

# CITY OF FORT COLLINS CITIZEN SURVEY REPORT OF RESULTS

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April 2012

Prepared by:



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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 Fort Collins Citizen Survey was first conducted in 2001. This report outlines the results for the 2012 survey, which was the sixth iteration.

## METHODS

For the 2012 survey, 1,800 residents within city boundaries and 200 Colorado State University (CSU) dormitory students were randomly selected to receive survey mailings. Of the 2,000 surveys mailed in February 2012, about 64 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,936 households and dormitory students that received a survey, 627 completed the survey, 44 of which were CSU dormitory students, providing an overall response rate of 32%. 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.

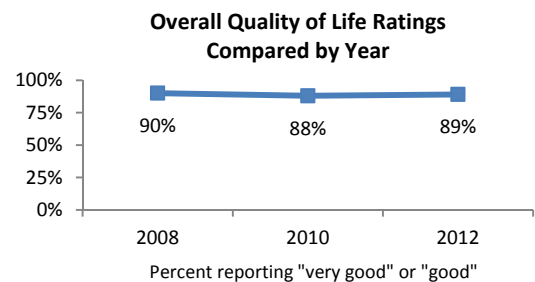
Comparisons are made between 2012 responses and those from prior years, when available. The 2012 results also were compared by demographic characteristics of respondents and geographic subarea of residence. In addition, the City of Fort Collins elected to have results compared to those of other jurisdictions around the nation and to Front Range jurisdictions. These comparisons are made possible through National Research Center’s (NRC’s) national benchmark database, which contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions, including cities and counties.

## SUMMARY OF SURVEY FINDINGS

### Community and Neighborhood Livability

#### ❖ As in previous survey years, Fort Collins residents rated the various aspects of quality of life, community and their neighborhoods highly.

- Overall, most aspects of quality of life were rated as “very good” or “good” by at least 8 in 10 respondents. Evaluations generally remained consistent over time and were much above the national and Front Range benchmarks.
- More respondents in 2012 gave positive ratings to the community’s acceptance of all people, while fewer gave favorable ratings to the availability of affordable quality housing.
- Residents living in the southeastern quadrant of the city were more likely to give favorable ratings to the availability of quality healthcare, the quality of public library services and Fort Collins as a place to raise children than those living in other areas of the City.



- Neighborhoods as a place to live and as a place to raise children received positive reviews, with at least three-quarters of respondents giving “good” or better ratings and both aspects receiving much higher ratings than the benchmarks. In 2012, residents gave more favorable ratings to their neighborhood as a place to raise children than they had in 2010.
- Those living south of Harmony Road were more likely to give positive ratings to all aspects of quality of life and community characteristics than those in other areas of the city. Residents living in the northwest part of the city were less likely to give positive ratings to their neighborhood than were those living in other areas of the city.

## Safe Community

❖ **Survey respondents reported feeling very safe in and around the city and gave high marks to safety services. These ratings have remained stable over time and generally were much higher than those given by residents in other jurisdictions across the country and in the Front Range.**

- The overall safety of residents was viewed as “very good” or “good” by nearly all respondents. Ratings of personal safety remained stable over time and were above or much above the national and Front Range averages.
- Most felt safe in all areas throughout the city, with the smallest proportion of respondents feeling safe at night in Downtown Fort Collins.
- Overall, those who lived in the City for six years or more reported feeling less safe than those living in the City for a shorter period of time. Full- or part-time students were more likely to feel safe in natural areas/open space than those who were not students. Respondents in the East Central and South of Harmony areas of the city tended to feel safer in their neighborhoods.
- The highest rated safety and code enforcement services were overall fire services, fire response time and Natural Areas Ranger services, with more than 8 in 10 saying each was “very good” or “good.” Residents were least satisfied with the quality of code and noise enforcement. Most of the safety services received similar ratings in 2010 and 2012, but ratings for the quality of overall fire services and crime prevention dropped.

## The Environment, Transportation, and Culture and Recreation

❖ **Fort Collins residents had positive perspectives about the quality of the environment in the city, providing ratings that were much above the benchmarks for the nation and the Front Range.**

- While ratings of environmental quality and services tended to remain steady from 2010 to 2012, an upward trend has been seen for recycling programs and air quality since 2003.
- For the first time in 2012, residents were asked to evaluate the quality of City sewer services, with 9 in 10 saying it was “very good” or “good.”

❖ **As in 2010, transportation related items received less favorable ratings compared to other topics on the survey. However, results were still much above the benchmarks and some increases in transportation ratings were observed.**

- Ratings for the walkability in the city, ease of driving, street maintenance and ease of traveling by public transportation were more positive in 2012 than in 2010. However, the availability of parking Downtown in 2012 than in 2010 received less favorable ratings.
- Residents living in the West Central area of the city tended to give lower ratings to the City’s

walkability and ease of travel by public transportation than did residents living elsewhere.

❖ **Assessments of the recreational and cultural opportunities provided in and by the City remained strong. Overall, ratings were stable over time and were much higher than those given by residents in other communities across the country and in the Front Range.**

- Ninety percent or more of survey respondents said that the quality of recreational opportunities, natural areas and open space, recreational trails and parks were “very good” or “good.” Ratings for the Art in Public Places program, the Fort Collins Museum and Discovery Science Center and youth/teen recreation programs all increased from 2010 to 2012.
- Respondents who have lived in Fort Collins for five years or less and those who lived in the eastern areas of the City (Northeast and East Central) tended to give more favorable ratings to natural areas and open space, recreational trails and art in public places than those who have lived in the City for longer than five years or in other geographic areas.

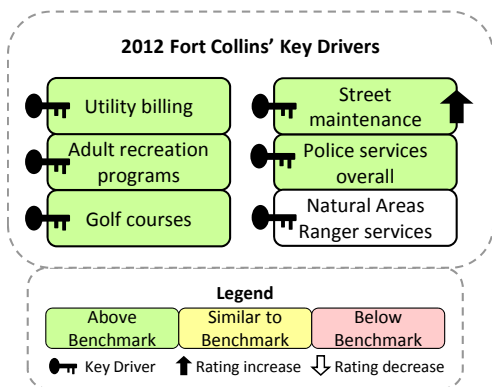
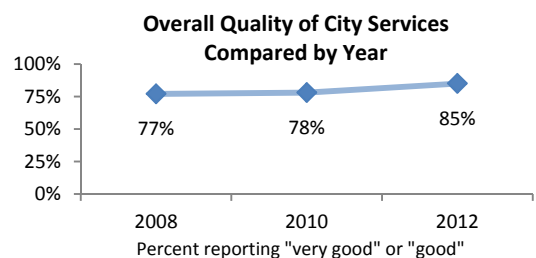
### Economic Health

❖ **While residents seemed positive about the economic health of the City, they still would like to see an increase in job opportunities.**

- Only a third of respondents gave “very good” or “good” evaluations to the availability of job opportunities. However, ratings of the availability of job opportunities, and all the other aspects of economic health, were much higher in Fort Collins than national and Front Range benchmarks.
- More respondents in 2012 than in 2010 gave favorable ratings to the city as a place to work, the quality of entertainment opportunities, the City’s support of businesses and the City’s economic health strategies.
- Residents living in Fort Collins for six years or more and non-students were less likely to give favorable ratings to the City’s support of businesses and economic health strategies than were those who resided in the city for five years or less and students.

### High Performing Government

❖ **More respondents in 2012 than in 2010 gave positive ratings to the overall quality of City services, with 85% saying it was “very good” or “good.” A rating that was much higher than the benchmarks.**



- 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. Six services were identified as key drivers of overall City service ratings, meaning that if these services are rated highly, overall City service quality will likely be rated positively as well. Fort Collins’ key drivers were: adult recreation programs, utility billing, street maintenance, golf courses, police services overall and Natural Areas Ranger services.

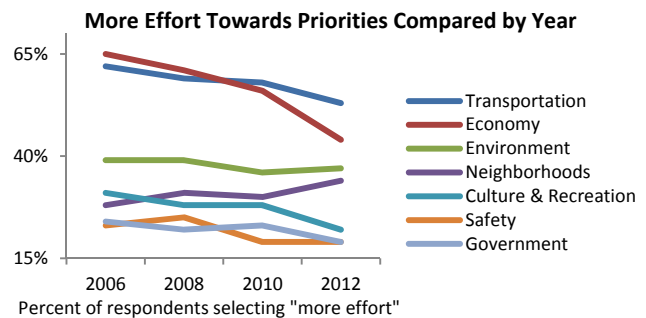
- Ratings for most key drivers were similar to 2010 ratings; street maintenance was rated higher in 2012. Each driver was rated above or much above the national benchmark comparison, except for Natural Areas Ranger services which had no comparison available.

### City Government and Employees

- ❖ **Evaluations of the City government performance saw a noticeable improvement from 2010 to 2012, while ratings of City employees remained high.**
  - Overall, residents in 2012 gave higher evaluations to each aspect of government performance, with the largest increase seen in ratings of welcoming citizen involvement. For all aspects that could be compared to the national and Front Range benchmarks, ratings in Fort Collins were much higher.
  - More than half of respondents reported having had contact with a City employee in the last 12 months, an increase from 2010. Of those who had contact, they were most pleased with the employee’s courtesy, knowledge and promptness. Ratings generally were similar between 2010 and 2012, except for residents feeling valued which received lower ratings in 2012. Compared to the benchmarks, ratings of City of employees were much higher.

### Fiscal Management and Planning

- ❖ **As in previous years, the economy and transportation topped the list of where residents believed “more effort” should be placed by the City. However, since the question was first asked in 2006, fewer residents have indicated that “more effort” should applied to these two priorities.**



- A larger proportion of residents thought the “same effort” should be expended than did those who said “more” or “less” effort should be applied to the other five priorities. For each priority, fewer than 1 in 10 residents said that “less” effort should be made.
- Respondents who had indicated that “more” or “less” effort be applied to any of the seven measures were asked to describe in their own words the services that should be increased or reduced. Of those who chose to describe a service they felt needed to be increased, transportation, traffic and road maintenance, parks and recreation and business and retail development were the most commonly mentioned. Services to be reduced included police and government organization and functions overall.

### IN SUMMARY

Fort Collins residents continued to be satisfied with the overall quality of life and community. They generally felt safe in and around the city and appreciated the quality of the environment and variety of cultural and recreational opportunities. Most ratings remained consistent over time but where there were differences, ratings generally increased from 2010 to 2012. Fort Collins services and aspects of the community were, for the most part, above or much above the benchmarks set across the nation and throughout the Colorado Front Range. While already rated strongly compared to benchmarks, transportation and economic health are two areas where there may be opportunity for the City to strengthen resident appreciation of local services and community quality.



# Survey Background

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## SURVEY PURPOSE

The City of Fort Collins contracted with National Research Center, Inc. (NRC) to conduct a community-wide citizen survey. The 2012 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 sixth iteration of the survey since 2001.

## METHODS

The 2012 survey was mailed to 1,800 randomly selected Fort Collins residents and 200 randomly selected Colorado State University (CSU) students who resided in on-campus dormitories. Those selected to participate in the survey received three mailings, one week apart, beginning in February 2012. 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 3% of the mailings were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,936 households and students that received the survey, 627 respondents completed a survey, 44 of which were returned by students living in dormitories. The overall response rate was 32%.

Survey results were weighted so that the respondent gender, age, housing unit type (single or multiple family dwelling) 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 F. Survey Methodology.*)

## HOW THE RESULTS ARE REPORTED

For the most part, the “percent positive” and frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. The percent positive is the combination of the top two most positive response options (i.e., “very good” and “good,” “always safe” and “usually safe,” etc.).

On many of the questions in the survey, respondents could give an answer of “no opinion.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B. 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 those 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 (627 completed surveys). Where estimates are given for subgroups, they are less precise. Generally the 95% confidence interval ranges from plus or minus five percentage points for samples of about 400 to plus or minus 10 percentage points for samples as small as 100. For smaller sample sizes (i.e., 50), the margin of error rises to 14%.

## Comparing Survey Results Over Time

Because this survey was the sixth in a series of citizen surveys, the 2012 results are presented along with past ratings when available. Differences between percentages reported 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 represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

## Comparing Survey Results by Geographic and Demographic Subgroups

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 these results can be found in *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

## Comparing Survey Results to Other Jurisdictions

Jurisdictions use the comparative information provided by benchmarks 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. Taking the pulse of the community has less meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” 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 as street maintenance always gets lower ratings than fire protection. More illuminating is how residents’ ratings of fire service compare to opinions about fire service in other communities and to resident ratings over time.

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 rate police services lower than ratings given by residents in other cities with objectively “worse” departments. Benchmark data can help that police department – or any City department – to understand how well citizens think it is doing.

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. These integration methods have been described thoroughly in *Public Administration Review, Journal*

of *Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC's 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 Customer Satisfaction 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 NRC's proprietary databases.

Jurisdictions in NRC's benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all jurisdictions in the database or to a subsets of jurisdictions (within a given region or population category such as Front Range jurisdictions), as in this report. 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.

While benchmarks help set the basis for evaluation, citizen opinion should be used in conjunction with other sources of data about budget, population demographics, personnel, and politics to help managers know how to respond to comparative results.

### **Comparison of Fort Collins to the Benchmarking Database**

Jurisdictions to which Fort Collins is compared can be found in *Appendix H. Jurisdictions Included in Benchmark Comparisons*. National and Front Range 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 for quality ratings were available, the City of Fort Collins' results were noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, residents contacting the City in the last 12 months). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of Fort Collins's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more," or "less" if the difference between Fort Collins' rating and the benchmark is greater than the margin of error; and "much above," "much below," "much more" or "much less" if the difference between Fort Collins' rating and the benchmark is more than twice the margin of error.

## Survey Results

The Fort Collins Citizen Survey is comprehensive, covering many topics related to life in the community. The 2012 report of results is organized around the City's seven priorities highlighted in the 2013-2014 Budgeting For Outcomes (BFO) document. These are:

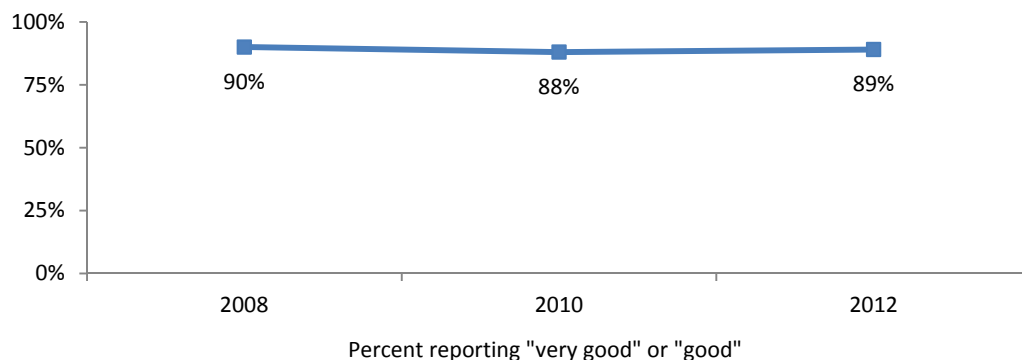
- **Community and Neighborhood Livability** - Fort Collins provides a high quality built environment and supports quality, diverse neighborhoods.
- **Safe Community** - Fort Collins provides a safe place to live, work, learn, and play.
- **Environmental Health** - Fort Collins promotes, protects, and enhances a healthy and sustainable environment.
- **Transportation** - Fort Collins provides for safe and reliable multi-modal travel to, from, and throughout the city.
- **Culture and Recreation** - Fort Collins provides diverse cultural and recreational amenities.
- **Economic Health** - Fort Collins has a healthy, sustainable economy reflecting community values.
- **High Performing Government** - Fort Collins exemplifies an efficient, innovative, transparent, effective, and collaborative City government.

## COMMUNITY AND NEIGHBORHOOD LIVABILITY

### Aspects of Quality of Life and Community

A number of questions on the survey assessed residents' quality of life and their broad perspectives about the community. The majority of residents rated the overall quality of life in the city favorably (89% "very good" or "good"), similar to what was reported in 2010 and much above the national and Front Range benchmark comparisons.

Figure 1: Overall Quality of Life Ratings Compared by Year



Nine in 10 respondents said that the city as a place to live (96%), raise children (91%) and attend college (88%) was "very good" or "good" (see Figure 2 on the following page). Four out of five residents believed that the quality of public schools and the city as a place to retire were "good" or better (82% and 78%, respectively). About two-thirds gave positive reviews to the community acceptance of all people (69% "very good" or "good"). However, only one-third (33%) said that the availability of affordable quality housing was at least "good" and about one in five residents said that the availability of affordable quality housing was "bad" or "very bad" (for a full set of responses to all survey questions, see Appendix B. Complete Set of Survey Frequencies).

Twenty percent or more of residents reported “no opinion” when rating the city as a place to raise children, retire and the quality of public schools. Results presented in the body of the report are for those who had an opinion. (See Appendix B. Complete Set of Survey Frequencies for a full set of responses including “no opinion.”)

When compared to evaluations given in 2010, ratings generally remained stable in 2012. However, more respondents in 2012 gave positive ratings to the community’s acceptance of all people (69% “very good” or “good” in 2012 versus 63% in 2010), while fewer gave favorable responses to the availability of affordable quality housing (33% in 2012 versus 42% in 2010).

Ratings of the aspects of quality of life and community in Fort Collins’ were compared to ratings given in other jurisdictions across the nation 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 H. Jurisdictions Included in Benchmark Comparisons). Each aspect of quality of life and community that was compared, received ratings much higher than those given in other jurisdictions across the country and in the Front Range (the “much” distinction means that Fort Collins’ rating was at least two times the margin of error higher than the national or Front Range average). Comparisons were not available for the city as a place to attend college.

**Figure 2: Quality of Life and Community Ratings Compared by Year**

Please rate Fort Collins as a community on each of the items listed below.	2012	2010	2008	2006	2003	2001
Overall, as a place to live	96%	92%	94%	84%	89%	89%
As a place to raise children	91%	88%	89%	85%	91%	90%
As a place to attend college	88%	90%	89%	87%	91%	94%
Quality of public schools	82%	78%	78%	79%	NA	NA
As a place to retire	78%	80%	80%	75%	72%	76%
Community acceptance of all people	69%	63%	67%	53%	61%	59%
Availability of affordable quality housing	33%	42%	31%	14%	21%	17%

Percent reporting "very good" or "good"

Please note that in the 2010 survey, "Community acceptance of all people" was worded as "Community openness and acceptance of all people."

**Figure 3: Quality of Life and Community Benchmarks**

	National comparison	Front Range comparison
Overall, as a place to live	Much above	Much above
As a place to raise children	Much above	Much above
Quality of public schools	Much above	Much above
As a place to retire	Much above	Much above
Community acceptance of all people	Much above	Much above
Availability of affordable quality housing	Much above	Much above

**COMPARISON OF QUALITY OF LIFE AND COMMUNITY BY SUBGROUPS**

Quality of life and community ratings were compared by respondent characteristics and by geographic area of residence. Respondents who lived in Fort Collins five years or less were more likely to give positive ratings to the availability of affordable quality housing and to the community openness and acceptance of all people than were those who lived in the city for more than five years. Those living in dormitories also were more likely to give favorable ratings to availability of

affordable quality housing and community openness and acceptance of all people (and possibly more likely to have lived in Fort Collins for less than five years). Overall, non-students tended to give more positive ratings to the other aspects of quality of life and community characteristics. Few differences in ratings were found between men and women (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

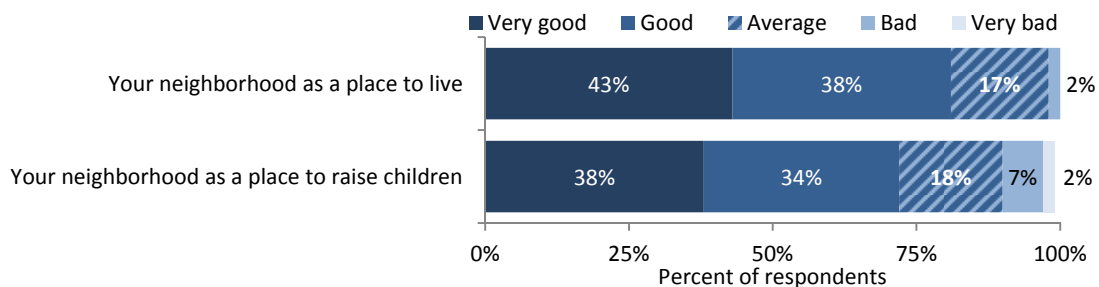
Those living south of Harmony Road were more likely to give positive ratings to all aspects of quality of life and community characteristics than those in other areas of the city (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

### Quality of Neighborhoods

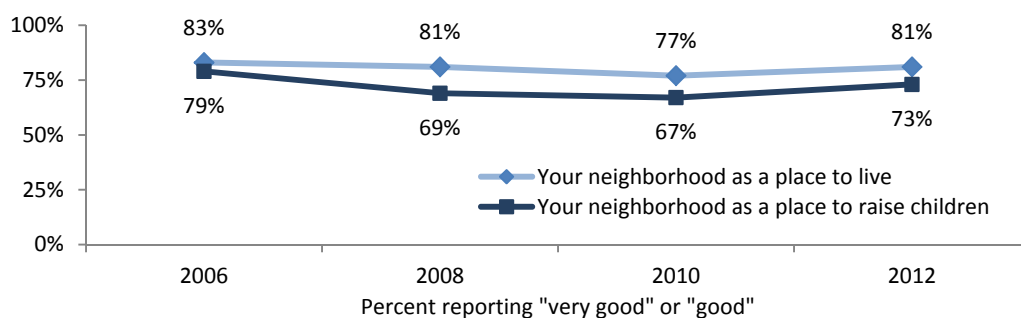
Respondents were given the opportunity to evaluate their neighborhood as a place to live and raise children. Eight in 10 said that their neighborhood as a place to live was “very good” or “good” and slightly fewer (72%) felt that their neighborhood was a “very good” or “good” place to raise children. Ratings for neighborhood as a place to live remained stable over time, while a higher proportion of respondents in 2012 than in 2010 gave positive ratings to their neighborhood as a place to raise children (73% “very good” or “good” in 2012 versus 67% in 2010).

Only neighborhood as a place to live could be compared to the benchmarks and Fort Collins’ ratings were much higher than both the national and Front Range comparisons.

**Figure 4: City Neighborhood Ratings**



**Figure 5: Quality of Neighborhoods Compared by Year**



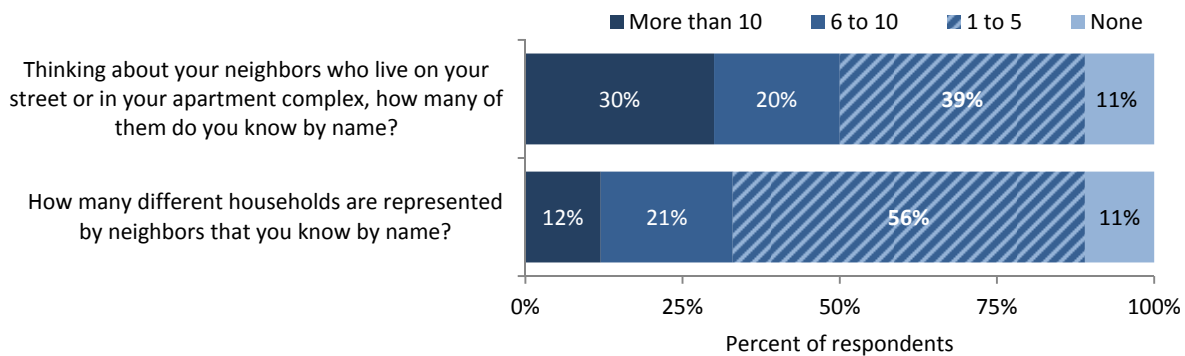
### COMPARISON OF QUALITY OF NEIGHBORHOODS BY SUBGROUPS

Respondents residing in Fort Collins for more than 10 years, non-students and those age 35 and over were more likely to give higher ratings to their neighborhood as a place to raise children than those who lived in the city for less than 10 years, students and the youngest respondents (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*). Residents living in the northwest part of the city were less likely to give positive ratings to their neighborhood than were those living in other areas of the city (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

### Interaction with Neighbors

When asked to indicate how many of their neighbors they knew by name, on average, respondents reported knowing the names of about 10 of their neighbors who lived on their street or in their apartment complex, which was similar to 2010. A third said that they knew more than 10 of their neighbors by name, 20% knew 6 to 10 by name and 39% reported that they knew one to five neighbors by name. Eleven percent reported knowing none of their neighbors by name. Though not statistically significant, a slightly higher proportion of respondents in 2012 than in 2010 reported knowing the names of more than 10 neighbors. Ninety-three percent of respondents reported talking with their neighbors at least once a year, similar to reports in 2010.

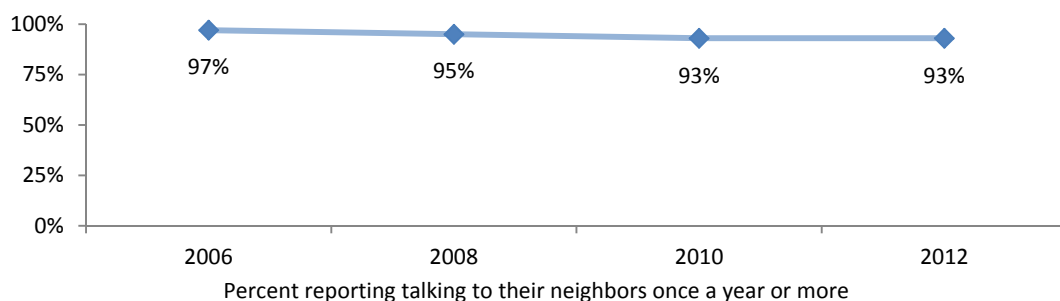
**Figure 6: Knows Neighbors**



**Figure 7: Knows Neighbors Compared by Year**

		2012	2010	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	11%	11%	9%	4%
	1-5	39%	39%	40%	26%
	6-10	20%	24%	24%	28%
	More than 10	30%	25%	27%	42%
	Total	100%	100%	100%	100%
<i>Average number of neighbors known by name</i>		9.5	8.5	8.8	12.9
How many different households are represented by neighbors that you know by name?	None	11%	11%	9%	4%
	1-5	56%	56%	57%	45%
	6-10	21%	23%	24%	33%
	More than 10	12%	10%	10%	18%
	Total	100%	100%	100%	100%
<i>Average number of households where know neighbor by name</i>		5.6	5.1	5.6	7.6

**Figure 8: Frequency of Communication with Neighbors Compared by Year**



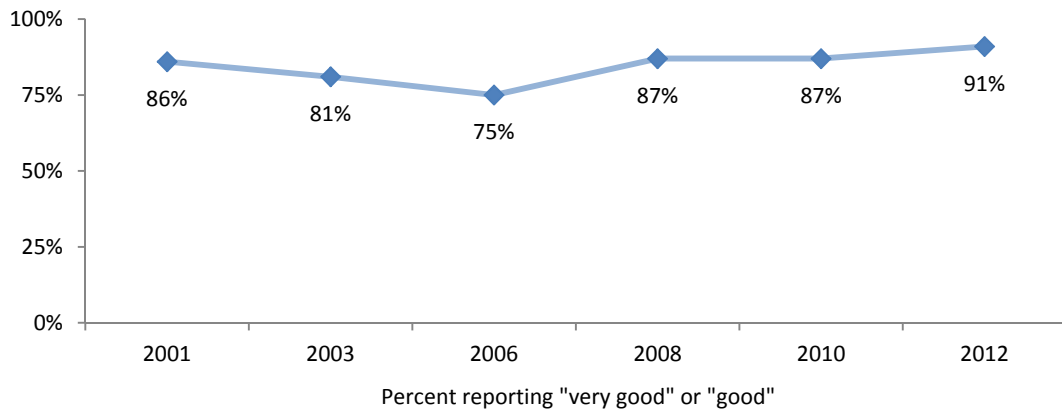
## SAFE COMMUNITY

Several questions on the survey measured residents’ feelings of safety in their neighborhoods and other areas around the city. The quality of public safety services also was assessed.

