

CITY OF WESTMINSTER, CO

2018 RESIDENT SURVEY SUPPLEMENTAL ONLINE SURVEY REPORT

MARCH 2018

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ABOUT

As part of the administration of the 2018 Resident Survey, the City of Westminster conducted a mailed survey of 3,000 residents. Surveys were mailed to randomly selected households in January 2018 and data were collected over the next five weeks. After the official data collection period was underway (see the report, *2018 Resident Survey Report of Results*), the City made available a web-based survey to its residents through a link on the City's website, Facebook, Nextdoor and other media. Visitors to the site were able to complete the survey during February and March and 899 surveys were received.

This report contains the results of this administration of the web-based survey that have not been weighted to current population estimates of Westminster.

COMPLETE SET OF SURVEY RESPONSES

The following pages contain a complete set of responses to each question on the survey. The percent of respondents giving a particular response is shown followed by the number of respondents. When a question includes a “don’t know” response option, the first table displays the results excluding the “don’t know” responses and the second table displays the results with the “don’t know.”

Table 1: Question 1 without "don't know" responses

Please rate each of the following aspects of quality of life in Westminster	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Westminster as a place to live	36%	N=326	51%	N=458	10%	N=88	2%	N=15	1%	N=8	100%	N=895
The overall quality of your neighborhood	32%	N=284	51%	N=459	12%	N=112	4%	N=32	1%	N=10	100%	N=897
Westminster as a place to raise children	29%	N=228	51%	N=399	15%	N=118	3%	N=27	1%	N=4	100%	N=776
Quality of local public schools in Westminster	12%	N=77	43%	N=272	26%	N=163	14%	N=89	5%	N=30	100%	N=631
Westminster as a place to retire	18%	N=134	41%	N=302	30%	N=221	9%	N=64	3%	N=23	100%	N=744
Westminster as a place to work	16%	N=102	47%	N=299	31%	N=193	5%	N=29	1%	N=8	100%	N=631
Job opportunities in Westminster	9%	N=50	30%	N=163	43%	N=235	15%	N=83	3%	N=15	100%	N=546
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=137	45%	N=347	29%	N=223	5%	N=42	2%	N=16	100%	N=765
Openness and acceptance of City programs and services toward people of diverse backgrounds	22%	N=134	44%	N=264	28%	N=171	4%	N=23	2%	N=14	100%	N=606
Overall image or reputation of Westminster	18%	N=159	51%	N=444	22%	N=197	7%	N=61	2%	N=16	100%	N=877
The overall quality of life in Westminster	24%	N=213	61%	N=544	12%	N=110	2%	N=20	1%	N=9	100%	N=896

Table 2: Question 1 with "don't know" responses

Please rate each of the following aspects of quality of life in Westminster	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Westminster as a place to live	36%	N=326	51%	N=458	10%	N=88	2%	N=15	1%	N=8	0%	N=2	100%	N=897
The overall quality of your neighborhood	32%	N=284	51%	N=459	12%	N=112	4%	N=32	1%	N=10	0%	N=0	100%	N=897
Westminster as a place to raise children	25%	N=228	44%	N=399	13%	N=118	3%	N=27	0%	N=4	14%	N=122	100%	N=898
Quality of local public schools in Westminster	9%	N=77	30%	N=272	18%	N=163	10%	N=89	3%	N=30	30%	N=265	100%	N=896
Westminster as a place to retire	15%	N=134	34%	N=302	25%	N=221	7%	N=64	3%	N=23	17%	N=154	100%	N=898
Westminster as a place to work	11%	N=102	33%	N=299	22%	N=193	3%	N=29	1%	N=8	30%	N=265	100%	N=896
Job opportunities in Westminster	6%	N=50	18%	N=163	26%	N=235	9%	N=83	2%	N=15	39%	N=349	100%	N=895
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=137	39%	N=347	25%	N=223	5%	N=42	2%	N=16	15%	N=130	100%	N=895

Please rate each of the following aspects of quality of life in Westminster	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Openness and acceptance of City programs and services toward people of diverse backgrounds	15%	N=134	30%	N=264	19%	N=171	3%	N=23	2%	N=14	32%	N=287	100%	N=893
Overall image or reputation of Westminster	18%	N=159	50%	N=444	22%	N=197	7%	N=61	2%	N=16	2%	N=18	100%	N=895
The overall quality of life in Westminster	24%	N=213	61%	N=544	12%	N=110	2%	N=20	1%	N=9	0%	N=1	100%	N=897

Table 3: Question 2

To what extent do you agree or disagree that each of the following statements describes your image of the City of Westminster?	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
Financially sustainable	27%	N=238	60%	N=537	10%	N=93	3%	N=26	100%	N=894
Vibrant, inclusive and engaged community	21%	N=187	55%	N=491	21%	N=185	3%	N=30	100%	N=893
Beautiful parks/open spaces	59%	N=529	34%	N=305	6%	N=58	1%	N=6	100%	N=898
Visionary and progressive	20%	N=174	53%	N=474	21%	N=188	6%	N=53	100%	N=889
Dynamic, diverse economy	14%	N=127	61%	N=544	22%	N=192	3%	N=29	100%	N=892
Safe and secure	21%	N=189	58%	N=517	17%	N=153	4%	N=37	100%	N=896
Environmentally sensitive	23%	N=209	57%	N=509	16%	N=139	4%	N=37	100%	N=894
Ease of mobility	17%	N=156	48%	N=434	26%	N=237	8%	N=69	100%	N=896

