

CITY OF FORT COLLINS CITIZEN SURVEY

REPORT OF RESULTS
December 2008

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Executive Summary

SURVEY PURPOSE

The Fort Collins Citizen Survey serves as a consumer report card for the City by providing residents the opportunity to rate the quality of life in the city and their satisfaction with community amenities and local government. The survey also allows residents to provide feedback to the City government on what is working well and what is not, and their priorities for community planning and resource allocation. The initial baseline Fort Collins Citizen Survey was conducted in 2001. This was the fourth iteration of the survey.

METHODS

The 2008 survey used stratified random sampling to select 1,800 residents within city boundaries and 200 Colorado State University (CSU) dormitory students to receive survey mailings. The 2008 report includes comparisons of specific questions by demographic characteristics and geographic area of residence.

Of the 2,000 surveys mailed in September 2008, about 73 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,927 households that received a survey, 641 completed the survey, 47 of which were CSU dormitory students, providing an overall response rate of 33%. It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95% confidence level is typically no greater than plus or minus four percentage points around any given percent based on community-wide estimates.

Comparisons are made between 2008 responses and those from prior years, when available. Fort Collins also elected to have results compared to those of other jurisdictions around the nation and to Front Range jurisdictions. These comparisons are made possible through NRC's national benchmark database, which contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions, including cities and counties.

SURVEY FINDINGS

Overall, Fort Collins residents are happy with their quality of life, community and the services provided by the City, with a majority of evaluations higher than those given by residents in other jurisdictions across the nation and in the Front Range. In general, results remained stable or were trending upward from the 2006 administration.

QUALITY OF LIFE, COMMUNITY, AND NEIGHBORHOODS

A majority of survey respondents gave high marks to their overall quality of life and to Fort Collins as a place to live, giving ratings higher than those given by residents in other jurisdictions across the nation. Fort Collins as a place to live received more positive ratings in 2008 than in 2006. Residents also provided positive feedback about the city as a place to raise children, attend college and the overall safety of residents.

While residents gave lower ratings to the availability of affordable quality housing and the availability and diversity of job opportunities than to other community characteristics, these characteristics were assessed higher than or similar to ratings given in other jurisdictions across the country and in the Front Range. The availability of affordable quality housing received more favorable ratings in 2008 than in 2006.

Residents gave good ratings to their neighborhood as a place to live, which was similar to the

national and Front Range comparisons. However, neighborhoods as places to raise children received lower ratings in 2008 than in 2006. Still neighborhood cohesiveness was significant. Nearly all respondents reported knowing at least one of their neighbors by name and, on average, knew nine neighbors by name. More than half of the residents spoke with their neighbors once a week or more.

Those living in the northwest and northeast parts of the city were more likely to give lower ratings to the city as a place to live, neighborhood as a place to live, the overall safety of residents, the availability and diversity of job opportunities, availability of quality healthcare, and the city as a place to work than residents living in other geographic areas.

COMMUNITY SAFETY

Generally, residents reported feeling safe throughout the city. Respondents felt most safe in their neighborhood and in the downtown during the day, which received ratings above the national and Front Range benchmarks. While survey respondents felt less safe on trails in Fort Collins and downtown at night, ratings of safety downtown at night were higher than ratings given by residents in other cities and counties across the nation and in the Front Range. On average, results remained consistent from 2006 to 2008.

Residents were provided a list of 11 safety and code enforcement services and asked to evaluate the quality of each. A strong majority of respondents gave favorable assessments to the quality of fire services, which were similar to the national and Front Range benchmarks as well as to ratings from previous survey years.

Fort Collins residents were satisfied with police services, with all five services receiving a rating of “good” or better by about two-thirds of respondents. However, overall police services was given a rating below the national and Front Range benchmark, which suggests this could be a potential area of exploration for the City.

Survey respondents residing in the northeast area of the city gave lower ratings to safety in their neighborhood during the day than did those living in other areas. Residents living in detached housing units tended to give less positive ratings to safety services than those living in attached housing units or group quarters. Those living in the northeast part of the city gave less favorable ratings to crime prevention and police patrols than did those residing in the other areas.

THE ENVIRONMENT, TRANSPORTATION, AND RECREATION AND CULTURE

Residents felt positively about the quality of the environment in Fort Collins. Drinking water quality and the community’s visual attractiveness received the highest ratings and were above both the national and Front Range benchmarks. In 2008, residents gave more favorable ratings to the community’s visual attractiveness, the overall quality of the environment, air quality and recycling programs than did residents in 2006. Overall, those who were full- or part-time students tended to give higher ratings to the environment than did residents who were not students.

While aspects of transportation received some of the lowest ratings on the survey, a majority of the transportation ratings were above the national benchmark and about half were above the Front Range average. Residents were most pleased with the ease of traveling by bicycle in the city, an increase from 2006 ratings. In 2008, a majority of respondents felt that Fort Collins was a walkable city, which was an increase from 2006. The lowest quality ratings were given to the availability of parking downtown and traffic congestion; however both were rated above the national average. Respondents residing in the northeast part of the city gave considerably lower ratings to the ease of traveling by public transportation and the availability of parking downtown than did residents living in other areas.

Overall, Fort Collins residents were pleased with the recreational and cultural opportunities provided by the City. Recreation trails, natural areas and open space, parks, and the Garden on Spring Creek received the highest ratings, all of which were above the national benchmark (except for Garden on Spring Creek for which no comparisons were available). Ratings given to recreation trails and natural areas and open space also were higher than the Front Range comparison, except for parks which was similar. Natural areas and open space and parks were given higher ratings in 2008 than in 2006. Youth/teen recreation programs overall and the Fort Collins Museum were given the lowest assessments, although they still received evaluations of “good” or better by two-thirds or more of respondents. Generally, survey respondents living in the southwest part of the city gave more positive feedback about parks, recreational and cultural programs and facilities than did residents living in other geographic areas.

CITY SERVICES

For the first time in 2008, survey respondents were asked to rate the overall quality of City services. Three-quarters of residents felt the overall quality of services was “very good” or “good,” which was similar to ratings provided by residents in other jurisdictions across the nation and in the Front Range.

A key driver analysis was conducted to help focus service improvement efforts on those services that most influence residents’ perceptions (key drivers) about overall city service quality. For 2008, four services were identified as key drivers of overall City service ratings: adult recreation programs, recycling programs, the City website, and overall police services. Recycling programs and the City website were rated above the national benchmark, adult recreation programs was similar to the benchmark and police services were rated lower than the national average. Recycling programs was the only key driver to change over time, receiving a higher rating in 2008 than in 2006. Because overall police services was both a key driver and rated lower than the national benchmark, this may offer an important area for further study or intervention. In addition, adult recreation programs overall also could be a potential area of focus as it was a key driver and rated similar to the national benchmark and below the Front Range.

ECONOMIC HEALTH

Survey results showed that residents felt uncertain about the economic health of the City. While a slight majority reported that the overall support of businesses in Fort Collins was “good” or better, less than half felt positively about the overall economic health and overall jobs growth in the city. The overall support of businesses was given ratings higher than the national benchmark and jobs growth received a score below the national and Front Range benchmark.

Residents living in Fort Collins for more than 10 years tended to give lower ratings to the City’s support of business, jobs growth, and the overall economic health in the city than those who resided in the city for 10 years or less. Full-time or part-time students were more likely to give positive ratings to the economy than were non-students.

CITY GOVERNMENT

In general, ratings of public trust of the City government were low, although 2008 evaluations were higher than those given in 2006. Residents felt most positively about the job the City does at informing citizens and at welcoming citizen involvement. The lowest ratings were given to the job the City does at listening to citizens and managing and planning for growth. Where comparisons were available to the nation and Front Range, most were below the benchmark except for the job the City does at informing citizens, which was above the nation, and the job the City does at listening to citizens, which was similar to the Front Range. Those residing in Fort Collins for five years or less were more likely to give favorable ratings to aspects of public trust than were those

who lived in the city for more than five years.

Fewer residents reported having contact with City employees in 2008 than in 2006. Ratings of employee characteristics have remained stable over time. Those who had contact with a City employee felt most positively about the employee's courtesy and knowledge; however both received ratings lower than those in other jurisdictions across the country and in the Front Range.

POLICY TOPICS

When asked to assess City budget priorities, overall, the majority of residents felt that the same effort as has been expended should be made toward the environment; neighborhoods; safety; cultural, recreational, and educational opportunities, and the general government, but more effort should be put toward the economy and transportation. This view was confirmed by residents' evaluations of transportation and economic health, which received some of the lowest ratings in the survey. When budget priorities in 2008 were compared to those in 2006, generally, residents provided similar direction.

Respondents living in detached housing units were more likely to feel that more effort should be given to the economy, environment, and to transportation than did those who lived in attached dwellings or group quarters. Residents living in the northwest part of the city were more likely to feel that more effort should be placed towards neighborhoods and cultural, recreational and educational opportunities than did those living in other parts of the city.

New to the 2008 survey was a follow-up question to the assessment of budget priorities asking residents whether or not they supported or opposed two different funding options to cover budget shortfalls. A majority of respondents supported seeking additional funding for these shortfalls, and opposed reducing the level of these services or other services to address budget shortfalls.

IN SUMMARY

Overall, the City of Fort Collins is doing well with a majority of residents continuing to give high marks for quality of life and City services. Most ratings have remained stable over time and the majority of Fort Collins ratings were above the benchmarks set across the nation and in the Front Range. While strong ratings were seen in Fort Collins, the areas of transportation, economic health and public trust provide opportunities for strengthening resident appreciation of local services and community quality.

Survey Background

SURVEY PURPOSE

The City of Fort Collins contracted with National Research Center, Inc. (NRC) to conduct a community-wide citizen survey. The 2008 Fort Collins Citizen Survey serves as a consumer report card for Fort Collins by providing residents the opportunity to rate the quality of life in the city, as well as the community's amenities, service delivery, and their satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. This is the fourth iteration of the survey since 2001.

METHODS

The 2008 survey was mailed to 1,800 randomly selected Fort Collins residents and 200 Colorado State University students who were randomly selected from those that reside in on-campus dormitories. Those selected to participate in the survey received three mailings, one week apart beginning in September of 2008. The first mailing was a prenotification postcard announcing the upcoming survey. The other two mailings contained a letter from the Mayor, a questionnaire, and a postage-paid envelope. About 4% of the postcards were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,927 households that received the survey, 641 respondents completed a survey, 47 of which were returned by students living in dormitories, providing an overall response rate of 33%.

Survey results were weighted so that the respondent gender, age, and tenure (rent, own or living in group quarters) were more closely represented in the proportions reflective of the entire city. (For more information see *Appendix VI. Survey Methodology.*)

UNDERSTANDING THE RESULTS

“NO OPINION” RESPONSES AND ROUNDING

On many of the questions in the survey, respondents gave an answer of “no opinion.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix II. Complete Set of Survey Frequencies* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select or write in multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

PRECISION OF ESTIMATES

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (641 completed surveys). Where estimates are given for subgroups, they are less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 to 10

percentage points for samples as small as 100, and for smaller sample sizes (i.e., 50), the margin of error rises to 14%.

COMPARING SURVEY RESULTS

Because this survey was the fourth in a series of citizen surveys, the 2008 results are presented along with past ratings when available. Differences between years, as presented in the body of the report, can be considered “statistically significant” if they are greater than five percentage points. Trend data for Fort Collins represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

National and Front Range benchmark comparisons also have been included in the report when available (jurisdictions to which Fort Collins was compared nationally and in the Front Range can be found in *Appendix VIII. Jurisdictions Included In Benchmark Comparisons*). Select survey results were compared by demographic characteristics of survey respondents and geographic area of residence and are discussed throughout the body of the report (a full set of results can be found in *Appendix IV. Comparison of Select Questions by Respondent Characteristics* and *Appendix V. Comparison of Select Questions by Respondent Geographic Area of Residence*.)

COMPARING TO OTHER SURVEY RESULTS

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, police protection tends to be better received than pothole repair by residents of most American cities. Where possible, the better comparison is not from one service to another in Fort Collins, but from Fort Collins services to services like them provided by other jurisdictions.

National Normative Database

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: How to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA), we not only articulated the principles for quality survey methods, we pioneered both the idea of benchmark data for citizen opinion and the method for gathering benchmark data. We called it, “In Search of Standards,” and argued for norms. “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. We have described our integration methods thoroughly in *Public Administration Review, Journal of Policy Analysis and Management* and in our first book on conducting and using citizen surveys. Scholars who specialize in the analysis of citizen surveys regularly have relied on our work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Citizen Index Model to New York City, *Public Administration Review*, 64, 331-341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

NRC's work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Normative comparisons are used for benchmarking. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, and to measure local government performance. We do not know what is small or large without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, we need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. We need to ask more important and harder questions. We need to know how residents' ratings of fire service compare to opinions about fire service in other communities.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the city it intends to protect believe services are not very good compared to ratings given by residents in other cities to their own objectively "worse" departments.

The normative data can help that police department – or any City department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of data about budget, personnel, and politics to help managers know how to respond to comparative results.

Jurisdictions in the normative database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to subsets of jurisdictions (within a given region or population category such as Front Range jurisdictions). Most commonly (including in this report), comparisons are made to all jurisdictions. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Fort Collins to the Benchmark Database

Benchmark comparisons have been provided when similar questions on the Fort Collins survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other cities across the country or in the Front Range. Where comparisons are available, Fort Collins results are noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Fort Collins's rating to the benchmark.

Fort Collins Quality of Life and Community

OVERALL QUALITY OF LIFE

The first set of questions on the 2008 Fort Collins Citizen Survey asked residents about their quality of life and various aspects of the community. For the most part, residents were happy with the quality of life in Fort Collins and the community amenities (see the table on the next page). Nine out of 10 respondents said Fort Collins was “very good” or “good,” overall, as a place to live (94%), as a place to raise children (90%), the overall quality of life in Fort Collins (90%), as a place to attend college (89%), and the overall safety of residents (87%). However, fewer residents felt that the availability of affordable quality housing and the availability and diversity of job opportunities were of high quality. Thirty percent and 29% felt these characteristics were “bad” or “very bad,” respectively.

Please note that for some services, a large percent of residents reported “no opinion.” For example, 27% of respondents selected “no opinion” when rating the quality of public schools. Results presented in the body of the report are for those who had an opinion. (See *Appendix II. Complete Set of Survey Frequencies* for a full set of responses including “no opinion.”)

Comparisons of Fort Collins’ ratings for quality of life and community were made to all jurisdictions in the benchmark database as well as jurisdictions in the Front Range (for a complete list of cities and counties to which Fort Collins ratings were compared, see *Appendix VIII. Jurisdictions Included In Benchmark Comparisons*). Of the 16 aspects of community life that were available for comparison to the national benchmark, 14 received ratings higher than those in other jurisdictions across the country. The availability and diversity of job opportunities was similar to the national average and the quality of public library services was below. Fourteen of the 18 aspects or characteristics could be compared to the Front Range benchmark; eight were above the average, five were similar, and the quality of public library services was below.

Table 1: Quality of Life and Community Ratings

Please rate Fort Collins as a community on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
Overall, as a place to live	60%	34%	5%	0%	1%	100%	Above	Above
Overall quality of life in Fort Collins	41%	49%	9%	1%	0%	100%	Above	Similar
As a place to raise children	43%	47%	10%	0%	0%	100%	Above	Similar
As a place to attend college	50%	39%	10%	1%	0%	100%	NA	NA
Overall safety of residents	36%	51%	12%	0%	0%	100%	Above	NA
Availability and diversity of recreational opportunities	43%	42%	13%	1%	1%	100%	Above	Above
Availability and diversity of dining	44%	38%	16%	1%	1%	100%	Above	NA
Quality of public library services	29%	50%	19%	1%	1%	100%	Below	Below
As a place to retire	34%	46%	15%	4%	1%	100%	Above	Above
Quality of public schools	31%	47%	19%	2%	1%	100%	Above	Above
As a place to work	27%	45%	20%	5%	4%	100%	Above	Above
Availability of quality healthcare	33%	37%	23%	4%	3%	100%	Above	Above
Community openness and acceptance of all people	22%	45%	27%	5%	2%	100%	Above	Above
Availability and diversity of arts and cultural activities	17%	46%	31%	4%	1%	100%	Above	Similar
Availability and diversity of shopping	23%	37%	31%	8%	1%	100%	Above	Similar
Availability and diversity of entertainment	19%	41%	33%	7%	1%	100%	NA	NA
Availability of affordable quality housing	6%	24%	46%	18%	5%	100%	Above	Above
Availability and diversity of job opportunities	4%	25%	43%	19%	9%	100%	Similar	Similar

Responses to the 2008 survey were compared to previous survey years, when available. When compared to 2006, more residents felt that Fort Collins were “very good” or “good” as a place to live (94% in 2008 versus 84% in 2006), the overall safety of residents (87% versus 75%), the quality of public library services (80% versus 74%), community openness and acceptance of all people (67% versus 53%), and the availability of affordable quality housing (31% versus 14%). Fewer respondents felt that the availability and diversity of entertainment was “very good” or “good” in 2008 than in 2006 (59% versus 65%, respectively). Differences in responses may be at least partially attributable to changes in question wording between survey years.

Table 2: Quality of Life and Community Ratings Compared by Year

Please rate Fort Collins as a community on each of the items listed below.	Percent reporting "very good" or "good"			
	2008	2006	2003	2001
Overall, as a place to live	94%	84%	89%	89%
Overall quality of life in Fort Collins	90%	NA	NA	NA
As a place to raise children	89%	85%	91%	90%
As a place to attend college	89%	87%	91%	94%
Overall safety of residents	87%	75%	81%	86%
Availability and diversity of recreational opportunities	85%	85%	NA	NA
Availability and diversity of dining	82%	83%	NA	NA
Quality of public library services	80%	74%	80%	84%
As a place to retire	80%	75%	72%	76%
Quality of public schools	78%	79%	NA	NA
As a place to work	71%	NA	58%	75%
Availability of quality healthcare	70%	NA	NA	NA
Community openness and acceptance of all people	67%	53%	61%	59%
Availability and diversity of arts and cultural activities	63%	60%	NA	NA
Availability and diversity of shopping	59%	58%	NA	NA
Availability and diversity of entertainment	59%	65%	NA	NA
Availability of affordable quality housing	31%	14%	21%	17%
Availability and diversity of job opportunities	29%	27%	NA	NA

Please note that in 2001 and 2003, “Overall safety of residents” was “Safety of community residents,” “Community openness and acceptance of all people” was “Community respect and tolerance for all people,” “Availability of affordable quality housing” was “Providing affordable housing” and “Quality of public library services” was “Public library services.” In 2001, the scale for these questions was very good, good, neither good nor bad, bad, very bad. In 2001 and 2003, “Providing affordable housing” was asked on the scale very well, well, neither well nor poorly, poorly, very poorly. In 2006, “Availability of affordable quality housing” was “Availability of affordable housing,” “Availability and diversity of arts and cultural activities” was “Availability and diversity of cultural activities,” “Community openness and acceptance of all people” was “Community respect and tolerance for all people.”

Responses to questions about quality of life and community were compared by respondent characteristics and by geographic area of residence. Respondents who lived in Fort Collins 10 years or less were more likely to give positive ratings to the overall safety of residents than were those who lived in the City more than 10 years. Residents living in Fort Collins for more than 10 years were more likely to give lower ratings to community openness and acceptance of all people and to the overall quality of life in the city than were those who lived in the city 10 years or less. Those living in dormitories were more likely to give favorable ratings to community openness and acceptance of all people than those living in other types of housing units (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics.*)

Those living in the northwest and northeast parts of the city were more likely to give lower ratings to the city as a place to live, the overall safety of residents, the availability and diversity of job opportunities, availability of quality healthcare, and the city as a place to work than those living in other parts of the city (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area.*)

QUALITY OF NEIGHBORHOODS

Survey respondents were asked about the quality of their neighborhood for the first time in 2006. Neighborhood as a place to live received high marks by residents, with 81% evaluating this as “very good” or “good”. Residents’ neighborhood as a place to raise children was viewed as slightly lower in quality, with two-thirds of respondents providing a “very good” or “good” rating.

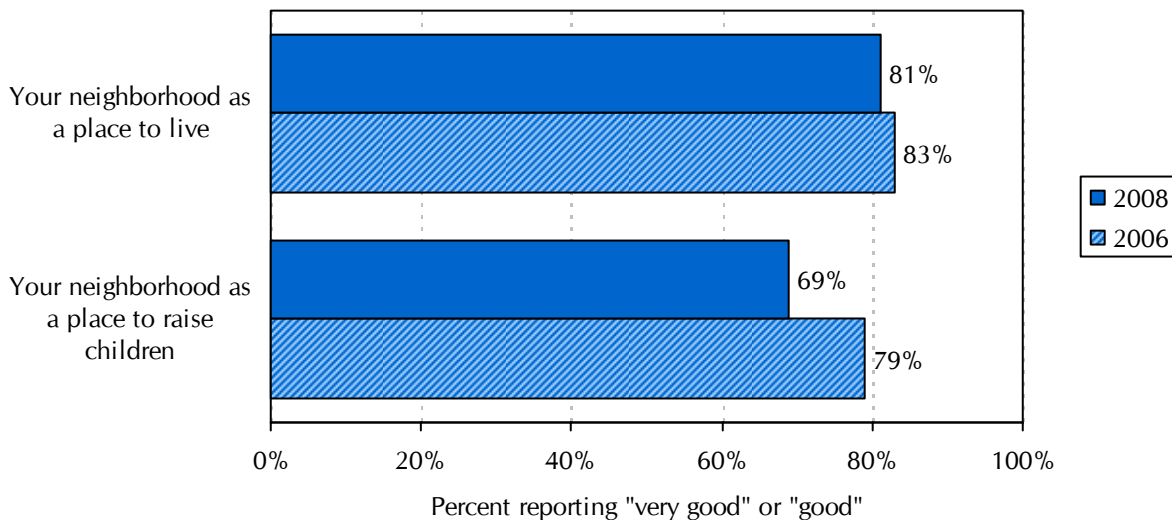
Neighborhood as a place to live received similar ratings to both the national and Front Range benchmarks.

Table 3: City Neighborhood Ratings

Please rate the quality of your neighborhood on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
Your neighborhood as a place to live	40%	41%	17%	2%	0%	100%	Similar	Similar
Your neighborhood as a place to raise children	32%	36%	24%	6%	2%	100%	NA	NA

When compared to 2006, residents gave neighborhood as a place to raise children lower ratings in 2008 (69% in 2008 versus 79% in 2006).

Figure 1: Quality of Neighborhoods Compared by Year

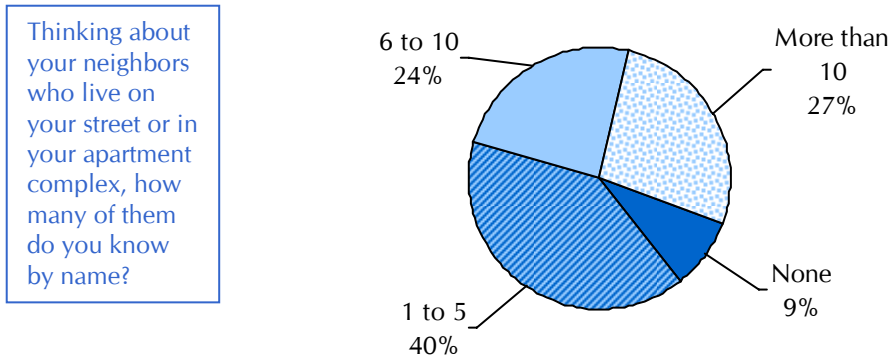


Responses were compared by respondent characteristics and geographic area. Respondents residing in Fort Collins for five years or less were more likely to give lower ratings to neighborhood as a place to raise children than those who lived in the City for more than five years (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

Residents living in the southeast part of the city were more likely to give higher ratings to their neighborhood than were those living in other areas of the city (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area*).

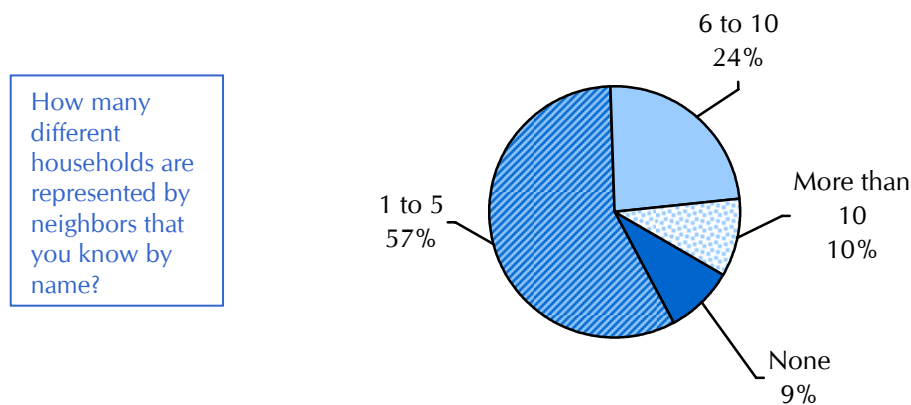
Survey participants were asked a series of questions about their neighbors. On average, respondents reported knowing nine of their neighbors by name who lived on their street or in their apartment complex. Most respondents (40%) reported that they knew one to five neighbors by name. One in 10 reported they knew none of their neighbors by name.

Figure 2: Know Neighbors by Name



When asked the number of households that were represented by neighbors they knew by name, more than half (57%) said that represented one to five household and one-quarter (24%) reported six to 10 households. The average number of households represented by neighbors whom respondents knew by name was approximately six.

Figure 3: Number of Households Known by Name



These questions were available for comparison to 2006. On average, survey respondents in 2008 reported knowing fewer neighbors by name than in 2006 (8.8 in 2008 versus 12.9 in 2006), which, consequently, represented fewer households (5.6 versus 7.6).

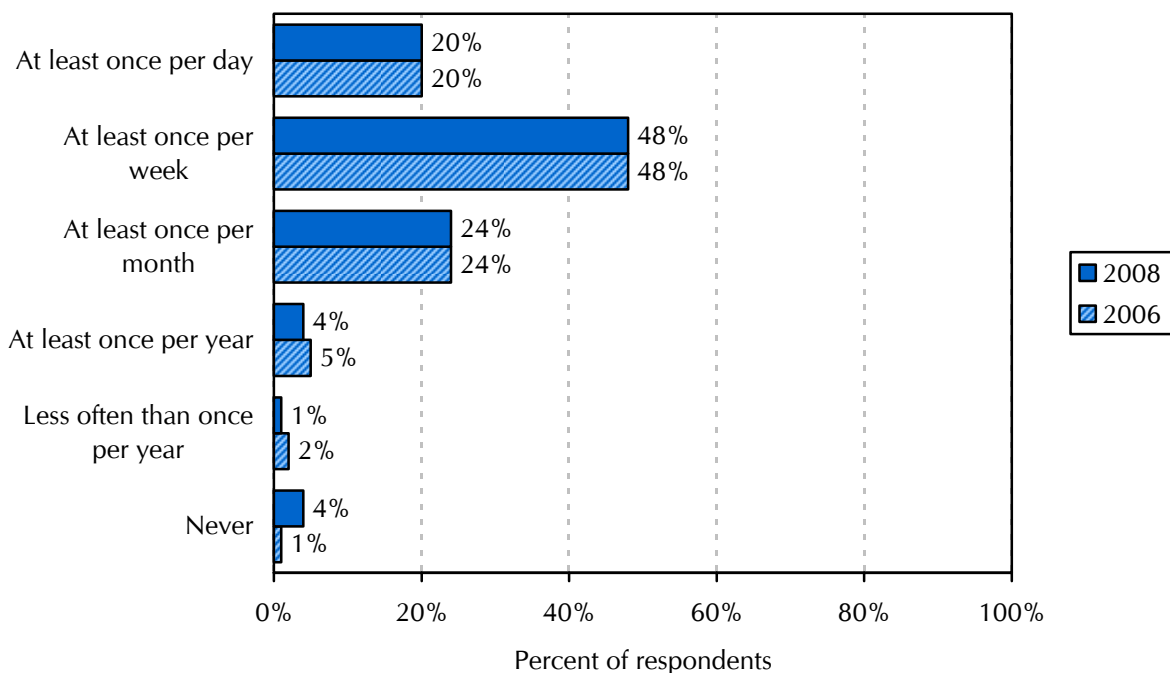
Table 4: Know Your Neighbors Compared by Year

		2008	2006
Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?	None	9%	4%
	1-5	40%	26%
	6-10	24%	28%
	More than 10	27%	42%
	Total	100%	100%
	<i>Average number of neighbors known by name</i>	8.8	12.9
How many different households are represented by neighbors that you know by name?	None	9%	4%
	1-5	57%	45%
	6-10	24%	33%
	More than 10	10%	18%
	Total	100%	100%
	<i>Average number of households where know neighbor by name</i>	5.6	7.6

Fort Collins residents also were asked how frequently they talked with their neighbors. One in five respondents reported talking with their neighbors at least once per day, 48% communicated with neighbors at least once per week and one-quarter said they talked to their neighbors at least once per month. Only 4% of respondents reported never talking to their neighbors.

The frequency of communication with neighbors was consistent between survey years.

Figure 4: Frequency of Communication with Neighbors Compared by Year



Community Safety

PERSONAL SAFETY

Several questions on the survey measured residents’ feelings of safety in Fort Collins and the various safety services available to residents. In general, survey respondents felt safe in the city and while participating in various activities throughout the city.

More than 9 in 10 residents reported feeling “always safe” or “usually safe” in their neighborhood during the day (97%), in downtown Fort Collins during the day (95%), and in recreation facilities in Fort Collins (94%). A majority of respondents reported feeling safe in natural areas/open space within the city (87%), in parks in Fort Collins (87%), and in their neighborhood at night (83%). Slightly fewer residents, though still a majority, said they felt “always safe” or “usually safe” on trails in Fort Collins and in downtown Fort Collins at night (79% and 66%, respectively).

