

MEMORANDUM

TO: Mayor and City Council

THRU: Kathy Hodgson, City Manager
City Manager's Office

FROM: Nanette Neelan, Deputy City Manager/Economic Development Director
City Manager's Office

DATE: August 17, 2016

SUBJECT: 2016 Citizen Survey – Report of Results

Enclosed is the draft of the 2016 Citizen Survey – Report of Results, completed by National Research Center (NRC). NRC is a nationally known survey company who conducts similar services to approximately 500 local governments across the United States and approximately 30 communities along the Front Range.

The purpose of this memo is to officially transmit the report to City Council at a City Council meeting. It also serves as a mechanism to inform citizens that a copy is available for their review.

Disseminating a copy in advance of the NRC presentation provides City Council and the community time to review the information to formulate questions and observations in advance of the presentation on the methodology and their findings. We anticipate to schedule the presentation in the next month.

Staff is concurrently reviewing the results. A copy is also available online through the City's website in the same location of the past two citizen survey results. It can be found at www.lakewood.org/City_Managers_Office/Citizen_Survey.aspx.

Background

The City of Lakewood has asked their citizens for their perceptions of various aspects of the Lakewood community and the city organization since the 1970s, with the previous survey conducted in 2013. In 2013, the survey instrument was reviewed and modified to better align questions to those that typically appear on citizen surveys for comparison purposes to Front Range and National benchmarks. This also set a new baseline for several findings. This feedback, in context with Council's own knowledge, provides a framework for City Council to learn about the perceptions of their citizens.

The survey provides an opportunity for residents to rate the quality of life in the city, service delivery, overall workings of their local government, and their perceived satisfaction with programs and policies. The survey also gave residents a way to provide feedback on their perceptions of what is working well, what areas need attention and their interests and priorities.

Surveys were mailed in May to 3,000 randomly selected households (600 in each ward) with an option of completing a mailed survey or an online survey, and 763 (26 percent) were completed. Eight categories of community characteristics and local government services were the focus of the survey: community quality, economic health, city services, transportation, recreation and wellness, civic engagement and communication, public safety and government performance.



City of Lakewood

Citizen Survey

Report of Results

August 2016



2955 Valmont Rd., Suite 300 • Boulder, Colorado 80301
t: 303-444-7863 • f: 303-444-1145 • www.n-r-c.com

Contents

Executive Summary	4
Survey Background.....	7
Survey Results.....	9
<i>Quality of Life and Community</i>	<i>9</i>
<i>Safety in Lakewood.....</i>	<i>21</i>
<i>City Services.....</i>	<i>24</i>
<i>City Employees and Government</i>	<i>30</i>
<i>Government Performance.....</i>	<i>32</i>
<i>Communication with Citizens</i>	<i>35</i>
Appendix A: Respondent Characteristics	38
Appendix B: Responses to Survey Questions	44
Appendix C: Verbatim Responses to Open-ended Survey Questions.....	71
Appendix D: Benchmark Comparisons	73
Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography.....	89
<i>Geographic Crosstabulations.....</i>	<i>89</i>
<i>Demographic Crosstabulations.....</i>	<i>93</i>
Appendix F: Survey Methodology	99
Appendix G: Survey Materials	103

Figures

Figure 1: Overall Quality of Life in Lakewood.....	9
Figure 2: Overall Quality of Life Compared by Year	9
Figure 3: Neighborhood as a Place to Live.....	10
Figure 4: Neighborhood as a Place to Live Compared by Year	10
Figure 5: Aspects of Quality of Life Compared by Year.....	11
Figure 6: Aspects of Quality of Life Benchmarks	11
Figure 7: Community Characteristics	12
Figure 8: Community Characteristics Benchmarks	12
Figure 9: What Residents Like Most About Living in Lakewood Compared by Year.....	13
Figure 10: Important Factors in Lakewood	15
Figure 11: Important Factors in Lakewood Compared by Year.....	16
Figure 12: MOST Important Factors in Lakewood Compared by Year.....	17
Figure 13: Participation in Community Events and Programs.....	18
Figure 14: Participation in Community Events and Programs Compared by Year	19
Figure 15: Aspects of Transportation within Lakewood Compared by Year	20
Figure 16: Aspects of Transportation Benchmarks	20
Figure 17: Feelings of Safety in Lakewood Compared by Year.....	21
Figure 18: Feelings of Safety Benchmarks	21
Figure 19: Ratings of Lakewood Police Department Compared by Year.....	23
Figure 20: Overall Quality of Service Delivery	24
Figure 21: Overall Quality of Service Delivery Compared by Year.....	24
Figure 22: City Services Compared by Year	26
Figure 23: City Services Benchmarks.....	27
Figure 24: Current Use of City of Lakewood Programs, Services and Facilities	28
Figure 25: Current Use of City of Lakewood Programs, Services and Facilities Compared by Year	29
Figure 26: Contact with City of Lakewood Employees Compared by Year	30
Figure 27: Perceptions of City of Lakewood Employees Compared by Year.....	31
Figure 28: Perceptions of City Employees Benchmarks.....	31
Figure 29: Overall Lakewood City Government Performance.....	32
Figure 30: Overall Lakewood City Government Performance Compared by Year	32
Figure 31: Lakewood Government Performance Compared by Year	34
Figure 32: Lakewood Government Performance Benchmarks	34
Figure 33: Sources of Information about the City of Lakewood Compared by Year.....	35
Figure 34: Aspects of the City of Lakewood's Website Compared by Year	36
Figure 35: Aspects of City Website Benchmarks.....	36
Figure 36: Likelihood of Using Functions on the City's Website Compared by Year	37
Figure 37: Length of Residency in Lakewood	38
Figure 38: Work Outside the Home	38
Figure 39: City of Employment	39
Figure 40: Job Industry.....	39
Figure 41: Service Area Outside of Lakewood	40
Figure 42: Housing Unit Type.....	40
Figure 43: Housing Unit Tenure	40

Figure 44: Respondent Gender.....41
Figure 45: Number of People in Household.....41
Figure 46: Presence of Children Age 17 Years and Under41
Figure 47: Household Income..... 42
Figure 48: Respondent Education 42
Figure 49: Respondent Age 43
Figure 50: Respondent Ethnicity 43
Figure 51: Respondent Race 43
Figure 52: Ward of Respondent..... 43

Executive Summary

Survey Background and Methods

The Lakewood Citizen Survey serves as a consumer report card for the City of Lakewood, providing **residents the opportunity to rate their satisfaction with the quality of life in the City, the community's amenities and local government itself.** The survey also permits residents an opportunity to provide feedback to government on what is working well and what is not, and their priorities for community planning and resource allocation. This was the eighth iteration of the survey, with the baseline citizen survey conducted in 2000. Some of the 2016 revisions were made in order to maximize the number of available comparisons to other communities across the country.

The 2016 survey used stratified random sampling to select 600 households in each of five Wards to receive survey mailings. Of the 3,000 surveys mailed beginning in May 2016, about 108 of the surveys were returned because they could not be delivered as addressed or the household was vacant. Of the 2,892 households that received a survey, 763 completed the survey, providing a response rate of 26%. The margin of error is no greater than plus or minus four percentage points around any given percent based on all responses. Comparisons of the City of Lakewood survey results are made to national benchmark and Front Range benchmark ratings (obtained from similar citizen surveys across the nation and along **Colorado's Front Range** that are included in National Research Center, Inc.'s **benchmark database**).

Key Findings

Lakewood residents continue to experience a high quality of life.

- ◆ Lakewood residents continued to rate their overall quality of life highly; 93% of respondents **rated their overall quality of life as “very good” or “good.”** This evaluation of the overall quality of life is similar to ratings dating back to 2008 and much higher than the national comparison and similar to the Front Range comparison.
- ◆ At least 66% of respondents rated their neighborhood as a place to live, Lakewood as a place to raise children, as a place to recreate and play, as a place to work and as a place to retire as **“very good” or “good.”**
- ◆ When asked about general characteristics of the community, about three-quarters gave **“very good” or “good” ratings** to the overall economic health of Lakewood, their overall feeling of safety and health and wellness opportunities in Lakewood. About half gave positive marks to the sense of community and 4 in 10 gave positive marks to the cost of living.
- ◆ When asked what they liked most about living in Lakewood, the location of the city, parks and recreation, the safety of the community and their neighborhoods were at the top of the list in 2013, and remained at the top of the list in 2016.
- ◆ At least 3 in 10 residents regularly participated in a Lakewood cultural event or a Lakewood recreation program or used **Lakewood's Heritage Center, William F. Hayden Park**, a Lakewood recreation center, Bear Creek Lake Park or a Lakewood park. When compared to 2013, the only activity that saw a change in participation was for Bear Creek Lake Park; the percentage of those who participate regularly increased in 2016 compared to 2013.
- ◆ When asked to think about the next two years and to identify the importance of a variety of factors in Lakewood, the factors with the highest proportion of respondents saying they were **“essential” or “very important” were crime prevention (91% reporting it as “essential” or “very important”), the overall appearance and cleanliness of the city (89%) and quality of overall natural environment (80%).** These three aspects also were seen as the **“most important”** out of the list of 11 potential factors.

Residents think highly of Lakewood’s economic health and feel positively about Lakewood as a place to work.

- ◆ Ratings of overall economic health were high, with **76% of residents awarding “very good” or “good” ratings**, and this rating was much higher than both the national and Front Range benchmarks. While only 4 in 10 residents gave positive marks to the cost of living in Lakewood, this item was rated similar to both benchmarks.
- ◆ **About 7 in 10 residents gave “very good” or “good” ratings to Lakewood as a place to work** and while this rating was lower than the rating reported in 2013, it was much higher than both the national and Front Range comparison.

Residents generally evaluated aspects of transportation positively; however perceptions of ease of walking and travel by car declined.

- ◆ When rating the quality of six aspects of transportation within the City, at least 4 in 10 **respondents reported that each were “very good” or “good.”**
- ◆ When compared to 2013, ratings for the ease of car travel and the ease of travel by foot in the City decreased while all other aspects received similar ratings in 2016.
- ◆ The ratings for condition of City streets and ease of public transit in the city were higher or much higher than the national and Front Range comparisons (a Front Range comparison was not available for the condition of City streets). Ease of travel by car, by foot and by bicycle were generally much lower than both the national and Front Range comparisons; however, ease of travel by bicycle was similar to the national comparison.

Respondents generally feel safe in Lakewood, think highly of the Police Department and feel crime prevention is an important focus for Lakewood.

- ◆ At least 95% of respondents expressed feeling **“very” or “somewhat” safe in their neighborhood during the day, in their home and in Lakewood’s commercial area during the day**. Respondents tended to feel slightly less safe walking alone in their neighborhood after dark (**76% “very” or “somewhat” safe**) and in Lakewood’s commercial area after dark (**67%**). These ratings were similar to ratings reported in 2013 and were generally similar to or lower than ratings given in comparison communities across the nation and Front Range.
- ◆ Residents felt **confident in Lakewood’s Police Department**. When rating how well the Police Department dealt with a number of issues, over half of respondents reported that they did a **“very good” or “good” job dealing with each issue**. For example, the Department’s response to calls for service was given the highest rating (**79% “very good” or “good”**) followed closely by crime prevention (72%). While crime prevention was one of the higher rated items listed, this rating decreased in 2016 compared to 2013 and it was much lower than both the national and Front Range benchmark comparisons.
- ◆ When asked to think about the next two years and to identify the importance of a variety of factors in Lakewood, the factor with the highest proportion of respondents indicating it was **“essential” or “very important”** was crime prevention (**91% reporting it as “essential” or “very important”**). This was also **seen as the “most important” out of the list of 11 potential factors**. This question was also asked in 2013, and crime prevention also topped the list with the highest **“essential” or “very important” rating and highest “most important” rating**.

Evaluations of City services were generally similar to ratings given in past years; however, various services received lower ratings in 2016.

- ◆ Residents were given the opportunity to rate the overall quality of City service delivery. Sixty percent rated the overall quality of City services as **“very good” or “good,” one-third said it was “neither good nor bad” and only 4% rated it as “bad” or “very bad.”** This rating was similar to 2013 but much lower than both the national and Front Range benchmark comparisons.
- ◆ Of the 21 individual services evaluated by residents, topping the list, with 86% reporting it as **“very good” or “good,” was the maintenance of existing City parks, open space and trails,**

- followed by recreation facilities (79%), recreation programs (75%), cultural facilities (74%) and police services (73%). Programs for low-income persons (34%) and for homeless people (21%) were among the lower-rated services.
- ◆ Each of the 21 services could be compared to 2013 and a majority of ratings were similar in 2016. However, police services, snow removal, street cleaning, Community Service Police Programs, City's Website, programs for older adults, City videos, programs for low-income persons and programs for homeless people received lower ratings in 2016 compared to 2013 ratings.

Ratings showed that the City of Lakewood government performance is a potential area of focus.

- ◆ Forty-nine percent of respondents reported the overall Lakewood City government performance as “very good” or “good,” which was a lower rating than in 2013 and much lower than the national benchmark comparison.
- ◆ Other aspects of government performance received “very good” or “good” ratings between 41% and 60%.
- ◆ Each of the 10 categories listed could be compared to 2013 ratings and five ratings declined in 2016 while five remained similar in 2016. The items that saw a decline in ratings were the overall direction the City is taking, working through priority issues facing the City, informing residents about City issues, overall confidence in the representation I receive from the mayor, the job City Council representatives do at generally acting in the best interest of the community at large and the job Lakewood government does at welcoming citizen involvement.
- ◆ Four of the 10 aspects of the City government performance could be compared to the national benchmark and three could be compared to the Front Range benchmark. Ratings were generally lower than ratings given in peer communities; however, ratings for the overall direction the City is taking and the job Lakewood government does at welcoming citizen involvement were both similar to the national comparison.

Survey Background

Survey Purpose

The Lakewood Citizen Survey provides residents the opportunity to rate the quality of life in the city, as well as service delivery and their satisfaction with city government. The survey also provides feedback on what is working well and what is not, and shares resident priorities for community planning and resource allocation.

The focus on the quality of service delivery and the importance of services helps Council, staff and the public set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Lakewood City government, helping to assure maximum service quality over time.

This kind of survey gets at the key services that local government provides to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

This was the eighth iteration of the survey, with the baseline study conducted in 2000.

Survey Methods

The Lakewood Citizen Survey was administered by mail to a representative sample of 600 residents in each of five Wards in Lakewood (a total of 3,000 surveys mailed). Each household received three mailings beginning in May 2016. Completed surveys were collected over the following six weeks. The first mailing was a prenotification postcard announcing the upcoming survey. Over the following two weeks the survey packets, which contained a letter from the Deputy City Manager inviting the household to participate in the 2016 Lakewood Citizen Survey, a five-page questionnaire and pre-addressed, postage-paid envelope, were sent to residents. Selected households also were given the option of completing the survey on the Web via a link included in the cover letters. The survey instrument appears in *Appendix G: Survey Materials*.

About 4% (108) of the postcards were returned as undeliverable because they either could not be delivered as addressed or were received by vacant housing units. Of the 2,892 households that received the survey, 763 completed a survey, providing a response rate of 26% (typical response rates range from 20% to 35%). The methods used in 2016 also were similar to those used for the previous survey administrations.

Survey results were weighted so that the gender and age, race and ethnicity, housing unit type and housing tenure (rent versus own) of respondents were represented in the proportions reflective of the entire city. (For more information see the detailed survey methodology in *Appendix F: Survey Methodology*.)

Responses to any open-ended questions and “other” responses appear verbatim in *Appendix C: Verbatim Responses to Open-ended Survey Questions*.

How the Results are Reported

For the most part, the “percent positive” is reported in the report body tables and charts. The percent positive is the combination of the top two most positive response options (i.e., “very good” and “good,” “strongly agree” and “somewhat agree,” “very safe” and “somewhat safe”).

On many of the questions in the survey, respondents could give an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Responses to Survey Questions* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless

otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from residents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one response. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in more than one category. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the practice of rounding percentages to the nearest whole number.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (763). For comparisons among subgroups, the margin of error rises to approximately plus or minus 10% for sample sizes of 100.

Comparing Survey Results Over Time

Because this survey was the eighth in a series of citizen surveys, the 2016 results are presented along with past ratings when available. Differences among years can be considered “statistically significant” if they are greater than five percentage points. Trend data for Lakewood represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

Comparing Survey Results by Subgroups

Selected survey results were compared by certain demographic characteristics of survey respondents and by the five Wards in which respondents lived. Some comparisons are discussed throughout the body of the report and are presented in tabular form in *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography* (where differences between subgroups are statistically significant, the results in these tables are shaded grey).

Comparing Survey Results to Other Jurisdictions

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans.

National and Front Range benchmark comparisons have been provided when similar questions on the Lakewood survey are included in NRC’s database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other cities across the country or in the Front Range. Additional information on NRC’s benchmarking database, as well as a list of jurisdictions to which Lakewood is compared, can be found in *Appendix D: Benchmark Comparisons*.

Where comparisons for quality ratings were available, the City of Lakewood’s results were generally noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much lower” or “much higher”). These labels come from a statistical comparison of Lakewood’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error (less than two points on a 100-point scale); “higher” or “lower” if the difference between Lakewood’s rating and the benchmark is greater than but less than twice the margin of error (greater than two points but less than four points); and “much higher” or “much lower” if the difference between Lakewood’s rating and the benchmark is more than twice the margin of error (four points or greater).

Survey Results

Quality of Life and Community

Various aspects of the quality of life and community characteristics in Lakewood were assessed on the survey. Respondents also provided feedback about what they most like about living in Lakewood and were asked to identify how important a list of factors were to them over the next two years. The frequency with which they participated in a variety of activities and programs was measured along with several aspects about the ease of travel and condition of roads in Lakewood.

Overall Quality of Life

Overall, survey respondents gave very positive ratings to the overall quality of life in Lakewood, with 41% saying it was “very good” and 52% saying it was “good.” Only 1% felt the overall quality of life in the city was “bad” and no one thought it was “very bad.” The high evaluation of the overall quality of life in Lakewood has remained stable over time.

Ratings of the overall quality of life in Lakewood were compared to ratings given by residents in other communities across the country and in the Front Range (see *Appendix D: Benchmark Comparisons* for more detail on the benchmarks). Lakewood was much higher than the national comparison and similar to the Front Range comparison.

The 2016 survey results were compared by respondent demographic subgroups. When compared by length of residency, housing tenure (rent or own home), race and ethnicity and age, ratings of overall quality of life did not differ (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 1: Overall Quality of Life in Lakewood

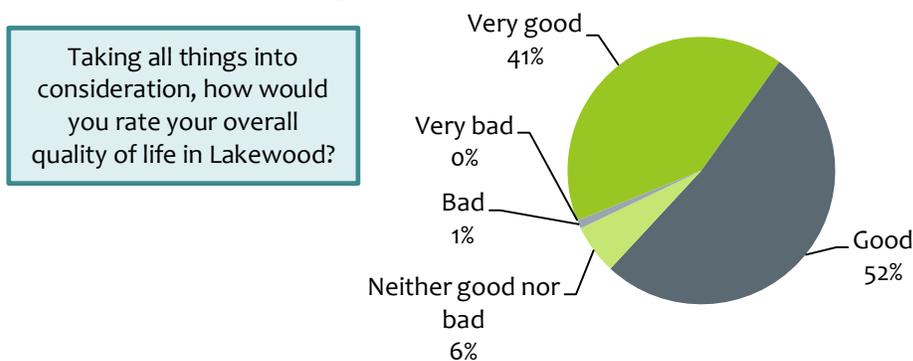
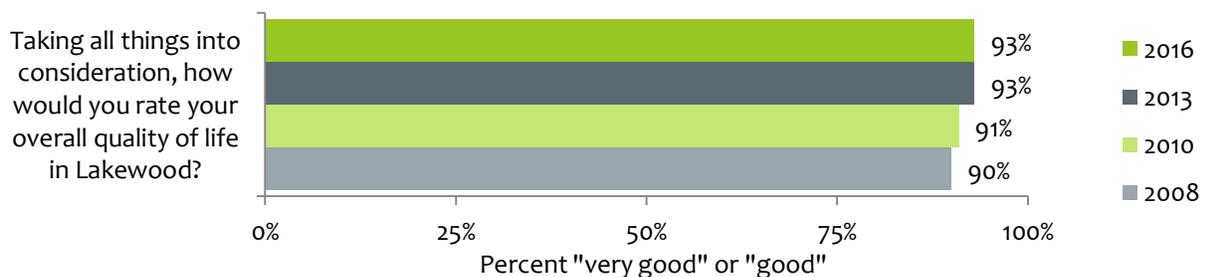


Figure 2: Overall Quality of Life Compared by Year



Eighty-six percent of residents reported that their neighborhood as a place to live was “very good” or “good,” only 2% reported it as “bad” and no one reported “very bad.” This assessment was similar when compared to ratings given in 2013 and 2010, but has been trending upward since this question was first asked in 2008.

When compared to ratings given by residents in other communities across the country and in the Front Range, **Lakewood’s rating was similar** to the national comparison but lower than the Front Range comparison (see *Appendix D: Benchmark Comparisons*).

Ratings for resident’s neighborhoods as a place to live did not differ by demographic characteristics (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 3: Neighborhood as a Place to Live

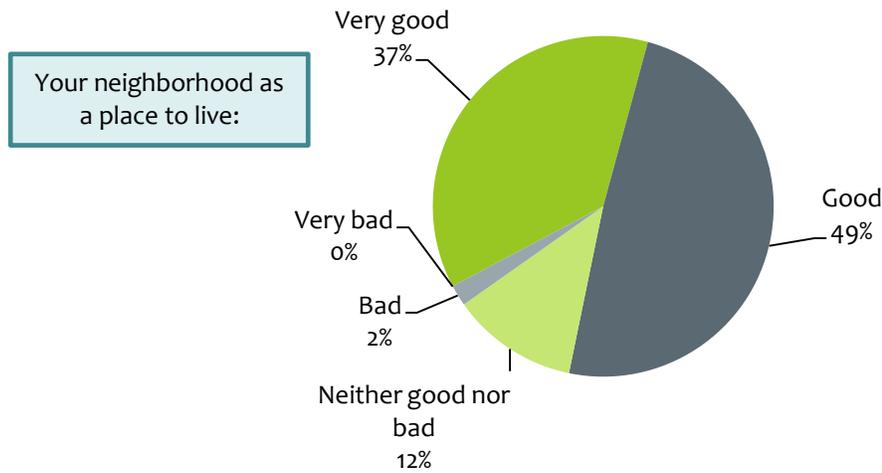
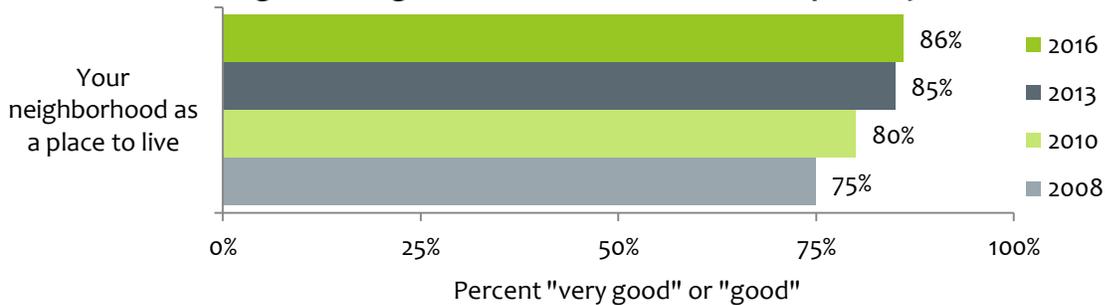


Figure 4: Neighborhood as a Place to Live Compared by Year



Aspects of Quality of Life

As in 2013, respondents were asked to rate the city as a place to raise children, work and retire. New to this list in 2016 was Lakewood as a place to recreate and play. Lakewood residents gave favorable ratings to these aspects of quality of life, with at least two-thirds indicating that Lakewood as a place to raise children (84%), as a place to recreate and play (78%), as a place to work (70%) and as a place to retire (66%) were “very good” or “good.”

When compared to 2013, Lakewood as a place to work received a lower rating in 2016 while ratings for Lakewood as a place to raise children and to retire remained stable in 2016 compared to 2013.

It should be noted that more than 20% of respondents selected “don’t know” when rating Lakewood as a place to retire and work. The ratings presented in the body of the report are for those respondents who had an opinion. (A complete set of responses to each question, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions*.)

Ratings of the aspects of quality of life were compared to ratings given in other national and Front Range communities (see *Appendix D: Benchmark Comparisons*). Lakewood as a place to work was much higher than both benchmarks and as a place to retire was higher than the national comparison and similar to the Front Range comparison. Lakewood as a place to raise children was similar to the national comparison but lower than the Front Range comparison.

When compared by respondent demographic subgroups, residents who had lived in Lakewood for five years or less tended to give lower ratings for Lakewood as a place to retire while residents who were 55 years of age or older tended to give higher ratings (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 5: Aspects of Quality of Life Compared by Year

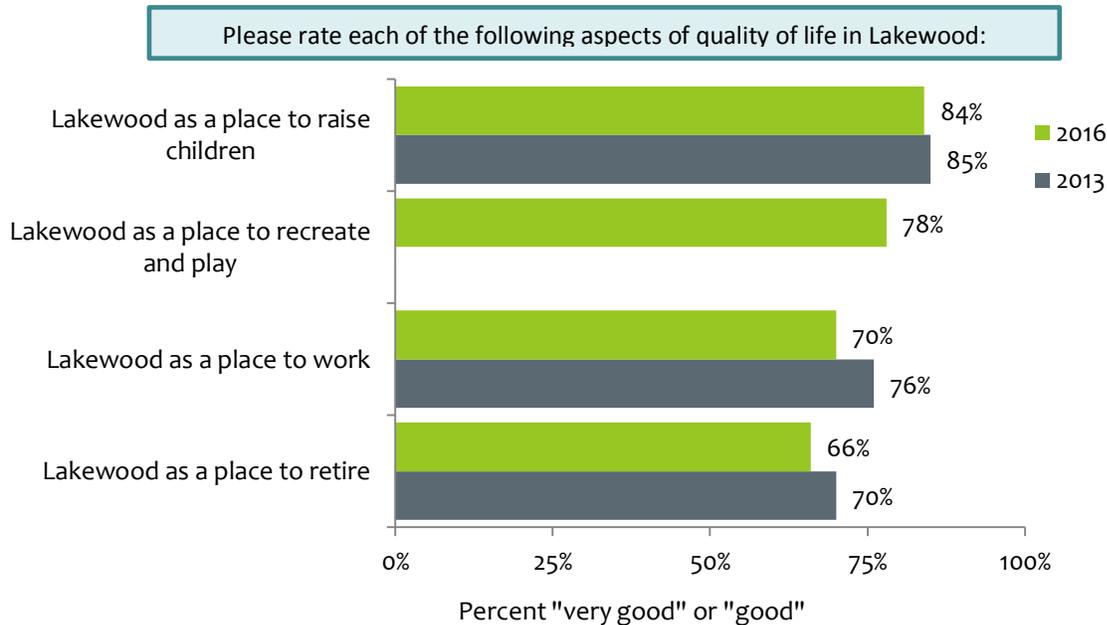


Figure 6: Aspects of Quality of Life Benchmarks

	National comparison	Front Range comparison
Lakewood as a place to raise children	Similar	Lower
Lakewood as a place to work	Much higher	Much higher
Lakewood as a place to retire	Higher	Similar

Community Characteristics

New to the 2016 survey were questions asking respondents to rate various community characteristics of Lakewood. About three-quarters of residents felt that the overall economic health of Lakewood (76%), overall feeling of safety in Lakewood (75%) and health and wellness opportunities (75%) were “very good” or “good.” Just over half indicated that the sense of community was “very good” or “good” and about 4 in 10 gave positive marks to the cost of living.

Ratings of community characteristics were compared to ratings given in other national and Front Range communities (see *Appendix D: Benchmark Comparisons*). The overall economic health of Lakewood was much higher than in other communities across the nation and in the Front Range while the cost of living was similar to both. Health and wellness opportunities was higher than the national comparison and similar to the Front Range comparison. Overall feeling of safety and sense of community were both lower or much lower than each comparison groups.

