



Don Anderson  
Mayor

March 11, 2016

Jason Whalen  
Deputy Mayor

## NOTICE

Mary Moss  
Councilmember

Michael D. Brandstetter  
Councilmember

## LAKWOOD CITY COUNCIL RETREAT

John Simpson  
Councilmember

Notice is hereby given that the Lakewood City Council will be holding a Retreat on Saturday, March 19, 2016, at 8:30 a.m., at Lakewood City Hall, Rainier Room (Conference Room 3A), 6000 Main Street SW, Lakewood, Washington.

Marie Barth  
Councilmember

The purpose of the Retreat is to review the community satisfaction survey and the City Council's goals and priorities.

Paul Bocchi  
Councilmember

Alice M. Bush, MMC  
City Clerk

John J. Caulfield  
City Manager



## LAKWOOD CITY COUNCIL RETREAT

Saturday, March 19, 2016

8:30 A.M.

City of Lakewood

Rainier Room (Conference Room 3A)

6000 Main Street SW

Lakewood, WA 98499

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Page No.

### Call to Order

( 3) Review of community satisfaction survey.

(270) Review of Council goals and priorities.

### Adjournment

*The Rainier Room (Conference Room 3A) is accessible to persons with disabilities. Persons requesting special accommodations or language interpreters should contact the City Clerk's Office, 589-2489, as soon as possible in advance of the Council meeting so that an attempt to provide the special accommodations can be made.*

<http://www.cityoflakewood.us>

*City Hall will be closed 15 minutes after adjournment of the meeting.*



TO: Mayor and City Councilmembers

FROM: Adam Lincoln, Management Analyst

THROUGH: John J. Caulfield, City Manager 

DATE: March 19, 2016

SUBJECT: City of Lakewood Community Satisfaction Survey

**Overview:** In September 2015, the City of Lakewood initiated a Community Satisfaction Survey in partnership with The National Citizen Survey™ program and sponsored by the International City/County Management Association (ICMA) in cooperation with National Research Center, Inc. (NRC), to administer a survey to Lakewood residents during the fall and winter of 2015.

The purpose of the survey is to assess citizen satisfaction with the delivery of major city services as part of the City's on-going effort to identify and respond to the needs and concerns of residents consistent with the City Council's Goals. The results will also help determine priorities for the community and represents the first citywide opinion tracking study conducted for the City.

The NRC is a research firm that specializes in performance measurement and evaluation. They conduct survey research by mail, phone, in-person and on the Internet and analyze new and existing data sets using sophisticated inferential techniques or simple descriptive statistics. The NRC, in conjunction with ICMA, operates a unique service that administers, analyzes, and reports results from customizable citizen surveys. They are able to provide this service at a relatively low cost through careful standardization and automation of the survey process. Each of their clients is able to compare their results with results from other jurisdictions across the United States.

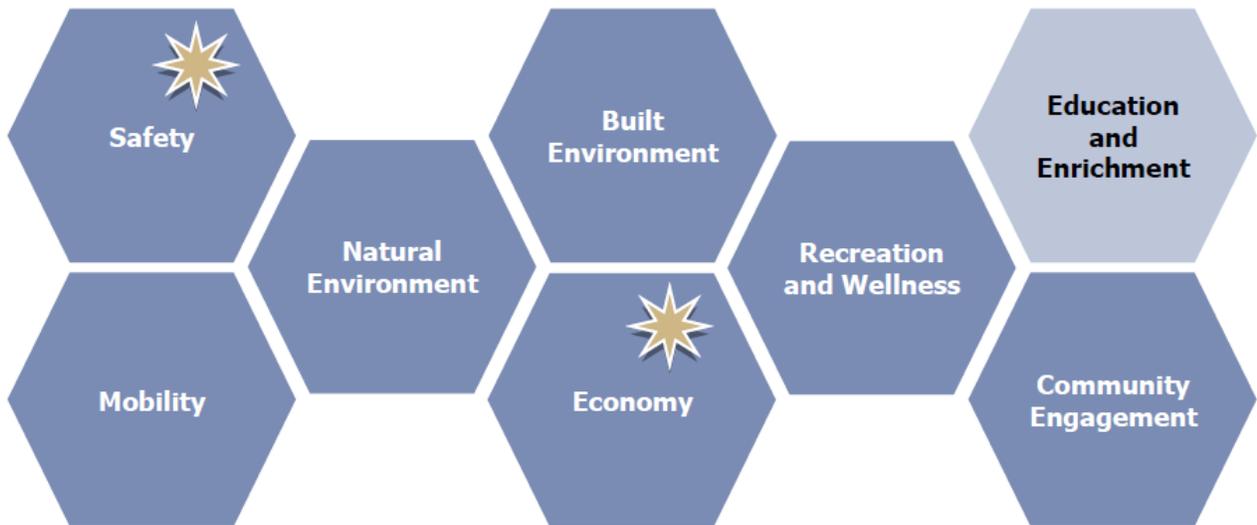
**Methodology:** The survey and its administration are standardized to assure high quality research methods and directly comparable results across other communities. The survey results provide the opinions of a representative sample of 247 residents of the City of Lakewood. The margin of error around any reported percentage is 6% for the entire sample. The survey captures residents' opinions within the three pillars of a community (community characteristics, governance and participation) across eight central facets of community (public safety, mobility, natural environment, built environment, economy, recreation and wellness, education and enrichment and community engagement).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Lakewood’s community livability emerges. Residents gave the highest ratings for the facets of mobility, natural environment, economy and recreation and wellness within each of the three pillars.

**Legend**

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



**Survey Results:** Residents identified public safety, the economy, and K-12 education as priorities for the Lakewood community in the coming two years. Ratings for public safety and the economy as well as mobility, natural environment, built environment, recreation and wellness, and community engagement were positive and similar to other communities.

Community Characteristics: Survey respondents rated over 40 features of the community within the eight facets of community livability. Within the facet of public safety, most residents reported feeling safe in their neighborhoods and in Lakewood’s main business areas. Nearly 6 in 10 of residents gave a positive rating to shopping opportunities in Lakewood. Recreation and wellness was the most favorably rated facet with all aspects receiving positive ratings from 49% or more residents and each with similar ratings compared to other communities.

Governance: The overall quality of the services provided by Lakewood as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City of Lakewood was rated as excellent or good by 51% of respondents, while only about one-quarter gave excellent or good ratings to the services provided by the Federal Government.

The highest rated services with at least 70% of residents giving a positive rating were fire services, ambulance/EMS services, garbage collection, yard waste pick-up, drinking water, sewer services, and public libraries. Five of the six aspects of Natural Environment were rated positively by a majority of respondents and received ratings similar to those in other communities

Participation: An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging, and history. Additionally, a majority of residents planned to remain in Lakewood and would recommend it to others.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Within Recreation and Wellness, most residents had visited a City park. With 54% of residents indicating that they had stocked supplies for an emergency, Lakewood's rating was higher than the national benchmark.

Conclusions: A majority of residents feel positively about Lakewood and their neighborhood as a place to live. About 60% of residents rated the City as an excellent or good place to live. More than half of respondents rated their neighborhood as an excellent or good place to live.

Residents identified public safety as a priority for the Lakewood community to focus on in the coming two years. More than three-quarters survey respondents reported feeling safe in their neighborhoods and in Lakewood's main business areas. A majority of residents were pleased with police services, fire services, and ambulance/EMS services.

Residents also identified the economy as a priority to focus on in the next two years. Most aspects of the economy were rated positively by less than half of residents and several were rated lower than the national benchmark, including the overall economic health of Lakewood, overall quality of business and service establishments, Lakewood as a place to visit and work and economic development in Lakewood. However, nearly all residents have purchased good or services in Lakewood and a majority of residents gave a favorable rating to shopping opportunities.

The Natural Environment is appreciated by residents. At least 6 in 10 gave positive marks to the overall natural environment in Lakewood and most survey respondents rated other community characteristics related to natural environment as excellent or good. Many residents have expressed a personal interest in conservation efforts with more than three-quarters having made efforts to conserve water, made their home more energy efficient or having recycled at home. Within Governance, ratings for garbage collection, recycling, yard waste pick-up, drinking water, and natural areas preservation were favorable with a majority of residents giving a positive rating.

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

**Lakewood, WA**  
Community Livability Report

DRAFT  
2015



**NRC**  
National Research Center Inc

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The National Citizen Survey™  
© 2001-2016 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Lakewood. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 247 residents of the City of Lakewood. The margin of error around any reported percentage is 6% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



# Quality of Life in Lakewood

About 48% of residents rated the quality of life in Lakewood as excellent or good. This rating was lower than the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

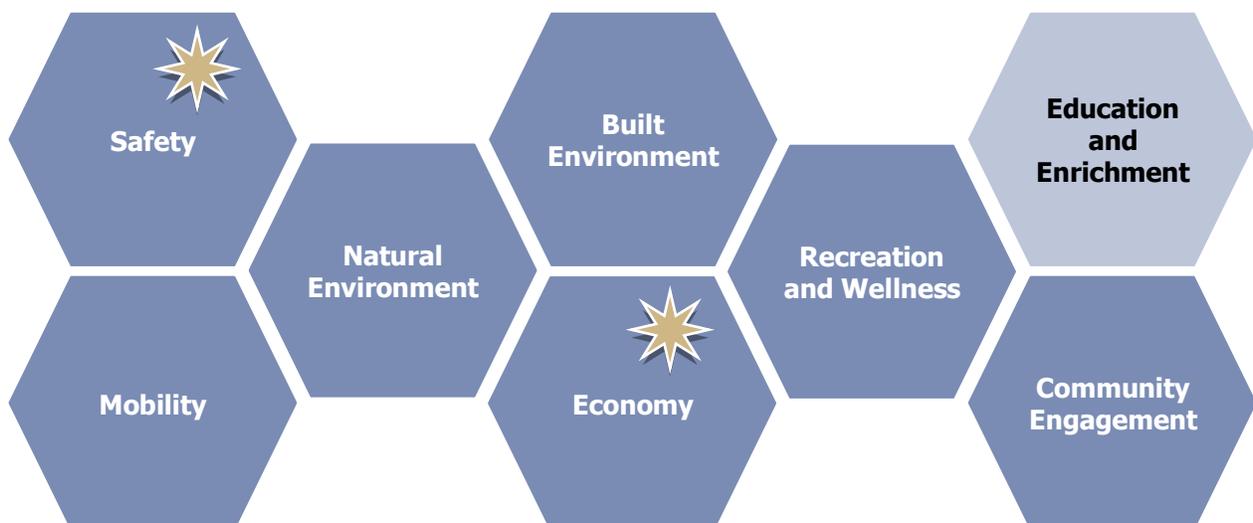
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety and Economy as priorities for the Lakewood community in the coming two years. Ratings for these two facets as well as Mobility, Natural Environment, Built Environment, Recreation and Wellness, and Community Engagement were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Lakewood’s unique questions.

## Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



# Community Characteristics

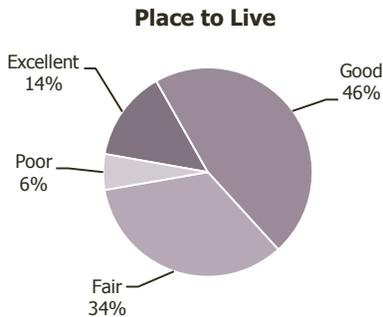
*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Lakewood, 60% rated the City as an excellent or good place to live. Respondents' ratings of Lakewood as a place to live were lower than ratings given in other communities across the nation.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Lakewood as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Lakewood and its overall appearance. More than half of respondents rated their neighborhood as an excellent or good place to live. About 4 in 10 residents rated Lakewood as an excellent or good place to raise children and slightly more rated Lakewood as an excellent or good place to retire. Nearly a third of residents gave a positive rating to the overall image of Lakewood and about 4 in 10 gave a positive rating to the overall appearance of Lakewood. Each of these ratings were lower than the national benchmark.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Within the facet of Safety, most residents reported feeling safe in their neighborhoods and in Lakewood's main business areas, but gave less positive ratings to the overall feeling of safety in Lakewood. Ratings for aspects of Mobility varied; public parking and travel by car received the highest positive ratings with at least 60% of residents giving a positive rating while ease of walking and travel by bicycle were given the lowest ratings with fewer than 4 in 10 residents giving a positive rating. Six of the eight aspects of Mobility were rated similarly to the national benchmark. Aspects of Natural Environment and Built Environment received ratings similar to ratings given in other communities with the exception of the cleanliness of Lakewood and new development in Lakewood, both of which were rated lower than the national benchmark. Within Economy, ratings were mixed with four aspects rated similarly to the benchmark and four rated lower than the benchmark. Nearly 6 in 10 of residents gave a positive rating to shopping opportunities in Lakewood while 3 in 10 gave a positive rating to employment opportunities. Recreation and Wellness was the most favorably rated facet

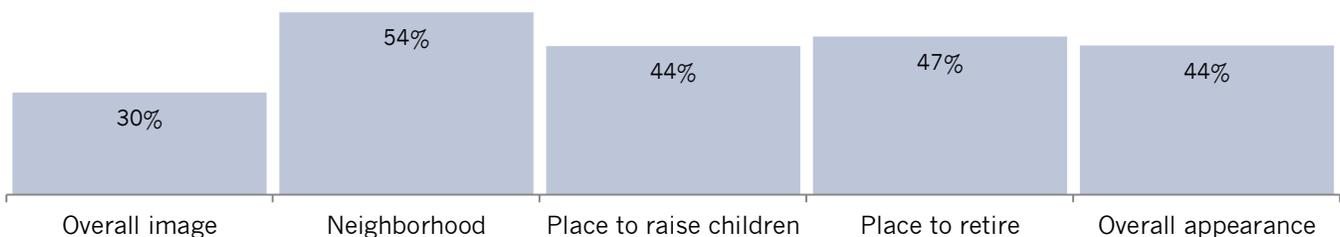
with all aspects receiving positive ratings from 49% or more residents and each with similar ratings compared to other communities. Ratings within Education and Enrichment and Community Engagement were generally less positive. Most aspects received a lower rating than the national benchmark, except for adult education, child care/preschool and openness and acceptance, each of which received similar ratings.



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



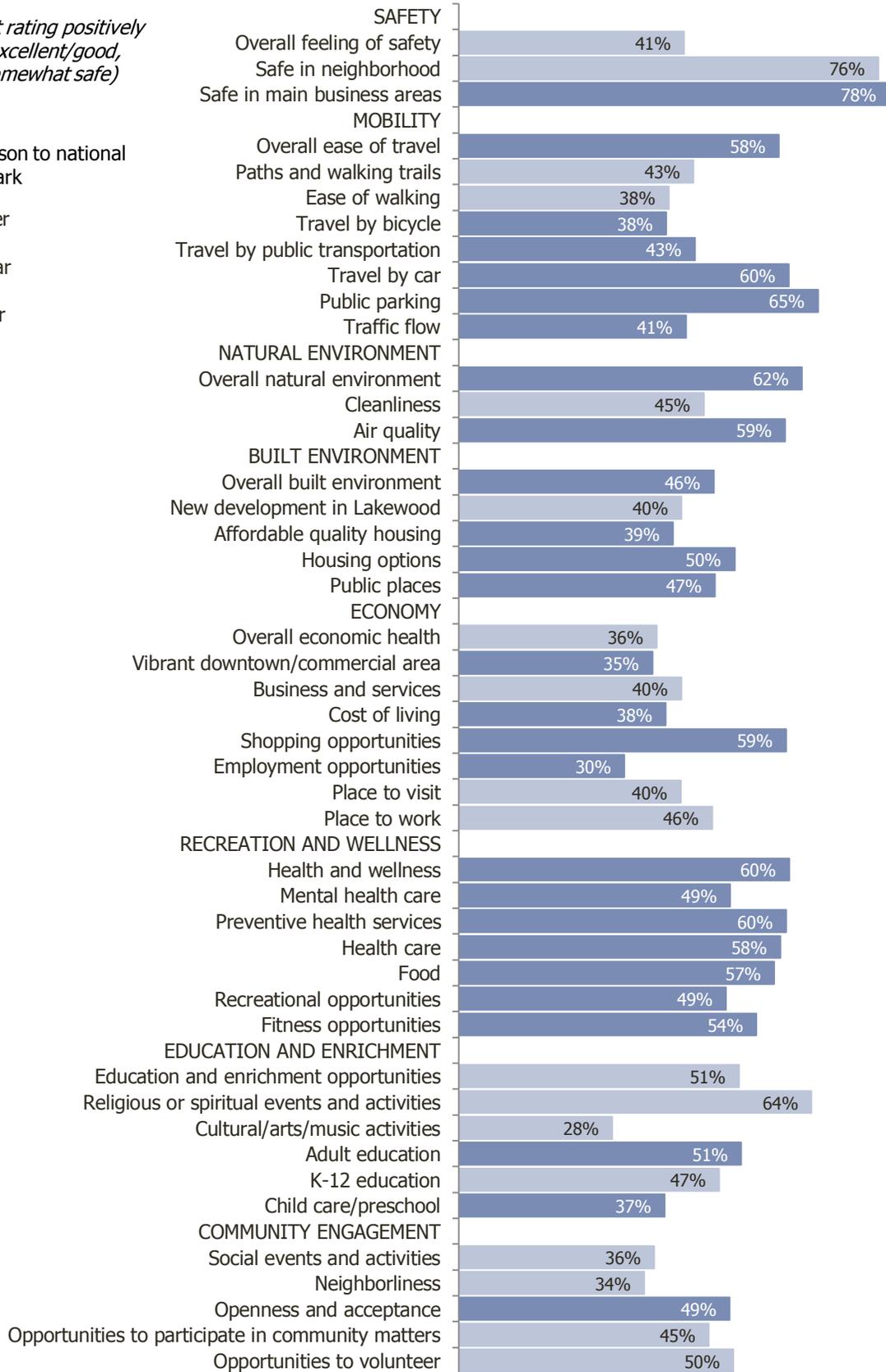
# The National Citizen Survey™

Figure 1: Aspects of Community Characteristics

*Percent rating positively  
(e.g., excellent/good,  
very/somewhat safe)*

Comparison to national  
benchmark

- Higher
- Similar
- Lower



# Governance

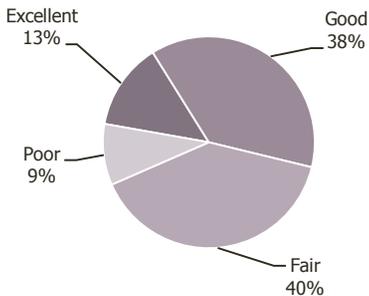
## How well does the government of Lakewood meet the needs and expectations of its residents?

The overall quality of the services provided by Lakewood as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of services provided by the City of Lakewood was rated as excellent or good by 51% of respondents, while only about one-quarter gave excellent or good ratings to the services provided by the Federal Government.

Survey respondents also rated various aspects of Lakewood’s leadership and governance. More than 4 in 10 respondents gave positive ratings to the overall direction of the City and the government acting in the best interest of Lakewood. About half of residents gave excellent or good ratings to the overall customer service provided by City employees.

Respondents evaluated over 30 individual services and amenities available in Lakewood. Overall, ratings for services in Lakewood tended to be similar to or lower than the national benchmark. The highest rated services with at least 70% of residents giving a positive rating were fire services, ambulance/EMS services, garbage collection, yard waste pick-up, drinking water, sewer services, and public libraries. Among the lowest rated aspects of Governance with fewer than 40% of residents giving a positive rating were crime prevention; street repair; land use, planning and zoning; cable television; special events; and code enforcement. Five of the six aspects of Natural Environment were rated positively by a majority of respondents and received ratings similar to those in other communities; open space was rated lower than the benchmark with 41% of residents giving a positive rating.

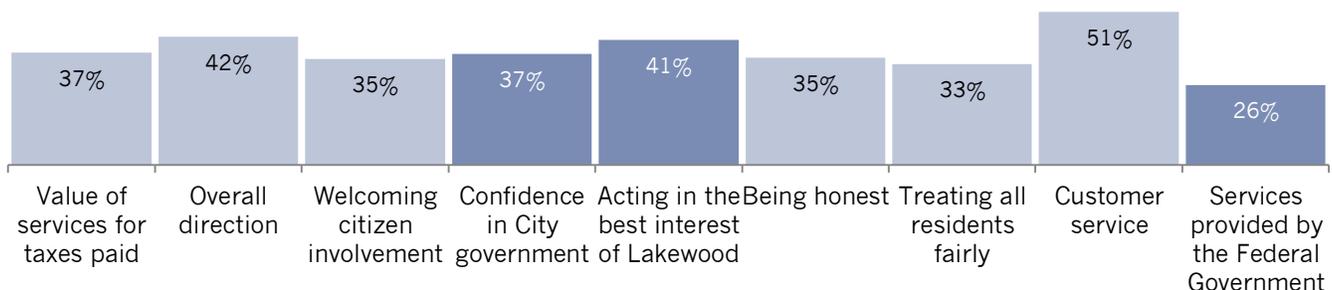
**Overall Quality of City Services**



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



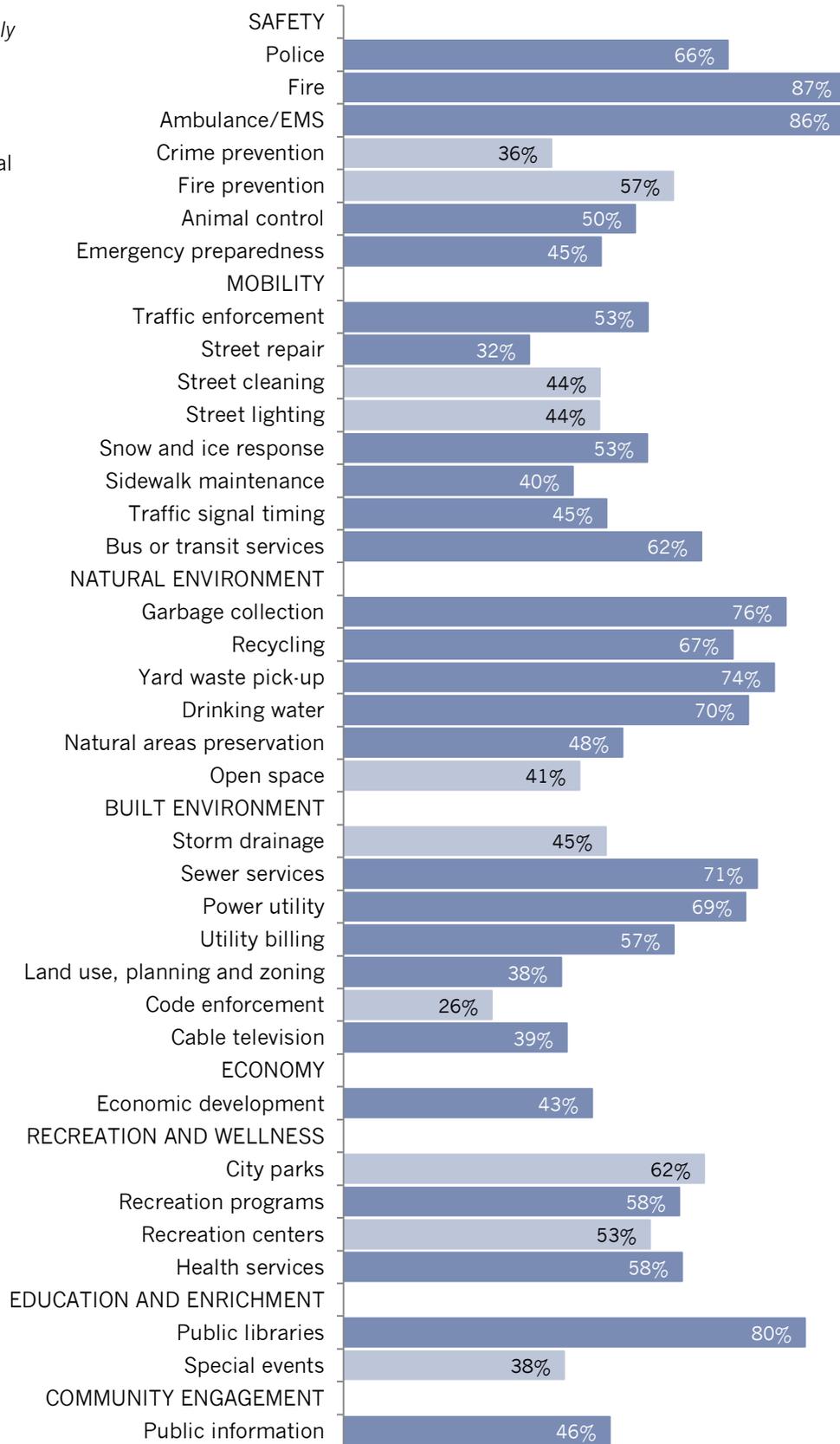
## The National Citizen Survey™

Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



# Participation

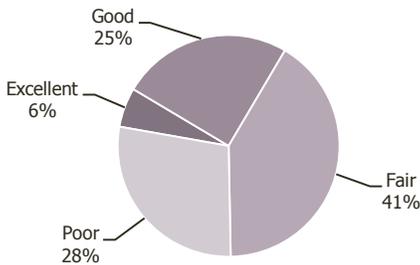
*Are the residents of Lakewood connected to the community and each other?*

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community; a shared sense of membership, belonging and history. In Lakewood about 31% of respondents gave favorable ratings to the sense of community, which was lower than ratings given in other communities. A majority of residents planned to remain in Lakewood and would recommend it to others; only about one-third had contacted City employees in the past year, which was a lower rate than seen in other communities.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Within Natural Environment about 8 in 10 residents had conserved water, made their home more energy efficient, and recycled at home; each of these ratings were similar when compared to ratings given in communities across the nation. Within Recreation and Wellness, most residents had visited a City park, ate five portions of fruit and vegetables a day and participated in moderate or vigorous physical activity. Within Safety, about two-thirds of respondents had not reported a crime and more than 7 in 10 had not been the victim of a crime. With 54% of residents indicating that they had stocked supplies for an emergency, Lakewood's rating was higher than the national benchmark. Within the facet of Mobility, about one-third of residents had carpooled instead of driving alone and choose to use public transportation instead of driving and nearly half of residents walked or biked instead of driving (similar to levels reported in other communities across the U.S.). Both aspects of Built Environment were lower than the national benchmark with 4 in 10 residents indicating they had

not observed a code violation and about half were not under housing cost stress. Within Economy, almost all residents had purchased goods or services in Lakewood, but only about one-third worked in Lakewood and one-quarter believed the economy would have a positive impact on their income. A majority of residents had used Lakewood public libraries but Lakewood was lower than the national benchmark for residents' rates of Participation in religious or spiritual activities or attendance of a City-sponsored event. Although rates of Participation for Community Engagement varied widely, all rates were similar to the national benchmark with the exception of volunteering, which was lower.

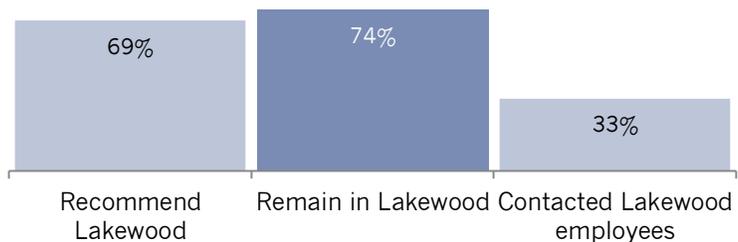
**Sense of Community**



Percent rating positively  
(e.g., very/somewhat likely,  
yes)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



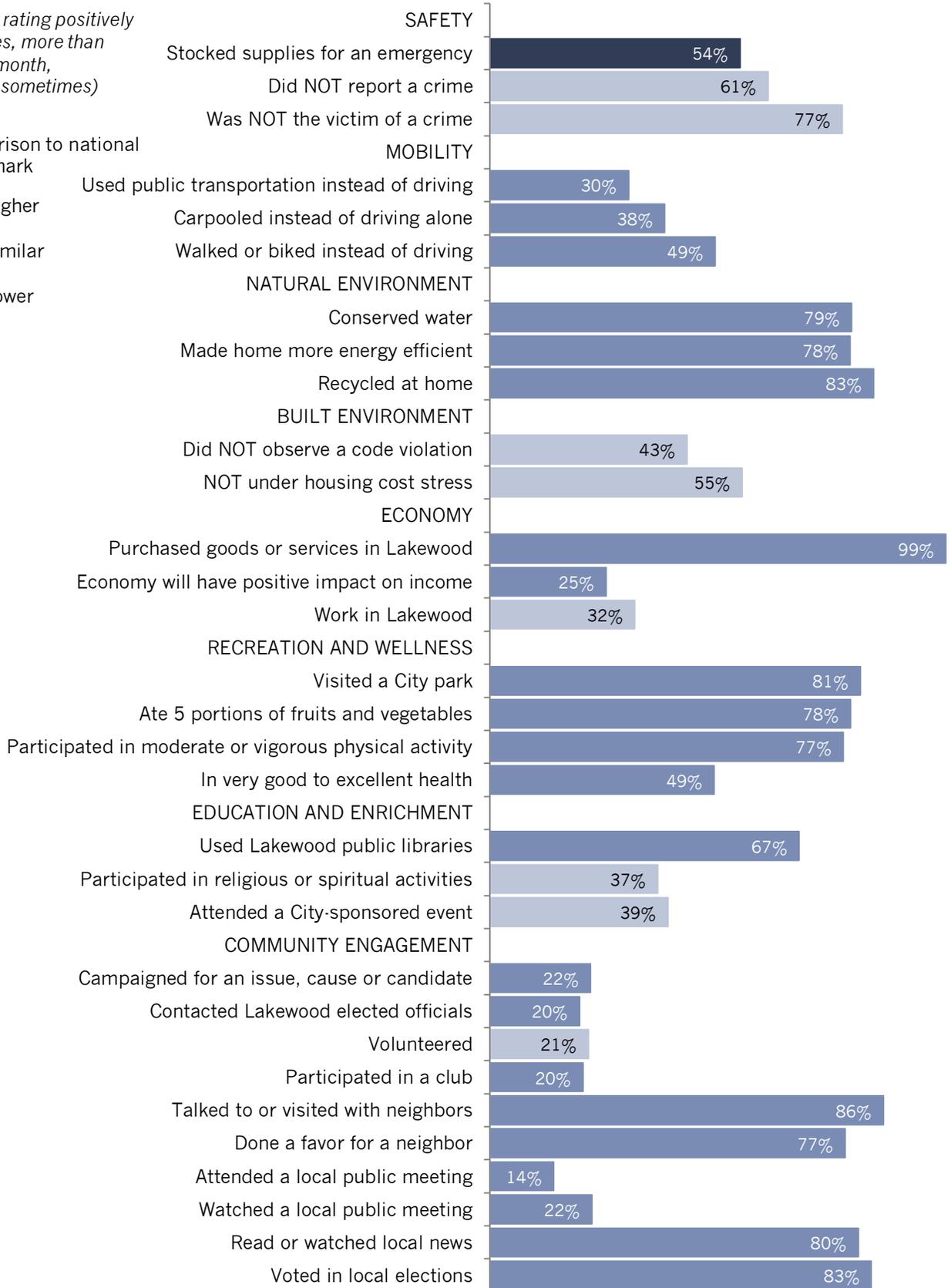
# The National Citizen Survey™

Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

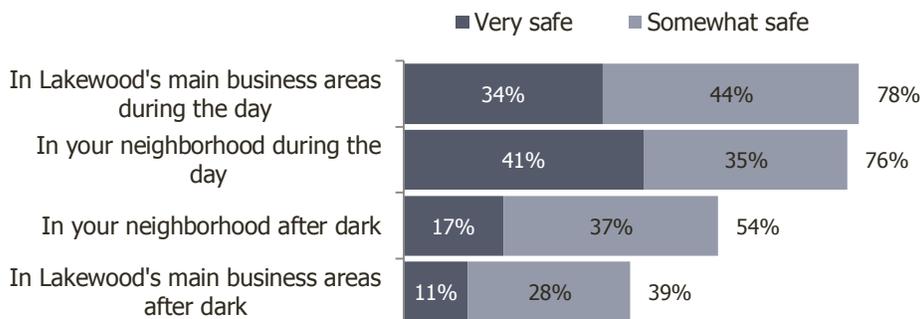
- Higher
- Similar
- Lower



# Special Topics

The following charts outline special interest items that were added to The NCS survey.

Figure 4: Safety after Dark  
Please rate how safe or unsafe you feel:



Please note that only the items relating to safety after dark were custom items on the 2015 survey. The safety during the day items have been shown here for comparative value.

Figure 5: Use of Senior Center  
In the last 12 months, about how many times, if at all, have you or other household members used Lakewood Senior Center or its services?

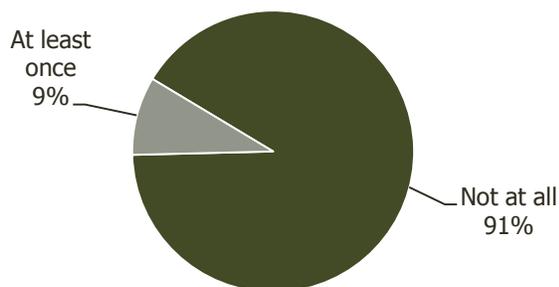
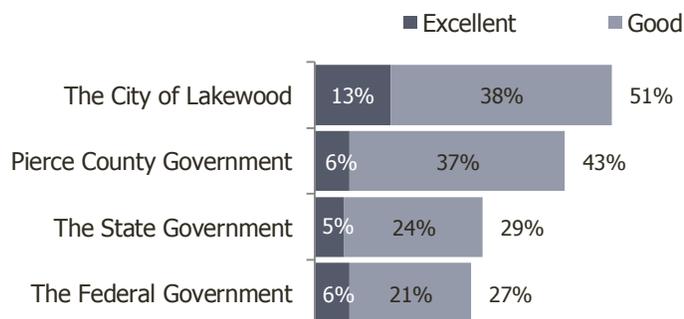


Figure 6: State and County Government  
Overall, how would you rate the quality of the services provided by each of the following?



Please note that only State and County were custom items on the 2015 survey. City and Federal have been shown here for comparative value.

# Conclusions

## **A majority of residents feel positively about Lakewood and their neighborhood as a place to live.**

About 60% of residents rated the City as an excellent or good place to live. More than half of respondents rated their neighborhood as an excellent or good place to live. About 4 in 10 residents rated Lakewood as an excellent or good place to raise children and slightly more rated Lakewood as an excellent or good place to retire. Nearly a third of residents gave a positive rating to the overall image of Lakewood and about 4 in 10 gave a positive rating to the overall appearance of Lakewood.

## **Safety is a priority for Lakewood residents.**

Residents identified Safety as a priority for the Lakewood community to focus on in the coming two years. More than three-quarters survey respondents reported feeling safe in their neighborhoods and in Lakewood's main business areas. At least a majority of residents were pleased with police services, fire services, and ambulance/EMS services. Many survey participants did not report a crime in the 12 months prior to the survey and 7 in 10 had not been the victim of a crime. However, less than half of respondents gave positive ratings to the overall feeling of safety in Lakewood, which was a rating lower than the national benchmark.

## **Economy is also important to residents and a possible area of improvement for the City.**

Respondents also identified Economy as a priority to focus on in the next two years. Most aspects of the Economy were rated positively by less than half of residents and several were rated lower than the national benchmark, including the overall economic health of Lakewood, overall quality of business and service establishments, Lakewood as a place to visit and work and economic development in Lakewood. However, nearly all residents have purchased good or services in Lakewood and a majority of residents gave a favorable rating to shopping opportunities.

## **The Natural Environment is appreciated by survey participants.**

At least 6 in 10 gave positive marks to the overall natural environment in Lakewood and most survey respondents rated other Community Characteristics related to Natural Environment as excellent or good. Many residents have expressed a personal interest in conservation efforts with more than three-quarters having made efforts to conserve water, made their home more energy efficient or having recycled at home. Within Governance, ratings for garbage collection, recycling, yard waste pick-up, drinking water, and natural areas preservation were favorable with a majority of residents giving a positive rating.

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Lakewood, WA

Comparisons by Geographic Subgroups

DRAFT  
2015



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# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report discusses differences in opinion of survey respondents by Police Districts.

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who attended a public meeting more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between area are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

The margin of error for this report is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (247 completed surveys). For each area, the margin of error rises to approximately plus or minus 15 percentage points since sample sizes were approximately 47 for Police Districts 1 & 2, 45 for Police Districts 3 & 4, 81 for Police District 5 and 74 for Police District 6.

The National Citizen Survey™

Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
The overall quality of life in Lakewood	31%	62%	51%	52%	48%
Overall image or reputation of Lakewood	14%	55%	26%	33%	30%
Lakewood as a place to live	50%	70%	59%	65%	60%
Your neighborhood as a place to live	27%	51%	58%	73%	54%
Lakewood as a place to raise children	28%	59%	36%	56%	44%
Lakewood as a place to retire	35%	71%	46%	43%	47%
Overall appearance of Lakewood	36%	54%	38%	50%	44%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Overall feeling of safety in Lakewood	19%	60%	45%	43%	41%
In your neighborhood during the day	71%	89%	72%	77%	76%
In Lakewood's main business areas during the day	78%	79%	82%	75%	78%
In your neighborhood after dark	24%	66%	57%	67%	54%
In Lakewood's main business areas after dark	23%	56%	36%	42%	38%

Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Overall ease of getting to the places you usually have to visit	41%	77%	56%	62%	58%
Traffic flow on major streets	45%	54%	29%	42%	41%
Ease of public parking	63%	61%	78%	58%	65%
Ease of travel by car in Lakewood	57%	74%	45%	68%	60%
Ease of travel by public transportation in Lakewood	32%	69%	42%	35%	43%
Ease of travel by bicycle in Lakewood	33%	66%	26%	32%	38%
Ease of walking in Lakewood	41%	51%	36%	31%	38%
Availability of paths and walking trails	38%	57%	40%	40%	43%

The National Citizen Survey™

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Quality of overall natural environment in Lakewood	39%	74%	64%	71%	62%
Air quality	59%	62%	69%	50%	59%
Cleanliness of Lakewood	46%	52%	39%	44%	45%

Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Overall "built environment" of Lakewood (including overall design, buildings, parks and transportation systems)	39%	53%	44%	50%	46%
Public places where people want to spend time	30%	55%	50%	51%	47%
Variety of housing options	35%	48%	57%	56%	50%
Availability of affordable quality housing	17%	48%	39%	49%	39%
Overall quality of new development in Lakewood	33%	47%	33%	48%	40%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Overall economic health of Lakewood	18%	72%	31%	32%	36%
Lakewood as a place to work	37%	55%	42%	52%	46%
Lakewood as a place to visit	37%	59%	38%	35%	40%
Employment opportunities	34%	53%	13%	28%	30%
Shopping opportunities	64%	59%	55%	60%	59%
Cost of living in Lakewood	23%	46%	38%	43%	38%
Overall quality of business and service establishments in Lakewood	35%	45%	35%	47%	40%
Vibrant downtown/commercial area	23%	44%	28%	45%	35%

The National Citizen Survey™

Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Health and wellness opportunities in Lakewood	54%	65%	54%	66%	60%
Fitness opportunities (including exercise classes and paths or trails, etc.)	32%	64%	51%	66%	54%
Recreational opportunities	43%	53%	48%	51%	49%
Availability of affordable quality food	49%	59%	72%	51%	57%
Availability of affordable quality health care	46%	61%	63%	62%	58%
Availability of preventive health services	50%	59%	62%	64%	60%
Availability of affordable quality mental health care	46%	55%	44%	53%	49%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Overall opportunities for education and enrichment	43%	69%	54%	44%	51%
Availability of affordable quality child care/preschool	25%	46%	30%	44%	37%
K-12 education	33%	69%	42%	45%	47%
Adult educational opportunities	39%	61%	45%	58%	51%
Opportunities to attend cultural/arts/music activities	33%	48%	15%	25%	28%
Opportunities to participate in religious or spiritual events and activities	69%	63%	60%	65%	64%

Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Opportunities to participate in social events and activities	33%	47%	33%	32%	36%
Opportunities to volunteer	49%	51%	49%	50%	50%
Opportunities to participate in community matters	31%	50%	38%	57%	45%
Openness and acceptance of the community toward people of diverse backgrounds	39%	54%	50%	54%	49%
Neighborliness of residents in Lakewood	16%	47%	36%	38%	34%

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Table 10: Governance - General

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
The City of Lakewood	45%	55%	50%	54%	51%
The value of services for the taxes paid to Lakewood	17%	36%	39%	48%	37%
The overall direction that Lakewood is taking	43%	49%	34%	46%	42%
The job Lakewood government does at welcoming citizen involvement	24%	34%	33%	45%	35%
Overall confidence in Lakewood government	20%	36%	34%	53%	37%
Generally acting in the best interest of the community	31%	31%	33%	61%	41%
Being honest	31%	32%	31%	44%	35%
Treating all residents fairly	30%	27%	28%	43%	33%
Overall customer service by Lakewood employees (police, receptionists, planners, etc.)	59%	69%	34%	48%	51%
The Federal Government	34%	34%	25%	18%	26%
Pierce County Government	38%	56%	41%	40%	43%
The State Government	33%	40%	26%	24%	29%

Table 11: Governance - Safety

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Police services	61%	70%	55%	78%	66%
Fire services	91%	84%	81%	90%	87%
Ambulance or emergency medical services	91%	78%	84%	89%	86%
Crime prevention	24%	57%	38%	29%	36%
Fire prevention and education	45%	70%	57%	57%	57%
Animal control	42%	55%	50%	55%	50%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	53%	43%	30%	53%	45%

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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Traffic enforcement	57%	52%	51%	50%	53%
Street repair	33%	48%	26%	28%	32%
Street cleaning	48%	39%	41%	48%	44%
Street lighting	39%	57%	37%	48%	44%
Snow and ice response	59%	66%	48%	46%	53%
Sidewalk maintenance	34%	48%	33%	45%	40%
Traffic signal timing	42%	46%	44%	49%	45%
Bus or transit services	53%	72%	69%	56%	62%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Garbage collection	77%	71%	78%	77%	76%
Recycling	64%	68%	59%	75%	67%
Yard waste pick-up	84%	67%	74%	75%	74%
Drinking water	68%	70%	85%	60%	70%
Preservation of natural areas such as open space, farmlands and greenbelts	49%	56%	42%	49%	48%
Lakewood open space	43%	35%	28%	52%	41%

Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Storm drainage	36%	52%	45%	48%	45%
Sewer services	57%	63%	87%	71%	71%
Power (electric and/or gas) utility	79%	66%	80%	56%	69%
Utility billing	45%	63%	63%	57%	57%
Land use, planning and zoning	27%	51%	31%	44%	38%
Code enforcement (weeds, abandoned buildings, etc.)	13%	43%	21%	30%	26%
Cable television	34%	48%	41%	35%	39%

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Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Economic development	45%	51%	25%	54%	43%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
City parks	43%	62%	72%	66%	62%
Recreation programs or classes	41%	59%	47%	74%	58%
Recreation centers or facilities	37%	58%	35%	72%	53%
Health services	66%	60%	47%	63%	58%

Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Public library services	82%	73%	81%	81%	80%
City-sponsored special events	32%	38%	33%	46%	38%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Public information services	39%	55%	40%	50%	46%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Sense of community	20%	54%	27%	28%	31%
Recommend living in Lakewood to someone who asks	46%	85%	63%	81%	69%
Remain in Lakewood for the next five years	62%	85%	77%	74%	74%
Contacted the City of Lakewood (in-person, phone, email or web) for help or information	26%	29%	49%	28%	33%

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Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Was NOT the victim of a crime	77%	70%	73%	83%	77%
Did NOT report a crime	51%	61%	57%	70%	61%
Stocked supplies in preparation for an emergency	37%	59%	61%	59%	54%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Walked or biked instead of driving	55%	61%	42%	45%	49%
Carpooled with other adults or children instead of driving alone	36%	54%	34%	35%	38%
Used bus, rail or other public transportation instead of driving	39%	41%	28%	21%	30%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Recycle at home	69%	84%	92%	87%	83%
Made efforts to make your home more energy efficient	57%	80%	86%	86%	78%
Made efforts to conserve water	64%	91%	90%	74%	79%

Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
NOT under housing cost stress	36%	42%	76%	58%	55%
Did NOT observe a code violation	42%	50%	33%	48%	43%

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Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Purchase goods or services from a business located in Lakewood	100%	99%	98%	100%	99%
Economy will have positive impact on income	8%	32%	35%	27%	25%
Work in Lakewood	23%	41%	26%	37%	32%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Visited a neighborhood park or City park	66%	87%	91%	80%	81%
Eat at least 5 portions of fruits and vegetables a day	57%	87%	86%	84%	78%
Participate in moderate or vigorous physical activity	60%	86%	85%	78%	77%
Reported being in "very good" or "excellent" health	36%	54%	52%	53%	49%
Used Lakewood Senior Center or its services	8%	17%	6%	7%	9%

Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Used Lakewood public libraries or their services	73%	74%	63%	64%	67%
Participated in religious or spiritual activities in Lakewood	37%	31%	30%	44%	37%
Attended a City-sponsored event	17%	58%	42%	42%	39%

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Table 27: Participation - Community Engagement

	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)					
Campaigned or advocated for an issue, cause or candidate	24%	22%	26%	17%	22%
Contacted Lakewood elected officials (in-person, phone, email or web) to express your opinion	27%	11%	31%	10%	20%
Volunteered your time to some group/activity in Lakewood	10%	20%	21%	30%	21%
Participated in a club	20%	34%	18%	16%	20%
Talked to or visited with your immediate neighbors	81%	89%	98%	77%	86%
Done a favor for a neighbor	83%	78%	87%	65%	77%
Attended a local public meeting	9%	22%	13%	14%	14%
Watched (online or on television) a local public meeting	20%	30%	26%	17%	22%
Read or watch local news (via television, paper, computer, etc.)	74%	94%	88%	72%	80%
Vote in local elections	81%	86%	96%	74%	83%

Table 28: Community Focus Areas

	Police Districts				Overall
	Police Districts 1 & 2	Police Districts 3 & 4	Police Districts 5	Police Districts 6	
Percent rating positively (e.g., essential/very important)					
Overall feeling of safety in Lakewood	85%	96%	98%	90%	92%
Overall ease of getting to the places you usually have to visit	79%	85%	77%	81%	80%
Quality of overall natural environment in Lakewood	68%	74%	81%	72%	74%
Overall "built environment" of Lakewood (including overall design, buildings, parks and transportation systems)	49%	71%	76%	74%	68%
Health and wellness opportunities in Lakewood	76%	79%	61%	82%	75%
Overall opportunities for education and enrichment	76%	84%	64%	86%	78%
Overall economic health of Lakewood	77%	81%	94%	94%	88%
Sense of community	69%	92%	73%	88%	80%

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Lakewood, WA

Technical Appendices  
DRAFT  
2015



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# Appendix A: Complete Survey Responses

## Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Lakewood:	Excellent		Good		Fair		Poor		Total	
Lakewood as a place to live	14%	N=33	46%	N=109	34%	N=80	6%	N=13	100%	N=235
Your neighborhood as a place to live	22%	N=52	32%	N=77	30%	N=72	16%	N=37	100%	N=238
Lakewood as a place to raise children	14%	N=28	30%	N=58	35%	N=68	21%	N=41	100%	N=195
Lakewood as a place to work	9%	N=17	37%	N=66	33%	N=59	21%	N=38	100%	N=180
Lakewood as a place to visit	11%	N=22	30%	N=62	36%	N=75	24%	N=50	100%	N=210
Lakewood as a place to retire	22%	N=44	25%	N=49	33%	N=66	20%	N=40	100%	N=200
The overall quality of life in Lakewood	18%	N=40	30%	N=69	42%	N=95	10%	N=23	100%	N=227

Table 2: Question 2

Please rate each of the following characteristics as they relate to Lakewood as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Lakewood	9%	N=23	31%	N=75	38%	N=89	22%	N=51	100%	N=238
Overall ease of getting to the places you usually have to visit	16%	N=37	43%	N=101	36%	N=85	6%	N=14	100%	N=238
Quality of overall natural environment in Lakewood	20%	N=47	42%	N=100	34%	N=79	4%	N=9	100%	N=235
Overall "built environment" of Lakewood (including overall design, buildings, parks and transportation systems)	12%	N=27	35%	N=82	38%	N=90	16%	N=37	100%	N=236
Health and wellness opportunities in Lakewood	13%	N=31	47%	N=109	29%	N=67	11%	N=26	100%	N=233
Overall opportunities for education and enrichment	14%	N=31	36%	N=79	36%	N=78	13%	N=28	100%	N=217
Overall economic health of Lakewood	11%	N=22	25%	N=53	50%	N=104	14%	N=29	100%	N=208
Sense of community	6%	N=13	25%	N=55	41%	N=91	28%	N=62	100%	N=220
Overall image or reputation of Lakewood	4%	N=10	26%	N=61	35%	N=83	34%	N=80	100%	N=233

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Lakewood to someone who asks	24%	N=56	45%	N=104	15%	N=34	16%	N=38	100%	N=231
Remain in Lakewood for the next five years	48%	N=107	26%	N=59	10%	N=23	16%	N=35	100%	N=224

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	41%	N=97	35%	N=83	12%	N=27	11%	N=25	2%	N=4	100%	N=236
In Lakewood's main business areas during the day	34%	N=79	44%	N=103	11%	N=25	10%	N=23	1%	N=2	100%	N=233
In your neighborhood after dark	17%	N=40	37%	N=87	12%	N=29	17%	N=41	16%	N=38	100%	N=234
In Lakewood's main business areas after dark	11%	N=23	28%	N=61	26%	N=57	21%	N=46	15%	N=33	100%	N=220

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Lakewood as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	10%	N=23	31%	N=74	44%	N=103	15%	N=35	100%	N=235
Ease of public parking	16%	N=37	49%	N=112	24%	N=56	10%	N=24	100%	N=228
Ease of travel by car in Lakewood	12%	N=29	48%	N=109	33%	N=75	7%	N=17	100%	N=229
Ease of travel by public transportation in Lakewood	13%	N=20	30%	N=46	41%	N=63	16%	N=25	100%	N=154
Ease of travel by bicycle in Lakewood	8%	N=11	30%	N=42	39%	N=55	24%	N=34	100%	N=143
Ease of walking in Lakewood	11%	N=22	28%	N=57	42%	N=85	20%	N=41	100%	N=205
Availability of paths and walking trails	11%	N=22	31%	N=61	34%	N=65	24%	N=45	100%	N=193
Air quality	18%	N=40	42%	N=93	35%	N=78	6%	N=13	100%	N=224
Cleanliness of Lakewood	14%	N=33	31%	N=72	41%	N=97	14%	N=34	100%	N=235
Overall appearance of Lakewood	10%	N=24	34%	N=80	48%	N=113	8%	N=18	100%	N=234
Public places where people want to spend time	15%	N=33	32%	N=71	44%	N=99	9%	N=20	100%	N=223
Variety of housing options	11%	N=22	39%	N=81	32%	N=66	18%	N=36	100%	N=206
Availability of affordable quality housing	6%	N=12	33%	N=67	36%	N=73	25%	N=51	100%	N=204
Fitness opportunities (including exercise classes and paths or trails, etc.)	18%	N=38	36%	N=76	34%	N=72	12%	N=25	100%	N=211
Recreational opportunities	15%	N=33	33%	N=71	42%	N=90	10%	N=21	100%	N=215
Availability of affordable quality food	11%	N=25	47%	N=109	26%	N=61	16%	N=38	100%	N=232
Availability of affordable quality health care	6%	N=14	52%	N=117	32%	N=71	10%	N=22	100%	N=225
Availability of preventive health services	12%	N=24	48%	N=98	26%	N=54	14%	N=29	100%	N=203
Availability of affordable quality mental health care	11%	N=18	38%	N=62	31%	N=50	20%	N=32	100%	N=163

Table 6: Question 6

Please rate each of the following characteristics as they relate to Lakewood as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	8%	N=7	30%	N=26	39%	N=34	24%	N=21	100%	N=89
K-12 education	9%	N=12	38%	N=49	31%	N=39	22%	N=28	100%	N=128
Adult educational opportunities	11%	N=19	40%	N=69	35%	N=60	14%	N=23	100%	N=171
Opportunities to attend cultural/arts/music activities	5%	N=9	23%	N=43	42%	N=77	30%	N=56	100%	N=184
Opportunities to participate in religious or spiritual events and activities	13%	N=24	51%	N=95	28%	N=52	8%	N=15	100%	N=186
Employment opportunities	5%	N=8	25%	N=43	35%	N=59	35%	N=59	100%	N=168
Shopping opportunities	15%	N=33	45%	N=103	31%	N=72	9%	N=21	100%	N=229
Cost of living in Lakewood	4%	N=10	33%	N=77	44%	N=102	18%	N=42	100%	N=230
Overall quality of business and service establishments in Lakewood	5%	N=11	36%	N=81	50%	N=113	10%	N=22	100%	N=227
Vibrant downtown/commercial area	5%	N=11	30%	N=66	46%	N=100	19%	N=41	100%	N=217
Overall quality of new development in Lakewood	6%	N=10	35%	N=65	36%	N=67	23%	N=43	100%	N=185
Opportunities to participate in social events and activities	6%	N=12	29%	N=55	41%	N=77	23%	N=43	100%	N=187
Opportunities to volunteer	10%	N=18	40%	N=67	41%	N=69	9%	N=16	100%	N=169
Opportunities to participate in community matters	8%	N=14	37%	N=64	40%	N=69	14%	N=25	100%	N=171
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=32	33%	N=67	35%	N=70	16%	N=32	100%	N=202
Neighborliness of residents in Lakewood	6%	N=14	28%	N=61	40%	N=89	26%	N=57	100%	N=220

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	21%	N=51	79%	N=187	100%	N=237
Made efforts to make your home more energy efficient	22%	N=51	78%	N=186	100%	N=237
Observed a code violation or other hazard in Lakewood	43%	N=101	57%	N=135	100%	N=236
Household member was a victim of a crime in Lakewood	77%	N=181	23%	N=55	100%	N=237
Reported a crime to the police in Lakewood	61%	N=141	39%	N=92	100%	N=233
Stocked supplies in preparation for an emergency	46%	N=108	54%	N=129	100%	N=237
Campaigned or advocated for an issue, cause or candidate	78%	N=183	22%	N=51	100%	N=235
Contacted the City of Lakewood (in-person, phone, email or web) for help or information	67%	N=158	33%	N=79	100%	N=237
Contacted Lakewood elected officials (in-person, phone, email or web) to express your opinion	80%	N=190	20%	N=46	100%	N=236

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lakewood?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	16%	N=38	25%	N=60	39%	N=94	19%	N=46	100%	N=238
Used Lakewood public libraries or their services	9%	N=22	29%	N=68	29%	N=70	33%	N=78	100%	N=237
Participated in religious or spiritual activities in Lakewood	8%	N=19	15%	N=34	14%	N=33	63%	N=150	100%	N=236
Attended a City-sponsored event	2%	N=5	6%	N=15	30%	N=73	61%	N=146	100%	N=238
Used bus, rail or other public transportation instead of driving	8%	N=19	15%	N=35	8%	N=18	70%	N=165	100%	N=237
Carpooled with other adults or children instead of driving alone	14%	N=32	10%	N=24	14%	N=33	62%	N=145	100%	N=235
Walked or biked instead of driving	14%	N=33	11%	N=26	24%	N=55	51%	N=118	100%	N=232
Volunteered your time to some group/activity in Lakewood	4%	N=9	7%	N=15	11%	N=26	79%	N=182	100%	N=232
Participated in a club	5%	N=11	10%	N=22	6%	N=13	80%	N=185	100%	N=232
Talked to or visited with your immediate neighbors	35%	N=79	30%	N=69	20%	N=46	14%	N=33	100%	N=227
Done a favor for a neighbor	20%	N=47	29%	N=68	29%	N=68	23%	N=54	100%	N=236
Used Lakewood Senior Center or its services	2%	N=5	1%	N=2	6%	N=13	91%	N=216	100%	N=236

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Council members, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=0	1%	N=1	13%	N=31	86%	N=200	100%	N=233
Watched (online or on television) a local public meeting	2%	N=4	4%	N=9	17%	N=39	78%	N=180	100%	N=232

Table 10: Question 10

Please rate the quality of each of the following services in Lakewood:	Excellent		Good		Fair		Poor		Total	
Police services	28%	N=61	38%	N=82	20%	N=43	14%	N=29	100%	N=215
Fire services	48%	N=97	38%	N=77	12%	N=25	1%	N=2	100%	N=200
Ambulance or emergency medical services	47%	N=91	39%	N=76	13%	N=24	1%	N=2	100%	N=192
Crime prevention	9%	N=17	27%	N=50	41%	N=77	23%	N=43	100%	N=187
Fire prevention and education	16%	N=26	41%	N=66	32%	N=52	11%	N=18	100%	N=161
Traffic enforcement	15%	N=31	37%	N=74	34%	N=68	13%	N=26	100%	N=198

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Please rate the quality of each of the following services in Lakewood:	Excellent		Good		Fair		Poor		Total	
Street repair	6%	N=14	26%	N=55	41%	N=89	26%	N=57	100%	N=215
Street cleaning	12%	N=26	32%	N=70	35%	N=75	21%	N=46	100%	N=217
Street lighting	14%	N=32	30%	N=68	27%	N=61	29%	N=66	100%	N=227
Snow and ice response	14%	N=24	38%	N=64	30%	N=51	17%	N=29	100%	N=168
Sidewalk maintenance	9%	N=18	31%	N=65	39%	N=82	21%	N=45	100%	N=209
Traffic signal timing	8%	N=19	37%	N=85	30%	N=68	25%	N=56	100%	N=227
Bus or transit services	17%	N=26	45%	N=69	31%	N=47	7%	N=11	100%	N=153
Garbage collection	30%	N=68	46%	N=104	21%	N=48	2%	N=5	100%	N=226
Recycling	25%	N=54	42%	N=88	28%	N=60	4%	N=9	100%	N=211
Yard waste pick-up	27%	N=50	47%	N=87	19%	N=35	6%	N=12	100%	N=184
Storm drainage	13%	N=26	32%	N=62	33%	N=65	21%	N=41	100%	N=193
Drinking water	33%	N=73	37%	N=84	18%	N=42	12%	N=26	100%	N=225
Sewer services	20%	N=41	52%	N=107	25%	N=53	3%	N=7	100%	N=207
Power (electric and/or gas) utility	23%	N=53	47%	N=109	24%	N=56	6%	N=15	100%	N=233
Utility billing	16%	N=36	41%	N=91	32%	N=71	11%	N=25	100%	N=223
City parks	19%	N=39	44%	N=90	33%	N=68	5%	N=9	100%	N=206
Recreation programs or classes	16%	N=22	42%	N=59	32%	N=44	10%	N=14	100%	N=140
Recreation centers or facilities	12%	N=18	41%	N=62	37%	N=57	10%	N=15	100%	N=152
Land use, planning and zoning	11%	N=17	27%	N=41	35%	N=54	28%	N=43	100%	N=155
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=6	22%	N=39	36%	N=62	39%	N=68	100%	N=174
Animal control	15%	N=24	36%	N=59	37%	N=61	12%	N=20	100%	N=164
Economic development	8%	N=12	35%	N=54	35%	N=54	22%	N=34	100%	N=153
Health services	13%	N=26	45%	N=92	36%	N=73	5%	N=11	100%	N=203
Public library services	35%	N=71	45%	N=92	19%	N=38	2%	N=3	100%	N=204
Public information services	13%	N=22	33%	N=58	46%	N=80	8%	N=14	100%	N=174
Cable television	11%	N=21	28%	N=54	35%	N=68	27%	N=52	100%	N=195
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	N=21	28%	N=36	35%	N=44	21%	N=26	100%	N=127
Preservation of natural areas such as open space, farmlands and greenbelts	14%	N=22	34%	N=55	35%	N=56	17%	N=27	100%	N=161
Lakewood open space	10%	N=18	31%	N=56	39%	N=72	20%	N=36	100%	N=182
City-sponsored special events	9%	N=15	29%	N=47	44%	N=73	18%	N=29	100%	N=164
Overall customer service by Lakewood employees (police, receptionists, planners, etc.)	17%	N=34	33%	N=66	35%	N=69	15%	N=29	100%	N=198

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Lakewood	13%	N=28	38%	N=78	40%	N=82	9%	N=19	100%	N=207
Pierce County Government	6%	N=13	37%	N=74	44%	N=88	13%	N=27	100%	N=202
The State Government	5%	N=10	24%	N=49	52%	N=105	18%	N=37	100%	N=201
The Federal Government	6%	N=12	21%	N=42	45%	N=91	29%	N=58	100%	N=203

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Table 12: Question 12

Please rate the following categories of Lakewood government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Lakewood	4%	N=8	33%	N=64	36%	N=71	27%	N=53	100%	N=196
The overall direction that Lakewood is taking	8%	N=16	35%	N=71	33%	N=69	24%	N=49	100%	N=205
The job Lakewood government does at welcoming citizen involvement	11%	N=19	24%	N=40	36%	N=60	29%	N=49	100%	N=168
Overall confidence in Lakewood government	6%	N=13	30%	N=61	37%	N=76	26%	N=52	100%	N=202
Generally acting in the best interest of the community	6%	N=12	36%	N=72	35%	N=72	23%	N=47	100%	N=202
Being honest	5%	N=10	30%	N=53	43%	N=76	22%	N=39	100%	N=178
Treating all residents fairly	6%	N=10	28%	N=51	44%	N=81	23%	N=42	100%	N=184

Table 13: Question 13

Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Lakewood	55%	N=131	37%	N=88	6%	N=14	2%	N=6	100%	N=239
Overall ease of getting to the places you usually have to visit	28%	N=68	51%	N=123	17%	N=42	3%	N=7	100%	N=239
Quality of overall natural environment in Lakewood	27%	N=63	47%	N=110	22%	N=51	4%	N=10	100%	N=235
Overall "built environment" of Lakewood (including overall design, buildings, parks and transportation systems)	22%	N=52	46%	N=110	24%	N=57	8%	N=18	100%	N=237
Health and wellness opportunities in Lakewood	32%	N=76	43%	N=102	17%	N=42	8%	N=19	100%	N=238
Overall opportunities for education and enrichment	42%	N=98	36%	N=85	15%	N=35	7%	N=17	100%	N=235
Overall economic health of Lakewood	52%	N=124	36%	N=85	9%	N=22	3%	N=7	100%	N=238
Sense of community	37%	N=86	44%	N=103	17%	N=40	2%	N=6	100%	N=235

Table 14: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	11%	N=24	6%	N=14	9%	N=21	19%	N=44	55%	N=125	100%	N=228
Purchase goods or services from a business located in Lakewood	0%	N=1	0%	N=1	20%	N=47	44%	N=101	35%	N=80	100%	N=229
Eat at least 5 portions of fruits and vegetables a day	3%	N=8	18%	N=42	27%	N=62	29%	N=67	22%	N=50	100%	N=228
Participate in moderate or vigorous physical activity	8%	N=18	15%	N=34	32%	N=72	25%	N=57	20%	N=45	100%	N=226
Read or watch local news (via television, paper, computer, etc.)	8%	N=19	12%	N=26	14%	N=32	30%	N=68	36%	N=83	100%	N=228
Vote in local elections	15%	N=35	2%	N=4	8%	N=17	20%	N=46	55%	N=126	100%	N=228

Table 15: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=41
Very good	31%	N=71
Good	27%	N=63
Fair	18%	N=41
Poor	6%	N=13
Total	100%	N=229

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Table 16: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	9%	N=20
Somewhat positive	16%	N=37
Neutral	59%	N=135
Somewhat negative	11%	N=25
Very negative	5%	N=11
Total	100%	N=229

Table 17: Question D4

What is your employment status?	Percent	Number
Working full time for pay	43%	N=98
Working part time for pay	7%	N=15
Unemployed, looking for paid work	13%	N=29
Unemployed, not looking for paid work	8%	N=19
Fully retired	29%	N=67
Total	100%	N=228

Table 18: Question D5

Do you work inside the boundaries of Lakewood?	Percent	Number
Yes, outside the home	25%	N=55
Yes, from home	6%	N=14
No	68%	N=150
Total	100%	N=219

Table 19: Question D6

How many years have you lived in Lakewood?	Percent	Number
Less than 2 years	20%	N=47
2 to 5 years	16%	N=37
6 to 10 years	14%	N=33
11 to 20 years	18%	N=42
More than 20 years	31%	N=71
Total	100%	N=229

Table 20: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	51%	N=115
Building with two or more homes (duplex, townhome, apartment or condominium)	45%	N=103
Mobile home	1%	N=3
Other	2%	N=5
Total	100%	N=226

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Table 21: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	51%	N=116
Owned	49%	N=110
Total	100%	N=226

Table 22: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	4%	N=10
\$300 to \$599 per month	17%	N=39
\$600 to \$999 per month	28%	N=63
\$1,000 to \$1,499 per month	23%	N=52
\$1,500 to \$2,499 per month	22%	N=50
\$2,500 or more per month	5%	N=12
Total	100%	N=227

Table 23: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=172
Yes	25%	N=56
Total	100%	N=228

Table 24: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=167
Yes	27%	N=62
Total	100%	N=229

Table 25: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	31%	N=70
\$25,000 to \$49,999	26%	N=58
\$50,000 to \$99,999	20%	N=44
\$100,000 to \$149,999	18%	N=40
\$150,000 or more	6%	N=13
Total	100%	N=225

Table 26: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	90%	N=199
Yes, I consider myself to be Spanish, Hispanic or Latino	10%	N=22
Total	100%	N=221

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Table 27: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	6%	N=14
Asian, Asian Indian or Pacific Islander	11%	N=26
Black or African American	13%	N=30
White	67%	N=153
Other	7%	N=17

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

Table 28: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=12
25 to 34 years	27%	N=61
35 to 44 years	13%	N=30
45 to 54 years	18%	N=42
55 to 64 years	15%	N=35
65 to 74 years	10%	N=24
75 years or older	11%	N=25
Total	100%	N=228

Table 29: Question D16

What is your sex?	Percent	Number
Female	54%	N=123
Male	46%	N=104
Total	100%	N=226

Table 30: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	67%	N=154
Land line	19%	N=44
Both	14%	N=31
Total	100%	N=229

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 31: Question 1

Please rate each of the following aspects of quality of life in Lakewood:	Excellent		Good		Fair		Poor		Don't know		Total	
Lakewood as a place to live	14%	N=33	46%	N=109	33%	N=80	5%	N=13	2%	N=5	100%	N=240
Your neighborhood as a place to live	21%	N=52	32%	N=77	30%	N=72	15%	N=37	2%	N=5	100%	N=243
Lakewood as a place to raise children	12%	N=28	24%	N=58	28%	N=68	17%	N=41	18%	N=44	100%	N=239
Lakewood as a place to work	7%	N=17	28%	N=66	25%	N=59	16%	N=38	23%	N=54	100%	N=234
Lakewood as a place to visit	10%	N=22	27%	N=62	33%	N=75	22%	N=50	8%	N=18	100%	N=228
Lakewood as a place to retire	19%	N=44	21%	N=49	28%	N=66	17%	N=40	14%	N=33	100%	N=233
The overall quality of life in Lakewood	17%	N=40	29%	N=69	40%	N=95	10%	N=23	4%	N=10	100%	N=237

Table 32: Question 2

Please rate each of the following characteristics as they relate to Lakewood as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Lakewood	9%	N=23	31%	N=75	38%	N=89	22%	N=51	0%	N=0	100%	N=238
Overall ease of getting to the places you usually have to visit	16%	N=37	43%	N=101	36%	N=85	6%	N=14	0%	N=0	100%	N=238
Quality of overall natural environment in Lakewood	20%	N=47	42%	N=100	33%	N=79	4%	N=9	1%	N=3	100%	N=238
Overall "built environment" of Lakewood (including overall design, buildings, parks and transportation systems)	11%	N=27	34%	N=82	38%	N=90	16%	N=37	1%	N=2	100%	N=238
Health and wellness opportunities in Lakewood	13%	N=31	46%	N=109	28%	N=67	11%	N=26	2%	N=5	100%	N=238
Overall opportunities for education and enrichment	13%	N=31	33%	N=79	33%	N=78	12%	N=28	8%	N=19	100%	N=236
Overall economic health of Lakewood	10%	N=22	23%	N=53	45%	N=104	13%	N=29	10%	N=23	100%	N=231
Sense of community	5%	N=13	23%	N=55	39%	N=91	26%	N=62	7%	N=15	100%	N=235
Overall image or reputation of Lakewood	4%	N=10	25%	N=61	35%	N=83	34%	N=80	2%	N=5	100%	N=238

Table 33: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Lakewood to someone who asks	24%	N=56	44%	N=104	14%	N=34	16%	N=38	1%	N=3	100%	N=234
Remain in Lakewood for the next five years	45%	N=107	25%	N=59	10%	N=23	15%	N=35	6%	N=15	100%	N=238

Table 34: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	41%	N=97	35%	N=83	12%	N=27	11%	N=25	2%	N=4	1%	N=1	100%	N=238
In Lakewood's main business areas during the day	33%	N=79	43%	N=103	11%	N=25	10%	N=23	1%	N=2	2%	N=5	100%	N=238
In your neighborhood after dark	17%	N=40	37%	N=87	12%	N=29	17%	N=41	16%	N=38	2%	N=4	100%	N=238
In Lakewood's main business areas after dark	10%	N=23	26%	N=61	24%	N=57	20%	N=46	14%	N=33	7%	N=17	100%	N=236

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Table 35: Question 5

Please rate each of the following characteristics as they relate to Lakewood as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	10%	N=23	31%	N=74	43%	N=103	15%	N=35	1%	N=3	100%	N=238
Ease of public parking	15%	N=37	47%	N=112	23%	N=56	10%	N=24	4%	N=10	100%	N=238
Ease of travel by car in Lakewood	12%	N=29	46%	N=109	31%	N=75	7%	N=17	4%	N=10	100%	N=239
Ease of travel by public transportation in Lakewood	8%	N=20	19%	N=46	26%	N=63	11%	N=25	35%	N=83	100%	N=237
Ease of travel by bicycle in Lakewood	5%	N=11	18%	N=42	23%	N=55	14%	N=34	40%	N=93	100%	N=236
Ease of walking in Lakewood	9%	N=22	24%	N=57	36%	N=85	18%	N=41	13%	N=31	100%	N=236
Availability of paths and walking trails	9%	N=22	25%	N=61	27%	N=65	19%	N=45	19%	N=46	100%	N=238
Air quality	17%	N=40	39%	N=93	33%	N=78	5%	N=13	6%	N=13	100%	N=237
Cleanliness of Lakewood	14%	N=33	30%	N=72	41%	N=97	14%	N=34	1%	N=3	100%	N=238
Overall appearance of Lakewood	10%	N=24	34%	N=80	47%	N=113	8%	N=18	1%	N=3	100%	N=238
Public places where people want to spend time	14%	N=33	30%	N=71	41%	N=99	9%	N=20	6%	N=15	100%	N=238
Variety of housing options	9%	N=22	34%	N=81	28%	N=66	15%	N=36	13%	N=31	100%	N=237
Availability of affordable quality housing	5%	N=12	28%	N=67	31%	N=73	22%	N=51	14%	N=33	100%	N=237
Fitness opportunities (including exercise classes and paths or trails, etc.)	16%	N=38	32%	N=76	30%	N=72	10%	N=25	11%	N=27	100%	N=238
Recreational opportunities	14%	N=33	30%	N=71	38%	N=90	9%	N=21	10%	N=23	100%	N=238
Availability of affordable quality food	10%	N=25	46%	N=109	26%	N=61	16%	N=38	2%	N=5	100%	N=237
Availability of affordable quality health care	6%	N=14	49%	N=117	30%	N=71	9%	N=22	6%	N=14	100%	N=238
Availability of preventive health services	10%	N=24	41%	N=98	23%	N=54	12%	N=29	14%	N=34	100%	N=238
Availability of affordable quality mental health care	8%	N=18	26%	N=62	21%	N=50	13%	N=32	32%	N=76	100%	N=239

Table 36: Question 6

Please rate each of the following characteristics as they relate to Lakewood as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	3%	N=7	11%	N=26	15%	N=34	9%	N=21	62%	N=147	100%	N=236
K-12 education	5%	N=12	21%	N=49	17%	N=39	12%	N=28	45%	N=105	100%	N=234
Adult educational opportunities	8%	N=19	30%	N=69	26%	N=60	10%	N=23	27%	N=62	100%	N=233
Opportunities to attend cultural/arts/music activities	4%	N=9	18%	N=43	33%	N=77	24%	N=56	22%	N=51	100%	N=235
Opportunities to participate in religious or spiritual events and activities	10%	N=24	40%	N=95	22%	N=52	6%	N=15	22%	N=51	100%	N=237
Employment opportunities	3%	N=8	18%	N=43	25%	N=59	25%	N=59	29%	N=68	100%	N=237
Shopping opportunities	14%	N=33	44%	N=103	31%	N=72	9%	N=21	1%	N=3	100%	N=232
Cost of living in Lakewood	4%	N=10	33%	N=77	43%	N=102	18%	N=42	2%	N=4	100%	N=234
Overall quality of business and service establishments in Lakewood	5%	N=11	34%	N=81	48%	N=113	9%	N=22	4%	N=10	100%	N=236
Vibrant downtown/commercial area	5%	N=11	28%	N=66	42%	N=100	17%	N=41	8%	N=20	100%	N=237
Overall quality of new development in Lakewood	4%	N=10	28%	N=65	29%	N=67	19%	N=43	21%	N=49	100%	N=234
Opportunities to participate in social events and activities	5%	N=12	24%	N=55	34%	N=77	19%	N=43	19%	N=43	100%	N=230
Opportunities to volunteer	7%	N=18	28%	N=67	29%	N=69	7%	N=16	28%	N=67	100%	N=237
Opportunities to participate in community matters	6%	N=14	27%	N=64	29%	N=69	11%	N=25	27%	N=62	100%	N=233
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=32	29%	N=67	30%	N=70	14%	N=32	14%	N=33	100%	N=234
Neighborliness of residents in Lakewood	6%	N=14	26%	N=61	38%	N=89	24%	N=57	6%	N=14	100%	N=234

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Table 37: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	21%	N=51	79%	N=187	100%	N=237
Made efforts to make your home more energy efficient	22%	N=51	78%	N=186	100%	N=237
Observed a code violation or other hazard in Lakewood	43%	N=101	57%	N=135	100%	N=236
Household member was a victim of a crime in Lakewood	77%	N=181	23%	N=55	100%	N=237
Reported a crime to the police in Lakewood	61%	N=141	39%	N=92	100%	N=233
Stocked supplies in preparation for an emergency	46%	N=108	54%	N=129	100%	N=237
Campaigned or advocated for an issue, cause or candidate	78%	N=183	22%	N=51	100%	N=235
Contacted the City of Lakewood (in-person, phone, email or web) for help or information	67%	N=158	33%	N=79	100%	N=237
Contacted Lakewood elected officials (in-person, phone, email or web) to express your opinion	80%	N=190	20%	N=46	100%	N=236

Table 38: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lakewood?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	16%	N=38	25%	N=60	39%	N=94	19%	N=46	100%	N=238
Used Lakewood public libraries or their services	9%	N=22	29%	N=68	29%	N=70	33%	N=78	100%	N=237
Participated in religious or spiritual activities in Lakewood	8%	N=19	15%	N=34	14%	N=33	63%	N=150	100%	N=236
Attended a City-sponsored event	2%	N=5	6%	N=15	30%	N=73	61%	N=146	100%	N=238
Used bus, rail or other public transportation instead of driving	8%	N=19	15%	N=35	8%	N=18	70%	N=165	100%	N=237
Carpooled with other adults or children instead of driving alone	14%	N=32	10%	N=24	14%	N=33	62%	N=145	100%	N=235
Walked or biked instead of driving	14%	N=33	11%	N=26	24%	N=55	51%	N=118	100%	N=232
Volunteered your time to some group/activity in Lakewood	4%	N=9	7%	N=15	11%	N=26	79%	N=182	100%	N=232
Participated in a club	5%	N=11	10%	N=22	6%	N=13	80%	N=185	100%	N=232
Talked to or visited with your immediate neighbors	35%	N=79	30%	N=69	20%	N=46	14%	N=33	100%	N=227
Done a favor for a neighbor	20%	N=47	29%	N=68	29%	N=68	23%	N=54	100%	N=236
Used Lakewood Senior Center or its services	2%	N=5	1%	N=2	6%	N=13	91%	N=216	100%	N=236

Table 39: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Council members, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=0	1%	N=1	13%	N=31	86%	N=200	100%	N=233
Watched (online or on television) a local public meeting	2%	N=4	4%	N=9	17%	N=39	78%	N=180	100%	N=232

Table 40: Question 10

Please rate the quality of each of the following services in Lakewood:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	26%	N=61	34%	N=82	18%	N=43	12%	N=29	10%	N=25	100%	N=239
Fire services	40%	N=97	32%	N=77	10%	N=25	1%	N=2	16%	N=39	100%	N=239
Ambulance or emergency medical services	38%	N=91	32%	N=76	10%	N=24	1%	N=2	19%	N=44	100%	N=237
Crime prevention	7%	N=17	21%	N=50	32%	N=77	18%	N=43	22%	N=52	100%	N=239
Fire prevention and education	11%	N=26	28%	N=66	22%	N=52	8%	N=18	31%	N=72	100%	N=233
Traffic enforcement	13%	N=31	31%	N=74	28%	N=68	11%	N=26	16%	N=39	100%	N=237

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Please rate the quality of each of the following services in Lakewood:	Excellent		Good		Fair		Poor		Don't know		Total	
Street repair	6%	N=14	23%	N=55	37%	N=89	24%	N=57	10%	N=24	100%	N=239
Street cleaning	11%	N=26	29%	N=70	32%	N=75	19%	N=46	9%	N=21	100%	N=238
Street lighting	13%	N=32	29%	N=68	26%	N=61	28%	N=66	4%	N=9	100%	N=235
Snow and ice response	10%	N=24	27%	N=64	22%	N=51	12%	N=29	28%	N=66	100%	N=234
Sidewalk maintenance	8%	N=18	27%	N=65	34%	N=82	19%	N=45	12%	N=29	100%	N=238
Traffic signal timing	8%	N=19	36%	N=85	29%	N=68	23%	N=56	5%	N=11	100%	N=238
Bus or transit services	11%	N=26	29%	N=69	20%	N=47	5%	N=11	35%	N=84	100%	N=237
Garbage collection	29%	N=68	44%	N=104	21%	N=48	2%	N=5	4%	N=9	100%	N=235
Recycling	22%	N=54	37%	N=88	25%	N=60	4%	N=9	12%	N=28	100%	N=239
Yard waste pick-up	21%	N=50	36%	N=87	15%	N=35	5%	N=12	23%	N=55	100%	N=238
Storm drainage	11%	N=26	26%	N=62	27%	N=65	17%	N=41	19%	N=46	100%	N=239
Drinking water	31%	N=73	36%	N=84	18%	N=42	11%	N=26	5%	N=12	100%	N=237
Sewer services	17%	N=41	45%	N=107	22%	N=53	3%	N=7	13%	N=32	100%	N=239
Power (electric and/or gas) utility	22%	N=53	46%	N=109	24%	N=56	6%	N=15	2%	N=6	100%	N=238
Utility billing	15%	N=36	39%	N=91	30%	N=71	11%	N=25	5%	N=13	100%	N=236
City parks	16%	N=39	38%	N=90	29%	N=68	4%	N=9	14%	N=32	100%	N=238
Recreation programs or classes	9%	N=22	25%	N=59	19%	N=44	6%	N=14	41%	N=98	100%	N=238
Recreation centers or facilities	8%	N=18	27%	N=62	24%	N=57	6%	N=15	34%	N=80	100%	N=231
Land use, planning and zoning	7%	N=17	18%	N=41	23%	N=54	18%	N=43	34%	N=79	100%	N=234
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=6	16%	N=39	26%	N=62	29%	N=68	27%	N=63	100%	N=237
Animal control	10%	N=24	25%	N=59	26%	N=61	9%	N=20	31%	N=73	100%	N=237
Economic development	5%	N=12	23%	N=54	23%	N=54	14%	N=34	35%	N=81	100%	N=234
Health services	11%	N=26	39%	N=92	31%	N=73	5%	N=11	15%	N=36	100%	N=238
Public library services	30%	N=71	39%	N=92	16%	N=38	1%	N=3	14%	N=32	100%	N=236
Public information services	9%	N=22	25%	N=58	34%	N=80	6%	N=14	26%	N=62	100%	N=236
Cable television	9%	N=21	23%	N=54	29%	N=68	22%	N=52	18%	N=43	100%	N=238
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	9%	N=21	15%	N=36	18%	N=44	11%	N=26	47%	N=111	100%	N=237
Preservation of natural areas such as open space, farmlands and greenbelts	10%	N=22	24%	N=55	24%	N=56	12%	N=27	31%	N=72	100%	N=233
Lakewood open space	8%	N=18	24%	N=56	30%	N=72	15%	N=36	23%	N=55	100%	N=237
City-sponsored special events	6%	N=15	20%	N=47	31%	N=73	12%	N=29	31%	N=72	100%	N=236
Overall customer service by Lakewood employees (police, receptionists, planners, etc.)	15%	N=34	28%	N=66	30%	N=69	12%	N=29	15%	N=34	100%	N=233

Table 41: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Lakewood	12%	N=28	33%	N=78	34%	N=82	8%	N=19	13%	N=32	100%	N=239
Pierce County Government	5%	N=13	31%	N=74	37%	N=88	11%	N=27	16%	N=38	100%	N=239
The State Government	4%	N=10	21%	N=49	44%	N=105	15%	N=37	15%	N=37	100%	N=237
The Federal Government	5%	N=12	18%	N=42	38%	N=91	25%	N=58	15%	N=35	100%	N=237

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Table 42: Question 12

Please rate the following categories of Lakewood government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Lakewood	4%	N=8	27%	N=64	29%	N=71	22%	N=53	18%	N=43	100%	N=239
The overall direction that Lakewood is taking	7%	N=16	30%	N=71	29%	N=69	21%	N=49	14%	N=34	100%	N=239
The job Lakewood government does at welcoming citizen involvement	8%	N=19	17%	N=40	25%	N=60	21%	N=49	30%	N=71	100%	N=239
Overall confidence in Lakewood government	5%	N=13	26%	N=61	32%	N=76	22%	N=52	15%	N=36	100%	N=238
Generally acting in the best interest of the community	5%	N=12	30%	N=72	30%	N=72	20%	N=47	15%	N=36	100%	N=238
Being honest	4%	N=10	22%	N=53	32%	N=76	16%	N=39	25%	N=60	100%	N=239
Treating all residents fairly	4%	N=10	21%	N=51	34%	N=81	18%	N=42	23%	N=54	100%	N=238

Table 43: Question 13

Please rate how important, if at all, you think it is for the Lakewood community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Lakewood	55%	N=131	37%	N=88	6%	N=14	2%	N=6	100%	N=239
Overall ease of getting to the places you usually have to visit	28%	N=68	51%	N=123	17%	N=42	3%	N=7	100%	N=239
Quality of overall natural environment in Lakewood	27%	N=63	47%	N=110	22%	N=51	4%	N=10	100%	N=235
Overall "built environment" of Lakewood (including overall design, buildings, parks and transportation systems)	22%	N=52	46%	N=110	24%	N=57	8%	N=18	100%	N=237
Health and wellness opportunities in Lakewood	32%	N=76	43%	N=102	17%	N=42	8%	N=19	100%	N=238
Overall opportunities for education and enrichment	42%	N=98	36%	N=85	15%	N=35	7%	N=17	100%	N=235
Overall economic health of Lakewood	52%	N=124	36%	N=85	9%	N=22	3%	N=7	100%	N=238
Sense of community	37%	N=86	44%	N=103	17%	N=40	2%	N=6	100%	N=235

Table 44: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	11%	N=24	6%	N=14	9%	N=21	19%	N=44	55%	N=125	100%	N=228
Purchase goods or services from a business located in Lakewood	0%	N=1	0%	N=1	20%	N=47	44%	N=101	35%	N=80	100%	N=229
Eat at least 5 portions of fruits and vegetables a day	3%	N=8	18%	N=42	27%	N=62	29%	N=67	22%	N=50	100%	N=228
Participate in moderate or vigorous physical activity	8%	N=18	15%	N=34	32%	N=72	25%	N=57	20%	N=45	100%	N=226
Read or watch local news (via television, paper, computer, etc.)	8%	N=19	12%	N=26	14%	N=32	30%	N=68	36%	N=83	100%	N=228
Vote in local elections	15%	N=35	2%	N=4	8%	N=17	20%	N=46	55%	N=126	100%	N=228

Table 45: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=41
Very good	31%	N=71
Good	27%	N=63
Fair	18%	N=41
Poor	6%	N=13
Total	100%	N=229

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Table 46: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	9%	N=20
Somewhat positive	16%	N=37
Neutral	59%	N=135
Somewhat negative	11%	N=25
Very negative	5%	N=11
Total	100%	N=229

Table 47: Question D4

What is your employment status?	Percent	Number
Working full time for pay	43%	N=98
Working part time for pay	7%	N=15
Unemployed, looking for paid work	13%	N=29
Unemployed, not looking for paid work	8%	N=19
Fully retired	29%	N=67
Total	100%	N=228

Table 48: Question D5

Do you work inside the boundaries of Lakewood?	Percent	Number
Yes, outside the home	25%	N=55
Yes, from home	6%	N=14
No	68%	N=150
Total	100%	N=219

Table 49: Question D6

How many years have you lived in Lakewood?	Percent	Number
Less than 2 years	20%	N=47
2 to 5 years	16%	N=37
6 to 10 years	14%	N=33
11 to 20 years	18%	N=42
More than 20 years	31%	N=71
Total	100%	N=229

Table 50: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	51%	N=115
Building with two or more homes (duplex, townhome, apartment or condominium)	45%	N=103
Mobile home	1%	N=3
Other	2%	N=5
Total	100%	N=226

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Table 51: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	51%	N=116
Owned	49%	N=110
Total	100%	N=226

Table 52: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	4%	N=10
\$300 to \$599 per month	17%	N=39
\$600 to \$999 per month	28%	N=63
\$1,000 to \$1,499 per month	23%	N=52
\$1,500 to \$2,499 per month	22%	N=50
\$2,500 or more per month	5%	N=12
Total	100%	N=227

Table 53: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=172
Yes	25%	N=56
Total	100%	N=228

Table 54: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=167
Yes	27%	N=62
Total	100%	N=229

Table 55: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	31%	N=70
\$25,000 to \$49,999	26%	N=58
\$50,000 to \$99,999	20%	N=44
\$100,000 to \$149,999	18%	N=40
\$150,000 or more	6%	N=13
Total	100%	N=225

Table 56: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	90%	N=199
Yes, I consider myself to be Spanish, Hispanic or Latino	10%	N=22
Total	100%	N=221

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Table 57: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	6%	N=14
Asian, Asian Indian or Pacific Islander	11%	N=26
Black or African American	13%	N=30
White	67%	N=153
Other	7%	N=17

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

Table 58: Question D15

In which category is your age?	Percent	Number
18 to 24 years	5%	N=12
25 to 34 years	27%	N=61
35 to 44 years	13%	N=30
45 to 54 years	18%	N=42
55 to 64 years	15%	N=35
65 to 74 years	10%	N=24
75 years or older	11%	N=25
Total	100%	N=228

Table 59: Question D16

What is your sex?	Percent	Number
Female	54%	N=123
Male	46%	N=104
Total	100%	N=226

Table 60: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	67%	N=154
Land line	19%	N=44
Both	14%	N=31
Total	100%	N=229

## Appendix B: Benchmark Comparisons

### Comparison Data

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

### Interpreting the Results

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

In that final column, Lakewood’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Lakewood residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

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

## National Benchmark Comparisons

Table 61: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Lakewood	48%	374	399	Lower
Overall image or reputation of Lakewood	30%	285	298	Much lower
Lakewood as a place to live	60%	322	342	Lower
Your neighborhood as a place to live	54%	262	264	Lower
Lakewood as a place to raise children	44%	316	333	Much lower
Lakewood as a place to retire	47%	264	316	Lower
Overall appearance of Lakewood	44%	266	311	Lower

Table 62: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Lakewood	41%	218	230	Much lower	
	In your neighborhood during the day	76%	290	304	Lower	
	In Lakewood's main business areas during the day	78%	217	258	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	58%	126	146	Similar	
	Availability of paths and walking trails	43%	231	267	Lower	
	Ease of walking in Lakewood	38%	226	248	Lower	
	Ease of travel by bicycle in Lakewood	38%	194	252	Similar	
	Ease of travel by public transportation in Lakewood	43%	46	129	Similar	
	Ease of travel by car in Lakewood	60%	164	255	Similar	
	Ease of public parking	65%	43	121	Similar	
	Traffic flow on major streets	41%	186	300	Similar	
	Natural Environment	Quality of overall natural environment in Lakewood	62%	175	236	Similar
Cleanliness of Lakewood		45%	194	229	Lower	
Air quality		59%	169	212	Similar	
Built Environment	Overall "built environment" of Lakewood (including overall design, buildings, parks and transportation systems)	46%	112	140	Similar	
	Overall quality of new development in Lakewood	40%	219	244	Lower	
	Availability of affordable quality housing	39%	183	256	Similar	
	Variety of housing options	50%	176	235	Similar	
	Public places where people want to spend time	47%	98	133	Similar	
Economy	Overall economic health of Lakewood	36%	111	145	Lower	
	Vibrant downtown/commercial area	35%	78	130	Similar	
	Overall quality of business and service establishments in Lakewood	40%	199	229	Lower	
	Cost of living in Lakewood	38%	103	139	Similar	
	Shopping opportunities	59%	118	254	Similar	
	Employment opportunities	30%	186	268	Similar	
	Lakewood as a place to visit	40%	132	152	Lower	
	Lakewood as a place to work	46%	250	307	Lower	
	Recreation and Wellness	Health and wellness opportunities in Lakewood	60%	114	142	Similar
		Availability of affordable quality mental health care	49%	62	121	Similar
Availability of preventive health services		60%	132	193	Similar	
Availability of affordable quality health care		58%	136	217	Similar	
Availability of affordable quality food		57%	158	193	Similar	
Recreational opportunities		49%	198	260	Similar	
	Fitness opportunities (including exercise classes and paths or trails, etc.)	54%	110	136	Similar	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	51%	113	140	Lower
	Opportunities to participate in religious or spiritual events and activities	64%	165	173	Lower
	Opportunities to attend cultural/arts/music activities	28%	241	253	Lower
	Adult educational opportunities	51%	93	127	Similar
	K-12 education	47%	197	226	Lower
	Availability of affordable quality child care/preschool	37%	176	215	Similar
Community Engagement	Opportunities to participate in social events and activities	36%	207	216	Lower
	Neighborliness of Lakewood	34%	133	135	Lower
	Openness and acceptance of the community toward people of diverse backgrounds	49%	189	246	Similar
	Opportunities to participate in community matters	45%	211	229	Lower
	Opportunities to volunteer	50%	208	223	Lower

Table 63: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Lakewood	51%	335	387	Lower
Overall customer service by Lakewood employees (police, receptionists, planners, etc.)	51%	301	322	Lower
Value of services for the taxes paid to Lakewood	37%	318	348	Lower
Overall direction that Lakewood is taking	42%	247	279	Lower
Job Lakewood government does at welcoming citizen involvement	35%	234	266	Lower
Overall confidence in Lakewood government	37%	114	140	Similar
Generally acting in the best interest of the community	41%	114	140	Similar
Being honest	35%	118	136	Lower
Treating all residents fairly	33%	118	139	Lower
Services provided by the Federal Government	26%	188	207	Similar