### Personal Safety

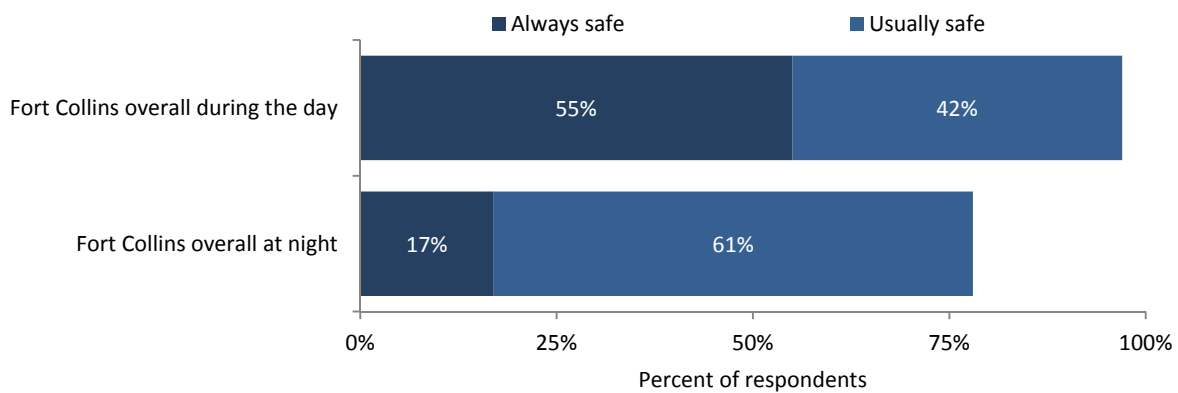
Ratings of the overall safety of residents in Fort Collins were high, with 91% saying it was “very good” or “good.” Although this rating was similar to ratings given in 2010, it is the highest rating since this question was first asked in 2001. The overall safety of residents was rated much above the national benchmark (comparisons were not available to the Front Range).

**Figure 9: Overall Safety in City Compared by Year**



A couple of new questions in 2012 asked respondents about their overall sense of safety in the city during the day versus at night. As would be expected, residents felt safer during the day than at night (97% “always” or “usually” safe versus 77%, respectively).

**Figure 10: Ratings of Overall Sense of Safety**





As in 2010, generally, the vast majority of residents in 2012 reported feeling “always” or “usually” safe in the city and while participating in various activities throughout the city. Residents felt safest in Downtown Fort Collins during the day (98% “always” or “usually” safe), in their neighborhood during the day (98%) and at recreation facilities (91%). Fewer reported feeling at least “usually” safe while on trails within the city (83%) and in Downtown Fort Collins at night (68%). Overall, 5% or less reported feeling “always” or “usually” unsafe in and around Fort Collins (see Appendix B. Complete Set of Survey Frequencies). Ratings of personal safety remained stable over time.

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

**Figure 11: Ratings of Personal Safety Compared by Year**

Please tell us how safe you feel in each of the following areas.	2012	2010	2008	2006
Downtown Fort Collins during the day	98%	95%	95%	96%
Your neighborhood during the day	98%	97%	97%	98%
Recreation facilities	91%	94%	94%	91%
Parks	88%	88%	87%	86%
Your neighborhood at night	86%	83%	83%	87%
Natural areas/open space	85%	88%	87%	NA
Trails	83%	80%	79%	76%
Downtown Fort Collins at night	68%	65%	66%	61%

Percent reporting "always safe" or "usually safe"

Please note that in the 2012 survey, the phrase “in Fort Collins” was removed from each item and inserted into the question stem wording.

**Figure 12: Personal Safety Benchmarks**

	National comparison	Front Range comparison
Downtown Fort Collins during the day	Much above	Much above
Your neighborhood during the day	Much above	Above
Parks	Much above	NA
Your neighborhood at night	Much above	Much above
Downtown Fort Collins at night	Much above	Above

**COMPARISON OF PERSONAL SAFETY BY SUBGROUPS**

When compared by respondent characteristics, overall, those who lived in the city for six years or more reported feeling less safe than those living in the city for a shorter period of time. Full- or part-time students were more likely to feel safe in natural areas/open space than those who were not students. Women and respondents age 55 and over generally felt less safe than men and those under age 55, respectively (see Appendix D. Comparison of Select Questions by Respondent Characteristics).

Respondents in the East Central and South of Harmony areas of the city tended to feel safer in their neighborhoods. Respondents living in the Northeast, South of Harmony and Northwest/CSU areas tended to feel safer in natural areas/open space and on trails. Residents in the West Central area of the city generally were more likely to rate the various areas of safety less favorably than respondents in other areas of the city (see Appendix E. Comparison of Select Questions by Respondent Geographic Area).

## Safety Services

A list of 16 safety and code enforcement services were provided to respondents who were asked to rate the quality of each. The highest rated safety services were fire services overall (85%), fire response time (84%) and Natural Areas Ranger services (83%), with more than 8 in 10 saying each was “very good” or “good.” About three-quarters felt that emergency preparedness (75%), police services overall (73%) and fire prevention/education (72%) were “good” or better. A smaller proportion of respondents, though still a majority, gave favorable ratings to code and noise enforcement (both 59%).

For the majority of safety services, more than 20% of respondents selected “no opinion” when asked to rate the quality. A full set of frequencies, including “no opinion” responses, can be found in *Appendix B. Complete Set of Survey Frequencies*.

Overall, ratings for the majority of safety services stayed strong from 2010 to 2012. However, lower evaluations were given to the quality of fire services overall (96% “very good” or “good” in 2010 versus 85% in 2012) and crime prevention (77% versus 66%). Differences in ratings for fire services overall could be due, in part, to changes in question wording as well as the addition of other, more specific fire-related safety services. A slight, yet not statistically significant, increase in ratings was seen for police services overall.

All safety services were compared to the national benchmark and eight were compared to the Front Range. Eleven safety services received ratings that were much above the national benchmark and one (police services overall) was above the national benchmark. Fire services overall and business property maintenance were given ratings similar to those given in other jurisdictions across the country.

Of the eight services that could be compared to the Front Range benchmarks, six were rated much above and two, fire services overall and police services overall, were rated above the benchmark.

**Figure 13: Community Safety Services Ratings Compared by Year**

Please rate the quality of each of the following in Fort Collins.	2012	2010	2008	2006	2003	2001
Fire services overall	85%	96%	94%	NA	90%	96%
Fire response time	84%	NA	NA	NA	NA	NA
Natural Areas Ranger services	83%	NA	NA	NA	NA	NA
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75%	NA	NA	NA	NA	NA
Police services overall	73%	68%	70%	NA	NA	NA
Fire prevention/education	72%	NA	NA	NA	NA	NA
Police patrol	71%	70%	70%	NA	NA	NA
Police visibility	70%	67%	67%	NA	NA	NA
Police response time	70%	68%	68%	NA	74%	81%
Business property maintenance	70%	68%	72%	NA	NA	NA
Crime prevention	66%	77%	72%	NA	NA	NA
Animal control	65%	61%	66%	NA	NA	NA
Traffic enforcement	64%	63%	62%	NA	49%	56%
Residential property maintenance	63%	61%	65%	NA	NA	NA
Code enforcement (weeds, abandoned buildings, etc.)	59%	54%	55%	NA	NA	NA
Noise enforcement	59%	NA	NA	NA	NA	NA

Percent reporting "very good" or "good"

Please note that in the 2010 survey, “Fire services overall” was described as “Fire services.”

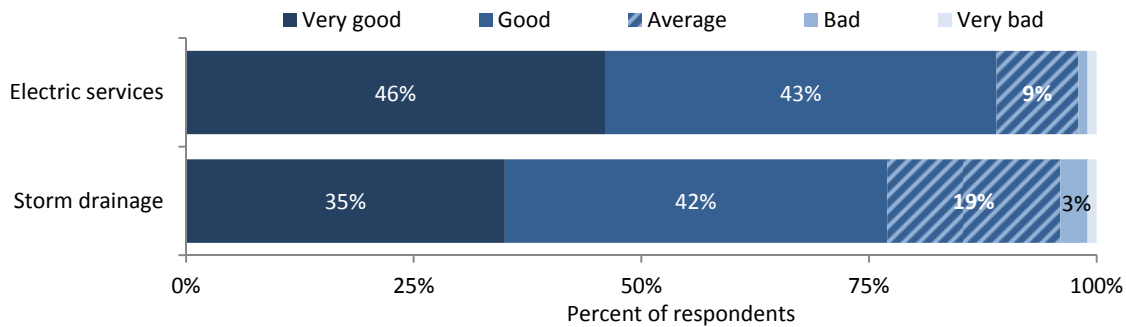
**Figure 14: Safety Services Benchmarks**

	National comparison	Front Range comparison
Fire services overall	Similar	Above
Fire response time	Much above	NA
Emergency preparedness	Much above	Much above
Police services overall	Above	Above
Fire prevention/education	Much above	Much above
Police patrol	Much above	NA
Police visibility	Much above	NA
Police response time	Much above	NA
Business property maintenance	Similar	NA
Crime prevention	Much above	Much above
Animal control	Much above	Much above
Traffic enforcement	Much above	Much above
Residential property maintenance	Much above	NA
Code enforcement	Much above	Much above

For the first time in 2012, the survey gauged the quality of a variety of utility services, including electric and storm drainage, which fall under the “Safe Community” priority. Most residents gave positive ratings to each service, with 90% rating electric services as “very good” or “good” and 78% saying storm drainage was “good” or better.

When compared to the benchmarks, electric services in Fort Collins were rated much higher than the national comparison and storm drainage was rated much higher than both the national and Front Range benchmark. A comparison to the Front Range for electric services was not available.

**Figure 15: Ratings of Safety-related Utility Services**



**COMPARISON OF SAFETY SERVICES BY SUBGROUPS**

Overall, residents whose length of residency ranged between six and 20 years tended to provide less favorable safety services ratings than those who had lived in the city for the shortest and longest periods. Dormitory-dwelling respondents tended to give more favorable safety services ratings than those in detached and attached housing. Public safety services ratings tended to decline with the respondent age (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

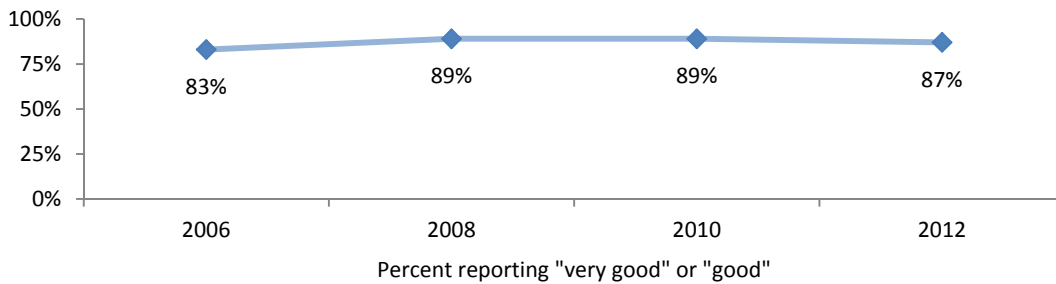
Those living in the Northeast part of the city tended to give more favorable ratings to emergency preparedness and police visibility. West Central respondents tended to give lower ratings to the various public safety services provided by the city (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

## ENVIRONMENTAL HEALTH

The quality of environmental initiatives and the quality of the physical environment in Fort Collins were evaluated by survey respondents.

The overall quality of the environment was believed to be “very good” or “good” by about 9 in 10 residents (87%), similar to previous survey years. Fort Collins’ ratings for the overall quality of the environment were much higher than the National and Front Range comparisons.

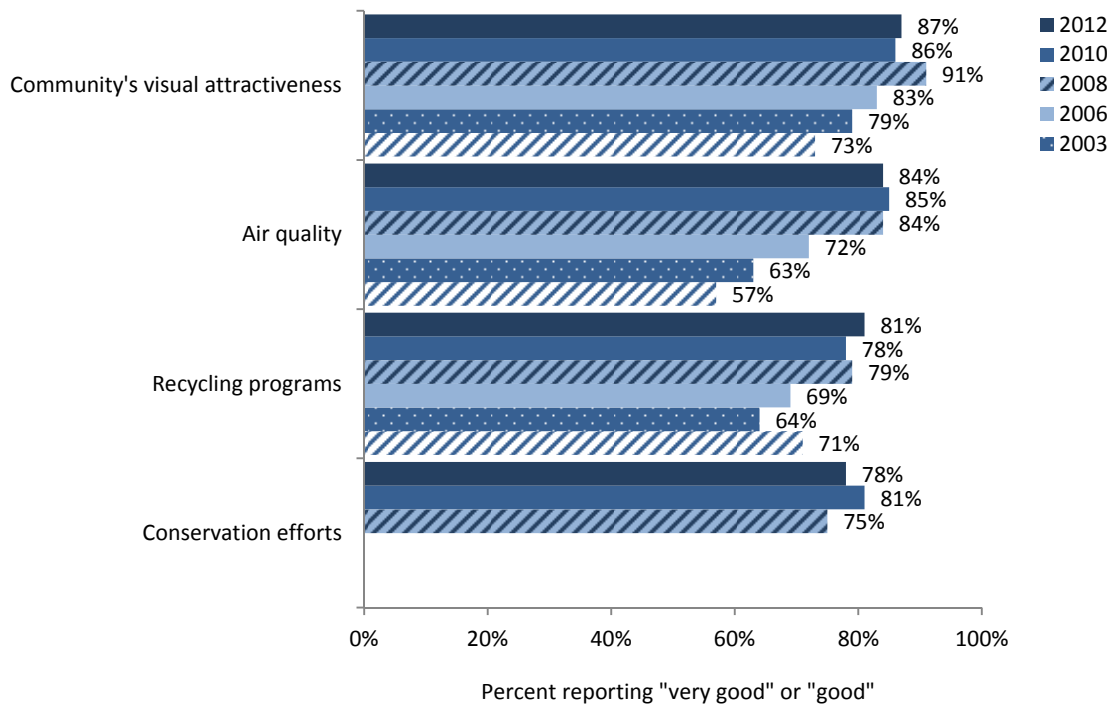
**Figure 16: Overall Quality of the Environment Compared by Year**



Nearly 9 in 10 residents (87%) rated the community’s visual attractiveness as “good” or better. Four out of five respondents gave a “very good” or “good” rating to the air quality in the city (84%), recycling programs (81%) and conservation efforts (78%). While ratings tended to remain steady from 2010 to 2012, an upward trend can be seen for recycling programs and air quality since 2003.

The three aspects of the environment and environmental initiatives that could be compared to the national and Front Range benchmarks were all rated much higher than the benchmarks (see Figure 18).

**Figure 17: Aspects of the Environment Compared by Year**



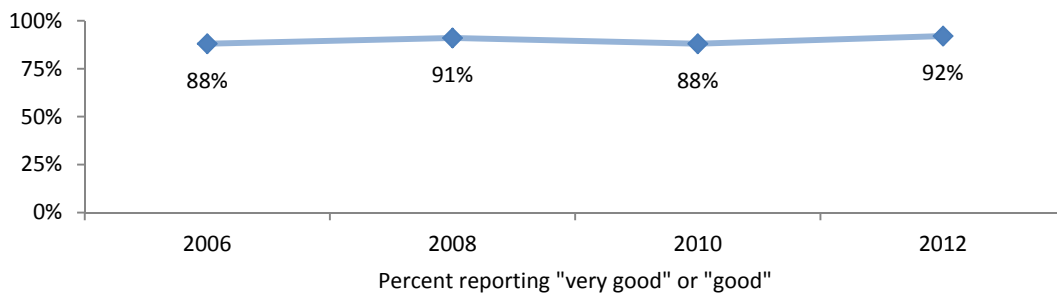
**Figure 18: Quality of the Environment Benchmarks**

	National comparison	Front Range comparison
Community's visual attractiveness	Much above	Much above
Air quality	Much above	Much above
Recycling programs	Much above	Much above

Ninety-two percent of residents gave high marks to the drinking water in the city, which was similar to ratings given in previous survey years and much higher than ratings given by residents in other jurisdictions across the country and in the Front Range.

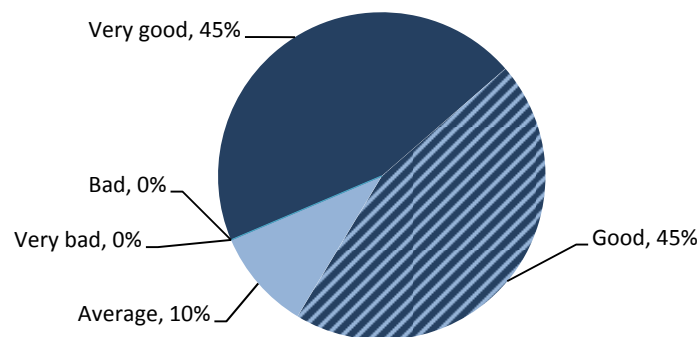
For the first time in 2012, residents were asked to evaluate the quality of City sewer services. Equal proportions of respondents rated sewer services as “very good” (45%) and “good” (45%). Ten percent felt sewer services were “average” and no one gave a rating of “bad” or “very bad.” Ratings for sewer services were much higher than the national and Front Range benchmarks.

**Figure 19: Drinking Water Ratings Compared by Year**



Please note that in the 2010 survey, “Drinking water” was “Drinking water quality” and was included in the Quality of Environment question set. In 2012, it was moved to be grouped with questions about other utilities.

**Figure 20: Sewer Services Ratings**



**COMPARISON OF ENVIRONMENTAL HEALTH BY SUBGROUPS**

When compared by respondent characteristics, ratings for air quality tended to drop with respondents’ length of residency and age; the longer the residency or older the respondent, the less favorable the air quality rating. Women tended to give more favorable ratings to the city’s visual attractiveness (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*). No differences were found by area of residence or student status.

## TRANSPORTATION

The quality of various aspects of transportation also was measured through the survey. Ease of bicycle travel received the most positive ratings, with 85% saying it was “very good” or “good.” Two-thirds said that, as a walkable city, Fort Collins was “very good” or “good.” Just over half (58%) felt that the ease of driving in the city was at least “good.” The aspects of transportation receiving the lowest evaluations were the availability of parking Downtown (30% “very good” or “good”) and traffic congestion (26%). About a quarter of respondents said that the ease of traveling by public transportation, the availability of parking Downtown and traffic congestion were “bad” or “very bad” (for a full set of responses, see *Appendix B. Complete Set of Survey Frequencies*). One-third of respondents selected “no opinion” when assessing the ease of traveling by public transportation.

Changes over time were observed for most aspects of transportation. More positive ratings in 2012 than in 2010 were given the walkability in the city (67% “very good” or “good” in 2012 versus 59% in 2010), ease of driving (58% versus 51%), street maintenance (46% versus 32%) and ease of traveling by public transportation (40% versus 31%). A smaller proportion of respondents gave positive reviews to the availability of parking Downtown in 2012 than in 2010 (30% versus 36%).

Generally, where comparisons were available to the national and Front Range benchmarks, the Fort Collins’ transportation ratings were much above or above the benchmarks. However, while traffic congestion received ratings above the national benchmark the rating was similar to the Front Range.

**Figure 21: Transportation Ratings Compared by Year**

Please rate the following areas of transportation in Fort Collins.	2012	2010	2008	2006	2003	2001
Ease of traveling by bicycle	85%	80%	82%	64%	NA	NA
As a walkable city	67%	59%	63%	47%	NA	NA
Ease of driving	58%	51%	43%	32%	NA	NA
Street maintenance	46%	32%	47%	NA	44%	52%
Ease of traveling by public transportation	40%	31%	35%	17%	NA	NA
Availability of parking Downtown	30%	36%	34%	NA	NA	NA
Traffic congestion	26%	25%	18%	NA	9%	10%

*Percent reporting "very good" or "good"*

*Please note that in the 2012 survey, the phrase “in Fort Collins” was removed from each item and inserted into the question stem wording.*

**Figure 22: Transportation Benchmarks**

	National comparison	Front Range comparison
Ease of traveling by bicycle	Much above	Much above
As a walkable city	Much above	Much above
Ease of driving	Much above	Much above
Street maintenance	Much above	Much above
Ease of traveling by public transportation	Much above	Above
Availability of parking Downtown	Much above	NA
Traffic congestion	Above	Similar

**COMPARISON OF TRANSPORTATION RATINGS BY SUBGROUPS**

In general, the longer residents lived in Fort Collins, the less likely they were to give positive ratings to the various aspects of transportation (e.g., walkable city and traffic congestion). Survey respondents living in dormitories were more likely to give positive transportation ratings for ease of traveling by public transportation and street maintenance. Ratings for ease of driving tended to increase with age, while other aspects of transportation (e.g, walkability and street maintenance) tended to decrease. Few differences were found in these transportation ratings by respondent gender (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

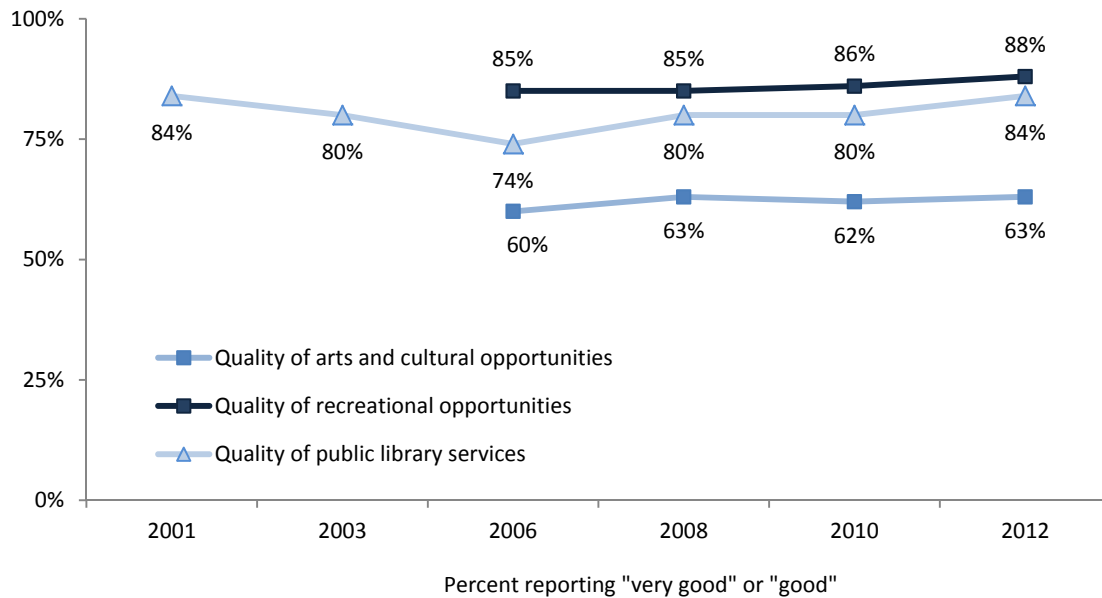
Residents living in the West Central area of Fort Collins tended to give lower ratings to the city's walkability and ease of travel by public transportation than did residents living in other areas of the city (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

## CULTURE AND RECREATION

A number of items on the 2012 survey addressed the quality of services related to culture and recreation. About 90% of residents thought the quality of recreational opportunities was “very good” or “good” and 84% said that the quality of public library services was “good” or better. Fewer felt that arts and cultural opportunities were of high quality (63% “very good” or “good”).

Ratings of community aspects of culture and recreation were consistent from 2010 to 2012 and all were given much higher ratings than those given by residents in other jurisdictions across the U.S. and in the Front Range.

**Figure 23: Community Aspects of Culture and Recreation Compared by Year**



Please note that in the 2010 survey, "Quality of arts and cultural opportunities" was described as "Availability and diversity of arts and cultural activities" and "Quality of recreational opportunities" was worded as "Availability and diversity of recreational opportunities."

**Figure 24: Community Aspects of Culture and Recreation Benchmarks**

	National comparison	Front Range comparison
Quality of arts and cultural opportunities	Much above	Much above
Quality of recreational opportunities	Much above	Much above
Quality of public library services	Much above	Much above



Respondents were asked to rate a list of 19 recreational and cultural programs and facilities provided by the City. Those that received the most favorable quality ratings included natural areas and open space (94% “very good” or “good”), recreational trails (93%), parks (93%) and the Gardens on Spring Creek (89%). The lowest evaluations were given to the Mulberry Pool (76%) and adult recreation programs (75%), yet both were considered “good” or better by three-quarters of respondents.

For most cultural and recreation services and facilities, between 24% and 69% of respondents selected “no opinion” when rating the quality of each. A full set of frequencies, including “no opinion” responses, can be found in *Appendix B. Complete Set of Survey Frequencies*.

Overall, ratings tended to be steady between 2010 and 2012. However, more positive ratings were given to the Art in Public Places program (79% “very good” or “good” in 2012 versus 73% in 2010), the Fort Collins Museum and Discovery Science Center (78% versus 67%) and youth/teen recreation programs (78% versus 72%).

The 12 (out of 19) programs and facilities that could be compared to other jurisdictions across the nation were rated much higher. Of the four programs that could be compared to Front Range, all were rated much above benchmark.

**Figure 25: Ratings of Parks, Recreational and Cultural Programs and Facilities Compared by Year**

<b>Please rate the quality of each of the programs or facilities listed below.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Natural areas and open space	94%	93%	94%	88%	83%	84%
Recreational trails	93%	94%	95%	90%	89%	91%
Parks	93%	92%	93%	87%	91%	95%
Gardens on Spring Creek (The Horticultural Center)	89%	87%	91%	80%	NA	NA
Athletic fields	86%	84%	88%	79%	85%	85%
Northside Aztlan Community Center	86%	82%	83%	60%	NA	NA
Fort Collins Senior Center	85%	85%	88%	88%	NA	NA
The Farm at Lee Martinez Park	84%	83%	86%	86%	NA	NA
Edora Pool Ice Center (EPIC)	83%	82%	84%	84%	NA	NA
Lincoln Center programs	82%	77%	79%	78%	80%	86%
Golf courses	80%	80%	85%	82%	85%	85%
Senior recreation programs	80%	79%	82%	81%	76%	84%
Cemeteries	79%	77%	79%	73%	72%	72%
Art in Public Places program	79%	73%	75%	60%	NA	NA
Pottery studio	78%	78%	75%	73%	NA	NA
Fort Collins Museum and Discovery Science Center	78%	67%	67%	67%	67%	73%
Youth/teen recreation programs	78%	72%	70%	62%	65%	56%
Mulberry Pool	76%	73%	71%	73%	NA	NA
Adult recreation programs	75%	74%	73%	73%	69%	77%

Percent reporting "very good" or "good"

Please note that in the 2010 survey, "Fort Collins Museum and Discovery Science Center" was worded as "Fort Collins Museum."

**Figure 26: Parks, Recreational and Cultural Programs and Facilities Benchmarks**

	National comparison	Front Range comparison
Natural areas and open space	Much above	Much above
Recreational trails	Much above	Much above
Parks	Much above	Much above
Athletic fields	Much above	NA
Northside Aztlan Community Center	Much above	NA
Fort Collins Senior Center	Much above	NA
Edora Pool Ice Center (EPIC)	Much above	NA
Golf courses	Much above	NA
Cemeteries	Much above	NA
Fort Collins Museum and Discovery Science Center	Much above	NA
Youth/teen recreation programs	Much above	NA
Adult recreation programs	Much above	Much above

### COMPARISON OF CULTURE AND RECREATION SERVICE AND FACILITIES BY SUBGROUPS

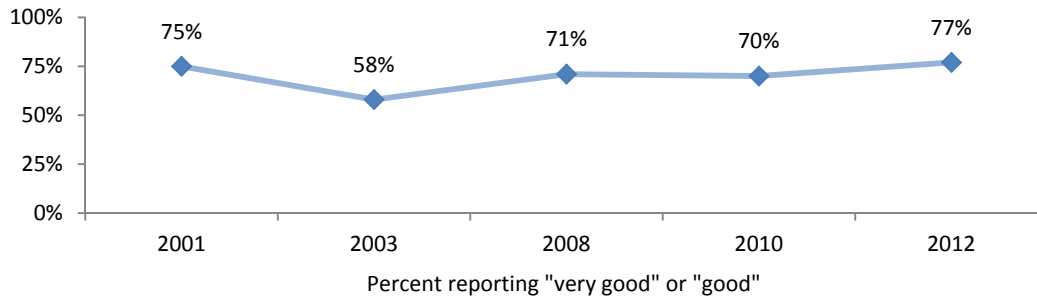
When comparing the quality ratings of culture, parks and recreation services and facilities, few differences were found by respondent characteristics. Some differences in opinion were found by length of residency, gender and area of residence. Respondents who have lived in Fort Collins for five years or less tended to give more favorable ratings to natural areas and open space, recreational trails and art in public places than those who have lived in the city for longer than five years. Women provided more positive ratings than men across a number of culture, parks and recreation services and facilities, including golf courses, athletic fields, Mulberry Pool and the Farm at Lee Martinez Park (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Respondents in the eastern areas of the city (Northeast and East Central) tended to give more favorable ratings to natural areas and open space, recreational trails, art in public places and the Fort Collins Museum and Discovery Science Center than residents in other areas. Residents in the West Central section of Fort Collins tended to give less favorable ratings to culture, parks and recreation services and facilities than those who lived elsewhere (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

## ECONOMIC HEALTH

The economic health of the City of Fort Collins was gauged through a number of survey questions. Three-quarters of respondents rated the city as a “very good” or “good” place to work, which was an increase from 2010 (70%). This rating was much above the national and Front Range benchmark.