When compared to the national and Front Range benchmarks, ratings of personal safety were above the average.

Table 5: Personal Safety Ratings

Please tell us how safe you feel in each of the following areas.	Always safe	Usually safe	Sometimes safe sometimes unsafe	Usually unsafe	Always unsafe	Total	National Comparison	Front Range Comparison
Your neighborhood during the day	69%	28%	3%	0%	0%	100%	Above	Above
Downtown Fort Collins during the day	59%	36%	4%	1%	0%	100%	Above	Above
Recreation facilities in Fort Collins	35%	59%	4%	1%	0%	100%	NA	NA
Parks in Fort Collins	29%	58%	11%	1%	0%	100%	Above	NA
Natural areas/open space within the city	29%	58%	12%	1%	1%	100%	NA	NA
Your neighborhood at night	33%	50%	15%	2%	1%	100%	Above	Above
Trails in Fort Collins	21%	57%	19%	2%	0%	100%	NA	NA
Downtown Fort Collins at night	17%	49%	27%	5%	1%	100%	Above	Above

Personal safety ratings remained consistent from 2006 to 2008.

Table 6: Ratings of Personal Safety Compared by Year

Please tell us how safe you feel in each of the following areas.	Percent reporting "always safe" or "usually safe"	
	2008	2006
Your neighborhood during the day	97%	98%
Downtown Fort Collins during the day	95%	96%
Recreation facilities in Fort Collins	94%	91%
Parks in Fort Collins	87%	86%
Natural areas/open space within the city	87%	NA
Your neighborhood at night	83%	87%
Trails in Fort Collins	79%	76%
Downtown Fort Collins at night	66%	61%

When safety ratings were compared by respondent characteristics, overall, those who lived in the City for more than 10 years reported feeling less safe than those living in the City for a shorter period of time. Residents who were full-time or part-time students reported feeling less safe in their neighborhood at night than those who were not students. In general, older respondents were more likely to give less favorable safety ratings than younger respondents (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

Survey respondents residing in the northeast area of Fort Collins gave lower safety ratings to their neighborhood during the day than did those living in other areas. Residents in the southeast gave more positive safety ratings to their neighborhood at night than did those living in other parts of the city (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area*).

SAFETY SERVICES

Survey participants were provided a list of 11 safety and code enforcement services and asked to rate the quality of each. Ninety-four percent said that fire services were “very good” or “good.” Seven in 10 residents felt that crime prevention (72%), business property maintenance (73%), police patrol (70%), and police response time (70%) were “good” or better. Just over half of respondents rated code enforcement (55%) as at least “good,” with 14% saying this service was “bad” or “very bad.”

Please note that more than 20% of respondents selected “no opinion” when asked to rate the quality of fire services (24%) and police response time (36%). A full set of frequencies, including “no opinion” responses, can be found in *Appendix II. Complete Set of Survey Frequencies*.

All services were available for comparison to the national benchmark. Six received ratings higher than those given in other jurisdictions across the country. Fire services, police patrol, and traffic enforcement were similar to the average. Those services below the national benchmark were overall police services and police response time. Of the seven services that could be compared to the Front Range benchmark, four were above the average: crime prevention, animal control, residential property maintenance, and code enforcement. Fire services and traffic enforcement were similar the Front Range average and police services overall was below.

Table 7: Community Safety Services Ratings

Please rate the quality of each of the following in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
Fire services	52%	42%	6%	0%	0%	100%	Similar	Similar
Crime prevention	24%	48%	23%	3%	1%	100%	Above	Above
Business property maintenance	19%	54%	25%	1%	1%	100%	Above	NA
Police patrol	25%	45%	23%	5%	2%	100%	Similar	NA
Police services overall	23%	47%	24%	4%	2%	100%	Below	Below
Police response time	26%	42%	24%	5%	3%	100%	Below	NA
Police visibility	26%	42%	26%	5%	1%	100%	Above	NA
Animal control	19%	47%	28%	4%	2%	100%	Above	Above
Residential property maintenance	15%	50%	31%	4%	1%	100%	Above	Above
Traffic enforcement	21%	41%	28%	8%	2%	100%	Similar	Similar
Code enforcement (weeds, abandoned buildings, etc)	14%	41%	31%	10%	4%	100%	Above	Above

Comparisons to the 2006 results were unavailable. Three of the 11 services could be compared to the 2003 results. While ratings of police response time decreased from 2003 to 2008 (68% in 2008 versus 74% in 2003), ratings of traffic enforcement increased from 49% “very good” or “good” in 2003 to 62% in 2008.

Table 8: Community Safety Services Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins.*	Percent reporting "very good" or "good"		
	2008	2003	2001
Fire services	94%	90%	96%
Crime prevention	72%	NA	NA
Business property maintenance	72%	NA	NA
Police patrol	70%	NA	NA
Police services overall	70%	NA	NA
Police response time	68%	74%	81%
Police visibility	67%	NA	NA
Animal control	66%	NA	NA
Residential property maintenance	65%	NA	NA
Traffic enforcement	62%	49%	56%
Code enforcement (weeds, abandoned buildings, etc)	55%	NA	NA

*This question was not asked in 2006.

Please note that in 2001 and 2003, “Fire services” was “Fire Department response,” “Police response time” was “Police Department response” and “Traffic enforcement” was “Traffic law enforcement.” In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly.

Responses to the ratings of community safety services were compared by respondent characteristics and geographic area. Overall, those residing in the city for 11-20 years were more likely to give lower ratings to community safety services than were those living in the city for other lengths of time. Residents living in detached housing units tended to give less positive ratings to safety services than were those living in attached housing units or group quarters. Women were more likely to give higher ratings to police visibility than were men (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

When comparing response by geographic area, those living in the northeast part of the city gave less favorable ratings to crime prevention and police patrol than did those residing in the other areas (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area*).

Environment

Several survey questions were devoted to assessing the quality of the environment in Fort Collins. Nine in 10 residents stated that the drinking water quality (91%), the community’s visual attractiveness (91%), and overall quality of the environment in Fort Collins (90%) were “very good” or “good.” Eighty-four percent of respondents thought that the air quality in the city was at least “good.” Recycling programs (78%) and conservation efforts (75%) were seen as “very good” or “good” by three-quarters of respondents.

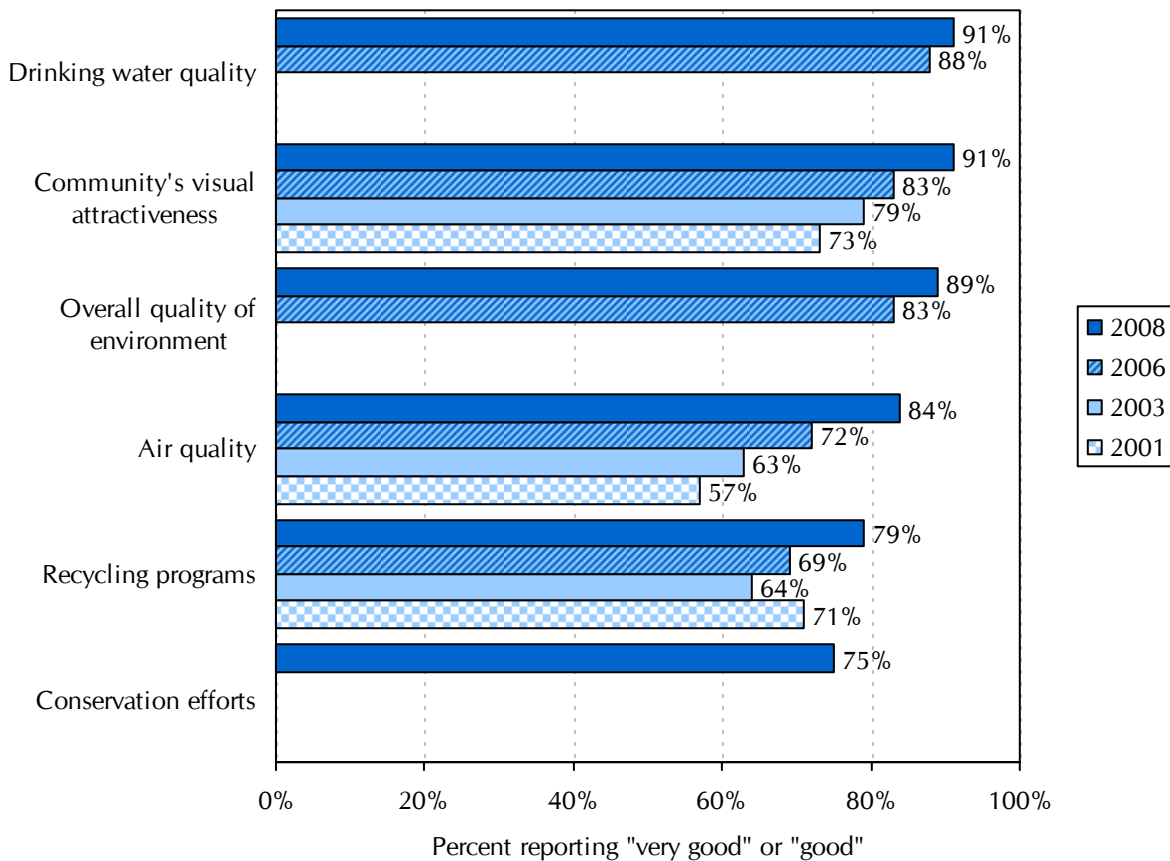
Where comparisons were available, all environmental ratings were given higher marks by Fort Collins residents than those living in other jurisdictions across the nation and in the Front Range.

Table 9: Ratings of the Environment in Fort Collins

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
Drinking water quality	54%	37%	7%	1%	1%	100%	Above	Above
Community's visual attractiveness	39%	52%	8%	1%	0%	100%	Above	Above
Overall quality of environment	33%	57%	10%	0%	0%	100%	Above	NA
Air quality	33%	51%	14%	2%	0%	100%	Above	Above
Recycling programs	33%	45%	16%	4%	2%	100%	Above	Above
Conservation efforts	28%	47%	20%	4%	1%	100%	NA	NA

Questions related to Fort Collins’ environment were compared to previous survey years. A higher proportion of respondents in 2008 than in 2006 rated as “very good” or “good” the community’s visual attractiveness (91% in 2008 versus 83% in 2006), the overall quality of the environment (89% versus 83%), air quality (84% versus 72%), and recycling programs (79% versus 69%). Difference between survey years may be partially attributable to changes in scale and question wording, but the overall ratings continue on an upward trend for Fort Collins’ visual attractiveness and air quality.

Figure 5: Quality of the Environment Compared by Year



Please note that in 2001 and 2003, “Community’s visual attractiveness” was “Maintaining the community’s visual appeal” and “Air quality” was “Air quality program.” In 2001 and 2003, “Maintaining the community’s visual appeal” was asked on the scale very well, well, neither well nor poorly, poorly, very poorly, and “Air quality program” and “recycling programs” were asked on the scale very good, good, neither bad nor good, bad, very bad.

Ratings of the environment were compared by respondent characteristics and by geographic area of residence. Those living in Fort Collins for more than 20 years were more likely to give lower ratings to the environment than were those who lived in the city for a shorter period of time. Students were more likely to give positive ratings to air quality, conservation efforts, and the overall quality of the environment than were those who were not students (see Appendix IV. Comparison of Select Questions by Respondent Characteristics).

Comparisons by geographic area showed that residents living in the southeast part of the city were more likely to give positive evaluations of air quality than those living in other areas (see Appendix V. Comparison of Select Questions by Respondent Geographic Area).

Transportation

Aspects of transportation in Fort Collins also were evaluated on the survey. Four out of five respondents stated that the ease of traveling in the city by bicycle was “very good” or “good” (81%). About two-thirds (63%) of residents thought that Fort Collins as a walkable city was “good” or better. Four in 10 respondents felt that street maintenance (47%) and the ease of driving in Fort Collins (43%) was at least “good.” One-third said that the ease of traveling in Fort Collins by public transportation and the availability of parking downtown was “very good” or “good” (35% and 34%, respectively), with approximately the same percentage of respondents rating each of these as “bad” or “very bad.” The lowest evaluation was given to traffic congestion, with 36% rating it as “bad” or “very bad.”

Please note that 38% of respondents had “no opinion” when rating the ease of traveling in Fort Collins by public transportation. A full set of frequencies, including “no opinion” responses, can be found in *Appendix II. Complete Set of Survey Frequencies*.

National benchmark comparisons were available for all questions related to transportation. Ease of traveling in Fort Collins by bicycle, Fort Collins as a walkable city, street maintenance, availability of parking downtown, and traffic congestion were rated higher than the national average. Ease of driving and ease of traveling by public transportation were given ratings lower than those given in other jurisdictions across the nation. Three of the six transportation areas available for comparison were rated better than the Front Range average: ease of traveling in Fort Collins by bicycle, street maintenance, and traffic congestion. Fort Collins as a walkable city, ease of driving in the city and ease of traveling by public transportation were rated below average.

Table 10: Transportation Ratings in Fort Collins

Please rate the following areas of transportation in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
Ease of traveling in Fort Collins by bicycle	35%	46%	13%	4%	1%	100%	Above	Above
Fort Collins as a walkable city	23%	40%	26%	9%	2%	100%	Above	Below
Street maintenance	8%	39%	42%	10%	2%	100%	Above	Above
Ease of driving in Fort Collins	8%	35%	39%	13%	5%	100%	Below	Below
Ease of traveling in Fort Collins by public transportation	11%	24%	34%	18%	13%	100%	Below	Below
Availability of parking Downtown	7%	27%	39%	21%	6%	100%	Above	NA
Traffic congestion	2%	16%	46%	27%	9%	100%	Above	Above

When compared to 2006 ratings, four areas of transportation received higher ratings in 2008 than in 2006: ease of traveling in Fort Collins by bicycle (82% in 2008 versus 64% in 2006), Fort Collins as a walkable city (63% versus 47%), ease of driving in Fort Collins (43% versus 32%), and ease of traveling in Fort Collins by public transportation (35% versus 17%). However, changes in ratings may be due, in part, to differences in scales and question wording.

Table 11: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins.	Percent reporting "very good" or "good"			
	2008	2006	2003	2001
Ease of traveling in Fort Collins by bicycle	82%	64%	NA	NA
Fort Collins as a walkable city	63%	47%	NA	NA
Street maintenance	47%	NA	44%	52%
Ease of driving in Fort Collins	43%	32%	NA	NA
Ease of traveling in Fort Collins by public transportation	35%	17%	NA	NA
Availability of parking Downtown	34%	NA	NA	NA
Traffic congestion	18%	NA	9%	10%

Please note that in 2001 and 2003, "Traffic congestion" was "Managing/relieving traffic congestion" and "Street maintenance" was "Street repair and maintenance." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly.

When looking at responses compared by respondent characteristics, in general, the longer residents lived in Fort Collins, the less likely they were to give positive ratings to areas of transportation. Survey respondents living in dormitories were more likely to give positive transportation ratings than were those living in other types of housing units. Men were more likely to give lower ratings to transportation areas than were women (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

When comparing responses of this question by geographic area, residents living in the southeast gave higher ratings of quality to the ease of driving in the city than did residents living in other areas of the city. Respondents residing in the northeast part of the city gave considerably lower ratings to the ease of traveling by public transportation and the availability of parking downtown than did residents living in other parts of the city (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area*).

Recreational and Cultural Programs and Facilities

Survey respondents were provided a list of 20 recreational and cultural programs and facilities and then asked to assess the quality of each. The top rated programs or facilities were recreational trails (95% “very good” or “good”), parks (93%), natural areas and open space (93%), and Garden on Spring Creek (91%). The Youth Activity Center (71%), Mulberry Pool (71%), youth/teen recreation programs overall (70%), and the Fort Collins Museum (67%) were given the lowest evaluations but still rated as “good” or better by two-thirds or more of respondents.

Please note that between 23% and 69% of respondents selected “no opinion” when rating the quality of the following: cemeteries, golf courses, athletic fields, Youth Activity Center, Northside Aztlán community Center, Fort Collins Senior Center, Edora Pool Ice Center (EPIC), Mulberry Pool, The Farm at Lee Martinez Park, Garden on Spring Creek (The Horticultural Center), pottery studio, Art in Public Places program, Lincoln Center programs, Fort Collins Museum, adult recreation programs overall, senior recreation programs overall, and youth/teen recreation programs overall. A full set of frequencies, including “no opinion” responses, can be found in *Appendix II. Complete Set of Survey Frequencies*.

When compared to other jurisdictions across the nation, eight programs and facilities were rated above the benchmark, cemeteries and overall adult recreation programs were similar, and the Fort Collins Museum was below. Four programs and facilities were available for comparison to the Front Range benchmark: recreation trails and natural areas and open space were higher than the Front Range average, parks were similar to the average, and adult recreation programs overall were below.

Table 12: Ratings of Parks, Recreational and Cultural Programs and Facilities

Please rate the quality of each of the programs or facilities listed below.	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
Recreational trails	50%	45%	4%	1%	0%	100%	Above	Above
Natural areas and open space	44%	49%	5%	1%	0%	100%	Above	Above
Parks	46%	47%	6%	0%	0%	100%	Above	Similar
Garden on Spring Creek (The Horticultural Center)	40%	51%	8%	1%	0%	100%	NA	NA
Athletic fields	30%	58%	11%	1%	0%	100%	Above	NA
Fort Collins Senior Center	40%	48%	12%	0%	0%	100%	NA	NA
The Farm at Lee Martinez Park	33%	53%	12%	2%	0%	100%	NA	NA
Golf courses	30%	55%	14%	1%	0%	100%	Above	NA
Edora Pool Ice Center (EPIC)	30%	54%	15%	1%	0%	100%	Above	NA
Northside Aztlan Community Center	35%	48%	14%	0%	2%	100%	NA	NA
Senior recreation programs overall	31%	51%	16%	2%	0%	100%	NA	NA
Cemeteries	24%	55%	20%	1%	0%	100%	Similar	NA
Lincoln Center programs	31%	48%	19%	1%	0%	100%	NA	NA
Pottery studio	26%	49%	22%	3%	0%	100%	NA	NA
Art in Public Places program	26%	50%	20%	4%	1%	100%	NA	NA
Adult recreation programs overall	26%	48%	23%	3%	1%	100%	Similar	Below
Youth Activity Center	23%	48%	22%	5%	2%	100%	NA	NA
Mulberry Pool	20%	51%	24%	4%	1%	100%	Above	NA
Youth/teen recreation programs overall	24%	46%	24%	5%	1%	100%	Above	NA
Fort Collins Museum	18%	49%	27%	4%	1%	100%	Below	NA

The following recreational and cultural programs and facilities received higher ratings in 2008 than in 2006: natural areas and open space (94% "very good" or "good" in 2008 versus 88% in 2006), parks (93% versus 87%), Garden on Spring Creek (The Horticultural Center) (91% versus 80%), athletic fields (88% versus 79%), Northside Aztlan Community Center (83% versus 60%), Art in Public Places program (75% versus 60%), Youth Activity Center (71% versus 64%), and youth/teen recreation programs overall (70% versus 62%). Differences between survey years may be at least partially attributable to changes in scale wording.

Table 13: Ratings of Parks, Recreational and Cultural Programs and Facilities Compared by Year

Please rate the quality of each of the programs or facilities listed below.	Percent reporting "very good" or "good"			
	2008	2006	2003	2001
Recreational trails	95%	90%	89%	91%
Natural areas and open space	94%	88%	83%	84%
Parks	93%	87%	91%	95%
Garden on Spring Creek (The Horticultural Center)	91%	80%	NA	NA
Athletic fields	88%	79%	85%	85%
Fort Collins Senior Center	88%	88%	NA	NA
The Farm at Lee Martinez Park	86%	86%	NA	NA
Golf courses	85%	82%	85%	85%
Edora Pool Ice Center (EPIC)	84%	84%	NA	NA
Northside Aztlan Community Center	83%	60%	NA	NA
Senior recreation programs overall	82%	81%	76%	84%
Cemeteries	79%	73%	72%	72%
Lincoln Center programs	79%	78%	80%	86%
Pottery studio	75%	73%	NA	NA
Art in Public Places program	75%	60%	NA	NA
Adult recreation programs overall	73%	73%	69%	77%
Youth Activity Center	71%	64%	NA	NA
Mulberry Pool	71%	73%	NA	NA
Youth/teen recreation programs overall	70%	62%	65%	56%
Fort Collins Museum	67%	67%	67%	73%

Please note that in 2001 and 2003, questions were asked on the scale very good, good, neither good nor bad, bad, very bad.

Comparisons of responses to this question were made by respondent characteristics and geographic area. Those residing in the city for five years or less gave more positive ratings to parks, the Youth Activity Center, and youth/teen recreation programs overall than did those residing in the City for more than five years. Overall, men tended to give lower ratings to recreational and cultural programs and facilities than did women (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

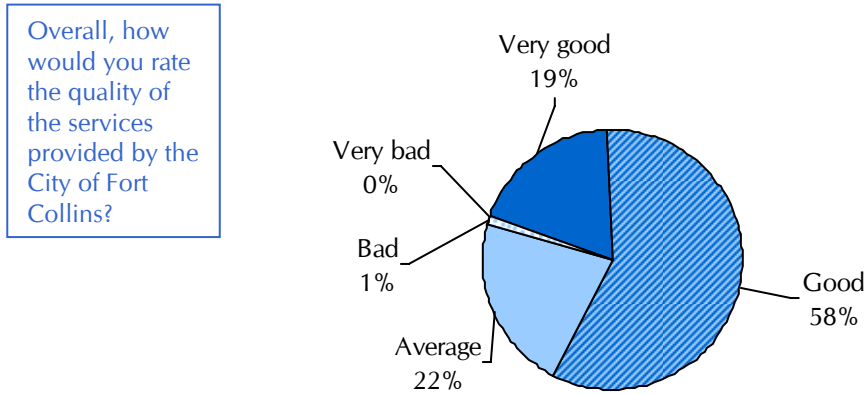
When comparing ratings of recreational and cultural programs and facilities by geographic area, respondents living in the southwest gave more favorable ratings to golf courses, athletic fields, Edora Pool Ice Center, Mulberry Pool, and the Art in Public Places program than did residents living in other parts of the city (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area*).

City Services

For the first time in 2008, survey respondents were given the opportunity to rate the overall quality of City services. One in five residents rated the overall quality of services as “very good,” 58% said “good,” 22% felt it was “average,” and 1% reported it was “bad.” No one thought the overall quality of City services was “very bad.”

Fort Collins residents gave similar ratings to the overall quality of City services when compared to ratings provided by residents in other jurisdictions across the nation and in the Front Range.

Figure 6: Overall Quality of City Services



Residents in the northwest and northeast were more likely to give lower ratings to the overall quality of City services than were those residing in the southwest and southeast (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area*).

KEY DRIVER ANALYSIS

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government, core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important City services. And core services are important. But by using Key Driver Analysis, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for the City of Fort Collins by examining the relationships between ratings of each service and ratings of the City of Fort Collins' overall services. Those key driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Fort Collins can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

The 2008 City of Fort Collins Action Chart™ on the following page combines three dimensions of performance:

- Trendline data. The arrows next to service boxes point up (black arrow) or down (white arrow) to indicate differences from the previous survey.
- Comparison to the national benchmark. When a comparison is available, the background color of each service box indicates whether the service is above the norm (green), similar to the norm (yellow) or below the norm (red).
- Identification of key drivers. A black key icon next to a service box notes a key driver.

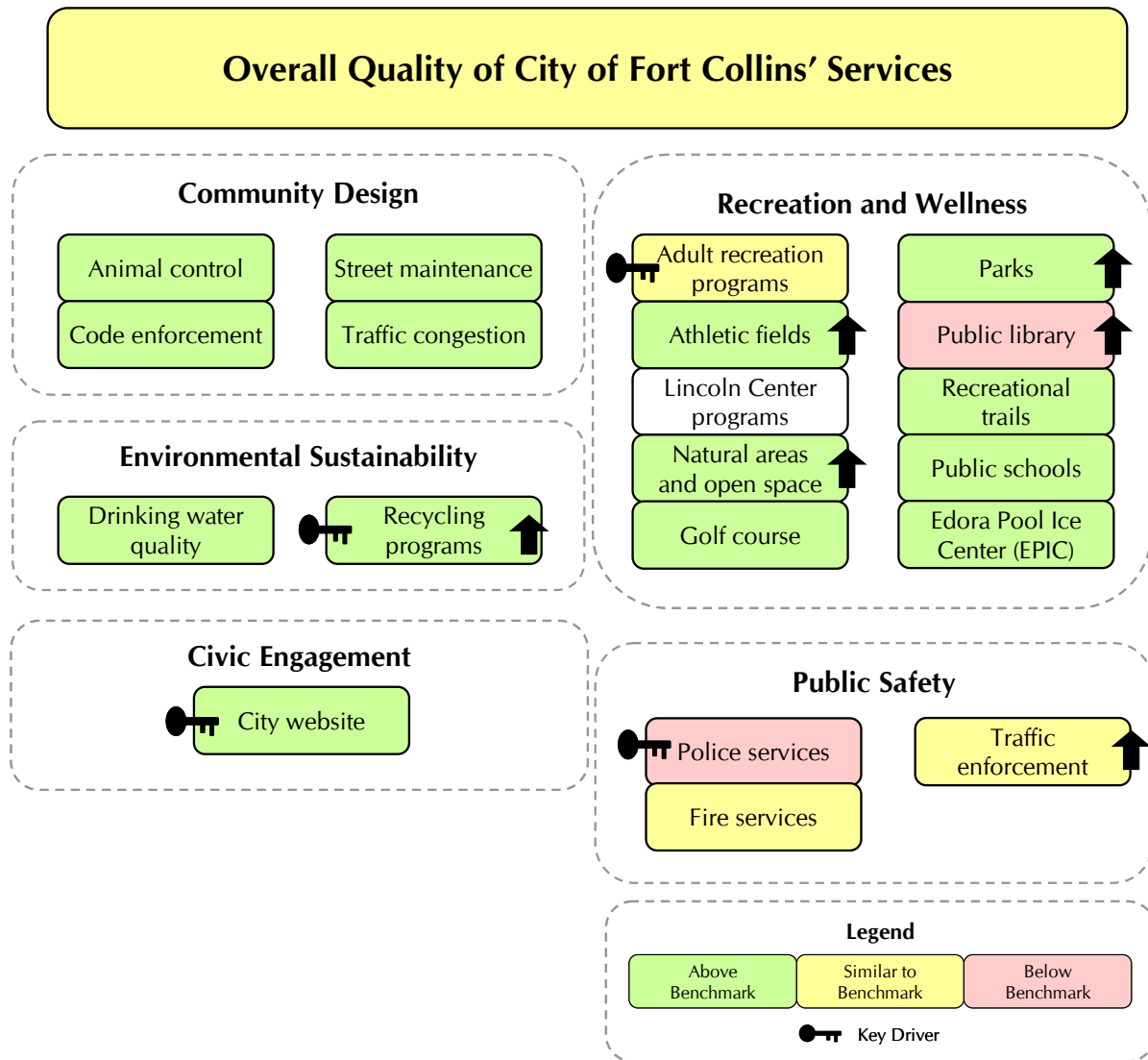
Twenty services were included in the KDA for the City of Fort Collins. Four of these services were identified as key drivers for the City: adult recreation programs, recycling programs, the City website, and overall police services. Recycling programs and the City website were rated above the national benchmark, adult recreation programs was similar to the benchmark and police services were rated lower than the national average. Recycling programs was the only key driver to change over time, receiving a higher rating in 2008 than in 2006.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are trending down or that are not at least

similar to the benchmark. In Fort Collins, police services overall emerged as a service on which to focus attention and resources, as it was a key driver and below the national benchmark. Adult recreation programs overall also could be a potential area of focus as it is a key driver and similar to the national average and below the Front Range.

Services with a high percent of respondents answering “no opinion” (i.e., more than 40%) were excluded from the analysis and were considered services that would be less influential. See *Appendix II. Complete Set of Survey Frequencies* for the percent “no opinion” for each service.

Figure 7: City of Fort Collins Action Chart™



Economic Health

The economic health of the City of Fort Collins was measured on the survey. More than half of respondents (58%) said that the overall support of businesses in Fort Collins was “very good” or “good.” Four in 10 felt the overall economic health of the City was “good” or better, and one-quarter reported that overall jobs growth was at least “good.” One-third (31%) of residents thought that jobs growth was “bad” or “very bad.”

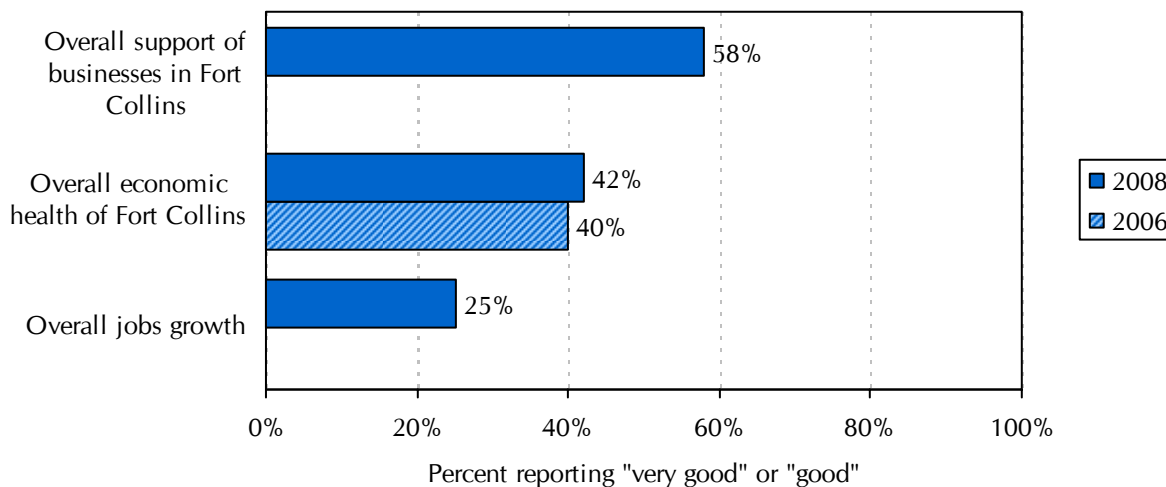
The overall support of businesses in Fort Collins was given ratings higher than the national benchmark and the overall jobs growth in the city received lower ratings than those given across the country and in the Front Range.