When compared by respondent demographic subgroups, residents who had lived in Lakewood for five years or less tended to give lower ratings to the overall economic health of Lakewood compared to residents who had lived in the community longer and residents age 35 to 54 tended to give lower ratings to health and wellness opportunities, overall feeling of safety and sense of community compared to their younger and older counterparts (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 7: Community Characteristics

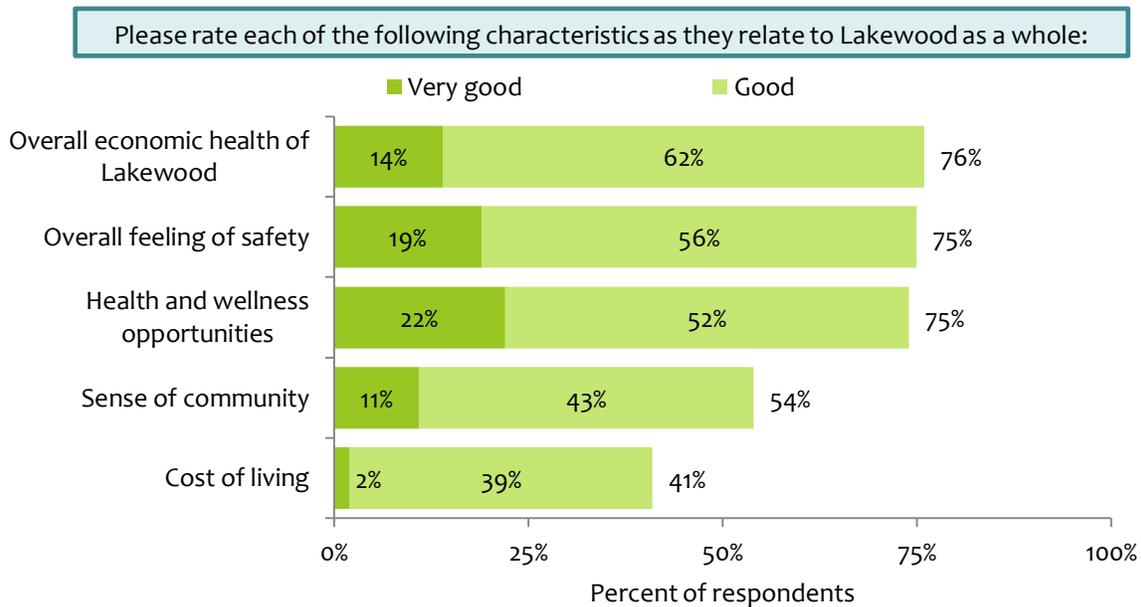


Figure 8: Community Characteristics Benchmarks

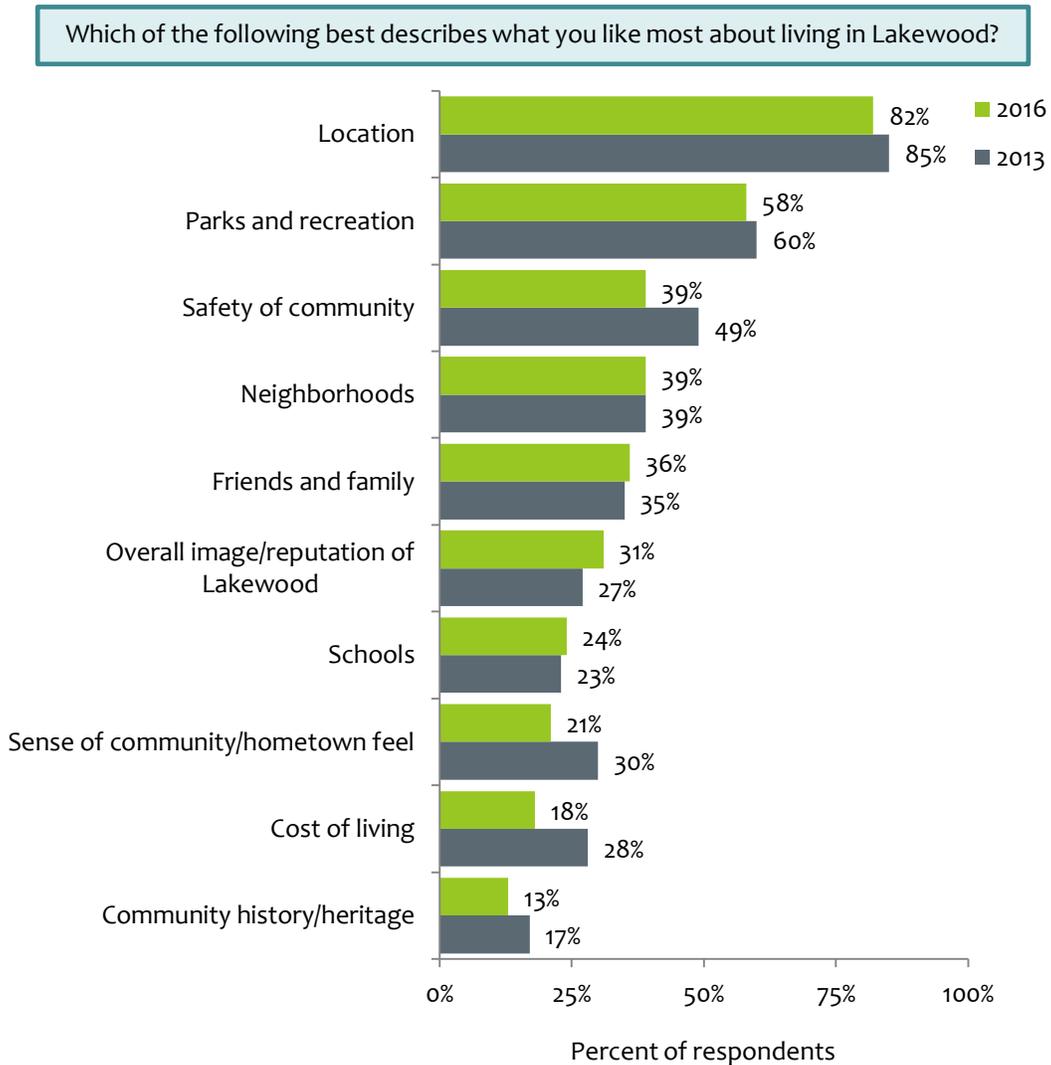
	National comparison	Front Range comparison
Overall economic health of Lakewood	Much higher	Much higher
Overall feeling of safety	Much lower	Much lower
Health and wellness opportunities	Higher	Similar
Sense of community	Lower	Much lower
Cost of living	Similar	Similar

Like Most About Living in Lakewood

As in 2013, respondents were asked to identify what they like most about living in Lakewood and were instructed to select as many items as they felt applied. The location of the city was, by far, the most frequently mentioned, with about 82% of respondents selecting this reason, followed by parks and recreation (58%) and the safety of the community (39%). Less popular reasons for living in Lakewood were the cost of living (18%) and community history/heritage (13%).

When compared to 2013, most ratings remained stable; however fewer residents selected the safety of the community, sense of community/hometown feel and cost of living as what they like most about living in Lakewood.

Figure 9: What Residents Like Most About Living in Lakewood Compared by Year



Percent may total more than 100% as respondents could select more than one response.

Important Factors in Lakewood

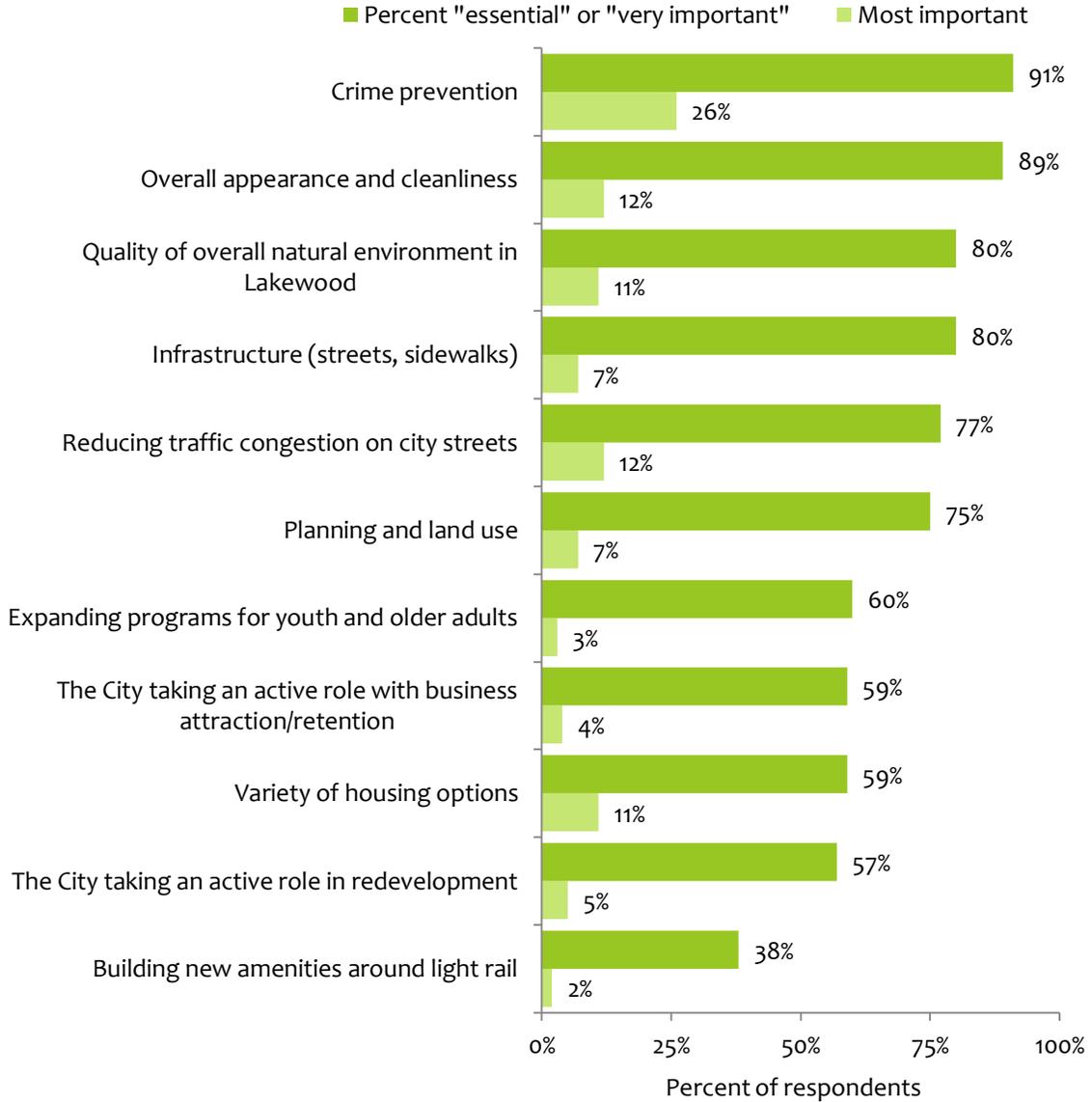
When asked to rate the importance of various factors as they related to Lakewood over the next two years, nearly all respondents (91%) **rated crime prevention as “essential” or “very important.”** no one reported **crime prevention as “not at all important.”** The overall appearance and cleanliness (89%), the quality of the overall natural environment (80%), **the City’s infrastructure (80%),** reducing traffic congestion on city streets (77%) and planning and land use (75%) **were thought to be “essential” or “very important” by at least three-quarters of respondents.** The least important factor, with 38% reporting it as “essential” or “very important,” was building new amenities around the light rail.

Respondents were then asked, from the same list, to select the item that they believe is the most important. Those items receiving the highest ratings of “essential” or “very important” **also received the highest “most important” rating. The factors viewed as the “most important” were** crime prevention (26%), overall appearance and cleanliness (12%), the quality of the overall natural environment (11%), the **City’s infrastructure (7%),** reducing traffic congestion on city streets (12%) and planning and land use (7%). **The only item given a high “most important” rating that was not among the highest “essential” and “very important” ratings was variety of housing options (12% “most important” and 59% “essential” or “very important”).** Five percent or fewer respondents selected any of the other factors as being the “most important” in Lakewood over the next two years.

Younger residents and those who had lived in the community for five years or less tended to give higher importance ratings to variety of housing options and lower importance ratings to crime prevention than older residents and those who had lived in the community for more than five years. Renters and those who were Hispanic and/or another race tended to rate building new amenities around light rail, variety of **housing options and expanding programs for youth and older adults as “essential” or “very important”** than their counterparts (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 10: Important Factors in Lakewood

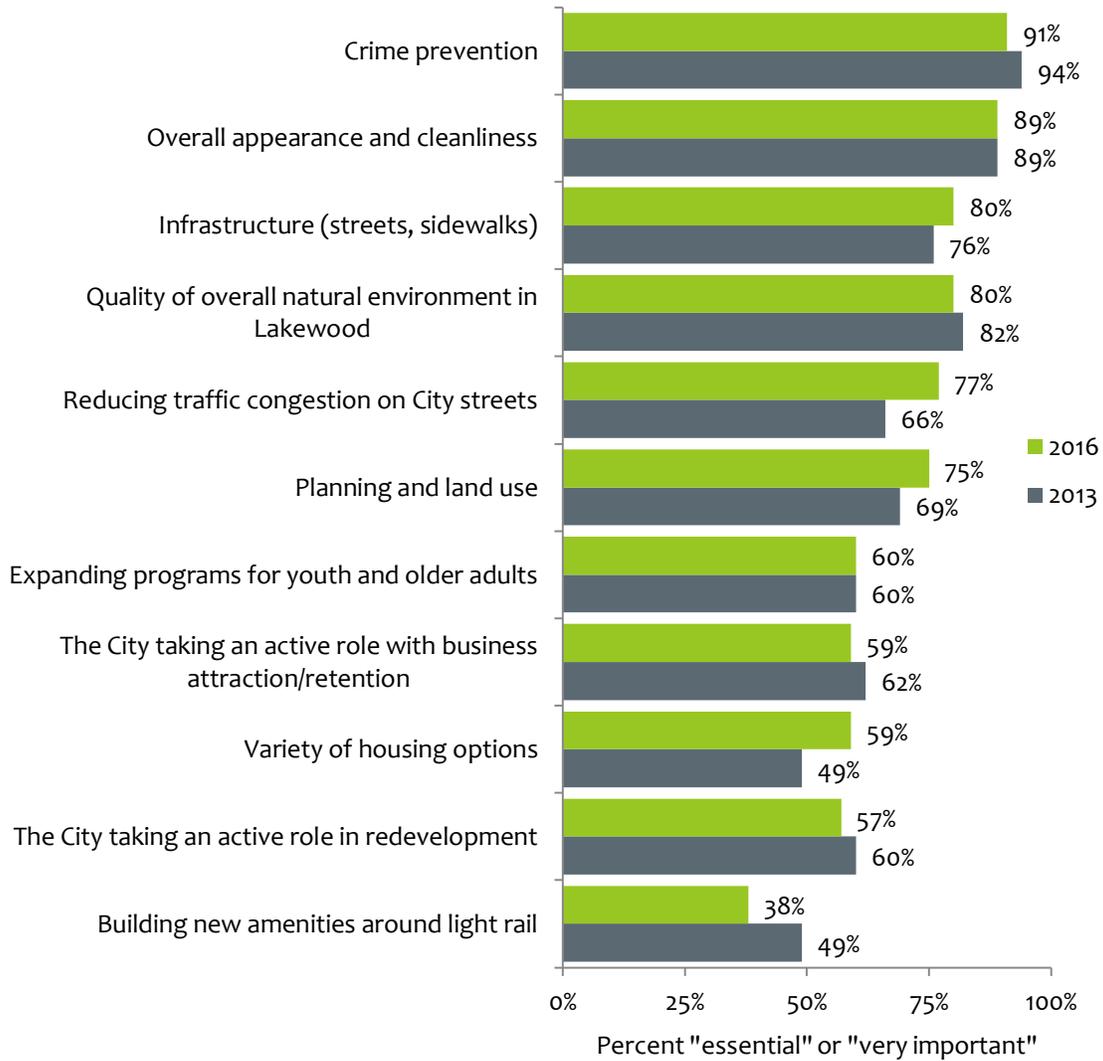
Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please first circle the number which best fits your opinion for each item. Then, check the box for the item you think is the most important.



When compared over time, ratings of importance were generally similar; however, various differences emerged. The importance ratings increased for reducing traffic congestion on City streets (66% “essential” or “very important” in 2013 compared to 77% in 2016), planning and land use (69% compared to 75%) and variety of housing options (49% compared to 59%). The importance rating for building new amenities around the light rail was the only item listed to see a lower importance rating over time (49% in 2013 compared to 38% in 2016).

Figure 11: Important Factors in Lakewood Compared by Year

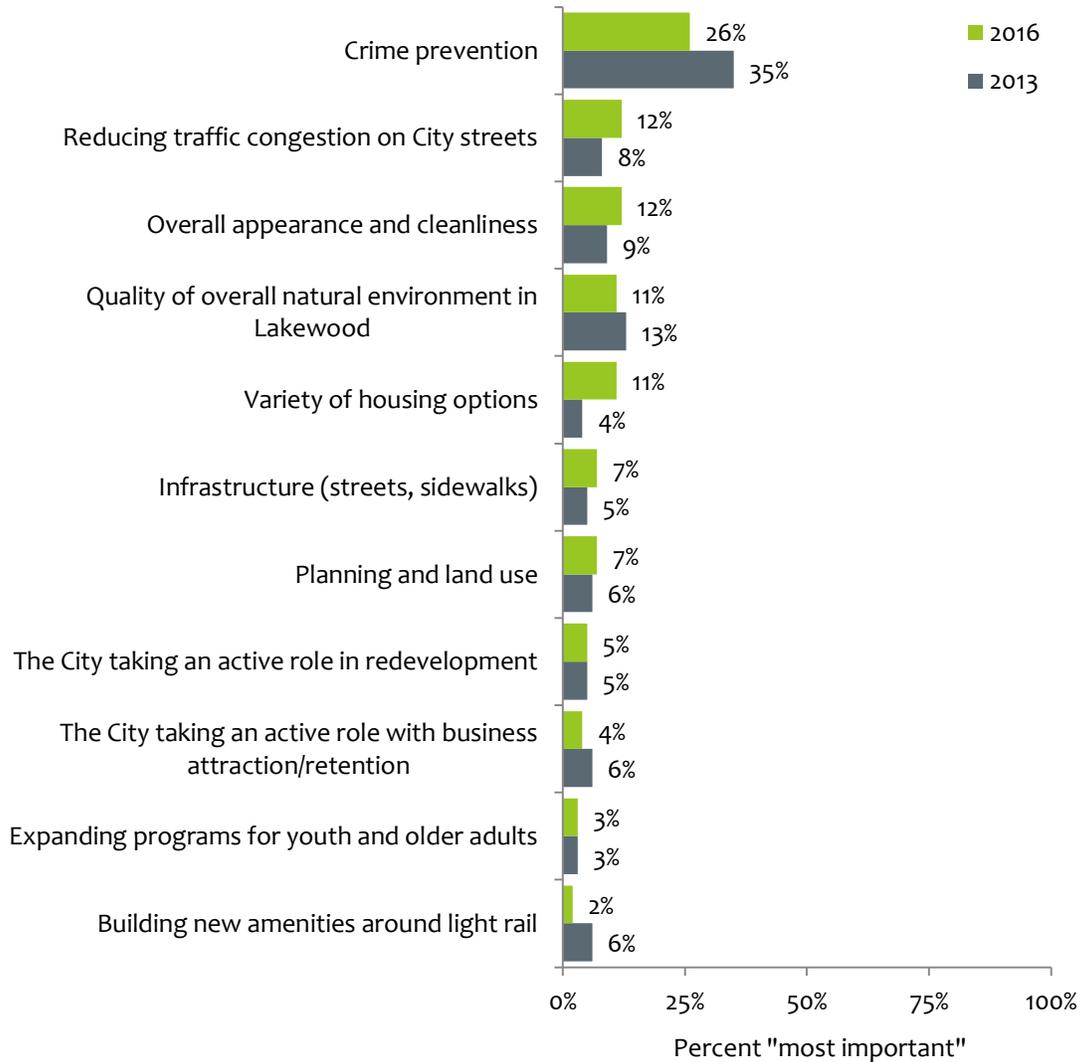
Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please circle the number which best fits your opinion for each item.



When comparing ratings of “most important” over time, few differences emerged. Crime prevention as “most important” dropped from 35% in 2013 to 26% in 2016 while variety of housing options increased (4% in 2013 compared to 11% in 2016).

Figure 12: MOST Important Factors in Lakewood Compared by Year

Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please check the box for the item you think is the most important.

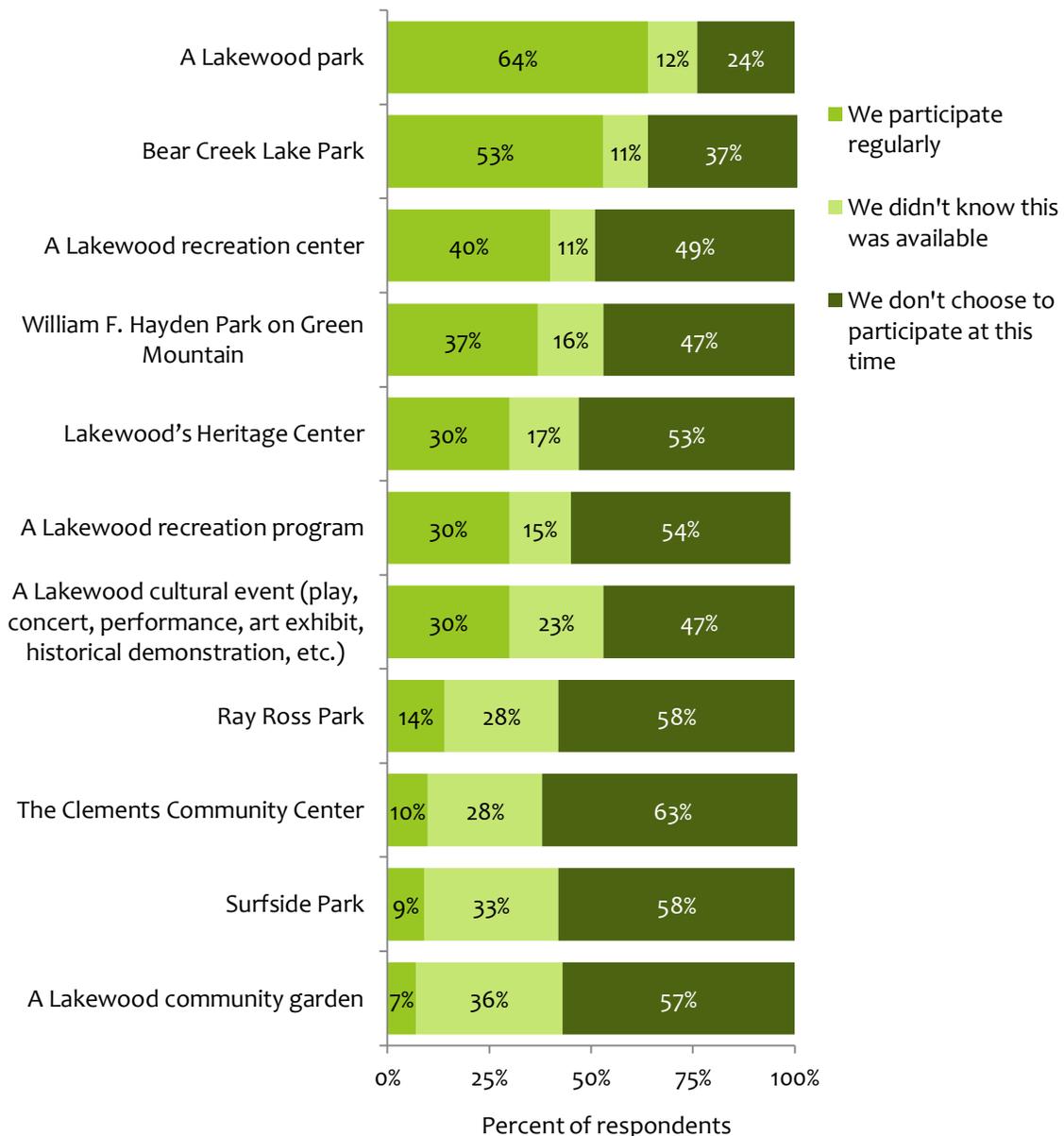


Community Participation

As in 2013, survey respondents were asked about their level of participation in various activities and programs in the City of Lakewood. Activities in which respondents reported the highest levels of participation included visiting a neighborhood park (64% participated regularly) and visiting Bear Creek Lake Park (53%). Respondents were given the option to select that they “didn’t know this was available;” about one-quarter to one-third of respondents indicated that they did not know that attending a Lakewood cultural event (23%), Ray Ross Park (28%), visiting the Clements Community Center (28%), Surfside Park (33%) and participating in a Lakewood Community Garden (36%) were available to them. For a majority of the activities and programs listed at least half of respondents reported that they “don’t choose to participate at this time.”

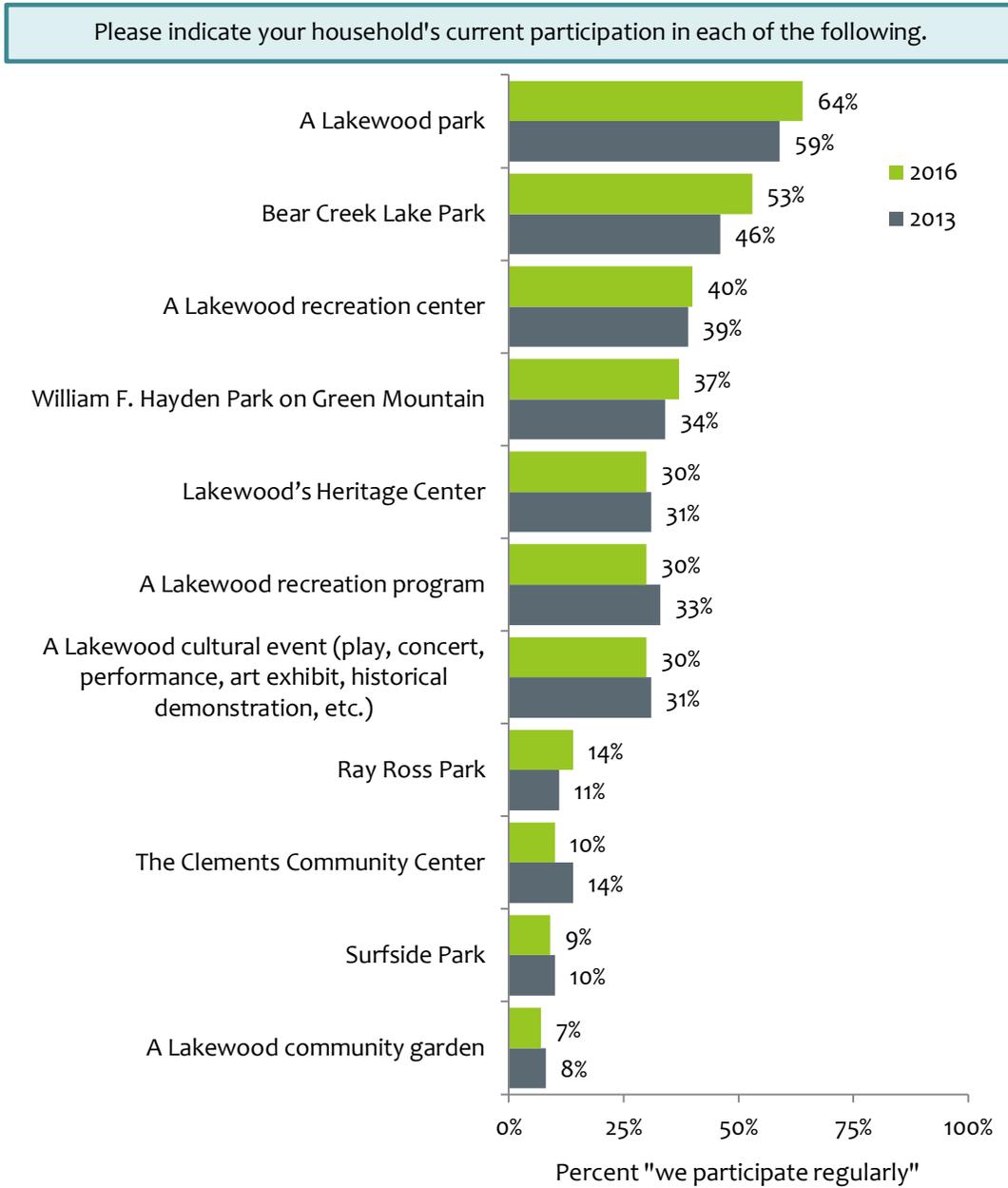
Figure 13: Participation in Community Events and Programs

Please indicate your household's current participation in each of the following.



When compared over time, resident levels of participation in various activities and programs in the City of Lakewood were generally stable. The only activity that saw a change in participation rate was Bear Creek Lake Park; the percentage of those who participate regularly increased in 2016 compared to 2013.

Figure 14: Participation in Community Events and Programs Compared by Year



Prior to 2016, Bear Creek Lake Park was Bear Creek Lake Park on Green Mountain and a Lakewood park was a Lakewood neighborhood park.

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. Lakewood residents gave favorable ratings to the various aspects of transportation in the community. About 6 in 10 residents reported that the condition of City streets (60%) and condition of state highways (57%) were “very good” or “good.” When compared to 2013, ratings for most aspects of transportation in 2016 were similar. However, ratings for the ease of car travel and the ease of travel by foot in the City decreased when compared to 2013 ratings.

