

Section 5:
Tabular Data and
Survey Instrument

Q1. OVERALL: Please rate your overall satisfaction with the following major categories of services provided by the City of Lenexa. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q1a Quality of police, fire & ambulance services	0.9%	0.5%	4.5%	37.8%	48.5%	7.9%
Q1b Quality of city parks & recreation programs & facilities	0.6%	1.4%	6.0%	43.5%	44.7%	3.8%
Q1c Overall maintenance of city streets	1.8%	5.1%	15.1%	52.9%	22.5%	2.5%
Q1d Overall maintenance of buildings & facilities	0.1%	0.8%	11.3%	52.9%	24.9%	9.9%
Q1e Enforcement of city codes & ordinances	2.0%	6.2%	19.8%	40.8%	16.9%	14.1%
Q1f Quality of customer service received	0.9%	2.0%	14.5%	40.3%	27.5%	14.8%
Q1g Effectiveness of city communication with the public	1.0%	3.1%	17.2%	47.8%	24.7%	6.2%
Q1h City's storm water runoff/management system	2.5%	3.4%	16.9%	45.2%	20.4%	11.6%
Q1i Overall flow of traffic & congestion management	3.8%	15.1%	26.6%	40.7%	10.9%	2.8%

EXCLUDING DON'T KNOWS

Q1. OVERALL: Please rate your overall satisfaction with the following major categories of services provided by the City of Lenexa. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q1a Quality of police, fire & ambulance services	1.0%	0.6%	4.8%	41.0%	52.6%
Q1b Quality of city parks & recreation programs & facilities	0.7%	1.5%	6.2%	45.2%	46.4%
Q1c Overall maintenance of city streets	1.8%	5.2%	15.5%	54.3%	23.1%
Q1d Overall maintenance of buildings & facilities	0.1%	0.8%	12.6%	58.8%	27.7%
Q1e Enforcement of city codes & ordinances	2.4%	7.3%	23.1%	47.6%	19.7%
Q1f Quality of customer service received	1.0%	2.4%	17.0%	47.3%	32.2%
Q1g Effectiveness of city communication with the public	1.1%	3.3%	18.3%	51.0%	26.3%
Q1h City's storm water runoff/management system	2.9%	3.9%	19.1%	51.1%	23.0%
Q1i Overall flow of traffic & congestion management	3.9%	15.6%	27.4%	41.9%	11.3%

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2 1 st Choice	Number	Percent
A=Police, fire & ambulance services	149	19.0 %
B=City parks & recreation programs & facilities	41	5.2 %
C=Maintenance of city streets	122	15.5 %
D=Maintenance of buildings & facilities	5	0.6 %
E=Enforcement of city codes & ordinances	45	5.7 %
F=Quality of customer service	5	0.6 %
G=Effectiveness of city communication	19	2.4 %
H=City's storm water runoff/management system	38	4.8 %
I=Flow of traffic & congestion management	308	39.2 %
Z=None chosen	54	6.9 %
Total	786	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2 2 nd choice	Number	Percent
A=Police, fire & ambulance services	81	10.3 %
B=City parks & recreation programs & facilities	63	8.0 %
C=Maintenance of city streets	203	25.8 %
D=Maintenance of buildings & facilities	12	1.5 %
E=Enforcement of city codes & ordinances	77	9.8 %
F=Quality of customer service	22	2.8 %
G=Effectiveness of city communication	52	6.6 %
H=City's storm water runoff/management system	64	8.1 %
I=Flow of traffic & congestion management	125	15.9 %
Z=None chosen	87	11.1 %
Total	786	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years?

Q2 3 rd choice	Number	Percent
A=Police, fire & ambulance services	67	8.5 %
B=City parks & recreation programs & facilities	100	12.7 %
C=Maintenance of city streets	109	13.9 %
D=Maintenance of buildings & facilities	28	3.6 %
E=Enforcement of city codes & ordinances	66	8.4 %
F=Quality of customer service	30	3.8 %
G=Effectiveness of city communication	52	6.6 %
H=City's storm water runoff/management system	65	8.3 %
I=Flow of traffic & congestion management	127	16.2 %
Z=None chosen	142	18.1 %
Total	786	100.0 %

Q2. Which THREE of these items do you think should receive the most emphasis from City leaders over the next TWO Years? (all three selections)

Q2 Sum of Top 3 Choices	Number	Percent
A = Police, fire & ambulance services	297	37.8 %
B = City parks & recreation programs & facilities	204	26.0 %
C = Maintenance of city streets	434	55.2 %
D = Maintenance of buildings & facilities	45	5.7 %
E = Enforcement of city codes & ordinances	188	23.9 %
F = Quality of customer service	57	7.3 %
G = Effectiveness of city communication	123	15.6 %
H = City's storm water runoff/management system	167	21.2 %
I = Flow of traffic & congestion management	560	71.2 %
Z = None chosen	54	6.9 %
Total	2129	

Q3. Several items that may influence your perception of the City of Lenexa are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q3a Overall value that you receive for your dollars & fees	1.4%	4.6%	19.6%	53.3%	17.4%	3.7%
Q3b Overall image of the City	0.1%	2.0%	11.7%	51.5%	33.2%	1.4%
Q3c How well city is planning growth	2.0%	6.6%	19.6%	41.3%	22.3%	8.1%
Q3d Overall quality of life in city	0.1%	0.9%	6.0%	50.9%	41.0%	1.1%
Q3e Overall appearance of City	0.4%	2.3%	11.3%	56.2%	29.0%	0.8%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q3a Overall value that you receive for your dollars & fees	1.5%	4.8%	20.3%	55.4%	18.1%
Q3b Overall image of the City	0.1%	2.1%	11.9%	52.3%	33.7%
Q3c How well city is planning growth	2.2%	7.2%	21.3%	45.0%	24.2%
Q3d Overall quality of life in city	0.1%	0.9%	6.0%	51.5%	41.4%
Q3e Overall appearance of City	0.4%	2.3%	11.4%	56.7%	29.2%

