



June 5, 2024
5:15 p.m.

HOW TO ATTEND

- **In-person:** Lakewood Police Station, 9401 Lakewood Drive SW.
- **Virtually:** Online or by phone. Online: <https://us06web.zoom.us/j/92169813017?pwd=RjFIYmVHOGVvamV2TTVvRUJyQzZHUT09>.
Or dial (253) 215-8782 and enter participant ID: 921 6981 3017.
- **Livestream:** YouTube.com/CityofLakewoodWA

Persons requesting special accommodations or language interpreters should call 253-830-5002, as soon as possible in advance of the meeting so that an attempt to provide special accommodations can be made.

WELCOME/CALL TO ORDER

ROLL CALL

APPROVAL OF MEETING MINUTES

PUBLIC COMMENT

GUEST SPEAKERS

- Karen Gilbert, RN, BSN, Connected CARE Program Manager, West Pierce Fire and Rescue

CITY COUNCIL LIAISON COMMENTS

WEST PIERCE FIRE & RESCUE COMMENTS

LAKWOOD POLICE DEPARTMENT COMMENTS

YOUTH COUNCIL COMMENTS

UNFINISHED BUSINESS

- Business Public Safety Survey- Guest Speaker Michael Vargas- City Survey Presentation
- Truck and Tractor Day- bring your ideas with you for discussion.

NEW BUSINESS

- Preview of Next Meeting (August 7th)

REPORTS FROM BOARD MEMBERS & STAFF

- Community Outreach Reports and Open Discussion on Public Safety

ADJOURNMENT



City of Lakewood

Lakewood Public Safety Advisory Committee Meeting Minutes

MEETING PLACE/DATE:

Lakewood Police Department, April 3, 2024

CALL TO ORDER:

5:17 p.m.

ATTENDANCE:

Lakewood Public Safety Advisory Committee Members Present: Alan Hart, Mark Piela, Karen Ferreira, Kamarie Wilson, Ray Dotson, Tod Wolf, and Teresa Imholt-King

Lakewood Public Safety Advisory Committee Members Excused: James Hairston, Ray Dotson, Martin Pullman, and Ken Witkoe

Staff: Acting Captain Brian Markert and Committee Staff Support Joanna LaVergne, Administrative Assistant

Youth Council Liaison: Kaitlyn Miller, and Dylan Pant

Council Liaison: Trestin Lauricella

West Pierce Fire and Rescue Liaison: Deputy Chief Hallie McCurdy

APPROVAL OF MINUTES

Mark Peila motioned to approve the minutes. All ayes; minutes approved.

PUBLIC COMMENT:

No public comment.

PUBLIC SPEAKER:

Serena Rotondo and Nathan Johnson, Emergency Management Coordinators, West Pierce Coalition

Serena Rotondo and Nathan Johnson presented the West Pierce Coalition and their purpose and goals to the committee. Discussion ensued.

CITY COUNCIL LIAISON COMMENTS:

Councilmember Trestin Lauricella discussed the City Council Retreat, where it was agreed that Public Safety was still their top priority, as well as improving the downtown area.

Councilmember Trestin Lauricella invited everyone to come out for Parks Appreciation Day on March 27th to help clean up the area parks. Fort Steilacoom, Springbrook, American Lake and Harry Todd were all participating this year.

FIRE DEPARTMENT COMMENTS:

Deputy Chief Hallie McCurdy discussed WPFR's call for service for the month of March, which saw a 6% increase from last year, and also stated that they had just held their 50th CERT class. Discussion ensued.

Committee member Alan Hart asked about their Squad program as well as their CARE program. Discussion ensued. Deputy Chief McCurdy will connect Joanna LaVergne and CARE Nurse Karen Gilbert to schedule her to present the CARE Program to PSAC.

POLICE COMMENTS:

Acting Captain Brian Markert discussed the change in legislature regarding pursuits. Discussion ensued.

Committee member Tod Wolf stated that he had gone on a ride along with Sergeant Fraser and he had really enjoyed it, and felt he learned a lot. Committee Chair Kamarie Wilson and Committee member Teresa King shared their ride along experiences as well. All three found it educational, and fun, and highly recommended it to any members who had not gone yet, and thanked LPD for allowing them to participate.

Acting Captain Markert stated that the Citizens Academy was another great

way to learn more about the PD; Joanna LaVergne shared that the next Citizens Academy starts June 11th, and she would notify PSAC as soon as the application process opened.

Acting Captain Markert informed everyone about the Lieutenant to Captain title change within LPD. Discussion ensued.

YOUTH COUNCIL COMMENTS:

Dylan Pant stated he had nothing new to share, but the Youth Council had some things they were working on.

UNFINISHED BUSINESS:

Board Comments:

Chair Kamarie Wilson asked about the Business Public Safety Survey. Discussion ensued. Vice- Chair Karen Ferriera stated that the sub committee needed the results from the City's Citizen Survey, sent out in January, so as not to replicate questions. Joanna LaVergne will reach out to Michael Vargas to come present the results to PSAC, and she will get a copy of the survey to send to the subcommittee (and all PSAC Members) so the subcommittee can complete their recommendations list to present at next meeting.

Chair Kamarie Wilson asked about Truck and Tractor Day. Discussion ensued, but because Committee member/subcommittee member Martin Pullman was out, this will have to be discussed further next meeting.

NEW BUSINESS:

Board Comments:

Preview of next meeting included confirming if Community Involvement in Legislature was still an active topic. Councilmember Trestin Lauricella stated that was mostly for the last legislative session, so this could be removed for now.

Alan Hart stated he hasn't been able to find the Dashboard on the website and asked where it went. Discussion ensued. Councilmember Trestin Lauricella said he would ask City Manager Caulfield, and Joanna LaVergne stated she thought Communications Director Brynn Grimley had removed it to revamp it, so she would check in with her, as well.

REPORTS FROM BOARD MEMBERS AND STAFF:

Board Comments:

No committee members had an update to share.

ADJOURNMENT:

Mark Peila motioned to adjourn the meeting; all ayes. Meeting adjourned at 6:56 p.m.

Joanna LaVergne, Staff Person/Minutes

DRAFT



TO: Mayor, Deputy Mayor, and City Councilmembers
FROM: Michael Vargas, Assistant to the City Manager/Policy Analyst
THROUGH: John Caulfield, City Manager
DATE: March 25th, 2024
SUBJECT: 2024 National Community Survey Findings

Purpose: This memo provides an analysis of the 2024 National Community Survey (NCS) findings. The City of Lakewood last conducted the NCS in the fall of 2022. The NCS measures both community satisfaction and additional insight such as community priorities and behaviors. The City Council codified regular community satisfaction surveys in the City Council Goals 2021-2024. This is the fourth NCS study conducted since 2015. The results analysis focuses on equity, which was also codified into the City Council Goals 2021-2024. The budget for the 2024 NCS survey was \$34,900.

Key Findings include:

- Notable decreases in most Governance and Economy ratings since 2022
- Public Safety remains a focus area, with number of rating below national benchmark
- Many racial ratings gaps from 2022 vs. 2017 have closed, with new ones emerging, particularly in Participation and Utilities
- Quality of special events and opportunities to participate in special event have increased overall since 2022, indicating a key channel for the City to connect more with the wider Lakewood community

This memo analyzes the following 2024 NCS results:

- **Facets of Community Livability:** The NCS questions and results are arranged into ten categories, collectively known as the “facets of community livability”, that span the following areas: *Economy, Mobility, Community Design, Utilities, Safety, Natural Environment, Parks and*

Recreation, Health and Wellness, Education, Arts, and Culture, and Inclusivity and Engagement. Questions are also grouped by the additional categories of Participation, Governance, and Quality of Life.

- **Time Trends:** The City has now conducted the NCS for a fourth time, with 2015, 2017, and 2022 being previous years. Most of the NCS questions remained the same throughout all three survey years, allowing for a time trend analysis spanning 2015, 2017, 2022 and 2024.
- **National Benchmarks:** Survey results are compared to communities that also conducted the NCS. Polco/NRC, the administering entity, has compiled an extensive database of communities to which Lakewood results are compared.
- **BIPOC and White Respondents:** The survey included demographic questions, including respondent race. Results are compared by race, in two categories, Black, Indigenous, People of Color (BIPOC) and White.
- **Open Participation Results:** The 2024 NCS included an “open participation” component, which allowed any Lakewood resident to take the NCS survey. Both scientific survey and open participation survey results are compared, despite the open participation results being not statistically accurate.

The memo is structured as follows:

1) Background and Structure of the National Community Survey:

- Background of Polco/NRC working with Lakewood to conduct the NCS
- 2024 NCS structure, including the 10 Facets of Livability
- Survey methodology and statistical accuracy of NCS, including recipient map, return rate, margin of error, and statistical significance
- Response choices and national benchmarking
- Statistical significance in time trends and racial comparisons
- Demographics of NCS random sample population

2) Results Analysis:

- Executive Summary
 - Key findings from time trends, national benchmarks and racial comparisons, open participation results, and Equity Insights
- Summary of major findings by:
 - Time Trends
 - Comparison with National Benchmarks
 - Comparison of BIPOC and White respondents

3) Appendix:

- **Attachment A:** Comparison of 2015, 2017, 2022, & 2024 NCS Ratings
- **Attachment A-2:** Comparison of 2024 NCS to 3-survey averages (2022, 2017, 2015)
- **Attachment B:** Comparison of 2024 & 2022 NCS Ratings
- **Attachment C:** Comparison of 2024 NCS Ratings by Race (BIPOC & White)
- **Attachment D:** Comparison of 2024 NCS Statistically Accurate and Open Participation Ratings & Open Participation Demographics
- **Attachment E:** Comparison of National Benchmarks of 2015, 2017, 2022, & 2024
- **Map A:** Lakewood Demographics and Qualified Census Tracts
- **2024 NCS Lakewood Report by Polco/NRC and Survey Instrument**

Policy Making Informed by NCS Results: The survey findings may be used to help determine City priorities for the next biennium. The City has conducted the NCS four times within the past decade, providing a wealth of data to evaluate possible correlations between how City policies, program, and public information provision may have affected the outcomes measured in the survey. However, as a caveat, correlation does not equal causation, and while the survey results may be statistically accurate, the sample size and margin of error should be accounted for when using the results as a representation of the whole Lakewood community. Overall, the use of this data requires caution, especially when informing the future of City programs and policies. The “Equity Insights” provided in the Summary of Major Findings section are based on survey results. These insights are meant to propose an explanation for, and start discussions about, the outcomes observed in the survey. Alternate explanations may also apply, and without rigorous quantitative research to test the proposed hypotheses, the insights should also be used with caution in the City’s policymaking process.

Background: The City has extensive history with contracting with Polco, previously known as the National Research Center, to administer the National Community Survey (NCS) in Lakewood. Previous survey years include 2015, 2017, and 2022. The NCS survey is a collaborative effort between Polco and the International City/County Management Association (ICMA). The standardized format of the NCS allows participating jurisdictions to compare NCS results to those of communities across the nation that also have conducted the NCS survey.

Structure: The NCS questions are categorized into ten “Facets of Livability” that capture the outcomes of Lakewood residents in the following areas:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

Questions are also grouped by the additional categories of *Participation*, *Governance*, and *Quality of Life*. These categories measure Lakewood residents’ satisfaction with the city government, personal behavior related to living in Lakewood, and feelings about the Lakewood community as a whole.

NCS Survey Methodology and Statistical Accuracy: The statistically accurate survey (hereinafter the “NCS survey”) was administered by mail to a random sample of 6000 households within city limits, more than double the 2700 households reached in the 2022 NCS. Households received a paper survey in the mail in English, with instructions in both English and Spanish communicating that a Spanish survey was available online via a QR code on the mailer. Landline phone call follow-ups were also discontinued, since most households do not have landlines.

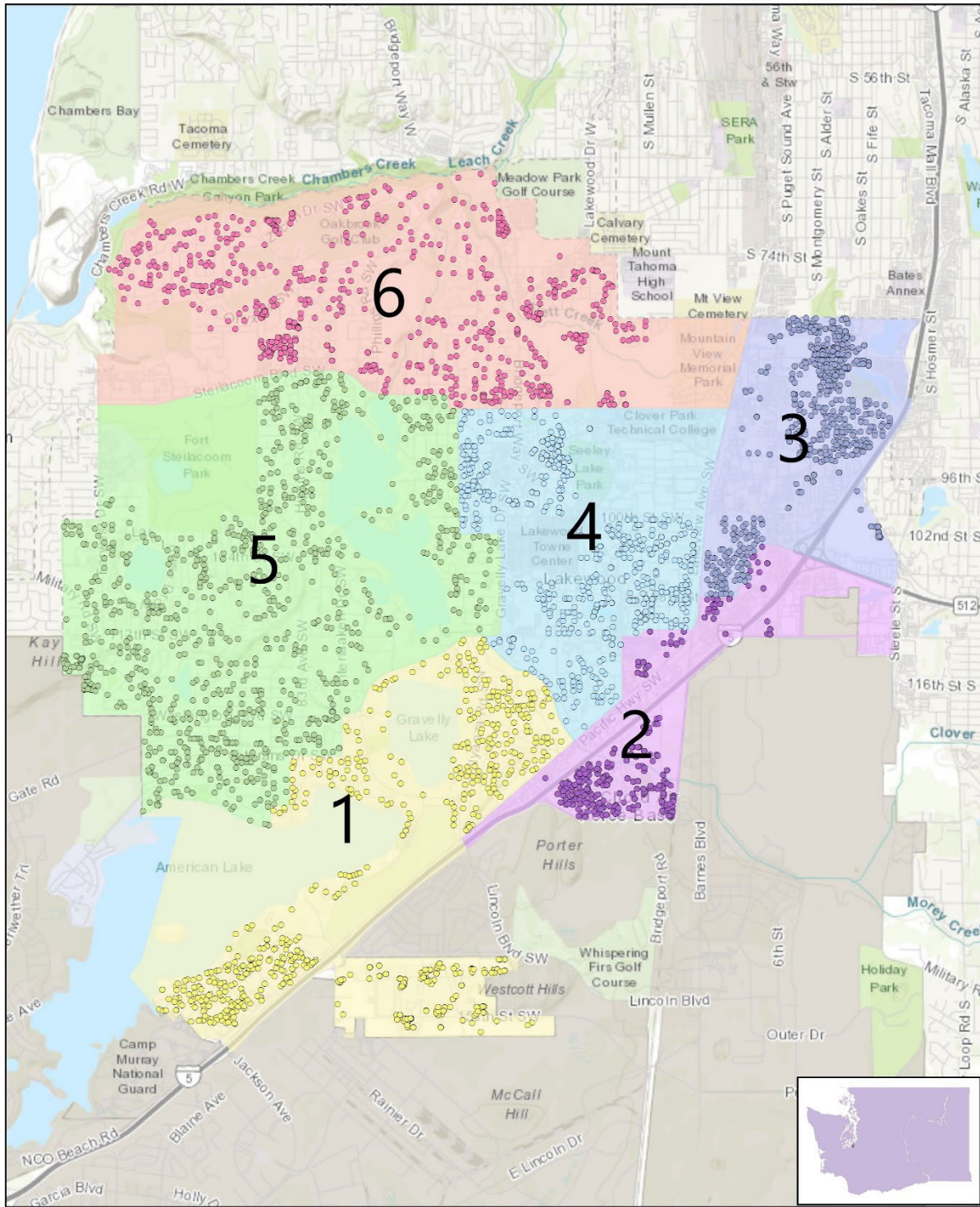
Similar to the 2022 NCS, an “Open Participation” survey was deployed this year. Polco hosts an online surveying platform that allows residents to take the same NCS survey via URLs shared on the City’s communication platforms, such as Facebook, Twitter, and the City website. This survey, while not randomly sampled, and thus not statistically accurate, allowed for a greater number of participation from residents. See **Attachment D** for Open Participation results.

Demographics of Sample Population: The following table illustrates the demographics of the sample population by age, area, housing tenure, housing type, race, sex, and sex/age. The Unweighted column shows NCS responders demographics. Notably, those who responded tended to be White, female, 55+, live Districts 5 and 6 (Lake City, Lakes District, Oakbrook, Steilacoom), homeowners in detached housing. An industry standard weighting formula was applied to the sample, using overall Lakewood population demographics as a reference to ensure sample ratings are statistically accurate representation of wider Lakewood population sentiments. The Weighted column shows sample proportions after weighting, with the Target column listing the goal proportions as identified in the U.S. Census.

Unweighted and Weighted Sample Demographics

		Unweighted	Weighted	Target *
Age	18-34	7%	32%	35%
	35-54	22%	30%	29%
	55+	71%	38%	36%
Area	District 1	18%	12%	12%
	District 2	6%	10%	10%
	District 3	14%	8%	9%
	District 4	13%	14%	15%
	District 5	31%	27%	26%
	District 6	20%	30%	28%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish origin	92%	85%	85%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	8%	15%	15%
Housing tenure	Own	72%	44%	44%
	Rent	28%	56%	56%
Housing type	Attached	33%	55%	55%
	Detached	67%	45%	45%
Race & Hispanic origin	Not white alone	30%	50%	50%
	White alone, not Hispanic or Latino	70%	50%	50%
Sex	Man	40%	47%	49%
	Woman	60%	53%	51%
Sex/age	Man 18-34	3%	14%	19%
	Man 35-54	7%	15%	14%
	Man 55+	30%	17%	16%
	Woman 18-34	4%	17%	16%
	Woman 35-54	15%	15%	14%
	Woman 55+	41%	21%	20%

Survey Recipient Map: Lakewood police districts are shown on the map below, with dots representing residential addresses that received the 2024 NCS survey:



Survey Recipients in Lakewood, WA

● In District 1	● In District 3	● In District 5	● District 1	● District 3	● District 5
● In District 2	● In District 4	● In District 6	● District 2	● District 4	● District 6



District 1: Woodbrook, Tillicum, Tacoma Country and Golf Club, Gravelly Lake/Nyanza, Ponders

District 2: Springbrook, Lakewood Station, Kendrick Street

District 3: International District, Air Corridor

District 4: Central Business District, Colonial Center, Lakeview

District 5: Lake City, Lake Louise, Lakes District, Fort Steilacoom Park

District 6: Oakbrook, Steilacoom (not the town)

Return Rate: The following table lists the number of returned 2024 NCS surveys by district, which was the same geographic delineation used in the 2022 NCS survey. A total of 416 households, out of 6000 households, responded to the 2024 NCS, for a return rate of 8%. See below for previous years sample size and return rate.

Year	Sample Size	Responses	Return Rate
2015	1400	247	18%
2017	1500	232	15%
2022	2700	288	11%
2024	6000	416	8%

For the 2024 NCS, at City Council’s direction to increase equity and ensure underrepresented voices are heard in the survey, the City doubled the sample size as well as deployed a form of oversampling where each of the City’s police districts received an equal number of surveys (1000 surveys in each of the 6 police districts). This oversampling method was used reach the neighborhoods that historically had the lowest response rates, such as Springbrook, Woodbrook, and Tillicum.

While the 2024 NCS produced the lowest response rate out of the four years, it also produced the greatest number of households surveyed at 416. The Open Participation survey had 138 responses. The table below compares 2024 and 2022 NCS survey return rates. Of note, Police District 2 and 3 surveys returned experienced increases in 2024, as intended via the oversampling method. These districts contain neighborhoods, such as Springbrook and the International District, that are home to prominent BIPOC populations. While statistical techniques such as weighting are applied best ensure survey results are statistically accurate, the low response rates from these neighborhoods should be accounted for in any conclusions about the NCS data.

2022 Surveys returned by district			2024 Surveys returned by district	
District	Percentage returned	Number returned	Percentage returned	Number returned
1	12%	35	18%	75
2	6%	17	6%	24
3	2%	6	14%	58
4	13%	37	13%	53
5	42%	120	31%	125
6	25%	72	20%	81
Total	100%	288	100%	416
Return rate	11%		8%	

Margin of Error: The margin of error captures sampling error, an error that occurs because the NCS survey is based on a subset of the full Lakewood population, i.e., 416 NCS respondents attempting to serve as representative of the approximately 63,000. The larger the margin of error, the less representative the sample is of the population. The margin of error for the 2024 NCS survey is about 5% using the industry standard confidence interval of 95%. In other words, there is a 95% chance that the actual response rating of the population is within plus or minus 5% of the survey response rating. The 2015, 2017, and 2022 NCS also had similar margins of error.

Statistical Significance: Statistical significance is used to quantify if outcome differences between two groups are due to random chance or if the two groups actually have different outcomes. The following table lists the statistical significance threshold for multiple comparison groups throughout the report. Any mention of NCS ratings differences means that the difference was statistically significant.

Statistical Significance Thresholds	
2024 ratings vs. 2022 ratings	7%
2024 ratings vs. 3-survey average (2022, 2017, 2015 ratings)	6%
2024 ratings vs. 2024 national benchmarks	10%
BIPOC resident ratings vs. White resident ratings	11%

Response Choices: The percentages in the NCS survey results reflect the percentage of “positive ratings”. NCS multiple choice answers are categorized into excellent, good, fair, and bad. Each percentage in the survey results is the

sum of the two positive answers, i.e., excellent and good. See **2024 NCS Lakewood Report by Polco and Survey Instrument.**

National Benchmarks: Polco has compiled a database of over 600 communities whose residents were also administered the NCS. Since results are added quickly to the database, national benchmarks provide an up-to-date comparison of Lakewood outcomes to communities across the nation. The communities in the database represent a wide range of population and geographic characteristics. Also, since the start of the pandemic, the database contains a mixture of NCS data from both pre-pandemic and mid-pandemic eras. These two facts should be taken into account when comparing Lakewood ratings to national benchmarks. A Lakewood rating is marked as higher as or lower than national benchmarks if the rating differs more than 10 points, and much higher or much lower if the rating differs by 20 points. The following table details benchmark community characteristics in 2022.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Mid-Atlantic	2%
East North Central	15%
West North Central	18%
South Atlantic	15%
East South Central	3%
West South Central	9%
Mountain	17%
Pacific	18%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	20%
50,000 to 99,999	21%
100,000 or more	26%

Executive Summary

- **Economy:** Economy is a focus area. Eight NCS ratings decreased compared to 2022, to include employment opportunities, and cost of living, economic development services. Many rating gaps between BIPOC and White respondents closed. BIPOC respondents indicated there are more employment opportunities than White respondents.
- **Public Safety:** 2024 NCS ratings were mostly similar to 2022 ratings, however national benchmark comparisons are rated “mostly lower” and “much lower”. Nearly all BIPOC and White rating gaps have closed since 2022, with BIPOC respondents still rating animal control higher than White respondents.
- **Mobility & Utilities:** Mobility, specifically public transportation, and Utilities remained a key strengths since 2022, since most of these NCS ratings remained similar or have increased. Street repair, snow/ice response, and walked or biked instead of driving all increased since 2022. Street cleaning, street lighting, and side maintenance have decreased. Street lighting now ranks lower than national benchmark. Rating gaps have emerged in Utilities, with BIPOC respondents rating drinking water, power (electric/gas) utility, and utility billing, lower than White respondents. Five new rating gaps have emerged in Mobility in which BIPOC respondents rate more negatively, to include ease of bike travel, and ease of public parking.
- **Natural Environment and Parks & Recreation:** Most Parks and Recreation ratings decreased since 2022, to include recreation programs and centers. Most Parks and Recreation ratings are lower than national benchmarks.
- **Education, Arts, and Culture & Inclusivity and Engagement:** Ratings in these categories that increased include personal health, special events, and opportunities to participate in special events. Public library rating decreased significantly, compared to 2022 and national benchmark. BIPOC respondents compared to White respondents rated less opportunities to attend opportunities to attend cultural/arts/music activities, and less opportunities to volunteer and Lakewood is good place to raise children.
- **Community Design & Health and Wellness:** Community Design had four ratings decrease since 2022, to include well-planned residential and commercial growth, as well as preserving character of neighborhood. Health and Wellness had a majority of rating decreases since 2022. New in

2024, BIPOC respondents rate health services in city and variety of housing options lower than White respondents.

- **Governance, Participation & Quality of Life:** Governance ratings experienced the most decreases out of all categories since 2022, to include treating residents fairly, service quality, customer satisfaction, and public information services. Most Governance ratings are similar to national benchmarks. In Governance, most rating gaps were closed between BIPOC and White respondents, while a new gap emerged: BIPOC respondents rated public information services lower than White respondents. Five new rating gaps emerged in Participation between BIPOC and White residents, to include contacting city government, volunteering around city, visiting social media sites often, and campaigning, with BIPOC respondents rating higher than White respondents.

EQUITY INSIGHTS

- 1) **BIPOC and White residents engage with the Lakewood community differently via civic life and interactions with city government.** BIPOC respondents rated feeling less engaged in civic life and less satisfied with City government than White respondents.

Defining civic life as residents engaging with the community through volunteer opportunities and social activities, emergent racial disparities since 2022 were revealed in 2024 ratings: BIPOC respondents rated lower “Opportunities to volunteer” (47% BIPOC vs. 63% White), and “Opportunities to attend cultural/arts/music activities” (30% vs. 47%). BIPOC respondents felt the City government should focus on opportunities for arts/culture (77% vs. 66%) and resident’s engagement and connections (76% vs. 61%) over the next biennium more than White respondents.

Perceptions of City government remains emerged as a key difference between BIPOC and White respondents: “Lakewood government welcoming resident involvement” (40% BIPOC vs. 52% White), and “Treating residents with respect” (40% vs. 61%). Several rating gaps closed since 2022 due to BIPOC respondents rating lower “Treating all residents fairly” (20% decrease), “Value of services for taxes paid” (19% decrease), and “Being honest” (23% decrease), driving the overall decreases in these same ratings. These trends indicate a growing difference between BIPOC and White respondents in how they interact and perceive City government, with BIPOC respondents indicating more dissatisfaction since 2022.

- 2) Communication between City government and BIPOC communities emerged as an area of improvement in 2024**, as BIPOC respondents were more likely to contact the City government (46% BIPOC vs. 26% White), yet rated public information services less (40% vs. 52%), than White respondents. One approach for improved communication may be through internet channels, BIPOC respondents were more likely than White respondents to use social media and watch public meetings online.
- 3) Utilities is an emerging discrepancy between BIPOC and White residents**, as BIPOC respondents rated drinking water (55% BIPOC vs. 73% White), electric/gas service (54% vs. 72%), yard waste pick up (64% vs. 75%) and utility billing (43% vs. 58%) lower than White respondents, whereas both groups had similar ratings in 2022. Overall quality of utility infrastructure decreased since 2022, indicating a wider trend of decreased satisfaction with utility services that is driven by growing dissatisfaction among the BIPOC community.
- 4) Affordability of childcare, healthcare, food and housing are growing challenges for Lakewood residents overall since 2022, especially impacting BIPOC communities.** Overall ratings for these resources decreased since 2022, with emergent racial gaps in several areas: BIPOC respondents rated lower than White respondents “Availability of affordable quality healthcare” (34% BIPOC vs. 47% White), “Health services in city” (45% vs. 60%), and “Availability of affordable quality housing” (13% vs. 24%) and “Variety of housing options” (22% vs. 36%). Although a 2024 racial gap does not exist for “Availability of affordable quality childcare/preschool”, this is because White respondents decreased ratings by nearly 30% since 2022 to match low BIPOC rating in 2024 (31% vs. 34%). “Availability of affordable quality food” rating for BIPOC respondents dropped 30% since 2022 as well. These trends indicate that White and BIPOC communities are differentially experiencing negative economic impacts over the last several years.
- 5) Alternative transportation differences between BIPOC and White residents, coupled with opportunities for improvement in access to affordable housing, healthcare, childcare, and food, point towards opportunities for affordable mixed-use development.** Mixed-used development, as envisioned by the Downtown Subarea plan, aims to concentrate key aforementioned services with housing and transportation alternatives such as public transit and walking/bike paths, improving racial disparities in resource and services access.

Alternative transportation is a key component of the mixed-use model, and NCS results indicate that key differences in transportation methods between BIPOC and White respondents. BIPOC respondents rated higher than White respondents ease of biking (48% BIPOC vs. 33% White), carpooling (54% vs. 43%), indicating BIPOC communities are utilizing alternative transportation means as opposed to single passenger motor vehicles. This trend is further supported by White respondents rating lower than BIPOC respondents “Ease of public parking” (61% vs. 73%), and “Traffic flow on major streets” (33% vs. 46%) indicating White respondents utilizing private motor vehicles for transportation more than BIPOC respondents.

Overall active transportation trends such as using bikes/walking over cars increased since 2022, which further points towards a Lakewood community culture of alternative transportation outside of private motor vehicles that would embrace more mixed-use, alternative transportation centric development.

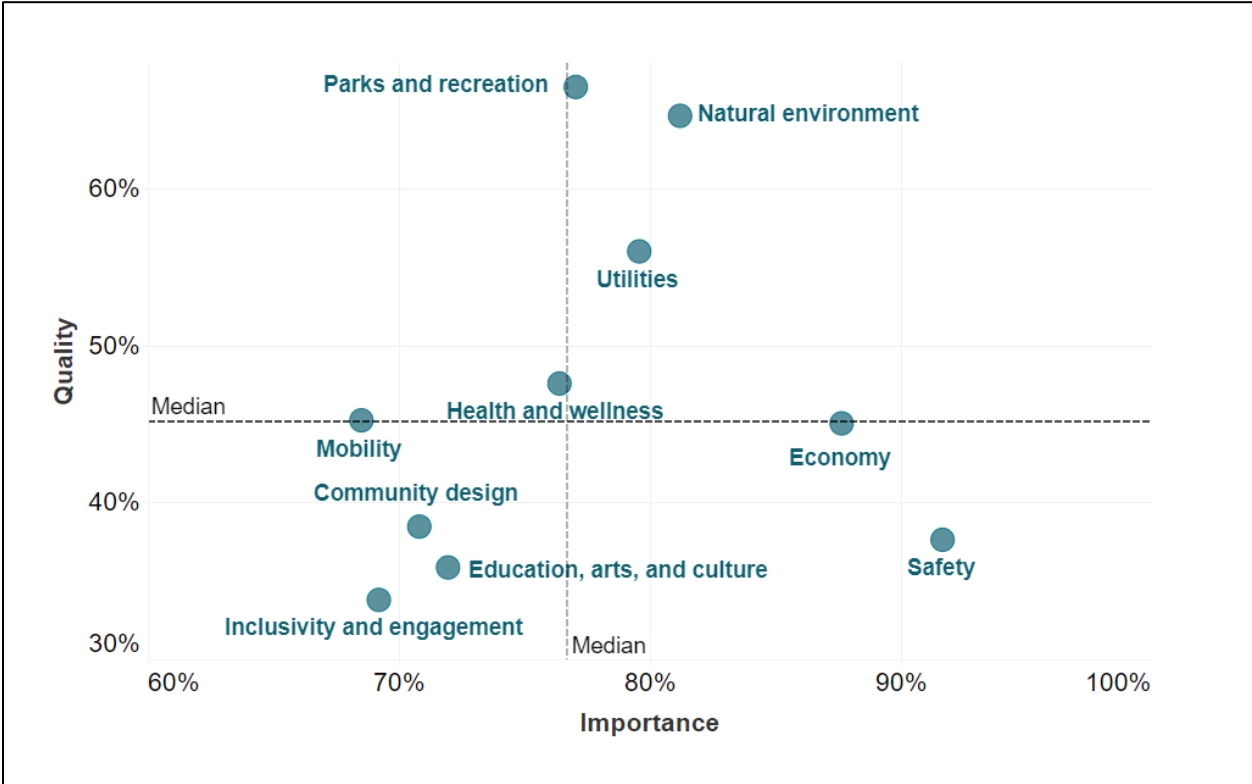
Facets of Livability - Quality & Importance: The following graph depicts the ten Facets of Livability graphed by Quality on the vertical axis and Importance on the horizontal axis. The purpose of this graph is to provide a summary of which facets are important to Lakewood residents and require additional City resources and policy to help increase quality. Conclusions made with this graphic, along with the rest of NCS data in this Memorandum, should be measured.

The right quadrant contains facets that were rated relatively high-importance and low-quality facets, such as the Economy and Public Safety. The City should focus new resources and policies in these areas.

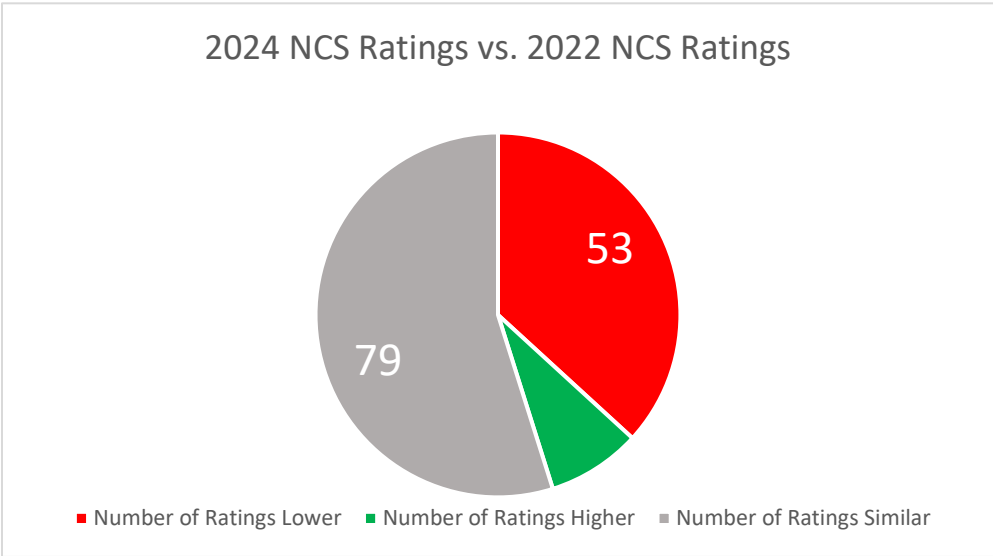
The top left quadrant contains facets rated relatively low-importance and high-quality, such as Parks and Recreation, Mobility, and Health and Wellness. The City should maintain resources in these areas. The top right quadrant contains facets rated relatively high-importance and high-quality, such as Utilities and the Natural Environment. The City should also maintain resources here.

The bottom left quadrant contains relatively low-quality and low-priority facets, such as Community Design, Inclusivity and Engagement, and Education, Arts, and Culture. Resources should be increased here while still prioritizing Economy and Public Safety.

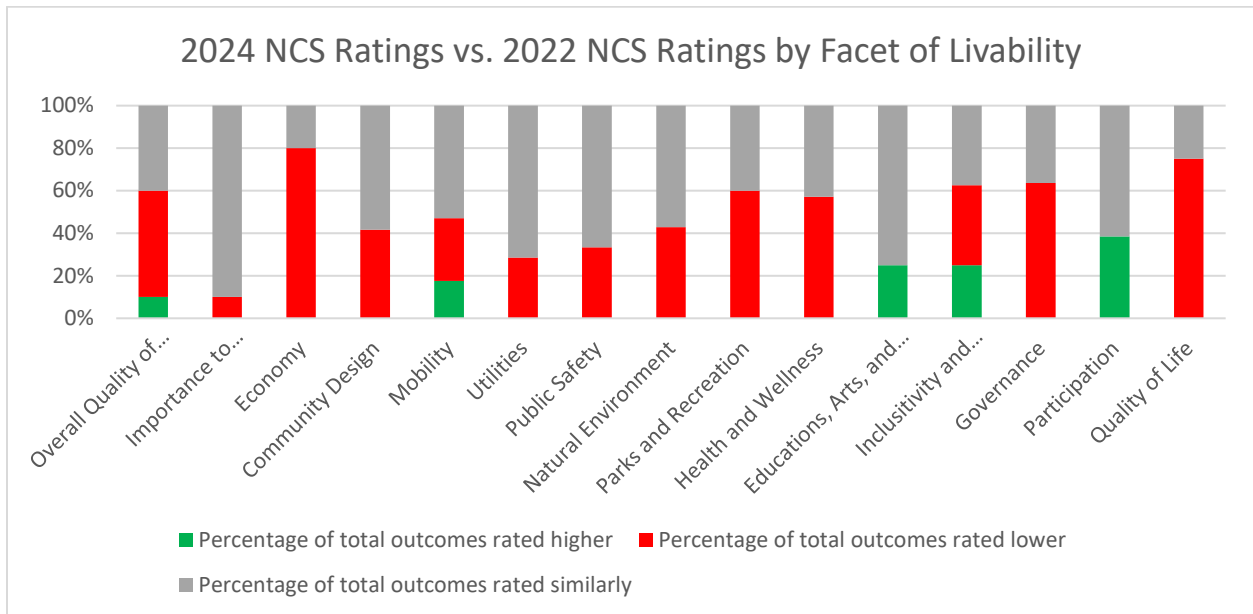
Quality-Importance Matrix



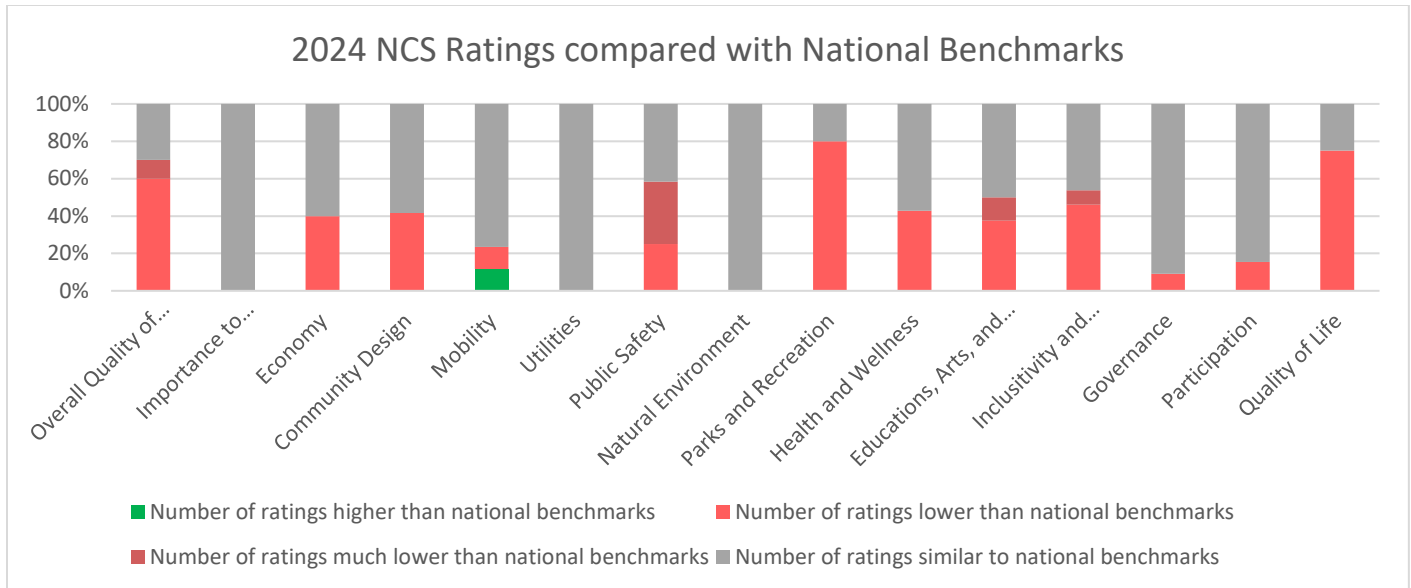
Facets of Livability - 2024 & 2022 Comparisons: Overall, a majority of the 144 ratings that are included in both the 2024 and 2022 NCS surveys remained similar. 53 ratings decreased, while 13 ratings increased. See **Attachment A** for a complete list of ratings that remained similar, decreased, or increased between survey years. For comparison, 2022 experienced 21 rating increases and 10 rating decreases since 2017.



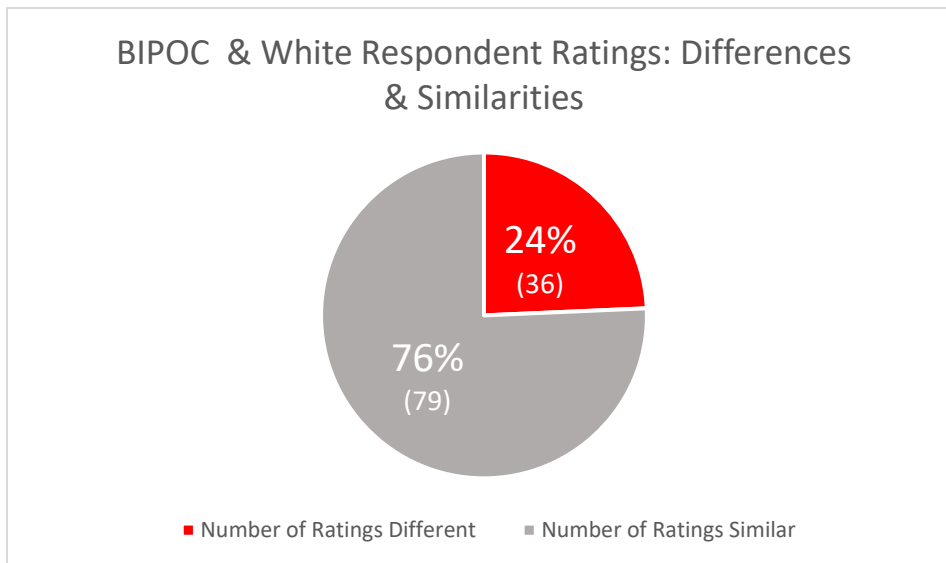
The graph below depicts how many ratings increased, decreased, or remained similar between 2024 and 2022 by ratings category. Educations, Arts, and Culture, and Participation are the only two facets to have zero decreases and only increases between 2024 and 2022. The Economy, Parks and Recreation, Health and Wellness, Governance, and Quality of Life facets had a majority of decreased ratings. See **Attachment B** for a more in-depth, tabular form of the graph below.



