

# 2022 City of Westminster Community Survey Findings Report

Presented to the City of  
Westminster, Colorado  
June 2022



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# Executive Summary

# 2022 City of Westminster Community Survey

## Executive Summary



### Purpose

ETC Institute administered a survey to residents of the City of Westminster between April and June 2022. The purpose of the survey was to gather resident opinion in order to evaluate and improve services and programs and determine the needs of residents. This is the first community survey ETC Institute has administered for the City of Westminster.

### Methodology

The seven-page survey, cover letter, and postage-paid return envelope were mailed to a random sample of households in Westminster. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails and text messages to the households that received the survey to encourage participation. The emails and texts contained a link to the online version of the survey to make it easy for residents to complete the survey. At the end of the online survey, residents were asked to enter their home address; this was done to ensure only responses from residents who were part of the random sample were included in the final survey database.

The goal was to obtain completed surveys from at least 900 residents, with a minimum of 300 completed surveys from each of the three school districts. The overall goal of 900 surveys was far exceeded, with a total of 1,006 residents completing the survey. The overall results for the sample of 1,006 households have a precision of at least  $\pm 3.1\%$  at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Westminster with the results from other communities where ETC Institute has conducted a citizen survey. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts and graphs showing the overall results for all questions on the survey,
- trend charts comparing the 2022 results to the 2018 and 2020 survey results,
- benchmarking data that show how the results for Westminster compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

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### Perceptions of the City of Westminster

Seventy-one percent (71%) of respondents, *who had an opinion*, were “very satisfied” or “satisfied” with the overall quality of life in Westminster; 20% were “neutral” and 9% “dissatisfied” or “very dissatisfied.” Seven out of ten respondents, *who had an opinion*, were satisfied with the quality of their neighborhood.

### Ratings of Quality of Life in the City

Eighty-three percent (83%) of respondents, *who had an opinion*, rated the City of Westminster as an “excellent” or “good” place to live, and 70% gave the City “excellent” or “good” ratings as a place to raise children.

### Satisfaction With Major City Services

The major City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of parks and recreation programs/facilities (82%), quality of City libraries (79%), quality of police, fire, and ambulance services (74%), quality of water and sewer services (68%), and quality of customer service from City employees (64%). Residents were least satisfied with the enforcement of City codes/ordinances (42%).

Based on the sum of their top three choices, the major City services that residents indicated were most important to provide were: 1) quality of police, fire, and ambulance services, 2) quality of water and sewer services, and 3) maintenance of City streets/sidewalks.

### Public Safety

Eighty-one percent (81%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with how quickly fire services personnel respond to emergencies. Other areas in which residents were “very satisfied” or “satisfied” include: quality of fire services (80%), how quickly ambulance/emergency medical services personnel respond to emergencies (79%), quality of emergency medical/ambulance services (78%), and how quickly police respond to emergencies (70%).

Based on the sum of their top three choices, the public safety services that residents indicated were most important for the City to provide were: 1) efforts by police to prevent crime, 2) how quickly ambulance/emergency medical services personnel respond to emergencies, and 3) how quickly police respond to emergencies.

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### Perceptions of Safety and Security in Westminster

Eighty-three percent (83%) of the residents surveyed, *who had an opinion*, felt “very safe” or “safe” in their neighborhood during the day. Other situations in which residents felt “very safe” or “safe” include: overall in the community (74%), in community parks (69%), in retail areas (67%), and in Downtown Westminster (63%).

### Parks and Recreation

Eighty-two percent (82%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the appearance of parks/facilities. Other areas in which residents were “very satisfied” or “satisfied” include: maintenance of City parks (82%), location of City parks (81%), quality of walking and biking trails and paths (80%), and maintenance and appearance of recreation centers (80%).

Based on the sum of their top three choices, the parks and recreation services that residents indicated were most important for the City to provide were: 1) maintenance of City parks, 2) quality of walking and biking trails and paths, and 3) appearance of parks/facilities.

### Code Enforcement

Fifty-six percent (56%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with animal management in the City; 46% were satisfied with exterior maintenance of commercial/business property, and 41% were satisfied with clean-up of trash and debris on private property.

Based on the sum of their top three choices, the code enforcement services that residents indicated were most important for the City to provide were: 1) clean-up of trash and debris on private property, 2) exterior maintenance of commercial/business property, and 3) animal management.

### Maintenance and Appearance of the City

Seventy-six percent (76%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the condition of street signs and traffic signals in the City. Other areas in which residents were “very satisfied” or “satisfied” include: maintenance of public buildings and facilities (74%), snow removal on major City streets (72%), condition of sidewalks in neighborhoods (69%), visibility of pavement markings/street signs (65%), and mowing/tree trimming along streets/public areas (65%).

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Based on the sum of their top three choices, the aspects of maintenance and appearance that residents indicated were most important for the City to provide were: 1) condition of major City streets, 2) snow removal on major City streets, and 3) condition of streets in neighborhoods.

### Utilities and Recycling Services

Eighty percent (80%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of water pressure in their home. Other areas in which residents were “very satisfied” or “satisfied” include: smell of tap water (80%) and overall quality of drinking water (79%).

Based on the sum of their top three choices, the utilities and recycling services residents indicated were most important for the City to provide were: 1) overall quality of drinking water, 2) taste of tap water, and 3) quality of water pressure in the home.

### Access to Various Services

Seventy percent (70%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with access for seniors to City facilities and services. Other areas in which residents were “very satisfied” or “satisfied” include: access for children to City facilities and services (66%), access for teens to City facilities and services (59%), and access for persons with disabilities to City facilities and services (53%).

### Sources of Information About the City

Seventy-one percent (71%) of the residents surveyed indicated they use the City’s website to obtain information about the City of Westminster. Other sources of information include: Parks, Recreation & Libraries Activity Guide (70%), Westy Connection (55%), and City of Westminster emails (50%).

Based on the sum of their top three choices, the *most preferred* sources residents used to obtain information about the City were: 1) City’s website, 2) Parks, Recreation & Libraries Activity Guide, and 3) City of Westminster emails.

### Additional Findings

- Residents were asked to provide their level of agreement with various strategic priorities from the City’s current Strategic Plan. Eighty-eight percent (88%) of the residents surveyed, *who had an opinion*, “strongly agreed” or “somewhat agreed” with quality of life priorities, and 85% agreed with priorities related to a robust infrastructure.

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## Executive Summary



- Sixty percent (60%) of the residents surveyed have used the City’s website in the past 12 months. Of those, 73% *who had an opinion* were “very satisfied” or “satisfied” of with the appearance of the website, and 73% were satisfied with the information on the website being current and relevant.
- Fifty-eight percent (58%) of the residents surveyed have contacted the City in the past 12 months. When those who contacted the City were asked about their level of satisfaction with various aspects of customer service, 79% *who had an opinion* were “very satisfied” or “satisfied” with the way they were treated by City employees; 72% were satisfied with the accuracy of information and assistance provided, and 70% were satisfied with how easy it was to contact the City.
- Respondents were asked their level of agreement with various statements about the City. Eighty percent (80%) *who had an opinion* “strongly agreed” or “somewhat agreed” that the City has beautiful parks/open spaces; 53% agreed that Westminster is a City of beautiful, safe, and well-maintained neighborhoods, and 48% agreed that the City has a vibrant and diverse economy.
- Seventy-four percent (74%) of respondents surveyed, *who had an opinion*, indicated the high cost of housing is a “major problem” or “moderate problem” in Westminster. Other issues that respondents indicated are a “major” or “moderate” problem include: crime (72%), too much growth (66%), homelessness (62%), and traffic safety on major streets (47%).
- Fifty-three percent (53%) of respondents surveyed, *who had an opinion*, “strongly agreed” or “somewhat agreed” that the City equitably delivers services to all residents, and 42% agreed that the City equitably addresses social, economic, and racial equity differences in jobs.
- Nearly half (48%) of residents feel the City of Westminster is headed in the right direction; 22% feel the City is headed in the wrong direction, and 30% did not have an opinion.

# 2022 City of Westminster Community Survey

## Executive Summary



### Investment Priorities

**Recommended Priorities.** In order to help the City identify investment priorities, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services in the future. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 4 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed below:

- Maintenance of City streets/sidewalks (IS=0.1817)
- Quality of police, fire, and ambulance services (IS=0.1647)
- Quality of water and sewer services (IS=0.1377)
- Efforts to ensure community is prepared for emergencies/disasters (IS=0.1320)
- Enforcement of City codes/ordinances (IS=0.1079)

The table on the following page shows the Importance-Satisfaction rating for all 13 major City services that were rated.

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## Executive Summary



### Importance-Satisfaction Rating

City of Westminster, CO

#### OVERALL

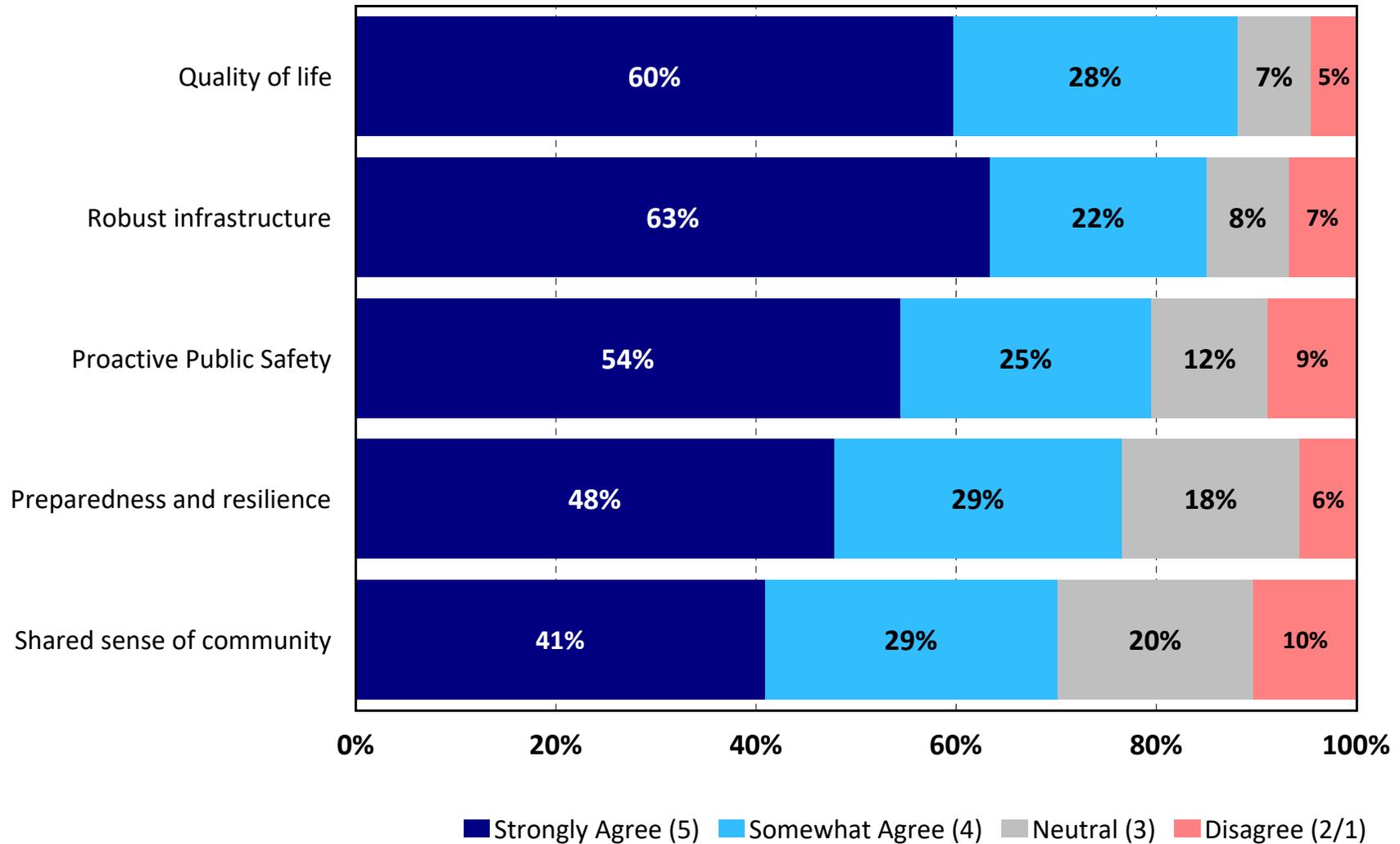
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>High Priority (IS .10-.20)</i></b>						
Maintenance of City streets/sidewalks	40%	3	55%	7	0.1817	1
Quality of police, fire, and ambulance services	62%	1	74%	3	0.1647	2
Quality of water and sewer services	43%	2	68%	4	0.1377	3
Efforts to ensure community is prepared for emergencies/disasters	25%	5	47%	10	0.1320	4
Enforcement of City codes/ordinances	19%	6	42%	13	0.1079	5
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Flow of traffic on City streets	17%	8	45%	11	0.0932	6
Quality of services provided by the City	17%	7	61%	6	0.0667	7
Quality of parks & recreation programs/facilities	31%	4	82%	1	0.0557	8
Overall City responsiveness	10%	9	54%	8	0.0472	9
Effectiveness of City communication with public	9%	10	53%	9	0.0414	10
Quality of customer service from City employees	5%	12	64%	5	0.0164	11
Quality of City libraries	6%	11	79%	2	0.0131	12
Quality of Municipal Court services	1%	13	43%	12	0.0074	13



# Charts and Graphs

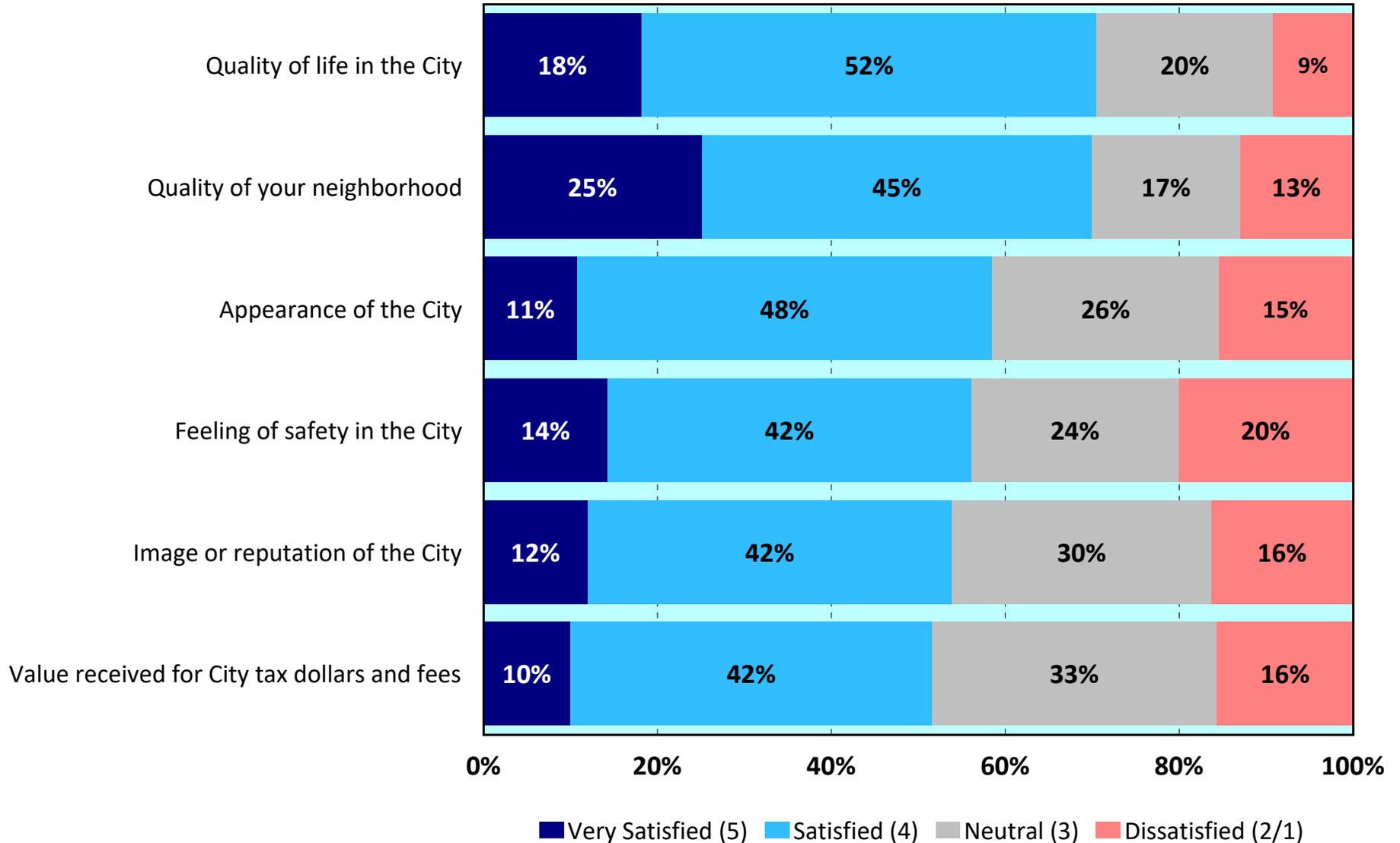
# Q1. Level of Agreement With the Following Strategic Priorities

by percentage of respondents (excluding “don't know”)



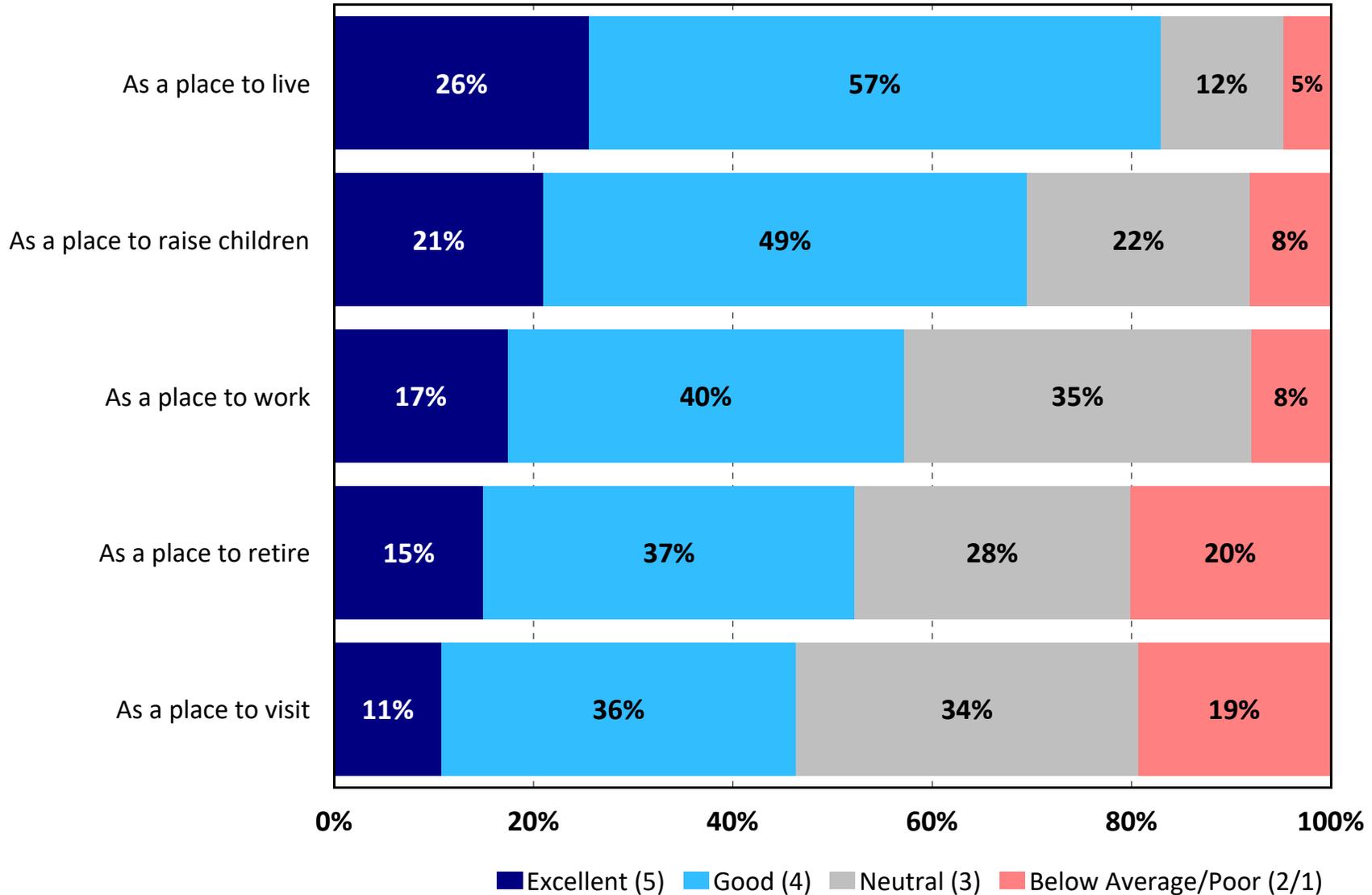
## Q2. Satisfaction with Perceptions of the City

by percentage of respondents (excluding “don't know”)



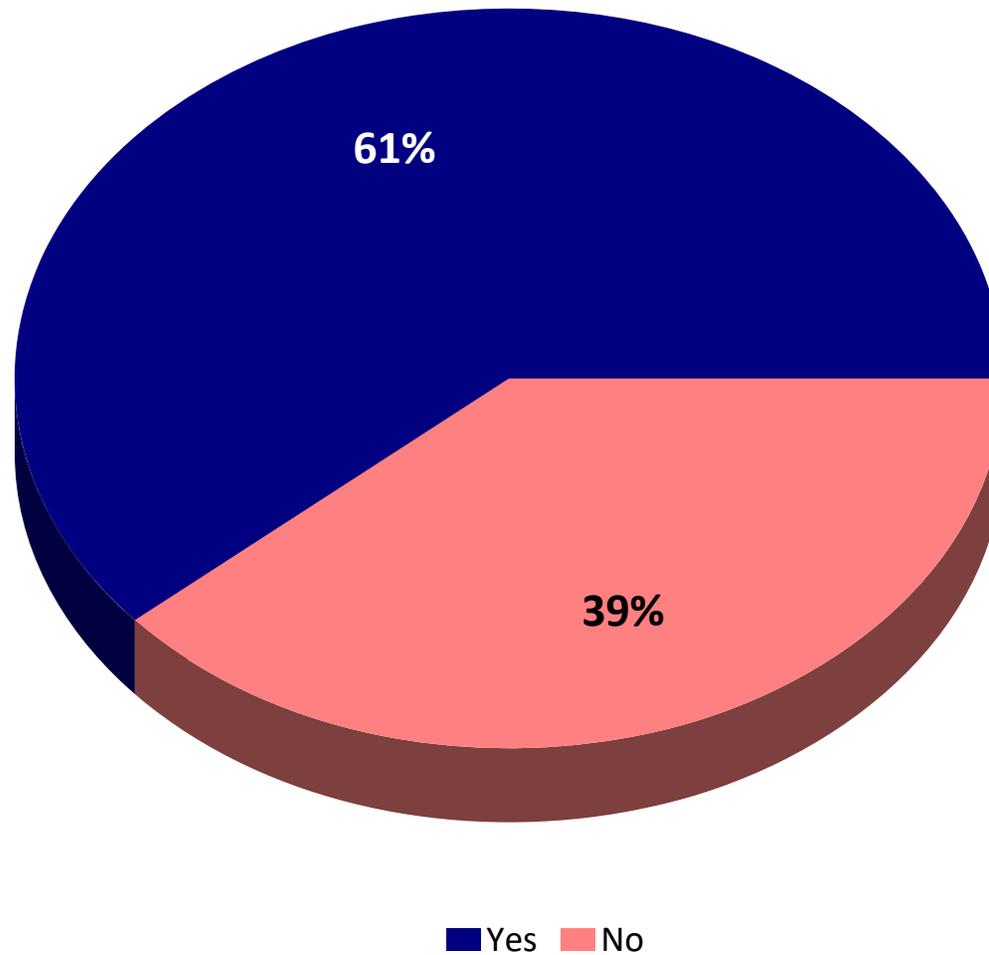
# Q3. Ratings of Quality of Life in the City

by percentage of respondents (excluding "don't know")



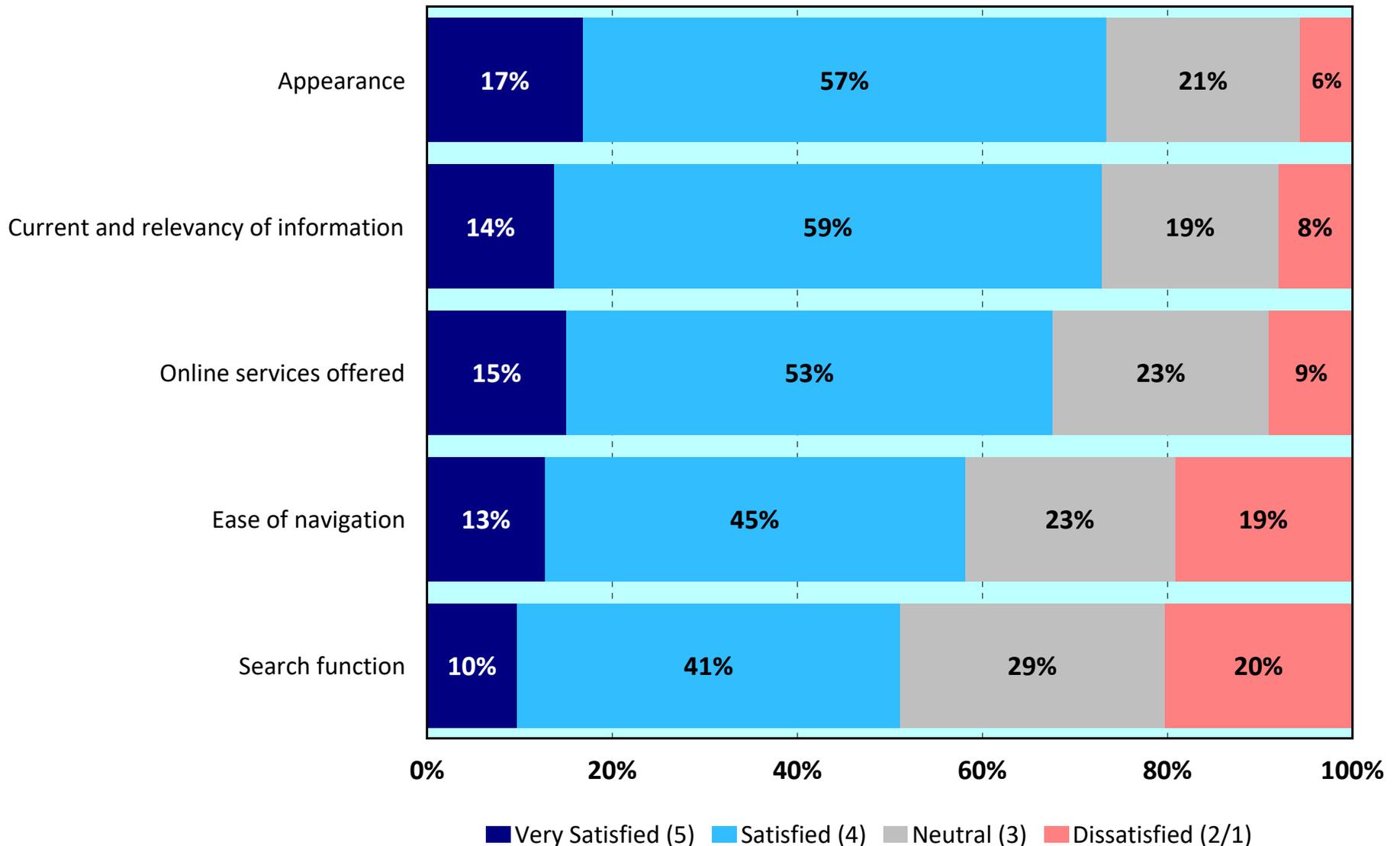
# Q4. Have you used the City's website in the past 12 months?

by percentage of respondents



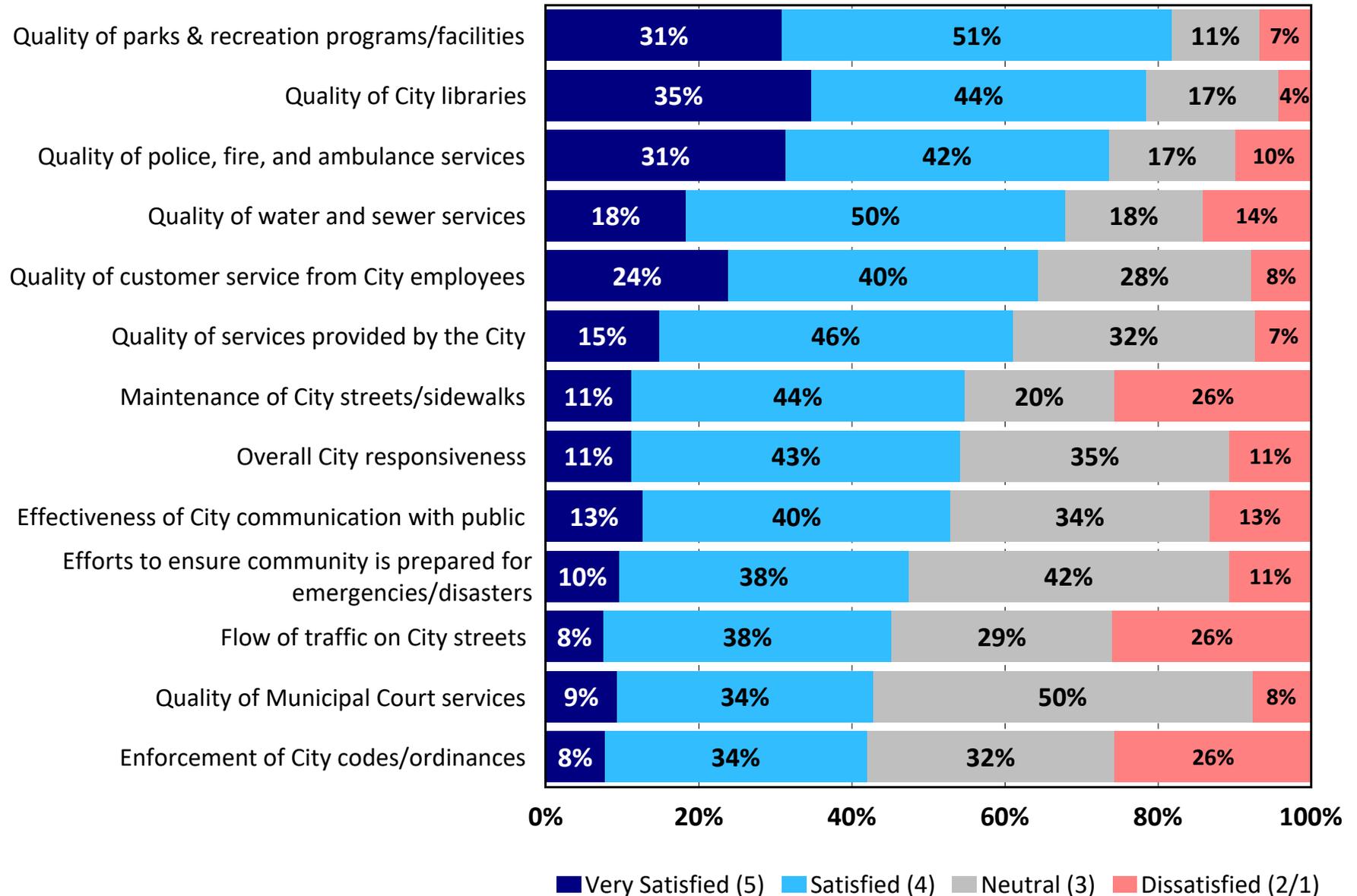
# Q5. Satisfaction with the Following Aspects of the City's Website

by percentage of respondents who have used the City's website in the past 12 months (excluding "don't know")



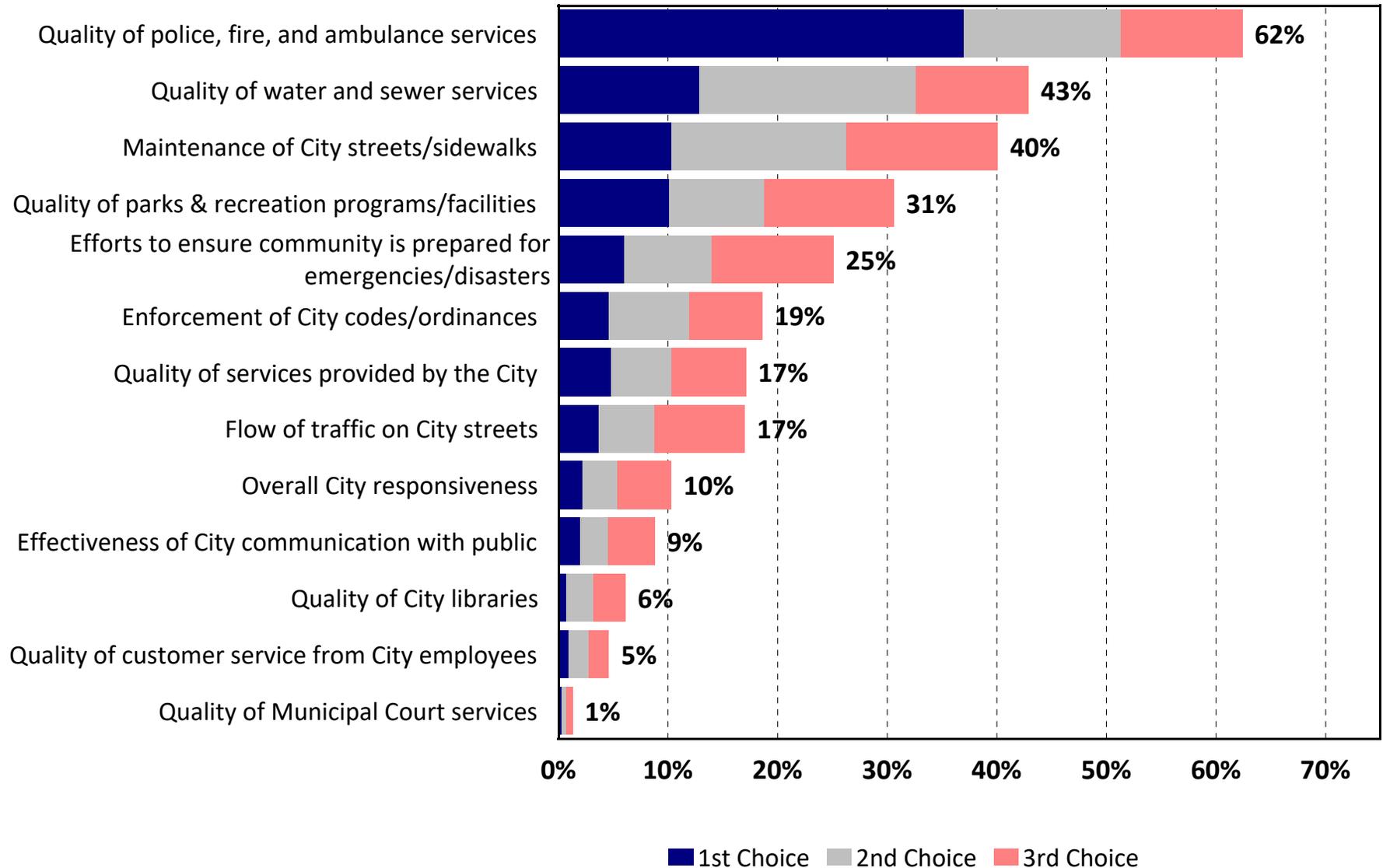
# Q6. Overall Satisfaction With Major City Services

by percentage of respondents (excluding “don't know”)



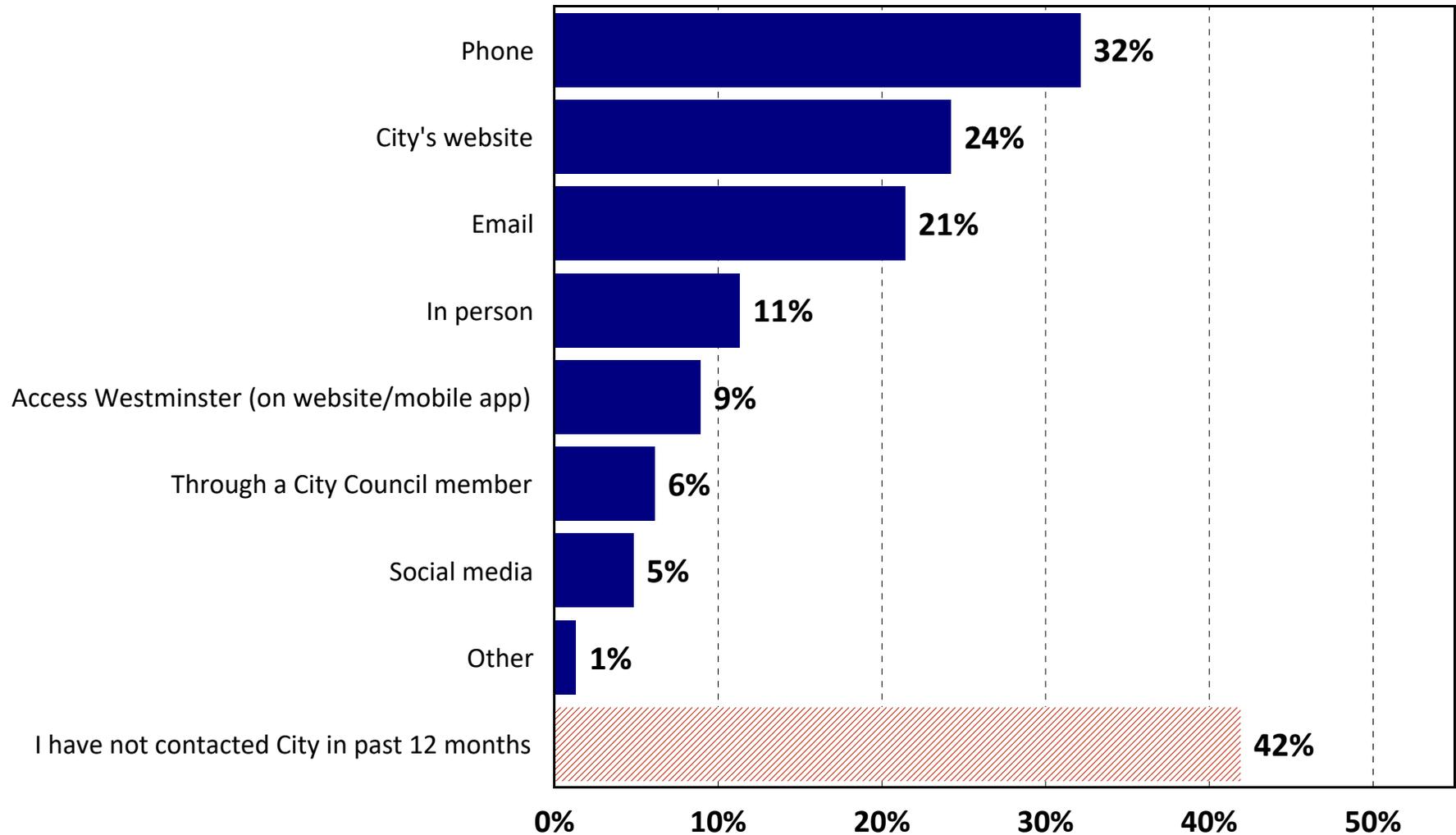
# Q7. City Services That Are Most Important to Provide

by percentage of respondents who selected the item as one of their top three choices