Q4. Public safety. How satisfied are you with:

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q4a Quality of local police protection	1.0%	1.4%	6.5%	45.0%	41.1%	5.0%
Q4b Visibility of police in neighborhoods	0.9%	5.6%	16.4%	44.3%	30.7%	2.2%
Q4c Visibility of police in retail areas	0.8%	4.7%	27.9%	42.2%	17.3%	7.1%
Q4d How quickly police respond	0.3%	1.0%	9.2%	32.3%	28.1%	29.1%
Q4e City's efforts to prevent crime	0.5%	2.2%	17.7%	39.7%	22.0%	17.9%
Q4f Police safety education programs	0.5%	0.4%	21.8%	29.4%	18.1%	29.9%
Q4g Enforcement of local traffic laws	2.2%	5.9%	19.5%	45.3%	19.1%	8.1%
Q4h Quality of local fire protection	0.3%	0.3%	7.5%	42.7%	34.2%	15.0%
Q4i Location of fire stations	0.0%	1.0%	8.3%	44.1%	36.5%	10.1%
Q4j How quickly fire department responds	0.1%	0.1%	8.9%	28.0%	32.3%	30.5%
Q4k Fire safety education programs	0.3%	0.5%	19.2%	24.9%	18.1%	37.0%
Q4l Quality of local ambulance service	0.1%	0.5%	13.0%	29.1%	23.2%	34.1%
Q4m Ease of travel by car through Lenexa	2.0%	12.6%	21.6%	49.1%	12.1%	2.5%
Q4n Quality of animal control	2.7%	5.7%	18.4%	38.9%	19.3%	14.9%

EXCLUDING DON'T KNOWS

Q4. Public safety. How satisfied are you with: (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q4a Quality of local police protection	1.1%	1.5%	6.8%	47.4%	43.2%
Q4b Visibility of police in neighborhoods	0.9%	5.7%	16.8%	45.3%	31.3%
Q4c Visibility of police in retail areas	0.8%	5.1%	30.0%	45.5%	18.6%
Q4d How quickly police respond	0.4%	1.4%	12.9%	45.6%	39.7%
Q4e City's efforts to prevent crime	0.6%	2.6%	21.6%	48.4%	26.8%
Q4f Police safety education programs	0.7%	0.5%	31.0%	41.9%	25.8%
Q4g Enforcement of local traffic laws	2.4%	6.4%	21.2%	49.3%	20.8%
Q4h Quality of local fire protection	0.3%	0.3%	8.8%	50.3%	40.3%
Q4i Location of fire stations	0.0%	1.1%	9.2%	49.1%	40.6%
Q4j How quickly fire department responds	0.2%	0.2%	12.8%	40.3%	46.5%
Q4k Fire safety education programs	0.4%	0.8%	30.5%	39.6%	28.7%
Q4l Quality of local ambulance service	0.2%	0.8%	19.7%	44.2%	35.1%
Q4m Ease of travel by car through Lenexa	2.1%	12.9%	22.2%	50.4%	12.4%
Q4n Quality of animal control	3.1%	6.7%	21.7%	45.7%	22.7%

Q5. Which TWO areas of PUBLIC SAFETY do you think should be emphasized most by City leaders over the next two years?

Q5 1 st choice	Number	Percent
A=Local police protection	147	18.7 %
B=Police in neighborhoods	82	10.4 %
C=Police in retail areas	23	2.9 %
D=How quickly police respond	23	2.9 %
E=Efforts to prevent crime	109	13.9 %
F=Police safety education programs	13	1.7 %
G=Enforcement of local traffic laws	45	5.7 %
H=Local fire protection	16	2.0 %
I=Location of fire stations	10	1.3 %
J=How quickly fire department responds	9	1.1 %
K=Fire safety education programs	8	1.0 %
L=Quality of local ambulance service	5	0.6 %
M=Ease of traveling by car	185	23.5 %
N=Quality of animal control	30	3.8 %
Z=None chosen	81	10.3 %
Total	786	100.0 %

Q5. Which TWO areas of PUBLIC SAFETY do you think should be emphasized most by City leaders over the next two years?

Q5 2 nd choice	Number	Percent
A=Local police protection	34	4.3 %
B=Police in neighborhoods	74	9.4 %
C=Police in retail areas	66	8.4 %
D=How quickly police respond	26	3.3 %
E=Efforts to prevent crime	117	14.9 %
F=Police safety education programs	17	2.2 %
G=Enforcement of local traffic laws	59	7.5 %
H=Local fire protection	66	8.4 %
I=Location of fire stations	7	0.9 %
J=How quickly fire department responds	28	3.6 %
K=Fire safety education programs	15	1.9 %
L=Quality of local ambulance service	15	1.9 %
M=Ease of traveling by car	96	12.2 %
N=Quality of animal control	33	4.2 %
Z=None chosen	133	16.9 %
Total	786	100.0 %

Q5. Which TWO areas of PUBLIC SAFETY do you think should be emphasized most by City leaders over the next two years? (both selections)

<u>Q5 Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
A = Local police protection	181	23.0 %
B = Police in neighborhoods	156	19.8 %
C = Police in retail areas	89	11.3 %
D = How quickly police respond	49	6.2 %
E = Efforts to prevent crime	226	28.8 %
F = Police safety education programs	30	3.8 %
G = Enforcement of local traffic laws	104	13.2 %
H = Local fire protection	82	10.4 %
I = Location of fire stations	17	2.2 %
J = How quickly fire department responds	37	4.7 %
K = Fire safety education programs	23	2.9 %
L = Quality of local ambulance service	20	2.5 %
M = Ease of traveling by car	281	35.8 %
N = Quality of animal control	63	8.0 %
Z = None chosen	81	10.3 %
Total	1439	

Q6. City maintenance. How satisfied are you with:

