



# City of Lakewood

## Citizen Survey

Open Participation Web Survey

Report of Results

December 2018



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## About this Report

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As part of 2018 Citizen Survey, the City of Lakewood made available a web-based survey to its residents through a link on the City's website (although non-residents also could have and did respond). Visitors to the site as well as various social media avenues were able to complete the survey during October 2018, and 709 surveys were received.

This report contains the results of this administration of the web-based survey that have not been weighted to current population estimates of Lakewood. These results were analyzed and compiled separately from the scientific mail survey (presented under separate cover, titled *City of Lakewood Citizen Survey Report of Results*).

## Responses to Survey Questions

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, the second that includes the “don’t know” responses.

**Table 1: Ward of Respondent**

Looking at the map below, which City Council Ward do you live in?	Percent of respondents	Number
1	16%	N=113
2	13%	N=89
3	19%	N=132
4	31%	N=217
5	19%	N=138
Not sure	2%	N=11
None of these/outside of this area	1%	N=9
Total	100%	N=709

**Table 2: Question 1 - Excluding Don't Know Responses**

Please rate each of the following aspects of quality of life in Lakewood:	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Your neighborhood as a place to live	38%	N=255	48%	N=321	10%	N=67	3%	N=21	0%	N=2	100%	N=666
Lakewood as a place to raise children	29%	N=160	51%	N=278	16%	N=90	3%	N=19	0%	N=2	100%	N=549
Lakewood as a place to work	23%	N=117	43%	N=216	29%	N=146	3%	N=15	2%	N=8	100%	N=502
Lakewood as a place to retire	23%	N=130	38%	N=213	24%	N=134	12%	N=67	4%	N=23	100%	N=567
Lakewood as a place to recreate and play	29%	N=194	49%	N=324	16%	N=105	6%	N=37	1%	N=4	100%	N=664
The overall quality of life in Lakewood	26%	N=172	57%	N=375	13%	N=87	4%	N=24	1%	N=5	100%	N=663

**Table 3: Question 1 - Including Don't Know Responses**

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
Your neighborhood as a place to live	38%	N=255	48%	N=321	10%	N=67	3%	N=21	0%	N=2	0%	N=1	100%	N=667
Lakewood as a place to raise children	24%	N=160	42%	N=278	13%	N=90	3%	N=19	0%	N=2	18%	N=118	100%	N=667
Lakewood as a place to work	17%	N=117	32%	N=216	22%	N=146	2%	N=15	1%	N=8	25%	N=167	100%	N=669
Lakewood as a place to retire	19%	N=130	32%	N=213	20%	N=134	10%	N=67	3%	N=23	15%	N=101	100%	N=668
Lakewood as a place to recreate and play	29%	N=194	48%	N=324	16%	N=105	6%	N=37	1%	N=4	1%	N=5	100%	N=669
The overall quality of life in Lakewood	26%	N=172	56%	N=375	13%	N=87	4%	N=24	1%	N=5	0%	N=3	100%	N=666

**Table 4: Question 2 - Excluding Don't Know Responses**

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall economic health of Lakewood	15%	N=89	57%	N=345	20%	N=124	7%	N=42	1%	N=8	100%	N=608
Cost of living	3%	N=23	30%	N=195	36%	N=241	24%	N=159	7%	N=43	100%	N=661
Health and wellness opportunities	23%	N=152	47%	N=308	22%	N=143	6%	N=42	1%	N=6	100%	N=651
Overall feeling of safety	16%	N=105	42%	N=281	23%	N=155	14%	N=96	4%	N=28	100%	N=665
Sense of community	11%	N=71	38%	N=252	34%	N=221	14%	N=93	3%	N=21	100%	N=658

**Table 5: Question 2 - Including Don't Know Responses**

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	13%	N=89	52%	N=345	19%	N=124	6%	N=42	1%	N=8	9%	N=60	100%	N=668
Cost of living	3%	N=23	29%	N=195	36%	N=241	24%	N=159	6%	N=43	1%	N=6	100%	N=667
Health and wellness opportunities	23%	N=152	46%	N=308	21%	N=143	6%	N=42	1%	N=6	3%	N=18	100%	N=669
Overall feeling of safety	16%	N=105	42%	N=281	23%	N=155	14%	N=96	4%	N=28	0%	N=3	100%	N=668
Sense of community	11%	N=71	38%	N=252	33%	N=221	14%	N=93	3%	N=21	1%	N=7	100%	N=665

**Table 6: 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	20%	N=131
Location	84%	N=557
Neighborhoods	35%	N=233
Schools	17%	N=110
Overall image/reputation of Lakewood	19%	N=125
Parks and recreation	56%	N=372
Friends and family	31%	N=205
Cost of living	11%	N=74
Safety of community	26%	N=172
Community history/heritage	17%	N=110

