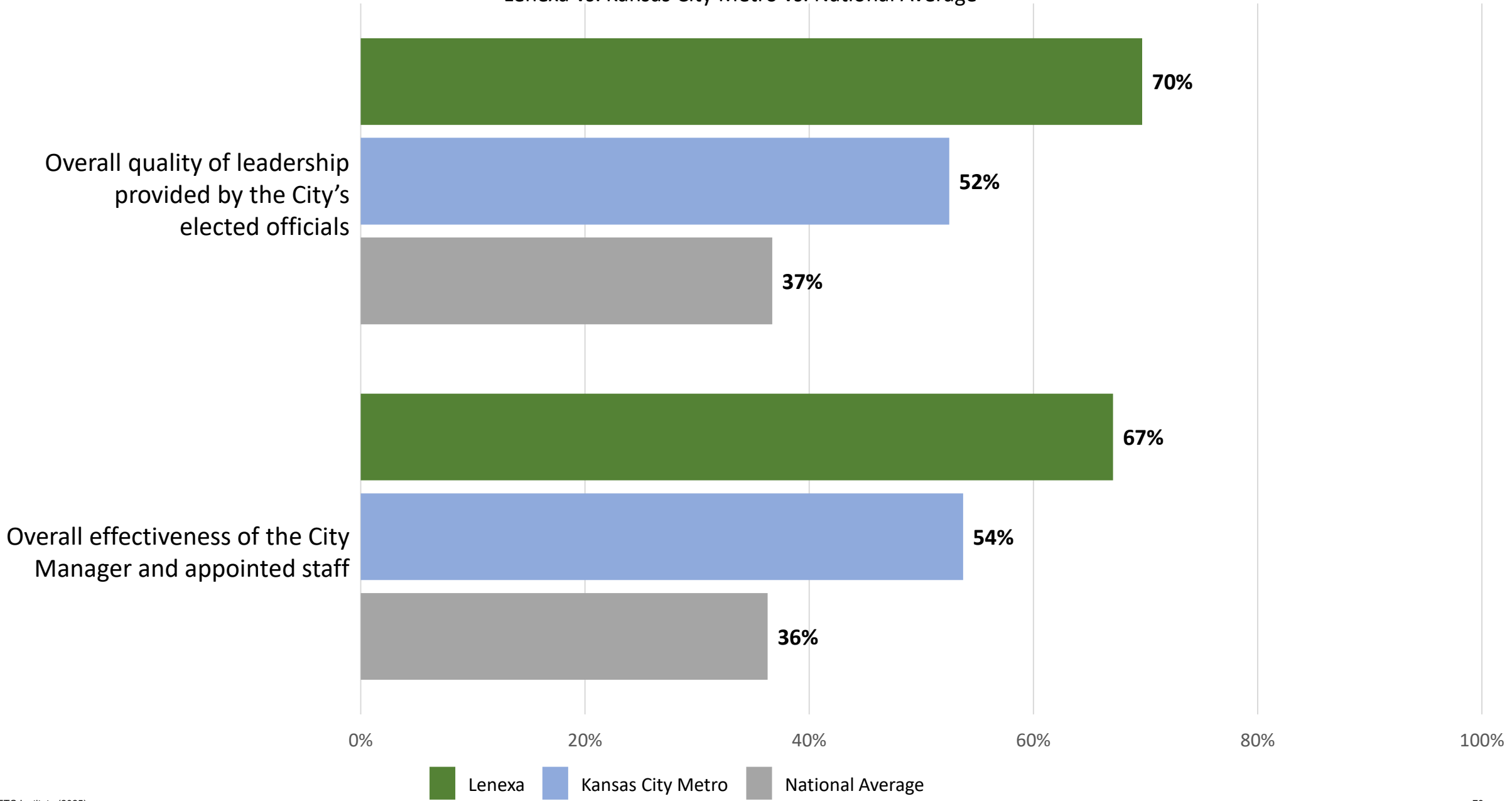
Q4. Overall Ratings Of Lenexa

Lenexa vs. Kansas City Metro vs. National Average



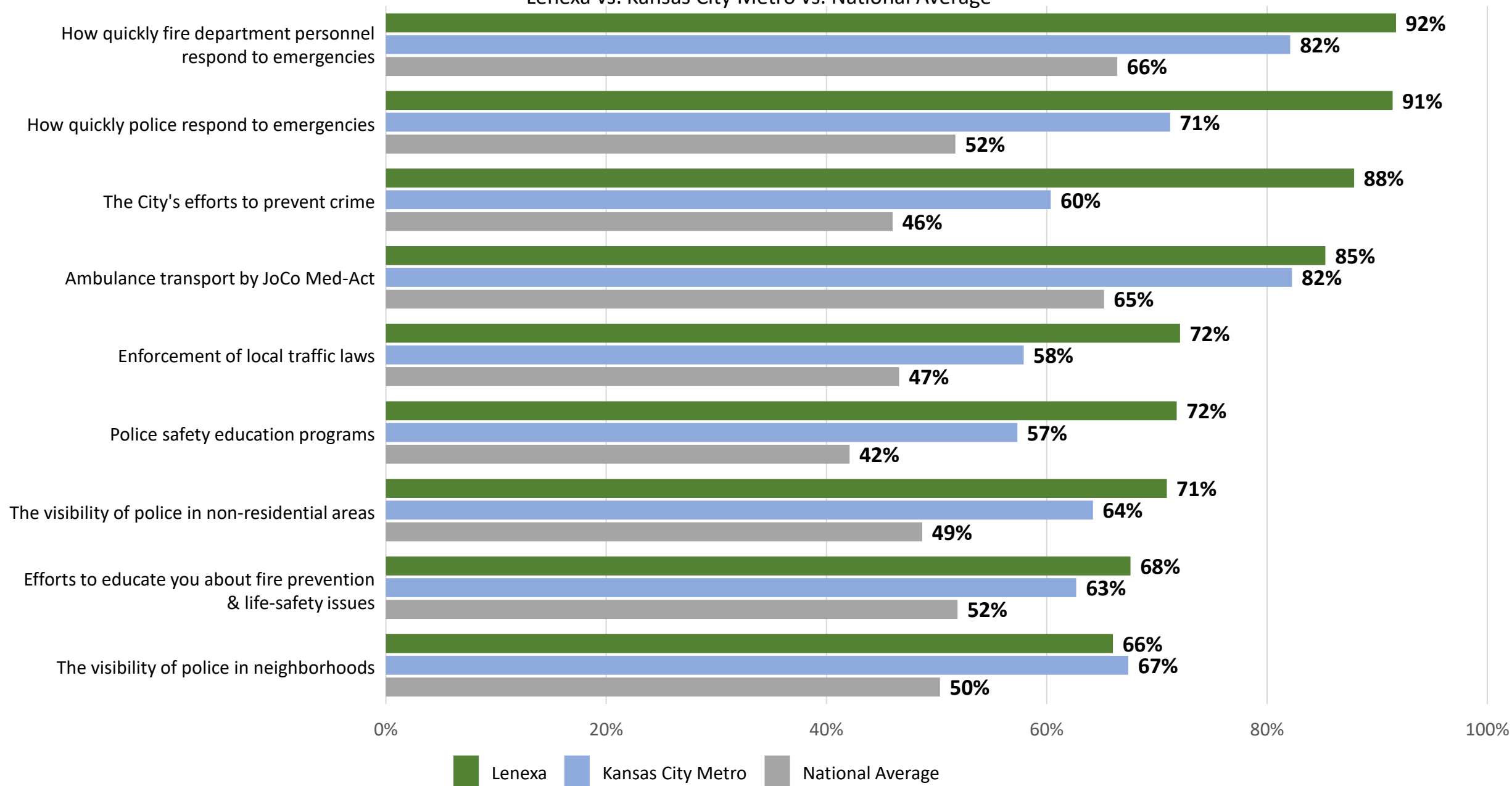
Q6. City Leadership

Lenexa vs. Kansas City Metro vs. National Average



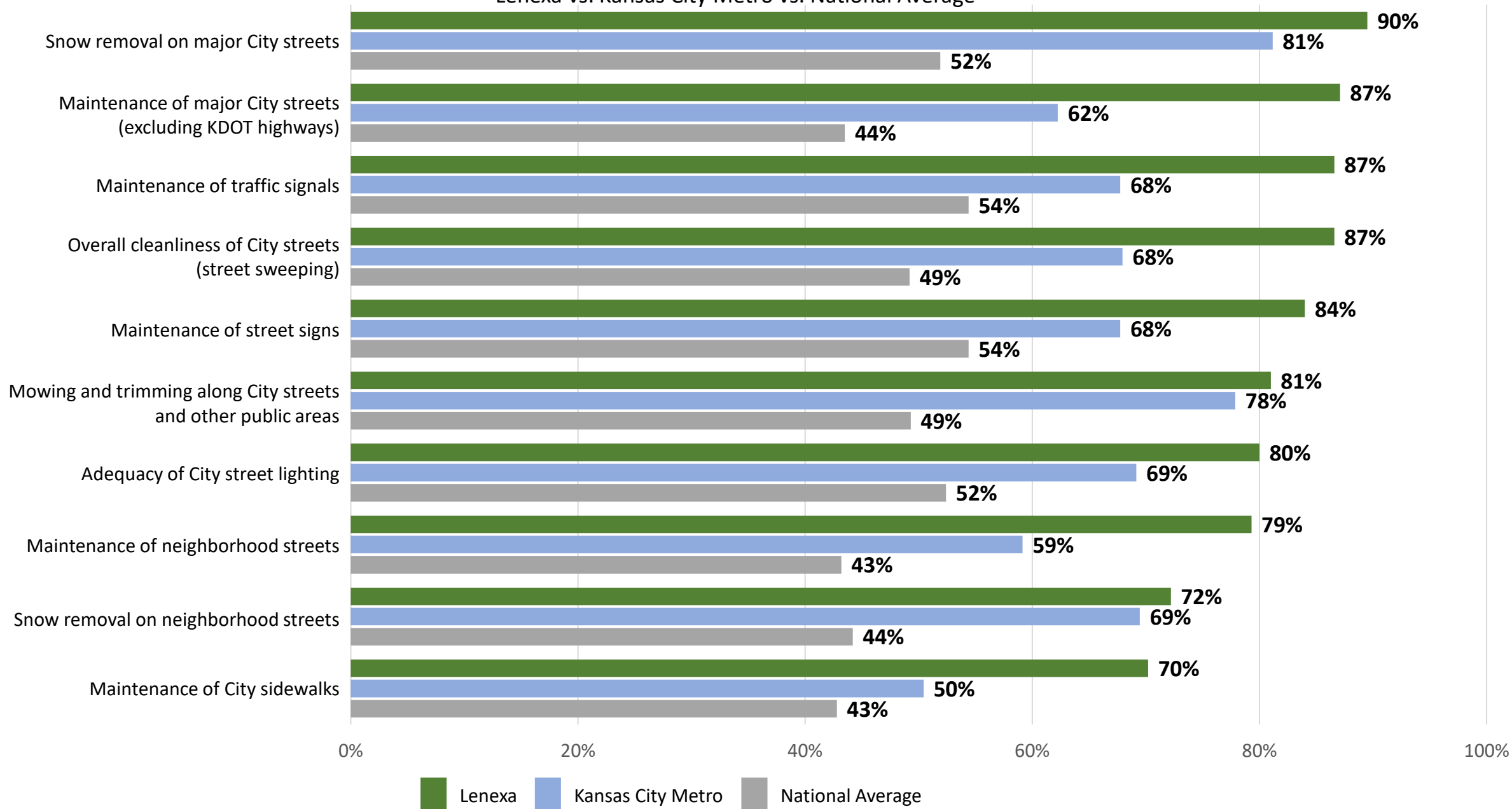
Q10. Public Safety

Lenexa vs. Kansas City Metro vs. National Average



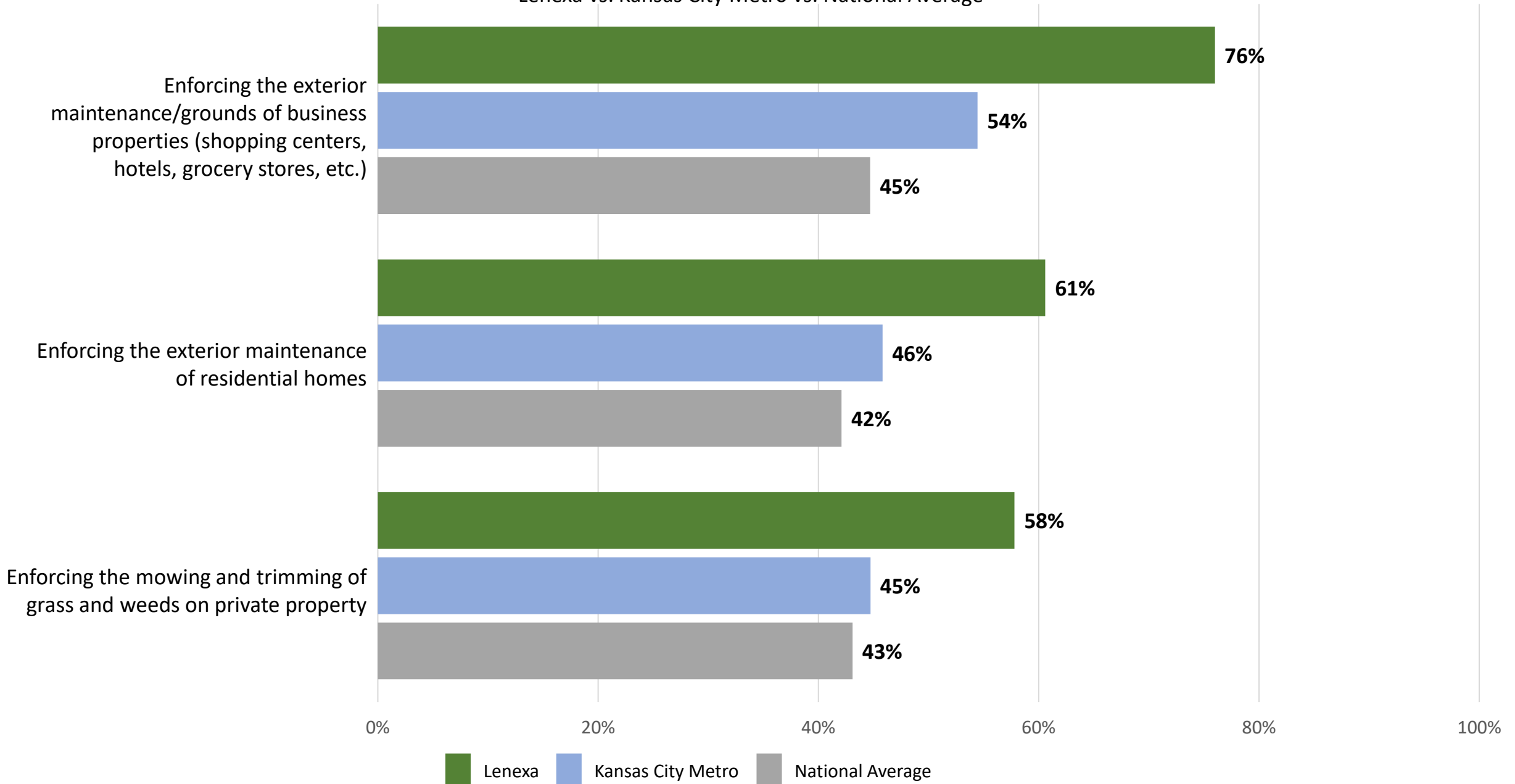
Q13. City Maintenance

Lenexa vs. Kansas City Metro vs. National Average



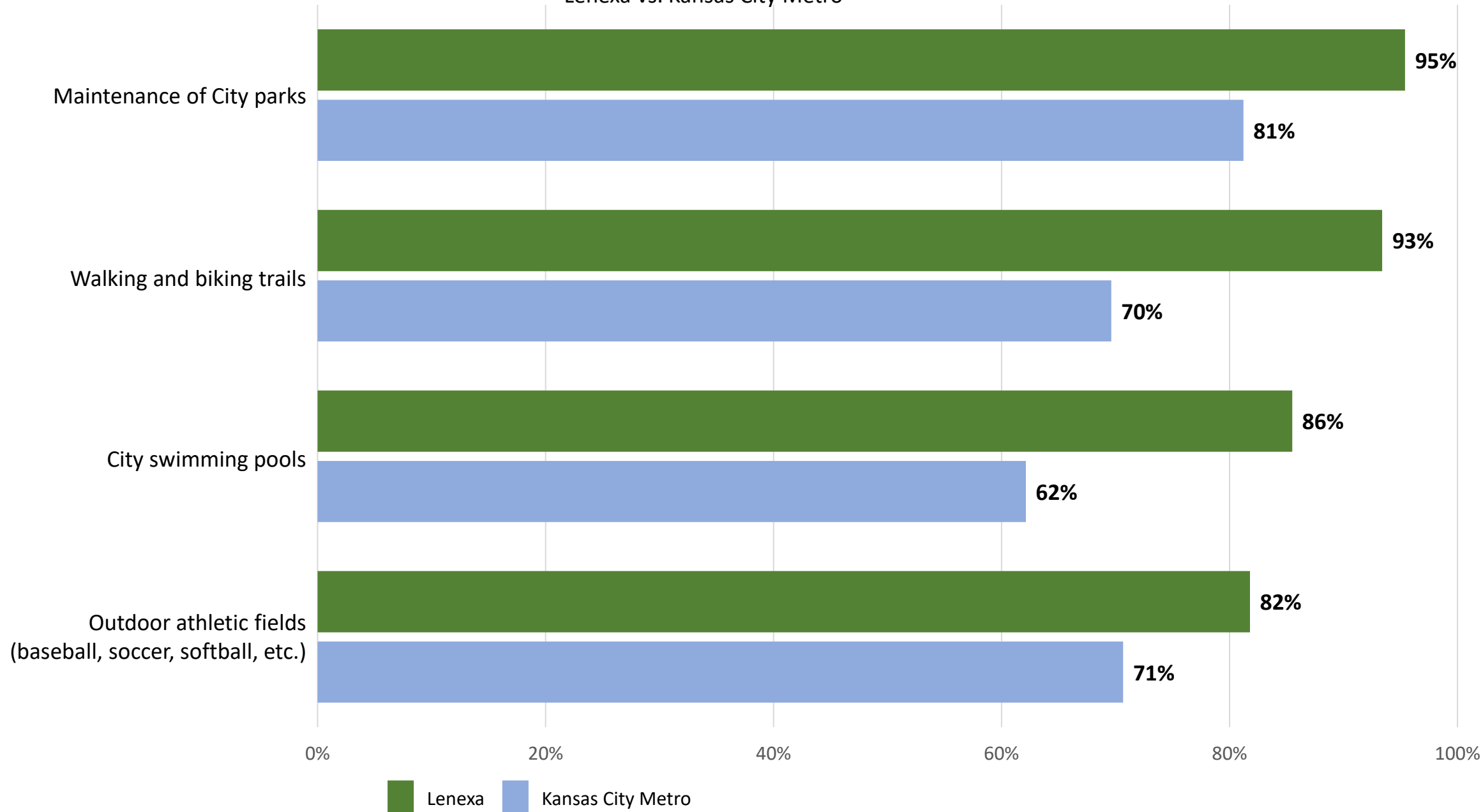
Q16. Code Enforcement

Lenexa vs. Kansas City Metro vs. National Average



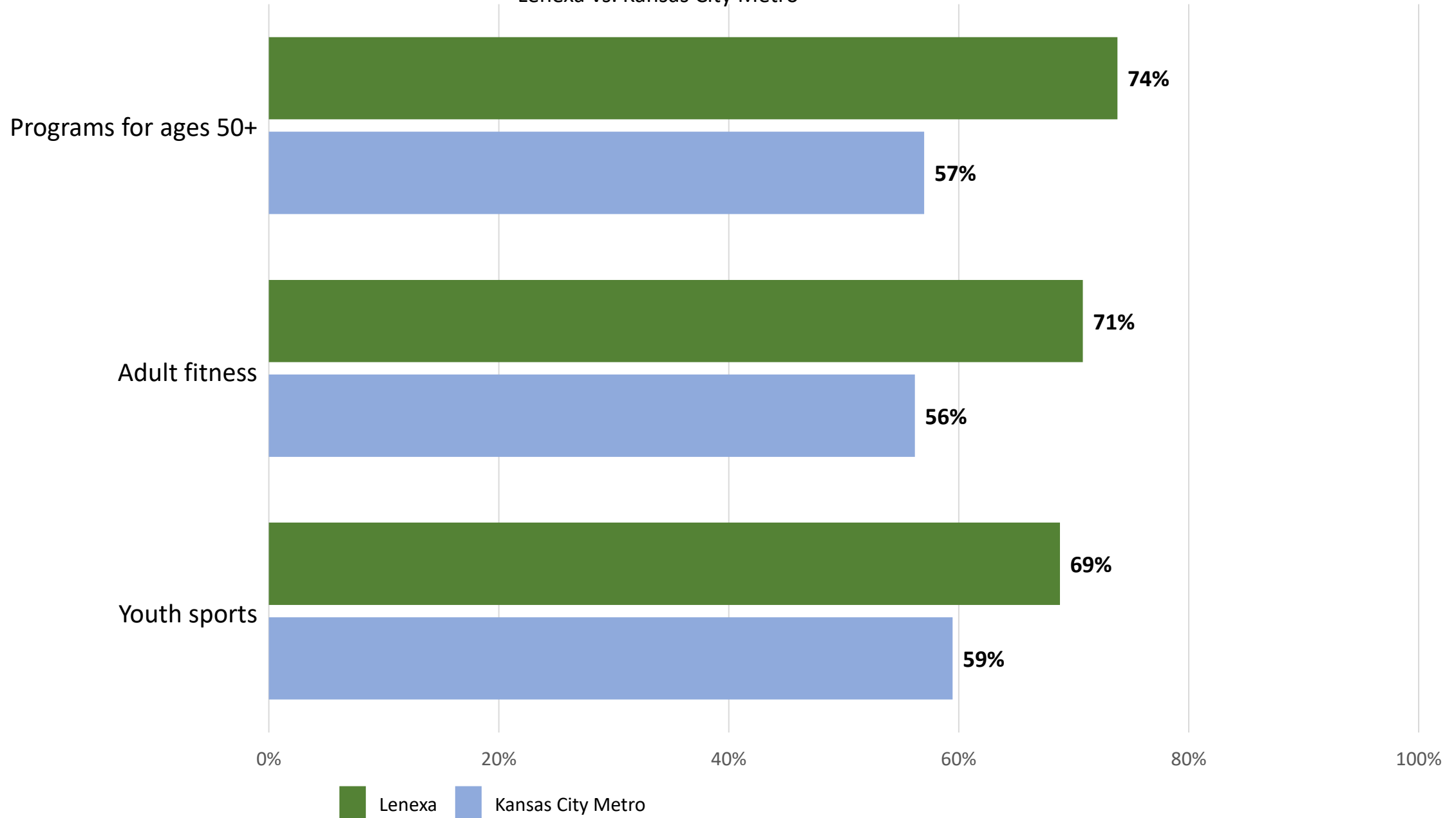
Q21. Parks And Recreation Amenities

Lenexa vs. Kansas City Metro



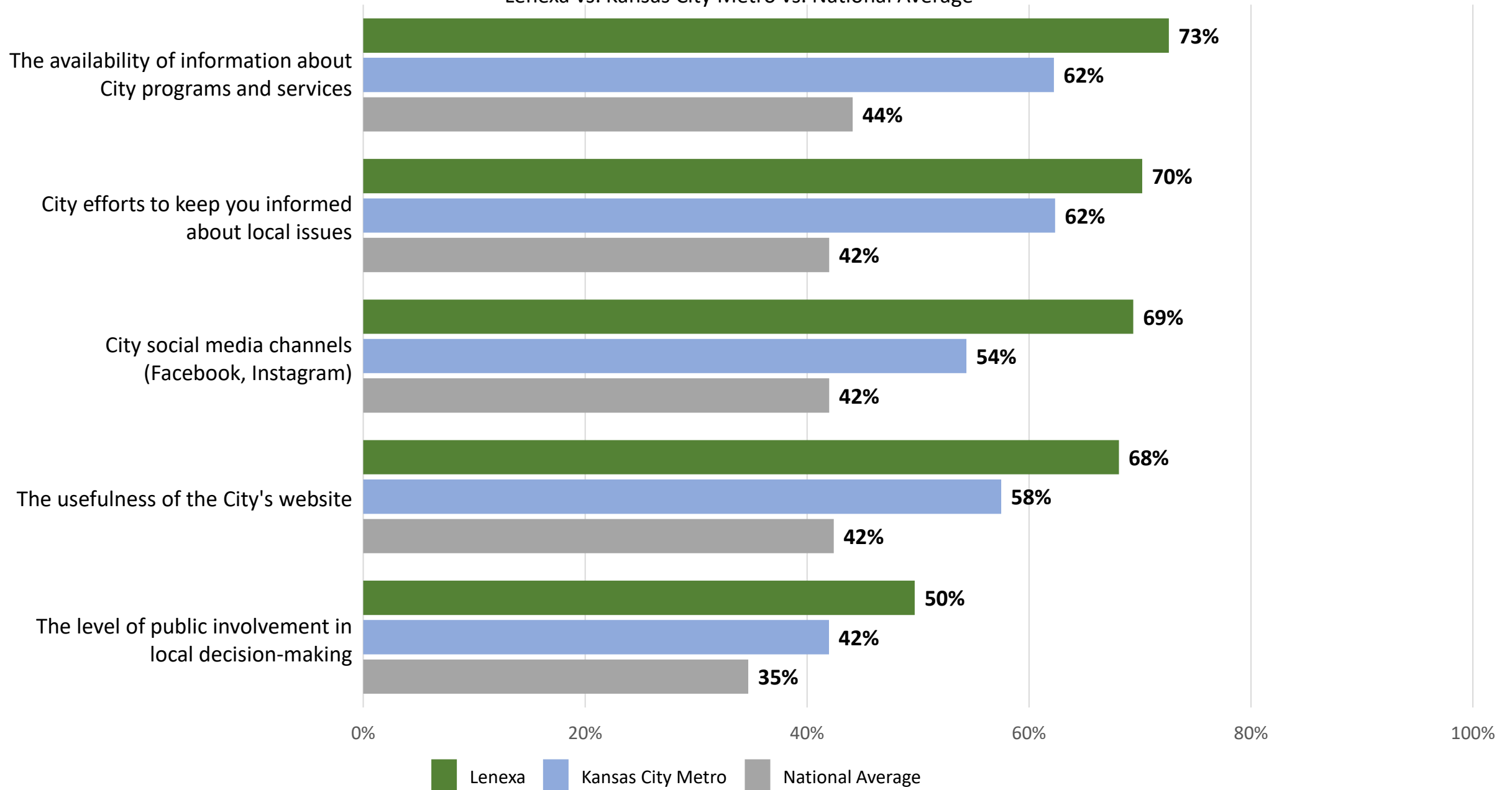
Q23. Parks And Recreation Programs

Lenexa vs. Kansas City Metro



Q28. Communication

Lenexa vs. Kansas City Metro vs. National Average



4

ETC's Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Importance-Satisfaction Overview

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

Example of the Calculation: Respondents were asked to identify the overall services they think are most important for the City to provide. Forty-five percent (44.5%) of respondents selected the overall maintenance of City streets as the most important service for the City to provide.

Regarding satisfaction, eighty-three percent (82.8%) of respondents surveyed rated 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. The I-S rating for the 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 44.5% was multiplied by 17.2% (1-0.828). This calculation yielded an I-S rating of 0.0765 which ranked first out of eleven services.

Example: Overall maintenance of City streets

$$[45\% \times (1-82.8\%)] = 0.0765$$

Importance-Satisfaction Analysis



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.

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 of 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.

- Very High Priority / Significantly Increase Emphasis ($IS \geq 0.20$)
- High Priority / Increase Emphasis ($0.10 \leq IS < 0.20$)
- Medium Priority / Maintain Current Emphasis ($IS < 0.10$)

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


2025 Importance-Satisfaction Rating Lenexa, Kansas Overall Services						
						
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

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 should be the City's top priorities.

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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2025 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
Medium Priority (IS <.10)						
The City's efforts to prevent crime	58%	2	88%	4	0.0697	1
The visibility of police in neighborhoods	19%	5	66%	11	0.0646	2
How quickly police respond to emergencies	65%	1	91%	2	0.0558	3
How quickly fire department personnel respond to emergencies	50%	3	92%	1	0.0416	4
Enforcement of local traffic laws	14%	7	72%	7	0.0399	5
Overall feeling of safety in your neighborhood	38%	4	91%	3	0.0323	6
Ambulance transport by JoCo Med-Act	19%	6	85%	5	0.0272	7
Police communication about crime trends, police activity & safety education	6%	9	64%	12	0.0227	8
The visibility of police in non-residential areas	7%	8	71%	9	0.0192	9
Efforts to educate you about fire prevention & life-safety issues	3%	10	68%	10	0.0081	10
Police safety education programs	2%	12	72%	8	0.0045	11
Visibility of fire department personnel	2%	11	81%	6	0.0035	12

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 should be the City's top priorities.

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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2025 Importance-Satisfaction Rating

Lenexa, Kansas

City Maintenance




Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
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

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 should be the City's top priorities.

