



2024

City of Westminster, CO

Community Survey

Findings Report



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Executive Summary

2024 City of Westminster Community Survey

Executive Summary



Purpose

ETC Institute administered a survey to residents of the City of Westminster during the summer of 2024. 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.

Methodology

The six-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. After the surveys were mailed, ETC Institute followed up with 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. The goal of 900 surveys met with a total of 905 surveys collected. The overall results for the sample of 905 households have a precision of at least +/-3.2% 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 2024 results to the 2018, 2020, and 2022 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.

2024 City of Westminster Community Survey

Executive Summary



Perceptions of the City of Westminster

Seventy-six percent (76%) of respondents, *who had an opinion*, were “very satisfied” or “satisfied” with the overall quality of life in Westminster; 16% were “neutral” and 8% “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 71% 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 (81%), quality of City libraries (80%), quality of police, fire, and ambulance services (80%), quality of water and sewer services (75%), and quality of customer service from City employees (69%). Residents were least satisfied with the enforcement of City codes/ordinances (45%).

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) maintenance of City streets/sidewalks, 3) quality of water and sewer services.

Public Safety

Eighty-three percent (83%) 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 (83%), how quickly ambulance/emergency medical services personnel respond to emergencies (83%), quality of emergency medical/ambulance services (81%), and how quickly police respond to emergencies (74%).

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.

2024 City of Westminster Community Survey

Executive Summary



Perceptions of Safety and Security in Westminster

Eighty-four percent (84%) 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 (76%), in community parks (71%), in retail areas (65%), and in Downtown Westminster (63%).

Parks and Recreation

Eighty-one percent (81%) 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 (78%), quality of walking and biking trails and paths (79%), 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

Forty-six percent (46%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with exterior maintenance of commercial/business property, and 40% 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) mowing and cutting of weeds on private property, and 3) exterior maintenance of commercial/business property.

2024 City of Westminster Community Survey

Executive Summary



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 (72%), snow removal on major City streets (73%), condition of sidewalks in neighborhoods (68%), visibility of pavement markings/street signs (66%), and mowing/tree trimming along streets/public areas (61%).

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 (78%) and overall quality of drinking water (78%).

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 recycling services in the City.

Sources of Information About the City

Seventy-one percent (59%) 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 (62%), The Westy (58%), and word of mouth (43%).

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) The Westy, and 3) Parks, Recreation & Libraries Activity Guide.

2024 City of Westminster Community Survey

Executive Summary



Additional Findings

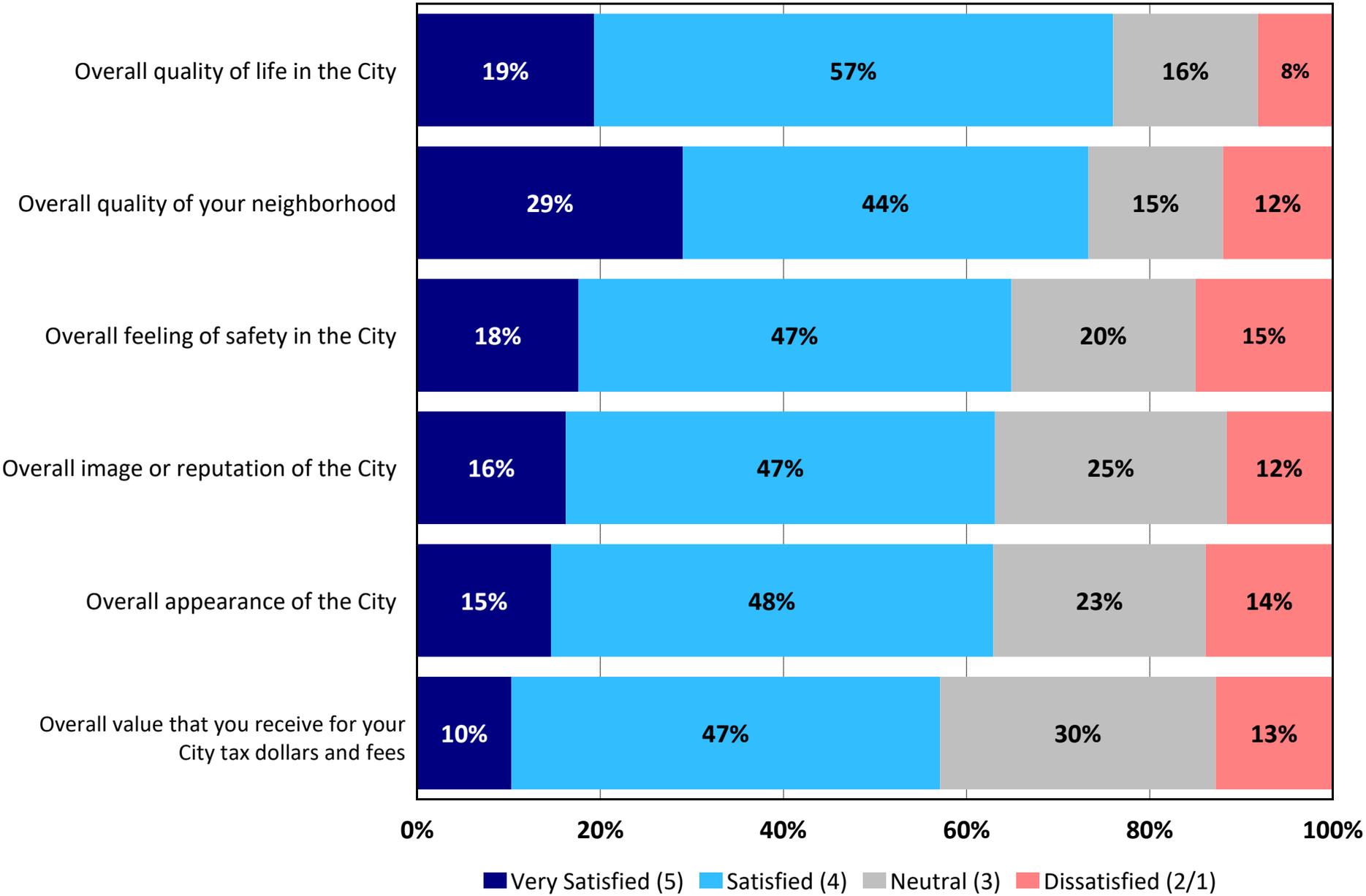
- Fifty-five percent (55%) of the residents surveyed have used the City's website in the past 12 months. Of those, 74% *who had an opinion* were "very satisfied" or "satisfied" of with the appearance of the website, and 71% were satisfied with the information on the website being current and relevant.
- Fifty-eight percent (57%) 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, 80% *who had an opinion* were "very satisfied" or "satisfied" with the way they were treated by City employees; 73% were satisfied with the accuracy of information and assistance provided, and 73% 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-one percent (81%) *who had an opinion* "strongly agreed" or "somewhat agreed" that the City has beautiful parks/open spaces; 61% agreed the City provides a rich and resilient natural environment, and 53% agreed the City invests in creating a diverse and vibrant economy.
- Eighty percent (80%) 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 (68%), homelessness (63%), and too much growth (62%).
- The social media sites used by the most respondents over the past month were Facebook (63%), YouTube (60%), and Nextdoor (43%).

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Charts & Graphs

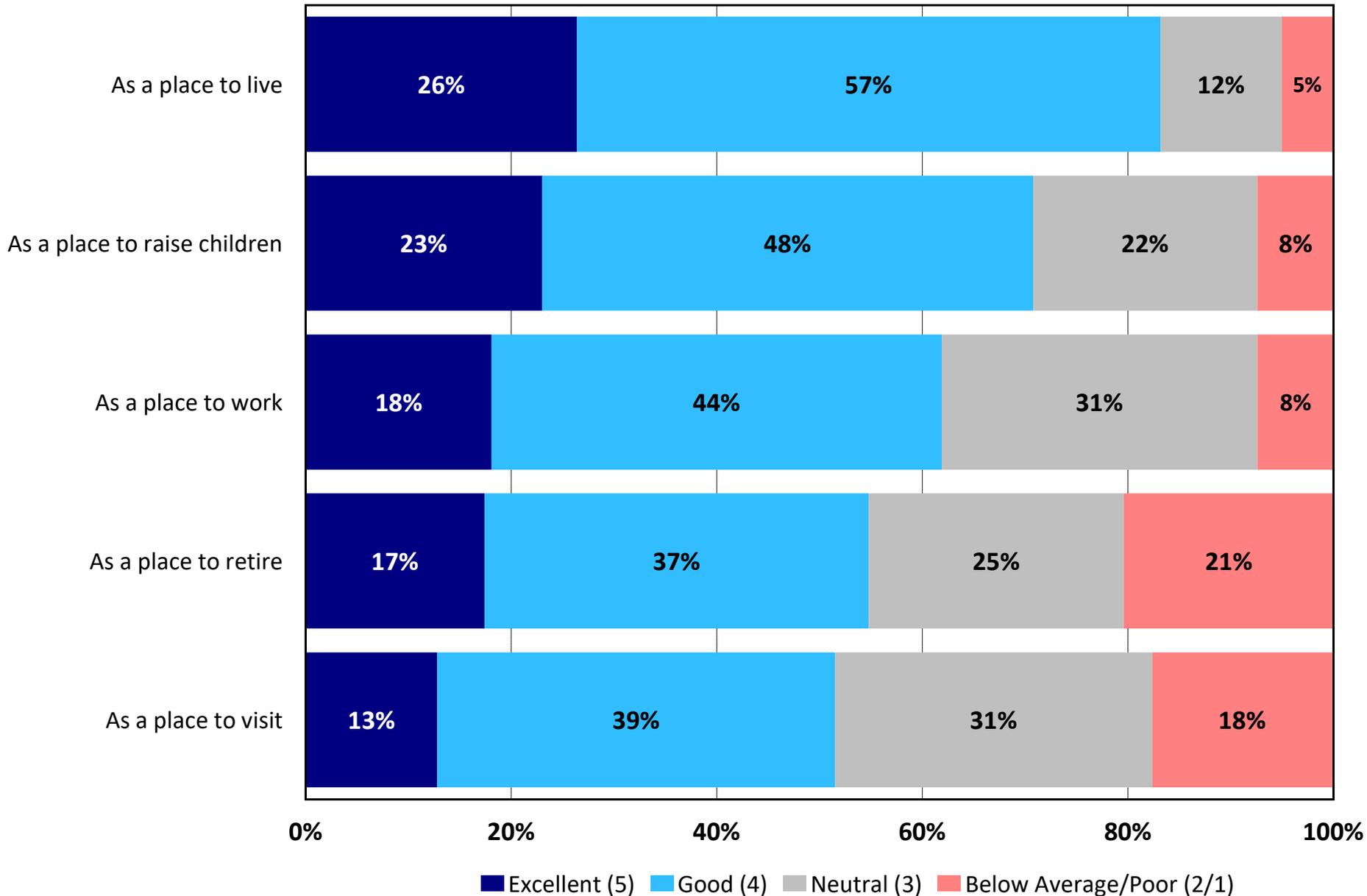
Q1. Satisfaction with Perceptions of the City

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



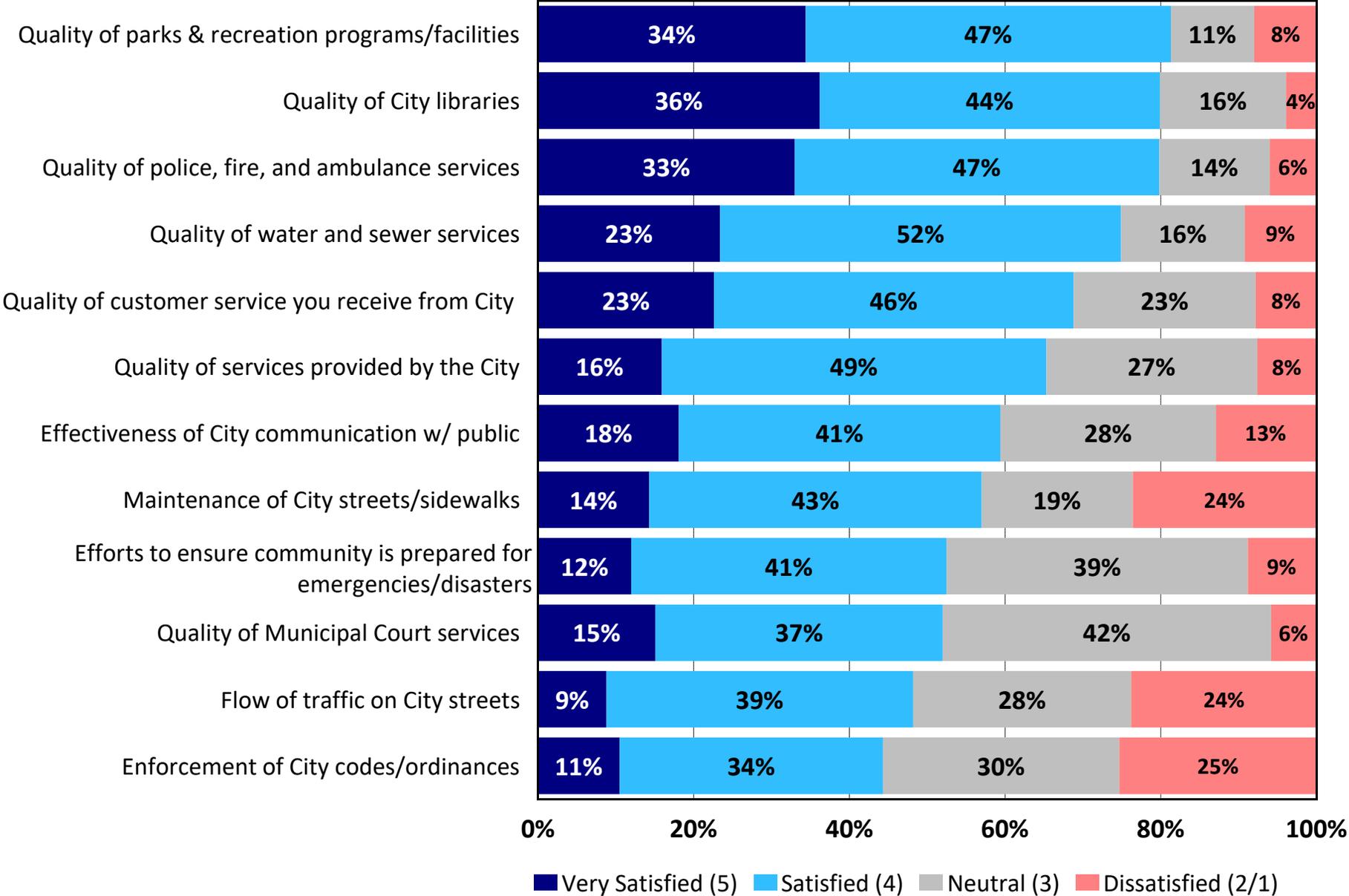
Q2. Ratings of Quality of Life in the City

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



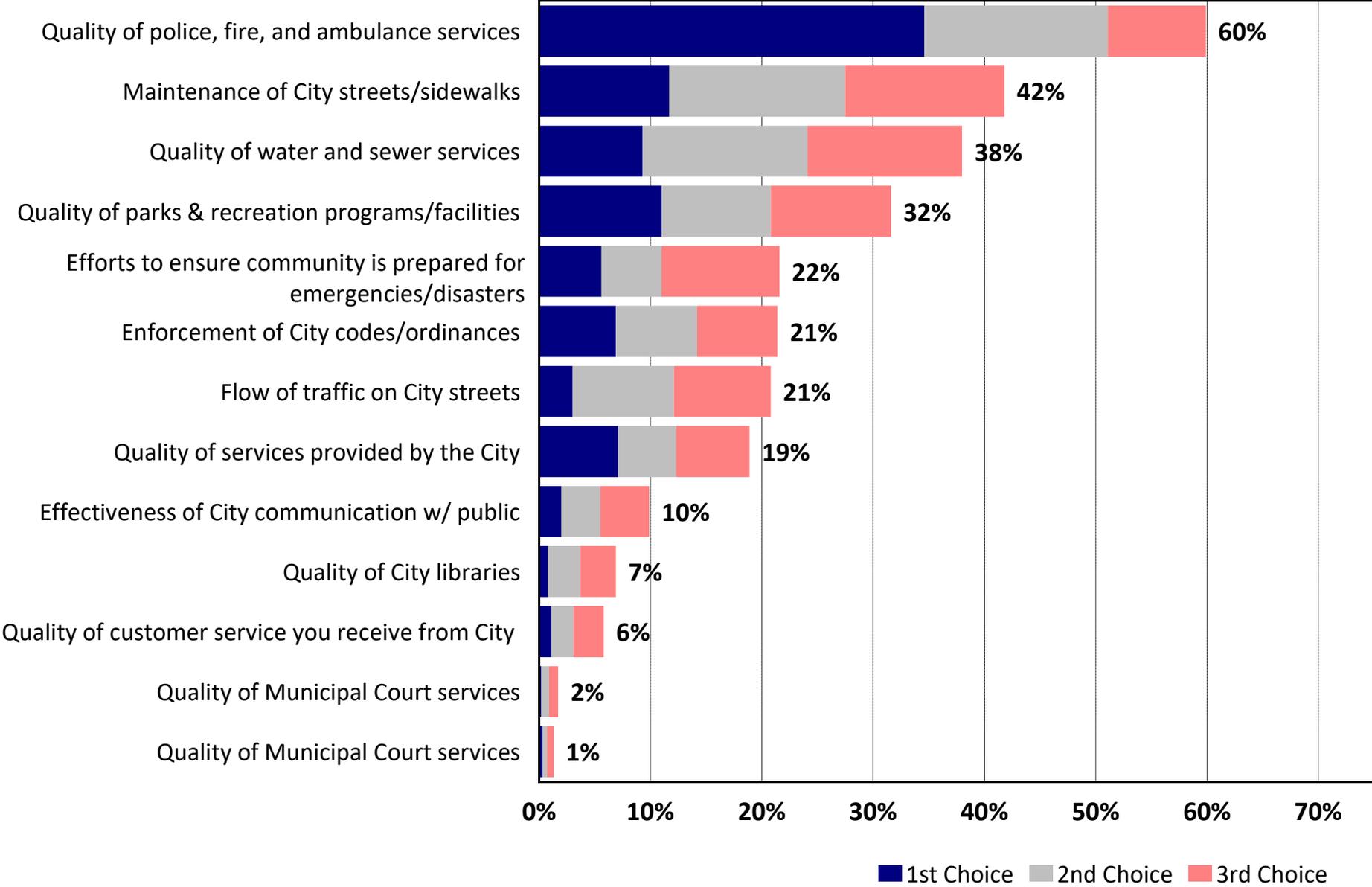
Q3. Overall Satisfaction With Major City Services

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



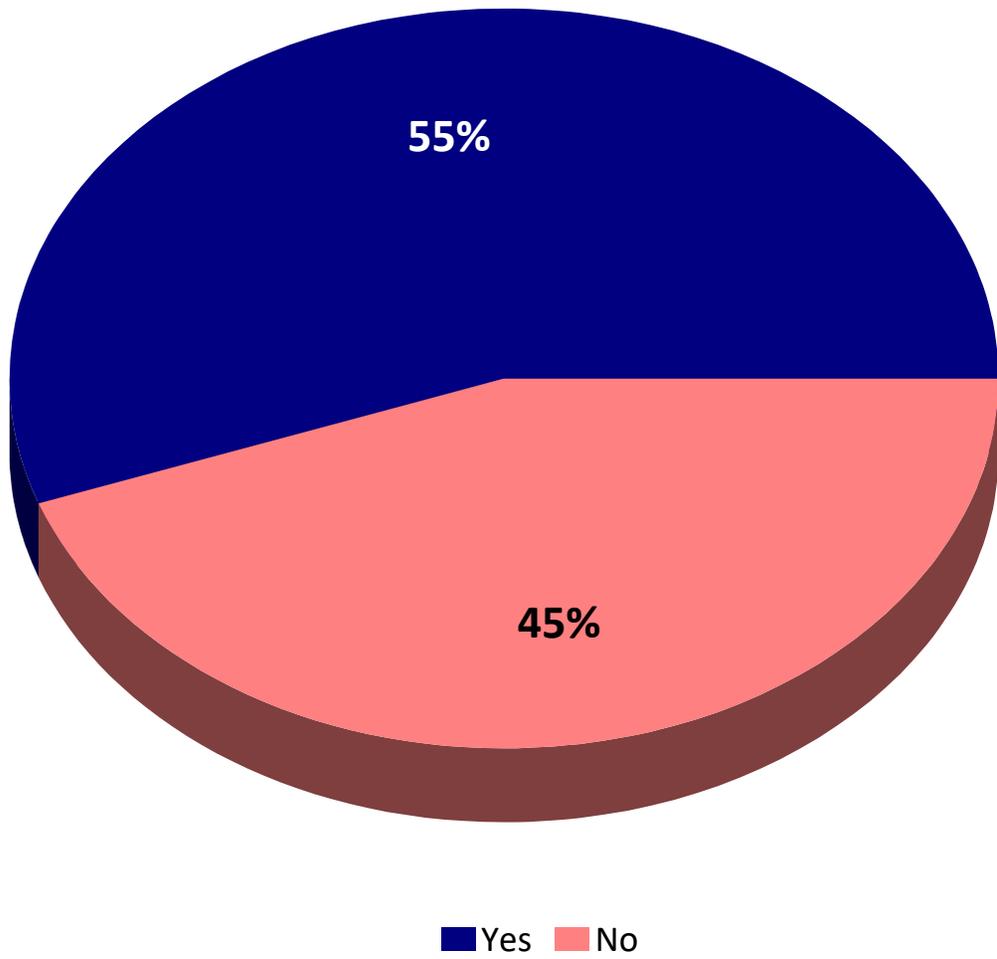
Q4. City Services That Are Most Important to Provide

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



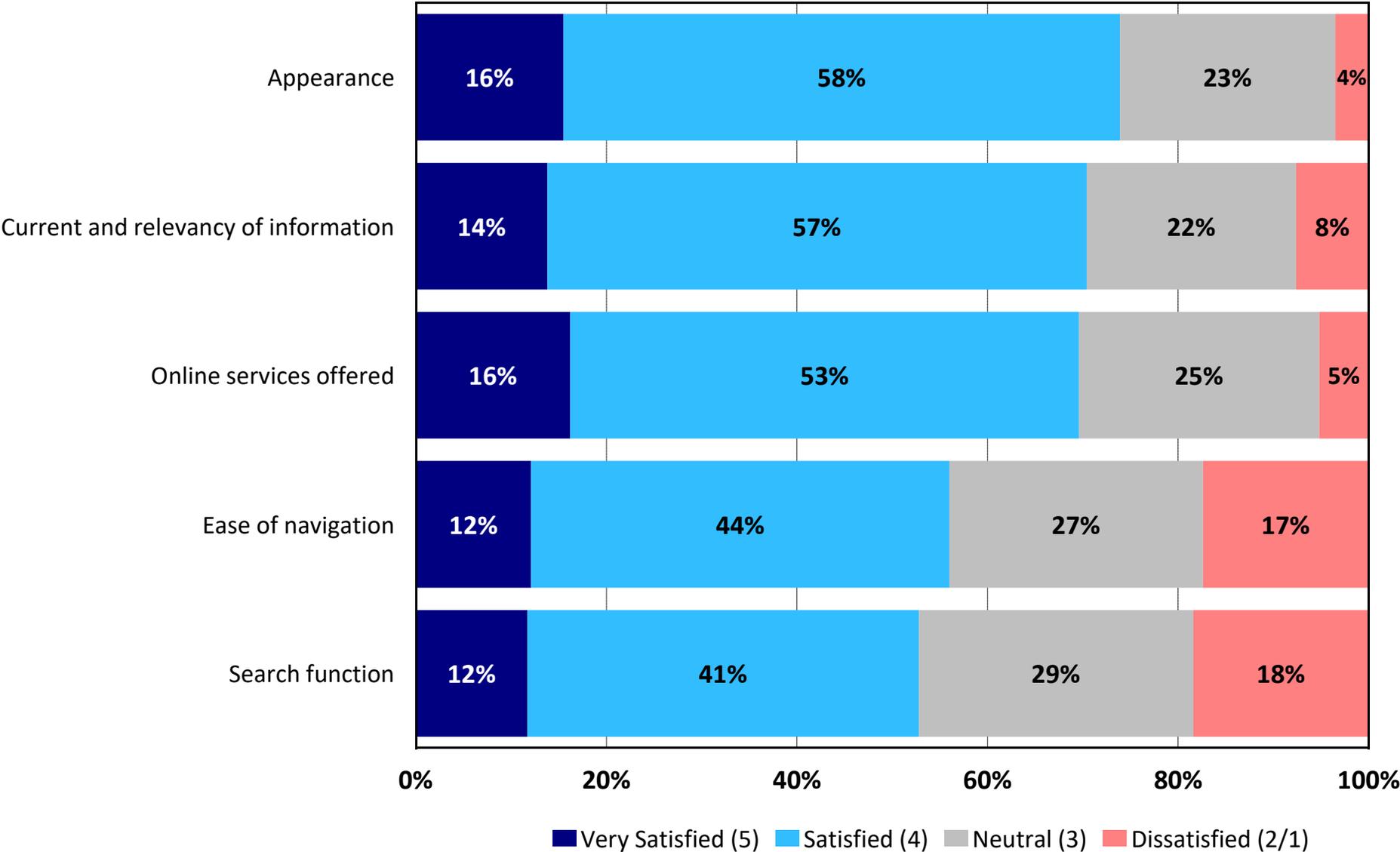
Q5. Have you used the City's website in the past 12 months?

by percentage of respondents



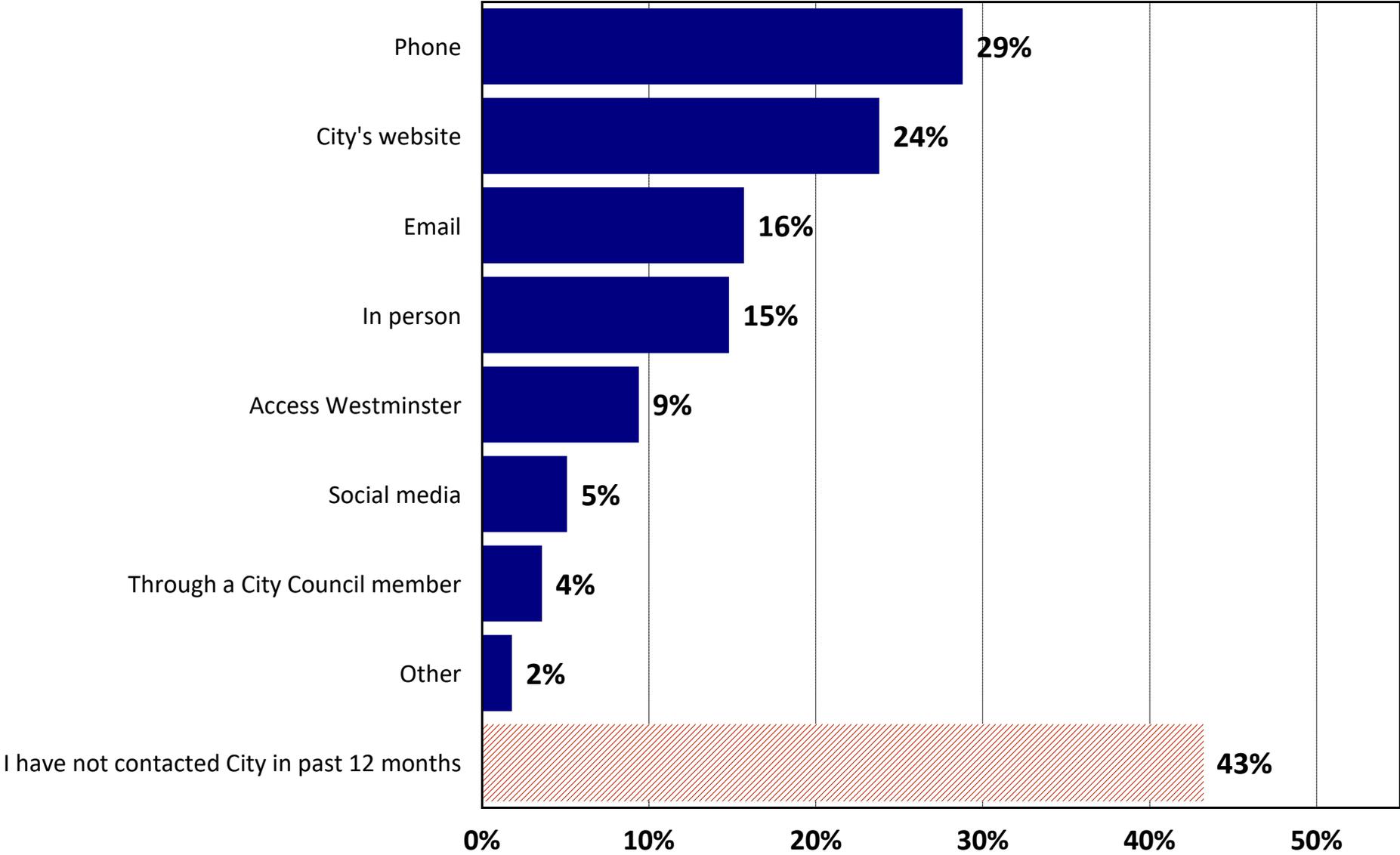
Q5a. Satisfaction with the Following Aspects of the City's Website

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



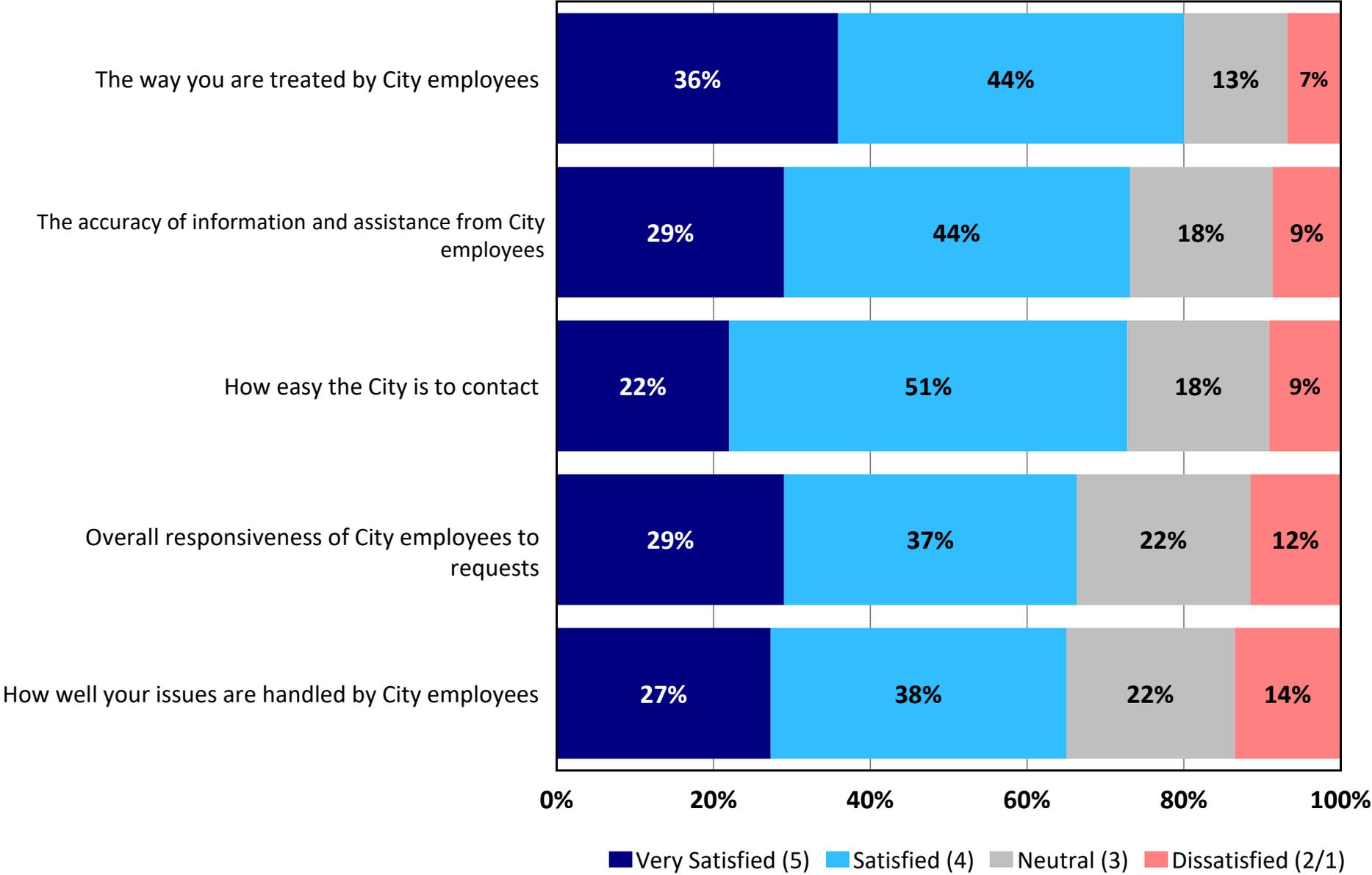
Q6. How Residents Have Contacted the City in the Past 12 Months

by percentage of respondents (multiple selections could be made)



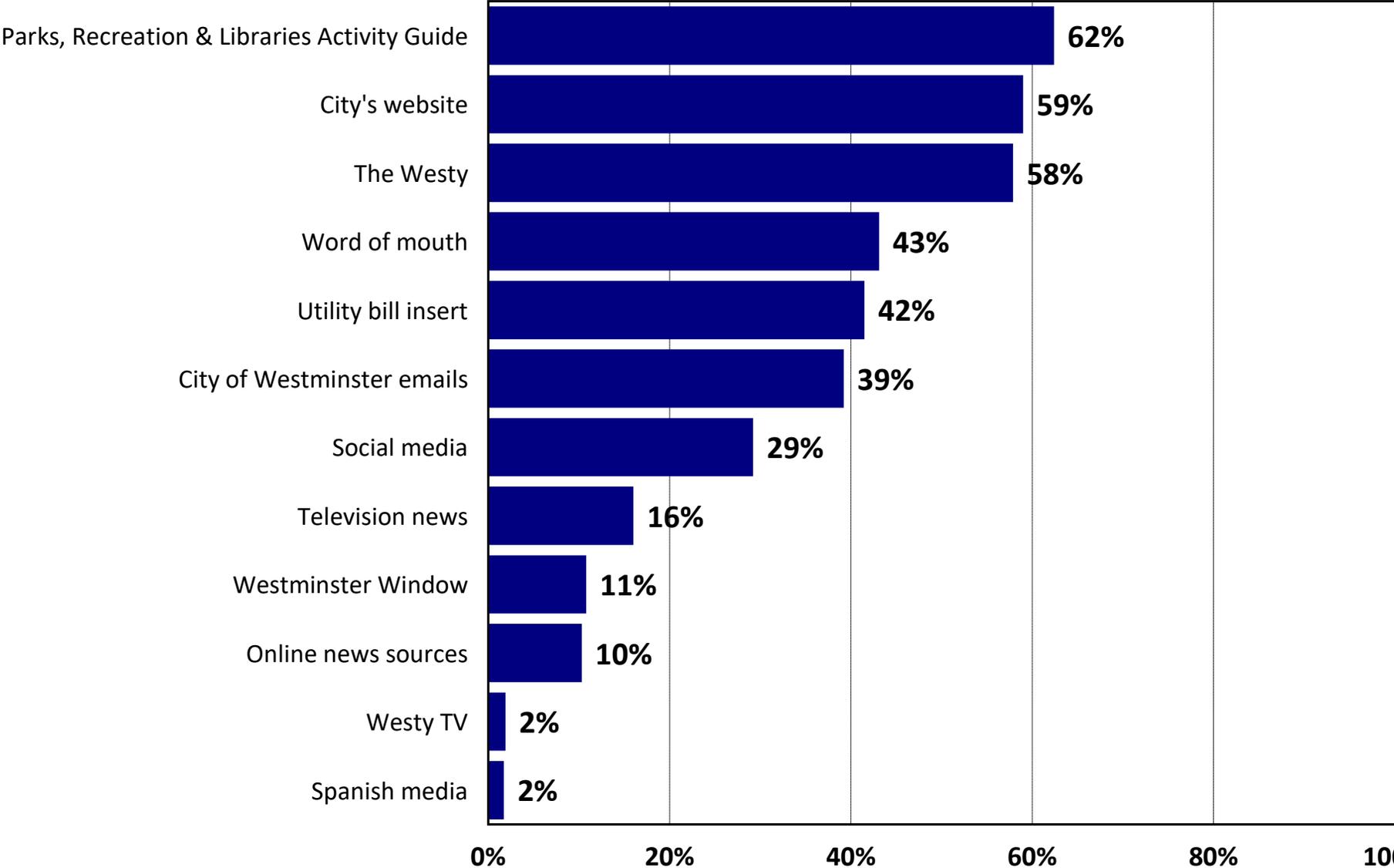
Q7. Satisfaction with Customer Service

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



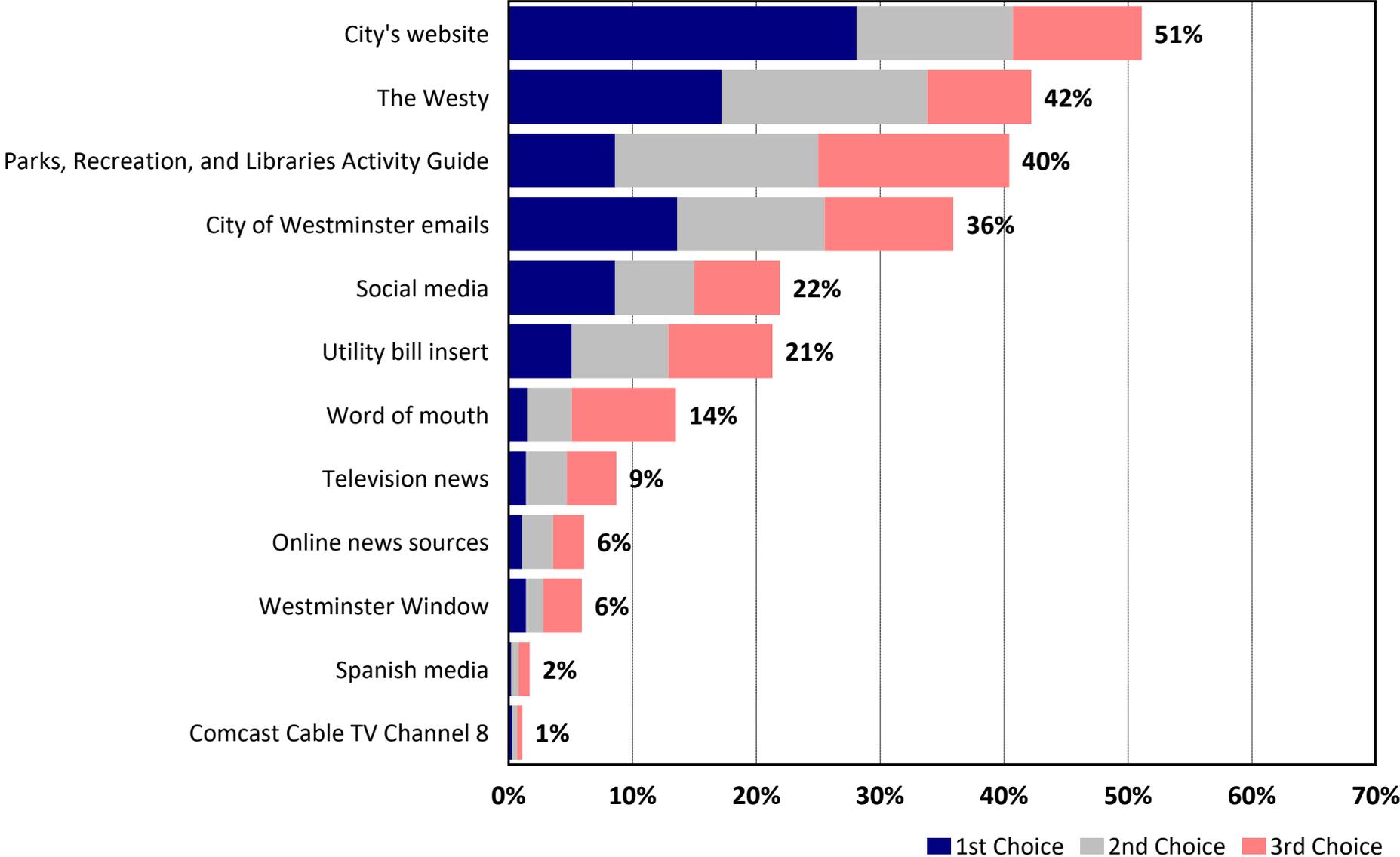
Q8. Sources That Residents Currently Use to Obtain/Receive Information About the City of Westminster

by percentage of respondents (multiple selections could be made)