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

**Table 7: Question 4 - Excluding Don't Know Responses**

Thinking about the next two years, first rate how important or unimportant each of the following are in Lakewood. 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	28%	N=177	58%	N=360	14%	N=87	0%	N=2	100%	N=626
Building new amenities around light rail (e.g., sidewalks, bike facilities, etc.)	16%	N=99	30%	N=185	39%	N=244	16%	N=98	100%	N=626
Variety of housing options	44%	N=272	37%	N=229	17%	N=102	2%	N=13	100%	N=616
The City taking an active role with business attraction/retention	43%	N=264	41%	N=250	13%	N=82	3%	N=16	100%	N=612
The City taking an active role in redevelopment	34%	N=210	44%	N=270	20%	N=122	2%	N=11	100%	N=613
Crime prevention	20%	N=126	31%	N=195	32%	N=198	17%	N=103	100%	N=622
Expanding programs for youth and older adults	20%	N=123	38%	N=234	33%	N=206	9%	N=55	100%	N=618
Quality of overall natural environment in Lakewood	19%	N=116	35%	N=214	33%	N=201	13%	N=79	100%	N=610
Reducing greenhouse gas emissions	65%	N=401	28%	N=172	7%	N=42	0%	N=3	100%	N=618
Increasing efforts to ensure economic and environmental sustainability	18%	N=110	38%	N=233	36%	N=225	9%	N=53	100%	N=621
Reducing traffic congestion on City streets	42%	N=261	39%	N=245	18%	N=112	2%	N=10	100%	N=628
Planning and land use	32%	N=201	28%	N=172	23%	N=146	17%	N=105	100%	N=624
Improving infrastructure (streets, sidewalks)	32%	N=198	40%	N=249	22%	N=135	6%	N=37	100%	N=619

**Table 8: Question 4 - Including Don't Know Responses**

Thinking about the next two years, first rate how important or unimportant each of the following are in Lakewood. 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall appearance and cleanliness	28%	N=177	58%	N=360	14%	N=87	0%	N=2	0%	N=0	100%	N=626
Building new amenities around light rail (e.g., sidewalks, bike facilities, etc.)	16%	N=99	29%	N=185	39%	N=244	15%	N=98	1%	N=7	100%	N=633
Variety of housing options	44%	N=272	37%	N=229	17%	N=102	2%	N=13	0%	N=2	100%	N=618
The City taking an active role with business attraction/retention	43%	N=264	41%	N=250	13%	N=82	3%	N=16	1%	N=5	100%	N=617
The City taking an active role in redevelopment	34%	N=210	44%	N=270	20%	N=122	2%	N=11	0%	N=2	100%	N=615
Crime prevention	20%	N=126	31%	N=195	31%	N=198	16%	N=103	1%	N=7	100%	N=629
Expanding programs for youth and older adults	20%	N=123	37%	N=234	33%	N=206	9%	N=55	2%	N=11	100%	N=629
Quality of overall natural environment in Lakewood	18%	N=116	34%	N=214	32%	N=201	13%	N=79	3%	N=21	100%	N=631
Reducing greenhouse gas emissions	65%	N=401	28%	N=172	7%	N=42	0%	N=3	0%	N=1	100%	N=619
Increasing efforts to ensure economic and environmental sustainability	17%	N=110	37%	N=233	36%	N=225	8%	N=53	2%	N=10	100%	N=631
Reducing traffic congestion on City streets	41%	N=261	39%	N=245	18%	N=112	2%	N=10	0%	N=3	100%	N=631
Planning and land use	32%	N=201	27%	N=172	23%	N=146	17%	N=105	1%	N=7	100%	N=631
Improving infrastructure (streets, sidewalks)	32%	N=198	40%	N=249	22%	N=135	6%	N=37	1%	N=6	100%	N=625

**Table 9: Question 4 (Most important)**

Thinking about the next two years, first rate how important or unimportant each of the following are in Lakewood. Then, check the ONE box for the item you think is the most important.	Percent of respondents	Number
Overall appearance and cleanliness	5%	N=18
Building new amenities around light rail (e.g., sidewalks, bike facilities, etc.)	2%	N=5
Variety of housing options	10%	N=32
The City taking an active role with business attraction/retention	11%	N=37
The City taking an active role in redevelopment	5%	N=15
Crime prevention	6%	N=20
Expanding programs for youth and older adults	2%	N=8
Quality of overall natural environment in Lakewood	4%	N=14
Reducing greenhouse gas emissions	31%	N=102
Increasing efforts to ensure economic and environmental sustainability	2%	N=7
Reducing traffic congestion on City streets	8%	N=27
Planning and land use	13%	N=44
Improving infrastructure (streets, sidewalks)	0%	N=0

**Table 10: Question 5 - Excluding Don't Know Responses**

Please rate the following aspects of transportation within Lakewood.	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Condition of City streets	10%	N=59	57%	N=355	24%	N=150	8%	N=50	1%	N=6	100%	N=620
Condition of state highways (Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.)	8%	N=49	51%	N=321	25%	N=159	13%	N=79	3%	N=16	100%	N=624
Ease of car travel in the city	7%	N=43	33%	N=210	30%	N=186	23%	N=143	7%	N=45	100%	N=627
Ease of public transit in the city	6%	N=29	32%	N=161	33%	N=166	21%	N=102	8%	N=38	100%	N=496
Ease of travel by foot in the city	4%	N=26	26%	N=154	36%	N=212	23%	N=135	10%	N=56	100%	N=583
Ease of bicycle travel in the city	6%	N=28	30%	N=148	37%	N=185	20%	N=98	7%	N=35	100%	N=494