**Figure 27: Ratings of City as a Place to Work Compared by Year**



This question was not asked in 2006.

When rating community aspects of economic health, 84% gave “very good” or “good” evaluations to the quality of dining opportunities and 74% said that the availability of quality healthcare was “good” or better. About two-thirds felt that the quality of shopping and entertainment opportunities was at least “good” (65% and 64%, respectively). However, only a third (31%) gave positive ratings to the availability of job opportunities in Fort Collins, and a fifth said it was “bad” or “very bad” (see Appendix B. Complete Set of Survey Frequencies).

Generally, ratings were similar between 2010 and 2012 with the exception of the quality of entertainment opportunities, which received higher marks in 2012 than in 2010 (64% “very good” or “good” versus 58%).

Where comparisons to the national and Front Range benchmark were available, Fort Collins’ ratings of community aspects of economic health were much above (see Figure 29).

**Figure 28: Community Aspects of Economic Health Compared by Year**

Please rate Fort Collins as a community on each of the items listed below.	2012	2010	2008	2006
Quality of dining opportunities	84%	80%	82%	83%
Availability of quality healthcare	74%	73%	70%	NA
Quality of shopping opportunities	65%	60%	59%	58%
Quality of entertainment opportunities	64%	58%	59%	65%
Availability of job opportunities	31%	27%	29%	27%

Percent reporting "very good" or "good"

Please note that in the 2010 survey, "Quality of shopping opportunities" was worded as "Availability and diversity of shopping," "Quality of dining opportunities" was worded as "Availability and diversity of dining," "Quality of entertainment opportunities" was worded as "Availability and diversity of entertainment" and "Availability of job opportunities" was worded as "Availability and diversity of job opportunities."

**Figure 29: Community Aspects of Economic Health Benchmarks**

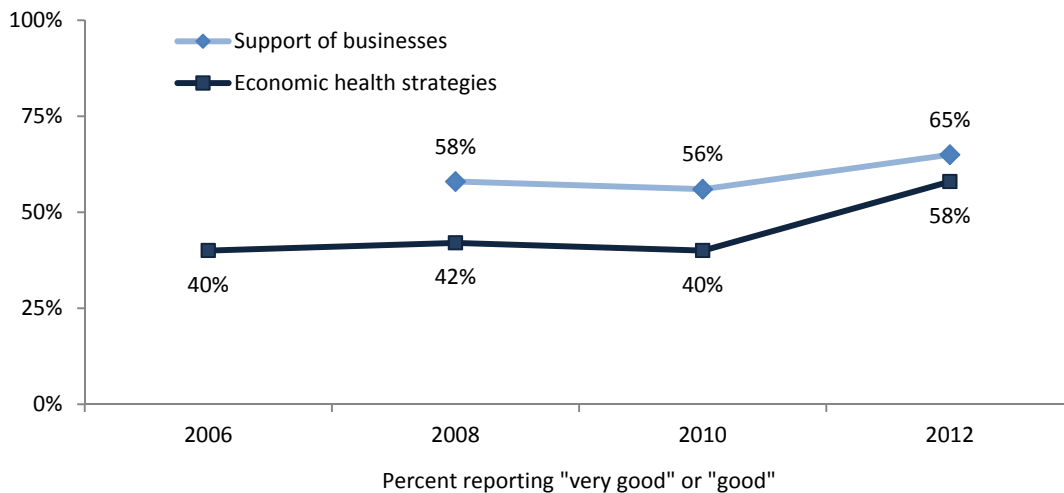
	National comparison	Front Range comparison
Quality of dining opportunities	Much above	NA
Availability of quality healthcare	Much above	Much above
Quality of shopping opportunities	Much above	Much above
Availability of job opportunities	Much above	Much above

Residents also assessed the City’s support of businesses and its economic health strategies. About 6 in 10 respondents gave “very good” or “good” ratings to each of these items. More than 20% of respondents said they had “no opinion” about the quality of each of these aspects of economic health.

Ratings of the support of businesses (56% “very good” or “good” versus 65%) and of the economic health strategies (40% versus 58%) increased from 2010 to 2012. Changes over time may be at least partially attributable to changes in question wording between the two survey administrations.

Comparison to the national benchmark was available for ratings of the support of businesses; Fort Collins residents gave ratings much higher than those seen in other jurisdictions across the country.

**Figure 30: Ratings of Economic Health Compared by Year**



Please note that in the 2010 survey "Support of businesses" was worded as "Overall support of businesses in Fort Collins" and "Economic health strategies" was worded as "Overall economic health of Fort Collins."

**COMPARISON OF ECONOMIC HEALTH RATINGS BY SUBGROUPS**

Residents living in Fort Collins for six years or more were less likely to give favorable ratings to the City’s support of businesses and economic health strategies than were those who resided in the city for five years or less. Similarly, non-students were more likely than students to give less positive ratings to these aspects of economic health (see Appendix D. Comparison of Select Questions by Respondent Characteristics).

When ratings were compared by geographic location, residents living in the Northwest/CSU area of Fort Collins gave higher ratings than did those living in other areas of the city for the City’s support of businesses (see Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence).

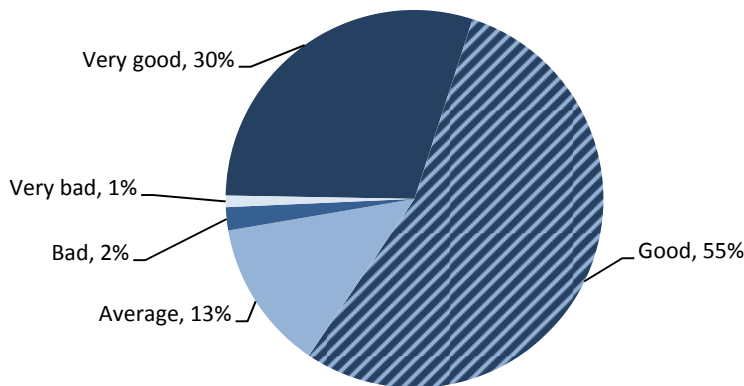
## HIGH PERFORMING GOVERNMENT

The survey included several questions aimed at measuring government performance, interactions with City employees, planning and public information.

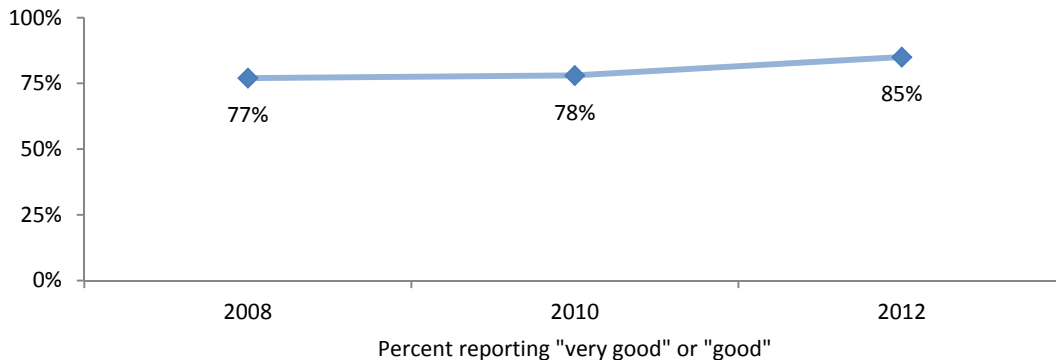
### Overall Quality of City Services

When rating the overall quality of City services, a third of residents said it was “very good” and about half (55%) said it was “good.” Thirteen percent felt the overall quality of services was “average,” only 2% said it was “bad” and 1% said “very bad.” A higher proportion of respondents in 2012 than in 2010 gave positive ratings to the overall quality of City services (85% in 2012 versus 78% in 2010). This rating was much higher than the national and Front Range benchmark.

**Figure 31: Overall Quality of City Services**



**Figure 32: Overall Quality of City Services Compared by Year**



### COMPARISON OF QUALITY OF CITY SERVICES BY SUBGROUPS

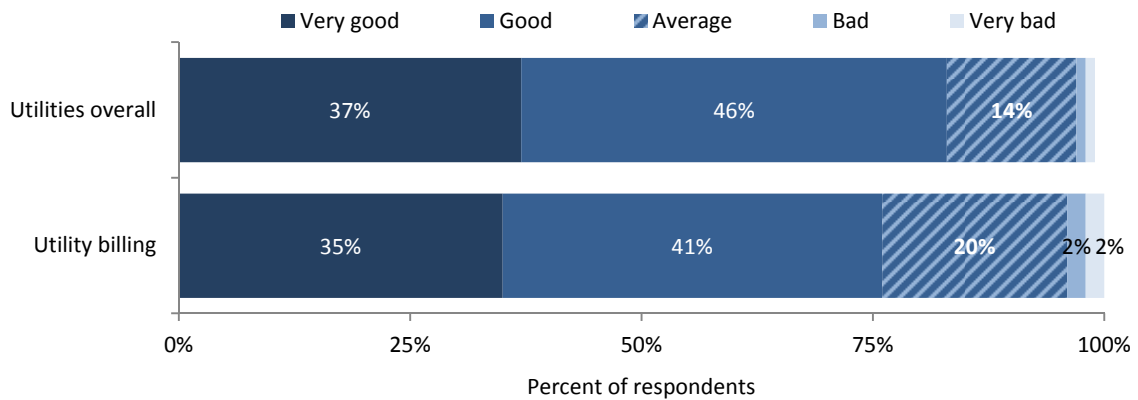
Women were more likely than men to give higher ratings to the overall quality of City services. No other differences by respondent characteristic or area of residence were found (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

## Utilities

A couple of new questions on the 2012 survey asked residents to rate utility billing and utilities overall. More than three-quarters rated utilities overall (83%) and utility billing (76%) as “very good” or “good,” with about one-third rating each as “very good.” Less than 5% rated each as “bad” or “very bad.”

Fort Collins residents’ evaluations of utility billing and utilities overall were much higher than those of the national benchmark. Front Range comparisons were not available.

**Figure 33: Ratings of Utility Billing and Utilities Overall**



## Key Driver Analysis

Knowing where to focus limited resources to improve services or communication, and therefore also residents' opinions of local government, requires information that targets the service areas that are most important to residents. In local government, core services – like fire protection or others directed at safety– invariably land at the top of the list created when residents are asked about the most important City services. While these are essential, and should remain the focus of continuous monitoring and improvement where necessary, they are unlikely to fully explain residents' opinions of the city.

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.

By using Key Driver Analysis, NRC's 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.

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 2012 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.

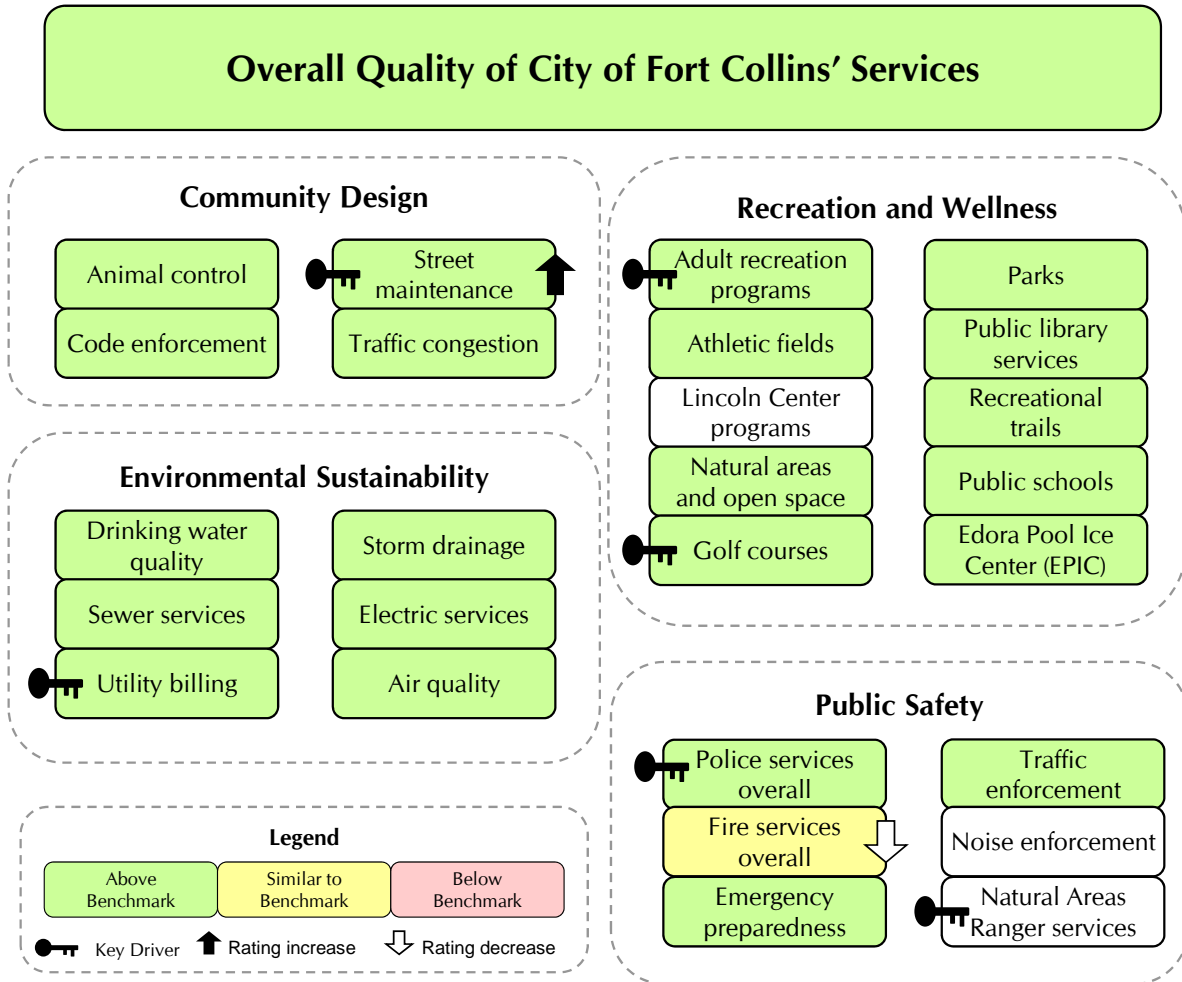
Twenty-six services were included in the KDA for the City of Fort Collins. Six of these services were identified as key drivers for the City: adult recreation programs, utility billing, street maintenance, golf courses, police services overall and Natural Areas Ranger services. All key drivers were rated above the national benchmark except for Natural Areas Ranger services which had no comparison available. Ratings for most key drivers were similar to 2008 ratings, though street maintenance was rated higher in 2012 than in 2010.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark or are trending down. In Fort Collins, since all key drivers were much higher than the benchmarks and either remained stable or increased over time, these are services on which the City may want to keep

a watchful eye to maintain the favorable ratings of the overall quality of City services.

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 B. Complete Set of Survey Frequencies for the percent “no opinion” for each service.

Figure 34: City of Fort Collins Action Chart™





### City Government Performance

When rating six different aspects of government performance, respondents were most positive about the City encouraging sustainability in the community (69% “very good” or “good”) and the overall direction of the City (67%). About 6 in 10 residents gave a “good” or “very good” rating to the government welcoming citizen involvement and efficiently operating programs and services (64% and 59%, respectively). Managing and planning for growth and listening to citizens received the lowest ratings, with about half saying the City’s performance in each of these areas was “very good” or “good.” About one in six rated the job the City does at managing and planning for growth as “bad” or “very bad” (see Appendix B. Complete Set of Survey Frequencies).

One-quarter of respondents selected “no opinion” when rating the job the City does listening to citizens and welcoming citizen involvement. A full set of frequencies, including “no opinion” responses, can be found in Appendix B. Complete Set of Survey Frequencies.

Overall, residents in 2012 gave higher evaluations to each aspect of government performance, with the largest increase in ratings for welcoming citizen involvement. However, differences between survey years could be due, in part, to changes in question wording.

Four of six aspects of government performance could be compared to the national benchmark. Fort Collins ratings typically were much higher than national average. Of the three ratings of government performance that could be compared to the Front Range, ratings given by Fort Collins residents were much higher than those given by residents in other Front Range communities.

**Figure 35: City Government Ratings Compared by Year**

Please rate the City’s performance in each of the following areas.	2012	2010	2008	2006	2003	2001
Encouraging sustainability in the community	69%	NA	NA	NA	NA	NA
Overall direction of the City	67%	61%	54%	NA	NA	NA
Welcoming citizen involvement	64%	54%	56%	26%	NA	NA
Efficient operation of programs and services	59%	53%	51%	29%	NA	NA
Managing and planning for growth	54%	48%	36%	20%	21%	23%
Listening to citizens	50%	44%	41%	37%	NA	NA

Percent reporting “very good” or “good”

Please note that in the 2010 survey, “Welcoming citizen involvement” was worded as “The job the City does at welcoming citizen involvement,” “Listening to citizens” was worded as “The job the City does at listening to citizens” and “Overall direction of the City” was worded as “The overall direction the City is taking.”

**Figure 36: City Government Benchmarks**

	National comparison	Front Range comparison
Overall direction of the City	Much above	Much above
Welcoming citizen involvement	Much above	Much above
Managing and planning for growth	Much above	NA
Listening to citizens	Much above	Much above

### COMPARISON OF CITY GOVERNMENT PERFORMANCE RATINGS BY SUBGROUPS

When City government performance ratings were compared by respondent characteristics, overall, those who had 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 six years or more. Respondents living in detached housing units gave lower ratings overall to the aspects of City government performance than did those living in

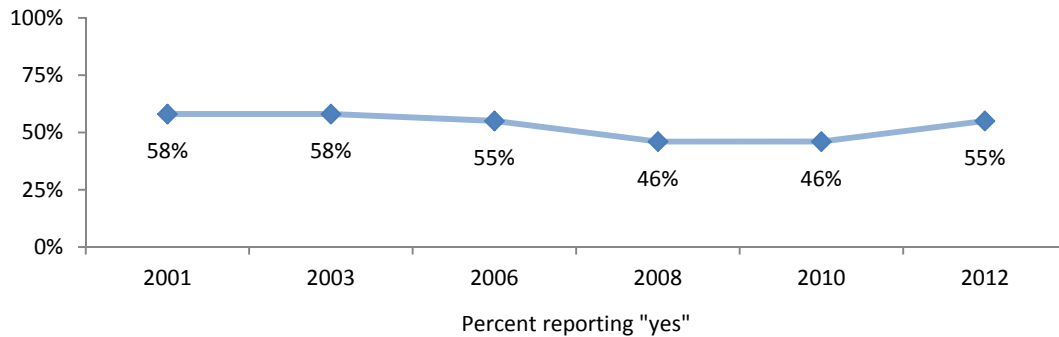
attached units or group quarters. Men and women differed in their opinions about the efficient operation of programs and services; men tended to rate this aspect of City government performance lower than women (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Geographic comparisons showed that those living in the East Central and Northwest/CSU areas of the city tended to give higher ratings when to the City’s ability to manage and plan for growth as well as when rating the City’s listening to citizen than did those living in the southern parts of Fort Collins. Those in the Northeast and West Central areas tended to give lower City government performance ratings overall when compared to those in other areas of Fort Collins (*Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

### City Employees

Just over half of respondents reported having had phone, in-person, email or Internet contact with a City employee in the 12 months prior to the survey. Contact with City employees increased from 2010 to 2012 (46% versus 55%, respectively) and may be at least partially attributable to changes in question wording between the two survey administrations. The rate of contact with Fort Collins City employees was similar to the national benchmark and much higher when compared to the Front Range.

**Figure 37: Contact with City Employees Compared by Year**



*Please note that in the 2010 survey, "Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?" was worded as "Have you had phone or in-person contact with any City employee(s) within the last 12 months?"*

Those who reported having had contact with a City employee in the 12 months prior to the survey were asked to evaluate their interactions with the employees. Generally, residents reported positive interactions, with 8 in 10 giving “very good” or “good” ratings to the courtesy, promptness, knowledge and overall impression of the employees with whom they contacted. Slightly fewer respondents gave “very good” or “good” reviews to the employee making them feel valued (68%).

Ratings generally remained stable over time, except for the resident feeling valued by the employee, which received lower ratings in 2012 than in 2010 (68% versus 74%). Changes over time may be at least partially attributable to differences in question wording between the two surveys.

When compared to the national benchmark, all ratings of City employees were much above (see Figure 39 on the following page). For the three aspects of the employee interaction that were available for comparison to the Front Range benchmark, ratings were above or much above.

**Figure 38: Users Ratings of Employee Characteristics Compared by Year**

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	2012	2010	2008	2006	2003	2001
Courtesy	86%	83%	83%	86%	83%	89%
Promptness	81%	72%	75%	75%	72%	78%
Knowledge	80%	80%	77%	77%	77%	82%
Overall impression	79%	78%	77%	NA	NA	NA
Making you feel valued	68%	74%	75%	74%	74%	76%

Percent reporting "very good" or "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 the 2010 survey, "Making you feel valued" was worded as "Making you feel valued as a citizen/customer."

**Figure 39: Perceptions of City Employees Benchmarks**

	National comparison	Front Range comparison
Employee courtesy	Much above	Above
Employee promptness	Much above	NA
Employee knowledge	Much above	Much above
Overall impression	Much above	Much above
Employees making you feel valued	Much above	NA

The 45% of respondents who reported not having been in contact with a City employee in the last year were asked to give their impressions of how City employees treat residents. Three-quarters of respondents who had not had City employee contact gave "very good" or "good" ratings to City employee courtesy, promptness in response and making citizens feel valued. A quarter of respondents selected "no opinion" when rating City employees (see Appendix B. Complete Set of Survey Frequencies for a full set of responses including "no opinion").

Perceptions of City employees remained stable from 2010 to 2012. Benchmark comparisons were not available for these questions.

**Figure 40: Non-users Ratings of Employee Characteristics 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.	2012	2010	2008	2006	2003	2001
Courtesy	76%	80%	72%	72%	73%	69%
Promptness in responding to inquiries and service requests	74%	67%	68%	66%	69%	65%
Making citizens or customers feel valued	72%	72%	69%	67%	67%	64%

Percent reporting "very good" or "good"

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

## Fiscal Management and Planning

Since 2006, the survey has included a question designed to assess citizens’ opinions about City budget priorities. Survey respondents were asked to indicate how the City should address the seven Budgeting For Outcomes (BFO) priorities on a scale of “more effort,” “same effort” or “less effort.” As in previous years, the economy and transportation topped the list of where “more effort” should be placed by the City (44% and 53%, respectively). However, since the question was first asked in 2006, a downward trend can be seen for both of these priorities in the proportion of respondents indicating that “more effort” should applied. A larger proportion of residents thought the “same effort” should be expended than did those who said “more” or “less” effort should be applied for the other five priorities. For each priority, less than 8% of residents said that “less” effort should be made.

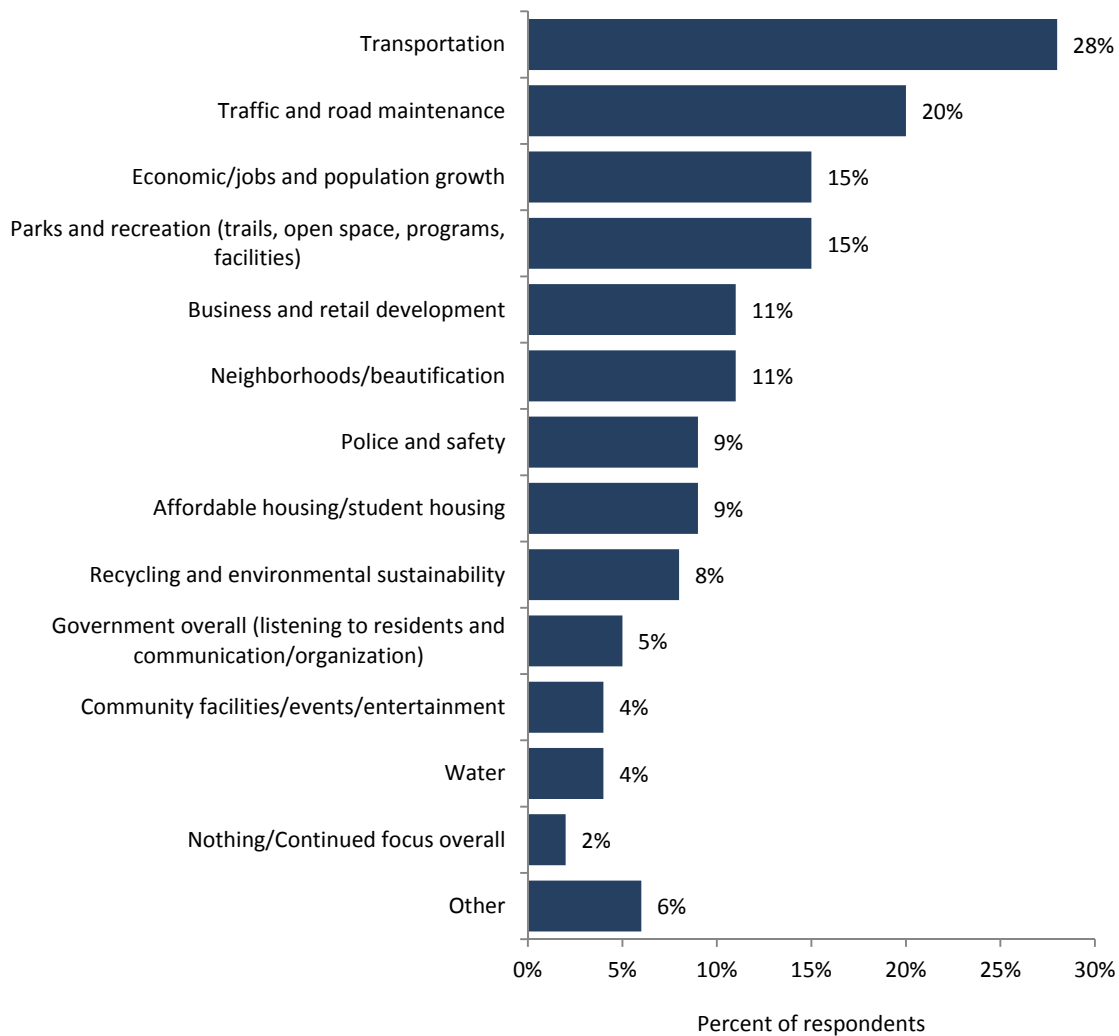
**Figure 41: Budget Priorities Compared by Year**

Please select the option that best describes how you think the City should address each of the following aspects of the community.		2012	2010	2008	2006
Economy: Includes economic planning and development activities	More effort	44%	56%	61%	65%
	Same effort	53%	41%	38%	31%
	Less effort	2%	3%	1%	4%
	Total	100%	100%	100%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	37%	36%	39%	39%
	Same effort	59%	56%	56%	54%
	Less effort	4%	8%	5%	6%
	Total	100%	100%	100%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing	More effort	34%	30%	31%	28%
	Same effort	62%	62%	63%	64%
	Less effort	4%	8%	6%	8%
	Total	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	19%	19%	25%	23%
	Same effort	76%	77%	72%	75%
	Less effort	6%	5%	3%	2%
	Total	100%	100%	100%	100%
Culture, Parks & Recreation: 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	More effort	22%	28%	28%	31%
	Same effort	74%	67%	65%	62%
	Less effort	4%	6%	6%	7%
	Total	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	53%	58%	59%	62%
	Same effort	45%	39%	39%	35%
	Less effort	2%	4%	2%	3%
	Total	100%	100%	100%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	19%	23%	22%	24%
	Same effort	74%	69%	75%	65%
	Less effort	7%	8%	3%	11%
	Total	100%	100%	100%	100%

A couple of new questions were added to the 2012 survey as a follow up to the prioritization of the BFO measures. If a respondent had indicated that “more” or “less” effort be applied to any of the seven measures, they were asked to describe in their own words the services that should be increased or reduced. Residents could describe more than one service for each measure that they thought should receive more or less effort.

Of those who chose to describe a service they felt needed to be increased, the most commonly mentioned services were transportation (28%), traffic and road maintenance (20%), parks and recreation (15%) and business and retail development (15%). About 1 in 10 or less mentioned the other services. A complete list of responses, including “other,” can be found in *Appendix C. Verbatim Responses*.

