

2013 Citizen

Telephone Survey Report

December 2013

Prepared for

Lehi City



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2013 Citizen Telephone Survey Report

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Introduction

Lighthouse Research & Development, Inc. was contracted by Lehi City to conduct a telephone survey with citizens of the city. Lighthouse Research & Development, Inc. gathered information from residents regarding their satisfaction and perceptions of Lehi City management and maintenance.

Project Objectives

Specific objectives for each section of the report are outlined below.

- Discover respondents' satisfaction with living in Lehi City
- Compare Lehi City to the way it was five years ago
- Identify the most important issues facing Lehi City today
- Determine respondents' satisfaction with various city services
- Determine respondents' satisfaction with various city programs
- Determine how safe residents feel in Lehi City
- Identify aspects of city parks that need upgrading
- Discover how frequently respondents have used various city services and programs
- Discover citizens' perceptions regarding community involvement in decision making, as well as communication and transparency in local leaders
- Gauge citizens' satisfaction with the Lehi City website
- Determine whether respondents have contacted the city, and if so, discover their satisfaction with the city's response
- Identify respondent demographics, including: gender, age, education, income, employment status, number of people and children in household, and number of years residing in Lehi

Project Overview

The research project consisted of a telephone survey to gather information from Lehi City residents. The scope of work for the research project included the following:

- Project consultation with Lehi City personnel
- Programming of the telephone survey instrument
- Completion of at least 400 interviews
- Analysis of the data, including: percentages of results, cross-tabulations, and coding of open-ended responses
- A written report describing the results of the survey including research methodology, an executive summary, and a detailed description of the results

Research Methodology

The research methods used to complete the project are outlined in detail below.

Sampling Procedures

A random sample of Lehi residents was obtained by Lighthouse Research and used for data collection. Prior to data collection, the sample was randomized, using the WinCati program.

Pretest of the Questionnaire

A pretest of 21 interviews was conducted on November 1 and 2, 2013 to determine the need for any modifications to the survey questions or procedures. Following the pretest, adjustments to the survey were made in consultation with Lehi City personnel.

Data Collection

Lighthouse Research completed 405 interviews with survey respondents, ensuring a statistical confidence rate of 95% with a $\pm 4.83\%$ margin of error.

All data collection was conducted by an experienced team of telephone interviewers at the Lighthouse Research interviewing facility located in Riverton, Utah. All field staff members were thoroughly briefed and trained on the survey before proceeding with data collection. Calling hours for the survey were between 9:00 a.m. and 9:00 p.m. on weekdays, and between 9:00 a.m. and 4:00 p.m. on Saturdays.

The survey was programmed in a Computer-Assisted Telephone Interviewing (CATI) format. Using the CATI system, survey responses were directly entered into the database by the interviewer as the interview was in progress. Interviews were automatically given a numeric code upon entry into the system to assist in the data analysis. All data collection for this survey was completed between November 1, 2013 and November 23, 2013.

Data Analysis

The data analysis provides the following statistics upon which the written interpretative report is based:

- The frequency and valid percent of responses to each of the survey questions
- Responses to open-ended questions, coded for all occurrences of five or more mentions
- Cross-tabular analysis to compare the significant differences in responses based upon demographic characteristics
- Analysis to examine the differences in responding in the 2013 survey data compared to data from previous years.

Organization of the Report

The remainder of the report is organized under the following areas:

- Executive Summary
- Detailed Results
- Segment Analysis
- Appendices

The Executive Summary provides an overview of the key findings of the survey results.

The Detailed Results section includes charts and a written description of the results for each topic. Any statistically significant differences found between survey results from 2013 and 2012 are also presented in this section. All average means and medians presented in the Detailed Results exclude those respondents who selected "don't know" and "wouldn't say."

The Segment Analysis section contains the results of the cross-tabular analysis and indicates significant differences in responding among respondents.

The Appendices section of the report provides a copy of the survey questionnaire with frequencies of responses. Also included in the Appendices are the verbatim responses to all open-ended questions, as well as any responses given by participants that were placed in the "other" category when the response did not fit any of the options for that question are reported in the Appendices.

The following report represents the latter deliverable for this contract and is presented respectfully to the project sponsors.

Executive Summary

Detailed Results Summary

Quality of Life in Lehi

- On average, respondents gave a rating of 4.30 on the one-to-five rating scale to describe the overall quality of life in Lehi.
- When describing Lehi, 21% of respondents said Lehi is “a good place to live,” while 13% of respondents describe Lehi as “growing.”
- 30% of respondents said Lehi’s “convenient location” is what they like most about the city, while 20% said they like Lehi’s “small town, country atmosphere.”
- 30% of respondents said Lehi is “about the same” as it was five years ago; 52% said it is better than it was five years ago.

Important Issues Facing Lehi City

- 28% of respondents identified “growth / population issues” as the biggest concern facing Lehi.

Satisfaction of Lehi Services and Programs

- When rating their satisfaction with Lehi services, respondents, on average, indicated they are most satisfied with “fire services,” “emergency medical services,” and “Lehi City power.”
- When rating their satisfaction with Lehi City programs, respondents gave the highest average mean ratings to the “Literacy Center” and the “Lehi Legacy Center.”
- When rating their satisfaction with additional Lehi City services, participants gave the highest average mean ratings to the “Lehi City Cemetery” and “courtesy of city employees.”
- 64% of respondents would like to see Lehi’s parks upgraded with new or additional playground equipment, new or remodeled pavilions and/or other park improvements. Of these, 75% would support a tax increase of approximately \$2 per month to help pay for park improvements.
- When asked which park or recreation items should receive the most emphasis over the next two years, respondents most frequently mentioned “sports parks, ball fields,” “more parks,” and “playgrounds.”

- Of the listed services, respondents, on average, reported using “city parks” and the “Legacy Center” most frequently.

Communication with Lehi Citizens

- Respondents, on average, indicated they neither agree nor disagree with the following statements: “Before the city makes major decisions, the citizen’s opinions are considered” and “I am well informed on major issues regarding the city”
- 46% of respondents said they would prefer the city communicate with them via “email” to inform them of major issues regarding the city; 41% prefer communication through “mail or newsletter.”
- 29% of rely on “mail or newsletter” most for information about Lehi City; 17% rely on information provided on the city website.

Satisfaction with Lehi City Website

- 69% of respondents indicated they have visited the Lehi City website in the past twelve months.
- When rating their satisfaction with various aspects of the city’s website, respondents gave the highest average mean rating to the website’s “appearance.”

Satisfaction with City Management

- Respondents indicated they neither agree nor disagree with the following statements: “I receive good value for the city taxes I pay” and “I feel tax dollars are being spent wisely.”
- 44% of respondents have contacted a Lehi City office to seek service, information, or to file a complaint. Respondents, on average, were “somewhat satisfied” with the response they received.
- When offering suggestions to city management, respondents most frequently suggested improving “communication” and “listening to residents.”

Respondent Demographics

- 47% of respondents were men, while 53% were women.
- The average respondent fell between the ages of 35 and 44, has a two-year college degree, has an annual household income of \$70,000 to \$79,999, has four people living in their homes (two of which are children), is employed outside of the home, and has lived in Lehi for six to ten years.

Statistical Analysis Summary

The following charts, tables, and paragraphs summarize the findings from the statistical analysis of the survey data. For more detailed information please see the Segment Analysis portion of the report.

Differences by Year

On average, respondents in 2013 gave a higher rating to the quality of life in Lehi than did respondents in 2012.

While 23% of respondents in 2013 said Lehi is “much better” than it was five years ago, only 15% of respondents in 2012 said the same.

Among respondents in 2013, 11% felt “water” was the most important issue facing Lehi today, while only 3% of respondents in 2012 felt the same.

Respondents in 2013 rated the following services higher than respondents in 2012:

- Lehi City Power
- Beautification and landscaping on city roadways
- Surface maintenance on city streets
- The courtesy of city employees

Respondents in 2013 rated the following services lower than respondents in 2012:

- Snow removal services

Respondents in 2013 (82%) were more likely to have visited the library within the past twelve months than respondents in 2012 (68%).

Differences by Gender

When asked what they like most about living in Lehi, men differed from women in the following ways:

- They were more likely to mention “small town/country atmosphere” (25% vs 15%) and “quiet and low-key” (8% vs 3%)
- They were less likely to mention “safe” (2% vs 6%) and “access to shopping and amenities” (4% vs 9%)

Women differed from men in the following ways:

- They were more likely to say they would like to see Lehi’s parks upgraded with new or additional playground equipment, new or remodeled pavilions, and/or other park improvements (71% vs 56%)
- They were more likely to have visited the city’s website in the last year (73% vs 64%)
- They were more satisfied with the (1) appearance of the city’s website, (2) the website’s search function, and (3) the website being a source of information

Differences by Age

When asked what they like most about living in Lehi, the following significant differences were found:

- Respondents 18 to 34 (35%) were more likely than respondents age 55 and older (17%) to say they like Lehi's "convenient location"
- Respondents age 45 to 54 (20%) and 55 and older (18%) were more likely than respondents age 18 to 34 (7%) to say they like the "people or neighbors."

Respondents age 18 to 44 and 55 and older rated the quality of life in Lehi City higher, on average, than did respondents between 45 and 54.

Respondents age 18 to 34 agreed more with the statement, "I feel tax dollars are being spent wisely," than did respondents age 35 to 54.

Differences by Children in the Home

When asked what they like most about living in Lehi, the following significant differences were found:

- Respondents with no children in the home (26%) were more likely than respondents with children in the home (16%) to say they like Lehi's "small town, country atmosphere"
- Respondents with children in the home (10%) were more likely than respondents with no children in the home (2%) to say they like that Lehi has "good communities or neighborhoods."

Respondents with children in the home were more likely to have used various city services in the last 12 months, with the exception of the Senior Center.

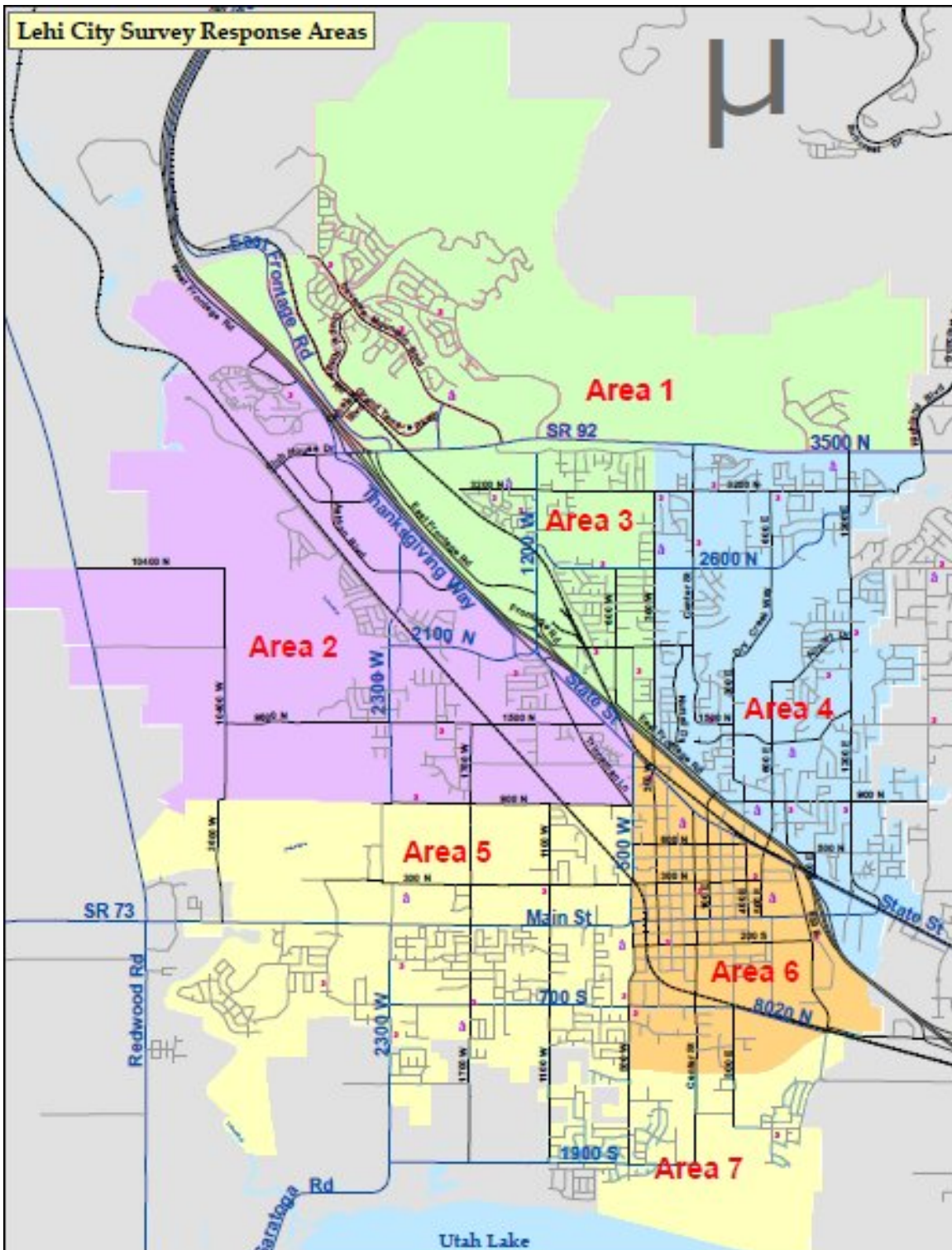
Whether Respondents Have Used the Following Services in the Last 12 Months

	Children in the Home	No Children in the Home
City library	89%	70%
Legacy Center	89%	78%
Senior Center	5%	16%
City parks	97%	90%
Multi-use trails	74%	50%

On average, respondents with children feel Lehi has improved more over the past five years than do respondents with no children in the home.

Differences by Area

In this portion of the analysis, differences in responding are examined according to which area of Lehi City in which the respondents reside: Area 2, Areas 1 & 3, Area 4, Areas 5 & 7, and Area 6. See the map below for area definitions.



Respondents in areas 1 & 3 differed from respondents in other areas in the following ways:

- They gave lower ratings to the overall quality of life in Lehi (*as well as area 6*)
- They were more likely to mention “convenient location” as what they liked most about living in Lehi (51% vs 23%)
- They were less likely to mention “small town/country atmosphere” as what they liked most about living in Lehi (7% vs 29%)
- They were less satisfied with the following aspects of Lehi City:
 - Recycling services
 - Snow removal services
 - Lehi City power
 - Street lighting
 - Lehi Legacy Center (*as well as area 6*)
 - Adult Recreation Programs (*as well as area 6*)
 - Beautification and landscaping on city roadways
 - Surface maintenance on city streets
 - The courtesy of city employees
 - Overall work performance of city employees
 - City park maintenance
- They use multi-use trails more frequently (*as well as area 2*)
- They were less satisfied with the city’s response to their request for service, information, or filing a complaint

Respondents in Areas 5 & 7 use the city library more frequently than respondents in Areas 1 & 3, Area 4, and Area 6.

Respondents in Area 6 use multi-use trails *less* frequently than all other respondents.

Other Significant Differences

Respondents with incomes of \$70,000 or more (50%) were more likely than respondents with incomes less than \$50,000 (28%) to say they have contacted a city office to seek service, information, or to file a complaint in the last year.

Among respondents who have lived in Lehi more than 20 years, 25% said Lehi is worse than it was five years ago, compared to only 5% of respondents who have lived in Lehi 20 years or fewer. In contrast, 61% of respondents who have lived in Lehi between 6 and 20 years said Lehi is better than five years ago, compared to only 36% of respondents who have lived in Lehi more than 20 years.

Respondents who have lived in Lehi less than 5 years agreed more with the statement, “I feel tax dollars are being spent wisely,” than did respondents who have lived in Lehi more than 20 years.

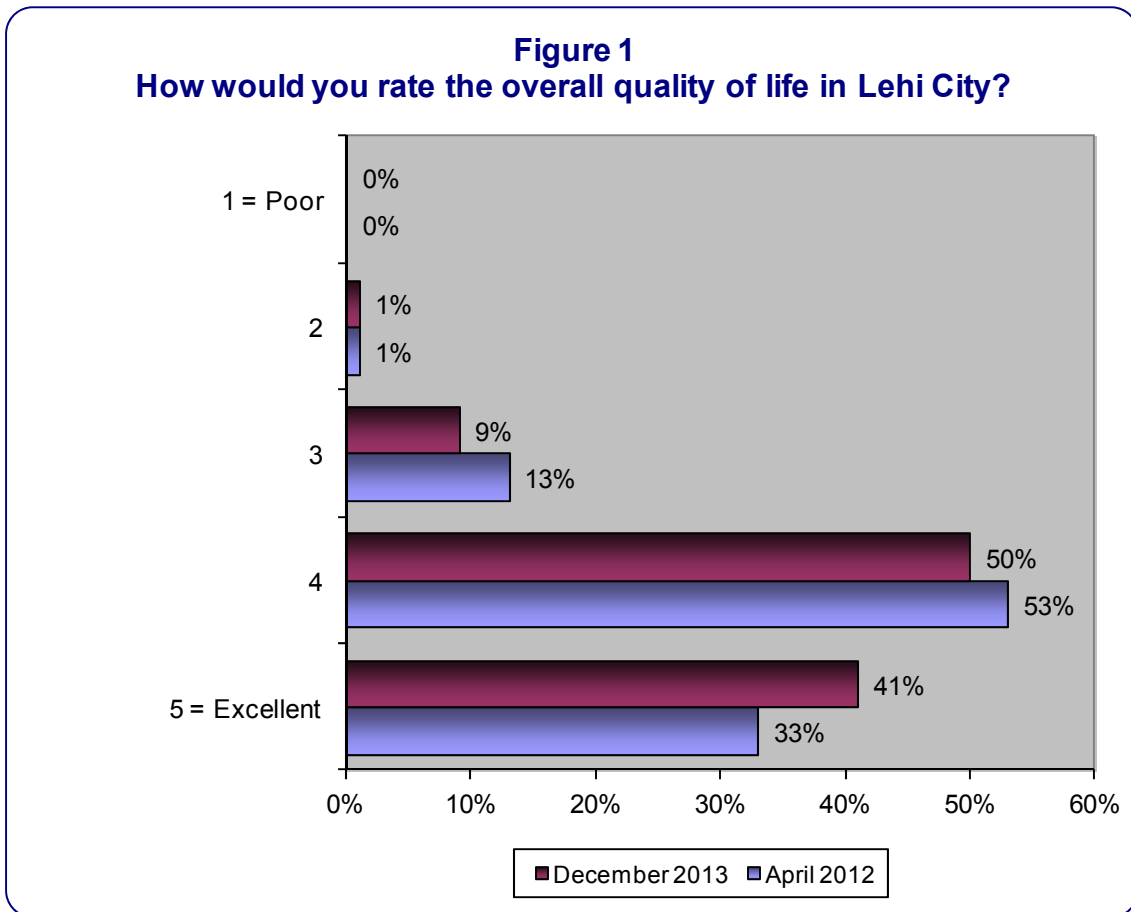
Among respondents who rated the quality of life in Lehi as “average,” 50% said they were unsatisfied with the city’s response to them when seeking service, information, or filing a complaint. This is compared to only 12% and 28% of respondents who rated the quality of life in Lehi as “excellent” or “good.”

Detailed Results

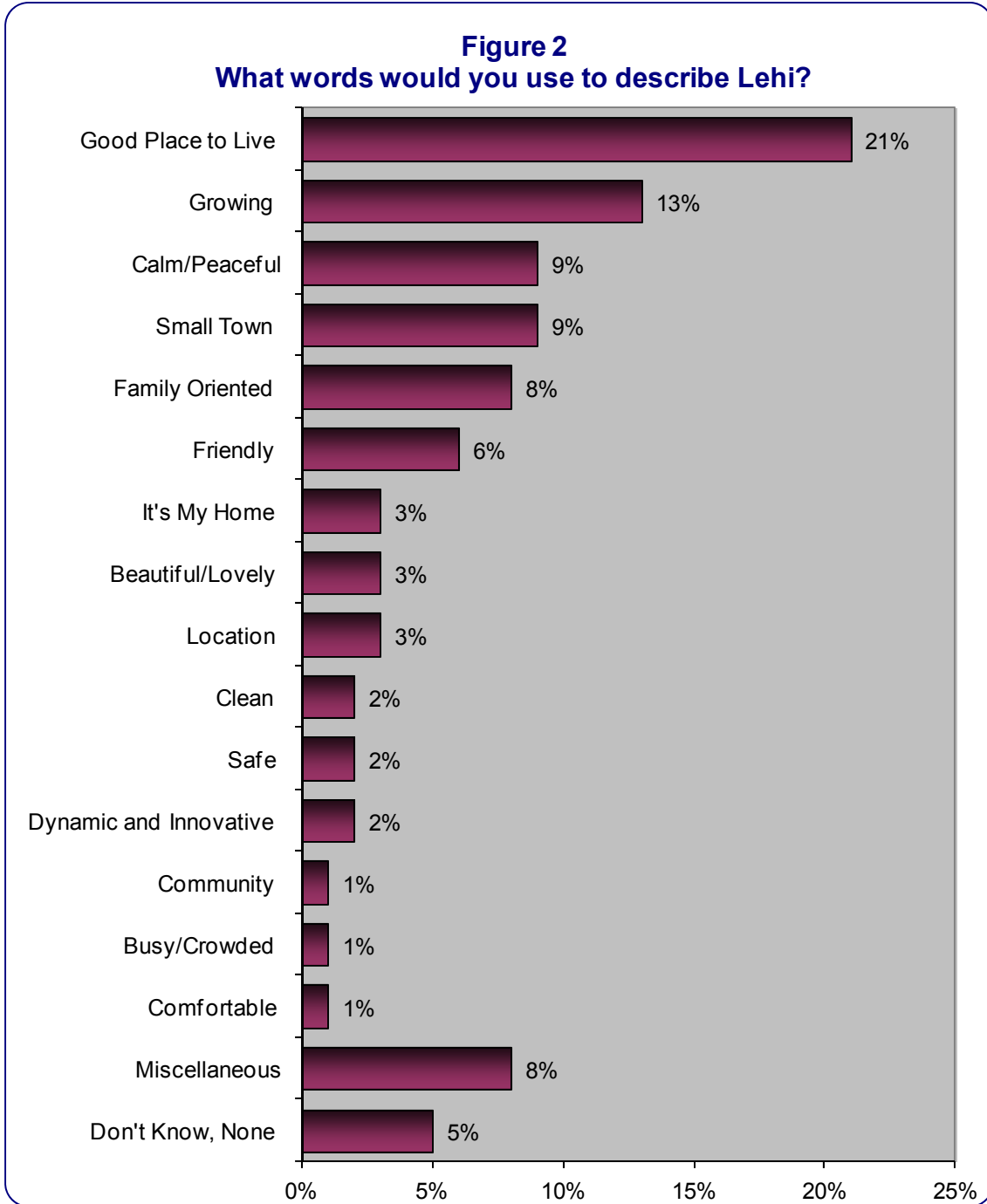
Quality of Life in Lehi

When rating the overall quality of life in Lehi, two-fifths of respondents (41%) gave a rating of "5 – excellent," while one-half (50%) gave a rating of "4." On average, respondents gave a rating of 4.30 on the one-to-five rating scale to describe the overall quality of life in Lehi. Please see Figure 1.

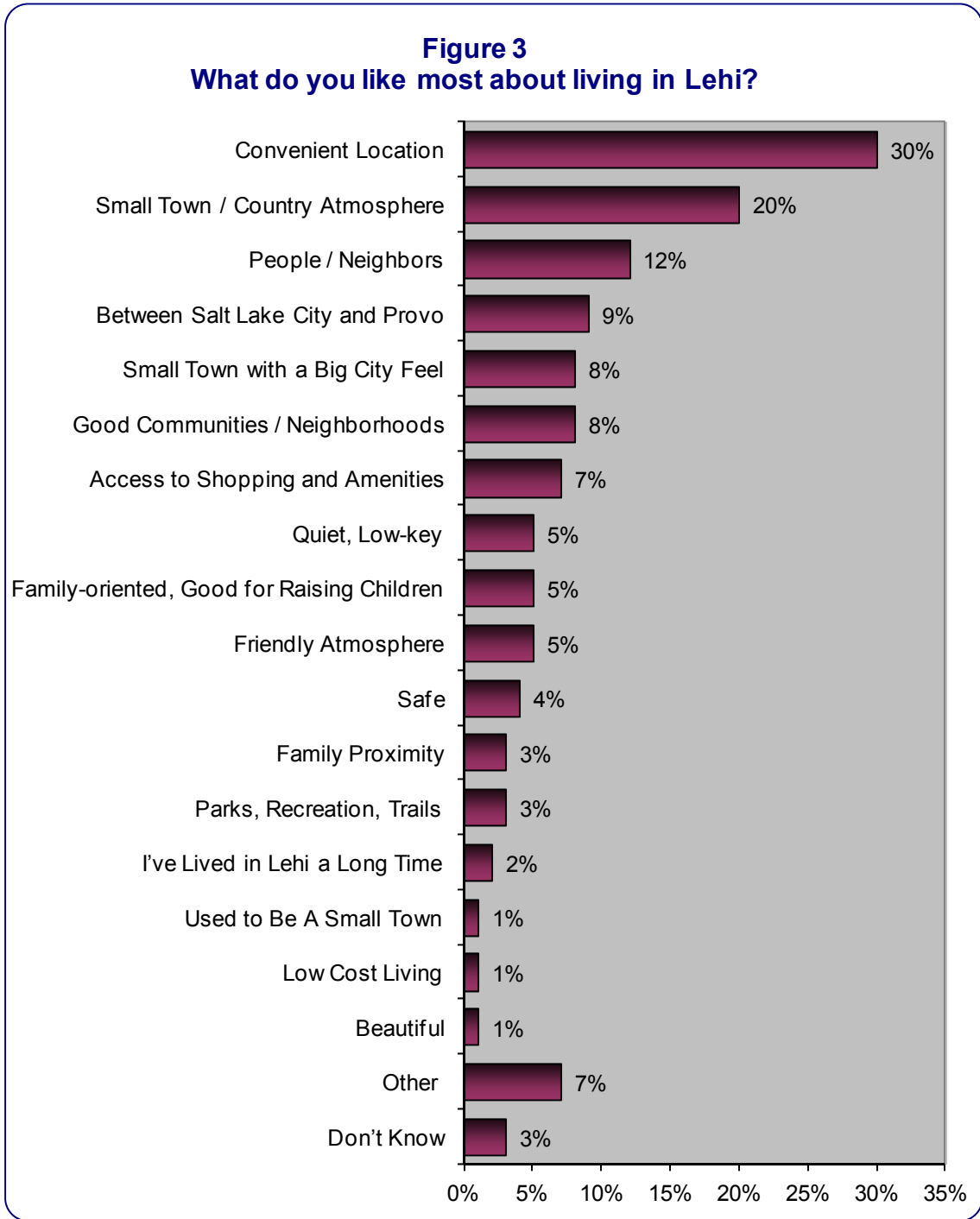
- *On average, respondents in 2013 (4.30 average mean) rated the quality of life in Lehi higher than did respondents in 2012 (4.17).*



When asked which words they would use to describe Lehi, one-fifth of respondents (21%) said Lehi is “a good place to live,” while 13% of respondents describe Lehi as “growing.” Please see Figure 2 for further details. For a categorized list of verbatim responses to this open-ended question, please see Appendix B.