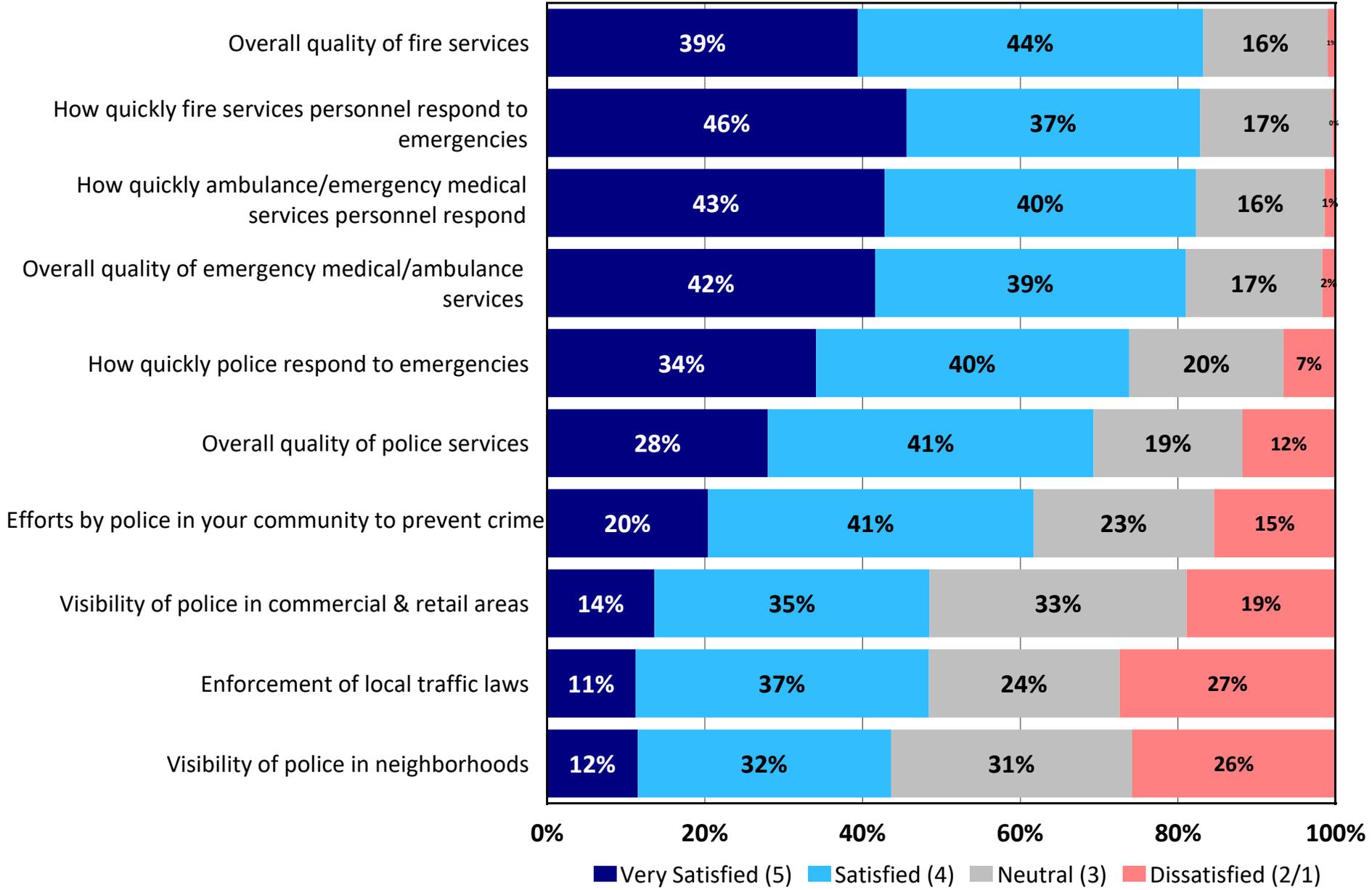
Q9. Sources That Residents MOST PREFER to Use to Obtain/Receive Information about the City

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



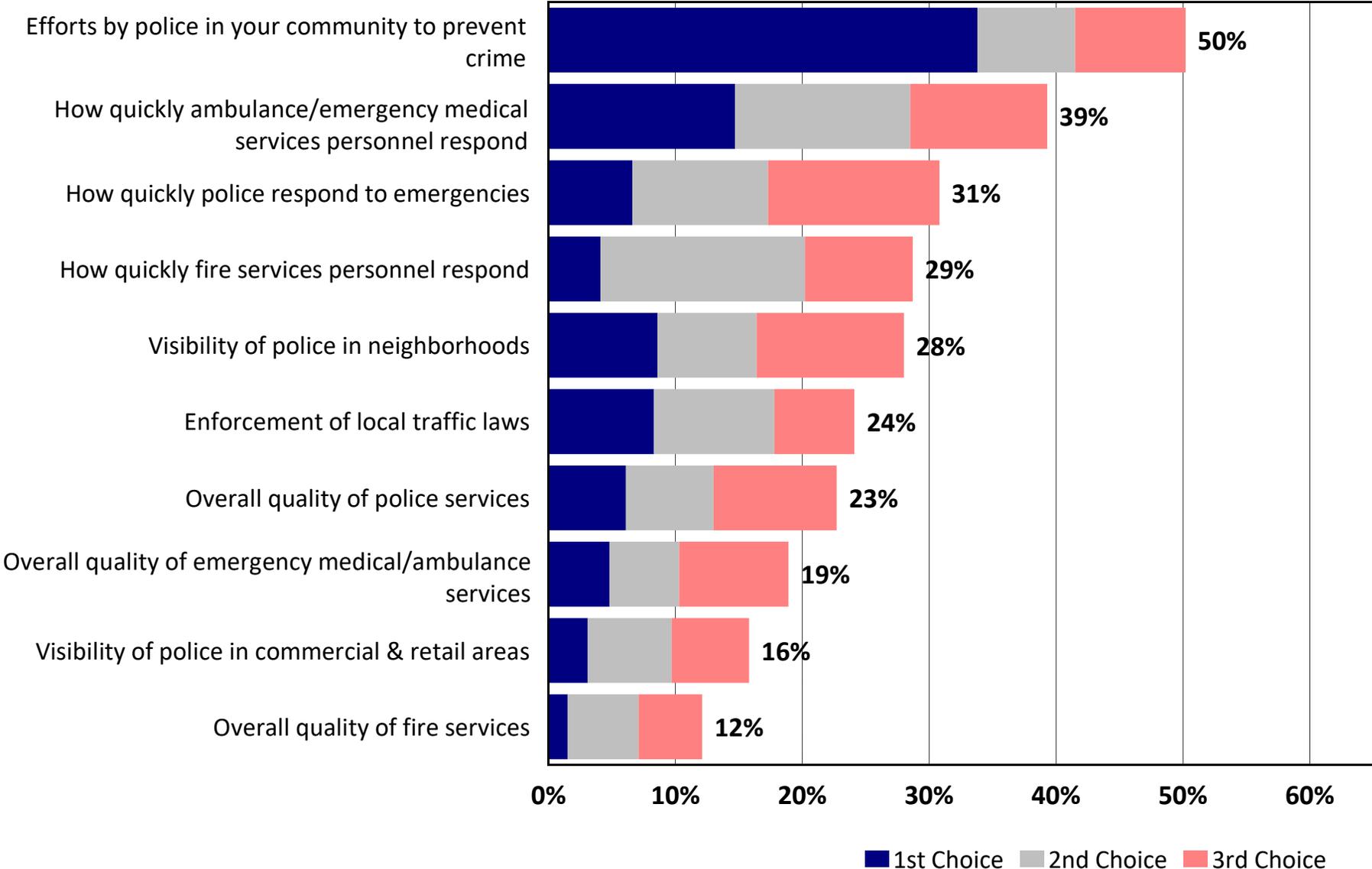
Q10. Satisfaction with Public Safety

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



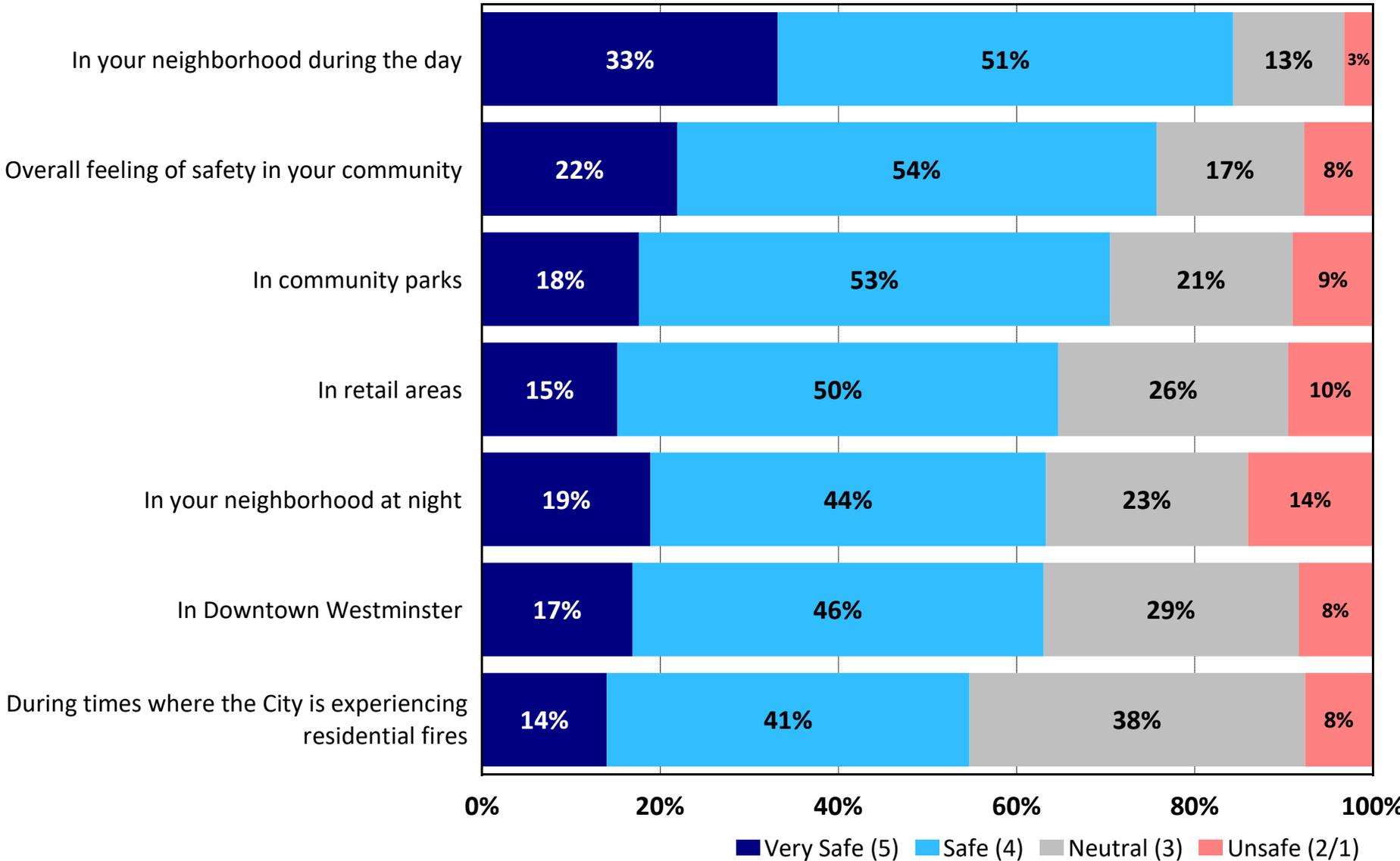
Q11. Public Safety Services That Are Most Important for the City to Provide

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



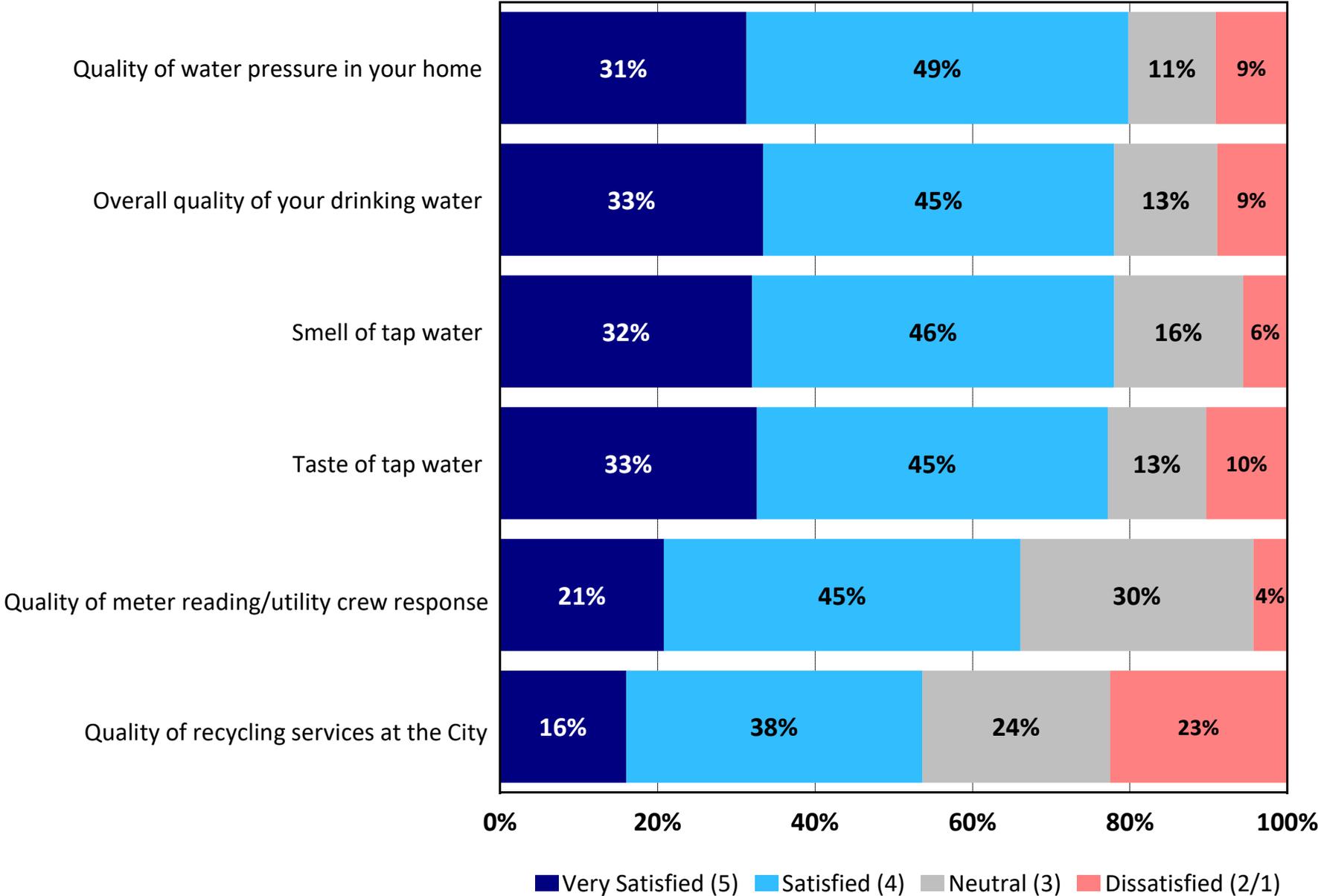
Q12. Perceptions of Safety and Security in the Following Situations

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



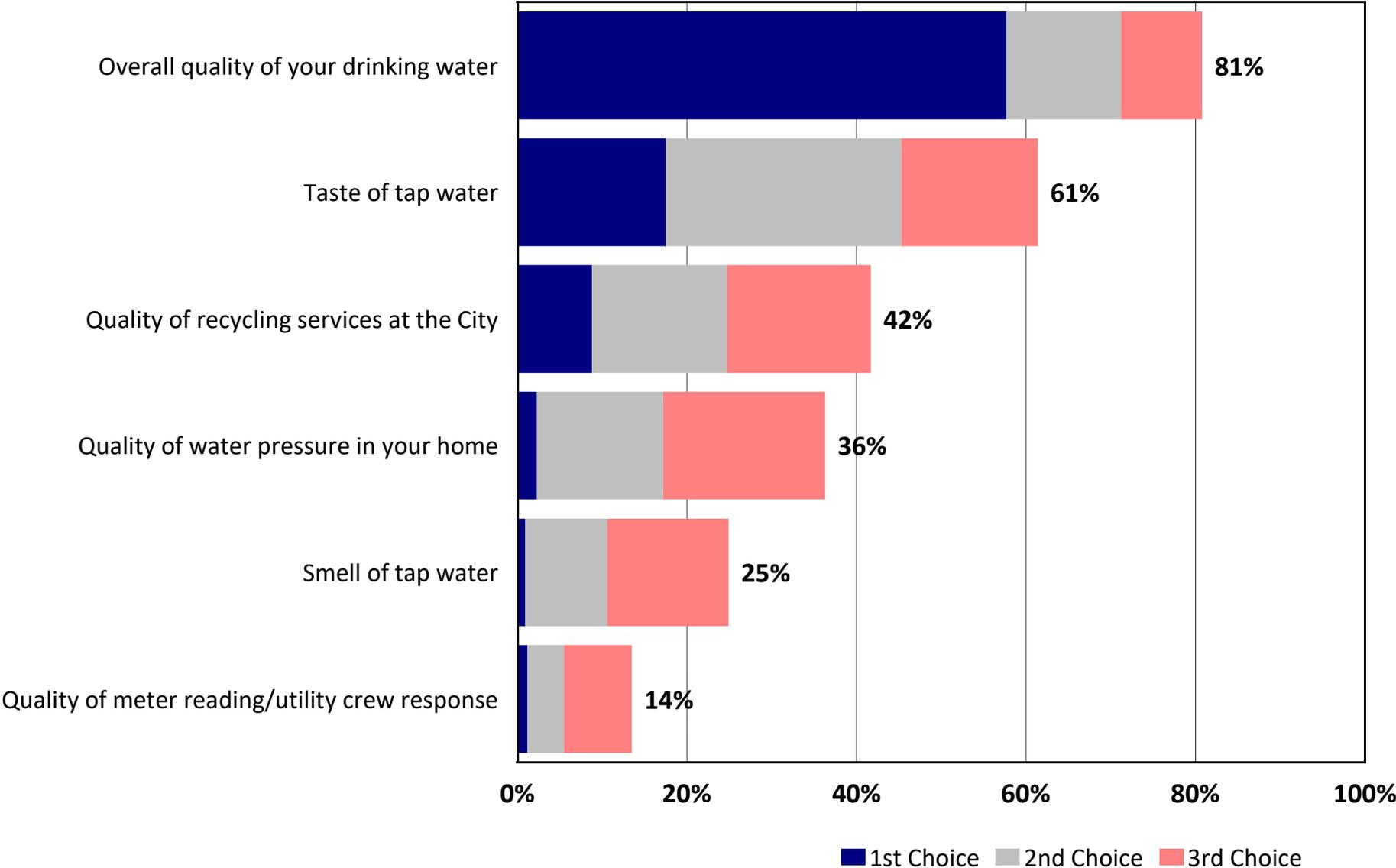
Q13. Satisfaction with Utilities and Recycling Services

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



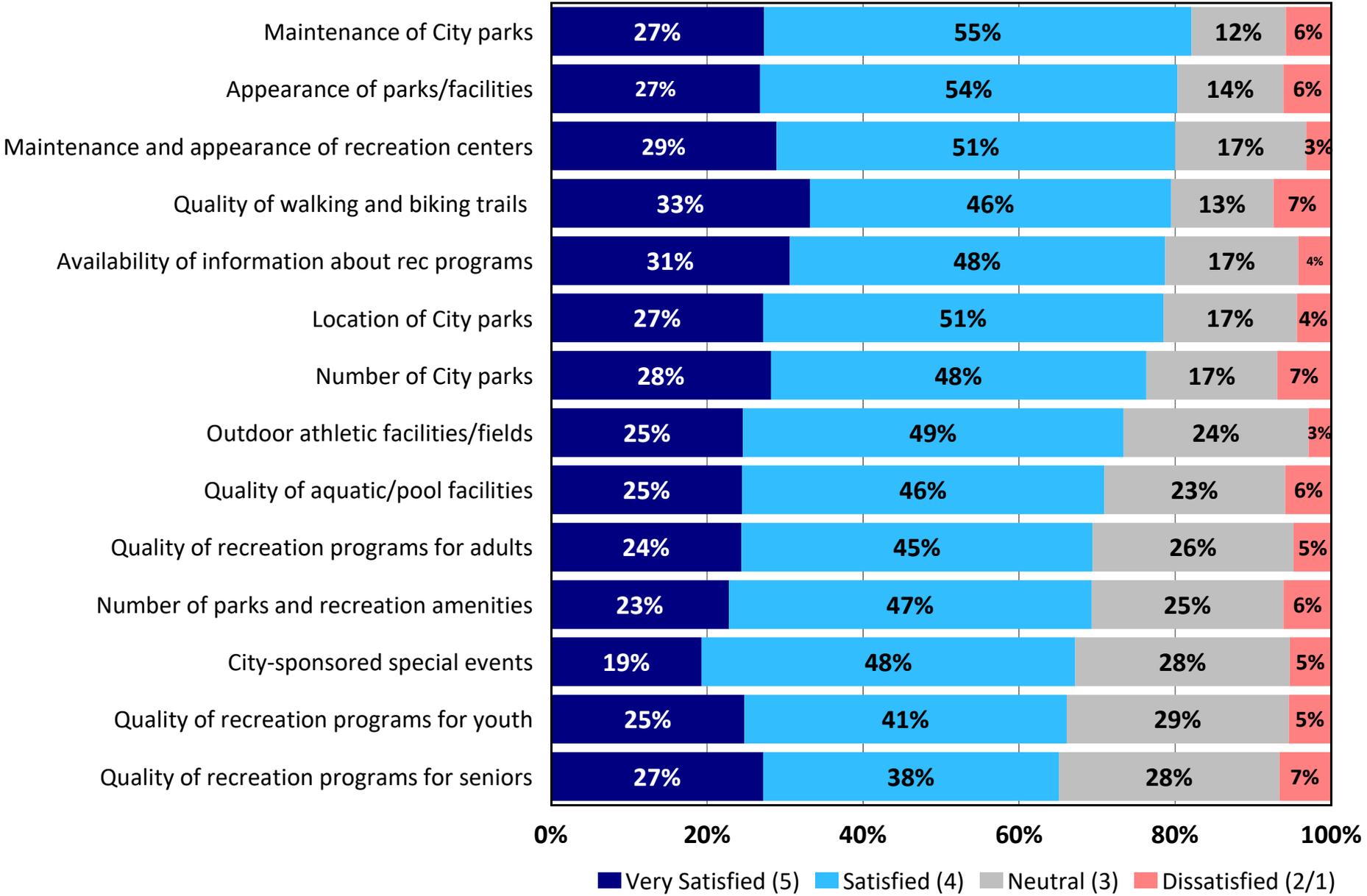
Q14. Utilities and Recycling Services That Are Most Important for the City to Provide

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



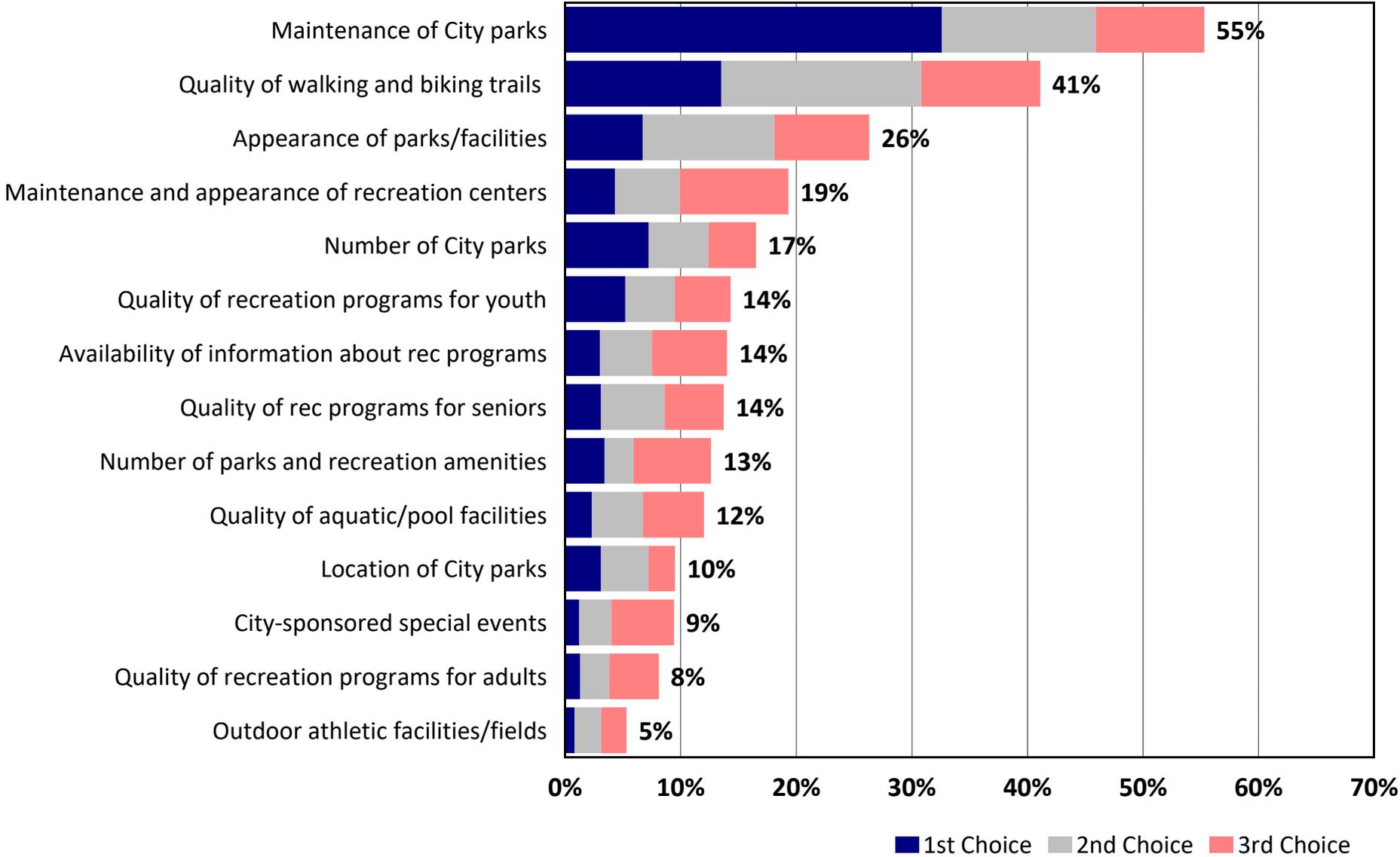
Q15. Satisfaction with Parks and Recreation

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



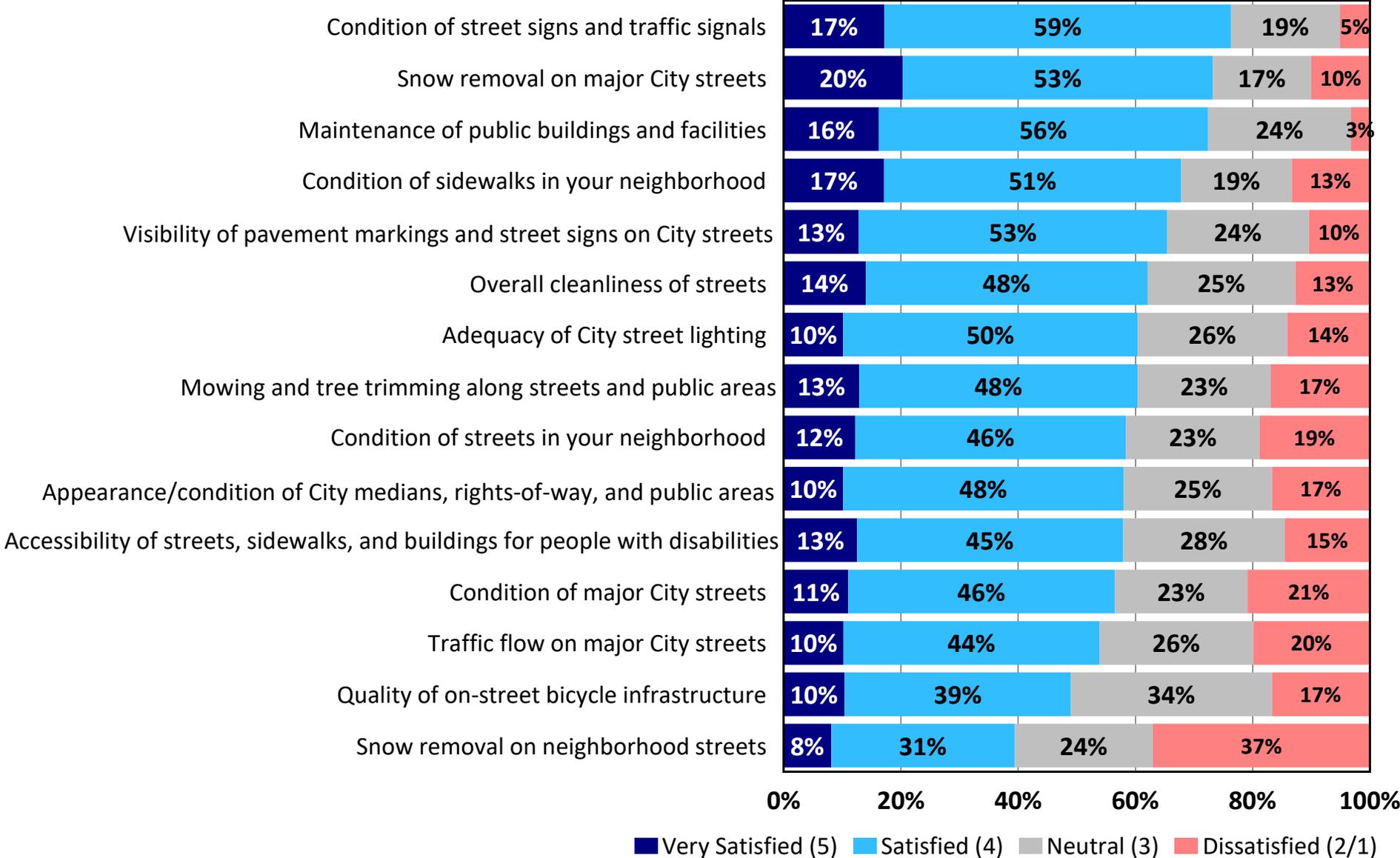
Q16. Parks and Recreation Services That Are Most Important for the City to Provide

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



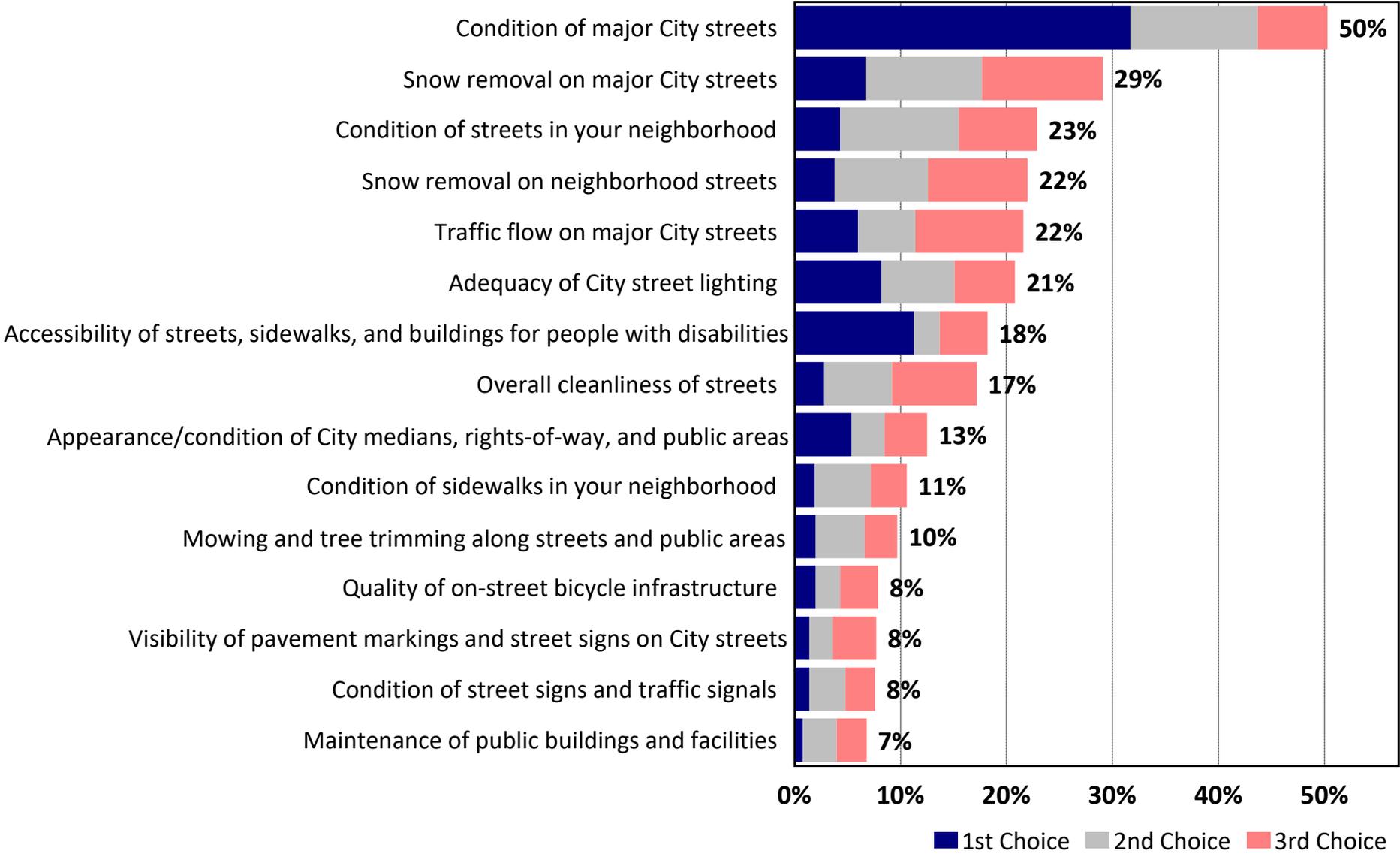
Q17. Satisfaction with Maintenance and Appearance of the City

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



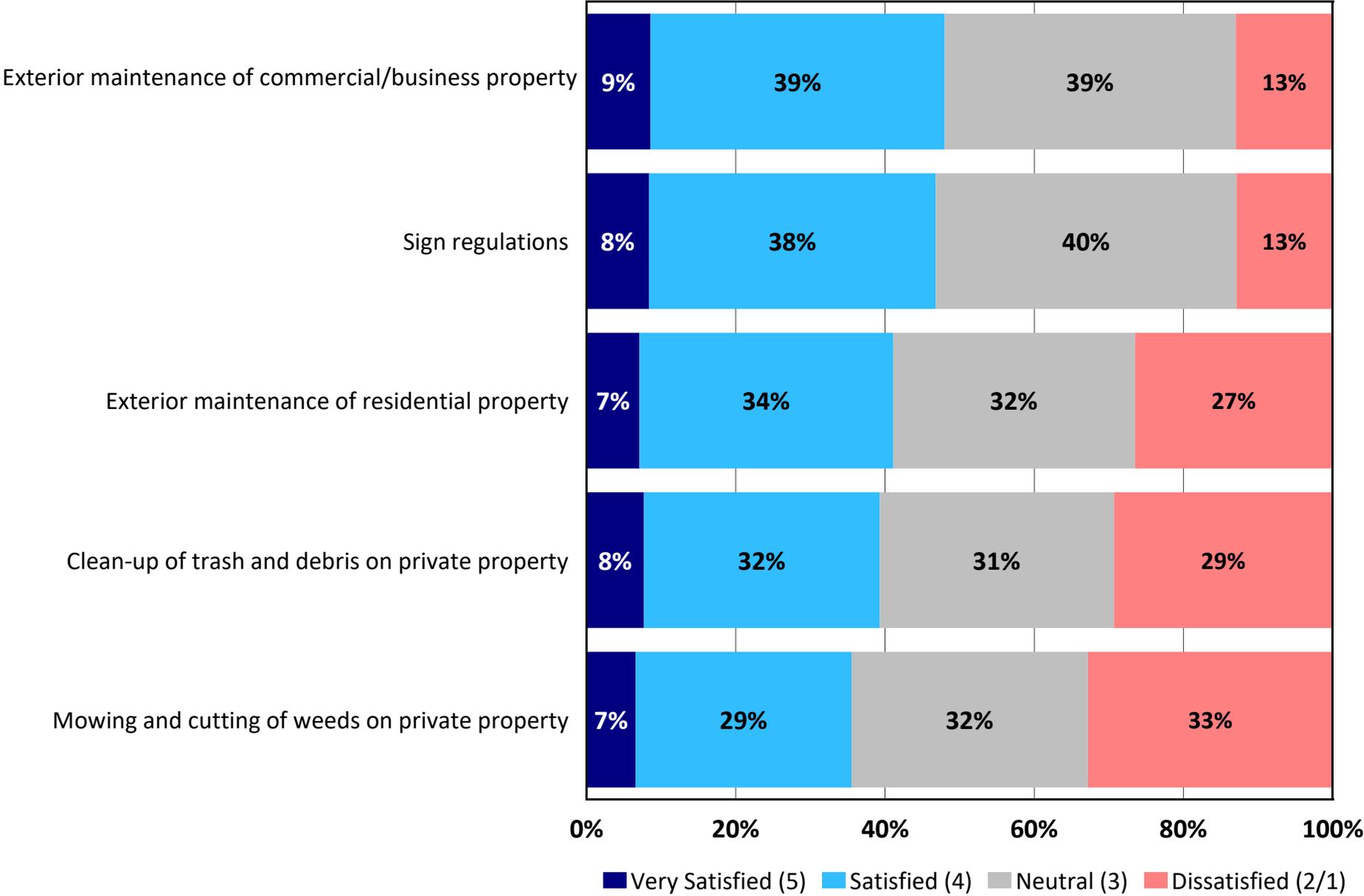
Q18. Aspects of Maintenance and Appearance That Are Most Important for the City to Provide

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



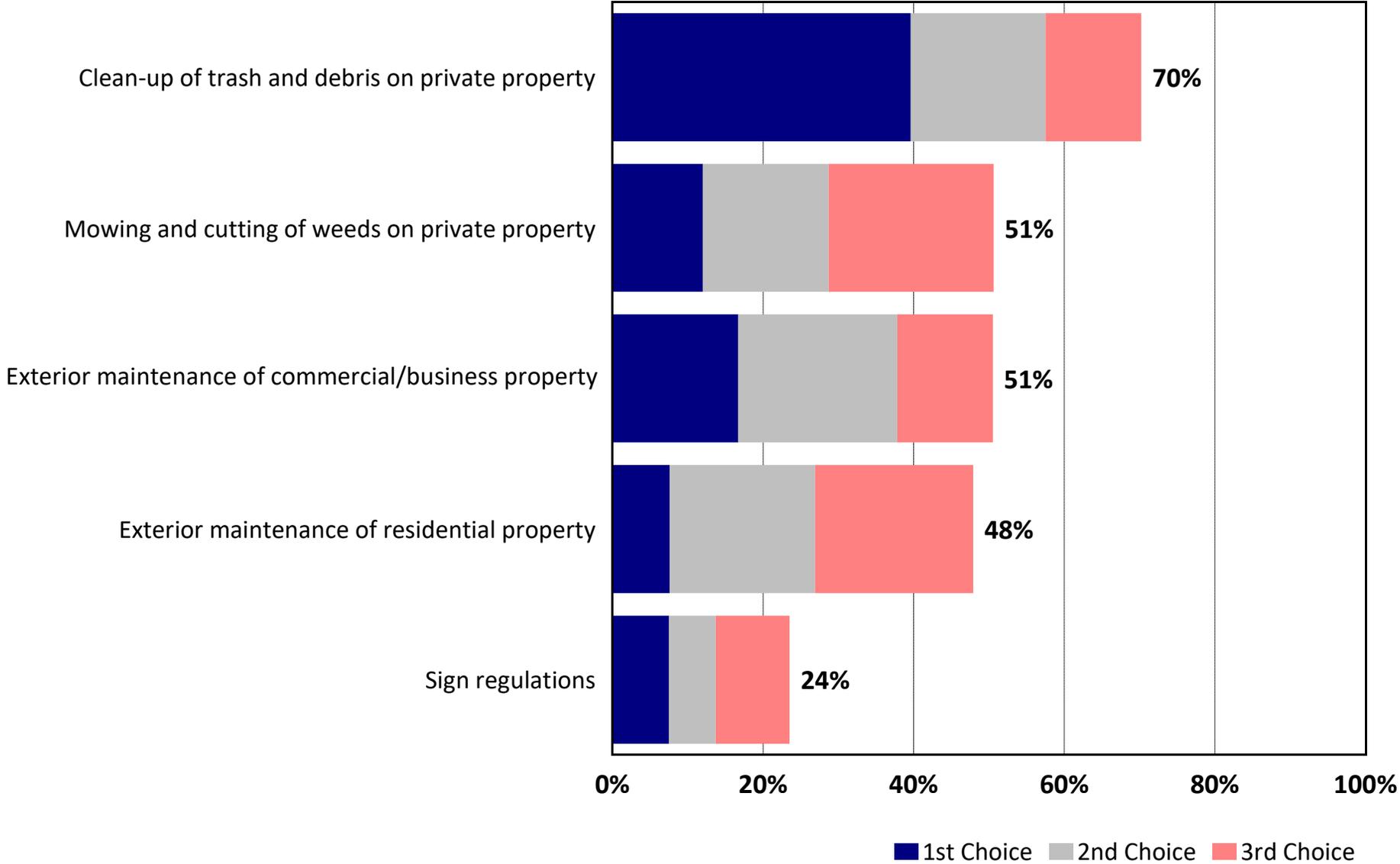
Q19. Satisfaction with Code Enforcement Services

