



City of Lakewood

Community Survey

Report of Results

April 2022



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Executive Summary

Survey Background and Methods

The Lakewood Community Survey serves as a consumer report card for the City, allowing residents to rate their satisfaction with the quality of life in the city, the community's amenities and local government itself. The survey also gives 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 tenth iteration of the survey, first conducted in 2000.

The 2022 survey used stratified random sampling to select 600 households in each of Lakewood's five wards to receive survey mailings. Of the 3,000 surveys mailed in January 2022, about 167 of the surveys were returned because they could not be delivered as addressed or the household was vacant. Of the 2,833 households that received a survey, 486 completed the survey (188 of which were completed online), providing a response rate of 17%. 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 community surveys across the nation and along Colorado's Front Range that are included in Polco's National Research Center benchmark database). Differences among years and by demographic group and geographic area are denoted in the tables or text if they are statistically significant.

Key Findings

Lakewood residents enjoy a good quality of life.

- ◆ Almost 9 in 10 Lakewood residents gave high ratings to their quality of life and their neighborhoods as a place to live. Further, most rated Lakewood favorably as a place to raise children (79% very good or good), as a place to recreate and play (74%), and as a place to work (72%). Ratings of Lakewood for retirement were lowest with 60% saying Lakewood was a good or very good place to retire, but this was similar to the National and Front Range benchmarks as were ratings of most aspects of quality of life. These ratings were generally similar to 2018.
- ◆ The top 5 reasons residents chose to live in Lakewood were: location (87%), parks and recreation opportunities (61%), quality of its neighborhoods (36%), local friends and family (31%) and safety of the community (24%).

Concerns about safety have increased over time.

- ◆ Fifty-four percent of Lakewood residents said that overall safety in Lakewood was good or very good. This has been steadily declining going from 75% in 2016 and 66% in 2018 to 54% in 2022. Further, when asked to think about the next two years and rate the importance of 18 factors in Lakewood, crime prevention had the highest proportion of respondents indicating it was essential or very important (88%), and the largest percent of people (26%) selecting it as the "most important" issue. These ratings were lower than the National and Front Range benchmarks.
- ◆ At least 9 in 10 residents reported feeling safe in their neighborhood during the day, in their home and in Lakewood's commercial areas during the day. However, ratings for feelings of safety walking alone in their neighborhood after dark (63%) and in Lakewood's commercial area after dark (51%) were lower and had declined from past years.
- ◆ The rating for safety in commercial areas after dark was much lower than ratings given in comparison communities across the nation and in the Front Range. Overall feeling of safety was also below the two benchmarks.
- ◆ Asked how well the Lakewood Police Department dealt with a variety of issues, only 4 of 13 items were rated as very good or good by half or more of residents. Compared to 2018, ratings fell across the board, by as little as 7 percentage points to as much as 23 percentage points. Police services and enforcing traffic laws were the two items that could be compared to the benchmarks, the police service rating was similar to the Front Range, and lower than the National benchmark. Enforcing traffic laws was rated lower than both benchmarks.

Recreation opportunities in Lakewood remain revered by residents.

- ◆ As in 2018, parks and recreation was the second most mentioned thing that residents liked about living in Lakewood. Participation in community parks and recreation offerings also continued at high levels. The most frequently visited amenities were Lakewood parks in general (80% participated/used regularly or occasionally), Bear Creek Lake Park (75%) and Heritage Lakewood Belmar Park (70%).
- ◆ Respondents were given the option to say that they “didn’t know this was available”; about one-third of respondents did not know that participating in a Lakewood community garden (39%), visiting Ray Ross Park (38%), Surfside Park (36%) or the Clements Community Center (32%) were available to them.

Cost of living and housing are increasingly impacting Lakewood residents.

- ◆ Half of survey respondents felt that population growth was too much in Lakewood, while 4 in 10 residents felt that population growth was occurring at the right amount and about 1 in 10 thought there was too little.
- ◆ Relatedly, more respondents felt there were too many new apartments and condos (44%) than felt there were too few (23%); 33% felt there was the right amount. However, most agreed that there was too little affordable housing for low income (65%) to moderate income (60%) people.
- ◆ Ratings for the cost of living in Lakewood has been low and steadily declining, with 26% rating it as good or very good in 2022 (compared to 34% in 2018 and 41% in 2016). When asked what residents like about Lakewood, cost of living has been the least often chosen item across survey years.

Welcoming residents of different backgrounds remains stable and positive.

- ◆ Related to respecting and welcoming people of diverse backgrounds, overall about 6 in 10 residents felt the community was very good or good, about 3 in 10 felt they were neither good nor bad and about 1 in 10 felt they were bad or very bad.
- ◆ Residents were asked if the City offered the right amount of municipal programs in support of racial/ethnic diversity, or if there were too few or too many. In 2018, 31% said there were too few compared to 49% in 2022.

Survey Background

Survey Purpose

The Lakewood Community Survey gives residents a platform to rate the quality of life in the city, as well as service delivery and satisfaction with City government. The survey also invites feedback on what is working well and what is not and elicits 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 allowing them to monitor strengths and weaknesses in product or service delivery.

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

Survey Methods

The Lakewood Community Survey was administered by mail and online 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 in January 2022. Completed surveys were collected over the following seven 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 public information officer, a five-page questionnaire and a 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 6% (167) of the postcards were returned because they either could not be delivered as addressed or were received by vacant housing units. Of the 2,833 households that received the survey, 486 completed a survey, providing a response rate of 17% (typical response rates range from 15% to 25%). The methods used in 2022 were similar to those used for the previous survey administrations.

Survey results were weighted so that the gender, age, race, 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 where “other, please specify” was chosen appear verbatim in *Appendix B: Verbatim Responses to Open-ended Survey Questions*.

In addition to the random selection of households, a link to an online “open participation” survey was publicized and posted to the City of Lakewood website as well as other outreach avenues (Nextdoor.com, Facebook, etc.). This open participation survey was identical to the address-based mailed survey and was open to all city residents. The data presented in this report focus on the address-based survey results, the results of the open participation survey are provided under separate cover.

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 (e.g., “very good” and “good,” or “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 A: Responses to Survey Questions* and is discussed in the body of this report if it is 30% 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 required 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 4% around any given percent reported for the entire sample (486).

Comparing Survey Results over Time and by Subgroups

Because this survey was the tenth in a series of community surveys, the 2022 results are presented along with past ratings when available. 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.

Selected survey results were also compared by certain demographic characteristics of survey respondents and by the five wards in which respondents lived. These comparisons are presented in tabular form in *Appendix D: Responses to Selected Survey Questions by Respondent*.

For comparisons between years or among subgroups, statistical differences were identified with statistical testing are noted in tables and text.

Comparing Survey Results to Other Jurisdictions

Polco/NRC’s database of comparative resident opinion consists of resident perspectives gathered in community surveys from approximately 400 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 Polco/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 Polco/NRC’s benchmarking database, to which Lakewood is compared, can be found in *Appendix C: Benchmark Comparisons*.

Where comparisons for quality ratings were available, the City of Lakewood’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Lakewood residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Lakewood’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Lakewood’s average rating was more than 20 points different when compared to the benchmark.

Survey Results

Quality of Life and Community

A primary objective of surveying residents was to assess their perception of the quality of life and community characteristics in Lakewood. Respondents provided feedback about what they most like about living in Lakewood and important factors for Lakewood over the next two years. The frequency with which they participated in a variety of activities and programs was also measured along with rating the ease of travel and condition of roads in Lakewood.

Overall Quality of Life

Generally, survey respondents gave positive ratings to the overall quality of life in Lakewood, with 24% saying it was very good and 60% saying it was good. Only 3% felt the overall quality of life in the city was bad and 1% thought it was very bad. This was similar to ratings given across the nation and in the Front Range (see *Appendix C: Benchmark Comparisons* for more detail on the benchmarks). The rating has remained stable since 2018. Residents of Ward 2 gave lower rating in comparison to other wards (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 1: Overall Quality of Life in Lakewood

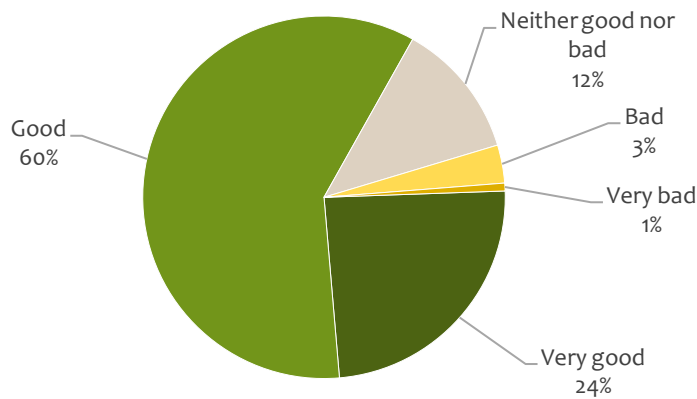
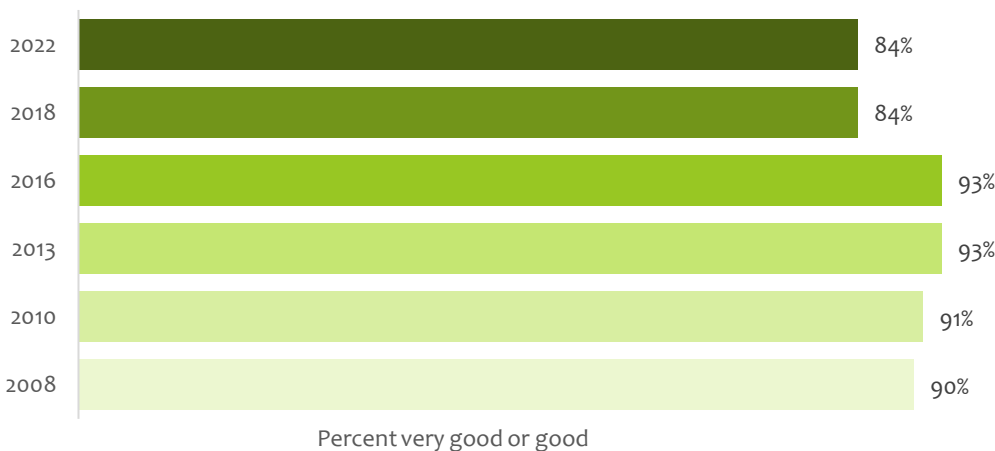


Figure 2: Overall Quality of Life Compared by Year



Prior to 2018, this question was listed as the first item in the grid of items related to quality of life (while in 2018 it was at the bottom of the list) and was worded “Taking all things into consideration, how would you rate your overall quality of life in Lakewood?”

Eighty-five percent of residents reported that their neighborhood was a very good or good place to live, only 4% said it as bad and 2% reported it was very bad. This was similar to ratings given in 2018 and a bit lower than ratings from 2016. Lakewood’s rating was similar to ratings given by residents in other communities across the country and in the Front Range. Ratings were lower for Ward 2 residents, compared to other wards. In addition, homeowners gave significantly higher ratings than those who rented (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 3: Neighborhood as a Place to Live

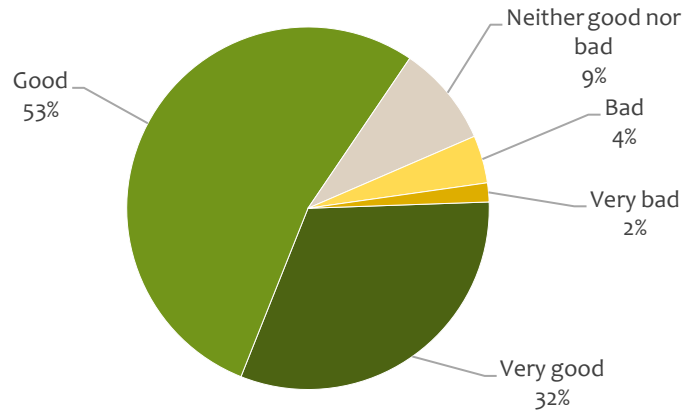
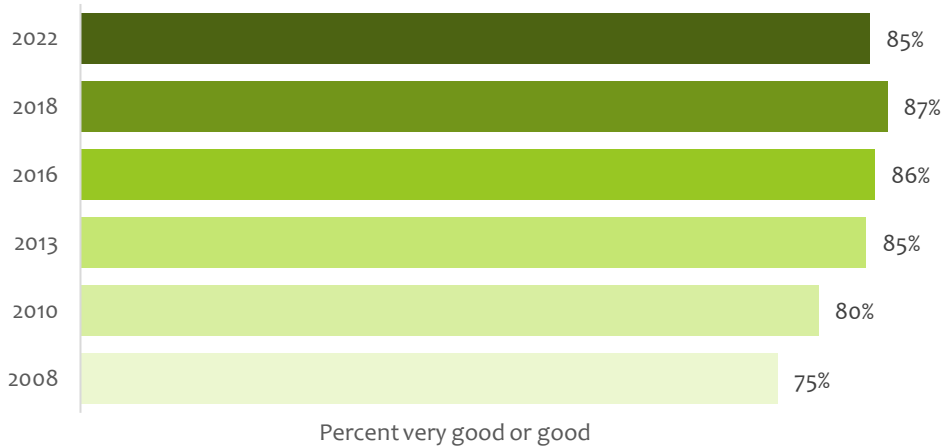


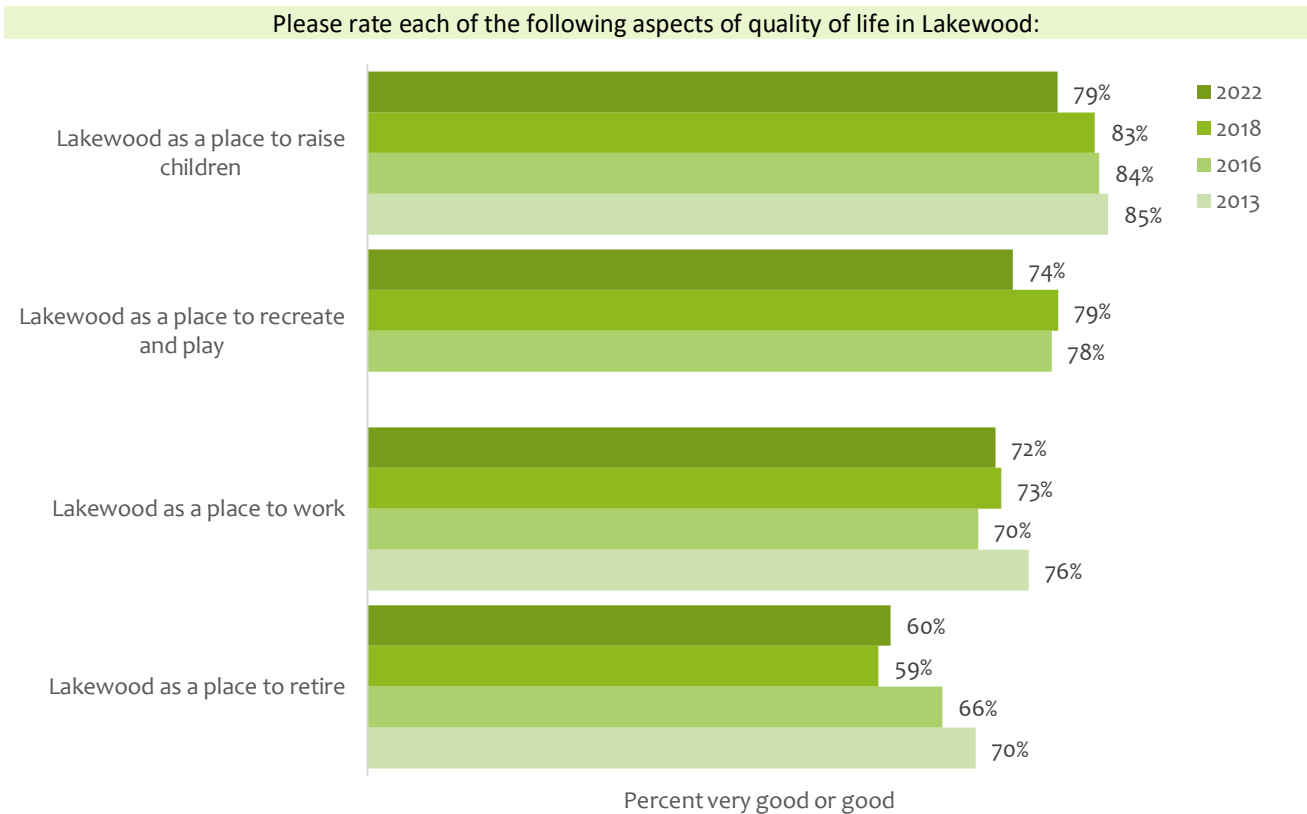
Figure 4: Neighborhood as a Place to Live by Year



Aspects of Quality of Life

Respondents gave favorable ratings to the city as a place to raise children, to recreate and play, to work, and to retire; with at least 6 in 10 saying Lakewood was good or very good as a place to raise children (79%), as a place to recreate and play (74%), as a place to work (72%) and as a place to retire (60%). These ratings were similar to those given in 2018 and also similar to ratings given in other national and Front Range communities. Overall, Ward 2 residents gave significantly lower ratings than other wards for all items. In addition, those who were older felt Lakewood was a better area to retire than younger residents (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 5: Aspects of Quality of Life Compared by Year



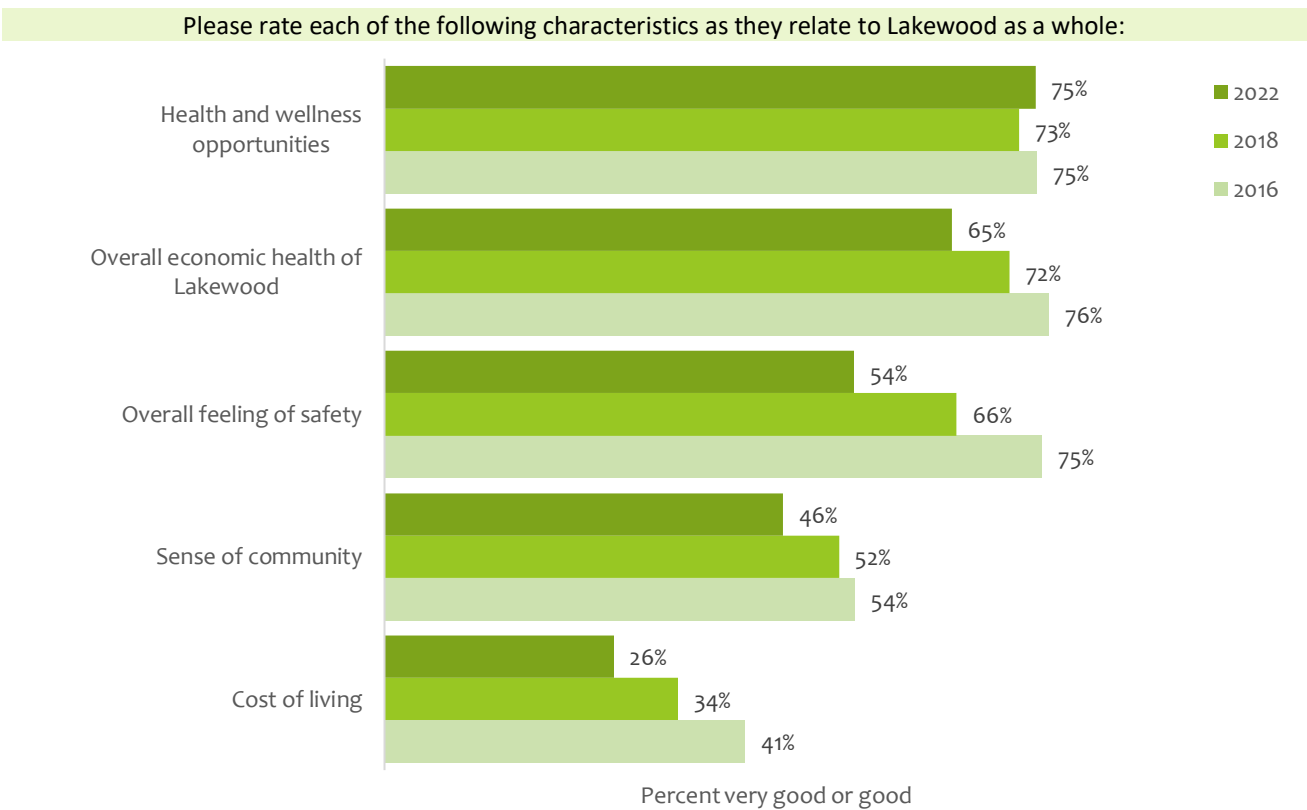
Community Characteristics

Residents were asked to rate five key community characteristics that impact life in Lakewood. Three-quarters of residents felt that health and wellness opportunities (75%) were very good or good, while about two-thirds gave the same ratings to the overall economic health of Lakewood (65%). About half indicated that the sense of community (46%) and overall feeling of safety (54%) was very good or good and only about one-quarter gave positive marks to the cost of living.

Compared to 2018, ratings for the overall economic health of Lakewood, sense of community, cost of living and overall feeling of safety declined. Ratings for overall feeling of safety, sense of community and cost of living were lower than ratings given in other national communities but similar to the Front Range.

Overall, Ward 2 residents gave significantly lower ratings for overall feeling of safety than other wards. In addition, those who were older were more positive about Lakewood’s cost of living and sense of community more than younger residents (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

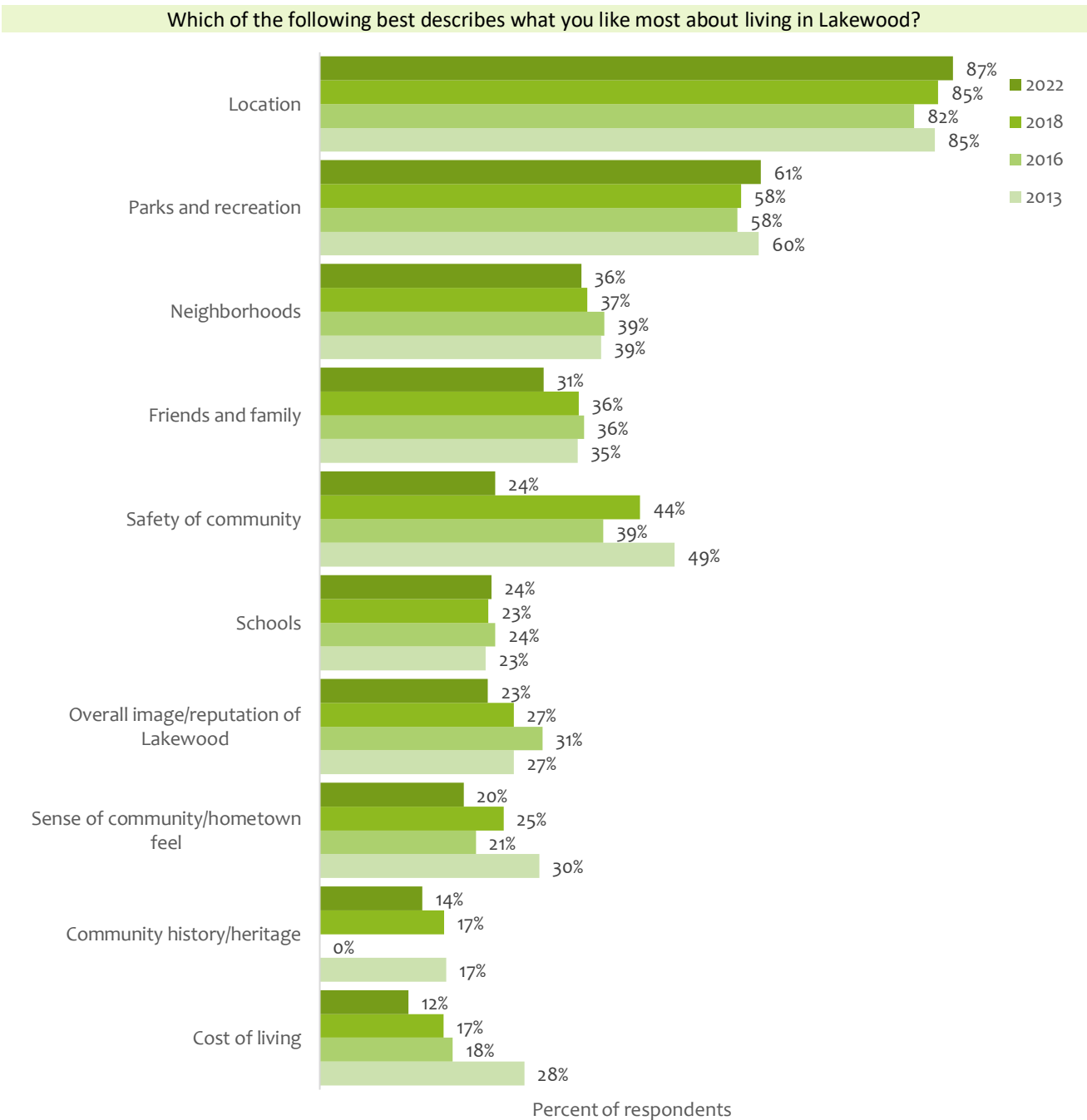
Figure 6: Community Characteristics Compared by Year



Like Most About Living in Lakewood

As in prior survey years, respondents were presented with a list of amenities or characteristics and asked to identify which best described what they liked most about living in Lakewood. They 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 87% of respondents selecting this reason, followed by parks and recreation (61%) and the neighborhoods (36%). Less popular reasons for living in Lakewood were community history/heritage (14%) and the cost of living (12%). When compared to 2018, ratings remained stable except for safety of community which dropped from 44% selecting it in 2018, to only 24% in 2022.