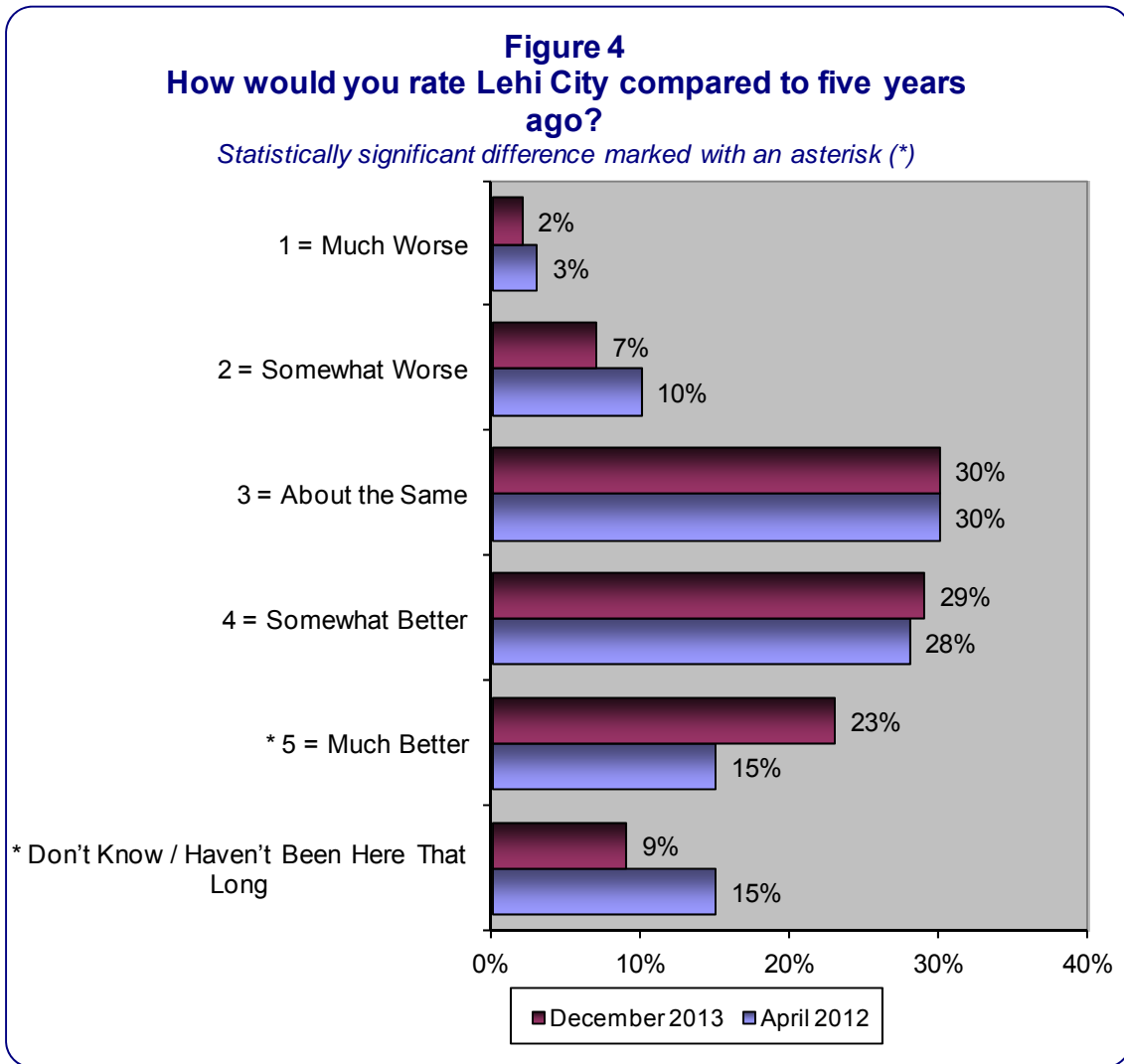


When asked what they like most about living in Lehi, 30% of respondents said they like Lehi's "convenient location," while 20% said the like Lehi's "small town, country atmosphere." For further details, please refer to Figure 3.



When comparing Lehi to what it was five years ago, nearly one-third of respondents (30%) said Lehi is “about the same,” though more than one-quarter (29%) said it is “somewhat better” and 23% said it is “much better.” On average, respondents gave a rating of 3.69 on the five-point scale. For details, please refer to Figure 4.

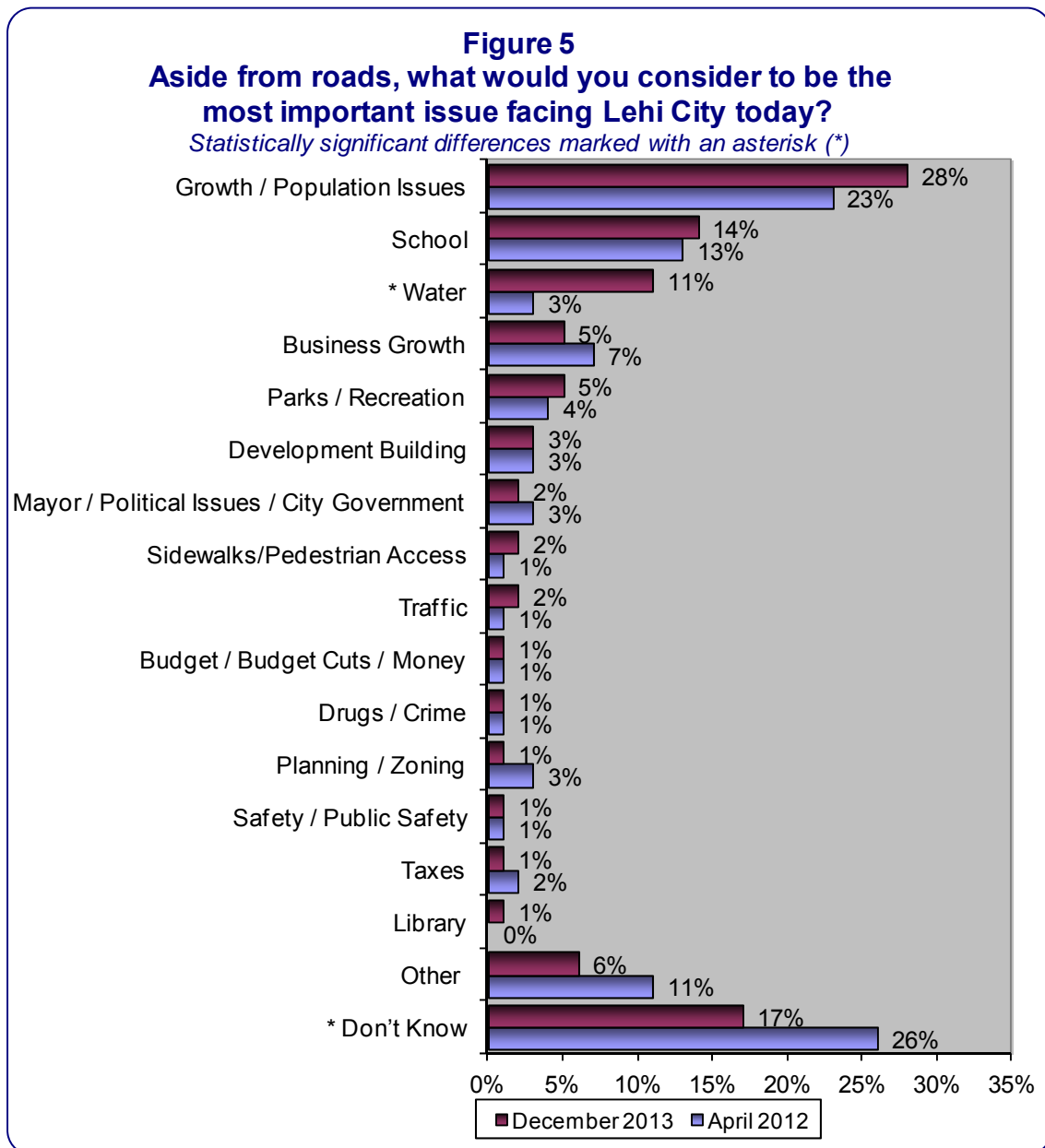
- Respondents in 2013 were more likely than respondents in 2012 to say Lehi is “much better” than it was five years ago; respondents in 2012 were more likely than respondents in 2013 to say they “don’t know” how Lehi compares to how it was five years ago.
- Similarly, respondents in 2013 (3.69 average mean) gave higher ratings to this question, on average, than did respondents in 2012 (3.49).



Important Issues Facing Lehi City

As Figure 5 illustrates, respondents were asked to identify the most important issue (aside from roads) facing Lehi City today. In response, more than one-quarter of respondents (28%) identified “growth / population issues” as the biggest concern facing Lehi, while 14% said “schools” are the biggest concern. Seventeen percent of respondents were unable to identify the most important issue facing Lehi today.

- *Respondents in 2013 were more likely than respondents in 2012 to identify “water” as the most important issue facing Lehi today. Respondents in 2012 were more likely than respondents in 2013 to say they “don’t know.”*



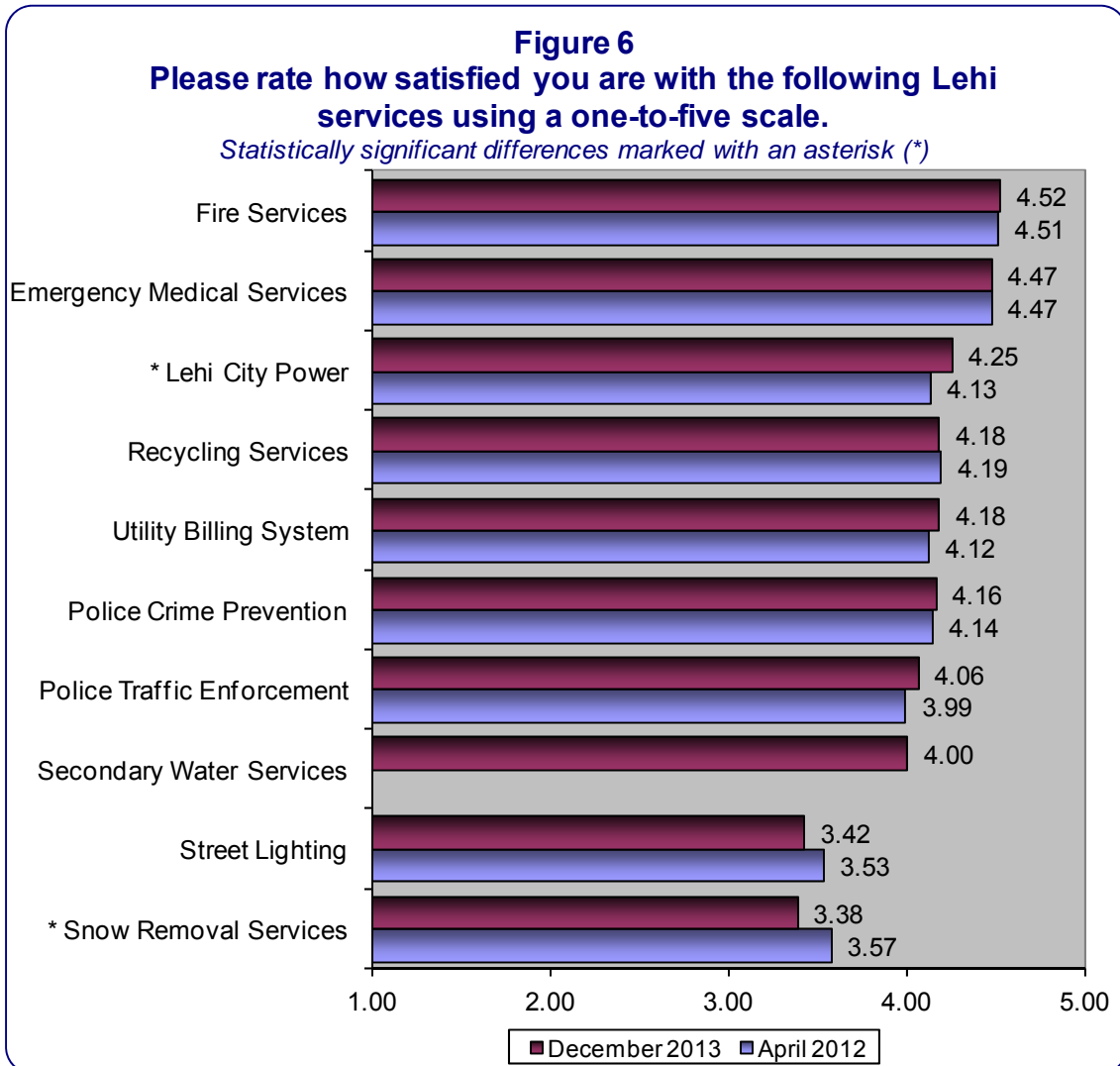
Satisfaction of Lehi Services and Programs

Services

Respondents were asked to rate how satisfied they are with various Lehi City services, using a one-to-five rating scale where one is "very dissatisfied" and five is "very satisfied." In response, respondents rated "fire services" (4.52 average mean), "emergency medical services" (4.47), and "Lehi City Power" (4.25) highest. However, respondents indicated they are satisfied with most Lehi City services, as they also gave an average rating of "4" or higher to describe their satisfaction with many other Lehi City services. On average, respondents rated their satisfaction with Lehi City lowest in terms of "street lighting" (3.42) and "snow removal services" (3.38).

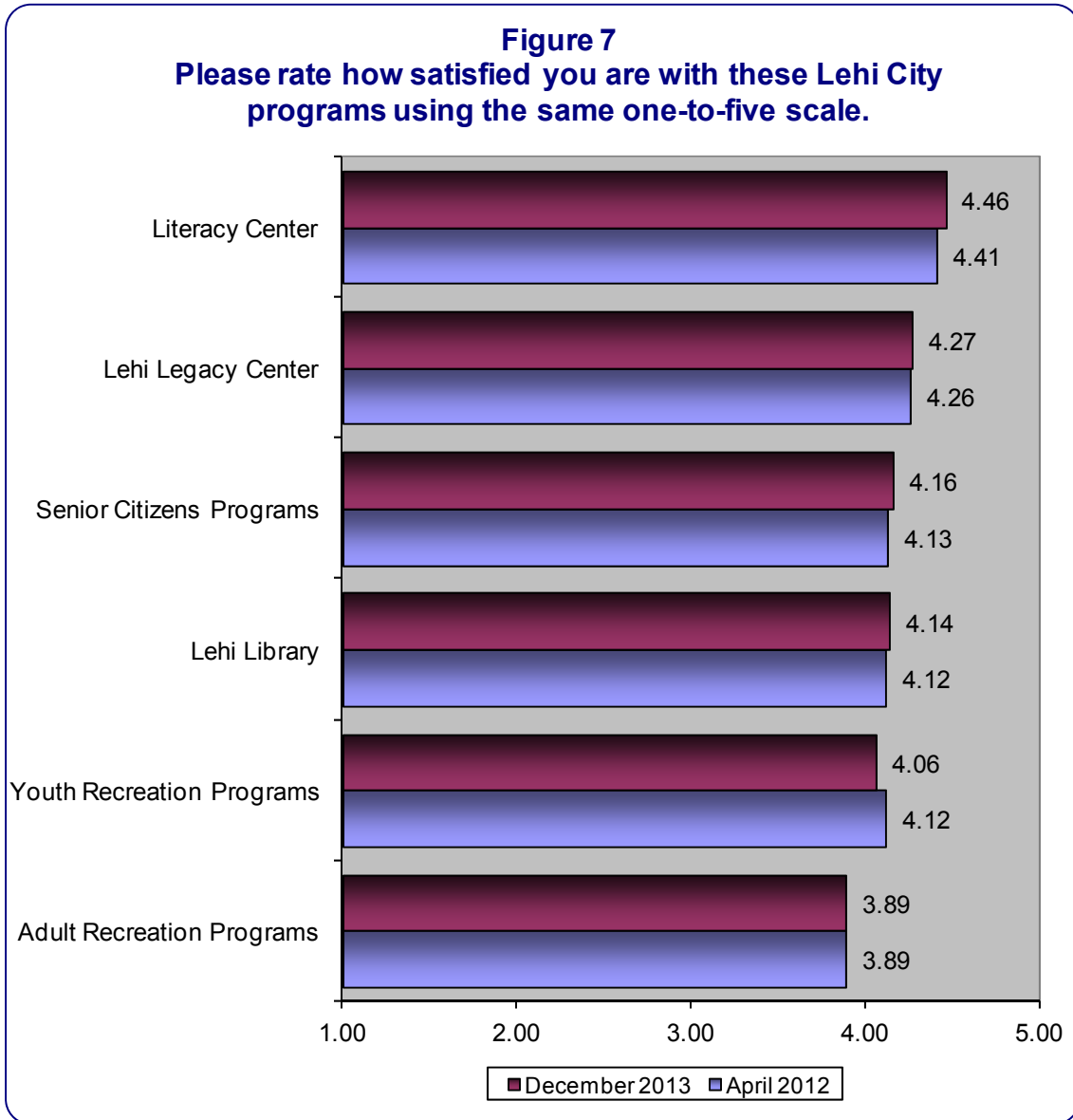
- *On average, respondents in 2013 gave a higher rating to "Lehi City Power" than did respondents in 2012, while respondents in 2012 gave a higher rating to "snow removal services" than did respondents in 2013.*

Please see Figure 6.



Programs

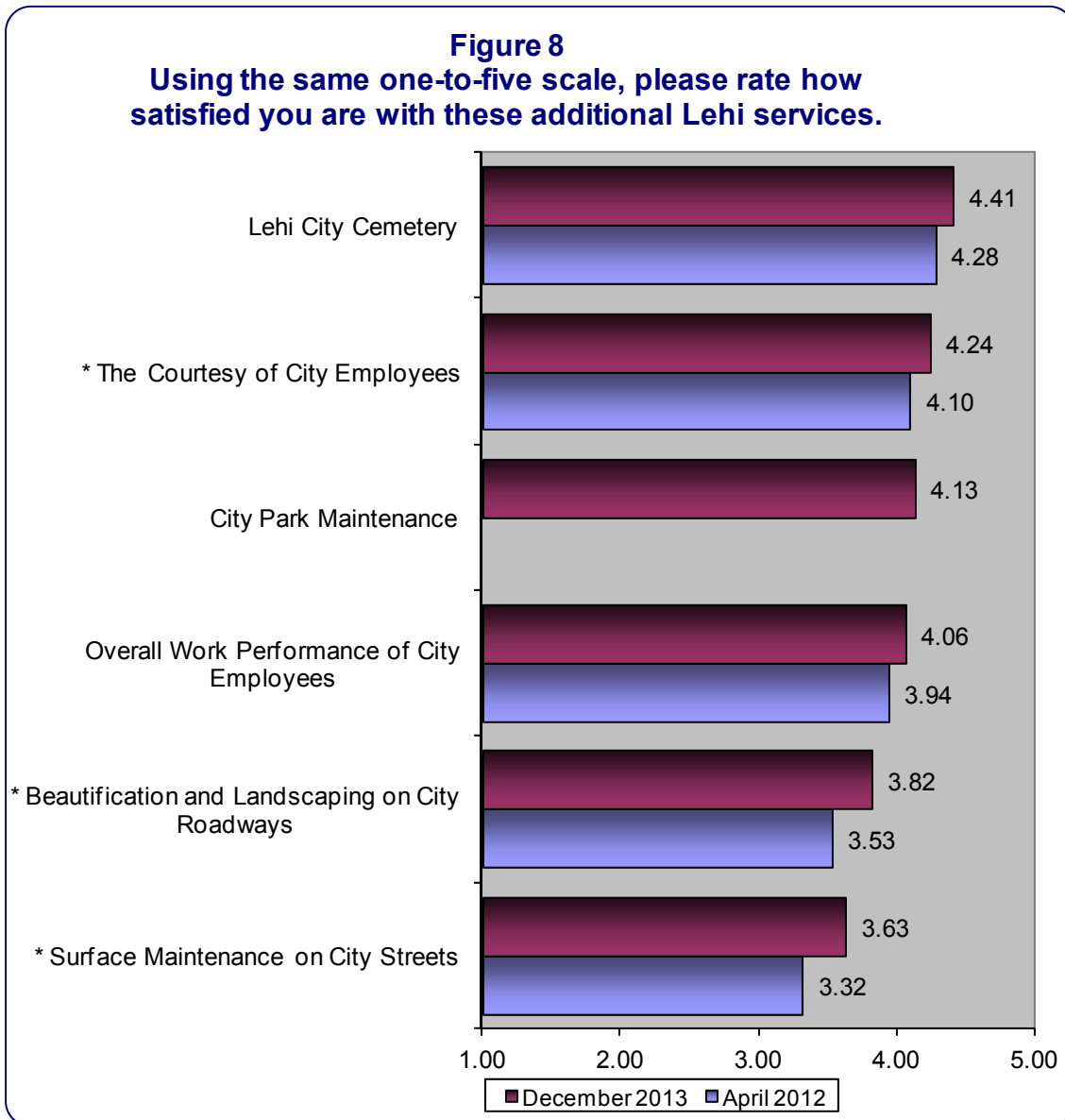
When rating their satisfaction with Lehi City programs, respondents gave the highest average mean ratings to the "Literacy Center" (4.46 average mean) and the "Lehi Legacy Center" (4.27). Respondents rated "adult recreation programs" (3.89) lowest in terms of satisfaction. Please refer to Figure 7.



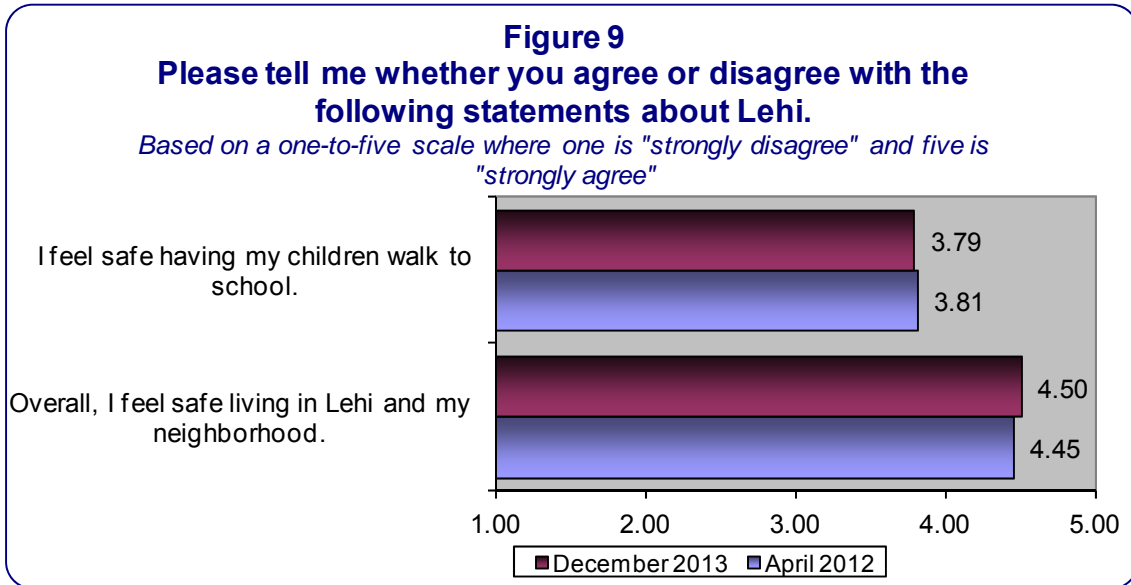
Additional Services

When rating their satisfaction with additional Lehi City services, participants gave the highest average mean ratings to the “Lehi City Cemetery” (4.41) and “courtesy of city employees” (4.24). Respondents gave the lowest average mean rating, in terms of satisfaction, to “surface maintenance on city streets” (3.63). Please see Figure 8.

- *On average, respondents in 2013 rated the following services higher than respondents in 2012:*
 - *Beautification and landscaping on city roadways*
 - *Surface maintenance on city streets*
 - *The courtesy of city employees*

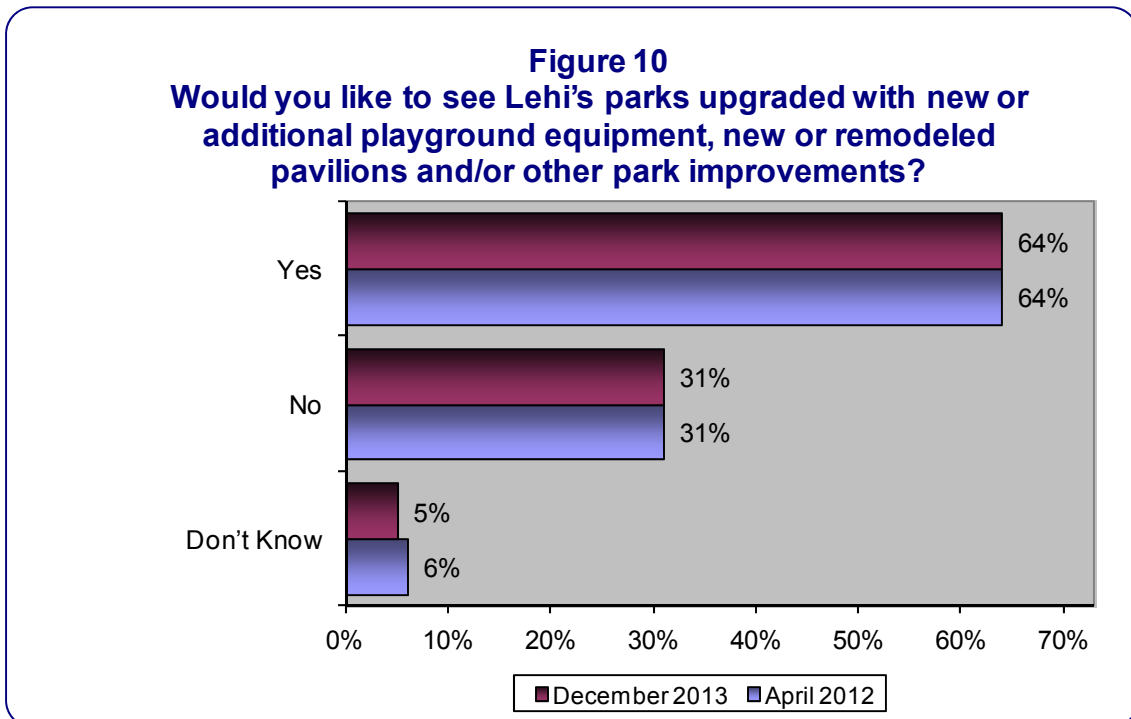


As Figure 9 illustrates, respondents, on average, indicated they somewhat agree with the statement, "Overall, I feel safe living in Lehi and my neighborhood" (4.50). However, respondents indicated they neither agree nor disagree with the statement, "I feel safe having my children walk to school" (3.79).

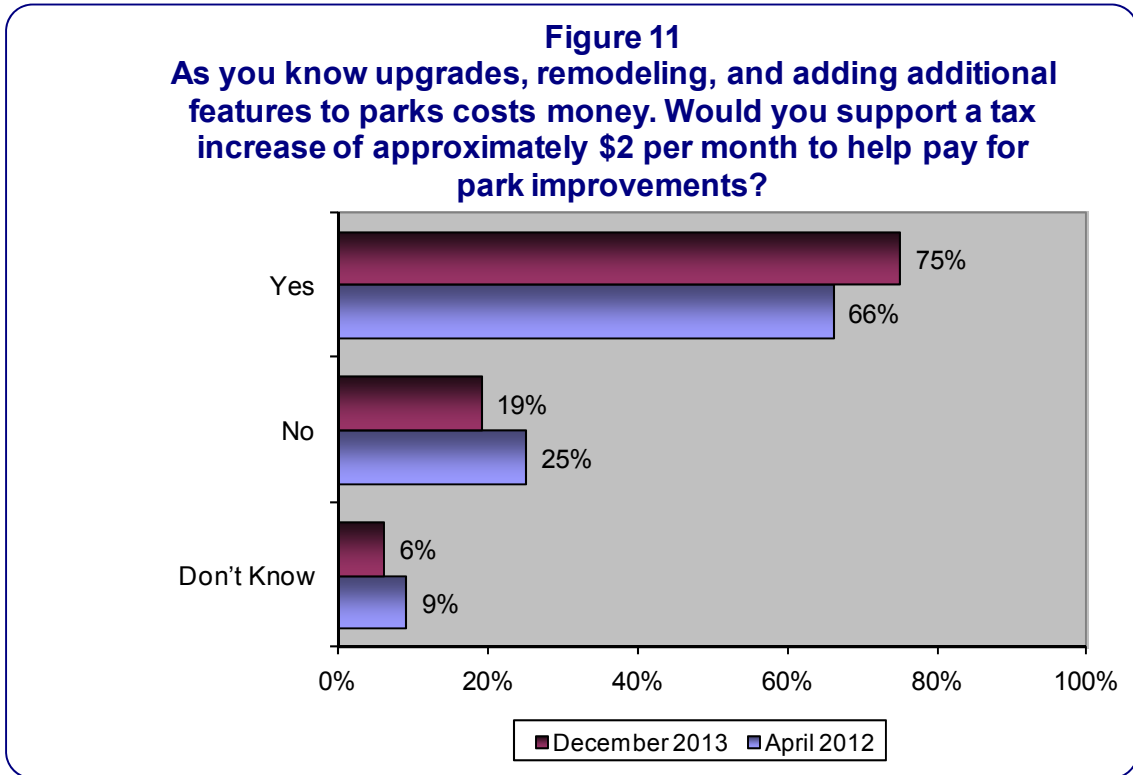


Parks

As Figure 10 illustrates, 64% of respondents would like to see Lehi’s parks upgraded with new or additional playground equipment, new or remodeled pavilions and/or other park improvements.