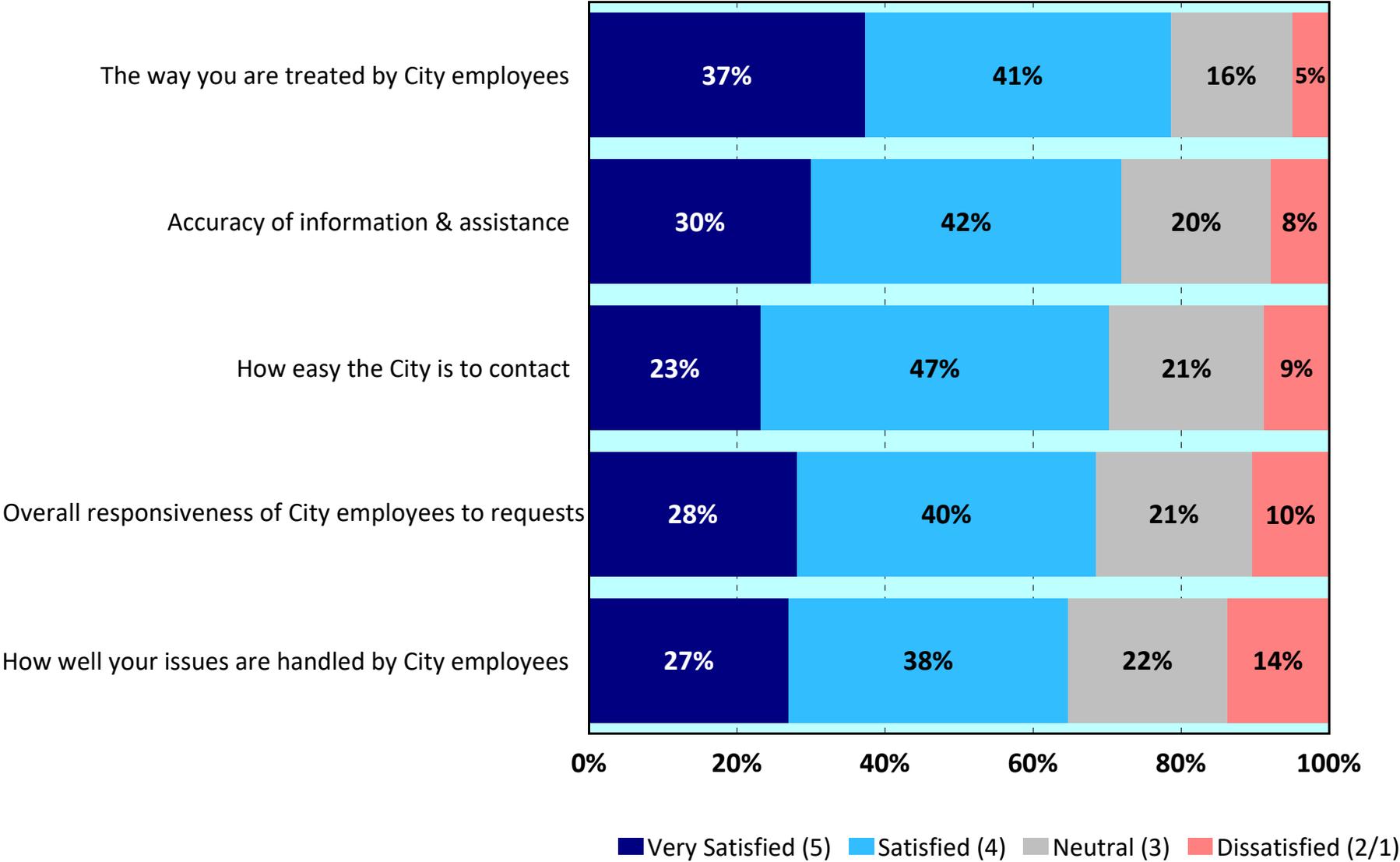
# Q8. How Residents Have Contacted the City in the Past 12 Months

by percentage of respondents (multiple selections could be made)



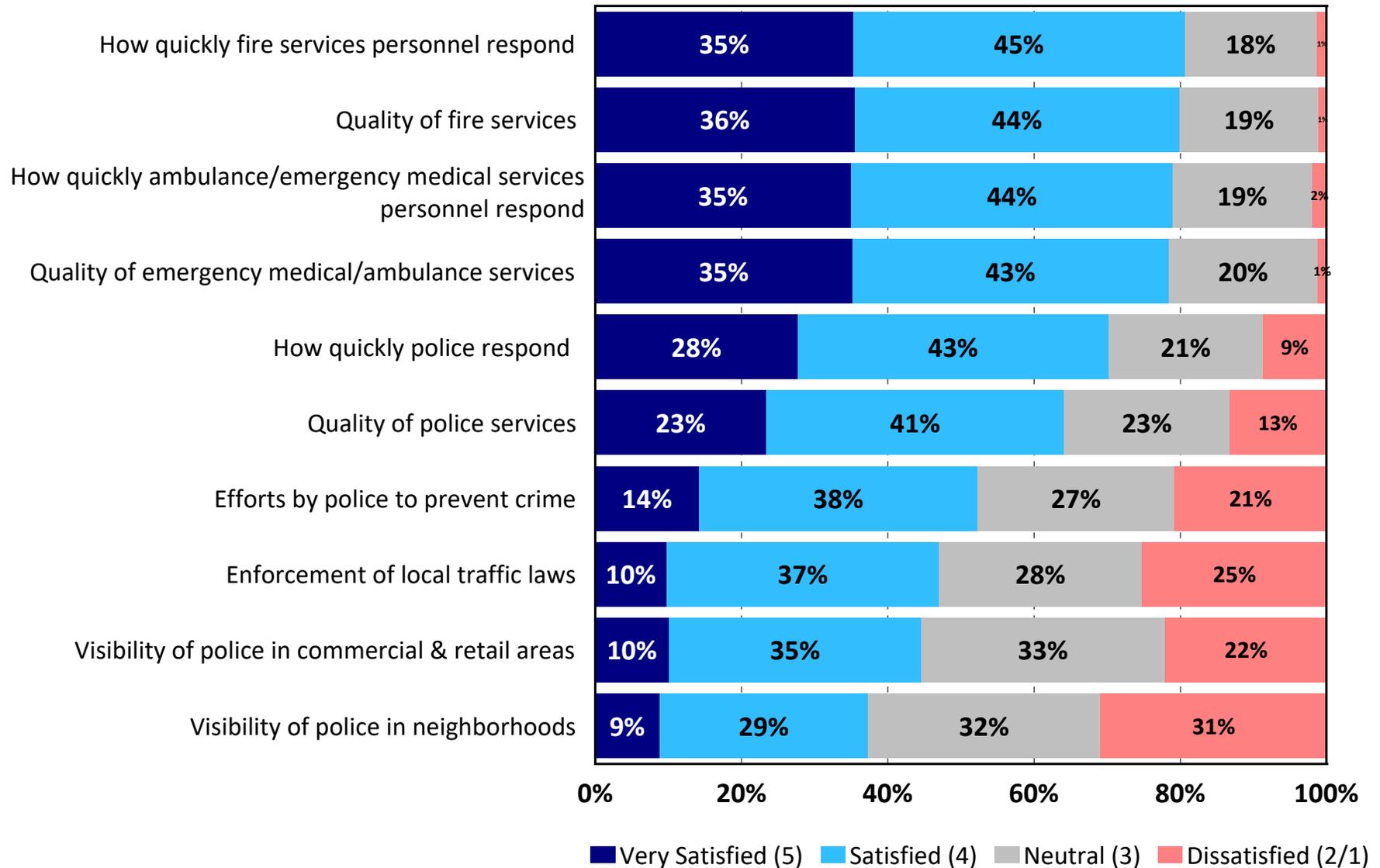
# Q9. Satisfaction with Customer Service

by percentage of respondents who have contacted the City in the past 12 months (excluding “don't know”)



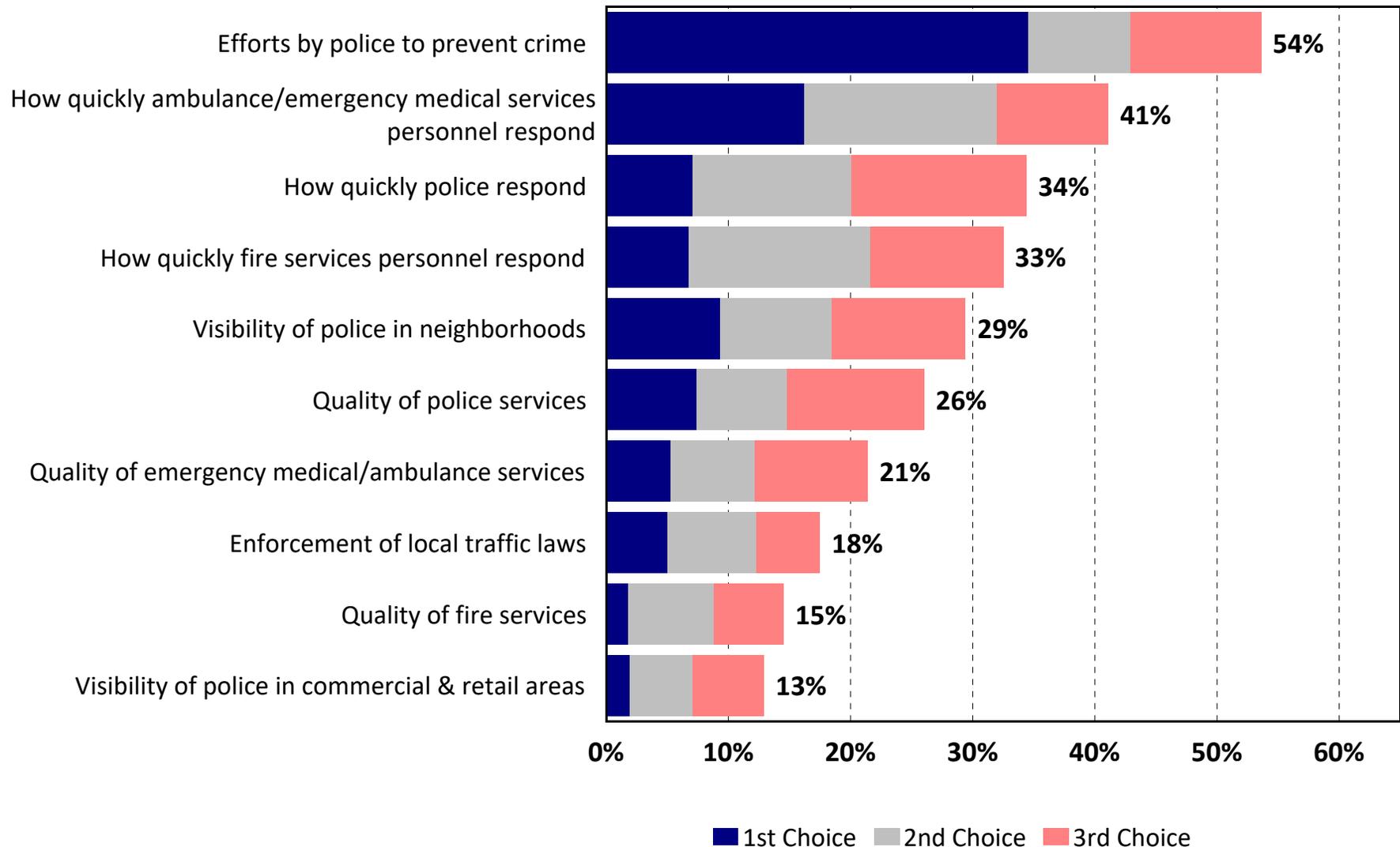
# Q10. Satisfaction with Public Safety

by percentage of respondents (excluding "don't know")



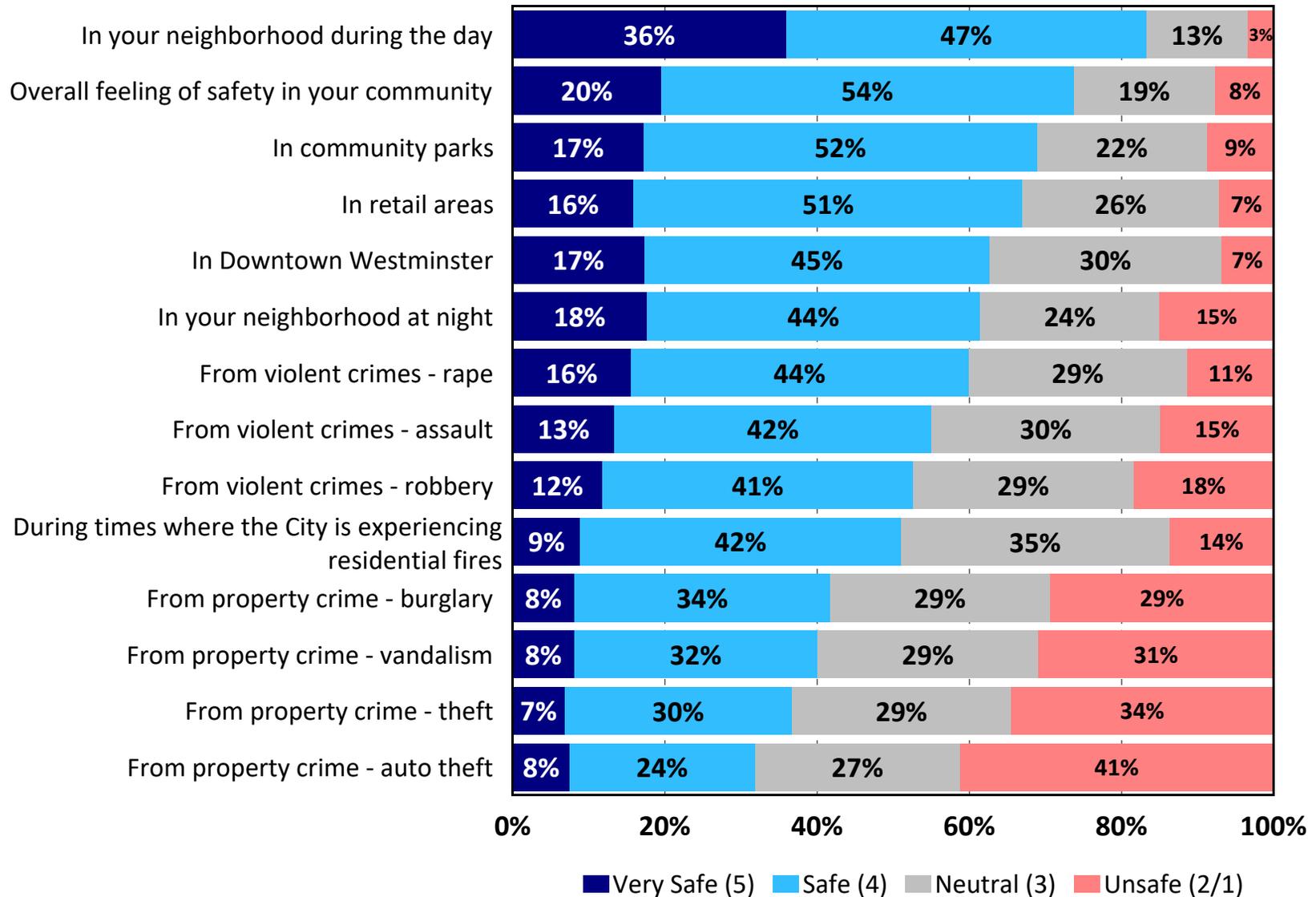
# Q11. Public Safety Services That Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top three choices



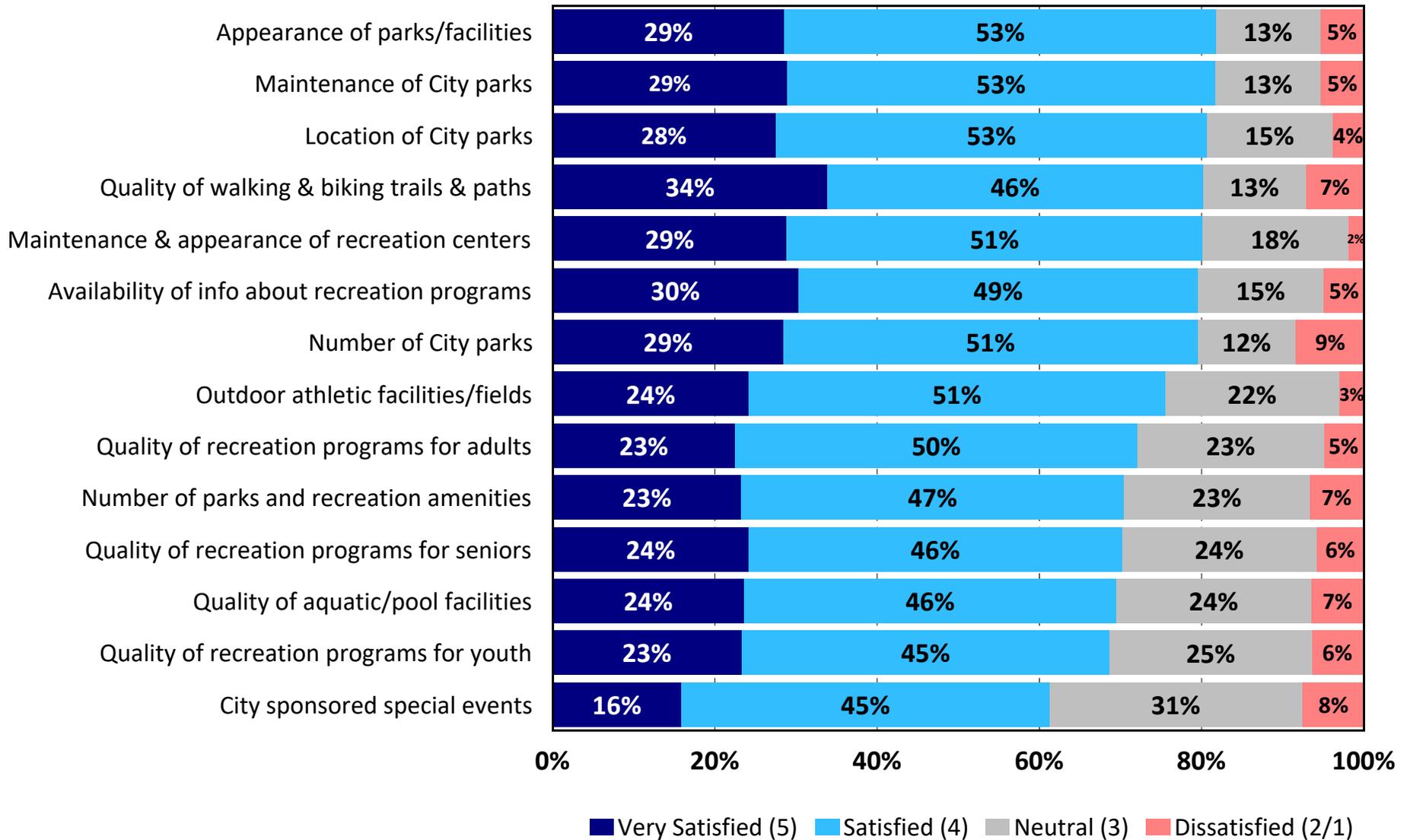
# Q12. Perceptions of Safety and Security in the Following Situations

by percentage of respondents (excluding “don't know”)



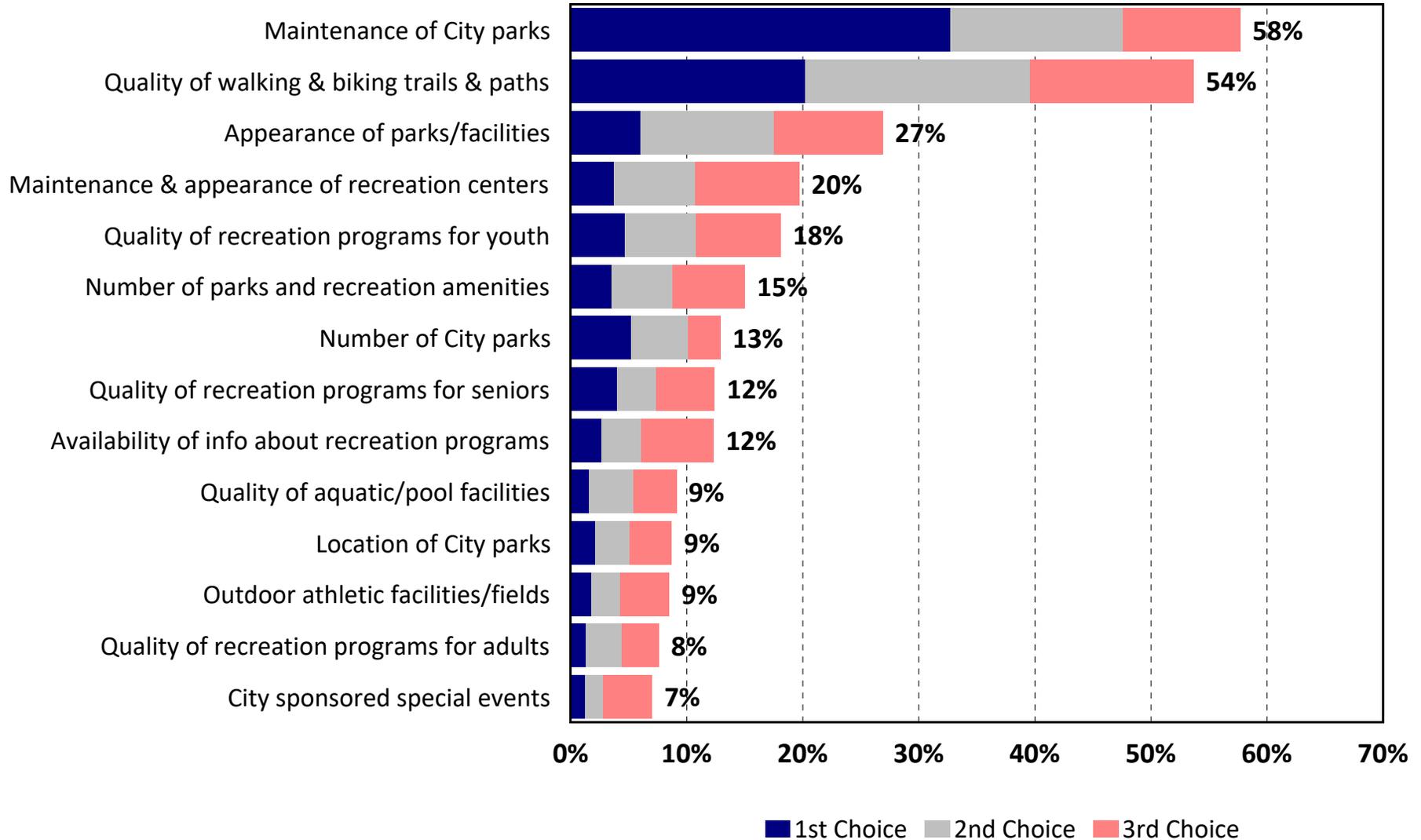
# Q13. Satisfaction with Parks and Recreation

by percentage of respondents (excluding "don't know")



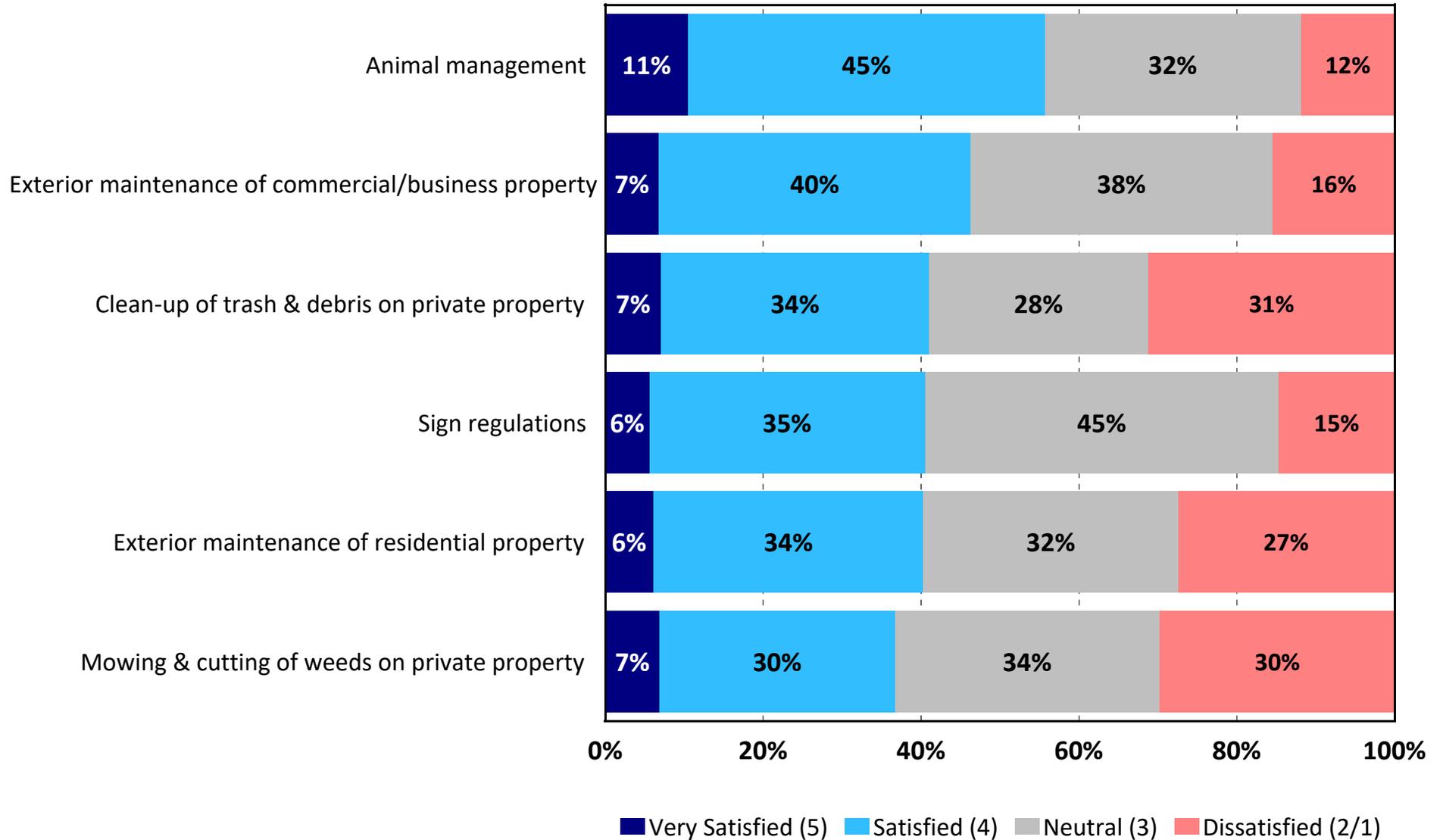
# Q14. Parks and Recreation Services That Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top three choices



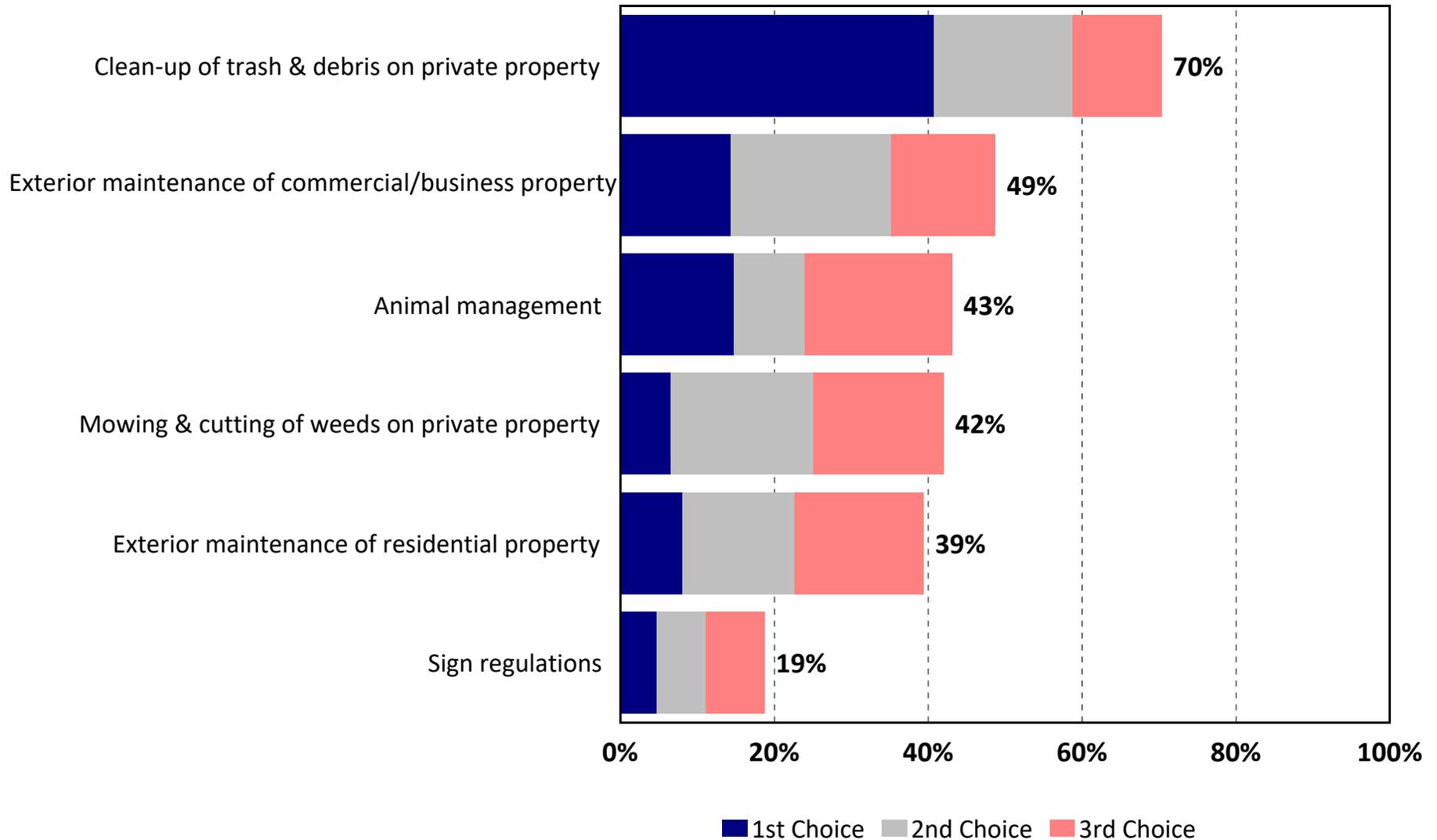
# Q15. Satisfaction with Code Enforcement Services

by percentage of respondents (excluding “don't know”)



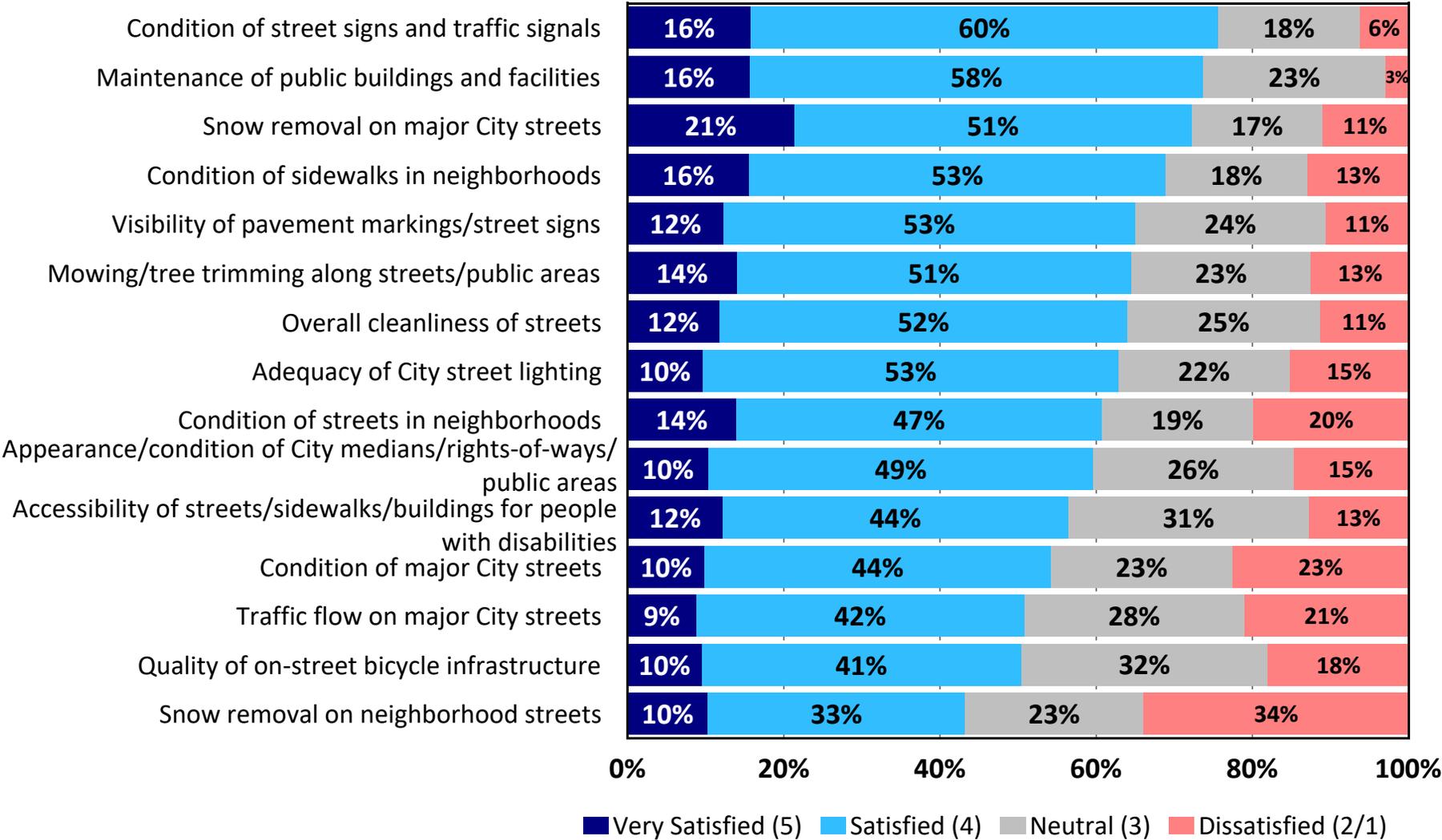
# Q16. Code Enforcement Services That Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top three choices



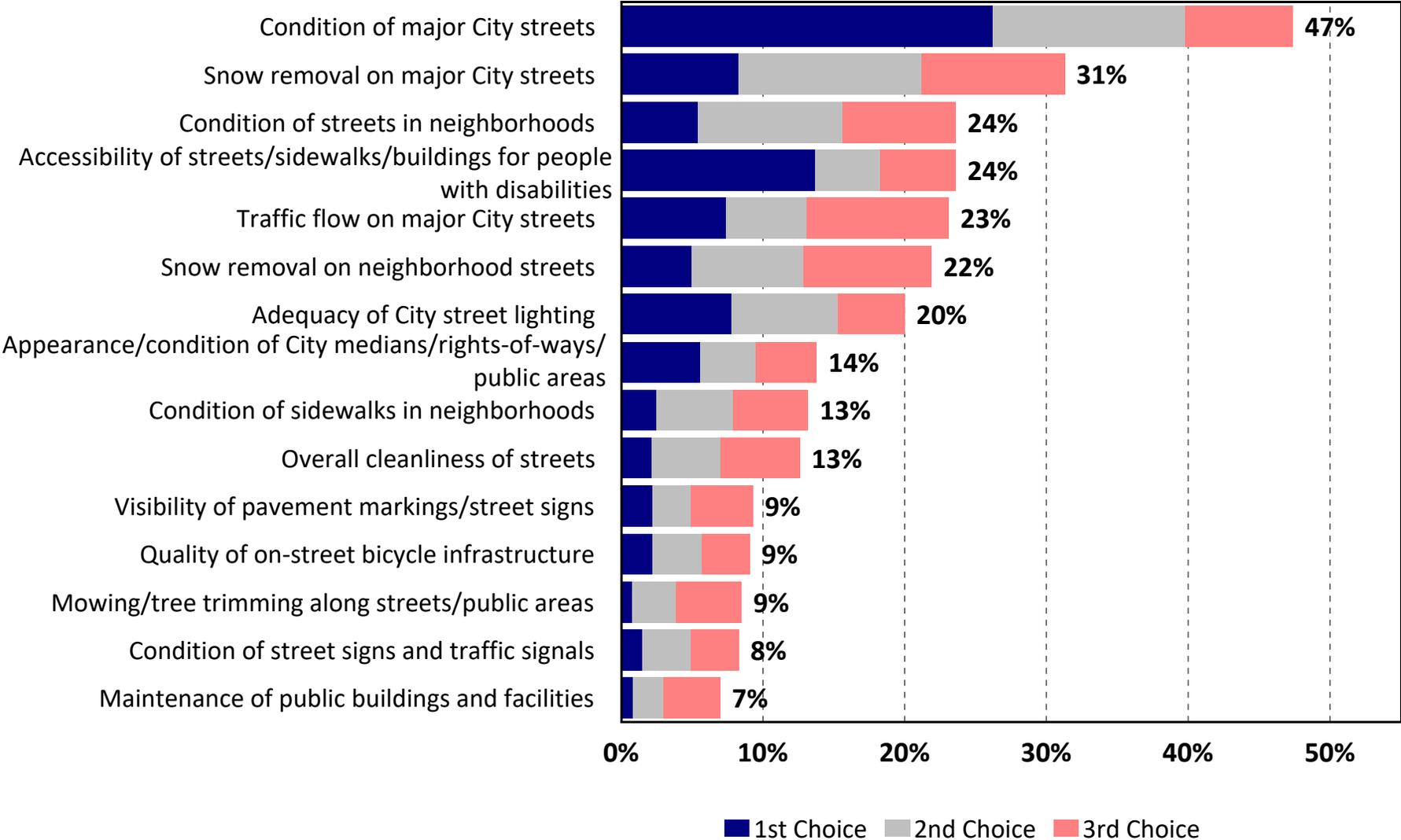
# Q17. Satisfaction with Maintenance and Appearance of the City

by percentage of respondents (excluding "don't know")



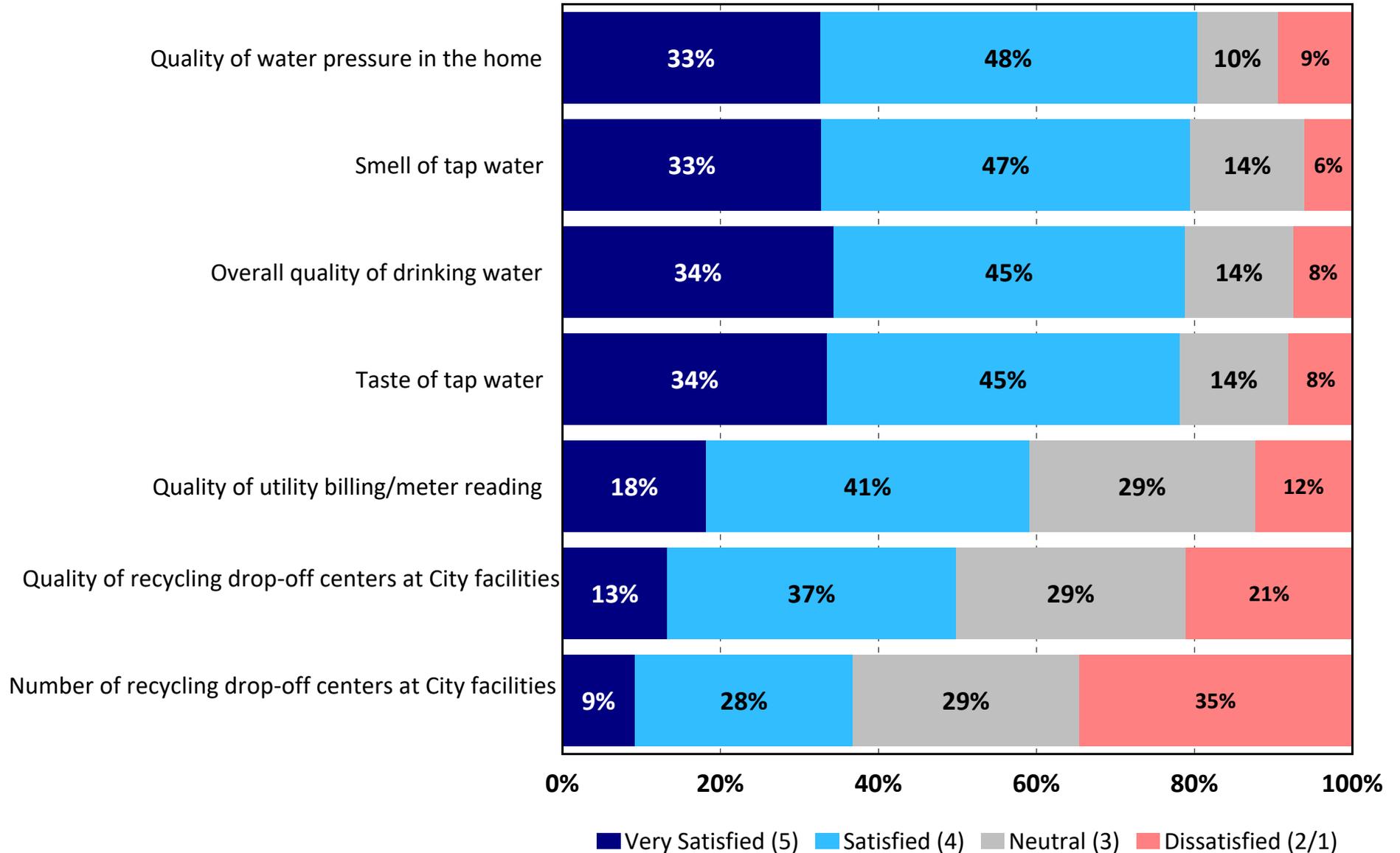
# Q18. Aspects of Maintenance and Appearance That Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top three choices