**Table 11: Question 5 - Including Don't Know Responses**

Please rate the following aspects of transportation within Lakewood.	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	10%	N=59	57%	N=355	24%	N=150	8%	N=50	1%	N=6	0%	N=1	100%	N=621
Condition of state highways (Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.)	8%	N=49	51%	N=321	25%	N=159	13%	N=79	3%	N=16	0%	N=3	100%	N=627
Ease of car travel in the city	7%	N=43	33%	N=210	30%	N=186	23%	N=143	7%	N=45	0%	N=3	100%	N=630
Ease of public transit in the city	5%	N=29	26%	N=161	27%	N=166	16%	N=102	6%	N=38	21%	N=129	100%	N=625
Ease of travel by foot in the city	4%	N=26	24%	N=154	34%	N=212	21%	N=135	9%	N=56	7%	N=47	100%	N=630
Ease of bicycle travel in the city	4%	N=28	24%	N=148	29%	N=185	16%	N=98	6%	N=35	21%	N=135	100%	N=629



**Table 12: Question 6 - Excluding Don't Know Responses**

How do you rate the quality of each of the following Lakewood City services?	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Snow removal	18%	N=105	50%	N=292	19%	N=110	11%	N=64	3%	N=18	100%	N=589
Street repair/condition	8%	N=50	52%	N=313	28%	N=172	9%	N=57	2%	N=14	100%	N=606
Street cleaning	10%	N=61	52%	N=307	27%	N=159	7%	N=44	3%	N=17	100%	N=588
Enforcing traffic laws	6%	N=34	32%	N=177	34%	N=190	19%	N=107	9%	N=51	100%	N=559
City code enforcement (weeds, junk cars, trash, etc.)	4%	N=20	30%	N=165	30%	N=166	24%	N=131	12%	N=65	100%	N=547
Maintenance of existing City parks, open space and trails	23%	N=137	60%	N=356	13%	N=77	4%	N=21	1%	N=5	100%	N=596
Recreation programs (swim lessons, fitness, youth sports, etc.)	24%	N=121	54%	N=268	19%	N=95	2%	N=12	0%	N=2	100%	N=498
Recreation facilities (recreation centers, athletic fields, etc.)	28%	N=150	53%	N=290	14%	N=78	4%	N=23	1%	N=4	100%	N=545
Police services	21%	N=116	50%	N=280	19%	N=109	8%	N=45	2%	N=11	100%	N=561
City videos (Lakewood8, YouTube)	16%	N=39	38%	N=93	41%	N=100	2%	N=6	2%	N=5	100%	N=243
Municipal court	11%	N=27	40%	N=96	45%	N=109	2%	N=5	2%	N=5	100%	N=242
Building permits/inspections	8%	N=27	34%	N=115	39%	N=134	13%	N=46	6%	N=20	100%	N=342
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	17%	N=55	44%	N=141	28%	N=88	7%	N=23	3%	N=10	100%	N=317
Programs for older adults	14%	N=43	45%	N=142	31%	N=97	5%	N=17	4%	N=14	100%	N=313
Programs for low-income persons	7%	N=15	23%	N=48	40%	N=83	19%	N=40	11%	N=24	100%	N=210
Programs for people with special needs	8%	N=15	30%	N=57	40%	N=75	14%	N=26	8%	N=16	100%	N=189
Programs for homeless people	3%	N=8	11%	N=30	34%	N=89	29%	N=77	22%	N=59	100%	N=263
City's Website www.Lakewood.org	9%	N=47	55%	N=274	26%	N=130	7%	N=36	2%	N=8	100%	N=495
Looking@Lakewood (City newsletter)	11%	N=56	55%	N=272	29%	N=142	4%	N=20	0%	N=2	100%	N=492
Cultural facilities (Cultural Center, Heritage Center, Washington Heights, etc.)	29%	N=148	53%	N=274	18%	N=91	0%	N=2	0%	N=2	100%	N=517
Planning/land use	5%	N=24	23%	N=118	31%	N=158	24%	N=123	16%	N=82	100%	N=505
Community and neighborhood sustainability programs	9%	N=40	33%	N=142	40%	N=173	13%	N=57	4%	N=19	100%	N=431
Overall quality of service delivery	8%	N=36	46%	N=222	39%	N=186	6%	N=27	2%	N=9	100%	N=480