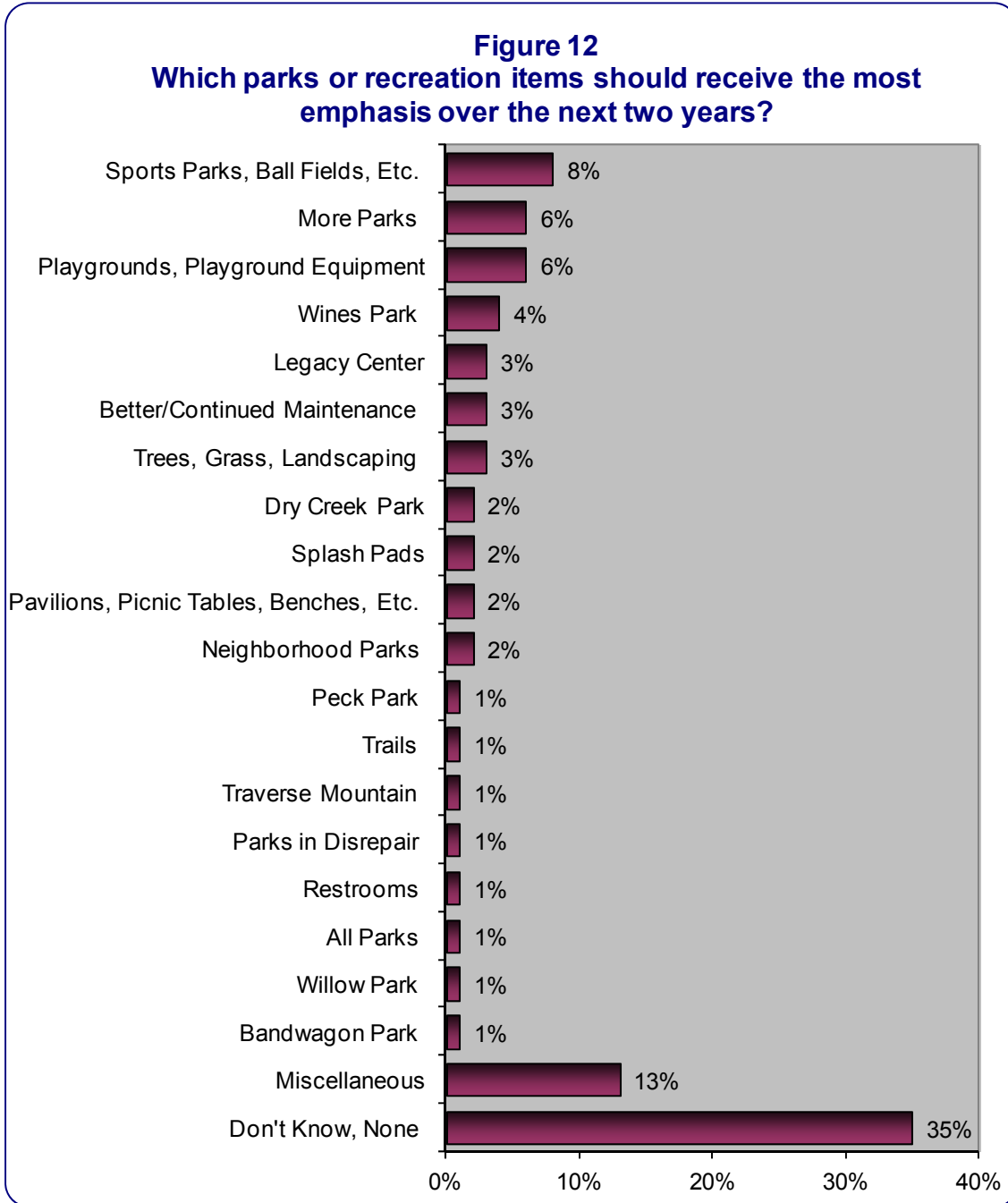


As Figure 11 illustrates, three-quarters of respondents who would like to see park upgrades made (75%) would support a tax increase of approximately \$2 per month to help pay for park improvements.



Note: Percentages in the above chart are based on those respondents who would like to see Lehi's parks upgraded with new or additional playground equipment, new or remodeled pavilions and/or other park improvements.

When asked which park or recreation items should receive the most emphasis over the next two years, respondents most frequently mentioned “sports parks, ball fields” (8%), “more parks” (6%), and “playgrounds” (6%). For further details, please see Figure 12. For a categorized list of verbatim responses to this open-ended question, please see Appendix C.

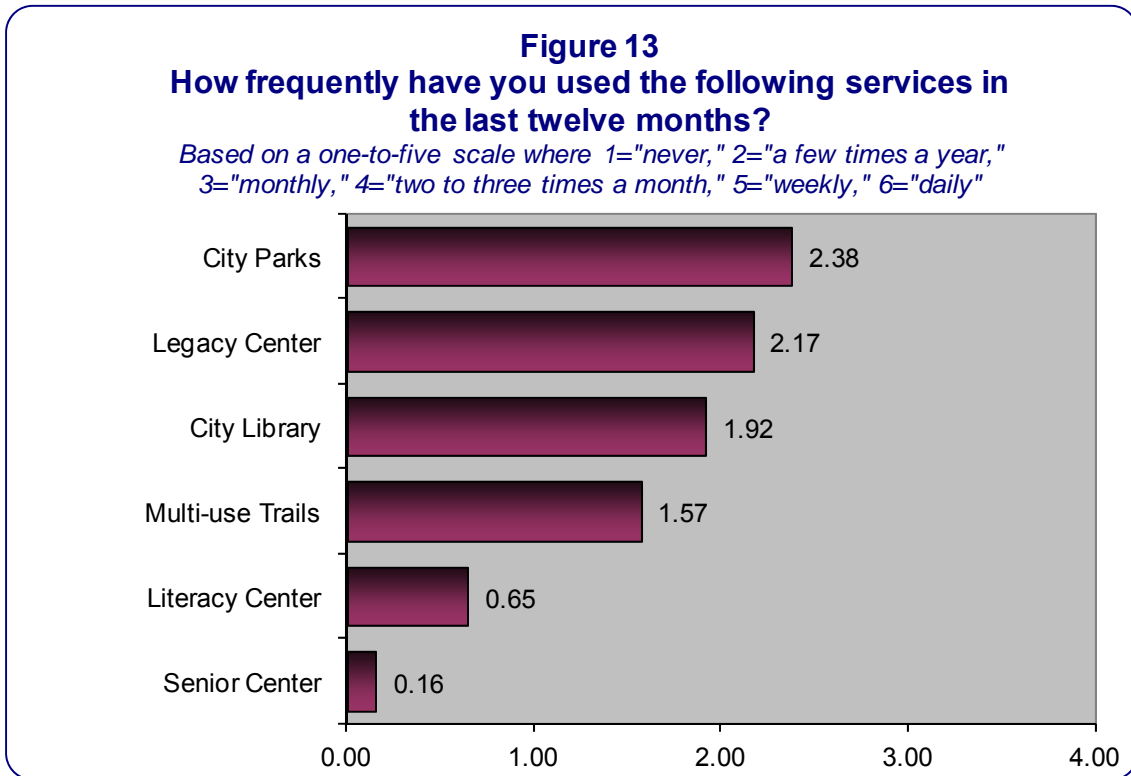


Note: Percentages in the above chart are based on those respondents who would like to see Lehi's parks upgraded with new or additional playground equipment, new or remodeled pavilions and/or other park improvements.

Usage of City Services

Respondents were asked to indicate how frequently they use various city services. As Figure 13 illustrates, respondents, on average, reported using "city parks" (2.38 average mean) and the "Legacy Center" (2.17) most frequently.

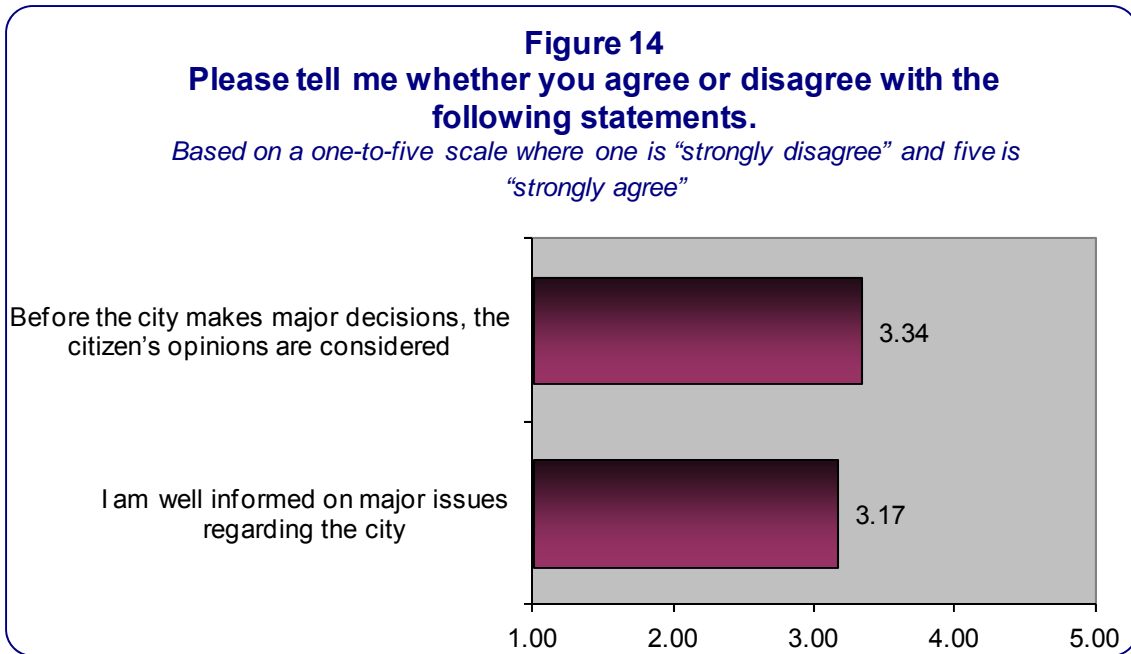
- Respondents in 2013 (82%) were more likely to have visited the library within the past twelve months than respondents in 2012 (68%).



Communication with Lehi Citizens

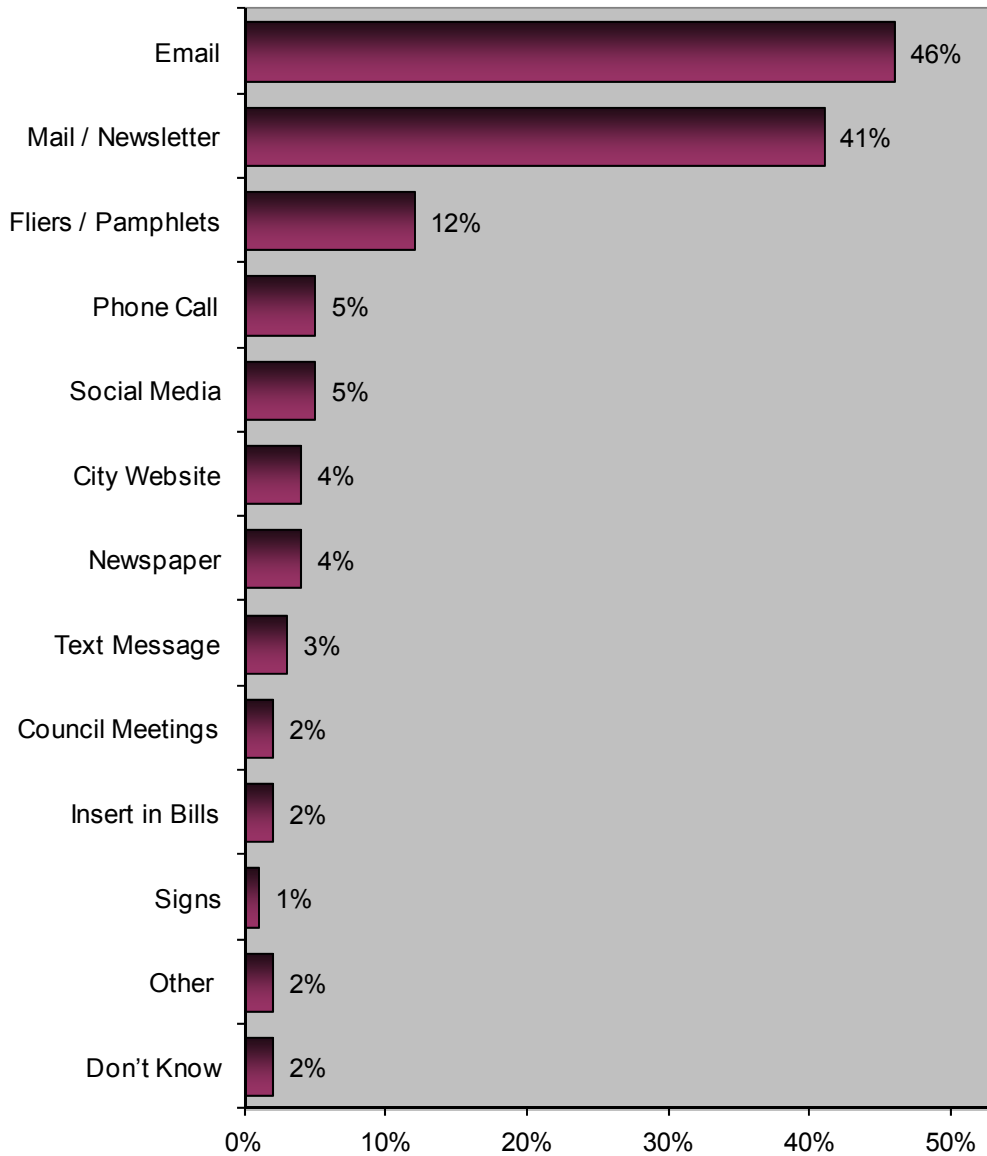
As Figure 14 illustrates, respondents, on average, indicated they neither agree nor disagree with the following statements:

- "Before the city makes major decisions, the citizen's opinions are considered" (3.34)
- "I am well informed on major issues regarding the city" (3.17)

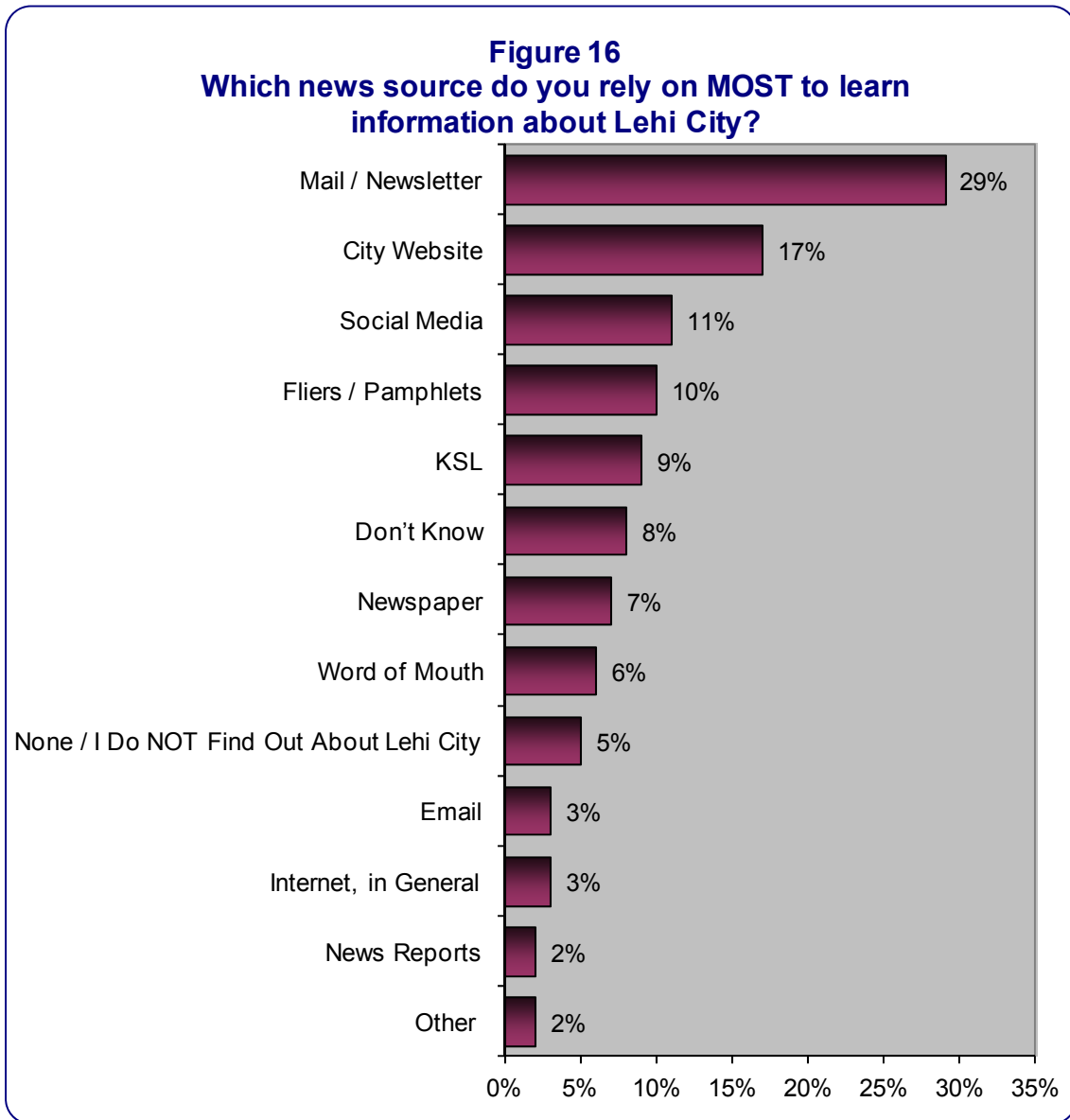


When asked which method of communication they prefer the city use to better inform them about major issues regarding the city, 46% of respondents said they would prefer communication via "email," while 41% said they would prefer communication via "mail or newsletter." Please see Figure 15 for further details.

Figure 15
What method of communication would you prefer the city use in order for them to better inform you about major issues regarding the city?

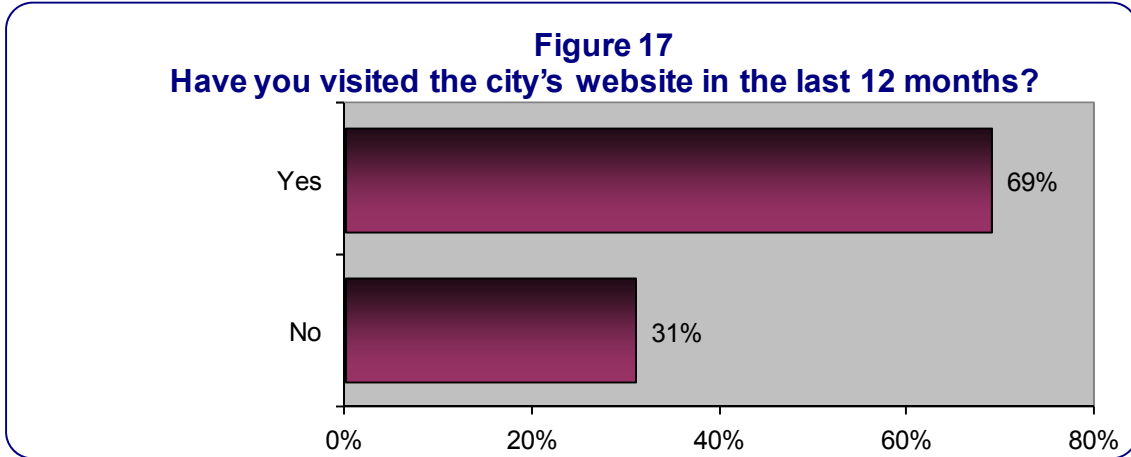


As Figure 16 illustrates, 29% of respondents said they rely on “mail or newsletter” most for information about Lehi City, while 17% said they rely on information provided on the city website.

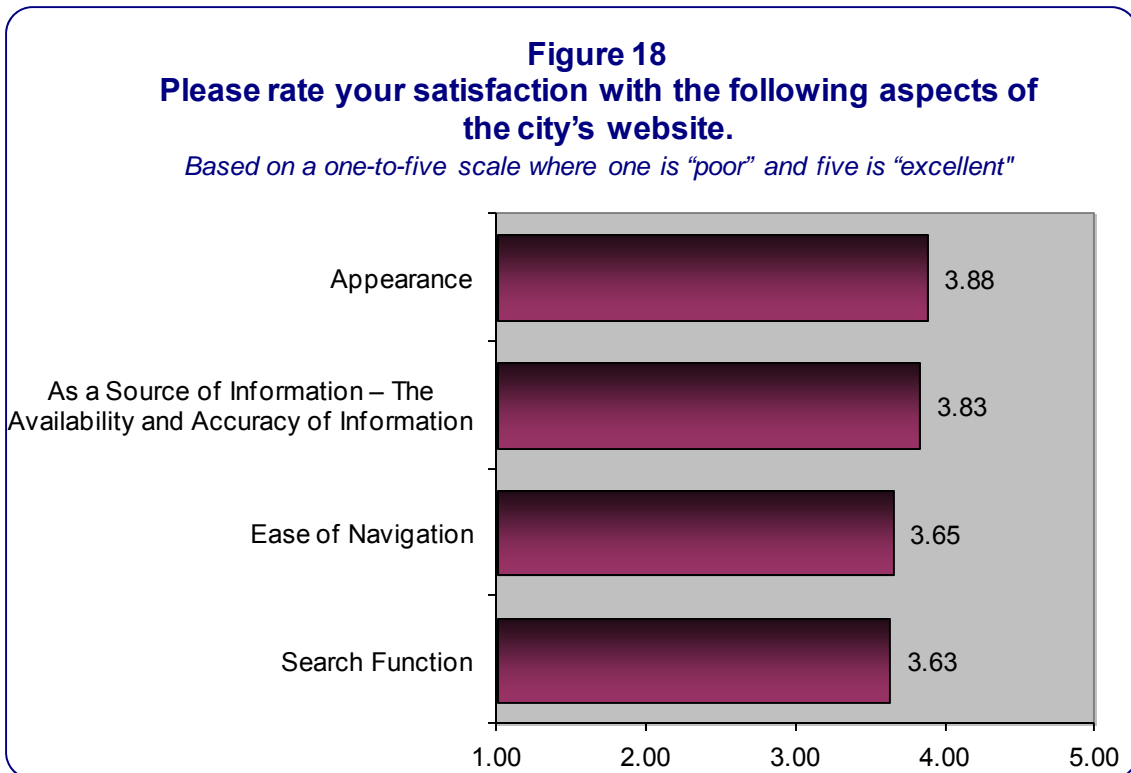


Satisfaction with Lehi City Website

As Figure 17 illustrates, 69% of respondents indicated they have visited the Lehi City website in the past twelve months.



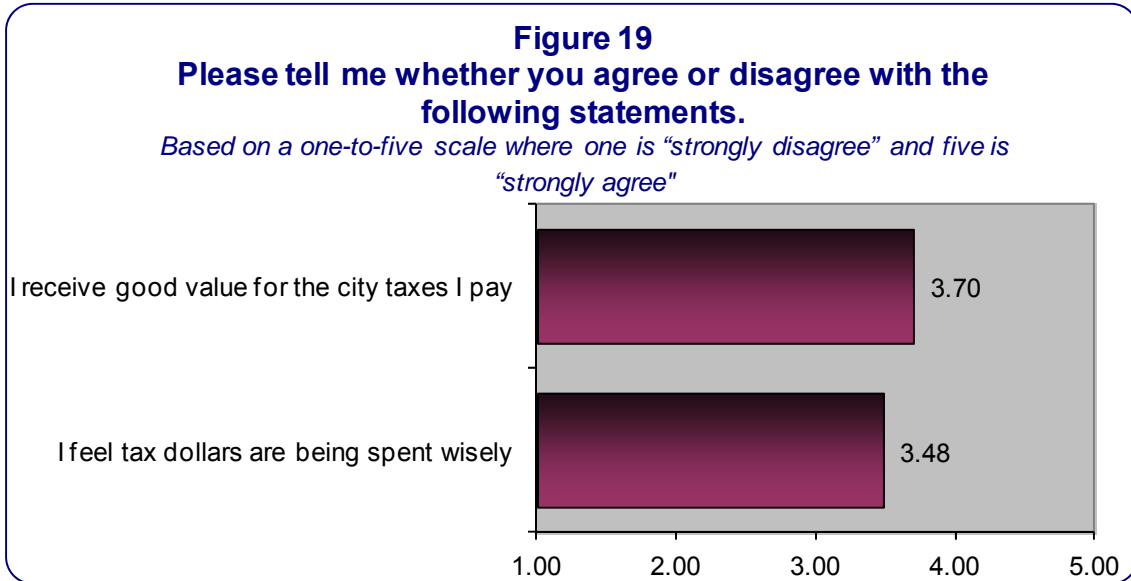
When rating their satisfaction with various aspects of the city's website, respondents gave the highest average mean rating (3.88) to the website's "appearance." On average, respondents gave an average meant rating of "average" to each aspect of the website they were asked to rate. Please see Figure 18 for further details.



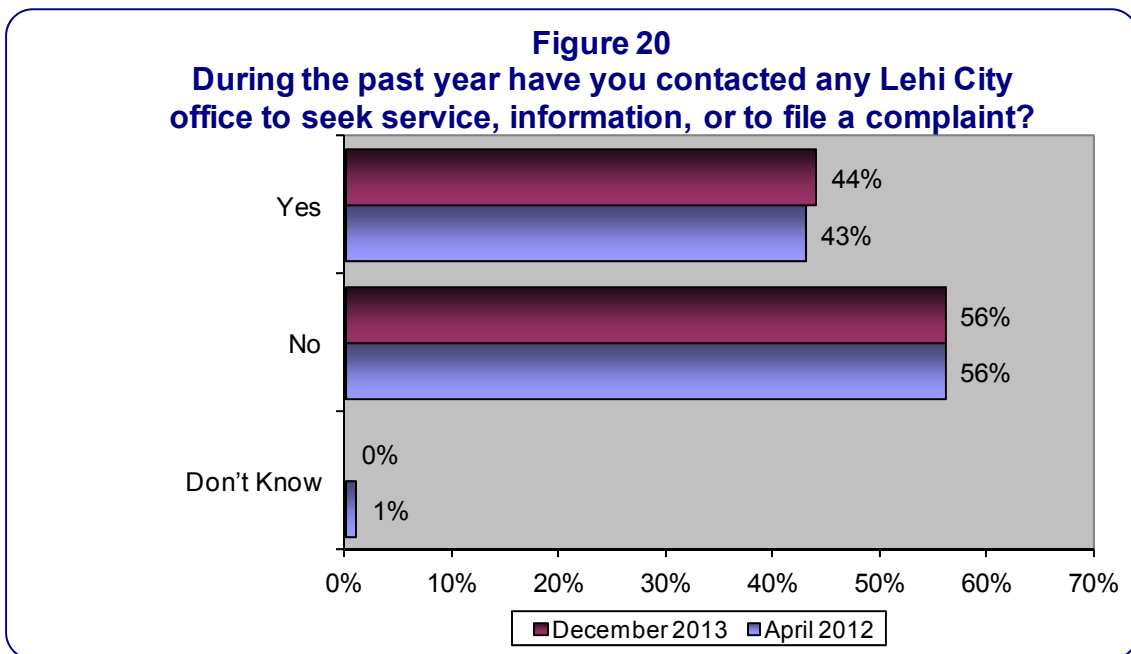
Satisfaction with City Management

As Figure 19 illustrates, respondents indicated they neither agree nor disagree with the following statements:

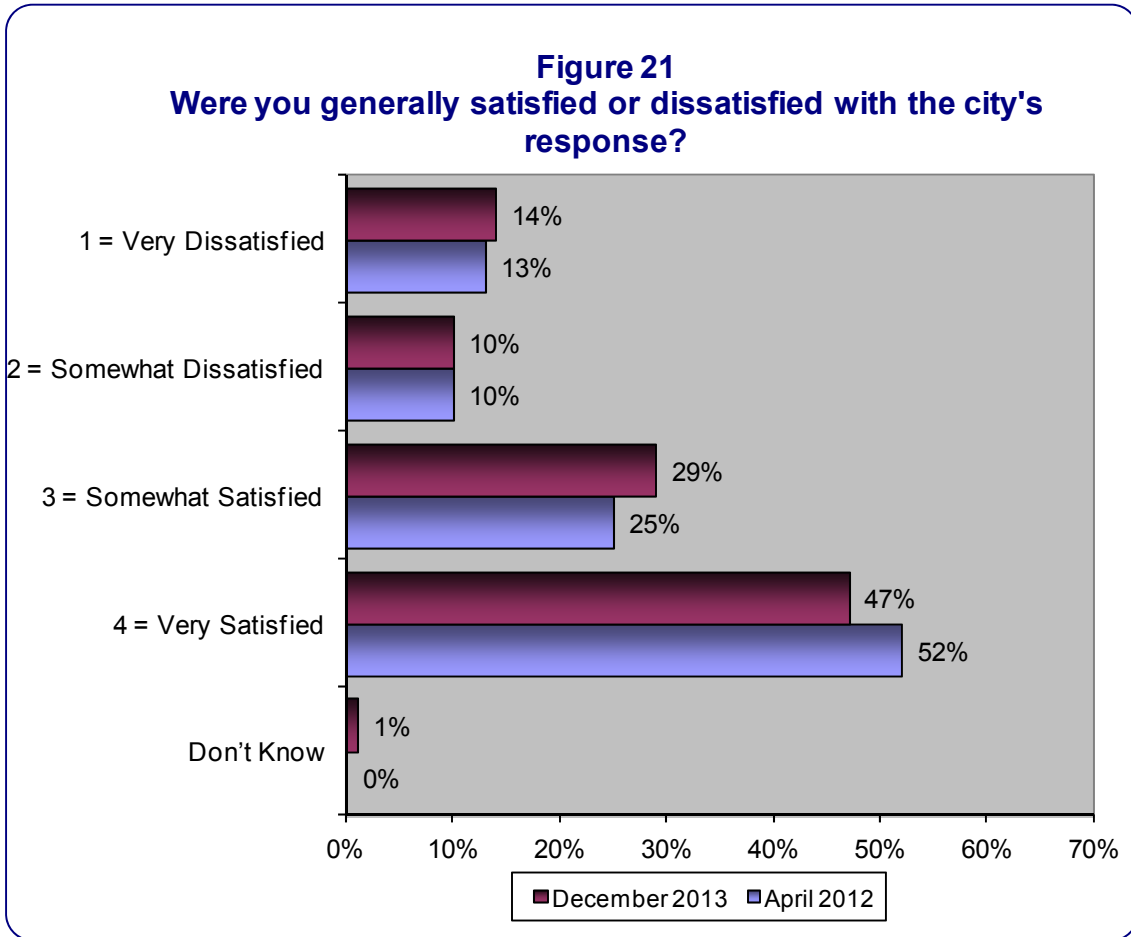
- "I receive good value for the city taxes I pay" (3.70)
- "I feel tax dollars are being spent wisely" (3.48)



As Figure 20 illustrates, 44% of respondents said they have contacted a Lehi City office to seek service, information, or to file a complaint.