Table 14: Ratings of Economic Health

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
Overall support of businesses in Fort Collins	11%	47%	29%	9%	4%	100%	Above	NA
Overall economic health of Fort Collins	6%	36%	41%	12%	5%	100%	NA	NA
Overall jobs growth	4%	21%	44%	21%	10%	100%	Below	Below

In 2008, the overall economic health of Fort Collins was evaluated similarly to 2006.

Figure 8: Ratings of Economic Health Compared by Year



Responses to question regarding economic health were compared by respondent characteristics and geographic area. Residents living in Fort Collins for more than 10 years were more likely to give less favorable ratings to the City's support of business, jobs growth, and the overall economic health in the city than were those who resided in the city for 10 years or less. Full-time or part-time students were more likely to give positive ratings to areas of the economy than were non-students (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

City Government

PUBLIC TRUST

The survey asked residents to rate several aspects of the City government and employees. Half or more of survey respondents felt that the job the City does at informing citizens (59%), the job the City does at welcoming citizen involvement (55%), the overall direction the City was taking (54%), and the efficient operation of programs and services (51%) was “very good” or “good”. One-third or more of respondents said that the job the City does at listening to citizens (41%) and the City’s performance at managing and planning for growth (36%) was at least “good.” One-quarter of residents felt the City’s performance at managing and planning for growth was “bad” or “very bad.”

Please note that 23% of residents selected “no opinion” when rating the job the City does listening to citizens. A full set of frequencies, including “no opinion” responses, can be found in *Appendix II. Complete Set of Survey Frequencies.*

When compared to the national benchmark, the job the City does at informing citizens was rated above the average. The overall direction the City was taking, the job the City does at listening to citizens, and welcoming citizen involvement received ratings below the national benchmark. The job the City does at listening to citizens was similar to the Front Range average, and the overall direction the City was taking, the job the City does at informing citizens, and welcoming citizen involvement were rated lower than the Front Range benchmark.

Table 15: Ratings of City Government

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
The job the City does at informing citizens	13%	46%	37%	4%	1%	100%	Above	Below
The job the City does at welcoming citizen involvement	13%	42%	39%	5%	1%	100%	Below	Below
The overall direction the City is taking	10%	44%	35%	8%	3%	100%	Below	Below
Efficient operation of programs and services	9%	42%	43%	5%	1%	100%	NA	NA
The job the City does at listening to citizens	8%	33%	43%	13%	3%	100%	Below	Similar
Managing and planning for growth	8%	28%	40%	17%	8%	100%	NA	NA

When comparing survey responses by year, four areas of the City government received higher ratings in 2008 than in 2006: the job the City does at informing citizens (59% in 2008 versus 50% in 2006), the job the City does at welcoming citizen involvement (56% versus 26%), efficient operation of programs and services (51% versus 29%), and managing and planning for growth (36% versus 20%). These differences may be due to changes in question and scale wording between survey administrations.

Table 16: City Government Ratings Compared by Year

Please rate the City's performance in each of the following areas.	Percent reporting "very good" or "good"			
	2008	2006	2003	2001
The job the City does at informing citizens	59%	50%	52%	59%
The job the City does at welcoming citizen involvement	56%	26%	NA	NA
The overall direction the City is taking	54%	NA	NA	NA
Efficient operation of programs and services	51%	29%	NA	NA
The job the City does at listening to citizens	41%	37%	NA	NA
Managing and planning for growth	36%	20%	21%	23%

Please note that in 2001 and 2003, "The job the City does at informing citizens" was "Informing citizens about City issues and problems" and "Managing and planning for growth" was "Managing growth." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly. In 2006, "The job the City does at informing citizens" was "Informing citizens about City issues and problems" and "The job the City does at welcoming citizen involvement" was "Considering citizens' opinions before making decisions."

When responses to ratings of public trust were compared by respondent characteristics, those who lived in the city for five years or less were more likely to give favorable ratings than were those who lived in the city for more than five years. Respondents living in detached housing units gave lower ratings to public trust than did those living in attached units or group quarters. Women gave higher ratings to the City's management of and planning for growth than did men (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

The efficient operation of programs and services received lower ratings from residents living in the northeast than residents residing in other areas of the city (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area*).

CONTACT WITH CITY EMPLOYEES

When asked if they had phone or in-person contact with a City employee in the last 12 months, 46% of respondents reported they had. This was below both the national and Front Range benchmarks for contact with City employees and was lower than the contact reported in 2006. A decrease in contact with City employees has been seen in other jurisdictions across the country as more residents rely on getting information about the City from City websites.

Figure 9: Contact with City Employees in Last 12 Months

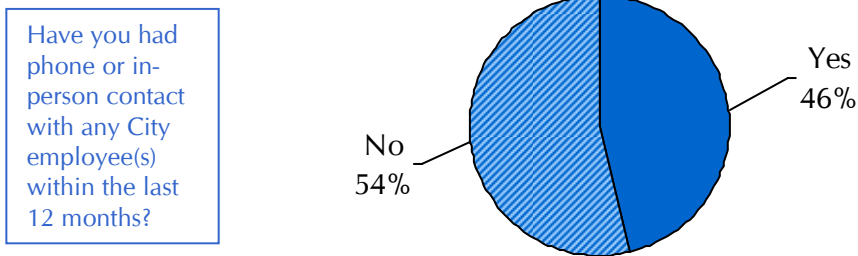
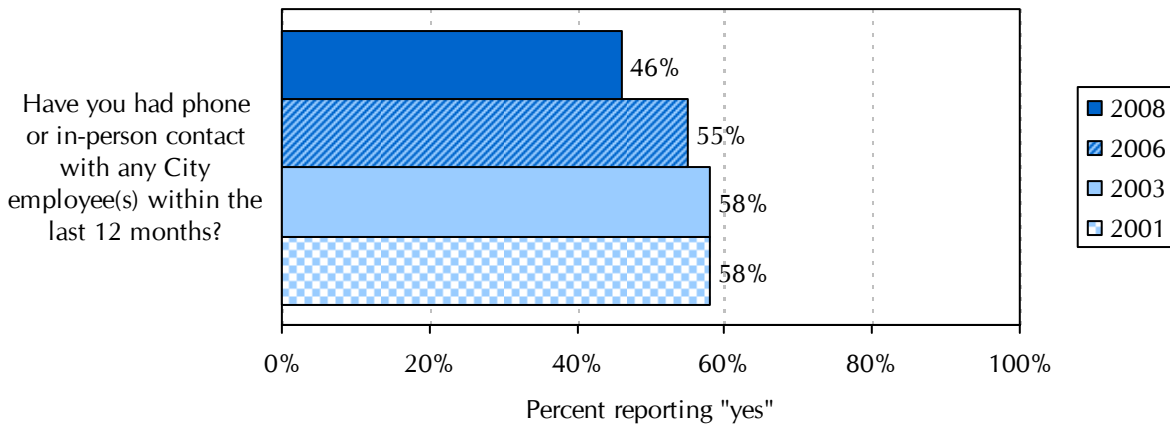


Figure 10: Contact with City Employees Compared by Year



CITY EMPLOYEE RATINGS

The 46% of respondents who reported having phone or in-person contact with a City employee in the last 12 months were asked to rate five characteristics of the employee with which they most recently had contact. Employee courtesy was given the most positive evaluation, with 82% saying this characteristic was “very good” or “good.” All other characteristics were thought to be “good” or better by three-quarters of residents.

Employee promptness received ratings above the national average. Feeling valued as a citizen or customer and the overall impression of the employee were given ratings similar to other jurisdictions across the country. Although they received quite positive evaluations, employee courtesy and knowledge were rated below the national and Front Range benchmarks. The overall impression of the City employee was rated similarly to the Front Range average.

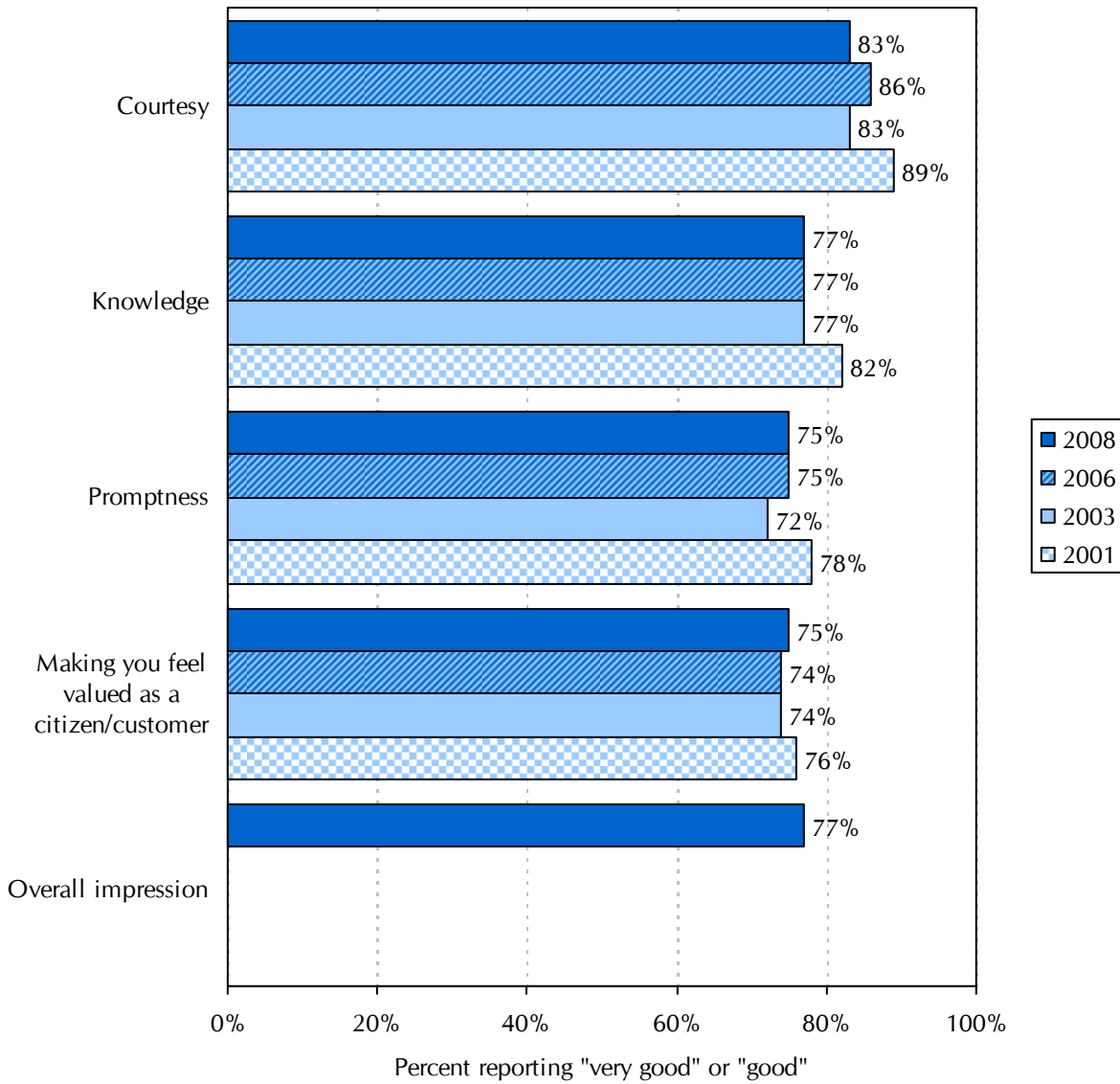
Table 17: Ratings of Employee Characteristics by Users

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
Courtesy	45%	37%	14%	1%	2%	100%	Below	Below
Knowledge	39%	38%	17%	4%	2%	100%	Below	Below
Promptness	37%	38%	19%	4%	2%	100%	Above	NA
Making you feel valued as a citizen/customer	38%	36%	16%	6%	3%	100%	Similar	NA
Overall impression	38%	38%	16%	5%	2%	100%	Similar	Similar

**This question was asked only of those who reported having contact with a City employee in the last 12 months.*

All ratings of employee characteristics in 2008 were similar to those in 2006.

Figure 11: Ratings of Employee Characteristics by Users Compared by Year



**This question was asked only of those who reported having contact with a City employee in the last 12 months. Please note that in 2001 and 2003, these questions were asked on the scale very good, good, neither good nor bad, bad, very bad.*

Evaluations of employee characteristics were compared by respondent characteristics and geographic area. Men were more likely to give lower ratings to all employee characteristics than were women (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

The 54% of survey respondents who said they had no contact with employees in the last 12 months were asked how they felt City employees treated residents. Seven in 10 said that employee courtesy was “very good” or “good,” and three out of five or more residents reported that City employees make citizens feel valued (65%) and were prompt in responding to inquires and service requests (61%). Benchmark comparisons were unavailable for this question.

Please note that more than 20% of respondents reported they had “no opinion” when rating the quality of employee characteristics for this question. A full set of frequencies, including “no opinion” responses, can be found in *Appendix II. Complete Set of Survey Frequencies*.

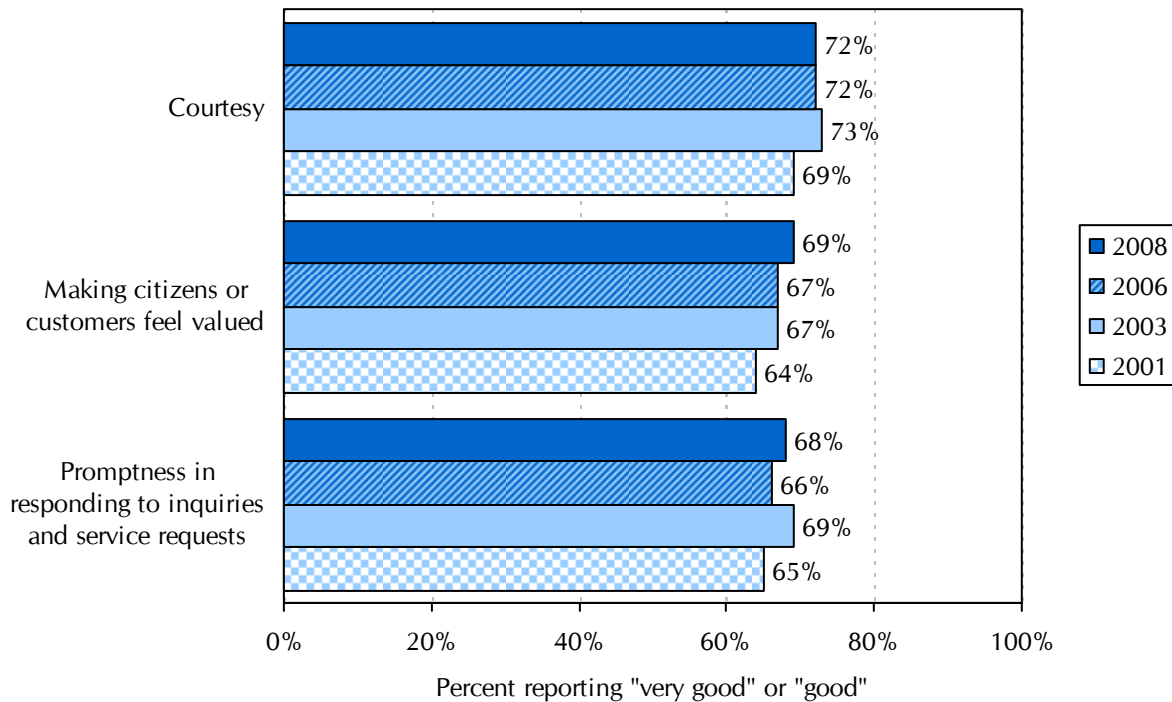
Table 18: Ratings of Employee Characteristics by Non-users

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Very good	Good	Average	Bad	Very bad	Total
Courtesy	17%	55%	26%	1%	0%	100%
Making citizens or customers feel valued	14%	51%	31%	4%	0%	100%
Promptness in responding to inquiries and service requests	13%	48%	37%	1%	1%	100%

**This question was asked only of those who did not have contact with a City employee in the last 12 months.*

In 2008, ratings of employee characteristics by those who had not had contact with a City employee in the last 12 months were similar to 2006 evaluations.

Figure 12: Ratings of Employee Characteristics by Non-users Compared by Year



**This question was asked only of those who did not have contact with a City employee in the last 12 months. Please note that in 2001, "Courtesy" was "City employees are courteous," "Making citizens or customers feel valued" was "City employees make citizens or customers feel valued" and "Promptness in responding to inquiries and service requests" was "City employees promptly respond to inquiries and service requests." In 2001, these questions were asked on the scale strongly agree, mostly agree, neutral, mostly disagree, strongly disagree.*

When comparing ratings of employee characteristics from those who had not contacted the City by geographic area, respondents living in the southern part of the city gave much higher ratings to the employees' promptness in responding to inquires than those living in the northern part of the city (see Appendix V. Comparison of Select Questions by Respondent Geographic Area).

Public Information

Four survey questions assessed different aspects of City communication with Fort Collins residents. Respondents were first asked to rate the quality of the City website. The website as a source of information was thought of as “very good” or “good” by 76% of respondents, and 54% said the website as a means of transacting business with the City was “good” or better.

Please note that more than 20% of residents selected “no opinion” when rating the City website. A full set of frequencies, including “no opinion” responses, can be found in *Appendix II. Complete Set of Survey Frequencies*.

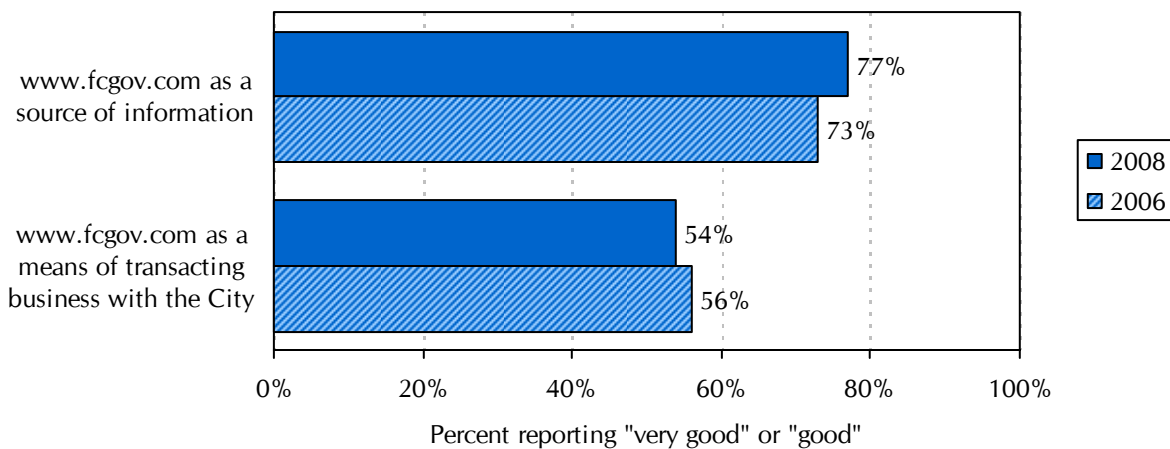
The City’s website as a source of information was given ratings above other jurisdictions across the nation and in the Front Range. Comparisons were not available for the website as a means of transacting business with the City.

Table 19: City Website Ratings

Please rate the City’s website (www.fcgov.com).	Very good	Good	Average	Bad	Very bad	Total	National Comparison	Front Range Comparison
www.fcgov.com as a source of information	22%	54%	21%	2%	0%	100%	Above	Above
www.fcgov.com as a means of transacting business with the City	15%	39%	41%	5%	0%	100%	NA	NA

The City’s website received similar ratings in 2008 when compared to 2006.

Figure 13: Ratings of City Website Compared by Year



When comparing responses to these questions by respondent characteristics, women tended to give more positive evaluations to the City website than did men (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

Responses to ratings of the City’s website were compared by geographic area. Residents living in the northeast part of the City gave notably lower ratings to the website as a source of information than did residents living in other areas (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area*).

Survey participants were shown a list of 12 different sources of information and were asked how frequently, if ever, they used each for information about City issues, services, and programs. The most frequently used sources of information were the newspaper and word of mouth, with half of respondents reporting they "always" or "frequently" used these sources (52% and 47%, respectively). One-third of residents at least "frequently" used *City News* (34%), the *Recreator* (32%), and television news (31%) for information about the City. The sources of information residents most commonly reported "never" using were *Pathways* (76% said "never"), streaming video or "video on demand" of cable channel 14 on www.fcgov.com (86%), and City Line (89%).

Table 20: Sources of Information

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs.	Always	Frequently	Sometimes	Never	Total
Word of mouth	9%	38%	42%	12%	100%
Newspaper	15%	37%	35%	13%	100%
City's website (www.fcgov.com)	4%	18%	50%	28%	100%
"City News" (insert with utility bill)	11%	23%	37%	29%	100%
Television news	8%	23%	38%	31%	100%
Radio	6%	23%	37%	34%	100%
Newsletters or brochures from City departments	6%	15%	42%	36%	100%
"Recreator" (guide to recreation programs)	11%	21%	29%	40%	100%
Fort Collins local cable channel 14	1%	7%	33%	59%	100%
"Pathways" (guide to recreation programs for adults over 50)	4%	6%	13%	76%	100%
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	0%	1%	12%	86%	100%
City Line (automated message system 970-416-CITY)	0%	1%	10%	89%	100%

In 2008 compared to 2006, more residents reported using word of mouth (88% in 2008 versus 82% in 2006), the City website (72% versus 50%), television news (69% versus 58%), and Fort Collins local cable channel 14 (41% versus 35%). Fewer respondents reported using the *Recreator* (60% versus 70%) and *Pathways* (24% versus 38%) in 2008 than in 2006. Please note that differences between survey years may be at least partially attributable to changes in question and scale wording over time.

Table 21: Sources of Information Compared by Year

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs.	Percent of respondents who ever used this as a source			
	2008	2006	2003	2001
Word of mouth	88%	82%	87%	54%
Newspaper	87%	89%	NA	76%
City's website (www.fcgov.com)	72%	50%	54%	12%
"City News" (insert with utility bill)	71%	76%	76%	56%
Television news	69%	58%	63%	NA
Radio	66%	61%	NA	27%
Newsletters or brochures from City departments	64%	67%	64%	17%
"Recreator" (guide to recreation programs)	60%	70%	60%	40%
Fort Collins local cable channel 14	41%	26%	28%	26%
"Pathways" (guide to recreation programs for adults over 50)	24%	38%	NA	NA
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	14%	NA	NA	NA
City Line (automated message system 970-416-CITY)	11%	13%	18%	3%

Please note that in 2001, this question was a multiple response question where respondents were asked "Where do you typically learn about City services and programs? Please mark all that apply." In 2003 and 2006, "Fort Collins local cable channel 14" was "Other cable channel 27 programming;" the questions were asked on the scale: primary source, secondary source, not a source.

Survey respondents were asked which two newspapers they read most. Of all respondents, 54% reported that the *Coloradoan* was the newspaper they read most often and 11% said the *Collegian*. Less than 10% mentioned the other publications as the number one newspaper they read. The publication that was mentioned most often as the number two newspaper residents read was the *Denver Post* (10%).

Table 22: Newspapers Read

Which newspapers, if any, do you read? Please list up to 2 newspapers starting with the one you read most often.	#1 newspaper read	#2 newspaper read
No comment made	15%	53%
Coloradoan	54%	9%
Collegian	11%	3%
Denver Post	5%	10%
Rocky Mountain News	3%	7%
Fort Collins Now	3%	3%
Forum	1%	2%
Fort Collins Weekly	0%	0%
Loveland Reporter Herald	0%	1%
Northern Colorado Business	0%	0%
Senior Voice	0%	0%
Other	7%	12%
Total	100%	100%

*Percent of all respondents. Only the 556 residents wrote in a #1 newspaper to question 16 and 301 residents wrote in a #2 newspaper to question 16.

As with previous survey years, in 2008 the *Coloradoan* was the newspaper mentioned the most frequently as the number one or number two most often read. A smaller percentage of residents identified the *Coloradoan* as the number one or two newspaper most often read in 2008 than in 2006. A smaller proportion of respondents in 2008 than in 2006 reported reading the *Denver Post*. However, more residents reported reading the *Collegian* in 2008 than in 2006.

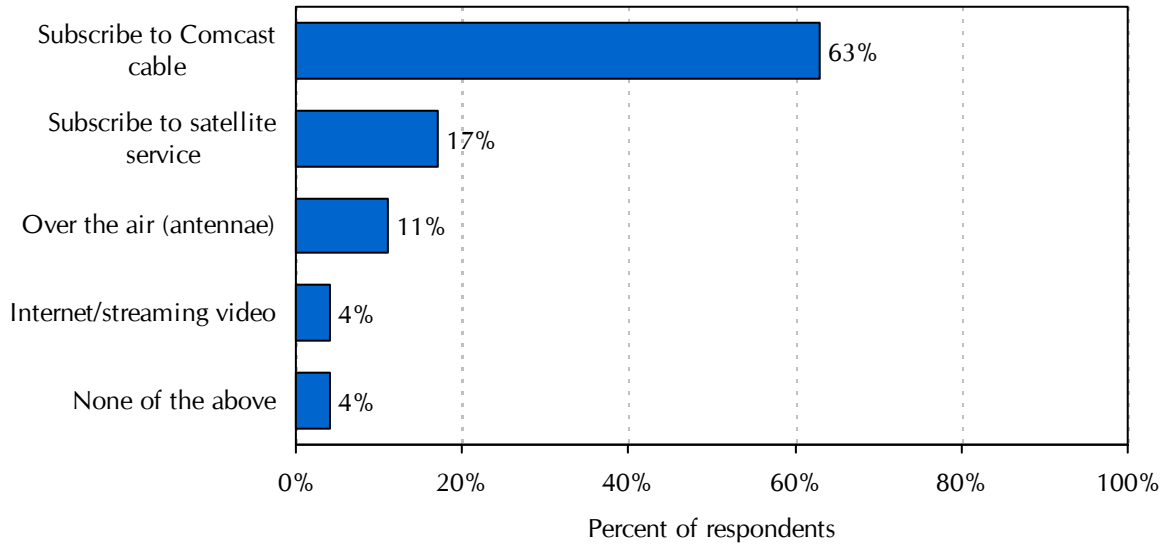
Table 23: #1 or #2 Newspapers Read Compared by Year

Which newspapers, if any, do you read? Please list up to 2 newspapers starting with the one you read most often.	#1 or #2 Newspaper*		
	2008	2006	2003
Coloradoan	63%	82%	57%
Denver Post	15%	22%	4%
Collegian	14%	2%	11%
Rocky Mountain News	10%	14%	3%
Fort Collins Now	6%	NA	NA
Forum	3%	4%	6%
Loveland Reporter Herald	1%	1%	0%
Fort Collins Weekly	0%	5%	2%
Senior Voice	0%	1%	0%
Northern Colorado Business	0%	1%	1%
Other	19%	12%	5%

*Total may exceed 100% as respondents could provide more than one answer.

New to the 2008 survey was a question about how residents primarily receive their television programming. About two-thirds reported they subscribed to Comcast cable (63%), one in five subscribed to satellite services (17%), 11% had an antennae, and 4% said they used the Internet or streaming video to receive television programming. Four percent noted they did not have or subscribe to any of the items mentioned.