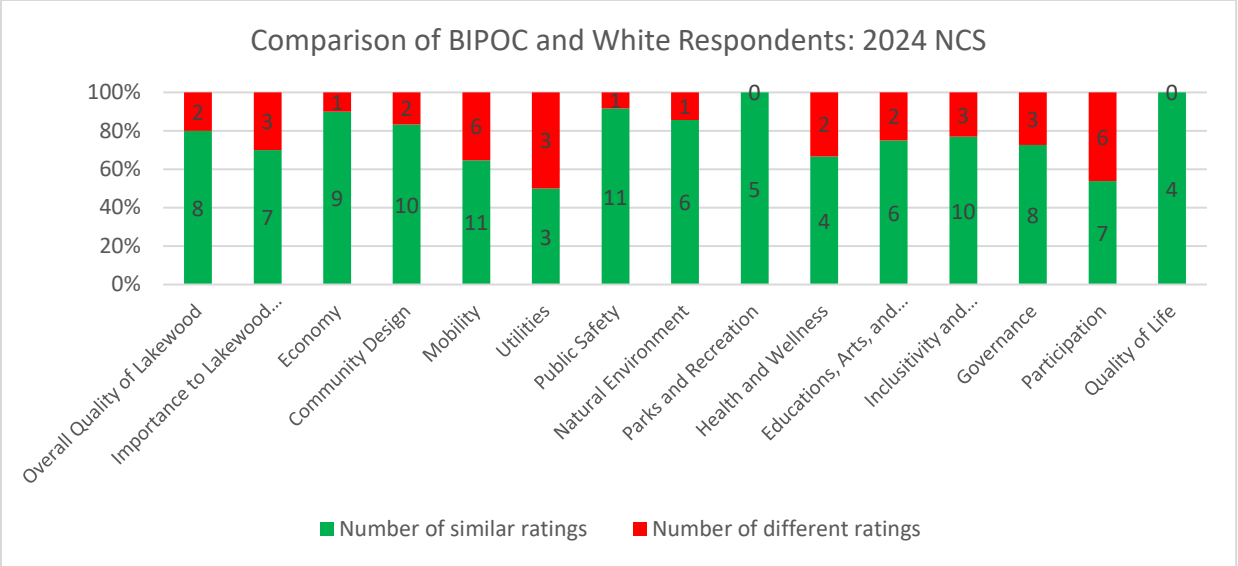
Comparison to National Benchmarks: The following graph shows that 6 out of the 15 total rating categories, including the ten Facets of Living, had a majority of lower or much lower ratings compared to national benchmarks in 2024. These categories include Overall Facet Quality, Public Safety, Parks and Recreation, Education, Arts, and Culture, Inclusivity and Engagement, and Quality of Life. The other 9 rating categories had a majority of similar ratings compared to national benchmarks.



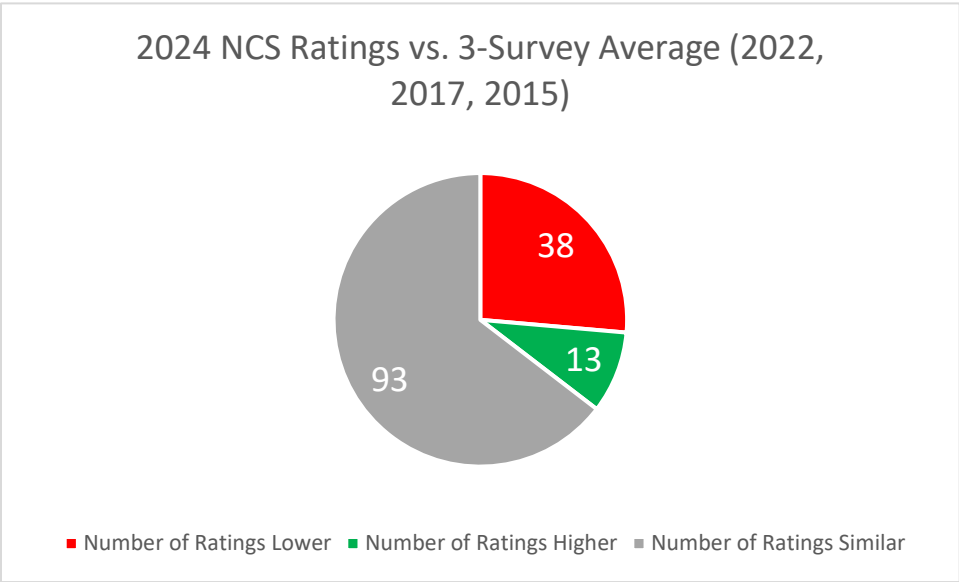
Comparison of BIPOC and White Respondents: A majority of the 144 ratings were found to be similar between BIPOC and White respondents. The graph below depicts about 3 in 4 ratings were similar, with one-fourth of ratings differing between the two groups.



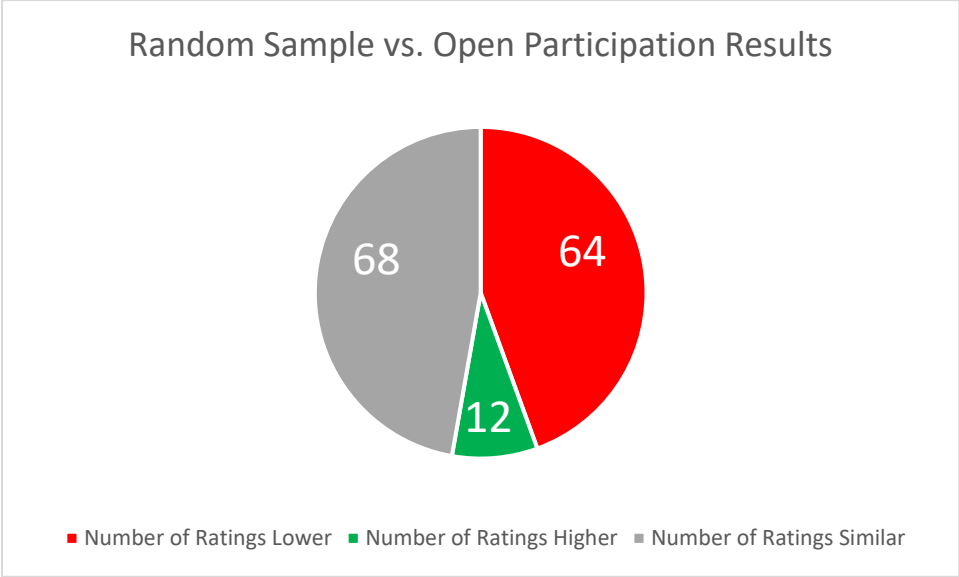
Examining by rating categories, no category had a majority of different ratings between BIPOC and White respondents. The graph below reveals the facets with the most different ratings proportionate to the total number of ratings are Quality and Importance, Governance, Educations/Arts/Culture, Health and Wellness. Notably, Utilities and Parks and Recreation had no rating differences. See **Attachment C** for an in-depth tabular form of the graph below.



2024 NCS Ratings vs. 3-Survey Average (2022, 2017, 2015): The NCS survey has been conducted in the Lakewood community four times since 2015. This provides an opportunity to compare 2024 results to an average of the past three surveys in order to measure long-term trends. Most 2024 ratings were similar to the 3-survey averages.



Open Participation Survey: The following graph shows that a majority of the 144 ratings were rated lower on the Open Participation survey compared to the Random Sample survey, which is a common phenomenon when opening the survey to the general public. See **Attachment D** for a tabular comparison of the two survey results, including a 2024 and 2022 comparison. Overall, 2024 ratings were more similar between the random sample and open participation compared to 2022, with most ratings higher in open participation than random sample in the *Governance* category.



Summary of Major Findings

I) Economy

NCS results found *Economy* as a focus area, as the second highest priority among respondents overall with one of the lower quality ratings among the ten Facets of Living.

Time Trends

Most 2024 economic ratings decreased compared to 2022 ratings, yet most ratings were similar to the 3-survey averages. This points towards a long-term trend of stabilized economic ratings. Cost of living experienced the sharpest decline since 2022, consistent with historic inflation in recent years.

Comparison with National Benchmarks

Quality of economic health has remained consistently below national benchmarks since 2015. Most economic ratings have remained similar to national benchmarks over the years, such as “employment opportunities” and “economic development services”. “Cost of living”, despite being the lowest economic rating in 2024, has remained similar to national benchmarks since 2015, indicating Lakewood residents are experiencing similar economic impacts from inflation to NCS communities.

Comparison of BIPOC & White respondents

2024 BIPOC respondents rated employment opportunities higher than White respondents, while also rating “Place to raise children” higher as well. These two rating gaps may point towards feelings of improving economic prospects for BIPOC residents compared to White respondents in 2024. Two ratings gaps closed since 2022: quality and variety of Lakewood businesses, with BIPOC respondents rating both lower in 2024.

II) Public Safety

Public Safety is another focus area, with the highest importance rating and among the lowest quality ratings.

Time Trends

2024 NCS ratings were mostly similar to 2022 ratings, with four ratings decreasing: “animal control”, “police services”, “safe in business areas during the day, and “safe from natural disasters”. Compared to the 3-survey average, two 2024 ratings were higher: “fire prevention and education”, and “emergency preparedness”. The overall “feeling of safety” quality rating is the only Facet of Living rating to increase since 2022.

Comparison with National Benchmarks

2024 public safety ratings compared to national benchmark were rated “mostly lower” and “much lower”, similar to 2022 ratings compared to 2022 national benchmarks. Ratings “much lower” than national benchmarks include safety from property crime and violent crime.

Comparison of BIPOC & White respondents

Nearly all BIPOC and White ratings gaps have closed since 2022, with BIPOC respondents still rating animal control higher than White respondents. One persistent rating gap exists in overall “feeling of safety”. BIPOC respondents gave this rating 44% in 2024, compared to 21% in 2022, a two-fold increase. White respondents fell 7% over the same period. BIPOC respondents also rated “safe from violent crime” higher than White respondents in 2024, closing a 13% gap that existed in 2022. BIPOC respondents rated “crime prevention” lower than White respondents, closing a 17% gap since 2022.

III) Mobility & Utilities

Both Mobility and Utilities fell in overall quality since 2022, while both remain relatively high in importance among respondents.

Time Trends

Mobility had the second highest number of ratings increases since 2022, to include “street repair”, “snow and ice response”, and “walked or biked instead of driving in last year”. Utilities had the most similar ratings since 2022, with “storm water drainage” and “drinking water” the only rating decreases. Both 2024 ratings of “street repair” and “snow and ice response” were higher than the 3-survey averages.

Comparison with National Benchmarks

Mobility ratings of “ease of travel by public transportation” and “bus or transit services” were rated higher than national benchmarks in 2024. Public transportation has been consistently higher than national benchmarks since 2017. These outcomes indicate a robust public transportation system throughout the city. *Utilities* rating “storm water drainage” has increased from lower than national benchmarks in 2015 and 2017, to similar in 2022 and 2024, indicating a rising increase in quality in recent years.

Comparison of BIPOC & White respondents

BIPOC respondents rated “street lighting”, “ease of public parking”, “traffic flow on major streets” lower than White respondents. Two ratings gaps, “street repair” and “ease of walking”, closed since 2022, with White respondents nearly doubling positive ratings for “street repair”.

IV) Natural Environment and Parks & Recreation

Time Trends

2024 *Natural Environment* and *Parks and Recreation* ratings that decreased since 2022 include “Lakewood open space”, “fitness opportunities”, “recreation programs” and “recreation centers”. “Availability of paths and walking trails” was higher than its 3-survey average, indicating a long term trend of increased quality in this rating since 2015. Overall importance of parks and recreation opportunities is the only importance-Facet to increase since 2022, indicating a growing desire in the community for these opportunities.

Comparison to National Benchmarks

Most 2024 *Parks and Recreation* ratings were lower than national benchmarks, while most 2022 ratings were similar to national benchmarks. When examining “availability of paths and walking trails”, its 57% rating did not change since 2022, yet fell below national benchmarks in 2024, indicating a shift at the national level in quality of trails among NCS communities.

Comparison of BIPOC & White respondents

No racial rating gaps exist within *Parks and Recreation*, with only one *Natural Environment* rating where BIPOC respondents rated lower than White respondents: Yard waste pick up. A 26% gap in “recycling” closed since 2022, due to BIPOC respondents rating higher, and White respondents rating lower. A 24% gap closed in “Parks and Recreation opportunities” since 2022 due to BIPOC respondents rating 10% higher in 2024, which may indicate a growing amount of these opportunities for BIPOC residents.

V) Education, Arts, Culture & Inclusivity and Engagement

Education, Arts, Culture and Inclusivity and Engagement are among the lowest quality ratings and are moderately rated on importance.

Time Trends

The *Education, Arts, Culture* category experienced a single increased rating to “special events”. This category also experienced a rating decrease in overall quality since 2022. These trends indicate an emerging opportunity to bolster special events programming with an arts and cultural focus. “Opportunities to attend cultural/arts/music activities” and “Special events” both rated higher than their 3-survey averages, indicating these policy areas as key strengths for the City. Several ratings decreased since 2022 to include “Availability of affordable quality childcare/preschool”, “Adult education” and “Public libraries”.

The *Inclusivity & Engagement* category experienced a single rating increase since 2022 in “Opportunities to participate in social events and activities”. This rating was also higher than its 3-survey average, indicating a policy area that the City may capitalize on through special event programming. Rating decreases in this category since 2022 include “Place to raise children”, “Place to retire” and “Neighborliness”, “Attracting people from diverse backgrounds”, and “Valuing/respecting residents from diverse backgrounds”. These last two ratings were also lower than their 3-survey averages, indicating a focus area for the City.

Comparison to National Benchmarks

Among *Inclusivity & Engagement* ratings, only “Place to raise children” was rated “much lower” than national benchmarks. About half of ratings in this category were lower than national benchmarks to include “Sense of community”, “Opportunities to participate in social events and activities”, and “Opportunities to volunteer”. Ratings similar to national benchmarks include “Making all residents feel welcome”, “Attracting people from diverse backgrounds”, and “Valuing/respecting residents from diverse backgrounds”. Both lower and similar ratings trends indicate an opportunity to improve feelings of inclusivity and engagement with the wider community through volunteer and social events with a focus on bringing together a diverse turnout of community members.

This opportunity is further supported by “Special events” improving from lower than national benchmarks in 2022 to similar to national benchmarks in 2024. This indicates City special events are a growing strength that may be used to increase inclusivity and engagement in the community. “Public libraries” has decreased nearly 40% since 2022 to “much lower” than national benchmarks in 2024, when this rating was in similar to national benchmarks since 2015, a consequence of the Lakewood library closure.

Comparison of BIPOC and White respondents

Three new *Inclusivity & Engagement* rating gaps have emerged since 2023: “Opportunities to volunteer” (BIPOC lower), “Place to raise children” (White lower), and “Taking care of vulnerable residents such as elderly, disabled, homeless” (White lower). The single *Education, Arts, Culture* rating with a rating gap is “Opportunities to attend cultural/arts/music activities”, with BIPOC respondents rating lower than White respondents. The “K-12 education” rating gap, which was at a substantial 30% in 2022, with White respondents rating lower, has now closed, due to a decrease in rating by BIPOC respondents and an increase in rating by White respondents.

VI) Community Design & Health and Wellness

Both *Community Design* and *Health and Wellness* quality ratings decreased in 2024, while remaining similar in importance since 2022.

Time Trends

Among eleven *Community Design* ratings, five decreased since 2022: “Own Neighborhood as place to live” (61% in 2024), “Quality of new development in Lakewood” (32%), “Well-planned residential growth” (35%), “Well-planned commercial growth” (34%), and “Preservation of historical/cultural neighborhood character” (44%). Many of these same ratings were also lower than their 3-survey averages. “Availability of affordable quality Housing” has decreased from nearly 40% in 2015 to 19% in 2024, with a similar trend found in “Variety of Housing Options”. These two long term trends point towards a growing need for affordable housing in the city.

Most *Health and Wellness* ratings decreased since 2022, to include “Availability of affordable quality food” (40% in 2024), “Availability of affordable quality healthcare” (42%), “Availability of preventative health services” (42%), and “Health services in the city” (54%). These same ratings were also lower than their 3-survey averages.

Comparison with National Benchmarks

Several *Community Design* ratings that decreased since 2022 were also lower than national benchmarks in 2024, to include “Own Neighborhood as place to live”, and “Preservation of historical/cultural neighborhood character”. include “Own Neighborhood as place to live” and “Overall appearance of Lakewood” have remained lower than national benchmarks since 2015.

Two *Health and Wellness* ratings that were similar to national benchmarks up until 2024 are “Availability of affordable quality food” and “Availability of preventative health services”.

Comparison of BIPOC and White respondents

Among *Community Design* ratings, two ratings gaps closed, “Own Neighborhood as place to live” and “Public Places where people want to spend time”, primarily due to White respondents decreasing their ratings in both. Two rating gaps emerged in 2024: “Variety of Housing Options” and “Quality of new development in Lakewood”, with BIPOC respondents rating lower in both ratings.

Health and Wellness ratings experienced similar rating gap fluctuations: “Availability of affordable quality food”, by BIPOC respondents decreasing their

rating by 30% in 2024, with “Health services in city” emerging as a gap due to BIPOC respondents rating lower than White respondents by 15%. “Availability of affordable quality healthcare” rating has remained a gap, with BIPOC respondents still rating lower than White respondents.

VII) Governance, Participation, & Quality of Life

Time Trends

Governance ratings experienced the most decreases out of all categories, with seven out of eleven rating decreases since 2022, to include “Treating all residents fairly” (46% in 2024), “Services provided by Lakewood” (47%), “Customer service” (60%), “Overall direction” (49%), “Acting in the best interest of Lakewood” (44%), “Being honest” (46%), and “Public information services” (47%). Compared to the 3-survey averages, most *Governance* ratings were similar, with “Lakewood government welcoming resident involvement” rated higher. These contrasting trends may point towards unique developments since 2022 that are contributing to lower *Governance* ratings in areas such as trust, customer service, and public information sharing.

Participation ratings, by contrast, experienced the most rating increases since 2022, without any rating decreases. Rating increases include “Contacted the City of Lakewood for help or information” (38% in 2024), “Volunteered with a local group/activity in Lakewood” (28%), and “Voted in most recent local election” (73%). Compared to 3-survey averages, most ratings were similar, with “Contacted the City of Lakewood for help or information” and “Voted in most recent local election” rated higher.

Most *Quality of Life* ratings decreased since 2022 to include “Recommend Lakewood as place to live” (64% in 2024), “Overall image and reputation of Lakewood” (29%), and “Overall quality of life in Lakewood” (54%).

Comparison to National Benchmarks

Most *Governance* and *Participation* ratings were similar to national benchmarks, while most *Quality of Life* ratings were lower. Two ratings that increased from lower to similar to national benchmarks since 2022 include “Volunteered with a local group/activity in Lakewood” and “Contacted the City of Lakewood for help or information”.

Comparison of BIPOC and White respondents

Several *Governance* rating gaps closed since 2022, to include “Treating all residents fairly”, “Value of services for taxes paid”, “Being honest”, and “Services provided by the Federal Government”. In each case, BIPOC respondents rated lower in 2024 to close the rating gaps. New rating gaps emerged in 2024: “Treating residents with respect” (BIPOC ratings lower), and “Public information

services” (BIPOC lower). “Lakewood government welcoming resident involvement” experienced a switch in BIPOC and White respondent ratings: BIPOC ratings were higher than White ratings in 2022, with the converse now present in 2024. These rating trends indicate that even when rating gaps closed, BIPOC respondents are more negatively rating a number of Governance ratings since 2022.

Participation ratings experienced the most emergent rating gaps out of all categories, with five new gaps since 2022: “Contacted the City of Lakewood for help or information”, “Watched a local public meeting (online, television)”, “Volunteered with a local group/activity in Lakewood”, “Voted in most recent local election”, “Visit social media sites often” and “Shop online often”. In each rating, BIPOC ratings increased since 2022, and were higher than White ratings in 2024. These trends point towards a growing trend of interaction between BIPOC communities and the city government.

Recommendations

The City Council should cautiously consider the 2024 NCS results when formulating policy and priorities for the next biennium. If the City Council elects to continue the NCS in 2026, given the consistent low return rates of Districts 2 and 3 that contain neighborhoods such as Springbrook and the International District, the City Council may consider oversampling these districts again, to ensure survey results more accurately reflect the sentiments of Lakewood residents in these areas. This is especially important considering these neighborhoods are home to a relatively high proportion of BIPOC residents, along with containing several Qualified Census Tracts.

Attachment A: Comparison of 2015, 2017, 2022 & 2024 NCS Ratings

	Outcome	Percent rating positively (e.g., excellent/good)				NCS 2024 rating compared to NCS 2022	National Benchmark Comparison
		NCS 2015	NCS 2017	NCS 2022	NCS 2024		
Facet of Community Livability: Overall Quality of Lakewood	Economic Health	36%	38%	43%	45%	Similar	Lower
	Design or layout of residential and commercial areas	46%	43%	51%	38%	Lower	Lower
	Transportation System	N/A	N/A	53%	45%	Lower	Similar
	Utility Infrastructure	N/A	N/A	68%	56%	Lower	Similar
	Feeling of Safety	41%	46%	31%	38%	Higher	Much Lower
	Natural Environment	62%	63%	59%	65%	Similar	Lower
	Parks and Recreation Opportunities	N/A	N/A	65%	66%	Similar	Similar
	Health and Wellness Opportunities	60%	60%	59%	48%	Lower	Lower
	Opportunities for Education, Culture, and the Arts	51%	54%	42%	36%	Lower	Lower
Facet of Community Livability: Importance to Lakewood Residents	Residents' connection and engagement with their Community	N/A	N/A	30%	34%	Similar	Lower
	Economic Health	88%	91%	87%	88%	Similar	Similar
	Design or layout of residential and commercial areas	68%	67%	67%	71%	Similar	Similar
	Transportation System	N/A	N/A	71%	69%	Similar	Similar
	Utility Infrastructure	N/A	N/A	81%	80%	Similar	Similar
	Feeling of Safety	92%	95%	91%	92%	Similar	Similar
	Natural Environment	74%	77%	75%	81%	Similar	Similar
	Parks and Recreation Opportunities	N/A	N/A	70%	77%	Higher	Similar
	Health and Wellness Opportunities	75%	78%	72%	76%	Similar	Similar
Economy	Opportunities for Education, Culture, and the Arts	78%	79%	68%	72%	Similar	Similar
	Residents' connection and engagement with their Community	N/A	74%	62%	69%	Similar	Similar
	Vibrant downtown/commercial area	35%	32%	45%	34%	Lower	Lower
	Quality of Lakewood business and service establishments	40%	45%	65%	53%	Lower	Lower
	Employment opportunities	30%	35%	52%	35%	Lower	Similar
	Lakewood as a place to work	46%	51%	66%	45%	Lower	Lower
	Economic Development Services	43%	37%	51%	41%	Lower	Similar
	Cost of living	38%	39%	34%	25%	Lower	Similar
	Shopping opportunities	59%	57%	62%	55%	Lower	Similar
Community Design	Lakewood as a place to visit	40%	40%	41%	40%	Similar	Lower
	Economy will have positive impact on income	25%	27%	21%	26%	Similar	Similar
	Variety of business and service establishments	N/A	N/A	61%	53%	Lower	Similar
	Own Neighborhood as place to live	54%	60%	68%	61%	Lower	Lower
	Public Places where people want to spend time	47%	43%	41%	38%	Similar	Lower
	Variety of Housing Options	50%	42%	36%	30%	Similar	Similar
	Quality of new development in Lakewood	40%	44%	39%	32%	Lower	Similar
	Land use, planning and zoning	38%	40%	45%	45%	Similar	Similar
	Code Enforcement	26%	30%	34%	31%	Similar	Similar
	Overall appearance of Lakewood	44%	45%	43%	40%	Similar	Lower
Mobility	Availability of affordable quality Housing	39%	28%	15%	19%	Similar	Similar
	Well-planned residential growth	N/A	N/A	43%	35%	Lower	Similar
	Well-planned commercial growth	N/A	N/A	43%	34%	Lower	Similar
	Well-designed neighborhoods	N/A	N/A	36%	31%	Similar	Lower
	Preservation of historical/cultural neighborhood character	N/A	N/A	52%	44%	Lower	Lower
	Street cleaning	44%	42%	63%	52%	Lower	Similar
	Street lighting	44%	36%	60%	45%	Lower	Lower
	Sidewalk maintenance	40%	42%	52%	45%	Lower	Similar
	Ease of traveling by car	60%	68%	76%	71%	Similar	Similar
	Ease of public parking	65%	67%	71%	67%	Similar	Similar
	Traffic flow on major streets	41%	44%	48%	42%	Similar	Similar
	Traffic enforcement	53%	49%	51%	46%	Similar	Similar
	Street repair	32%	27%	31%	43%	Higher	Similar
	Ease of walking	38%	39%	43%	44%	Similar	Lower
	Ease of travel by bicycle	38%	33%	40%	42%	Similar	Similar
	Snow and ice response	53%	49%	44%	57%	Higher	Similar
Storm Water & Drinking Water	Ease of travel by public transportation	43%	61%	57%	48%	Lower	Higher
	Traffic signal timing	45%	40%	45%	49%	Similar	Similar
	Carpooled instead of driving alone in last year	38%	50%	50%	48%	Similar	Similar
	Walked or biked instead of driving in last year	49%	48%	44%	52%	Higher	Similar
	Bus or transit services	62%	63%	63%	53%	Lower	Higher
	Used public transportation instead of driving in last year	30%	38%	22%	27%	Similar	Similar
Storm Water & Drinking Water	Storm water drainage	45%	46%	65%	52%	Lower	Similar
	Drinking water	70%	72%	79%	63%	Lower	Similar

	Outcome	Percent rating positively (e.g., excellent/good)				NCS 2024 rating compared to NCS 2022	National Benchmark Comparison
		NCS 2015	NCS 2017	NCS 2022	NCS 2024		
Utilities	Sewer services	71%	70%	78%	75%	Similar	Similar
	Power (electric and/or gas) utility	69%	71%	71%	65%	Similar	Similar
	Utility billing	57%	61%	57%	52%	Similar	Similar
	Affordable high-speed internet access	N/A	N/A	44%	50%	Similar	Similar
	Garbage collection	76%	85%	73%	73%	Similar	Similar
Public Safety	Fire prevention and education	57%	66%	76%	75%	Similar	Similar
	Animal control	50%	50%	60%	53%	Lower	Lower
	Police	66%	72%	67%	60%	Lower	Lower
	Fire Services	87%	89%	90%	90%	Similar	Similar
	Ambulance/EMS	86%	86%	83%	83%	Similar	Similar
	Emergency preparedness	45%	49%	55%	58%	Similar	Similar
	Safe in neighborhood during the day	76%	78%	78%	71%	Similar	Lower
	Safe in business areas during the day	78%	78%	75%	62%	Lower	Much Lower
	Crime prevention	36%	47%	37%	39%	Similar	Much Lower
	Safe from property crime	N/A	N/A	44%	48%	Similar	Much Lower
	Safe from violent crime	N/A	N/A	52%	50%	Similar	Much Lower
	Safe natural disasters	N/A	N/A	78%	70%	Lower	Similar
Natural Environment	Air quality	59%	62%	78%	69%	Lower	Similar
	Natural areas preservation	48%	49%	62%	54%	Lower	Similar
	Lakewood Open Space	41%	41%	56%	48%	Lower	Similar
	Cleanliness	45%	42%	48%	N/A	Similar	N/A
	Yard waste pick-up	74%	75%	75%	70%	Similar	Similar
	Recycling	67%	78%	62%	58%	Similar	Similar
	Water resources (beaches, lakes, etc.)	N/A	N/A	58%	57%	Similar	Similar
Parks and Recreation	Availability of Paths and walking trails	43%	35%	57%	57%	Similar	Lower
	Fitness opportunities	54%	50%	65%	50%	Lower	Lower
	City parks	62%	72%	68%	71%	Similar	Similar
	Recreation programs	58%	57%	63%	52%	Lower	Lower
	Recreation centers	53%	60%	58%	50%	Lower	Lower
Health and Wellness	Recreational opportunities	49%	46%	51%		Similar	Lower
	Availability of affordable quality food	57%	54%	52%	40%	Lower	Lower
	Availability of affordable quality healthcare	58%	59%	53%	42%	Lower	Similar
	Availability of preventative health services	60%	59%	52%	42%	Lower	Lower
	Availability of mental health care	49%	45%	38%	38%	Similar	Similar
	Overall personal health	N/A	43%	56%	53%	Similar	Similar
	Health services in the city	58%	63%	63%	54%	Lower	Similar
Educations, Arts, and Cultural	Overall personal health	49%	43%	56%	53%	Similar	Similar
	Availability of affordable quality child care/preschool	37%	39%	44%	35%	Lower	Similar
	K-12 education	47%	45%	46%	46%	Similar	Lower
	Adult education	51%	67%	65%	48%	Lower	Similar
	Opportunities to attend cultural/arts/music activities	28%	31%	37%	39%	Similar	Lower
	Special events	38%	54%	43%	57%	Higher	Similar
	Public libraries	80%	79%	76%	40%	Lower	Much Lower
	Community support for the arts	N/A	N/A	42%	41%	Similar	Lower
Inclusivity and Engagement	Sense of community	31%	33%	42%	39%	Similar	Lower
	Opportunities to volunteer	50%	48%	61%	56%	Similar	Lower
	Place to raise children	44%	52%	55%	47%	Lower	Much Lower
	Place to retire	47%	53%	53%	51%	Lower	Similar
	Neighborhoodness	34%	44%	39%	37%	Lower	Lower
	Opportunities to participate in social events and activities	36%	36%	41%	49%	Higher	Lower
	Opportunities to participate in community matters	45%	47%	45%	48%	Similar	Similar
	Openness and acceptance	49%	65%	60%	55%	Similar	Similar
	Making all residents feel welcome	N/A	N/A	58%	57%	Similar	Similar
	Attracting people from diverse backgrounds	N/A	N/A	71%	60%	Lower	Similar
	Valuing/respecting residents from diverse backgrounds	N/A	N/A	64%	56%	Lower	Similar
Taking care of vulnerable residents (elderly, disabled, homeless)	N/A	N/A	39%	34%	Similar	Lower	
	Sense of civic/community pride	N/A	N/A	36%	38%	Similar	Lower
Governance	Lakewood government welcoming resident involvement	35%	39%	51%	48%	Similar	Similar
	Treating all residents fairly	33%	43%	52%	46%	Lower	Similar
	Services provided by Lakewood	51%	57%	59%	47%	Lower	Similar
	Customer service	51%	66%	72%	60%	Lower	Lower
	Value of services for taxes paid	37%	38%	40%	35%	Similar	Similar
	Overall direction	42%	58%	59%	49%	Lower	Similar
	Confidence in City government	37%	44%	45%	40%	Similar	Similar

	Outcome	Percent rating positively (e.g., excellent/good)				NCS 2024 rating compared to NCS 2022	National Benchmark Comparison
		NCS 2015	NCS 2017	NCS 2022	NCS 2024		
	Acting in the best interest of Lakewood	41%	51%	54%	44%	Lower	Similar
	Being honest	35%	55%	59%	46%	Lower	Similar
	Services provided by the Federal Government	26%	38%	35%	36%	Similar	Similar
	Public information services	46%	60%	58%	47%	Lower	Similar
Participation	Contacted the City of Lakewood for help or information	33%	31%	29%	38%	Higher	Similar
	Attended a local public meeting	14%	18%	10%	15%	Similar	Similar
	Watched a local public meeting (online, television)	22%	17%	12%	20%	Similar	Lower
	Campaigned for an issue, cause or candidate	22%	16%	14%	13%	Similar	Similar
	Contacted Lakewood elected officials	20%	18%	6%	14%	Higher	Similar
	Volunteered with a local group/activity in Lakewood	21%	31%	18%	28%	Higher	Similar
	Voted in most recent local election	N/A	N/A	60%	73%	Higher	Similar
	Accessed the internet from home often	N/A	N/A	89%	90%	Similar	Similar
	Access the internet from cellphone often	N/A	N/A	94%	94%	Similar	Similar
	Visit social media sites often	N/A	N/A	72%	75%	Similar	Similar
	Use or check email often	N/A	N/A	95%	95%	Similar	Similar
	Share opinions online often	N/A	N/A	28%	31%	Similar	Similar
	Shop online often	N/A	N/A	43%	47%	Similar	Lower
Quality of Life	Recommend Lakewood as place to live	69%	73%	71%	64%	Lower	Lower
	Remain in Lakewood for next 5 years	74%	74%	73%	76%	Similar	Similar
	Overall image and reputation of Lakewood	30%	33%	38%	29%	Lower	Lower
	Overall quality of life in Lakewood	48%	52%	62%	54%	Lower	Lower

Attachment A-2: Comparison of 2024 NCS Ratings to 3-Survey Average (2022, 2017, 2015)

	Outcome	Percent rating positively (e.g., excellent/good)					NCS 2024 rating NCS 3-Year Average (non-statistical)
		NCS 2015	NCS 2017	NCS 2022	NCS 3-Year Average (2015, 2017, 2022)	NCS 2024	
Facet of Community Livability: Overall Quality of Lakewood	Economic Health	36%	38%	43%	39%	45%	Higher
	Design or layout of residential and commercial areas	46%	43%	51%	47%	38%	Lower
	Transportation System	N/A	N/A	53%	53%	45%	Lower
	Utility Infrastructure	N/A	N/A	68%	68%	56%	Lower
	Feeling of Safety	41%	46%	31%	39%	38%	Similar
	Natural Environment	62%	63%	59%	61%	65%	Similar
	Parks and Recreation Opportunities	N/A	N/A	65%	65%	66%	Similar
	Health and Wellness Opportunities	60%	60%	59%	60%	48%	Lower
	Opportunities for Education, Culture, and the Arts	51%	54%	42%	49%	36%	Lower
Residents' connection and engagement with their Community	N/A	N/A	30%	30%	34%	Similar	
Facet of Community Livability: Importance to Lakewood Residents	Economic Health	88%	91%	87%	89%	88%	Similar
	Design or layout of residential and commercial areas	68%	67%	67%	67%	71%	Similar
	Transportation System	N/A	N/A	71%	71%	69%	Similar
	Utility Infrastructure	N/A	N/A	81%	81%	80%	Similar
	Feeling of Safety	92%	95%	91%	93%	92%	Similar
	Natural Environment	74%	77%	75%	75%	81%	Similar
	Parks and Recreation Opportunities	N/A	N/A	70%	70%	77%	Higher
	Health and Wellness Opportunities	75%	78%	72%	75%	76%	Similar
	Opportunities for Education, Culture, and the Arts	78%	79%	68%	75%	72%	Similar
Residents' connection and engagement with their Community	N/A	74%	62%	68%	69%	Similar	
Economy	Vibrant downtown/commercial area	35%	32%	45%	37%	34%	Similar
	Quality of Lakewood business and service establishments	40%	45%	65%	50%	53%	Similar
	Employment opportunities	30%	35%	52%	39%	35%	Similar
	Lakewood as a place to work	46%	51%	66%	54%	45%	Lower
	Economic Development Services	43%	37%	51%	44%	41%	Similar
	Cost of living	38%	39%	34%	37%	25%	Lower
	Shopping opportunities	59%	57%	62%	59%	55%	Similar
	Lakewood as a place to visit	40%	40%	41%	40%	40%	Similar
	Economy will have positive impact on income	25%	27%	21%	24%	26%	Similar
Variety of business and service establishments	N/A	N/A	61%	61%	53%	Lower	
Community Design	Own Neighborhood as place to live	54%	60%	68%	61%	61%	Similar
	Public Places where people want to spend time	47%	43%	41%	44%	38%	Similar
	Variety of Housing Options	50%	42%	36%	43%	30%	Lower
	Quality of new development in Lakewood	40%	44%	39%	41%	32%	Lower
	Land use, planning and zoning	38%	40%	45%	41%	45%	Similar
	Code Enforcement	26%	30%	34%	30%	31%	Similar
	Overall appearance of Lakewood	44%	45%	43%	44%	40%	Similar
	Availability of affordable quality Housing	39%	28%	15%	27%	19%	Lower
	Well-planned residential growth	N/A	N/A	43%	43%	35%	Lower
Well-planned commercial growth	N/A	N/A	43%	43%	34%	Lower	
Well-designed neighborhoods	N/A	N/A	36%	36%	31%	Similar	
Preservation of historical/cultural neighborhood character	N/A	N/A	52%	52%	44%	Lower	
Mobility	Street cleaning	44%	42%	63%	50%	52%	Similar
	Street lighting	44%	36%	60%	47%	45%	Similar
	Sidewalk maintenance	40%	42%	52%	45%	45%	Similar
	Ease of traveling by car	60%	68%	76%	68%	71%	Similar
	Ease of public parking	65%	67%	71%	68%	67%	Similar
	Traffic flow on major streets	41%	44%	48%	44%	42%	Similar
	Traffic enforcement	53%	49%	51%	51%	46%	Similar
	Street repair	32%	27%	31%	30%	43%	Higher
	Ease of walking	38%	39%	43%	40%	44%	Similar
	Ease of travel by bicycle	38%	33%	40%	37%	42%	Similar
	Snow and ice response	53%	49%	44%	49%	57%	Higher
	Ease of travel by public transportation	43%	61%	57%	54%	48%	Similar
	Traffic signal timing	45%	40%	45%	43%	49%	Similar
	Carpooled instead of driving alone in last year	38%	50%	50%	46%	48%	Similar
	Walked or biked instead of driving in last year	49%	48%	44%	47%	52%	Similar
Bus or transit services	62%	63%	63%	63%	53%	Lower	
Used public transportation instead of driving in last year	30%	38%	22%	30%	27%	Similar	
Storm water drainage	45%	46%	65%	52%	52%	Similar	

	Outcome	Percent rating positively (e.g., excellent/good)					NCS 2024	NCS 2024 rating NCS 3-Year Average (non-statistical)
		NCS 2015	NCS 2017	NCS 2022	NCS 3-Year Average (2015, 2017, 2022)	NCS 2024		
Utilities	Drinking water	70%	72%	79%	74%	63%	Lower	
	Sewer services	71%	70%	78%	73%	75%	Similar	
	Power (electric and/or gas) utility	69%	71%	71%	70%	65%	Similar	
	Utility billing	57%	61%	57%	58%	52%	Lower	
	Affordable high-speed internet access	N/A	N/A	44%	44%	50%	Similar	
Public Safety	Garbage collection	76%	85%	73%	78%	73%	Similar	
	Fire prevention and education	57%	66%	76%	66%	75%	Higher	
	Animal control	50%	50%	60%	53%	53%	Similar	
	Police	66%	72%	67%	68%	60%	Lower	
	Fire Services	87%	89%	90%	89%	90%	Similar	
	Ambulance/EMS	86%	86%	83%	85%	83%	Similar	
	Emergency preparedness	45%	49%	55%	50%	58%	Higher	
	Safe in neighborhood during the day	76%	78%	78%	77%	71%	Lower	
	Safe in business areas during the day	78%	78%	75%	77%	62%	Lower	
	Crime prevention	36%	47%	37%	40%	39%	Similar	
	Safe from property crime	N/A	N/A	44%	44%	48%	Similar	
	Safe from violent crime	N/A	N/A	52%	52%	50%	Similar	
	Safe natural disasters	N/A	N/A	78%	78%	70%	Lower	
	Natural Environment	Air quality	59%	62%	78%	66%	69%	Similar
Natural areas preservation		48%	49%	62%	53%	54%	Similar	
Lakewood Open Space		41%	41%	56%	46%	48%	Similar	
Cleanliness		45%	42%	48%	45%	N/A	#VALUE!	
Yard waste pick-up		74%	75%	75%	75%	70%	Similar	
Recycling		67%	78%	62%	69%	58%	Lower	
Water resources (beaches, lakes, etc.)		N/A	N/A	58%	58%	57%	Similar	
Parks and Recreation	Availability of Paths and walking trails	43%	35%	57%	45%	57%	Higher	
	Fitness opportunities	54%	50%	65%	56%	50%	Lower	
	City parks	62%	72%	68%	67%	71%	Similar	
	Recreation programs	58%	57%	63%	59%	52%	Lower	
	Recreation centers	53%	60%	58%	57%	50%	Lower	
Health and Wellness	Recreational opportunities	49%	46%	51%	49%		Lower	
	Availability of affordable quality food	57%	54%	52%	54%	40%	Lower	
	Availability of affordable quality healthcare	58%	59%	53%	57%	42%	Lower	
	Availability of preventative health services	60%	59%	52%	57%	42%	Lower	
	Availability of mental health care	49%	45%	38%	44%	38%	Similar	
	Overall personal health	N/A	43%	56%	50%	53%	Similar	
Educations, Arts, and Cultural	Health services in the city	58%	63%	63%	61%	54%	Lower	
	Overall personal health	49%	43%	56%	49%		Lower	
	Availability of affordable quality child care/preschool	37%	39%	44%	40%	35%	Similar	
	K-12 education	47%	45%	46%	46%	46%	Similar	
	Adult education	51%	67%	65%	61%	48%	Lower	
	Opportunities to attend cultural/arts/music activities	28%	31%	37%	32%	39%	Higher	
	Special events	38%	54%	43%	45%	57%	Higher	
	Public libraries	80%	79%	76%	78%	40%	Lower	
Inclusivity and Engagement	Community support for the arts	N/A	N/A	42%	42%	41%	Similar	
	Sense of community	31%	33%	42%	35%	39%	Similar	
	Opportunities to volunteer	50%	48%	61%	53%	56%	Similar	
	Place to raise children	44%	52%	55%	50%	47%	Similar	
	Place to retire	47%	53%	53%	51%	51%	Similar	
	Neighborhood	34%	44%	39%	39%	37%	Similar	
	Opportunities to participate in social events and activities	36%	36%	41%	38%	49%	Higher	
	Opportunities to participate in community matters	45%	47%	45%	46%	48%	Similar	
	Openness and acceptance	49%	65%	60%	58%	55%	Similar	
	Making all residents feel welcome	N/A	N/A	58%	58%	57%	Similar	
	Attracting people from diverse backgrounds	N/A	N/A	71%	71%	60%	Lower	
	Valuing/respecting residents from diverse backgrounds	N/A	N/A	64%	64%	56%	Lower	
	Taking care of vulnerable residents (elderly, disabled, homeless)	N/A	N/A	39%	39%	34%	Similar	
	Sense of civic/community pride	N/A	N/A	36%	36%	38%	Similar	
Customer Service	Lakewood government welcoming resident involvement	35%	39%	51%	42%	48%	Higher	
	Treating all residents fairly	33%	43%	52%	43%	46%	Similar	
	Services provided by Lakewood	51%	57%	59%	56%	47%	Lower	
	Customer service	51%	66%	72%	63%	60%	Similar	

	Outcome	Percent rating positively (e.g., excellent/good)					NCS 2024 rating NCS 3-Year Average (non-statistical)
		NCS 2015	NCS 2017	NCS 2022	NCS 3-Year Average (2015, 2017, 2022)	NCS 2024	
Governance	Value of services for taxes paid	37%	38%	40%	38%	35%	Similar
	Overall direction	42%	58%	59%	53%	49%	Similar
	Confidence in City government	37%	44%	45%	42%	40%	Similar
	Acting in the best interest of Lakewood	41%	51%	54%	49%	44%	Similar
	Being honest	35%	55%	59%	50%	46%	Similar
	Services provided by the Federal Government	26%	38%	35%	33%	36%	Similar
	Public information services	46%	60%	58%	55%	47%	Lower
Participation	Contacted the City of Lakewood for help or information	33%	31%	29%	31%	38%	Higher
	Attended a local public meeting	14%	18%	10%	14%	15%	Similar
	Watched a local public meeting (online, television)	22%	17%	12%	17%	20%	Similar
	Campaigned for an issue, cause or candidate	22%	16%	14%	17%	13%	Similar
	Contacted Lakewood elected officials	20%	18%	6%	15%	14%	Similar
	Volunteered with a local group/activity in Lakewood	21%	31%	18%	23%	28%	Similar
	Voted in most recent local election	N/A	N/A	60%	60%	73%	Higher
	Accessed the internet from home often	N/A	N/A	89%	89%	90%	Similar
	Access the internet from cellphone often	N/A	N/A	94%	94%	94%	Similar
	Visit social media sites often	N/A	N/A	72%	72%	75%	Similar
	Use or check email often	N/A	N/A	95%	95%	95%	Similar
	Share opinions online often	N/A	N/A	28%	28%	31%	Similar
	Shop online often	N/A	N/A	43%	43%	47%	Similar
Quality of Life	Recommend Lakewood as place to live	69%	73%	71%	71%	64%	Lower
	Remain in Lakewood for next 5 years	74%	74%	73%	74%	76%	Similar
	Overall image and reputation of Lakewood	30%	33%	38%	34%	29%	Similar
	Overall quality of life in Lakewood	48%	52%	62%	54%	54%	Similar