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q6a Maintenance of city streets	1.0%	7.8%	14.3%	60.1%	15.5%	1.3%
Q6b Maintenance of city sidewalks	1.1%	9.9%	19.1%	52.0%	12.7%	5.1%
Q6c Maintenance of street signs	0.4%	1.7%	13.9%	61.8%	20.1%	2.2%
Q6d Maintenance of traffic signals	0.8%	3.2%	11.6%	61.8%	19.5%	3.2%
Q6e Maintenance/preservation of Old Town Lenexa	1.0%	7.8%	21.8%	44.4%	17.7%	7.4%
Q6f Maintenance of city buildings	0.1%	0.5%	11.5%	51.0%	27.5%	9.4%
Q6g Snow removal on major city streets	0.8%	2.9%	7.5%	50.5%	35.4%	2.9%
Q6h Snow removal on neighborhood streets	2.5%	7.9%	12.3%	48.6%	25.3%	3.3%
Q6i Mowing & trimming along city streets	1.1%	6.4%	14.8%	55.2%	20.9%	1.7%
Q6j Overall cleanliness of city streets	0.5%	2.0%	11.1%	59.3%	26.0%	1.1%
Q6k Adequacy of city street lighting	1.0%	5.6%	15.9%	56.0%	19.5%	2.0%

EXCLUDING DON'T KNOWS

Q6. City maintenance. How satisfied are you with: (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q6a Maintenance of city streets	1.0%	7.9%	14.5%	60.9%	15.7%
Q6b Maintenance of city sidewalks	1.2%	10.5%	20.1%	54.8%	13.4%
Q6c Maintenance of street signs	0.4%	1.7%	14.2%	63.2%	20.5%
Q6d Maintenance of traffic signals	0.8%	3.3%	12.0%	63.9%	20.1%
Q6e Maintenance/preservation of Old Town Lenexa	1.1%	8.4%	23.5%	47.9%	19.1%
Q6f Maintenance of city buildings	0.1%	0.6%	12.6%	56.3%	30.3%
Q6g Snow removal on major city streets	0.8%	3.0%	7.7%	52.0%	36.4%
Q6h Snow removal on neighborhood streets	2.6%	8.2%	12.8%	50.3%	26.2%
Q6i Mowing & trimming along city streets	1.2%	6.5%	15.0%	56.1%	21.2%
Q6j Overall cleanliness of city streets	0.5%	2.1%	11.2%	60.0%	26.3%
Q6k Adequacy of city street lighting	1.0%	5.7%	16.2%	57.1%	19.9%

Q7. Which TWO areas of MAINTENANCE do you think should be emphasized most by City leaders over the next two years?

Q7 1 st choice	Number	Percent
A=City streets	287	36.5 %
B=City sidewalks	53	6.7 %
C=Street signs	8	1.0 %
D=Traffic signals	23	2.9 %
E=Maintenance/preservation of Old Town Le...	60	7.6 %
F=Maintenance of city buildings	7	0.9 %
G=Snow removal on major City streets	29	3.7 %
H=Snow removal on neighborhood streets	79	10.1 %
I=Mowing & trimming along City streets	37	4.7 %
J=Overall cleanliness of City streets	52	6.6 %
K=Adequacy of City street lighting	75	9.5 %
Z=None chosen	76	9.7 %
Total	786	100.0 %

Q7. Which TWO areas of MAINTENANCE do you think should be emphasized most by City leaders over the next two years?

Q7 2 nd choice	Number	Percent
A=City streets	87	11.1 %
B=City sidewalks	78	9.9 %
C=Street signs	13	1.7 %
D=Traffic signals	50	6.4 %
E=Maintenance/preservation of Old Town Le...	46	5.9 %
F=Maintenance of city buildings	13	1.7 %
G=Snow removal on major City streets	66	8.4 %
H=Snow removal on neighborhood streets	93	11.8 %
I=Mowing & trimming along City streets	69	8.8 %
J=Overall cleanliness of City streets	91	11.6 %
K=Adequacy of City street lighting	65	8.3 %
Z=None chosen	115	14.6 %
Total	786	100.0 %

Q7. Which TWO areas of MAINTENANCE do you think should be emphasized most by City leaders over the next two years? (both selections)

Q7 Sum of Top 2 Choices	Number	Percent
A = City streets	374	47.6 %
B = City sidewalks	131	16.7 %
C = Street signs	21	2.7 %
D = Traffic signals	73	9.3 %
E = Maintenance/preservation of Old Town Lenexa	106	13.5 %
F = Maintenance of city buildings	20	2.5 %
G = Snow removal on major City streets	95	12.1 %
H = Snow removal on neighborhood streets	172	21.9 %
I = Mowing & trimming along City streets	106	13.5 %
J = Overall cleanliness of City streets	143	18.2 %
K = Adequacy of City street lighting	140	17.8 %
Z = None chosen	76	9.7 %
Total	1457	

Q8. Enforcement of city codes and ordinances. How satisfied are you with:

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q8a Enforcing clean up of litter & debris on private property	2.2%	8.8%	22.6%	38.9%	9.3%	18.2%
Q8b Enforcing mowing & trimming of grass & weeds	2.8%	10.7%	23.5%	37.2%	8.7%	17.2%
Q8c Enforcing the maintenance of residential property	2.4%	8.5%	25.3%	36.1%	9.4%	18.2%
Q8d Enforcing the exterior maintenance of business property	0.1%	3.3%	22.4%	43.1%	11.5%	19.6%
Q8e Enforcing codes to protect public safety & health	0.9%	1.9%	19.6%	42.0%	11.7%	23.9%
Q8f Enforcing sign regulations	1.1%	3.2%	19.3%	41.7%	10.9%	23.7%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q8a Enforcing clean up of litter & debris on private property	2.6%	10.7%	27.7%	47.6%	11.4%
Q8b Enforcing mowing & trimming of grass & weeds	3.4%	12.9%	28.4%	44.9%	10.4%
Q8c Enforcing the maintenance of residential property	3.0%	10.4%	30.9%	44.2%	11.5%
Q8d Enforcing the exterior maintenance of business property	0.2%	4.1%	27.8%	53.6%	14.2%
Q8e Enforcing codes to protect public safety & health	1.2%	2.5%	25.8%	55.2%	15.4%
Q8f Enforcing sign regulations	1.5%	4.2%	25.3%	54.7%	14.3%

Q9. Which TWO areas of CODE ENFORCEMENT do you think should be emphasized most by City leaders over the next two years?