Table 64: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police services	66%	319	384	Similar	
	Fire services	87%	164	311	Similar	
	Ambulance or emergency medical services	86%	137	300	Similar	
	Crime prevention	36%	295	308	Much lower	
	Fire prevention and education	57%	231	245	Lower	
	Animal control	50%	225	296	Similar	
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	45%	208	241	Similar	
	Mobility	Traffic enforcement	53%	266	328	Similar
		Street repair	32%	282	373	Similar
		Street cleaning	44%	234	277	Lower
Street lighting		44%	248	272	Lower	
Snow and ice response		53%	192	259	Similar	
Sidewalk maintenance		40%	216	276	Similar	
Traffic signal timing		45%	163	216	Similar	
Natural Environment	Bus or transit services	62%	51	185	Similar	
	Garbage collection	76%	237	309	Similar	
	Recycling	67%	240	315	Similar	
	Yard waste pick-up	74%	119	228	Similar	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Drinking water	70%	145	293	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	48%	173	219	Similar
	Lakewood open space	41%	119	132	Lower
	Storm drainage	45%	279	316	Lower
	Sewer services	71%	190	277	Similar
	Power (electric and/or gas) utility	69%	105	140	Similar
	Utility billing	57%	98	125	Similar
	Land use, planning and zoning	38%	208	256	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	26%	301	316	Lower
Built Environment	Cable television	39%	144	165	Similar
Economy	Economic development	43%	170	244	Similar
	City parks	62%	249	286	Lower
	Recreation programs or classes	58%	247	299	Similar
Recreation and Wellness	Recreation centers or facilities	53%	206	243	Lower
	Health services	58%	120	169	Similar
Education and Enrichment	City-sponsored special events	38%	141	149	Lower
	Public library services	80%	196	301	Similar
Community Engagement	Public information services	46%	214	248	Similar

Table 65: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	31%	257	263	Much lower
Recommend living in Lakewood to someone who asks	69%	213	237	Lower
Remain in Lakewood for the next five years	74%	210	232	Similar
Contacted Lakewood (in-person, phone, email or web) for help or information	33%	241	269	Lower

Table 66: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Stocked supplies in preparation for an emergency	54%	8	126	Higher
	Did NOT report a crime to the police	61%	132	136	Lower
Safety	Household member was NOT a victim of a crime	77%	221	229	Lower
	Used bus, rail, subway or other public transportation instead of driving	30%	40	113	Similar
	Carpooled with other adults or children instead of driving alone	38%	97	131	Similar
Mobility	Walked or biked instead of driving	49%	90	135	Similar
	Made efforts to conserve water	79%	85	127	Similar
	Made efforts to make your home more energy efficient	78%	56	127	Similar
Natural Environment	Recycle at home	83%	138	216	Similar
	Did NOT observe a code violation or other hazard in Lakewood	43%	98	128	Lower
Built Environment	NOT experiencing housing costs stress	55%	194	212	Lower
	Purchase goods or services from a business located in Lakewood	99%	7	132	Similar
Economy	Economy will have positive impact on income	25%	111	214	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Work inside boundaries of Lakewood	32%	87	132	Lower
	Visited a neighborhood park or City park	81%	152	232	Similar
	Eat at least 5 portions of fruits and vegetables a day	78%	105	129	Similar
	Participate in moderate or vigorous physical activity	77%	120	130	Similar
	In very good to excellent health	49%	126	131	Similar
Education and Enrichment	Used Lakewood public libraries or their services	67%	92	202	Similar
	Participated in religious or spiritual activities in Lakewood	37%	139	171	Lower
	Attended City-sponsored event	39%	117	133	Lower
Community Engagement	Campaigned or advocated for an issue, cause or candidate	22%	53	124	Similar
	Contacted Lakewood elected officials (in-person, phone, email or web) to express your opinion	20%	39	131	Similar
	Volunteered your time to some group/activity in Lakewood	21%	210	221	Lower
	Participated in a club	20%	158	199	Similar
	Talked to or visited with your immediate neighbors	86%	114	132	Similar
	Done a favor for a neighbor	77%	102	128	Similar
	Attended a local public meeting	14%	197	221	Similar
	Watched (online or on television) a local public meeting	22%	125	186	Similar
	Read or watch local news (via television, paper, computer, etc.)	80%	118	131	Similar
	Vote in local elections	83%	79	214	Similar

Communities included in national comparisons

The communities included in Lakewood’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO .....	441,603	Auburn city, AL .....	53,380
Airway Heights city, WA .....	6,114	Auburn city, WA.....	70,180
Albany city, OR .....	50,158	Augusta CCD, GA .....	134,777
Albemarle County, VA.....	98,970	Aurora city, CO .....	325,078
Albert Lea city, MN.....	18,016	Austin city, TX .....	790,390
Algonquin village, IL.....	30,046	Bainbridge Island city, WA.....	23,025
Aliso Viejo city, CA .....	47,823	Baltimore city, MD.....	620,961
Altoona city, IA .....	14,541	Bartonville town, TX .....	1,469
American Canyon city, CA.....	19,454	Battle Creek city, MI.....	52,347
Ames city, IA .....	58,965	Bay City city, MI.....	34,932
Andover CDP, MA.....	8,762	Baytown city, TX.....	71,802
Ankeny city, IA .....	45,582	Bedford city, TX .....	46,979
Ann Arbor city, MI.....	113,934	Bedford town, MA .....	13,320
Annapolis city, MD .....	38,394	Bellevue city, WA .....	122,363
Apache Junction city, AZ.....	35,840	Bellingham city, WA .....	80,885
Apple Valley town, CA .....	69,135	Beltrami County, MN .....	44,442
Arapahoe County, CO.....	572,003	Benbrook city, TX.....	21,234
Arkansas City city, AR.....	366	Bend city, OR.....	76,639
Arlington city, TX .....	365,438	Benicia city, CA .....	26,997
Arlington County, VA .....	207,627	Bettendorf city, IA.....	33,217
Arvada city, CO .....	106,433	Billings city, MT.....	104,170
Asheville city, NC .....	83,393	Blaine city, MN.....	57,186
Ashland city, OR .....	20,078	Bloomfield Hills city, MI .....	3,869
Ashland town, VA.....	7,225	Bloomington city, MN .....	82,893
Aspen city, CO .....	6,658	Blue Springs city, MO .....	52,575

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Boise City city, ID.....	205,671	Dacono city, CO.....	4,152
Boone County, KY.....	118,811	Dade City city, FL.....	6,437
Boulder city, CO.....	97,385	Dakota County, MN.....	398,552
Bowling Green city, KY.....	58,067	Dallas city, OR.....	14,583
Brentwood city, MO.....	8,055	Dallas city, TX.....	1,197,816
Brentwood city, TN.....	37,060	Danville city, KY.....	16,218
Brighton city, CO.....	33,352	Dardenne Prairie city, MO.....	11,494
Bristol city, TN.....	26,702	Davenport city, IA.....	99,685
Broken Arrow city, OK.....	98,850	Davidson town, NC.....	10,944
Brookfield city, WI.....	37,920	Dayton city, OH.....	141,527
Brookline CDP, MA.....	58,732	Decatur city, GA.....	19,335
Broomfield city, CO.....	55,889	Del Mar city, CA.....	4,161
Brownsburg town, IN.....	21,285	Delray Beach city, FL.....	60,522
Bryan city, TX.....	76,201	Denison city, TX.....	22,682
Burien city, WA.....	33,313	Denton city, TX.....	113,383
Burleson city, TX.....	36,690	Denver city, CO.....	600,158
Cabarrus County, NC.....	178,011	Derby city, KS.....	22,158
Cambridge city, MA.....	105,162	Des Peres city, MO.....	8,373
Canton city, SD.....	3,057	Destin city, FL.....	12,305
Cape Coral city, FL.....	154,305	Dorchester County, MD.....	32,618
Cape Girardeau city, MO.....	37,941	Dothan city, AL.....	65,496
Carlisle borough, PA.....	18,682	Douglas County, CO.....	285,465
Carlsbad city, CA.....	105,328	Dover city, NH.....	29,987
Carroll city, IA.....	10,103	Dublin city, CA.....	46,036
Cartersville city, GA.....	19,731	Duluth city, MN.....	86,265
Cary town, NC.....	135,234	Duncanville city, TX.....	38,524
Casa Grande city, AZ.....	48,571	Durham city, NC.....	228,330
Casper city, WY.....	55,316	Eagle town, CO.....	6,508
Castine town, ME.....	1,366	East Baton Rouge Parish, LA.....	440,171
Castle Pines North city, CO.....	10,360	East Grand Forks city, MN.....	8,601
Castle Rock town, CO.....	48,231	East Lansing city, MI.....	48,579
Centennial city, CO.....	100,377	Eau Claire city, WI.....	65,883
Centralia city, IL.....	13,032	Eden Prairie city, MN.....	60,797
Chambersburg borough, PA.....	20,268	Edgerton city, KS.....	1,671
Chandler city, AZ.....	236,123	Edgewater city, CO.....	5,170
Chanhassen city, MN.....	22,952	Edina city, MN.....	47,941
Chapel Hill town, NC.....	57,233	Edmond city, OK.....	81,405
Charlotte city, NC.....	731,424	Edmonds city, WA.....	39,709
Charlotte County, FL.....	159,978	El Cerrito city, CA.....	23,549
Charlottesville city, VA.....	43,475	El Dorado County, CA.....	181,058
Chattanooga city, TN.....	167,674	El Paso city, TX.....	649,121
Chesterfield County, VA.....	316,236	Elk Grove city, CA.....	153,015
Chippewa Falls city, WI.....	13,661	Elk River city, MN.....	22,974
Citrus Heights city, CA.....	83,301	Elko New Market city, MN.....	4,110
Clackamas County, OR.....	375,992	Elmhurst city, IL.....	44,121
Clarendon Hills village, IL.....	8,427	Encinitas city, CA.....	59,518
Clayton city, MO.....	15,939	Englewood city, CO.....	30,255
Clearwater city, FL.....	107,685	Erie town, CO.....	18,135
Cleveland Heights city, OH.....	46,121	Escambia County, FL.....	297,619
Clive city, IA.....	15,447	Estes Park town, CO.....	5,858
Clovis city, CA.....	95,631	Fairview town, TX.....	7,248
College Park city, MD.....	30,413	Farmington Hills city, MI.....	79,740
College Station city, TX.....	93,857	Fayetteville city, NC.....	200,564
Colleyville city, TX.....	22,807	Fishers town, IN.....	76,794
Collinsville city, IL.....	25,579	Flower Mound town, TX.....	64,669
Columbia city, MO.....	108,500	Forest Grove city, OR.....	21,083
Columbia city, SC.....	129,272	Fort Collins city, CO.....	143,986
Columbia Falls city, MT.....	4,688	Fort Smith city, AR.....	86,209
Columbus city, WI.....	4,991	Fort Worth city, TX.....	741,206
Commerce City city, CO.....	45,913	Fountain Hills town, AZ.....	22,489
Concord city, CA.....	122,067	Franklin city, TN.....	62,487
Concord town, MA.....	17,668	Fredericksburg city, VA.....	24,286
Cookeville city, TN.....	30,435	Fremont city, CA.....	214,089
Coon Rapids city, MN.....	61,476	Friendswood city, TX.....	35,805
Copperas Cove city, TX.....	32,032	Fruita city, CO.....	12,646
Coronado city, CA.....	18,912	Gahanna city, OH.....	33,248
Corvallis city, OR.....	54,462	Gaithersburg city, MD.....	59,933
Creve Coeur city, MO.....	17,833	Galveston city, TX.....	47,743
Cross Roads town, TX.....	1,563	Gardner city, KS.....	19,123
Crystal Lake city, IL.....	40,743	Geneva city, NY.....	13,261

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Georgetown city, TX.....	47,400	Kennett Square borough, PA.....	6,072
Gilbert town, AZ.....	208,453	Kettering city, OH.....	56,163
Gillette city, WY.....	29,087	Key West city, FL.....	24,649
Glendora city, CA.....	50,073	King County, WA.....	1,931,249
Glenview village, IL.....	44,692	Kirkland city, WA.....	48,787
Globe city, AZ.....	7,532	Kirkwood city, MO.....	27,540
Golden Valley city, MN.....	20,371	Knoxville city, IA.....	7,313
Goodyear city, AZ.....	65,275	La Mesa city, CA.....	57,065
Grafton village, WI.....	11,459	La Plata town, MD.....	8,753
Grand Blanc city, MI.....	8,276	La Porte city, TX.....	33,800
Grand Island city, NE.....	48,520	La Vista city, NE.....	15,758
Grass Valley city, CA.....	12,860	Lafayette city, CO.....	24,453
Greeley city, CO.....	92,889	Laguna Beach city, CA.....	22,723
Green Valley CDP, AZ.....	21,391	Laguna Hills city, CA.....	30,344
Greenville city, NC.....	84,554	Laguna Niguel city, CA.....	62,979
Greenwich town, CT.....	61,171	Lake Oswego city, OR.....	36,619
Greenwood Village city, CO.....	13,925	Lake Stevens city, WA.....	28,069
Greer city, SC.....	25,515	Lake Worth city, FL.....	34,910
Guilford County, NC.....	488,406	Lake Zurich village, IL.....	19,631
Gunnison County, CO.....	15,324	Lakeville city, MN.....	55,954
Gurnee village, IL.....	31,295	Lakewood city, CO.....	142,980
Hailey city, ID.....	7,960	Lakewood city, WA.....	58,163
Haines Borough, AK.....	2,508	Lane County, OR.....	351,715
Hallandale Beach city, FL.....	37,113	Larimer County, CO.....	299,630
Hamilton city, OH.....	62,477	Las Cruces city, NM.....	97,618
Hanover County, VA.....	99,863	Las Vegas city, NV.....	583,756
Harrisonburg city, VA.....	48,914	Lawrence city, KS.....	87,643
Harrisonville city, MO.....	10,019	League City city, TX.....	83,560
Hayward city, CA.....	144,186	Lee's Summit city, MO.....	91,364
Henderson city, NV.....	257,729	Lehi city, UT.....	47,407
Herndon town, VA.....	23,292	Lenexa city, KS.....	48,190
High Point city, NC.....	104,371	Lewis County, NY.....	27,087
Highland Park city, IL.....	29,763	Lewisville city, TX.....	95,290
Highlands Ranch CDP, CO.....	96,713	Libertyville village, IL.....	20,315
Hillsborough town, NC.....	6,087	Lincoln city, NE.....	258,379
Holland city, MI.....	33,051	Lindsborg city, KS.....	3,458
Honolulu County, HI.....	953,207	Littleton city, CO.....	41,737
Hooksett town, NH.....	13,451	Livermore city, CA.....	80,968
Hopkins city, MN.....	17,591	Lombard village, IL.....	43,165
Hopkinton town, MA.....	14,925	Lone Tree city, CO.....	10,218
Hoquiam city, WA.....	8,726	Long Grove village, IL.....	8,043
Horry County, SC.....	269,291	Longmont city, CO.....	86,270
Hudson city, OH.....	22,262	Longview city, TX.....	80,455
Hudson town, CO.....	2,356	Los Alamos County, NM.....	17,950
Hudsonville city, MI.....	7,116	Louisville city, CO.....	18,376
Huntersville town, NC.....	46,773	Lynchburg city, VA.....	75,568
Hurst city, TX.....	37,337	Lynnwood city, WA.....	35,836
Hutchinson city, MN.....	14,178	Macomb County, MI.....	840,978
Hutto city, TX.....	14,698	Madison city, WI.....	233,209
Hyattsville city, MD.....	17,557	Manhattan Beach city, CA.....	35,135
Independence city, MO.....	116,830	Mankato city, MN.....	39,309
Indian Trail town, NC.....	33,518	Maple Grove city, MN.....	61,567
Indianola city, IA.....	14,782	Maple Valley city, WA.....	22,684
Iowa City city, IA.....	67,862	Maricopa County, AZ.....	3,817,117
Issaquah city, WA.....	30,434	Martinez city, CA.....	35,824
Jackson County, MI.....	160,248	Maryland Heights city, MO.....	27,472
James City County, VA.....	67,009	Matthews town, NC.....	27,198
Jefferson City city, MO.....	43,079	McAllen city, TX.....	129,877
Jefferson County, CO.....	534,543	McDonough city, GA.....	22,084
Jefferson County, NY.....	116,229	McKinney city, TX.....	131,117
Jerome city, ID.....	10,890	McMinnville city, OR.....	32,187
Johnson City city, TN.....	63,152	Medford city, OR.....	74,907
Johnston city, IA.....	17,278	Menlo Park city, CA.....	32,026
Jupiter town, FL.....	55,156	Mercer Island city, WA.....	22,699
Kalamazoo city, MI.....	74,262	Meridian charter township, MI.....	39,688
Kansas City city, KS.....	145,786	Meridian city, ID.....	75,092
Kansas City city, MO.....	459,787	Merriam city, KS.....	11,003
Keizer city, OR.....	36,478	Mesa County, CO.....	146,723
Kenmore city, WA.....	20,460	Miami Beach city, FL.....	87,779
Kennedale city, TX.....	6,763	Miami city, FL.....	399,457

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Middleton city, WI.....	17,442	Phoenix city, AZ.....	1,445,632
Midland city, MI.....	41,863	Pinal County, AZ.....	375,770
Milford city, DE.....	9,559	Pinehurst village, NC.....	13,124
Milton city, GA.....	32,661	Piqua city, OH.....	20,522
Minneapolis city, MN.....	382,578	Pitkin County, CO.....	17,148
Mission Viejo city, CA.....	93,305	Plano city, TX.....	259,841
Modesto city, CA.....	201,165	Platte City city, MO.....	4,691
Monterey city, CA.....	27,810	Plymouth city, MN.....	70,576
Montgomery County, VA.....	94,392	Pocatello city, ID.....	54,255
Monticello city, UT.....	1,972	Polk County, IA.....	430,640
Monument town, CO.....	5,530	Pompano Beach city, FL.....	99,845
Mooreville town, NC.....	32,711	Port Huron city, MI.....	30,184
Morristown city, TN.....	29,137	Port Orange city, FL.....	56,048
Morrisville town, NC.....	18,576	Portland city, OR.....	583,776
Moscow city, ID.....	23,800	Post Falls city, ID.....	27,574
Mountain Village town, CO.....	1,320	Prince William County, VA.....	402,002
Mountlake Terrace city, WA.....	19,909	Prior Lake city, MN.....	22,796
Muscataine city, IA.....	22,886	Provo city, UT.....	112,488
Naperville city, IL.....	141,853	Pueblo city, CO.....	106,595
Needham CDP, MA.....	28,886	Purcellville town, VA.....	7,727
New Braunfels city, TX.....	57,740	Queen Creek town, AZ.....	26,361
New Brighton city, MN.....	21,456	Radnor township, PA.....	31,531
New Hanover County, NC.....	202,667	Ramsey city, MN.....	23,668
New Orleans city, LA.....	343,829	Rapid City city, SD.....	67,956
New Smyrna Beach city, FL.....	22,464	Raymore city, MO.....	19,206
Newberg city, OR.....	22,068	Redmond city, WA.....	54,144
Newport Beach city, CA.....	85,186	Rehoboth Beach city, DE.....	1,327
Newport News city, VA.....	180,719	Reno city, NV.....	225,221
Newton city, IA.....	15,254	Reston CDP, VA.....	58,404
Noblesville city, IN.....	51,969	Richmond city, CA.....	103,701
Nogales city, AZ.....	20,837	Richmond Heights city, MO.....	8,603
Norfolk city, VA.....	242,803	Rifle city, CO.....	9,172
North Richland Hills city, TX.....	63,343	Rio Rancho city, NM.....	87,521
Northglenn city, CO.....	35,789	River Falls city, WI.....	15,000
Novato city, CA.....	51,904	Riverdale city, UT.....	8,426
Novi city, MI.....	55,224	Riverside city, CA.....	303,871
O'Fallon city, IL.....	28,281	Riverside city, MO.....	2,937
O'Fallon city, MO.....	79,329	Rochester Hills city, MI.....	70,995
Oak Park village, IL.....	51,878	Rock Hill city, SC.....	66,154
Oakland city, CA.....	390,724	Rockford city, IL.....	152,871
Oakland Park city, FL.....	41,363	Rockville city, MD.....	61,209
Oakley city, CA.....	35,432	Rogers city, MN.....	8,597
Ogdensburg city, NY.....	11,128	Rolla city, MO.....	19,559
Oklahoma City city, OK.....	579,999	Roselle village, IL.....	22,763
Olathe city, KS.....	125,872	Rosemount city, MN.....	21,874
Old Town city, ME.....	7,840	Roseville city, MN.....	33,660
Olmsted County, MN.....	144,248	Roswell city, GA.....	88,346
Olympia city, WA.....	46,478	Round Rock city, TX.....	99,887
Orland Park village, IL.....	56,767	Royal Oak city, MI.....	57,236
Oshkosh city, WI.....	66,083	Saco city, ME.....	18,482
Oshkosh charter township, MI.....	21,705	Sahuarita town, AZ.....	25,259
Otsego County, MI.....	24,164	Sammamish city, WA.....	45,780
Overland Park city, KS.....	173,372	San Anselmo town, CA.....	12,336
Oviedo city, FL.....	33,342	San Antonio city, TX.....	1,327,407
Paducah city, KY.....	25,024	San Carlos city, CA.....	28,406
Palm Coast city, FL.....	75,180	San Diego city, CA.....	1,307,402
Palo Alto city, CA.....	64,403	San Francisco city, CA.....	805,235
Papillion city, NE.....	18,894	San Jose city, CA.....	945,942
Park City city, UT.....	7,558	San Juan County, NM.....	130,044
Parker town, CO.....	45,297	San Marcos city, CA.....	83,781
Parkland city, FL.....	23,962	San Marcos city, TX.....	44,894
Pasadena city, CA.....	137,122	San Rafael city, CA.....	57,713
Pasco city, WA.....	59,781	Sandy Springs city, GA.....	93,853
Pasco County, FL.....	464,697	Sanford city, FL.....	53,570
Pearland city, TX.....	91,252	Sangamon County, IL.....	197,465
Peoria city, AZ.....	154,065	Santa Clarita city, CA.....	176,320
Peoria city, IL.....	115,007	Santa Fe County, NM.....	144,170
Peoria County, IL.....	186,494	Santa Monica city, CA.....	89,736
Petoskey city, MI.....	5,670	Sarasota County, FL.....	379,448
Pflugerville city, TX.....	46,936	Savage city, MN.....	26,911

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Scarborough CDP, ME .....	4,403	Thousand Oaks city, CA.....	126,683
Schaumburg village, IL.....	74,227	Tigard city, OR.....	48,035
Scott County, MN.....	129,928	Tracy city, CA.....	82,922
Scottsdale city, AZ.....	217,385	Tualatin city, OR.....	26,054
Seaside city, CA.....	33,025	Tulsa city, OK.....	391,906
SeaTac city, WA.....	26,909	Twin Falls city, ID.....	44,125
Sevierville city, TN.....	14,807	Tyler city, TX.....	96,900
Shawnee city, KS.....	62,209	Umatilla city, OR.....	6,906
Sheboygan city, WI.....	49,288	Upper Arlington city, OH.....	33,771
Shoreview city, MN.....	25,043	Urbandale city, IA.....	39,463
Shorewood city, MN.....	7,307	Vail town, CO.....	5,305
Shorewood village, IL.....	15,615	Vancouver city, WA.....	161,791
Shorewood village, WI.....	13,162	Vestavia Hills city, AL.....	34,033
Sioux Center city, IA.....	7,048	Victoria city, MN.....	7,345
Sioux Falls city, SD.....	153,888	Virginia Beach city, VA.....	437,994
Skokie village, IL.....	64,784	Wake Forest town, NC.....	30,117
Snellville city, GA.....	18,242	Walnut Creek city, CA.....	64,173
Snowmass Village town, CO.....	2,826	Washington County, MN.....	238,136
South Kingstown town, RI.....	30,639	Washington town, NH.....	1,123
South Lake Tahoe city, CA.....	21,403	Washoe County, NV.....	421,407
South Portland city, ME.....	25,002	Watauga city, TX.....	23,497
Southborough town, MA.....	9,767	Wauwatosa city, WI.....	46,396
Southlake city, TX.....	26,575	Waverly city, IA.....	9,874
Sparks city, NV.....	90,264	Weddington town, NC.....	9,459
Spokane Valley city, WA.....	89,755	Wentzville city, MO.....	29,070
Spring Hill city, KS.....	5,437	West Carrollton city, OH.....	13,143
Springboro city, OH.....	17,409	West Chester borough, PA.....	18,461
Springfield city, MO.....	159,498	West Des Moines city, IA.....	56,609
Springfield city, OR.....	59,403	West Richland city, WA.....	11,811
Springville city, UT.....	29,466	Western Springs village, IL.....	12,975
St. Charles city, IL.....	32,974	Westerville city, OH.....	36,120
St. Cloud city, FL.....	35,183	Westlake town, TX.....	992
St. Cloud city, MN.....	65,842	Westminster city, CO.....	106,114
St. Joseph city, MO.....	76,780	Weston town, MA.....	11,261
St. Louis County, MN.....	200,226	Wheat Ridge city, CO.....	30,166
St. Louis Park city, MN.....	45,250	White House city, TN.....	10,255
Stallings town, NC.....	13,831	Wichita city, KS.....	382,368
State College borough, PA.....	42,034	Williamsburg city, VA.....	14,068
Steamboat Springs city, CO.....	12,088	Wilmington city, NC.....	106,476
Sterling Heights city, MI.....	129,699	Wilsonville city, OR.....	19,509
Sugar Grove village, IL.....	8,997	Winchester city, VA.....	26,203
Sugar Land city, TX.....	78,817	Windsor town, CO.....	18,644
Summit city, NJ.....	21,457	Windsor town, CT.....	29,044
Summit County, UT.....	36,324	Winnetka village, IL.....	12,187
Sunnyvale city, CA.....	140,081	Winston-Salem city, NC.....	229,617
Surprise city, AZ.....	117,517	Winter Garden city, FL.....	34,568
Suwanee city, GA.....	15,355	Woodbury city, MN.....	61,961
Tacoma city, WA.....	198,397	Woodland city, CA.....	55,468
Takoma Park city, MD.....	16,715	Woodland city, WA.....	5,509
Tamarac city, FL.....	60,427	Wrentham town, MA.....	10,955
Temecula city, CA.....	100,097	Yakima city, WA.....	91,067
Tempe city, AZ.....	161,719	York County, VA.....	65,464
Temple city, TX.....	66,102	Yorktown town, IN.....	9,405
The Woodlands CDP, TX.....	93,847		
Thornton city, CO.....	118,772		

## Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Lakewood funded this research. Please contact the City of Lakewood at (253) 589-2489 if you have any questions about the survey.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

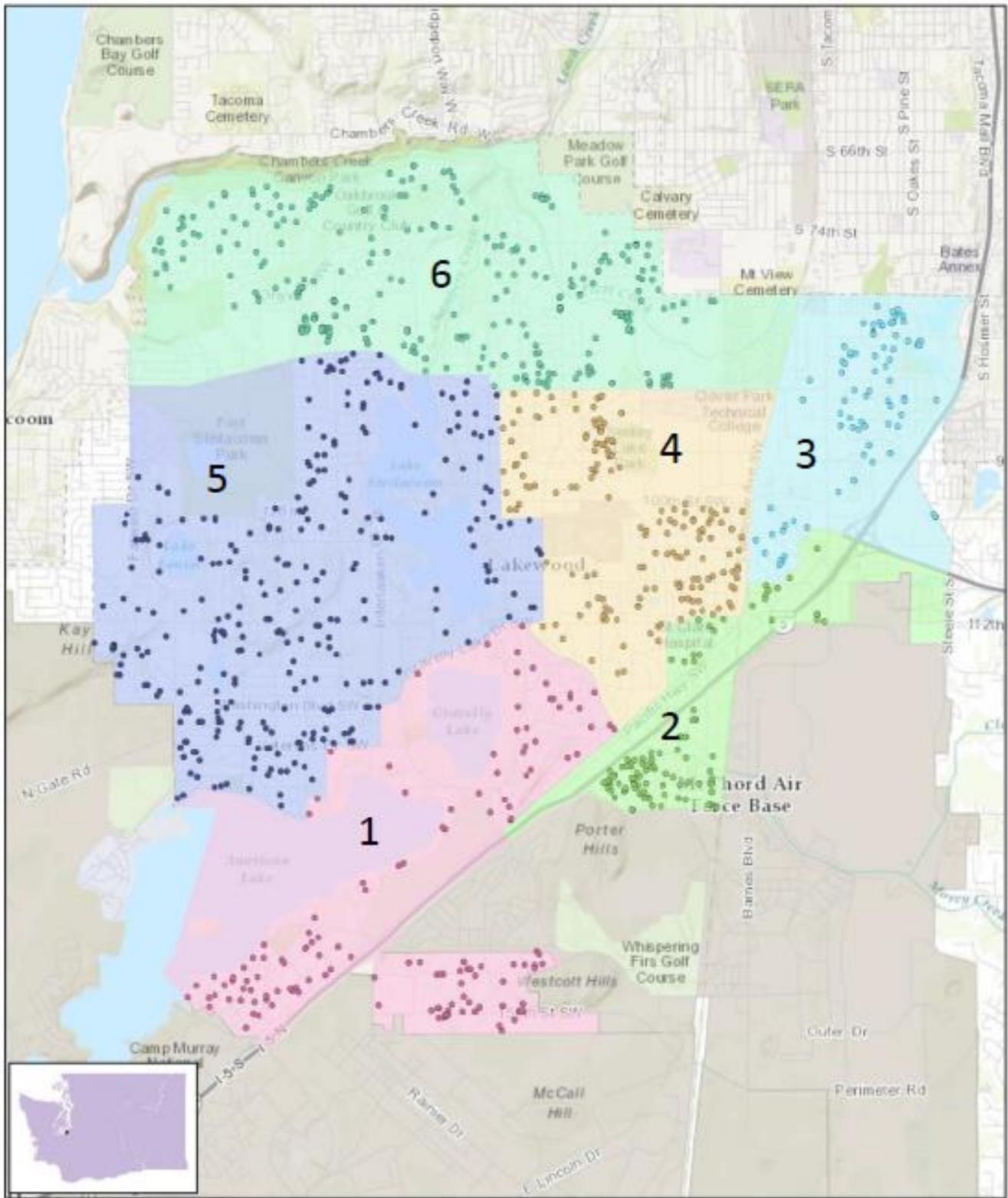
### Survey Sampling

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

To choose the 1,400 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Table 67: Location of Survey Recipients



- Survey Recipients in Lakewood, WA**
- In LD01   • In LD03   • In LD05   • LD01   • LD03   • LD05
  - In LD02   • In LD04   • In LD06   • LD02   • LD04   • LD06

## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 19, 2015. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could opt to take the survey online. Completed surveys were collected over the following ten weeks.

About 5% of the 1,400 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,324 households that received the survey, 247 completed the survey, providing an overall response rate of 19%. Of the 247 completed surveys, 13 were completed online. Additionally, responses were tracked by area; response rates by Police District ranged from 10% to 26%.

Table 68: Survey Response Rates by Area

Police District	Number mailed	Undeliverable	Eligible	Returned	Response rate
1	175	9	166	33	20%
2	166	22	144	14	10%
3	106	3	103	10	10%
4	221	20	201	35	17%
5	312	6	306	81	26%
6	420	16	404	74	18%
Overall	1,400	76	1,324	247	19%

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>1</sup>

The margin of error for the City of Lakewood survey is no greater than plus or minus six percentage points around any given percent reported for the entire sample (247 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

## Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Lakewood. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, race, ethnicity, gender and age. The results of the weighting scheme are presented in the following table.

<sup>1</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 69: Lakewood, ST 2015 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	54%	34%	51%
Own home	46%	66%	49%
Detached unit	53%	63%	52%
Attached unit	47%	37%	48%
<b>Race and Ethnicity</b>			
White	63%	70%	63%
Not white	37%	30%	37%
Not Hispanic	88%	96%	90%
Hispanic	12%	4%	10%
<b>Sex and Age</b>			
Female	52%	57%	54%
Male	48%	43%	46%
18-34 years of age	33%	8%	32%
35-54 years of age	34%	20%	31%
55+ years of age	33%	72%	37%
Females 18-34	17%	4%	17%
Females 35-54	17%	12%	17%
Females 55+	18%	41%	21%
Males 18-34	16%	4%	15%
Males 35-54	17%	7%	14%
Males 55+	15%	32%	17%
<b>Police Districts</b>			
District 1	13%	13%	16%
District 2	10%	6%	8%
District 3	9%	4%	4%
District 4	15%	14%	13%
District 5	26%	33%	26%
District 6	28%	30%	33%

### Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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

## Appendix D: Survey Materials



6000 Main Street SW  
Lakewood, WA 98499-5027

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO.94

062

Dear Lakewood Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better community!

Sincerely,



Don Anderson  
Mayor

Dear Lakewood Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better community!

Sincerely,



Don Anderson  
Mayor

Dear Lakewood Resident,

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Don Anderson  
Mayor



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Lakewood, WA 98499-5027

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6000 Main Street SW  
Lakewood, WA 98499-5027

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

# The City of Lakewood 2015 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

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

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Lakewood.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit .....	1	2	3	4	5
Quality of overall natural environment in Lakewood.....	1	2	3	4	5
Overall "built environment" of Lakewood (including overall design, buildings, parks and transportation systems) .....	1	2	3	4	5
Health and wellness opportunities in Lakewood.....	1	2	3	4	5
Overall opportunities for education and enrichment .....	1	2	3	4	5
Overall economic health of Lakewood.....	1	2	3	4	5
Sense of community .....	1	2	3	4	5
Overall image or reputation of Lakewood.....	1	2	3	4	5

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

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

**4. Please rate how safe or unsafe you feel:**

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day .....	1	2	3	4	5	6
In Lakewood's main business areas during the day .....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Lakewood's main business areas after dark .....	1	2	3	4	5	6

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets .....	1	2	3	4	5
Ease of public parking .....	1	2	3	4	5
Ease of travel by car in Lakewood.....	1	2	3	4	5
Ease of travel by public transportation in Lakewood .....	1	2	3	4	5
Ease of travel by bicycle in Lakewood .....	1	2	3	4	5
Ease of walking in Lakewood.....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Cleanliness of Lakewood .....	1	2	3	4	5
Overall appearance of Lakewood .....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food .....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education .....	1	2	3	4	5
Adult educational opportunities .....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in Lakewood .....	1	2	3	4	5
Overall quality of business and service establishments in Lakewood.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Lakewood.....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in Lakewood.....	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water .....	1	2
Made efforts to make your home more energy efficient .....	1	2
Observed a code violation or other hazard in Lakewood (weeds, abandoned buildings, etc.) .....	1	2
Household member was a victim of a crime in Lakewood .....	1	2
Reported a crime to the police in Lakewood.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the City of Lakewood (in-person, phone, email or web) for help or information .....	1	2
Contacted Lakewood elected officials (in-person, phone, email or web) to express your opinion .....	1	2

**8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lakewood?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Visited a neighborhood park or City park.....	1	2	3	4
Used Lakewood public libraries or their services .....	1	2	3	4
Participated in religious or spiritual activities in Lakewood .....	1	2	3	4
Attended a City-sponsored event .....	1	2	3	4
Used bus, rail, or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone .....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Lakewood .....	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors .....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4
Used Lakewood Senior Center or its services .....	1	2	3	4

**9. Thinking about local public meetings (of local elected officials like City Council or County Council members, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting .....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

# The City of Lakewood 2015 Citizen Survey

## 10. Please rate the quality of each of the following services in Lakewood:

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

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

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

## 12. Please rate the following categories of Lakewood government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Lakewood.....	1	2	3	4	5
The overall direction that Lakewood is taking.....	1	2	3	4	5
The job Lakewood government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in Lakewood government .....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest .....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5

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

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Lakewood.....	1	2	3	4
Overall ease of getting to the places you usually have to visit .....	1	2	3	4
Quality of overall natural environment in Lakewood.....	1	2	3	4
Overall “built environment” of Lakewood (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in Lakewood .....	1	2	3	4
Overall opportunities for education and enrichment .....	1	2	3	4
Overall economic health of Lakewood.....	1	2	3	4
Sense of community .....	1	2	3	4

# The City of Lakewood 2015 Citizen Survey

**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.**

**D1. How often, if at all, do you do each of the following, considering all of the times you could?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home .....	1	2	3	4	5
Purchase goods or services from a business located in Lakewood.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day.....	1	2	3	4	5
Participate in moderate or vigorous physical activity.....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections .....	1	2	3	4	5

**D2. Would you say that in general your health is:**

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

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

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

**D4. What is your employment status?**

- Working full time for pay  
 Working part time for pay  
 Unemployed, looking for paid work  
 Unemployed, not looking for paid work  
 Fully retired

**D5. Do you work inside the boundaries of Lakewood?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. How many years have you lived in Lakewood?**

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

**D7. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D15. In which category is your age?**

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

**D16. What is your sex?**

- Female       Male

**D17. Do you consider a cell phone or land line your primary telephone number?**

- Cell       Land line       Both

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



Don Anderson  
Mayor

Jason Whalen  
Deputy Mayor

Mary Moss  
Councilmember

Michael D. Brandstetter  
Councilmember

John Simpson  
Councilmember

Marie Barth  
Councilmember

Paul Bocchi  
Councilmember

John J. Caulfield  
City Manager

Dear City of Lakewood Resident:

Please help us shape the future of Lakewood! You have been selected at random to participate in the 2015 Lakewood Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Lakewood make decisions that affect our community.

**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:**

**[www.n-r-c.com/survey/lakewood.htm](http://www.n-r-c.com/survey/lakewood.htm)**

If you have any questions about the survey please call Brent Champaco, Communications Manager, at 253-983-7761.

Thank you for your time and participation!

Sincerely,

Don Anderson  
Mayor



Don Anderson  
Mayor

Dear City of Lakewood Resident:

Jason Whalen  
Deputy Mayor

Here's a second chance if you haven't already responded to the 2015 Lakewood Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Mary Moss  
Councilmember

Please help us shape the future of Lakewood! You have been selected at random to participate in the 2015 Lakewood Citizen Survey.

Michael D. Brandstetter  
Councilmember

Please take a few minutes to fill out the enclosed survey. Your participation is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Lakewood make decisions that affect our community.

John Simpson  
Councilmember

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Marie Barth  
Councilmember

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Paul Bocchi  
Councilmember

If you have any questions about the survey please call Brent Champaco, Communications Manager, at 253-983-7761.

Thank you for your time and participation!

Sincerely,

John J. Caulfield  
City Manager

Don Anderson  
Mayor

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Lakewood, WA

Dashboard Summary of Findings

DRAFT  
2015



**NRC**  
National Research Center Inc

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Boulder, Colorado 80301  
n-r-c.com • 303-444-7863



*Leaders at the Core of Better Communities*

777 North Capitol Street NE Suite 500  
Washington, DC 20002  
icma.org • 800-745-8780

# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report summarizes Lakewood’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Lakewood’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Residents gave the highest ratings for the facets of Mobility, Natural Environment, Economy and Recreation and Wellness within each of the three pillars. Across all three pillars, ratings for general indicators were not as strong. Community Characteristics received lower ratings than comparison communities for the aspects of Safety, Education and Enrichment and Community Engagement. Community Engagement ratings were also lower than comparison communities within Governance. Within the pillar of Participation, Built Environment and Education and Enrichment received lower ratings than the national benchmark. Broadly, ratings related to Governance across most of the facets were stronger than were ratings of Community Characteristics or Participation. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	0	27	25	0	29	17	1	23	11
General	0	0	7	0	1	2	0	1	2
Safety	0	1	2	0	5	2	1	0	2
Mobility	0	6	2	0	6	2	0	3	0
Natural Environment	0	2	1	0	5	1	0	3	0
Built Environment	0	4	1	0	5	2	0	0	2
Economy	0	4	4	0	1	0	0	2	1
Recreation and Wellness	0	7	0	0	2	2	0	4	0
Education and Enrichment	0	2	4	0	1	1	0	1	2
Community Engagement	0	1	4	0	3	5	0	9	2

Legend	
	Higher
	Similar
	Lower

The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↓	44%	Customer service	↓	51%	Recommend Lakewood	↓	69%
	Overall quality of life	↓	48%	Services provided by Lakewood	↓	51%	Remain in Lakewood	↔	74%
	Place to retire	↓	47%	Services provided by the Federal Government	↔	26%	Contacted Lakewood employees	↓	33%
	Place to raise children	↓↓	44%				Sense of community	↓↓	31%
	Place to live	↓	60%						
	Neighborhood	↓	54%						
Safety	Overall image	↓↓	30%						
	Overall feeling of safety	↓↓	41%	Police	↔	66%	Was NOT the victim of a crime	↓	77%
	Safe in neighborhood	↓	76%	Crime prevention	↓↓	36%	Did NOT report a crime	↓	61%
	Safe in main business areas	↔	78%	Fire	↔	87%	Stocked supplies for an emergency	↑	54%
				Fire prevention	↓	57%			
				Ambulance/EMS	↔	86%			
Mobility				Emergency preparedness	↔	45%			
				Animal control	↔	50%			
	Traffic flow	↔	41%	Traffic enforcement	↔	53%	Carpooled instead of driving alone	↔	38%
	Travel by car	↔	60%	Street repair	↔	32%	Walked or biked instead of driving	↔	49%
	Travel by bicycle	↔	38%	Street cleaning	↓	44%	Used public transportation instead of driving	↔	30%
	Ease of walking	↓	38%	Street lighting	↓	44%			
	Travel by public transportation	↔	43%	Snow and ice response	↔	53%			
	Overall ease of travel	↔	58%	Sidewalk maintenance	↔	40%			
Natural Environment	Public parking	↔	65%	Traffic signal timing	↔	45%			
	Paths and walking trails	↓	43%	Bus or transit services	↔	62%			
	Overall natural environment	↔	62%	Garbage collection	↔	76%	Recycled at home	↔	83%
	Air quality	↔	59%	Recycling	↔	67%	Conserved water	↔	79%
	Cleanliness	↓	45%	Yard waste pick-up	↔	74%	Made home more energy efficient	↔	78%
				Drinking water	↔	70%			
Built Environment				Open space	↓	41%			
				Natural areas preservation	↔	48%			
	New development in Lakewood	↓	40%	Sewer services	↔	71%	NOT experiencing housing cost stress	↓	55%
	Affordable quality housing	↔	39%	Storm drainage	↓	45%	Did NOT observe a code violation	↓	43%
	Housing options	↔	50%	Power utility	↔	69%			
	Overall built environment	↔	46%	Utility billing	↔	57%			
	Public places	↔	47%	Land use, planning and zoning	↔	38%			
			Code enforcement	↓	26%				
			Cable television	↔	39%				

Legend

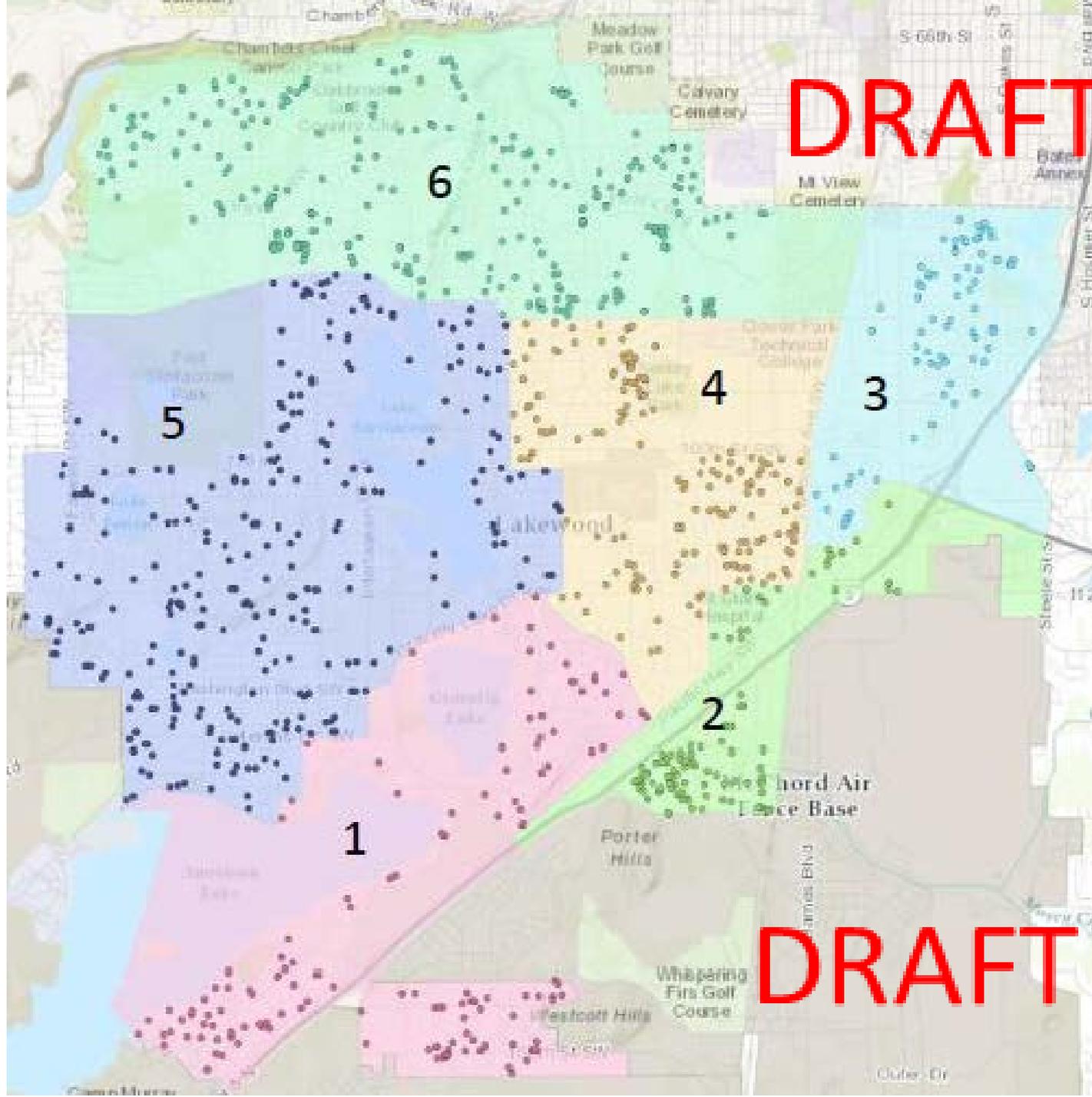
↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available

# The National Citizen Survey™

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↓	36%	Economic development	↔	43%	Economy will have positive impact on income	↔	25%
	Shopping opportunities	↔	59%				Purchased goods or services in Lakewood	↔	99%
	Employment opportunities	↔	30%				Work in Lakewood	↓	32%
	Place to visit	↓	40%						
	Cost of living	↔	38%						
	Vibrant downtown/commercial area	↔	35%						
	Place to work	↓	46%						
Recreation and Wellness	Business and services	↓	40%						
	Fitness opportunities	↔	54%	City parks	↓	62%	In very good to excellent health	↔	49%
	Recreational opportunities	↔	49%	Recreation centers	↓	53%	Visited a City park	↔	81%
	Health care	↔	58%	Recreation programs	↔	58%	Ate 5 portions of fruits and vegetables	↔	78%
	Food	↔	57%	Health services	↔	58%	Participated in moderate or vigorous physical activity	↔	77%
	Mental health care	↔	49%						
	Health and wellness	↔	60%						
Education and Enrichment	Preventive health services	↔	60%						
	K-12 education	↓	47%	Public libraries	↔	80%	Used Lakewood public libraries	↔	67%
	Cultural/arts/music activities	↓	28%	Special events	↓	38%	Participated in religious or spiritual activities	↓	37%
	Child care/preschool	↔	37%				Attended a City-sponsored event	↓	39%
	Religious or spiritual events and activities	↓	64%						
	Adult education	↔	51%						
Community Engagement	Overall education and enrichment	↓	51%						
	Opportunities to participate in community matters	↓	45%	Public information	↔	46%	Voted in local elections	↔	83%
	Opportunities to volunteer	↓	50%	Overall direction	↓	42%	Talked to or visited with neighbors	↔	86%
	Openness and acceptance	↔	49%	Value of services for taxes paid	↓	37%	Attended a local public meeting	↔	14%
	Social events and activities	↓	36%	Welcoming citizen involvement	↓	35%	Watched a local public meeting	↔	22%
	Neighborliness	↓	34%	Confidence in City government	↔	37%	Volunteered	↓	21%
				Acting in the best interest of Lakewood	↔	41%	Participated in a club	↔	20%
				Being honest	↓	35%	Campaigned for an issue, cause or candidate	↔	22%
				Treating all residents fairly	↓	33%	Contacted Lakewood elected officials	↔	20%
							Read or watched local news	↔	80%
						Done a favor for a neighbor	↔	77%	

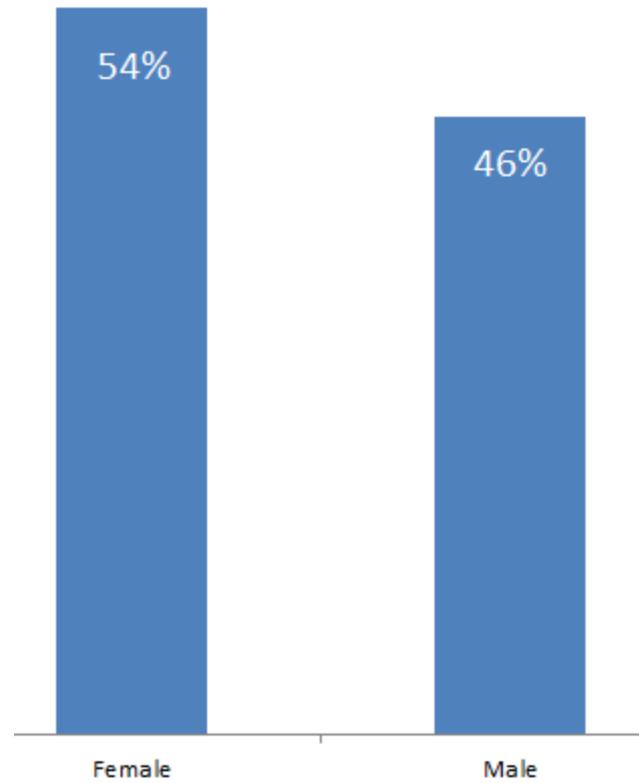
**Legend**

↑↑ Much higher      ↑ Higher      ↔ Similar      ↓ Lower      ↓↓ Much lower      \* Not available

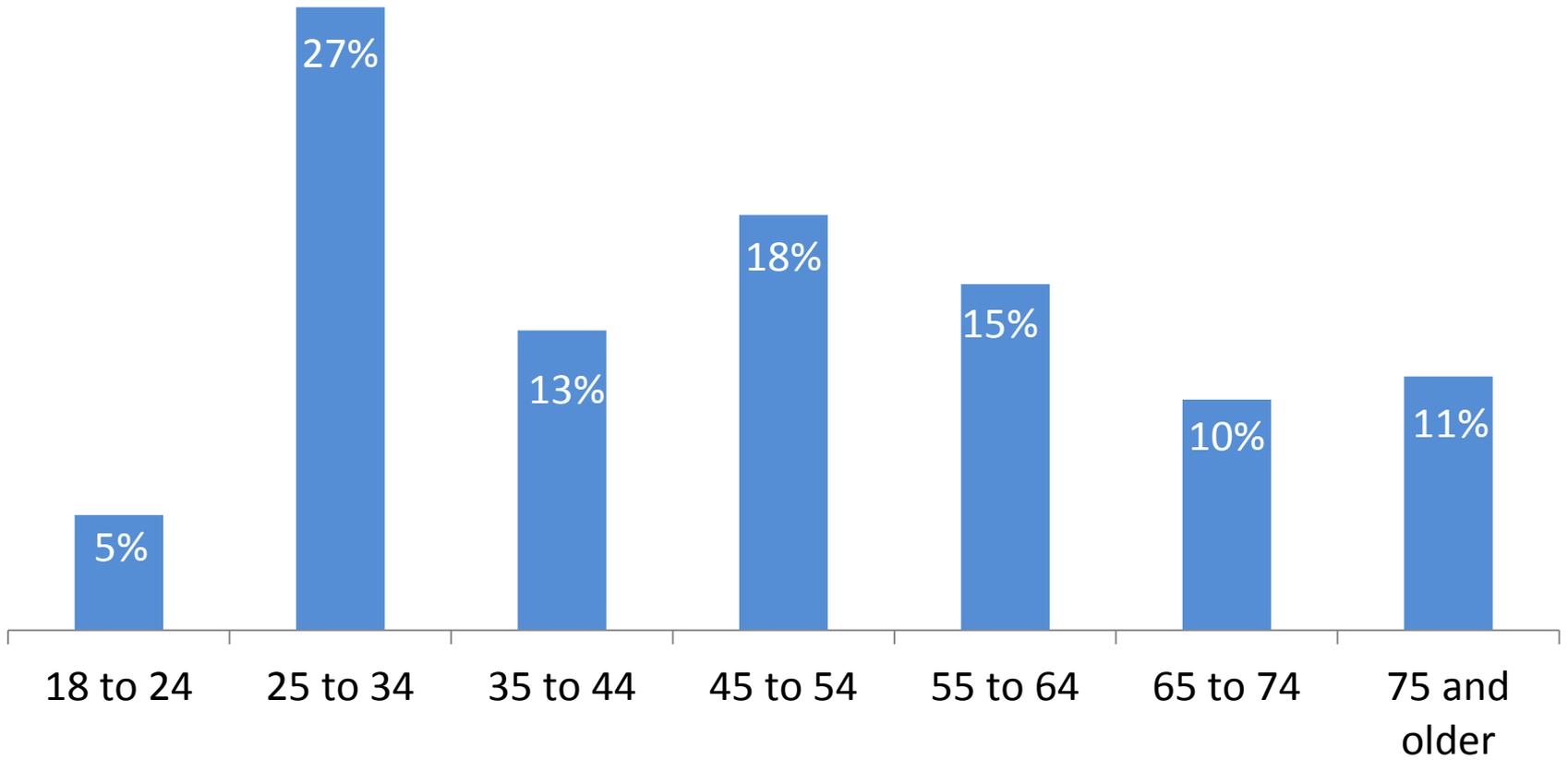


# Survey Demographics

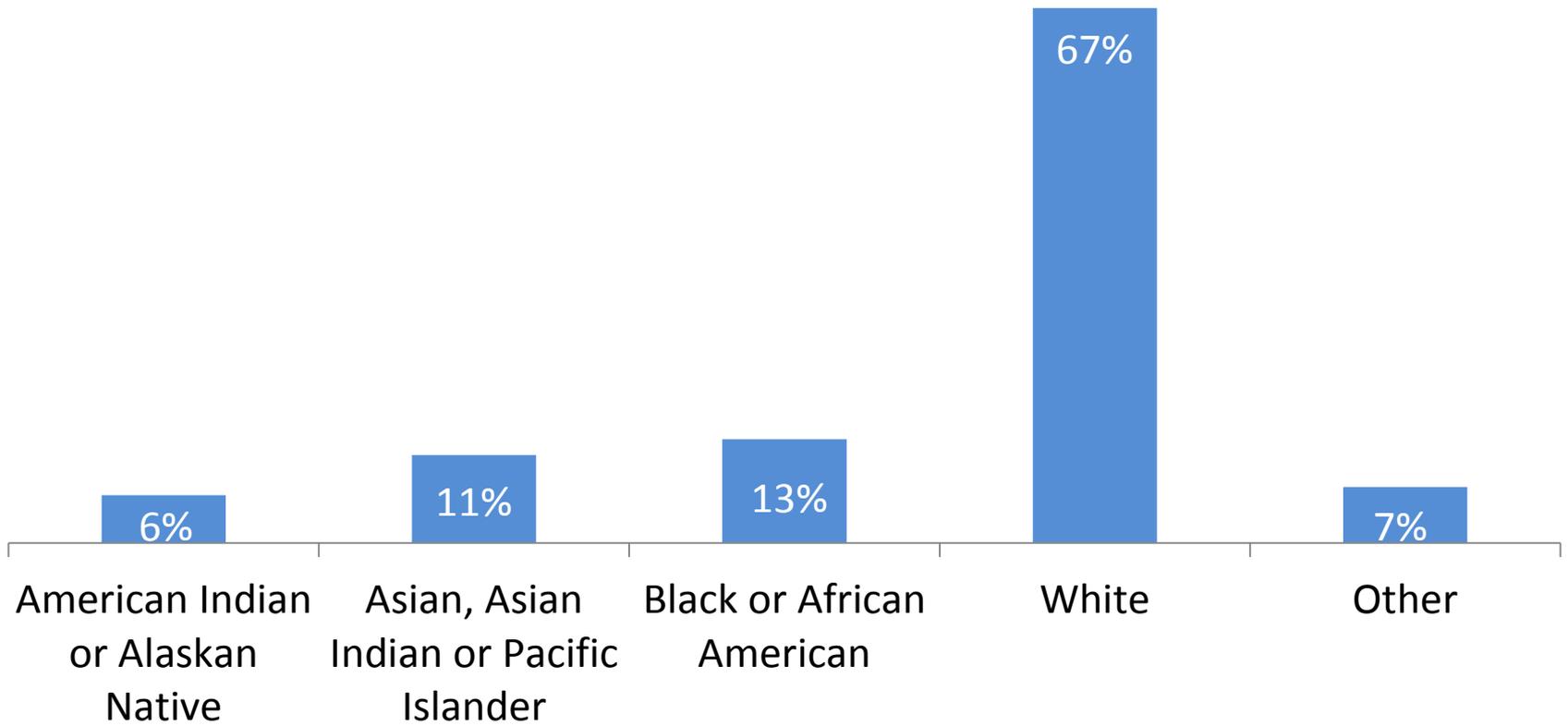
# Sex



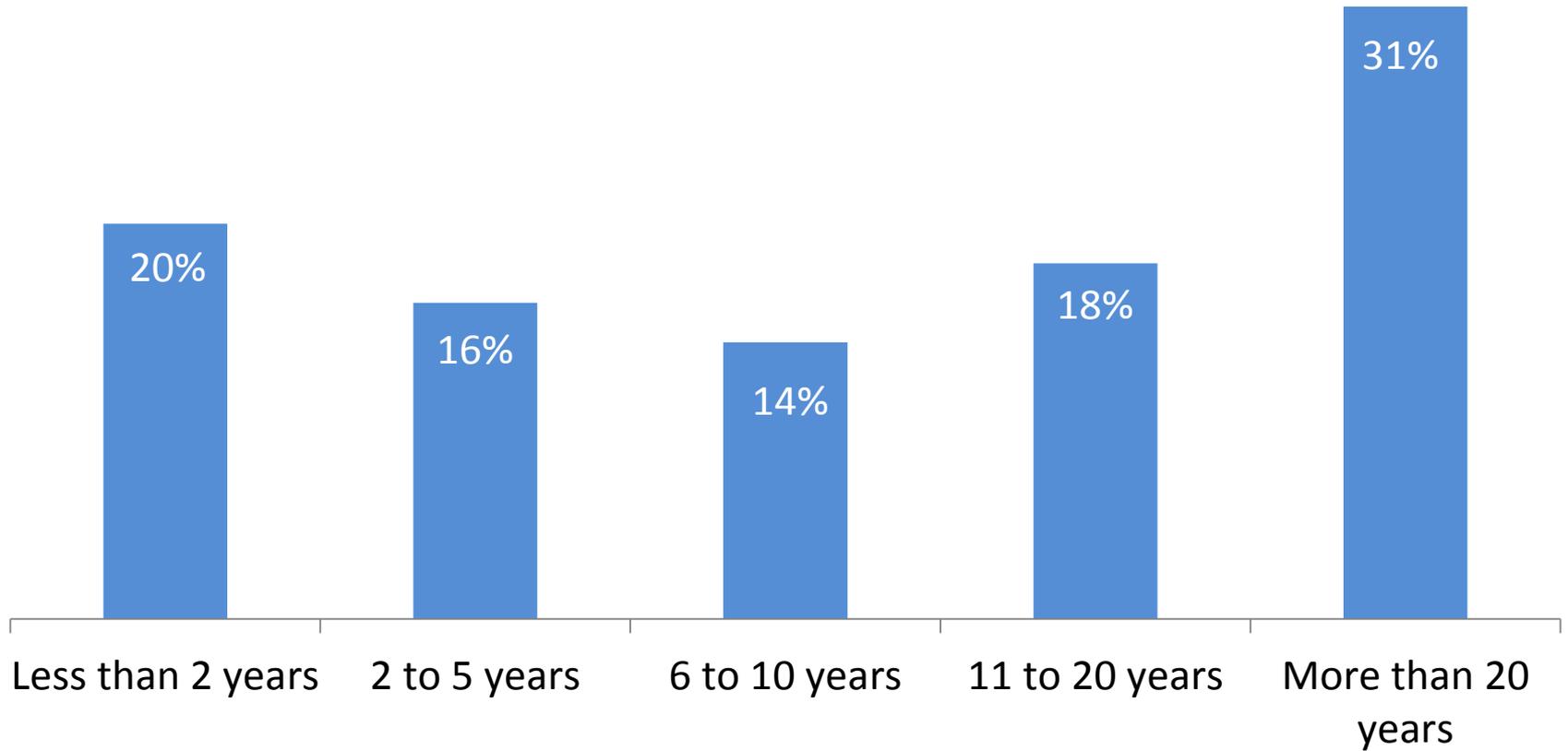
# Age



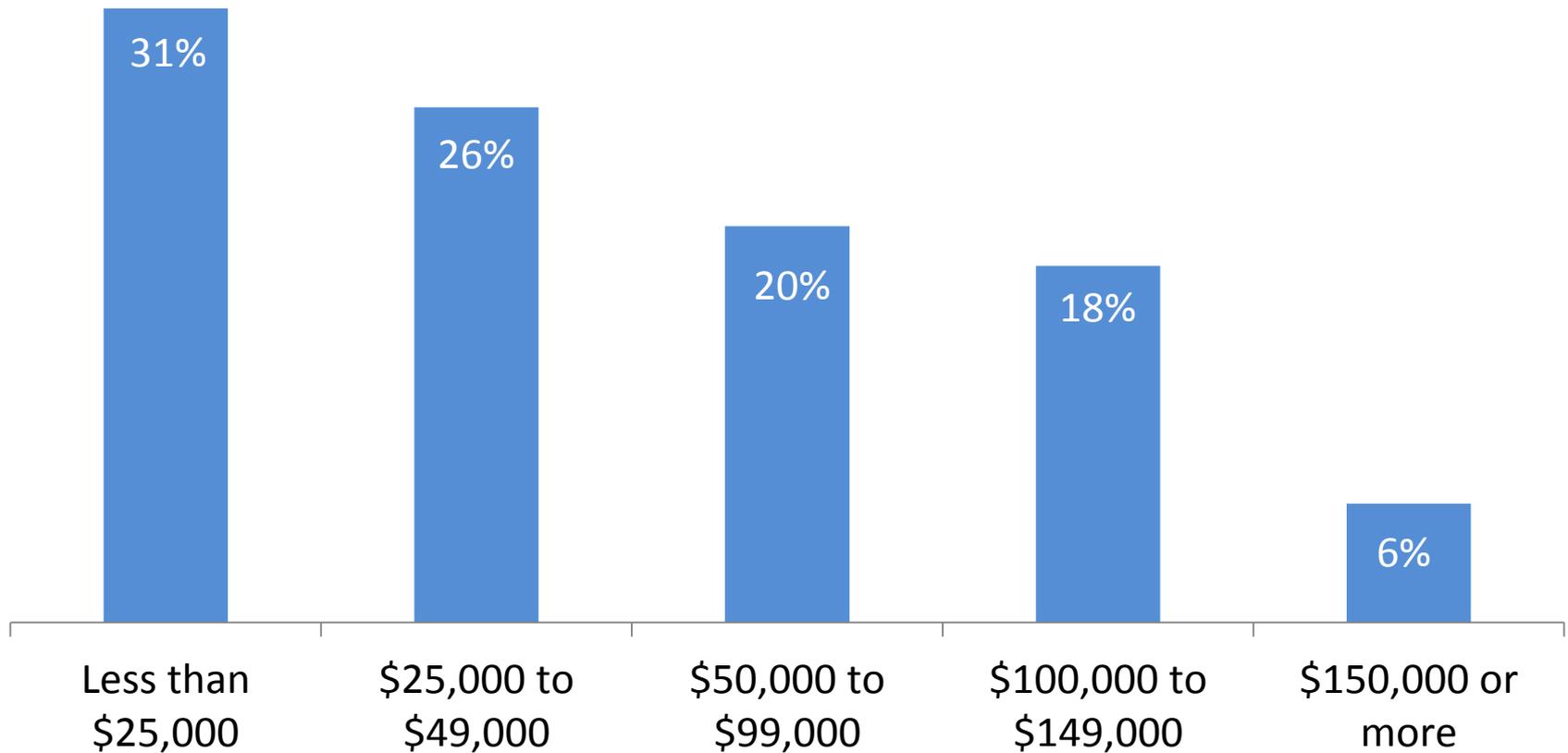
# Race



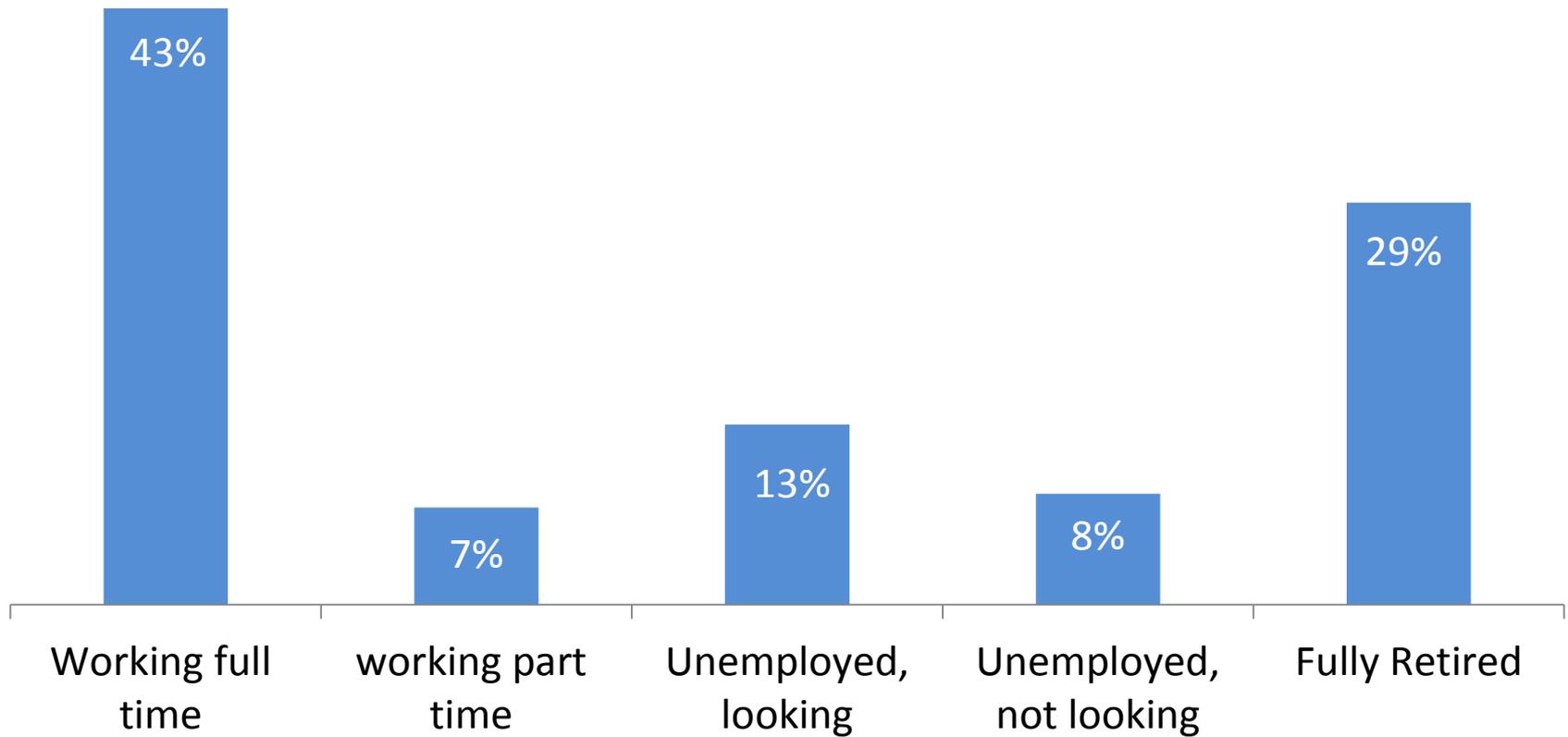
# Years lived in Lakewood



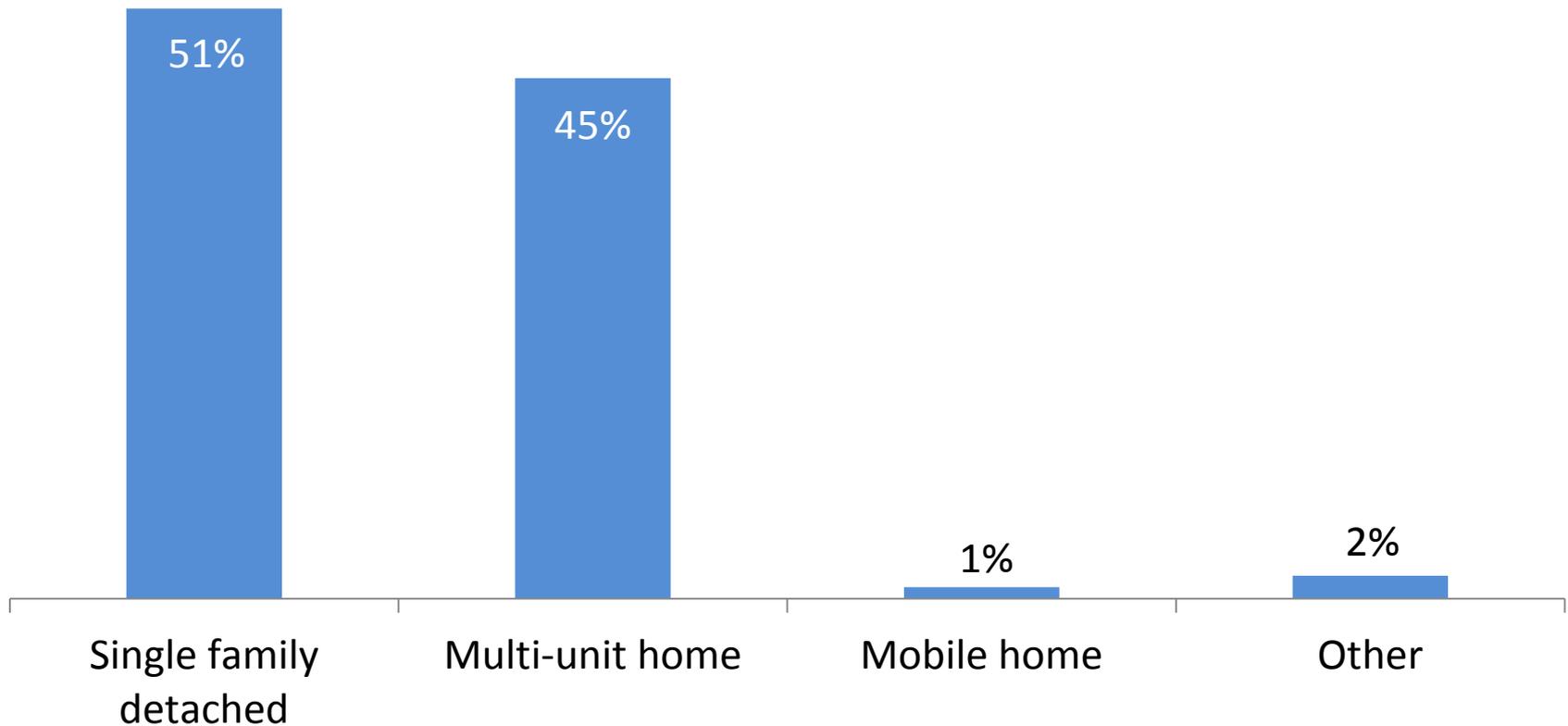
# Anticipated gross household income



# Employment Status

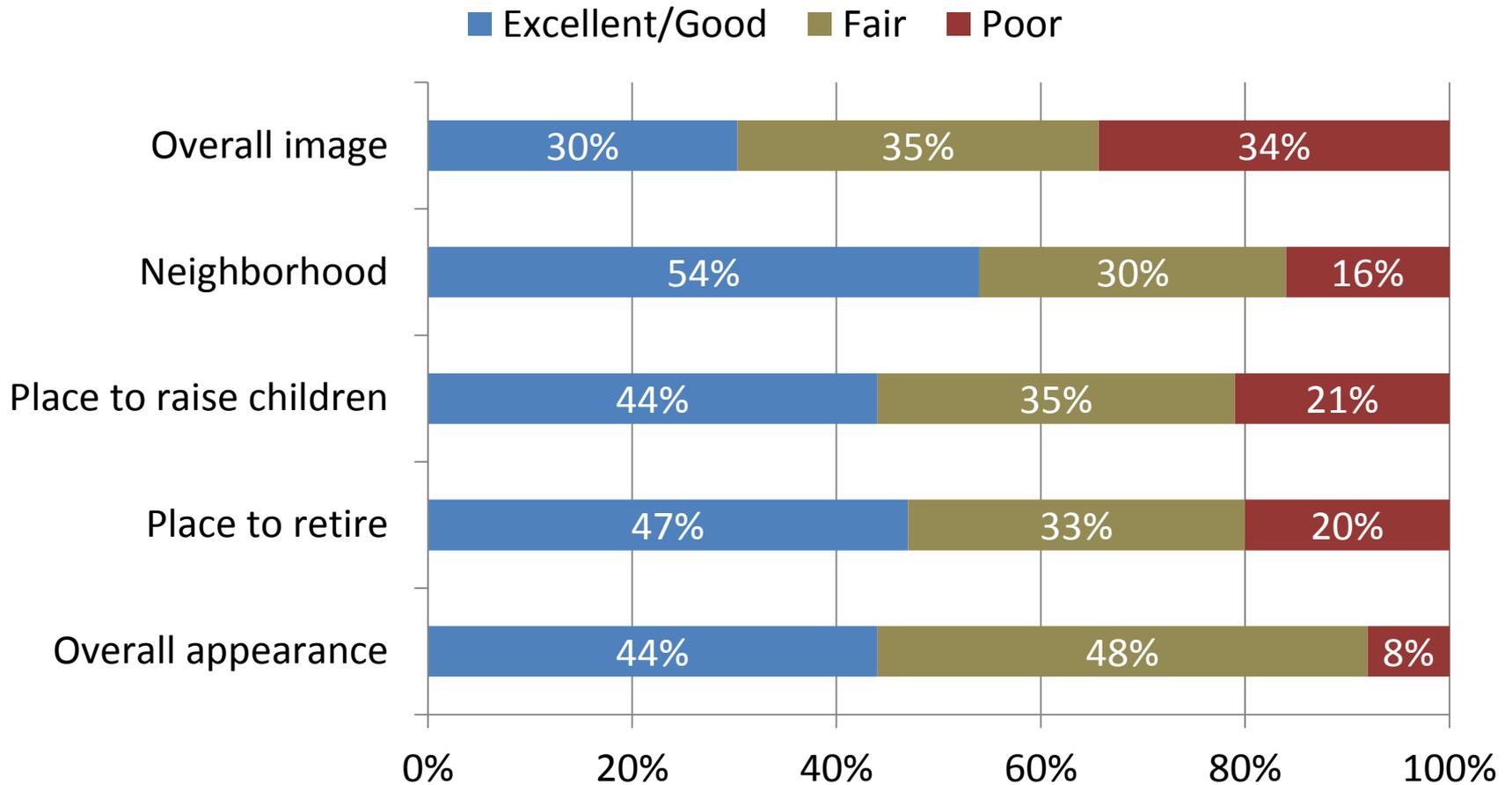


# Type of home respondent resides within



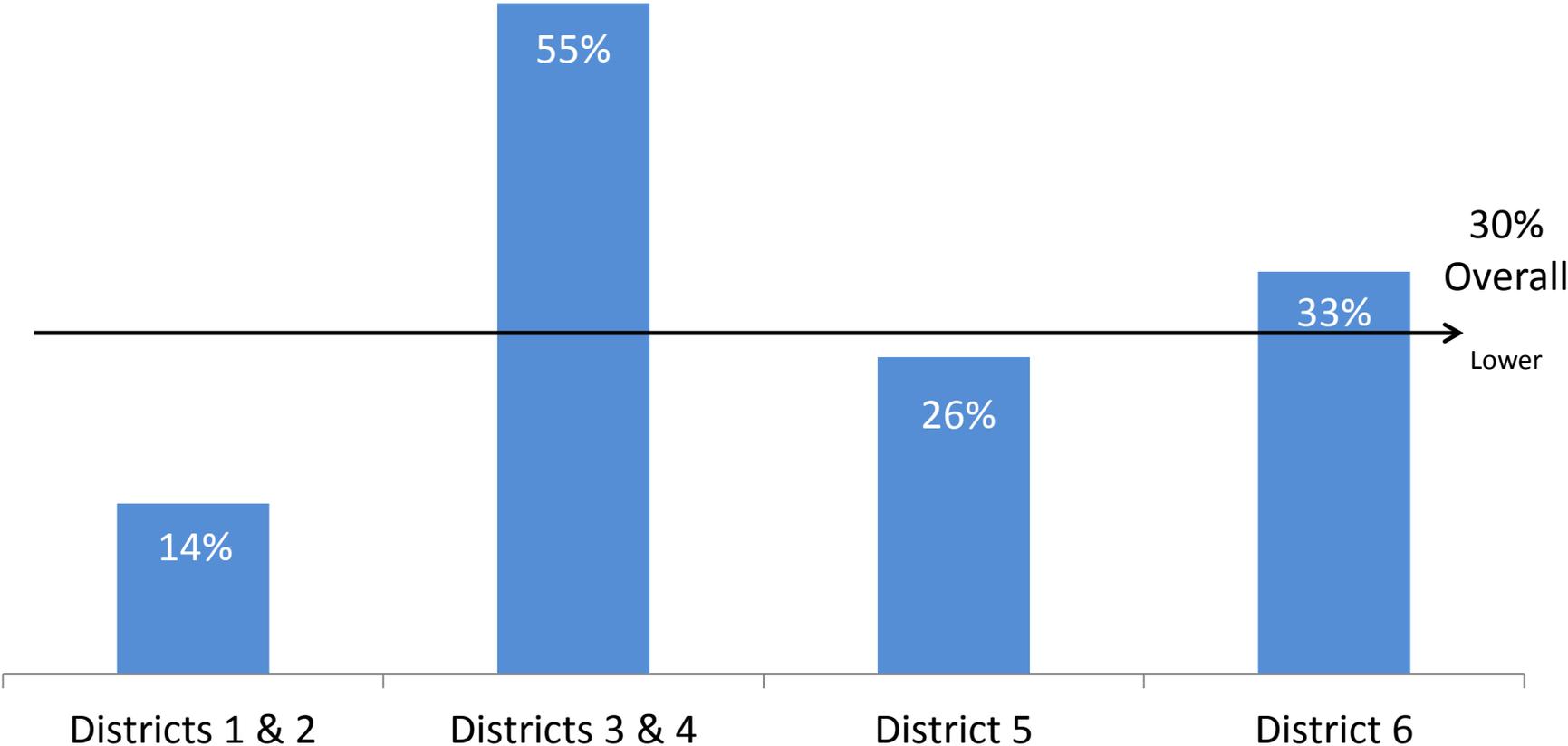
# Community Characteristics

# Overall Community Characteristics



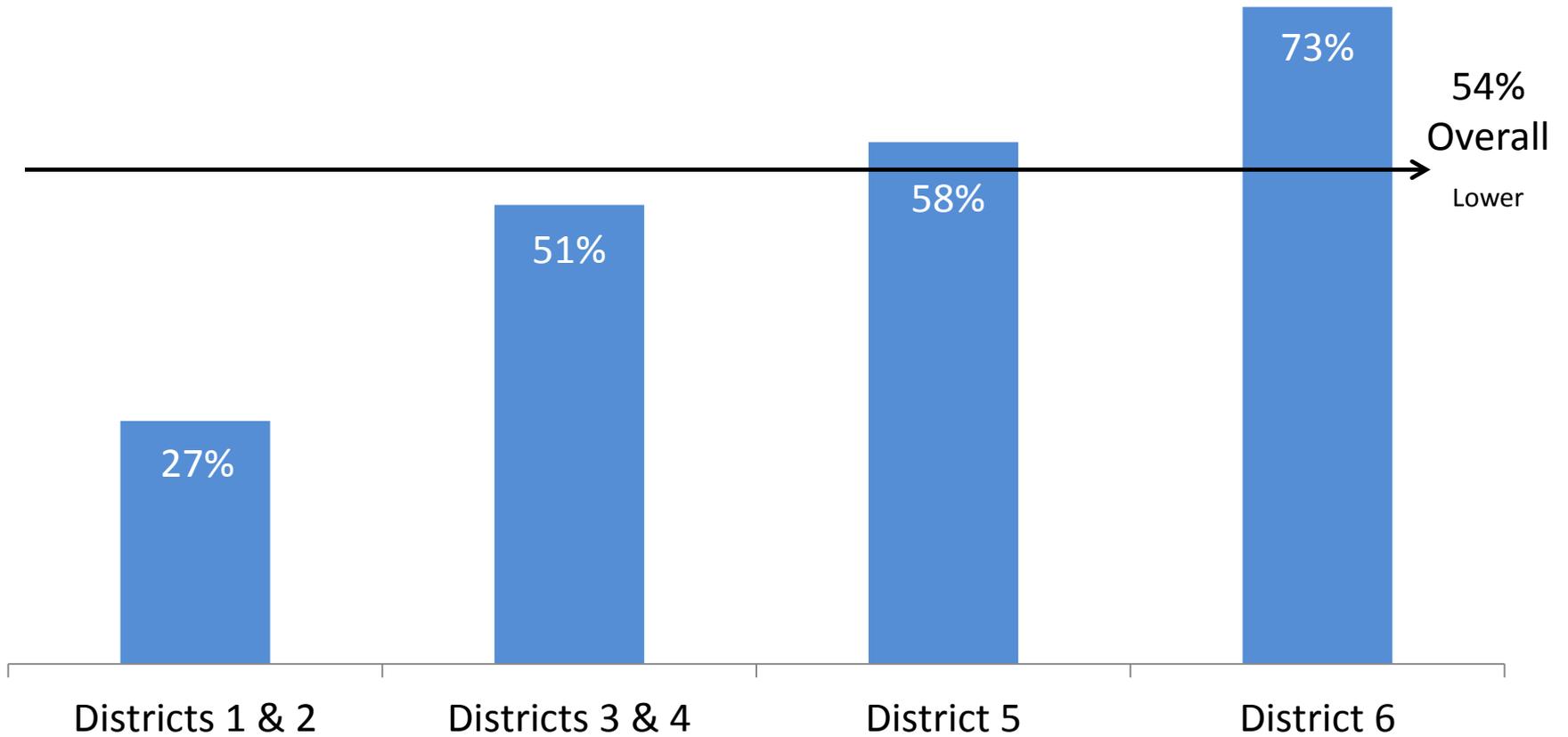
# Overall Image

Percent rating positively (e.g. excellent/good)



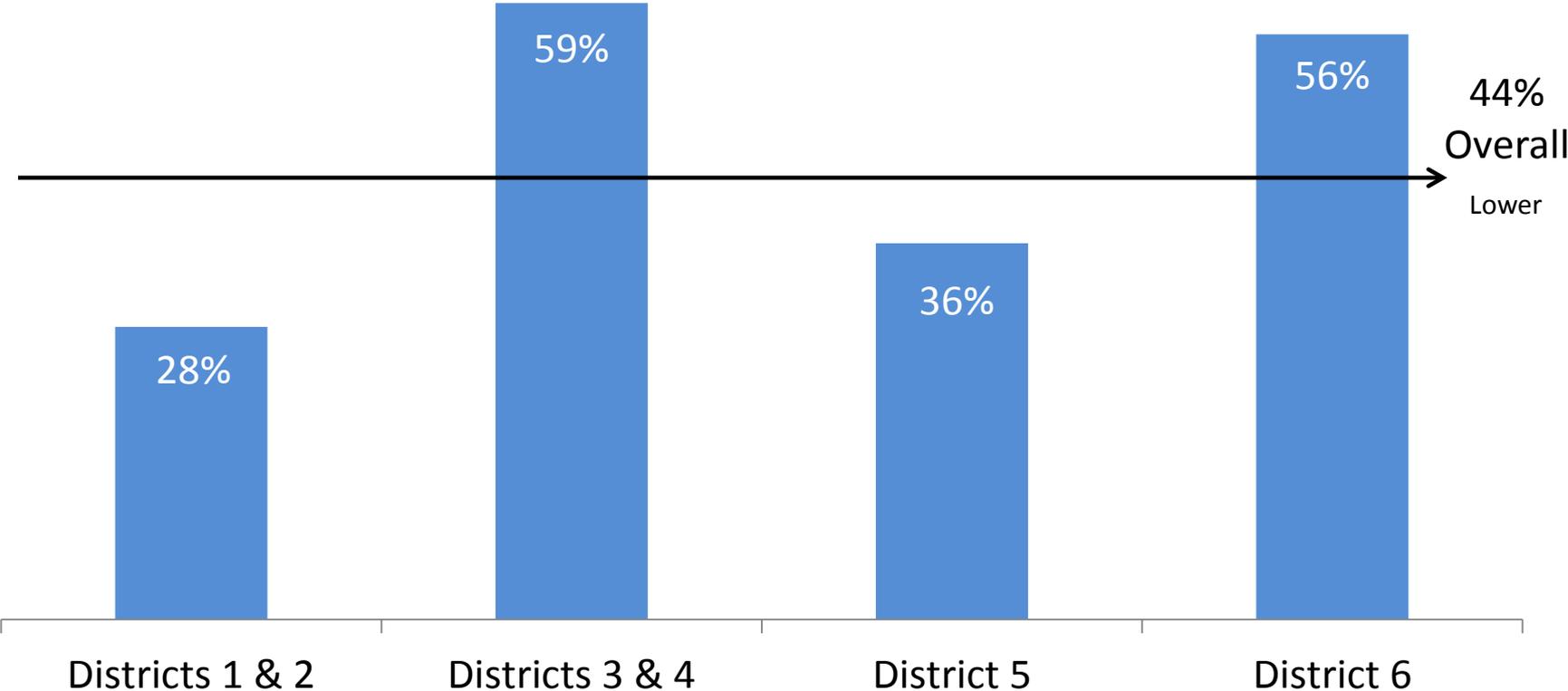
# Neighborhood

Percent rating positively (e.g. excellent/good)



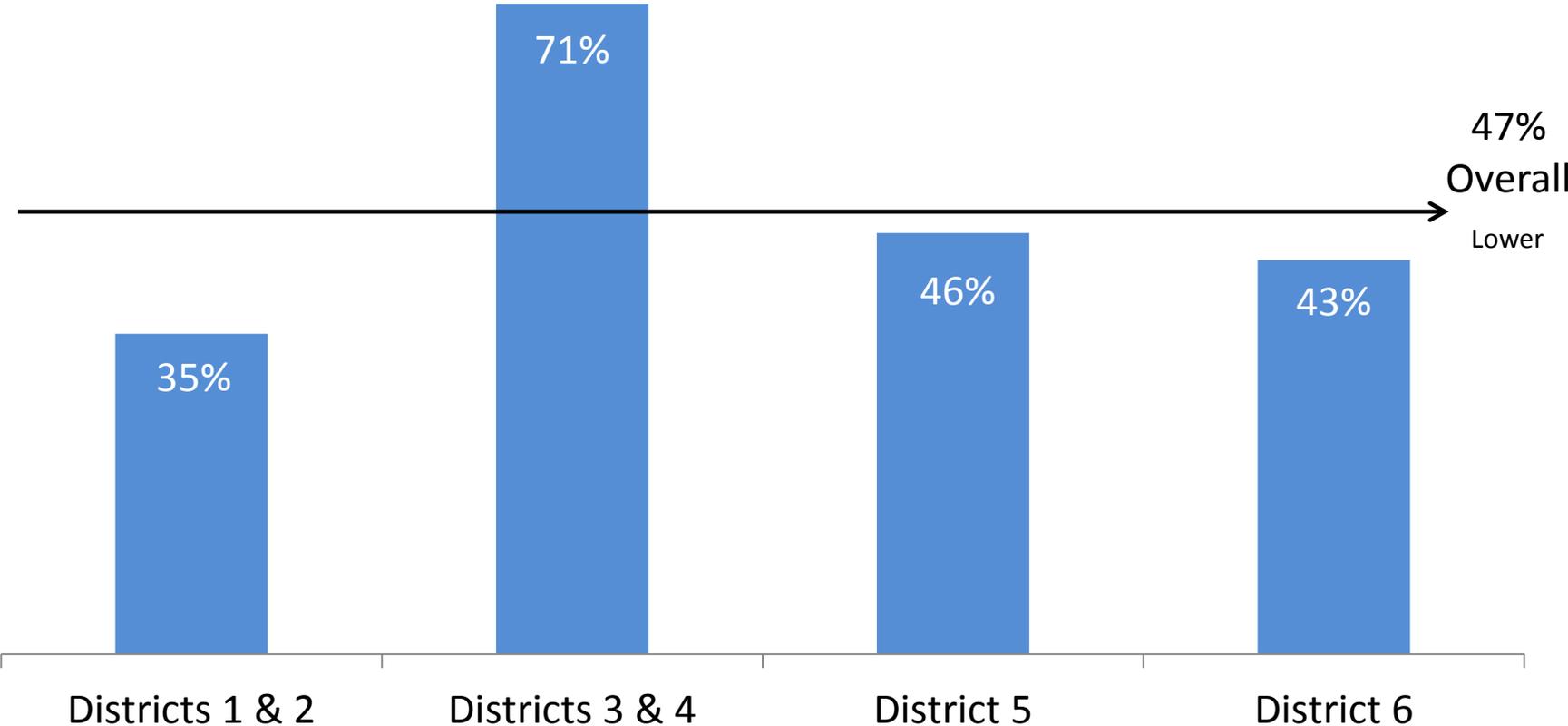
# Place to raise children

Percent rating positively (e.g. excellent/good)



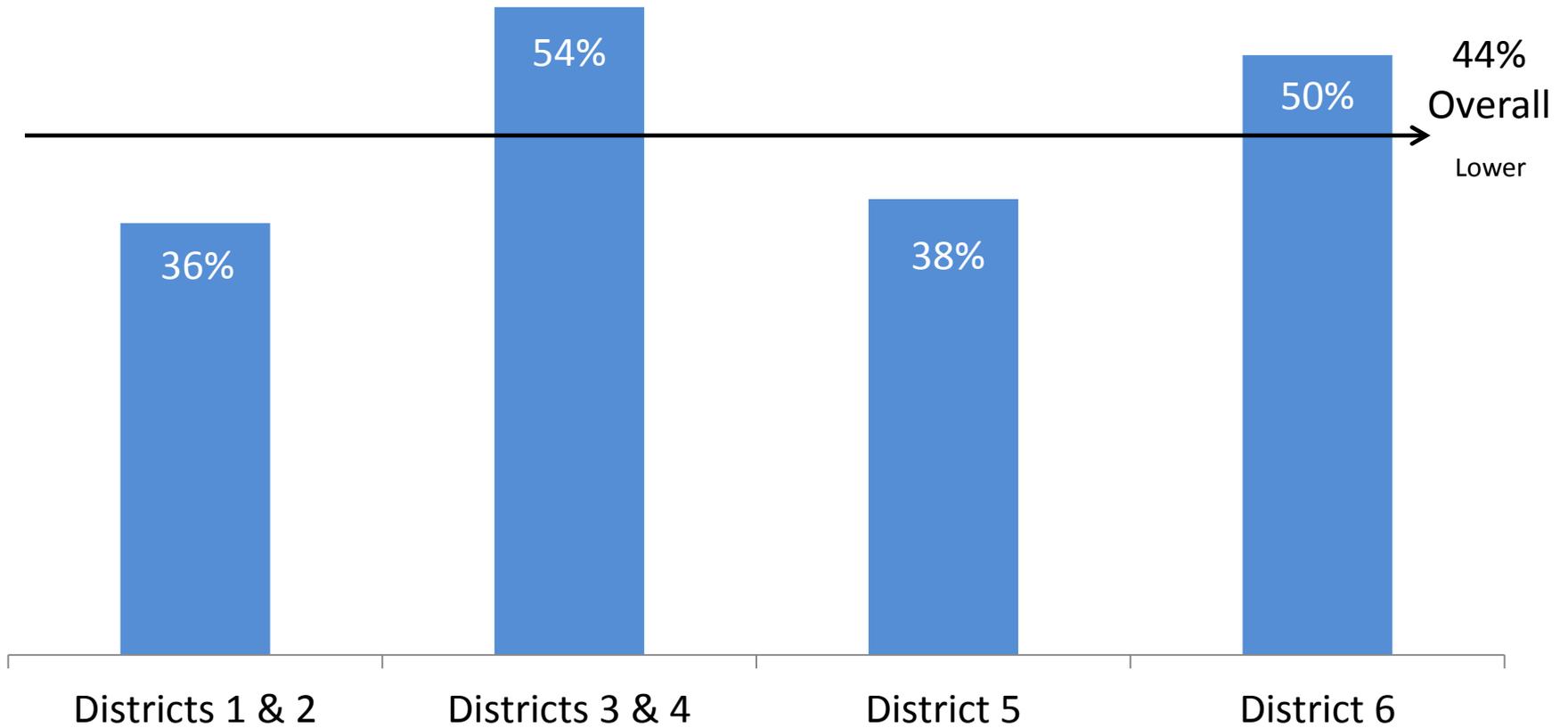
# Place to retire

Percent rating positively (e.g. excellent/good)