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



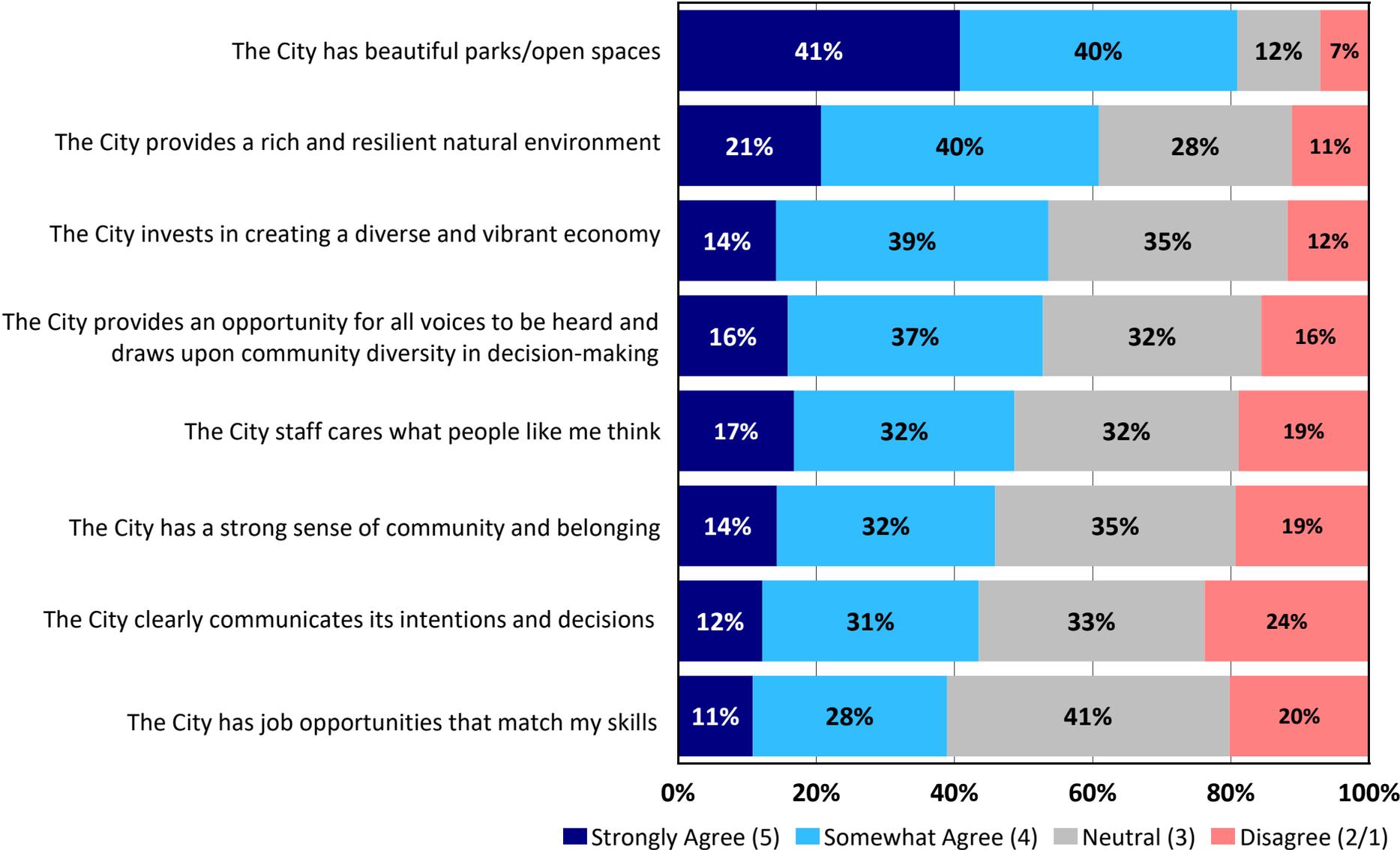
Q20. Code Enforcement Services That Are Most Important for the City to Provide

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



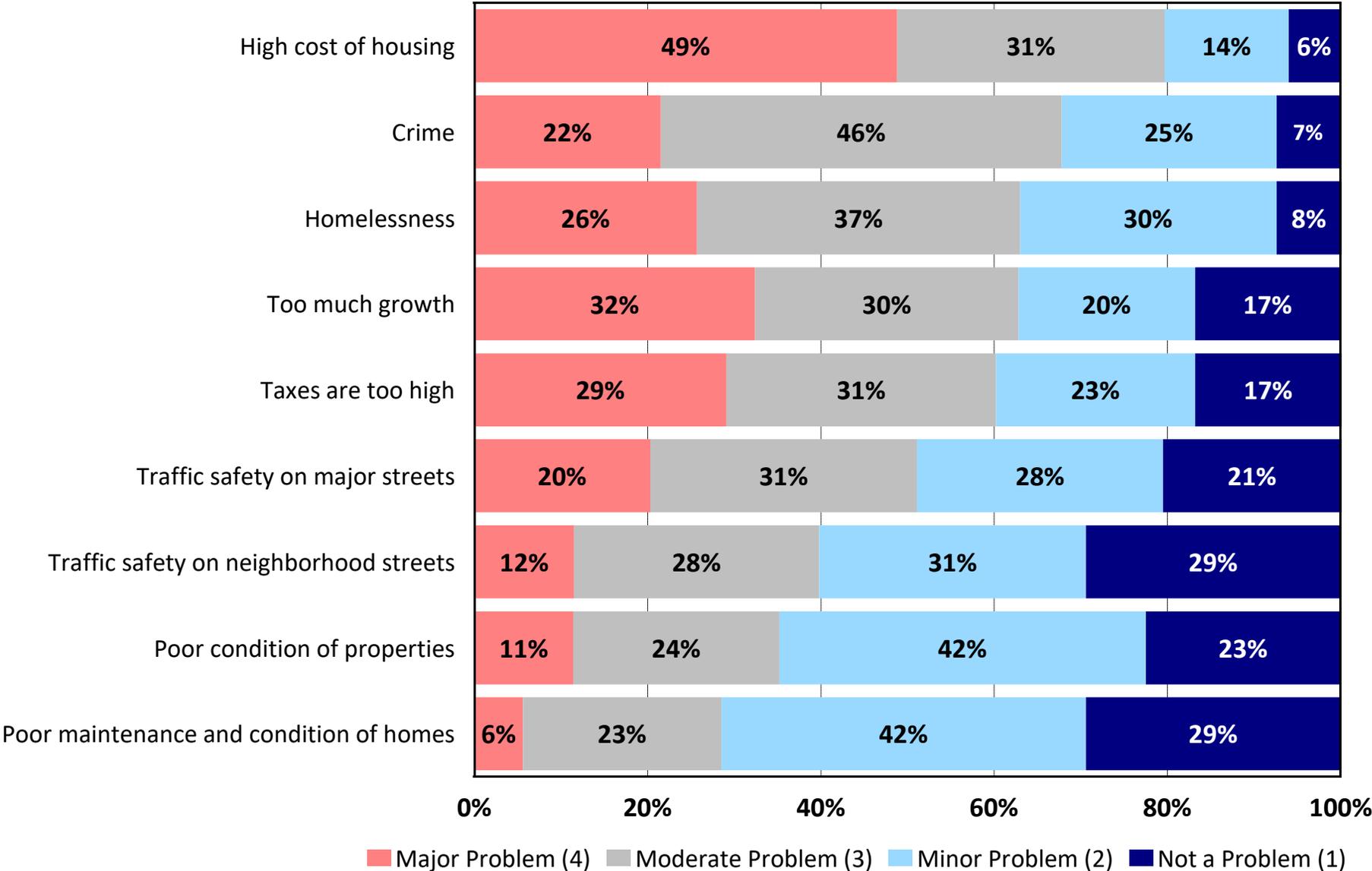
Q21. Level of Agreement With the Following Statements About the City of Westminster

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



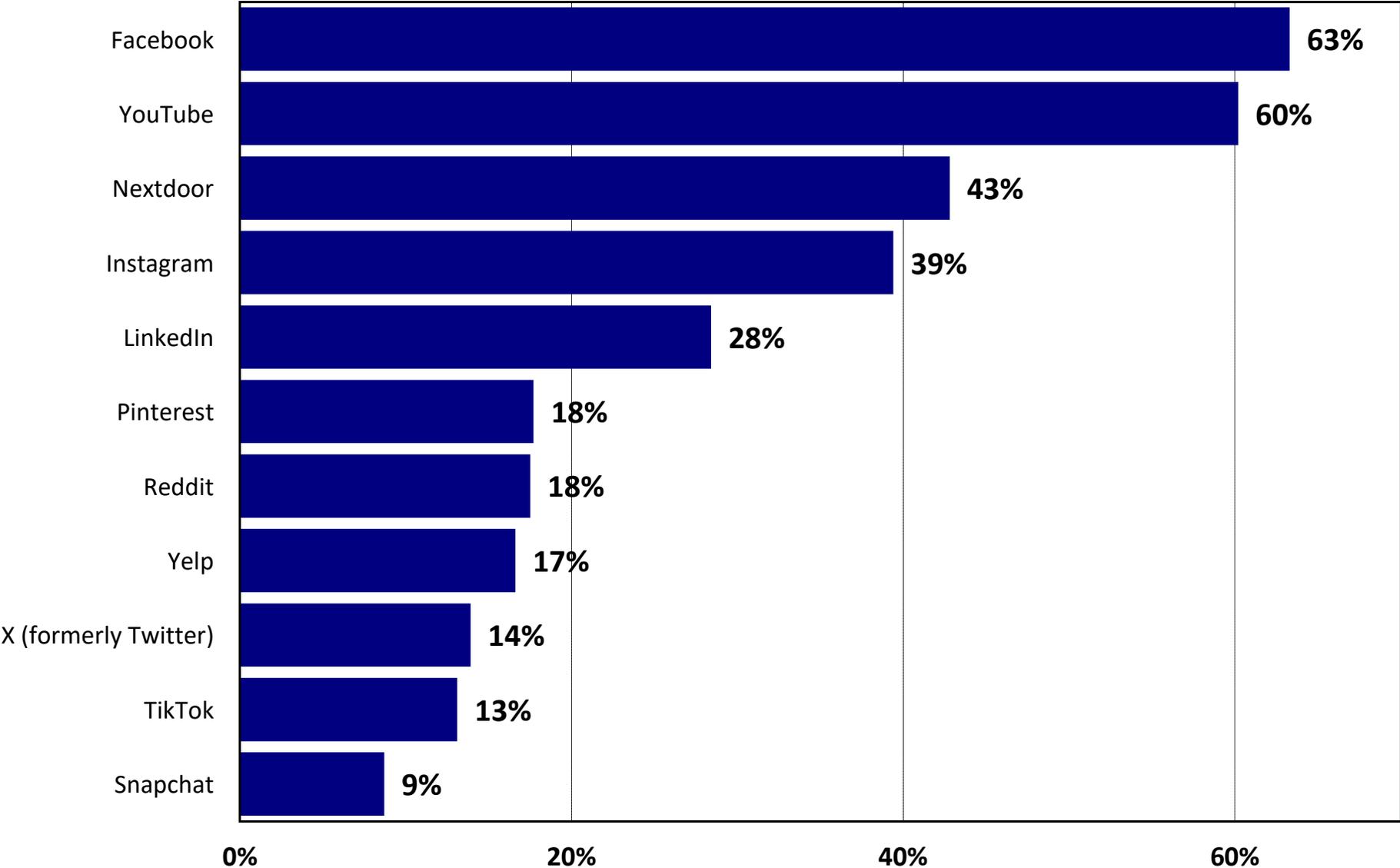
Q22. Degree to Which the Following Are a Problem in Westminster

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



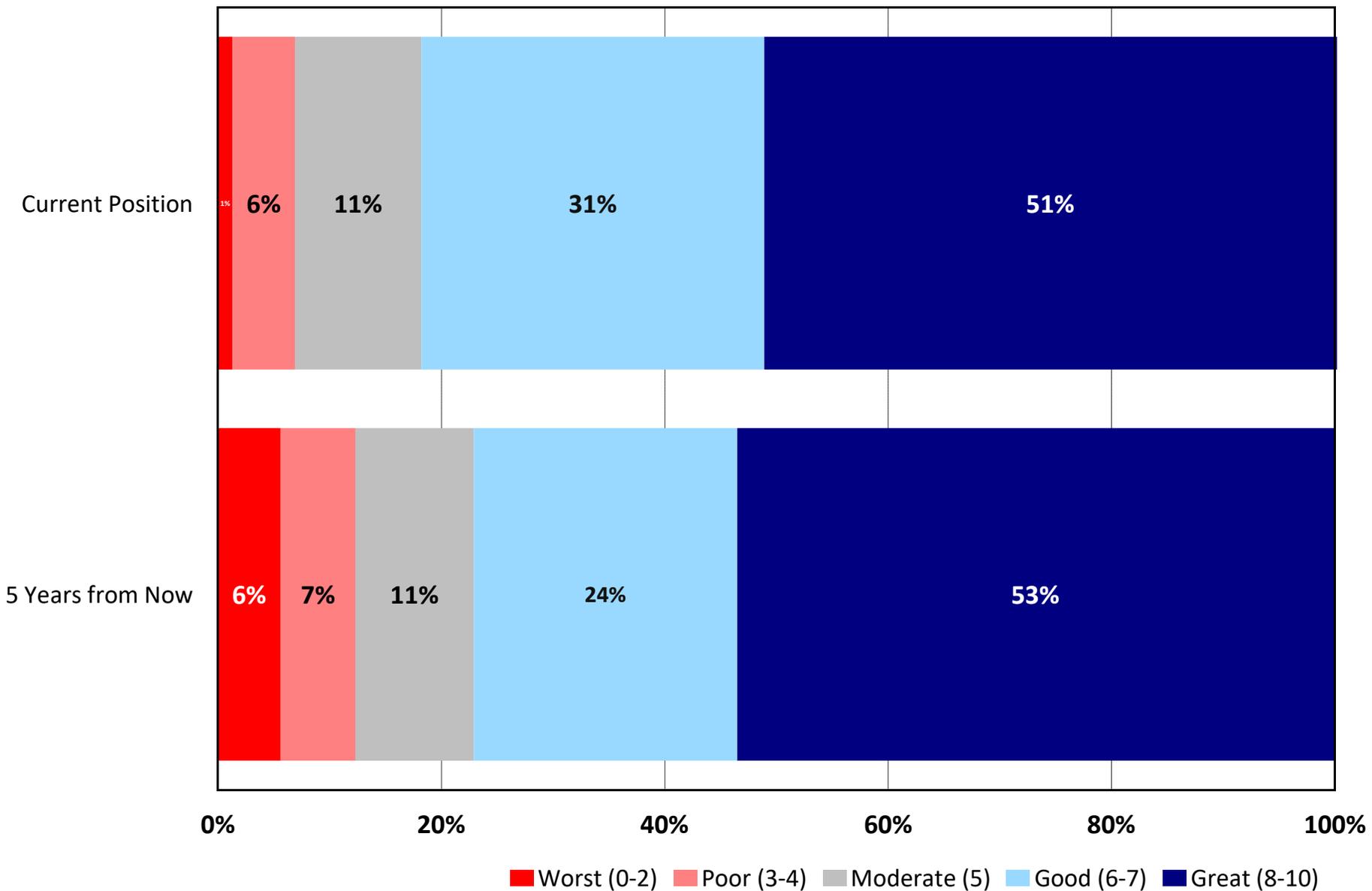
Q23. Social Media Sites Residents Have Used Within the Last Month

by percentage of respondents (multiple selections could be made)



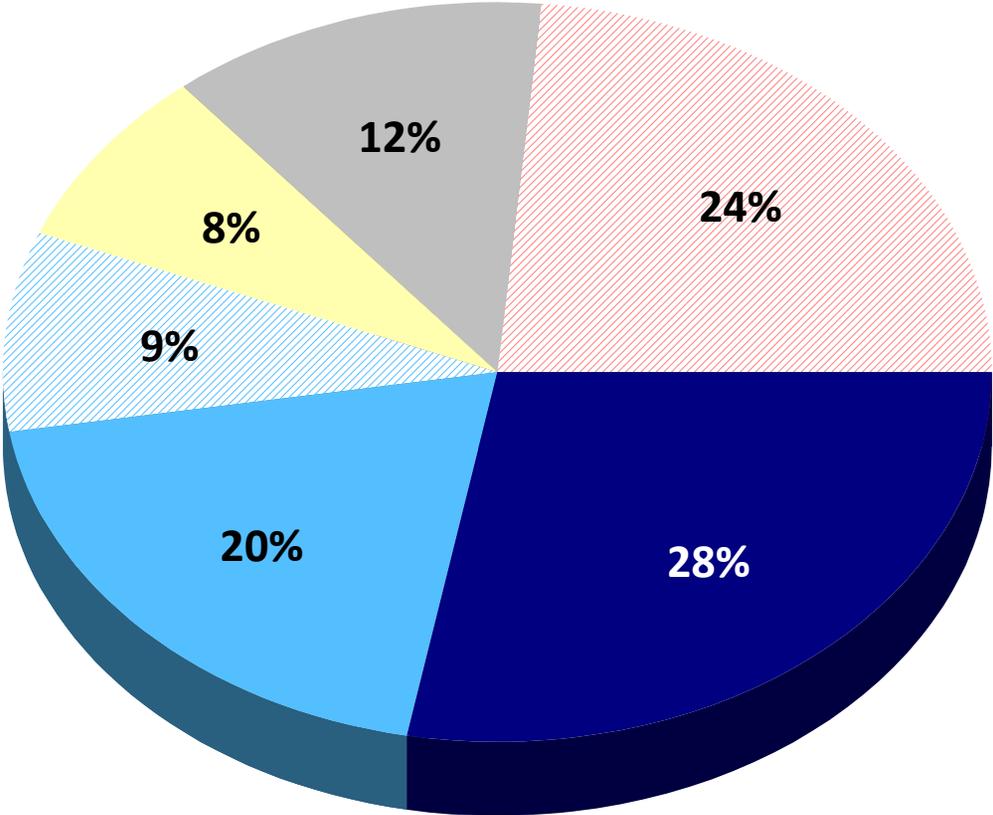
Q24. Rating Life in the City of Westminster

by percentage of respondents who rated their position on a scale where 0 means worst and 10 means best
(excluding "don't know")



Q26. Demographics: About how long have you lived in Westminster?

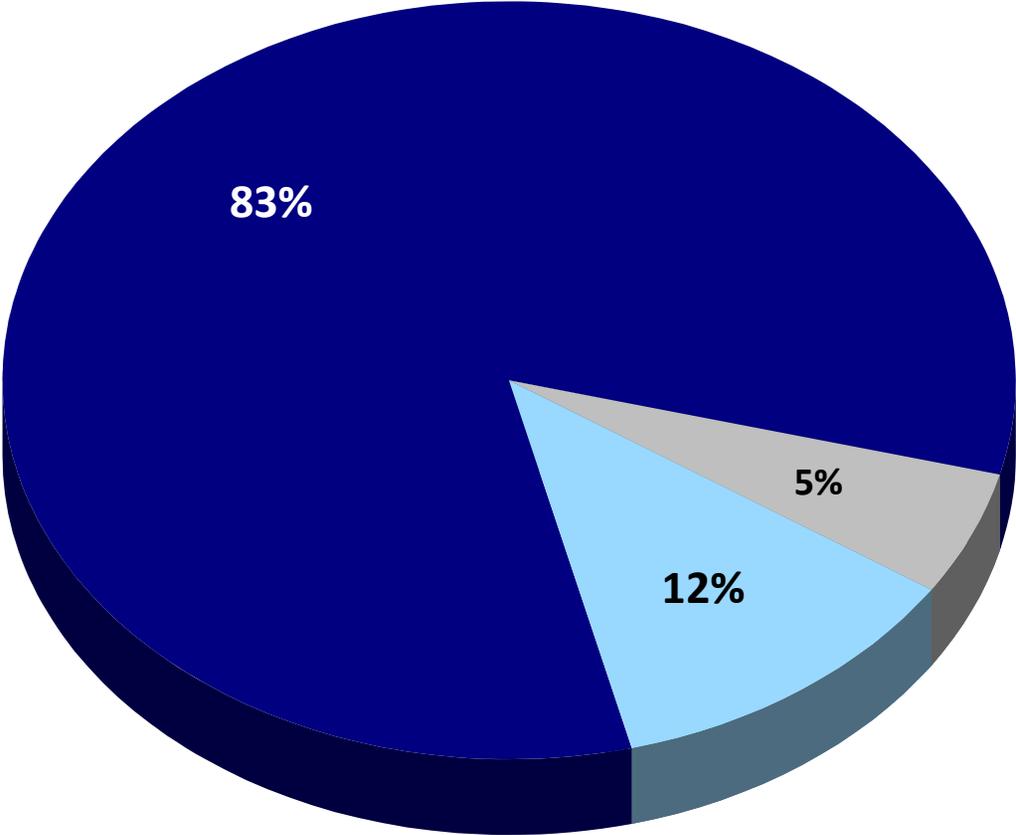
by percentage of respondents (without "not provided")



5 years or less 6-10 years 11-15 years 16-20 years
21-30 years 31+ years

Q27. Demographics: Type of Housing Unit

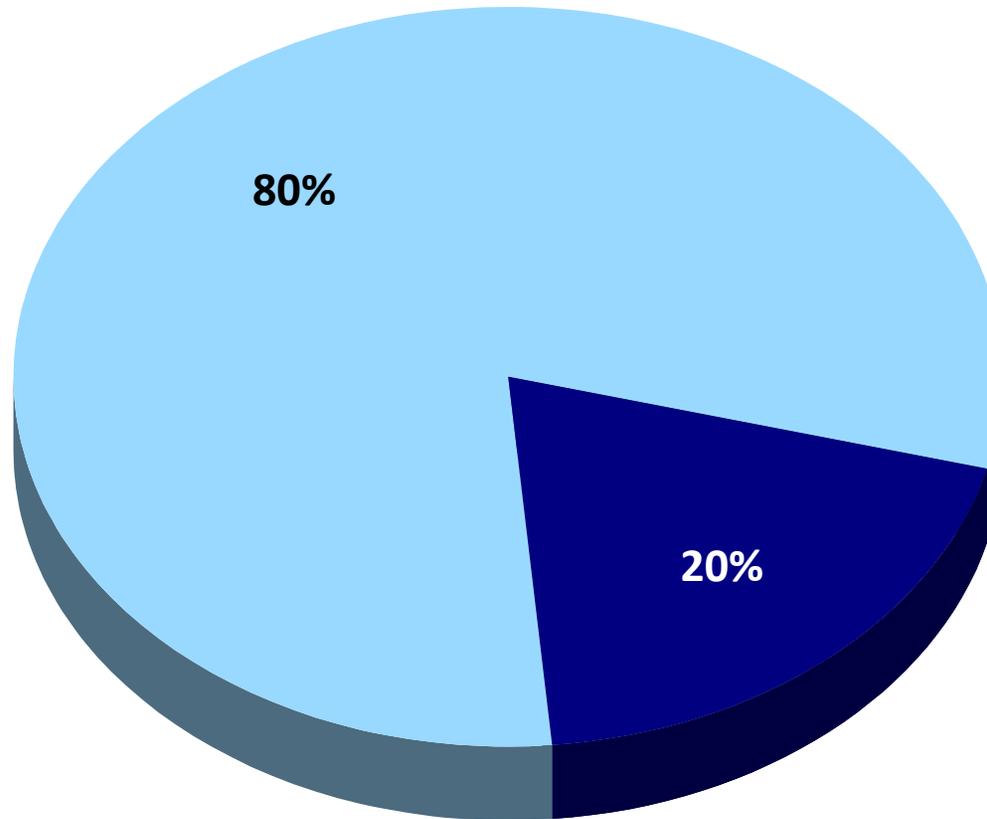
by percentage of respondents (excluding "not provided")



■ Detached single family home ■ Condominium or townhouse
■ Apartment or mobile home

Q28. Demographics: Do you rent or own your current residence?

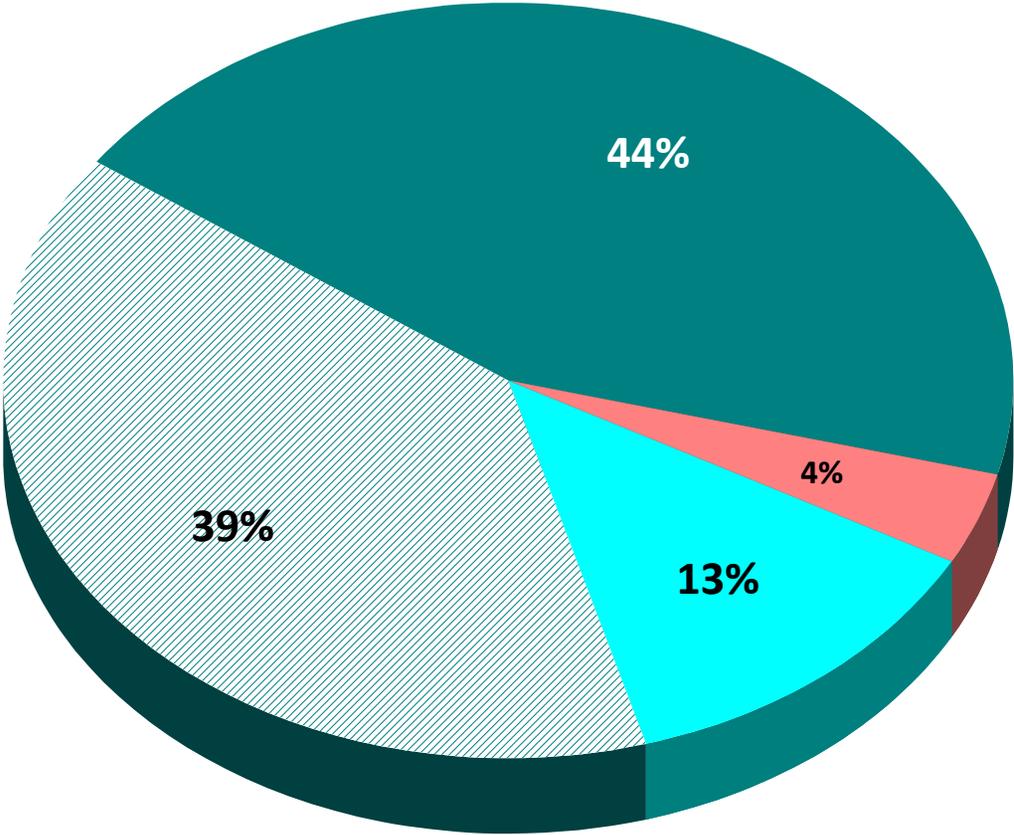
by percentage of respondents



■ Rent ■ Own

Q29. Demographics: What percentage of your monthly household income do you spend on housing expenses?

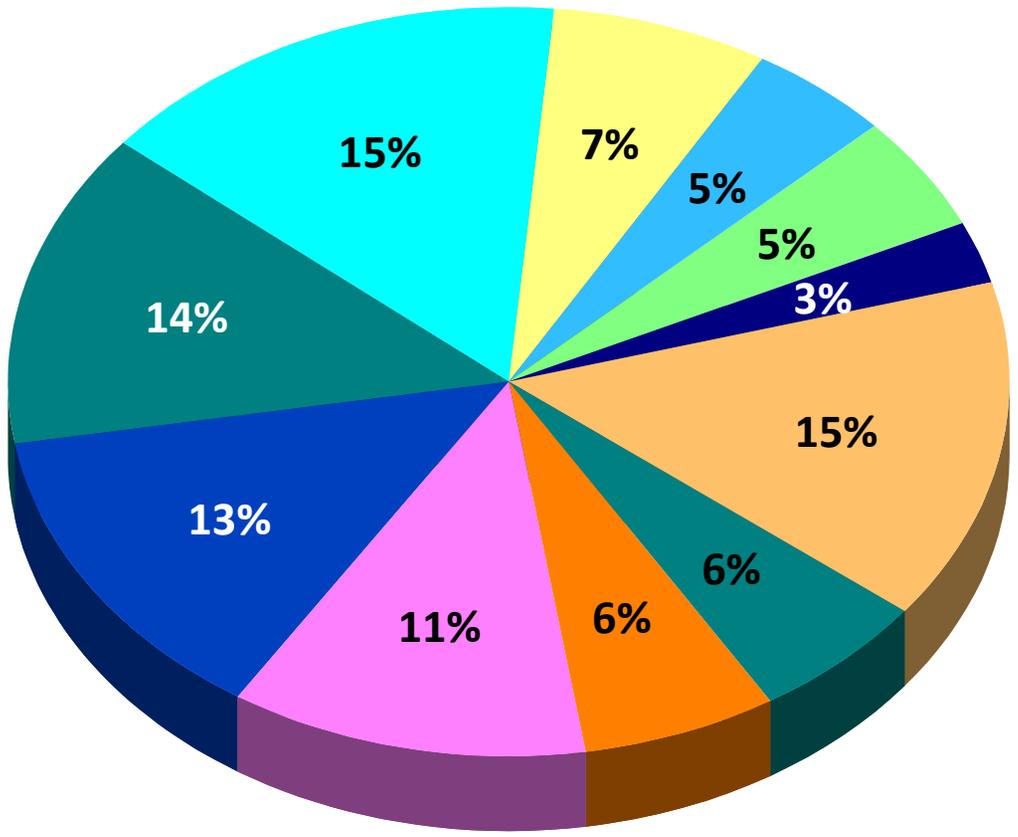
by percentage of respondents (excluding "not provided")



■ Less than 30% ▨ 30% to 50% ■ 50% to 75% ■ 75% or more

Q30. Demographics: Total Household Income Before Taxes for the Previous Year

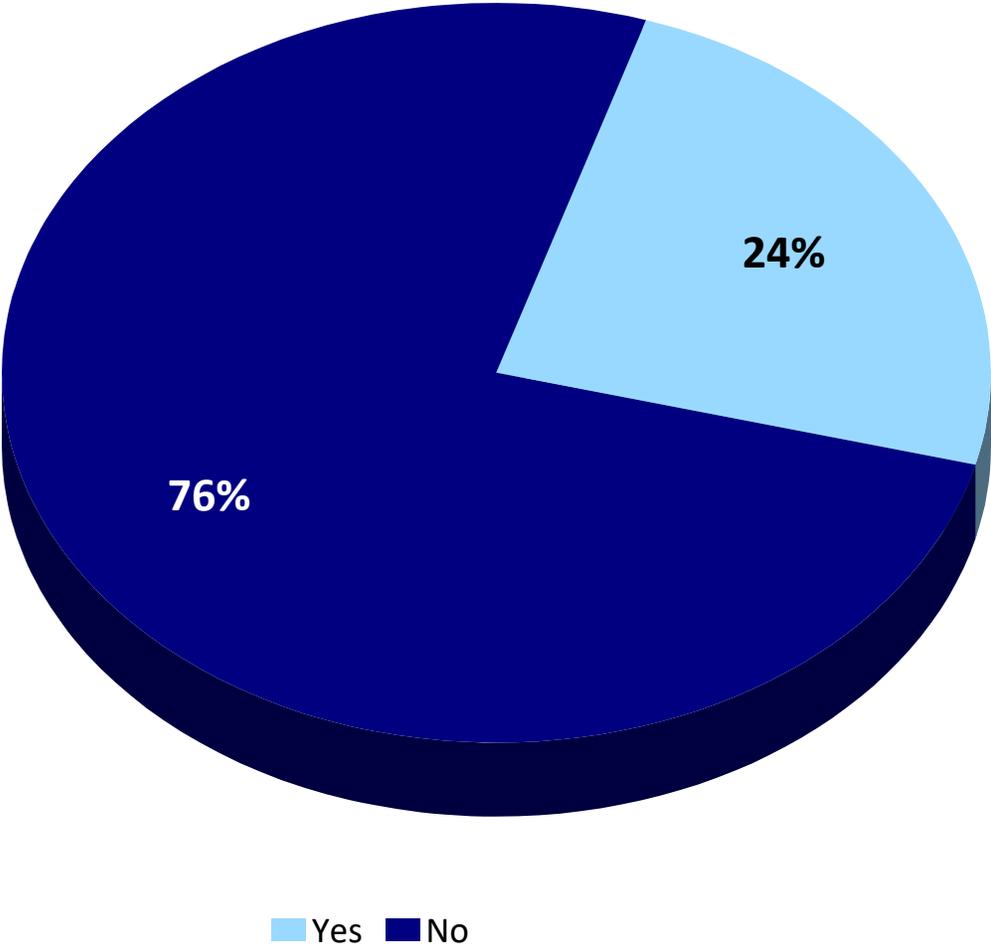
by percentage of respondents (excluding "prefer not to answer")



- Less than \$15K
- \$15K to \$24,999
- \$25K to \$34,999
- \$35K 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+

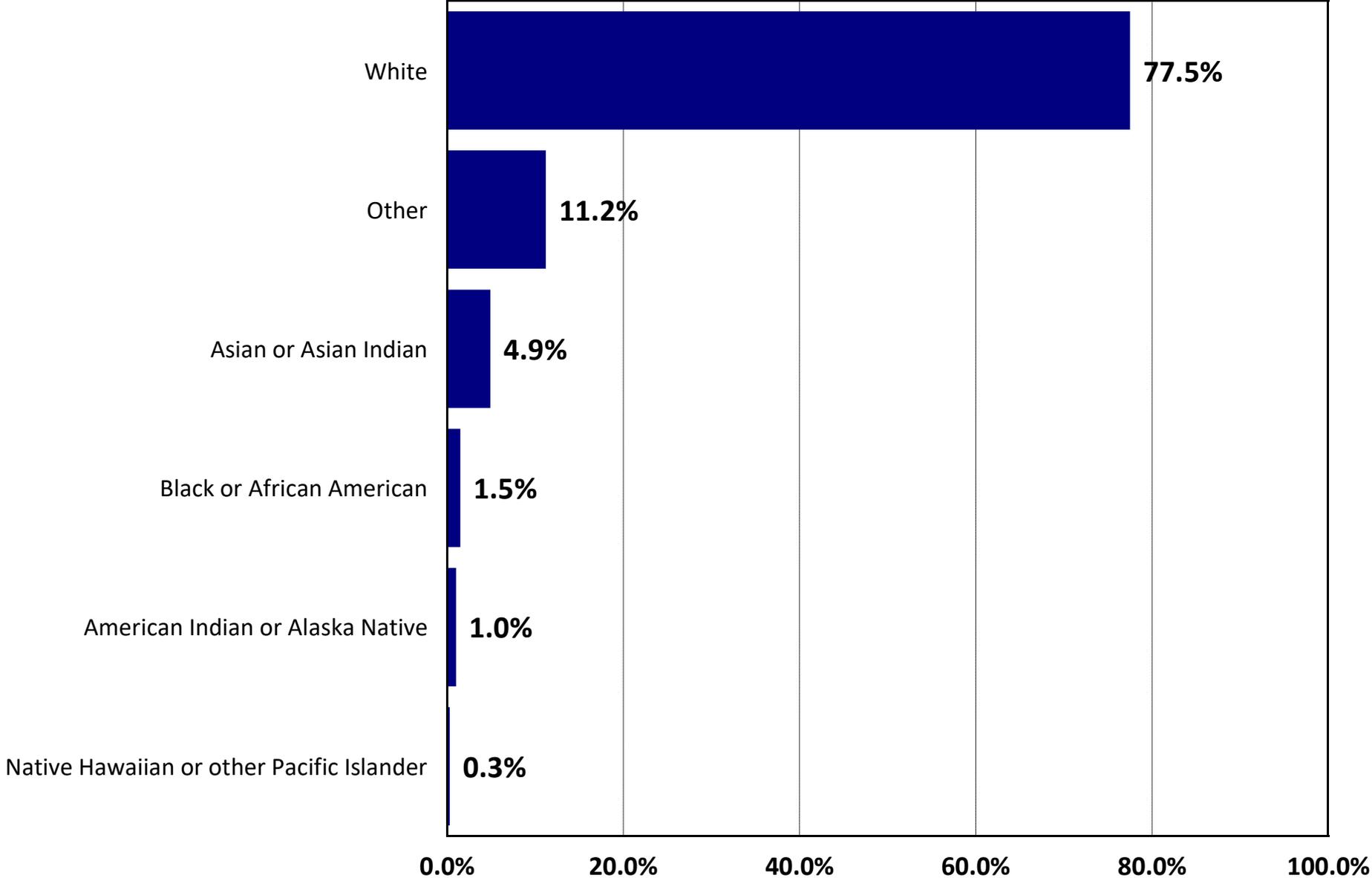
Q31. Demographics: Are you Hispanic/Spanish/Latino/a/x?

by percentage of respondents (excluding "not provided")



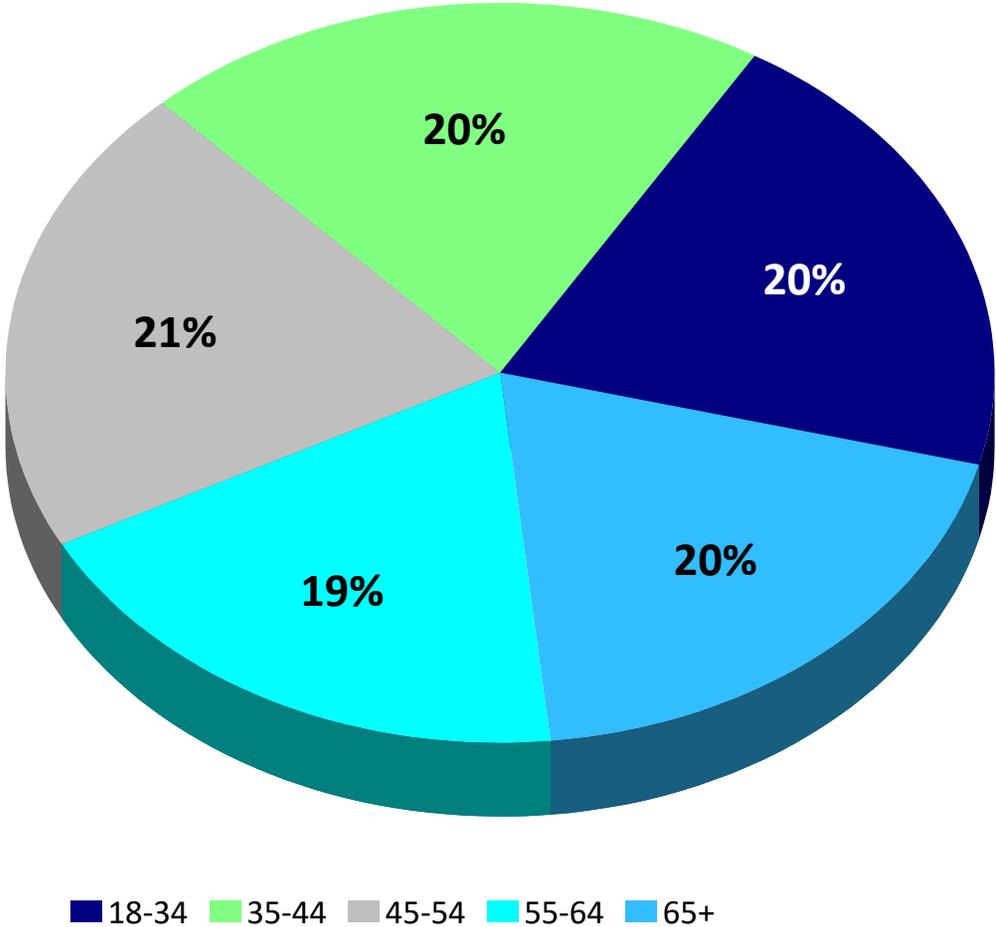
Q32. Demographics: Race

by percentage of respondents (multiple selections could be made)



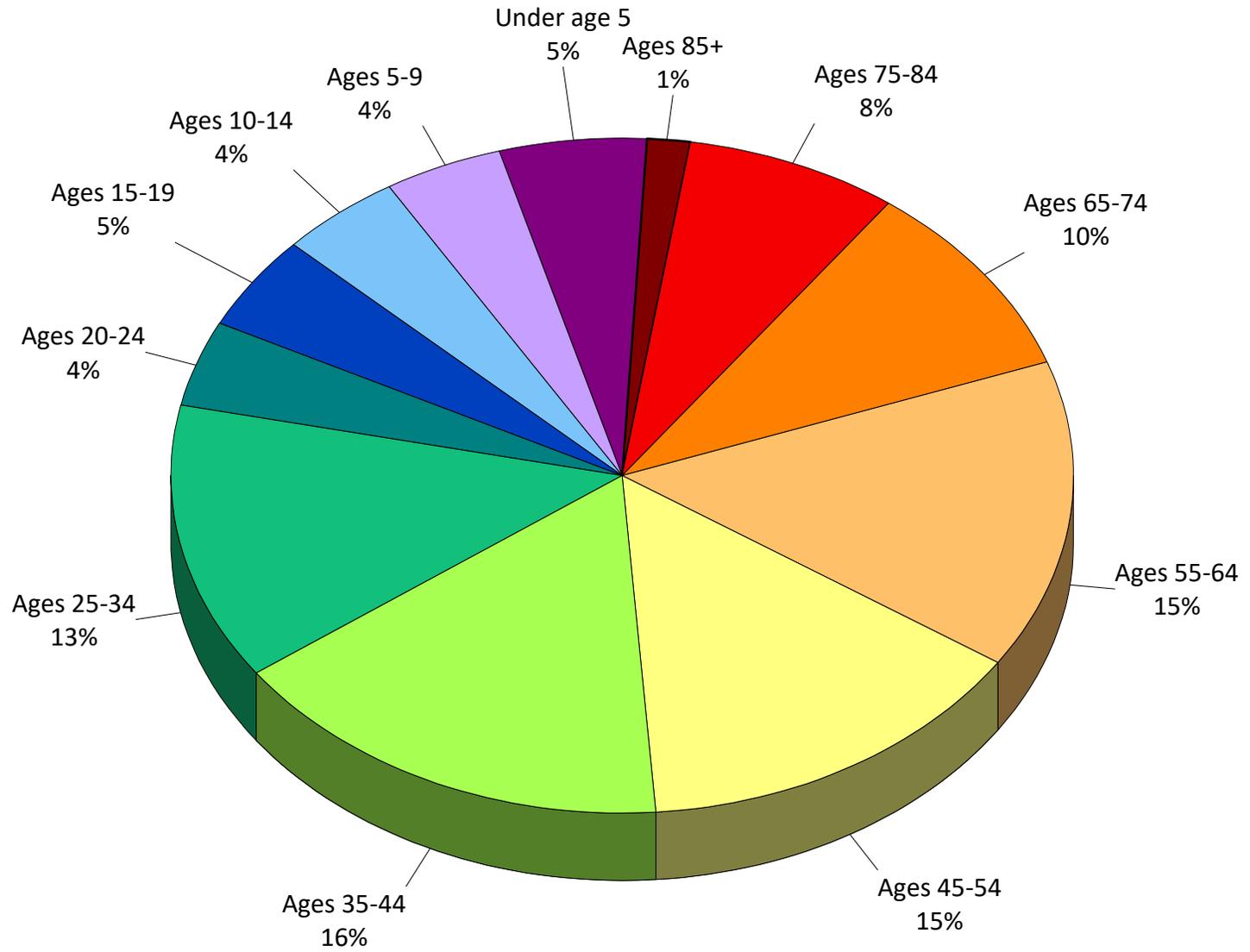
Q33. Demographics: Age of Respondent

by percentage of respondents



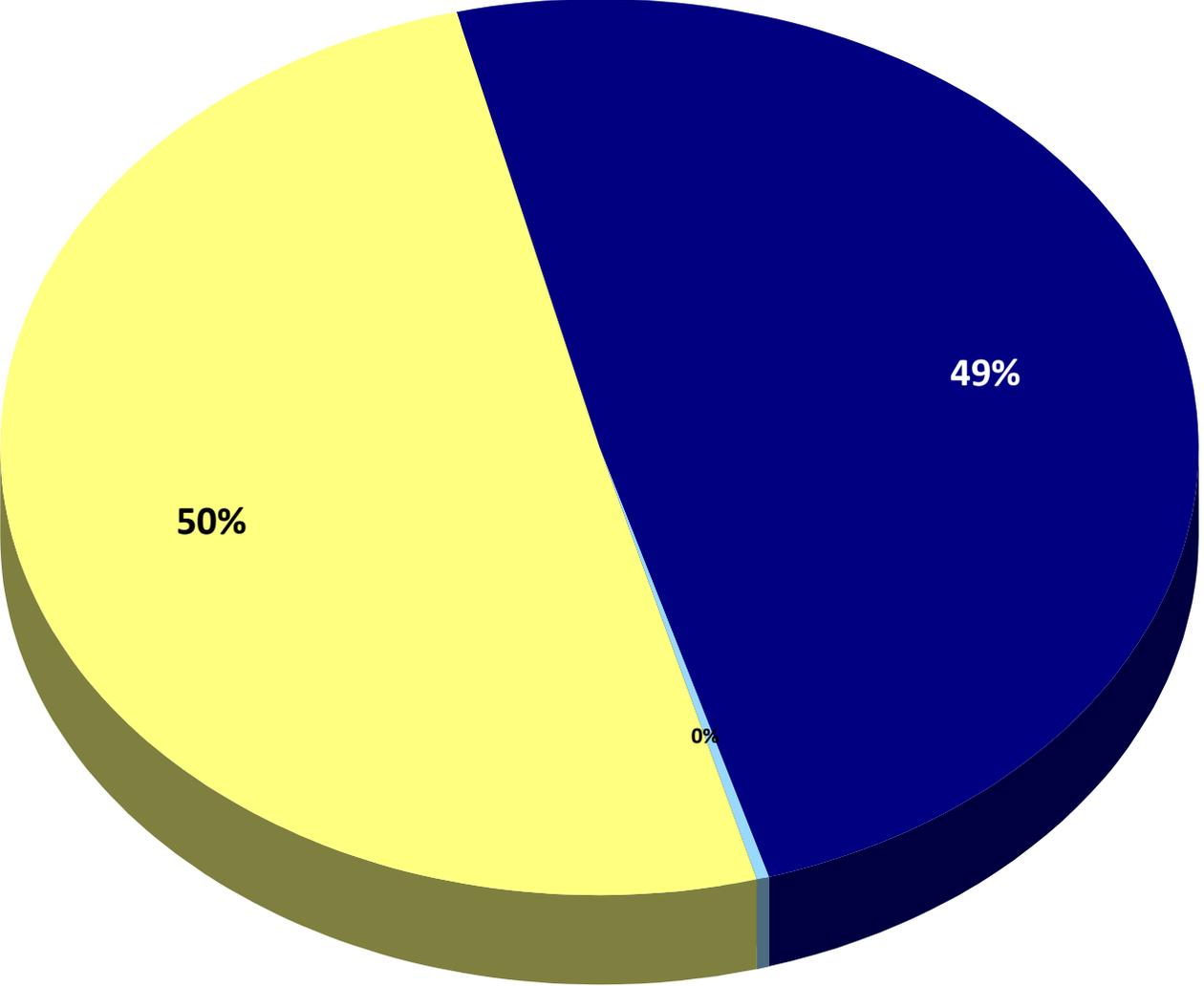
Q34. Counting yourself, how many people in your household are...

by percentage of persons in household



Q35. Demographics: Gender/Gender Identity

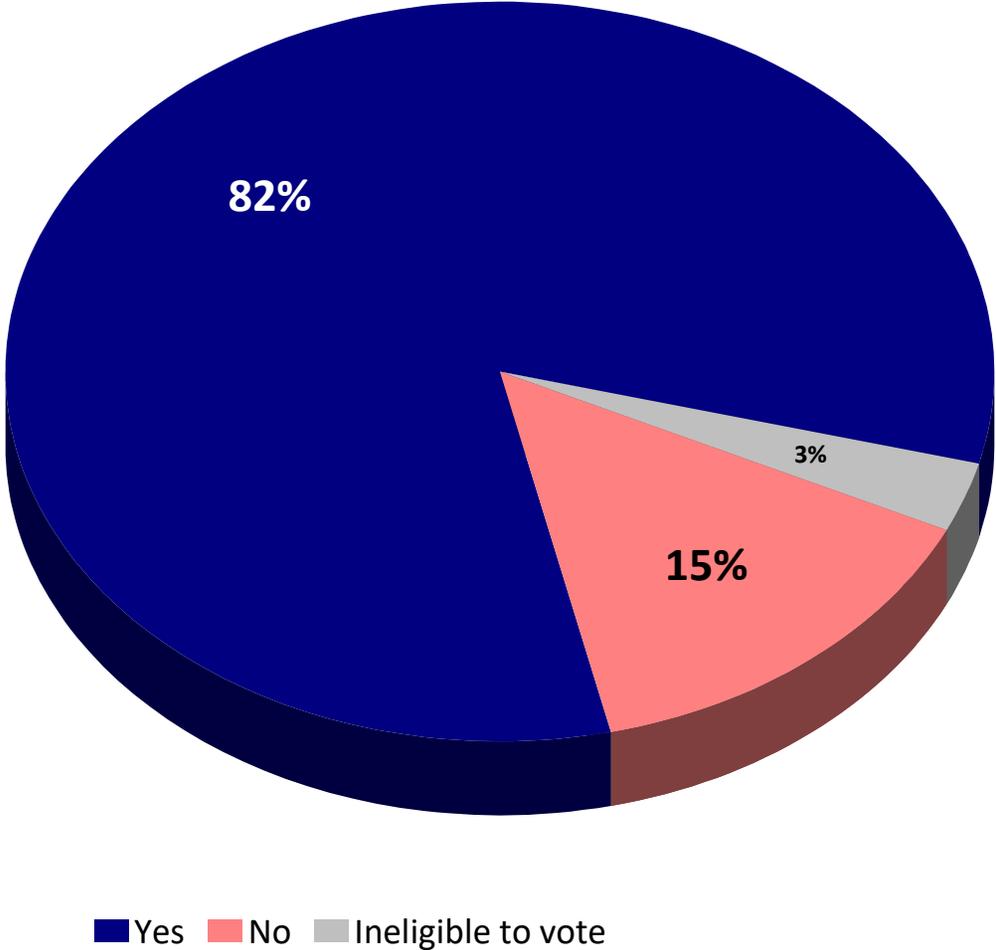
by percentage of respondents



■ Male ■ Female ■ Non-binary, or prefer to self-describe

Q36. Demographics: Did you vote in the 2023 City Council election?