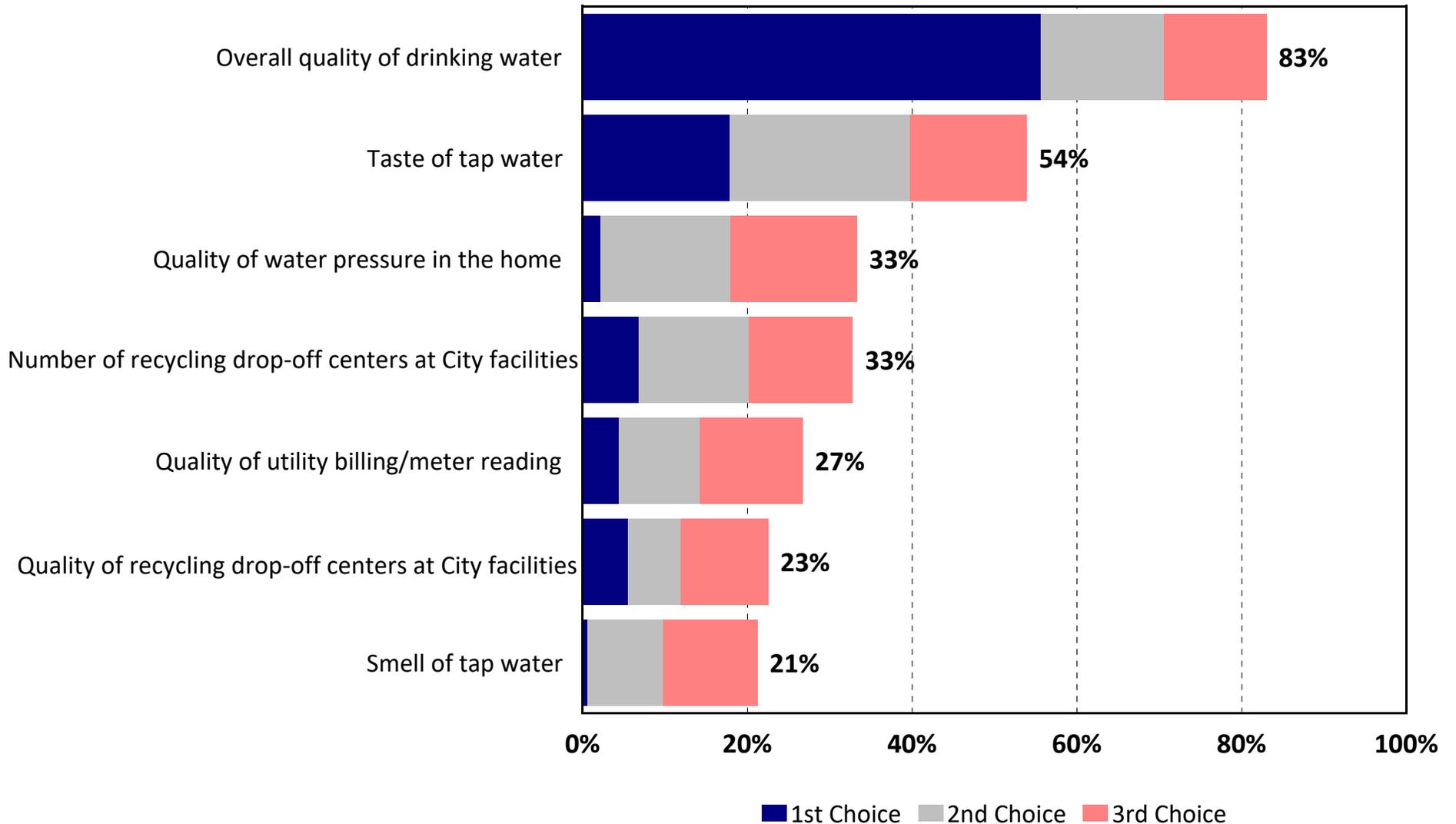
# Q19. Satisfaction with Utilities and Recycling Services

by percentage of respondents (excluding “don't know”)



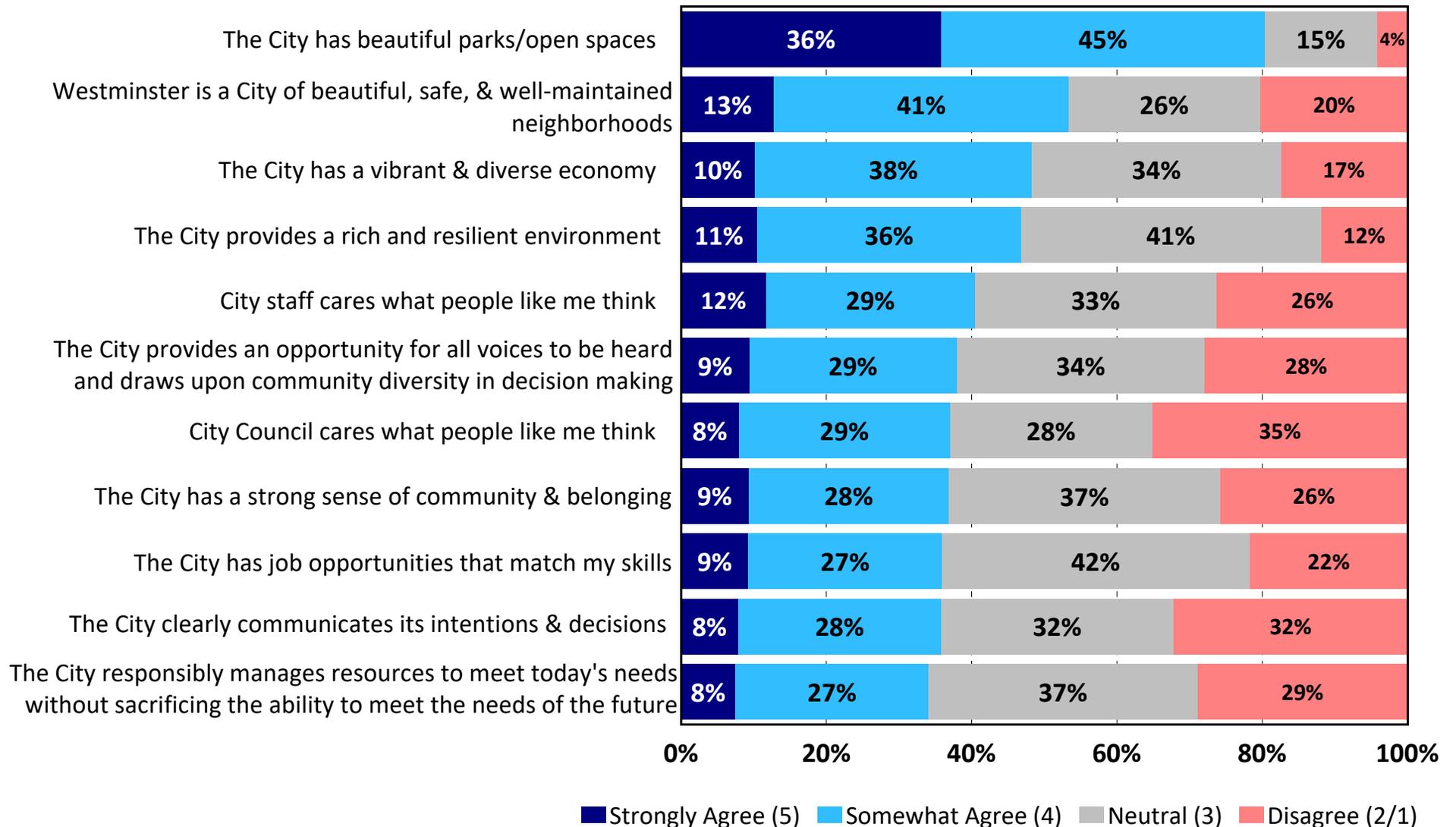
# Q20. Utilities and Recycling Services That Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top three choices



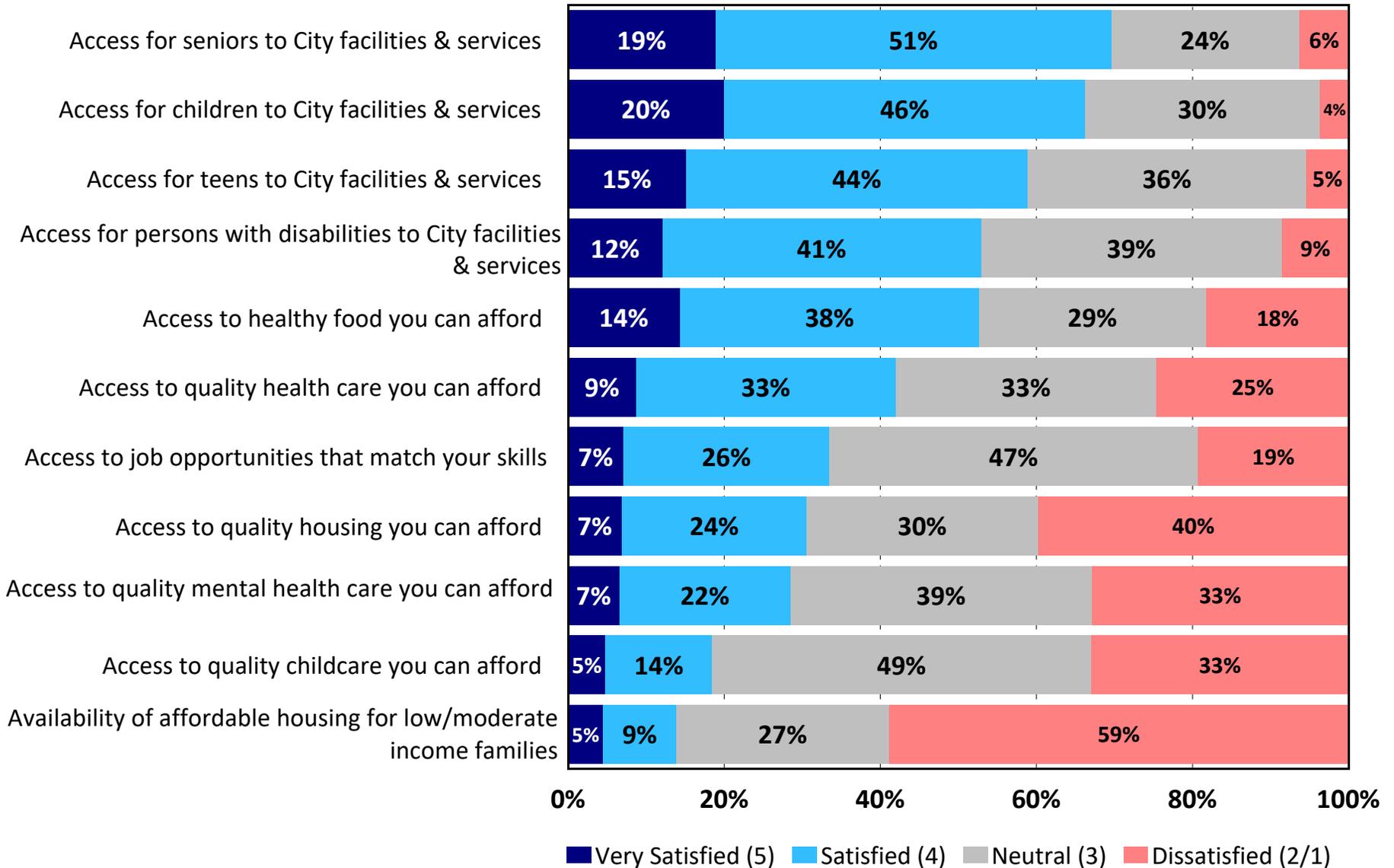
# Q21. Level of Agreement With the Following Statements About the City of Westminster

by percentage of respondents (excluding "don't know")



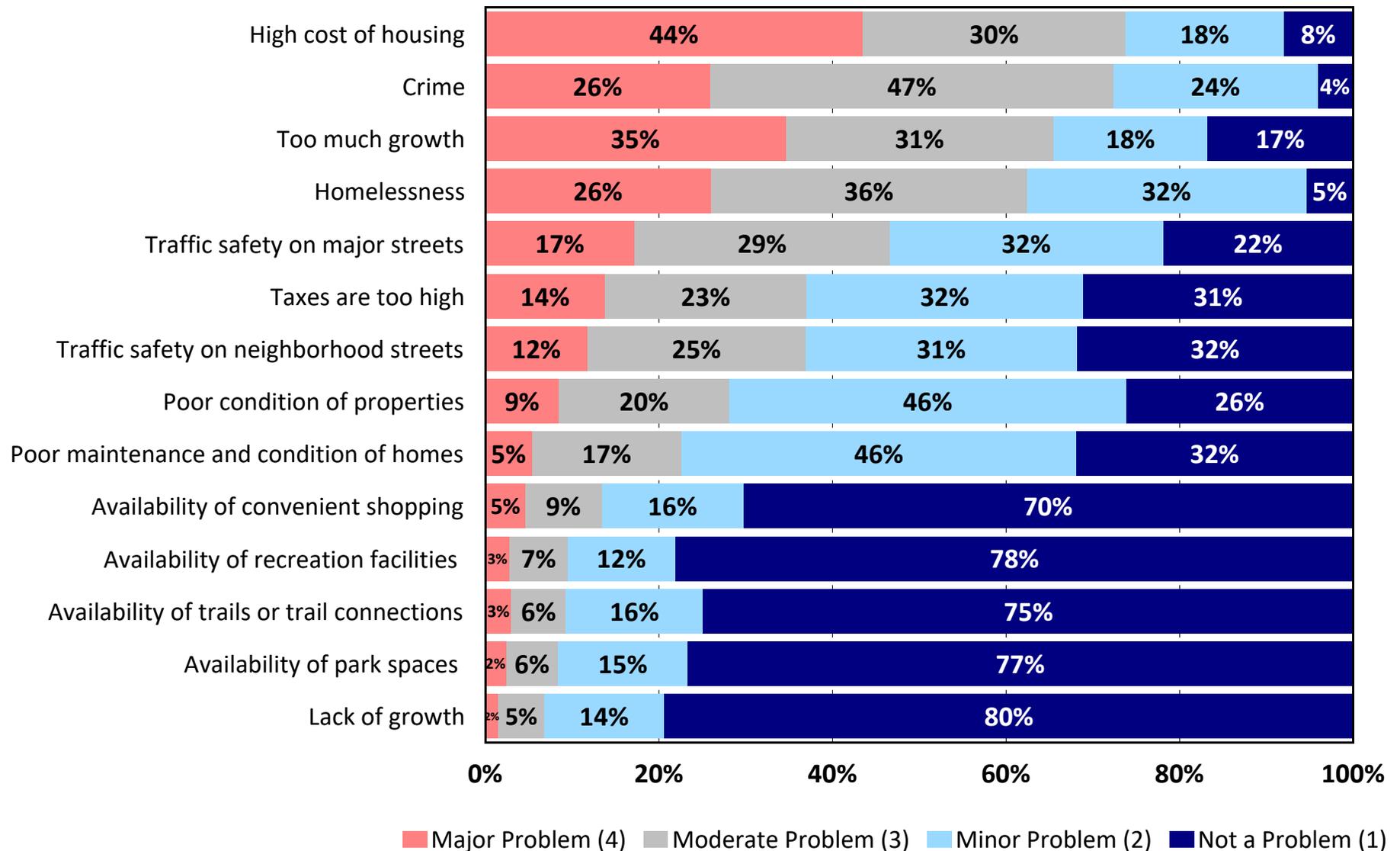
# Q22. Satisfaction with Access to Various Services in the City

by percentage of respondents (excluding “don't know”)



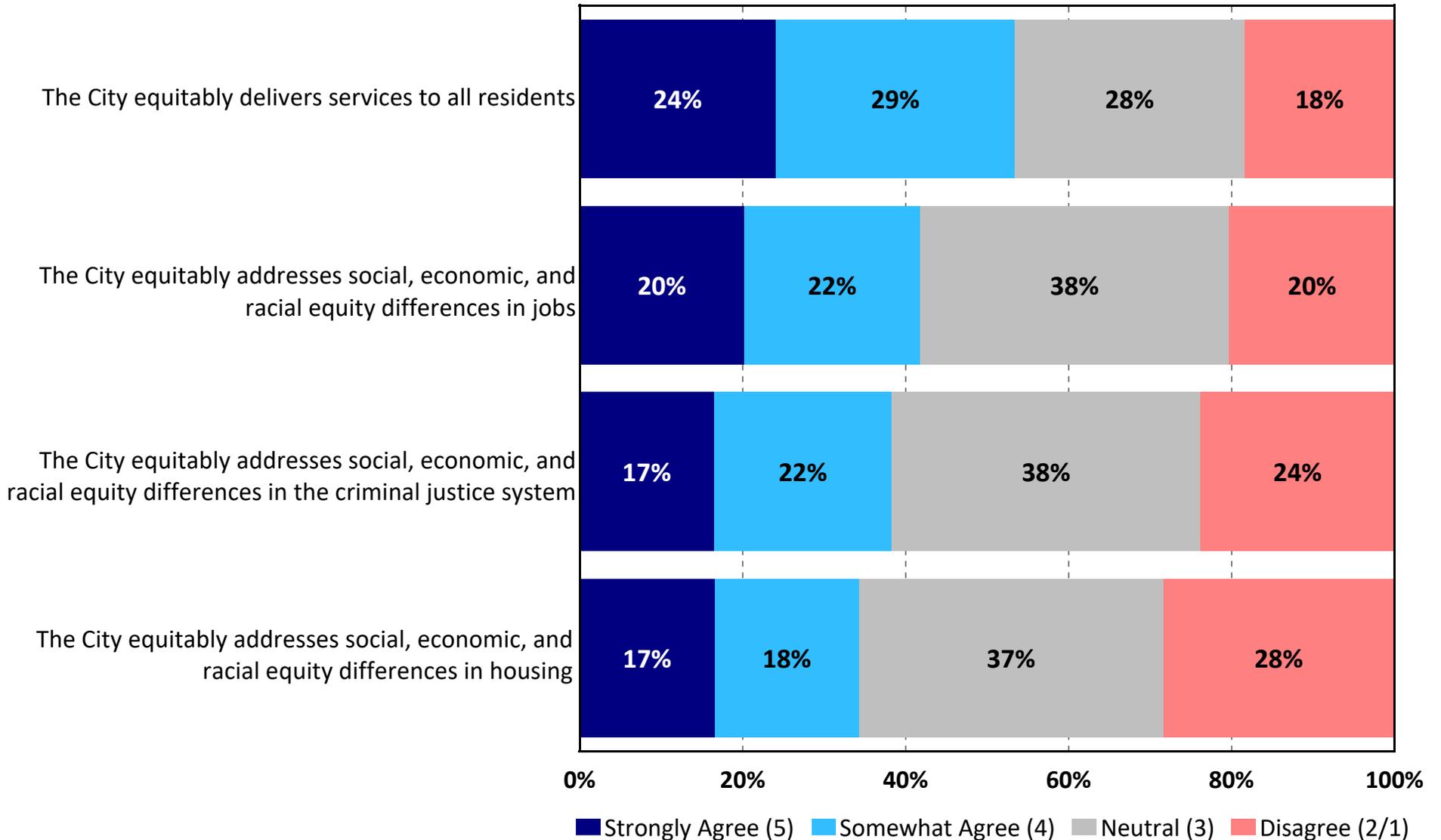
# Q23. Degree to Which the Following Are a Problem in Westminster

by percentage of respondents (excluding “don't know”)



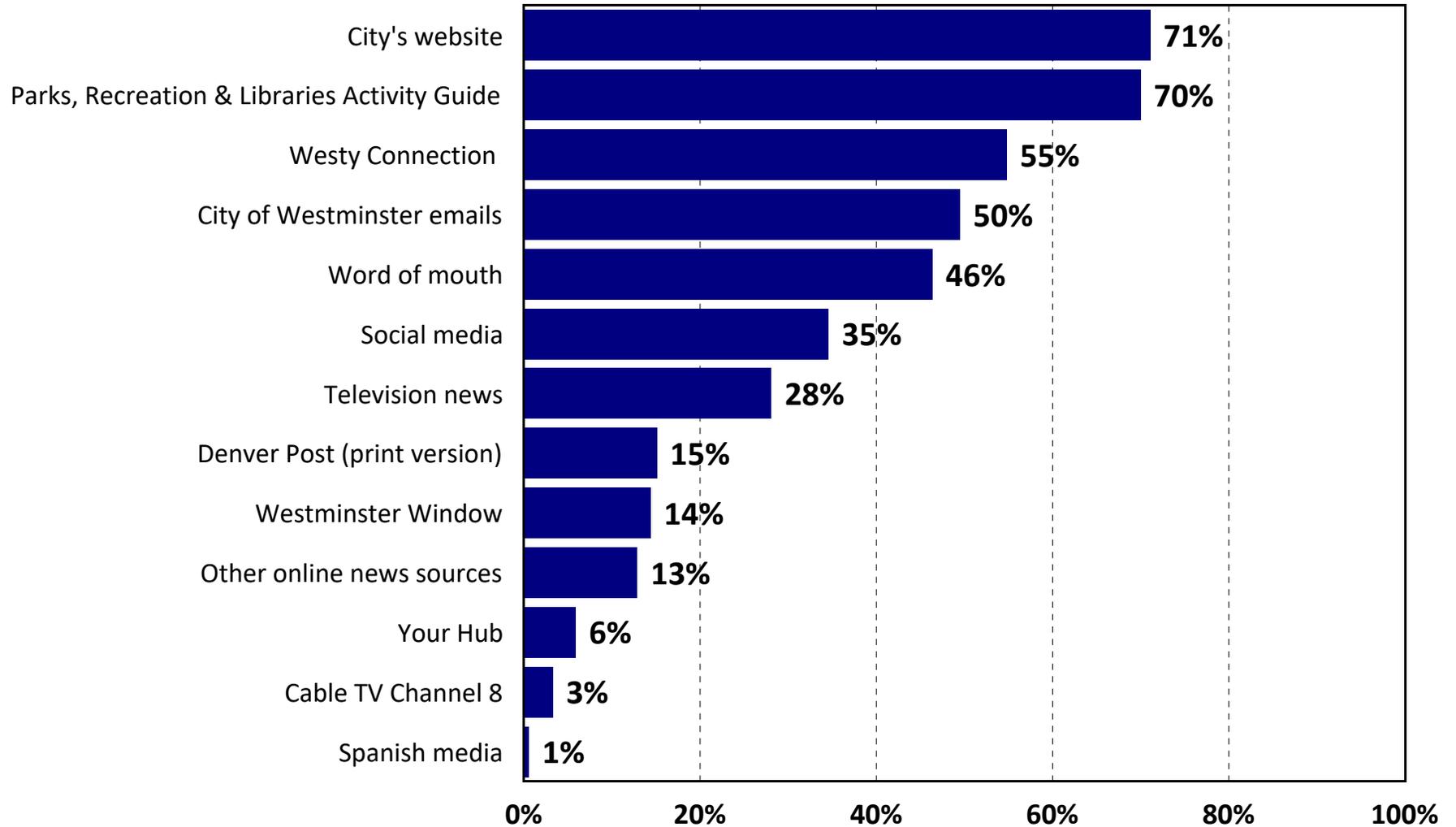
# Q24. Level of Agreement With the Following Statements Regarding Diversity, Equity, and Inclusion in the City

by percentage of respondents (excluding “don't know”)



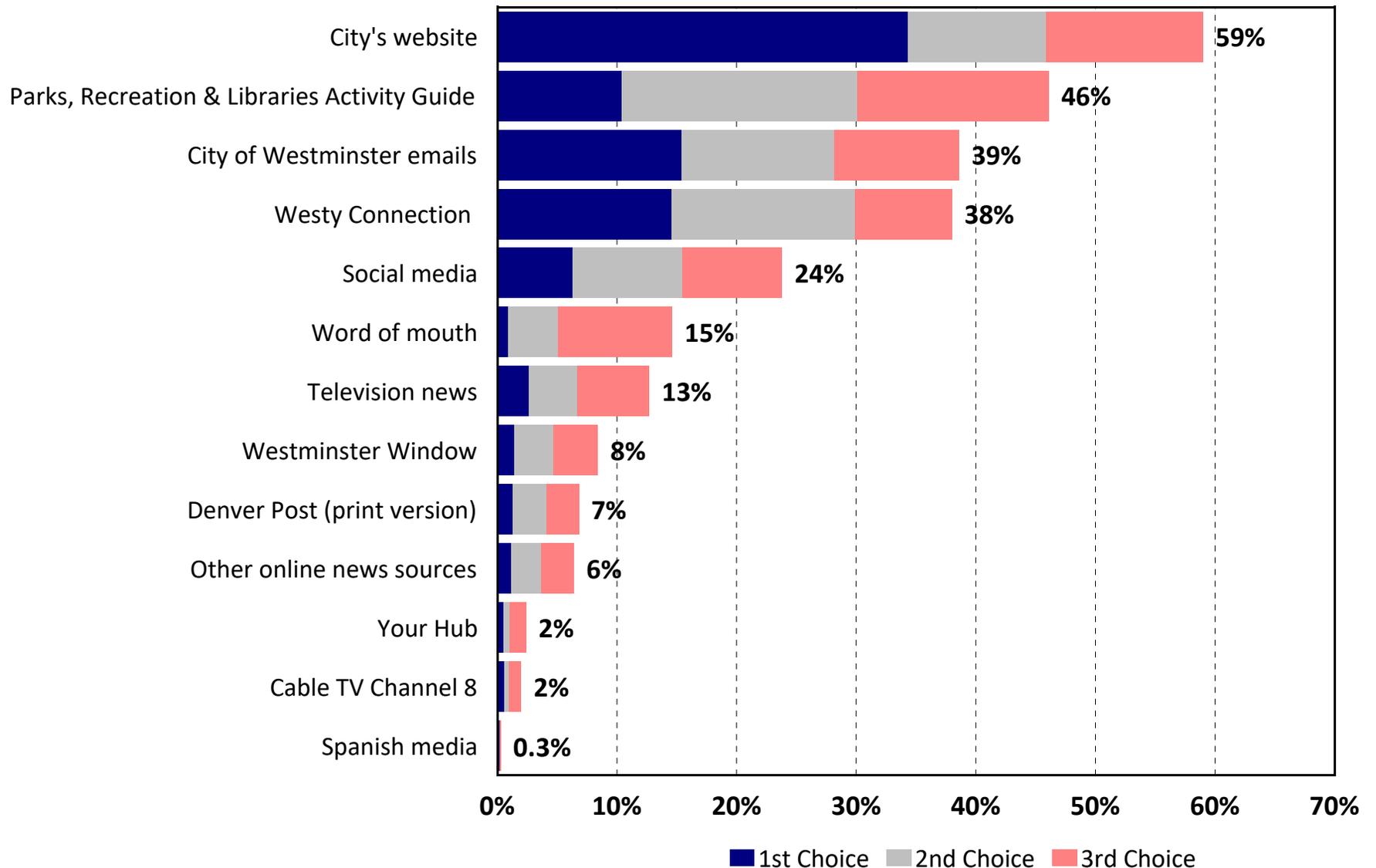
# Q25. Sources That Residents Currently Use to Obtain/Receive Information About the City of Westminster

by percentage of respondents (multiple selections could be made)



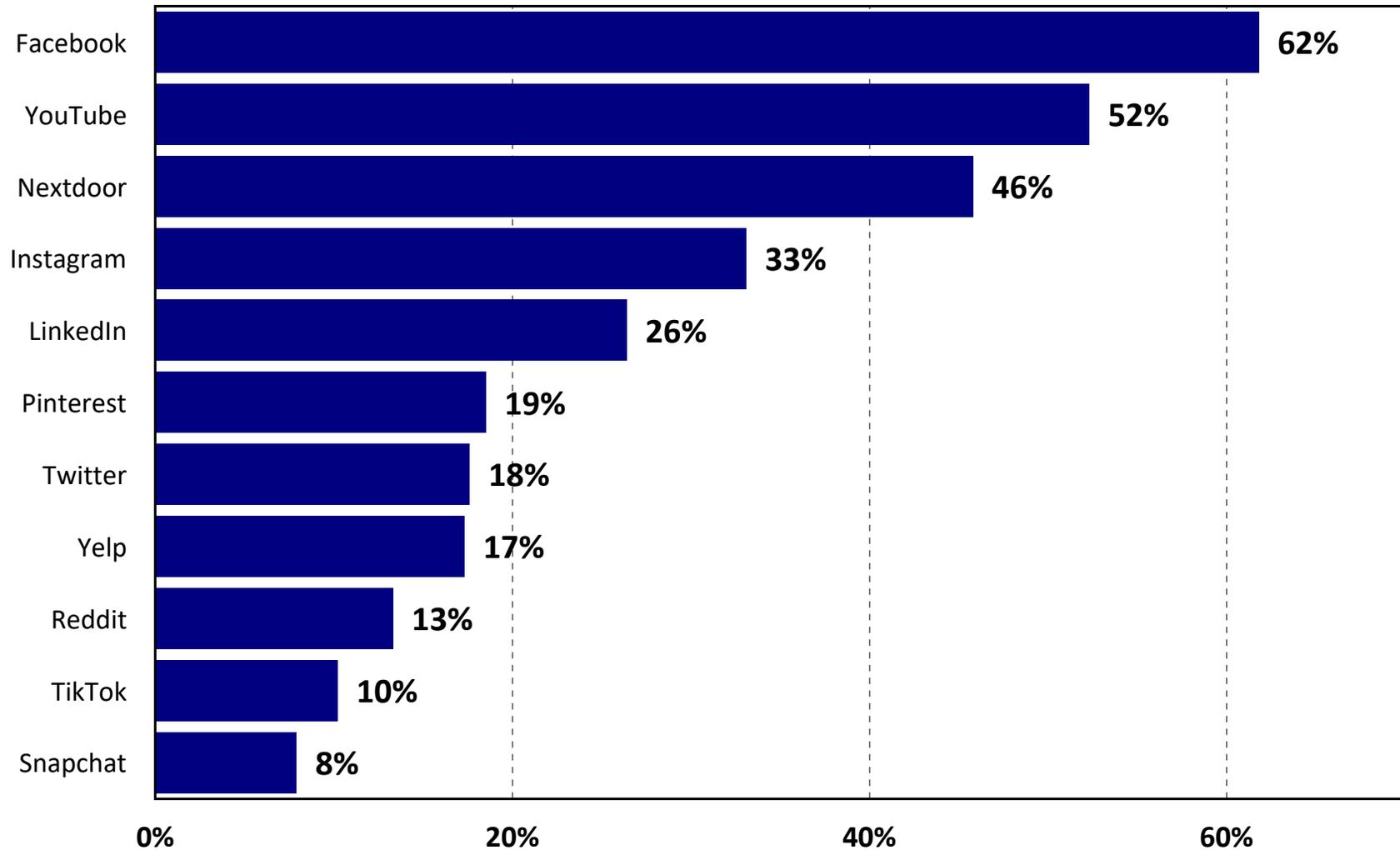
# Q26. Sources That Residents MOST PREFER to Use to Obtain/Receive Information about the City

by percentage of respondents who selected the item as one of their top three choices



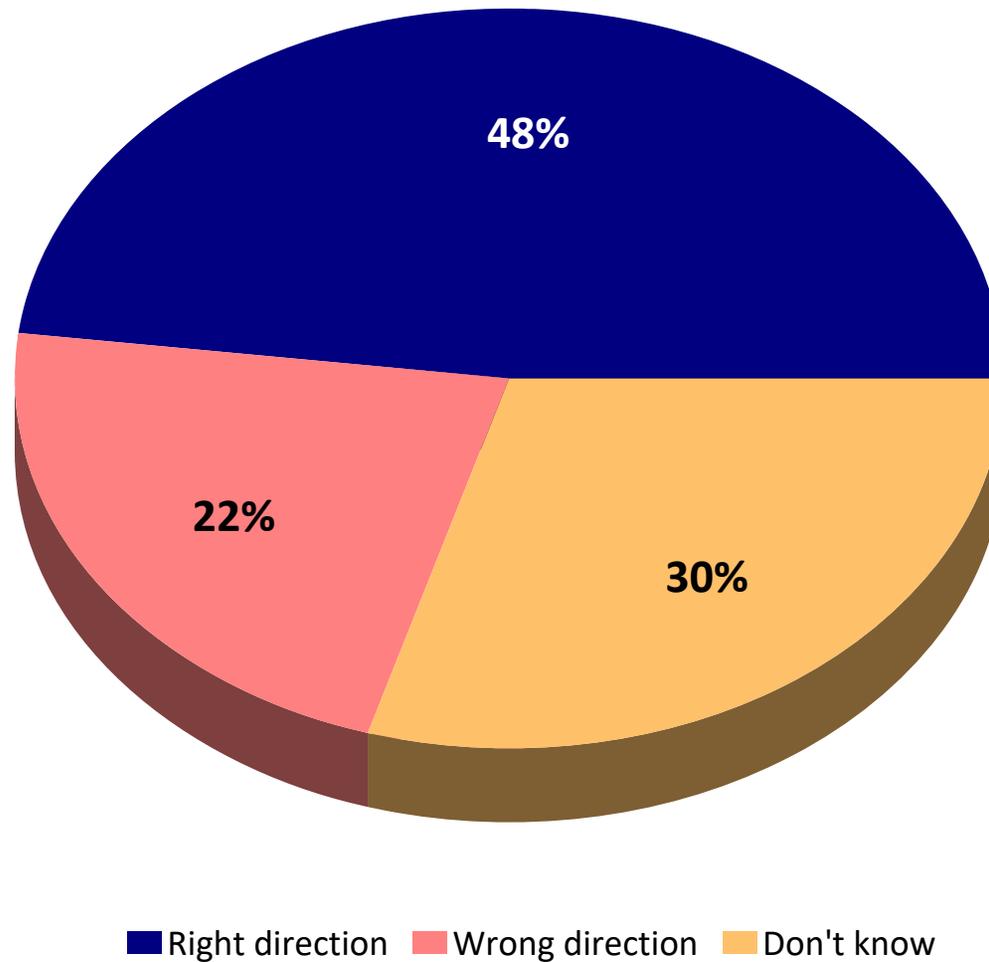
# Q27. Social Media Sites Residents Have Used Within the Last Month

by percentage of respondents (multiple selections could be made)



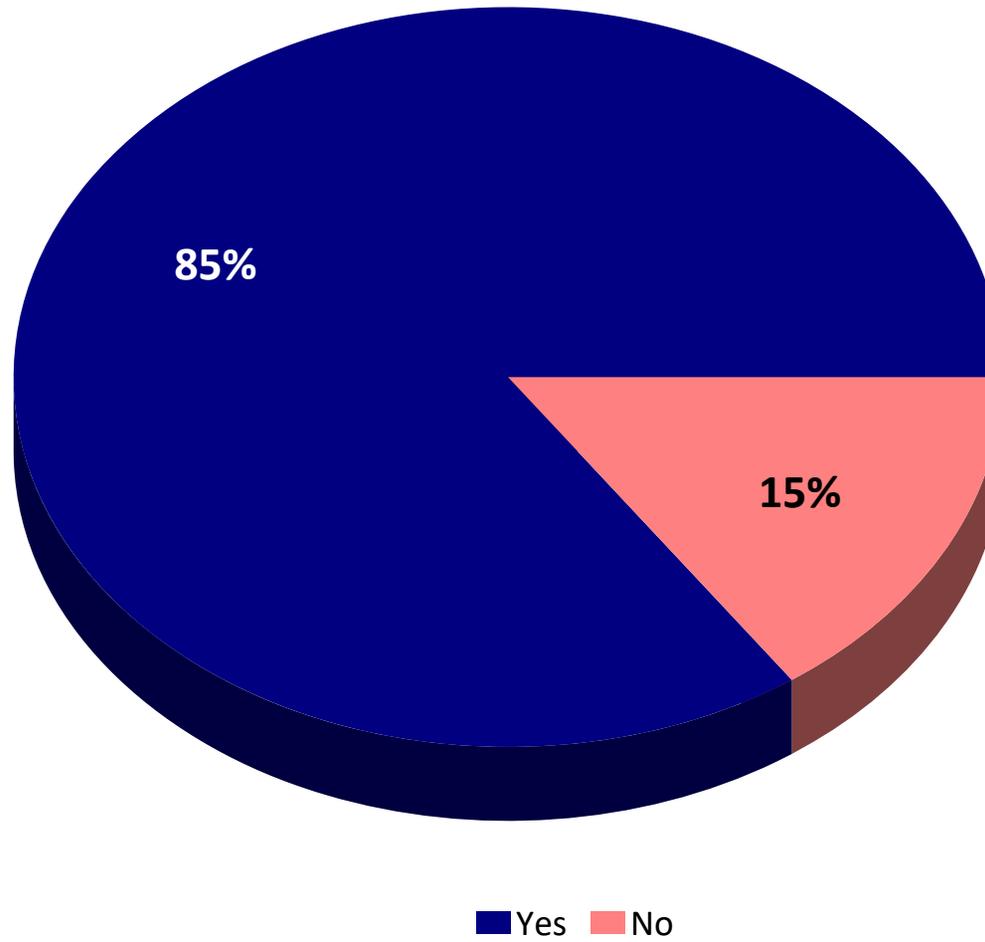
## Q28. Overall, would you say the City is headed in the right direction or the wrong direction?

by percentage of respondents



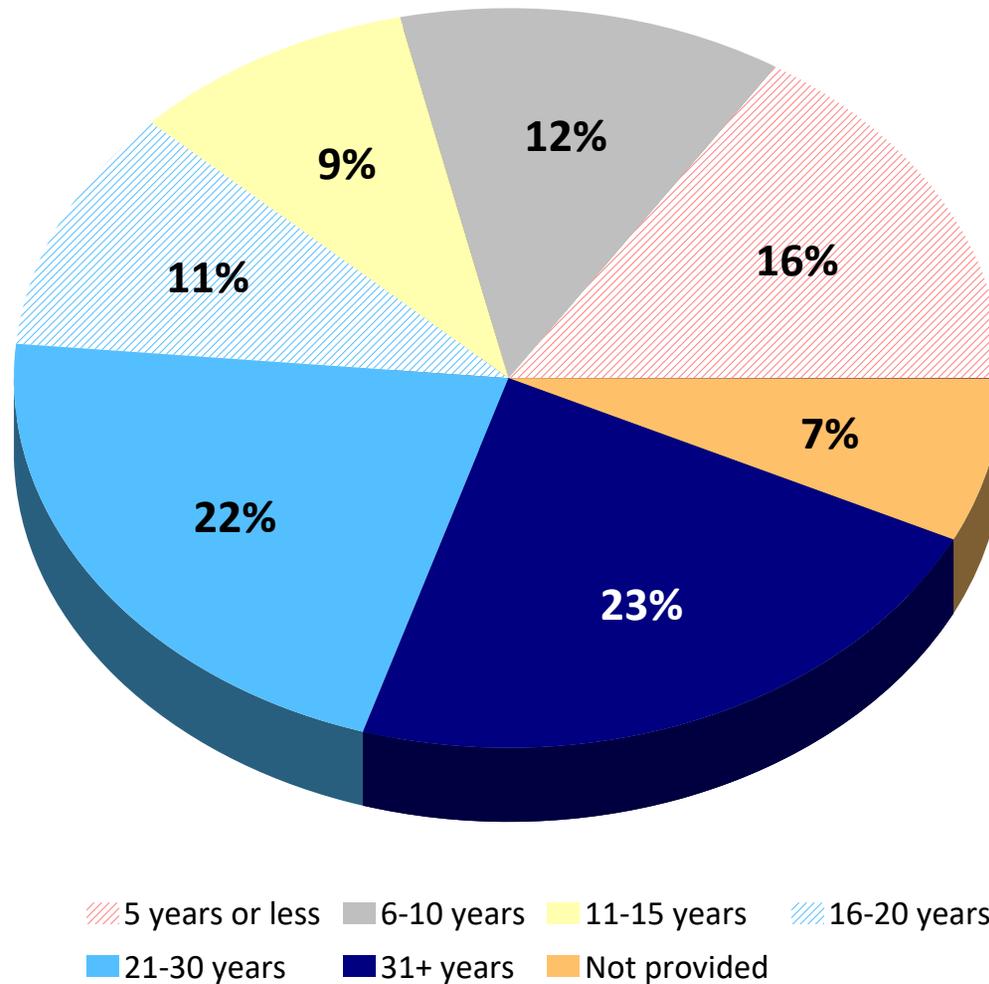
# Q29. Are you aware that public safety in Westminster is impacted by federal, state and county policies and laws?

by percentage of respondents (excluding “not provided”)



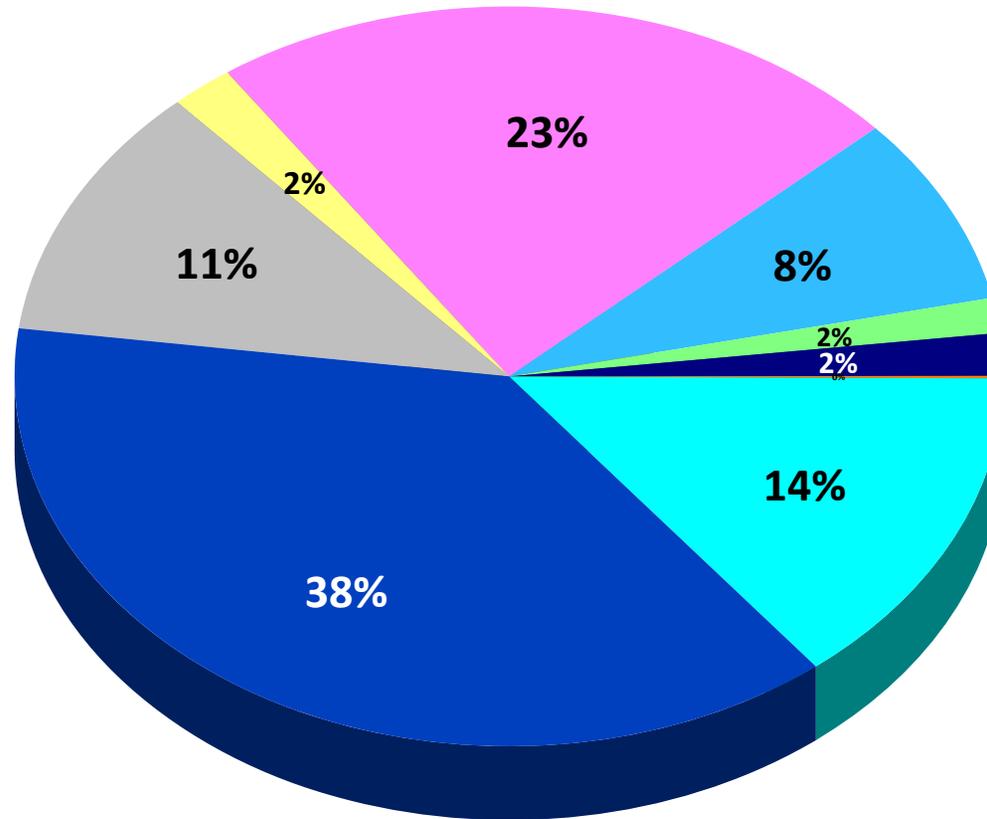
# Q31. Demographics: About how long have you lived in Westminster?