Table 4: Question 3

Please rate how safe or unsafe you feel from the following:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Violent crimes (e.g., rape, robbery, assault)	30%	N=272	45%	N=403	13%	N=120	9%	N=83	2%	N=20	100%	N=898
Property crimes (e.g., burglary, theft, vandalism, auto theft)	11%	N=96	43%	N=388	18%	N=158	22%	N=202	6%	N=54	100%	N=898
Residential fires	45%	N=406	36%	N=320	17%	N=150	2%	N=17	1%	N=5	100%	N=898

Table 5: Question 4 (Quality) without "don't know" responses

For each of the following services provided by the City of Westminster, first please rate the quality of the service and then how important each of these services is in Westminster.	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sewer services	36%	N=258	45%	N=324	16%	N=116	2%	N=15	1%	N=6	100%	N=719
Recycling drop off centers at City facilities	23%	N=137	38%	N=231	23%	N=142	11%	N=66	5%	N=29	100%	N=605
Police traffic enforcement	20%	N=144	43%	N=315	24%	N=179	10%	N=71	4%	N=29	100%	N=738
Police protection	30%	N=222	46%	N=337	17%	N=124	5%	N=36	3%	N=19	100%	N=738
Fire protection	44%	N=312	46%	N=323	9%	N=63	1%	N=7	0%	N=2	100%	N=707
Emergency medical/ambulance service	39%	N=226	48%	N=282	12%	N=70	1%	N=4	0%	N=2	100%	N=584
Municipal Court	18%	N=76	43%	N=184	33%	N=139	4%	N=19	1%	N=6	100%	N=424
Emergency preparedness	19%	N=84	45%	N=204	32%	N=143	3%	N=12	2%	N=9	100%	N=452
Land use, planning and zoning	14%	N=100	32%	N=224	28%	N=195	15%	N=103	10%	N=69	100%	N=691
City Code enforcement	13%	N=78	38%	N=232	29%	N=181	14%	N=86	7%	N=41	100%	N=618
Animal management	16%	N=103	47%	N=305	25%	N=162	9%	N=60	3%	N=18	100%	N=648
Economic development	13%	N=87	41%	N=282	29%	N=201	10%	N=71	6%	N=41	100%	N=682
Parks maintenance	36%	N=276	49%	N=373	12%	N=89	2%	N=15	1%	N=5	100%	N=758
Libraries	43%	N=292	45%	N=303	10%	N=69	1%	N=7	1%	N=4	100%	N=675
Drinking water quality	45%	N=347	41%	N=315	10%	N=74	3%	N=22	1%	N=8	100%	N=766
Recreation programs	43%	N=313	43%	N=309	10%	N=72	4%	N=27	0%	N=3	100%	N=724
Recreation facilities	50%	N=366	39%	N=291	8%	N=59	2%	N=16	1%	N=7	100%	N=739
Trails	49%	N=362	39%	N=291	10%	N=71	1%	N=11	0%	N=3	100%	N=738
Preservation of natural areas (open space, greenbelts)	46%	N=347	36%	N=272	12%	N=94	4%	N=30	2%	N=15	100%	N=758
Building permits/inspections	15%	N=71	41%	N=188	31%	N=142	8%	N=35	6%	N=28	100%	N=464
Utility billing/meter reading	22%	N=143	46%	N=307	26%	N=174	4%	N=25	2%	N=13	100%	N=662
Snow removal	19%	N=145	41%	N=313	24%	N=181	13%	N=100	4%	N=30	100%	N=769
Street repair	10%	N=78	38%	N=290	28%	N=215	16%	N=118	8%	N=58	100%	N=759
Street cleaning	15%	N=108	46%	N=341	28%	N=207	9%	N=65	3%	N=21	100%	N=742
Overall customer service by Westminster employees (police, receptionists, planners, etc.)	30%	N=207	48%	N=324	16%	N=110	3%	N=23	3%	N=18	100%	N=682
Overall quality of services provided by the City	22%	N=163	55%	N=413	17%	N=130	4%	N=29	2%	N=13	100%	N=748