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



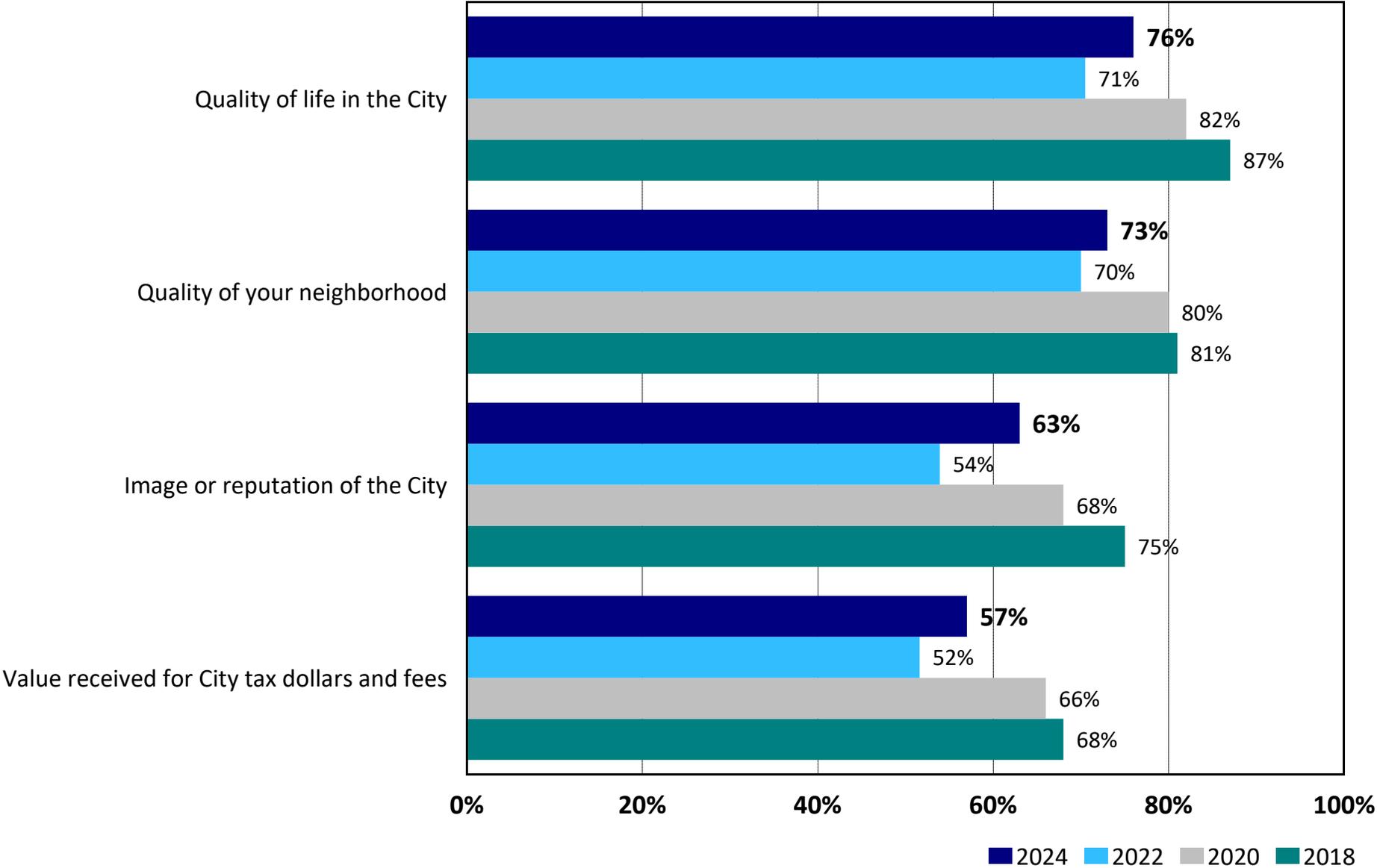
3

Trends

Satisfaction With Perceptions of the City

Trends: 2018 to 2024

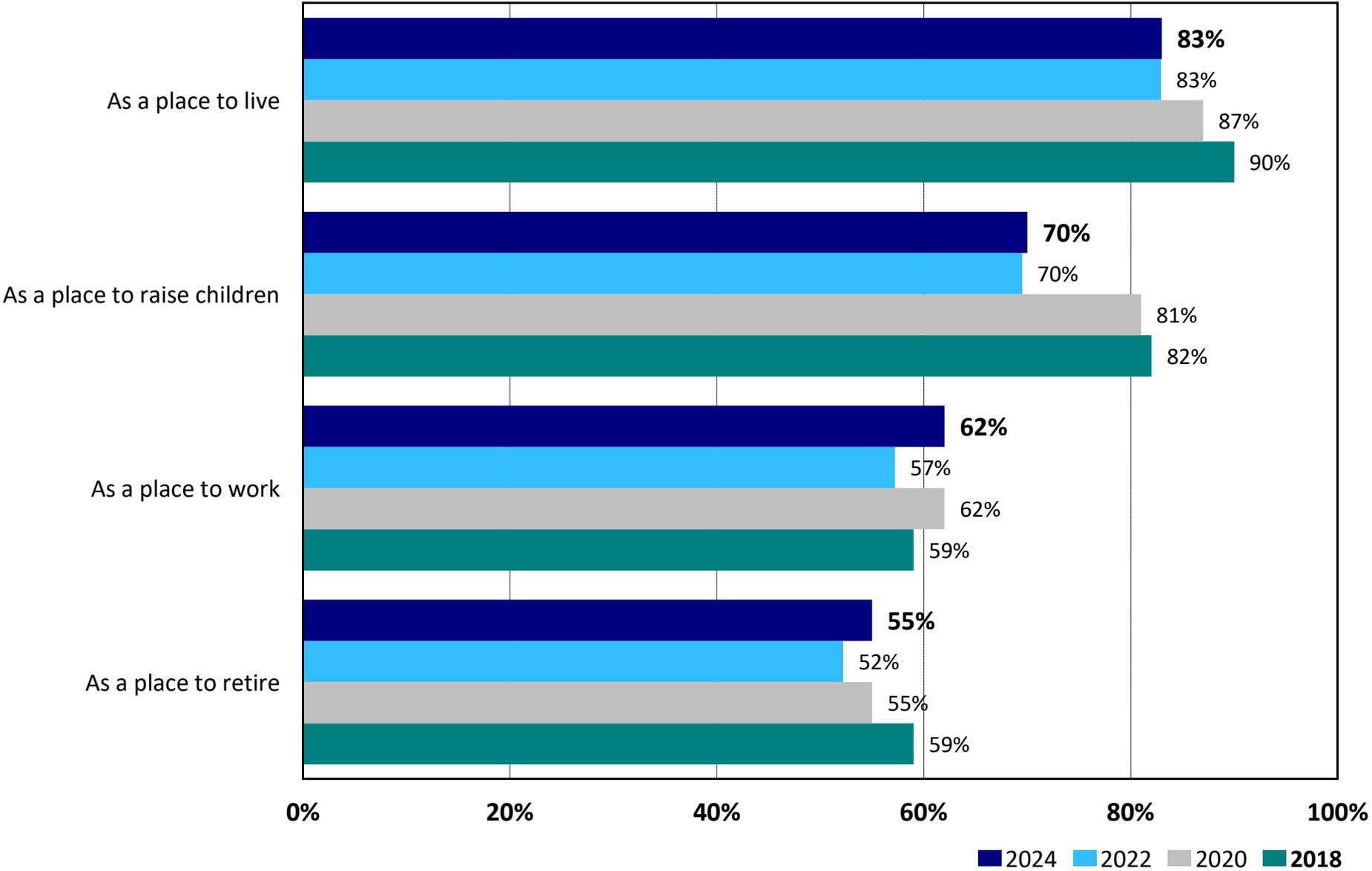
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding “don't know”)



Ratings of Quality of Life in the City

Trends: 2018 to 2024

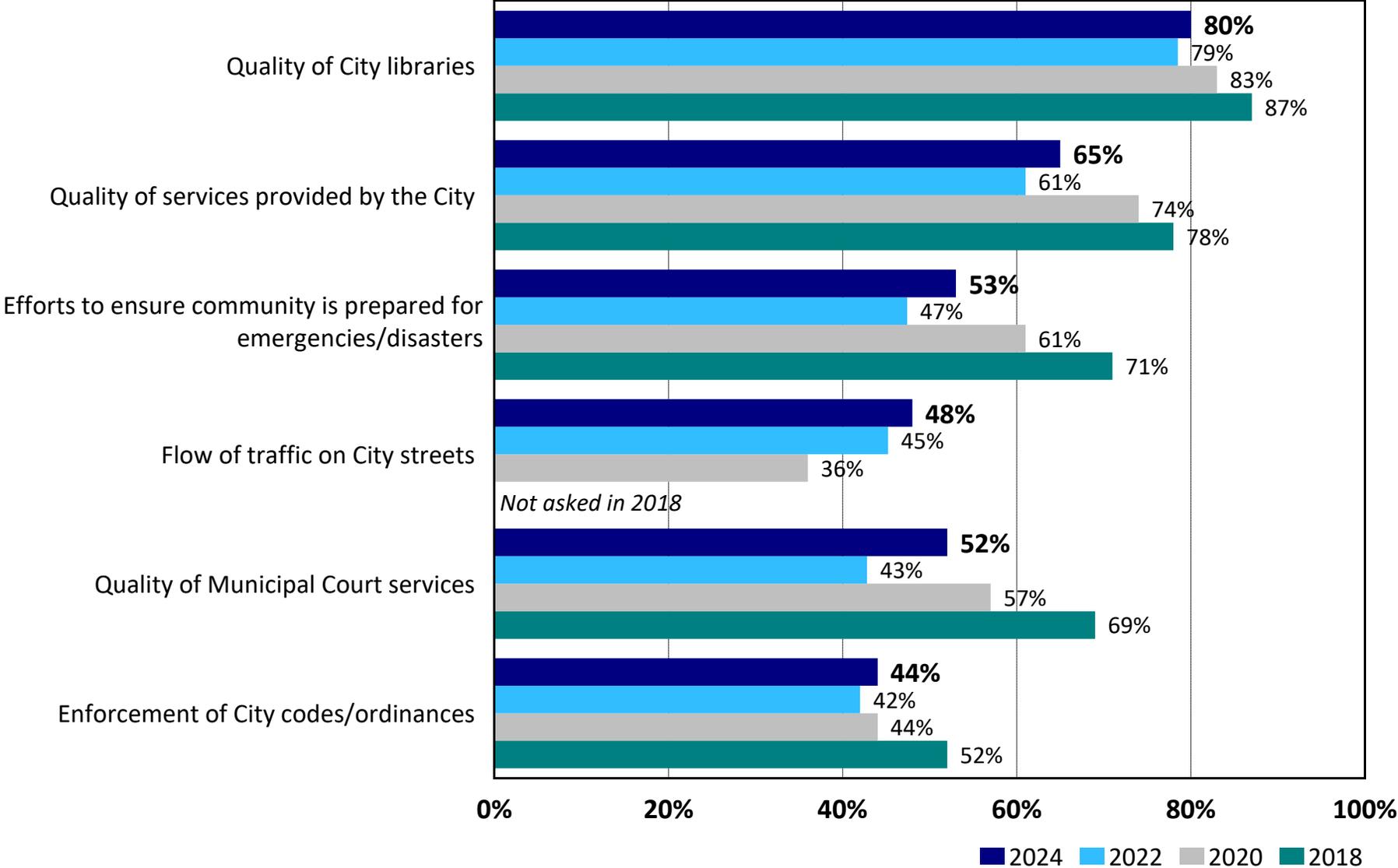
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction With Major City Services

Trends: 2018 to 2024

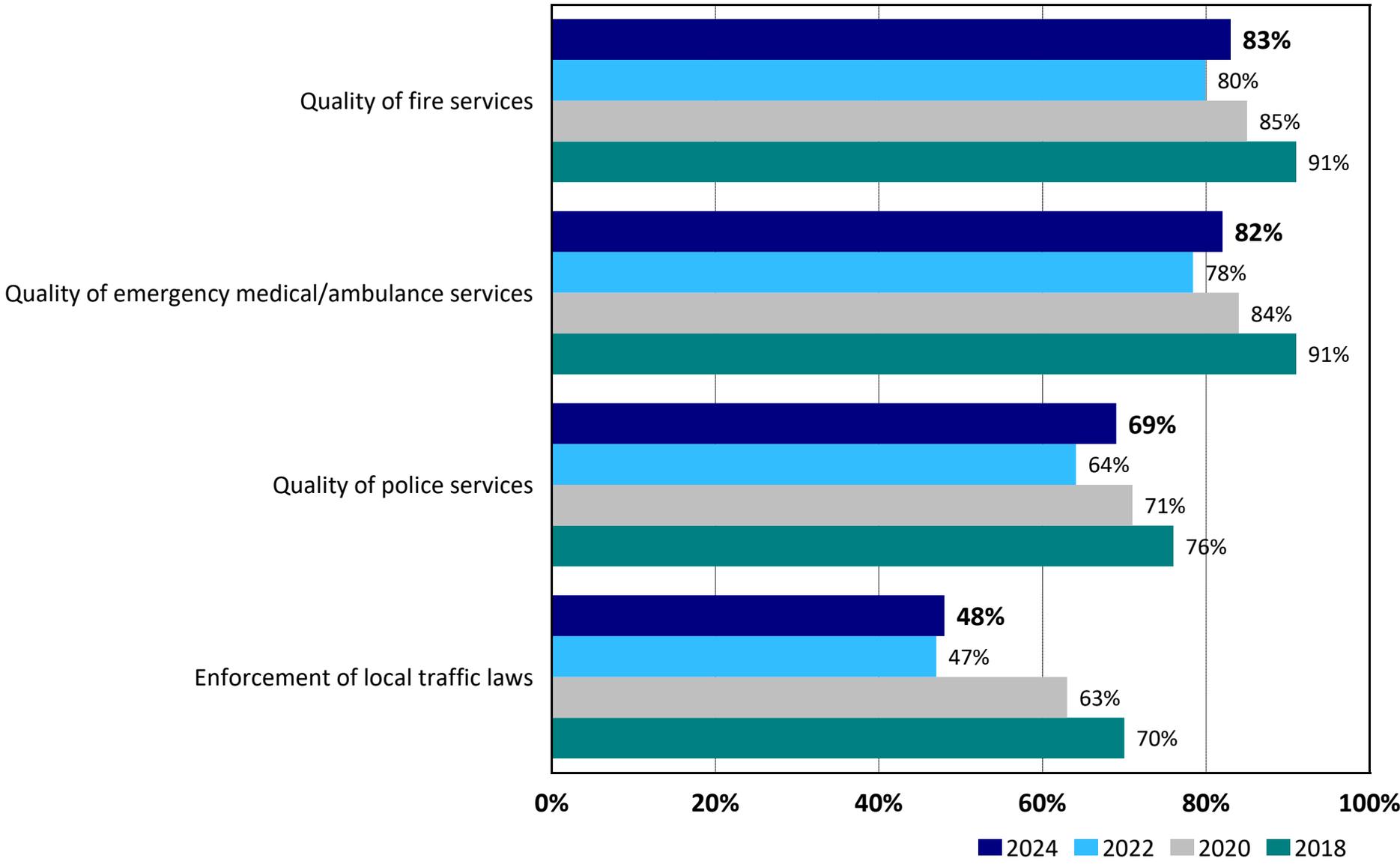
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction With Public Safety

Trends: 2018 to 2024

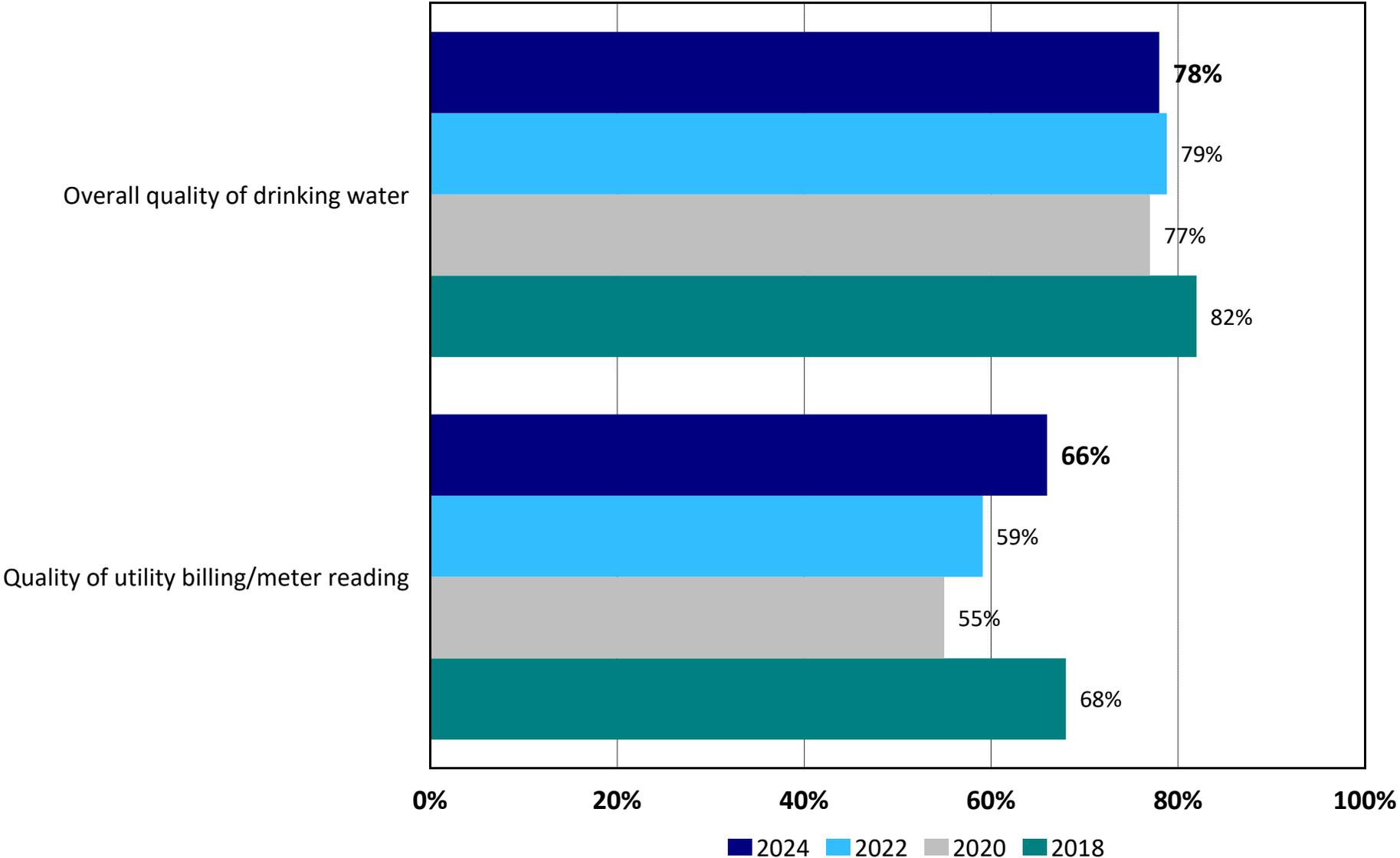
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding "don't know")



Satisfaction With Utilities and Recycling Services

Trends: 2018 to 2024

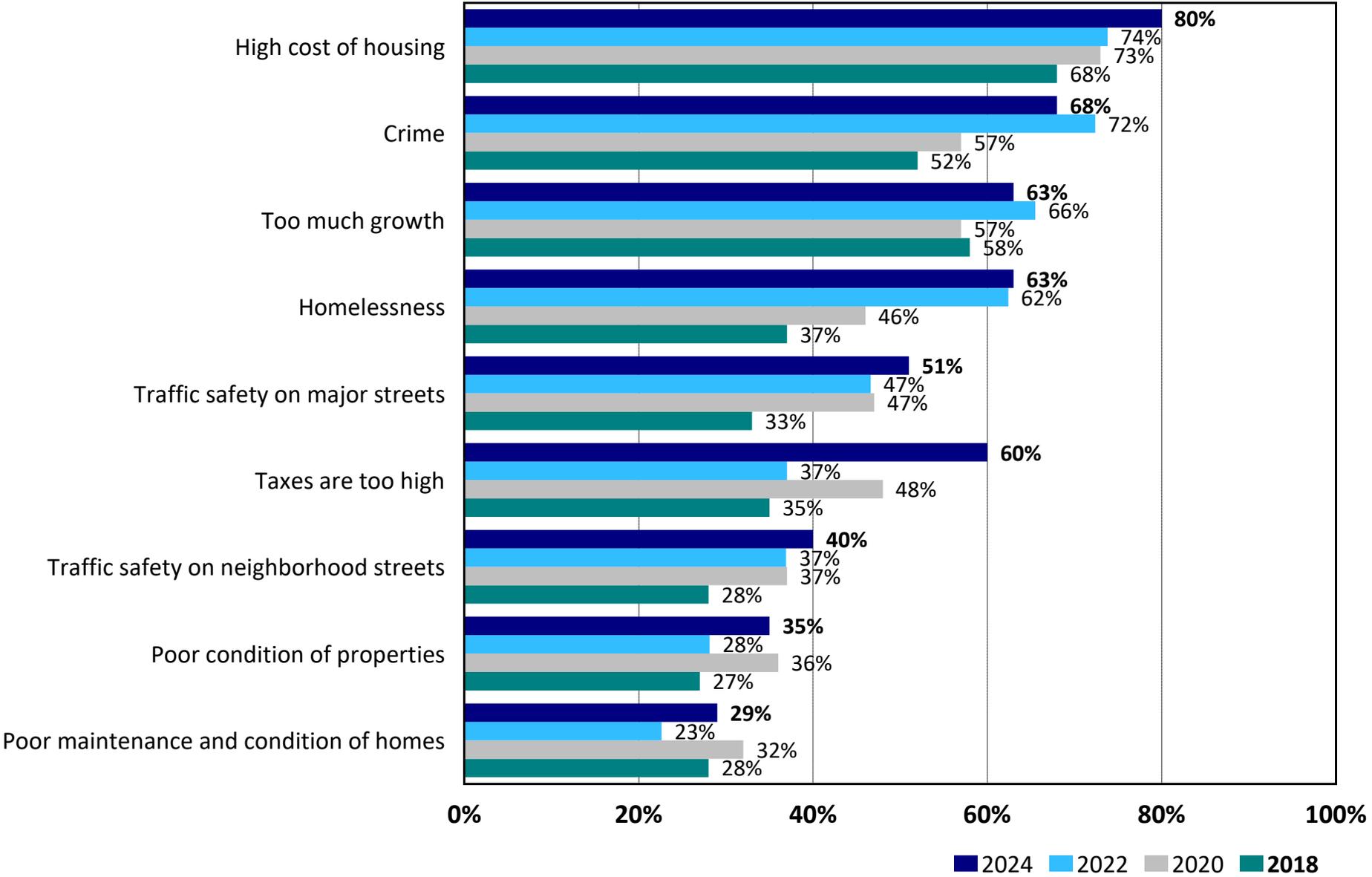
by percentage of respondents who rated the item a 4 or 5 on a 5-point scale (excluding “don't know”)



Degree to Which the Following Are a Problem in the City

Trends: 2018 to 2024

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



4

Benchmarks

Benchmarking Analysis

Westminster, CO

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 2023 to a random sample of more than 10,000 residents in the continental United States and 800 from the Mountain region. The Mountain region states include Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming.

The following pages contain tables that show how the City of Westminster compares to ETC Institute's Mountain Regional Average followed by how the City compares to ETC Institute's U.S. Average. The first tables displayed include the City's ratings compared to the Benchmarks with a difference column. The second set of charts are made up of bar charts that show how the City compares to the same averages.

How Westminster Compares to Other Communities in the Mountain Region

Satisfaction ratings for the City of Westminster **rated at or above the mountain region average in 44 of the 54 areas (81%)** that were assessed. The City of Westminster rated significantly higher than the mountain region average (difference of 5% or more) in 40 of these areas (74%). The tables below and on the following page show how the City of Westminster compares to the mountain region average:

Service	Westminster	Mountain Region	Difference	Category
As a place to live	83%	45%	38%	Quality of Life
Quality of parks & recreation programs/facilities	81%	47%	35%	Major City Services
Smell of tap water	78%	48%	30%	Utilities and Recycling
Effectiveness of City communication with public	59%	33%	26%	Major City Services
Quality of customer service from City employees	69%	43%	26%	Major City Services
How quickly police respond	74%	48%	26%	Public Safety Services
Taste of tap water	77%	53%	25%	Utilities and Recycling
Quality of water pressure in the home	80%	57%	23%	Utilities and Recycling
Quality of police services	69%	47%	23%	Public Safety Services
Quality of services provided by the City	65%	44%	22%	Major City Services
Quality of police, fire, and ambulance services	80%	60%	20%	Major City Services
In community parks	71%	52%	19%	Safety and Security
Value received for City tax dollars and fees	57%	39%	18%	Perceptions of the City
Maintenance of public buildings and facilities	72%	55%	18%	Maintenance and Appearance
In Downtown	63%	46%	17%	Safety and Security
Snow removal on major City streets	73%	57%	16%	Maintenance and Appearance
Quality of water and sewer services	75%	59%	16%	Major City Services
Condition of streets in neighborhoods	58%	44%	15%	Maintenance and Appearance
Traffic flow on major City streets	54%	40%	14%	Maintenance and Appearance
Condition of sidewalks in neighborhoods	68%	55%	13%	Maintenance and Appearance
Quality of fire services	83%	72%	12%	Public Safety Services
How quickly fire services personnel respond	83%	72%	11%	Public Safety Services
Condition of street signs and traffic signals	76%	66%	11%	Maintenance and Appearance
Efforts by police to prevent crime	62%	52%	10%	Public Safety Services

How Westminster Compares to Other Communities in the Mountain Region (Cont.)

Service	Westminster	Mountain Region	Difference	Category
Image or reputation of the City	63%	54%	9%	Perceptions of the City
Flow of traffic on City streets	48%	40%	9%	Major City Services
Quality of City libraries	80%	72%	8%	Major City Services
Visibility of police in commercial & retail areas	49%	42%	7%	Public Safety Services
Exterior maintenance of residential property	41%	34%	7%	Code Enforcement Services
Overall feeling of safety in your community	76%	69%	6%	Safety and Security
Sign regulations	47%	40%	6%	Code Enforcement Services
As a place to raise children	71%	65%	6%	Quality of Life
Efforts to ensure community is prepared for emergencies/disasters	53%	47%	6%	Major City Services
Overall appearance of the City	63%	57%	6%	Perceptions of the City
In retail areas	65%	59%	5%	Safety and Security
In your neighborhood at night	63%	58%	5%	Safety and Security
Quality of emergency medical/ambulance services	81%	76%	5%	Public Safety Services
Enforcement of local traffic laws	48%	44%	5%	Public Safety Services
Exterior maintenance of commercial/business property	48%	43%	5%	Code Enforcement Services
Mowing/tree trimming along streets/public areas	60%	56%	5%	Maintenance and Appearance
Enforcement of City codes/ordinances	44%	40%	4%	Major City Services
Adequacy of City street lighting	60%	57%	3%	Maintenance and Appearance
How quickly ambulance/emergency medical services personnel respond	82%	82%	1%	Public Safety Services
Overall cleanliness of streets	62%	62%	0%	Maintenance and Appearance
In your neighborhood during the day	84%	85%	-1%	Safety and Security
Accessibility of streets/sidewalks/buildings for people with disabilities	58%	58%	-1%	Maintenance and Appearance
Condition of major City streets	57%	57%	-1%	Maintenance and Appearance
Snow removal on neighborhood streets	39%	40%	-1%	Maintenance and Appearance
Visibility of police in neighborhoods	44%	45%	-2%	Public Safety Services
Quality of on-street bicycle infrastructure	49%	51%	-2%	Maintenance and Appearance
Overall feeling of safety in the City	65%	69%	-4%	Perceptions of the City
As a place to retire	55%	68%	-13%	Quality of Life
Mowing & cutting of weeds on private property	28%	42%	-14%	Code Enforcement Services
As a place to visit	52%	65%	-14%	Quality of Life

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 55 (83%) areas** that were assessed. The City of Westminster rated significantly higher than the national average (difference of 5% or more) in 36 of these areas (67%). The tables below and on the following page show how the City of Westminster compares to the national average:

Service	Westminster	U.S.	Difference	Category
As a place to live	83%	48.5%	35%	Quality of Life
Quality of parks & recreation programs/facilities	81%	49.2%	32%	Major City Services
Quality of customer service from City employees	69%	39.4%	29%	Major City Services
Value received for City tax dollars and fees	57%	32.9%	24%	Perceptions of the City
Quality of water and sewer services	75%	51.9%	23%	Major City Services
Effectiveness of City communication with public	59%	36.9%	23%	Major City Services
Condition of sidewalks in neighborhoods	68%	46.7%	21%	Maintenance and Appearance
Smell of tap water	78%	57.9%	20%	Utilities and Recycling
Taste of tap water	77%	59.1%	18%	Utilities and Recycling
How quickly police respond	74%	56.1%	18%	Public Safety Services
Maintenance of public buildings and facilities	72%	55.5%	17%	Maintenance and Appearance
Quality of police services	69%	53.0%	16%	Public Safety Services
Quality of services provided by the City	65%	49.0%	16%	Major City Services
Quality of City libraries	80%	63.9%	16%	Major City Services
In community parks	71%	54.6%	16%	Safety and Security
Snow removal on major City streets	73%	58.1%	15%	Maintenance and Appearance
Quality of police, fire, and ambulance services	80%	65.4%	14%	Major City Services
Quality of water pressure in the home	80%	66.2%	14%	Utilities and Recycling
How quickly ambulance/emergency medical services personnel respond	82%	68.7%	14%	Public Safety Services
Condition of street signs and traffic signals	76%	63.1%	13%	Maintenance and Appearance
Efforts by police to prevent crime	62%	48.6%	13%	Public Safety Services
How quickly fire services personnel respond	83%	71.7%	11%	Public Safety Services
Quality of emergency medical/ambulance services	81%	70.5%	11%	Public Safety Services
Efforts to ensure community is prepared for emergencies/disasters	53%	42.5%	10%	Major City Services

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

Service	Westminster	U.S.	Difference	Category
Image or reputation of the City	63%	53.4%	10%	Perceptions of the City
Overall feeling of safety in your community	76%	66.0%	10%	Safety and Security
As a place to raise children	71%	61.4%	9%	Quality of Life
Condition of streets in neighborhoods	58%	49.3%	9%	Maintenance and Appearance
In Downtown	63%	53.9%	9%	Safety and Security
Overall cleanliness of streets	62%	53.3%	9%	Maintenance and Appearance
Traffic flow on major City streets	54%	45.2%	9%	Maintenance and Appearance
Overall appearance of the City	63%	54.7%	8%	Perceptions of the City
Quality of on-street bicycle infrastructure	49%	41.9%	7%	Maintenance and Appearance
Quality of fire services	83%	76.2%	7%	Public Safety Services
Accessibility of streets/sidewalks/buildings for people with disabilities	58%	51.5%	6%	Maintenance and Appearance
Mowing/tree trimming along streets/public areas	60%	55.4%	5%	Maintenance and Appearance
Enforcement of City codes/ordinances	44%	40.1%	4%	Major City Services
Flow of traffic on City streets	48%	44.8%	3%	Major City Services
As a place to retire	55%	51.6%	3%	Quality of Life
In your neighborhood during the day	84%	81.2%	3%	Safety and Security
Sign regulations	47%	44.9%	2%	Code Enforcement Services
In your neighborhood at night	63%	61.4%	2%	Safety and Security
Adequacy of City street lighting	60%	58.5%	2%	Maintenance and Appearance
Exterior maintenance of commercial/business property	48%	46.3%	2%	Code Enforcement Services
In retail areas	65%	63.7%	1%	Safety and Security
Overall feeling of safety in the City	65%	66.0%	-1%	Perceptions of the City
Enforcement of local traffic laws	48%	49.6%	-1%	Public Safety Services
Condition of major City streets	57%	58.1%	-2%	Maintenance and Appearance
Visibility of police in commercial & retail areas	49%	50.6%	-2%	Public Safety Services
Exterior maintenance of residential property	41%	44.1%	-3%	Code Enforcement Services
As a place to visit	52%	57.7%	-6%	Quality of Life
Snow removal on neighborhood streets	39%	47.3%	-8%	Maintenance and Appearance
Visibility of police in neighborhoods	44%	54.1%	-11%	Public Safety Services
Mowing & cutting of weeds on private property	28%	46.1%	-18%	Code Enforcement Services

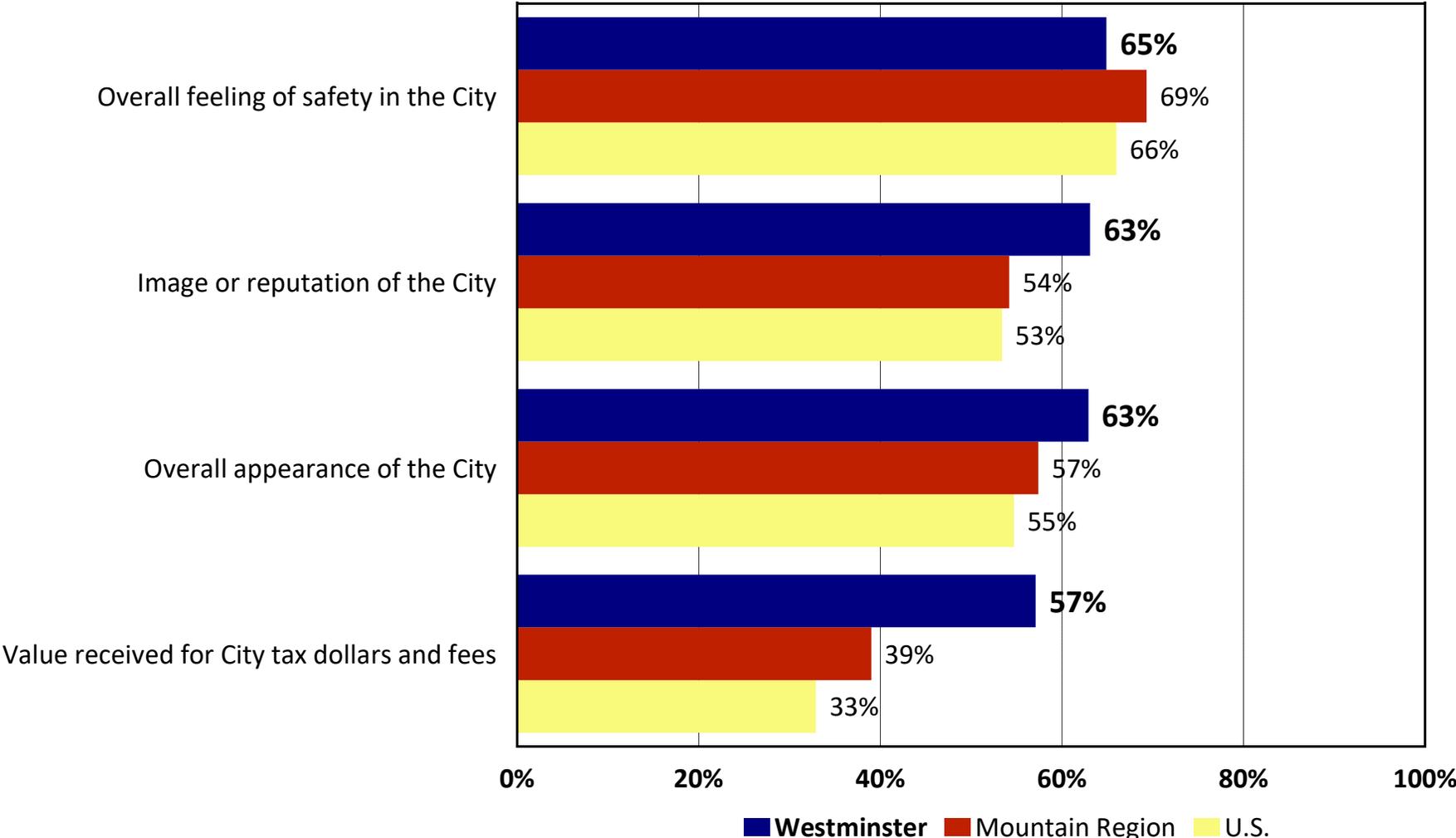
National Benchmarks

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Satisfaction with Items that Influence Perceptions of the City

Westminster vs. Mountain Region vs. the U.S.