It should be noted that more than 20% of respondents selected “don’t know” when rating the ease of public transit and of bicycle travel. The ratings presented in the body of the report are for those respondents who had an opinion. (A complete set of responses to each question, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions*.)

Ratings of the aspects of transportation were compared to ratings given in other national and Front Range communities (see *Appendix D: Benchmark Comparisons*). The ratings for condition of City streets and ease of public transit in the city were higher or much higher than the national and Front Range comparisons (a Front Range comparison was not available for the condition of City streets). Ease of travel by car, by foot and by bicycle were generally much lower than both the national and Front Range comparisons; however, ease of travel by bicycle was similar to the national comparison.

Residents who had lived in Lakewood for 6 to 20 years tended to give higher ratings to the condition of state highways, ease of travel by public transit and by bicycle compared to residents who had lived in the community for five years or less or for more than 20 years (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 15: Aspects of Transportation within Lakewood Compared by Year

Please rate the following aspects of transportation within Lakewood.	2016	2013	2010	2008	2006	2004	2002	2000
Condition of City streets	60%	65%	66%	63%	69%	66%	56%	60%
Condition of state highways (Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.)	57%	61%	62%	66%	68%	60%	51%	53%
Ease of public transit in the city	55%	54%	55%	50%	51%	56%	49%	45%
Ease of car travel in the city	52%	64%	65%	63%	63%	59%	49%	44%
Ease of bicycle travel in the city	50%	53%	60%	NA	NA	NA	NA	NA
Ease of travel by foot in the city	43%	49%	59%	57%	55%	NA	NA	NA

Percent “very good” or “good.”

In 2006, “Ease of public transit in Lakewood” replaced ‘Ease of bus travel in the city.’ Prior to 2013, “Condition of state highways” did not include the additional detail of “(Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.).”

Figure 16: Aspects of Transportation Benchmarks

	National comparison	Front Range comparison
Condition of City streets	Higher	NA
Ease of public transit in the city	Much higher	Higher
Ease of car travel in the city	Much lower	Much lower
Ease of bicycle travel in the city	Similar	Much lower
Ease of travel by foot in the city	Much lower	Much lower

Safety in Lakewood

Residents were asked a set of questions concerning feelings of safety in Lakewood and were asked to evaluate several services related to the Police Department. Residents reported a high sense of safety in their home, in their neighborhood during the day **and in Lakewood’s commercial area during the day**; at least 9 in 10 respondents reported feeling “very” or “somewhat” safe in each of these areas. Respondents tended to feel slightly less safe walking alone in their neighborhood after dark (76% “very” or “somewhat” safe) **and in Lakewood’s commercial area after dark** (67%). When compared to 2013, ratings have remained stable.

When comparisons were available, ratings of safety were generally similar to or lower than ratings given in comparison communities across the nation and in the Front Range (see *Appendix D: Benchmark Comparisons*).

When compared by respondent demographic subgroups, residents who were age 55 years or older tended to give lower safety ratings to walking alone in their neighborhood after dark and in commercial areas after dark, while residents who were age 18 to 34 tended to give lower ratings to feelings of safety in their home (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 17: Feelings of Safety in Lakewood Compared by Year

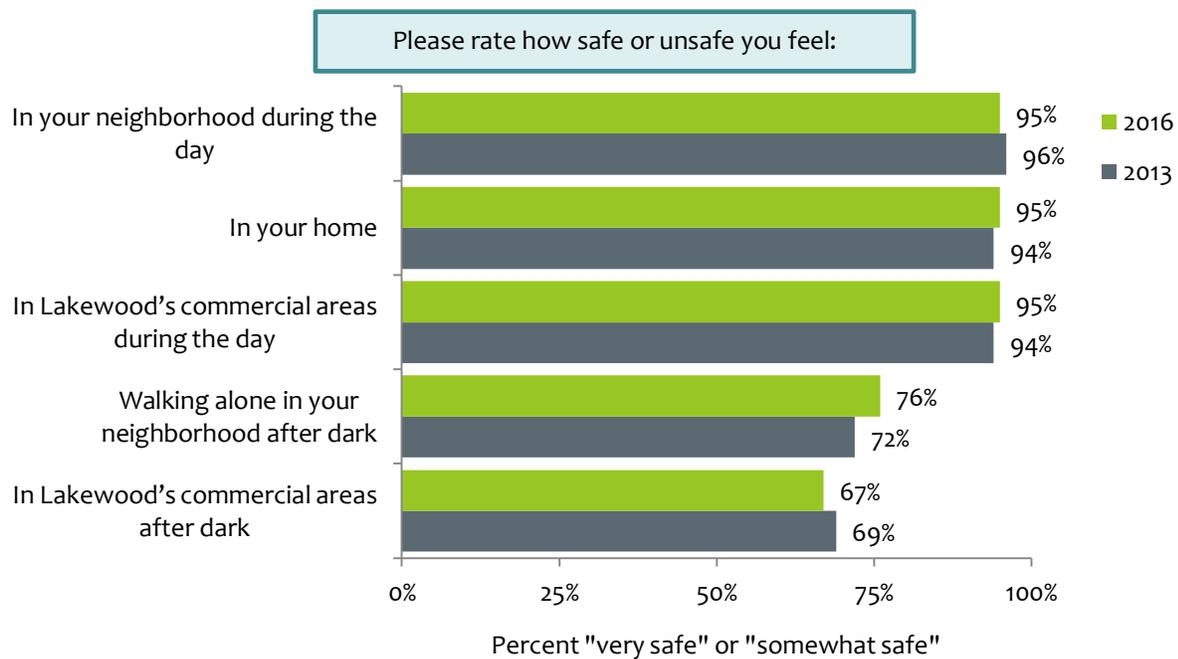


Figure 18: Feelings of Safety Benchmarks

	National comparison	Front Range comparison
In your neighborhood during the day	Similar	Similar
In Lakewood’s commercial areas during the day	Similar	Much lower
Walking alone in your neighborhood after dark	Similar	NA
In Lakewood’s commercial areas after dark	Much lower	Much lower

When rating how well the Lakewood Police Department dealt with a variety of issues, residents responded with positive ratings to most issues. Every listed issue received at least 51% of residents reporting that the Department did a **“very good” or “good”** job dealing with each. At the top of the list, with 79% reporting **“very good” or “good,”** was **response to calls for service** followed by prevention of crime (72%). At the bottom of the list, with 55% reporting **“very good” or “good,”** was **working with special populations** and obtaining support from the community followed by explaining crime prevention techniques to citizens (51%).

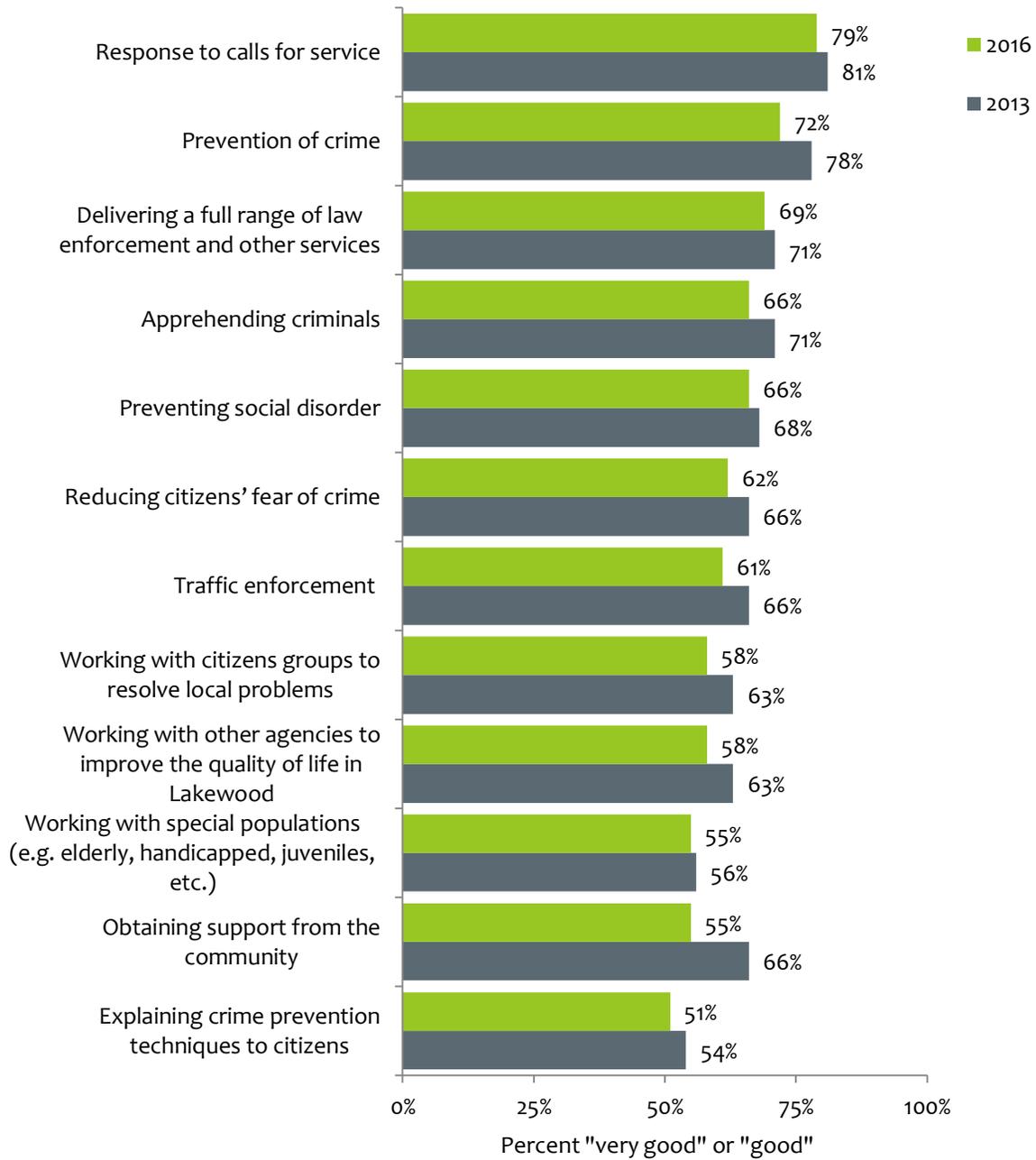
When 2016 ratings were compared to 2013, two items decreased including the prevention of crime (78% in 2013 compared to 72% in 2016) and obtaining support from the community (66% compared to 55%).

The rating for prevention of crime was the only item out of this list that could be compared to other communities across the county as well as those in the Front Range (see ***Appendix D: Benchmark Comparisons***) and was rated similar to both benchmarks.

It should be noted that **more than 20% of respondents selected “don’t know”** when rating each item listed in this question. The ratings presented in the body of the report are for those respondents who had an opinion. (A complete set of responses to each question, including **“don’t know,”** can be found in ***Appendix B: Responses to Survey Questions.***)

Figure 19: Ratings of Lakewood Police Department Compared by Year

How well does the Lakewood Police Department deal with each of the following issues?



City Services

Respondents were asked to rate the quality of 21 City services as well as the overall quality of service delivery in Lakewood.

Overall Quality of City Services

Residents were given the opportunity to rate the overall quality of City service delivery. Sixty percent rated the overall quality of City services as “very good” or “good,” one-third said it was “neither good nor bad” and only 4% rated it as “bad” or “very bad.” When compared to 2013, this rating remained stable.

It should be noted that more than 20% of respondents selected “don’t know” when rating the overall quality of service delivery. The ratings presented in the body of the report are for those respondents who had an opinion. (A complete set of responses to each question, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions.*)

This rating was much lower than both the national and Front Range benchmark comparisons (see *Appendix D: Benchmark Comparisons*).

When compared by respondent demographic subgroups, residents who were age 18 to 34 tended to give higher ratings to the overall quality of service delivery compared to older residents (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 20: Overall Quality of Service Delivery

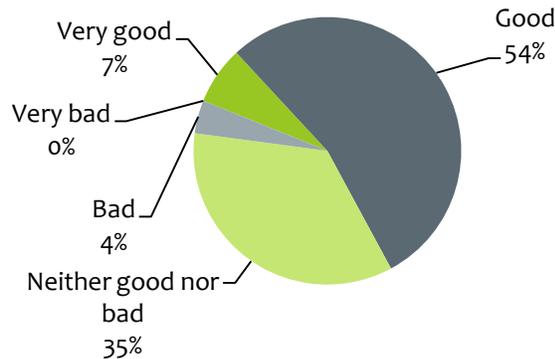
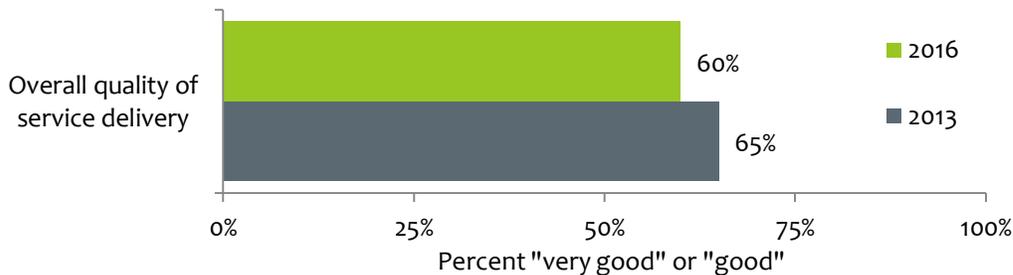


Figure 21: Overall Quality of Service Delivery Compared by Year



Evaluations of Individual City Services

Of the 21 individual services evaluated by residents, topping the list, with 86% reporting it as “very good” or “good,” was the maintenance of existing City parks, open space and trails, followed by recreation facilities (79%), recreation programs (75%), cultural facilities (74%) and police services (73%). Programs for low-income persons (34%) and for homeless people (21%) were among the lower-rated services.

At least 20% of respondents said “don’t know” when rating the following services: recreation programs (31% “don’t know”), recreation facilities (22%), City videos (69%), municipal court (62%), building permits/inspections (59%), Community Service Police Programs (56%), programs for older adults (58%), programs for low-income persons (65%), programs for people with special needs (67%), programs for homeless people (71%), the City’s Website (45%), Looking At Lakewood (23%), cultural facilities (32%) and planning/land use (29%). (See *Appendix B: Responses to Survey Questions* for a full set of responses, including “don’t know.”)

Each of the 21 services could be compared to 2013 and a majority of ratings were similar in 2016. However, police services, snow removal, street cleaning, Community Service Police Programs, City’s Website, programs for older adults, City videos, programs for low-income persons and programs for homeless people received lower ratings in 2016 compared to 2013 ratings.

Seventeen services were able to be compared to other communities across the country. Lakewood was much higher or higher than the national benchmark for three services (recreation facilities, building permits/inspections and street repair/condition) and lower or much lower for nine services (enforcing traffic laws, municipal court, programs for older adults, police services, City videos, programs for low-income persons, programs for people with special needs, the City’s Website and Looking At Lakewood (City newsletter)).

Thirteen services were able to be compared to other communities in the Front Range. When compared to these communities, two Lakewood services received ratings that higher than the benchmark (snow removal and street repair/condition), four that were similar (recreation facilities, street cleaning, City code enforcement and planning/land use) and seven that were lower or much lower (municipal court, programs for older adults, recreation programs, enforcing traffic laws, police services, programs for low-income persons and the City’s Website). (See *Appendix D: Benchmark Comparisons*).

Figure 22: City Services Compared by Year

How do you rate the quality of each of the following Lakewood City services?	Percent of respondents reporting “very good” or “good”							
	2016	2013	2010	2008	2006	2004	2002	2000
Maintenance of existing City parks, open space and trails	86%	82%	88%	84%	81%	83%	86%	89%
Recreation facilities (recreation centers, athletic fields, etc.)	79%	76%	81%	78%	77%	78%	74%	76%
Recreation programs (swim lessons, fitness, youth sports, etc.)	75%	77%	78%	77%	76%	75%	74%	78%
Cultural facilities (Cultural Center, Heritage Center, Washington Heights, etc.)	74%	77%	75%	79%	77%	NA	NA	NA
Police services	73%	79%	78%	73%	73%	74%	75%	74%
Snow removal	64%	75%	70%	63%	66%	74%	64%	66%
Looking At Lakewood (City newsletter)	63%	65%	71%	72%	69%	73%	NA	NA
Street cleaning	62%	68%	68%	63%	66%	67%	60%	61%
Enforcing traffic laws	58%	63%	66%	60%	59%	59%	54%	59%
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	56%	63%	62%	60%	60%	58%	63%	65%
Municipal court	55%	53%	59%	56%	53%	57%	57%	54%
City’s Website www.Lakewood.org	54%	60%	68%	66%	60%	64%	55%	NA
Programs for older adults	53%	59%	60%	59%	63%	64%	57%	58%
Street repair/condition	51%	55%	60%	53%	61%	55%	46%	53%
City code enforcement (weeds, junk cars, trash, etc.)	47%	48%	50%	47%	43%	51%	52%	48%
Programs for people with special needs	46%	51%	NA	NA	NA	NA	NA	NA
Building permits/inspections	46%	49%	57%	50%	47%	54%	49%	46%
Planning/land use	44%	48%	49%	42%	NA	NA	NA	NA
City videos (YouTube, KLTV 8)	40%	48%	67%	66%	61%	65%	66%	60%
Programs for low-income persons	34%	46%	NA	NA	NA	NA	NA	NA
Programs for homeless people	21%	40%	NA	NA	NA	NA	NA	NA

Prior to 2013, “Programs for older adults” was “Programs for senior citizens” and “City videos (YouTube, KLTV 8)” was “Government access cable television KLTV8.”

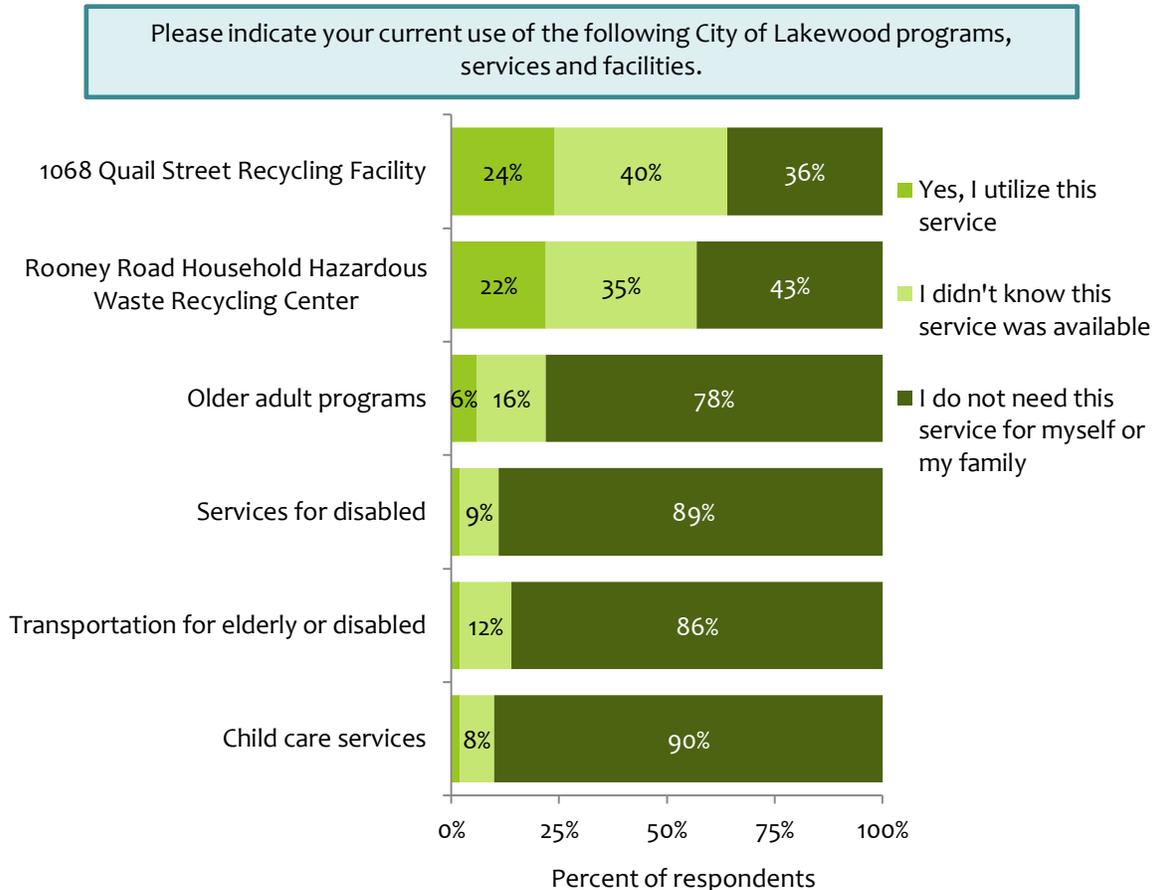
Figure 23: City Services Benchmarks

	National comparison	Front Range comparison
Snow removal	Similar	Higher
Street repair/condition	Much higher	Higher
Street cleaning	Similar	Similar
Enforcing traffic laws	Lower	Much lower
City code enforcement (weeds, junk cars, trash, etc.)	Similar	Similar
Recreation programs (swim lessons, fitness, youth sports, etc.)	Similar	Lower
Recreation facilities (recreation centers, athletic fields, etc.)	Higher	Similar
Police services	Much lower	Much lower
City videos (YouTube, KLTv 8)	Much lower	NA
Municipal court	Lower	Lower
Building permits/inspections	Higher	NA
Programs for older adults	Lower	Lower
Programs for low-income persons	Much lower	Much lower
Programs for people with special needs	Much lower	NA
City's Website www.Lakewood.org	Much lower	Much lower
Looking At Lakewood (City newsletter)	Much lower	NA
Planning/land use	Similar	Similar

Use of Services and Programs

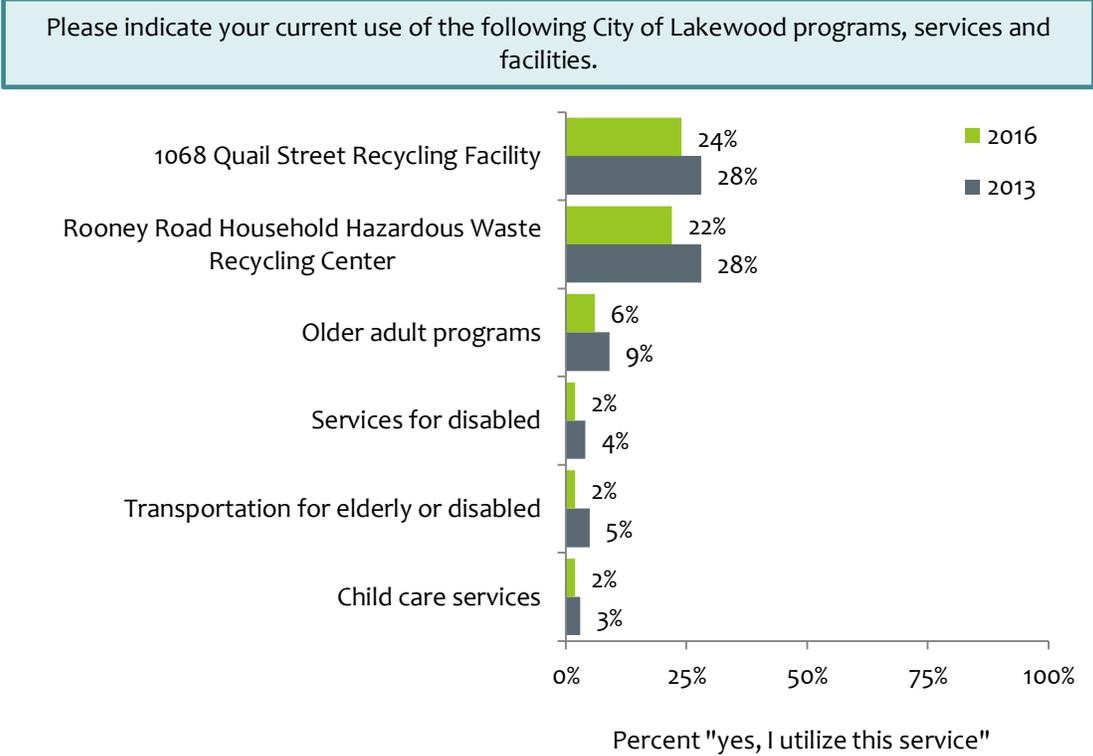
Residents were asked about their current use of services, programs and facilities in the City of Lakewood. Facilities for which respondents reported the highest level of use included the 1068 Quail Street Recycling Facility (24% utilized this facility) and the Rooney Road Household Hazardous Waste Recycling Center (22%). **These two facilities also were given the highest ratings of respondents reporting that they “didn’t know this service was available” (40% and 35% respectively).** At least 78% of respondents reported that they “do not need this service for myself or my family” for older adult programs, transportation for elderly or disabled, services for disabled and child care services.

Figure 24: Current Use of City of Lakewood Programs, Services and Facilities



When compared over time, **resident's** current use of services, programs and facilities in the City of Lakewood were generally stable. The only activity that saw a change in rating was for Rooney Road Household Hazardous Waste Recycling Center; the percentage of those who utilized this facility decreased in 2016 compared to 2013.

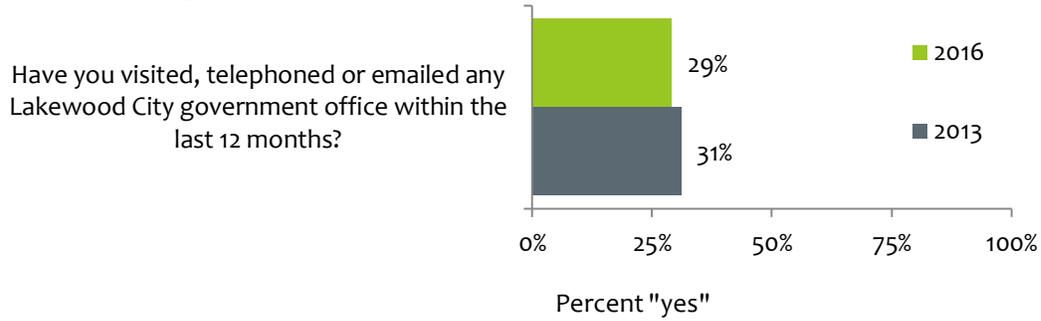
Figure 25: Current Use of City of Lakewood Programs, Services and Facilities Compared by Year



City Employees and Government

About one in three respondents said that they had contact with a City of Lakewood employee in the 12 months prior to the survey, a much lower rate of contact than the amount of contact reported in other communities across the nation and in the Front Range (see *Appendix D: Benchmark Comparisons*). When compared to 2013, this rate of contact has remained stable.

Figure 26: Contact with City of Lakewood Employees Compared by Year



Those who had contact with the City were asked to evaluate various characteristics of the employee during their interaction. **City employees were given “very good” or “good” ratings by between 73% and 79% of respondents for their knowledge, courtesy, responsiveness and the overall impression.** When compared to 2013, evaluations remained stable.

When compared to the nation and Front Range, Lakewood employees received evaluations that were generally lower than their peers, however, ratings for the overall impression were similar to both sets of comparisons (see *Appendix D: Benchmark Comparisons*).

Figure 27: Perceptions of City of Lakewood Employees Compared by Year

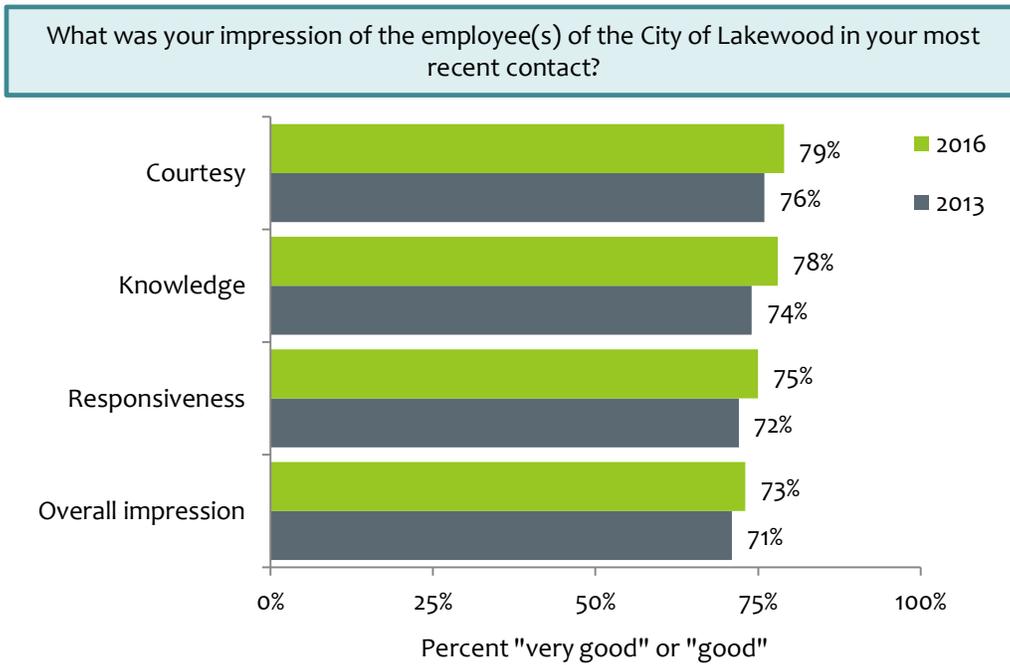


Figure 28: Perceptions of City Employees Benchmarks

	National comparison	Front Range comparison
Courtesy	Much lower	Lower
Knowledge	Lower	Much lower
Responsiveness	Much lower	Much lower
Overall impression	Similar	Similar

Government Performance

The 2016 Lakewood survey included a question regarding the quality of government performance for a number of categories ranging from overall confidence in the representation of elected officials to the job Lakewood government does at welcoming citizen involvement.