by percentage of respondents



# Q32. Demographics: What is your home zip code

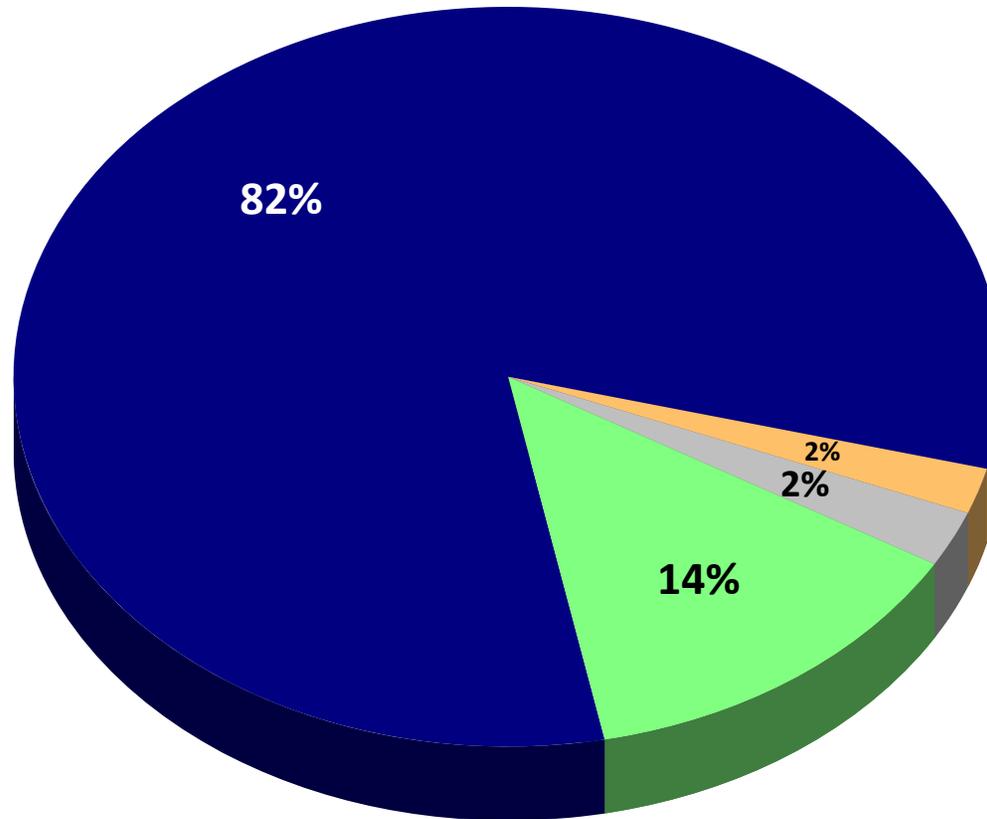
by percentage of respondents



- 80003
- 80005
- 80020
- 80021
- 80023
- 80030
- 80031
- 80234
- 80260

## Q33. Demographics: Type of Housing Unit

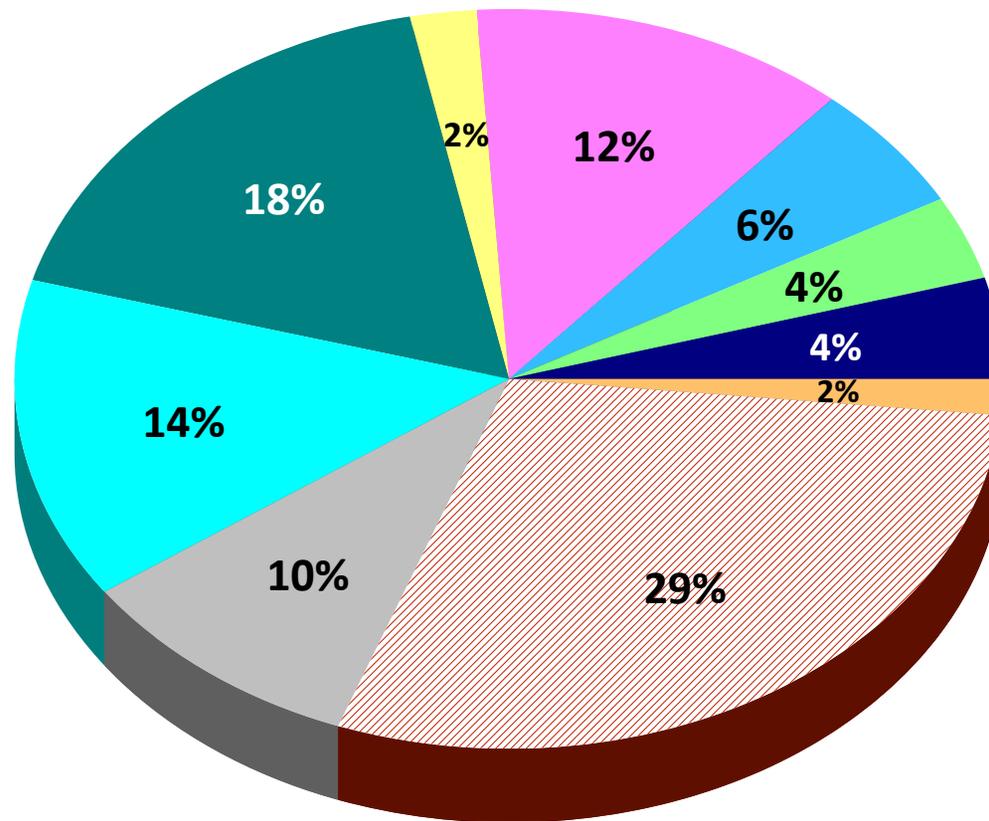
by percentage of respondents



- Detached single family home
- Condominium or townhouse
- Apartment or mobile home
- Not provided

# Q34. Demographics: What City do you work in or nearest to?

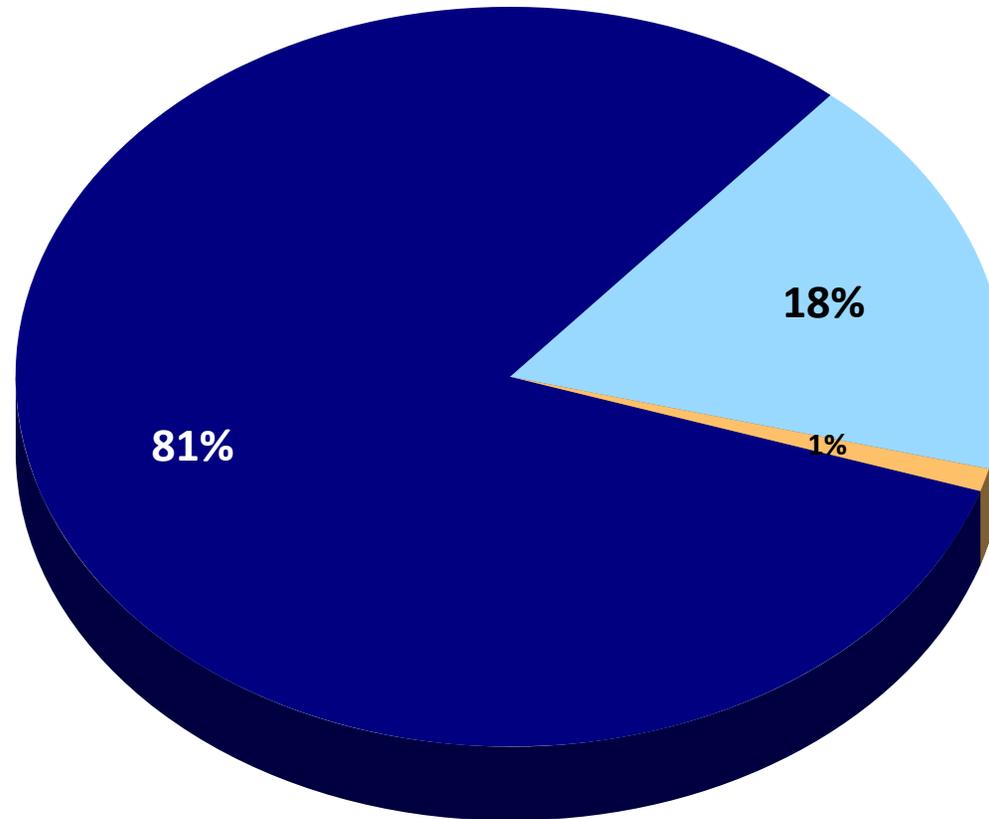
by percentage of respondents



- Arvada
- Boulder
- Broomfield
- Denver
- Thornton
- Westminster
- Other Cities
- Work from home
- Do not work
- Not provided

# Q35. Demographics: Do you rent or own your current residence?

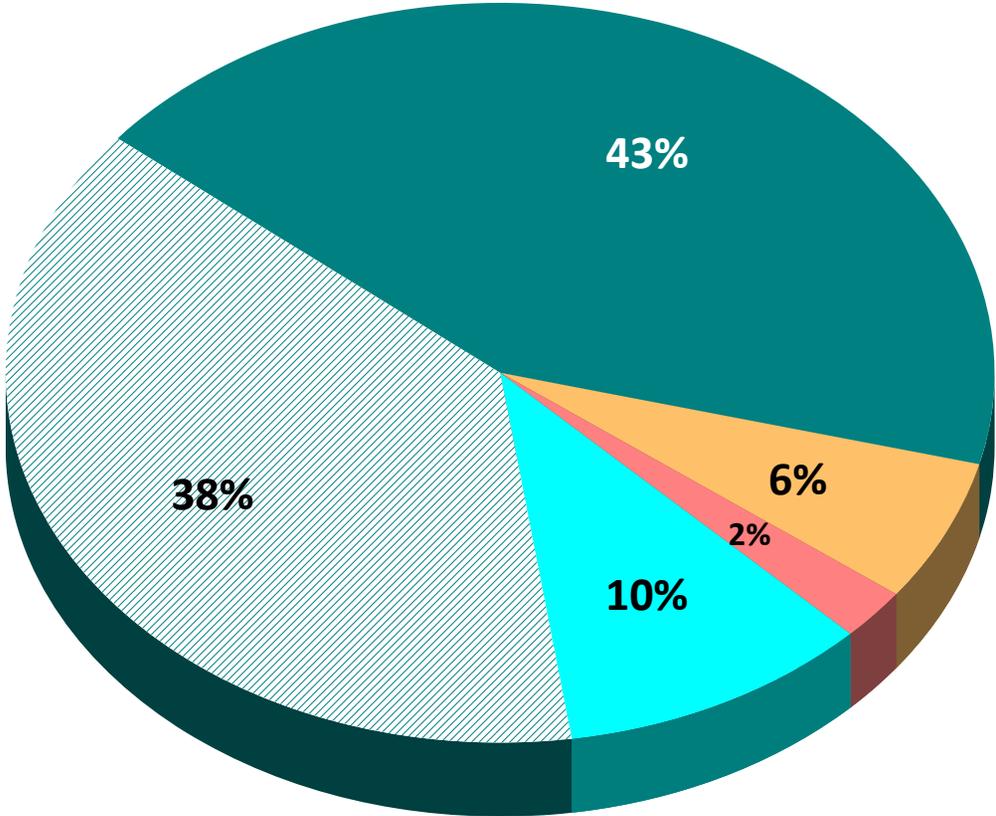
by percentage of respondents



■ Rent ■ Own ■ Not provided

# Q36. Demographics: What percentage of your monthly household income do you spend on housing expenses?

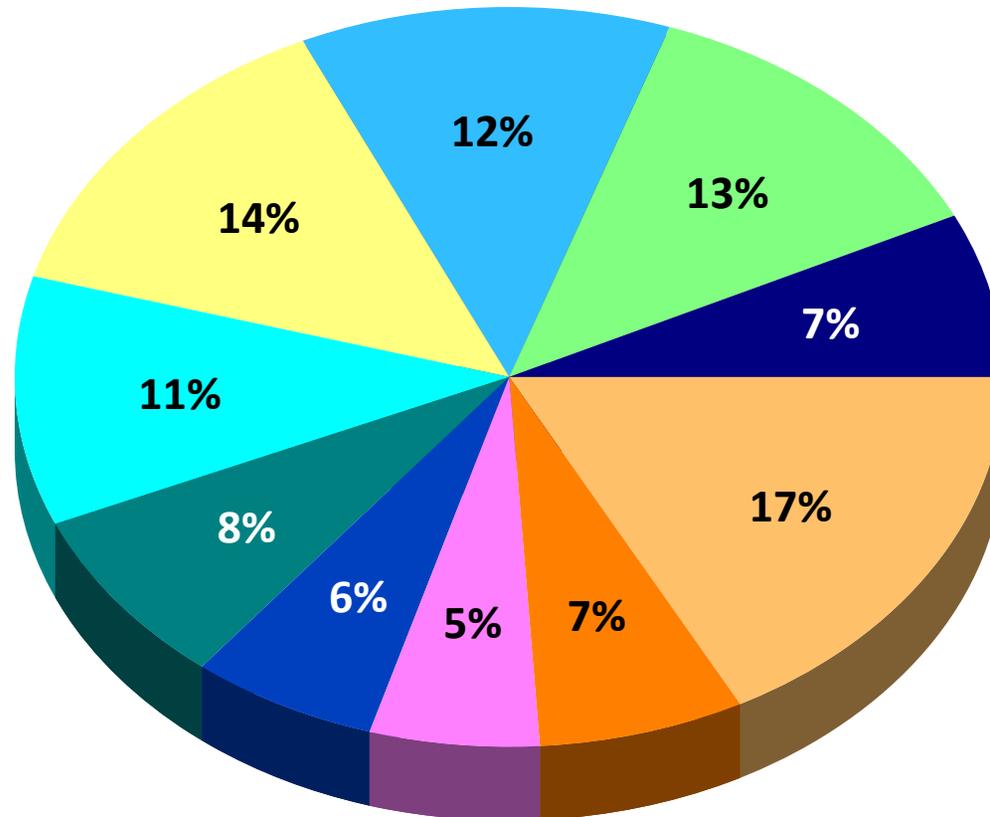
by percentage of respondents



■ Less than 30%   ■ 30% to 50%   ■ 50% to 75%   ■ 75% or more   ■ Not provided

# Q37. Demographics: Total Household Income Before Taxes for the Previous Year

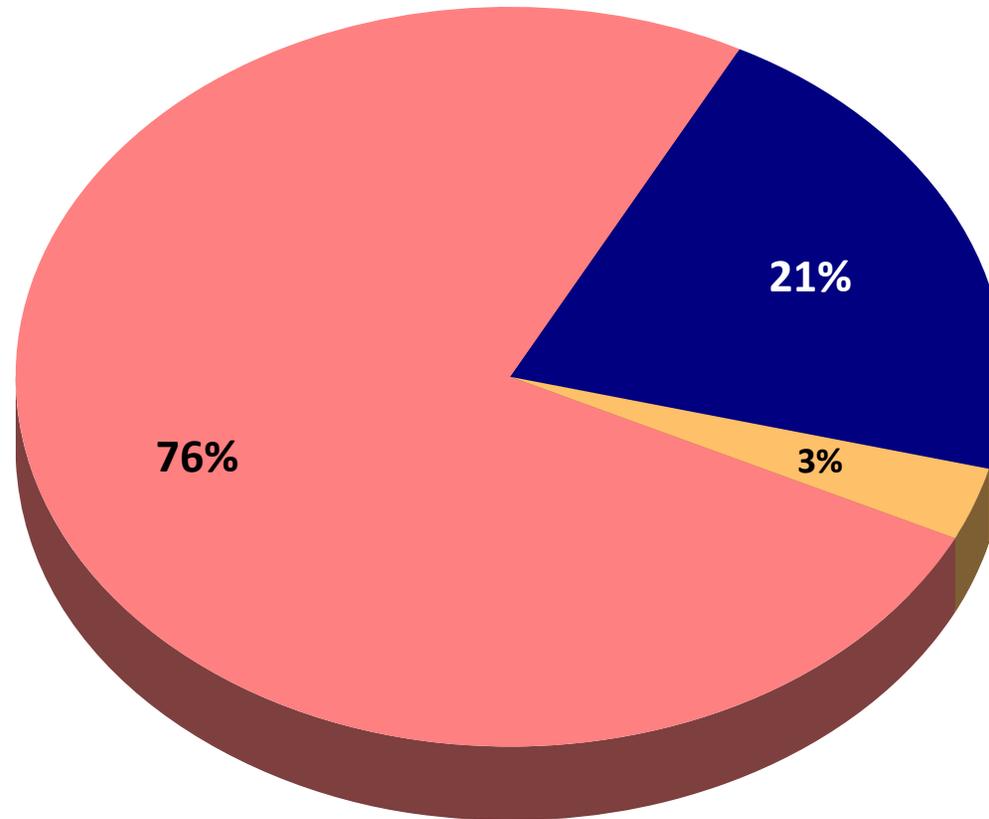
by percentage of respondents



- Less than \$25K
- \$25K to \$49,999
- \$50K to \$74,999
- \$75K to \$99,999
- \$100K to \$124,999
- \$125K to \$149,999
- \$150K to \$174,999
- \$175K to \$199,999
- \$200K+
- Not provided

# Q38. Demographics: Are you Hispanic/Spanish/Latino/a/x?

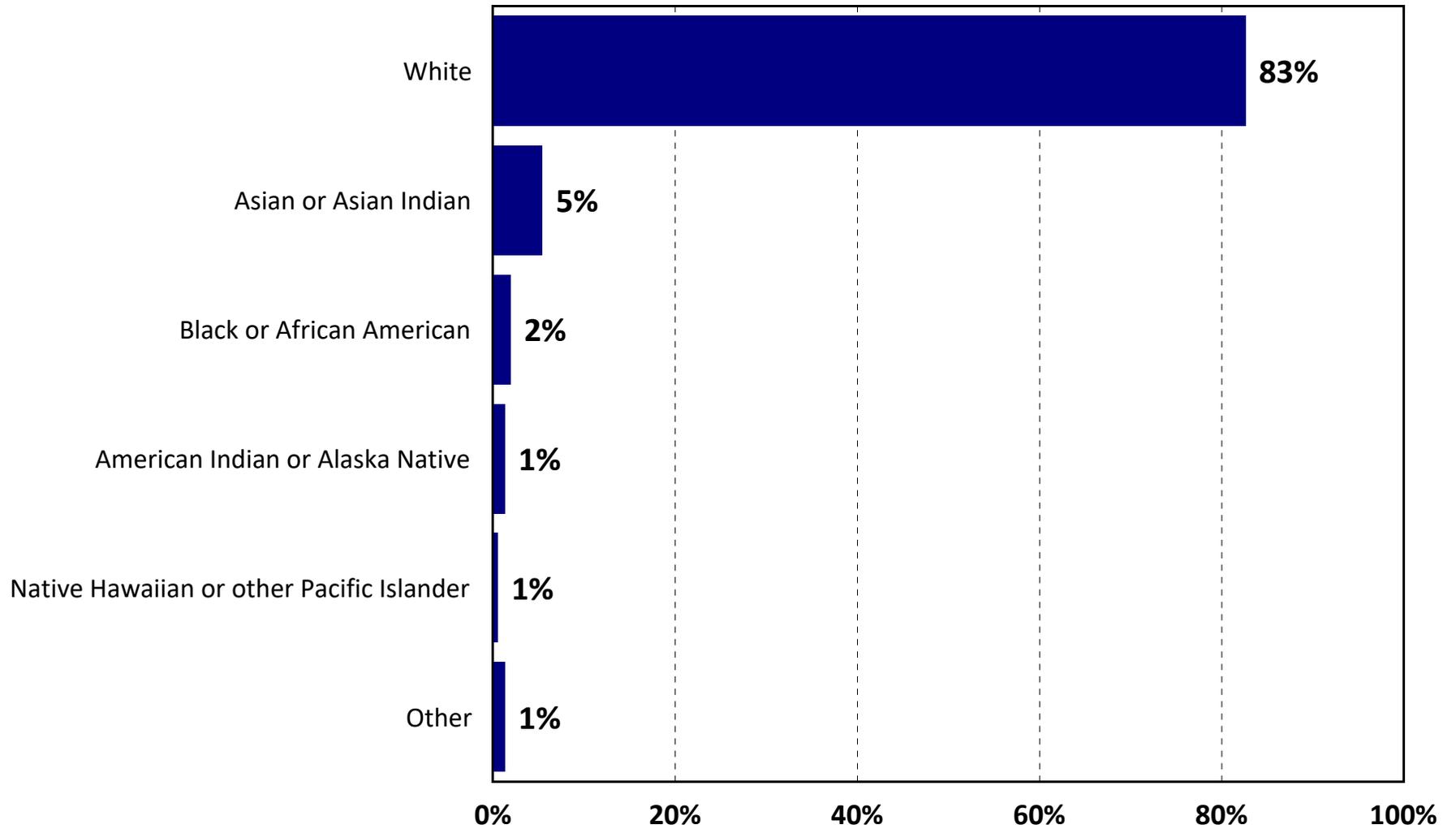
by percentage of respondents



■ Yes ■ No ■ Not provided

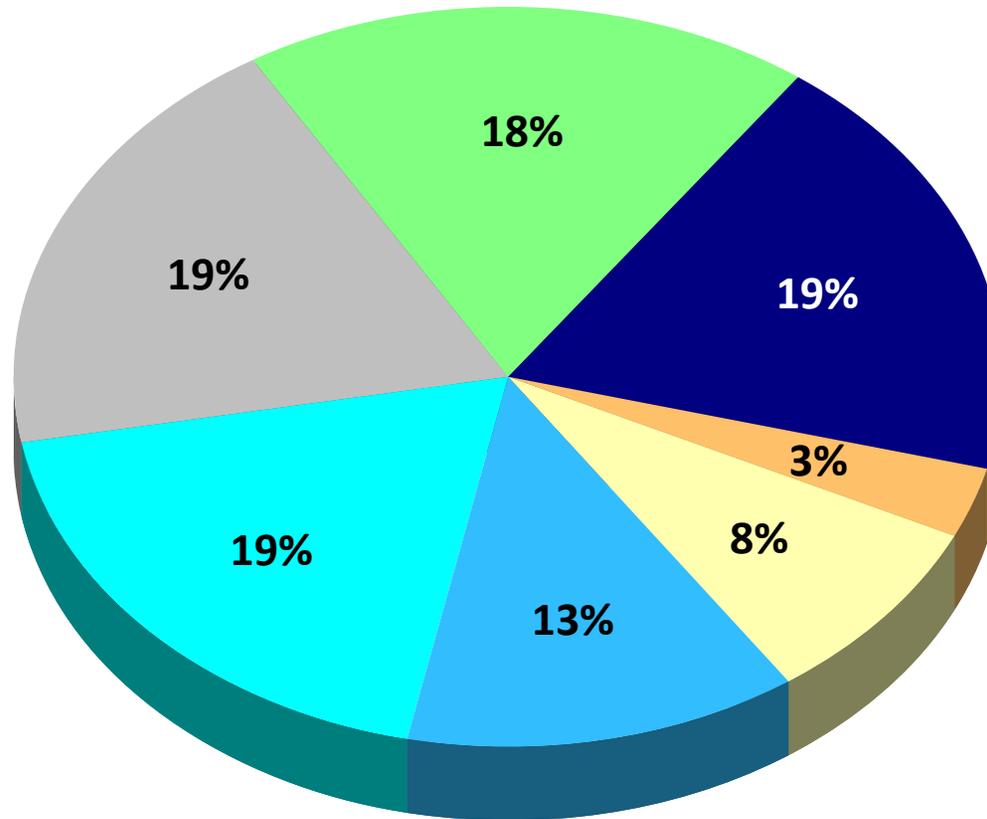
# Q39. Demographics: Race

by percentage of respondents (multiple selections could be made)



# Q40. Demographics: Age of Respondent

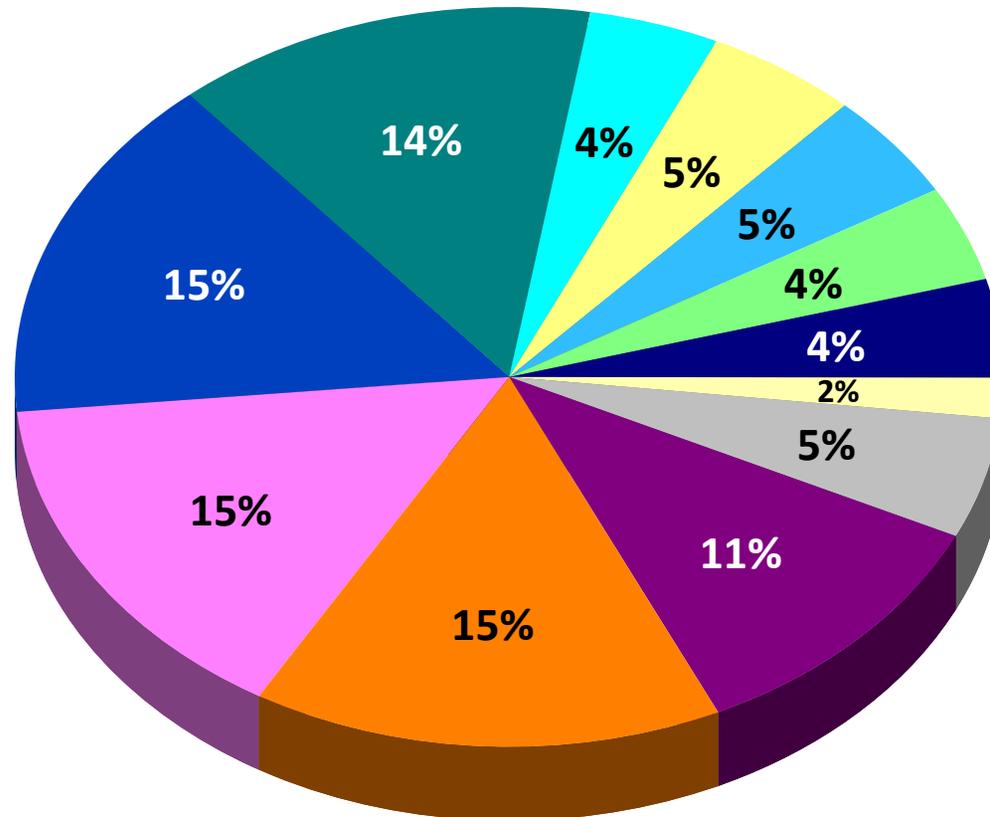
by percentage of respondents



■ Under 35 years   ■ 35-44 years   ■ 45-54 years   ■ 55-64 years  
■ 65-74 years   ■ 75+ years   ■ Not provided

# Q41. Demographics: Ages of All Household Members

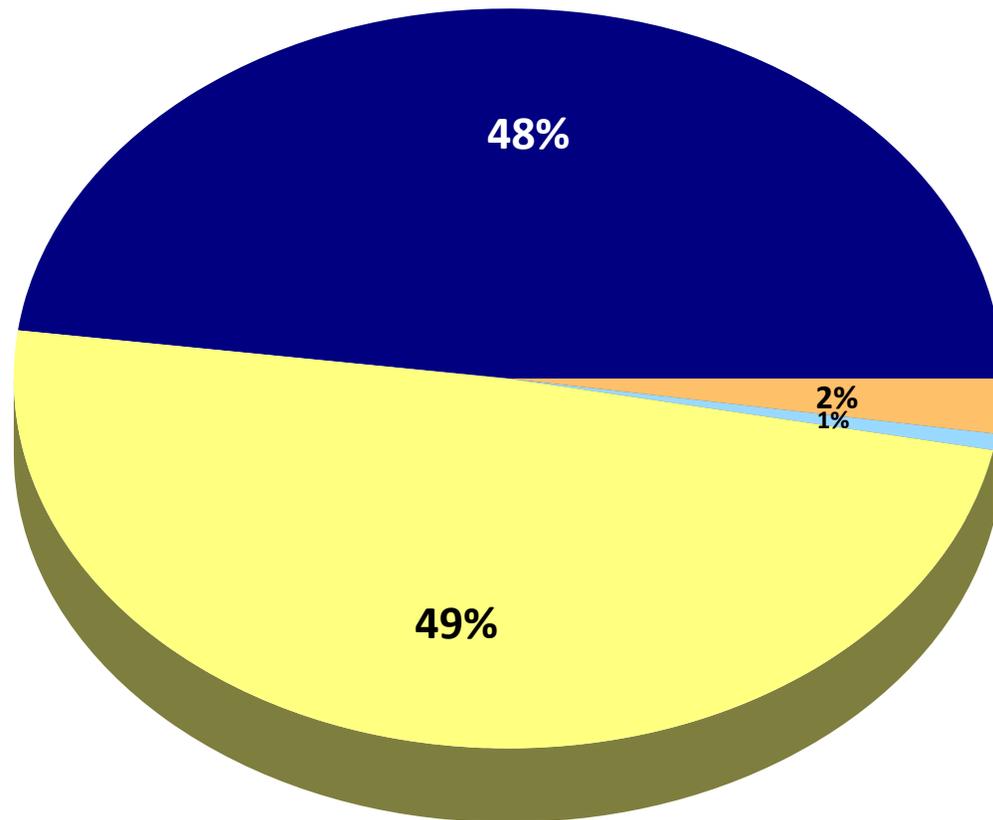
by percentage of persons in household



- Under age 5
  Ages 5-9
  Ages 10-14
  Ages 15-19
  Ages 20-24
- Ages 25-34
  Ages 35-44
  Ages 45-54
  Ages 55-64
  Ages 65-74
- Ages 75-84
  Ages 85+

# Q42. Demographics: Gender/Gender Identity

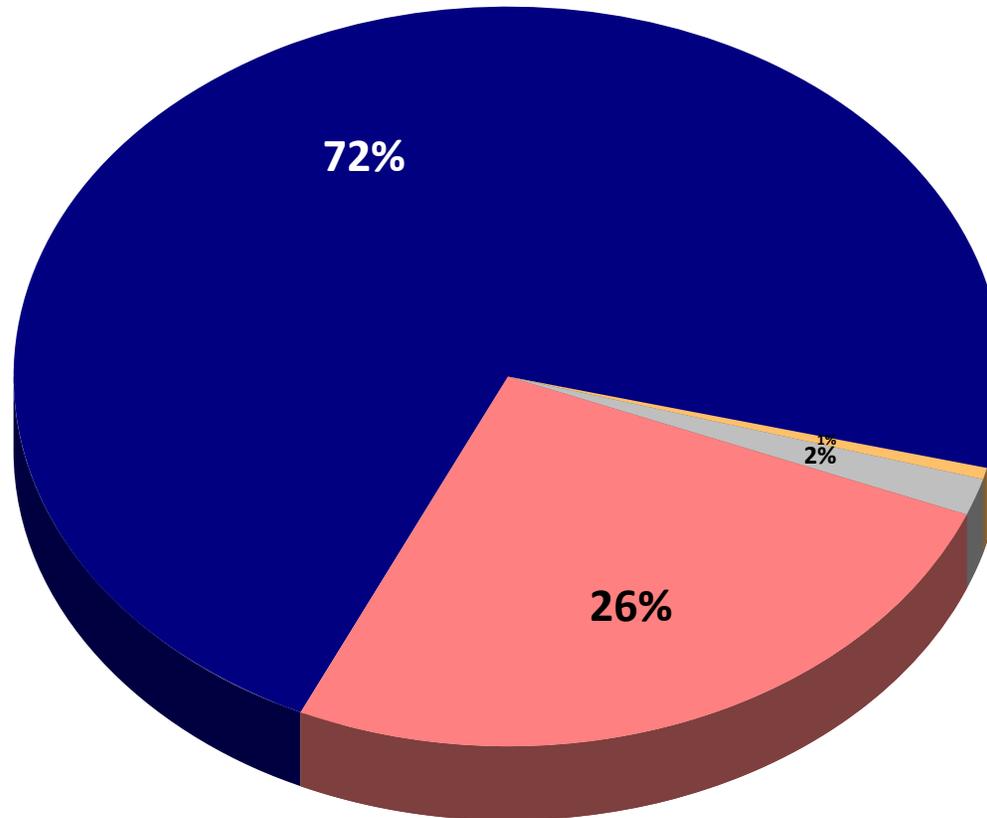
by percentage of respondents



- Male
- Female
- Transgender, non-binary, or prefer to self-describe
- Not provided

# Q43. Demographics: Did you vote in the 2021 City Council election?

by percentage of respondents



■ Yes ■ No ■ Ineligible to vote ■ Don't know



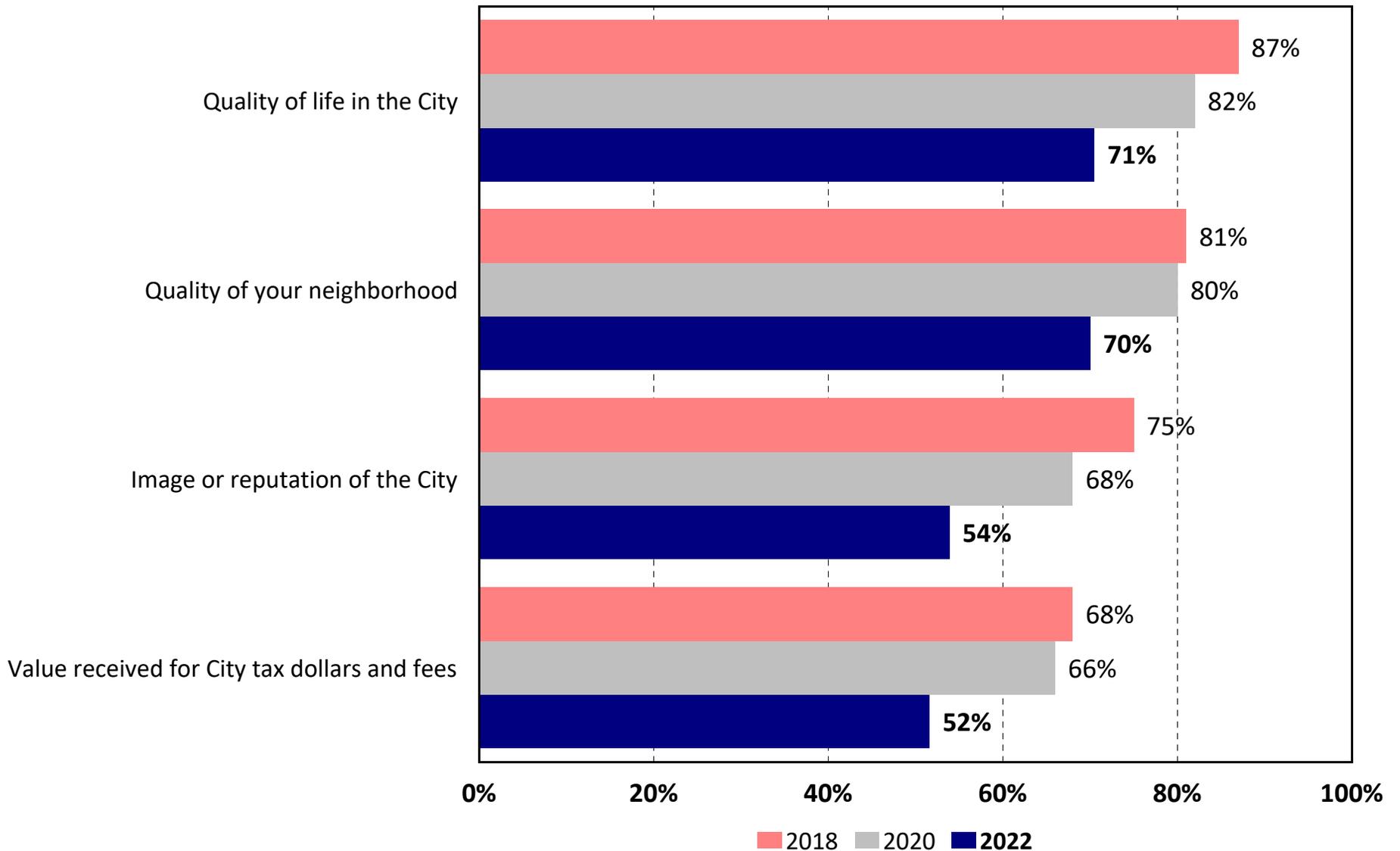
# 2

# Trend Charts

# Satisfaction With Perceptions of the City

## *Trends: 2018 to 2022*

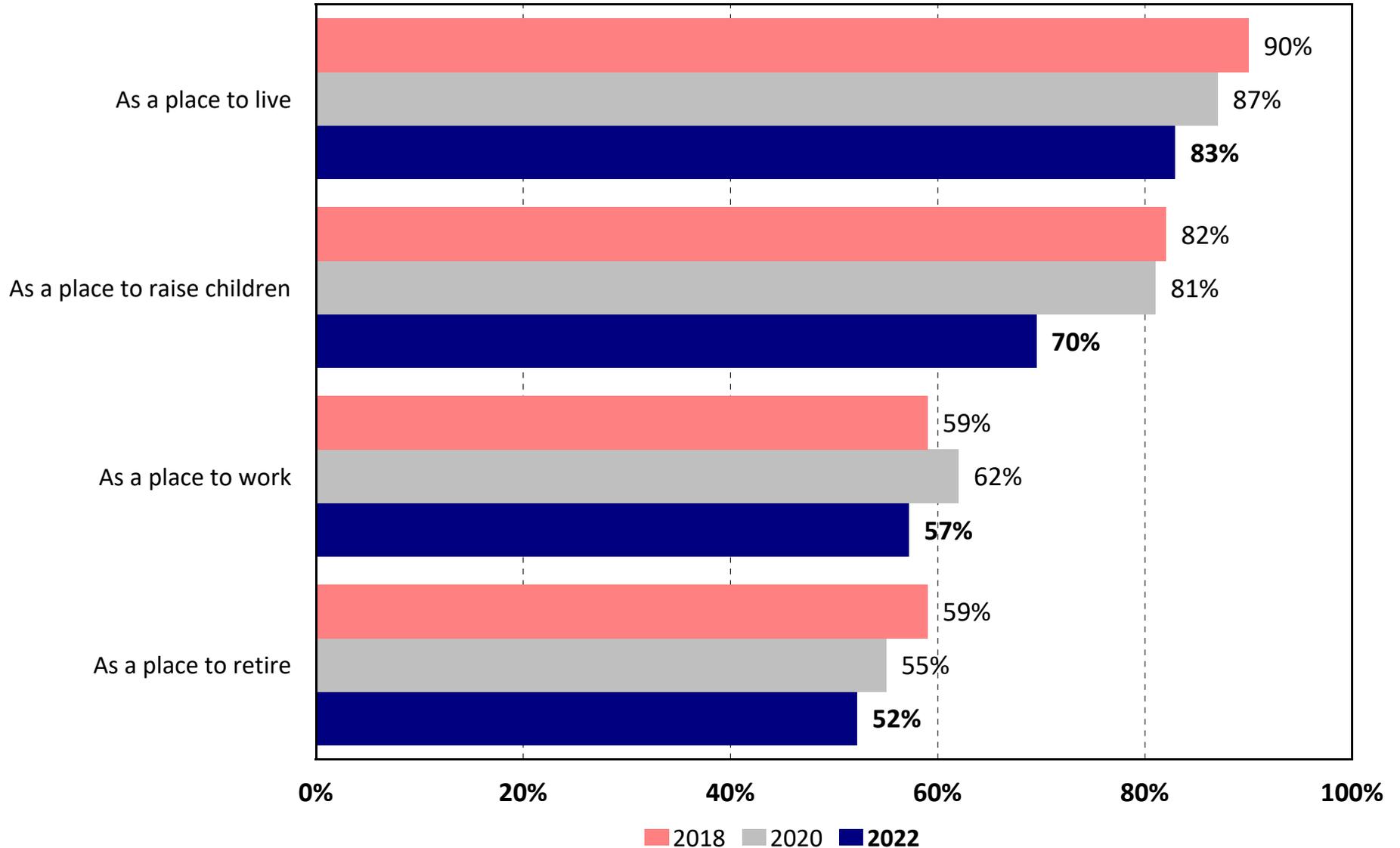
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding “don't know”)