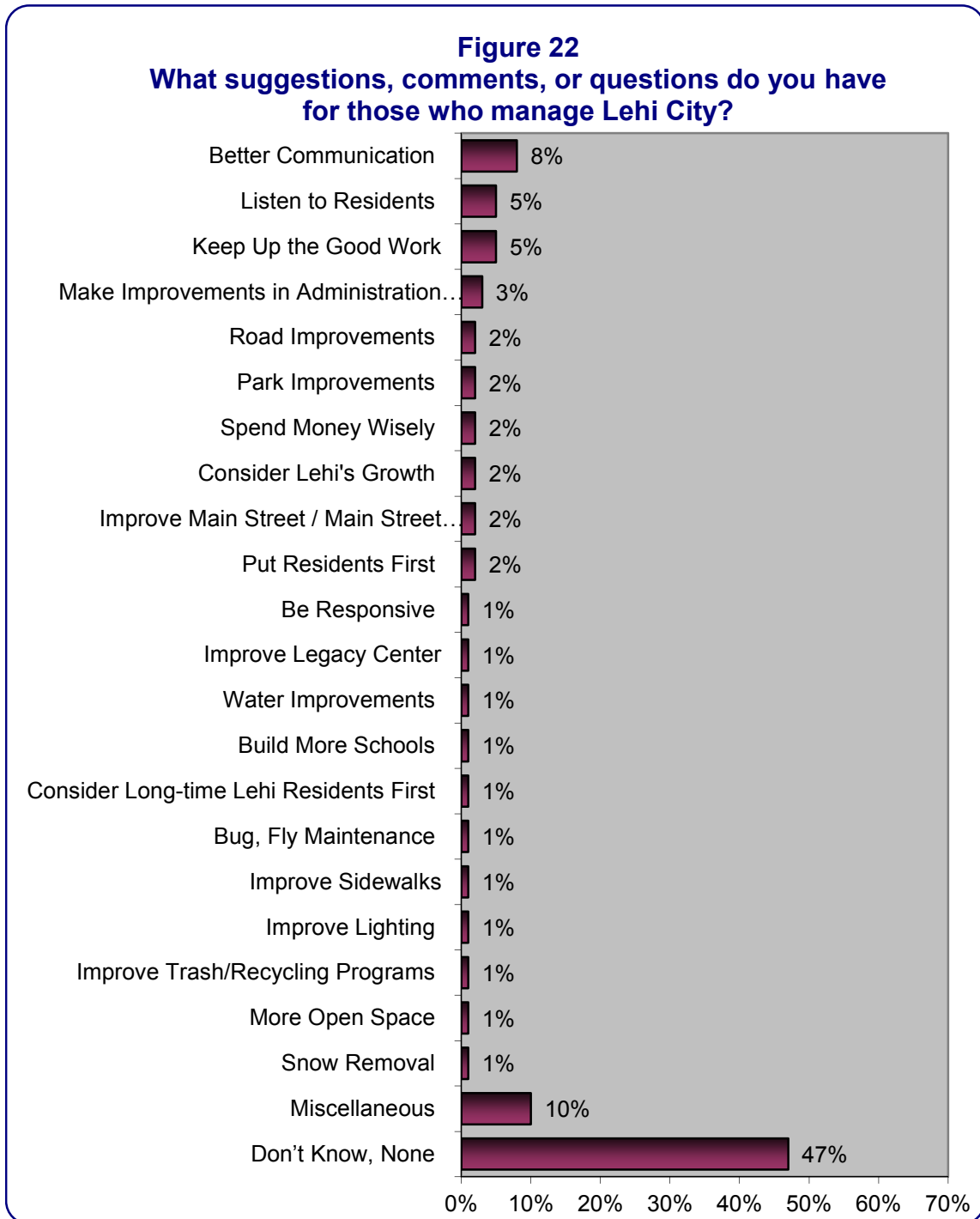


As Figure 21 illustrates, 47% of respondents who contacted the city were “very satisfied” with the response they received from the city. On average, respondents were “somewhat satisfied” (3.10 average mean) with the response they received.



For a list of reasons as to why respondents were dissatisfied with responses they received from the city, please refer to Appendix D.

As a concluding question, respondents were asked if they had any suggestions or comments for those that manage Lehi City. In response, respondents most frequently suggested improving “communication” (8%) and “listening to residents” (5%). Please see Figure 22 for further details. For a categorized list of verbatim responses, please see Appendix E.



Respondent Demographics

As Figure 23 illustrates, there was a fairly even distribution of male and female respondents. Nearly one-half of respondents (47%) were men, while more than one-half (53%) were women.

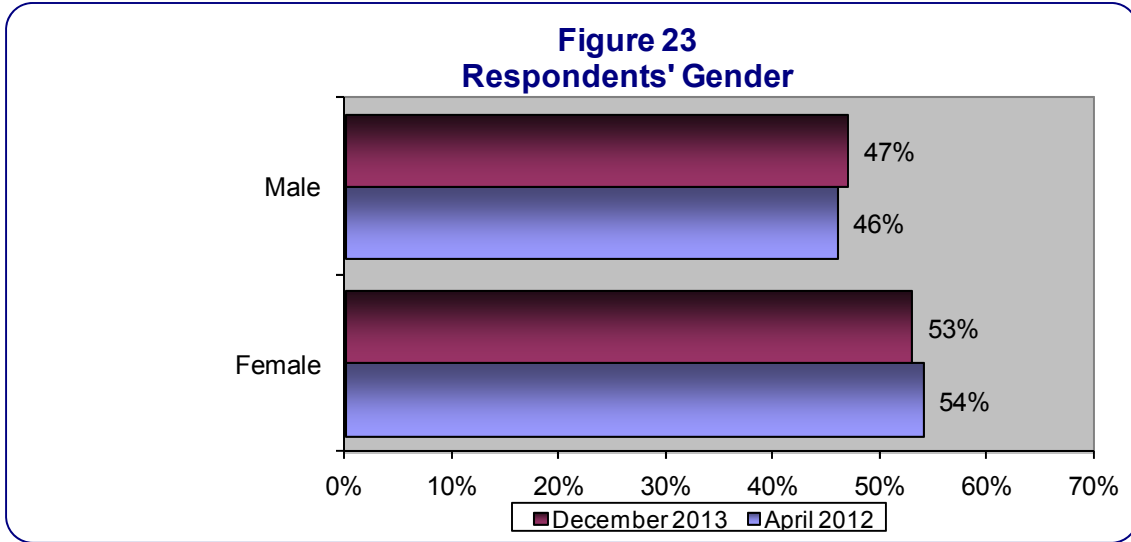
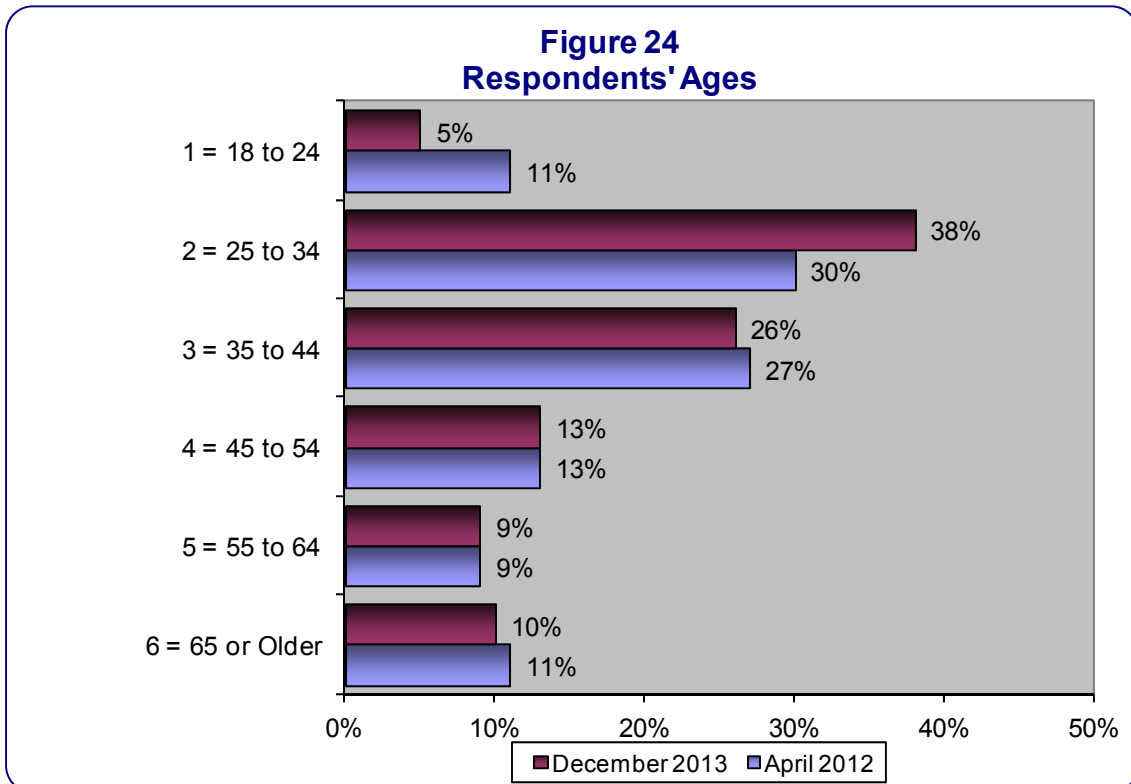


Figure 24 illustrates the percentage of respondents within each age category. The average respondent fell between the ages of 35 and 44 (3.15 average mean, 3.00 median).



As Figure 25 illustrates, 36% reported having a Bachelor's degree. Respondents, on average, reported having a two-year college degree (3.22 average mean, 4.00 median).

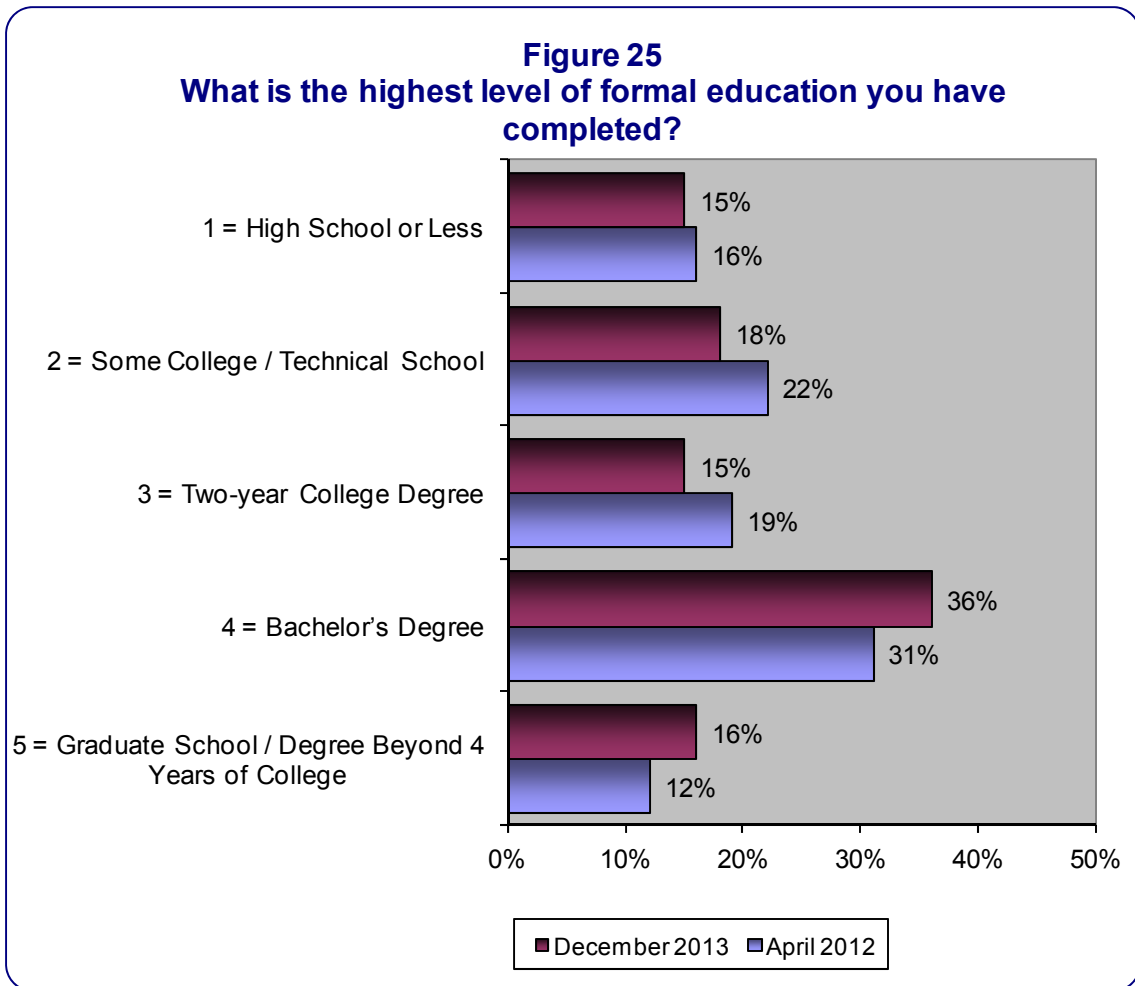


Figure 26 illustrates respondents' annual household incomes. The average respondent reported having a household income of \$70,000 to \$79,999 (7.11 average mean, 7.00 median).

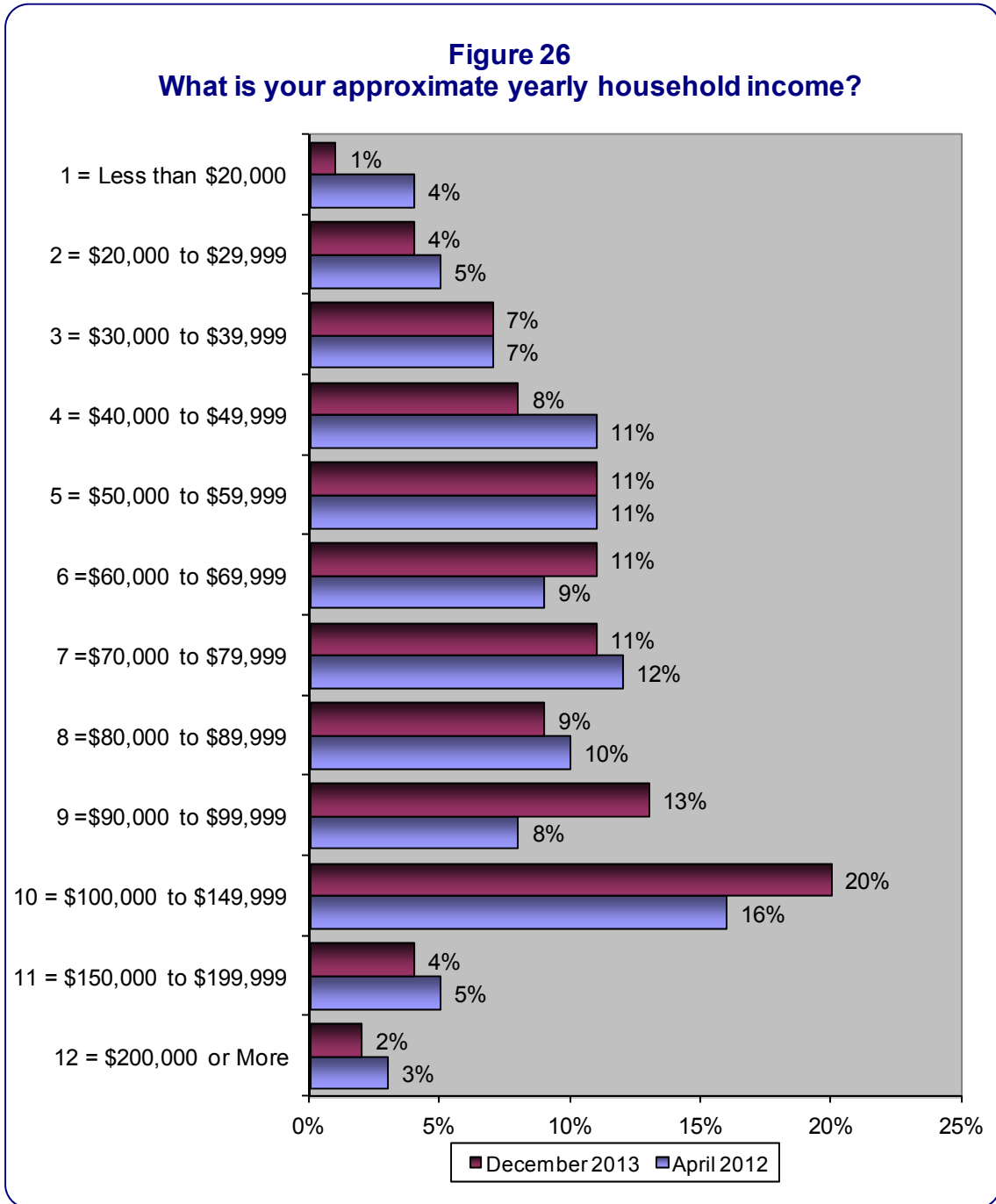
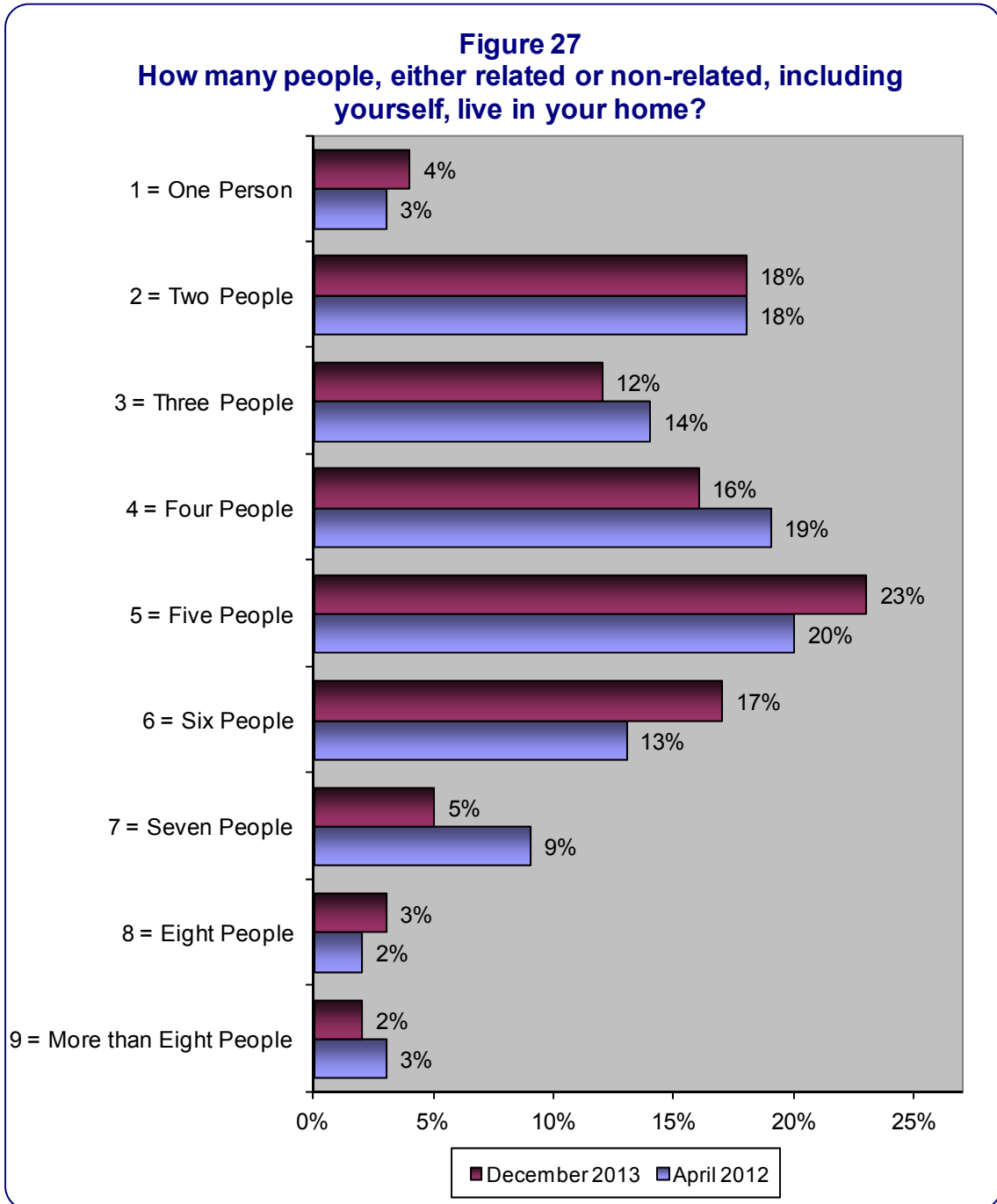


Figure 27 illustrates the number of people residing in respondents' households. The average respondents reported having four people living in their homes (4.36 average mean, 5.00 median).



As Figure 28 illustrates, nearly three-quarters of respondents (73%) reported having children under the age of 18 living in their homes.

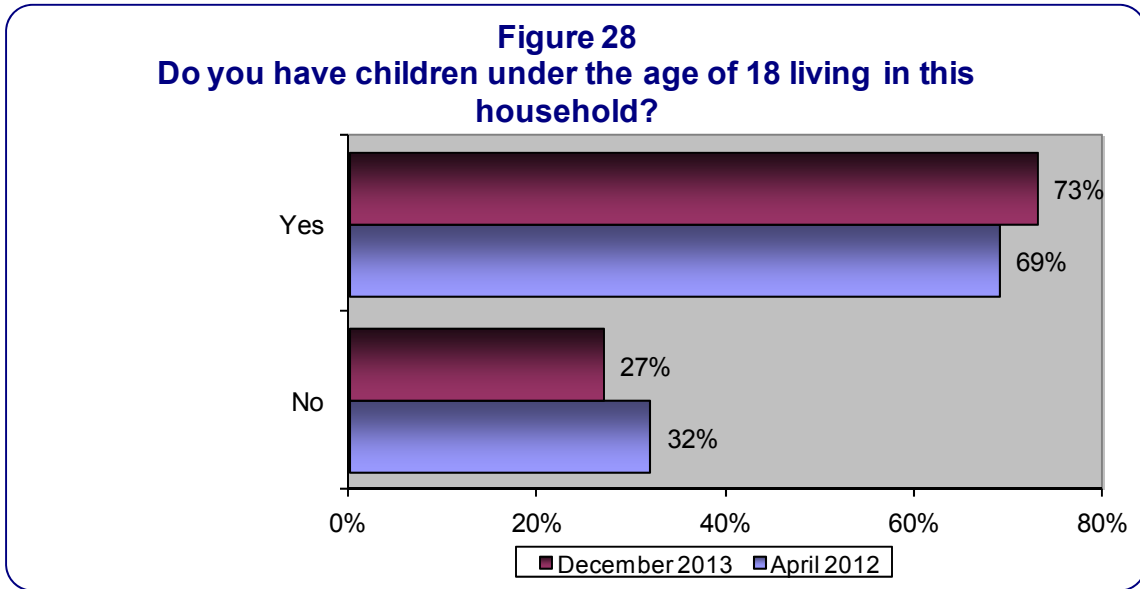
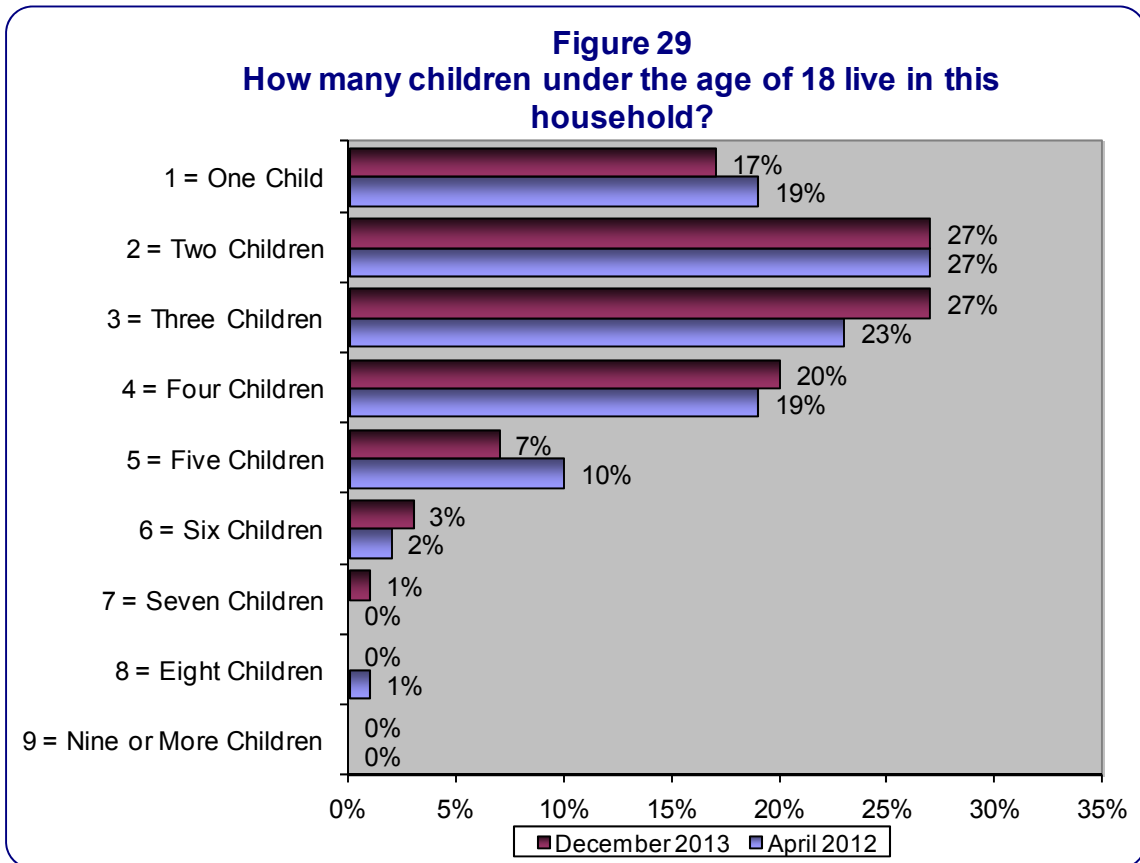
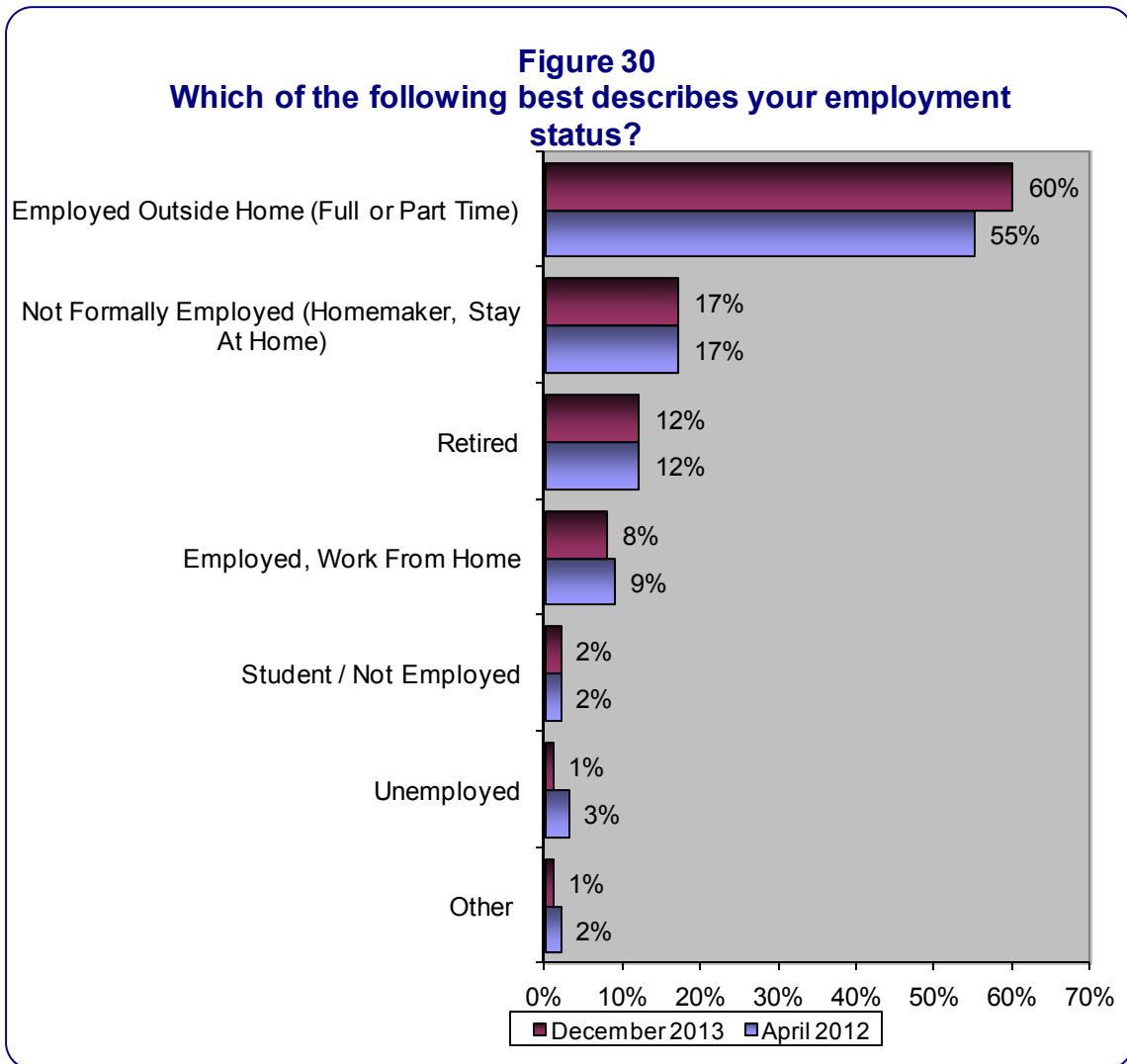


Figure 29 illustrates the number of children residing in the homes of respondents who reported having children. On average, respondents with children reported having three children under the age of 18 living in their homes (2.86 average mean, 3.00 median).