**Table 13: Question 6 - Including Don't Know Responses**

How do you rate the quality of each of the following Lakewood City services?	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Snow removal	17%	N=105	48%	N=292	18%	N=110	10%	N=64	3%	N=18	4%	N=25	100%	N=614
Street repair/condition	8%	N=50	51%	N=313	28%	N=172	9%	N=57	2%	N=14	1%	N=9	100%	N=615
Street cleaning	10%	N=61	50%	N=307	26%	N=159	7%	N=44	3%	N=17	4%	N=27	100%	N=615
Enforcing traffic laws	6%	N=34	29%	N=177	31%	N=190	17%	N=107	8%	N=51	9%	N=56	100%	N=615
City code enforcement (weeds, junk cars, trash, etc.)	3%	N=20	27%	N=165	27%	N=166	21%	N=131	11%	N=65	11%	N=67	100%	N=614
Maintenance of existing City parks, open space and trails	22%	N=137	58%	N=356	13%	N=77	3%	N=21	1%	N=5	3%	N=17	100%	N=613
Recreation programs (swim lessons, fitness, youth sports, etc.)	20%	N=121	44%	N=268	15%	N=95	2%	N=12	0%	N=2	19%	N=116	100%	N=614
Recreation facilities (recreation centers, athletic fields, etc.)	24%	N=150	47%	N=290	13%	N=78	4%	N=23	1%	N=4	12%	N=71	100%	N=616
Police services	19%	N=116	46%	N=280	18%	N=109	7%	N=45	2%	N=11	8%	N=52	100%	N=613
City videos (Lakewood8, YouTube)	6%	N=39	15%	N=93	16%	N=100	1%	N=6	1%	N=5	60%	N=368	100%	N=611
Municipal court	4%	N=27	16%	N=96	18%	N=109	1%	N=5	1%	N=5	60%	N=370	100%	N=612
Building permits/inspections	4%	N=27	19%	N=115	22%	N=134	8%	N=46	3%	N=20	44%	N=268	100%	N=610
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	9%	N=55	23%	N=141	15%	N=88	4%	N=23	2%	N=10	48%	N=287	100%	N=604
Programs for older adults	7%	N=43	23%	N=142	16%	N=97	3%	N=17	2%	N=14	48%	N=294	100%	N=607
Programs for low-income persons	2%	N=15	8%	N=48	14%	N=83	7%	N=40	4%	N=24	66%	N=399	100%	N=609
Programs for people with special needs	2%	N=15	9%	N=57	12%	N=75	4%	N=26	3%	N=16	69%	N=417	100%	N=606
Programs for homeless people	1%	N=8	5%	N=30	15%	N=89	13%	N=77	10%	N=59	57%	N=347	100%	N=610
City's Website www.Lakewood.org	8%	N=47	45%	N=274	21%	N=130	6%	N=36	1%	N=8	19%	N=114	100%	N=609
Looking@Lakewood (City newsletter)	9%	N=56	45%	N=272	23%	N=142	3%	N=20	0%	N=2	19%	N=119	100%	N=611
Cultural facilities (Cultural Center, Heritage Center, Washington Heights, etc.)	24%	N=148	45%	N=274	15%	N=91	0%	N=2	0%	N=2	15%	N=92	100%	N=609
Planning/land use	4%	N=24	19%	N=118	26%	N=158	20%	N=123	13%	N=82	17%	N=103	100%	N=608
Community and neighborhood sustainability programs	7%	N=40	23%	N=142	28%	N=173	9%	N=57	3%	N=19	29%	N=179	100%	N=610
Overall quality of service delivery	6%	N=36	37%	N=222	31%	N=186	4%	N=27	1%	N=9	21%	N=128	100%	N=608

**Table 14: Question 7**

Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	Percent of respondents	Number
Yes	58%	N=356
No	42%	N=260

**Table 15: Question 8 - Excluding Don't Know Responses**

What was your impression of the employee(s) of the City of Lakewood in your most recent contact?	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Knowledge	34%	N=112	41%	N=136	17%	N=55	5%	N=18	3%	N=10	100%	N=331
Responsiveness	35%	N=118	38%	N=126	16%	N=53	8%	N=26	3%	N=11	100%	N=334
Courtesy	41%	N=136	40%	N=135	15%	N=49	2%	N=7	2%	N=7	100%	N=334
Overall impression	36%	N=121	38%	N=125	17%	N=55	7%	N=23	2%	N=8	100%	N=332

*Asked only of respondents who indicated they had visited, telephoned or emailed a Lakewood City government office in the 12 months prior to the survey.*

**Table 16: Question 8 - Including Don't Know Responses**

What was your impression of the employee(s) of the City of Lakewood in your most recent contact?	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Knowledge	33%	N=112	40%	N=136	16%	N=55	5%	N=18	3%	N=10	2%	N=7	100%	N=338
Responsiveness	35%	N=118	37%	N=126	16%	N=53	8%	N=26	3%	N=11	2%	N=6	100%	N=340
Courtesy	40%	N=136	40%	N=135	14%	N=49	2%	N=7	2%	N=7	1%	N=4	100%	N=338
Overall impression	36%	N=121	37%	N=125	16%	N=55	7%	N=23	2%	N=8	1%	N=4	100%	N=336

*Asked only of respondents who indicated they had visited, telephoned or emailed a Lakewood City government office in the 12 months prior to the survey.*

**Table 17: Question 9 - Excluding Don't Know Responses**

Please rate the following categories of Lakewood government performance:	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall confidence in the representation I receive from my council members	13%	N=63	32%	N=151	34%	N=163	13%	N=63	8%	N=37	100%	N=477
Overall confidence in the representation I receive from the mayor	13%	N=64	23%	N=110	32%	N=151	18%	N=87	13%	N=64	100%	N=476
Overall confidence in how the city manager manages City operations	11%	N=46	25%	N=106	38%	N=162	15%	N=65	10%	N=43	100%	N=422
The job City Council representatives do at generally acting in the best interest of the community at large	6%	N=31	26%	N=126	36%	N=174	19%	N=91	12%	N=58	100%	N=480
Supporting the quality of life in Lakewood	9%	N=47	37%	N=195	31%	N=161	14%	N=75	8%	N=43	100%	N=521
Working through priority issues facing the City	5%	N=23	27%	N=120	40%	N=177	20%	N=89	8%	N=36	100%	N=445
The value of services for the sales and property taxes paid	10%	N=52	31%	N=161	38%	N=197	13%	N=65	7%	N=37	100%	N=512
The overall direction the City is taking	7%	N=35	27%	N=146	32%	N=171	24%	N=128	10%	N=51	100%	N=531
Informing residents about City issues	9%	N=51	32%	N=180	32%	N=180	19%	N=103	7%	N=41	100%	N=555
The job Lakewood government does at welcoming citizen involvement	14%	N=67	33%	N=160	37%	N=179	12%	N=57	5%	N=25	100%	N=488
Overall Lakewood City government performance	7%	N=40	38%	N=204	37%	N=201	13%	N=72	5%	N=25	100%	N=542