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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2025 Importance-Satisfaction Rating Lenexa, Kansas <u>Code Enforcement</u>						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Enforcing the exterior maintenance of residential homes	38%	2	61%	2	0.1493	1
Enforcing the exterior maintenance/grounds of business properties (shopping centers, hotels, grocery stores, etc.)	59%	1	76%	1	0.1423	2
Enforcing the exterior maintenance of apartment complexes	33%	3	59%	3	0.1354	3
Enforcing the mowing and trimming of grass and weeds on private property	28%	4	58%	4	0.1194	4

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 should be the City's top priorities.

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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2025 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
Medium Priority (IS <.10)						
Walking & biking trails	49%	2	93%	3	0.0323	1
City swimming pools	22%	4	86%	8	0.0312	2
Maintenance of City parks	67%	1	95%	1	0.0308	3
Lenexa Rec Center	28%	3	91%	5	0.0254	4
Playgrounds	21%	5	92%	4	0.0175	5
Outdoor athletic fields (i.e. baseball, soccer, softball, etc.)	8%	8	82%	12	0.0149	6
Signage & wayfinding signs	7%	9	82%	14	0.0128	7
Lenexa Old Town Activity Center	9%	7	86%	7	0.0122	8
Proximity of City parks to your home	14%	6	94%	2	0.0080	9
Outdoor athletic courts (pickleball, tennis, basketball, etc.)	5%	11	84%	9	0.0071	10
RideKC bike share program	2%	12	67%	16	0.0064	11
Park shelters	5%	10	90%	6	0.0049	12
Facility rental options	2%	13	77%	15	0.0035	13
Skate park	1%	14	83%	10	0.0017	14
Legler Barn Museum	1%	15	82%	13	0.0017	15
Thompson Barn	1%	16	83%	11	0.0010	16

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 should be the City's top priorities.

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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2025 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
Medium Priority (IS <.10)						
Programs for ages 50+	34%	1	74%	2	0.0880	1
Early childhood programs	26%	3	71%	3	0.0745	2
Adult fitness	24%	4	71%	4	0.0707	3
Youth sports	21%	5	69%	7	0.0643	4
Nature & outdoors	29%	2	80%	1	0.0581	5
Arts & cultural programs	19%	6	69%	6	0.0579	6
Swim lessons	16%	7	65%	9	0.0551	7
Youth day & specialty camps	12%	9	65%	10	0.0409	8
Drop-in programs (pickleball, gym for me)	13%	8	70%	5	0.0397	9
History programs	6%	10	55%	12	0.0248	10
Adaptive classes (ADA/inclusion)	4%	11	66%	8	0.0148	11
Dance	1%	12	61%	11	0.0039	12

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 should be the City's top priorities.

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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.

2025 Importance-Satisfaction Rating Lenexa, Kansas <u>Festivals and Events</u>						
						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	55%	1	85%	1	0.0814	1
Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	44%	2	82%	2	0.0777	2
Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	33%	4	77%	4	0.0753	3
Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	26%	5	76%	5	0.0632	4
Contests (Great Lenexa BBQ Battle, Chili Challenge)	34%	3	82%	3	0.0603	5
Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	18%	6	74%	6	0.0486	6
Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	12%	7	74%	7	0.0309	7
Pets (Paws in the Pool)	2%	8	70%	8	0.0058	8

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 should be the City's top priorities.

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 1 to 5 with "5" being Very Satisfied and "1" being Very Dissatisfied.



Tabular Data

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of fire & emergency medical services	62.3%	20.5%	2.6%	0.1%	0.0%	14.5%
Q1-2. Overall quality of police services	58.1%	28.0%	5.1%	1.0%	0.1%	7.7%
Q1-3. Overall flow of traffic & congestion management in City	28.6%	42.9%	19.5%	6.9%	1.1%	1.0%
Q1-4. Overall maintenance of City streets	38.1%	44.2%	11.6%	4.3%	1.2%	0.6%
Q1-5. Overall quality of parks & trails	69.5%	24.2%	3.6%	0.4%	0.0%	2.4%
Q1-6. Overall quality of recreation programs	51.3%	24.2%	7.9%	0.4%	0.1%	16.2%