# Overall appearance

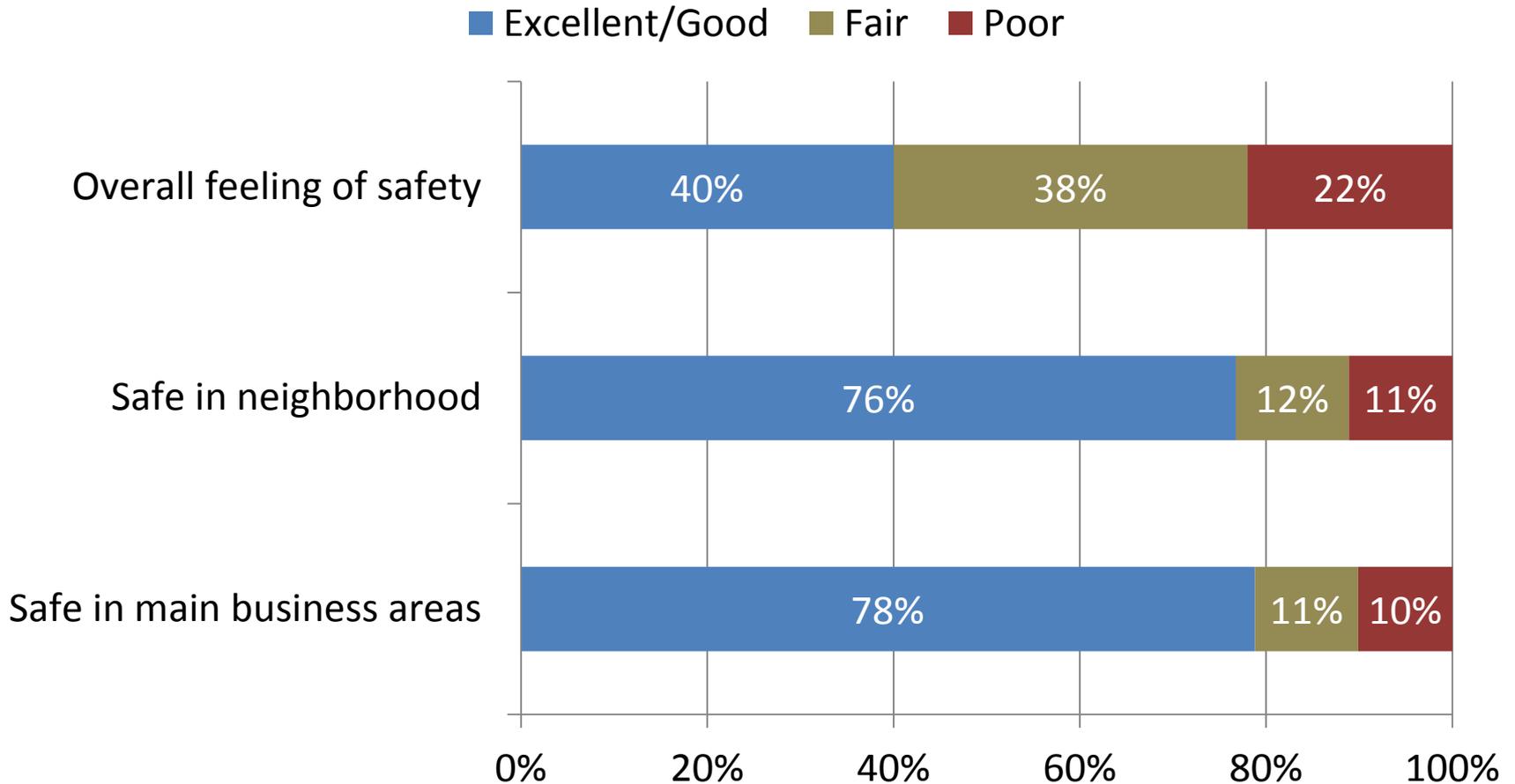
Percent rating positively (e.g. excellent/good)



# Safety

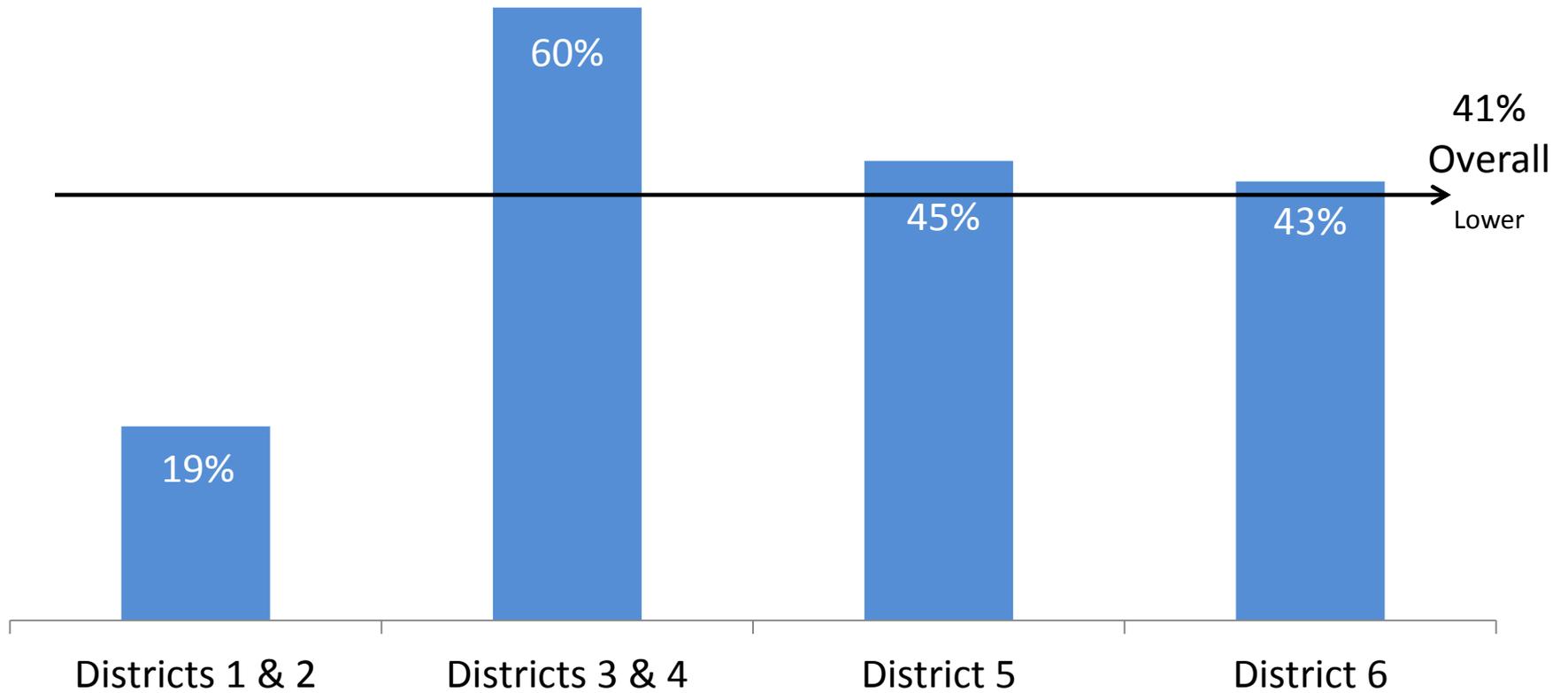
# Community Characteristics

## Safety



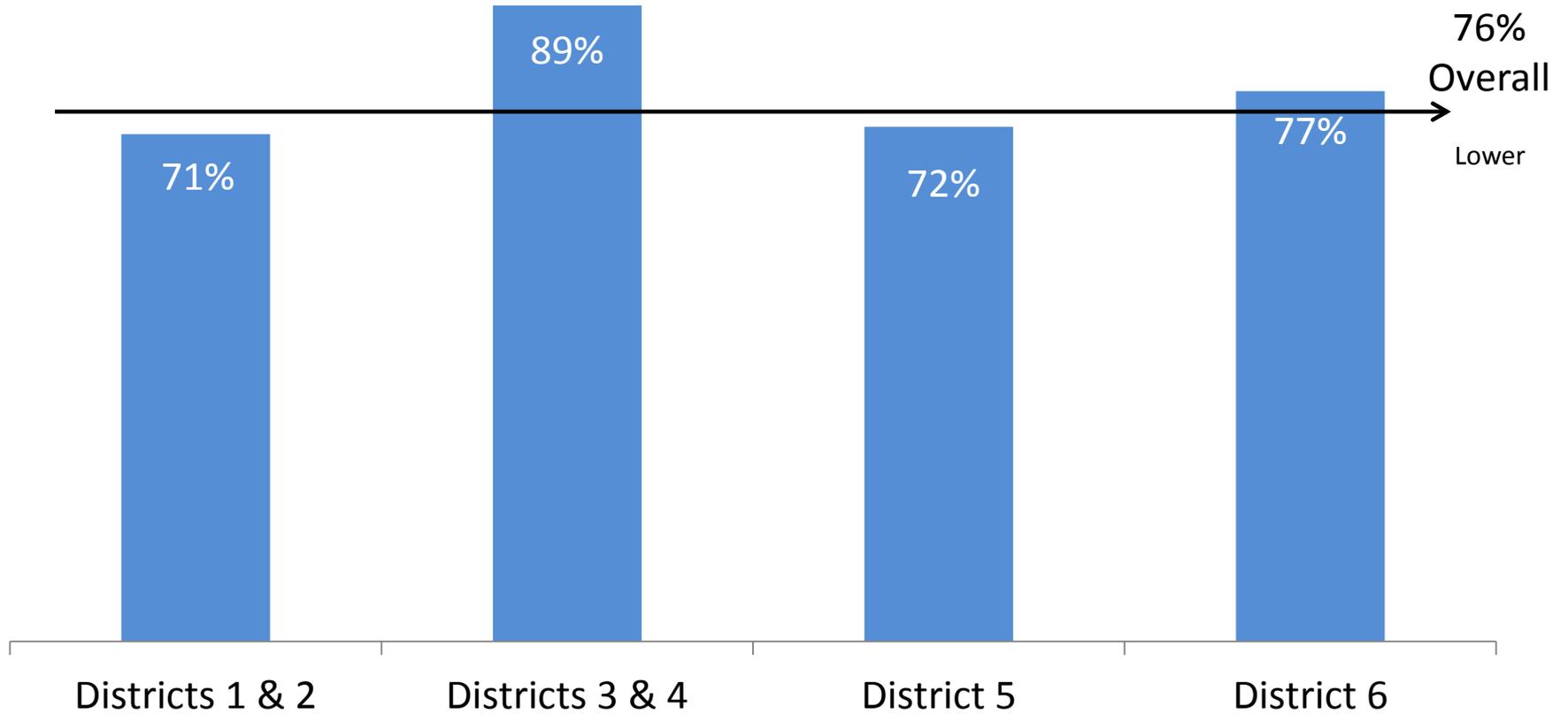
# Overall feeling of safety

Percent rating positively (e.g. excellent/good)



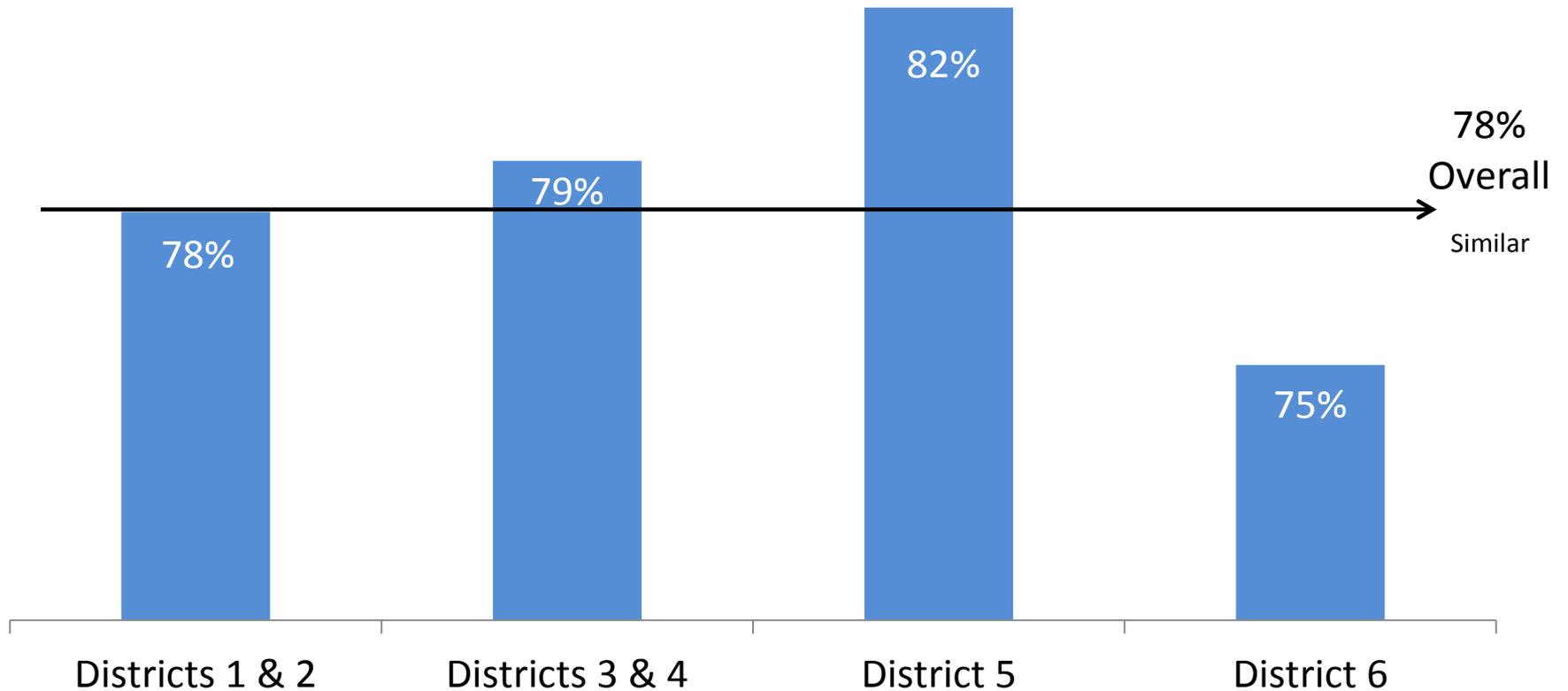
# Safe in neighborhood

Percent rating positively (e.g. excellent/good)



# Safe in main business areas

Percent rating positively (e.g. excellent/good)

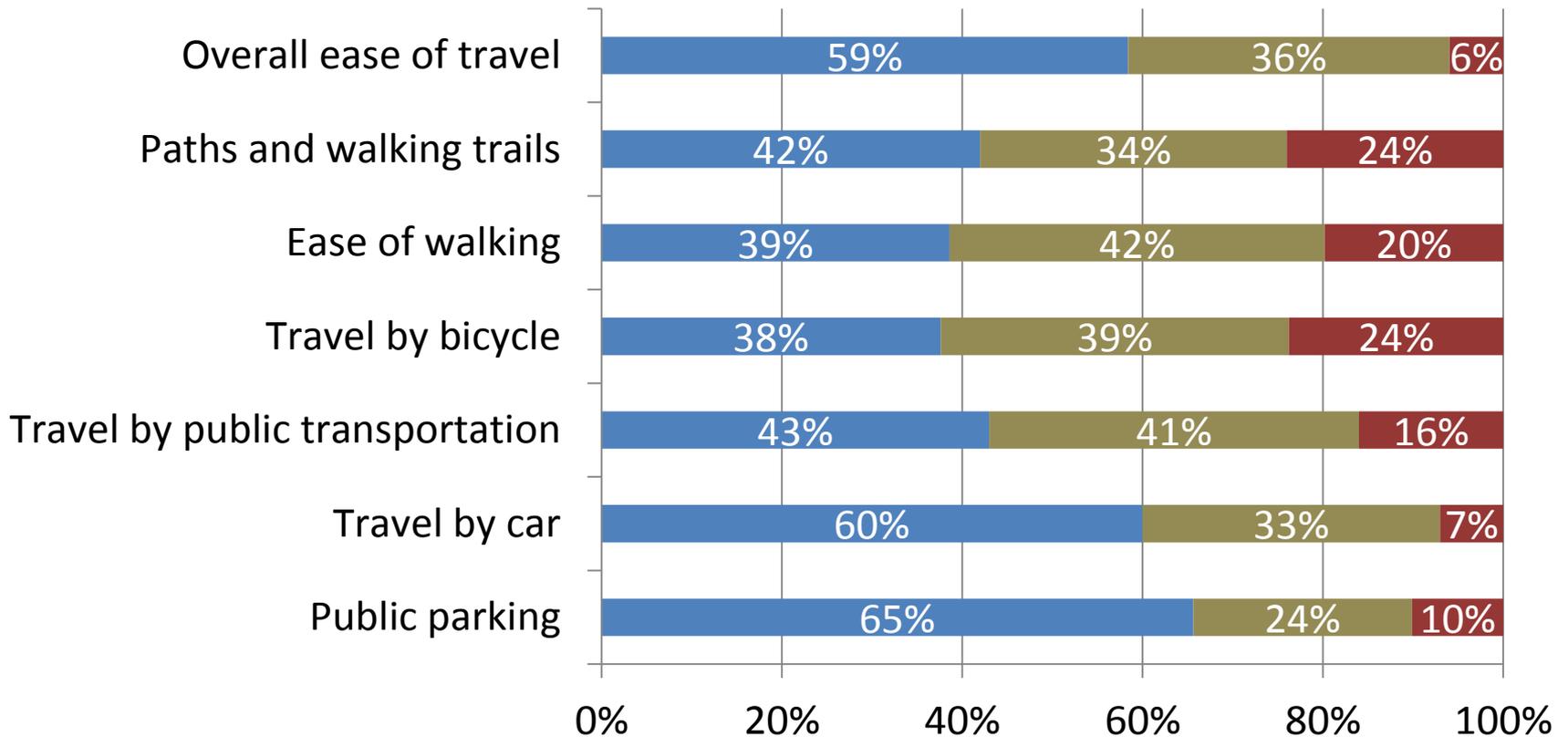


# Mobility

# Community Characteristics

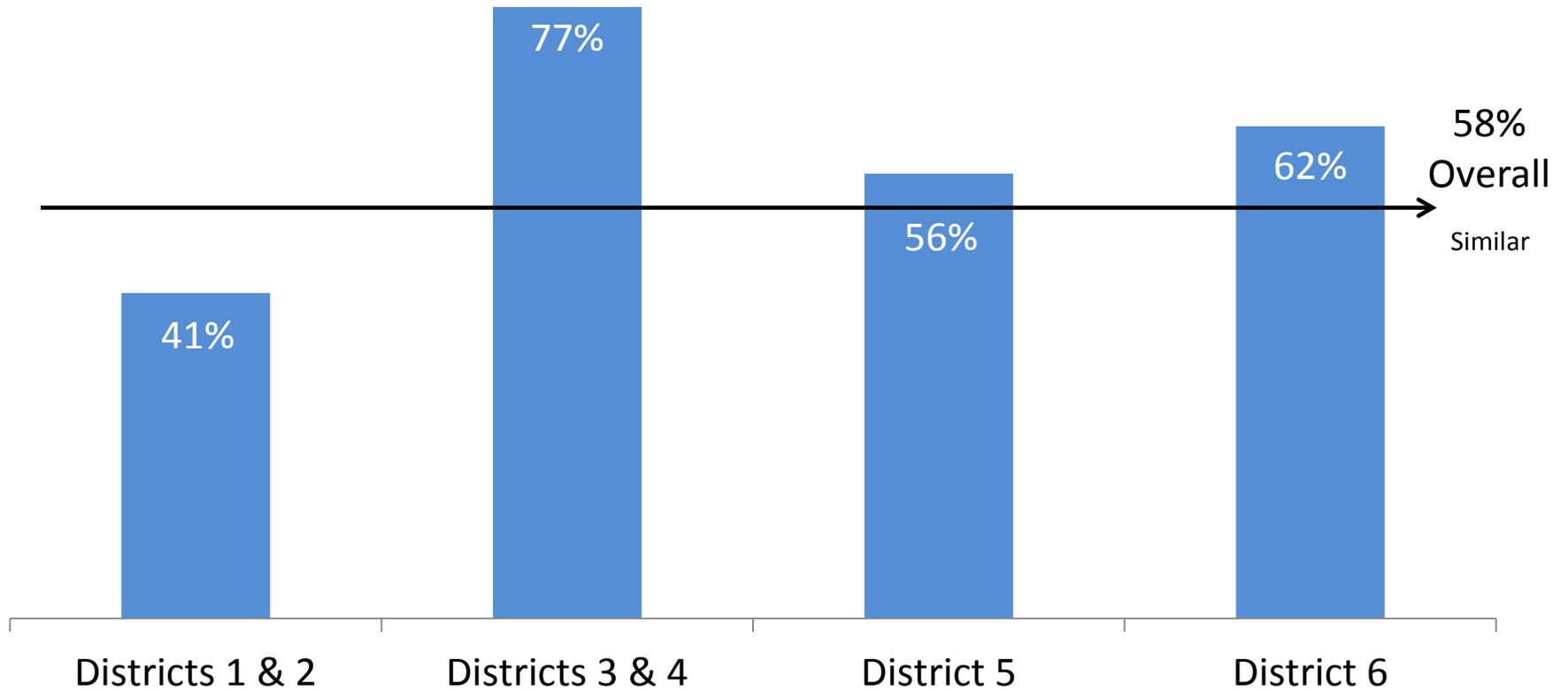
## Mobility

■ Excellent/Good ■ Fair ■ Poor



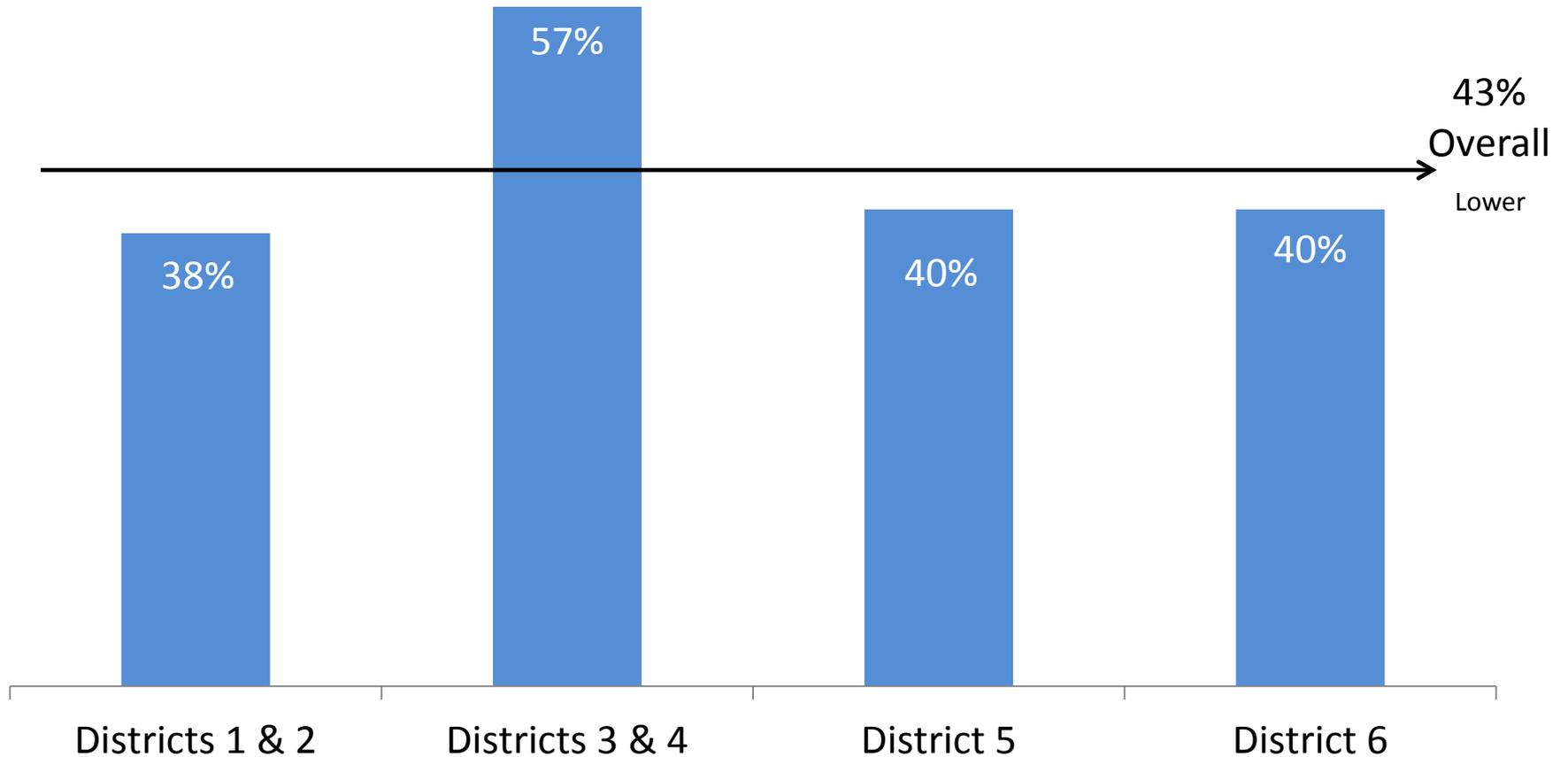
# Overall ease of travel

Percent rating positively (e.g. excellent/good)



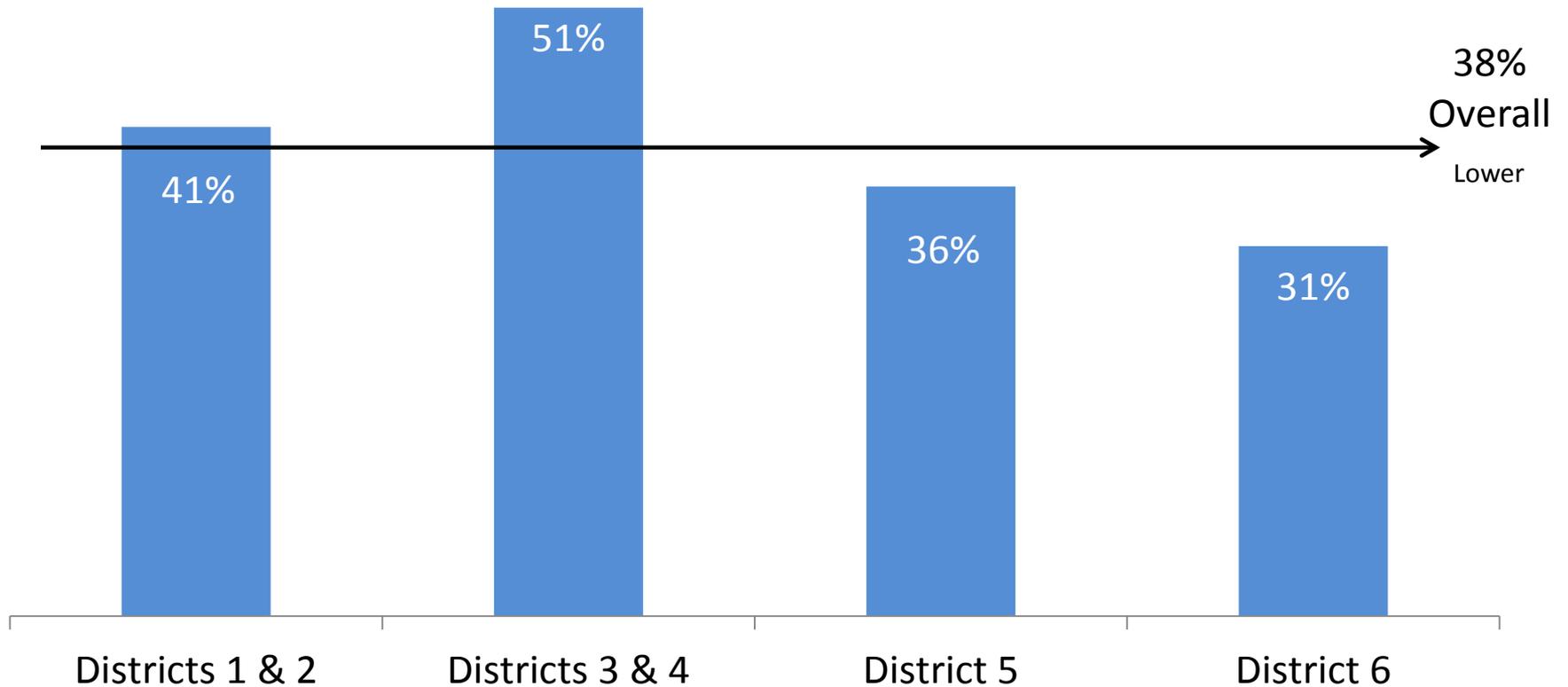
# Paths and walking trails

Percent rating positively (e.g. excellent/good)



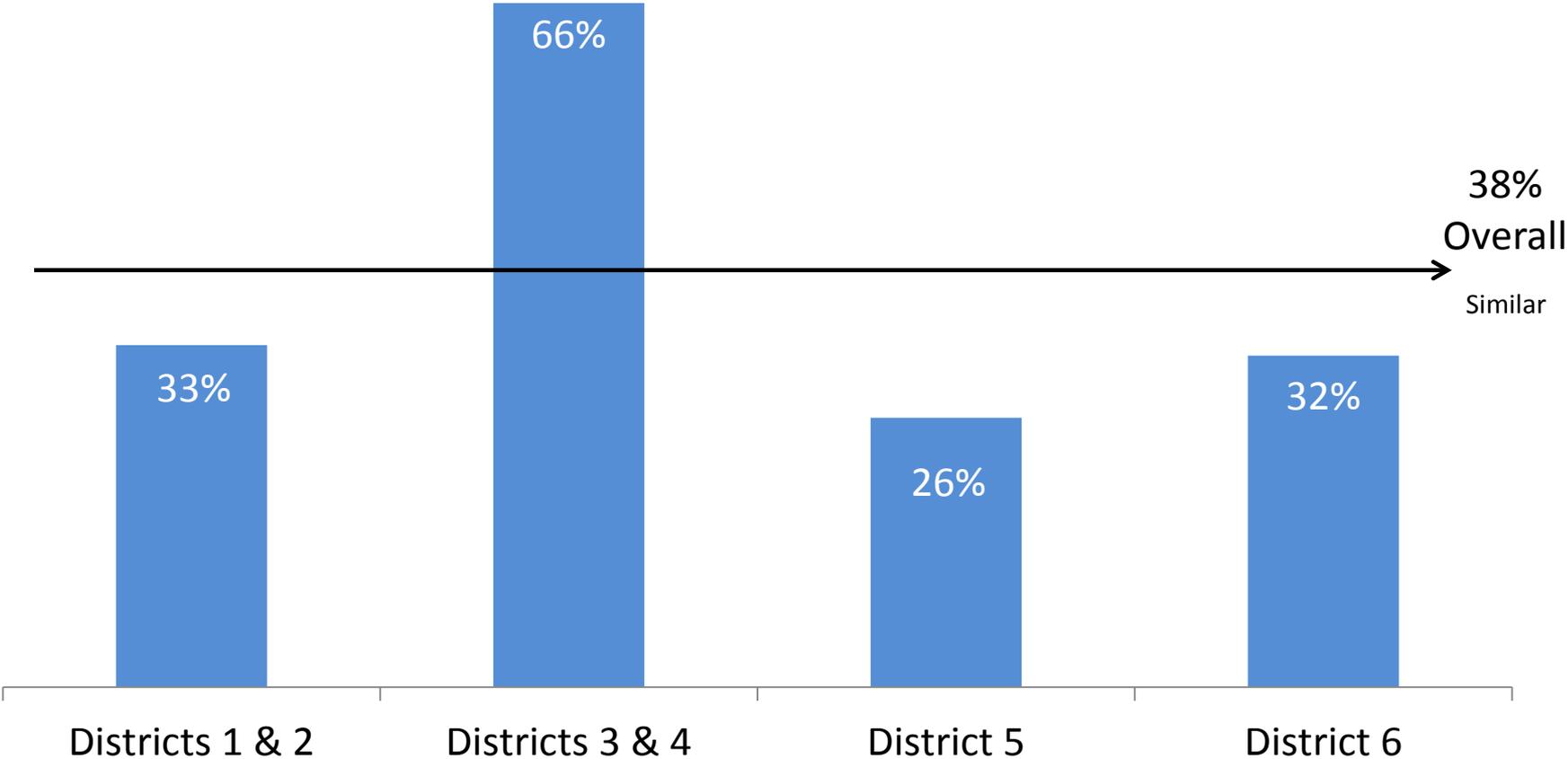
# Ease of walking

Percent rating positively (e.g. excellent/good)



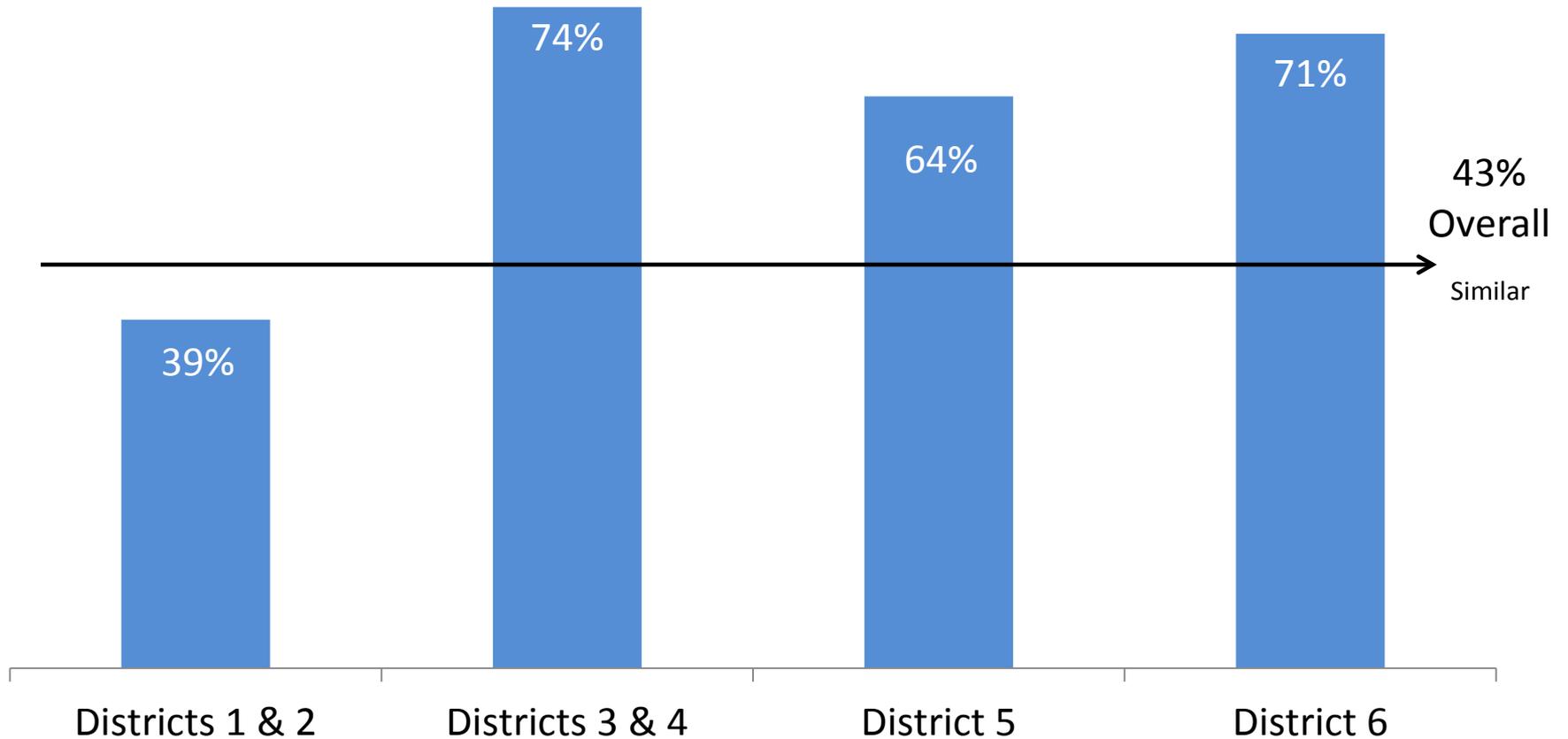
# Travel by bicycle

Percent rating positively (e.g. excellent/good)



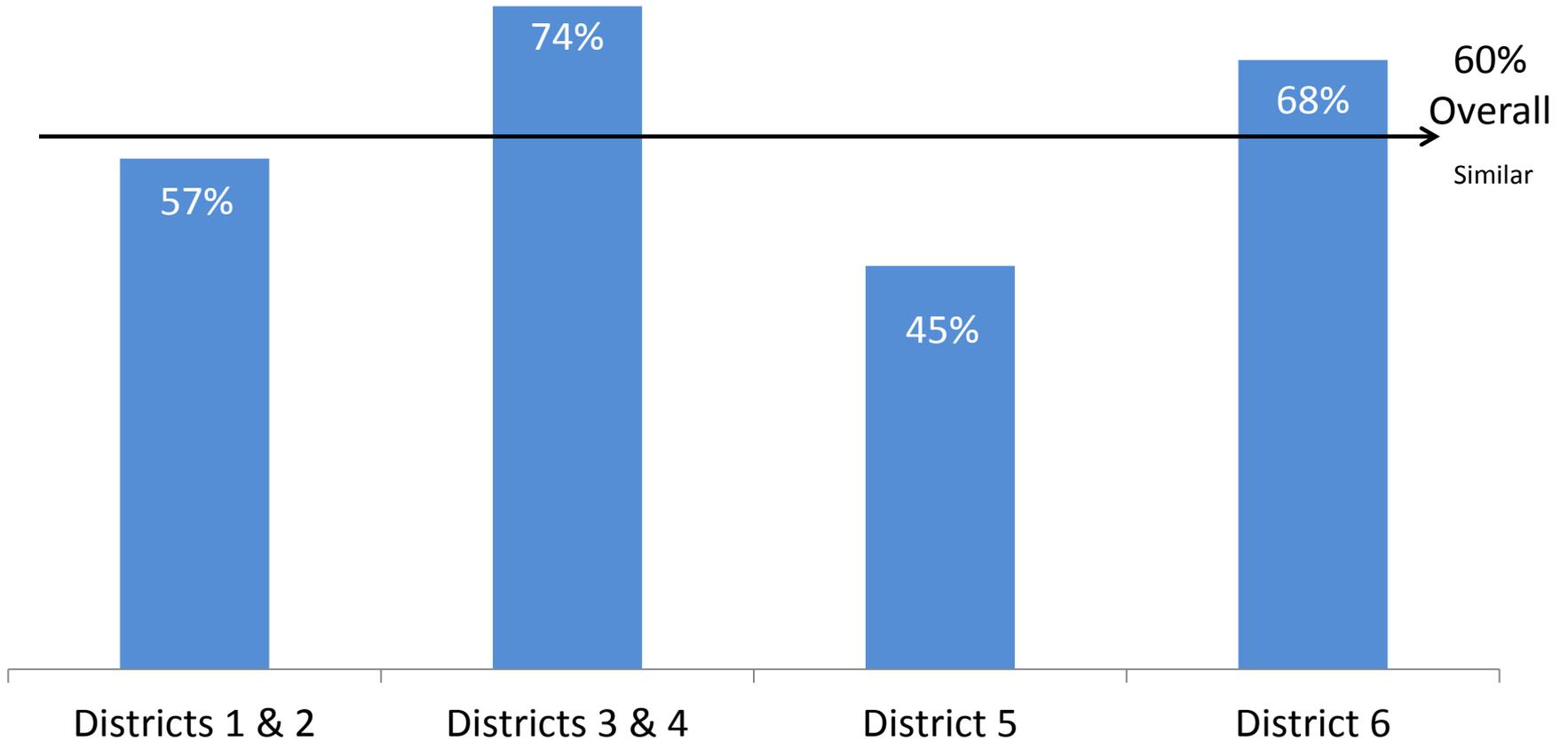
# Travel by public transportation

Percent rating positively (e.g. excellent/good)



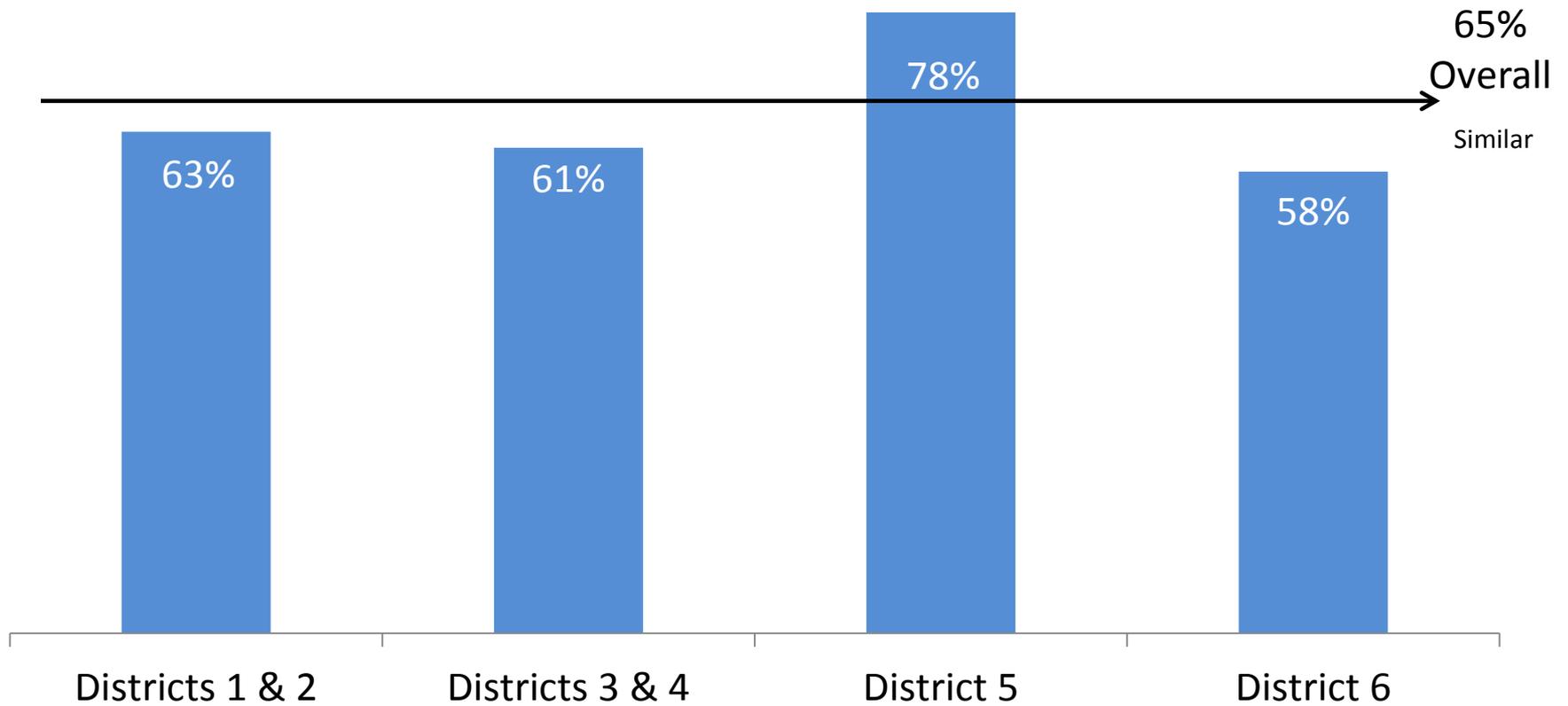
# Travel by car

Percent rating positively (e.g. excellent/good)



# Public parking

Percent rating positively (e.g. excellent/good)

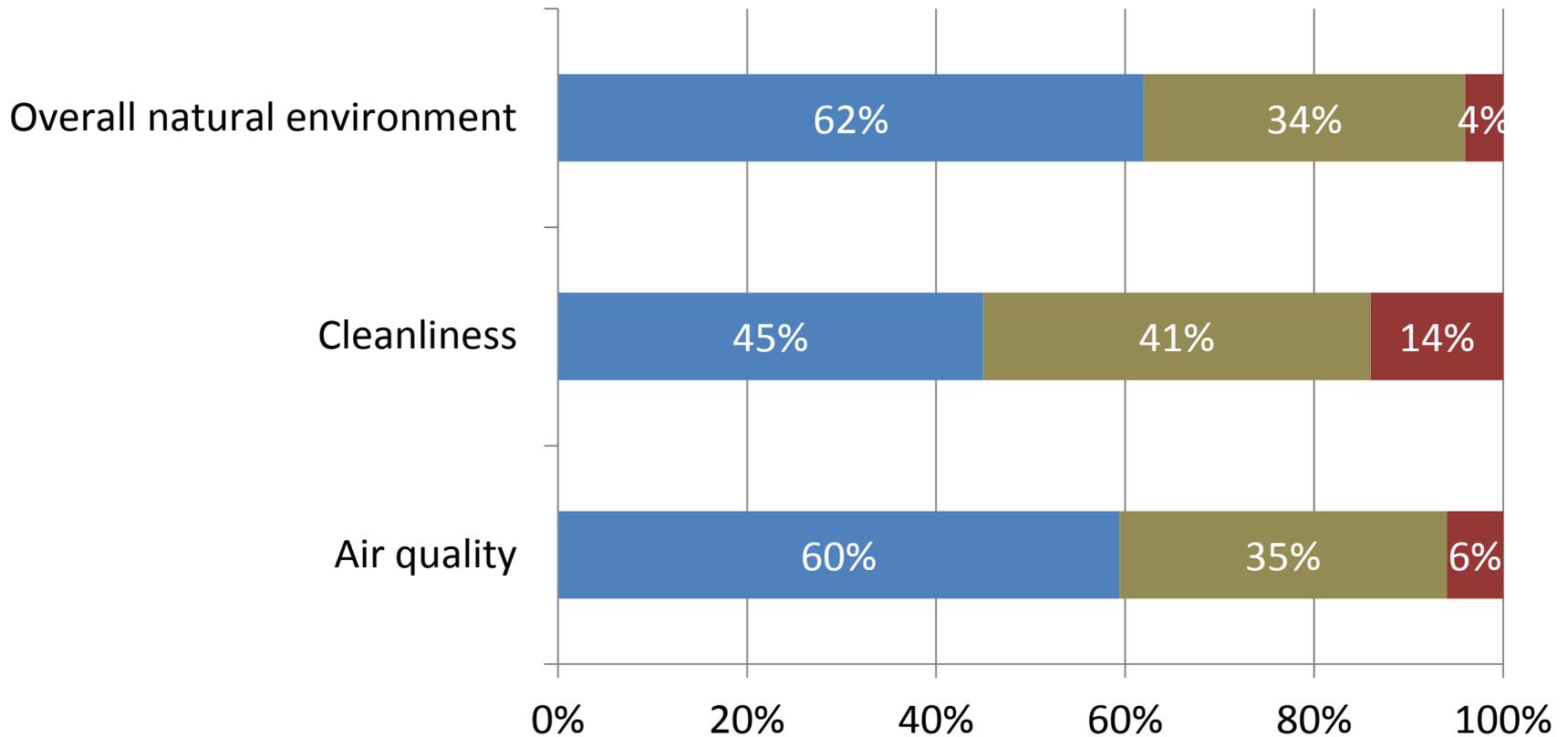


# Natural Environment

# Community Characteristics

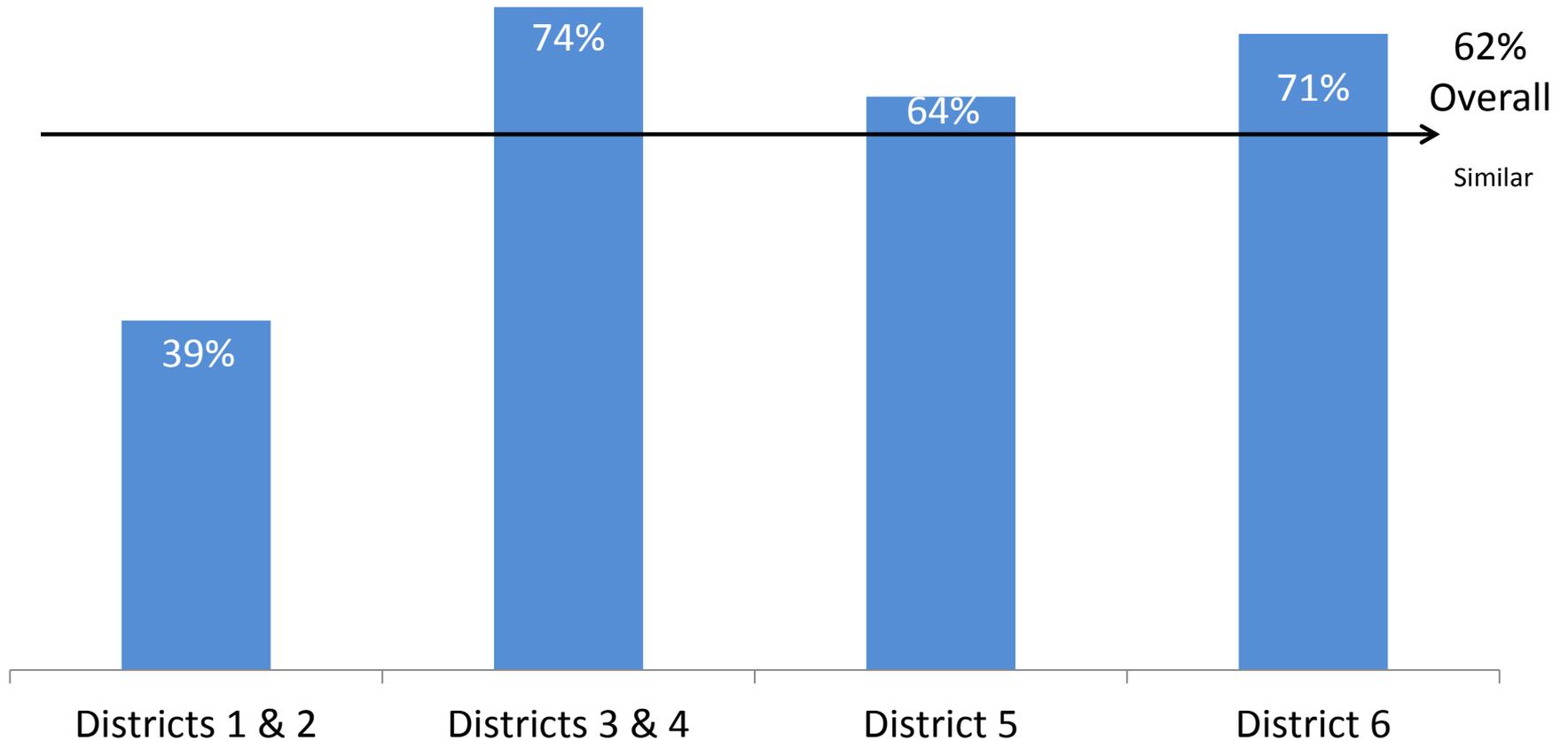
## Natural Environment

■ Excellent/Good ■ Fair ■ Poor



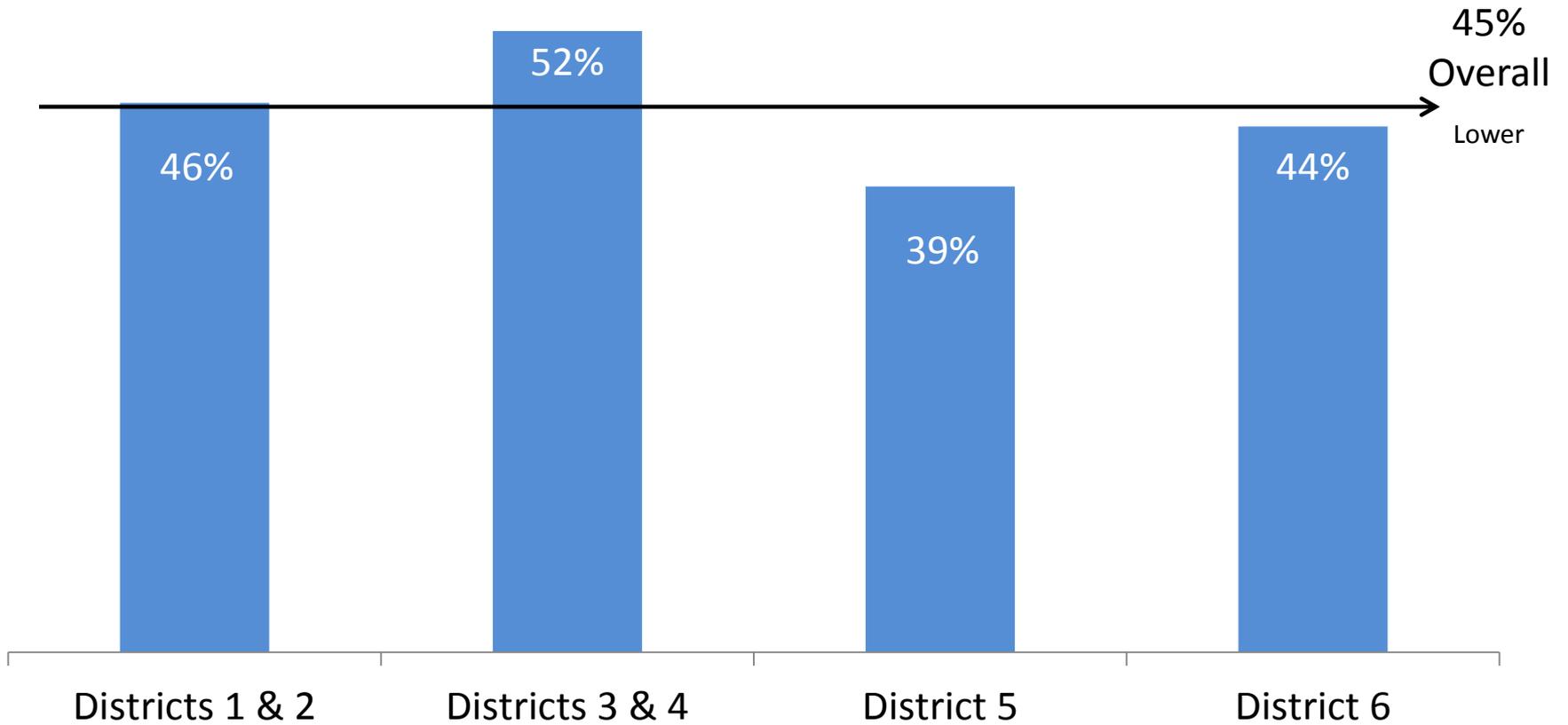
# Overall natural environment

Percent rating positively (e.g. excellent/good)



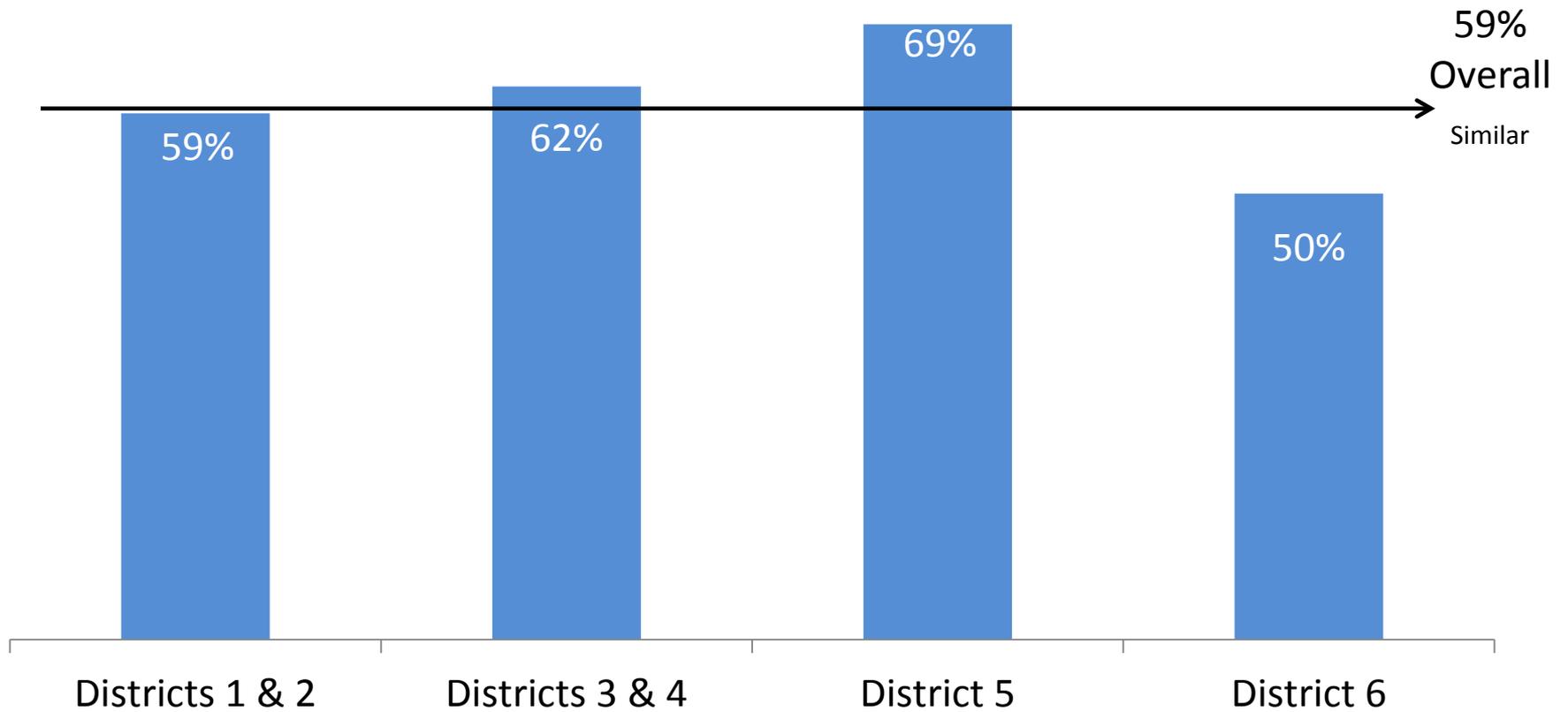
# Cleanliness

Percent rating positively (e.g. excellent/good)



# Air quality

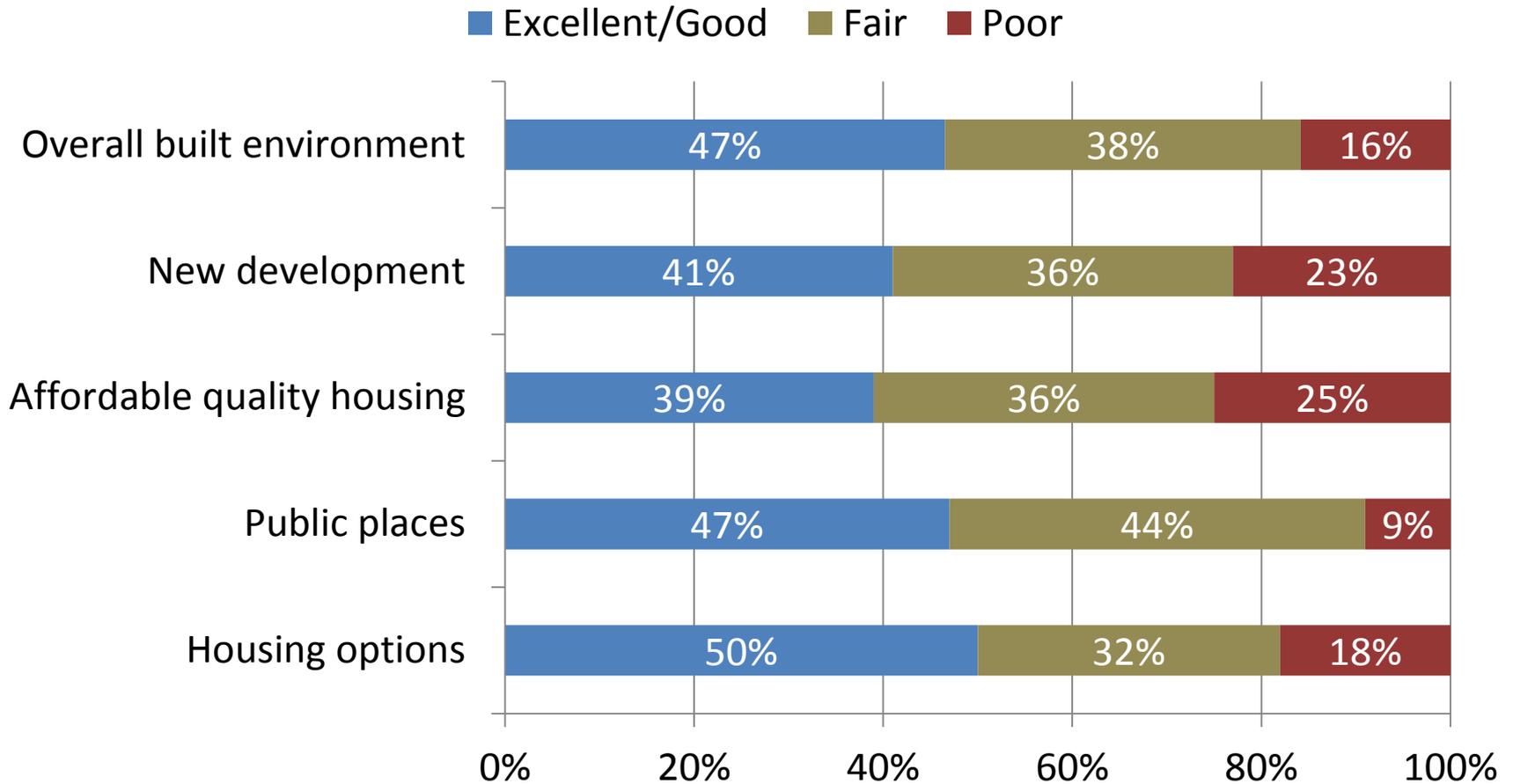
Percent rating positively (e.g. excellent/good)



# Built Environment

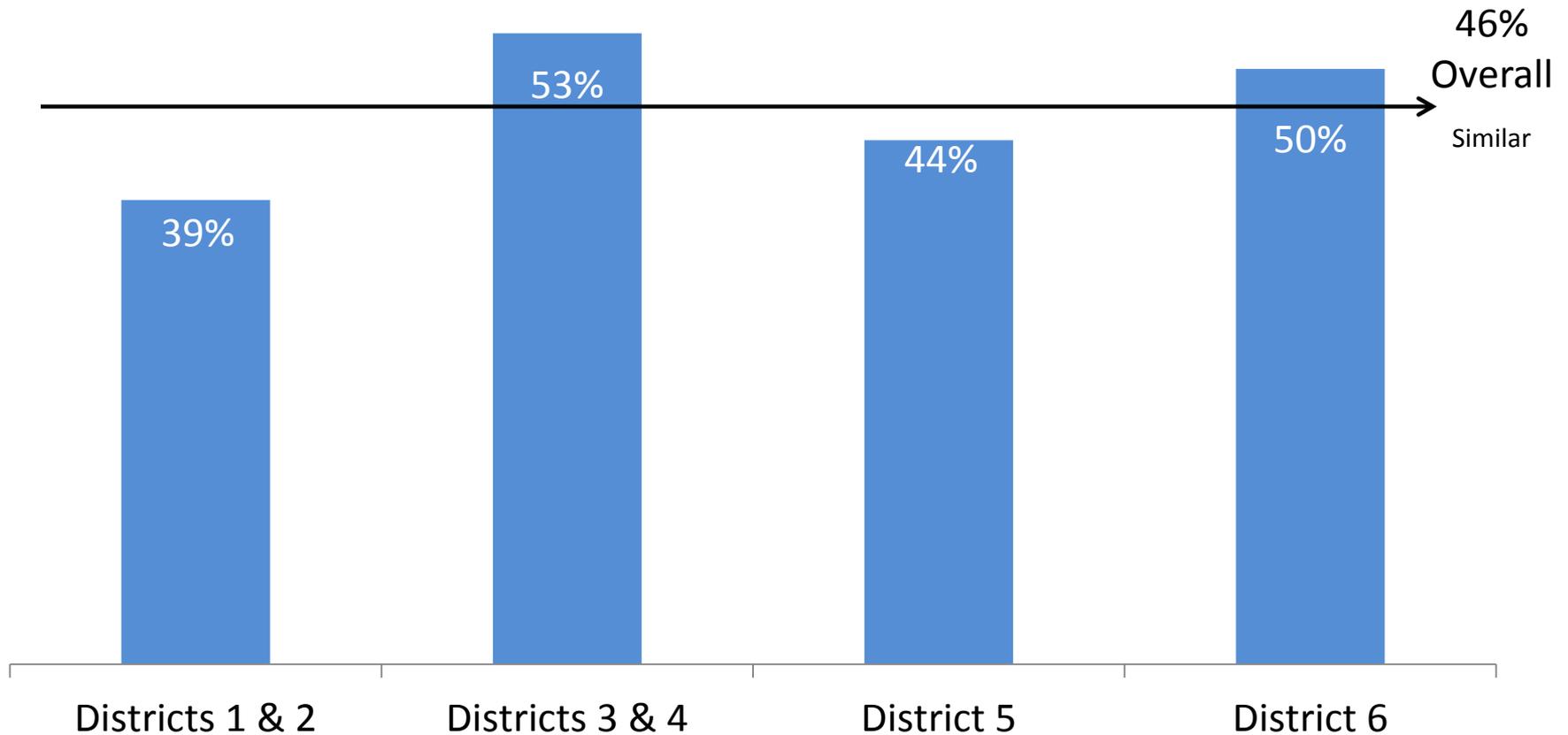
# Community Characteristics

## Built Environment



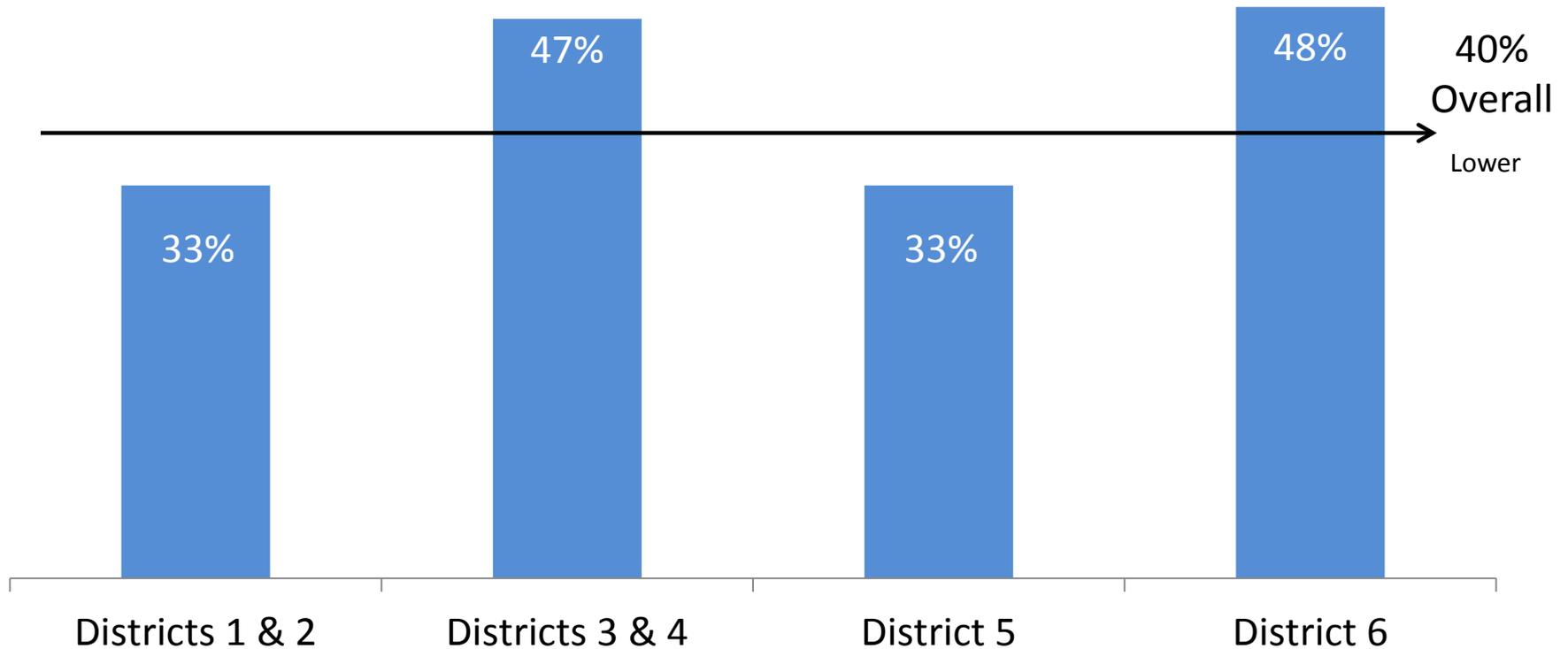
# Overall built environment

Percent rating positively (e.g. excellent/good)



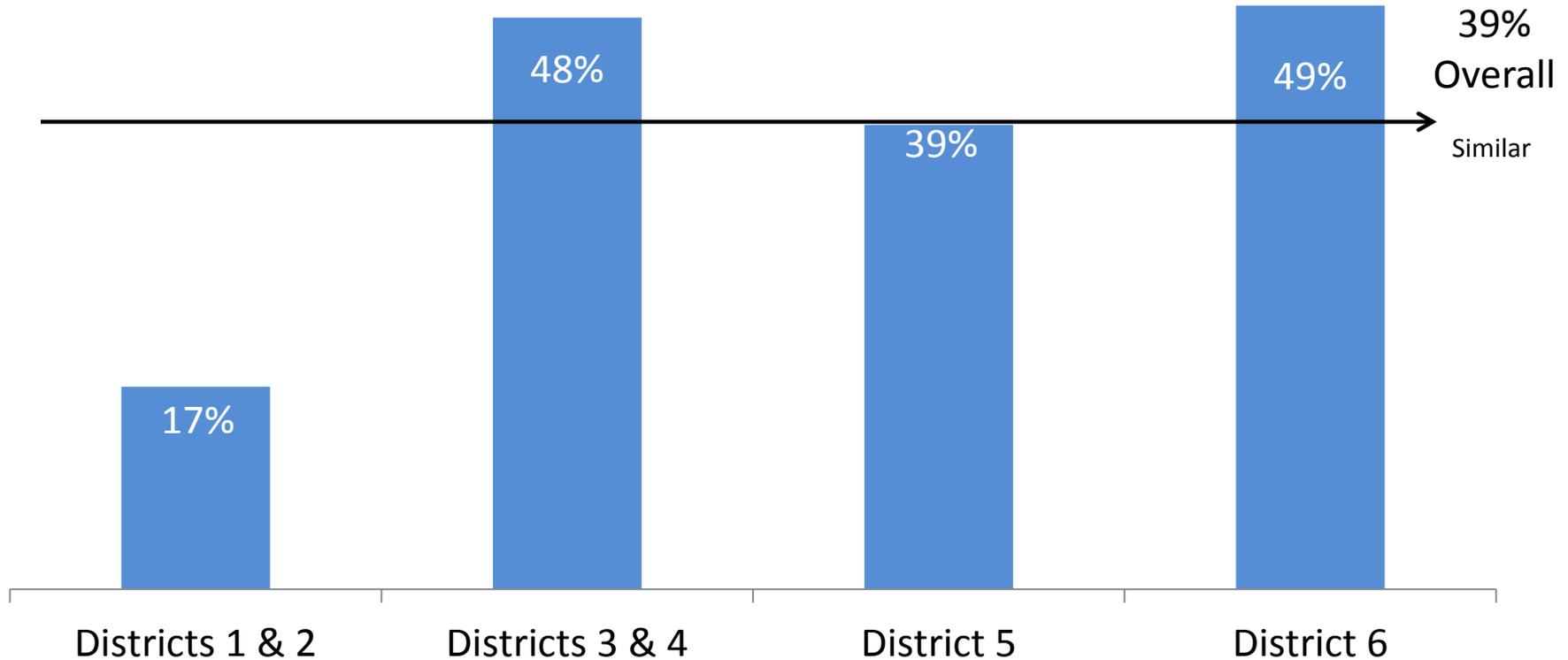
# New development

Percent rating positively (e.g. excellent/good)



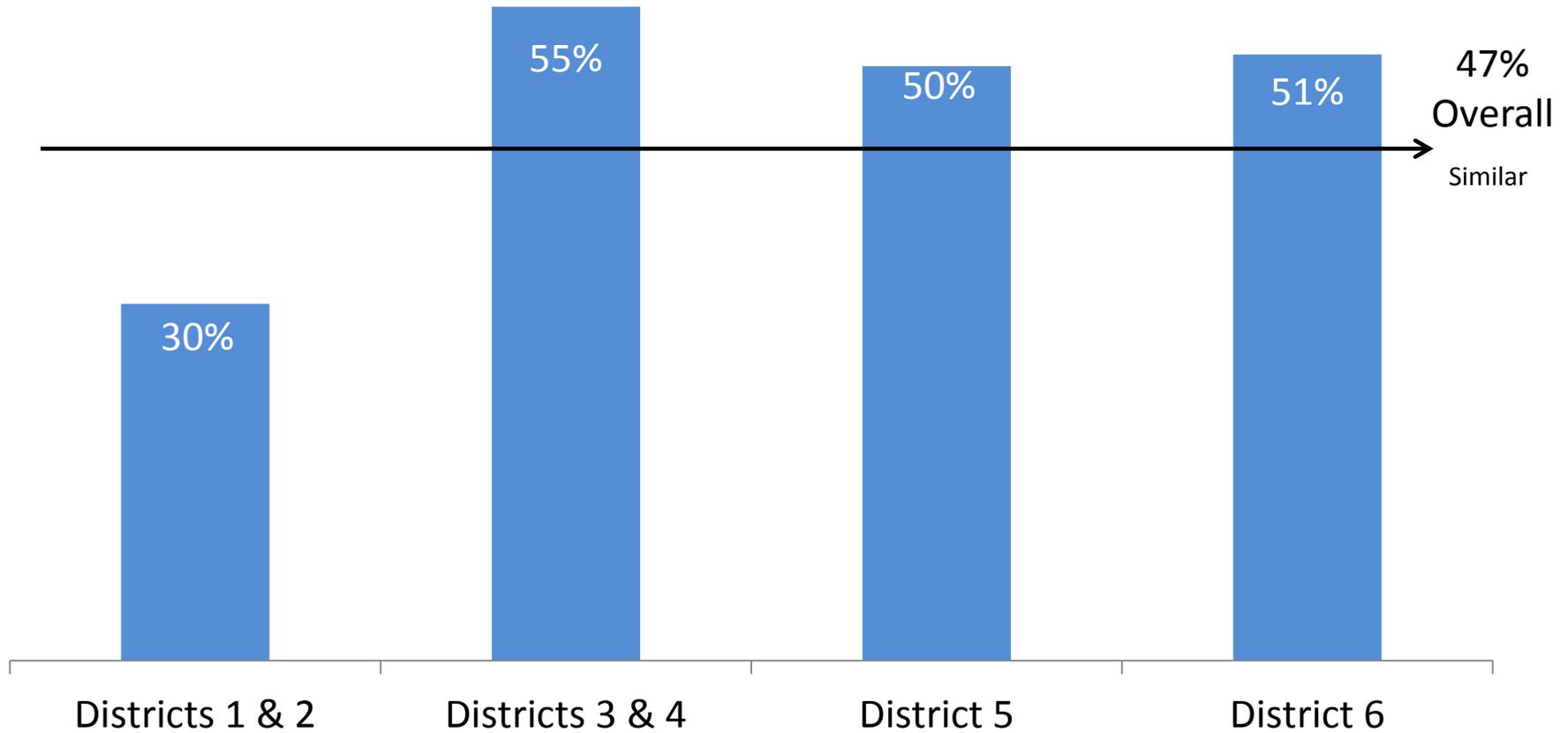
# Affordable quality housing

Percent rating positively (e.g. excellent/good)



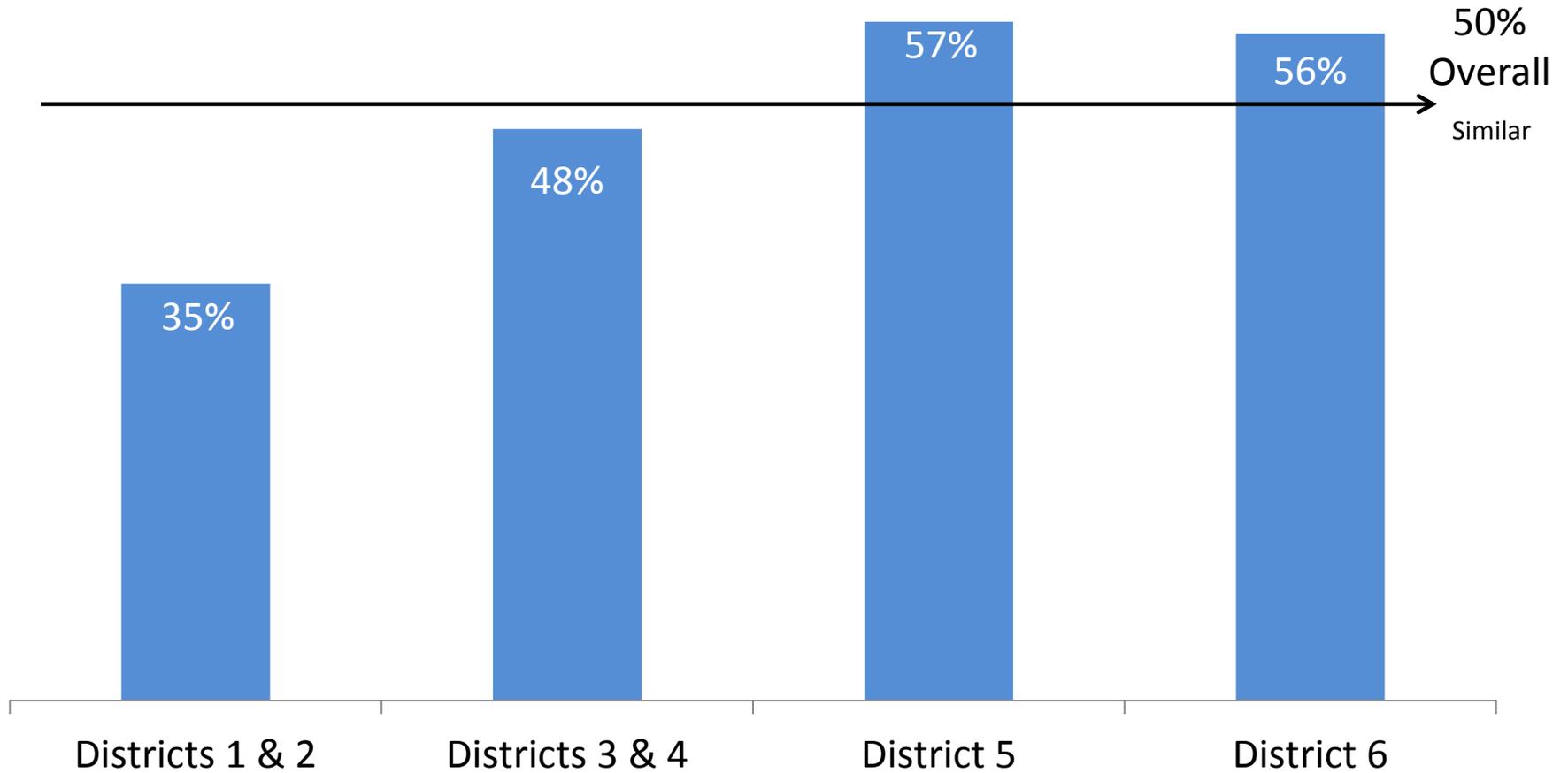
# Public places

Percent rating positively (e.g. excellent/good)



# Housing options

Percent rating positively (e.g. excellent/good)

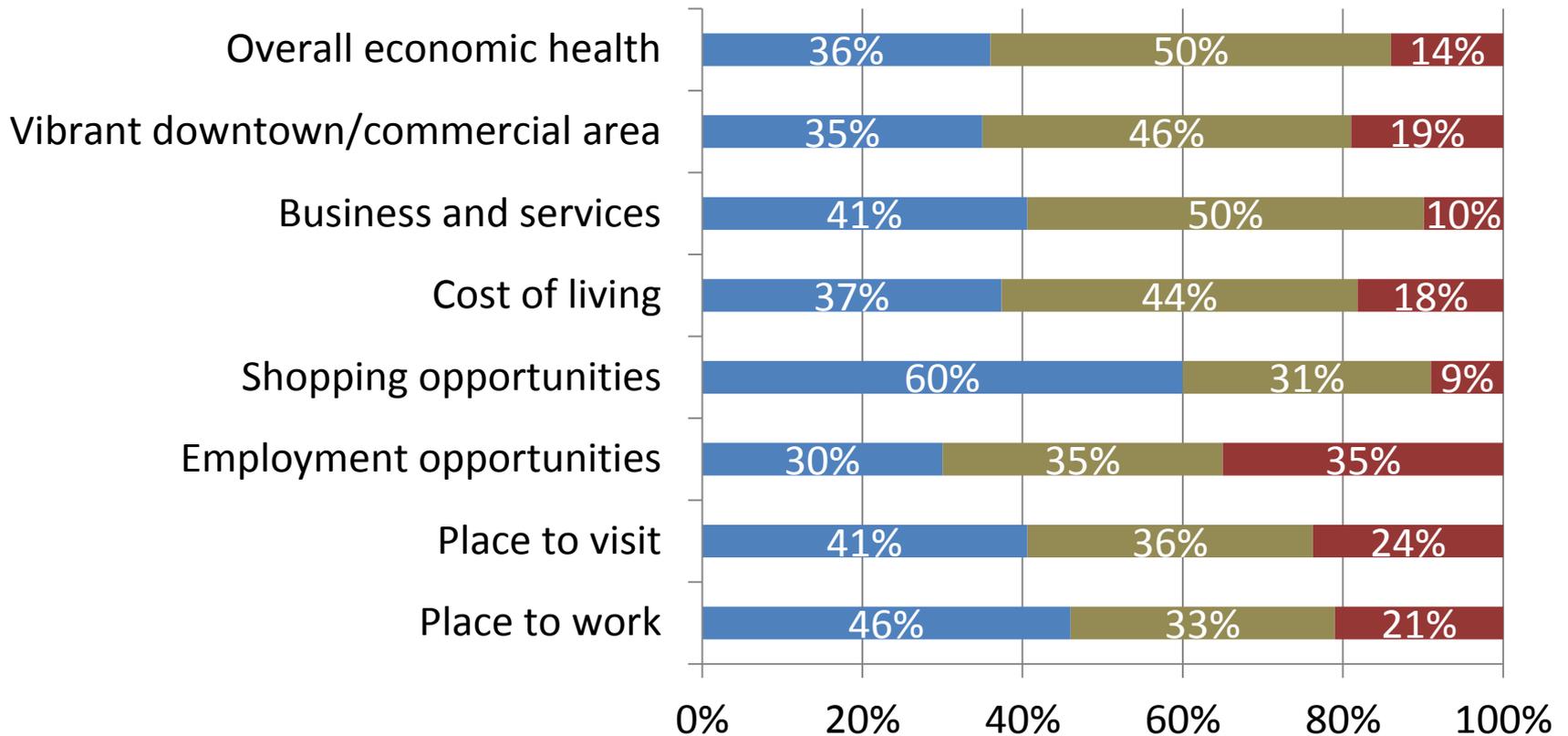


# Economy

# Community Characteristics

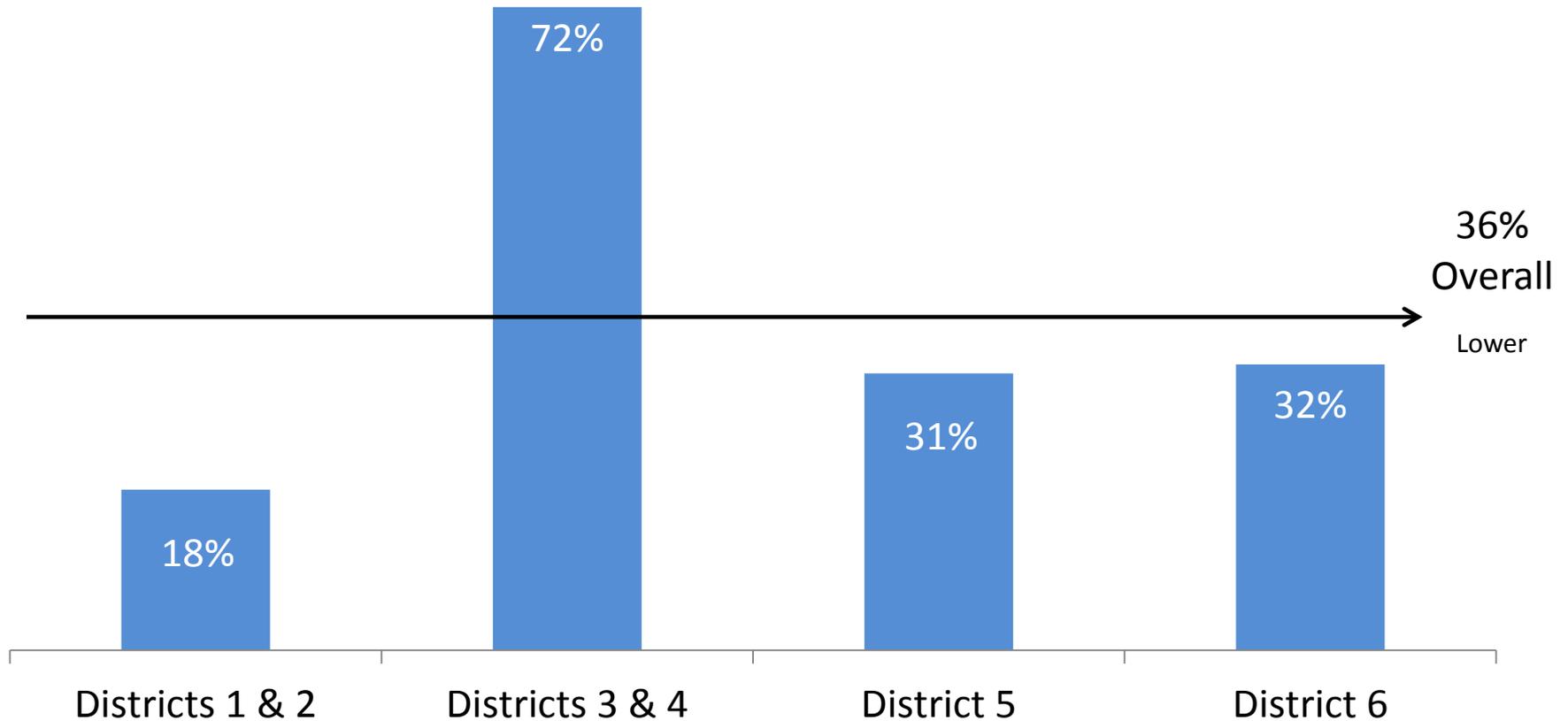
## Economy

■ Excellent/Good ■ Fair ■ Poor



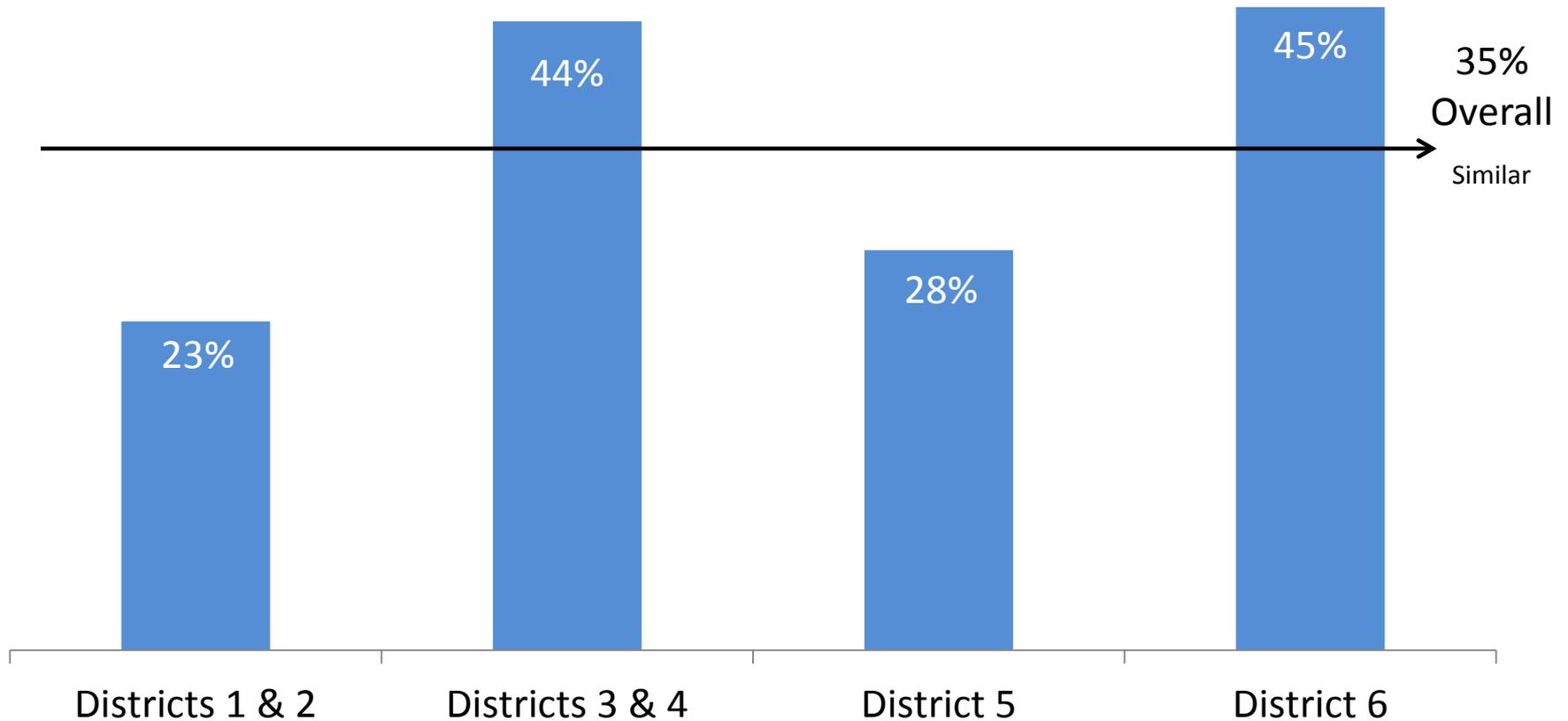
# Overall economic health

Percent rating positively (e.g. excellent/good)