**Table 18: Question 9 - Including Don't Know Responses**

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	11%	N=63	26%	N=151	28%	N=163	11%	N=63	6%	N=37	19%	N=110	100%	N=587
Overall confidence in the representation I receive from the mayor	11%	N=64	19%	N=110	26%	N=151	15%	N=87	11%	N=64	19%	N=112	100%	N=588
Overall confidence in how the city manager manages City operations	8%	N=46	18%	N=106	28%	N=162	11%	N=65	7%	N=43	28%	N=165	100%	N=587
The job City Council representatives do at generally acting in the best interest of the community at large	5%	N=31	22%	N=126	30%	N=174	16%	N=91	10%	N=58	18%	N=105	100%	N=585
Supporting the quality of life in Lakewood	8%	N=47	33%	N=195	28%	N=161	13%	N=75	7%	N=43	11%	N=64	100%	N=585
Working through priority issues facing the City	4%	N=23	21%	N=120	30%	N=177	15%	N=89	6%	N=36	23%	N=136	100%	N=581
The value of services for the sales and property taxes paid	9%	N=52	28%	N=161	34%	N=197	11%	N=65	6%	N=37	12%	N=73	100%	N=585
The overall direction the City is taking	6%	N=35	25%	N=146	29%	N=171	22%	N=128	9%	N=51	9%	N=54	100%	N=585
Informing residents about City issues	9%	N=51	31%	N=180	31%	N=180	18%	N=103	7%	N=41	5%	N=30	100%	N=585
The job Lakewood government does at welcoming citizen involvement	12%	N=67	28%	N=160	31%	N=179	10%	N=57	4%	N=25	16%	N=93	100%	N=581
Overall Lakewood City government performance	7%	N=40	35%	N=204	35%	N=201	12%	N=72	4%	N=25	7%	N=40	100%	N=582

**Table 19: 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	22%	N=124	30%	N=170	7%	N=41	42%	N=241	100%	N=576
Friends/Neighbors	41%	N=236	45%	N=258	5%	N=31	9%	N=49	100%	N=574
City Council Ward meetings	9%	N=52	25%	N=141	13%	N=76	53%	N=305	100%	N=574
Lakewood8 (Government Access Channel)	4%	N=23	14%	N=83	12%	N=68	70%	N=399	100%	N=573
Television news	32%	N=180	38%	N=217	7%	N=40	23%	N=133	100%	N=570
Looking@Lakewood (mailed newsletter)	53%	N=306	27%	N=154	5%	N=26	15%	N=89	100%	N=575
Lakewood Sentinel	22%	N=125	29%	N=169	8%	N=46	41%	N=234	100%	N=574
Lakewood.org	19%	N=111	44%	N=253	17%	N=95	20%	N=113	100%	N=572
Lakewoodtogether.org	2%	N=10	12%	N=70	4%	N=21	82%	N=471	100%	N=572
Lakewoodspeaks.org	1%	N=8	11%	N=63	4%	N=24	83%	N=475	100%	N=570
City of Lakewood e-newsletters (Friday Report, Active and Arts Lakewood, etc.)	10%	N=57	24%	N=135	8%	N=47	58%	N=333	100%	N=572
Social media (Facebook, Twitter)	15%	N=86	28%	N=158	5%	N=29	52%	N=299	100%	N=572
Nextdoor.com	70%	N=405	19%	N=109	3%	N=17	8%	N=44	100%	N=575
Bravo (magazine for arts, culture and events)	18%	N=104	26%	N=147	9%	N=52	47%	N=264	100%	N=567
Community Connection (Lakewood recreation guide)	27%	N=156	35%	N=198	11%	N=62	27%	N=155	100%	N=571
In-person at a Lakewood facility	15%	N=83	34%	N=196	20%	N=114	31%	N=179	100%	N=572

**Table 20: Question 11 - Excluding Don't Know Responses**

Please rate the following aspects of the City of Lakewood website.	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Current information	15%	N=66	54%	N=240	28%	N=122	3%	N=13	0%	N=2	100%	N=443
Appearance	15%	N=68	51%	N=237	29%	N=132	4%	N=20	1%	N=6	100%	N=463
Online services offered (calendar, meeting/event notices, etc.)	15%	N=67	45%	N=196	34%	N=148	5%	N=24	1%	N=4	100%	N=439
Ease of navigation	12%	N=54	40%	N=183	31%	N=141	13%	N=62	5%	N=21	100%	N=461
Search function	9%	N=37	37%	N=154	34%	N=140	15%	N=61	6%	N=23	100%	N=415

**Table 21: Question 11 - Including Don't Know Responses**

Please rate the following aspects of the City of Lakewood website.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Current information	12%	N=66	42%	N=240	22%	N=122	2%	N=13	0%	N=2	22%	N=124	100%	N=567
Appearance	12%	N=68	42%	N=237	23%	N=132	4%	N=20	1%	N=6	18%	N=104	100%	N=567
Online services offered (calendar, meeting/event notices, etc.)	12%	N=67	35%	N=196	26%	N=148	4%	N=24	1%	N=4	23%	N=129	100%	N=568
Ease of navigation	9%	N=54	32%	N=183	25%	N=141	11%	N=62	4%	N=21	19%	N=109	100%	N=570
Search function	7%	N=37	27%	N=154	25%	N=140	11%	N=61	4%	N=23	27%	N=154	100%	N=569