Q9 1 st Choice	Number	Percent
A=Clean up litter & debris on private property	196	24.9 %
B=Mowing & trimming of grass & weeds on priva...	99	12.6 %
C=Maintenance of residential property	106	13.5 %
D=Exterior maintenance of business property	42	5.3 %
E=Codes designed to protect public safety	150	19.1 %
F=Sign regulation	24	3.1 %
Z=None chosen	169	21.5 %
Total	786	100.0 %

Q9 2 nd Choice	Number	Percent
A=Clean up litter & debris on private property	118	15.0 %
B=Mowing & trimming of grass & weeds on priva...	133	16.9 %
C=Maintenance of residential property	135	17.2 %
D=Exterior maintenance of business property	80	10.2 %
E=Codes designed to protect public safety	78	9.9 %
F=Sign regulation	38	4.8 %
Z=None chosen	204	26.0 %
Total	786	100.0 %

Q9 Sum of Top 2 Choices	Number	Percent
A = Clean up litter & debris on private property	314	39.9 %
B = Mowing & trimming of grass & weeds on private ...	232	29.5 %
C = Maintenance of residential property	241	30.7 %
D = Exterior maintenance of business property	122	15.5 %
E = Codes designed to protect public safety	228	29.0 %
F = Sign regulation	62	7.9 %
Z = None chosen	169	21.5 %
Total	1368	

Q10. Parks and recreation. How satisfied are you with:

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q10a Maintenance of city parks	0.4%	0.9%	6.4%	51.8%	35.8%	4.8%
Q10b The number of city parks	0.5%	3.3%	11.5%	47.1%	32.2%	5.5%
Q10c Walking & biking trails in the City	0.9%	5.9%	10.7%	39.4%	35.0%	8.1%
Q10d City swimming pools	0.3%	2.4%	13.7%	37.3%	28.9%	17.4%
Q10e Community Recreation centers	0.8%	3.8%	17.3%	38.0%	21.8%	18.3%
Q10f Outdoor athletic fields	0.5%	3.8%	17.6%	35.9%	21.6%	20.6%
Q10g City youth athletic programs	0.4%	2.0%	17.4%	28.4%	16.0%	35.8%
Q10h City adult athletic programs	0.5%	2.3%	18.2%	29.5%	13.6%	35.9%
Q10i Other city recreation programs	0.3%	1.5%	20.7%	30.5%	16.3%	30.7%
Q10j Ease of registering for programs	0.4%	1.8%	17.8%	31.2%	20.2%	28.6%
Q10k Fees charged for recreation program	0.6%	2.9%	20.7%	34.2%	15.0%	26.5%
Q10l City skate park	0.6%	2.0%	22.1%	29.8%	16.9%	28.5%

EXCLUDING DON'T KNOWS

Q10. Parks and recreation. How satisfied are you with: (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q10a Maintenance of city parks	0.4%	0.9%	6.7%	54.4%	37.6%
Q10b The number of city parks	0.5%	3.5%	12.1%	49.8%	34.1%
Q10c Walking & biking trails in the city	1.0%	6.4%	11.6%	42.9%	38.1%
Q10d City swimming pools	0.3%	2.9%	16.6%	45.1%	35.0%
Q10e Community Recreation Centers	0.9%	4.7%	21.2%	46.6%	26.6%
Q10f Outdoor athletic fields-baseball	0.6%	4.8%	22.1%	45.2%	27.2%
Q10g City youth athletic programs	0.6%	3.2%	27.1%	44.2%	25.0%
Q10h City adult athletic programs	0.8%	3.6%	28.4%	46.0%	21.2%
Q10i Other city recreation programs	0.4%	2.2%	29.9%	44.0%	23.5%
Q10j Ease of registering for programs	0.5%	2.5%	25.0%	43.7%	28.3%
Q10k Fees charged for recreation program	0.9%	4.0%	28.2%	46.5%	20.4%
Q10l City skate park	0.9%	2.8%	31.0%	41.6%	23.7%

Q11. Which TWO areas of PARKS and RECREATION do you think should be emphasized most by City leaders over the next two years?

Q11 1 st Choice	Number	Percent
A=Maintenance of city parks	221	28.1 %
B=Number of city parks	55	7.0 %
C=Walking & biking trails in the city	109	13.9 %
D=City swimming pools	38	4.8 %
E=Community Recreation Centers	56	7.1 %
F=Outdoor athletic fields	22	2.8 %
G=Youth athletic programs	35	4.5 %
H=Adult athletic programs	7	0.9 %
I=Other recreation programs	17	2.2 %
J=Ease of registering	10	1.3 %
K=Fees that are charged	28	3.6 %
L=City skate park	10	1.3 %
Z=None chosen	178	22.6 %
Total	786	100.0 %

Q11 2 nd choice	Number	Percent
A=Maintenance of city parks	78	9.9 %
B=Number of city parks	61	7.8 %
C=Walking & biking trails in the city	146	18.6 %
D=City swimming pools	47	6.0 %
E=Community Recreation Centers	59	7.5 %
F=Outdoor athletic fields	33	4.2 %
G=Youth athletic programs	47	6.0 %
H=Adult athletic programs	30	3.8 %
I=Other recreation programs	19	2.4 %
J=Ease of registering	11	1.4 %
K=Fees that are charged	31	3.9 %
L=City skate park	9	1.1 %
Z=None chosen	215	27.4 %
Total	786	100.0 %

Q11. Which TWO areas of PARKS and RECREATION do you think should be emphasized most by City leaders over the next two years? (both selections)