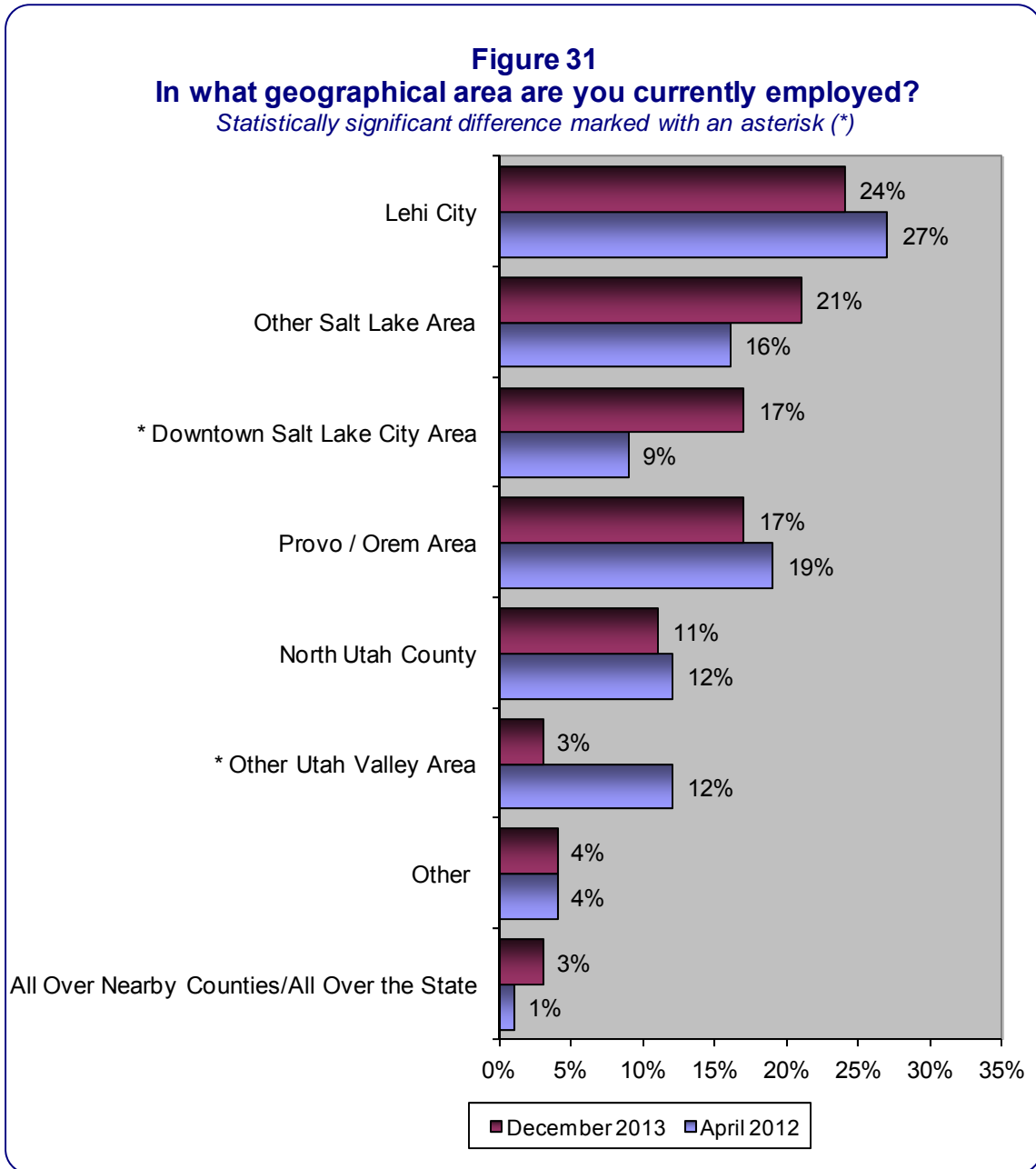


As Figure 30 illustrates, three-fifths of respondents (60%) are employed outside the home, either full-time or part-time.

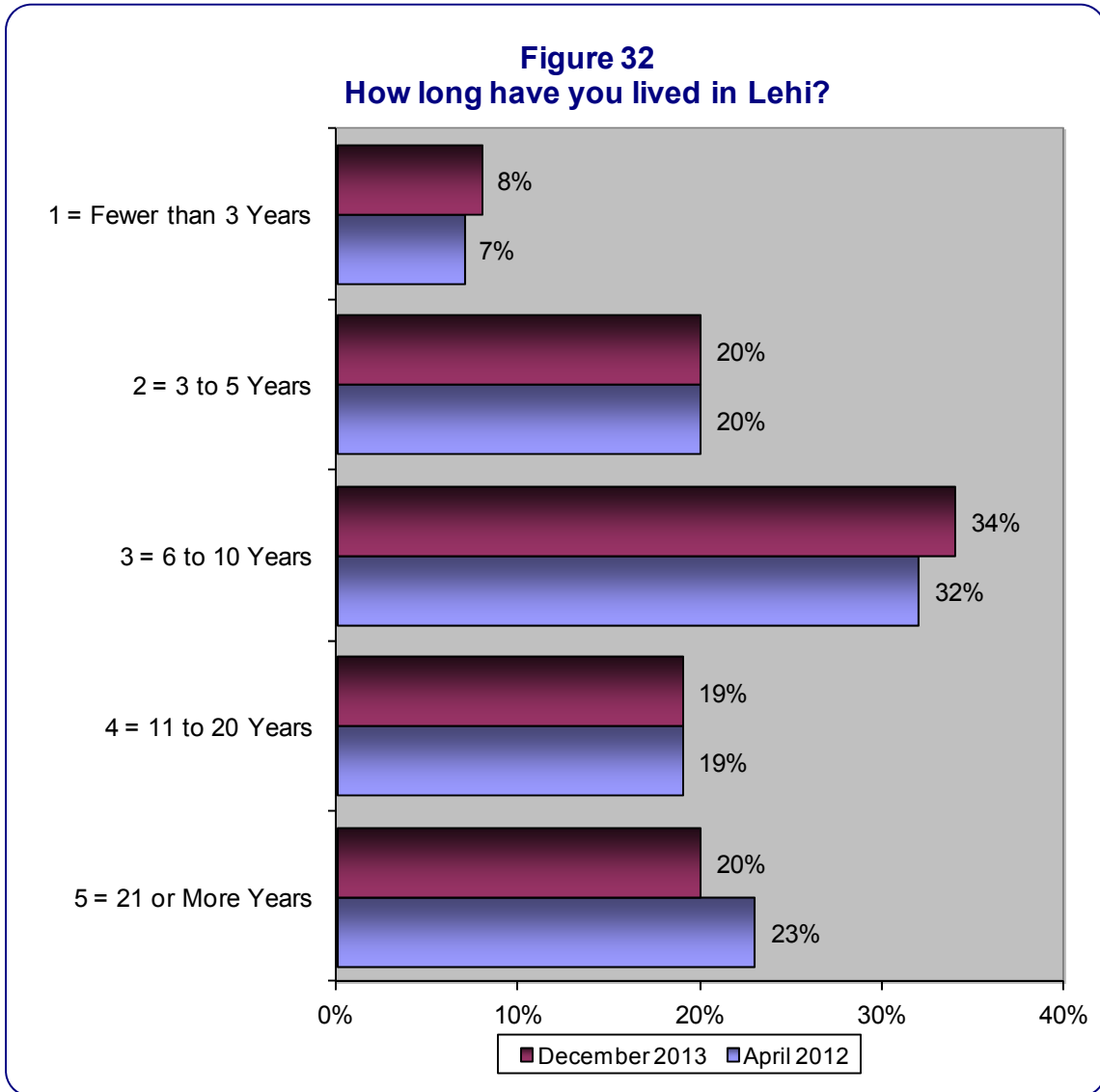


Approximately one-quarter of respondents (24%) reported working in Lehi City, while 21% reported working in some part of Salt Lake, outside of the downtown area. Please see Figure 31.

- *Respondents in 2013 were more likely to be employed in the "Downtown Salt Lake City area," while respondents in 2012 were more likely to be employed in some "other Utah Valley area."*



As Figure 32 illustrates, approximately one-third of respondents (34%) reported living in Lehi City for six to ten years. The average respondent has lived in Lehi for six to ten years (3.22 average mean, 3.00 median).



Segment Analysis

In this section of the report, similarities and differences between segments within the survey population are examined. The following descriptions and charts present the statistically significant differences among respondents by segment. These include the following:

- Gender
- Age
- Highest level of education
- Annual household income
- Number of people in the household
- Children under 18 living in the home
- Whether or not respondents are employed
- Length of residency in Lehi City
- Quality of life
- Perceptions of how Lehi City has changed in the last five years
- Area of residence

Statistical significance is defined as a difference in value that is too large to be attributed to chance alone, thus describing the relationship that exists between the demographic variable of interest and the survey responses.

Segment Analysis by Gender

This portion of the analysis examines significant differences between male and female respondents.

When asked what they like most about living in Lehi, men were more likely than women to say they like the “small town/country atmosphere” and that Lehi is “quiet and low-key.” Women, however, were more likely than men to say they like that Lehi is “safe” and provides “access to shopping and amenities.” See Segment Analysis Table 1.

SEGMENT ANALYSIS TABLE 1
What do you like most about living in Lehi?

	Men	Women
Small town, country atmosphere	25%	15%
Quite, low-key	8%	3%
Safe	2%	6%
Access to shopping and amenities	4%	9%

Women (71%) were more likely than men (56%) to say they would like to see Lehi's parks upgraded with new or additional playground equipment, new or remodeled pavilions, and/or other park improvements.

Women (73%) were more likely than men (64%) to say they have visited the city's website in the last 12 months.

On average, women (4.56 average mean) were more satisfied with "emergency medical service" in Lehi than were men (4.37). Women (4.28) were also more satisfied than men (4.07) with Lehi's "utility billing system."

On average, men (3.99 average mean) agreed more with the statement "I feel safe having my children walk to school" than did women (3.63).

Women (2.09 average mean), on average, have visited the city library more recently than have men (1.72). Women (2.33) have also visited the Legacy Center more frequently than have men (1.98).

Women (4.05 average mean), on average, were more pleased with the appearance of the city's website than were men (3.66). Women (3.78) were also more satisfied with the city website's search function than were men (3.43). Women (3.94) were more pleased with the website being a source of information (availability and accuracy of information) than were men (3.68).

Segment Analysis by Age

In this section of the analysis, differences in responding are examined according to age: 18 to 34, 35 to 44, 45 to 54, and 55 and older.

When asked what they like most about living in Lehi, respondents 18 to 34 (35%) were more likely than respondents age 55 and older (17%) to say they like Lehi's "convenient location." Respondents age 45 to 54 (20%) and 55 and older (18%) were more likely than respondents age 18 to 34 (7%) to say they like the "people or neighbors."

Respondents between 18 and 34 (70%) and 35 and 44 (69%) were more likely than respondents age 55 and older (50%) to say they would like to see Lehi's parks upgraded with new or additional playground equipment, new or remodeled pavilions, and/or other park improvements.

Respondents age 35 to 44 (95%) were more likely than respondents age 45 to 54 (76%) and respondents age 55 and older (76%) to say they have visited the Literacy Center in the last 12 months.

Respondents age 55 and older (22%) were more likely than respondents age 18 to 34 (6%) and respondents age 35 to 44 (5%) to say they have visited the Senior Center in the last 12 months.

Respondents between 18 and 34 (98%) and 35 and 44 (99%) were more likely than respondents age 55 and older (83%) to say they have used city parks in the last 12 months.

Respondents age 55 and older (42%) were less likely than respondents age 18 to 34 (77%), 35 to 44 (76%), and 45 to 54 (67%) to say they have used Lehi's multi-use trails in the last 12 months.

Respondents between 18 and 34 (53%) and 35 and 44 (58%) were more likely than respondents age 55 and older (18%) to identify "email" as their preferred method of communication for correspondence from the city.

Respondents between 18 and 34 (76%) and 35 and 44 (85%) were more likely to have visited the city's website in the last 12 months than were respondents age 45 to 54 (59%) and 55 and older (40%).

Respondents age 18 to 34 (4.36 average mean), 35 to 44 (4.33), and 55 and older (4.32) rated the quality of life in Lehi City higher, on average, than did respondents between 45 and 54 (4.09).

Respondents 18 to 34 (3.86 average mean), on average, felt Lehi City has improved more over the last five years than did respondents age 55 and older (3.45).

On average, respondents age 18 to 34 (4.17 average mean) and respondents age 35 to 44 (4.18) were more satisfied with Lehi's police traffic enforcement than were respondents age 45 to 54 (3.74).

On average, respondents age 55 and older (4.44 average mean) were more satisfied with Lehi City Power than were respondents age 35 to 44 (4.17) and respondents age 45 to 54 (3.96).

On average, younger respondents more frequently used the city library, the Legacy Center, city parks, and multi-use trails in the last 12 months, while respondents age 55 and older more recently used the senior center. Please see Segment Analysis Table 2.

SEGMENT ANALYSIS TABLE 2

How frequently have you used the following services in the last 12 months?

0= "never," 1= "a few times a year," 2= "monthly," 3= "2 to 3 times a month,"
4= "weekly," 5= "daily"

	18 to 34	35 to 44	45 to 54	55+
City library	2.12	2.16	1.74	1.28
Legacy Center	2.20	2.50	2.06	1.70
Senior Center	0.10	0.12	0.09	0.41
City parks	2.82	2.70	1.89	1.32
Multi-use trails	1.64	1.82	1.56	1.12

Respondents age 18 to 34 (3.68 average mean) agreed more with the statement, "I feel tax dollars are being spent wisely," than did respondents age 35 to 44 (3.35) and respondents age 45 to 54 (3.18).

Segment Analysis by Education

For this portion of the analysis, differences in responding according to highest level of education are examined: high school graduate or lower, some college, college graduate or higher.

College graduates (76%) were more likely than respondents with some college (63%) and respondents with a high school education (55%) to say they have visited the city's website in the last 12 months.

On average, college graduates have more frequently used the city library, city parks, and multi-use trails, while high school graduates or less have more frequently used the senior center.

SEGMENT ANALYSIS TABLE 3

How frequently have you used the following services in the last 12 months?

0= "never," 1= "a few times a year," 2= "monthly," 3= "2 to 3 times a month,"

4= "weekly," 5= "daily"

	High School or Lower	Some College	College Graduate or Higher
City library	1.57	1.79	2.13
Senior Center	0.38	0.19	0.08
City parks	2.21	2.19	2.55
Multi-use trails	1.26	1.39	1.74

Segment Analysis by Income

In this section, differences in responding will be examined by annual household income: less than \$50,000, \$50,000 to \$69,999, \$70,000 to \$99,999, and \$100,000 or more.

Respondents with incomes less than \$50,000 (33%) and respondents with incomes of \$50,000 to \$69,000 (24%) were more likely than respondents with incomes of \$70,000 to \$99,999 (9%) and \$100,000 or more (8%) to say they don't know what the most important issue facing Lehi City today is.

Respondents with incomes of incomes less than \$50,000 (44%) were more likely than respondents with incomes of \$50,000 to \$69,999 (25%) and \$100,000 or more (22%) to have visited the Literacy Center in the last 12 months.

Respondents with incomes of \$50,000 to \$69,999 (74%) and \$100,000 or more (78%) were more likely than respondents with incomes less than \$50,000 (54%) to say they have visited the city's website in the last 12 months.

Respondents with incomes of \$70,000 to \$99,999 (48%) and \$100,000 or more (52%) were more likely than respondents with incomes less than \$50,000 (28%) to say they have contacted a city office to seek service, information, or to file a complaint in the last year.

On average, respondents with incomes less than \$50,000 have more frequently used the Literacy Center, while respondents with incomes less than \$70,000 have more frequently used the Senior Center. Respondents with incomes of \$100,000 or more have more frequently used the city's multi-use trails. Please refer to Segment Analysis Table 4.

SEGMENT ANALYSIS TABLE 4

How frequently have you used the following services in the last 12 months?

0= "never," 1= "a few times a year," 2= "monthly," 3= "2 to 3 times a month,"
4= "weekly," 5= "daily"

	Less than \$50,000	\$50,000 to \$69,999	\$70,000 to \$99,999	\$100,000 or more
Literacy Center	1.13	0.49	0.72	0.43
Senior Center	0.34	0.28	0.08	0.06
Multi-use trails	1.17	1.60	1.60	1.83

Segment Analysis by Household Size

In this section of the analysis, differences in responding are examined according to household size: one or two people in the home (referred to as small households), three to five people in the home (referred to as mid-sized households), or six or more people in the home (referred to as large households).

Respondents with large households (94%) were more likely than all other respondents to have visited the library in the last 12 months. Respondents with mid-sized households (84%) were more likely than respondents with small households (66%) to have visited the library in the last 12 months.

Respondents with large households (92%) were more likely than respondents with small households (77%) to have visited the Legacy Center in the last 12 months.

Respondents with mid-sized households (74%) and respondents with large households (69%) were more likely than respondents with small households (50%) to have used the city's multi-use trails in the last 12 months.

On average, respondents with small households (4.37 average mean) agreed more with the statement, "I feel safe having my children walk to school," than do respondents with mid-sized households (3.66) or large households (3.73).

On average, larger households have more frequently visited the city library, the Legacy Center, and city parks, while small households have more frequently visited the senior center. Please see Segment Analysis Table 5.

SEGMENT ANALYSIS TABLE 5

How frequently have you used the following services in the last 12 months?

0= "never," 1= "a few times a year," 2= "monthly," 3= "2 to 3 times a month,"
4= "weekly," 5= "daily"

	Small Households	Mid-sized Households	Large Households
City library	1.16	1.99	2.44
Legacy Center	1.83	2.06	2.63
Senior Center	0.32	0.12	0.12
City Parks	1.52	2.55	2.80

On average, respondents with small households (3.44 average mean) and respondents with large households (3.25) were more satisfied with the city's response when seeking service, information or to file a complaint than were respondents with mid-sized households (2.87).

Segment Analysis by Children in the Home

In this section of the analysis, differences will be examined based on whether or not respondents have children under the age of 18 living in the home.

When asked what they like most about living in Lehi, respondents without children in the home (26%) were more likely than respondents with children in the home (16%) to say they like Lehi's "small town, country atmosphere." Respondents with children in the home (10%) were more likely than respondents without children in the home (2%) to say they like that Lehi has "good communities or neighborhoods."

As Segment Analysis Table 6 illustrates, respondents with children in the home were more likely to have visited the library, the Legacy Center, city parks, and multi-use trails in the last 12 months, while respondents with no children in the home were more likely to have visited the Senior Center.

SEGMENT ANALYSIS TABLE 6
Whether Respondents Have Used the Following Services in the Last 12 Months

	Children in the Home	No Children in the Home
City library	89%	70%
Legacy Center	89%	78%
Senior Center	5%	16%
City parks	97%	90%
Multi-use trails	74%	50%

Respondents with children in the home (51%) were more likely than respondents without children in the home (33%) to say they prefer the city inform them of issues via email. In contrast, respondents without children in the home (10%) were more likely than respondents with children in the home (2%) to say they prefer the city inform them of issues through the newspaper.

Respondents with children in the home (78%) were more likely than respondents without children in the home (49%) to have visited the Lehi City website in the last 12 months.

On average, respondents with children (3.75 average mean) feel Lehi has improved more over the past five years than do respondents without children (3.49).

On average, respondents with children in the home have more frequently visited the city library, the Legacy Center, city parks, and multi-use trails, while respondents without children have more frequently visited the Senior Center. Please refer to Segment Analysis Table 7.

SEGMENT ANALYSIS TABLE 7

How frequently have you used the following services in the last 12 months?

*0= "never," 1= "a few times a year," 2= "monthly," 3= "2 to 3 times a month,"
4= "weekly," 5= "daily"*

	Children in the Home	No Children in the Home
City Library	2.25	1.23
Legacy Center	2.35	1.80
Senior Center	0.08	0.30
City Parks	2.73	1.70
Multi-use Trails	1.65	1.32

Segment Analysis by Whether or Not Respondents are Employed

For this segment of the analysis, differences in responding will be examined between respondents that are employed or not employed (unemployed, retired, student, homemakers, etc.).

When asked what they like about Lehi, unemployed respondents (7%) were more likely than employed respondents (2%) to say "family proximity."

Employed respondents (72%) were more likely than unemployed respondents (58%) to have visited Lehi's multi-use trails in the last 12 months.

Unemployed respondents (8%) were more likely than employed respondents (2%) to say they prefer the city inform them about issues through the newspaper.

On average, unemployed respondents were more satisfied with Lehi's fire services, utility billing system, city power, and street lighting than were employed respondents. See Segment Analysis Table 8.

SEGMENT ANALYSIS TABLE 8

Please rate how satisfied you are with the following Lehi services.

Based on a one-to-five scale where one is "very dissatisfied" and five is "very satisfied"

	Employed Respondents	Unemployed Respondents
Fire services	4.46	4.66
Utility billing system	4.12	4.33
Lehi City Power	4.18	4.45
Street lighting	3.36	3.61

On average, unemployed respondents (4.04 average mean) were more satisfied with the city's adult recreation programs than were employed respondents (3.82). Unemployed respondents (4.34) were also more satisfied with the city library than were employed respondents (4.06).

On average, unemployed respondents (4.38 average mean) were more satisfied with the courtesy of Lehi City employees than were employed respondents (4.18). Unemployed respondents (4.19) were also more satisfied with overall work performance of city employees than were employed respondents (4.00).

On average, unemployed respondents (0.28 average mean) have visited Lehi's Senior Center more frequently than have employed respondents (0.11).

On average, unemployed respondents (3.66 average mean) agreed more with the statement, "I feel tax dollars are being spent wisely," than employed respondents (3.41).

Segment Analysis by Length of Residency in Lehi

For this portion of the analysis, differences in responding are examined according to the length of time respondents have lived in Lehi: less than 5 years, 6 to 10 years, 11 to 20 years, and 21 years or more.

Respondents who have lived in Lehi more than 20 years (26%) were more likely than respondents who have lived in Lehi 11 to 20 years (7%), 6 to 10 years (4%), and less than 5 years (5%) to say that Lehi is worse than it was five years ago. In contrast, respondents who have lived in Lehi 6 to 10 years (59%) or 11 to 20 years (63%) were more likely than respondents who have lived in Lehi more than 20 years (36%) to say that Lehi is better than it was five years ago.

Respondents who have lived in Lehi less than 5 years (71%) or 6 to 10 years (68%) were more likely than respondents who have lived in Lehi more than 20 years (50%) to say they would like Lehi's parks upgraded with new or additional playground equipment, new or remodeled pavilions, and/or other park improvements.

Respondents who have lived in Lehi less than 5 years (51%) or 6 to 10 years (58%) were more likely than respondents who have lived in Lehi more than 20 years (26%) to say they prefer the city communicate with them about issues through email.

On average, respondents who have lived in Lehi less than 5 years (3.85 average mean), 6 to 10 years (3.80), or 11 to 20 years (3.85) rated Lehi better than it was five years ago than did respondents who have lived in Lehi more than 20 years (3.18).

On average, respondents who have lived in Lehi less than 5 years (4.26 average mean) and 6 to 10 years (4.11) were more satisfied with Lehi's youth recreation programs than were respondents who have lived in Lehi more than 20 years (3.82).

On average, respondents who have lived in Lehi less than 5 years (4.31 average mean) and respondents who have lived in Lehi 11 to 20 years (4.23) were more satisfied with city park maintenance than were respondents who have lived in Lehi 6 to 10 years (3.94).

As Segment Analysis Table 9 illustrates, respondents who have lived in Lehi less than 5 years more frequently used the city library. Respondents who have lived in Lehi 6 to 10 years have more frequently used the Legacy Center. Respondents who have lived in Lehi 10 years or less have more frequently used the city's multi-use trails. Respondents who have lived in Lehi more than 20 years have more frequently used the Senior Center

SEGMENT ANALYSIS TABLE 9
How frequently have you used the following services in the last 12 months?

*0= "never," 1= "a few times a year," 2= "monthly," 3= "2 to 3 times a month,"
 4= "weekly," 5= "daily"*

	Less than 5 Years	6 to 10 Years	11 to 20 Years	More than 20 Years
City Library	2.22	1.98	1.79	1.58
Legacy Center	2.00	2.47	2.17	1.86
Senior Center	0.10	0.11	0.13	0.36
Multi-use Trails	1.70	1.68	1.55	1.17

Respondents who have lived in Lehi less than 5 years (4.16 average mean), on average, were more satisfied with the city's website as a source of information (the availability and accuracy of information) than were respondents who have lived in Lehi 6 to 10 years (3.76), 11 to 20 years (3.76), or more than 20 years (3.57).

Respondents who have lived in Lehi less than 5 years (3.76 average mean), on average, agreed more with the statement, "I feel tax dollars are being spent wisely," than did respondents who have lived in Lehi more than 20 years (3.17).

Segment Analysis by Quality of Life Ratings

This portion of the analysis examines the differences among respondents who rated their quality of life in Lehi as “average” (rating of “2” or “3”), “good” (rating of “4”), or “excellent” (rating of “5”).

Respondents with an average quality of life (28%) were more likely than respondents with a good (9%) or excellent (5%) quality of life to say Lehi has gotten worse over the last five years. In contrast, respondents with a good (54%) or excellent (54%) quality of life were more likely than respondents with an average quality of life (33%) to say Lehi has gotten better over the last five years.

Respondents who have an average quality of life (50%) were more likely than respondents with a good (28%) or excellent (12%) quality of life to be unsatisfied with the city’s response to them when seeking service, information, or filing a complaint. In contrast, respondents with an excellent (88%) or good (72%) quality of life were more likely than respondents with an average quality of life (45%) to be satisfied with the city’s response to them when seeking service, information, or filing a complaint.