Attachment B: Comparison of NCS 2024 & 2022 Ratings

Category	Number of ratings higher in 2024 compared to 2022	Number of ratings lower in 2024 compared to 2022	Number of ratings similar in 2024 compared to 2022	Total ratings in category (excluding N/A)	Percentage of total outcomes rated higher	Percentage of total outcomes rated lower	Percentage of total outcomes rated similarly	Overall 2024 ratings compared to 2022
Overall Quality of Lakewood	1	5	4	10	10%	50%	40%	Lower
Importance to Lakewood Community	0	1	9	10	0%	10%	90%	Similar
Economy	0	8	2	10	0%	80%	20%	Lower
Community Design	0	5	7	12	0%	42%	58%	Similar
Mobility	3	5	9	17	18%	29%	53%	Similar
Utilities	0	2	5	7	0%	29%	71%	Similar
Public Safety	0	4	8	12	0%	33%	67%	Similar
Natural Environment	0	3	4	7	0%	43%	57%	Similar
Parks and Recreation	0	3	2	5	0%	60%	40%	Lower
Health and Wellness	0	4	3	7	0%	57%	43%	Lower
Educations, Arts, and Cultural	1	0	6	7	14%	0%	86%	Similar
Inclusivity and Engagement	2	3	3	8	25%	38%	38%	Similar
Governance	0	7	4	11	0%	64%	36%	Lower
Participation	5	0	8	13	38%	0%	62%	Similar
Quality of Life	0	3	1	4	0%	75%	25%	Lower

Attachment C: Comparisons of 2022 NCS Ratings by Race (BIPOC & White)

	Outcome	2022 Percent positive rating (e.g., excellent/good)		2024 Percent positive rating (e.g., excellent/good)		2022 Percent Difference	2024 Percent Difference
		BIPOC	White	BIPOC	White		
Facet of Community Livability: Overall Quality of Lakewood	Economic Health	37%	47%	47%	40%	10%	7%
	Design or layout of residential and commercial areas	59%	45%	37%	37%	14%	0%
	Transportation System	53%	52%	40%	51%	1%	11%
	Utility Infrastructure	63%	72%	83%	publ	11%	9%
	Feeling of Safety	21%	38%	44%	31%	17%	13%
	Natural Environment	56%	62%	64%	63%	8%	1%
	Parks and Recreation Opportunities	52%	74%	62%	68%	24%	6%
	Health and Wellness Opportunities	52%	64%	42%	50%	12%	8%
	Opportunities for Education, Culture, and the Arts	42%	43%	34%	38%	1%	4%
	Residents' connection and engagement with their Community	27%	33%	30%	34%	6%	4%
Facet of Community Livability: Importance to Lakewood Residents to focus on over next 2 years	Economic Health	94%	85%	90%	85%	9%	5%
	Design or layout of residential and commercial areas	79%	59%	74%	65%	20%	9%
	Transportation System	86%	64%	69%	65%	18%	5%
	Utility Infrastructure	91%	77%	49%	61%	24%	12%
	Feeling of Safety	89%	96%	94%	88%	7%	6%
	Natural Environment	73%	79%	84%	76%	6%	6%
	Parks and Recreation Opportunities	66%	75%	75%	76%	11%	1%
	Health and Wellness Opportunities	74%	72%	80%	70%	2%	10%
	Opportunities for Education, Culture, and the Arts	72%	66%	77%	66%	6%	11%
	Residents' connection and engagement with their Community	76%	54%	76%	61%	24%	15%
Economy	Vibrant downtown/commercial area	41%	49%	32%	34%	8%	2%
	Quality of Lakewood business and service establishments	74%	59%	48%	57%	15%	9%
	Employment opportunities	55%	50%	40%	27%	5%	13%
	Lakewood as a place to work	62%	69%	47%	41%	7%	6%
	Economic Development Services	48%	51%	38%	41%	3%	3%
	Cost of living	32%	36%	21%	29%	4%	8%
	Shopping opportunities	61%	63%	56%	57%	2%	1%
	Lakewood as a place to visit	44%	39%	41%	35%	5%	6%
	Economy will have positive impact on income	21%	22%	25%	26%	1%	1%
	Variety of business and service establishments	71%	53%	53%	54%	18%	1%
Community Design	Own Neighborhood as place to live	54%	79%	62%	60%	25%	2%
	Public Places where people want to spend time	49%	35%	38%	36%	14%	2%
	Variety of Housing Options	33%	40%	22%	36%	7%	14%
	Quality of new development in Lakewood	33%	44%	24%	35%	11%	11%
	Land use, planning and zoning	48%	38%	42%	44%	10%	2%
	Code Enforcement	37%	29%	30%	25%	8%	5%
	Overall appearance of Lakewood	46%	40%	37%	40%	6%	3%
	Availability of affordable quality Housing	13%	16%	13%	24%	3%	11%
	Well-planned residential growth	50%	37%	35%	30%	13%	5%
	Well-planned commercial growth	47%	40%	36%	28%	7%	8%
Mobility	Well-designed neighborhoods	34%	37%	28%	30%	3%	2%
	Preservation of historical/cultural neighborhood character	57%	50%	46%	39%	7%	7%
	Street cleaning	63%	61%	48%	53%	3%	5%
	Street lighting	48%	67%	36%	50%	19%	14%
	Sidewalk maintenance	45%	55%	40%	47%	10%	10%
	Ease of traveling by car	81%	73%	70%	71%	8%	1%
	Ease of public parking	77%	66%	61%	73%	11%	12%
	Traffic flow on major streets	52%	46%	33%	46%	8%	13%
	Traffic enforcement	54%	47%	46%	45%	7%	1%
	Street repair	42%	21%	41%	43%	21%	2%
Utilities	Ease of walking	50%	36%	40%	44%	14%	4%
	Ease of travel by bicycle	34%	43%	48%	33%	9%	15%
	Snow and ice response	42%	43%	47%	62%	1%	13%
	Travel by public transportation	62%	52%	45%	46%	10%	1%
	Traffic signal timing	49%	42%	50%	46%	7%	4%
	Carpooled instead of driving alone in last year	50%	50%	54%	43%	0%	11%
	Walked or biked instead of driving in last year	47%	41%	57%	48%	6%	9%
	Bus or transit services	66%	58%	49%	53%	8%	4%
	Used public transportation instead of driving in last year	23%	22%	30%	25%	1%	5%
	Storm water drainage	68%	64%	49%	50%	4%	1%
Public Safety	Drinking water	78%	79%	55%	73%	1%	16%
	Sewer services	79%	80%	70%	76%	1%	4%
	Power (electric and/or gas) utility	73%	72%	54%	72%	1%	18%
	Utility billing	57%	59%	43%	58%	2%	15%
	Garbage collection	73%	72%	74%	72%	1%	2%
	Fire prevention	79%	70%	76%	71%	9%	5%
	Animal control	66%	54%	57%	46%	12%	11%
	Police	65%	68%	59%	60%	3%	1%
	Fire Services	88%	91%	88%	92%	3%	4%
	Ambulance/EMS	79%	86%	83%	82%	7%	1%
Public Safety	Emergency preparedness	58%	46%	56%	58%	12%	2%
	Safe in neighborhood during the day	72%	82%	72%	69%	10%	3%
	Safe in business areas during the day	75%	75%	62%	59%	0%	3%
	Crime prevention	48%	31%	38%	35%	17%	3%
	Safe from property crime	42%	47%	52%	46%	5%	6%
	Safe from violent crime	45%	58%	52%	49%	13%	3%
	Safe natural disasters	78%	78%	67%	74%	0%	7%
	Air quality	79%	77%	66%	69%	2%	3%

	Outcome	2022 Percent positive rating (e.g., excellent/good)		2024 Percent positive rating (e.g., excellent/good)		2022 Percent Difference	2024 Percent Difference
		BIPOC	White	BIPOC	White		
Natural Environment	Natural areas preservation	59%	63%	47%	56%	4%	9%
	Lakewood Open Space	51%	58%	51%	43%	7%	8%
	Cleanliness	46%	49%	44%	38%	3%	6%
	Yard waste pick-up	64%	80%	64%	75%	14%	11%
	Recycling	46%	72%	59%	56%	26%	3%
	Water resources (beaches, lakes, etc.)	60%	56%	51%	60%	4%	9%
Parks and Recreation	Paths and walking trails	61%	54%	57%	54%	7%	3%
	Fitness opportunities	61%	68%	51%	45%	7%	6%
	City parks	71%	65%	70%	70%	6%	0%
	Recreation programs	63%	60%	53%	49%	3%	4%
	Recreation centers	59%	55%	47%	51%	4%	4%
	Recreational opportunities	47%	53%	43%	53%	6%	10%
Health and Wellness	Availability of affordable quality food	66%	42%	36%	46%	24%	10%
	Availability of affordable quality healthcare	61%	46%	34%	47%	15%	13%
	Availability of preventative health services	53%	52%	38%	45%	1%	8%
	Availability of mental health care	39%	36%	37%	37%	3%	0%
	Health services in city	67%	57%	45%	60%	10%	15%
	Overall personal health	63%	49%	55%	49%	14%	6%
Eductions, Arts, and Cultural	Cultural/arts/music activities	42%	32%	60%	54%	10%	6%
	Availability of affordable quality child care/preschool	40%	62%	31%	34%	22%	3%
	K-12 education	62%	33%	47%	45%	29%	2%
	Adult education	62%	66%	45%	49%	4%	4%
	Opportunities to attend cultural/arts/music activities	42%	32%	30%	47%	10%	17%
	Public libraries	76%	75%	44%	34%	1%	10%
	Special events	N/A	N/A	60%	54%	N/A	6%
	Community support for the arts	42%	41%	39%	40%	1%	1%
	Sense of community	46%	39%	43%	36%	7%	9%
	Opportunities to volunteer	58%	65%	47%	63%	7%	16%
Inclusivity and Engagement	Place to raise children	52%	57%	52%	37%	5%	15%
	Place to retire	42%	60%	51%	46%	18%	5%
	Neighborliness	41%	37%	38%	34%	4%	4%
	Opportunities to participate in social events and activities	40%	42%	52%	44%	2%	8%
	Opportunities to participate in community matters	36%	52%	43%	49%	16%	6%
	Openness and acceptance	66%	55%	52%	56%	11%	4%
	Making all residents feel welcome	57%	59%	61%	51%	2%	10%
	Attracting people from diverse backgrounds	70%	72%	59%	60%	2%	1%
	Valuing/respecting residents from diverse backgrounds	55%	67%	51%	58%	12%	7%
	Taking care of vulnerable residents (elderly, disabled, homeless)	31%	28%	38%	27%	3%	11%
Governance	Sense of civic/community pride	42%	32%	37%	36%	10%	1%
	Lakewood government welcoming resident involvement	55%	43%	40%	52%	12%	12%
	Treating all residents fairly	63%	40%	43%	45%	23%	2%
	Services provided by Lakewood	62%	56%	43%	50%	8%	7%
	Customer service	69%	73%	56%	63%	4%	7%
	Value of services for taxes paid	50%	31%	31%	36%	19%	5%
	Overall direction	62%	55%	45%	50%	7%	5%
	Confidence in City government	46%	42%	36%	40%	4%	4%
	Acting in the best interest of Lakewood	52%	54%	38%	46%	2%	8%
	Being honest	64%	52%	41%	47%	12%	6%
	Services provided by the Federal Government	50%	22%	34%	35%	28%	5%
	Treating residents with respect	N/A	N/A	40%	61%	N/A	21%
	Public information services	59%	54%	40%	52%	5%	12%
Participation	Contacted the City of Lakewood for help or information	31%	27%	46%	28%	4%	18%
	Attended a local public meeting	9%	11%	16%	15%	2%	1%
	Watched a local public meeting (online, television)	15%	9%	25%	14%	6%	11%
	Campaigned for an issue, cause or candidate	15%	13%	11%	12%	2%	1%
	Contacted Lakewood elected officials	4%	7%	19%	9%	3%	10%
	Volunteered with a local group/activity in Lakewood	12%	22%	37%	19%	10%	18%
	Voted in most recent local election	57%	63%	67%	80%	6%	13%
	Accessed the internet from home often	90%	88%	92%	87%	2%	5%
	Access the internet from cellphone often	93%	94%	95%	91%	1%	4%
	Visit social media sites often	63%	79%	81%	68%	16%	13%
	Use or check email often	93%	97%	95%	95%	4%	0%
Quality of Life	Share opinions online often	26%	28%	35%	26%	2%	9%
	Shop online often	43%	43%	54%	40%	0%	14%
	Recommend Lakewood as place to live	72%	66%	67%	59%	8%	8%
	Remain in Lakewood for next 5 years	63%	79%	73%	77%	16%	4%
Overall image and reputation of Lakewood	Overall image and reputation of Lakewood	38%	38%	26%	28%	0%	2%
	Overall quality of life in Lakewood	62%	62%	53%	52%	0%	1%

Attachment D: Comparison of 2024 NCS Statistically Accurate (416 responses) and Open Participation Ratings (138 responses)

	Outcome	2022 Percent rating positively (e.g., excellent/good)		2024 Percent rating positively (e.g., excellent/good)		2022 Percent Difference	2024 Percent Difference
		Statistically Accurate Survey	Open Participation Survey	Statistically Accurate Survey	Open Participation Survey		
Facet of Community Livability: Overall Quality of Lakewood	Economic Health	43%	10%	45%	36%	33%	9%
	Design or layout of residential and commercial areas	50%	42%	38%	29%	8%	9%
	Transportation System	53%	39%	45%	29%	14%	16%
	Utility Infrastructure	68%	68%	56%	57%	0%	1%
	Feeling of Safety	31%	11%	38%	21%	20%	17%
	Natural Environment	60%	50%	65%	51%	10%	14%
	Parks and Recreation Opportunities	65%	58%	67%	61%	7%	6%
	Health and Wellness Opportunities	59%	43%	48%	34%	16%	14%
	Opportunities for Education, Culture, and the Arts	42%	29%	36%	30%	13%	6%
Residents' connection and engagement with their Community	30%	24%	34%	9%	6%	25%	
Facet of Community Livability: Importance to Lakewood Residents	Economic Health	87%	80%	88%	83%	7%	5%
	Design or layout of residential and commercial areas	67%	43%	71%	68%	24%	3%
	Transportation System	71%	67%	68%	57%	4%	11%
	Utility Infrastructure	81%	70%	80%	81%	11%	1%
	Feeling of Safety	90%	99%	92%	97%	9%	5%
	Natural Environment	75%	81%	81%	73%	6%	8%
	Parks and Recreation Opportunities	70%	78%	77%	80%	8%	3%
	Health and Wellness Opportunities	72%	82%	76%	78%	10%	2%
	Opportunities for Education, Culture, and the Arts	68%	77%	72%	68%	9%	4%
Residents' connection and engagement with their Community	62%	65%	69%	67%	3%	2%	
Economy	Vibrant downtown/commercial area	45%	33%	34%	25%	12%	9%
	Quality of Lakewood business and service establishments	65%	56%	53%	59%	9%	6%
	Employment opportunities	52%	40%	35%	24%	12%	11%
	Lakewood as a place to work	66%	23%	45%	39%	43%	6%
	Economic Development Services	51%	17%	41%	36%	34%	5%
	Cost of living	34%	5%	25%	23%	29%	2%
	Shopping opportunities	62%	50%	55%	41%	12%	14%
	Lakewood as a place to visit	41%	29%	39%	17%	12%	22%
	Economy will have positive impact on income	21%	5%	26%	26%	16%	0%
Variety of business and service establishments	61%	58%	53%	47%	3%	6%	
Community Design	Own Neighborhood as place to live	69%	55%	61%	67%	14%	6%
	Public Places	41%	27%	38%	30%	14%	8%
	Variety of Housing Options	36%	16%	30%	40%	20%	10%
	Quality of new development in Lakewood	39%	11%	32%	23%	28%	9%
	Land use, planning and zoning	45%	18%	45%	30%	27%	15%
	Code Enforcement	35%	18%	31%	8%	17%	23%
	Overall appearance of Lakewood	43%	30%	41%	27%	13%	14%
	Availability of affordable quality Housing	15%	10%	19%	16%	5%	3%
	Well-planned residential growth	43%	14%	34%	15%	29%	19%
Well-planned commercial growth	43%	11%	34%	25%	32%	9%	
Well-designed neighborhoods	36%	16%	31%	23%	20%	8%	
Preservation of historical/cultural neighborhood character	52%	35%	44%	43%	17%	1%	
Mobility	Street cleaning	63%	38%	52%	53%	25%	1%
	Street lighting	60%	25%	45%	50%	35%	5%
	Sidewalk maintenance	52%	23%	45%	52%	29%	7%
	Ease of traveling by car	76%	59%	71%	56%	17%	15%
	Ease of public parking	71%	65%	67%	58%	6%	9%
	Traffic flow on major streets	48%	37%	41%	32%	11%	9%
	Traffic enforcement	51%	29%	46%	39%	22%	7%
	Street repair	31%	26%	43%	29%	5%	14%
	Ease of walking	43%	16%	44%	26%	27%	18%
	Ease of travel by bicycle	40%	29%	42%	21%	11%	21%
	Snow and ice response	44%	26%	57%	50%	18%	7%
	Travel by public transportation	57%	29%	48%	32%	28%	16%
	Traffic signal timing	45%	18%	49%	31%	27%	18%
	Carpooled instead of driving alone in last year	50%	37%	48%	51%	13%	3%
	Walked or biked instead of driving in last year	44%	49%	52%	47%	5%	5%
Bus or transit services	63%	42%	52%	47%	21%	5%	
Used public transportation instead of driving in last year	22%	8%	27%	26%	14%	1%	
Utilities	Storm water drainage	65%	51%	52%	54%	14%	2%
	Drinking water	79%	55%	65%	71%	24%	6%
	Sewer services	78%	73%	75%	81%	5%	6%
	Power utility	71%	65%	64%	75%	6%	11%
	Utility billing	57%	44%	52%	66%	13%	14%
Carbage collection	73%	73%	73%	64%	0%	9%	
Fire Services	Fire prevention	76%	61%	75%	66%	15%	9%
	Animal control	60%	41%	53%	43%	19%	10%
	Police	67%	40%	60%	56%	27%	4%
	Fire Services	90%	97%	90%	90%	7%	0%

	Outcome	2022 Percent rating positively (e.g., excellent/good)		2024 Percent rating positively (e.g., excellent/good)		2022 Percent Difference	2024 Percent Difference
		Statistically Accurate Survey	Open Participation Survey	Statistically Accurate Survey	Open Participation Survey		
Public Safety	Ambulance/EMS	83%	93%	83%	80%	10%	3%
	Emergency preparedness	55%	41%	52%	47%	14%	5%
	Safe in neighborhood during the day	78%	72%	71%	73%	6%	2%
	Safe in business areas during the day	75%	43%	62%	37%	32%	25%
	Crime prevention	37%	14%	39%	17%	23%	22%
	Safe from property crime	44%	27%	48%	24%	17%	24%
	Safe from violent crime	52%	22%	50%	44%	30%	6%
	Safe natural disasters	78%	68%	70%	70%	10%	0%
Natural Environment	Air quality	78%	68%	69%	70%	10%	1%
	Natural areas preservation	62%	46%	54%	52%	16%	2%
	Lakewood Open Space	56%	37%	48%	45%	19%	3%
	Cleanliness	48%	22%	43%	31%	26%	12%
	Yard waste pick-up	75%	82%	71%	75%	7%	4%
	Recycling	63%	60%	59%	52%	3%	7%
	Water resources (beaches, lakes, etc.)	58%	62%	57%	56%	4%	1%
Parks and Recreation	Paths and walking trails	57%	46%	57%	55%	11%	2%
	Fitness opportunities	65%	41%	50%	47%	24%	3%
	City parks	68%	55%	72%	59%	13%	13%
	Recreation programs	63%	30%	52%	38%	33%	14%
	Recreation centers	58%	35%	50%	41%	23%	9%
Health and Wellness	Recreational opportunities	51%	38%	49%	56%	13%	7%
	Availability of affordable quality food	52%	35%	40%	43%	17%	3%
	Availability of affordable quality healthcare	53%	31%	42%	44%	22%	2%
	Availability of preventative health services	52%	27%	43%	40%	25%	3%
	Availability of mental health care	38%	14%	38%	26%	24%	12%
	City health services	63%	36%	54%	42%	27%	12%
Eductions, Arts, and Cultural	Overall personal health	56%	36%	53%	70%	20%	17%
	Cultural/arts/music activities	42%	32%			10%	0%
	Availability of affordable quality child care/preschool	40%	62%	35%	0%	22%	35%
	K-12 education	62%	33%	46%	23%	29%	23%
	Adult education	62%	66%	48%	44%	4%	4%
	Opportunities to attend cultural/arts/music activities	42%	32%	39%	31%	10%	8%
	Public libraries	76%	75%	40%	24%	1%	16%
	Community support for the arts	42%	41%	41%	36%	1%	5%
Inclusivity and Engagement	Sense of community	42%	24%	39%	19%	18%	20%
	Opportunities to volunteer	61%	36%	56%	65%	25%	9%
	Place to raise children	55%	20%	47%	34%	35%	13%
	Place to retire	53%	34%	51%	26%	19%	25%
	Neighborhoodness	39%	23%	37%	19%	16%	18%
	Opportunities to participate in social events and activities	41%	23%	57%	45%	18%	12%
	Opportunities to participate in community matters	45%	20%	48%	33%	25%	15%
	Openness and acceptance	60%	37%	55%	41%	23%	14%
	Making all residents feel welcome	59%	22%	57%	37%	37%	20%
	Attracting people from diverse backgrounds	71%	41%	60%	42%	30%	18%
	Valuing/respecting residents from diverse backgrounds	64%	36%	56%	47%	28%	9%
	Taking care of vulnerable residents (elderly, disabled, homeless)	39%	13%	34%	37%	26%	3%
	Sense of civic/community pride	36%	20%	38%	7%	16%	31%
Governance	Welcoming resident involvement	51%	26%	48%	35%	25%	13%
	Treating all residents fairly	52%	22%	45%	44%	30%	1%
	Services provided by Lakewood	60%	37%	47%	41%	23%	6%
	Customer service	72%	32%	60%	45%	40%	15%
	Value of services for taxes paid	40%	11%	35%	18%	29%	17%
	Overall direction	59%	24%	49%	35%	35%	14%
	Confidence in City government	46%	42%	40%	29%	4%	11%
	Acting in the best interest of Lakewood	45%	17%	44%	35%	28%	9%
	Being honest	59%	18%	46%	46%	41%	0%
	Services provided by the Federal Government	35%	15%	36%	27%	20%	9%
	Public information services	58%	37%	47%	32%	21%	15%
Participation	Contacted the City of Lakewood for help or information	29%	45%	38%	66%	16%	28%
	Attended a local public meeting	10%	7%	51%	31%	3%	20%
	Watched a local public meeting (online, television)	12%	35%	20%	42%	23%	22%
	Campaigned for an issue, cause or candidate	14%	22%	13%	21%	8%	8%
	Contacted Lakewood elected officials	6%	35%	14%	38%	29%	24%
	Volunteered with a local group/activity in Lakewood	18%	29%	28%	48%	11%	20%
	Voted in most recent local election	60%	73%	72%	85%	13%	13%
	Accessed the internet from home often	89%	91%	90%	96%	2%	6%
	Access the internet from cellphone often	94%	100%	94%	100%	6%	6%
	Visit social media sites often	72%	99%	75%	84%	27%	9%
	Use or check email often	95%	97%	95%	96%	2%	1%
Share opinions online often	29%	53%	31%	34%	24%	3%	
Shop online often	44%	64%	47%	61%	20%	14%	
Quality of Life	Recommend Lakewood as place to live	69%	60%	64%	31%	9%	33%
	Remain in Lakewood for next 5 years	73%	63%	76%	71%	10%	5%

	Outcome	2022 Percent rating positively (e.g., excellent/good)		2024 Percent rating positively (e.g., excellent/good)		2022 Percent Difference	2024 Percent Difference
		Statistically Accurate Survey	Open Participation Survey	Statistically Accurate Survey	Open Participation Survey		
Quality of Life	Overall image and reputation of Lakewood	38%	19%	29%	20%	19%	9%
	Overall quality of life in Lakewood	38%	19%	54%	42%	19%	12%

Attachment E: Comparison of National Benchmarks of 2015, 2017, 2022, & 2024 NCS Ratings

	Outcome	Percent rating positively (e.g., excellent/good)				Comparison to National Benchmarks			
		NCS 2015	NCS 2017	NCS 2022	NCS 2024	NCS 2015	NCS 2017	NCS 2022	NCS 2024
Facet of Community Livability: Overall Quality of Lakewood	Economic Health	36%	38%	43%	45%	Lower	Lower	Lower	Lower
	Design or layout of residential and commercial areas	46%	43%	51%	38%	Much Lower	Much Lower	Much Lower	Lower
	Transportation System	N/A	N/A	53%	45%	N/A	N/A	Similar	Similar
	Utility Infrastructure	N/A	N/A	68%	56%	N/A	N/A	Similar	Similar
	Feeling of Safety	41%	46%	31%	38%	Much Lower	Much Lower	Much Lower	Much Lower
	Natural Environment	62%	63%	59%	65%	Lower	Similar	Similar	Lower
	Parks and Recreation Opportunities	N/A	N/A	65%	66%	N/A	N/A	Similar	Similar
	Health and Wellness Opportunities	60%	60%	59%	48%	Similar	Similar	Lower	Lower
	Opportunities for Education, Culture, and the Arts	51%	54%	42%	36%	Lower	Lower	Lower	Lower
Residents' connection and engagement with their Community	N/A	N/A	30%	34%	N/A	N/A	Lower	Lower	
Facet of Community Livability: Importance to Lakewood Residents	Economic Health	88%	91%	87%	88%	N/A	N/A	Similar	Similar
	Design or layout of residential and commercial areas	68%	67%	67%	71%	N/A	N/A	Similar	Similar
	Transportation System	N/A	N/A	71%	69%	N/A	N/A	Similar	Similar
	Utility Infrastructure	N/A	N/A	81%	80%	N/A	N/A	Similar	Similar
	Feeling of Safety	92%	95%	91%	92%	N/A	N/A	Similar	Similar
	Natural Environment	74%	77%	75%	81%	N/A	N/A	Similar	Similar
	Parks and Recreation Opportunities	N/A	N/A	70%	77%	N/A	N/A	Similar	Similar
	Health and Wellness Opportunities	75%	78%	72%	76%	N/A	N/A	Similar	Similar
	Opportunities for Education, Culture, and the Arts	78%	79%	68%	72%	N/A	N/A	Similar	Similar
Residents' connection and engagement with their Community	N/A	74%	62%	69%	N/A	N/A	Lower	Similar	
Economy	Vibrant downtown/commercial area	35%	32%	45%	34%	Similar	Similar	Similar	Lower
	Quality of Lakewood business and service establishments	40%	45%	65%	53%	Lower	Similar	Similar	Lower
	Employment opportunities	30%	35%	52%	35%	Similar	Similar	Similar	Similar
	Lakewood as a place to work	46%	51%	66%	45%	Lower	Similar	Similar	Lower
	Economic Development Services	43%	37%	51%	41%	Similar	Similar	Similar	Similar
	Cost of living	38%	39%	34%	25%	Similar	Similar	Similar	Similar
	Shopping opportunities	59%	57%	62%	55%	Similar	Similar	Similar	Similar
	Lakewood as a place to visit	40%	40%	41%	40%	Lower	Lower	Lower	Lower
	Economy will have positive impact on income	25%	27%	21%	26%	Similar	Similar	Similar	Similar
Variety of business and service establishments	N/A	N/A	61%	53%	N/A	N/A	Similar	Similar	
Community Design	Own Neighborhood as place to live	54%	60%	68%	61%	Lower	Lower	Lower	Lower
	Public Places	47%	43%	41%	38%	Similar	Lower	Lower	Lower
	Variety of Housing Options	50%	42%	36%	30%	Similar	Similar	Similar	Similar
	Quality of new development in Lakewood	40%	44%	39%	32%	Lower	Similar	Lower	Similar
	Land use, planning and zoning	38%	40%	45%	45%	Similar	Similar	Similar	Similar
	Code Enforcement	26%	30%	34%	31%	Lower	Lower	Lower	Similar
	Overall appearance of Lakewood	44%	45%	43%	40%	Lower	Lower	Lower	Lower
	Availability of affordable quality Housing	39%	28%	15%	19%	Similar	Similar	Lower	Similar
	Well-planned residential growth	N/A	N/A	43%	35%	N/A	N/A	Similar	Similar
Well-planned commercial growth	N/A	N/A	43%	34%	N/A	N/A	Similar	Similar	
Well-designed neighborhoods	N/A	N/A	36%	31%	N/A	N/A	Lower	Lower	
Preservation of historical/cultural neighborhood character	N/A	N/A	52%	44%	N/A	N/A	Lower	Lower	
Mobility	Street cleaning	44%	42%	63%	52%	Lower	Lower	Similar	Similar
	Street lighting	44%	36%	60%	45%	Lower	Lower	Similar	Lower
	Sidewalk maintenance	40%	42%	52%	45%	Similar	Similar	Similar	Similar
	Ease of traveling by car	60%	68%	76%	71%	Similar	Similar	Similar	Similar
	Ease of public parking	65%	67%	71%	67%	Similar	Similar	Similar	Similar
	Traffic flow on major streets	41%	44%	48%	42%	Similar	Similar	Similar	Similar
	Traffic enforcement	53%	49%	51%	46%	Similar	Similar	Similar	Similar
	Street repair	32%	27%	31%	43%	Similar	Lower	Lower	Similar
	Ease of walking	38%	39%	43%	44%	Lower	Lower	Lower	Lower
	Ease of travel by bicycle	38%	33%	40%	42%	Similar	Lower	Similar	Similar
	Snow and ice response	53%	49%	44%	57%	Similar	Similar	Lower	Similar
	Ease of travel by public transportation	43%	61%	57%	48%	Similar	Higher	Higher	Higher
	Traffic signal timing	45%	40%	45%	49%	Similar	Similar	Similar	Similar
	Carpooled instead of driving alone in last year	38%	50%	50%	48%	Similar	Similar	Similar	Similar
Walked or biked instead of driving in last year	49%	48%	44%	52%	Similar	Similar	Lower	Similar	
Bus or transit services	62%	63%	63%	53%	Similar	Similar	Higher	Higher	
Used public transportation instead of driving in last year	30%	38%	22%	27%	Higher	Similar	Similar	Similar	
Utilities	Storm water drainage	45%	46%	65%	52%	Lower	Lower	Similar	Similar
	Drinking water	70%	72%	79%	63%	Similar	Similar	Similar	Similar
	Sewer services	71%	70%	78%	75%	Similar	Similar	Similar	Similar
	Power utility	69%	71%	71%	65%	Similar	Similar	Similar	Similar
	Utility billing	57%	61%	57%	52%	Similar	Similar	Similar	Similar
	Affordable high-speed internet access	N/A	N/A	44%	50%	N/A	N/A	N/A	Similar
	Garbage collection	76%	85%	73%	73%	Similar	Similar	Similar	Similar
	Fire prevention	57%	66%	76%	75%	Lower	Similar	Similar	Similar
	Animal control	50%	50%	60%	53%	Similar	Similar	Similar	Lower
	Police	66%	72%	67%	60%	Similar	Similar	Lower	Lower

	Outcome	Percent rating positively (e.g., excellent/good)				Comparison to National Benchmarks			
		NCS 2015	NCS 2017	NCS 2022	NCS 2024	NCS 2015	NCS 2017	NCS 2022	NCS 2024
Public Safety	Fire Services	87%	89%	90%	90%	Similar	Similar	Similar	Similar
	Ambulance/EMS	86%	86%	83%	83%	Similar	Similar	Similar	Similar
	Emergency preparedness	45%	49%	55%	58%	Similar	Lower	Lower	Similar
	Safe in neighborhood during the day	76%	78%	78%	71%	Lower	Lower	Lower	Lower
	Safe in business areas during the day	78%	78%	75%	62%	Similar	Similar	Lower	Much Lower
	Crime prevention	36%	47%	37%	39%	Much Lower	Lower	Much Lower	Much Lower
	Safe from property crime	N/A	N/A	44%	48%	N/A	N/A	Much Lower	Much Lower
	Safe from violent crime	N/A	N/A	52%	50%	N/A	N/A	Much Lower	Much Lower
Natural Environment	Safe natural disasters	N/A	N/A	78%	70%	N/A	N/A	Similar	Similar
	Air quality	59%	62%	78%	69%	Similar	Similar	Similar	Similar
	Natural areas preservation	48%	49%	62%	54%	Similar	Similar	Similar	Similar
	Lakewood Open Space	41%	41%	56%	48%	Lower	Lower	Similar	Similar
	Cleanliness	45%	42%	48%	N/A	Lower	Lower	Lower	N/A
	Yard waste pick-up	74%	75%	75%	70%	Similar	Similar	Similar	Similar
	Recycling	67%	78%	62%	58%	Similar	Similar	Similar	Similar
	Water resources (beaches, lakes, etc.)	N/A	N/A	58%	57%	N/A	N/A	Similar	Similar
Parks and Recreation	Paths and walking trails	43%	35%	57%	57%	Lower	Much Lower	Similar	Lower
	Fitness opportunities	54%	50%	65%	50%	Similar	Lower	Similar	Lower
	City parks	62%	72%	68%	71%	Lower	Similar	Similar	Similar
	Recreation programs	58%	57%	63%	52%	Similar	Similar	Similar	Lower
	Recreation centers	53%	60%	58%	50%	Lower	Lower	Similar	Lower
Health and Wellness	Recreational opportunities	49%	46%	51%		Similar	Lower	Lower	Lower
	Availability of affordable quality food	57%	54%	52%	40%	Similar	Similar	Similar	Lower
	Availability of affordable quality healthcare	58%	59%	53%	42%	Similar	Similar	Similar	Similar
	Availability of preventative health services	60%	59%	52%	42%	Similar	Similar	Similar	Lower
	Availability of mental health care	49%	45%	38%	38%	Similar	Similar	Similar	Similar
	Overall personal health	N/A	43%	56%	53%	N/A	N/A	N/A	Similar
Eductions, Arts, and Cultural	Health services in the city	58%	63%	63%	54%	Similar	Similar	Similar	Similar
	Overall personal health	49%	43%	56%		Similar	Similar	Similar	Similar
	Availability of affordable quality child care/preschool	37%	39%	44%	35%	Similar	Similar	Similar	Similar
	K-12 education	47%	45%	46%	46%	Lower	Lower	Lower	Lower
	Adult education	51%	67%	65%	48%	Similar	Similar	Similar	Similar
	Opportunities to attend cultural/arts/music activities	28%	31%	37%	39%	Lower	Lower	Lower	Lower
	Special events	38%	54%	43%	57%	Lower	Similar	Lower	Similar
Inclusivity and Engagement	Public libraries	80%	79%	76%	40%	Similar	Similar	Similar	Much Lower
	Community support for the arts	N/A	N/A	42%	41%	N/A	N/A	Similar	Lower
	Sense of community	31%	33%	42%	39%	Much Lower	Lower	Lower	Lower
	Opportunities to volunteer	50%	48%	61%	56%	Lower	Lower	Lower	Lower
	Place to raise children	44%	52%	55%	47%	N/A	N/A	Lower	Much Lower
	Place to retire	47%	53%	53%	51%	Lower	Similar	Similar	Similar
	Neighborliness	34%	44%	39%	37%	Lower	Lower	Lower	Lower
	Opportunities to participate in social events and activities	36%	36%	41%	49%	Lower	Lower	Lower	Lower
	Opportunities to participate in community matters	45%	47%	45%	48%	Lower	Lower	Lower	Similar
	Openness and acceptance	49%	65%	60%	55%	Similar	Similar	Similar	Similar
	Making all residents feel welcome	N/A	N/A	58%	57%	N/A	N/A	Similar	Similar
	Attracting people from diverse backgrounds	N/A	N/A	71%	60%	N/A	N/A	Similar	Similar
	Valuing/respecting residents from diverse backgrounds	N/A	N/A	64%	56%	N/A	N/A	Similar	Similar
Governance	Taking care of vulnerable residents (elderly, disabled, homeless)	N/A	N/A	39%	34%	N/A	N/A	Lower	Lower
	Sense of civic/community pride	N/A	N/A	36%	38%	N/A	N/A	Lower	Lower
	Welcoming resident involvement	35%	39%	51%	48%	Lower	Lower	Similar	Similar
	Treating all residents fairly	33%	43%	52%	46%	Lower	Similar	Similar	Similar
	Services provided by Lakewood	51%	57%	59%	47%	Lower	Similar	Similar	Similar
	Customer service	51%	66%	72%	60%	Lower	Similar	Similar	Lower
	Value of services for taxes paid	37%	38%	40%	35%	Lower	Similar	Similar	Similar
	Overall direction	42%	58%	59%	49%	Lower	Similar	Similar	Similar
	Confidence in City government	37%	44%	45%	40%	Similar	Similar	Similar	Similar
	Acting in the best interest of Lakewood	41%	51%	54%	44%	Similar	Similar	Similar	Similar
Participation	Being honest	35%	55%	59%	46%	Lower	Similar	Similar	Similar
	Services provided by the Federal Government	26%	38%	35%	36%	Similar	Similar	Similar	Similar
	Public information services	46%	60%	58%	47%	Similar	Similar	Similar	Similar
	Contacted the City of Lakewood for help or information	33%	31%	29%	38%	Lower	Lower	Lower	Similar
	Attended a local public meeting	14%	18%	10%	15%	Similar	Similar	Similar	Similar
	Watched a local public meeting (online, television)	22%	17%	12%	20%	Similar	Similar	Lower	Lower
	Campaigned for an issue, cause or candidate	22%	16%	14%	13%	Similar	Similar	Similar	Similar
	Contacted Lakewood elected officials	20%	18%	6%	14%	Similar	Similar	Similar	Similar
	Volunteered with a local group/activity in Lakewood	21%	31%	18%	28%	Lower	Similar	Lower	Similar
	Voted in most recent local election	N/A	N/A	60%	73%	N/A	N/A	Lower	Similar
	Accessed the internet from home often	N/A	N/A	89%	90%	N/A	N/A	Similar	Similar
	Access the internet from cellphone often	N/A	N/A	94%	94%	N/A	N/A	Similar	Similar
Visit social media sites often	N/A	N/A	72%	75%	N/A	N/A	Similar	Similar	
Use or check email often	N/A	N/A	95%	95%	N/A	N/A	Similar	Similar	
Share opinions online often	N/A	N/A	28%	31%	N/A	N/A	Similar	Similar	

	Outcome	Percent rating positively (e.g., excellent/good)				Comparison to National Benchmarks			
		NCS 2015	NCS 2017	NCS 2022	NCS 2024	NCS 2015	NCS 2017	NCS 2022	NCS 2024
	Shop online often	N/A	N/A	43%	47%	N/A	N/A	Lower	Lower
Quality of Life	Recommend Lakewood as place to live	69%	73%	71%	64%	Lower	Lower	Similar	Lower
	Remain in Lakewood for next 5 years	74%	74%	73%	76%	Similar	Similar	Lower	Similar
	Overall image and reputation of Lakewood	30%	33%	38%	29%	Much Lower	Much Lower	Lower	Lower
	Overall quality of life in Lakewood	48%	52%	62%	54%	Lower	Lower	Lower	Lower

Map A: Lakewood Demographics and Qualified Census Tracts

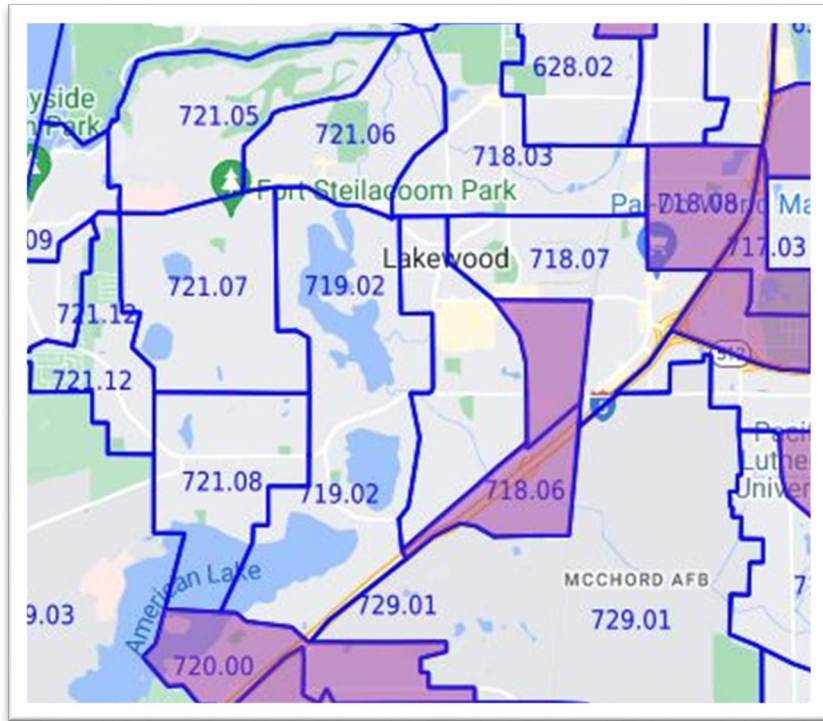


Figure 1: Census Tracts in Lakewood, with Qualified Census Tracts identified by purple shading.