<u>Q11 Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
A = Maintenance of city parks	299	38.0 %
B = Number of city parks	116	14.8 %
C = Walking & biking trails in the city	255	32.4 %
D = City swimming pools	85	10.8 %
E = Community Recreation Centers	115	14.6 %
F = Outdoor athletic fields	55	7.0 %
G = Youth athletic programs	82	10.4 %
H = Adult athletic programs	37	4.7 %
I = Other recreation programs	36	4.6 %
J = Ease of registering	21	2.7 %
K = Fees that are charged	59	7.5 %
L = City skate park	19	2.4 %
Z = None chosen	178	22.6 %
Total	1357	

Q12. City leadership. How satisfied are you with:

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q12a Quality of leadership provided by elected officials	0.9%	1.7%	17.6%	48.7%	19.0%	12.2%
Q12b Effectiveness of appointed boards & commissions	0.9%	3.1%	20.7%	43.1%	15.8%	16.4%
Q12c Effectiveness of City Administrator & appointed staff	0.8%	2.2%	18.4%	46.3%	17.6%	14.8%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q12a Quality of leadership provided by elected officials	1.0%	1.9%	20.0%	55.5%	21.6%
Q12b Effectiveness of appointed boards & commissions	1.1%	3.7%	24.8%	51.6%	18.9%
Q12c Effectiveness of City Administrator & appointed staff	0.9%	2.5%	21.6%	54.3%	20.6%

Q13. City communications. How satisfied are you with:

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q13a Availability of information about City programs & services	0.6%	3.9%	16.7%	49.7%	23.8%	5.2%
Q13b City efforts to keep you informed about local issues	0.9%	6.4%	17.4%	46.4%	23.9%	5.0%
Q13c Public involvement in local decision making	0.8%	8.7%	28.1%	34.2%	12.6%	15.6%
Q13d City newsletter Lenexa Town Talk	0.5%	2.4%	8.9%	41.2%	41.9%	5.1%
Q13e Usefulness of the City's website	1.0%	2.8%	19.5%	28.2%	18.2%	30.3%
Q13f My Lenexa News E-mail updates	0.3%	2.0%	19.7%	16.2%	11.3%	50.5%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q13a Availability of information about City programs & services	0.7%	4.2%	17.6%	52.5%	25.1%
Q13b City efforts to keep you informed about local issues	0.9%	6.7%	18.3%	48.9%	25.2%
Q13c Public involvement in local decision making	0.9%	10.3%	33.3%	40.6%	14.9%
Q13d City newsletter Lenexa Town Talk	0.5%	2.5%	9.4%	43.4%	44.1%
Q13e Usefulness of the City's website	1.5%	4.0%	27.9%	40.5%	26.1%
Q13f My Lenexa News E-mail updates	0.5%	4.1%	39.8%	32.6%	22.9%

Q14. Traffic Flow. How satisfied are you with:

(N=786)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5	Don't Know 9
Q14a Ease of North-South travel by car	1.7%	10.7%	17.3%	55.2%	12.7%	2.4%
Q14b Ease of East-West travel by car	6.4%	26.8%	21.8%	36.4%	7.0%	1.7%
Q14c The ease of travel by bicycle	4.5%	10.3%	23.9%	15.4%	5.3%	40.6%
Q14d The ease of pedestrian travel	3.3%	6.5%	24.8%	35.9%	8.9%	20.6%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
Q14a Ease of North-South travel by car	1.7%	11.0%	17.7%	56.6%	13.0%
Q14b Ease of East-West travel by car	6.5%	27.3%	22.1%	37.0%	7.1%
Q14c The ease of travel by bicycle	7.5%	17.3%	40.3%	25.9%	9.0%
Q14d The ease of pedestrian travel	4.2%	8.2%	31.3%	45.2%	11.2%

Q15. Overall, how familiar are you with the City's Rain to Recreation program, which addresses flooding, protects water quality, and creates recreational opportunities in Lenexa?

Q15 Familiar w/city Rain to Recreation	Number	Percent
1=Very familiar	72	9.2 %
2=Somewhat	321	40.8 %
3=Not sure	119	15.1 %
4=Not familiar	274	34.9 %
Total	786	100.0 %

Q16. How would you rate the overall effectiveness of the Rain to Recreation effort?

<u>Q16 Rate the Rain to Recreation effort</u>	<u>Number</u>	<u>Percent</u>
1=Excellent	65	8.3 %
2=Good	219	27.9 %
3=Average	72	9.2 %
4=Poor	20	2.5 %
9=Don't know	410	52.2 %
Total	786	100.0 %

Q16a. [IF "POOR" to Q16] Why do you feel that way?

Q16a Why

COST
 DON'T AGREE WITH AMOUNT OF MONEY WE ARE SPENING ON THIS EFFORT
 DON'T LIKE APPEARANCE AND AMOUNT CHARGED
 FLOODING IN MY YARD & NEIGHBORS REMAINS THE SAME
 GLEASON GLEN SUBD WAS ALLOWED TO CHANNEL WATER THRU MY PROPERTY
 HAVEN'T SEEN MUCH INFO OTHER THAN ELECTION DAY
 HIGH VOLUME OF WATER RUN OFF IN GREYSTONE SOUTH
 HORRIBLE MOWING & MAINT OF RESURRECTION CEMETERY POND
 NEW CODES HAVE MADE DOING DEVELOPMENT IN LENEXA DIFFICULT
 NOT ENOUGH EDUCATION OF RESIDENTS
 NOT ENOUGH INFORMATION
 NOT REALLY FAMILIAR WITH IT
 WHERE ARE THE RESULTS?
 LIMITED TANGIBLE BENEFITS & POOR COMMUNICATION TO PUBLIC
 SOME AREAS STILL FLOOD DURING BIG RAIN
 STAGNANT WATER
 UNSAFE WELLS
 OBSCENE GRAFITTI-FLOODING
 TOO EXPENSIVE-SOMEWHAT OF A YUPPIE IMAGE MARKETING PROGRAM

Q17. Have you or other adult members of your household used the Internet from your home during the past week?