**Table 22: 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	31%	N=178	18%	N=103	10%	N=58	41%	N=233	100%	N=572
Pay a court fine/fee	38%	N=218	22%	N=128	12%	N=68	27%	N=157	100%	N=571
Purchase passes for recreation centers	39%	N=221	26%	N=148	10%	N=59	25%	N=142	100%	N=570
Check the status of a permit application	40%	N=227	29%	N=163	9%	N=52	22%	N=127	100%	N=569
Schedule a construction or building inspection	37%	N=209	25%	N=144	11%	N=60	27%	N=156	100%	N=569
Search for upcoming events or meetings	46%	N=263	32%	N=184	10%	N=55	12%	N=68	100%	N=570
Comment on issues	32%	N=182	33%	N=188	19%	N=106	16%	N=93	100%	N=569

**Table 23: Question 13 - Excluding Don't Know Responses**

Please rate the amount of each of the following in the City of Lakewood.	Far too much/many		Somewhat too much/many		Right amount		Somewhat too little/few		Far too little/few		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Housing affordable to low income people	11%	N=46	12%	N=50	16%	N=66	29%	N=119	33%	N=136	100%	N=417
Housing affordable to moderate income people	5%	N=22	6%	N=28	31%	N=146	34%	N=160	25%	N=120	100%	N=476
New single family homes	14%	N=66	17%	N=78	37%	N=172	19%	N=87	14%	N=66	100%	N=469
New apartments and condos	45%	N=223	22%	N=107	18%	N=91	10%	N=49	5%	N=25	100%	N=495
Population growth in Lakewood	50%	N=261	29%	N=151	19%	N=102	1%	N=7	1%	N=6	100%	N=527
Municipal programs offered for or in support of racial/ethnic diversity	16%	N=45	8%	N=24	32%	N=91	23%	N=67	21%	N=61	100%	N=288

**Table 24: Question 13 - Including Don't Know Responses**

Please rate the amount of each of the following in the City of Lakewood.	Far too much/many		Somewhat too much/many		Right amount		Somewhat too little/few		Far too little/few		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Housing affordable to low income people	8%	N=46	9%	N=50	12%	N=66	21%	N=119	24%	N=136	26%	N=148	100%	N=565
Housing affordable to moderate income people	4%	N=22	5%	N=28	26%	N=146	28%	N=160	21%	N=120	16%	N=89	100%	N=565
New single family homes	12%	N=66	14%	N=78	31%	N=172	16%	N=87	12%	N=66	16%	N=92	100%	N=561
New apartments and condos	40%	N=223	19%	N=107	16%	N=91	9%	N=49	4%	N=25	12%	N=69	100%	N=564
Population growth in Lakewood	46%	N=261	27%	N=151	18%	N=102	1%	N=7	1%	N=6	6%	N=35	100%	N=562
Municipal programs offered for or in support of racial/ethnic diversity	8%	N=45	4%	N=24	16%	N=91	12%	N=67	11%	N=61	49%	N=275	100%	N=563

**Table 25: Question 14**

Do you think that Lakewood has about the right mix of businesses and housing, both existing and new, or that there is too much of one kind versus another?	Percent of respondents	Number
Far too many businesses (not enough housing)	3%	N=15
Somewhat too many businesses (not enough housing)	9%	N=52
About the right mix of businesses and housing	57%	N=315
Somewhat too much housing (not enough businesses)	21%	N=118
Far too much housing (not enough businesses)	10%	N=56



**Table 26: Question 15**

<b>Please indicate your current use of the following City of Lakewood programs, services and facilities.</b>	<b>Yes, I utilize this service</b>		<b>I didn't know this service was available</b>		<b>I do not need this service for myself or my family</b>		<b>Total</b>	
Child care services	3%	N=15	9%	N=51	88%	N=493	100%	N=559
Older adult programs	16%	N=88	14%	N=79	70%	N=388	100%	N=555
Transportation for elderly or disabled	4%	N=21	12%	N=67	84%	N=472	100%	N=560
Services for disabled	2%	N=10	10%	N=56	88%	N=491	100%	N=557
Rooney Road Household Hazardous Waste Recycling Center	46%	N=259	24%	N=132	30%	N=167	100%	N=558
1068 Quail Street Recycling Facility	49%	N=274	26%	N=147	25%	N=138	100%	N=559

**Table 27: Question 16**

<b>Please indicate your household's current participation in or use of each of the following.</b>	<b>We participate/use regularly</b>		<b>We didn't know this was available</b>		<b>We don't choose to participate/use at this time</b>		<b>Total</b>	
A Lakewood cultural event (play, concert, performance, art exhibit, historical demonstration, etc.)	54%	N=300	8%	N=47	38%	N=209	100%	N=556
A Lakewood recreation program	47%	N=261	7%	N=38	46%	N=252	100%	N=551
A Lakewood recreation center	56%	N=306	5%	N=28	39%	N=217	100%	N=551
William F. Hayden Park on Green Mountain	45%	N=248	8%	N=46	46%	N=253	100%	N=547
Bear Creek Lake Park	60%	N=334	3%	N=18	36%	N=201	100%	N=553
Lakewood cultural facilities (LCC, LHC, WH)	47%	N=260	7%	N=41	45%	N=248	100%	N=549
The Clements Community Center	17%	N=93	15%	N=84	67%	N=367	100%	N=544
Ray Ross Park	9%	N=51	22%	N=121	68%	N=374	100%	N=546
Surfside Park	7%	N=40	24%	N=133	68%	N=371	100%	N=544
A Lakewood community garden	10%	N=54	24%	N=132	66%	N=360	100%	N=546
A Lakewood park	76%	N=415	5%	N=25	20%	N=109	100%	N=549
City Council meeting, ward meeting, online discussions	34%	N=187	11%	N=63	55%	N=302	100%	N=552