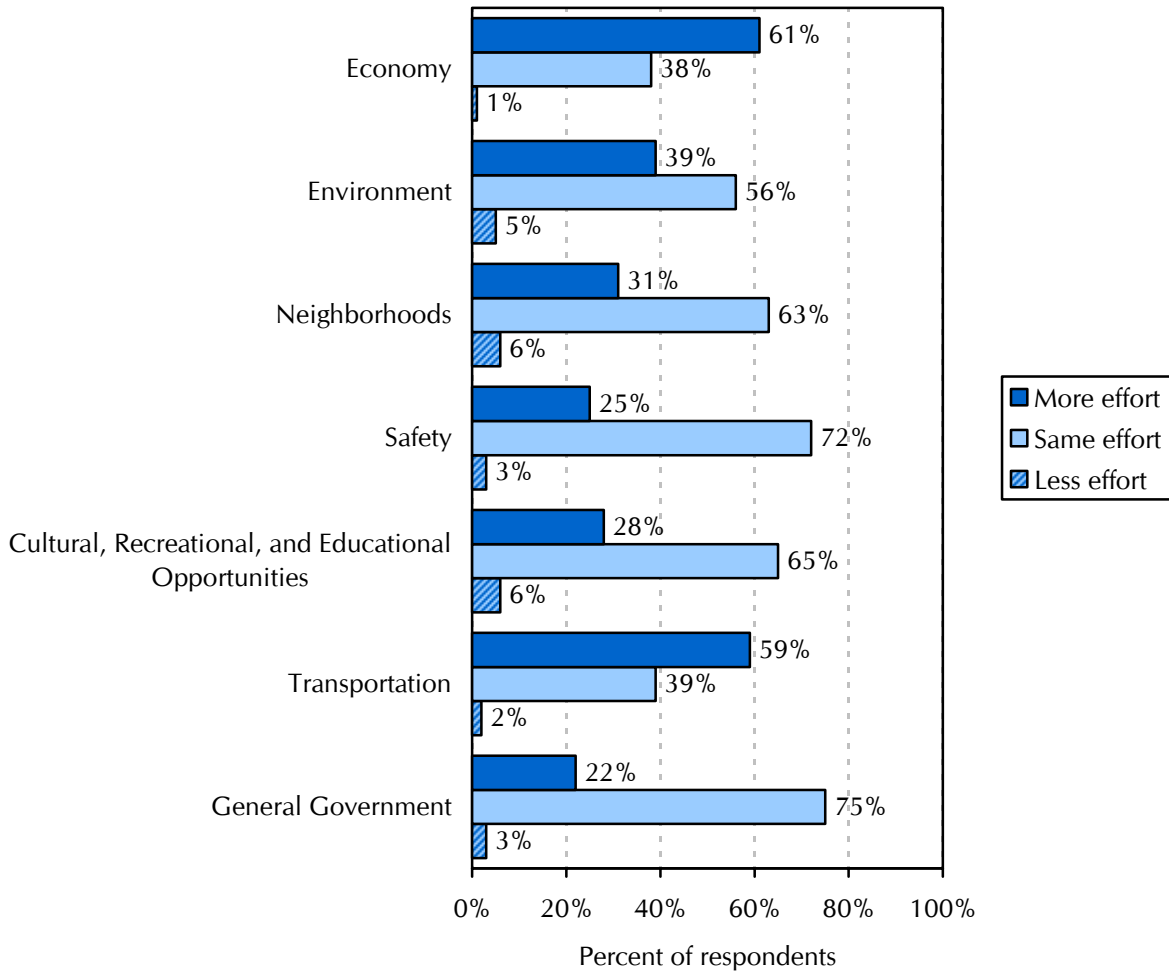
Figure 14: Receive Television Programming in Household



Policy Questions

To help assess citizens' opinions about City budget priorities, survey respondents were asked how much effort the City should put towards seven different measures. Overall, the majority of residents felt that the same effort that currently is expended should be made in five of the seven areas. However, a majority of resident reported that more effort should be put toward the economy (61%) and transportation (59%). Fewer than 10% of respondents thought that less effort should be made in each of the seven budget areas.

Figure 15: Budget Priorities



When budget priorities in 2008 were compared to those in 2006, generally, residents provided similar assessments.

Table 24: Budget Priorities Compared by Year

Please select the option that best describes how you think the City should address each of the following aspects of the community.		2008	2006
Economy	More effort	61%	65%
	Same effort	38%	31%
	Less effort	1%	4%
	Total	100%	100%
Environment	More effort	39%	39%
	Same effort	56%	54%
	Less effort	5%	6%
	Total	100%	100%
Neighborhoods	More effort	31%	28%
	Same effort	63%	64%
	Less effort	6%	8%
	Total	100%	100%
Safety	More effort	25%	23%
	Same effort	72%	75%
	Less effort	3%	2%
	Total	100%	100%
Cultural, Recreational, and Educational Opportunities	More effort	28%	31%
	Same effort	65%	62%
	Less effort	6%	7%
	Total	100%	100%
Transportation	More effort	59%	62%
	Same effort	39%	35%
	Less effort	2%	3%
	Total	100%	100%
General Government	More effort	22%	24%
	Same effort	75%	65%
	Less effort	3%	11%
	Total	100%	100%

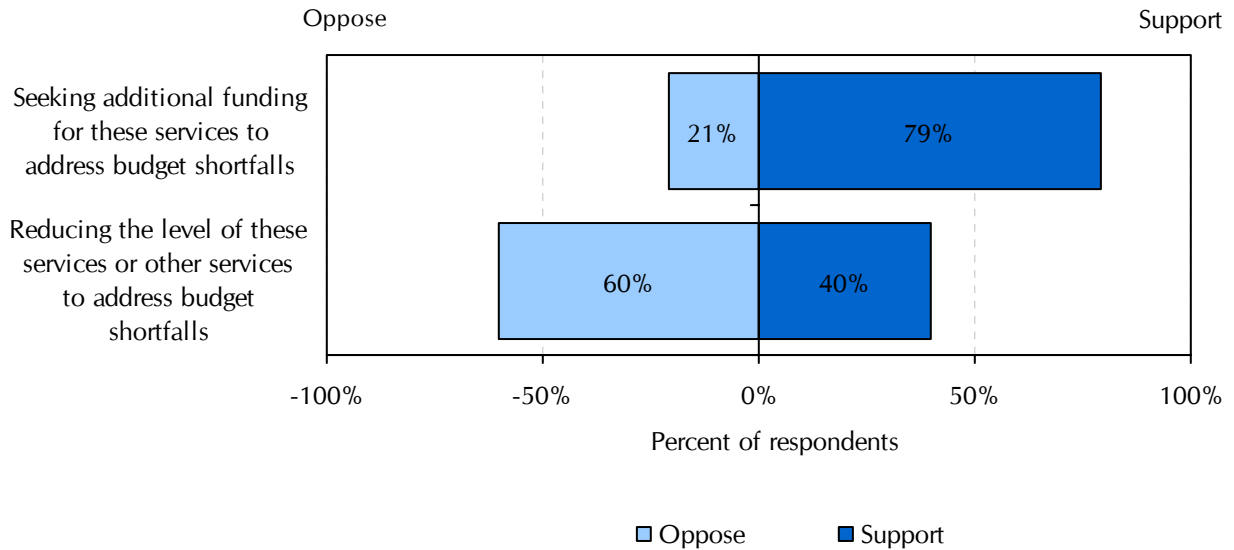
Please note that in 2006, "Economy" was "Improve Economic health," "Environment" was "Improve environmental health," "Neighborhoods" was "Improve neighborhood quality," "Safety" was "Safer community," "Cultural, Recreational, and Educational Opportunities" was "Improve cultural, recreational and educational opportunities," "Transportation" was "Improve transportation" and "General government" was "A high performing government."

When comparisons to results of this question were made by respondent characteristics, respondents who lived in Fort Collins for more five years tended to feel that more effort should be given towards the economy than were those who lived in the city for a longer period of time. Those living in detached housing units were more likely to feel that more effort should be given to the economy, environment, and to transportation than did those who lived in attached dwellings or group quarters. Female respondents were more likely to state that more effort should be given to neighborhoods than did male respondents (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

Responses to this question were compared by geographic area of residence within the city. Respondents living in the northwest part of the city were more likely to feel that more effort should be placed towards neighborhoods and cultural, recreational and educational opportunities than did those living in other parts of the city (see *Appendix V. Comparison of Select Questions by Respondent Geographic Area*).

The 2008 survey asked residents whether or not they supported or opposed two different funding options to cover budget shortfalls. A majority of respondents (79%) supported seeking additional funding for these shortfalls, with 3 in 10 “strongly” supporting this funding option and 8% “strongly” opposing. However, the majority of residents opposed (60%) reducing the level of these services or other services to address budget shortfalls; 26% “strongly” opposed and 11% “strongly” supported this funding option.

Figure 16: Support for or Opposition to Funding Options



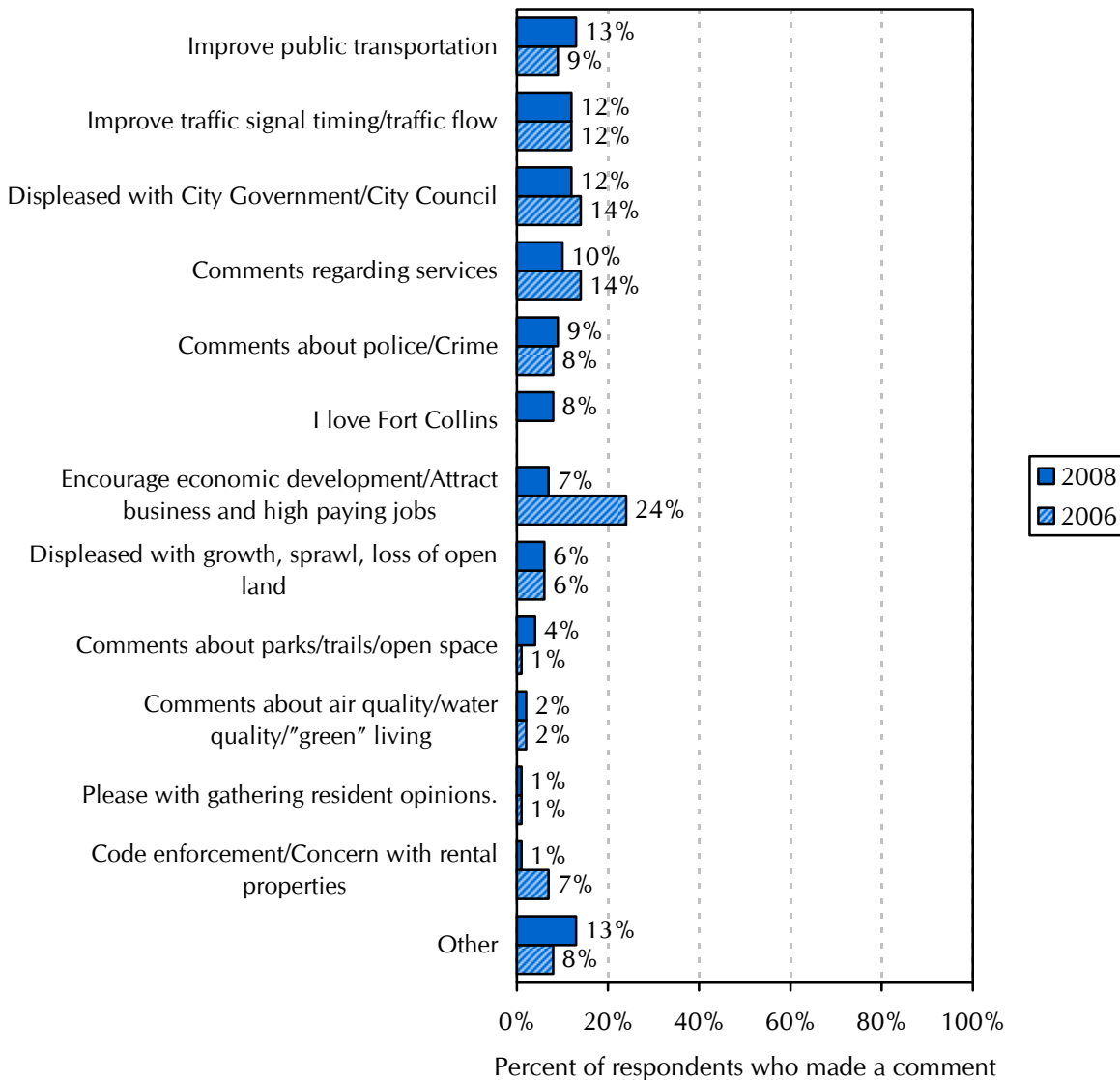
Responses were compared by respondent characteristics. Those residing in the city for more than 20 years were less likely to support seeking additional funding and were more likely to support reducing service levels than those who lived in the city for a shorter period of time. Students and male respondents were more likely to support seeking additional funding than were non-students and female respondents (see *Appendix IV. Comparison of Select Questions by Respondent Characteristics*).

Additional Comments

At the end of the survey, respondents were given the opportunity to write in any additional comments or suggestions they had regarding City government, services, employees or programs. Of those responding to the survey, 287 chose to write in a response to this question (see the figure on the following page). Of those who wrote in a comment or suggestion, 13% mentioned improving public transportation, 12% noted improving traffic signal timing or traffic flow and displeasure with City government/City Council, and 10% wrote in comments regarding services. Fewer than 10% mentioned the other categories listed below. For a complete set of responses to this question, see *Appendix III. Verbatim Responses*.

Generally, responses to this question remained stable over time, except for encouraging economic development and attracting new business and high paying jobs, and code enforcement concerns, which fewer respondents mentioned in 2008 than in 2006 (7% versus 24% and 1% versus 7%, respectively).

Figure 17: Additional Comments



*Percentages represent the 287 residents who wrote in a response to question 28. Please note that in 2006, this question was a multiple response question. In addition, more categories were provided in 2006 than in 2008. In some cases, multiple categories from 2006 have been merged into comparable 2008 categories.

Appendix I. Respondent Characteristics

Characteristics of the survey respondents are displayed in the tables in this appendix.

Length of Residency in Fort Collins	
About how many years have you lived in Fort Collins?	Percent of respondents
5 years or less	39%
6-10 years	17%
11-15 years	12%
16-20 years	8%
More than 20 years	24%
Total	100%

Years at Current Residence	
How many years have you lived in your current residence?	Percent of respondents
5 years or less	68%
6-10 years	13%
11-15 years	8%
16-20 years	4%
More than 20 years	6%
Total	100%

College Students	
Are you a full-time or part-time student at a college or university in Fort Collins?	Percent of respondents
Yes	23%
No	77%
Total	100%

College or University Attending	
Which college or university do you attend?	Percent of respondents
Colorado State University	93%
Front Range Community College	4%
Another local college or university	3%
Total	100%

Respondent Age	
Which of the age groups below best describes you?	Percent of respondents
18-34 years	48%
35-54 years	33%
55 years or older	19%
Total	100%

Respondent Gender	
Your gender	Percent of respondents
Male	50%
Female	50%
Total	100%

Appendix II. Complete Set of Survey Frequencies

The following pages contain a complete set of responses to each question, including “no opinion” responses.

Question 1							
Please rate Fort Collins as a community on each of the items listed below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Overall, as a place to live	60%	34%	5%	0%	1%	0%	100%
Overall safety of residents	36%	51%	12%	0%	0%	0%	100%
Availability and diversity of shopping	23%	36%	31%	8%	1%	1%	100%
Availability and diversity of dining	44%	38%	16%	1%	1%	0%	100%
Availability and diversity of entertainment	18%	40%	33%	7%	1%	2%	100%
Availability and diversity of job opportunities	4%	23%	39%	17%	8%	9%	100%
Availability of affordable quality housing	6%	23%	43%	16%	5%	7%	100%
Availability and diversity of arts and cultural activities	17%	44%	30%	4%	1%	3%	100%
Availability and diversity of recreational opportunities	42%	42%	13%	1%	1%	1%	100%
Availability of quality healthcare	30%	33%	21%	4%	3%	9%	100%
Quality of public schools	22%	34%	14%	2%	1%	27%	100%
Quality of public library services	25%	42%	16%	1%	1%	17%	100%
As a place to raise children	37%	40%	9%	0%	0%	14%	100%
As a place to retire	28%	37%	12%	3%	1%	19%	100%
As a place to attend college	47%	37%	9%	1%	0%	6%	100%
As a place to work	25%	42%	19%	5%	3%	6%	100%
Community openness and acceptance of all people	21%	44%	26%	5%	2%	2%	100%
Overall quality of life in Fort Collins	41%	49%	9%	1%	0%	0%	100%

Question 2							
Please rate the quality of the environment in Fort Collins on each of the items listed below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Community's visual attractiveness	39%	52%	8%	1%	0%	1%	100%
Air quality	33%	51%	14%	2%	0%	0%	100%
Drinking water quality	54%	37%	7%	1%	1%	0%	100%
Recycling programs	32%	44%	16%	4%	2%	2%	100%
Conservation efforts	26%	45%	19%	4%	1%	6%	100%
Overall quality of environment	32%	56%	10%	0%	0%	1%	100%

Question 3

Please rate the quality of your neighborhood on each of the items listed below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Your neighborhood as a place to live	39%	41%	17%	2%	0%	1%	100%
Your neighborhood as a place to raise children	28%	32%	21%	5%	2%	12%	100%

Questions 4a & 4b

	None	1-5	6-10	More than 10	Total
Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?	9%	40%	24%	27%	100%
How many different households are represented by neighbors that you know by name?	9%	57%	24%	10%	100%

Question 5

How often do you talk to any of your neighbors?	Percent of respondents
At least once per day	20%
At least once per week	48%
At least once per month	24%
At least once per year	4%
Less often than once per year	1%
Never	4%
Total	100%

Question 6							
Please tell us how safe you feel in each of the following areas.	Always safe	Usually safe	Sometimes safe sometimes unsafe	Usually unsafe	Always unsafe	No opinion	Total
Your neighborhood during the day	69%	28%	3%	0%	0%	0%	100%
Your neighborhood at night	33%	50%	15%	2%	1%	0%	100%
Downtown Fort Collins during the day	58%	36%	4%	1%	0%	1%	100%
Downtown Fort Collins at night	16%	47%	26%	5%	1%	5%	100%
Parks in Fort Collins	28%	56%	11%	1%	0%	4%	100%
Natural areas/open space within the city	27%	55%	11%	1%	1%	6%	100%
Recreation facilities in Fort Collins	32%	54%	4%	1%	0%	9%	100%
Trails in Fort Collins	20%	53%	18%	2%	0%	7%	100%

Question 7							
Please rate the quality of each of the following in Fort Collins.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Fire services	39%	32%	5%	0%	0%	24%	100%
Crime prevention	21%	42%	20%	3%	1%	12%	100%
Police patrol	23%	42%	21%	5%	2%	6%	100%
Traffic enforcement	20%	39%	27%	7%	2%	5%	100%
Police visibility	25%	40%	25%	5%	1%	4%	100%
Police response time	17%	27%	15%	4%	2%	36%	100%
Police services overall	21%	43%	22%	3%	2%	10%	100%
Code enforcement (weeds, abandoned buildings, etc)	12%	33%	25%	8%	4%	19%	100%
Animal control	16%	38%	23%	3%	1%	19%	100%
Business property maintenance	16%	47%	22%	1%	1%	12%	100%
Residential property maintenance	14%	46%	28%	4%	1%	7%	100%

Question 8

Please rate the following areas of transportation in Fort Collins.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Ease of driving in Fort Collins	8%	35%	38%	13%	5%	1%	100%
Ease of traveling in Fort Collins by public transportation	7%	15%	21%	11%	8%	38%	100%
Fort Collins as a walkable city	23%	40%	26%	9%	2%	1%	100%
Ease of traveling in Fort Collins by bicycle	32%	42%	12%	4%	1%	9%	100%
Availability of parking Downtown	7%	26%	38%	20%	6%	3%	100%
Traffic congestion	2%	16%	46%	26%	9%	1%	100%
Street maintenance	7%	39%	41%	10%	2%	1%	100%

Question 9

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	No opinion	Total
The job the City does at informing citizens	12%	42%	34%	3%	1%	8%	100%
The job the City does at welcoming citizen involvement	11%	36%	32%	4%	1%	16%	100%
The job the City does at listening to citizens	6%	25%	33%	10%	3%	23%	100%
Managing and planning for growth	7%	24%	35%	14%	7%	13%	100%
Efficient operation of programs and services	8%	35%	37%	4%	1%	15%	100%
The overall direction the City is taking	9%	40%	32%	7%	3%	9%	100%

Question 10

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Overall support of businesses in Fort Collins	9%	40%	24%	8%	3%	16%	100%
Overall jobs growth	3%	17%	37%	18%	8%	17%	100%
Overall economic health of Fort Collins	6%	32%	37%	11%	4%	9%	100%

Question 11							
Please rate the quality of each of the programs or facilities listed below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Natural areas and open space	43%	47%	5%	1%	0%	4%	100%
Recreational trails	48%	43%	4%	1%	0%	4%	100%
Parks	45%	46%	6%	0%	0%	3%	100%
Cemeteries	14%	32%	12%	1%	0%	41%	100%
Golf courses	19%	35%	9%	1%	0%	37%	100%
Athletic fields	23%	45%	8%	1%	0%	23%	100%
Youth Activity Center	11%	23%	11%	2%	1%	52%	100%
Northside Aztlan Community Center	16%	21%	6%	0%	1%	56%	100%
Fort Collins Senior Center	22%	26%	7%	0%	0%	45%	100%
Edora Pool Ice Center (EPIC)	21%	36%	10%	1%	0%	32%	100%
Mulberry Pool	12%	29%	14%	3%	0%	42%	100%
The Farm at Lee Martinez Park	20%	33%	7%	1%	0%	38%	100%
Garden on Spring Creek (The Horticultural Center)	23%	29%	5%	0%	0%	43%	100%
Pottery studio	8%	15%	7%	1%	0%	69%	100%
Art in Public Places program	16%	32%	13%	2%	1%	36%	100%
Lincoln Center programs	24%	37%	15%	1%	0%	23%	100%
Fort Collins Museum	11%	28%	16%	2%	1%	42%	100%
Adult recreation programs overall	18%	33%	16%	2%	1%	31%	100%
Senior recreation programs overall	13%	22%	7%	1%	0%	57%	100%
Youth/teen recreation programs overall	13%	25%	13%	2%	1%	46%	100%

Question 12	
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent of respondents
Very good	19%
Good	57%
Average	22%
Bad	1%
Very bad	0%
No opinion	1%
Total	100%

Question 13	
Have you had phone or in-person contact with any City employee(s) within the last 12 months?	Percent of respondents
Yes	46%
No	54%
Total	100%

Question 13a							
Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Courtesy	45%	37%	14%	1%	2%	0%	100%
Making you feel valued as a citizen/customer	38%	36%	16%	6%	3%	1%	100%
Promptness	37%	37%	19%	4%	2%	1%	100%
Knowledge	39%	38%	17%	4%	2%	0%	100%
Overall impression	38%	38%	16%	5%	2%	0%	100%

Question 13b							
Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Courtesy	13%	42%	20%	1%	0%	24%	100%
Making citizens or customers feel valued	10%	38%	23%	3%	0%	26%	100%
Promptness in responding to inquiries and service requests	9%	34%	26%	1%	0%	29%	100%

Question 14							
Please rate the City's website (www.fcgov.com)	Very good	Good	Average	Bad	Very bad	No opinion	Total
www.fcgov.com as a source of information	16%	39%	15%	1%	0%	29%	100%
www.fcgov.com as a means of transacting business with the City	6%	17%	17%	2%	0%	57%	100%

Question 15

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs.	Always	Frequently	Sometimes	Never	Total
Fort Collins local cable channel 14	1%	7%	33%	59%	100%
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	0%	1%	12%	86%	100%
City's website (www.fcgov.com)	4%	18%	50%	28%	100%
"City News" (insert with utility bill)	11%	23%	37%	29%	100%
Newsletters or brochures from City departments	6%	15%	42%	36%	100%
City Line (automated message system 970-416-CITY)	0%	1%	10%	89%	100%
"Recreator" (guide to recreation programs)	11%	21%	29%	40%	100%
"Pathways" (guide to recreation programs for adults over 50)	4%	6%	13%	76%	100%
Word of mouth	9%	38%	42%	12%	100%
Newspaper	15%	37%	35%	13%	100%
Radio	6%	23%	37%	34%	100%
Television news	8%	23%	38%	31%	100%

Question 16

Which newspapers, if any, do you read? Please list up to 2 newspapers starting with the one you read most often.	#1 newspaper read	#2 newspaper read
No comment made	15%	53%
Coloradoan	54%	9%
Collegian	11%	3%
Denver Post	5%	10%
Rocky Mountain News	3%	7%
Fort Collins Now	3%	3%
Forum	1%	2%
Fort Collins Weekly	0%	0%
Loveland Reporter Herald	0%	1%
Northern Colorado Business	0%	0%
Senior Voice	0%	0%
Other	7%	12%
Total	100%	100%

*Percent of all respondents. Only the 556 residents wrote in a #1 newspaper to question 16 and 301 residents wrote in a #2 newspaper to question 16.

Question 17	
How does your household primarily receive television programming?	Percent of respondents
Subscribe to Comcast cable	61%
Subscribe to satellite service	17%
Over the air (antennae)	10%
Internet/streaming video	4%
None of the above	4%
Don't know	4%
Total	100%

Question 18					
Please select the option that best describes how you think the City should address each of the following aspects of the community.	More effort	Same effort	Less effort	No opinion	Total
Economy: Includes economic planning and development activities	56%	35%	1%	8%	100%
Environment	37%	54%	5%	4%	100%
Neighborhoods	29%	61%	6%	4%	100%
Safety	24%	68%	3%	5%	100%
Cultural, Recreational, and Educational Opportunities	27%	63%	6%	4%	100%
Transportation	56%	38%	2%	4%	100%
General Government	20%	69%	3%	8%	100%

Question 19					
To what extent do you support or oppose the City considering each of these options?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Seeking additional funding for these services to address budget shortfalls	30%	49%	13%	8%	100%
Reducing the level of these services or other services to address budget shortfalls	11%	29%	34%	26%	100%

Question 20	
About how many years have you lived in Fort Collins?	Percent of respondents
5 years or less	39%
6-10 years	17%
11-15 years	12%
16-20 years	8%
More than 20 years	24%
Total	100%

Question 21

How many years have you lived in your current residence?	Percent of respondents
5 years or less	68%
6-10 years	13%
11-15 years	8%
16-20 years	4%
More than 20 years	6%
Total	100%

Question 22

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent of respondents
Yes	23%
No	77%
Total	100%

Question 23

Which college or university do you attend?	Percent of respondents
Colorado State University	93%
Front Range Community College	4%
Another local college or university	3%
Total	100%

Question 24

Which of the age groups below best describes you?	Percent of respondents
18-34 years	48%
35-54 years	33%
55 years or older	19%
Total	100%

Question 25

Your gender	Percent of respondents
Male	50%
Female	50%
Total	100%

Question 26

Which best describes the building you live in?	Percent of respondents
Detached	52%
Attached	48%
Total	100%

Question 27

Do you own or rent your residence?	Percent of respondents
Own	57%
Rent	43%
Total	100%

Question 28

If you have any comments or suggestions regarding City government, services, employees or programs, we would like to hear them. Please use the space below, or write them on a separate sheet of paper and enclose it with your completed questionnaire.	Percent of respondents	Percent of respondents making a comment
No comment made	54%	--
Displeased with growth, sprawl, loss of open land	3%	6%
Comments regarding services	5%	10%
Displeased with City government/City Council	6%	12%
I love Fort Collins	4%	8%
Comments about police/crime	4%	9%
Encourage economic development/Attract business and high paying jobs	3%	7%
Improve traffic signal timing/traffic flow	5%	12%
Improve public transportation	6%	13%
Code enforcement/Concern with rental properties	1%	1%
Comments about parks/trails/open space	2%	4%
Comments about air quality/water quality/"green" living	1%	2%
Pleased with gathering resident opinion	0%	1%
Other	6%	13%
Total	100%	100%

Respondent Geographic Area of Residence

	Percent of respondents
Northwest	31%
Northeast	13%
Southwest	19%
Southeast	31%
CSU dorms	4%
CSU on-campus apartments	2%
Total	100%

Appendix III. Verbatim Responses

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

Q28: IF YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING CITY GOVERNMENT, SERVICES, EMPLOYEES OR PROGRAMS, WE WOULD LIKE TO HEAR THEM. PLEASE USE THE SPACE BELOW, OR WRITE THEM ON A SEPARATE SHEET OF PAPER AND ENCLOSE IT WITH YOUR COMPLETED QUESTIONNAIRE.

Displeased with growth, sprawl, loss of open land

- Basically I think the city rolls along pretty well. We do need to encourage more businesses to come & stay - if incentives are necessary - so be it.
- I don't want Ft C to become Boulder. Please get off the no growth/no business bandwagon.
- I have owned a home here for 12 of the years I've lived in Fort Collins - I have been pleased with the way we have grown our town - but I worry about the massive growth that we are experiencing.
- I love Ft. Collins - and I'm not usually pro-development, but if FC wants to continue to provide an excellent place to live w/open space, parks, Santa in old town, etc. It has to be responsible about allowing growth to happen. Growth is not bad - it pays for the things we love. If the city was more business/development friendly, we may see improved revenues from growth instead of continually chasing off potential development/economic growth. How many decent proposals for development along I-25 are we going to chase off to Loveland or Timnath!? We need revenues to support our services!
- I strongly oppose the construction going on at CSU's campus recreation center and just want to see our natural parks and fields the way they were before the construction started.
- Please purchase whatever land you can by the foothills for conservation areas trails...
- Please try to manage growth more responsibly - importing over-population will only decrease the quality of life for all the current residents of this community. The beauty of the natural environment is threatened by urban sprawl and development. I believe old town would be much more inviting if it had a larger, walking-only area. It could be very nice, but some areas seem more run-down and detract from the charming experience of local-run stores in an historic area. It would probably have increased community involvement to have an audition for the city logo from residents rather than hiring a marketing firm to come with two curvy lines that are far abstracted from anything to do with Fort Collins. Also, a little more coaxing of the community to prepare for emergencies would probably be wise. The entire community would have to be involved in an emergency - why not involve us all in drills and stockpiling if necessary supplies before an emergency occurs? The one thing I find very strange is the supposed tearing up and destruction of the natural area at Taft Hill and Prospect by "Cleo" in order to put in a "new" natural area? I believe this is a wonderful place to live, and I plan on buying a home and possibly raising children here. However, we have to take measures now and implement policies to slow exponential population growth and development so that this remains a good place to live. With limited resources, it is absolutely predictable that unlimited growth is impossible, and should be mitigated now when it is foreseeable. Thank you for the opportunity to provide feedback.
- Reduce urban sprawl, build up not out! -I support the nature school, the charter school of Poudre school district.
- Review the city 'charter' or 'growth plan' of Davis, California (95616). They have a rational, controlled growth plan that was adopted by the city in the 1960's!
- Say "yes" to growth
- Smart growth = wasted money & resources. People are coming. They want to live here. Better acquire/built infrastructure now. You really can't 'conserve your way to growth! & fix the railroad situation. Over & under passes needed.
- Stop suburban sprawl. Cookie cutter houses south of Harmony are growing out of control. We need to preserve the open land that separates us from Loveland.
- Stop the anti growth mentality - we do not want to become another Boulder. City council must change or be replaced. Jobs in this city are a joke - there are none. If Fort Collins cannot change and become more progressive it will become a good place to be from - not a good place to be.
- The community would do itself a favor by being far more growth & business friendly. It's no wonder that most are leaving for Loveland.