Table 6: Question 4 (Quality) with "don't know" responses

For each of the following services provided by the City of Westminster, first please rate the quality of the service and then how important each of these services is in Westminster.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Sewer services	33%	N=258	42%	N=324	15%	N=116	2%	N=15	1%	N=6	7%	N=57	100%	N=776
Recycling drop off centers at City facilities	18%	N=137	30%	N=231	18%	N=142	9%	N=66	4%	N=29	22%	N=171	100%	N=776
Police traffic enforcement	19%	N=144	41%	N=315	23%	N=179	9%	N=71	4%	N=29	5%	N=36	100%	N=774
Police protection	29%	N=222	43%	N=337	16%	N=124	5%	N=36	2%	N=19	5%	N=38	100%	N=776
Fire protection	40%	N=312	42%	N=323	8%	N=63	1%	N=7	0%	N=2	9%	N=70	100%	N=777
Emergency medical/ambulance service	29%	N=226	36%	N=282	9%	N=70	1%	N=4	0%	N=2	25%	N=190	100%	N=774
Municipal Court	10%	N=76	24%	N=184	18%	N=139	2%	N=19	1%	N=6	45%	N=350	100%	N=774
Emergency preparedness	11%	N=84	26%	N=204	18%	N=143	2%	N=12	1%	N=9	42%	N=325	100%	N=777
Land use, planning and zoning	13%	N=100	29%	N=224	25%	N=195	13%	N=103	9%	N=69	11%	N=83	100%	N=774
City Code enforcement	10%	N=78	30%	N=232	23%	N=181	11%	N=86	5%	N=41	20%	N=158	100%	N=776
Animal management	13%	N=103	39%	N=305	21%	N=162	8%	N=60	2%	N=18	16%	N=128	100%	N=776
Economic development	11%	N=87	36%	N=282	26%	N=201	9%	N=71	5%	N=41	12%	N=91	100%	N=773
Parks maintenance	36%	N=276	48%	N=373	11%	N=89	2%	N=15	1%	N=5	2%	N=17	100%	N=775
Libraries	38%	N=292	39%	N=303	9%	N=69	1%	N=7	1%	N=4	13%	N=100	100%	N=775
Drinking water quality	45%	N=347	41%	N=315	10%	N=74	3%	N=22	1%	N=8	1%	N=9	100%	N=775
Recreation programs	40%	N=313	40%	N=309	9%	N=72	3%	N=27	0%	N=3	7%	N=51	100%	N=775
Recreation facilities	47%	N=366	37%	N=291	8%	N=59	2%	N=16	1%	N=7	5%	N=38	100%	N=777
Trails	47%	N=362	38%	N=291	9%	N=71	1%	N=11	0%	N=3	5%	N=37	100%	N=775
Preservation of natural areas (open space, greenbelts)	45%	N=347	35%	N=272	12%	N=94	4%	N=30	2%	N=15	2%	N=18	100%	N=776
Building permits/inspections	9%	N=71	24%	N=188	18%	N=142	5%	N=35	4%	N=28	40%	N=308	100%	N=772
Utility billing/meter reading	18%	N=143	40%	N=307	23%	N=174	3%	N=25	2%	N=13	14%	N=111	100%	N=773
Snow removal	19%	N=145	40%	N=313	23%	N=181	13%	N=100	4%	N=30	1%	N=7	100%	N=776
Street repair	10%	N=78	37%	N=290	28%	N=215	15%	N=118	7%	N=58	2%	N=17	100%	N=776
Street cleaning	14%	N=108	44%	N=341	27%	N=207	8%	N=65	3%	N=21	4%	N=27	100%	N=769
Overall customer service by Westminster employees (police, receptionists, planners, etc.)	27%	N=207	42%	N=324	14%	N=110	3%	N=23	2%	N=18	12%	N=91	100%	N=773
Overall quality of services provided by the City	21%	N=163	53%	N=413	17%	N=130	4%	N=29	2%	N=13	3%	N=25	100%	N=773

Table 7: Question 4 (Importance) without "don't know" responses

For each of the following services provided by the City of Westminster, first please rate the quality of the service and then how important each of these services is in Westminster.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Sewer services	69%	N=524	22%	N=166	8%	N=59	1%	N=6	100%	N=755
Recycling drop off centers at City facilities	24%	N=184	37%	N=276	32%	N=243	7%	N=53	100%	N=756
Police traffic enforcement	49%	N=374	35%	N=270	14%	N=110	2%	N=15	100%	N=769
Police protection	79%	N=612	18%	N=142	2%	N=19	1%	N=4	100%	N=777
Fire protection	83%	N=642	15%	N=119	2%	N=14	0%	N=0	100%	N=775
Emergency medical/ambulance service	79%	N=611	17%	N=132	3%	N=27	0%	N=2	100%	N=772
Municipal Court	33%	N=244	47%	N=351	20%	N=147	1%	N=8	100%	N=750
Emergency preparedness	52%	N=396	37%	N=279	11%	N=82	0%	N=3	100%	N=760
Land use, planning and zoning	38%	N=291	51%	N=388	11%	N=81	1%	N=5	100%	N=765
City Code enforcement	27%	N=207	49%	N=376	21%	N=160	2%	N=18	100%	N=761
Animal management	24%	N=185	47%	N=361	27%	N=211	2%	N=14	100%	N=771
Economic development	37%	N=283	47%	N=360	14%	N=109	2%	N=12	100%	N=764
Parks maintenance	37%	N=282	53%	N=406	10%	N=80	0%	N=2	100%	N=770
Libraries	38%	N=291	44%	N=333	16%	N=123	2%	N=12	100%	N=759
Drinking water quality	84%	N=647	15%	N=114	1%	N=11	0%	N=0	100%	N=772
Recreation programs	23%	N=172	51%	N=387	25%	N=187	2%	N=15	100%	N=761
Recreation facilities	26%	N=199	50%	N=380	23%	N=173	1%	N=9	100%	N=761
Trails	28%	N=212	49%	N=378	21%	N=162	2%	N=17	100%	N=769
Preservation of natural areas (open space, greenbelts)	44%	N=343	42%	N=325	12%	N=91	2%	N=12	100%	N=771
Building permits/inspections	27%	N=195	47%	N=348	24%	N=174	2%	N=16	100%	N=733
Utility billing/meter reading	24%	N=178	45%	N=334	29%	N=212	2%	N=16	100%	N=740
Snow removal	45%	N=343	42%	N=323	13%	N=101	0%	N=3	100%	N=770
Street repair	52%	N=403	43%	N=329	5%	N=39	0%	N=0	100%	N=771
Street cleaning	18%	N=141	45%	N=348	32%	N=245	4%	N=31	100%	N=765
Overall customer service by Westminster employees (police, receptionists, planners, etc.)	40%	N=307	49%	N=376	9%	N=70	1%	N=7	100%	N=760