Overall Performance

Respondents were asked to rate the quality of the overall performance of Lakewood City government. Forty-nine reported this as “very good” or “good,” while only 9% reported this as “very bad” or “bad.” About 42% of residents felt it was “neither good nor bad.” When compared to 2013, the 2016 rating was lower and was much lower than the national benchmark (a comparison to the Front Range was not available).

About 20% of respondents selected “don’t know” when rating the overall Lakewood government performance. The full set of responses, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions*.

Figure 29: Overall Lakewood City Government Performance

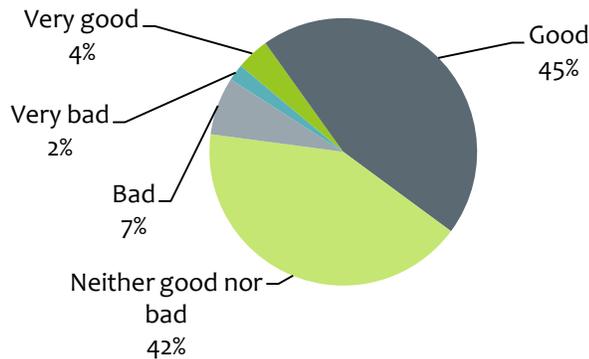
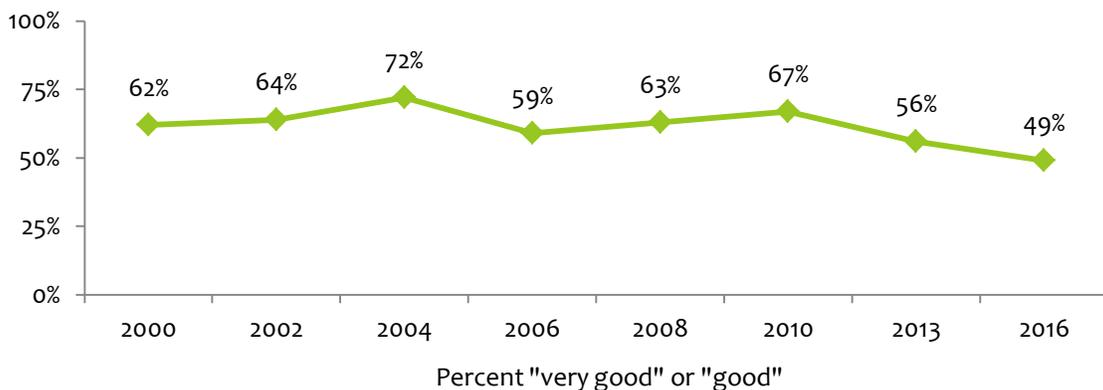


Figure 30: Overall Lakewood City Government Performance Compared by Year



Prior to 2013 this question was “In general, how well do you think Lakewood City government operates” on a scale of very well, well, neither well nor poorly, poorly and very poorly and was a single item. In 2013 this question was the last in a list of government performance related items as “Overall Lakewood City government performance” on a scale of very good, good, neither good nor bad, bad and very bad.

Survey respondents were provided with a number of categories regarding City government performance and asked to rate the quality of each. Receiving the highest rating, with 60% of respondents reporting **“very good” or “good,” was the government supporting the quality of life in Lakewood**, followed by the overall direction the City is taking (55%). At the bottom of the list, with 41% of respondents reporting **“very good” or “good,” was the job Lakewood government does at welcoming citizen involvement**, preceded by the job City Council representatives do at generally acting in the best interest of the community at large (42%).

More than 20% of respondents selected “don’t know” when rating each of the categories of government performance in this question. The full set of responses, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions*.

Each of the 10 categories could be compared to 2013 ratings and five ratings declined in 2016 while five remained similar in 2016. The items that saw a decline in ratings were the overall direction the City is taking, working through priority issues facing the City, informing residents about City issues, overall confidence in the representation I receive from the mayor, the job City Council representatives do at generally acting in the best interest of the community at large and the job Lakewood government does at welcoming citizen involvement.

Four of the 10 aspects of the City government performance could be compared to the national benchmark and three could be compared to the Front Range benchmark. Ratings were generally lower than ratings given in peer communities; however, ratings for the overall direction the City is taking and the job Lakewood government does at welcoming citizen involvement were both similar to the national comparison (see *Appendix D: Benchmark Comparisons* for more information on the benchmark data).

Residents who were age 18 to 34 tended to give higher ratings to the various categories of government performance while residents age 35 to 54 tended to give the lowest ratings; residents age 55 or older tended to give ratings that fell in the middle. Where differences were observed, renters also tended to give higher ratings to aspects of government performance than homeowners (See *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Figure 31: Lakewood Government Performance Compared by Year

Please rate the following categories of Lakewood government performance:	Percent of respondents reporting “very good” or “good”							
	2016	2013	2010	2008	2006	2004	2002	2000
Supporting the quality of life in Lakewood	60%	63%	NA	NA	NA	NA	NA	NA
The overall direction the City is taking	55%	62%	57%	52%	53%	61%	56%	39%
Overall confidence in the representation I receive from my council members	46%	44%	40%	42%	37%	46%	41%	31%
Overall confidence in how the city manager manages City operations	46%	50%	45%	40%	33%	NA	NA	NA
Working through priority issues facing the City	44%	51%	NA	NA	NA	NA	NA	NA
Informing residents about City issues	44%	53%	NA	NA	NA	NA	NA	NA
Overall confidence in the representation I receive from the mayor	43%	52%	44%	44%	39%	52%	48%	39%
The value of services for the sales and property taxes paid	43%	46%	48%	44%	41%	50%	52%	56%
The job City Council representatives do at generally acting in the best interest of the community at large	42%	48%	51%	53%	53%	62%	55%	58%
The job Lakewood government does at welcoming citizen involvement	41%	48%	57%	55%	51%	56%	56%	58%

Prior to 2013 these items were asked on the scale strongly agree, agree, neither agree nor disagree, disagree or strongly disagree.

Figure 32: Lakewood Government Performance Benchmarks

	National comparison	Front Range comparison
The job City Council representatives do at generally acting in the best interest of the community at large	Lower	NA
The value of services for the sales and property taxes paid	Lower	Lower
The overall direction the City is taking	Similar	Lower
The job Lakewood government does at welcoming citizen involvement	Similar	Lower

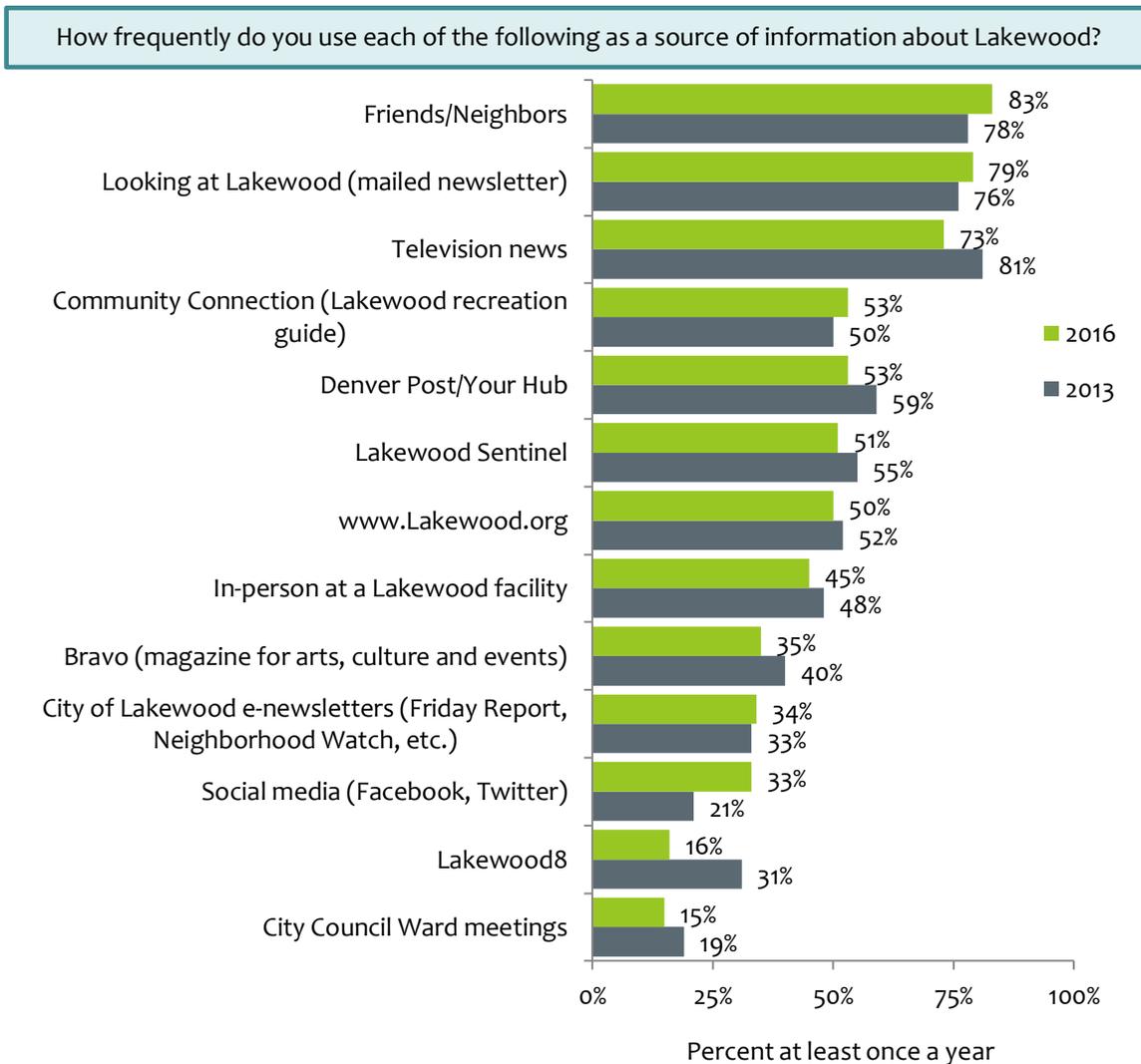
Communication with Citizens

Several questions on the 2016 survey were aimed at understanding better what sources of information residents used for getting information about the City, along with how residents felt about specific aspects of the City’s Website and how likely they would be to use certain functions on the Website.

Sources of Information

When asked how frequently respondents used 13 different sources to get information about Lakewood, the most frequently used were friends or neighbors (83% reported using this source at least once a year); the City’s mailed newsletter, Looking At Lakewood (79%); and television news (73%). At least half of respondents had used the Community Connection (Lakewood recreation guide), Lakewood’s Website, the Lakewood Sentinel and Denver Post/Your Hub at least once in the last year. Fewer than one in five reported using City Council Ward meetings and Lakewood8 as sources of information about Lakewood at least once a year. When compared to 2013, ratings generally remained stable; however, fewer residents relied on television news, Denver Post/Your Hub and Lakewood8 while more relied on social media.

Figure 33: Sources of Information about the City of Lakewood Compared by Year



Prior to 2016, Lakewood8 was KLTV Channel 8 City videos (KLTv8 & YouTube) and Bravo (magazine for arts, culture and events) was Bravo (magazine for events at the Lakewood Cultural Center).

When assessing various aspects of the City’s Website, in general, it was given favorable evaluations; 54% or more rated each aspect as “good” or “very good.” The search function and ease of navigation received the lowest ratings of all aspects rated, while the appearance and current information received the highest ratings. Ratings for all aspects remained similar in 2016 compared to 2013.

More than 20% of respondents selected “don’t know” when rating each of the aspects of the City’s Website in this question. The full set of responses, including “don’t know,” can be found in *Appendix B: Responses to Survey Questions*.

Each of the five aspects of the City’s Website could be compared to the national benchmark while Front Range comparisons were not available. Ratings were generally lower than ratings given in peer communities; however, the rating for ease of navigation was similar to the national comparison (see *Appendix D: Benchmark Comparisons* for more information on the benchmark data).

Figure 34: Aspects of the City of Lakewood's Website Compared by Year

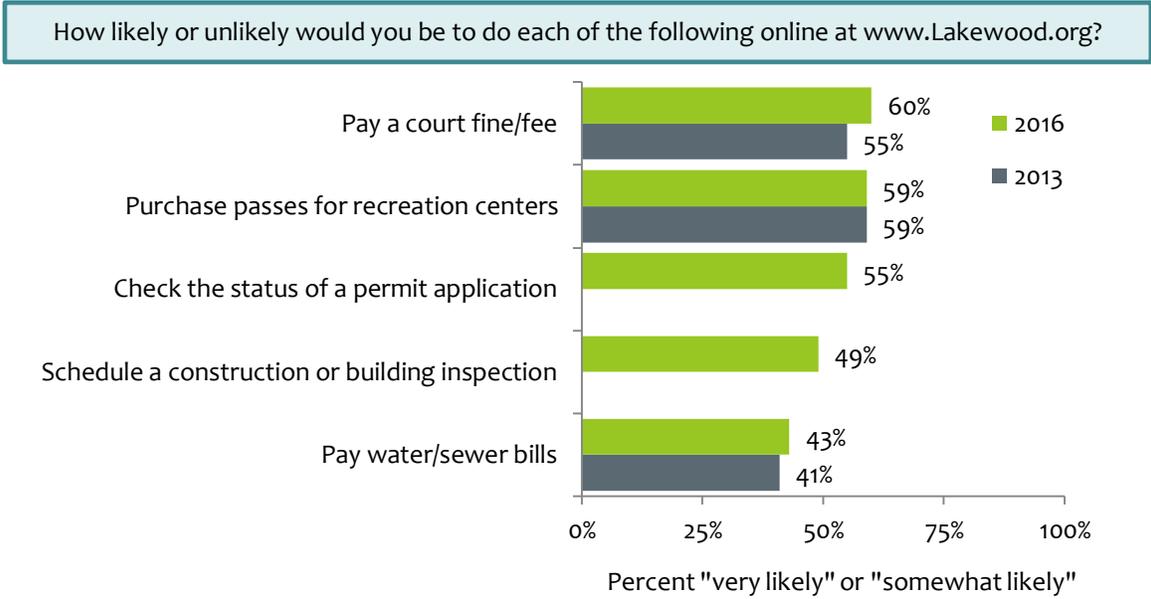
Please rate the following aspects of the City of Lakewood website.	Percent of respondents reporting “very good” or “good”						
	2016	2013	2010	2008	2006	2004	2002
Current information	71%	72%	78%	74%	72%	82%	68%
Appearance	69%	71%	71%	72%	71%	70%	63%
Online services offered	63%	67%	69%	66%	54%	66%	NA
Ease of navigation	61%	59%	63%	57%	63%	67%	66%
Search function	54%	54%	59%	57%	55%	NA	NA

Figure 35: Aspects of City Website Benchmarks

	National comparison	Front Range comparison
Current information	Lower	NA
Appearance	Much lower	NA
Online services offered	Much lower	NA
Ease of navigation	Similar	NA
Search function	Lower	NA

All residents completing the survey were asked how likely or unlikely they were to use certain functions on the City's Website. Respondents were most likely to **pay a court fine or fee (60% "very" or "somewhat likely")**, followed closely by purchasing passes for recreation centers (59%). About half of residents were **"very" or "somewhat likely" to check the status of a permit application and schedule a construction or building inspection.** Residents were less likely to use the bill pay function for water or sewer bills (43%). When compared to 2013, when comparisons were available, likelihood ratings remained stable.

Figure 36: Likelihood of Using Functions on the City's Website Compared by Year



Appendix A: Respondent Characteristics

Characteristics of the survey respondents are displayed in the tables on the following pages of this appendix.

Figure 37: Length of Residency in Lakewood

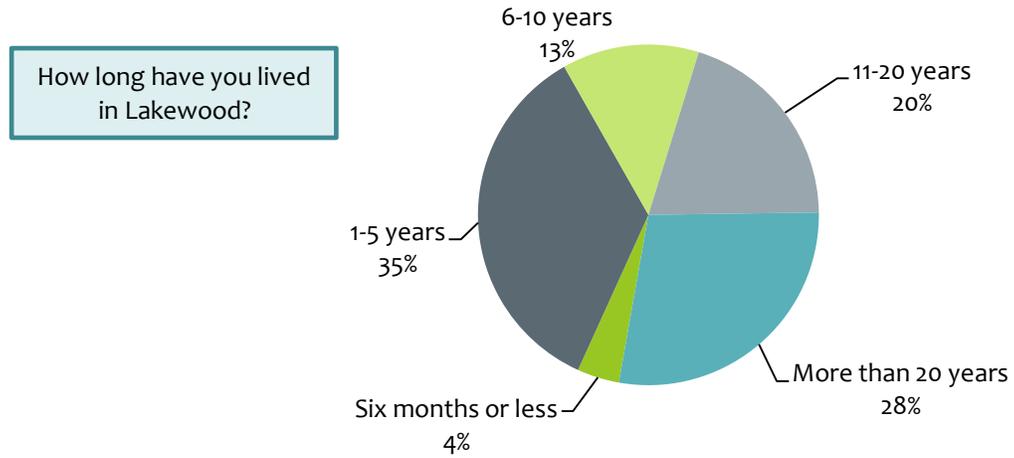


Figure 38: Work Outside the Home

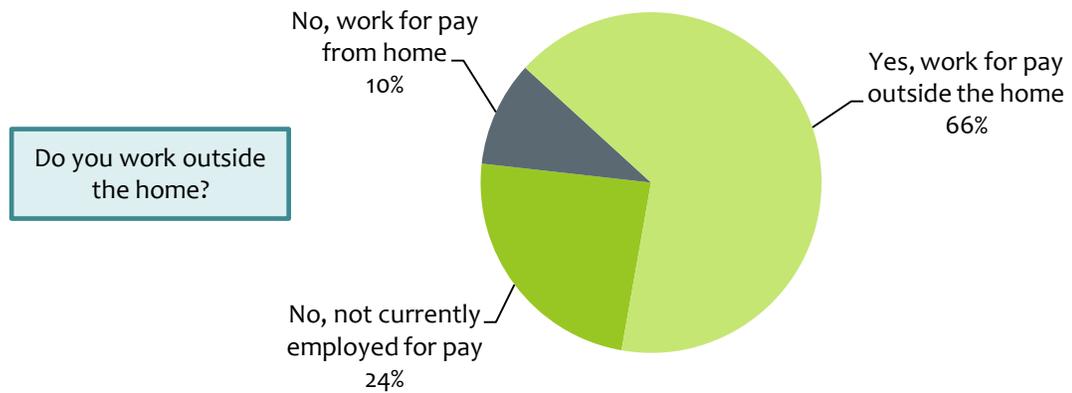
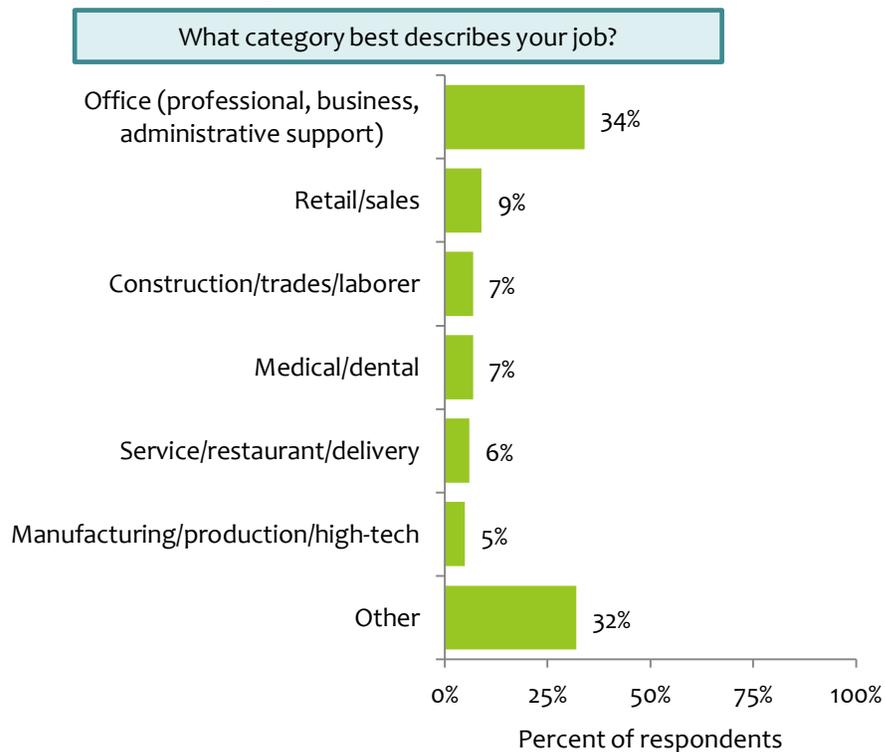


Figure 39: City of Employment

If you travel to a specific workplace, in what city do you work? (If you work in more than one city, check the box for the city in which you most often work.)	Percent of respondents
Arvada	3%
Aurora	2%
Boulder	1%
Broomfield	1%
Denver	37%
Englewood	4%
Golden	7%
Littleton	4%
Louisville	0%
Northglenn	0%
Thornton	0%
Westminster	0%
Wheat Ridge	3%
Lakewood	26%
Other	11%
Total	100%

Respondents were given the option to write-in an “other” response. These responses can be found in Appendix C: Verbatim Responses to Open-ended Survey Questions.

Figure 40: Job Industry



Respondents were given the option to write-in an “other” response. These responses can be found in Appendix C: Verbatim Responses to Open-ended Survey Questions.

Figure 41: Service Area Outside of Lakewood

If you work in a service industry based in Lakewood, how far outside of Lakewood does your service area extend?	Percent of respondents
5-mile radius	6%
10-mile radius	10%
Denver metro area	19%
Front Range	12%
Statewide	10%
Other	43%
Total	100%

Figure 42: Housing Unit Type

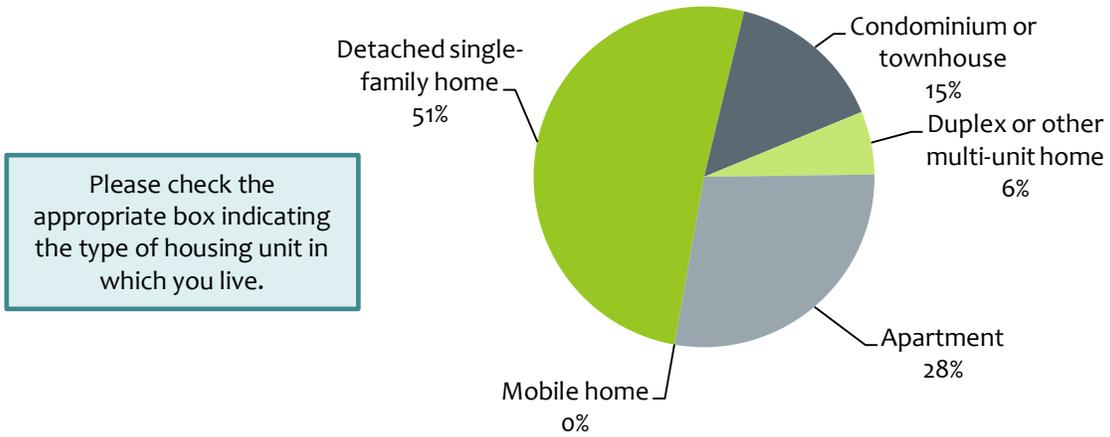


Figure 43: Housing Unit Tenure

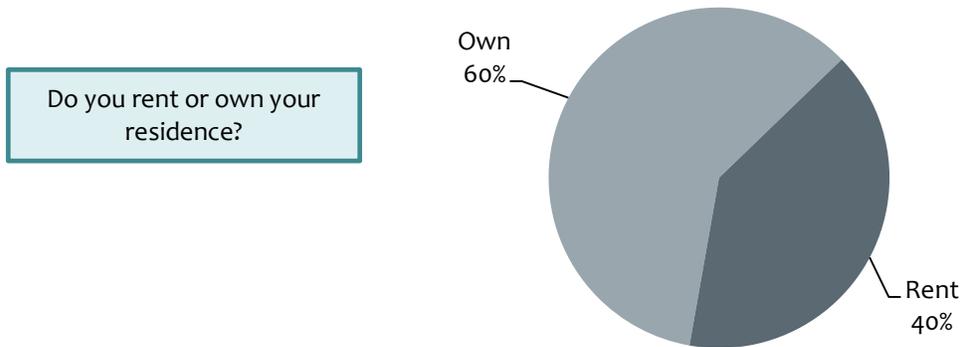


Figure 44: Respondent Gender

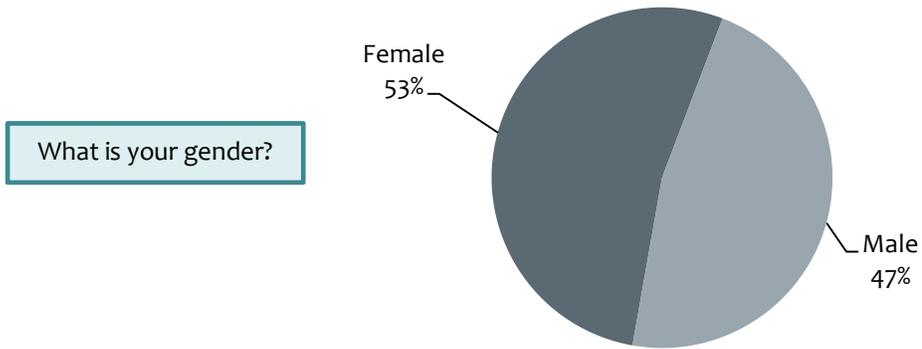


Figure 45: Number of People in Household

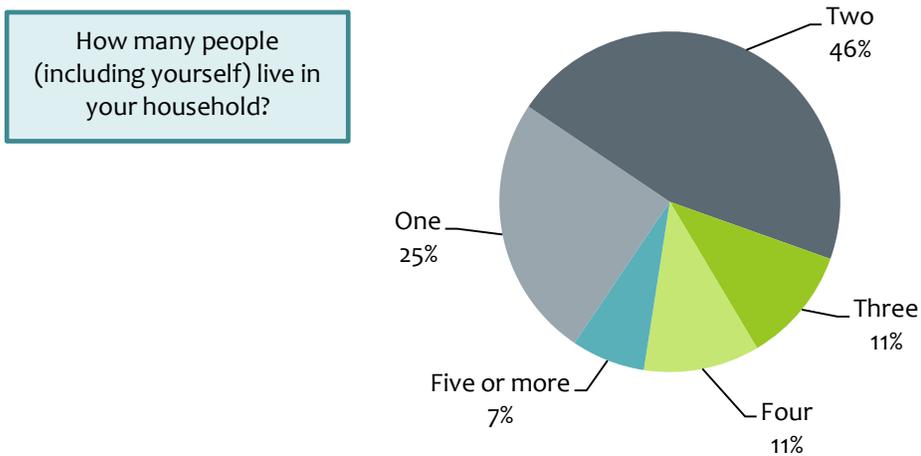


Figure 46: Presence of Children Age 17 Years and Under

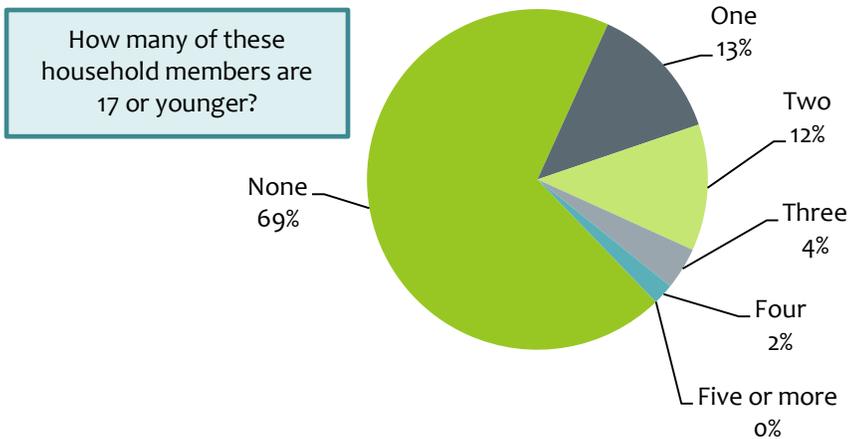


Figure 47: Household Income

About how much do you estimate your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES was in 2015?	Percent of respondents
Less than \$15,000	7%
\$15,000 to \$24,999	8%
\$25,000 to \$34,999	9%
\$35,000 to \$49,999	15%
\$50,000 to \$74,999	19%
\$75,000 to \$99,999	11%
\$100,000 to \$124,999	13%
\$125,000 to \$249,999	15%
\$250,000 to \$499,999	3%
\$500,000 or more	0%
Total	100%

Figure 48: Respondent Education

What is the highest level of education you have completed?