- The Poudre River* Fort Collins' open space, trails, parks, old town, & the New Belgium Brewery are the things, in my opinion, that make Fort Collins so unique and attractive. Special attention should be paid to preserve and enhance these features.
- The uncontrolled and (seemingly) poorly planned growth on the south end of town is pointing us in the wrong direction. Too much sprawl, too many cars, too many huge roads on a 1 mile grid. The city will be irreversibly damaged by this.

Comments regarding services

- Better recycling on city streets - old town
- Better recycling program -better shopping/retail
- City employees I spoke with were pleasant and informative - fire crew from station on Timberline between Drake & Horsetooth.
- Emergency services should always be fully funded. Police and fire services should be top priority. Reduce the money going into parks & rec. We have plenty.
- I feel that the availability of telecom choices is unfortunately narrow. I'd like the city to work to build out a municipal fiber to the home network that's leased out on a house-by-house basis to video/data/telecom providers for service.
- I live on the southwest side of town, but we will move soon as all of the services are going to the east side of town and the rush hour traffic is becoming more unbearable. A lot of our money goes to Loveland because they have provided our family with better shopping opportunities. Please don't make anymore stupid parking lots like you did at the super center Wal-Mart. Please keep up our quality schools.
- I read where FC is proposing residents having 3 trash receptical. This is long over due. I detest throwing green waste away and having recycling get wet. I also detest trash bags as critters get into them.
- I used to recycle in IL. We had pick-up at our apartment complex. I don't recycle now because I don't have a car to drop it off. Our apartment doesn't have recycling pickup. I wish we did.
- I would like to be able to view my city of Fort Collins utilities bill online. I travel and pay my bills using my bank online. In this day and age we should be able to at least see our utilities bill online! Thank you.
- In the winter the arterial streets are plowed when there is almost no snow on them - sometimes the snow plows can barely get streets plowed before sun melts snow naturally. This seems like a waste of money. There is inconsistency in the enforcement of nuisance codes. For example, one person has to remove from sign an inoperable vehicle within 30 days. Vehicle can be tarped but must be completely removed from sight (or fixed up and made operable). Owner complies. A block away another inoperable vehicle is complained about, the owners shove the vehicle to the side yard (which is in full view of the street) where it sits for many more months and this is considered adequate. Why the difference in interpretation of rules and enforcement? Same neighborhood-there is a house that has numerous people living in it (extended family). Back yard has dogs that are never put inside, and therefore inevitably bark at all hours. Front yard had dirt lawn, piles of toys, bikes, bikes made into "lawn art" by being embedded in dirt, overflow of household items (due to so many people living in house), out of season lawn decorations, tires with plastic flowers, urban camping, etc., etc., etc. This house has been complained about numerous times. Concerned neighbors told that as long as dogs have food and shelter they are ok and that the yard meets the standards of the neighborhood. If the yard meets the standards of the neighborhood, why is it being complained about? Even in this working class neighborhood, this yard stands out as being trashy. This type of situation is why I gave a low score on question 13b. Fort Collins could use more dog parks, since so many people own dogs. Has Fort Collins ever considered making certain hours of the day "off leash" periods for parks? As I'm sure you are aware, people are taking their dogs to parks and letting them off leash at all times now. (no-I'm not one of them-I don't even own a dog.) What about the period from when the parks open (the parks all have signs saying when they "open" - usually about 6:00 a.m.) to, say, 9:00 a.m. being an off leash time. During that 3 hour period people could and would expect to see dogs off leash - after that enforce the rules that are being flagrantly violated now. (my sister was on a visit to NYC this Spring, and this is how central park handles dogs - it seemed to work well. She also saw no dog poop.) There is more dog on dog conflict when one dog is on a leash, and the other not, and my idea would reduce conflict, tangled leashes, etc. Bike lanes and usage. I ride my bike most places and a source of frustration for me are intersections where it takes the wright of a vehicle to trigger a green light, or a button must be pushed to activate the light. And the button is on the other side of a right lane must turn right lane, or simply not reachable from the road. Two examples of this that I encounter frequently are the intersection of Remington and Prospect. If you are on Remington going either north or south, you can not access the push button without crossing the right lane. No motorist would be expected to leave their vehicle, cross in front of turning traffic, push a button, and jog back to

their car, but bicyclists are expected to do this (or sometimes wait a long time for a car to trigger the light). Another example of this situation is JFK Parkway and Horsetooth -if you are on JFK heading north (towards the mall). In general, I think Fort Collins is a good place to live, and I enjoy living here. P.S. - I've had a couple contacts through the fcgov.com site & people were prompt & courteous.

- More street snowplowing in neighborhoods would be appreciated.
- Museum needs to display a life line of area. A good example is Plainview, Texas. I served on the museum board here. They don't listen!
- One important city service area was not mentioned at all on this survey - snow removal and sanding. I feel this is an area of major need for improvement and would affect results on many questions if it was listed. That's a pretty big omission!
- Please address trash services - too many trucks on streets & alleys - need more recycling options too. Love FCMOCA
- Some of posts in Fort Collins with "pedestrian crosswalk" signs also have "yield to pedestrians, it's the law" sign. But some do not. In particular, the two at Lemay and Parkwood Drive-Columbia do not. Adding "yield to pedestrians, it's the law" signs to the posts at Lemay and Parkwood Drive-Columbia and the other locations where they do not appear could be done at very modest cost. Crossing Lemay at Parkwood-Columbia is dangerous! Parkwood (east of Lemay) and Columbia (west of Lemay) are adjacent parts of a bike path. Adding the "yield to pedestrians, it's the law" signs would make it much safer to walk (with or without a bike) across Lemay. I have called the Traffic Dept. about this, and I also talked to a city employee who was checking visibility of a "pedestrian crosswalk" sign on Buttonwood in Parkwood. Please note that I am not asking for a flashing light (like the one on Zigler), but merely an additional sign.
- Spend much less money!!! Especially on beautification & recreation (like paths). Use that money for essential services such as fire, police, etc. Police phone response time is very long!!! First things first!!!
- Stop wasting time and money in the pursuit of innocent people who are labeled criminals for growing small amounts of marijuana. It is a ridiculous waste!!! Police should be protecting us from the true dangers.
- Streets are not plowed during the winter as I would expect --and why don't we have tornado warning sirens???
- The city website seems cheap & lacks some options other states/cities offer. I dislike the service charges to pay fines & fees on the website.
- The classes offered through the Recreator that I took were very bad. (photo I drawing). I would love to see better classes, at additional cost. Safety is something this town does well, but it could always be better.
- The streets in Fort Collins are in bad shape. Traffic is very bad - what is the city doing to address the subject - illegal aliens - I know they are here. I don't hear about this topic!! Thank you.
- We can't afford the library tax. Watering most open/green space except park/play areas is a waste. Quit adding services divest from expensive to operate amenities. Focus on maintaing what we have.
- We really like the public services announcements in the bills & the efforts to help with conservation. Great job! Also, love all the parks & trails. Great.
- When my income decreased I have to cut back on my spending - the city should do the same. Why does it take so long to get anything thro' the building/planning comm?
- Why is such a green and nature-loving city so lazy about recycling?! I've been to the dump - it's a mess! That dump will haunt the future of this city for centuries - recycle!
- With library services now in the district's hands, those funds should be used to upgrade services. Don't lower the mill levy w/temporary reductions. Keep the full mill at revenue balance
- Would like to see more effort on recycling. Think Ft Collins is much better. Also, all summer I have seen churches & private homes, golf courses wasting water. Watering in the heat of the day, running down the street etc. For example at times it is humid here
- You should have more diverse employees at the front desk of many of your business especially at the pools or any recreational place.

Displeased with City Government/City Council

- Although it does not affect me in any direct way. I am persuaded that FC has a political climate that complicates things for responsible builders and small local businesses - case in point Jay Stoners I-25 & Harmony project and I-25 & Prospect zoning
- City council is a bunch of idiots for letting Timnath annex property on Harmony. Thank goodness I can raise my own chickens. Glad we have our priorities straight. (sarcasm intended) if council doesn't want to grow our city & economic base, they should resign.

- City council says no to displaying the menorah at a public place. Did any of them see the lighting of the national menorah on public television channel 6 in Washington, DC. Accompanied by the United States army band with the mayor giving a presentation? I thought we were part of the United States, not Nazi Germany
- City council should accept growth & not try to stop it. Use the city money efficiently.
- City government stop! Helping the CSU students & freakin Mexican's. My taxes already!! Support them!! Focus more on the signals & jobs for older (40+ plus) helping them & us!!
- City government = stop petty arguments (Christmas decor) let the council decide and then get on to important issues!
- City of Fort Collins is impossible to work with. As a local business owner, we have tried for 4 years to get business w/city of Fort Collins. The city supports national accounts instead of local business & the old girl/guy network is strong! Zero support for local "green" business. City government offices are stuck in the past - with vendors. That is why, developers, business owners are leaving for Loveland, Timnath & Windsor. These cities support local business. City of Fort Collins does not.
- City officials should provide detail information on funding requests. If budget cuts are required then start at the top where wages/salaries are the highest. Start there first. The city council need to be more business friendly.
- City passes ordinances based on requests of small number of citizens. Such as "range chickens" inside city limit. Or 3 unrelated in one home. City council should pay more attention to the needs of the majority not the vocal
- City should return to core functions, cut spending in programs and projects that benefit only small segments of resident population. Adhear to the wishes of the people. Not city's own idea of what is best.
- Concerns about the Tim Masters matters - handled poorly North College is not take care of illegal alliens - the do live in Fort Collins why?
- Cut the government employee supervisors wages. Put more money into transportation, schools & mental illness servess.
- Focus on more important issues than weeds in the alley - we are good citizens & I don't want tax payers money to be wasted on small issues.
- Fort Collins is a great community! I am concerned about the anti-business attitude of some council members.
- Fort Collins looks rather petty in their slow response to the Timnath annexation issue. Someone should realize how beneficial this project is. Work together!
- How much does this cost? Would prefer on-line or email to save paper. Many departments need a flux of new blood who care. Too many grumpy city staff lately
- How much is this survey costing? Could that money have been spent on the budget shortfall?
- I think some sort of council should be involved more closely with some of the larger businesses in the city regarding ethical & lawful treatment of employees.
- I want Ft. Collins to be more regionally focused, coordinating and cooperating w/other municipalities. Less obstructionist! I am disappointed in the anti-development tone of some council members. We need growth! City line is not updated or informative enough Lee Martinez farm is esp. Hard to get current, accurate info about. Please put event tickets, permitting, etc. As much on line as possible, applications etc. Are often very hard to find on the city website. Site is hard to navigate 1-2-3 levels into question/info.
- I was disgusted that city council spend all that money for a new logo. They seem to be generous with pet projects - not necessities
- I watch you all weekly on Ch-14. Maybe - more outreach to the working man who is trying to make it. Also, I am more than concerned about the economy. S(without) money - where will the taxes come from. I'd like to see more pay as you go & savings in city government.
- I would like to see city council put more effort into the concerns and welfare of its citizens. And less energy into their own agenda's.
- If it were possible to fire a city council person, [REDACTED]! To let us choose our trash hauler or have Gallegos do the whole city. Quit spending money on ridiculous studies
- It is very disconcerting when I see 4-6 city workers on a project & only 1-2 are actually working. I see my tax dollars going out the window!
- Last December I emailed the mayor and my representative for district 2. The mayor answered my email but district 2 representative ignored me. I didn't appreciate that.
- Less bickering by [REDACTED] with the council focus on non retail business development for job growth less focus on general public transit, more transit east-west for CSU students

- Many questions on this survey were poorly written. I.e. #13 only addresses my most recent interaction w/city staff. Quit buying open space outside the GMA. Repeal 1/4 cent open space tax & use it for other areas. If the public keeps voting down funding for Mason St. Corridor why's it still on the drawing board?
- Overlay & slurry seal in my area (Meadowlark & Swallow) is not handled well, representative from city department did not require contractors to clean-up or pickup after job (evidence - rebar laying at corner of Swallow & Cavalry Court 93 mos)! If the city doesn't make contractors clean up or perform, then it tells me that city staff don't care.
- Question 19 unfair, too many services bundled
- Senior citizens should receive more discounts. The new hospital should have been built in Ft. Collins. Residents should have had more input as to where the hosp. Should have been built. Some city employees need to be more helpful & courteous.
- Spend less money on study's and consultants. Hire local and within - don't outsource. Skilled blue-collar city workers and techs are underpaid and struggling. Change isn't always good - if it ain't broke don't fix it.
- Stop cutting to realtors & developers. The time measure of the quality of a city is not how happy or wealthy these special interests are.
- Tax money wasted big time. School system wastes money big time too!
- The city does a fairly good job. Current economic conditions will demand judicious prioritizing of the part of council & officials
- The city has too much retail employment. Needs additional industry. With growth going SE, we are going to have a large # of empty commercial buildings in town. Need a change on city council. They are too opposed to growth which relates to tax revenues.
- Your survey is not well thought out, with the same categories appearing in opposing questions. That makes for confusion (viz. Policy Topics).
- The loan corruption has hurt FC & USA greatly - totally from individual greed & acceptance corruption (we're on our way to becoming as corrupt as Russia & third world countries where all services require a bribe - is that the direction FC city government wants to continue? To do what they want not the citizens vote. Is that values & type of character they want to continue. If so FC needs to fire them without a big \$ banks! We are aware of your corruption & greed administrators!
- This city & council are too concerned with special interest issues spend less on parks/open space/eco issues/growth mgmt & more on the real government functions police/fire/safety/roads
- We need a city council that gets along we need to attract more business and develop Mulbury St & North College to an upscale area
- Who ok.'d the 4th auto parts store on North College. Now want to spend 8 million to prepare site for grocery store across from existing grocery store, refuse to work with Timnath on Stoner proposal. All are nuts should be replaced!!

I love Fort Collins

- A+ Fort Collins!! I love it here, I could move to Denver and make more but I'm happy here!!
- As a new Ft. Collins resident, I have been really impressed by all aspects of the city!
- FC is a very "livable" city! I love it!
- Ft. Collins is a wonderful place to live. Our balance municipal services are excellent. We do have a collective insensitivity to business!
- Go Fort Collins!
- Great job! Keep getting open space. It is & will pay off in keeping this city a desirable place to live
- Great town. I am glad that there is intrest in always trying to improve.
- I am very pleased with the city & how well Fort Collins has been maintained - I am always very proud to show "outsiders" our wonderful town!
- I give thanks nearly everyday for the quality of life from living in Fort Collins....
- I love Ft Collins. I spent 5 mos this year in AZ on sabbatical & came back early due to homesickness & missing FC recycling, community, rec, etc.
- I think Ft Collins is a wonderful place to live! Happy to be here!
- I watch the city meetings on TV sometimes and overall I think you guys are doing a great job. Keep it up. I love Ft. Collins

- I've enjoyed living in your "beautiful" city. Streets and sidewalks are well maintained. The Transfort system is great! The city government and employees are doing great jobs!
- Keep up the good work - Fort Collins is a great place to live
- Keep up the good work!.
- Most of my experiences are on or near the CSU campus. I love it in Ft Collins! Any harshness concerning economic matters is partially because of recent, national events.
- Overall, FC. is a desirable city to live in. People, on the whole, friendly and helpful.
- Overall, it is my opinion that the city is the best run of any I have ever lived in. (four other cities). City employees the most helpful/courteous I have ever experienced.
- Overall, nice place to live for retirees and for families!
- Overall, the city organization makes Fort Collins a wonderful place to live. To maintain this quality of life, we would be willing to accept a tax increase. Keep up the fantastic job!
- The city is a wonderful place to live. I have lived throughout the country and have enjoyed Ft. Collins the most.
- The city skyline is beautiful—electric utilities, signs, etc. Kept neat—it is terrific! Do not relax, be forward thinkers! Nice work thus far!
- This is a good place to live.
- We are active duty military & have been relocated many times. Fort Collins is by far the best overall!
- We have enjoyed living in Ft. Collins raised 3 children in public schools & CSU.
- We like Fort Collins
- We lived here 10 years ago and loved it. We just moved back in Jan. And still find it a great place to live. Everyone is so friendly and the infrastructure is well-maintained!
- You're doing great! I love my Fort Collins!

Comments about police/Crime

- (1) change the attitude of FC police! They are rude beyond belief. They believe they are above the law. This should not be!! (2) retime traffic lights on the se area! Argh!
- Disagree strongly with statement that police and fire are under staffed. The community as a whole isn't accepting of other cultures, especially Mexicans. Less money on bike lanes and more on traffic congestion and roads.
- Enforce safety, especially, surrounding CSU campus. (break-ins/robbers/sex offenders)
- Fort Collins police are in dire need of education & training. They are very rude, unprofessional, maneuver illegally through traffic and are unaware of the laws they are suppose to enforce.
- I think police forces could be cut down somewhat or at best driving police. They are everywhere always just driving around it's a waste of a car and a lot of fuel. More cops, fewer cars.
- I think police should be more visible on the streets. Traffic laws are broken often!
- I would strongly support increased funding for police services to increase visibility & traffic enforcement, particularly in school areas.
- Need to hire more police officers to continue to keep out city safe. Don't need more traffic enforcement need community policing programs throughout the city (positive contacts) also need more officers in historic old town area.
- No need for fire and police to respond to ambulance calls - unnecessary expense
- Overall, the city does a very good job. As to police dept, it appears those folks are too inactive to the needs of the public. Tickets should be issued - not so much for small speeding, but for not using turn signals (prevents frustration of others & accidents) and to cyclists riding against traffic, etc. (I am a constant cyclist)
- Police need to focus more on drug related issues than noise violations. Also stronger penalties for motorists who don't treat bicylists as equals. I've been almost hit twice, while riding in the bike lane!
- Police patrols need to be more visible. Response times are suffering
- Police presence is non-existent in my neighborhood. More bus routes & availability times.
- Question 19: does police services & fire have to be included with transportation & parks? Being that the police are forming a union. Can't they figure it out themselves?
- Rather than reducing service in police, fire, & road maintenance I would prefer reducing other non-essential areas, or city divesting itself of properties that are not necessary for city operations until the budget situation has improved.
- Reduce the police force to save the budget and use the remaining force to focus on more serious crime. Focus less on traffic (ie sitting & waiting to catch violators)

- Something needs to be done about the gangs in Fort Collins. It does not belong here. Particularly Vine -west of College. I've seen people driving around throwing gang signs at people walking. I've also heard gun shots come from that direction. Homelessness is also an issue, as is the train they come in on. The train is absolutely unnecessary. Last month: 1 dead - another lost his legs.
- Too many police. Not enough east to west bike routes. Keep up the good work!
- Ugly fences everywhere/need to re-in-state gang task force before things get worse - be pro-active
- We have a "fireworks problem" an July 4 - and New Years Eve. When we called police were told they didn't have enough manpower to respond even though fire works lasted 3 hours at a time.
- Would like to see more police activity in area after dark to help stop all the vandals, especially from 12-3 am (drunks)
- Your DA office coupled with the police force are the most money hungry revenue generating (through petty arrests overcharging heavy fines) anywhere when young families need help you suck the life out of most of them with fines etc. The jobs don't pay █! You're a wealthy county & support services for the poor & young families don't amount to dog █. You're mental health services & medical services are inadequate. Police overzealous. Got clerks etc are on a gravy train while the rest of us scratch it out. It doesn't take 2-3 cop cars and 2-6 officers for minor complaints & traffic citations (sissies). If you didn't have so many incompetent women trying to prove themselves and cops under pressure to cite every little thing for revenue for the city - so they could be reasonable it would be a better place.

Encourage economic development/Attract business and high paying jobs

- (1) my wife and I cannot get a full-time job, nor benefits due to part-time work. Oppression, greed & prejudices are destroying Fort Collins as a caring community. (2) need an indoor mall like Flat Iron Mall in Broomfield, CO., to give Fort Collins a great place to shop & enjoy a day out. And it would bring in millions of dollars & taxes to fund our police dept, etc..
- 1) I would like very much to see the Foothills Mall remodeled. This would be a great boost to the core city. 2. The Ft. Collins Coloradoan is an inadequate newspaper. The coverages lack in depth; they don't have good columnist. We should do better. 3. Ft Collins needs a permanent day shelter. 4. We could use a day labor office, perhaps one that could cooperate with catholic charities mission (shelter) 5. Bicycle traffic laws should be better enforced especially near CSU - University Ave & Shields Ave.
- Bring more jobs to Fort Collins! There are too many people and not enough good jobs to support the lifestyle of the community. There is too much competition for the few good jobs here that many people are forced to find work outside the city.
- Don't be so controlling in our development areas. You are a little late on the shopping center. Loveland has you beat. Affordable housing for young folks.
- I listed job creation as one of the issues that needs improvement, with that though I know that job creation & related to growth and the growth issue is not only local or regional issue but national and even a global issue.
- I want to commend your effort in trying to promote a strong local economy and an environmentally conscious community.
- I would like to see a movie theatre complex nearer downtown and efforts to and a larger better acoustical performing arts center downtown like Grady Gammage in Tempe, AZ. To have larger operatic, musical performances
- I would like to see better shopping options for clothing in this town. I go to Denver to shop.
- I would like to see more effort regarding growth and development in southeast Fort Collins, specially addressing school needs, balancing development with preservation of Fort Collins open space. Addressing need for increased tax revenue and keeping business in Fort Collins
- In my opinion the city of Fort Collins is very short sighted regarding planning for business growth and commercial growth.
- It's a fine city to live in but would like to see more employment opportunities. I'd be willing to help the city grow w/ volunteer efforts & some tax increases.
- Please don't stifle economic growth. We don't want to be Boulder!
- Thank you for the survey. One area of feedback for city council is to stop spending time worrying about weeds & fences/yard attractiveness and spend more time on improving economic condition of the city.
- The city must do a better job concerning the attraction of new business. We cannot continue to allow business to go elsewhere because Ft Collins refuses to negotiate or cooperate we need incentives for business to come - for example, losing business & IGA to Timneth is wrong!!!!

- We "Fort Collins" needs to have a theme to be a great city. We need to focus on much more job development in the "green" market place & not so much on low paying retail jobs!
- We are becoming too much like Boulder. Start looking at economic growth rather than trying to please environmentalist. Get rid of roundabouts!
- We love FT. Collins - I grew up here, & we are now raising our family here. It is beautiful, friendly & sophisticated yet down-to-earth. Biggest concern - economy, future business growth - my husband works in Denver & commutes, seems like too many opportunities are being missed (Centerra, Timnath annexing Harmony corridor, etc.)
- We're not proactive about growth/business, industry. Loveland got the jump on us with shopping/dining/mcr @ Hiway 34 & I-25 & Timnath is more responsive to Jay Stone's development - so we're gonna lose out on that, too @ Harmony & I-25 need to focus on transportation to & auto traffic - continue to increase the bike trail system - all the way down to Lvld & Mcr @ I-25 & 34. Let's do more with energy - alternatives!!

Improve traffic signal timing/traffic flow

- As transportation is evaluated - please consider smooth traffic flow in E-W, W-E direction - not just north and south *push for fixing up the mall
- Enforcement of bike laws. Hardly any bikers stop at lights or stop signs. Has gotten worse since gas price increases especially on trails & Remington St.
- Find a solution for the traffic on College Avenue.
- Fort Collins is a beautiful place to live, but very expensive for single people & single parents. Biggest dislike - traffic lights - absolutely terrible - like no other place anywhere!
- Fort Collins is the nicest city I have ever lived - but needs work in traffic control, light timing and sensors.
- Heading east on Horsetooth, the intersection of Horsetooth and College Avenue badly needs a right turn lane.
- I am concerned about my safety while driving in this town! I would like to see more police patrols around town watching for frequent speeding, tailgating, red light running, etc - while I'm sure this is happening now, I feel that every time I drive in town I see some sort of numerous traffic infractions I wish people would not be in such a hurry & be willing to be patient & courteous I see way too many traffic infractions & am growing tired of feeling unsafe while driving in Fort Collins!
- I live in SW FC. & work @ Budweiser. Traffic is a bear going to & from most days due to traffic lights can't we synchronize the lights for better flow?
- I love living in Ft. Collins. The city is great, and everybody is nice. The traffic is awful. Sometimes I don't want to go out because I don't want to deal with it. The train is ridiculous. I also see a growing problem with meth use, gangs and illegals. And everybody I know feels the same way.
- I would like to see the traffic flow addressed on College Street and on Lemay.
- Improve traffic lights on east west streets cannot go east or west on any main street without hitting every red light
- It seems the city promotes bicycling by making driving/downtown parking difficult. When will the traffic lights be synchronized? It's been promised for 6-8 years.
- Mason transportation corridor is great project. Neighborhood block parties assisted by city funds/grants are really great.
- My #1 concern is traffic congestion. The traffic lights should be synchronized. #2 concern is rental property maintenance - get the college students out of the family neighborhoods.
- Please do something about train/traffic congestion and the incessive horn honking at night. It's getting worse
- Please increase the speed limit around Fort Collins
- Please synchronize the traffic lights. Please try to keep the streets more clear of snow in the winter months.
- Regarding "traffic congestion": the automatic camera on Timberline & Harmony is a constant pita (pain). Traffic turning from Harmony south on to Timberline hardly get any time compared to other flows of traffic.
- Stop helping the Hispanic's & students & high income these people have enough - start working on informing everyone of dogs show's b.b games misc. Tired of seeing Ft Collins looking like Mexico, India and China!! Stop catering to the students (my taxes do that) and Hispanic start helping singals more. Try doing less for the Hispanics & students comment more to working on the whole city wellfair instead!
- Streetlight timing is very frustrating
- Synch up street lights on major roads (College, Harmony, Drake, Timberline, Prospect) to ease congestion. If I am leaving town at College & Harmony heading east/I don't want to hit any red lights!!!
- The intersections between Olive St. And, Hawes & Mason St.'s should be two way, an outsider to our city would be an accident waiting to happen.

- The section of road on Shields from Cathy Fromme Prairie to Harmony is in horrible shape - it should be a priority
- The timing of lights sucks; bicycles on mason street corridor need at least as much wait time as Southridge Greens Blvd @ Lemay. Too many stop signs! Too many lights!
- The train travelling through the middle of town is ridiculous. It not only impedes traffic for long periods of time even after it passes, there is no where in town you can avoid the whistles. Operators should not be required to blow the whistle at every intersection anytime after 10 pm, if anything it should not be allowed. Also the police in this town should not be driving their vehicles for personal use. The idea of "omni-presence" is a waste of my tax dollars & fuel aid should not be allowed.
- This city is in need of a by-pass - poor planning. Businesses are "packed together" with minimal parking; congested roads and too many traffic lights.
- Traffic department is out of touch or appears to lack common sense
- Traffic does not move very well during most parts of day. You wait at red lights with no traffic, but have a green when traffic on the other street should have a green.
- Traffic management in Fort Collins is pathetic! Sluggish traffic in the name of safety is a poor excuse for lack of good engineering. There are way too many stop lights that are of questionable need. Many, if not most, being poorly synchronized with other local signals cause disruptions in smooth traffic flow. Having as many cars as possible stopped at red lights should not be a goal of the engineering department. Many traffic signals could be flashing red/yellow much more of the time than they are currently set. Looking at other cities traffic ideas would be a good exercise. In fact the new bike/pedestrian traffic signals for the power trail where it intersects Horsetooth and also Drake are downright dangerous. They give the bike rider a sense of safety that doesn't exist causing poor decisions as to when it's safe to cross. Those signals should flash red not yellow lights and should give the bike rider/pedestrian feedback on what the cross traffic is currently show. The one exceptional management effort is the creation of traffic circles. The new traffic circle at Horsetooth and Ziegler is very nice, well designed, and I hope more of these are constructed. But those 'aside the very poorly engineered signaling is disgusting. In the future this survey should separate questions so that the everyday operations aspects are separately queried from the management aspects of the city operations.
- Traffic signals should be fixed so no one has to wait more than 1 minute at any intersection for green light when no cars are driving on cross street (ie La Porte & Shields)!
- Transportation needs to be improved! Highway bypass - railroad crossings - light/street flow bus systems needs to consider city residents not just CSU students.
- We live off Wheaton & Kingsbury in Golden Meadows & the neighborhood traffic is way too fast & stop signs ignored .a neighbor parks in front of a fire hydrant - please help! Thanks!
- Would be nice if stop lights could be synchronized better. College Ave specifically.
- Would like to see a center turn lane on Prospect east of College Ave.