On average, respondents with a good (3.69 average mean) or excellent (3.87) quality of life feel Lehi has improved more in the last five years than do respondents with an average quality of life (3.05).

As Segment Analysis Table 10 illustrates, respondents with an excellent quality of life in Lehi were more satisfied with Lehi services than all other respondents. Similarly, respondents with a good quality of life were more satisfied with Lehi services than were respondents with an average quality of life.

SEGMENT ANALYSIS TABLE 10

Please rate how satisfied you are with the following Lehi services.

Based on a one-to-five scale where one is "very dissatisfied" and five is "very satisfied"

	Average Quality of Life	Good Quality of Life	Excellent Quality of Life
Police Crime Prevention	3.40	4.08	4.43
Police Traffic Enforcement	3.32	3.98	4.33
Fire Services	4.03	4.44	4.75
Emergency Medical Services	3.85	4.43	4.67
Recycling Services	3.38	4.17	4.37
Snow Removal Services	2.42	3.32	3.68
Utility Billing System	3.26	4.08	4.52
Secondary Water Services	3.16	3.93	4.28
Lehi City Power	3.64	4.13	4.54
Street Lighting	2.71	3.39	3.64

As Segment Analysis Table 11 illustrates, respondents with an excellent quality of life were more satisfied than other respondents with the city's Literacy Center, adult recreation programs, and library. Respondents with a good or excellent quality of life were more satisfied than respondents with an average quality of life with the city's Literacy Center, Senior Citizen programs, Legacy Center, youth recreation programs, and adult recreation programs.

SEGMENT ANALYSIS TABLE 11

Please rate how satisfied you are with the following Lehi programs.

Based on a one-to-five scale where one is "very dissatisfied" and five is "very satisfied"

	Average Quality of Life	Good Quality of Life	Excellent Quality of Life
Literacy Center	4.08	4.37	4.68
Senior Citizen Programs	3.33	4.13	4.40
Lehi Legacy Center	3.86	4.24	4.41
Youth Recreation Programs	3.33	4.09	4.17
Adult Recreation Programs	3.28	3.81	4.13
Lehi Library	3.68	4.02	3.38

As Segment Analysis Table 12 illustrates, respondents with a good or excellent quality of life were more satisfied with Lehi City's additional services than were those with an average quality of life. Respondents with an excellent quality of life were more satisfied with all of these services than were all other respondents.

SEGMENT ANALYSIS TABLE 12

Please rate how satisfied you are with the following additional Lehi services.

Based on a one-to-five scale where one is "very dissatisfied" and five is "very satisfied"

	Average Quality of Life	Good Quality of Life	Excellent Quality of Life
Beatification and Landscaping on City Roadways	2.92	3.75	4.12
Surface Maintenance on City Streets	2.72	3.62	3.85
Courtesy of City Employees	3.50	4.23	4.42
Overall Work Performance of City Employees	3.19	4.06	4.26
Lehi City Cemetery	3.93	4.38	4.57
City Park Maintenance	3.29	4.06	4.41

On average, respondents with an excellent quality of life (4.67 average mean) agreed more with the statement, "Overall, I feel safe living in Lehi and my neighborhood," than did all other respondents. Also, respondents with a good quality of life (4.47) agreed with this statement more than did respondents with an average quality of life (3.95).

Respondents with a good (3.82 average mean) or excellent (3.92) quality of life, on average, agreed more with the statement, "I feel safe having my children walk to school," than did those with an average quality of life (3.09).

Respondents with a good (1.92 average mean) or excellent (2.09) quality of life, on average, have visited the library more frequently than have respondents with an average quality of life.

Respondents with an excellent quality of life (0.27 average mean), on average, have visited the Senior Center more frequently than have those with a good quality of life (0.08).

Respondents with a good (3.32 average mean) or excellent (3.50) quality of life agreed more with the statement, "Before the city makes major decisions, the citizens' opinions are considered," than did respondents with an average quality of life (2.76).

On average, respondents with a good (3.05 average mean) or excellent (3.43) quality of life agreed more with the statement, "I am well informed on major issues regarding the city," than did those with an average quality of life (2.66).

On average, respondents with an excellent quality of life were more satisfied with each feature of the city website than were all other respondents. Similarly, respondents with a good quality of life were more satisfied with the ease of navigation on the website and the website as a source of information than were those with an average quality of life. See Segment Analysis Table 13.

SEGMENT ANALYSIS TABLE 13

Please rate your satisfaction with the following aspects of the city's website.

Based on a one-to-five scale where one is "very dissatisfied" and five is "very satisfied"

	Average Quality of Life	Good Quality of Life	Excellent Quality of Life
Appearance	3.38	3.73	4.16
Ease of Navigation	2.92	3.53	3.95
Search Function	3.20	3.50	3.88
A Source of Information (Availability and Accuracy of Information)	3.10	3.71	4.13

On average, respondents with an excellent quality of life (3.88 average mean) agreed more with the statement, "I feel tax dollars are being spent wisely," than did all other respondents. Similarly, respondents with a good quality of life agreed (3.38) more with this statement than did respondents with an average quality of life (2.37).

On average, respondents with an excellent quality of life (4.12 average mean) agreed more with the statement, "I receive good value for the city taxes I pay," than did all other respondents. Similarly, respondents with a good quality of life (3.58) agreed more with this statement than did respondents with an average quality of life (2.57).

On average, respondents with an excellent quality of life (3.43 average mean) were more satisfied with the response they got from city employees when seeking service or information or when filing a complaint. Similarly, respondents with a good quality of life (3.03) were more satisfied with the response they got from city employees when seeking service or information or when filing a complaint than were those with an average quality of life (2.11).

Segment Analysis by Whether Lehi City is Worse, the Same, or Better than it was Five Years Ago

This section of the analysis examines the differences among respondents according to how they rated Lehi City compared to five years ago: "better," "worse," or "about the same."

Respondents who felt Lehi City is better than it was five years ago (69%) were more likely than those who felt Lehi City is worse (41%) to say they would like Lehi's parks to be upgraded and improved.

Respondents who felt Lehi is better (78%) and about the same (78%) were more likely than those who felt Lehi is worse (37%) to say they would support a tax increase of \$2 per month to pay for park improvements.

Respondents who felt Lehi is about the same as it was five years ago (50%) and those who felt Lehi is worse (54%) were more likely than those who felt Lehi is better (36%) to have contacted any Lehi City office to seek service, information, or to file a complaint during the past year.

Respondents who felt Lehi is better (4.36 average mean) and about the same (4.28) rated their quality of life in Lehi City higher, on average, than did respondents who felt Lehi is worse (3.81) than it was five years ago.

On average, respondents who felt Lehi is about the same (4.14 average mean) and better (4.07) were more satisfied with Lehi police traffic enforcement than were respondents who felt Lehi is worse than it was five years ago (3.57).

Respondents who felt Lehi is about the same (4.28 average mean) and better (4.19) were more satisfied, on average, with Lehi City's utility billing system than were respondents who felt Lehi is worse (3.63) than it was five years ago.

On average, respondents who felt Lehi is better than it was five years ago (4.33 average mean) were more satisfied with Lehi senior citizens programs than were respondents who felt Lehi is about the same (3.98) or worse (3.65) than it was five years ago.

Respondents who felt Lehi is better than (4.15 average mean) or about the same (4.01) as it was five years ago were more satisfied with Lehi youth recreation programs than were respondents who felt Lehi is worse than it was five years ago (3.50).

As shown in Segment Analysis Table 14, respondents who felt Lehi is better than or about the same as it was five years ago were more satisfied, on average, with additional Lehi services than were respondents who felt Lehi is worse.

SEGMENT ANALYSIS TABLE 14

Please rate how satisfied you are with these additional Lehi services.

Based on a one-to-five scale where one is "very dissatisfied" and five is "very satisfied"

	Worse	About the Same	Better
Beautification and Landscaping on City Roadways	2.97	3.79	3.95
Surface Maintenance on City Streets	3.08	3.62	3.69
The Courtesy of City Employees	3.77	4.22	4.29
Overall Work Performance of City Employees	3.59	3.95	4.16

On average, respondents who felt Lehi is better than it was five years ago (3.52 average mean) agreed more with the statement "Before the city makes major decisions, citizens' opinions are considered" than did all other respondents. Also, respondents who felt Lehi is about the same as it was five years ago (3.17) agreed more with this statement than those who felt Lehi is worse than it was five years ago (2.63).

Respondents who felt Lehi is better than it was five years ago (3.99 average mean) were more satisfied with the Lehi City website as a source of information (the availability and accuracy of information) than all other respondents. Also, respondents who felt Lehi is about the same as it was five years ago (3.65) were more satisfied with this aspect of the website than were respondents who felt Lehi is worse than it was five years ago (3.09).

The better respondents felt Lehi City is now compared to five years ago, the more they agreed with the statements regarding taxes. See Segment Analysis Table 15 for details.

SEGMENT ANALYSIS TABLE 15

Please tell me whether you agree or disagree with the following statements.

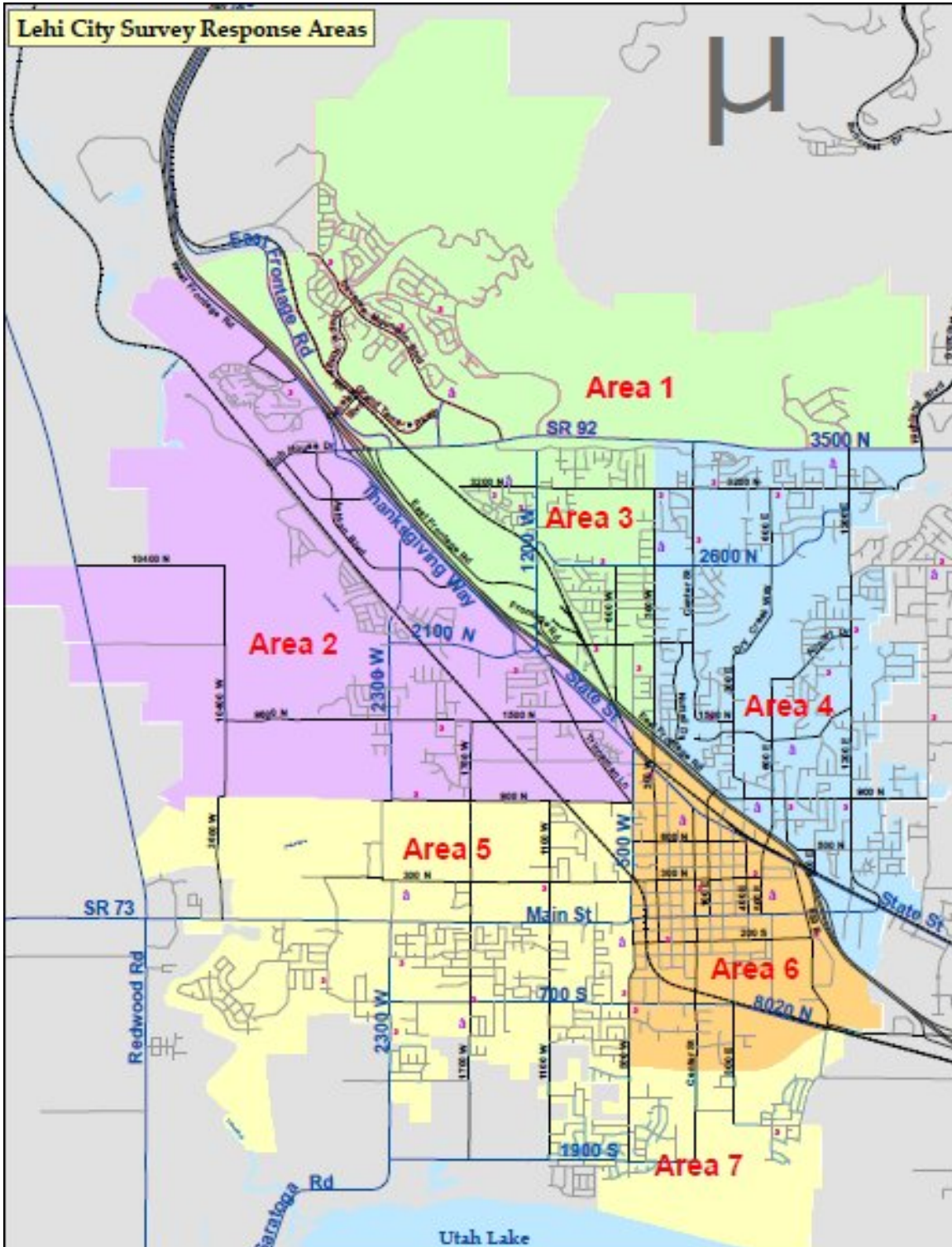
Based on a one-to-five scale where one is "strongly disagree" and five is "strongly agree"

	Worse	About the Same	Better
I Feel Tax Dollars Are Being Spent Wisely	2.43	3.39	3.69
I Receive Good Value for the City Taxes I Pay	2.76	3.64	3.87

On average, respondents who felt Lehi is better than (3.23 average mean) or about the same as (3.11) it was five years ago were more satisfied with the city's response when they contacted city offices to seek service, information, or to file a complaint than were those who felt Lehi is worse than it was five years ago (2.45).

Segment Analysis by Area

In this portion of the analysis, differences in responding are examined according to which area of Lehi City in which the respondents reside: Area 2, Areas 1 & 3, Area 4, Areas 5 & 7, and Area 6. See the map below for area definitions.



When asked what they liked most about living in Lehi, respondents in Areas 1 & 3 (51%) were more likely to mention “convenient location” than respondents in Area 4 (21%), Areas 5 & 7 (26%), and Area 6 (23%). Respondents in Areas 5 & 7 (26%) and Area 6 (30%) were more likely to mention “small town/country atmosphere” than respondents in Areas 1 & 3 (7%).

Respondents in Area 6 (23%) were more likely than respondents in Area 2 (3%), Area 4 (7%), and Areas 5 & 7 (7%) to say Lehi is “worse” than it was five years ago. *Note that 10% of respondents in Areas 1 & 3 felt Lehi is worse than it was five years ago.*

Respondents in Area 2 (80%) were more likely to have used Lehi City multi-use trails in the last twelve months than were respondents in Area 4 (59%) and Area 6 (50%).

When rating the quality of life in Lehi City, respondents in Area 6 (4.10 average mean) and areas 1 & 3 (4.18) gave *lower* ratings, on average, than respondents in Area 2 (4.41), Area 4 (4.42), and Areas 5 & 7 (4.31).

As shown in Segment Analysis Table 16, when rating satisfaction with Lehi City services, the following differences were found:

- Respondents in Area 2, Area 4, and Areas 5 & 7 were more satisfied with recycling services than respondents in Areas 1 & 3.
- Respondents in Area 4, Areas 5 & 7, and Area 6 were more satisfied with snow removal services than respondents in Area 2 and Areas 1 & 3.
- Respondents in Area 4, Areas 5 & 7, and Area 6 were more satisfied with both Lehi City power and street lighting than respondents in Areas 1 & 3.

SEGMENT ANALYSIS TABLE 16

Please rate how satisfied you are with the following Lehi services.

Based on a one-to-five scale where one is “very dissatisfied” and five is “very satisfied”

	Area 2	Areas 1 & 3	Area 4	Areas 5 & 7	Area 6
Recycling Services	4.25	3.89	4.35	4.26	4.02
Snow Removal Services	3.00	2.81	3.82	3.45	3.68
Lehi City Power	4.19	3.99	4.26	4.38	4.42
Street Lighting	3.39	3.06	3.55	3.42	3.69

Segment Analysis Table 17 contains the average satisfaction ratings of various Lehi City programs. As shown:

- Respondents in Area 2, Area 4, and Areas 5 & 7 were more satisfied with both the Lehi Legacy Center and the adult recreation programs than were respondents in Areas 1 & 3 and Area 6
- Respondents in Area 4 and Areas 5 & 7 were more satisfied with youth recreation programs than respondents in Area 6.

SEGMENT ANALYSIS TABLE 17

Please rate how satisfied you are with these Lehi City programs.

Based on a one-to-five scale where one is "very dissatisfied" and five is "very satisfied"

	Area 2	Areas 1 & 3	Area 4	Areas 5 & 7	Area 6
Lehi Legacy Center	4.39	4.09	4.40	4.41	3.91
Youth Recreation Programs	4.05	3.92	4.20	4.22	3.71
Adult Recreation Programs	4.00	3.78	4.09	3.91	3.52

When asked to rate satisfaction with additional Lehi services, the following differences were found:

- Respondents in Areas 1 & 3 were *less* satisfied than respondents in Area 2, Area 4, and Areas 5 & 7 with:
 - Beautification and landscaping on city roadways
 - Surface maintenance on city streets
 - The courtesy of city employees
 - Overall work performance of city employees
 - City park maintenance

Please see Segment Analysis Table 18 below for details.

SEGMENT ANALYSIS TABLE 18

Please rate how satisfied you are with these additional Lehi services.

Based on a one-to-five scale where one is "very dissatisfied" and five is "very satisfied"

	Area 2	Areas 1 & 3	Area 4	Areas 5 & 7	Area 6
Beautification and Landscaping on City Roadways	3.88	3.47	3.92	4.05	3.62
Surface Maintenance on City Streets	3.84	3.28	3.78	3.62	3.58
The Courtesy of City Employees	4.37	3.88	4.45	4.28	4.09
Overall Work Performance of City Employees	4.30	3.75	4.20	4.03	3.98
City Park Maintenance	4.20	3.77	4.11	4.28	4.25

When asked how frequently specific Lehi City services are used, the following differences were found:

- Respondents in Areas 5 & 7 use the city library more frequently than respondents in Areas 1 & 3, Area 4, and Area 6.
- Respondents in Area 2 use city parks more frequently than respondents in Area 4.
- Respondents in Area 6 use multi-use trails *less* frequently than respondents in all other areas.
- Respondents in Area 2 and Areas 1 & 3 use multi-use trails more frequently than respondents in Area 4.

Please see Segment Analysis Table 19 below for details.

SEGMENT ANALYSIS TABLE 19

How frequently have you used the following services in the last 12 months?

*0= "never," 1= "a few times a year," 2= "monthly," 3= "2 to 3 times a month,"
4= "weekly," 5= "daily"*

	Area 2	Areas 1 & 3	Area 4	Areas 5 & 7	Area 6
City Library	2.03	1.61	1.84	2.30	1.62
City Parks	2.54	2.40	2.03	2.66	2.22
Multi-Use Trails	1.91	1.90	1.41	1.64	0.88

As shown in Segment Analysis Table 20, respondents in Area 4 agreed more, on average, with the statements about taxes than did respondents in Areas 1 & 3, Areas 5 & 7, and Area 6. Also, respondents in Area 2 agreed more with these statements than respondents in Areas 1 & 3 and Area 6.

SEGMENT ANALYSIS TABLE 20

Please tell me whether you agree or disagree with the following statements.

Based on a one-to-five scale where one is "strongly disagree" and five is "strongly agree"

	Area 2	Areas 1 & 3	Area 4	Areas 5 & 7	Area 6
I Feel Tax Dollars Are Being Spent Wisely	3.71	3.19	3.78	3.41	3.25
I Receive Good Value for the City Taxes I Pay	3.94	3.37	3.98	3.67	3.46

On average, respondents in Area 2 (3.45 average mean), Area 4 (3.30), and Areas 5 & 7 (3.13) were more satisfied with the city's response to their request for service, information, or filing a complaint, than were respondents in Areas 1 & 3 (2.62). Also, respondents in Area 2 were more satisfied with this than respondents in Area 6 (2.78).

APPENDIX A: SURVEY RESULTS

Hello, this is _____ calling on behalf of Lehi City. We are talking to residents of Lehi about various issues in your area.

1. Are you 18 years of age or older?

	April 2012		December 2013	
	Count	%	Count	%
Yes	402	100%	405	100%
No	0	0%	0	0%

2. Are you currently a resident of Lehi City?

	April 2012		December 2013	
	Count	%	Count	%
Yes	402	100%	405	100
No	0	0%	0	0%

3. Into which of the following categories does your age fall?

	April 2012		December 2013	
	Count	%	Count	%
1 = 18 to 24	45	11%	18	5%
2 = 25 to 34	118	30%	151	38%
3 = 35 to 44	107	27%	103	26%
4 = 45 to 54	50	13%	54	13%
5 = 55 to 64	37	9%	36	9%
6 = 65 or Older	42	11%	40	10%
<i>Average Mean</i>	<i>3.11</i>		<i>3.15</i>	
<i>Median</i>	<i>3.00</i>		<i>3.00</i>	

4. Record gender by observation.

	April 2012		December 2013	
	Count	%	Count	%
Male	185	46%	190	47%
Female	217	54%	215	53%

5. How would you rate the overall quality of life in Lehi City on a one-to-five scale, with one meaning "poor" and five meaning "excellent"?

	April 2012		December 2013	
	Count	%	Count	%
1 = Poor	0	0%	0	0%
2	5	1%	4	1%
3	54	13%	35	9%
4	211	53%	201	50%
5 = Excellent	132	33%	165	41%
<i>Average Mean</i>	<i>4.17</i>		<i>4.30</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	

6. What words would you use to describe Lehi?

	Count	%
Good Place to Live	44	21%
Growing	28	13%
Calm/Peaceful	19	9%
Small Town	19	9%
Family Oriented	17	8%
Friendly	13	6%
It's My Home	7	3%
Beautiful/Lovely	6	3%
Location	6	3%
Clean	5	2%
Safe	5	2%
Dynamic and Innovative	4	2%
Community	3	1%
Busy/Crowded	3	1%
Comfortable	3	1%
Miscellaneous	16	8%
Don't Know/None	11	5%

(For a complete list of categorized verbatim responses, please see Appendix B.)

7. What do you like most about living in Lehi? (*Unaided – Select All That Apply*)

	December 2013	
	Count	%
Convenient Location	121	30%
Small Town / Country Atmosphere	79	20%
People / Neighbors	47	12%
Between Salt Lake City and Provo	38	9%
Small Town with a Big City Feel	31	8%
Good Communities / Neighborhoods	31	8%
Quiet, Low-key	22	5%
I've Lived in Lehi a Long Time	9	2%
Family Proximity	13	3%
Parks, Recreation, Trails	11	3%
Family-oriented, Good for Raising Children	20	5%
Safe	15	4%
Access to Shopping and Amenities	28	7%
Used to Be A Small Town	3	1%
Friendly Atmosphere	21	5%
Low Cost Living	3	1%
Beautiful	5	1%
Other (Specify)	30	7%
Don't Know	11	3%

(For a list of 'other' responses, please see Appendix F.)

8. How would you rate Lehi City compared to five years ago? Would you say it is...?

	April 2012		December 2013	
	Count	%	Count	%
1 = Much Worse	10	3%	7	2%
2 = Somewhat Worse	41	10%	30	7%
3 = About the Same	119	30%	123	30%
4 = Somewhat Better	111	28%	119	29%
5 = Much Better	59	15%	91	23%
<i>Average Mean</i>	<i>3.49</i>		<i>3.69</i>	
<i>Median</i>	<i>3.50</i>		<i>4.00</i>	
Don't Know / Haven't Been Here That Long	61	15%	35	9%

9. Aside from roads, what would you consider to be the most important issue facing Lehi City today? (Unaided – Select All That Apply)

	April 2012		December 2013	
	Count	%	Count	%
Budget / Budget Cuts / Money	5	1%	5	1%
Business Growth	27	7%	20	5%
Development Building	10	3%	11	3%
Drugs / Crime	3	1%	3	1%
Growth / Population Issues	92	23%	112	28%
Mayor / Political Issues / City Government	13	3%	7	2%
Parks / Recreation	14	4%	22	5%
Planning / Zoning	11	3%	5	1%
Safety / Public Safety	5	1%	4	1%
School	52	13%	55	14%
Taxes	6	2%	4	1%
Water	10	3%	45	11%
Library	1	0%	4	1%
Sidewalks/Pedestrian Access	4	1%	7	2%
Traffic	3	1%	8	2%
Other (Specify)	42	11%	23	6%
Don't Know	102	26%	69	17%

(For a list of 'other' responses, please see Appendix F.)

10. Please rate how satisfied you are with the following Lehi services using a one-to-five scale, where one is "very dissatisfied" and five is "very satisfied."

Police Crime Prevention

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	6	2%	5	1%
2	9	2%	8	2%
3	50	13%	56	14%
4	163	41%	161	40%
5 = Very Satisfied	138	34%	149	37%
<i>Average Mean</i>	<i>4.14</i>		<i>4.16</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	
Don't Know	35	9%	26	6%

Police Traffic Enforcement

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	8	2%	11	3%
2	20	5%	20	5%
3	73	18%	59	15%
4	155	39%	151	37%
5 = Very Satisfied	134	33%	154	38%
<i>Average Mean</i>	<i>3.99</i>		<i>4.06</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	
Don't Know	12	3%	10	3%

Fire Services

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	0	0%	1	0%
2	3	1%	2	1%
3	22	6%	31	8%
4	104	26%	93	23%
5 = Very Satisfied	194	48%	217	54%
<i>Average Mean</i>	4.51		4.52	
<i>Median</i>	5.00		5.00	
Don't Know	78	20%	60	15%

Emergency Medical Services

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	0	0%	3	1%
2	5	1%	4	1%
3	23	6%	30	7%
4	108	27%	97	24%
5 = Very Satisfied	182	45%	208	52%
<i>Average Mean</i>	4.47		4.47	
<i>Median</i>	5.00		5.00	
Don't Know	83	21%	61	15%

Recycling Services

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	6	2%	9	2%
2	20	5%	17	4%
3	58	14%	58	14%
4	118	29%	122	30%
5 = Very Satisfied	189	47%	188	47%
<i>Average Mean</i>	<i>4.19</i>		<i>4.18</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	
Don't Know	11	3%	10	3%

Snow Removal Services

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	18	5%	27	7%
2	49	12%	58	14%
3	111	28%	126	31%
4	123	31%	112	28%
5 = Very Satisfied	94	23%	76	19%
<i>Average Mean</i>	<i>3.57</i>		<i>3.38</i>	
<i>Median</i>	<i>4.00</i>		<i>3.00</i>	
Don't Know	7	2%	6	2%

Utility Billing System

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	10	3%	8	2%
2	12	3%	13	3%
3	60	15%	55	14%
4	144	36%	141	35%
5 = Very Satisfied	159	40%	176	44%
<i>Average Mean</i>	4.12		4.18	
<i>Median</i>	4.00		4.00	
Don't Know	16	4%	12	3%

Secondary Water Services

	December 2013	
	Count	%
1 = Very Dissatisfied	18	4%
2	31	8%
3	53	13%
4	121	30%
5 = Very Satisfied	170	42%
<i>Average Mean</i>	4.00	
<i>Median</i>	4.00	
Don't Know	12	3%

Lehi City Power

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	6	2%	5	1%
2	16	4%	12	3%
3	61	15%	46	11%
4	150	37%	148	37%
5 = Very Satisfied	162	40%	186	46%
<i>Average Mean</i>	4.13		4.25	
<i>Median</i>	4.00		4.00	
Don't Know	6	2%	8	2%

Street Lighting

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	17	4%	22	5%
2	46	11%	60	15%
3	127	32%	118	29%
4	121	30%	123	30%
5 = Very Satisfied	85	21%	75	19%
<i>Average Mean</i>	3.53		3.42	
<i>Median</i>	4.00		3.00	
Don't Know	6	2%	7	2%

11. Please rate how satisfied you are with these Lehi City programs using the same one-to-five scale, where one is "very dissatisfied," and five is "very satisfied."