**Table 28: Question 17 - Excluding Don't Know Responses**

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Prevention of crime	11%	N=52	43%	N=204	24%	N=111	16%	N=77	6%	N=26	100%	N=470
Response to calls for service	21%	N=87	43%	N=179	22%	N=92	9%	N=36	6%	N=24	100%	N=418
Reducing citizens' fear of crime	11%	N=50	33%	N=147	34%	N=151	16%	N=73	6%	N=28	100%	N=449
Obtaining support from the community	14%	N=54	39%	N=155	36%	N=145	8%	N=31	3%	N=13	100%	N=398
Delivering a full range of law enforcement and other services	20%	N=82	40%	N=165	28%	N=115	8%	N=32	3%	N=14	100%	N=408
Explaining crime prevention techniques to citizens	14%	N=49	32%	N=114	32%	N=114	17%	N=60	4%	N=14	100%	N=351
Working with other agencies to improve the quality of life in Lakewood	18%	N=51	31%	N=89	38%	N=107	10%	N=27	3%	N=9	100%	N=283
Working with citizens groups to resolve local problems	16%	N=49	36%	N=110	32%	N=98	11%	N=34	5%	N=14	100%	N=305
Preventing social disorder	19%	N=62	38%	N=126	29%	N=95	11%	N=37	4%	N=12	100%	N=332
Working with special populations (e.g., elderly, handicapped, juveniles, etc.)	16%	N=35	33%	N=71	37%	N=79	10%	N=22	4%	N=9	100%	N=216
Apprehending criminals	14%	N=45	37%	N=124	31%	N=104	13%	N=42	5%	N=17	100%	N=332
Traffic enforcement	11%	N=48	32%	N=143	29%	N=133	18%	N=81	11%	N=48	100%	N=453

**Table 29: Question 17 - Including Don't Know Responses**

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	
Prevention of crime	9%	N=52	37%	N=204	20%	N=111	14%	N=77	5%	N=26	14%	N=79	100%	N=549
Response to calls for service	16%	N=87	32%	N=179	17%	N=92	7%	N=36	4%	N=24	24%	N=133	100%	N=551
Reducing citizens' fear of crime	9%	N=50	27%	N=147	27%	N=151	13%	N=73	5%	N=28	18%	N=101	100%	N=550
Obtaining support from the community	10%	N=54	28%	N=155	26%	N=145	6%	N=31	2%	N=13	28%	N=151	100%	N=549
Delivering a full range of law enforcement and other services	15%	N=82	30%	N=165	21%	N=115	6%	N=32	3%	N=14	26%	N=143	100%	N=551
Explaining crime prevention techniques to citizens	9%	N=49	21%	N=114	21%	N=114	11%	N=60	3%	N=14	36%	N=197	100%	N=548
Working with other agencies to improve the quality of life in Lakewood	9%	N=51	16%	N=89	20%	N=107	5%	N=27	2%	N=9	48%	N=265	100%	N=548
Working with citizens groups to resolve local problems	9%	N=49	20%	N=110	18%	N=98	6%	N=34	3%	N=14	45%	N=246	100%	N=551
Preventing social disorder	11%	N=62	23%	N=126	17%	N=95	7%	N=37	2%	N=12	40%	N=219	100%	N=551
Working with special populations (e.g., elderly, handicapped, juveniles, etc.)	6%	N=35	13%	N=71	14%	N=79	4%	N=22	2%	N=9	60%	N=329	100%	N=545
Apprehending criminals	8%	N=45	23%	N=124	19%	N=104	8%	N=42	3%	N=17	40%	N=219	100%	N=551
Traffic enforcement	9%	N=48	26%	N=143	24%	N=133	15%	N=81	9%	N=48	17%	N=94	100%	N=547

**Table 30: Question 18 - Excluding Don't Know Responses**

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
In your home	56%	N=313	35%	N=196	7%	N=40	1%	N=7	100%	N=556
In your neighborhood during the day	61%	N=339	33%	N=184	5%	N=27	1%	N=8	100%	N=558
Walking alone in your neighborhood after dark	28%	N=149	37%	N=201	25%	N=135	10%	N=56	100%	N=541
In Lakewood's commercial areas during the day	55%	N=301	36%	N=199	7%	N=41	1%	N=6	100%	N=547
In Lakewood's commercial areas after dark	19%	N=99	40%	N=208	30%	N=154	12%	N=61	100%	N=522

