



## New City customer service center

Lakewood is moving to the forefront of customer service with the launch of a new online system called Request Lakewood for you to make requests, ask questions or raise a concern. The new system is as mobile as you are through a free application for smartphones and tablets and is available at [Lakewood.org](http://Lakewood.org). Be sure to check out the frequently asked questions below to learn more about the Request Lakewood customer service center.

Getting the help you need just got easier. Request Lakewood enhances the City's customer service because it sends your request or concern directly to the right staff member to take action. It also gives you a personal tracking number to keep you informed about your request and when it is completed. City staff members also can communicate with you through email or by phone, letting you know the status of the request. If you prefer to make your request anonymously, you have that option as well.

"This new customer service center will help us respond to any request from a resident or business owner in a timely and courteous fashion," said City Manager Kathy Hodgson. "It is using the best of technology to make getting in touch with City Hall as easy as possible."

Request Lakewood is the latest enhancement to our customer service efforts, and this new system

See Request Lakewood page 7



**The dancing never stops.** Lakewood residents who are age 55 or better and love to dance will get a unique opportunity at Lakewood's Clements Community Center. This March, an internationally acclaimed dance company coming to Lakewood to perform will also host a workshop at Clements. Learn more on page 4.

## Becoming artistic has never been easier

Learn to play the guitar, the ukulele or the Native American flute. Throw and fire pottery. Paint, weave and make jewelry. Developing your artistic side has never been easier, and Lakewood's redesigned classes brochure from Lakewood's Heritage, Culture & Arts Division is the place to find whatever will fulfill your heart's desire.

The brochure now has a "classes at a glance" section in the front to give you a quick and easy look at all that HCA offers. The brochure, which has three editions a year, also introduces you to all of the instructors. You can have the new classes brochure mailed to you at home by sending an email with your information to [HCA@Lakewood.org](mailto:HCA@Lakewood.org).

Along with the brochure, HCA has added new classes and workshops to broaden the range of artistic options available at HCA's three facilities: the Lakewood Cultural Center at 470 S. Allison Parkway, the Washington Heights Arts Center at 6375 W. First Ave. and the Lakewood Heritage Center at 801 S. Yarrow St. The division also has a new position that

will focus on developing visual and performing arts programs for youth, allowing Lakewood children and teens to explore almost any artistic medium.

"Our heritage, arts and cultural programs really are growing stronger by the day," said Michelle Nierling, HCA manager. "Take another look at our classes brochure, and I'm sure you'll find something that will inspire you."

Dancers particularly have new opportunities to explore. The dance studio has moved from Washington Heights to the Cultural Center, where a new dance floor and floor-to-ceiling mirrors enrich the teaching and learning experience. Outside the studio, parents can spend time enjoying the beautiful mountain views from the Cultural Center as well as access to free Wi-Fi, a coffee cart and comfortable seating while their children are in dance class. Moving the dance studio to the Cultural Center also helps tie dancers' experiences closer to the professionals who perform in the numerous shows at the Cultural

Center.

Adults and children interested in dance classes can choose from traditional offerings such as ballet and tap or try their hand at belly dancing or ballroom and swing. Classes are available for purchase as a series or on a per-class drop-in basis.

HCA has a long history of providing exceptional arts education opportunities to Lakewood residents. There are options for all ages and abilities, making the artistic journey something the whole family can enjoy. Besides a wide range of painting and pottery classes, HCA offers papermaking, stained glass work and woodcarving along with Kumihimo braid-making, making chain maille, china painting and spring break and summer arts camps for youth.

Classes range in price based on the length of instruction and materials needed, but most offer an early registration price that provides a savings to eager participants. For more information, call 303-987-7800 or visit [Lakewood.org/Classes](http://Lakewood.org/Classes).



## Letter from the mayor

### New year brings enhanced customer service center, update on rezoning case

Most of you would likely think of what we do here at the City of Lakewood as "government." I have always looked on it as public service. Specifically, we are an organization of 900 dedicated employees with the mission of providing exemplary quality of life services to 144,000 VIP customers: You!

Perhaps because of my long career in the hospitality industry, I believe we have to constantly strive to improve, to look for new, better and more efficient ways to deliver services. Request Lakewood, our new customer service center detailed on the front page of this issue, is a dynamic step forward in that direction. This new enhanced system will be user friendly, will channel your request directly to the appropriate staff person and will even include a mobile app option so you can send in a note as soon as you encounter something such as graffiti or a pothole.