Figure 7: 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

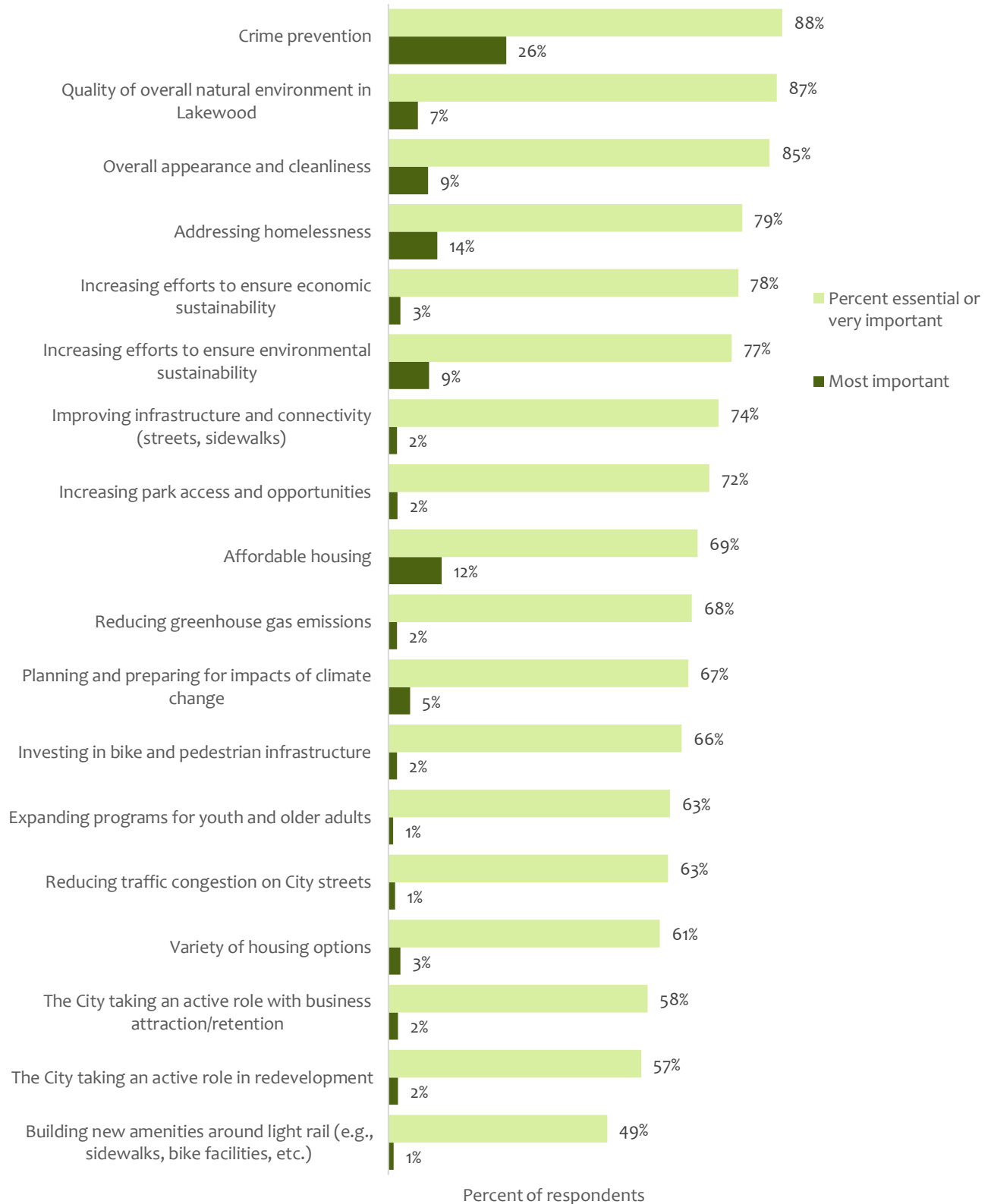
When asked to rate the importance of various factors as they related to Lakewood over the next two years, most respondents (88%) rated crime prevention as essential or very important. Lakewood's overall appearance and cleanliness (85%), the quality of the overall natural environment (87%), addressing homelessness (79%), increasing efforts to ensure economic sustainability (77%), and increasing efforts to ensure environmental sustainability (77%), were thought to be essential or very important by at least three-quarters of respondents. Of relatively less importance, with 49% reporting it as essential or very important, was building new amenities around the light rail.

Respondents then selected the one item that they believed was the most important (from the same list). Those items with the highest importance ratings generally also topped the list as the one item of most importance. The factors most often selected as the most important were crime prevention (26%), affordable housing (12%), and addressing homelessness (14%). Fewer than 10% of respondents selected any of the other listed factors as being the most important in Lakewood over the next two years.

Overall, Ward 2 residents gave more importance than other wards to the variety of housing options, reducing traffic congestions on City streets and affordable housing. In addition, those who had been in Lakewood for 5 years or less had significantly higher ratings for the importance of the variety of housing options and affordable housing compared to those who had been in Lakewood longer (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 8: Important Factors in Lakewood

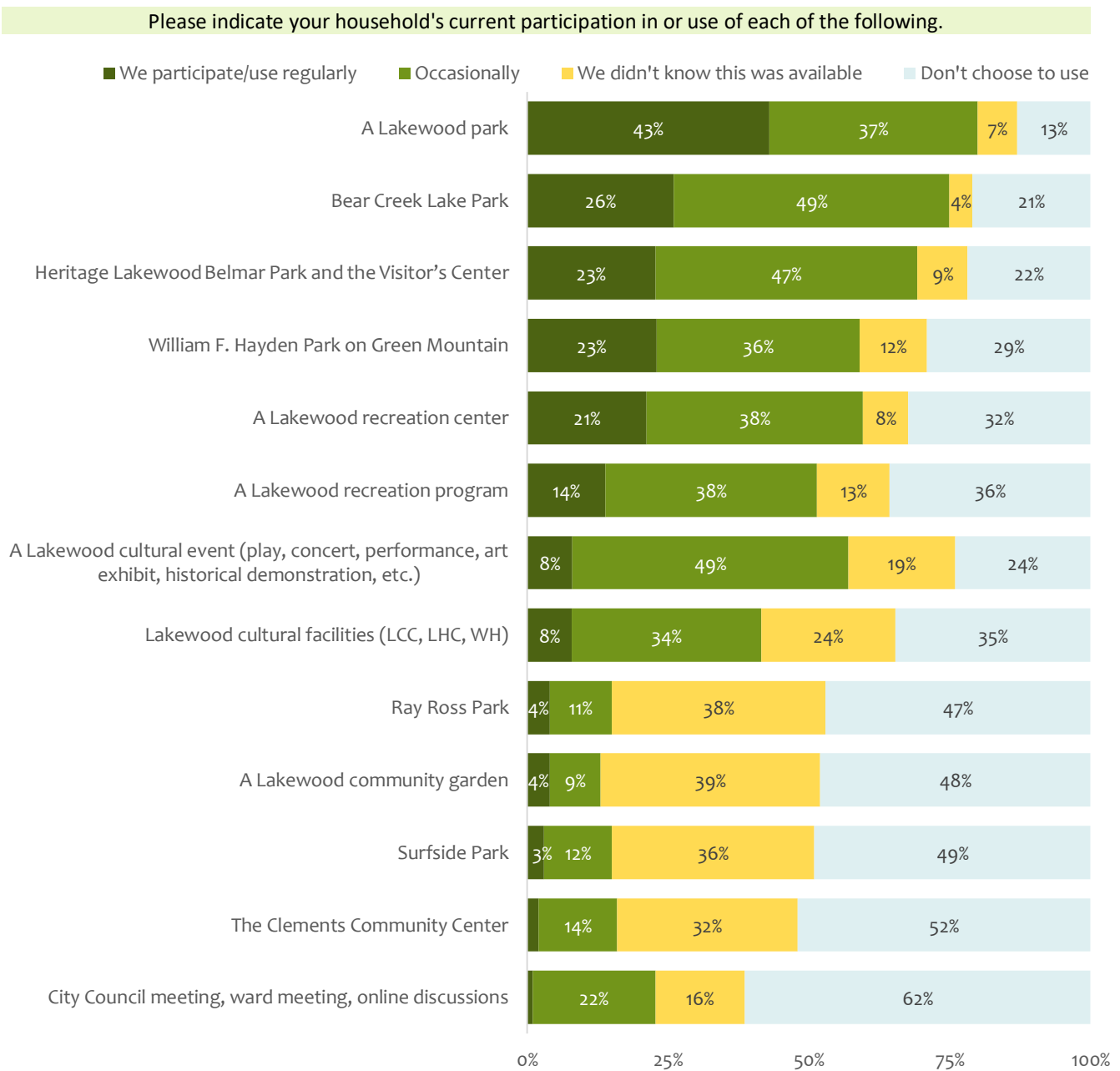
Thinking about the next two years, first rate how important or unimportant each of the following are in Lakewood. Then, check the ONE box for the item you think is the most important.



Community Participation

Survey respondents noted their level of participation in various activities and programs in the City of Lakewood. Activities for which respondents reported the highest levels of participation included visiting a Lakewood park (80% participated/used regularly or occasionally) and visiting Bear Creek Lake Park (75%). Respondents were given the option to select that they “didn’t know this was available”; one-quarter or more of respondents indicated that they did not know that participating in a Lakewood Community Garden (39%), Ray Ross Park (38%), Surfside Park (36%), visiting the Clements Community Center (32%) and Lakewood cultural facilities (LCC, LHC, WC) (24%) were available to them. For 5 out of 13 of the activities and programs listed, a majority of respondents reported that they “don’t choose to use at this time.” Levels of use are not compared to past years as the response scale was amended to include “occasionally” and the changes from past year are likely more related to the modification rather than changes in use.

Figure 9: Participation in Community Events and Programs



Transportation

Survey respondents have assessed aspects of travel and transportation within Lakewood since 2000. In 2022, about 6 in 10 residents reported that the condition of City streets (57%) and the ease of car travel were very good or good, while 5 in 10 thought the same about the condition of state highways (53%). Travel by foot and bicycle were less positive (38% and 46% very good or good, respectively).

When compared to 2018, ratings for each aspect of transportation listed were similar except for ease of car travel which increased from 50% positive in 2018 to 64% in 2022. Ratings of the aspects of transportation were generally similar to or lower than ratings given in other national and Front Range communities.

Overall, Ward 2 residents gave significantly higher ratings for ease of public transit, while Ward 5 gave higher ratings to condition of City streets and ease of bicycle travel than other wards. In addition, those who have been in Lakewood for 5 years or less rated the ease of car travel significantly higher than those who have been in Lakewood longer (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 10: Aspects of Transportation within Lakewood Compared by Year

Please rate the following aspects of transportation within Lakewood.	Percent reporting very good or good									
	2022	2018	2016	2013	2010	2008	2006	2004	2002	2000
Condition of City streets	57%	62%	60%	65%	66%	63%	69%	66%	56%	60%
Condition of state highways (Wadsworth, Colfax, Hampden, Kipling, Morrison, West 6th and Sheridan)	53%	60%	57%	61%	62%	66%	68%	60%	51%	53%
Ease of public transit	47%	51%	55%	54%	55%	50%	51%	56%	49%	45%
Ease of car travel	64%	50%	52%	64%	65%	63%	63%	59%	49%	44%
Ease of bicycle travel	46%	49%	50%	53%	60%	NA	NA	NA	NA	NA
Ease of travel by foot	38%	45%	43%	49%	59%	57%	55%	NA	NA	NA

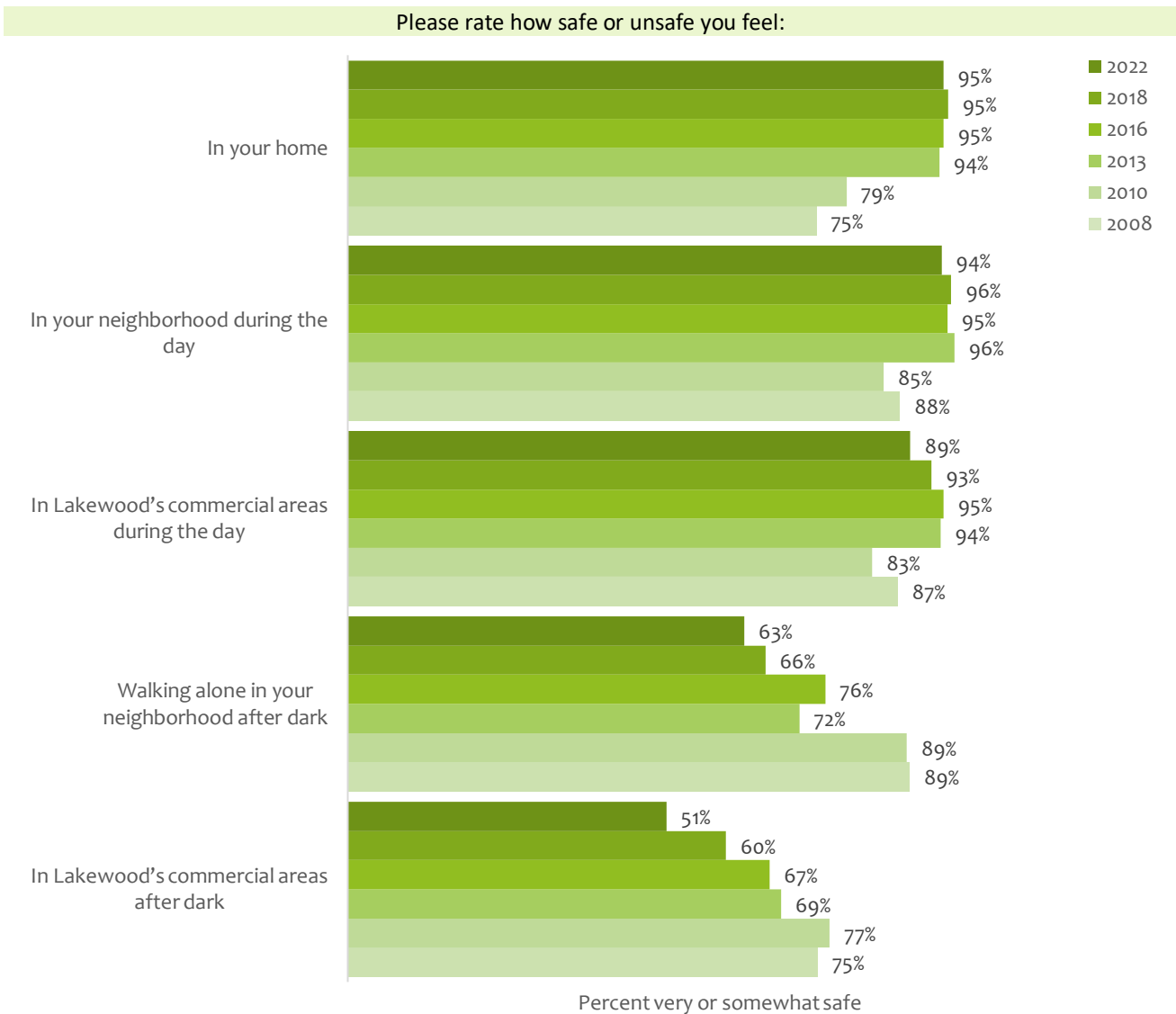
In 2006, “Ease of public transit in Lakewood” replaced “Ease of bus travel in the city.” Prior to 2013, “Condition of state highways” did not include the additional detail of “(Wadsworth Blvd., Colfax Ave., Hampden Ave., Kipling Pkwy., Morrison Road, West 6th Ave. and Sheridan Blvd.)” In 2022, the “Condition of state highways” item eliminated their ending descriptions i.e. “Ave,” “Blvd,” etc., In addition, “in the city” was eliminated for all “ease of transit” items.

Safety in Lakewood

Since 2013, residents have shared their feelings about safety in Lakewood and evaluated several services related to the Police Department. Residents reported a high sense of safety in their neighborhood during the day, in their home 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 (63% very or somewhat safe) and in Lakewood’s commercial area after dark (51%). When compared to 2018, residents’ feelings of safety walking alone in their neighborhood after dark and in Lakewood’s commercial area after dark both declined in 2022. When comparisons were available, ratings of safety were generally similar to or lower than national and in the Front Range benchmarks.

Overall, Ward 4 and 5 residents gave significantly better ratings for feelings of safety in your neighborhood during the day, walking alone in your neighborhood after dark, in Lakewood’s commercial areas during the day and at night than those in other wards. Those in Ward 2 felt the least safe. Residents with a length of residency of 5 years or less felt safer than residents with longer tenure. Lastly, White residents felt safer than minority residents (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 11: Feelings of Safety in Lakewood Compared by Year

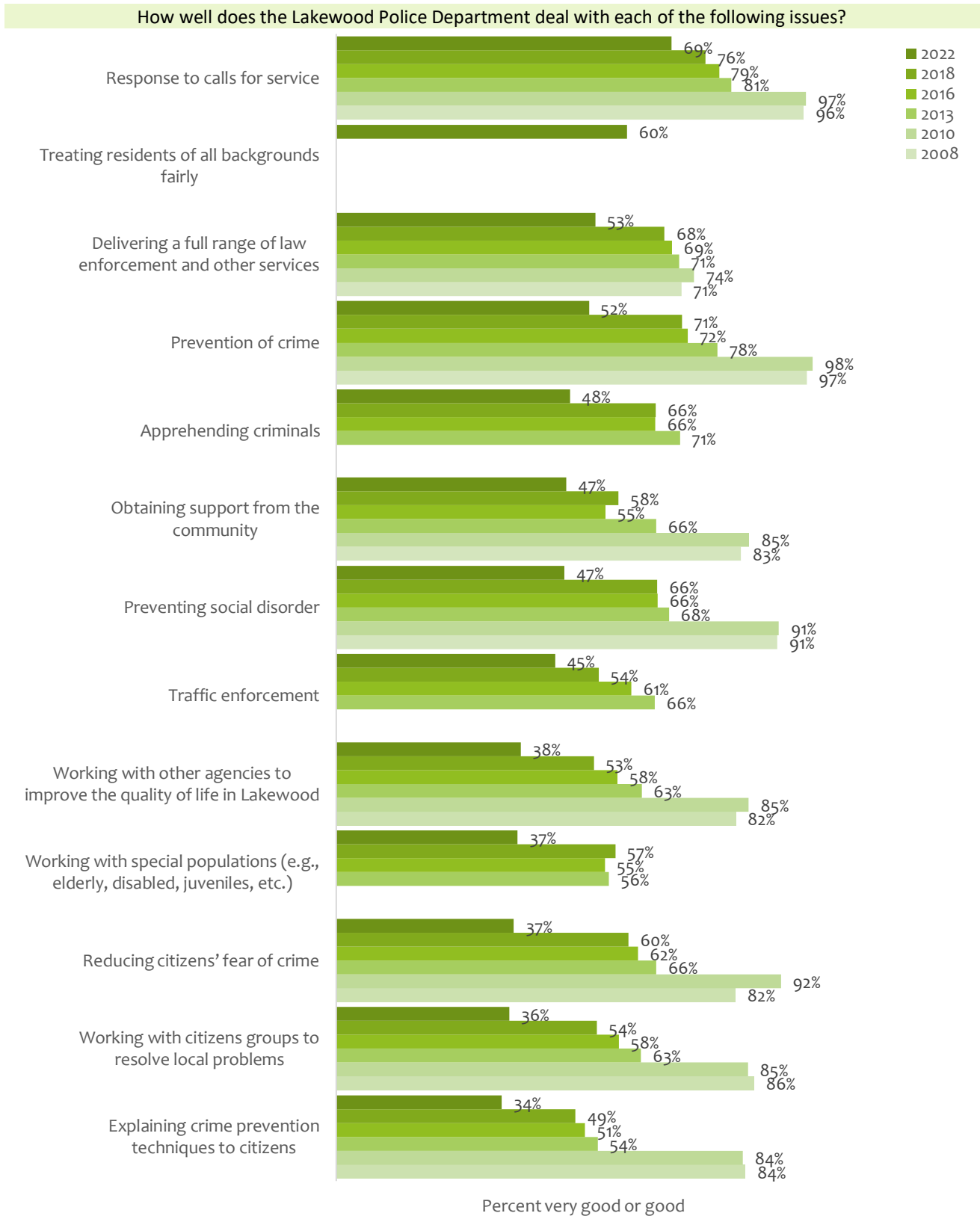


Residents rated how well the Lakewood Police Department dealt with a variety of issues. At the top of the list, with 69% reporting very good or good, was response to calls for service, followed by treating residents of all backgrounds fairly (60%). At the bottom of the list was explaining crime prevention techniques to citizens (34%) followed by working with citizen groups to resolve local problems (36%). About half felt the Police Department was good or very good at delivering a full range of law enforcement and other services, preventing crime and social disorder, obtaining support from the community, and apprehending criminals. Ratings decreased from 2018 to 2022 for most of the items. The rating for overall police services received a lower rating when compared to national and Front Range benchmarks.

Overall, Ward 5 residents gave significantly higher ratings for Lakewood Police Department satisfaction over other wards, except for traffic enforcement and apprehending criminals. Ward 2 had the lowest satisfaction but felt the department did well in apprehending criminals in comparison to other wards. Those who owned their home felt more satisfied with the police department compared to those who rent. Finally, older residents felt more satisfied with the department than younger residents (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

The results reported on the following page exclude the “don’t know” option and reflect only those with an opinion. It should be noted that for 10 of the 13 items, 33% or more respondents choose the “don’t know” option (see *Appendix A: Responses to Survey Questions* for a complete set of responses, including “don’t know.”)

Figure 12: Ratings of Lakewood Police Department Compared by Year



It should be noted that more than 30% of respondents selected “don’t know” when rating each item listed in this question with the exception of prevention of crime, reducing citizens’ fear of crime and traffic enforcement. In 2022, the question “Working with special populations (e.g. elderly, handicapped, juveniles, etc.),” “handicapped” was changed to “disabled.” The question “treating residents of all backgrounds fairly” was added in 2022. (See Appendix A: Responses to Survey Questions for a full set of responses, including “don’t know.”)

City Services

Respondents were asked to rate the quality of 22 City services as well as the overall quality of service delivery in Lakewood. Use levels for select City services also were also measured.

Overall Quality of City Services

About 5 in 10 rated the overall quality of City services as very good or good, 4 in 10 said it was neither good nor bad and only 6% rated it as bad or very bad. However, it is worth noting that about one-third of respondents chose “don’t know” when evaluating the overall quality of service delivery (see *Appendix A: Responses to Survey Questions* for a complete set of responses, including “don’t know.”) When compared to both sets of benchmarks and 2018 ratings, this rating was lower.

Overall, Ward 2 residents gave lower ratings than other wards in several services, including City parks. Also, longer tenured residents were more satisfied with the overall quality of service delivery than shorter tenured residents (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 13: Overall Quality of Service Delivery

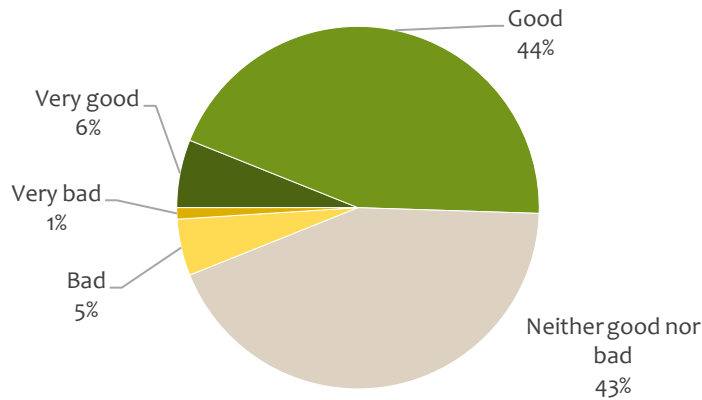


Figure 14: Overall Quality of Service Delivery by Year



Evaluations of Individual City Services

Of the 22 individual services evaluated by residents, City parks, open space and trails topped the list with 84% reporting it as very good or good, followed by recreation facilities (75%), recreation programs (72%), Looking@Lakewood (66%) and police services (63%). (Please see Figure 15 on the following page.) Programs for the homeless (14%) and planning/land use (32%) were among the lower-rated services (however, at least one-third of respondents did not know enough about these services to evaluate them; see note under Figure 15).

Most of the ratings in 2022 remained stable or decreased compared to 2018. Where national and Front Range benchmark comparisons were available, ratings tended to be similar.

Ward 2 gave the least positive ratings for City parks, open space and trails, cultural facilities and programs and programs for people with special needs. Younger residents enjoyed the use of City parks, open space and trails more than older residents (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 15: City Services Compared by Year

How do you rate the quality of each of the following Lakewood City services?	Percent reporting very good or good									
	2022	2018	2016	2013	2010	2008	2006	2004	2002	2000
City parks, open space and trails	84%	85%	86%	82%	88%	84%	81%	83%	86%	89%
Recreation facilities (recreation centers, athletic fields, etc.)	75%	80%	79%	76%	81%	78%	77%	78%	74%	76%
Recreation programs (swim lessons, fitness, youth sports, etc.)	72%	80%	75%	77%	78%	77%	76%	75%	74%	78%
Looking@Lakewood (City newsletter)	67%	66%	63%	65%	71%	72%	69%	73%	NA	NA
Police services	63%	78%	73%	79%	78%	73%	73%	74%	75%	74%
Cultural facilities and programs	59%	80%	74%	77%	75%	79%	77%	NA	NA	NA
Snow removal	57%	64%	64%	75%	70%	63%	66%	74%	64%	66%
Street cleaning	56%	62%	62%	68%	68%	63%	66%	67%	60%	61%
City’s Website www.Lakewood.org	55%	60%	54%	60%	68%	66%	60%	64%	55%	NA
Municipal court	54%	56%	55%	53%	59%	56%	53%	57%	57%	54%
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	53%	61%	56%	63%	62%	60%	60%	58%	63%	65%
City videos (Lakewood8, YouTube)	51%	47%	40%	48%	67%	66%	61%	65%	66%	60%
Programs for older adults	48%	59%	53%	59%	60%	59%	63%	64%	57%	58%
Building permits/inspections	44%	44%	46%	49%	57%	50%	47%	54%	49%	46%
Enforcing traffic laws	41%	53%	58%	63%	66%	60%	59%	59%	54%	59%
Street repair/condition	40%	55%	51%	55%	60%	53%	61%	55%	46%	53%
City code enforcement (weeds, junk cars, trash, etc.)	38%	41%	47%	48%	50%	47%	43%	51%	52%	48%
Programs for people with special needs	36%	42%	46%	51%	NA	NA	NA	NA	NA	NA
Community and neighborhood sustainability programs	35%	41%	NA	NA	NA	NA	NA	NA	NA	NA
Planning/land use	32%	38%	44%	48%	49%	42%	NA	NA	NA	NA
Programs for low-income persons	23%	41%	34%	46%	NA	NA	NA	NA	NA	NA
Programs for the homeless	14%	31%	21%	40%	NA	NA	NA	NA	NA	NA

Prior to 2018, “City videos (Lakewood8, YouTube)” was “City videos (YouTube, KLTV 8)” and “Looking@Lakewood (City newsletter)” was “Looking At Lakewood (City newsletter).” Prior to 2013, “Programs for older adults” was “Programs for senior citizens” and “City videos (YouTube, KLTV 8)” was “Government access cable television KLTV8.” In 2022, “Maintenance of existing” eliminated from “Maintenance of existing City parks, open space and trails;” “Cultural facilities (Cultural Center, Heritage Center, Washington Heights, etc.)” was changed to “Cultural facilities and programs” and “Programs for homeless people” was changed to “programs for the homeless.”