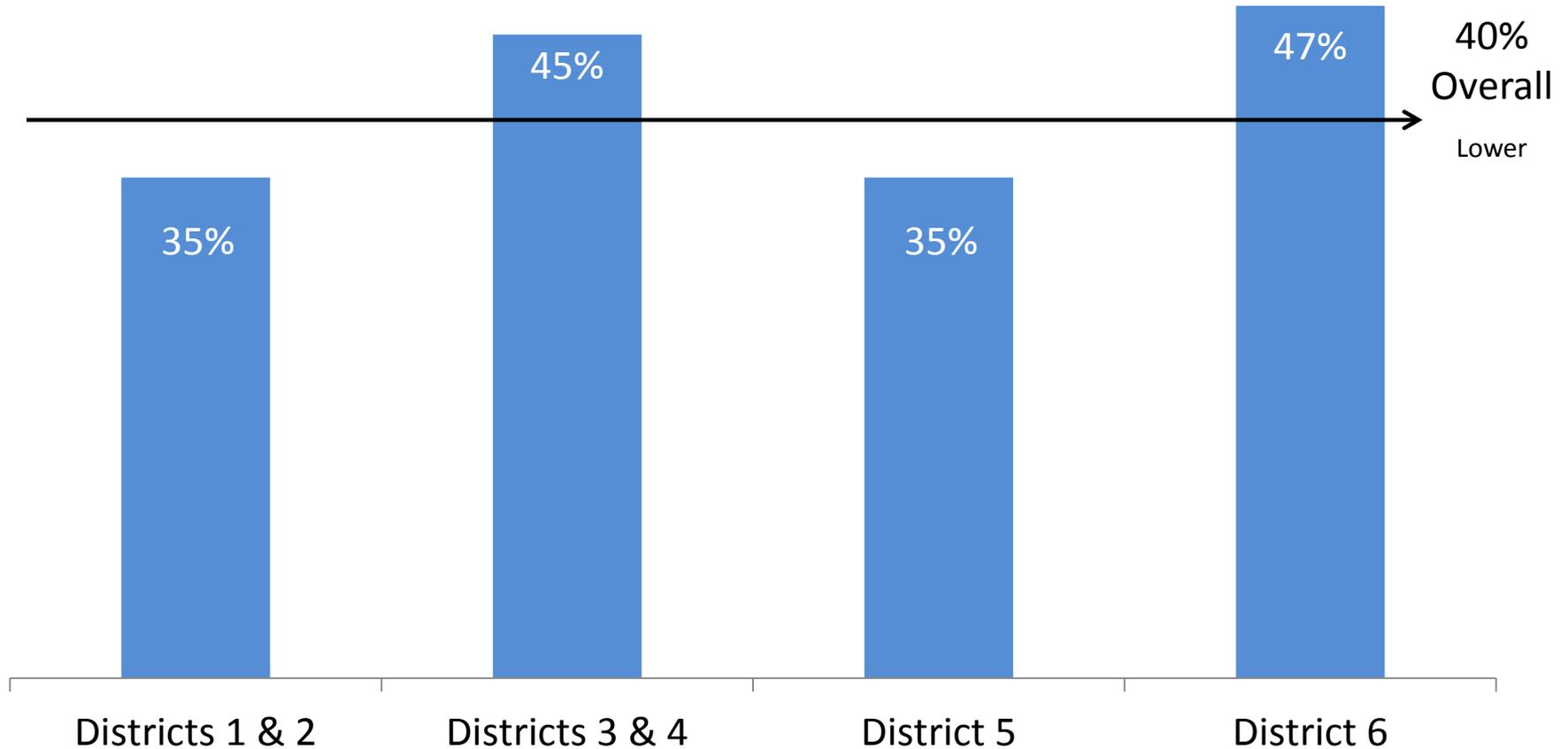
# Vibrant downtown/commercial area

Percent rating positively (e.g. excellent/good)



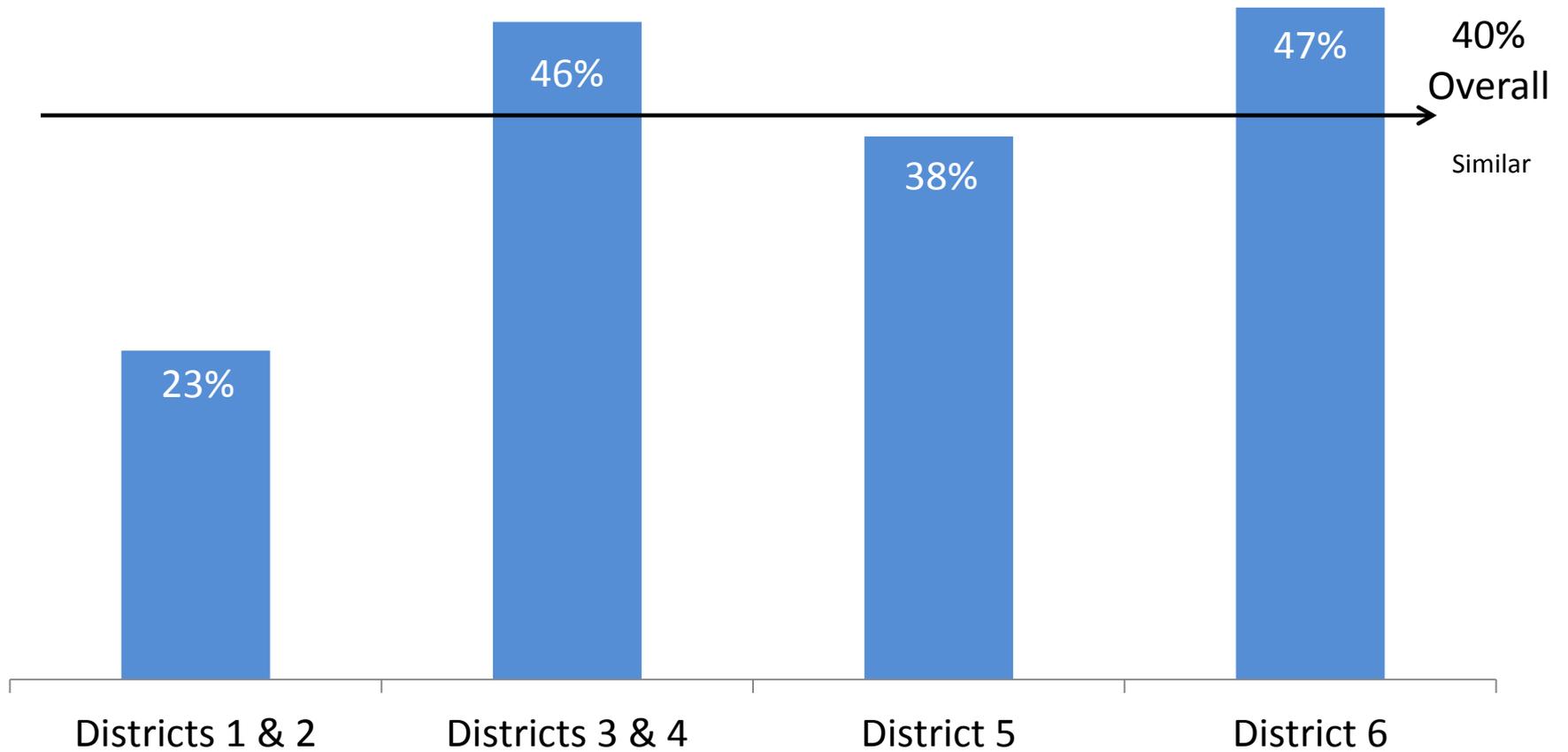
# Business and services

Percent rating positively (e.g. excellent/good)



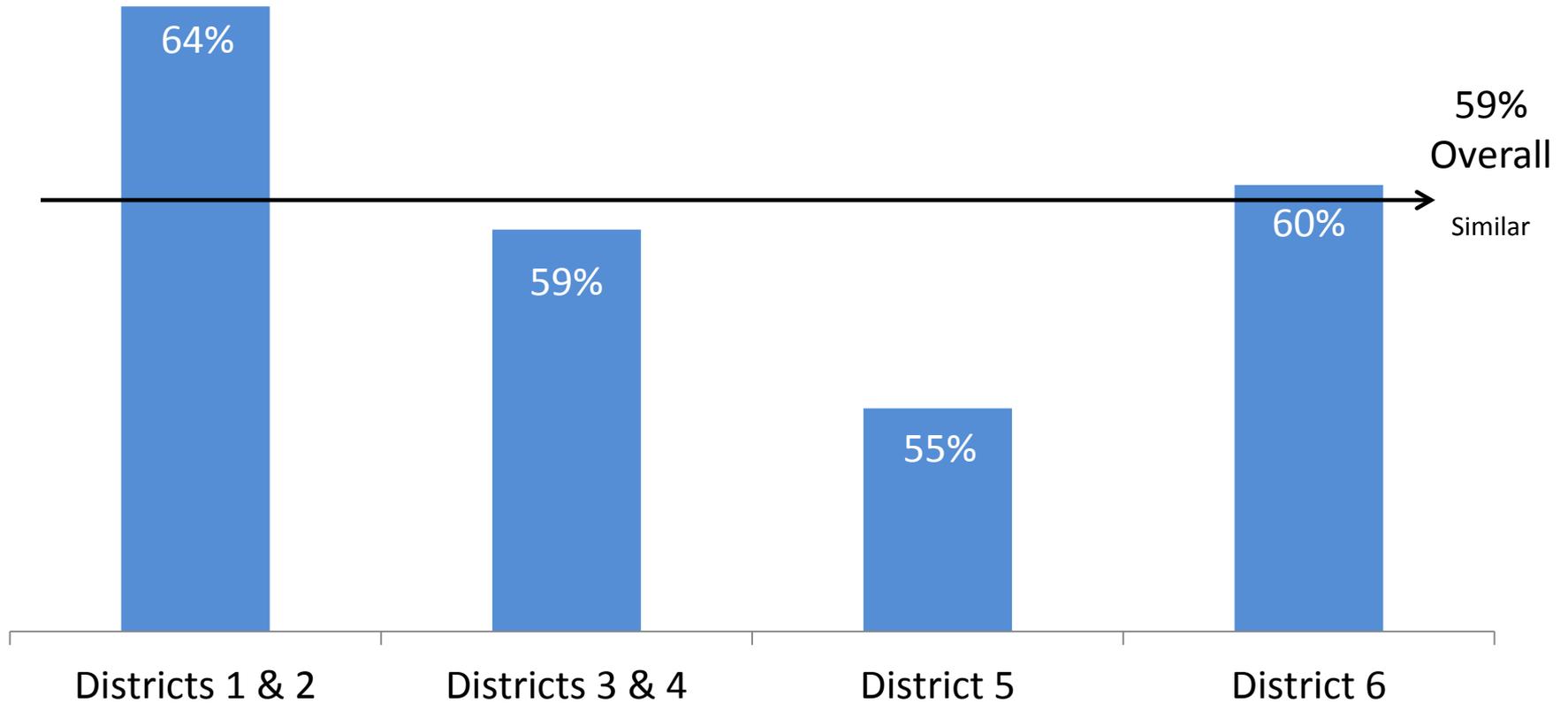
# Cost of living

Percent rating positively (e.g. excellent/good)



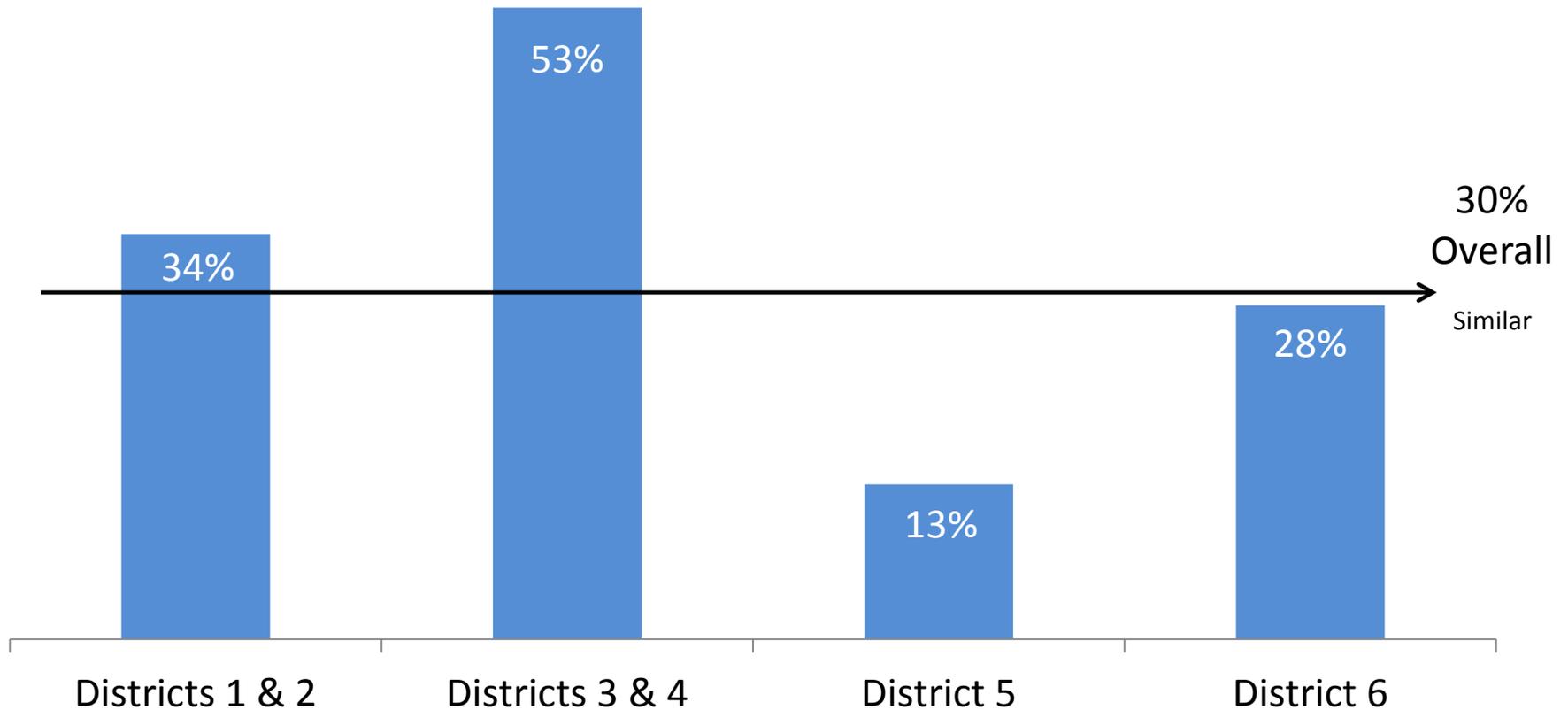
# Shopping opportunities

Percent rating positively (e.g. excellent/good)



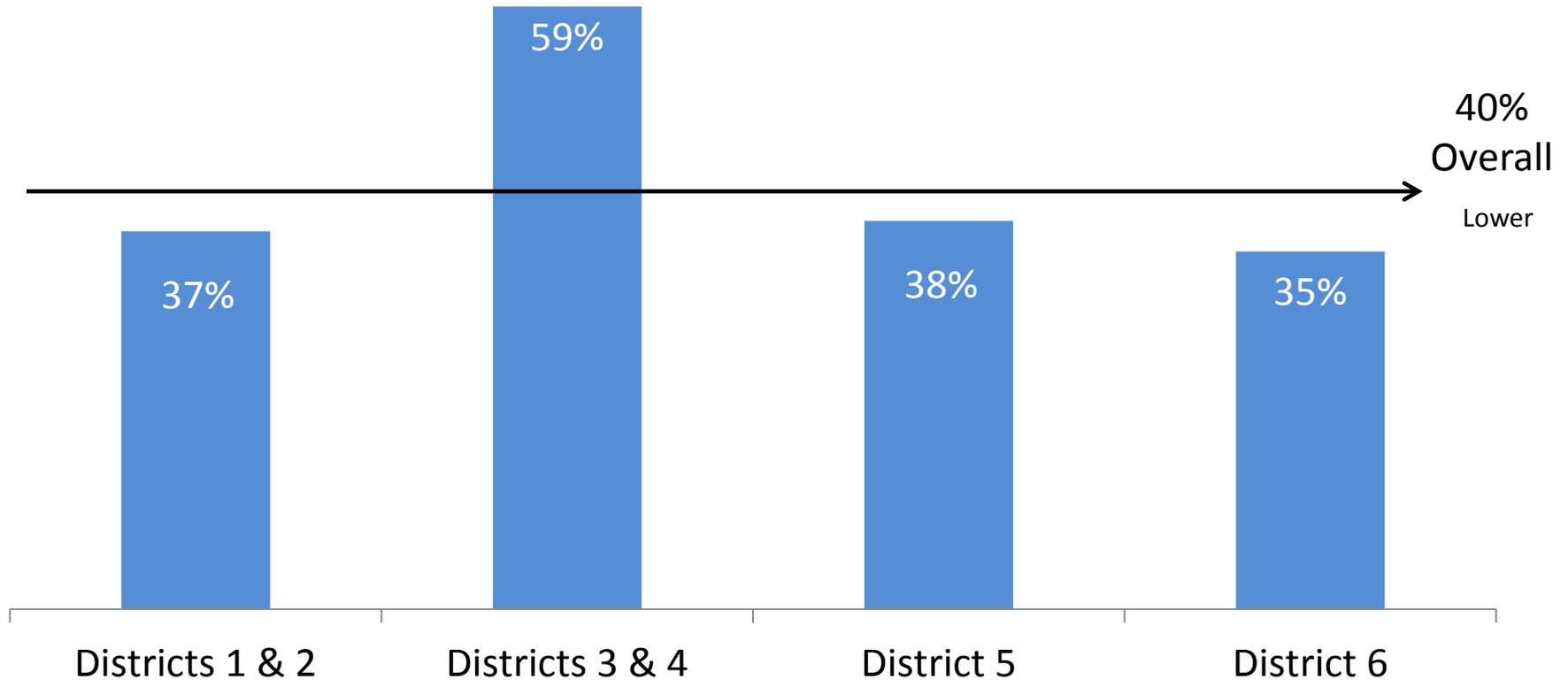
# Employment opportunities

Percent rating positively (e.g. excellent/good)



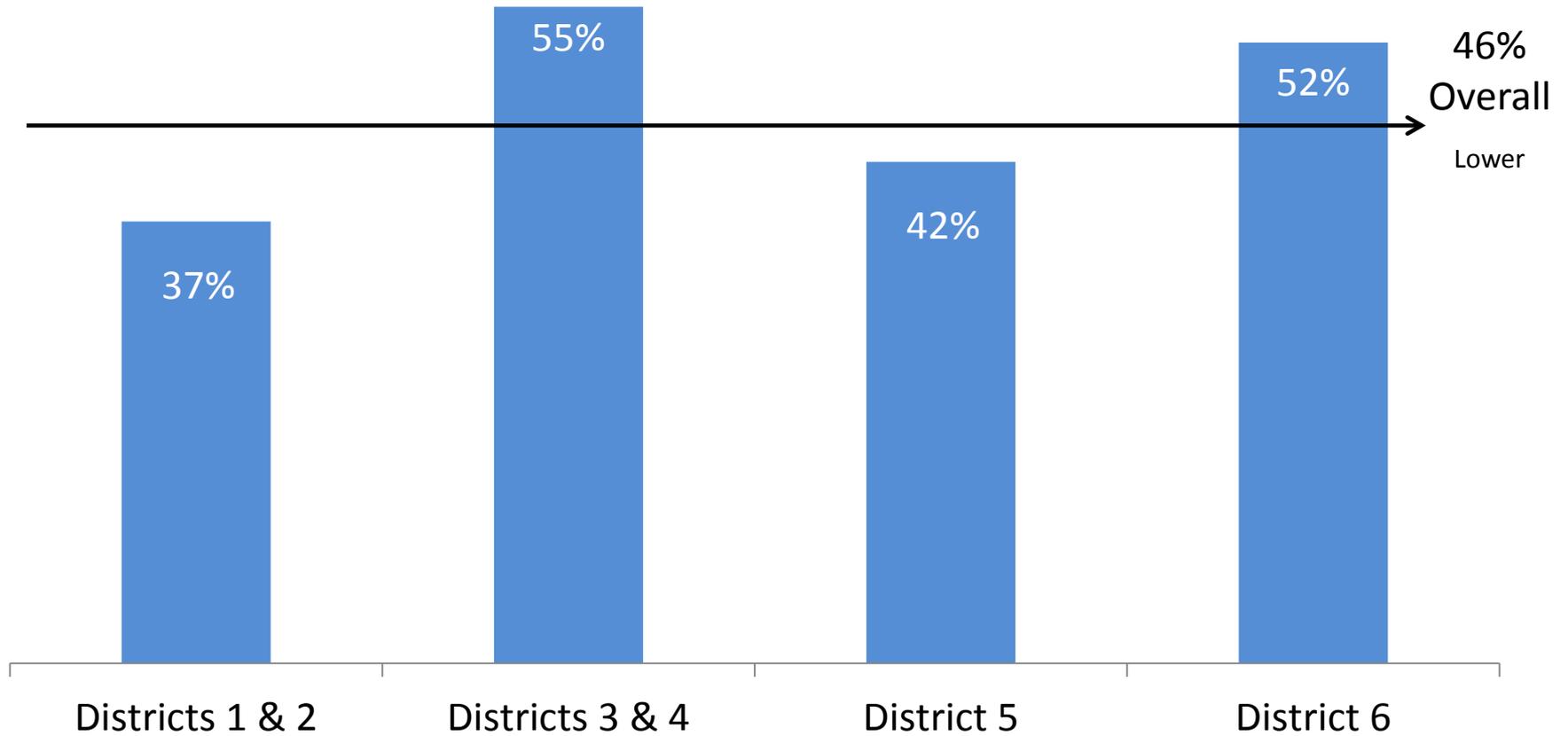
# Place to visit

Percent rating positively (e.g. excellent/good)



# Place to work

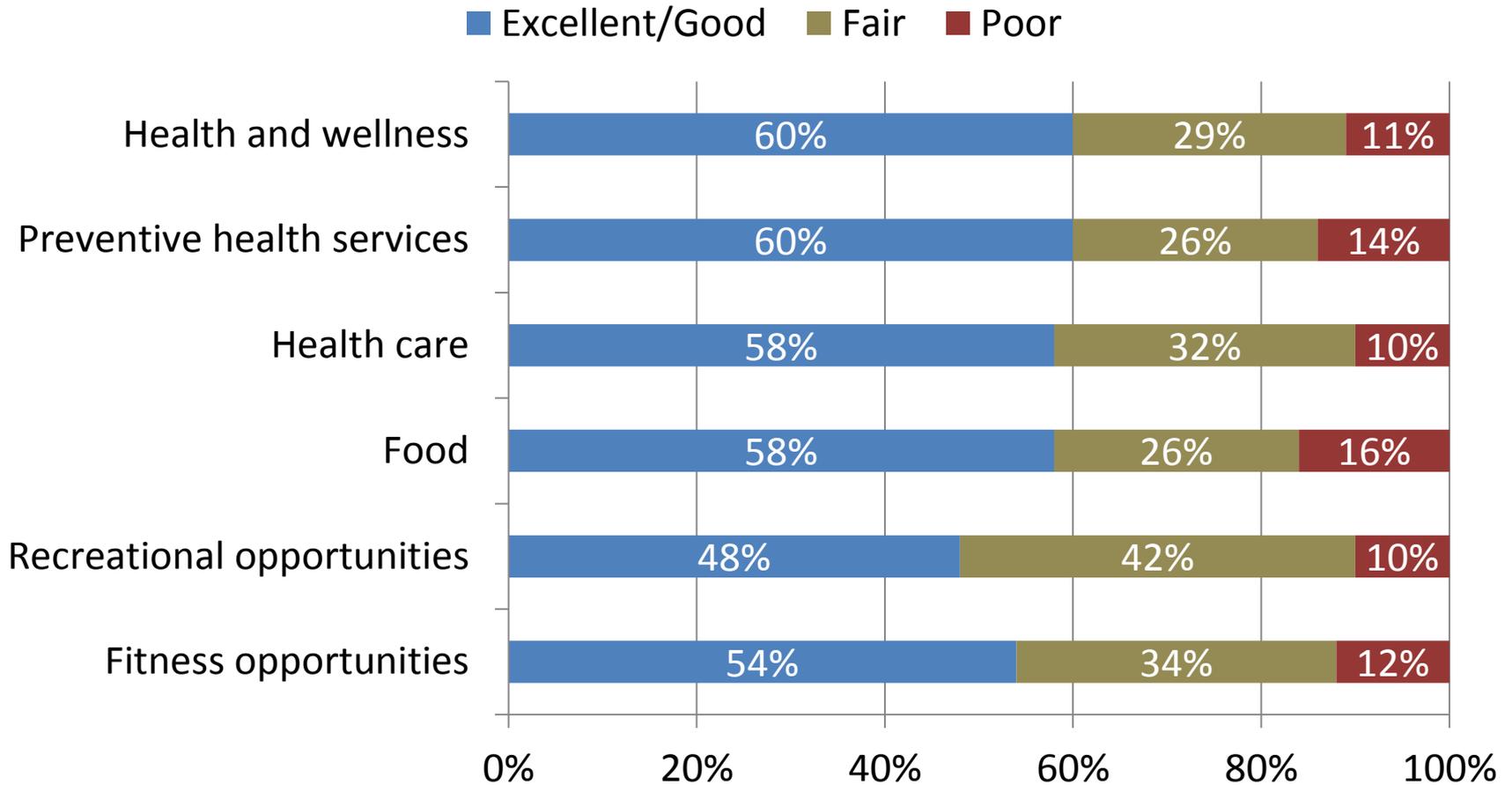
Percent rating positively (e.g. excellent/good)



# Recreation and Wellness

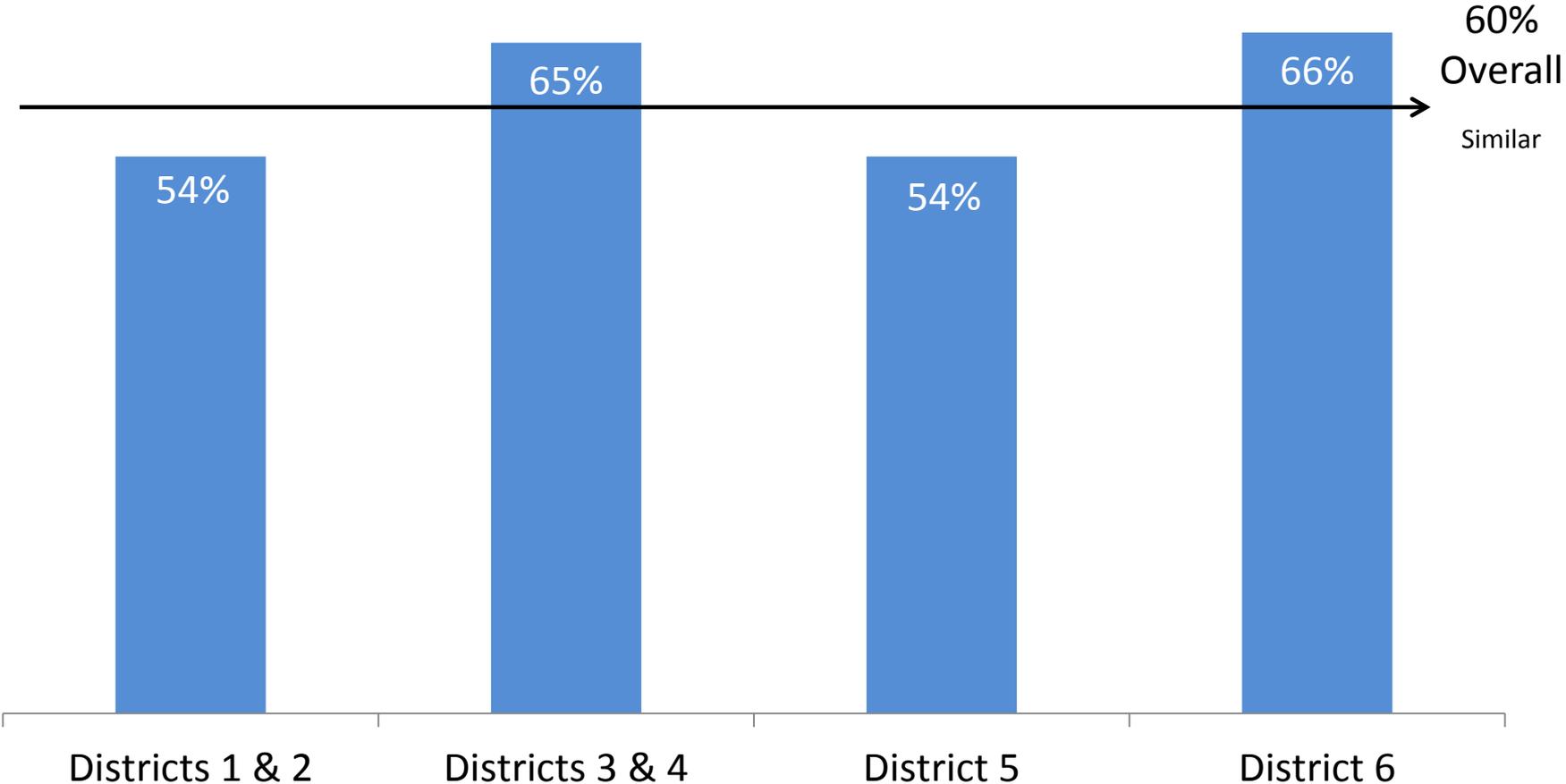
# Community Characteristics

## Recreation and Wellness



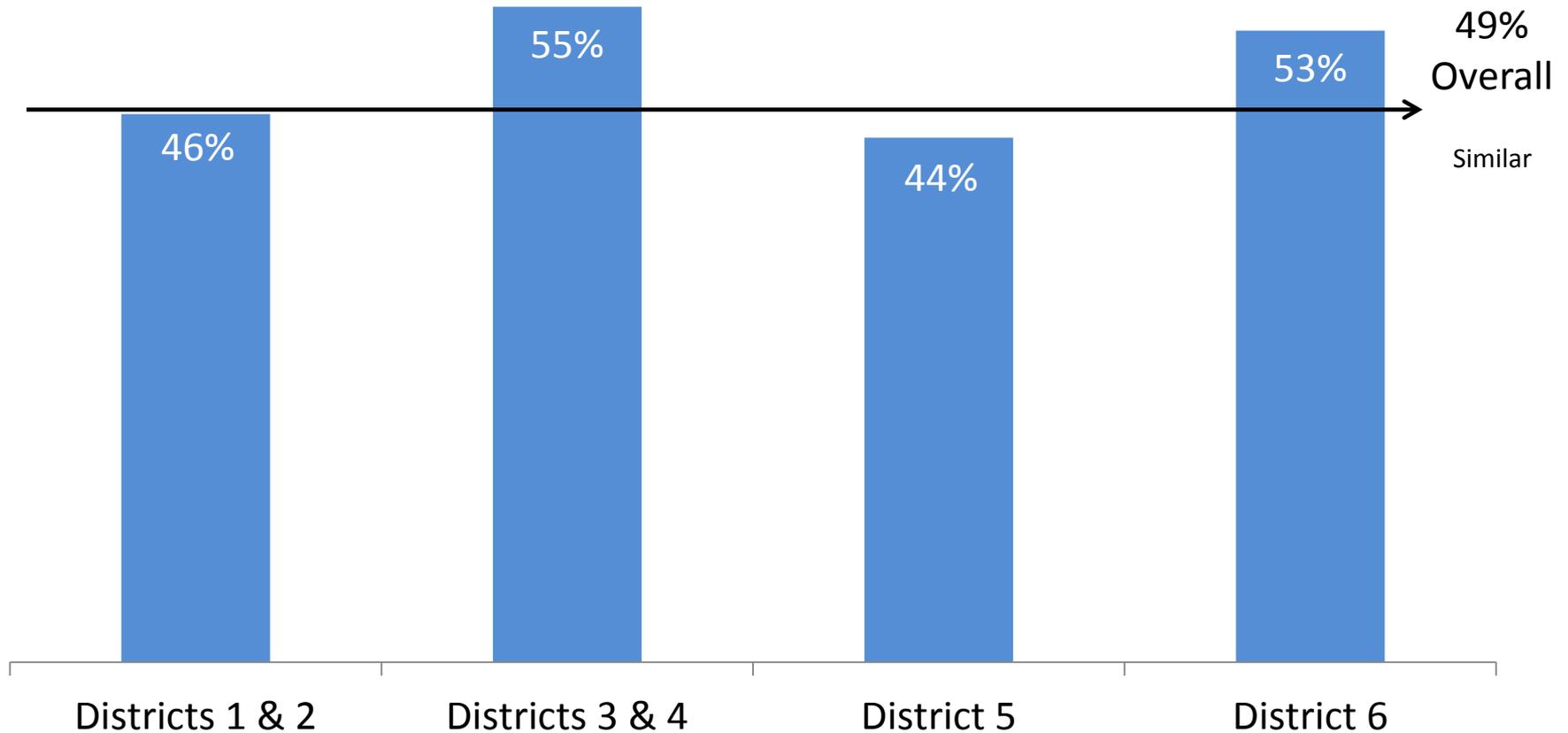
# Health and wellness

Percent rating positively (e.g. excellent/good)



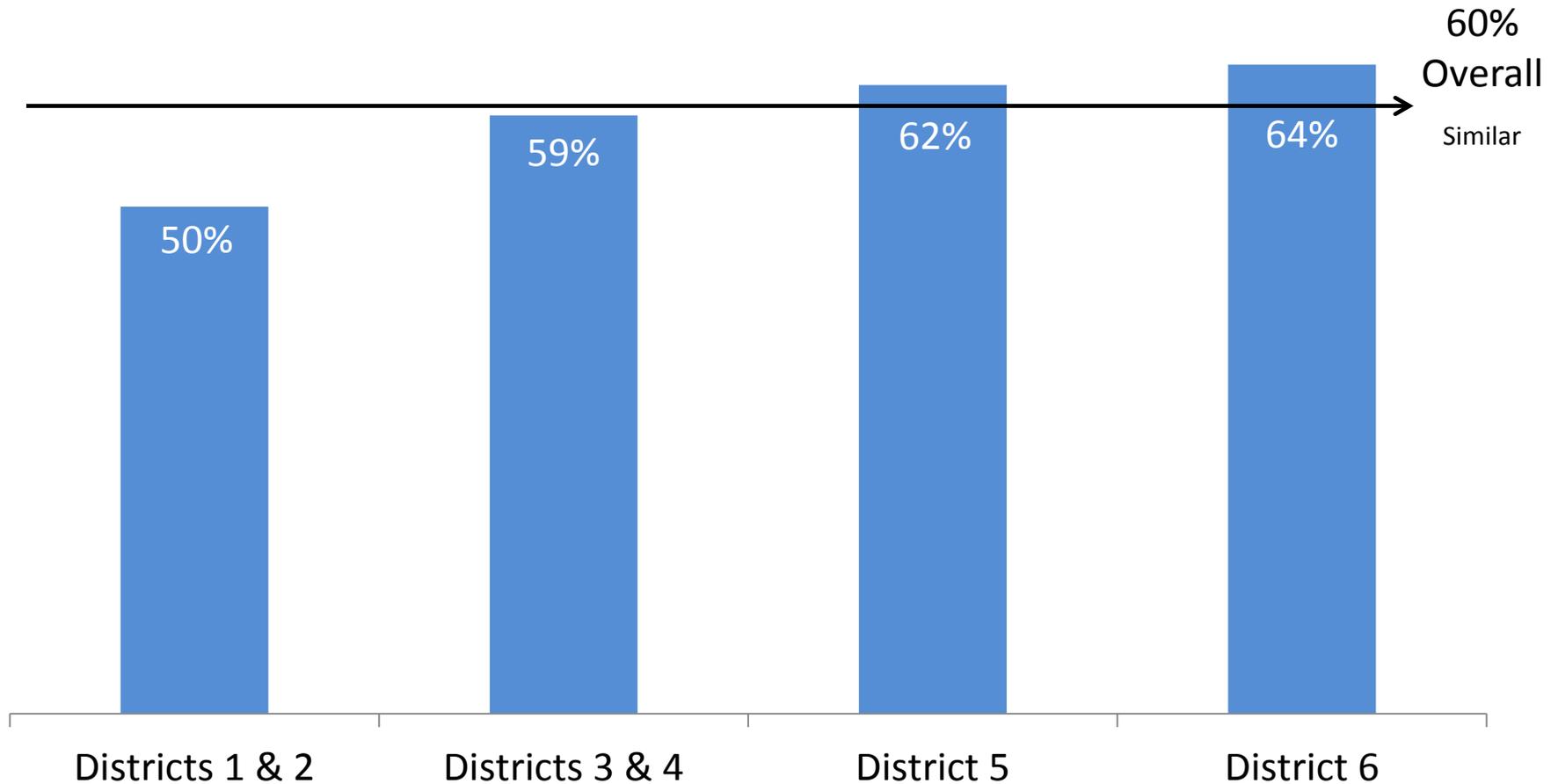
# Mental healthcare

Percent rating positively (e.g. excellent/good)



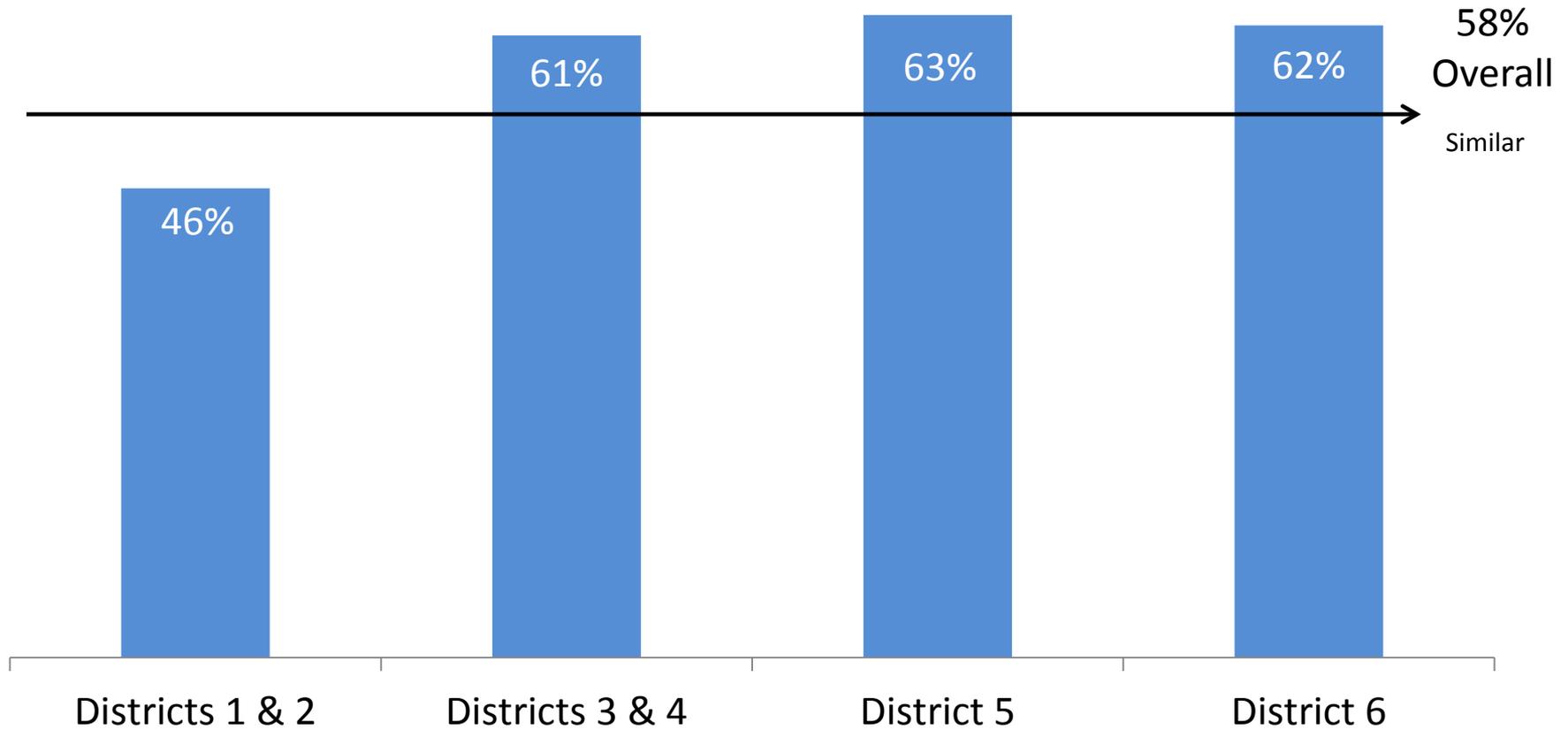
# Preventive health services

Percent rating positively (e.g. excellent/good)



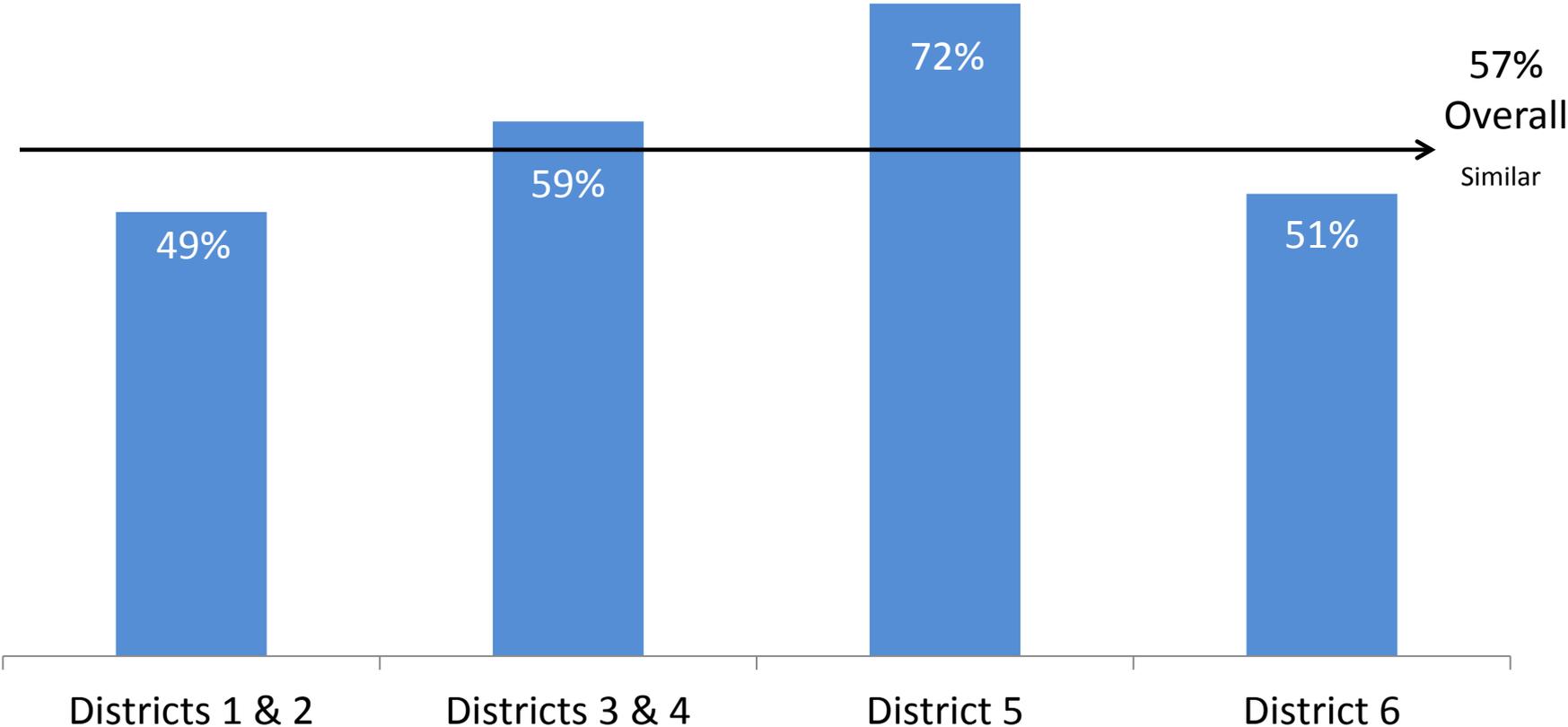
# Health care

Percent rating positively (e.g. excellent/good)



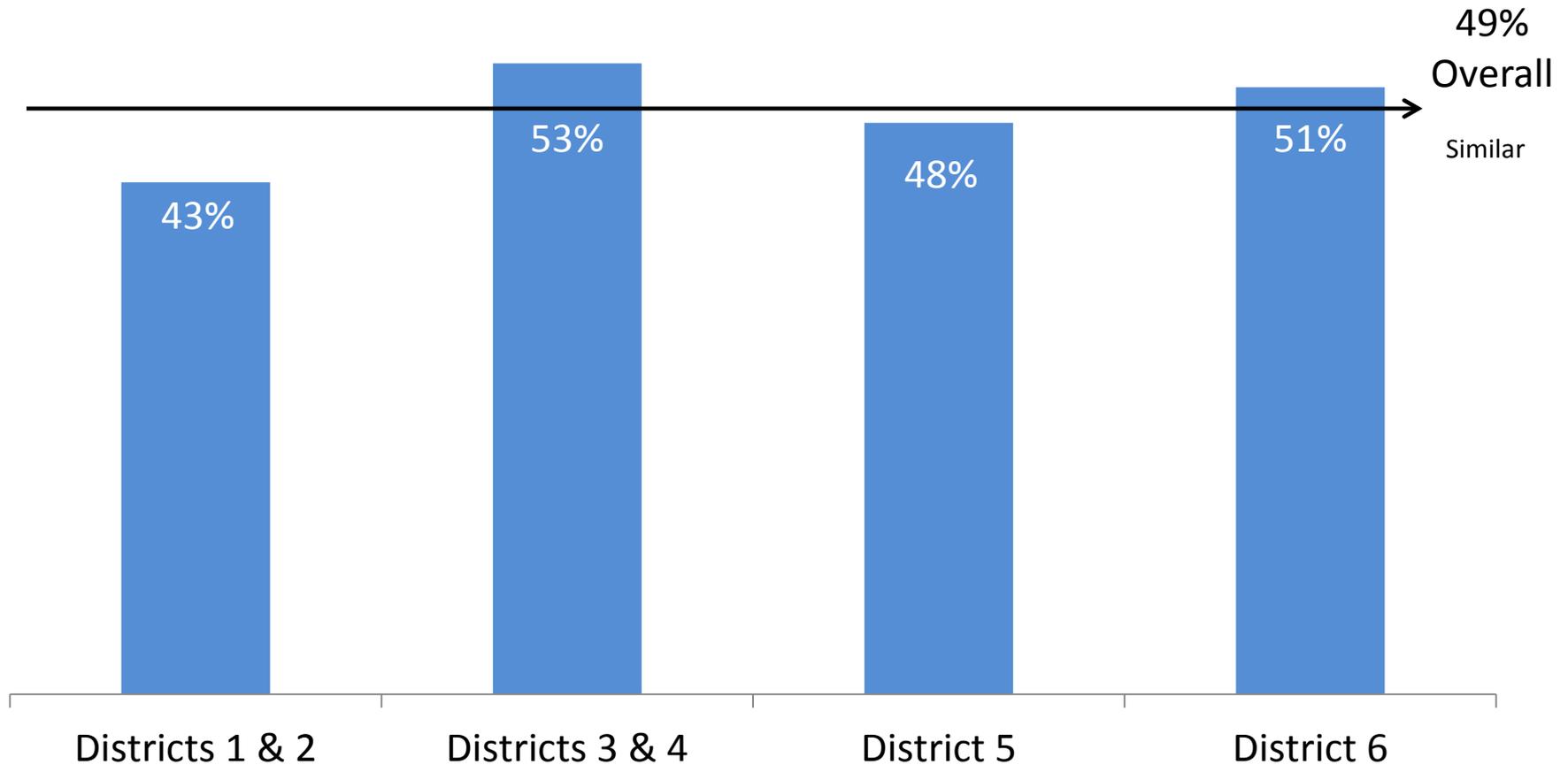
# Food

Percent rating positively (e.g. excellent/good)



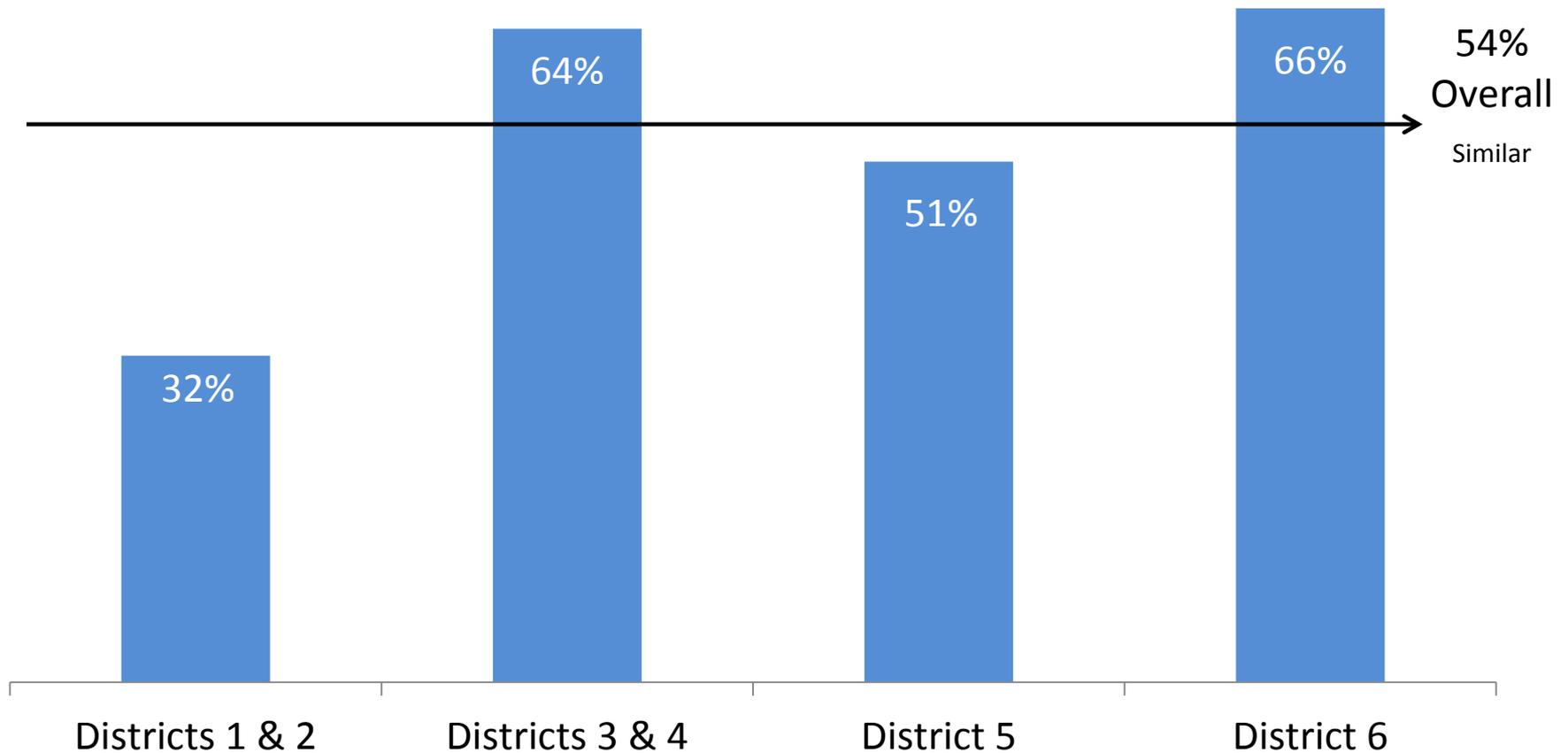
# Recreational opportunities

Percent rating positively (e.g. excellent/good)



# Fitness opportunities

Percent rating positively (e.g. excellent/good)

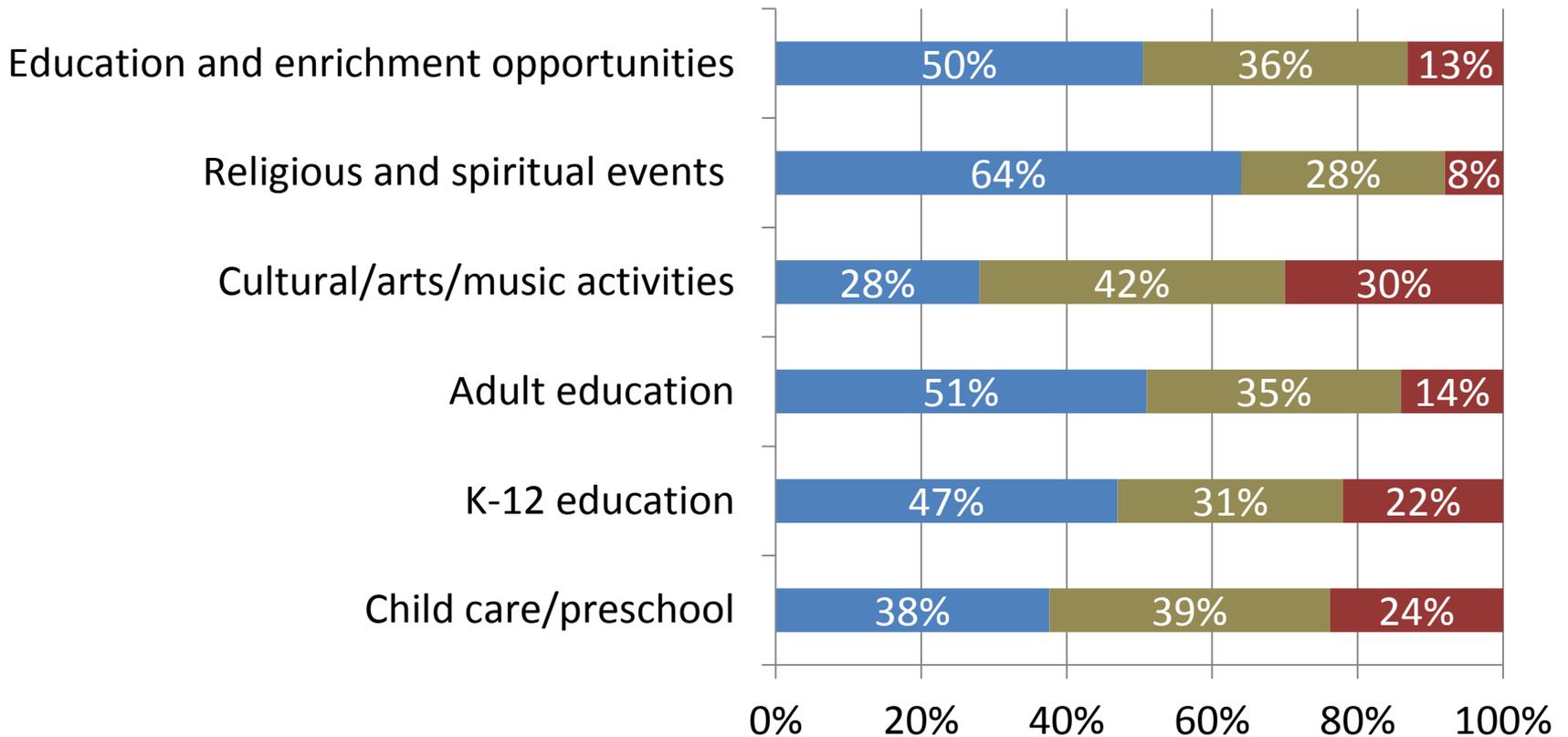


# Education and Enrichment

# Community Characteristics

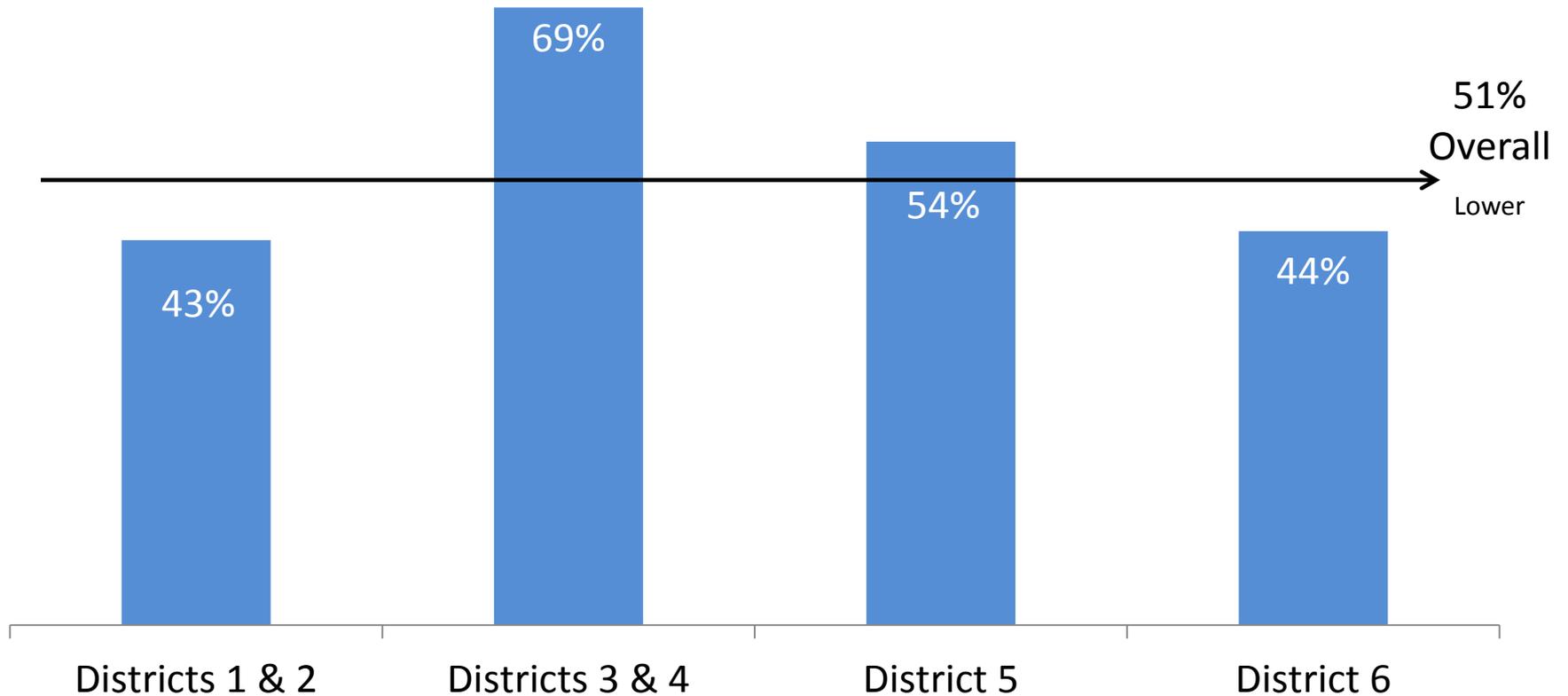
## Education and Enrichment

■ Excellent/Good ■ Fair ■ Poor



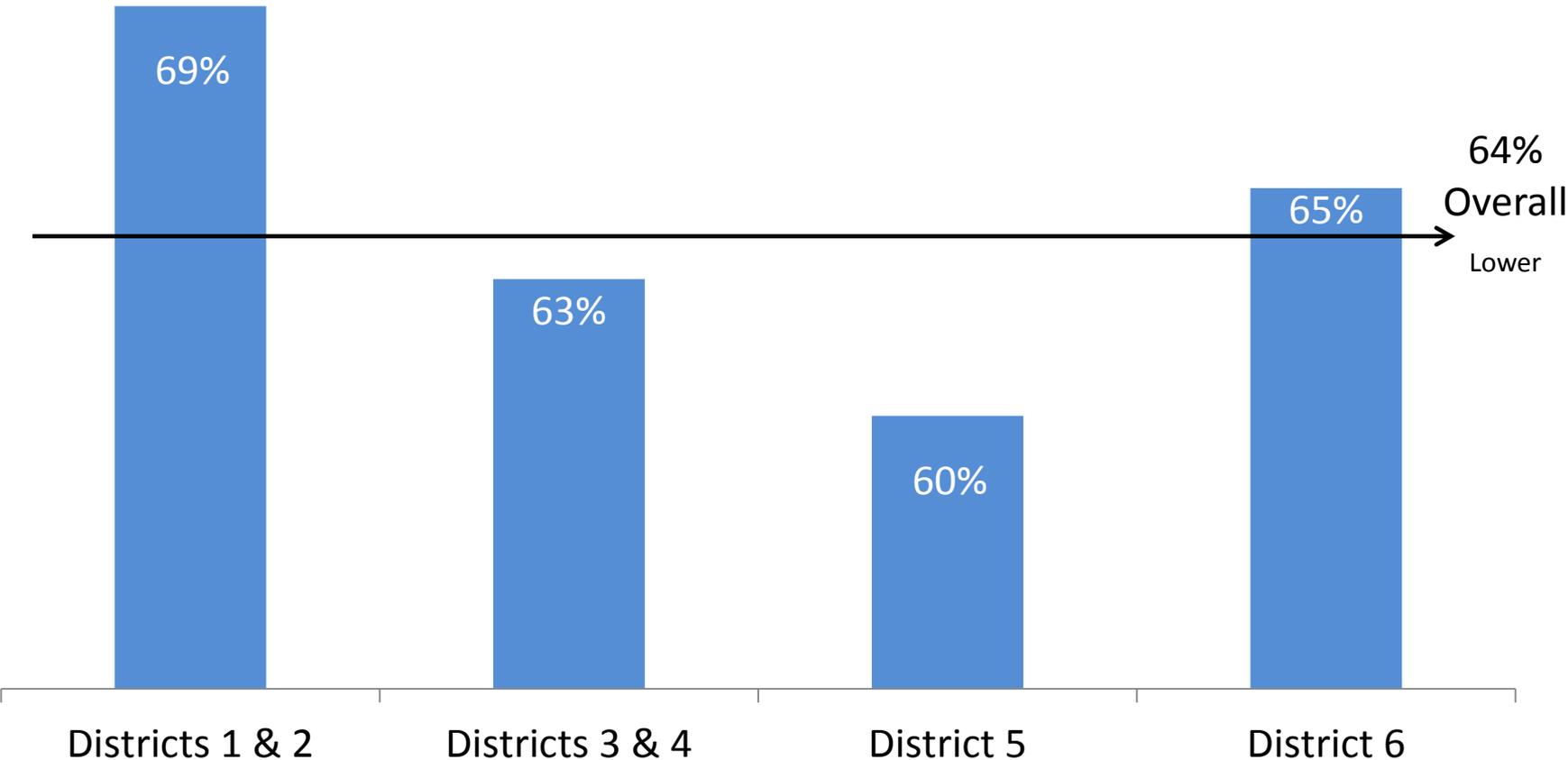
# Education and enrichment opportunities

Percent rating positively (e.g. excellent/good)



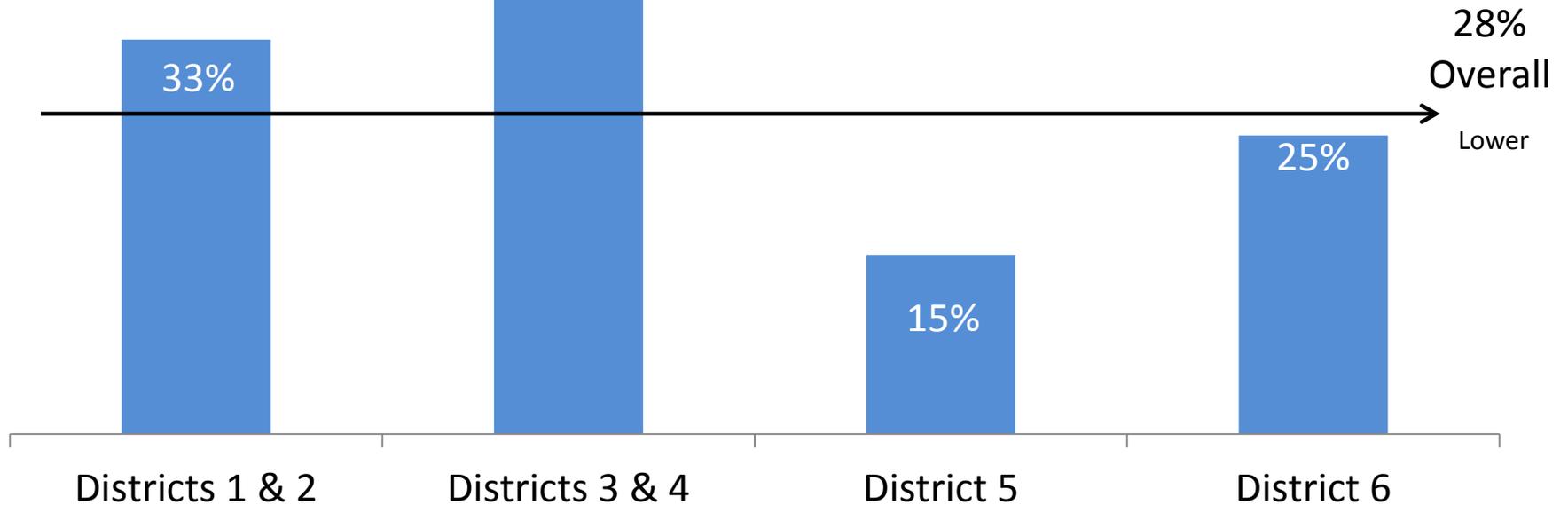
# Religious and spiritual events and activities

Percent rating positively (e.g. excellent/good)



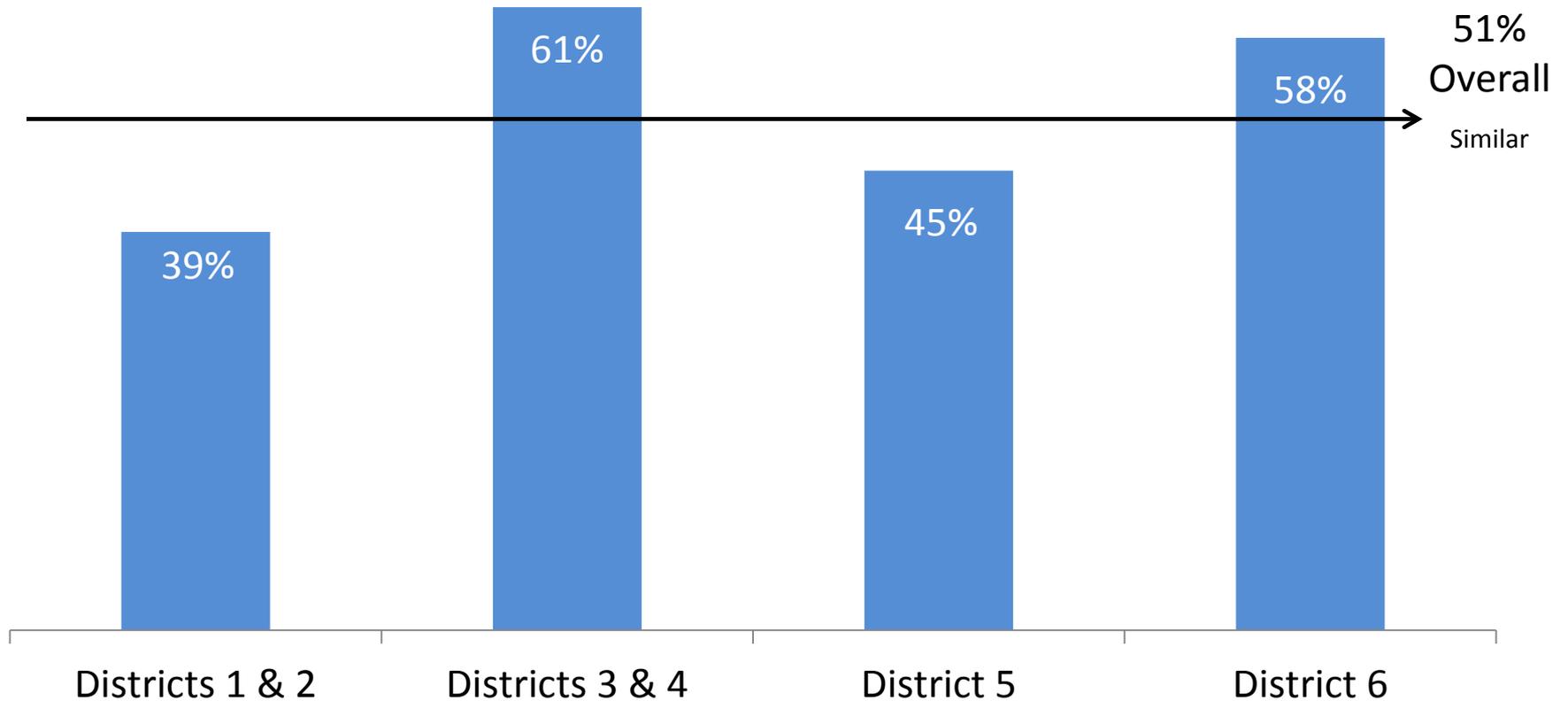
# Cultural/arts/music activities

Percent rating positively (e.g. excellent/good)



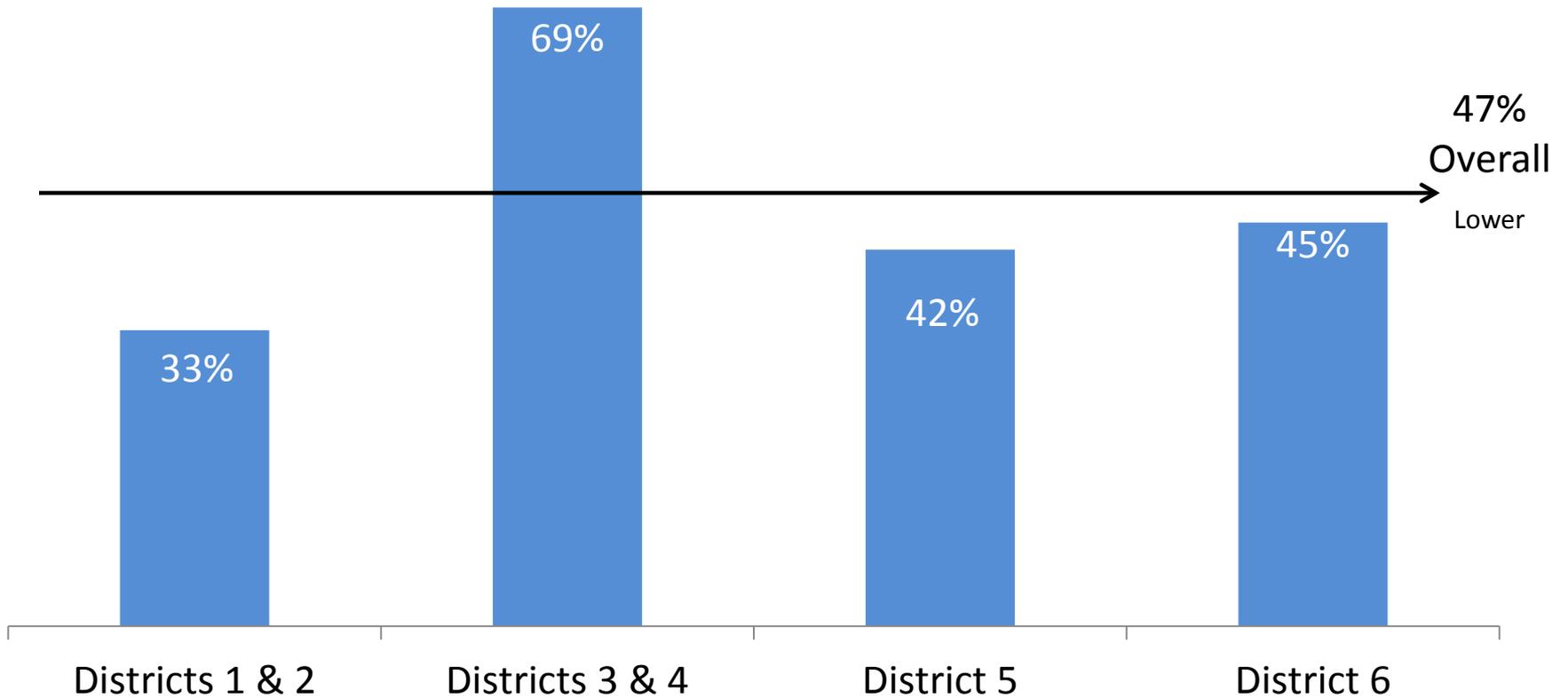
# Adult education

Percent rating positively (e.g. excellent/good)



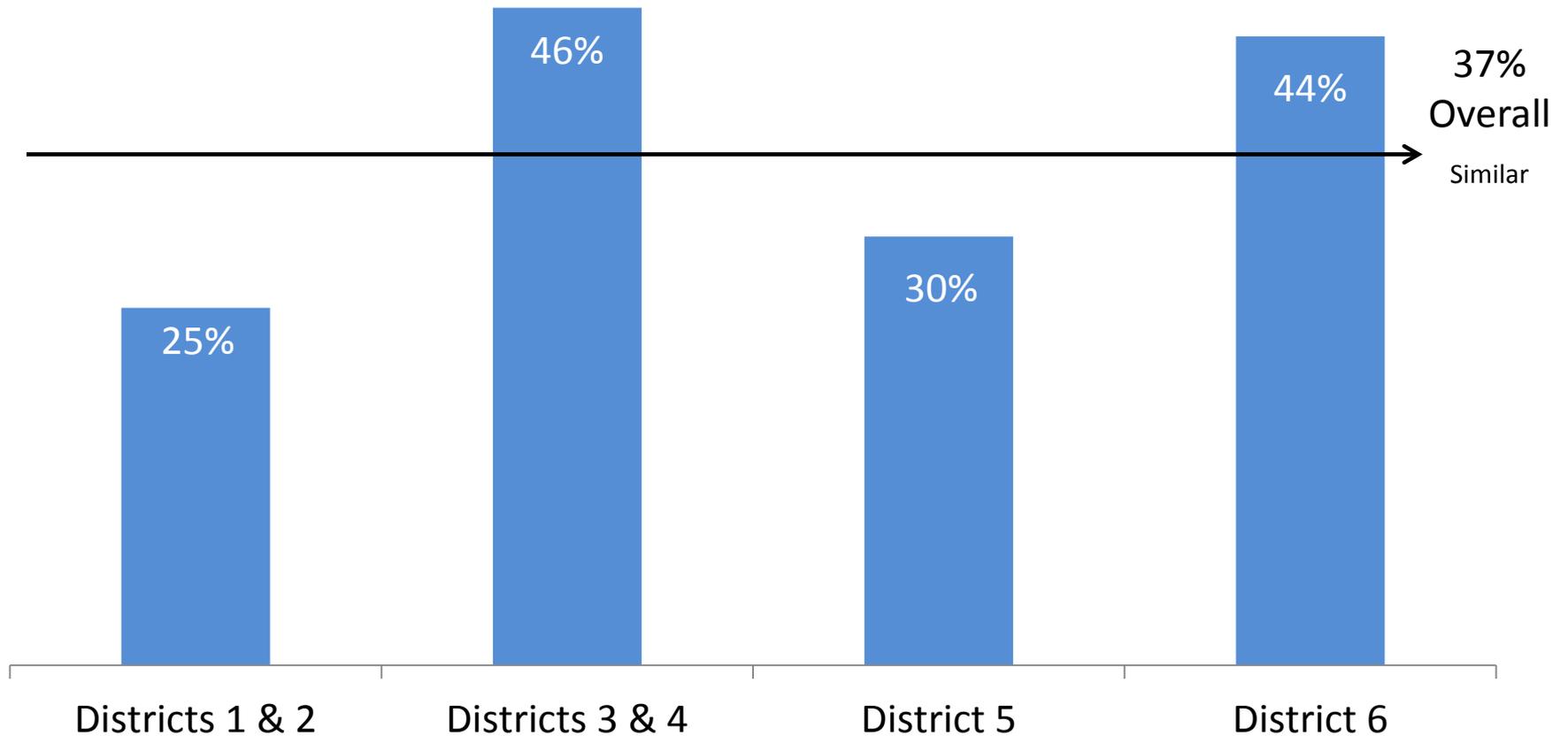
# K-12 education

Percent rating positively (e.g. excellent/good)



# Child care/preschool

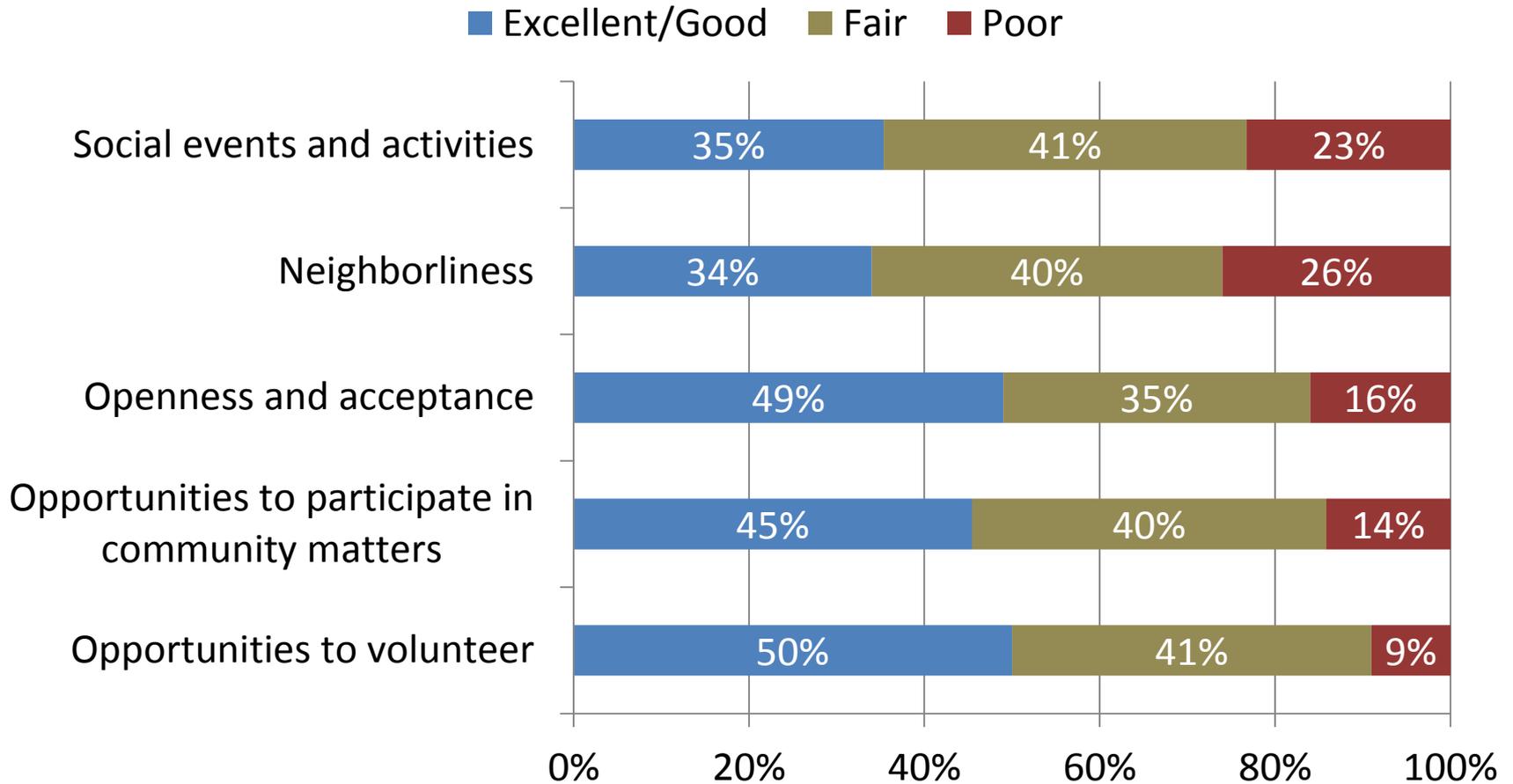
Percent rating positively (e.g. excellent/good)



# Community Engagement

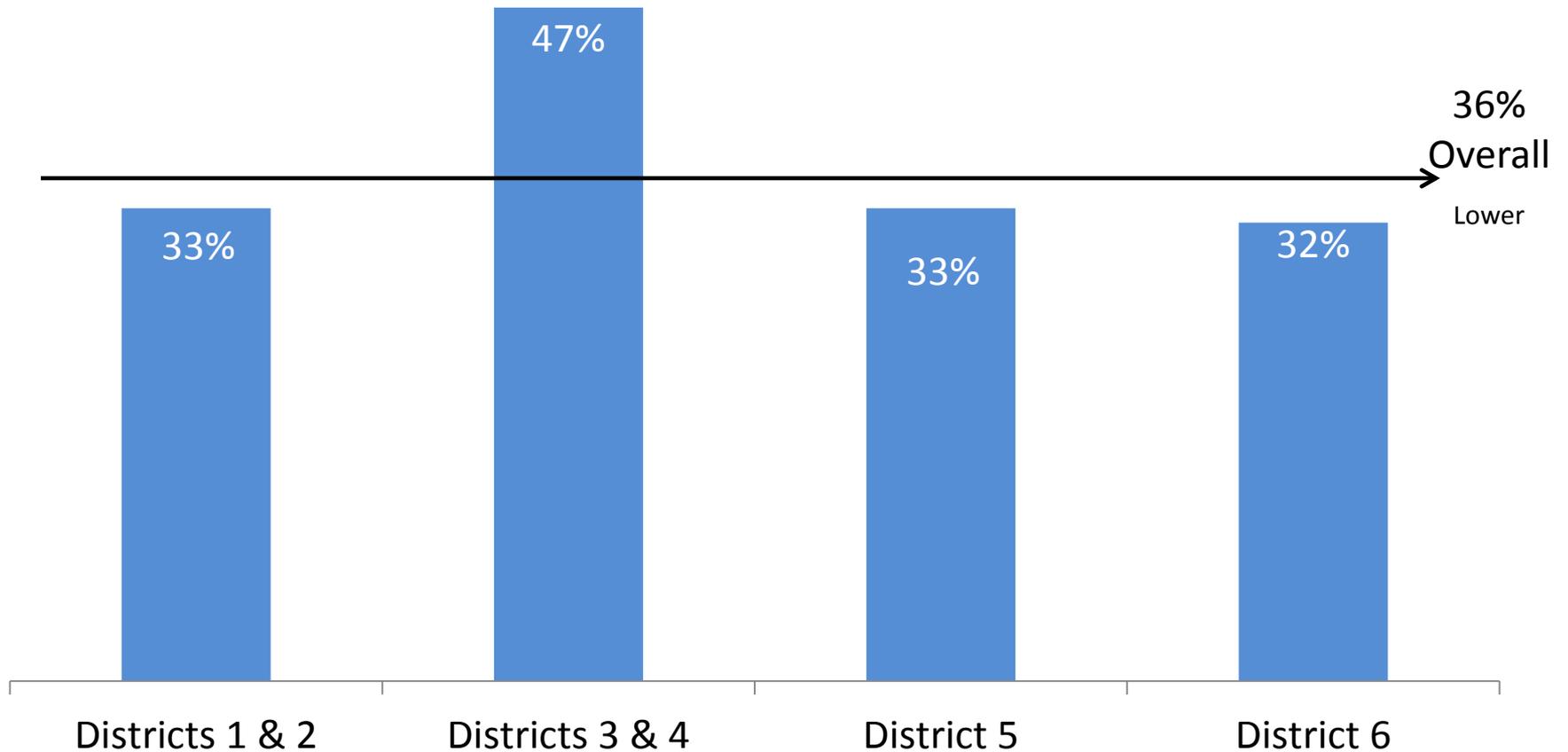
# Community Characteristics

## Community Engagement



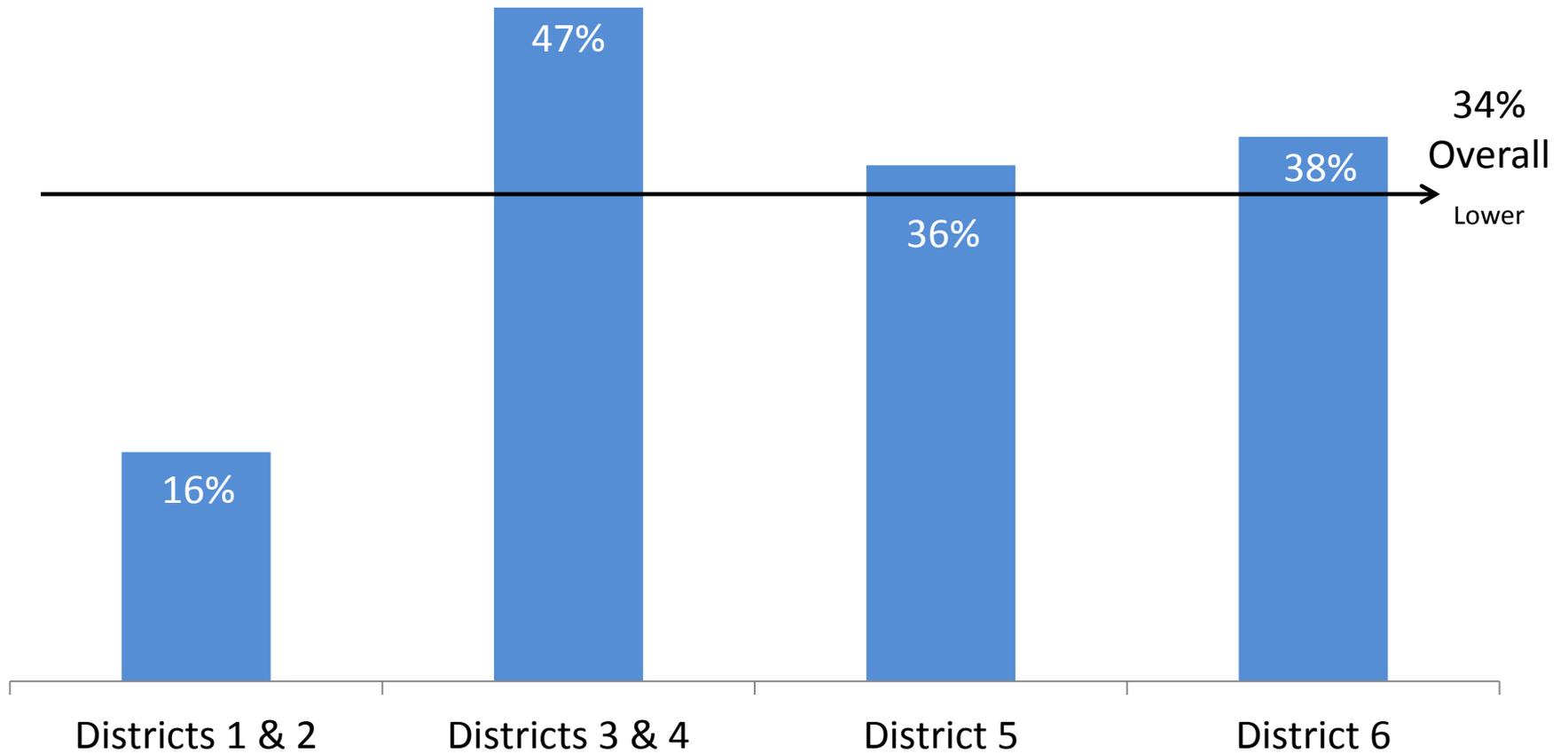
# Social events and activities

Percent rating positively (e.g. excellent/good)



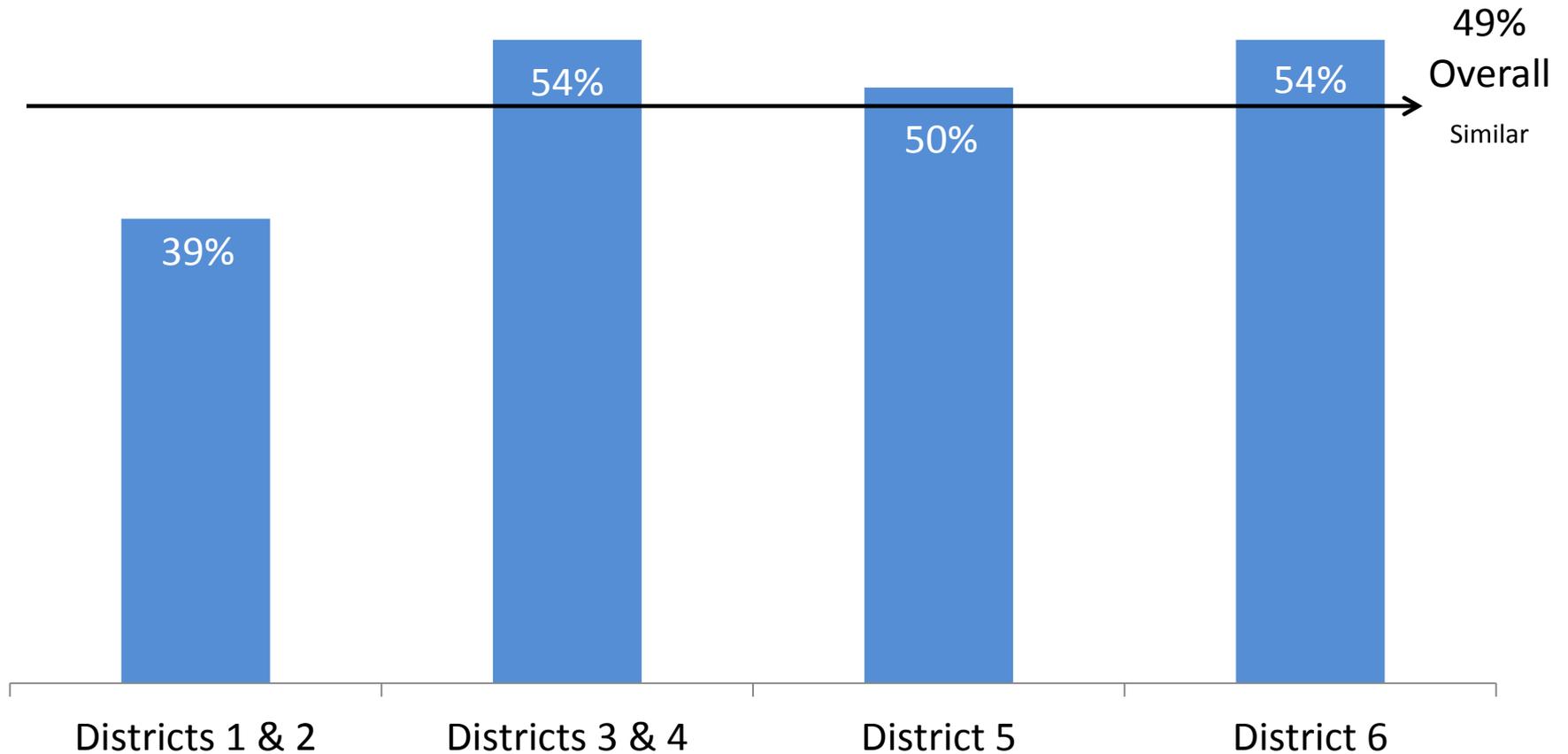
# Neighborliness

Percent rating positively (e.g. excellent/good)