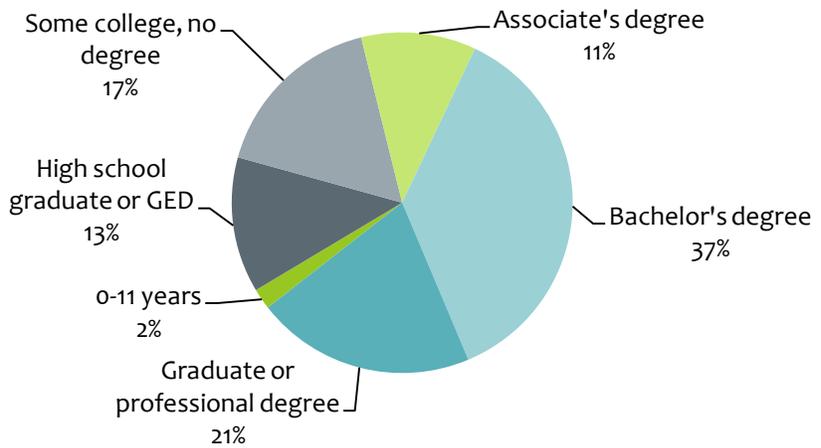


Figure 49: Respondent Age

What is your age?

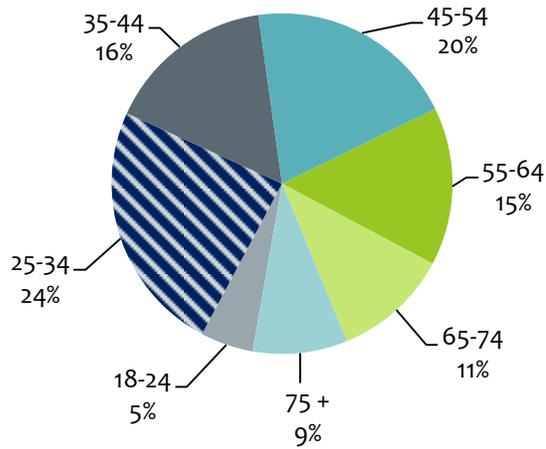


Figure 50: Respondent Ethnicity

Are you of Hispanic origin?

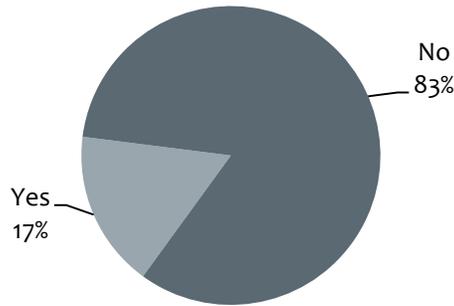


Figure 51: Respondent Race

What is your race/ethnicity? (Mark one or more categories to indicate what race you consider yourself to be.)	Percent of respondents
White/Caucasian	88%
Black or African American	1%
Asian or Pacific Islander	3%
American Indian, Eskimo or Aleut	4%
Other	7%

Total may exceed 100% as respondents could select more than one answer.

Figure 52: Ward of Respondent

Ward:	Percent of respondents
1	18%
2	18%
3	19%
4	25%
5	19%
Total	100%

Appendix B: Responses to Survey Questions

Complete Set of Frequencies Excluding “Don’t Know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses.

Table 1: Question 1

Please rate each of the following aspects of quality of life in Lakewood:	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Taking all things into consideration, how would you rate your overall quality of life in Lakewood?	41%	52%	6%	1%	0%	100%
Your neighborhood as a place to live	37%	49%	12%	2%	0%	100%
Lakewood as a place to raise children	34%	50%	13%	3%	1%	100%
Lakewood as a place to work	24%	46%	25%	4%	1%	100%
Lakewood as a place to retire	25%	41%	27%	6%	1%	100%
Lakewood as a place to recreate and play	29%	49%	19%	2%	1%	100%

Table 2: Question 2

Please rate each of the following characteristics as they relate to Lakewood as a whole:	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Overall economic health of Lakewood	14%	62%	21%	3%	0%	100%
Cost of living	2%	39%	35%	19%	5%	100%
Health and wellness opportunities	22%	52%	23%	2%	0%	100%
Overall feeling of safety	19%	56%	18%	6%	1%	100%
Sense of community	11%	43%	36%	8%	2%	100%

Table 3: Question 3

Which of the following best describes what you like most about living in Lakewood?	Percent of respondents
Sense of community/hometown feel	21%
Location	82%
Neighborhoods	39%
Schools	24%
Overall image/reputation of Lakewood	31%
Parks and recreation	58%
Friends and family	36%
Cost of living	18%
Safety of community	39%
Community history/heritage	13%

Total may exceed 100% as respondents could select more than one answer.

Table 4: Question 4

Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please first circle the number which best fits your opinion for each item. Then, check the ONE box for the item you think is the most important.	Essential	Very important	Somewhat important	Not at all important	Total
Overall appearance and cleanliness	31%	58%	11%	0%	100%
Building new amenities around light rail	11%	27%	42%	20%	100%
Variety of housing options	27%	32%	29%	12%	100%
The City taking an active role with business attraction/retention	18%	41%	36%	5%	100%
The City taking an active role in redevelopment	19%	38%	34%	9%	100%
Crime prevention	55%	37%	8%	0%	100%
Expanding programs for youth and older adults	17%	43%	31%	8%	100%
Quality of overall natural environment in Lakewood	31%	49%	18%	2%	100%
Reducing traffic congestion on City streets	36%	41%	20%	4%	100%
Planning and land use	28%	48%	22%	3%	100%
Infrastructure (streets, sidewalks)	34%	46%	19%	1%	100%

Table 5: Question 4 (Most important)

Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please first circle the number which best fits your opinion for each item. Then, check the ONE box for the item you think is the most important.	Percent of respondents
Overall appearance and cleanliness	12%
Building new amenities around light rail	2%
Variety of housing options	11%
The City taking an active role with business attraction/retention	4%
The City taking an active role in redevelopment	5%
Crime prevention	26%
Expanding programs for youth and older adults	3%
Quality of overall natural environment in Lakewood	11%
Reducing traffic congestion on City streets	12%
Planning and land use	7%
Infrastructure (streets, sidewalks)	7%

Table 6: Question 5

Please rate the following aspects of transportation within Lakewood. Circle the number that best represents your opinion:	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Condition of City streets	6%	54%	28%	11%	1%	100%
Condition of state highways (Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.)	9%	48%	28%	13%	1%	100%
Ease of car travel in the city	9%	44%	31%	12%	4%	100%
Ease of public transit in the city	12%	43%	33%	10%	2%	100%
Ease of travel by foot in the city	7%	36%	35%	18%	5%	100%
Ease of bicycle travel in the city	9%	41%	33%	13%	4%	100%

Table 7: Question 6

How do you rate the quality of each of the following Lakewood City services? Circle the number that best represents your opinion.	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Snow removal	14%	50%	20%	12%	5%	100%
Street repair/condition	7%	44%	34%	14%	1%	100%
Street cleaning	11%	51%	29%	7%	1%	100%
Enforcing traffic laws	9%	48%	29%	8%	5%	100%
City code enforcement (weeds, junk cars, trash, etc.)	6%	41%	32%	13%	7%	100%
Maintenance of existing City parks, open space and trails	28%	58%	12%	2%	1%	100%
Recreation programs (swim lessons, fitness, youth sports, etc.)	21%	54%	21%	3%	1%	100%
Recreation facilities (recreation centers, athletic fields, etc.)	24%	55%	18%	2%	2%	100%
Police services	21%	52%	22%	4%	2%	100%
City videos (YouTube, KLTU 8)	10%	30%	53%	5%	3%	100%
Municipal court	10%	46%	38%	5%	2%	100%
Building permits/inspections	7%	39%	39%	11%	4%	100%
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	13%	43%	37%	6%	1%	100%
Programs for older adults	13%	40%	42%	4%	1%	100%
Programs for low-income persons	7%	27%	40%	21%	5%	100%
Programs for people with special needs	9%	38%	41%	10%	2%	100%
Programs for homeless people	5%	15%	41%	25%	14%	100%
City's Website www.Lakewood.org	8%	46%	37%	7%	2%	100%
Looking At Lakewood (City newsletter)	12%	51%	33%	2%	1%	100%
Cultural facilities (Cultural Center, Heritage Center, Washington Heights, etc.)	21%	53%	24%	2%	0%	100%
Planning/land use	4%	40%	40%	12%	4%	100%

How do you rate the quality of each of the following Lakewood City services? Circle the number that best represents your opinion.	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Overall quality of service delivery	7%	54%	35%	4%	0%	100%

Table 8: Question 7

Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	Percent of respondents
Yes	29%
No	71%
Total	100%

Table 9: Question 8

What was your impression of the employee(s) of the City of Lakewood in your most recent contact? (Rate each characteristic below.):	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Knowledge	40%	39%	14%	7%	1%	100%
Responsiveness	36%	39%	10%	13%	3%	100%
Courtesy	43%	36%	12%	8%	1%	100%
Overall impression	37%	35%	16%	10%	2%	100%

Table 10: Question 9

Please rate the following categories of Lakewood government performance:	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Overall confidence in the representation I receive from my council members	6%	40%	43%	8%	3%	100%
Overall confidence in the representation I receive from the mayor	7%	36%	44%	8%	4%	100%
Overall confidence in how the city manager manages City operations	5%	41%	44%	7%	2%	100%
The job City Council representatives do at generally acting in the best interest of the community at large	8%	34%	43%	10%	4%	100%
Supporting the quality of life in Lakewood	7%	53%	33%	5%	2%	100%
Working through priority issues facing the City	6%	38%	48%	6%	2%	100%
The value of services for the sales and property taxes paid	5%	38%	40%	14%	3%	100%
The overall direction the City is taking	8%	48%	35%	8%	2%	100%
Informing residents about City issues	6%	38%	36%	16%	5%	100%
The job Lakewood government does at welcoming citizen involvement	8%	32%	43%	14%	3%	100%
Overall Lakewood City government performance	4%	45%	42%	7%	2%	100%

Table 11: Question 10

How frequently do you use each of the following as a source of information about Lakewood?	Frequently	Occasionally	At least once a year	Never	Total
Denver Post/Your Hub	19%	24%	10%	47%	100%
Friends/Neighbors	27%	45%	10%	17%	100%
City Council Ward meetings	1%	7%	7%	85%	100%
Lakewood8	2%	7%	7%	84%	100%
Television news	32%	34%	8%	27%	100%
Looking at Lakewood (mailed newsletter)	37%	34%	8%	21%	100%
Lakewood Sentinel	17%	24%	10%	49%	100%
www.Lakewood.org	8%	26%	17%	50%	100%
City of Lakewood e-newsletters (Friday Report, Neighborhood Watch, etc.)	7%	16%	11%	66%	100%
Social media (Facebook, Twitter)	10%	17%	6%	67%	100%
Bravo (magazine for arts, culture and events)	9%	15%	11%	65%	100%
Community Connection (Lakewood recreation guide)	15%	25%	13%	47%	100%
In-person at a Lakewood facility	6%	20%	20%	55%	100%

Table 12: Question 11

Please rate the following aspects of the City of Lakewood website. Circle the number that best represents your opinion.	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Current information	15%	56%	25%	3%	1%	100%
Appearance	15%	55%	24%	5%	2%	100%
Online services offered	15%	48%	33%	2%	2%	100%
Ease of navigation	15%	46%	24%	11%	4%	100%
Search function	10%	45%	32%	11%	3%	100%

Table 13: Question 12

How likely or unlikely would you be to do each of the following online at www.Lakewood.org?	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Pay water/sewer bills	30%	14%	8%	48%	100%
Pay a court fine/fee	36%	24%	8%	32%	100%
Purchase passes for recreation centers	36%	23%	9%	32%	100%
Check the status of a permit application	34%	21%	8%	37%	100%
Schedule a construction or building inspection	30%	19%	8%	43%	100%

Table 14: Question 13

Please indicate your current use of the following City of Lakewood programs, services and facilities.	Yes, I utilize this service	I didn't know this service was available	I do not need this service for myself or my family	Total
Child care services	2%	8%	90%	100%
Older adult programs	6%	16%	78%	100%
Transportation for elderly or disabled	2%	12%	86%	100%
Services for disabled	2%	9%	89%	100%
Rooney Road Household Hazardous Waste Recycling Center	22%	35%	43%	100%
1068 Quail Street Recycling Facility	24%	40%	36%	100%

Table 15: Question 14

Please indicate your household current participation in each of the following.	We participate regularly	We didn't know this was available	We don't choose to participate at this time	Total
A Lakewood cultural event (play, concert, performance, art exhibit, historical demonstration, etc.)	30%	23%	47%	100%
A Lakewood recreation program	30%	15%	54%	100%
A Lakewood recreation center	40%	11%	49%	100%
William F. Hayden Park on Green Mountain	37%	16%	47%	100%
Bear Creek Lake Park	53%	11%	37%	100%
Lakewood's Heritage Center	30%	17%	53%	100%
The Clements Community Center	10%	28%	63%	100%
Ray Ross Park	14%	28%	58%	100%
Surfside Park	9%	33%	58%	100%
A Lakewood community garden	7%	36%	57%	100%
A Lakewood park	64%	12%	24%	100%

Table 16: Question 15

How well does the Lakewood Police Department deal with each of the following issues?	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Prevention of crime	18%	54%	22%	5%	1%	100%
Response to calls for service	29%	50%	14%	5%	2%	100%
Reducing citizens' fear of crime	18%	44%	29%	7%	1%	100%
Obtaining support from the community	16%	39%	36%	7%	2%	100%
Delivering a full range of law enforcement and other services	23%	46%	25%	4%	1%	100%
Explaining crime prevention techniques to citizens	16%	35%	35%	9%	5%	100%
Working with other agencies to improve the quality of life in Lakewood	20%	37%	35%	5%	2%	100%
Working with citizens groups to resolve local problems	18%	40%	32%	7%	3%	100%
Preventing social disorder	21%	46%	28%	4%	2%	100%
Working with special populations (e.g. elderly, handicapped, juveniles, etc.)	18%	37%	36%	5%	4%	100%
Apprehending criminals	19%	47%	26%	7%	2%	100%
Traffic enforcement	16%	45%	26%	8%	5%	100%

Table 17: Question 16

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know	Total
In your home	69%	26%	5%	0%	0%	100%
In your neighborhood during the day	71%	25%	4%	0%	0%	100%
Walking alone in your neighborhood after dark	29%	45%	17%	7%	4%	100%
In Lakewood's commercial areas during the day	57%	36%	5%	1%	2%	100%
In Lakewood's commercial areas after dark	18%	44%	23%	7%	7%	100%

Table 18: Question D1

How long have you lived in Lakewood?	Percent of respondents
Six months or less	4%
1-5 years	35%
6-10 years	13%
11-20 years	20%
More than 20 years	28%
Total	100%

Table 19: Question D2

Do you work outside the home?	Percent of respondents
No, not currently employed for pay	24%
No, work for pay from home	10%
Yes, work for pay outside the home	66%
Total	100%

Table 20: Question D3

If you travel to a specific workplace, in what city do you work? (If you work in more than one city, check the box for the city in which you most often work.)	Percent of respondents
Arvada	3%
Aurora	2%
Boulder	1%
Broomfield	1%
Denver	37%
Englewood	4%
Golden	7%
Littleton	4%
Louisville	0%
Northglenn	0%
Thornton	0%
Westminster	0%
Wheat Ridge	3%
Lakewood	26%
Other	11%
Total	100%

Respondents were given the option to write-in an "other" response. These responses can be found in Appendix C: Verbatim Responses to Open-ended Survey Questions.

Table 21: Question D4

What category best describes your job?	Percent of respondents
Retail/sales	9%
Service/restaurant/delivery	6%
Manufacturing/production/high-tech	5%
Office (professional, business, administrative support)	34%
Medical/dental	7%
Construction/trades/laborer	7%
Other	32%
Total	100%

Respondents were given the option to write-in an “other” response. These responses can be found in Appendix C: Verbatim Responses to Open-ended Survey Questions.

Table 22: Question D5

If you work in a service industry based in Lakewood, how far outside of Lakewood does your service area extend?	Percent of respondents
5-mile radius	6%
10-mile radius	10%
Denver metro area	19%
Front Range	12%
Statewide	10%
Other	43%
Total	100%

Table 23: Question D6

Please check the appropriate box indicating the type of housing unit in which you live.	Percent of respondents
Detached single-family home	51%
Condominium or townhouse	15%
Duplex or other multi-unit home	6%
Apartment	28%
Mobile home	0%
Total	100%

Table 24: Question D7

Do you rent or own your residence?	Percent of respondents
Own	60%
Rent	40%
Total	100%

Table 25: Question D8

What is your gender?	Percent of respondents
Female	53%
Male	47%
Total	100%

Table 26: Question D9

How many people (including yourself) live in your household?	Percent of respondents
One	25%
Two	46%
Three	11%
Four	11%
Five or more	7%
Total	100%

Table 27: Question D10

How many of these household members are 17 or younger?	Percent of respondents
None	69%
One	13%
Two	12%
Three	4%
Four	2%
Five or more	0%
Total	100%

Table 28: Question D11

About how much do you estimate your HOUSEHOLD TOTAL INCOME BEFORE TAXES was in 2015?	Percent of respondents
Less than \$15,000	7%
\$15,000 to \$24,999	8%
\$25,000 to \$34,999	9%
\$35,000 to \$49,999	15%
\$50,000 to \$74,999	19%
\$75,000 to \$99,999	11%
\$100,000 to \$124,999	13%
\$125,000 to \$249,999	15%
\$250,000 to \$499,999	3%
\$500,000 or more	0%
Total	100%

Table 29: Question D12

What is the highest level of education you have completed?	Percent of respondents
0-11 years	2%
High school graduate or GED	13%
Some college, no degree	17%
Associate's degree	11%
Bachelor's degree	37%
Graduate or professional degree	21%
Total	100%

Table 30: Question D13

What is your age?	Percent of respondents
18-24	5%
25-34	24%
35-44	16%
45-54	20%
55-64	15%
65-74	11%
75 +	9%
Total	100%

Table 31: Question D14

Are you of Hispanic origin?	Percent of respondents
Yes	17%
No	83%
Total	100%

Table 32: Question D15

What is your race/ethnicity?	Percent of respondents
White/Caucasian	88%
Black or African American	1%
Asian or Pacific Islander	3%
American Indian, Eskimo or Aleut	4%
Other	7%

Total may exceed 100% as respondents could select more than one answer.

Table 33: Ward of Respondent

	Percent of respondents
1	18%
2	18%
3	19%
4	25%
5	19%
Total	100%

Complete Set of Frequencies Including “Don’t Know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents

Table 34: Question 1

Please rate each of the following aspects of quality of life in Lakewood:	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Taking all things into consideration, how would you rate your overall quality of life in Lakewood?	41%	N=309	52%	N=394	6%	N=43	1%	N=6	0%	N=2	0%	N=0	100%	N=754
Your neighborhood as a place to live	37%	N=276	49%	N=369	12%	N=90	2%	N=17	0%	N=2	0%	N=0	100%	N=754
Lakewood as a place to raise children	29%	N=215	42%	N=316	11%	N=80	3%	N=19	0%	N=4	16%	N=117	100%	N=751
Lakewood as a place to work	19%	N=140	35%	N=261	19%	N=142	3%	N=25	1%	N=6	23%	N=171	100%	N=745
Lakewood as a place to retire	20%	N=148	32%	N=239	21%	N=159	5%	N=36	1%	N=7	21%	N=160	100%	N=750
Lakewood as a place to recreate and play	28%	N=214	48%	N=360	19%	N=141	2%	N=13	1%	N=5	2%	N=17	100%	N=750

Table 35: Question 2

Please rate each of the following characteristics as they relate to Lakewood as a whole:	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Overall economic health of Lakewood	12%	N=94	55%	N=414	19%	N=140	2%	N=18	0%	N=1	12%	N=88	100%	N=755
Cost of living	2%	N=18	38%	N=290	34%	N=259	19%	N=141	5%	N=39	1%	N=10	100%	N=757
Health and wellness opportunities	21%	N=161	50%	N=378	22%	N=164	2%	N=15	0%	N=4	5%	N=34	100%	N=755
Overall feeling of safety	19%	N=146	56%	N=420	18%	N=137	6%	N=43	1%	N=6	0%	N=2	100%	N=753
Sense of community	10%	N=78	42%	N=320	35%	N=269	8%	N=60	1%	N=11	3%	N=21	100%	N=758

Table 36: Question 3

Which of the following best describes what you like most about living in Lakewood?	Percent of respondents	Number
Sense of community/hometown feel	21%	N=161
Location	82%	N=612
Neighborhoods	39%	N=293
Schools	24%	N=181
Overall image/reputation of Lakewood	31%	N=229
Parks and recreation	58%	N=430
Friends and family	36%	N=272
Cost of living	18%	N=137
Safety of community	39%	N=292
Community history/heritage	13%	N=99

Total may exceed 100% as respondents could select more than one answer.

Table 37: Question 4

Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please first circle the number which best fits your opinion for each item. Then, check the ONE box for the item you think is the most important.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Overall appearance and cleanliness	31%	N=224	58%	N=422	11%	N=77	0%	N=2	0%	N=3	100%	N=728
Building new amenities around light rail	11%	N=78	26%	N=194	41%	N=302	19%	N=144	3%	N=23	100%	N=742
Variety of housing options	26%	N=192	31%	N=233	28%	N=209	12%	N=85	3%	N=20	100%	N=739
The City taking an active role with business attraction/retention	17%	N=129	39%	N=286	35%	N=256	5%	N=35	4%	N=31	100%	N=738
The City taking an active role in redevelopment	19%	N=136	37%	N=273	33%	N=240	9%	N=65	3%	N=19	100%	N=733
Crime prevention	55%	N=399	36%	N=267	8%	N=59	0%	N=4	0%	N=3	100%	N=733
Expanding programs for youth and older adults	16%	N=120	42%	N=308	30%	N=221	8%	N=59	4%	N=32	100%	N=741
Quality of overall natural environment in Lakewood	30%	N=219	49%	N=352	18%	N=130	2%	N=12	1%	N=9	100%	N=722
Reducing traffic congestion on City streets	36%	N=263	41%	N=302	20%	N=145	4%	N=26	0%	N=4	100%	N=739
Planning and land use	27%	N=197	46%	N=342	21%	N=158	2%	N=19	4%	N=28	100%	N=743
Infrastructure (streets, sidewalks)	33%	N=246	45%	N=339	19%	N=142	1%	N=7	2%	N=11	100%	N=744

Table 38: Question 4 (Most important)

Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please first circle the number which best fits your opinion for each item. Then, check the ONE box for the item you think is the most important.	Percent of respondents	Number
Overall appearance and cleanliness	12%	N=70
Building new amenities around light rail	2%	N=12
Variety of housing options	11%	N=65
The City taking an active role with business attraction/retention	4%	N=25
The City taking an active role in redevelopment	5%	N=27
Crime prevention	26%	N=151
Expanding programs for youth and older adults	3%	N=15
Quality of overall natural environment in Lakewood	11%	N=61
Reducing traffic congestion on City streets	12%	N=66
Planning and land use	7%	N=40
Infrastructure (streets, sidewalks)	7%	N=37

Table 39: Question 5

Please rate the following aspects of transportation within Lakewood. Circle the number that best represents your opinion:	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Condition of City streets	6%	N=45	54%	N=401	28%	N=210	11%	N=81	1%	N=5	0%	N=2	100%	N=743
Condition of state highways (Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.)	9%	N=70	48%	N=359	28%	N=208	13%	N=100	1%	N=11	0%	N=1	100%	N=748
Ease of car travel in the city	9%	N=66	43%	N=326	31%	N=233	12%	N=93	4%	N=31	0%	N=3	100%	N=752
Ease of public transit in the city	9%	N=71	33%	N=245	25%	N=190	7%	N=56	2%	N=14	24%	N=177	100%	N=753
Ease of travel by foot in the city	6%	N=43	31%	N=236	30%	N=227	15%	N=116	4%	N=31	13%	N=100	100%	N=753
Ease of bicycle travel in the city	7%	N=50	31%	N=231	25%	N=184	9%	N=70	3%	N=24	25%	N=191	100%	N=750

Table 40: Question 6

How do you rate the quality of each of the following Lakewood City services? Circle the number that best represents your opinion.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Snow removal	14%	N=103	49%	N=371	20%	N=148	11%	N=87	5%	N=36	1%	N=10	100%	N=754
Street repair/condition	7%	N=53	43%	N=323	33%	N=247	14%	N=104	1%	N=9	2%	N=15	100%	N=751
Street cleaning	11%	N=82	49%	N=363	28%	N=212	7%	N=54	1%	N=7	4%	N=28	100%	N=747
Enforcing traffic laws	8%	N=61	43%	N=326	26%	N=198	7%	N=56	4%	N=32	10%	N=79	100%	N=752
City code enforcement (weeds, junk cars, trash, etc.)	5%	N=41	36%	N=269	28%	N=211	11%	N=85	6%	N=47	12%	N=93	100%	N=746
Maintenance of existing City parks, open space and trails	26%	N=197	55%	N=414	11%	N=86	1%	N=11	1%	N=4	5%	N=40	100%	N=751
Recreation programs (swim lessons, fitness, youth sports, etc.)	15%	N=110	37%	N=276	15%	N=110	2%	N=15	0%	N=4	31%	N=236	100%	N=751
Recreation facilities (recreation centers, athletic fields, etc.)	18%	N=137	43%	N=320	14%	N=101	2%	N=12	1%	N=9	22%	N=166	100%	N=746
Police services	18%	N=136	45%	N=341	19%	N=143	3%	N=23	2%	N=12	13%	N=97	100%	N=752
City videos (YouTube, KLTV 8)	3%	N=22	9%	N=68	16%	N=119	2%	N=11	1%	N=6	69%	N=514	100%	N=740
Municipal court	4%	N=28	18%	N=131	15%	N=110	2%	N=14	1%	N=5	62%	N=462	100%	N=751
Building permits/inspections	3%	N=22	16%	N=119	16%	N=121	4%	N=33	2%	N=12	59%	N=436	100%	N=743
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	6%	N=42	19%	N=141	16%	N=120	3%	N=21	0%	N=3	56%	N=419	100%	N=747
Programs for older adults	5%	N=41	17%	N=125	17%	N=129	2%	N=12	1%	N=4	58%	N=436	100%	N=746
Programs for low-income persons	2%	N=18	9%	N=71	14%	N=105	7%	N=55	2%	N=12	65%	N=492	100%	N=752
Programs for people with special needs	3%	N=21	12%	N=92	13%	N=101	3%	N=25	1%	N=5	67%	N=507	100%	N=751
Programs for homeless people	2%	N=12	4%	N=33	12%	N=88	7%	N=53	4%	N=30	71%	N=531	100%	N=747
City's Website www.Lakewood.org	4%	N=32	26%	N=190	21%	N=152	4%	N=27	1%	N=8	45%	N=333	100%	N=742
Looking At Lakewood (City newsletter)	9%	N=69	40%	N=296	26%	N=192	2%	N=13	1%	N=6	23%	N=168	100%	N=745
Cultural facilities (Cultural Center, Heritage Center, Washington Heights, etc.)	15%	N=109	36%	N=273	16%	N=121	1%	N=10	0%	N=2	32%	N=238	100%	N=753

How do you rate the quality of each of the following Lakewood City services? Circle the number that best represents your opinion.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Planning/land use	3%	N=22	28%	N=210	28%	N=210	8%	N=62	3%	N=22	29%	N=216	100%	N=742
Overall quality of service delivery	5%	N=38	42%	N=315	28%	N=206	3%	N=23	0%	N=3	22%	N=163	100%	N=747

Table 41: Question 7

Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	Percent of respondents	Number
Yes	29%	N=218
No	71%	N=533
Total	100%	N=751

Table 42: Question 8

What was your impression of the employee(s) of the City of Lakewood in your most recent contact? (Rate each characteristic below.):	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	39%	N=88	39%	N=86	14%	N=32	7%	N=15	1%	N=1	1%	N=2	100%	N=224
Responsiveness	36%	N=79	39%	N=87	10%	N=21	13%	N=29	3%	N=6	0%	N=1	100%	N=223
Courtesy	43%	N=96	35%	N=79	11%	N=26	8%	N=17	1%	N=3	1%	N=3	100%	N=224
Overall impression	37%	N=82	35%	N=78	15%	N=34	10%	N=21	2%	N=4	1%	N=3	100%	N=223