Q1-7. Overall effectiveness of City communication with the public	40.5%	35.8%	16.4%	2.6%	1.3%	3.4%
Q1-8. Overall enforcement of City codes & ordinances	24.9%	31.4%	21.3%	4.8%	0.8%	16.8%
Q1-9. Overall quality of customer service you receive from City employees	38.4%	27.2%	12.1%	1.4%	0.4%	20.5%
Q1-10. Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	38.3%	38.2%	14.3%	1.8%	0.6%	6.8%
Q1-11. Overall quality & upkeep of City buildings	50.3%	33.8%	7.1%	0.4%	0.0%	8.5%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of fire & emergency medical services	72.8%	23.9%	3.1%	0.1%	0.0%
Q1-2. Overall quality of police services	62.9%	30.4%	5.6%	1.0%	0.1%
Q1-3. Overall flow of traffic & congestion management in City	28.9%	43.3%	19.7%	7.0%	1.1%
Q1-4. Overall maintenance of City streets	38.3%	44.5%	11.7%	4.3%	1.2%
Q1-5. Overall quality of parks & trails	71.2%	24.8%	3.7%	0.4%	0.0%
Q1-6. Overall quality of recreation programs	61.1%	28.9%	9.4%	0.4%	0.1%
Q1-7. Overall effectiveness of City communication with the public	41.9%	37.1%	17.0%	2.7%	1.4%
Q1-8. Overall enforcement of City codes & ordinances	29.9%	37.7%	25.6%	5.8%	1.0%
Q1-9. Overall quality of customer service you receive from City employees	48.3%	34.2%	15.2%	1.8%	0.5%
Q1-10. Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	41.1%	41.0%	15.3%	1.9%	0.6%
Q1-11. Overall quality & upkeep of City buildings	55.0%	36.9%	7.7%	0.4%	0.0%

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	383	45.9 %
Overall quality of police services	226	27.1 %
Overall flow of traffic & congestion management in City	40	4.8 %
Overall maintenance of City streets	61	7.3 %
Overall quality of parks & trails	30	3.6 %
Overall effectiveness of City communication with the public	15	1.8 %
Overall enforcement of City codes & ordinances	8	1.0 %
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)	13	1.6 %
None chosen	56	6.7 %
Total	835	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	215	25.7 %
Overall quality of police services	334	40.0 %
Overall flow of traffic & congestion management in City	55	6.6 %
Overall maintenance of City streets	64	7.7 %
Overall quality of parks & trails	46	5.5 %
Overall quality of recreation programs	9	1.1 %
Overall effectiveness of City communication with the public	10	1.2 %
Overall enforcement of City codes & ordinances	11	1.3 %
Overall quality of customer service you receive from City employees	5	0.6 %
Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	18	2.2 %
Overall quality & upkeep of City buildings	4	0.5 %
None chosen	64	7.7 %
Total	835	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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire & emergency medical services	34	4.1 %
Overall quality of police services	46	5.5 %
Overall flow of traffic & congestion management in City	129	15.4 %
Overall maintenance of City streets	246	29.5 %
Overall quality of parks & trails	121	14.5 %
Overall quality of recreation programs	24	2.9 %
Overall effectiveness of City communication with the public	48	5.7 %
Overall enforcement of City codes & ordinances	35	4.2 %
Overall quality of customer service you receive from City employees	14	1.7 %
Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	60	7.2 %
Overall quality & upkeep of City buildings	4	0.5 %
None chosen	74	8.9 %
Total	835	100.0 %

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of fire & emergency medical services	632	75.7 %
Overall quality of police services	606	72.6 %
Overall flow of traffic & congestion management in City	224	26.8 %
Overall maintenance of City streets	371	44.4 %
Overall quality of parks & trails	197	23.6 %
Overall quality of recreation programs	33	4.0 %
Overall effectiveness of City communication with the public	73	8.7 %
Overall enforcement of City codes & ordinances	54	6.5 %
Overall quality of customer service you receive from City employees	22	2.6 %
Overall quality of City's stormwater system (storm drains, pipes, culverts, streams)	91	10.9 %
Overall quality & upkeep of City buildings	8	1.0 %
None chosen	56	6.7 %
Total	2367	