Literacy Center

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	4	1%	0	0%
2	3	1%	2	1%
3	24	6%	28	7%
4	106	26%	84	21%
5 = Very Satisfied	168	42%	158	39%
<i>Average Mean</i>	4.41		4.46	
<i>Median</i>	5.00		5.00	
Don't Know	96	24%	133	33%

Senior Citizens Programs

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	3	1%	2	1%
2	6	2%	3	1%
3	27	7%	39	10%
4	73	18%	50	12%
5 = Very Satisfied	72	18%	79	20%
<i>Average Mean</i>	4.13		4.16	
<i>Median</i>	4.00		4.00	
Don't Know	217	55%	229	57%

Lehi Legacy Center

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	3	1%	4	1%
2	12	3%	13	3%
3	41	10%	46	11%
4	149	37%	130	32%
5 = Very Satisfied	173	43%	189	47%
<i>Average Mean</i>	4.26		4.27	
<i>Median</i>	4.00		4.00	
Don't Know	23	6%	22	5%

Youth Recreation Programs

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	8	2%	8	2%
2	8	2%	10	3%
3	50	13%	59	15%
4	133	33%	140	35%
5 = Very Satisfied	130	32%	122	30%
<i>Average Mean</i>	4.12		4.06	
<i>Median</i>	4.00		4.00	
Don't Know	72	18%	65	16%

Adult Recreation Programs

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	3	1%	7	2%
2	24	6%	12	3%
3	67	17%	77	19%
4	109	27%	104	26%
5 = Very Satisfied	91	23%	89	22%
<i>Average Mean</i>	<i>3.89</i>		<i>3.89</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	
Don't Know	106	27%	115	29%

Lehi Library

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	4	1%	5	1%
2	16	4%	15	4%
3	62	16%	65	16%
4	119	30%	123	30%
5 = Very Satisfied	147	37%	163	40%
<i>Average Mean</i>	<i>4.12</i>		<i>4.14</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	
Don't Know	53	13%	34	8%

12. Using the same one-to-five scale, please rate how satisfied you are with these additional Lehi services.

Beautification and Landscaping on City Roadways

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	15	4%	16	4%
2	40	10%	23	6%
3	124	31%	93	23%
4	156	39%	155	38%
5 = Very Satisfied	62	16%	115	28%
<i>Average Mean</i>	<i>3.53</i>		<i>3.82</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	
Don't Know	4	1%	3	1%

Surface Maintenance on City Streets

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	18	5%	11	3%
2	59	15%	34	8%
3	152	38%	127	31%
4	112	28%	146	36%
5 = Very Satisfied	56	14%	81	20%
<i>Average Mean</i>	<i>3.32</i>		<i>3.63</i>	
<i>Median</i>	<i>3.00</i>		<i>4.00</i>	
Don't Know	5	1%	6	2%

The Courtesy of City Employees

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	6	2%	5	1%
2	17	4%	8	2%
3	53	13%	44	11%
4	159	40%	153	38%
5 = Very Satisfied	143	36%	163	40%
<i>Average Mean</i>	<i>4.10</i>		<i>4.24</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	
Don't Know	24	6%	32	8%

Overall Work Performance of City Employees

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	5	1%	2	1%
2	19	5%	14	4%
3	79	20%	65	16%
4	164	42%	172	43%
5 = Very Satisfied	108	27%	120	30%
<i>Average Mean</i>	<i>3.94</i>		<i>4.06</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	
Don't Know	27	7%	32	8%

Lehi City Cemetery

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	2	1%	1	0%
2	4	1%	2	1%
3	45	11%	29	7%
4	105	26%	101	25%
5 = Very Satisfied	141	35%	154	38%
<i>Average Mean</i>	<i>4.28</i>		<i>4.41</i>	
<i>Median</i>	<i>4.00</i>		<i>5.00</i>	
Don't Know	103	26%	117	29%

City Park Maintenance

	December 2013	
	Count	%
1 = Very Dissatisfied	8	2%
2	10	3%
3	55	14%
4	157	41%
5 = Very Satisfied	148	39%
<i>Average Mean</i>	<i>4.13</i>	
<i>Median</i>	<i>4.00</i>	
Don't Know	6	2%

13. Please tell me whether you agree or disagree with the following statements about Lehi. Please use a one-to-five scale, where one is you "strongly disagree" and five is you "strongly agree."

Overall, I feel safe living in Lehi and my neighborhood.

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	2	1%	0	0%
2	7	2%	7	2%
3	25	6%	24	6%
4	141	35%	133	33%
5 = Very Satisfied	227	57%	240	59%
<i>Average Mean</i>	<i>4.45</i>		<i>4.50</i>	
<i>Median</i>	<i>5.00</i>		<i>5.00</i>	
Don't Know	0	0%	1	0%

I feel safe having my children walk to school.

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	21	5%	24	6%
2	30	8%	26	7%
3	73	18%	61	15%
4	110	28%	125	31%
5 = Very Satisfied	128	32%	113	28%
<i>Average Mean</i>	<i>3.81</i>		<i>3.79</i>	
<i>Median</i>	<i>4.00</i>		<i>4.00</i>	
Don't Know	34	9%	53	13%

Parks and Leisure Services

14. Would you like to see Lehi's parks upgraded with new or additional playground equipment, new or remodeled pavilions and/or other park improvements?

	April 2012		December 2013	
	Count	%	Count	%
Yes	256	64%	259	64%
No	122	31%	124	31%
Don't Know	22	6%	22	5%

15. *If "Yes" to Q17:* As you know upgrades, remodeling, and adding additional features to parks costs money. Would you support a tax increase of approximately \$2 per month to help pay for park improvements?

	April 2012		December 2013	
	Count	%	Count	%
Yes	170	66%	211	75%
No	63	25%	52	19%
Don't Know	24	9%	17	6%

16. Which parks or recreation items should receive the most emphasis over the next two years? **[Open End]**

	Count	%
Sports Parks, Ball Fields, Etc.	34	8%
More Parks	26	6%
Playgrounds/Playground Equipment	23	6%
Wines Park	18	4%
Legacy Center	13	3%
Better/Continued Maintenance	11	3%
Trees, Grass, Landscaping	11	3%
Dry Creek Park	9	2%
Splash Pads	9	2%
Pavilions, Picnic Tables, Benches, Etc.	9	2%
Neighborhood Parks	8	2%
Peck Park	6	1%
Trails	6	1%
Traverse Mountain	6	1%
Parks in Disrepair	5	1%
Restrooms	5	1%
All Parks	4	1%
Willow Park	4	1%
Bandwagon Park	3	1%
Miscellaneous	53	13%
Don't Know/None	142	35%

(For a complete list of categorized verbatim responses, please see Appendix C.)

17. How frequently have you used the following services in the last twelve months? Would you say "daily," "weekly," "two to three times a month," "monthly," "a few times a year," or "never"?

City Library

	December 2013	
	Count	%
0 = Never	72	18%
1 = A Few Times a Year	105	26%
2 = Monthly	90	22%
3 = 2 – 3 Times a Month	63	16%
4 = Weekly	69	17%
5 = Daily	5	1%
<i>Average Mean</i>	<i>1.92</i>	
<i>Median</i>	<i>2.00</i>	
Not Sure	1	0%

Legacy Center

	December 2013	
	Count	%
0 = Never	60	15%
1 = A Few Times a Year	115	28%
2 = Monthly	72	18%
3 = 2 – 3 Times a Month	44	11%
4 = Weekly	81	20%
5 = Daily	32	8%
<i>Average Mean</i>	<i>2.17</i>	
<i>Median</i>	<i>2.00</i>	
Not Sure	1	0%

Literacy Center

	December 2013	
	Count	%
0 = Never	278	69%
1 = A Few Times a Year	55	14%
2 = Monthly	23	6%
3 = 2 – 3 Times a Month	12	3%
4 = Weekly	27	7%
5 = Daily	3	1%
<i>Average Mean</i>	<i>0.65</i>	
<i>Median</i>	<i>0.00</i>	
Not Sure	6	2%

Senior Center

	December 2013	
	Count	%
0 = Never	367	91%
1 = A Few Times a Year	22	5%
2 = Monthly	5	1%
3 = 2 – 3 Times a Month	1	0%
4 = Weekly	6	2%
5 = Daily	1	0%
<i>Average Mean</i>	<i>0.16</i>	
<i>Median</i>	<i>0.00</i>	
Not Sure	3	1%

City Parks

	December 2013	
	Count	%
0 = Never	23	6%
1 = A Few Times a Year	115	28%
2 = Monthly	90	22%
3 = 2 – 3 Times a Month	56	14%
4 = Weekly	103	25%
5 = Daily	17	4%
<i>Average Mean</i>	<i>2.38</i>	
<i>Median</i>	<i>2.00</i>	
Not Sure	1	0%

Multi-use Trails

	December 2013	
	Count	%
0 = Never	127	31%
1 = A Few Times a Year	106	26%
2 = Monthly	64	16%
3 = 2 – 3 Times a Month	34	8%
4 = Weekly	53	13%
5 = Daily	16	4%
<i>Average Mean</i>	<i>1.57</i>	
<i>Median</i>	<i>1.00</i>	
Not Sure	5	1%

Community Involvement

18. Please tell me whether you agree or disagree with the following statements. Please use a one-to-five scale, with one meaning you "strongly disagree" and five meaning you "strongly agree."

Before the city makes major decisions, the citizen's opinions are considered

	December 2013	
	Count	%
1 = Strongly Disagree	44	11%
2	42	10%
3	123	30%
4	94	23%
5 = Strongly Agree	83	21%
<i>Average Mean</i>	<i>3.34</i>	
<i>Median</i>	<i>3.00</i>	
Don't Know	19	5%

I am well informed on major issues regarding the city

	December 2013	
	Count	%
1 = Strongly Disagree	52	13%
2	48	12%
3	144	36%
4	95	24%
5 = Strongly Agree	62	15%
<i>Average Mean</i>	<i>3.17</i>	
<i>Median</i>	<i>3.00</i>	
Don't Know	4	1%

19. If *somewhat or strongly disagree* with "I am well informed on major issues regarding the city" ASK: What method of communication would you prefer the city use in order for them to better inform you about major issues regarding the city?

	December 2013	
	Count	%
City Website	10	4%
Council Meetings	4	2%
Email	112	46%
Fliers / Pamphlets	30	12%
Mail / Newsletter	99	41%
Newspaper	9	4%
Phone Call	11	5%
Social Media	11	5%
Text Message	6	3%
Insert in Bills	5	2%
Signs	3	1%
I Prefer NOT to Receive Communication from Lehi City	1	0%
Other (Specify)	5	2%
Don't Know	5	2%

(For a list of 'other' responses, please see Appendix F.)

Communication and Transparency

20. Which news source do you rely on MOST to learn information about Lehi City?

	December 2013	
	Count	%
City Website	41	17%
Council Meetings	2	1%
Email	7	3%
Fliers / Pamphlets	24	10%
Mail / Newsletter	70	29%
Newspaper	18	7%
Phone Call	0	0%
Social Media	27	11%
Text Message	0	0%
Word of Mouth	15	6%
Internet, in General	8	3%
KSL	22	9%
News Reports	4	2%
None / I Do NOT Find Out About Lehi City	13	5%
Other (Specify)	5	2%
Don't Know	19	8%

(For a list of 'other' responses, please see Appendix F.)

21. Have you visited the city's website in the last 12 months?

	December 2013	
	Count	%
Yes	277	69%
No	127	31%

22. If "Yes" to Q25: Using a one-to-five scale where one is "poor" and five is "excellent," please rate your satisfaction with the following aspects of the city's website:

Appearance

	December 2013	
	Count	%
1 = Poor	5	2%
2	14	5%
3	68	25%
4	108	39%
5 = Excellent	77	28%
<i>Average Mean</i>	<i>3.88</i>	
<i>Median</i>	<i>4.00</i>	
Don't Know	4	1%

Ease of Navigation

	December 2013	
	Count	%
1 = Poor	8	3%
2	26	9%
3	79	29%
4	100	36%
5 = Excellent	59	21%
<i>Average Mean</i>	<i>3.65</i>	
<i>Median</i>	<i>4.00</i>	
Don't Know	4	1%

Search Function

	December 2013	
	Count	%
1 = Poor	7	3%
2	26	9%
3	74	27%
4	79	29%
5 = Excellent	57	21%
<i>Average Mean</i>	<i>3.63</i>	
<i>Median</i>	<i>4.00</i>	
Don't Know	33	12%

As a Source of Information – The Availability and Accuracy of Information

	December 2013	
	Count	%
1 = Poor	7	3%
2	13	5%
3	49	19%
4	137	52%
5 = Excellent	52	20%
<i>Average Mean</i>	<i>3.83</i>	
<i>Median</i>	<i>4.00</i>	
Don't Know	6	2%

Maintaining a Sustainable Budget

23. Please tell me whether you agree or disagree with the following statements. Please use a one-to-five scale, with one meaning you “strongly disagree” and five meaning you “strongly agree.”

I feel tax dollars are being spent wisely

	December 2013	
	Count	%
1 = Strongly Disagree	28	7%
2	50	12%
3	85	21%
4	152	38%
5 = Strongly Agree	70	17%
<i>Average Mean</i>	<i>3.48</i>	
<i>Median</i>	<i>4.00</i>	
Don't Know	17	4%

I receive good value for the city taxes I pay

	December 2013	
	Count	%
1 = Strongly Disagree	18	5%
2	34	9%
3	94	23%
4	151	38%
5 = Strongly Agree	99	25%
<i>Average Mean</i>	<i>3.70</i>	
<i>Median</i>	<i>4.00</i>	
Don't Know	6	2%

Miscellaneous

Now on a different subject...

24. During the past year have you contacted any Lehi City office to seek service, information, or to file a complaint?

	April 2012		December 2013	
	Count	%	Count	%
Yes	173	43%	176	44%
No	225	56%	226	56%
Don't Know	4	1%	0	0%

25. *If "Yes" to Q30:* Were you generally satisfied or dissatisfied with the city's response?

	April 2012		December 2013	
	Count	%	Count	%
1 = Very Dissatisfied	22	13%	24	14%
2 = Somewhat Dissatisfied	18	10%	17	10%
3 = Somewhat Satisfied	43	25%	51	29%
4 = Very Satisfied	90	52%	83	47%
<i>Average Mean</i>	<i>3.16</i>		<i>3.10</i>	
<i>Median</i>	<i>4.00</i>		<i>3.00</i>	
Don't Know	0	0%	1	1%

26. *If 'Dissatisfied' in Q31:* Which department did you contact? **[Open-End]**

(For a complete list of categorized verbatim responses, please see Appendix D.)

27. *If 'Dissatisfied' in Q31:* Why were you dissatisfied? **[Open-End]**

(For a complete list of categorized verbatim responses, please see Appendix E.)

28. What suggestions, comments, or questions do you have for those who manage Lehi City? **[Open End]**

	Count	%
Better Communication	32	8%
Keep Up the Good Work	21	5%
Listen to Residents	19	5%
Make Improvements in Administration and City Employees	11	3%
Road Improvements	10	2%
Park Improvements	10	2%
Spend Money Wisely	8	2%
Consider Lehi's Growth	7	2%
Improve Main Street/Main Street Comments	7	2%
Put Residents First	7	2%
Be Responsive	6	1%
Improve Legacy Center	5	1%
Water Improvements	5	1%
Build More Schools	4	1%
Consider Long-time Lehi Residents First	4	1%
Bug, Fly Maintenance	3	1%
Improve Sidewalks	4	1%
Improve Lighting	3	1%
Improve Trash/Recycling Programs	3	1%
More Open Space	3	1%
Snow Removal	3	1%
Miscellaneous	39	10%
Don't Know/None	191	47%

(For a complete list of categorized verbatim responses, please see Appendix E.)

Demographics

Finally, some questions that will help us analyze the data...

29. Which of the following best describes your employment status?

	April 2012		December 2013	
	Count	%	Count	%
Employed Outside Home (Full or Part Time)	218	55%	239	60%
Employed, Work From Home	34	9%	31	8%
Not Formally Employed (Homemaker, Stay At Home)	68	17%	66	17%
Unemployed	11	3%	4	1%
Retired	49	12%	46	12%
Student / Not Employed	9	2%	8	2%
Other (Specify)	9	2%	5	1%

30. If "Employed" in Q35: In what geographical area are you currently employed?

	April 2012		December 2013	
	Count	%	Count	%
Downtown Salt Lake City Area	22	9%	44	17%
North Utah County	29	12%	28	11%
Lehi City	67	27%	65	24%
Other Salt Lake Area	40	16%	56	21%
Provo / Orem Area	46	19%	46	17%
Other Utah Valley Area	30	12%	9	3%
Other (Specify)	11	4%	10	4%
All Over Nearby Counties/All Over the State	3	1%	8	3%

31. What is the highest level of formal education you have completed?

	April 2012		December 2013	
	Count	%	Count	%
1 = High School or Less	65	16%	58	15%
2 = Some College / Technical School	88	22%	70	18%
3 = Two-year College Degree	77	19%	61	15%
4 = Bachelor's Degree	122	31%	145	36%
5 = Graduate School / Degree Beyond 4 Years of College	47	12%	64	16%
<i>Average Mean</i>	<i>2.99</i>		<i>3.22</i>	
<i>Median</i>	<i>3.00</i>		<i>4.00</i>	

32. How long have you lived in Lehi?

	April 2012		December 2013	
	Count	%	Count	%
1 = Fewer than 3 Years	28	7%	31	8%
2 = 3 to 5 Years	79	20%	80	20%
3 = 6 to 10 Years	126	32%	135	34%
4 = 11 to 20 Years	75	19%	75	19%
5 = 21 or More Years	91	23%	78	20%
<i>Average Mean</i>	<i>3.31</i>		<i>3.22</i>	
<i>Median</i>	<i>3.00</i>		<i>3.00</i>	

33. How many people, either related or non-related, including yourself, live in your home?

	April 2012		December 2013	
	Count	%	Count	%
1 = One Person	12	3%	17	4%
2 = Two People	72	18%	71	18%
3 = Three People	57	14%	46	12%
4 = Four People	77	19%	64	16%
5 = Five People	78	20%	92	23%
6 = Six People	51	13%	67	17%
7 = Seven People	34	9%	21	5%
8 = Eight People	7	2%	13	3%
9 = More than Eight People	12	3%	8	2%
<i>Average Mean</i>	<i>4.33</i>		<i>4.36</i>	
<i>Median</i>	<i>4.00</i>		<i>5.00</i>	

34. Do you have children under the age of 18 living in this household?

	April 2012		December 2013	
	Count	%	Count	%
Yes	274	69%	280	73%
No	126	32%	105	27%

35. If "Yes" to Q40: How many children under the age of 18 live in this household?

	April 2012		December 2013	
	Count	%	Count	%
1 = One Child	52	19%	46	17%
2 = Two Children	74	27%	74	27%
3 = Three Children	62	23%	74	27%
4 = Four Children	51	19%	55	20%
5 = Five Children	26	10%	19	7%
6 = Six Children	5	2%	7	3%
7 = Seven Children	1	0%	2	1%
8 = Eight Children	2	1%	1	0%
9 = Nine or More Children	1	0%	0	0%
<i>Average Mean</i>	<i>2.86</i>		<i>2.86</i>	
<i>Median</i>	<i>3.00</i>		<i>3.00</i>	

36. What is your approximate yearly household income? Just stop me when I say the right category.

	April 2012		December 2013	
	Count	%	Count	%
1 = Less than \$20,000	13	4%	5	1%
2 = \$20,000 to \$29,999	16	5%	13	4%
3 = \$30,000 to \$39,999	25	7%	24	7%
4 = \$40,000 to \$49,999	38	11%	30	8%
5 = \$50,000 to \$59,999	38	11%	41	11%
6 = \$60,000 to \$69,999	32	9%	40	11%
7 = \$70,000 to \$79,999	40	12%	42	11%
8 = \$80,000 to \$89,999	36	10%	32	9%
9 = \$90,000 to \$99,999	26	8%	46	13%
10 = \$100,000 to \$149,999	57	16%	73	20%
11 = \$150,000 to \$199,999	16	5%	15	4%
12 = \$200,000 or More	11	3%	8	2%
<i>Average Mean</i>	<i>6.71</i>		<i>7.11</i>	
<i>Median</i>	<i>7.00</i>		<i>7.00</i>	

This concludes our survey. We thank you for your time and opinions.

APPENDIX B: WORDS USED TO DESCRIBE LEHI CITY

What words would you use to describe Lehi?

Good Place to Live (44) 21%

- Enjoyable place to live
- Fantastic, good community
- Fine
- Good
- Good community
- Good place to live (2)
- Good, quiet place to live
- Grand
- Great (4)
- Great city
- Great place to live (2)
- Great place to live, close to shopping
- Great, family oriented, clean
- Great, I love living here.
- I think it's great.
- It is a great place to live.
- It's a good place to live and it's family friendly, but it's getting too big and I don't like the middle school and high school situation.
- It's a good place to live, but the high school is unsafe and I wouldn't send my kids there.
- It's a great community. (2)
- It's a great place to live. (3)
- It's a great town.
- It's a nice place to live.
- It's a nice place, but it's getting big.
- It's a very nice place to live.
- It's a wonderful place to live.
- It's been a great place to live.
- It's great!
- It's nice, I like it here.
- It's okay.
- Love it, grew up here
- Love living here
- Nice place to live (3)
- We like it here.
- Wonderful

Growing (28) 13%

- Expanding
- Growing (13)
- Growing, family oriented
- Growing, family oriented, friendly
- Growing, family oriented, needs more restaurants
- Growing, friendly
- Growing, high-tech
- Growing, safe, stable, fun
- Growing, strong
- It's filling up too quickly, but it's nice.
- It's growing, but still has a ways to go.
- It's growing.
- Starting to grow
- Up and coming (3)

Calm/Peaceful (19) 9%

- Calm (2)
- I think it's peaceful. It's a good community.
- Peaceful
- Peaceful, friendly
- Peaceful, nice, still has a country feel
- Pleasant
- Pleasant, friendly, growing
- Pleasant, niceness of rural and city
- Quiet (4)
- Quiet and peaceful
- Quiet and safe
- Quiet, feels like a small town, and friendly
- Quiet, peaceful, suburb
- Quiet, safe, growing
- Tranquil

Small Town (19) 9%

- Country
- It has a rural feel, but has all the amenities.
- It's a little bit of country in a city.
- It's a simple place that is growing.
- It's a small town.
- Quaint
- Small (2)
- Small town (2)
- Small town feel
- Small town feel but part of a big city
- Small town feel, clean, country
- Small town feeling but not necessarily a small town

- Small town with all the perks of a large town, family oriented
- Small town, growing too big for its britches
- Small town, growing, family friendly
- Small, functional
- Small, safe

Family Oriented (17) 8%

- Family friendly (5)
- Family friendly, rural feel but close to the city
- Family oriented (4)
- Family oriented, growing
- Family oriented, involved, sense of community
- Family oriented, open, and safe
- Good family town
- Good place to raise a family
- It's an excellent family environment.
- It's family-friendly and I love the Legacy Center and the new growth.

Friendly (13) 6%

- Charming, friendly, small town
- Friendly (5)
- Friendly neighborhood, easy access, quiet, and peaceful
- Friendly, changing
- Friendly, clean, and great
- Friendly, convenient
- Friendly, small town feel
- Friendly, unity, peaceful
- Generally quite friendly

It's My Home (7) 3%

- Home (3)
- Home, country life and city convenience
- Hometown (2)
- Hometown, comfortable

Beautiful/Lovely (6) 3%

- Beautiful, busy, family-oriented, over-built
- Beautiful, family-oriented
- Beautiful, laid back, growing
- It's beautiful and friendly.
- Lovely
- Lovely, wonderful, friendly town

Location (6) 3%

- Convenient location
- Convenient, friendly, clean
- Good location, comfortable, quiet, residential, opportunities
- Great location
- It is conveniently located; a small town near big cities.
- Nice location

Clean (5) 2%

- Clean
- Clean, family friendly, growing
- Clean, friendly
- Clean, rural, developed
- It is clean and friendly.

Safe (5) 2%

- I feel safe and it is friendly.
- Safe (2)
- Safe, convenient, pretty
- Safe, friendly

Dynamic and Innovative (4) 2%

- Changing
- Dynamic
- Innovative, up to date, concerned with health, listens to the people
- Vibrant, young, convenient

Community (3) 1%

- A community, safe, a small town
- Community (2)

Busy/Crowded (3) 1%

- Bustling
- Busy
- Crowded

Comfortable (3) 1%

- Comfortable (2)
- Comfortable, friendly, safe, happy

Miscellaneous (16) 8%

- Agricultural, rural
- Big
- Fun and convenient
- Fun, active, love my area and neighbors
- I would call it suburban and friendly.
- Inexperienced, needs a lot of help
- It has everything you need and friendly people; there is a lot of community.
- It's a stinky place to raise your family.
- It's a windy, growing town. It's a quiet neighborhood. We have lived here for 13 years. It used to be quieter, but now it's a little crazier.
- It's an open, clean, and friendly place to live.
- It's dark and crowded.
- Large, technology
- Needs to enforce zoning
- Nice Legacy Center
- They are good at bringing jobs out here. The economic development is great.
- Windy

Don't Know/None (11) 5%

- I am not sure.
- I don't know. (9)
- None

APPENDIX C: PARKS AND RECREATION ITEMS NEEDING THE MOST ATTENTION

Which parks or recreation items should receive the most emphasis over the next two years?

Sports Parks, Ball Fields, Etc. (34) 8%

- All the sports parks
- Ball fields (2)
- Ball parks
- Ball parks, baseball diamonds
- Baseball diamonds
- Baseball fields
- I like the idea of more sports fields.
- It'd be nice to have a skate park and racquet ball court.
- Lights going at the sports complexes
- More ball fields
- More basketball hoops
- More soccer fields
- More soccer fields and facilities
- More sporting equipment
- Need a skate park
- Need softball diamonds and basketball areas
- Probably more basketball courts, more adult things, tennis courts maybe
- Soccer and lacrosse fields
- Soccer fields (3)
- Soccer fields and ball fields
- Soccer fields and baseball fields
- Sports
- Sports complexes
- Sports facilities
- Sports park
- Tennis court
- The ball parks
- The fields, pavilion
- We would love to see more baseball and soccer fields
- Youth ball diamonds and fields
- Youth playing fields

More Parks (26) 6%

- Add more parks
- Addition of more parks
- Additional parks
- Additional parks are needed

- Designate land and get some new parks.
- General expansion and the creation of new parks
- Heather Moore community; I want a park.
- I want my park in my neighborhood, Apple Valley Park.
- I would just say the addition of some more parks
- I would like to see more parks in Traverse Mountain.
- I'd like to see more parks out in my area around 3200 North-ish.
- Increase of parks in general
- Just building some, especially on the west side
- Just increase the number of parks
- Just more parks
- Just more parks in general
- More parks (2)
- More parks and the library
- New park, a big one like Sugarhouse or Liberty Park, not just a soccer field
- New parks (2)
- New parks in general
- New parks or drinking fountains and bathrooms
- New parks, need trees
- The ones closest to my house; there aren't very many, so build more!

Playgrounds/Playground Equipment (23) 6%

- Actual equipment, like playground equipment
- Children's playgrounds
- I have no idea, a jungle gym
- I think the equipment
- I would say park playgrounds
- Just the ones that are geared toward the smaller kids to have a little park and picnic tables
- More play equipment
- Playground
- Playground equipment (4)
- Playground equipment and pavilions
- Playgrounds (3)
- Playgrounds in general
- Safe playground equipment
- Slides
- The padding used underneath play areas: no woodchips or sand, more like rubber. Lighting.
- The playground equipment
- The school playgrounds
- Updated playground equipment, parks monitored by police

Wines Park (18) 4%

- I don't know; Center Street, Willow Park, more family-oriented pavilions
- Margaret Wines Park or Olympic Park
- Mine, at our park, Wines Park

- Oh, I don't know. Wines is the most used, then Bandwagon. Maybe add swings.
- The main city park where they have all the activities.
- The one near the city center
- The one off of Main Street by the high school
- The one on Center Street
- Wines Park (8)
- Wines Park and a park over on 500 or 600 West and 300 North; it might be the Allred park.
- Wines Park and just newer generation toys. New things for the kids

Legacy Center (13) 3%

- Another or bigger Legacy Center. The one is getting crowded.
- Bathrooms at Legacy Center
- Definitely the city parks that are throughout the community; I guess if they could do something with the Legacy Center, if they could expand the gym area more, it would make it more usable.
- I would say the Legacy Center and the outdoor pool
- I wouldn't mind seeing the Legacy Center improved or expanded. It's like the city is outgrowing the Legacy Center. It's pretty crowded.
- Improvement for the Lehi Legacy Center
- Legacy Center (3)
- Legacy Center could use some addition. It is just too crowded. It could use more parking too.
- Legacy Center needs more involvement for little kids.
- Legacy Center, swimming pool
- The Legacy Center

Better/Continued Maintenance (11) 3%

- General maintenance (2)
- General maintenance, and I don't think that we should build a new regional park.
- I don't have an opinion; just maintain and update them and keep them safe.
- I think they are in shape; I don't think they need to be improved. I just think they should just continue to be maintained.
- I think they should work on the parks.
- Just keeping them cleaned, and the pavilions cleaner
- Maintenance
- No clue; continue maintaining equipment.
- The maintenance of the lawn and area around it, better weeding and mowing
- They need to be better maintained, not so much expanded. The only reason some of the parks need to be renovated is because they weren't maintained very well in the first place.

Trees, Grass, Landscaping (11) 3%

- Beautification of the parks
- Doing more grass in all the parks, take out all the rocks
- I don't know very many park names. There's actually one by my house that could use some trees and stuff, but I don't know the name of it. It might be Summercrest; it's on 1900 North and 1200 East.
- Landscaping: put in more flower beds, more than just a grassy area, walkways. I know Thanksgiving Point has large gardens, but that has a fee. It would be nice to have more flowers and playground equipment.
- Lawn care and restrooms
- More green space
- Overall, plant more trees at parks. A lot don't have many trees.
- The grass
- The park on 1870 North and 1400 West could use some trees for shade.
- Trees in some of the parks so there is shade, or shade structures and bathrooms in ones that don't have bathrooms
- Yeah, mainly trees; most of the parks have playground equipment that's adequate. It's more of an issue with shade. They don't all have to trees all across them, but maybe parts of it can be shaded and the other part can be a field.