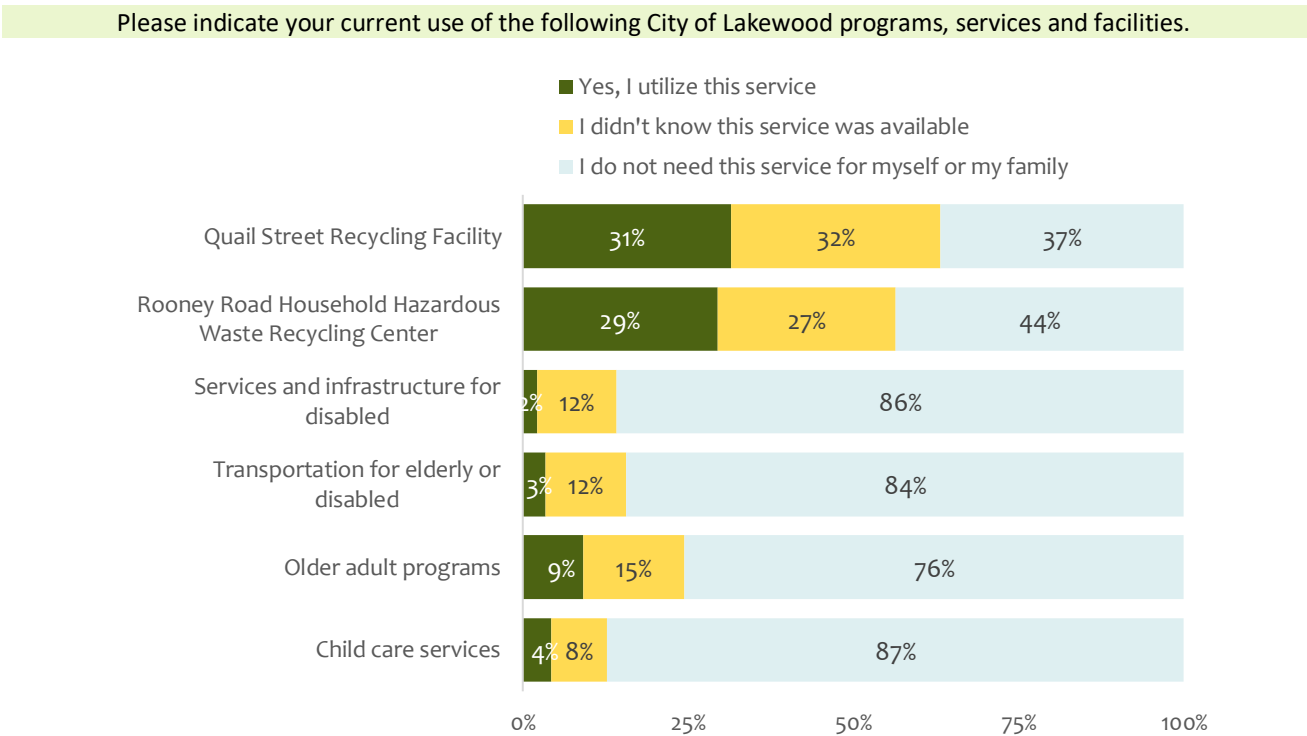
At least 30% of respondents said “don’t know” when rating the following services: recreation programs, City videos, municipal court, building permits/inspections, Community Service Police Programs, programs for older adults, programs for low-income persons, programs for people with special needs, programs for the homeless, City’s Website, Looking@Lakewood, cultural facilities, planning/land use and community and neighborhood sustainability programs. (See Appendix A: Responses to Survey Questions for a full set of responses, including “don’t know.”)

Use of Services and Programs

Residents were asked about their current use of six specific services, programs and facilities in the City of Lakewood. Facilities for which respondents reported the highest level of use included the Quail Street Recycling Facility (31% utilized this facility) and the Rooney Road Household Hazardous Waste Recycling Center (29%). These two facilities also had the highest proportion of respondents reporting that they “didn’t know this service was available” (32% and 27% respectively). At least 76% 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 and infrastructure for disabled and child care services.

Overall, Ward 4 residents were more likely to use these facilities than other wards. In addition, older residents gave had higher use levels than younger residents (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 16: Current Use of City of Lakewood Programs, Services and Facilities

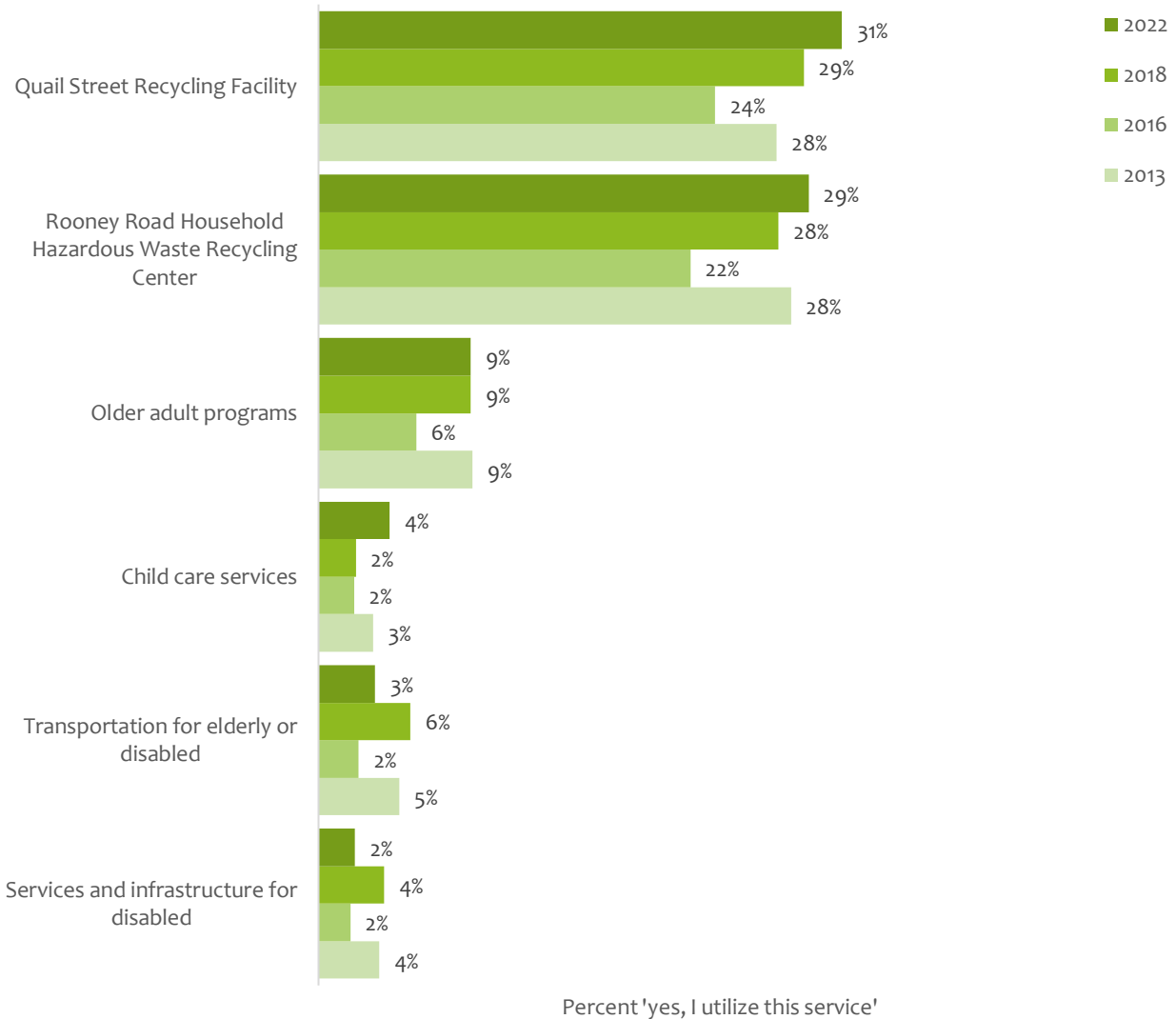


In 2022, “1068” was deleted from “1068 Quail Street Recycling Facility;” “Services for disabled” became “Services and infrastructure for disabled.”

When compared over time, resident’s current use of services, programs and facilities in the City of Lakewood were generally stable.

Figure 17: Current Use of City of Lakewood Programs, Services and Facilities Compared by Year

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

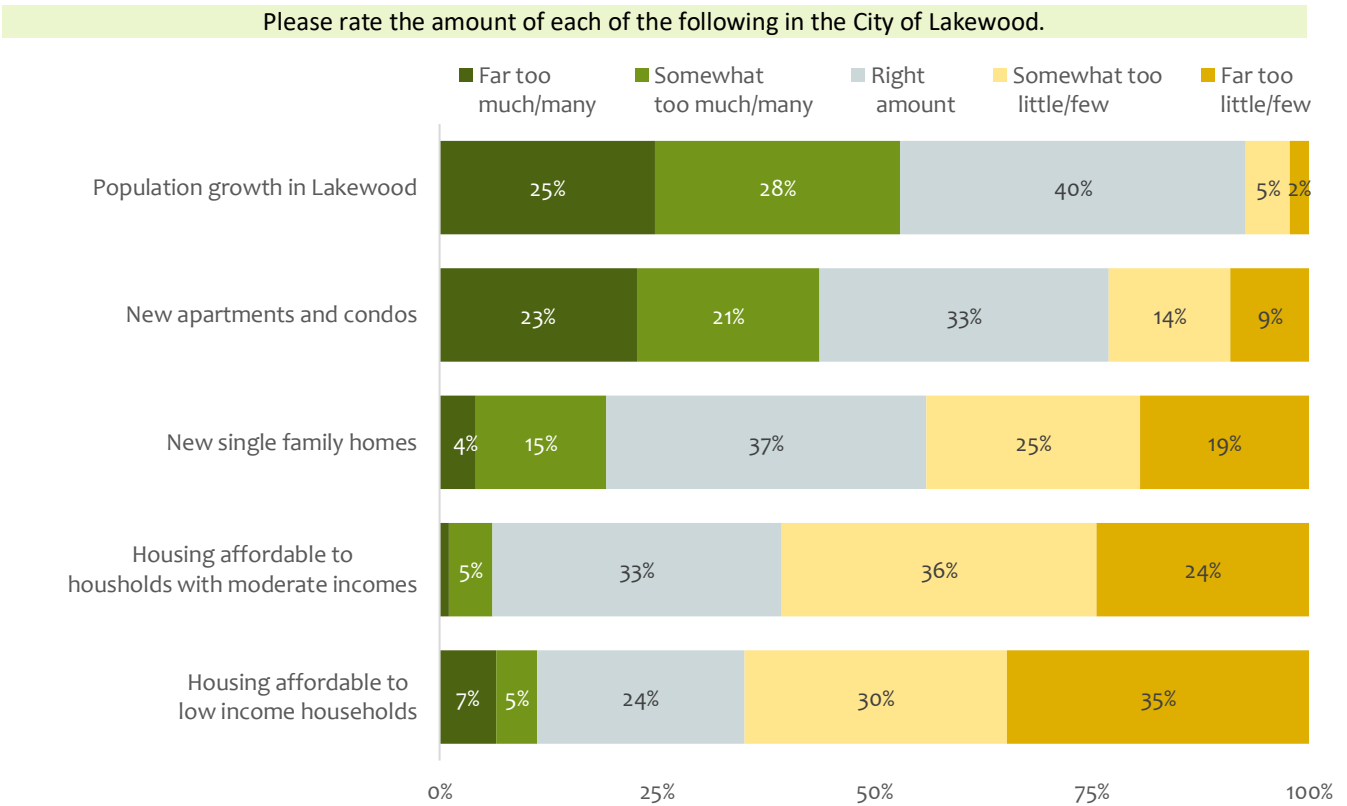


In 2022, “1068” was deleted from “1068 Quail Street Recycling Facility;” “Services for disabled” became “Services and infrastructure for disabled.”

Growth and Development in Lakewood

Residents provided their thoughts regarding the amount of population growth in Lakewood along with the availability of various housing types. About 5 in 10 residents felt that population growth in Lakewood was somewhat or far too much with 4 in 10 indicating it was the right amount. When asked about the amount of new apartments or condos, about 4 in 10 felt there was far or somewhat too many and an additional 3 in 10 felt there was the right amount. More residents felt there were not enough new single-family homes (44% somewhat or far too few) than felt there were too many (19% somewhat or far too many). About 6 in 10 respondents agreed that there were somewhat or far too few houses available for low income people and between one-quarter and one-third, respectively, felt it was the right amount.

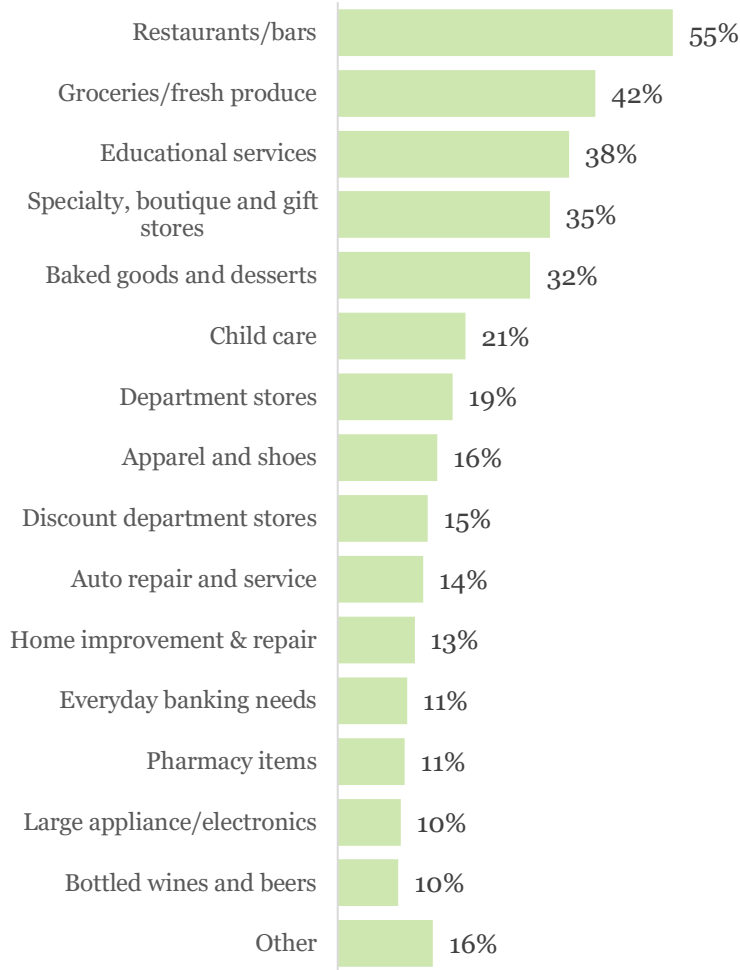
Figure 18: Growth and Housing Development Preferences



In 2022, a new question was added to the survey to inquire about business and residential development preferences. When asked to consider what kind of stores or services Lakewood could use more of, the top 5 were: restaurants/bars, groceries/fresh produce, educational services, specialty, boutique and gift stores and baked goods and deserts, all of which received 32% or higher.

Figure 19: Business and Residential Development Preferences

What kinds of stores or services do you feel Lakewood could use more of? (Please check all that apply.)



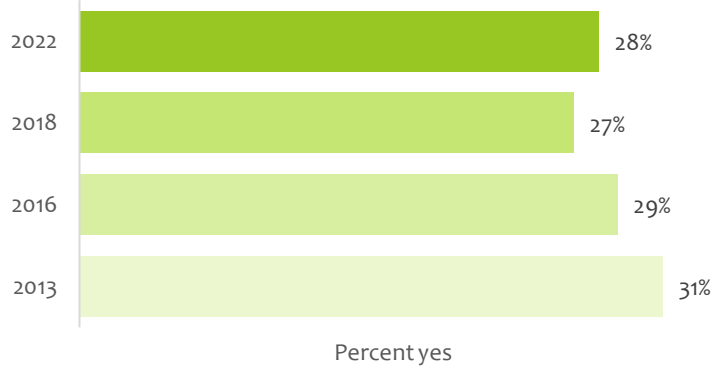
Residents were asked to mark multiple options if appropriate leading to the greater than 100% total. All responses to “other” are displayed in Appendix B: Verbatim Responses to Open-ended Survey Questions.

City Employees and Government

Similar to previous years, about one-quarter of respondents said that they had contact with a City of Lakewood employee in the 12 months prior to the survey, a lower rate of contact than the amount reported in other communities across the nation and in the Front Range.

Figure 20: Contact with City of Lakewood Employees Compared by Year

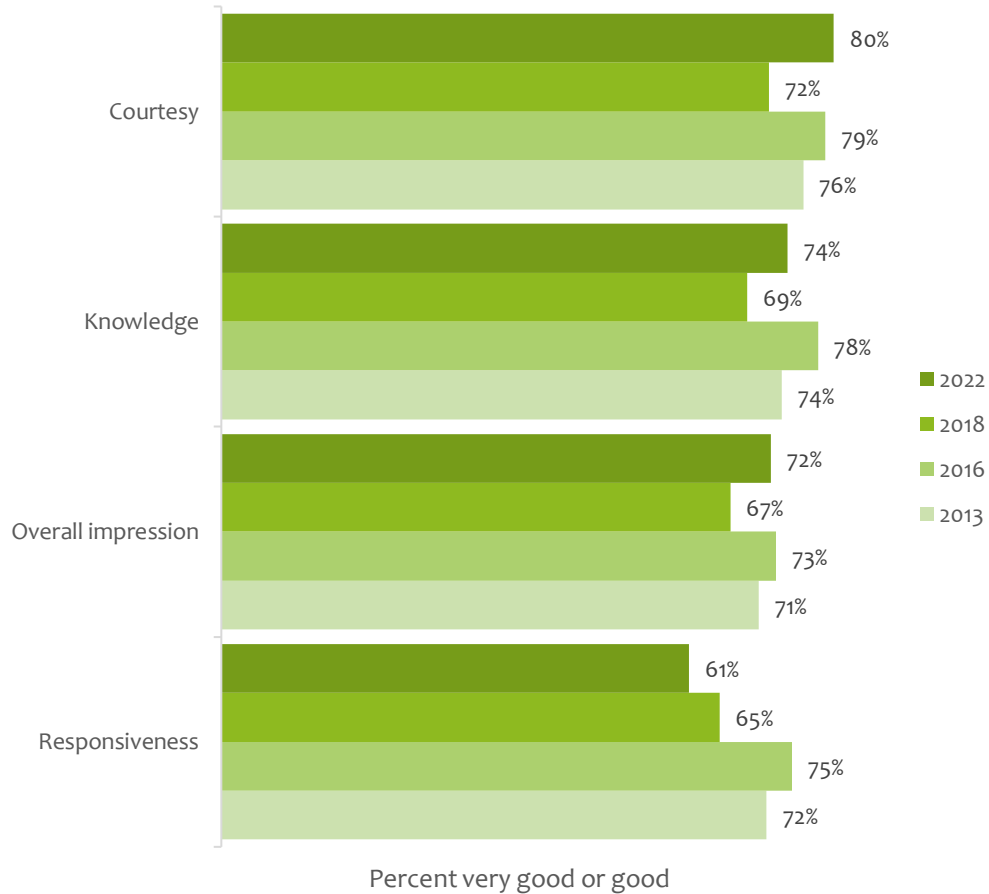
Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?



Those who had contact with the City were asked to evaluate various characteristics of the employee with whom they interacted. City employees were given very good or good ratings by 61% to 80% of with whom they interacted for their knowledge, courtesy, responsiveness and the overall impression. When compared to 2018, evaluations for each listed item increased in 2022, except for responsiveness. Compared to the national and Front Range benchmarks, Lakewood employees received evaluations that were generally lower than their peers; however, ratings for the overall impression were similar to both sets of comparisons.

Figure 21: Perceptions of City of Lakewood Employees Compared by Year

What was your impression of the employee(s) of the City of Lakewood in your most recent contact?



Government Performance

Since the first iteration in 2000, the Lakewood survey has included questions 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 community involvement.

Overall Performance

Asked to rate the quality of the overall performance of Lakewood City government, 38% said it was very good or good, while only 13% percent reported this as “very bad” or “bad.” About 49% of residents felt it was “neither good nor bad.” This rating has been trending down since 2010.

Ward 5 gave significantly higher ratings than other wards for overall government performance (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 22: Overall Lakewood City Government Performance

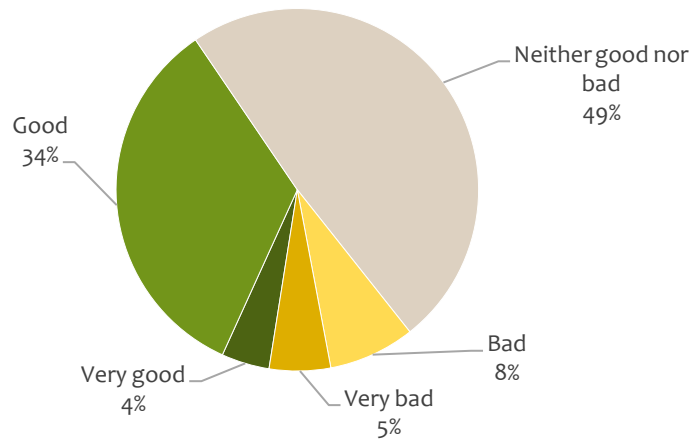
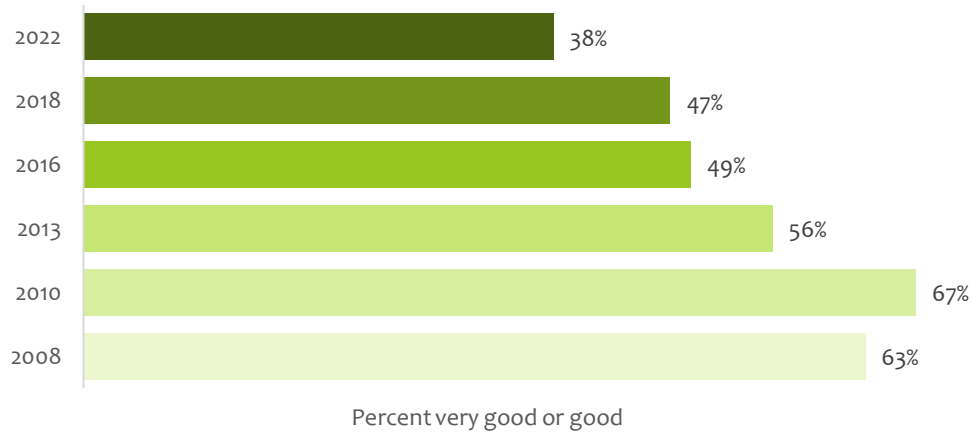


Figure 23: Overall Lakewood City Government Performance Compared by Year



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 shown a list of categories related to City government performance and asked to evaluate the quality of each. Receiving the highest rating, with 49% of respondents reporting very good or good, was the government supporting the quality of life in Lakewood, followed by the overall confidence in the representation received from my council members (41%). Of lower quality, with 29% of respondents reporting very good or good, was informing residents about City projects and initiatives and the value of services for the sales and property taxes paid (31%). Each of the 10 categories could be compared to 2018 ratings and all were similar or lower in 2022. Only three City government performance ratings could be compared to the national and Front Range benchmarks. The overall direction the City is taking received a lower rating on both comparisons while the others received similar ratings.

Figure 24: Lakewood Government Performance Compared by Year

Please rate the following categories of Lakewood government performance:	Percent reporting very good or good									
	2022	2018	2016	2013	2010	2008	2006	2004	2002	2000
Supporting the quality of life in Lakewood	49%	56%	60%	63%	NA	NA	NA	NA	NA	NA
Overall confidence in the representation I receive from my council members	41%	45%	46%	44%	40%	42%	37%	46%	41%	31%
Overall confidence in how City operations are managed	39%	48%	46%	50%	45%	40%	33%	NA	NA	NA
Overall confidence in the representation I receive from the mayor	38%	43%	43%	52%	44%	44%	39%	52%	48%	39%
The job City Council representatives do at generally acting in the best interest of the community at large	36%	41%	42%	48%	51%	53%	53%	62%	55%	58%
The overall direction the City is taking	34%	47%	55%	62%	57%	52%	53%	61%	56%	39%
Welcoming citizen involvement	34%	39%	41%	48%	57%	55%	51%	56%	56%	58%
Working through priority issues facing the City	32%	41%	44%	51%	NA	NA	NA	NA	NA	NA
The value of services for the sales and property taxes paid	31%	44%	43%	46%	48%	44%	41%	50%	52%	56%
Informing residents about City projects and initiatives	29%	41%	44%	53%	NA	NA	NA	NA	NA	NA

Prior to 2013, these items were asked on the scale strongly agree, agree, neither agree nor disagree, disagree or strongly disagree. More than 30% of respondents selected “don’t know” when rating a majority of the government performance items listed in this question (exceptions include supporting the quality of life in Lakewood, the overall direction the City is taking and informing residents about City issues). (See Appendix A: Responses to Survey Questions for a full set of responses, including “don’t know.”) In 2022, “the job Lakewood government does at welcoming citizen involvement” changed to “welcoming citizen involvement;” “informing residents about City issues” changed to “informing residents about City projects and initiatives;” “overall confidence in how the city manager manages City operations” changed to “Overall confidence in how City operations are managed.”