Table 8: Question 4 (Importance) with "don't know" responses

For each of the following services provided by the City of Westminster, first please rate the quality of the service and then how important each of these services is in Westminster.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sewer services	68%	N=524	21%	N=166	8%	N=59	1%	N=6	3%	N=21	100%	N=776
Recycling drop off centers at City facilities	24%	N=184	36%	N=276	31%	N=243	7%	N=53	2%	N=19	100%	N=775
Police traffic enforcement	48%	N=374	35%	N=270	14%	N=110	2%	N=15	1%	N=4	100%	N=773
Police protection	79%	N=612	18%	N=142	2%	N=19	1%	N=4	0%	N=0	100%	N=777
Fire protection	83%	N=642	15%	N=119	2%	N=14	0%	N=0	0%	N=1	100%	N=776
Emergency medical/ambulance service	79%	N=611	17%	N=132	3%	N=27	0%	N=2	1%	N=5	100%	N=777
Municipal Court	31%	N=244	45%	N=351	19%	N=147	1%	N=8	3%	N=26	100%	N=776
Emergency preparedness	51%	N=396	36%	N=279	11%	N=82	0%	N=3	2%	N=16	100%	N=776
Land use, planning and zoning	38%	N=291	50%	N=388	10%	N=81	1%	N=5	1%	N=10	100%	N=775
City Code enforcement	27%	N=207	49%	N=376	21%	N=160	2%	N=18	2%	N=13	100%	N=774
Animal management	24%	N=185	47%	N=361	27%	N=211	2%	N=14	1%	N=5	100%	N=776
Economic development	37%	N=283	47%	N=360	14%	N=109	2%	N=12	1%	N=10	100%	N=774
Parks maintenance	36%	N=282	53%	N=406	10%	N=80	0%	N=2	0%	N=3	100%	N=773
Libraries	38%	N=291	43%	N=333	16%	N=123	2%	N=12	2%	N=13	100%	N=772
Drinking water quality	84%	N=647	15%	N=114	1%	N=11	0%	N=0	0%	N=0	100%	N=772
Recreation programs	22%	N=172	50%	N=387	24%	N=187	2%	N=15	1%	N=8	100%	N=769
Recreation facilities	26%	N=199	49%	N=380	23%	N=173	1%	N=9	1%	N=7	100%	N=768
Trails	27%	N=212	49%	N=378	21%	N=162	2%	N=17	1%	N=4	100%	N=773
Preservation of natural areas (open space, greenbelts)	44%	N=343	42%	N=325	12%	N=91	2%	N=12	0%	N=1	100%	N=772
Building permits/inspections	25%	N=195	45%	N=348	23%	N=174	2%	N=16	5%	N=39	100%	N=772
Utility billing/meter reading	23%	N=178	43%	N=334	28%	N=212	2%	N=16	4%	N=29	100%	N=769
Snow removal	44%	N=343	42%	N=323	13%	N=101	0%	N=3	0%	N=1	100%	N=771
Street repair	52%	N=403	43%	N=329	5%	N=39	0%	N=0	0%	N=0	100%	N=771
Street cleaning	18%	N=141	45%	N=348	32%	N=245	4%	N=31	0%	N=2	100%	N=767
Overall customer service by Westminster employees (police, receptionists, planners, etc.)	40%	N=307	49%	N=376	9%	N=70	1%	N=7	1%	N=9	100%	N=769

Table 9: Question 5 without "don't know" responses

Overall, would you say the City is headed in the right direction or the wrong direction?	Percent	Number
Right direction	76%	N=455
Wrong direction	24%	N=147
Total	100%	N=602

Table 10: Question 5 with "don't know" responses

Overall, would you say the City is headed in the right direction or the wrong direction?	Percent	Number
Right direction	63%	N=455
Wrong direction	20%	N=147
Don't know	17%	N=126
Total	100%	N=728

Table 11: Question 6 without "don't know" responses

Please rate the following statements by circling the number that most clearly represents your opinion:	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
I receive good value for the City of Westminster taxes I pay	28%	N=214	44%	N=335	15%	N=111	9%	N=69	4%	N=34	100%	N=763
The Westminster government welcomes citizen involvement	30%	N=207	37%	N=259	18%	N=122	9%	N=64	6%	N=43	100%	N=695
City Council cares what people like me think	18%	N=123	34%	N=228	19%	N=128	15%	N=99	14%	N=96	100%	N=674

Table 12: Question 6 with "don't know" responses

Please rate the following statements by circling the number that most clearly represents your opinion:	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
I receive good value for the City of Westminster taxes I pay	28%	N=214	43%	N=335	14%	N=111	9%	N=69	4%	N=34	1%	N=10	100%	N=773
The Westminster government welcomes citizen involvement	27%	N=207	34%	N=259	16%	N=122	8%	N=64	6%	N=43	10%	N=76	100%	N=771
City Council cares what people like me think	16%	N=123	30%	N=228	17%	N=128	13%	N=99	12%	N=96	13%	N=98	100%	N=772

Table 13: Question 7

How familiar, if at all, are you with each of the following emergency communications in Westminster?	Very familiar		Somewhat familiar		Not at all familiar		Total	
	%	N	%	N	%	N	%	N
Code Red (reverse 911)	34%	N=259	40%	N=300	26%	N=198	100%	N=757
EAS (Emergency Alerting System)	26%	N=197	39%	N=294	35%	N=263	100%	N=754

Table 14: Question 8

Does your household currently have each of the following?	Yes		No		Total	
A family shelter-in-place plan	34%	N=233	66%	N=458	100%	N=691
A family evacuation plan	42%	N=306	58%	N=419	100%	N=725
An emergency preparedness kit	32%	N=236	68%	N=499	100%	N=735