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall appearance of City	55.6%	38.0%	4.6%	1.1%	0.4%	0.5%
Q3-2. Overall image of City	56.9%	34.7%	5.9%	1.3%	0.1%	1.1%
Q3-3. Overall quality of life in City	60.5%	32.3%	5.0%	1.2%	0.1%	0.8%
Q3-4. Overall quality of services provided by City	51.6%	36.6%	8.0%	0.6%	0.1%	3.0%
Q3-5. Overall quality of your neighborhood	52.8%	35.1%	7.9%	2.9%	0.7%	0.6%
Q3-6. Overall value that you receive for your City tax dollars & fees	31.5%	34.3%	18.6%	9.5%	3.7%	2.5%
Q3-7. How well City is planning growth	32.9%	29.0%	16.2%	9.5%	4.7%	7.8%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall appearance of City	55.8%	38.1%	4.6%	1.1%	0.4%
Q3-2. Overall image of City	57.5%	35.1%	5.9%	1.3%	0.1%
Q3-3. Overall quality of life in City	61.0%	32.6%	5.1%	1.2%	0.1%
Q3-4. Overall quality of services provided by City	53.2%	37.8%	8.3%	0.6%	0.1%
Q3-5. Overall quality of your neighborhood	53.1%	35.3%	8.0%	2.9%	0.7%
Q3-6. Overall value that you receive for your City tax dollars & fees	32.3%	35.1%	19.0%	9.7%	3.8%
Q3-7. How well City is planning growth	35.7%	31.4%	17.5%	10.3%	5.1%

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

(N=835)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	72.0%	24.3%	2.5%	0.5%	0.2%	0.5%
Q4-2. As a place to raise children	63.5%	22.2%	4.0%	0.5%	0.2%	9.7%
Q4-3. As a place to work	45.0%	20.6%	10.1%	0.7%	0.2%	23.4%

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

(N=835)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	72.3%	24.4%	2.5%	0.5%	0.2%
Q4-2. As a place to raise children	70.3%	24.5%	4.4%	0.5%	0.3%
Q4-3. As a place to work	58.8%	26.9%	13.1%	0.9%	0.3%

Q5. In the last two years, have you or any members of your family...

Q5. What following have your household members
done in last two years

	Number	Percent
Attended a City Council meeting	126	15.1 %
Attended a Planning Commission meeting	68	8.1 %
Contacted a City Council member	159	19.0 %
Participated in a City outreach study	99	11.9 %
Voted in a local election	712	85.3 %
Participated in your homeowners association	408	48.9 %
Total	1572	

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of leadership provided by City's elected officials	21.7%	36.4%	19.3%	4.4%	1.4%	16.8%
Q6-2. Overall accessibility & responsiveness of elected officials]	18.1%	23.4%	22.8%	4.0%	1.0%	30.9%
Q6-3. Overall effectiveness of boards & commissions (Planning, Arts, Parks, etc.)	23.5%	33.2%	18.9%	4.4%	1.2%	18.8%
Q6-4. Overall effectiveness of City Manager & appointed staff	22.8%	28.6%	20.6%	3.0%	1.6%	23.5%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of leadership provided by City's elected officials	26.0%	43.7%	23.2%	5.3%	1.7%
Q6-2. Overall accessibility & responsiveness of elected officials]	26.2%	33.8%	32.9%	5.7%	1.4%
Q6-3. Overall effectiveness of boards & commissions (Planning, Arts, Parks, etc.)	28.9%	40.9%	23.3%	5.5%	1.5%
Q6-4. Overall effectiveness of City Manager & appointed staff	29.7%	37.4%	26.9%	3.9%	2.0%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. City's efforts to prevent crime	35.8%	44.2%	9.3%	1.4%	0.2%	9.0%
Q10-2. How quickly police respond to emergencies	42.5%	28.1%	6.0%	0.5%	0.2%	22.6%
Q10-3. Enforcement of local traffic laws	28.0%	37.7%	17.4%	6.8%	1.2%	8.9%
Q10-4. Visibility of police in neighborhoods	25.4%	38.3%	24.9%	7.2%	0.8%	3.4%
Q10-5. Visibility of police in non-residential areas	25.1%	35.7%	21.7%	2.9%	0.5%	14.1%
Q10-6. Overall feeling of safety in your neighborhood	50.8%	39.6%	6.9%	1.4%	0.1%	1.1%
Q10-7. Police safety education programs	23.4%	19.8%	16.3%	0.6%	0.0%	40.0%
Q10-8. Police communication about crime trends, police activity & safety education	23.0%	26.6%	22.3%	4.8%	0.8%	22.5%
Q10-9. Efforts to educate you about fire prevention & life-safety issues	25.1%	26.8%	22.2%	2.4%	0.4%	23.1%
Q10-10. How quickly fire department personnel respond to emergencies	44.9%	22.8%	5.7%	0.4%	0.0%	26.2%
Q10-11. Visibility of fire department personnel	38.6%	30.4%	15.3%	1.0%	0.1%	14.6%
Q10-12. Ambulance transport by JoCo Med-Act	35.2%	16.3%	8.6%	0.0%	0.2%	39.6%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. City's efforts to prevent crime	39.3%	48.6%	10.3%	1.6%	0.3%
Q10-2. How quickly police respond to emergencies	55.0%	36.4%	7.7%	0.6%	0.3%
Q10-3. Enforcement of local traffic laws	30.7%	41.4%	19.1%	7.5%	1.3%
Q10-4. Visibility of police in neighborhoods	26.3%	39.7%	25.8%	7.4%	0.9%
Q10-5. Visibility of police in non-residential areas	29.3%	41.6%	25.2%	3.3%	0.6%
Q10-6. Overall feeling of safety in your neighborhood	51.3%	40.1%	7.0%	1.5%	0.1%
Q10-7. Police safety education programs	38.9%	32.9%	27.1%	1.0%	0.0%
Q10-8. Police communication about crime trends, police activity & safety education	29.7%	34.3%	28.7%	6.2%	1.1%
Q10-9. Efforts to educate you about fire prevention & life-safety issues	32.7%	34.9%	28.8%	3.1%	0.5%
Q10-10. How quickly fire department personnel respond to emergencies	60.9%	30.8%	7.8%	0.5%	0.0%
Q10-11. Visibility of fire department personnel	45.2%	35.6%	18.0%	1.1%	0.1%
Q10-12. Ambulance transport by JoCo Med-Act	58.3%	27.0%	14.3%	0.0%	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	329	39.4 %
How quickly police respond to emergencies	211	25.3 %
Enforcement of local traffic laws	19	2.3 %
Visibility of police in neighborhoods	32	3.8 %
Visibility of police in non-residential areas	10	1.2 %
Overall feeling of safety in your neighborhood	73	8.7 %
Police safety education programs	3	0.4 %
Police communication about crime trends, police activity & safety education	7	0.8 %
Efforts to educate you about fire prevention & life-safety issues	4	0.5 %
How quickly fire department personnel respond to emergencies	71	8.5 %
Visibility of fire department personnel	1	0.1 %
Ambulance transport by JoCo Med-Act	34	4.1 %
None chosen	41	4.9 %
Total	835	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	78	9.3 %
How quickly police respond to emergencies	248	29.7 %
Enforcement of local traffic laws	40	4.8 %
Visibility of police in neighborhoods	58	6.9 %
Visibility of police in non-residential areas	18	2.2 %
Overall feeling of safety in your neighborhood	99	11.9 %
Police safety education programs	4	0.5 %
Police communication about crime trends, police activity & safety education	12	1.4 %
Efforts to educate you about fire prevention & life-safety issues	7	0.8 %
How quickly fire department personnel respond to emergencies	180	21.6 %
Visibility of fire department personnel	8	1.0 %
Ambulance transport by JoCo Med-Act	34	4.1 %
None chosen	49	5.9 %
Total	835	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. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to prevent crime	74	8.9 %
How quickly police respond to emergencies	83	9.9 %
Enforcement of local traffic laws	60	7.2 %
Visibility of police in neighborhoods	69	8.3 %
Visibility of police in non-residential areas	27	3.2 %
Overall feeling of safety in your neighborhood	142	17.0 %
Police safety education programs	6	0.7 %
Police communication about crime trends, police activity & safety education	34	4.1 %
Efforts to educate you about fire prevention & life-safety issues	10	1.2 %
How quickly fire department personnel respond to emergencies	167	20.0 %
Visibility of fire department personnel	6	0.7 %
Ambulance transport by JoCo Med-Act	86	10.3 %
None chosen	71	8.5 %
Total	835	100.0 %

SUM OF TOP THREE 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)**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's efforts to prevent crime	481	57.6 %
How quickly police respond to emergencies	542	64.9 %
Enforcement of local traffic laws	119	14.3 %
Visibility of police in neighborhoods	159	19.0 %
Visibility of police in non-residential areas	55	6.6 %
Overall feeling of safety in your neighborhood	314	37.6 %
Police safety education programs	13	1.6 %
Police communication about crime trends, police activity & safety education	53	6.3 %
Efforts to educate you about fire prevention & life-safety issues	21	2.5 %
How quickly fire department personnel respond to emergencies	418	50.1 %
Visibility of fire department personnel	15	1.8 %
Ambulance transport by JoCo Med-Act	154	18.4 %
None chosen	41	4.9 %
Total	2385	

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

Q12a. Have your household members called or interacted with Police Department in last two years	Number	Percent
For emergency services	92	11.0 %
For non-emergency services	257	30.8 %
During a community event/other outreach	174	20.8 %
Total	523	

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

Q12b. Have your household members called or interacted with Fire Department in last two years	Number	Percent
For emergency services	107	12.8 %
For non-emergency services	101	12.1 %
During a community event/other outreach	159	19.0 %
Total	367	

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of major City streets (excluding KDOT highways)	37.4%	47.5%	8.4%	3.1%	1.1%	2.5%
Q13-2. Maintenance of neighborhood streets	34.0%	43.2%	11.9%	6.1%	2.2%	2.6%
Q13-3. Maintenance of walking/ biking trails	44.3%	35.0%	8.0%	2.3%	0.8%	9.6%
Q13-4. Information you receive about stormwater issues	22.2%	22.4%	24.7%	5.4%	1.2%	24.2%
Q13-5. Drainage of rainwater off City streets	29.5%	42.4%	17.2%	3.4%	0.8%	6.7%
Q13-6. Maintenance of City sidewalks	27.5%	39.5%	19.0%	7.4%	2.0%	4.4%
Q13-7. Maintenance of street signs	34.6%	45.7%	12.9%	2.0%	0.4%	4.3%
Q13-8. Maintenance of traffic signals	39.0%	44.4%	10.7%	1.8%	0.4%	3.7%
Q13-9. Adequacy of City street lighting	32.1%	44.8%	13.4%	4.4%	1.4%	3.8%
Q13-10. Mowing & trimming along City streets & other public areas	36.6%	42.0%	13.4%	3.7%	1.3%	2.9%
Q13-11. Overall cleanliness of City streets (street sweeping)	40.8%	43.6%	9.5%	3.0%	0.6%	2.5%
Q13-12. Snow removal on major City streets	45.3%	41.0%	6.5%	2.9%	0.8%	3.6%
Q13-13. Snow removal on neighborhood streets	33.3%	35.6%	16.3%	7.2%	3.0%	4.7%
Q13-14. Snow removal on trail system	16.5%	16.2%	19.8%	3.2%	1.4%	42.9%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of major City streets (excluding KDOT highways)	38.3%	48.8%	8.6%	3.2%	1.1%
Q13-2. Maintenance of neighborhood streets	34.9%	44.4%	12.2%	6.3%	2.2%
Q13-3. Maintenance of walking/biking trails	49.0%	38.7%	8.9%	2.5%	0.9%
Q13-4. Information you receive about stormwater issues	29.2%	29.5%	32.5%	7.1%	1.6%
Q13-5. Drainage of rainwater off City streets	31.6%	45.4%	18.5%	3.6%	0.9%
Q13-6. Maintenance of City sidewalks	28.8%	41.4%	19.9%	7.8%	2.1%
Q13-7. Maintenance of street signs	36.2%	47.8%	13.5%	2.1%	0.4%
Q13-8. Maintenance of traffic signals	40.5%	46.1%	11.1%	1.9%	0.4%
Q13-9. Adequacy of City street lighting	33.4%	46.6%	13.9%	4.6%	1.5%
Q13-10. Mowing & trimming along City streets & other public areas	37.7%	43.3%	13.8%	3.8%	1.4%
Q13-11. Overall cleanliness of City streets (street sweeping)	41.9%	44.7%	9.7%	3.1%	0.6%
Q13-12. Snow removal on major City streets	47.0%	42.5%	6.7%	3.0%	0.9%
Q13-13. Snow removal on neighborhood streets	34.9%	37.3%	17.1%	7.5%	3.1%
Q13-14. Snow removal on trail system	28.9%	28.3%	34.6%	5.7%	2.5%