Communication with Community's

Several questions on the 2022 survey were aimed at uncovering what sources 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.

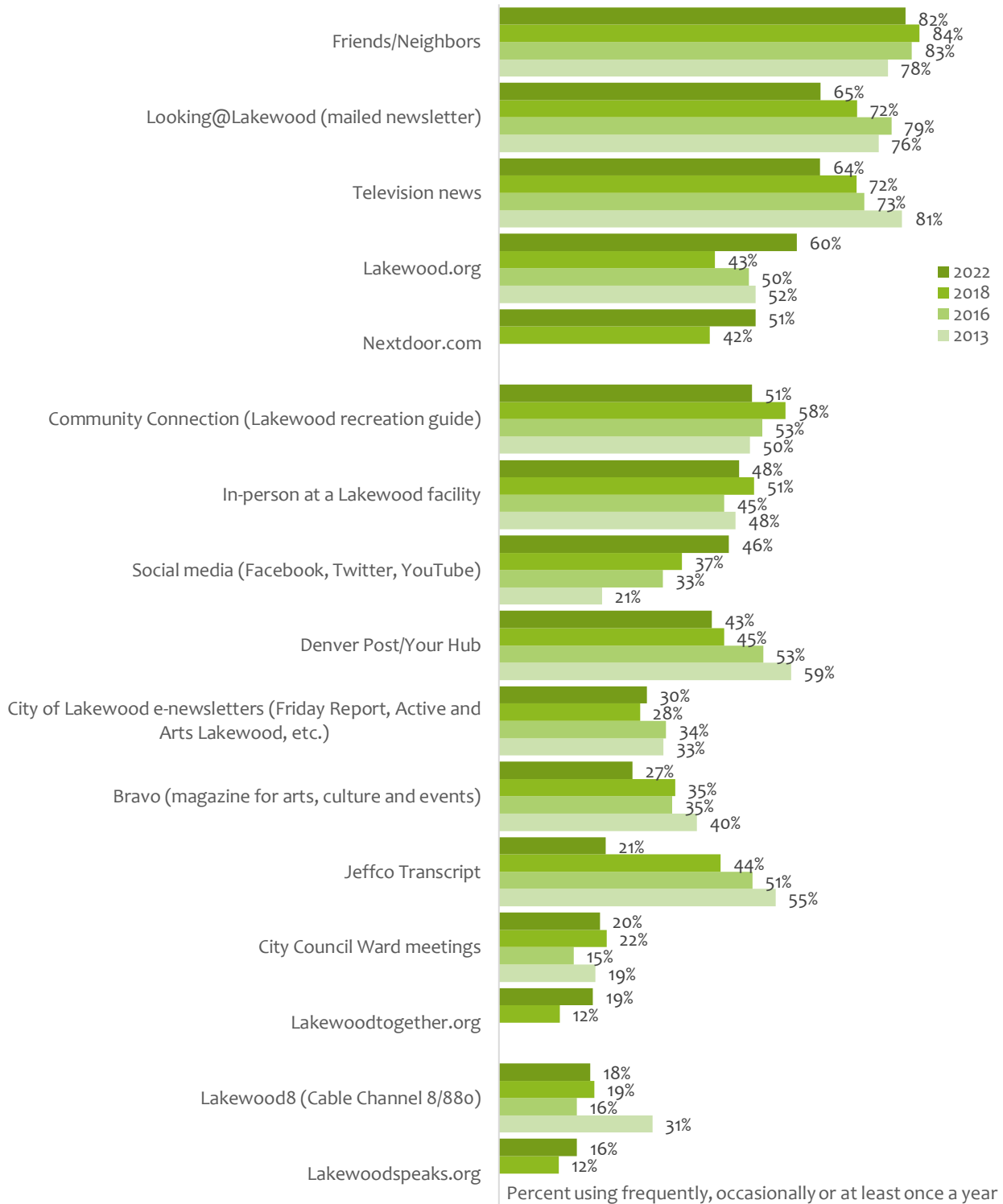
Sources of Information

When asked how frequently respondents used 16 different sources to get information about Lakewood, the most frequently used were friends or neighbors (82% reported using this source frequently, occasionally or at least once a year); Looking@Lakewood (65%); television news (64%); and Lakewood.org (60%, see Figure 25 on the following page.) At least half of respondents had used the Community Connection (Lakewood recreation guide), Nextdoor.com or visited in-person at a Lakewood facility for information. About 1 in 5 or fewer reported using City Council Ward meetings, Lakewood8, Jeffco Transcript, Lakewoodspeaks.org and Lakewoodtogether.org as sources of information about Lakewood.

When compared to 2018, fewer residents relied on Looking@Lakewood, television news, Community Connection, Bravo, and the Jeffco Transcript (formerly known as Lakewood Sentinel). More residents relied on Lakewood.org, Nextdoor.com and social media. Older residents preferred print materials over online sources and there were variations by Ward as well (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 25: Sources of Information about the City of Lakewood Compared by Year

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



Prior to 2018, “Lakewood8 (Government Access Channel)” was “Lakewood8,” “Looking@Lakewood (mailed newsletter)” was “Looking at Lakewood (mailed newsletter),” “Lakewood.org” was “www.lakewood.org” and “City of Lakewood e-newsletters (Friday Report, Active and Arts Lakewood, etc.)” was “City of Lakewood e-newsletters (Friday Report, Neighborhood Watch, etc.)” 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).” In 2022, “YouTube” was added on to the “Social media (Facebook, Twitter)” question. In addition, “Lakewood Sentinel” was changed to “Jeffco Transcript,” and “Lakewood8 (Government Access Channel)” was changed to “Lakewood8 (Cable Channel 8/880).”

Features of the City’s website were rated and about half who responded “Don’t know” to each item; they were excluded from the table below. For those with an opinion, the search function and ease of navigation received the lowest ratings (about 50% good or very good), while current information received the highest ratings (67%). These evaluations were generally similar to 2018, but ratings for the appearance declined.

Figure 26: Aspects of the City of Lakewood's Website Compared by Year

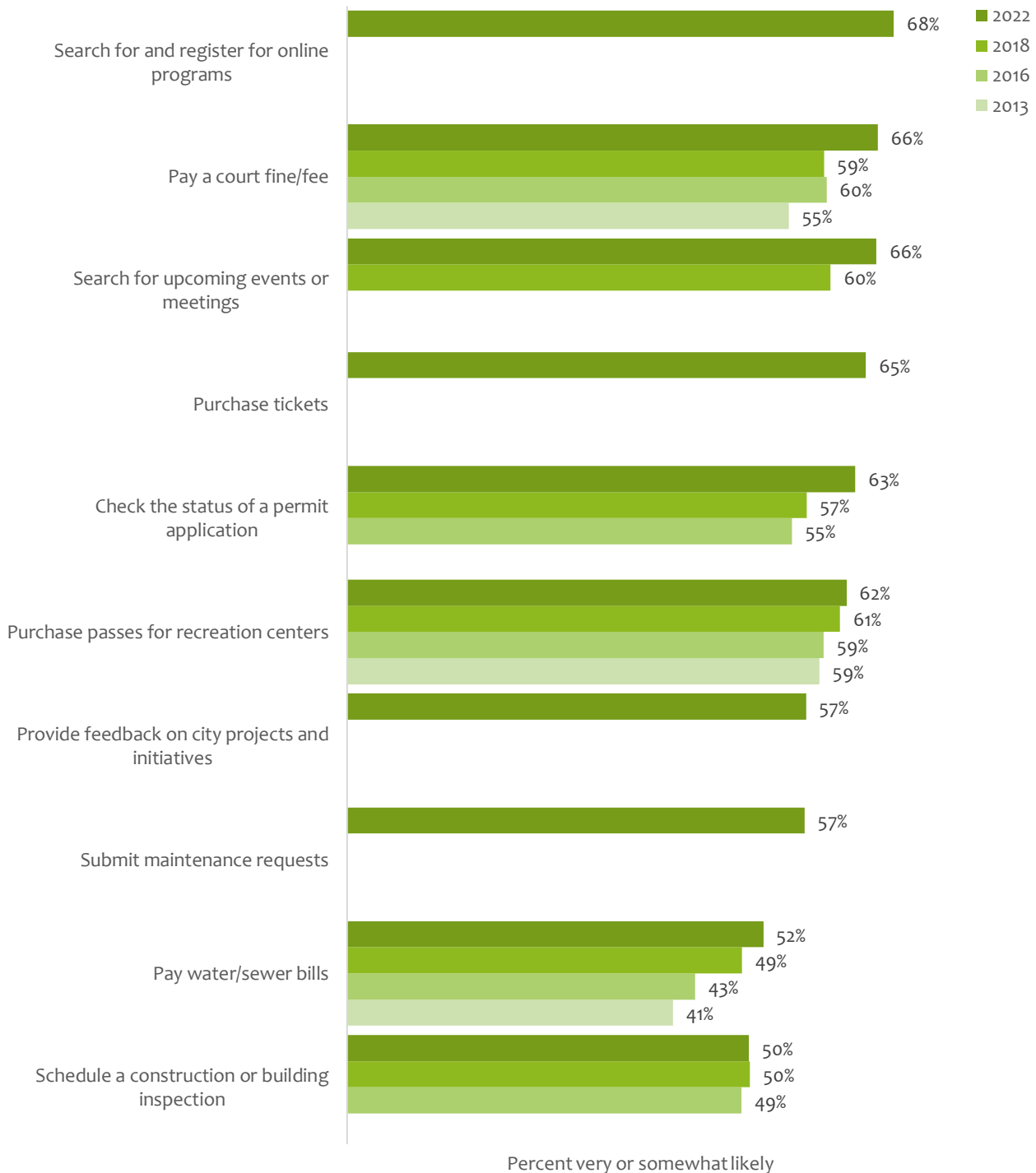
Please rate the following aspects of the City of Lakewood website.	Percent reporting very good or good								
	2022	2018	2016	2013	2010	2008	2006	2004	2002
Current information	67%	67%	71%	72%	78%	74%	72%	82%	68%
Appearance	63%	71%	69%	71%	71%	72%	71%	70%	63%
Online services offered (calendar, meeting/event notices, etc.)	60%	60%	63%	67%	69%	66%	54%	66%	NA
Ease of navigation	55%	56%	61%	59%	63%	57%	63%	67%	66%
Search function	51%	52%	54%	54%	59%	57%	55%	NA	NA

Prior to 2018, “Online services offered (calendar, meeting/event notices, etc.)” did not include any items in parentheses. More than 50% 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 A: Responses to Survey Questions.

All respondents were asked how likely or unlikely they were to use certain functions on the City’s website. Between 50% to 68% of respondents said they would be likely to take each of the actions listed, with the highest proportion stating they would be likely to search for and register for online programs (68% very or somewhat likely) or pay a court fine/fee (66%). Residents were less likely to schedule a construction or building inspection (50%) via the website. When comparisons to 2018 were available, ratings generally remained stable or increased slightly.

Figure 27: Likelihood of Using Functions on the City's Website Compared by Year

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



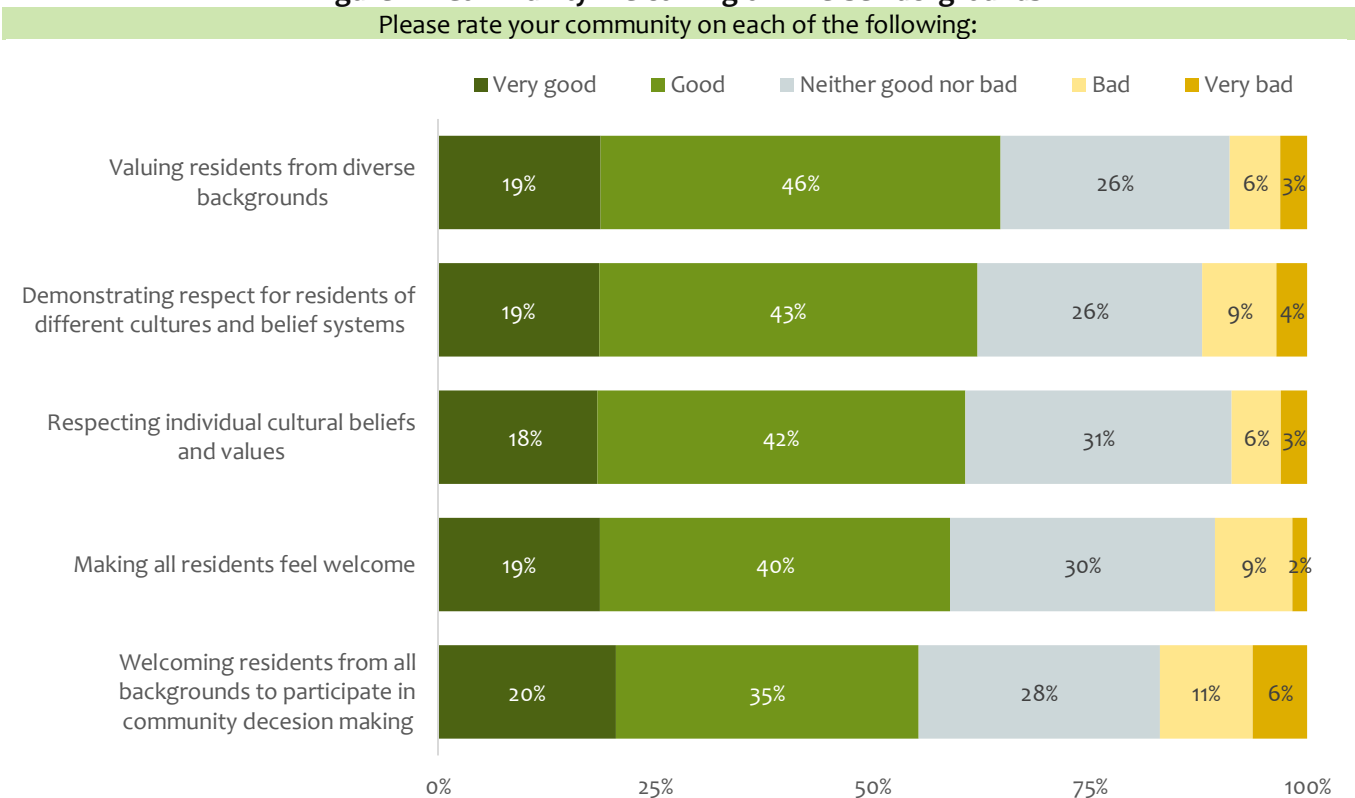
Diversity, Equity and Inclusion

In 2022, the City of Lakewood added a question to gain insight into resident perceptions about diversity and inclusivity in the community. This question was framed around embracing uniqueness, welcoming behaviors and respect for each other regardless of cultural, ethnic or belief differences.

Between 55% and 65% of individuals with an opinion thought each community aspect listed was very good or good. Most others chose the neither good nor bad option and roughly 1 in 10 chose very bad or bad. The full set of responses including “don’t know” can be found in *Appendix A: Responses to Survey Questions*, but generally 90% or more did share an opinion.

Compared to the national and Front Range benchmarks, Lakewood received evaluations that were similar to their peers. Ward 2 gave ratings that were significantly lower than other wards for making all residents feel welcome item. In addition, residents with 5 years or fewer in Lakewood had higher rating than those who had a longer length of residency (see *Appendix D: Responses to Selected Survey Questions by Respondent* for more details).

Figure 28: Community Welcoming of Diverse Backgrounds

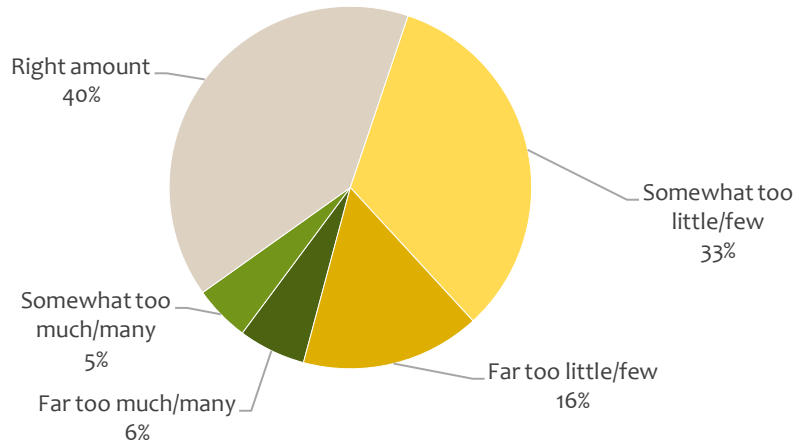


All questions had 25% or more residents choose the “don’t know” option, except for “making all residents feel welcome.” The full set of responses, including “don’t know,” can be found in *Appendix A: Responses to Survey Questions*.

In 2022, survey respondents were asked to rate the amount of municipal programs offered for or in support of racial/ethnic diversity and 17% said they don't know. Of those respondents who had an opinion, 4 in 10 felt there was the right amount offered, 49% felt there were far or somewhat too few and 11% felt there were too many. Compared to 2018, more residents felt that there were far too few or somewhat too few programs in support of racial/ethnic diversity.

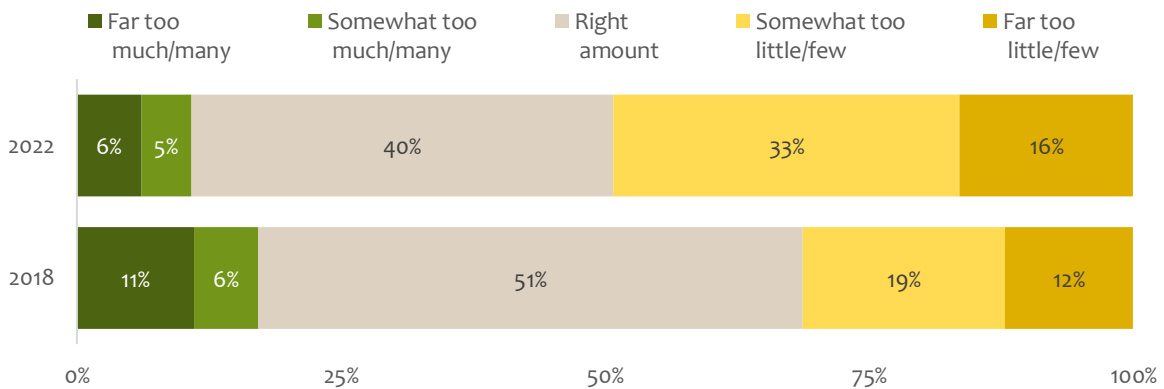
Figure 29: Programs for Racial/Ethnic Diversity

Please rate the amount of municipal programs offered for or in support of racial/ethnic diversity.



About 17% of respondents selected “don’t know” when rating this item. (A complete set of responses to each question, including “don’t know,” can be found in Appendix A: Responses to Survey Questions.)

Figure 30: Programs for Racial/Ethnic Diversity by Year



Appendix A: 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: 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	32%	N=145	53%	N=245	9%	N=41	4%	N=19	2%	N=8	100%	N=459
Lakewood as a place to raise children	28%	N=100	51%	N=186	15%	N=56	4%	N=15	1%	N=5	100%	N=361
Lakewood as a place to work	24%	N=80	48%	N=160	25%	N=83	2%	N=7	1%	N=4	100%	N=334
Lakewood as a place to retire	23%	N=81	37%	N=134	27%	N=96	8%	N=28	6%	N=20	100%	N=360
Lakewood as a place to recreate and play	29%	N=129	45%	N=205	20%	N=92	4%	N=18	2%	N=8	100%	N=453
The overall quality of life in Lakewood	24%	N=111	60%	N=273	12%	N=56	3%	N=16	1%	N=3	100%	N=458

Table 2: 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	32%	N=145	53%	N=245	9%	N=41	4%	N=19	2%	N=8	0%	N=0	100%	N=459
Lakewood as a place to raise children	22%	N=100	40%	N=186	12%	N=56	3%	N=15	1%	N=5	22%	N=101	100%	N=463
Lakewood as a place to work	17%	N=80	34%	N=160	18%	N=83	1%	N=7	1%	N=4	28%	N=129	100%	N=463
Lakewood as a place to retire	18%	N=81	29%	N=134	21%	N=96	6%	N=28	4%	N=20	22%	N=100	100%	N=460
Lakewood as a place to recreate and play	28%	N=129	45%	N=205	20%	N=92	4%	N=18	2%	N=8	1%	N=6	100%	N=459
The overall quality of life in Lakewood	24%	N=111	59%	N=273	12%	N=56	3%	N=16	1%	N=3	1%	N=6	100%	N=464

Table 3: 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	12%	N=47	53%	N=211	25%	N=99	7%	N=27	3%	N=13	100%	N=397
Cost of living	4%	N=18	22%	N=101	35%	N=158	27%	N=121	12%	N=55	100%	N=453
Health and wellness opportunities	23%	N=101	52%	N=229	20%	N=88	5%	N=21	1%	N=4	100%	N=443
Overall feeling of safety	12%	N=54	42%	N=194	27%	N=124	16%	N=72	4%	N=17	100%	N=460
Sense of community	10%	N=44	35%	N=149	37%	N=157	14%	N=59	3%	N=14	100%	N=422

Table 4: 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	10%	N=47	46%	N=211	22%	N=99	6%	N=27	3%	N=13	13%	N=61	100%	N=457
Cost of living	4%	N=18	22%	N=101	35%	N=158	26%	N=121	12%	N=55	1%	N=4	100%	N=457
Health and wellness opportunities	22%	N=101	49%	N=229	19%	N=88	4%	N=21	1%	N=4	5%	N=21	100%	N=464
Overall feeling of safety	12%	N=54	42%	N=194	27%	N=124	16%	N=72	4%	N=17	0%	N=1	100%	N=461
Sense of community	9%	N=44	32%	N=149	34%	N=157	13%	N=59	3%	N=14	8%	N=38	100%	N=460

Table 5: 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=91
Location	87%	N=400
Neighborhoods	36%	N=165
Schools	24%	N=109
Overall image/reputation of Lakewood	23%	N=106
Parks and recreation	61%	N=279
Friends and family	31%	N=142
Cost of living	12%	N=56
Safety of community	24%	N=111
Community history/heritage	14%	N=65
Total may exceed 100% as respondents could select more than one answer.		