The most important of all these quality of life services we provide is, of course, public safety. I believe our Lakewood Police Department is the best in Colorado, and I know the agents are a source of great community pride. In our 44-year history, 68 Lakewood police agents have gone on to lead a law enforcement agency!

One of their greatest strengths is the ability to continually adapt to changing conditions, both in the community and in the techniques and methods of law enforcement. Lakewood is a much different place now than it was when we were founded in 1969. The department's method of "community policing" encourages agents, residents and business owners to get to know each other better. This alone can go a long way toward the prevention of crime.

People are more mobile these days, including those who might have bad intentions. It is critical now for the Police Department to be in constant communication with fellow law enforcement professionals throughout the region. This collaboration can take many forms from sharing the same radio frequencies to metrowide task forces combating auto theft or illegal drugs.

One relatively new component of this wide cooperation is the Jefferson County Lakewood Regional Training Academy. Lakewood Police and Jefferson County Sheriff's Office combined to develop and produce this academy, which typically involves members of every other law enforcement agency in the county. This approach not only saves taxpayer dollars, but ultimately provides a higher level of service to all city and county residents. New agents are trained in a consistent method, and they get to know fellow officers from throughout the region.

In this, my first column of the year, I have to tell you I am very excited about the prospects for Lakewood in 2014. We already achieved a milestone with the opening of the first new transit-oriented development on the W Line (see story on page 6). The Lamar Station Crossing is a stunningly beautiful residential complex, featuring a variety of sizes of living units, a community room and live-work studios. There is also an ongoing "Artist in Residence" program, a collaborative venture between the 40 West Arts District and the Rocky Mountain College of Art + Design.

I also wanted to use this column to update you on a rezoning case that has garnered a lot of attention. Rezoning cases are one of the most difficult issues for cities, and this case was a difficult and complex one. It also prompted a lawsuit to determine who owns 2090 S. Wright St.

The judge in the case issued a decision recently, and the judge ruled that the City and the City Council acted with transparency and did not violate the Colorado Open Meetings Law when handling the rezoning for 2090 S. Wright St. The court's ruling also is clear that Jeffco Public Schools has held the recorded title to 2090 S. Wright St. since 1977 and unequivocally states that the City never held title to the property.

Nevertheless, the court has declared that Lakewood now owns the land based on a document that is not a deed, which is the customary way land ownership is transferred. Given this, the City Council is studying the details of the ruling to understand their long-term ramifications.

**Bob Murphy**  
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bmurphy@lakewood.org

## Council Corner Ward 1



Ramey Johnson



Karen Kellen

### New year offers chances to get fit and get involved

It's the start of another new year. After a certain age, they seem to come around a lot faster.

Did you make New Year's resolutions? Are you sticking with them? Whether or not you make resolutions, Lakewood has lots of opportunities to experience something new.

If you have decided to improve your fitness this year, you can try the Spring into Fitness event at the Charles Whitlock Recreation Center. On Saturday, March 1 from 9 a.m. to 1 p.m., you can stop by for free admission to the center. Learn about the many fitness classes available at Whitlock. Talk to a personal trainer about your goals for the year and take advantage of the special deals on facility passes and personal training. This is a great opportunity to really make those changes that make you a healthier person.

Maybe you resolved to get more involved in your local government. As your representatives for Ward 1, we meet with residents once a month, and we have changed the location of our monthly meeting. We meet the third Saturday of the month from 9 to 10 a.m. at St. Paul's Episcopal Church at West 10th Avenue and Garrison Street. Join us to learn about new topics, ask questions or just get to know some of your neighbors.

There are also lots of opportunities to get involved with Lakewood's rewrite of our Comprehensive Plan, an important document that guides the vision of development and zoning in the city, and in the development of the City's first Sustainability Plan. There will be lots of meetings and events over the next few months and again in the fall to learn about these important documents and have input into how your city evolves, changes, grows and becomes more sustainable over the next 10 or 20 years.