# Ratings of Quality of Life in the City

## *Trends: 2018 to 2022*

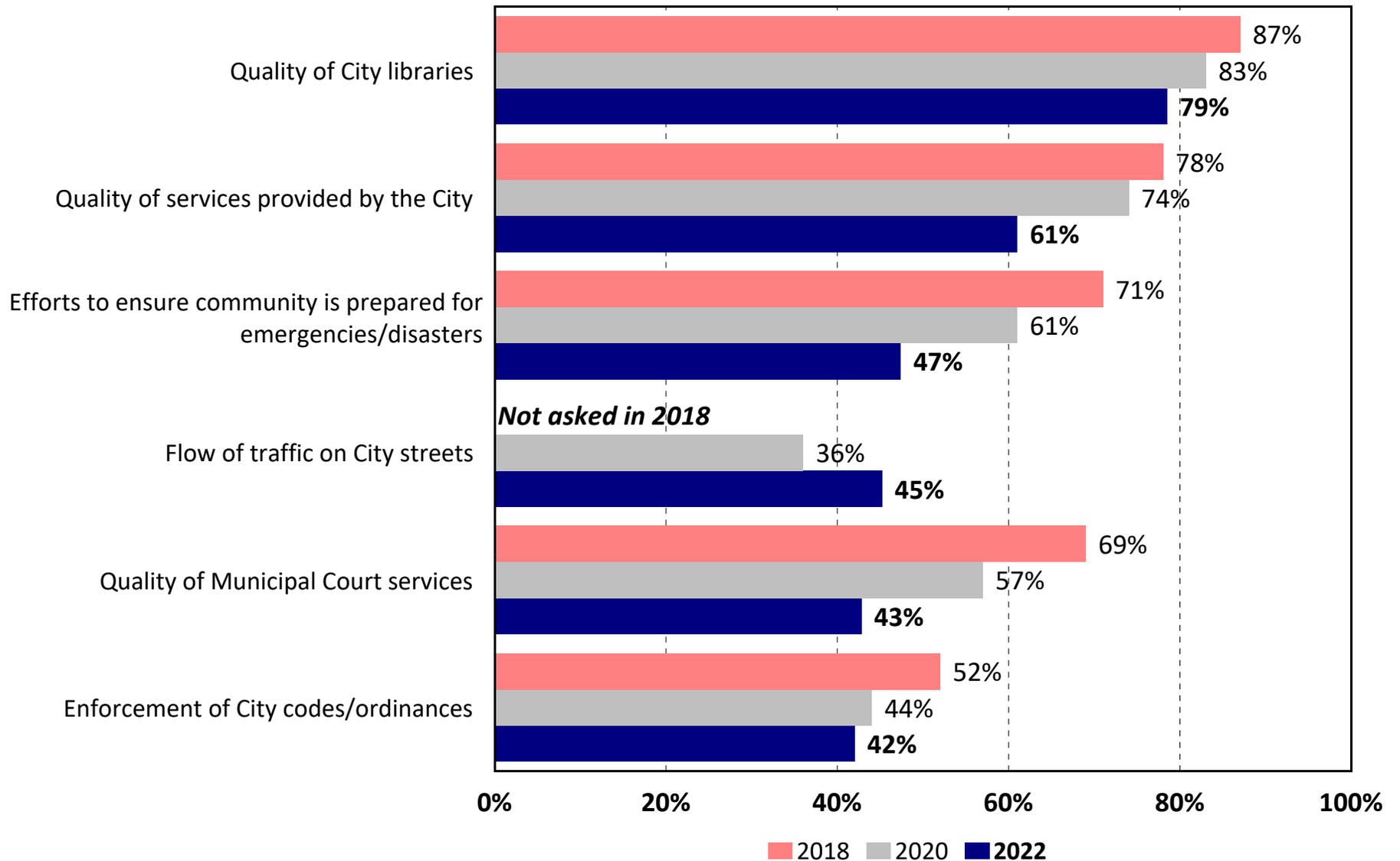
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding “don't know”)



# Satisfaction With Major City Services

## *Trends: 2018 to 2022*

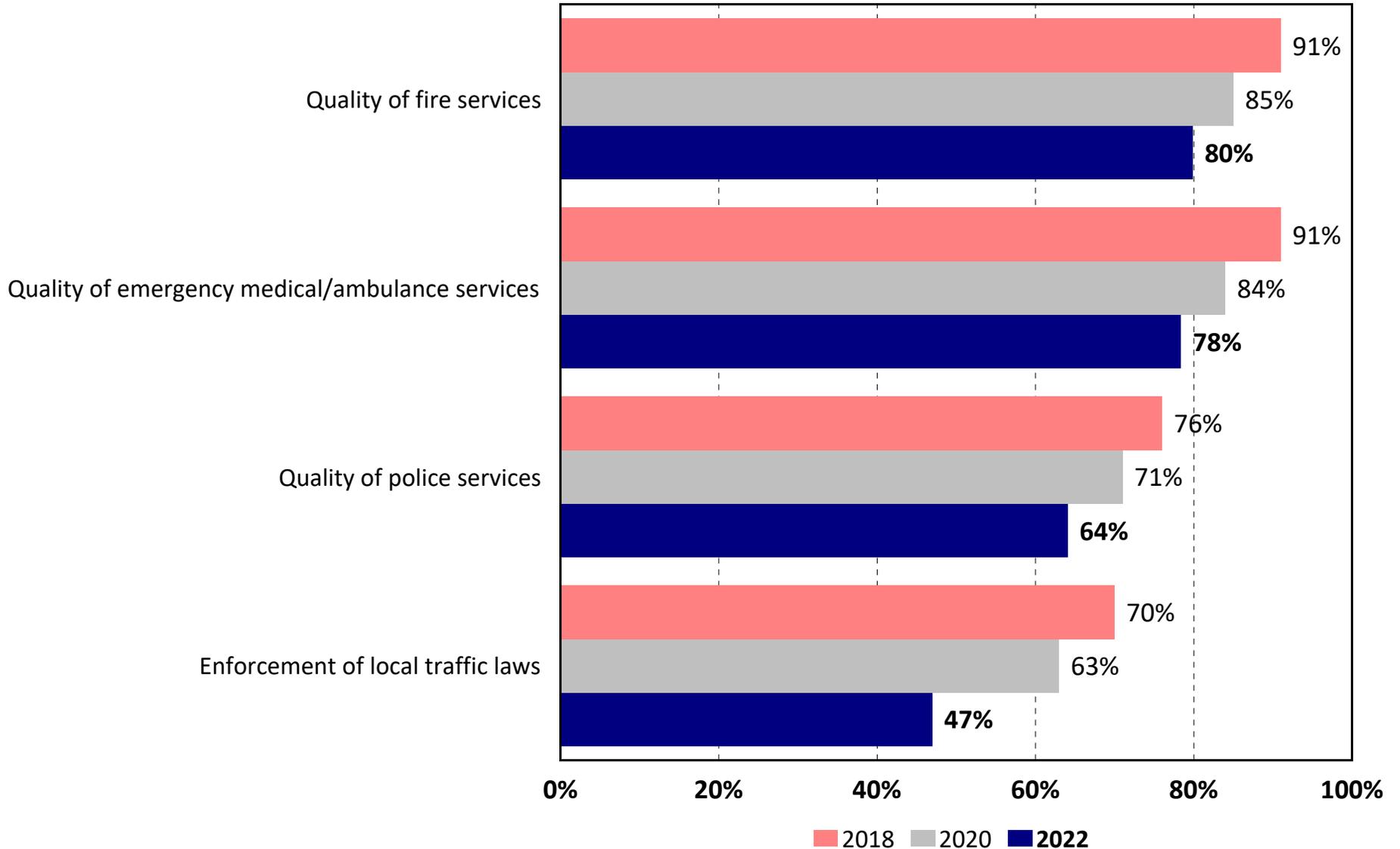
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding “don't know”)



# Satisfaction With Public Safety

## *Trends: 2018 to 2022*

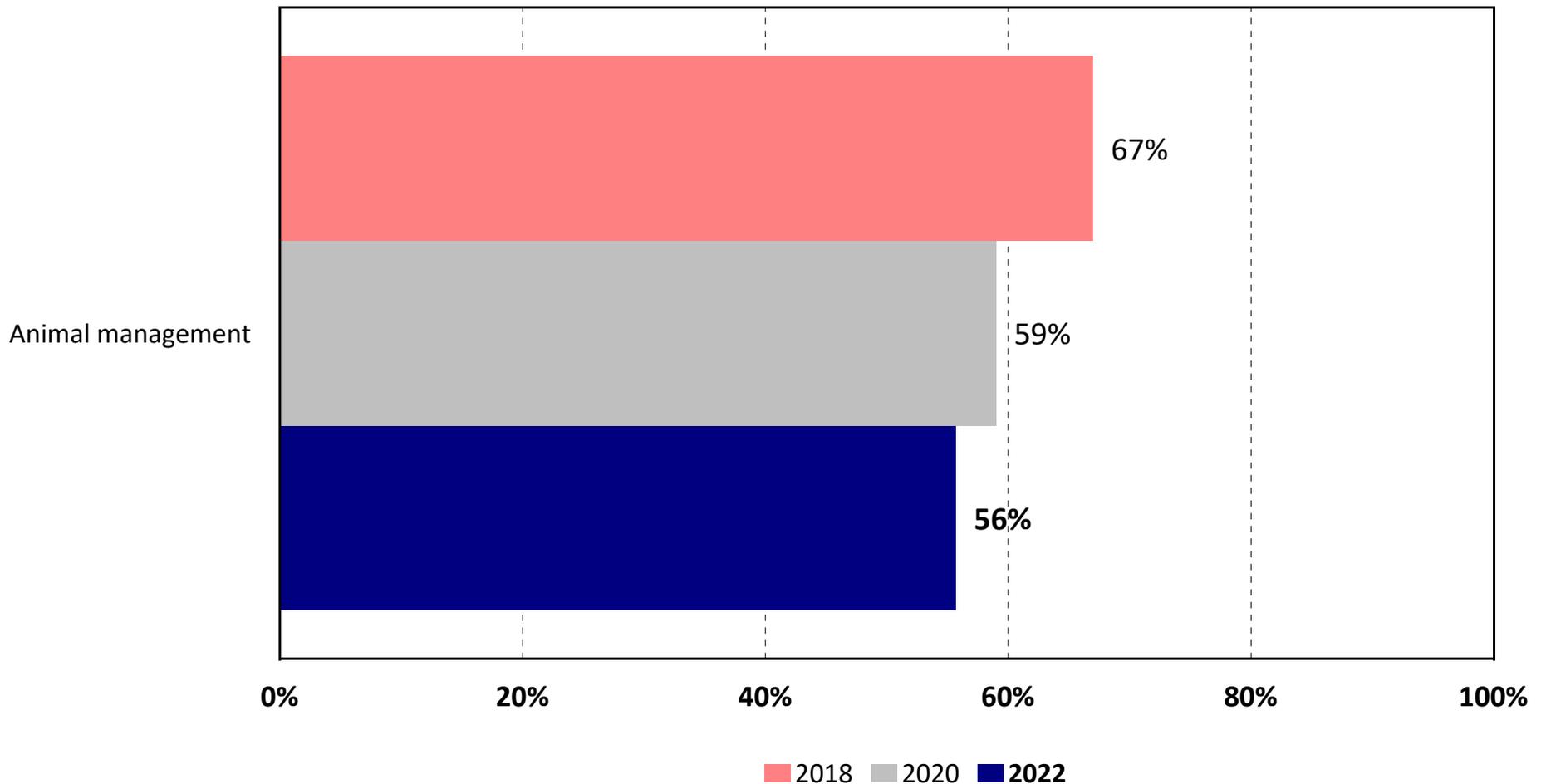
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding “don't know”)



# Satisfaction With Code Enforcement

## *Trends: 2018 to 2022*

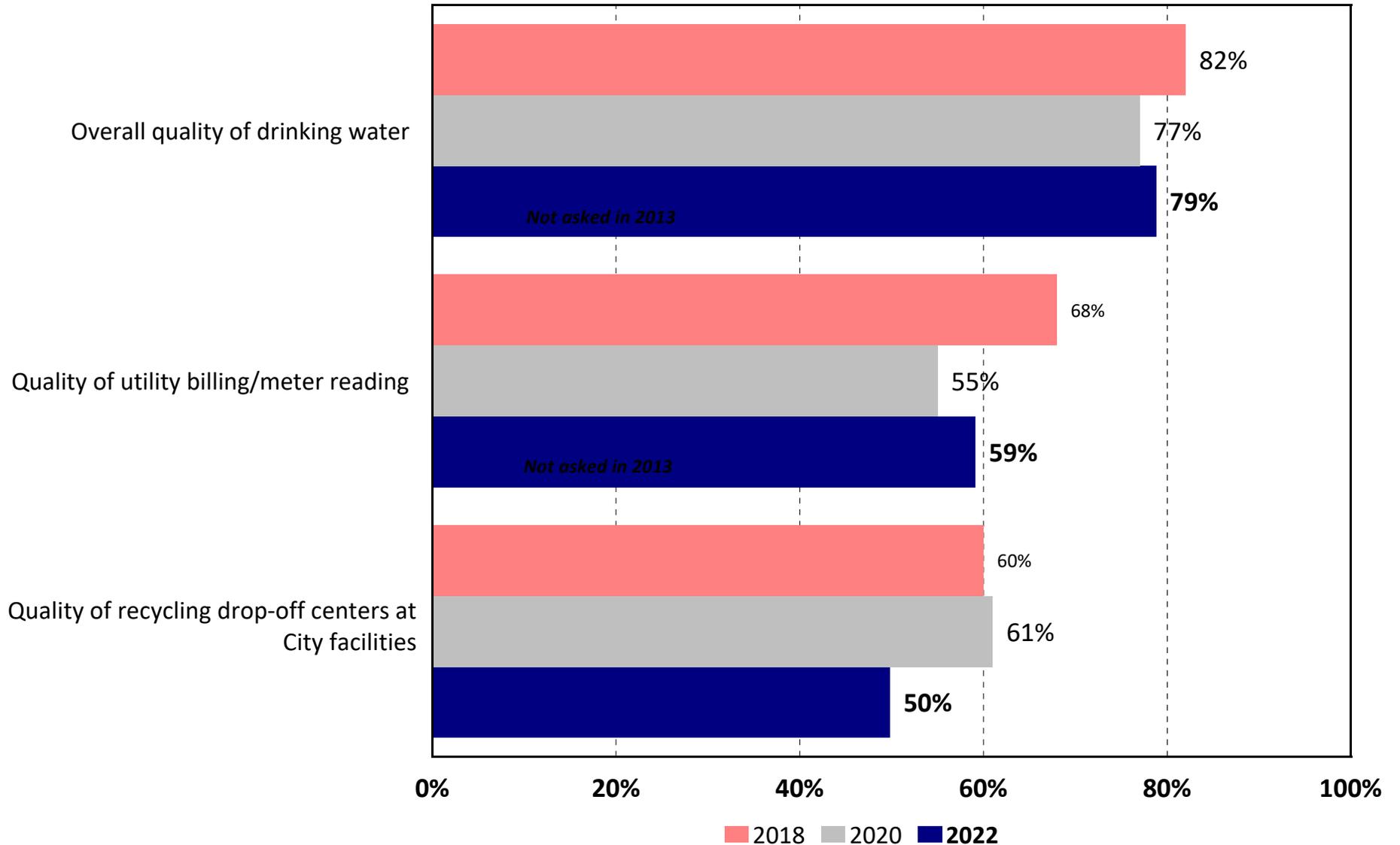
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding “don't know”)



# Satisfaction With Utilities and Recycling Services

## Trends: 2018 to 2022

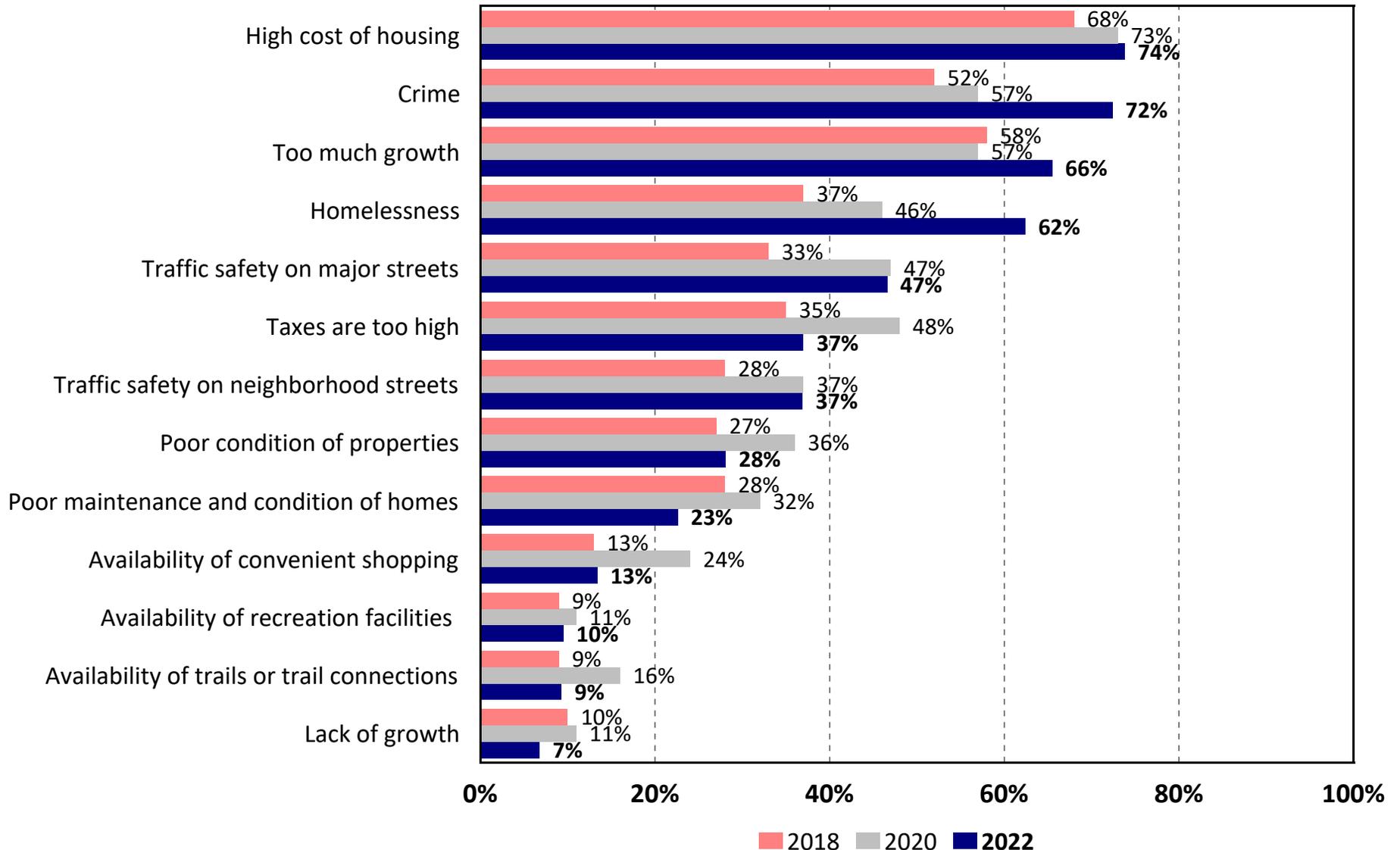
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding “don't know”)



# Degree to Which the Following Are a Problem in the City

## *Trends: 2018 to 2022*

by percentage of respondents who rated the item a “major” or “moderate” problem (excluding “don't know”)





**3**

# Benchmarking Analysis

# Benchmarking Analysis



## Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically-valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2021 to a random sample of more than 9,400 residents in the continental United States and (2) a survey administered during April and May of 2022 to 800 residents from 23 communities in the Front Range area. The Front Range communities are listed below:

- Arvada
- Aurora
- Boulder
- Brighton
- Broomfield
- Castle Rock
- Centennial
- Commerce City
- Denver
- Englewood
- Erie
- Fort Collins
- Golden
- Greeley
- Greenwood Village
- Highlands Ranch
- Lakewood
- Littleton
- Longmont
- Louisville
- Pueblo
- Wheat Ridge
- Windsor

# Benchmarking Analysis



## How Westminster Compares to Other Communities in the Front Range

Satisfaction ratings for the City of Westminster **rated at or above the Front Range average in 44 of the 58 areas** that were assessed. The City of Westminster rated significantly higher than the Front Range average (difference of 5% or more) in 31 of these areas. The tables below and on the following page show how the City of Westminster compares to the Front Range average:

Service	Westminster	Front Range Avg.	Difference	Category
As a place to live	83%	46%	37%	Ratings of Quality of Life in the City
Quality of parks & recreation programs/facilities	82%	49%	33%	Major City Services
Smell of tap water	80%	50%	30%	Utilities & Recycling Services
Quality of water pressure in the home	80%	58%	22%	Utilities & Recycling Services
Taste of tap water	78%	56%	22%	Utilities & Recycling Services
How quickly police respond	70%	50%	20%	Public Safety
Quality of customer service from City employees	64%	45%	19%	Major City Services
Effectiveness of City communication with public	53%	36%	17%	Major City Services
Maintenance of public buildings and facilities	74%	57%	17%	Maintenance & Appearance of the City
Quality of police services	64%	48%	16%	Public Safety
Quality of services provided by the City	61%	45%	16%	Major City Services
In Downtown	63%	48%	15%	Perceptions of Safety & Security
Condition of streets in neighborhoods	61%	46%	15%	Maintenance & Appearance of the City
Visibility of pavement markings/street signs	65%	51%	14%	Maintenance & Appearance of the City
In community parks	69%	55%	14%	Perceptions of Safety & Security
Quality of police, fire, and ambulance services	74%	61%	13%	Major City Services
Snow removal on major City streets	72%	59%	13%	Maintenance & Appearance of the City
Condition of sidewalks in neighborhoods	69%	56%	13%	Maintenance & Appearance of the City
Value received for City tax dollars and fees	52%	40%	12%	Perceptions of the City
Maintenance of City streets/sidewalks	55%	44%	11%	Major City Services
Animal management	56%	47%	9%	Code Enforcement
Traffic flow on major City streets	51%	42%	9%	Maintenance & Appearance of the City
Mowing/tree trimming along streets/public areas	65%	57%	8%	Maintenance & Appearance of the City
Condition of major City streets	54%	46%	8%	Maintenance & Appearance of the City
Condition of street signs and traffic signals	76%	68%	8%	Maintenance & Appearance of the City
Quality of City libraries	79%	72%	7%	Major City Services
How quickly fire services personnel respond	81%	74%	7%	Public Safety
Quality of water and sewer services	68%	62%	6%	Major City Services
Quality of fire services	80%	74%	6%	Public Safety
In retail areas	67%	61%	6%	Perceptions of Safety & Security
Exterior maintenance of residential property	40%	35%	5%	Code Enforcement

# Benchmarking Analysis



## How Westminster Compares to Other Communities in the Front Range (Cont.)

Service	Westminster	Front Range		Category
		Avg.	Difference	
Adequacy of City street lighting	63%	59%	4%	Maintenance & Appearance of the City
As a place to raise children	70%	66%	4%	Ratings of Quality of Life in the City
Flow of traffic on City streets	45%	42%	3%	Major City Services
Visibility of police in commercial & retail areas	45%	42%	3%	Public Safety
Overall feeling of safety in your community	74%	71%	3%	Perceptions of Safety & Security
In your neighborhood at night	61%	60%	1%	Perceptions of Safety & Security
Snow removal on neighborhood streets	43%	42%	1%	Maintenance & Appearance of the City
Enforcement of local traffic laws	47%	46%	1%	Public Safety
Appearance of the City	59%	59%	0%	Perceptions of the City
Efforts to ensure community is prepared for emergencies/disasters	47%	47%	0%	Major City Services
Quality of emergency medical/ambulance services	78%	78%	0%	Public Safety
Exterior maintenance of commercial/business property	46%	46%	0%	Code Enforcement
Overall cleanliness of streets	64%	64%	0%	Maintenance & Appearance of the City
Enforcement of City codes/ordinances	42%	43%	-1%	Major City Services
Efforts by police to prevent crime	52%	53%	-1%	Public Safety
Sign regulations	41%	43%	-2%	Code Enforcement
Quality of on-street bicycle infrastructure	50%	52%	-2%	Maintenance & Appearance of the City
Image or reputation of the City	54%	57%	-3%	Perceptions of the City
In your neighborhood during the day	83%	86%	-3%	Perceptions of Safety & Security
How quickly ambulance/emergency medical services personnel respond	79%	83%	-4%	Public Safety
Accessibility of streets/sidewalks/buildings for people with disabilities	56%	60%	-4%	Maintenance & Appearance of the City
Quality of recycling drop-off centers at City facilities	50%	57%	-7%	Utilities & Recycling Services
Mowing & cutting of weeds on private property	37%	44%	-7%	Code Enforcement
Visibility of police in neighborhoods	37%	45%	-8%	Public Safety
Feeling of safety in the City	56%	71%	-15%	Perceptions of the City
As a place to retire	52%	67%	-15%	Ratings of Quality of Life in the City
As a place to visit	46%	65%	-19%	Ratings of Quality of Life in the City

# Benchmarking Analysis



## How Westminster Compares to Other Communities in the U.S.

Satisfaction ratings for the City of Westminster **rated at or above the national average in 45 of the 58 areas** that were assessed. The City of Westminster rated significantly higher than the national average (difference of 5% or more) in 32 of these areas. The tables below and on the following page show how the City of Westminster compares to the national average:

Service	Westminster	U.S. Avg.	Difference	Category
As a place to live	83%	50%	33%	Ratings of Quality of Life in the City
Quality of parks & recreation programs/facilities	82%	51%	31%	Major City Services
Quality of customer service from City employees	64%	41%	23%	Major City Services
Smell of tap water	80%	59%	21%	Utilities & Recycling Services
Condition of sidewalks in neighborhoods	69%	48%	21%	Maintenance & Appearance of the City
Taste of tap water	78%	60%	18%	Utilities & Recycling Services
Value received for City tax dollars and fees	52%	34%	18%	Perceptions of the City
Maintenance of public buildings and facilities	74%	57%	17%	Maintenance & Appearance of the City
Effectiveness of City communication with public	53%	38%	15%	Major City Services
Maintenance of City streets/sidewalks	55%	41%	14%	Major City Services
Quality of water and sewer services	68%	54%	14%	Major City Services
Visibility of pavement markings/street signs	65%	51%	14%	Maintenance & Appearance of the City
Quality of City libraries	79%	66%	13%	Major City Services
Quality of water pressure in the home	80%	67%	13%	Utilities & Recycling Services
In community parks	69%	56%	13%	Perceptions of Safety & Security
How quickly police respond	70%	58%	12%	Public Safety
Snow removal on major City streets	72%	60%	12%	Maintenance & Appearance of the City
Condition of street signs and traffic signals	76%	65%	11%	Maintenance & Appearance of the City
Quality of services provided by the City	61%	51%	10%	Major City Services
Condition of streets in neighborhoods	61%	51%	10%	Maintenance & Appearance of the City
How quickly ambulance/emergency medical services personnel respond	79%	70%	9%	Public Safety
Quality of police services	64%	55%	9%	Public Safety
Overall cleanliness of streets	64%	55%	9%	Maintenance & Appearance of the City
How quickly fire services personnel respond	81%	73%	8%	Public Safety
Mowing/tree trimming along streets/public areas	65%	57%	8%	Maintenance & Appearance of the City
As a place to raise children	70%	62%	8%	Ratings of Quality of Life in the City
Quality of on-street bicycle infrastructure	50%	43%	7%	Maintenance & Appearance of the City
Quality of police, fire, and ambulance services	74%	67%	7%	Major City Services
In Downtown	63%	56%	7%	Perceptions of Safety & Security
Quality of emergency medical/ambulance services	78%	72%	6%	Public Safety
Animal management	56%	50%	6%	Code Enforcement
Overall feeling of safety in your community	74%	68%	6%	Perceptions of Safety & Security

# Benchmarking Analysis



## How Westminster Compares to Other Communities in the U.S. (Cont.)

Service	Westminster	U.S. Avg.	Difference	Category
Traffic flow on major City streets	51%	47%	4%	Maintenance & Appearance of the City
Efforts to ensure community is prepared for emergencies/disasters	47%	43%	4%	Major City Services
Quality of recycling drop-off centers at City facilities	50%	46%	4%	Utilities & Recycling Services
Adequacy of City street lighting	63%	60%	3%	Maintenance & Appearance of the City
Accessibility of streets/sidewalks/buildings for people with disabilities	56%	53%	3%	Maintenance & Appearance of the City
Condition of major City streets	54%	51%	3%	Maintenance & Appearance of the City
Appearance of the City	59%	56%	3%	Perceptions of the City
Quality of fire services	80%	78%	2%	Public Safety
Efforts by police to prevent crime	52%	50%	2%	Public Safety
In retail areas	67%	66%	1%	Perceptions of Safety & Security
As a place to retire	52%	52%	0%	Ratings of Quality of Life in the City
Enforcement of City codes/ordinances	42%	42%	0%	Major City Services
In your neighborhood during the day	83%	83%	0%	Perceptions of Safety & Security
Image or reputation of the City	54%	55%	-1%	Perceptions of the City
Flow of traffic on City streets	45%	47%	-2%	Major City Services
Exterior maintenance of commercial/business property	46%	48%	-2%	Code Enforcement
In your neighborhood at night	61%	63%	-2%	Perceptions of Safety & Security
Enforcement of local traffic laws	47%	51%	-4%	Public Safety
Exterior maintenance of residential property	40%	45%	-5%	Code Enforcement
Snow removal on neighborhood streets	43%	48%	-5%	Maintenance & Appearance of the City
Sign regulations	41%	47%	-6%	Code Enforcement
Visibility of police in commercial & retail areas	45%	52%	-7%	Public Safety
Mowing & cutting of weeds on private property	37%	47%	-10%	Code Enforcement
As a place to visit	46%	58%	-12%	Ratings of Quality of Life in the City
Feeling of safety in the City	56%	68%	-12%	Perceptions of the City
Visibility of police in neighborhoods	37%	55%	-18%	Public Safety

## Interpreting the Charts

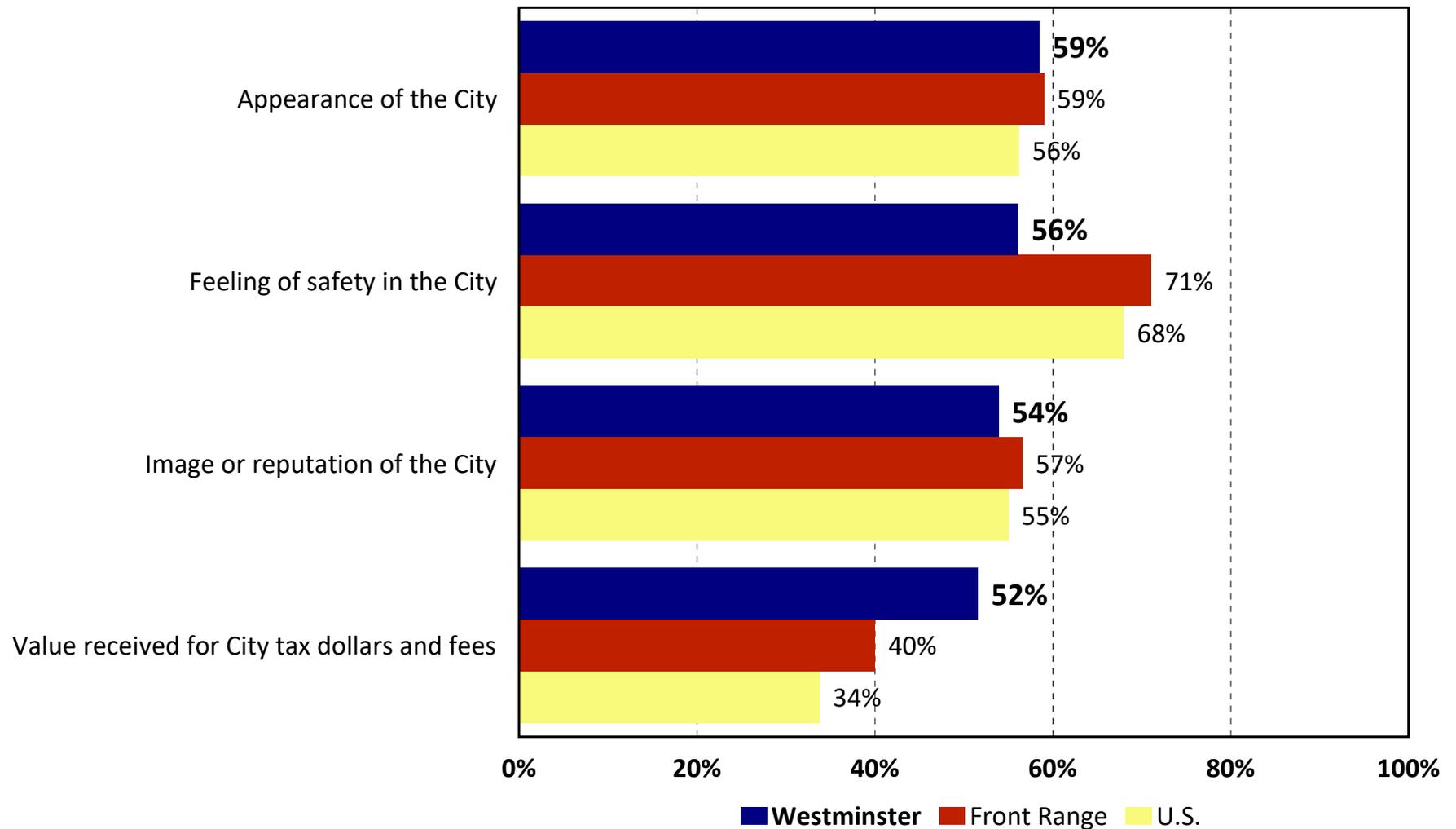
The charts on the following pages show how the results for the City of Westminster compare to the Front Range average and the national average. The blue bar shows the results for the City of Westminster, the red bar shows the Front Range average, and the yellow bar shows the national average.

# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Westminster, CO is not authorized without written consent from ETC Institute.**

# Satisfaction with Items that Influence Perceptions of the City Westminster vs. Front Range vs. the U.S.

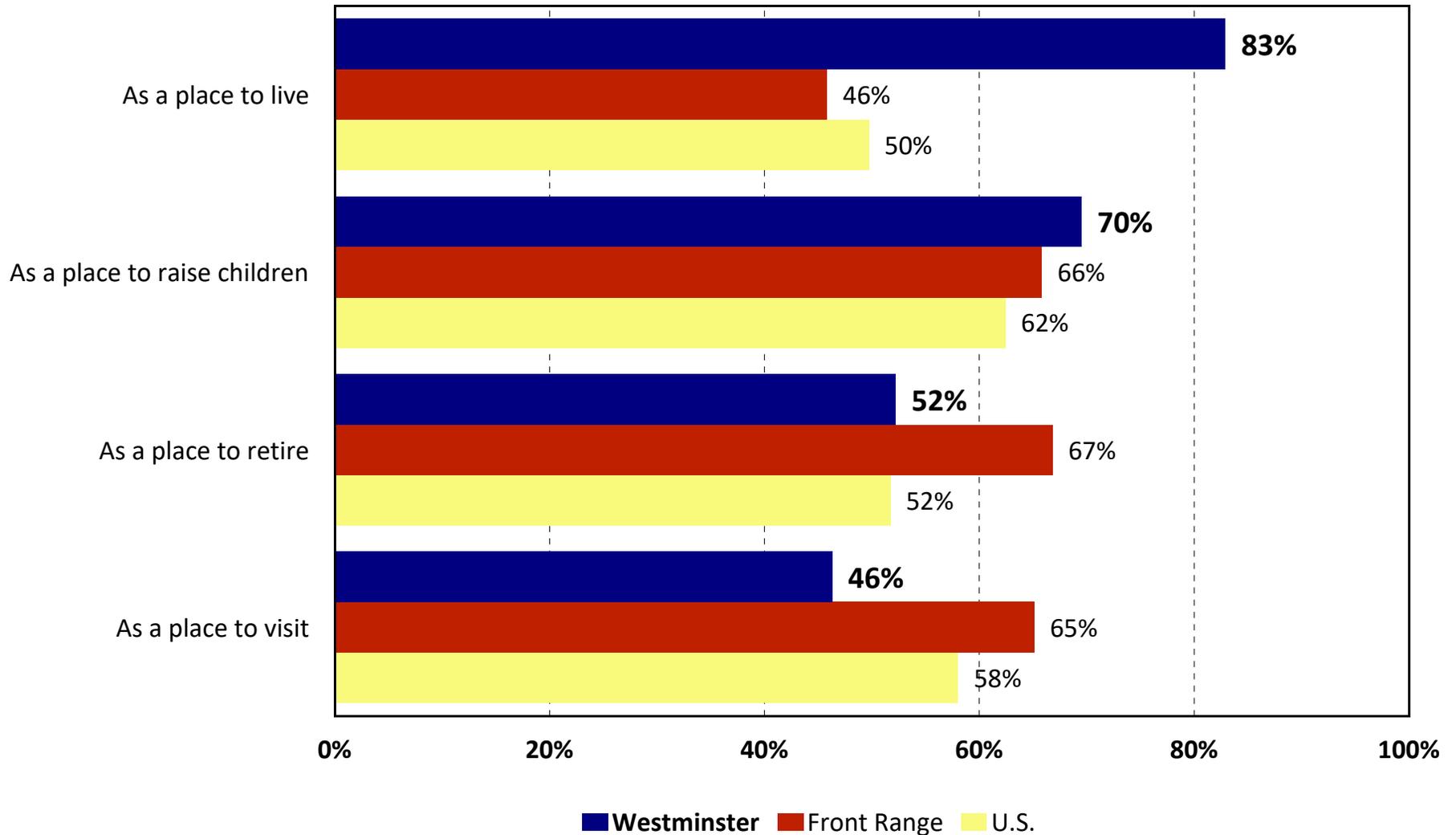
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding “don't know”)



# Ratings of Quality of Life in the City

## Westminster vs. Front Range vs. the U.S.

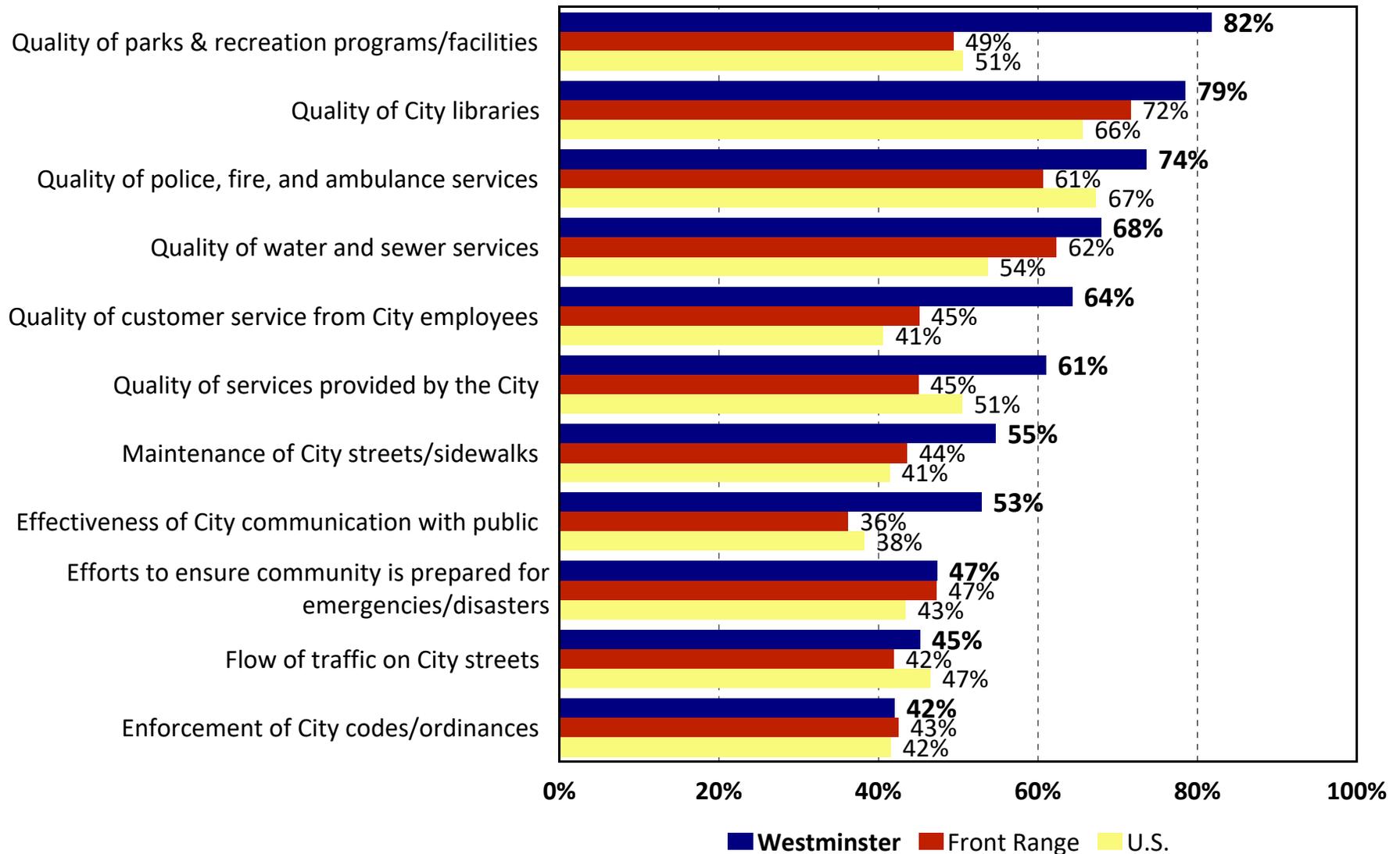
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding "don't know")