Table 6: 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	
	%	N	%	N	%	N	%	N	%	N
Overall appearance and cleanliness	30%	N=132	55%	N=241	14%	N=63	0%	N=1	100%	N=436
Building new amenities around light rail (e.g., sidewalks, bike facilities, etc.)	15%	N=67	34%	N=147	39%	N=170	12%	N=53	100%	N=437
Variety of housing options	24%	N=102	37%	N=158	30%	N=129	9%	N=38	100%	N=427
The City taking an active role with business attraction/retention	14%	N=62	44%	N=190	33%	N=144	9%	N=38	100%	N=435
The City taking an active role in redevelopment	16%	N=67	41%	N=174	34%	N=146	9%	N=39	100%	N=425
Crime prevention	63%	N=281	25%	N=112	10%	N=46	1%	N=6	100%	N=445
Expanding programs for youth and older adults	22%	N=94	41%	N=170	32%	N=133	5%	N=21	100%	N=418
Quality of overall natural environment in Lakewood	44%	N=196	43%	N=192	13%	N=57	0%	N=1	100%	N=446
Reducing greenhouse gas emissions	42%	N=181	26%	N=113	20%	N=87	12%	N=51	100%	N=433
Increasing efforts to ensure economic sustainability	31%	N=135	47%	N=206	18%	N=78	4%	N=16	100%	N=435
Increasing efforts to ensure environmental sustainability	43%	N=192	33%	N=147	16%	N=70	7%	N=32	100%	N=441
Reducing traffic congestion on City streets	26%	N=114	37%	N=165	35%	N=155	3%	N=11	100%	N=445
Affordable housing	41%	N=175	28%	N=123	22%	N=94	9%	N=39	100%	N=430
Improving infrastructure and connectivity (streets, sidewalks)	29%	N=130	45%	N=201	25%	N=110	1%	N=6	100%	N=447
Increasing park access and opportunities	24%	N=108	48%	N=211	23%	N=102	5%	N=22	100%	N=443
Planning and preparing for impacts of climate change	42%	N=181	26%	N=111	20%	N=88	13%	N=55	100%	N=434
Investing in bike and pedestrian infrastructure	29%	N=128	37%	N=161	26%	N=115	8%	N=36	100%	N=440
Addressing homelessness	46%	N=199	33%	N=145	16%	N=68	5%	N=22	100%	N=434

Table 7: 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	
Overall appearance and cleanliness	30%	N=132	55%	N=241	14%	N=63	0%	N=1	1%	N=2	100%	N=438
Building new amenities around light rail (e.g., sidewalks, bike facilities, etc.)	15%	N=67	33%	N=147	38%	N=170	12%	N=53	3%	N=16	100%	N=452
Variety of housing options	23%	N=102	35%	N=158	29%	N=129	9%	N=38	4%	N=20	100%	N=447
The City taking an active role with business attraction/retention	14%	N=62	42%	N=190	32%	N=144	8%	N=38	4%	N=18	100%	N=453
The City taking an active role in redevelopment	15%	N=67	38%	N=174	32%	N=146	9%	N=39	6%	N=29	100%	N=454
Crime prevention	62%	N=281	25%	N=112	10%	N=46	1%	N=6	1%	N=5	100%	N=450
Expanding programs for youth and older adults	21%	N=94	38%	N=170	30%	N=133	5%	N=21	6%	N=29	100%	N=447
Quality of overall natural environment in Lakewood	43%	N=196	42%	N=192	12%	N=57	0%	N=1	2%	N=9	100%	N=455
Reducing greenhouse gas emissions	40%	N=181	25%	N=113	19%	N=87	11%	N=51	4%	N=18	100%	N=450
Increasing efforts to ensure economic sustainability	30%	N=135	45%	N=206	17%	N=78	4%	N=16	4%	N=17	100%	N=453
Increasing efforts to ensure environmental sustainability	42%	N=192	32%	N=147	15%	N=70	7%	N=32	3%	N=15	100%	N=456
Reducing traffic congestion on City streets	25%	N=114	36%	N=165	34%	N=155	3%	N=11	2%	N=8	100%	N=454
Affordable housing	39%	N=175	27%	N=123	21%	N=94	9%	N=39	4%	N=18	100%	N=448
Improving infrastructure and connectivity (streets, sidewalks)	29%	N=130	44%	N=201	24%	N=110	1%	N=6	2%	N=8	100%	N=455
Increasing park access and opportunities	24%	N=108	47%	N=211	23%	N=102	5%	N=22	2%	N=9	100%	N=452
Planning and preparing for impacts of climate change	40%	N=181	24%	N=111	19%	N=88	12%	N=55	5%	N=22	100%	N=456
Investing in bike and pedestrian infrastructure	28%	N=128	35%	N=161	25%	N=115	8%	N=36	4%	N=18	100%	N=458
Addressing homelessness	44%	N=199	32%	N=145	15%	N=68	5%	N=22	4%	N=19	100%	N=452

Table 8: 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	8%	N=38
Building new amenities around light rail (e.g., sidewalks, bike facilities, etc.)	1%	N=5
Variety of housing options	2%	N=11
The City taking an active role with business attraction/retention	2%	N=9
The City taking an active role in redevelopment	2%	N=9
Crime prevention	26%	N=113
Expanding programs for youth and older adults	1%	N=6
Quality of overall natural environment in Lakewood	6%	N=28
Reducing greenhouse gas emissions	2%	N=9
Increasing efforts to ensure economic sustainability	3%	N=11
Increasing efforts to ensure environmental sustainability	8%	N=39
Reducing traffic congestion on City streets	1%	N=6
Affordable housing	12%	N=53
Improving infrastructure (streets, sidewalks)	2%	N=8
Increasing park access and opportunities	3%	N=12
Planning and preparing for impacts of climate change	5%	N=24
Investing in bike and pedestrian infrastructure	3%	N=12
Addressing homelessness	14%	N=63

Table 9: 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	5%	N=24	51%	N=224	29%	N=128	12%	N=54	2%	N=7	100%	N=437
Condition of state highways (Wadsworth, Colfax, Hampden, Kipling, Morrison, West 6th and Sheridan)	6%	N=27	47%	N=212	28%	N=127	17%	N=77	3%	N=12	100%	N=455
Ease of car travel	13%	N=58	51%	N=233	25%	N=112	8%	N=37	4%	N=16	100%	N=455
Ease of public transit	9%	N=32	38%	N=132	28%	N=98	13%	N=44	12%	N=42	100%	N=347
Ease of travel by foot	5%	N=22	33%	N=140	29%	N=122	24%	N=104	9%	N=37	100%	N=425
Ease of bicycle travel	6%	N=20	40%	N=136	29%	N=100	20%	N=69	5%	N=17	100%	N=343

Table 10: 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	5%	N=24	51%	N=224	29%	N=128	12%	N=54	2%	N=7	1%	N=5	100%	N=442
Condition of state highways (Wadsworth, Colfax, Hampden, Kipling, Morrison, West 6th and Sheridan)	6%	N=27	46%	N=212	28%	N=127	17%	N=77	3%	N=12	1%	N=3	100%	N=458
Ease of car travel	13%	N=58	51%	N=233	24%	N=112	8%	N=37	4%	N=16	1%	N=5	100%	N=460
Ease of public transit	7%	N=32	28%	N=132	21%	N=98	9%	N=44	9%	N=42	25%	N=116	100%	N=463
Ease of travel by foot	5%	N=22	30%	N=140	26%	N=122	22%	N=104	8%	N=37	8%	N=38	100%	N=463
Ease of bicycle travel	4%	N=20	29%	N=136	22%	N=100	15%	N=69	4%	N=17	26%	N=118	100%	N=461

Table 11: 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	
Snow removal	13%	N=61	43%	N=197	27%	N=121	11%	N=49	6%	N=28	100%	N=456
Street repair/condition	5%	N=24	34%	N=154	41%	N=184	13%	N=58	7%	N=31	100%	N=451
Street cleaning	8%	N=35	48%	N=202	33%	N=141	8%	N=36	2%	N=8	100%	N=422
Enforcing traffic laws	6%	N=25	35%	N=140	36%	N=146	15%	N=61	7%	N=30	100%	N=401
City code enforcement (weeds, junk cars, trash, etc.)	8%	N=29	30%	N=110	32%	N=118	24%	N=89	6%	N=23	100%	N=370
City parks, open space and trails	27%	N=119	57%	N=254	14%	N=60	2%	N=10	0%	N=1	100%	N=444
Recreation programs (swim lessons, fitness, youth sports, etc.)	24%	N=73	49%	N=151	22%	N=67	6%	N=18	0%	N=0	100%	N=309
Recreation facilities (recreation centers, athletic fields, etc.)	28%	N=95	47%	N=159	22%	N=75	3%	N=11	0%	N=1	100%	N=341
Police services	16%	N=62	47%	N=177	28%	N=106	5%	N=19	4%	N=14	100%	N=377
City videos (Lakewood8, YouTube)	6%	N=7	45%	N=57	35%	N=45	13%	N=17	1%	N=1	100%	N=127
Municipal court	15%	N=24	39%	N=62	36%	N=58	2%	N=4	7%	N=11	100%	N=160
Building permits/inspections	9%	N=17	35%	N=65	36%	N=68	11%	N=20	9%	N=16	100%	N=185
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	12%	N=21	41%	N=74	34%	N=62	7%	N=12	6%	N=11	100%	N=181
Programs for older adults	14%	N=23	34%	N=56	38%	N=64	10%	N=17	4%	N=7	100%	N=167
Programs for low-income persons	5%	N=6	17%	N=19	38%	N=42	22%	N=24	17%	N=19	100%	N=110
Programs for people with special needs	8%	N=8	28%	N=29	38%	N=40	23%	N=24	3%	N=3	100%	N=105
Programs for the homeless	3%	N=4	11%	N=16	29%	N=41	33%	N=47	24%	N=34	100%	N=142
City's Website www.Lakewood.org	9%	N=24	46%	N=130	40%	N=114	4%	N=11	1%	N=3	100%	N=282
Looking@Lakewood (City newsletter)	11%	N=32	55%	N=154	31%	N=86	2%	N=7	0%	N=0	100%	N=279
Cultural facilities and programs	16%	N=47	42%	N=123	36%	N=105	4%	N=11	1%	N=3	100%	N=289
Planning/land use	3%	N=9	29%	N=81	41%	N=114	19%	N=53	8%	N=23	100%	N=280
Community and neighborhood sustainability programs	6%	N=13	29%	N=67	52%	N=119	7%	N=17	6%	N=14	100%	N=230
Overall quality of service delivery	6%	N=19	44%	N=139	43%	N=135	5%	N=17	1%	N=4	100%	N=313

Table 12: 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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Snow removal	13%	N=61	43%	N=197	26%	N=121	11%	N=49	6%	N=28	1%	N=6	100%	N=462
Street repair/condition	5%	N=24	34%	N=154	40%	N=184	13%	N=58	7%	N=31	2%	N=8	100%	N=459
Street cleaning	8%	N=35	44%	N=202	31%	N=141	8%	N=36	2%	N=8	8%	N=38	100%	N=460
Enforcing traffic laws	5%	N=25	30%	N=140	32%	N=146	13%	N=61	6%	N=30	13%	N=60	100%	N=461
City code enforcement (weeds, junk cars, trash, etc.)	6%	N=29	24%	N=110	25%	N=118	19%	N=89	5%	N=23	20%	N=94	100%	N=464
City parks, open space and trails	26%	N=119	55%	N=254	13%	N=60	2%	N=10	0%	N=1	4%	N=18	100%	N=462
Recreation programs (swim lessons, fitness, youth sports, etc.)	16%	N=73	33%	N=151	15%	N=67	4%	N=18	0%	N=0	33%	N=151	100%	N=460
Recreation facilities (recreation centers, athletic fields, etc.)	21%	N=95	35%	N=159	16%	N=75	2%	N=11	0%	N=1	25%	N=116	100%	N=458
Police services	13%	N=62	38%	N=177	23%	N=106	4%	N=19	3%	N=14	18%	N=82	100%	N=459
City videos (Lakewood8, YouTube)	2%	N=7	12%	N=57	10%	N=45	4%	N=17	0%	N=1	73%	N=334	100%	N=461
Municipal court	5%	N=24	13%	N=62	13%	N=58	1%	N=4	2%	N=11	65%	N=301	100%	N=461
Building permits/inspections	4%	N=17	14%	N=65	15%	N=68	4%	N=20	3%	N=16	60%	N=273	100%	N=458
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	5%	N=21	16%	N=74	13%	N=62	3%	N=12	2%	N=11	61%	N=279	100%	N=459
Programs for older adults	5%	N=23	12%	N=56	14%	N=64	4%	N=17	1%	N=7	64%	N=294	100%	N=461
Programs for low-income persons	1%	N=6	4%	N=19	9%	N=42	5%	N=24	4%	N=19	76%	N=353	100%	N=463
Programs for people with special needs	2%	N=8	6%	N=29	9%	N=40	5%	N=24	1%	N=3	77%	N=357	100%	N=462
Programs for the homeless	1%	N=4	3%	N=16	9%	N=41	10%	N=47	7%	N=34	69%	N=318	100%	N=460
City's Website www.Lakewood.org	5%	N=24	28%	N=130	25%	N=114	2%	N=11	1%	N=3	39%	N=178	100%	N=460
Looking@Lakewood (City newsletter)	7%	N=32	33%	N=154	19%	N=86	1%	N=7	0%	N=0	40%	N=182	100%	N=461
Cultural facilities and programs	10%	N=47	27%	N=123	23%	N=105	2%	N=11	1%	N=3	37%	N=169	100%	N=458
Planning/land use	2%	N=9	18%	N=81	25%	N=114	12%	N=53	5%	N=23	39%	N=180	100%	N=460
Community and neighborhood sustainability programs	3%	N=13	15%	N=67	26%	N=119	4%	N=17	3%	N=14	49%	N=224	100%	N=454
Overall quality of service delivery	4%	N=19	30%	N=139	29%	N=135	4%	N=17	1%	N=4	32%	N=149	100%	N=462

Table 13: Question 7

Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	Percent of respondents	Number
Yes	28%	N=128
No	72%	N=329

Table 14: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	46%	N=58	28%	N=35	17%	N=22	2%	N=3	6%	N=7	100%	N=126
Responsiveness	39%	N=50	22%	N=29	20%	N=25	10%	N=13	9%	N=11	100%	N=129
Courtesy	45%	N=58	35%	N=45	8%	N=11	6%	N=8	5%	N=6	100%	N=129
Overall impression	40%	N=51	32%	N=41	10%	N=12	8%	N=11	10%	N=13	100%	N=127

Table 15: 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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	44%	N=58	27%	N=35	17%	N=22	2%	N=3	6%	N=7	5%	N=7	100%	N=132
Responsiveness	38%	N=50	22%	N=29	19%	N=25	10%	N=13	9%	N=11	4%	N=5	100%	N=134
Courtesy	43%	N=58	34%	N=45	8%	N=11	6%	N=8	5%	N=6	4%	N=5	100%	N=134
Overall impression	38%	N=51	31%	N=41	9%	N=12	8%	N=11	9%	N=13	4%	N=5	100%	N=132

Table 16: 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	7%	N=19	35%	N=101	38%	N=110	14%	N=42	7%	N=19	100%	N=293
Overall confidence in the representation I receive from the mayor	12%	N=35	26%	N=79	44%	N=131	9%	N=29	9%	N=27	100%	N=301
Overall confidence in how City operations are managed	6%	N=19	33%	N=108	44%	N=145	12%	N=40	5%	N=15	100%	N=328
The job City Council representatives do at generally acting in the best interest of the community at large	6%	N=17	30%	N=91	40%	N=120	17%	N=51	8%	N=23	100%	N=302
Supporting the quality of life in Lakewood	6%	N=21	43%	N=159	37%	N=136	8%	N=31	6%	N=22	100%	N=369
Working through priority issues facing the City	4%	N=12	27%	N=75	48%	N=133	13%	N=35	7%	N=20	100%	N=274
The value of services for the sales and property taxes paid	5%	N=17	26%	N=83	44%	N=140	17%	N=55	8%	N=24	100%	N=319
The overall direction the City is taking	6%	N=21	28%	N=97	46%	N=161	17%	N=58	4%	N=14	100%	N=352
Informing residents about City projects and initiatives	4%	N=15	25%	N=92	37%	N=138	25%	N=94	8%	N=30	100%	N=368
Welcoming citizen involvement	8%	N=24	26%	N=79	43%	N=129	17%	N=52	6%	N=19	100%	N=302
Treating residents of all backgrounds fairly	9%	N=21	33%	N=73	36%	N=81	11%	N=24	11%	N=26	100%	N=225
Overall Lakewood City government performance	4%	N=15	34%	N=115	49%	N=167	8%	N=26	5%	N=19	100%	N=341

Table 17: 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	4%	N=19	22%	N=101	24%	N=110	9%	N=42	4%	N=19	35%	N=161	100%	N=454
Overall confidence in the representation I receive from the mayor	8%	N=35	17%	N=79	29%	N=131	6%	N=29	6%	N=27	34%	N=153	100%	N=454
Overall confidence in how City operations are managed	4%	N=19	24%	N=108	32%	N=145	9%	N=40	3%	N=15	28%	N=127	100%	N=455
The job City Council representatives do at generally acting in the best interest of the community at large	4%	N=17	20%	N=91	26%	N=120	11%	N=51	5%	N=23	34%	N=155	100%	N=457
Supporting the quality of life in Lakewood	5%	N=21	35%	N=159	30%	N=136	7%	N=31	5%	N=22	19%	N=87	100%	N=456
Working through priority issues facing the City	3%	N=12	17%	N=75	29%	N=133	8%	N=35	4%	N=20	39%	N=178	100%	N=452
The value of services for the sales and property taxes paid	4%	N=17	18%	N=83	31%	N=140	12%	N=55	5%	N=24	30%	N=136	100%	N=456
The overall direction the City is taking	5%	N=21	21%	N=97	35%	N=161	13%	N=58	3%	N=14	23%	N=107	100%	N=458
Informing residents about City projects and initiatives	3%	N=15	20%	N=92	30%	N=138	20%	N=94	6%	N=30	20%	N=91	100%	N=459
Welcoming citizen involvement	5%	N=24	17%	N=79	28%	N=129	11%	N=52	4%	N=19	34%	N=157	100%	N=458
Treating residents of all backgrounds fairly	5%	N=21	16%	N=73	18%	N=81	5%	N=24	6%	N=26	51%	N=231	100%	N=456
Overall Lakewood City government performance	3%	N=15	25%	N=115	37%	N=167	6%	N=26	4%	N=19	25%	N=114	100%	N=455

Table 18: 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	12%	N=57	24%	N=108	7%	N=31	57%	N=262	100%	N=457
Friends/Neighbors	31%	N=142	42%	N=194	8%	N=38	18%	N=84	100%	N=457
City Council Ward meetings	1%	N=5	10%	N=46	9%	N=41	80%	N=363	100%	N=455
Lakewood8 (Cable Channel 8/880)	0%	N=2	9%	N=39	9%	N=43	82%	N=373	100%	N=457
Television news	27%	N=123	30%	N=140	7%	N=33	36%	N=163	100%	N=460
Looking@Lakewood (mailed newsletter)	27%	N=123	31%	N=143	7%	N=31	35%	N=163	100%	N=460
Jeffco Transcript	4%	N=20	10%	N=46	7%	N=33	79%	N=361	100%	N=459
Lakewood.org	11%	N=50	31%	N=144	17%	N=79	40%	N=184	100%	N=456
Lakewoodtogether.org	2%	N=8	9%	N=39	9%	N=39	81%	N=372	100%	N=458
Lakewoodspeaks.org	1%	N=4	8%	N=36	7%	N=31	84%	N=386	100%	N=458
City of Lakewood e-newsletters (Friday Report, Active and Arts Lakewood, etc.)	7%	N=30	13%	N=61	10%	N=44	70%	N=320	100%	N=456
Social media (Facebook, Twitter, YouTube)	9%	N=42	28%	N=129	9%	N=40	54%	N=246	100%	N=458
Nextdoor.com	16%	N=75	27%	N=124	8%	N=37	49%	N=223	100%	N=459
Bravo (magazine for arts, culture and events)	10%	N=45	11%	N=49	6%	N=29	73%	N=336	100%	N=459
Community Connection (Lakewood recreation guide)	13%	N=62	24%	N=112	13%	N=61	49%	N=228	100%	N=463
In-person at a Lakewood facility	7%	N=30	23%	N=104	19%	N=88	52%	N=239	100%	N=460

Table 19: 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	11%	N=25	56%	N=130	29%	N=68	3%	N=7	1%	N=1	100%	N=232
Appearance	10%	N=25	54%	N=136	31%	N=80	3%	N=7	2%	N=6	100%	N=254
Online services offered (calendar, meeting/event notices, etc.)	11%	N=26	49%	N=111	33%	N=75	7%	N=15	0%	N=0	100%	N=227
Ease of navigation	10%	N=25	45%	N=115	36%	N=92	7%	N=17	2%	N=5	100%	N=253
Search function	7%	N=16	44%	N=103	36%	N=84	11%	N=27	2%	N=5	100%	N=234

Table 20: 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	6%	N=25	29%	N=130	15%	N=68	2%	N=7	0%	N=1	48%	N=212	100%	N=444
Appearance	5%	N=25	30%	N=136	17%	N=80	2%	N=7	1%	N=6	44%	N=202	100%	N=456
Online services offered (calendar, meeting/event notices, etc.)	6%	N=26	24%	N=111	17%	N=75	3%	N=15	0%	N=0	50%	N=228	100%	N=455
Ease of navigation	5%	N=25	25%	N=115	20%	N=92	4%	N=17	1%	N=5	44%	N=202	100%	N=455
Search function	3%	N=16	23%	N=103	18%	N=84	6%	N=27	1%	N=5	49%	N=221	100%	N=455

Table 21: 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	33%	N=153	18%	N=84	8%	N=39	40%	N=182	100%	N=457
Pay a court fine/fee	43%	N=199	23%	N=103	7%	N=33	27%	N=122	100%	N=459
Purchase passes for recreation centers	37%	N=170	25%	N=114	16%	N=75	22%	N=98	100%	N=457
Check the status of a permit application	38%	N=173	25%	N=113	12%	N=52	25%	N=114	100%	N=452
Schedule a construction or building inspection	32%	N=144	18%	N=84	11%	N=51	39%	N=176	100%	N=456
Search for upcoming events or meetings	32%	N=144	34%	N=156	15%	N=70	19%	N=85	100%	N=455
Provide feedback on city projects and initiatives	25%	N=115	32%	N=145	19%	N=86	24%	N=109	100%	N=455
Purchase tickets	32%	N=145	33%	N=150	14%	N=62	22%	N=100	100%	N=456
Search for and register for online programs	38%	N=173	30%	N=138	14%	N=62	18%	N=84	100%	N=457
Submit maintenance requests	28%	N=127	29%	N=133	14%	N=62	29%	N=134	100%	N=455

Table 22: 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 households	7%	N=25	5%	N=18	24%	N=93	30%	N=118	35%	N=135	100%	N=389
Housing affordable to households with moderate incomes	1%	N=4	5%	N=20	33%	N=133	36%	N=145	24%	N=97	100%	N=399
New single family homes	4%	N=16	15%	N=59	37%	N=143	25%	N=96	19%	N=76	100%	N=390
New apartments and condos	23%	N=93	21%	N=86	33%	N=137	14%	N=57	9%	N=37	100%	N=410
Population growth in Lakewood	25%	N=100	28%	N=113	40%	N=160	5%	N=20	2%	N=9	100%	N=401
Municipal programs offered for or in support of racial/ethnic diversity	6%	N=22	5%	N=17	40%	N=142	33%	N=116	16%	N=58	100%	N=354

Table 23: 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 households	6%	N=25	4%	N=18	21%	N=93	27%	N=118	31%	N=135	11%	N=50	100%	N=439
Housing affordable to households with moderate incomes	1%	N=4	5%	N=20	30%	N=133	33%	N=145	22%	N=97	10%	N=43	100%	N=442
New single family homes	4%	N=16	14%	N=59	33%	N=143	22%	N=96	18%	N=76	9%	N=40	100%	N=429
New apartments and condos	21%	N=93	20%	N=86	31%	N=137	13%	N=57	8%	N=37	6%	N=28	100%	N=438
Population growth in Lakewood	23%	N=100	26%	N=113	36%	N=160	5%	N=20	2%	N=9	9%	N=38	100%	N=439
Municipal programs offered for or in support of racial/ethnic diversity	5%	N=22	4%	N=17	33%	N=142	27%	N=116	14%	N=58	17%	N=74	100%	N=428

Table 24: Question 14

What kinds of stores or services do you feel Lakewood could use more of? (Please check all that apply.)	Percent of respondents	Number
Groceries/fresh produce	42%	N=175
Baked goods and desserts	32%	N=131
Auto repair and service	14%	N=58
Department stores	19%	N=78
Large appliance/electronics	10%	N=43
Child care	21%	N=87
Bottled wines and beers	10%	N=41
Pharmacy items	11%	N=45
Everyday banking needs	11%	N=47
Discount department stores	15%	N=61
Restaurants/bars	55%	N=227
Home improvement & repair	13%	N=52
Apparel and shoes	16%	N=68
Specialty, boutique and gift stores	35%	N=144
Educational services	38%	N=157
Other	16%	N=65

Table 25: Question 15

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	4%	N=19	8%	N=38	87%	N=398	100%	N=456
Older adult programs	9%	N=41	15%	N=69	76%	N=342	100%	N=453
Transportation for elderly or disabled	3%	N=16	12%	N=56	84%	N=385	100%	N=456
Services and infrastructure for disabled	2%	N=10	12%	N=55	86%	N=390	100%	N=455
Rooney Road Household Hazardous Waste Recycling Center	29%	N=135	27%	N=123	44%	N=199	100%	N=457
Quail Street Recycling Facility	31%	N=144	32%	N=145	37%	N=168	100%	N=457

Table 26: Question 16 - Including Didn't Know This was Available

Please indicate your household's current participation in or use of each of the following.	We participate/use regularly		Occasionally		We didn't know this was available		Don't choose to use		Total	
	%	N	%	N	%	N	%	N	%	N
A Lakewood cultural event (play, concert, performance, art exhibit, historical demonstration, etc.)	8%	N=35	49%	N=224	19%	N=87	24%	N=111	100%	N=457
A Lakewood recreation program	14%	N=62	38%	N=172	13%	N=58	36%	N=163	100%	N=455
A Lakewood recreation center	21%	N=96	38%	N=173	8%	N=37	32%	N=146	100%	N=452
William F. Hayden Park on Green Mountain	23%	N=104	36%	N=165	12%	N=56	29%	N=129	100%	N=453
Bear Creek Lake Park	26%	N=116	49%	N=224	4%	N=18	21%	N=95	100%	N=454
Lakewood cultural facilities (LCC, LHC, WH)	8%	N=36	34%	N=152	24%	N=107	35%	N=159	100%	N=453
The Clements Community Center	2%	N=7	14%	N=64	32%	N=146	52%	N=238	100%	N=454
Ray Ross Park	4%	N=18	11%	N=48	38%	N=170	47%	N=213	100%	N=450
Surfside Park	3%	N=15	12%	N=54	36%	N=162	49%	N=219	100%	N=450
A Lakewood community garden	4%	N=18	9%	N=41	39%	N=178	48%	N=216	100%	N=454
A Lakewood park	43%	N=194	37%	N=168	7%	N=32	13%	N=61	100%	N=455
City Council meeting, ward meeting, online discussions	1%	N=3	22%	N=97	16%	N=71	62%	N=278	100%	N=449
Heritage Lakewood Belmar Park and the Visitor's Center	23%	N=104	47%	N=213	9%	N=39	22%	N=98	100%	N=454

Table 27: Question 16 - Excluding Didn't Know This was Available

Please indicate your household's current participation in or use of each of the following.	We participate/use regularly		Occasionally		Don't choose to use		Total	
A Lakewood cultural event (play, concert, performance, art exhibit, historical demonstration, etc.)	9%	N=35	61%	N=224	30%	N=111	100%	N=370
A Lakewood recreation program	16%	N=62	43%	N=172	41%	N=163	100%	N=397
A Lakewood recreation center	23%	N=96	42%	N=173	35%	N=146	100%	N=415
William F. Hayden Park on Green Mountain	26%	N=104	41%	N=165	33%	N=129	100%	N=398
Bear Creek Lake Park	27%	N=116	52%	N=224	22%	N=95	100%	N=436
Lakewood cultural facilities (LCC, LHC, WH)	10%	N=36	44%	N=152	46%	N=159	100%	N=346
The Clements Community Center	2%	N=7	21%	N=64	77%	N=238	100%	N=308
Ray Ross Park	7%	N=18	17%	N=48	76%	N=213	100%	N=280
Surfside Park	5%	N=15	19%	N=54	76%	N=219	100%	N=288
A Lakewood community garden	7%	N=18	15%	N=41	78%	N=216	100%	N=276
A Lakewood park	46%	N=194	40%	N=168	14%	N=61	100%	N=423
City Council meeting, ward meeting, online discussions	1%	N=3	26%	N=97	73%	N=278	100%	N=378
Heritage Lakewood Belmar Park and the Visitor's Center	25%	N=104	51%	N=213	24%	N=98	100%	N=415