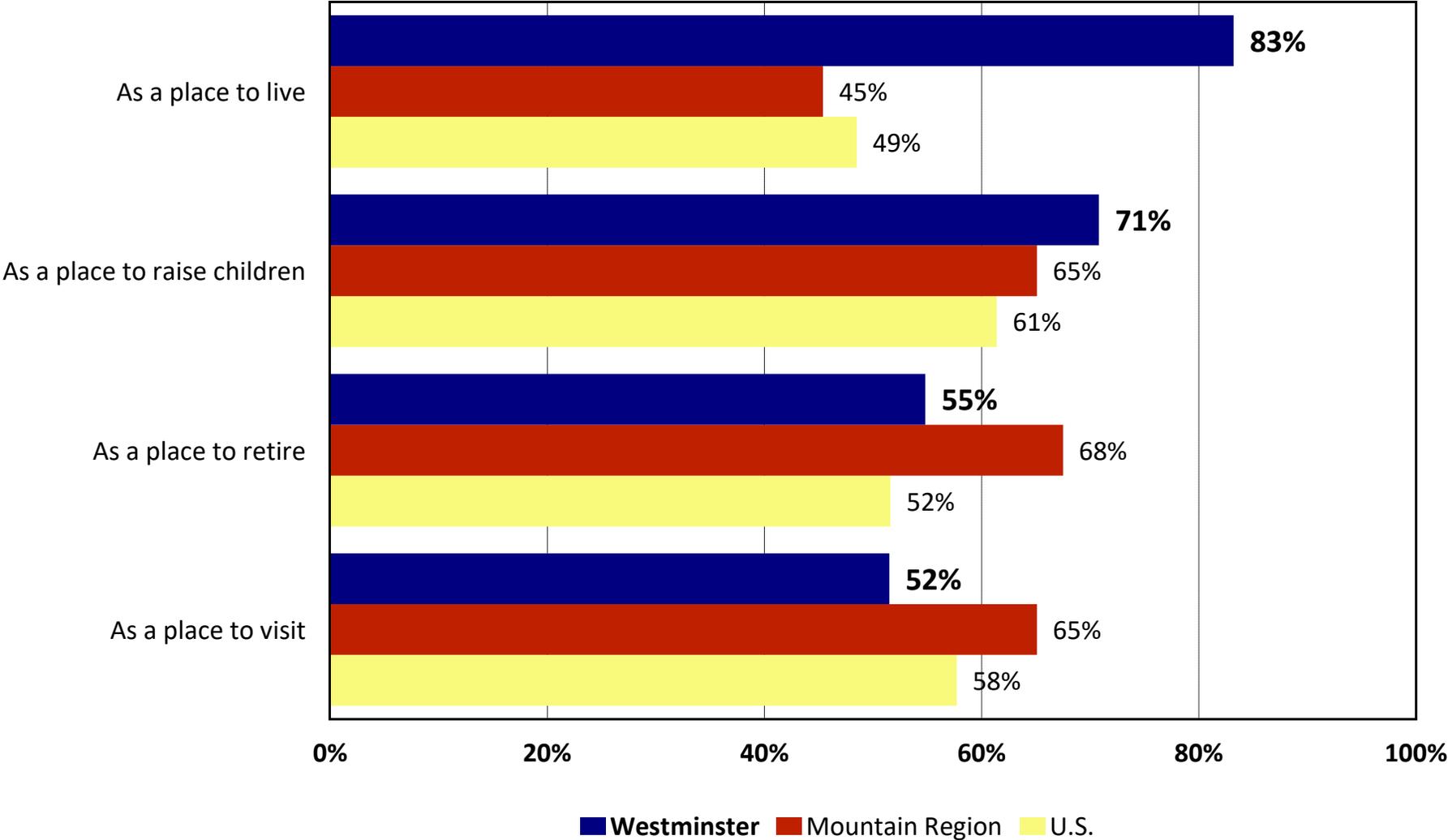
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding “don't know”)



Ratings of Quality of Life in the City

Westminster vs. Mountain Region vs. the U.S.

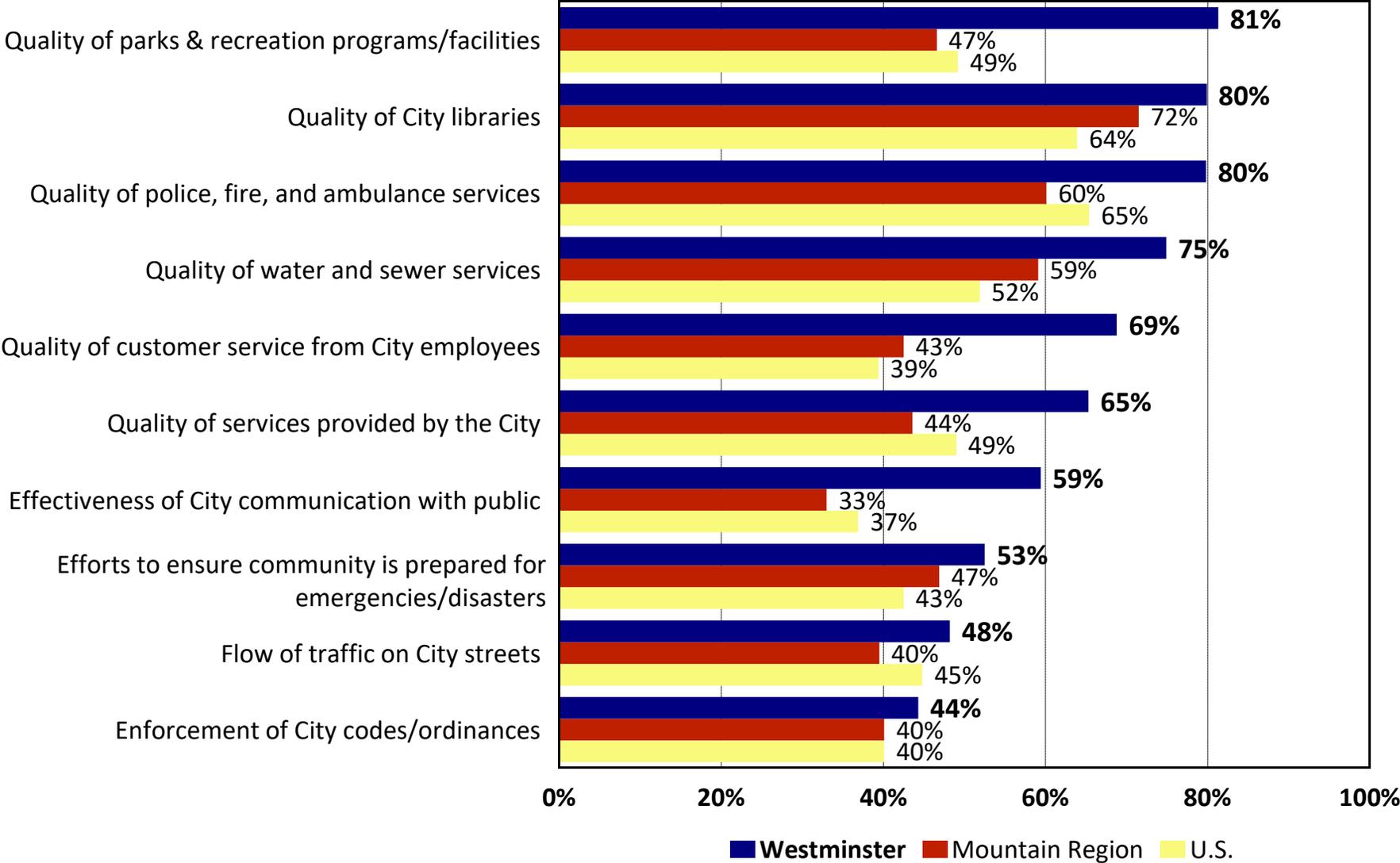
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding "don't know")



Satisfaction with Major City Services

Westminster vs. Mountain Region vs. the U.S.

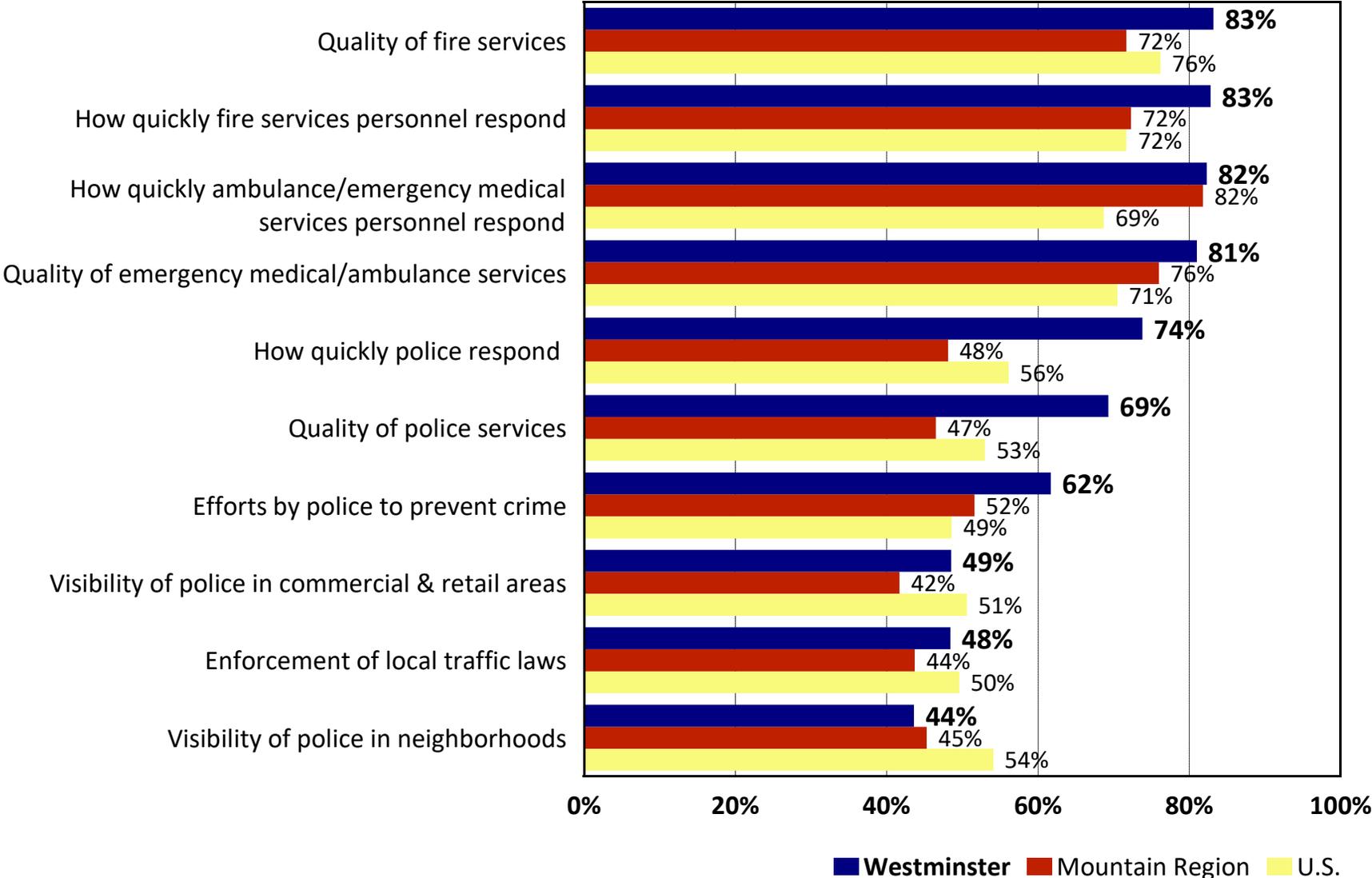
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding “don't know”)



Satisfaction with Public Safety

Westminster vs. Mountain Region vs. the U.S.

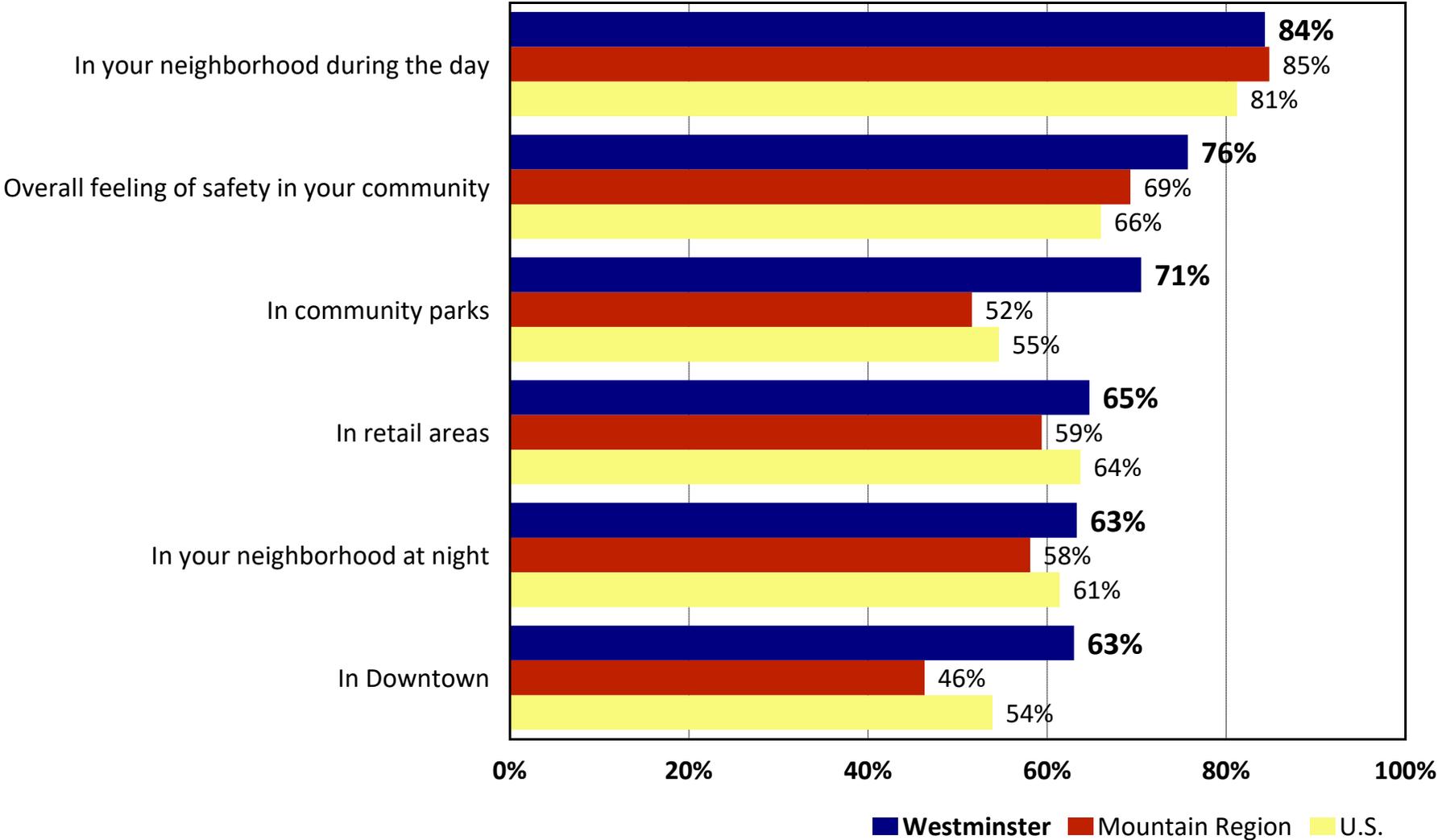
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was “very satisfied” and 1 was “very dissatisfied” (excluding “don't know”)



Perceptions of Safety and Security

Westminster vs. Mountain Region vs. the U.S.

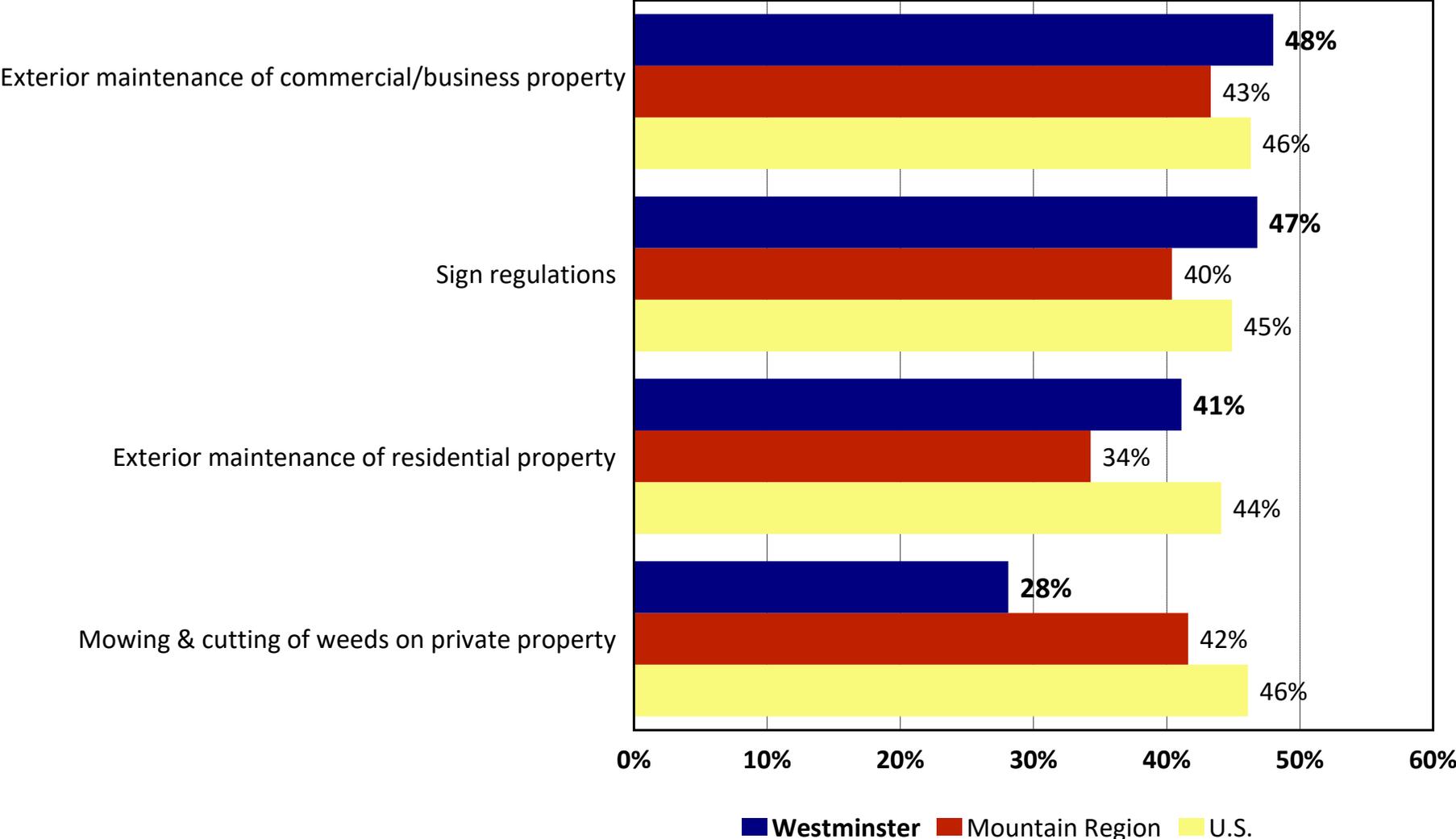
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding "don't know")



Satisfaction with Code Enforcement

Westminster vs. Mountain Region vs. the U.S.

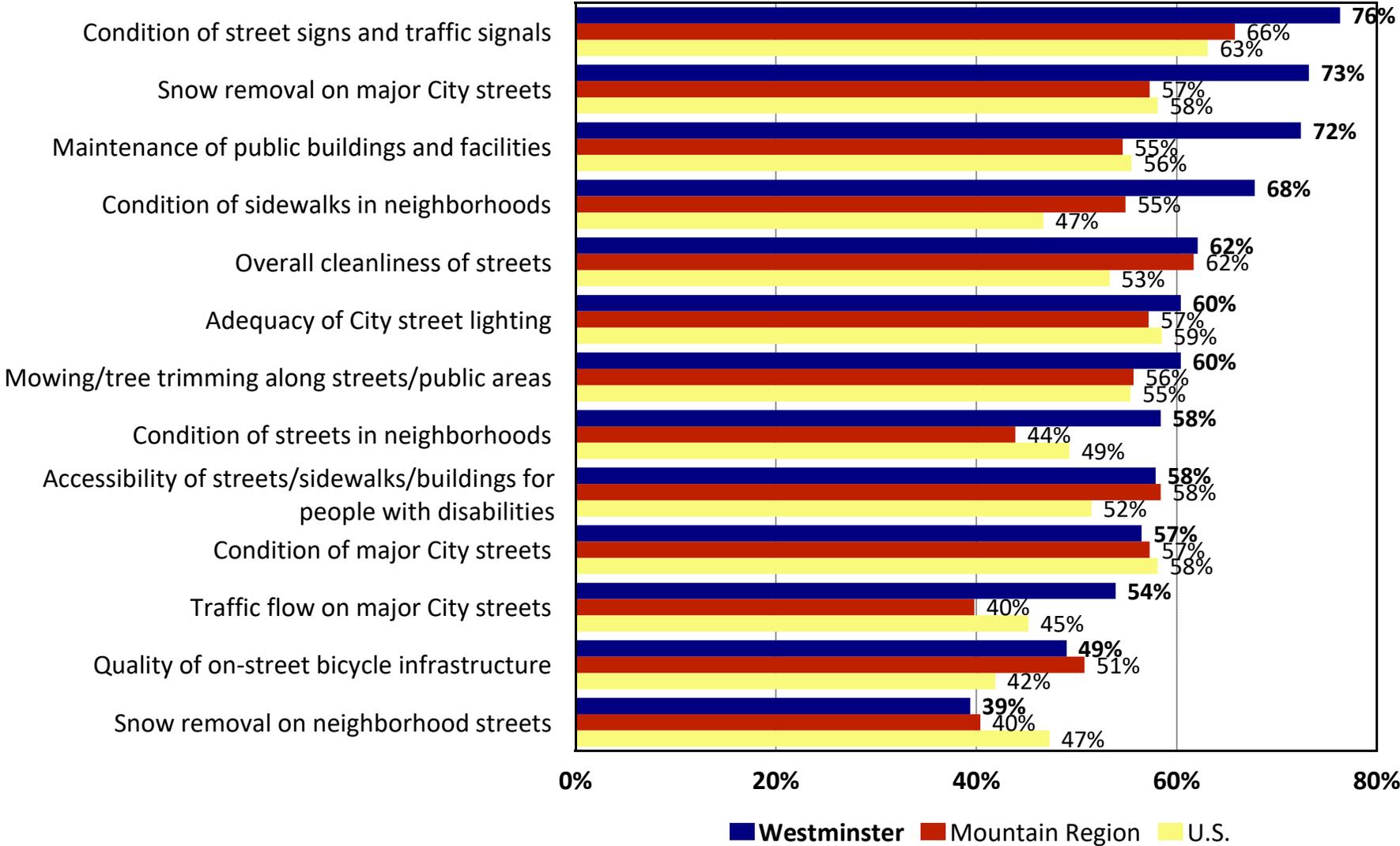
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Maintenance and Appearance of the City

Westminster vs. Mountain Region vs. the U.S.

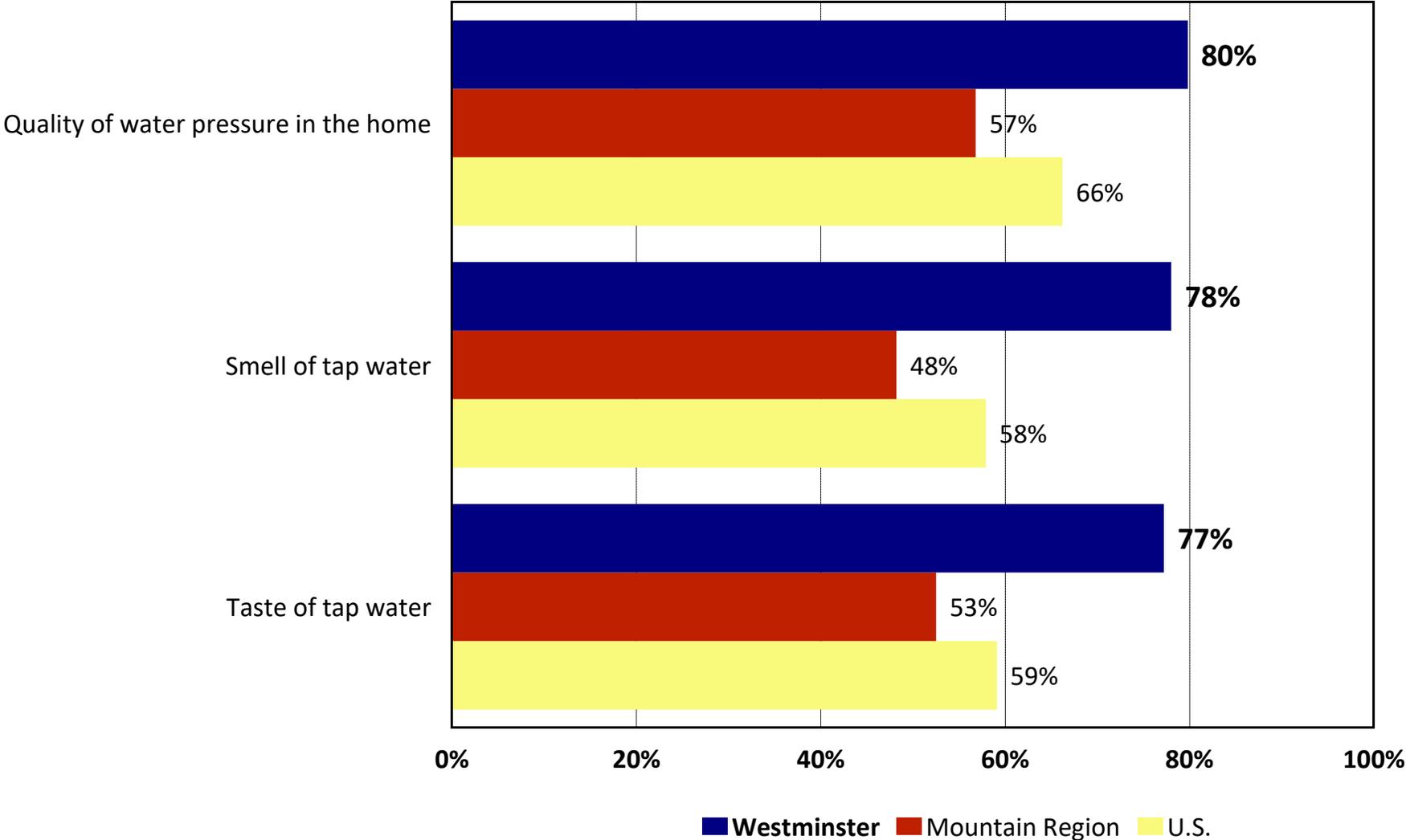
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding "don't know")



Satisfaction with Utilities and Recycling Services

Westminster vs. Mountain Region 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”)



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**Importance-
Satisfaction Rating**

Importance-Satisfaction Analysis

Westminster, CO

Overview

Today, city officials have limited resources which need to be targeted to actions 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 (IS) 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 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.

Methodology

The rating is calculated by summing the percentage of responses for items selected as one of the most important items 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 ("good") and 5 ("excellent") 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. [IS=Importance x (1-Satisfaction)].

Example of the Calculation: In an example scenario, respondents were asked to rate their satisfaction parks and facilities then select the top three most important aspects to their household. In this example, twenty-eight percent (28%) of respondents selected *quality/number of outdoor amenities* as one of the most important services.

Regarding satisfaction, 73% of respondents rated the city's overall performance in the *quality/number of outdoor amenities* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *quality/number of outdoor amenities* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 28% was multiplied by 51% (1-0.73). This calculation yielded an I-S rating of 0.0750 which ranked 3rd out of 15 city services.

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 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 for the three most important areas for the city to emphasize over the next five years.

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* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

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

2024 Importance-Satisfaction Rating

City of Westminster

Overall Satisfaction with Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall maintenance of City streets/sidewalks	42%	2	57%	8	0.1797	1
Overall quality of police, fire, and ambulance services	60%	1	80%	3	0.1210	2
Overall enforcement of City codes/ordinances	21%	6	44%	12	0.1186	3
Overall flow of traffic on City streets	21%	7	48%	11	0.1077	4
Efforts to ensure your community is prepared for emergencies/disasters	22%	5	53%	9	0.1031	5
Medium Priority (IS <.10)						
Overall quality of water and sewer services	38%	3	75%	4	0.0954	6
Overall quality of services provided by the City	19%	8	65%	6	0.0656	7
Overall quality of parks and recreation programs/facilities	32%	4	81%	1	0.0593	8
Overall effectiveness of City communication with the public	10%	9	59%	7	0.0402	9
Overall quality of customer service you receive from City employees	6%	11	69%	5	0.0178	10
Overall quality of City libraries	7%	10	80%	2	0.0139	11
Overall quality of Municipal Court services	2%	12	52%	10	0.0082	12

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.

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

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2024 Importance-Satisfaction Rating

City of Westminster

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Efforts by police in your community to prevent crime	50%	1	62%	7	0.1923	1
Visibility of police in neighborhoods	28%	5	44%	10	0.1579	2
Enforcement of local traffic laws	24%	6	48%	9	0.1244	3
Medium Priority (IS <.10)						
Visibility of police in commercial and retail areas	16%	9	49%	8	0.0814	4
How quickly police respond to emergencies	31%	3	74%	5	0.0807	5
Overall quality of police services	23%	7	69%	6	0.0697	6
How quickly ambulance/emergency medical services personnel respond to emergencies	39%	2	82%	3	0.0696	7
How quickly fire services personnel respond to emergencies	29%	4	83%	2	0.0494	8
Overall quality of emergency medical/ambulance services	19%	8	81%	4	0.0359	9
Overall quality of fire services	12%	10	83%	1	0.0203	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.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

City of Westminster

Utilities and Recycling

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of recycling services at the City	42%	3	54%	6	0.1935	1
Overall quality of your drinking water	81%	1	78%	2	0.1778	2
Taste of tap water	61%	2	77%	4	0.1400	3
Medium Priority (IS <.10)						
Quality of water pressure in your home	36%	4	80%	1	0.0733	4
Smell of tap water	25%	5	78%	3	0.0548	5
Quality of meter reading/utility crew response	14%	6	66%	5	0.0458	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.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

City of Westminster

Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Maintenance of City parks	55%	1	82%	1	0.0988	1
Quality of walking and biking trails	41%	2	80%	4	0.0843	2
Appearance of parks/facilities	26%	3	80%	2	0.0518	3
Quality of recreation programs for youth	14%	6	66%	13	0.0485	4
Quality of recreation programs for seniors (ages 60+)	14%	8	65%	14	0.0478	5
Number of City parks	17%	5	76%	7	0.0391	6
Number of parks and recreation amenities	13%	9	69%	11	0.0390	7
Maintenance and appearance of recreation centers	19%	4	80%	3	0.0386	8
Quality of aquatic/pool facilities	12%	10	71%	9	0.0349	9
City-sponsored special events	9%	12	67%	12	0.0308	10
Availability of information about recreation programs	14%	7	79%	5	0.0298	11
Quality of recreation programs for adults	8%	13	69%	10	0.0251	12
Location of City parks	10%	11	79%	6	0.0204	13
Outdoor athletic facilities/fields (e.g., soccer, baseball, and football)	5%	14	73%	8	0.0141	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.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

City of Westminster

Maintenance and Appearance of City

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of major City streets (primary streets)	50%	1	57%	12	0.2192	1
High Priority (IS .10-.20)						
Snow removal on neighborhood streets (secondary streets)	22%	4	39%	15	0.1333	2
Medium Priority (IS <.10)						
Traffic flow on major City streets (primary streets)	22%	5	54%	13	0.0991	3
Condition of streets in your neighborhood (secondary streets)	23%	3	58%	9	0.0953	4
Adequacy of City street lighting	21%	6	60%	7	0.0824	5
Snow removal on major City streets (primary streets)	29%	2	73%	2	0.0783	6
Accessibility of streets, sidewalks, and buildings for people with disabilities	18%	7	58%	11	0.0766	7
Overall cleanliness of streets	17%	8	62%	6	0.0648	8
Appearance/condition of City medians, rights-of-way, and public areas	13%	9	58%	10	0.0525	9
Quality of on-street bicycle infrastructure (bike lanes/signage)	8%	12	49%	14	0.0408	10
Mowing and tree trimming along streets and public areas	10%	11	60%	8	0.0384	11
Condition of sidewalks in your neighborhood	11%	10	68%	4	0.0341	12
Visibility of pavement markings and street signs on City streets	8%	13	65%	5	0.0266	13
Maintenance of public buildings and facilities	7%	15	72%	3	0.0185	14
Condition of street signs and traffic signals	8%	14	76%	1	0.0180	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.

Satisfaction %:

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

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2024 Importance-Satisfaction Rating

City of Westminster

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcement of clean-up of trash and debris on private property	70%	1	39%	4	0.4261	1
Enforcement of mowing and cutting of weeds on private property	51%	2	36%	5	0.3264	2
Enforcement of exterior maintenance of residential property	48%	4	41%	3	0.2827	3
Enforcement of exterior maintenance of commercial/business property	51%	3	48%	1	0.2626	4
High Priority (IS .10-.20)						
Enforcement of sign regulations	24%	5	47%	2	0.1250	5

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.

Satisfaction %:

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

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Tabular Data

School District:

<u>School District</u>	<u>Number</u>	<u>Percent</u>
ADAMS 12 FIVE STAR SCHOOL DISTRICT	303	33.5 %
JEFFERSON COUNTY R-1	301	33.3 %
WESTMINSTER-ADAMS 50	301	33.3 %
Total	905	100.0 %

Q1. Perceptions of the City. Please rate your satisfaction with the following:

(N=905)

	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	<u>Don't know</u>
Q1-1. Overall value that you receive for your City tax dollars & fees	9.8%	44.8%	28.8%	10.8%	1.4%	4.3%
Q1-2. Overall quality of life in City	19.1%	56.1%	15.7%	7.5%	0.6%	1.0%
Q1-3. Overall image or reputation of City	15.8%	45.7%	24.6%	10.1%	1.2%	2.5%
Q1-4. Overall appearance of City	14.5%	48.1%	23.1%	12.2%	1.7%	0.6%
Q1-5. Overall quality of your neighborhood	28.8%	44.1%	14.6%	10.2%	1.8%	0.6%
Q1-6. Overall feeling of safety in City	17.5%	47.0%	20.0%	12.0%	2.9%	0.7%

(WITHOUT "DON'T KNOW")**Q1. Perceptions of the City. Please rate your satisfaction with the following: (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall value that you receive for your City tax dollars & fees	10.3%	46.8%	30.1%	11.3%	1.5%
Q1-2. Overall quality of life in City	19.3%	56.7%	15.8%	7.6%	0.6%
Q1-3. Overall image or reputation of City	16.2%	46.9%	25.3%	10.3%	1.2%
Q1-4. Overall appearance of City	14.6%	48.3%	23.2%	12.2%	1.7%
Q1-5. Overall quality of your neighborhood	29.0%	44.3%	14.7%	10.2%	1.8%
Q1-6. Overall feeling of safety in City	17.6%	47.3%	20.1%	12.1%	2.9%

Q2. Quality of Life in Westminster. Please rate the City of Westminster...

(N=905)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. As a place to live	26.3%	56.7%	11.8%	4.6%	0.3%	0.2%
Q2-2. As a place to raise children	19.0%	39.6%	18.0%	5.3%	0.9%	17.2%
Q2-3. As a place to work	13.7%	33.1%	23.2%	5.2%	0.4%	24.3%
Q2-4. As a place to retire	15.2%	32.8%	21.8%	13.8%	4.2%	12.2%
Q2-5. As a place to visit	11.7%	35.4%	28.2%	12.7%	3.3%	8.7%

(WITHOUT "DON'T KNOW")**Q2. Quality of Life in Westminster. Please rate the City of Westminster... (without "don't know")**

(N=905)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. As a place to live	26.4%	56.8%	11.8%	4.7%	0.3%
Q2-2. As a place to raise children	23.0%	47.8%	21.8%	6.4%	1.1%
Q2-3. As a place to work	18.1%	43.8%	30.7%	6.9%	0.6%
Q2-4. As a place to retire	17.4%	37.4%	24.8%	15.7%	4.8%
Q2-5. As a place to visit	12.8%	38.7%	30.9%	13.9%	3.6%

Q3. Overall Satisfaction with Major City Services. Please rate your satisfaction with the following:

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of parks & recreation programs/facilities	33.8%	46.1%	10.5%	7.0%	1.0%	1.7%
Q3-2. Overall maintenance of City streets/sidewalks	14.3%	42.4%	19.3%	17.7%	5.7%	0.6%
Q3-3. Overall enforcement of City codes/ordinances	9.5%	30.7%	27.6%	15.7%	7.3%	9.2%
Q3-4. Overall quality of customer service you receive from City employees	18.0%	36.8%	18.7%	4.2%	2.0%	20.3%
Q3-5. Overall quality of services provided by City	15.0%	46.6%	25.6%	6.2%	1.0%	5.5%
Q3-6. Overall quality of police, fire, & ambulance services	29.4%	41.7%	12.6%	4.4%	0.9%	11.0%
Q3-7. Overall effectiveness of City communication with the public	17.2%	39.3%	26.4%	9.9%	2.3%	4.8%
Q3-8. Overall flow of traffic on City streets	8.7%	39.2%	27.8%	17.7%	6.1%	0.4%
Q3-9. Overall quality of City libraries	27.8%	33.6%	12.5%	2.7%	0.3%	23.1%
Q3-10. Overall quality of water & sewer services	23.1%	50.8%	15.7%	6.6%	2.4%	1.3%
Q3-11. Overall quality of Municipal Court services	7.3%	17.8%	20.3%	2.3%	0.4%	51.8%
Q3-12. Efforts to ensure your community is prepared for emergencies/disasters	8.2%	27.6%	26.4%	5.4%	0.6%	31.8%

(WITHOUT "DON'T KNOW")**Q3. Overall Satisfaction with Major City Services. Please rate your satisfaction with the following:
(without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of parks & recreation programs/facilities	34.4%	46.9%	10.7%	7.1%	1.0%
Q3-2. Overall maintenance of City streets/sidewalks	14.3%	42.7%	19.4%	17.8%	5.8%
Q3-3. Overall enforcement of City codes/ordinances	10.5%	33.8%	30.4%	17.3%	8.0%
Q3-4. Overall quality of customer service you receive from City employees	22.6%	46.2%	23.4%	5.3%	2.5%
Q3-5. Overall quality of services provided by City	15.9%	49.4%	27.1%	6.5%	1.1%
Q3-6. Overall quality of police, fire, & ambulance services	33.0%	46.8%	14.2%	5.0%	1.0%
Q3-7. Overall effectiveness of City communication with the public	18.1%	41.3%	27.7%	10.4%	2.4%
Q3-8. Overall flow of traffic on City streets	8.8%	39.4%	28.0%	17.8%	6.1%
Q3-9. Overall quality of City libraries	36.2%	43.7%	16.2%	3.4%	0.4%
Q3-10. Overall quality of water & sewer services	23.4%	51.5%	15.9%	6.7%	2.5%
Q3-11. Overall quality of Municipal Court services	15.1%	36.9%	42.2%	4.8%	0.9%
Q3-12. Efforts to ensure your community is prepared for emergencies/disasters	12.0%	40.5%	38.7%	7.9%	0.8%

Q4. Which THREE of the items in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. Top choice	Number	Percent
Overall quality of parks & recreation programs/facilities	100	11.0 %
Overall maintenance of City streets/sidewalks	106	11.7 %
Overall enforcement of City codes/ordinances	62	6.9 %
Overall quality of customer service you receive from City employees	10	1.1 %
Overall quality of services provided by City	64	7.1 %
Overall quality of police, fire, & ambulance services	313	34.6 %
Overall effectiveness of City communication with the public	18	2.0 %
Overall flow of traffic on City streets	27	3.0 %
Overall quality of City libraries	7	0.8 %
Overall quality of water & sewer services	84	9.3 %
Overall quality of Municipal Court services	2	0.2 %
Efforts to ensure your community is prepared for emergencies/disasters	51	5.6 %
None chosen	61	6.7 %
Total	905	100.0 %

Q4. Which THREE of the items in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 2nd choice	Number	Percent
Overall quality of parks & recreation programs/facilities	89	9.8 %
Overall maintenance of City streets/sidewalks	143	15.8 %
Overall enforcement of City codes/ordinances	66	7.3 %
Overall quality of customer service you receive from City employees	18	2.0 %
Overall quality of services provided by City	47	5.2 %
Overall quality of police, fire, & ambulance services	149	16.5 %
Overall effectiveness of City communication with the public	32	3.5 %
Overall flow of traffic on City streets	82	9.1 %
Overall quality of City libraries	26	2.9 %
Overall quality of water & sewer services	134	14.8 %
Overall quality of Municipal Court services	6	0.7 %
Efforts to ensure your community is prepared for emergencies/disasters	49	5.4 %
None chosen	64	7.1 %
Total	905	100.0 %

Q4. Which THREE of the items in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 3rd choice	Number	Percent
Overall quality of parks & recreation programs/facilities	98	10.8 %
Overall maintenance of City streets/sidewalks	129	14.3 %
Overall enforcement of City codes/ordinances	65	7.2 %
Overall quality of customer service you receive from City employees	24	2.7 %
Overall quality of services provided by City	60	6.6 %
Overall quality of police, fire, & ambulance services	80	8.8 %
Overall effectiveness of City communication with the public	40	4.4 %
Overall flow of traffic on City streets	79	8.7 %
Overall quality of City libraries	29	3.2 %
Overall quality of water & sewer services	126	13.9 %
Overall quality of Municipal Court services	7	0.8 %
Efforts to ensure your community is prepared for emergencies/disasters	96	10.6 %
None chosen	72	8.0 %
Total	905	100.0 %

(SUM OF TOP 3)

Q4. Which THREE of the items in Question 3 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q4. Top choice	Number	Percent
Overall quality of parks & recreation programs/facilities	287	31.7 %
Overall maintenance of City streets/sidewalks	378	41.8 %
Overall enforcement of City codes/ordinances	193	21.3 %
Overall quality of customer service you receive from City employees	52	5.7 %
Overall quality of services provided by City	171	18.9 %
Overall quality of police, fire, & ambulance services	542	59.9 %
Overall effectiveness of City communication with the public	90	9.9 %
Overall flow of traffic on City streets	188	20.8 %
Overall quality of City libraries	62	6.9 %
Overall quality of water & sewer services	344	38.0 %
Overall quality of Municipal Court services	15	1.7 %
Efforts to ensure your community is prepared for emergencies/disasters	196	21.7 %
None chosen	61	6.7 %
Total	2579	

Q5. Have you used the City's website (www.westminsterco.gov) in the past 12 months?