**Figure 42: Services Identified as Needing More Effort**

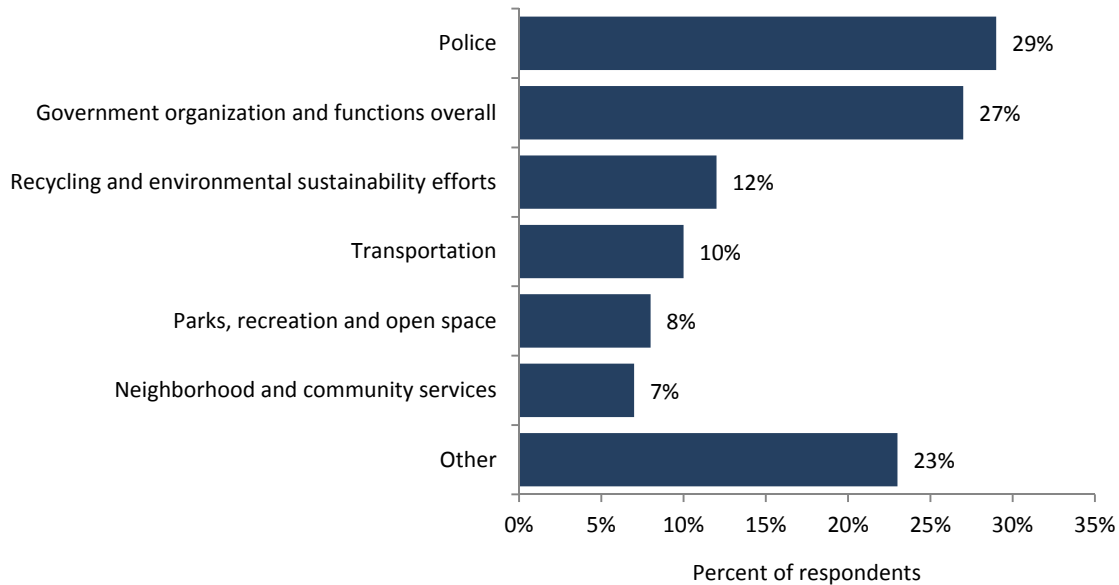


Percentages shown represent only the 390 respondents who responded to the question. See *Appendix B. Complete Set of Survey Frequencies* for more information.

The total may exceed 100% as respondents were able to write in multiple services.

Of those who chose to describe a service they felt needed to be reduced, police (29%) and government organization and functions overall (27%) topped the list. Twelve percent or fewer mentioned the any of the other services. A complete list of responses, including “other,” can be found in Appendix C. *Verbatim Responses*.

**Figure 43: Services Identified as Needing Less Effort**



Percentages shown represent only the 70 respondents who responded to the question. See Appendix B. *Complete Set of Survey Frequencies* for more information.

The total may exceed 100% as respondents were able to write in multiple services.

**COMPARISON OF FISCAL MANAGEMENT AND PLANNING OPINIONS BY SUBGROUPS**

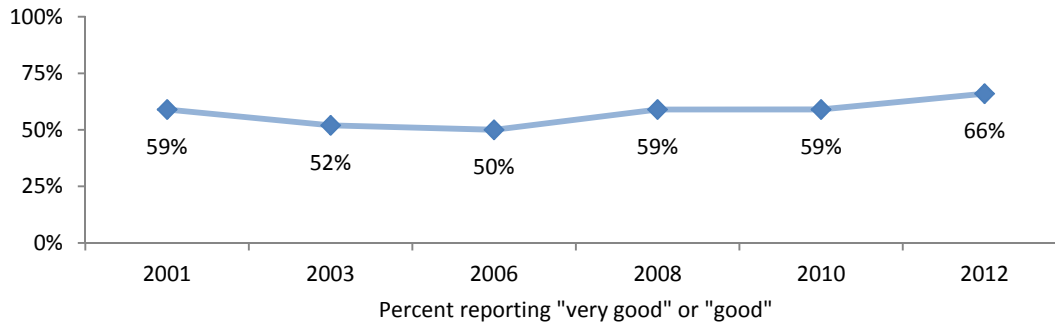
Few differences were found in the level of effort respondents felt the City should put toward various aspects of the community when compared by respondent characteristics. Students and men were more likely than non-students and women to feel the City should put more effort toward the environment (see Appendix D. *Comparison of Select Questions by Respondent Characteristics*).

Residents living in the Northeast were more likely than residents in other areas to think the City should put more effort into the environment and less effort into safety. Respondents in the Northwest/CSU and the West Central area were more likely than those elsewhere to think the City should put the same amount of effort toward the economy and the environment (see Appendix E. *Comparison of Select Questions by Respondent Geographic Area of Residence*).

## Public Information

The job the City does at informing residents as well as how residents like to get information about the City was measured. Two-thirds of respondents said that the job the City does informing residents was “very good” or “good,” which was an increase from 2010 (59%). Fort Collins residents gave ratings for public information that were much higher than the national and Front Range benchmarks.

**Figure 44: Ratings of Informing Citizens Compared by Year**



Please note that in the 2010 survey, "Informing citizens" was worded as "The job the City does at informing citizens" and was included in the City Government question set.

Respondents were asked to indicate how frequently, if ever, they used a number of sources for information about City issues, services, and programs. As in previous years, the most frequently used sources of information were word of mouth and the newspaper, with 87% and 80% reporting that they had used these sources at least once in the last 12 months, respectively. Three-quarters of respondents reported using the City’s website to get information about City issues, services and programs and two-thirds used the Recreator to get information. The sources of information used least often by residents to get City information were streaming video or "video on demand" of cable channel 14 on www.fcgov.com (15% used at least once in the last 12 months), City of Fort Collins mobile apps (15%) and City Line (13%).

Overall, the level of use of information sources was similar between 2010 and 2012 except for a decrease in use of Fort Collins local cable channel 14 (30% in 2012 versus 36% in 2010).

**Figure 45: Sources of Information Compared by Year**

<b>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.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Word of mouth	87%	85%	88%	82%	87%	54%
Newspaper (print or online)	80%	81%	87%	89%	NA	76%
City's website (www.fcgov.com)	74%	71%	72%	50%	54%	12%
Recreator (guide to recreation programs)	64%	62%	60%	70%	60%	40%
City News (insert with utility bill)	63%	61%	71%	76%	76%	56%
Radio	60%	64%	66%	61%	NA	27%
Television news	60%	65%	69%	58%	63%	NA
Newsletters or brochures from City departments	56%	57%	64%	67%	64%	17%
Social media (Facebook, Twitter, etc.)	44%	NA	NA	NA	NA	NA
Fort Collins local cable channel 14	30%	36%	41%	26%	28%	26%
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	15%	12%	14%	NA	NA	NA
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	15%	NA	NA	NA	NA	NA
City Line (automated message system 970-416-CITY)	13%	12%	11%	13%	18%	3%

*Percent of respondents who had ever used this as a source*

*Please note that in the 2010 survey, "Newspaper (print or online)" was worded as "Newspaper."*

As in 2010, when asked about television services, the largest proportion of respondents reported subscribing to Comcast cable followed by satellite service and Internet/streaming video. A smaller proportion of respondents in 2012 reported subscribing to Comcast while a larger proportion subscribed to satellite.

**Figure 46: Receive Television Programming in Household Compared by Year**

<b>How does your household primarily receive television programming?</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>
Subscribe to Comcast cable	49%	58%	63%
Subscribe to satellite service	23%	19%	17%
Internet/streaming video	13%	11%	4%
Over the air (antennae)	9%	7%	11%
None of the above	6%	6%	4%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

*Percent of respondents*



## Appendix A. Respondent Characteristics

Characteristics of the survey respondents are displayed in this appendix.

Length of Residency	
About how many years have you lived in Fort Collins?	Percent of respondents
5 years or less	38%
6-10 years	16%
11-15 years	13%
16-20 years	8%
More than 20 years	26%
Total	100%

Length of Residency at Current Address	
How many years have you lived in your current residence?	Percent of respondents
5 years or less	59%
6-10 years	19%
11-15 years	10%
16-20 years	5%
More than 20 years	7%
Total	100%

Respondent Student Status	
Are you a full-time or part-time student at a college or university in Fort Collins?	Percent of respondents
Yes	24%
No	76%
Total	100%

Respondent College or University Attended	
Which college or university do you attend?	Percent of respondents
Colorado State University	90%
Front Range Community College	8%
Another local college or university	2%
Total	100%

<b>Respondent Age</b>	
<b>Which of the age groups below best describes you?</b>	<b>Percent of respondents</b>
18-34 years	48%
35-54 years	30%
55 years or older	23%
Total	100%

<b>Respondent Gender</b>	
<b>Your gender</b>	<b>Percent of respondents</b>
Male	50%
Female	50%
Total	100%

<b>Respondent Housing Status</b>	
<b>Which best describes the building you live in?</b>	<b>Percent of respondents</b>
Own detached unit	46%
Own attached unit	6%
Rent detached unit	11%
Rent attached unit	32%
Live in dorm	5%
Total	100%

<b>Geographic Area of Residence</b>	
	<b>Percent of respondents</b>
Northeast	11%
East Central	20%
Southeast	15%
Northwest/CSU	24%
West Central	25%
Southwest	4%
Total	100%

## Appendix B. Complete Set of Survey Frequencies

### Responses Excluding “Don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses.

Question 1						
Please rate Fort Collins as a community on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total
Overall, as a place to live	65%	30%	4%	0%	0%	100%
Overall safety of residents	42%	49%	8%	1%	0%	100%
Quality of shopping opportunities	24%	40%	30%	4%	2%	100%
Quality of dining opportunities	51%	33%	14%	2%	0%	100%
Quality of entertainment opportunities	21%	42%	30%	4%	2%	100%
Availability of job opportunities	6%	25%	48%	15%	6%	100%
Availability of affordable quality housing	6%	27%	49%	13%	5%	100%
Quality of arts and cultural opportunities	22%	42%	31%	4%	1%	100%
Quality of recreational opportunities	52%	36%	10%	2%	0%	100%
Availability of quality healthcare	41%	33%	21%	3%	2%	100%
Quality of public schools	40%	43%	16%	0%	1%	100%
Quality of public library services	41%	43%	14%	1%	0%	100%
As a place to raise children	55%	35%	9%	1%	0%	100%
As a place to retire	43%	35%	17%	4%	1%	100%
As a place to attend college	52%	36%	11%	1%	0%	100%
As a place to work	36%	41%	19%	3%	1%	100%
Community acceptance of all people	26%	44%	24%	5%	2%	100%
Overall quality of life in Fort Collins	48%	41%	10%	0%	0%	100%

**Question 2**

<b>Please rate the quality of the environment in Fort Collins on each of the items listed below.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Community's visual attractiveness	38%	49%	12%	1%	0%	100%
Air quality	38%	47%	15%	1%	0%	100%
Recycling programs	38%	43%	15%	3%	0%	100%
Conservation efforts	35%	42%	20%	2%	1%	100%
Overall quality of environment	37%	50%	12%	1%	0%	100%

**Question 3**

<b>Please rate the quality of your neighborhood on each of the items listed below.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Your neighborhood as a place to live	43%	38%	17%	2%	0%	100%
Your neighborhood as a place to raise children	38%	34%	18%	7%	2%	100%

**Question 4A and 4B**

	<b>None</b>	<b>1-5</b>	<b>6-10</b>	<b>More than 10</b>	<b>Total</b>
Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?	11%	39%	20%	30%	100%
How many different households are represented by neighbors that you know by name?	11%	56%	21%	12%	100%

Question 5	
How often do you talk to any of your neighbors?	Percent of respondents
At least once per day	17%
At least once per week	45%
At least once per month	26%
At least once per year	6%
Less often than once per year	3%
Never	4%
Total	100%

Question 6						
Please tell us how safe you feel in each of the following areas in Fort Collins.	Always safe	Usually safe	Sometimes safe sometimes unsafe	Usually unsafe	Always unsafe	Total
Downtown Fort Collins during the day	69%	29%	1%	1%	0%	100%
Downtown Fort Collins at night	14%	54%	27%	4%	1%	100%
Your neighborhood during the day	75%	23%	2%	0%	0%	100%
Your neighborhood at night	40%	46%	13%	1%	1%	100%
Parks	34%	54%	12%	0%	0%	100%
Natural areas/open space	34%	51%	14%	1%	0%	100%
Recreation facilities	42%	49%	8%	0%	0%	100%
Trails	27%	55%	16%	1%	0%	100%
Fort Collins overall during the day	55%	42%	3%	0%	0%	100%
Fort Collins overall at night	17%	61%	20%	1%	0%	100%

**Question 7**

<b>Please rate the quality of each of the following in Fort Collins.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	30%	45%	23%	2%	1%	100%
Fire prevention/education	29%	43%	25%	2%	0%	100%
Fire response time	41%	43%	14%	1%	1%	100%
Fire services overall	39%	46%	15%	0%	0%	100%
Crime prevention	19%	46%	30%	4%	1%	100%
Police patrol	22%	49%	25%	3%	1%	100%
Traffic enforcement	20%	44%	28%	6%	2%	100%
Police visibility	22%	48%	25%	4%	1%	100%
Police response time	26%	44%	24%	4%	1%	100%
Police services overall	22%	51%	22%	4%	1%	100%
Code enforcement (weeds, abandoned buildings, etc.)	15%	44%	32%	6%	3%	100%
Noise enforcement	19%	40%	30%	8%	3%	100%
Animal control	19%	46%	28%	5%	1%	100%
Business property maintenance	22%	49%	28%	1%	0%	100%
Residential property maintenance	17%	46%	33%	3%	1%	100%
Natural Areas Ranger services	30%	53%	15%	2%	0%	100%

**Question 8**

<b>Please rate quality of each of the following in Fort Collins.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Drinking water	61%	31%	7%	1%	0%	100%
Electric services	47%	43%	9%	1%	1%	100%
Sewer services	45%	45%	10%	0%	0%	100%
Storm drainage	36%	42%	19%	3%	1%	100%
Utility billing	35%	41%	20%	2%	2%	100%
Utilities overall	37%	46%	14%	1%	1%	100%

**Question 9**

<b>Please rate the following areas of transportation in Fort Collins.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Ease of driving	16%	42%	31%	8%	3%	100%
Ease of traveling by public transportation	11%	29%	33%	20%	7%	100%
As a walkable city	24%	43%	26%	6%	1%	100%
Ease of traveling by bicycle	42%	43%	12%	2%	0%	100%
Availability of parking Downtown	5%	25%	45%	17%	7%	100%
Traffic congestion	2%	24%	50%	18%	6%	100%
Street maintenance	11%	35%	43%	8%	3%	100%

**Question 10**

<b>Please rate the City's performance in each of the following areas.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Welcoming citizen involvement	21%	44%	30%	4%	1%	100%
Listening to citizens	15%	36%	39%	8%	3%	100%
Managing and planning for growth	14%	40%	32%	11%	3%	100%
Efficient operation of programs and services	13%	46%	35%	5%	1%	100%
Encouraging sustainability in the community	22%	47%	25%	5%	1%	100%
Overall direction of the City	18%	49%	28%	3%	2%	100%

**Question 11**

<b>Please rate the City's performance in each of the following areas.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Support of businesses	18%	47%	29%	4%	2%	100%
Economic health strategies	15%	43%	32%	8%	2%	100%

<b>Question 12</b>						
<b>Please rate the quality of each of the programs or facilities listed below.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Natural areas and open space	50%	44%	5%	1%	0%	100%
Recreational trails	56%	38%	6%	0%	0%	100%
Parks	53%	40%	7%	1%	0%	100%
Cemeteries	33%	46%	20%	1%	0%	100%
Golf courses	35%	44%	19%	1%	1%	100%
Athletic fields	35%	51%	14%	0%	0%	100%
Northside Aztlan Community Center	38%	48%	13%	1%	0%	100%
Fort Collins Senior Center	42%	43%	14%	0%	0%	100%
Edora Pool Ice Center (EPIC)	36%	47%	16%	1%	0%	100%
Mulberry Pool	25%	50%	22%	2%	0%	100%
The Farm at Lee Martinez Park	36%	47%	15%	2%	0%	100%
Gardens on Spring Creek (The Horticultural Center)	47%	42%	10%	1%	0%	100%
Pottery studio	33%	45%	22%	1%	0%	100%
Art in Public Places program	39%	40%	17%	3%	1%	100%
Lincoln Center programs	38%	44%	16%	1%	0%	100%
Fort Collins Museum and Discovery Science Center	35%	43%	20%	1%	1%	100%
Adult recreation programs	32%	43%	21%	3%	1%	100%
Senior recreation programs	35%	45%	18%	2%	1%	100%
Youth/teen recreation programs	33%	45%	20%	1%	0%	100%



<b>Question 13</b>	
<b>Please rate the quality of each of the programs or facilities listed below.</b>	<b>Percent of respondents</b>
Very good	30%
Good	55%
Average	13%
Bad	2%
Very bad	1%
Total	100%

<b>Question 14</b>	
<b>Have you had contact with any City employee(s) by phone, in-person, via email or online within the last 12 months?</b>	<b>Percent of respondents</b>
Yes	55%
No	45%
Total	100%

<b>Question 14A</b>						
<b>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Courtesy	54%	33%	11%	2%	1%	100%
Promptness	44%	37%	12%	4%	3%	100%
Knowledge	43%	37%	14%	6%	1%	100%
Making you feel valued	41%	27%	24%	4%	3%	100%
Overall impression	46%	34%	13%	3%	4%	100%

*\*Asked only of those who reported having contact with a City employee in the 12 months prior to the survey.*

**Question 14B**

<b>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.</b>	<b>Very good</b>	<b>Good</b>	<b>Average</b>	<b>Bad</b>	<b>Very bad</b>	<b>Total</b>
Courtesy	24%	57%	17%	2%	0%	100%
Promptness in responding to inquiries and service requests	22%	54%	22%	2%	0%	100%
Making citizens or customers feel valued	21%	50%	26%	3%	0%	100%

*\*Asked only of those who reported NOT having had contact with a City employee in the 12 months prior to the survey.*

**Question 15**

<b>Please select the option that best describes how you think the City should address each of the following aspects of the community.</b>	<b>More effort</b>	<b>Same effort</b>	<b>Less effort</b>	<b>Total</b>
Economy: Includes economic planning and development activities	44%	53%	2%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	37%	59%	4%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing	34%	62%	4%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	19%	76%	6%	100%
Culture, Parks & Recreation: 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	22%	74%	4%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	53%	45%	2%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	19%	74%	7%	100%

<b>Question 16</b>		
<b>If you answered "more effort" for any of the items in question 15, what specific services would you like to see improved?</b>	<b>Percent of respondents</b>	<b>Percent of respondents making a comment</b>
No comment made	36%	--
Affordable housing/student housing	6%	9%
Transportation	18%	28%
Parks and recreation (trails, open space, programs, facilities)	10%	15%
Business and retail development	7%	11%
Economic/jobs and population growth	10%	15%
Traffic and road maintenance	13%	20%
Water	3%	4%
Neighborhoods/beautification	7%	11%
Police and safety	6%	9%
Government overall (listening to residents and communication/organization)	3%	5%
Recycling and environmental sustainability	5%	8%
Community facilities/events/entertainment	2%	4%
Nothing/Continued focus overall	1%	2%
Other	4%	6%

*\*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only the 390 respondents who responded to question 16. The total may exceed 100% as respondents were able to write in multiple services.*

<b>Question 17</b>		
<b>If you answered "less effort" for any of the items in question 15, what specific services would you like to see reduced?</b>	<b>Percent of respondents</b>	<b>Percent of respondents making a comment</b>
No comment made	87%	--
Transportation	1%	10%
Parks, recreation and open space	1%	8%
Neighborhood and community services	1%	7%
Police	4%	29%
Government organization and functions overall	4%	27%
Recycling and environmental sustainability efforts	1%	12%
Other	3%	23%

*\*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only the 70 respondents who responded to question 17. The total may exceed 100% as respondents were able to write in multiple services.*

<b>Question 18</b>	
<b>Please rate the City's performance in the following area: Informing citizens</b>	<b>Percent of respondents</b>
Very good	19%
Good	48%
Average	30%
Bad	3%
Very bad	1%
Total	100%

**Question 19**

<b>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.</b>	<b>Always</b>	<b>Frequently</b>	<b>Sometimes</b>	<b>Never</b>	<b>Total</b>
Fort Collins local cable channel 14	1%	3%	26%	70%	100%
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	0%	2%	13%	85%	100%
City's website (www.fcgov.com)	5%	19%	49%	26%	100%
"City News" (insert with utility bill)	11%	17%	35%	37%	100%
Newsletters or brochures from City departments	4%	13%	39%	44%	100%
City Line (automated message system 970-416-CITY)	0%	1%	11%	87%	100%
"Recreator" (guide to recreation programs)	12%	20%	32%	36%	100%
Word of mouth	10%	36%	41%	13%	100%
Newspaper (print or online)	17%	29%	34%	20%	100%
Radio	7%	19%	35%	40%	100%
Television news	11%	19%	31%	40%	100%
Social media (Facebook, Twitter, etc.)	7%	13%	24%	56%	100%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	1%	3%	11%	85%	100%

**Question 20**

<b>How does your household primarily receive television programming?</b>	<b>Percent of respondents</b>
Subscribe to Comcast cable	49%
Subscribe to satellite service	23%
Over the air (antennae)	9%
Internet/streaming video	13%
None of the above	6%
<b>Total</b>	<b>100%</b>

## Responses Including “Don’t know” or “No Opinion”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” and “no opinion” responses. The percent of respondents giving a particular response is shown (%) followed by the number of respondents (N).

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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Overall, as a place to live	65%	408	30%	190	4%	24	0%	0	0%	2	0%	0	100%	623
Overall safety of residents	42%	259	49%	302	8%	51	1%	7	0%	0	0%	3	100%	622
Quality of shopping opportunities	24%	149	40%	249	29%	182	4%	25	2%	10	1%	6	100%	621
Quality of dining opportunities	50%	315	33%	208	14%	84	2%	11	0%	3	1%	3	100%	624
Quality of entertainment opportunities	21%	131	42%	260	30%	186	4%	26	2%	10	2%	10	100%	623
Availability of job opportunities	5%	32	22%	140	44%	271	14%	86	5%	32	10%	60	100%	621
Availability of affordable quality housing	6%	37	26%	160	46%	288	13%	79	4%	28	5%	29	100%	620
Quality of arts and cultural opportunities	20%	125	39%	239	29%	179	4%	26	1%	6	7%	40	100%	616
Quality of recreational opportunities	51%	314	36%	221	10%	61	2%	11	0%	1	2%	13	100%	622
Availability of quality healthcare	37%	231	30%	187	19%	121	2%	15	1%	9	10%	62	100%	624
Quality of public schools	29%	178	31%	192	11%	71	0%	2	1%	6	28%	173	100%	621
Quality of public library services	35%	215	36%	225	12%	74	1%	8	0%	2	15%	94	100%	618
As a place to raise children	44%	276	28%	177	7%	43	0%	3	0%	0	20%	122	100%	621
As a place to retire	34%	211	28%	173	13%	82	3%	19	1%	6	20%	126	100%	618
As a place to attend college	48%	301	34%	213	11%	66	1%	4	0%	0	7%	41	100%	624
As a place to work	35%	216	39%	241	18%	113	3%	18	1%	5	5%	29	100%	622
Community acceptance of all people	25%	157	43%	265	23%	145	5%	30	2%	10	2%	13	100%	620
Overall quality of life in Fort Collins	48%	300	41%	257	10%	63	0%	2	0%	2	0%	0	100%	624

**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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
	Community's visual attractiveness	38%	238	48%	302	12%	72	1%	8	0%	0	0%	2	100%
Air quality	37%	232	46%	287	15%	91	1%	6	0%	0	1%	9	100%	624
Recycling programs	37%	234	42%	260	15%	93	3%	19	0%	2	3%	16	100%	624
Conservation efforts	33%	208	40%	247	19%	116	2%	11	1%	4	6%	39	100%	624
Overall quality of environment	37%	230	50%	309	12%	75	1%	5	0%	1	0%	3	100%	622

**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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
	Your neighborhood as a place to live	43%	266	38%	235	17%	105	2%	12	0%	1	1%	5	100%
Your neighborhood as a place to raise children	31%	195	28%	177	15%	94	6%	37	2%	10	18%	109	100%	622

**Question 4A and 4B**

	None		1-5		6-10		More than 10		Total	
	%	N	%	N	%	N	%	N	%	N
	Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?	11%	66	39%	237	20%	119	30%	181	100%
How many different households are represented by neighbors that you know by name?	11%	64	56%	335	21%	128	12%	71	100%	598

**Question 5**

<b>How often do you talk to any of your neighbors?</b>	<b>Percent</b>	<b>Number</b>
At least once per day	17%	103
At least once per week	45%	277
At least once per month	26%	159
At least once per year	6%	36
Less often than once per year	3%	19
Never	4%	24
<b>Total</b>	<b>100%</b>	<b>619</b>

**Question 6**

<b>Please tell us how safe you feel in each of the following areas in Fort Collins.</b>	<b>Always safe</b>		<b>Usually safe</b>		<b>Sometimes safe sometimes unsafe</b>		<b>Usually unsafe</b>		<b>Always unsafe</b>		<b>No opinion</b>		<b>Total</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Downtown Fort Collins during the day	68%	427	29%	181	1%	9	1%	4	0%	0	1%	4	100%	624
Downtown Fort Collins at night	13%	83	51%	317	25%	158	4%	24	1%	6	6%	35	100%	623
Your neighborhood during the day	74%	465	23%	146	2%	11	0%	0	0%	2	0%	1	100%	625
Your neighborhood at night	40%	248	45%	284	13%	81	1%	4	1%	4	0%	3	100%	624
Parks	32%	201	51%	315	11%	69	0%	3	0%	1	6%	35	100%	623
Natural areas/open space	31%	194	48%	296	13%	80	1%	7	0%	1	7%	44	100%	623
Recreation facilities	38%	237	44%	277	8%	48	0%	2	0%	1	9%	58	100%	623
Trails	25%	158	51%	319	15%	94	1%	6	0%	1	7%	45	100%	622
Fort Collins overall during the day	55%	340	42%	264	3%	17	0%	2	0%	0	0%	0	100%	623
Fort Collins overall at night	17%	106	60%	373	20%	124	1%	9	0%	2	1%	9	100%	623



Question 7														
Please rate the quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	21%	130	32%	195	16%	99	1%	7	0%	3	29%	176	100%	610
Fire prevention/education	21%	126	31%	191	18%	111	2%	11	0%	0	28%	174	100%	613
Fire response time	24%	151	25%	157	8%	51	0%	2	0%	3	41%	255	100%	619
Fire services overall	27%	165	32%	195	11%	66	0%	0	0%	0	30%	186	100%	612
Crime prevention	17%	102	40%	245	25%	157	3%	20	1%	5	15%	90	100%	618
Police patrol	20%	122	45%	277	23%	144	2%	15	1%	8	9%	55	100%	620
Traffic enforcement	18%	114	41%	251	26%	159	5%	34	2%	11	8%	50	100%	619
Police visibility	21%	128	45%	281	24%	147	4%	25	1%	4	6%	34	100%	619
Police response time	17%	107	30%	182	16%	101	3%	16	1%	6	33%	203	100%	615
Police services overall	20%	120	45%	275	19%	118	3%	19	1%	7	12%	71	100%	610
Code enforcement (weeds, abandoned buildings, etc.)	11%	68	34%	207	24%	151	5%	28	2%	12	24%	151	100%	617
Noise enforcement	15%	91	32%	194	24%	145	7%	41	3%	16	21%	128	100%	616
Animal control	16%	98	37%	231	23%	141	4%	26	1%	7	19%	117	100%	619
Business property maintenance	17%	106	38%	236	22%	138	1%	6	0%	0	22%	133	100%	620
Residential property maintenance	14%	88	38%	237	27%	171	3%	16	1%	4	17%	106	100%	621
Natural Areas Ranger services	22%	137	39%	239	11%	70	1%	8	0%	1	27%	165	100%	620

**Question 8**

Please rate quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Drinking water	61%	379	31%	195	7%	42	1%	4	0%	3	0%	1	100%	624
Electric services	46%	285	42%	259	9%	56	1%	6	1%	4	2%	12	100%	623
Sewer services	43%	267	42%	262	9%	56	0%	3	0%	0	6%	36	100%	624
Storm drainage	34%	214	40%	246	18%	110	3%	17	1%	5	5%	30	100%	623
Utility billing	33%	204	39%	241	19%	117	2%	13	2%	12	6%	35	100%	623
Utilities overall	36%	225	45%	278	14%	86	1%	8	1%	9	3%	18	100%	624