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	
Prevention of crime	8%	N=26	44%	N=149	30%	N=101	14%	N=46	4%	N=13	100%	N=335
Response to calls for service	23%	N=71	46%	N=140	19%	N=57	8%	N=23	5%	N=14	100%	N=305
Reducing citizens' fear of crime	9%	N=31	27%	N=90	38%	N=125	19%	N=63	7%	N=22	100%	N=331
Obtaining support from the community	11%	N=29	36%	N=96	36%	N=95	10%	N=27	7%	N=18	100%	N=265
Delivering a full range of law enforcement and other services	13%	N=35	40%	N=108	36%	N=96	5%	N=12	6%	N=16	100%	N=267
Explaining crime prevention techniques to citizens	8%	N=17	26%	N=59	34%	N=75	23%	N=51	9%	N=21	100%	N=224
Working with other agencies to improve the quality of life in Lakewood	12%	N=21	26%	N=46	41%	N=72	15%	N=26	7%	N=12	100%	N=177
Working with citizens groups to resolve local problems	8%	N=15	28%	N=52	35%	N=65	15%	N=27	15%	N=29	100%	N=187
Preventing social disorder	12%	N=30	35%	N=87	38%	N=94	9%	N=23	6%	N=14	100%	N=248
Working with special populations (e.g., elderly, disabled, juveniles, etc.)	15%	N=23	23%	N=35	31%	N=49	23%	N=36	8%	N=13	100%	N=155
Apprehending criminals	10%	N=25	38%	N=95	30%	N=74	14%	N=34	9%	N=21	100%	N=250
Traffic enforcement	9%	N=31	36%	N=124	35%	N=120	13%	N=45	7%	N=23	100%	N=344
Treating residents of all backgrounds fairly	20%	N=43	40%	N=88	25%	N=54	5%	N=11	11%	N=23	100%	N=220

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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Prevention of crime	6%	N=26	33%	N=149	22%	N=101	10%	N=46	3%	N=13	26%	N=119	100%	N=454
Response to calls for service	16%	N=71	31%	N=140	13%	N=57	5%	N=23	3%	N=14	33%	N=150	100%	N=455
Reducing citizens' fear of crime	7%	N=31	20%	N=90	28%	N=125	14%	N=63	5%	N=22	27%	N=123	100%	N=454
Obtaining support from the community	6%	N=29	21%	N=96	21%	N=95	6%	N=27	4%	N=18	42%	N=191	100%	N=456
Delivering a full range of law enforcement and other services	8%	N=35	24%	N=108	21%	N=96	3%	N=12	4%	N=16	42%	N=190	100%	N=458
Explaining crime prevention techniques to citizens	4%	N=17	13%	N=59	16%	N=75	11%	N=51	5%	N=21	51%	N=236	100%	N=460
Working with other agencies to improve the quality of life in Lakewood	5%	N=21	10%	N=46	16%	N=72	6%	N=26	3%	N=12	61%	N=280	100%	N=457
Working with citizens groups to resolve local problems	3%	N=15	11%	N=52	14%	N=65	6%	N=27	6%	N=29	59%	N=273	100%	N=461
Preventing social disorder	7%	N=30	19%	N=87	21%	N=94	5%	N=23	3%	N=14	45%	N=205	100%	N=453
Working with special populations (e.g., elderly, disabled, juveniles, etc.)	5%	N=23	8%	N=35	11%	N=49	8%	N=36	3%	N=13	66%	N=305	100%	N=460
Apprehending criminals	6%	N=25	21%	N=95	16%	N=74	8%	N=34	5%	N=21	45%	N=208	100%	N=458
Traffic enforcement	7%	N=31	27%	N=124	27%	N=120	10%	N=45	5%	N=23	24%	N=109	100%	N=453
Treating residents of all backgrounds fairly	10%	N=43	19%	N=88	12%	N=54	2%	N=11	5%	N=23	52%	N=237	100%	N=457

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	
	%	N	%	N	%	N	%	N	%	N
In your home	60%	N=272	35%	N=156	4%	N=20	1%	N=4	100%	N=453
In your neighborhood during the day	59%	N=274	35%	N=162	3%	N=16	2%	N=10	100%	N=462
Walking alone in your neighborhood after dark	22%	N=98	41%	N=184	23%	N=102	14%	N=64	100%	N=447
In Lakewood's commercial areas during the day	48%	N=214	42%	N=186	8%	N=37	2%	N=10	100%	N=448
In Lakewood's commercial areas after dark	12%	N=53	38%	N=163	35%	N=148	15%	N=62	100%	N=426

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

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your home	60%	N=272	35%	N=156	4%	N=20	1%	N=4	0%	N=0	100%	N=453
In your neighborhood during the day	59%	N=274	35%	N=162	3%	N=16	2%	N=10	0%	N=0	100%	N=462
Walking alone in your neighborhood after dark	21%	N=98	40%	N=184	22%	N=102	14%	N=64	3%	N=14	100%	N=461
In Lakewood's commercial areas during the day	46%	N=214	40%	N=186	8%	N=37	2%	N=10	3%	N=15	100%	N=462
In Lakewood's commercial areas after dark	11%	N=53	35%	N=163	32%	N=148	14%	N=62	8%	N=35	100%	N=461

Table 32: Question 19 - Excluding Don't Know Responses

Please rate your community on each of the following	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
Making all residents feel welcome	19%	N=75	40%	N=163	30%	N=123	9%	N=36	2%	N=7	100%	N=405
Valuing residents from diverse backgrounds	19%	N=62	46%	N=153	26%	N=88	6%	N=20	3%	N=10	100%	N=333
Demonstrating respect for residents of different cultures and belief systems	19%	N=61	43%	N=142	26%	N=85	9%	N=28	4%	N=12	100%	N=327
Respecting individual cultural beliefs and values	18%	N=60	42%	N=138	31%	N=100	6%	N=18	3%	N=10	100%	N=327
Welcoming residents from all backgrounds to participate in community decision making	20%	N=61	35%	N=104	28%	N=83	11%	N=32	6%	N=19	100%	N=299

Table 33: Question 19 - Including Don't Know Responses

Please rate your community on each of the following	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
Making all residents feel welcome	16%	N=75	35%	N=163	27%	N=123	8%	N=36	2%	N=7	12%	N=55	100%	N=460
Valuing residents from diverse backgrounds	14%	N=62	33%	N=153	19%	N=88	4%	N=20	2%	N=10	28%	N=127	100%	N=460
Demonstrating respect for residents of different cultures and belief systems	13%	N=61	31%	N=142	18%	N=85	6%	N=28	3%	N=12	29%	N=132	100%	N=459
Respecting individual cultural beliefs and values	13%	N=60	30%	N=138	22%	N=100	4%	N=18	2%	N=10	29%	N=131	100%	N=458
Welcoming residents from all backgrounds to participate in community decision making	13%	N=61	23%	N=104	18%	N=83	7%	N=32	4%	N=19	35%	N=161	100%	N=459

Table 34: Question D1

How long have you lived in Lakewood?	Percent of respondents	Number
Six months or less	9%	N=39
1-5 years	31%	N=141
6-10 years	17%	N=79
11-20 years	14%	N=66
More than 20 years	29%	N=134
Total	100%	N=459

Table 35: Question D2

Do you work outside the home?	Percent of respondents	Number
No, not currently employed for pay	28%	N=127
No, work for pay from home	17%	N=78
Yes, work for pay outside the home	55%	N=254
Total	100%	N=459

Table 36: 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	4%	N=10
Aurora	3%	N=7
Boulder	1%	N=2
Broomfield	0%	N=0
Denver	33%	N=80
Englewood	6%	N=15
Golden	16%	N=39
Littleton	3%	N=7
Louisville	0%	N=0
Northglenn	0%	N=0
Thornton	1%	N=2
Westminister	1%	N=2
Wheat Ridge	1%	N=4
Lakewood	23%	N=56
Other	9%	N=22
Total	100%	N=247

Respondents had the opportunity to write in a response for other. Please see appendix B for the verbatim responses.

Table 37: 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	53%	N=245
Condominium or townhouse	16%	N=72
Duplex or other multi-unit home	5%	N=24
Apartment	26%	N=120
Mobile home	0%	N=1
Total	100%	N=463

Table 38: Question D5

Do you rent or own your residence?	Percent of respondents	Number
Own	61%	N=286
Rent	39%	N=180
Total	100%	N=466

Table 39: Question D6

What is your gender/ gender identity?	Percent of respondents	Number
Female	52%	N=240
Male	47%	N=219
Transgender	0%	N=1
Another gender - specify if you wish	0%	N=2
Total	100%	N=463

Respondents had the opportunity to write in a response for another gender. Please see appendix B for the verbatim responses.

Table 40: Question D7

People (including yourself) live in your household?	Percent of respondents	Number
One	26%	N=120
Two	42%	N=195
Three	13%	N=60
Four	12%	N=56
Five or more	7%	N=30
Total	100%	N=462

Table 41: Question D8

Children age 17 years and under	Percent of respondents	Number
None	72%	N=324
One	13%	N=59
Two	12%	N=54
Three	3%	N=14
Four	0%	N=1
Five or more	0%	N=0
Total	100%	N=453

Table 42: Question D9

About how much do you estimate your HOUSEHOLD's TOTAL INCOME BEFORE TAXES was in 2021?	Percent of respondents	Number
Less than \$15,000	5%	N=20
\$15,000 to \$24,999	6%	N=25
\$25,000 to \$34,999	5%	N=22
\$35,000 to \$49,999	10%	N=46
\$50,000 to \$74,999	18%	N=78
\$75,000 to \$99,999	16%	N=69
\$100,000 to \$124,999	14%	N=64
\$125,000 to \$249,999	22%	N=95
\$250,000 to \$499,999	4%	N=18
\$500,000 or more	1%	N=4
Total	100%	N=442

Table 43: Question D10

What is the highest level of education you have completed?	Percent of respondents	Number
0-11 years	1%	N=6
High school graduate or GED	6%	N=27
Some college, no degree	14%	N=66
Associate's degree	8%	N=35
Bachelor's degree	40%	N=186
Graduate or professional degree	31%	N=142
Total	100%	N=462

Table 44: Question D11

What is your age?	Percent of respondents	Number
18-24	5%	N=24
25-34	21%	N=99
35-44	19%	N=87
45-54	18%	N=85
55-64	11%	N=52
65-74	14%	N=66
75 +	10%	N=47
Total	100%	N=462

Table 45: Question D12

Are you of Hispanic origin?	Percent of respondents	Number
Yes	15%	N=71
No	85%	N=387
Total	100%	N=459

Table 46: Question D13

What is your race/ethnicity?	Percent of respondents	Number
White/Caucasian	89%	N=407
Black or African American	0%	N=0
Asian or Pacific Islander	4%	N=19
American Indian, Eskimo or Aleut	1%	N=5
Other	9%	N=39
Total may exceed 100% as respondents could select more than one answer.		

Table 47: Question D14

Did you vote in the most recent past election?	Percent of respondents	Number
Yes	83%	N=383
No	17%	N=80
Total	100%	N=463

Table 48: Question D15

Do you plan to vote in the next local election?	Percent of respondents	Number
Yes	93%	N=431
No	7%	N=33
Total	100%	N=464

Appendix B: Verbatim Responses to Open-ended Survey Questions

Following are verbatim responses to the open-ended questions 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 14: What kinds of stores or services do you feel Lakewood could use more of? (Please check all that apply.)

Other

- A decent brewery!
- affordable golf courses
- Alternative health/chiropractor/Functional medicine
- assisted living facility. agoraphobia. never go anywhere, see anything. know anything about lakewood
- Better Restaurant chains for dining Viewhouse etc
- Bicycle stores
- Book store. Lakewood needs a Tattered Cover.
- Bookstores
- CITY GOV TO WORK WITH CITIZENS INSTEAD OF HIDING THINGS
- coffee shops
- Coffee shops or other places for community meetings and gatherings. And more community events and volunteer opportunities.
- Complimentary medicine, health services, naturopaths, Trader Joe's
- Costco
- Decent gas stations
- dog parks, more parks, more pickleball courts
- Entertainment
- Fitness centers/businesses
- Fun stuff along the lines of Urban Air, a barcade, or amazing instead of ho-hum rec centers.
- gas stations
- Health and Well-being, mental health & counseling for ASD/ADHD.
- High speed internet for business and residential. Many places have an effective monopoly or only one "real" choice. Municipal internet could help solve this and spur tech growth, middle and high income resident growth, and business investment (Longmont).
- I don't have any needs that aren't being met already
- I would like to see more small businesses and restaurants brought in with larger businesses into Belmar.
- Lakewood recreation centers should go back to pre-covid hours of operation. Current hours of operation are useless to people who work and pay taxes; in fact, a waste of tax payer monies.
- Live theatre.
- Mom and pop restaurants, not chain or fast food restaurants!
- None, it's very diverse in this area
- Pawn shops, dispensary's, no more tattoo parlors there are way too many
- Recreational cannabis
- Small local businesses
- Some popular chain restaurants that are on the east side of Denver such as Smoothie King and Cane's Chicken
- sports/athletic stores and businesses
- Trader Joes
- Walkable Coffee Shops!

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

Other

- Centennial
- Centennial
- Clear Creek County
- Currently I drive for lift full time so I'm all over the city.
- Denver and Centennial
- Greenwood Village
- Greenwood Villiage
- Indian Hills
- Lone Tree
- Lone Tree
- Midland, Texas
- Silverthorne
- Travel

Question D6: What is your gender/gender identity?

Another gender

- Alien

Appendix C: Benchmark Comparisons

Comparison Data

Polco/NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics as found in Lakewood’s Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. Polco/NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Lakewood chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (communities in Colorado’s Front Range).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Lakewood’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Lakewood’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Lakewood’s rating to the benchmark.

In that final column, Lakewood’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Lakewood residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Lakewood’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Lakewood’s average rating was more than 20 points different when compared to the benchmark.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmarks

Table 49: Comparison to benchmark

All Benchmarks	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	63%	380	414	Lower
Enforcing traffic laws	41%	341	363	Lower
Condition of City streets	57%	6	7	Similar
Street repair/condition	40%	217	363	Similar
Street cleaning	56%	214	305	Similar
Snow removal	57%	201	268	Similar
Ease of car travel	64%	228	316	Similar
Ease of bicycle travel	46%	213	318	Similar
Ease of travel by foot	38%	299	318	Lower
Ease of public transit	47%	97	265	Similar
Recreation facilities (recreation centers, athletic fields, etc.)	75%	124	287	Similar
Recreation programs (swim lessons, fitness, youth sports, etc.)	72%	181	315	Similar
Planning/land use	32%	250	308	Similar
Building permits/inspections	44%	9	9	Similar
Overall economic health of Lakewood	65%	186	288	Similar
City code enforcement (weeds, junk cars, trash, etc.)	38%	260	363	Similar
Programs for older adults	48%	19	21	Lower
Programs for low-income persons	23%	6	6	Lower
Overall impression	72%	292	377	Similar
Knowledge	74%	25	26	Lower
Courtesy	80%	9	10	Lower
Responsiveness	61%	25	26	Lower
Overall quality of service delivery	50%	344	383	Lower
The overall direction the City is taking	34%	283	335	Lower
The value of services for the sales and property taxes paid	31%	330	385	Lower
Welcoming citizen involvement	34%	275	328	Similar
Municipal court	54%	10	10	Lower
City videos (Lakewood8, YouTube)	51%	5	5	Similar
The overall quality of life in Lakewood	84%	288	422	Similar
Lakewood as a place to retire	60%	253	367	Similar
Lakewood as a place to raise children	79%	277	382	Similar
Your neighborhood as a place to live	85%	256	314	Similar
Overall feeling of safety	54%	329	363	Lower
In your neighborhood during the day	94%	293	347	Similar
Sense of community	46%	274	315	Lower

All Benchmarks	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In Lakewood's commercial areas during the day	89%	256	324	Similar
In Lakewood's commercial areas after dark	51%	12	12	Much lower
Health and wellness opportunities	75%	169	283	Similar
Cost of living	26%	235	285	Lower
Lakewood as a place to work	72%	153	366	Similar
City's Website www.Lakewood.org	55%	12	13	Similar
Appearance	63%	6	6	Lower
Online services offered (calendar, meeting/event notices, etc.)	60%	5	5	Lower
Ease of navigation	55%	5	6	Similar
Search function	51%	5	5	Similar
Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	28%	331	336	Lower
Making all residents feel welcome	59%	88	107	Similar
Valuing residents from diverse backgrounds	65%	47	105	Similar
Demonstrating respect for residents of different cultures and belief systems	62%	76	105	Similar

Front Range Benchmarks

Table 50: Front Range Comparison to benchmark

All Benchmarks	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	63%	24	26	Similar
Enforcing traffic laws	41%	22	24	Lower
Street repair/condition	40%	15	24	Similar
Street cleaning	56%	13	21	Similar
Snow removal	57%	12	24	Similar
Ease of car travel	64%	17	24	Similar
Ease of bicycle travel	46%	21	23	Lower
Ease of travel by foot	38%	23	23	Much lower
Ease of public transit	47%	8	16	Similar
Recreation facilities (recreation centers, athletic fields, etc.)	75%	14	19	Similar
Recreation programs (swim lessons, fitness, youth sports, etc.)	72%	15	20	Similar
Planning/land use	32%	13	17	Similar
Building permits/inspections	44%	5	5	Similar
Overall economic health of Lakewood	65%	10	16	Similar
City code enforcement (weeds, junk cars, trash, etc.)	38%	16	24	Similar
Programs for older adults	48%	7	7	Lower
Overall impression	72%	19	25	Similar
Knowledge	74%	11	11	Lower
Responsiveness	61%	10	10	Lower
Overall quality of service delivery	50%	25	28	Lower
The overall direction the City is taking	34%	24	24	Lower
The value of services for the sales and property taxes paid	31%	20	23	Similar
Welcoming citizen involvement	34%	22	26	Similar
Municipal court	54%	9	9	Lower
The overall quality of life in Lakewood	84%	16	27	Similar
Lakewood as a place to retire	60%	16	28	Similar
Lakewood as a place to raise children	79%	18	28	Similar
Your neighborhood as a place to live	85%	19	25	Similar
Overall feeling of safety	54%	16	19	Lower
In your neighborhood during the day	94%	17	21	Similar
Sense of community	46%	18	22	Similar
In Lakewood's commercial areas during the day	89%	15	19	Similar
In Lakewood's commercial areas after dark	51%	5	5	Much lower
Health and wellness opportunities	75%	9	15	Similar

All Benchmarks	City of Lakewood average rating	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Cost of living	26%	11	14	Similar
Lakewood as a place to work	72%	12	28	Similar
Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	28%	22	22	Lower
Making all residents feel welcome	59%	5	7	Similar
Valuing residents from diverse backgrounds	65%	2	7	Similar
Demonstrating respect for residents of different cultures and belief systems	62%	5	6	Similar

Appendix D: Responses to Selected Survey Questions by Respondent Subgroups

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as very good or good.

The subgroup comparison tables contain the crosstabulations of survey questions by ward as well as various demographic characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of 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 the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in the table below, respondents in Districts 1 (A) and 2 (B) gave statistically significantly lower ratings to overall quality of life than respondents in Districts 3 (C) and 4 (D), as denoted by the “A B” listed in the cell of the ratings for Districts 3 and 4. The overall quality of life rating in District 4 (D) also was statistically significantly lower than that of District 3 (C) (as indicated by the “D” in the rating for District 3).

Table 51: Community Characteristics (Example Only)

Percent rating positively (e.g., excellent/good)	District				Overall
	District 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	(A)
The overall quality of life in ABC	73%	74%	79% A B D	76% A B	78%
Overall image or reputation of ABC	65%	66%	69% A B	71% A B C	70%
ABC as a place to live	80%	81%	85% A B D	82% A B	84%

Geographic Crosstabulations

Notable differences between geographic subgroups included the following:

- Where differences emerged residents in all other wards were more likely to offer positive ratings to their neighborhoods as places to live, the City as a place to raise children and the overall quality of life compared to those residing in Ward 2.
- Ratings of service delivery varied by ward of residency, but for the most part there was not a strong pattern in these differences. However, residents in Ward 2 offered lower ratings to a number of services compared to all other wards and Ward 4 gave higher ratings regarding snow removal and street cleaning.
- When it came to feelings of safety in the community, residents who lived in Ward 2 tended to offer lower ratings to safety in commercial areas after dark, their neighborhood during the day and walking alone after dark compared to those living in Wards 4 and 5. Those who lived in Ward 1, 4 and 5 offered higher ratings to feelings of safety in their home compared to Wards 2 and 3.
- Residents who lived in Ward 5 tended to give higher ratings than residents who lived in other wards to various government performance ratings ranging from supporting the quality of life in Lakewood, working through priority issues facing the City, the overall direction the City is taking and overall Lakewood City government performance.
- Regarding variety of housing options, affordable housing, ease of public transit and addressing homelessness, Ward 2 gave higher ratings than other wards. Lastly, Ward 5 gave higher ratings in various categories when asked about the Lakewood Police Department than other wards.

Table 52: Respondent Ward

Ward	Number of Completed Surveys
Ward 1	N=89
Ward 2	N=67
Ward 3	N=80
Ward 4	N=123
Ward 5	N=83

Table 53: Question 1: Aspects of Quality of Life by Respondent Ward (Percent "very good" or "good")

Please rate each of the following aspects of quality of life in Lakewood:	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Your neighborhood as a place to live	88% B	58%	87% B	94% B	92% B	85%
Lakewood as a place to raise children	78% B	61%	74%	85% B	92% B C	79%
Lakewood as a place to work	67%	62%	79% B	75%	83% B	72%
Lakewood as a place to retire	59%	46%	67% B	62% B	72% B	60%
Lakewood as a place to recreate and play	74%	69%	61%	77% C	83% B C	74%
The overall quality of life in Lakewood	86% B	67%	84% B	88% B	93% B	84%

Table 54: Question 2: Community Characteristics by Respondent Ward (Percent "very good" or "good")

Please rate each of the following characteristics as they relate to Lakewood as a whole:	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall economic health of Lakewood	60%	61%	60%	71%	67%	65%
Cost of living	22%	29%	30%	34%	23%	26%
Health and wellness opportunities	79%	66%	67%	81% B C	78%	75%
Overall feeling of safety	54% B	29%	51% B	65% B	68% B C	54%
Sense of community	44%	34%	45%	45%	58% B	46%

Table 55: Question 3: Favorite thing about living in Lakewood

Which of the following best describes what you like most about living in Lakewood?	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Overall
	(A)	(B)	(C)	(D)	(E)	(A)
Location	88%	87%	85%	90%	85%	87%
Parks and recreation	59%	53%	66%	53%	75% B D	61%
Neighborhoods	37%	27%	40%	32%	41%	36%
Friends and family	25%	36%	28%	33%	29%	31%
Safety of community	25%	11%	21%	24%	36% B	24%
Schools	19%	16%	13%	32% C	31% C	24%
Overall image/reputation of Lakewood	17%	18%	22%	24%	33%	23%
Sense of community/hometown feel	17%	15%	22%	18%	20%	20%
Community history/heritage	16%	17%	16%	9%	11%	14%
Cost of living	20% D	17%	12%	6%	12%	12%

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

Table 56: Question 4: Important Factors by Respondent Ward (Percent "essential" or "very 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.	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Overall appearance and cleanliness	95% B E	69%	95% B E	87% B	82% B	85%
Building new amenities around light rail (e.g., sidewalks, bike facilities, etc.)	51% D	59% D	53% D	32%	57% D	49%
Variety of housing options	75% C D E	76% C D E	53%	44%	54%	61%
The City taking an active role with business attraction/retention	63%	63%	53%	51%	49%	58%
The City taking an active role in redevelopment	60%	54%	61%	53%	54%	57%
Crime prevention	87%	88%	95% D	84%	87%	88%
Expanding programs for youth and older adults	60%	72% D	64%	57%	63%	63%
Quality of overall natural environment in Lakewood	86%	85%	89%	88%	80%	87%
Reducing greenhouse gas emissions	72%	76% D	64%	62%	64%	68%
Increasing efforts to ensure economic sustainability	72%	83%	80%	76%	79%	78%
Increasing efforts to ensure environmental sustainability	75%	87% D	77%	67%	76%	77%
Reducing traffic congestion on City streets	49%	80% A D E	79% A D E	56%	58%	63%
Affordable housing	72% D	87% A C D E	70%	57%	59%	69%
Addressing homelessness	77%	89% C D	73%	72%	83%	79%

Table 57: Question 5: Aspects of Transportation by Respondent Ward (Percent "very good" or "good")

Please rate each of the following aspects of transportation within Lakewood.	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Condition of City streets	51%	49%	56%	61%	67%	57% A B
Condition of state highways (Wadsworth, Colfax, Hampden, Kipling, Morrison, West 6th and Sheridan)	61%	43%	44%	57%	56%	53% B C
Ease of car travel	67%	61%	59%	62%	69%	64%
Ease of public transit	40%	69%	35%	50%	33%	47% A C D E
Ease of travel by foot	31%	34%	43%	43%	42%	38%
Ease of bicycle travel	34%	43%	50%	38%	63%	46% A B D

Table 58: Question 6: Quality of Services provided by the City of Lakewood by Respondent Ward (Percent "very good" or "good")