Source: https://www.huduser.gov/portal/sadda/sadda_gct.html

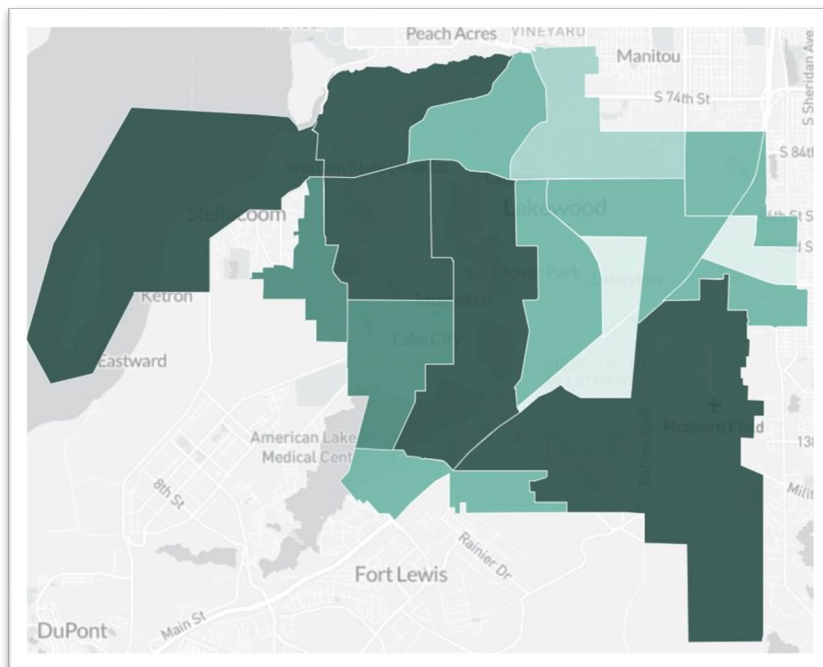
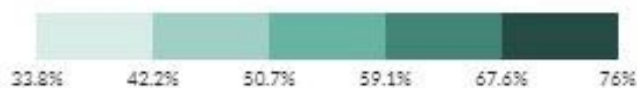


Figure 2: Demographics in Lakewood by Census Tracts, with darker shaded areas indicating higher percentages of White residents

Source: <https://mtgis-portal.geo.census.gov/arcgis/apps/MapSeries/index.html?appid=2566121a73de463995ed2b2fd7ff6eb7>



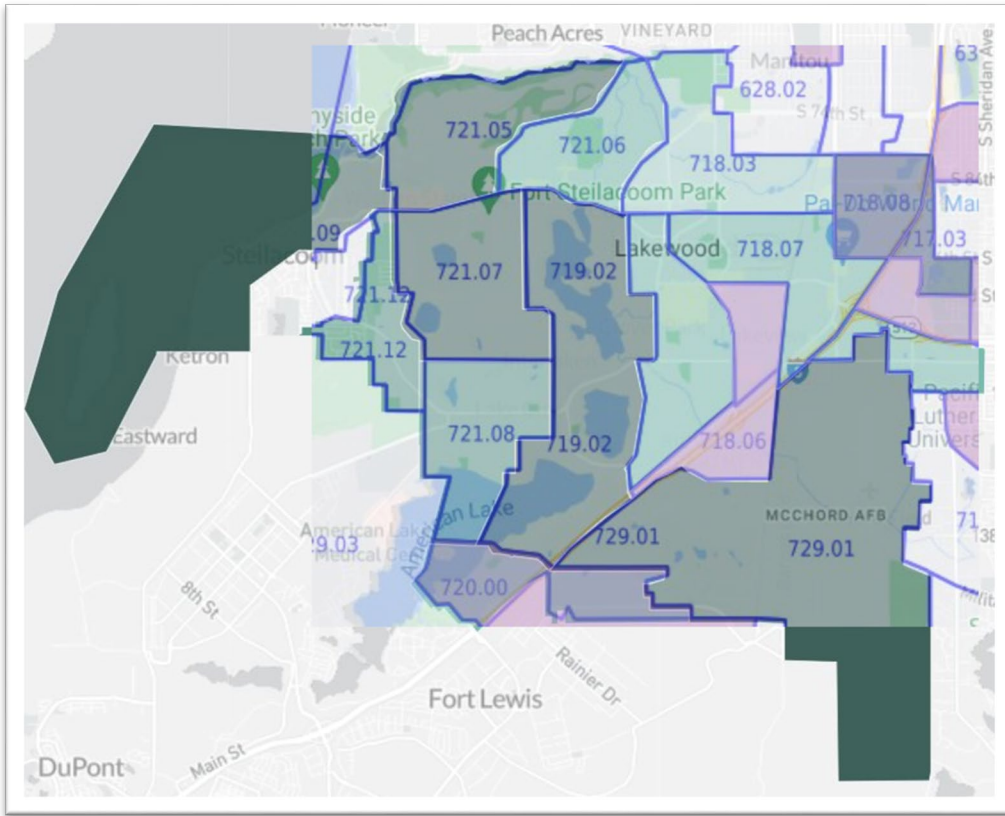


Figure 3: Overlay of Figure 1 and Figure 2, showing that Qualified Census Tracts and high BIPOC population percentages coincide

Lakewood, WA

The National Community Survey

Report of Results
2024

Report by:



Visit us online!
www.polco.us



National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Lakewood. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement



POWERED BY POLCO



The report provides the opinions of a representative sample of 416 residents of the City of Lakewood collected from November 27, 2023 to January 15, 2024. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2024 survey was 8%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Lakewood.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

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 on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. 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. In each tab, 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.

Trends over time

Trend data for Lakewood represent important comparison data and should be examined for improvements or declines.¹ Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents’ opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2022 and 2024 surveys, the change is statistically significant.

1. In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Selecting survey recipients

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 Polco's mailing vendor, Go-Dog Direct, 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. Addresses located outside of the City of Lakewood boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of six districts. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was randomly selected using the "birthday method". The birthday method selects a person within the household by asking the "person who most recently had a birthday" 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 introduction of the survey.

Conducting the survey

The 6,000 randomly selected households received mailings beginning on November 27, 2023 and data collection for the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. All mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation. All follow-up mailings asked those who had not completed the survey to do so, and those who had already done so to refrain from completing the survey again.

The survey was available in English and Spanish. All mailings contained paragraphs in both languages instructing participants on how to complete the survey in their preferred language.

About 8% of the 6,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 5,231 households that received the invitations to participate, 416 completed the survey, providing an overall response rate of 8%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.²

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 here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The margin of error for the City of Lakewood survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (416 completed surveys).

In addition to the randomly selected "probability sample" of households, a link to an online open-participation survey was publicized by the City of Lakewood. The open-participation survey was identical to the random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Lakewood and also a question about where they heard about the survey. The open-participation survey was open to all city residents and became available on December 25, 2023. The survey remained open for three weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open-participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2022 American Community Survey estimates for adults in the City of Lakewood. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.³ The results of the weighting scheme for the probability sample are presented in the following table...

		Unweighted	Weighted	Target ⁴
Age	18-34	7%	32%	35%
	35-54	22%	30%	29%
	55+	71%	38%	36%
Area	District 1	18%	12%	12%
	District 2	6%	10%	10%
	District 3	14%	8%	9%
	District 4	13%	14%	15%
	District 5	31%	27%	26%
	District 6	20%	30%	28%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish origin	92%	85%	85%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	8%	15%	15%
Housing tenure	Own	72%	44%	44%
	Rent	28%	56%	56%
Housing type	Attached	33%	55%	55%
	Detached	67%	45%	45%

Race & Hispanic origin	Not white alone	30%	50%	50%
	White alone, not Hispanic or Latino	70%	50%	50%
Sex	Man	40%	47%	49%
	Woman	60%	53%	51%
Sex/age	Man 18-34	3%	14%	19%
	Man 35-54	7%	15%	14%
	Man 55+	30%	17%	16%
	Woman 18-34	4%	17%	16%
	Woman 35-54	15%	15%	14%
	Woman 55+	41%	21%	20%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, 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.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Lakewood funded this research. Please contact Michael Vargas of the City of Lakewood at mvargas@cityoflakewood.us if you have any questions about the survey.

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged. **Non-response error** arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than those who did respond. **Coverage error** refers to the possibility that some respondents that should have been included in the surveyed population were not (e.g., for a general resident survey, USPS mailing lists may exclude certain types of housing units, such as multi-family buildings where mail is delivered to a common area rather than to a specific unit (though this is rare), or where mail is received at a PO box instead of the at household's physical location. Finally, **recall bias** occurs when respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events), and **social desirability bias** may cause respondents to answer in ways they think cast their responses in a more favorable light.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

2. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>

3. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>

4. Targets come from the 2020 Census and 2022 American Community Survey

Key Findings

Safety remains a top priority for residents.

About 9 in 10 survey respondents identified safety as an essential or very important area of focus for the community in the next two years, placing it at the top of residents' priorities for Lakewood. The overall feeling of safety was favorably rated by about 38% of residents, which was a notable increase from roughly 31% in 2022. Approximately 7 in 10 participants reported feeling safe in their neighborhood during the day, while about 6 in 10 felt safe in Lakewood's downtown/commercial area during the day, both of which decreased slightly since 2022. Only about half indicated that they felt safe from property crime and violent crime, on par with 2022 ratings. These relatively lower ratings merit additional research and consideration.

Respondents raise concerns about general affordability in Lakewood and the overall wellbeing of all residents.

Survey participants noted growing concerns about affordability across numerous facets of livability. Only one-quarter offered favorable evaluations of the cost of living. When compared to previous survey results, fewer positive ratings were given in 2024 for the availability of affordable quality food (40% excellent or good) and affordable quality health care (42%), though the latter was similar to ratings seen across the nation. Ratings for affordable quality mental health care (38%) remained stable since 2022 and were on par with the national benchmark. Additionally, only about one-third offered high marks to the availability of affordable quality childcare/preschool, marking a decline since 2022. About 2 in 10 gave favorable marks to the availability of affordable quality housing, also on par with the national average. One-third of residents were satisfied with the community's performance in taking care of vulnerable residents, lower than the national average, indicating room for growth in this area.

Fluctuations in ratings related to City government suggest an opportunity for renewed focus.

Many governance-related ratings in Lakewood have experienced statistically significant fluctuations over the past several years, some of which may be partially attributable to the COVID-19 pandemic. Several ratings declined since 2022, including local government being honest (46% excellent or good), informing residents about issues facing the community (38%), and generally acting in the best interest of the community (44%). The overall direction that Lakewood is taking was rated favorably by about half of respondents, down 10% from previous results. Regarding city services, public information services (47%) and the overall customer service by Lakewood employees (60%) also both trended downward. In contrast, the job Lakewood government does at welcoming resident involvement, treating residents with respect, treating all residents fairly, and being open and transparent to the public all remained on par with 2022 ratings, earning positive assessments from about half.

The City's parks and recreational opportunities continue to be highly valued by residents.

Residents offered high ratings of importance (77% essential or very important) and favorable ratings of quality (66% excellent or good) to the overall quality of parks and recreation opportunities, suggesting that they are a priority and strength for the community. A few recreation-related reviews declined since 2022, including fitness opportunities (from 65% excellent or good in 2022 to 50% in 2024), recreation programs or classes (from 63% to 52%), and recreation centers or facilities (from 58% to 50%), indicating an opportunity for additional focus in these areas. However, several other items remained stable since 2022. Lakewood's city parks were applauded by 7 in 10 respondents. Additionally, the availability of paths and walking trails were highly valued by about 6 in 10 participants. Relatedly, about half of respondents offered positive reviews to recreational opportunities.

Facets of livability

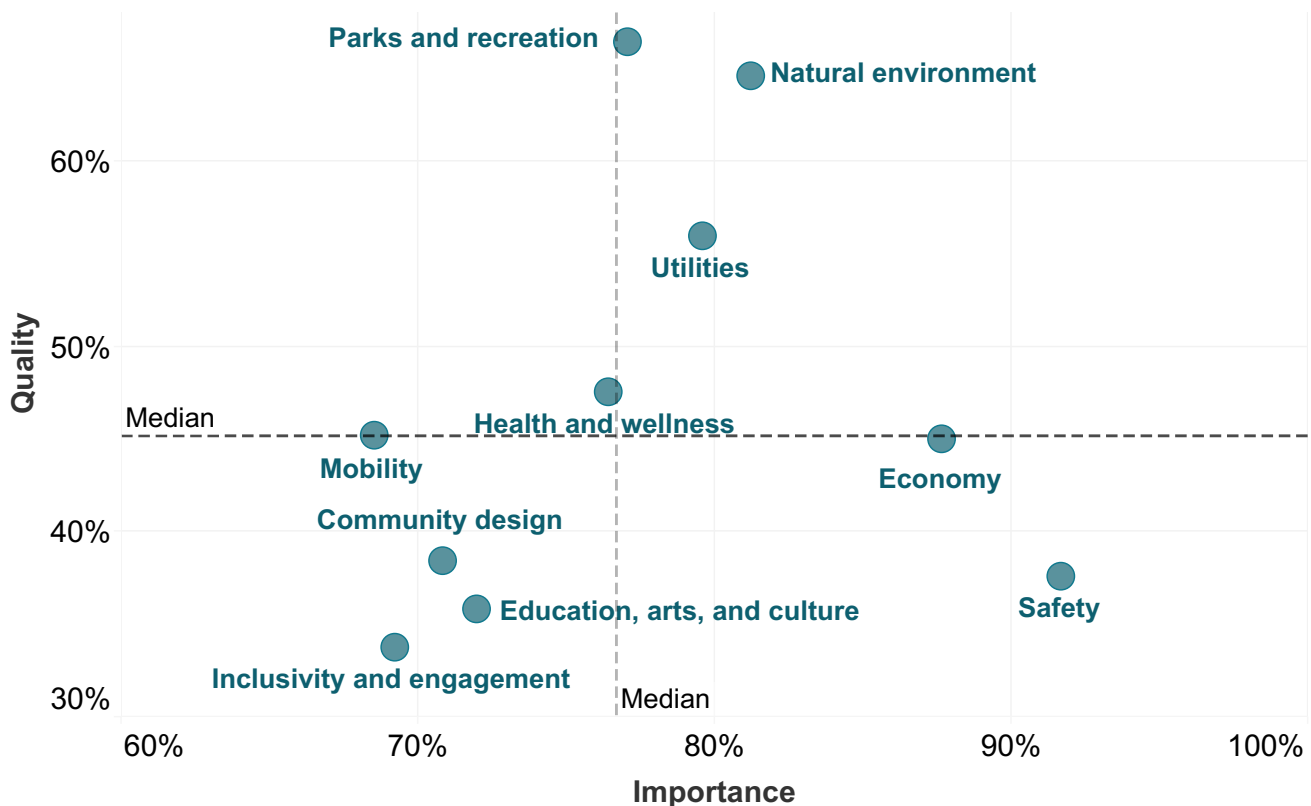
Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

Quality-Importance Matrix

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the *importance* of facets were compared to their ratings of the *quality* of these facets. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all facets were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some facets were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some facets were in the bottom half of both lists.

44% or more of respondents were considered of “higher quality” and those with ratings lower than 44% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 77% or more of respondents. Services were rated as “less important” if they received a rating of less than 77%. This classification uses the median ratings for quality and importance to divide the services in half.

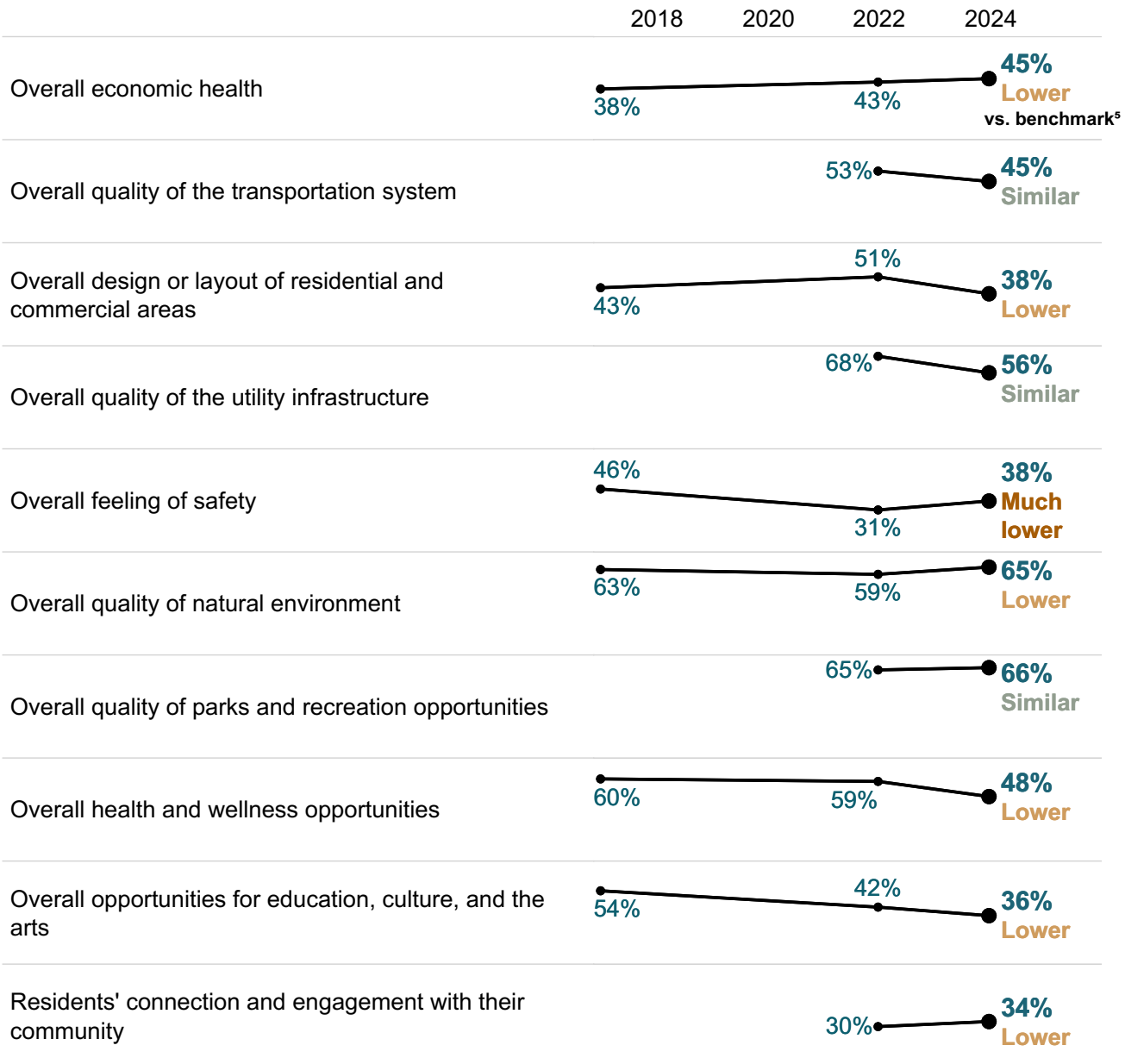
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



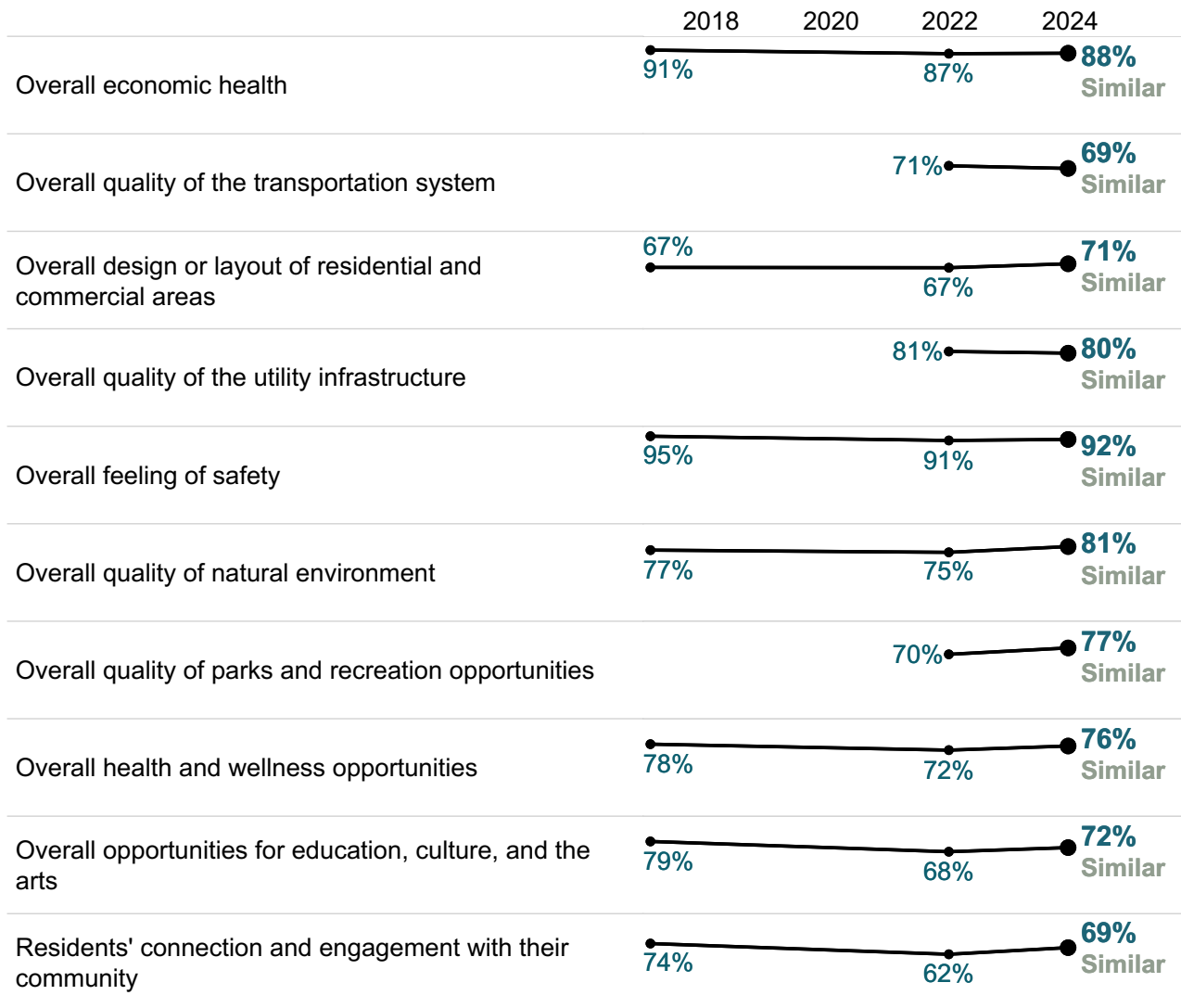
Quality and Importance by the Numbers

The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Lakewood as a whole.
(% excellent or good)



Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.
 (% essential or very important)

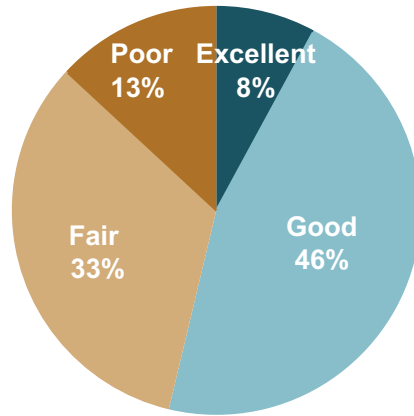


5. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

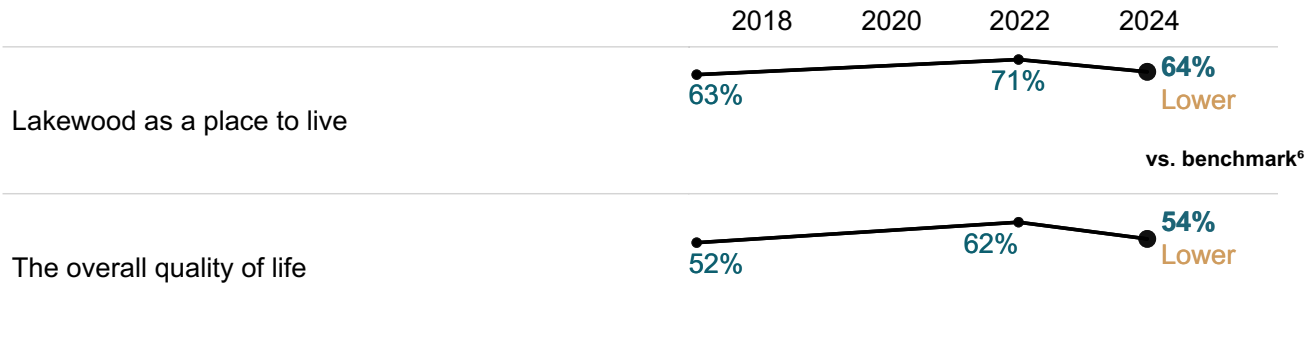
The overall quality of life in Lakewood, 2024

Quality of Life

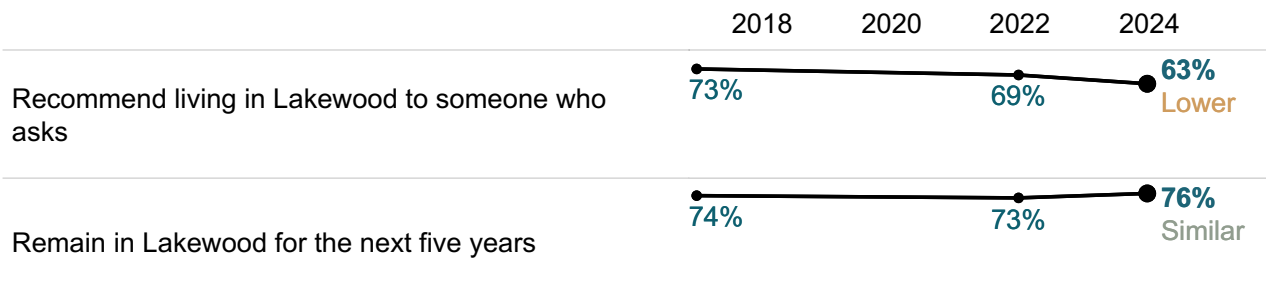
Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.



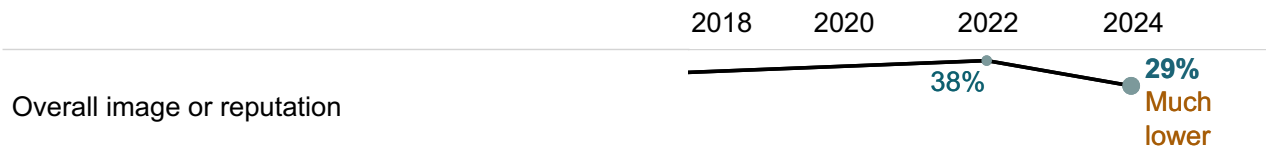
Please rate each of the following aspects of quality of life in Lakewood. (% excellent or good)



Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)



Please rate each of the following in the Lakewood community. (% excellent or good)



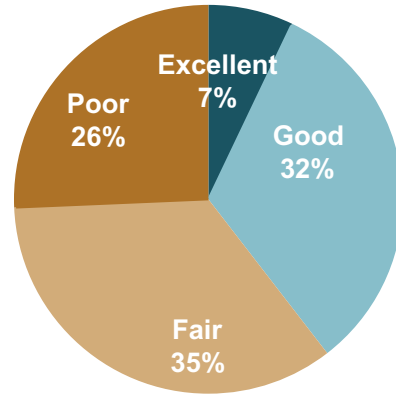
6. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



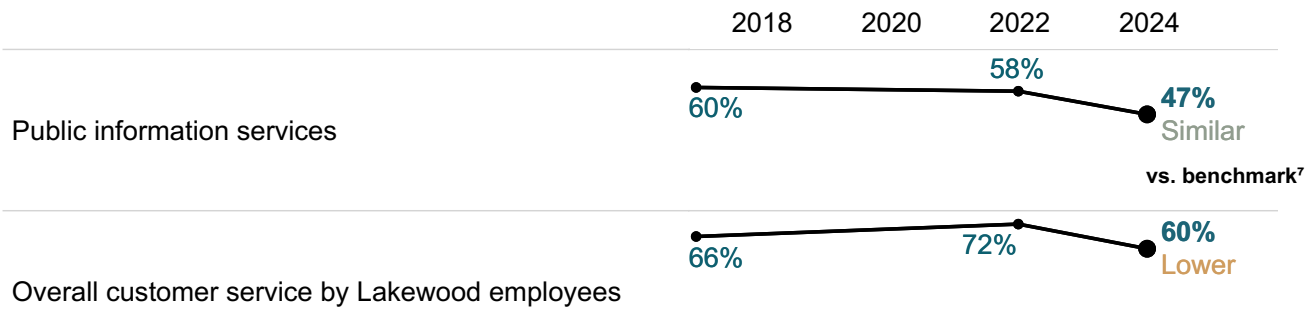
Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

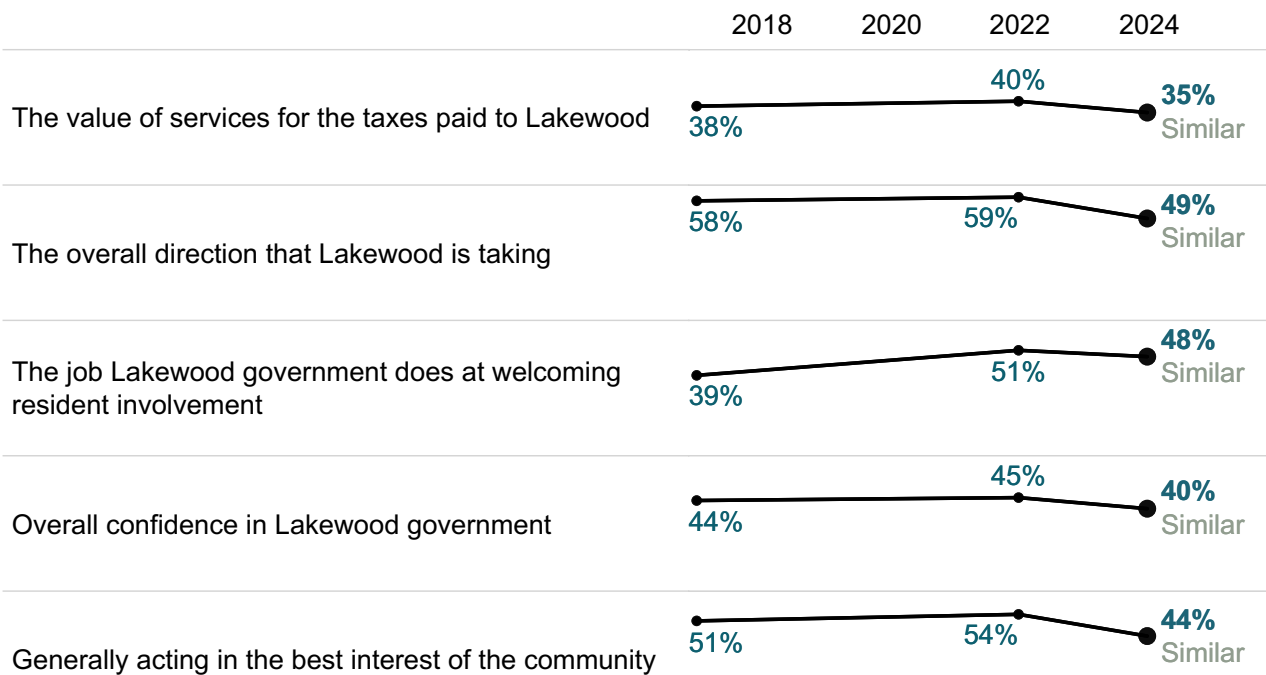
Overall confidence in Lakewood government, 2024

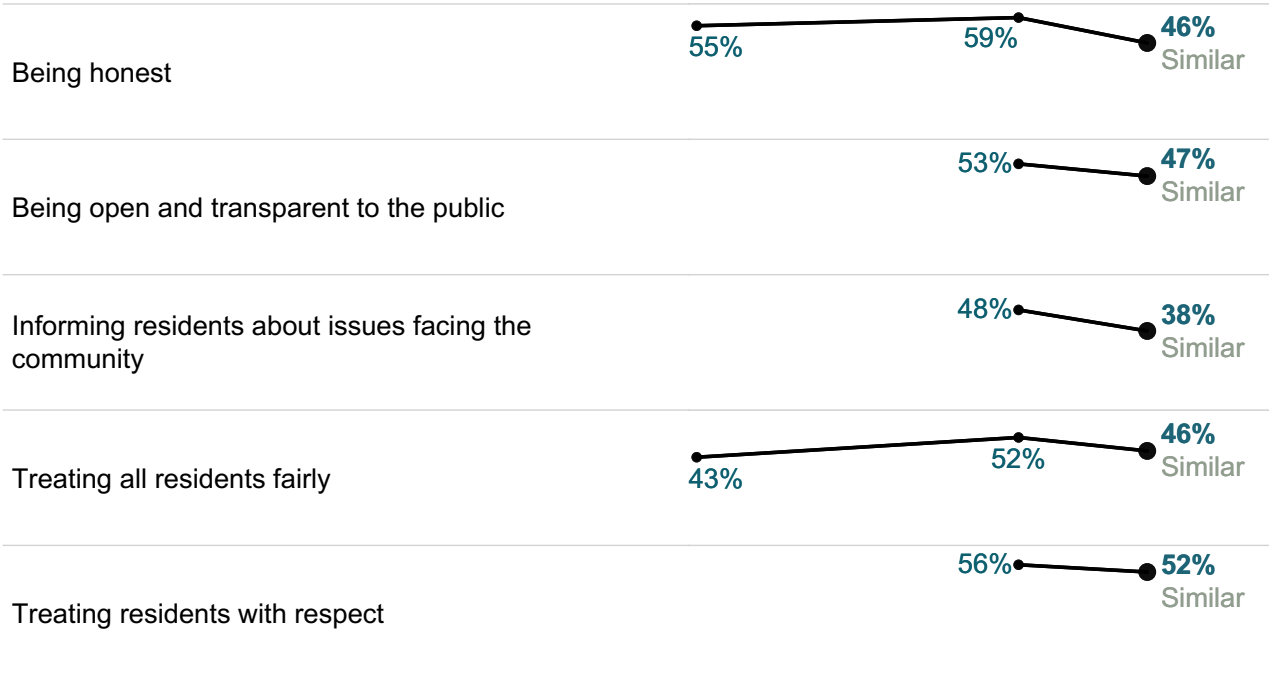


Please rate the quality of each of the following services in Lakewood.
(% excellent or good)

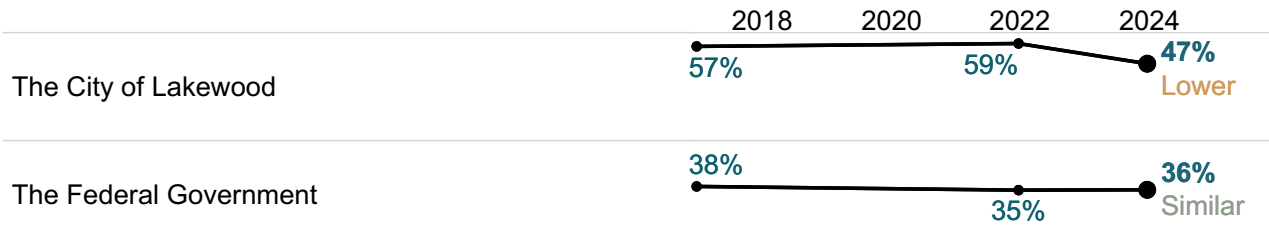


Please rate the following categories of Lakewood government performance.
(% excellent or good)





**Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)**



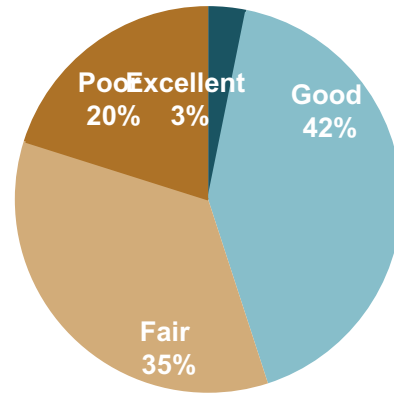
7. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



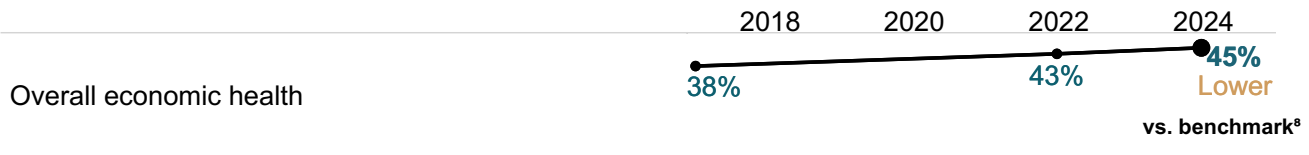
Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

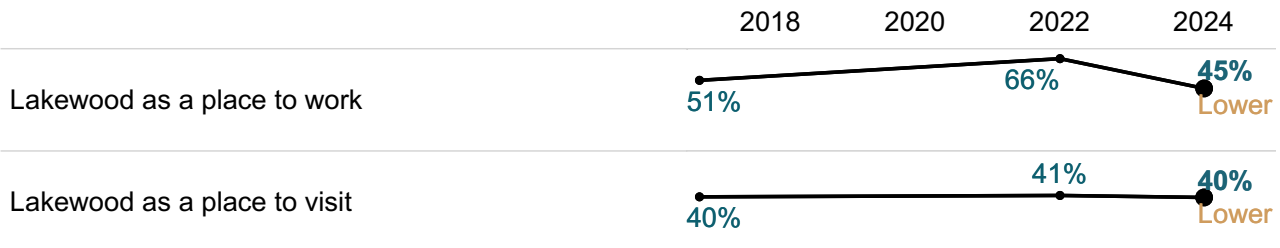
Overall economic health of Lakewood, 2024



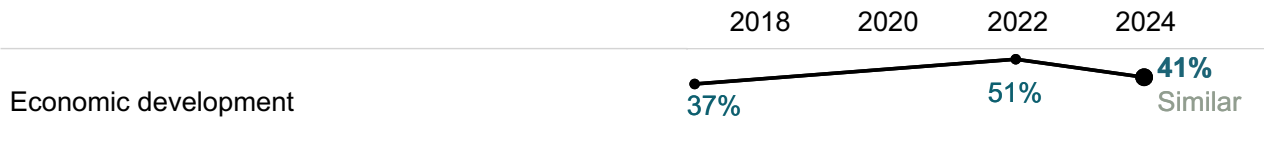
Please rate each of the following characteristics as they relate to Lakewood as a whole.
(% excellent or good)



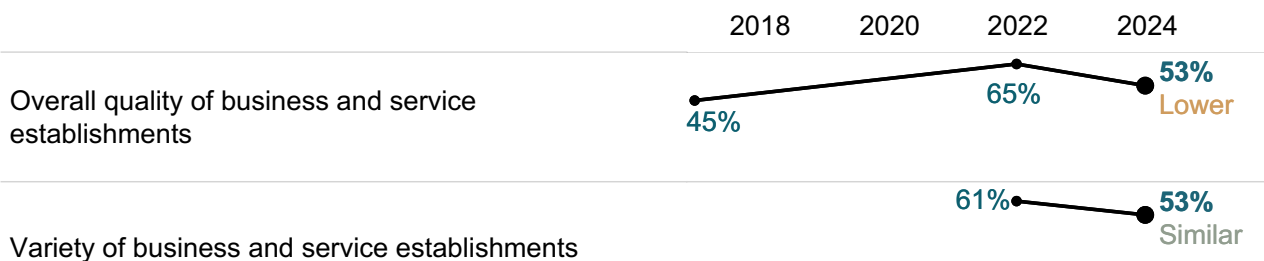
Please rate each of the following aspects of quality of life in Lakewood.
(% excellent or good)

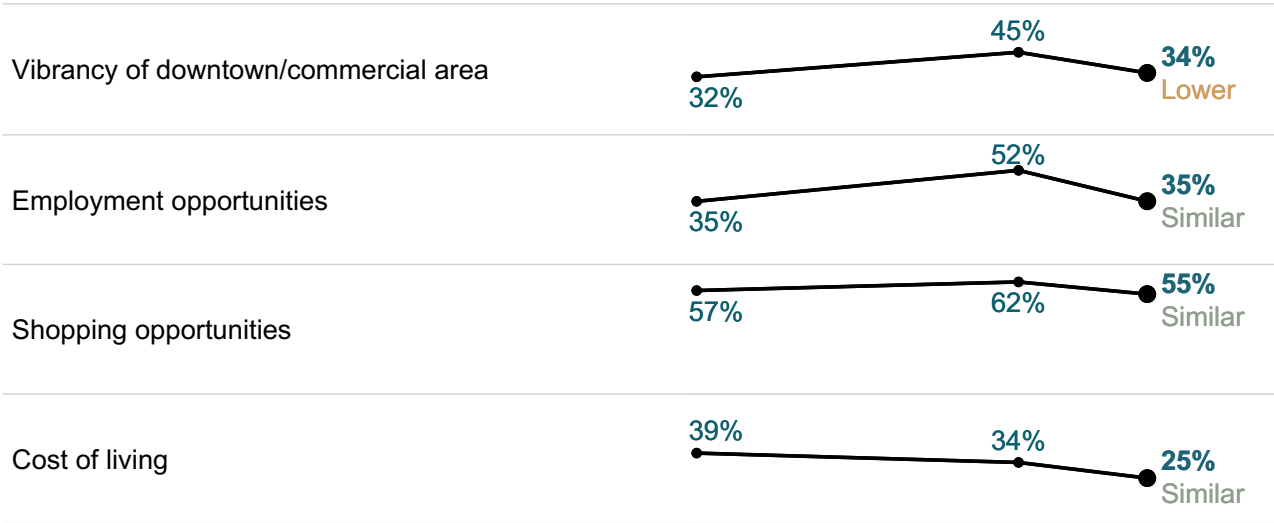


Please rate the quality of each of the following services in Lakewood.
(% excellent or good)

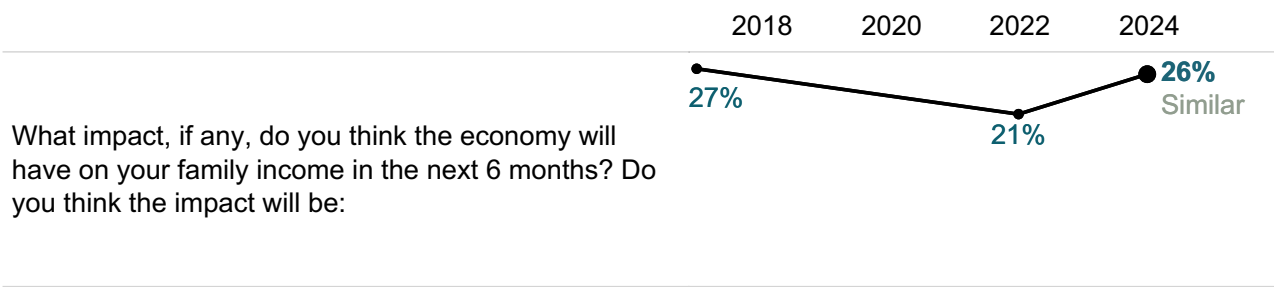


Please rate each of the following in the Lakewood community.
(% excellent or good)





What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
 (% very or somewhat positive)

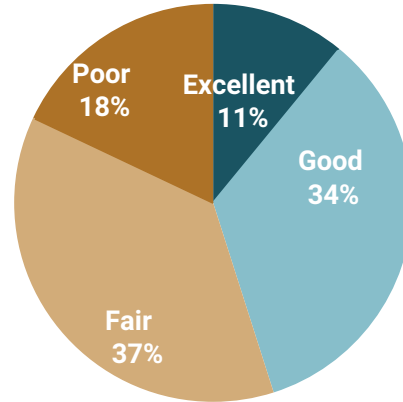


8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

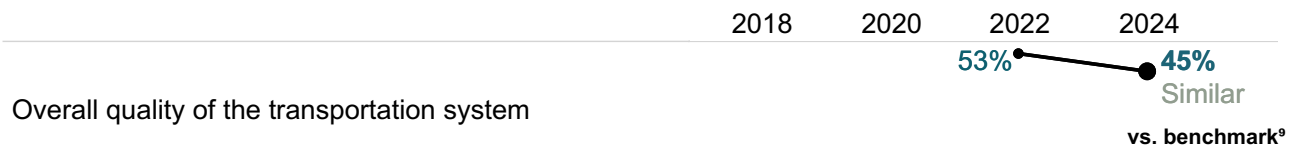
Overall quality of the transportation system in Lakewood, 2024

Mobility

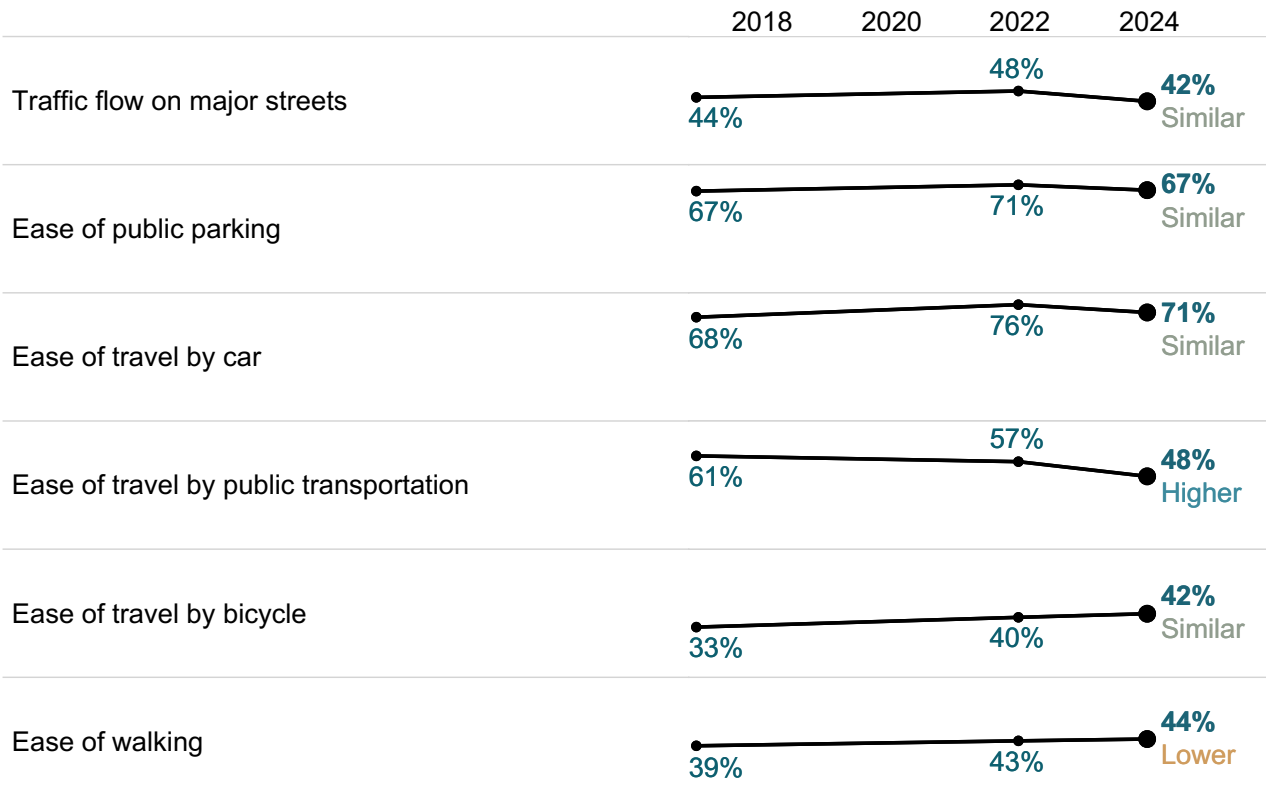
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.