Q5. Have you used City's website in past 12 months

	Number	Percent
Yes	501	55.4 %
No	404	44.6 %
Total	905	100.0 %

Q5a. City's Website. Please rate your satisfaction with the following aspects of the City's website.

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5a-1. Current & relevancy of information	13.4%	54.9%	21.4%	6.2%	1.2%	3.0%
Q5a-2. Appearance	15.0%	56.3%	21.8%	3.0%	0.4%	3.6%
Q5a-3. Online services offered	15.2%	49.9%	23.6%	4.0%	0.8%	6.6%
Q5a-4. Ease of navigation	11.8%	42.7%	25.9%	13.6%	3.4%	2.6%
Q5a-5. Search function	10.4%	36.5%	25.5%	12.8%	3.6%	11.2%

(WITHOUT "DON'T KNOW")**Q5a. City's Website. Please rate your satisfaction with the following aspects of the City's website. (without "don't know")**

(N=501)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5a-1. Current & relevancy of information	13.8%	56.6%	22.0%	6.4%	1.2%
Q5a-2. Appearance	15.5%	58.4%	22.6%	3.1%	0.4%
Q5a-3. Online services offered	16.2%	53.4%	25.2%	4.3%	0.9%
Q5a-4. Ease of navigation	12.1%	43.9%	26.6%	13.9%	3.5%
Q5a-5. Search function	11.7%	41.1%	28.8%	14.4%	4.0%

Q6. How have you contacted the City in the past 12 months?

Q6. How have you contacted City in past 12 months	Number	Percent
Phone	261	28.8 %
Email	142	15.7 %
Social media	46	5.1 %
City's website	215	23.8 %
Through a City Council member	33	3.6 %
In person	134	14.8 %
Access Westminster (on website or mobile app)	85	9.4 %
Other	16	1.8 %
<u>I have not contacted City in past 12 months</u>	<u>391</u>	<u>43.2 %</u>
Total	1323	

Q7. Customer Service. Please rate your satisfaction with the following:

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. How easy City is to contact	21.1%	48.6%	17.3%	6.6%	2.1%	4.4%
Q7-2. The way you are treated by City employees	33.1%	40.7%	12.2%	4.4%	1.9%	7.8%
Q7-3. Accuracy of information & assistance from City employees]	26.4%	40.0%	16.5%	5.9%	2.1%	9.1%
Q7-4. How well your issues are handled by City employees	25.0%	34.5%	19.7%	8.2%	4.2%	8.3%
Q7-5. Overall responsiveness of City employees to requests	26.6%	34.2%	20.3%	6.7%	4.0%	8.2%

(WITHOUT "DON'T KNOW")**Q7. Customer Service. Please rate your satisfaction with the following: (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. How easy City is to contact	22.0%	50.8%	18.1%	6.9%	2.2%
Q7-2. The way you are treated by City employees	35.9%	44.1%	13.2%	4.7%	2.1%
Q7-3. Accuracy of information & assistance from City employees]	29.0%	44.1%	18.2%	6.5%	2.3%
Q7-4. How well your issues are handled by City employees	27.3%	37.7%	21.5%	8.9%	4.6%
Q7-5. Overall responsiveness of City employees to requests	29.0%	37.3%	22.2%	7.2%	4.3%

Q8. Please CHECK ALL of the following sources you currently use to obtain/receive information about the City of Westminster.

Q8. Sources you currently use to obtain/receive information about City of Westminster

	Number	Percent
City's website (www.westminsterco.gov)	534	59.0 %
The Westy (print magazine/newsletter)	524	57.9 %
Parks, Recreation & Libraries Activity Guide	565	62.4 %
City of Westminster emails	355	39.2 %
Social media (Facebook, Instagram, Nextdoor)	264	29.2 %
(Westy TV) Comcast Cable TV Channel 8	17	1.9 %
Utility bill insert	376	41.5 %
Westminster Window	98	10.8 %
Online news sources	93	10.3 %
Spanish media (Telemundo, Univision, etc.)	15	1.7 %
Television news	145	16.0 %
Word of mouth (friends, family, neighbors)	390	43.1 %
Total	3376	

Q9. Which THREE of the sources in Question 8 do you MOST PREFER using to get information about the City of Westminster?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's website (www.westminsterco.gov)	254	28.1 %
The Westy (print magazine/newsletter)	156	17.2 %
Parks, Recreation & Libraries Activity Guide	78	8.6 %
City of Westminster emails	123	13.6 %
Social media (Facebook, Instagram, Nextdoor)	78	8.6 %
(Westy TV) Comcast Cable TV Channel 8	3	0.3 %
Utility bill insert	46	5.1 %
Westminster Window	13	1.4 %
Online news sources	10	1.1 %
Spanish media (Telemundo, Univision, etc.)	2	0.2 %
Television news	13	1.4 %
Word of mouth (friends, family, neighbors)	14	1.5 %
None chosen	115	12.7 %
Total	905	100.0 %

Q9. Which THREE of the sources in Question 8 do you MOST PREFER using to get information about the City of Westminster?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City's website (www.westminsterco.gov)	114	12.6 %
The Westy (print magazine/newsletter)	150	16.6 %
Parks, Recreation & Libraries Activity Guide	148	16.4 %
City of Westminster emails	108	11.9 %
Social media (Facebook, Instagram, Nextdoor)	58	6.4 %
(Westy TV) Comcast Cable TV Channel 8	4	0.4 %
Utility bill insert	71	7.8 %
Westminster Window	13	1.4 %
Online news sources	23	2.5 %
Spanish media (Telemundo, Univision, etc.)	5	0.6 %
Television news	30	3.3 %
Word of mouth (friends, family, neighbors)	33	3.6 %
None chosen	148	16.4 %
Total	905	100.0 %

Q9. Which THREE of the sources in Question 8 do you MOST PREFER using to get information about the City of Westminster?

Q9. 3rd choice	Number	Percent
City's website (www.westminsterco.gov)	94	10.4 %
The Westy (print magazine/newsletter)	76	8.4 %
Parks, Recreation & Libraries Activity Guide	139	15.4 %
City of Westminster emails	94	10.4 %
Social media (Facebook, Instagram, Nextdoor)	62	6.9 %
(Westy TV) Comcast Cable TV Channel 8	4	0.4 %
Utility bill insert	76	8.4 %
Westminster Window	28	3.1 %
Online news sources	23	2.5 %
Spanish media (Telemundo, Univision, etc.)	8	0.9 %
Television news	36	4.0 %
Word of mouth (friends, family, neighbors)	76	8.4 %
None chosen	189	20.9 %
Total	905	100.0 %

(SUM OF TOP 3)

Q9. Which THREE of the sources in Question 8 do you MOST PREFER using to get information about the City of Westminster? (top 3)

Q9. Top choice	Number	Percent
City's website (www.westminsterco.gov)	462	51.0 %
The Westy (print magazine/newsletter)	382	42.2 %
Parks, Recreation & Libraries Activity Guide	365	40.3 %
City of Westminster emails	325	35.9 %
Social media (Facebook, Instagram, Nextdoor)	198	21.9 %
(Westy TV) Comcast Cable TV Channel 8	11	1.2 %
Utility bill insert	193	21.3 %
Westminster Window	54	6.0 %
Online news sources	56	6.2 %
Spanish media (Telemundo, Univision, etc.)	15	1.7 %
Television news	79	8.7 %
Word of mouth (friends, family, neighbors)	123	13.6 %
None chosen	115	12.7 %
Total	2378	

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

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Efforts by police in your community to prevent crime	18.0%	36.5%	20.2%	10.4%	3.2%	11.7%
Q10-2. Enforcement of local traffic laws	10.3%	34.0%	22.1%	16.9%	8.2%	8.5%
Q10-3. How quickly ambulance/emergency medical services personnel respond to emergencies	26.1%	24.1%	9.9%	0.6%	0.3%	39.0%
Q10-4. How quickly fire services personnel respond to emergencies	25.7%	21.0%	9.5%	0.0%	0.2%	43.5%
Q10-5. How quickly police respond to emergencies	20.8%	24.2%	11.9%	2.3%	1.7%	39.1%
Q10-6. Overall quality of emergency medical/ ambulance services	24.8%	23.4%	10.3%	0.8%	0.2%	40.6%
Q10-7. Overall quality of fire services	23.1%	25.6%	9.3%	0.2%	0.3%	41.4%
Q10-8. Overall quality of police services	19.7%	29.0%	13.3%	6.0%	2.3%	29.8%
Q10-9. Visibility of police in commercial & retail areas	12.2%	31.2%	29.2%	12.2%	4.8%	10.6%
Q10-10. Visibility of police in neighborhoods	10.7%	29.9%	28.5%	16.5%	7.5%	6.9%

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

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Efforts by police in your community to prevent crime	20.4%	41.3%	22.9%	11.8%	3.6%
Q10-2. Enforcement of local traffic laws	11.2%	37.2%	24.2%	18.5%	8.9%
Q10-3. How quickly ambulance/emergency medical services personnel respond to emergencies	42.8%	39.5%	16.3%	0.9%	0.5%
Q10-4. How quickly fire services personnel respond to emergencies	45.6%	37.2%	16.8%	0.0%	0.4%
Q10-5. How quickly police respond to emergencies	34.1%	39.7%	19.6%	3.8%	2.7%
Q10-6. Overall quality of emergency medical/ ambulance services	41.6%	39.4%	17.3%	1.3%	0.4%
Q10-7. Overall quality of fire services	39.4%	43.8%	15.8%	0.4%	0.6%
Q10-8. Overall quality of police services	28.0%	41.3%	18.9%	8.5%	3.3%
Q10-9. Visibility of police in commercial & retail areas	13.6%	34.9%	32.6%	13.6%	5.3%
Q10-10. Visibility of police in neighborhoods	11.5%	32.1%	30.6%	17.7%	8.1%

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

Q11. Top choice	Number	Percent
Efforts by police in your community to prevent crime	306	33.8 %
Enforcement of local traffic laws	75	8.3 %
How quickly ambulance/emergency medical services personnel respond to emergencies	133	14.7 %
How quickly fire services personnel respond to emergencies	37	4.1 %
How quickly police respond to emergencies	60	6.6 %
Overall quality of emergency medical/ambulance services	43	4.8 %
Overall quality of fire services	14	1.5 %
Overall quality of police services	55	6.1 %
Visibility of police in commercial & retail areas	28	3.1 %
Visibility of police in neighborhoods	78	8.6 %
None chosen	76	8.4 %
Total	905	100.0 %

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

Q11. 2nd choice	Number	Percent
Efforts by police in your community to prevent crime	70	7.7 %
Enforcement of local traffic laws	86	9.5 %
How quickly ambulance/emergency medical services personnel respond to emergencies	125	13.8 %
How quickly fire services personnel respond to emergencies	146	16.1 %
How quickly police respond to emergencies	97	10.7 %
Overall quality of emergency medical/ambulance services	50	5.5 %
Overall quality of fire services	51	5.6 %
Overall quality of police services	62	6.9 %
Visibility of police in commercial & retail areas	60	6.6 %
Visibility of police in neighborhoods	71	7.8 %
None chosen	87	9.6 %
Total	905	100.0 %

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

Q11. 3rd choice	Number	Percent
Efforts by police in your community to prevent crime	79	8.7 %
Enforcement of local traffic laws	57	6.3 %
How quickly ambulance/emergency medical services personnel respond to emergencies	98	10.8 %
How quickly fire services personnel respond to emergencies	77	8.5 %
How quickly police respond to emergencies	122	13.5 %
Overall quality of emergency medical/ambulance services	78	8.6 %
Overall quality of fire services	45	5.0 %
Overall quality of police services	88	9.7 %
Visibility of police in commercial & retail areas	55	6.1 %
Visibility of police in neighborhoods	105	11.6 %
None chosen	101	11.2 %
Total	905	100.0 %

(SUM OF TOP 3)

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

Q11. Top choice	Number	Percent
Efforts by police in your community to prevent crime	455	50.3 %
Enforcement of local traffic laws	218	24.1 %
How quickly ambulance/emergency medical services personnel respond to emergencies	356	39.3 %
How quickly fire services personnel respond to emergencies	260	28.7 %
How quickly police respond to emergencies	279	30.8 %
Overall quality of emergency medical/ambulance services	171	18.9 %
Overall quality of fire services	110	12.2 %
Overall quality of police services	205	22.7 %
Visibility of police in commercial & retail areas	143	15.8 %
Visibility of police in neighborhoods	254	28.1 %
None chosen	76	8.4 %
Total	2527	

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

(N=905)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q12-1. Overall feeling of safety in your community	21.7%	53.1%	16.4%	6.7%	0.9%	1.2%
Q12-2. In community parks	16.5%	49.6%	19.2%	7.4%	1.1%	6.2%
Q12-3. In retail areas	14.7%	48.0%	25.0%	8.5%	0.7%	3.2%
Q12-4. In Downtown Westminster	12.8%	34.9%	21.8%	5.1%	1.2%	24.2%
Q12-5. In your neighborhood at night	18.5%	43.4%	22.2%	10.6%	3.1%	2.2%
Q12-6. In your neighborhood during the day	32.7%	50.3%	12.3%	2.4%	0.8%	1.5%
Q12-7. During times when City is experiencing residential fires	8.1%	23.5%	21.8%	3.3%	1.1%	42.2%

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

(N=905)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q12-1. Overall feeling of safety in your community	21.9%	53.8%	16.6%	6.8%	0.9%
Q12-2. In community parks	17.6%	52.9%	20.5%	7.9%	1.2%
Q12-3. In retail areas	15.2%	49.5%	25.8%	8.8%	0.7%
Q12-4. In Downtown Westminster	16.9%	46.1%	28.7%	6.7%	1.6%
Q12-5. In your neighborhood at night	18.9%	44.4%	22.7%	10.8%	3.2%
Q12-6. In your neighborhood during the day	33.2%	51.1%	12.5%	2.5%	0.8%
Q12-7. During times when City is experiencing residential fires	14.0%	40.7%	37.7%	5.7%	1.9%

Q13. Utilities and Recycling. Please rate your satisfaction with the following:

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Quality of recycling services at City	13.5%	31.7%	20.1%	14.3%	4.8%	15.7%
Q13-2. Taste of tap water	31.6%	43.2%	12.2%	7.5%	2.4%	3.1%
Q13-3. Smell of tap water	31.2%	44.9%	16.0%	4.0%	1.4%	2.5%
Q13-4. Overall quality of your drinking water	32.9%	43.9%	12.9%	6.7%	2.0%	1.5%
Q13-5. Quality of water pressure in your home	31.0%	48.1%	11.0%	6.5%	2.4%	0.9%
Q13-6. Quality of meter reading/utility crew response	13.8%	30.1%	19.7%	1.7%	1.2%	33.6%

(WITHOUT "DON'T KNOW")**Q13. Utilities and Recycling. Please rate your satisfaction with the following: (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Quality of recycling services at City	16.0%	37.6%	23.9%	16.9%	5.6%
Q13-2. Taste of tap water	32.6%	44.6%	12.5%	7.8%	2.5%
Q13-3. Smell of tap water	32.0%	46.0%	16.4%	4.1%	1.5%
Q13-4. Overall quality of your drinking water	33.4%	44.6%	13.1%	6.8%	2.0%
Q13-5. Quality of water pressure in your home	31.3%	48.5%	11.1%	6.6%	2.5%
Q13-6. Quality of meter reading/utility crew response	20.8%	45.3%	29.6%	2.5%	1.8%

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

Q14. Top choice	Number	Percent
Quality of recycling services at City	80	8.8 %
Taste of tap water	158	17.5 %
Smell of tap water	8	0.9 %
Overall quality of your drinking water	522	57.7 %
Quality of water pressure in your home	21	2.3 %
Quality of meter reading/utility crew response	11	1.2 %
None chosen	105	11.6 %
Total	905	100.0 %

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

Q14. 2nd choice	Number	Percent
Quality of recycling services at City	144	15.9 %
Taste of tap water	252	27.8 %
Smell of tap water	88	9.7 %
Overall quality of your drinking water	122	13.5 %
Quality of water pressure in your home	135	14.9 %
Quality of meter reading/utility crew response	39	4.3 %
None chosen	125	13.8 %
Total	905	100.0 %

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

Q14. 3rd choice	Number	Percent
Quality of recycling services at City	154	17.0 %
Taste of tap water	146	16.1 %
Smell of tap water	129	14.3 %
Overall quality of your drinking water	87	9.6 %
Quality of water pressure in your home	173	19.1 %
Quality of meter reading/utility crew response	72	8.0 %
None chosen	144	15.9 %
Total	905	100.0 %

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

Q14. Top choice	Number	Percent
Quality of recycling services at City	378	41.8 %
Taste of tap water	556	61.4 %
Smell of tap water	225	24.9 %
Overall quality of your drinking water	731	80.8 %
Quality of water pressure in your home	329	36.4 %
Quality of meter reading/utility crew response	122	13.5 %
None chosen	105	11.6 %
Total	2446	

Q15. Parks and Recreation Services. Please rate your satisfaction with the following:

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Maintenance of City parks	26.0%	52.0%	11.5%	3.9%	1.7%	5.0%
Q15-2. Number of City parks	26.2%	44.6%	15.6%	5.2%	1.2%	7.2%
Q15-3. Appearance of parks/ facilities	25.5%	51.0%	12.9%	4.5%	1.3%	4.6%
Q15-4. Location of City parks	25.6%	48.4%	16.1%	3.4%	0.7%	5.7%
Q15-5. Quality of walking & biking trails	30.7%	42.9%	12.2%	4.9%	2.0%	7.4%
Q15-6. Quality of aquatic/ pool facilities	17.2%	32.7%	16.4%	3.6%	0.6%	29.5%
Q15-7. Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	18.0%	35.7%	17.3%	1.7%	0.4%	26.9%
Q15-8. Availability of information about recreation programs	28.1%	44.2%	15.7%	3.5%	0.3%	8.2%
Q15-9. Quality of recreation programs for youth	14.7%	24.5%	16.9%	2.8%	0.4%	40.7%
Q15-10. Quality of recreation programs for adults	18.9%	34.9%	20.0%	3.1%	0.7%	22.4%
Q15-11. Quality of recreation programs for seniors (ages 60+)	17.8%	24.9%	18.6%	4.1%	0.2%	34.5%
Q15-12. City-sponsored special events	15.0%	37.2%	21.3%	3.3%	0.8%	22.3%
Q15-13. Number of parks & recreation amenities	20.0%	40.8%	21.5%	4.3%	1.1%	12.3%
Q15-14. Maintenance & appearance of recreation centers	25.1%	44.4%	14.6%	2.3%	0.4%	13.1%

(WITHOUT "DON'T KNOW")**Q15. Parks and Recreation Services. Please rate your satisfaction with the following: (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Maintenance of City parks	27.3%	54.8%	12.1%	4.1%	1.7%
Q15-2. Number of City parks	28.2%	48.1%	16.8%	5.6%	1.3%
Q15-3. Appearance of parks/facilities	26.8%	53.5%	13.6%	4.8%	1.4%
Q15-4. Location of City parks	27.2%	51.3%	17.1%	3.6%	0.7%
Q15-5. Quality of walking & biking trails	33.2%	46.3%	13.1%	5.3%	2.1%
Q15-6. Quality of aquatic/pool facilities	24.5%	46.4%	23.2%	5.2%	0.8%
Q15-7. Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	24.6%	48.8%	23.7%	2.3%	0.6%
Q15-8. Availability of information about recreation programs	30.6%	48.1%	17.1%	3.9%	0.4%
Q15-9. Quality of recreation programs for youth	24.8%	41.3%	28.5%	4.7%	0.7%
Q15-10. Quality of recreation programs for adults	24.4%	45.0%	25.8%	4.0%	0.9%
Q15-11. Quality of recreation programs for seniors (ages 60+)	27.2%	37.9%	28.3%	6.2%	0.3%
Q15-12. City-sponsored special events	19.3%	47.9%	27.5%	4.3%	1.0%
Q15-13. Number of parks & recreation amenities	22.8%	46.5%	24.6%	4.9%	1.3%
Q15-14. Maintenance & appearance of recreation centers	28.9%	51.1%	16.8%	2.7%	0.5%

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
Maintenance of City parks	295	32.6 %
Number of City parks	65	7.2 %
Appearance of parks/facilities	61	6.7 %
Location of City parks	28	3.1 %
Quality of walking & biking trails	122	13.5 %
Quality of aquatic/pool facilities	21	2.3 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	7	0.8 %
Availability of information about recreation programs	27	3.0 %
Quality of recreation programs for youth	47	5.2 %
Quality of recreation programs for adults	12	1.3 %
Quality of recreation programs for seniors (ages 60+)	28	3.1 %
City-sponsored special events	11	1.2 %
Number of parks & recreation amenities	31	3.4 %
Maintenance & appearance of recreation centers	39	4.3 %
None chosen	111	12.3 %
Total	905	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
Maintenance of City parks	120	13.3 %
Number of City parks	47	5.2 %
Appearance of parks/facilities	103	11.4 %
Location of City parks	37	4.1 %
Quality of walking & biking trails	157	17.3 %
Quality of aquatic/pool facilities	40	4.4 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	21	2.3 %
Availability of information about recreation programs	41	4.5 %
Quality of recreation programs for youth	39	4.3 %
Quality of recreation programs for adults	23	2.5 %
Quality of recreation programs for seniors (ages 60+)	50	5.5 %
City-sponsored special events	25	2.8 %
Number of parks & recreation amenities	23	2.5 %
Maintenance & appearance of recreation centers	51	5.6 %
None chosen	128	14.1 %
Total	905	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
Maintenance of City parks	85	9.4 %
Number of City parks	37	4.1 %
Appearance of parks/facilities	74	8.2 %
Location of City parks	21	2.3 %
Quality of walking & biking trails	93	10.3 %
Quality of aquatic/pool facilities	48	5.3 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	20	2.2 %
Availability of information about recreation programs	59	6.5 %
Quality of recreation programs for youth	43	4.8 %
Quality of recreation programs for adults	39	4.3 %
Quality of recreation programs for seniors (ages 60+)	46	5.1 %
City-sponsored special events	49	5.4 %
Number of parks & recreation amenities	61	6.7 %
Maintenance & appearance of recreation centers	85	9.4 %
None chosen	145	16.0 %
Total	905	100.0 %

(SUM OF TOP 3)

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

Q16. Top choice	Number	Percent
Maintenance of City parks	500	55.2 %
Number of City parks	149	16.5 %
Appearance of parks/facilities	238	26.3 %
Location of City parks	86	9.5 %
Quality of walking & biking trails	372	41.1 %
Quality of aquatic/pool facilities	109	12.0 %
Outdoor athletic facilities/fields (e.g., soccer, baseball, & football)	48	5.3 %
Availability of information about recreation programs	127	14.0 %
Quality of recreation programs for youth	129	14.3 %
Quality of recreation programs for adults	74	8.2 %
Quality of recreation programs for seniors (ages 60+)	124	13.7 %
City-sponsored special events	85	9.4 %
Number of parks & recreation amenities	115	12.7 %
Maintenance & appearance of recreation centers	175	19.3 %
None chosen	111	12.3 %
Total	2442	

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

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Accessibility of streets, sidewalks, & buildings for people with disabilities	8.6%	31.4%	19.1%	7.0%	3.1%	30.8%
Q17-2. Adequacy of City street lighting	9.8%	49.0%	24.9%	11.6%	2.1%	2.7%
Q17-3. Appearance/condition of City medians, rights-of-way, & public areas	9.8%	46.9%	24.8%	12.0%	4.3%	2.2%
Q17-4. Condition of major City streets (primary streets)	10.8%	44.8%	22.2%	15.9%	4.8%	1.5%
Q17-5. Condition of sidewalks in your neighborhood	16.8%	49.7%	18.6%	9.2%	3.9%	1.9%
Q17-6. Condition of street signs & traffic signals	16.9%	58.2%	18.3%	3.5%	1.5%	1.4%
Q17-7. Condition of streets in your neighborhood (secondary streets)	12.0%	45.6%	22.5%	13.0%	5.4%	1.3%
Q17-8. Maintenance of public buildings & facilities	14.1%	49.1%	21.3%	1.5%	1.2%	12.7%
Q17-9. Mowing & tree trimming along streets & public areas	12.5%	46.0%	22.0%	10.8%	5.4%	3.3%
Q17-10. Overall cleanliness of streets	13.7%	47.2%	24.8%	9.4%	3.1%	1.9%
Q17-11. Quality of on-street bicycle infrastructure (bike lanes/signage)	8.7%	32.3%	28.7%	9.7%	4.2%	16.4%
Q17-12. Snow removal on major City streets (primary streets)	20.0%	52.2%	16.6%	7.0%	3.0%	1.3%

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

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-13. Snow removal on neighborhood streets (secondary streets)	8.0%	30.6%	23.1%	24.3%	11.9%	2.1%
Q17-14. Traffic flow on major City streets (primary streets)	10.1%	43.2%	25.9%	13.7%	6.0%	1.2%
Q17-15. Visibility of pavement markings & street signs on City streets	12.6%	51.7%	23.8%	8.4%	1.8%	1.8%

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

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Accessibility of streets, sidewalks, & buildings for people with disabilities	12.5%	45.4%	27.6%	10.1%	4.5%
Q17-2. Adequacy of City street lighting	10.1%	50.3%	25.5%	11.9%	2.2%
Q17-3. Appearance/condition of City medians, rights-of-way, & public areas	10.1%	47.9%	25.3%	12.3%	4.4%
Q17-4. Condition of major City streets (primary streets)	11.0%	45.5%	22.6%	16.2%	4.8%
Q17-5. Condition of sidewalks in your neighborhood	17.1%	50.7%	18.9%	9.3%	3.9%
Q17-6. Condition of street signs & traffic signals	17.2%	59.1%	18.6%	3.6%	1.6%
Q17-7. Condition of streets in your neighborhood (secondary streets)	12.2%	46.2%	22.8%	13.2%	5.5%
Q17-8. Maintenance of public buildings & facilities	16.2%	56.2%	24.4%	1.8%	1.4%
Q17-9. Mowing & tree trimming along streets & public areas	12.9%	47.5%	22.7%	11.2%	5.6%
Q17-10. Overall cleanliness of streets	14.0%	48.1%	25.2%	9.6%	3.2%
Q17-11. Quality of on-street bicycle infrastructure (bike lanes/signage)	10.4%	38.6%	34.3%	11.6%	5.0%

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

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-12. Snow removal on major City streets (primary streets)	20.3%	52.9%	16.8%	7.1%	3.0%
Q17-13. Snow removal on neighborhood streets (secondary streets)	8.1%	31.3%	23.6%	24.8%	12.2%
Q17-14. Traffic flow on major City streets (primary streets)	10.2%	43.7%	26.2%	13.9%	6.0%
Q17-15. Visibility of pavement markings & street signs on City streets	12.8%	52.6%	24.2%	8.5%	1.8%

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

Q18. Top choice	Number	Percent
Accessibility of streets, sidewalks, & buildings for people with disabilities	102	11.3 %
Adequacy of City street lighting	74	8.2 %
Appearance/condition of City medians, rights-of-way, & public areas	49	5.4 %
Condition of major City streets (primary streets)	287	31.7 %
Condition of sidewalks in your neighborhood	17	1.9 %
Condition of street signs & traffic signals	13	1.4 %
Condition of streets in your neighborhood (secondary streets)	39	4.3 %
Maintenance of public buildings & facilities	7	0.8 %
Mowing & tree trimming along streets & public areas	18	2.0 %
Overall cleanliness of streets	25	2.8 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	18	2.0 %
Snow removal on major City streets (primary streets)	61	6.7 %
Snow removal on neighborhood streets (secondary streets)	34	3.8 %
Traffic flow on major City streets (primary streets)	54	6.0 %
Visibility of pavement markings & street signs on City streets	13	1.4 %
<u>None chosen</u>	<u>94</u>	<u>10.4 %</u>
Total	905	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	22	2.4 %
Adequacy of City street lighting	62	6.9 %
Appearance/condition of City medians, rights-of-way, & public areas	28	3.1 %
Condition of major City streets (primary streets)	109	12.0 %
Condition of sidewalks in your neighborhood	48	5.3 %
Condition of street signs & traffic signals	31	3.4 %
Condition of streets in your neighborhood (secondary streets)	101	11.2 %
Maintenance of public buildings & facilities	29	3.2 %
Mowing & tree trimming along streets & public areas	42	4.6 %
Overall cleanliness of streets	58	6.4 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	21	2.3 %
Snow removal on major City streets (primary streets)	100	11.0 %
Snow removal on neighborhood streets (secondary streets)	80	8.8 %
Traffic flow on major City streets (primary streets)	49	5.4 %
Visibility of pavement markings & street signs on City streets	20	2.2 %
<u>None chosen</u>	<u>105</u>	<u>11.6 %</u>
Total	905	100.0 %

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

<u>Q18. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets, sidewalks, & buildings for people with disabilities	41	4.5 %
Adequacy of City street lighting	52	5.7 %
Appearance/condition of City medians, rights-of-way, & public areas	36	4.0 %
Condition of major City streets (primary streets)	60	6.6 %
Condition of sidewalks in your neighborhood	31	3.4 %
Condition of street signs & traffic signals	25	2.8 %
Condition of streets in your neighborhood (secondary streets)	67	7.4 %
Maintenance of public buildings & facilities	25	2.8 %
Mowing & tree trimming along streets & public areas	28	3.1 %
Overall cleanliness of streets	72	8.0 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	33	3.6 %
Snow removal on major City streets (primary streets)	103	11.4 %
Snow removal on neighborhood streets (secondary streets)	85	9.4 %
Traffic flow on major City streets (primary streets)	92	10.2 %
Visibility of pavement markings & street signs on City streets	37	4.1 %
<u>None chosen</u>	<u>118</u>	<u>13.0 %</u>
Total	905	100.0 %

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

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets, sidewalks, & buildings for people with disabilities	165	18.2 %
Adequacy of City street lighting	188	20.8 %
Appearance/condition of City medians, rights-of-way, & public areas	113	12.5 %
Condition of major City streets (primary streets)	456	50.4 %
Condition of sidewalks in your neighborhood	96	10.6 %
Condition of street signs & traffic signals	69	7.6 %
Condition of streets in your neighborhood (secondary streets)	207	22.9 %
Maintenance of public buildings & facilities	61	6.7 %
Mowing & tree trimming along streets & public areas	88	9.7 %
Overall cleanliness of streets	155	17.1 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	72	8.0 %
Snow removal on major City streets (primary streets)	264	29.2 %
Snow removal on neighborhood streets (secondary streets)	199	22.0 %
Traffic flow on major City streets (primary streets)	195	21.5 %
Visibility of pavement markings & street signs on City streets	70	7.7 %
<u>None chosen</u>	<u>94</u>	<u>10.4 %</u>
Total	2492	

Q19. Code Enforcement Services. Please rate your satisfaction with the following:

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Enforcement of clean-up of trash & debris on private property	6.0%	24.5%	24.4%	13.9%	8.8%	22.3%
Q19-2. Enforcement of exterior maintenance of commercial/business property	6.6%	30.4%	30.1%	6.5%	3.5%	22.9%
Q19-3. Enforcement of exterior maintenance of residential property	5.6%	27.1%	25.7%	13.4%	7.7%	20.4%
Q19-4. Enforcement of mowing & cutting of weeds on private property	5.2%	22.9%	25.1%	15.7%	10.3%	20.9%
Q19-5. Enforcement of sign regulations	6.1%	28.0%	29.3%	6.9%	2.5%	27.3%

(WITHOUT "DON'T KNOW")**Q19. Code Enforcement Services. Please rate your satisfaction with the following: (without "don't know")**

(N=905)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Enforcement of clean-up of trash & debris on private property	7.7%	31.6%	31.4%	17.9%	11.4%
Q19-2. Enforcement of exterior maintenance of commercial/business property	8.6%	39.4%	39.0%	8.5%	4.6%
Q19-3. Enforcement of exterior maintenance of residential property	7.1%	34.0%	32.4%	16.8%	9.7%
Q19-4. Enforcement of mowing & cutting of weeds on private property	6.6%	28.9%	31.7%	19.8%	13.0%
Q19-5. Enforcement of sign regulations	8.4%	38.4%	40.3%	9.4%	3.5%

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

Q20. Top choice	Number	Percent
Enforcement of clean-up of trash & debris on private property	358	39.6 %
Enforcement of exterior maintenance of commercial/business property	151	16.7 %
Enforcement of exterior maintenance of residential property	69	7.6 %
Enforcement of mowing & cutting of weeds on private property	109	12.0 %
Enforcement of sign regulations	68	7.5 %
None chosen	150	16.6 %
Total	905	100.0 %

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

Q20. 2nd choice	Number	Percent
Enforcement of clean-up of trash & debris on private property	162	17.9 %
Enforcement of exterior maintenance of commercial/business property	191	21.1 %
Enforcement of exterior maintenance of residential property	175	19.3 %
Enforcement of mowing & cutting of weeds on private property	151	16.7 %
Enforcement of sign regulations	56	6.2 %
None chosen	170	18.8 %
Total	905	100.0 %

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

Q20. 3rd choice	Number	Percent
Enforcement of clean-up of trash & debris on private property	115	12.7 %
Enforcement of exterior maintenance of commercial/business property	115	12.7 %
Enforcement of exterior maintenance of residential property	190	21.0 %
Enforcement of mowing & cutting of weeds on private property	198	21.9 %
Enforcement of sign regulations	89	9.8 %
None chosen	198	21.9 %
Total	905	100.0 %

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

Q20. Top choice	Number	Percent
Enforcement of clean-up of trash & debris on private property	635	70.2 %
Enforcement of exterior maintenance of commercial/business property	457	50.5 %
Enforcement of exterior maintenance of residential property	434	48.0 %
Enforcement of mowing & cutting of weeds on private property	458	50.6 %
Enforcement of sign regulations	213	23.5 %
None chosen	150	16.6 %
Total	2347	

Q21. Please rate the following statements that most clearly represents your opinion.

(N=905)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree	Don't know
Q21-1. City of Westminster provides an opportunity for all voices to be heard & draws upon community diversity in decision-making	12.3%	28.5%	24.4%	7.2%	5.0%	22.7%
Q21-2. City of Westminster invests in creating a diverse & vibrant economy	11.3%	31.3%	27.5%	6.3%	3.1%	20.6%
Q21-3. City of Westminster has beautiful parks/open spaces	39.3%	38.7%	11.6%	5.7%	1.1%	3.5%
Q21-4. City of Westminster has job opportunities that match my skills	6.1%	15.8%	23.0%	6.7%	4.6%	43.8%
Q21-5. City of Westminster provides a rich & resilient natural environment	18.8%	36.6%	25.4%	7.6%	2.5%	9.1%
Q21-6. City of Westminster has a strong sense of community & belonging	13.1%	29.1%	31.9%	12.5%	5.2%	8.2%
Q21-7. City staff cares what people like me think	12.8%	24.3%	24.6%	8.1%	6.3%	23.9%
Q21-8. City clearly communicates its intentions & decisions	10.6%	27.2%	28.4%	13.4%	7.3%	13.1%

(WITHOUT "DON'T KNOW")**Q21. Please rate the following statements that most clearly represents your opinion. (without "don't know")**

(N=905)

	Strongly agree	Somewhat agree	Neutral	Somewhat disagree	Strongly disagree
Q21-1. City of Westminster provides an opportunity for all voices to be heard & draws upon community diversity in decision-making	15.9%	36.9%	31.6%	9.3%	6.4%
Q21-2. City of Westminster invests in creating a diverse & vibrant economy	14.2%	39.4%	34.6%	7.9%	3.9%
Q21-3. City of Westminster has beautiful parks/open spaces	40.8%	40.1%	12.0%	6.0%	1.1%
Q21-4. City of Westminster has job opportunities that match my skills	10.8%	28.1%	40.9%	12.0%	8.3%
Q21-5. City of Westminster provides a rich & resilient natural environment	20.7%	40.2%	27.9%	8.4%	2.8%
Q21-6. City of Westminster has a strong sense of community & belonging	14.3%	31.6%	34.8%	13.6%	5.7%
Q21-7. City staff cares what people like me think	16.8%	31.9%	32.4%	10.6%	8.3%
Q21-8. City clearly communicates its intentions & decisions	12.2%	31.3%	32.7%	15.4%	8.4%

Q22. To what degree, if at all, are the following a problem in Westminster?

(N=905)

	Major problem	Moderate problem	Minor problem	Not a problem	Don't know
Q22-1. Crime (vandalism, graffiti, drugs, auto theft)	19.8%	42.7%	22.9%	6.7%	8.0%
Q22-2. Too much growth	30.2%	28.3%	19.0%	15.7%	6.9%
Q22-3. Homelessness	24.0%	34.8%	27.6%	7.0%	6.6%
Q22-4. Taxes are too high	27.4%	29.3%	21.7%	15.9%	5.7%
Q22-5. High cost of housing	46.3%	29.3%	13.6%	5.6%	5.2%
Q22-6. Traffic safety on neighborhood streets (secondary streets)	10.8%	26.6%	29.1%	27.7%	5.7%
Q22-7. Traffic safety on major streets (primary streets)	19.3%	29.4%	27.1%	19.7%	4.5%
Q22-8. Poor maintenance & condition of homes	5.1%	20.9%	38.3%	26.7%	9.0%
Q22-9. Poor condition of properties (weeds, trash, junk vehicles)	10.6%	22.1%	39.3%	20.9%	7.1%

(WITHOUT "DON'T KNOW")**Q22. To what degree, if at all, are the following a problem in Westminster? (without "don't know")**

(N=905)

	Major problem	Moderate problem	Minor problem	Not a problem
Q22-1. Crime (vandalism, graffiti, drugs, auto theft)	21.5%	46.3%	24.8%	7.3%
Q22-2. Too much growth	32.4%	30.4%	20.4%	16.8%
Q22-3. Homelessness	25.7%	37.3%	29.6%	7.5%
Q22-4. Taxes are too high	29.1%	31.1%	23.0%	16.9%
Q22-5. High cost of housing	48.8%	30.9%	14.3%	5.9%
Q22-6. Traffic safety on neighborhood streets (secondary streets)	11.5%	28.3%	30.8%	29.4%
Q22-7. Traffic safety on major streets (primary streets)	20.3%	30.8%	28.4%	20.6%
Q22-8. Poor maintenance & condition of homes	5.6%	22.9%	42.1%	29.4%
Q22-9. Poor condition of properties (weeds, trash, junk vehicles)	11.4%	23.8%	42.3%	22.5%

Q23. Among the social media sites listed below, please mark the sites you have used within the last month.

Q23. What social media sites have you used within last month

	Number	Percent
Facebook	573	63.3 %
Instagram	357	39.4 %
Yelp	150	16.6 %
X (formerly Twitter)	126	13.9 %
Pinterest	160	17.7 %
YouTube	545	60.2 %
LinkedIn	257	28.4 %
Nextdoor	387	42.8 %
Snapchat	79	8.7 %
TikTok	119	13.1 %
Reddit	158	17.5 %
Total	2911	

Q24. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life for you in the City of Westminster and the top of the ladder (10) represents the best possible life for you in the City of Westminster.

(N=905)

	Worst possible life	1	2	3	4	5	6	7	8	9	Best possible life	Not provided
Q24-1. On which ladder step would you say you personally feel you stand at this time	0.2%	0.4%	0.6%	1.9%	3.4%	10.8%	9.2%	20.2%	29.7%	12.8%	6.7%	4.0%
Q24-2. On which ladder step do you think you will stand about 5 years from now	0.9%	1.9%	2.5%	3.1%	3.2%	9.8%	9.4%	12.6%	24.4%	15.1%	10.2%	6.9%

(WITHOUT "NOT PROVIDED")

Q24. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life for you in the City of Westminster and the top of the ladder (10) represents the best possible life for you in the City of Westminster. (without "not provided")

(N=905)

	Worst possible life	1	2	3	4	5	6	7	8	9	Best possible life
Q24-1. On which ladder step would you say you personally feel you stand at this time	0.2%	0.5%	0.6%	2.0%	3.6%	11.3%	9.6%	21.1%	31.0%	13.3%	7.0%
Q24-2. On which ladder step do you think you will stand about 5 years from now	0.9%	2.0%	2.7%	3.3%	3.4%	10.6%	10.1%	13.5%	26.2%	16.3%	10.9%

Q26. About how long have you lived in Westminster?

<u>Q26. How long have you lived in Westminster</u>	<u>Number</u>	<u>Percent</u>
0-5	208	23.0 %
6-10	108	11.9 %
11-15	71	7.8 %
16-20	75	8.3 %
21-30	173	19.1 %
31+	245	27.1 %
Not provided	25	2.8 %
Total	905	100.0 %

(WITHOUT "NOT PROVIDED")**Q26. About how long have you lived in Westminster? (without "not provided")**

<u>Q26. How long have you lived in Westminster</u>	<u>Number</u>	<u>Percent</u>
0-5	208	23.6 %
6-10	108	12.3 %
11-15	71	8.1 %
16-20	75	8.5 %
21-30	173	19.7 %
31+	245	27.8 %
Total	880	100.0 %

Q27. Please check the appropriate response indicating the type of housing unit in which you live.

<u>Q27. Type of housing unit in which you live</u>	<u>Number</u>	<u>Percent</u>
Detached single family home	739	81.7 %
Condominium or townhouse	107	11.8 %
Apartment	44	4.9 %
Mobile home	4	0.4 %
Not provided	11	1.2 %
Total	905	100.0 %

(WITHOUT "NOT PROVIDED")**Q27. Please check the appropriate response indicating the type of housing unit in which you live. (without "not provided")**

<u>Q27. Type of housing unit in which you live</u>	<u>Number</u>	<u>Percent</u>
Detached single family home	739	82.7 %
Condominium or townhouse	107	12.0 %
Apartment	44	4.9 %
Mobile home	4	0.4 %
Total	894	100.0 %

Q28. Do you rent or own your residence?