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

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets (excluding KDOT highways)	500	59.9 %
Maintenance of neighborhood streets	83	9.9 %
Maintenance of walking/biking trails	15	1.8 %
Information you receive about stormwater issues	8	1.0 %
Drainage of rainwater off City streets	23	2.8 %
Maintenance of City sidewalks	10	1.2 %
Maintenance of street signs	5	0.6 %
Maintenance of traffic signals	10	1.2 %
Adequacy of City street lighting	13	1.6 %
Mowing & trimming along City streets & other public areas	4	0.5 %
Overall cleanliness of City streets (street sweeping)	9	1.1 %
Snow removal on major City streets	57	6.8 %
Snow removal on neighborhood streets	23	2.8 %
Snow removal on trail system	3	0.4 %
None chosen	72	8.6 %
Total	835	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?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets (excluding KDOT highways)	54	6.5 %
Maintenance of neighborhood streets	289	34.6 %
Maintenance of walking/biking trails	28	3.4 %
Information you receive about stormwater issues	4	0.5 %
Drainage of rainwater off City streets	65	7.8 %
Maintenance of City sidewalks	33	4.0 %
Maintenance of street signs	7	0.8 %
Maintenance of traffic signals	39	4.7 %
Adequacy of City street lighting	34	4.1 %
Mowing & trimming along City streets & other public areas	13	1.6 %
Overall cleanliness of City streets (street sweeping)	23	2.8 %
Snow removal on major City streets	108	12.9 %
Snow removal on neighborhood streets	59	7.1 %
None chosen	79	9.5 %
Total	835	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)	35	4.2 %
Maintenance of neighborhood streets	63	7.5 %
Maintenance of walking/biking trails	69	8.3 %
Information you receive about stormwater issues	6	0.7 %
Drainage of rainwater off City streets	51	6.1 %
Maintenance of City sidewalks	61	7.3 %
Maintenance of street signs	9	1.1 %
Maintenance of traffic signals	61	7.3 %
Adequacy of City street lighting	51	6.1 %
Mowing & trimming along City streets & other public areas	30	3.6 %
Overall cleanliness of City streets (street sweeping)	32	3.8 %
Snow removal on major City streets	149	17.8 %
Snow removal on neighborhood streets	115	13.8 %
Snow removal on trail system	3	0.4 %
None chosen	100	12.0 %
Total	835	100.0 %

SUM OF TOP THREE 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)	589	70.5 %
Maintenance of neighborhood streets	435	52.1 %
Maintenance of walking/biking trails	112	13.4 %
Information you receive about stormwater issues	18	2.2 %
Drainage of rainwater off City streets	139	16.6 %
Maintenance of City sidewalks	104	12.5 %
Maintenance of street signs	21	2.5 %
Maintenance of traffic signals	110	13.2 %
Adequacy of City street lighting	98	11.7 %
Mowing & trimming along City streets & other public areas	47	5.6 %
Overall cleanliness of City streets (street sweeping)	64	7.7 %
Snow removal on major City streets	314	37.6 %
Snow removal on neighborhood streets	197	23.6 %
Snow removal on trail system	6	0.7 %
None chosen	72	8.6 %
Total	2326	

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Ease of north-south travel in Lenexa by car	29.2%	45.9%	13.5%	4.2%	0.2%	6.9%
Q15-2. Ease of east-west travel in Lenexa by car	26.7%	38.4%	17.4%	9.1%	1.7%	6.7%
Q15-3. Ease of travel by bicycle in Lenexa	12.9%	17.8%	15.9%	4.3%	1.3%	47.7%
Q15-4. Ease of pedestrian travel in Lenexa	18.6%	31.3%	18.1%	5.0%	1.3%	25.7%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Ease of north-south travel in Lenexa by car	31.4%	49.3%	14.5%	4.5%	0.3%
Q15-2. Ease of east-west travel in Lenexa by car	28.6%	41.2%	18.6%	9.8%	1.8%
Q15-3. Ease of travel by bicycle in Lenexa	24.7%	34.1%	30.4%	8.2%	2.5%
Q15-4. Ease of pedestrian travel in Lenexa	25.0%	42.1%	24.4%	6.8%	1.8%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Enforcing exterior maintenance/grounds of business properties (shopping centers, hotels, grocery stores, etc.)	22.3%	42.4%	17.5%	2.5%	0.5%	14.9%
Q16-2. Enforcing exterior maintenance of residential homes	17.8%	34.6%	25.0%	7.2%	1.8%	13.5%
Q16-3. Enforcing exterior maintenance of apartment complexes	16.6%	30.8%	26.6%	5.1%	1.1%	19.8%
Q16-4. Enforcing mowing & trimming of grass & weeds on private property	16.6%	32.5%	23.2%	9.7%	3.0%	15.0%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Enforcing exterior maintenance/grounds of business properties (shopping centers, hotels, grocery stores, etc.)	26.2%	49.8%	20.5%	3.0%	0.6%
Q16-2. Enforcing exterior maintenance of residential homes	20.6%	40.0%	28.9%	8.3%	2.1%
Q16-3. Enforcing exterior maintenance of apartment complexes	20.7%	38.4%	33.1%	6.4%	1.3%
Q16-4. Enforcing mowing & trimming of grass & weeds on private property	19.6%	38.2%	27.3%	11.4%	3.5%

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

Q17. Top choice	Number	Percent
Enforcing exterior maintenance/grounds of business properties (shopping centers, hotels, grocery stores, etc.)	395	47.3 %
Enforcing exterior maintenance of residential homes	131	15.7 %
Enforcing exterior maintenance of apartment complexes	75	9.0 %
Enforcing mowing & trimming of grass & weeds on private property	76	9.1 %
None chosen	158	18.9 %
Total	835	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?

Q17. 2nd choice	Number	Percent
Enforcing exterior maintenance/grounds of business properties (shopping centers, hotels, grocery stores, etc.)	100	12.0 %
Enforcing exterior maintenance of residential homes	185	22.2 %
Enforcing exterior maintenance of apartment complexes	201	24.1 %
Enforcing mowing & trimming of grass & weeds on private property	160	19.2 %
None chosen	189	22.6 %
Total	835	100.0 %

SUM OF TOP TWO 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)

Q17. Top choice	Number	Percent
Enforcing exterior maintenance/grounds of business properties (shopping centers, hotels, grocery stores, etc.)	495	59.3 %
Enforcing exterior maintenance of residential homes	316	37.8 %
Enforcing exterior maintenance of apartment complexes	276	33.1 %
Enforcing mowing & trimming of grass & weeds on private property	236	28.3 %
None chosen	158	18.9 %
Total	1481	

Q18. In the last two years, have you or any members of your family reported a property maintenance concern to the City?

Q18. Have your household members reported a property maintenance concern to City	Number	Percent
Yes	101	12.1 %
No	670	80.2 %
Don't know	64	7.7 %
Total	835	100.0 %

WITHOUT "DON'T KNOW"**Q18. In the last two years, have you or any members of your family reported a property maintenance concern to the City? (without "don't know")**

Q18. Have your household members reported a property maintenance concern to City	Number	Percent
Yes	101	13.1 %
No	670	86.9 %
Total	771	100.0 %

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

(N=835)

	Major problem	Minor problem	Not a problem	Don't know
Q19-1. Homes/buildings in disrepair	2.2%	18.9%	72.8%	6.1%
Q19-2. Unmowed, weedy lots/yards	5.4%	27.2%	62.5%	4.9%
Q19-3. Cluttered, junky yards/porches	3.8%	14.3%	76.3%	5.6%
Q19-4. Graffiti	0.4%	3.1%	90.3%	6.2%
Q19-5. Street litter	1.2%	14.3%	78.8%	5.7%
Q19-6. Drugs	1.3%	3.2%	70.1%	25.4%
Q19-7. Speeding	19.3%	38.8%	38.0%	4.0%
Q19-8. Traffic congestion	6.8%	24.1%	64.6%	4.6%
Q19-9. Stray animals	1.4%	10.1%	81.3%	7.2%
Q19-10. Stealing/theft	1.6%	18.6%	63.7%	16.2%
Q19-11. Abandoned vehicles	1.3%	4.0%	82.9%	11.9%
Q19-12. Noisy animals	4.0%	20.7%	67.7%	7.7%
Q19-13. Loitering	1.3%	6.7%	82.3%	9.7%
Q19-14. Upkeep of rental properties	4.2%	17.4%	58.9%	19.5%

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

(N=835)

	Major problem	Minor problem	Not a problem
Q19-1. Homes/buildings in disrepair	2.3%	20.2%	77.6%
Q19-2. Unmowed, weedy lots/yards	5.7%	28.6%	65.7%
Q19-3. Cluttered, junky yards/porches	4.1%	15.1%	80.8%
Q19-4. Graffiti	0.4%	3.3%	96.3%
Q19-5. Street litter	1.3%	15.1%	83.6%
Q19-6. Drugs	1.8%	4.3%	93.9%
Q19-7. Speeding	20.1%	40.4%	39.5%
Q19-8. Traffic congestion	7.2%	25.2%	67.6%
Q19-9. Stray animals	1.5%	10.8%	87.6%
Q19-10. Stealing/theft	1.9%	22.1%	76.0%
Q19-11. Abandoned vehicles	1.5%	4.5%	94.0%
Q19-12. Noisy animals	4.3%	22.4%	73.3%
Q19-13. Loitering	1.5%	7.4%	91.1%
Q19-14. Upkeep of rental properties	5.2%	21.6%	73.2%

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	99	11.9 %
Unmowed, weedy lots/yards	83	9.9 %
Cluttered, junky yards/porches	30	3.6 %
Street litter	9	1.1 %
Drugs	43	5.1 %
Speeding	175	21.0 %
Traffic congestion	46	5.5 %
Stray animals	9	1.1 %
Stealing/theft	43	5.1 %
Abandoned vehicles	3	0.4 %
Noisy animals	15	1.8 %
Loitering	3	0.4 %
Upkeep of rental properties	43	5.1 %
None chosen	234	28.0 %
Total	835	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	51	6.1 %
Unmowed, weedy lots/yards	99	11.9 %
Cluttered, junky yards/porches	40	4.8 %
Graffiti	4	0.5 %
Street litter	27	3.2 %
Drugs	22	2.6 %
Speeding	90	10.8 %
Traffic congestion	66	7.9 %
Stray animals	7	0.8 %
Stealing/theft	59	7.1 %
Abandoned vehicles	9	1.1 %
Noisy animals	15	1.8 %
Loitering	7	0.8 %
Upkeep of rental properties	30	3.6 %
None chosen	309	37.0 %
Total	835	100.0 %

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

Q20. 3rd choice	Number	Percent
Homes/buildings in disrepair	46	5.5 %
Unmowed, weedy lots/yards	51	6.1 %
Cluttered, junky yards/porches	41	4.9 %
Graffiti	9	1.1 %
Street litter	25	3.0 %
Drugs	15	1.8 %
Speeding	53	6.3 %
Traffic congestion	35	4.2 %
Stray animals	10	1.2 %
Stealing/theft	52	6.2 %
Abandoned vehicles	6	0.7 %
Noisy animals	36	4.3 %
Loitering	15	1.8 %
Upkeep of rental properties	46	5.5 %
None chosen	395	47.3 %
Total	835	100.0 %

SUM OF TOP THREE CHOICES

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

Q20. Top choice	Number	Percent
Homes/buildings in disrepair	196	23.5 %
Unmowed, weedy lots/yards	233	27.9 %
Cluttered, junky yards/porches	111	13.3 %
Graffiti	13	1.6 %
Street litter	61	7.3 %
Drugs	80	9.6 %
Speeding	318	38.1 %
Traffic congestion	147	17.6 %
Stray animals	26	3.1 %
Stealing/theft	154	18.4 %
Abandoned vehicles	18	2.2 %
Noisy animals	66	7.9 %
Loitering	25	3.0 %
Upkeep of rental properties	119	14.3 %
None chosen	234	28.0 %
Total	1801	