Please rate each of the following characteristics as they relate to Lakewood as a whole.
(% excellent or good)

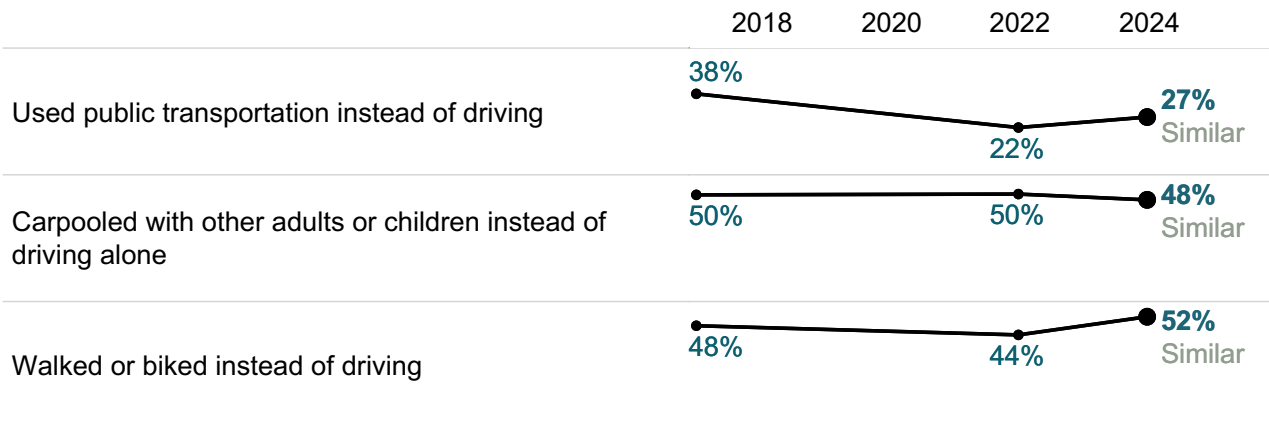


Please also rate each of the following in the Lakewood community.
(% excellent or good)

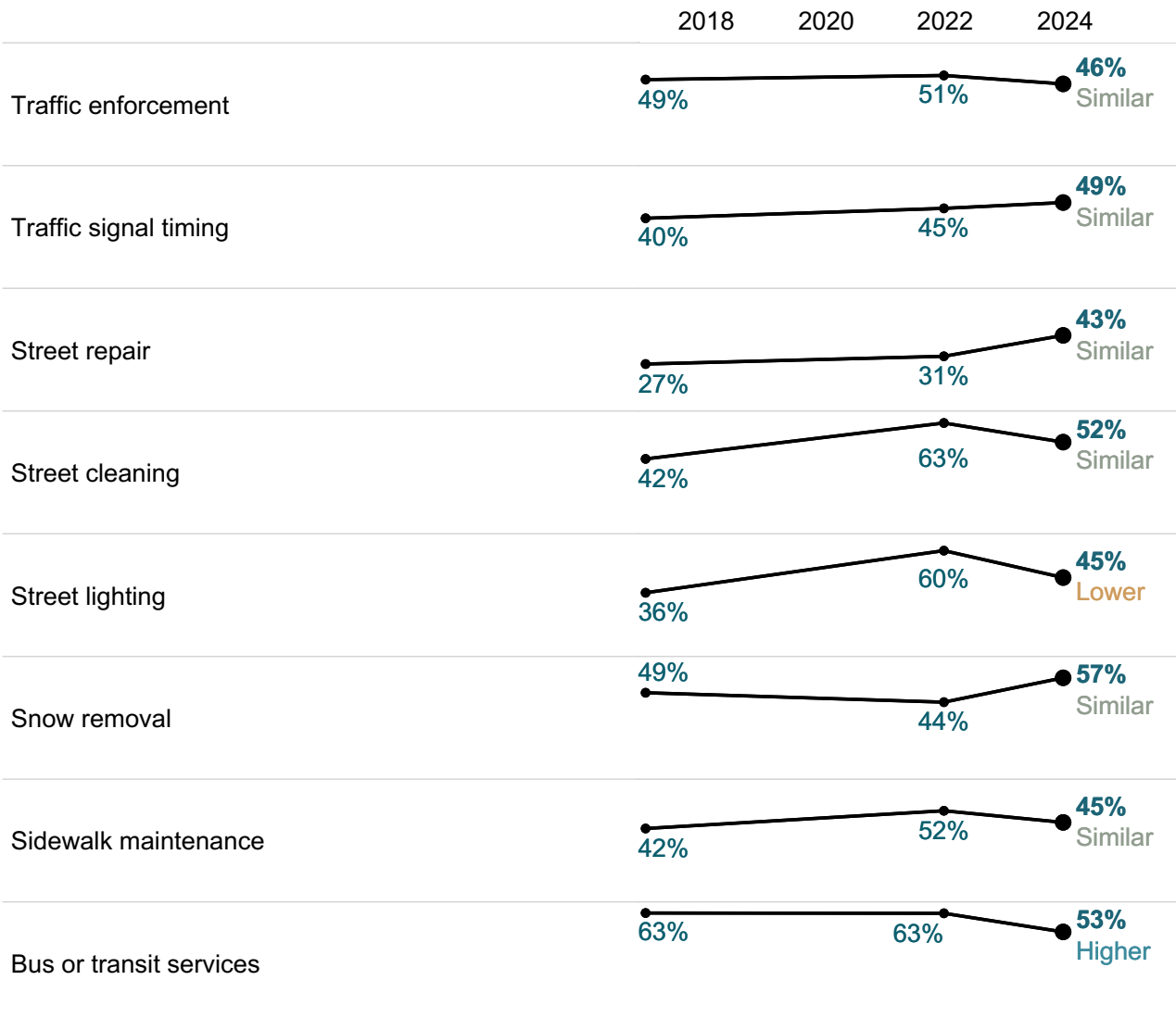


9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Please indicate whether or not you have done each of the following in the last 12 months.
 (% yes)



Please rate the quality of each of the following services in Lakewood.
 (% excellent or good)

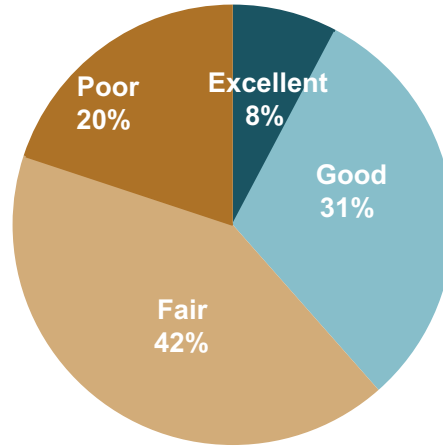


9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

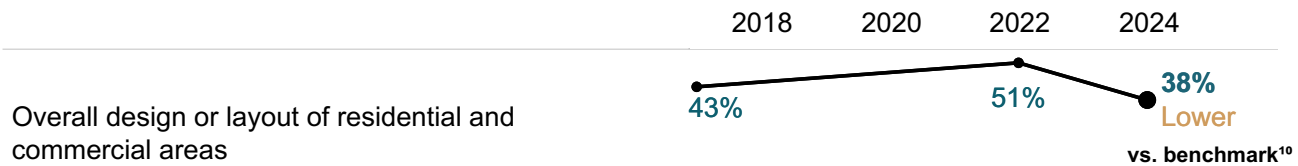
Overall design or layout of Lakewood's residential and commercial areas, 2024

Community Design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



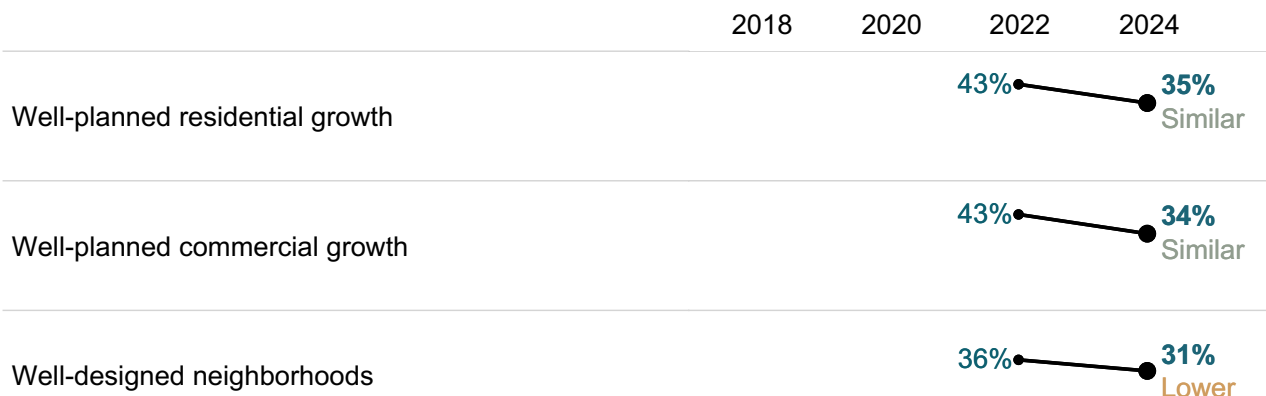
Please rate each of the following characteristics as they relate to Lakewood as a whole.
(% excellent or good)



Please rate each of the following aspects of quality of life in Lakewood.
(% excellent or good)

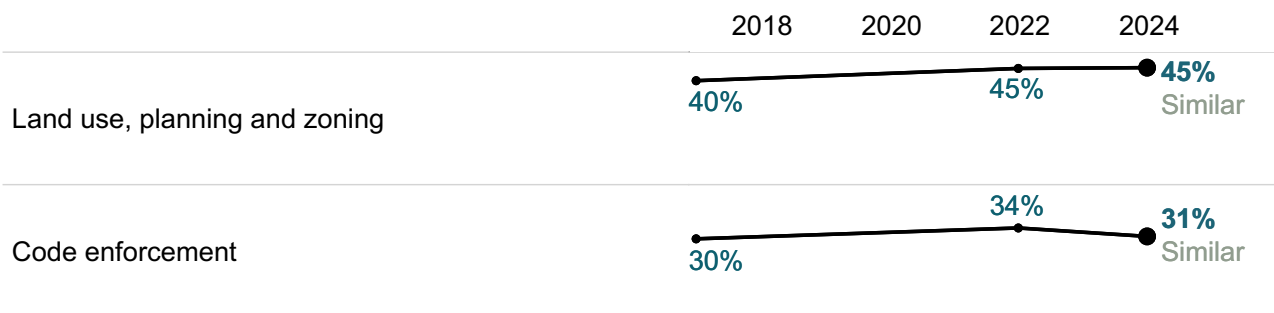


Please also rate each of the following in the Lakewood community.
(% excellent or good)





**Please rate the quality of each of the following services in Lakewood.
(% excellent or good)**

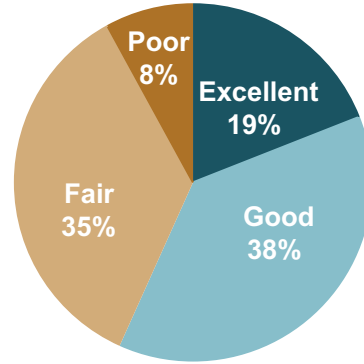


10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

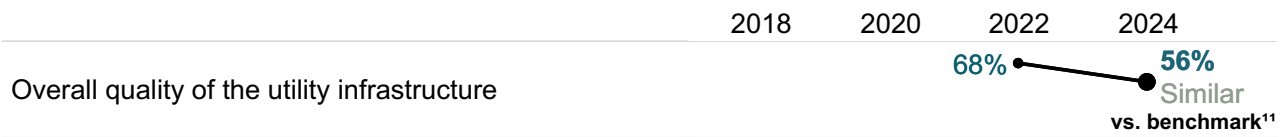
Overall quality of the utility infrastructure in Lakewood, 2024

Utilities

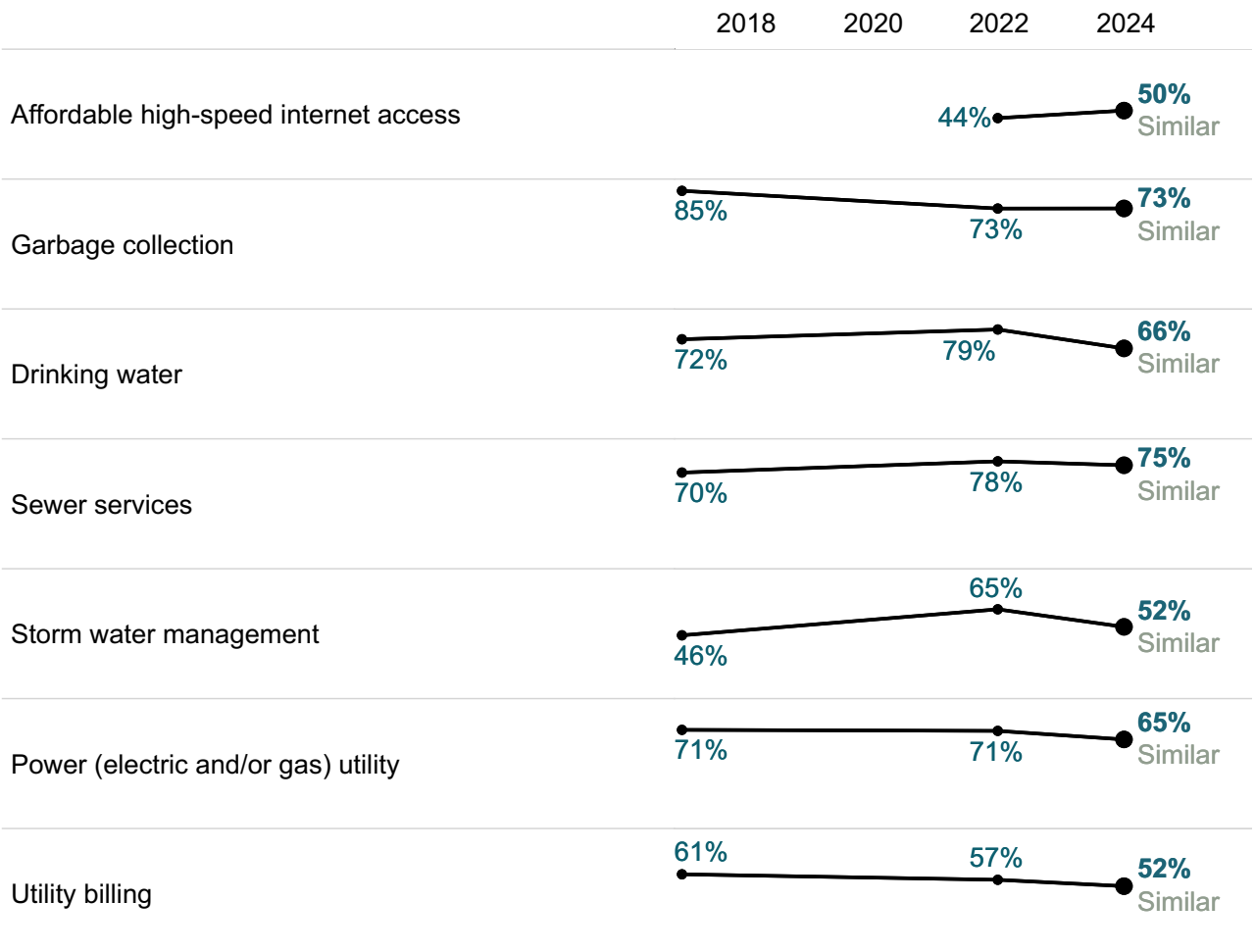
Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.



Please rate each of the following characteristics as they relate to Lakewood as a whole. (% excellent or good)



Please rate the quality of each of the following services in Lakewood. (% excellent or good)

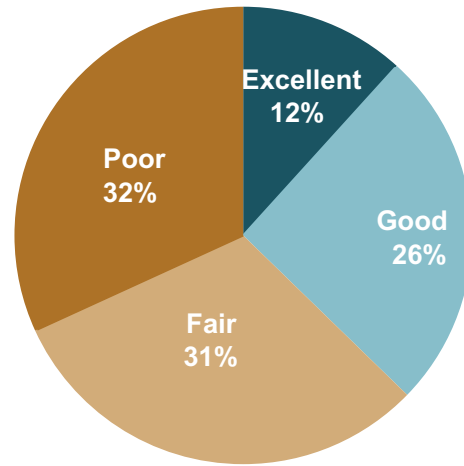


11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

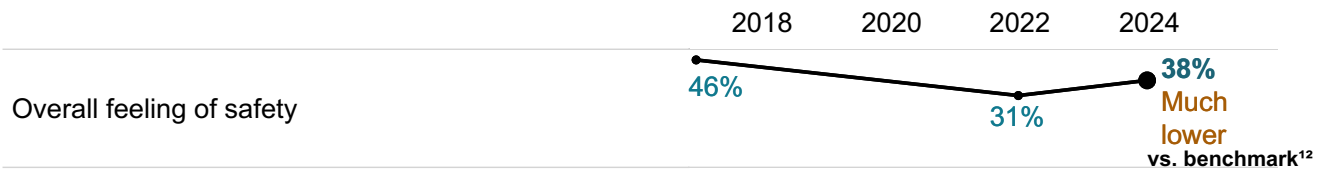
Overall feeling of safety in Lakewood, 2024

Safety

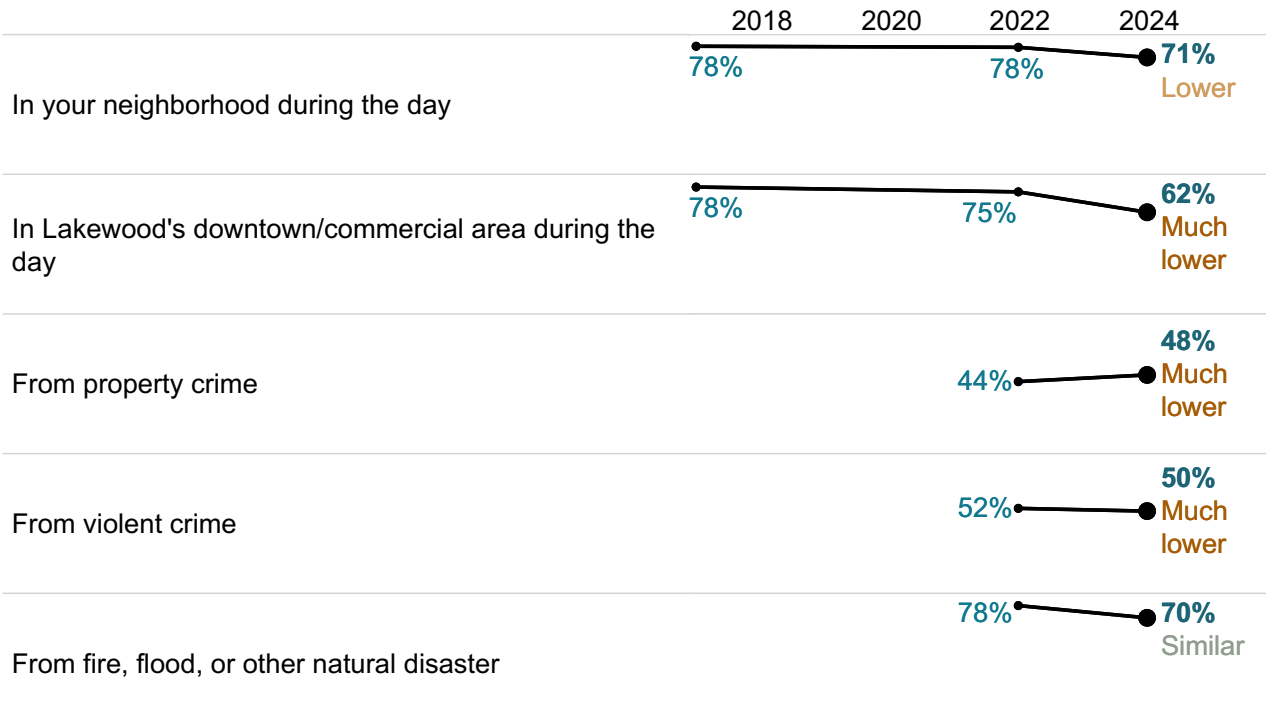
Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



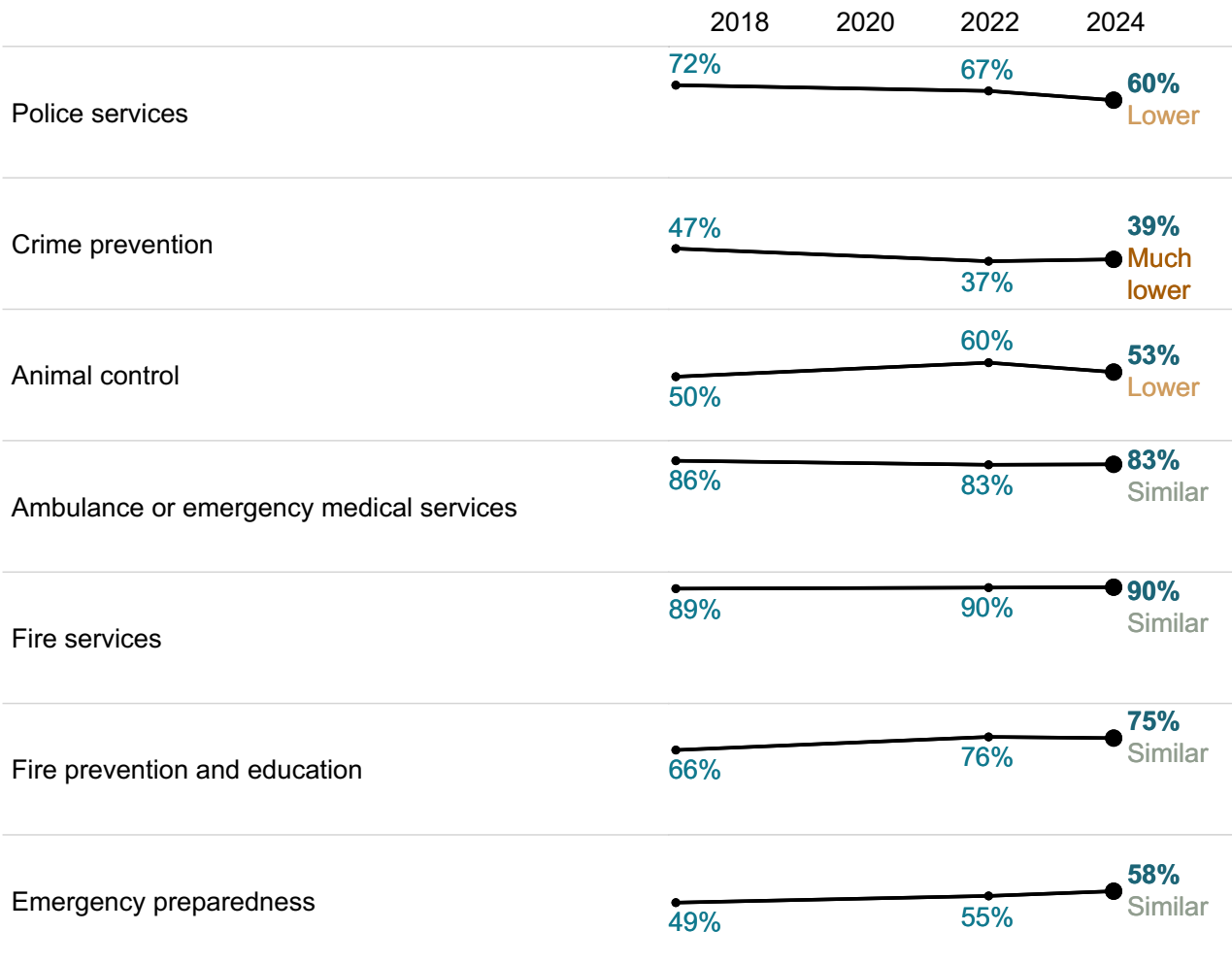
Please rate each of the following characteristics as they relate to Lakewood as a whole.
(% excellent or good)



Please rate how safe or unsafe you feel:
(% very or somewhat safe)



Please rate the quality of each of the following services in Lakewood.
 (% excellent or good)

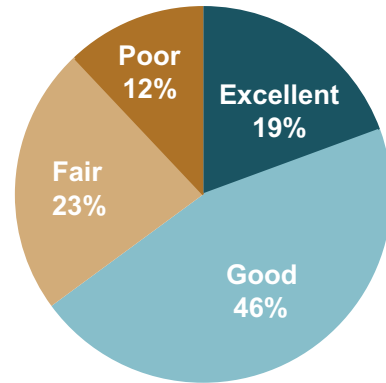


12. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

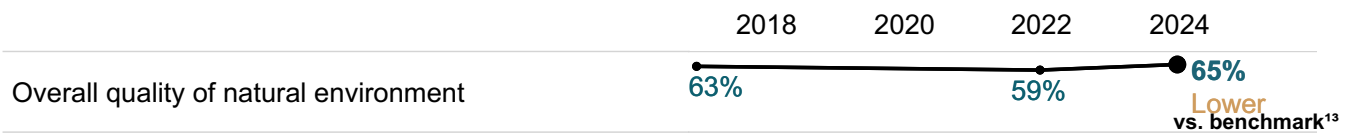
Overall quality of natural environment in Lakewood, 2024

Natural Environment

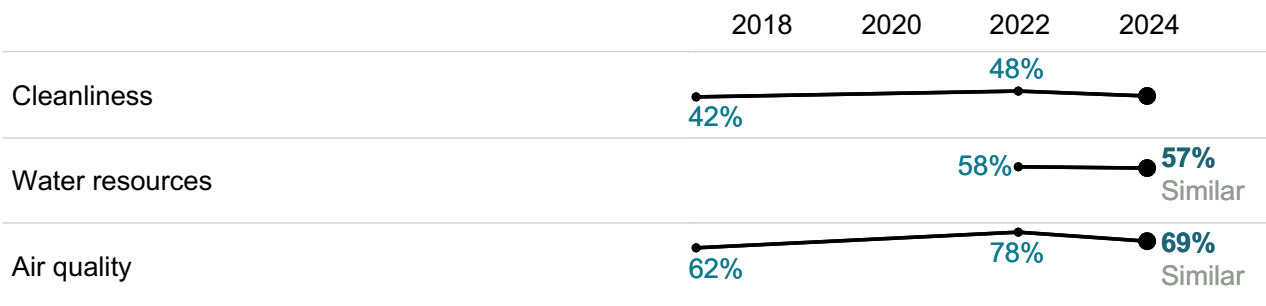
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



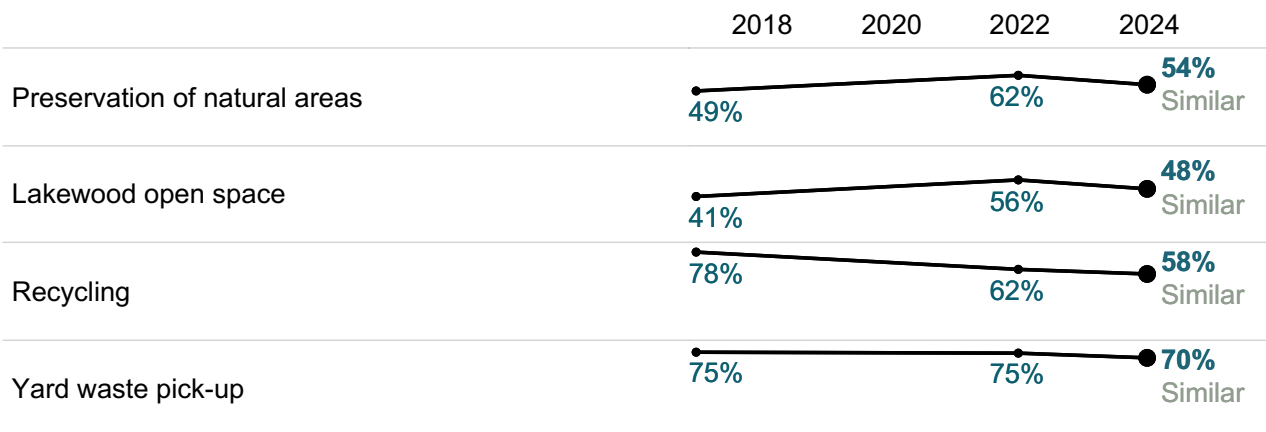
Please rate each of the following characteristics as they relate to Lakewood as a whole. (% excellent or good)



Please also rate each of the following in the Lakewood community. (% excellent or good)



Please rate the quality of each of the following services in Lakewood. (% excellent or good)



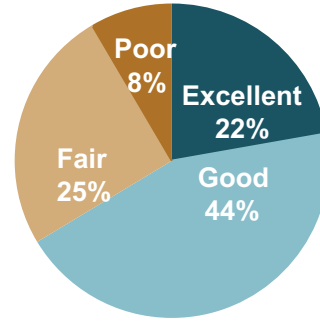
13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2024

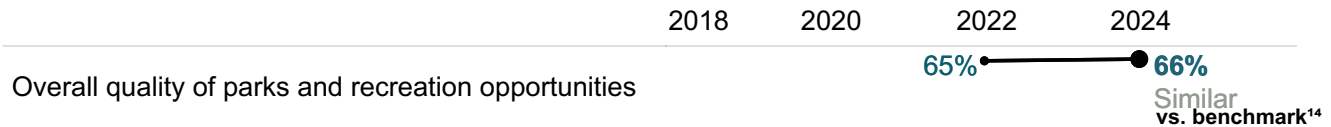
Parks and Recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

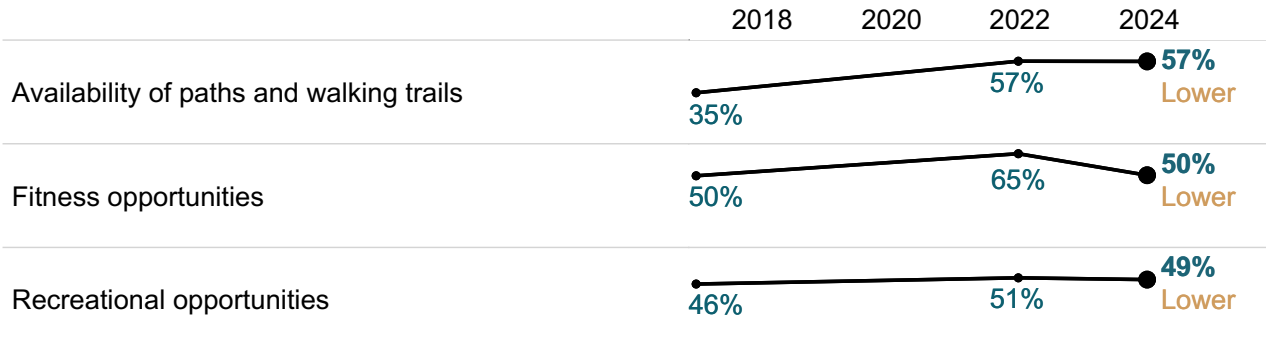
- National Recreation and Park Association



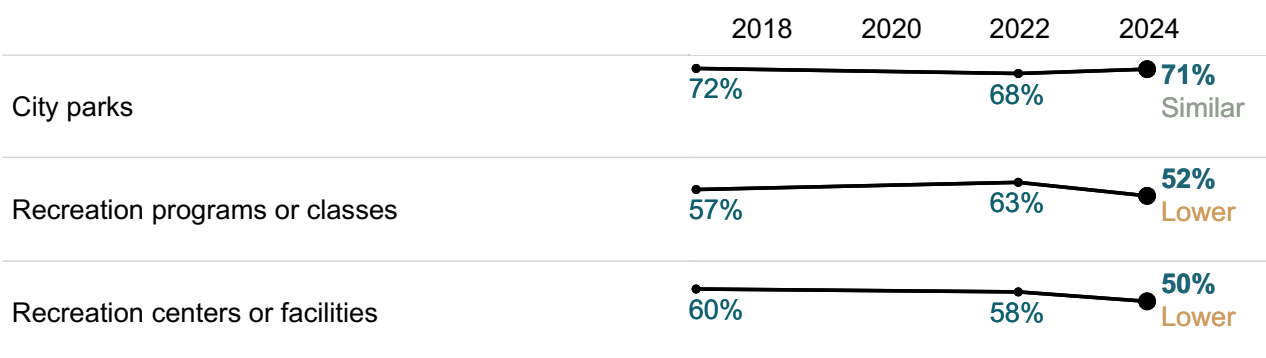
Please rate each of the following characteristics as they relate to Lakewood as a whole.
(% excellent or good)



Please also rate each of the following in the Lakewood community.
(% excellent or good)



Please rate the quality of each of the following services in Lakewood.
(% excellent or good)

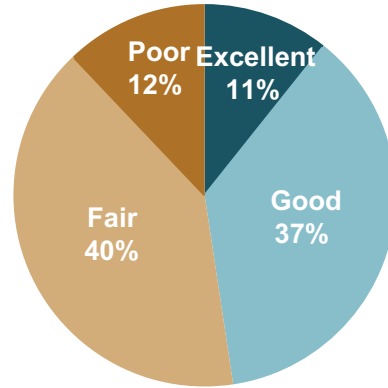


14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

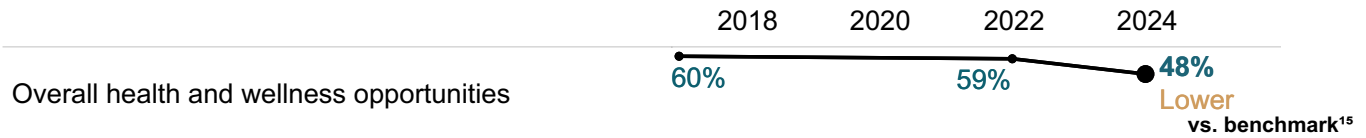
Polco Health and Wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

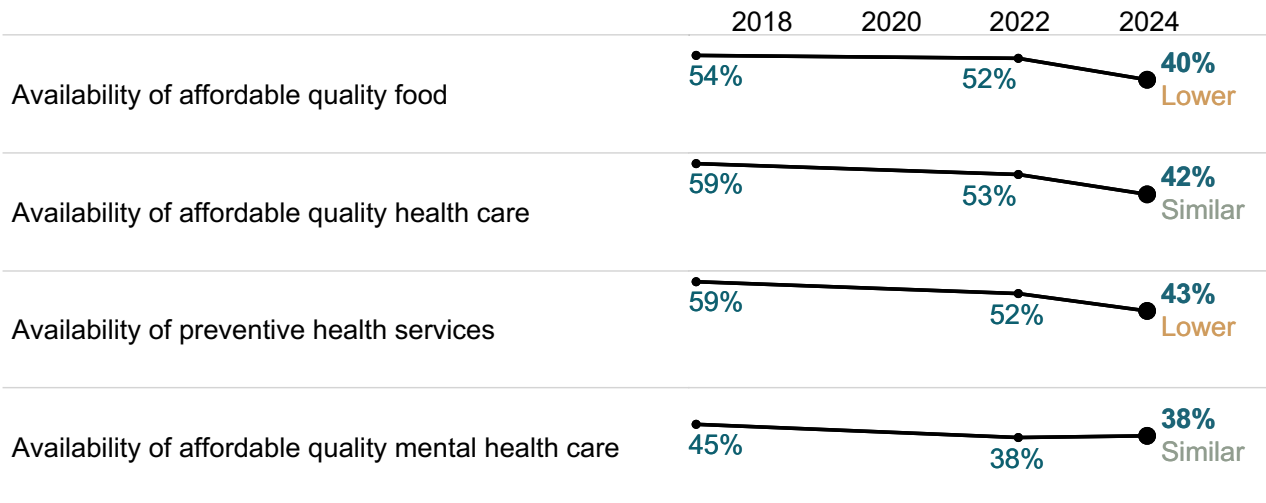
Overall health and wellness opportunities in Lakewood, 2024



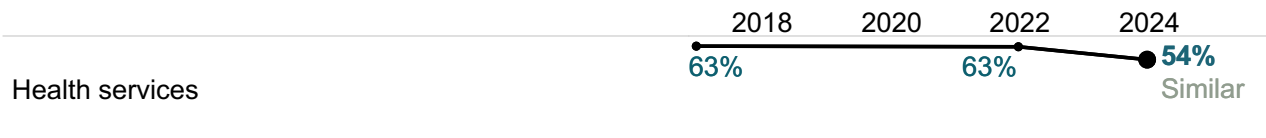
Please rate each of the following characteristics as they relate to Lakewood as a whole.
(% excellent or good)



Please also rate each of the following in the Lakewood community.
(% excellent or good)



Please rate the quality of each of the following services in Lakewood.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)



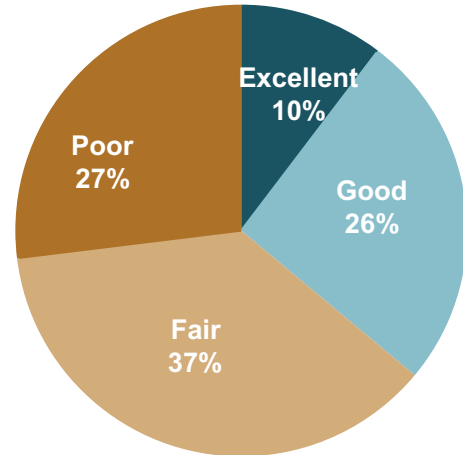
15. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



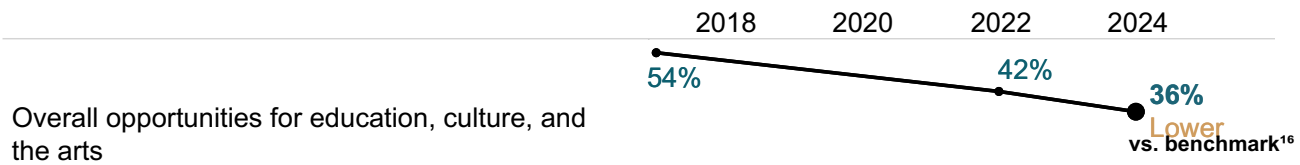
Overall opportunities for education, culture and the arts, 2024

Education, Arts, and Culture

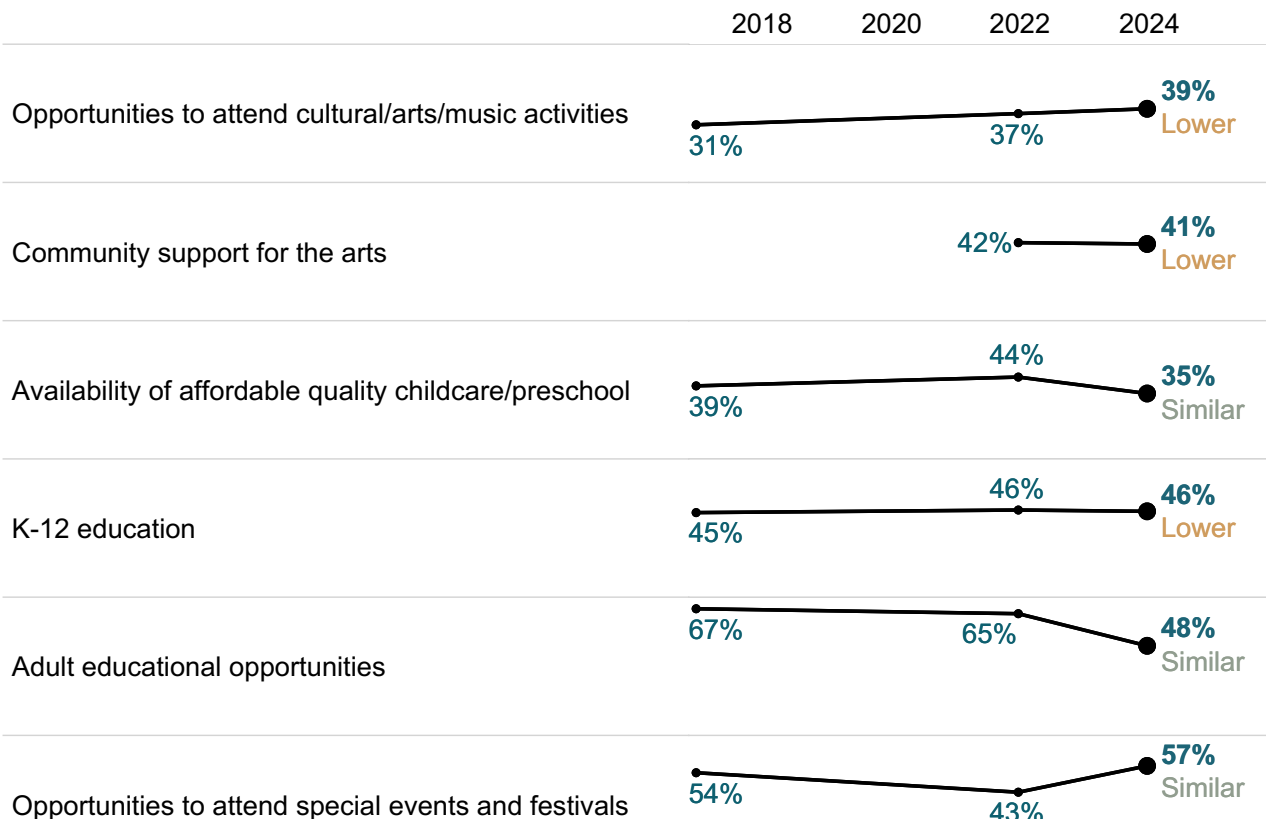
Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.