Table 43: Question 9

Please rate the following categories of Lakewood government performance:	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Overall confidence in the representation I receive from my council members	3%	N=25	25%	N=182	27%	N=196	5%	N=34	2%	N=16	38%	N=280	100%	N=733
Overall confidence in the representation I receive from the mayor	4%	N=30	22%	N=158	26%	N=192	5%	N=37	3%	N=18	40%	N=290	100%	N=727
Overall confidence in how the city manager manages City operations	3%	N=24	25%	N=181	27%	N=196	4%	N=32	1%	N=10	39%	N=284	100%	N=727

Please rate the following categories of Lakewood government performance:	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
The job City Council representatives do at generally acting in the best interest of the community at large	5%	N=36	22%	N=161	28%	N=201	7%	N=49	3%	N=21	36%	N=259	100%	N=727
Supporting the quality of life in Lakewood	5%	N=38	40%	N=289	25%	N=179	4%	N=28	1%	N=9	25%	N=182	100%	N=724
Working through priority issues facing the City	4%	N=27	23%	N=164	29%	N=209	4%	N=26	1%	N=7	40%	N=286	100%	N=720
The value of services for the sales and property taxes paid	4%	N=26	26%	N=186	27%	N=199	9%	N=67	2%	N=16	32%	N=231	100%	N=726
The overall direction the City is taking	6%	N=41	36%	N=258	27%	N=191	6%	N=43	1%	N=8	25%	N=181	100%	N=722
Informing residents about City issues	5%	N=33	30%	N=219	28%	N=204	12%	N=89	4%	N=27	21%	N=148	100%	N=721
The job Lakewood government does at welcoming citizen involvement	5%	N=38	21%	N=148	27%	N=197	9%	N=63	2%	N=12	36%	N=262	100%	N=721
Overall Lakewood City government performance	3%	N=25	36%	N=256	34%	N=241	6%	N=41	1%	N=9	20%	N=145	100%	N=718

Table 44: Question 10

How frequently do you use each of the following as a source of information about Lakewood?	Frequently		Occasionally		At least once a year		Never		Total	
	%	N	%	N	%	N	%	N	%	N
Denver Post/Your Hub	19%	N=140	24%	N=181	10%	N=73	47%	N=349	100%	N=742
Friends/Neighbors	27%	N=198	45%	N=335	10%	N=77	17%	N=127	100%	N=737
City Council Ward meetings	1%	N=9	7%	N=49	7%	N=53	85%	N=625	100%	N=735
Lakewood8	2%	N=12	7%	N=54	7%	N=47	84%	N=613	100%	N=727
Television news	32%	N=237	34%	N=249	8%	N=56	27%	N=198	100%	N=739
Looking at Lakewood (mailed newsletter)	37%	N=272	34%	N=249	8%	N=61	21%	N=157	100%	N=739
Lakewood Sentinel	17%	N=128	24%	N=173	10%	N=72	49%	N=360	100%	N=733
www.Lakewood.org	8%	N=55	26%	N=185	17%	N=121	50%	N=360	100%	N=722
City of Lakewood e-newsletters (Friday Report, Neighborhood Watch, etc.)	7%	N=51	16%	N=116	11%	N=81	66%	N=491	100%	N=738
Social media (Facebook, Twitter)	10%	N=76	17%	N=122	6%	N=45	67%	N=496	100%	N=740
Bravo (magazine for arts, culture and events)	9%	N=66	15%	N=112	11%	N=79	65%	N=482	100%	N=739
Community Connection (Lakewood recreation guide)	15%	N=107	25%	N=184	13%	N=98	47%	N=346	100%	N=734
In-person at a Lakewood facility	6%	N=44	20%	N=145	20%	N=145	55%	N=404	100%	N=738

Table 45: Question 11

Please rate the following aspects of the City of Lakewood website. Circle the number that best represents your opinion.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Current information	8%	N=55	28%	N=208	12%	N=92	2%	N=12	1%	N=4	50%	N=366	100%	N=736
Appearance	8%	N=58	29%	N=211	13%	N=94	2%	N=17	1%	N=7	47%	N=346	100%	N=733
Online services offered	7%	N=51	22%	N=162	15%	N=110	1%	N=8	1%	N=5	54%	N=399	100%	N=735
Ease of navigation	8%	N=57	23%	N=172	13%	N=92	6%	N=42	2%	N=14	48%	N=356	100%	N=734
Search function	4%	N=32	20%	N=149	15%	N=107	5%	N=35	1%	N=10	55%	N=400	100%	N=733

Table 46: Question 12

How likely or unlikely would you be to do each of the following online at www.Lakewood.org?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Pay water/sewer bills	30%	N=219	14%	N=100	8%	N=62	48%	N=356	100%	N=738
Pay a court fine/fee	36%	N=263	24%	N=177	8%	N=60	32%	N=237	100%	N=737
Purchase passes for recreation centers	36%	N=268	23%	N=168	9%	N=66	32%	N=234	100%	N=736
Check the status of a permit application	34%	N=253	21%	N=154	8%	N=59	37%	N=269	100%	N=736
Schedule a construction or building inspection	30%	N=219	19%	N=143	8%	N=62	43%	N=314	100%	N=738

Table 47: Question 13

Please indicate your current use of the following City of Lakewood programs, services and facilities.	Yes, I utilize this service		I didn't know this service was available		I do not need this service for myself or my family		Total	
	%	N	%	N	%	N	%	N
Child care services	2%	N=16	8%	N=62	90%	N=675	100%	N=752
Older adult programs	6%	N=44	16%	N=121	78%	N=585	100%	N=750
Transportation for elderly or disabled	2%	N=18	12%	N=90	86%	N=641	100%	N=748
Services for disabled	2%	N=14	9%	N=69	89%	N=659	100%	N=742
Rooney Road Household Hazardous Waste Recycling Center	22%	N=168	35%	N=261	43%	N=322	100%	N=751
1068 Quail Street Recycling Facility	24%	N=179	40%	N=299	36%	N=272	100%	N=751

Table 48: Question 14

Please indicate your household current participation in each of the following.	We participate regularly		We didn't know this was available		We don't choose to participate at this time		Total	
	%	N	%	N	%	N	%	N
A Lakewood cultural event (play, concert, performance, art exhibit, historical demonstration, etc.)	30%	N=219	23%	N=164	47%	N=341	100%	N=724
A Lakewood recreation program	30%	N=219	15%	N=113	54%	N=397	100%	N=728
A Lakewood recreation center	40%	N=291	11%	N=83	49%	N=353	100%	N=726
William F. Hayden Park on Green Mountain	37%	N=271	16%	N=115	47%	N=338	100%	N=724
Bear Creek Lake Park	53%	N=387	11%	N=78	37%	N=268	100%	N=733
Lakewood's Heritage Center	30%	N=217	17%	N=121	53%	N=389	100%	N=727
The Clements Community Center	10%	N=72	28%	N=200	63%	N=454	100%	N=726
Ray Ross Park	14%	N=100	28%	N=208	58%	N=423	100%	N=731
Surfside Park	9%	N=66	33%	N=245	58%	N=423	100%	N=733
A Lakewood community garden	7%	N=51	36%	N=260	57%	N=413	100%	N=723
A Lakewood park	64%	N=472	12%	N=86	24%	N=179	100%	N=737

Table 49: Question 15

How well does the Lakewood Police Department deal with each of the following issues?	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Prevention of crime	15%	N=109	43%	N=321	17%	N=131	4%	N=29	1%	N=4	21%	N=155	100%	N=749
Response to calls for service	19%	N=146	33%	N=251	9%	N=71	3%	N=26	1%	N=10	33%	N=248	100%	N=750
Reducing citizens' fear of crime	13%	N=100	33%	N=247	22%	N=164	5%	N=40	1%	N=7	25%	N=190	100%	N=748
Obtaining support from the community	10%	N=78	25%	N=187	23%	N=170	4%	N=31	2%	N=11	36%	N=268	100%	N=745
Delivering a full range of law enforcement and other services	15%	N=112	30%	N=221	17%	N=123	3%	N=21	1%	N=5	35%	N=259	100%	N=741
Explaining crime prevention techniques to citizens	9%	N=66	20%	N=146	19%	N=144	5%	N=37	3%	N=21	44%	N=330	100%	N=745
Working with other agencies to improve the quality of life in Lakewood	10%	N=75	19%	N=139	17%	N=129	2%	N=18	1%	N=9	51%	N=379	100%	N=748
Working with citizens groups to resolve local problems	9%	N=66	20%	N=147	16%	N=118	3%	N=25	1%	N=11	51%	N=379	100%	N=746
Preventing social disorder	12%	N=92	27%	N=204	17%	N=127	2%	N=18	1%	N=7	40%	N=297	100%	N=744

How well does the Lakewood Police Department deal with each of the following issues?	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Working with special populations (e.g. elderly, handicapped, juveniles, etc.)	7%	N=54	15%	N=114	15%	N=111	2%	N=15	1%	N=11	59%	N=442	100%	N=747
Apprehending criminals	11%	N=83	27%	N=205	15%	N=114	4%	N=29	1%	N=8	41%	N=309	100%	N=748
Traffic enforcement	12%	N=93	35%	N=264	20%	N=153	7%	N=50	4%	N=28	21%	N=161	100%	N=748

Table 50: Question 16

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your home	69%	N=518	26%	N=194	5%	N=37	0%	N=2	0%	N=3	100%	N=754
In your neighborhood during the day	71%	N=533	25%	N=185	4%	N=32	0%	N=3	0%	N=2	100%	N=754
Walking alone in your neighborhood after dark	29%	N=216	45%	N=335	17%	N=125	7%	N=50	4%	N=27	100%	N=753
In Lakewood's commercial areas during the day	57%	N=428	36%	N=273	5%	N=35	1%	N=4	2%	N=15	100%	N=754
In Lakewood's commercial areas after dark	18%	N=135	44%	N=335	23%	N=177	7%	N=53	7%	N=54	100%	N=754

Table 51: Question D1

How long have you lived in Lakewood?	Percent of respondents		Number
	%	N	
Six months or less	4%	N=28	N=28
1-5 years	35%	N=260	N=260
6-10 years	13%	N=97	N=97
11-20 years	20%	N=154	N=154
More than 20 years	28%	N=215	N=215
Total	100%	N=755	N=755

Table 52: Question D2

Do you work outside the home?	Percent of respondents	Number
No, not currently employed for pay	24%	N=179
No, work for pay from home	10%	N=76
Yes, work for pay outside the home	66%	N=492
Total	100%	N=746

Table 53: Question D3

If you travel to a specific workplace, in what city do you work? (If you work in more than one city, check the box for the city in which you most often work.)	Percent of respondents	Number
Arvada	3%	N=14
Aurora	2%	N=12
Boulder	1%	N=3
Broomfield	1%	N=7
Denver	37%	N=180
Englewood	4%	N=21
Golden	7%	N=33
Littleton	4%	N=21
Louisville	0%	N=0
Northglenn	0%	N=0
Thornton	0%	N=1
Westminster	0%	N=1
Wheat Ridge	3%	N=16
Lakewood	26%	N=124
Other	11%	N=53
Total	100%	N=485

Respondents were given the option to write-in an “other” response. These responses can be found in Appendix C: Verbatim Responses to Open-ended Survey Questions.

Table 54: Question D4

What category best describes your job?	Percent of respondents	Number
Retail/sales	9%	N=51
Service/restaurant/delivery	6%	N=36
Manufacturing/production/high-tech	5%	N=26
Office (professional, business, administrative support)	34%	N=191
Medical/dental	7%	N=40
Construction/trades/laborer	7%	N=38
Other	32%	N=178
Total	100%	N=559

Respondents were given the option to write-in an “other” response. These responses can be found in Appendix C: Verbatim Responses to Open-ended Survey Questions.

Table 55: Question D5

If you work in a service industry based in Lakewood, how far outside of Lakewood does your service area extend?	Percent of respondents	Number
5-mile radius	6%	N=11
10-mile radius	10%	N=19
Denver metro area	19%	N=38
Front Range	12%	N=23
Statewide	10%	N=20
Other	43%	N=85
Total	100%	N=196

Table 56: Question D6

Please check the appropriate box indicating the type of housing unit in which you live.	Percent of respondents	Number
Detached single-family home	51%	N=384
Condominium or townhouse	15%	N=113
Duplex or other multi-unit home	6%	N=46
Apartment	28%	N=213
Mobile home	0%	N=1
Total	100%	N=758

Table 57: Question D7

Do you rent or own your residence?	Percent of respondents	Number
Own	60%	N=454
Rent	40%	N=301
Total	100%	N=755

Table 58: Question D8

What is your gender?	Percent of respondents	Number
Female	53%	N=400
Male	47%	N=356
Total	100%	N=756

Table 59: Question D9

How many people (including yourself) live in your household?	Percent of respondents	Number
One	25%	N=188
Two	46%	N=343
Three	11%	N=82
Four	11%	N=84
Five or more	7%	N=55
Total	100%	N=752

Table 60: Question D10

How many of these household members are 17 or younger?	Percent of respondents	Number
None	69%	N=503
One	13%	N=94
Two	12%	N=85
Three	4%	N=29
Four	2%	N=14
Five or more	0%	N=2
Total	100%	N=726

Table 61: Question D11

About how much do you estimate your HOUSEHOLD TOTAL INCOME BEFORE TAXES was in 2015?	Percent of respondents	Number
Less than \$15,000	7%	N=50
\$15,000 to \$24,999	8%	N=59
\$25,000 to \$34,999	9%	N=67
\$35,000 to \$49,999	15%	N=109
\$50,000 to \$74,999	19%	N=138
\$75,000 to \$99,999	11%	N=83
\$100,000 to \$124,999	13%	N=93
\$125,000 to \$249,999	15%	N=105
\$250,000 to \$499,999	3%	N=19
\$500,000 or more	0%	N=2
Total	100%	N=726

Table 62: Question D12

What is the highest level of education you have completed?	Percent of respondents	Number
0-11 years	2%	N=16
High school graduate or GED	13%	N=96
Some college, no degree	17%	N=127
Associate's degree	11%	N=80
Bachelor's degree	37%	N=273
Graduate or professional degree	21%	N=155
Total	100%	N=748

Table 63: Question D13

What is your age?	Percent of respondents	Number
18-24	5%	N=39
25-34	24%	N=180
35-44	16%	N=117
45-54	20%	N=149
55-64	15%	N=113
65-74	11%	N=85
75 +	9%	N=69
Total	100%	N=751

Table 64: Question D14

Are you of Hispanic origin?	Percent of respondents	Number
Yes	17%	N=131
No	83%	N=618
Total	100%	N=749

Table 65: Question D15

What is your race/ethnicity?	Percent of respondents	Number
White/Caucasian	88%	N=656
Black or African American	1%	N=7
Asian or Pacific Islander	3%	N=22
American Indian, Eskimo or Aleut	4%	N=26
Other	7%	N=55

Total may exceed 100% as respondents could select more than one answer.

Table 66: Ward of Respondent

	Percent of respondents	Number
1	18%	N=139
2	18%	N=138
3	19%	N=147
4	25%	N=194
5	19%	N=144
Total	100%	N=762

Appendix C: Verbatim Responses to Open-ended Survey Questions

Following are verbatim responses to the open-ended question on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammatical or other mistakes. Within each question the responses are in alphabetical order.

Question D3: If you travel to a specific workplace, in what city do you work?

Other

- | | | |
|----------------------------|--------------------------------------|---|
| • Black Hawk | • evergreen | • Highlands Ranch. |
| • Black Hawk. | • Evergreen | • I sell real estate. |
| • Black hawk. | • Evergreen. | • I travel once in a while also to others cities. |
| • Castle Pines/ Evergreen. | • Everywhere in the west Denver Area | • Idaho Springs |
| • Castle Rock. | • Firestone | • Iraq. |
| • Centennial | • Glendove. | • Lakewood. |
| • Centennial. | • Greenwood Village | • Lakewood. |
| • Centennial. | • Greenwood Village(DTC). | • Morrison. |
| • Centennial. | • Greenwood Village. | • North Platte |
| • Cherry Hills. | • Greenwood Village. | • Parker |
| • Clear Creek. | • Greenwood Village. | • Parker. |
| • Commerce City. | • Greenwood Village. | • Retired. |
| • Commerce city. | • Greenwood Village. | • Retired. |
| • Commerce City. | • Greenwood Village. | • Stapleton. |
| • Commerce city. | • Henderson. | • Stapleton. |
| • countrywide | • Highlands Ranch | • Travel nationwide for work. |
| • Edgewater. | • Highlands Ranch. | |

Question D4: What category best describes your job?

Other

- | | | |
|-----------------------------------|---------------------------|--------------|
| • Advertising. | • city of Arvada employee | • Education |
| • Advertising/ Marketing. | • construction sales | • Education |
| • Architect | • Consultant. | • Education |
| • Art. | • Consulting | • Education |
| • Auto Tech. | • Consulting. | • Education. |
| • BDV | • Consulting. | • Education. |
| • Beauty/spa/leisure | • Consulting. | • Education. |
| • Building Dept. | • CUSTOMER SERVICE | • Education. |
| • Casino | • Daycare. | • Education. |
| • Casino. | • Disabled retired. | • Education. |
| • Casino. | • Disabled services. | • Education. |
| • Casino. | • Education | • Education. |
| • Cert Kit & Bath Designer/Sales. | • Education | • Education. |
| | • Education | • Education. |
| | • Education | • Education. |

- Education.
- Education.
- Education.
- Education.
- Education/tutoring.
- Education-higher
- Engineer
- Engineer.
- Engineering
- Engineering consultant.
- Engineering sales.
- Enigneer
- Federal Govt.
- Full time student/metro state Denver.
- Government
- government
- Government federal.
- Government US DOI.
- Government.
- Government.
- Government.
- Government.
- Govt
- Govt.
- Hairstylist.
- Hauling.
- Health Care.
- Hotel.
- Insurance
- Invest
- Landscape maintenance.
- Landscape Maintenance.
- Law enforcement.
- Law Enforcement.
- Legal.
- Letter Carrier.
- Library.
- Magazine.
- Maintenance.
- Maintenance.
- Maintenance.
- Massage.
- Mechanic.
- Media
- Media.
- medical courier-part time
- Mental Health.
- Mining.
- Music production teach online.
- Non profit.
- non-profit
- Non-profit.
- Non-Profit.
- Nursing facility.
- Oil & Gas
- Online Sales
- Pest Control.
- Pink Collar.
- Police
- Production Artist/Print Shop.
- Professor.
- Public school teacher.
- Public Service
- Real Estate.
- Recreation.
- Research and Development
- Retail Security
- Retired Senior.
- Retired.
- Retired.
- Retired.
- Retired.
- Sales.
- Sales.
- Schools.
- Schools.
- Social security.
- Social Work
- Software.
- State Govt.
- Subst. teach DPS Math/Sci/Span.
- Teach
- Teacher
- Teacher
- Teacher
- teacher
- Teacher Dps.
- Teacher.
- Teacher.
- Teacher.
- Teacher.
- Teacher.
- Teaching.
- Transportation.
- Transportation.
- Transportation.
- Utility.
- Voice Over Talent
- Water Utility.
- Write articles.

Appendix D: Benchmark Comparisons

Understanding the Benchmark Comparisons

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “very good.” Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than police protection. **More illuminating is how residents’ ratings of police service compare to opinions about police service in other communities and to resident ratings over time.**

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the **city rate police services lower than ratings given by residents in other cities with objectively “worse”** departments. Benchmark data can help that police department – or any City department – to understand how well citizens think it is doing.

While benchmarks help set the basis for evaluation, citizen opinion should be used in conjunction with other sources of data about budget, population demographics, personnel, and politics to help managers know how to respond to comparative results.

Comparison Data

NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who **specialize in the analysis of citizen surveys regularly have relied on NRC’s work.**^{1,2} The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Jurisdictions in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all jurisdictions in the database or to a subsets of jurisdictions (within a given region or population category such as Front Range jurisdictions), as in this report. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most

¹ Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.

² Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341.

recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

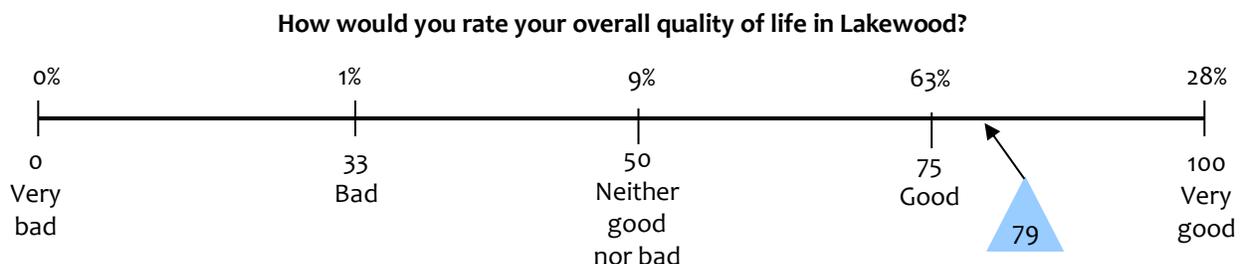
Putting Evaluations onto the 100-point Scale

Although responses to many of the evaluative questions were made on a five-point scale with 1 representing the best rating and 5 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus two points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “very good”=100, “good”=75, “neither good nor bad”=50, “bad”=25 and “very bad”=0. If everyone reported “very good,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “very bad,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “very good” and half gave a score of “very bad,” the average would be in the middle of the scale (like the center post of a teeter totter) or equivalent to “neither good nor bad.” An example of how to convert survey frequencies into an average rating appears on the next page.

Example of Converting Responses to the 100-point Scale

Taking all things into consideration, how would you rate your overall quality of life in Lakewood?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Very good	28%	=28/(100-0)=	28%	100	=28% x 100 =	28
Good	62%	=62/(100-0)=	62%	75	=62% x 75 =	46
Neither good nor bad	9%	=9/(100-0)=	9%	50	=9% x 50 =	5
Bad	1%	=1/(100-0)=	1%	25	=1% x 25 =	0
Very bad	0%	=0/(100-0)=	0%	0	=0% x 0 =	0
Don’t know	0%		--			
Total	100%		100%			79



Interpreting the Results

Average ratings are compared when questions similar to those asked in the Lakewood survey are included in NRC’s database, and there are at least five communities in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is Lakewood’s rating on the 100-point scale. The second column is the rank assigned to Lakewood’s rating among jurisdictions

where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of Lakewood's **average rating (column one) to the benchmark.**

Where comparisons for quality ratings were available, the City of Lakewood's results were noted as being "higher" than **the benchmark**, "lower" than **the benchmark** or "**similar**" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "**much**," (for example, "**much lower**" or "**much higher**"). These labels come from a statistical comparison of Lakewood's rating to the benchmark where a rating is considered "**similar**" if it is within the margin of error; "higher" or "lower" if the difference between Lakewood's rating and the benchmark is greater than but less than twice the margin of error; and "**much higher**" or "**much lower**" if the difference between Lakewood's rating and the benchmark is more than twice the margin of error. Data for a number of items on the survey is not available in the benchmark database (e.g., some of the city services or aspects of government performance). These items are excluded from the benchmark tables.

National Benchmarks

Table 67: Overall Quality of Life Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Taking all things into consideration, how would you rate your overall quality of life in Lakewood?	83	141	408	Much higher
Your neighborhood as a place to live	80	151	275	Similar
Lakewood as a place to raise children	78	186	345	Similar
Lakewood as a place to work	72	116	323	Much higher
Lakewood as a place to retire	71	142	325	Higher

Table 68: Overall Community Characteristics Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall economic health of Lakewood	72	62	171	Much higher
Cost of living	54	94	168	Similar
Health and wellness opportunities	74	73	168	Higher
Sense of community	63	180	274	Lower

Table 69: Aspects of Transportation Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Condition of City streets	63	14	32	Higher
Ease of car travel in the city	60	195	266	Much lower
Ease of public transit in the city	63	31	150	Much higher
Ease of travel by foot in the city	56	214	258	Much lower
Ease of bicycle travel in the city	59	127	261	Similar

Table 70: Feelings of Safety Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall feeling of safety	72	176	255	Much lower
In your neighborhood during the day	89	179	315	Similar
Walking alone in your neighborhood after dark	66	8	18	Similar
In Lakewood's commercial areas during the day	84	156	267	Similar
In Lakewood's commercial areas after dark	60	91	127	Much lower

Table 71: Services Provided by the City Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Snow removal	64	158	264	Similar
Street repair/condition	60	144	378	Much higher
Street cleaning	66	143	288	Similar
Enforcing traffic laws	62	245	336	Lower
City code enforcement (weeds, junk cars, trash, etc.)	57	171	328	Similar
Recreation programs (swim lessons, fitness, youth sports, etc.)	73	141	310	Similar
Recreation facilities (recreation centers, athletic fields, etc.)	74	96	253	Higher
Police services	72	313	405	Much lower
City videos (YouTube, KLTV 8)	60	10	11	Much lower
Municipal court	64	64	89	Lower
Building permits/inspections	59	7	15	Higher
Programs for older adults	65	86	118	Lower
Programs for low-income persons	53	76	96	Much lower
Programs for people with special needs	60	5	6	Much lower
City's Website www.Lakewood.org	63	29	35	Much lower
Looking At Lakewood (City newsletter)	68	11	13	Much lower
Planning/land use	57	129	266	Similar
Overall quality of service delivery	66	305	398	Much lower

Table 72: Lakewood Government Performance Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The job City Council representatives do at generally acting in the best interest of the community at large	58	5	7	Lower
The value of services for the sales and property taxes paid	57	217	356	Lower
The overall direction the City is taking	63	142	287	Similar
The job Lakewood government does at welcoming citizen involvement	57	154	279	Similar
Overall Lakewood City government performance	61	5	8	Much lower

Table 73: Contact with City Employee(s) Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	29	277	281	Much lower

Table 74: Perceptions of City Employees (Among Those Who Had Contact) Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	77	95	129	Lower
Responsiveness	73	102	130	Much lower
Courtesy	78	89	119	Much lower
Overall impression	74	172	331	Similar

Table 75: Aspects of City Website Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Current information	70	4	6	Lower
Appearance	69	7	8	Much lower
Online services offered	68	5	5	Much lower
Ease of navigation	64	6	10	Similar
Search function	62	5	5	Lower

Table 76: Ratings of Lakewood Police Department Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Prevention of crime	71	157	319	Similar

Front Range Benchmarks

Table 77: Overall Quality of Life Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Taking all things into consideration, how would you rate your overall quality of life in Lakewood?	83	16	28	Similar
Your neighborhood as a place to live	80	14	21	Lower
Lakewood as a place to raise children	78	14	24	Lower
Lakewood as a place to work	72	12	25	Much higher
Lakewood as a place to retire	71	14	25	Similar

Table 78: Overall Community Characteristics Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall economic health of Lakewood	72	5	11	Much higher
Cost of living	54	5	10	Similar
Health and wellness opportunities	74	6	12	Similar
Sense of community	63	15	20	Much lower

Table 79: Aspects of Transportation Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Ease of car travel in the city	60	17	20	Much lower
Ease of public transit in the city	63	5	12	Higher
Ease of travel by foot in the city	56	20	20	Much lower
Ease of bicycle travel in the city	59	18	21	Much lower

Table 80: Feelings of Safety Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall feeling of safety	72	10	16	Much lower
In your neighborhood during the day	89	12	18	Similar
In Lakewood's commercial areas during the day	84	10	15	Much lower
In Lakewood's commercial areas after dark	60	8	8	Much lower

Table 81: Services Provided by the City Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Snow removal	64	11	24	Higher
Street repair/condition	60	10	25	Higher
Street cleaning	66	9	19	Similar
Enforcing traffic laws	62	18	22	Much lower
City code enforcement (weeds, junk cars, trash, etc.)	57	10	20	Similar
Recreation programs (swim lessons, fitness, youth sports, etc.)	73	14	20	Lower
Recreation facilities (recreation centers, athletic fields, etc.)	74	11	16	Similar
Police services	72	20	24	Much lower
Municipal court	64	10	13	Lower
Programs for older adults	65	6	9	Lower
Programs for low-income persons	53	5	5	Much lower
City's Website www.Lakewood.org	63	4	5	Much lower
Planning/land use	57	9	15	Similar
Overall quality of service delivery	66	20	25	Much lower

Table 82: Lakewood Government Performance Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The value of services for the sales and property taxes paid	57	14	18	Lower
The overall direction the City is taking	63	16	24	Lower
The job Lakewood government does at welcoming citizen involvement	57	16	21	Lower

Table 83: Contact with City Employee(s) Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	29	19	19	Much lower

Table 84: Perceptions of City Employees (Among Those Who Had Contact) Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledge	77	11	12	Much lower
Responsiveness	73	9	10	Much lower
Courtesy	78	6	7	Lower
Overall impression	74	14	24	Similar

Table 85: Ratings of Lakewood Police Department Benchmarks

	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Prevention of crime	71	8	17	Similar

Jurisdictions Included in Benchmark Comparisons

Listed below are the jurisdictions included in the National benchmark comparisons provided for the City of Lakewood followed by the 2010 population according to the U.S. Census. At the end of this section are listed the jurisdictions included in the Front Range benchmark comparisons.