Improve public transportation

- (a) put bus-waiting shelters at transfer location on north side of "the square" mall (b) promote & then expand the Fort ZED (Zero Emissions District) program (c) adopt "dynamic pricing" for electricity to encourage solar panels & to cut discretionary use in the late afternoon, etc.
- 1) I think it's very poor planning to put in a rotary without any public knowledge of how one operates. Not everyone knows what they are. 2) I would love to take the bus, but it stops running at 6 p and I don't get home from work. 3) I would like to see less growth but am sure it won't happen.
- Although Transfort has new routes, it would be helpful if they extended service later in the evening. I would also like to see more ways to Denver than the Shamrock Shuttle.
- Best transportation to Denver and/or airport.
- Better bus system is essential for those who has no or limit transportation. Buses should have more routes & run past 6 pm
- Better public transport, less police, denser zoning downtown, less sprawl elsewhere, more preservation close to city
- Better public transportation would be fantastic - like busses that run later than 5 pm. It would greatly benefit not only university life but be a great benefit to the public.
- Better transportation particularly for seniors and needy. Improve dial-a-ride

- Economical & efficient transportation b/t Ft Collins, Denver, Boulder, Greeley. Connection to Denver light rail, bus system
- I question city transportation and the need for such big buses. Also, the DMV is very well run and has pleasant personnel on staff. The city should require leaf recycling, and more awareness of the need for recycling.
- I think it would be a good idea to run the buses on Sundays because I always use the bus & Sundays I go furthest. Many people would use the buses on Sunday if they were running
- I would like funding to run transport bus at night considering there is a monopoly in the taxi business in Fort Collins. Or allow another cab company to open.
- I would like to see expanded hrs for public transportation in hopes to reduce drunk driving.
- I would love to see expansion of public transportation in Fort Collins beginning with extended public bussing hours.
- It would be nice if the city busses ran later in the day and on Sundays for those that depend on it to get to and from work.
- Light rails roof tops covered with solar panels
- Many routes of bus transportation need to run on Sundays. Synchronize lights on major streets. Help citizens enforce neighborhood covenants.
- More public transportation is a must!! To reduce traffic, and to reduce the number of ppl driving drunk. Increase taxi services & improve bus system so it runs to more places & so it runs later at night (esp. On weekends).
- Most important is mass transportation to & from Denver. I ride my bike around FC most of the time with no problem, but it is a pain to try to get to/from Denver without car.
- Natural parks, foot & bike paths make FC special. I ride the bus whenever possible including to work - than for keeping good transit hate the rotaries - 4-way stop signs or lights, please we specifically moved to FC b/c of the quality of life & natural areas & bike paths. Ft. Collins has made a big mistake in giving in to sprawl & car-oriented shopping, such as e. Harmony - it is ugly these are making FC, a previous unique place, into the new Thorton.
- Nearest bus stop is a 1 1/2 mile walk. Never enters my neighborhood. I would love to ride if it were convenient.
- Please make it easy to catch the bus in Fort Collins. I live near Harmony library & work at PHV. I would like to catch the bus, but not take an hour to get there. Also I now have to drive to Loveland too shop at Wal-Mart.
- Public transportation could be more available at night etc. More entertainment/recreational activities for youth.
- Public transportation needs great improvement. I feel that the current systems is catered to CSU and the old town area; the south side has been neglected.
- Public transportation south of Harmony on Lemay to old town!
- Something desperately needs to be done about bicycle traffic and how they follow whatever "rules" they want at any give time - they follow vehicle rules only when it is to their advantage, leaving drivers with no clue what they are going to do. This is also true of scooters.
- The city could really use a more efficient public transportation system (more frequent busses on main roads, greater bus coverage). Also, affordable public transport to & from Denver would be lovely!
- There are so many fun place in Fort Collins, while they are all far from each other. Besides, it is very unconvienient that there is no bus on Sunday!!
- Too many cops driving around constiently not doing [REDACTED]. Public transportation horrible./finding a good paying job with out having a college education impossible to make a living./going to school impossible unless mommy & daddy pay for everything which I don't have. Obama in office will help young people like me.
- Transfort is well run. I just wish that is ran later on weekdays, on Sundays, and could take me out of town. The Transfort bus drivers are relaly friendly.
- Transfort needs to be run on a grid system as well as more often and with longer hours of operation. Also, bus stops need to be added. The current system is far from convenient. Prospect road is an excellent example. If one needs to travel from overland trail to Timberline one has to go the college first, then to the DTC and then catch a third bus which runs only once an hour to reach Prospect & Timberline; a trip which takes approximately 1 1/2 hours. Even if one wants or needs to go only as far as College Ave. & Prospect one has to catch 2 buses. There are many areas of our city that are just as inconvenient and time-consuming to reach as the one example I gave if one has to or even chooses for ecological reasons to use Tranfort. Transfort needs a major overhaul. The citizens of this city who are year-round residents need a major overhaul of Transfort. In some cases we are made to feel like second class citizens because some buses only run when CSU is in session. CSU students aren't the only passengers on those buses. Yet when late spring arrives, we who remain in the city are denied these services. Perhaps a combination of a grid system along with a few of the current routes. Either way, in a city that strives

for ecological excellence a far more convenient and less time-consuming public transportation system is necessary.

- We need a light rail system to Denver and Cheyenne! And Boulder
- We need more frequent busing pick-ups. We need more bus routes the traffic is awful, this would help with that
- Your direction/vision should be decreased driving and increased alternative transit with intermediate to long term goals in mind (ie green & oil/gas). Slow down, stop on foot/bike, control growth, and encourage healthier lifestyles.

Code enforcement/Concern with rental properties

- Enforce codes - church at Primrose & Taft Hill Rd has travel trailers on lawn but citizens get cited on Primrose for minor infractions.
- I'd like to see more enforcement and follow-up of rental properties, abandoned cars, etc.
- Overall, Ft. Collins is a great place to live. One comment - with the number of rentals, many yards look so bad, especially with weeds and unmowed lawns. Makes our property go down to have these near us
- This city has a bad record in its dealings with disabled people relative to landlord/tenant relations. The city appears to be complacent in failing to enforce rental laws to shameful degree.

Comments about parks/trails/open space

- (1) I think the city should plant more trees (Autum Maples, etc.) Both at parks and trail areas, as well as downtown. (2) I think there should be more of a police presence in old town.
- 1) it's too bad the YAC is not used very much anymore - Mulberry Pool & Northside are very far drives for those in the southern half of the city 2) city park pool is also far - a new pool in the south would be terrific (expensive, I know)
- Edora Park - disc golf is ruining the park families cannot walk or picnic/play without being abused verbally by players. Move it out!! Should not be near our schools either. Or elsewhere how safe is that?
- Extend the bike trail from the parks at Overland Trail/Drake along the foothills to the Poudre River Trail. Enhance & expand the recycling programs & green incentives.
- I wish there were more festivities in City Park during the Fourth of July. I think Ft. Collins 4th festivities could be improved greatly. We travel to Loveland every year.
- I would like to have more off road bike trails that leads from the southeast part of Fort Collins to downtown or other trails
- The city parks are amazing! They have great up-to-date playground equipment, well-kept landscape, and there are lots of them!
- The dog parks are nice but could be better maintained, however it would be great if there were a couple trails to walk dogs off leash.

Comments about air quality/water quality/"green" living

- I think air quality could be better
- Making Fort Collins a leader in the green energy movement would be playing to our strong suit as a university city with a large well educated work force.
- My strongest opinions regard water conservation. Ft. Collins doesn't seem to go beyond "education". We need some teeth & incentives. We live in the arid west w/subdivisions full of blue grass! Las Vegas now pays residents to remove turf from their yards.
- Stop water fluoridation

Pleased with gathering resident opinions.

- I appreciate Ft. Collins asking its resident's opinions!
- I would love to fill out one of these on a county level. The scores would not be as good!
- Please continue to seek opinions of residents. I feel it is more beneficial to fund human services, schools, health care, services for the impoverished, as opposed to making the city "look nice" of for road maintenance.
- This is a wonderful way to see how the residents feel their tax dollars should be spent.

Other

- Annex land where adjoining municipalities are coming in.
- As a member of the university connections homelessness initiative task force, I'm grateful that Mayor Hutchinson

- is supporting the 10 year plan to end homeless mess.
- Better screening process to ensure the safety of children with regard to sexual predators (Northside Aztlan Community Centers, youth activities etc). As far as affordable housing goes, the cost of living in Fort Collins is ridiculously high in comparison to the average pay rate (I.e. \$8-10 an hour). And the market for jobs that pay more than minimum wage is terrible. So most people who are payed the average pay rate are scraping by in Fort Collins
 - Can Ft. Collins bring Kaiser Permanente to the city? As I've only been here for 2 1/2 months, I don't have constructive opinions regarding your questions. I've been pretty much immersed in school & work only...at this point anyways. This survey is a great idea if you can actually use the results!
 - Can't wait to retire and move away from this city
 - Even though I marked more effort for policies to address it should be a community effort not just city gov't. Thanks
 - Health care is monopolized by PVH - even Drs offices - everything-no other options
 - I appreciate the high quality of living & outdoor activities for families although sometimes find it difficult to take part in or enjoy because I am a single mother quite often struggling to get by. I make fairly good income \$25-30k per year & it still very difficult to get by with increasing cost of food, gas, child care, rent when your on a single income.
 - I don't think affordable housing is being addressed for people that can't afford 200,000 and over. Many people can't afford events @ Lincoln Center and the ranch.
 - I feel that the "three unrelated" law is mostly targeted at college students. A much better solution would be to allow the number of bedrooms in a residence to determine the number of unrelated people who can live there.
 - I feel we need to put more emphasis on maintaining what we already have and less emphasis on adding more public amenities. Our city is still relatively young as our facilities age they are going to be very costly to maintain or replace.
 - I have lived on this alley all these 35 years and feel it needs to be improved so we don't get so much dust. My home has to be washed every year because of the dust. A person living in a city should not have to put up with this. Alley at 609 Endicott St.
 - I have not been actively involved in city government. I am appreciate of living in Fort Collins & think highly of the city. I do think we need to live within our budget - there is no shortage of good causes but choices must be made.
 - I like the pretty alleys!
 - I live @ the intersection of Taft & Laporte. The city/county did a project that is affecting me adversely that they are refusing to focus on they are not helping put up any buffer zone. I am very upset! [REDACTED]
 - I prefer not receiving any future surveys, please. Thank you. [REDACTED]
 - I think a law should be passed about phones in cars
 - I think you are doing the best you can with limited resources. I think the economy is taking a toll on everyone. Business taxes in old town are too high.
 - I would like to see a mesquite abatement program - even the environmental whacko's in California have one! The facts are mesquitos carry disease and this city does nothing to protect us! Do not tell us to wear repellent - you would have to use it from dawn to dusk even if you stay indoors! Because of all of the wet lands that surround us it is very responsibility to larvaside & adultside mesquitos. I would prefer that you use the airplanes (dynamic aviation) as in the first crisis year - every year along with larvaciding early enough to do the job. It is frustrating that a few environmental nut cases can dictate this matter - put it to a vote and start a program next spring. Eliminating mesquitos allows us to take advantage of the outdoors during mesquite season....otherwise what is the use in the trails & parks & open space. Oh yeah! - they are only for the wild animals - not the humans.
 - I would like to see seniors taxes lowered. When you live on social security you can't afford to pay high taxes.
 - I'm concerned with the amount of time & effort spent on issues of relatively few displeased citizens. Focus on issues of bigger importance to the masses.
 - Increased city-CSU dialogue and including ASCSO (the student gov.) In such a dialogue
 - It is government what is there to say.
 - It would be great if someone could come up with a plan to reduce automobile use by CSU students who live in Ft. Collins. Students who choose to live off campus & drive to class should not be able to park for free in neighborhoods near the university, clogging the streets for the residents.

- Just have not been here long enough to answer your questions.
- More diversity & please help eliminate poverty in Fort Collins.
- Mr. Mayor and the city of Fort Collins, thank you for the opportunity to answer this survey. As this is going to a group in Boulder, there is a possibility that this letter will serve a cathartic role for me as you will not receive it. How is Fort Collins doing? The only reason I am still residing in Fort Collins is because I can't afford to move. *my property values go down as my property taxes go up. *we are ranked "one of the top whatever places to live nationwide" and I couldn't sell my house even after putting \$5k of home improvements into it last year. *we employ people, under the guise of keeping Fort Collins aesthetically attractive, to harass those of us who have lived her and paid taxes here for years while landlords who live in other states ignore their properties, rent to students who trash these homes on a regular basis, have parties into the night and allow their dogs to bark when they are away from home. *I have received letters two letters this year alone, one because the trailer which has been parked at the side of my house for 7 years is now "parked against city code" because of an ordinance that was passed 18 months ago regulating what permanently parked items can be housed on "un-improved" property. This cost me more than \$300 to fix or "be fined \$1200". *a second letter a few months later came because my empty trash cans could be seen from the street - from behind a 12-foot full bloom lilac tree - at a 45 degree angle from the street. As I have a single care garage and no money left after spending \$300 on the previous non-law abiding infraction, this presented a bit of a hardship for me. Not that the city cares. I fix this or "be fined \$1200". Meanwhile, as I walked the neighborhood the same week, there were 22 houses on three streets committing the same horrifying miscarriage of justice who didn't receive letters from the city (I asked two of the residents). *however, I'm sure you will be pleased to know that the landlords in our fair city are doing quite well, much better than I am, as I'm sure they are receiving the same missives from the city that I have, yet they can afford to ignore them as these rental properties remain strewn with trash including newspapers in the driveways, grass overgrown, sidewalks un-shoveled, and the inevitable garbage can sitting beside the garage, none of which is blocked by a 12 foot lilac tree. *we develop land at alarming rates as other properties, both commercial and privately owned, remain vacant and ugly for literally years (see the old America's best alumni, class of 2002) is allowed to increase their tuition, increase the number of classes held by erecting new buildings, yet with the support of the city of Fort Collins, they show no initiative or moral obligation to the people of our community to ensure that these same students have a place to live off campus that don't encroach into neighborhoods with small children and senior citizens. Instead, they live in my neighborhood, strictly adhering to the "no 3 unrelated rule" as each student has their own car, their own significant other who also has a car, and their own free-spirited dog. I live literally due west of CSU, and yet I've never seen one CSU patrol care from the campus regulating any of the parties of late night scream fests on my street. I won't continue with the standard complaints of traffic and lack of police patrols, as I'm sure you've heard these before. This letter is not intended to be a diatribe and was intended to be only one page. I will just conclude by saying that as with many other people I've spoken to, I'm ashamed of the mismanagement of the city's funds and resources for the sake of what they deem as progress or justified regulation. Instead they build brand new shiny police stations while the Larimer food back is running out of baskets. Instead, as gas prices hover still at record highs, I see police officers routinely parked, engines running, in dark corners to catch speeders instead of patrolling the main roads. Truly, I wonder how many people on the city council live in the same neighborhoods they affect with their policy decisions, rules, and regulations. [REDACTED]
- My only concern is about the bicycle riders who do not obey the traffic signals, and, also, they continue to ride on the sidewalks in the center of the city -
- None!
- Remove "transcend" sculpture ASAP! New city logo still stinks.
- Revoke the you +2 rule
- Rock on foool!
- Save the Poudre!
- The city of Fort Collins is constantly approving development that destroys the very essence of what makes this community a good place to live. The city and CSU formed a cooperative venture, univercity, which was totally controlled by developers who wanted to tear down historic houses and buildings so they could make money and bring in outside money to redevelop old town. The only purpose of univercity was to get 150 involved citizens to approve the plans of the city, CSU, and the developers. The historic preservation of old town is being compromised daily with approval of infill and high-rise projects that destroy the integrity of historic old town. This is the only unique feature that Fort Collins has. Essentially developers determine the direction of this city and the city government is constantly trying to increase revenue by approving more retail development such as the Bayer development, which the city does not need. Then they try to get more money by saying old town and

the corner of Prospect and College are "urban blight" areas. Then they approve more residential development that does not pay its way for government services and they come back to the taxpayers for more money to pay for this growth, ie. Transportation problems. Then they widen streets and destroy trees and attractive neighborhoods such as Shields and Prospect area, Taft Hill and Drake area, etc. What a lack of integrity! The city hires an economic development specialist but the city does not even support the local businesses by using their services but usually goes out of town to get consultants, technology services, etc. The city should not pay outside consultants but have their own staffs do the work. There are millions of dollars of consultants' plans sitting on shelves doing nothing--especially on the Poudre River! There are also many city departments that are wasting money just because some new person is hired who decides they want to do their own thing. Thus they ignore the work and money that has gone into a past project and then create a new project to boost their ego! The library, city manager, technology services, transportation, and planning department are famous for this! How many times have we hired a consultant or city employee to fix the traffic light synchronization problem??? How many times have we hired a consultant or city employee to create a downtown plan that is never followed or changed because some developer decides they have to build a taller building? The city's planning department is turning an attractive small scale university community into an urban nightmare! We need intelligent leaders and city employees who actually do a literature survey of city documents and surveys from the last 30 years to see what has been done, because it has all been done, and then resurrect these documents instead of hiring more to do the same. This survey is a perfect example. I have participated in many surveys which cannot possibly address the problems. Multiple choice does not give an accurate pulse of the city and few people will take the time to write their opinions. In conclusion, Fort Collins city government receives my "no confidence" vote for being inconsistent, wasting money, and destroying the very essence of what makes Fort Collins unique among U.S. cities, old town.

- The entry to city from Hwy 392 exit stinks - literally. The treatment plant & stagnant pond across road from it always have a foul odor. Makes you realize that there is something bad here
- The guy the city brought in to run the golf courses must be a jerk to let or demand the resignation of the pro at Collindale Golf Course. He has run a top notch program in this city for 30 yrs. Is this the kind of people the city is bringing in to be henchmen to the professionals who have served this city for decades.
- The medical marijuana needs more regulations. The neighbor got a mm license, said it was 4 pain, but told me he uses it for "mood stabilization" - it makes him worse, psychotic, neurotic dangerous
- The one thing is Fort Collins that has a significant negative impact on my quality of life is the noise produced by BNSF trains rolling through my neighborhood 24 hrs a day. I strongly encourage our city to establish a railroad quiet zone from Cherry Street to Trilby Road.
- This should've been offered online to save cost & trees!
- Too much time, effort, and money is spent on "code enforcement" - weeds, trash cans in the front of the house, no more than 5 unrelated occupants, etc. There are far more important priorities!
- Tornado warning???
- We feel there are too many college age students in family neighborhoods.
- We have not lived here long enough to form opinions on some issues listed in this questionnaire, thus my "no opinion" response.
- We live on Castlerock in the construction zone for the CIPO projects. I want to commend city employees Matt Fater, Dan Mattson for help and attention during the process and Garney Construction people, especially Rich Trimble for their assistance. Thank you. [REDACTED]
- Why am I mailing a Fort Collins survey to Boulder?
- Working with the disabled & see a lot of problems hardly any programs or places to help them. Foothills gateway is the biggest help.

Appendix IV. Comparison of Select Questions by Respondent Characteristics

Responses to select survey questions are compared by respondent characteristics in this appendix. Cells shaded grey indicate statistically significant differences ($p \leq .05$).

Question 1 by Respondent Length of Residency and Housing Tenure

Please rate Fort Collins as a community on each of the items listed below.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Overall, as a place to live	89	91	84	87	88	88	88	89	88
Overall safety of residents	82	84	78	79	81	81	80	82	81
Availability and diversity of shopping	69	69	66	67	68	67	69	70	68
Availability and diversity of dining	81	81	78	83	81	80	82	82	81
Availability and diversity of entertainment	68	70	64	67	67	67	68	67	67
Availability and diversity of job opportunities	49	56	45	48	49	50	48	61	49
Availability of affordable quality housing	57	56	45	48	52	50	54	61	52
Availability and diversity of arts and cultural activities	71	69	65	68	69	67	70	72	69
Availability and diversity of recreational opportunities	83	82	81	79	81	82	80	77	81
Availability of quality healthcare	72	75	73	73	73	76	69	75	73
Quality of public schools	77	76	74	76	76	77	75	79	76
Quality of public library services	78	75	76	77	77	78	76	72	77
As a place to raise children	81	88	81	82	83	84	81	76	83
As a place to retire	80	79	72	77	77	78	77	74	77
As a place to attend college	89	83	80	81	84	82	85	92	84
As a place to work	73	75	69	68	71	73	70	76	72
Community openness and acceptance of all people	74	70	66	66	70	68	70	84	70
Overall quality of life in Fort Collins	85	84	79	79	82	82	82	87	82

Average rating (0 = very bad, 100 = very good).

Question 1 by Respondent Student Status, Gender and Age										
Please rate Fort Collins as a community on each of the items listed below.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Overall, as a place to live	88	88	88	87	89	88	88	87	90	88
Overall safety of residents	80	81	81	81	80	81	81	80	81	81
Availability and diversity of shopping	67	68	68	69	67	68	67	66	72	68
Availability and diversity of dining	79	82	81	82	80	81	81	78	85	81
Availability and diversity of entertainment	67	67	67	67	68	67	68	64	73	67
Availability and diversity of job opportunities	50	49	49	48	51	49	47	50	52	49
Availability of affordable quality housing	58	50	52	52	52	52	55	48	52	52
Availability and diversity of arts and cultural activities	72	68	69	68	69	69	69	66	72	69
Availability and diversity of recreational opportunities	79	82	81	82	80	81	81	81	81	81
Availability of quality healthcare	71	74	73	73	73	73	69	74	80	73
Quality of public schools	76	76	76	76	76	76	77	75	76	76
Quality of public library services	74	77	77	75	78	77	76	77	79	77
As a place to raise children	79	83	83	81	84	83	82	83	83	83
As a place to retire	75	78	77	76	78	77	78	74	81	77
As a place to attend college	91	82	84	83	85	84	87	81	83	84
As a place to work	70	72	71	69	74	72	71	72	72	72
Community openness and acceptance of all people	74	68	70	71	69	70	72	67	70	70
Overall quality of life in Fort Collins	85	82	82	82	83	82	84	80	82	82

Average rating (0 = very bad, 100 = very good).

Question 2 by Respondent Length of Residency and Housing Tenure

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Community's visual attractiveness	85	84	78	80	82	82	82	86	82
Air quality	83	80	77	71	79	76	80	86	78
Drinking water quality	84	87	88	85	85	87	84	84	85
Recycling programs	76	76	77	77	76	78	73	86	76
Conservation efforts	77	76	72	72	75	74	73	87	75
Overall quality of environment	82	82	79	77	80	79	81	87	80

Average rating (0 = very bad, 100 = very good).

Question 2 by Respondent Student Status, Gender and Age

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Community's visual attractiveness	84	82	82	79	85	82	83	79	84	82
Air quality	85	77	79	78	79	79	83	74	75	78
Drinking water quality	86	85	86	86	85	85	86	85	85	86
Recycling programs	76	76	76	76	77	76	75	76	79	76
Conservation efforts	79	73	75	74	75	75	76	71	78	74
Overall quality of environment	85	79	80	80	81	80	82	77	81	80

Average rating (0 = very bad, 100 = very good).

Question 3 by Respondent Length of Residency and Housing Tenure

Please rate the quality of your neighborhood on each of the items listed below.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Your neighborhood as a place to live	80	80	78	81	80	81	77	87	80
Your neighborhood as a place to raise children	67	77	75	76	73	79	66	61	73

Average rating (0 = very bad, 100 = very good).

Question 3 by Respondent Student Status, Gender and Age

Please rate the quality of your neighborhood on each of the items listed below.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Your neighborhood as a place to live	78	80	79	79	81	80	78	79	85	80
Your neighborhood as a place to raise children	65	75	73	71	74	73	67	77	79	73

Average rating (0 = very bad, 100 = very good).

Question 6 by Respondent Length of Residency and Housing Tenure

Please tell us how safe you feel in each of the following areas.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Your neighborhood during the day	92	93	91	89	91	92	90	96	91
Your neighborhood at night	77	83	77	78	78	81	75	80	78
Downtown Fort Collins during the day	90	92	85	85	88	87	89	92	88
Downtown Fort Collins at night	72	72	64	65	69	68	69	74	69
Parks in Fort Collins	81	80	76	76	79	77	80	83	79
Natural areas/open space within the city	81	81	75	75	78	77	80	84	78
Recreation facilities in Fort Collins	84	84	80	79	82	81	83	88	82
Trails in Fort Collins	77	78	72	70	74	73	75	82	74

Average rating (0 = always unsafe, 100 = always safe).

Question 6 by Respondent Student Status, Gender and Age

Please tell us how safe you feel in each of the following areas.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Your neighborhood during the day	93	91	91	93	90	91	92	91	91	91
Your neighborhood at night	75	79	78	81	75	78	76	80	80	78
Downtown Fort Collins during the day	90	88	88	89	88	88	90	87	86	88
Downtown Fort Collins at night	72	68	69	70	68	69	71	66	67	69
Parks in Fort Collins	79	78	79	80	77	79	81	76	77	79
Natural areas/open space within the city	81	78	78	80	76	78	82	76	75	78
Recreation facilities in Fort Collins	85	81	82	83	81	82	84	80	81	82
Trails in Fort Collins	78	73	74	77	72	74	77	72	71	74

Average rating (0 = always unsafe, 100 = always safe).

Question 7 by Respondent Length of Residency and Housing Tenure									
Please rate the quality of each of the following in Fort Collins.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Fire services	82	88	87	89	86	89	84	84	86
Crime prevention	72	75	71	72	72	73	70	84	72
Police patrol	73	74	68	70	71	71	71	85	71
Traffic enforcement	72	68	66	64	68	66	69	80	68
Police visibility	74	74	68	69	72	69	73	80	72
Police response time	73	73	66	70	71	68	73	83	71
Police services overall	73	72	69	70	71	70	71	83	71
Code enforcement (weeds, abandoned buildings, etc)	66	67	55	61	63	61	64	76	63
Animal control	74	70	65	67	69	69	70	80	69
Business property maintenance	76	72	68	69	72	71	73	78	72
Residential property maintenance	72	68	63	67	68	66	70	76	68

Average rating (0 = very bad, 100 = very good).

Question 7 by Respondent Student Status, Gender and Age										
Please rate the quality of each of the following in Fort Collins.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Fire services	82	87	86	86	87	86	84	87	90	86
Crime prevention	73	72	72	71	73	72	73	70	75	72
Police patrol	74	70	71	70	73	71	72	69	74	71
Traffic enforcement	72	67	68	66	69	68	71	65	66	68
Police visibility	75	70	72	69	74	72	74	69	70	71
Police response time	75	69	71	69	72	71	73	67	73	71
Police services overall	74	70	71	70	72	71	72	69	73	71
Code enforcement (weeds, abandoned buildings, etc)	69	61	63	61	65	63	66	59	62	63
Animal control	75	68	69	68	71	69	72	66	69	69
Business property maintenance	77	71	72	71	73	72	74	69	71	72
Residential property maintenance	72	67	68	67	69	68	71	65	67	68

Average rating (0 = very bad, 100 = very good).

Question 8 by Respondent Length of Residency and Housing Tenure

Please rate the following areas of transportation in Fort Collins.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Ease of driving in Fort Collins	57	59	53	58	57	57	56	60	57
Ease of traveling in Fort Collins by public transportation	55	51	47	46	50	47	54	60	50
Fort Collins as a walkable city	74	67	64	64	68	63	73	82	68
Ease of traveling in Fort Collins by bicycle	85	78	73	70	78	75	81	83	78
Availability of parking Downtown	51	58	50	51	52	56	48	48	52
Traffic congestion	44	49	40	42	44	44	43	52	44
Street maintenance	64	64	57	55	60	59	61	69	60

Average rating (0 = very bad, 100 = very good).

Question 8 by Respondent Student Status, Gender and Age

Please rate the following areas of transportation in Fort Collins.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Ease of driving in Fort Collins	54	58	57	54	60	57	55	56	63	57
Ease of traveling in Fort Collins by public transportation	64	46	51	52	49	50	55	43	55	51
Fort Collins as a walkable city	75	66	68	66	71	68	73	60	71	68
Ease of traveling in Fort Collins by bicycle	84	76	78	79	76	78	82	73	73	78
Availability of parking Downtown	51	52	52	52	52	52	51	53	52	52
Traffic congestion	45	43	43	42	45	44	42	44	46	44
Street maintenance	63	59	60	58	62	60	63	56	61	60

Average rating (0 = very bad, 100 = very good).

Question 9 by Respondent Length of Residency and Housing Tenure

Please rate the City's performance in each of the following areas.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
The job the City does at informing citizens	68	67	65	66	67	66	66	75	67
The job the City does at welcoming citizen involvement	67	67	64	64	66	64	66	80	66
The job the City does at listening to citizens	61	60	53	54	57	55	59	71	57
Managing and planning for growth	59	56	46	47	53	50	55	71	53
Efficient operation of programs and services	67	66	59	58	63	61	65	74	63
The overall direction the City is taking	69	68	56	55	63	59	66	79	63

Average rating (0 = very bad, 100 = very good).

Question 9 by Respondent Student Status, Gender and Age

Please rate the City's performance in each of the following areas.	Are you a full-time or part-time student?			Respondent gender			Respondent age			Overall
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	
The job the City does at informing citizens	64	67	67	66	67	67	67	65	69	67
The job the City does at welcoming citizen involvement	65	66	66	66	65	66	67	63	66	66
The job the City does at listening to citizens	59	57	57	57	57	57	61	53	57	57
Managing and planning for growth	58	52	53	51	55	53	57	47	53	53
Efficient operation of programs and services	64	63	63	62	64	63	66	58	63	63
The overall direction the City is taking	67	61	63	62	64	63	68	57	59	63

Average rating (0 = very bad, 100 = very good).

Question 10 by Respondent Length of Residency and Housing Tenure									
Please rate the City's performance in each of the following areas.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Overall support of businesses in Fort Collins	72	66	56	53	63	58	69	78	63
Overall jobs growth	53	51	41	42	47	46	48	67	47
Overall economic health of Fort Collins	63	60	50	50	57	54	59	73	57

Average rating (0 = very bad, 100 = very good).

Question 10 by Respondent Student Status, Gender and Age										
Please rate the City's performance in each of the following areas.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Overall support of businesses in Fort Collins	71	61	63	61	65	63	70	56	58	63
Overall jobs growth	53	46	47	45	50	47	49	44	48	47
Overall economic health of Fort Collins	61	55	57	56	58	57	61	51	55	57

Average rating (0 = very bad, 100 = very good).