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Maintenance of City parks	59.5%	30.7%	3.8%	0.5%	0.0%	5.5%
Q21-2. Proximity of City parks to your home	64.2%	26.7%	4.3%	1.2%	0.0%	3.6%
Q21-3. Walking & biking trails	56.9%	28.5%	4.0%	1.8%	0.4%	8.5%
Q21-4. Playgrounds	50.4%	26.7%	6.3%	0.6%	0.1%	15.8%
Q21-5. Lenexa Rec Center	53.7%	22.0%	6.6%	1.0%	0.1%	16.6%
Q21-6. Lenexa Old Town Activity Center	37.6%	19.5%	8.7%	0.6%	0.0%	33.5%
Q21-7. City swimming pools	38.1%	23.1%	8.7%	1.3%	0.4%	28.4%
Q21-8. Park shelters	43.1%	32.1%	7.8%	0.2%	0.1%	16.6%
Q21-9. Outdoor athletic fields (baseball, soccer, softball, etc.)	33.8%	25.1%	12.0%	1.1%	0.0%	28.0%
Q21-10. Outdoor athletic courts (pickleball, tennis, disc golf, etc.)	36.9%	25.6%	10.7%	1.0%	0.1%	25.7%
Q21-11. Skate park	34.4%	17.5%	9.8%	0.4%	0.1%	37.8%
Q21-12. RideKC bike share program	16.4%	11.5%	12.0%	1.4%	0.6%	58.1%
Q21-13. Facility rental options	22.5%	17.8%	11.7%	0.5%	0.0%	47.4%
Q21-14. Legler Barn Museum	25.3%	19.4%	9.9%	0.0%	0.1%	45.3%
Q21-15. Thompson Barn	25.6%	18.6%	8.9%	0.1%	0.0%	46.8%
Q21-16. Signage & wayfinding signs	34.3%	34.7%	14.1%	1.3%	0.2%	15.3%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Maintenance of City parks	63.0%	32.4%	4.1%	0.5%	0.0%
Q21-2. Proximity of City parks to your home	66.6%	27.7%	4.5%	1.2%	0.0%
Q21-3. Walking & biking trails	62.2%	31.2%	4.3%	2.0%	0.4%
Q21-4. Playgrounds	59.9%	31.7%	7.5%	0.7%	0.1%
Q21-5. Lenexa Rec Center	64.4%	26.4%	7.9%	1.1%	0.1%
Q21-6. Lenexa Old Town Activity Center	56.6%	29.4%	13.2%	0.9%	0.0%
Q21-7. City swimming pools	53.2%	32.3%	12.2%	1.8%	0.5%
Q21-8. Park shelters	51.7%	38.5%	9.3%	0.3%	0.1%
Q21-9. Outdoor athletic fields (baseball, soccer, softball, etc.)	46.9%	34.9%	16.6%	1.5%	0.0%
Q21-10. Outdoor athletic courts (pickleball, tennis, disc golf, etc.)	49.7%	34.5%	14.4%	1.3%	0.2%
Q21-11. Skate park	55.3%	28.1%	15.8%	0.6%	0.2%
Q21-12. RideKC bike share program	39.1%	27.4%	28.6%	3.4%	1.4%
Q21-13. Facility rental options	42.8%	33.9%	22.3%	0.9%	0.0%
Q21-14. Legler Barn Museum	46.2%	35.4%	18.2%	0.0%	0.2%
Q21-15. Thompson Barn	48.2%	34.9%	16.7%	0.2%	0.0%
Q21-16. Signage & wayfinding signs	40.5%	41.0%	16.7%	1.6%	0.3%

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

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	413	49.5 %
Proximity of City parks to your home	22	2.6 %
Walking & biking trails	100	12.0 %
Playgrounds	32	3.8 %
Lenexa Rec Center	70	8.4 %
Lenexa Old Town Activity Center	9	1.1 %
City swimming pools	12	1.4 %
Park shelters	3	0.4 %
Outdoor athletic fields (i.e. baseball, soccer, softball, etc.)	1	0.1 %
Outdoor athletic courts (pickleball, tennis, basketball, etc.)	5	0.6 %
Legler Barn Museum	4	0.5 %
Thompson Barn	1	0.1 %
Signage & wayfinding signs	14	1.7 %
None chosen	149	17.8 %
Total	835	100.0 %

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

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	93	11.1 %
Proximity of City parks to your home	60	7.2 %
Walking & biking trails	200	24.0 %
Playgrounds	76	9.1 %
Lenexa Rec Center	71	8.5 %
Lenexa Old Town Activity Center	28	3.4 %
City swimming pools	62	7.4 %
Park shelters	12	1.4 %
Outdoor athletic fields (i.e. baseball, soccer, softball, etc.)	29	3.5 %
Outdoor athletic courts (pickleball, tennis, basketball, etc.)	6	0.7 %
Skate park	3	0.4 %
RideKC bike share program	5	0.6 %
Facility rental options	4	0.5 %
Legler Barn Museum	2	0.2 %
Thompson Barn	1	0.1 %
Signage & wayfinding signs	17	2.0 %
None chosen	166	19.9 %
Total	835	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	53	6.3 %
Proximity of City parks to your home	35	4.2 %
Walking & biking trails	108	12.9 %
Playgrounds	66	7.9 %
Lenexa Rec Center	89	10.7 %
Lenexa Old Town Activity Center	35	4.2 %
City swimming pools	106	12.7 %
Park shelters	27	3.2 %
Outdoor athletic fields (i.e. baseball, soccer, softball, etc.)	38	4.6 %
Outdoor athletic courts (pickleball, tennis, basketball, etc.)	27	3.2 %
Skate park	5	0.6 %
RideKC bike share program	11	1.3 %
Facility rental options	8	1.0 %
Legler Barn Museum	2	0.2 %
Thompson Barn	3	0.4 %
Signage & wayfinding signs	27	3.2 %
None chosen	195	23.4 %
Total	835	100.0 %

SUM OF TOP THREE 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	559	66.9 %
Proximity of City parks to your home	117	14.0 %
Walking & biking trails	408	48.9 %
Playgrounds	174	20.8 %
Lenexa Rec Center	230	27.5 %
Lenexa Old Town Activity Center	72	8.6 %
City swimming pools	180	21.6 %
Park shelters	42	5.0 %
Outdoor athletic fields (i.e. baseball, soccer, softball, etc.)	68	8.1 %
Outdoor athletic courts (pickleball, tennis, basketball, etc.)	38	4.6 %
Skate park	8	1.0 %
RideKC bike share program	16	1.9 %
Facility rental options	12	1.4 %
Legler Barn Museum	8	1.0 %
Thompson Barn	5	0.6 %
Signage & wayfinding signs	58	6.9 %
None chosen	149	17.8 %
Total	2144	

Q23. Parks and Recreation Programs. Please rate your need of each of the following.

(N=835)

	High need	4	3	2	Don't need	Not provided
Q23-1. Early childhood programs	10.7%	6.2%	4.8%	1.9%	59.8%	16.6%
Q23-2. Dance	3.5%	4.1%	9.8%	5.4%	59.6%	17.6%
Q23-3. Arts & cultural programs	12.7%	16.8%	20.5%	6.7%	24.6%	18.8%
Q23-4. Programs for ages 50+	19.5%	21.0%	15.1%	3.6%	25.5%	15.3%
Q23-5. Swim lessons	14.1%	9.0%	7.9%	2.0%	51.0%	15.9%
Q23-6. Youth sports	15.0%	9.0%	5.7%	2.9%	51.3%	16.2%
Q23-7. History programs	7.5%	11.1%	22.5%	9.9%	30.9%	18.0%
Q23-8. Drop-in programs (pickleball, gym for me)	13.1%	15.2%	18.1%	5.5%	31.3%	16.9%
Q23-9. Adult fitness	22.2%	23.8%	16.0%	4.9%	17.4%	15.7%
Q23-10. Youth day & specialty camps	10.2%	9.7%	8.9%	2.4%	52.0%	16.9%
Q23-11. Nature & outdoors	31.3%	19.9%	13.7%	3.6%	15.3%	16.3%
Q23-12. Adaptive classes (ADA/ inclusion)	7.5%	6.8%	8.7%	2.5%	56.6%	17.7%

WITHOUT "NOT PROVIDED"**Q23. Parks and Recreation Programs. Please rate your need of each of the following. (without "not provided")**

(N=835)

	High need	4	3	2	Don't need
Q23-1. Early childhood programs	12.8%	7.5%	5.7%	2.3%	71.7%
Q23-2. Dance	4.2%	4.9%	11.9%	6.5%	72.4%
Q23-3. Arts & cultural programs	15.6%	20.6%	25.2%	8.3%	30.2%
Q23-4. Programs for ages 50+	23.1%	24.8%	17.8%	4.2%	30.1%
Q23-5. Swim lessons	16.8%	10.7%	9.4%	2.4%	60.7%
Q23-6. Youth sports	17.9%	10.7%	6.9%	3.4%	61.1%
Q23-7. History programs	9.2%	13.6%	27.4%	12.1%	37.7%
Q23-8. Drop-in programs (pickleball, gym for me)	15.7%	18.3%	21.8%	6.6%	37.6%
Q23-9. Adult fitness	26.3%	28.3%	19.0%	5.8%	20.6%
Q23-10. Youth day & specialty camps	12.2%	11.7%	10.7%	2.9%	62.5%
Q23-11. Nature & outdoors	37.3%	23.7%	16.3%	4.3%	18.3%
Q23-12. Adaptive classes (ADA/inclusion)	9.2%	8.3%	10.6%	3.1%	68.9%

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

(N=835)

	Very satisfied	4	3	2	Very dissatisfied	Don't know
Q23-1. Early childhood programs	6.6%	5.0%	4.2%	0.2%	0.4%	83.6%
Q23-2. Dance	4.8%	4.0%	4.8%	0.6%	0.2%	85.6%
Q23-3. Arts & cultural programs	12.1%	15.7%	11.5%	0.8%	0.0%	59.9%
Q23-4. Programs for ages 50+	12.9%	16.5%	9.1%	0.7%	0.6%	60.1%
Q23-5. Swim lessons	8.7%	5.9%	6.1%	1.3%	0.5%	77.5%
Q23-6. Youth sports	9.3%	7.8%	6.6%	0.7%	0.5%	75.1%
Q23-7. History programs	6.2%	7.2%	9.1%	1.7%	0.2%	75.6%
Q23-8. Drop-in programs (pickleball, gym for me)	10.5%	13.2%	8.5%	1.3%	0.5%	66.0%
Q23-9. Adult fitness	16.2%	16.6%	11.0%	2.3%	0.2%	53.7%
Q23-10. Youth day & specialty camps	7.4%	6.0%	6.5%	0.5%	0.4%	79.3%
Q23-11. Nature & outdoors	22.2%	16.8%	8.5%	1.0%	0.2%	51.4%
Q23-12. Adaptive classes (ADA/ inclusion)	4.9%	3.7%	3.8%	0.5%	0.2%	86.8%

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=835)

	Very satisfied	4	3	2	Very dissatisfied
Q23-1. Early childhood programs	40.1%	30.7%	25.5%	1.5%	2.2%
Q23-2. Dance	33.3%	27.5%	33.3%	4.2%	1.7%
Q23-3. Arts & cultural programs	30.1%	39.1%	28.7%	2.1%	0.0%
Q23-4. Programs for ages 50+	32.4%	41.4%	22.8%	1.8%	1.5%
Q23-5. Swim lessons	38.8%	26.1%	27.1%	5.9%	2.1%
Q23-6. Youth sports	37.5%	31.3%	26.4%	2.9%	1.9%
Q23-7. History programs	25.5%	29.4%	37.3%	6.9%	1.0%
Q23-8. Drop-in programs (pickleball, gym for me)	31.0%	38.7%	25.0%	3.9%	1.4%
Q23-9. Adult fitness	34.9%	35.9%	23.8%	4.9%	0.5%
Q23-10. Youth day & specialty camps	35.8%	28.9%	31.2%	2.3%	1.7%
Q23-11. Nature & outdoors	45.6%	34.5%	17.5%	2.0%	0.5%
Q23-12. Adaptive classes (ADA/inclusion)	37.3%	28.2%	29.1%	3.6%	1.8%

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	131	15.7 %
Dance	3	0.4 %
Arts & cultural programs	51	6.1 %
Programs for ages 50+	94	11.3 %
Swim lessons	57	6.8 %
Youth sports	59	7.1 %
History programs	9	1.1 %
Drop-in programs (pickleball, gym for me)	28	3.4 %
Adult fitness	46	5.5 %
Youth day & specialty camps	21	2.5 %
Nature & outdoors	80	9.6 %
Adaptive classes (ADA/inclusion)	11	1.3 %
None chosen	245	29.3 %
Total	835	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	42	5.0 %
Dance	4	0.5 %
Arts & cultural programs	62	7.4 %
Programs for ages 50+	111	13.3 %
Swim lessons	48	5.7 %
Youth sports	68	8.1 %
History programs	15	1.8 %
Drop-in programs (pickleball, gym for me)	42	5.0 %
Adult fitness	79	9.5 %
Youth day & specialty camps	28	3.4 %
Nature & outdoors	59	7.1 %
Adaptive classes (ADA/inclusion)	7	0.8 %
None chosen	270	32.3 %
Total	835	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. 3rd choice	Number	Percent
Early childhood programs	40	4.8 %
Dance	1	0.1 %
Arts & cultural programs	44	5.3 %
Programs for ages 50+	75	9.0 %
Swim lessons	27	3.2 %
Youth sports	45	5.4 %
History programs	22	2.6 %
Drop-in programs (pickleball, gym for me)	39	4.7 %
Adult fitness	77	9.2 %
Youth day & specialty camps	48	5.7 %
Nature & outdoors	104	12.5 %
Adaptive classes (ADA/inclusion)	18	2.2 %
None chosen	295	35.3 %
Total	835	100.0 %

SUM OF TOP THREE 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)

Q24. Top choice	Number	Percent
Early childhood programs	213	25.5 %
Dance	8	1.0 %
Arts & cultural programs	157	18.8 %
Programs for ages 50+	280	33.5 %
Swim lessons	132	15.8 %
Youth sports	172	20.6 %
History programs	46	5.5 %
Drop-in programs (pickleball, gym for me)	109	13.1 %
Adult fitness	202	24.2 %
Youth day & specialty camps	97	11.6 %
Nature & outdoors	243	29.1 %
Adaptive classes (ADA/inclusion)	36	4.3 %
None chosen	245	29.3 %
Total	1940	

Q25. In the last two years, have you or any members of your family...