Some of your neighbors have already gotten on the sustainability bandwagon and

become part of Lakewood's Sustainable Neighborhoods Program. Meadowlark/Mid-Lakewood neighborhoods have started the City's newest Sustainable Neighborhood, which is an opportunity for residents to become active partners in making Lakewood a vibrant and sustainable community. They join the award-winning and trendsetting Eiber Neighborhood Sustainability group. Thanks to all of the hardworking residents who are taking the time to make this a better place to live. Keep up the good work.

For those of you who have more modest resolutions, you can try out some of the new restaurants that have opened in Ward 1, which is the northwest part of Lakewood, The Promenade at Denver West now hosts a new Bonefish Grill and a Carrabba's Italian Grill, and Genghis Grill has opened at Colorado Mills. There are lots of opportunities to enjoy great food right here in Ward 1, home to some wonderful family and locally owned restaurants such as 240 Union, the French Press Café and Bakery, Kobe An, a fine Japanese restaurant, and many more. Take the family out and enjoy a great meal at any of these or the other fine restaurants that call Lakewood home.

As your Ward 1 council members, we look forward to another year of serving the residents of this great city. Please do not hesitate to call or email either of us if you need help or have questions. We have slightly different communication styles, so it's probably best to call Ramey and email Karen. But no matter how you reach out to us, we will do our best to get you answers to your questions and to work for you.