**Question 9**

Please rate the following areas of transportation in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Ease of driving	16%	97	41%	254	31%	191	8%	50	3%	18	1%	9	100%	620
Ease of traveling by public transportation	7%	45	19%	121	22%	137	14%	84	5%	31	33%	204	100%	621
As a walkable city	24%	146	42%	261	25%	154	6%	34	1%	7	3%	16	100%	619
Ease of traveling by bicycle	39%	239	39%	242	11%	68	2%	13	0%	2	9%	55	100%	618
Availability of parking Downtown	5%	33	24%	152	45%	279	17%	107	7%	44	1%	8	100%	624
Traffic congestion	2%	15	23%	145	50%	311	17%	108	6%	38	1%	6	100%	623
Street maintenance	11%	67	35%	218	43%	265	8%	49	3%	19	1%	4	100%	622

Question 10														
Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Welcoming citizen involvement	17%	103	34%	214	24%	149	4%	22	1%	4	21%	130	100%	621
Listening to citizens	11%	67	26%	162	29%	179	6%	37	2%	12	26%	161	100%	619
Managing and planning for growth	11%	70	32%	200	26%	162	9%	55	3%	17	19%	115	100%	618
Efficient operation of programs and services	10%	65	37%	230	29%	177	4%	25	1%	7	19%	116	100%	619
Encouraging sustainability in the community	18%	112	39%	242	21%	128	4%	26	1%	7	17%	105	100%	620
Overall direction of the City	16%	96	43%	264	24%	149	3%	17	1%	9	13%	82	100%	616

Question 11														
Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Support of businesses	14%	89	37%	229	23%	141	3%	21	1%	9	21%	132	100%	621
Economic health strategies	11%	66	31%	194	24%	146	6%	36	1%	7	28%	172	100%	622

Question 12														
Please rate the quality of each of the programs or facilities listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Natural areas and open space	48%	298	42%	260	5%	30	1%	4	0%	1	4%	28	100%	622
Recreational trails	53%	330	36%	223	6%	35	0%	2	0%	2	5%	29	100%	622
Parks	50%	311	38%	237	6%	39	1%	4	0%	0	4%	26	100%	617
Cemeteries	19%	114	26%	159	11%	69	0%	2	0%	0	44%	272	100%	616
Golf courses	22%	138	28%	173	12%	73	1%	4	0%	2	37%	226	100%	616
Athletic fields	27%	164	38%	237	10%	64	0%	2	0%	0	24%	149	100%	616
Northside Aztlan Community Center	18%	113	24%	144	6%	40	0%	3	0%	1	51%	314	100%	614
Fort Collins Senior Center	24%	147	25%	152	8%	50	0%	2	0%	0	43%	265	100%	616
Edora Pool Ice Center (EPIC)	24%	150	32%	196	11%	67	1%	4	0%	1	32%	200	100%	619
Mulberry Pool	14%	86	28%	171	12%	76	1%	7	0%	1	45%	276	100%	616
The Farm at Lee Martinez Park	21%	131	28%	172	8%	53	1%	7	0%	0	42%	257	100%	620
Gardens on Spring Creek (The Horticultural Center)	28%	173	25%	154	6%	38	1%	3	0%	0	40%	250	100%	618
Pottery studio	10%	62	14%	86	7%	41	0%	1	0%	0	69%	425	100%	615
Art in Public Places program	27%	168	29%	176	12%	74	2%	14	1%	4	29%	179	100%	615
Lincoln Center programs	27%	168	32%	197	12%	72	1%	7	0%	0	28%	174	100%	617
Fort Collins Museum and Discovery Science Center	20%	123	24%	150	11%	68	1%	5	0%	2	43%	266	100%	615
Adult recreation programs	19%	120	26%	163	13%	79	2%	12	0%	2	39%	243	100%	619
Senior recreation programs	15%	92	19%	119	8%	47	1%	4	0%	3	57%	355	100%	619
Youth/teen recreation programs	17%	102	22%	137	10%	61	1%	4	0%	1	51%	312	100%	617

**Question 13**

<b>Please rate the quality of each of the programs or facilities listed below.</b>	<b>Percent</b>	<b>Number</b>
Very good	29%	182
Good	54%	336
Average	12%	77
Bad	2%	11
Very bad	1%	3
No opinion	2%	12
Total	100%	620

**Question 14**

<b>Have you had contact with any City employee(s) by phone, in-person, via email or online within the last 12 months?</b>	<b>Percent</b>	<b>Number</b>
Yes	55%	344
No	45%	276
Total	100%	621

**Question 14A**

<b>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</b>	<b>Very good</b>		<b>Good</b>		<b>Average</b>		<b>Bad</b>		<b>Very bad</b>		<b>No opinion</b>		<b>Total</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Courtesy	54%	184	33%	113	11%	37	2%	7	1%	3	0%	0	100%	343
Promptness	44%	149	37%	124	11%	39	4%	14	3%	10	1%	4	100%	339
Knowledge	42%	145	37%	127	13%	46	6%	19	1%	3	0%	1	100%	341
Making you feel valued	40%	135	27%	90	24%	80	4%	13	3%	11	3%	9	100%	338
Overall impression	46%	157	34%	115	13%	44	3%	12	4%	15	0%	0	100%	343

\*Asked only of those who reported having contact with a City employee in the 12 months prior to the survey.

**Question 14B**

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	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
	Courtesy	19%	50	45%	121	13%	36	2%	4	0%	0	21%	58	100%
Promptness in responding to inquiries and service requests	16%	43	40%	108	16%	44	2%	5	0%	0	26%	69	100%	269
Making citizens or customers feel valued	16%	43	38%	102	20%	52	2%	7	0%	0	24%	64	100%	269

\*Asked only of those who reported NOT having had contact with a City employee in the 12 months prior to the survey.

**Question 15**

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	
	%	N	%	N	%	N	%	N	%	N
Economy: Includes economic planning and development activities	39%	242	47%	292	2%	11	12%	71	100%	616
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	36%	219	57%	354	4%	23	4%	22	100%	618
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing	32%	198	59%	361	4%	24	5%	31	100%	615
Safety: Includes police, fire and emergency medical response, and building inspection	17%	108	71%	438	6%	35	6%	38	100%	618
Culture, Parks & Recreation: 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	21%	129	72%	443	4%	24	4%	23	100%	620
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	51%	314	43%	265	2%	14	4%	25	100%	618
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	17%	102	65%	398	6%	35	13%	77	100%	612

<b>Question 16</b>				
<b>If you answered "more effort" for any of the items in question 15, what specific services would you like to see improved?</b>	<b>Percent of respondents</b>	<b>Number</b>	<b>Percent of respondents making a comment</b>	<b>Number</b>
No comment made	36%	229	--	--
Affordable housing/student housing	6%	36	9%	36
Transportation	18%	112	28%	112
Parks and recreation (trails, open space, programs, facilities)	10%	60	15%	60
Business and retail development	7%	44	11%	44
Economic/jobs and population growth	10%	60	15%	60
Traffic and road maintenance	13%	80	20%	80
Water	3%	16	4%	16
Neighborhoods/beautification	7%	45	11%	45
Police and safety	6%	35	9%	35
Government overall (listening to residents and communication/organization)	3%	20	5%	20
Recycling and environmental sustainability	5%	31	8%	31
Community facilities/events/entertainment	2%	14	4%	14
Nothing/Continued focus overall	1%	8	2%	8
Other	4%	25	6%	25

*\*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only the 390 respondents who responded to question 16. The total may exceed 100% as respondents were able to write in multiple services.*

**Question 17**

<b>If you answered "less effort" for any of the items in question 15, what specific services would you like to see reduced?</b>	<b>Percent of respondents</b>	<b>Number</b>	<b>Percent of respondents making a comment</b>	<b>Number</b>
No comment made	87%	546	--	--
Transportation	1%	8	10%	8
Parks, recreation and open space	1%	6	8%	6
Neighborhood and community services	1%	6	7%	6
Police	4%	24	29%	24
Government organization and functions overall	4%	22	27%	22
Recycling and environmental sustainability efforts	1%	9	12%	9
Other	3%	19	23%	19

*\*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only the 70 respondents who responded to question 17. The total may exceed 100% as respondents were able to write in multiple services.*

**Question 18**

<b>Please rate the City's performance in the following area: Informing citizens</b>	<b>Percent</b>	<b>Number</b>
Very good	18%	109
Good	45%	276
Average	28%	173
Bad	3%	17
Very bad	1%	6
No opinion	5%	30
Total	100%	611



<b>Question 19</b>										
<b>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.</b>	<b>Always</b>		<b>Frequently</b>		<b>Sometimes</b>		<b>Never</b>		<b>Total</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>
Fort Collins local cable channel 14	1%	7	3%	18	26%	158	70%	434	100%	617
Streaming video or “video on demand” of cable channel 14 on www.fcgov.com	0%	3	2%	11	13%	77	85%	524	100%	614
City's website (www.fcgov.com)	5%	30	19%	118	49%	301	26%	160	100%	609
“City News” (insert with utility bill)	11%	66	17%	105	35%	216	37%	230	100%	616
Newsletters or brochures from City departments	4%	26	13%	81	39%	238	44%	269	100%	614
City Line (automated message system 970-416-CITY)	0%	2	1%	8	11%	68	87%	531	100%	610
“Recreator” (guide to recreation programs)	12%	73	20%	123	32%	200	36%	219	100%	615
Word of mouth	10%	64	36%	219	41%	251	13%	83	100%	616
Newspaper (print or online)	17%	102	29%	180	34%	207	20%	125	100%	614
Radio	7%	45	19%	114	35%	213	40%	244	100%	616
Television news	11%	67	19%	115	31%	189	40%	246	100%	618
Social media (Facebook, Twitter, etc.)	7%	46	13%	77	24%	144	56%	344	100%	611
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	1%	7	3%	17	11%	66	85%	523	100%	613

<b>Question 20</b>		
<b>How does your household primarily receive television programming?</b>	<b>Percent</b>	<b>Number</b>
Subscribe to Comcast cable	48%	294
Subscribe to satellite service	22%	138
Over the air (antennae)	8%	51
Internet/streaming video	13%	77
None of the above	6%	37
Don't know	3%	18
<b>Total</b>	<b>100%</b>	<b>615</b>

<b>Question 21</b>		
<b>About how many years have you lived in Fort Collins?</b>	<b>Percent</b>	<b>Number</b>
5 years or less	38%	233
6-10 years	16%	98
11-15 years	13%	80
16-20 years	8%	48
More than 20 years	26%	159
Total	100%	619

<b>Question 22</b>		
<b>How many years have you lived in your current residence?</b>	<b>Percent</b>	<b>Number</b>
5 years or less	59%	365
6-10 years	19%	115
11-15 years	10%	62
16-20 years	5%	32
More than 20 years	7%	42
Total	100%	616

<b>Question 23</b>		
<b>Are you a full-time or part-time student at a college or university in Fort Collins?</b>	<b>Percent</b>	<b>Number</b>
Yes	24%	147
No	76%	467
Total	100%	614

**Question 24**

<b>Which college or university do you attend?</b>	<b>Percent</b>	<b>Number</b>
Colorado State University	90%	131
Front Range Community College	8%	12
Another local college or university	2%	2
Total	100%	145

**Question 25**

<b>Which of the age groups below best describes you?</b>	<b>Percent</b>	<b>Number</b>
18-34 years	48%	296
35-54 years	30%	182
55 years or older	23%	140
Total	100%	618

**Question 26**

<b>Your gender</b>	<b>Percent</b>	<b>Number</b>
Male	50%	309
Female	50%	307
Total	100%	616

**Question 27**

<b>Which best describes the building you live in?</b>	<b>Percent</b>	<b>Number</b>
Detached	57%	352
Attached	43%	268
Total	100%	620

<b>Question 29</b>		
<b>Do you own or rent your residence?</b>	<b>Percent</b>	<b>Number</b>
Own	52%	322
Rent	48%	294
Total	100%	616

<b>Geographic Area of Residence</b>		
	<b>Percent</b>	<b>Number</b>
Northeast	11%	70
East Central	20%	126
Southeast	15%	95
Northwest/CSU	24%	150
West Central	25%	160
Southwest	4%	26
Total	100%	627

## Appendix C. 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.

### Q16: If you answered “more effort” for any of the items in question 15, what specific services would you like to see increased?

- (1) bigger city library (2) More routes for transportation (home good service) (3) more efforts for handicapped passengers. Good drivers.
- (1) Listening to citizens more - example - waste mgmt then off citizens spoke last year, yet I hear that caliph waste mgmt pushing again for majority. (2) Seems that the push to do wrong with the law (green river ordinance) decision was skewed against citizen wishes.
- 1. Attract other high-tech companies to form a tech-center in addition to the existing ones 2. Promote block parties to raise awareness build neighborhood relationships
- 1. Less emphasis on growth of population because FTC doesn't have the infrastructure to support it. 2. Neighborhoods-Too easy for big money to put their building next to a nice neighborhood - i.e. Community voice is not respected.
- A better dial-a-ride system for all to use not just the approved ones.
- A continued emphasis on arts and culture as an economic engine to attract visitors to Fort Collins.
- A strong push to correct the Front Range corridor by light rail & mason street corridor light rail
- A town on economic sustainability and economic literacy by city leadership. The street in front of our level is falling again.
- Adequate supply of affordable housing is lacking for individuals in the 35-60% median area income. More buying options & affordable renting options needed.
- Adequate supply of quality housing.
- Affordable having in good neighborhoods (safe to raise children) is impossible to find! Honestly "low-income housing" families have better opportunities than working families.
- Affordable housing
- Affordable housing losing open areas to oil transport is will be (CSU) oriented.
- Affordable housing.
- Air quality, land conservation, and smart growth.
- All
- All of the above
- Alleviate traffic congestion on Harmony, Prospect, Timberline, and of course, College Ave.
- Always need economic planning to manage money and I think we need to focus on natural resources for power, wind/sun!
- Always room for improvement.
- An increased attraction of more jobs.
- As a city we do not do enough to support the poorer citizens, esp. With respect to housing we are very prejudiced against affordable housing options that are anything other than stick built.
- Attract diversified business/manufacturing - In past, lots of effort for high-tech only.
- Attract new business, tax to ensure Fort Collins encouragement stays @ This level, my neighborhood is Mascara Park where there is drug activity a patrol through the neighborhood @ dinner time might help these people think differently about doing business @ K Park near a school.
- Attracting larger industry to the area.
- Attraction of more businesses, affordable housing, expansion of transportation options, are anyone efforts in communicating with residents.
- Attractive community.
- Availability of job opportunities affordable housing.

- Balance costs of utilities-getting too experience loss marketing program.
- Basically being more green and preserving the lands that we have police/fire I believe, are extremely important in a community. I travel throughout the country and am very disappointed in our public transportation would love to see more options as well as advertising/getting the word out about it to get participation up!
- Being more friendly to business, which will bring in more jobs.
- Better access to quality affordable housing in those who don't qualify for assessable. Better road up keep & traffic emigration enforcement more emphasis on open space here not at Wyoming border. Better economic planning for greater job opportunities. Develop mall of tear drain etc and ware & useless.
- Better air quality and water, parking downtown.
- Better bus services running threw town making it easier to travel without cars and not wait outside for extended periods of time.
- Better businesses in our malls
- Better effort to transport late night Downtown.
- Better interaction between city management & neighborhoods in NW quadrant - friends have received unprofessional letters re landscape but person cannot speak with person who sent letter - person has lived in neighborhood for 35 years & never got a letter. This year she gotten 3 but no way to find out who sent them!!
- Better parks within the city and better urban planning when it comes to roads and traffic.
- Better planning of bike routes. South FC hard to navigate without riding on main streets. More emphasis on solar electric & heat clean energy! I also support the velodrome project, keep Mulberry pool open please.
- Better public transportation! Specifically, more bus routes covering more of the city.
- Better public transportation, economic growth, and more affordable housing.
- Better public transportation, longer operating hours - esp. At night. Also more reliable with more stops.
- Better public transportation, more frequent service during peak hours,
- Better public transportation-Influence people to use hiking trails.
- Better response time, enforcing rental laws, better animal service.
- Better snow removal on streets, Decline in mall area.
- Better transportation options from downtown during late nights.
- Better water and air quality transportation overall personal safety of citizen's city government better leadership
- Better/more affordable recycling options effective public transportation.
- Bike lanes, snow removal, better communication with residents on board and commission minutes.
- Bike trails connected, noise preference (barking dogs, motorcycles, trucks & fireworks).
- Bring in more businesses to Fort Collins. Improve public transportation drive light hours.
- Bring more business into Ft Collins
- Bringing in more businesses - more of a presence on I-25.
- Bringing more jobs to the city, growing smarter less sprawl, more rejuvenation of older, run down parts, and better bus service.
- Bus routes need to be expanded
- Bus service isn't available on le may. It isn't an alternative to driving a car.
- Bus service to all parts of town.
- Bus service which runs late on Friday & Saturday.
- Bus services times running (later, more often)
- Bus services to more areas. Need more pedestrian "marked" crosswalks. Traffic does not yield to pedestrians & many times.
- Bus services.
- Business development basely the chamber dance Fort Collins rail service.
- Business development, bring larger employers to the region
- Business incentives to attract primary employment.
- City council!!!
- City roads need more maintenance, however money is a problem and I don't to like cottage.
- Classes for children are very frustrating because there are not enough spaces. You have to call within minutes of beginning of registration.

- Cleaness
- Code enforcement more security on Taft Hill & surrounding neighborhoods.
- College area cleaned up with renters outside of every area. Stop the excuse of new building that sit empty of business for months, years.
- Communication with the citizens; we are not kept informed of criminal activities, suicide prevention etc. So we can be referred to as the "choice" city. The citizen's are kept in the dark as to the amount of gang activity there is in Fort Collins.
- Composting, more museums & arts, better bus system & schedule.
- Concentrate on city itself, less on new football stadium. On maintaining the lovely community we have, Transportation is going to become a more pressing problem.
- Continue and strengthen efforts for a healthy local economy. Renewable every jobs a good idea. Continue and strengthen efforts for good water and for land conversation.
- Continue with north/south bike path for central & North Fort Collins bridge over railroad? Keep improving green & bike friendly work. Good work with tree clean up this winter.
- Continued growth and focus on conservation efforts. City compost collection? Growth needed in prevention/intervention sex crimes. Increased bus routes & location/later times. (Growth expansion of "late bus").
- Creation of more job opportunities. Expansion of bus routes. More services to the disabled.
- Currently the city is doing very good in this area. In tough economic times like the last few years the environment are the first programs cut and I strongly feel that is short sighted.
- Do not over develop-restrict growth city should be fair to its employees and use them efficiently and fairly there are many un happy city employee
- Do something about deteriorating areas along the central stretch of College Ave (mall, K-mart area, etc.)
- Do something about goose poop! You can't walk any where without it!
- Downtown drinking.
- Drawing business to our area. The foothills fashion mall is dying.
- Due to increased thefts out of college living areas/ apartments, I would like to see more vigilant police work in hosing areas.
- Ease of getting around the city. Fort Collins has become a terrible place to drive. Always congested. More turn lanes!
- Economic planning that encourages growth instead of limiting it. Cultural opportunities expanded. Better planning for increased traffic on College especially.
- Economic support a new business/indicting. Regions transportation developed; expanded hours-could-woods a done routes.
- Economy - bringing new business, mall? Transportation - Bus system more user friendly.
- Economy... Become more minded to the less fortunate. Transportation... Train tracks cut the town in half. Move them! Gen Gov... Listen to citizens!! Stop voting against what we want and get rid of the current members of city council.
- Economy: Help local business keep the business in the city. Transportation: More options for drinking crowd at night from old town.
- Economy-foothills fashion mall-nearly empty environment-north gateway to city still needs much work
- Eliminate RR true the city traffic is OWFIL! increase communications
- Encourage more business in downtown area by reducing rent & taxes.
- Encourage new business to community. Larger bus routes.
- Enforce watering rules i.e. Always see sprinkler systems watering the street & during rain. Improve downtown night time safety! Unrelated answer: why in the world can't we do this survey in fort collins why is it being mailed to NJ?
- Ensuring attractive neighborhoods.
- Enviromental issues could always use more backup. Public transport is the one issue keeping us more like Estes and less like boulder.
- Environ Uranium mining, Fracking. 2 Major issues affecting both our & watts quality safety - late night in

downtown-very earning.

- Environment - there are a lot of areas that appear to be more run down. Also all the construction that happens @ once can be difficult & a problem in so many areas.
- Environment and economy is always changing and always has room for improvement I would like to see a solution to the Perkins downtown
- Environment attending site some offer is not a long term success strategy trails are great keep expanding parks & recreation.
- Environment I would like to see a more attractive city, this city need more parks, traffic is horrible!
- Environment: air quality; land conservation & smart growth & planning cultural, parks & rec: Operation/opportunities @ Lincoln Center, Fort Collin museum; maintaining existing parks & trails; acquiring/developing more parks & trails.
- Environmental sustainability can always be improved.
- Environments more land conservation and smarts growth neighborhoods more quality & density in housing of transports more transport and alternate means transport (able to more).
- Everything can always be improved - Don't waste any money on more "College-Harmony" pretty intersections!
- Expand transport bus service.
- Expansion of trail systems, additional land conservation, and increased poplin ed. Efforts for bicycle community are outdoor recreation.
- Fire department (PFA) needs more support.
- Fire safety & home safety outreach would be great. Additionally, expanding bus hours of operation would help a lot.
- Fix roads, size roads to accommodate larger amts of traffic, bring new business to town exp. better shopping.
- Fix the busses - it would take me over an hour to get to work.
- Fixing street "pot holes," is really back more police force around neighborhoods/parks whether they are in "car/bike", especially in Pm.
- Flouride - free water/cleaner water; supply and affordability of housing/pet friendly housing; general attention to parks & recreation.
- Flow of traffic around major intersections, esp. around railroad tracks is terrible. An effort should be made to increase the flow of traffic traveling east & west.
- Focus on in-fill and expansion of natural areas - our natural areas are a gift to all residents, no matter the socioeconomic status!
- Foothills mall redevelopment, road maintenance.
- For more employment for private sector not more public sector jobs.
- Fort Collins roads seem congested. When planning new developments the city should also plan for the traffic increases.
- Fort Collins, a good place to live.
- General government.
- Generally don't be so afraid of development that beings change as wonderful as FC is, as a city it is dynamic, not static. Also the medicare offerings at Lincoln county to the FC museum are truely disappointing. Why can't we aim higher.
- Get rid of the U+2 rule
- Given the funding situation keep pushing to maintain streets.
- Good quality housing.
- Good start w/ transport continued afford to get buses coordinated w/ other cities / non-CSU areas/no more traffic circles!
- Greater support for small business & bringing new business (jobs) to Fort Collins better planning dept.
- Have a taxi service located in Ft. Collins. Make police "significant" increase priority of home burglaries & solve them,
- Have better public transportation to hopefully reduce air pollution from cars, too much trash on ground, & easier for people to get around.
- Help small business stay open by promoting local support.



- High tech business tax incentives think Loveland & NASA.
- Hold landlords responsible for their rental property & tenants.
- I appreciate all the effort the city makes in that area but having moved from Loveland I feel that Loveland's trash, recycling and yard waste services are far superior to Fort Collins. I'll like to see continued and increase/effort grow smoothly as well.
- I don't know how much you have done to wit it, but for environment the water that comes from the tap at my apartment is cloudy & filled w/ particles. For neighborhood & safety, old town neighborhoods need more lighting at night, & for transportation, bike lanes need to be extended but on College.
- I don't necessarily have every specific proposals; I am suggesting instead heightened attention to end continued emphases these goals. One area I do have related to safety: the pursuit of a "community policing model.
- I enjoy Fort Collins and just would like it staying pretty and becoming even better looking.
- I fear we live by the myth of "controlled growth". The collision old demography and life sustaining resources is ahead. No amount of dams, water storage, diversion etc. Will suffice, we are encouraged to consume ever more material things, consume ever more natural resources without replacing or returning to nature what we have taken.
- I have friends who make no money and pay full price for housing 5 kids 2 adults in a 1 bdrm apt because they cant afford anything else \$ 600.00 is way to much.
- I have no access to local Gov't to etc.
- I just feel as though these areas should be priorities in general, but better air quality and more police presence in old town after dark come to mind specifically.
- I love this city and its cultural and recreational opportunities. I'm lucky to be working. I think for quality of life new invite best I love the like roots strong come here from a larger city, I think the traffic isn't a f reddened. The city is road about cleaning the roads of snow that ends of damaging about of them and the city CSU / should do a better job for them.
- I see several empty businesses around Ft. Collins. Development could fill these empty buildings.
- I think many good developments are being made all-around in the transportation. I simply think more effect is needed to make those plans & dreams reality.
- I think the north area neighborhoods need. Some help w/ HOA & keeping the homes/areas attractive.
- I think these aspects are merely aspects i.e. believe should always be improved on, in general.
- I think you mean Q15. We need to change city council to people who care about citizens.
- I think you mean question 15? Well ok you do mean 14? Never mind!
- I want to see a 4th of July Park. I feel like Fort Collins doesn't celebrate our countries independence very well.
- I would like the city to better reinforce maintenance and upkeep on rental properties per responsibility of the landlord management companies. Houses are dumps before you rent them.
- I would like the pot holes fixed, streets are small and busy making them impossible to dodge.
- I would like to see a cleaner city with more preserved open spaces.
- I would like to see a more cordial police force, and more economic planning.
- I would like to see expanded hours for transport.
- I would like to see Fort Collins not go through with damming the Poudre River as that is a jam!
- I would like to see more available housing for collage students meaning disassembling the "4&2" law
- I would like to see more effort at getting (music) noise levels reduced both home residences & vehicles. It is a form of assault. I would like improved transport service but think the Mason St corridor is not the way to do it. One N/S route is not the solution. I support the arts but think Beet is a waste of money. And please stop the building of the on campus stadium. We xx xx xx more noise!!
- I would like to see more effort in maintain the environment. Maybe more conservation and recycling programs.
- I would like to see more effort in regard to economy and neighborhoods: more affordable rental housing for non-students (long-term benefits, quality rental homes) and no more cookie-cutter developments, especially near the foothills.
- I would like to see more effort to secure water rights for Fort Collins in the future, also there is a great need to address gang activity, Greenley failed to do so and look at their problem.
- I would like to see more green initiatives to increase sustainable energy use.