Question 11 by Respondent Length of Residency and Housing Tenure									
Please rate the quality of each of the programs or facilities listed below.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Natural areas and open space	86	83	83	83	84	84	85	85	84
Recreational trails	88	85	86	84	86	86	87	87	86
Parks	87	84	84	83	85	85	85	83	85
Cemeteries	76	75	73	76	75	76	75	71	75
Golf courses	79	79	77	80	79	79	79	73	79
Athletic fields	81	78	79	79	79	80	79	82	79
Youth Activity Center	76	67	66	72	71	70	71	81	71
Northside Aztlan Community Center	79	82	76	78	79	80	76	70	79
Fort Collins Senior Center	82	80	80	84	82	83	80	81	82
Edora Pool Ice Center (EPIC)	79	76	79	79	78	79	77	76	78
Mulberry Pool	72	72	72	70	71	71	71	75	71
The Farm at Lee Martinez Park	78	83	79	78	79	81	77	77	79
Garden on Spring Creek (The Horticultural Center)	84	85	83	78	82	82	83	83	82
Pottery studio	78	72	78	71	75	76	72	80	75
Art in Public Places program	77	75	72	70	74	72	75	74	74
Lincoln Center programs	79	79	75	75	77	76	79	79	77
Fort Collins Museum	73	69	67	70	70	68	71	79	70
Adult recreation programs overall	77	73	70	73	73	73	73	84	73
Senior recreation programs overall	81	79	75	77	78	77	79	82	78
Youth/teen recreation programs overall	76	74	68	69	72	73	69	82	72

Average rating (0 = very bad, 100 = very good).

Question 11 by Respondent Student Status, Gender and Age										
Please rate the quality of each of the programs or facilities listed below.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Natural areas and open space	84	84	84	84	85	84	85	83	85	84
Recreational trails	85	86	86	86	86	86	87	85	86	86
Parks	84	85	85	84	86	85	85	84	86	85
Cemeteries	75	75	75	72	78	75	75	73	78	75
Golf courses	75	79	79	77	81	79	77	79	82	79
Athletic fields	79	79	79	80	79	79	79	79	81	79
Youth Activity Center	72	71	71	70	72	71	70	69	76	71
Northside Aztlan Community Center	70	80	79	77	80	79	76	80	82	79
Fort Collins Senior Center	80	82	82	81	82	82	81	80	85	82
Edora Pool Ice Center (EPIC)	75	79	78	78	79	78	76	79	83	78
Mulberry Pool	67	72	71	69	73	71	71	70	75	71
The Farm at Lee Martinez Park	74	80	79	78	81	79	79	79	80	79
Garden on Spring Creek (The Horticultural Center)	83	82	82	80	84	82	85	80	82	82
Pottery studio	76	74	75	70	78	75	75	72	77	74
Art in Public Places program	77	73	74	70	76	74	75	71	75	74
Lincoln Center programs	81	76	77	74	80	77	79	75	79	77
Fort Collins Museum	75	69	69	65	74	70	71	66	73	70
Adult recreation programs overall	77	73	73	71	76	73	73	72	77	73
Senior recreation programs overall	75	78	78	76	79	78	79	75	79	78
Youth/teen recreation programs overall	73	72	72	71	72	72	73	71	71	72

Average rating (0 = very bad, 100 = very good).

Question 12 by Respondent Length of Residency and Housing Tenure

	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	75	76	71	72	73	73	73	79	73

Average rating (0 = very bad, 100 = very good).

Question 12 by Respondent Student Status, Gender and Age

	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	72	74	73	72	74	73	74	72	75	73

Average rating (0 = very bad, 100 = very good).

Question 13a by Respondent Length of Residency and Housing Tenure

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Courtesy	82	79	79	81	80	81	80	83	80
Making you feel valued as a citizen/customer	80	74	74	73	75	75	76	83	75
Promptness	80	74	74	75	76	76	75	81	76
Knowledge	82	76	73	76	77	75	79	78	77
Overall impression	82	76	74	73	76	76	78	88	76

Average rating (0 = very bad, 100 = very good).

*This question was asked only of those who reported having had phone or in-person contact with any City employee(s) within the last 12 months.

Question 13a by Respondent Student Status, Gender and Age

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
	Courtesy	81	80	80	77	84	80	79	80	84
Making you feel valued as a citizen/customer	79	74	75	71	80	75	76	73	78	75
Promptness	77	75	76	73	79	76	75	75	79	76
Knowledge	78	76	77	73	81	77	78	75	79	77
Overall impression	81	76	76	73	80	76	78	74	78	77

Average rating (0=very bad, 100=very good).

*This question was asked only of those who reported having had phone or in-person contact with any City employee(s) within the last 12 months.

Question 13b by Respondent Length of Residency and Housing Tenure

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Courtesy	72	71	73	73	72	72	73	73	72
Making citizens or customers feel valued	69	68	69	68	69	68	69	72	69
Promptness in responding to inquiries and service requests	69	66	65	69	68	68	67	73	68

Average rating (0=very bad, 100=very good).

*This question was asked only of those who reported no phone or in-person contact with any City employee(s) within the last 12 months.

Question 13b by Respondent Student Status, Gender and Age

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
	Courtesy	70	73	72	72	72	72	71	73	76
Making citizens or customers feel valued	66	70	69	68	69	69	68	69	71	69
Promptness in responding to inquiries and service requests	66	69	68	67	69	68	67	67	72	68

Average rating (0 = very bad, 100 = very good).

*This question was asked only of those who reported no phone or in-person contact with any City employee(s) within the last 12 months.

Question 14 by Respondent Length of Residency and Housing Tenure

Please rate the City's website (www.fcgov.com).	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
www.fcgov.com as a source of information	75	76	73	74	74	74	76	72	74
www.fcgov.com as a means of transacting business with the City	67	67	62	65	66	63	69	61	66

Average rating (0 = very bad, 100 = very good).

Question 14 by Respondent Student Status, Gender and Age

Please rate the City's website (www.fcgov.com).	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
www.fcgov.com as a source of information	73	75	74	73	76	74	75	74	76	74
www.fcgov.com as a means of transacting business with the City	63	66	66	62	69	66	68	63	62	66

Average rating (0 = very bad, 100 = very good).

Question 18 by Respondent Length of Residency and Housing Tenure										
Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondent length of residency					Respondent housing unit type			
		5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Economy	More effort	48%	69%	66%	69%	61%	65%	58%	36%	61%
	Same effort	50%	31%	32%	31%	38%	35%	40%	64%	38%
	Less effort	2%	0%	2%	0%	1%	0%	2%	0%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Environment	More effort	36%	54%	34%	37%	39%	41%	39%	23%	39%
	Same effort	61%	45%	55%	57%	56%	52%	59%	69%	56%
	Less effort	3%	2%	11%	6%	5%	7%	2%	8%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhoods	More effort	32%	34%	27%	29%	31%	29%	33%	25%	31%
	Same effort	64%	59%	65%	61%	63%	62%	63%	68%	63%
	Less effort	4%	7%	7%	10%	6%	9%	4%	8%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety	More effort	26%	27%	26%	24%	26%	24%	28%	16%	25%
	Same effort	71%	68%	73%	75%	72%	72%	70%	80%	72%
	Less effort	3%	5%	1%	1%	3%	3%	2%	3%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cultural, Recreational, and Educational Opportunities	More effort	32%	35%	27%	17%	28%	22%	36%	24%	28%
	Same effort	63%	61%	63%	75%	66%	70%	60%	76%	66%
	Less effort	5%	3%	10%	8%	6%	9%	4%	0%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation	More effort	56%	64%	61%	57%	59%	60%	59%	38%	59%
	Same effort	43%	36%	33%	42%	39%	37%	40%	58%	39%
	Less effort	1%	0%	7%	1%	2%	3%	1%	5%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Government	More effort	19%	22%	26%	23%	22%	20%	24%	25%	22%
	Same effort	78%	76%	70%	72%	75%	76%	74%	69%	75%
	Less effort	2%	2%	3%	4%	3%	4%	2%	5%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 18 by Respondent Student Status, Gender and Age											
Please select the option that best describes how you think the City should address each of the following aspects of the community.		Full-time or part-time student			Respondent gender			Respondent age			
		Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Economy	More effort	52%	63%	61%	63%	58%	60%	54%	67%	67%	61%
	Same effort	45%	36%	38%	36%	41%	38%	45%	31%	32%	38%
	Less effort	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Environment	More effort	35%	40%	39%	36%	42%	39%	41%	39%	35%	39%
	Same effort	60%	54%	56%	57%	55%	56%	56%	52%	62%	56%
	Less effort	6%	5%	5%	7%	4%	5%	3%	9%	3%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhoods	More effort	33%	30%	31%	28%	34%	31%	34%	28%	26%	31%
	Same effort	62%	63%	63%	63%	63%	63%	62%	62%	68%	63%
	Less effort	5%	7%	6%	9%	4%	6%	4%	10%	6%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety	More effort	29%	24%	25%	24%	27%	26%	26%	27%	22%	26%
	Same effort	67%	73%	72%	72%	72%	72%	70%	71%	78%	72%
	Less effort	4%	2%	3%	5%	1%	3%	4%	2%	0%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Cultural, Recreational, and Educational Opportunities	More effort	35%	26%	28%	28%	29%	28%	35%	26%	15%	28%
	Same effort	61%	67%	66%	65%	66%	66%	61%	67%	77%	66%
	Less effort	5%	7%	6%	7%	5%	6%	5%	8%	8%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation	More effort	55%	60%	59%	54%	64%	59%	58%	63%	52%	59%
	Same effort	44%	38%	39%	44%	35%	39%	40%	34%	48%	39%
	Less effort	1%	2%	2%	2%	2%	2%	1%	3%	1%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Government	More effort	25%	21%	22%	22%	22%	22%	22%	22%	23%	22%
	Same effort	71%	76%	75%	76%	74%	75%	76%	75%	70%	75%
	Less effort	3%	3%	3%	2%	4%	3%	2%	2%	6%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 19 by Respondent Length of Residency and Housing Tenure

As you may know, the City of Fort Collins faces budget shortfalls in the areas of police staffing, fire, parks and transportation maintenance and transportation projects. Such shortfalls will require either additional funding or service reductions. To what extent do you support or oppose the City considering each of these options?	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Seeking additional funding for these services to address budget shortfalls	85%	76%	80%	73%	80%	75%	84%	81%	79%
Reducing the level of these services or other services to address budget shortfalls	34%	44%	39%	49%	40%	43%	36%	43%	40%

Percent reporting "somewhat" or "strongly" support.

Question 19 by Respondent Student Status, Gender and Age

As you may know, the City of Fort Collins faces budget shortfalls in the areas of police staffing, fire, parks and transportation maintenance and transportation projects. Such shortfalls will require either additional funding or service reductions. To what extent do you support or oppose the City considering each of these options?	Are you a full-time or part-time student?			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Seeking additional funding for these services to address budget shortfalls	85%	78%	79%	74%	85%	79%	82%	75%	81%	79%
Reducing the level of these services or other services to address budget shortfalls	33%	43%	41%	46%	34%	40%	37%	43%	46%	40%

Percent reporting "somewhat" or "strongly" support.

Appendix V. Comparison of Select Questions by Respondent Geographic Area of Residence

Responses to select survey questions are compared by geographic area of residence in this appendix. Cells shaded grey indicate statistically significant differences ($p \leq .05$).

Question 1 by Geographic Area of Residence					
Please rate Fort Collins as a community on each of the items listed below.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Overall, as a place to live	87	83	89	91	88
Overall safety of residents	81	75	82	82	81
Availability and diversity of shopping	66	66	68	71	68
Availability and diversity of dining	79	82	84	82	81
Availability and diversity of entertainment	67	65	68	69	67
Availability and diversity of job opportunities	45	46	53	53	49
Availability of affordable quality housing	55	48	48	54	52
Availability and diversity of arts and cultural activities	68	67	71	68	69
Availability and diversity of recreational opportunities	80	79	85	81	81
Availability of quality healthcare	69	64	78	78	73
Quality of public schools	74	73	76	79	76
Quality of public library services	75	74	76	81	77
As a place to raise children	80	83	84	85	83
As a place to retire	76	75	78	79	77
As a place to attend college	86	78	84	84	84
As a place to work	68	68	74	75	71
Community openness and acceptance of all people	70	67	72	70	70
Overall quality of life in Fort Collins	82	77	83	84	82

Average rating (0 = very bad, 100 = very good).

Question 2 by Geographic Area of Residence					
Please rate the quality of the environment in Fort Collins on each of the items listed below.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Community's visual attractiveness	82	81	83	83	82
Air quality	79	74	76	80	78
Drinking water quality	85	82	86	87	85
Recycling programs	75	74	79	77	76
Conservation efforts	75	69	76	75	75
Overall quality of environment	80	77	79	82	80

Average rating (0 = very bad, 100 = very good).

Question 3 by Geographic Area of Residence					
Please rate the quality of your neighborhood on each of the items listed below.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Your neighborhood as a place to live	77	76	78	85	80
Your neighborhood as a place to raise children	65	65	76	82	73

Average rating (0 = very bad, 100 = very good).

Question 6 by Geographic Area of Residence					
Please tell us how safe you feel in each of the following areas.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Your neighborhood during the day	91	87	91	94	91
Your neighborhood at night	74	74	78	84	78
Downtown Fort Collins during the day	88	87	88	88	88
Downtown Fort Collins at night	71	66	68	68	69
Parks in Fort Collins	78	79	79	78	79
Natural areas/open space within the city	79	77	78	79	78
Recreation facilities in Fort Collins	82	83	80	82	82
Trails in Fort Collins	74	73	72	77	74

Average rating (0 = always unsafe, 100 = always safe).

Question 7 by Geographic Area of Residence

Please rate the quality of each of the following in Fort Collins.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Fire services	85	84	89	87	86
Crime prevention	70	69	75	75	72
Police patrol	72	65	72	74	72
Traffic enforcement	67	67	66	70	68
Police visibility	72	69	69	73	72
Police response time	70	66	70	74	71
Police services overall	72	67	71	73	71
Code enforcement (weeds, abandoned buildings, etc)	63	61	61	64	63
Animal control	70	66	69	71	70
Business property maintenance	72	68	72	74	72
Residential property maintenance	68	65	65	73	68

Average rating (0 = very bad, 100 = very good).

Question 8 by Geographic Area of Residence

Please rate the following areas of transportation in Fort Collins.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Ease of driving in Fort Collins	55	54	56	61	57
Ease of traveling in Fort Collins by public transportation	52	39	49	54	51
Fort Collins as a walkable city	70	66	65	69	68
Ease of traveling in Fort Collins by bicycle	79	74	75	78	78
Availability of parking Downtown	52	45	55	53	52
Traffic congestion	42	42	44	46	44
Street maintenance	61	58	57	62	60

Average rating (0 = very bad, 100 = very good).

Question 9 by Geographic Area of Residence

Please rate the City's performance in each of the following areas.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
The job the City does at informing citizens	65	64	69	69	67
The job the City does at welcoming citizen involvement	65	64	66	67	66
The job the City does at listening to citizens	58	55	60	56	57
Managing and planning for growth	54	47	54	53	53
Efficient operation of programs and services	63	56	64	66	63
The overall direction the City is taking	64	60	60	64	63

Average rating (0 = very bad, 100 = very good).

Question 10 by Geographic Area of Residence

Please rate the City's performance in each of the following areas.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Overall support of businesses in Fort Collins	66	62	61	62	63
Overall jobs growth	47	46	47	49	47
Overall economic health of Fort Collins	57	52	59	56	57

Average rating (0 = very bad, 100 = very good).

Question 11 by Geographic Area of Residence					
Please rate the quality of each of the programs or facilities listed below.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Natural areas and open space	83	84	85	85	84
Recreational trails	84	86	85	88	86
Parks	83	84	86	86	85
Cemeteries	74	71	78	78	75
Golf courses	76	76	82	80	79
Athletic fields	77	77	83	81	79
Youth Activity Center	75	60	74	70	71
Northside Aztlan Community Center	78	74	84	78	79
Fort Collins Senior Center	81	82	84	81	82
Edora Pool Ice Center (EPIC)	76	75	80	81	78
Mulberry Pool	67	69	75	74	71
The Farm at Lee Martinez Park	76	81	83	79	79
Garden on Spring Creek (The Horticultural Center)	80	79	85	84	82
Pottery studio	72	70	79	76	74
Art in Public Places program	70	71	78	77	74
Lincoln Center programs	77	76	77	78	77
Fort Collins Museum	69	65	73	71	70
Adult recreation programs overall	73	72	74	74	73
Senior recreation programs overall	78	77	78	78	78
Youth/teen recreation programs overall	72	70	75	70	72

Average rating (0 = very bad, 100 = very good).

Question 12 by Geographic Area of Residence					
	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	72	70	76	75	73

Average rating (0 = very bad, 100 = very good).

Question 13a by Geographic Area of Residence					
Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Courtesy	77	80	85	82	81
Making you feel valued as a citizen/customer	72	72	79	79	75
Promptness	75	72	76	79	76
Knowledge	75	74	79	79	77
Overall impression	74	72	80	80	77

Average rating (0 = very bad, 100 = very good).

*This question was asked only of those who reported having had phone or in-person contact with any City employee(s) within the last 12 months.

Question 13b by Geographic Area of Residence					
Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Courtesy	71	69	73	74	72
Making citizens or customers feel valued	67	63	71	71	69
Promptness in responding to inquiries and service requests	65	60	73	71	68

Average rating (0 = very bad, 100 = very good).

*This question was asked only of those who reported no phone or in-person contact with any City employee(s) within the last 12 months.

Question 14 by Geographic Area of Residence					
Please rate the City's website (www.fcgov.com).	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
www.fcgov.com as a source of information	73	69	76	77	74
www.fcgov.com as a means of transacting business with the City	64	61	66	69	66

Average rating (0 = very bad, 100 = very good).

Question 18 by Geographic Area of Residence						
Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondents				
		Northwest	Northeast	Southwest	Southeast	Overall
Economy	More effort	62%	58%	62%	59%	61%
	Same effort	36%	40%	38%	41%	38%
	Less effort	3%	2%	0%	0%	1%
	Total	100%	100%	100%	100%	100%
Environment	More effort	41%	51%	33%	35%	39%
	Same effort	54%	42%	61%	60%	56%
	Less effort	5%	7%	6%	5%	5%
	Total	100%	100%	100%	100%	100%
Neighborhoods	More effort	40%	29%	27%	22%	31%
	Same effort	55%	61%	67%	71%	63%
	Less effort	5%	10%	6%	7%	6%
	Total	100%	100%	100%	100%	100%
Safety	More effort	29%	25%	23%	23%	25%
	Same effort	66%	74%	75%	76%	72%
	Less effort	5%	1%	1%	1%	3%
	Total	100%	100%	100%	100%	100%
Cultural, Recreational, and Educational Opportunities	More effort	36%	30%	15%	26%	28%
	Same effort	58%	63%	80%	66%	65%
	Less effort	6%	7%	5%	7%	6%
	Total	100%	100%	100%	100%	100%
Transportation	More effort	57%	54%	65%	58%	59%
	Same effort	41%	45%	32%	40%	39%
	Less effort	2%	1%	3%	2%	2%
	Total	100%	100%	100%	100%	100%
General Government	More effort	26%	25%	20%	18%	22%
	Same effort	71%	70%	79%	80%	75%
	Less effort	3%	5%	2%	3%	3%
	Total	100%	100%	100%	100%	100%

Question 19 by Geographic Area of Residence

As you may know, the City of Fort Collins faces budget shortfalls in the areas of police staffing, fire, parks and transportation maintenance and transportation projects. Such shortfalls will require either additional funding or service reductions. To what extent do you support or oppose the City considering each of these options?	Respondents				
	Northwest	Northeast	Southwest	Southeast	Overall
Seeking additional funding for these services to address budget shortfalls	77%	79%	78%	83%	79%
Reducing the level of these services or other services to address budget shortfalls	39%	43%	42%	40%	40%

Percent reporting "somewhat" or "strongly" support.

Appendix VI. Survey Methodology

SURVEY INSTRUMENT DEVELOPMENT

The Fort Collins Citizen Survey was administered by mail in September of 2008. This was the fourth iteration of the survey. Data for the previous three surveys were collected by mail in 2001, 2003 and 2006. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of City amenities, their opinion on policy issues facing the City and their assessment of City service delivery. The citizen survey instrument for Fort Collins was developed by starting with the version from the previous implementation in 2006. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2008 questionnaire. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created.

SAMPLE SELECTION

The 2008 survey used stratified systematic sampling to select 1,800 residents across the four geographic areas within the city to receive survey mailings. (Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households are chosen.) Additionally, 200 Colorado State University students were randomly selected from those that reside in dormitories, for a total sample of 2,000 residents. To ensure households selected to participate in the survey were within the City of Fort Collins boundaries, the latitude and longitude of each address (among the 1,800) was plotted to determine its location within the city. Addresses that fell outside of the city boundaries were removed from the sample. Attached units within the city were oversampled to compensate for detached unit residents' tendency to return surveys at a higher rate. 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.)

SURVEY ADMINISTRATION

Households received three mailings, one week apart beginning in September of 2008. Completed surveys were collected over a six-week period. The first mailing was a prenotification postcard announcing the upcoming survey. The other two mailings contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage paid envelope. About 4% of the postcards were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,927 households that received the survey, 641 respondents completed the survey, 47 of which were returned by students living in dormitories, providing an overall response rate of 33%. The response rate for the 1,728 (out of 1,800) Fort Collins residents who received a survey was 34%, and the response rate for the 199 (out of 200) CSU dormitory students who received a survey was 24%.

WEIGHTING THE DATA

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates for adults in the city. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age and tenure (rent, own or living in group quarters). This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The magnitude of differences of opinion among these subgroups
- The weighting, if any, done in prior years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The percentage of residents with demographic characteristics that are least similar to the percentages in the Census and the demographic categories of residents whose opinions are most different from each other are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

The results of the weighting scheme are presented in the figure on below.

Fort Collins 2008 Citizen Survey Weighting Table			
Characteristic	Population Norm¹	Unweighted Data	Weighted Data
Housing			
Own home	52%	61%	57%
Rent home	44%	32%	39%
Dorms ²	4%	7%	4%
Detached unit	56%	54%	52%
Attached unit	40%	38%	44%
Dorms ²	4%	7%	4%
Sex and Age			
18-34 years of age	48%	36%	48%
35-54 years of age	33%	32%	33%
55+ years of age	19%	31%	19%
Male	50%	39%	50%
Female	50%	61%	50%
Males 18-34	25%	15%	25%
Males 35-54	17%	11%	17%
Males 55+	8%	13%	8%
Females 18-34	23%	21%	23%
Females 35-54	16%	21%	16%
Females 55+	11%	19%	11%

¹ Source: 2000 Census

² Source: CSU Director of Residence Life, dormitory students Fall 2008

DATA ANALYSIS

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions are presented in the body of the report. Chi-square and ANOVA tests of significance were applied to breakdowns of selected survey questions by respondent characteristics. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in tables.

Appendix VII. Comparisons of Average Ratings by Year

This appendix contains the average ratings for all evaluative questions compared by year. Differences between years can be considered “statistically significant” and are shaded grey if they are five points or more on the 100-point scale.

Quality of Life and Community Ratings Compared by Year				
Please rate Fort Collins as a community on each of the items listed below.	2008	2006	2003	2001
Overall, as a place to live	88	79	81	80
Overall safety of residents	81	72	76	78
Availability and diversity of shopping	68	66	NA	NA
Availability and diversity of dining	81	80	NA	NA
Availability and diversity of entertainment	67	68	NA	NA
Availability and diversity of job opportunities	49	50	NA	NA
Availability of affordable quality housing	52	40	43	37
Availability and diversity of arts and cultural activities	69	67	NA	NA
Availability and diversity of recreational opportunities	81	81	NA	NA
Availability of quality healthcare	73	NA	NA	NA
Quality of public schools	76	76	NA	NA
Quality of public library services	77	75	76	78
As a place to raise children	83	81	84	81
As a place to retire	77	76	73	74
As a place to attend college	84	81	84	84
As a place to work	71	NA	66	73
Community openness and acceptance of all people	70	64	67	64
Overall quality of life in Fort Collins	82	NA	NA	NA

*Average rating on 100-point scale (0=very bad, 100=very good).

Please note that in 2001 and 2003, “Overall safety of residents” was “Safety of community residents,” “Community openness and acceptance of all people” was “Community respect and tolerance for all people,” “Availability of affordable quality housing” was “Providing affordable housing” and “Quality of public library services” was “Public library services.” In 2001, the scale for these questions was very good, good, neither good nor bad, bad, very bad. In 2001 and 2003, “Providing affordable housing” was asked on the scale very well, well, neither well nor poorly, poorly, very poorly. In 2006, “Availability of affordable quality housing” was “Availability of affordable housing,” “Availability and diversity of arts and cultural activities” was “Availability and diversity of cultural activities,” “Community openness and acceptance of all people” was “Community respect and tolerance for all people”

Quality of the Environment Compared by Year

Please rate the quality of the environment in Fort Collins on each of the items listed below.	2008	2006	2003	2001
Community's visual attractiveness	82	78	75	70
Air quality	78	71	67	63
Drinking water quality	85	83	NA	NA
Recycling programs	76	71	68	69
Conservation efforts	75	NA	NA	NA
Overall quality of environment	80	76	NA	NA

*Average rating on 100-point scale (0=very bad, 100=very good).

Please note that in 2001 and 2003, "Community's visual attractiveness" was "Maintaining the community's visual appeal" and "Air quality" was "Air quality program." In 2001 and 2003, "Maintaining the community's visual appeal" was asked on the scale very well, well, neither well nor poorly, poorly, very poorly, and "Air quality program" and "recycling programs" were asked on the scale very good, good, neither bad nor good, bad, very bad.

Quality of Neighborhoods Compared by Year

Please rate the quality of your neighborhood on each of the items listed below.	2008	2006
Your neighborhood as a place to live	80	80
Your neighborhood as a place to raise children	73	78

*Average rating on 100-point scale (0=very bad, 100=very good).

Ratings of Personal Safety Compared by Year

Please tell us how safe you feel in each of the following areas.	2008	2006
Your neighborhood during the day	91	89
Your neighborhood at night	78	79
Downtown Fort Collins during the day	88	86
Downtown Fort Collins at night	69	67
Parks in Fort Collins	79	76
Natural areas/open space within the city	78	NA
Recreation facilities in Fort Collins	82	79
Trails in Fort Collins	74	72

*Average rating on 100-point scale (0=always unsafe, 100=always safe).

Community Safety Services Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins.	2008	2003	2001
Fire services	86	85	87
Crime prevention	72	NA	NA
Police patrol	72	NA	NA
Traffic enforcement	68	61	61
Police visibility	72	NA	NA
Police response time	71	74	76
Police services overall	71	NA	NA
Code enforcement (weeds, abandoned buildings, etc)	63	NA	NA
Animal control	70	NA	NA
Business property maintenance	72	NA	NA
Residential property maintenance	68	NA	NA

**Average rating on 100-point scale (0= very bad, 100= very good).*

Please note that in 2001 and 2003, "Fire services" was "Fire Department response," "Police response time" was "Police Department response" and "Traffic enforcement" was "Traffic law enforcement." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly.

Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins.	2008	2006	2003	2001
Ease of driving in Fort Collins	57	50	NA	NA
Ease of traveling in Fort Collins by public transportation	51	38	NA	NA
Fort Collins as a walkable city	68	60	NA	NA
Ease of traveling in Fort Collins by bicycle	78	68	NA	NA
Availability of parking Downtown	52	NA	NA	NA
Traffic congestion	44	NA	32	27
Street maintenance	60	NA	59	59

**Average rating on 100-point scale (0= very bad, 100= very good).*

Please note that in 2001 and 2003, "Traffic congestion" was "Managing/relieving traffic congestion" and "Street maintenance" was "Street repair and maintenance." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly.

City Government Ratings Compared by Year

Please rate the City's performance in each of the following areas.	2008	2006	2003	2001
The job the City does at informing citizens	67	62	63	62
The job the City does at welcoming citizen involvement	66	48	NA	NA
The job the City does at listening to citizens	57	55	NA	NA
Managing and planning for growth	53	43	44	40
Efficient operation of programs and services	63	53	NA	NA
The overall direction the City is taking	63	NA	NA	NA

**Average rating on 100-point scale (0=very bad, 100=very good).*

Please note that in 2001 and 2003, "The job the City does at informing citizens" was "Informing citizens about City issues and problems" and "Managing and planning for growth" was "Managing growth." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly. In 2006, "The job the City does at informing citizens" was "Informing citizens about City issues and problems" and "The job the City does at welcoming citizen involvement" was "Considering citizens' opinions before making decisions."

Ratings of Economic Health Compared by Year

Please rate the City's performance in each of the following areas.	2008	2006
Overall support of businesses in Fort Collins	63	NA
Overall jobs growth	47	NA
Overall economic health of Fort Collins	57	56

**Average rating on 100-point scale (0=very bad, 100=very good).*

Ratings of Parks, Recreational and Cultural Programs and Facilities Compared by Year				
Please rate the quality of each of the programs or facilities listed below.	2008	2006	2003	2001
Natural areas and open space	84	82	78	76
Recreational trails	86	83	82	81
Parks	85	82	83	83
Cemeteries	75	74	73	72
Golf courses	79	78	78	78
Athletic fields	79	76	78	77
Youth Activity Center	71	68	NA	NA
Northside Aztlan Community Center	79	67	NA	NA
Fort Collins Senior Center	82	83	NA	NA
Edora Pool Ice Center (EPIC)	78	79	NA	NA
Mulberry Pool	71	72	NA	NA
The Farm at Lee Martinez Park	79	81	NA	NA
Garden on Spring Creek (The Horticultural Center)	82	76	NA	NA
Pottery studio	74	74	NA	NA
Art in Public Places program	74	67	NA	NA
Lincoln Center programs	77	76	77	78
Fort Collins Museum	70	72	70	72
Adult recreation programs overall	73	73	71	74
Senior recreation programs overall	78	78	75	78
Youth/teen recreation programs overall	72	67	69	63

*Average rating on 100-point scale (0=very bad, 100=very good).