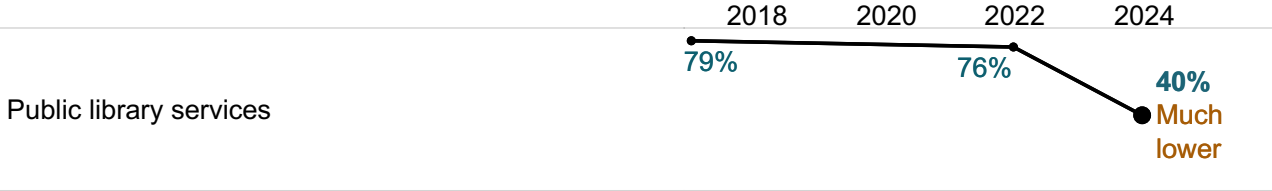
Please rate each of the following characteristics as they relate to Lakewood as a whole. (% excellent or good)



Please also rate each of the following in the Lakewood community. (% excellent or good)



Please rate the quality of each of the following services in Lakewood.
(% excellent or good)

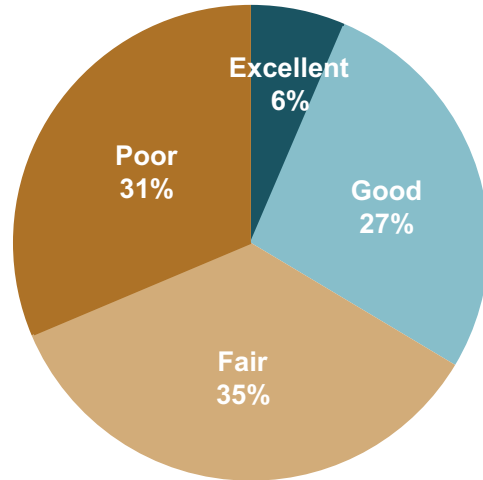


10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

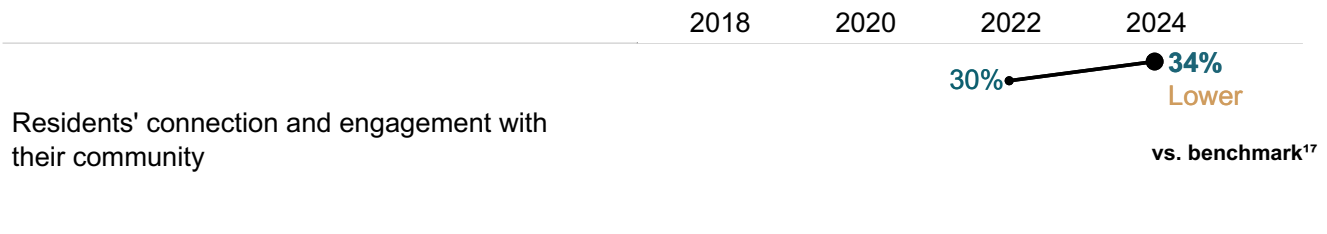
Residents' connection and engagement with their community, 2024

Inclusivity and Engagement

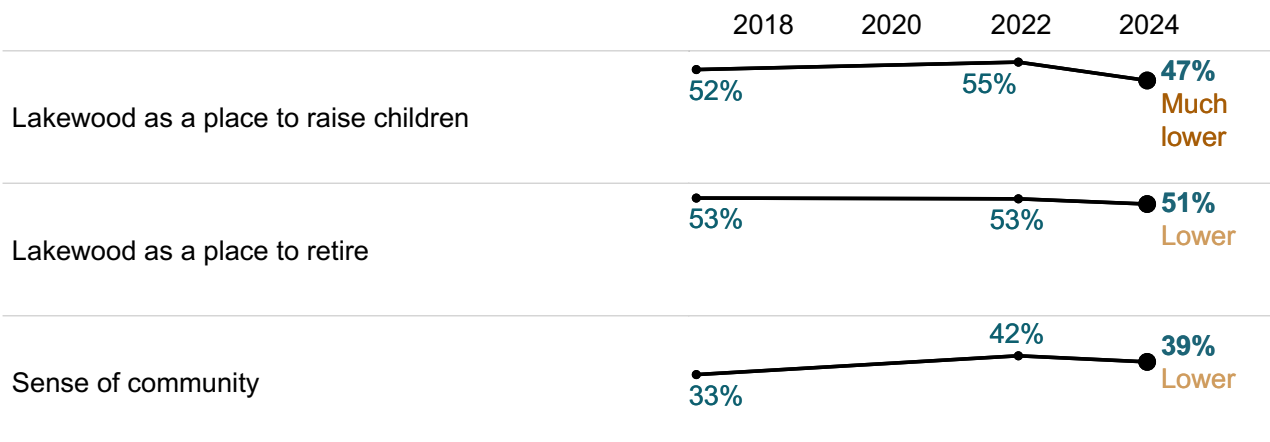
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



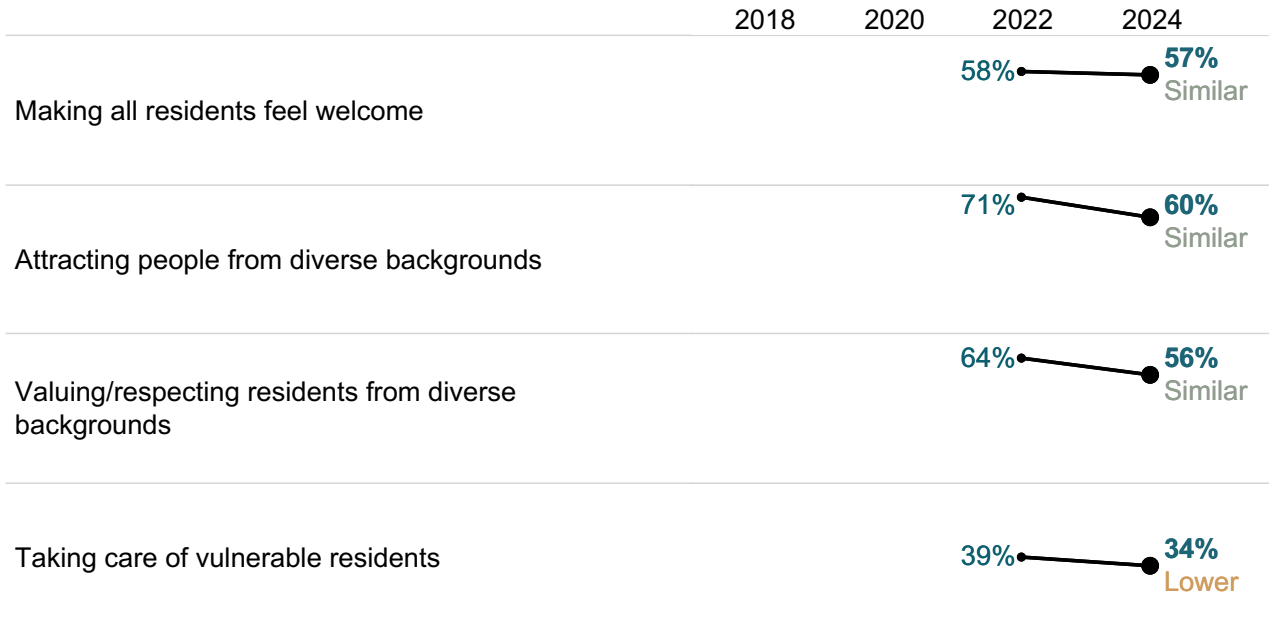
Please rate each of the following characteristics as they relate to Lakewood as a whole. (% excellent or good)



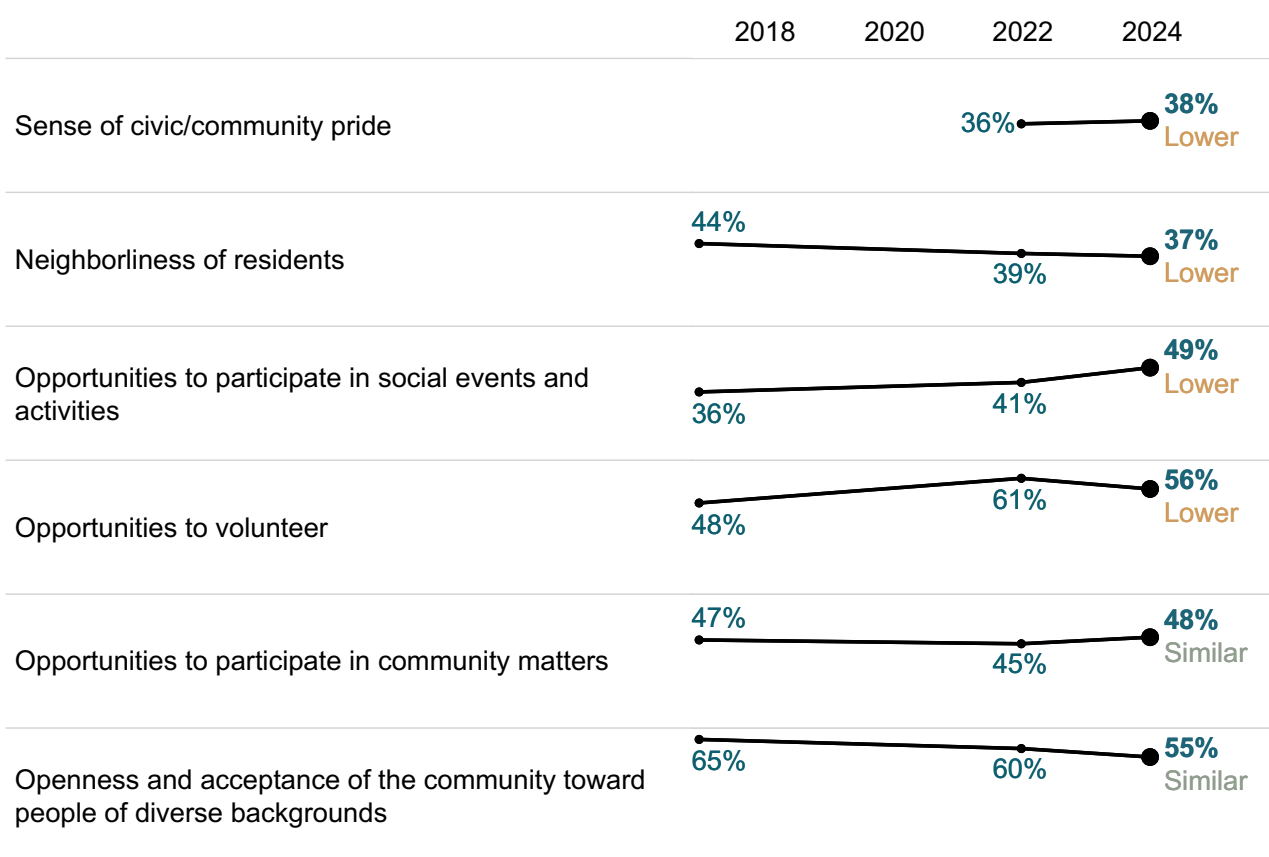
Please rate each of the following aspects of quality of life in Lakewood. (% excellent or good)



Please rate the job you feel the Lakewood community does at each of the following.
 (% excellent or good)



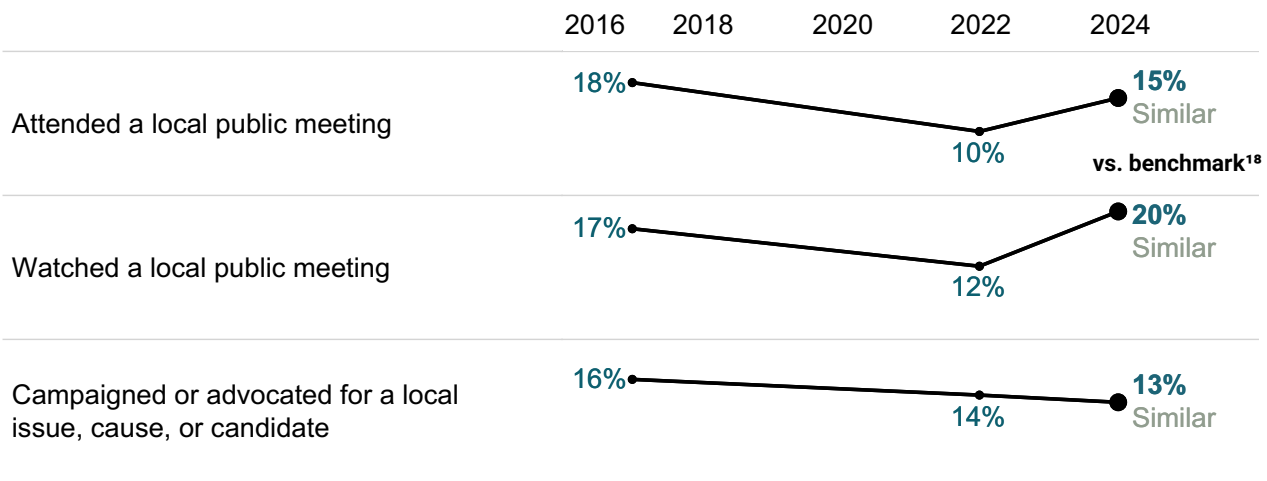
Please also rate each of the following in the Lakewood community.
 (% excellent or good)



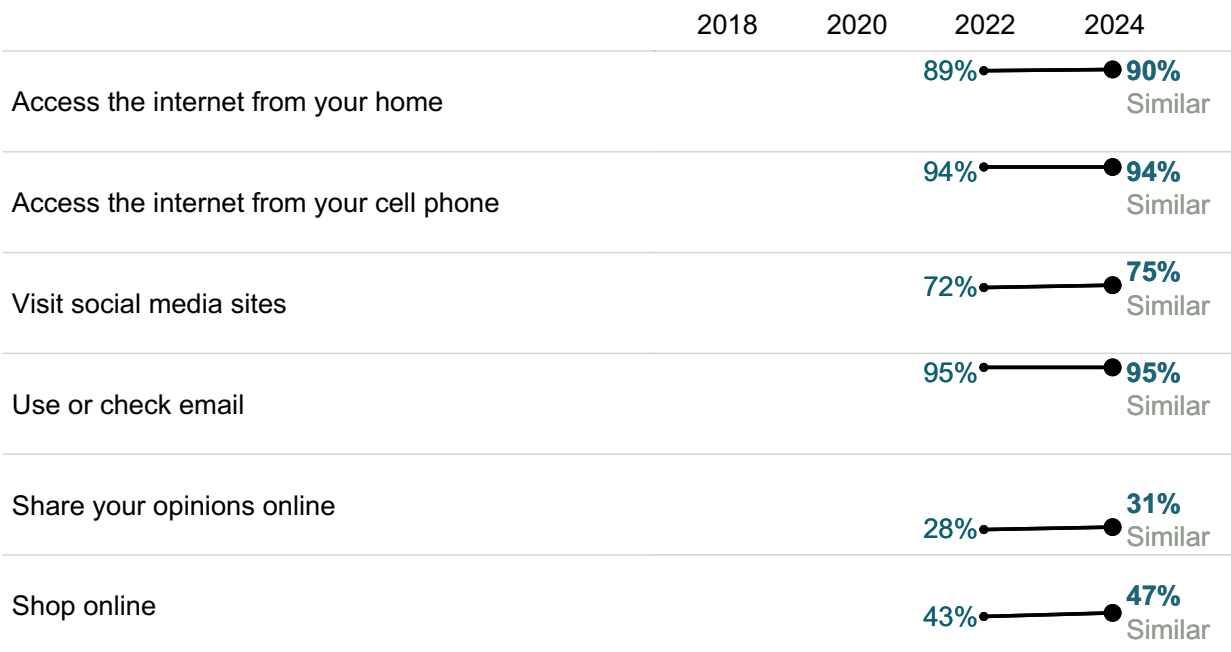
17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' Participation Levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)



18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

National Benchmark Tables

This table contains the comparisons of Lakewood's results to those from other communities. The first column shows the comparison of Lakewood's rating to the benchmark. Lakewood's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Lakewood residents is statistically similar to or different than the benchmark. The second column is Lakewood's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Lakewood's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Lakewood's result -- that is what percent of surveyed communities had a lower rating than Lakewood.

			% positive	Rank	Number of communities	Percentile	
Quality of Life	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to live	Lower	64%	347	376	4
		The overall quality of life	Lower	54%	359	392	5
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lakewood to someone who asks	Lower	63%	296	324	8
		Remain in Lakewood for the next five years	Similar	76%	270	322	15
	Please rate each of the following in the Lakewood community.	Overall image or reputation	Much lower	29%	345	370	3
Governance	Please rate the quality of each of the following services in Lakewood.	Public information services	Similar	47%	286	324	11
		Overall customer service by Lakewood employees	Lower	60%	324	372	9
	Please rate the following categories of Lakewood government performance.	The value of services for the taxes paid to Lakewood	Similar	35%	305	377	16
		The overall direction that Lakewood is taking	Similar	49%	240	352	30

Governance	Please rate the following categories of Lakewood government performance.	The job Lakewood government does at welcoming resident involvement	Similar	48%	266	344	22
		Overall confidence in Lakewood government	Similar	40%	251	316	20
		Generally acting in the best interest of the community	Similar	44%	254	320	20
		Being honest	Similar	46%	221	311	29
		Being open and transparent to the public	Similar	47%	157	267	41
		Informing residents about issues facing the community	Similar	38%	215	271	21
		Treating all residents fairly	Similar	46%	223	317	29
		Treating residents with respect	Similar	52%	207	264	21
		Overall, how would you rate the quality of the services provided by each of the following?	The City of Lakewood	Lower	47%	325	371
The Federal Government	Similar		36%	151	304	50	
Economy	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to work	Lower	45%	287	370	20
		Lakewood as a place to visit	Lower	40%	290	329	10
	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall economic health	Lower	45%	277	323	14

Economy

Please rate each of the following in the Lakewood community.

Overall quality of business and service establishments	Lower	53%	280	323	13
Variety of business and service establishments	Similar	53%	168	262	36
Vibrancy of downtown/commercial area	Lower	34%	238	303	21
Employment opportunities	Similar	35%	226	336	32
Shopping opportunities	Similar	55%	136	326	58
Cost of living	Similar	25%	226	313	27

Please rate the quality of each of the following services in Lakewood.

Economic development	Similar	41%	232	318	26
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Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.

Overall economic health	Similar	88%	255	297	14
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What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	26%	86	306	72
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Mobility

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

Overall quality of the transportation system	Similar	45%	153	270	43
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Please also rate each of the following in the Lakewood community.

Traffic flow on major streets	Similar	42%	213	344	36
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Ease of public parking	Similar	67%	106	303	65
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Ease of travel by car	Similar	71%	171	334	48
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Mobility

Please also rate each of the following in the Lakewood community.

Ease of travel by public transportation	Higher	48%	53	306	82
Ease of travel by bicycle	Similar	42%	231	334	30
Ease of walking	Lower	44%	297	338	11

Please indicate whether or not you have done each of the following in the last 12 months.

Used public transportation instead of driving	Similar	27%	72	288	75
Carpooled with other adults or children instead of driving alone	Similar	48%	106	305	65
Walked or biked instead of driving	Similar	52%	201	307	34

Please rate the quality of each of the following services in Lakewood.

Traffic enforcement	Similar	46%	292	365	18
Traffic signal timing	Similar	49%	222	316	29
Street repair	Similar	43%	201	357	43
Street cleaning	Similar	52%	237	327	26
Street lighting	Lower	45%	298	355	12
Snow removal	Similar	57%	192	280	29
Sidewalk maintenance	Similar	45%	228	327	29

Mobility	Please rate the quality of each of the following services in Lakewood.	Bus or transit services	Higher	53%	68	295	77
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of the transportation system	Similar	69%	153	260	41
Community Design	Please rate each of the following aspects of quality of life in Lakewood.	Your neighborhood as a place to live	Lower	61%	321	330	2
	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall design or layout of residential and commercial areas	Lower	38%	282	314	10
	Please also rate each of the following in the Lakewood community.	Well-planned residential growth	Similar	35%	164	264	38
		Well-planned commercial growth	Similar	34%	171	263	35
		Well-designed neighborhoods	Lower	31%	240	264	8
		Preservation of the historical or cultural character of the community	Lower	44%	236	260	9
		Public places where people want to spend time	Lower	38%	278	308	10
		Variety of housing options	Similar	30%	246	321	22
		Availability of affordable quality housing	Similar	19%	223	343	34
		Overall quality of new development	Similar	32%	261	332	21
Overall appearance	Lower	40%	313	346	7		

Community Design	Please rate the quality of each of the following services in Lakewood.	Land use, planning and zoning	Similar	45%	149	327	54
		Code enforcement	Similar	31%	272	357	21
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall design or layout of residential and commercial areas	Similar	71%	216	297	27
Utilities	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of the utility infrastructure	Similar	56%	165	261	37
		Please rate the quality of each of the following services in Lakewood.	Affordable high-speed internet access	Similar	50%	149	258
	Garbage collection		Similar	73%	247	337	25
	Drinking water		Similar	66%	226	326	30
	Sewer services		Similar	75%	203	323	36
	Storm water management		Similar	52%	280	337	15
	Power (electric and/or gas) utility		Similar	65%	219	281	22
	Utility billing		Similar	52%	259	302	13
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	Similar	80%	240	260	8
Safety	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall feeling of safety	Much lower	38%	337	362	5

Safety

Please rate how safe or unsafe you feel:

In your neighborhood during the day	Lower	71%	331	341	1
In Lakewood's downtown/commercial area during the day	Much lower	62%	315	329	3
From property crime	Much lower	48%	253	272	7
From violent crime	Much lower	50%	259	272	4
From fire, flood, or other natural disaster	Similar	70%	199	262	24

Please rate the quality of each of the following services in Lakewood.

Police services	Lower	60%	340	389	9
Crime prevention	Much lower	39%	329	366	7
Animal control	Lower	53%	297	338	10
Ambulance or emergency medical services	Similar	83%	209	335	36
Fire services	Similar	90%	192	354	44
Fire prevention and education	Similar	75%	187	323	41
Emergency preparedness	Similar	58%	220	323	31

Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.

Overall feeling of safety	Similar	92%	77	297	74
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Natural environment	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of natural environment	Lower	65%	265	323	18
	Please also rate each of the following in the Lakewood community.	Cleanliness	Much lower	43%	302	337	10
		Water resources	Similar	57%	119	243	51
		Air quality	Similar	69%	233	310	25
	Please rate the quality of each of the following services in Lakewood.	Preservation of natural areas	Similar	54%	235	309	24
		Lakewood open space	Similar	48%	252	307	18
		Recycling	Similar	58%	246	341	26
		Yard waste pick-up	Similar	70%	159	303	47
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of natural environment	Similar	81%	206	297	30
	Parks and Recreation	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of parks and recreation opportunities	Similar	66%	208	267
Please also rate each of the following in the Lakewood community.		Availability of paths and walking trails	Lower	57%	265	338	20
		Fitness opportunities	Lower	50%	273	310	11
		Recreational opportunities	Lower	49%	278	328	15

Parks and Recreation

Please rate the quality of each of the following services in Lakewood.

City parks	Similar	71%	258	334	23
Recreation programs or classes	Lower	52%	274	331	16
Recreation centers or facilities	Lower	50%	269	318	15

Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.

Overall quality of parks and recreation opportunities	Similar	77%	174	261	33
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Health and wellness

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

Overall health and wellness opportunities	Lower	48%	272	316	13
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Please also rate each of the following in the Lakewood community.

Availability of affordable quality food	Lower	40%	273	308	11
Availability of affordable quality health care	Similar	42%	248	315	21
Availability of preventive health services	Lower	43%	249	303	18
Availability of affordable quality mental health care	Similar	38%	174	307	43

Please rate the quality of each of the following services in Lakewood.

Health services	Similar	54%	226	298	23
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Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.

Overall health and wellness opportunities	Similar	76%	175	297	41
Please rate your overall health.	Similar	53%	276	303	9

Education, Arts and Culture

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

Overall opportunities for education, culture, and the arts	Lower	36%	287	319	10
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Education, Arts and Culture	Please also rate each of the following in the Lakewood community.	Opportunities to attend cultural/arts/music activities	Lower	39%	262	324	18
		Community support for the arts	Lower	41%	208	260	20
		Availability of affordable quality childcare/preschool	Similar	35%	221	316	30
		K-12 education	Lower	46%	261	320	18
		Adult educational opportunities	Similar	48%	204	310	34
		Opportunities to attend special events and festivals	Similar	57%	225	314	28
		Please rate the quality of each of the following services in Lakewood.	Public library services	Much lower	40%	329	333
Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	Similar	72%	160	297	46	
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to raise children	Much lower	47%	349	380	4
		Lakewood as a place to retire	Lower	51%	311	375	14
		Sense of community	Lower	39%	322	341	4
	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Residents' connection and engagement with their community	Lower	34%	247	264	6
Please rate the job you feel the Lakewood community does at each of the following.	Making all residents feel welcome	Similar	57%	213	266	20	

Inclusivity and Engagement	Please rate the job you feel the Lakewood community does at each of the following.	Attracting people from diverse backgrounds	Similar	60%	105	263	60
		Valuing/respecting residents from diverse backgrounds	Similar	56%	181	264	31
		Taking care of vulnerable residents	Lower	34%	218	260	16
Please also rate each of the following in the Lakewood community.		Sense of civic/community pride	Lower	38%	244	260	6
		Neighborliness of residents	Lower	37%	299	309	3
		Opportunities to participate in social events and activities	Lower	49%	279	319	12
		Opportunities to volunteer	Lower	56%	288	314	8
		Opportunities to participate in community matters	Similar	48%	276	314	12
		Openness and acceptance of the community toward people of diverse backgrounds	Similar	55%	153	332	53
		Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Residents' connection and engagement with their community	Similar	69%	156	297
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Lakewood for help or information	Similar	38%	283	336	16
		Contacted Lakewood elected officials to express your opinion	Similar	14%	185	307	40
		Attended a local public meeting	Similar	15%	219	310	29

Participation	Please indicate whether or not you have done each of the following in the last 12 months.					
	Watched a local public meeting	Similar	20%	194	300	35
	Volunteered your time to some group/activity	Similar	28%	193	313	38
	Campaigned or advocated for a local issue, cause, or candidate	Similar	13%	238	303	21
	Voted in your most recent local election	Similar	73%	166	260	36
In general, how many times do you:	Access the internet from your home	Similar	90%	212	259	18
	Access the internet from your cell phone	Similar	94%	147	261	44
	Visit social media sites	Similar	75%	210	261	19
	Use or check email	Similar	95%	200	262	24
	Share your opinions online	Similar	31%	78	260	70
	Shop online	Similar	47%	212	259	18

Full Trends

This table contains the trends over time for the City of Lakewood. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2022 and 2024 surveys is greater than seven percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

			2017	2022	2024
Quality of Life	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to live	63%	71%	64%
		The overall quality of life	52%	62%	54%
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lakewood to someone who asks	73%	69%	63%
		Remain in Lakewood for the next five years	74%	73%	76%
	Please rate each of the following in the Lakewood community.	Overall image or reputation	33%	38%	29%
	Governance	Please rate the quality of each of the following services in Lakewood.	Public information services	60%	58%
Overall customer service by Lakewood employees			66%	72%	60%
Please rate the following categories of Lakewood government performance.		The value of services for the taxes paid to Lakewood	38%	40%	35%
		The overall direction that Lakewood is taking	58%	59%	49%
		The job Lakewood government does at welcoming resident involvement	39%	51%	48%
		Overall confidence in Lakewood government	44%	45%	40%
		Generally acting in the best interest of the community	51%	54%	44%

Governance	Please rate the following categories of Lakewood government performance.	Being honest	55%	59%	46%	
		Being open and transparent to the public	53%	47%		
		Informing residents about issues facing the community	48%	38%		
		Treating all residents fairly	43%	52%	46%	
		Treating residents with respect	56%	52%		
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Lakewood	57%	59%	47%	
		The Federal Government	38%	35%	36%	
	Economy	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to work	51%	66%	45%
			Lakewood as a place to visit	40%	41%	40%
		Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall economic health	38%	43%	45%
Please rate each of the following in the Lakewood community.			Overall quality of business and service establishments	45%	65%	53%
		Variety of business and service establishments	61%	53%		
		Vibrancy of downtown/commercial area	32%	45%	34%	
		Employment opportunities	35%	52%	35%	

Economy	Please rate each of the following in the Lakewood community.	Shopping opportunities	57%	62%	55%
		Cost of living	39%	34%	25%
	Please rate the quality of each of the following services in Lakewood.	Economic development	37%	51%	41%
		Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall economic health	91%	87%
		What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	27%	21%	26%
Mobility	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of the transportation system	53%	45%	
		Please also rate each of the following in the Lakewood community.	Traffic flow on major streets	44%	48%
	Ease of public parking		67%	71%	67%
	Ease of travel by car		68%	76%	71%
	Ease of travel by public transportation		61%	57%	48%
	Ease of travel by bicycle		33%	40%	42%
	Ease of walking		39%	43%	44%
	Please indicate whether or not you have done each of the following in the last 12 months.		Used public transportation instead of driving	38%	22%
		Carpooled with other adults or children instead of driving alone	50%	50%	48%

Mobility	Please indicate whether or not you have done each of the following in the last 12 months.	Walked or biked instead of driving	48%	44%	52%
	Please rate the quality of each of the following services in Lakewood.	Traffic enforcement	49%	51%	46%
		Traffic signal timing	40%	45%	49%
		Street repair	27%	31%	43%
		Street cleaning	42%	63%	52%
		Street lighting	36%	60%	45%
		Snow removal	49%	44%	57%
		Sidewalk maintenance	42%	52%	45%
		Bus or transit services	63%	63%	53%
		Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of the transportation system	71%	69%
Community Design	Please rate each of the following aspects of quality of life in Lakewood.	Your neighborhood as a place to live	60%	68%	61%
	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall design or layout of residential and commercial areas	43%	51%	38%
	Please also rate each of the following in the Lakewood community.	Well-planned residential growth	43%	35%	
		Well-planned commercial growth	43%	34%	

Community Design	Please also rate each of the following in the Lakewood community.	Well-designed neighborhoods	36%	31%	
		Preservation of the historical or cultural character of the community	52%	44%	
		Public places where people want to spend time	43%	41%	38%
		Variety of housing options	42%	36%	30%
		Availability of affordable quality housing	28%	15%	19%
		Overall quality of new development	44%	39%	32%
		Overall appearance	45%	43%	40%
		Please rate the quality of each of the following services in Lakewood.	Land use, planning and zoning	40%	45%
Code enforcement	30%		34%	31%	
Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall design or layout of residential and commercial areas	67%	67%	71%	
Utilities	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of the utility infrastructure	68%	56%	
	Please rate the quality of each of the following services in Lakewood.	Affordable high-speed internet access	44%	50%	
		Garbage collection	85%	73%	73%
		Drinking water	72%	79%	66%

Utilities	Please rate the quality of each of the following services in Lakewood.	Sewer services	70%	78%	75%
		Storm water management	46%	65%	52%
		Power (electric and/or gas) utility	71%	71%	65%
		Utility billing	61%	57%	52%
		Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	81%	80%
Safety	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall feeling of safety	46%	31%	38%
		Please rate how safe or unsafe you feel:	In your neighborhood during the day	78%	78%
		In Lakewood's downtown/commercial area during the day	78%	75%	62%
		From property crime	44%	48%	
		From violent crime	52%	50%	
		From fire, flood, or other natural disaster	78%	70%	
	Please rate the quality of each of the following services in Lakewood.	Police services	72%	67%	60%
	Crime prevention	47%	37%	39%	
	Animal control	50%	60%	53%	

Safety	Please rate the quality of each of the following services in Lakewood.	Ambulance or emergency medical services	86%	83%	83%
		Fire services	89%	90%	90%
		Fire prevention and education	66%	76%	75%
		Emergency preparedness	49%	55%	58%
		Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall feeling of safety	95%	91%
Natural environment	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of natural environment	63%	59%	65%
	Please also rate each of the following in the Lakewood community.	Cleanliness	42%	48%	43%
		Water resources	58%	57%	
		Air quality	62%	78%	69%
	Please rate the quality of each of the following services in Lakewood.	Preservation of natural areas	49%	62%	54%
		Lakewood open space	41%	56%	48%
		Recycling	78%	62%	58%
Yard waste pick-up		75%	75%	70%	
Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of natural environment	77%	75%	81%	

Parks and Recreation	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of parks and recreation opportunities	65%	66%	
	Please also rate each of the following in the Lakewood community.	Availability of paths and walking trails	35%	57%	57%
		Fitness opportunities	50%	65%	50%
		Recreational opportunities	46%	51%	49%
	Please rate the quality of each of the following services in Lakewood.	City parks	72%	68%	71%
Recreation programs or classes		57%	63%	52%	
Recreation centers or facilities		60%	58%	50%	
Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	70%	77%		
Health and wellness	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall health and wellness opportunities	60%	59%	48%
	Please also rate each of the following in the Lakewood community.	Availability of affordable quality food	54%	52%	40%
		Availability of affordable quality health care	59%	53%	42%
		Availability of preventive health services	59%	52%	43%
		Availability of affordable quality mental health care	45%	38%	38%
	Please rate the quality of each of the following services in Lakewood.	Health services	63%	63%	54%

Health and wellness	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	78%	72%	76%
		Please rate your overall health.	43%	56%	53%
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall opportunities for education, culture, and the arts	54%	42%	36%
	Please also rate each of the following in the Lakewood community.	Opportunities to attend cultural/arts/music activities	31%	37%	39%
		Community support for the arts		42%	41%
		Availability of affordable quality childcare/preschool	39%	44%	35%
		K-12 education	45%	46%	46%
		Adult educational opportunities	67%	65%	48%
		Opportunities to attend special events and festivals	54%	43%	57%
	Please rate the quality of each of the following services in Lakewood.	Public library services	79%	76%	40%
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	79%	68%	72%
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to raise children	52%	55%	47%
		Lakewood as a place to retire	53%	53%	51%
		Sense of community	33%	42%	39%

Inclusivity and Engagement

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

Residents' connection and engagement with their community

30% 34%

Please rate the job you feel the Lakewood community does at each of the following.

Making all residents feel welcome

58% 57%

Attracting people from diverse backgrounds

71% 60%

Valuing/respecting residents from diverse backgrounds

64% 56%

Taking care of vulnerable residents

39% 34%

Please also rate each of the following in the Lakewood community.

Sense of civic/community pride

36% 38%

Neighborliness of residents

44% 39% 37%

Opportunities to participate in social events and activities

36% 41% 49%

Opportunities to volunteer

48% 61% 56%

Opportunities to participate in community matters

47% 45% 48%

Openness and acceptance of the community toward people of diverse backgrounds

65% 60% 55%

Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.

Residents' connection and engagement with their community

74% 62% 69%

Participation

Please indicate whether or not you have done each of the following in the last 12 months.

Contacted the City of Lakewood for help or information

31% 29% 38%























Contacted Lakewood elected officials to express your opinion

























18% 6% 14%

Participation	Please indicate whether or not you have done each of the following in the last 12 months.			
	Attended a local public meeting	18%	10%	15%
	Watched a local public meeting	17%	12%	20%
	Volunteered your time to some group/activity	31%	18%	28%
	Campaigned or advocated for a local issue, cause, or candidate	16%	14%	13%
	Voted in your most recent local election	60%	73%	
	<hr/>			
	In general, how many times do you: Access the internet from your home	89%	90%	
	Access the internet from your cell phone	94%	94%	
	Visit social media sites	72%	75%	
	Use or check email	95%	95%	
	Share your opinions online	28%	31%	
	Shop online	43%	47%	

























Complete Set of Frequencies

























This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

























Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to live	Excellent		10% N=40
		Good		54% N=216
		Fair		24% N=95
		Poor		12% N=48
	Your neighborhood as a place to live	Excellent		20% N=81
		Good		41% N=169
		Fair		24% N=97
		Poor		15% N=62
	Lakewood as a place to raise children	Excellent		13% N=44
		Good		34% N=119
		Fair		33% N=116
		Poor		21% N=74
	Lakewood as a place to work	Excellent		11% N=35
		Good		35% N=107
		Fair		40% N=125
		Poor		14% N=44
	Lakewood as a place to visit	Excellent		9% N=35
		Good		31% N=123
		Fair		36% N=143
		Poor		24% N=96
	Lakewood as a place to retire	Excellent		12% N=45
		Good		39% N=143

























Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to retire	Fair		28% N=103
		Poor		21% N=76
	The overall quality of life	Excellent		8% N=33
		Good		46% N=189
		Fair		33% N=137
		Poor		13% N=54
	Sense of community	Excellent		7% N=28
		Good		32% N=123
		Fair		35% N=137
		Poor		26% N=101
Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall economic health	Excellent		3% N=12
		Good		42% N=155
		Fair		35% N=130
		Poor		20% N=75
	Overall quality of the transportation system	Excellent		11% N=42
		Good		34% N=133
		Fair		37% N=144
		Poor		18% N=70
	Overall design or layout of residential and commercial areas	Excellent		8% N=32
		Good		31% N=126
		Fair		42% N=171
		Poor		20% N=82
	Overall quality of the utility infrastructure	Excellent		19% N=76
		Good		38% N=151

























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

Overall quality of the utility infrastructure	Fair		35% N=141
	Poor		8% N=32
Overall feeling of safety	Excellent		12% N=49
	Good		26% N=106
	Fair		31% N=128
	Poor		32% N=132
Overall quality of natural environment	Excellent		19% N=79
	Good		46% N=185
	Fair		23% N=94
	Poor		12% N=49
Overall quality of parks and recreation opportunities	Excellent		22% N=87
	Good		44% N=172
	Fair		25% N=98
	Poor		8% N=33
Overall health and wellness opportunities	Excellent		11% N=38
	Good		37% N=131
	Fair		40% N=143
	Poor		12% N=43
Overall opportunities for education, culture, and the arts	Excellent		10% N=38
	Good		26% N=95
	Fair		37% N=137
	Poor		27% N=100
Residents' connection and engagement with their community	Excellent		6% N=23
	Good		27% N=96








Please rate each of the following characteristics as they relate to Lakewood as a whole.	Residents' connection and engagement with their community	Fair		35% N=124
		Poor		31% N=111
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lakewood to someone who asks	Very likely		21% N=85
		Somewhat likely		43% N=176
		Somewhat unlikely		20% N=84
		Very unlikely		16% N=68
Remain in Lakewood for the next five years		Very likely		44% N=175
		Somewhat likely		32% N=125
		Somewhat unlikely		10% N=40
		Very unlikely		14% N=56
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		33% N=138
		Somewhat safe		38% N=159
		Neither safe nor unsafe		10% N=43
		Somewhat unsafe		16% N=65
		Very unsafe		2% N=10
In Lakewood's downtown/commercial area during the day		Very safe		20% N=81
		Somewhat safe		42% N=167
		Neither safe nor unsafe		18% N=72
		Somewhat unsafe		14% N=57
		Very unsafe		6% N=25
From property crime		Very safe		14% N=54
		Somewhat safe		35% N=139
		Neither safe nor unsafe		14% N=57
		Somewhat unsafe		20% N=78

Please rate how safe or unsafe you feel:	From property crime	Very unsafe		18% N=72
	From violent crime	Very safe		18% N=71
		Somewhat safe		33% N=133
		Neither safe nor unsafe		16% N=64
		Somewhat unsafe		25% N=100
		Very unsafe		9% N=35
From fire, flood, or other natural disaster	Very safe		29% N=116	
	Somewhat safe		42% N=169	
	Neither safe nor unsafe		25% N=100	
	Somewhat unsafe		3% N=13	
	Very unsafe		1% N=5	
Please rate the job you feel the Lakewood community does at each of the following.	Making all residents feel welcome	Excellent		14% N=49
		Good		42% N=142
		Fair		32% N=109
		Poor		11% N=37
	Attracting people from diverse backgrounds	Excellent		23% N=76
		Good		37% N=122
		Fair		27% N=89
		Poor		13% N=42
	Valuing/respecting residents from diverse backgrounds	Excellent		18% N=59
		Good		38% N=123
Fair			31% N=101	
Poor			13% N=43	
Taking care of vulnerable residents	Excellent		14% N=45	

























Please rate the job you feel the Lakewood community does at each of the following.	Taking care of vulnerable residents	Good		21% N=67
		Fair		33% N=108
		Poor		32% N=104
Please rate each of the following in the Lakewood community.	Overall quality of business and service establishments	Excellent		8% N=32
		Good		45% N=178
		Fair		33% N=129
		Poor		14% N=55
Variety of business and service establishments	Excellent		10% N=39	
	Good		44% N=174	
	Fair		32% N=129	
	Poor		15% N=58	
Vibrancy of downtown/commercial area	Excellent		11% N=45	
	Good		23% N=90	
	Fair		39% N=155	
	Poor		27% N=106	
Employment opportunities	Excellent		10% N=28	
	Good		26% N=73	
	Fair		42% N=119	
	Poor		23% N=66	
Shopping opportunities	Excellent		13% N=55	
	Good		42% N=173	
	Fair		36% N=150	
	Poor		9% N=35	
Cost of living	Excellent		6% N=22	

Please rate each of the following in the Lakewood community.	Cost of living	Good		20% N=81
		Fair		45% N=182
		Poor		29% N=117
	Overall image or reputation	Excellent		8% N=31
		Good		21% N=83
		Fair		39% N=153
		Poor		32% N=127
Please also rate each of the following in the Lakewood community.	Traffic flow on major streets	Excellent		10% N=42
		Good		32% N=129
		Fair		38% N=155
		Poor		20% N=82
	Ease of public parking	Excellent		16% N=64
		Good		51% N=200
		Fair		26% N=101
		Poor		7% N=28
	Ease of travel by car	Excellent		21% N=87
		Good		50% N=202
		Fair		24% N=99
		Poor		5% N=19
	Ease of travel by public transportation	Excellent		10% N=26
		Good		39% N=102
		Fair		41% N=108
		Poor		10% N=28
	Ease of travel by bicycle	Excellent		10% N=24

























Please also rate each of the following in the Lakewood community.