Q17 Anyone in household used internet	Number	Percent
1=Yes	643	81.8 %
2=No	143	18.2 %
Total	786	100.0 %

Q17a. [If YES to 17] What type of Internet connection do you have at home?

Q17a What type of Internet connection	Number	Percent
1=56K Modem	85	13.2 %
2=DSL	136	21.2 %
3=Cable modem	410	63.8 %
9=Don't know	12	1.9 %
Total	643	100.0 %

Q18. Do you have access to the Internet at Work?

Q18 Do you have access to the Internet at work	Number	Percent
1=Yes	556	70.8 %
2=No	207	26.4 %
9=Don't know/not applicable	22	2.8 %
Total	785	100.0 %

Q19. Have you made any purchases on the Internet during the past three months?

Q19 Have you made purchases on Internet	Number	Percent
1=Yes	515	65.5 %
2=No	270	34.4 %
9=Don't remember	1	0.1 %
Total	786	100.0 %

Q20. Which of the following are your primary sources of information about City issues, services, and events?

<u>Q20 Primary sources of information</u>	<u>Number</u>	<u>Percent</u>
0 = None chosen	5	0.6 %
1 = Town Talk	672	85.5 %
2 = Kansas City Star	466	59.3 %
3 = Television News	348	44.3 %
4 = Sun Newspaper	240	30.5 %
5 = City website	156	19.8 %
6 = My Lenexa News	55	7.0 %
9 = Other	24	3.1 %
Total	1966	

Q20. Other:

<u>Q20 Other</u>	<u>Number</u>	<u>Percent</u>
BEST TIMES NEWSPAPER=	1	4.2 %
FRIENDS=	1	4.2 %
FLYERS IN OLD TOWNE=	1	4.2 %
FRIENDS=	2	8.3 %
FRIENDS OF OLD TOWN NEWSLETTER=	1	4.2 %
GOSSIP=	1	4.2 %
JCCC=	1	4.2 %
NEIGHBOR WHO IS A FIREMAN=	1	4.2 %
NEIGHBORS=	1	4.2 %
OFFICE TALK=	1	4.2 %
PLANNING & ZONING MTGS=	1	4.2 %
RADIO=	3	12.5 %
SCHOOL INFO=	1	4.2 %
SCHOOL NEWS=	1	4.2 %
WEB=	1	4.2 %
WIFE=	1	4.2 %
WORD OF MOUTH=	5	20.8 %
Total	24	100.0 %

Q21. Have you called or visited the City with a question, problem, or complaint during the past year?

<u>Q21 Have you called or visited City</u>	<u>Number</u>	<u>Percent</u>
1=Yes	275	35.0 %
2=No	511	65.0 %
Total	786	100.0 %

Q21a. [IF YES to 21] How easy was it to contact the person you needed to reach?

<u>Q21a How easy was it to contact person</u>	<u>Number</u>	<u>Percent</u>
1=Very easy	145	52.7 %
2=Somewhat easy	85	30.9 %
3=Difficult	30	10.9 %
4=Very difficult	11	4.0 %
9=Don't know	4	1.5 %
Total	275	100.0 %

Q21b. [If YES to 21] What department did you contact? (multiple responses allowed)

<u>Q21b What department did you contact</u>	<u>Number</u>	<u>Percent</u>
0 = None chosen	1	0.4 %
1 = Police	80	29.1 %
2 = Fire	2	0.7 %
3 = Planning	49	17.8 %
4 = Parks & Recreation	58	21.1 %
5 = Public Works	70	25.5 %
6 = City Administrator's Office	53	19.3 %
9 = Other	49	17.8 %
Total	362	

Q21c. [IF YES to 21] Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=275)

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5	Don't know 9
Q21c(1) They were courteous and polite	0.7%	1.8%	6.2%	28.0%	61.5%	1.8%
Q21c(2) They gave prompt accurate answers to questions	1.5%	4.7%	13.5%	25.8%	52.0%	2.5%
Q21d(3) They did what they said they would do	4.0%	4.4%	7.3%	25.1%	50.5%	8.7%
Q21e(4) They helped resolve an issue	7.6%	5.5%	12.7%	22.2%	47.3%	4.7%

EXCLUDING DON'T KNOWS

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5
Q21c(1) They were courteous and polite	0.7%	1.9%	6.3%	28.5%	62.6%
Q21c(2) They gave prompt accurate answers to questions	1.5%	4.9%	13.8%	26.5%	53.4%
Q21d(3) They did what they said they would do	4.4%	4.8%	8.0%	27.5%	55.4%
Q21e(4) They helped resolve an issue	8.0%	5.7%	13.4%	23.3%	49.6%

Q22. Please rate the City of Lenexa on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor" with regard to each of the following:

(N=786)

	Poor 1	Below Average 2	Neutral 3	Good 4	Excellent 5	Don't know 9
Q22a As a place to live	0.3%	0.8%	2.4%	31.6%	64.1%	0.9%
Q22b As a place to raise children	0.3%	0.9%	3.6%	30.8%	58.4%	6.1%
Q22c As a place to work	0.5%	0.9%	10.9%	27.5%	35.4%	24.8%
Q22d As a place where you would buy your next home	1.8%	2.5%	10.7%	31.8%	48.3%	4.8%
Q22e As a place to retire	3.6%	6.4%	17.4%	29.4%	35.9%	7.4%

EXCLUDING DON'T KNOWS

	Poor 1	Below Average 2	Neutral 3	Good 4	Excellent 5
Q22a As a place to live	0.3%	0.8%	2.4%	31.8%	64.7%
Q22b As a place to raise children	0.3%	0.9%	3.8%	32.8%	62.2%
Q22c As a place to work	0.7%	1.2%	14.6%	36.5%	47.0%
Q22d As a place where you would buy your next home	1.9%	2.7%	11.2%	33.4%	50.8%
Q22e As a place to retire	3.8%	6.9%	18.8%	31.7%	38.7%

Q23. Counting yourself, how many people regularly live in your household?