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kkellen@lakewood.org

**Ramey Johnson**  
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rjohnson@lakewood.org



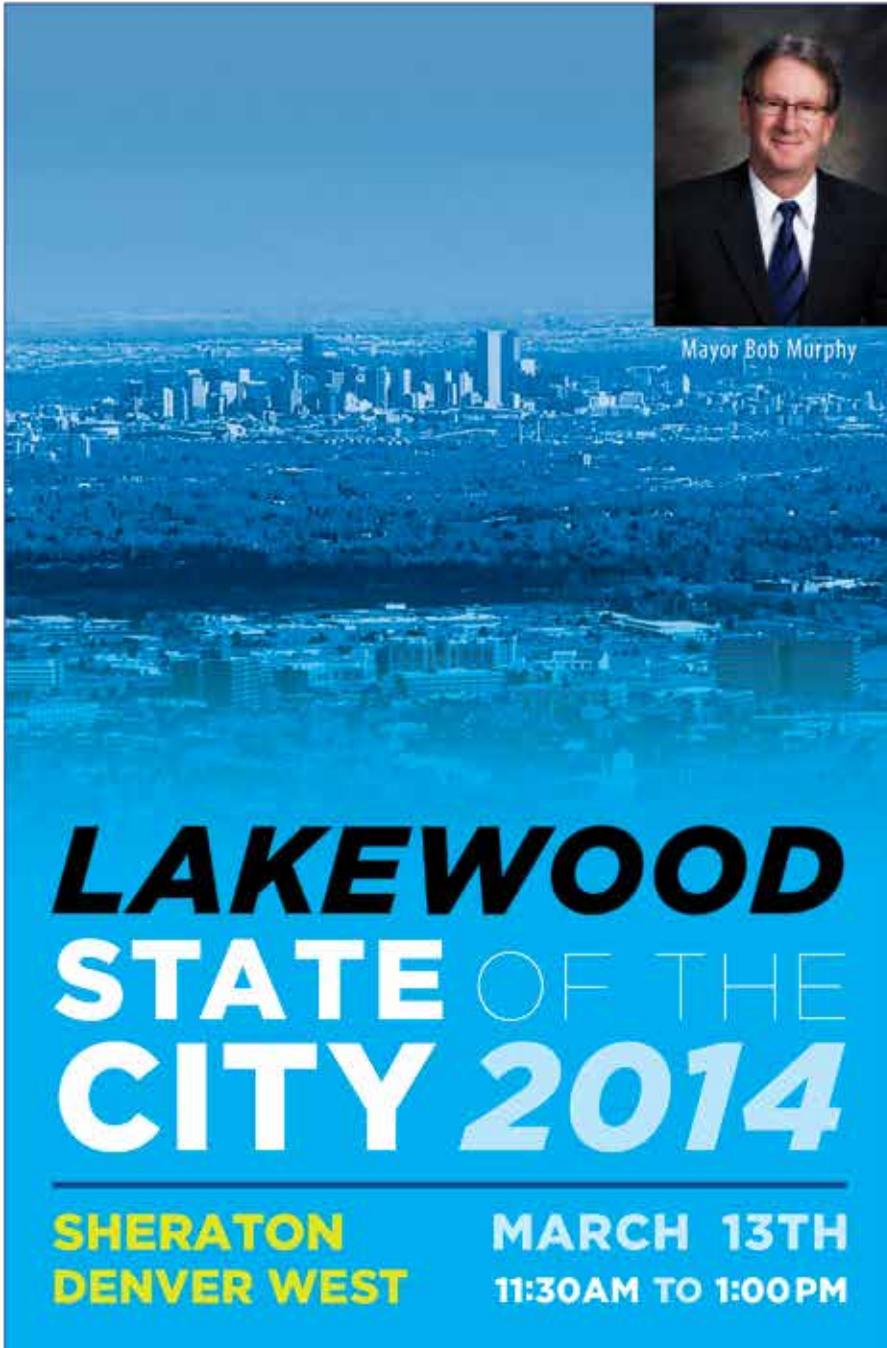
#### City Manager

Kathy Hodgson  
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303-987-7050

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Mayor Bob Murphy

# LAKewood STATE OF THE CITY 2014

**SHERATON  
DENVER WEST**

**MARCH 13TH  
11:30AM TO 1:00PM**



## REGISTRATION

STATEOFTHECITY2014.ORG

**QUESTIONS? 303.275.3434**

## Welcome to



## Grand Openings & Milestones

Listed below are openings of new businesses or important milestones and news about companies in Lakewood.

### New Businesses

**Animal Assisted Therapy Programs of Colorado**, 1255 Lee St., provides mental health counseling with the assistance of therapy animals, 720-266-4444, [www.AnimalAssistedTherapyPrograms.org](http://www.AnimalAssistedTherapyPrograms.org).

**Belmar Endodontics and the offices of Dr. Michael B. McKee**, a root canal specialist, 550 S. Wadsworth Blvd., Suite 160, 303-922-3636, [www.BelmarEndo.com](http://www.BelmarEndo.com)

**Carrabba's and Bonefish Grill** have both opened in the new Promenade at Denver West at Indiana Street and West Colfax Avenue.

**Colorado Mills Mall** welcomes **U.S. Polo Association, Express and Coach Factory**, 14500 W. Colfax Ave., [www.simon.com/mall/colorado-mills/stores](http://www.simon.com/mall/colorado-mills/stores)

**Lisa M. Fredrickson, LCSW**, 1880 S. Pierce St., Suite 10A, 720-377-4969, [www.facebook.com/Lisa.M.Fredrickson.LCSW](http://www.facebook.com/Lisa.M.Fredrickson.LCSW). She specializes in individual, couples and family psychotherapy.

**Ikonomo**, a mobile phone app offering free personal price comparison and personalized shopping recommendations based on your grocery list, was developed in Lakewood, [www.lkonomo.com](http://www.lkonomo.com).

**Impulse Enterprises Moving Systems**, 747 Sheridan Blvd., Suite 1E, 720-287-4648. This moving company specializes in working with older adults.

**Karen Kujawa Counseling Services**, 2103 S. Wadsworth Blvd., Suite 203, 303-335-7237, [www.KarenKujawaCounseling.com](http://www.KarenKujawaCounseling.com)

**Kula Yoga Center** has opened at 9112 W. Sixth Ave., 720-335-6262, [www.KulaYogaCenter.org](http://www.KulaYogaCenter.org).

**Plato's Closet**, a discounted reseller of brand name apparel, has opened at 10705 W. Colfax Ave., Unit C1, 303-238-5200, [www.PlatosClosetLakewood.com](http://www.PlatosClosetLakewood.com).

**See's Candies** has opened in Belmar at 377 S. Teller St.

**U Dirty Dog** self-serve dog wash, 11098 W. Jewell Ave., Suite A8, 303-717-3167, [www.udirtydog.co](http://www.udirtydog.co)

### Anniversaries

**The Corner Cupboard Tea Room** celebrated its second anniversary at 2099 Wadsworth Blvd., 303-888-7848, [www.CornerCupboardTearoom.com](http://www.CornerCupboardTearoom.com).

### Moves/Expansions/Sales

**Express Employment Professionals**, a full-service staffing company, has moved to 45 S. Wadsworth Blvd., 303-238-3500, [www.ExpressPros.com](http://www.ExpressPros.com).