Ease of travel by bicycle	Good		32% N=77
	Fair		31% N=75
	Poor		27% N=64
Ease of walking	Excellent		9% N=37
	Good		34% N=134
	Fair		31% N=119
	Poor		26% N=100
Well-planned residential growth	Excellent		10% N=28
	Good		25% N=69
	Fair		42% N=117
	Poor		24% N=67
Well-planned commercial growth	Excellent		9% N=25
	Good		26% N=76
	Fair		37% N=111
	Poor		29% N=86
Well-designed neighborhoods	Excellent		9% N=33
	Good		22% N=81
	Fair		46% N=169
	Poor		23% N=86
Preservation of the historical or cultural character of the community	Excellent		10% N=29
	Good		34% N=103
	Fair		38% N=114
	Poor		18% N=55
Public places where people want to spend time	Excellent		8% N=30

























Please also rate each of the following in the Lakewood community.

Public places where people want to spend time	Good		31% N=118
	Fair		33% N=128
	Poor		29% N=110
Variety of housing options	Excellent		8% N=28
	Good		22% N=77
	Fair		42% N=145
	Poor		28% N=99
Availability of affordable quality housing	Excellent		7% N=24
	Good		13% N=46
	Fair		36% N=127
	Poor		44% N=157
Overall quality of new development	Excellent		7% N=21
	Good		25% N=75
	Fair		48% N=144
	Poor		20% N=58
Overall appearance	Excellent		9% N=38
	Good		31% N=126
	Fair		39% N=160
	Poor		21% N=84
Cleanliness	Excellent		9% N=38
	Good		33% N=136
	Fair		36% N=148
	Poor		21% N=85
Water resources	Excellent		21% N=80

























Please also rate each of the following in the Lakewood community.











	Good		36% N=136
	Fair		35% N=132
	Poor		8% N=29
Air quality	Excellent		22% N=84
	Good		47% N=184
	Fair		27% N=104
	Poor		5% N=18
Availability of paths and walking trails	Excellent		16% N=60
	Good		42% N=160
	Fair		26% N=99
	Poor		17% N=66
Fitness opportunities	Excellent		15% N=54
	Good		35% N=131
	Fair		32% N=120
	Poor		18% N=65
Recreational opportunities	Excellent		12% N=48
	Good		37% N=142
	Fair		35% N=135
	Poor		15% N=57
Availability of affordable quality food	Excellent		14% N=55
	Good		27% N=107
	Fair		35% N=140
	Poor		25% N=99
Availability of affordable quality health care	Excellent		11% N=38

























Please also rate each of the following in the Lakewood community.

Availability of affordable quality health care	Good		31% N=104
	Fair		36% N=119
	Poor		22% N=72
Availability of preventive health services	Excellent		10% N=32
	Good		33% N=103
	Fair		35% N=109
	Poor		22% N=68
Availability of affordable quality mental health care	Excellent		11% N=27
	Good		28% N=69
	Fair		28% N=70
	Poor		33% N=83
Opportunities to attend cultural/arts/music activities	Excellent		11% N=35
	Good		28% N=92
	Fair		36% N=118
	Poor		25% N=81
Community support for the arts	Excellent		10% N=27
	Good		31% N=86
	Fair		36% N=101
	Poor		23% N=65
Availability of affordable quality childcare/preschool	Excellent		5% N=8
	Good		29% N=48
	Fair		38% N=63
	Poor		27% N=44
K-12 education	Excellent		15% N=39

























Please also rate each of K-12 education the following in the Lakewood community.

	Good		30% N=76
	Fair		33% N=84
	Poor		22% N=54
Adult educational opportunities	Excellent		10% N=28
	Good		38% N=105
	Fair		34% N=96
	Poor		18% N=50
Sense of civic/community pride	Excellent		6% N=20
	Good		32% N=107
	Fair		32% N=107
	Poor		30% N=100
Neighborliness of residents	Excellent		8% N=32
	Good		28% N=107
	Fair		43% N=162
	Poor		20% N=77
Opportunities to participate in social events and activities	Excellent		11% N=36
	Good		38% N=119
	Fair		28% N=87
	Poor		24% N=75
Opportunities to attend special events and festivals	Excellent		19% N=67
	Good		37% N=129
	Fair		29% N=101
	Poor		14% N=48
Opportunities to volunteer	Excellent		11% N=29

























Please also rate each of the following in the Lakewood community.	Opportunities to volunteer	Good		44% N=118
		Fair		25% N=65
		Poor		20% N=53
Opportunities to participate in community matters		Excellent		13% N=40
		Good		34% N=101
		Fair		31% N=91
		Poor		21% N=63
Openness and acceptance of the community toward people of diverse backgrounds		Excellent		20% N=62
		Good		35% N=108
		Fair		34% N=105
		Poor		11% N=33
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Lakewood for help or information	No		62% N=255
		Yes		38% N=155
	Contacted Lakewood elected officials to express your opinion	No		86% N=350
		Yes		14% N=58
	Attended a local public meeting	No		85% N=347
		Yes		15% N=62
	Watched a local public meeting	No		80% N=328
		Yes		20% N=82
	Volunteered your time to some group/activity	No		73% N=297
		Yes		27% N=113
	Campaigned or advocated for a local issue, cause, or candidate	No		87% N=355
		Yes		13% N=52
	Voted in your most recent local election	No		28% N=115

Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	Yes		72% N=295
	Used public transportation instead of driving	No		73% N=303
		Yes		27% N=111
	Carpooled with other adults or children instead of driving alone	No		53% N=220
		Yes		47% N=195
	Walked or biked instead of driving	No		48% N=198
Yes			52% N=216	
Please rate the quality of each of the following services in Lakewood.	Public information services	Excellent		14% N=40
		Good		33% N=98
		Fair		37% N=110
		Poor		16% N=47
	Economic development	Excellent		6% N=19
		Good		35% N=107
		Fair		46% N=143
		Poor		13% N=39
	Traffic enforcement	Excellent		9% N=33
		Good		37% N=133
		Fair		34% N=123
		Poor		20% N=71
Traffic signal timing	Excellent		9% N=34	
	Good		40% N=150	
	Fair		31% N=117	
	Poor		20% N=76	
Street repair	Excellent		11% N=43	

























Please rate the quality of each of the following services in Lakewood.

Street repair	Good		32% N=128
	Fair		32% N=127
	Poor		25% N=101
Street cleaning	Excellent		12% N=49
	Good		39% N=154
	Fair		34% N=134
	Poor		14% N=54
Street lighting	Excellent		11% N=42
	Good		34% N=137
	Fair		34% N=138
	Poor		21% N=83
Snow removal	Excellent		13% N=35
	Good		44% N=116
	Fair		25% N=67
	Poor		17% N=44
Sidewalk maintenance	Excellent		11% N=37
	Good		35% N=121
	Fair		36% N=123
	Poor		18% N=63
Bus or transit services	Excellent		17% N=48
	Good		36% N=102
	Fair		38% N=107
	Poor		8% N=23
Land use, planning and zoning	Excellent		12% N=30























Please rate the quality of each of the following services in Lakewood.

Land use, planning and zoning	Good		33% N=82
	Fair		33% N=82
	Poor		22% N=54
Code enforcement	Excellent		10% N=28
	Good		21% N=60
	Fair		33% N=93
	Poor		36% N=99
Affordable high-speed internet access	Excellent		16% N=55
	Good		33% N=113
	Fair		29% N=99
	Poor		21% N=70
Garbage collection	Excellent		30% N=116
	Good		43% N=170
	Fair		24% N=93
	Poor		3% N=13
Drinking water	Excellent		22% N=85
	Good		44% N=169
	Fair		22% N=85
	Poor		12% N=47
Sewer services	Excellent		26% N=92
	Good		49% N=175
	Fair		22% N=77
	Poor		3% N=11
Storm water management	Excellent		18% N=63

























Please rate the quality of each of the following services in Lakewood.








Storm water management	Good		34% N=120
	Fair		32% N=111
	Poor		16% N=57
Power (electric and/or gas) utility	Excellent		21% N=83
	Good		43% N=168
	Fair		29% N=111
	Poor		7% N=25
Utility billing	Excellent		16% N=59
	Good		37% N=136
	Fair		31% N=114
	Poor		17% N=63
Police services	Excellent		22% N=79
	Good		38% N=135
	Fair		19% N=69
	Poor		21% N=74
Crime prevention	Excellent		11% N=37
	Good		28% N=100
	Fair		25% N=90
	Poor		36% N=128
Animal control	Excellent		12% N=36
	Good		41% N=119
	Fair		25% N=73
	Poor		21% N=62
Ambulance or emergency medical services	Excellent		36% N=106

























Please rate the quality of each of the following services in Lakewood.

Ambulance or emergency medical services	Good		47% N=137
	Fair		16% N=46
	Poor		1% N=3
Fire services	Excellent		44% N=139
	Good		46% N=146
	Fair		10% N=32
	Poor		0% N=1
Fire prevention and education	Excellent		30% N=78
	Good		45% N=117
	Fair		19% N=50
	Poor		6% N=15
Emergency preparedness	Excellent		19% N=47
	Good		39% N=94
	Fair		27% N=66
	Poor		16% N=38
Preservation of natural areas	Excellent		13% N=42
	Good		40% N=128
	Fair		29% N=92
	Poor		18% N=56
Lakewood open space	Excellent		13% N=40
	Good		35% N=113
	Fair		37% N=116
	Poor		15% N=48
Recycling	Excellent		21% N=75

























Please rate the quality of each of the following services in Lakewood.

Recycling	Good		38% N=135
	Fair		26% N=93
	Poor		15% N=53
Yard waste pick-up	Excellent		26% N=80
	Good		44% N=135
	Fair		24% N=73
	Poor		6% N=17
City parks	Excellent		26% N=93
	Good		46% N=166
	Fair		17% N=63
	Poor		11% N=40
Recreation programs or classes	Excellent		14% N=36
	Good		38% N=96
	Fair		30% N=75
	Poor		17% N=44
Recreation centers or facilities	Excellent		14% N=39
	Good		37% N=103
	Fair		29% N=81
	Poor		20% N=56
Health services	Excellent		12% N=35
	Good		43% N=125
	Fair		33% N=96
	Poor		12% N=36
Public library services	Excellent		16% N=52

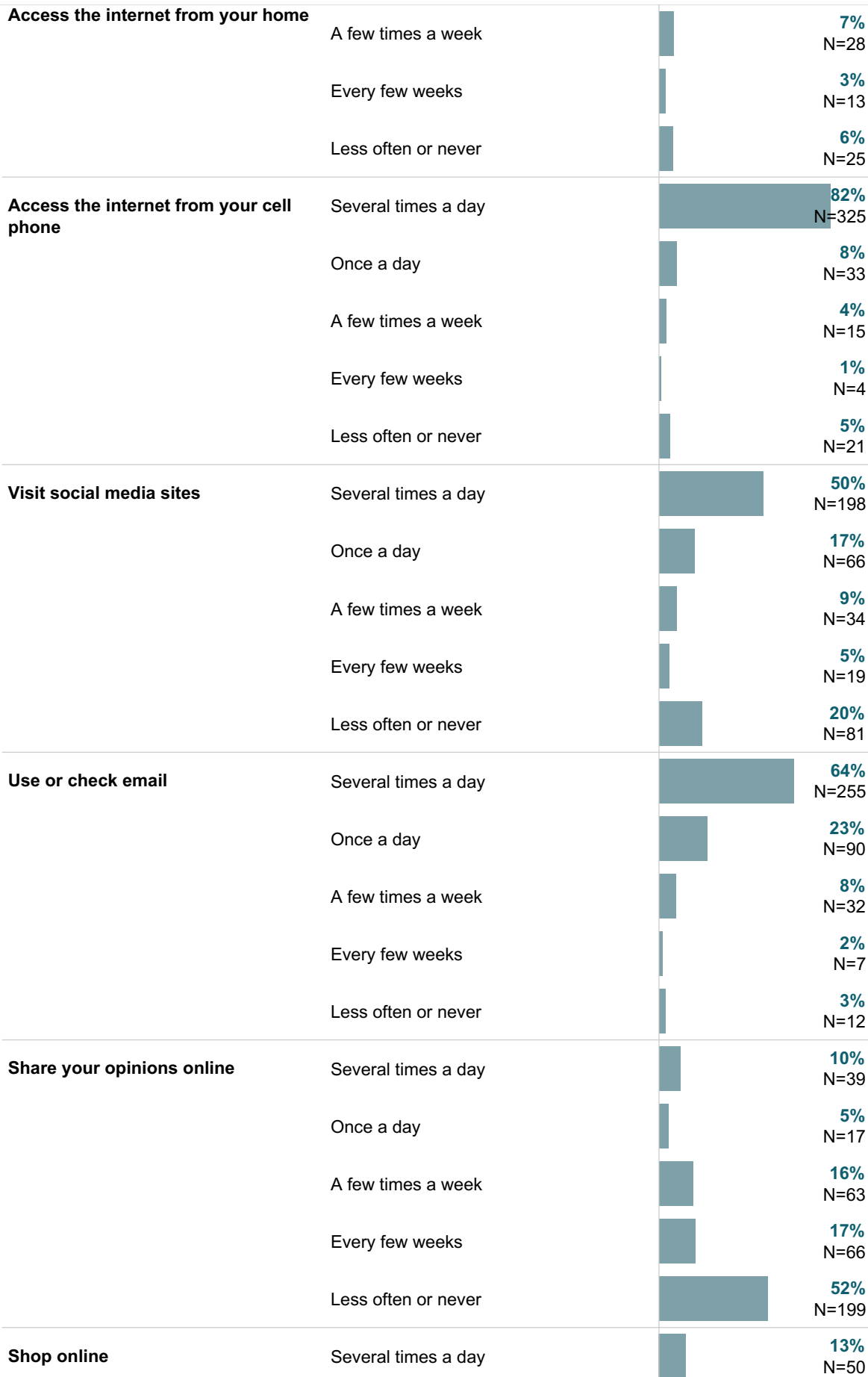
Please rate the quality of each of the following services in Lakewood.	Public library services	Good		24% N=78
		Fair		19% N=62
		Poor		41% N=134
	Overall customer service by Lakewood employees	Excellent		20% N=62
		Good		40% N=122
		Fair		28% N=85
		Poor		13% N=39
Please rate the following categories of Lakewood government performance.	The value of services for the taxes paid to Lakewood	Excellent		8% N=26
		Good		27% N=90
		Fair		41% N=135
		Poor		24% N=78
	The overall direction that Lakewood is taking	Excellent		8% N=25
		Good		41% N=126
		Fair		30% N=92
		Poor		21% N=64
	The job Lakewood government does at welcoming resident involvement	Excellent		11% N=28
		Good		37% N=99
		Fair		23% N=60
		Poor		29% N=78
	Overall confidence in Lakewood government	Excellent		7% N=23
		Good		32% N=107
		Fair		35% N=115
		Poor		26% N=85
Please rate the following categories of Lakewood government performance.	Generally acting in the best interest of the community	Excellent		9% N=30

























Please rate the following categories of Lakewood government performance.	Generally acting in the best interest of the community	Good		34% N=115
		Fair		31% N=103
		Poor		26% N=86
		<hr/>		
Being honest	Excellent		13% N=32	
	Good		34% N=86	
	Fair		34% N=86	
	Poor		20% N=51	
<hr/>				
Being open and transparent to the public	Excellent		13% N=34	
	Good		34% N=93	
	Fair		33% N=89	
	Poor		20% N=54	
<hr/>				
Informing residents about issues facing the community	Excellent		11% N=36	
	Good		28% N=94	
	Fair		34% N=116	
	Poor		28% N=94	
<hr/>				
Treating all residents fairly	Excellent		13% N=36	
	Good		32% N=87	
	Fair		36% N=96	
	Poor		19% N=52	
<hr/>				
Treating residents with respect	Excellent		14% N=38	
	Good		38% N=107	
	Fair		33% N=93	
	Poor		15% N=41	
<hr/>				
The City of Lakewood	Excellent		11% N=39	

























Overall, how would you rate the quality of the services provided by each of the following?	The City of Lakewood	Good		37% N=133
		Fair		39% N=142
		Poor		14% N=50
	The Federal Government	Excellent		8% N=28
	Good		28% N=103	
	Fair		39% N=146	
	Poor		25% N=92	
Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall economic health	Essential		38% N=151
		Very important		49% N=197
		Somewhat important		11% N=46
		Not at all important		1% N=6
Overall quality of the transportation system	Essential		31% N=125	
	Very important		38% N=156	
	Somewhat important		28% N=115	
	Not at all important		3% N=13	
Overall design or layout of residential and commercial areas	Essential		29% N=118	
	Very important		42% N=170	
	Somewhat important		26% N=105	
	Not at all important		4% N=16	
Overall quality of the utility infrastructure	Essential		42% N=169	
	Very important		38% N=155	
	Somewhat important		19% N=79	
	Not at all important		1% N=3	
Overall feeling of safety	Essential		60% N=245	




















Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall feeling of safety	Very important		31% N=128
		Somewhat important		9% N=35
	Overall quality of natural environment	Essential		32% N=133
		Very important		49% N=200
		Somewhat important		19% N=76
		Not at all important		0% N=
	Overall quality of parks and recreation opportunities	Essential		31% N=126
		Very important		46% N=188
		Somewhat important		21% N=88
		Not at all important		2% N=7
	Overall health and wellness opportunities	Essential		26% N=106
		Very important		50% N=207
		Somewhat important		23% N=94
		Not at all important		1% N=4
	Overall opportunities for education, culture, and the arts	Essential		29% N=120
		Very important		42% N=173
		Somewhat important		26% N=107
		Not at all important		2% N=9
	Residents' connection and engagement with their community	Essential		23% N=94
		Very important		46% N=188
		Somewhat important		28% N=116
		Not at all important		3% N=12
In general, how many times do you:	Access the internet from your home	Several times a day		75% N=292
		Once a day		8% N=30

In general, how many times do you:



In general, how many times do you:	Shop online	Once a day		7% N=27
		A few times a week		28% N=108
		Every few weeks		30% N=118
		Less often or never		22% N=88
Please rate your overall health.		Excellent		20% N=80
		Very good		33% N=135
		Good		31% N=126
		Fair		13% N=52
		Poor		3% N=13
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive		7% N=28
		Somewhat positive		19% N=77
		Neutral		38% N=153
		Somewhat negative		26% N=105
		Very negative		10% N=42
How many years have you lived in Lakewood?		Less than 2 years		16% N=63
		2-5 years		22% N=87
		6-10 years		16% N=66
		11-20 years		18% N=74
		More than 20 years		28% N=112
Which best describes the building you live in?		Single-family detached home		44% N=177
		Townhouse or duplex (may share walls but no units above or below you)		14% N=56
		Condominium or apartment (have units above or below you)		38% N=154
		Mobile home		2% N=7
		Other		2% N=9

Do you rent or own your home?	Rent		56% N=228
	Own		44% N=176
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$300		2% N=9
	\$300 to \$599		5% N=20
	\$600 to \$999		7% N=26
	\$1,000 to \$1,499		28% N=113
	\$1,500 to \$2,499		37% N=149
	\$2,500 to \$3,999		15% N=59
	\$4,000 to \$6,999		4% N=17
	\$7,000 to \$9,999		1% N=5
	\$10,000 or more		1% N=3
	Do any children 17 or under live in your household?	No	
Yes			28% N=114
Are you or any other members of your household aged 65 or older?	No		66% N=265
	Yes		34% N=139
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		14% N=55
	\$25,000 to \$49,999		24% N=95
	\$50,000 to \$74,999		21% N=81
	\$75,000 to \$99,999		11% N=44
	\$100,000 to \$149,999		19% N=72
	\$150,000 to \$199,999		4% N=16
	\$200,000 to \$299,999		5% N=18
	\$300,000 or more		3% N=11
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		85% N=325

Are you of Hispanic, Latino/a/x, or Spanish origin?	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin		15% N=59
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		6% N=25
	Asian		12% N=47
	Black or African American		20% N=77
	Native Hawaiian or Other Pacific Islander		3% N=11
	White		67% N=263
	A race not listed		12% N=47
In which category is your age?	18-24 years		2% N=10
	25-34 years		30% N=121
	35-44 years		13% N=51
	45-54 years		17% N=69
	55-64 years		10% N=41
	65-74 years		17% N=67
	75 years or older		11% N=44
What is your gender?	Woman		52% N=207
	Man		45% N=181
	Identify in another way		3% N=12
If you identify in another way, how would you describe your gender?	Non-binary		41% N=5
	Identify in another way		59% N=7

Comparison of Responses by Respondent Characteristics

The comparison tables contain the cross tabulations of selected survey questions by respondent characteristics. Responses have been summarized to show only the proportion of respondents giving a positive answer; for example, the percent of respondents who rated the quality of life as excellent or good. For each pair of subgroups that has a statistically significant difference, an upper-case letter denoting significance is shown in the category with the larger column proportion. The letter denotes the category with the smaller column proportion from which it is statistically different. The values for these differences between subgroups are organized by characteristic in the dropdown menu of the "Statistical Significance" tab. Ratings 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 from each other.

			Attached	Detached
Quality of Life	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to live	59%	71% A
		The overall quality of life	47%	63% A
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lakewood to someone who asks	57%	72% A
		Remain in Lakewood for the next five years	70%	82% A
	Please rate each of the following in the Lakewood community.	Overall image or reputation	33%	23%
Health and wellness	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall health and wellness opportunities	45%	48%
	Please also rate each of the following in the Lakewood community.	Availability of affordable quality food	37%	42%
		Availability of affordable quality health care	39%	46%
		Availability of preventive health services	39%	47%
		Availability of affordable quality mental health care	45% B	30%
	Please rate the quality of each of the following services in Lakewood.	Health services	57%	53%
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	80%	74%
		Please rate your overall health.	49%	59%
Utilities	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of the utility infrastructure	53%	58%

Utilities

Please rate the quality of each of the following services in Lakewood.	Affordable high-speed internet access	42%	57% A
	Garbage collection	65%	80% A
	Drinking water	60%	74% A
	Sewer services	72%	80%
	Storm water management	52%	52%
	Power (electric and/or gas) utility	59%	70% A
	Utility billing	48%	60% A
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	78%

Economy

Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to work	43%	48%
	Lakewood as a place to visit	42%	38%
Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall economic health	46%	45%
Please rate each of the following in the Lakewood community.	Overall quality of business and service establishments	51%	56%
	Variety of business and service establishments	57%	50%
	Vibrancy of downtown/commercial area	37%	30%
	Employment opportunities	34%	37%
	Shopping opportunities	56%	53%
	Cost of living	21%	31%
Please rate the quality of each of the following services in Lakewood.	Economic development	35%	46%
Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall economic health	86%	89%

Economy		What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	19%	35% A
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall opportunities for education, culture, and the arts	36%	36%
	Please also rate each of the following in the Lakewood community.	Opportunities to attend cultural/arts/music activities	47% B	31%
		Community support for the arts	44%	36%
		Availability of affordable quality childcare/preschool	39%	29%
		K-12 education	48%	41%
		Adult educational opportunities	43%	53%
		Opportunities to attend special events and festivals	58%	58%
		Please rate the quality of each of the following services in Lakewood.	Public library services	42%
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall opportunities for education, culture, and the arts	74%	71%
	Community Design	Please rate each of the following aspects of quality of life in Lakewood.	Your neighborhood as a place to live	53%
Please rate each of the following characteristics as they relate to Lakewood as a whole.		Overall design or layout of residential and commercial areas	40%	37%
		Please also rate each of the following in the Lakewood community.	Well-planned residential growth	37%
		Well-planned commercial growth	35%	34%
		Well-designed neighborhoods	31%	32%
		Preservation of the historical or cultural character of the community	51% B	37%
		Public places where people want to spend time	38%	40%
		Variety of housing options	24%	36% A
	Availability of affordable quality housing	13%	25% A	

Community Design	Please also rate each of the following in the Lakewood community.	Overall quality of new development	32%	32%
		Overall appearance	41%	40%
	Please rate the quality of each of the following services in Lakewood.	Land use, planning and zoning	47%	40%
		Code enforcement	35%	26%
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall design or layout of residential and commercial areas	69%	76%
Parks and Recreation	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of parks and recreation opportunities	64%	71%
	Please also rate each of the following in the Lakewood community.	Availability of paths and walking trails	59%	55%
		Fitness opportunities	47%	53%
		Recreational opportunities	48%	48%
	Please rate the quality of each of the following services in Lakewood.	City parks	74%	70%
		Recreation programs or classes	54%	52%
		Recreation centers or facilities	51%	50%
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	76%	80%
Governance	Please rate the quality of each of the following services in Lakewood.	Public information services	45%	49%
		Overall customer service by Lakewood employees	60%	62%
	Please rate the following categories of Lakewood government performance.	The value of services for the taxes paid to Lakewood	40%	30%
		The overall direction that Lakewood is taking	44%	54%
		The job Lakewood government does at welcoming resident involvement	50%	46%
		Overall confidence in Lakewood government	37%	43%

Governance	Please rate the following categories of Lakewood government performance.	Generally acting in the best interest of the community	38%	50% A
		Being honest	47%	47%
		Being open and transparent to the public	46%	47%
		Informing residents about issues facing the community	39%	39%
		Treating all residents fairly	41%	53% A
		Treating residents with respect	54%	53%
		Overall, how would you rate the quality of the services provided by each of the following?	The City of Lakewood	48%
	The Federal Government	31%	38%	
Natural environment	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of natural environment	63%	69%
		Please also rate each of the following in the Lakewood community.	Cleanliness	41%
		Water resources	56%	56%
		Air quality	64%	77% A
	Please rate the quality of each of the following services in Lakewood.	Preservation of natural areas	60% B	47%
		Lakewood open space	48%	48%
		Recycling	58%	57%
Yard waste pick-up		70%	73%	
Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of natural environment	79%	84%	
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to raise children	44%	51%
		Lakewood as a place to retire	48%	56%

Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Lakewood.	Sense of community	37%	42%
	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Residents' connection and engagement with their community	34%	34%
	Please rate the job you feel the Lakewood community does at each of the following.	Making all residents feel welcome	56%	56%
		Attracting people from diverse backgrounds	62%	57%
		Valuing/respecting residents from diverse backgrounds	54%	56%
		Taking care of vulnerable residents	35%	30%
	Please also rate each of the following in the Lakewood community.	Sense of civic/community pride	42%	35%
		Neighborliness of residents	34%	41%
		Opportunities to participate in social events and activities	52%	48%
		Opportunities to volunteer	60% B	49%
Opportunities to participate in community matters		56% B	42%	
Openness and acceptance of the community toward people of diverse backgrounds		51%	60%	
Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Residents' connection and engagement with their community	66%	71%	
Mobility	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of the transportation system	44%	43%
	Please also rate each of the following in the Lakewood community.	Traffic flow on major streets	36%	49% A
		Ease of public parking	62%	73% A
		Ease of travel by car	69%	73%
		Ease of travel by public transportation	51%	41%
		Ease of travel by bicycle	52% B	28%

Mobility	Please also rate each of the following in the Lakewood community.	Ease of walking	48%	39%
	Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving	30%	20%
		Carpooled with other adults or children instead of driving alone	46%	50%
		Walked or biked instead of driving	59% B	46%
	Please rate the quality of each of the following services in Lakewood.	Traffic enforcement	45%	50%
		Traffic signal timing	46%	49%
		Street repair	42%	43%
		Street cleaning	45%	58% A
		Street lighting	41%	49%
		Snow removal	51%	64% A
Sidewalk maintenance		44%	48%	
Bus or transit services		58% B	43%	
Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.		Overall quality of the transportation system	66%	73%
Safety	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall feeling of safety	39%	37%
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	66%	81% A
		In Lakewood's downtown/commercial area during the day	59%	67%
		From property crime	48%	50%
		From violent crime	46%	56%
		From fire, flood, or other natural disaster	65%	80% A

Safety

<p>Please rate the quality of each of the following services in Lakewood.</p>	Police services	57%	66%
	Crime prevention	38%	41%
	Animal control	51%	57%
	Ambulance or emergency medical services	78%	88%
	Fire services	87%	93%
	Fire prevention and education	72%	77%
	Emergency preparedness	61%	57%
<p>Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.</p>	Overall feeling of safety	94%	88%

Participation

<p>Please indicate whether or not you have done each of the following in the last 12 months.</p>	Contacted the City of Lakewood for help or information	32%	42%
	Contacted Lakewood elected officials to express your opinion	6%	21% A
	Attended a local public meeting	9%	20% A
	Watched a local public meeting	17%	22%
	Volunteered your time to some group/activity	22%	33% A
	Campaigned or advocated for a local issue, cause, or candidate	7%	20% A
	Voted in your most recent local election	64%	83% A
	<p>In general, how many times do you:</p>	Access the internet from your home	87%
Access the internet from your cell phone	92%	95%	
Visit social media sites	73%	79%	
Use or check email	95%	98%	

Participation In general, how many times do you:

Share your opinions online















29% 30%

















Shop online


















42% 54%
A

















Open Participation Survey Results

















This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Quality of Life	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to live	Excellent		6% N=9
			Good		25% N=35
			Fair		63% N=87
			Poor		5% N=7
		The overall quality of life	Excellent		7% N=10
			Good		35% N=47
			Fair		46% N=61
			Poor		12% N=16
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Lakewood to someone who asks	Very likely		13% N=17
			Somewhat likely		31% N=41
			Somewhat unlikely		40% N=53
			Very unlikely		16% N=22
		Remain in Lakewood for the next five years	Very likely		29% N=36
			Somewhat likely		42% N=51

















Quality of Life	Please indicate how likely or unlikely you are to do each of the following.	Remain in Lakewood for the next five years	Somewhat unlikely		15% N=18
			Very unlikely		14% N=17
	Please rate each of the following in the Lakewood community.	Overall image or reputation	Excellent		0% N=
			Good		20% N=27
Fair				28% N=37	
Poor				52% N=69	
Governance	Please rate the quality of each of the following services in Lakewood.	Public information services	Excellent		10% N=13
			Good		23% N=30
			Fair		41% N=55
			Poor		26% N=35
		Overall customer service by Lakewood employees	Excellent		12% N=14
			Good		33% N=38
			Fair		35% N=41
			Poor		20% N=22
Please rate the following categories of Lakewood government performance.	The value of services for the taxes paid to Lakewood	Excellent		0% N=	
		Good		18% N=22	

Governance	Please rate the following categories of Lakewood government performance.				
		The value of services for the taxes paid to Lakewood	Fair		43% N=52
			Poor		39% N=48
		The overall direction that Lakewood is taking	Excellent		9% N=10
			Good		26% N=27
			Fair		32% N=34
			Poor		33% N=35
		The job Lakewood government does at welcoming resident involvement	Excellent		15% N=14
			Good		20% N=19
			Fair		44% N=41
			Poor		21% N=19
		Overall confidence in Lakewood government	Excellent		11% N=14
			Good		18% N=22
			Fair		34% N=42
			Poor		37% N=45
		Generally acting in the best interest of the community	Excellent		12% N=14
			Good		23% N=27

Governance	Please rate the following categories of Lakewood government performance.			
	Generally acting in the best interest of the community	Fair		43% N=51
		Poor		22% N=26
	Being honest	Excellent		14% N=14
		Good		32% N=32
		Fair		29% N=29
		Poor		25% N=25
	Being open and transparent to the public	Excellent		19% N=19
		Good		27% N=27
		Fair		25% N=25
		Poor		30% N=30
Informing residents about issues facing the community	Excellent		18% N=19	
	Good		26% N=27	
	Fair		38% N=40	
	Poor		19% N=20	
Treating all residents fairly	Excellent		19% N=19	
	Good		25% N=25	

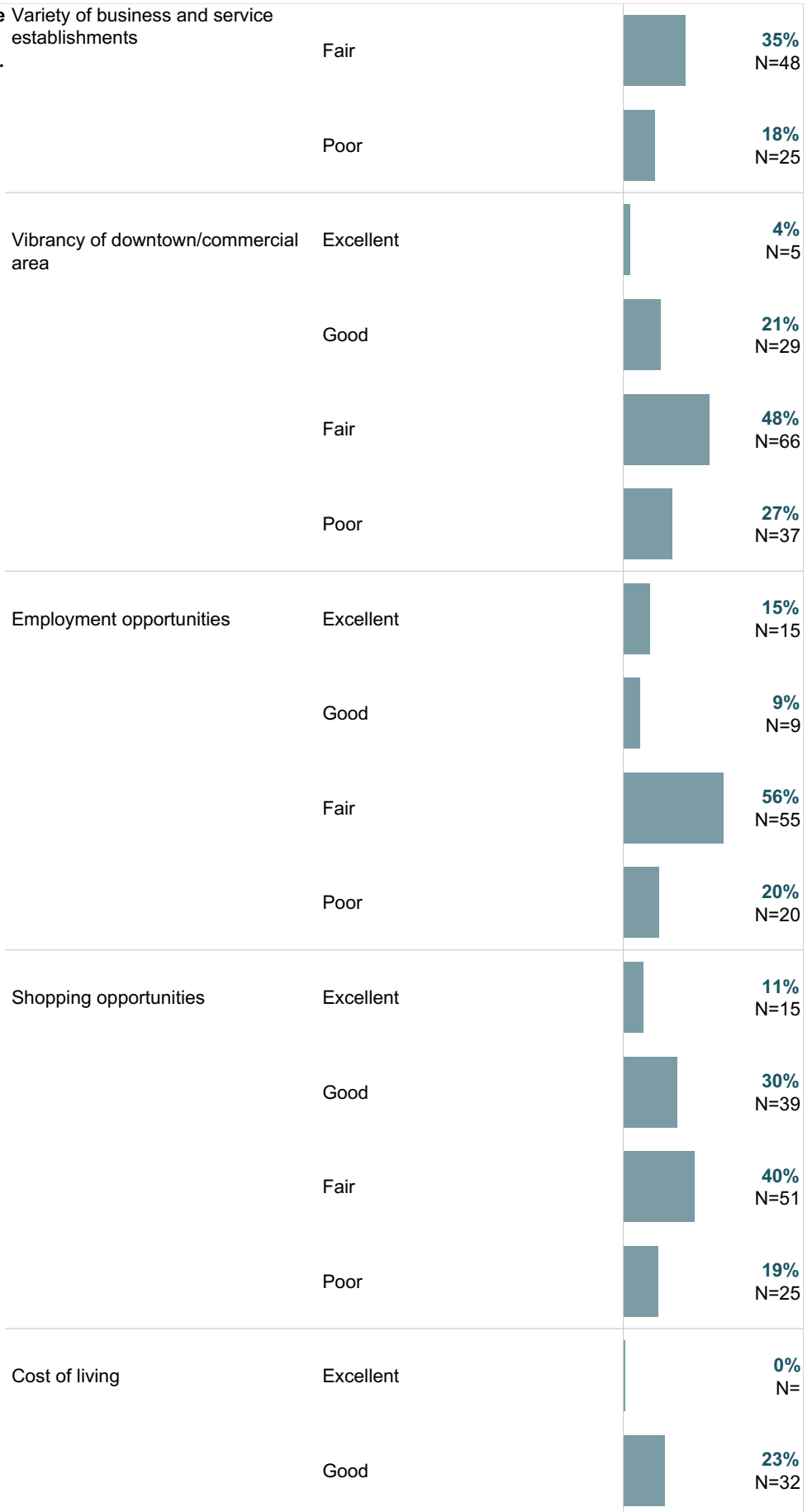
Governance	Please rate the following categories of Lakewood government performance.	Treating all residents fairly	Fair		24% N=24
			Poor		31% N=31
		Treating residents with respect	Excellent		27% N=26
			Good		23% N=22
	Fair			20% N=19	
	Poor			31% N=30	
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Lakewood	Excellent		7% N=9
			Good		34% N=40
			Fair		42% N=50
			Poor		17% N=20
The Federal Government		Excellent		4% N=5	
		Good		23% N=27	
		Fair		28% N=34	
		Poor		45% N=53	
Economy	Please rate each of the following aspects of quality of life in Lakewood.	Lakewood as a place to work	Excellent		5% N=5
			Good		34% N=37















Economy

<p>Please rate each of the following aspects of quality of life in Lakewood.</p>	Lakewood as a place to work	Fair		31% N=34
		Poor		30% N=32
<p>Please rate each of the following characteristics as they relate to Lakewood as a whole.</p>	Lakewood as a place to visit	Excellent		4% N=5
		Good		14% N=18
		Fair		40% N=53
		Poor		42% N=55
<p>Please rate each of the following characteristics as they relate to Lakewood as a whole.</p>	Overall economic health	Excellent		4% N=5
		Good		32% N=43
		Fair		27% N=36
		Poor		37% N=49
<p>Please rate each of the following in the Lakewood community.</p>	Overall quality of business and service establishments	Excellent		4% N=5
		Good		56% N=76
		Fair		30% N=41
		Poor		11% N=15
<p>Please rate each of the following in the Lakewood community.</p>	Variety of business and service establishments	Excellent		6% N=9
		Good		41% N=57
















Economy

Please rate each of the following in the Lakewood community.



































Economy	Please rate each of the following in the Lakewood community.	Cost of living	Fair		50% N=69
			Poor		27% N=37
	Please rate the quality of each of the following services in Lakewood.	Economic development	Excellent		8% N=9
			Good		28% N=31
			Fair		40% N=43
			Poor		24% N=26
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall economic health	Essential		44% N=58
			Very important		39% N=52
			Somewhat important		17% N=22
			Not at all important		0% N=
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		13% N=18	
		Somewhat positive		14% N=19	
		Neutral		38% N=53	
		Somewhat negative		19% N=26	
		Very negative		16% N=22	
Mobility		Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of the transportation system	Excellent	

Mobility

<p>Please rate each of the following characteristics as they relate to Lakewood as a whole.</p>	Overall quality of the transportation system	Good		29% N=40
		Fair		42% N=57
		Poor		29% N=40
<p>Please also rate each of the following in the Lakewood community.</p>	Traffic flow on major streets	Excellent		4% N=5
		Good		28% N=39
		Fair		37% N=50
		Poor		31% N=43
Ease of public parking	Excellent		26% N=34	
	Good		32% N=43	
	Fair		34% N=45	
	Poor		8% N=10	
Ease of travel by car	Excellent		21% N=27	
	Good		35% N=47	
	Fair		32% N=43	
	Poor		12% N=16	
Ease of travel by public transportation	Excellent		0% N=	

















Mobility

Please also rate each of the following in the Lakewood community.	Ease of travel by public transportation	Good		33% N=29
		Fair		29% N=25
		Poor		38% N=33
	Ease of travel by bicycle	Excellent		6% N=5
		Good		16% N=15
		Fair		26% N=23
		Poor		53% N=48
	Ease of walking	Excellent		8% N=10
		Good		18% N=23
		Fair		38% N=48
		Poor		36% N=46
Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving	No		74% N=98
		Yes		26% N=35
	Carpooled with other adults or children instead of driving alone	No		48% N=67
		Yes		52% N=71
	Walked or biked instead of driving	No		53% N=73
















Mobility	Please indicate whether or not you have done each of the following in the last 12 months.	Walked or biked instead of driving	Yes		47% N=65
		Please rate the quality of each of the following services in Lakewood.	Traffic enforcement	Excellent	
Good				27% N=33	
Fair				22% N=27	
Poor				39% N=48	
Traffic signal timing	Excellent		8% N=10		
	Good		24% N=30		
	Fair		38% N=47		
	Poor		31% N=39		
Street repair	Excellent		10% N=14		
	Good		19% N=25		
	Fair		45% N=60		
	Poor		26% N=35		
Street cleaning	Excellent		8% N=9		
	Good		45% N=52		
	Fair		31% N=35		

Mobility

















Please rate the quality of each of the following services in Lakewood.