<u>Q28. Do you rent or own your residence</u>	<u>Number</u>	<u>Percent</u>
Own	715	79.0 %
Rent	176	19.4 %
Not provided	14	1.5 %
Total	905	100.0 %

(WITHOUT "NOT PROVIDED")**Q28. Do you rent or own your residence? (without "not provided")**

<u>Q28. Do you rent or own your residence</u>	<u>Number</u>	<u>Percent</u>
Own	715	80.2 %
Rent	176	19.8 %
Total	891	100.0 %

Q29. What percentage of your monthly household gross income do you spend on housing expenses including rent, mortgage, property tax, property insurance, and homeowner's association (HOA) fees?

<u>Q29. What percentage of your monthly household gross income do you spend on housing expenses</u>	<u>Number</u>	<u>Percent</u>
Less than 30%	367	40.6 %
30% to 50%	325	35.9 %
50% to 75%	107	11.8 %
75%+	33	3.6 %
Not provided	73	8.1 %
Total	905	100.0 %

(WITHOUT "NOT PROVIDED")**Q29. What percentage of your monthly household gross income do you spend on housing expenses including rent, mortgage, property tax, property insurance, and homeowner's association (HOA) fees? (without "not provided")**

<u>Q29. What percentage of your monthly household gross income do you spend on housing expenses</u>	<u>Number</u>	<u>Percent</u>
Less than 30%	367	44.1 %
30% to 50%	325	39.1 %
50% to 75%	107	12.9 %
75%+	33	4.0 %
Total	832	100.0 %

Q30. About how much was your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES for the previous year?

Q30. Your household's total income before taxes for previous year	Number	Percent
Less than \$15K	20	2.2 %
\$15K to \$24,999	38	4.2 %
\$25K to \$34,999	35	3.9 %
\$35K to \$49,999	52	5.7 %
\$50K to \$74,999	115	12.7 %
\$75K to \$99,999	101	11.2 %
\$100K to \$124,999	100	11.0 %
\$125K to \$149,999	85	9.4 %
\$150K to \$174,999	47	5.2 %
\$175K to \$199,999	44	4.9 %
\$200K+	109	12.0 %
I prefer not to answer	159	17.6 %
Total	905	100.0 %

(WITHOUT "PREFER NOT TO ANSWER")**Q30. About how much was your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES for the previous year? (without "prefer not to answer")**

Q30. Your household's total income before taxes for previous year	Number	Percent
Less than \$15K	20	2.7 %
\$15K to \$24,999	38	5.1 %
\$25K to \$34,999	35	4.7 %
\$35K to \$49,999	52	7.0 %
\$50K to \$74,999	115	15.4 %
\$75K to \$99,999	101	13.5 %
\$100K to \$124,999	100	13.4 %
\$125K to \$149,999	85	11.4 %
\$150K to \$174,999	47	6.3 %
\$175K to \$199,999	44	5.9 %
\$200K+	109	14.6 %
Total	746	100.0 %

Q31. Are you Hispanic/Spanish/Latino/a/x?

Q31. Are you Hispanic/Spanish/Latino/a/x	Number	Percent
Yes	216	23.9 %
No	680	75.1 %
Not provided	9	1.0 %
Total	905	100.0 %

(WITHOUT "NOT PROVIDED")**Q31. Are you Hispanic/Spanish/Latino/a/x? (without "not provided")**

<u>Q31. Are you Hispanic/Spanish/Latino/a/x</u>	<u>Number</u>	<u>Percent</u>
Yes	216	24.1 %
No	680	75.9 %
Total	896	100.0 %

Q32. What is your race?

<u>Q32. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	44	4.9 %
Black or African American	14	1.5 %
American Indian or Alaska Native	9	1.0 %
White or Caucasian	701	77.5 %
Native Hawaiian or other Pacific Islander	3	0.3 %
Other	101	11.2 %
Total	872	

Q32-6. Self-describe your race:

<u>Q32-6. Self-describe your race</u>	<u>Number</u>	<u>Percent</u>
Hispanic	76	75.2 %
Mixed	5	5.0 %
Mexican	3	3.0 %
Middle Eastern	2	2.0 %
Latina	2	2.0 %
Meztizo	1	1.0 %
Latino Salvadoreño	1	1.0 %
European/Filipino	1	1.0 %
Hispana-Latina	1	1.0 %
SPANISH	1	1.0 %
Latin	1	1.0 %
Mestiza	1	1.0 %
JEWISH	1	1.0 %
Latino	1	1.0 %
Peruvian	1	1.0 %
Latino Mexicano	1	1.0 %
Near East Origin	1	1.0 %
Italian	1	1.0 %
Total	101	100.0 %

Q33. What is your age?

<u>Q33. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	174	19.2 %
35-44	175	19.3 %
45-54	176	19.4 %
55-64	162	17.9 %
65+	167	18.5 %
Not provided	51	5.6 %
Total	905	100.0 %

(WITHOUT "NOT PROVIDED")**Q33. What is your age? (without "not provided")**

Q33. Your age	Number	Percent
18-34	174	20.4 %
35-44	175	20.5 %
45-54	176	20.6 %
55-64	162	19.0 %
65+	167	19.6 %
Total	854	100.0 %

Q34. Including yourself, how many people in your household are...

	Mean	Sum
number	2.3	1940
Under age 5	0.1	99
Ages 5-9	0.1	83
Ages 10-14	0.1	86
Ages 15-19	0.1	90
Ages 20-24	0.1	80
Ages 25-34	0.3	255
Ages 35-44	0.4	315
Ages 45-54	0.3	283
Ages 55-64	0.3	284
Ages 65-74	0.2	187
Ages 75-84	0.2	149
Ages 85+	0.0	29

Q35. What is your gender/gender identity?

Q35. Your gender/gender identity	Number	Percent
Male	439	48.5 %
Female	449	49.6 %
Transgender	1	0.1 %
Non-Binary	1	0.1 %
Prefer to self-describe	1	0.1 %
Not provided	14	1.5 %
Total	905	100.0 %

(WITHOUT "NOT PROVIDED")

Q35. What is your gender/gender identity? (without "not provided")

Q35. Your gender/gender identity	Number	Percent
Male	439	49.3 %
Female	449	50.4 %
Transgender	1	0.1 %
Non-Binary	1	0.1 %
Prefer to self-describe	1	0.1 %
Total	891	100.0 %

Q35-5. Self-describe your gender/gender identity:

Q35-5. Self-describe your gender/gender identity	Number	Percent
Fluid	1	100.0 %
Total	1	100.0 %

Q36. Many people don't have time to vote in elections. Did you vote in the 2023 City Council election?

Q36. Did you vote in 2023 City Council election	Number	Percent
Yes	702	77.6 %
No	124	13.7 %
Ineligible to vote	26	2.9 %
Don't know	53	5.9 %
Total	905	100.0 %

(WITHOUT "DON'T KNOW")

Q36. Many people don't have time to vote in elections. Did you vote in the 2023 City Council election? (without "don't know")

Q36. Did you vote in 2023 City Council election	Number	Percent
Yes	702	82.4 %
No	124	14.6 %
Ineligible to vote	26	3.1 %
Total	852	100.0 %



Open-Ended Responses

Open-Ended Question Responses

Q6—“Other”: How have you contact.

Inside Hyland Hills Metro Parks

School District: Adams 12 Five Star School District

- I just moved here and plan to contact them soon.
- mail
- RV dump pass
- TEXT
- Townhall

School District: Westminster Adams 50

- mail
- Police- speeding and stop signs
- survey about traffic control
- too many remote workers

Outside Hyland Hills Metro Parks

School District: Adams 12 Five Star School District

- called 911

School District: Jefferson County R-1

- bldg. manager
- City Council Meetings
- Contacted code enforcement. The woman handling it works part time and not good or effective. Get someone full-time and professional.
- Council Meetings
- Inspections/permits
- Townhall meeting

Q25—“Is there anything else the City should be doing or anything not addressed in the survey you would like City leaders to know?”

Inside Hyland Hills Metro Parks

- School District: Adams 12 Five Star School District
- 104 Ave from Sheridan to Federal is a race track.
- A neighborhood trash pick up for large furniture items/junk day p l ck up

- All the trees were cut down by the creek at Westminster city Park. I'm very disappointed.
- Apartment complexes should be inspected every six months, inside and exterior, like your website says.
- As I am now, retirement age, I'm concerned that I won't be able to afford my current quality of life.
- Be a good neighbor and trim the limbs at 10707 Legacy Ridgeway
- care more for residents than people not residents
- City needs to take crime, illegal immigrants and safety more seriously.
- Code enforcement: Trash cans are visible from the street, seemingly abandoned vehicles, vegetation overgrown onto sidewalks (it needs trimming), and poor condition of the board fences that face the roadway.
- Communication from the City versus surrounding cities Broomfield/Northglenn is poor. Recreational facilities need significant improvements. It's time to invest in the City.
- continue to invest in parks/lanes for bikes
- COST OF LIVING IN GENERAL IS BECOMING PROHIBITIVE
- Crime is gotten worse, too many homeless camped around.
- Do not reduce size of off leash dog parks.
- Do not shrink the dog park off Simms. Allow recreational development of Rocky Flats.
- Dog waste in communities
- Don't plant too large of trees 15 feet apart – both have 50 foot spread. Too many work trucks and cars parked in street in front of houses. Dangerous to seeing kids playing.
- Drag racing and burglaries/property theft is a huge problem and nothing being done.
- Enforce the prevention of homelessness
- ENJOYED THE CITY PARK ENTERTAINMENT
- Golf courses not mentioned. Two great courses, but recent policies/prices are moving in wrong direction. Food & beverage options/operator at both courses are terrible. Code enforcement and enforcing the law is important. Please don't let the city turn into Denver.
- High cost of housing
- Homeless camping out, drag racing on Fomal and 112 rd., taxes.
- HOMELESS MOVING CLOSER TO NICER AREAS. THERE ARE A STUPID AMOUNT OF RED LIGHT RUNNER

- How about some sort of dress code at City Park. Indecent is often seen.
- I BELIEVE THE CITY HAS DECLINED IN THE LAST TEN YEARS, PARTICULARLY IN PARKWAY MAINTENANCE, CRIME AND TOO MANY APARTMENTS
- I can't think of anything special to list.
- I didn't know there was a downtown Westminster? This city is a manicured suburban copy of every other city. Add some locally owned businesses, more small main streets where people can gather, try to emulate the other successful smaller cities like Lafayette and Louisville. They're thriving and have cute downtowns, not just strip malls of the same Home Depot, Joann's, and crappy chain restaurant.
- I live in North Park. In 2022/23 we were sent communications that Squires Park would be remodeled – it never was. The park is in a state of disrepair. We need a safer playground.
- I live in Savory Farm subdivision, what areas are maintained by the Hoa and which by the city?
- I looked into joining the City's Diversity Council, but was discouraged by how cumbersome and lengthy the application process was. If your desire is to be more inclusive of diverse voices, then you need to make it easier for people of all backgrounds to share feedback and participate in your programs and initiatives. Many secondary streets across the City are rundown and in need of repair. This alongside aging residential properties that aren't being maintained lead to poor perceptions of Westminster and impact residents sense of safety.
- I stopped by City Hall a few times for the purpose of meeting for a few minutes with the department member and never would meet me, but always told me not available.
- I THINK RECYCLED THE TRASH-CAN AND BOTTLE; BEWARE OF HOMELESS PEOPLE AROUND COMMUNITY
- I THINK THE CITY NEEDS TO ADDRESS THE HOMELESSNESS ISSUE AND PROPERTY TAXES
- I think they city leaders have made fantastic decisions on updating the water treatment plants and maintaining the Parks
- I use the Big Dry Creek trail, wish the shoulder gravel was better maintained. Trash needs picked up more often. Appreciate the port-a- potties.
- I was over billed for a utility water bill, city said it may have been present in my home which there is not! No toilet running, no sprinklers, yet they still made me pay that ridiculous bill.
- I would like to see clear, enforceable regulations regarding short term rentals.

- I WOULD LIKE TO SEE COMPOST SERVICES ADDED TO THE RECENTLY OPENED SUSTAINABILITY CENTER
- I would like to see more signs on the bike/pedestrian Trail system, regarding rules, etc., with the increase in cyclists, which is good. Trail has become a hazard due to very few signs.
- Improve streets, potholes, sidewalks
- Increase of youth activities at rec center. We often have to go to Broomfield rec center to find variety of offerings. Overall, feeling of safety throughout Westminster and area bordering Federal Heights could be improved.
- Just moved to Westminster. I hope the best prevails.
- Keep the open space dog areas open
- Keep up all the good work!
- KEEPING THE WESTMINSTER HILLS DOG PARK THE SAME SIZE
- The migration
- Loss of open space.
- Lots of trash and litter in the streams in the open spaces.
- Love how the developers/city and team are doing with the Downton Westy project!! It is looking really good and such a great place to come spend time. restaurants such as Vatos coming in are a huge draw along with the Alamo. I wish we could do something about the street racing on Federal!!! It's so loud and I can imagine very dangerous. Understand this requires partnership with Fed Heights.
- Low income housing and senior housing.
- Major problem with car theft at night.
- Miss the City dump day to put stuff on the curb to dispose of. A day to recycle or dispose of hard to dispose items like Federal Heights would be great. Would be nice to have the city negotiate with a waste removal company for trash pick up like Denver does/did. Pot holes don't get addressed soon enough.
- Monitor and enforce ban on street racing on Federal Boulevard; create codes for noise limits of loud vehicles – ban loud mufflers and cars that backfire to sound like gunshots.
- More dog amenities – off leash areas
- More outdoor Pickleball courts
- More police presence and neighborhoods, apartment complexes, townhome communities.
- Need for noise abatement along north Federal (104th to 120th. Related is the street racing that happens on this section of Federal Ave., including feeder streets like 104th, 112th and 120th.

- My neighborhood is very safe (affluent, high real estate prices). It's hard for me to comment on lower income areas because I spend little time in them. I am really bothered by the increasing homelessness and unsightly shopping carts, possessions, encampments by 92-94th & Sheridan area. I also see people leaving the open space near 120th & Federal in the morning who clearly slept in the open spaces overnight. It's really become a problem and I wish Westminster as a city would address this so we residents can know the plan to help these people and keep our communities clean and safe moving forward. Thank you.
- Need more public transportation
- OVERALL I FEEL THE CITY DOES A GOOD JOB ON ALL ACCOUNTS
- Panhandling is bad. Can you reduce the time of residency to lower taxes for seniors?
- People going through red lights and speeding
- Please do not have snow plows cover home walks that are shoveled.
- Please enact noise ordinance for truck, mechanical brakes – so many communities around us have limits. Huge noise issues also speed issues - also souped up motorcycles and cars, the race.
- Please take care of the medians and sign areas with "Westminster". A great deal of money was spent to set up a beautiful landscape, then through neglect it now looks awful. Westminster Boulevard near Hwy 36 is a prime example - just use some Round Up Weed killer, Also, trash from homeless on the spectacular Dry Creek path is unacceptable. Hire summer help (teenagers) to wage a war on litter. During the Cleanup this year, I personally picked up 5 bags of homeless trash on the Dry Creek path. There is still so much more to clean up. Thanks for reading this note.
- Potholes
- Prioritize street maintenance/repairs. Don't "spin" city communications-be factual and give all information needed for a citizen to arrive at a thoughtful conclusion. Meet/fund city core services.
- Programs for all citizens at rec centers, not just seniors. Some people that work would like to take a class only offered from 10-2. Not exercise classes.
- Public hearings on growth – it seems City Council has their minds made up before the meeting. Even seems combative at times. General feeling is why bother to speak.
- PUBLIC SHOWER/HYGIENE FACILITIES FOR THE HOMELESS OTHER THAN IN A SHELTER-FREE FOR THE HOMELESS AND THEIR PETS

- Push notifications (email) about applications for major building projects in Westminster (e.g., high density multifamily dwellings) and the City leaders response from beginning to end.
- Remove panhandlers / drug addicts
- Remove the homeless begging for money and food on street corners. This is a big problem. Clean up the tents and the trash left behind buildings. We have restaurants vacant and not being built for months. Bring in more family friendly entertainment businesses. Remodel our fire stations. Hire more police officers and let them police. Promote more job opportunities for veterans. Clean up our schools they are teaching woke politics and any are runner down and in need of improvements.
- Repair the dangerous pot holes. Better maintenance of streets.
- Car theft, I have been the victim of my car being stolen twice in the last year.
- Safer walking paths - bicycles, now with pedal assist or batteries have taken them over.
- Searching the city website is very difficult experience.
- Severely cut back on building and growth. We are way too crowded and more people mean more traffic, congestion; too many people for our current resources. Water will continue to be a problem with growth.
- Shopping center at 136th & Orchard Parkway. Lowe's is not maintained.
- Side streets are not plowed. A big bike park like Broomfield have would be cool/cheap(by the rec center)
- Speed limit of Federal between 104th and 120th is too high. Also some loud mufflers need to go.
- Speeding thru neighborhoods
- Stop approving all the high density housing. The infrastructure cannot handle it. Makes city worse.
- The city staff made a mistake when releasing the bond to Hennar when outlet F in Overlock was not built to design. It would be nice if the city helped residents solve the problem they helped create.
- The condition of Huron St from 120th to 104th has been terrible for a long time. Very dangerous line deterioration in bad weather.
- The increasing number of homeless and refugees. We need to help.
- The median improvements on 120th from I 25 to Federal.
- The police could do a better job of enforcing speeds on residential streets. I recognize that there are higher priority items for them.

- Stop approving more apartments! The infrastructure and water needed is not in place to support all the apartments. If I wanted to live in a big crowded city I would. The city leaders need to take a stand, we do not want to turn into Denver or Boulder, cities full of apartment buildings. All the needed improvements for the apartments being built should be provided for by the developer - they can give land for parks, and emergency services. The current residents need to be considered and it seems like we are not and more apartments are popping up all over. Fix what needs to be fixed what about the land on 96th/Federal - those apartments started then stopped and then nothing. Residents are not being listened to there was strong opposition to building on the "Farm" yet the City again did what it wanted. Is this survey just going through the motions of saying your listening or are the city leaders going to actually pay attention to what residents are saying. Can the city leaders address the noise from the Rocky Mountain Airport. When I moved here it was a county airport with not a not of traffic. The has changed dramatically and as a resident I never voted on expanding the services at the airport. Why did we not get a vote? Whole neighborhoods are now in flight paths. I rarely heard a plane when I move here in the early 2000's but now hear them every day all day into the night.
- Stop building apartments.
- Stop increasing population density
- STOP PURPOSELY LOUD CARS AND MOTORCYCLES; STOP SPEEDING, LANE SWITCHING AND RED LIGHT RUNNING
- Stop trying to turn Westminster into Denver. If we wanted to live in an urban jungle with high density housing we would have moved there.
- The city has stopped tending to a small open space area right next to our property. When we moved here, it was beautiful to look out our window last and see. You guys stopped watering 2 years ago, but continued to mow it. This year you're not mowing. We have weeds and wildlife taking over our yard because of it. This is devaluing our property. It's so small I don't understand why this has happened. You mow and water right across the creek and that's extremely close.
- THE SURVEY IS TOO LONG
- THEFTS INCLUDING AUTO THEFT, NEEDS TO HAVE MORE CONSEQUENCES-MORE VISIBILITY OF POLICE MIGHT HELP, TOO
- There are a lot of road medians that people have signs asking for money. It feels very dangerous driving so close, and makes me anxious. I see that some of these spots have signs saying not to go on the median. But this does not seem to be enforced.

- There are too many new buildings and new homes and apartments
- There has been a significant increase of panhandlers on city medians and "tent cities" that have popped up in fields that are unsanitary and uncomfortable. As for street signage, there are street signs whose placement is completely covered by tree branches or cannot be seen until the last minute, which causes dangerous traffic flow (people quickly merging over because they are in a turn-only lane and didn't see the sign until it was time to turn or they just continue straight through the turn lane). School zone police enforcement needs to be stronger - there are so many dangerous drivers through school zones. Cameras or higher law enforcement visibility would be amazing and help protect our kids.
- This survey acknowledges almost 100% of what an ideal, citizen serving city ought to be doing.
- Too many multifamily residences being built, which will negatively impact quality of life in the near future.
- Too many panhandlers on corners and intersections.
- Too many police harassing innocents. We do not want to be like Aurora
- Traffic light at the intersection into out development Home Farm along 128th St. Widen the St on 128 between Zuni and entrance to Home Farm
- Trim/cut down dead trees
- THE FACT I HAVE ZERO OPTIONS FOR COMMERCIAL COMPOST IS RIDICULOUS
- Use to have larger trash pickups.
- Valley View Park -so frustrated that people park in the street, that street is too narrow, and cars cannot get thru.
- WAY TOO MUCH GROWTH!! STOP BUILDING CONDOS AND MULTI UNIT HOMES!!!! THIS IS NO LONGER A SMALL, VIBRANT, WELCOMING COMMUNITY, BUT IS INSTEAD OVERPOPULATED AND RIDDLED WITH CRIME AND FILTH.
- WE NEED TO STOP THE BEGGING, HOMELESSNESS AND CRIME FROM CREEPING CONTINUALLY NORTH. SOMEHOW CLEAN UP FEDERAL BLVD
- We want to direct resources to decisions that benefit the vast majority of Westminster residents, not the tiny fringe of the population that has decided to play by their own rules.
- Westminster is a great place to live! We appreciate all that goes into having a vibrant city,
- WESTMINSTER'S OFFERINGS FOR CHILDREN -DAYTIME AND AFTER SCHOOL- ARE MUCH LESS THAN BROOMFIELD'S
- Why was the large item pick up taken away? You still charge the money and now we have nothing. Bring it back!

School District: Westminster Adams 50

- A cultural event center like Northglenn or Broomfield would be nice. More recycling stations and more Limb/Grass recycling should be available more often.
- Adding in new businesses that make sense for the city and residents
- ALTHOUGH NOT DIRECTLY CITY RELATED, THE FOOD AND ACTIVITY SCENE IS LACKING/MAKES WESTMINSTER LESS ATTRACTIVE TO VISIT
- Be more proactive in code enforcement for weeds and cars not running left in yards or driveways.
- Better lighting in parks and near walking paths and more shade along walking paths. I also drive by some bus stops on 72nd that often have elderly people waiting that need benches, shade, trash cans, or just better facilities. There are also many homes and yard in our neighborhood that don't seem to be taken care of and trash is often flowing from their driveways into the street. In our neighborhood in particular (Terrace Park) people also leave their dogs in the yard all day and these dogs often bark non-stop whether we are working in the yard or if people are walking by these houses. It would be nice to see more action or information about neighborhood etiquette as these dogs sometimes get out of their yards and chase our on-leash dog. Both of these seem to be a very common problem in our neighborhood which makes it stressful to walk our dog as well as unpleasant to be outside, walk around our neighborhood, or even enjoy the little park in our neighborhood as off-leash dogs often approach our dog who is stressed and doesn't want to be approached.
- Better planning for sidewalks and bike paths. The city is not pedestrian friendly at all!
- Build more single family homes and communities instead of apartments and condo complexes.
- Clean streets broken glass by circle k on 74 and Sheridan I like others ride our bikes everywhere worried about flat tires.
- Clean up Federal Boulevard–64th–104th
- Closer recycle center
- CODE ENFORCEMENT
- Code enforcement is horrible. You approved the huge sneaky mess from 97th and Lowell to Federal. Worried about 83rd & Lowell.
- Code enforcement needs to do a much better job. Perhaps sending out a flyer stating what code enforcement does and looks for would be a great idea. Issue a warning if necessary.

- Consider painting the water tower most east behind city hall to match mountain landscape.
- CONSTANT AND FREQUENT LOUD VEHICLES ESPECIALLY AT NIGHT, LIKE THEY'RE RACING. VEHICLES NOT YIELDING TO PEDESTRIANS FREQUENTLY. SPEED BUMPS CAN ADDRESS BOTH BIKE PATH TO DENVER.
- Continue to be tough on crime and the homeless.
- Continues off leash access at Westminster Hills open space is top priority for our household.
- Control the speeding
- Crime and drugs being done at every park, abandoned church etc. is a problem. Not safe for raising kids, sketchiness around each corner makes to hard to feel safe. This behavior seems to be encouraged by the city vs safety of tax paying citizens and home owners/renters.
- Deal with increased crime and gang violence, make my neighbors pay for stickers for their parked cars on the street.
- Development in the historic art district on 73rd is at a standstill. The old market is still empty. please leave this as a restaurant as you had promised.
- DISAPPOINTED THE FARM IS BEING DEVELOPED ADDING TO MORE TRAFFIC AND OVERCROWDING. 84TH-86TH AND LOWELL
- do not exhibit sanctuary city policies!
- Does the city have Tornado sirens?
- The noise of Mexican cars on Thursdays and weekends in the early morning is exhausting with the races they do.
- Enforce leash laws. Animal control should be out more. I live by the Highlands Rec Center & people are out all the time with dogs. On and off leash. A dog park closer than Broomfield Commons or Berkley would be very nice.
- Enforce license plates laws. Trash in yards.
- Enough of this DEI inclusion BS. Get back to enforcing the law and hiring the best people instead of wasting our money
- Everything address
- Excessive speed on 78th Ave between Lowell and Bradbury.
- Fixing residential sidewalks when they are a hazard (ice)
- Get workers back to work, clean up our city. more code enforcement.
- Hire new people that will do there job, I see them always standing around wasting my tax dollars
- HOMELESS IN NEIGHBORHOODS NEAR RTD STATIONS HAS GONE UP

- Focus on a more walkable city. There are so many sidewalks that are unsafe being right next to a busy road with no curb or just end and people have no way of walking. Focus on more community areas but the cities favorites, there are so many small communities, like mine, that would thrive if we had just a small amount of city help, adding some parks, fixing old buildings and turning them into new businesses, adding walking and biking lanes and trails, etc.
- Don't be afraid of a roundabout, there are so many intersections that would greatly benefit from that traffic pattern and make them much safer areas. "
- HOMELESS PEOPLE IN MY YARD
- How is city going to respond to survey? Will we know the outcome?
- I deeply appreciate the opportunity to share my opinions. It is not something I have experienced in other cities, and it speaks to the care the leaders take in listening to the residents. I would also like to share that the flight paths for the Jeff Co airport are highly problematic for Westminster residents and specifically for my neighborhood (Sunset Ridge). I don't know if there is anything that can be done, but the number and frequency of commercial aircraft flying over my home have grown substantially since I moved here.
- I don't like the homeless approaching me at the stores or trying to wash my windows. I also do not believe the city should be spending a dime on illegal immigrants. This is a problem caused by the federal government. We as citizens of Westminster should not open our wallets to pay for what they screwed up. I would like to see public gun safety classes. For both adults and children. I have more but.....
- I feel the city has abandoned Harris Park!
- I have an article date 10/2007 stating the restoration of a historic house was the first step in revitalization. 16 years later Nothing. The city does not listen to the residents. Communication is lacking. The open spaces are filled with noxious weeds not natural habitat. Our area. The city does not remove weeds along the sidewalks cracks and are slow to resolve issues with graffiti and code enforcement. Watched a car run a stop sign last night right in front of police. He watched it too.
- I HOPE THERE ARE MORE RESOURCES FOR OUR UNHOUSED NEIGHBORS. WE MAY NOT BE ABLE TO DO MUCH NATIONALLY OR INTERNATIONALLY BUT WE CAN CARE FOR OUR NEIGHBORS INCLUDING THOSE IN HARD SITUATIONS
- I think they should be stricter with the collection of garbage in private communities or demand them since they are private, that they always be on the verge of full containers or garbage in the parking lots etc.

- I live at Prospector Point on 84th and Federal behind the shopping center. Since I moved in in January 2018, my car was vandalized (someone tried to break into it, but luckily the window didn't break) and my rear license plate was stolen off my car (I had just renewed the tags). I had to fix the damage done to my car out of my own pocket and I had to get new license plates and tags, again money out of my own pocket. This particular neighborhood is a magnet for crime. In my complex alone, the DEA showed up to arrest someone in another unit, the coroner was there one time to remove a dead body in another unit. Although the cops do show up at our complex A LOT, there is still crime happening and the response time is unacceptable.
- I was very disappointed with the ambulance service I recently received.
- I wish we had better businesses besides the Dollar Tree and tons of vape stores. Please enforce fireworks ban.
- I wonder how well this new recycling location will work out.
- I WOULD LIKE TO SEE THE RETURN OF THE LARGE ITEM PICK-UP. I WOULD ALSO LIKE FOR THE CITY TO NEGOTIATE TRASH AND RECYCLING
- I WOULD TO SEE THE CITY BE LESS LIBERAL ESPECIALLY FOR THINGS LIKE A SANCTUARY CITY. TRULY TREAT PEOPLE EQUAL-PROMOTE VALUES OF RESPECT FOR AUTHORITY AND PATRIOTISM
- I've been very with the city's maintenance and quality of facilities of late...including but not limited to medians and parks. Services also seem to be lacking for preteen kids and the community. I see how agencies like Arvada facilitate community events, even supplying and supporting community block parties, and there maintenance or facilities (e.g., median improvements and maintenance of said medians, the splash park off of 58th, new pools, including outdoor pools, etc.)
- I'M BUGGED BY ALL THE RUNNING OF RED LIGHTS
- Improve the water quality.
- Increase sidewalk width, provide microgrants and reasoning to revitalize the commercial area for the old town area
- Information on changes in the City on a new tab maybe called ... "What's New" because sometimes it's difficult to know what has changed. For example: Shutting all recycling center on June 1st. I only found out about it via Nextdoor app. Also it's difficult to find information about this change on the city's website.
- INVESTING MORE MONEY INTO THE ICE PROMENADE
- It seems like nothing happens with ongoing crime like car theft, or break-ins.
- It would be nice if all traffic lights had the yellow left turn arrow.

- Just moved here not sure
- Keep listening to your constituents
- The Latino population in Westminster has grown at high percentages. I would like them to be equitable, inclusive on the issue of language justice, and there is a high percentage of food insecurity but it does nothing. And the Latino community is suffering from housing insecurity. And the district authorities do nothing.
- Listen to citizen concerns regarding development at 84th and Federal. Too much.
- Listen to the people!
- Lower cost of living, apartments, rent etc.
- MAKE MRC INVITING FOR MEN AGAIN
- Make parks safe for young kids. Need more maintenance
- Many trees in old part are over grown, need trimming. Dead trees need to be removed.
- Monitor Suite street sweepers. More visible presents of police in my neighborhood.
- More area to recycle and donate things. The parks are to choose to industry
- More bike paths, There is often no place to ride except the roads.
- More care along railroad tracks. Horrible fire danger.
- MORE COMMUNICATION WITH PEOPLE LIVING IN AN AREA WHERE THERE IS HEAVY POLICE ACTIVITY
- More laws enforcement at City Park rec ctr. I do not feel safe taking my kids there.
- More traffic calming devices need to be considered in areas near parks and schools. Homelessness is continually more visible efforts to mitigate this by helping those individuals get to resources in Denver. Libraries are rampant with homeless. Crime is getting to be scary
- Many immigrants come to the city in need of housing and in need of food that the city can provide.
- My property in Shaw Heights back to Allen ditch – the debris is a issue every year. Occasionally things are cut and last year was left behind. The degree is both a fire hazard and a power line hazard with snow. Please do something about this.
- Need to make it easier for people living in their vehicles or RVs to be able to park them overnight. How about a Safe Outdoor Space? Also provide and maintain some public restrooms.
- Need to vastly improve the reputation of the schools

- NIGHT MOTORCYCLES NOISE RACING UP AND DOWN SHERIDAN AND HWY 36. IT HAS BECOME VERY DISRUPTIVE. ALSO, BETTER SNOW REMOVAL
- Not at this time
- Offer more affordable preschool options for middle class families.
- On Lovell the grass between sidewalk and street is overgrown, not mowed.
- Parking code changes for the benefit of homeowners! More than 5 feet of allowable space from end of driveway to parked cars! 10 feet at least!!! This will help on garbage days and to keep parking abusers in check. MAJOR PROBLEM HERE!!! Also allowing homeowners to choose how wide they want their driveway rather than city engineers acting like the Gestapo enforcing limitations based on minor and completely irrelevant curb height difference! If parking is allowed on city streets, homeowners should be protected from and free of abusers of this privilege! It is a completely enforceable nuisance that this city sadly encourages! Piss poor code development and enforcement on behalf of the taxpayers of this city!
- Patrol de roads and install cameras to make sure people are following the laws while driving. And with the money of the tickets pave the roads and clean the sidewalks.
- Pay attention to small business, independent business.
- Pay more attention to porch pirates, community crime, vandalism. More rec programs for youth. They fill up too fast.
- Please continue with the progression on forming wards.
- Please expand your parks & rec department, getting outside is more important than ever! More bike lanes and parks too, please!
- Plow all side streets with small truck
- Property owners that have a parking lot of cars on public street parking almost a block long.
- Property taxes are too high, especially those of us who are seniors and on a fixed income.
- Property taxes, housing, water, sewer services for the future
- Provide candidate info for city elections, bring back debates.
- Racing on weekend nights on city streets
- Recognize the elderly.
- Reduce crime, prosecute offenders. Small crimes lead to bigger ones.
- Renew area in old Westminster 72nd Avenue; renew or renovate old buildings. Fix so-called art area.

- Schedule street cleaning, more enforcement in school zones, More enforcement for street crossings.
- SEND MORE THINGS IN THE MAIL! PLEASE POST ON SOCIAL MEDIA TO GET THE YOUNGER ADULTS MORE ACTIVE IN THEIR COMMUNITY!
- Seniors on fixed incomes need programs to help with their quality of life, not hinder!
- shorter survey
- Sidewalks are way to narrow and unsafe. Not all sidewalks are paved.
- Snow plow drivers on 92nd push snow on sidewalks and then I get a notice to clean it off. The code enforcement officer is also rude.
- SOME COMMON AREAS DONT GET MOWED OR MAINTAINED OFTEN, GRASS AND WEEDS ARE A FOOT TALL
- Some neighborhoods are rundown. Junk in yards. Yards used to be pretty well kept now many lawns are nonexistent. Weeds unattended. I think we probably need additional traffic enforcement... I see drivers running lights, speeding, people sitting through green lights while on phone then run the light after looking up.
- some of your questions are out of our control--Crime-If the courts don't do anything about criminals, other then let them go after they are arrested. I know Covid messed up a lot this
- Southern part of town is severely neglected. A grocery store is needed. Traffic is out of control.
- Specifics on city park maintenance: equipment etc., on playgrounds, is usually in good repair, however, there seems to be little concern for maintaining the grass and trees. For several years now (well before Covid) the weed problem has exploded in city parks, choking out the lawn. Some parks don't even appear to be watered, further encouraging the weed growth and tree stress. I'd like to know what, if anything, is being done to mitigate the dandelions and bindweed that has taken over our small neighborhood parks. I would like to see more police presence in our old neighborhoods. We seem to have been forgotten, yet we witness almost daily a lot of drug activity. I live near Terrace Park. This has become a drive-up drug deal park. A car will park on Beacon. Another will park right behind it. Someone gets out and goes to the first vehicle, a quick exchange happens then they both drive off immediately. Actually, it has been going on for several years. This happens all hours of the day/night and during times that the park is in full use. Another thing not specifically addressed are the "panhandlers" who are standing in medians asking for handouts. I have witnessed people at the

intersection of 72nd and Sheridan walking in and out of traffic while drivers are stopped at the signal. This is extremely dangerous at the minimum. Drivers should not be put in a position of having to try to avoid hitting someone, or another car, who walks in front of their car while asking for money. This city used to be a very nice place to live. City parks were showpieces. Unfortunately, as the way of the rest of the country has gone, it's not so great anymore.

- Speed bumps on secondary streets.
- Speed control on Lowell Blvd. between 92nd and 104th is much needed, Perhaps a digital sign to slow people down.
- Speeding and running stop signs in the neighborhood, no one does anything.
- Speeding on city streets. Drag racing on Highway 36
- SPEEDING ON SHERIDAN BETWEEN 98TH & 104TH-RICE BURNER CARS AND LOUD MOTORCYCLES
- SPEEDING VEHICLES ON PRIMARY AND NON-RESIDENT SECONDARY STREETS LIKE LOWELL
- Stop allowing the Irving Street Library park to be a drug den.
- Stop building apartments all over-ENOUGH! It used to be a nice city. Not anymore!
- Stop building high density housing and focus on individual homes.
- STOP BUILDING UGLY APARTMENTS THAT BRING LOW LIFE AND MORE TRAFFIC AND CRIME. OUR CITY WAS BEAUTIFUL WITH FARMS AND SUCH
- Stop employing prosecutors that are weak on crime and especially property theft.
- Stop making Xcel buy fancy street lights, residents don't care about ornamental lights. Those along 104th look awful... just have them put the standard black fiberglass poles. We need youth rec programs similar to APEX, and we need to use the Westminster Sports Center for birthday parties.
- Stop supporting homeless and drug assistance and affordable housing that's anything other than a salary cap. No additional homeless shelters or section 8. You're bringing drugs and bad behavior into our neighborhoods. I can no longer leave my door open. I don't feel safe. Dropping property values for us trying to even buy and hold property.
- Stop taking surveys and listen to our concerns.
- STOP THE CONSTANT HOUSING BOOM AND UNRELENTING TRAFFIC
- Stop the homeless. Prevent crime, pursue criminals.
- Street racing and cars at the Carol Butts park at night is dangerous

- Street racing and on the Turnpike 36, Boulevards and disregard for speed limits. Continuous running of red lights.
- Street repairs and front yard clean up.
- Stricter stance on crime, hold criminals accountable.
- Taxes are too high. High sales tax rates . Need to improve schools.
- Thank for new pickleball courts, , need challenges.
- thank you for what you do day in and day out to support us "normal" residents of the city!
- THE AMOUNT OF HOMELESS IN PARKS AND SIDE TRAILS IS A HUGE PROBLEM
- The amount of people allowed to live in one house.
- The city DOES NOT LISTEN to the residents. We live here and know what we want but no one listens to us. The council ALWAYS think they know what's better for us than we do! We don't need more housing! Because of all the housing they are building now they tell us we have to pay for a new water treatment plant! As if our taxes and water wasn't expensive enough! WHY doesn't the council come look at what south Westminster looks like! It looks like a slum here. No businesses want to come here anymore. I don't want to live here anymore but I'm stuck.
- The city lack bike infrastructure and has developed an obsession with "downtown" those of us outside of that area feel we are paying for it.
- The city looks awful, medians overgrown with weeds, plants and flowers absent, parks full of trash, sidewalks full of bad concrete (not level, lifted trop hazards, etc.). I hardly ever see police cars in my neighborhood. We have big concerns about the overly expensive water plant. Thank you
- The city must stop people from approaching cars at intersections, it makes us feel very unsafe.
- The graffiti along Sheridan Blvd is out of control. The Great Global Clean up is one of the BEST events!
- THE INCREASE IN CRIME RELATED INCIDENCES IN MY NEIGHBORHOOD IS A REAL CONCERN FOR US
- The mayor and city council need to LISTEN to the residents. As soon as they take office they forget the reasons we elected them. South Westminster is completely forgotten about. If you drive on 72nd from Federal to Sheridan you'll see so many empty buildings, planter boxes were a mess (idk what the city is planning for the planter boxes now but I bet it won't be flowers), streets in disrepair, homeless, and the latest—the city took away our recycling places and with the price of gas they expect us to drive clear over to 91st Ave. As for me that isn't going to

happen. We don't have much of anything here. No grocery stores close by, no nice sit down restaurants, no close by hospital etc. I've lived here for 46 yrs. and the city has become mismanaged and poorly run. The cost of city water is expensive and will get worse since they forced the new water treatment plant on us. And let's not forget about developing the "farm" on Federal between 84th & 88th! Residents didn't want that. And we lost Westminster mall too! I am so disappointed in what's happening here. LISTEN TO WHAT THE PEOPLE WANT OR DON'T WANT!!!!

- THE NEW BUILDING 94TH AND RALEIGH ST. PARKING IS A NIGHTMARE TOO LOUD TOO MUCH NOISE AND CONSTRUCTION. WASTING TAX DOLLARS WITH AS MANY TIMES AS THEY ARE DIGGING UP AND REDOING
- The park by the government buildings, (92nd & city center?) the area of grass with drainage apart of it is now becoming a murky swamp area during summer. Is this intended? Across the walkway from that kinda on the corner, the last 2 years there have been marks from tires in the corner of the grass that's deeper than the concrete, & after the sprinklers go off it becomes a mosquito pond.
- The part of town I live in is nice. There is however no true downtown area or sense of community.
- The rec center and fitness center are wonderful!
- The regular speeding and crashes that happen along Sheridan near 72nd need to be addressed. People drive way too fast on both Sheridan and 72nd and it is a big hazard when I am biking since there is not a good connection for me to get across Sheridan.
- The street from Sheridan to Utica on 70th Ave has too much traffic and speeding.
- The traffic and street maintenance need to be top priority because it get frustrating living in areas that have poor road work
- There is too much high density housing contributing to the noise and traffic. Higher rates for property taxes, city services and water.
- Think about the environment, stop spending to keep grass/plants cover. Stop selling land for cookie cutter houses.
- Ticket or tow abandoned cars
- Too many apartments, condo growth, traffic is becoming out of control. We hope water does not become more of an issue.
- Too much growth of unaffordable housing.
- traffic noise
- Trash removal in neighborhoods please
- Very deficient in weed control of open space, Standley Lake and Medians.

- VERY POOR ENFORCEMENT OF JULY 4TH RULES REGARDING HOME FIREWORKS
- Way too much heavy traffic on W 82nd Place west, around park. Construction trucks, heavy hauling trucks, etc.. Could a weight limit be put there?
- We live in South Westminster and the walkability of our neighborhoods is awful. I would like to see more transportation alternatives that would encourage people to get out of cars and moving in other ways. The redevelopment around the Westminster Station area is a disgrace especially in light of the efforts that have gone into downtown. While it does appear the city is starting to make more of an effort in South (historic) Westminster the neglect that we have endured for years should be an embarrassment to city leadership.
- WE NEED MORE FOCUS ON SOUTH WESTMINSTER. THERE ARE NO NEARBY GROCERY STORES DOWN HERE!
- We need more organic/healthy premium grocery options like Whole Foods. The city of Arvada has all of the premium grocery stores and the only premium groceries between Sheridan - pecos and 64th to 120th are the sprouts and WF at 120th. Absolutely appalling. We need more local food stores that cater to people with food allergies who cannot shop at King Soopers and Safeway for pantry staples.
- WEEDS IN MEDIANS AND ALONG ROADSIDE ARE HORRIBLE THIS SUMMER
- Westminster and HOS need to respect the standard/rules. There is much confusion.
- Why the cost of going to exercise or pool is so expensive per day, month, year.
- Work on helping the homeless, have home owners maintain their yard, add street lights to neighborhood.
- Would like to see more programs for young children. Highland Hill's and Arvada offer way more options.
- Would like to see more trees in parks and parking lots that demonstrate zero scape, less water and pollution.
- Would like to see the homeless housed with drug rehabilitation and employment training
- Yes, every time people work on streets they leave the pavement very bad, for example Lowell boulevard in between 53th Ave and 57th, please do something about it, thanks ??
- Zoning laws for more dense housing and multi use space. Public transportation and making neighborhoods more walkable. More greenery around the city.