**Corporate Office Images**, Belmar's executive office suites and services facility, is celebrating new ownership, 355 S. Teller St., Suite 200, 303-235-0989, [www.CorporateOfficeImages.com](http://www.CorporateOfficeImages.com).

**Max Muscle**, 5066 S. Wadsworth Blvd., offers a variety of supplements and vitamins as well as sports enhancement products, 303-904-7696, [www.MileHighMaxMuscle.com](http://www.MileHighMaxMuscle.com).

**To submit a listing, visit [Lakewood.org/Grandopenings](http://Lakewood.org/Grandopenings).**



# Unique dance opportunity

The internationally acclaimed Ririe-Woodbury Dance Company is coming to Lakewood for the first time on Friday, March 21 on a tour that celebrates its 50th anniversary. This Salt Lake City dance company is known for lavish displays of muscular

control and a mastery of detail. In addition to the performance at the Lakewood Cultural Center, the dance company will host a free creative movement workshop from 6 to 6:45 p.m. on Saturday, March 22 at Lakewood's Lloyd G. Clements

Community Center for any older adult who wants to attend. The free workshop will provide basic instruction on movement, dance steps and body rhythm exercises. For more information, call 303-987-4820 or visit [Lakewood.org/](http://Lakewood.org/)

ClementsCenter. Tickets for the 7:30 p.m. performance at the Lakewood Cultural Center are available at 303-987-7845, the Cultural Center Box Office or [Lakewood.org/LCCPresents](http://Lakewood.org/LCCPresents).

## summer camps

Summer is just around the corner! Camp information and registration will be available March 14.

Arts & History | Explore & Build  
Full Day | Sports & Recreation

SummerCamps@Lakewood.org | 720.963.5360  
[www.Lakewood.org/Camps](http://www.Lakewood.org/Camps)

*Get a jump on summer at our Spring Fling Fitness Open House!*

Now is the perfect time to lose those wintertime blues, recharge your fitness routine and refuel your body!

## SPRING INTO FITNESS

9 a.m. - 1 p.m.  
Saturday, March 1

- FREE Admission
- Free fitness and TRX demos
- Exhibitors
- Talk to a personal trainer
- Special deals on facility passes and personal training

For more information, please contact [charoe@lakewood.org](mailto:charoe@lakewood.org) or 720-963-5367

Charles Whitlock Recreation Center  
1555 Dover St., 303.987.4800  
[www.Lakewood.org/Whitlock](http://www.Lakewood.org/Whitlock)

# Historical society celebrates 40 years

Creating the foundations for the Lakewood Heritage Center, fostering the annual Cider Days agricultural celebration, overseeing two Lakewood history books and collecting oral histories of longtime Lakewood residents are some of the hallmark accomplishments of the Lakewood Historical Society and its 40 years of work preserving the city's history.

The society began in 1974 as a group of Lakewood residents



commissioned to oversee projects to celebrate Colorado's centennial

and the nation's bicentennial anniversaries coming up in 1976. Among the first projects outlined for the upcoming anniversaries was the renovation of the calving barn from the May Bonfils-Stanton estate to serve as the foundation for a future museum in the newly formed Belmar Park. Within a year, more than 300 volunteers showed up to clean up Belmar Park, which had become overgrown and a trash-filled eyesore prior to the City making it a park. Renovation of the barn also began in 1975, costing \$35,000 and including the addition of a stained glass window.

The work was a success, and by 1977 the barn museum was hosting a traveling exhibit from the Smithsonian Museum. The Lakewood Historical Society, celebrating its 40th anniversary this year, can take credit for the small barn museum becoming the start of what is now the Lakewood Heritage Center, where artifacts from Lakewood's history are on permanent display along with intriguing rotating exhibits, rousing music events and well-attended festivals.

"The Lakewood Historical Society shows just what kind of impact residents who have a passion about history can have on their community," said Michelle Nierling, manager of the City's Heritage, Culture & the Arts Division. "Our 20th century museum exists because those residents care deeply and

work hard to preserve the city's history."

The City has long since taken over the management and operation of the Lakewood Heritage Center, along with one of its most prominent festivals, Cider Days, which began as Longtimers Day in the early 1970s. A "longtimer" was someone whose family roots in Lakewood stretched to 1912 and before. The historical society turned the Longtimers Day into Cider Days and fostered the festival until it became a two-day celebration.