Street cleaning	Poor		16% N=19
Street lighting	Excellent		10% N=13
	Good		40% N=52
	Fair		33% N=43
	Poor		16% N=21
Snow removal	Excellent		24% N=18
	Good		26% N=20
	Fair		26% N=20
	Poor		24% N=18
Sidewalk maintenance	Excellent		10% N=10
	Good		42% N=42
	Fair		25% N=25
	Poor		23% N=22
Bus or transit services	Excellent		20% N=19
	Good		26% N=24
	Fair		32% N=30

Mobility	Please rate the quality of each of the following services in Lakewood.	Bus or transit services	Poor		22% N=20
		Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of the transportation system	Essential	
	Very important			25% N=35	
	Somewhat important			25% N=34	
	Not at all important			18% N=25	
Community Design	Please rate each of the following aspects of quality of life in Lakewood.	Your neighborhood as a place to live	Excellent		27% N=37
		Good		40% N=55	
		Fair		18% N=25	
		Poor		15% N=20	
	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall design or layout of residential and commercial areas	Excellent		0% N=
Good			29% N=40		
Fair			38% N=53		
Poor			33% N=46		
Please also rate each of the following in the Lakewood community.	Well-planned residential growth	Excellent		4% N=5	
	Good		11% N=15		
	Fair		38% N=48		

















Community Design		Please also rate each of the following in the Lakewood community.	
Well-planned residential growth	Poor		47% N=60
	Excellent		14% N=14
Well-planned commercial growth	Good		12% N=12
	Fair		40% N=41
	Poor		34% N=35
	Excellent		0% N=
Well-designed neighborhoods	Good		24% N=29
	Fair		44% N=54
	Poor		33% N=40
	Excellent		15% N=12
Preservation of the historical or cultural character of the community	Good		28% N=23
	Fair		36% N=30
	Poor		21% N=17
	Excellent		11% N=14
Public places where people want to spend time	Good		19% N=24
	Fair		47% N=58





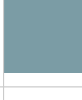










Community Design		Please also rate each of the following in the Lakewood community.	
	Public places where people want to spend time	Poor	22% N=27
Variety of housing options		Excellent	15% N=18
		Good	26% N=32
		Fair	32% N=40
		Poor	27% N=34
		Availability of affordable quality housing	Excellent
	Good	7% N=8	
	Fair	18% N=20	
	Poor	66% N=75	
Overall quality of new development		Excellent	0% N=
		Good	24% N=27
		Fair	45% N=52
		Poor	31% N=36
Overall appearance		Excellent	3% N=4
		Good	24% N=32
		Fair	42% N=56

Community Design	Please also rate each of the following in the Lakewood community.	Overall appearance	Poor		31% N=41
		Please rate the quality of each of the following services in Lakewood.	Land use, planning and zoning	Excellent	
Good				25% N=24	
Fair				39% N=37	
Poor				32% N=30	
		Code enforcement	Excellent		5% N=5
		Good		4% N=4	
		Fair		41% N=43	
		Poor		51% N=54	
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall design or layout of residential and commercial areas	Essential		37% N=51
			Very important		31% N=43
			Somewhat important		28% N=39
			Not at all important		4% N=5
Utilities	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of the utility infrastructure	Excellent		19% N=23
Good			39% N=48		
Fair			34% N=42		

















Utilities	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of the utility infrastructure		
		Poor		8% N=10
	Please rate the quality of each of the following services in Lakewood.	Excellent		17% N=19
		Good		29% N=33
		Fair		27% N=30
		Poor		28% N=31
	Garbage collection	Excellent		22% N=29
		Good		43% N=57
		Fair		22% N=30
		Poor		13% N=17
	Drinking water	Excellent		35% N=47
		Good		36% N=48
		Fair		14% N=19
		Poor		15% N=20
	Sewer services	Excellent		25% N=29
		Good		56% N=63
		Fair		14% N=16

Utilities

<p>Please rate the quality of each of the following services in Lakewood.</p>	Sewer services	Poor		4% N=5
	Storm water management	Excellent		15% N=20
		Good		40% N=54
		Fair		39% N=53
		Poor		7% N=10
Power (electric and/or gas) utility	Excellent		36% N=47	
	Good		38% N=49	
	Fair		12% N=16	
	Poor		13% N=16	
Utility billing	Excellent		26% N=32	
	Good		40% N=49	
	Fair		12% N=15	
	Poor		22% N=27	
<p>Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.</p>	Overall quality of the utility infrastructure	Essential		51% N=70
		Very important		30% N=42
		Somewhat important		15% N=21
















Utilities	Lakewood community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	Not at all important		4% N=5
Safety	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall feeling of safety	Excellent		0% N=
			Good		21% N=29
			Fair		42% N=58
			Poor		37% N=51
Please rate how safe or unsafe you feel:	In your neighborhood during the day		Very safe		43% N=60
			Somewhat safe		30% N=42
			Neither safe nor unsafe		14% N=19
			Somewhat unsafe		5% N=6
			Very unsafe		8% N=11
			In Lakewood's downtown/commercial area during the day		Very safe
Somewhat safe		26% N=32			
Neither safe nor unsafe		34% N=42			
Somewhat unsafe		16% N=20			
Very unsafe		13% N=16			
From property crime			Very safe		6% N=7

















Safety

Please rate how safe or unsafe you feel:	From property crime	Somewhat safe		18% N=24
		Neither safe nor unsafe		19% N=25
		Somewhat unsafe		39% N=51
		Very unsafe		19% N=25
	From violent crime	Very safe		13% N=17
		Somewhat safe		31% N=41
		Neither safe nor unsafe		15% N=20
		Somewhat unsafe		21% N=28
		Very unsafe		21% N=27
	From fire, flood, or other natural disaster	Very safe		41% N=54
		Somewhat safe		29% N=38
		Neither safe nor unsafe		19% N=25
		Somewhat unsafe		11% N=15
Please rate the quality of each of the following services in Lakewood.	Police services	Excellent		25% N=33
		Good		31% N=41
		Fair		25% N=34

Safety

















Please rate the quality of each of the following services in Lakewood.

Police services	Poor		19% N=25
Crime prevention	Excellent		0% N=
	Good		18% N=22
	Fair		24% N=31
	Poor		59% N=75
Animal control	Excellent		7% N=5
	Good		36% N=25
	Fair		50% N=35
	Poor		7% N=5
Ambulance or emergency medical services	Excellent		36% N=37
	Good		44% N=45
	Fair		15% N=15
	Poor		5% N=5
Fire services	Excellent		48% N=51
	Good		42% N=45
	Fair		9% N=10

















Safety	Please rate the quality of each of the following services in Lakewood.	Fire prevention and education	Excellent		32% N=34	
			Good		34% N=36	
			Fair		19% N=20	
			Poor		15% N=16	
		Emergency preparedness	Excellent		21% N=19	
			Good		27% N=25	
			Fair		32% N=29	
			Poor		20% N=19	
		Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall feeling of safety	Essential		59% N=81
				Very important		38% N=52
				Somewhat important		3% N=4
	Natural environment	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of natural environment	Excellent		17% N=23
Good					34% N=47	
Fair					31% N=42	
Poor					19% N=26	
		Please also rate each of the following in the Lakewood community.	Cleanliness	Excellent		3% N=4

Natural environment

Please also rate each of the following in the Lakewood community.

Cleanliness	Good		28% N=37
	Fair		26% N=34
	Poor		44% N=58
Water resources	Excellent		25% N=29
	Good		31% N=36
	Fair		35% N=40
	Poor		9% N=11
Air quality	Excellent		27% N=37
	Good		43% N=59
	Fair		23% N=32
	Poor		7% N=10
Preservation of natural areas	Excellent		16% N=20
	Good		36% N=43
	Fair		26% N=31
	Poor		22% N=27
Lakewood open space	Excellent		17% N=20

Please rate the quality of each of the following services in Lakewood.

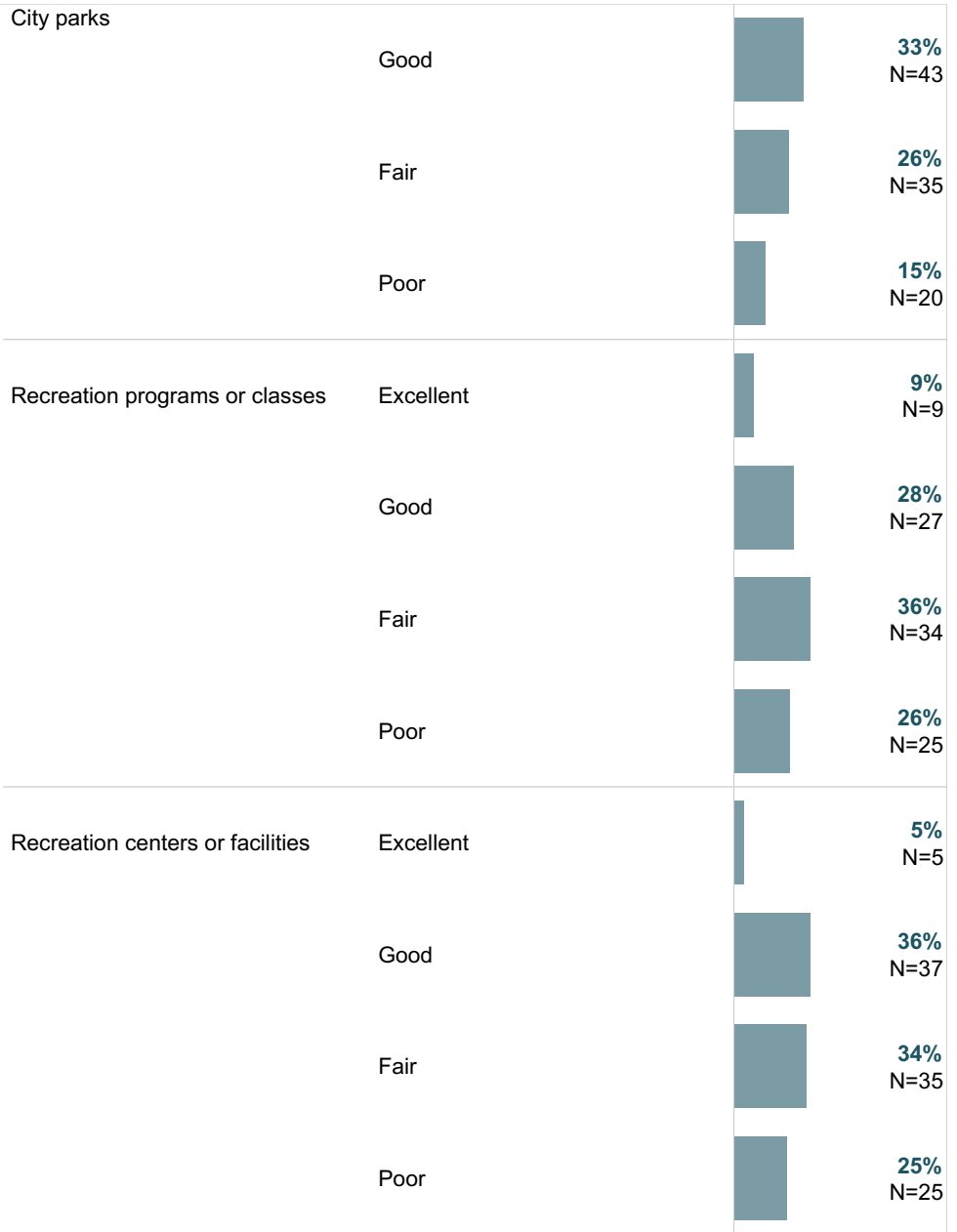
Natural environment	Please rate the quality of each of the following services in Lakewood.	Lakewood open space	Good		28% N=33
			Fair		32% N=37
			Poor		23% N=27
		Recycling	Excellent		26% N=34
			Good		26% N=33
			Fair		17% N=22
			Poor		31% N=39
		Yard waste pick-up	Excellent		33% N=33
			Good		42% N=42
			Fair		5% N=5
			Poor		20% N=20
		Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Overall quality of natural environment	Essential	
			Very important		41% N=56
			Somewhat important		19% N=26
			Not at all important		4% N=5
Parks and Recreation	Please rate each of the following characteristics as they relate to Lakewood as a whole.	Overall quality of parks and recreation opportunities	Excellent		24% N=30

Parks and Recreation

<p>Please rate each of the following characteristics as they relate to Lakewood as a whole.</p>	Overall quality of parks and recreation opportunities	Good		37% N=47
		Fair		31% N=40
		Poor		8% N=10
<p>Please also rate each of the following in the Lakewood community.</p>	Availability of paths and walking trails	Excellent		7% N=9
		Good		48% N=63
		Fair		15% N=20
		Poor		30% N=40
Fitness opportunities		Excellent		7% N=9
		Good		41% N=54
		Fair		27% N=35
		Poor		26% N=35
Recreational opportunities		Excellent		11% N=14
		Good		45% N=55
		Fair		27% N=33
		Poor		17% N=21
<p>Please rate the quality of each of the following services in Lakewood.</p>	City parks	Excellent		26% N=34

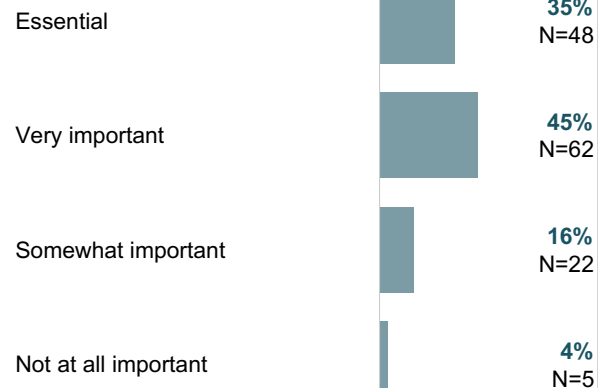
Parks and Recreation

Please rate the quality of each of the following services in Lakewood.



Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.

Overall quality of parks and recreation opportunities








Health and wellness

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

















Overall health and wellness opportunities



Health and wellness

<p>Please rate each of the following characteristics as they relate to Lakewood as a whole.</p>	Overall health and wellness opportunities	Good		30% N=38
		Fair		45% N=58
		Poor		21% N=27
<p>Please also rate each of the following in the Lakewood community.</p>	Availability of affordable quality food	Excellent		8% N=10
		Good		35% N=43
		Fair		43% N=52
		Poor		14% N=17
Availability of affordable quality health care	Excellent		7% N=9	
	Good		37% N=43	
	Fair		27% N=32	
	Poor		28% N=33	
Availability of preventive health services	Excellent		5% N=5	
	Good		35% N=37	
	Fair		21% N=22	
	Poor		40% N=43	
Availability of affordable quality mental health care	Excellent		0% N=	

Health and wellness

<p>Please also rate each of the following in the Lakewood community.</p>	Availability of affordable quality mental health care	Good		26% N=19
		Fair		27% N=20
		Poor		47% N=34
<p>Please rate the quality of each of the following services in Lakewood.</p>	Health services	Excellent		8% N=9
		Good		34% N=37
		Fair		31% N=34
		Poor		26% N=28
<p>Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.</p>	Overall health and wellness opportunities	Essential		40% N=52
		Very important		38% N=48
		Somewhat important		15% N=19
		Not at all important		7% N=9
<p>Please rate your overall health.</p>		Excellent		14% N=20
		Very good		55% N=75
		Good		19% N=26
		Fair		7% N=10
		Poor		5% N=6

Education, Arts and Culture

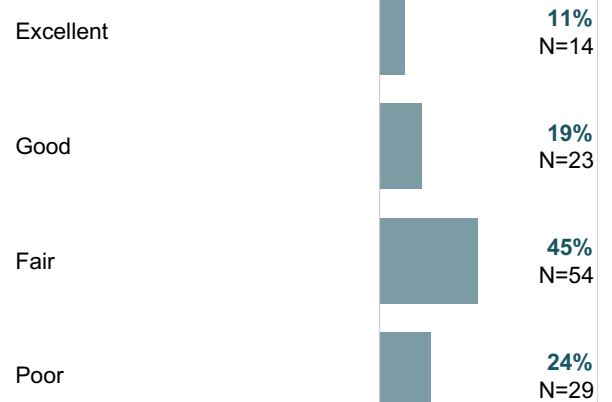
Please rate each of the following characteristics as they relate to Lakewood as a whole.

Overall opportunities for education, culture, and the arts

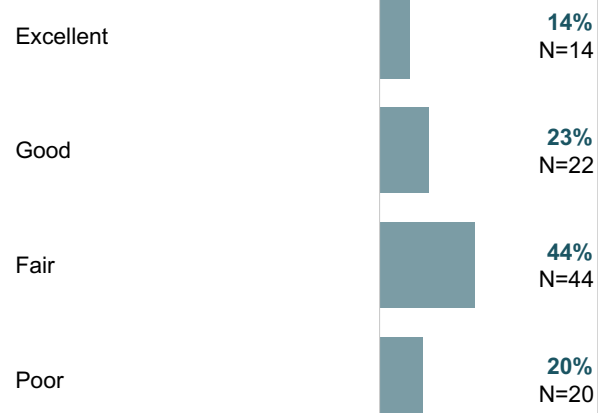


Please also rate each of the following in the Lakewood community.

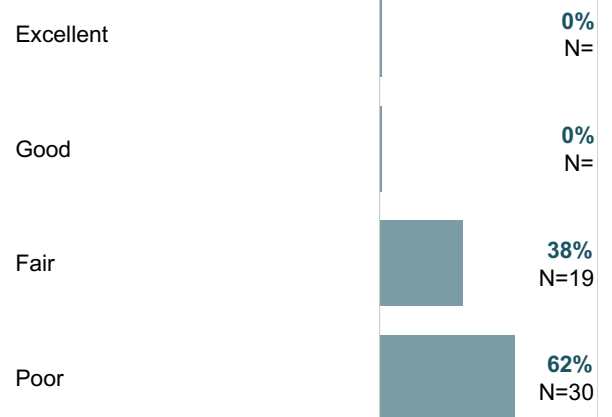
Opportunities to attend cultural/arts/music activities



Community support for the arts

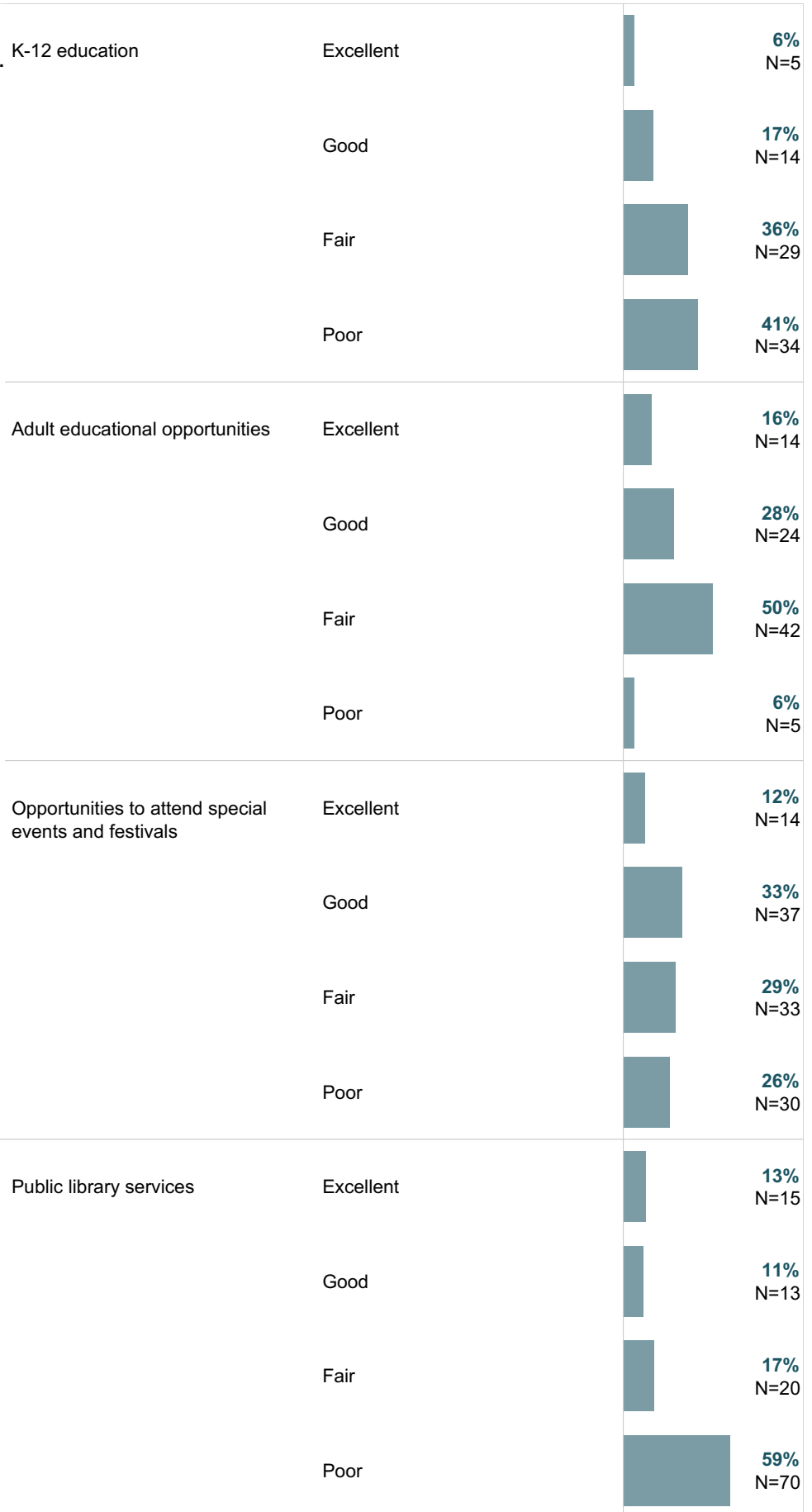


Availability of affordable quality childcare/preschool



Education, Arts and Culture

Please also rate each of the following in the Lakewood community.

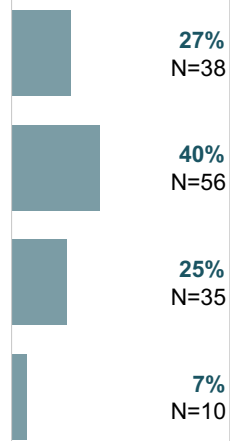


Education, Arts and Culture

Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.

Overall opportunities for education, culture, and the arts

- Essential
- Very important
- Somewhat important
- Not at all important

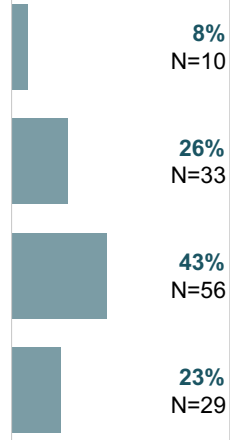


Inclusivity and Engagement

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

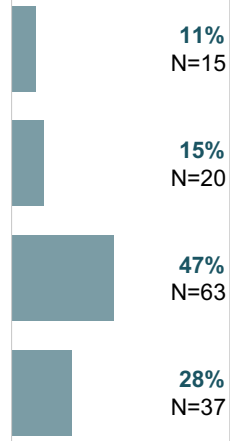
Lakewood as a place to raise children

- Excellent
- Good
- Fair
- Poor



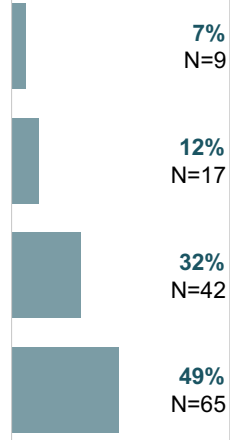
Lakewood as a place to retire

- Excellent
- Good
- Fair
- Poor



Sense of community















- Excellent
- Good
- Fair
- Poor



Inclusivity and Engagement

















<p>Please rate each of the following characteristics as they relate to Lakewood as a whole.</p>	Residents' connection and engagement with their community	Good		9% N=12
		Fair		54% N=71
		Poor		37% N=49
<p>Please rate the job you feel the Lakewood community does at each of the following.</p>	Making all residents feel welcome	Excellent		7% N=9
		Good		30% N=35
		Fair		25% N=29
		Poor		38% N=45
Attracting people from diverse backgrounds	Excellent		23% N=24	
	Good		19% N=20	
	Fair		45% N=46	
	Poor		13% N=14	
Valuing/respecting residents from diverse backgrounds	Excellent		19% N=20	
	Good		28% N=29	
	Fair		40% N=41	
	Poor		13% N=14	
Taking care of vulnerable residents	Excellent		5% N=5	


















Inclusivity and Engagement

Please rate the job you feel the Lakewood community does at each of the following.	Taking care of vulnerable residents	Good		32% N=33
		Fair		21% N=22
		Poor		43% N=44
Please also rate each of the following in the Lakewood community.	Sense of civic/community pride	Excellent		7% N=7
		Good		0% N=
		Fair		47% N=50
		Poor		47% N=50
Neighborhoodliness of residents	Excellent		0% N=	
	Good		18% N=23	
	Fair		48% N=59	
	Poor		34% N=42	
Opportunities to participate in social events and activities	Excellent		8% N=9	
	Good		23% N=27	
	Fair		34% N=39	
	Poor		35% N=40	
Opportunities to volunteer	Excellent		32% N=22	

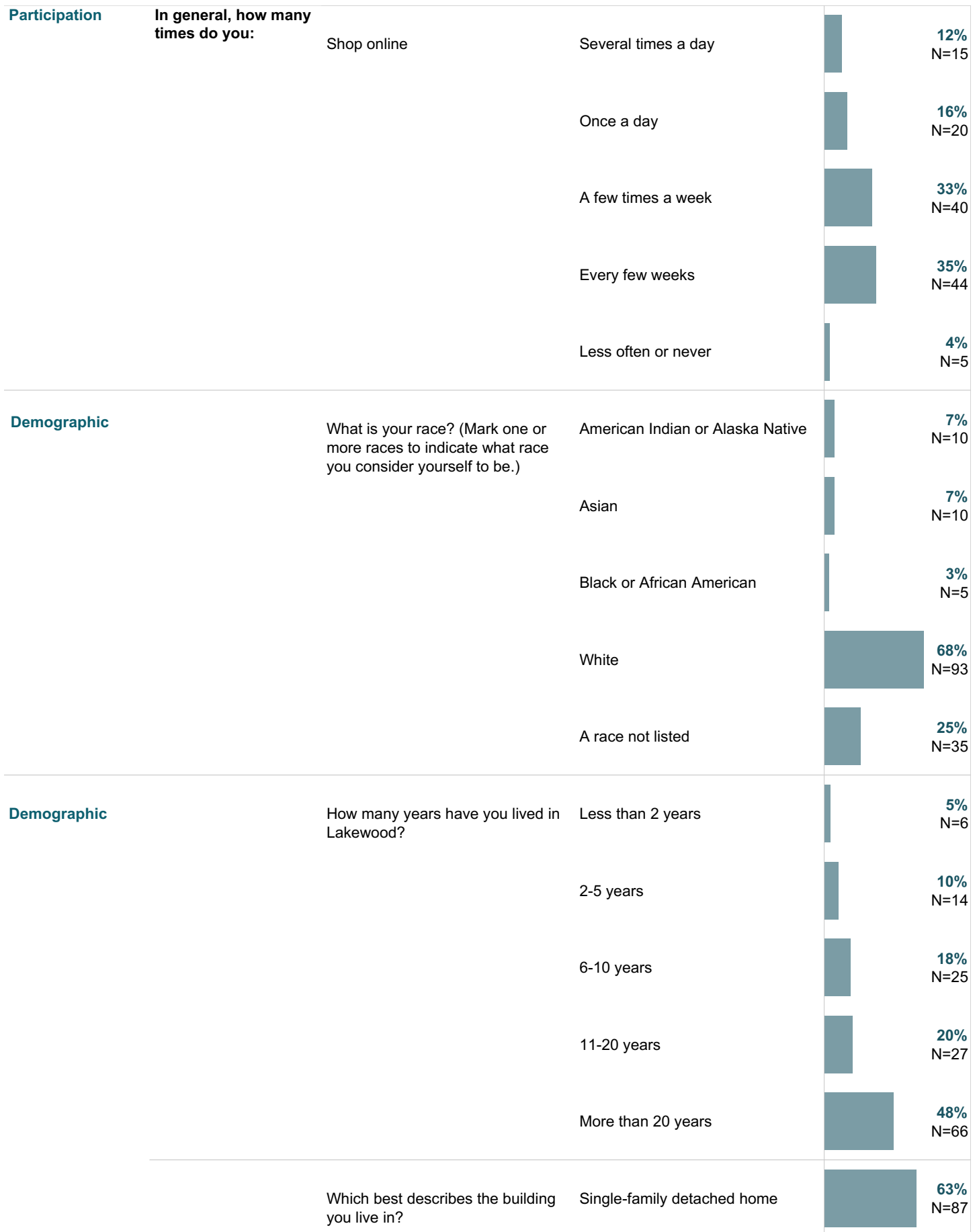
Inclusivity and Engagement

Please also rate each of the following in the Lakewood community.

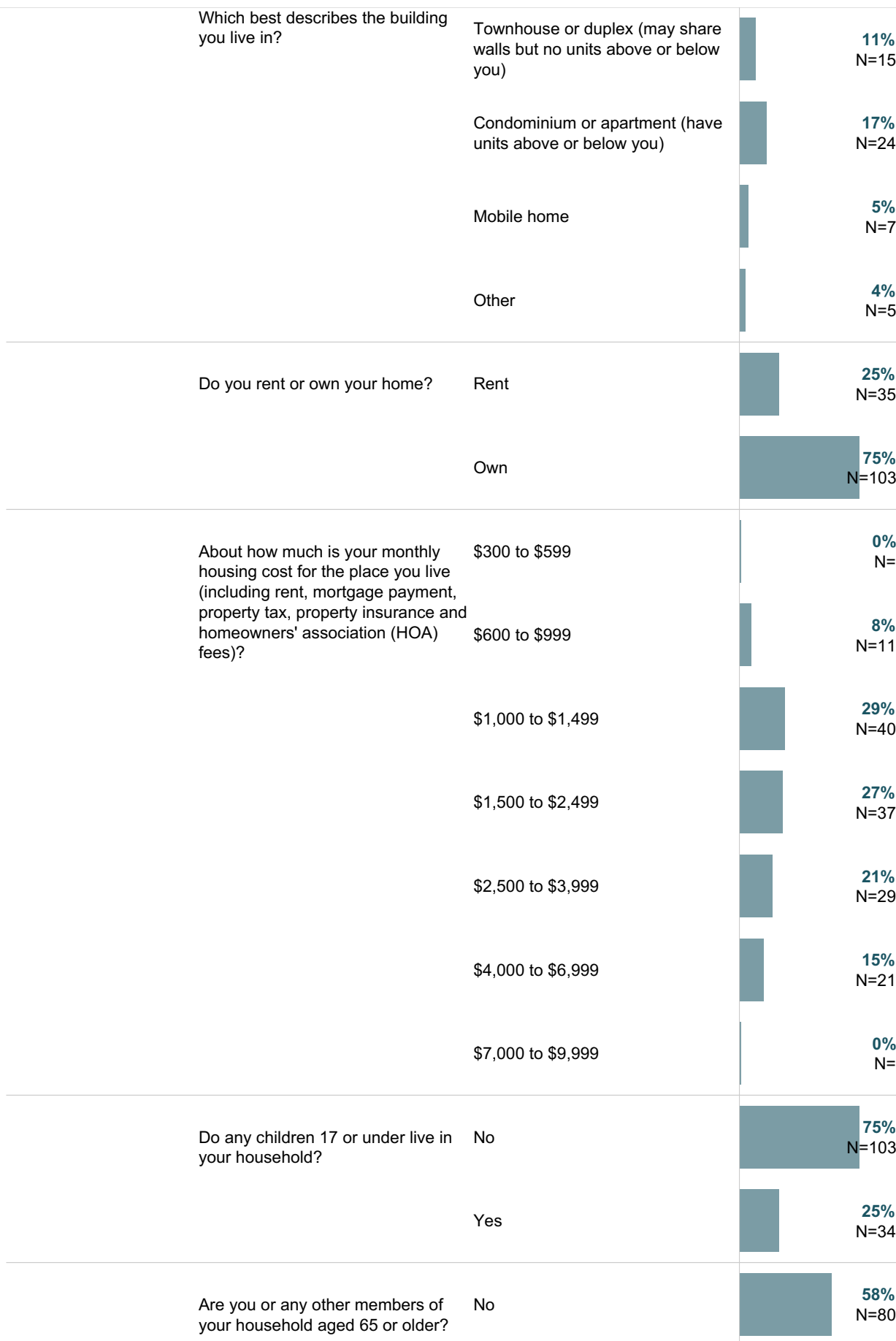
	Opportunities to volunteer	Good		33% N=23	
		Fair		7% N=5	
		Poor		28% N=20	
	Opportunities to participate in community matters	Excellent		16% N=17	
		Good		17% N=19	
		Fair		41% N=45	
		Poor		27% N=30	
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		16% N=17	
		Good		24% N=26	
		Fair		46% N=49	
		Poor		14% N=15	
	Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.	Residents' connection and engagement with their community	Essential		28% N=39
		Very important		39% N=53	
		Somewhat important		31% N=42	
		Not at all important		3% N=4	
Participation	Please indicate whether or not you have done each of the	Contacted Lakewood elected officials to express your opinion	No		62% N=85

Participation	Please indicate whether or not you have done each of the following in the last 12 months.					
	Contacted Lakewood elected officials to express your opinion	Yes		38%	N=53	
		No		62%	N=86	
	Attended a local public meeting	No		68%	N=94	
		Yes		32%	N=44	
	Watched a local public meeting	No		58%	N=80	
		Yes		42%	N=58	
	Volunteered your time to some group/activity	No		52%	N=72	
		Yes		48%	N=66	
	Campaigning or advocating for a local issue, cause, or candidate	No		79%	N=109	
		Yes		21%	N=29	
	In general, how many times do you:	Access the internet from your home	Several times a day		78%	N=108
			Once a day		14%	N=20
A few times a week				4%	N=5	
Less often or never				4%	N=5	
Access the internet from your cell phone		Several times a day		80%	N=111	
		Once a day		17%	N=24	
		A few times a week		3%	N=4	

















Participation	In general, how many times do you:	Access the internet from your cell phone	
		Frequency	Percentage / N
		Less often or never	0% N=
Visit social media sites		Several times a day	56% N=77
		Once a day	17% N=24
		A few times a week	11% N=15
		Every few weeks	3% N=4
		Less often or never	14% N=19
	Use or check email		Several times a day
		Once a day	21% N=29
		A few times a week	0% N=
		Every few weeks	4% N=5
		Less often or never	0% N=
Share your opinions online		Several times a day	14% N=20
		Once a day	0% N=
		A few times a week	20% N=27
		Every few weeks	18% N=25
		Less often or never	48% N=66



Demographic



Demographic

Are you or any other members of your household aged 65 or older?	Yes		42% N=58
	How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000	
	\$25,000 to \$49,999		13% N=18
	\$50,000 to \$74,999		11% N=15
	\$75,000 to \$99,999		13% N=18
	\$100,000 to \$149,999		35% N=47
	\$150,000 to \$199,999		7% N=10
	\$200,000 to \$299,999		4% N=5
	\$300,000 or more		6% N=9
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		84% N=116
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin		16% N=22
In which category is your age?	18-24 years		6% N=9
	25-34 years		17% N=24
	35-44 years		17% N=24
	45-54 years		14% N=19
	55-64 years		11% N=15

Demographic

In which category is your age?

65-74 years



18%
N=25

75 years or older



17%
N=23

What is your gender?

Woman



50%
N=68

Man



50%
N=70

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Lakewood as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Lakewood as a place to raise children	1	2	3	4	5
Lakewood as a place to work.....	1	2	3	4	5
Lakewood as a place to visit.....	1	2	3	4	5
Lakewood as a place to retire.....	1	2	3	4	5
The overall quality of life in Lakewood	1	2	3	4	5
Sense of community.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Lakewood.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lakewood.....	1	2	3	4	5
Overall design or layout of Lakewood's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Lakewood..... (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Lakewood	1	2	3	4	5
Overall quality of natural environment in Lakewood.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Lakewood	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Lakewood to someone who asks.....	1	2	3	4	5
Remain in Lakewood for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Lakewood's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Lakewood community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Lakewood community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Lakewood.....	1	2	3	4	5
Variety of business and service establishments in Lakewood	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Lakewood.....	1	2	3	4	5
Overall image or reputation of Lakewood	1	2	3	4	5

7. Please also rate each of the following in the Lakewood community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Lakewood.....	1	2	3	4	5
Ease of travel by public transportation in Lakewood.....	1	2	3	4	5
Ease of travel by bicycle in Lakewood.....	1	2	3	4	5
Ease of walking in Lakewood.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Lakewood.....	1	2	3	4	5
Overall appearance of Lakewood.....	1	2	3	4	5
Cleanliness of Lakewood.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Lakewood.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Lakewood (in-person, phone, email, or web) for help or information.....	1	2
Contacted Lakewood elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Lakewood.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

9. Please rate the quality of each of the following services in Lakewood.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Lakewood open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Lakewood employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Lakewood government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Lakewood.....	1	2	3	4	5
The overall direction that Lakewood is taking.....	1	2	3	4	5
The job Lakewood government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Lakewood government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Lakewood.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Lakewood.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lakewood.....	1	2	3	4
Overall design or layout of Lakewood’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Lakewood (water, sewer, storm water, electric/gas, broadband)	1	2	3	4
Overall feeling of safety in Lakewood	1	2	3	4
Overall quality of natural environment in Lakewood.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Lakewood	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents’ connection and engagement with their community	1	2	3	4

Our last questions are about you and your household.

Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:	Several <u>times a day</u>	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often <u>or never</u>	Don't <u>know</u>
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.

- Excellent Very good Good Fair Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. How many years have you lived in Lakewood?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- Single-family detached home
 Townhouse or duplex (may share walls but no units above or below you)
 Condominium or apartment (have units above or below you)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$300 \$2,500 to \$3,999
 \$300 to \$599 \$4,000 to \$6,999
 \$600 to \$999 \$7,000 to \$9,999
 \$1,000 to \$1,499 \$10,000 or more
 \$1,500 to \$2,499

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 to \$199,999
 \$50,000 to \$74,999 \$200,000 to \$299,999
 \$75,000 to \$99,999 \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?

- No Yes

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 A race not listed

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Woman
 Man
 Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

- Agender/I don't identify with any gender
 Genderqueer/gender fluid
 Non-binary
 Transgender man
 Transgender woman
 Two-spirit
 Identify in another way

Thank you!

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

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Lakewood as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Lakewood as a place to raise children	1	2	3	4	5
Lakewood as a place to work.....	1	2	3	4	5
Lakewood as a place to visit.....	1	2	3	4	5
Lakewood as a place to retire.....	1	2	3	4	5
The overall quality of life in Lakewood	1	2	3	4	5
Sense of community.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Lakewood.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lakewood.....	1	2	3	4	5
Overall design or layout of Lakewood's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Lakewood..... (water, sewer, storm water, electric/gas, broadband).....	1	2	3	4	5
Overall feeling of safety in Lakewood	1	2	3	4	5
Overall quality of natural environment in Lakewood.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Lakewood	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Lakewood to someone who asks.....	1	2	3	4	5
Remain in Lakewood for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Lakewood's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Lakewood community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Lakewood community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Lakewood.....	1	2	3	4	5
Variety of business and service establishments in Lakewood	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Lakewood.....	1	2	3	4	5
Overall image or reputation of Lakewood	1	2	3	4	5

7. Please also rate each of the following in the Lakewood community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Lakewood.....	1	2	3	4	5
Ease of travel by public transportation in Lakewood.....	1	2	3	4	5
Ease of travel by bicycle in Lakewood.....	1	2	3	4	5
Ease of walking in Lakewood.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Lakewood.....	1	2	3	4	5
Overall appearance of Lakewood.....	1	2	3	4	5
Cleanliness of Lakewood.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Lakewood.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Lakewood (in-person, phone, email, or web) for help or information.....	1	2
Contacted Lakewood elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Lakewood.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

9. Please rate the quality of each of the following services in Lakewood.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Lakewood open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Lakewood employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Lakewood government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Lakewood.....	1	2	3	4	5
The overall direction that Lakewood is taking.....	1	2	3	4	5
The job Lakewood government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Lakewood government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Lakewood.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Lakewood.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Lakewood.....	1	2	3	4
Overall design or layout of Lakewood’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
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Our last questions are about you and your household.

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D1. In general, how many times do you:	Several <u>times a day</u>	Once <u>a day</u>	A few times <u>a week</u>	Every <u>few weeks</u>	Less often <u>or never</u>	Don't <u>know</u>
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D2. Please rate your overall health.

- Excellent Very good Good Fair Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive Somewhat positive Neutral Somewhat negative Very negative

D4. How many years have you lived in Lakewood?

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D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

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D13. In which category is your age?

- 18-24 years 55-64 years
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 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Woman
 Man
 Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?

- Agender/I don't identify with any gender
 Genderqueer/gender fluid
 Non-binary
 Transgender man
 Transgender woman
 Two-spirit
 Identify in another way

Thank you!

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National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502

Public Safety Advisory Committee (PSAC) 2024 ANNUAL WORK PLAN AND MEETING SCHEDULE

Members:

Chair Kamarie Wilson
James Hairston
Mark Peila
Ken Witkoe
Alan Hart

Vice Chair Karen Ferreira
Ray Dotson
Tod Wolf
Martin Pullman
Teresa Imholt-King

Council Liaison:

Councilmember Trestin Lauricella

City Staff Support:

Assistant Police Chief John Unfred
Administrative Assistant Joanna LaVergne

Meeting Schedule:

1st Wednesday of every other month, 5:15 p.m., Lakewood
Police Station and Virtual

2024 Work Plan:

1.	Neighborhood Association Revitalization
2.	Business Public Safety Survey
3.	Truck and Tractor Day prep- start early
4.	Community Involvement with Legislature
5.	City's Emergency Management Plans

Date	Topic(s)
2/7	Neighborhood Association Revitalization Plan and Truck and Tractor Day
4/3	Business Public Safety Survey, City Emergency Management Plan Presentation (if available) And Truck and Tractor Day
6/5	Community Involvement w/Legislature And Truck and Tractor Day
8/7	City Emergency Management Plan And Truck and Tractor Day
10/2	PSAC Elections And 2024 Work Plan, final Truck and Tractor Day prep
12/4	Finalize 2024 Work Plan

Special Events:

Date	Event
August 12th	City Council/PSAC Joint Study Session
October 12	Truck and Tractor Day
November 27 th ?	Fallen Officer Food and Blood Drive

Neighborhood Association List

		Primary	Backup
Tillicum/Woodbrook Tillicum American Lake Gardens Community Center 14916 Washington Ave SW 6:30 p.m. 2 nd Tuesday of the Month	Active	James	Mark P
Lake City West Pierce Fire Station 22 8517 Washington Blvd. 7 p.m. 2nd Thursday of Every Other Month	Active	Tod	
Lakeview West Pierce Fire Station 20 10928 Pacific Hwy SW 7 p.m. 4th Thursday of the Month	In hibernation	No rep needed	
Springbrook/Pacific Centerforce 5204 Solberg Dr SW 6 p.m. 3rd Thursday of the month	In hibernation	No rep needed	
North Lakewood Adriatic Grill at Oakbrook Golf Course 8102 Zircon Drive SW, Lakewood RSVP's are required for planning purposes RSVP to: northlakewoodna@gmail.com	Active	Mark P	Ken
Northeast West Pierce Fire Station 20 10928 Pacific Hwy SW 7 p.m. 3rd Tuesday of the Month	In hibernation	No rep needed	
Springbrook Connections 5202 Solberg Dr SW 2 p.m. 2nd Thursday of the month	In hibernation	No rep needed	
The following is a link to the City's website listing the existing neighborhood associations https://cityoflakewood.us/neighborhood-associations/			

02/07/24