Outside Hyland Hills Metro Parks

School District: Adams 12 Five Star School District

- Assure ALL City Council members abide by STATE law and don't cause division among community members by suggesting not following the law banning CCW in buildings considered sensitive places. It's ridiculous to think allowing concealed carry in sensitive places is safe. The council member who proposed it is an idiot.
- CITY OF WESTMINSTER NEEDS TO REVIEW THE ABILITY TO CREATE AFFORDABLE HOUSING FOR SENIORS
- Code enforcement in retail spaces as it relates to parking lots. There are many retail lots in Westminster that aren't being maintained and have potholes and other issues.
- Country Club Highlands – excessive taxes
- Denver Broomfield facilities are closer to us and really nice.
- Dog waste. Need more bad dispensers around town.
- Enforce traffic laws, speeding is absolutely out of control on primary roads and even neighborhood streets. Please invest in speed cameras.
- Enforcement of residential property codes is a major issue. Houses never painted, yards never mowed, overgrown trees, cars parked on grass to name a few. Code enforcement needs to be proactive and address code violations even when they are not sent in by a resident.
- Enhance public transit, especially for seniors and disabled; affordable housing—especially ownership opportunities; continued progress in Downtown and Westminster Station; food access in Historic Westminster; park access in southern half of city; train station at Downtown
- Fix the streets, mainly the potholes. Snow removal in a timely manner.
- General enforcement of driving laws. Homelessness problem has increased with the Denver sweeps.
- There are certain streets where it would be good to put a traffic light to avoid accidents. Homeless camps along 120th and I25 are moving north.
- Huge housing projects. Crowding the city.
- I am very Disappointed in the old Westminster Mall site. It is not at all what was first proposed, it has become an area for condos and apartments only. Where is the "mixed use" that had been promised???
- I have attended and watched the City Council meetings a few times and I am often disheartened by the tone, civility, competency, and professionalism of City Council members. There is absolutely NO REASON members of a municipal government cannot work together civilly to get things done for the city versus engaging in personal

priorities, grievances, or over-all unhappiness as a person. It is embarrassing to watch and to watch their interactions with city staff. Also cellular service needs to be encouraged to limit dead zones in Westminster. It would also be nice for the city to look into new technologies like fiber to improve internet connectivity outside of 2 main providers.

- Lack of senior services, Lack of bus service in NE Westminster neighborhoods -- the closest bus stop is well over a mile from my house. If I were to lose my ability to drive, I would have to move to another community.
- Living on the border of Westminster, my family and I feel more connected to Broomfield and Thornton due to the proximity of their city benefits compared to what is available in our area. Despite paying city taxes, we lack accessible city amenities such as community centers and recreational facilities, which are more abundant and closer in neighboring cities. Additionally, the cellular signal around 144th and Huron, within a 1-mile radius of our home, is extremely poor, complicating everyday communications and presenting a potential safety issue during emergencies. This situation necessitates reliance on Wi-Fi calling to maintain connectivity. To improve cellular service, I suggest that Westminster could offer free cellular extender or repeater devices to residents or collaborate with cellular carriers to increase the number of cell towers in the area. Addressing this issue is essential for ensuring safety and improving the quality of day-to-day life. Furthermore, I propose that Westminster explore a reciprocity agreement with Broomfield and Thornton, allowing border residents like us access to nearer amenities. Such measures would significantly enhance our quality of life and foster a greater sense of belonging to the community we financially support through our taxes. Additionally, an assessment of infrastructure needs in border areas could ensure equitable access to city services for all residents, aligning with Westminster's inclusive community goals.
- Low cost entertainment for kids.
- MAINLY HIGH TAXES, HIGH WATER AND ELECTRICITY, HIGH COST OF HOUSING. YOUNG PEOPLE CANT MAKE IT- HARD TO THINK OF RETIRING
- My answers are recorded in my residence code. There are other places in Westminster that are very different from my area.
- More public transportation! There's a bus stop at my neighborhood, however it is only use for school busses. Use those bus stops for people who work downtown. Better bike lanes! Make small barriers so cars won't hit the cyclists, keep the bike lanes either left or right of the street not in the middle. Better shading for the sidewalks with trees. More walk ability for commercial centers, gyms, recreational centers, and public spaces within a 15 minute walk
- Municipal fiber internet would vastly improve work/life in Westminster. The homeless off 120th is a real problem and should be patrolled more.

- Need to address the homeless.
- Not that I can think of, we really love living here. Only minor thing I could think of that I hope stays getting worked is the road conditions. Pot holes/cracks things of that nature that just break down over time.
- On two occasions I have reached out to the City's Street department and both times I have not heard back from them.
- PF Changs! The unfinished project has been an eye sore for multiple years. The Orchard is the Premier shopping area for Westminster yet you allow that eye sore to continue! I called the city 4 months ago and was told construction will begin in 30 days! Nothing but a LIE, shame!
- Plant more trees in residential streets and open spaces.
- Plant more trees on streets and open spaces
- Please explore red light cameras at intersections to reduce speeding and red light running.
- Police need to be more proactive and stop speedy car and motorcycle drives in our streets here: Huron and 136th and Lowe before accidents happen and do not just show after accidents happen specially in the summer when kids are out of school. Never saw a police patrol in our neighborhood North Amherst during the day or night either.
- Pothole repair
- Problem with the judicial system and a few problem cops on the force
- Property taxes are not affordable.
- Road noise from the street racers.
- Safety of neighborhoods around addiction hospital being built at 114th and Huron
- School ideology is awful. Homeless population is out of control. Drugs are all over
- Snow removal on many business side streets is not done. When we see more than 6 inches, there are streets that have nothing cleared but businesses are still open. Also not sure how having two office buildings with the same addresses is working for you but it's not great on a daily basis for our business.
- Some people just live here that don't have the time, energy, or motivation to follow or participate in the community. Just trying to survive.
- Some traffic lights have an excessive "red/stop" time. 120th N Melody drive is excessive.
- Stop or better plan on city growth. Follow your own master plan and have planned growth vs spot development that doesn't fit with existing neighborhoods. Stop letting developers rule and take priority over your long term residents needs and desires.
- Streets need repair.
- The bike paths and open space near me are unsafe and clutter with debris from the homeless. Would love to see a future rec center or park along Huron between 136-144.

More effort needed to provide services to homeless. Need more communication on the master plan. Why is there no annual trash removal day?

- The east side of Westminster is neglected and is serviced more by Broomfield. Youth sports fields are dominated by travel teams.
- The far NE strip of the city seems to be largely ignored. Broomfield rec facilities are significantly closer, so it seems like there should be a reciprocal residency agreement to use those facilities at resident rates. Also, the strip of 136th between Huron & Orchard Pkwy has a recurring problem with the middle EB lane seemingly being a sinkhole. They need to stop simply patching it when it fails every couple of months. Need to determine an actual fix to reduce lane closures and prevent wasted city resources constantly (and poorly) putting a band-aid on it.
- The shape of the city makes our neighborhood (NE Westminster by the Orchard) feel totally excluded from city services, events and facilities. I feel more connected to Broomfield as we use their library, Rec programs, and parks.
- The streets keep sinking on the north side of Westy. Better engineering is needed during road construction
- There are more skate parks than basketball courts or rec centers in north Westminster
- Unhoused people are not the issue. A strained economy is the issue. Appreciate the police/fire response when call for help by my Hispanic son. The effort has helped him feel one step closer to trusting fire/police.
- Water rates are higher than neighboring cities. Bicycle infrastructure needs work.
- We have a significant police issue. They are not for the people. They do not treat people well.
- We live in Westminster but the schools we are associated with in my area are all Northglenn: I would like that changed. We live on Pecos and 112th
- We live near Orchard which the environment is night and day difference in the "bad" part of Westminster. Survey didn't address the different issues the "bad" part of Westminster. Yes, I know people who live in the "bad" part. I personally would move from Westminster if I lived in this area. CLEAN UP the area! Everyone is talking housing and housing in Colorado. What about cleaning Colorado up. Low cost housing should not be a detriment to a city. Right now it is a blight--being honest.
- We need to have the spring cleanup brought back in order to get rid of large items that weekly trash collection won't take.
- Westminster feels like a spread out collection of strip malls. I don't feel a sense of community here.

School District: Jefferson County R-1

- It is getting too expensive for anyone to live in Colorado, generally. 2. The City needs to provide and include housing assistance to families who are young, US citizens, and trying to form their lives in this City; instead of providing housing assistance and to immigrants before assisting local families.
- City maintain the weeds. 1. Need sign language at events. Did not have that at celebration on 104th at unveiling statues.
- Huge apartment complexes, no need for more. They are eyesores. 2. We live in a house that backs to 112th ave. Traffic on 112th is terrible. Noisy, used as a raceway. Sport bikes use it to apply full throttle. We do appreciate the city putting turn arrows on the traffic lights at Marshall St and Harlan St.
- I checked boxes regarding the lack of code enforcement for private property. The city does little to nothing to get private property owners to cut their weeds (since in many cases the rental properties that have no lawn left), maintain the property (house, fence, yard, etc.), or move their RVs and campers off the streets (where they are not supposed to be "stored"). I have contacted the city in the past to complain and request that the codes be enforced and yet little to nothing has changed when all is said and done. 2. The city needs to restrict the number of rental properties allowed in neighborhoods. In general, what I see is the typical rental property as being a "dump." The owner, whether a private party or more likely a rental company or corporation, could care less what the property looks like as long as they get their monthly rental check. The city needs to really enforce the codes on the rental properties where neither the renters or landlords do anything to keep their property up. 3. Speeding on the streets in Westminster is rampant. Wads Blvd is a race track. 10-15 years ago, the police had a regular presence along the length from Hwy 36 to 88th Ave. and it kept the speeds down to some extent. Now I'm lucky to see a traffic officer once every few months and so people drive 55+mph in the sections where the speed limit is 45mph.
- A couple of areas are too crowded. On Sheridan between 88th & 92nd where the Westminster Mall used to be and by the AMC 24.
- Additional funding should be allocated for proper management of our parks and open spaces.
- Although you ask us to cut water use you keep allowing your apartments and homes to be built.
- Appreciate you asking for feedback.
- Better discounts for seniors at Westminster Golf courses.
- Better management and options of natural resources. Alternatives to Xcel energy – renewable resources.

- As a father who was proudly born in Westminster, schooled in Westminster, moved away several times, but came back to raise my son... I'm very disappointed by the lack of adorable housing especially in order to keep regular people who consider this their home in the area. Too much emphasis on catering to wealthy people from other locales to live here. Feel I have lost hope of being able to afford a home to raise my son in so he can enjoy growing up in Westminster. Please use some of your land to build townhouses with a program to help LOCALS be able to stay where we want to be. Please!
- As a young family, the homeless and crime are really worrisome.
- Better plowing of secondary streets. The snow blocks the end of the street and it is hard to get out. Need more concerts. Prices of the classes at rec center are high. Do we have a food bank?
- Build better bike infrastructure. City is car dependent.
- Build the water plant, we need it.
- Centralized trash/recycle collection, no 23 separate companies.
- City employees are all very nice, but the decision makers do not respond or listen.
- Clean up the mess at 103rd and Sheridan. The homeless have been living in the wood piles.
- Construction of apartment -- way too many
- Continue to address the increasing homelessness.
- Council needs to think locally and not try to better the entire world. Focus on neighborhood issues. Council needs to understand developer's consultants bluff them and are not always transparent or forthcoming. Staff needs to listen to resident comments and concerns and not dismiss the comments and concerns with not consideration. Staff needs to follow-up on commitments and not say something is complete when its has not been addressed. PRL staff should make sure all parks have adequate grass and weeds are dealt with.
- CUT THE GRASS BY SOME PAD, LIKE THE ONES BY INDEPENDENCE AND THE CREEK BY PARKING CENTER NEARBY
- Definitely better street cleaning – the street cleaners might come by only two times in summer. Better snow removal and cul-de-sacs and streets.
- Defund water department and get rid of employees
- Downtown Westminster at 88th and Sheridan is such a huge disappointment. We've been to two (2) restaurants that face out to 88th, but have never gone any farther into the neighborhood. We haven't even seen the Alamo Cinema due to the reputation of the area.
- Drag racing on 88th near Sheridan at high speeds, late at night go unchecked EVERY NIGHT.

- Downtown Westminster is a shame. Our family would love a functional downtown area with local mom-and-pop shops like Louisville. What we have now is a parking lot with a hotel and a cinema. I was disappointed to see that the bookstore closed down but I was even more disappointed to drive there, pay for parking (with SOO many open spots) and find the bookstore closed. I think Westminster has an opportunity to turn this area into a nice center of community life but so far it focused on getting \$\$ for parking.
- drugs
- Due to my age, I sincerely hope that the City does whatever they can to improve quality of life for seniors.
- Enforcement of leash laws. Safety of bikes/bikes on trails with older people, young families with tots and dogs on trails! Some bicycles are way too fast!!! Fireworks enforcement!!!
- Everywhere should have the address at least 10 inches high so that is available to be read from the street in a moving car.
- First off, I love living here. Thanks for all you do. I would like the WHOP off-leash dog park to remain off-leash in current size. Please just make the approved trails more specific with proper signage, so we actually know when we're not on approved trails. A crosswalk from 103rd Ave. to the park, would be nice for those of us who live in Countryside. I'm disappointed that the Westminster Disc Golf Course is closed. I formerly played there regularly.
- Fix light at Trackside and Dover
- Focus on non-partisan issues that will help the community feel safe and happy. It's a tough job these days. Thanks for what you do.
- Graft seems to be a major problem.
- GREENBELT FROM EATON ST TO 112TH IS DYING DUE TO NOT WATERING. I DID CONTACT DEBE THOMAS, WHO SAID SHE WOULD RELAY MY CONCERN TO SOMEONE-I HAVE YET TO SEE A RESPONSE
- Had a breaking next door. Tires slashed. This is in Lakeview.
- Happy families, schools in neighborhood, homes people can afford and feed their children, all while feeling safe. Stop over-building and raising taxes
- Have a communication site, and use it.
- Having completed this survey, I would suggest improved communications about Westminster. I've lived here for 7 years and it feels (based on this survey) that I don't know much about my city. I've not felt inspired or motivated to know much more than live in my house/neighborhood and go to work (which is outside of Westminster). If this city is about community, how can than be fostered and/or encouraged?

- HOAs are outrageous and need help. My neighborhood looks so bad. And we pay \$480 A MONTH. I can't afford to live here anymore. But I can't afford to move
- Hold businesses and developers accountable in bringing in new commerce. I.e. we moved into DTW ASPIRE apartments with the promise that the football would have been opened a year ago.
- Homeless camps and people are a problem, making residents feel unsafe. Snow removal needs drastic improvement.
- Homeless problem
- Homelessness is getting worse. Panhandling is getting worse. Secondary road conditions are getting worse. And your new recycling program is a joke. 5 waste streams and you want me to drive them all to you. If it wasn't so insincere it would be funny
- I AM A SENIOR WHO DOESNT DEAL WITH MANY OF THE ITEMS IN THIS SURVEY, WHICH IS REFLECTED IN THE NEUTRAL SCORING
- I did not know why recycling bins are being removed from Westview.
- I do not have personal experience with this, but my understanding is that city council needs to be more transparent in their motivations. I understand the need for tax dollars but unfettered growth is detrimental to the quality of life for the residents who already make Westminster their home. I would also like to see the Rocky Mountain Airport curb it's growth. I knew I bought next to an airport and don't mind that, BUT I would like to make sure that area does not expand. It's loud and could be dangerous for residents near that airport.
- I don't feel safe walking in my neighborhood.
- I DONT WANT TO SEE PEOPLE BEING ARRESTED FOR BEING UNHOUSED-I WANT US TO FIND SHELTER FOR THEM
- I have a city stormwater drain in my backyard that is clogged and may be contributing to the water in my basement.
- I HAVE BEEN GOING TO THE FIRNESS CENTER AT SHERIDAN AND 104TH SINCE IT OPENED-ONLY NEGATIVE IS THAT THERE ARE 3 TVS SET TO POLITICAL CHANNELS-VERY IRRITATING
- I hope one of Westminster sites will develop into an area like old town Arvada, I understand that the Orchard has some similarities but a different feel. That said, Westminster does a lot to keep the people engaged and satisfied. Thank you.
- I think there is a major issue with Police presence and the fact that they DON'T actually do anything. Was driving down Wads and witnessed street racing, police were present, but literally didn't do anything. They are a waste of tax dollars if they are only there in their nice vehicles and not actually taking care of issues.
- I think we should bring back the disc golf course. Good activity and location.

- I think a welcome letter for new residents or periodic package of information delivered to all residents about Westminster city services, facilities, and sources of information and how to receive communications from the city would be helpful. We moved to Westminster at the end of 2020 and we are still not aware of the best ways to receive information about city services, facilities, programs, city council agendas, and events. We received the parks and rec magazine, but I'd never heard of the Westminster Window until completing this survey. Periodic outreach to me as a resident about where to get information about city events, services, and city council agendas would make me feel more connected to the city government as a resident of Westminster.
- I THINK MORE CONSISTENT COMMUNICATION THAT I DO NOT HAVE TO SEARCH FOR WOULD BE BENEFICIAL
- I think you should do more to encourage water conservation - and not worry so much about water prices. That was a political wedge that was used irresponsibly and sidestepped the actual issue of needing to conserve more water. We also need better access to recycling - including weekly pickup (versus biweekly). I wish the City had a curbside compost program.
- I watched 3 young adults openly and easily rob the Walgreens on 100th & Wadsworth. I asked the staff why they didn't call the police and they said' "Because they don't come." They are also not allowed to approach them or say anything. I am SO angry! Is this the state or the City of Westminster?
- I would like for the City of Westminster to have a noise ordinance but we probably can't have one because of flight training school at the municipal airport. We live in the Countryside subdivision and moving the flight school out of our residential area would be a blessed relief.
- I would like more support for schools, staff and students. More community activities for youths . Mental health, arts, support events.
- I would like to see less apartments. We had a chance as a city to do something great with downtown. Missed it. When looking for a fun place to eat or wander – we go to other cities. Every piece of land you put in apartments.
- I would like to see more Code Enforcement in all code categories in residential neighborhoods and businesses. Traffic laws are being ignored by many motorists, some who are using Westminster streets as a shortcut to another city or subdivision. Speed control devices and structures need to be considered to discourage passing through and motorists who ignore traffic control devices. The city has ""relaxed"" the commercial sign code to allow businesses to display banners and non-permanent signs. This created an unsightly appearance on the exterior of many established businesses that are just taking advantage of the relaxed sign code. Inter-governmental agreements of weed and trash control and maintenance of State roadways passing through Westminster.

- I would love some more lighting on city streets to make it feel safer to walk particularly in the evening during the winter. For our parks, I'd love more distributed and smaller fully fenced dog parks throughout the city instead of just the large open space one. It would be great to have lights on the tennis courts as well (such as Kings Mill Park) particularly for shoulder seasons when it gets dark early but the weather is still nice. It would be nice to have more communications after a survey about the results and the upcoming plans. I took the Kings Mill Park survey and could not find on the website what was going to happen there. Most of your other public engagement you are very quick about getting the results out (open space dog park, fire taxes.) Overall, you are doing a great job. When I contact the city, my issues are resolved quickly and I appreciate that. It gives me confidence in the community I live in.
- Improve enforcement of traffic laws, improve safety of the road by implementing speed bumps, traffic circles, and building speed reduction strategies such as tree's between oncoming traffic lanes to slow drivers.
- It has taken up to 8 months for graffiti to be removed after reporting it. This unacceptable.
- It is concerning that we are digging up soil in and near rocky flats. I am young and recently had stage 4 cancer and want to be sure the drinking water is safe.
- It is so apparent that the city mayor and council don't care about open space or quality of life for its long time citizens. The incessant building and taking up every square inch of this city is sickening. We have lived here for 42 years and are looking for opportunities to leave. It's becoming a mini Aurora. The greed of the city "leaders" is appalling.
- I've been treated poorly at city Park rec center trying to swim laps – senior people in lap lanes, not swimming. I've addressed it and was shut down by staff.
- Keep open spaces open. (Entire space.) Keep Westminster hills open space free and public to all people and dogs. This space builds community, respect, knowledge, and enhances the city. It keeps people and pets happy and healthy and encourages exercising and respecting wildlife
- Keep the dog park Intact. Do not reduce it.
- Lack of affordable housing is preventing young families from moving here, it closes schools.
- LACK OF FOCUS ON COMPLETION OF DOWNTOWN AND SURROUNDING AREA
- Left hand turn signal at 100th and Church Ranch should be activated to yellow to allow traffic to turn left.
- Lower rate on water
- Maintenance and cleaning at rec centers. Bathroom/locker rooms should be clean.

- Leaving CARA youth sports to Hyland hills is a disaster. They don't communicate, when the program actually happens you get last minute everything, but most of the time they just cancel programs, without warning. We're paying 4x as much and driving to Apex for track, basketball, and volleyball along with other westy residents. The city should operate these CARA programs independently of Hyland hills since Hyland hills is too inept to run them.
- Make the bike infrastructure connect to each other, to other cities, and to places people need to go. Ending food deserts. Helping the other cities make the best multimodal transportation systems.
- Mandate/offer recycling through house-to-house pick up; more bike friendly paved street/trails.
- MANY SENIORS ARE STILL WORKING-MORE PROGRAMS IN EVENING FOR THEM. BRING BACK COMMUNITY CLEAN-UP DAYS
- More attention to what people want – Westminster Hills open space; bicycles made to follow rules.
- More free trash pickup days.
- More off leash dog parks. It is a unique draw to the city.
- More outdoor shooting ranges in the city limits
- More police patrols. Stop semis parking in residential neighborhoods
- More police presence at night especially on Wadsworth as street racing is a nuisance.
- More senior services.
- Multiple families living in single family houses and the parking issues created along with accumulation of junk around those houses.
- My concern is how the trails are handled, these should be sprayed for mosquitos as they are on the rise. I would like to see fruit trees better cared for on the Highline Canal Trail. The Apple trees and Apricot bushes near Adams Elementary were unceremoniously cut down/back a year back and have yet to recover. If fruit trees/farms are a major part of the cities history, then these should be better cared for or more planted for shade along the trail.
- Need better enforcement of traffic violations, the racing of cars/motorcycles on 112th and Sheridan Blvd. Also, the red-light offenders. Bring back traffic cameras.
- Need to control traffic on 88th between Wadsworth and Kipling by installing roundabouts at W. 88th Ave & W. 87th Drive & W. 88th Ave & Garrison Street; speed bumps E & W bound at bend next to Standley Lake @ 88th Ave & 86th Place
- Our street continues to flood, drainage is a huge problem, the city ignores the problem.
- Parts of the city need work. Water infrastructure. Commercial space is dwindling. Police need to connect with the youth earlier. Need night patrols.

- Off leash dogs in public open spaces is a major problem and is dangerous. People seem to think that local schoolyards are their personal dog parks and have little consideration for other people and pets who do not want to be approached by dogs. I've asked for more signage and enforcement and have been told simply that it doesn't work. What good are leash laws if they are not enforced? I've been cursed at by people for asking them to leash their dogs and nearly attacked by off leash dogs while responsibly walking my own dog.
- OPEN THE TREE/LIMB RECYCLING MORE THAN ONE DAY PER MONTH
- People need to accept others differences.
- Please ask the Park Director to answer her phone. She never answers the phone.
- Please do more to enforce motor vehicle laws - I have seen MANY vehicles on the road with tags that have expired over a YEAR ago (just the other day, I saw a temp license tag that expired in Dec 2022!), and it is getting worse/more frequent. Please do more to enforce the drug laws in our schools. Standley Lake High School is known BY OUR KIDS as having a rampant drug problem, and nothing is communicated to parents about this, much less anything that is being done to correct the problem. Lastly, PLEASE build a culture of RESTRAINT in Westminster city governance. Just because government can do something, doesn't mean it should. Create more opportunities for citizens to participate in, and lead, local improvement and outreach efforts. The individual level is where true reward and joy is felt most.
- Please do more to fight auto theft.
- Please do not make significant changes in land size or quality to the Westminster Hills Dog Park
- Please enforce automobile registration laws.
- Please fix and get more information to residents of all ages with a specific website that is easy to use for recreation, sports events and general location of easy resourceful communication from the city.
- Please keep homeless people out of the City. I was planning on having my kids walk to school by the time they were at the ages they're at now, and I haven't done that because of the homeless people on the trails and street corners. I also have a business in the City of Westminster, and have had complaints of homeless people doing drugs and loitering outside of the windows of my business.
- Please keep the Westminster Off Leash dog park! It provides so much joy for me, my partner and our pups! If people are not taking care of the space, ramp up enforcement! Ticket people for not cleaning up after themselves or their pets. Please do not let a few bad apples ruin this precious space for those of us who are responsible. I have not experienced anywhere else like it, and the space provides so much beauty and joy.

- Please stop building high density apartment buildings on every open corner. The additional traffic, etc., takes a toll.
- Police should slow and control the traffic. Why have speed limits if no one obeys them?
- Protecting our property values. Having only good businesses in the area.
- Quit using open space as a dog toilet. Enforce dog laws,
- Recent neighborhood paving is nice to see, but transitions between existing raised sidewalks and speed bumps were poorly smoothed, many are worse than before new pavement went down. Would have liked more information on Sherwood Park playground replacement, it took a long time to finish due to rubberized ground material wait time... updates to the website for the project would have been nice, but we went further to Ryan Park during construction.
- Reduce the flight school operations at RMMA. These low-flying, leaded AUGAS planes pose risks to the community.
- Refinished Pickleball courts and Countryside and property line courts for Pickleball. Snow/ice removal on sidewalks leading to courts.
- Rezone Zuger Elementary, etc.
- RMMA pollution and flight traffic will be an ongoing and more chronic issue – city needs a more aggressive approach.
- Schools are terrible. Need smaller class sizes.
- Seems like there's less maintenance of weeds, medians, lots of overgrowth.
- Service for residential composting, even a drop off location.
- South part of city does not receive the same care/attention as the rest of the city.
- Speeding in Westminster is rampant. Enforcement on commercial property is poor.
- Speeding on neighborhood streets.
- Speeding, racing and widespread disregard for traffic laws on all our streets.
- STOP BUILDING APARTMENTS EVERYWHERE
- Stop building until the roads are able to handle the population.
- STOP DESTROYING OPEN SPACES FOR GREEDY HOUSING DEVELOPMENT!!! WE DO NOT NEED TO BECOME AURORA!!
- Stop over developing commercial areas...we do not need more strip malls. Affordable housing. Convert empty retail to homes. Not more apartments. Want to maintain open space and use land wisely. Not just for cash flow to city. STOP GROWTH. YES. THERE ARE TREE HUGGERS LEFT.
- Stop selling all of our open spaces. We are good on growth!
- Stop taking advantage of senior citizens
- Storm drains need to be monitored and cleared after wet snow or heavy rain.
- Street beggars at intersections/panhandlers

- Switch resources from homeless/immigrants to serving permanent residents . Such as fighting crime, solve traffic congestion, keeping cost of services down.
- The city employees seem more personally concerned about how they do their jobs rather than how they should do their jobs as employees of the city. Their jobs aren't pick-and-choose doing what they want to do because they are pleasant or unpleasant. They have clear guidelines on how to do their jobs and what is expected of them. Instead, they do what tasks they want to do, regardless of what they have been asked to do by the citizens of the city that pay the taxes. It sometimes weeks and even months to get a task completed that should be done in a day or two.
- The city is lacking a newer sports such as with-need/wanting high demand for Pickleball and Tennis Facility in one central location to supply the residents of all ages a recreational playing location... These sports are relevant to all ages and general age groups for development, learning and pleasure. Generalizing on the concept... The Fire and Police men should have free and daily use of this type of facility.
- The city needs to do more to address issues of noise and traffic from Rocky Mountain Metropolitan Airport. The city also has a drastic shortage of daycare facilities in the city. Waitlists for daycares are 18 months to 2 years. New daycares are being built outside of the city limits, but the city needs to do more to incentivize new childcare centers in the city.
- The city needs to make neighborhoods more handicapped friendly. STOP putting the access to sidewalks with the bumps in the little ramps. While that is a good idea for wheelchairs and bicycles, it is a terrible idea for people who are walking with canes or walkers or people who have balance issues. I am such a person and I like to walk but those ramps are a hazard for me because if I step on one of those bumps my balance is thrown off and I fall. As a result of this when I am out walking I usually walk in the gutter or bike lane and I am not alone other do the same thing. I ALSO KNOW YOU WILL NOT ADDRESS THIS PROBLEM.
- The city sent me a letter saying I was using too much water. I cut way back, but don't water my backyard at all.
- The city used to provide large item haul away and has shifted that responsibility onto individual homeowners, who may not have the money or resources to do this. I would like to see that service reinstated.
- THE CONDITION OF THE STREET MEDIANS ARE HORRIBLE. PUBLIC PROPERTY SUCKS- UNLESS YOU LIVE IN AN AFFLUENT NRIGHBORHOOD OR CLOSE TO CITY BUILDINGS
- the explosion of high-priced rental units in the city and in surrounding areas, we need more places the lower income people can buy so they will stay here. I do not consider housing that cost over \$300,000.00 a low-income housing.

- The Downtown Westminster project has taken far too long to come together and at this point very few people that I know see it as a "destination". Most people simply go to Olde Town Arvada, Lafayette, or Louisville if they want to eat, drink, or hang out. At this point, what's done is done, but the city had better quickly gain some momentum with the area or they are going to risk getting passed by from surrounding cities. A coffee shop, a couple of restaurants, and a movie theater is simply not enough to get people's interest. There needs to be more restaurants (and a wide variety), a brewery or distillery, and ideally an entertainment concept (e.g. something like PuttShack). Without a reason for people to come, stay, and keep coming back, the area may never reach a critical mass.
- The homeless. Standing on corner asking for money. It could cause accidents. Senior need help with rising cost of living.
- The location of schools in neighborhoods create a lot of traffic .
- The traffic pattern at the intersection of 76th and Sheridan is not optimal. When traveling East on 76th, the two lane options are LEFT TURN ONLY or RIGHT TURN/STRAIGHT. This prevents traffic flow on a red light for vehicles wanting to make a right hand turn because they are stuck behind vehicles wanting to go through the intersection on a green light. A better solution would be having vehicles wanting to make a left or go through the intersection in the same lane leaving the right lane for right turns only.
- The turn lanes are too small, bike lanes are too big. Glad city helps with water bill. Get drug driver , cellphone drivers off street. Need shredding day. Need dead branch pick up days.
- The way the City Manager and PRL leadership have treated citizens through the WHOS dog park process has been abhorrent. When the City Manager's four key points are "Accessible. Responsive. Transparent. Accountable." and those aren't being followed, it causes citizens to lose trust in the entire current city management. When the City Manager consistently says "I've only been here 18 months" that is a clear case of lack of accountability. How many years does he need to be on the job before he is held accountable? According to him, at least 2 years; time the citizens can't afford to waste. The real-time fact checking of Open Space staff at the March 6 meeting shows the lack of transparency and respect towards Westminster citizens. The Kentner Lake situation--lack of communication (not on the City website, a Facebook page that doesn't get updated) and decisions (closing off 1/3 of the loop trail for months while no maintenance operations were present, metal fencing blocking a popular recreation/resting area and trash can while simple alternatives are available) just show lack of accountability and transparency with the best interests of citizens being ignored.

Trust with the current PRL leadership--City Manager, PRL Director, and OS Superintendent--has been completely and irrevocably lost.

- Ticket all the vehicles with non current license plates.
- Time the lights for better traffic flow
- Too many developments are being built way too close to traffic flow.
- TOO MANY EXPIRED LICENSE OR TAGS OR NO LICENSE PLATES ON VEHICLES. TOO MANY RABBITS DESTROYING FLOWERS
- Too many red arrows. If anything, make flashing, but no need to prevent cars from driving through intersection, particularly if no cars are in sight.
- Traffic on weekends at the dog park
- Waste management questions.
- Water cost way too high & property tax
- We need a better way to make maintenance requests for parks and rec, I have had two requests take months for responses through access Westminster. it essentially doesn't work. There is a school zone with no school on Westminster Blvd. near 92nd Ave and the speed limit randomly dropped on a wide open safe road with a lot of long range visibility. Why are both of these in place? Neither appear to make sense. My Children's go to Betty Adams and I still don't understand the school zone driving it every day during school drop-off and pickup. Overall thank you! great place to live, and reasonable leadership.
- We need more open space. Quality of services use to be great, now it is declining.
- We need safer exits turning LEFT out of our Waverly Acres neighborhood onto Sheridan. Now we only have a turn right, then make a U-turn option or a turn left and pray that no one comes flying over the hill and plows into you option. Both difficult and stressful. On another note, exiting our neighborhood, turning RIGHT onto Sheridan, several times I have witnessed cars, even though it is clearly marked that the right lane is for a right turn ONLY coming off of Sheridan, going right through the intersection and into the merge lane and almost hitting me or another car as I try to turn right onto Sheridan. These two intersections on Sheridan and 100th and Sheridan and 102nd are accidents waiting to happen, especially as traffic is getting busier and busier in this area. PS. I LOVE our parks and open spaces and thank you for doing such a good job with that!
- We should let cannabis social equity companies in Westminster
- We would like affordable composting. Safer biking and walking . Mulch. Excited for more improvements downtown.
- Westminster does a great job for her citizens and I'm proud to be a resident.
- Westminster Hills open space should stay a dog park. No reduction in size.

- What's up with downtown? We were excited about it and there's nothing there. Why don't the public parks have bathrooms?
- Wildfire contingency planning is essential, new evacuation routes, mitigation efforts, etc.
- Wildfire readiness
- Would like to know what is going on with water 2025.
- Would like to see better cell service. Pockets of the city have no service. A city wifi /fiber option would be nice. A restroom at Ryan Park. Seasonal like at Greenway Park.
- You must enforce national immigration laws and detain obviously illegal aliens. I'm livid when I see illegals at recreation centers and city building where I paid full price + taxes and they can just come in and freeload. City park rec only cares about residency, not citizenship. I'd gladly provide any documents needed to prove I'm a citizen of America - illegal aliens can't do that
- You're doing a great job, but we need to stop all 5e rampant homelessness encampments in our open spaces and parks. Sadly, it brings down the community. People don't feel safe to use those spaces, then people don't use those spaces, and those spaces further devolve into trash dumps and people lose their sense of community.



Survey Instrument



WESTMINSTER

Dear Westminster Resident:

Nancy McNally
Mayor

Please help us shape the future of Westminster! You have been selected at random to participate in the 2024 Westminster Community Survey.

Sarah Nurmela
Mayor Pro Tem

Please consider completing this 20-minute survey. It will help inform how the City uses our resources to improve our community's quality of life.

Claire Carmelia
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:**

[WestminsterSurvey.org](https://www.westminsterco.gov/survey)

David Demott
Councillor

Obi Ezeadi
Councillor

Amber Hott
Councillor

Kristine Ireland
Councillor

If you have any questions about the survey, please call 888-801-5368.

Thank you for your time and participation!

Sincerely,

Mayor Nancy McNally
City of Westminster

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 2024.

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](https://www.westminsterco.gov/survey)

Como agradecimiento por participar en esta importante encuesta, puede participar en el sorteo de una tarjeta de regalo Visa de \$500.

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 1-844-811-0411.

¡Gracias por su tiempo y participación!

Atentamente,

Nancy McNally
Alcaldesa, en nombre del Consejo Municipal



2024 Community Survey

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. **For fully completing your survey, you'll have an opportunity to opt-in for a chance to win a prepaid \$500 Visa gift card at the end of this survey.** Thank you!

1. Perceptions of the City. 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

2. Quality of Life in Westminster. 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

3. Overall Satisfaction with Major City Services. 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

4. Which THREE of the items in Question 3 do you think are MOST IMPORTANT for the City to provide? [Write in your answers below using the numbers from the list in Question 3.]

1st: ____ 2nd: ____ 3rd: ____

5. Have you used the City's website (www.westminsterco.gov) in the past 12 months?

____(1) Yes [Answer Q5a.] ____ (2) No [Go to Q6.]

5a. City's Website. Please rate your satisfaction with the following aspects of the City's website.	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. How have you contacted the City in the past 12 months? [Check all that apply.]

- (1) Phone
- (2) E-mail
- (3) Social media
- (4) The City's website
- (5) Through a City Council member
- (6) In person
- (7) Access Westminster (on website or mobile app)
- (8) Other: _____
- (9) I have not contacted the City in the past 12 months [Go to Q8.]

7. Customer Service. 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

8. 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.westminsterco.gov)
- (02) The Westy (print magazine/newsletter)
- (03) Parks, Recreation and Libraries Activity Guide
- (04) City of Westminster emails
- (05) Social media (Facebook, Instagram, Nextdoor)
- (06) (Westy TV) Comcast Cable TV Channel 8
- (07) Utility bill insert
- (08) Westminster Window
- (09) Online news sources
- (10) Spanish media (Telemundo, Univision, etc.)
- (11) Television news
- (12) Word of mouth (friends, family, neighbors)

9. Which THREE of the sources in Question 8 do you MOST PREFER using to get information about the City of Westminster? [Write in your answers below using the numbers from the list in Question 8.]

1st: _____ 2nd: _____ 3rd: _____

10. Public Safety. 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 items 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. Safety and Security. Please rate how safe you feel in the following situations:		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Overall feeling of safety in your community	5	4	3	2	1	9
2.	In community parks	5	4	3	2	1	9
3.	In retail areas	5	4	3	2	1	9
4.	In Downtown Westminster	5	4	3	2	1	9
5.	In your neighborhood at night	5	4	3	2	1	9
6.	In your neighborhood during the day	5	4	3	2	1	9
7.	During times when the City is experiencing residential fires	5	4	3	2	1	9

13. Utilities and Recycling. Please rate your satisfaction with the following:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of recycling services at the City	5	4	3	2	1	9
2. Taste of tap water	5	4	3	2	1	9
3. Smell of tap water	5	4	3	2	1	9
4. Overall quality of your drinking water	5	4	3	2	1	9
5. Quality of water pressure in your home	5	4	3	2	1	9
6. Quality of meter reading/utility crew response	5	4	3	2	1	9

14. Which THREE of the items 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. Parks and Recreation Services. 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	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 (ages 60+)	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

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. Maintenance and Appearance of the City. 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-way, and public areas	5	4	3	2	1	9
04. Condition of major City streets (primary 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 (secondary streets)	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 (primary streets)	5	4	3	2	1	9
13. Snow removal on neighborhood streets (secondary streets)	5	4	3	2	1	9
14. Traffic flow on major City streets (primary 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 on the previous page 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. Code Enforcement Services. 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

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
1. 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
2. The City of Westminster invests in creating a diverse and vibrant economy	5	4	3	2	1	9
3. The City of Westminster has beautiful parks/open spaces	5	4	3	2	1	9
4. The City of Westminster has job opportunities that match my skills	5	4	3	2	1	9
5. The City of Westminster provides a rich and resilient natural environment	5	4	3	2	1	9
6. The City of Westminster has a strong sense of community and belonging	5	4	3	2	1	9
7. The City staff cares what people like me think	5	4	3	2	1	9
8. The City clearly communicates its intentions and decisions	5	4	3	2	1	9

22. 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
1. Crime (vandalism, graffiti, drugs, auto theft)	4	3	2	1	9
2. Too much growth	4	3	2	1	9
3. Homelessness	4	3	2	1	9
4. Taxes are too high	4	3	2	1	9
5. High cost of housing	4	3	2	1	9
6. Traffic safety on neighborhood streets (secondary streets)	4	3	2	1	9
7. Traffic safety on major streets (primary streets)	4	3	2	1	9
8. Poor maintenance and condition of homes	4	3	2	1	9
9. Poor condition of properties (weeds, trash, junk vehicles)	4	3	2	1	9

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

- ____ (01) Facebook ____ (04) X (formerly Twitter) ____ (07) LinkedIn ____ (10) TikTok
 ____ (02) Instagram ____ (05) Pinterest ____ (08) Nextdoor ____ (11) Reddit
 ____ (03) Yelp ____ (06) YouTube ____ (09) Snapchat

24. Please imagine a ladder with steps numbered from zero (0) at the bottom to ten (10) at the top. The bottom of the ladder (0) represents the worst possible life for you in the City of Westminster and the top of the ladder (10) represents the best possible life for you in the City of Westminster.

- On which step (0 to 10) of the ladder would you say you personally feel you stand at this time? _____
- On which step (0 to 10) of the ladder do you think you will stand about FIVE YEARS from now? _____

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

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.

26. About how long have you lived in Westminster? [Write 0 if less than 1 year.] _____ years

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

- (1) Detached single family home (3) Apartment
 (2) Condominium or townhouse (4) Mobile home

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

29. What percentage of your monthly household gross 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

30. 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 response below.

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

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

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

- (01) Asian or Asian Indian (04) White or Caucasian
 (02) Black or African American (05) Native Hawaiian or other Pacific Islander
 (03) American Indian or Alaska Native (99) Other: _____

33. What is your age? _____ years

34. Including yourself, how many people in your household are...

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

35. What is your gender/gender identity?

- (1) Male (3) Transgender (5) Prefer to self-describe: _____
 (2) Female (4) Non-Binary

36. Many people don't have time to vote in elections. Did you vote in the 2023 City Council election?

- (1) Yes (2) No (3) Ineligible to vote (9) Don't know

37. Would you be willing to participate in future surveys sponsored by the City of Westminster?

- (1) Yes [Please answer Q37a.] (2) No

37a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

38. As a thank you for participating in this important survey, you can opt in to a raffle for a \$500 Visa gift card below. The gift card will be sent via email and the drawing is limited to one entry per household.

____(1) Yes [Answer Q38a.] ____ (2) No

38a. If so, please provide your contact information below. [Your information will be kept confidential.]

Mobile Phone Number: _____

Email Address: _____

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.