**Table 31: Question 18 - Including Don't Know Responses**

<b>Please rate how safe or unsafe you feel:</b>	<b>Very safe</b>		<b>Somewhat safe</b>		<b>Somewhat unsafe</b>		<b>Very unsafe</b>		<b>Don't know</b>		<b>Total</b>	
In your home	56%	N=313	35%	N=196	7%	N=40	1%	N=7	0%	N=2	100%	N=558
In your neighborhood during the day	61%	N=339	33%	N=184	5%	N=27	1%	N=8	0%	N=0	100%	N=558
Walking alone in your neighborhood after dark	27%	N=149	36%	N=201	24%	N=135	10%	N=56	3%	N=15	100%	N=556
In Lakewood's commercial areas during the day	54%	N=301	36%	N=199	7%	N=41	1%	N=6	2%	N=9	100%	N=556
In Lakewood's commercial areas after dark	18%	N=99	37%	N=208	28%	N=154	11%	N=61	6%	N=34	100%	N=556

**Table 32: Question D1**

<b>How long have you lived in Lakewood?</b>	<b>Percent of respondents</b>	<b>Number</b>
Six months or less	2%	N=11
1-5 years	18%	N=98
6-10 years	14%	N=79
11-20 years	22%	N=122
More than 20 years	44%	N=245
Total	100%	N=555

**Table 33: Question D2**

<b>Do you work outside the home?</b>	<b>Percent of respondents</b>	<b>Number</b>
No, not currently employed for pay	34%	N=188
No, work for pay from home	11%	N=59
Yes, work for pay outside the home	56%	N=311
Total	100%	N=558

**Table 34: 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=10
Aurora	3%	N=8
Boulder	1%	N=4
Broomfield	1%	N=4
Denver	33%	N=101
Englewood	2%	N=7
Golden	6%	N=17
Littleton	5%	N=14
Louisville	0%	N=1
Northglenn	0%	N=0
Thornton	0%	N=0
Westminster	1%	N=4
Wheat Ridge	3%	N=9
Lakewood	35%	N=107
Other ( <i>written responses listed below</i> )	7%	N=23
Total	100%	N=309

- All cities
- Castle Rock
- Castle Rock
- Centennial
- Centennial
- Centennial
- Centennial
- clear creek county
- Federal Center
- greenwood village
- Greenwood Village
- greenwood village
- Highlands Ranch
- Highlands Ranch
- Lone Tree
- Morrison
- Sedalia
- Superior
- the state of CO
- Unincorporated Jeffco
- Varies with assignment

**Table 35: Question D4**

Please check the appropriate box indicating the type of housing unit in which you live.	Percent of respondents	Number
Detached single-family home	80%	N=444
Condominium or townhouse	15%	N=81
Duplex or other multi-unit home	2%	N=11
Apartment	4%	N=20
Mobile home	0%	N=1
Total	100%	N=557

**Table 36: Question D5**

Do you rent or own your residence?	Percent of respondents	Number
Own	90%	N=503
Rent	10%	N=53
Total	100%	N=556

**Table 37: Question D6**

What is your gender/ gender identity?	Percent of respondents	Number
Female	60%	N=332
Male	39%	N=220
Transgender	0%	N=0
Another gender - specify if you wish ( <i>written responses listed below</i> )	1%	N=5
Total	100%	N=557

- myob
- no comment
- Only 2 Genders and I'm male

**Table 38: Question D7**

People (including yourself) live in your household?	Percent of respondents	Number
One	15%	N=84
Two	52%	N=280
Three	13%	N=70
Four	14%	N=75
Five or more	6%	N=34
Total	100%	N=543

**Table 39: Question D8**

Children age 17 years and under	Percent of respondents	Number
None	75%	N=399
One	9%	N=49
Two	12%	N=66
Three	4%	N=19
Four	0%	N=1
Five or more	0%	N=1
Total	100%	N=535

**Table 40: Question D9**

About how much do you estimate your HOUSEHOLD's TOTAL INCOME BEFORE TAXES was in 2017?	Percent of respondents	Number
Less than \$15,000	2%	N=8
\$15,000 to \$24,999	2%	N=12
\$25,000 to \$34,999	4%	N=22
\$35,000 to \$49,999	9%	N=45
\$50,000 to \$74,999	19%	N=101
\$75,000 to \$99,999	19%	N=97
\$100,000 to \$124,999	20%	N=102
\$125,000 to \$249,999	20%	N=106
\$250,000 to \$499,999	5%	N=25
\$500,000 or more	1%	N=3
<b>Total</b>	<b>100%</b>	<b>N=521</b>

**Table 41: Question D10**

What is the highest level of education you have completed?	Percent of respondents	Number
0-11 years	0%	N=1
High school graduate or GED	7%	N=39
Some college, no degree	16%	N=88
Associate's degree	7%	N=41
Bachelor's degree	37%	N=202
Graduate or professional degree	33%	N=179
<b>Total</b>	<b>100%</b>	<b>N=550</b>



**Table 42: Question D11**

What is your age?	Percent of respondents	Number
18-24	0%	N=2
25-34	7%	N=39
35-44	15%	N=83
45-54	19%	N=103
55-64	31%	N=170
65-74	21%	N=115
75 +	7%	N=40
Total	100%	N=552

**Table 43: Question D12**

Are you of Hispanic origin?	Percent of respondents	Number
Yes	7%	N=40
No	93%	N=500
Total	100%	N=540

**Table 44: Question D13**

What is your race/ethnicity?	Percent of respondents	Number
White/Caucasian	94%	N=509
Black or African American	1%	N=3
Asian or Pacific Islander	1%	N=8
American Indian, Eskimo or Aleut	2%	N=10
Other	5%	N=27

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