The society also relied on the longtimers' experiences and knowledge to help write the first book the society published, titled "'76 Centennial Stories of Lakewood," which was one of the projects undertaken to celebrate the state's centennial in 1976. The society also published "Lakewood-Colorado, an Illustrated Biography" in 1994 to commemorate the 25th anniversary of the city's incorporation. Both books are considered definitive sources of the city's history.

The society's work has included helping get the Stone House in the Bear Creek Greenbelt placed on the National Register of Historic Places. The society also supported efforts to have the carriage house, country school, the Peterson-Steers House and the Wide Acres Interurban Trolley Stop become part of the Lakewood Heritage Center. It also has provided funding to restore the Valentine Diner.

Outside the museum, the society played a role in getting Davies' Chuck Wagon Diner on West Colfax Avenue placed on the national register and in the restoration and use of the 1874 Cason Howell House on Kipling Street just north of Colfax. Members also landscaped and refurbished the World War II Memorial at Memorial Field adjacent to Lakewood High School on West 10th Avenue and Wadsworth Boulevard.

To ensure that the public can listen to the personal stories that comprise Lakewood's history, the society has been recording and transcribing oral histories of longtime and prominent Lakewood residents. Nearly 40 histories have been recorded and now are available for the public to listen to at <http://jeffcolibrary.org/jeffcostories>.

## City of Lakewood SUSTAINABILITY AWARDS



**Now Accepting Nominations  
Deadline: March 3, 2014**

To submit a nomination and  
for more information:  
[www.Lakewood.org/SustainabilityAwards](http://www.Lakewood.org/SustainabilityAwards)

Do you know of a business, community group, student or individual who deserves to be recognized for making Lakewood a more sustainable community? Nominate them for Lakewood's seventh annual Sustainability Awards!

This year's award winners will be honored by Lakewood Mayor Bob Murphy and Lakewood City Council in April 2014.

### Two Awards Categories:

1. Sustainable Project or Initiative
2. Defender of the Planet Youth Award

### Questions?

[Sustainabilityawards@Lakewood.org](mailto:Sustainabilityawards@Lakewood.org)  
303.987.7510



Lakewood's Sustainability Awards were established in 2008 to recognize leadership in sustainability in Lakewood.

## Fire investigators need information on arsons



### West Metro Fire Rescue

West Metro Fire Rescue, Lakewood Police and the Colorado Bureau of Investigation are working cooperatively to investigate a series of suspicious fires in October.

Anyone with information about these fires should call authorities. Contact West Metro Fire Rescue at 303-989-4307 or the Lakewood Police Department at 303-987-7111.

The series of suspicious fires occurred in the area of West Alameda Avenue and South Estes Street just before 6 a.m. Oct. 22. Fifteen vehicles, one motorcycle and two residences were damaged or destroyed in the fires. West Metro investigators have determined the fires were intentionally set and are an act of arson. Damage to the parking structure, cars and motorcycle as well as the homes and contents is estimated to be about \$250,000.

Investigators have followed dozens of leads, and several persons of interest have been interviewed.

Evidence from the fire scenes has been analyzed with the help of the CBI lab, and an evidence-detecting dog and a bloodhound have been used. Security camera footage in the area has been reviewed as well.

An additional suspicious fire occurred in the area on Nov. 2, and it has not been ruled out as being related to the October fires. Evidence in this case also has been collected and analyzed, but no arrests have been made.

Lakewood Police continue to have an increased presence in the neighborhood in the area of Alameda and Estes. Community

members should keep an eye out for suspicious activity in their neighborhoods and report it as soon as possible. Cars should be parked a reasonable distance from structures, and residents should maintain working smoke detectors and fire extinguishers. Investigators encourage residents to keep all doors and vehicles locked.

West Metro Fire Rescue staff members are available to speak at community or local business meetings about these fires or any related fire district concerns. Call 303-989-4307 to ask for Fire Marshal Bruce Kral.

## Free tax preparation

Don't miss out on free tax help. Families with incomes of less than \$50,000 are eligible for free tax preparation services through Tax Help Colorado.

At community colleges across the state, IRS-trained students will prepare and e-file tax returns for thousands of families this tax season at no cost, and families with incomes below \$50,000 could be eligible for up to \$6,000 or more in tax refunds from the Earned Income Tax Credit and other tax benefits.