- I would like to see more land conservation affordable having an arts and culture program public and that reflects services professional artists (not hobby) Improve public transportation that is more frequent & dependable, maintain roads particularly in winter when better snow removal is needed. Develop a recycling program for household food composting.
- I would like to see more programs for getting neighbors together, we really need to make public transportation more accessible to everyone (busses need to run longer & go more places).
- I would like to see natural areas & open space remain fee free and even though the city doesn't manage county lands they are considered the sure often. So I would like those areas to be as available to the public.
- I would like to stop seeing Ft. Collins rejecting retail businesses, thus sending love land & timeworth the sales tax revenues!
- I would like transport bus service hours of routes expanded. I would like to see more encouragement to start up businesses i.e. taxes reduced.
- I would love to see more companies other than CSU absorbing are educated workforce. Marketing & recruitment for Lincoln Center events could be improved. A city option for compost pick up would be useful.
- If possible, more information available towards those citizens looking for a place to rent.
- Immigration control needs to improve. Too many illegal here. Give out tickets to tailgaters - there are so many.
- Improve neighborhood quality.
- Improve timing of traffic lights for better flow. Stop letting new businesses & existing to move to central/love land improve bus routes, update bike trail maps on the web.
- Improved bus service, longer hours of operation and more frequent stops. Museum needs more variety.
- Improved street maintenance.
- In my humble opinion, this area is the key to creating a great place to live, therefore more / continual effort will be beneficial to the city
- Incentives for new, esp. "Green" businesses. Safety is good but need more fire profit price.
- Increased bus service (hours, number of stops & routes, etc). Rail system to nearby cities (Loveland, Longmont greeler).
- Increased job opportunities & job training/work shops; increase attractiveness of community to offset population events; increase supply of affordable, quality housing improve transport by making it easy & affordable to use & advertise the improvements.
- Increased public transportation options-increase frequency seas of city bus availability / use. Increase conservation efforts i.e. Bike trails/lanes, conservation, recycling efforts city wicks.
- Increased service place of traffic lights and stop signs I'm a cyclist and have been almost hit at several crossings, controlled by lights.
- Instead of patching pot holes with material that soon becomes discharged, repair them! So - called street cleaning is a joke! Plan ahead - inform neighborhoods when street cleaning is to take place so there will be no parking at that time. Where will all the tree sandier get cleaned up?
- It would be nice to have a more viable bus system. More public recycling.
- Job creation, public transit, alternative transit.
- Jobs jobs
- Jobs!
- Just always good to put more work in - nothing is ever "perfect".
- Keeping & recruiting business to FC should get more effort (taxes, resources should be considered) Public transportation is limiting is routes & hours & accessibility.
- Keeping shopping and businesses in city limits. Don't send tax money to Loveland and Tim north.
- Land conservation & smart growth; open spaces, Mason street corridor, continued development of bicycle programs.
- Land construction & especially encouraging water construction water should be more expensive to encourage less use
- Less liberalism regarding city council.
- Less silly art on the bridges like the one on W. Drake.
- Light rail

- Limit sprawl & contain development, preserve open space eliminate waste i.e. tearing down usable buildings to put up new ones.
- Lincoln Center.
- Look beyond today-traffic in this town sucks! Do something about the train it 2012.
- Maintaining roads & RR crossings.
- Maintaining roads.
- Make Fort Collins more attractive for businesses to locate here - tax incentives.
- Make people more aware of recycling program/composting. There is very little outside culture/global awareness - must be changed.
- Making sure housing that is rented out is attractive.
- Many neighborhoods need street maint. - stricter rules on home up keep.
- More "Smart" traffic systems, better incentives for business & technology centers, transportation for those that have been drinking.
- More affordable housing for 1 person. Better bus system, transportation between here and Denver. Train or bus and more affordable like \$20 to get to Denver.
- More attention to smart growth & maintaining green space. Decrease student housing in neighborhoods that are west close to campus.
- More attention to trails - especially moving along Spring Creek.
- More availability of housing (not apartments) for college students, landlords that want young students.
- More awareness for recycling education, case and big business heading to advertise, such as PVHS (who had not recycled material until recently).
- More awareness of how citizen can get involved.
- More awareness to economic plans & more attention to neighborhood street repairs.
- More budget going into street maintenance
- More bus stops throughout town maybe more neighborhood specific programs
- More bus runs and include night runs. Clean the streets more often in old town & remove more snow along the side streets.
- More buses and bus routes running later. More cabs.
- More central teenager hangout place as in the past
- More customer friendly employees more effort on the economy more focus on vehicle infrastructure
- More development activities, almost growth, better road maintenance.
- More economic planning so that you guys can find the most efficient use of resources at a good cost. (Applies to both).
- More efficient coordination of traffic lights - parking in shopping areas - especially the never ones - often is inadequate and accident - prove - more transport routes accompanied by adequate street space for stops passenger & boarding.
- More effort could be agent on attracting businesses
- More effort in traffic enforcement.
- More effort on the culture of life of liberty and of the pursuit of happiness.
- More effort should be put forth in making Fort Collins a more welcoming place for new residents and businesses instead of passing regulation that deters people and business to "root" elsewhere. Transport should be more efficient and actually have desirable routes at desirable times to make taking the bus a viable option.
- More effort to attract clean industry with diverse hiring needs.
- More effort to employ people of all ages, not just college students.
- More efforts to diminish traffic congestion, not scheduling road construction right when students come back to school, etc.
- More emphasis on in a water quality, safer neighborhoods, more safe parks, easier transportation, more jobs.
- More employment opportunities for people with advanced degrees.
- More environmental green growth. Government planning / issues should be shared more.
- More fishing rags for Nat. Area's slot limits for open spring creek R-S to fishing with street rags.
- More focus on safety

- More focus on the economic impact of projects and less on environmental concerns.
- More funding to police/fire. More effort to maintaining roads would like to see city Gov't listen to residents. (i.e. the grove)
- More housing available. (Rentals) at a reasonable price
- More housing options for students.
- More involvement W/community, train problem, new city staff friendlier.
- More job development is an absolute necessity.
- More jobs! support local businesses. Maintenance of roads should be better planned.
- More jobs, raising environmental awareness better quality school level program, faster road repair.
- More local businesses - community partnerships - more thing community events - more festivals up Fort Collins busy.
- More natural areas, more recycling programs more public transportation.
- More open space.
- More police presents at night - large groups of kids roam the streets - even in good areas - more bus routes with better security.
- More public buses.
- More public transportation - increased availability of bus schedule.
- More public transportation.
- More publicity-more information.
- More recycling opportunities and more land conservation.
- More technologically focused economic development. Encourage alt-mite energy adoption (solar), get fiber opt. C to the home.
- More trails like spring creek.
- More transport routes, more parking.
- More variety of parks etc.
- More vigorous development of Fort Collins Mall. Build 2nd level and Bring more upscale stores in. Eliminate over-sized bike lanes from harmony and add 3rd vehicle lanes between McMurry and Colledge to alleviate traffic congestion.
- More water conservation at household levels, replace grasses or natural grasses: etc.
- More ways to boost economy & job growth in the city; making public transportation info more accessible.
- More work to protect neighborhoods on NW side of town from abuses by negligent renters and owners of rentals.
- Mostly extending bus hours a little later - like 9 or 10pm.
- Mostly just continuing in the same good direction & continue striving to be best it can be. Would love to see smoking regulations! For people with allergies, second hand smoke is terrible and a health hazard.
- My biggest complaint: When vote "No" along with most of the other voters, then a couple years go by and the thing the voters turned down, low and behold it just pops up - like magic! Second: while other cities respected the homestead at - like broom field, the people who make this city's decisions said they couldn't find the money - Baloney!
- My concern if to plan for adequate water availability we need to start a dam now and sell extra to other cities.
- Need more activities to keep kids off the street, more lighting on side streets, more transportation on N. Shields, Bette side walk & street repair.
- Neighborhood block parties-meet your neighbor days.
- Neighborhood services
- Neighbor's with larger lots.
- Night time bus routes.
- Non biased evaluation of development proposals planning dept actions need annual outside audit of compliance enforcement decisions.
- Not impressed with water quality I have to use a Brita filter to get high quality water buses always run late & routes 2 & 3 are packed like canned sardines!
- Not sure

- Nothing specific but constant attention and investment are needed to maintain quality.
- On walk yesterday 2 cars run stop signs at Swallow & Dunbar. Every aspect can be improved. I have neighbors who do not take time to socialize, its depressing. While walking my dog at night 8 out OK 10 drivers run stop signs! Twice I could have been hit along with my dog. Rarely, do I see an officer in my area. Many roads in town require repair. (Side streets west of Shields & south of Drake).
- One water fountain @ Rolland Moore tennis facility and it barely works, its absurd.
- Park, maintaining has been scarified for car less worthy cancel.
- Parks & recreational facilities.
- Plans for business growth.
- Plow all the city streets.
- Police - recent increase in brezkins/personal property thefts - more visibility economy - more support of small, local businesses.
- Police service, training & respect to people. Need to do more traffic control.
- Police; public spaces; bus services-need more east-west routes.
- Possible public transport to Denver.
- Probably I should have marked above at. Increased transportation services can always be improved.
- Programs & facilities to provide unemployed opportunities for employment.
- Promoting good neighbor relationships and giving fines! To those who are a nuisance.
- Promoting job growth by recruiting businesses, expanding bike trails, systems (extending & adding more) neighborhood programs that support/promote positive relationships.
- Promotion for good neighbor relationships & on time public transportation.
- Public transit needs to run for larger hours all days of the week!
- Public transportation
- Public transportation
- Public transportation more frequency of buses, bigger buses as well. I would like to see more police patrol in Fort Collins, not just on campus.
- Public transportation options.
- Quality housing for better price.
- Quality housing in the less quality parts of town, ensuring safe neighborhoods.
- Question 15 economy not enough jobs it should be easier in this community to attract jobs.
- Quicker action. Someone to monitor the public's action to private property around the stops.
- Read an article in the paper about police services on the weekend being to tally allocated in old town for the bars - what about the rest of us?
- Rec. Programs for youth.
- Recycling & compost education.
- Reduce sprawl re residential development concentrate on abandoned retail areas do infill. Don't let roads deteriorate & use status to raise taxes again!
- Regular road repair on major roads and intersections.
- Regulate hydro fracking - protect our water, air & soil!
- Rerouting the trains so that they don't cut off east/west, traffic, and run over people. More objective enforcement of building codes.
- Ridding the street of potholes and tree branches. Reducing the "smells from Greeley".
- Road maintenance.
- Road maintenance.
- Road maintenance/traffic operations, congestion. Land conservation/development.
- Road repair
- Road repairs.
- Roads need more work, get Agenda 21 out of our government.
- Roads need some major help like College N and south and Prospect and Mulberry.
- Roads still need much up keep, still behind in getting them back into good shops
- Safer & better emigrated bus transfer site bathroom facilities.

- Safety- more police involvement at night to discourage trouble - classes to promote night safety / self defense.
- Save the routes!
- See bus system could be better by adding more destinations from CSU!
- Separated bike lanes with a curb; more streets with dedicated lanes; connection of current streets & trails; better maintenance of present lanes debris, potholes etc.
- Shopping & quality restaurants to keep business in FC (rather than going to denier
- Shopping in Ft Collins is terrible & the exception of old town. What is being done to bring dullards or Nordstrom here? We need quality stores-not more cut price!
- Shortage of CSU student housing. You + 2 changing to you +3 could reduce the shortage.
- Size of city - smaller population
- Smart growth
- Smart growth and attractive neighborhoods
- Snow removal, there is almost none! Removal of the railroad within the city.
- Some how make it easier to drive in Fort Collins.
- Some neighborhoods need some more attention-Avery park (right down the street from us) has had caution tape for months for no apparent reason.
- Some of the houses & yards are unattractive. I would like to see some more park space, maybe closer to old town more efficient bus transports.
- Something to help promote good neighbor relationships.
- Stop hiring illegal, especially in construction. They bid low and do a bad job and take jobs away from residents.
- Street maintenance, transportation alternatives, safe biking, more biking corridors or traffic light accommodations.
- Street resurfacing / repair.
- Street widening for additional traffic lanes & intersection improvements! Remove round about which are deadly! Less restrictions on commercial parking lot design by developers!
- Support business, hwy 14 is an eyesore, as a gateway to Fort Collins it's an embarrassment a attract new business.
- Support for economic development.
- Support for small businesses.
- Support of GMO free organic farms, co-ops, improve water quality (take out fluoride), fund raise for community aquaponics growing facility, keep up improvement College corridor.
- Take care of the homeless.
- The 7 items listed above are what makes a community great increasing effort in all categories will continue to make our community strong sustainable and safe.
- The bus system should run longer / later at night.
- The city listening more to residents on their needs and wants for the neighborhoods, insuring water resources, enforcement of building repair.
- The city needs to have more affordable living for people. They differently need to spend a lot more money fixing the roads. They are terrible.
- The finishing of short trails for sr. Citizens
- The forestry dept could be expanded to help. With city owned trees/areas in neighborhoods.
- The inventory of houses to buy is small, as well as and newly built homes. Also, I would like to see more open land presumed
- The public transportation is a joke! More cabs and/or light rails are need. Longer bus hours.
- The traffic on College is a problem
- There are some pretty run down neighborhoods Traffic light timing is awful
- There needs to be bus options at night or other public transportation options late night.
- There needs to be economic action to bring in business & jobs. The recreation areas are not well maintained. Your police force is out of control. Your transport system is slow, spotty and needs many more routes. Relative to the amount of services your property taxes are high.
- They need to do something instead at all talk & put what they want in the paper.

- Those are just areas that can and should always be maintained and have more effort put in to it.
- Timing traffic lights along Timberline, fixing the curb along bright water Dr. Building was houses on bigger lots, regulation of brewery emissions, fixing road/railroad track at Timberline & Vine, renovating the area north of old town on College.
- To many people walking thru Buckingham intoxicated, with no police intervention, due to being surrounded by bravness - a lot of drunk driving going on E. Lincoln - police turn blind eye to these acts.
- To much hassle for business - PVH built on in Loveland rather than jump this building / environment house - too many business main to Loveland.
- To see more community (neighborhood) involvement, maintaining roads and traffic congestion better.
- Too much traffic congestion, especially on College harsher penalties for inconsiderate neighbors promotes quiet neighbors.
- Traffic around CSU.
- Traffic enforcement" "City council needs to listen to "The voice of the people!" We elected them!!
- Traffic light timing needs improvement, especially on College between Drake & Prospect. Also this summer all the gutters on Lemay were replaced while roads in serious disrepair went untouched.
- Traffic routing
- Trans - better connection points - ways for seniors to access easily get Gov't - need to listen more - not just inform.
- Transport co more areas in Fort Collins.
- Transport bus services-Sunday and later evening for those who don't or cannot drive.
- Transport is a wreck. Almost impossible to get across town (i.e., CSU) in a timely manner. No timely linkage. Needs more connectivity.
- Transportation - increasing the efficiency of the slow of traffic at various times of the day.
- Transportation / bus run after 6:30 pm until 9:00 pm.
- Transportation- especially for seniors.
- Transportation for the disabled.
- Transportation from downtown to more parts of the city at night. I know this has started, but let's expand on that P.S. Hughes stadium is just fine. Lets be happy with it - stop justifying spending more money on a new stadium that is not needed.
- Transportation improve public transport options (inc. Bus services) Env: do not allow fracking, expand natural areas.
- Transportation is horrible - pls. - have more options for public transport & later hours.
- Transportation is the highest importance, the roads need a little more maintenance and a street cleaning including bike lanes would be preferred. (Lots of glass in bike lanes).
- Transportation meant/demands.
- Transportation options, especially public (for teenagers not get driving, for commuting). More snow removal in neighborhoods.
- Transportation planning to lessen all the congestion.
- Transportation we have got a good start of pushing bus transportation for later hours, I think it needs to be advertised more, to maybe extend all routes.
- Transportation: probably one of the most difficult issues facing the city. Need a better flow to I-25
- Transportation-more public bus routes, traffic engineering is awe full light system sucks! Improve timing of traffic lights. Neighborhoods - improve safety neighborhood watch, etc.), several neighbors in the past year have had break-ING and we found out from them; no police interaction.
- Transportation-traffic is horrible in high use areas and times lights are not timed appropriately-road "closing" for more than a few hours is an acceptable
- Turn 287 (College) into a freeway.
- Up keep on neighborhoods so quality of living of every neighbor is meet.
- Utilize some of the open land in Fort Collins.
- Water quality, good neighbors, congestion
- Water resources-save the purpose.

- Water, air quality, land conservation; adequate affordable housing / maintaining roads, traffic.
- We have less police force than love land, yet are a larger city - our police force is excellent, but under staffed - need more officers!!
- We need larger roads for the amount of people or better-traffic lighting system, also better transit system for public transportation more cabs, busses or light rail
- Weekend buses.
- When putting up buildings don't force the use of concrete or asphalt for parking - consider other options that would decrease runoff & be better for the environment.
- Would like to see more affordable housing. Easier access to find a home to rent.
- Would like to see more effort extended to job/company retention and expansion while economy grows to help ensure strong employment when the economy recedes again. More clean energy. Focus on environmental sustainability.
- Would like to see some of the bike trails finished and not end.
- Would love to see a wider range of more affordable priced Lincoln Center events.
- You could go back to only having one schedule you could attempt to make it easier to get in and out of parking lots.

### Q17: If you answered "less effort" for any of the items in question 15, what specific services would you like to see reduced?

- "Natural areas" - no point in preserving weeds.
- A general easing of the increasing presence of gov't in everything i.e. more presence more expensive.
- Affordable housing & human services dept, neighborhood services dept, urban renewal authority dept, advance planning dept. The city government can no longer afford social engineering projects. It's bankrupting the city. Quit violating the municipal charter & illegal subsidization of wasteful city services through increasing utility contributions to city budget beyond its cost of service.
- Any green initiative, they are overkill, the constant pro-growth/anti-growth discussions.
- Any services for drug users-especially M.M.
- Art & such-ho-ha-on bridges, etc.
- At night there are police vehicles everywhere, I feel intimidated.
- Become more efficient re staffing. Cut costs market demand will take care of neighborhoods city council members should concentrate more on the city as a whole instead of personal agendas.
- City government is auto business auto-grants and should not run entertainment using by the goofy motion of global warming etc.
- Concerns regarding "overzealous" police force - contributing not only to increased costs but also decreased transparency and even decreased safety.
- Don't waste tax dollars on jails.
- Economy reflection or just a few people's network - city has very much of "good old boys" feel - who you know makes a big difference here.
- Economy: better vision for healthy economic growth; less taxes on business to encourage more. Transportation: Maintaining roads is good; tax payer money for public transport that is minimally used is not.
- Environment - much less effort in acquiring "open space" 31 mile from town! City government is getting too big and bloated... Seems like you guys are always intruding in something.
- Fewer police offices are needed.
- Focus on basic services in today's economy i.e. survive vs thrive services
- Government thinking they always know what is best. They need to concentrate on real issues. We are becoming another boulder.
- I am satisfied of Lincoln center and museum. A continued steady effect seems reasonable to me.
- I feel that Fort Collins has too many police, with four departments I think it would be reduced.
- I feel that law enforcement is adequate and that transportation around town is sufficient.
- I feel too much effort in this area, people should be able to entertain themselves.



- I see too many park everyone just resting in vehicles. The parks/trails look too good, but no bathrooms in winter. I feel they are show cases but could save and still get a good effect.
- I was disappointed to see how unnecessary large the new Taft xxxstation is. Generally, I feel that power resources could be spent here.
- I would like to see less roadwork.
- I would like to see no further progress made on building an on-campus stadium.
- Less focus on environmental impact of projects and more on economy. Less government intrusion in life styles. Don't push the "green" agenda so hard.
- Less government involvement period!
- Less money spent towards Bureaucracy
- Less police presence! The other day I counted 12 F.C. Police cars and 9 Larimer County Sherrie in 1/2 hour! Why so many cops?
- More availability for people to travel by bus (transport) I would like more visibility from city leaders who are truly to make F.C better.
- More contact with seniors.
- More dog parks (Bus stop areas) closer together bus stop areas.
- Natural areas and open space, conservation programs and sustainability, climate wise, recycling, tiered electric rates.
- None specifically generally, I support a reduction in "overhead" of government where possible.
- Not necessarily reduced, just don't need as much emphasis.
- Nothing specific.
- Our neighborhood is fine.
- Our neighborhoods are fine, we don't need to spend time and money promoting neighbor relationships. That communication should be obvious.
- Parks and rec are good more focus on science and education.
- Please stop the social engineering
- Police services
- Questionnaires/surveys, quantity of mailing regarding our utility usage.
- Reduce emphasis on appearance of government buildings substance over style.
- Seems the spends lots of \$ on growing & libraries/museum while residents are struggling w/ costs of living & paying bills.
- Smaller government in general
- Spending money on excessive police enforcement.
- Stop patting your selves on the back get to work its what we all do.
- Stop trying to tell me how to live.
- Stop worrying about making things "prettier" just maintain what we have now.
- Stopped the centrally planned economy - provide opportunity for business & get Gov't out of the way. Back-off on policing neighborhoods into being "friendly" & your homogenized version of attractive.
- Storm water is over kill since it flood, council is not real effective.
- The building department historically has had seemingly excessive requirements required of home owners. Also, requiring home owners to wait around 1/2 a day to have an inspection of a replacement water heater that was installed by a reputable service company's seems excessively intrusive and honestly unnecessary.
- The city doesn't need to "grow" - it needs to improve what's already here.
- The environmental regulations that the city has imposed thus far are more than sufficient and should not be emphasized any more as they are becoming counter productive to economic growth. The neighborhood relationships should be left to the community and not the responsibility of the government. The internal function of the city councils, etc and the city buildings seem to be the most taken care of and they don't need to be made more of a priority.
- The parks look amazing, don't need as much attention.
- The small encounters live had with the local Gov't seen it very waterlogged with bureaucracy, however well intentional.

- There are always internal functions that can be reduced when there is an economic crisis.
- They need to do something instead at all talk & put what they want in the paper.
- Too many cops.
- Too many officers just patrolling. Seems they don't uphold "protect and serve".
- Too much & spent on PC for environment. Put \$ into economic developers.
- Too much effort and money is used for environmental issues.
- Too much emphasis on recycle and not enough on repairing sidewalks.
- Too much restriction on building too much money spent on Mason corridor not enough being done on affordable housing
- Traffic & neighborhood enforcement both are not uniform but selective and arbitrary and often one hand does not know what the other is doing.
- Vehicle air quality monitoring
- We are a college town - need I say more?
- We get code violation letters after having items in our yard for 1 or 2 days while our neighbors have trash in their yard all year long. Not very equitable it seems, ensuring attractive neighborhoods continuous improvement of trails and open space. Need more bus transportation.
- We have enough natural area & do not need to spend anymore \$ on that.
- You can't plan everything and your attempts to do so have led to business fleeing Ft Collins. So, a little less planning please.

## Appendix D. Comparison of Select Questions by Respondent Characteristics

Average ratings for select survey questions are compared by respondent characteristics in this appendix. Although responses to many of the evaluative questions were made on a five-point scale with 1 representing the best rating and 5 the worst, the ratings shown in this appendix and those that follow are on a scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 2.3 points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “very good”=100, “good”=75, “average”=50, “bad”=25, and “very bad”=0. If everyone reported “very good,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents said “very bad,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “very good” and half gave a score of “very bad,” the average would be in the middle of the scale (like the center post of a teeter totter), or “average.”

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	88	93	91	90	91	89	89	90
Overall safety of residents	85	80	83	82	83	84	83	79	83
Quality of shopping opportunities	73	70	66	72	70	70	71	71	71
Quality of dining opportunities	85	81	81	84	83	83	83	90	83
Quality of entertainment opportunities	70	68	69	71	70	71	67	69	70
Availability of job opportunities	55	48	52	52	52	53	52	53	52
Availability of affordable quality housing	58	53	54	50	54	55	53	66	54
Quality of arts and cultural opportunities	71	65	70	70	70	70	68	75	70
Quality of recreational opportunities	86	82	86	83	84	86	83	87	85
Availability of quality healthcare	76	76	78	80	77	79	76	74	78
Quality of public schools	79	78	78	82	80	81	78	80	80
Quality of public library services	82	77	80	81	81	81	80	77	81
As a place to raise children	84	88	88	87	86	89	83	78	86
As a place to retire	78	78	80	79	79	80	77	78	79

**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
As a place to attend college	87	82	84	83	85	84	85	90	85
As a place to work	78	76	79	76	77	79	75	81	77
Community acceptance of all people	76	69	71	68	72	72	71	82	72
Overall quality of life in Fort Collins	85	82	86	84	84	85	82	87	84

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

**Question 1 by Student Status, Gender and Age**

Please rate Fort Collins as a community on each of the items listed below.	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	91	90	90	91	90	90	91	91	90
Overall safety of residents	81	84	83	83	83	83	84	83	82	83
Quality of shopping opportunities	67	72	71	71	70	71	71	68	73	71
Quality of dining opportunities	85	83	83	83	83	83	85	79	84	83
Quality of entertainment opportunities	66	70	69	68	71	70	68	68	75	70
Availability of job opportunities	54	52	53	54	51	52	53	52	52	53
Availability of affordable quality housing	59	53	54	55	53	54	55	54	53	54
Quality of arts and cultural opportunities	70	70	70	68	71	70	69	67	75	70
Quality of recreational opportunities	83	85	84	85	84	84	84	85	85	85
Availability of quality healthcare	73	78	77	78	77	78	76	76	83	78
Quality of public schools	77	81	80	79	80	80	79	82	79	80
Quality of public library services	80	81	81	78	84	81	81	81	81	81
As a place to raise children	82	88	86	85	88	86	86	87	86	86
As a place to retire	74	80	79	76	81	79	77	79	81	79
As a place to attend college	88	84	85	84	86	85	88	82	83	85
As a place to work	77	78	78	78	77	77	79	77	75	77

<b>Question 1 by Student Status, Gender and Age</b>										
<b>Please rate Fort Collins as a community on each of the items listed below.</b>	<b>Full-time or part-time student</b>			<b>Respondent gender</b>			<b>Respondent age</b>			
	<b>Yes</b>	<b>No</b>	<b>Overall</b>	<b>Male</b>	<b>Female</b>	<b>Overall</b>	<b>18-34 years</b>	<b>35-54 years</b>	<b>55 years or older</b>	<b>Overall</b>
	Community acceptance of all people	75	71	72	72	72	72	75	70	69
Overall quality of life in Fort Collins	83	85	84	84	84	84	84	85	83	84
Average rating (0=very bad, 100=very good).										

<b>Question 2 by Respondent Length of Residency and Housing Tenure</b>										
<b>Please rate the quality of the environment in Fort Collins on each of the items listed below.</b>	<b>Respondent length of residency</b>					<b>Respondent housing unit type</b>				
	<b>5 years or less</b>	<b>6-10 years</b>	<b>11-20 years</b>	<b>More than 20 years</b>	<b>Overall</b>	<b>Detached</b>	<b>Attached</b>	<b>Dorm</b>	<b>Overall</b>	
	Community's visual attractiveness	83	78	81	80	81	81	82	78	81
Air quality	83	79	79	78	80	81	79	86	80	
Recycling programs	80	78	79	79	79	80	78	89	79	
Conservation efforts	81	76	75	77	78	78	77	81	78	
Overall quality of environment	83	79	79	80	81	81	80	85	81	
Average rating (0=very bad, 100=very good).										

<b>Question 2 by Student Status, Gender and Age</b>										
<b>Please rate the quality of the environment in Fort Collins on each of the items listed below.</b>	<b>Full-time or part-time student</b>			<b>Respondent gender</b>			<b>Respondent age</b>			
	<b>Yes</b>	<b>No</b>	<b>Overall</b>	<b>Male</b>	<b>Female</b>	<b>Overall</b>	<b>18-34 years</b>	<b>35-54 years</b>	<b>55 years or older</b>	<b>Overall</b>
	Community's visual attractiveness	80	82	81	80	82	81	83	80	79
Air quality	81	80	80	80	80	80	82	80	77	80
Recycling programs	80	79	79	78	80	79	80	78	80	79
Conservation efforts	78	78	78	77	78	78	79	76	78	78
Overall quality of environment	81	81	81	80	81	81	83	79	79	81
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	81	76	84	80	80	83	77	87	81
Your neighborhood as a place to raise children	69	72	82	78	75	81	66	69	75
Average rating (0=very bad, 100=very good).									

**Question 3 by Student Status, Gender and Age**

Please rate the quality of your neighborhood on each of the items listed below	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	79	81	81	80	81	80	79	81	84	80
Your neighborhood as a place to raise children	64	78	75	75	75	75	68	79	81	75
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
Downtown Fort Collins during the day	94	90	91	89	92	92	90	94	92
Downtown Fort Collins at night	73	67	68	67	69	70	67	74	69
Your neighborhood during the day	94	91	94	92	93	95	90	96	93
Your neighborhood at night	80	79	84	82	81	84	76	79	81
Parks	84	79	77	79	80	81	79	83	80
Natural areas/open space	84	79	75	77	79	79	79	85	79
Recreation facilities	86	81	83	81	83	83	82	90	83
Trails	80	77	75	75	77	77	76	80	77

**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
Fort Collins overall during the day	90	85	86	87	88	89	86	93	88
Fort Collins overall at night	77	70	72	71	73	75	71	75	73
Average rating (0=always unsafe, 100=always safe).									

**Question 6 by Student Status, Gender and Age**

Please tell us how safe you feel in each of the following areas.	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
Downtown Fort Collins during the day	93	91	92	92	91	92	94	91	87	92
Downtown Fort Collins at night	70	69	69	70	69	69	71	70	63	69
Your neighborhood during the day	93	93	93	94	92	93	94	93	90	93
Your neighborhood at night	79	82	81	85	77	81	80	83	81	81
Parks	82	80	80	82	79	80	82	79	77	80
Natural areas/open space	84	78	79	82	76	79	82	78	75	79
Recreation facilities	84	83	83	84	82	83	85	82	80	83
Trails	78	77	77	81	73	77	80	76	73	77
Fort Collins overall during the day	90	87	88	89	87	88	90	87	84	88
Fort Collins overall at night	75	73	73	76	70	73	75	74	69	73
Average rating (0=always unsafe, 100=always safe).										