Q25. What following have members of your household
done in last two years

	Number	Percent
Visited a City park	769	92.1 %
Used a City athletic field or outdoor sport court	294	35.2 %
Visited an outdoor City swimming pool	291	34.9 %
Participated in a City recreation program or class	243	29.1 %
Attended a City art program or event	377	45.1 %
Biked for exercise or leisure	311	37.2 %
Biked to get to a destination	130	15.6 %
Attended a City special event or festival	567	67.9 %
Total	2982	

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

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

	Number	Percent
City email newsletters (My Lenexa News, Parks & Recreation News, etc.)	486	58.2 %
Resident magazine (TownTalk)	744	89.1 %
City's social media sites (i.e. Facebook, Instagram, etc.)	278	33.3 %
City website (Lenexa.com)	317	38.0 %
Local news outlets	279	33.4 %
City announcements on Nextdoor	141	16.9 %
Other	27	3.2 %
Total	2272	

Q26-7. Other:

Q26-7. Other	Number	Percent
Neighbors	3	11.1 %
Kansas City Star	2	7.4 %
Mail	2	7.4 %
Word of mouth	2	7.4 %
App	1	3.7 %
Friends	1	3.7 %
Johnson County Post, Kansas City Star	1	3.7 %
HOA Facebook	1	3.7 %
Social media	1	3.7 %
Friends and neighbors	1	3.7 %
SM Post	1	3.7 %
HOA	1	3.7 %
Work	1	3.7 %
TV	1	3.7 %
City emails	1	3.7 %
Postcards and signage	1	3.7 %
Friends and word of mouth	1	3.7 %
JOCO	1	3.7 %
Posted announcements at Lenexa Center	1	3.7 %
Facebook	1	3.7 %
Ring	1	3.7 %
Signs on Lenexa barn	1	3.7 %
Total	27	100.0 %

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

Q27. Top choice	Number	Percent
City email newsletters (My Lenexa News, Parks & Recreation News, etc.)	265	31.7 %
Resident magazine (TownTalk)	317	38.0 %
City's social media sites (i.e. Facebook, Instagram, etc.)	59	7.1 %
City website (Lenexa.com)	32	3.8 %
Local news outlets	11	1.3 %
City announcements on Nextdoor	6	0.7 %
None chosen	145	17.4 %
Total	835	100.0 %

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

Q27. 2nd choice	Number	Percent
City email newsletters (My Lenexa News, Parks & Recreation News, etc.)	134	16.0 %
Resident magazine (TownTalk)	239	28.6 %
City's social media sites (i.e. Facebook, Instagram, etc.)	96	11.5 %
City website (Lenexa.com)	97	11.6 %
Local news outlets	45	5.4 %
City announcements on Nextdoor	26	3.1 %
None chosen	198	23.7 %
Total	835	100.0 %

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

Q27. 3rd choice	Number	Percent
City email newsletters (My Lenexa News, Parks & Recreation News, etc.)	72	8.6 %
Resident magazine (TownTalk)	47	5.6 %
City's social media sites (i.e. Facebook, Instagram, etc.)	89	10.7 %
City website (Lenexa.com)	151	18.1 %
Local news outlets	109	13.1 %
City announcements on Nextdoor	35	4.2 %
None chosen	332	39.8 %
Total	835	100.0 %

SUM OF TOP THREE CHOICES**Q27. 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 newsletters (My Lenexa News, Parks & Recreation News, etc.)	471	56.4 %
Resident magazine (TownTalk)	603	72.2 %
City's social media sites (i.e. Facebook, Instagram, etc.)	244	29.2 %
City website (Lenexa.com)	280	33.5 %
Local news outlets	165	19.8 %
City announcements on Nextdoor	67	8.0 %
None chosen	145	17.4 %
Total	1975	

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Resident magazine: TownTalk	59.0%	29.5%	6.2%	0.8%	0.1%	4.3%
Q28-2. City social media channels (Facebook, Instagram)	16.8%	18.6%	13.9%	1.0%	0.7%	49.1%
Q28-3. Email newsletters (My Lenexa News, Road Closure Alerts, etc.)]	25.7%	23.6%	12.5%	1.7%	0.5%	36.0%
Q28-4. Usefulness of City's website	19.3%	27.7%	18.9%	2.8%	0.4%	31.0%
Q28-5. Availability of information about City programs & services	25.0%	33.8%	19.3%	2.4%	0.5%	19.0%
Q28-6. City efforts to keep you informed about local issues	23.1%	34.1%	19.2%	4.6%	0.6%	18.4%
Q28-7. Level of public involvement in local decision-making	14.4%	19.8%	22.2%	8.5%	3.8%	31.4%

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

(N=835)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Resident magazine: TownTalk	61.7%	30.8%	6.5%	0.9%	0.1%
Q28-2. City social media channels (Facebook, Instagram)	32.9%	36.5%	27.3%	1.9%	1.4%
Q28-3. Email newsletters (My Lenexa News, Road Closure Alerts, etc.)]	40.3%	36.9%	19.5%	2.6%	0.7%
Q28-4. Usefulness of City's website	28.0%	40.1%	27.4%	4.0%	0.5%
Q28-5. Availability of information about City programs & services	30.9%	41.7%	23.8%	3.0%	0.6%
Q28-6. City efforts to keep you informed about local issues	28.3%	41.9%	23.5%	5.6%	0.7%
Q28-7. Level of public involvement in local decision-making	20.9%	28.8%	32.3%	12.4%	5.6%

Q29. Customer Service. Have you called or visited the City with a question, problem or complaint during the last two years?

Q29. Have you called or visited City with a question, problem or complaint during last two years	Number	Percent
Yes	294	35.2 %
No	535	64.1 %
Don't know	6	0.7 %
Total	835	100.0 %

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

Q29. Have you called or visited City with a question, problem or complaint during last two years	Number	Percent
Yes	294	35.5 %
No	535	64.5 %
Total	829	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	167	56.8 %
Somewhat easy	97	33.0 %
Difficult	21	7.1 %
Very difficult	5	1.7 %
Don't know	4	1.4 %
Total	294	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	167	57.6 %
Somewhat easy	97	33.4 %
Difficult	21	7.2 %
Very difficult	5	1.7 %
Total	290	100.0 %

Q29b. What department did you contact?

Q29b. What department did you contact	Number	Percent
Police	65	22.1 %
Fire	17	5.8 %
Community Development	50	17.0 %
Parks & Recreation	87	29.6 %
Municipal Services	118	40.1 %
City Manager	37	12.6 %
Communications	7	2.4 %
Municipal Court	6	2.0 %
Other	32	10.9 %
Total	419	

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=294)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q29c-1. They did what they said they would do in a timely manner	55.1%	20.1%	9.9%	3.4%	2.4%	9.2%
Q29c-2. They gave prompt, accurate & complete answers to questions	54.8%	19.4%	10.9%	4.8%	3.1%	7.1%
Q29c-3. They helped me resolve an issue to my satisfaction	49.3%	17.3%	12.6%	6.1%	6.8%	7.8%
Q29c-4. They made it easy for me to handle my request	52.4%	20.4%	11.2%	4.4%	3.7%	7.8%
Q29c-5. They were courteous & polite	70.7%	18.4%	2.7%	1.0%	1.4%	5.8%

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=294)

	Always	Usually	Sometimes	Seldom	Never
Q29c-1. They did what they said they would do in a timely manner	60.7%	22.1%	10.9%	3.7%	2.6%
Q29c-2. They gave prompt, accurate & complete answers to questions	59.0%	20.9%	11.7%	5.1%	3.3%
Q29c-3. They helped me resolve an issue to my satisfaction	53.5%	18.8%	13.7%	6.6%	7.4%
Q29c-4. They made it easy for me to handle my request	56.8%	22.1%	12.2%	4.8%	4.1%
Q29c-5. They were courteous & polite	75.1%	19.5%	2.9%	1.1%	1.4%

Q30a. Festivals & Events. Please rate your need of each of the following types of events and festivals.

(N=835)

	High need	4	3	2	Don't need	Not provided
Q30a-1. Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	26.0%	24.9%	20.1%	4.6%	11.6%	12.8%
Q30a-2. Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	21.7%	21.9%	21.9%	5.7%	14.9%	13.9%
Q30a-3. Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	17.6%	20.4%	19.9%	7.3%	20.7%	14.1%
Q30a-4. Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	32.6%	26.2%	14.6%	3.6%	11.3%	11.7%
Q30a-5. Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	15.8%	11.9%	12.1%	3.8%	41.9%	14.5%
Q30a-6. Pets (Paws in the Pool)	10.8%	9.9%	13.2%	5.1%	45.9%	15.1%
Q30a-7. Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	28.1%	23.1%	18.7%	4.6%	13.2%	12.3%
Q30a-8. Contests (Great Lenexa BBQ Battle, Chili Challenge)	28.4%	23.4%	18.2%	4.6%	14.0%	11.5%

WITHOUT "NOT PROVIDED"**Q30a. Festivals & Events. Please rate your need of each of the following types of events and festivals. (without "not provided")**

(N=835)

	High need	4	3	2	Don't need
Q30a-1. Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	29.8%	28.6%	23.1%	5.2%	13.3%
Q30a-2. Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	25.2%	25.5%	25.5%	6.7%	17.2%
Q30a-3. Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	20.5%	23.7%	23.2%	8.5%	24.1%
Q30a-4. Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	36.9%	29.7%	16.6%	4.1%	12.8%
Q30a-5. Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	18.5%	13.9%	14.1%	4.5%	49.0%
Q30a-6. Pets (Paws in the Pool)	12.7%	11.7%	15.5%	6.1%	54.0%
Q30a-7. Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	32.1%	26.4%	21.3%	5.2%	15.0%
Q30a-8. Contests (Great Lenexa BBQ Battle, Chili Challenge)	32.1%	26.4%	20.6%	5.1%	15.8%

Q30a. Festivals & Events. Please rate your level of satisfaction with each of the following types of events and festivals.

(N=835)

	Very satisfied	4	3	2	Very dissatisfied	Don't know
Q30a-1. Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	29.9%	21.3%	9.3%	0.6%	1.1%	37.7%
Q30a-2. Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	24.2%	19.9%	12.5%	0.7%	0.8%	41.9%
Q30a-3. Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	18.6%	16.6%	11.4%	1.0%	0.4%	52.1%
Q30a-4. Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	32.8%	22.9%	8.9%	0.6%	0.2%	34.6%
Q30a-5. Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	13.3%	9.5%	7.4%	0.2%	0.5%	69.1%
Q30a-6. Pets (Paws in the Pool)	9.8%	8.5%	6.8%	0.7%	0.5%	73.7%
Q30a-7. Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	24.9%	18.2%	12.0%	0.6%	0.4%	44.0%
Q30a-8. Contests (Great Lenexa BBQ Battle, Chili Challenge)	29.8%	20.5%	9.5%	1.1%	0.5%	38.7%

WITHOUT "DON'T KNOW"**Q30a. Festivals & Events. Please rate your level of satisfaction with each of the following types of events and festivals. (without "don't know")**

(N=835)

	Very satisfied	4	3	2	Very dissatisfied
Q30a-1. Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	48.1%	34.2%	15.0%	1.0%	1.7%
Q30a-2. Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	41.6%	34.2%	21.4%	1.2%	1.4%
Q30a-3. Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	38.8%	34.8%	23.8%	2.0%	0.8%
Q30a-4. Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	50.2%	35.0%	13.6%	0.9%	0.4%
Q30a-5. Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	43.0%	30.6%	24.0%	0.8%	1.6%
Q30a-6. Pets (Paws in the Pool)	37.3%	32.3%	25.9%	2.7%	1.8%
Q30a-7. Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	44.4%	32.5%	21.4%	1.1%	0.6%
Q30a-8. Contests (Great Lenexa BBQ Battle, Chili Challenge)	48.6%	33.4%	15.4%	1.8%	0.8%

Q30b. Which THREE of the types of events and festivals listed in Question 30a do you think are MOST IMPORTANT for the City to prioritize?