Learn more about your tax credit eligibility, and find the location of a free tax site near you by dialing 2-1-1 (it's a free call), or visiting [piton.org/eitc](http://piton.org/eitc).

### Free help in Lakewood

Feb. 1-March 5

9 a.m.-2 p.m., Saturdays,  
5:30-8:30 p.m., Wednesdays,  
**Red Rocks Community College**  
13300 W. Sixth Ave.

Fire Science Building, Room 3750  
(Park in south lot; use west entrance)

## Light rail inspires new housing



The first new homes to be built along the W light rail line have opened, providing modern, energy-efficient and innovative housing within walking distance of the line.

Just a half-block from the Lamar Station in east Lakewood, Lamar Station Crossing, the name for the new homes on West 13th Avenue, reflects one of its main purposes: providing places to live that will allow residents to easily commute to work or school on the W line. Homes such as Lamar Station Crossing are known as "transit-oriented" because of their close connection to the alternative form of transportation. Planned on-site bicycle storage at Lamar Station Crossing and discounted transit passes for

residents will make it easy for them to choose to use transit.

But Lamar Station Crossing offers much more than a place to live. The first phase of the development includes 110 one-, two- and three-bedroom apartments that are connected to a public plaza, an array of outdoor amenities including a playground, a community green area and outdoor classrooms. The complex also has a state-of-the-art community resources center equipped with two multipurpose rooms, a communal kitchen, a business center and a fitness room.

The complex also is in the heart of the new 40 West Arts District, providing an innovative addition to the district with five live/work

units designed for artists or artistic business owners who want to operate a business and live in the same space. The complex was built by Metro West Housing Solutions, the housing authority serving Lakewood by providing diverse housing options and transformative opportunities for people and communities.

Sustainability is paramount, and Lamar Station Crossing is poised to receive Leadership in Energy and Environmental Design (LEED) Gold certification. All power is provided by renewable sources via an on-site 78 kilowatt photovoltaic solar system and the purchase of wind power produced on Colorado's eastern plains. The building also features energy-efficient lights including light-emitting diodes. Each apartment contains Energy Star appliances, extensive natural light and motion-sensory lighting that turns on when a resident comes home.

Each unit offers free wireless Internet along with parking, water, sewer, waste disposal and recycling with in-unit recycling bins and trash and recycling chutes located on every floor. For even more convenience, each apartment has its own washer and dryer. For more information, visit [mwhsolutions.org](http://mwhsolutions.org).



will help us better manage, track and respond to residents' requests.

The customer service center also is as mobile as you are with a free Android, iPhone or iPad application. Just look for the "Go Request" app in your app store and click on the one for Lakewood. The "Go Request" app lets you make a request when it's convenient for you. You can even take a picture and with a tap, submit it to the City.

With a built in translator, requests also can be made in a variety of languages. While you can still let us know about a concern by phone, letter, email or in person, the "Go Request" app gives you one more way to reach us quickly.

Maybe you don't have a specific request. Are you just wondering how the City handles a specific issue?

You can find answers to frequently asked questions to hundreds of topics without even having to make a request. With a pull-down menu of topics such as "barking dog" or "fences," it will be easy to find the topic you are interested in, and the topics will change and increase over time.

For additional information, check the answers to frequently asked questions listed below.

#### **How does Request Lakewood work?**

A typical scenario for a resident wanting to make a request would be to visit [Lakewood.org](http://Lakewood.org) and click on the Request Lakewood icon. Let's say a resident wants a tree branch cut back from in front of a stop sign. He enters information in a simple electronic form. When finished, a

tracking number pops up for the resident to help track the request, and the request is sent directly to the appropriate staff person to take action. When the work is finished, the staff person can use the system to send an email to the resident. If there is any delay or issue with the request, the staff member can let the resident know that information as well.

#### **How will Request Lakewood help residents and businesses?**

Residents and business owners can use the tracking number they are given when they submit a request to follow the status of their request. The customer service center also has a mobile "Go Request" app in the app store, making it even easier to make a request.

#### **Can I make a request anonymously?**

Yes. Those who submit a request are offered a choice of providing their contact information for follow-up contact from the City. But residents and business owners can remain anonymous when making a request.