**Question 7 by Respondent Length of Residency and Housing Tenure**

Please rate quality of each of the following in Fort Collins.	Respondent length of residency				Overall	Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years		Detached	Attached	Dorm	Overall
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79	71	73	77	76	76	75	81	76
Fire prevention/education	76	70	74	76	75	74	75	77	75
Fire response time	80	80	78	84	81	82	78	82	81
Fire services overall	82	77	78	83	81	81	80	84	81
Crime prevention	74	66	67	69	70	69	70	79	70
Police patrol	77	68	68	70	72	71	72	86	72
Traffic enforcement	72	69	65	67	69	69	68	74	69
Police visibility	75	67	69	72	72	72	69	83	72
Police response time	76	68	69	72	72	71	72	83	72
Police services overall	75	69	70	72	72	73	71	80	73
Code enforcement (weeds, abandoned buildings, etc.)	70	64	63	64	66	64	67	81	66
Noise enforcement	70	61	65	63	66	65	65	80	66
Animal control	77	66	65	66	69	67	72	82	69
Business property maintenance	77	70	71	71	73	72	73	84	73
Residential property maintenance	72	67	67	68	69	68	69	78	69
Natural Areas Ranger services	81	77	72	77	78	77	78	83	78

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



**Question 7 by Student Status, Gender and Age**

Please rate quality of each of the following in Fort Collins.	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
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75	76	75	76	75	76	75	76	77	76
Fire prevention/education	74	75	75	75	75	75	73	76	77	75
Fire response time	76	82	81	81	81	81	79	80	83	81
Fire services overall	80	81	81	81	81	81	81	80	82	81
Crime prevention	69	70	70	71	69	70	71	70	69	70
Police patrol	74	71	72	72	71	72	75	69	67	72
Traffic enforcement	72	68	69	69	69	69	73	67	63	69
Police visibility	72	71	72	71	72	72	74	72	66	72
Police response time	73	72	72	71	74	72	74	72	69	72
Police services overall	72	72	72	72	73	73	74	72	69	72
Code enforcement (weeds, abandoned buildings, etc.)	72	64	66	68	63	66	69	65	60	66
Noise enforcement	71	64	66	66	65	66	69	64	61	66
Animal control	77	67	69	70	69	69	74	66	66	69
Business property maintenance	76	72	73	73	72	73	76	72	68	73
Residential property maintenance	73	68	69	69	69	69	70	68	67	69
Natural Areas Ranger services	80	77	78	77	78	78	80	77	73	78

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

**Question 8 by Respondent Length of Residency and Housing Tenure**

Please rate 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
Drinking water	85	87	88	92	88	89	86	90	88
Electric services	83	78	85	86	83	83	83	89	84
Sewer services	84	80	85	85	84	83	84	89	84
Storm drainage	80	70	79	77	77	78	75	88	77
Utility billing	77	74	77	76	76	76	77	82	76
Utilities overall	79	75	80	81	79	78	80	84	79

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

**Question 8 by Student Status, Gender and Age**

Please rate quality of each of the following in Fort Collins.	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
Drinking water	86	89	88	88	88	88	87	88	90	88
Electric services	83	84	84	85	82	84	83	83	86	84
Sewer services	84	84	84	85	82	84	84	83	85	84
Storm drainage	79	77	77	79	76	77	77	76	81	77
Utility billing	78	76	76	77	75	76	75	75	80	76
Utilities overall	80	79	79	81	78	79	78	78	83	79

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

**Question 9 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	67	60	65	64	65	65	65	63	65
Ease of traveling by public transportation	63	45	50	52	54	53	53	74	54
As a walkable city	77	65	70	67	71	70	72	79	71
Ease of traveling by bicycle	87	77	79	77	81	81	81	82	81
Availability of parking Downtown	51	46	53	53	51	53	49	47	51
Traffic congestion	53	45	51	48	50	51	48	52	50
Street maintenance	67	57	59	57	61	60	61	72	61

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

**Question 9 by Student Status, Gender and Age**

Please rate the following areas of transportation in Fort Collins.	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	59	67	65	63	67	65	62	67	68	65
Ease of traveling by public transportation	64	50	54	52	56	54	54	53	55	54
As a walkable city	73	70	71	71	72	71	74	67	71	71
Ease of traveling by bicycle	84	80	81	82	81	81	85	78	77	81
Availability of parking Downtown	49	52	51	52	50	51	50	52	52	51
Traffic congestion	46	51	50	49	51	50	49	52	49	50
Street maintenance	63	60	61	61	61	61	64	60	56	61

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
Welcoming citizen involvement	74	66	67	69	70	69	70	84	70
Listening to citizens	69	62	62	58	63	60	65	80	63
Managing and planning for growth	68	60	64	57	63	60	64	80	63
Efficient operation of programs and services	72	61	65	63	66	64	68	79	66
Encouraging sustainability in the community	76	68	68	67	71	68	74	82	71
Overall direction of the City	77	68	67	64	70	68	71	84	70

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

**Question 10 by Student Status, Gender and Age**

Please rate the City's performance in each of the following areas	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
Welcoming citizen involvement	72	70	70	69	71	70	71	70	68	70
Listening to citizens	69	61	63	62	64	63	66	61	61	63
Managing and planning for growth	68	62	63	62	64	63	63	63	61	63
Efficient operation of programs and services	69	66	66	64	68	66	67	66	65	66
Encouraging sustainability in the community	77	69	71	70	71	71	73	71	66	71
Overall direction of the City	76	68	70	69	71	70	72	70	66	70

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

**Question 11 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
Support of businesses	78	67	63	62	69	66	72	90	69
Economic health strategies	74	64	61	59	65	63	67	84	66
Average rating (0=very bad, 100=very good).									

**Question 11 by Student Status, Gender and Age**

Please rate the City's performance in each of the following areas.	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
Support of businesses	76	67	69	67	72	69	74	63	66	69
Economic health strategies	72	64	66	64	67	66	69	63	63	65
Average rating (0=very bad, 100=very good).										

Question 12 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	89	84	83	85	86	86	85	83	86
Recreational trails	90	84	85	86	87	87	87	90	87
Parks	88	84	86	85	86	87	85	87	86
Cemeteries	79	76	78	78	78	79	77	80	78
Golf courses	79	73	79	80	78	80	76	76	79
Athletic fields	82	78	80	80	80	82	79	79	80
Northside Aztlan Community Center	81	82	78	81	81	81	81	73	81
Fort Collins Senior Center	82	80	80	83	82	83	80	81	82
Edora Pool Ice Center (EPIC)	81	76	81	79	79	80	78	82	79
Mulberry Pool	78	71	74	75	75	74	76	78	75
The Farm at Lee Martinez Park	81	79	79	79	80	80	79	81	80
Gardens on Spring Creek (The Horticultural Center)	87	79	85	82	84	84	84	85	84
Pottery studio	79	76	79	76	77	77	78	79	78
Art in Public Places program	83	73	77	76	78	78	78	88	78
Lincoln Center programs	82	79	79	79	80	80	79	89	80
Fort Collins Museum and Discovery Science Center	77	78	80	77	78	79	76	82	78
Adult recreation programs	78	71	76	77	76	75	76	82	76
Senior recreation programs	79	78	78	76	78	78	77	83	78
Youth/teen recreation programs	78	78	78	76	77	78	77	82	78

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

<b>Question 12 by Student Status, Gender and Age</b>										
<b>Please rate the quality of each of the programs or facilities listed below.</b>	<b>Full-time or part-time student</b>			<b>Respondent gender</b>			<b>Respondent age</b>			
	<b>Yes</b>	<b>No</b>	<b>Overall</b>	<b>Male</b>	<b>Female</b>	<b>Overall</b>	<b>18-34 years</b>	<b>35-54 years</b>	<b>55 years or older</b>	<b>Overall</b>
Natural areas and open space	85	86	86	86	86	86	86	86	84	86
Recreational trails	87	87	87	86	88	87	88	87	85	87
Parks	85	86	86	86	86	86	87	87	85	86
Cemeteries	79	78	78	75	81	78	78	77	79	78
Golf courses	80	78	78	75	83	78	76	80	82	78
Athletic fields	79	81	80	79	82	80	81	80	80	80
Northside Aztlan Community Center	80	81	81	78	83	81	80	81	81	81
Fort Collins Senior Center	81	82	81	80	83	82	80	81	84	82
Edora Pool Ice Center (EPIC)	78	80	79	79	80	79	79	79	80	79
Mulberry Pool	76	74	75	73	77	75	75	74	76	75
The Farm at Lee Martinez Park	80	80	80	75	84	80	80	79	80	80
Gardens on Spring Creek (The Horticultural Center)	84	84	84	80	87	84	83	84	85	84
Pottery studio	77	78	77	72	82	77	78	77	78	78
Art in Public Places program	80	77	78	73	83	78	81	77	75	78
Lincoln Center programs	81	79	80	76	83	80	80	80	79	80
Fort Collins Museum and Discovery Science Center	76	78	78	74	81	78	77	77	80	78
Adult recreation programs	75	76	76	73	79	76	74	78	77	76
Senior recreation programs	78	78	78	77	79	78	80	77	77	78
Youth/teen recreation programs	77	77	77	76	79	77	79	77	77	78

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

**Question 13 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?	81	73	78	76	78	78	78	80	78

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

**Question 13 by Student Status, Gender and Age**

	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?	79	78	78	77	80	78	79	79	77	78

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



**Question 14a 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	89	80	85	82	84	84	86	86	84
Promptness	83	74	82	76	79	78	81	80	79
Knowledge	81	71	80	80	79	79	79	74	79
Making you feel valued	80	67	76	73	75	74	76	72	75
Overall impression	83	72	79	77	78	77	81	83	79

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 14a by Student Status, Gender and Age**

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	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	87	84	85	84	84	84	85	83	86	84
Promptness	85	78	79	78	80	79	79	78	82	79
Knowledge	82	79	79	78	81	79	77	79	82	79
Making you feel valued	81	74	75	74	75	75	75	72	78	75
Overall impression	88	77	79	77	80	78	78	78	81	78

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 14b 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	77	72	73	76	76	76	73	83	76
Promptness in responding to inquiries and service requests	75	72	71	72	74	75	71	78	74
Making citizens or customers feel valued	74	72	68	70	72	72	71	80	72

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 14b by 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.	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	77	75	76	75	76	76	76	75	74	76
Promptness in responding to inquiries and service requests	73	74	74	73	74	74	74	74	72	74
Making citizens or customers feel valued	74	71	72	72	72	72	73	72	69	72

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 15 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: Includes economic planning and development activities	More effort	39%	47%	51%	44%	44%	45%	44%	29%	44%
	Same effort	60%	51%	47%	52%	54%	53%	53%	71%	54%
	Less effort	1%	2%	2%	5%	2%	2%	3%	0%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	37%	44%	32%	37%	37%	35%	39%	37%	37%
	Same effort	62%	54%	61%	57%	59%	61%	56%	63%	60%
	Less effort	1%	2%	7%	6%	4%	3%	4%	0%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing	More effort	35%	46%	28%	30%	34%	32%	36%	39%	34%
	Same effort	63%	52%	67%	63%	62%	65%	58%	61%	62%
	Less effort	3%	2%	5%	7%	4%	3%	6%	0%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	19%	25%	20%	13%	19%	15%	25%	15%	19%
	Same effort	74%	70%	77%	80%	75%	77%	72%	82%	75%
	Less effort	7%	6%	4%	7%	6%	8%	3%	4%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: 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	More effort	21%	27%	23%	19%	22%	19%	27%	19%	22%
	Same effort	76%	70%	74%	75%	74%	77%	70%	79%	74%
	Less effort	3%	3%	3%	6%	4%	5%	4%	2%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	43%	70%	55%	54%	53%	49%	61%	38%	53%
	Same effort	55%	30%	39%	43%	45%	48%	38%	60%	45%
	Less effort	2%	0%	5%	2%	2%	3%	1%	2%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Government: Includes internal support	More effort	19%	17%	16%	23%	19%	19%	19%	20%	19%

**Question 15 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
functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	Same effort	77%	80%	73%	69%	75%	73%	76%	80%	75%
	Less effort	5%	4%	10%	7%	6%	8%	5%	0%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Question 15 by 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: Includes economic planning and development activities	More effort	40%	46%	45%	44%	45%	44%	41%	47%	48%	44%
	Same effort	60%	52%	54%	54%	54%	54%	58%	50%	50%	54%
	Less effort	0%	2%	2%	3%	1%	2%	2%	2%	3%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	45%	34%	37%	43%	31%	37%	38%	37%	33%	37%
	Same effort	54%	62%	60%	53%	66%	59%	59%	59%	61%	60%
	Less effort	2%	4%	4%	4%	3%	4%	2%	4%	6%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing	More effort	38%	32%	34%	31%	37%	34%	39%	30%	28%	34%
	Same effort	58%	64%	62%	63%	61%	62%	58%	65%	67%	62%
	Less effort	4%	4%	4%	6%	3%	4%	4%	5%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	25%	16%	19%	22%	15%	18%	18%	18%	21%	19%
	Same effort	70%	77%	76%	70%	82%	75%	74%	78%	75%	75%
	Less effort	5%	6%	6%	9%	3%	6%	8%	4%	4%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes	More effort	22%	21%	21%	24%	20%	22%	22%	24%	17%	22%

<b>Question 15 by Student Status, Gender and Age</b>											
<b>Please select the option that best describes how you think the City should address each of the following aspects of the community.</b>		<b>Full-time or part-time student</b>			<b>Respondent gender</b>			<b>Respondent age</b>			
		<b>Yes</b>	<b>No</b>	<b>Overall</b>	<b>Male</b>	<b>Female</b>	<b>Overall</b>	<b>18-34 years</b>	<b>35-54 years</b>	<b>55 years or older</b>	<b>Overall</b>
		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	Same effort	72%	76%	75%	73%	76%	74%	75%	71%
	Less effort	6%	3%	4%	4%	5%	4%	3%	5%	5%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	54%	53%	53%	51%	55%	53%	51%	57%	53%	53%
	Same effort	46%	44%	45%	45%	44%	45%	47%	41%	44%	45%
	Less effort	0%	3%	2%	4%	1%	2%	2%	2%	3%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	19%	19%	19%	20%	17%	19%	17%	20%	22%	19%
	Same effort	73%	75%	75%	74%	76%	75%	79%	73%	69%	75%
	Less effort	8%	6%	6%	6%	6%	6%	5%	7%	8%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Question 18 by Respondent Length of Residency and Housing Tenure**

Please rate the City's performance in the following area.	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
Informing citizens	72	68	68	71	70	70	70	75	70
Average rating (0=very bad, 100=very good).									

**Question 18 by Student Status, Gender and Age**

Please rate the City's performance in the following area.	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
Informing citizens	71	70	70	71	69	70	69	69	73	70
Average rating (0=very bad, 100=very good).										

**Question 19 by Respondent Length of Residency and Housing Tenure**

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.	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	
Fort Collins local cable channel 14	19%	38%	31%	40%	30%	30%	31%	20%	30%	
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	10%	20%	15%	19%	15%	16%	14%	4%	15%	
City's website (www.fcgov.com)	66%	81%	83%	75%	74%	79%	71%	35%	74%	
"City News" (insert with utility bill)	46%	73%	77%	69%	63%	73%	54%	13%	63%	
Newsletters or brochures from City departments	45%	52%	66%	67%	56%	66%	46%	11%	56%	
City Line (automated message system 970-416-CITY)	8%	11%	15%	20%	13%	16%	10%	3%	13%	
"Recreator" (guide to recreation programs)	45%	67%	80%	79%	64%	75%	53%	20%	64%	
Word of mouth	80%	88%	92%	90%	86%	90%	83%	77%	87%	
Newspaper (print or online)	73%	85%	85%	82%	80%	84%	74%	72%	80%	
Radio	54%	63%	68%	62%	60%	64%	58%	37%	60%	
Television news	51%	59%	67%	68%	60%	64%	56%	50%	60%	

**Question 19 by Respondent Length of Residency and Housing Tenure**

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.	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
Social media (Facebook, Twitter, etc.)	58%	50%	31%	29%	44%	37%	50%	68%	44%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	13%	15%	13%	18%	15%	15%	14%	10%	15%

Percent at least sometimes.

**Question 19 by Student Status, Gender and Age**

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.	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
Fort Collins local cable channel 14	20%	33%	30%	27%	33%	30%	20%	31%	48%	30%
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	12%	16%	15%	15%	15%	15%	13%	12%	23%	15%
City's website (www.fcgov.com)	62%	77%	74%	73%	74%	74%	74%	81%	63%	74%
"City News" (insert with utility bill)	43%	69%	63%	61%	65%	63%	52%	70%	78%	63%
Newsletters or brochures from City departments	36%	62%	56%	55%	57%	56%	42%	62%	78%	56%
City Line (automated message system 970-416-CITY)	7%	15%	13%	12%	14%	13%	9%	14%	20%	13%
"Recreator" (guide to recreation programs)	34%	73%	64%	56%	72%	64%	51%	77%	77%	64%
Word of mouth	77%	90%	87%	85%	88%	87%	84%	91%	87%	87%
Newspaper (print or online)	68%	84%	80%	78%	82%	80%	77%	80%	85%	80%
Radio	55%	62%	60%	57%	64%	60%	58%	62%	64%	60%
Television news	58%	61%	60%	57%	64%	61%	52%	65%	73%	61%
Social media (Facebook, Twitter, etc.)	66%	37%	44%	40%	48%	44%	61%	36%	18%	44%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	10%	16%	15%	12%	17%	15%	16%	9%	19%	15%

Percent at least sometimes.

## Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence

Average ratings for 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 Geography						
Please rate Fort Collins as a community on each of the items listed below.	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Overall, as a place to live	91	90	92	89	89	90
Overall safety of residents	84	83	87	82	80	83
Quality of shopping opportunities	76	69	71	70	70	70
Quality of dining opportunities	86	81	83	86	81	83
Quality of entertainment opportunities	68	72	69	69	69	69
Availability of job opportunities	53	50	55	51	53	52
Availability of affordable quality housing	50	52	58	56	53	54
Quality of arts and cultural opportunities	68	71	71	69	69	70
Quality of recreational opportunities	85	85	88	84	82	84
Availability of quality healthcare	76	77	84	73	77	77
Quality of public schools	78	81	84	80	76	80
Quality of public library services	80	82	84	78	79	81
As a place to raise children	85	86	90	84	86	86
As a place to retire	76	83	81	77	76	79
As a place to attend college	85	84	87	85	83	85
As a place to work	81	78	79	75	76	77
Community acceptance of all people	71	72	71	74	70	72
Overall quality of life in Fort Collins	81	85	87	84	83	84

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

Question 2 by Geography						
Please rate the quality of the environment in Fort Collins on each of the items listed below.	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Community's visual attractiveness	83	81	82	79	81	81
Air quality	78	79	82	81	80	80
Recycling programs	80	79	80	81	76	79



**Question 2 by Geography**

<b>Please rate the quality of the environment in Fort Collins on each of the items listed below.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Conservation efforts	79	77	79	80	75	78
Overall quality of environment	80	80	83	82	78	81
Average rating (0=very bad, 100=very good).						

**Question 3 by Geography**

<b>Please rate the quality of your neighborhood on each of the items listed below</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Your neighborhood as a place to live	79	81	87	78	78	80
Your neighborhood as a place to raise children	65	77	88	63	76	75
Average rating (0=very bad, 100=very good).						

**Question 6 by Geography**

<b>Please tell us how safe you feel in each of the following areas.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Downtown Fort Collins during the day	92	92	91	91	91	92
Downtown Fort Collins at night	71	67	67	72	68	69
Your neighborhood during the day	93	94	96	91	92	93
Your neighborhood at night	81	82	87	75	80	81
Parks	83	80	82	81	78	80
Natural areas/open space	82	77	80	82	77	79
Recreation facilities	86	83	83	83	82	83
Trails	82	75	78	79	75	77
Fort Collins overall during the day	88	86	90	88	87	88
Fort Collins overall at night	78	70	75	73	72	73
Average rating (0=always unsafe, 100=always safe).						

**Question 7 by Geography**

<b>Please rate quality of each of the following in Fort Collins.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	82	76	76	77	71	75
Fire prevention/education	76	76	77	74	72	75
Fire response time	87	80	83	78	80	81
Fire services overall	87	80	81	79	80	81
Crime prevention	72	70	72	73	65	70
Police patrol	75	70	71	75	69	72
Traffic enforcement	72	67	68	71	67	69
Police visibility	77	73	70	75	67	72
Police response time	76	75	73	73	68	72
Police services overall	75	74	72	73	70	72
Code enforcement (weeds, abandoned buildings, etc.)	64	65	65	69	65	66
Noise enforcement	62	67	69	68	62	66
Animal control	72	71	67	72	66	69
Business property maintenance	71	73	75	73	72	73
Residential property maintenance	65	71	71	68	68	69
Natural Areas Ranger services	82	80	80	76	73	78

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

**Question 8 by Geography**

<b>Please rate quality of each of the following in Fort Collins.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Drinking water	84	89	91	88	87	88
Electric services	81	84	86	83	82	83
Sewer services	82	85	86	82	83	84
Storm drainage	78	76	83	77	74	77
Utility billing	74	77	79	76	74	76
Utilities overall	74	80	84	79	76	79

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

**Question 9 by Geography**

<b>Please rate the following areas of transportation in Fort Collins.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Ease of driving	64	64	68	64	65	65
Ease of traveling by public transportation	45	57	46	63	50	54
As a walkable city	72	70	71	76	66	71
Ease of traveling by bicycle	83	81	82	84	78	81
Availability of parking Downtown	55	51	52	50	50	51
Traffic congestion	51	49	52	49	48	50
Street maintenance	61	61	63	63	57	61

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

**Question 10 by Geography**

<b>Please rate the City's performance in each of the following areas</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Welcoming citizen involvement	71	71	67	73	67	70
Listening to citizens	61	66	59	67	60	63
Managing and planning for growth	57	65	61	68	58	62
Efficient operation of programs and services	62	66	68	69	63	66
Encouraging sustainability in the community	69	71	68	76	68	71
Overall direction of the City	70	68	69	74	68	70

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

**Question 11 by Geography**

<b>Please rate the City's performance in each of the following areas.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Support of businesses	69	67	63	75	69	69
Economic health strategies	66	66	60	70	64	65

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

**Question 12 by Geography**

<b>Please rate the quality of each of the programs or facilities listed below.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Natural areas and open space	88	89	86	85	83	86
Recreational trails	89	90	87	87	83	87
Parks	85	89	89	85	84	86
Cemeteries	79	81	77	79	74	78
Golf courses	79	81	78	79	75	78
Athletic fields	79	80	81	79	81	80
Northside Aztlan Community Center	82	86	78	79	79	81
Fort Collins Senior Center	84	83	79	81	82	82
Edora Pool Ice Center (EPIC)	82	81	79	79	77	79
Mulberry Pool	77	77	72	76	73	75
The Farm at Lee Martinez Park	80	81	83	81	74	80
Gardens on Spring Creek (The Horticultural Center)	84	84	84	84	82	84
Pottery studio	77	79	79	78	75	77
Art in Public Places program	83	81	76	83	71	78
Lincoln Center programs	83	82	79	81	76	80
Fort Collins Museum and Discovery Science Center	81	81	75	81	73	78
Adult recreation programs	76	77	78	77	71	76
Senior recreation programs	75	80	79	77	76	78
Youth/teen recreation programs	74	79	77	79	76	77

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

**Question 13 by Geography**

	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	75	80	79	80	75	78

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

**Question 14a by Geography**

<b>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Courtesy	81	84	83	87	84	84
Promptness	71	78	80	84	79	79
Knowledge	76	76	78	83	79	79
Making you feel valued	70	72	72	80	77	75
Overall impression	67	76	77	86	80	78

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 14b by Geography**

<b>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.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Courtesy	76	72	74	78	76	76
Promptness in responding to inquiries and service requests	80	70	75	74	72	74
Making citizens or customers feel valued	73	69	72	75	71	72

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 15 by Geography							
Please select the option that best describes how you think the City should address each of the following aspects of the community.		Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
	Economy: Includes economic planning and development activities	More effort	50%	51%	50%	41%	35%
Same effort		50%	47%	46%	59%	61%	53%
Less effort		1%	2%	4%	0%	3%	2%
Total		100%	100%	100%	100%	100%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	53%	43%	20%	38%	37%	37%
	Same effort	45%	51%	74%	61%	59%	59%
	Less effort	2%	6%	7%	1%	4%	4%
	Total	100%	100%	100%	100%	100%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing	More effort	44%	33%	23%	38%	35%	34%
	Same effort	55%	63%	70%	60%	60%	62%
	Less effort	1%	3%	7%	2%	5%	4%
	Total	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	13%	21%	18%	17%	20%	19%
	Same effort	69%	75%	78%	78%	75%	76%
	Less effort	17%	4%	4%	5%	5%	6%
	Total	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: 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	More effort	23%	27%	17%	24%	18%	22%
	Same effort	74%	68%	80%	72%	78%	74%
	Less effort	4%	5%	3%	4%	4%	4%
	Total	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	55%	55%	52%	48%	56%	53%
	Same effort	38%	42%	45%	52%	43%	45%
	Less effort	7%	3%	3%	1%	1%	2%
	Total	100%	100%	100%	100%	100%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	22%	19%	19%	20%	17%	19%
	Same effort	75%	75%	72%	73%	77%	74%
	Less effort	2%	6%	9%	7%	6%	7%
	Total	100%	100%	100%	100%	100%	100%

**Question 18 by Geography**

<b>Please rate the City's performance in the following area.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Informing citizens	66	69	71	71	71	70

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

**Question 19 by Geography**

<b>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.</b>	<b>Northeast</b>	<b>East Central</b>	<b>South of Harmony</b>	<b>Northwest/CSU</b>	<b>West Central</b>	<b>Overall</b>
Fort Collins local cable channel 14	27%	37%	28%	27%	28%	30%
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	12%	14%	14%	15%	17%	15%
City's website (www.fcgov.com)	78%	80%	75%	64%	76%	74%
"City News" (insert with utility bill)	56%	73%	71%	40%	72%	63%
Newsletters or brochures from City departments	54%	69%	59%	42%	58%	56%
City Line (automated message system 970-416-CITY)	12%	12%	16%	12%	13%	13%
"Recreator" (guide to recreation programs)	67%	75%	79%	44%	64%	64%
Word of mouth	92%	88%	88%	80%	88%	87%
Newspaper (print or online)	91%	80%	84%	71%	80%	80%
Radio	64%	65%	64%	56%	57%	60%
Television news	54%	64%	63%	54%	64%	60%
Social media (Facebook, Twitter, etc.)	46%	42%	35%	50%	45%	44%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	18%	16%	12%	12%	17%	15%

Percent at least sometimes.

## Appendix F. Survey Methodology

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### SURVEY INSTRUMENT DEVELOPMENT

The Fort Collins Citizen Survey was administered by mail in February of 2012. This was the sixth iteration of the survey. The previous five surveys were collected by mail biennially starting in 2001 through 2010. 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-related issues facing the City and their assessment of City service delivery. The 2012 citizen survey instrument for Fort Collins was developed by starting with the version from the previous implementation in 2010. Topics were generated for new questions and then were modified to find those that were the best fit for the 2012 questionnaire. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created.

### SAMPLE SELECTION

For the 2012 survey, 1,800 residents were randomly selected across six geographic areas within the city to receive survey mailings. Additionally, 200 Colorado State University (CSU) 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 February of 2012. Completed surveys were collected over a five-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 3% of the mailings were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,936 households and dormitory students that received the survey, 627 respondents completed the survey, 44 of which were returned by students living in dormitories, providing an overall response rate of 32%. The response rate for the 1,736 (out of 1,800) Fort Collins residents who received a survey was 34% and the response rate for the 200 (out of 200) CSU dormitory students who received a survey was 22%.

### WEIGHTING THE DATA

The demographic characteristics of the survey sample were compared to those found in the 2012 Census and the 2005-2009 American Community Survey (ACS) 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, housing unit type 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.