<u>Q23 How many people live in household</u>	<u>Number</u>	<u>Percent</u>
01=1	126	16.1 %
02=2	337	43.1 %
03=3	112	14.3 %
04=4	136	17.4 %
05=5+	70	9.0 %
Total	781	100.0 %

Q24. How many persons in your household (counting yourself), are? [Age of Occupants]

	<u>Mean</u>
Under age 5	0.14
Ages 5-9	0.16
Ages 10-14	0.19
Ages 15-19	0.20
Ages 20-24	0.12
Ages 25-34	0.19
Ages 35-44	0.36
Ages 45-54	0.49
Ages 55-64	0.41
Ages 65-74	0.22
Ages 75 +	0.16

Q25. Approximately how many years have you lived in the City of Lenexa?

<u>Q25 Approx how many years live in Lenexa</u>	<u>Number</u>	<u>Percent</u>
Under 3	80	10.3 %
3 to 5	152	19.6 %
6 to 10	113	14.5 %
11 to 15	130	16.7 %
16 to 20	121	15.6 %
21 to 30	113	14.5 %
31+	68	8.8 %
Total	777	100.0 %

Q26. Which of the following best describes the location of your home?

<u>Q26 Which describes you location of home</u>	<u>Number</u>	<u>Percent</u>
1=West of K-7	37	4.7 %
2=East of K-7 & West of I435	199	25.3 %
3=East of I-435	528	67.2 %
9=Not provided	22	2.8 %
Total	786	100.0 %

Q27. Do you own or rent your current residence?

<u>Q27 Do you own or rent current residence</u>	<u>Number</u>	<u>Percent</u>
1=Own	713	90.7 %
2=Rent	56	7.1 %
9=Not provided	17	2.2 %
Total	786	100.0 %

Q28. What is your age?

Q28 What is your age	Number	Percent
1=Under 25 years	9	1.1 %
2=25 to 34 years	71	9.0 %
3=35 to 44 years	141	17.9 %
4=45 to 54 years	210	26.7 %
5=55 to 64 years	175	22.3 %
6=65+ years	175	22.3 %
9=Not provided	5	0.6 %
Total	786	100.0 %

Q29. Would you say your total household income is:

Q29 Total household income	Number	Percent
1=Under \$30,000	56	7.1 %
2=\$30,000-\$59,999	149	19.0 %
3=\$60,000-\$99,999	224	28.5 %
4=More than \$100,000	271	34.5 %
9=Not provided	86	10.9 %
Total	786	100.0 %

Q30. Your gender:

Q30 Respondents sex	Number	Percent
1=Male	408	51.9 %
2=Female	378	48.1 %
Total	786	100.0 %

Year 2005 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 City Administrator's office at 477-7550.

1. **OVERALL:** Please rate your overall satisfaction with the following major categories of services provided by the City of Lenexa. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<u>How satisfied are you with:</u>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Overall quality of police, fire, and ambulance services	5	4	3	2	1	9
(B) Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
(C) Overall maintenance of city streets	5	4	3	2	1	9
(D) Overall maintenance of buildings & facilities	5	4	3	2	1	9
(E) Overall enforcement of city codes and ordinances	5	4	3	2	1	9
(F) Overall quality of customer service you receive from City employees	5	4	3	2	1	9
(G) Overall effectiveness of City communication with the public	5	4	3	2	1	9
(H) Overall quality of the City's stormwater runoff/stormwater management system.....	5	4	3	2	1	9
(I) Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

2. Which **THREE** of these items do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 1 above].

1st

2nd

3rd

3. Several items that may influence your perception of the City of Lenexa are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<u>How satisfied are you with:</u>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
(B) Overall image of the City	5	4	3	2	1	9
(C) How well the City is planning growth	5	4	3	2	1	9
(D) Overall quality of life in the City	5	4	3	2	1	9
(E) Overall appearance of the City	5	4	3	2	1	9

PUBLIC SAFETY: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
4. <u>Public safety.</u> How satisfied are you with:						
(A) Overall quality of local police protection.....	5	4	3	2	1	9
(B) The visibility of police in neighborhoods.....	5	4	3	2	1	9
(C) The visibility of police in retail areas.....	5	4	3	2	1	9
(D) How quickly police respond to emergencies.....	5	4	3	2	1	9
(E) The City's efforts to prevent crime.....	5	4	3	2	1	9
(F) Police safety education programs.....	5	4	3	2	1	9
(G) Enforcement of local traffic laws.....	5	4	3	2	1	9
(H) Overall quality of local fire protection.....	5	4	3	2	1	9
(I) The location of fire stations.....	5	4	3	2	1	9
(J) How quickly fire department personnel respond to emergencies.....	5	4	3	2	1	9
(K) Fire safety education programs.....	5	4	3	2	1	9
(L) Quality of local ambulance service.....	5	4	3	2	1	9
(M) Ease of traveling by car through Lenexa.....	5	4	3	2	1	9
(N) Quality of animal control.....	5	4	3	2	1	9

5. Which TWO areas of PUBLIC SAFETY do you think should be emphasized most by City leaders over the next two years? [write the letters below for your top two choices using the list in #4 above]

1st: _____ 2nd: _____

MAINTENANCE: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
6. <u>City maintenance.</u> How satisfied are you with:						
(A) Maintenance of City streets.....	5	4	3	2	1	9
(B) Maintenance of City sidewalks.....	5	4	3	2	1	9
(C) Maintenance of street signs.....	5	4	3	2	1	9
(D) Maintenance of traffic signals.....	5	4	3	2	1	9
(E) Maintenance/preservation of Old Town Lenexa.....	5	4	3	2	1	9
(F) Maintenance of city buildings, such as City Hall.....	5	4	3	2	1	9
(G) Snow removal on major City streets.....	5	4	3	2	1	9
(H) Snow removal on neighborhood streets.....	5	4	3	2	1	9
(I) Mowing and trimming along City streets and other public areas.....	5	4	3	2	1	9
(J) Overall cleanliness of City streets and other public areas.....	5	4	3	2	1	9
(K) Adequacy of City street lighting.....	5	4	3	2	1	9