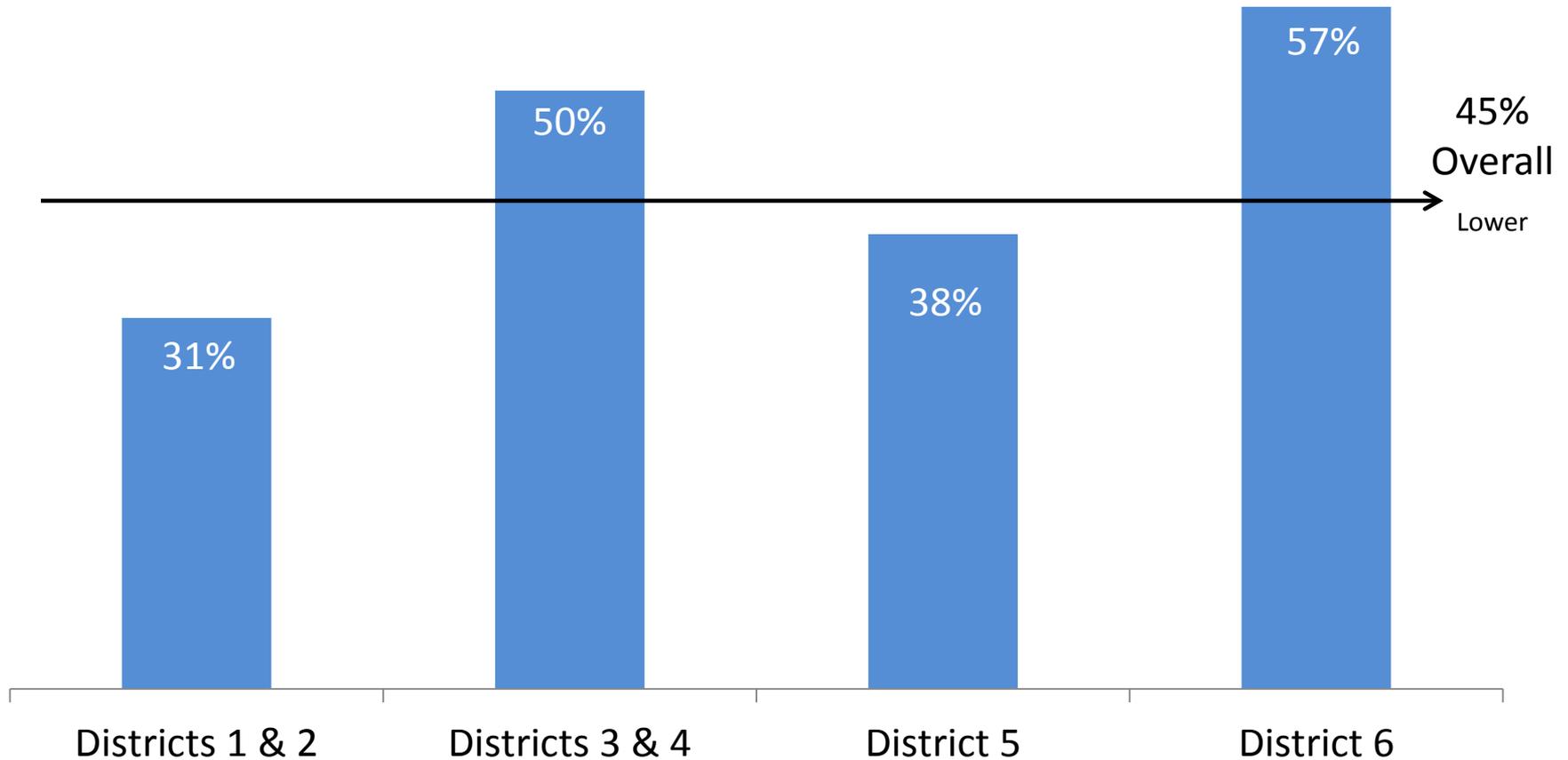
# Openness and acceptance

Percent rating positively (e.g. excellent/good)



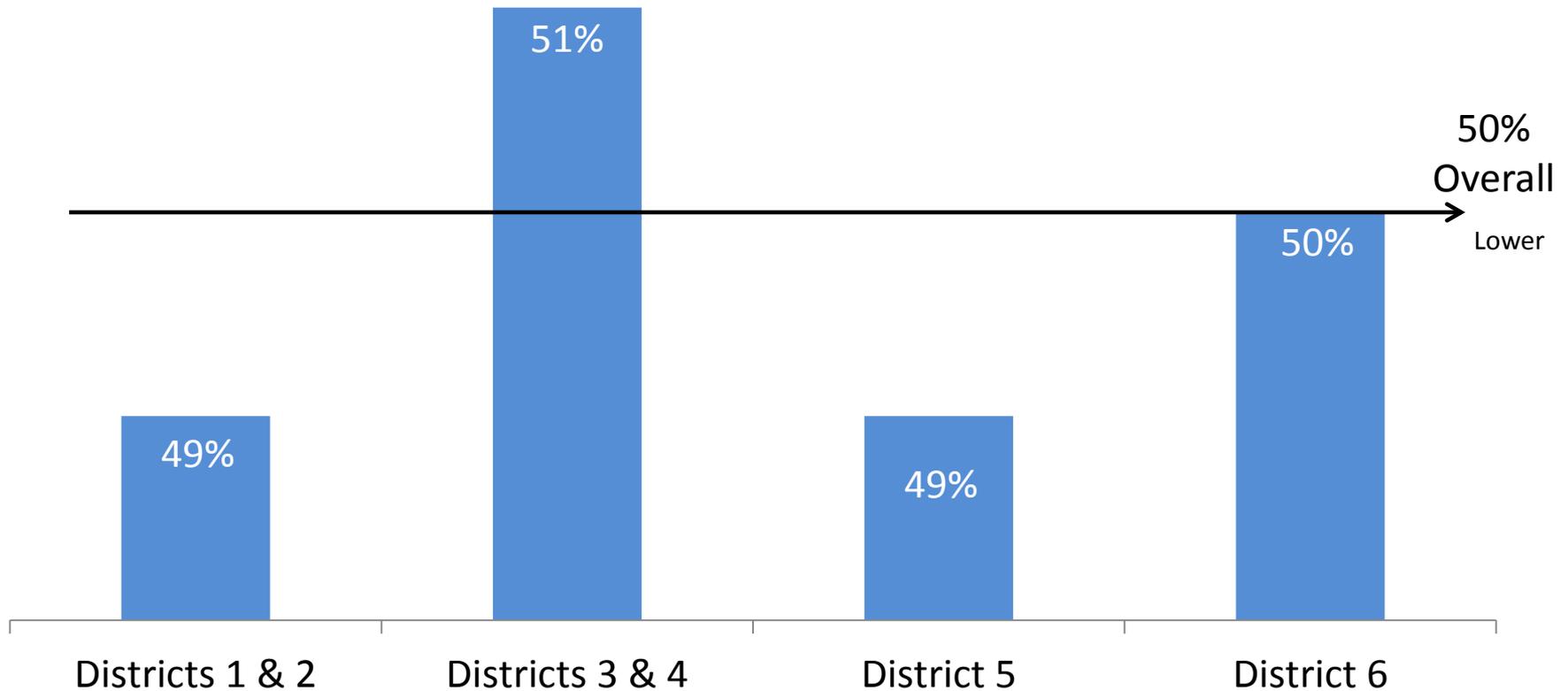
# Opportunities to participate in community matters

Percent rating positively (e.g. excellent/good)



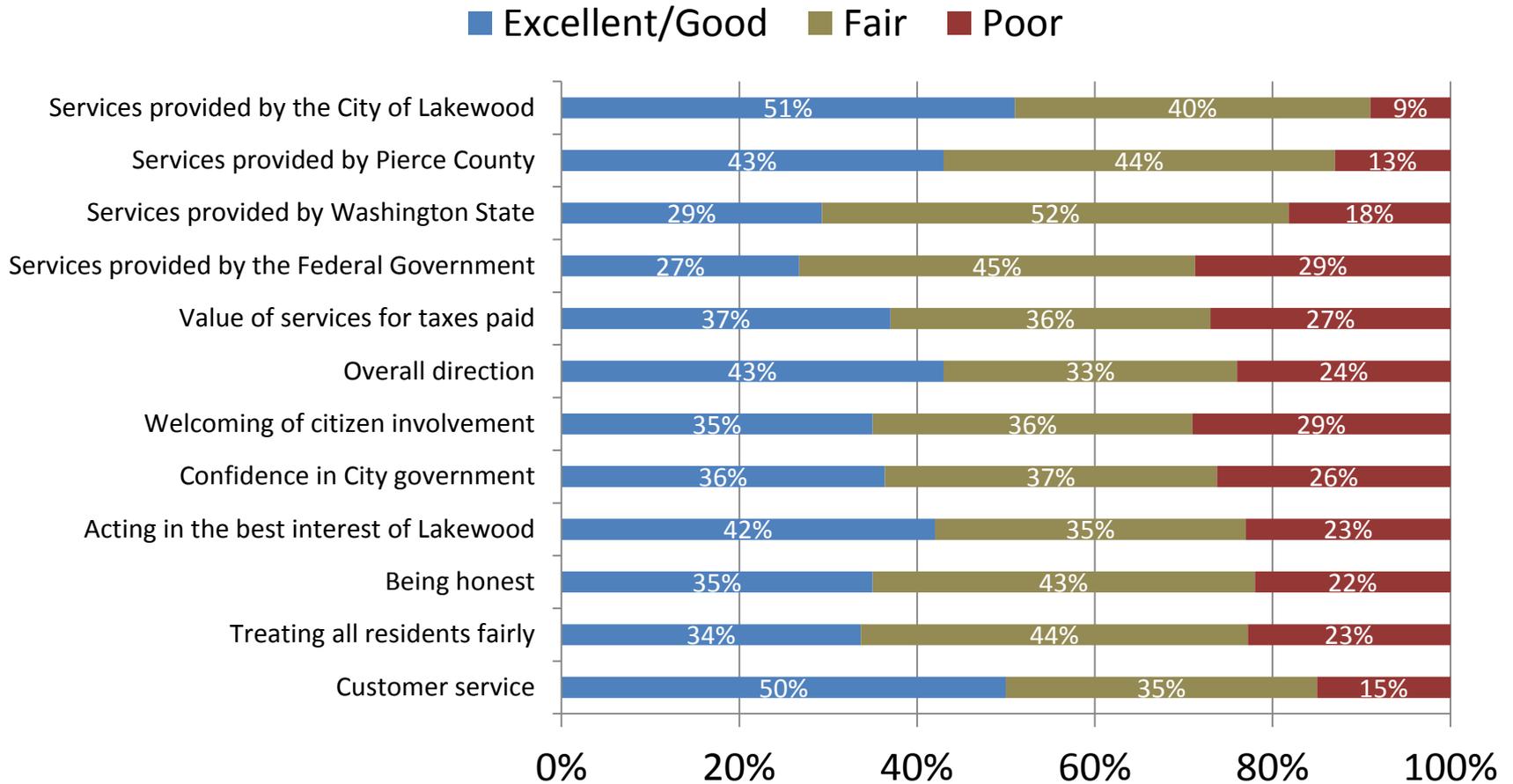
# Opportunities to volunteer

Percent rating positively (e.g. excellent/good)



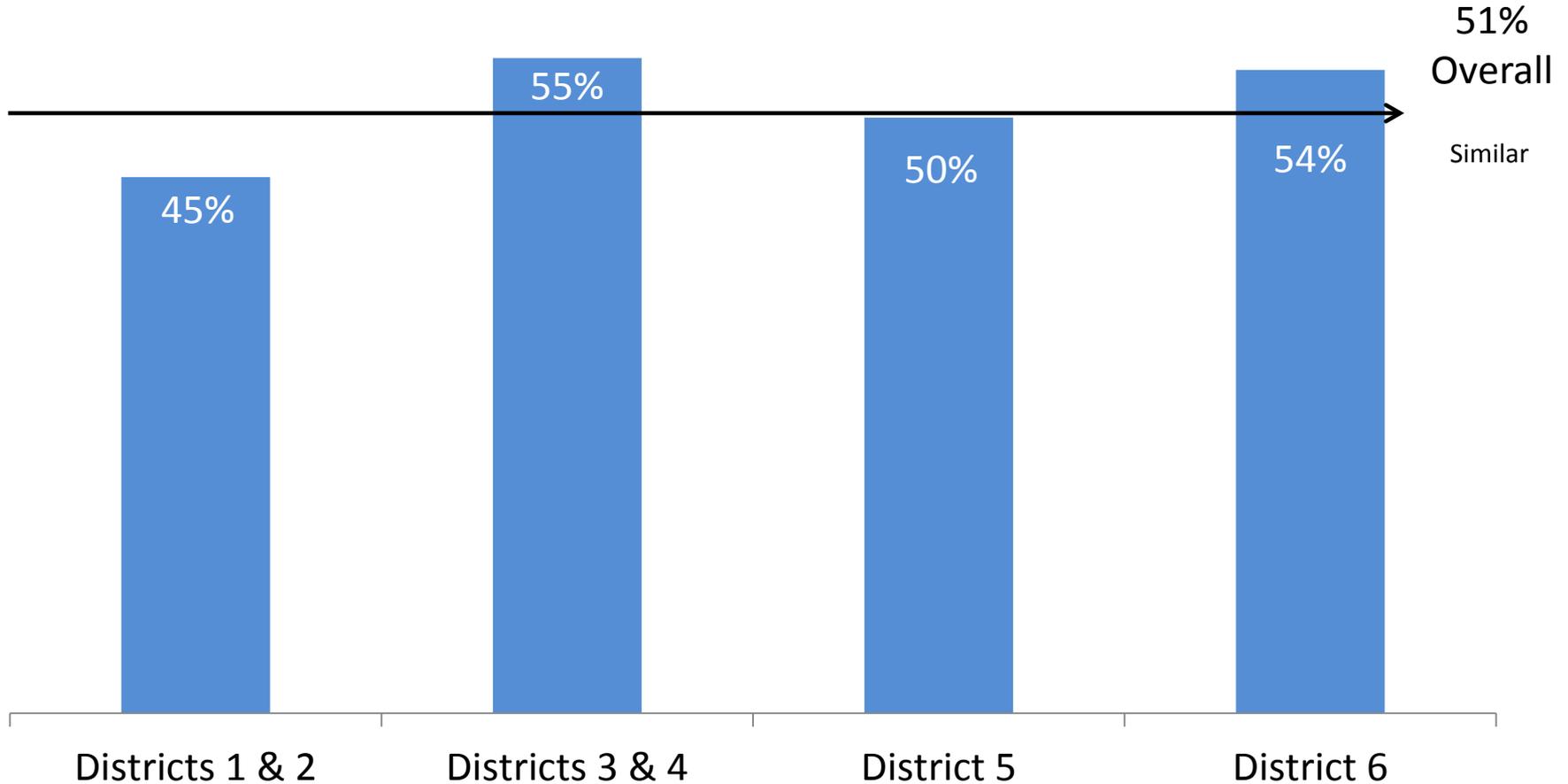
# Governance

# Overall Governance



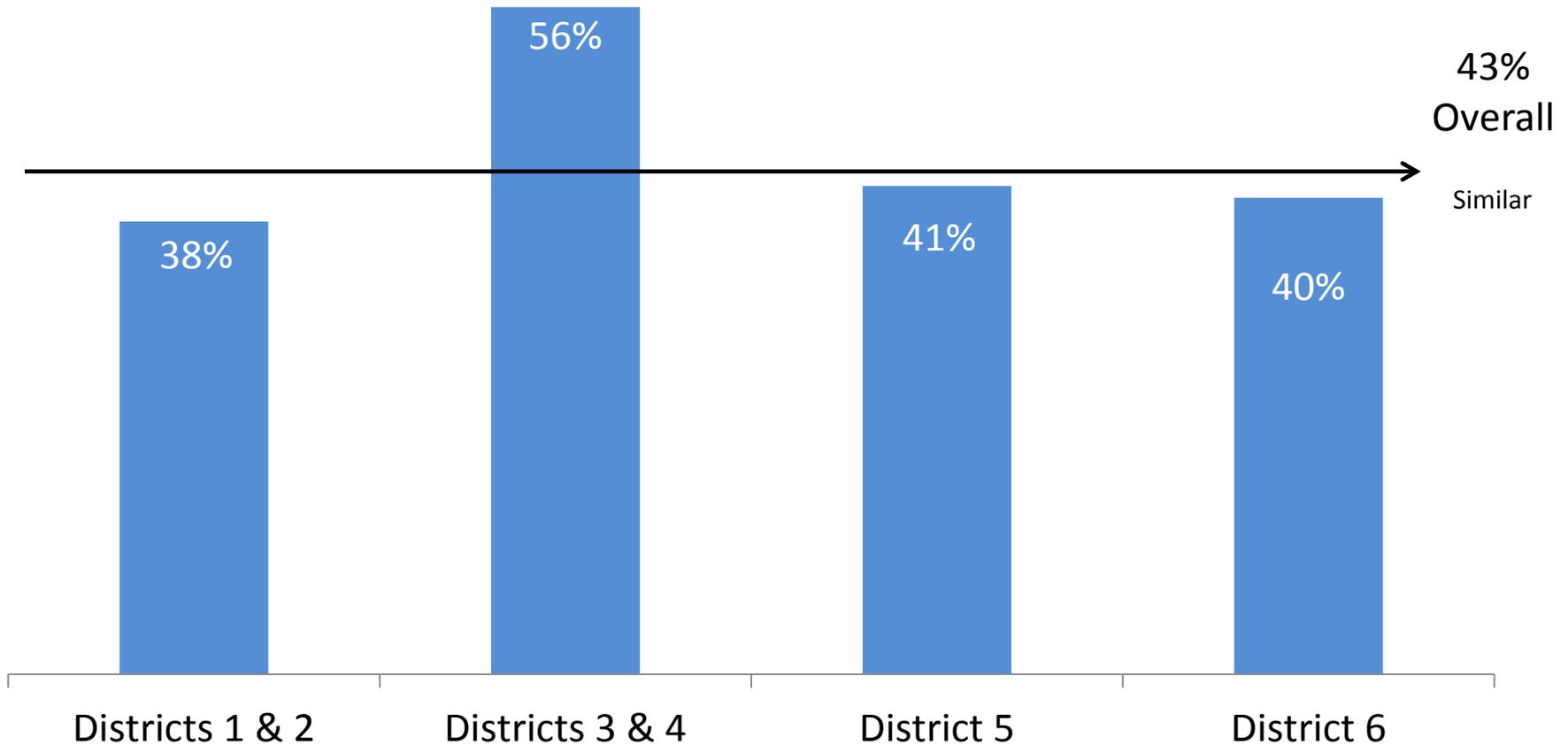
# Services provided by the City of Lakewood

Percent rating positively (e.g. excellent/good)

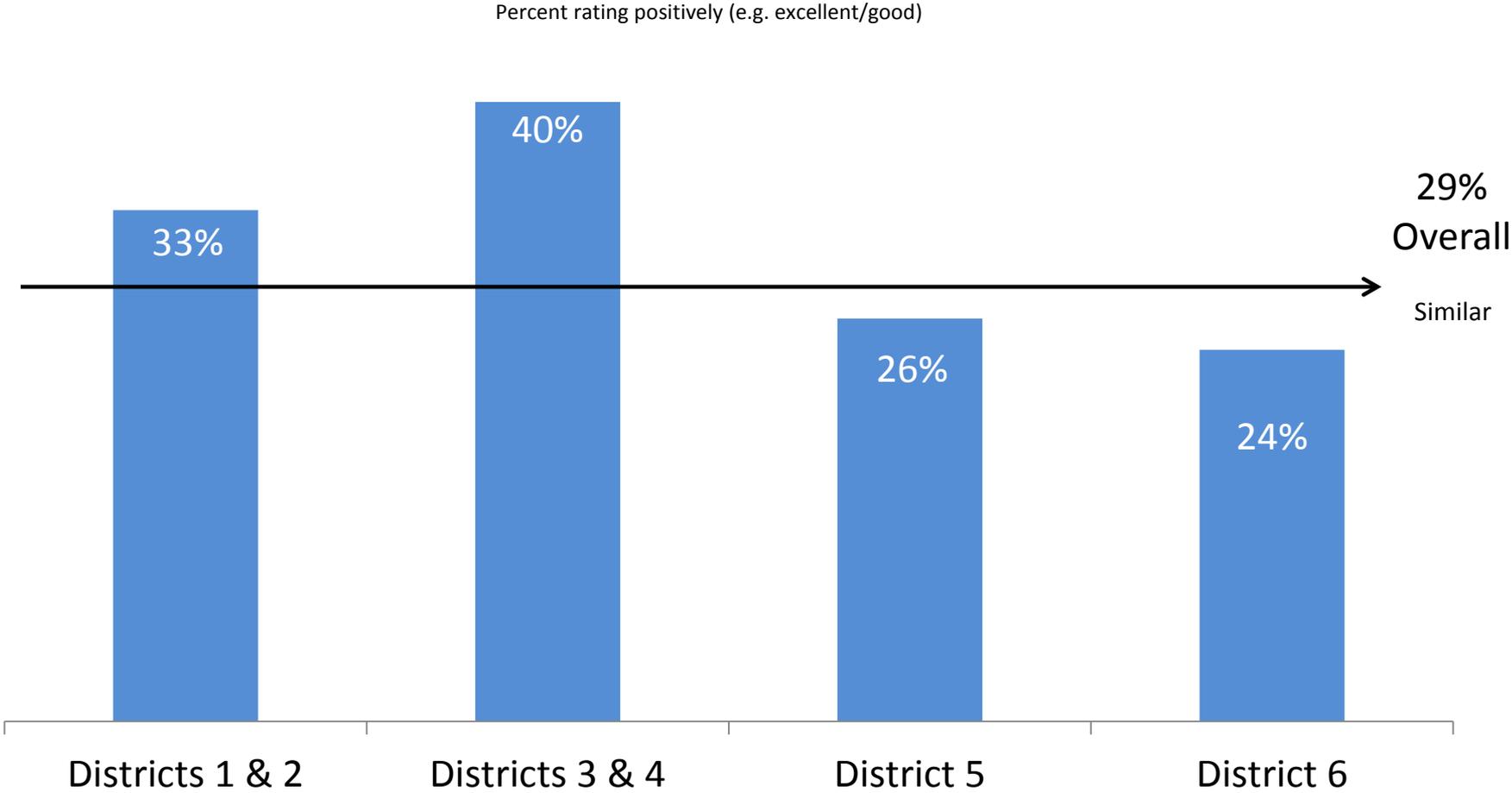


# Services provided by Pierce County

Percent rating positively (e.g. excellent/good)

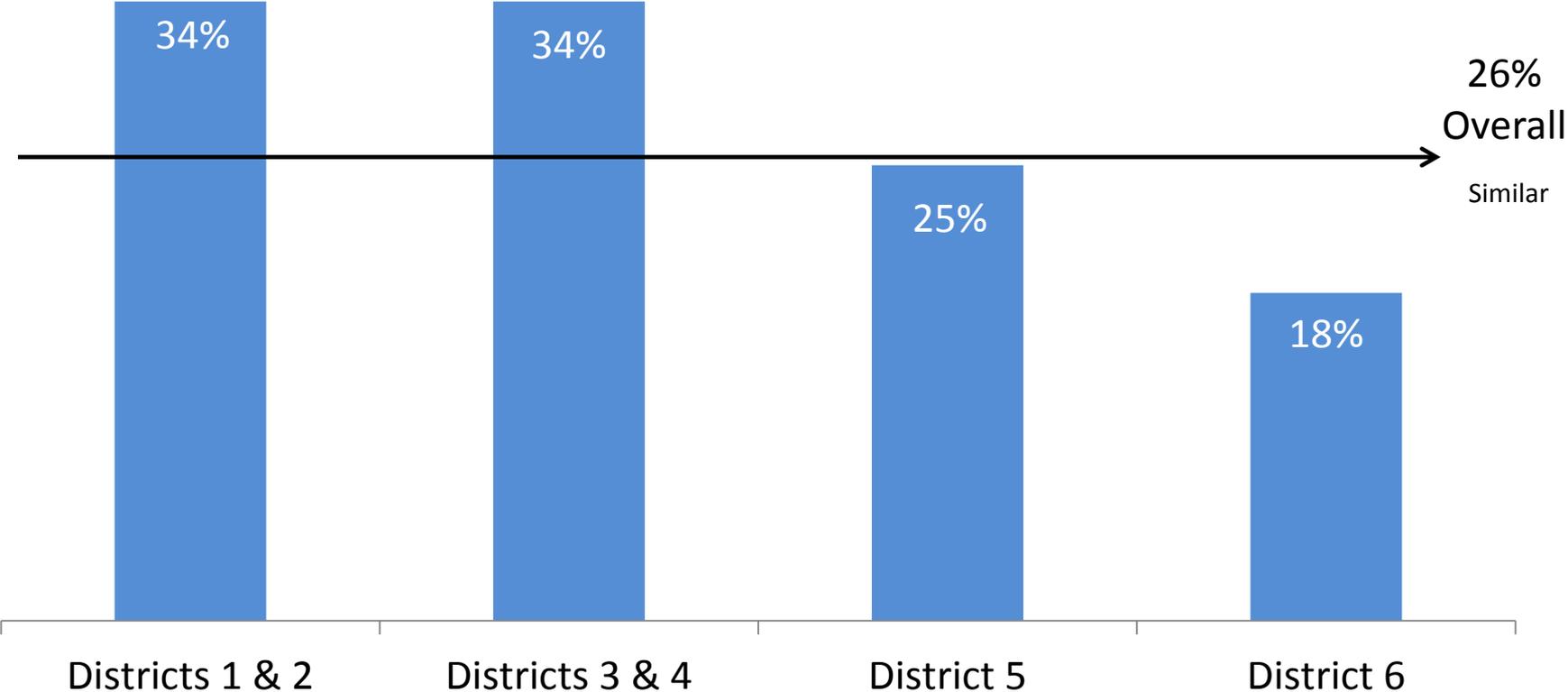


# Services provided by Washington State



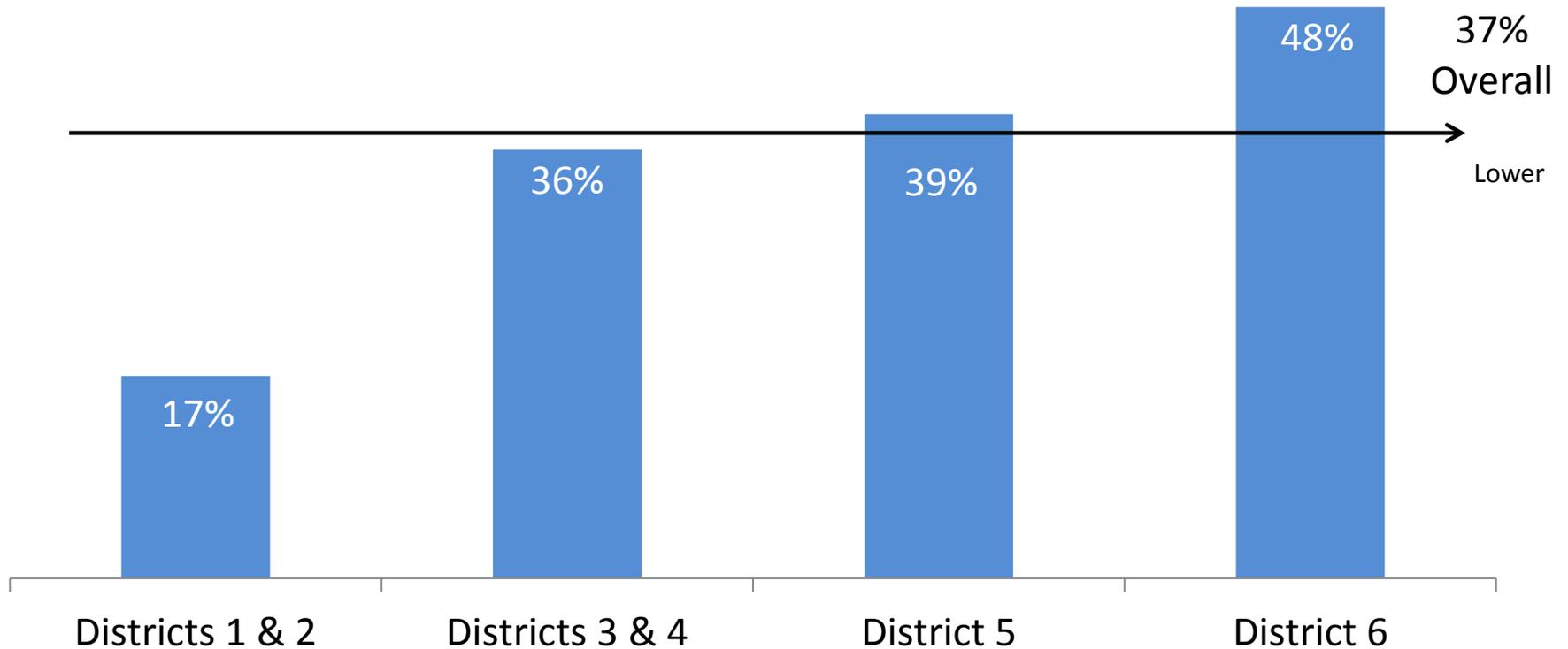
# Services provided by the Federal Government

Percent rating positively (e.g. excellent/good)



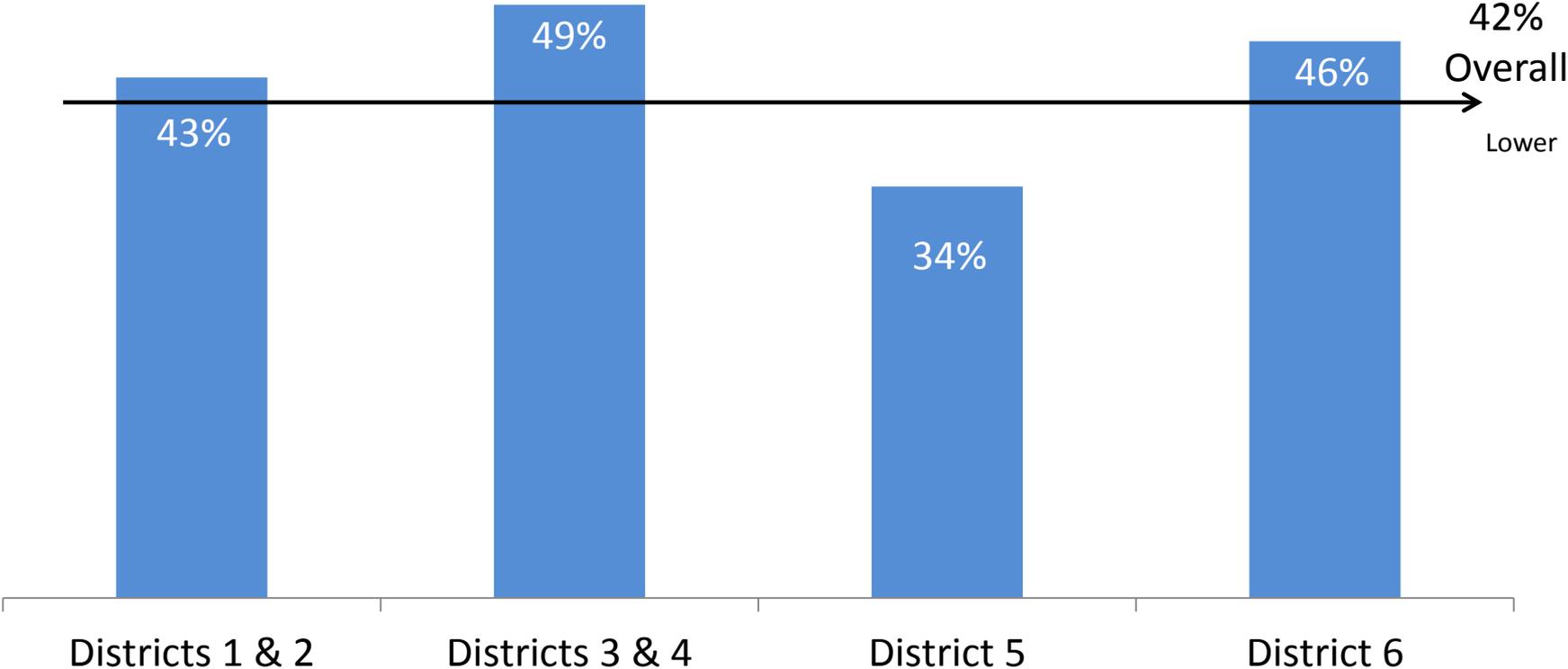
# Value of services for taxes paid

Percent rating positively (e.g. excellent/good)



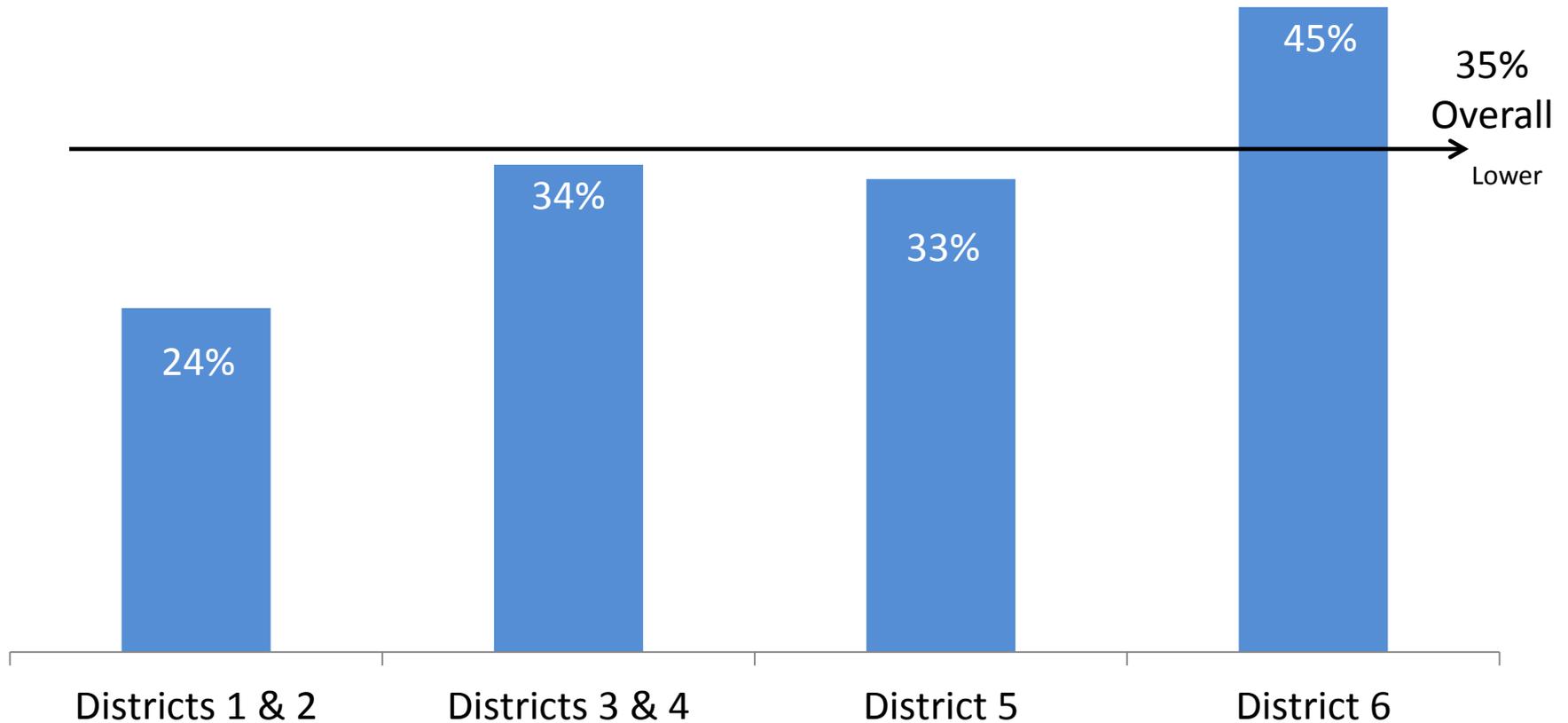
# Overall direction

Percent rating positively (e.g. excellent/good)



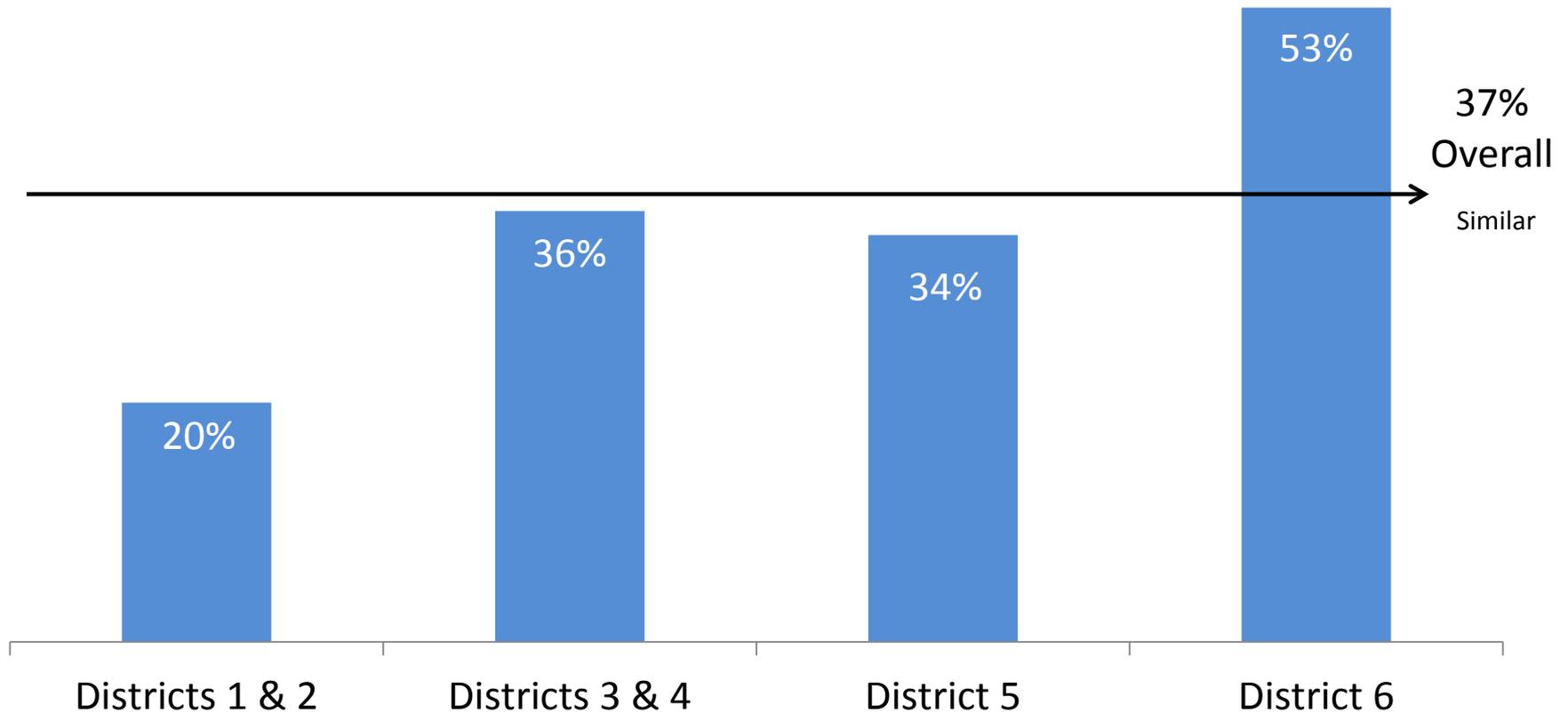
# Welcoming citizen involvement

Percent rating positively (e.g. excellent/good)



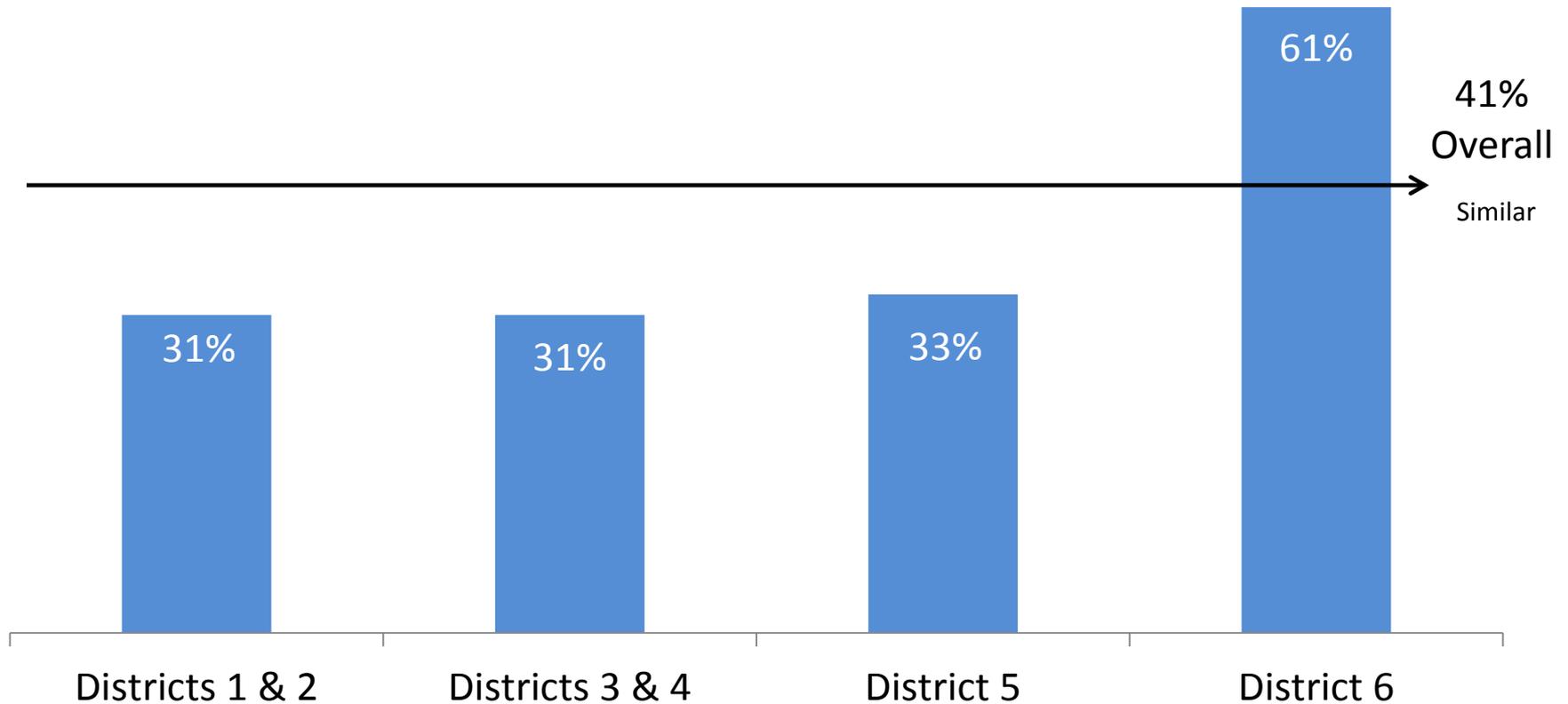
# Confidence in City government

Percent rating positively (e.g. excellent/good)



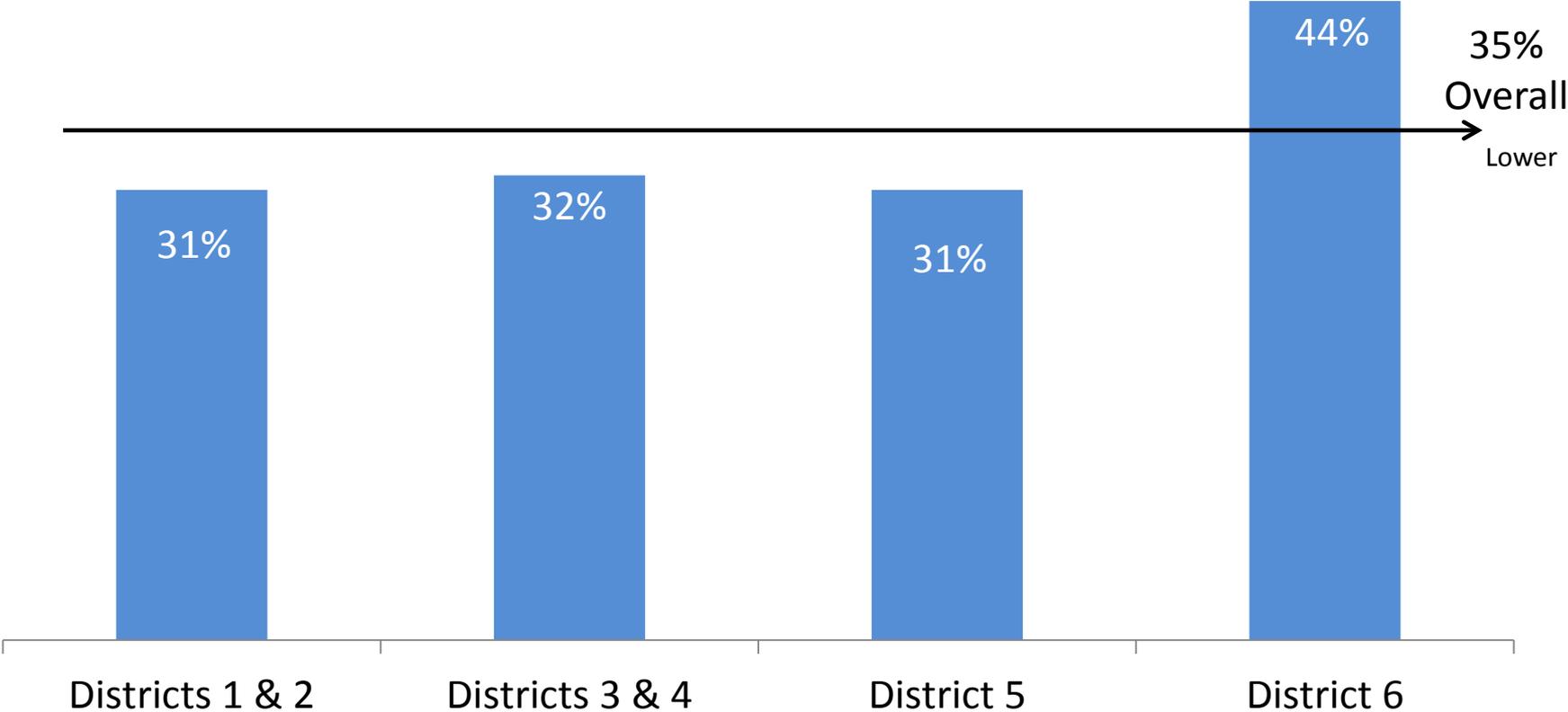
# Acting in the best interest of Lakewood

Percent rating positively (e.g. excellent/good)



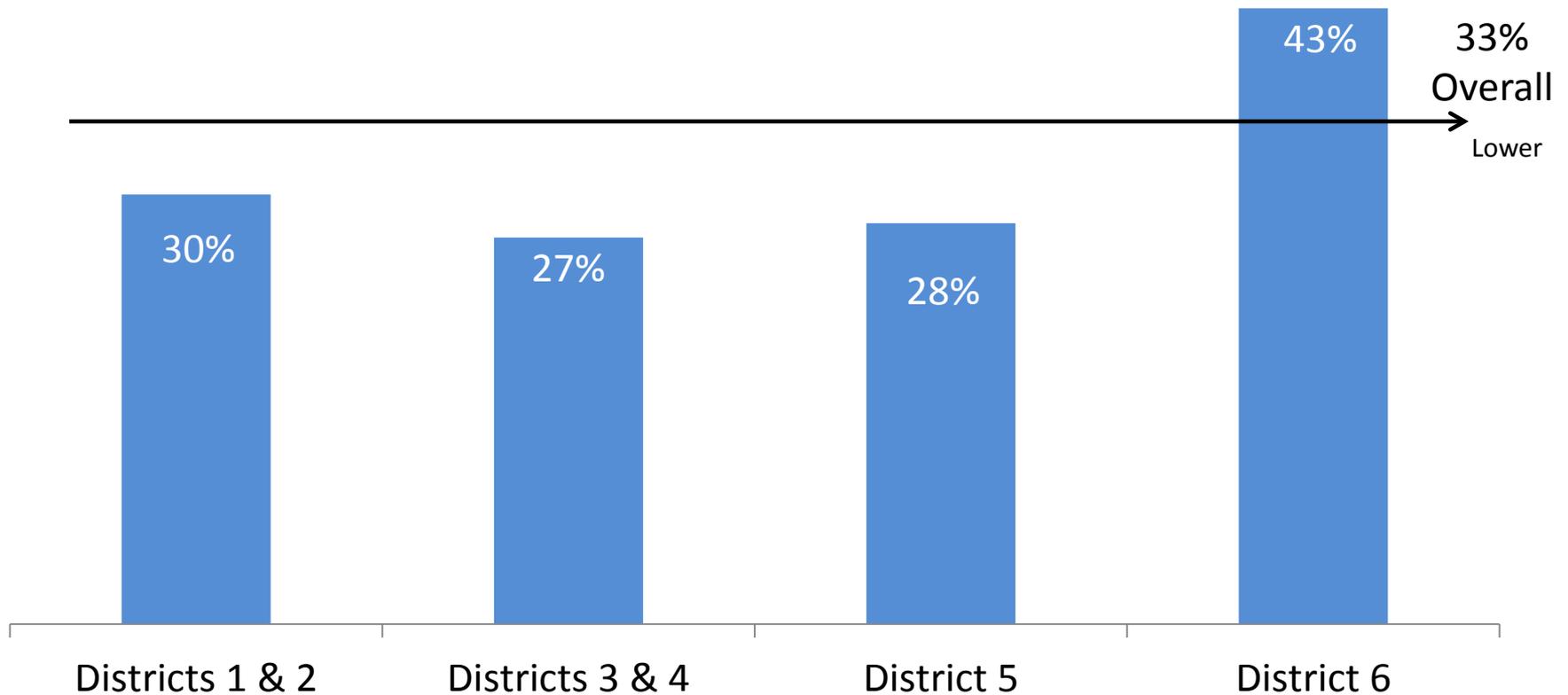
# Being honest

Percent rating positively (e.g. excellent/good)



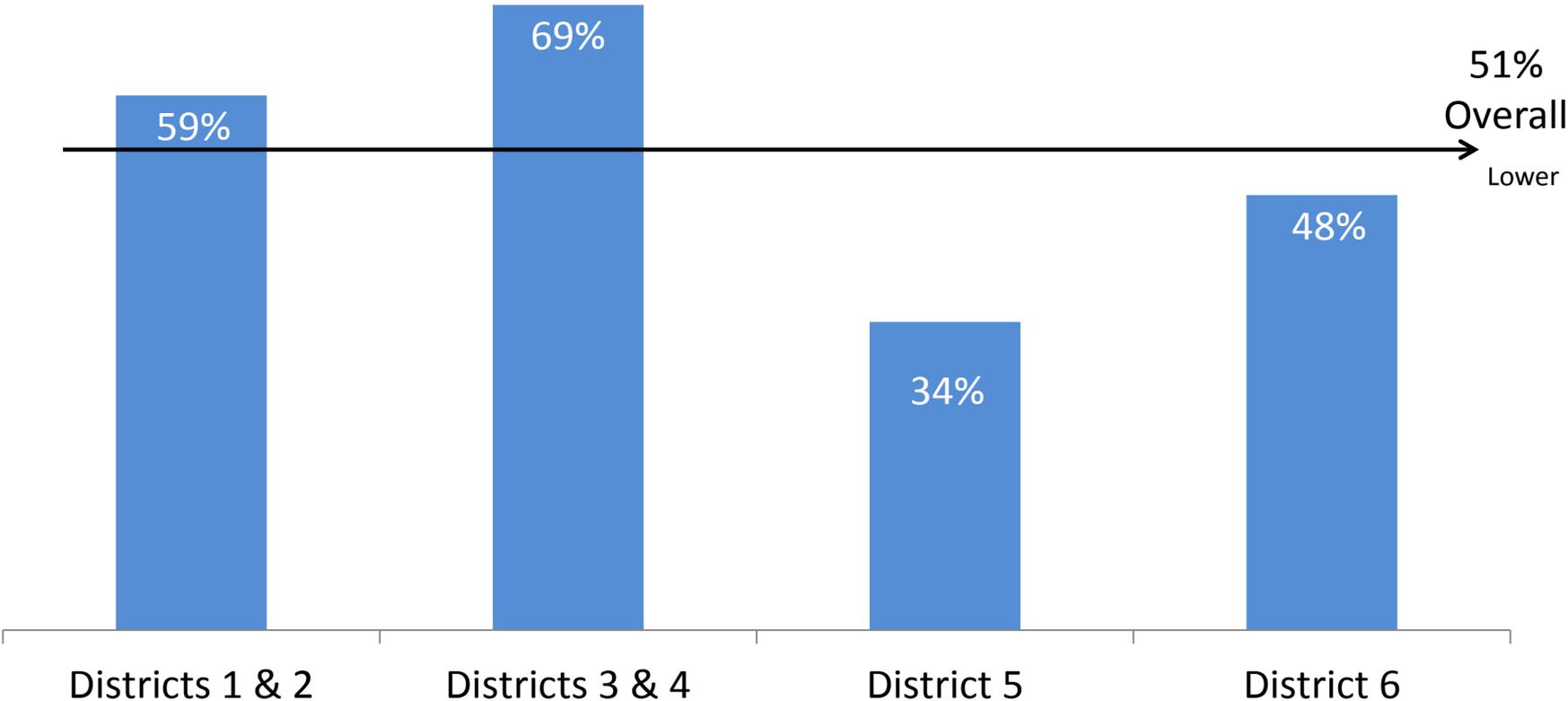
# Treating all residents fairly

Percent rating positively (e.g. excellent/good)



# Customer service

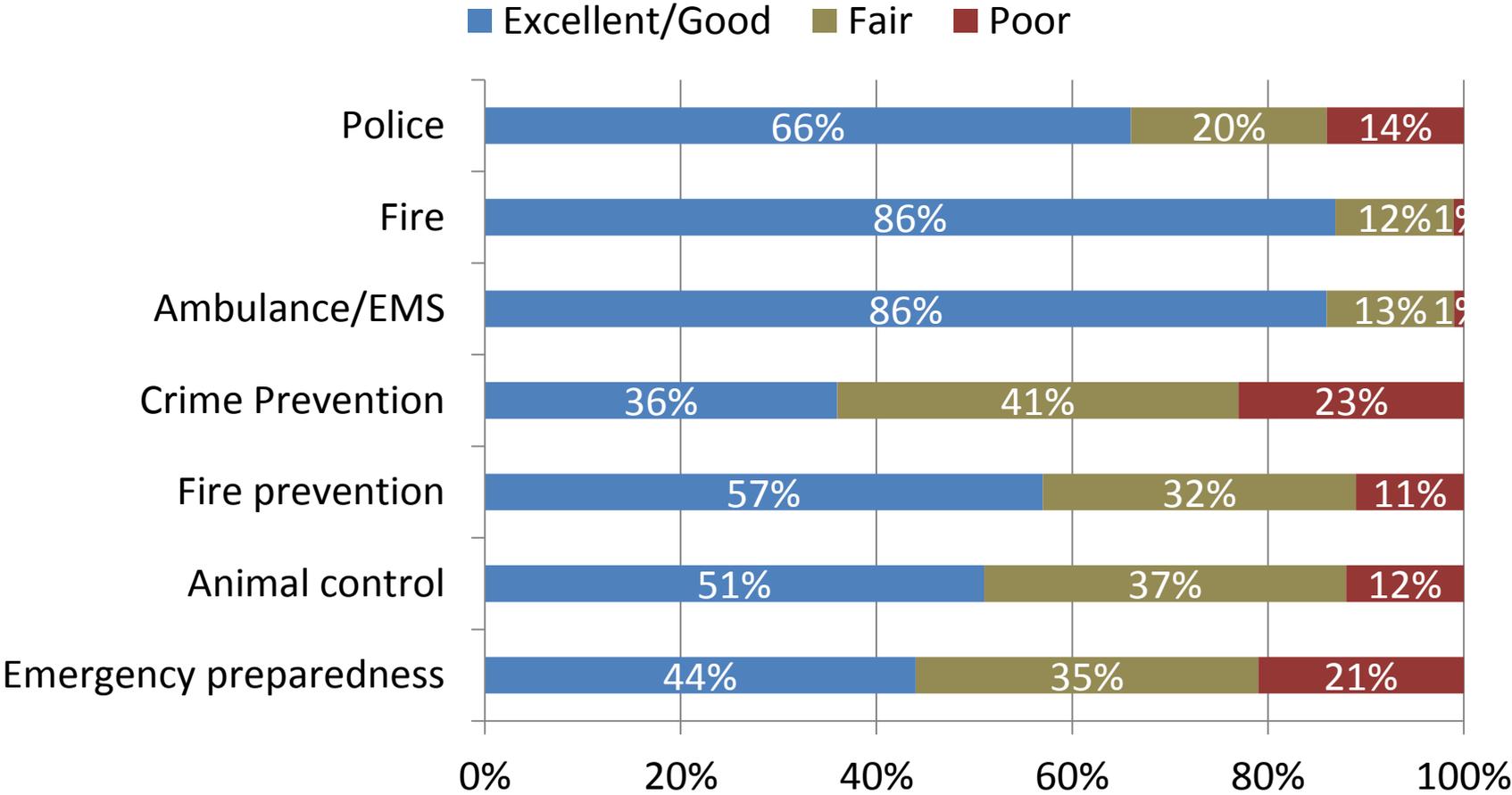
Percent rating positively (e.g. excellent/good)



# Safety

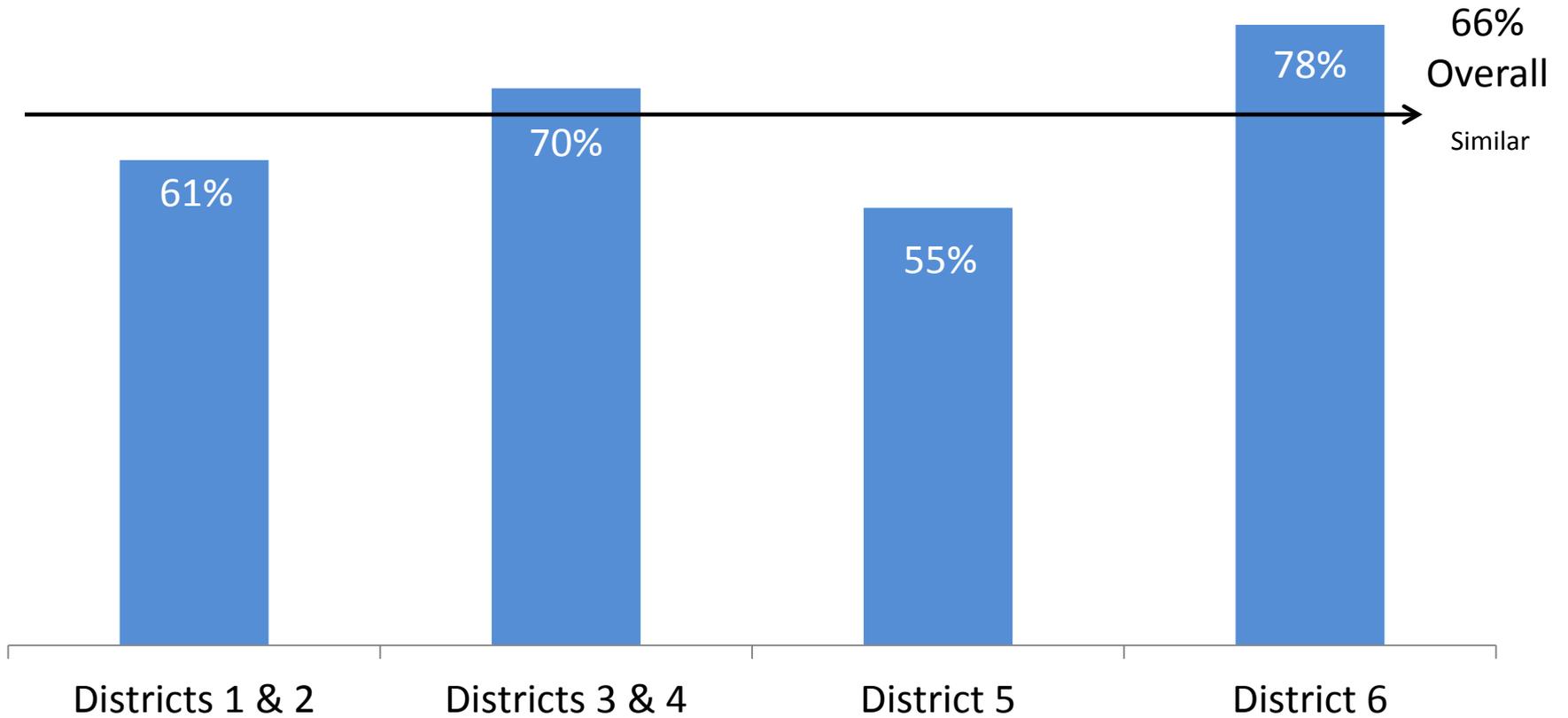
# Governance

## Safety



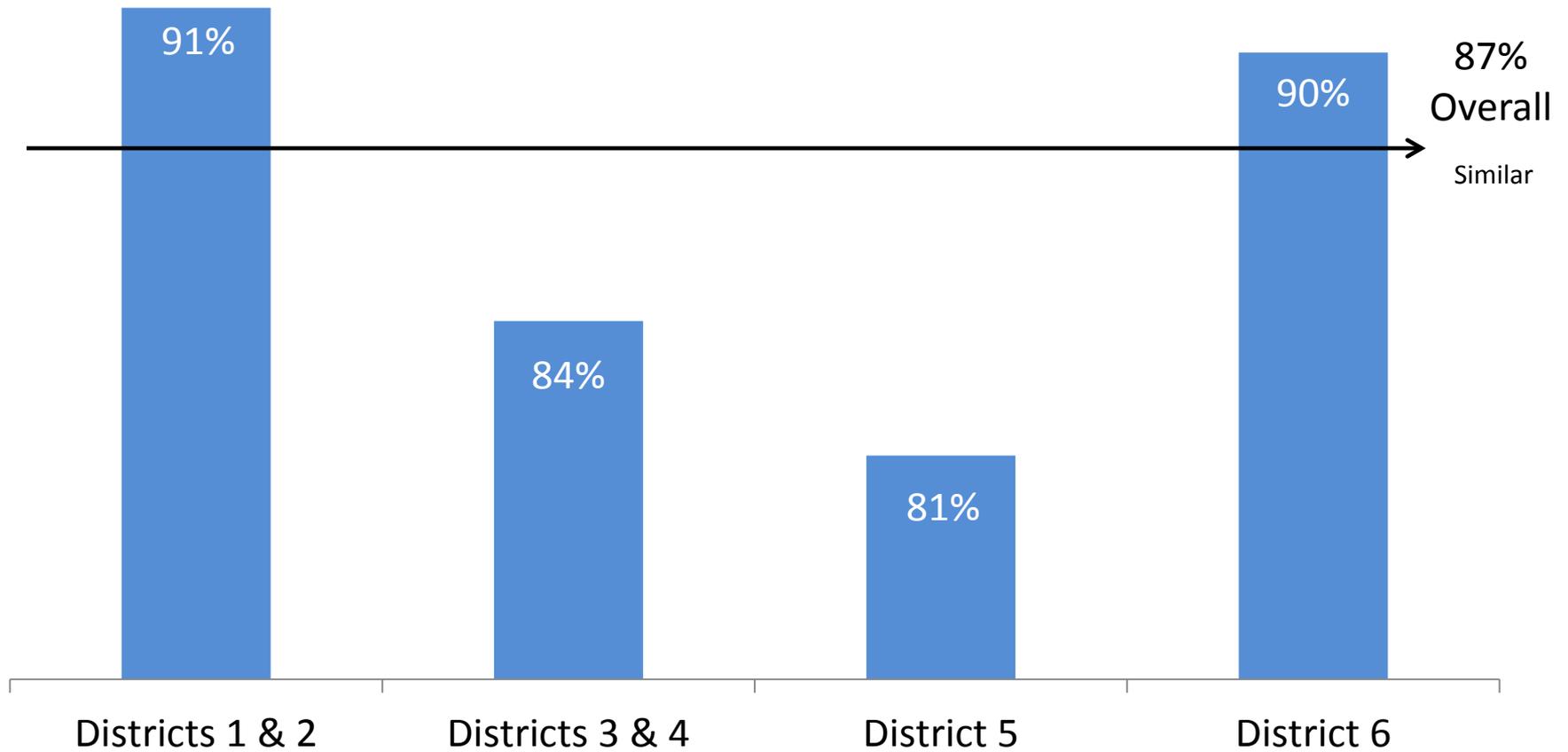
# Police

Percent rating positively (e.g. excellent/good)



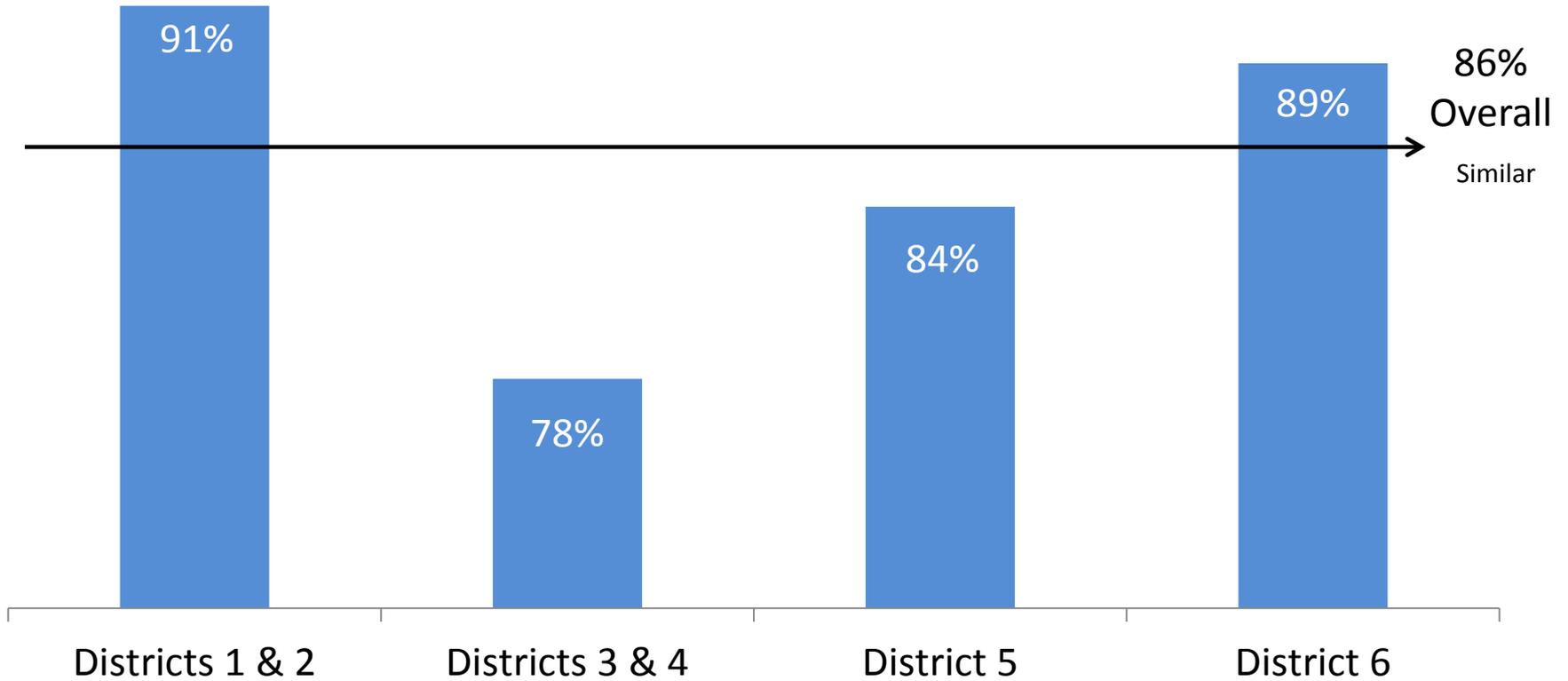
# Fire

Percent rating positively (e.g. excellent/good)



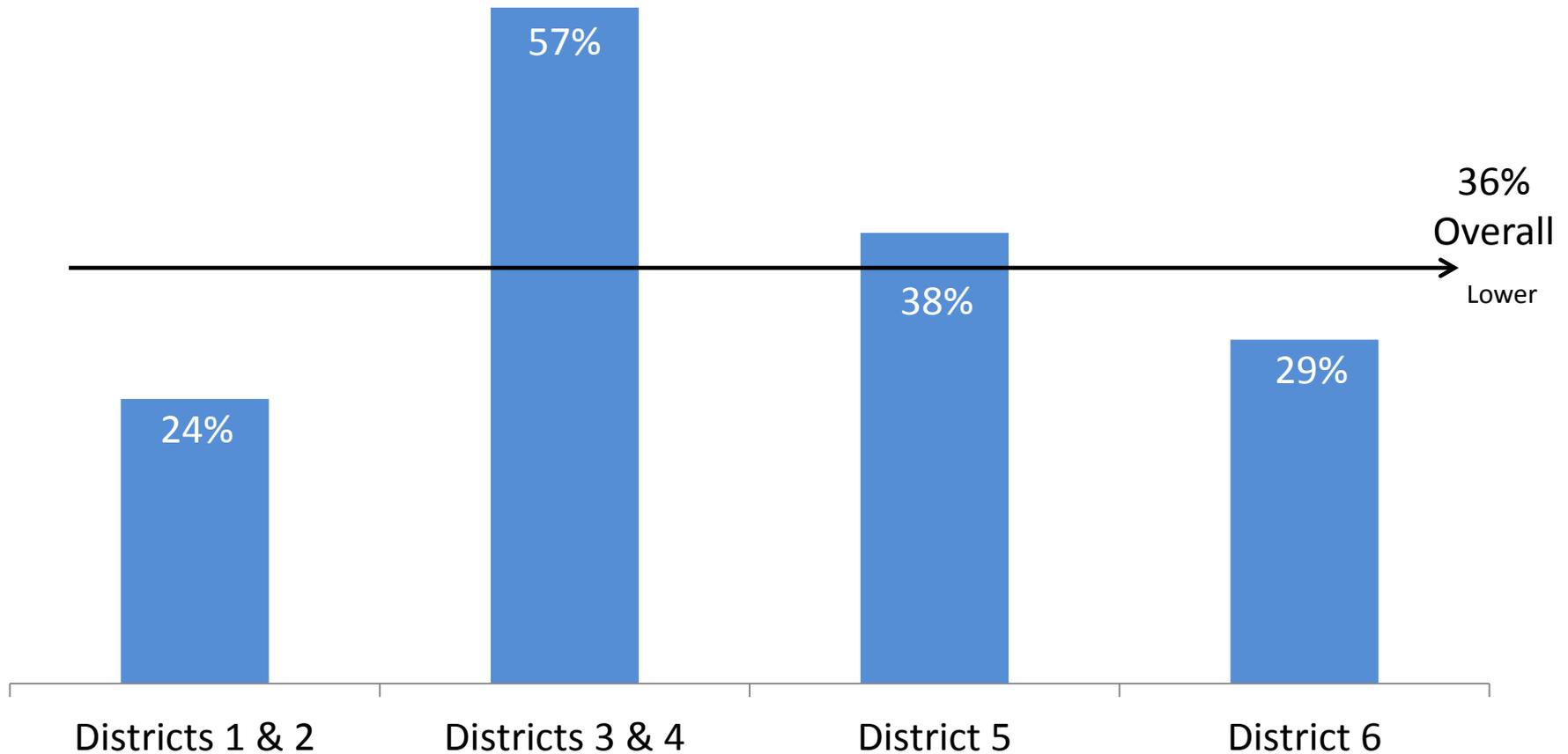
# Ambulance/EMS

Percent rating positively (e.g. excellent/good)



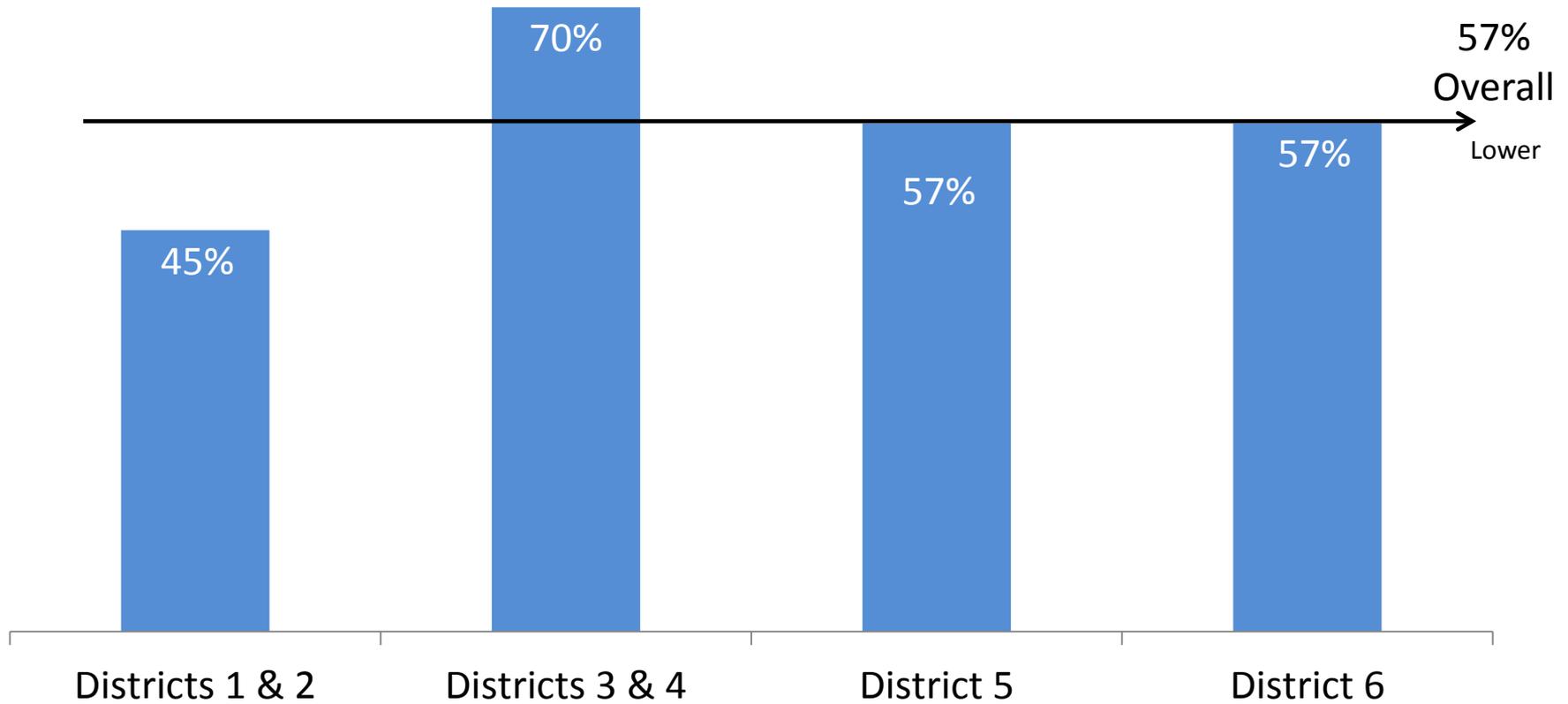
# Crime prevention

Percent rating positively (e.g. excellent/good)



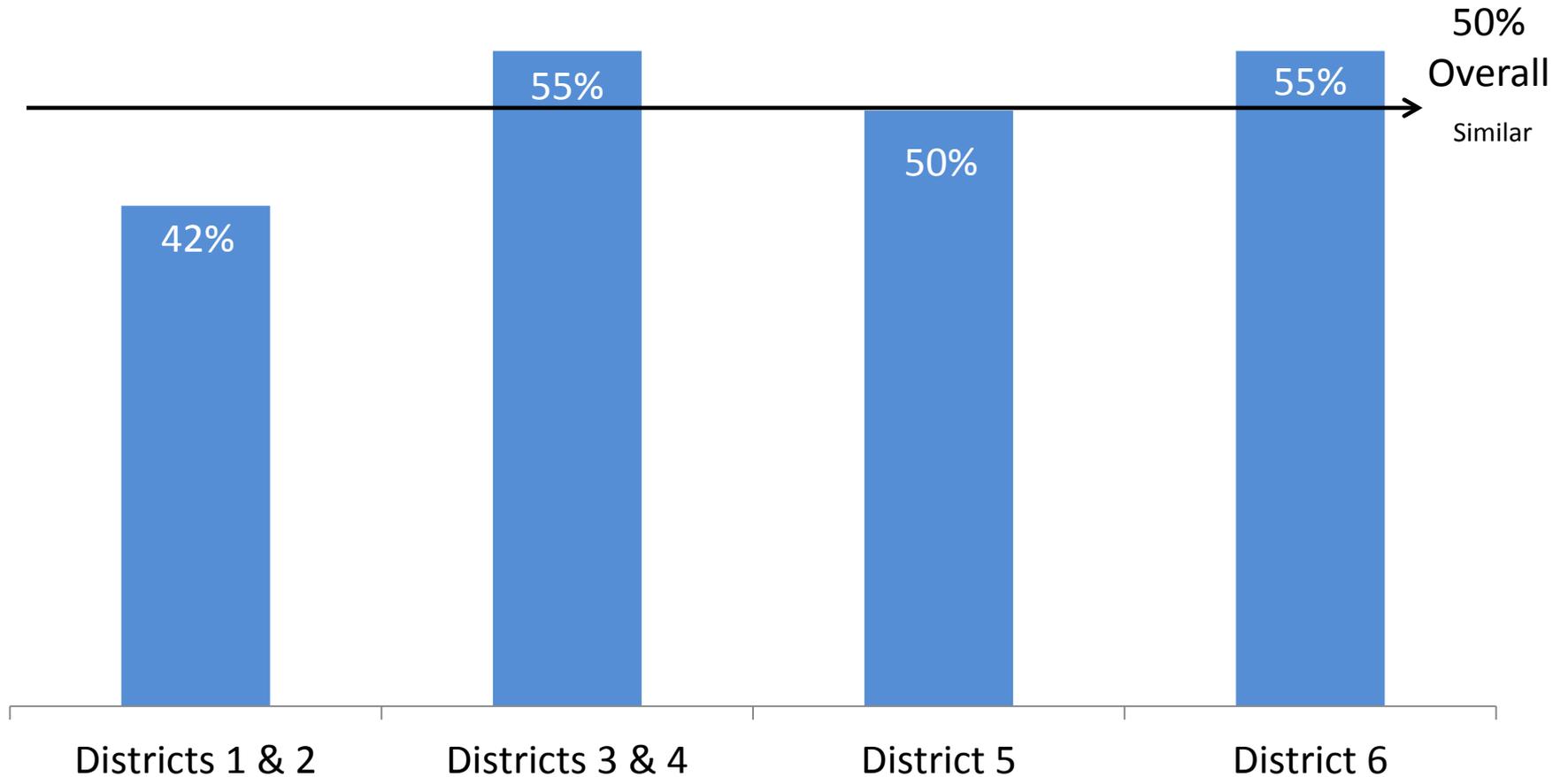
# Fire prevention

Percent rating positively (e.g. excellent/good)



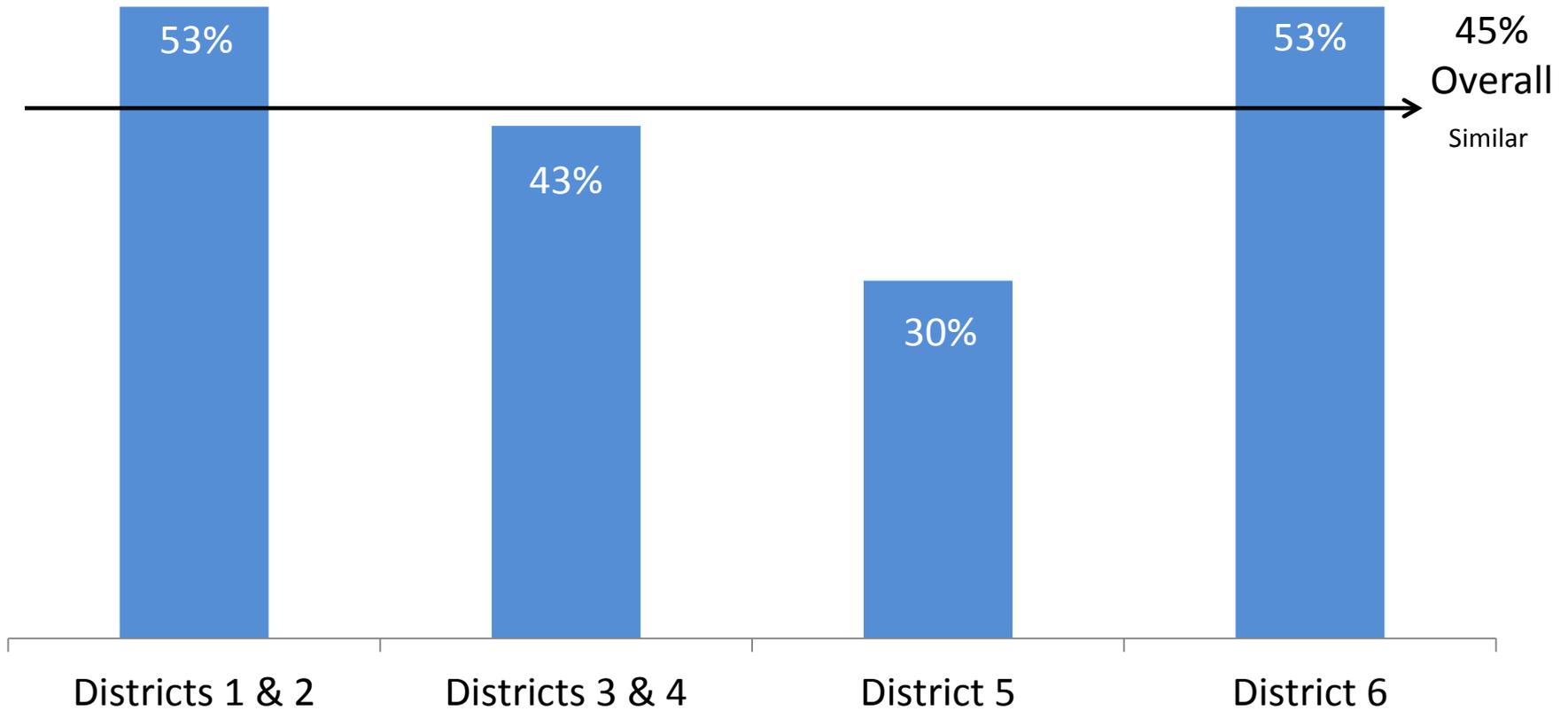
# Animal control

Percent rating positively (e.g. excellent/good)



# Emergency preparedness

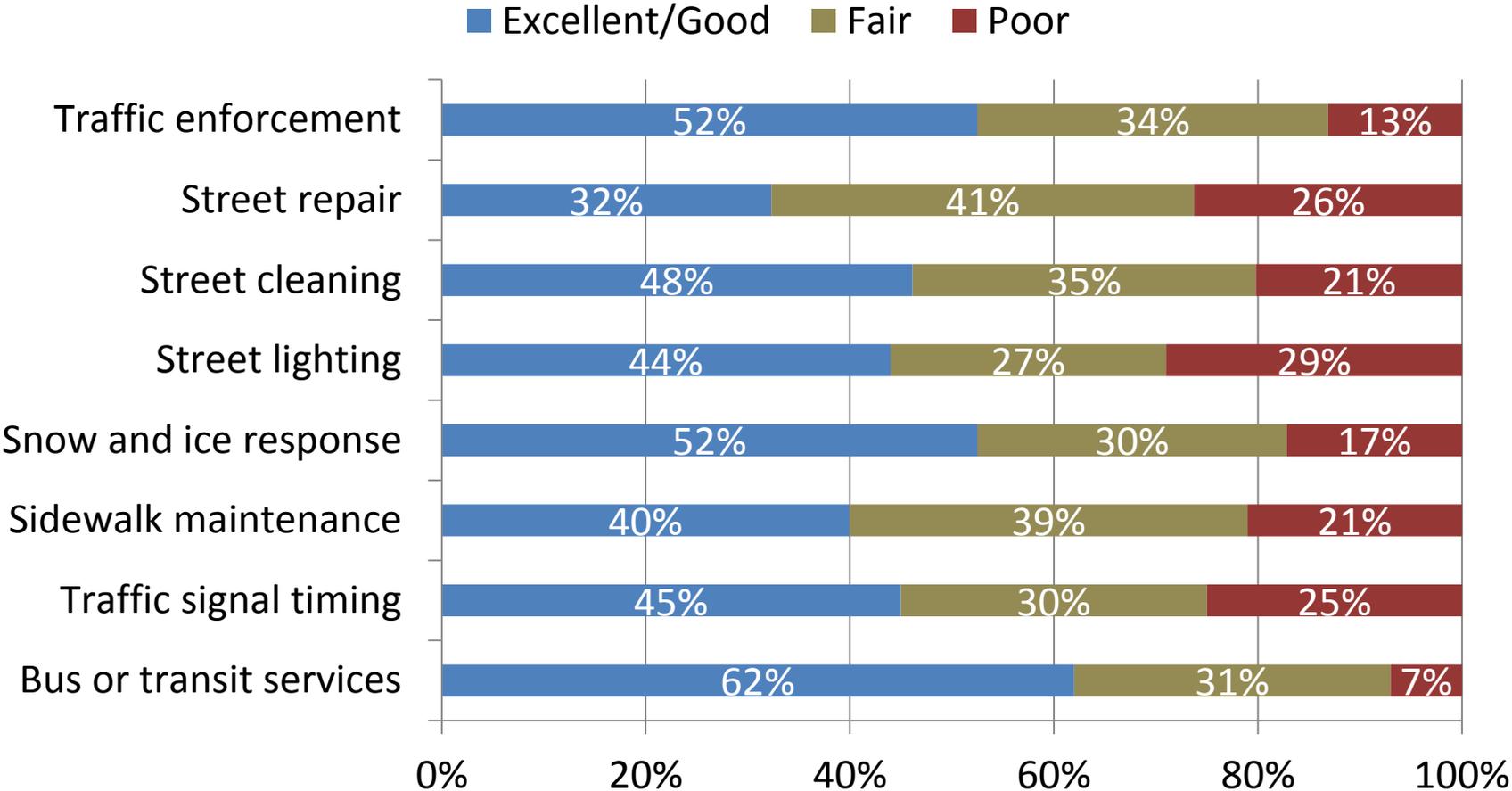
Percent rating positively (e.g. excellent/good)



# Mobility

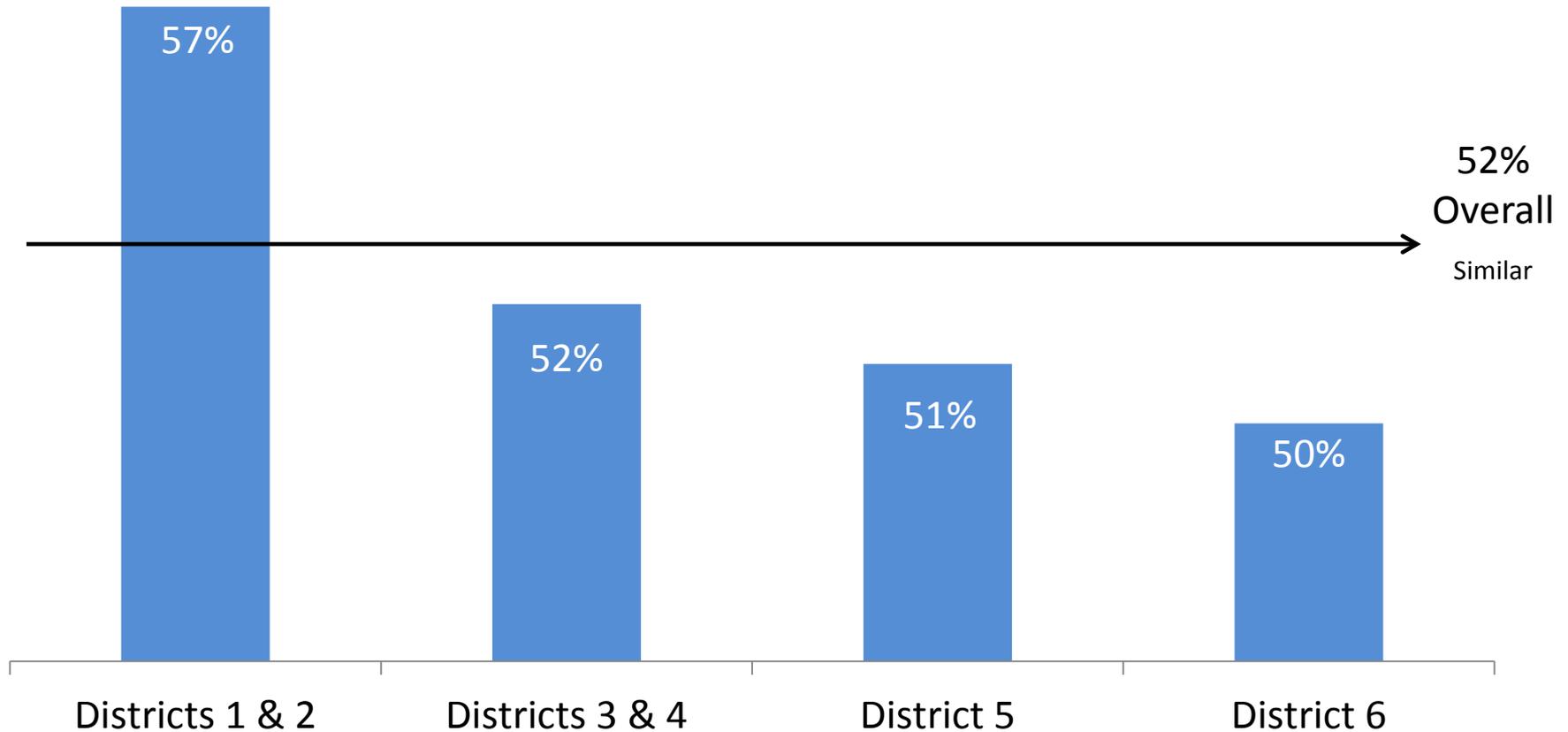
# Governance

## Mobility



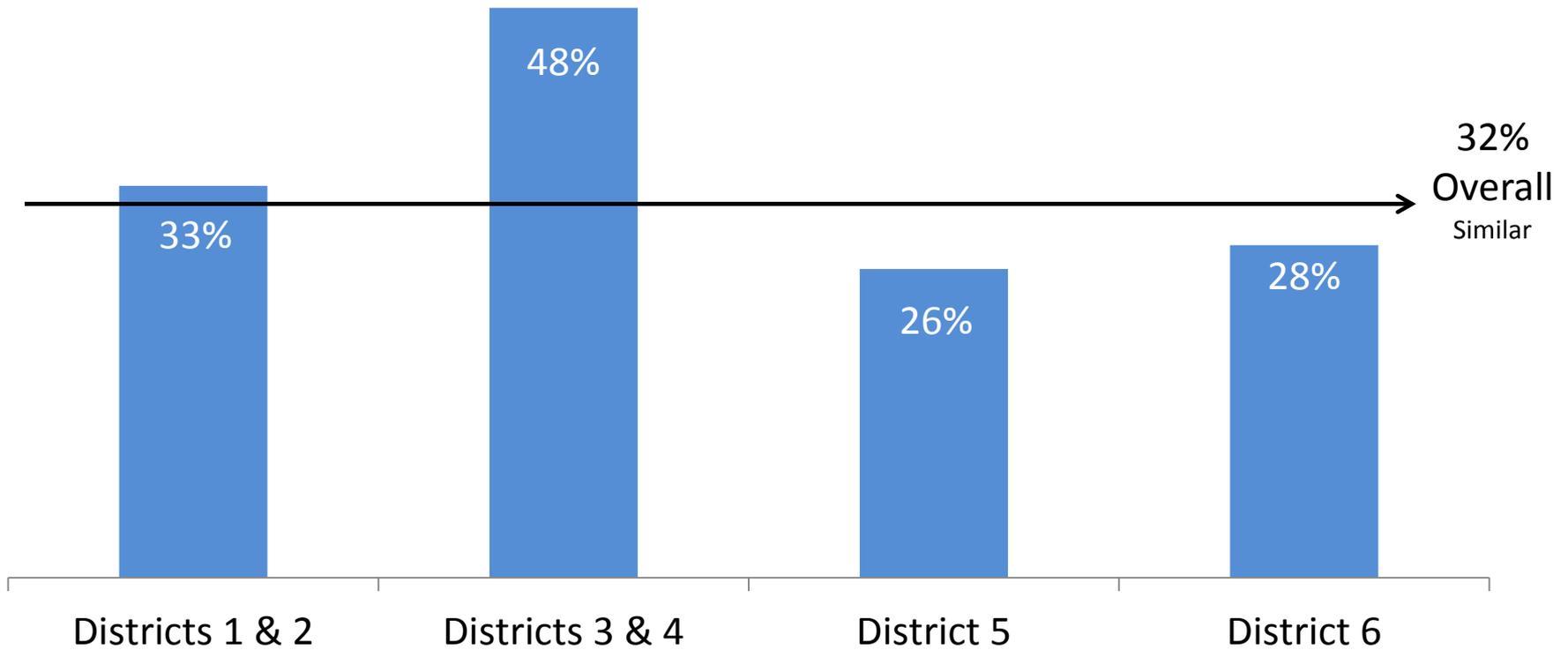
# Traffic enforcement

Percent rating positively (e.g. excellent/good)