National Benchmark Comparison

Adams County, CO.....	441,603	Bloomington city, MN.....	82,893
Airway Heights city, WA.....	6,114	Blue Springs city, MO.....	52,575
Albany city, OR.....	50,158	Boise City city, ID.....	205,671
Albemarle County, VA.....	98,970	Boone County, KY.....	118,811
Albert Lea city, MN.....	18,016	Boulder city, CO.....	97,385
Alexandria city, VA.....	139,966	Bowling Green city, KY.....	58,067
Algonquin village, IL.....	30,046	Bozeman city, MT.....	37,280
Aliso Viejo city, CA.....	47,823	Brentwood city, MO.....	8,055
Altoona city, IA.....	14,541	Brentwood city, TN.....	37,060
American Canyon city, CA.....	19,454	Brighton city, CO.....	33,352
Ames city, IA.....	58,965	Brighton city, MI.....	7,444
Andover CDP, MA.....	8,762	Bristol city, TN.....	26,702
Ankeny city, IA.....	45,582	Broken Arrow city, OK.....	98,850
Ann Arbor city, MI.....	113,934	Brookfield city, WI.....	37,920
Annapolis city, MD.....	38,394	Brookline CDP, MA.....	58,732
Apache Junction city, AZ.....	35,840	Broomfield city, CO.....	55,889
Apple Valley town, CA.....	69,135	Brownsburg town, IN.....	21,285
Arapahoe County, CO.....	572,003	Burien city, WA.....	33,313
Arkansas City city, AR.....	366	Burleson city, TX.....	36,690
Arlington city, TX.....	365,438	Cabarrus County, NC.....	178,011
Arlington County, VA.....	207,627	Cambridge city, MA.....	105,162
Arvada city, CO.....	106,433	Cannon Beach city, OR.....	1,690
Asheville city, NC.....	83,393	Canton city, SD.....	3,057
Ashland city, OR.....	20,078	Cape Coral city, FL.....	154,305
Ashland town, VA.....	7,225	Cape Girardeau city, MO.....	37,941
Aspen city, CO.....	6,658	Carlisle borough, PA.....	18,682
Athens-Clarke County.....	115,452	Carlsbad city, CA.....	105,328
Auburn city, AL.....	53,380	Carroll city, IA.....	10,103
Auburn city, WA.....	70,180	Cartersville city, GA.....	19,731
Augusta CCD, GA.....	134,777	Cary town, NC.....	135,234
Aurora city, CO.....	325,078	Casper city, WY.....	55,316
Austin city, TX.....	790,390	Castine town, ME.....	1,366
Bainbridge Island city, WA.....	23,025	Castle Pines North city, CO.....	10,360
Baltimore city, MD.....	620,961	Castle Rock town, CO.....	48,231
Bartonville town, TX.....	1,469	Cedar Hill city, TX.....	45,028
Battle Creek city, MI.....	52,347	Cedar Rapids city, IA.....	126,326
Bay City city, MI.....	34,932	Centennial city, CO.....	100,377
Baytown city, TX.....	71,802	Chambersburg borough, PA.....	20,268
Bedford city, TX.....	46,979	Chandler city, AZ.....	236,123
Bedford town, MA.....	13,320	Chanhassen city, MN.....	22,952
Bellevue city, WA.....	122,363	Chapel Hill town, NC.....	57,233
Bellingham city, WA.....	80,885	Charlotte city, NC.....	731,424
Beltrami County, MN.....	44,442	Charlotte County, FL.....	159,978
Benbrook city, TX.....	21,234	Charlottesville city, VA.....	43,475
Bend city, OR.....	76,639	Chattanooga city, TN.....	167,674
Bettendorf city, IA.....	33,217	Chesterfield County, VA.....	316,236
Billings city, MT.....	104,170	Chippewa Falls city, WI.....	13,661
Blaine city, MN.....	57,186	Citrus Heights city, CA.....	83,301
Bloomfield Hills city, MI.....	3,869	Clackamas County, OR.....	375,992

Clarendon Hills village, IL	8,427	Eden Prairie city, MN.....	60,797
Clayton city, MO	15,939	Egerton city, KS.....	1,671
Clearwater city, FL.....	107,685	Edgewater city, CO.....	5,170
Cleveland Heights city, OH	46,121	Edina city, MN.....	47,941
Clinton city, SC	8,490	Edmond city, OK	81,405
Clive city, IA.....	15,447	Edmonds city, WA.....	39,709
Clovis city, CA	95,631	El Cerrito city, CA.....	23,549
College Park city, MD	30,413	El Dorado County, CA.....	181,058
College Station city, TX	93,857	El Paso city, TX.....	649,121
Colleyville city, TX	22,807	Elk Grove city, CA	153,015
Collinsville city, IL.....	25,579	Elk River city, MN	22,974
Columbia city, MO.....	108,500	Elko New Market city, MN	4,110
Columbia city, SC.....	129,272	Elmhurst city, IL	44,121
Columbia Falls city, MT	4,688	Encinitas city, CA	59,518
Columbus city, WI	4,991	Englewood city, CO	30,255
Commerce City city, CO	45,913	Erie town, CO	18,135
Concord city, CA	122,067	Escambia County, FL.....	297,619
Concord town, MA.....	17,668	Estes Park town, CO.....	5,858
Coon Rapids city, MN.....	61,476	Fairview town, TX	7,248
Copperas Cove city, TX.....	32,032	Farmington Hills city, MI	79,740
Coronado city, CA.....	18,912	Fayetteville city, NC	200,564
Corvallis city, OR.....	54,462	Fishers town, IN	76,794
Creve Coeur city, MO.....	17,833	Flower Mound town, TX	64,669
Cross Roads town, TX	1,563	Forest Grove city, OR.....	21,083
Dacono city, CO	4,152	Fort Collins city, CO.....	143,986
Dade City city, FL	6,437	Fort Smith city, AR.....	86,209
Dakota County, MN.....	398,552	Fort Worth city, TX	741,206
Dallas city, OR	14,583	Fountain Hills town, AZ.....	22,489
Dallas city, TX	1,197,816	Franklin city, TN	62,487
Danville city, KY	16,218	Fredericksburg city, VA	24,286
Dardenne Prairie city, MO	11,494	Fremont city, CA	214,089
Davenport city, IA.....	99,685	Friendswood city, TX	35,805
Davidson town, NC.....	10,944	Fruita city, CO	12,646
Decatur city, GA.....	19,335	Gahanna city, OH	33,248
Del Mar city, CA.....	4,161	Gaithersburg city, MD.....	59,933
Delaware city, OH.....	34,753	Galveston city, TX	47,743
Delray Beach city, FL.....	60,522	Gardner city, KS	19,123
Denison city, TX	22,682	Geneva city, NY	13,261
Denton city, TX.....	113,383	Georgetown city, TX.....	47,400
Denver city, CO.....	600,158	Gilbert town, AZ	208,453
Derby city, KS	22,158	Gillette city, WY.....	29,087
Des Peres city, MO.....	8,373	Glendora city, CA	50,073
Destin city, FL.....	12,305	Glenview village, IL	44,692
Dothan city, AL	65,496	Globe city, AZ	7,532
Douglas County, CO	285,465	Golden city, CO.....	18,867
Dover city, NH	29,987	Golden Valley city, MN	20,371
Dublin city, CA.....	46,036	Goodyear city, AZ	65,275
Dublin city, OH	41,751	Grafton village, WI	11,459
Duluth city, MN	86,265	Grand Blanc city, MI	8,276
Duncanville city, TX	38,524	Grand Island city, NE.....	48,520
Durham city, NC	228,330	Grants Pass city, OR.....	34,533
Durham County, NC	267,587	Grass Valley city, CA	12,860
Eagle town, CO.....	6,508	Greeley city, CO.....	92,889
East Baton Rouge Parish, LA	440,171	Greenville city, NC	84,554
East Grand Forks city, MN.....	8,601	Greenwich town, CT.....	61,171
East Lansing city, MI	48,579	Greenwood Village city, CO	13,925
Eau Claire city, WI.....	65,883	Greer city, SC.....	25,515

Guilford County, NC	488,406	La Vista city, NE	15,758
Gunnison County, CO	15,324	Lafayette city, CO	24,453
Hailey city, ID	7,960	Laguna Beach city, CA	22,723
Haines Borough, AK	2,508	Laguna Hills city, CA	30,344
Hallandale Beach city, FL	37,113	Laguna Niguel city, CA	62,979
Hamilton city, OH	62,477	Lake Oswego city, OR	36,619
Hanover County, VA	99,863	Lake Stevens city, WA	28,069
Harrisonburg city, VA	48,914	Lake Worth city, FL	34,910
Harrisonville city, MO	10,019	Lake Zurich village, IL	19,631
Hayward city, CA	144,186	Lakeville city, MN	55,954
Henderson city, NV	257,729	Lakewood city, CO	142,980
Herndon town, VA	23,292	Lakewood city, WA	58,163
High Point city, NC	104,371	Lane County, OR	351,715
Highland Park city, IL	29,763	Larimer County, CO	299,630
Highlands Ranch CDP, CO	96,713	Las Cruces city, NM	97,618
Holland city, MI	33,051	Las Vegas city, NV	583,756
Honolulu County, HI	953,207	Lawrence city, KS	87,643
Hooksett town, NH	13,451	Lee's Summit city, MO	91,364
Hopkins city, MN	17,591	Lehi city, UT	47,407
Hopkinton town, MA	14,925	Lenexa city, KS	48,190
Hoquiam city, WA	8,726	Lewis County, NY	27,087
Horry County, SC	269,291	Lewiston city, ID	31,894
Hudson city, OH	22,262	Lewisville city, TX	95,290
Hudsonville city, MI	7,116	Libertyville village, IL	20,315
Huntersville town, NC	46,773	Lincoln city, NE	258,379
Hurst city, TX	37,337	Lindsborg city, KS	3,458
Hutchinson city, MN	14,178	Littleton city, CO	41,737
Hutto city, TX	14,698	Livermore city, CA	80,968
Hyattsville city, MD	17,557	Lombard village, IL	43,165
Independence city, MO	116,830	Lone Tree city, CO	10,218
Indian Trail town, NC	33,518	Long Grove village, IL	8,043
Indianola city, IA	14,782	Longmont city, CO	86,270
Iowa City city, IA	67,862	Longview city, TX	80,455
Irving city, TX	216,290	Los Alamos County, NM	17,950
Issaquah city, WA	30,434	Louisville city, CO	18,376
Jackson County, MI	160,248	Lynchburg city, VA	75,568
James City County, VA	67,009	Lynnwood city, WA	35,836
Jefferson County, CO	534,543	Macomb County, MI	840,978
Jefferson County, NY	116,229	Manhattan Beach city, CA	35,135
Johnson City city, TN	63,152	Mankato city, MN	39,309
Johnston city, IA	17,278	Maple Grove city, MN	61,567
Jupiter town, FL	55,156	Martinez city, CA	35,824
Kansas City city, KS	145,786	Maryland Heights city, MO	27,472
Kansas City city, MO	459,787	Marysville city, WA	60,020
Keizer city, OR	36,478	Matthews town, NC	27,198
Kenmore city, WA	20,460	McAllen city, TX	129,877
Kennedale city, TX	6,763	McDonough city, GA	22,084
Kennett Square borough, PA	6,072	McMinnville city, OR	32,187
Kettering city, OH	56,163	Menlo Park city, CA	32,026
Key West city, FL	24,649	Mercer Island city, WA	22,699
King County, WA	1,931,249	Meridian charter township, MI	39,688
Kirkland city, WA	48,787	Meridian city, ID	75,092
Kirkwood city, MO	27,540	Merriam city, KS	11,003
Knoxville city, IA	7,313	Mesa County, CO	146,723
La Mesa city, CA	57,065	Miami Beach city, FL	87,779
La Plata town, MD	8,753	Miami city, FL	399,457
La Porte city, TX	33,800	Middleton city, WI	17,442

Midland city, MI	41,863	Paradise Valley town, AZ	12,820
Milford city, DE	9,559	Park City city, UT	7,558
Milton city, GA	32,661	Parker town, CO	45,297
Minneapolis city, MN	382,578	Parkland city, FL	23,962
Mission Viejo city, CA	93,305	Pasadena city, CA	137,122
Modesto city, CA	201,165	Pasco city, WA	59,781
Monterey city, CA	27,810	Pasco County, FL	464,697
Montgomery County, VA	94,392	Pearland city, TX	91,252
Monticello city, UT	1,972	Peoria city, AZ	154,065
Monument town, CO	5,530	Peoria city, IL	115,007
Mooresville town, NC	32,711	Peoria County, IL	186,494
Morristown city, TN	29,137	Pflugerville city, TX	46,936
Morrisville town, NC	18,576	Phoenix city, AZ	1,445,632
Morro Bay city, CA	10,234	Pinehurst village, NC	13,124
Mountain Village town, CO	1,320	Piqua city, OH	20,522
Mountlake Terrace city, WA	19,909	Pitkin County, CO	17,148
Naperville city, IL	141,853	Plano city, TX	259,841
Needham CDP, MA	28,886	Platte City city, MO	4,691
New Braunfels city, TX	57,740	Plymouth city, MN	70,576
New Brighton city, MN	21,456	Pocatello city, ID	54,255
New Hanover County, NC	202,667	Polk County, IA	430,640
New Orleans city, LA	343,829	Pompano Beach city, FL	99,845
New Smyrna Beach city, FL	22,464	Port Orange city, FL	56,048
Newberg city, OR	22,068	Portland city, OR	583,776
Newport city, RI	24,672	Post Falls city, ID	27,574
Newport News city, VA	180,719	Prince William County, VA	402,002
Newton city, IA	15,254	Prior Lake city, MN	22,796
Noblesville city, IN	51,969	Pueblo city, CO	106,595
Nogales city, AZ	20,837	Queen Creek town, AZ	26,361
Norfolk city, VA	242,803	Radnor township, PA	31,531
North Port city, FL	57,357	Ramsey city, MN	23,668
North Richland Hills city, TX	63,343	Raymond town, ME	4,436
Northglenn city, CO	35,789	Raymore city, MO	19,206
Novato city, CA	51,904	Redmond city, WA	54,144
Novi city, MI	55,224	Rehoboth Beach city, DE	1,327
O'Fallon city, IL	28,281	Reno city, NV	225,221
O'Fallon city, MO	79,329	Reston CDP, VA	58,404
Oak Park village, IL	51,878	Richmond city, CA	103,701
Oakland city, CA	390,724	Richmond Heights city, MO	8,603
Oakley city, CA	35,432	Rifle city, CO	9,172
Ogdensburg city, NY	11,128	Rio Rancho city, NM	87,521
Oklahoma City city, OK	579,999	River Falls city, WI	15,000
Olathe city, KS	125,872	Riverside city, CA	303,871
Old Town city, ME	7,840	Riverside city, MO	2,937
Olmsted County, MN	144,248	Rochester Hills city, MI	70,995
Olympia city, WA	46,478	Rock Hill city, SC	66,154
Orland Park village, IL	56,767	Rockville city, MD	61,209
Oshkosh city, WI	66,083	Rogers city, MN	8,597
Oshtemo charter township, MI	21,705	Rolla city, MO	19,559
Otsego County, MI	24,164	Roselle village, IL	22,763
Overland Park city, KS	173,372	Rosemount city, MN	21,874
Oviedo city, FL	33,342	Rosenberg city, TX	30,618
Paducah city, KY	25,024	Roseville city, MN	33,660
Palm Beach Gardens city, FL	48,452	Round Rock city, TX	99,887
Palm Coast city, FL	75,180	Royal Oak city, MI	57,236
Palo Alto city, CA	64,403	Saco city, ME	18,482
Papillion city, NE	18,894	Sahuarita town, AZ	25,259

Sammamish city, WA.....	45,780	Summit city, NJ.....	21,457
San Anselmo town, CA.....	12,336	Summit County, UT.....	36,324
San Antonio city, TX.....	1,327,407	Sunnyvale city, CA.....	140,081
San Carlos city, CA.....	28,406	Surprise city, AZ.....	117,517
San Diego city, CA.....	1,307,402	Suwanee city, GA.....	15,355
San Francisco city, CA.....	805,235	Tacoma city, WA.....	198,397
San Jose city, CA.....	945,942	Takoma Park city, MD.....	16,715
San Juan County, NM.....	130,044	Tamarac city, FL.....	60,427
San Marcos city, CA.....	83,781	Temecula city, CA.....	100,097
San Marcos city, TX.....	44,894	Tempe city, AZ.....	161,719
San Rafael city, CA.....	57,713	Temple city, TX.....	66,102
Sanford city, FL.....	53,570	Texarkana city, TX.....	36,411
Sangamon County, IL.....	197,465	The Woodlands CDP, TX.....	93,847
Santa Clarita city, CA.....	176,320	Thornton city, CO.....	118,772
Santa Fe County, NM.....	144,170	Thousand Oaks city, CA.....	126,683
Santa Monica city, CA.....	89,736	Tigard city, OR.....	48,035
Sarasota County, FL.....	379,448	Tracy city, CA.....	82,922
Savage city, MN.....	26,911	Trinidad CCD, CO.....	12,017
Schaumburg village, IL.....	74,227	Tualatin city, OR.....	26,054
Scott County, MN.....	129,928	Tulsa city, OK.....	391,906
Scottsdale city, AZ.....	217,385	Twin Falls city, ID.....	44,125
Seaside city, CA.....	33,025	Tyler city, TX.....	96,900
SeaTac city, WA.....	26,909	Umatilla city, OR.....	6,906
Sevierville city, TN.....	14,807	Upper Arlington city, OH.....	33,771
Shawnee city, KS.....	62,209	Urbandale city, IA.....	39,463
Sheboygan city, WI.....	49,288	Vail town, CO.....	5,305
Shoreview city, MN.....	25,043	Vancouver city, WA.....	161,791
Shorewood city, MN.....	7,307	Vernon Hills village, IL.....	25,113
Shorewood village, IL.....	15,615	Vestavia Hills city, AL.....	34,033
Shorewood village, WI.....	13,162	Victoria city, MN.....	7,345
Sierra Vista city, AZ.....	43,888	Vienna town, VA.....	15,687
Sioux Center city, IA.....	7,048	Virginia Beach city, VA.....	437,994
Sioux Falls city, SD.....	153,888	Wake Forest town, NC.....	30,117
Skokie village, IL.....	64,784	Walnut Creek city, CA.....	64,173
Snellville city, GA.....	18,242	Washington County, MN.....	238,136
Snowmass Village town, CO.....	2,826	Washington town, NH.....	1,123
South Lake Tahoe city, CA.....	21,403	Watauga city, TX.....	23,497
Southborough town, MA.....	9,767	Wauwatosa city, WI.....	46,396
Southlake city, TX.....	26,575	Waverly city, IA.....	9,874
Spokane Valley city, WA.....	89,755	Weddington town, NC.....	9,459
Spring Hill city, KS.....	5,437	West Carrollton city, OH.....	13,143
Springboro city, OH.....	17,409	West Chester borough, PA.....	18,461
Springfield city, MO.....	159,498	West Des Moines city, IA.....	56,609
Springville city, UT.....	29,466	Western Springs village, IL.....	12,975
St. Augustine city, FL.....	12,975	Westerville city, OH.....	36,120
St. Charles city, IL.....	32,974	Westlake town, TX.....	992
St. Cloud city, FL.....	35,183	Westminster city, CO.....	106,114
St. Cloud city, MN.....	65,842	Weston town, MA.....	11,261
St. Joseph city, MO.....	76,780	Wheat Ridge city, CO.....	30,166
St. Louis County, MN.....	200,226	White House city, TN.....	10,255
St. Louis Park city, MN.....	45,250	Wichita city, KS.....	382,368
Stallings town, NC.....	13,831	Williamsburg city, VA.....	14,068
State College borough, PA.....	42,034	Willowbrook village, IL.....	8,540
Steamboat Springs city, CO.....	12,088	Wilmington city, NC.....	106,476
Sterling Heights city, MI.....	129,699	Wilsonville city, OR.....	19,509
Sugar Grove village, IL.....	8,997	Winchester city, VA.....	26,203
Sugar Land city, TX.....	78,817	Windsor town, CO.....	18,644

Windsor town, CT	29,044
Winnetka village, IL	12,187
Winston-Salem city, NC	229,617
Winter Garden city, FL.....	34,568
Woodbury city, MN	61,961
Woodland city, CA.....	55,468

Wrentham town, MA	10,955
Yakima city, WA	91,067
York County, VA.....	65,464
Yorktown town, IN.....	9,405
Yountville city, CA.....	2,933

Front Range Benchmark Comparison

Arapahoe County, CO.....	572,003
Arvada city, CO	106,433
Aurora city, CO	325,078
Boulder city, CO.....	97,385
Brighton city, CO	33,352
Broomfield city, CO	55,889
Castle Pines North city, CO.....	10,360
Castle Rock town, CO	48,231
Centennial city, CO	100,377
Dacono city, CO	4,152
Denver city, CO.....	600,158
Douglas County, CO	285,465
Edgewater city, CO	5,170
Englewood city, CO.....	30,255
Erie town, CO.....	18,135
Fort Collins city, CO	143,986
Golden city, CO	18,867

Greenwood Village city, CO.....	13,925
Highlands Ranch CDP, CO.....	96,713
Lafayette city, CO	24,453
Lakewood city, CO.....	142,980
Larimer County, CO	299,630
Littleton city, CO	41,737
Lone Tree city, CO.....	10,218
Longmont city, CO	86,270
Louisville city, CO	18,376
Monument town, CO.....	5,530
Parker town, CO	45,297
Pueblo city, CO	106,595
Westminster city, CO	106,114
Windsor town, CO.....	18,644

Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography

The following appendix compares the key survey responses by the geographic location of households (Ward 1, 2, 3, 4 or 5) as well as respondent demographic characteristics. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Cells shaded grey indicate statistically significant differences ($p \leq .05$) between at least two of the subgroups.

Geographic Crosstabulations

Table 86: Question 1: Aspects of Quality of Life by Respondent Ward

Please rate each of the following aspects of quality of life in Lakewood: (Percent "very good" or "good")	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Taking all things into consideration, how would you rate your overall quality of life in Lakewood?	94%	86%	93%	95%	98%	93%
Your neighborhood as a place to live	84%	76%	79%	92%	94%	86%
Lakewood as a place to raise children	86%	67%	79%	90%	92%	84%
Lakewood as a place to work	82%	54%	69%	67%	76%	70%
Lakewood as a place to retire	67%	65%	69%	60%	70%	66%
Lakewood as a place to recreate and play	82%	71%	73%	82%	81%	78%

Table 87: Question 2: Community Characteristics by Respondent Ward

Please rate each of the following characteristics as they relate to Lakewood as a whole: (Percent "very good" or "good")	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Overall economic health of Lakewood	81%	67%	72%	80%	79%	76%
Cost of living	48%	35%	42%	41%	41%	41%
Health and wellness opportunities	83%	72%	67%	76%	76%	75%
Overall feeling of safety	77%	58%	71%	83%	84%	75%
Sense of community	52%	52%	51%	55%	58%	54%

Table 88: Question 4: Important Factors by Respondent Ward

Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please first circle the number which best fits your opinion for each item. (Percent "essential" or "very important")	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Overall appearance and cleanliness	86%	84%	91%	92%	92%	89%
Building new amenities around light rail	37%	47%	44%	29%	36%	38%
Variety of housing options	57%	73%	53%	49%	67%	59%
The City taking an active role with business attraction/retention	56%	64%	63%	53%	60%	59%
The City taking an active role in redevelopment	59%	55%	66%	51%	57%	57%
Crime prevention	85%	94%	97%	90%	91%	91%
Expanding programs for youth and older adults	60%	65%	65%	55%	59%	60%
Quality of overall natural environment in Lakewood	78%	79%	83%	80%	82%	80%
Reducing traffic congestion on City streets	77%	67%	79%	76%	84%	77%
Planning and land use	77%	71%	75%	78%	74%	75%
Infrastructure (streets, sidewalks)	78%	79%	76%	83%	82%	80%

Table 89: Question 5: Aspects of Transportation by Respondent Ward

Please rate each of the following aspects of transportation within Lakewood. (Percent "very good" or "good")	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Condition of City streets	63%	50%	57%	65%	63%	60%
Condition of state highways (Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.)	57%	46%	55%	64%	63%	57%
Ease of car travel in the city	58%	49%	51%	53%	52%	52%
Ease of public transit in the city	58%	74%	54%	44%	45%	55%
Ease of travel by foot in the city	43%	43%	43%	40%	45%	43%
Ease of bicycle travel in the city	51%	48%	48%	46%	61%	50%

Table 90: Question 6: Quality of Services provided by the City of Lakewood by Respondent Ward

How do you rate the quality of each of the following Lakewood City services? Circle the number that best represents your opinion. (Percent "very good" or "good")	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Snow removal	63%	45%	64%	71%	72%	64%
Street repair/condition	44%	41%	53%	56%	58%	51%
Street cleaning	64%	55%	65%	64%	62%	62%
Enforcing traffic laws	61%	53%	63%	57%	54%	58%
City code enforcement (weeds, junk cars, trash, etc.)	51%	45%	53%	39%	52%	47%
Maintenance of existing City parks, open space and trails	87%	84%	86%	85%	87%	86%
Recreation programs (swim lessons, fitness, youth sports, etc.)	82%	66%	72%	73%	83%	75%
Recreation facilities (recreation centers, athletic fields, etc.)	83%	71%	76%	77%	87%	79%
Police services	72%	72%	77%	72%	70%	73%
City videos (YouTube, KLTV 8)	45%	36%	36%	39%	43%	40%
Municipal court	64%	56%	55%	52%	51%	55%
Building permits/inspections	50%	49%	52%	38%	45%	46%
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	55%	56%	51%	60%	56%	56%
Programs for older adults	52%	53%	52%	58%	51%	53%
Programs for low-income persons	40%	26%	35%	38%	32%	34%
Programs for people with special needs	50%	43%	41%	51%	46%	46%
Programs for homeless people	22%	15%	18%	30%	18%	21%
City's Website www.Lakewood.org	63%	41%	57%	55%	57%	54%
Looking At Lakewood (City newsletter)	67%	61%	67%	58%	65%	63%
Cultural facilities (Cultural Center, Heritage Center, Washington Heights, etc.)	77%	71%	71%	74%	78%	74%
Planning/land use	42%	47%	45%	44%	43%	44%
Overall quality of service delivery	65%	58%	55%	64%	59%	60%

Table 91: Question 9: Government Performance and Public Trust by Respondent Ward

Please rate the following categories of Lakewood government performance: (Percent "very good" or "good")	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
Overall confidence in the representation I receive from my council members	44%	60%	48%	37%	44%	46%
Overall confidence in the representation I receive from the mayor	39%	53%	48%	38%	41%	43%
Overall confidence in how the city manager manages City operations	50%	45%	55%	38%	46%	46%
The job City Council representatives do at generally acting in the best interest of the community at large	50%	41%	48%	36%	37%	42%
Supporting the quality of life in Lakewood	63%	54%	59%	58%	69%	60%
Working through priority issues facing the City	44%	38%	49%	41%	50%	44%
The value of services for the sales and property taxes paid	47%	38%	44%	39%	48%	43%
The overall direction the City is taking	55%	65%	57%	46%	57%	55%
Informing residents about City issues	37%	52%	49%	39%	45%	44%
The job Lakewood government does at welcoming citizen involvement	40%	37%	42%	42%	42%	41%
Overall Lakewood City government performance	59%	44%	51%	41%	55%	49%

Table 92: Question 16: Feelings of Safety by Respondent Ward

Please rate how safe or unsafe you feel: (Percent "very safe" or "somewhat safe")	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
In your home	93%	87%	95%	98%	99%	95%
In your neighborhood during the day	97%	87%	93%	99%	99%	95%
Walking alone in your neighborhood after dark	81%	60%	72%	88%	75%	76%
In Lakewood's commercial areas during the day	95%	91%	96%	96%	96%	95%
In Lakewood's commercial areas after dark	69%	59%	64%	71%	71%	67%