Table 15: Question 9 without "don't know" responses

To what degree, if at all, are the following problems in Westminster?	Not a problem		Minor problem		Moderate problem		Major problem		Total	
Crime (vandalism, graffiti, drugs)	4%	N=26	36%	N=261	46%	N=336	15%	N=107	100%	N=730
Too much growth	13%	N=99	20%	N=145	32%	N=239	35%	N=259	100%	N=742
Lack of growth	73%	N=524	17%	N=124	7%	N=51	2%	N=14	100%	N=713
Homelessness	11%	N=75	49%	N=336	28%	N=191	11%	N=77	100%	N=679
Lack of availability of recreation facilities	69%	N=500	19%	N=135	9%	N=66	3%	N=19	100%	N=720
Taxes are too high	30%	N=214	32%	N=231	27%	N=192	11%	N=82	100%	N=719
Unavailability of convenient shopping	63%	N=472	19%	N=140	11%	N=83	7%	N=54	100%	N=749
High cost of housing	13%	N=95	17%	N=127	34%	N=249	36%	N=269	100%	N=740
Traffic safety on neighborhood streets	19%	N=143	36%	N=271	31%	N=228	14%	N=102	100%	N=744
Traffic safety on major streets	17%	N=127	34%	N=254	31%	N=227	18%	N=135	100%	N=743
Poor maintenance and condition of homes	22%	N=162	50%	N=358	21%	N=155	6%	N=46	100%	N=721
Poor condition of properties (weeds, trash, junk vehicles)	21%	N=151	49%	N=362	22%	N=159	8%	N=62	100%	N=734
Unavailability of trails or trail connections	66%	N=467	21%	N=150	10%	N=67	3%	N=20	100%	N=704

Table 16: Question 9 with "don't know" responses

To what degree, if at all, are the following problems in Westminster?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
Crime (vandalism, graffiti, drugs)	3%	N=26	35%	N=261	45%	N=336	14%	N=107	3%	N=25	100%	N=755
Too much growth	13%	N=99	19%	N=145	31%	N=239	34%	N=259	2%	N=17	100%	N=759
Lack of growth	69%	N=524	16%	N=124	7%	N=51	2%	N=14	6%	N=43	100%	N=756
Homelessness	10%	N=75	44%	N=336	25%	N=191	10%	N=77	10%	N=79	100%	N=758
Lack of availability of recreation facilities	66%	N=500	18%	N=135	9%	N=66	3%	N=19	5%	N=36	100%	N=756
Taxes are too high	28%	N=214	30%	N=231	25%	N=192	11%	N=82	5%	N=39	100%	N=758
Unavailability of convenient shopping	63%	N=472	19%	N=140	11%	N=83	7%	N=54	1%	N=6	100%	N=755
High cost of housing	13%	N=95	17%	N=127	33%	N=249	36%	N=269	2%	N=14	100%	N=754
Traffic safety on neighborhood streets	19%	N=143	36%	N=271	30%	N=228	14%	N=102	1%	N=8	100%	N=752
Traffic safety on major streets	17%	N=127	34%	N=254	30%	N=227	18%	N=135	1%	N=11	100%	N=754
Poor maintenance and condition of homes	22%	N=162	48%	N=358	21%	N=155	6%	N=46	4%	N=31	100%	N=752
Poor condition of properties (weeds, trash, junk vehicles)	20%	N=151	48%	N=362	21%	N=159	8%	N=62	2%	N=17	100%	N=751
Unavailability of trails or trail connections	62%	N=467	20%	N=150	9%	N=67	3%	N=20	7%	N=50	100%	N=754

Table 17: Question 10 First Most Relied on Source

Among the sources of information listed below, mark a "1" next to the source you most often rely on for news about the City of Westminster.	Percent	Number
Denver Post (print version)	7%	N=47
City's website (www.cityofwestminster.us)	16%	N=107
Other online news sources	9%	N=62
Social media (Facebook, Twitter, Nextdoor, etc.)	17%	N=112
Spanish media (Telemundo, Univision, etc.)	8%	N=52
Westminster Window	3%	N=18
City Edition (print newsletter)	8%	N=54
The Weekly (e-newsletter)	14%	N=94
Parks, Recreation and Libraries Activity Guide	5%	N=37
Cable TV Channel 8	2%	N=13
Television news	5%	N=37
Word of mouth	5%	N=37
Your Hub	1%	N=8
Total	100%	N=678

Table 18: Question 10 First or Second Most Relied on Sources

Among the sources of information listed below, mark a "1" next to the source you most often rely on for news about the City of Westminster and mark a "2" next to the source you rely on second most often.	Percent	Number
Denver Post (print version)	10%	N=66
City's website (www.cityofwestminster.us)	29%	N=199
Other online news sources	19%	N=127
Social media (Facebook, Twitter, Nextdoor, etc.)	30%	N=207
Spanish media (Telemundo, Univision, etc.)	13%	N=86
Westminster Window	5%	N=37
City Edition (print newsletter)	19%	N=126
The Weekly (e-newsletter)	20%	N=133
Parks, Recreation and Libraries Activity Guide	16%	N=110
Cable TV Channel 8	6%	N=41
Television news	10%	N=70
Word of mouth	15%	N=104
Your Hub	4%	N=29

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

Table 19: Question 11

Below is a list of resources the City of Westminster uses to put out information about City programs and services. For each potential source, please indicate if it is a major source, minor source or not a source of information for you about City programs and services.	Major source		Minor source		Not a source		Total	
City's website (www.cityofwestminster.us)	47%	N=346	42%	N=304	11%	N=80	100%	N=730
The Weekly (e-newsletter)	27%	N=192	22%	N=160	51%	N=371	100%	N=723
City Edition (print newspaper)	29%	N=208	30%	N=220	41%	N=299	100%	N=727
Municipal Channel 8	1%	N=8	14%	N=100	85%	N=611	100%	N=719
Parks, Recreation and Libraries Activity Guide	36%	N=263	46%	N=335	18%	N=130	100%	N=728
Westminster Government Facebook Account	16%	N=117	23%	N=166	61%	N=440	100%	N=723
Westminster Government Twitter Account	5%	N=33	11%	N=76	85%	N=613	100%	N=722
Westminster Government Nextdoor Account	35%	N=251	32%	N=229	34%	N=244	100%	N=724
Westminster Government YouTube Channel	1%	N=8	7%	N=53	92%	N=660	100%	N=721
Spanish media (Telemundo, Univision, etc.)	1%	N=6	3%	N=19	97%	N=693	100%	N=718