<u>Q30b. Top choice</u>	<u>Number</u>	<u>Percent</u>
Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	180	21.6 %
Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	46	5.5 %
Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	42	5.0 %
Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	198	23.7 %
Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	15	1.8 %
Pets (Paws in the Pool)	3	0.4 %
Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	56	6.7 %
Contests (Great Lenexa BBQ Battle, Chili Challenge)	102	12.2 %
None chosen	193	23.1 %
Total	835	100.0 %

Q30b. Which THREE of the types of events and festivals listed in Question 30a do you think are MOST IMPORTANT for the City to prioritize?

<u>Q30b. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	87	10.4 %
Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	96	11.5 %
Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	51	6.1 %
Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	151	18.1 %
Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	40	4.8 %
Pets (Paws in the Pool)	3	0.4 %
Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	120	14.4 %
Contests (Great Lenexa BBQ Battle, Chili Challenge)	80	9.6 %
None chosen	207	24.8 %
Total	835	100.0 %

Q30b. Which THREE of the types of events and festivals listed in Question 30a do you think are MOST IMPORTANT for the City to prioritize?

<u>Q30b. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	99	11.9 %
Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	76	9.1 %
Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	61	7.3 %
Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	110	13.2 %
Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	43	5.1 %
Pets (Paws in the Pool)	9	1.1 %
Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	96	11.5 %
Contests (Great Lenexa BBQ Battle, Chili Challenge)	98	11.7 %
None chosen	243	29.1 %
Total	835	100.0 %

SUM OF TOP THREE CHOICES

Q30b. Which THREE of the types of events and festivals listed in Question 30a do you think are MOST IMPORTANT for the City to prioritize? (top 3)

<u>Q30b. Top choice</u>	<u>Number</u>	<u>Percent</u>
Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	366	43.8 %
Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	218	26.1 %
Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	154	18.4 %
Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	459	55.0 %
Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	98	11.7 %
Pets (Paws in the Pool)	15	1.8 %
Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	272	32.6 %
Contests (Great Lenexa BBQ Battle, Chili Challenge)	280	33.5 %
None chosen	193	23.1 %
Total	2055	

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

	Mean	Sum
number	2.3	1814
Under age 5	0.1	80
Ages 5-9	0.1	65
Ages 10-14	0.1	86
Ages 15-19	0.1	82
Ages 20-24	0.1	67
Ages 25-34	0.2	131
Ages 35-44	0.2	185
Ages 45-54	0.2	165
Ages 55-64	0.4	302
Ages 65-74	0.5	367
Ages 75+	0.4	284

Q33. What is your age?

Q33. Your age	Number	Percent
18-34	142	17.0 %
35-44	163	19.5 %
45-54	166	19.9 %
55-64	163	19.5 %
65+	164	19.6 %
Not provided	37	4.4 %
Total	835	100.0 %

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

Q33. Your age	Number	Percent
18-34	142	17.8 %
35-44	163	20.4 %
45-54	166	20.8 %
55-64	163	20.4 %
65+	164	20.6 %
Total	798	100.0 %

Q34. Are you or other members of your household of Spanish, Hispanic, or Latino heritage?

Q34. Are you or other members of your household of		
Spanish, Hispanic, or Latino heritage	Number	Percent
Yes	79	9.5 %
No	748	89.6 %
Not provided	8	1.0 %
Total	835	100.0 %

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

Q34. Are you or other members of your household of		
Spanish, Hispanic, or Latino heritage	Number	Percent
Yes	79	9.6 %
No	748	90.4 %
Total	827	100.0 %

Q34-1. How many people in your household are of Spanish, Hispanic, or Latino heritage?

Q34-1. How many of your household are of Spanish,		
Hispanic, or Latino heritage	Number	Percent
1	27	34.2 %
2	33	41.8 %
3+	19	24.1 %
Total	79	100.0 %

Q35. Including yourself, how many people in your household are...

	Mean	Sum
number	2.2	1678
American Indian or Alaska Native	0.0	19
Asian	0.1	72
Black or African American	0.1	105
Native Hawaiian or other Pacific Islander	0.0	1
Two or more races	0.1	79
White	1.9	1402

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

Q36. How many years have you lived in Lenexa	Number	Percent
0-5	146	17.5 %
6-10	149	17.8 %
11-15	85	10.2 %
16-20	79	9.5 %
21-30	166	19.9 %
31+	196	23.5 %
Not provided	14	1.7 %
Total	835	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	146	17.8 %
6-10	149	18.1 %
11-15	85	10.4 %
16-20	79	9.6 %
21-30	166	20.2 %
31+	196	23.9 %
Total	821	100.0 %

Q37. Do you plan to retire in Lenexa?

Q37. Do you plan to retire in Lenexa	Number	Percent
Yes	563	67.4 %
No	49	5.9 %
Not provided	223	26.7 %
Total	835	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	563	92.0 %
No	49	8.0 %
Total	612	100.0 %

Q38. Do you own or rent your current residence?

Q38. Do you own or rent your current residence	Number	Percent
Own	627	75.1 %
Rent	203	24.3 %
Not provided	5	0.6 %
Total	835	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	627	75.5 %
Rent	203	24.5 %
Total	830	100.0 %

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

Q39. Your total annual household income	Number	Percent
Under \$30K	42	5.0 %
\$30K to \$49,999	52	6.2 %
\$50K to \$69,999	66	7.9 %
\$70K to \$89,999	79	9.5 %
\$90K to \$119,999	131	15.7 %
\$120K to \$174,999	157	18.8 %
\$175K+	189	22.6 %
Not provided	119	14.3 %
Total	835	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	42	5.9 %
\$30K to \$49,999	52	7.3 %
\$50K to \$69,999	66	9.2 %
\$70K to \$89,999	79	11.0 %
\$90K to \$119,999	131	18.3 %
\$120K to \$174,999	157	21.9 %
\$175K+	189	26.4 %
Total	716	100.0 %

Q40. Your gender:

Q40. Your gender	Number	Percent
Male	406	48.6 %
Female	414	49.6 %
I prefer to self-identify	2	0.2 %
Not provided	13	1.6 %
Total	835	100.0 %

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

Q40. Your gender	Number	Percent
Male	406	49.4 %
Female	414	50.4 %
I prefer to self-identify	2	0.2 %
Total	822	100.0 %

Q40-3. Self-describe your gender:

Q40-3. Self-describe your gender	Number	Percent
Gender fluid	1	50.0 %
Nonbinary	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	810	97.0 %
Spanish	15	1.8 %
Other	3	0.4 %
Not provided	7	0.8 %
Total	835	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	810	97.8 %
Spanish	15	1.8 %
Other	3	0.4 %
Total	828	100.0 %

Q41-3. Other:

Q41-3. Other	Number	Percent
Portuguese	2	66.7 %
Chinese	1	33.3 %
Total	3	100.0 %

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

	Mean	Sum
number	1.6	926
Within City limits of Lenexa	0.5	269
Outside Lenexa, but within Johnson County	0.6	356
Outside Johnson County, but within KC Metro	0.4	225
Outside KC Metro Area	0.1	76

Ward:

Ward	Number	Percent
1	219	26.2 %
2	226	27.1 %
3	222	26.6 %
4	168	20.1 %
Total	835	100.0 %



Survey Instrument



17101 W. 87th Street Parkway

Lenexa, KS 66219

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 communications@lenexa.com. Thank you for your participation in this important process.

A stylized, handwritten signature in black ink, appearing to read "Julie Sayers".

Julie Sayers
Mayor

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

Beccy Yocham
City Manager

2025 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.

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 two years, have you or any members of your family... [Check all that apply.]

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

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

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

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.	Police communication about crime trends, police activity and safety education	5	4	3	2	1	9
09.	Efforts to educate you about fire prevention & life-safety issues	5	4	3	2	1	9
10.	How quickly fire department personnel respond to emergencies	5	4	3	2	1	9
11.	Visibility of fire department personnel	5	4	3	2	1	9
12.	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 two years, have you or any members of your family called or interacted with the Police Department... [Check all that apply.]

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

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

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

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/grounds of business properties (shopping centers, hotels, grocery stores, etc.)	5	4	3	2	1	9
2. Enforcing the exterior maintenance of residential homes	5	4	3	2	1	9
3. Enforcing the exterior maintenance of apartment complexes	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

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 two years, have you or any members of your family reported a property maintenance concern to the City?

____(1) Yes ____ (2) No ____ (9) Don't know

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.	Lenexa Old Town Activity Center	5	4	3	2	1	9
07.	City swimming pools	5	4	3	2	1	9
08.	Park shelters	5	4	3	2	1	9
09.	Outdoor athletic fields (baseball, soccer, softball, etc.)	5	4	3	2	1	9
10.	Outdoor athletic courts (pickleball, tennis, disc golf, etc.)	5	4	3	2	1	9
11.	Skate park	5	4	3	2	1	9
12.	RideKC bike share program	5	4	3	2	1	9
13.	Facility rental options	5	4	3	2	1	9
14.	Legler Barn Museum	5	4	3	2	1	9
15.	Thompson Barn	5	4	3	2	1	9
16.	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. Programs for ages 50+	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. History programs	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 two years, have you or any members of your family... *[Check all that apply.]*

- | | |
|---|--|
| ____ (1) Visited a park | ____ (5) Attended a City art program or event |
| ____ (2) Used a City athletic field or outdoor sport court | ____ (6) Biked for exercise or leisure |
| ____ (3) Visited an outdoor City swimming pool | ____ (7) Biked to get to a destination |
| ____ (4) Participated in a City recreation program or class | ____ (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 email newsletters (My Lenexa News, Parks & Recreation News, etc.) | ____ (4) City website (Lenexa.com) |
| ____ (2) Resident magazine (TownTalk) | ____ (5) Local news outlets |
| ____ (3) City's social media sites (Facebook, Instagram, etc.) | ____ (6) City announcements on Nextdoor |
| | ____ (7) Other: _____ |

27. 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)	5	4	3	2	1	9
3. Email 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 last two years?

____(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

30a. Festivals & Events. Please rate your need and level of satisfaction with each of the following types of events and festivals.

Programming		Family Need					Satisfaction with City Festival/Event					
		High Need			Don't Need		Very Satisfied			Very Dissatisfied		Don't Know
1.	Live music (Outdoor Concert Series, Friday Night Sound Bites, Community Orchestra)	5	4	3	2	1	5	4	3	2	1	9
2.	Arts (Art Fair, City Center Live, Cupid's Gems Artisan Jewelry Show)	5	4	3	2	1	5	4	3	2	1	9
3.	Health & Wellness (Freedom Run, Moonlight Bike Ride, Mother's Day Yoga)	5	4	3	2	1	5	4	3	2	1	9
4.	Family-friendly (Spinach Festival, Sar-Ko Aglow, July 4 Parade, Enchanted Forest)	5	4	3	2	1	5	4	3	2	1	9
5.	Youth events (Tiny Tot Triathlon, Candy Cane Hunt, Fishing Derby)	5	4	3	2	1	5	4	3	2	1	9
6.	Pets (Paws in the Pool)	5	4	3	2	1	5	4	3	2	1	9
7.	Community Building (Food Truck Frenzy, Truck or Treat, Fire Dept. Open House, National Night Out with Police)	5	4	3	2	1	5	4	3	2	1	9
8.	Contests (Great Lenexa BBQ Battle, Chili Challenge)	5	4	3	2	1	5	4	3	2	1	9

30b. Which THREE of the types of events and festivals listed in Question 30 do you think are MOST IMPORTANT for the City to prioritize? [Write in your answers below using the numbers from the list in Question 30, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

31. What do you think are the MOST SIGNIFICANT priorities facing Lenexa Fire Department in the next five years?

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 other members of your household of Spanish, Hispanic, or Latino heritage?**

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

35. Including yourself, how many people in your household are...

____ American Indian or Alaska Native ____ Native Hawaiian or other Pacific Islander
____ Asian ____ Two or more races
____ Black or African American ____ White

36. Approximately how many years have you lived in Lenexa? ____ years**37. Do you plan to retire in Lenexa? ____ (1) Yes ____ (2) No ____ (3) Unsure****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 Lenexa, but within Johnson County
____ Outside Johnson County, but within the KC Metro
____ 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