Demographic Crosstabulations

Table 93: Question 1: Aspects of Quality of Life by Respondent Demographics

Please rate each of the following aspects of quality of life in Lakewood: (Percent "very good" or "good")	Length of residency			Rent or own		Race/ethnicity		Age			Overall
	5 years or less	6-20 years	More than 20 years	Own	Rent	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Taking all things into consideration, how would you rate your overall quality of life in Lakewood?	92%	94%	94%	94%	92%	94%	93%	95%	95%	90%	93%
Your neighborhood as a place to live	83%	88%	87%	86%	85%	86%	84%	86%	85%	86%	86%
Lakewood as a place to raise children	80%	85%	87%	84%	84%	82%	89%	83%	86%	82%	84%
Lakewood as a place to work	67%	72%	72%	70%	71%	72%	67%	72%	66%	72%	70%
Lakewood as a place to retire	56%	71%	71%	65%	67%	67%	65%	59%	62%	73%	66%
Lakewood as a place to recreate and play	77%	81%	77%	79%	77%	79%	77%	76%	80%	78%	78%

Table 94: Question 2: Community Characteristics by Respondent Demographics

Please rate each of the following characteristics as they relate to Lakewood as a whole: (Percent "very good" or "good")	Length of residency			Rent or own		Race/ethnicity		Age			Overall
	5 years or less	6-20 years	More than 20 years	Own	Rent	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall economic health of Lakewood	70%	80%	79%	76%	76%	76%	79%	79%	73%	78%	76%
Cost of living	40%	43%	42%	45%	36%	40%	45%	40%	39%	45%	41%
Health and wellness opportunities	71%	76%	78%	76%	74%	76%	72%	76%	70%	79%	75%
Overall feeling of safety	76%	73%	78%	73%	79%	75%	78%	80%	70%	78%	75%
Sense of community	51%	56%	55%	51%	58%	54%	54%	61%	46%	57%	54%

Table 95: Question 4: Important Factors by Respondent Demographics

Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please first circle the number which best fits your opinion for each item. (Percent "essential" or "very important")	Length of residency			Rent or own		Race/ethnicity		Age			Overall
	5 years or less	6-20 years	More than 20 years	Own	Rent	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall appearance and cleanliness	89%	88%	90%	88%	92%	89%	90%	89%	89%	89%	89%
Building new amenities around light rail	44%	39%	29%	32%	46%	36%	46%	42%	38%	34%	38%
Variety of housing options	72%	55%	47%	44%	82%	57%	69%	70%	55%	54%	59%
The City taking an active role with business attraction/retention	59%	61%	57%	59%	58%	58%	62%	57%	63%	57%	59%
The City taking an active role in redevelopment	58%	56%	58%	58%	56%	55%	65%	52%	63%	57%	57%
Crime prevention	88%	93%	95%	92%	91%	92%	88%	87%	94%	93%	91%
Expanding programs for youth and older adults	58%	62%	63%	56%	68%	58%	70%	60%	56%	65%	60%
Quality of overall natural environment in Lakewood	79%	83%	78%	79%	82%	81%	80%	87%	77%	78%	80%
Reducing traffic congestion on City streets	72%	77%	83%	74%	82%	75%	81%	76%	73%	82%	77%
Planning and land use	75%	78%	73%	77%	74%	76%	74%	73%	74%	79%	75%
Infrastructure (streets, sidewalks)	82%	79%	79%	81%	79%	78%	85%	79%	76%	84%	80%

Table 96: Question 5: Aspects of Transportation by Respondent Demographics

Please rate each of the following aspects of transportation within Lakewood. (Percent "very good" or "good")	Length of residency			Rent or own		Race/ethnicity		Age			Overall
	5 years or less	6-20 years	More than 20 years	Own	Rent	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Condition of City streets	57%	65%	59%	62%	57%	60%	60%	58%	62%	61%	60%
Condition of state highways (Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.)	53%	63%	57%	61%	52%	60%	51%	59%	54%	59%	57%
Ease of car travel in the city	56%	53%	46%	50%	56%	52%	53%	56%	54%	47%	52%
Ease of public transit in the city	53%	63%	49%	52%	59%	57%	49%	59%	53%	54%	55%
Ease of travel by foot in the city	38%	45%	47%	40%	47%	42%	45%	38%	46%	43%	43%
Ease of bicycle travel in the city	48%	57%	45%	49%	52%	50%	51%	52%	52%	47%	50%

Table 97: Question 6: Quality of Services provided by the City of Lakewood by Respondent Demographics

How do you rate the quality of each of the following Lakewood City services? Circle the number that best represents your opinion. (Percent "very good" or "good")	Length of residency			Rent or own		Race/ethnicity		Age			Overall
	5 years or less	6-20 years	More than 20 years	Own	Rent	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Snow removal	58%	63%	72%	65%	62%	65%	61%	57%	65%	68%	64%
Street repair/condition	48%	53%	53%	53%	48%	52%	49%	45%	52%	55%	51%
Street cleaning	63%	61%	61%	62%	63%	62%	63%	66%	63%	57%	62%
Enforcing traffic laws	64%	56%	51%	54%	63%	59%	55%	65%	59%	50%	58%
City code enforcement (weeds, junk cars, trash, etc.)	48%	48%	46%	41%	57%	46%	54%	57%	45%	42%	47%
Maintenance of existing City parks, open space and trails	87%	83%	88%	86%	85%	87%	84%	87%	84%	87%	86%
Recreation programs (swim lessons, fitness, youth sports, etc.)	64%	80%	80%	76%	74%	77%	69%	70%	75%	78%	75%

How do you rate the quality of each of the following Lakewood City services? Circle the number that best represents your opinion. (Percent "very good" or "good")	Length of residency			Rent or own		Race/ethnicity		Age			Overall
	5 years or less	6-20 years	More than 20 years	Own	Rent	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Recreation facilities (recreation centers, athletic fields, etc.)	71%	82%	84%	78%	80%	81%	72%	70%	81%	83%	79%
Police services	71%	73%	74%	72%	73%	75%	62%	73%	67%	77%	73%
City videos (YouTube, KLTV 8)	32%	50%	35%	36%	46%	40%	40%	34%	34%	46%	40%
Municipal court	56%	60%	49%	49%	65%	56%	55%	64%	48%	56%	55%
Building permits/inspections	49%	47%	43%	43%	53%	46%	47%	53%	39%	50%	46%
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	49%	57%	59%	53%	62%	58%	51%	53%	50%	63%	56%
Programs for older adults	50%	58%	51%	54%	53%	58%	44%	58%	55%	50%	53%
Programs for low-income persons	27%	47%	26%	33%	35%	33%	36%	32%	35%	34%	34%
Programs for people with special needs	45%	51%	42%	45%	48%	48%	44%	53%	49%	40%	46%
Programs for homeless people	17%	26%	18%	19%	22%	20%	21%	15%	22%	24%	21%
City's Website www.Lakewood.org	55%	56%	51%	49%	63%	56%	49%	61%	49%	54%	54%
Looking At Lakewood (City newsletter)	61%	62%	67%	61%	67%	62%	67%	69%	58%	65%	63%
Cultural facilities (Cultural Center, Heritage Center, Washington Heights, etc.)	66%	78%	78%	74%	75%	78%	64%	70%	75%	76%	74%
Planning/land use	51%	43%	37%	41%	49%	44%	46%	51%	44%	39%	44%
Overall quality of service delivery	61%	61%	59%	60%	61%	63%	56%	69%	57%	57%	60%

Table 98: Question 9: Government Performance and Public Trust by Respondent Demographics

Please rate the following categories of Lakewood government performance: (Percent "very good" or "good")	Length of residency			Rent or own		Race/ethnicity		Age			Overall
	5 years or less	6-20 years	More than 20 years	Own	Rent	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
Overall confidence in the representation I receive from my council members	51%	45%	43%	41%	56%	48%	41%	63%	35%	46%	46%
Overall confidence in the representation I receive from the mayor	47%	42%	41%	41%	48%	43%	48%	53%	35%	46%	43%
Overall confidence in how the city manager manages City operations	47%	47%	44%	43%	51%	47%	45%	57%	39%	46%	46%
The job City Council representatives do at generally acting in the best interest of the community at large	44%	42%	42%	39%	48%	44%	39%	52%	32%	47%	42%
Supporting the quality of life in Lakewood	57%	63%	61%	59%	63%	62%	56%	69%	54%	60%	60%
Working through priority issues facing the City	49%	46%	39%	43%	46%	45%	44%	48%	42%	45%	44%
The value of services for the sales and property taxes paid	45%	44%	39%	37%	54%	44%	39%	51%	39%	41%	43%
The overall direction the City is taking	59%	57%	48%	52%	60%	54%	60%	71%	47%	51%	55%
Informing residents about City issues	47%	48%	37%	41%	49%	45%	43%	50%	40%	44%	44%
The job Lakewood government does at welcoming citizen involvement	37%	48%	37%	39%	43%	43%	36%	44%	34%	44%	41%
Overall Lakewood City government performance	46%	53%	48%	45%	57%	50%	51%	57%	43%	51%	49%

Table 99: Question 16: Feelings of Safety by Respondent Demographics

Please rate how safe or unsafe you feel: (Percent "very safe" or "somewhat safe")	Length of residency			Rent or own		Race/ethnicity		Age			Overall
	5 years or less	6-20 years	More than 20 years	Own	Rent	White alone, not Hispanic	Hispanic and/or other race	18-34	35-54	55+	
In your home	92%	97%	96%	95%	94%	97%	89%	92%	96%	96%	95%
In your neighborhood during the day	94%	98%	95%	95%	96%	97%	92%	95%	96%	95%	95%
Walking alone in your neighborhood after dark	75%	78%	75%	76%	76%	77%	73%	80%	78%	70%	76%
In Lakewood's commercial areas during the day	94%	96%	93%	95%	94%	95%	94%	97%	95%	93%	95%
In Lakewood's commercial areas after dark	71%	67%	62%	65%	71%	65%	73%	72%	70%	59%	67%

Appendix F: Survey Methodology

Survey Instrument Development

The Lakewood Citizen Survey was administered by mail in 2016 for the eighth time. The baseline Lakewood Citizen Survey was conducted in 2000. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city and City service delivery, use of City amenities and opinions on policy issues facing the City. The citizen survey instrument for Lakewood was developed by starting with the version from the previous implementation in 2013; the questionnaire largely remained the same, with slight modifications, in 2016 in an effort to preserve trend data. If a new question was added, it was to increase the number of comparisons available to other communities across the nation and Front Range. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

Sample Selection

The 2016 survey used a stratified systematic sampling to select 600 residents in each of five Wards to receive survey mailings. (Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households are chosen.) To ensure households selected to participate in the survey were within the City of Lakewood boundaries, the latitude and longitude of each address was plotted to determine its location within the city. Addresses that fell outside of the city boundaries were removed from the sample. Attached units within the city were oversampled to compensate for detached unit residents’ tendency to return surveys at a higher rate. An individual within each household was selected using the birthday method. (The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

Survey Administration

Households received three mailings, one week apart beginning in May of 2016. Completed surveys were collected over the following six weeks. The first mailing was a prenotification postcard announcing the upcoming survey. The other two mailings contained a letter from the Deputy City Manager inviting the household to participate, a questionnaire and a postage paid envelope. Respondents also were given the opportunity to complete the questionnaire online by following a link provided in the letter.

About 4% of the postcards were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,892 households that received the survey, 763 respondents completed the survey (60 of which were completed online), providing a response rate of 26% (typical responses rates for surveys such as these range from 20% to 35%).

Table 100: Response Rates by Ward

Ward	Total mailings	Returned postcards	Eligible households	Completed surveys	Response rate
Ward 1	600	23	577	134	23%
Ward 2	600	32	568	116	20%
Ward 3	600	16	584	155	27%
Ward 4	600	13	587	207	35%
Ward 5	600	24	576	151	26%
Total	3,000	108	2,892	763	26%

Confidence Interval and Margin of Error

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used for this report, is 95%. The 95% confidence interval quantifies the imprecision of the survey results **because some residents’ opinions are relied on to estimate all residents’ opinions. The confidence interval** for the City of Lakewood 2016 Citizen Survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (763 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the **confidence intervals created will include the “true” population response.** This theory is applied in practice **to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey.** For example, if 72% of residents rate a service as “very good” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 68% and 76%. There are a number of sources of error that may affect any survey, including the non-response of residents with opinions different from survey responders.

For subgroups of responses (e.g., gender, age or location of residence), the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, NRC staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed **and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.**

Once cleaned and numbered, all surveys were entered into an electronic dataset. This dataset was subject **to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared.** Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Data from the Web surveys were automatically collected and stored while respondents answered the questions. The online survey data were downloaded, cleaned as necessary and appended to the mail survey data to create a final, complete dataset.

Weighting the Data

The demographic characteristics of the survey sample were compared to those of the 2010 Census and the American Community Survey. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in Lakewood’s population. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were gender, age, housing unit type (attached versus detached), housing tenure (rent versus own) and race and ethnicity. This decision was based on:

- ◆ The disparity between the survey respondent characteristics and the population norms for these variables
- ◆ The saliency of these variables in detecting differences of opinion among subgroups
- ◆ The historical use of the variables and the desirability of consistently representing different groups over the years

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data.

The results of the weighting scheme are presented in the following table.

Table 101: Lakewood Citizen Survey Weighting Table 2016

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	41%	24%	40%
Own home	59%	76%	60%
Detached unit	50%	59%	51%
Attached unit	50%	41%	49%
Race and Ethnicity			
White	86%	89%	86%
Not white	14%	11%	14%
Not Hispanic	82%	93%	83%
Hispanic	18%	7%	17%
White alone, not Hispanic	75%	85%	76%
Hispanic and/or other race	25%	15%	24%
Sex and Age			
Female	52%	57%	53%
Male	48%	43%	47%
18-34 years of age	30%	14%	29%
35-54 years of age	35%	25%	35%
55+ years of age	34%	61%	36%
Females 18-34	15%	9%	15%
Females 35-54	18%	14%	18%
Females 55+	19%	34%	19%
Males 18-34	15%	5%	14%
Males 35-54	17%	11%	17%
Males 55+	15%	27%	16%

Data Analysis

The results were analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions the percent positive (i.e., “very good” or “good,” “strongly agree” or “somewhat agree,” “essential” or “very important”) are presented in the body of the report. On many of the questions in the survey, respondents could give an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Responses to Survey Questions*.

Survey results were compared by the Ward in which the respondents lived and demographic characteristics of the respondents (*Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than

95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendix (see *Appendix E: Responses to Selected Survey Questions by Respondent Demographics and Geography*).

Appendix G: Survey Materials

The following pages contain the mailing materials and survey instrument for the 2016 Citizen Survey.

Dear City of Lakewood Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Lakewood. You will receive a copy of the survey next week in the mail with instructions for completing and returning it.

Thank you in advance for helping us with this important study!

Sincerely,



Nanette Neelan
Deputy City Manager
Office of the Mayor and City Manager

Dear City of Lakewood Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Lakewood. You will receive a copy of the survey next week in the mail with instructions for completing and returning it.

Thank you in advance for helping us with this important study!

Sincerely,



Nanette Neelan
Deputy City Manager
Office of the Mayor and City Manager

Dear City of Lakewood Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Lakewood. You will receive a copy of the survey next week in the mail with instructions for completing and returning it.

Thank you in advance for helping us with this important study!

Sincerely,



Nanette Neelan
Deputy City Manager
Office of the Mayor and City Manager

Dear City of Lakewood Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Lakewood. You will receive a copy of the survey next week in the mail with instructions for completing and returning it.

Thank you in advance for helping us with this important study!

Sincerely,



Nanette Neelan
Deputy City Manager
Office of the Mayor and City Manager



City of Lakewood
Office of the Mayor and City Manager
480 South Allison Parkway
Lakewood, CO 80226-3127



City of Lakewood
Office of the Mayor and City Manager
480 South Allison Parkway
Lakewood, CO 80226-3127



City of Lakewood
Office of the Mayor and City Manager
480 South Allison Parkway
Lakewood, CO 80226-3127



City of Lakewood
Office of the Mayor and City Manager
480 South Allison Parkway
Lakewood, CO 80226-3127



City of Lakewood

Nanette Neelan
Deputy City Manager
Office of the Mayor and City Manager

480 S. Allison Pkwy
Lakewood, CO 80226-3127
303-987-7050 Voice
303-987-7057 TDD
303-987-7063 FAX

Dear Lakewood Resident:

The City of Lakewood wants to know what you think about our community and city government. Your participation in this survey is very important – especially since your household is one of only 3,000 households being surveyed.

Please take a few minutes to fill out the enclosed 2016 Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

In order to get a scientifically reliable sample of Lakewood residents, please have the adult household member (18 years or older) who most recently had a birthday complete this survey. This will ensure that we get a good mix of responses from both males and females in a wide range of age groups.

Please spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at:
www.n-r-c.com/survey/lakewood2016.htm

If you have any questions about this survey please contact the City Manager's Office at 303-987-7050.

Please help us make Lakewood a great place to live! Thank you for your help and participation.

Sincerely,

Nanette Neelan
Deputy City Manager
Office of the Mayor and City Manager



City of Lakewood

Nanette Neelan
Deputy City Manager
Office of the Mayor and City Manager

480 S. Allison Pkwy
Lakewood, CO 80226-3127
303-987-7050 Voice
303-987-7057 TDD
303-987-7063 FAX

Dear Lakewood Resident:

About two weeks ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Lakewood wants to know what you think about our community and city government.

Your participation in this survey is very important – especially since your household is one of only 3,000 households being surveyed. Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

In order to get a scientifically reliable sample of Lakewood residents, please have the adult household member (18 years or older) who most recently had a birthday complete this survey. This will ensure that we get a good mix of responses from both males and females in a wide range of age groups.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the form in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

You may complete the survey online if you would prefer, at:

www.n-r-c.com/survey/lakewood2016.htm

If you have any questions about this survey please contact the City Manager's Office at 303-987-7050.

Please help us make Lakewood a great place to live! Thank you for your time and participation.

Sincerely,

A handwritten signature in black ink that reads "Nanette Neelan".

Nanette Neelan
Deputy City Manager
Office of the Mayor and City Manager

2016 Lakewood Citizen Survey

Please have the adult household member (18 years or older) who most recently had a birthday complete this survey. This will ensure that we get a good mix of responses from both males and females in a wide range of age groups. Thank you.

1. Please rate each of the following aspects of quality of life in Lakewood:

	Very <u>good</u>	<u>Good</u>	Neither good <u>nor bad</u>	<u>Bad</u>	Very <u>bad</u>	Don't <u>know</u>
Taking all things into consideration, how would you rate your overall quality of life in Lakewood?.....	1	2	3	4	5	6
Your neighborhood as a place to live	1	2	3	4	5	6
Lakewood as a place to raise children.....	1	2	3	4	5	6
Lakewood as a place to work.....	1	2	3	4	5	6
Lakewood as a place to retire.....	1	2	3	4	5	6
Lakewood as a place to recreate and play	1	2	3	4	5	6

2. Please rate each of the following characteristics as they relate to Lakewood as a whole:

	Very <u>good</u>	<u>Good</u>	Neither good <u>nor bad</u>	<u>Bad</u>	Very <u>bad</u>	Don't <u>know</u>
Overall economic health of Lakewood.....	1	2	3	4	5	6
Cost of living.....	1	2	3	4	5	6
Health and wellness opportunities	1	2	3	4	5	6
Overall feeling of safety.....	1	2	3	4	5	6
Sense of community.....	1	2	3	4	5	6

3. Which of the following best describes what you like most about living in Lakewood? (Please check all that apply.)

- | | | |
|---|---|---|
| <input type="checkbox"/> Sense of community/hometown feel | <input type="checkbox"/> Overall image/reputation of Lakewood | <input type="checkbox"/> Cost of living |
| <input type="checkbox"/> Location | <input type="checkbox"/> Parks and recreation | <input type="checkbox"/> Safety of community |
| <input type="checkbox"/> Neighborhoods | <input type="checkbox"/> Friends and family | <input type="checkbox"/> Community history/heritage |
| <input type="checkbox"/> Schools | | |

4. Thinking about the next two years, how important, if at all, are each of the following in Lakewood? Please first circle the number which best fits your opinion for each item. Then, check the ONE box for the item you think is the most important.

	Essential	Very <u>important</u>	Somewhat <u>important</u>	Not at all <u>important</u>	Don't <u>know</u>	Most <u>important</u>
Overall appearance and cleanliness.....	1	2	3	4	5	<input type="checkbox"/>
Building new amenities around light rail.....	1	2	3	4	5	<input type="checkbox"/>
Variety of housing options.....	1	2	3	4	5	<input type="checkbox"/>
The City taking an active role with business attraction/retention ...	1	2	3	4	5	<input type="checkbox"/>
The City taking an active role in redevelopment	1	2	3	4	5	<input type="checkbox"/>
Crime prevention.....	1	2	3	4	5	<input type="checkbox"/>
Expanding programs for youth and older adults	1	2	3	4	5	<input type="checkbox"/>
Quality of overall natural environment in Lakewood.....	1	2	3	4	5	<input type="checkbox"/>
Reducing traffic congestion on City streets	1	2	3	4	5	<input type="checkbox"/>
Planning and land use.....	1	2	3	4	5	<input type="checkbox"/>
Infrastructure (streets, sidewalks)	1	2	3	4	5	<input type="checkbox"/>

5. Please rate the following aspects of transportation within Lakewood. Circle the number that best represents your opinion.

	Very <u>good</u>	<u>Good</u>	Neither good <u>nor bad</u>	<u>Bad</u>	Very <u>bad</u>	Don't <u>know</u>
Condition of City streets	1	2	3	4	5	6
Condition of state highways (Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.).....	1	2	3	4	5	6
Ease of car travel in the city	1	2	3	4	5	6
Ease of public transit in the city.....	1	2	3	4	5	6
Ease of travel by foot in the city	1	2	3	4	5	6
Ease of bicycle travel in the city.....	1	2	3	4	5	6

9. Please rate the following categories of Lakewood government performance:

	Very good	Good	Neither good nor bad	Bad	Very bad	Don't know
Overall confidence in the representation I receive from my council members.....	1	2	3	4	5	6
Overall confidence in the representation I receive from the mayor..	1	2	3	4	5	6
Overall confidence in how the city manager manages City operations.....	1	2	3	4	5	6
The job City Council representatives do at generally acting in the best interest of the community at large	1	2	3	4	5	6
Supporting the quality of life in Lakewood	1	2	3	4	5	6
Working through priority issues facing the City	1	2	3	4	5	6
The value of services for the sales and property taxes paid	1	2	3	4	5	6
The overall direction the City is taking.....	1	2	3	4	5	6
Informing residents about City issues.....	1	2	3	4	5	6
The job Lakewood government does at welcoming citizen involvement.....	1	2	3	4	5	6
Overall Lakewood City government performance	1	2	3	4	5	6

10. How frequently do you use each of the following as a source of information about Lakewood?

	Frequently	Occasionally	At least once a year	Never
Denver Post/Your Hub	1	2	3	4
Friends/Neighbors.....	1	2	3	4
City Council Ward meetings	1	2	3	4
Lakewood8.....	1	2	3	4
Television news.....	1	2	3	4
Looking at Lakewood (mailed newsletter).....	1	2	3	4
Lakewood Sentinel	1	2	3	4
www.Lakewood.org.....	1	2	3	4
City of Lakewood e-newsletters (Friday Report, Neighborhood Watch, etc.)	1	2	3	4
Social media (Facebook, Twitter)	1	2	3	4
Bravo (magazine for arts, culture and events).....	1	2	3	4
Community Connection (Lakewood recreation guide).....	1	2	3	4
In-person at a Lakewood facility	1	2	3	4

11. Please rate the following aspects of the City of Lakewood website. Circle the number that best represents your opinion.

	Very good	Good	Neither good nor bad	Bad	Very bad	Don't know
Current information.....	1	2	3	4	5	6
Appearance	1	2	3	4	5	6
Online services offered	1	2	3	4	5	6
Ease of navigation.....	1	2	3	4	5	6
Search function.....	1	2	3	4	5	6

12. How likely or unlikely would you be to do each of the following online at www.Lakewood.org?

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Pay water/sewer bills.....	1	2	3	4
Pay a court fine/fee.....	1	2	3	4
Purchase passes for recreation centers.....	1	2	3	4
Check the status of a permit application.....	1	2	3	4
Schedule a construction or building inspection.....	1	2	3	4

13. Please indicate your current use of the following City of Lakewood programs, services and facilities.

	Yes, I utilize this service	I didn't know this service was available	I do not need this service for myself or my family
Child care services.....	1	2	3
Older adult programs	1	2	3
Transportation for elderly or disabled	1	2	3
Services for disabled.....	1	2	3
Rooney Road Household Hazardous Waste Recycling Center	1	2	3
I068 Quail Street Recycling Facility.....	1	2	3

14. Please indicate your household's current participation in each of the following.

	We participate regularly	We didn't know this was available	We don't choose to participate at this time
A Lakewood cultural event (play, concert, performance, art exhibit, historical demonstration, etc.).....	1	2	3
A Lakewood recreation program	1	2	3
A Lakewood recreation center.....	1	2	3
William F. Hayden Park on Green Mountain	1	2	3
Bear Creek Lake Park.....	1	2	3
Lakewood's Heritage Center.....	1	2	3
The Clements Community Center	1	2	3
Ray Ross Park.....	1	2	3
Surfside Park.....	1	2	3
A Lakewood community garden.....	1	2	3
A Lakewood park	1	2	3

15. How well does the Lakewood Police Department deal with each of the following issues?

	Very good	Good	Neither good nor bad	Bad	Very bad	Don't know
Prevention of crime.....	1	2	3	4	5	6
Response to calls for service.....	1	2	3	4	5	6
Reducing citizens' fear of crime	1	2	3	4	5	6
Obtaining support from the community	1	2	3	4	5	6
Delivering a full range of law enforcement and other services.....	1	2	3	4	5	6
Explaining crime prevention techniques to citizens	1	2	3	4	5	6
Working with other agencies to improve the quality of life in Lakewood.....	1	2	3	4	5	6
Working with citizens groups to resolve local problems.....	1	2	3	4	5	6
Preventing social disorder.....	1	2	3	4	5	6
Working with special populations (e.g. elderly, handicapped, juveniles, etc.)	1	2	3	4	5	6
Apprehending criminals	1	2	3	4	5	6
Traffic enforcement	1	2	3	4	5	6

16. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
In your home	1	2	3	4	5
In your neighborhood during the day.....	1	2	3	4	5
Walking alone in your neighborhood after dark	1	2	3	4	5
In Lakewood's commercial areas during the day.....	1	2	3	4	5
In Lakewood's commercial areas after dark.....	1	2	3	4	5

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How long have you lived in Lakewood?
(Write "0" if six months or less) _____ years

D2. Do you work outside the home?
 No, not currently employed for pay (skip to question D6)
 No, work for pay from home (skip to question D4)
 Yes, work for pay outside the home (go to question D3)

D3. If you travel to a specific workplace, in what city do you work? (If you work in more than one city, check the box for the city in which you most often work.)

<input type="checkbox"/> Arvada	<input type="checkbox"/> Littleton
<input type="checkbox"/> Aurora	<input type="checkbox"/> Louisville
<input type="checkbox"/> Boulder	<input type="checkbox"/> Northglenn
<input type="checkbox"/> Broomfield	<input type="checkbox"/> Thornton
<input type="checkbox"/> Denver	<input type="checkbox"/> Westminster
<input type="checkbox"/> Englewood	<input type="checkbox"/> Wheat Ridge
<input type="checkbox"/> Golden	<input type="checkbox"/> Lakewood
<input type="checkbox"/> Other: _____	

D4. What category best describes your job?

- Retail/sales
- Service/restaurant/delivery
- Manufacturing/production/high-tech
- Office (professional, business, administrative support)
- Medical/dental
- Construction/trades/laborer
- Other: _____

D5. If you work in a service industry based in Lakewood, how far outside of Lakewood does your service area extend?

- 5-mile radius
- 10-mile radius
- Denver metro area
- Front Range
- Statewide
- Other

D6. Please check the appropriate box indicating the type of housing unit in which you live.

- Detached single-family home
- Condominium or townhouse
- Duplex or other multi-unit home
- Apartment
- Mobile home

D7. Do you rent or own your residence?
 Own Rent

D8. What is your gender?
 Female Male

D9. How many people (including yourself) live in your household?
 _____ people

D10. How many of these household members are 17 or younger?
 _____ people

D11. About how much do you estimate your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES was in 2015? Please check the appropriate box below.

- Less than \$15,000
- \$15,000 to \$24,999
- \$25,000 to \$34,999
- \$35,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$124,999
- \$125,000 to \$249,999
- \$250,000 to \$499,999
- \$500,000 or more

D12. What is the highest level of education you have completed?

- 0-11 years
- High school graduate or GED
- Some college, no degree
- Associate's degree
- Bachelor's degree
- Graduate or professional degree

D13. What is your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 +

D14. Are you of Hispanic origin?
 Yes
 No

D15. What is your race/ethnicity? (Mark one or more categories to indicate what race you consider yourself to be.)

- White/Caucasian
- Black or African American
- Asian or Pacific Islander
- American Indian, Eskimo or Aleut
- Other

Thank you very much! Please return the completed survey in the postage-paid envelope to:
 National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



***City of Lakewood
Office of the Mayor and City Manager
480 South Allison Parkway
Lakewood, CO 80226-3127***