How do you rate the quality of each of the following Lakewood City services?	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Snow removal	47%	45%	48%	79%	53%	57% A B C E
Street repair/condition	30%	37%	49%	45%	33%	40% A E A
Street cleaning	48%	41%	56%	68%	63%	56% A B B
Enforcing traffic laws	31%	42%	43%	37%	51%	41% A
City code enforcement (weeds, junk cars, trash, etc.)	25%	26%	46%	39%	51%	38% A B A B
City parks, open space and trails	90%	73%	84%	87%	88%	84% B B B B
Recreation programs (swim lessons, fitness, youth sports, etc.)	72%	59%	79%	77%	68%	72% B B
Recreation facilities (recreation centers, athletic fields, etc.)	74%	68%	77%	80%	68%	75%
Police services	57%	61%	64%	63%	69%	63%
City videos (Lakewood8, YouTube)	37%	57%	37%	53%	63%	51%
Municipal court	40%	44%	46%	60%	68%	54%

How do you rate the quality of each of the following Lakewood City services?	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Building permits/inspections	48%	51% D	46%	29%	58% D	44%
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	46%	39%	58%	49%	68% B	53%
Programs for older adults	56%	34%	50%	48%	50%	48%
Programs for low-income persons	31%	5%	23%	32% B	13%	23%
Programs for people with special needs	45% B	2%	40% B	48% B	45% B	36%
Programs for the homeless	15%	2%	5%	20% B	17%	14%
City's Website www.Lakewood.org	46%	57%	42%	60% C	62% C	55%
Looking@Lakewood (City newsletter)	51%	73% A C	54%	69% A	78% A C	67%
Cultural facilities and programs	62% B	41%	66% B	63% B	60%	59%
Planning/land use	22%	34%	27%	30%	43% A	32%
Community and neighborhood sustainability programs	21%	32%	34%	45% A	34%	35%
Overall quality of service delivery	46%	30%	54% B	62% B	49% B	50%

Table 59: Question 7: Contact with the City

Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Overall
	(A)	(B)	(C)	(D)	(E)	
Yes	26%	34%	19%	30%	24%	28%
No	74%	66%	81%	70%	76%	72%

Table 60: Question 8: Impression of employee(s) (Percent "Very good" or "Good")

What was your impression of the employee(s) of the City of Lakewood in your most recent contact?	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Knowledge	87%	62%	78%	63%	81%	74%
Responsiveness	49%	65%	75%	54%	77%	61%
Courtesy	85%	67%	100% B	76%	77%	80%
Overall impression	84% D	63%	83% D	54%	82% D	72%

Table 61: Question 9: Government Performance and Public Trust by Respondent Ward (Percent "very good" or "good")

Please rate the following categories of Lakewood government performance:	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Overall confidence in the representation I receive from my council members	36%	39%	41%	43%	39%	41%
Overall confidence in the representation I receive from the mayor	35%	46%	31%	42%	33%	38%
Overall confidence in how City operations are managed	36%	42%	37%	35%	41%	39%
The job City Council representatives do at generally acting in the best interest of the community at large	34%	32%	29%	39%	40%	36%
Supporting the quality of life in Lakewood	46%	46%	48%	37%	64% A B D	49%
Working through priority issues facing the City	21%	34%	26%	25%	42% A D	32%
The value of services for the sales and property taxes paid	34%	27%	27%	29%	35%	31%
The overall direction the City is taking	18%	35% A	38% A	27%	48% A D	34%
Informing residents about City projects and initiatives	24%	31%	35% D	21%	30%	29%
Welcoming citizen involvement	34%	30%	30%	38%	32%	34%
Treating residents of all backgrounds fairly	27%	36%	36%	49% A	45%	42%
Overall Lakewood City government performance	30%	31%	31%	40%	52% A B C	38%

Table 62: Question 10: Source of Information by Respondent Demographics
 (Percent "very likely" or "somewhat likely")

How frequently do you use each of the following as a source of information about Lakewood?	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Denver Post/Your Hub	48% C E	57% C E	32%	46% C E	27%	43%
Friends/Neighbors	86% C	93% C D E	73%	78%	76%	82%
City Council Ward meetings	18%	21%	13%	25% C	20%	20%
Lakewood8 (Cable Channel 8/880)	20%	14%	18%	26% B E	11%	18%
Television news	61%	63%	76%	63%	61%	64%
Looking@Lakewood (mailed newsletter)	65%	56%	66%	73% B	60%	65%
Jeffco Transcript	25% C E	23% C E	11%	32% C E	11%	21%
Lakewood.org	58%	60%	67%	59%	54%	60%
Lakewoodtogether.org	17%	21%	20%	24% E	12%	19%
Lakewoodspeaks.org	17%	21% C	9%	19%	12%	16%
City of Lakewood e-newsletters (Friday Report, Active and Arts Lakewood, etc.)	18%	34% A	29%	33% A	22%	30%
Social media (Facebook, Twitter, YouTube)	39%	62% A D E	52%	41%	38%	46%
Nextdoor.com	57% E	56%	46%	54%	42%	51%
Bravo (magazine for arts, culture and events)	36% B	16%	24%	34% B	23%	27%
Community Connection (Lakewood recreation guide)	53% B	30%	56% B E	69% A B E	39%	51%
In-person at a Lakewood facility	58% C	43%	41%	47%	48%	48%

**Table 63: Question 11: City of Lakewood Website Quality by Respondent Ward
(Percent "very good" or "good")**

Please rate the following aspects of the City of Lakewood website.	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Current information	73%	63%	61%	60%	79%	67%
Appearance	78%	72%	58%	60%	52%	63%
Online services offered (calendar, meeting/event notices, etc.)	56%	75%	49%	59%	62%	60%
Ease of navigation	57%	52%	57%	48%	60%	55%
Search function	47%	48%	48%	54%	55%	51%

**Table 64: Question 12: Usage of Lakewood.org Website by Respondent Demographics
(Percent "very likely" or "somewhat likely")**

How likely or unlikely would you be to do each of the following online at www.Lakewood.org?	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Pay water/sewer bills	50%	51%	51%	62%	45%	52%
Pay a court fine/fee	61%	65%	62%	76%	61%	66%
Purchase passes for recreation centers	53%	60%	63%	66%	66%	62%
Check the status of a permit application	60%	56%	68%	71%	58%	63%
Schedule a construction or building inspection	47%	46%	52%	55%	44%	50%
Search for upcoming events or meetings	62%	65%	70%	61%	71%	66%
Provide feedback on city projects and initiatives	59%	65%	52%	51%	65%	57%
Purchase tickets	60%	56%	67%	72%	66%	65%
Search for and register for online programs	68%	57%	69%	75%	64%	68%
Submit maintenance requests	62%	50%	60%	61%	54%	57%

Table 65: Question 15: Usage of Lakewood programs, services and facilities by Respondent Demographics (Percent "yes, I utilize this service")

Please indicate your current use of the following City of Lakewood programs, services and facilities.	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Child care services	0%	1%	0%	12% A B C E	4%	4%
Older adult programs	12%	9%	12%	6%	6%	9%
Transportation for elderly or disabled	4%	4%	4%	2%	2%	3%
Services and infrastructure for disabled	3%	2%	1%	2%	3%	2%
Rooney Road Household Hazardous Waste Recycling Center	35% B E	15%	24%	48% A B C E	16%	29%
Quail Street Recycling Facility	41% B C E	19%	26%	47% B C E	22%	31%

Table 66: Question 16: Participation in Community Events by Respondent Demographics (Percent "participate/regularly use" or "occasionally")

Please indicate your household's current participation in or use of each of the following.	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	(A)
	(A)	(B)	(C)	(D)	(E)	
A Lakewood cultural event (play, concert, performance, art exhibit, historical demonstration, etc.)	55%	42%	69% B E	59% B	53%	57%
A Lakewood recreation program	56%	46%	43%	55%	54%	51%
A Lakewood recreation center	57%	59%	50%	68% C E	54%	60%
William F. Hayden Park on Green Mountain	61% B C	43%	46%	86% A B C E	53%	59%
Bear Creek Lake Park	65%	70%	68%	87% A B C	78%	75%
Lakewood cultural facilities (LCC, LHC, WH)	44% B	28%	46% B	48% B	36%	41%
The Clements Community Center	20%	18%	12%	17%	13%	16%
Ray Ross Park	17% B	5%	27% B E	16% B	11%	15%
Surfside Park	16%	13%	19%	20%	13%	15%
A Lakewood community garden	13%	13%	12%	13%	15%	13%
A Lakewood park	74%	76%	84%	78%	83%	80%
City Council meeting, ward meeting, online discussions	20%	27%	16%	25%	16%	22%
Heritage Lakewood Belmar Park and the Visitor's Center	62%	66%	86% A B D E	62%	69%	70%

**Table 67: Question 17: Police Department Satisfaction by Respondent Demographics
(Percent "very good" or "good")**

How well does the Lakewood Police Department deal with each of the following issues?	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Prevention of crime	48%	36%	53%	49%	72% A B C D	52%
Response to calls for service	74%	64%	69%	58%	75% D	69%
Reducing citizens' fear of crime	35%	24%	43% B	37%	47% B	37%
Obtaining support from the community	38%	35%	53%	43%	56% B	47%
Delivering a full range of law enforcement and other services	49%	41%	59%	59%	57%	53%
Explaining crime prevention techniques to citizens	33%	22%	39%	27%	45% B	34%
Working with other agencies to improve the quality of life in Lakewood	31%	23%	46% B	35%	50% B	38%
Working with citizens groups to resolve local problems	43% B	16%	37%	31%	50% B	36%
Preventing social disorder	43%	37%	39%	42%	73% A B C D	47%
Working with special populations (e.g., elderly, disabled, juveniles, etc.)	26%	15%	34%	45% B	60% A B C	37%
Apprehending criminals	34%	62% A D	53%	42%	50%	48%
Traffic enforcement	51% B	33%	50%	51% B	38%	45%
Treating residents of all backgrounds fairly	63%	43%	65% B	64% B	71% B	60%

Table 68: Question 18: Feelings of Safety by Respondent Ward (Percent "very safe" or "somewhat safe")

Please rate how safe or unsafe you feel:	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
In your home	97% B	89%	92%	97% B	98% B	95%
In your neighborhood during the day	96% B	88%	90%	97% B C	99% B C	94%
Walking alone in your neighborhood after dark	67% B C	36%	48%	81% A B C	83% A B C	63%
In Lakewood's commercial areas during the day	83%	87%	92%	86%	96% A D	89%
In Lakewood's commercial areas after dark	47%	33%	43%	59% B C	70% A B C	51%

Table 69: Question 19: Community Welcoming of Diverse Backgrounds by Respondent Ward (Percent "very good" or "good")

Please rate your community on each of the following:	Ward					Overall
	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Making all residents feel welcome	64% B	44%	60% B	70% B	57%	59%
Valuing residents from diverse backgrounds	69%	57%	60%	67%	70%	65%
Demonstrating respect for residents of different cultures and belief systems	69%	55%	62%	63%	62%	62%
Respecting individual cultural beliefs and values	69%	57%	64%	56%	64%	61%
Welcoming residents from all backgrounds to participate in community decision making	61%	48%	55%	59%	50%	55%

Demographic Crosstabulations

Notable differences between demographic subgroups included the following:

- In general, residents who owned their residence (vs rented) or were White (vs Hispanic and/or other race) were less likely to give positive ratings to aspects of quality of life and community characteristics (quality of their neighborhood as a place to live, Lakewood as a place to work, overall quality of life and overall economic health of Lakewood).
- When it came to important factors in the community, residents who have been in Lakewood for 5 years or less or who were 18-34 years old gave higher ratings to the variety of housing than their longer tenured and older counterparts. Those between ages 18-34 also gave higher ratings to Lakewood's affordable housing, effort to reduce greenhouse gas emission and effort to ensure environmental sustainability.
- Residents who have been in Lakewood for 6-20 years gave higher ratings for their confidence in representation in council members and how informed they feel about City projects and initiatives more than those who spent either 5 years or less or more than 20 years in Lakewood.
- People of Hispanic ethnicity and/or other races rated transportation by car, public transit, foot and bicycle significantly higher than White residents. Those of Hispanic ethnicity and/or other races also gave higher ratings to various aspects of the police department such as: response to calls for service, reducing citizens' fear of crime, working with citizens groups to resolve local problems, preventing social disorder, traffic enforcement and safety in various areas of Lakewood.
- Many sources of information were used frequently by various members of the community. Those who were 55 years old or older or those who have been in Lakewood for 20 years or more preferred printed materials or television more than those who were younger or had less tenure in Lakewood.

Table 70: Question 1: Aspects of Quality of Life by Respondent Demographics (Percent "very good" or "good")

Please rate each of the following aspects of quality of life in Lakewood:	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Your neighborhood as a place to live	86%	88%	80%	89% B	78%	88% B	75%	86%	83%	86%	85%
Lakewood as a place to raise children	79%	79%	78%	85% B	69%	82% B	70%	72%	83% A	80%	79%
Lakewood as a place to work	69%	78%	70%	75%	66%	73%	72%	61%	71%	81% A	72%
Lakewood as a place to retire	54%	65%	62%	68% B	45%	62%	54%	41%	59% A	71% A B	60%
Lakewood as a place to recreate and play	72%	76%	72%	78% B	67%	78% B	63%	68%	77%	75%	74%
The overall quality of life in Lakewood	87%	83%	79%	85%	81%	87% B	74%	84%	83%	84%	84%

Table 71: Question 2: Community Characteristics by Respondent Demographics (Percent "very good" or "good")

Please rate each of the following characteristics as they relate to Lakewood as a whole:	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Overall economic health of Lakewood	67%	67%	61%	69% B	58%	69% B	54%	62%	62%	72%	65%
Cost of living	25%	30%	24%	32% B	18%	26%	30%	23%	22%	34% A B	26%
Health and wellness opportunities	81% B	69%	72%	75%	73%	79% B	62%	73%	73%	79%	75%
Overall feeling of safety	57%	52%	52%	57%	49%	57%	47%	54%	45%	63% B	54%
Sense of community	39%	45%	53% A	49% B	39%	45%	49%	29%	44% A	59% A B	46%

Table 72: Question 3: Favorite thing about living in Lakewood

Which of the following best describes what you like most about living in Lakewood?	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
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Location	83%	90%	89%	89%	84%	85%	93% A	87%	86%	88%	87%
Parks and recreation	61%	63%	59%	63%	58%	63%	54%	56%	59%	66%	61%
Neighborhoods	30%	35%	44% A	39%	31%	39%	29%	28%	31%	49% A B	36%
Friends and family	19%	33% A	46% A	35% B	24%	36% B	17%	27%	25%	42% A B	31%
Safety of community	26%	20%	27%	23%	26%	25%	22%	25%	15%	34% B	24%
Schools	11%	31% A	34% A	27% B	18%	21%	33% A	16%	31% A	22%	24%
Overall image/reputation of Lakewood	14%	29% A	30% A	25%	21%	21%	31% A	14%	17%	37% A B	23%
Sense of community/hometown feel	17%	23%	17%	20%	19%	19%	22%	17%	18%	24%	20%
Community history/heritage	9%	13%	23% A	17% B	10%	14%	17%	7%	11%	23% A B	14%
Cost of living	16%	10%	10%	11%	14%	13%	11%	16% B	6%	15% B	12%

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

Table 73: Question 4: Important Factors by Respondent Demographics (Percent "essential" or "very 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.	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Overall appearance and cleanliness	78%	93% A	87% A	92% B	75%	84%	91%	68%	91% A	93% A	85%
Building new amenities around light rail (e.g., sidewalks, bike facilities, etc.)	48%	58% C	38%	50%	49%	49%	53%	48%	54%	45%	49%
Variety of housing options	70% B C	57%	51%	46%	84% A	59%	69%	77% B C	50%	61% B	61%
The City taking an active role with business attraction/retention	55%	63%	56%	62% B	52%	60%	50%	47%	58%	67% A	58%
The City taking an active role in redevelopment	54%	65% C	50%	59%	54%	50%	81% A	50%	61%	57%	57%
Crime prevention	78%	92% A	98% A	93% B	81%	87%	92%	72%	93% A	97% A	88%
Expanding programs for youth and older adults	61%	69%	61%	61%	66%	60%	75% A	60%	59%	70% B	63%
Quality of overall natural environment in Lakewood	85%	91%	85%	89%	84%	85%	96% A	83%	92% A	84%	87%
Reducing greenhouse gas emissions	75% C	69% C	56%	63%	77% A	67%	77%	84% B C	60%	64%	68%
Increasing efforts to ensure economic sustainability	81%	79%	73%	79%	77%	81%	71%	82%	77%	76%	78%
Increasing efforts to ensure environmental sustainability	84% C	77% C	66%	73%	84% A	77%	79%	90% B C	70%	76%	77%
Reducing traffic congestion on City streets	55%	66% A	72% A	67% B	56%	58%	78% A	52%	58%	76% A B	63%
Affordable housing	76% B C	63%	65%	56%	90% A	67%	77%	85% B C	56%	70% B	69%
Addressing homelessness	83%	80%	74%	75%	87% A	79%	80%	81%	78%	80%	79%

Table 74: Question 5: Aspects of Transportation by Respondent Demographics (Percent "very good" or "good")

Please rate each of the following aspects of transportation within Lakewood.	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Condition of City streets	61% C	60% C	48%	58%	54%	59%	48%	54%	59%	56%	57%
Condition of state highways (Wadsworth, Colfax, Hampden, Kipling, Morrison, West 6th and Sheridan)	49%	57%	50%	54%	51%	53%	53%	52%	53%	51%	53%
Ease of car travel	73% B C	61%	52%	62%	66%	60%	75% A	66%	64%	61%	64%
Ease of public transit	39%	51%	51%	44%	51%	43%	59% A	37%	49%	52% A	47%
Ease of travel by foot	25%	46% A	47% A	38%	38%	33%	54% A	12%	45% A	49% A	38%
Ease of bicycle travel	41%	51%	47%	43%	50%	42%	56% A	27%	54% A	47% A	46%

Table 75: Question 6: Quality of Services provided by the City of Lakewood by Respondent Demographics (Percent "very good" or "good")

How do you rate the quality of each of the following Lakewood City services?	Length of residency			Rent or own		Race/ethnicity		Age			Overall (A)
	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Snow removal	55%	55%	59%	58%	54%	60% B	47%	53%	54%	62%	57%
Street repair/condition	36%	43%	41%	42%	35%	42%	33%	31%	38%	48% A	40%
Street cleaning	57%	60%	49%	55%	59%	57%	56%	62%	57%	52%	56%
Enforcing traffic laws	50% B C	36%	36%	39%	44%	44%	35%	43%	42%	40%	41%
City code enforcement (weeds, junk cars, trash, etc.)	37%	44%	33%	38%	37%	33%	56% A	48% C	37%	31%	38%
City parks, open space and trails	88% C	89% C	75%	82%	86%	87% B	78%	95% B C	78%	83%	84%
Recreation programs (swim lessons, fitness, youth sports, etc.)	75%	74%	71%	75%	65%	76% B	64%	69%	68%	79%	72%
Recreation facilities (recreation centers, athletic fields, etc.)	81%	75%	71%	78% B	67%	77%	70%	70%	71%	81%	75%
Police services	69%	60%	63%	66%	58%	65%	61%	57%	61%	69%	63%
City videos (Lakewood8, YouTube)	60% B	34%	57% B	53%	46%	49%	58%	60%	57%	40%	51%
Municipal court	63%	56%	48%	53%	58%	55%	56%	58%	62%	46%	54%
Building permits/inspections	56%	43%	39%	38%	55% A	40%	59% A	45%	49%	38%	44%
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	56%	57%	47%	58% B	42%	53%	54%	26%	63% A	52% A	53%
Programs for older adults	46%	44%	49%	55% B	30%	52%	37%	0%	57% A	54% A	48%
Programs for low-income persons	31%	8%	26%	24%	21%	28%	15%	21%	18%	28%	23%

How do you rate the quality of each of the following Lakewood City services?	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
	B										
Programs for people with special needs	46%	27%	34%	36%	35%	39%	33%	49%	34%	34%	36%
Programs for the homeless	12%	5%	21% B	17%	10%	19% B	3%	11%	16%	14%	14%
City's Website www.Lakewood.org	60%	50%	54%	53%	58%	47%	75% A	56%	58%	49%	55%
Looking@Lakewood (City newsletter)	70%	70%	61%	65%	71%	63%	79% A	75%	66%	65%	67%
Cultural facilities and programs	44%	65% A	65% A	67% B	41%	64% B	45%	28%	66% A	65% A	59%
Planning/land use	46% B C	28%	21%	28%	42% A	34%	29%	45% C	32%	23%	32%
Community and neighborhood sustainability programs	32%	44%	29%	34%	36%	34%	41%	31%	35%	39%	35%
Overall quality of service delivery	58% C	54% C	41%	52%	45%	50%	54%	54%	49%	50%	50%

Table 76: Question 7: Contact with the City

Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	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
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Yes	20%	33% A	33% A	31%	24%	26%	34%	24%	31%	27%	28%
No	80% B C	67%	67%	69%	76%	74%	66%	76%	69%	73%	72%

Table 77: Question 8: Impression of employee(s) (Percent "Very good" or "Good")

What was your impression of the employee(s) of the City of Lakewood in your most recent contact?	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
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Knowledge	78%	80%	64%	70%	84%	74%	75%	69%	71%	81%	74%
Responsiveness	69%	64%	58%	70% B	43%	66%	49%	35%	64% A	73% A	61%
Courtesy	90% C	85% C	67%	81%	80%	82%	77%	82%	79%	81%	80%
Overall impression	85% C	73%	59%	72%	73%	79% B	57%	62%	72%	77%	72%

Table 78: Question 9: Government Performance and Public Trust by Respondent Demographics (Percent "very good" or "good")

Please rate the following categories of Lakewood government performance:	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Overall confidence in the representation I receive from my council members	36%	53% A C	36%	40%	46%	41%	43%	33%	42%	45%	41%
Overall confidence in the representation I receive from the mayor	40%	43%	33%	34%	47% A	38%	41%	50%	35%	36%	38%
Overall confidence in how City operations are managed	48%	36%	35%	40%	35%	42%	32%	37%	36%	43%	39%
The job City Council representatives do at generally acting in the best interest of the community at large	40%	39%	29%	35%	39%	35%	43%	37%	35%	38%	36%
Supporting the quality of life in Lakewood	63% B C	41%	39%	46%	55%	52%	45%	59% B	44%	48%	49%
Working through priority issues facing the City	36%	32%	25%	29%	37%	34%	27%	38%	27%	32%	32%
The value of services for the sales and property taxes paid	32%	38% C	25%	35% B	22%	32%	32%	30%	33%	32%	31%
The overall direction the City is taking	39% C	33%	27%	35%	31%	33%	40%	40%	30%	33%	34%
Informing residents about City projects and initiatives	23%	37% A C	26%	32%	24%	26%	41% A	27%	28%	31%	29%
Welcoming citizen involvement	30%	42%	31%	40% B	22%	31%	45% A	30%	37%	34%	34%
Treating residents of all backgrounds fairly	52% C	40%	36%	47% B	30%	46%	34%	47%	46%	36%	42%
Overall Lakewood City government performance	45%	36%	34%	39%	36%	41%	33%	42%	37%	38%	38%

Table 79: Question 10: Source of Information by Respondent Demographics (Percent "very likely" or "somewhat likely")

How frequently do you use each of the following as a source of information about Lakewood?	Length of residency			Rent or own		Race/ethnicity		Age			Overall (A)
	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Denver Post/Your Hub	34%	49% A	49% A	43%	42%	40%	53% A	38%	39%	51% A B	43%
Friends/Neighbors	77%	83%	86% A	87% B	72%	82%	82%	83%	82%	80%	82%
City Council Ward meetings	12%	25% A	28% A	25% B	13%	20%	22%	14%	21%	24% A	20%
Lakewood8 (Cable Channel 8/880)	10%	22% A	27% A	18%	19%	15%	29% A	7%	19% A	25% A	18%
Television news	55%	64%	81% A B	71% B	54%	62%	76% A	44%	63% A	81% A B	64%
Looking@Lakewood (mailed newsletter)	45%	72% A	86% A B	75% B	48%	64%	70%	40%	66% A	83% A B	65%
Jeffco Transcript	14%	26% A	27% A	23%	19%	20%	26%	9%	25% A	26% A	21%
Lakewood.org	51%	73% A C	60%	66% B	50%	57%	70% A	54%	68% A C	55%	60%
Lakewoodtogether.org	12%	25% A	24% A	19%	18%	15%	34% A	17%	22%	17%	19%
Lakewoodspeaks.org	12%	16%	21% A	13%	20%	11%	32% A	19%	17%	12%	16%
City of Lakewood e-newsletters (Friday Report, Active and Arts Lakewood, etc.)	24%	31%	38% A	34% B	22%	27%	37%	19%	36% A	30% A	30%
Social media (Facebook, Twitter, YouTube)	48%	52% C	39%	41%	54% A	45%	50%	56% C	49% C	37%	46%
Nextdoor.com	41%	60% A	59% A	61% B	36%	52%	50%	40%	54% A	58% A	51%
Bravo (magazine for arts, culture and events)	12%	30% A	45% A B	36% B	12%	26%	29%	3%	30% A	41% A B	27%

How frequently do you use each of the following as a source of information about Lakewood?	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+	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Community Connection (Lakewood recreation guide)	28%	62% A	72% A	63% B	31%	48%	58%	21%	59% A	63% A	51%
In-person at a Lakewood facility	36%	53% A	62% A	56% B	35%	47%	53%	30%	57% A	52% A	48%

Table 80: Question 11: City of Lakewood Website Quality by Respondent Ward (Percent "very good" or "good")