Dry Creek Park (9) 2%

- Dry Creek and racquetball courts at the Legacy Center
- Dry Creek Park (8)

Splash Pads (9) 2%

- A splash pad somewhere in the city
- A splash park
- Have a splash pad
- I think we need a splash pad.
- I'd like to see a splash park.
- It'd be cool to have a splash pad.
- Splash pad
- Splash pads
- Splash park, safe from city roads

Pavilions, Picnic Tables, Benches, Etc. (9) 2%

- More pavilions
- More picnic tables, but no more pavilions
- Pavilions and sanitation at parks
- Pavilions, trees, Bandwagon Park
- Pavilions (2)
- The park by my house needs picnic tables, swings, or pavilions.
- The upgrade of new pavilions

- There are never any benches around the play areas. The bathrooms aren't open all year, so you can't really take the kids to the park because there is no bathroom.

Neighborhood Parks (8) 2%

- Colony Point Park
- Local neighborhood parks
- Neighborhood parks
- Pocket parks
- Small parks need more work.
- The neighborhood parks
- The ones in the subdivisions
- You know, I like the neighborhood parks, the ones that are close to the residents; you know, the smaller parks, so we can walk to them.

Peck Park (6) 1%

- Finish up Peck Park.
- I don't know how to answer that. They are doing that new Peck Park, which is going to be great, and I have four parks around. I don't think they need to do much; they just redid the one down below.
- Peck Park (3)
- There are so many, I'm not sure which I would; I guess finish the Peck project.

Trails (6) 1%

- Bike trails
- I'd like to see more trail systems built throughout the city. Reserve the open areas for trails.
- Recreation trails and the general parks
- Trail repairs, tennis courts, horseshoes added
- Trails
- Walking paths and bike paths

Traverse Mountain (6) 1%

- The parks in Traverse Mountain
- The Traverse Mountain Park
- Traverse Mountain
- Traverse Mountain Park
- Traverse Mountain Park, Eagle Summit Park
- Well, I'll be selfish; the one across from me, Traverse Mountain, because I am 20 feet from it. After that, Wines Park is really nice, so Wines Park, and unfortunately I can't remember the names of the other ones.

Parks in Disrepair (5) 1%

- Any rusted
- The older ones
- The one I use; my park is great, but thinking selfishly, I would like new stuff added to it. But if another park was worse off, I would want that one to receive attention first.
- The ones that are in the worst shape
- Upgrade what needs to be done

Restrooms (5) 1%

- Add bathrooms or water availability and pavilions
- Bathrooms (2)
- The bathrooms need to be more available, and open longer and more often.
- The parks need restrooms, and Centennial Park in particular needs improvement.

All Parks (4) 1%

- All of them
- All parks
- All parks in general
- Update them all and get them close to equal

Willow Park (4) 1%

- The campgrounds
- Willow Park (3)

Bandwagon Park (3) 1%

- Bandwagon
- Bandwagon Park and Olympic Park
- I'm not so familiar with the park names. Specifically, there is the one park where there is the historical wagon that's on display in the park. There is not much going on there. They need more things for children to do in the park that has the wagon monument.

Miscellaneous (53) 13%

- 1900 South 700 East Lehi Park, just south of that
- 400 East at 2950 North; it doesn't have any benches, no playground equipment, the trees have not been trimmed, and no one takes care of it.
- A bunch of roads need to be fixed before we fix the parks. We have a lot of parks.
- Allred Park
- Areas that have new development and new buildings
- Between Meadow Elementary and Snow Springs
- Bug control

- Centennial Park, Wines Park
- Children's park
- City parks
- Dog parks
- Eagle Summit Park
- Equal consideration to both
- I think Centennial Park and Dry Creek Park
- I think they need a few more things for handicapped residents.
- Just parks in general
- Just the parks
- Lehi Park
- Lehi Park, Lehi Pool, Bandwagon Park
- Local parks
- More area for parks
- More sidewalks around elementary schools
- Neptune Park
- North end of Lehi, middle of town by the Legacy Center, maybe
- North Lake County Park
- Not that I can think of; there is a soccer park that was supposed to be built by Mill Pond on 2100 South, but it has not been built.
- Olympic Park (2)
- Outdoor pool, parks, Legacy Center, Main Street
- Parking (2)
- Parks
- Probably the main park in Lehi
- Rec center in north Lehi
- Recreation needs upgrade
- Securing land
- Skate park
- Summercrest, Legacy Center is packed
- That 72-acre park
- The golf/frisbee park; it seems like they have forgotten about it.
- The Lehi outdoor pool slides still don't work.
- The library
- The most increased
- The new one that was supposed to be started being built
- The newer ones
- The ones that are attended most
- The ones that people go to the most
- The outdoor swimming pool
- The parks in the outlying areas of Lehi
- The teenager parks
- The yellow park
- They need to do more for the kids, and the rates shouldn't be so high that people can't afford to put their kids in them.
- Vets park

Don't Know/None (142) 35%

- I don't know any.
- I don't know. (88)
- I don't know; I don't go to the parks.
- I don't know; they have been fine.
- I don't really know any specific areas.
- I have no idea. (3)
- I'm not sure. (2)
- I'm satisfied.
- I'm undecided on that as well.
- No comment (2)
- No idea (3)
- No opinion
- None (28)
- None of them need the work.
- None of them; I don't believe that the city is responsible to provide those, so I don't think any of them need attention.
- None; all the ones are pretty decent.
- Not sure (4)
- Nothing
- Unsure

APPENDIX D: DEPARTMENTS RESIDENTS CONTACTED AND REASONS FOR DISSATISFACTION

During the past year have you contacted any Lehi City office to seek service, information, or to file a complaint? ->

Were you generally satisfied or dissatisfied with the city's response? ->

Which department did you contact? Why were you dissatisfied?

- A prosecutor: He didn't do what I asked.
- Administration office: Low professionalism and they weren't honest.
- City office, due to Lehi monthly electric bill: The way the billing looked like, it was too high compared to other months.
- City office: I didn't like the answer.
- City Planner's office: they didn't inform residents of changes for electrical power poles and ruined the sidewalk.
- Human Resources: He didn't seem like he wanted to help and the problem never went away.
- It was the roads: I asked them if they could push the snow in front of my house instead of in front of my driveway, and he said, "Well, get out and shovel it." Me and my husband are disabled, so we can't get out and shovel it, and other elderly neighbors are having the same problem. The man made me cry; that's what made me so upset is that he made me cry.
- Mayor's office: I'm not going to go into it.
- Multiple departments, it is hard to get a hold of a specific person: I couldn't get in contact with the person I needed to several times. They seem kind of lazy and didn't help me.
- Parks and Recreation: I am not sure if it was that department, but I called about some tree removal and they never called back or anything.
- Parks and Recreation: They don't get rid of the mosquitoes enough. It took them too long.
- Planning and Zoning: They don't enforce their own zoning standards.
- Police Department several times: They came out for the people who were doing drugs, and nothing ever comes of it.
- Police: I don't trust them. They are a bunch of punks.
- Roads, parks, crosswalks (I can't remember which department crosswalks are under): My children have to cross three busy intersections to walk to school. When I called, they seemed to be removed from the concern I had. I think it is really dangerous because people are driving 50 miles per hour! The man I talked to said, "I would let my grandkids across the crosswalks." They were good at spinning stories about why it was okay. I don't think they understand.
- Secondary water: they were short on water for our area. They had issues with water regulation, water pressure. We couldn't find people.

- Several: No one had an answer to the problem.
- Sewer and water: I never had a problem with my sewer before, but then after they worked on it, the sewer wouldn't drain. I had to pay \$400 out of pocket to fix it and they didn't do anything about it or care.
- Snow removal: We told them we needed our street cleared and they said, "No, it would waste too much time."
- Snow removal: They didn't remove our snow. They actually told us no.
- Street lighting department, whatever that is: They said they would do something and never took action.
- Street people: There was a drainage problem and my kid got hurt, and they haven't done anything about it. My kid got hurt and they didn't do anything.
- Streets: They were extremely rude.
- The animal department, the mayor, the roads department: I told them some problems and nothing was ever done about them.
- The city council: The mayor didn't take into account what we said. He didn't respect our opinions. He was condescending.
- The city Planning Commission: I put in a complaint on an ordinance and I feel like I was not heard. Nothing was done about it.
- The cost department: I asked them about street lights, and they were unable to provide them.
- The garbage service: They tried giving us a damaged garbage can after ours had already broken.
- The Legacy Center: I felt like finding the person that could solve the problem was very difficult. It is difficult to find the person who has the power to do something about it.
- The Lehi business utilities: They made an arrangement with me but went back and didn't do what they said they would.
- The main office: It was only resolved for a short period of time.
- The mayor, city meeting: He didn't handle it; he brushed it under the rug.
- The mayor's office: I didn't feel like they relayed the information to the citizens and I wasn't satisfied with the explanation they gave me about the water issues that happened this summer.
- The police department: I never got a response back.
- The traffic for the high school: It seemed like no one answered their phone and it didn't seem like anyone was at their desk.
- The utilities department, the police: My credit information was stolen and it was only used to pay for the Lehi City bill. The police just blew me off and wouldn't help. They didn't even look into it.
- Utility: The quality of work and effort
- Water: My front yard flooded and it flooded the streets; the guy acted like it wasn't his job.
- Water: There's a water ban on watering lawns and washing cars, and McDonald's just pressure washes their entire parking lot; no one's doing anything about it.
- Water, power: The lack of response to, "Hey, you're messing up our place." They also really messed up the grading on our road.

- Water: I had a water break and they billed me for it. They come out and turned off work and they blamed me for water going in the sewer when it went in my front yard. They saw the water break and as much as they could do to fix it, they didn't. They knocked only 10% off when they could have knocked 80% off the bill, so I was dissatisfied. It was for the sewer, not the water.

APPENDIX E: SUGGESTIONS, COMMENTS, OR QUESTIONS FOR LEHI CITY MANAGERS

What suggestions, comments, or questions do you have for those who manage Lehi City?

Better Communication (32) 8%

- Advertise better when they want to make changes to the city
- Better communication (2)
- Continue communications with citizens and seek their input.
- Getting information out better
- Give more information, listen
- I am concerned about transparency issues.
- I feel like the water issue this summer was dodged a lot and there wasn't a lot of information about it and why it was a problem.
- I like being informed when things are being voted for. They send flyers. A lot of people don't get bills through mail. I like mail and flyers.
- I noticed that they put up small public notice signs in the most random places. They need to be more visible and in places where people travel through.
- I think they need to be better about informing the citizens instead of last minute letters about not watering your yard!
- I think they need to explain how we compare our power bill. If we buy it directly, will it be cheaper or more expensive?
- I would like to know more about what is happening, and I wish they would send me more information.
- I would say since Lehi has it's own power, if there was a power outage, they could send out updates. They need to work on the issue.
- I'd like more info about what's being built around different areas.
- I'd like to be better informed about things. For example, when they did the roads down Main Street, I don't think the citizens were asked if they wanted that or not. Being more informed would be good.
- Improve communication before they happen. The honesty in the water issue was terrible and you should be more honest! Let us know what's happening with the water regularly and check it often so nobody gets sick again. This is a very big issue that you guys are in charge of.
- Just be more cooperative with information, more proactive
- Just be sure that residents are informed, especially with situations like the water situation at the beginning of the summer. I wish there was more of a notice.
- Just that communication would be good; let us know if we have a say in something.
- Keep everyone informed on what's going on.
- Keep me better informed on everything.
- Let citizens know
- Let us know where the tax money is being spent and how much money is actually coming into the city and how much comes in from the businesses and

citizens every year. What are the different expenses? What are the profits? How does the city determine what to do with the extra profit?

- Lower the taxes or let us know what the taxes are on. It would be nice to be informed of the new places that are being built.
- More communication with better planning with the citizens
- More timely communication
- Talk to your employees and tell them that if they don't know an answer to a question, they need to find the person who does know the answer. Run it like a business would.
- The Traverse area has no clue what's going on with the water system. Snow removal seems to be better in other parts of Lehi than up here.
- There is miscommunication. It needs to be improved. The power bill is online and I don't get a copy of the newsletter. I would like to, but I don't receive a monthly bill.
- Try to get the word out about the issues that are going on and budget more appropriately for pest control. Try to do something better about the lake and the mosquitoes.
- Use better communication with the public.

Keep Up the Good Work (21) 5%

- Good job
- I think they're doing a great job.
- I wish they'd stay the same as they are.
- I'm happy with it here.
- Just keep doing what you're doing and maybe help Hutchings Museum out a little bit; give them a little more money. We love to go down to the museum with our grandchildren.
- Just keep up the good work
- Keep doing a good job.
- Keep doing a great job.
- Keep it up.
- Keep moving forward.
- Keep up the good job.
- Keep up the good work. (4)
- No complaints
- The city suits me okay.
- They are doing a good job and just keep it up!
- They are doing a good job.
- They're doing a fine job!
- Way to go

Listen to Residents (19) 5%

- Evaluate the responses of this research and respond accordingly.
- Get more citizen input on items.
- I think that when they ask for the citizens' opinions, they should honor the citizens' opinions. The citizens obviously didn't want the Legacy Center, but they went ahead with it. They go through the motions, but just do what they were planning. I think that Lehi ought to look for ways to improve existing facilities and infrastructure before they worry about adding stuff.
- I think they need to listen more to the people.
- I would ask that they get more input systems.
- I would like for them to include resident feedback earlier on in their planning. A lot of times they have already implemented research and then they tell us that it has to be done. The ball is already rolling and there is nothing we can do by that point. I wish they would include us earlier in making decisions and starting projects.
- It'd be nice if there was a complaint department in the city. Maybe there could be a person in the office that could explain things to the people: a point of contact for the people to explain issues. You just don't know where to go to get it resolved or get feedback.
- Listen
- Listen and don't be so defensive when the citizens have a comment.
- Listen to the citizens' input.
- Listen to the citizens more than they do.
- Listen to the people. I'll try to be better about going to city council meetings and stuff. Be cautious with taxpayers' money, not waste and abuse money. I look forward to seeing what our city's new leaders can do.
- Pay attention to the residents and listen to them. Take care of the residents that are already here.
- Pay more attention to their constituents. Money is being wasted on projects that don't need to be spent on.
- Take the city residents' opinions and views more seriously.
- The council should listen to everyone.
- They need to listen to the citizens of Lehi more.
- When someone calls with a concern, they should really care for it.
- You need to listen to us and not act like we are wasting your time when we file complaints.

Make Improvements in Administration and City Employees (11) 3%

- Hire within the city instead of those who are from other cities.
- I want a new mayor.
- Pay your employees more.
- Salaries are way too high for elections.
- Take care of the police and fire departments
- The city employees should live in the community that they represent.
- The new members of the city shouldn't be allowed to be in office of the city rules.
- There are too many cops.

- They need to involve more people in the decision making.
- You have too many workers.
- You're too top heavy in your administration.

Road Improvements (10) 2%

- I can't think of any. Fix the I-15 SR-92 off-ramp.
- I like to see the manhole covers around the city, level roads, more visible stop signs and stop lights, solar panels on stop signs and stop lights. I think the city manager should drive around town and determine how many corners they can see around and then do something about it. Call me and I'll take you around to some places where I feel this issue is the worst.
- I wish they would fix up Center Street from the railroad crossing to Pioneer Crossing. There is a small portion there that is so bumpy and cut up. It needs to be smoothed out.
- I'd like to see more of the streets taken care of with the parking strips having grass and not just weeds.
- Improve the roads for better; bike friendly.
- Paintings on the streets; when it rains or snows, we can't see where the lines are, so I think that is problematic. They need to use reflective paint on the roadway to help with that.
- Pot holes around the commuter places to park cars. It needs beautifying! The road on 2100 North: fix it!
- The roads are really bad and we need better sidewalks.
- The roads need to be taken care of, a better finished sidewalk
- They need to address the road situations, the buses, and stop asking for me to give more money and still drive my kids to school.

Park Improvements (10) 2%

- Build some more parks, fix lights, decent streets
- Get a splash park.
- Get some more parks and get more things for the kids' programs.
- I think it would be a good idea if the parks had frisbee golf courses.
- I'd like to see more parks, so what do we need to do besides raise taxes to do so? How are they (the city council) going to better communicate with us?
- I'm very interested in the Peck Park development plan and the open house for tomorrow. I'm anxious to see our cities' facilities used instead of vacant land unused.
- More natural type parks
- More on the parks
- They need more parks and they have to improve the library.
- We would love to see more parks and fields.

Spend Money Wisely (8) 2%

- Be more prudent with our money.
- Beautification should have been less of an issue. The money should have been spent on youth programs.
- Don't spend as much money.

- How come some of the money goals are so high?
- I guess I would like to see them use the money to help the people instead of using it towards the beautification. I would rather see them put it in transportation and education, clothing, shelter, utilities. We need to help people survive instead of putting structures in the road.
- Live within their means. You're wasting money.
- Pretend it's coming out of your own pocket and decide if it's really worth it. Our taxes are very high and we need to re-evaluate where our money is going. I want more sidewalks, trails, and safety for our pedestrians.
- Stupid spending of money on stuff that doesn't help the city and stuff that doesn't have to be done

Consider Lehi's Growth (7) 2%

- Have you considered cutting down the size and the scope of Lehi? Allowing for another city to be made? Lehi is so big. Utilize some of the city's buildings, libraries.
- I love the growth and want it to be done smart.
- I worry that it is getting too big for the roads we have.
- It's growing large, innovative
- Just don't get too big and turn into another big city
- Look to the future fast. We're growing. Lighting is also an issue.
- Planning for the growth of the city

Improve Main Street / Main Street Comments (7) 2%

- Don't put trees in the middle of the street.
- I hate the new Main Street. I hate the trees there. It's a waste of money.
- I wonder why they did the whole thing with Main Street. It's kind of annoying. And you need to fix the water system.
- Take out the planters in the middle of the roadways and spend less money. You're wasting it on things we don't need.
- The traffic is not very good. We don't like Main Street, so it would be nice to make it less crowded.
- They want to keep the little Lehi feel, but it's a big city. They need to increase the growth. Fix Main Street. Put it back the way it was.
- Widen the street on Main Street and the building sitting in the middle of nowhere between Thanksgiving Point and the freeway. We need a ramp for the freeway.

Put Residents First (7) 2%

- Always think about the residents' opinions first
- Anyone who manages the city needs to not be power hungry and do more for the people and not themselves. Don't just get what they want. Say something so people will vote for them and follow through with it.
- Build more with residents' needs, not what they want the city to look like. We don't have a say in it.

- I think they have to consider all their citizens of Lehi. Here in Traverse Mountain we get the short end of the stick with water and being informed. I dislike Lehi, but I like where I live here.
- Just keep the people in their minds because that's who is taking care of them and paying them
- Put themselves in the residents' shoes instead of focusing on what works best for them.
- Who are you thinking of when you're managing us? It's the same as Obamacare. He's not thinking of us when he issued it. People think it won't work and it's not working; but he's the savior, so we must do what he said.

Be Responsive (6) 1%

- Be more available
- Direct feedback for those who are concerned about a topic or item
- Do what they say they are going to do and be honest
- I think it would just be follow through with complaints.
- If there is a problem, take care of it.
- Make sure that the city council and the mayor respond to the citizens. The mayor doesn't care about public opinions.

Improve Legacy Center (5) 1%

- Have a bigger weight room for the Legacy Center. Don't have members only at the Legacy Center because it excludes the residents who can't afford a membership.
- I hate that at the Legacy Center you have to take a Sportsmanship class. The swimming lessons are a joke. It is ridiculous how it is set up. Sign up ahead of time and it is stupid how they do it.
- I'd like to see the Legacy Center open on Sundays. I know we have a high LDS population, but I think there are more and more people who would like to work out on Sundays as well.
- Legacy Center; it would be great for the whole community if they were to expand or add a new section. The library needs to be updated.
- Why don't you have more kids' options at the Legacy Center? Why don't you have more unpaid options for kids there?

Water Improvements (5) 1%

- I think they need to work on water; that seems to be a recurring issue for us all the time we've lived here, and perhaps power it's not as bad of an issue, but it keeps going up.
- Make sure we have enough water.
- My home gets no water. My secondary water did not work for two weeks this year. People on the upper end of the line use too much water, so by the time it gets to me, there's nothing; and it happens every year. This year was extremely bad.

- They need to hold off on building and need to stop bringing in big businesses that use a lot of water because then there is less for the rest of us.
- Water

Build More Schools (4) 1%

- Build a high school
- They need to invest into schools.
- We need a new high school done. I would like to hear back from them why power is so expensive. The price is very high.
- Work on the crowding at the schools, especially the high schools

Consider Long-time Lehi Residents First (4) 1%

- Listen to the old citizens and ask if they can do things in their back yard.
- Maybe keep true to old Lehi as much as possible.
- They need to provide services for the people who have lived here for a long time. They need more things available for the elderly and for the kids that aren't in school during the summer. I'd like to see them expand the library and get more books and combine with other libraries where one card works at all the places.
- Think about the old citizens, not the new ones.

Bug, Fly Maintenance (3) 1%

- Get rid of the mosquitoes. Spray for them year round.
- I think on the east side there's a real issue with flies and that's one of the biggest issues I have where I live. They need to do something about this.
- Something has to be done about the flies and the mink farms, or else we are moving. These are huge things that would make us leave. We love Lehi.

Improve Sidewalks (4) 1%

- Continuous sidewalks; we need more sidewalks. It adds to the safety.
- Sidewalks having a 5-mile radius of an elementary school
- Sidewalks in certain areas (2100 North) and adding lights there too
- Since the Seago Lily school buses were removed, I would like to see a four-way stop and put sidewalks on both sides of the road.

Improve Lighting (3) 1%

- Change the light bulbs in my street
- Fix the street lights.
- We live in a neighborhood that has poor lighting, so more lights and more sidewalks to get to downtown on the sidewalks.

Improve Trash/Recycling Programs (3) 1%

- Better recycling program
- Trash can services; there are two containers and the recycling only comes once every two weeks. With the outlets coming up, there's a lot of traffic. With the apartments going up, we need more lighting.
- Weekly pickup of recycling

More Open Space (3) 1%

- Build less, more open space
- Country feeling
- I think there should be additional green space for new development so there is not enough parks. I had a terrible experience with the utility department. The staff is really rude and it reflected poorly on the city. Work on customer service.

Snow Removal (3) 1%

- Look into the guy who is in charge of the snow removal for Traverse Mountain.
- Remove the snow from our street.
- Snow removal

Miscellaneous (39) 10%

- Allow people to be more free to improve their property and businesses to grow.
- Are they going to grandfather people not on our city system and dry up our well?
- Be more friendly
- Bulldoze the drug houses that are known; my neighbor's. If they know there is an issue, take care of it right away. If there is a home that people are obviously not taking care of or not being used, you need to address that. The people next door to us are living there without utilities.
- Consider the youth recreation program and clubs for the local Lehi kids.
- Find a way to remove mink farms. It would be a service to the residents and taxpayers if they would buy those guys out or encourage developers to buy them out. It smells like poisoned gas.
- For instance, the Legacy Center, I will be turning 60 so I don't know whether if I am a senior class for that.
- Friendly; they fixed our sprinkler system for free. They don't exclude development.
- Huge open space near our home. I'm at 300 East. I'm curious what will happen to it.
- I don't like all the landscaping. It makes it difficult for the handicapped to get to the pavilion when there is just rocks and no grass. When I call, I want to talk to someone directly and not keep getting forwarded to different calls.
- I don't think I have any. I really like the bike paths. I think that's awesome. I am glad they added that.
- I need to find out how to do absentee ballots for city elections.
- I think they can do a lot better for the senior citizens.
- I would like to get some sort of cyber-Internet in Lehi.

- I'd like to see old buildings taken over and remodeled.
- If they maybe were to find posting for yard sales. We had yard sales. We heard that a lady policeman likes to take the signs down. I don't know if it's illegal for us to post flyers by the big intersection. Because it costs us, we weren't able to do as much. Last time we had no problem. We were able to save \$1,700 dollars because this year we weren't able to do signs. They were all taken down.
- I'm very happy with Lehi City. The only problem is with residential homes and settling.
- Lower taxes
- Make sure that they connect with each other.
- Make sure you have some type of program that lets you pay more during the summer months so that low income families don't have to pay so much money for power during the winter.
- No more parking tickets for parking the wrong way on the street
- Notices on the doors for events
- Open up on Friday
- People think they can enforce parking, but my HOA doesn't let me park.
- Provide more restaurants
- Put up a sound wall along I-15.
- Service those on the outer edge of the town better.
- Start giving it a business sort of feel instead of a small town.
- The beautification of streets is horrible; State Street.
- The library needs to be bigger.
- The police need to obey the same laws that we are supposed to obey. They need to realize that they are paid by the taxpayers.
- The Ute's athletics program is terrible. I'm dissatisfied.
- The website needs a lot of help and the pressurized irrigation doesn't always have the pressure it needs.
- Traverse Mountain gets lost in Lehi City.
- Wade Allred has done an excellent job helping our neighborhood and we appreciate what he has done. He has been very kind and accommodating to work with.
- We have had a problem with housing developments in Traverse homes, holding the Mountain Home Development to their commitments.
- We just need to have people park in the junior high parking lot.
- Well, I am a little concerned about the housing development. I think the library could improve, but overall, they are doing a good job.
- What is the process to get a grocery store in our neighborhood? We've been hearing rumors for a while, but we really need one.

Don't Know/None (191) 47%

- Don't have any (2)
- I can't answer that. I don't have any current information.
- I can't think of any off the top of my head.
- I can't think of any right now.
- I can't think of any. (3)
- I do not really know at this time.

- I don't have any at the moment.
- I don't have any at this time.
- I don't have any right now. (2)
- I don't have any right off hand.
- I don't have any. (26)
- I don't have any. I just wish this property behind me would be developed.
- I don't have any; I'm satisfied.
- I don't have anything to say.
- I don't have anything. (3)
- I don't know. (18)
- I don't need to add anything else.
- I really don't have one.
- Let's leave that blank.
- No comment (4)
- None (97)
- None at this time
- None currently
- None right now (3)
- Nope
- Not any that I can think of right now.
- Nothing (13)
- Nothing at this time
- Nothing right now
- Nothing specific

APPENDIX F: "OTHER" RESPONSES

In what geographical area are you currently employed?

- All around
- All over
- From Davis County down to Utah County.
- Health industry
- I work all over the valley in contracting.
- I work in Bountiful.
- Mobile
- Nebraska (2)
- Southern central Utah

Which of the following best describes your employment status?

- Currently on a leave of absence
- I teach some classes, but it's not full-time or part-time really.
- Independent contractor, so its two and three
- Self-employed (2)

What method of communication would you prefer the city use in order for them to better inform you about major issues regarding the city?

- Listening to the citizens when they talk to you
- Online voting system
- People can choose how they want to be contacted
- The news
- TV

Aside from roads, what would you consider to be the most important issue facing Lehi City today?

- A lot of mosquitoes
- Air quality
- Construction
- Drainage system
- Easier for the people to work with the leaders of the community. I would like to see a better way to facilitate communication between the community and the leaders of the community. I don't think people know how to voice their concerns. It's very hard to find a person who has the power to change that.
- Farms (2)
- Flies
- Grocery stores only in the northwest part of Lehi
- Internet access
- Internet access

- Job opportunities, economy, making sure there are means to support the city
- Keeping the people who live on the outskirts of Lehi feeling like they are actually apart of the city
- Legacy Center involvement
- Lighting
- Maintaining facilities
- Mink farms
- No issues
- Old people dying
- Putting new power poles up
- Shoveling
- Snow removal in the winter is pretty much nonexistent where I live.
- The power easily goes out

What do you like most about living in Lehi?

- Accessibility
- Center of everything, doesn't take me long to get anywhere
- Flat, no big hills
- Good mixture of residential and business
- Good place for business and opportunity
- Growth
- I'm leaving as soon as possible. I don't like it here.
- It's drawing a lot of attention from big businesses. It makes it a great place.
- Land
- Legacy Center
- Lehi Round-up week
- Library and Legacy Center (2)
- Low crime rate
- Mountains
- My ward
- Police department
- Quality of life
- Sports programs are still good for little kids.
- Strong value
- Summertime, Lehi Round-up
- Taxes are low, good amenities
- Thanksgiving Village
- The area, in general
- The general feel
- Their public services
- There are big businesses.
- They have a little bit of everything.
- Too far away from work; I don't like a lot about it.
- Traffic

Which news source do you rely on MOST to learn information about Lehi City?

- Info posted in the Legacy Center
- Lehi Ledger
- Television
- The power bill
- TV