Table 20: Question 12

Among the social media sites listed below, please mark the sites you have used within the last month.	Percent	Number
Facebook	78%	N=549
Instagram	28%	N=195
Yelp	25%	N=175
Twitter	23%	N=164
Pinterest	31%	N=216
YouTube	50%	N=350
LinkedIn	33%	N=232
Nextdoor	79%	N=551
Snapchat	10%	N=70
Tumblr	2%	N=14
Reddit	6%	N=42

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

Table 21: Question 13

Have you used the City's website (www.cityofwestminster.us) in the last 12 months?	Percent	Number
Yes	86%	N=627
No	14%	N=100
Total	100%	N=727

Table 22: Question 14 without "don't know" responses

If you used the City's website in the last 12 months, please rate the following aspects. Circle the number that best represents your opinion.	Very good		Good		Neither good nor bad		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Current information	26%	N=159	54%	N=331	16%	N=100	3%	N=18	1%	N=5	100%	N=613
Appearance	26%	N=162	52%	N=318	17%	N=106	4%	N=26	1%	N=5	100%	N=617
Online services offered	23%	N=135	51%	N=299	21%	N=126	5%	N=27	1%	N=5	100%	N=592
Ease of navigation	18%	N=110	46%	N=287	25%	N=154	8%	N=51	3%	N=17	100%	N=619
Search function	15%	N=84	42%	N=229	27%	N=149	13%	N=69	3%	N=18	100%	N=549

Asked only of those who reported having used the City's website in the last 12 months

Table 23: Question 14 with "don't know" responses

If you used the City's website in the last 12 months, please rate the following aspects. Circle the number that best represents your opinion.	Very good		Good		Neither good nor bad		Bad		Very bad		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Current information	25%	N=159	53%	N=331	16%	N=100	3%	N=18	1%	N=5	2%	N=11	100%	N=624
Appearance	26%	N=162	51%	N=318	17%	N=106	4%	N=26	1%	N=5	1%	N=5	100%	N=622
Online services offered	22%	N=135	48%	N=299	20%	N=126	4%	N=27	1%	N=5	5%	N=29	100%	N=621
Ease of navigation	18%	N=110	46%	N=287	25%	N=154	8%	N=51	3%	N=17	1%	N=6	100%	N=625
Search function	14%	N=84	37%	N=229	24%	N=149	11%	N=69	3%	N=18	12%	N=72	100%	N=621

Asked only of those who reported having used the City's website in the last 12 months

Table 24: Question 15 without "don't know" responses

Please indicate how important, if at all, you think it is that the City of Westminster does each of the following.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Provide opportunities for residents to maintain or improve physical health	20%	N=133	41%	N=273	31%	N=209	9%	N=58	100%	N=673
Provide access to parks and recreational opportunities including recreation programs and facilities, parks, trails and open space	39%	N=271	43%	N=299	17%	N=118	1%	N=9	100%	N=697
Improve the walkability and bikeability of Westminster by providing sidewalks, pedestrian over/under passes, bike lanes, etc.	36%	N=254	42%	N=290	18%	N=128	3%	N=24	100%	N=696
Improve mass-transit options throughout Westminster	38%	N=258	38%	N=260	15%	N=102	10%	N=66	100%	N=686
Ensure streets are well-maintained (including repair and cleaning) and clear of snow	52%	N=363	40%	N=281	8%	N=54	0%	N=2	100%	N=700
Maintain access to City Library facilities and services	31%	N=216	42%	N=293	24%	N=164	2%	N=17	100%	N=690
Promote appreciation and preservation of the cultural and historical heritage of the community	14%	N=94	34%	N=235	39%	N=268	13%	N=88	100%	N=685
Lead the development of cultural opportunities in Westminster	12%	N=80	33%	N=225	36%	N=245	19%	N=127	100%	N=677
Help revitalize areas of the community through new or enhanced municipal or recreation facilities	17%	N=117	40%	N=272	35%	N=236	8%	N=58	100%	N=683
Maintain economic development activities in the City including supporting the business community, attracting new businesses, and developing job opportunities	29%	N=203	45%	N=310	20%	N=141	6%	N=39	100%	N=693
Set and enforce land use, planning and zoning policies and provide building permits and inspections	31%	N=212	47%	N=322	19%	N=131	3%	N=18	100%	N=683
Provide for a safe community including police services, courts, traffic enforcement, fire protection, emergency medical/ambulance service, animal management, code enforcement and emergency preparedness	78%	N=544	18%	N=127	3%	N=24	1%	N=4	100%	N=699
Provide for safe drinking water and sewer services	87%	N=609	11%	N=78	1%	N=9	0%	N=2	100%	N=698
Provide opportunities for recycling such as City drop off centers	26%	N=175	42%	N=290	24%	N=168	8%	N=53	100%	N=686
Ensure the City provides ample affordable/workforce housing	21%	N=146	38%	N=258	25%	N=174	15%	N=106	100%	N=684