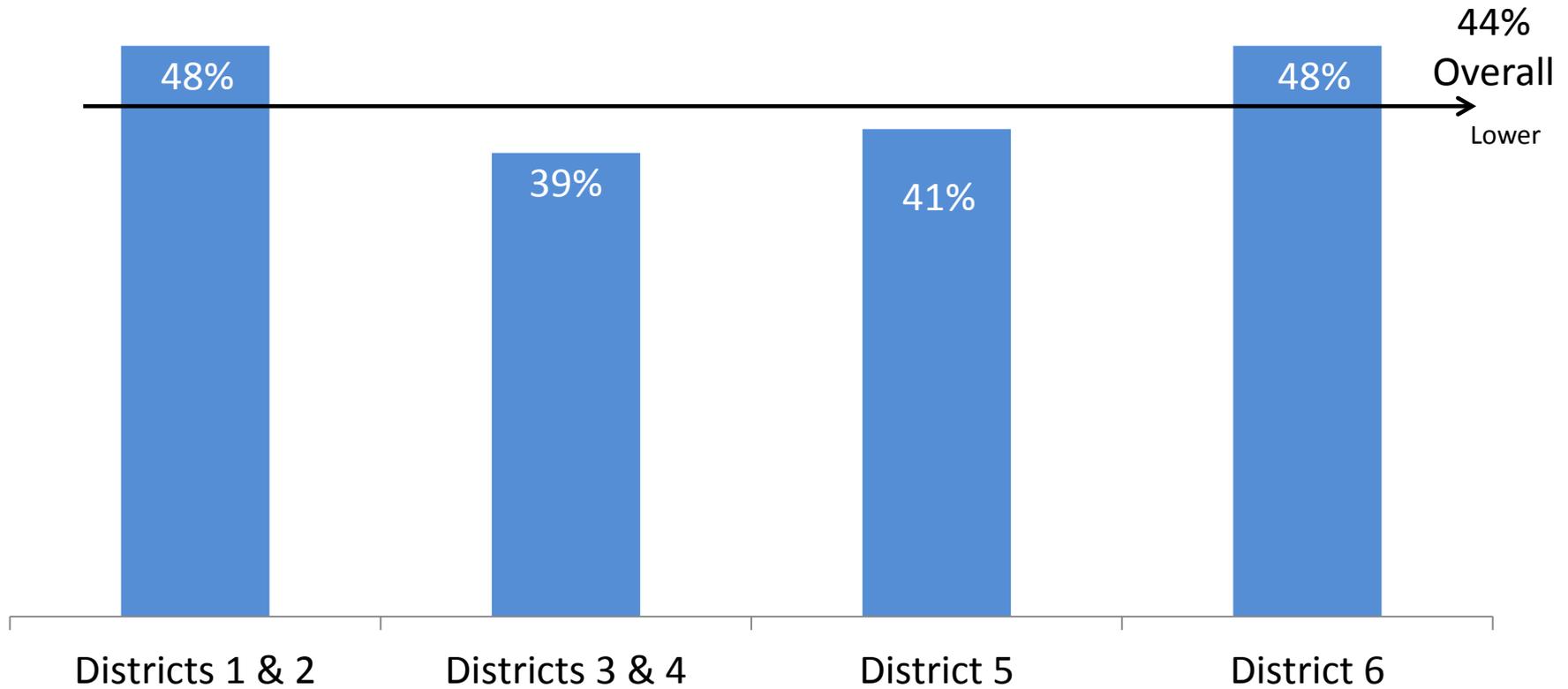
# Street repair

Percent rating positively (e.g. excellent/good)



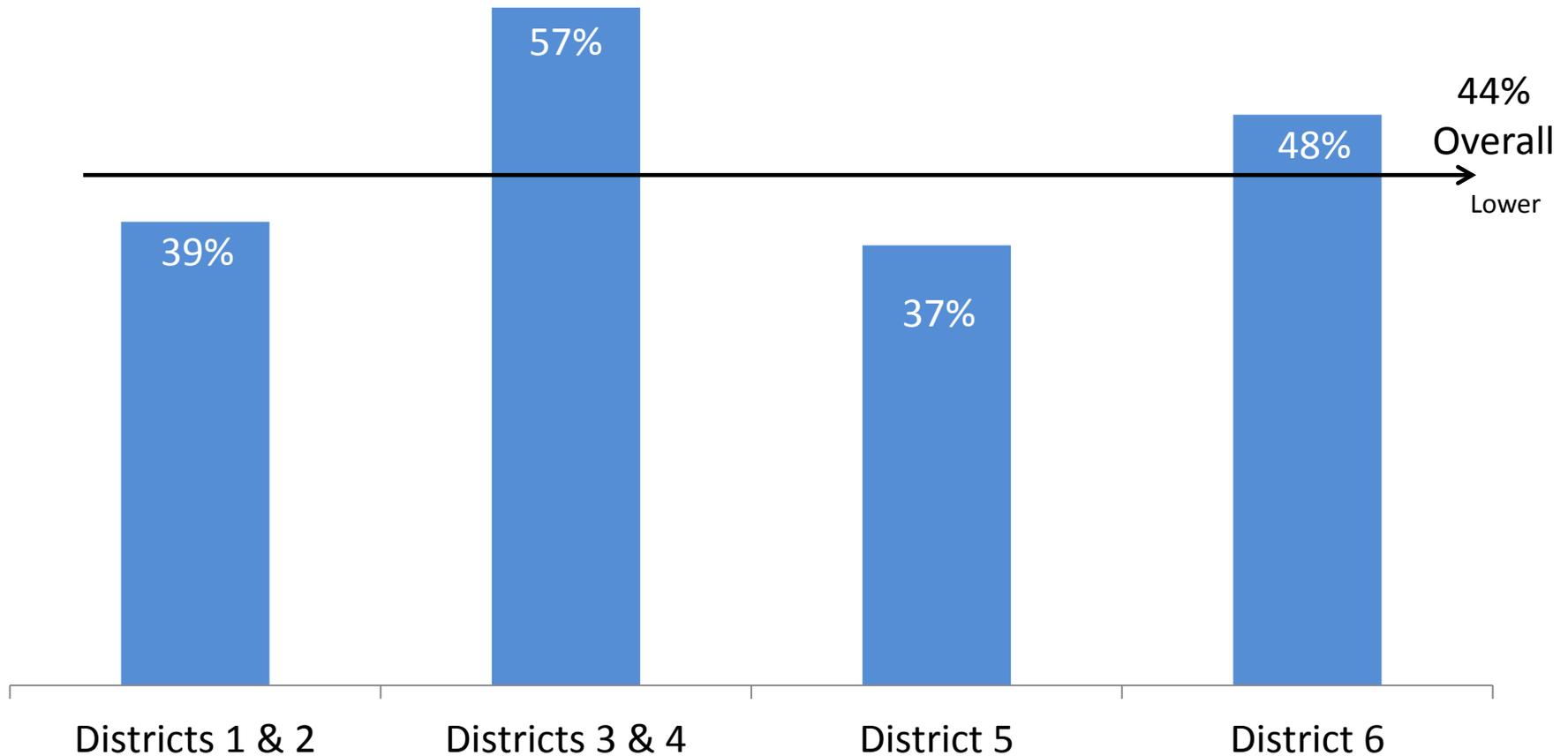
# Street cleaning

Percent rating positively (e.g. excellent/good)



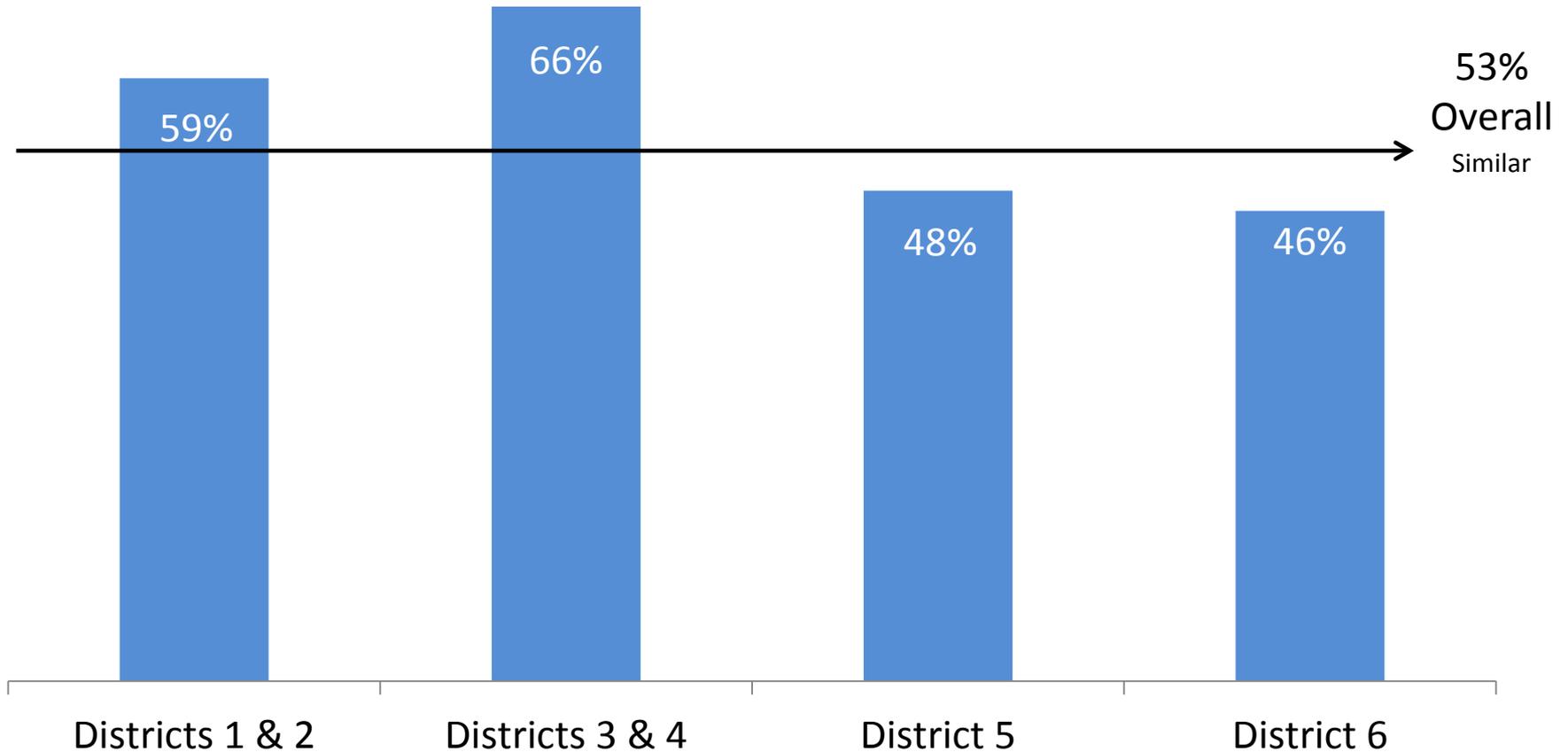
# Street lighting

Percent rating positively (e.g. excellent/good)



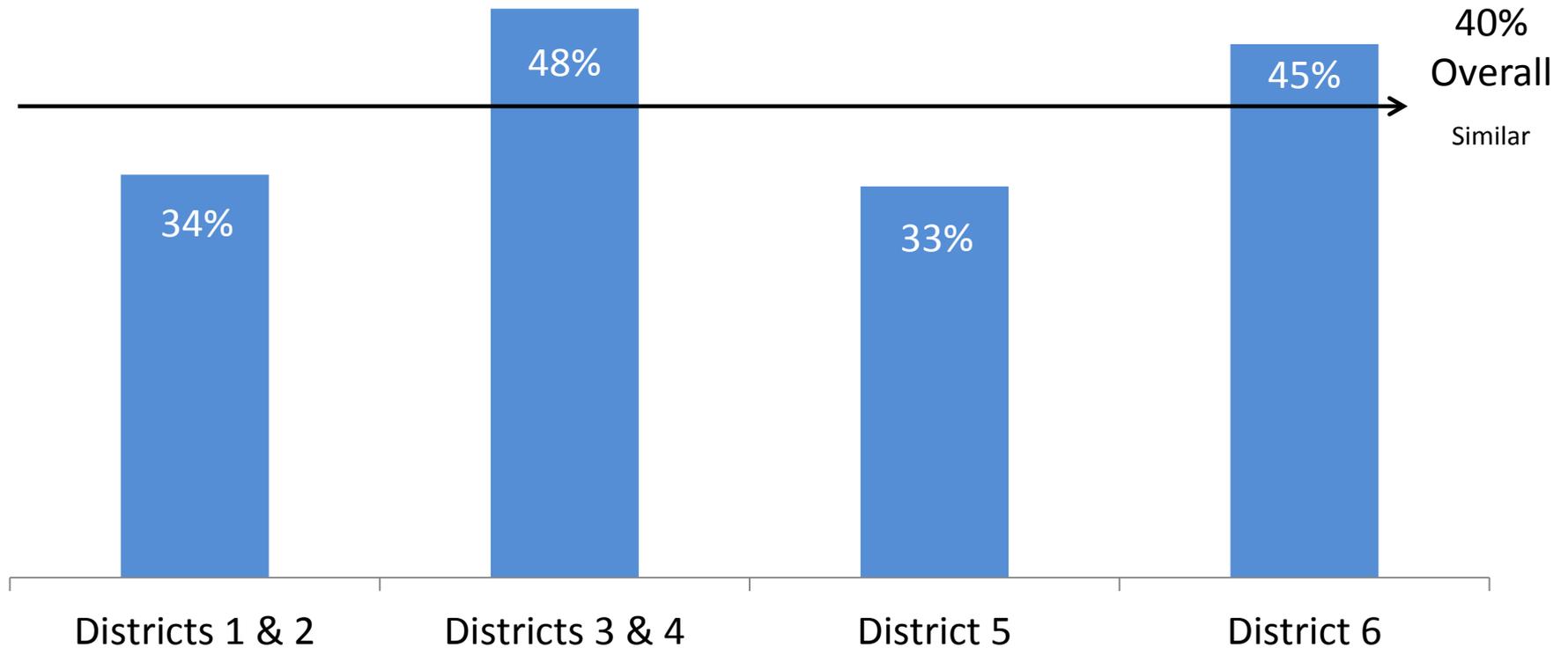
# Snow and ice response

Percent rating positively (e.g. excellent/good)



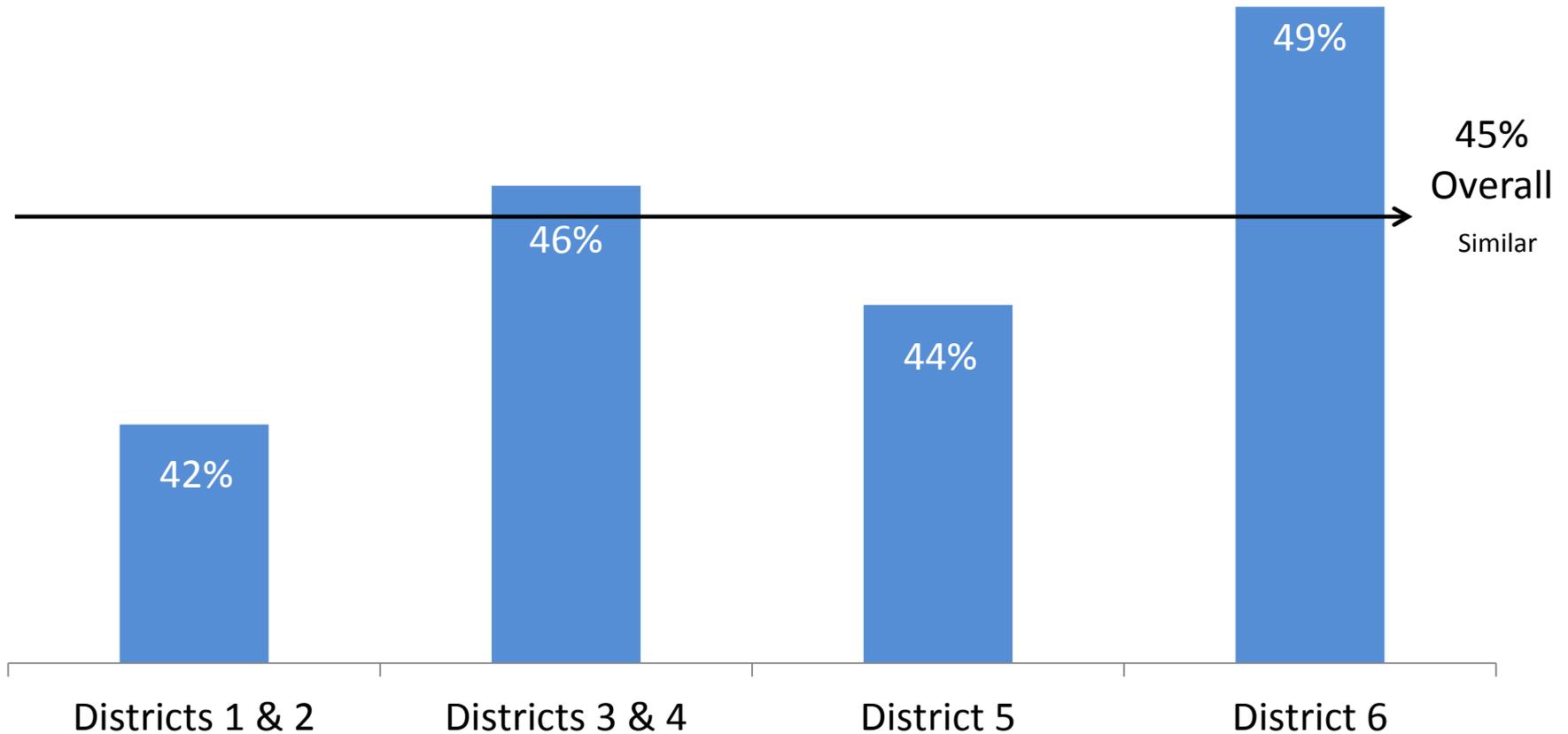
# Sidewalk maintenance

Percent rating positively (e.g. excellent/good)



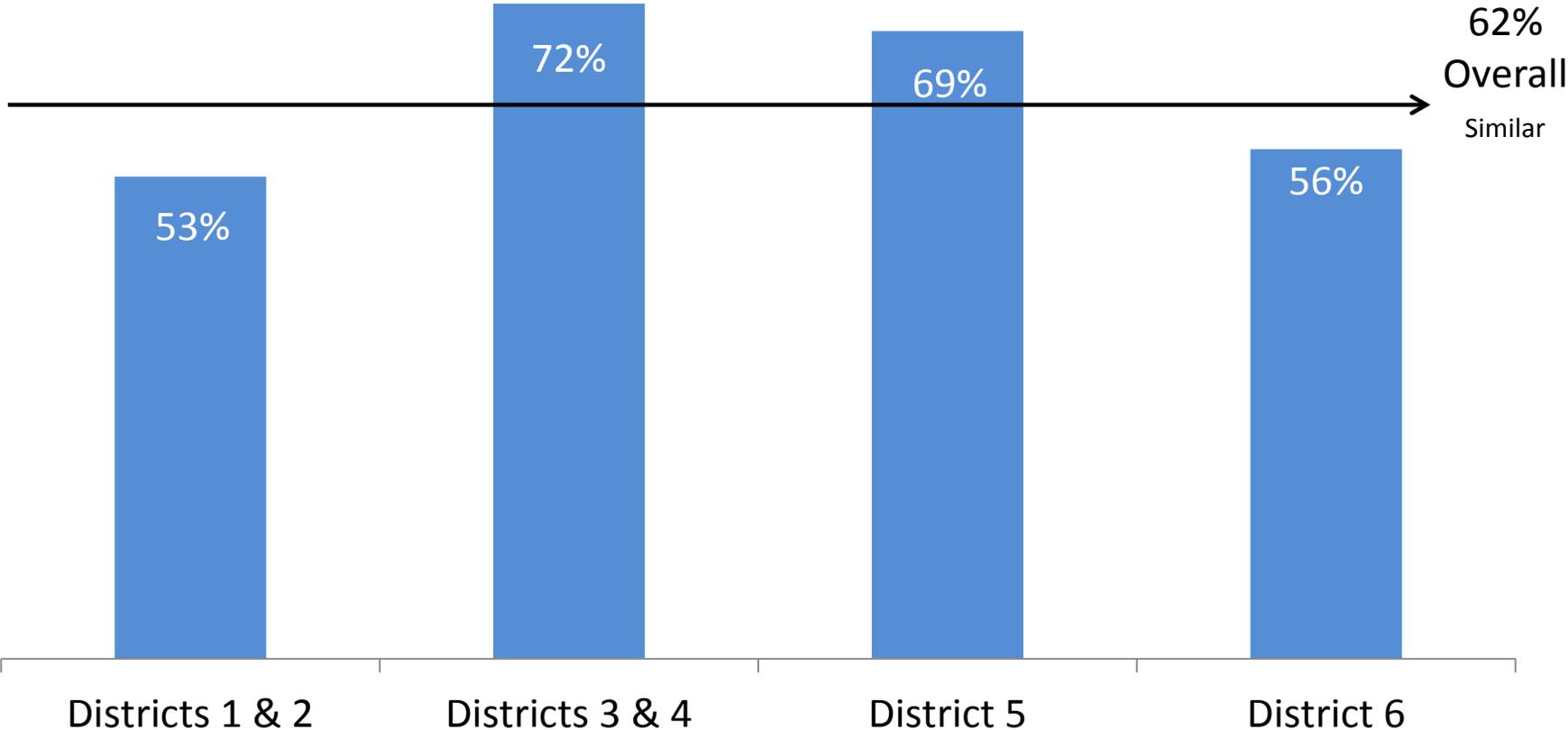
# Traffic signal timing

Percent rating positively (e.g. excellent/good)



# Bus or transit services

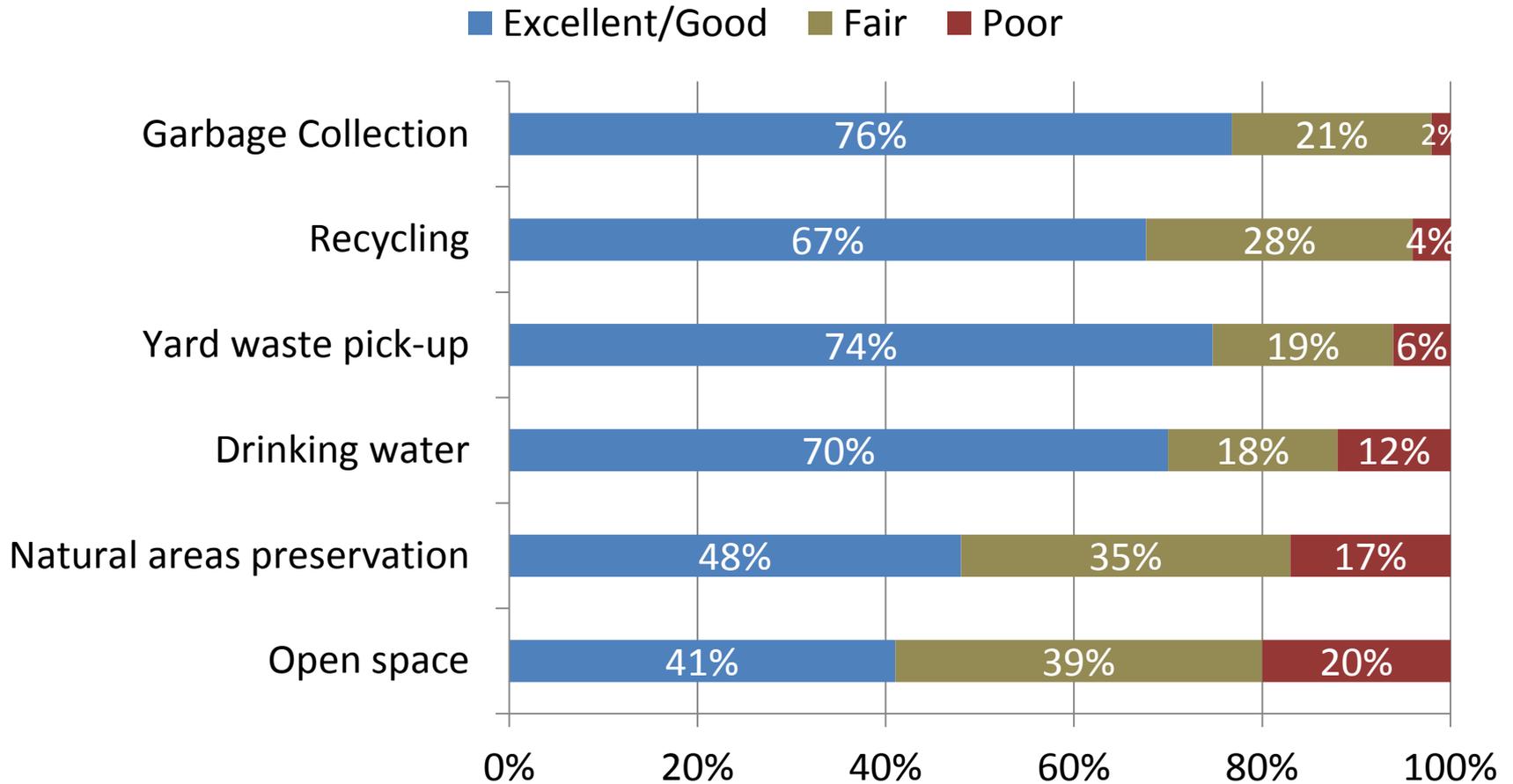
Percent rating positively (e.g. excellent/good)



# Natural Environment

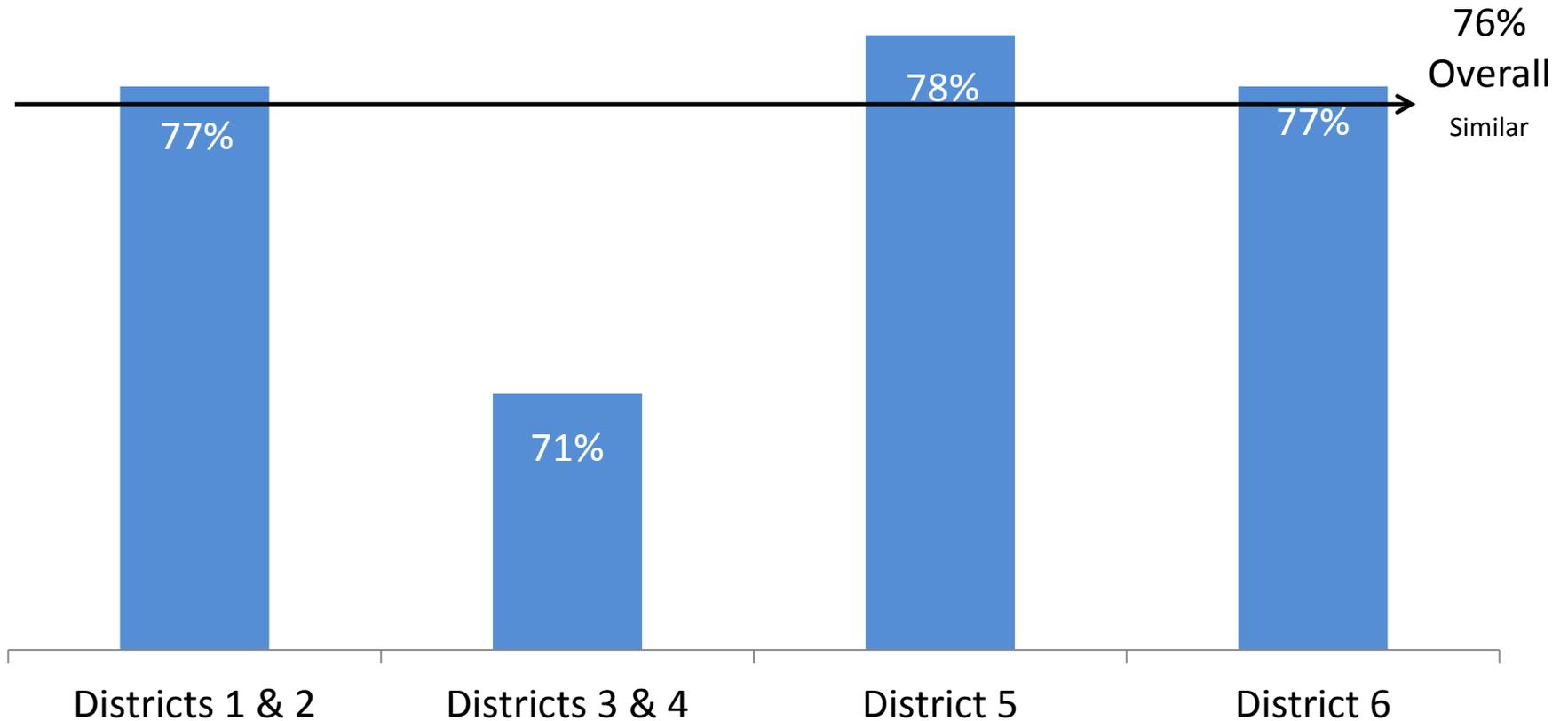
# Governance

## Natural Environment



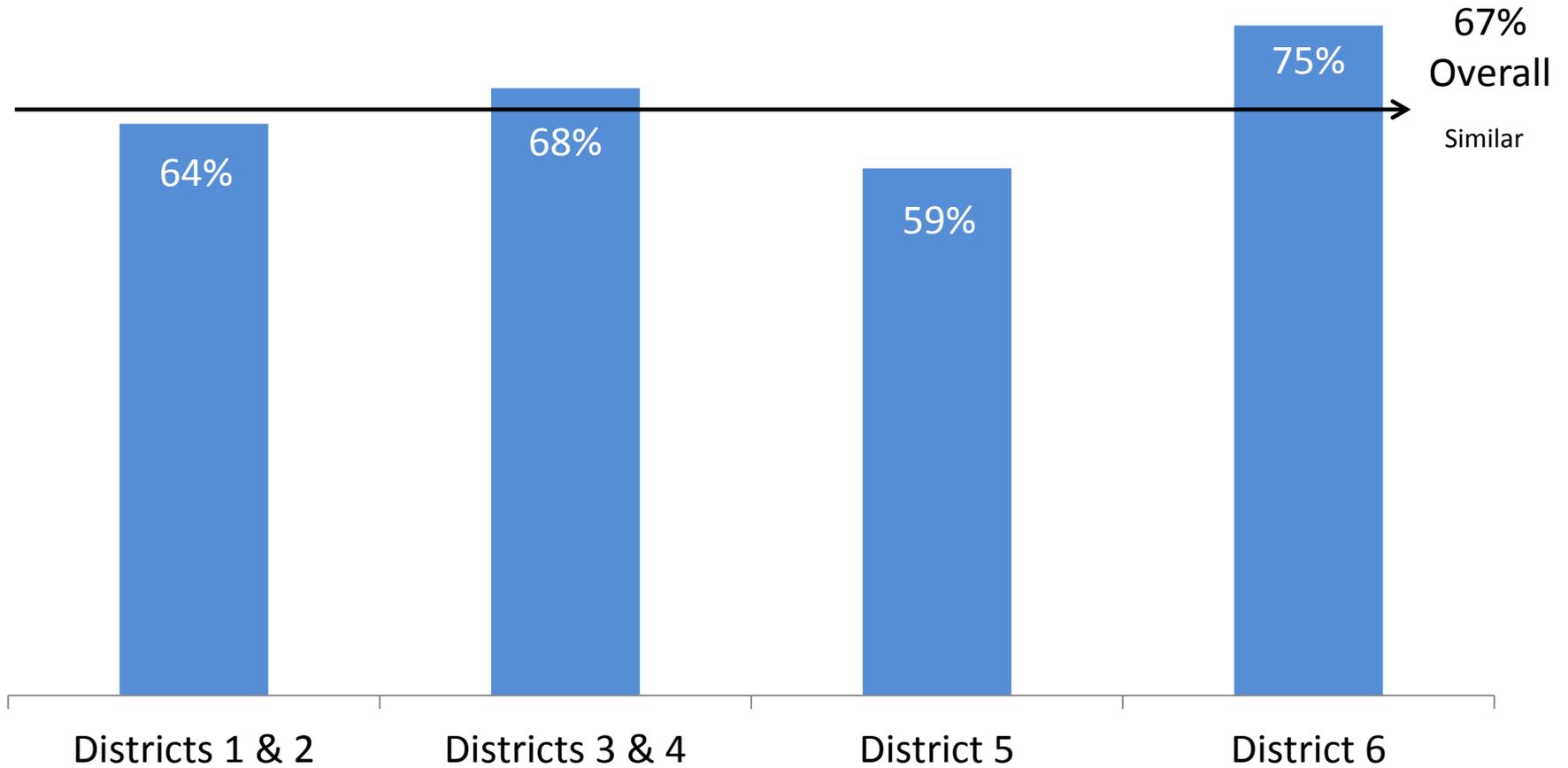
# Garbage collection

Percent rating positively (e.g. excellent/good)



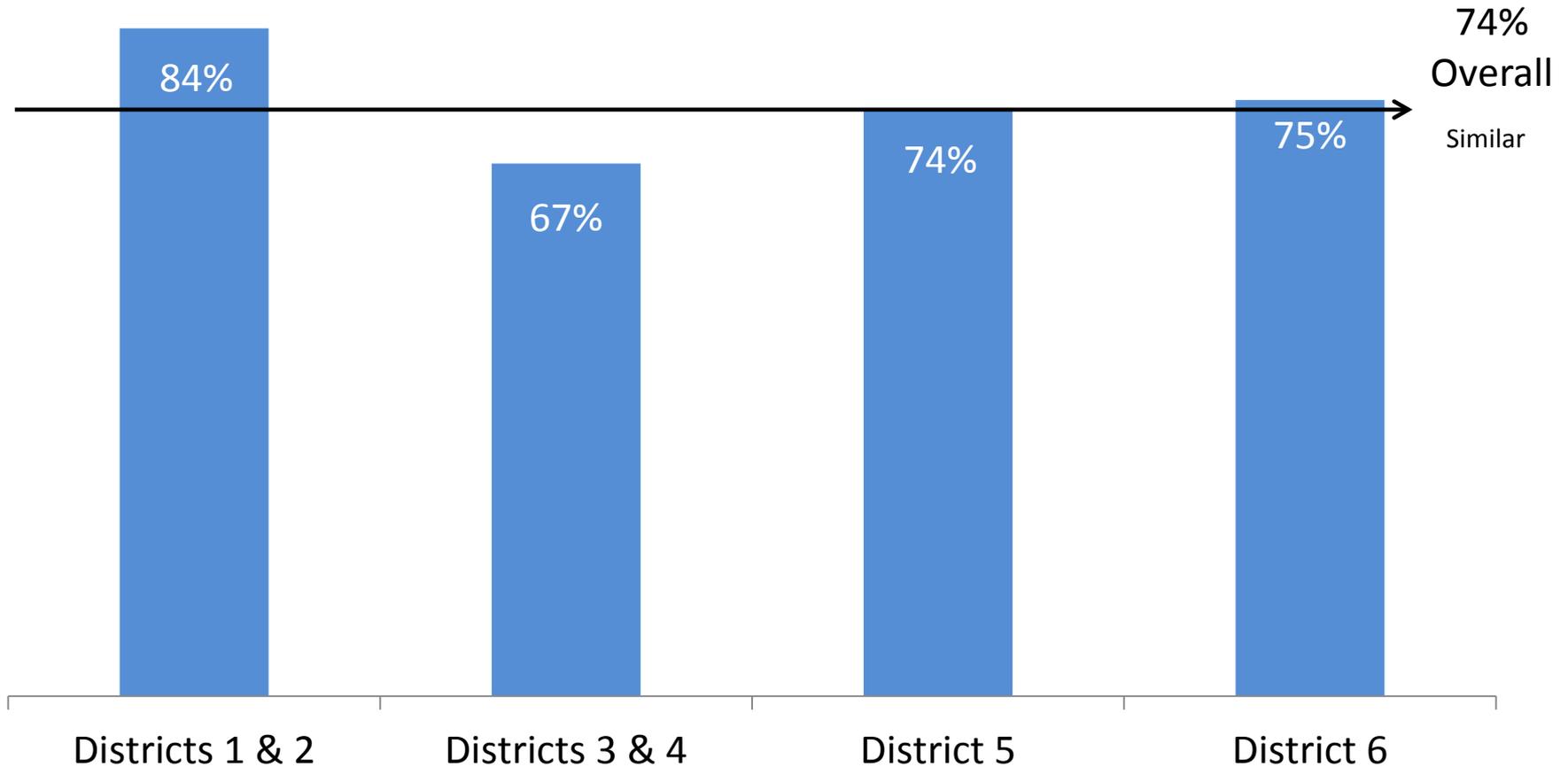
# Recycling

Percent rating positively (e.g. excellent/good)



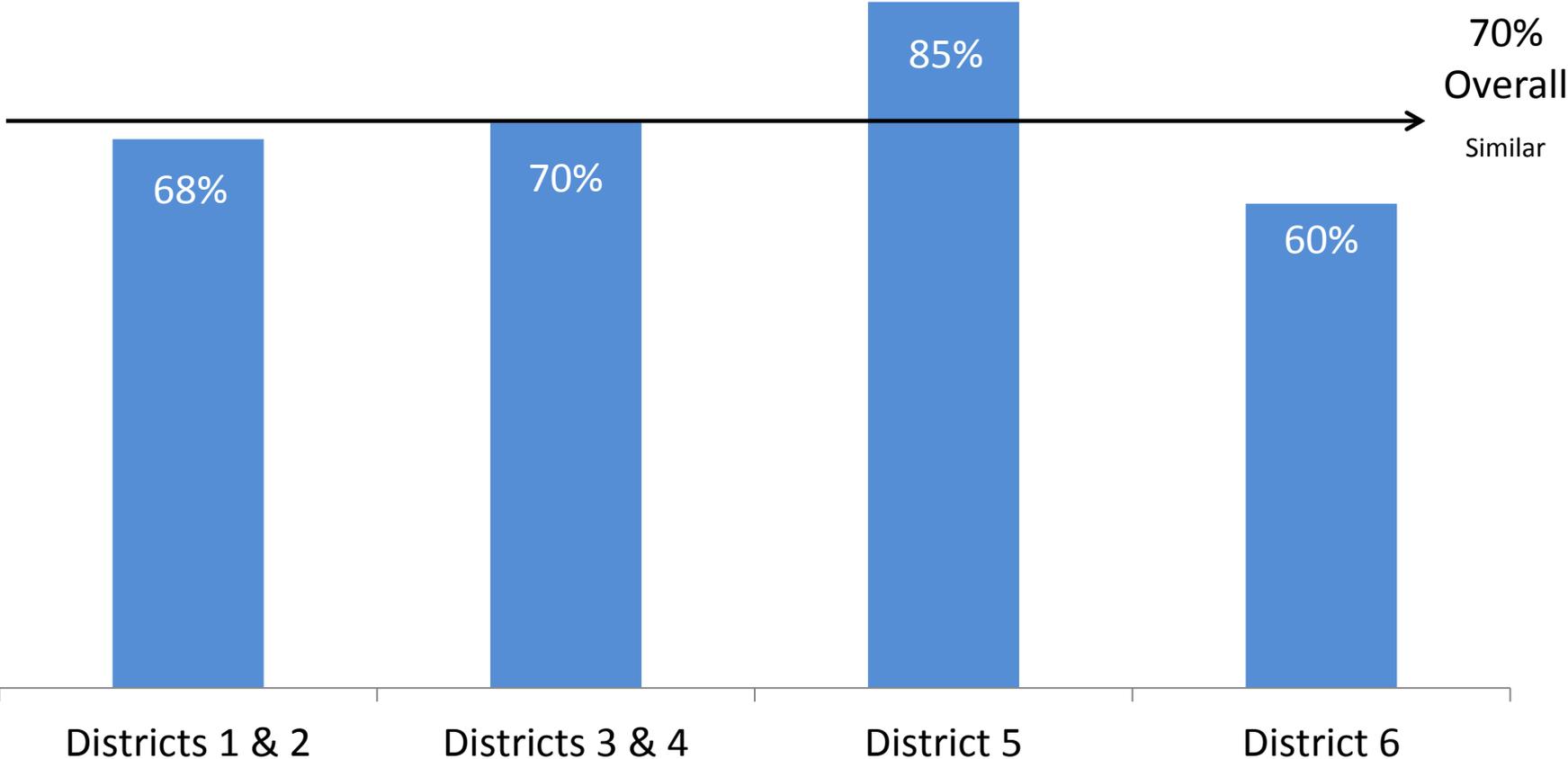
# Yard waste pick-up

Percent rating positively (e.g. excellent/good)



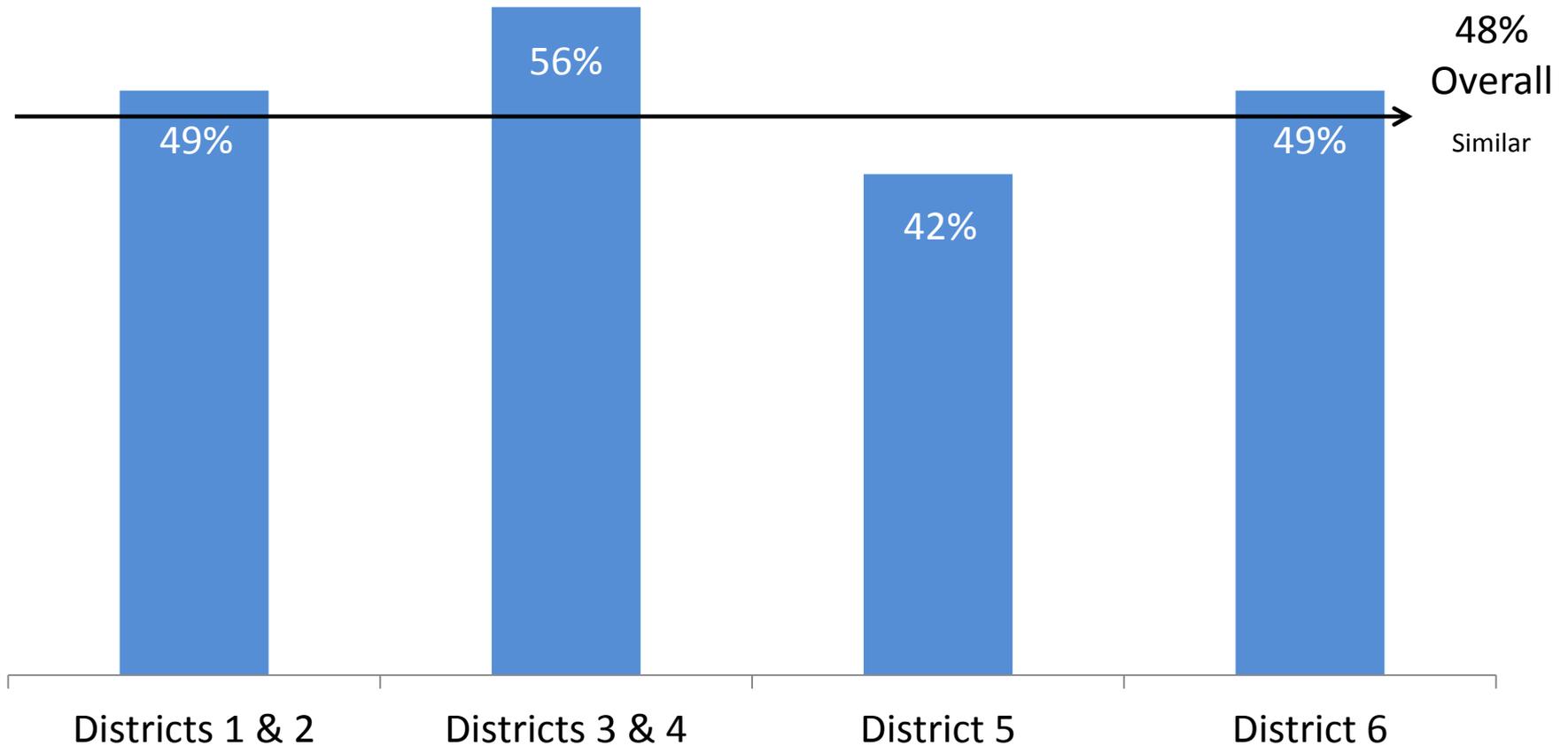
# Drinking water

Percent rating positively (e.g. excellent/good)



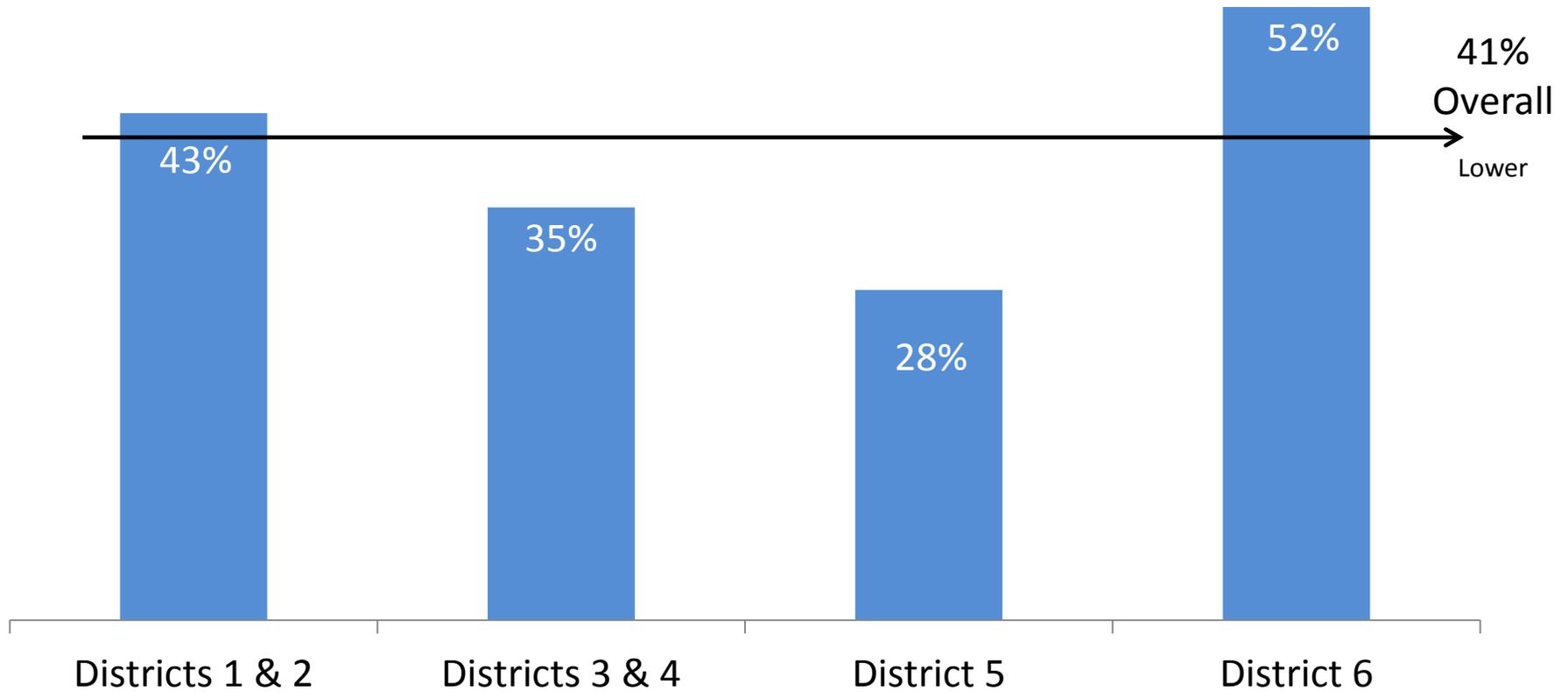
# Natural areas preservation

Percent rating positively (e.g. excellent/good)



# Open space

Percent rating positively (e.g. excellent/good)

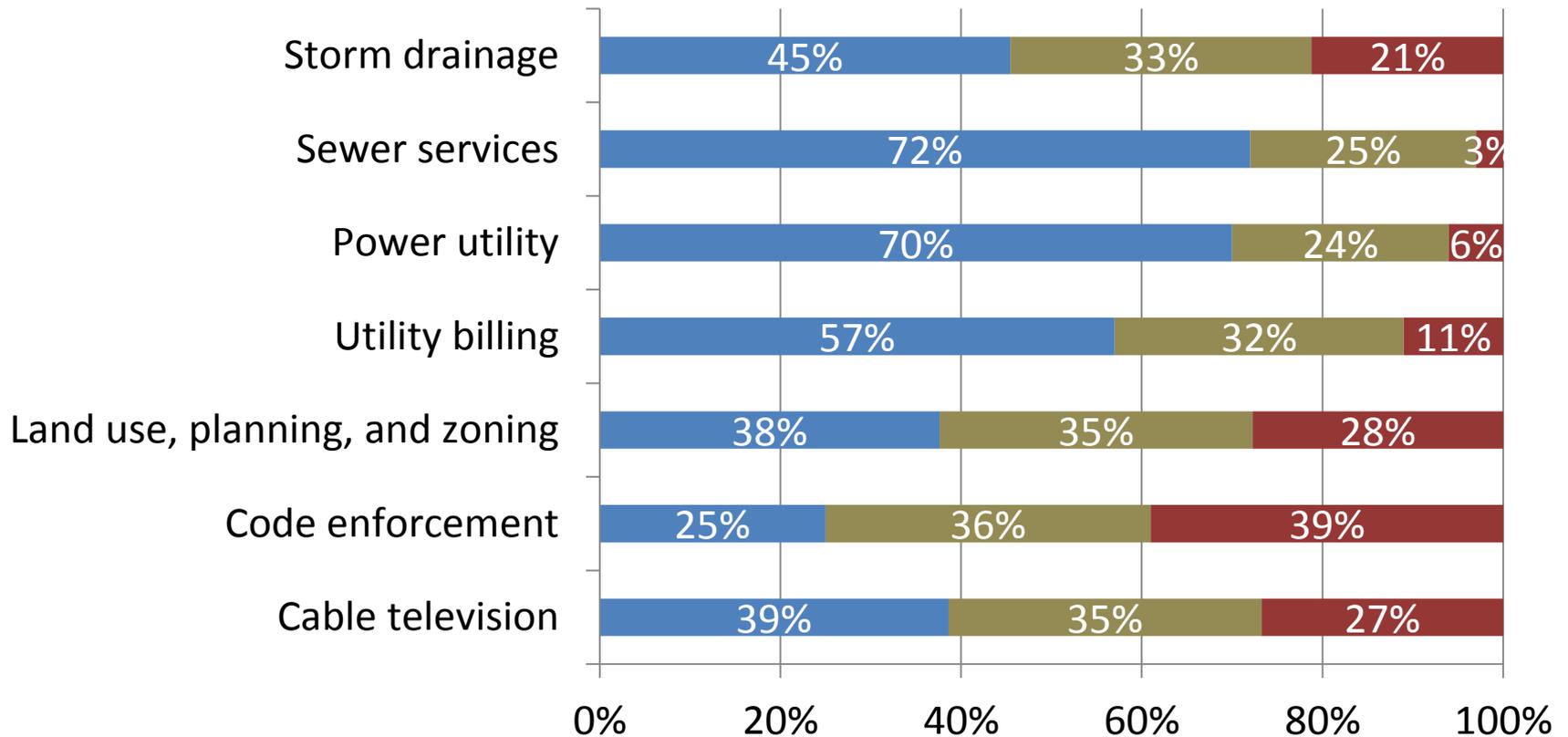


# Built Environment

# Governance

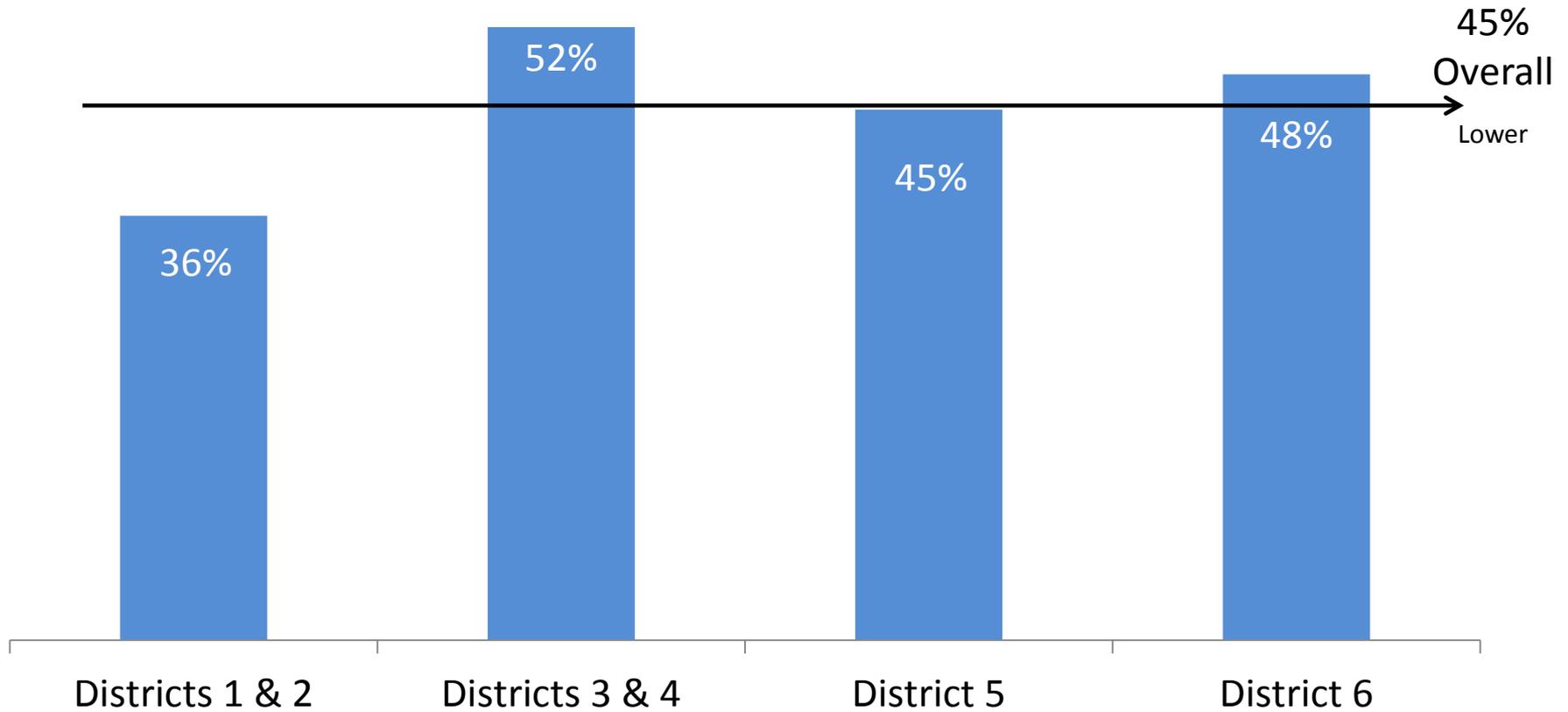
## Built Environment

■ Excellent/Good ■ Fair ■ Poor



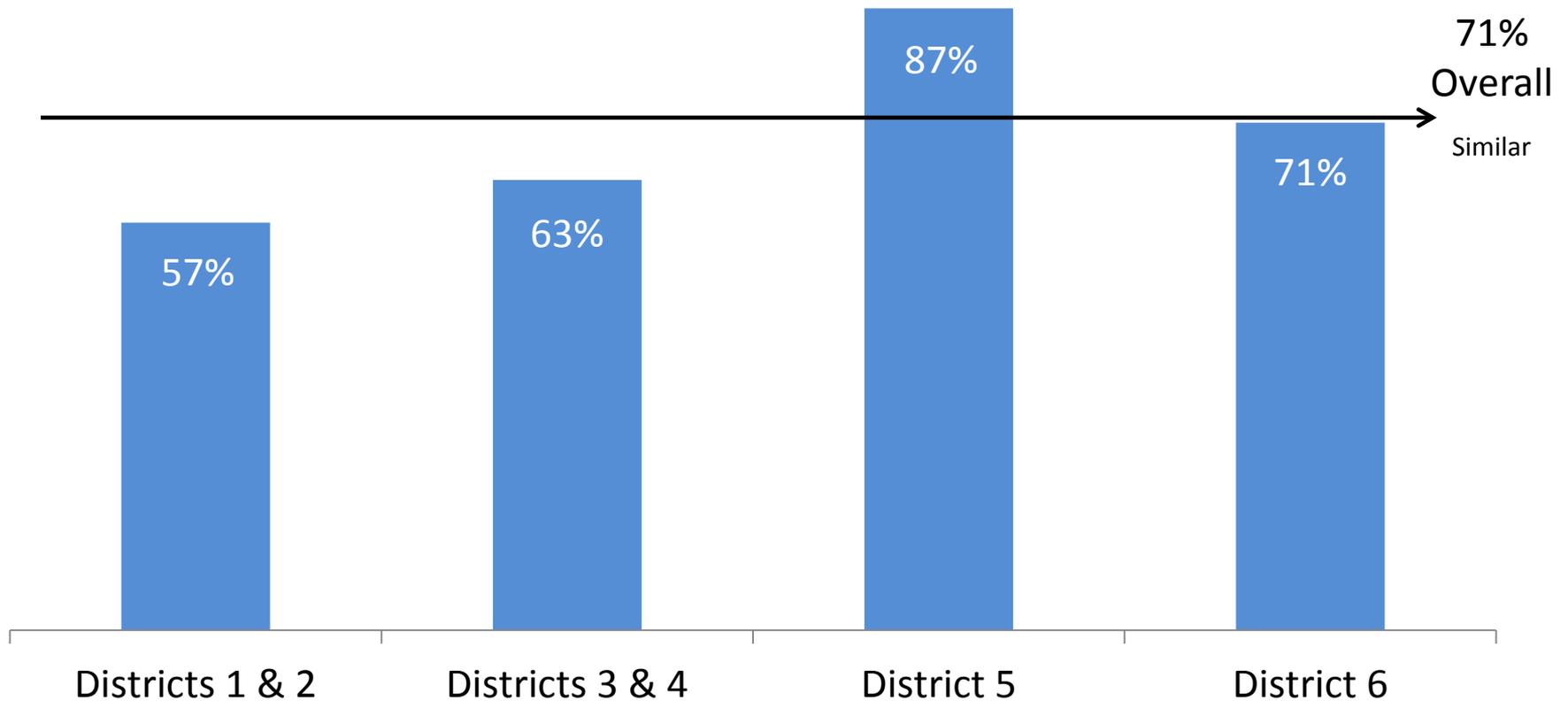
# Storm drainage

Percent rating positively (e.g. excellent/good)



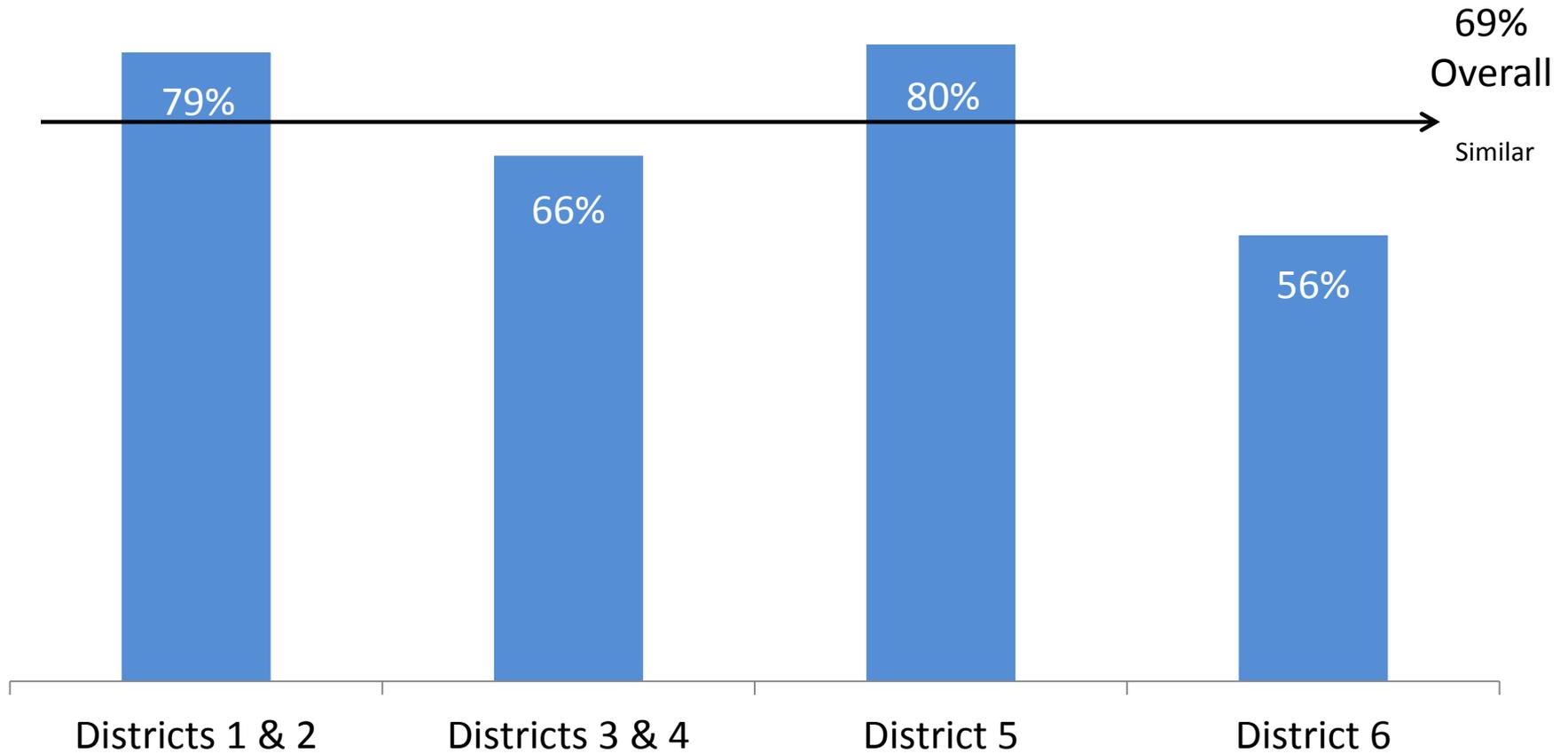
# Sewer services

Percent rating positively (e.g. excellent/good)



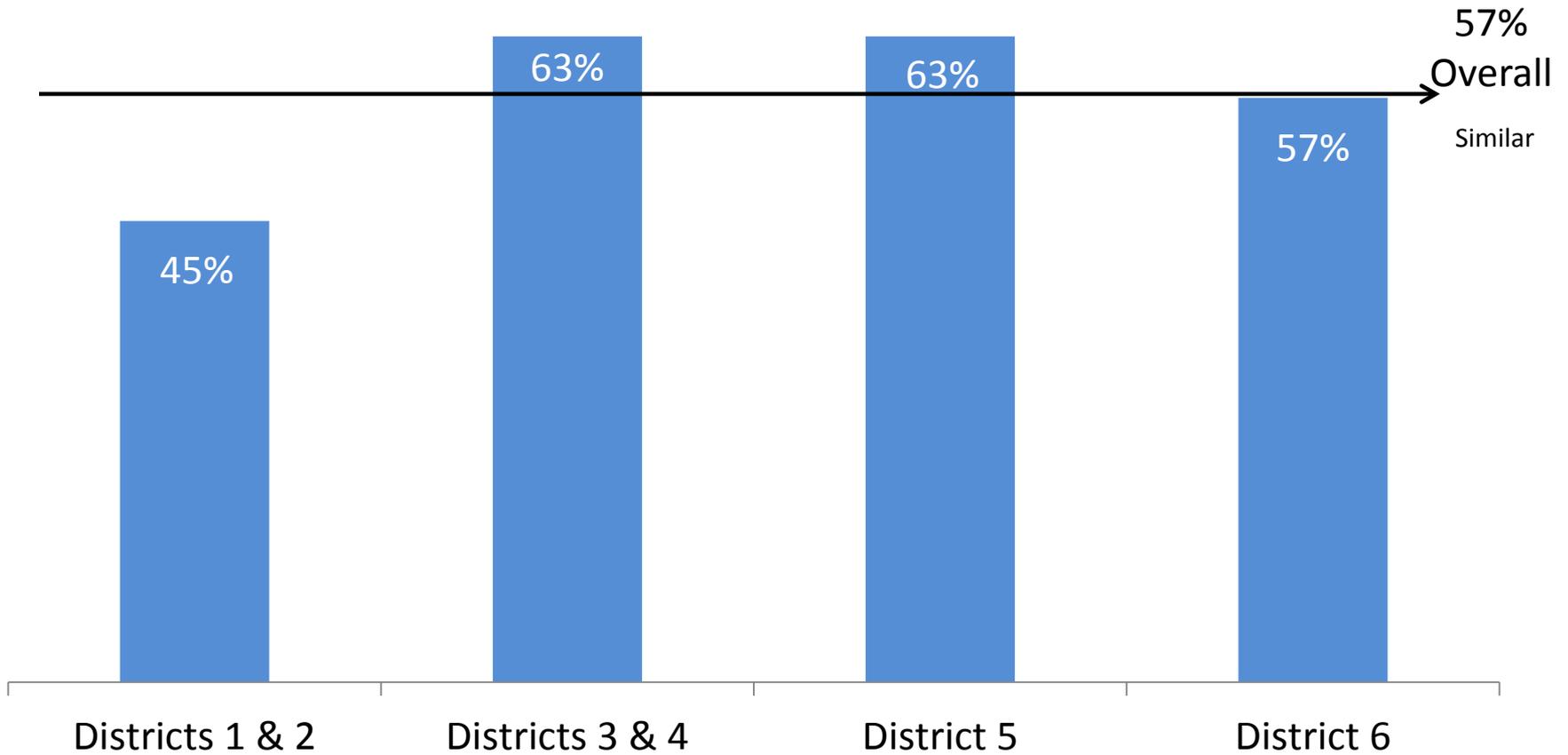
# Power utility

Percent rating positively (e.g. excellent/good)



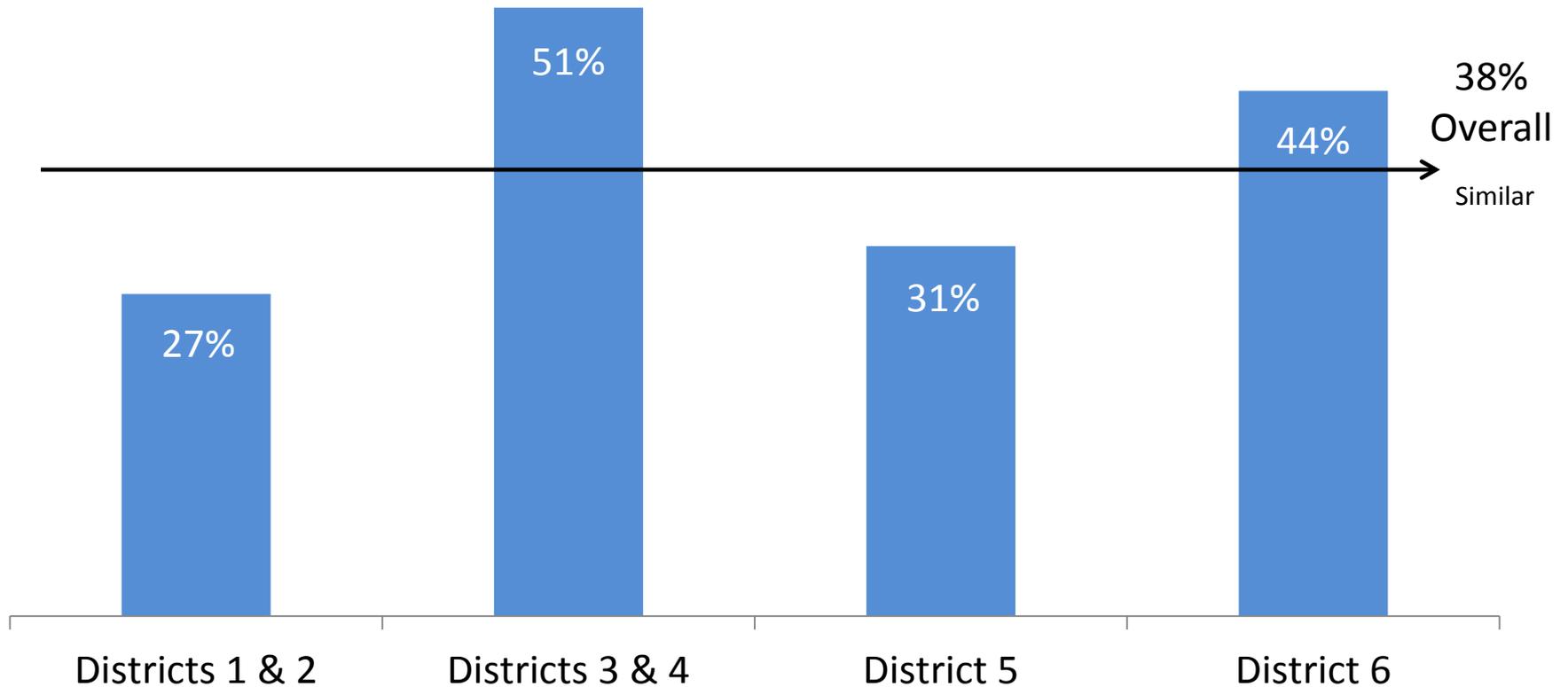
# Utility billing

Percent rating positively (e.g. excellent/good)



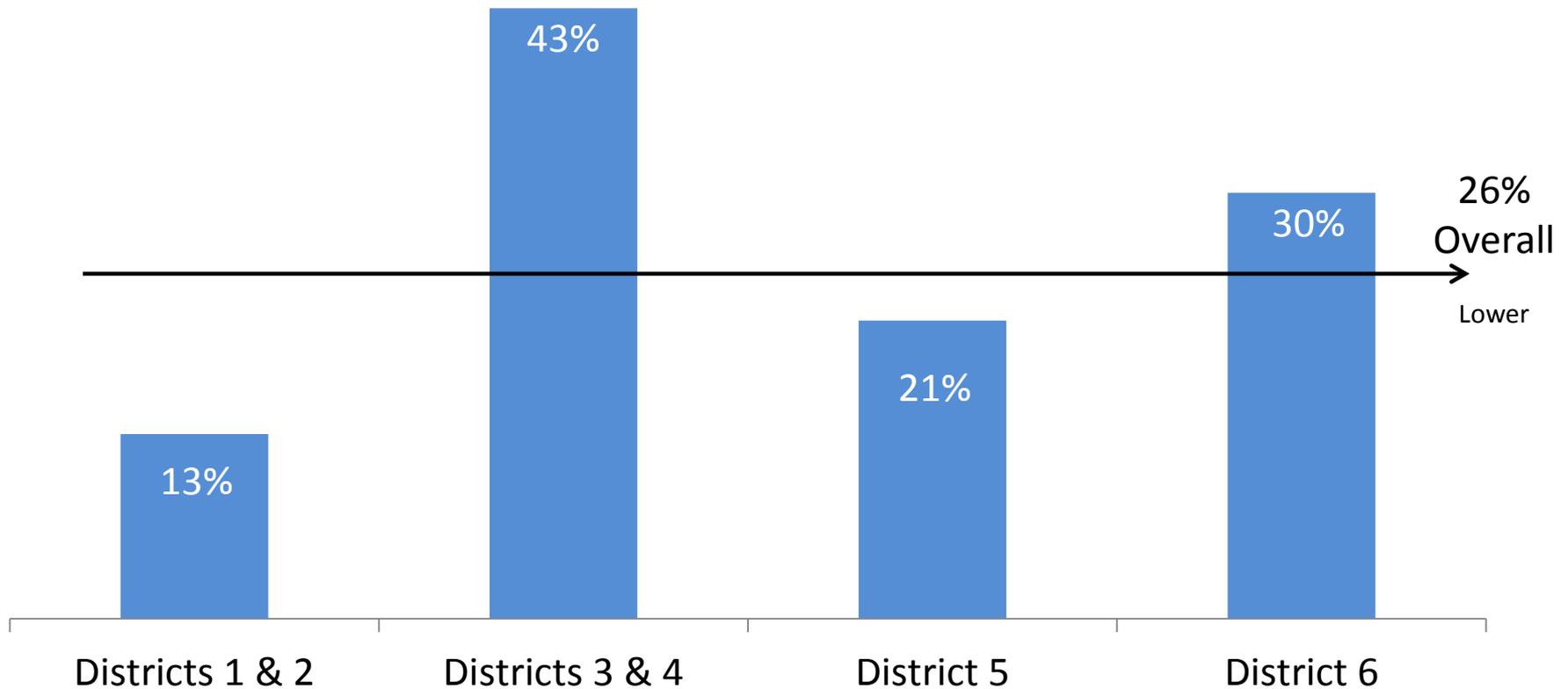
# Land use, planning, and zoning

Percent rating positively (e.g. excellent/good)



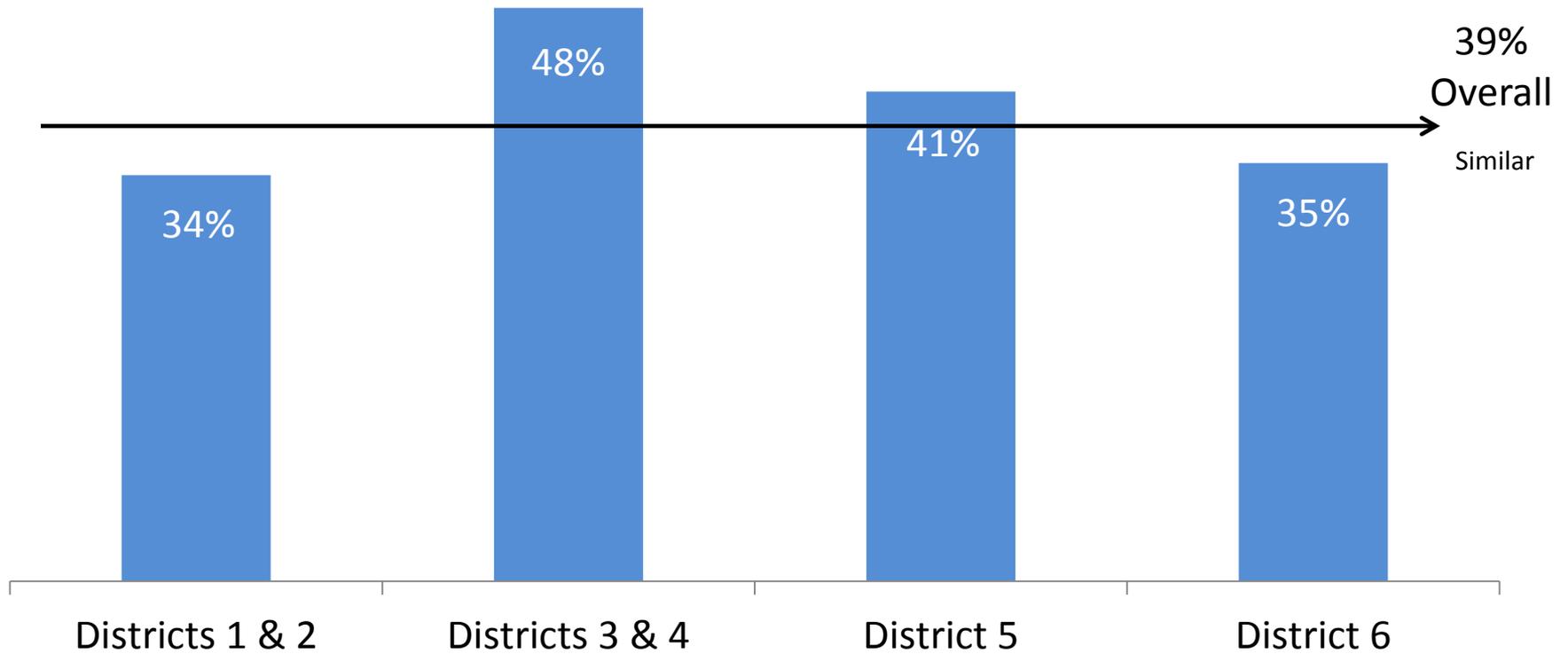
# Code enforcement

Percent rating positively (e.g. excellent/good)



# Cable television

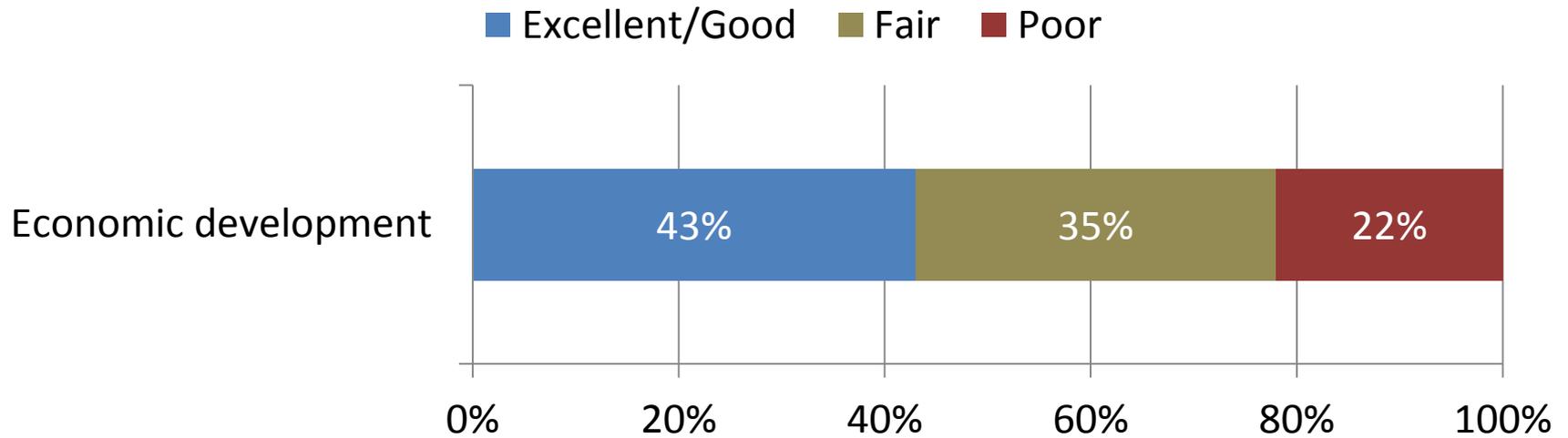
Percent rating positively (e.g. excellent/good)



# Economy

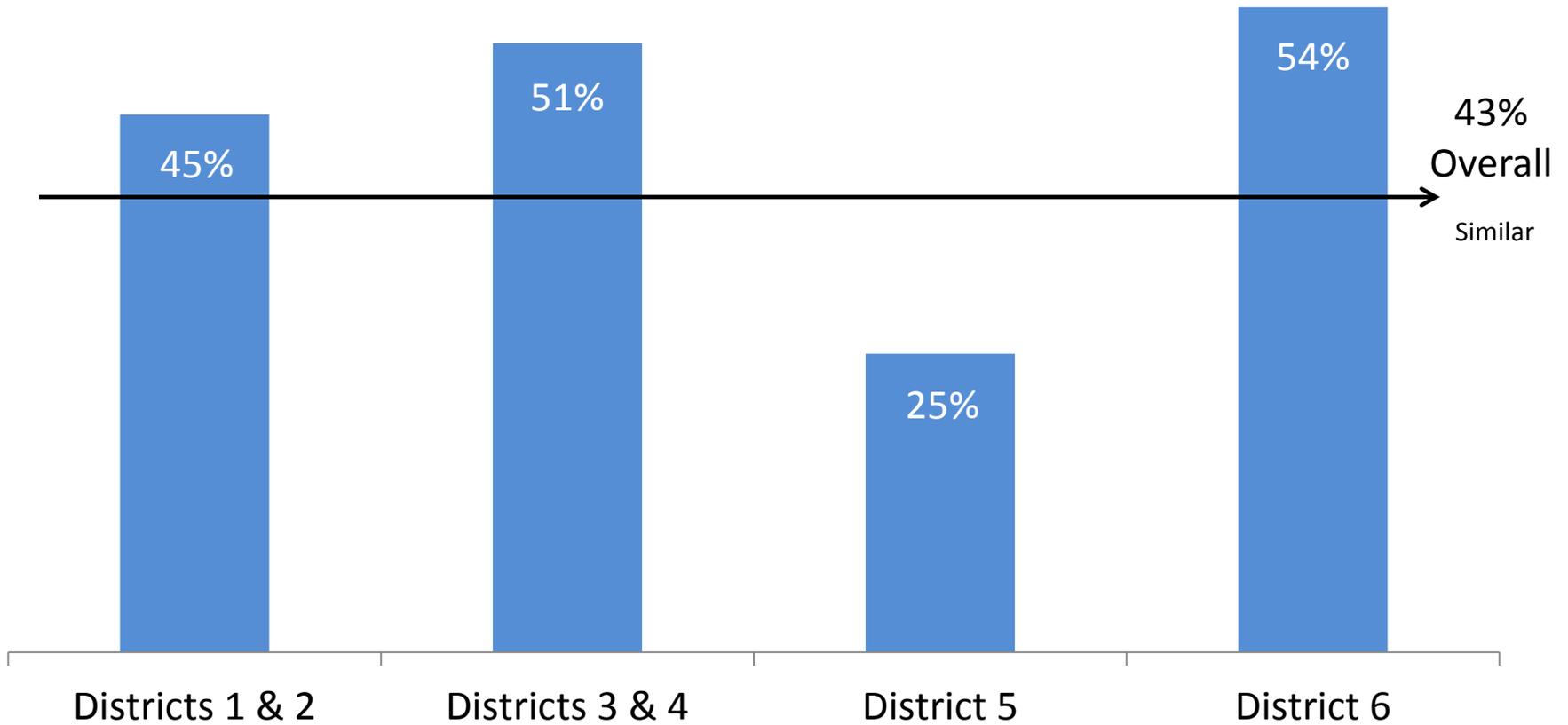
# Governance

## Economy



# Economic development

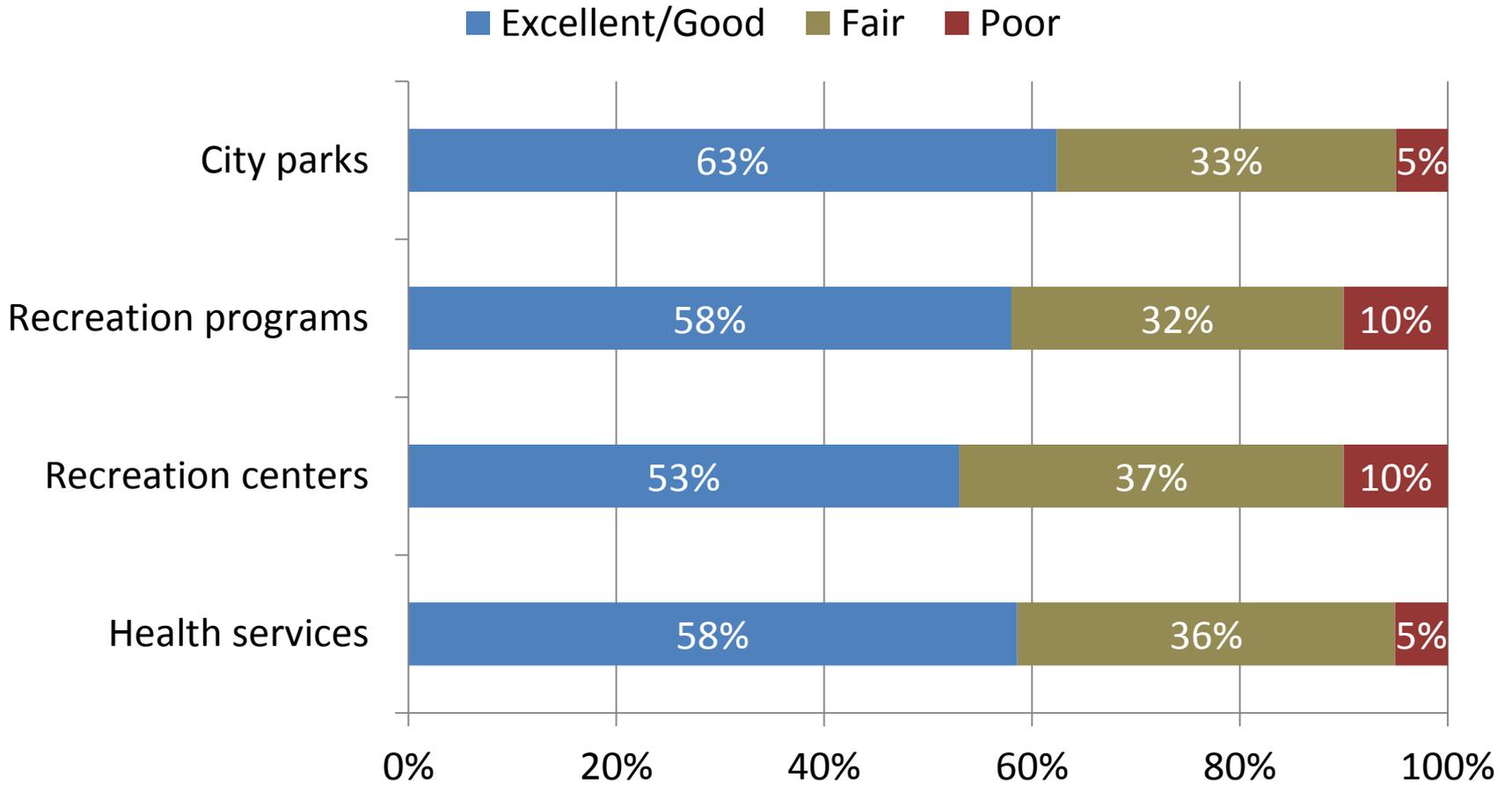
Percent rating positively (e.g. excellent/good)



# Recreation and Wellness

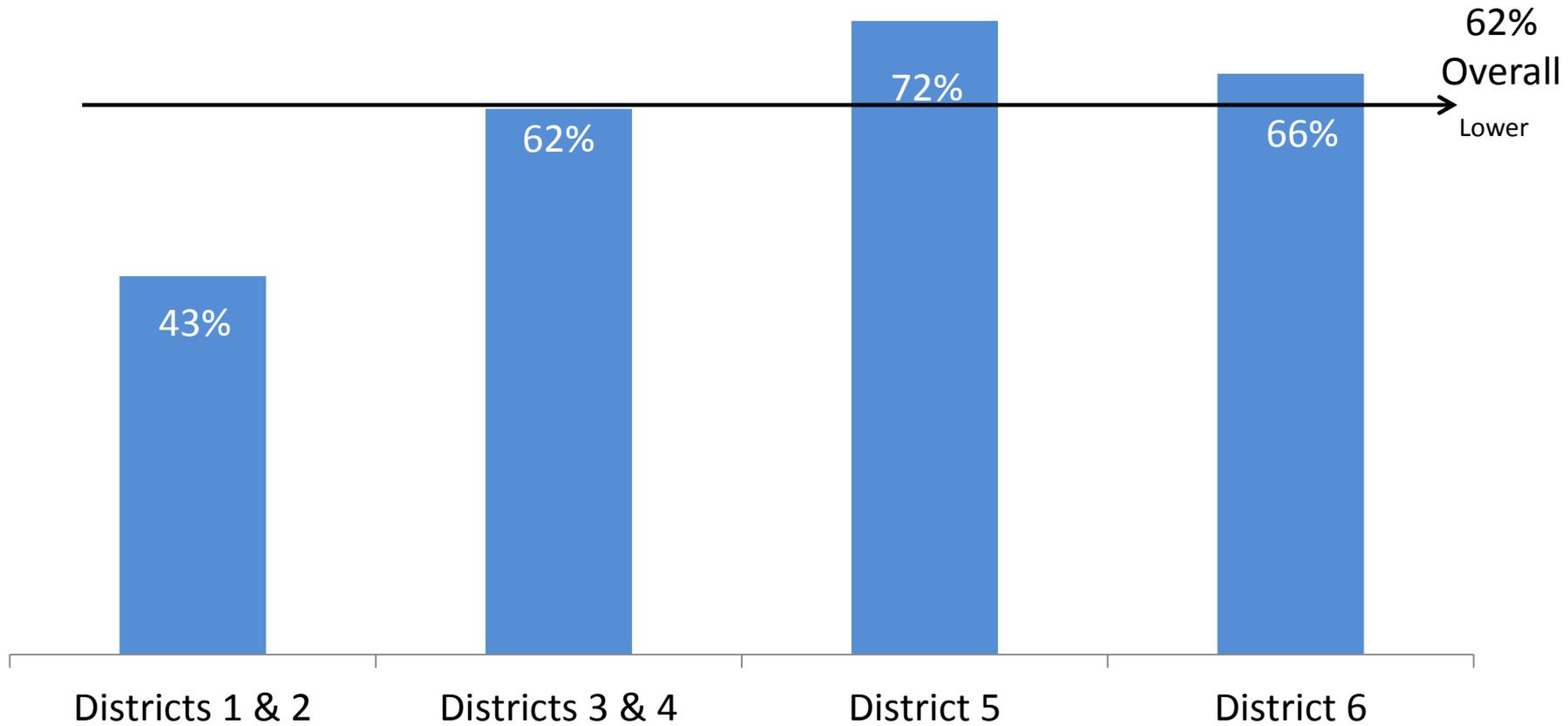
# Governance

## Recreation and Wellness



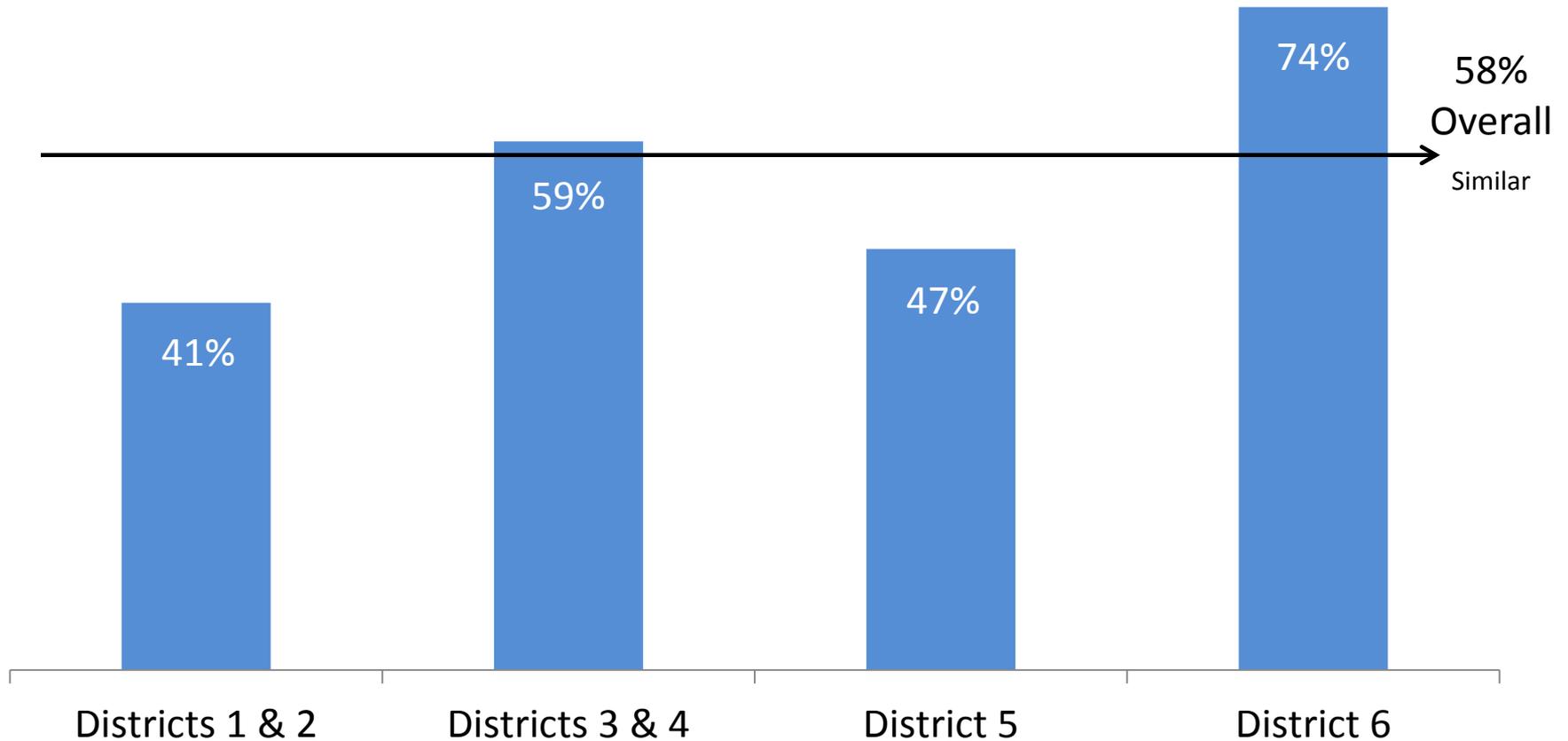
# City parks

Percent rating positively (e.g. excellent/good)