# Satisfaction with Major City Services

## Westminster vs. Front Range vs. the U.S.

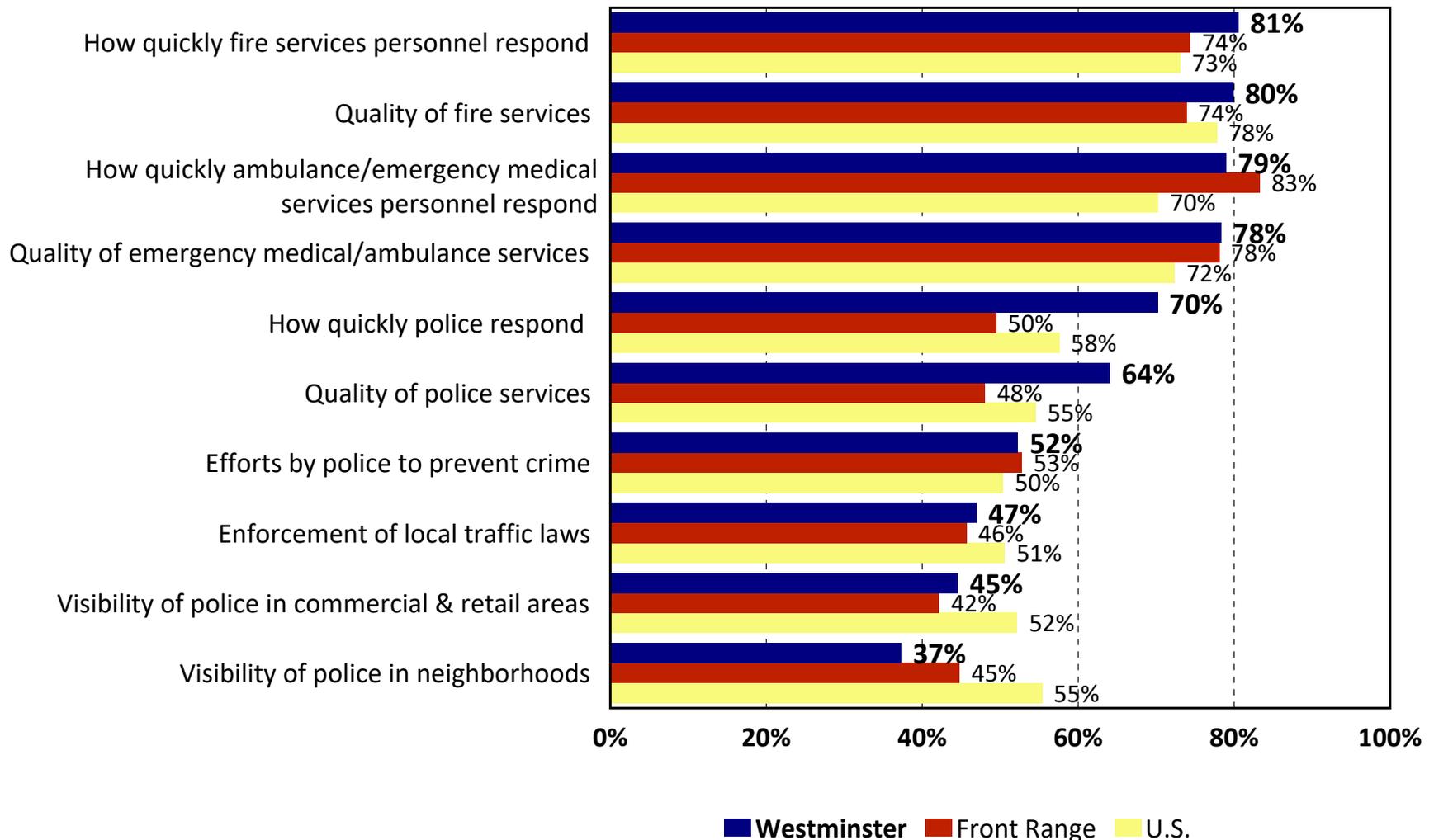
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding “don't know”)



# Satisfaction with Public Safety

## Westminster vs. Front Range vs. the U.S.

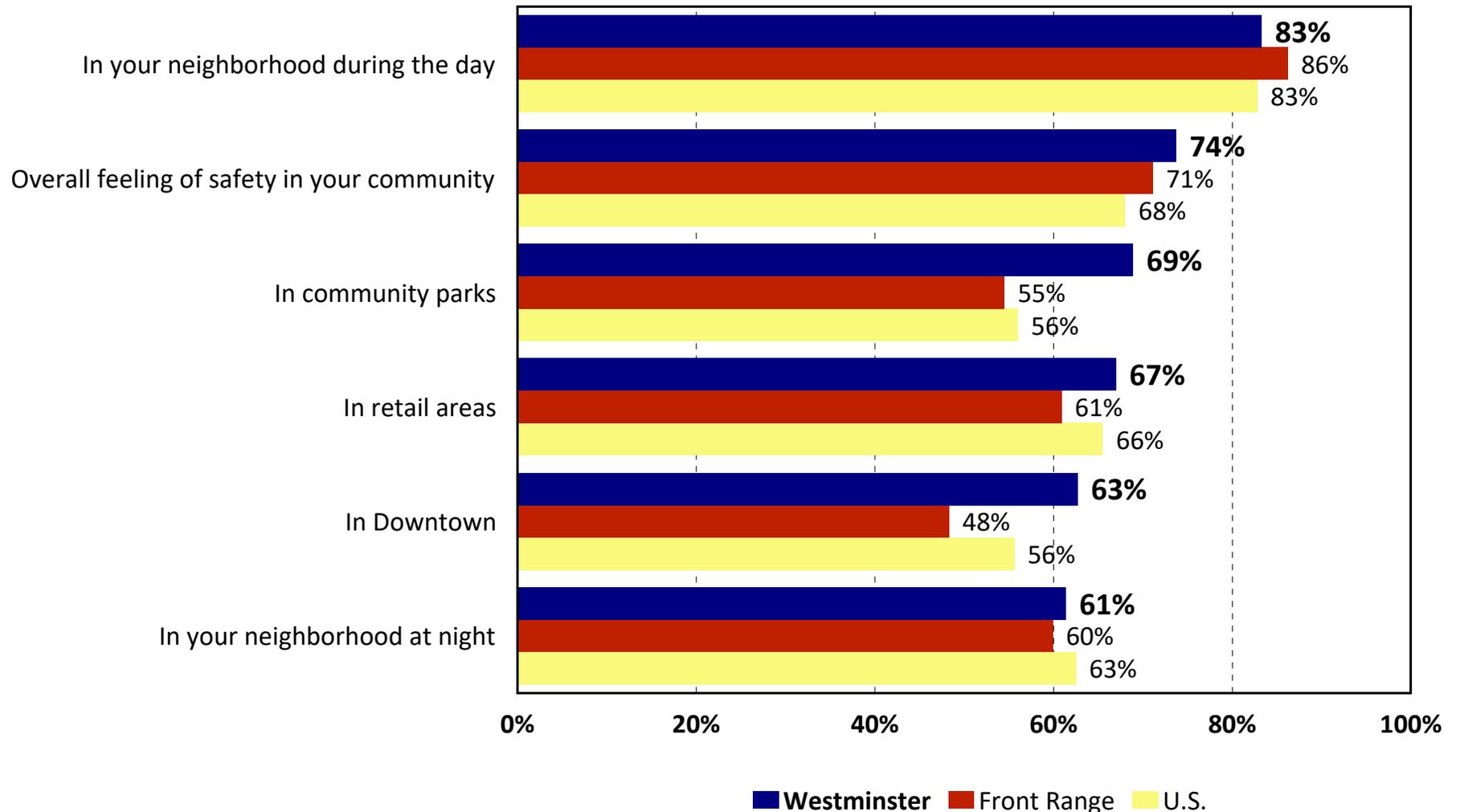
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding “don't know”)



# Perceptions of Safety and Security

## Westminster vs. Front Range vs. the U.S.

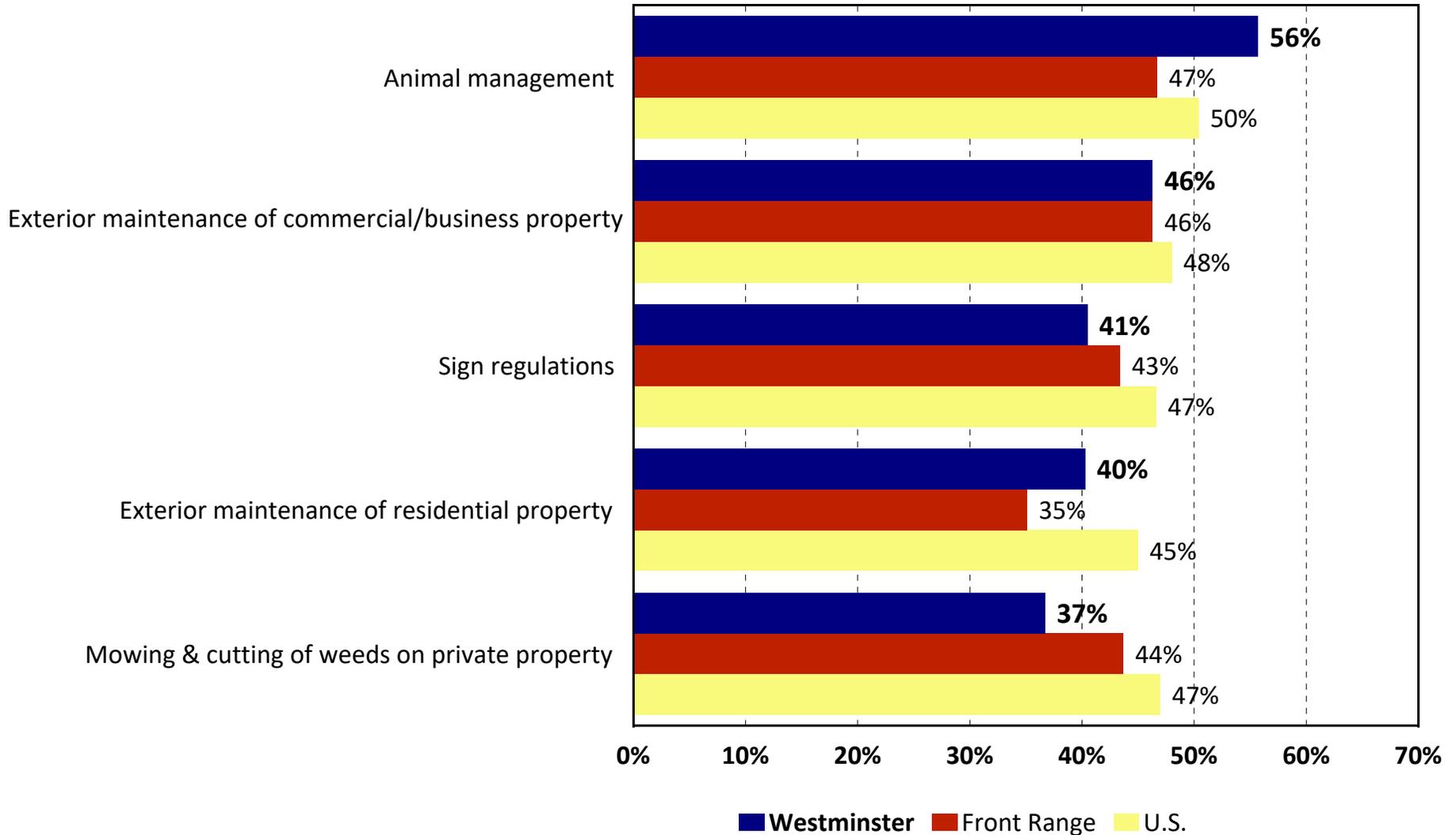
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very safe” and 1 was “very unsafe” (excluding “don't know”)



# Satisfaction with Code Enforcement

## Westminster vs. Front Range vs. the U.S.

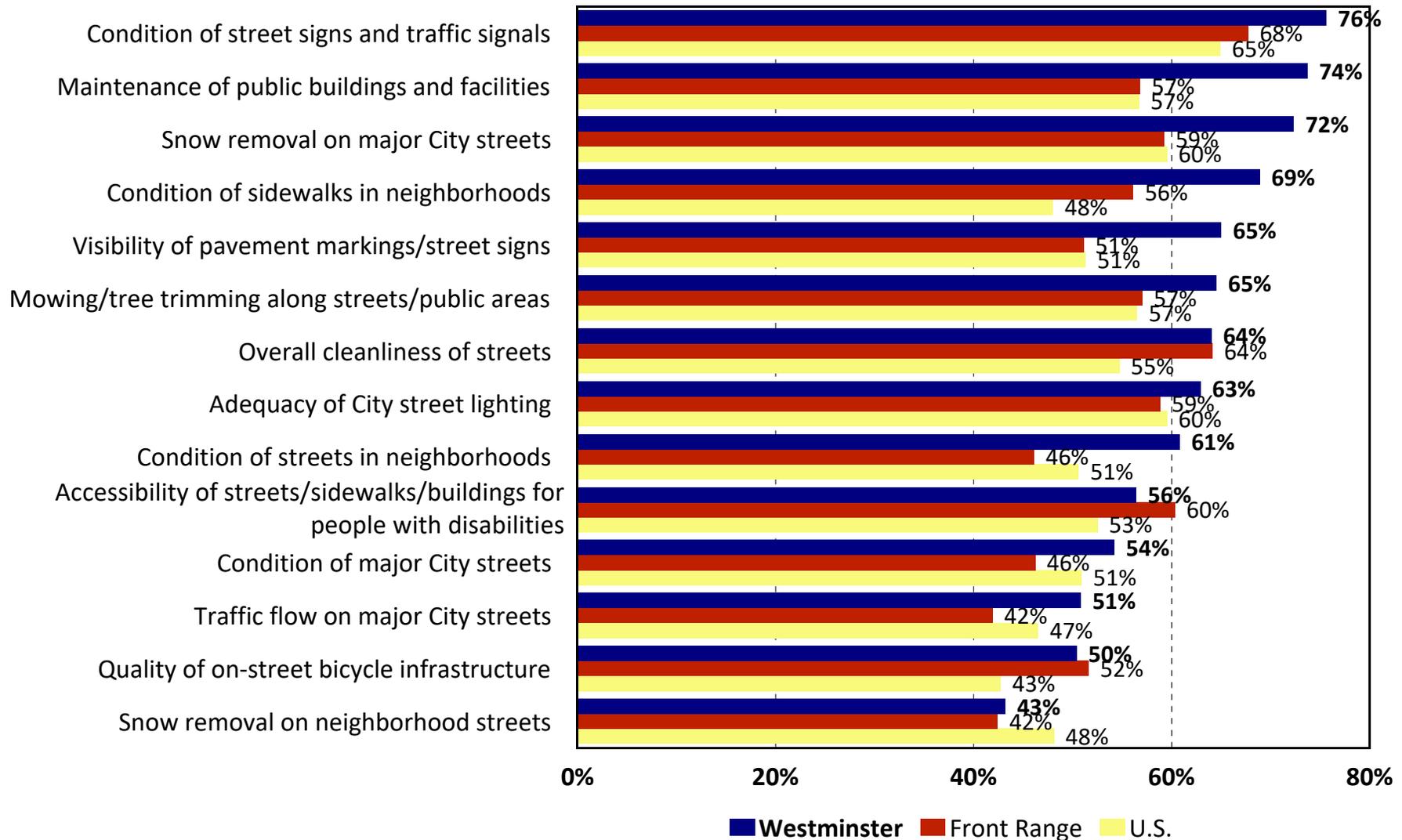
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding “don't know”)



# Satisfaction with Maintenance and Appearance of the City

## Westminster vs. Front Range vs. the U.S.

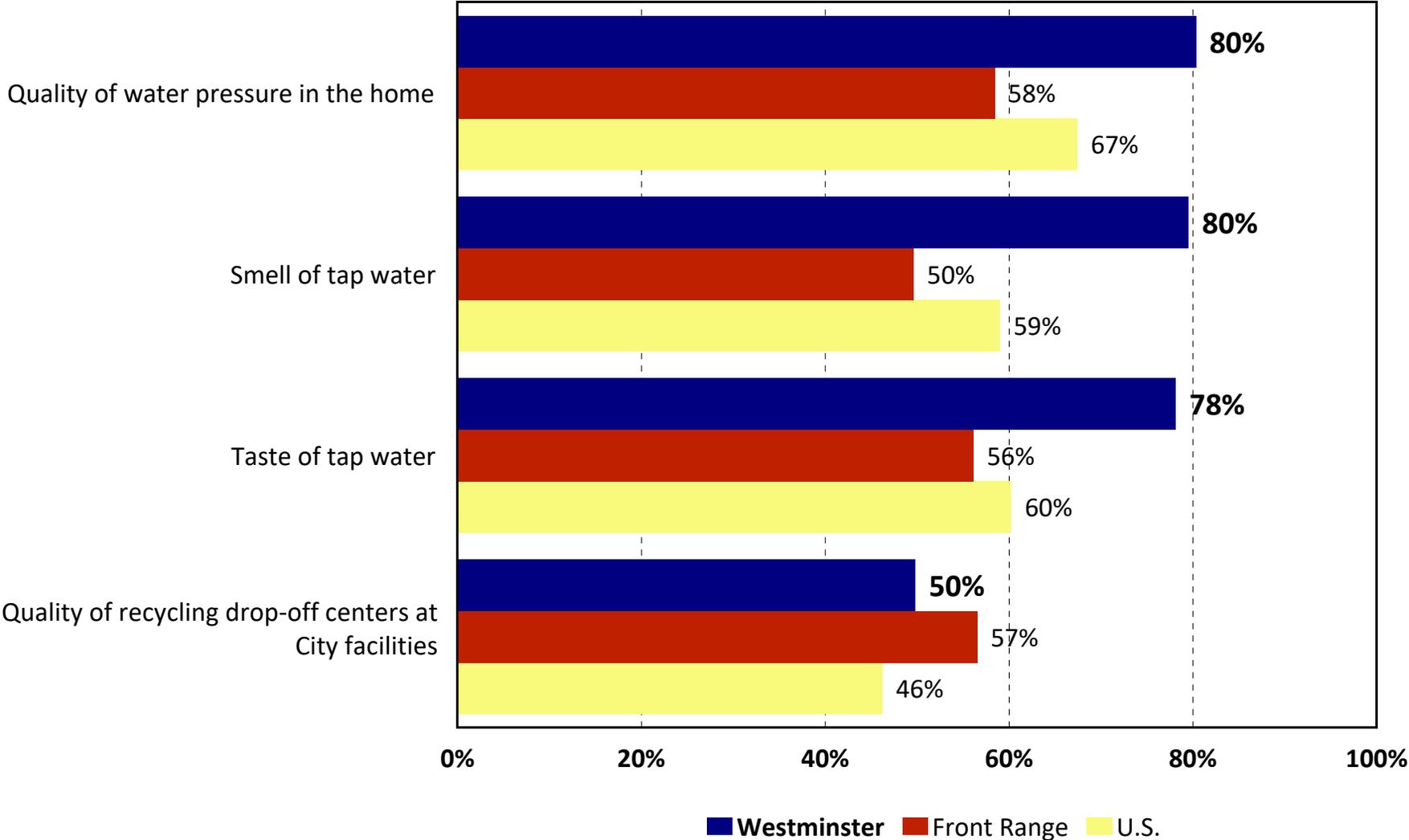
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding “don't know”)



# Satisfaction with Utilities and Recycling Services

## Westminster vs. Front Range vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding “don't know”)





# 4 Importance-Satisfaction Analysis

# Importance-Satisfaction Analysis



## Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

## Example of the Calculation

Respondents were asked to identify the major City services that are most important to provide. Forty percent (40.1%) of households selected "*maintenance of City streets/sidewalks*" as one of the most important services for the City to provide.

With regard to satisfaction, 54.7% of respondents surveyed rated "*maintenance of City streets/sidewalks*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 40.1% was multiplied by 45.3% (1-0.547). This calculation yielded an I-S rating of 0.1817, which ranked first out of thirteen categories of major City services analyzed.

# Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Westminster are provided on the following pages.

# Importance-Satisfaction Rating

## City of Westminster, CO

### OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of City streets/sidewalks	40%	3	55%	7	0.1817	1
Quality of police, fire, and ambulance services	62%	1	74%	3	0.1647	2
Quality of water and sewer services	43%	2	68%	4	0.1377	3
Efforts to ensure community is prepared for emergencies/disasters	25%	5	47%	10	0.1320	4
Enforcement of City codes/ordinances	19%	6	42%	13	0.1079	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Flow of traffic on City streets	17%	8	45%	11	0.0932	6
Quality of services provided by the City	17%	7	61%	6	0.0667	7
Quality of parks & recreation programs/facilities	31%	4	82%	1	0.0557	8
Overall City responsiveness	10%	9	54%	8	0.0472	9
Effectiveness of City communication with public	9%	10	53%	9	0.0414	10
Quality of customer service from City employees	5%	12	64%	5	0.0164	11
Quality of City libraries	6%	11	79%	2	0.0131	12
Quality of Municipal Court services	1%	13	43%	12	0.0074	13

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought were most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating

City of Westminster, CO

## Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Efforts by police to prevent crime	54%	1	52%	7	0.2557	1
<b><u>High Priority (IS .10-.20)</u></b>						
Visibility of police in neighborhoods	29%	5	37%	10	0.1843	2
How quickly police respond	34%	3	70%	5	0.1025	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of police services	26%	6	64%	6	0.0933	4
Enforcement of local traffic laws	18%	8	47%	8	0.0928	5
How quickly ambulance/emergency medical services personnel respond	41%	2	79%	3	0.0863	6
Visibility of police in commercial & retail areas	13%	10	45%	9	0.0715	7
How quickly fire services personnel respond	33%	4	81%	1	0.0631	8
Quality of emergency medical/ambulance services	21%	7	78%	4	0.0462	9
Quality of fire services	15%	9	80%	2	0.0291	10

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought were most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating

## City of Westminster, CO

### Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><i>High Priority (IS .10-.20)</i></b>						
Quality of walking & biking trails & paths	54%	2	80%	4	0.1063	1
Maintenance of City parks	58%	1	82%	2	0.1056	2
<b><i>Medium Priority (IS &lt;.10)</i></b>						
Quality of recreation programs for youth	18%	5	69%	13	0.0567	3
Appearance of parks/facilities	27%	3	82%	1	0.0490	4
Number of parks and recreation amenities	15%	6	70%	10	0.0444	5
Maintenance & appearance of recreation centers	20%	4	80%	5	0.0392	6
Quality of recreation programs for seniors	12%	8	70%	11	0.0370	7
Quality of aquatic/pool facilities	9%	10	70%	12	0.0278	8
City sponsored special events	7%	14	61%	14	0.0271	9
Number of City parks	13%	7	80%	7	0.0264	10
Availability of info about recreation programs	12%	9	80%	6	0.0251	11
Quality of recreation programs for adults	8%	13	72%	9	0.0212	12
Outdoor athletic facilities/fields	9%	12	76%	8	0.0208	13
Location of City parks	9%	11	81%	3	0.0168	14

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought were most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating

## City of Westminster, CO

### Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Clean-up of trash & debris on private property	70%	1	41%	3	0.4148	1
Mowing & cutting of weeds on private property	42%	4	37%	6	0.2659	2
Exterior maintenance of commercial/business property	49%	2	46%	2	0.2615	3
Exterior maintenance of residential property	39%	5	40%	5	0.2352	4
<b><u>High Priority (IS .10-.20)</u></b>						
Animal management	43%	3	56%	1	0.1909	5
Sign regulations	19%	6	41%	4	0.1113	6

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought were most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating

## City of Westminster, CO

### Maintenance and Appearance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Condition of major City streets	47%	1	54%	12	0.2171	1
<b><u>High Priority (IS .10-.20)</u></b>						
Snow removal on neighborhood streets	22%	6	43%	15	0.1244	2
Traffic flow on major City streets	23%	5	51%	13	0.1137	3
Accessibility of streets/sidewalks/buildings for people with disabilities	24%	4	56%	11	0.1029	4
Condition of streets in neighborhoods	24%	3	61%	9	0.0925	5
Snow removal on major City streets	31%	2	72%	3	0.0867	6
Adequacy of City street lighting	20%	7	63%	8	0.0742	7
Appearance/condition of City medians/rights-of-ways/public areas	14%	8	60%	10	0.0558	8
Overall cleanliness of streets	13%	10	64%	7	0.0454	9
Quality of on-street bicycle infrastructure	9%	12	50%	14	0.0451	10
Condition of sidewalks in neighborhoods	13%	9	69%	4	0.0411	11
Visibility of pavement markings/street signs	9%	11	65%	5	0.0326	12
Mowing/tree trimming along streets/public areas	9%	13	65%	6	0.0302	13
Condition of street signs and traffic signals	8%	14	76%	1	0.0203	14
Maintenance of public buildings and facilities	7%	15	74%	2	0.0184	15

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought were most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Importance-Satisfaction Rating

## City of Westminster, CO

### Utilities and Recycling

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Number of recycling drop-off centers at City facilities	33%	4	37%	7	0.2073	1
<b><u>High Priority (IS .10-.20)</u></b>						
Overall quality of drinking water	83%	1	79%	3	0.1760	2
Taste of tap water	54%	2	78%	4	0.1180	3
Quality of recycling drop-off centers at City facilities	23%	6	50%	6	0.1130	4
Quality of utility billing/meter reading	27%	5	59%	5	0.1092	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of water pressure in the home	33%	3	80%	1	0.0656	6
Smell of tap water	21%	7	80%	2	0.0435	7

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the services they thought were most important for the City to provide.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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# Tabular Data

**Q1. The following are Strategic Priorities from the City's current Strategic Plan. How much do you agree or disagree with each?**

(N=1006)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Don't know
Q1-1. Preparedness & Resilience- Build a system of intentional support for residents, businesses, & environment that mitigates risks & proactively seeks out ways to ensure the community not only endures but thrives	44.9%	27.0%	16.6%	3.5%	2.0%	6.0%
Q1-2. Proactive Public Safety- Enhance public safety to emphasize both prevention & enforcement, engage the community through education & outreach & provide resources necessary to ensure safety & well-being throughout Westminster	52.7%	24.4%	11.3%	5.8%	2.8%	3.1%
Q1-3. Shared Sense of Community-Foster equitable opportunities that help residents feel at home & connected in their community & empowered to live their best lives	39.6%	28.2%	19.0%	7.4%	2.7%	3.2%
Q1-4. Quality of Life-Ensure that Westminster offers a diverse range of amenities & activities for residents, businesses, & visitors that honor City's history & support arts, parks, recreation, open spaces, & libraries	58.6%	27.9%	7.3%	3.2%	1.3%	1.7%
Q1-5. Robust Infrastructure- Provide safe & equitable access to core services & amenities by safeguarding, maintaining, & improving City's water, wastewater, stormwater, mobility, & roadway systems	62.0%	21.2%	8.2%	3.7%	2.8%	2.2%

**WITHOUT "DON'T KNOW"****Q1. The following are Strategic Priorities from the City's current Strategic Plan. How much do you agree or disagree with each? (without "don't know")**

(N=1006)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Q1-1. Preparedness & Resilience-Build a system of intentional support for residents, businesses, & environment that mitigates risks & proactively seeks out ways to ensure the community not only endures but thrives	47.8%	28.8%	17.7%	3.7%	2.1%
Q1-2. Proactive Public Safety-Enhance public safety to emphasize both prevention & enforcement, engage the community through education & outreach & provide resources necessary to ensure safety & well-being throughout Westminster	54.4%	25.1%	11.7%	5.9%	2.9%
Q1-3. Shared Sense of Community-Foster equitable opportunities that help residents feel at home & connected in their community & empowered to live their best lives	40.9%	29.2%	19.6%	7.6%	2.8%
Q1-4. Quality of Life-Ensure that Westminster offers a diverse range of amenities & activities for residents, businesses, & visitors that honor City's history & support arts, parks, recreation, open spaces, & libraries	59.7%	28.4%	7.4%	3.2%	1.3%
Q1-5. Robust Infrastructure-Provide safe & equitable access to core services & amenities by safeguarding, maintaining, & improving City's water, wastewater, stormwater, mobility, & roadway systems	63.4%	21.6%	8.3%	3.8%	2.8%

**Q2. Perceptions of the City. Please rate your satisfaction with the following.**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall value that you receive for your City tax dollars & fees	9.7%	40.5%	31.8%	11.8%	3.5%	2.7%
Q2-2. Overall quality of life in City	18.0%	51.8%	20.1%	8.5%	0.6%	1.0%
Q2-3. Overall image or reputation of City	11.8%	41.3%	29.3%	13.3%	2.8%	1.5%
Q2-4. Overall appearance of City	10.7%	47.3%	25.8%	12.8%	2.4%	0.9%
Q2-5. Overall quality of your neighborhood	25.0%	44.6%	16.9%	10.5%	2.4%	0.6%
Q2-6. Overall feeling of safety in City	14.2%	41.5%	23.8%	15.1%	4.7%	0.8%

**WITHOUT "DON'T KNOW"****Q2. Perceptions of the City. Please rate your satisfaction with the following. (without "don't know")**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall value that you receive for your City tax dollars & fees	10.0%	41.6%	32.7%	12.2%	3.6%
Q2-2. Overall quality of life in City	18.2%	52.3%	20.3%	8.6%	0.6%
Q2-3. Overall image or reputation of City	12.0%	41.9%	29.8%	13.5%	2.8%
Q2-4. Overall appearance of City	10.8%	47.7%	26.1%	12.9%	2.4%
Q2-5. Overall quality of your neighborhood	25.1%	44.9%	17.0%	10.6%	2.4%
Q2-6. Overall feeling of safety in City	14.3%	41.8%	23.9%	15.2%	4.7%

**Q3. Quality of Life in Westminster. Please rate the City of Westminster...**

(N=1006)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. As a place to live	25.4%	57.0%	12.2%	4.7%	0.1%	0.6%
Q3-2. As a place to raise children	18.0%	41.6%	19.2%	5.5%	1.4%	14.4%
Q3-3. As a place to work	13.7%	31.3%	27.4%	5.3%	1.0%	21.3%
Q3-4. As a place to retire	13.0%	32.3%	24.1%	12.4%	5.0%	13.2%
Q3-5. As a place to visit	10.1%	33.2%	32.2%	13.1%	4.9%	6.5%

**WITHOUT "DON'T KNOW"****Q3. Quality of Life in Westminster. Please rate the City of Westminster... (without "don't know")**

(N=1006)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. As a place to live	25.6%	57.3%	12.3%	4.7%	0.1%
Q3-2. As a place to raise children	21.0%	48.5%	22.4%	6.4%	1.6%
Q3-3. As a place to work	17.4%	39.8%	34.8%	6.7%	1.3%
Q3-4. As a place to retire	15.0%	37.2%	27.7%	14.3%	5.7%
Q3-5. As a place to visit	10.8%	35.5%	34.4%	14.0%	5.2%

**Q4. Have you used the City's website (www.Cityofwestminster.us) in the past 12 months?**

Q4. Have you used City's website (www.Cityofwestminster.us) in past 12 months	Number	Percent
Yes	617	61.3 %
No	389	38.7 %
Total	1006	100.0 %

**Q5. If you used the City's website in the last 12 months, please rate the following aspects.**

(N=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Current & relevancy of information	13.6%	58.7%	19.0%	7.3%	0.5%	1.0%
Q5-2. Appearance	16.5%	55.8%	20.6%	5.2%	0.5%	1.5%
Q5-3. Online services offered	14.4%	50.7%	22.5%	8.1%	0.6%	3.6%
Q5-4. Ease of navigation	12.6%	45.1%	22.5%	14.9%	4.1%	0.8%
Q5-5. Search function	8.8%	37.3%	25.8%	15.4%	2.9%	9.9%

**WITHOUT "DON'T KNOW"****Q5. If you used the City's website in the last 12 months, please rate the following aspects. (without "don't know")**

(N=617)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Current & relevancy of information	13.7%	59.2%	19.1%	7.4%	0.5%
Q5-2. Appearance	16.8%	56.6%	20.9%	5.3%	0.5%
Q5-3. Online services offered	15.0%	52.6%	23.4%	8.4%	0.7%
Q5-4. Ease of navigation	12.7%	45.4%	22.7%	15.0%	4.1%
Q5-5. Search function	9.7%	41.4%	28.6%	17.1%	3.2%

**Q6. Overall Satisfaction with Major City Services. Please rate your satisfaction with the following.**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of parks & recreation programs/facilities	29.9%	49.3%	11.0%	5.6%	1.0%	3.2%
Q6-2. Overall maintenance of City streets/sidewalks	11.1%	43.0%	19.4%	20.0%	5.5%	1.0%
Q6-3. Overall enforcement of City codes/ordinances	6.9%	30.7%	28.9%	15.1%	8.0%	10.4%
Q6-4. Overall quality of customer service you receive from City employees	19.2%	32.5%	22.5%	5.1%	1.2%	19.6%
Q6-5. Overall quality of services provided by City	14.0%	43.6%	29.9%	6.0%	1.0%	5.5%
Q6-6. Overall quality of police, fire, & ambulance services	28.1%	38.0%	14.8%	6.2%	2.8%	10.1%
Q6-7. Overall effectiveness of City communication with the public	12.0%	38.1%	32.0%	9.7%	2.8%	5.4%
Q6-8. Overall flow of traffic on City streets	7.4%	37.2%	28.4%	19.0%	6.7%	1.4%
Q6-9. Overall quality of City libraries	26.8%	33.8%	13.3%	2.7%	0.6%	22.8%
Q6-10. Overall quality of water & sewer services	18.0%	48.7%	17.6%	9.3%	4.6%	1.8%
Q6-11. Overall quality of Municipal Court services	4.4%	15.7%	23.2%	2.6%	1.0%	53.2%
Q6-12. Efforts to ensure your community is prepared for emergencies/disasters	6.7%	26.3%	29.2%	6.0%	1.5%	30.3%
Q6-13. Overall City responsiveness	9.2%	35.6%	29.0%	6.7%	2.2%	17.3%

**WITHOUT "DON'T KNOW"****Q6. Overall Satisfaction with Major City Services. Please rate your satisfaction with the following. (without "don't know")**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of parks & recreation programs/facilities	30.9%	50.9%	11.4%	5.7%	1.0%
Q6-2. Overall maintenance of City streets/sidewalks	11.2%	43.5%	19.6%	20.2%	5.5%
Q6-3. Overall enforcement of City codes/ordinances	7.7%	34.3%	32.3%	16.9%	8.9%
Q6-4. Overall quality of customer service you receive from City employees	23.9%	40.4%	27.9%	6.3%	1.5%
Q6-5. Overall quality of services provided by City	14.8%	46.2%	31.7%	6.3%	1.1%
Q6-6. Overall quality of police, fire, & ambulance services	31.3%	42.3%	16.5%	6.9%	3.1%
Q6-7. Overall effectiveness of City communication with the public	12.7%	40.2%	33.8%	10.3%	2.9%
Q6-8. Overall flow of traffic on City streets	7.5%	37.7%	28.8%	19.3%	6.8%
Q6-9. Overall quality of City libraries	34.7%	43.8%	17.2%	3.5%	0.8%
Q6-10. Overall quality of water & sewer services	18.3%	49.6%	17.9%	9.5%	4.7%
Q6-11. Overall quality of Municipal Court services	9.3%	33.5%	49.5%	5.5%	2.1%
Q6-12. Efforts to ensure your community is prepared for emergencies/disasters	9.6%	37.8%	41.9%	8.6%	2.1%
Q6-13. Overall City responsiveness	11.2%	43.0%	35.1%	8.1%	2.6%

**Q7. Which THREE of the items in Question 6 do you think are MOST IMPORTANT for the City to provide?**

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs/facilities	102	10.1 %
Overall maintenance of City streets/sidewalks	104	10.3 %
Overall enforcement of City codes/ordinances	46	4.6 %
Overall quality of customer service you receive from City employees	9	0.9 %
Overall quality of services provided by City	48	4.8 %
Overall quality of police, fire, & ambulance services	372	37.0 %
Overall effectiveness of City communication with the public	20	2.0 %
Overall flow of traffic on City streets	37	3.7 %
Overall quality of City libraries	7	0.7 %
Overall quality of water & sewer services	130	12.9 %
Overall quality of Municipal Court services	3	0.3 %
Efforts to ensure your community is prepared for emergencies/ disasters	60	6.0 %
Overall City responsiveness	22	2.2 %
None chosen	46	4.6 %
<b>Total</b>	<b>1006</b>	<b>100.0 %</b>

**Q7. Which THREE of the items in Question 6 do you think are MOST IMPORTANT for the City to provide?**

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of parks & recreation programs/facilities	88	8.7 %
Overall maintenance of City streets/sidewalks	161	16.0 %
Overall enforcement of City codes/ordinances	73	7.3 %
Overall quality of customer service you receive from City employees	19	1.9 %
Overall quality of services provided by City	55	5.5 %
Overall quality of police, fire, & ambulance services	144	14.3 %
Overall effectiveness of City communication with the public	25	2.5 %
Overall flow of traffic on City streets	51	5.1 %
Overall quality of City libraries	25	2.5 %
Overall quality of water & sewer services	198	19.7 %
Overall quality of Municipal Court services	4	0.4 %
Efforts to ensure your community is prepared for emergencies/ disasters	80	8.0 %
Overall City responsiveness	32	3.2 %
None chosen	51	5.1 %
<b>Total</b>	<b>1006</b>	<b>100.0 %</b>

**Q7. Which THREE of the items in Question 6 do you think are MOST IMPORTANT for the City to provide?**

Q7. 3rd choice	Number	Percent
Overall quality of parks & recreation programs/facilities	119	11.8 %
Overall maintenance of City streets/sidewalks	139	13.8 %
Overall enforcement of City codes/ordinances	67	6.7 %
Overall quality of customer service you receive from City employees	18	1.8 %
Overall quality of services provided by City	68	6.8 %
Overall quality of police, fire, & ambulance services	112	11.1 %
Overall effectiveness of City communication with the public	43	4.3 %
Overall flow of traffic on City streets	82	8.2 %
Overall quality of City libraries	29	2.9 %
Overall quality of water & sewer services	104	10.3 %
Overall quality of Municipal Court services	6	0.6 %
Efforts to ensure your community is prepared for emergencies/ disasters	112	11.1 %
Overall City responsiveness	49	4.9 %
None chosen	58	5.8 %
Total	1006	100.0 %

**SUM OF TOP 3 CHOICES****Q7. Which THREE of the items in Question 6 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q7. Sum of top 3 choices	Number	Percent
Overall quality of parks & recreation programs/facilities	309	30.7 %
Overall maintenance of City streets/sidewalks	404	40.2 %
Overall enforcement of City codes/ordinances	186	18.5 %
Overall quality of customer service you receive from City employees	46	4.6 %
Overall quality of services provided by City	171	17.0 %
Overall quality of police, fire, & ambulance services	628	62.4 %
Overall effectiveness of City communication with the public	88	8.7 %
Overall flow of traffic on City streets	170	16.9 %
Overall quality of City libraries	61	6.1 %
Overall quality of water & sewer services	432	42.9 %
Overall quality of Municipal Court services	13	1.3 %
Efforts to ensure your community is prepared for emergencies/ disasters	252	25.0 %
Overall City responsiveness	103	10.2 %
None chosen	46	4.6 %
Total	2909	

**Q8. How have you contacted the City in the past 12 months?**

<u>Q8. How did you contact City in past 12 months</u>	<u>Number</u>	<u>Percent</u>
Phone	323	32.1 %
Email	215	21.4 %
Social media	48	4.8 %
City's website	243	24.2 %
Through a City Council member	61	6.1 %
In person	114	11.3 %
Access Westminster (on website or mobile app)	90	8.9 %
Other	13	1.3 %
<u>I have not contacted City in past 12 months</u>	<u>422</u>	<u>41.9 %</u>
Total	1529	

**Q8-8. Other:**

<u>Q8-8. Other</u>	<u>Number</u>	<u>Percent</u>
Police (home alarm)	1	10.0 %
Public forum	1	10.0 %
Dispatch	1	10.0 %
Animal control	1	10.0 %
Mail	1	10.0 %
HOA	1	10.0 %
Building inspector	1	10.0 %
Town Hall	1	10.0 %
Parks & Rec	1	10.0 %
<u>Code enforcement, animal control, police</u>	<u>1</u>	<u>10.0 %</u>
Total	10	100.0 %

**Q9. Customer Service. Please rate your satisfaction with the following.**

(N=584)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. How easy City is to contact	22.3%	45.2%	20.0%	7.2%	1.2%	4.1%
Q9-2. The way you are treated by City employees	35.1%	38.9%	15.4%	3.6%	1.0%	6.0%
Q9-3. Accuracy of information & assistance from City employees	27.6%	38.5%	18.5%	5.7%	1.5%	8.2%
Q9-4. How well your issues are handled by City employees	25.2%	35.1%	20.0%	9.8%	3.1%	6.8%
Q9-5. Overall responsiveness of City employees to requests	26.0%	37.3%	19.5%	7.2%	2.4%	7.5%

**WITHOUT "DON'T KNOW"****Q9. Customer Service. Please rate your satisfaction with the following. (without "don't know")**