Table 25: Question 15 with "don't know" responses

Please indicate how important, if at all, you think it is that the City of Westminster does each of the following.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Provide opportunities for residents to maintain or improve physical health	19%	N=133	39%	N=273	30%	N=209	8%	N=58	4%	N=27	100%	N=700
Provide access to parks and recreational opportunities including recreation programs and facilities, parks, trails and open space	39%	N=271	43%	N=299	17%	N=118	1%	N=9	1%	N=5	100%	N=702
Improve the walkability and bikeability of Westminster by providing sidewalks, pedestrian over/under passes, bike lanes, etc.	36%	N=254	41%	N=290	18%	N=128	3%	N=24	1%	N=7	100%	N=703
Improve mass-transit options throughout Westminster	37%	N=258	37%	N=260	15%	N=102	9%	N=66	2%	N=13	100%	N=699
Ensure streets are well-maintained (including repair and cleaning) and clear of snow	52%	N=363	40%	N=281	8%	N=54	0%	N=2	0%	N=3	100%	N=703
Maintain access to City Library facilities and services	31%	N=216	42%	N=293	23%	N=164	2%	N=17	2%	N=13	100%	N=703
Promote appreciation and preservation of the cultural and historical heritage of the community	13%	N=94	33%	N=235	38%	N=268	13%	N=88	2%	N=17	100%	N=702
Lead the development of cultural opportunities in Westminster	11%	N=80	32%	N=225	35%	N=245	18%	N=127	3%	N=21	100%	N=698
Help revitalize areas of the community through new or enhanced municipal or recreation facilities	17%	N=117	39%	N=272	34%	N=236	8%	N=58	2%	N=17	100%	N=700
Maintain economic development activities in the City including supporting the business community, attracting new businesses, and developing job opportunities	29%	N=203	44%	N=310	20%	N=141	6%	N=39	1%	N=7	100%	N=700
Set and enforce land use, planning and zoning policies and provide building permits and inspections	30%	N=212	46%	N=322	19%	N=131	3%	N=18	2%	N=16	100%	N=699
Provide for a safe community including police services, courts, traffic enforcement, fire protection, emergency medical/ambulance service, animal management, code enforcement and emergency preparedness	78%	N=544	18%	N=127	3%	N=24	1%	N=4	0%	N=2	100%	N=701
Provide for safe drinking water and sewer services	87%	N=609	11%	N=78	1%	N=9	0%	N=2	0%	N=2	100%	N=700
Provide opportunities for recycling such as City drop off centers	25%	N=175	42%	N=290	24%	N=168	8%	N=53	2%	N=12	100%	N=698
Ensure the City provides ample affordable/workforce housing	21%	N=146	37%	N=258	25%	N=174	15%	N=106	2%	N=14	100%	N=698

Table 26: Question D1

About how long have you lived in Westminster?	Percent	Number
0-4 years	20%	N=137
5-9 years	11%	N=75
10-14 years	12%	N=84
15-19 years	12%	N=79
20 or more years	45%	N=302
Total	100%	N=677

Table 27: Question D2

What is your home zip code?	Percent	Number
80003	4%	N=28
80005	1%	N=6
80020	11%	N=77
80021	29%	N=206
80023	1%	N=10
80030	9%	N=61
80031	31%	N=218
80234	14%	N=95
Total	100%	N=701

Table 28: Question D3

What city do you work in or nearest to?	Percent	Number
Arvada	4%	N=30
Aurora	2%	N=14
Boulder	5%	N=33
Brighton	1%	N=4
Broomfield	9%	N=64
Centennial	0%	N=1
Commerce City	1%	N=7
Denver	14%	N=99
Englewood	1%	N=8
Glendale	1%	N=4
Golden	1%	N=9
Greenwood Village	1%	N=4

What city do you work in or nearest to?	Percent	Number
Lafayette	1%	N=8
Lakewood	2%	N=15
Littleton	1%	N=4
Longmont	1%	N=5
Louisville	2%	N=13
Northglenn	1%	N=5
Superior	0%	N=2
Thornton	1%	N=9
Westminster	21%	N=150
Wheat Ridge	1%	N=10
All over Metro area	2%	N=13
Other	1%	N=10
I work from home	6%	N=41
I do not work (student, homemaker, retired, etc.)	20%	N=139
Total	100%	N=701

Table 29: Question D4

Please check the appropriate box indicating the type of housing unit in which you live.	Percent	Number
Detached single family home	90%	N=621
Condominium or townhouse	8%	N=57
Apartment	2%	N=14
Mobile home	0%	N=0
Total	100%	N=692

Table 30: Question D5

Do you rent or own your residence?	Percent	Number
Rent	5%	N=34
Own	95%	N=664
Total	100%	N=698

Table 31: Question D6

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	6%	N=44
\$300 to \$599 per month	9%	N=63
\$600 to \$999 per month	12%	N=78
\$1,000 to \$1,499 per month	28%	N=190
\$1,500 to \$2,499 per month	36%	N=241
\$2,500 or more per month	9%	N=61
Total	100%	N=677

Table 32: Question D7

About how much was your HOUSEHOLD'S TOTAL INCOME BEFORE TAXES for the previous year? Be sure to include income from all sources. Please check the appropriate box below.	Percent	Number
Less than \$15,000	2%	N=12
\$15,000 to \$24,999	1%	N=10
\$25,000 to \$34,999	3%	N=23
\$35,000 to \$49,999	5%	N=37
\$50,000 to \$74,999	15%	N=101
\$75,000 to \$99,999	18%	N=127
\$100,000 to \$124,999	18%	N=122
\$125,000 to \$149,999	10%	N=66
\$150,000 to \$174,999	6%	N=42
\$175,000 to \$199,999	5%	N=34
\$200,000 or more	5%	N=34
I prefer not to answer	12%	N=82
Total	100%	N=690