Please note that in 2001 and 2003, questions were asked on the scale very good, good, neither good nor bad, bad, very bad.

Ratings of Employee Characteristics by Users Compared by Year				
Thinking about your most recent contact, please rate City employee(s) on each of the items below.	2008	2006	2003	2001
Courtesy	81	83	81	84
Making you feel valued as a citizen/customer	75	75	75	76
Promptness	76	77	75	77
Knowledge	77	78	77	78
Overall impression	77	NA	NA	NA

*Average rating on 100-point scale (0=very bad, 100=very good).

**This question was asked only of those who reported having contact with a City employee in the last 12 months.

Please note that in 2001 and 2003, these questions were asked on the scale very good, good, neither good nor bad, bad, very bad.

Ratings of Employee Characteristics by Non-users Compared by Year				
Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	2008	2006	2003	2001
Courtesy	72	72	73	69
Making citizens or customers feel valued	69	67	67	64
Promptness in responding to inquiries and service requests	68	66	69	65

**Average rating on 100-point scale (0=very bad, 100=very good).*

***This question was asked only of those who did not have contact with a City employee in the last 12 months.*

Please note that in 2001, "Courtesy" was "City employees are courteous," "Making citizens or customers feel valued" was "City employees make citizens or customers feel valued" and "Promptness in responding to inquiries and service requests" was "City employees promptly respond to inquiries and service requests." In 2001, these questions were asked on the scale strongly agree, mostly agree, neutral, mostly disagree, strongly disagree.

City Web Site Ratings Compared by Year		
Please rate the City's website (www.fcgov.com).	2008	2006
www.fcgov.com as a source of information	74	73
www.fcgov.com as a means of transacting business with the City	66	65

**Average rating on 100-point scale (0=very bad, 100=very good).*

Appendix VIII. Jurisdictions Included In Benchmark Comparisons

Listed below are the jurisdictions included in the National comparisons provided for the City of Fort Collins followed by the 2000 population according to the U.S. Census. At the end of this section, are listed the jurisdictions included in the Front Range comparison.

JURISDICTIONS INCLUDED IN NATIONAL COMPARISONS

Agoura Hills, CA	20,537	Brevard County, FL	476,230
Alabaster, AL	22,169	Brisbane, CA	3,597
Alamogordo, NM	35,582	Broken Arrow, OK	74,839
Albemarle County, VA	79,236	Broomfield, CO	38,272
Alpharetta, GA	34,854	Bryan, TX	34,733
Ames, IA	50,731	Burlingame, CA	28,158
Andover, MA	31,247	Burlington, MA	22,876
Ankeny, IA	27,117	Calgary, Canada	878,866
Ann Arbor, MI	114,024	Cambridge, MA	101,355
Arapahoe County, CO	487,967	Canandaigua, NY	11,264
Archuleta County, CO	9,898	Cape Coral, FL	102,286
Arkansas City, KS	11,963	Capitola, CA	10,033
Arlington County, VA	189,453	Carlsbad, CA	78,247
Arvada, CO	102,153	Carson City, NV	52,457
Asheville, NC	68,889	Cartersville, GA	15,925
Ashland County, WI	16,866	Carver County, MN	70,205
Ashland, OR	19,522	Cary, NC	94,536
Aspen, CO	5,914	Castle Rock, CO	20,224
Auburn, AL	42,987	Cedar Creek, NE	396
Aurora, CO	276,393	Cedar Falls, IA	36,145
Austin, TX	656,562	Chandler, AZ	176,581
Avondale, AZ	35,883	Chanhassen, MN	20,321
Barnstable, MA	47,821	Charlotte County, FL	141,627
Batavia, IL	23,866	Charlotte, NC	540,828
Battle Creek, MI	53,364	Chesapeake, VA	199,184
Beekman, NY	11,452	Chesterfield County, VA	259,903
Belleair Beach, FL	1,751	Cheyenne, WY	53,011
Bellevue, WA	109,569	Chittenden County, VT	146,571
Bellflower, CA	72,878	Chula Vista, CA	173,556
Bellingham, WA	67,171	Claremont, CA	33,998
Benbrook, TX	20,208	Clark County, WA	345,238
Bend, OR	52,029	Clearwater, FL	108,787
Benicia, CA	26,865	Cococino County, AZ	116,320
Bettendorf, IA	31,275	College Park, MD	242,657
Blacksburg, VA	39,357	Collier County, FL	251,377
Bloomfield, NM	6,417	Collinsville, IL	24,707
Blue Earth, MN	3,621	Colorado Springs, CO	360,890
Blue Springs, MO	48,080	Columbia, MO	84,531
Boise, ID	185,787	Concord, CA	121,780
Bonita Springs, FL	32,797	Concord, NC	55,977
Borough of Ebensburg, PA	3,091	Cookeville, TN	23,923
Botetourt County, VA	30,496	Cooper City, FL	27,939
Boulder County, CO	291,288	Coral Springs, FL	117,549
Boulder, CO	94,673	Corpus Christi, TX	277,454
Bowling Green, KY	49,296	Corvallis, OR	49,322
Bozeman, MT	27,509	Coventry, CT	11,504
Breckenridge, CO	2,408	Craig, CO	9,189

Cranberry Township, PA	23,625	Fort Worth, TX	534,694
Crested Butte, CO	1,529	Fridley, MN.....	27,449
Cumberland County, PA.....	213,674	Frisco, CO.....	2,443
Cupertino, CA	50,546	Fruita, CO	6,478
Dakota County, MN	355,904	Gainesville, FL	95,447
Dallas, TX	1,188,580	Gaithersburg, MD	52,613
Dania Beach, FL	20,061	Galt, CA.....	19,472
Davenport, IA.....	98,359	Gig Harbor, WA.....	6,465
Davidson, NC	7,139	Gillette, WY.....	19,646
Daviess County, KY	91,545	Golden, CO	17,159
Daytona Beach, FL	64,112	Goodyear, AZ	18,911
Decatur, GA	18,147	Grand County, CO.....	12,442
DeKalb, IL	39,018	Grand Junction, CO	41,986
Del Mar, CA.....	4,389	Grand Prairie, TX	127,427
Delaware, OH.....	25,243	Grandview, MO.....	24,881
Delhi Township, MI	22,569	Greenville, SC.....	10,468
Delray Beach, FL	60,020	Greenwood Village, CO.....	11,035
Denver (City and County), CO.....	554,636	Gresham, OR	90,205
Denver Public Library, CO	NA	Gurnee, IL.....	28,834
Des Moines, IA.....	198,682	Hanau, Germany.....	NA
Destin, FL.....	11,119	Hanover County, VA.....	86,320
Dillon, CO	802	Henderson, NV	175,381
District of Saanich, Victoria, Canada.....	103,654	Henderson, NV	175,381
Douglas County, CO	175,766	High Point, NC	85,839
Dover, DE	32,135	Highland Park, IL	31,365
Dover, NH	26,884	Highlands Ranch, CO	70,931
Dublin, CA.....	29,973	Hillsborough County, FL	998,948
Dublin, OH.....	31,392	Homewood, IL	19,543
Duncanville, TX	36,081	Honolulu, HI.....	876,156
Durango, CO	13,922	Hopewell, VA	22,354
Durham, NC	187,038	Hoquiam, WA.....	9,097
Duval County, FL	778,879	Hot Springs, AR.....	35,613
Eagle County, CO.....	41,659	Hot Sulphur Springs, CO.....	521
East Providence, RI.....	48,688	Hudson, NC.....	3,078
Eau Claire, WI	61,704	Hudson, OH	22,439
Edmond, OK	68,315	Hurst, TX.....	36,273
El Cerrito, CA	23,171	Hutchinson, MN	13,080
El Paso, TX	563,662	Independence, MO	113,288
Ellisville, MO	9,104	Indianola, IA	12,998
Elmhurst, IL	42,762	Iowa County, IA	15,671
Englewood, CO.....	31,727	Irving, TX	191,615
Ephrata Borough, PA	13,213	Jackson County, OR.....	181,269
Escambia County, FL	294,410	James City County, VA	48,102
Eugene, OR.....	137,893	Jefferson County, CO	527,056
Eustis, FL	15,106	Jefferson Parish, LA	455,466
Evanston, IL.....	74,239	Joplin, MO	45,504
Fairway, KS	3,952	Kannapolis, NC.....	36,910
Farmington, NM.....	37,844	Kansas City, MO	441,545
Farmington, UT	12,081	Kearney, NE	27,431
Fayetteville, AR	58,047	Keizer, OR	32,203
Federal Way, WA.....	83,259	Kelowna, Canada.....	96,288
Fishers, IN	37,835	Kent, WA	79,524
Flagstaff, AZ	52,894	King County, WA.....	1,737,034
Florence, AZ	17,054	Kirkland, WA	45,054
Fort Collins, CO	118,652	Kissimmee, FL.....	47,814
Fort Smith, AR.....	80,268	Kitsap County, WA.....	231,969

Knightdale, NC.....	5,958	Munster, IN.....	21,511
Kutztown Borough, PA.....	5,067	Naperville, IL.....	128,358
La Mesa, CA.....	54,749	Needham, MA.....	28,911
La Plata, MD.....	6,551	New Orleans, LA.....	484,674
La Vista, NE.....	11,699	New York City, NY.....	8,008,278
Laguna Beach, CA.....	23,727	Newport Beach, CA.....	70,032
Lake Oswego, OR.....	35,278	Newport News, VA.....	180,150
Lakewood, CO.....	144,126	Newport, RI.....	26,475
Larimer County, CO.....	251,494	Normal, IL.....	45,386
Lawrence, KS.....	80,098	North Branch, MN.....	8,023
Lebanon, OH.....	16,962	North Jeffco Park and Recreation District, CO.....	NA
Lee's Summit, MO.....	70,700	North Las Vegas, NV.....	115,488
Lenexa, KS.....	40,238	North Port, FL.....	22,797
Lexington, VA.....	6,867	North Vancouver, Canada.....	44,303
Lincolnwood, IL.....	12,359	Northampton County, VA.....	13,093
Livermore, CA.....	73,345	Northern Tier Coalition Community Survey, PA.....	NA
Lodi, CA.....	56,999	Northglenn, CO.....	31,575
Lone Tree, CO.....	4,873	Novi, MI.....	47,386
Long Beach, CA.....	461,522	O'Fallon, IL.....	21,910
Longmont, CO.....	71,093	O'Fallon, MO.....	46,169
Louisville, CO.....	18,937	Oak Park, IL.....	52,524
Loveland, CO.....	50,608	Oak Ridge, TN.....	27,387
Lower Providence Township, PA.....	22,390	Oakland Park, FL.....	30,966
Lyme, NH.....	1,679	Oakland Township, MI.....	13,071
Lynchburg, VA.....	65,269	Oakville, Canada.....	144,738
Lynnwood, WA.....	33,847	Ocean City, MD.....	7,173
Lynwood, CA.....	69,845	Ocean Shores, WA.....	3,836
Manchester, CT.....	54,740	Oceanside, CA.....	161,029
Mankato, MN.....	32,427	Ocoee, FL.....	24,391
Maple Grove, MN.....	50,365	Oklahoma City, OK.....	506,132
Maplewood, MN.....	34,947	Olathe, KS.....	92,962
Marana, AZ.....	13,556	Oldsmar, FL.....	11,910
Marion, IA.....	7,144	Olmsted County, MN.....	124,277
Marshfield, WI.....	18,800	Olympia, WA.....	42,514
Maryland Heights, MO.....	25,756	Orange Village, OH.....	3,236
Maryville, MO.....	10,581	Orleans Parish, LA.....	484,674
Maui, HI.....	128,094	Ottawa County, MI.....	238,314
Mauldin, SC.....	15,224	Overland Park, KS.....	149,080
McAllen, TX.....	106,414	Oviedo, FL.....	26,316
Medina, MN.....	4,005	Ozaukee County, WI.....	82,317
Melbourne, FL.....	71,382	Palatine, IL.....	65,479
Meridian Charter Township, MI.....	38,987	Palm Bay, FL.....	79,413
Merriam, KS.....	11,008	Palm Beach Gardens, FL.....	35,058
Mesa County, CO.....	116,255	Palm Beach, FL.....	10,468
Miami Beach, FL.....	87,933	Palm Coast, FL.....	32,732
Milton, WI.....	5,132	Palm Springs, CA.....	42,807
Minneapolis, MN.....	382,618	Palo Alto, CA.....	58,598
Mission Viejo, CA.....	93,102	Palo Alto, CA.....	58,598
Missoula, MT.....	57,053	Park Ridge, IL.....	37,775
Montgomery County, MD.....	873,341	Parker, CO.....	23,558
Montrose, CO.....	12,344	Pasadena, TX.....	141,674
Morgan Hill, CA.....	33,556	Pasco, WA.....	32,066
Morgantown, WV.....	26,809	Peoria County, IL.....	183,433
Moscow, ID.....	21,291	Peoria, AZ.....	108,364
Mountain View, CA.....	70,708	Philadelphia, PA.....	1,517,550
Mountlake Terrace, WA.....	20,362	Phoenix, AZ.....	1,321,045

Pickens County, SC	110,757	Slater, IA	1,306
Pinellas County, FL	921,482	Smyrna, GA	40,999
Pitkin County, CO	14,872	Snoqualmie, WA	1,631
Plano, TX	222,030	South Daytona, FL	13,177
Polk County, IA	374,601	South Haven, MI	5,021
Port Orange, FL	45,823	Sparks, NV	66,346
Portland, OR	529,121	Spotsylvania County, VA	90,395
Poway, CA	48,044	Springville, UT	20,424
Prescott Valley, AZ	25,535	St. Cloud, MN	59,107
Prince Albert, Canada	34,291	St. Louis County, MN	200,528
Prince William County, VA	280,813	Stafford County, VA	92,446
Prior Lake, MN	15,917	Starkville, MS	21,869
Queen Creek, AZ	4,316	State College, PA	38,420
Rancho Cordova, CA	55,060	Staunton, VA	23,853
Raymore, MO	11,146	Steamboat Springs, CO	9,815
Redding, CA	80,865	Sterling, CO	11,360
Reno, NV	180,480	Stillwater, OK	39,065
Renton, WA	50,052	Stockton, CA	243,771
Richland, WA	38,708	Suamico, WI	8,686
Richmond, CA	99,216	Sugar Grove, IL	3,909
Rio Rancho, NM	51,765	Sugar Land, TX	63,328
Riverdale, UT	7,656	Summit County, CO	23,548
Riverside, CA	255,166	Sunnyvale, CA	131,760
Riverside, IL	8,895	Tacoma, WA	193,556
Roanoke, VA	94,911	Takoma Park, MD	17,299
Rock Hill, SC	49,765	Tallahassee, FL	150,624
Rock Hill, SC	49,765	Taos, NM	4,700
Rockville, MD	47,388	Tempe, AZ	158,625
Roswell, GA	79,334	Teton County, WY	18,251
Round Rock, TX	61,136	The Colony, TX	26,531
Saco, ME	16,822	Thornton, CO	82,384
Safford, AZ	9,232	Thunder Bay, Canada	109,016
Salina, KS	45,679	Titusville, FL	40,670
San Bernardino County, CA	1,709,434	Tomball, TX	9,089
San Francisco, CA	776,733	Troy, MI	80,959
San Jose, CA	894,943	Tucson, AZ	486,699
San Marcos, TX	34,733	Tuskegee, AL	11,846
San Rafael, CA	56,063	Upper Merion Township, PA	28,863
San Ramon, CA	44,722	Urbandale, IA	29,072
Sandusky, OH	27,844	Vail, CO	4,531
Sanford, FL	38,291	Valdez, AK	4,036
Santa Barbara County, CA	399,347	Vancouver, WA	143,560
Santa Monica, CA	84,084	Village of Brown Deer, WI	12,170
Sarasota, FL	52,715	Village of Howard City, MI	1,585
Sault Sainte Marie, MI	16,542	Village of Oak Park, IL	52,524
Scott County, MN	89,498	Virginia Beach, VA	425,257
Scottsdale, AZ	202,705	Volusia County, FL	443,343
Sedona, AZ	10,192	Wahpeton, ND	8,586
Seminole, FL	10,890	Walnut Creek, CA	64,296
Sheldahl, IA	336	Walton County, FL	40,601
Shenandoah, TX	1,503	Washington City, UT	8,186
Shorewood, IL	7,686	Washington County, MN	201,130
Shrewsbury, MA	31,640	Washoe County, NV	339,486
Silverthorne, CO	3,196	Waukegan, IA	5,126
Sioux Falls, SD	123,975	Wausau, WI	38,426
Skokie, IL	63,348	Wauwatosa, WI	47,271

West Des Moines, IA.....	46,403	Wilmington, IL.....	5,134
Western Eagle County Metro Recreation District, CO.....	NA	Wilmington, NC.....	90,400
Westerville, OH.....	35,318	Windsor, CT.....	28,237
Westminster, CO.....	100,940	Winston-Salem, NC.....	185,776
Wethersfield, CT.....	26,271	Winter Park, FL.....	24,090
Wheat Ridge, CO.....	32,913	Woodbury, MN.....	46,463
Whitehorse, Canada.....	19,058	Woodridge, IL.....	30,934
Whitewater, WI.....	13,437	Worcester, MA.....	172,648
Wichita, KS.....	344,284	Yellowknife, Canada.....	16,541
Williamsburg, VA.....	11,998	Yuma County, AZ.....	160,026
Willingboro Township, NJ.....	33,008	Yuma, AZ.....	77,515

JURISDICTIONS INCLUDED IN FRONT RANGE COMPARISONS

Arapahoe County, CO.....	487,967	Highlands Ranch, CO.....	70,931
Arvada, CO.....	102,153	Jefferson County, CO.....	527,056
Aspen, CO.....	5,914	Lakewood, CO.....	144,126
Aurora, CO.....	276,393	Larimer County, CO.....	251,494
Boulder County, CO.....	291,288	Lone Tree, CO.....	4,873
Boulder, CO.....	94,673	Longmont, CO.....	71,093
Broomfield, CO.....	38,272	Louisville, CO.....	18,937
Castle Rock, CO.....	20,224	Loveland, CO.....	50,608
Colorado Springs, CO.....	360,890	Northglenn, CO.....	31,575
Denver Public Library, CO.....	NA	Parker, CO.....	23,558
Douglas County, CO.....	175,766	Thornton, CO.....	82,384
Englewood, CO.....	31,727	Westminster, CO.....	100,940
Fort Collins, CO.....	118,652	Wheat Ridge, CO.....	32,913
Greenwood Village, CO.....	11,035		

Appendix IX. Survey Instrument

The survey instrument appears on the following pages.

2008 Fort Collins Citizen Survey

Please have only one adult (18 or over) from your household complete the survey questionnaire. If your household has more than one adult member, we ask that the adult who most recently had his or her birthday be the one to complete the questionnaire. This will ensure that we have a truly random and representative sample. Your responses to this survey are completely anonymous.

Fort Collins as a Community

1. Please rate Fort Collins as a community on each of the items listed below.

	Very <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Overall, as a place to live	1	2	3	4	5	6
Overall safety of residents.....	1	2	3	4	5	6
Availability and diversity of shopping.....	1	2	3	4	5	6
Availability and diversity of dining	1	2	3	4	5	6
Availability and diversity of entertainment.....	1	2	3	4	5	6
Availability and diversity of job opportunities	1	2	3	4	5	6
Availability of affordable quality housing.....	1	2	3	4	5	6
Availability and diversity of arts and cultural activities.....	1	2	3	4	5	6
Availability and diversity of recreational opportunities.....	1	2	3	4	5	6
Availability of quality healthcare.....	1	2	3	4	5	6
Quality of public schools	1	2	3	4	5	6
Quality of public library services	1	2	3	4	5	6
As a place to raise children.....	1	2	3	4	5	6
As a place to retire.....	1	2	3	4	5	6
As a place to attend college	1	2	3	4	5	6
As a place to work	1	2	3	4	5	6
Community openness and acceptance of all people.....	1	2	3	4	5	6
Overall quality of life in Fort Collins	1	2	3	4	5	6

Environment

2. Please rate the quality of the environment in Fort Collins on each of the items listed below.

	Very <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Community's visual attractiveness.....	1	2	3	4	5	6
Air quality	1	2	3	4	5	6
Drinking water quality	1	2	3	4	5	6
Recycling programs	1	2	3	4	5	6
Conservation efforts.....	1	2	3	4	5	6
Overall quality of environment	1	2	3	4	5	6

Your Neighborhood

3. Please rate the quality of your neighborhood on each of the items listed below.

	Very <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Your neighborhood as a place to live	1	2	3	4	5	6
Your neighborhood as a place to raise children.....	1	2	3	4	5	6

2008 Fort Collins Citizen Survey

4A. Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name? Please write the number of neighbors that you know by name. Write 0, if none _____

4B. How many different households are represented by neighbors that you know by name? _____

5. How often do you talk to any of your neighbors? Please select the one response that best represents how often you talk to any of your neighbors.

- At least once per day At least once per month Less often than once per year
 At least once per week At least once per year Never

Community Safety

6. Please tell us how safe you feel in each of the following areas.

	<u>Always safe</u>	<u>Usually safe</u>	<u>Sometimes safe sometimes unsafe</u>	<u>Usually unsafe</u>	<u>Always unsafe</u>	<u>No opinion</u>
Your neighborhood during the day	1	2	3	4	5	6
Your neighborhood at night	1	2	3	4	5	6
Downtown Fort Collins during the day.....	1	2	3	4	5	6
Downtown Fort Collins at night.....	1	2	3	4	5	6
Parks in Fort Collins	1	2	3	4	5	6
Natural areas/open space within in the city	1	2	3	4	5	6
Recreation facilities in Fort Collins	1	2	3	4	5	6
Trails in Fort Collins	1	2	3	4	5	6

7. Please rate the quality of each of the following in Fort Collins.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Fire services	1	2	3	4	5	6
Crime prevention.....	1	2	3	4	5	6
Police patrol.....	1	2	3	4	5	6
Traffic enforcement.....	1	2	3	4	5	6
Police visibility	1	2	3	4	5	6
Police response time	1	2	3	4	5	6
Police services overall.....	1	2	3	4	5	6
Code enforcement (weeds, abandoned buildings, etc)	1	2	3	4	5	6
Animal control	1	2	3	4	5	6
Business property maintenance.....	1	2	3	4	5	6
Residential property maintenance	1	2	3	4	5	6

Transportation

8. Please rate the following areas of transportation in Fort Collins.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Ease of driving in Fort Collins	1	2	3	4	5	6
Ease of traveling in Fort Collins by public transportation	1	2	3	4	5	6
Fort Collins as a walkable city.....	1	2	3	4	5	6
Ease of traveling in Fort Collins by bicycle	1	2	3	4	5	6
Availability of parking Downtown	1	2	3	4	5	6
Traffic congestion	1	2	3	4	5	6
Street maintenance	1	2	3	4	5	6

2008 Fort Collins Citizen Survey

City Government

9. Please rate the City's performance in each of the following areas.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
The job the City does at informing citizens	1	2	3	4	5	6
The job the City does at welcoming citizen involvement.....	1	2	3	4	5	6
The job the City does at listening to citizens.....	1	2	3	4	5	6
Managing and planning for growth.....	1	2	3	4	5	6
Efficient operation of programs and services	1	2	3	4	5	6
The overall direction the City is taking	1	2	3	4	5	6

Economic Health

10. Please rate the City's performance in each of the following areas.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Overall support of businesses in Fort Collins	1	2	3	4	5	6
Overall jobs growth	1	2	3	4	5	6
Overall economic health of Fort Collins	1	2	3	4	5	6

Recreational and Cultural Programs and Facilities

11. Please rate the quality of each of the programs or facilities listed below.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Natural areas and open space	1	2	3	4	5	6
Recreational trails.....	1	2	3	4	5	6
Parks	1	2	3	4	5	6
Cemeteries.....	1	2	3	4	5	6
Golf courses	1	2	3	4	5	6
Athletic fields.....	1	2	3	4	5	6
Youth Activity Center.....	1	2	3	4	5	6
Northside Aztlan Community Center	1	2	3	4	5	6
Fort Collins Senior Center.....	1	2	3	4	5	6
Edora Pool Ice Center (EPIC).....	1	2	3	4	5	6
Mulberry Pool.....	1	2	3	4	5	6
The Farm at Lee Martinez Park	1	2	3	4	5	6
Gardens on Spring Creek (The Horticultural Center)	1	2	3	4	5	6
Pottery studio	1	2	3	4	5	6
Art in Public Places program.....	1	2	3	4	5	6
Lincoln Center programs	1	2	3	4	5	6
Fort Collins Museum.....	1	2	3	4	5	6
Adult recreation programs overall	1	2	3	4	5	6
Senior recreation programs overall.....	1	2	3	4	5	6
Youth/teen recreation programs overall	1	2	3	4	5	6

City Services

12. Overall, how would you rate the quality of the services provided by the City of Fort Collins?

- Very good
 Good
 Average
 Bad
 Very bad
 No opinion

City Employees

13. Have you had phone or in-person contact with any City employee(s) within the last 12 months?

- Yes → Answer Q13A ONLY
- No → Answer Q13B ONLY

13A. Thinking about your most recent contact, please rate City employee(s) on each of the items below.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Courtesy	1	2	3	4	5	6
Making you feel valued as a citizen/customer	1	2	3	4	5	6
Promptness	1	2	3	4	5	6
Knowledge	1	2	3	4	5	6
Overall impression	1	2	3	4	5	6

13B. Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Courtesy	1	2	3	4	5	6
Making citizens or customers feel valued.....	1	2	3	4	5	6
Promptness in responding to inquiries and service requests ..	1	2	3	4	5	6

Information about City Issues, Services and Programs

14. Please rate the City’s website (www.fcgov.com).

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
www.fcgov.com as a source of information	1	2	3	4	5	6
www.fcgov.com as a means of transacting business with the City.....	1	2	3	4	5	6

15. Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs.

	<u>Always</u>	<u>Frequently</u>	<u>Sometimes</u>	<u>Never</u>
Fort Collins local cable channel 14	1	2	3	4
Streaming video or “video on demand” of cable channel 14 on www.fcgov.com...	1	2	3	4
City’s website (www.fcgov.com)	1	2	3	4
“City News” (insert with utility bill)	1	2	3	4
Newsletters or brochures from City departments	1	2	3	4
City Line (automated message system 970-416-CITY)	1	2	3	4
“Recreator” (guide to recreation programs)	1	2	3	4
“Pathways” (guide to recreation programs for adults over 50)	1	2	3	4
Word of mouth	1	2	3	4
Newspaper.....	1	2	3	4
Radio	1	2	3	4
Television news	1	2	3	4

2008 Fort Collins Citizen Survey

16. Which newspapers, if any, do you read? Please list up to 2 newspapers starting with the one you read most often.

- 1. _____
- 2. _____

17. How does your household primarily receive television programming?

- Subscribe to Comcast cable
- Subscribe to satellite service
- Over the air (antennae)
- Internet/streaming video
- None of the above
- Don't know

Policy Topics

18. Please select the option that best describes how you think the City should address each of the following aspects of the community.

	More effort	Same effort	Less effort	No opinion
Economy: Includes economic planning and development activities	1	2	3	4
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community ...	1	2	3	4
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing	1	2	3	4
Safety: Includes providing reliable electric service, flood control, and building inspection, as well as police, fire, and emergency medical response protection	1	2	3	4
Cultural, Recreational, and Educational Opportunities: Includes operating and improving recreational facilities, Lincoln Center, and the Fort Collins Museum; providing recreational and cultural programs; maintaining parks, trails and cemeteries; and improving natural areas	1	2	3	4
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	1	2	3	4
General Government: Includes internal support functions, maintaining City facilities, technology, communicating with residents, boards and commissions, City management and City Council	1	2	3	4

19. As you may know, the City of Fort Collins faces budget shortfalls in the areas of police staffing, fire, parks and transportation maintenance and transportation projects. Such shortfalls will require either additional funding or service reductions. To what extent do you support or oppose the City considering each of these options?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose
Seeking additional funding for these services to address budget shortfalls.....	1	2	3	4
Reducing the level of these services or other services to address budget shortfalls	1	2	3	4

Information About You

This section is optional. However, we ask for the information below so that we can better understand responses and address any problems that citizens may have with City services. You will remain completely anonymous, and your responses will never be reported individually.

20. About how many years have you lived in Fort Collins? (Record 0 if less than 6 months)

_____ Years

21. How many years have you lived in your current residence? (Record 0 if less than 6 months)

_____ Years

22. Are you a full-time or part-time student at a college or university in Fort Collins?

Yes → GO TO QUESTION 23

No → GO TO QUESTION 24

23. Which college or university do you attend?

Colorado State University

Front Range Community College

Another local college or university

24. Which of the age groups below best describes you?

18-24 55-64

25-34 65-74

35-44 75 +

45-54

25. Your gender

Male

Female

26. Which best describes the building you live in?

Single family house detached from any other houses

House attached to one or more houses (e.g., a duplex or townhome)

Building with two or more apartments or condominiums

Mobile home

Other

27. Do you own or rent your residence?

Own

Rent

28. If you have any comments or suggestions regarding City government, services, employees or programs, we would like to hear them. Please use the space below, or write them on a separate sheet of paper and enclose it with your completed questionnaire.

Thank you very much! Please return the completed questionnaire to National Research Center, Inc., 3005 30th St., Boulder, CO 80301 in the postage-paid envelope provided. If you would like a copy of the survey results, go to fcgov.com/citizensurvey or call (970) 416-2028.