(N=584)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. How easy City is to contact	23.2%	47.1%	20.9%	7.5%	1.3%
Q9-2. The way you are treated by City employees	37.3%	41.3%	16.4%	3.8%	1.1%
Q9-3. Accuracy of information & assistance from City employees	30.0%	42.0%	20.1%	6.2%	1.7%
Q9-4. How well your issues are handled by City employees	27.0%	37.7%	21.5%	10.5%	3.3%
Q9-5. Overall responsiveness of City employees to requests	28.1%	40.4%	21.1%	7.8%	2.6%

**Q10. Public Safety Services. Please rate your satisfaction with the following.**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Efforts by police in your community to prevent crime	12.2%	32.7%	23.1%	13.2%	4.7%	14.1%
Q10-2. Enforcement of local traffic laws	8.7%	33.2%	24.9%	15.3%	7.3%	10.6%
Q10-3. How quickly ambulance/emergency medical services personnel respond to emergencies	20.2%	25.3%	10.9%	0.8%	0.4%	42.3%
Q10-4. How quickly fire services personnel respond to emergencies	20.4%	26.1%	10.4%	0.5%	0.3%	42.2%
Q10-5. How quickly police respond to emergencies	17.5%	26.8%	13.3%	2.8%	2.7%	36.9%
Q10-6. Overall quality of emergency medical/ambulance services	20.6%	25.2%	11.9%	0.5%	0.2%	41.6%
Q10-7. Overall quality of fire services	21.6%	26.9%	11.5%	0.3%	0.4%	39.3%
Q10-8. Overall quality of police services	17.0%	29.5%	16.5%	6.0%	3.6%	27.4%
Q10-9. Visibility of police in commercial & retail areas	8.9%	30.6%	29.5%	13.7%	6.0%	11.2%
Q10-10. Visibility of police in neighborhoods	8.3%	26.6%	29.7%	19.5%	9.3%	6.6%

**WITHOUT "DON'T KNOW"****Q10. Public Safety Services. Please rate your satisfaction with the following. (without "don't know")**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Efforts by police in your community to prevent crime	14.2%	38.1%	26.9%	15.4%	5.4%
Q10-2. Enforcement of local traffic laws	9.8%	37.2%	27.8%	17.1%	8.1%
Q10-3. How quickly ambulance/emergency medical services personnel respond to emergencies	35.0%	44.0%	19.0%	1.4%	0.7%
Q10-4. How quickly fire services personnel respond to emergencies	35.3%	45.3%	18.1%	0.9%	0.5%
Q10-5. How quickly police respond to emergencies	27.7%	42.5%	21.1%	4.4%	4.3%
Q10-6. Overall quality of emergency medical/ ambulance services	35.2%	43.2%	20.4%	0.9%	0.3%
Q10-7. Overall quality of fire services	35.5%	44.4%	19.0%	0.5%	0.7%
Q10-8. Overall quality of police services	23.4%	40.7%	22.7%	8.2%	4.9%
Q10-9. Visibility of police in commercial & retail areas	10.1%	34.5%	33.3%	15.5%	6.7%
Q10-10. Visibility of police in neighborhoods	8.8%	28.5%	31.8%	20.9%	10.0%

**Q11. Which THREE of the services in Question 10 do you think are MOST IMPORTANT for the City to provide?**

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Efforts by police in your community to prevent crime	348	34.6 %
Enforcement of local traffic laws	50	5.0 %
How quickly ambulance/emergency medical services personnel respond to emergencies	163	16.2 %
How quickly fire services personnel respond to emergencies	68	6.8 %
How quickly police respond to emergencies	71	7.1 %
Overall quality of emergency medical/ambulance services	53	5.3 %
Overall quality of fire services	18	1.8 %
Overall quality of police services	74	7.4 %
Visibility of police in commercial & retail areas	19	1.9 %
Visibility of police in neighborhoods	94	9.3 %
None chosen	48	4.8 %
Total	1006	100.0 %

**Q11. Which THREE of the services in Question 10 do you think are MOST IMPORTANT for the City to provide?**

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts by police in your community to prevent crime	83	8.3 %
Enforcement of local traffic laws	73	7.3 %
How quickly ambulance/emergency medical services personnel respond to emergencies	159	15.8 %
How quickly fire services personnel respond to emergencies	149	14.8 %
How quickly police respond to emergencies	131	13.0 %
Overall quality of emergency medical/ambulance services	69	6.9 %
Overall quality of fire services	70	7.0 %
Overall quality of police services	74	7.4 %
Visibility of police in commercial & retail areas	52	5.2 %
Visibility of police in neighborhoods	93	9.2 %
None chosen	53	5.3 %
Total	1006	100.0 %

**Q11. Which THREE of the services in Question 10 do you think are MOST IMPORTANT for the City to provide?**

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Efforts by police in your community to prevent crime	108	10.7 %
Enforcement of local traffic laws	52	5.2 %
How quickly ambulance/emergency medical services personnel respond to emergencies	92	9.1 %
How quickly fire services personnel respond to emergencies	110	10.9 %
How quickly police respond to emergencies	144	14.3 %
Overall quality of emergency medical/ambulance services	93	9.2 %
Overall quality of fire services	57	5.7 %
Overall quality of police services	113	11.2 %
Visibility of police in commercial & retail areas	58	5.8 %
Visibility of police in neighborhoods	110	10.9 %
None chosen	69	6.9 %
Total	1006	100.0 %

**SUM OF TOP 3 CHOICES**

**Q11. Which THREE of the services in Question 10 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Efforts by police in your community to prevent crime	539	53.6 %
Enforcement of local traffic laws	175	17.4 %
How quickly ambulance/emergency medical services personnel respond to emergencies	414	41.2 %
How quickly fire services personnel respond to emergencies	327	32.5 %
How quickly police respond to emergencies	346	34.4 %
Overall quality of emergency medical/ambulance services	215	21.4 %
Overall quality of fire services	145	14.4 %
Overall quality of police services	261	25.9 %
Visibility of police in commercial & retail areas	129	12.8 %
Visibility of police in neighborhoods	297	29.5 %
None chosen	48	4.8 %
Total	2896	

**Q12. Safety and Security. Please rate how safe you feel in the following situations.**

(N=1006)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q12-1. Overall feeling of safety in your community	19.3%	53.7%	18.4%	6.8%	1.0%	0.9%
Q12-2. In community parks	16.3%	49.1%	21.2%	7.3%	1.1%	5.1%
Q12-3. In retail areas	15.4%	49.4%	25.0%	6.1%	0.9%	3.3%
Q12-4. In Downtown Westminster	12.6%	33.1%	22.2%	4.1%	0.9%	27.1%
Q12-5. In your neighborhood at night	17.4%	43.3%	23.4%	11.9%	2.9%	1.1%
Q12-6. In your neighborhood during the day	35.5%	46.8%	13.1%	2.9%	0.5%	1.2%
Q12-7. During times where City is experiencing residential fires	6.1%	28.5%	24.0%	7.6%	1.7%	32.2%
Q12-8. From property crime-burglary	7.8%	32.1%	27.6%	22.2%	6.0%	4.4%
Q12-9. From property crime-theft	6.6%	28.6%	27.6%	26.4%	6.6%	4.2%
Q12-10. From property crime-vandalism	7.8%	30.4%	27.7%	23.0%	6.4%	4.8%
Q12-11. From property crime-auto theft	7.3%	23.5%	26.0%	26.4%	13.2%	3.6%
Q12-12. From violent crimes-rape	13.3%	38.1%	24.6%	7.3%	2.5%	14.3%
Q12-13. From violent crimes-robbery	10.8%	37.5%	26.6%	12.3%	4.5%	8.3%
Q12-14. From violent crimes-assault	12.2%	37.9%	27.3%	10.6%	2.9%	9.0%

**WITHOUT "DON'T KNOW"****Q12. Safety and Security. Please rate how safe you feel in the following situations. (without "don't know")**

(N=1006)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q12-1. Overall feeling of safety in your community	19.5%	54.2%	18.6%	6.8%	1.0%
Q12-2. In community parks	17.2%	51.7%	22.3%	7.6%	1.2%
Q12-3. In retail areas	15.9%	51.1%	25.8%	6.3%	0.9%
Q12-4. In Downtown Westminster	17.3%	45.4%	30.4%	5.6%	1.2%
Q12-5. In your neighborhood at night	17.6%	43.8%	23.6%	12.1%	2.9%
Q12-6. In your neighborhood during the day	35.9%	47.4%	13.3%	2.9%	0.5%
Q12-7. During times where City is experiencing residential fires	8.9%	42.1%	35.3%	11.1%	2.5%
Q12-8. From property crime-burglary	8.1%	33.6%	28.9%	23.2%	6.2%
Q12-9. From property crime-theft	6.8%	29.9%	28.8%	27.6%	6.8%
Q12-10. From property crime-vandalism	8.1%	31.9%	29.1%	24.1%	6.7%
Q12-11. From property crime-auto theft	7.5%	24.3%	27.0%	27.4%	13.7%
Q12-12. From violent crimes-rape	15.5%	44.4%	28.7%	8.5%	2.9%
Q12-13. From violent crimes-robbery	11.8%	40.8%	29.0%	13.4%	4.9%
Q12-14. From violent crimes-assault	13.4%	41.6%	30.1%	11.7%	3.2%

**Q13. Parks and Recreation Services. Please rate your satisfaction with the following.**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of City parks	27.5%	50.3%	12.4%	4.1%	1.0%	4.7%
Q13-2. Number of City parks	27.1%	48.6%	11.5%	6.8%	1.3%	4.7%
Q13-3. Appearance of parks/ facilities	27.5%	51.3%	12.3%	4.0%	1.3%	3.6%
Q13-4. Location of City parks	26.3%	51.0%	14.8%	3.0%	0.8%	4.1%
Q13-5. Quality of walking & biking trails & paths	32.2%	44.0%	12.1%	5.5%	1.3%	4.9%
Q13-6. Quality of aquatic/pool facilities	17.1%	33.3%	17.4%	3.9%	0.9%	27.4%
Q13-7. Outdoor athletic facilities/ fields (e.g., soccer, baseball, & football)	18.7%	39.7%	16.6%	1.8%	0.6%	22.7%
Q13-8. Availability of information about recreation programs	28.1%	45.8%	14.3%	3.8%	0.9%	7.1%
Q13-9. Quality of recreation programs for youth	14.7%	28.6%	15.7%	3.1%	0.9%	37.0%
Q13-10. Quality of recreation programs for adults	17.2%	37.9%	17.6%	2.7%	1.0%	23.7%
Q13-11. Quality of recreation programs for seniors	15.1%	28.7%	15.0%	2.3%	1.3%	37.6%
Q13-12. City sponsored special events	12.6%	36.0%	24.7%	5.0%	1.1%	20.7%
Q13-13. Number of parks & recreation amenities	21.0%	42.3%	20.7%	4.5%	1.4%	10.1%
Q13-14. Maintenance & appearance of recreation centers	24.9%	44.0%	15.5%	0.9%	0.8%	13.9%

**WITHOUT "DON'T KNOW"****Q13. Parks and Recreation Services. Please rate your satisfaction with the following. (without "don't know")**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Maintenance of City parks	28.9%	52.8%	13.0%	4.3%	1.0%
Q13-2. Number of City parks	28.5%	51.0%	12.1%	7.1%	1.4%
Q13-3. Appearance of parks/facilities	28.6%	53.2%	12.8%	4.1%	1.3%
Q13-4. Location of City parks	27.5%	53.2%	15.4%	3.1%	0.8%
Q13-5. Quality of walking & biking trails & paths	33.9%	46.3%	12.7%	5.7%	1.4%
Q13-6. Quality of aquatic/pool facilities	23.6%	45.9%	24.0%	5.3%	1.2%
Q13-7. Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	24.2%	51.3%	21.5%	2.3%	0.8%
Q13-8. Availability of information about recreation programs	30.3%	49.3%	15.4%	4.1%	1.0%
Q13-9. Quality of recreation programs for youth	23.3%	45.4%	24.9%	4.9%	1.4%
Q13-10. Quality of recreation programs for adults	22.5%	49.6%	23.0%	3.5%	1.3%
Q13-11. Quality of recreation programs for seniors	24.2%	46.0%	24.0%	3.7%	2.1%
Q13-12. City sponsored special events	15.9%	45.4%	31.1%	6.3%	1.4%
Q13-13. Number of parks & recreation amenities	23.3%	47.1%	23.0%	5.0%	1.5%
Q13-14. Maintenance & appearance of recreation centers	28.9%	51.2%	18.0%	1.0%	0.9%

**Q14. Which THREE of the services in Question 13 do you think are MOST IMPORTANT for the City to provide?**

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	329	32.7 %
Number of City parks	52	5.2 %
Appearance of parks/facilities	60	6.0 %
Location of City parks	21	2.1 %
Quality of walking & biking trails & paths	203	20.2 %
Quality of aquatic/pool facilities	16	1.6 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	18	1.8 %
Availability of information about recreation programs	26	2.6 %
Quality of recreation programs for youth	47	4.7 %
Quality of recreation programs for adults	13	1.3 %
Quality of recreation programs for seniors	40	4.0 %
City sponsored special events	12	1.2 %
Number of parks & recreation amenities	35	3.5 %
Maintenance & appearance of recreation centers	37	3.7 %
None chosen	97	9.6 %
Total	1006	100.0 %

**Q14. Which THREE of the services in Question 13 do you think are MOST IMPORTANT for the City to provide?**

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	150	14.9 %
Number of City parks	49	4.9 %
Appearance of parks/facilities	116	11.5 %
Location of City parks	30	3.0 %
Quality of walking & biking trails & paths	195	19.4 %
Quality of aquatic/pool facilities	38	3.8 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	25	2.5 %
Availability of information about recreation programs	35	3.5 %
Quality of recreation programs for youth	61	6.1 %
Quality of recreation programs for adults	31	3.1 %
Quality of recreation programs for seniors	34	3.4 %
City sponsored special events	16	1.6 %
Number of parks & recreation amenities	53	5.3 %
Maintenance & appearance of recreation centers	70	7.0 %
None chosen	103	10.2 %
Total	1006	100.0 %

**Q14. Which THREE of the services in Question 13 do you think are MOST IMPORTANT for the City to provide?**

<u>Q14. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	102	10.1 %
Number of City parks	28	2.8 %
Appearance of parks/facilities	95	9.4 %
Location of City parks	36	3.6 %
Quality of walking & biking trails & paths	142	14.1 %
Quality of aquatic/pool facilities	37	3.7 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	42	4.2 %
Availability of information about recreation programs	62	6.2 %
Quality of recreation programs for youth	73	7.3 %
Quality of recreation programs for adults	32	3.2 %
Quality of recreation programs for seniors	50	5.0 %
City sponsored special events	42	4.2 %
Number of parks & recreation amenities	62	6.2 %
Maintenance & appearance of recreation centers	91	9.0 %
<u>None chosen</u>	<u>112</u>	<u>11.1 %</u>
Total	1006	100.0 %

**SUM OF TOP 3 CHOICES**

**Q14. Which THREE of the services in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q14. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	581	57.8 %
Number of City parks	129	12.8 %
Appearance of parks/facilities	271	26.9 %
Location of City parks	87	8.6 %
Quality of walking & biking trails & paths	540	53.7 %
Quality of aquatic/pool facilities	91	9.0 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	85	8.4 %
Availability of information about recreation programs	123	12.2 %
Quality of recreation programs for youth	181	18.0 %
Quality of recreation programs for adults	76	7.6 %
Quality of recreation programs for seniors	124	12.3 %
City sponsored special events	70	7.0 %
Number of parks & recreation amenities	150	14.9 %
Maintenance & appearance of recreation centers	198	19.7 %
<u>None chosen</u>	<u>97</u>	<u>9.6 %</u>
Total	2803	

**Q15. Code Enforcement Services. Please rate your satisfaction with the following.**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Enforcement of clean-up of trash & debris on private property	5.8%	27.6%	22.7%	16.4%	9.0%	18.5%
Q15-2. Enforcement of exterior maintenance of commercial/business property	5.4%	31.4%	30.3%	8.9%	3.4%	20.6%
Q15-3. Enforcement of exterior maintenance of residential property	5.1%	28.6%	27.0%	14.9%	8.0%	16.4%
Q15-4. Enforcement of mowing & cutting of weeds on private property	5.7%	24.6%	27.5%	15.6%	8.9%	17.7%
Q15-5. Enforcement of sign regulations	4.2%	26.2%	33.7%	6.8%	4.3%	24.9%
Q15-6. Animal management	8.5%	36.7%	26.2%	6.1%	3.6%	18.9%

**WITHOUT "DON'T KNOW"****Q15. Code Enforcement Services. Please rate your satisfaction with the following. (without "don't know")**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Enforcement of clean-up of trash & debris on private property	7.1%	33.9%	27.8%	20.1%	11.1%
Q15-2. Enforcement of exterior maintenance of commercial/business property	6.8%	39.5%	38.2%	11.3%	4.3%
Q15-3. Enforcement of exterior maintenance of residential property	6.1%	34.2%	32.3%	17.8%	9.5%
Q15-4. Enforcement of mowing & cutting of weeds on private property	6.9%	29.8%	33.5%	19.0%	10.9%
Q15-5. Enforcement of sign regulations	5.6%	34.9%	44.8%	9.0%	5.7%
Q15-6. Animal management	10.5%	45.2%	32.4%	7.5%	4.4%

**Q16. Which THREE of the services in Question 15 do you think are MOST IMPORTANT for the City to provide?**

Q16. Top choice	Number	Percent
Enforcement of clean-up of trash & debris on private property	409	40.7 %
Enforcement of exterior maintenance of commercial/business property	144	14.3 %
Enforcement of exterior maintenance of residential property	81	8.1 %
Enforcement of mowing & cutting of weeds on private property	65	6.5 %
Enforcement of sign regulations	47	4.7 %
Animal management	148	14.7 %
None chosen	112	11.1 %
Total	1006	100.0 %

**Q16. Which THREE of the services in Question 15 do you think are MOST IMPORTANT for the City to provide?**

Q16. 2nd choice	Number	Percent
Enforcement of clean-up of trash & debris on private property	181	18.0 %
Enforcement of exterior maintenance of commercial/business property	210	20.9 %
Enforcement of exterior maintenance of residential property	147	14.6 %
Enforcement of mowing & cutting of weeds on private property	186	18.5 %
Enforcement of sign regulations	64	6.4 %
Animal management	93	9.2 %
None chosen	125	12.4 %
Total	1006	100.0 %

**Q16. Which THREE of the services in Question 15 do you think are MOST IMPORTANT for the City to provide?**

Q16. 3rd choice	Number	Percent
Enforcement of clean-up of trash & debris on private property	117	11.6 %
Enforcement of exterior maintenance of commercial/business property	136	13.5 %
Enforcement of exterior maintenance of residential property	168	16.7 %
Enforcement of mowing & cutting of weeds on private property	171	17.0 %
Enforcement of sign regulations	76	7.6 %
Animal management	193	19.2 %
None chosen	145	14.4 %
Total	1006	100.0 %

**SUM OF TOP 3 CHOICES****Q16. Which THREE of the services in Question 15 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q16. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Enforcement of clean-up of trash & debris on private property	707	70.3 %
Enforcement of exterior maintenance of commercial/business property	490	48.7 %
Enforcement of exterior maintenance of residential property	396	39.4 %
Enforcement of mowing & cutting of weeds on private property	422	41.9 %
Enforcement of sign regulations	187	18.6 %
Animal management	434	43.1 %
None chosen	112	11.1 %
Total	2748	

**Q17. Maintenance and Appearance of the City. Please rate your satisfaction with the following.**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Accessibility of streets, sidewalks, & buildings for people with disabilities	8.6%	31.3%	21.9%	6.9%	2.1%	29.2%
Q17-2. Adequacy of City street lighting	9.2%	51.5%	21.2%	12.1%	2.5%	3.5%
Q17-3. Appearance/condition of City medians, rights-of-ways, & public areas	10.1%	47.9%	25.0%	11.0%	3.2%	2.7%
Q17-4. Condition of major City streets	9.6%	43.2%	22.8%	17.1%	4.9%	2.4%
Q17-5. Condition of sidewalks in your neighborhood	15.2%	51.8%	17.7%	9.1%	3.4%	2.8%
Q17-6. Condition of street signs & traffic signals	15.5%	58.5%	17.8%	5.0%	1.1%	2.1%
Q17-7. Condition of streets in your neighborhood	13.6%	46.0%	18.9%	14.4%	5.2%	1.9%
Q17-8. Maintenance of public buildings & facilities	14.0%	51.9%	21.0%	1.9%	0.7%	10.5%
Q17-9. Mowing & tree trimming along streets & public areas	13.4%	48.5%	22.1%	8.9%	3.2%	3.9%
Q17-10. Overall cleanliness of streets	11.5%	51.0%	24.2%	8.3%	2.7%	2.3%
Q17-11. Quality of on-street bicycle infrastructure (bike lanes/signage)	8.0%	34.2%	26.4%	11.0%	4.1%	16.3%
Q17-12. Snow removal on major City streets	20.8%	49.7%	16.3%	8.3%	2.4%	2.6%
Q17-13. Snow removal on neighborhood streets	10.0%	32.0%	22.3%	21.6%	11.3%	2.8%
Q17-14. Traffic flow on major City streets	8.5%	41.0%	27.5%	15.7%	4.8%	2.5%

**Q17. Maintenance and Appearance of the City. Please rate your satisfaction with the following.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-15. Visibility of pavement markings & street signs on City streets	11.9%	51.2%	23.7%	8.4%	1.9%	2.9%

**WITHOUT "DON'T KNOW"****Q17. Maintenance and Appearance of the City. Please rate your satisfaction with the following. (without "don't know")**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Accessibility of streets, sidewalks, & buildings for people with disabilities	12.2%	44.2%	30.9%	9.7%	2.9%
Q17-2. Adequacy of City street lighting	9.6%	53.3%	21.9%	12.6%	2.6%
Q17-3. Appearance/condition of City medians, rights-of-ways, & public areas	10.4%	49.2%	25.7%	11.3%	3.3%
Q17-4. Condition of major City streets	9.9%	44.3%	23.3%	17.5%	5.0%
Q17-5. Condition of sidewalks in your neighborhood	15.6%	53.3%	18.2%	9.4%	3.5%
Q17-6. Condition of street signs & traffic signals	15.8%	59.8%	18.2%	5.1%	1.1%
Q17-7. Condition of streets in your neighborhood	13.9%	46.9%	19.3%	14.7%	5.3%
Q17-8. Maintenance of public buildings & facilities	15.7%	58.0%	23.4%	2.1%	0.8%
Q17-9. Mowing & tree trimming along streets & public areas	14.0%	50.5%	23.0%	9.3%	3.3%
Q17-10. Overall cleanliness of streets	11.8%	52.2%	24.7%	8.5%	2.7%
Q17-11. Quality of on-street bicycle infrastructure (bike lanes/signage)	9.5%	40.9%	31.6%	13.2%	4.9%
Q17-12. Snow removal on major City streets	21.3%	51.0%	16.7%	8.5%	2.4%
Q17-13. Snow removal on neighborhood streets	10.3%	32.9%	22.9%	22.2%	11.7%
Q17-14. Traffic flow on major City streets	8.8%	42.0%	28.2%	16.1%	4.9%
Q17-15. Visibility of pavement markings & street signs on City streets	12.3%	52.7%	24.4%	8.7%	1.9%

**Q18. Which THREE of the services in Question 17 do you think are MOST IMPORTANT for the City to provide?**

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets, sidewalks, & buildings for people with disabilities	138	13.7 %
Adequacy of City street lighting	78	7.8 %
Appearance/condition of City medians, rights-of-ways, & public areas	56	5.6 %
Condition of major City streets	264	26.2 %
Condition of sidewalks in your neighborhood	25	2.5 %
Condition of street signs & traffic signals	15	1.5 %
Condition of streets in your neighborhood	54	5.4 %
Maintenance of public buildings & facilities	8	0.8 %
Mowing & tree trimming along streets & public areas	8	0.8 %
Overall cleanliness of streets	22	2.2 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	22	2.2 %
Snow removal on major City streets	84	8.3 %
Snow removal on neighborhood streets	50	5.0 %
Traffic flow on major City streets	74	7.4 %
Visibility of pavement markings & street signs on City streets	22	2.2 %
None chosen	86	8.5 %
Total	1006	100.0 %

**Q18. Which THREE of the services in Question 17 do you think are MOST IMPORTANT for the City to provide?**

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets, sidewalks, & buildings for people with disabilities	46	4.6 %
Adequacy of City street lighting	75	7.5 %
Appearance/condition of City medians, rights-of-ways, & public areas	39	3.9 %
Condition of major City streets	137	13.6 %
Condition of sidewalks in your neighborhood	54	5.4 %
Condition of street signs & traffic signals	34	3.4 %
Condition of streets in your neighborhood	103	10.2 %
Maintenance of public buildings & facilities	22	2.2 %
Mowing & tree trimming along streets & public areas	31	3.1 %
Overall cleanliness of streets	48	4.8 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	35	3.5 %
Snow removal on major City streets	130	12.9 %
Snow removal on neighborhood streets	79	7.9 %
Traffic flow on major City streets	57	5.7 %
Visibility of pavement markings & street signs on City streets	27	2.7 %
None chosen	89	8.8 %
Total	1006	100.0 %

**Q18. Which THREE of the services in Question 17 do you think are MOST IMPORTANT for the City to provide?**

Q18. 3rd choice	Number	Percent
Accessibility of streets, sidewalks, & buildings for people with disabilities	53	5.3 %
Adequacy of City street lighting	47	4.7 %
Appearance/condition of City medians, rights-of-ways, & public areas	43	4.3 %
Condition of major City streets	76	7.6 %
Condition of sidewalks in your neighborhood	53	5.3 %
Condition of street signs & traffic signals	34	3.4 %
Condition of streets in your neighborhood	80	8.0 %
Maintenance of public buildings & facilities	40	4.0 %
Mowing & tree trimming along streets & public areas	46	4.6 %
Overall cleanliness of streets	56	5.6 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	34	3.4 %
Snow removal on major City streets	102	10.1 %
Snow removal on neighborhood streets	91	9.0 %
Traffic flow on major City streets	101	10.0 %
Visibility of pavement markings & street signs on City streets	44	4.4 %
None chosen	106	10.5 %
Total	1006	100.0 %

**SUM OF TOP 3 CHOICES**

**Q18. Which THREE of the services in Question 17 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q18. Sum of top 3 choices	Number	Percent
Accessibility of streets, sidewalks, & buildings for people with disabilities	237	23.6 %
Adequacy of City street lighting	200	19.9 %
Appearance/condition of City medians, rights-of-ways, & public areas	138	13.7 %
Condition of major City streets	477	47.4 %
Condition of sidewalks in your neighborhood	132	13.1 %
Condition of street signs & traffic signals	83	8.3 %
Condition of streets in your neighborhood	237	23.6 %
Maintenance of public buildings & facilities	70	7.0 %
Mowing & tree trimming along streets & public areas	85	8.4 %
Overall cleanliness of streets	126	12.5 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	91	9.0 %
Snow removal on major City streets	316	31.4 %
Snow removal on neighborhood streets	220	21.9 %
Traffic flow on major City streets	232	23.1 %
Visibility of pavement markings & street signs on City streets	93	9.2 %
None chosen	86	8.5 %
Total	2823	

**Q19. Utilities and Recycling Services. Please rate your satisfaction with the following.**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Quality of recycling drop-off centers at City facilities	8.8%	24.4%	19.4%	10.6%	3.5%	33.3%
Q19-2. Number of recycling drop-off centers at City facilities	6.2%	18.5%	19.2%	16.7%	6.5%	33.0%
Q19-3. Taste of tap water	32.4%	43.1%	13.3%	6.7%	1.3%	3.2%
Q19-4. Smell of tap water	31.7%	45.1%	13.9%	4.7%	1.3%	3.3%
Q19-5. Overall quality of your drinking water	33.2%	43.0%	13.2%	6.0%	1.4%	3.2%
Q19-6. Quality of water pressure in your home	31.8%	46.5%	10.0%	7.4%	1.9%	2.4%
Q19-7. Quality of utility billing/meter reading	15.9%	35.7%	25.0%	6.3%	4.4%	12.8%

**WITHOUT "DON'T KNOW"****Q19. Utilities and Recycling Services. Please rate your satisfaction with the following. (without "don't know")**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Quality of recycling drop-off centers at City facilities	13.3%	36.5%	29.1%	15.9%	5.2%
Q19-2. Number of recycling drop-off centers at City facilities	9.2%	27.6%	28.6%	24.9%	9.6%
Q19-3. Taste of tap water	33.5%	44.6%	13.8%	6.9%	1.3%
Q19-4. Smell of tap water	32.8%	46.7%	14.4%	4.8%	1.3%
Q19-5. Overall quality of your drinking water	34.3%	44.5%	13.7%	6.2%	1.4%
Q19-6. Quality of water pressure in your home	32.6%	47.7%	10.3%	7.5%	1.9%
Q19-7. Quality of utility billing/meter reading	18.2%	40.9%	28.6%	7.2%	5.0%

**Q20. Which THREE of the services in Question 19 do you think are MOST IMPORTANT for the City to provide?**

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of recycling drop-off centers at City facilities	55	5.5 %
Number of recycling drop-off centers at City facilities	68	6.8 %
Taste of tap water	179	17.8 %
Smell of tap water	6	0.6 %
Overall quality of your drinking water	559	55.6 %
Quality of water pressure in your home	22	2.2 %
Quality of utility billing/meter reading	44	4.4 %
None chosen	73	7.3 %
Total	1006	100.0 %

**Q20. Which THREE of the services in Question 19 do you think are MOST IMPORTANT for the City to provide?**

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of recycling drop-off centers at City facilities	64	6.4 %
Number of recycling drop-off centers at City facilities	135	13.4 %
Taste of tap water	220	21.9 %
Smell of tap water	93	9.2 %
Overall quality of your drinking water	150	14.9 %
Quality of water pressure in your home	158	15.7 %
Quality of utility billing/meter reading	99	9.8 %
None chosen	87	8.6 %
Total	1006	100.0 %

**Q20. Which THREE of the services in Question 19 do you think are MOST IMPORTANT for the City to provide?**

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of recycling drop-off centers at City facilities	107	10.6 %
Number of recycling drop-off centers at City facilities	127	12.6 %
Taste of tap water	143	14.2 %
Smell of tap water	115	11.4 %
Overall quality of your drinking water	126	12.5 %
Quality of water pressure in your home	155	15.4 %
Quality of utility billing/meter reading	126	12.5 %
None chosen	107	10.6 %
Total	1006	100.0 %

**SUM OF TOP 3 CHOICES****Q20. Which THREE of the services in Question 19 do you think are MOST IMPORTANT for the City to provide? (top 3)**

<u>Q20. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of recycling drop-off centers at City facilities	226	22.5 %
Number of recycling drop-off centers at City facilities	330	32.8 %
Taste of tap water	542	53.9 %
Smell of tap water	214	21.3 %
Overall quality of your drinking water	835	83.0 %
Quality of water pressure in your home	335	33.3 %
Quality of utility billing/meter reading	269	26.7 %
None chosen	73	7.3 %
Total	2824	

**Q21. Please rate the following statements by circling the number that most clearly represents your opinion.**

(N=1006)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Don't know
Q21-1. City Council cares what people like me think	6.8%	24.4%	23.5%	18.2%	11.3%	15.9%
Q21-2. City of Westminster provides an opportunity for all voices to be heard & draws upon community diversity in decision making	7.8%	23.5%	28.0%	14.0%	8.8%	17.9%
Q21-3. City of Westminster has a vibrant & diverse economy	9.0%	33.6%	30.3%	12.1%	3.2%	11.7%
Q21-4. City of Westminster has beautiful parks/open spaces	35.0%	43.5%	15.0%	3.4%	0.8%	2.3%
Q21-5. City of Westminster has job opportunities that match my skills	5.5%	15.6%	24.9%	7.9%	4.9%	41.4%
Q21-6. City of Westminster provides a rich & resilient environment	9.1%	31.5%	35.9%	8.3%	2.1%	13.1%
Q21-7. City responsibly manages resources to meet today's needs without sacrificing the ability to meet needs of the future	6.2%	21.8%	30.3%	14.4%	9.2%	18.1%
Q21-8. City of Westminster has a strong sense of community & belonging	8.5%	25.3%	34.3%	17.6%	6.1%	8.2%
Q21-9. City of Westminster is a City of beautiful, safe, & well-maintained neighborhoods	12.3%	39.2%	25.3%	16.4%	3.3%	3.5%
Q21-10. City staff cares what people like me think	9.2%	22.8%	26.2%	14.0%	6.9%	20.9%
Q21-11. City clearly communicates its intentions & decisions	7.1%	24.9%	28.4%	17.9%	10.7%	11.0%

**WITHOUT "DON'T KNOW"**

**Q21. Please rate the following statements by circling the number that most clearly represents your opinion.  
(without "don't know")**

(N=1006)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Q21-1. City Council cares what people like me think	8.0%	29.0%	27.9%	21.6%	13.5%
Q21-2. City of Westminster provides an opportunity for all voices to be heard & draws upon community diversity in decision making	9.4%	28.6%	34.1%	17.1%	10.8%
Q21-3. City of Westminster has a vibrant & diverse economy	10.2%	38.1%	34.3%	13.7%	3.6%
Q21-4. City of Westminster has beautiful parks/open spaces	35.8%	44.6%	15.4%	3.5%	0.8%
Q21-5. City of Westminster has job opportunities that match my skills	9.3%	26.6%	42.4%	13.4%	8.3%
Q21-6. City of Westminster provides a rich & resilient environment	10.5%	36.3%	41.3%	9.5%	2.4%
Q21-7. City responsibly manages resources to meet today's needs without sacrificing the ability to meet needs of the future	7.5%	26.6%	37.0%	17.6%	11.3%
Q21-8. City of Westminster has a strong sense of community & belonging	9.3%	27.6%	37.3%	19.2%	6.6%
Q21-9. City of Westminster is a City of beautiful, safe, & well-maintained neighborhoods	12.8%	40.6%	26.3%	17.0%	3.4%
Q21-10. City staff cares what people like me think	11.7%	28.8%	33.2%	17.7%	8.7%
Q21-11. City clearly communicates its intentions & decisions	7.9%	27.9%	32.0%	20.1%	12.1%

**Q22. Access. Please rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Access for children to City facilities & services	11.1%	25.7%	16.7%	1.6%	0.5%	44.3%
Q22-2. Access for teens to City facilities & services	7.5%	21.6%	17.6%	2.4%	0.3%	50.7%
Q22-3. Access for seniors to City facilities & services	11.8%	31.8%	15.1%	2.9%	1.1%	37.3%
Q22-4. Access for persons with disabilities to City facilities & services	5.7%	19.1%	18.1%	3.1%	0.9%	53.2%
Q22-5. Access to job opportunities that match your skills	3.8%	14.0%	25.0%	6.9%	3.4%	46.9%
Q22-6. Access to quality childcare you can afford	1.8%	5.1%	18.0%	7.5%	4.8%	62.9%
Q22-7. Access to quality health care you can afford	6.2%	23.5%	23.6%	10.3%	7.0%	29.5%
Q22-8. Access to quality mental health care you can afford	3.6%	11.8%	20.9%	10.6%	7.2%	45.9%
Q22-9. Access to healthy food you can afford	12.6%	34.0%	25.6%	11.1%	5.2%	11.4%
Q22-10. Access to quality housing you can afford	6.0%	20.4%	25.4%	18.3%	16.0%	13.9%
Q22-11. Availability of affordable housing for low/moderate income families	2.9%	6.1%	17.5%	19.8%	18.2%	35.6%

**WITHOUT "DON'T KNOW"****Q22. Access. Please rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied." (without "don't know")**

(N=1006)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Access for children to City facilities & services	20.0%	46.3%	30.0%	2.9%	0.9%
Q22-2. Access for teens to City facilities & services	15.1%	43.8%	35.7%	4.8%	0.6%
Q22-3. Access for seniors to City facilities & services	18.9%	50.7%	24.1%	4.6%	1.7%
Q22-4. Access for persons with disabilities to City facilities & services	12.1%	40.8%	38.6%	6.6%	1.9%
Q22-5. Access to job opportunities that match your skills	7.1%	26.4%	47.2%	12.9%	6.4%
Q22-6. Access to quality childcare you can afford	4.8%	13.7%	48.5%	20.1%	12.9%
Q22-7. Access to quality health care you can afford	8.7%	33.3%	33.4%	14.7%	9.9%
Q22-8. Access to quality mental health care you can afford	6.6%	21.9%	38.6%	19.7%	13.2%
Q22-9. Access to healthy food you can afford	14.3%	38.4%	29.0%	12.6%	5.8%
Q22-10. Access to quality housing you can afford	6.9%	23.7%	29.6%	21.2%	18.6%
Q22-11. Availability of affordable housing for low/moderate income families	4.5%	9.4%	27.2%	30.7%	28.2%

**Q23. To what degree, if at all, are the following a problem in Westminster?**

(N=1006)

	Major problem	Moderate problem	Minor problem	Not a problem	Don't know
Q23-1. Crime (vandalism, graffiti, drugs, auto theft)	23.9%	42.8%	21.7%	3.7%	8.0%
Q23-2. Too much growth	32.0%	28.6%	16.4%	15.5%	7.5%
Q23-3. Lack of growth	1.3%	4.6%	11.9%	68.9%	13.3%
Q23-4. Homelessness	23.6%	32.9%	29.1%	4.9%	9.5%
Q23-5. Availability of recreation facilities	2.6%	6.2%	11.4%	72.4%	7.5%
Q23-6. Taxes are too high	12.7%	21.5%	29.5%	28.7%	7.6%
Q23-7. Availability of convenient shopping	4.5%	8.5%	15.9%	67.8%	3.3%
Q23-8. High cost of housing	40.6%	28.2%	17.0%	7.5%	6.8%
Q23-9. Traffic safety on neighborhood streets	11.2%	24.0%	29.9%	30.4%	4.5%
Q23-10. Traffic safety on major streets	16.4%	28.1%	30.1%	21.0%	4.4%
Q23-11. Poor maintenance & condition of homes	4.9%	15.5%	41.2%	28.8%	9.6%
Q23-12. Poor condition of properties (weeds, trash, junk vehicles)	7.9%	18.2%	42.4%	24.2%	7.4%
Q23-13. Availability of trails or trail connections	2.7%	5.7%	14.3%	67.9%	9.4%
Q23-14. Availability of park spaces	2.2%	5.6%	13.8%	71.1%	7.4%

**WITHOUT "DON'T KNOW"****Q23. To what degree, if at all, are the following a problem in Westminster? (without "don't know")**

(N=1006)

	Major problem	Moderate problem	Minor problem	Not a problem
Q23-1. Crime (vandalism, graffiti, drugs, auto theft)	25.9%	46.5%	23.5%	4.0%
Q23-2. Too much growth	34.6%	30.9%	17.7%	16.8%
Q23-3. Lack of growth	1.5%	5.3%	13.8%	79.5%
Q23-4. Homelessness	26.0%	36.4%	32.2%	5.4%
Q23-5. Availability of recreation facilities	2.8%	6.7%	12.4%	78.2%
Q23-6. Taxes are too high	13.8%	23.2%	31.9%	31.1%
Q23-7. Availability of convenient shopping	4.6%	8.8%	16.4%	70.1%
Q23-8. High cost of housing	43.5%	30.3%	18.2%	8.0%
Q23-9. Traffic safety on neighborhood streets	11.8%	25.1%	31.3%	31.8%
Q23-10. Traffic safety on major streets	17.2%	29.4%	31.5%	21.9%
Q23-11. Poor maintenance & condition of homes	5.4%	17.2%	45.5%	31.9%
Q23-12. Poor condition of properties (weeds, trash, junk vehicles)	8.5%	19.6%	45.8%	26.1%
Q23-13. Availability of trails or trail connections	3.0%	6.3%	15.8%	75.0%
Q23-14. Availability of park spaces	2.4%	6.0%	14.9%	76.7%

**Q24. Diversity, Equity, and Inclusion. Rate your agreement using a scale where 5 is "Strongly Agree" and 1 is "Strongly Disagree."**

(N=1006)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Don't know
Q24-1. City equitably delivers services to all residents	16.4%	20.0%	19.2%	8.3%	4.3%	31.9%
Q24-2. City equitably addresses social, economic, & racial equity differences in jobs	9.7%	10.4%	18.3%	6.3%	3.6%	51.7%
Q24-3. City equitably addresses social, economic, & racial equity differences in housing	8.7%	9.3%	19.7%	8.9%	6.1%	47.2%
Q24-4. City equitably addresses social, economic, & racial equity differences in criminal justice system	7.9%	10.3%	18.0%	5.9%	5.5%	52.5%

**WITHOUT "DON'T KNOW"**

**Q24. Diversity, Equity, and Inclusion. Rate your agreement using a scale where 5 is "Strongly Agree" and 1 is "Strongly Disagree." (without "don't know")**

(N=1006)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Q24-1. City equitably delivers services to all residents	24.1%	29.3%	28.2%	12.1%	6.3%
Q24-2. City equitably addresses social, economic, & racial equity differences in jobs	20.2%	21.6%	37.9%	13.0%	7.4%
Q24-3. City equitably addresses social, economic, & racial equity differences in housing	16.6%	17.7%	37.3%	16.9%	11.5%
Q24-4. City equitably addresses social, economic, & racial equity differences in criminal justice system	16.5%	21.8%	37.9%	12.3%	11.5%