#### **I don't have computer access or a smartphone. How does the system help me?**

You can still call the City (303-987-7050) or come in to talk with a staff member. A staff member can enter your request into Request Lakewood, and you will be given a tracking number that will allow you to check the status of your request when you call us. You also can provide us a phone number to contact you when the request is completed.

#### **The website already had the "Need Assistance?" button. Why did the City need the Request Lakewood customer service center?**

Request Lakewood replaces the "Need Assistance?" button on the City's website, and it uses the latest technology to help the City better manage, track and respond to residents' requests.

#### **Are there people who actually staff the Request Lakewood customer service center?**

No. Request Lakewood is an online system that allows residents and business owners to submit a request any time of day or night through the website, smartphone or tablet. City staff members, however, will respond during normal business hours to each request that is submitted.

## Snowplowing priorities focus on main streets



**Keeping the streets drivable during the winter months tops the City's priorities for services, and the City's long-standing snowstorm plan focuses efforts on major streets to keep traffic moving.**

When winter storms hit the city, Lakewood's snowplowing

operations work first to keep 125 miles of Priority 1 routes clear and

sanded. Priority 1 streets include Lakewood's major arterial and collector streets such as West Alameda and West Jewell avenues and Bear Creek Boulevard. The City's first responsibility is to plow and maintain these streets to allow higher traffic volumes to flow and to provide access for emergency vehicles.

Crews plow and replot Priority 1 streets as needed during storms and only move on to the Priority 2 and 3 streets after Priority 1 streets receive sufficient maintenance. Priority 2 and 3 streets are 119 miles of minor collector streets, hilly areas and school and shopping areas. A map of the priority routes is available at [Lakewood.org](http://Lakewood.org) or by phone at 303-987-7900.

Lakewood's residential streets are not part of the priority routes, and they are plowed only when snow depths are seriously impeding vehicle mobility and melting is not forecast to occur quickly.

During major snowstorms only, concerns about unplowed streets can be reported online through

the winter storm page featured at [Lakewood.org](http://Lakewood.org) or by calling 303-987-7950.

Several of the major roads in Lakewood are state highways, and they are plowed by the Colorado Department of Transportation. These roads include West Sixth Avenue, West Colfax Avenue, Morrison Road, Hampden Avenue, Kipling Parkway and Wadsworth and Sheridan boulevards.

After heavy snowstorms, it often takes everyone working together to dig out, and residents are encouraged to check on elderly or disabled neighbors to help shovel their sidewalks and driveways. Residents and businesses are responsible for removing snow from driveway entrances and sidewalks adjacent to their property within 24 hours after the end of a storm. Sidewalks left unshoveled create icy conditions that are a hazard to pedestrians, children walking to school and those in wheelchairs. Residents with concerns about sidewalks that aren't shoveled after a storm can call 303-987-7975.

# Know Your City Council Members



**Mayor Bob Murphy**  
Mayor's Office: 303-987-7040  
bmurphy@lakewood.org



To learn more about  
City Council,  
visit [www.Lakewood.org/CityCouncil](http://www.Lakewood.org/CityCouncil)



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## Ward 1



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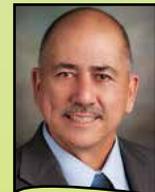


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### Welcome to Lakewood

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[www.Lakewood.org/KLTV8](http://www.Lakewood.org/KLTV8)

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Leaving your car running in your driveway on cold winter mornings to warm it up while you get ready for work inside your house might seem like no big deal. But each winter, law enforcement agencies battling car thefts see the number of stolen cars jump as residents try to make life a little easier for themselves.

Car thieves wanting an easy steal will take advantage of this habit by cruising neighborhoods looking for exhaust puffing from the tailpipes of cars left running unattended. A stolen car is a significant inconvenience and expense for the car's owner, but it also poses a danger to the whole community. Each year, thieves use

"puffers" to commit other crimes, and there have been numerous cases in which thieves driving recklessly in stolen "puffers" have hit other innocent motorists, sometimes causing significant injury.

The Metropolitan Auto Theft Task Force, based in Lakewood, spent the last week of January educating residents about the harmful practice of "puffing" and letting them know they can receive a ticket for it. MATT's education and enforcement campaign was in conjunction with a statewide campaign by Coloradans Against Auto Theft. Learn more at <http://LockDownYourCar.org>.