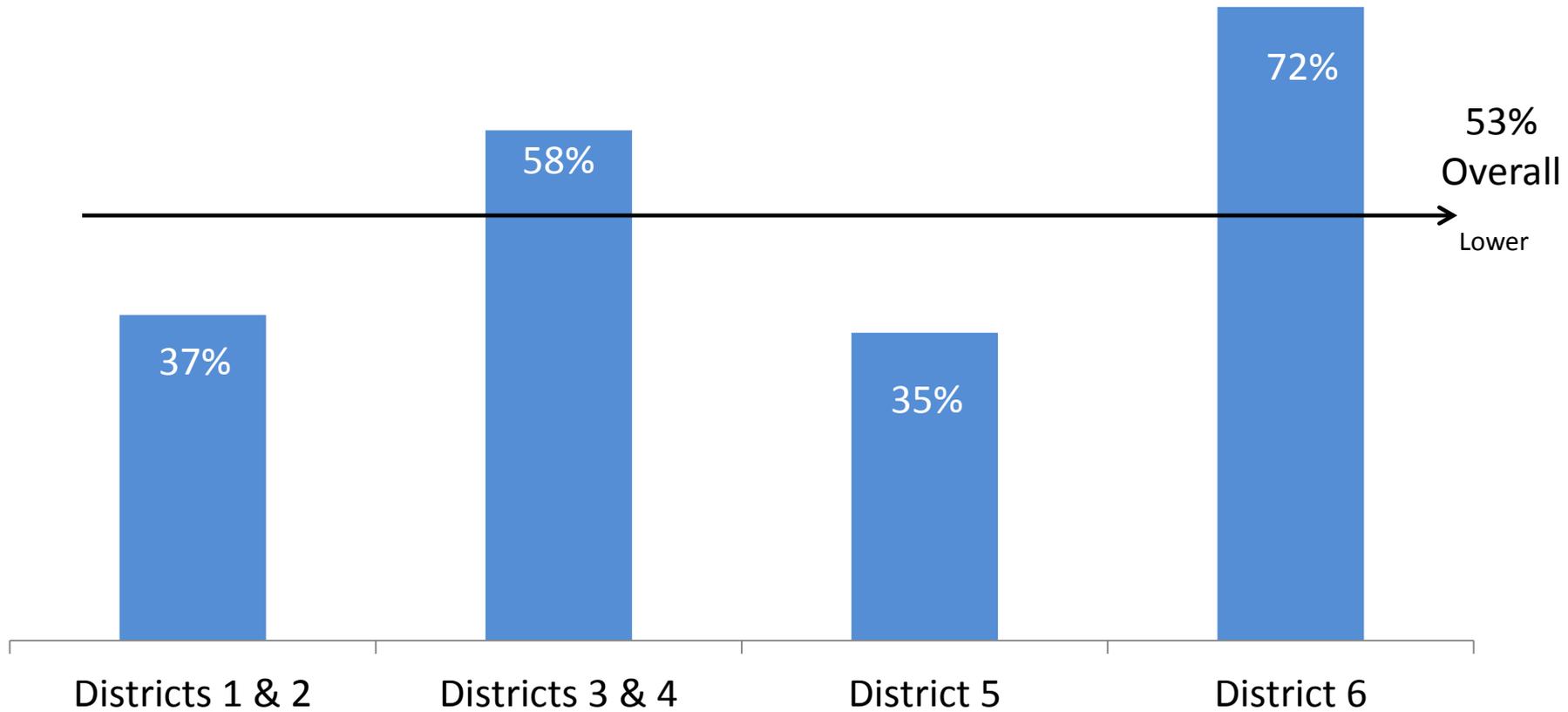
# Recreation programs

Percent rating positively (e.g. excellent/good)



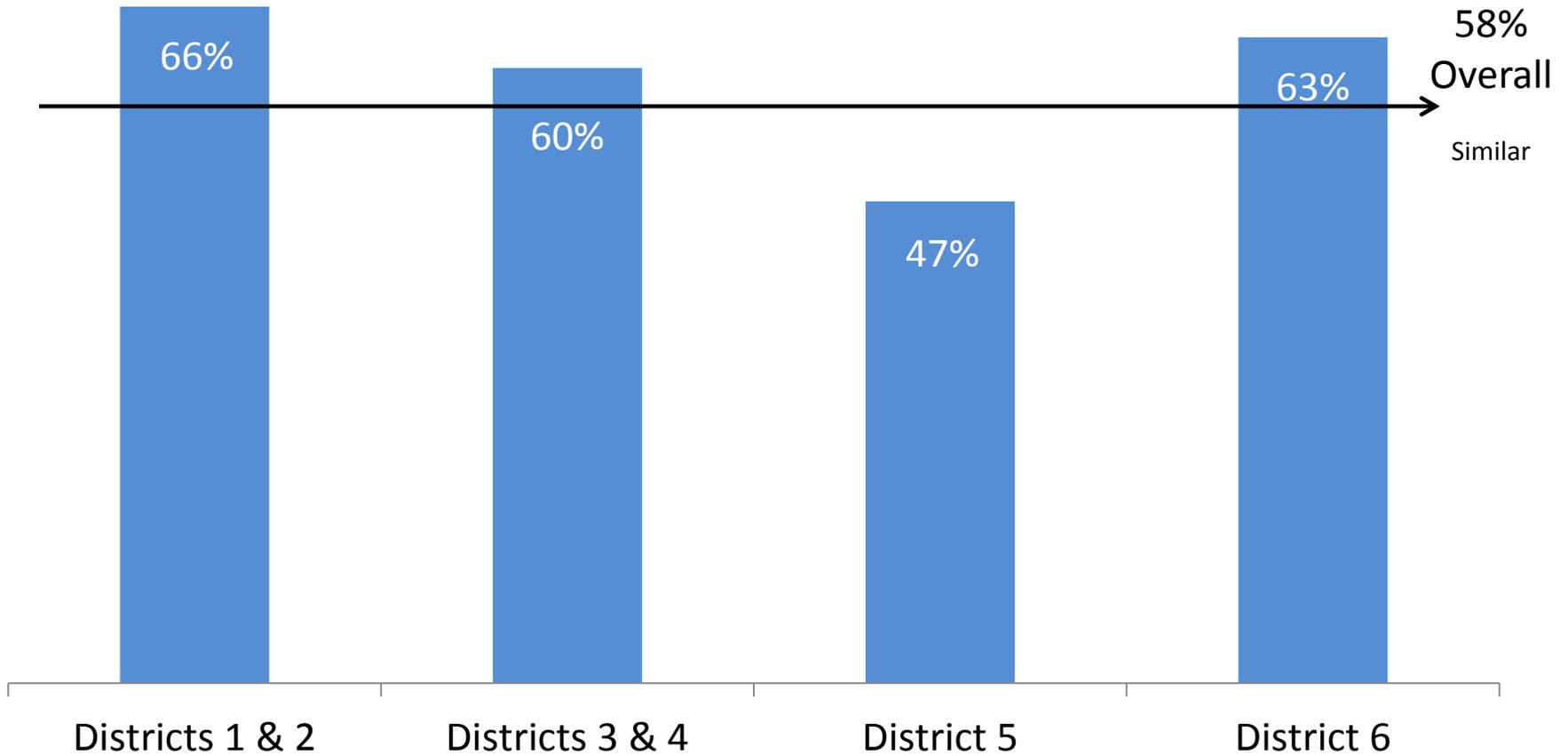
# Recreation centers

Percent rating positively (e.g. excellent/good)



# Health services

Percent rating positively (e.g. excellent/good)

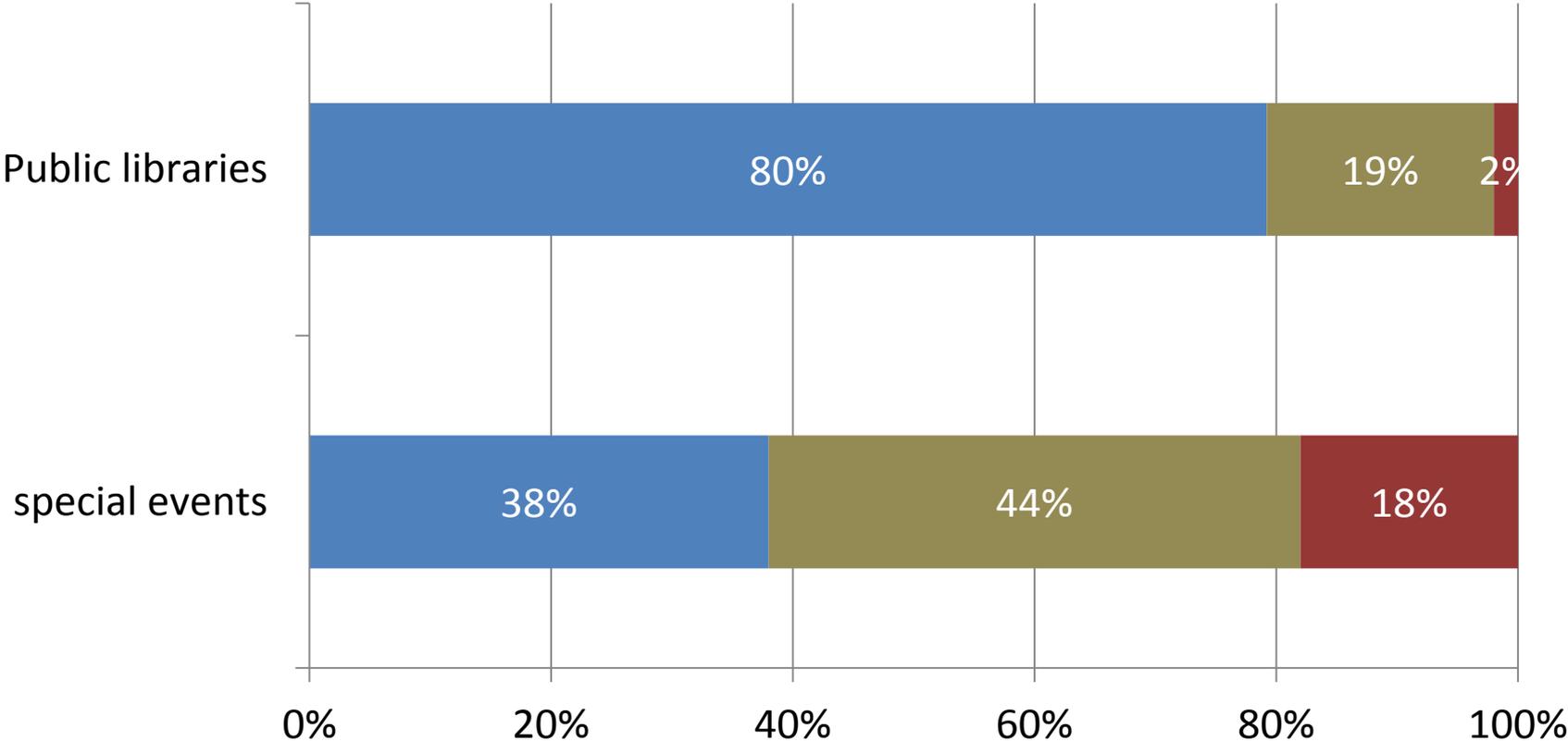


# Education and Enrichment

# Governance

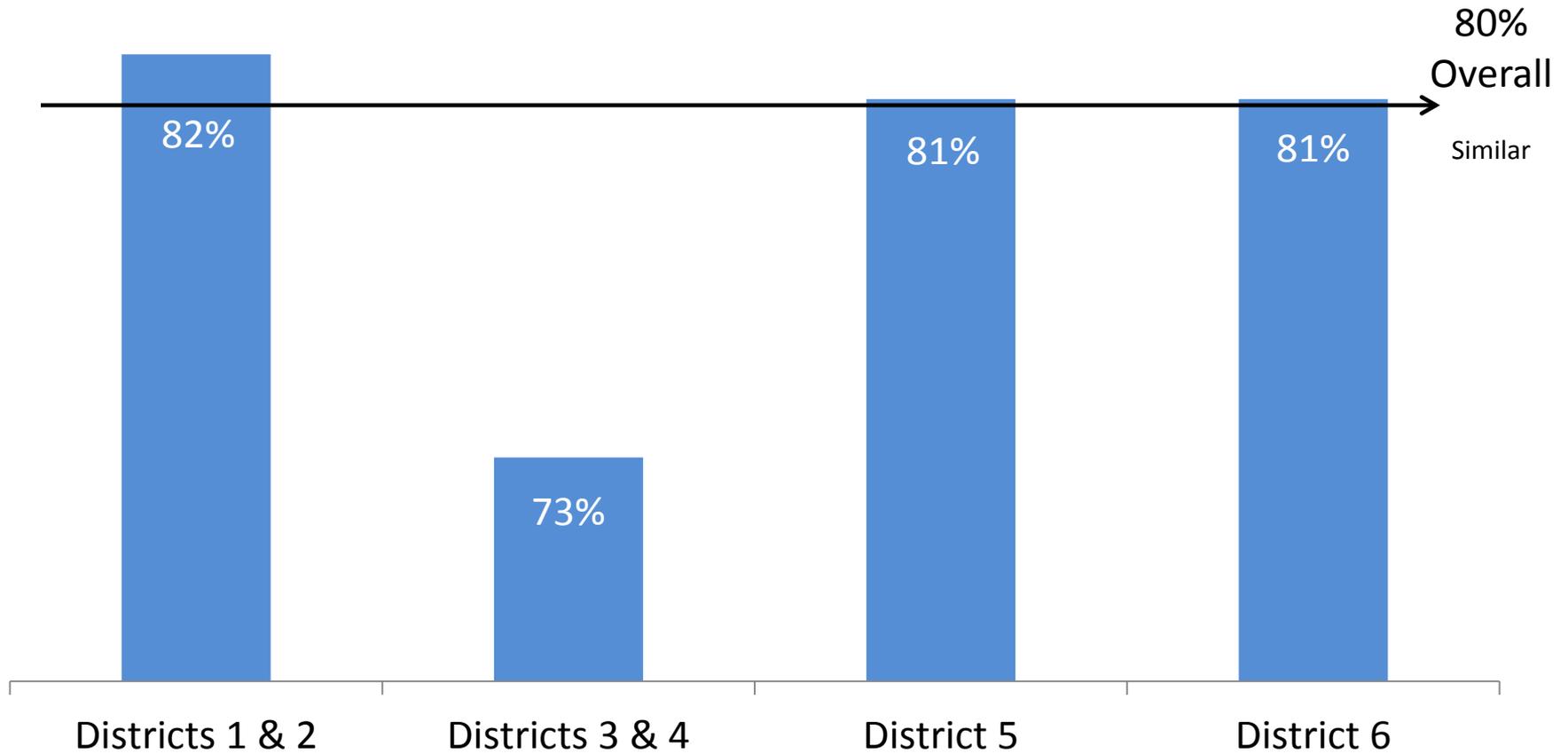
## Education and Enrichment

■ Excellent/Good ■ Fair ■ Poor



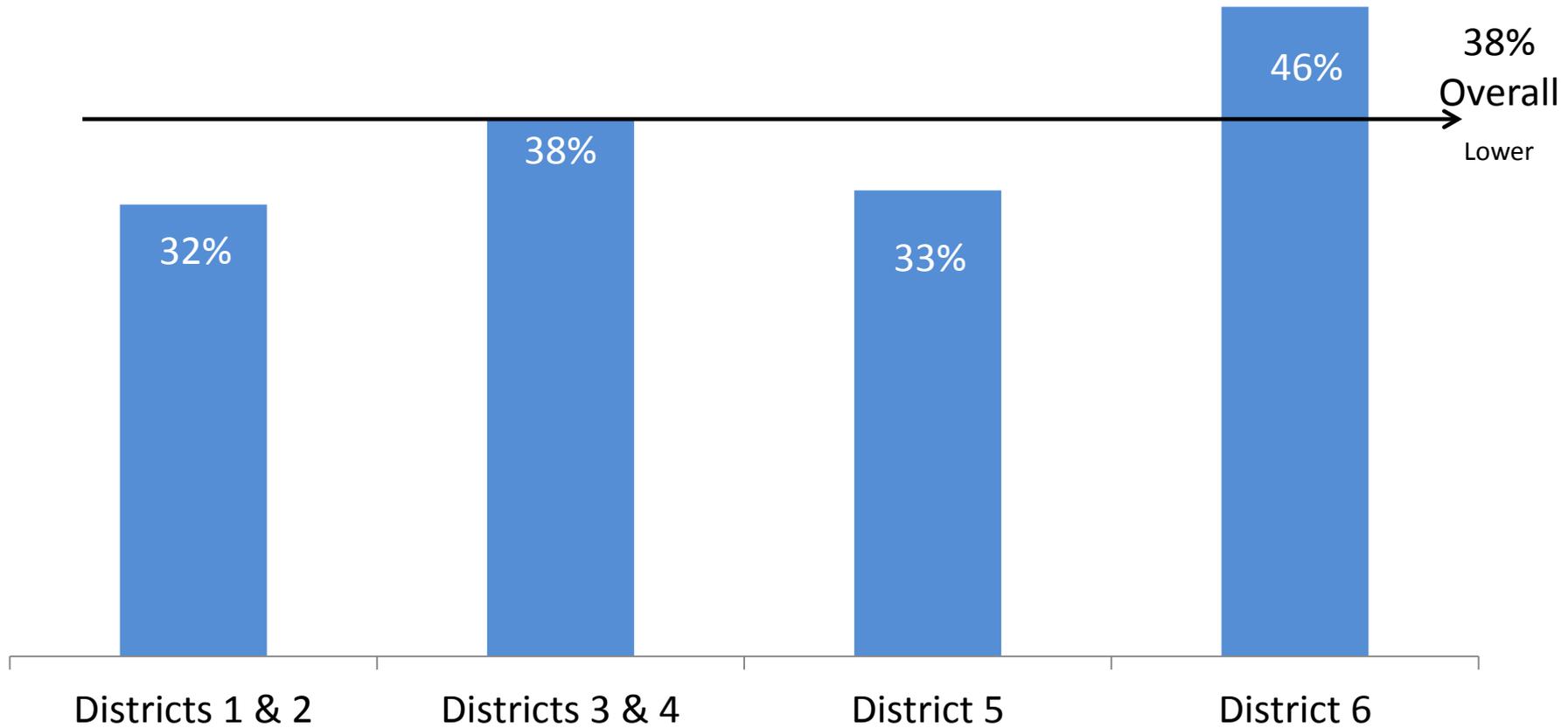
# Public libraries

Percent rating positively (e.g. excellent/good)



# Special events

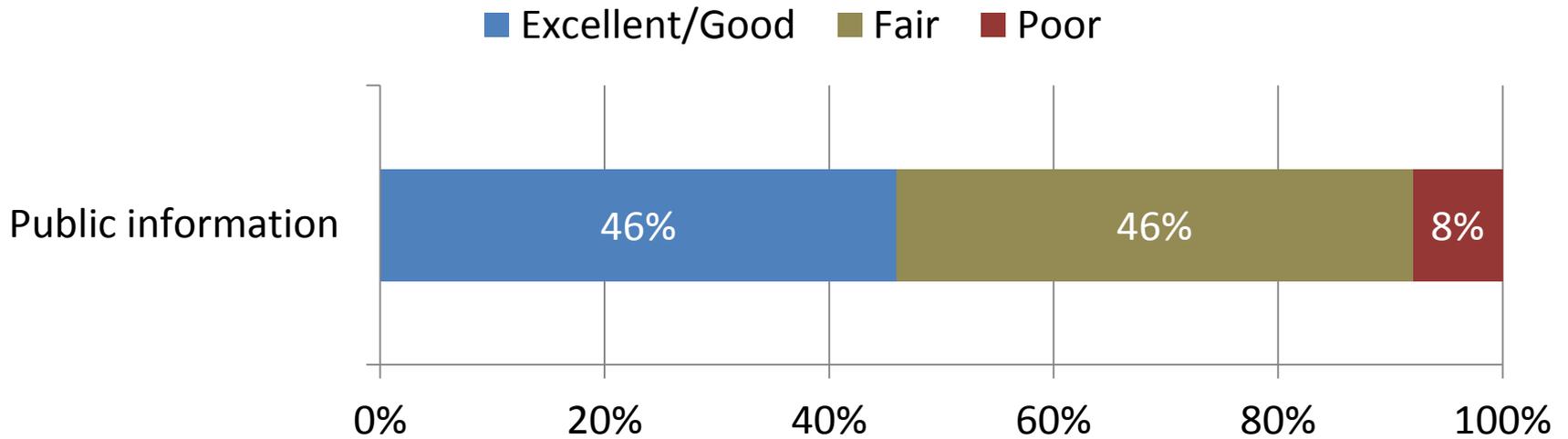
Percent rating positively (e.g. excellent/good)



# Community Engagement

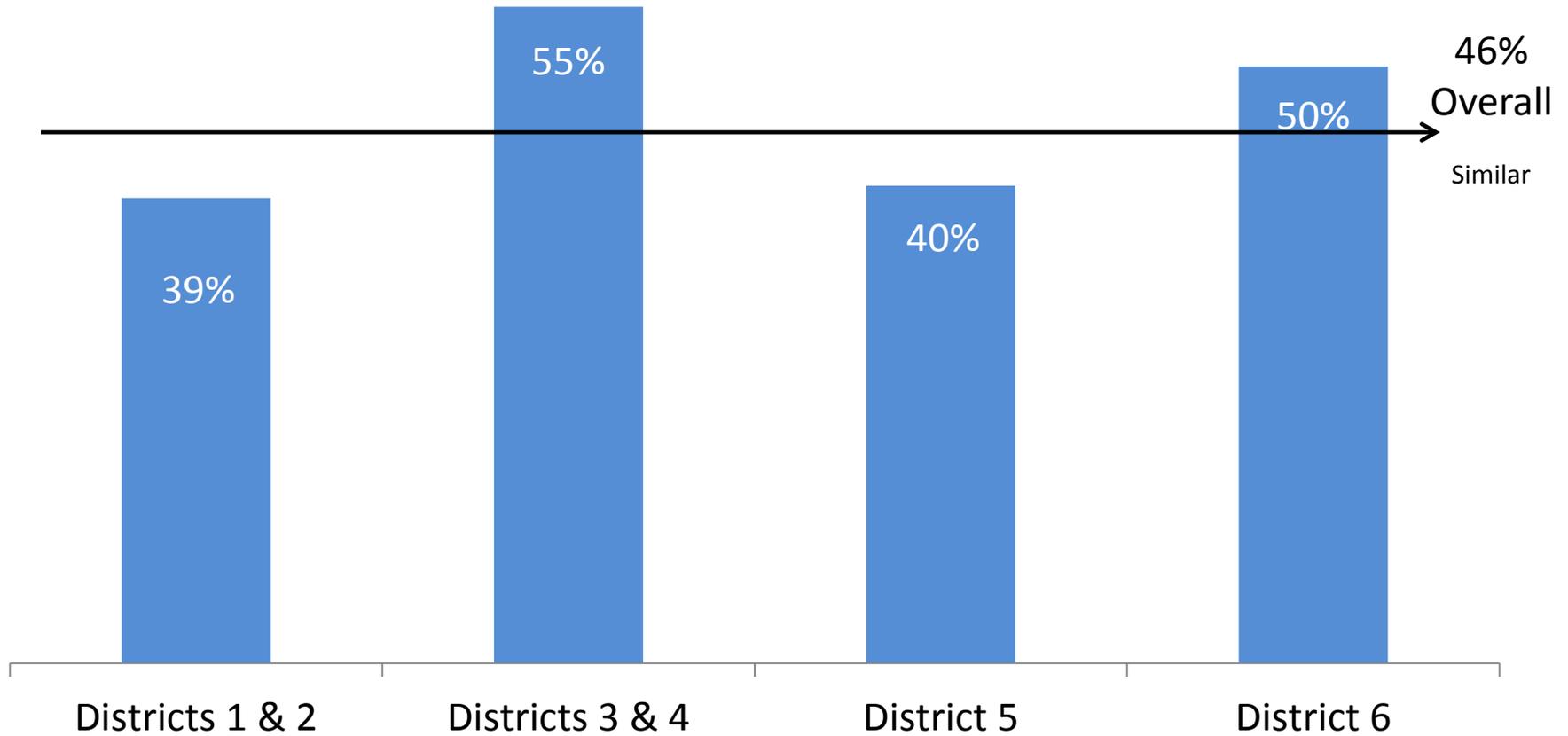
# Governance

## Community Engagement



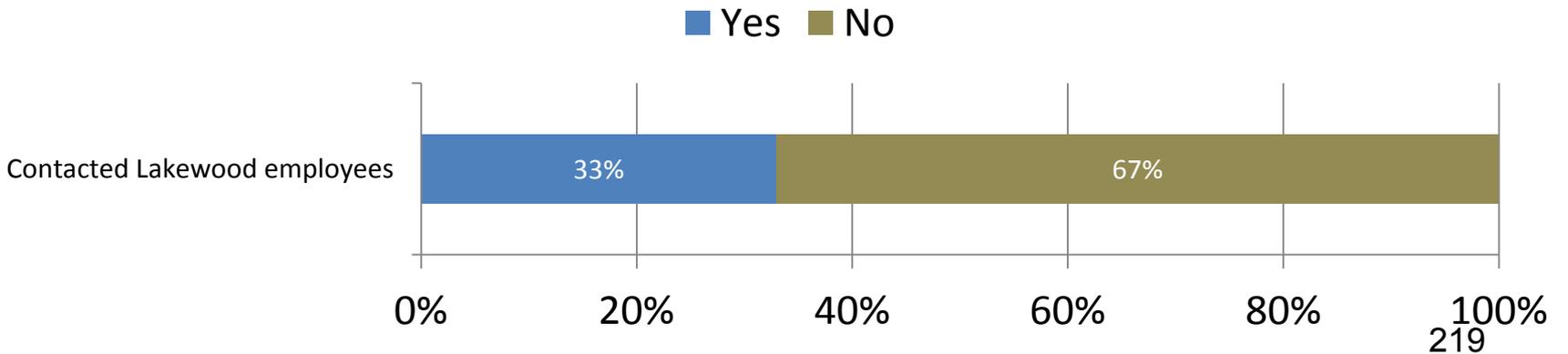
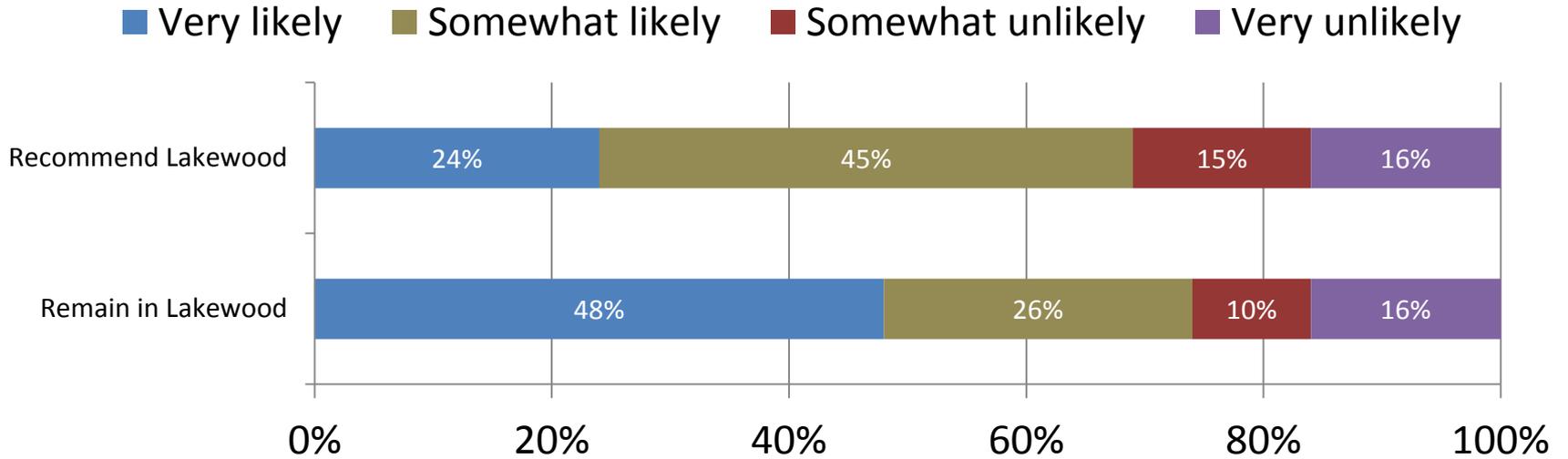
# Public information

Percent rating positively (e.g. excellent/good)



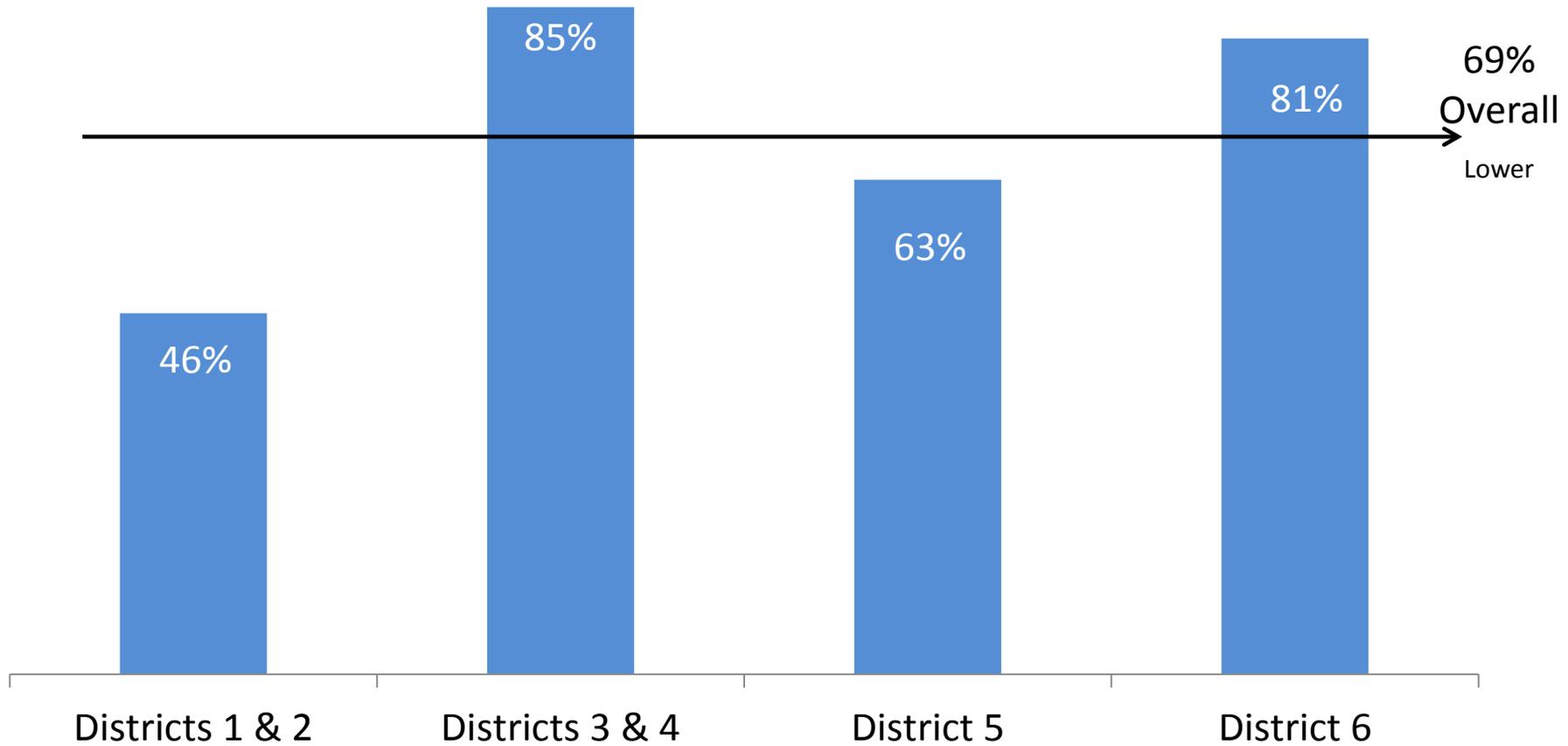
# Participation

# Overall Participation



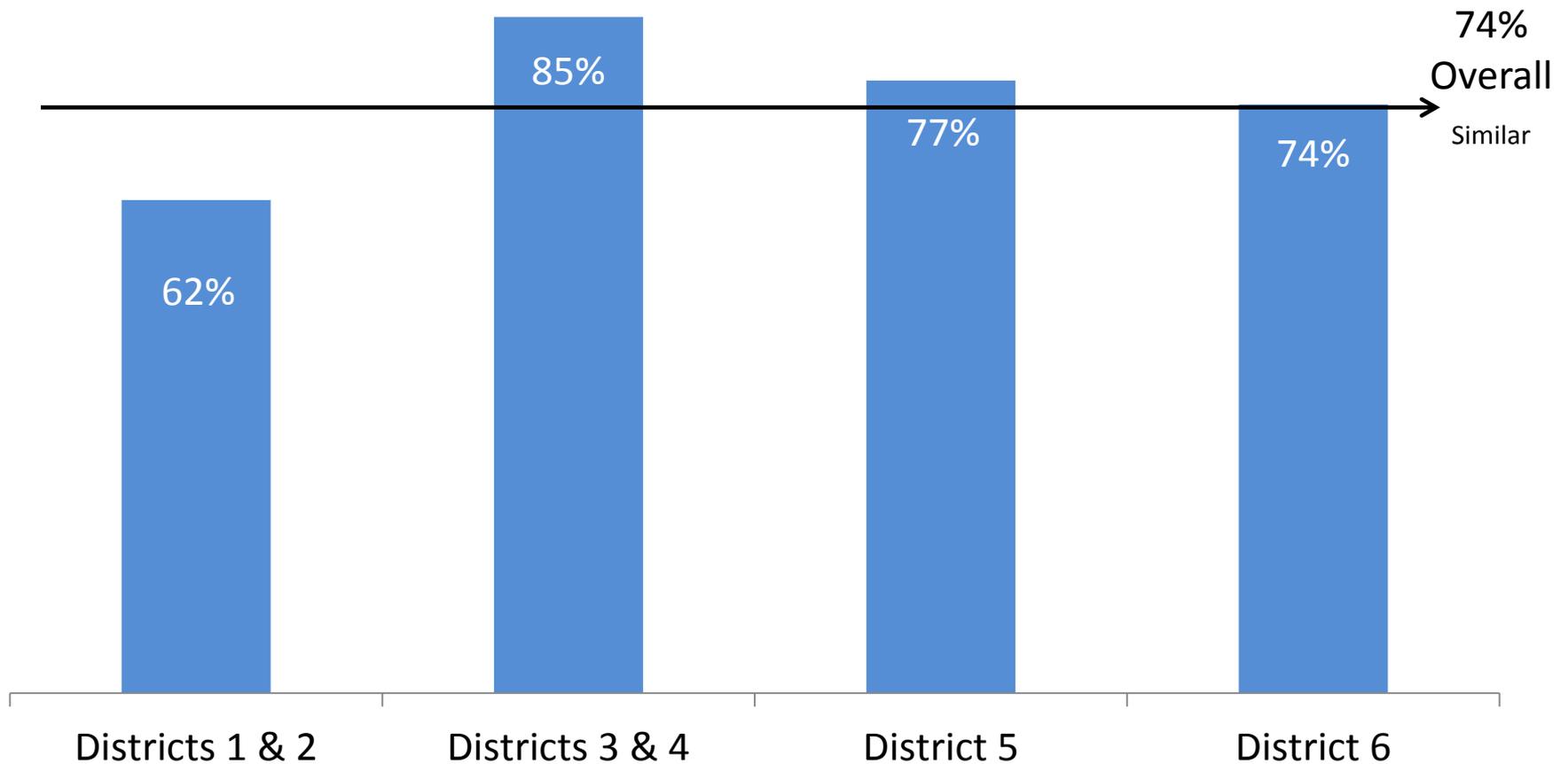
# Recommend Lakewood

Percent rating positively (e.g. excellent/good)



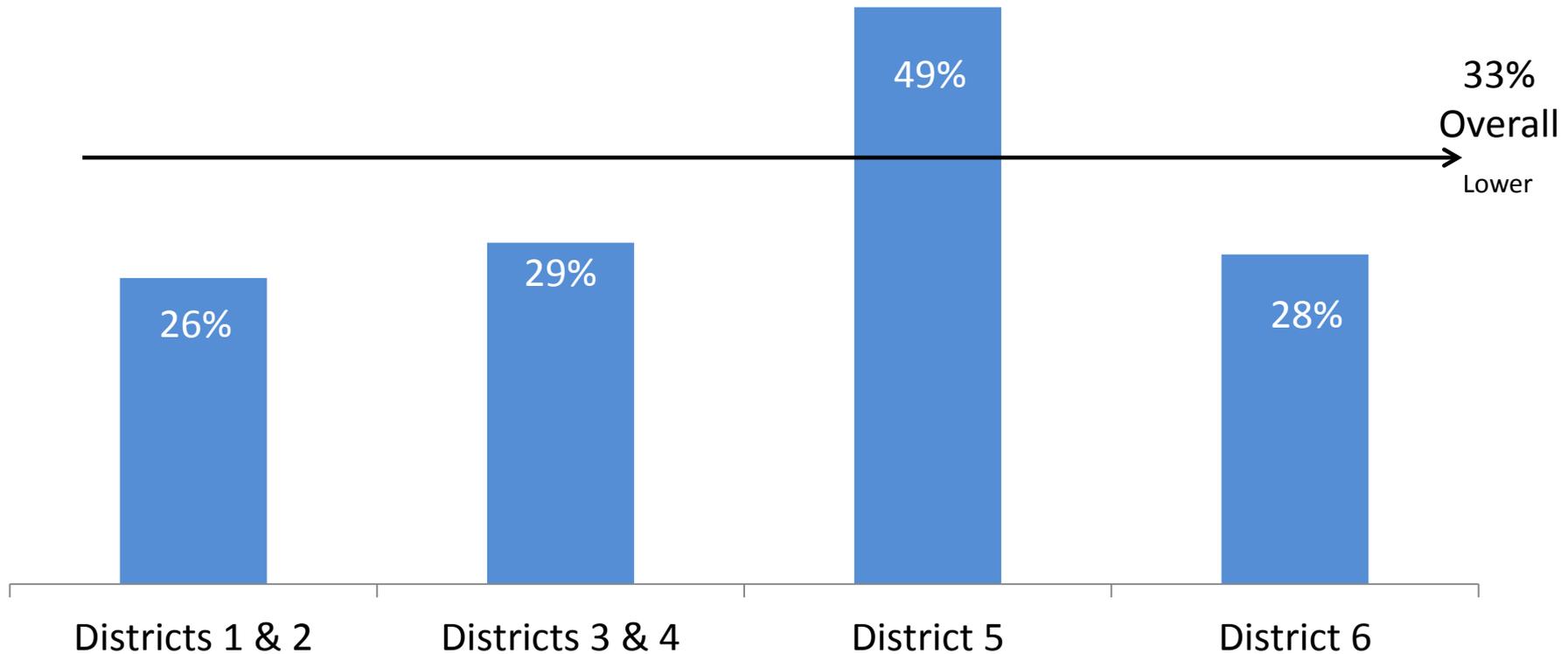
# Remain in Lakewood

Percent rating positively (e.g. excellent/good)



# Contacted Lakewood employees

Percent rating positively (e.g. excellent/good)

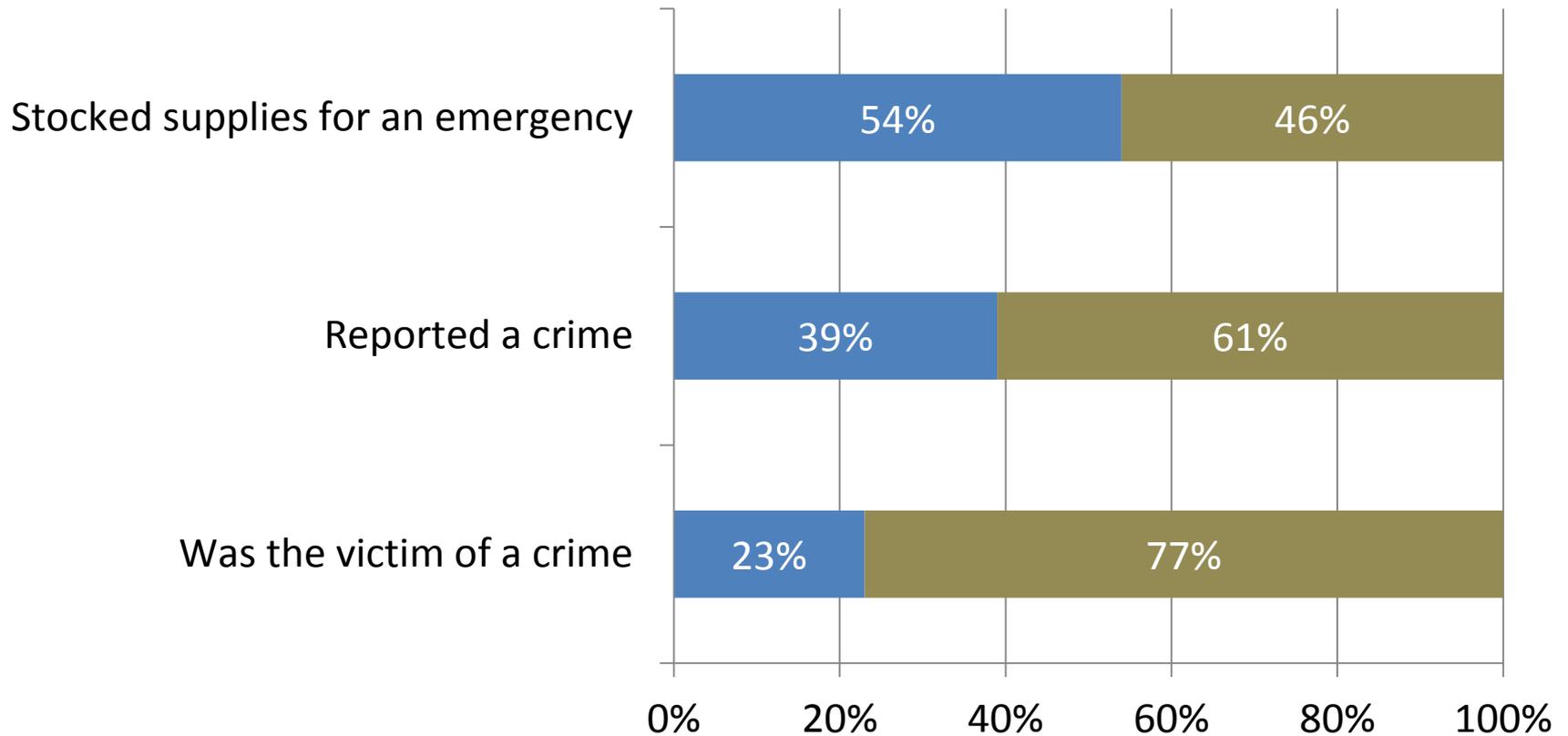


# Safety

# Participation

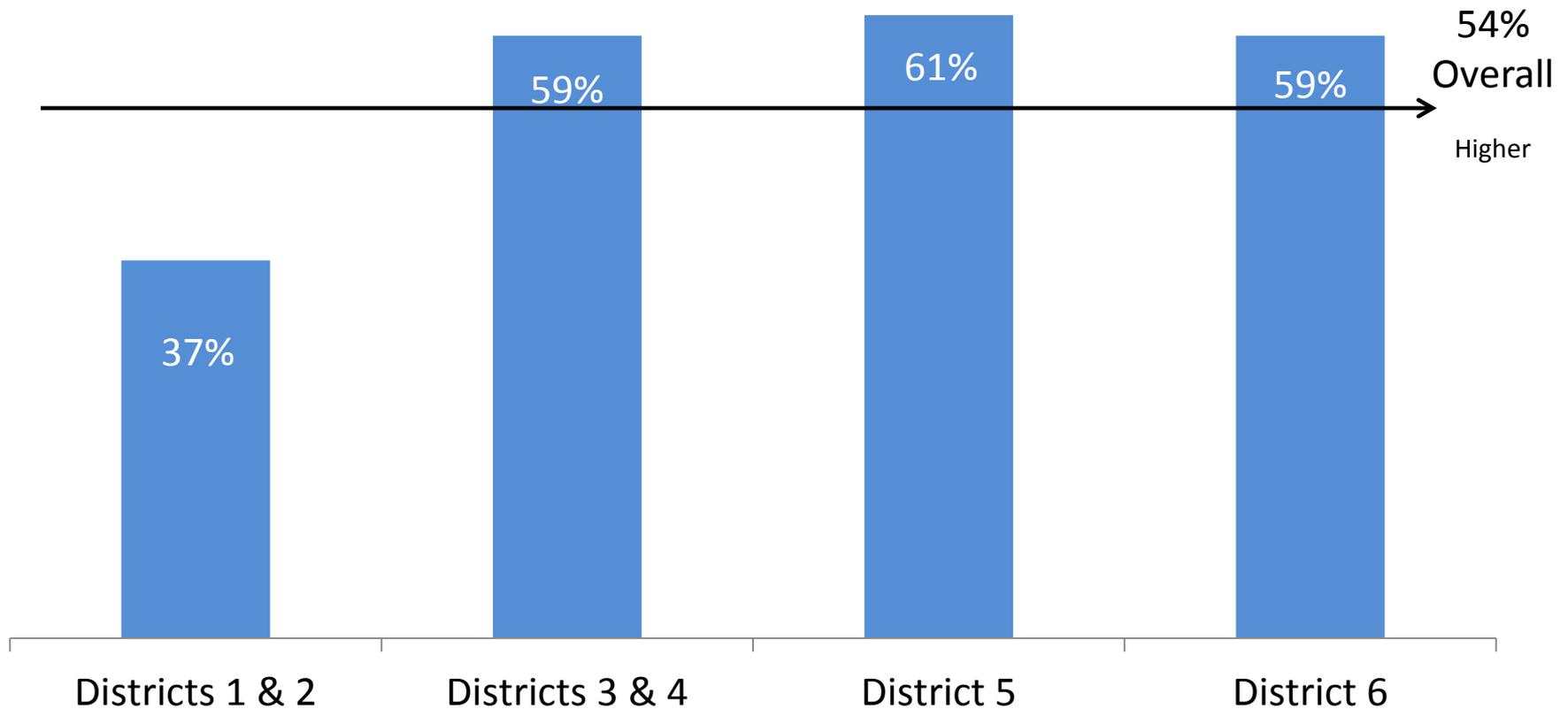
## Safety

■ Yes ■ No



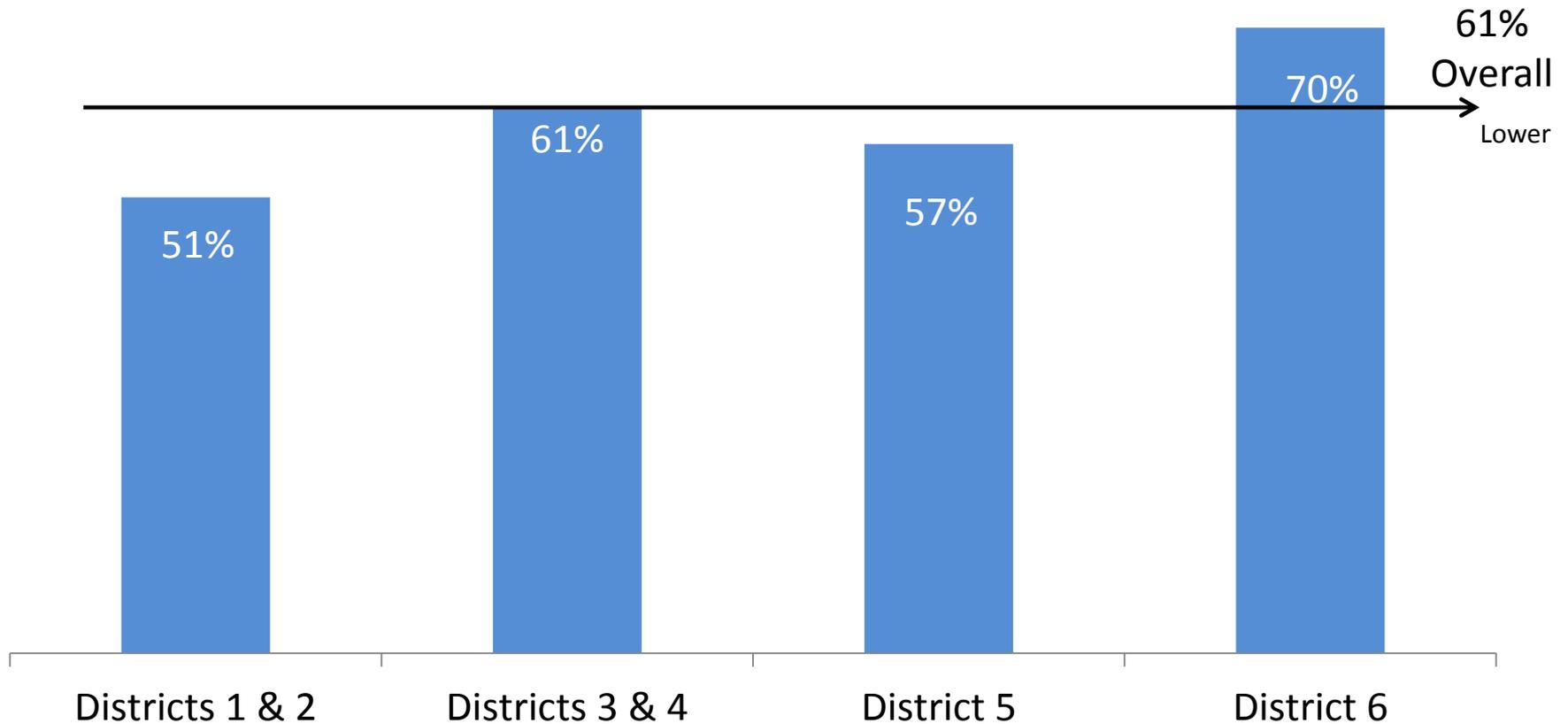
# Stocked supplies for an emergency

Percent rating positively (e.g. excellent/good)



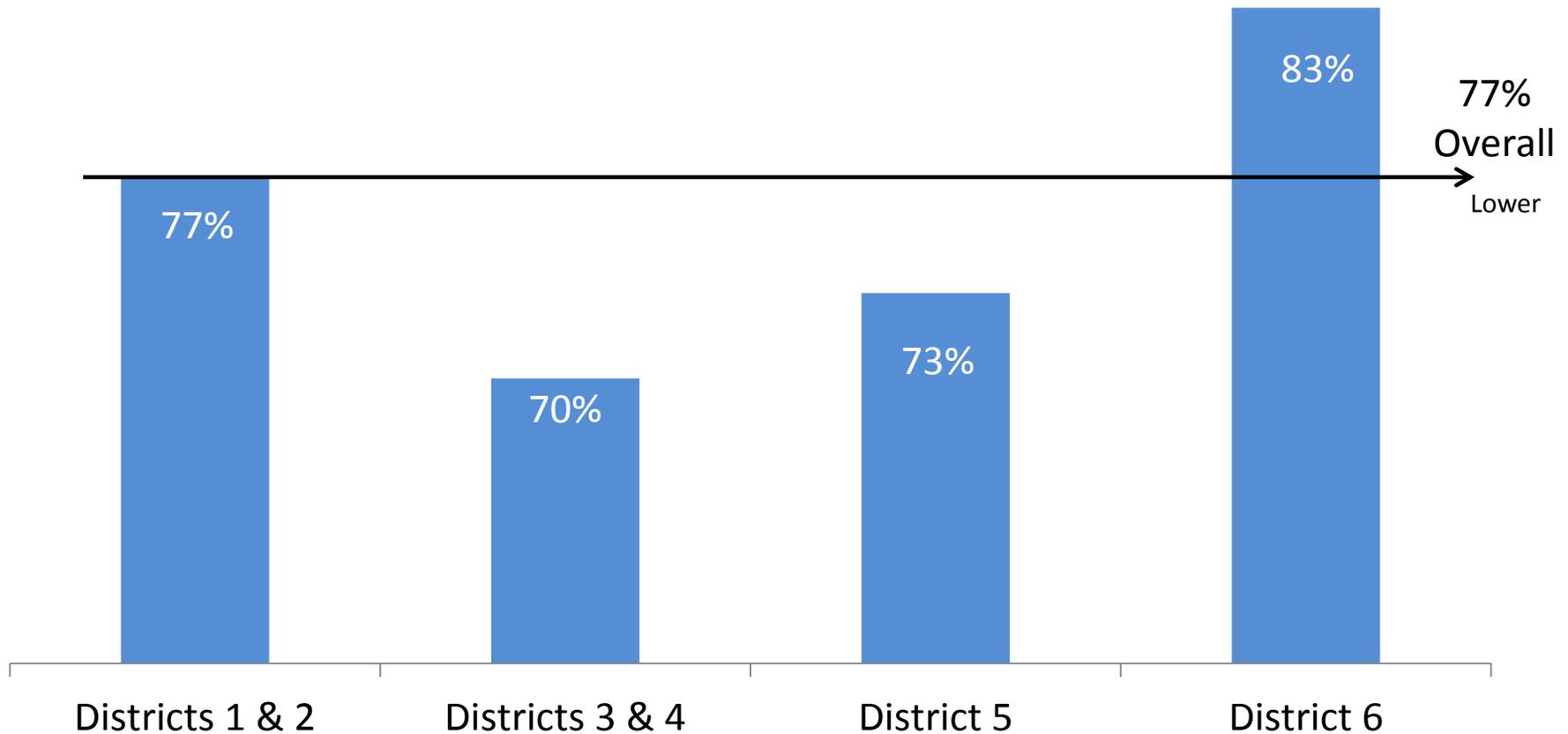
# Did NOT report a crime

Percent rating positively (e.g. excellent/good)



# Was NOT the victim of a crime

Percent rating positively (e.g. excellent/good)

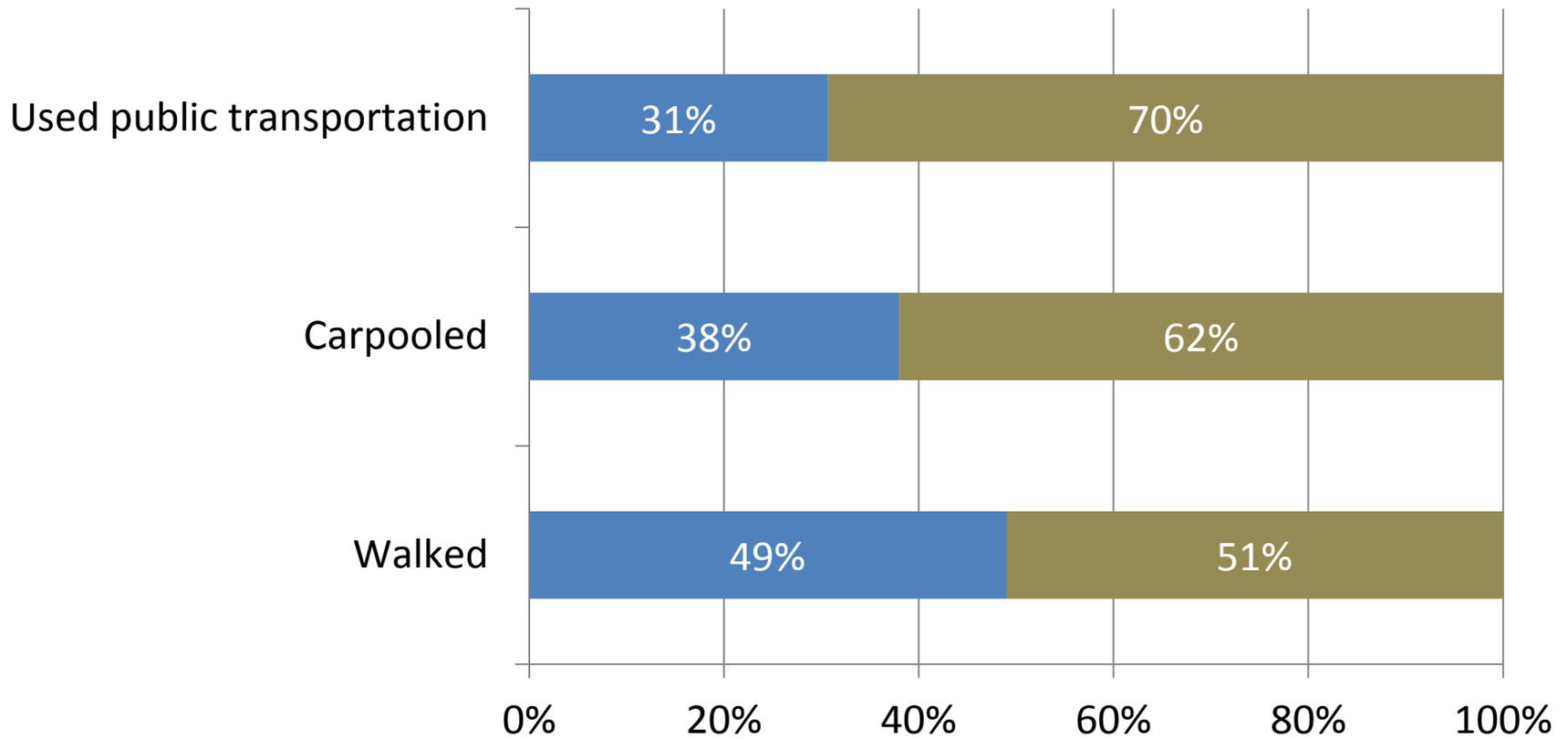


# Mobility

# Participation

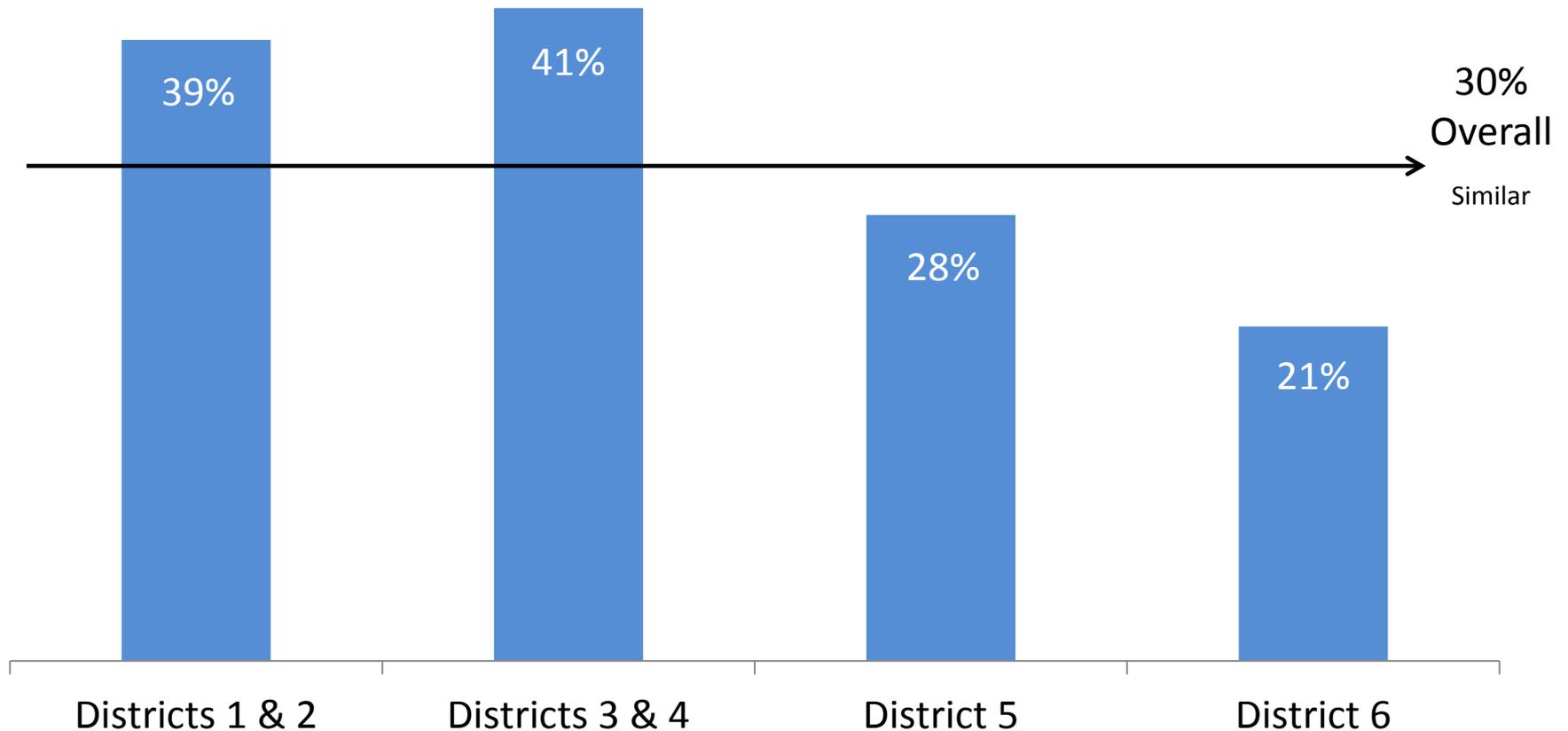
## Mobility

■ Yes ■ No



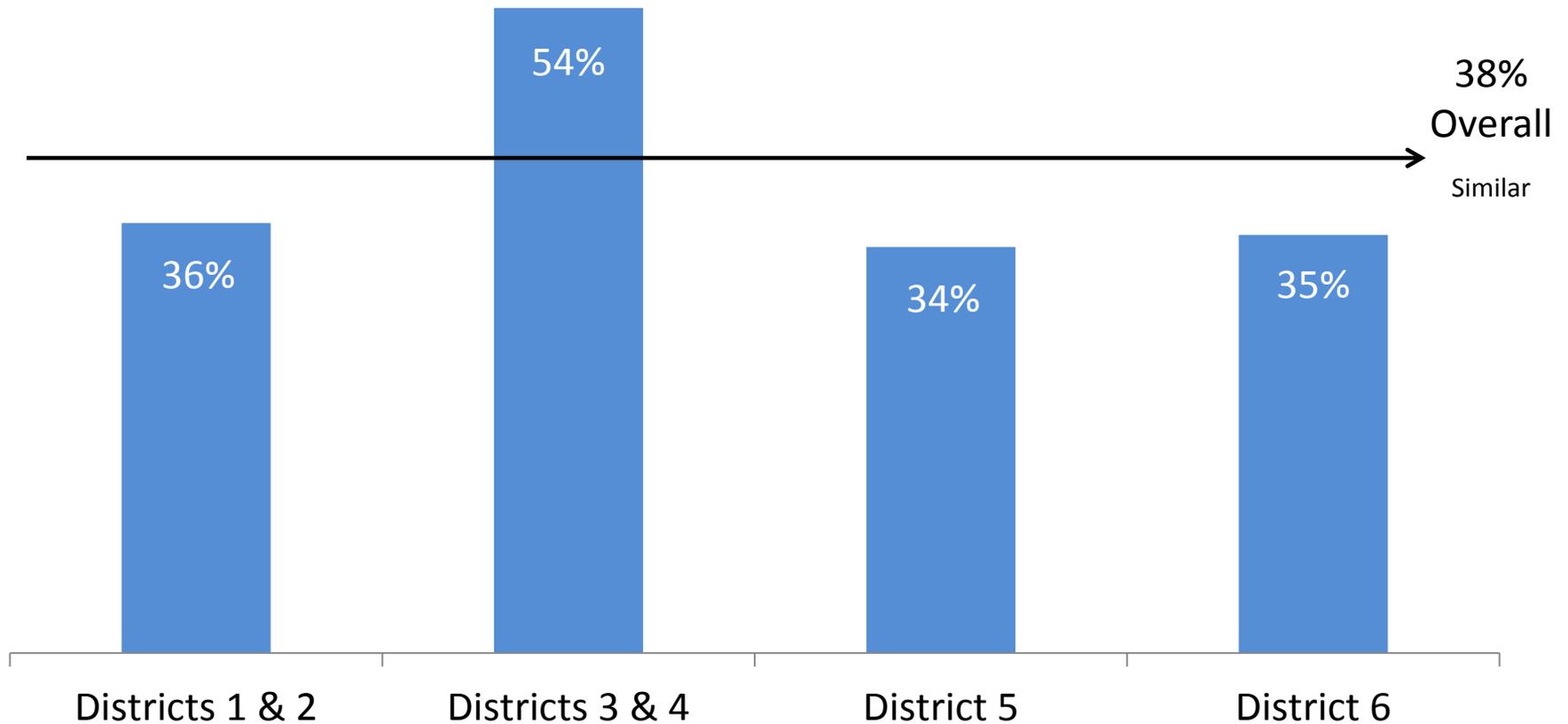
# Used public transportation instead of driving

Percent rating positively (e.g. excellent/good)



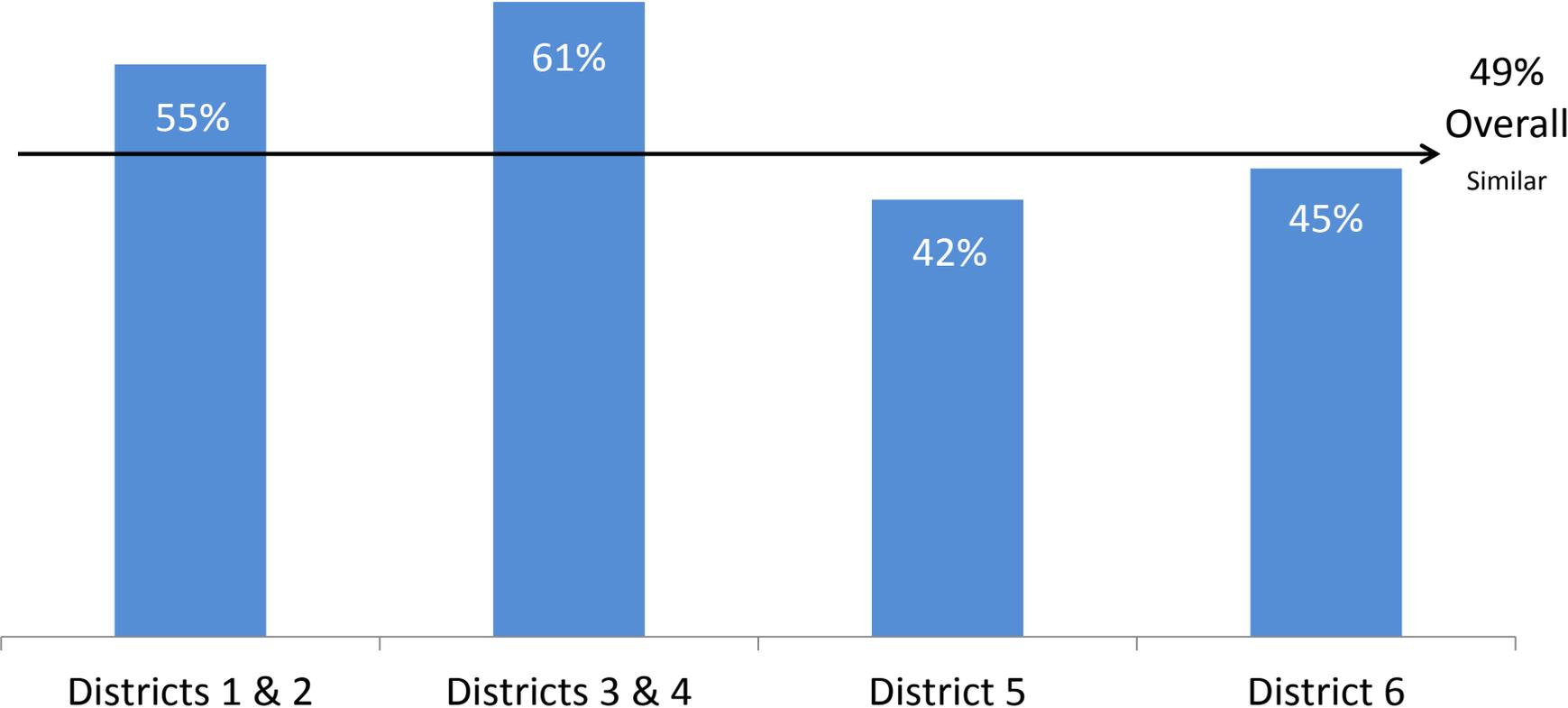
# Carpooled instead of driving

Percent rating positively (e.g. excellent/good)



# Walked instead of driving

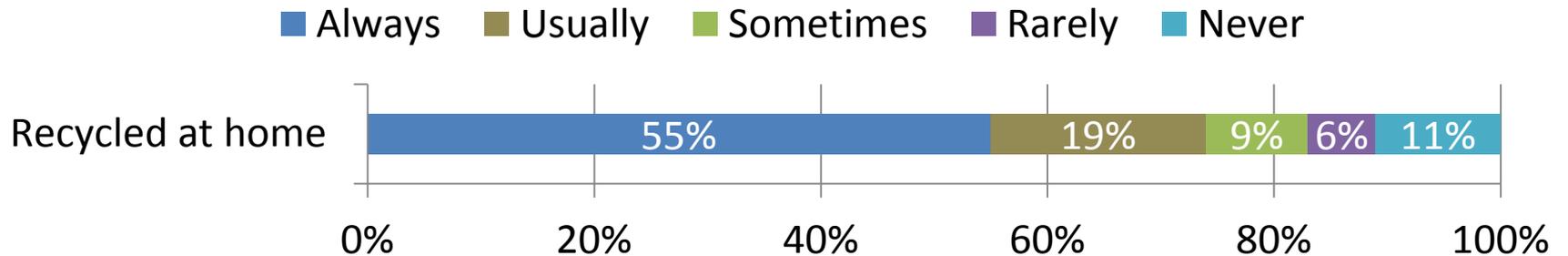
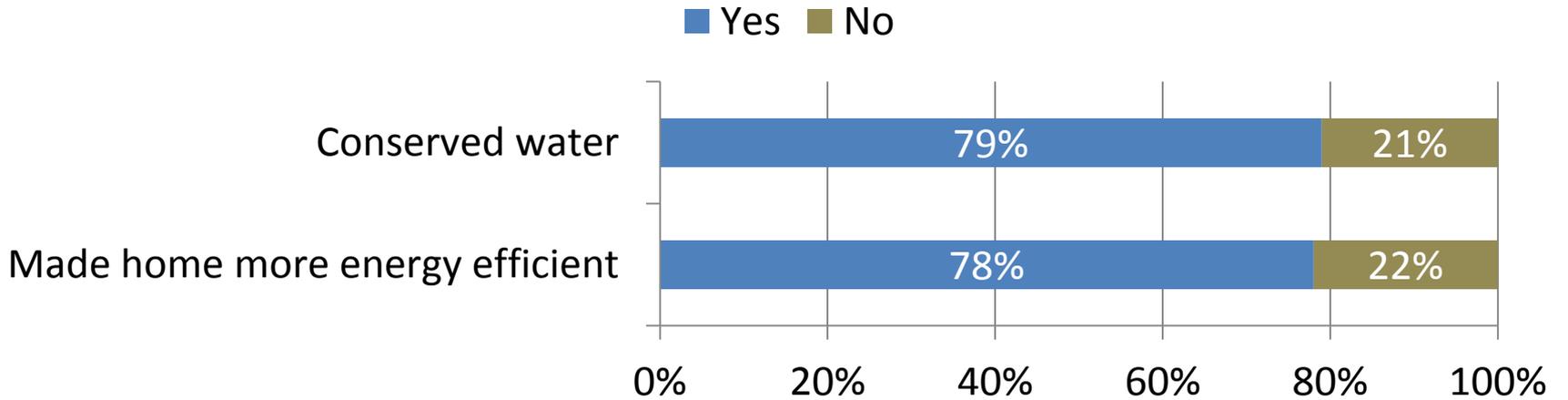
Percent rating positively (e.g. excellent/good)



# Natural Environment

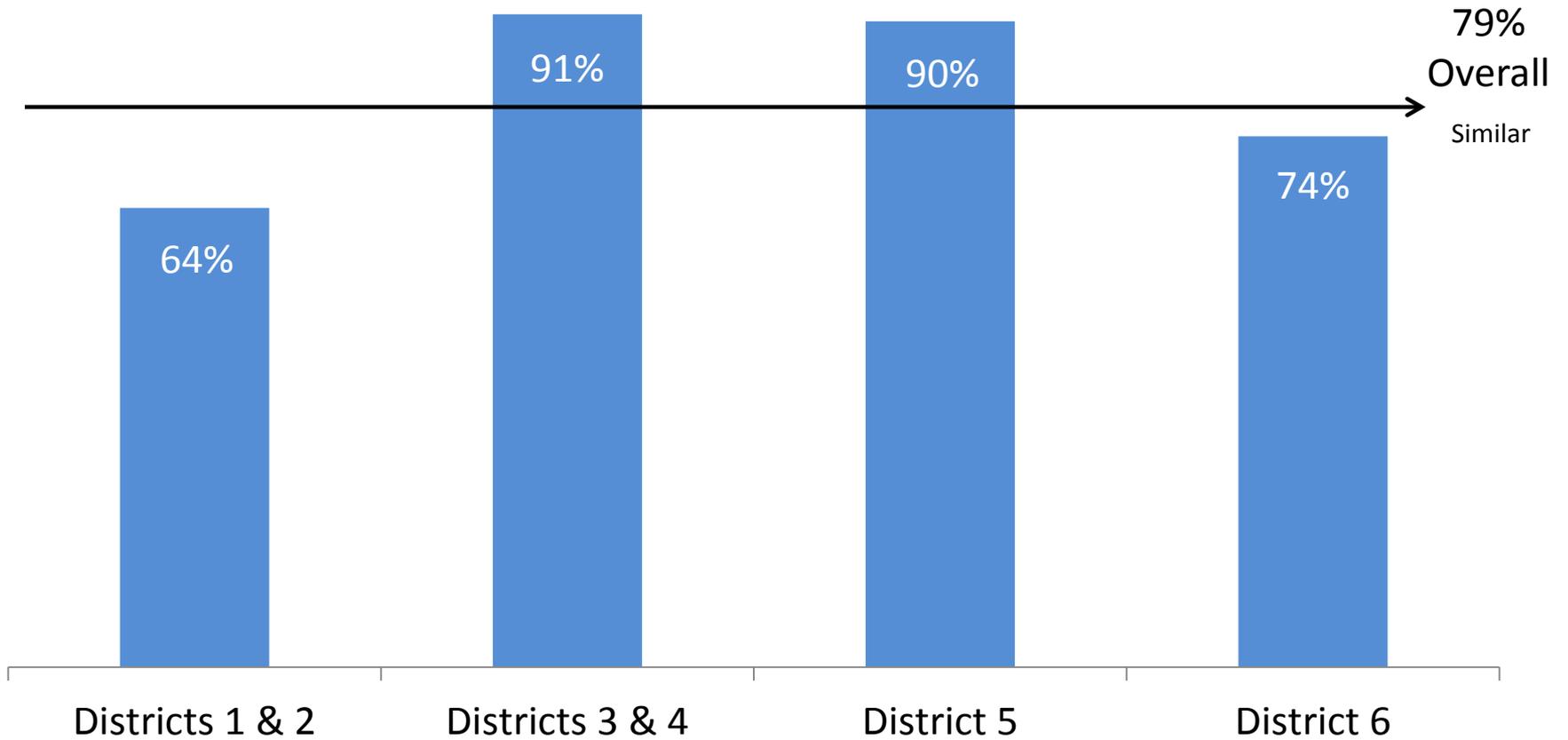
# Participation

## Natural Environment



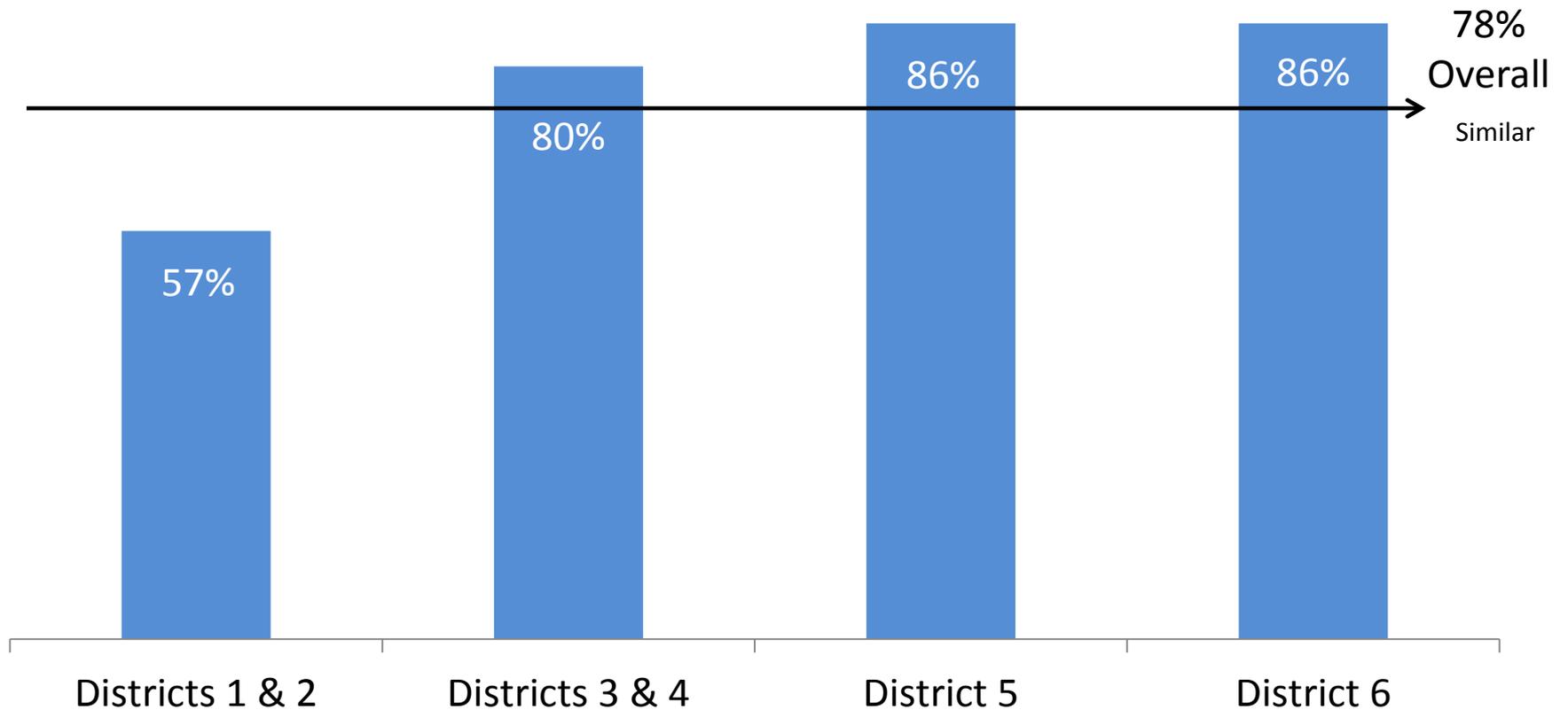
# Conserved water

Percent rating positively (e.g. excellent/good)



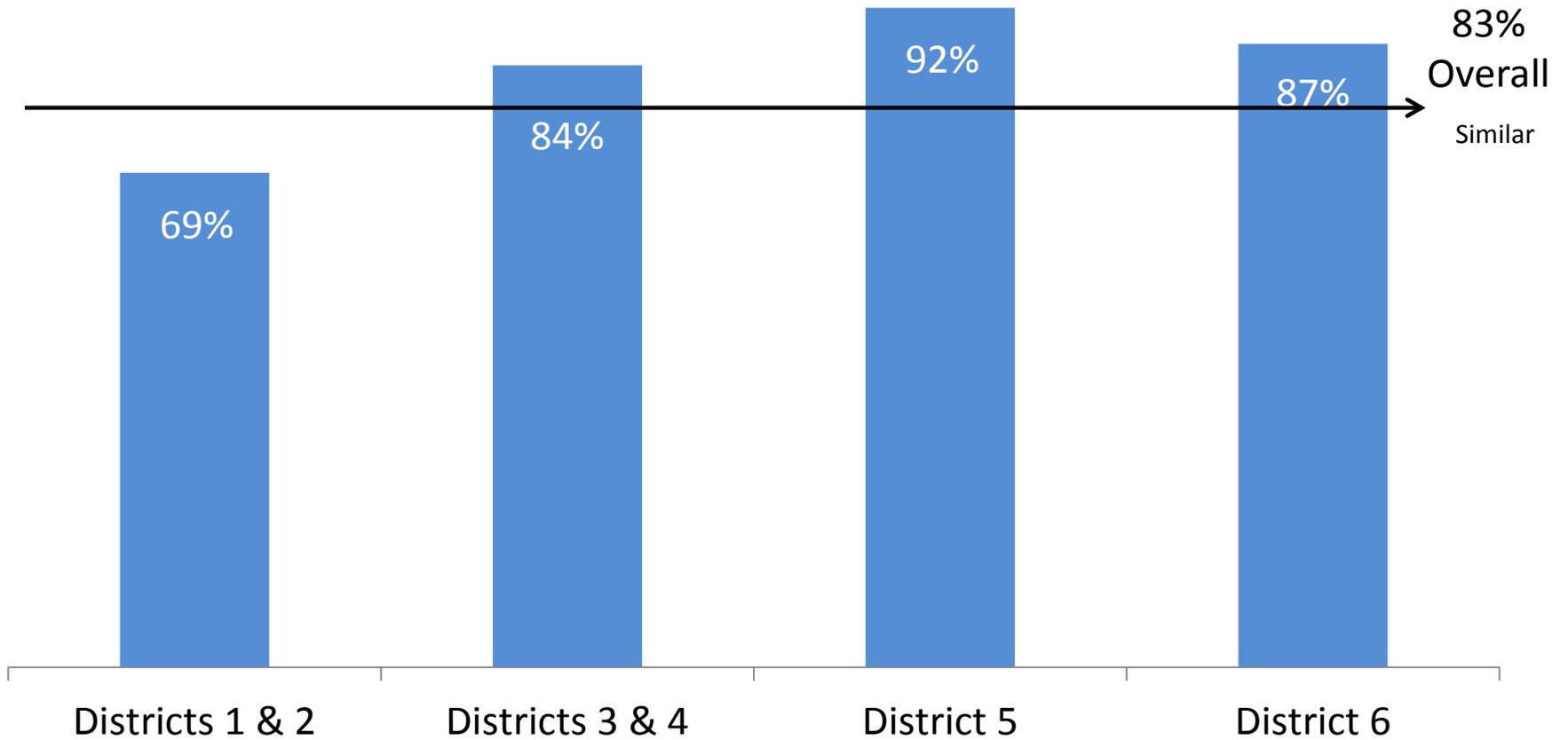
# Made home more energy efficient

Percent rating positively (e.g. excellent/good)



# Recycled at home

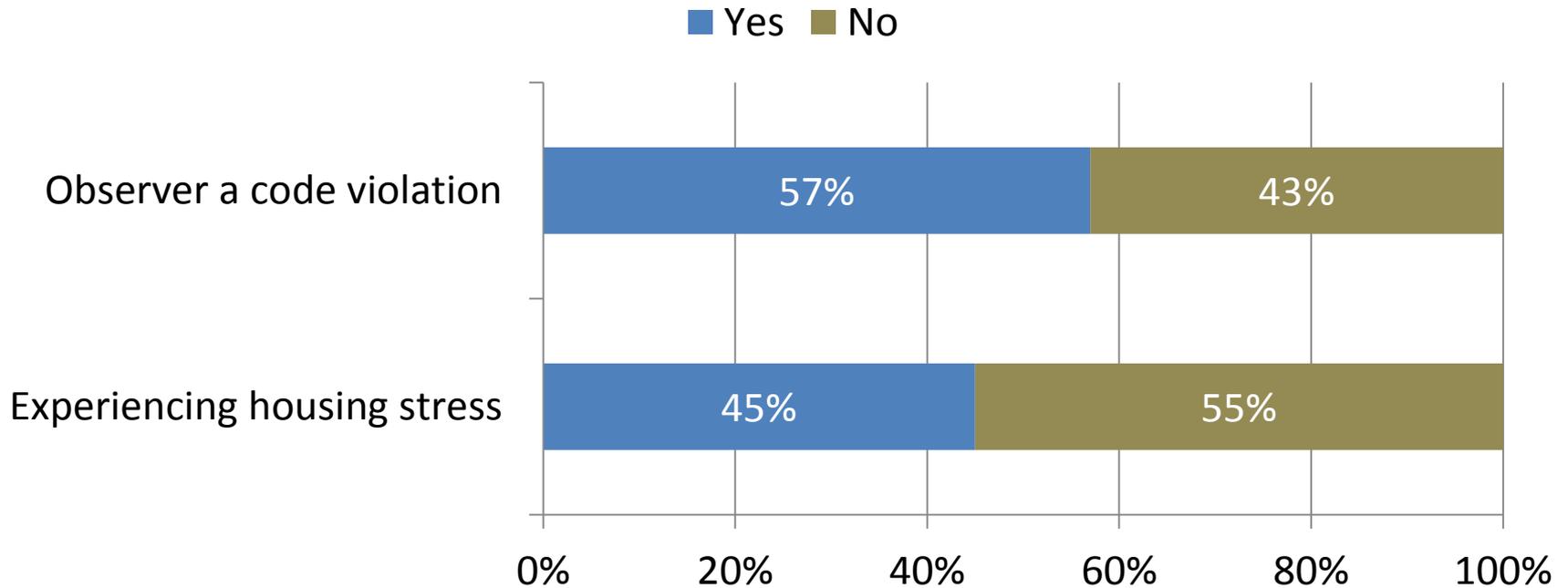
Percent rating positively (e.g. excellent/good)