7. Which TWO areas of MAINTENANCE do you think should be emphasized most by City leaders over the next two years? [write the letters below for your top two choices using the list in #6 above]

1st: _____ 2nd: _____

CODE ENFORCEMENT: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
8. <u>Enforcement of city codes and ordinances.</u> How satisfied are you with:						
(A) Enforcing the clean up of litter and debris on private property.....	5.....	4.....	3.....	2.....	1.....	9
(B) Enforcing the mowing and trimming of grass and weeds on private property.....	5.....	4.....	3.....	2.....	1.....	9
(C) Enforcing the maintenance of residential property.....	5.....	4.....	3.....	2.....	1.....	9
(D) Enforcing the exterior maintenance of business property.....	5.....	4.....	3.....	2.....	1.....	9
(E) Enforcing codes designed to protect public safety and health.....	5.....	4.....	3.....	2.....	1.....	9
(F) Enforcing sign regulation.....	5.....	4.....	3.....	2.....	1.....	9

9. Which TWO areas of CODE ENFORCEMENT do you think should be emphasized most by City leaders over the next two years? [write the letters below for your top two choices using the list in #8 above]

1st Choice: _____ 2nd Choice: _____

PARKS AND RECREATION: For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
10. <u>Parks and recreation.</u> How satisfied are you with:						
(A) Maintenance of City parks	5.....	4.....	3.....	2.....	1.....	9
(B) The number of City parks	5.....	4.....	3.....	2.....	1.....	9
(C) Walking and biking trails in the City	5.....	4.....	3.....	2.....	1.....	9
(D) City Swimming pools	5.....	4.....	3.....	2.....	1.....	9
(E) Community Recreation Centers	5.....	4.....	3.....	2.....	1.....	9
(F) Outdoor athletic fields (i.e. baseball, soccer, and soft ball)	5.....	4.....	3.....	2.....	1.....	9
(G) The City's youth athletic programs	5.....	4.....	3.....	2.....	1.....	9
(H) The City's adult athletic programs.....	5.....	4.....	3.....	2.....	1.....	9
(I) Other City recreation programs, such as classes, trips, and special events	5.....	4.....	3.....	2.....	1.....	9
(J) Ease of registering for programs	5.....	4.....	3.....	2.....	1.....	9
(K) Fees that are charged for recreation Programs	5.....	4.....	3.....	2.....	1.....	9
(L) City skate park.....	5.....	4.....	3.....	2.....	1.....	9

11. Which TWO areas of PARKS and RECREATION do you think should be emphasized most by City leaders over the next two years? [write the letters below for your top two choices using the list in #10 above]

1st Choice: _____ 2nd Choice: _____

17. Have you or other adult members of your household used the Internet from your home during the past week?

___(1) Yes [go to 17a] ___(2) No [go to 18]

17a. [If YES to #17] What type of Internet connection do you have at home?

- ___(1) 56K Modem or less
___(2) DSL
___(3) Cable modem

18. Do you have access to the Internet at Work?

___(1) Yes ___(2) No

19. Have you made any purchases on the Internet during the past three months?

___(1) Yes ___(2) No

20. Which of the following are your primary sources of information about City issues, services, and events? (check all that apply)

- ___(1) Town Talk - (City newsletter) ___(5) City website
___(2) Kansas City Star ___(6) My Lenexa News (e-mail updates)
___(3) Television News ___(9) Other:
___(4) Sun Newspaper

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

___(1) Yes [answer Q21a, b, c] ___(2) No [go to Q22]

21a. [Only if YES to Q#21] How easy was it to contact the person you needed to reach?

- ___(1) very easy ___(4) very difficult
___(2) somewhat easy ___(9) don't know
___(3) difficult

21b. [Only if YES to Q#21] What department did you contact? (check all that apply)

- ___(1) Police ___(5) Public Works
___(2) Fire ___(6) City Administrator's Office
___(3) Planning ___(9) Other:
___(4) Parks and Recreation

21c. [Only if YES to Q#21] Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

Table with 7 columns: Always, Usually, Sometimes, Seldom, Never, Don't Know, and a final column for the score. Rows describe customer service behaviors like 'They were courteous and polite' and 'They gave prompt, accurate, and complete answers to questions'.

22. Please rate the City of Lenexa on a scale of 1 to 5 where 5 means “excellent” and 1 means “poor” with regard to each of the following:

<u>How would you rate Lenexa:</u>	<u>Excellent</u>	<u>Good</u>	<u>Neutral</u>	<u>Below Average</u>	<u>Poor</u>	<u>Don't Know</u>
(A) As a place to live.....	5.....	4.....	3.....	2.....	1.....	9.....
(B) As a place to raise children.....	5.....	4.....	3.....	2.....	1.....	9.....
(C) As a place to work.....	5.....	4.....	3.....	2.....	1.....	9.....
(D) As a place where you would buy your next home.....	5.....	4.....	3.....	2.....	1.....	9.....
(E) As a place to retire.....	5.....	4.....	3.....	2.....	1.....	9.....

23. Counting yourself, how many people regularly live in your household? _____

24. How many (counting yourself), are?

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

25. Approximately how many years have you lived in the City of Lenexa? _____ years

26. Which of the following best describes the location of your home?

- ____(1) West of K-7
- ____(2) East of K-7 and West of I-435
- ____(3) East of I-435

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

28. What is your age?

- | | |
|------------------------|------------------------|
| ____(1) under 25 years | ____(4) 45 to 54 years |
| ____(2) 25 to 34 years | ____(5) 55 to 64 years |
| ____(3) 35 to 44 years | ____(6) 65+ years |

29. Would you say your total household income is:

- | | |
|------------------------------|------------------------------|
| ____(1) Under \$30,000 | ____(3) \$60,000 to \$99,999 |
| ____(2) \$30,000 to \$59,999 | ____(4) more than \$100,000 |

30. Your gender:

- ____(1) Male
- ____(2) Female