**Q25. Please CHECK ALL of the following sources you currently use to obtain/receive information about the City of Westminster.**

Q25. All sources you currently use to obtain/receive

<u>City information</u>	<u>Number</u>	<u>Percent</u>
City's website (www.Cityofwestminster.us)	715	71.1 %
Westy Connection (print magazine/newsletter)	551	54.8 %
Parks, Recreation & Libraries Activity Guide	704	70.0 %
City of Westminster emails	498	49.5 %
Social media (Facebook, Twitter, Nextdoor, etc.)	348	34.6 %
Cable TV Channel 8	33	3.3 %
Denver Post (print version)	152	15.1 %
Westminster Window	145	14.4 %
Other online news sources	130	12.9 %
Spanish media (Telemundo, Univision, etc.)	6	0.6 %
Television news	283	28.1 %
Word of mouth (friends, family, neighbors)	467	46.4 %
Your Hub	59	5.9 %
Total	4091	

**Q26. Which THREE of the sources in Question 25 do you MOST PREFER using to obtain/receive information about the City of Westminster?**

<u>Q26. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's website (www.Cityofwestminster.us)	345	34.3 %
Westy Connection (print magazine/newsletter)	147	14.6 %
Parks, Recreation & Libraries Activity Guide	105	10.4 %
City of Westminster emails	155	15.4 %
Social media (Facebook, Twitter, Nextdoor, etc.)	63	6.3 %
Cable TV Channel 8	6	0.6 %
Denver Post (print version)	13	1.3 %
Westminster Window	14	1.4 %
Other online news sources	12	1.2 %
Spanish media (Telemundo, Univision, etc.)	2	0.2 %
Television news	26	2.6 %
Word of mouth (friends, family, neighbors)	9	0.9 %
Your Hub	5	0.5 %
None chosen	104	10.3 %
Total	1006	100.0 %

**Q26. Which THREE of the sources in Question 25 do you MOST PREFER using to obtain/receive information about the City of Westminster?**

<u>Q26. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City's website (www.Cityofwestminster.us)	117	11.6 %
Westy Connection (print magazine/newsletter)	154	15.3 %
Parks, Recreation & Libraries Activity Guide	198	19.7 %
City of Westminster emails	129	12.8 %
Social media (Facebook, Twitter, Nextdoor, etc.)	93	9.2 %
Cable TV Channel 8	4	0.4 %
Denver Post (print version)	28	2.8 %
Westminster Window	33	3.3 %
Other online news sources	25	2.5 %
Television news	41	4.1 %
Word of mouth (friends, family, neighbors)	42	4.2 %
Your Hub	5	0.5 %
None chosen	137	13.6 %
Total	1006	100.0 %

**Q26. Which THREE of the sources in Question 25 do you MOST PREFER using to obtain/receive information about the City of Westminster?**

<u>Q26. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City's website (www.Cityofwestminster.us)	132	13.1 %
Westy Connection (print magazine/newsletter)	81	8.1 %
Parks, Recreation & Libraries Activity Guide	161	16.0 %
City of Westminster emails	105	10.4 %
Social media (Facebook, Twitter, Nextdoor, etc.)	83	8.3 %
Cable TV Channel 8	10	1.0 %
Denver Post (print version)	27	2.7 %
Westminster Window	37	3.7 %
Other online news sources	27	2.7 %
Spanish media (Telemundo, Univision, etc.)	1	0.1 %
Television news	60	6.0 %
Word of mouth (friends, family, neighbors)	96	9.5 %
Your Hub	14	1.4 %
None chosen	172	17.1 %
Total	1006	100.0 %

**SUM OF TOP 3 CHOICES**

**Q26. Which THREE of the sources in Question 25 do you MOST PREFER using to obtain/receive information about the City of Westminster? (top 3)**

<u>Q26. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
City's website (www.Cityofwestminster.us)	594	59.0 %
Westy Connection (print magazine/newsletter)	382	38.0 %
Parks, Recreation & Libraries Activity Guide	464	46.1 %
City of Westminster emails	389	38.7 %
Social media (Facebook, Twitter, Nextdoor, etc.)	239	23.8 %
Cable TV Channel 8	20	2.0 %
Denver Post (print version)	68	6.8 %
Westminster Window	84	8.3 %
Other online news sources	64	6.4 %
Spanish media (Telemundo, Univision, etc.)	3	0.3 %
Television news	127	12.6 %
Word of mouth (friends, family, neighbors)	147	14.6 %
Your Hub	24	2.4 %
None chosen	104	10.3 %
Total	2709	

**Q27. Among the social media sites listed below, please mark the sites you have used within the last month.**

Q27. What social media sites have you used within last month	Number	Percent
Facebook	622	61.8 %
Instagram	333	33.1 %
Yelp	174	17.3 %
Twitter	177	17.6 %
Pinterest	186	18.5 %
YouTube	526	52.3 %
LinkedIn	266	26.4 %
Nextdoor	461	45.8 %
Snapchat	79	7.9 %
TikTok	103	10.2 %
Reddit	134	13.3 %
Total	3061	

**Q28. Overall, would you say the City is headed in the right direction or the wrong direction?**

Q28. Does City head in right or wrong direction	Number	Percent
Right direction	484	48.1 %
Wrong direction	225	22.4 %
Don't know	297	29.5 %
Total	1006	100.0 %

**WITHOUT "DON'T KNOW"****Q28. Overall, would you say the City is headed in the right direction or the wrong direction? (without "don't know")**

Q28. Does City head in right or wrong direction	Number	Percent
Right direction	484	68.3 %
Wrong direction	225	31.7 %
Total	709	100.0 %

**Q29. Are you aware that public safety in Westminster is impacted by federal, state and county policies and laws?**

Q29. Are you aware that public safety in Westminster is impacted by federal, state & county policies & laws	Number	Percent
Yes	839	83.4 %
No	152	15.1 %
Not provided	15	1.5 %
Total	1006	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q29. Are you aware that public safety in Westminster is impacted by federal, state and county policies and laws? (without "not provided")**

Q29. Are you aware that public safety in Westminster is impacted by federal, state & county policies & laws	Number	Percent
Yes	839	84.7 %
No	152	15.3 %
Total	991	100.0 %

**Q31. About how long have you lived in Westminster?**

Q31. How long have you lived in Westminster	Number	Percent
0-5	161	16.0 %
6-10	125	12.4 %
11-15	95	9.4 %
16-20	108	10.7 %
21-30	219	21.8 %
31+	227	22.6 %
Not provided	71	7.1 %
Total	1006	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. About how long have you lived in Westminster? (without "not provided")**

Q31. How long have you lived in Westminster	Number	Percent
0-5	161	17.2 %
6-10	125	13.4 %
11-15	95	10.2 %
16-20	108	11.6 %
21-30	219	23.4 %
31+	227	24.3 %
Total	935	100.0 %

**Q32. What is your home zip code?**

Q32. What is your home zip code	Number	Percent
80003	18	1.8 %
80005	15	1.5 %
80020	85	8.4 %
80021	230	22.9 %
80023	21	2.1 %
80030	114	11.3 %
80031	378	37.6 %
80234	144	14.3 %
80260	1	0.1 %
Total	1006	100.0 %

**Q33. Please check the appropriate box indicating the type of housing unit in which you live.**

Q33. Type of housing unit in which you live	Number	Percent
Detached single family home	824	81.9 %
Condominium or townhouse	137	13.6 %
Apartment	23	2.3 %
Mobile home	2	0.2 %
Not provided	20	2.0 %
Total	1006	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. Please check the appropriate box indicating the type of housing unit in which you live. (without "not provided")**

Q33. Type of housing unit in which you live	Number	Percent
Detached single family home	824	83.6 %
Condominium or townhouse	137	13.9 %
Apartment	23	2.3 %
Mobile home	2	0.2 %
Total	986	100.0 %

**Q34. What City do you work in or nearest to?**

<u>Q34. What City do you work in or nearest to</u>	<u>Number</u>	<u>Percent</u>
Arvada	43	4.3 %
Aurora	11	1.1 %
Boulder	37	3.7 %
Brighton	5	0.5 %
Broomfield	57	5.7 %
Centennial	5	0.5 %
Commerce City	11	1.1 %
Denver	124	12.3 %
Englewood	4	0.4 %
Glendale	1	0.1 %
Golden	10	1.0 %
Greenwood Village	4	0.4 %
Lafayette	7	0.7 %
Lakewood	16	1.6 %
Littleton	3	0.3 %
Longmont	7	0.7 %
Louisville	16	1.6 %
Northglenn	7	0.7 %
Superior	4	0.4 %
Thornton	21	2.1 %
Westminster	178	17.7 %
Wheat Ridge	6	0.6 %
All over Metro area	15	1.5 %
Other	8	0.8 %
I work from home	99	9.8 %
I do not work (student, homemaker, retired, etc.)	292	29.0 %
<u>Not provided</u>	<u>15</u>	<u>1.5 %</u>
Total	1006	100.0 %

**WITHOUT "NOT PROVIDED"****Q34. What City do you work in or nearest to? (without "not provided")**

<u>Q34. What City do you work in or nearest to</u>	<u>Number</u>	<u>Percent</u>
Arvada	43	4.3 %
Aurora	11	1.1 %
Boulder	37	3.7 %
Brighton	5	0.5 %
Broomfield	57	5.8 %
Centennial	5	0.5 %
Commerce City	11	1.1 %
Denver	124	12.5 %
Englewood	4	0.4 %
Glendale	1	0.1 %
Golden	10	1.0 %
Greenwood Village	4	0.4 %
Lafayette	7	0.7 %
Lakewood	16	1.6 %
Littleton	3	0.3 %
Longmont	7	0.7 %
Louisville	16	1.6 %
Northglenn	7	0.7 %
Superior	4	0.4 %
Thornton	21	2.1 %
Westminster	178	18.0 %
Wheat Ridge	6	0.6 %
All over Metro area	15	1.5 %
Other	8	0.8 %
I work from home	99	10.0 %
<u>I do not work (student, homemaker, retired, etc.)</u>	<u>292</u>	<u>29.5 %</u>
Total	991	100.0 %

**Q34-24. Other**

<u>Q34-24. Other</u>	<u>Number</u>	<u>Percent</u>
Federal Heights	1	14.3 %
Frederick	1	14.3 %
Airline, based out of state	1	14.3 %
Firestone	1	14.3 %
Black Hawk	1	14.3 %
Loveland	1	14.3 %
Sheridan	1	14.3 %
Total	7	100.0 %

**Q35. Do you rent or own your residence?**

Q35. Do you rent or own your residence	Number	Percent
Rent	178	17.7 %
Own	818	81.3 %
Not provided	10	1.0 %
Total	1006	100.0 %

**WITHOUT "NOT PROVIDED"****Q35. Do you rent or own your residence? (without "not provided")**

Q35. Do you rent or own your residence	Number	Percent
Rent	178	17.9 %
Own	818	82.1 %
Total	996	100.0 %

**Q36. What percentage of your monthly household income do you spend on housing expenses including rent, mortgage, property tax, property insurance, and homeowner's association (HOA) fees?**

Q36. What percentage of your monthly household income do you spend on housing expenses	Number	Percent
Less than 30%	433	43.0 %
30% to 50%	383	38.1 %
50% to 75%	104	10.3 %
75% or more	23	2.3 %
Not provided	63	6.3 %
Total	1006	100.0 %

**WITHOUT "NOT PROVIDED"****Q36. What percentage of your monthly household income do you spend on housing expenses including rent, mortgage, property tax, property insurance, and homeowner's association (HOA) fees? (without "not provided")**

Q36. What percentage of your monthly household income do you spend on housing expenses	Number	Percent
Less than 30%	433	45.9 %
30% to 50%	383	40.6 %
50% to 75%	104	11.0 %
75% or more	23	2.4 %
Total	943	100.0 %

**Q37. About how much was your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES for the previous year?**

Q37. How much was your household's total income before taxes for year 2021	Number	Percent
Less than \$15K	20	2.0 %
\$15K to \$24,999	51	5.1 %
\$25K to \$34,999	54	5.4 %
\$35K to \$49,999	74	7.4 %
\$50K to \$74,999	120	11.9 %
\$75K to \$99,999	141	14.0 %
\$100K to \$124,999	108	10.7 %
\$125K to \$149,999	80	8.0 %
\$150K to \$174,999	62	6.2 %
\$175K to \$199,999	54	5.4 %
\$200K+	67	6.7 %
I prefer not to answer	175	17.4 %
Total	1006	100.0 %

**WITHOUT "PREFER NOT TO ANSWER"****Q37. About how much was your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES for the previous year? (without "prefer not to answer")**

Q37. How much was your household's total income before taxes for year 2021	Number	Percent
Less than \$15K	20	2.4 %
\$15K to \$24,999	51	6.1 %
\$25K to \$34,999	54	6.5 %
\$35K to \$49,999	74	8.9 %
\$50K to \$74,999	120	14.4 %
\$75K to \$99,999	141	17.0 %
\$100K to \$124,999	108	13.0 %
\$125K to \$149,999	80	9.6 %
\$150K to \$174,999	62	7.5 %
\$175K to \$199,999	54	6.5 %
\$200K+	67	8.1 %
Total	831	100.0 %

**Q38. Are you Hispanic/Spanish/Latino/a/x?**

Q38. Are you Hispanic/Spanish/Latino/a/x	Number	Percent
Yes	214	21.3 %
No	760	75.5 %
Not provided	32	3.2 %
Total	1006	100.0 %

**WITHOUT "NOT PROVIDED"****Q38. Are you Hispanic/Spanish/Latino/a/x? (without "not provided")**

Q38. Are you Hispanic/Spanish/Latino/a/x	Number	Percent
Yes	214	22.0 %
No	760	78.0 %
Total	974	100.0 %

**Q39. What is your race?**

Q39. What is your race	Number	Percent
Asian or Asian Indian	54	5.4 %
Black or African American	19	1.9 %
American Indian or Alaska Native	13	1.3 %
White	831	82.6 %
Native Hawaiian or other Pacific Islander	5	0.5 %
Other	13	1.3 %
Total	935	

**Q39-6. Self-describe your race:**

Q39-6. Self-describe your race	Number	Percent
Multi-racial	2	16.7 %
Mexican/Spanish Decent	1	8.3 %
Latino	1	8.3 %
Italian	1	8.3 %
German/Anglo Saxon	1	8.3 %
Spanish, French	1	8.3 %
Hispanic	1	8.3 %
American mix	1	8.3 %
Mixed	1	8.3 %
Mixture of Native and European	1	8.3 %
Italian and Slovenian	1	8.3 %
Total	12	100.0 %

**Q40. Which category contains your age?**

<u>Q40. Your age</u>	<u>Number</u>	<u>Percent</u>
18-24	38	3.8 %
25-34	153	15.2 %
35-44	186	18.5 %
45-54	193	19.2 %
55-64	192	19.1 %
65-74	128	12.7 %
75-84	62	6.2 %
85+	23	2.3 %
<u>Not provided</u>	<u>31</u>	<u>3.1 %</u>
Total	1006	100.0 %

**WITHOUT "NOT PROVIDED"****Q40. Which category contains your age? (without "not provided")**

<u>Q40. Your age</u>	<u>Number</u>	<u>Percent</u>
18-24	38	3.9 %
25-34	153	15.7 %
35-44	186	19.1 %
45-54	193	19.8 %
55-64	192	19.7 %
65-74	128	13.1 %
75-84	62	6.4 %
85+	23	2.4 %
Total	975	100.0 %

**Q41. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.5	2402
Under age 5	0.1	100
Ages 5-9	0.1	101
Ages 10-14	0.1	115
Ages 15-19	0.1	122
Ages 20-24	0.1	102
Ages 25-34	0.3	329
Ages 35-44	0.4	367
Ages 45-54	0.4	365
Ages 55-64	0.4	365
Ages 65-74	0.3	269
Ages 75-84	0.1	126
Ages 85+	0.0	41

**Q42. What is your gender/gender identity?**

<u>Q42. What is your gender/gender identity</u>	<u>Number</u>	<u>Percent</u>
Female	493	49.0 %
Male	483	48.0 %
Transgender	1	0.1 %
Non-binary	4	0.4 %
Prefer to self-describe	2	0.2 %
Not provided	23	2.3 %
Total	1006	100.0 %

**WITHOUT "NOT PROVIDED"****Q42. What is your gender/gender identity? (without "not provided")**

<u>Q42. What is your gender/gender identity</u>	<u>Number</u>	<u>Percent</u>
Female	493	50.2 %
Male	483	49.1 %
Transgender	1	0.1 %
Non-binary	4	0.4 %
Prefer to self-describe	2	0.2 %
Total	983	100.0 %

**Q42-5. Self-describe your gender identity:**

<u>Q42-5. Self-describe your gender identity</u>	<u>Number</u>	<u>Percent</u>
Gender Fluid	1	50.0 %
Cannot describe	1	50.0 %
Total	2	100.0 %

**Q43. Many people don't have time to vote in elections. Did you vote in the 2021 City Council election?**

<u>Q43. Did you vote in 2021 City Council election</u>	<u>Number</u>	<u>Percent</u>
Yes	725	72.1 %
No	260	25.8 %
Ineligible to vote	16	1.6 %
Don't know	5	0.5 %
Total	1006	100.0 %

**WITHOUT "DON'T KNOW"****Q43. Many people don't have time to vote in elections. Did you vote in the 2021 City Council election?  
(without "don't know")**

<u>Q43. Did you vote in 2021 City Council election</u>	<u>Number</u>	<u>Percent</u>
Yes	725	72.4 %
No	260	26.0 %
Ineligible to vote	16	1.6 %
Total	1001	100.0 %



# Survey Instrument



# WESTMINSTER

Nancy McNally  
Mayor

Dear Westminster Resident:

David DeMott  
Mayor Pro Tem

Please help us shape the future of Westminster! You have been selected at random to participate in the 2022 Westminster Community Survey.

Bruce Baker  
Councillor

Please take the time to fill out the enclosed survey. Your participation in this survey is very important - especially since your household is one of only a small number of households being surveyed.

Lindsey Emmons  
Councillor

Your feedback will help Westminster make decisions that affect our city.

Obi Ezeadi  
Councillor

### A few things to remember:

- Your responses are completely anonymous.
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:

Sarah Nurmela  
Councillor

Rich Seymour  
Councillor

[WestminsterSurvey.org](http://WestminsterSurvey.org)

If you have any questions about the survey please call 303-658-2166.

Thank you for your time and participation!

Sincerely,

Nancy McNally  
Mayor, on behalf of the City Council

Estimado residente de Westminster:

¡Ayúdenos a dar forma al futuro de Westminster! Ha sido seleccionado al azar para participar en la Encuesta de la comunidad de Westminster de 2022.

Tómese el tiempo para completar la encuesta adjunta. Su participación en esta encuesta es muy importante, especialmente porque su hogar es uno de los pocos hogares encuestados.

Tus comentarios ayudarán a Westminster tomar decisiones que afectan a nuestra ciudad.

### Algunas cosas para recordar:

- Sus respuestas son completamente anónimas.
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:

[WestminsterSurvey.org](http://WestminsterSurvey.org)

Para la versión en español haga clic en el botón en el parte superior de la pantalla.

Si tiene alguna pregunta sobre la encuesta por favor llame al 303-658-2496.

¡Gracias por su tiempo y participación!

Atentamente,

Nancy McNally  
Alcalde, en nombre del Consejo Municipal

Please have the adult household member (18 years or older) who most recently had a birthday complete this survey. Year of birth of the adult does not matter. If you prefer to take this survey online, please visit [WestminsterSurvey.org](http://WestminsterSurvey.org). Thank you!

1. The following are Strategic Priorities from the City's current Strategic Plan. How much do you agree or disagree with each?		Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Don't Know
1.	Preparedness and Resilience - Build a system of intentional support for residents, businesses, and the environment that mitigates risks and proactively seeks out ways to ensure the community not only endures but thrives.	5	4	3	2	1	9
2.	Proactive Public Safety - Enhance public safety to emphasize both prevention and enforcement, engage the community through education and outreach and provide the resources necessary to ensure safety and well-being throughout Westminster.	5	4	3	2	1	9
3.	Shared Sense of Community - Foster equitable opportunities that help residents feel at home and connected in their community and empowered to live their best lives.	5	4	3	2	1	9
4.	Quality of Life - Ensure that Westminster offers a diverse range of amenities and activities for residents, businesses, and visitors that honor the city's history and support the arts, parks, recreation, open spaces, and libraries.	5	4	3	2	1	9
5.	Robust Infrastructure - Provide safe and equitable access to core services and amenities by safeguarding, maintaining, and improving the city's water, wastewater, stormwater, mobility, and roadway systems.	5	4	3	2	1	9

2. <u>Perceptions of the City.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
2.	Overall quality of life in the City	5	4	3	2	1	9
3.	Overall image or reputation of the City	5	4	3	2	1	9
4.	Overall appearance of the City	5	4	3	2	1	9
5.	Overall quality of your neighborhood	5	4	3	2	1	9
6.	Overall feeling of safety in the City	5	4	3	2	1	9

3. <u>Quality of Life in Westminster.</u> Please rate the City of Westminster...		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a place to retire	5	4	3	2	1	9
5.	As a place to visit	5	4	3	2	1	9

**4. Have you used the City's website ([www.Cityofwestminster.us](http://www.Cityofwestminster.us)) in the past 12 months?**

\_\_\_\_(1) Yes [Answer Q5.]      \_\_\_\_ (2) No [Go to Q6.]

5. If you used the City's website in the last 12 months, please rate the following aspects. Circle the number that best represents your opinion.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Current and relevancy of information	5	4	3	2	1	9
2.	Appearance	5	4	3	2	1	9
3.	Online services offered	5	4	3	2	1	9
4.	Ease of navigation	5	4	3	2	1	9
5.	Search function	5	4	3	2	1	9

6.	<b>Overall Satisfaction with Major City Services.</b> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of parks and recreation programs/facilities	5	4	3	2	1	9
02.	Overall maintenance of City streets/sidewalks	5	4	3	2	1	9
03.	Overall enforcement of City codes/ordinances	5	4	3	2	1	9
04.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
05.	Overall quality of services provided by the City	5	4	3	2	1	9
06.	Overall quality of police, fire, and ambulance services	5	4	3	2	1	9
07.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
08.	Overall flow of traffic on City streets	5	4	3	2	1	9
09.	Overall quality of City libraries	5	4	3	2	1	9
10.	Overall quality of water and sewer services	5	4	3	2	1	9
11.	Overall quality of Municipal Court services	5	4	3	2	1	9
12.	Efforts to ensure your community is prepared for emergencies/disasters	5	4	3	2	1	9
13.	Overall City responsiveness	5	4	3	2	1	9

7. Which **THREE** of the items in Question 6 do you think are **MOST IMPORTANT** for the City to provide? [Write in your answers below using the numbers from the list in Question 6.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

8. How have you contacted the City in the past 12 months? [Check all that apply.]

- |  |   |
|--|---|
| <input type="checkbox"/> (1) Phone                         | <input type="checkbox"/> (6) In person  |
| <input type="checkbox"/> (2) E-mail                        | <input type="checkbox"/> (7) Access Westminster (on website or mobile app)                    |
| <input type="checkbox"/> (3) Social Media                  | <input type="checkbox"/> (8) Other: _____   |
| <input type="checkbox"/> (4) The City's website            | <input type="checkbox"/> (9) I have not contacted the City in the past 12 months [Go to Q10.] |
| <input type="checkbox"/> (5) Through a City Council member |   |

9.	<b>Customer Service.</b> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	How easy the City is to contact	5	4	3	2	1	9
2.	The way you are treated by City employees	5	4	3	2	1	9
3.	The accuracy of information and assistance from City employees	5	4	3	2	1	9
4.	How well your issues are handled by City employees	5	4	3	2	1	9
5.	Overall responsiveness of City employees to requests	5	4	3	2	1	9

10.	<b>Public Safety Services.</b> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Efforts by police in your community to prevent crime	5	4	3	2	1	9
02.	Enforcement of local traffic laws	5	4	3	2	1	9
03.	How quickly ambulance/emergency medical services personnel respond to emergencies	5	4	3	2	1	9
04.	How quickly fire services personnel respond to emergencies	5	4	3	2	1	9
05.	How quickly police respond to emergencies	5	4	3	2	1	9
06.	Overall quality of emergency medical/ambulance services	5	4	3	2	1	9
07.	Overall quality of fire services	5	4	3	2	1	9
08.	Overall quality of police services	5	4	3	2	1	9
09.	Visibility of police in commercial and retail areas	5	4	3	2	1	9
10.	Visibility of police in neighborhoods	5	4	3	2	1	9

11. Which **THREE** of the services in Question 10 do you think are **MOST IMPORTANT** for the City to provide? [Write in your answers below using the numbers from the list in Question 10.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

12. <u>Safety and Security.</u> Please rate how safe you feel in the following situations.	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
01. Overall feeling of safety in your community	5	4	3	2	1	9
02. In community parks	5	4	3	2	1	9
03. In retail areas	5	4	3	2	1	9
04. In Downtown Westminster	5	4	3	2	1	9
05. In your neighborhood at night	5	4	3	2	1	9
06. In your neighborhood during the day	5	4	3	2	1	9
07. During times where the City is experiencing residential fires	5	4	3	2	1	9
08. From property crime – burglary	5	4	3	2	1	9
09. From property crime – theft	5	4	3	2	1	9
10. From property crime – vandalism	5	4	3	2	1	9
11. From property crime – auto theft	5	4	3	2	1	9
12. From violent crimes – rape	5	4	3	2	1	9
13. From violent crimes – robbery	5	4	3	2	1	9
14. From violent crimes – assault	5	4	3	2	1	9

13. <u>Parks and Recreation Services.</u> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of City parks	5	4	3	2	1	9
02. Number of City parks	5	4	3	2	1	9
03. Appearance of parks/facilities	5	4	3	2	1	9
04. Location of City parks	5	4	3	2	1	9
05. Quality of walking and biking trails and paths	5	4	3	2	1	9
06. Quality of aquatic/pool facilities	5	4	3	2	1	9
07. Outdoor athletic facilities/fields (e.g., soccer, baseball, and football)	5	4	3	2	1	9
08. Availability of information about recreation programs	5	4	3	2	1	9
09. Quality of recreation programs for youth	5	4	3	2	1	9
10. Quality of recreation programs for adults	5	4	3	2	1	9
11. Quality of recreation programs for seniors	5	4	3	2	1	9
12. City sponsored special events	5	4	3	2	1	9
13. Number of parks and recreation amenities	5	4	3	2	1	9
14. Maintenance and appearance of recreation centers	5	4	3	2	1	9

14. Which THREE of the services in Question 13 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 13.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

15. <u>Code Enforcement Services.</u> Please rate your satisfaction with the following.	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcement of clean-up of trash and debris on private property	5	4	3	2	1	9
2. Enforcement of exterior maintenance of commercial/business property	5	4	3	2	1	9
3. Enforcement of exterior maintenance of residential property	5	4	3	2	1	9
4. Enforcement of mowing and cutting of weeds on private property	5	4	3	2	1	9
5. Enforcement of sign regulations	5	4	3	2	1	9
6. Animal management	5	4	3	2	1	9

16. Which THREE of the services in Question 15 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 15.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

17. <u>Maintenance and Appearance of the City.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Accessibility of streets, sidewalks, and buildings for people with disabilities	5	4	3	2	1	9
02.	Adequacy of City street lighting	5	4	3	2	1	9
03.	Appearance/Condition of City medians, rights-of-ways, and public areas	5	4	3	2	1	9
04.	Condition of major City streets	5	4	3	2	1	9
05.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
06.	Condition of street signs and traffic signals	5	4	3	2	1	9
07.	Condition of streets in your neighborhood	5	4	3	2	1	9
08.	Maintenance of public buildings and facilities	5	4	3	2	1	9
09.	Mowing and tree trimming along streets and public areas	5	4	3	2	1	9
10.	Overall cleanliness of streets	5	4	3	2	1	9
11.	Quality of on-street bicycle infrastructure (bike lanes/signage)	5	4	3	2	1	9
12.	Snow removal on major City streets	5	4	3	2	1	9
13.	Snow removal on neighborhood streets	5	4	3	2	1	9
14.	Traffic flow on major City streets	5	4	3	2	1	9
15.	Visibility of pavement markings and street signs on City streets	5	4	3	2	1	9

18. Which THREE of the services in Question 17 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 17.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

19. <u>Utilities and Recycling Services.</u> Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of recycling drop-off centers at City facilities	5	4	3	2	1	9
2.	Number of recycling drop-off centers at City facilities	5	4	3	2	1	9
3.	Taste of tap water	5	4	3	2	1	9
4.	Smell of tap water	5	4	3	2	1	9
5.	Overall quality of your drinking water	5	4	3	2	1	9
6.	Quality of water pressure in your home	5	4	3	2	1	9
7.	Quality of utility billing/meter reading	5	4	3	2	1	9

20. Which THREE of the services in Question 19 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 19.]

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

21. Please rate the following statements by circling the number that most clearly represents your opinion.		Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Don't Know
01.	The City Council cares what people like me think	5	4	3	2	1	9
02.	The City of Westminster provides an opportunity for all voices to be heard and draws upon community diversity in decision making	5	4	3	2	1	9
03.	The City of Westminster has a vibrant and diverse economy	5	4	3	2	1	9
04.	The City of Westminster has beautiful parks/open spaces	5	4	3	2	1	9
05.	The City of Westminster has job opportunities that match my skills	5	4	3	2	1	9
06.	The City of Westminster provides a rich and resilient environment	5	4	3	2	1	9
07.	The City responsibly manages resources to meet today's needs without sacrificing the ability to meet the needs of the future	5	4	3	2	1	9
08.	The City of Westminster has a strong sense of community and belonging	5	4	3	2	1	9
09.	The City of Westminster is a City of beautiful, safe, and well-maintained neighborhoods	5	4	3	2	1	9
10.	The City staff cares what people like me think	5	4	3	2	1	9
11.	The City clearly communicates its intentions and decisions	5	4	3	2	1	9

22.	Access. Rate your satisfaction using a scale where 5 is "Very Satisfied" and 1 is "Very Dissatisfied."	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Access for children to City facilities and services	5	4	3	2	1	9
02.	Access for teens to City facilities and services	5	4	3	2	1	9
03.	Access for seniors to City facilities and services	5	4	3	2	1	9
04.	Access for persons with disabilities to City facilities and services	5	4	3	2	1	9
05.	Access to job opportunities that match your skills	5	4	3	2	1	9
06.	Access to quality childcare you can afford	5	4	3	2	1	9
07.	Access to quality health care you can afford	5	4	3	2	1	9
08.	Access to quality mental health care you can afford	5	4	3	2	1	9
09.	Access to healthy food you can afford	5	4	3	2	1	9
10.	Access to quality housing you can afford	5	4	3	2	1	9
11.	Availability of affordable housing for low/moderate income families	5	4	3	2	1	9

23.	To what degree, if at all, are the following a problem in Westminster?	Major Problem	Moderate Problem	Minor Problem	Not a Problem	Don't Know
01.	Crime (vandalism, graffiti, drugs, auto theft)	4	3	2	1	9
02.	Too much growth	4	3	2	1	9
03.	Lack of growth	4	3	2	1	9
04.	Homelessness	4	3	2	1	9
05.	Availability of recreation facilities	4	3	2	1	9
06.	Taxes are too high	4	3	2	1	9
07.	Availability of convenient shopping	4	3	2	1	9
08.	High cost of housing	4	3	2	1	9
09.	Traffic safety on neighborhood streets	4	3	2	1	9
10.	Traffic safety on major streets	4	3	2	1	9
11.	Poor maintenance and condition of homes	4	3	2	1	9
12.	Poor condition of properties (weeds, trash, junk vehicles)	4	3	2	1	9
13.	Availability of trails or trail connections	4	3	2	1	9
14.	Availability of park spaces	<u>4</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>9</u>

24.	Diversity, Equity, and Inclusion. Rate your agreement using a scale where 5 is "Strongly Agree" and 1 is "Strongly Disagree."	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Don't Know
1.	The City equitably delivers services to all residents	5	4	3	2	1	9
2.	The City equitably addresses social, economic, and racial equity differences in jobs	5	4	3	2	1	9
3.	The City equitably addresses social, economic, and racial equity differences in housing	5	4	3	2	1	9
4.	The City equitably addresses social, economic, and racial equity differences in the criminal justice system	5	4	3	2	1	9

**25. Please CHECK ALL of the following sources you currently use to obtain/receive information about the City of Westminster. [Check all that apply.]**

- |  |  |
|--|--|
| ___(01) City's website (www.Cityofwestminster.us)        | ___(08) Westminster Window                         |
| ___(02) Westy Connection (print magazine/newsletter)     | ___(09) Other online news sources                  |
| ___(03) Parks, Recreation and Libraries Activity Guide   | ___(10) Spanish media (Telemundo, Univision, etc.) |
| ___(04) City of Westminster emails                       | ___(11) Television news                            |
| ___(05) Social media (Facebook, Twitter, Nextdoor, etc.) | ___(12) Word of mouth (friends, family, neighbors) |
| ___(06) Cable TV Channel 8                               | ___(13) Your Hub                                   |
| ___(07) Denver Post (print version)                      |  |

26. Which THREE of the sources in Question 25 on the previous page do you MOST PREFER using to obtain/receive information about the City of Westminster? [Write in your answers below using the numbers from the list in Question 25.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

27. Among the social media sites listed below, please mark the sites you have used within the last month.

- |   |   |  |                                      |
|---|---|--|--------------------------------------|
| <input type="checkbox"/> (01) Facebook  | <input type="checkbox"/> (04) Twitter   | <input type="checkbox"/> (07) LinkedIn | <input type="checkbox"/> (10) TikTok |
| <input type="checkbox"/> (02) Instagram | <input type="checkbox"/> (05) Pinterest | <input type="checkbox"/> (08) Nextdoor | <input type="checkbox"/> (11) Reddit |
| <input type="checkbox"/> (03) Yelp      | <input type="checkbox"/> (06) YouTube   | <input type="checkbox"/> (09) Snapchat |                                      |

28. Overall, would you say the City is headed in the right direction or the wrong direction?

- (1) Right direction       (2) Wrong direction       (9) Don't know

29. Are you aware that public safety in Westminster is impacted by federal, state and county policies and laws?

- (1) Yes       (2) No

30. Is there anything else the City should be doing or anything not addressed in this survey you would like City leaders to know?

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

31. About how long have you lived in Westminster? [Record 0 if six months or less.] \_\_\_\_ years

32. What is your home zip code?

- |                                     |                                     |                                     |                                     |
|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> (01) 80003 | <input type="checkbox"/> (04) 80021 | <input type="checkbox"/> (07) 80031 | <input type="checkbox"/> (10) 80035 |
| <input type="checkbox"/> (02) 80005 | <input type="checkbox"/> (05) 80023 | <input type="checkbox"/> (08) 80234 | <input type="checkbox"/> (11) 80036 |
| <input type="checkbox"/> (03) 80020 | <input type="checkbox"/> (06) 80030 | <input type="checkbox"/> (09) 80260 |                                     |

33. Please check the appropriate box indicating the type of housing unit in which you live. [Please check only one.]

- |  |  |
|--|--|
| <input type="checkbox"/> (1) Detached single family home | <input type="checkbox"/> (3) Apartment   |
| <input type="checkbox"/> (2) Condominium or townhouse    | <input type="checkbox"/> (4) Mobile home |

34. What City do you work in or nearest to? [Please check only one.]

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (01) Arvada        | <input type="checkbox"/> (10) Glendale          | <input type="checkbox"/> (19) Superior  |
| <input type="checkbox"/> (02) Aurora        | <input type="checkbox"/> (11) Golden            | <input type="checkbox"/> (20) Thornton  |
| <input type="checkbox"/> (03) Boulder       | <input type="checkbox"/> (12) Greenwood Village | <input type="checkbox"/> (21) Westminster                                       |
| <input type="checkbox"/> (04) Brighton      | <input type="checkbox"/> (13) Lafayette         | <input type="checkbox"/> (22) Wheat Ridge                                       |
| <input type="checkbox"/> (05) Broomfield    | <input type="checkbox"/> (14) Lakewood          | <input type="checkbox"/> (23) All over Metro area                               |
| <input type="checkbox"/> (06) Centennial    | <input type="checkbox"/> (15) Littleton         | <input type="checkbox"/> (24) Other: _____                                      |
| <input type="checkbox"/> (07) Commerce City | <input type="checkbox"/> (16) Longmont          | <input type="checkbox"/> (25) I work from home                                  |
| <input type="checkbox"/> (08) Denver        | <input type="checkbox"/> (17) Louisville        | <input type="checkbox"/> (26) I do not work (student, homemaker, retired, etc.) |
| <input type="checkbox"/> (09) Englewood     | <input type="checkbox"/> (18) Northglenn        |   |

35. Do you rent or own your residence? [Please check only one.]       (1) Rent       (2) Own

36. What percentage of your monthly household income do you spend on housing expenses including rent, mortgage, property tax, property insurance, and homeowner's association (HOA) fees?

- (1) Less than 30%       (2) 30% to 50%       (3) 50% to 75%       (4) 75% or more

**37. About how much was your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES for the previous year? Be sure to include income from all sources. Please check the appropriate box below.**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> (01) Less than \$15,000   | <input type="checkbox"/> (05) \$50,000 to \$74,999   | <input type="checkbox"/> (09) \$150,000 to \$174,999 |
| <input type="checkbox"/> (02) \$15,000 to \$24,999 | <input type="checkbox"/> (06) \$75,000 to \$99,999   | <input type="checkbox"/> (10) \$175,000 to \$199,999 |
| <input type="checkbox"/> (03) \$25,000 to \$34,999 | <input type="checkbox"/> (07) \$100,000 to \$124,999 | <input type="checkbox"/> (11) \$200,000 or more      |
| <input type="checkbox"/> (04) \$35,000 to \$49,999 | <input type="checkbox"/> (08) \$125,000 to \$149,999 | <input type="checkbox"/> (12) I prefer not to answer |

**38. Are you Hispanic/Spanish/Latino/a/x?**  (1) Yes  (2) No

**39. What is your race? [Mark one or more races to indicate what race you consider yourself to be.]**

- |  |   |
|--|---|
| <input type="checkbox"/> (01) Asian or Asian Indian            | <input type="checkbox"/> (05) Native Hawaiian or other Pacific Islander |
| <input type="checkbox"/> (02) Black or African American        | <input type="checkbox"/> (06) Hispanic, Spanish, Latino/a/x             |
| <input type="checkbox"/> (03) American Indian or Alaska Native | <input type="checkbox"/> (99) Other: _____                              |
| <input type="checkbox"/> (04) White                            |   |

**40. Which category contains your age?**

- |                                    |                                    |                                    |                                    |
|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> (1) 18-24 | <input type="checkbox"/> (3) 35-44 | <input type="checkbox"/> (5) 55-64 | <input type="checkbox"/> (7) 75-84 |
| <input type="checkbox"/> (2) 25-34 | <input type="checkbox"/> (4) 45-54 | <input type="checkbox"/> (6) 65-74 | <input type="checkbox"/> (8) 85+   |

**41. Including yourself, how many people in your household are...**

- |                                       |                                      |                                      |                                      |
|---------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| Under age 5: <input type="checkbox"/> | Ages 15-19: <input type="checkbox"/> | Ages 35-44: <input type="checkbox"/> | Ages 65-74: <input type="checkbox"/> |
| Ages 5-9: <input type="checkbox"/>    | Ages 20-24: <input type="checkbox"/> | Ages 45-54: <input type="checkbox"/> | Ages 75-84: <input type="checkbox"/> |
| Ages 10-14: <input type="checkbox"/>  | Ages 25-34: <input type="checkbox"/> | Ages 55-64: <input type="checkbox"/> | Ages 85+: <input type="checkbox"/>   |

**42. What is your gender/gender identity?**

- |                                     |  |   |
|-------------------------------------|--|---|
| <input type="checkbox"/> (1) Female | <input type="checkbox"/> (3) Transgender | <input type="checkbox"/> (5) Prefer to self-describe: _____ |
| <input type="checkbox"/> (2) Male   | <input type="checkbox"/> (4) Non-Binary  |   |

**43. Many people don't have time to vote in elections. Did you vote in the 2021 City Council election?**

- |                                  |                                 |   |   |
|----------------------------------|---------------------------------|---|---|
| <input type="checkbox"/> (1) Yes | <input type="checkbox"/> (2) No | <input type="checkbox"/> (3) Ineligible to vote | <input type="checkbox"/> (9) Don't know |
|----------------------------------|---------------------------------|---|---|

**44. Would you be interested in learning more about Westminster's Survey Research Panel? The Research Panel is a group of residents who agree to participate in ongoing survey research sponsored by the City of Westminster through small online survey opportunities.**

- |  |                                 |
|--|---------------------------------|
| <input type="checkbox"/> (1) Yes [Answer 44a.] | <input type="checkbox"/> (2) No |
|--|---------------------------------|

**44a. Please provide your contact information below. Providing your contact information does not automatically sign you up for the Research Panel. ETC Institute will first provide interested residents with additional information about the Panel and then residents can decide whether or not they would like to participate.**

Your Name: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Your Email: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**

Please return your survey in the postage-paid envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information shown to the right will ONLY be used to help ensure the survey results are statistically representative of residents in the area. Thank you.