# Built Environment

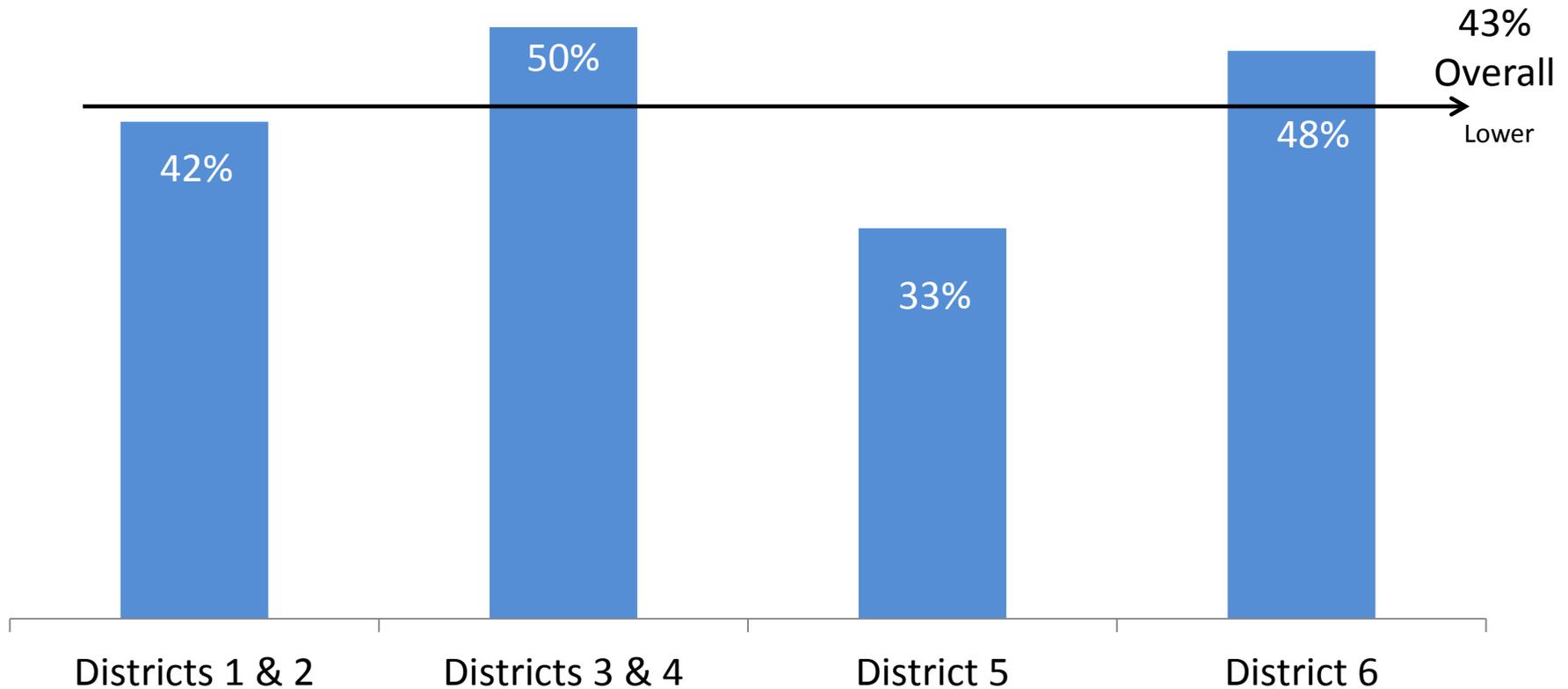
# Participation

## Built Environment



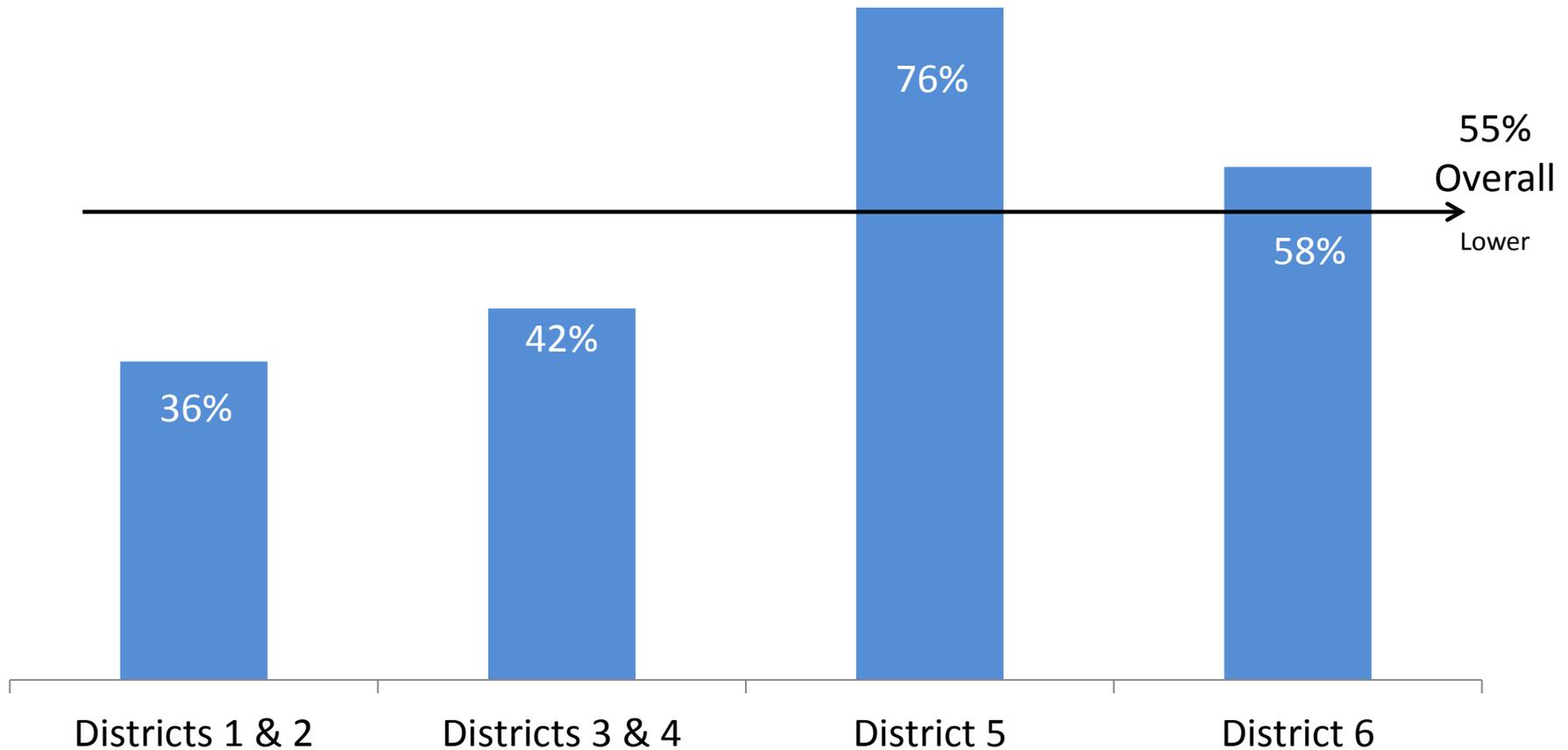
# Did NOT observe a code violation

Percent rating positively (e.g. excellent/good)



# NOT under housing cost stress

Percent rating positively (e.g. excellent/good)



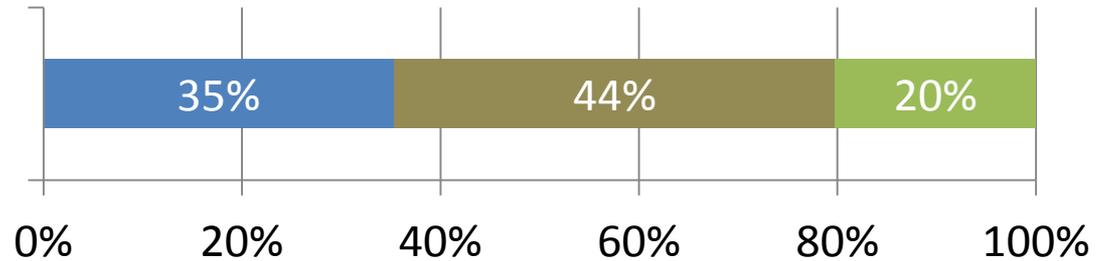
# Economy

# Participation

## Economy

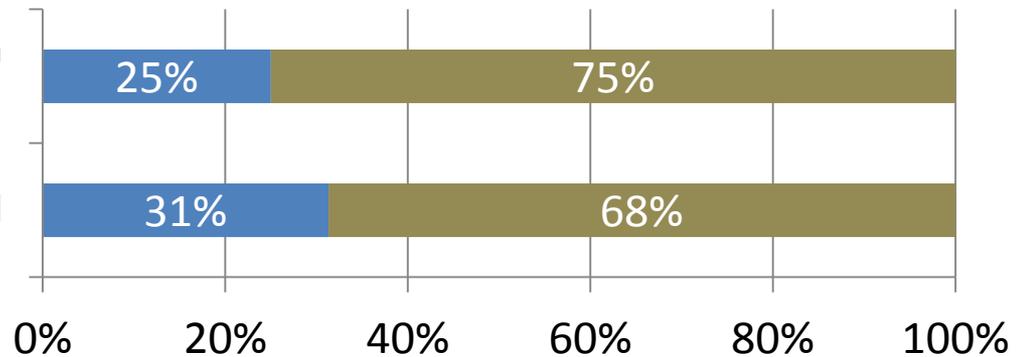
Always Usually Sometimes Rarely Never

Purchased goods or services in Lakewood

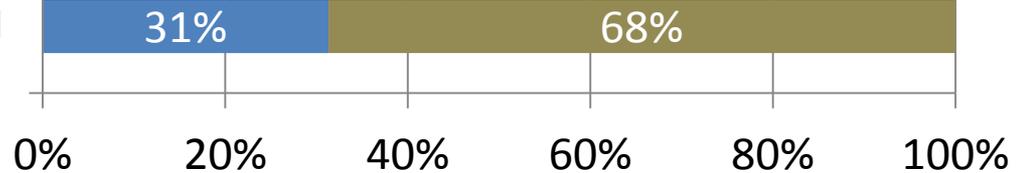


Yes No

Economy will have a positive impact on income

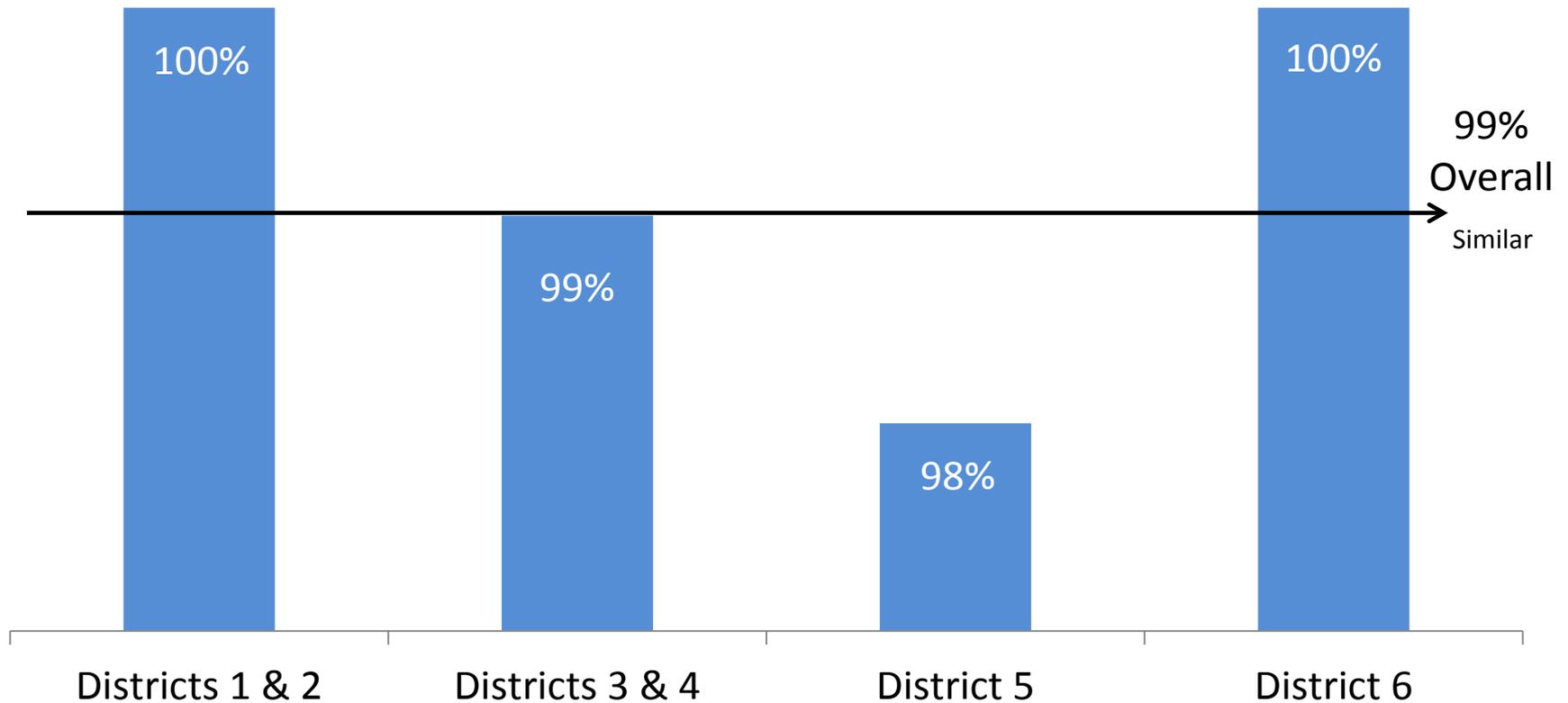


Work in Lakewood



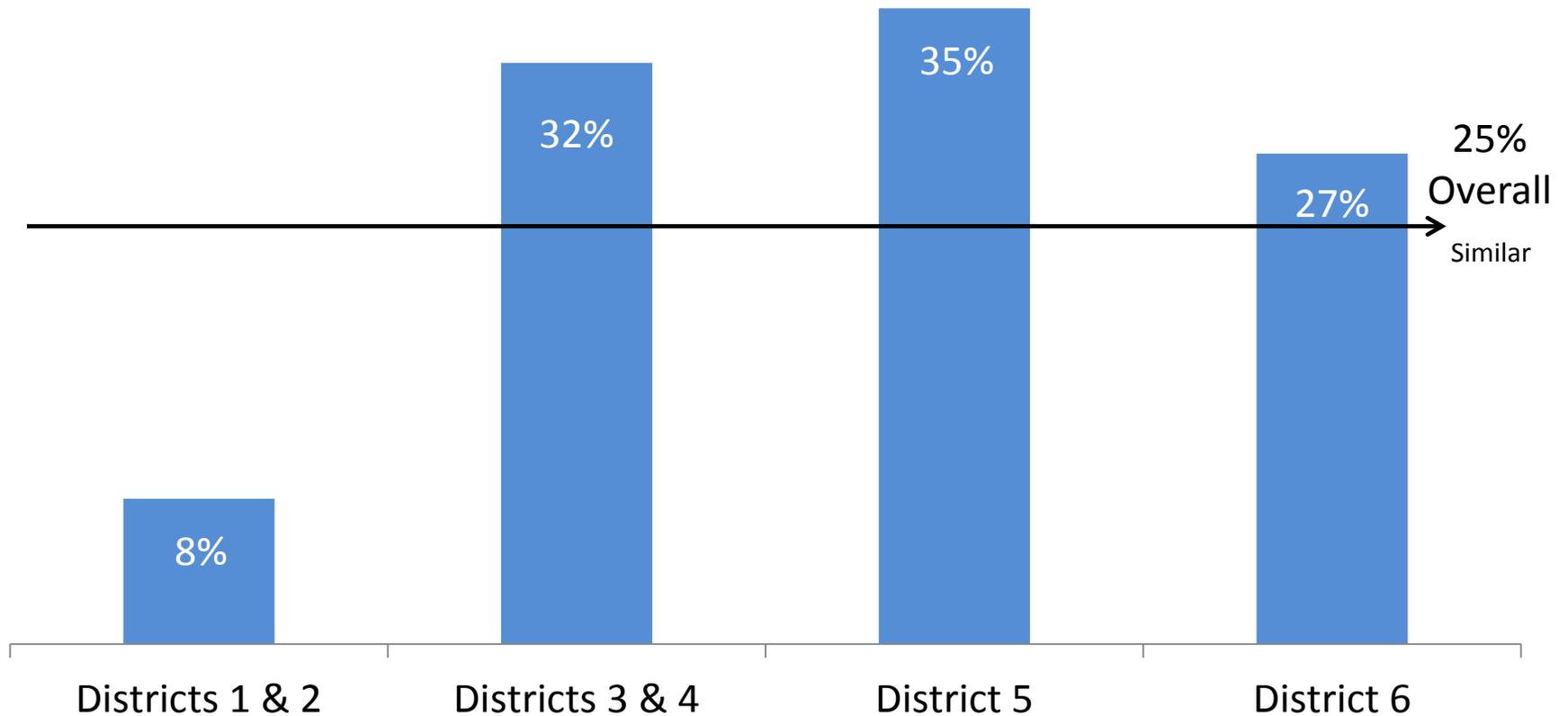
# Purchased goods or services in Lakewood

Percent rating positively (e.g. excellent/good)



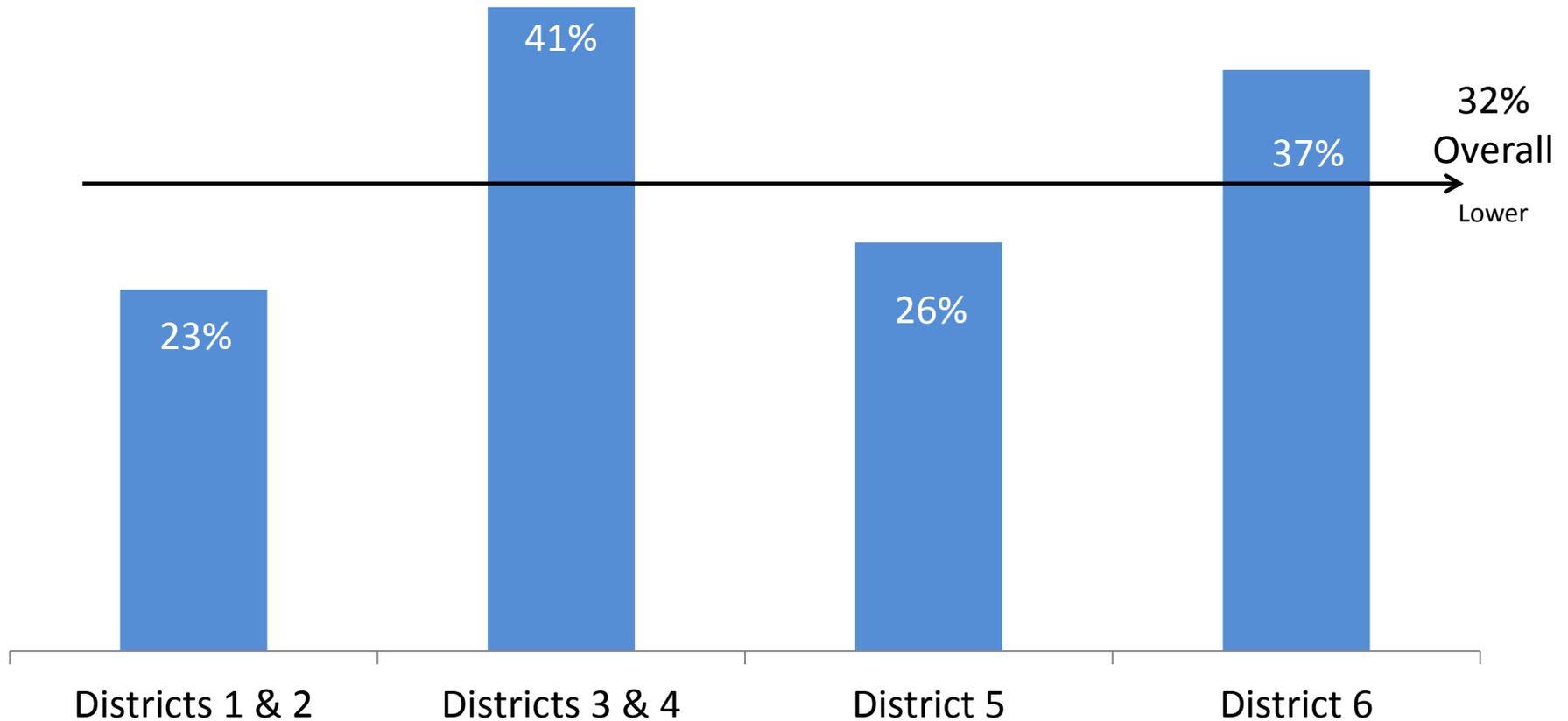
# Economy will have positive impact on income

Percent rating positively (e.g. excellent/good)



# Work in Lakewood

Percent rating positively (e.g. excellent/good)



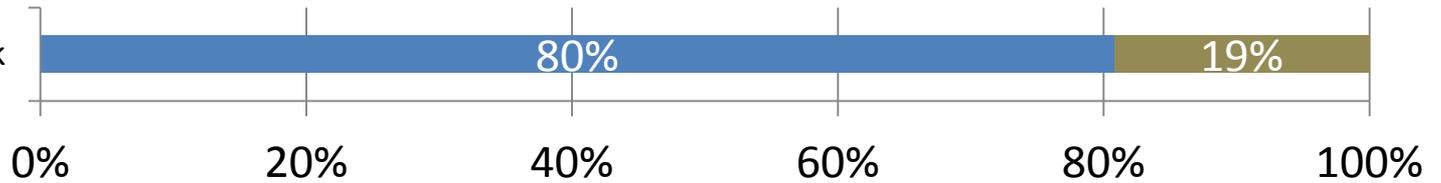
# Recreation and Wellness

# Participation

## Recreation and Wellness

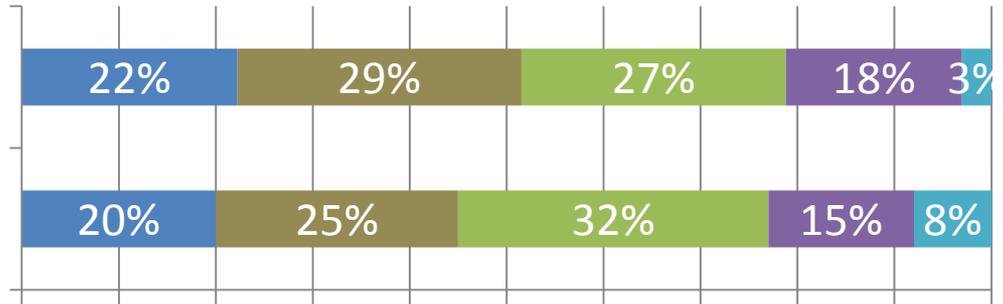
■ Yes ■ No

Visited a City park  
At least once a month



■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Ate 5 portions of fruits and vegetables

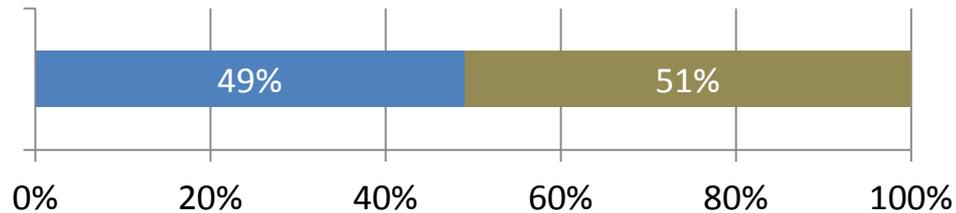


Participated in moderate or vigorous physical activity

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

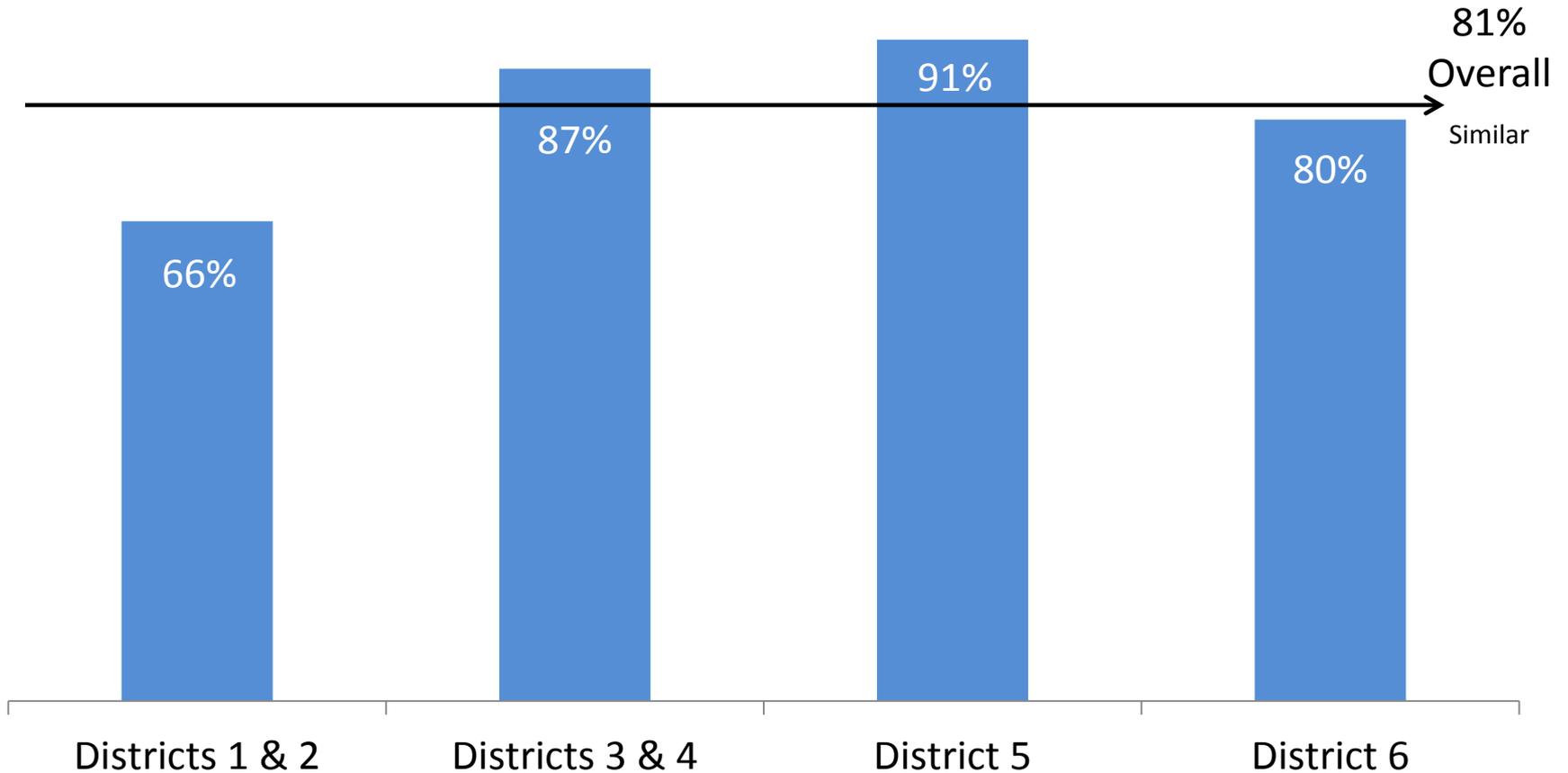
■ Yes ■ No

in very good or excellent health



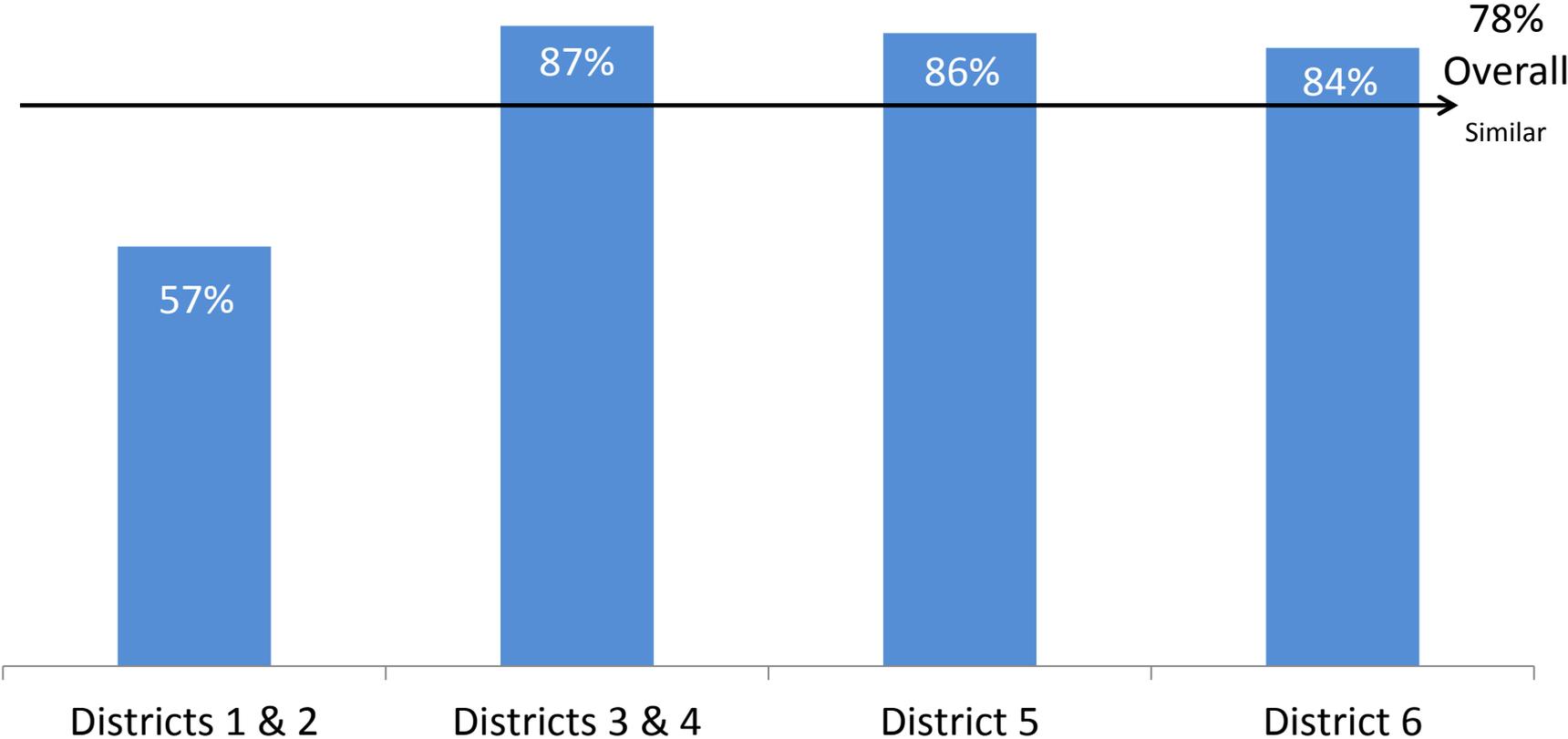
# Visited a City park

Percent rating positively (e.g. excellent/good)



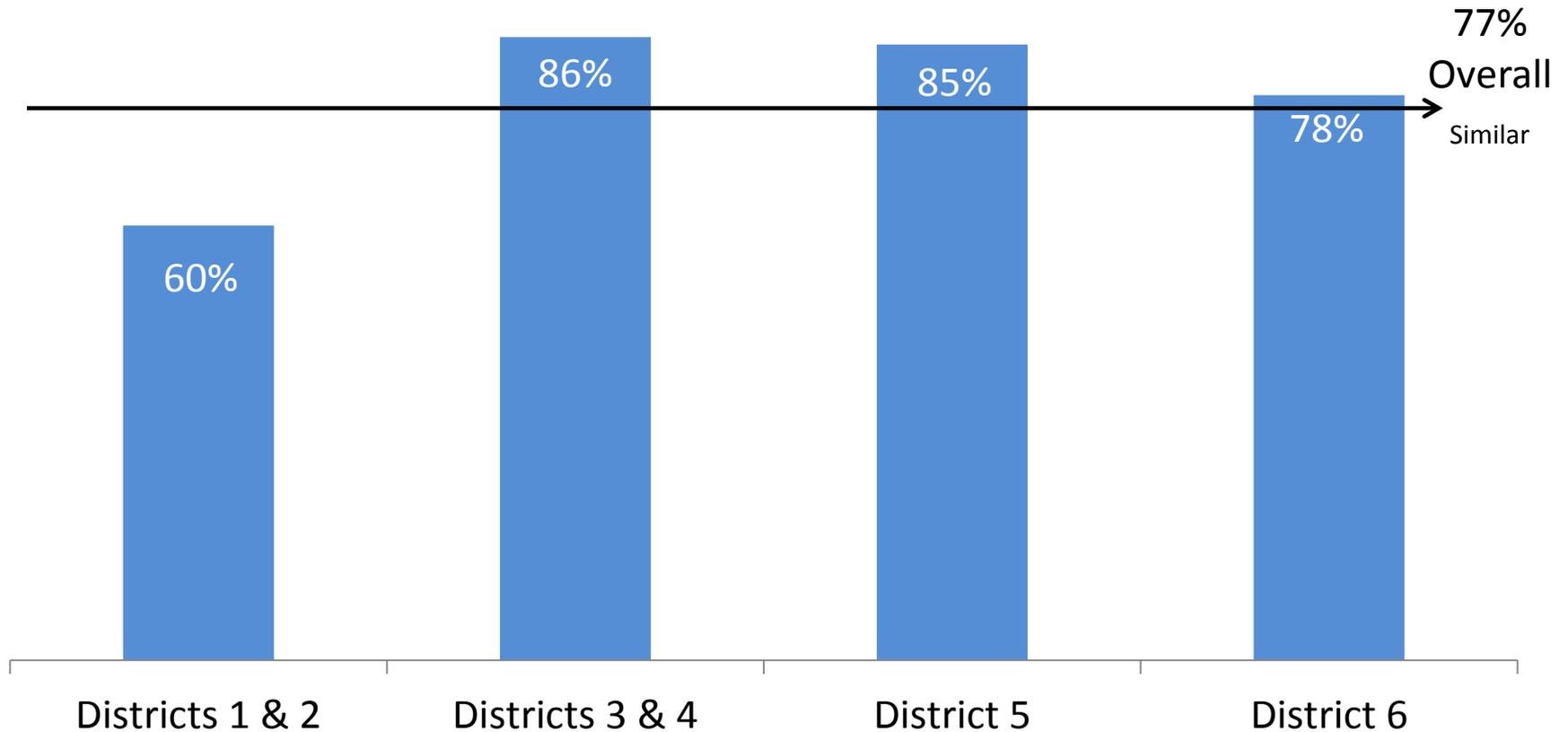
# Ate 5 portions of fruits and vegetables

Percent rating positively (e.g. excellent/good)



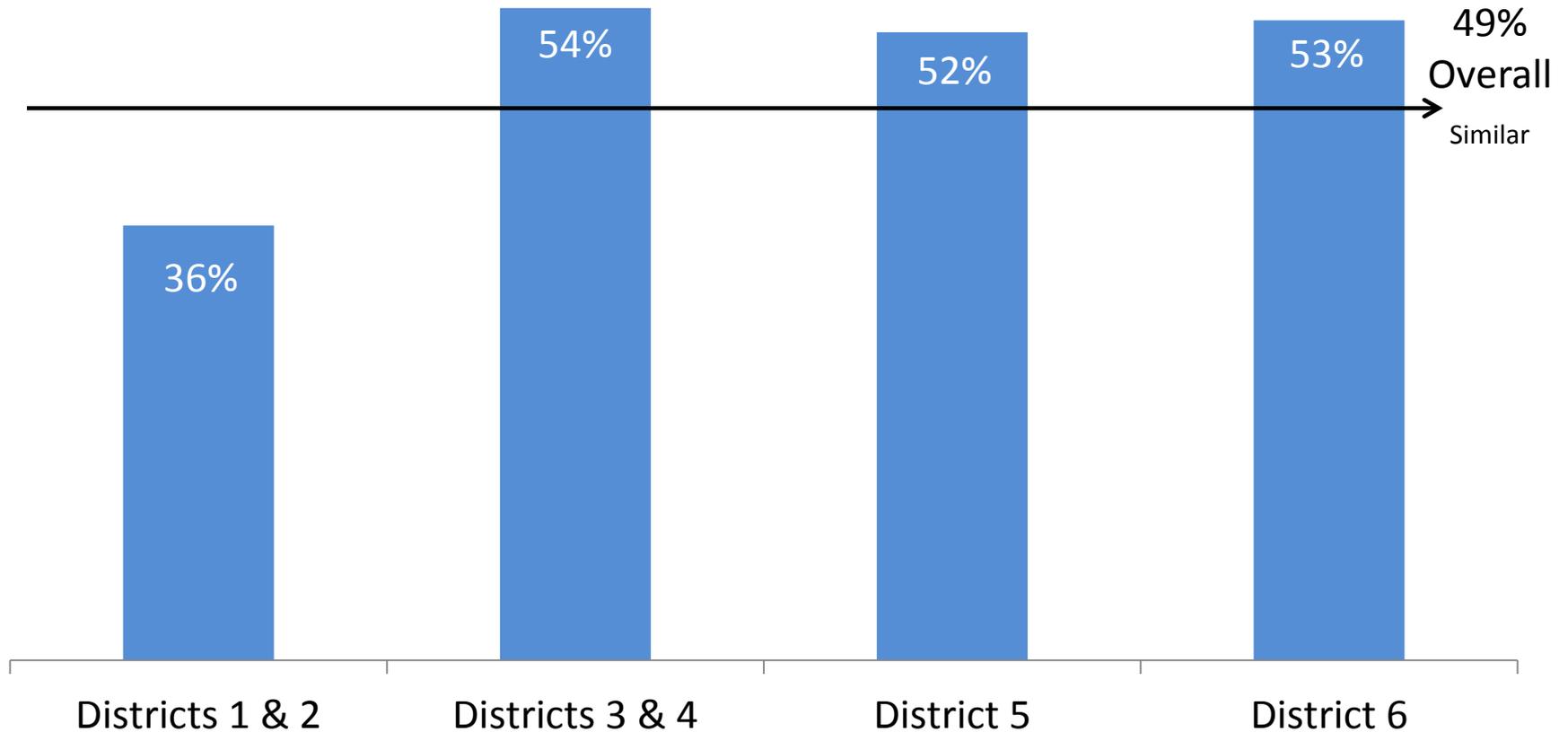
# Participated in moderate or vigorous physical activity

Percent rating positively (e.g. excellent/good)



# In very good or excellent health

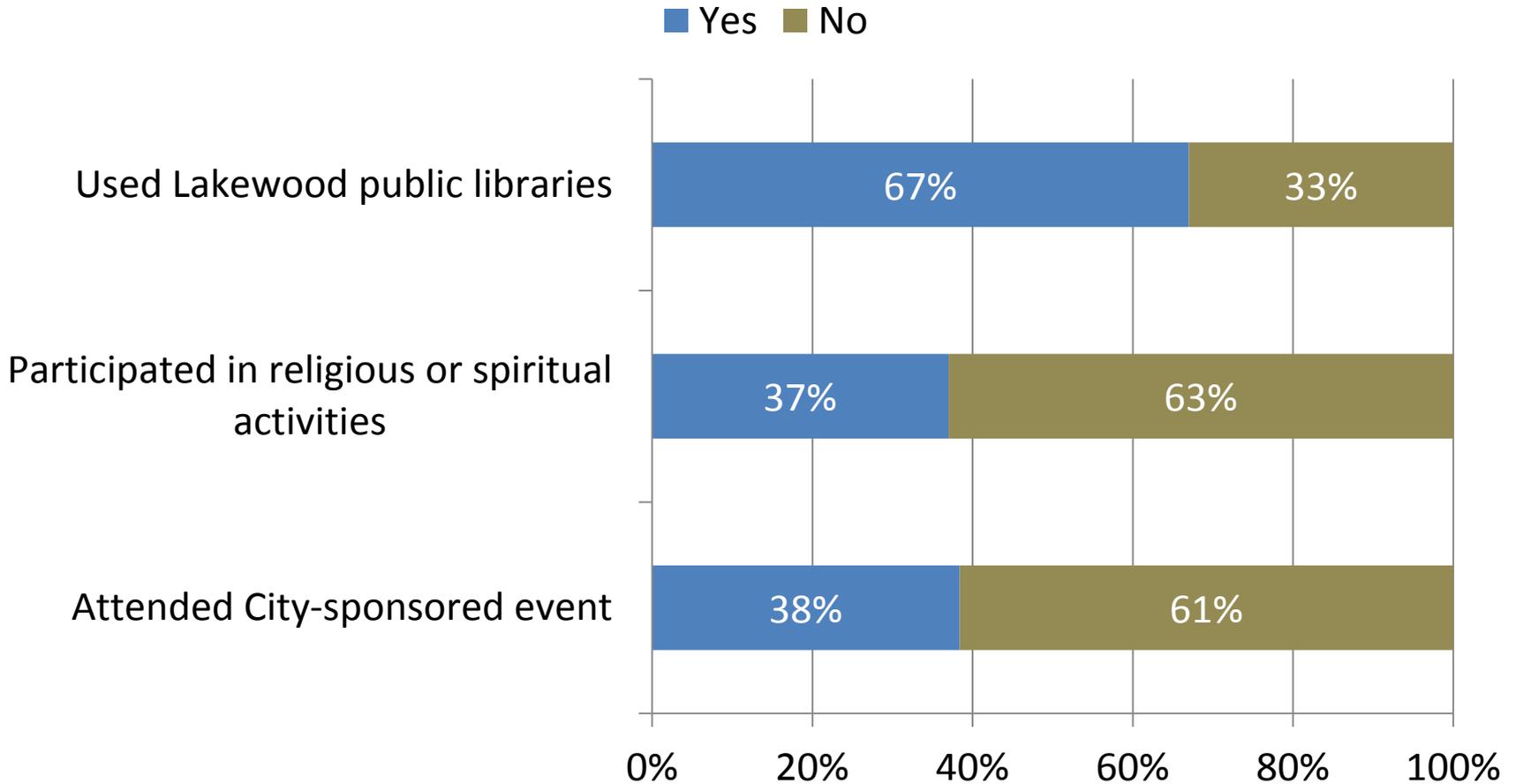
Percent rating positively (e.g. excellent/good)



# Education and Enrichment

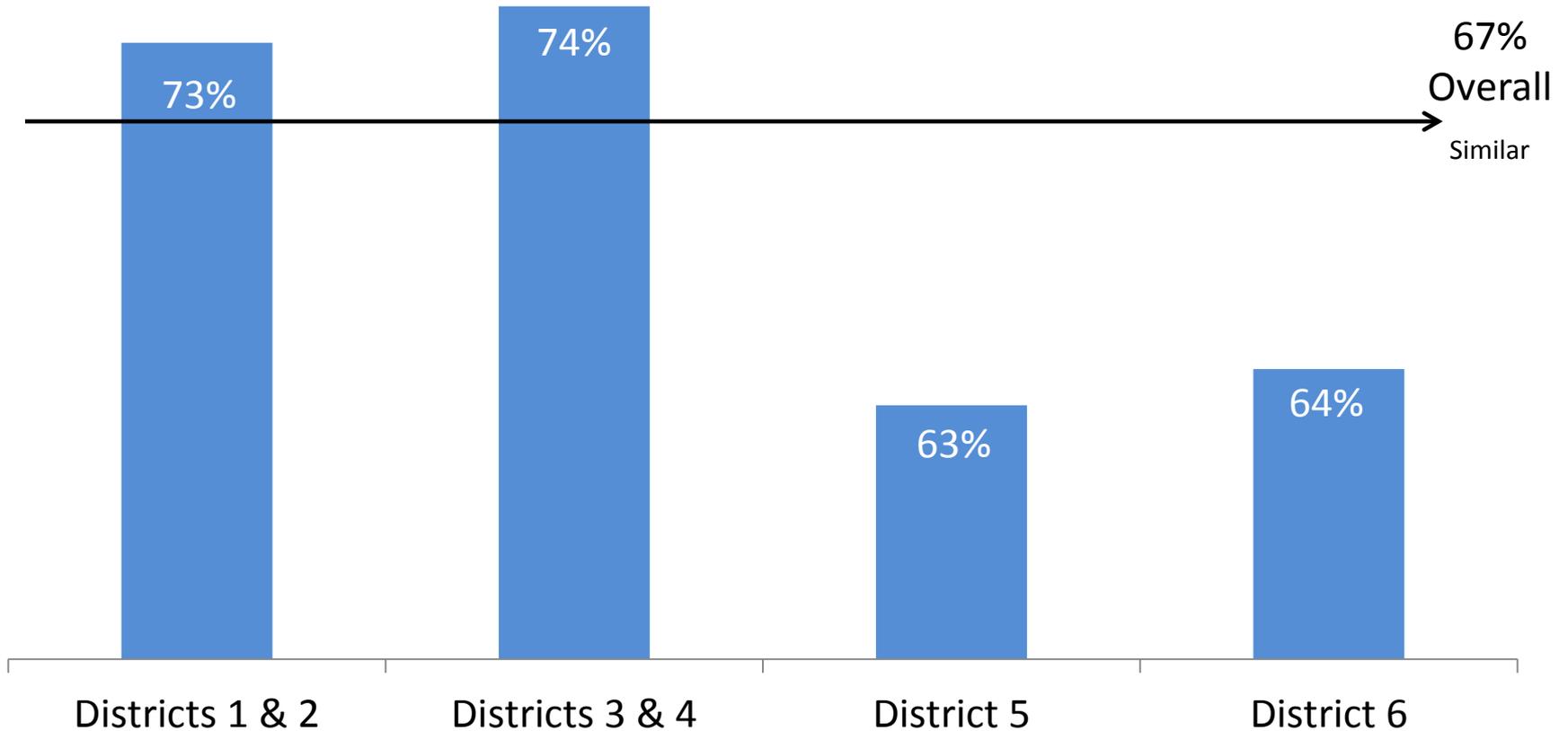
# Participation

## Education and Enrichment



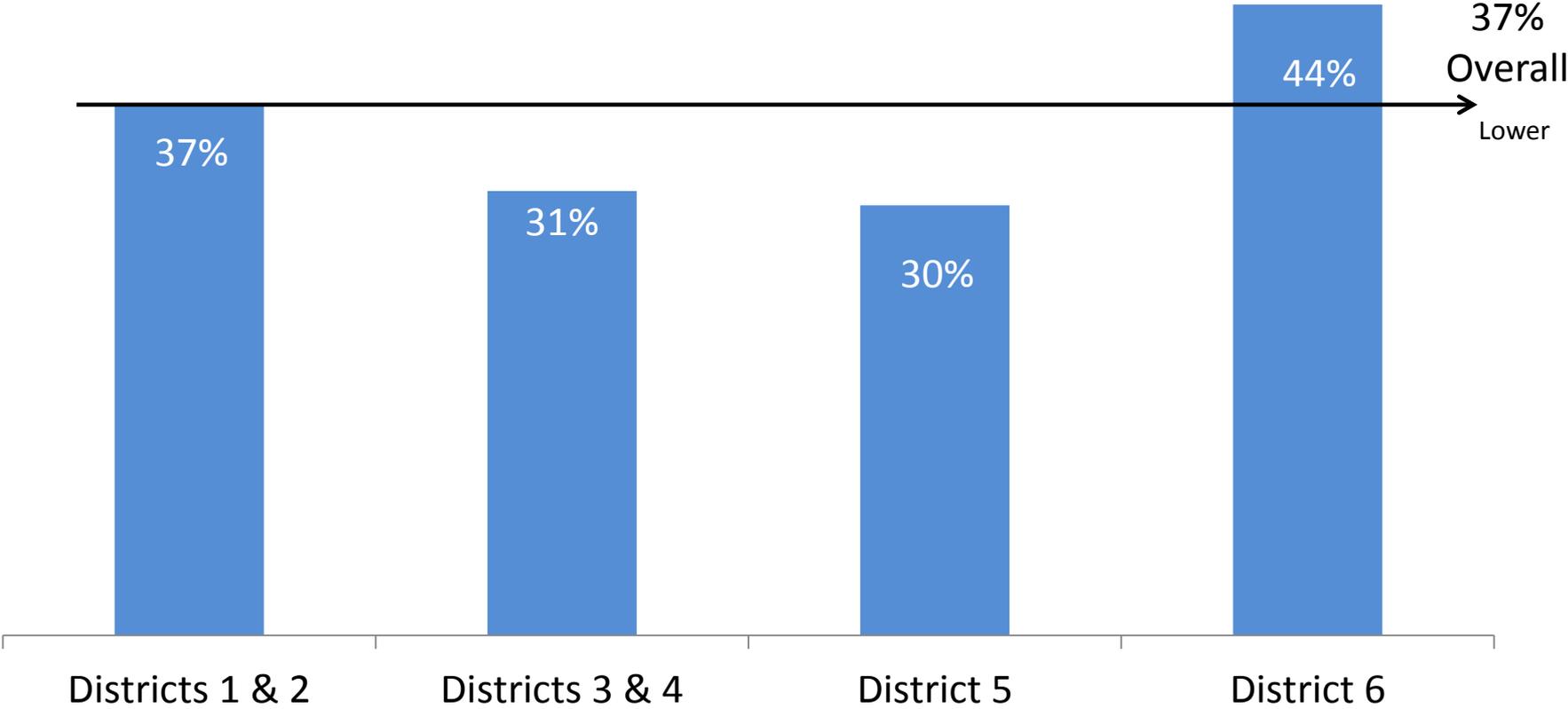
# Used Lakewood public libraries

Percent rating positively (e.g. excellent/good)



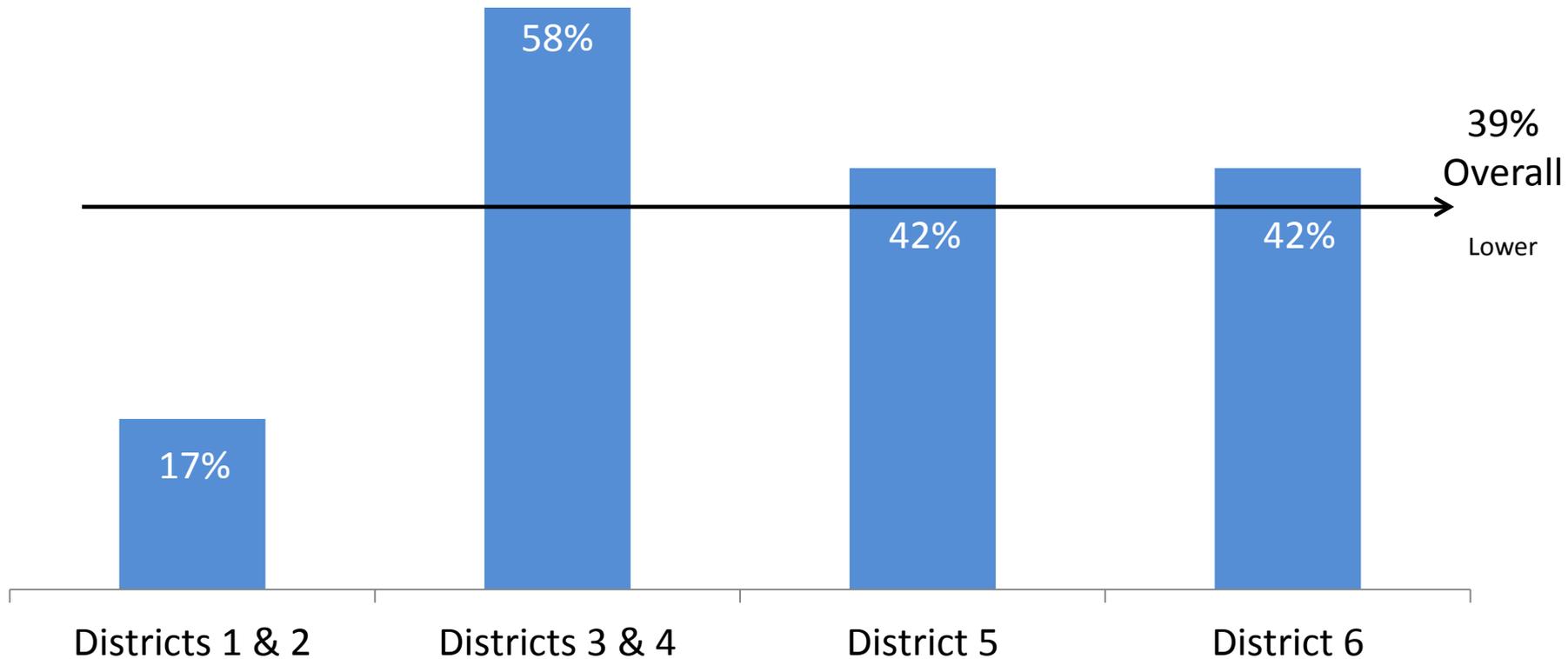
# Participated in religious or spiritual activities

Percent rating positively (e.g. excellent/good)



# Attended City-sponsored event

Percent rating positively (e.g. excellent/good)

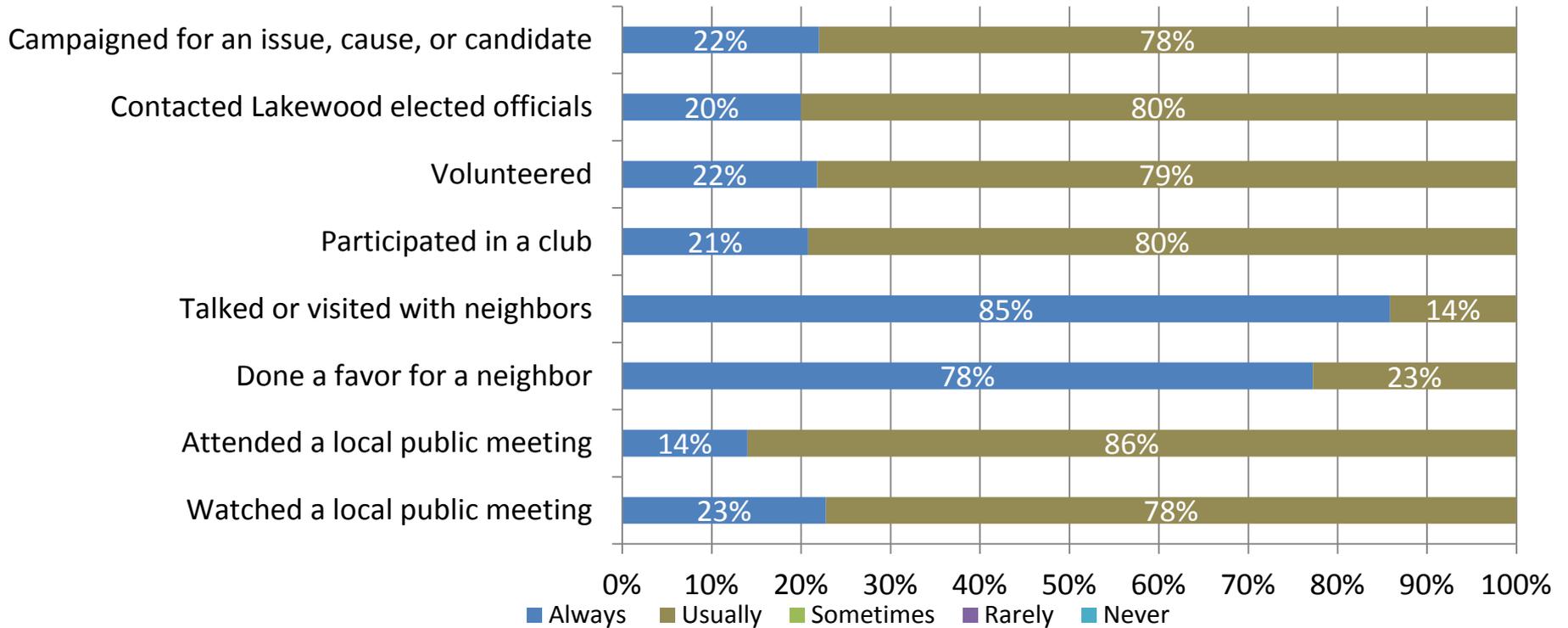


# Community Engagement

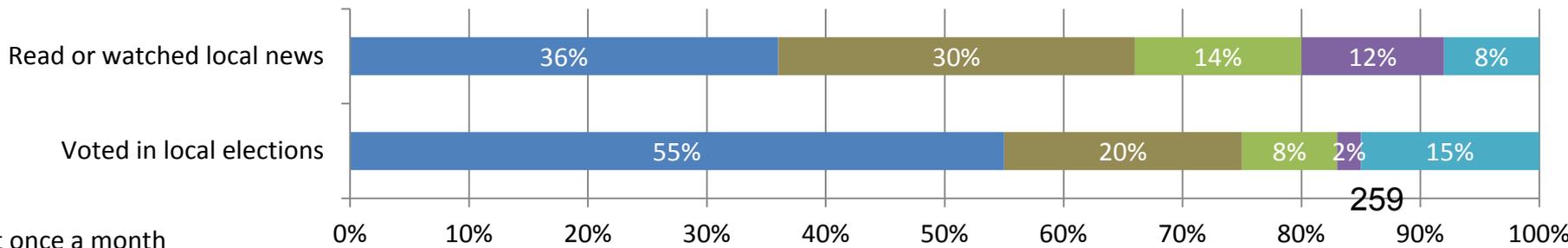
# Participation

## Community Engagement

■ Yes ■ No



■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

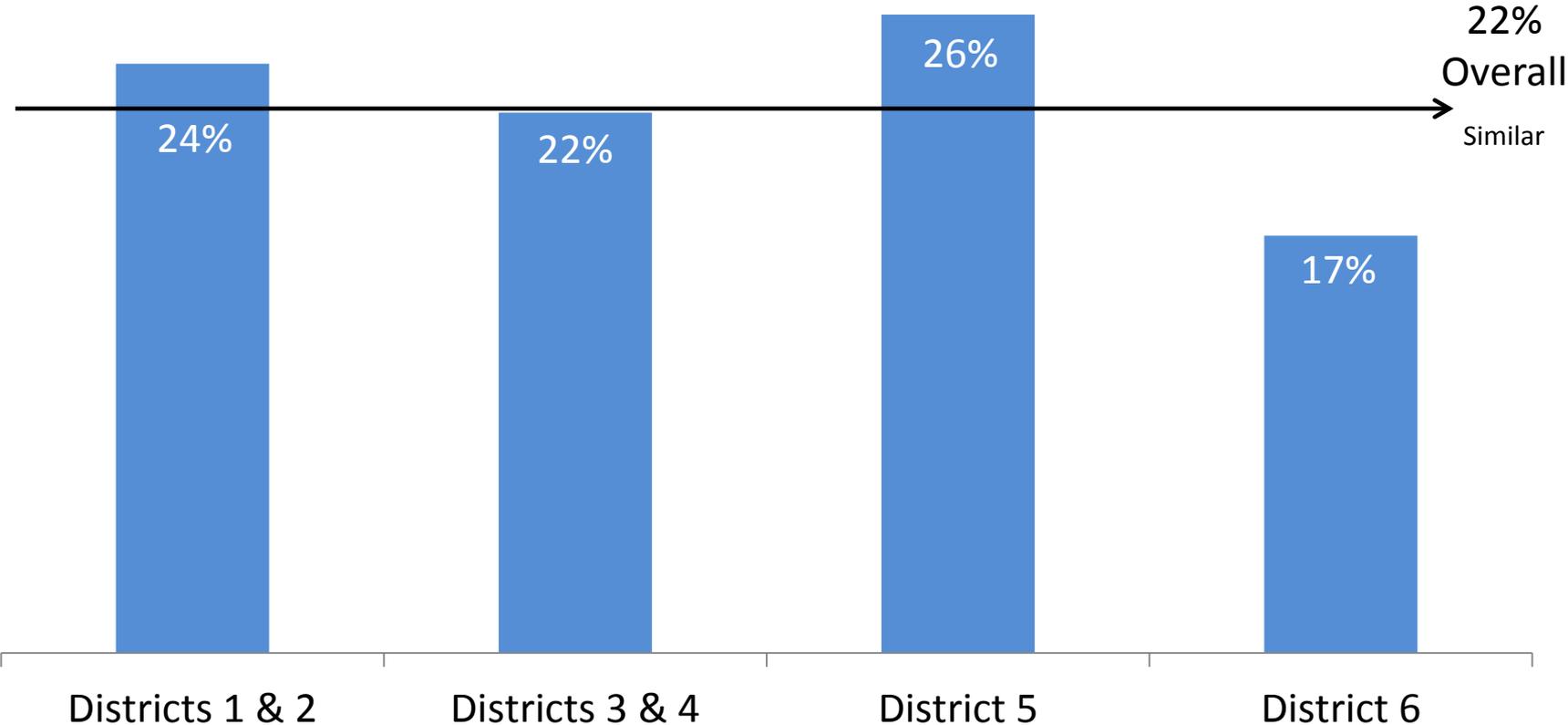


259

At least once a month

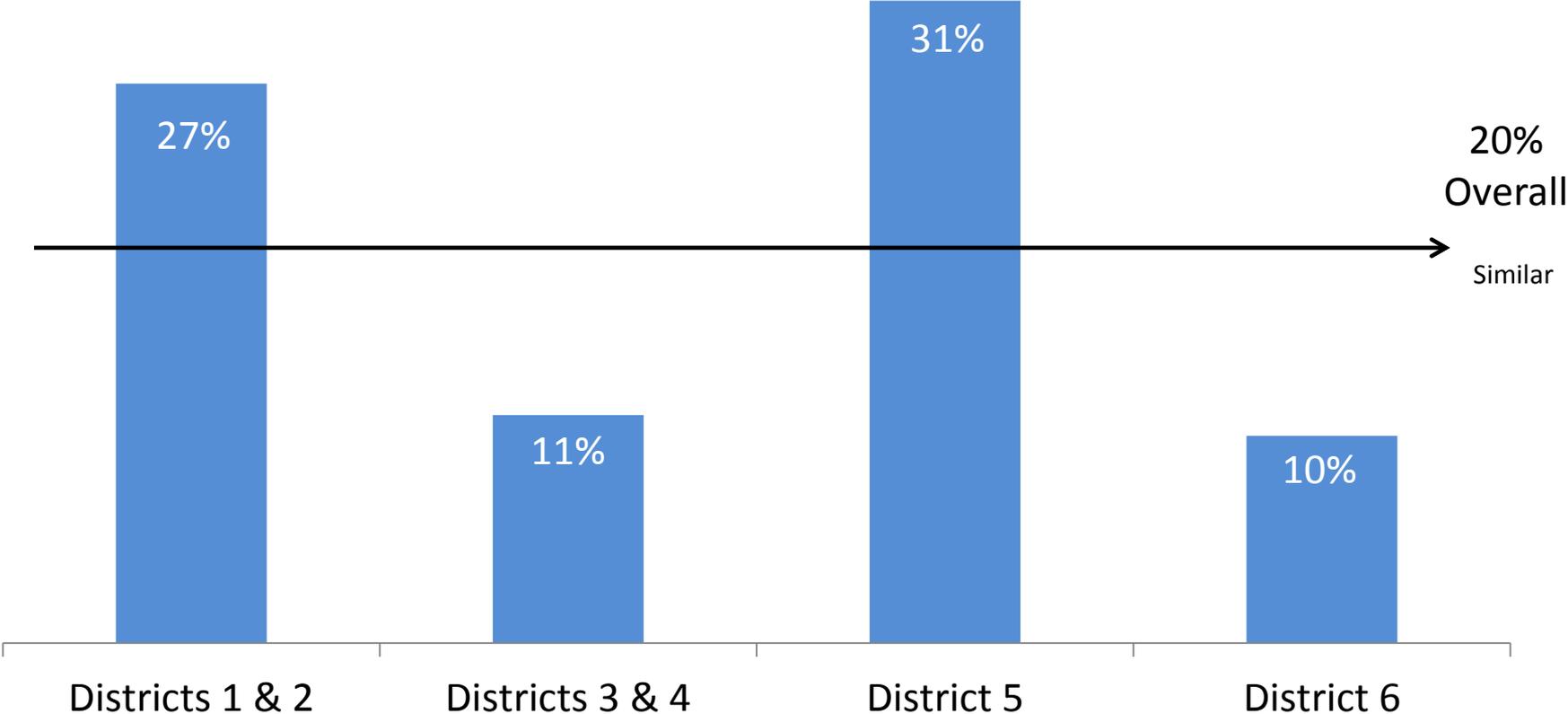
# Campaigned for an issue, cause, or candidate

Percent rating positively (e.g. excellent/good)



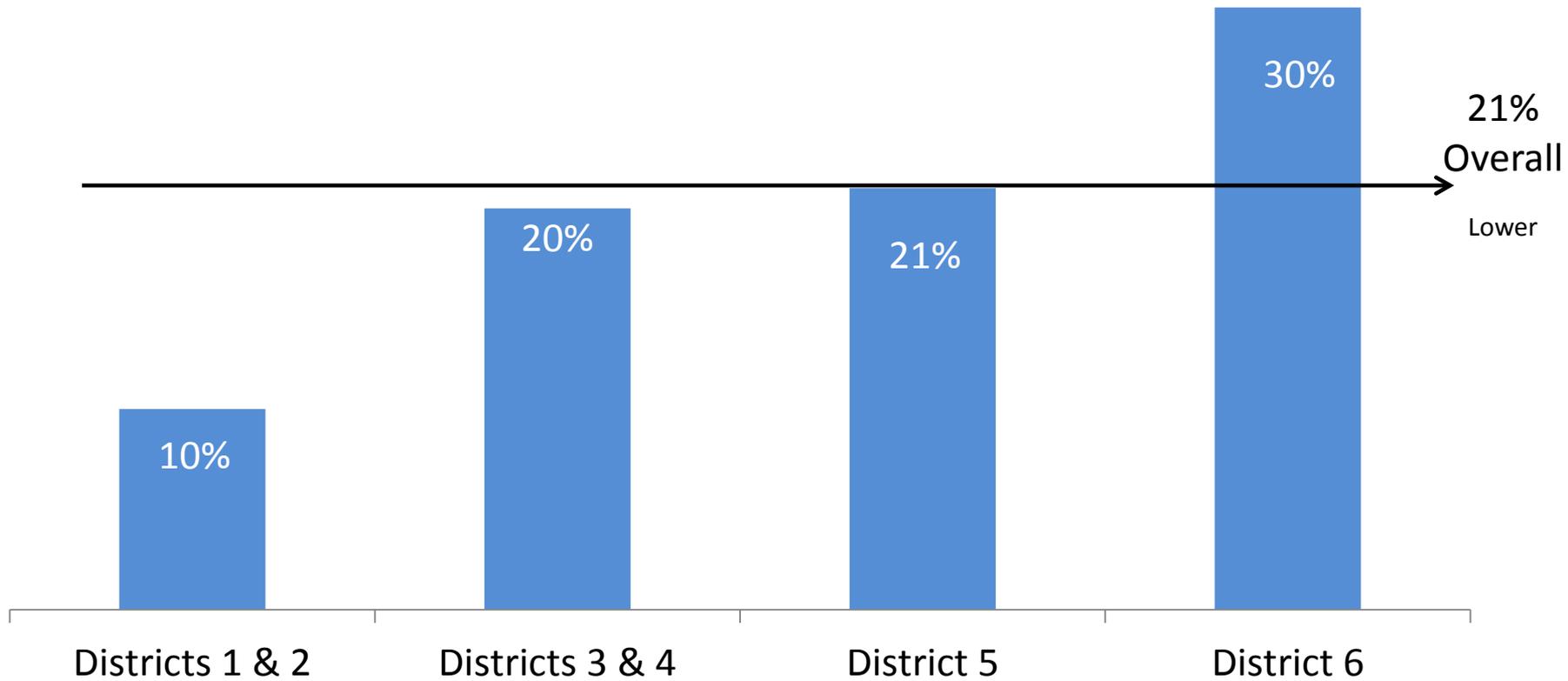
# Contacted Lakewood elected officials

Percent rating positively (e.g. excellent/good)



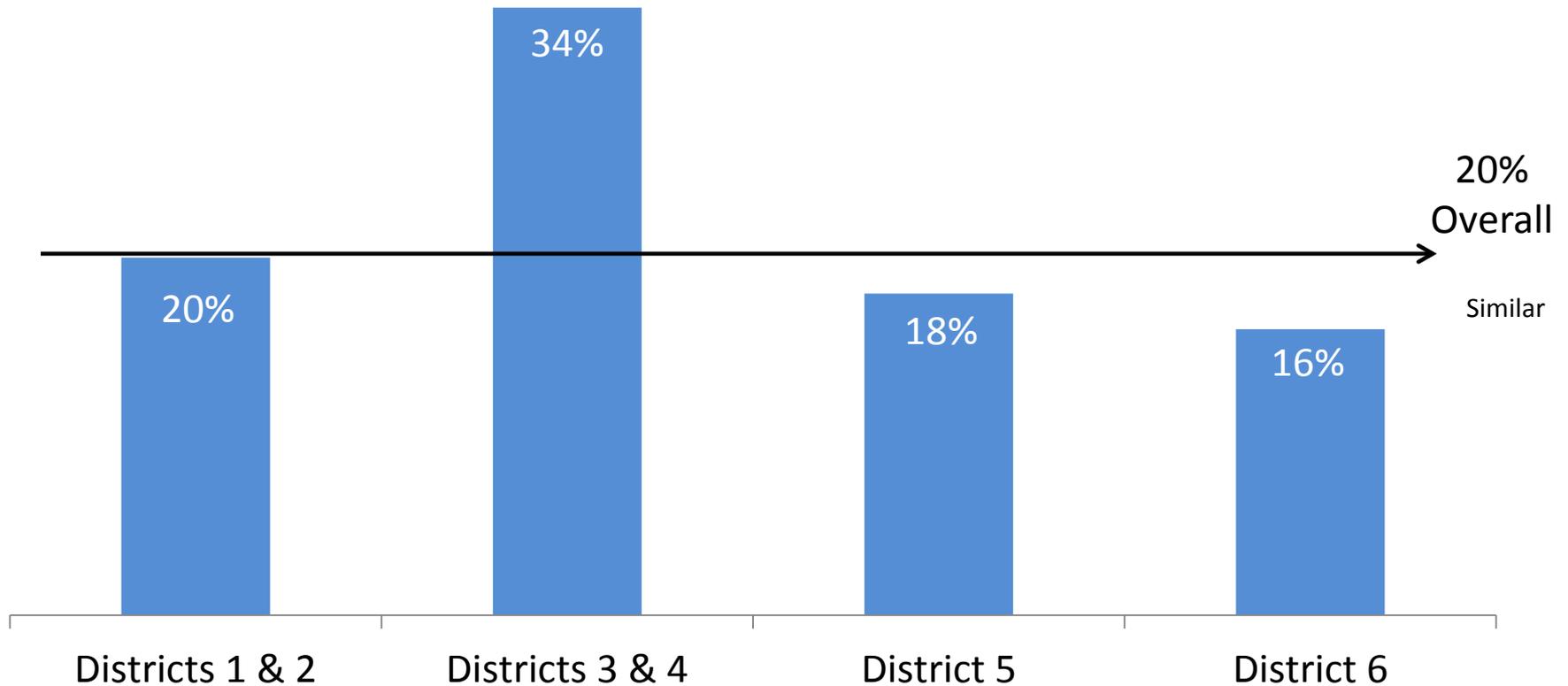
# Volunteered

Percent rating positively (e.g. excellent/good)



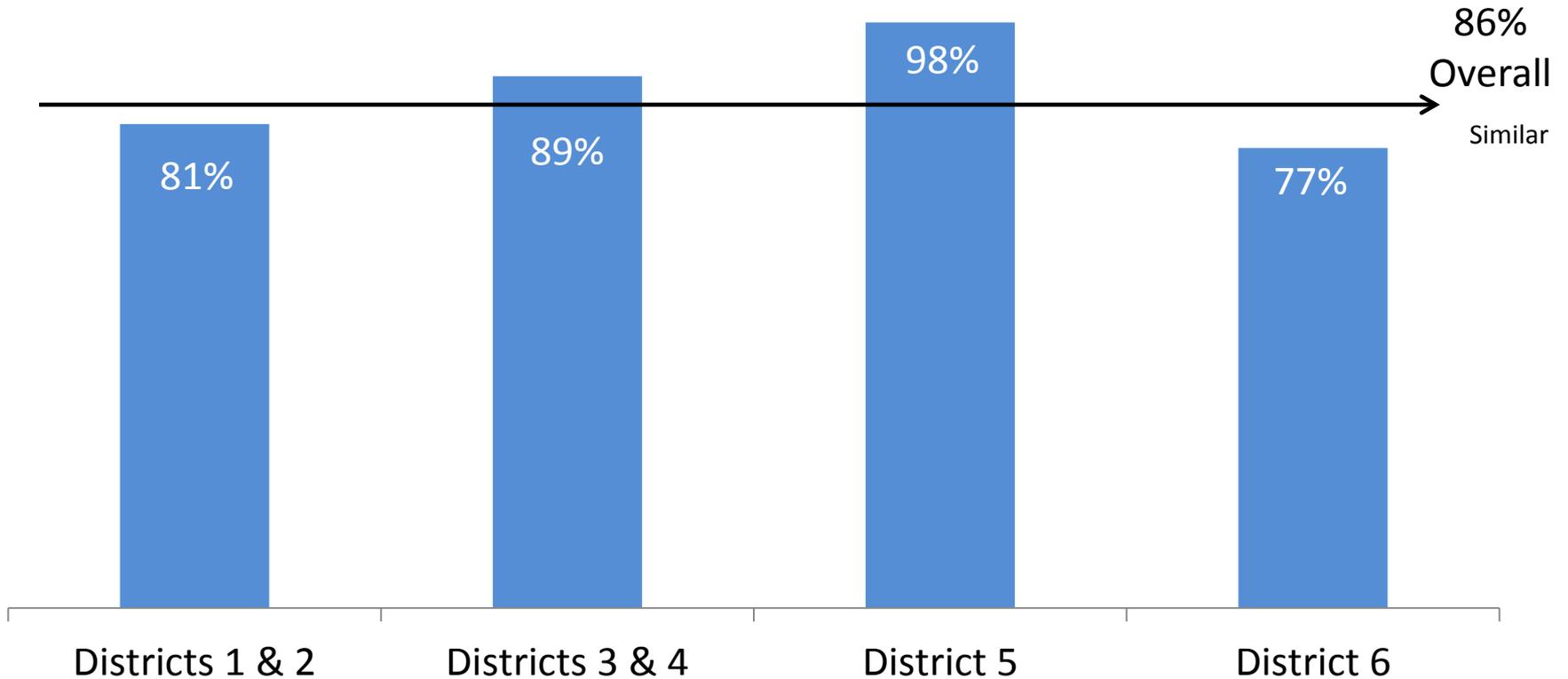
# Participated in a club

Percent rating positively (e.g. excellent/good)



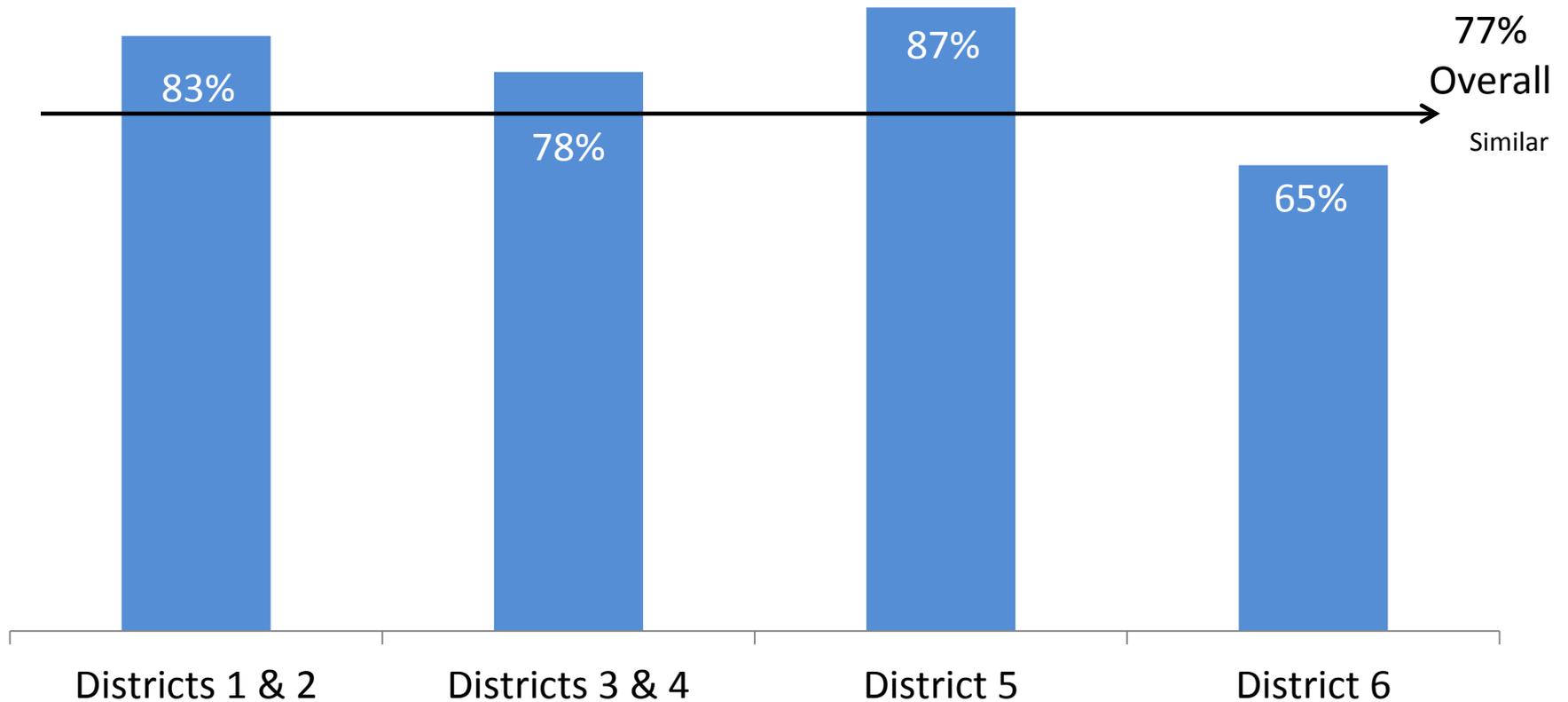
# Talked to or visited with neighbors

Percent rating positively (e.g. excellent/good)



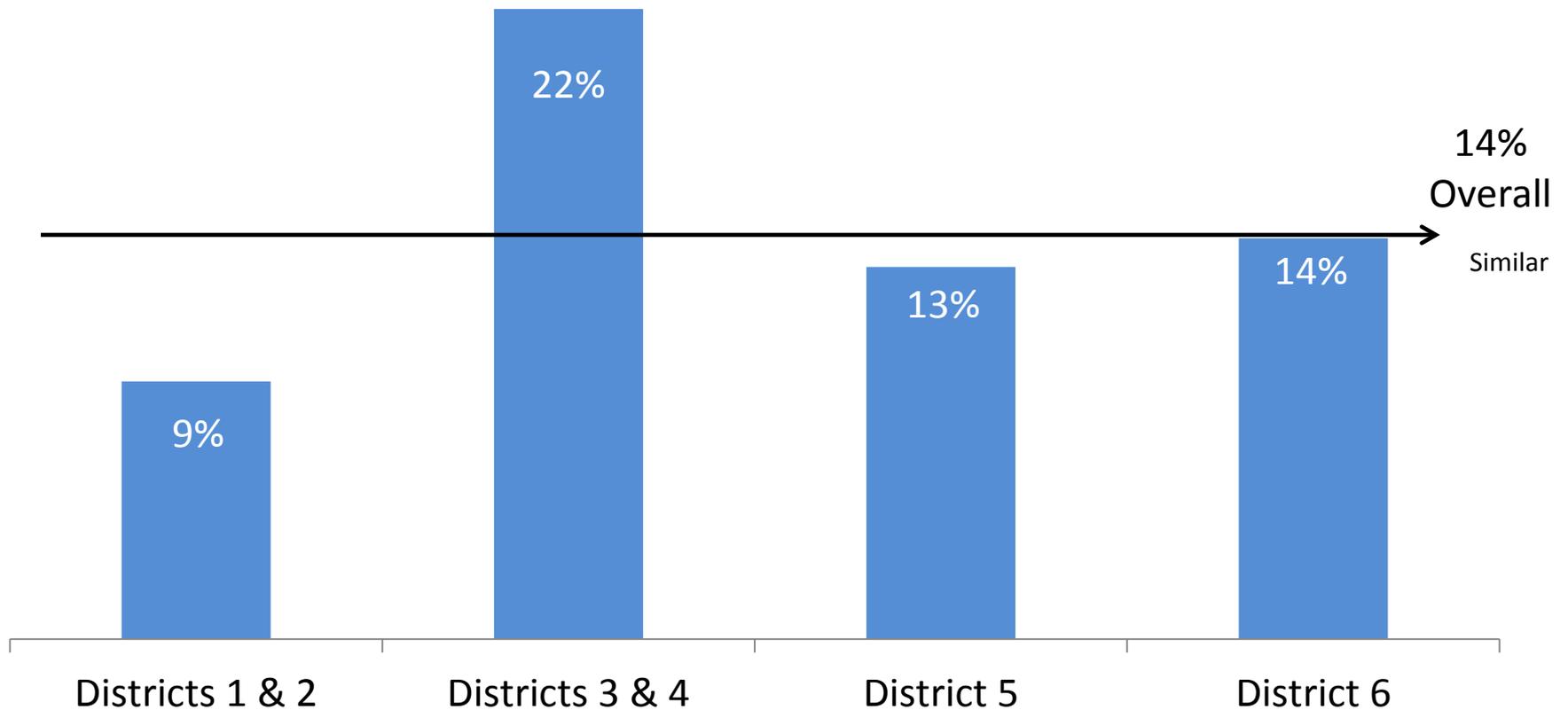
# Done a favor for a neighbor

Percent rating positively (e.g. excellent/good)



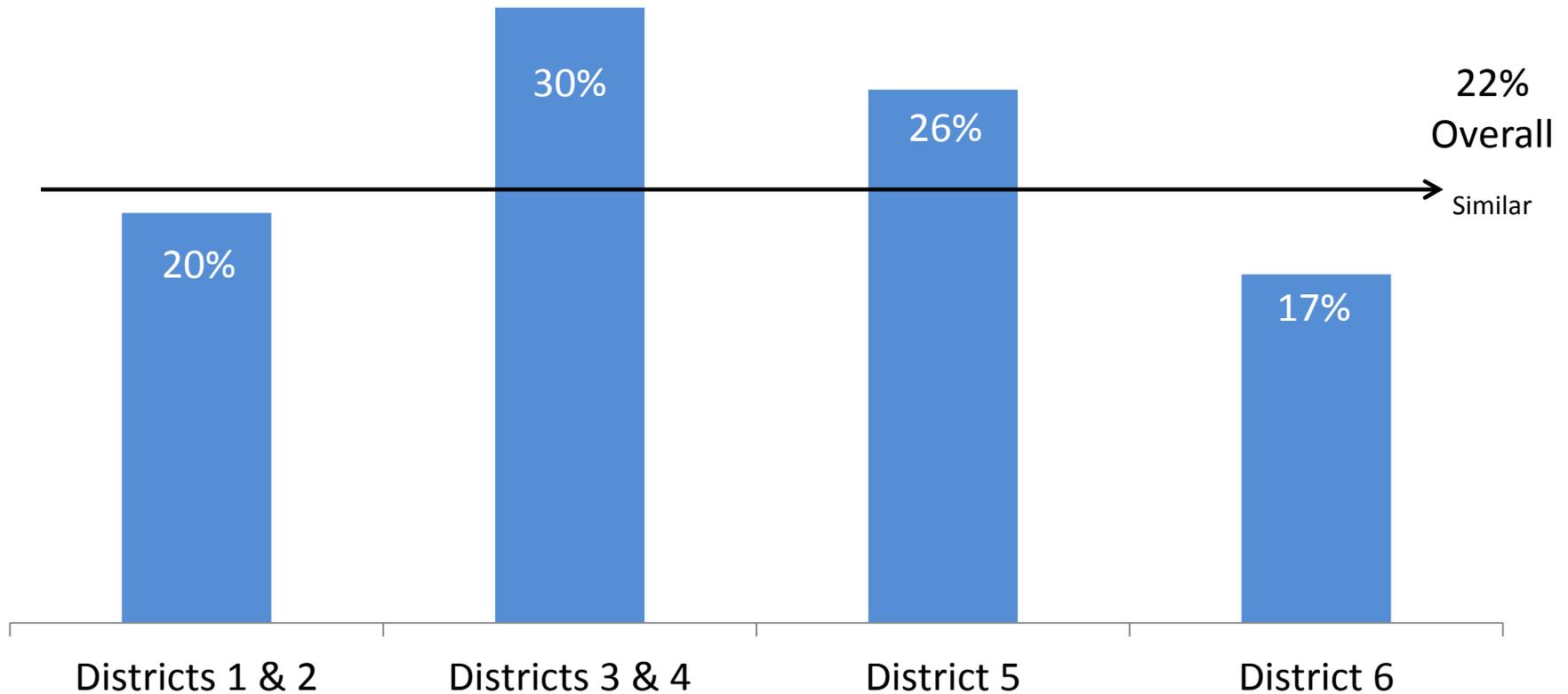
# Attended a local public meeting

Percent rating positively (e.g. excellent/good)



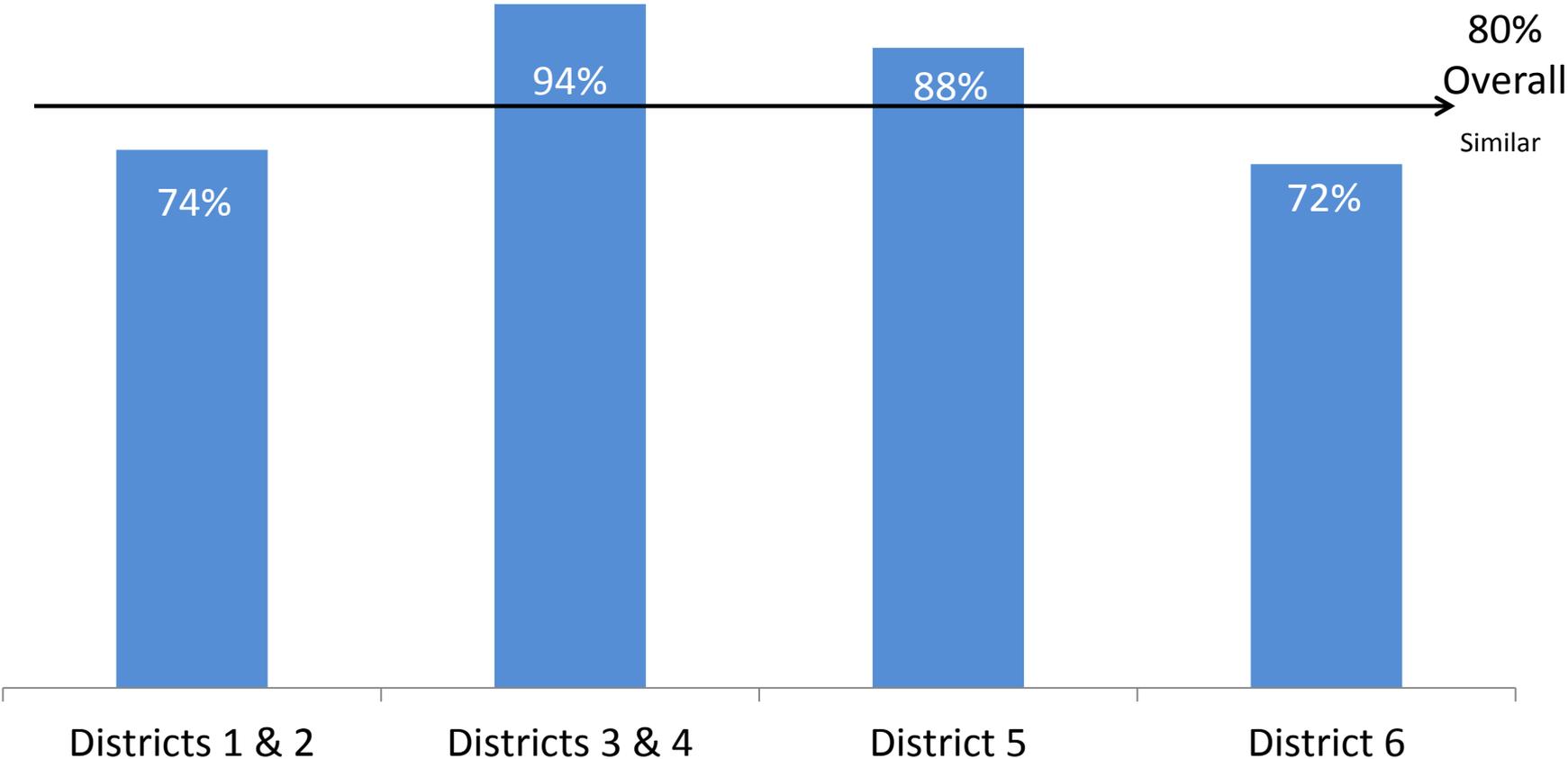
# Watched a local public meeting

Percent rating positively (e.g. excellent/good)



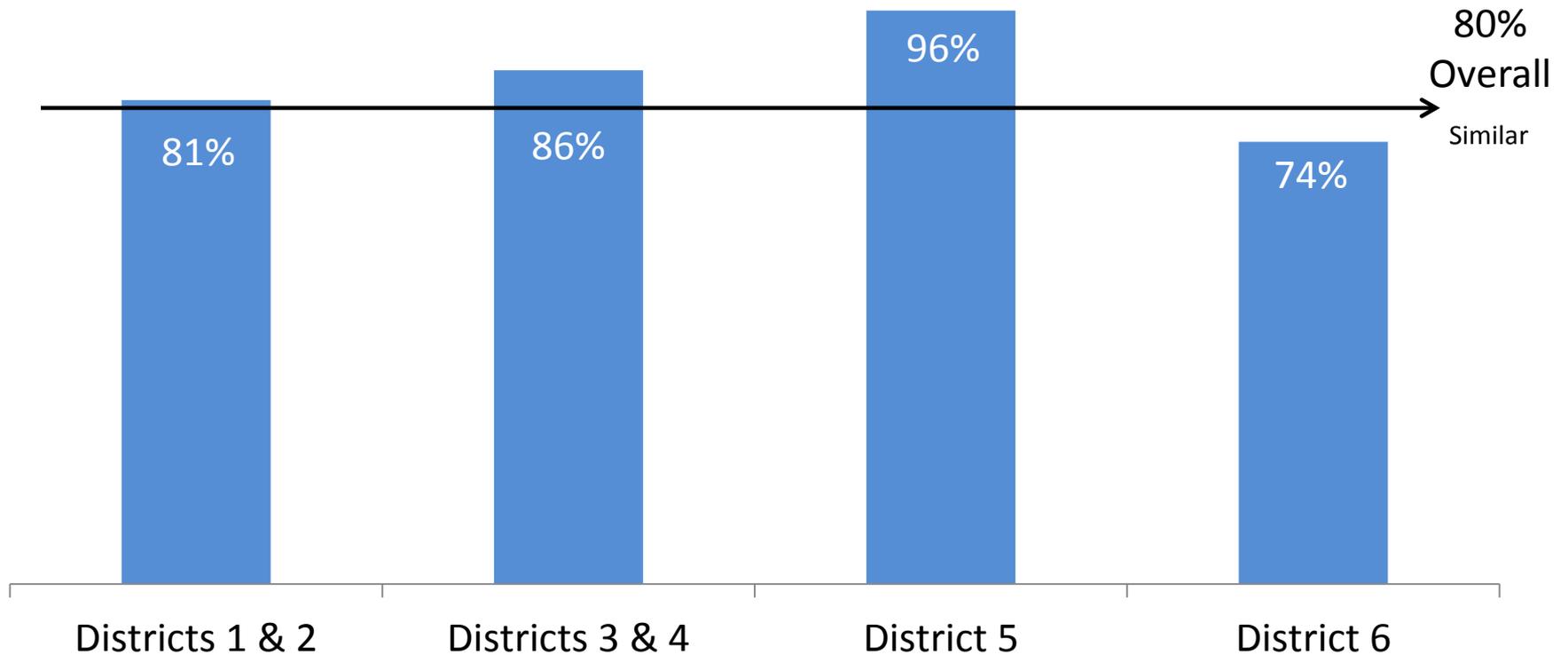
# Read or watched local news

Percent rating positively (e.g. excellent/good)



# Voted in local elections

Percent rating positively (e.g. excellent/good)





To: Mayor and City Councilmembers

From: Heidi Ann Wachter, City Attorney

Through: John J. Caulfield, City Manager

A handwritten signature in cursive script, reading 'John J. Caulfield', is written over the printed name of the City Manager.

Date: Review of Goals and Objectives

Subject: March 19, 2016

This is to provide an overview of the materials for the portion of the Council Retreat that will be used to facilitate a discussion of the 2016-17 City Council Goals and Objectives. The purpose of the City Council Goals is to direct our community toward positive change and serve as the policy direction for City government as well as the policy guide for developing and implementing the City's 2017-2018 biennial budget. Council goals guide the allocation of resources through the budget and capital improvement program to assure that organizational work plans and projects are developed that incrementally move the community toward the stated goals.

The recommendation is to focus on some key policy areas within existing Council Goals. The following suggested key policy areas have been developed through conversations with city departments as well as the Council. This list has been reviewed by the Executive Leadership Team in preparation for this Council Retreat. Key policy areas for focus in the City Council Goals and Objectives for 2016-2018 are as follows:

**Fiscal Responsibility**

- Development and implementation of 2017/2018 Biennial Budget (2016-2018)
- Update of six-year financial forecast (2016-2018)
- Storm Water Rate Analysis to include review of sewer availability program & finances (2017)

## **Public Safety**

- Regional partnerships as they become available (2016-2018)

## **Economic Development**

- Rental Housing Inspection Program (2016-2018)
- Towne Center and/or CBD Sub Area Plan to include review of CC&Rs (2016-2018)
- Woodbrook Industrial Park Development (2016-2018)
- Pacific Highway South/WSDOT Maintenance Facility (2016-2018)
- New Library to include other amenities such as Senior Center, playhouse, historical museum (2016-2018)
- Implementation of Motor Ave Design (2016-2018)

## **Dependable Infrastructure**

- Street Ends (2018)

## **Transparency**

- State Legislative Agenda
  - Fort Steilacoom Park: Transfer Ownership
  - Capital Funding Request: Fort Steilacoom Park improvements
  - Support for WSDOT Funding Request: Relocation of WSDOT Maintenance Facility in Lakewood
  - I-5 JBLM Corridor
  - Support Military Affairs Funding
- Federal Priorities
  - Federal Transportation and Economic Development Priorities
  - AMTRAK Rail Safety and Lakewood AMTRAK Station
  - Community Development Block Grant (CDBG) and HOME
  - I-5 JBLM Corridor Project
  - JBLM Clear Zone