Please rate the following aspects of the City of Lakewood website.	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+	(A)
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Current information	80% B C	61%	60%	67%	67%	66%	71%	70%	68%	65%	67%
Appearance	59%	68%	63%	65%	61%	60%	72%	52%	68% A	69% A	63%
Online services offered (calendar, meeting/event notices, etc.)	56%	62%	64%	63%	54%	60%	63%	47%	65% A	64% A	60%
Ease of navigation	46%	60%	59%	59%	47%	51%	67% A	40%	66% A	53%	55%
Search function	52%	51%	50%	51%	49%	47%	60%	42%	56%	52%	51%

Table 81: Question 12: Usage of Lakewood.org Website by Respondent Demographics (Percent "very likely" or "somewhat likely")

How likely or unlikely would you be to do each of the following online at www.Lakewood.org?	Length of residency			Rent or own		Race/ethnicity		Age			Overall (A)
	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Pay water/sewer bills	60% C	49%	45%	59% B	41%	53%	49%	46%	65% A C	42%	52%
Pay a court fine/fee	72% C	66%	56%	67%	65%	69%	60%	68% C	75% C	56%	66%
Purchase passes for recreation centers	68% C	64%	54%	69% B	52%	65% B	54%	51%	80% A C	52%	62%
Check the status of a permit application	58%	78% A C	54%	73% B	48%	64%	61%	55%	83% A C	50%	63%
Schedule a construction or building inspection	48%	56%	45%	61% B	34%	51%	46%	39%	69% A C	38%	50%
Search for upcoming events or meetings	76% C	67% C	54%	68%	63%	68%	61%	67% C	78% A C	53%	66%
Provide feedback on city projects and initiatives	59%	64% C	49%	58%	57%	54%	68% A	51%	75% A C	43%	57%
Purchase tickets	69% C	69% C	56%	69% B	58%	68% B	56%	57%	81% A C	54%	65%
Search for and register for online programs	66%	79% A C	59%	72% B	63%	72% B	56%	60%	87% A C	55%	68%
Submit maintenance requests	57%	65% C	51%	64% B	46%	58%	53%	43%	78% A C	45%	57%

**Table 82: Question 15: Usage of Lakewood programs, services and facilities by Respondent Demographics
(Percent "yes, I utilize this service")**

Please indicate your current use of the following City of Lakewood programs, services and facilities.	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Child care services	2%	9% A C	3%	7% B	0%	4%	6%	0%	10% A C	1%	4%
Older adult programs	2%	13% A	15% A	12% B	5%	10%	6%	0%	4%	22% A B	9%
Transportation for elderly or disabled	1%	5%	5%	3%	4%	4%	3%	0%	1%	8% A B	3%
Services and infrastructure for disabled	2%	3%	3%	2%	2%	2%	4%	0%	2%	4% A	2%
Rooney Road Household Hazardous Waste Recycling Center	16%	33% A	42% A	38% B	16%	31%	22%	15%	32% A	37% A	29%
Quail Street Recycling Facility	22%	34% A	42% A	40% B	18%	34% B	22%	20%	33% A	38% A	31%

**Table 83: Question 16: Participation in Community Events by Respondent Demographics
(Percent "participate/regularly use" or "occasionally")**

Please indicate your household's current participation in or use of each of the following.	Length of residency			Rent or own		Race/ethnicity		Age			Overall (A)
	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
A Lakewood cultural event (play, concert, performance, art exhibit, historical demonstration, etc.)	43%	65% A	70% A	66% B	42%	57%	59%	34%	62% A	68% A	57%
A Lakewood recreation program	40%	56% A	64% A	60% B	38%	49%	60% A	31%	59% A	59% A	51%
A Lakewood recreation center	44%	68% A	71% A	68% B	46%	58%	65%	46%	66% A	64% A	60%
William F. Hayden Park on Green Mountain	63% C	64% C	50%	61%	56%	61%	51%	69% C	68% C	43%	59%
Bear Creek Lake Park	74%	78%	73%	75%	75%	79% B	63%	83% C	83% C	61%	75%
Lakewood cultural facilities (LCC, LHC, WH)	22%	52% A	59% A	53% B	23%	41%	45%	22%	47% A	51% A	41%
The Clements Community Center	3%	16% A	34% A B	19% B	10%	17%	10%	2%	11% A	31% A B	16%
Ray Ross Park	12%	19%	15%	14%	16%	16%	13%	15%	20% C	8%	15%
Surfside Park	15%	19%	13%	15%	16%	17%	11%	20% C	20% C	6%	15%
A Lakewood community garden	8%	16% A	18% A	16% B	9%	11%	20% A	9%	14%	15%	13%
A Lakewood park	75%	81%	85% A	83% B	74%	81%	77%	81%	84% C	74%	80%
City Council meeting, ward meeting, online discussions	13%	24% A	32% A	26% B	16%	22%	26%	12%	27% A	25% A	22%
Heritage Lakewood Belmar Park and the Visitor's Center	59%	78% A	75% A	75% B	62%	69%	73%	61%	74% A	72% A	70%

Table 84: Question 17: Police Department Satisfaction by Respondent Demographics (Percent "very good" or "good")

How well does the Lakewood Police Department deal with each of the following issues?	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
Prevention of crime	51%	54%	51%	51%	55%	51%	55%	48%	45%	61% B	52%
Response to calls for service	70%	70%	67%	72%	64%	72% B	59%	54%	76% A	70% A	69%
Reducing citizens' fear of crime	39%	34%	36%	41% B	29%	40% B	26%	34%	34%	43%	37%
Obtaining support from the community	50%	51%	42%	52% B	38%	49%	45%	41%	49%	51%	47%
Delivering a full range of law enforcement and other services	42%	63% A	55%	63% B	35%	53%	53%	31%	56% A	63% A	53%
Explaining crime prevention techniques to citizens	14%	33% A	50% A B	43% B	15%	37%	27%	12%	35% A	46% A	34%
Working with other agencies to improve the quality of life in Lakewood	16%	41% A	52% A	48% B	19%	43% B	24%	9%	44% A	48% A	38%
Working with citizens groups to resolve local problems	25%	38%	41%	43% B	20%	41% B	19%	13%	39% A	44% A	36%
Preventing social disorder	55%	44%	41%	52% B	37%	54% B	21%	53%	44%	45%	47%
Working with special populations (e.g., elderly, disabled, juveniles, etc.)	17%	34%	53% A B	49% B	11%	42% B	24%	16%	50% A	39% A	37%
Apprehending criminals	45%	41%	56% B	53% B	39%	51%	38%	38%	46%	55% A	48%
Traffic enforcement	55% B C	39%	41%	48%	40%	49% B	33%	49%	46%	43%	45%
Treating residents of all backgrounds fairly	59%	59%	61%	69% B	43%	63%	50%	42%	65% A	68% A	60%

Table 85: Question 18: Feelings of Safety by Respondent Demographics (Percent "very safe" or "somewhat safe")

Please rate how safe or unsafe you feel:	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	
In your home	97% C	97% C	90%	95%	94%	96% B	90%	96%	96%	93%	95%
In your neighborhood during the day	100% B C	94% C	88%	94%	94%	96% B	90%	96%	94%	94%	94%
Walking alone in your neighborhood after dark	67%	60%	63%	66%	58%	66% B	53%	65%	65%	58%	63%
In Lakewood's commercial areas during the day	93% C	90%	84%	91%	88%	93% B	81%	88%	92%	88%	89%
In Lakewood's commercial areas after dark	52%	48%	53%	52%	49%	52%	50%	49%	54%	50%	51%

Table 86: Question 19: Community Welcoming of Diverse Backgrounds by Respondent Ward (Percent "very good" or "good")

Please rate your community on each of the following:	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+	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(A)
Making all residents feel welcome	57%	62%	60%	63% B	52%	62% B	49%	52%	60%	64% A	59%
Valuing residents from diverse backgrounds	76% B C	58%	58%	59%	74% A	66%	61%	71%	67%	59%	65%
Demonstrating respect for residents of different cultures and belief systems	73% B C	55%	56%	60%	66%	65%	53%	66%	64%	58%	62%
Respecting individual cultural beliefs and values	76% B C	48%	55%	59%	63%	63%	54%	66%	63%	55%	61%
Welcoming residents from all backgrounds to participate in community decision making	59%	50%	56%	58%	51%	56%	53%	53%	59%	55%	55%

Appendix E: Responses to Selected Survey Questions by Year

Table 87: Question 1: Aspects of Quality of Life by Year (Percent "very good" or "good")

Please rate each of the following aspects of quality of life in Lakewood:	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Your neighborhood as a place to live	75%	80% A	85% A B	86% A B	87% A B	85% A B
Lakewood as a place to raise children	.	.	85% F	84%	83%	79%
Lakewood as a place to work	.	.	76% D	70%	73%	72%
Lakewood as a place to retire	.	.	70% E F	66% E	59%	60%
Lakewood as a place to recreate and play	.	.	.	78%	79% F	74%
The overall quality of life in Lakewood	90% E F	91% E F	93% E F	93% A E F	84%	84%

Table 88: Question 2: Community Characteristics by Year (Percent "very good" or "good")

Please rate each of the following characteristics as they relate to Lakewood as a whole:	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Overall economic health of Lakewood	.	.	.	76% F	72% F	65%
Cost of living	.	.	.	41% E F	34% F	26%
Health and wellness opportunities	.	.	.	75%	73%	75%
Overall feeling of safety	.	.	.	75% E F	66% F	54%
Sense of community	.	.	.	54% F	52% F	46%

Table 89: Question 3: Favorite thing about living in Lakewood

Which of the following best describes what you like most about living in Lakewood?	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Location	.	.	85%	82%	85%	87%
Parks and recreation	.	.	60%	58%	58%	61%
Safety of community	.	.	49% B D	39% D	44% D	24%
Neighborhoods	.	.	39%	39%	37%	36%
Friends and family	.	.	35%	36%	36%	31%
Overall image/reputation of Lakewood	.	.	27%	31% D	27%	23%
Sense of community/hometown feel	.	.	30% B D	21%	25%	20%
Schools	.	.	23%	24%	23%	24%
Cost of living	.	.	28% B C D	18% D	17%	12%
Community history/heritage	.	.	17%	0%	17%	14%

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

Table 90: Question 4: Important Factors by Year (Percent "essential" or "very 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.	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Overall appearance and cleanliness	.	.	89% E F	89% E	85%	85%
Building new amenities around light rail (e.g., sidewalks, bike facilities, etc.)	.	.	49% D	38%	48% D	49% D
Variety of housing options	.	.	49%	59% C	54%	61% C E
The City taking an active role with business attraction/retention	.	.	62% E	59% E	53%	58%
The City taking an active role in redevelopment	.	.	60% E	57%	54%	57%
Crime prevention	.	.	94% E F	91% E	87%	88%
Expanding programs for youth and older adults	.	.	60%	60%	57%	63%
Quality of overall natural environment in Lakewood	.	.	82%	80%	78%	87% C D E
Reducing greenhouse gas emissions	68%	68%
Increasing efforts to ensure economic sustainability	71%	78% E
Increasing efforts to ensure environmental sustainability	77%
Reducing traffic congestion on City streets	.	.	66%	77% C F	80% C F	63%
Affordable housing	69%
Addressing homelessness	79%

Table 91: Question 5: Aspects of Transportation by Year (Percent "very good" or "good")

Please rate each of the following aspects of transportation within Lakewood.	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Condition of City streets	63% F	66% D F	65% D F	60%	62%	57%
Condition of state highways (Wadsworth, Colfax, Hampden, Kipling, Morrison, West 6th and Sheridan)	66% D E F	62% D F	61% F	57%	60% F	53%
Ease of car travel	63% D E	65% D E	64% D E	52%	50%	64% D E
Ease of public transit	50%	55% F	54%	55% F	51%	47%
Ease of travel by foot	57% C D E F	59% C D E F	49% D F	43%	45% F	38%
Ease of bicycle travel	.	60% C D E F	53% F	50%	49%	46%

**Table 92: Question 6: Quality of Services provided by the City of Lakewood by Year
(Percent "very good" or "good")**

How do you rate the quality of each of the following Lakewood City services?	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Snow removal	63% F	70% A D E F	75% A B D E F	64% F	64% F	57%
Street repair/condition	53% F	60% A C D F	55% F	51% F	55% F	40%
Street cleaning	63% F	68% A D E F	68% A D E F	62% F	62% F	56%
Enforcing traffic laws	60% E F	66% A D E F	63% E F	58% F	53% F	41%
City code enforcement (weeds, junk cars, trash, etc.)	47% E F	50% E F	48% E F	47% E F	41%	38%
City parks, open space and trails	84%	88% A C F	82%	86% C	85%	84%
Recreation programs (swim lessons, fitness, youth sports, etc.)	77%	78%	77%	75%	80% F	72%
Recreation facilities (recreation centers, athletic fields, etc.)	78%	81% C F	76%	79%	80%	75%
Police services	73% F	78% A D F	79% A D F	73% F	78% A D F	63%
City videos (Lakewood8, YouTube)	66% C D E F	67% C D E F	48% D	40%	47%	51% D
Municipal court	56%	59%	53%	55%	56%	54%
Building permits/inspections	50%	57% A C D E F	49%	46%	44%	44%
Community Service Police Programs (School Resource Officers, Neighborhood Watch, Citizen Police Academy)	60%	62% F	63% F	56%	61%	53%
Programs for older adults	59% F	60% F	59% F	53%	59% F	48%
Programs for low-income persons	.	.	46% D F	34% F	41% F	23%
Programs for people with special needs	.	.	51% F	46%	42%	36%
Programs for the homeless	.	.	40% D E F	21%	31% D F	14%
City's Website www.Lakewood.org	66% D F	68% C D E F	60%	54%	60%	55%

How do you rate the quality of each of the following Lakewood City services?	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Looking@Lakewood (City newsletter)	72% C D E	71% C D E	65%	63%	66%	67%
Cultural facilities and programs	79% F	75% F	77% F	74% F	80% D F	59%
Planning/land use	42% F	50% A E F	48% A E F	44% F	38%	32%
Community and neighborhood sustainability programs	41%	35%
Overall quality of service delivery	.	.	65% F	60% F	59% F	50%

Table 93: Question 7: Community Characteristics by Year (Percent "yes")

Have you visited, telephoned or emailed any Lakewood City government office within the last 12 months?	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Yes	.	.	31% E	29%	27%	28%

Table 94: Question 8: Impression of Lakewood Employee(s) (Percent "very good" or "good")

What was your impression of the employee(s) of the City of Lakewood in your most recent contact?	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Knowledge	.	.	74%	78% E	69%	74%
Responsiveness	.	.	72% F	75% E F	65%	61%
Courtesy	.	.	76%	79%	72%	80%
Overall impression	74%	77% E	71%	73%	67%	72%

Table 95: Question 9: Government Performance and Public Trust by Year (Percent "very good" or "good")

Please rate the following categories of Lakewood government performance:	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Overall confidence in the representation I receive from my council members	42%	40%	44%	46%	45%	41%
Overall confidence in the representation I receive from the mayor	44%	44%	52% A B D E F	43%	43%	38%
Overall confidence in how City operations are managed	40%	45%	50% A F	46% F	48% A F	39%
The job City Council representatives do at generally acting in the best interest of the community at large	53% D E F	51% D E F	48% D E F	42%	41%	36%
Supporting the quality of life in Lakewood	.	.	63% E F	60% F	56% F	49%
Working through priority issues facing the City	.	.	51% D E F	44% F	41% F	32%
The value of services for the sales and property taxes paid	44% F	48% F	46% F	43% F	44% F	31%
The overall direction the City is taking	52% F	57% E F	62% A D E F	55% E F	47% F	34%
Informing residents about City projects and initiatives	48% E F	51% D E F	53% D E F	44% F	41% F	29%
Welcoming citizen involvement	55% C D E F	57% C D E F	48% D E F	41%	39%	34%
Treating residents of all backgrounds fairly	42%
Overall Lakewood City government performance	63% C D E F	67% C D E F	56% D E F	49% F	47% F	38%

Table 96: Question 10: Source of Information by Year (Percent "very likely" or "somewhat likely")

How frequently do you use each of the following as a source of information about Lakewood?	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Denver Post/Your Hub	.	.	59% D E F	53% E F	45%	43%
Friends/Neighbors	.	.	78%	83% C	84% C	82%
City Council Ward meetings	.	.	19% D	15%	22% D	20% D
Lakewood8 (Cable Channel 8/880)	.	.	31% D E F	16%	19%	18%
Television news	.	.	81% D E F	73% F	72% F	64%
Looking@Lakewood (mailed newsletter)	.	.	76% F	79% E F	72% F	65%
Jeffco Transcript	.	.	55% E F	51% E F	44% F	21%
Lakewood.org	.	.	52% E	50% E	43%	60% C D E
Lakewoodtogether.org	12%	19% E
Lakewoodspeaks.org	12%	16%
City of Lakewood e-newsletters (Friday Report, Active and Arts Lakewood, etc.)	.	.	33%	34% E	28%	30%
Social media (Facebook, Twitter, YouTube)	.	.	21%	33% C	37% C	46% C D E
Nextdoor.com	42%	51% E
Bravo (magazine for arts, culture and events)	.	.	40% D F	35% F	35% F	27%
Community Connection (Lakewood recreation guide)	.	.	50%	53%	58% C F	51%
In-person at a Lakewood facility	.	.	48%	45%	51% D	48%

**Table 97: Question 11: City of Lakewood Website Quality by Respondent Ward
(Percent "very good" or "good")**

Please rate the following aspects of the City of Lakewood website.	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Current information	74%	78% D E F	72%	71%	67%	67%
Appearance	72% F	71%	71% F	69%	71% F	63%
Online services offered (calendar, meeting/event notices, etc.)	66%	69% E F	67%	63%	60%	60%
Ease of navigation	57%	63% F	59%	61%	56%	55%
Search function	57%	59% F	54%	54%	52%	51%

**Table 98: Question 12: Usage of Lakewood.org Website by Year
(Percent "very likely" or "somewhat likely")**

How likely or unlikely would you be to do each of the following online at www.Lakewood.org?	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Pay water/sewer bills	100% C D E F	100% C D E F	41%	43%	49% C D	52% C D
Pay a court fine/fee	100% C D E F	100% C D E F	55%	60% C	59%	66% C D E
Purchase passes for recreation centers	100% C D E F	100% C D E F	59%	59%	61%	62%
Check the status of a permit application	.	.	.	55%	57%	63% D E
Schedule a construction or building inspection	.	.	.	49%	50%	50%
Search for upcoming events or meetings	60%	66%
Provide feedback on city projects and initiatives	57%
Purchase tickets	65%
Search for and register for online programs	68%
Submit maintenance requests	57%

**Table 99: Question 15: Usage of Lakewood programs, services and facilities by Year
(Percent "yes, I utilize this service")**

Please indicate your current use of the following City of Lakewood programs, services and facilities.	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Child care services	.	.	3%	2%	2%	4% D E
Older adult programs	.	.	9% D	6%	9% D	9% D
Transportation for elderly or disabled	.	.	5% D	2%	6% D	3%
Services and infrastructure for disabled	.	.	4% D	2%	4% D	2%
Rooney Road Household Hazardous Waste Recycling Center	.	.	28% D	22%	28% D	29% D
Quail Street Recycling Facility	.	.	28%	24%	29% D	31% D

**Table 100: Question 16: Participation in Community Events by Year
(Percent "participate/regularly use" or "occasionally")**

Please indicate your household's current participation in or use of each of the following.	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
A Lakewood cultural event (play, concert, performance, art exhibit, historical demonstration, etc.)	.	.	50%	53%	52%	57% C
A Lakewood recreation program	.	.	46%	46%	46%	51% C D
A Lakewood recreation center	.	.	50%	51%	53%	60% C D E
William F. Hayden Park on Green Mountain	.	.	53%	53%	55%	59% C D
Bear Creek Lake Park	.	.	58%	63% C	64% C	75% C D E
Lakewood cultural facilities (LCC, LHC, WH)	.	.	47% F	47%	47%	41%
The Clements Community Center	.	.	38% F	37% F	39% F	16%
Ray Ross Park	.	.	43% F	42% F	39% F	15%
Surfside Park	.	.	45% E F	42% F	38% F	15%
A Lakewood community garden	.	.	45% F	43% F	42% F	13%
A Lakewood park	.	.	73%	76%	76%	80% C
City Council meeting, ward meeting, online discussions	24%	22%
Heritage Lakewood Belmar Park and the Visitor's Center	70%

Table 101: Question 17: Police Department Satisfaction by Year (Percent "very good" or "good")

How well does the Lakewood Police Department deal with each of the following issues?	2008	2010	2013	2016	2018	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Prevention of crime	97% C D E F	98% C D E F	78% D E F	72% F	71% F	52%
Response to calls for service	96% C D E F	97% C D E F	81% E F	79% F	76% F	69%
Reducing citizens' fear of crime	82% C D E F	92% A C D E F	66% E F	62% F	60% F	37%
Obtaining support from the community	83% C D E F	85% C D E F	66% D E F	55% F	58% F	47%
Delivering a full range of law enforcement and other services	71% F	74% E F	71% F	69% F	68% F	53%
Explaining crime prevention techniques to citizens	84% C D E F	84% C D E F	54% F	51% F	49% F	34%
Working with other agencies to improve the quality of life in Lakewood	82% C D E F	85% C D E F	63% E F	58% F	53% F	38%
Working with citizens groups to resolve local problems	86% C D E F	85% C D E F	63% E F	58% F	54% F	36%
Preventing social disorder	91% C D E F	91% C D E F	68% F	66% F	66% F	47%
Working with special populations (e.g., elderly, disabled, juveniles, etc.)	.	.	56% F	55% F	57% F	37%
Apprehending criminals	.	.	71% F	66% F	66% F	48%
Traffic enforcement	.	.	66% E F	61% E F	54% F	45%
Treating residents of all backgrounds fairly	60%

Table 102: Question 18: Feelings of Safety by Year (Percent "very safe" or "somewhat safe")

	2008	2010	2013	2016	2018	2022
Please rate how safe or unsafe you feel:	(A)	(B)	(C)	(D)	(E)	(F)
In your home	75%	79% A	94% A B	95% A B	95% A B	95% A B
In your neighborhood during the day	88%	85%	96% A B	95% A B	96% A B	94% A B
Walking alone in your neighborhood after dark	89% C D E F	89% C D E F	72% E F	76% C E F	66%	63%
In Lakewood's commercial areas during the day	87% B	83%	94% A B F	95% A B F	93% A B	89% B
In Lakewood's commercial areas after dark	75% C D E F	77% C D E F	69% E F	67% E F	60% F	51%

Appendix F: Survey Methodology

Survey Instrument Development

The Lakewood Community Survey was administered by mail in 2022 for the tenth time. The baseline Lakewood Community Survey was conducted in 2000. General community 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 community survey instrument for Lakewood was developed by starting with the version from the previous implementation in 2018; the questionnaire largely remained the same, with slight modifications, in 2022 to preserve trend data. In an iterative process between City staff and Polco/NRC staff, a final five-page questionnaire was created. The City of Lakewood funded this research. Please contact Dan Stoutamire of the City of Lakewood at (303) 987-7050 if you have any questions about the survey.

Selecting Survey Recipients

“Sampling” refers to the method by which households were chosen to receive the survey. All households within the City of Lakewood were eligible to participate in the survey. A list of all households within the zip codes serving Lakewood was purchased from Mail Graphics based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Lakewood households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis). Addresses located outside of the City of Lakewood boundaries were removed from consideration. Each address identified as being within community boundaries was further identified as being within one of the five wards.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

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. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online “opt-in” survey was publicized and posted to the City of Lakewood website as well as other outreach avenues (Nextdoor.com, Facebook, etc.). This opt-in survey was identical to the scientific survey and open to all city residents. (The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.)

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on January 21, 2022. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the public information officer inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on February 21, 2022 and remained open for about four weeks.

About 6% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,833 households that received the survey, 486 completed the survey, providing an overall response rate of 17%. Of the 486 completed surveys, 188 were

completed online. Additionally, responses were tracked by ward; response rates by ward ranged from 11% to 20%. Additionally, 102 open participation completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

Table 103: Survey Response Rates by Ward

	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Overall
Total sample used	600	600	600	600	600	3,000
I=Complete Interviews	89	66	78	122	82	486
Undeliverable	-	-	-	-	-	167
Response rate:	15%	11%	13%	20%	14%	17%

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 2022 Community Survey is no greater than plus or minus four and a half percentage points around any given percent reported for the entire sample (486 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 4.4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 67.6% and 76.4%. 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 and varies as subgroups are of different sizes. Results of statistical testing for differences are noted in the appropriate tables. Explanations of how to interpret the notation are included at the beginning of the related appendix.

Survey Processing (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, Polco/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; Polco/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.

Table 104: Lakewood Citizen Survey Weighting Table 2022

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	41%	18%	38%
Own home	59%	82%	61%
Detached unit*	51%	65%	53%
Attached unit*	49%	34%	46%
Race and Ethnicity			
White	85%	89%	84%
Not white	15%	8%	14%
Not Hispanic	82%	91%	83%
Hispanic	18%	7%	15%
Sex and Age			
Female	52%	57%	51%
Male	48%	41%	47%
18-34 years of age	30%	8%	26%
35-54 years of age	36%	25%	37%
55+ years of age	34%	66%	36%
Females 18-34	15%	4%	13%
Females 35-54	18%	13%	18%
Females 55+	19%	39%	20%
Males 18-34	15%	4%	13%
Males 35-54	18%	11%	18%
Males 55+	15%	26%	16%
Ward			
Ward 1	21%	18%	17%
Ward 2	19%	14%	18%
Ward 3	20%	17%	17%
Ward 4	19%	25%	23%
Ward 5	21%	17%	19%

* U.S. Census Bureau, 2015-2019 American Community Survey 5-Year Estimates

Data Analysis

The results were analyzed by Polco/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 A: Responses to Survey Questions*.

Survey results were compared by the ward in which the respondents lived and demographic characteristics of the respondents (*Appendix D: Responses to Selected Survey Questions by Respondent*).

Appendix G: Survey Materials

The following pages contain the mailing materials and survey instrument for the 2022 Community Survey.