Table 33: Housing Cost Compared to Household Income Ratio

	Percent	Number
Housing costs LESS than 30% of income	76%	N=463
Housing costs 30% or MORE of income	24%	N=144
Total	100%	N=607

Table 34: Question D8

What is your race?	Percent	Number
White/European American/Caucasian	91%	N=614
Black or African American	2%	N=12
Asian or Pacific Islander	2%	N=14
American Indian, Eskimo, or Aleut	2%	N=15
Other	7%	N=48

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

Table 35: Question D9

Are you Hispanic/Spanish/Latino?	Percent	Number
Yes	9%	N=58
No	91%	N=621
Total	100%	N=679

Table 36: Question D10

Which category contains your age?	Percent	Number
18 to 24 years	0%	N=2
25 to 34 years	8%	N=56
35 to 44 years	20%	N=140
45 to 54 years	22%	N=155
55 to 64 years	26%	N=180
65 to 74 years	19%	N=133
75-84	3%	N=22
85 years or older	0%	N=1
Total	100%	N=689

Table 37: Question D11

What is your gender?	Percent	Number
Female	63%	N=428
Male	37%	N=250
Transgender	0%	N=1
Another gender	0%	N=2
Total	100%	N=681

Table 38: Question D12

Many people don't have time to vote in elections. Did you vote in the 2017 City Council election?	Percent	Number
No	19%	N=132
Yes	79%	N=538
Ineligible to vote	1%	N=6
Don't know	1%	N=9
Total	100%	N=685

VERBATIM RESPONSES TO OPEN-ENDED QUESTION

Following are verbatim responses to the open-ended question on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. The responses are grouped in alphabetical order.

Question 11: Other source (please specify)

- 9 news
- Advertisement at city park entrance
- Attend City Council Meetings
- Brochures at the Trail Heads in Westminster
- City council Facebook
- city council meetings
- City Council meetings
- City Council Meetings
- City Council meetings and employees.
- City Council member facebook and twitter.
- City council members
- City council personal facebook pages
- City employees
- City Twitter feed
- Communication from HOA
- Community meetings
- Council newsletters
- Denver network local news 4,7,9, or Fox 31, and Mayor Herb Atchinson's email news letter.
- Denver Post.
- Didn't know the City had any sources. I don't get any information about the city program and services. Lived here for a long time and the city is getting so big that the communication is not the same. Really sad that the Westminster mall is no developed yet. But the apartments that are going up is crazy around the Westminster theater. Don't get any new latter mail to us or we don't have any blue what is going on with the city. But I do love Westminster !
- Direct contact with staff or council
- Direct discussion with employees
- e-mails from Mayor and Councilmen/women.
- emails from friends within the city
- emails, newspaper
- employees of the city.
- Facebook
- Facebook
- Flyers at the facilities.
- Friends
- Friends
- Friends, relatives who are involved with the city
- From kids schools and I do use the neighborhoodorhood app
- good neighbors
- Google
- Google
- Google
- Google for information.
- Google, neighbors, word of mouth
- HOA
- HOA board communications, variable & needs fact-checking.
- I didn't know some of these sources existed.
- I didn't really know about the above. I'll use them now.
- I find the mayor's weekly newsletter very helpful and important.
- I pick up a newsletters at the Recreation Centers. I get an email newsletter.
- I wasn't aware of the other sources. I'm still working and have a number of co workers who also reside in the city of Westminster,so primarily word of mouth; then I'm an avid 9 NEWS watcher!
- I'll call the city directly if I need assistance.
- Librarians and Westminster fitness personnel. Postings at these two places also.
- Library
- Library and rec center posters
- Library board rec cener flyers
- Library fliers
- Local news print and television
- Local realtor neighborhood newsletter
- MAC
- MAC staff and publications; Westminster library staff
- Mayor Atchison email newsletter
- Mayor Newsletter and word of mouth. Social Media and online sources.
- Mayor weekly email; Neighborhood NextDoor
- mayor's email
- n/a
- N/a
- N/a
- N/A
- N/A
- N/A
- N/A
- N/A
- Na
- Na
- NA
- NA
- neighbors, local non-profits
- Neighbor's
- Neighborhood website
- neighbors
- Neighbors
- Neighbors
- Neighbors

- This is not an answer to your question but if Channel 8 did a better job rather than playing the same things over and over I think it might be a better source. Also, live broadcasting Council meetings would be huge and if you have already been doing that, then I apologize for not knowing that.
- TV news
- TV news channel, online news sources (denverpost online, local news channels online)
- Usually hear from my neighbors on Nextdoor
- Was unaware of some of the sources listed above as options for Westminster information. Will check them out.
- Water bill advertising
- Water bill has info sometimes. Active TV screens at rec centers and printed flyers of activities and events.
- We have a friend who works for the City of Westminster.
- Website when i need it.
- Westminster friends Facebook group
- Westminster newspaper
- Westminster water bill and word of mouth (neighbors)
- Westminster window
- Westminster Window, City Council Community Outreach ('meet the Mayor/Councilors')
- Westy and Mayor's email.
- Word if mouth
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- Word of mouth
- Word of mouth from neighbors (in person and on-line).
- Word of mouth, signage
- Word of mouth, television, neighborhood flyers.
- Word of mouth! Neighborhood chat sect..
- Word of mouth.
- Word of mouth.
- Word of mouth. Flyers at rec/fitness center buildings.
- Word of mouth. Follow a lot of the council members and a former mayor online
- word-of-mouth, flyers at the library or fitness center
- Your Hub - word of mouth - driving around