<b>2012 Fort Collins Citizen Survey Weighting Table</b>				
<b>Characteristic</b>	<b>Population Norm<sup>1</sup></b>	<b>Unweighted Data</b>	<b>Weighted Data</b>	
<b>Housing</b>				
Detached unit <sup>2</sup>	57%	50%	57%	
Attached unit <sup>2</sup>	38%	43%	38%	
Dorms	5%	7%	5%	
Own home	52%	58%	52%	
Rent home	43%	35%	43%	
Dorms	5%	7%	5%	
<b>Sex and Age</b>				
18-34 years of age	48%	37%	48%	
35-54 years of age	30%	28%	30%	
55+ years of age	23%	35%	23%	
Male	50%	36%	50%	
Female	50%	64%	50%	
Males 18-34	25%	12%	25%	
Males 35-54	15%	12%	15%	
Males 55+	10%	13%	10%	
Females 18-34	23%	25%	23%	
Females 35-54	15%	16%	15%	
Females 55+	12%	23%	12%	

<sup>1</sup> Source: 2010 Census

<sup>2</sup> Source: American Community Survey 2005-2009

## DATA ANALYSIS

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions and the “percent positive” are presented in the body of the report and full results and results by subgroups are reported in the appendices. Chi-square and ANOVA tests of significance were applied to breakdowns of selected survey questions by subgroups. 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 G. Comparisons of Average Ratings by Year

This appendix contains the average ratings for all evaluative questions compared by year. Differences between 2012 and 2010 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.	2012	2010	2008	2006	2003	2001
Overall, as a place to live	90	88	88	79	81	80
Overall safety of residents	83	81	81	72	76	78
Quality of shopping opportunities	70	68	68	66	NA	NA
Quality of dining opportunities	83	80	81	80	NA	NA
Quality of entertainment opportunities	69	68	67	68	NA	NA
Availability of job opportunities	52	48	49	50	NA	NA
Availability of affordable quality housing	54	58	52	40	43	37
Quality of arts and cultural opportunities	70	68	69	67	NA	NA
Quality of recreational opportunities	84	83	81	81	NA	NA
Availability of quality healthcare	77	74	73	NA	NA	NA
Quality of public schools	80	77	76	76	NA	NA
Quality of public library services	81	79	77	75	76	78
As a place to raise children	86	84	83	81	84	81
As a place to retire	79	79	77	76	73	74
As a place to attend college	85	85	84	81	84	84
As a place to work	77	73	71	NA	66	73
Community acceptance of all people	72	69	70	64	67	64
Overall quality of life in Fort Collins	84	83	82	NA	NA	NA

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

Please note that in the 2010 survey, "Quality of shopping opportunities" was worded as "Availability and diversity of shopping," "Quality of dining opportunities" was worded as "Availability and diversity of dining," "Quality of entertainment opportunities" was worded as "Availability and diversity of entertainment," "Availability of job opportunities" was worded as "Availability and diversity of job opportunities," "Quality of arts and cultural opportunities" was worded as "Availability and diversity of arts and cultural activities," "Quality of recreational opportunities" was worded as "Availability and diversity of recreational opportunities" and "Community acceptance of all people" was worded as "Community openness and acceptance of all people."

**Quality of the Environment Compared by Year**

<b>Please rate the quality of the environment in Fort Collins on each of the items listed below.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Community's visual attractiveness	81	80	82	78	75	70
Air quality	80	80	78	71	67	63
Recycling programs	79	77	76	71	68	69
Conservation efforts	78	78	75	NA	NA	NA
Overall quality of environment	81	81	80	76	NA	NA

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

**Quality of Neighborhoods Compared by Year**

<b>Please rate the quality of your neighborhood on each of the items listed below.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>
Your neighborhood as a place to live	80	78	80	80
Your neighborhood as a place to raise children	75	72	73	78

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

**Ratings of Personal Safety Compared by Year**

<b>Please tell us how safe you feel in each of the following areas in Fort Collins.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>
Downtown Fort Collins during the day	92	88	88	86
Downtown Fort Collins at night	69	70	69	67
Your neighborhood during the day	93	91	91	89
Your neighborhood at night	81	78	78	79
Parks	80	80	79	76
Natural areas/open space	79	80	78	NA
Recreation facilities	83	84	82	79
Trails	77	76	74	72
Fort Collins overall during the day	88	NA	NA	NA
Fort Collins overall at night	73	NA	NA	NA

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

Please note that in the 2012 survey, the phrase "in Fort Collins" was removed from each item and inserted into the question stem wording.

<b>Community Safety Services Ratings Compared by Year</b>					
<b>Please rate the quality of each of the following in Fort Collins.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2003</b>	<b>2001</b>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75	NA	NA	NA	NA
Fire prevention/education	75	NA	NA	NA	NA
Fire response time	81	NA	NA	NA	NA
Fire services overall	81	86	86	85	87
Crime prevention	70	74	72	NA	NA
Police patrol	72	72	72	NA	NA
Traffic enforcement	69	68	68	61	61
Police visibility	72	71	72	NA	NA
Police response time	72	70	71	74	76
Police services overall	72	70	71	NA	NA
Code enforcement (weeds, abandoned buildings, etc.)	66	63	63	NA	NA
Noise enforcement	66	NA	NA	NA	NA
Animal control	69	67	70	NA	NA
Business property maintenance	73	71	72	NA	NA
Residential property maintenance	69	67	68	NA	NA
Natural Areas Ranger services	78	NA	NA	NA	NA

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

Please note that in the 2010 survey, "Fire services overall" was worded as "Fire services." "Emergency preparedness," "Fire prevention/education" and "Fire response time" were new questions on the 2012 survey.

<b>Utility Ratings Compared by Year</b>						
<b>Please rate the quality of each of the following in Fort Collins.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Drinking water	88	85	85	83	NA	NA

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

Please note that in the 2010 survey, "Drinking water" was worded as "Drinking water quality" and was included in the Quality of Environment question set. In 2012, it was moved and grouped with other utilities.

<b>Transportation Ratings Compared by Year</b>						
<b>Please rate the following areas of transportation in Fort Collins.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Ease of driving	65	61	57	50	NA	NA
Ease of traveling by public transportation	54	48	51	38	NA	NA
As a walkable city	71	67	68	60	NA	NA
Ease of traveling by bicycle	81	78	78	68	NA	NA
Availability of parking Downtown	51	51	52	NA	NA	NA
Traffic congestion	50	48	44	NA	32	27
Street maintenance	61	52	60	NA	59	59

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

Please note that in the 2012 survey, the phrase "in Fort Collins" was removed from each item and inserted into the question stem wording.

<b>City Government Ratings Compared by Year</b>						
<b>Please rate the City's performance in each of the following areas.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Welcoming citizen involvement	70	64	66	48	NA	NA
Listening to citizens	63	58	57	55	NA	NA
Managing and planning for growth	62	59	53	43	44	40
Efficient operation of programs and services	66	63	63	53	NA	NA
Encouraging sustainability in the community	71	NA	NA	NA	NA	NA
Overall direction of the City	70	65	63	NA	NA	NA

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

*Please note that in the 2010 survey, "Welcoming citizen involvement" was worded as "The job the City does at welcoming citizen involvement," "Listening to citizens" was worded as "The job the City does at listening to citizens" and "Overall direction of the City" was worded as "The overall direction the City is taking."*

<b>Ratings of Economic Health Compared by Year</b>				
<b>Please rate the City's performance in each of the following areas.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>
Support of businesses	69	63	63	NA
Economic health strategies	65	57	57	56

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

*Please note that in 2010 "Support of businesses" was worded as "Overall support of businesses in Fort Collins" and "Economic health strategies" was worded as "Overall economic health of Fort Collins."*

<b>Ratings of Parks, Recreational and Cultural Programs and Facilities Compared by Year</b>						
<b>Please rate the quality of each of the programs or facilities listed below.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Natural areas and open space	86	85	84	82	78	76
Recreational trails	87	86	86	83	82	81
Parks	86	84	85	82	83	83
Cemeteries	78	75	75	74	73	72
Golf courses	78	76	79	78	78	78
Athletic fields	80	78	79	76	78	77
Northside Aztlan Community Center	81	80	79	67	NA	NA
Fort Collins Senior Center	82	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	79	78	78	79	NA	NA
Mulberry Pool	75	74	71	72	NA	NA
The Farm at Lee Martinez Park	80	79	79	81	NA	NA
Gardens on Spring Creek (The Horticultural Center)	84	81	82	76	NA	NA
Pottery studio	77	76	74	74	NA	NA
Art in Public Places program	78	72	74	67	NA	NA
Lincoln Center programs	80	76	77	76	77	78
Fort Collins Museum and Discovery Science Center	78	71	70	72	70	72
Adult recreation programs	76	74	73	73	71	74
Senior recreation programs	78	77	78	78	75	78
Youth/teen recreation programs	77	74	72	67	69	63

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

Please note that in the 2010 survey, "Fort Collins Museum and Discovery Science Center" was worded as "Fort Collins Museum."

<b>Overall Quality of City Services Compared by Year</b>			
	<b>2012</b>	<b>2010</b>	<b>2008</b>
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	78	74	73

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

<b>Ratings of Employee Characteristics by Users Compared by Year</b>						
<b>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Courtesy	84	82	81	83	81	84
Promptness	79	76	76	77	75	77
Knowledge	79	79	77	78	77	78
Making you feel valued	75	75	75	75	75	76
Overall impression	78	78	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 the 2010 survey, "Making you feel valued" was worded as "Making you feel valued as a citizen/customer."

**Ratings of Employee Characteristics by Non-users Compared by Year**

<b>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.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Courtesy	76	80	72	72	73	69
Promptness in responding to inquiries and service requests	74	67	68	66	69	65
Making citizens or customers feel valued	72	72	69	67	67	64

\*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.

**City Information Ratings Compared by Year**

<b>Please rate the City's performance in the following area.</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2001</b>	<b>2003</b>
Informing citizens	70	66	67	62	62	63

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

Please note that in the 2010 survey, "Informing citizens" was worded as "The job the City does at informing citizens" and was included in the City Government question set.



## Appendix H. Jurisdictions Included in Benchmark Comparisons

Listed below are the jurisdictions included in the National benchmark 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 benchmark comparisons.

### Jurisdictions Included in National Comparisons

Abilene, KS .....	6,844	Bowling Green, KY .....	58,067
Airway Heights, WA.....	6,114	Bozeman, MT.....	37,280
Alamogordo, NM.....	30,403	Branson, MO.....	10,520
Albany, GA.....	77,434	Brea, CA.....	39,282
Albany, OR.....	50,158	Breckenridge, CO.....	4,540
Albemarle County, VA.....	98,970	Brevard County, FL.....	543,376
Alpharetta, GA.....	57,551	Brisbane, CA.....	4,282
Ames, IA.....	58,965	Broken Arrow, OK.....	98,850
Andover, MA.....	8,762	Brookline, NH.....	4,991
Ankeny, IA.....	45,582	Broomfield, CO.....	55,889
Ann Arbor, MI.....	113,934	Brownsburg, IN.....	21,285
Annapolis, MD.....	38,394	Bryan, TX.....	76,201
Apple Valley, CA.....	69,135	Burlingame, CA.....	28,806
Arapahoe County, CO.....	572,003	Burlington, MA.....	24,498
Archuleta County, CO.....	12,084	Cabarrus County, NC.....	178,011
Arkansas City, KS.....	12,415	Calgary, Canada.....	1,096,833
Arlington County, VA.....	207,627	Cambridge, MA.....	105,162
Arvada, CO.....	106,433	Canandaigua, NY.....	10,545
Asheville, NC.....	83,393	Cape Coral, FL.....	154,305
Ashland, OR.....	20,078	Carlsbad, CA.....	105,328
Ashland, VA.....	7,225	Carson City, NV.....	55,274
Aspen, CO.....	6,658	Cartersville, GA.....	19,731
Auburn, AL.....	53,380	Carver County, MN.....	91,042
Auburn, WA.....	70,180	Cary, NC.....	135,234
Aurora, CO.....	325,078	Casa Grande, AZ.....	48,571
Austin, TX.....	790,390	Casper, WY.....	55,316
Avondale, AZ.....	76,238	Cedar Creek, NE.....	390
Baltimore County, MD.....	805,029	Cedar Falls, IA.....	39,260
Baltimore, MD.....	620,961	Cedar Rapids, IA.....	126,326
Barnstable, MA.....	45,193	Centennial, CO.....	100,377
Batavia, IL.....	26,045	Centralia, IL.....	13,032
Battle Creek, MI.....	52,347	Chambersburg, PA.....	20,268
Bedford, MA.....	13,320	Chandler, AZ.....	236,123
Beekman, NY.....	14,621	Chanhassen, MN.....	22,952
Belleair Beach, FL.....	1,560	Charlotte County, FL.....	159,978
Bellevue, WA.....	122,363	Charlotte, NC.....	731,424
Bellingham, WA.....	80,885	Chesapeake, VA.....	222,209
Beltrami County, MN.....	44,442	Chesterfield County, VA.....	316,236
Benbrook, TX.....	21,234	Cheyenne, WY.....	59,466
Bend, OR.....	76,639	Chittenden County, VT.....	156,545
Benicia, CA.....	26,997	Chula Vista, CA.....	243,916
Bettendorf, IA.....	33,217	Clark County, WA.....	425,363
Billings, MT.....	104,170	Clay County, MO.....	221,939
Blacksburg, VA.....	42,620	Clayton, MO.....	15,939
Bloomfield, NM.....	8,112	Clear Creek County, CO.....	9,088
Bloomington, IL.....	76,610	Clearwater, FL.....	107,685
Blue Ash, OH.....	12,114	Cococino County, AZ.....	134,421
Blue Earth, MN.....	3,353	Colleyville, TX.....	22,807
Blue Springs, MO.....	52,575	Collier County, FL.....	321,520
Boise, ID.....	205,671	Collinsville, IL.....	25,579
Borough of Ebensburg, PA.....	3,351	Colorado Springs, CO.....	416,427
Botetourt County, VA.....	33,148	Columbus, WI.....	4,991
Boulder County, CO.....	294,567	Commerce City, CO.....	45,913
Boulder, CO.....	97,385	Concord, CA.....	122,067

Concord, MA .....	17,668	Federal Way, WA .....	89,306
Concord, NC .....	79,066	Fishers, IN .....	76,794
Conyers, GA .....	15,195	Flagstaff, AZ .....	65,870
Cookeville, TN .....	30,435	Florence, AZ .....	25,536
Cooper City, FL .....	28,547	Flower Mound, TX .....	64,669
Coral Springs, FL .....	121,096	Flushing, MI .....	8,389
Coronado, CA .....	18,912	Forest Grove, OR .....	21,083
Corpus Christi, TX .....	305,215	Fort Collins, CO .....	143,986
Corvallis, OR .....	54,462	Fort Worth, TX .....	741,206
Coventry, CT .....	2,990	Fredericksburg, VA .....	24,286
Craig, CO .....	9,464	Freeport, IL .....	25,638
Cranberry Township, PA .....	28,098	Fridley, MN .....	27,208
Crested Butte, CO .....	1,487	Fruita, CO .....	12,646
Crystal Lake, IL .....	40,743	Gainesville, FL .....	124,354
Cumberland County, PA .....	235,406	Gaithersburg, MD .....	59,933
Cupertino, CA .....	58,302	Galt, CA .....	23,647
Dakota County, MN .....	398,552	Garden City, KS .....	26,658
Dallas, TX .....	1,197,816	Gardner, KS .....	19,123
Dania Beach, FL .....	29,639	Geneva, NY .....	13,261
Davenport, IA .....	99,685	Georgetown, CO .....	1,034
Davidson, NC .....	10,944	Georgetown, TX .....	47,400
Daviess County, KY .....	96,656	Gig Harbor, WA .....	7,126
Davis, CA .....	65,622	Gilbert, AZ .....	208,453
Daytona Beach, FL .....	61,005	Gillette, WY .....	29,087
De Pere, WI .....	23,800	Gladstone, MI .....	4,973
Decatur, GA .....	19,335	Golden, CO .....	18,867
DeKalb, IL .....	43,862	Goodyear, AZ .....	65,275
Del Mar, CA .....	4,161	Grand County, CO .....	14,843
Delaware, OH .....	34,753	Grand Island, NE .....	48,520
Delray Beach, FL .....	60,522	Grand Prairie, TX .....	175,396
Denton, TX .....	113,383	Greeley, CO .....	92,889
Denver, CO .....	600,158	Green Valley, AZ .....	21,391
Des Moines, IA .....	203,433	Greenwood Village, CO .....	13,925
Destin, FL .....	12,305	Greer, SC .....	25,515
Dewey-Humboldt, AZ .....	3,894	Guelph, Ontario, Canada .....	121,668
District of Saanich, Victoria, Canada .....	109,661	Gulf Shores, AL .....	9,741
Dorchester County, MD .....	32,618	Gunnison County, CO .....	15,324
Dover, DE .....	36,047	Gurnee, IL .....	31,295
Dover, NH .....	29,987	Hamilton, OH .....	62,477
Dublin, CA .....	46,036	Hampton, VA .....	137,436
Dublin, OH .....	41,751	Hanover County, VA .....	99,863
Duluth, MN .....	86,265	Harrisonville, MO .....	10,019
Duncanville, TX .....	38,524	Hartford, CT .....	124,775
Durango, CO .....	16,887	Henderson, NV .....	257,729
East Providence, RI .....	47,037	Hermiston, OR .....	16,745
Eau Claire, WI .....	65,883	Herndon, VA .....	23,292
Edmond, OK .....	81,405	High Point, NC .....	104,371
Edmonton, Canada .....	1,159,869	Highland Park, IL .....	29,763
El Cerrito, CA .....	23,549	Highlands Ranch, CO .....	96,713
El Paso, TX .....	649,121	Hillsborough County, FL .....	1,229,226
Elk Grove, CA .....	153,015	Hillsborough, NC .....	6,087
Ellisville, MO .....	9,133	Honolulu, HI .....	953,207
Elmhurst, IL .....	44,121	Hopewell, VA .....	22,591
Englewood, CO .....	30,255	Hoquiam, WA .....	8,726
Ephrata Borough, PA .....	13,394	Hot Sulphur Springs, CO .....	663
Escambia County, FL .....	297,619	Houston, TX .....	2,099,451
Escanaba, MI .....	12,616	Howell, MI .....	9,489
Estes Park, CO .....	5,858	Hudson, CO .....	2,356
Eugene, OR .....	156,185	Hurst, TX .....	37,337
Eustis, FL .....	18,558	Hutchinson, MN .....	14,178
Evanston, IL .....	74,486	Hutto, TX .....	14,698
Fairway, KS .....	3,882	Indian Trail, NC .....	33,518
Farmington Hills, MI .....	79,740	Indianola, IA .....	14,782
Farmington, NM .....	45,877	Irving, TX .....	216,290
Farmington, UT .....	18,275	Jackson County, MI .....	160,248
Fayetteville, AR .....	73,580	Jackson County, OR .....	203,206

James City County, VA	67,009	Menlo Park, CA	32,026
Jefferson City, MO	43,079	Meridian Charter Township, MI	39,688
Jefferson County, CO	534,543	Meridian, ID	75,092
Jerome, ID	10,890	Merriam, KS	11,003
Johnson County, KS	544,179	Merrill, WI	9,661
Joplin, MO	50,150	Mesa County, CO	146,723
Jupiter, FL	55,156	Mesa, AZ	439,041
Kalamazoo, MI	74,262	Miami Beach, FL	87,779
Kamloops, Canada	86,376	Midland, MI	41,863
Kannapolis, NC	42,625	Milton, GA	32,661
Keizer, OR	36,478	Minneapolis, MN	382,578
Kelowna, Canada	96,288	Mission Viejo, CA	93,305
Kettering, OH	56,163	Mission, KS	9,323
Kirkland, WA	48,787	Missoula, MT	66,788
Kissimmee, FL	59,682	Montgomery County, MD	971,777
Kitsap County, WA	251,133	Montgomery County, VA	94,392
Kutztown Borough, PA	5,012	Montpelier, VT	7,855
La Mesa, CA	57,065	Montrose, CO	19,132
La Plata, MD	8,753	Mooreville, NC	32,711
La Porte, TX	33,800	Morgantown, WV	29,660
La Vista, NE	15,758	Morristown, TN	29,137
Laguna Beach, CA	22,723	Moscow, ID	23,800
Lakewood, CO	142,980	Mountain View, CA	74,066
Lane County, OR	351,715	Mountlake Terrace, WA	19,909
Laramie, WY	30,816	Multnomah County, OR	735,334
Larimer County, CO	299,630	Munster, IN	23,603
Lawrence, KS	87,643	Muscatine, IA	22,886
League City, TX	83,560	Naperville, IL	141,853
Lebanon, NH	13,151	Nashville, TN	601,222
Lebanon, OH	20,033	Needham, MA	28,886
Lee County, FL	618,754	New Orleans, LA	343,829
Lee's Summit, MO	91,364	New York City, NY	8,175,133
Lexington, VA	7,042	Newport Beach, CA	85,186
Liberty, MO	29,149	Newport News, VA	180,719
Lincolnwood, IL	12,590	Newport, RI	24,672
Little Rock, AR	193,524	Noblesville, IN	51,969
Livermore, CA	80,968	Normal, IL	52,497
Lodi, CA	62,134	Norman, OK	110,925
Lone Tree, CO	10,218	North Branch, MN	10,125
Long Beach, CA	462,257	North Las Vegas, NV	216,961
Longmont, CO	86,270	North Palm Beach, FL	12,015
Los Alamos County, NM	17,950	Northglenn, CO	35,789
Louisville, CO	18,376	Novi, MI	55,224
Loveland, CO	66,859	O'Fallon, IL	28,281
Lower Providence Township, PA	25,436	O'Fallon, MO	79,329
Lyme, NH	11,260	Oak Park, IL	51,878
Lynchburg, VA	75,568	Oak Ridge, TN	29,330
Lynnwood, WA	35,836	Oakland Park, FL	41,363
Lynwood, CA	69,772	Oakland Township, MI	41,070
Lyons, IL	10,729	Oakville, Canada	182,520
Madison, WI	233,209	Ocala, FL	56,315
Maple Grove, MN	61,567	Ocean City, MD	7,102
Maple Valley, WA	22,684	Ogdensburg, NY	11,128
Marana, AZ	34,961	Oklahoma City, OK	579,999
Maricopa County, AZ	3,817,117	Olathe, KS	125,872
Marion, IA	33,309	Oldsmar, FL	13,591
Maryland Heights, MO	27,472	Olmsted County, MN	144,248
Maryville, MO	11,972	Olympia, WA	46,478
Mayer, MN	1,749	Orange Village, OH	3,323
McAllen, TX	129,877	Orland Park, IL	56,767
McDonough, GA	22,084	Oshkosh, WI	66,083
McKinney, TX	131,117	Ottawa County, MI	263,801
McMinnville, OR	32,187	Overland Park, KS	173,372
Mecklenburg County, NC	919,628	Oviedo, FL	33,342
Medford, OR	74,907	Palatine, IL	68,557
Medina, MN	4,892	Palm Bay, FL	103,190

Palm Beach County, FL	1,320,134	Salt Lake City, UT	186,440
Palm Beach Gardens, FL	48,452	San Diego, CA	1,307,402
Palm Coast, FL	75,180	San Francisco, CA	805,235
Palm Springs, CA	44,552	San Jose, CA	945,942
Palo Alto, CA	64,403	San Juan County, NM	130,044
Panama City, FL	36,484	San Luis Obispo County, CA	269,637
Park City, UT	7,558	San Marcos, TX	44,894
Park Ridge, IL	37,480	San Rafael, CA	57,713
Parker, CO	45,297	Sandusky, OH	25,793
Pasadena, TX	149,043	Sandy Springs, GA	93,853
Pasco County, FL	464,697	Sandy, UT	87,461
Pasco, WA	59,781	Sanford, FL	53,570
Peachtree City, GA	34,364	Santa Barbara County, CA	423,895
Peoria County, IL	186,494	Santa Monica, CA	89,736
Peoria, AZ	154,065	Sarasota, FL	51,917
Peters Township, PA	21,213	Sault Sainte Marie, MI	14,144
Petoskey, MI	5,670	Savannah, GA	136,286
Philadelphia, PA	1,526,006	Scarborough, ME	4,403
Phoenix, AZ	1,445,632	Scott County, MN	129,928
Pinal County, AZ	375,770	Scottsdale, AZ	217,385
Pinellas County, FL	916,542	Seaside, CA	33,025
Pinellas Park, FL	49,079	Sedona, AZ	10,031
Piqua, OH	25,172	Seminole, FL	17,233
Pitkin County, CO	17,148	Shenandoah, TX	2,134
Plano, TX	259,841	Sherman, IL	4,148
Platte City, MO	4,691	Shorewood, IL	15,615
Pocatello, ID	54,255	Shorewood, MN	7,307
Port Huron, MI	30,184	Shrewsbury, MA	35,608
Port Orange, FL	56,048	Sioux Falls, SD	153,888
Port St. Lucie, FL	164,603	Skokie, IL	64,784
Portland, OR	583,776	Smyrna, GA	51,271
Post Falls, ID	27,574	Snellville, GA	18,242
Poway, CA	47,811	Snoqualmie, WA	10,670
Prescott Valley, AZ	38,822	South Daytona, FL	12,252
Prince William County, VA	402,002	South Haven, MI	4,403
Provo, UT	112,488	South Lake Tahoe, CA	21,403
Pueblo, CO	106,595	South Portland, ME	25,002
Purcellville, VA	7,727	Southlake, TX	26,575
Queen Creek, AZ	26,361	Sparks, NV	90,264
Radford, VA	16,408	Spokane Valley, WA	89,755
Rancho Cordova, CA	64,776	Spotsylvania County, VA	122,397
Rapid City, SD	67,956	Springboro, OH	17,409
Raymore, MO	19,206	Springfield, OR	59,403
Redmond, WA	54,144	Springville, UT	29,466
Rehoboth Beach, DE	1,327	St. Cloud, FL	35,183
Reno, NV	225,221	St. Louis County, MN	200,226
Renton, WA	90,927	Stafford County, VA	128,961
Richmond Heights, MO	8,603	Starkville, MS	23,888
Richmond, CA	103,701	State College, PA	42,034
Rio Rancho, NM	87,521	Steamboat Springs, CO	12,088
Riverdale, UT	8,426	Sterling, CO	14,777
Riverside, IL	8,875	Stillwater, OK	45,688
Riverside, MO	2,937	Stockton, CA	291,707
Roanoke, VA	97,032	Suamico, WI	4,095
Rochester, MI	12,711	Sugar Grove, IL	8,997
Rock Hill, SC	66,154	Sugar Land, TX	78,817
Rockford Park District, IL	NA	Summit County, CO	27,994
Rockville, MD	61,209	Summit, NJ	21,457
Roeland Park, KS	6,731	Sunnyvale, CA	140,081
Rolla, MO	19,559	Surprise, AZ	117,517
Roswell, GA	88,346	Suwanee, GA	15,355
Round Rock, TX	99,887	Tacoma, WA	198,397
Rowlett, TX	56,199	Takoma Park, MD	16,715
Saco, ME	18,482	Tallahassee, FL	181,376
Salida, CO	5,236	Temecula, CA	100,097
Salina, KS	47,707	Tempe, AZ	161,719

Temple, TX.....	66,102	Wausau, WI .....	39,106
Teton County, WY .....	21,294	Wentzville, MO .....	29,070
The Colony, TX.....	36,328	West Des Moines, IA.....	56,609
Thornton, CO.....	118,772	West Richland, WA .....	11,811
Thousand Oaks, CA.....	126,683	Westlake, TX .....	992
Thunder Bay, Canada .....	108,359	Westminster, CO.....	106,114
Titusville, FL.....	43,761	Wheat Ridge, CO.....	30,166
Tomball, TX.....	10,753	White House, TN.....	10,255
Tualatin, OR.....	26,054	Whitehorse, Canada .....	26,418
Tulsa, OK .....	391,906	Whitewater Township, MI .....	198
Tuskegee, AL .....	9,865	Wichita, KS.....	382,368
Twin Falls, ID .....	44,125	Williamsburg, VA .....	14,068
Upper Arlington, OH.....	33,771	Wilmington, IL.....	5,724
Upper Merion Township, PA .....	28,395	Wilmington, NC.....	106,476
Urbandale, IA .....	39,463	Wind Point, WI.....	1,723
Valdez, AK .....	3,976	Windsor, CO.....	18,644
Vancouver, WA.....	161,791	Windsor, CT .....	29,044
Vestavia Hills, AL .....	34,033	Winnipeg, Canada.....	663,617
Victoria, Canada .....	78,659	Winston-Salem, NC.....	229,617
Village of Howard City, MI.....	1,808	Winter Garden, FL.....	34,568
Virginia Beach, VA .....	437,994	Winter Park, FL .....	27,852
Visalia, CA.....	124,442	Woodbury, MN .....	61,961
Volusia County, FL.....	494,593	Woodland, WA .....	5,509
Wahpeton, ND.....	7,766	Woodridge, IL .....	32,971
Wake Forest, NC.....	30,117	Worcester, MA.....	181,045
Walnut Creek, CA .....	64,173	Yellowknife, Canada.....	18,700
Walton County, FL.....	55,043	York County, VA .....	65,464
Washington City, UT.....	18,761	Yuma County, AZ .....	195,751
Washington County, MN .....	238,136	Yuma, AZ.....	93,064
Washoe County, NV .....	421,407		
Watauga, TX.....	23,497		

### Jurisdictions Included in Front Range Comparisons

Arapahoe County, CO.....	572,003	Highlands Ranch, CO.....	96,713
Arvada, CO .....	106,433	Jefferson County, CO .....	534,543
Aspen, CO.....	6,658	Lakewood, CO.....	142,980
Aurora, CO.....	325,078	Larimer County, CO.....	299,630
Boulder County, CO.....	294,567	Lone Tree, CO .....	10,218
Boulder, CO .....	97,385	Longmont, CO.....	86,270
Centennial, CO.....	100,377	Louisville, CO.....	18,376
Colorado Springs, CO.....	416,427	Northglenn, CO.....	35,789
Denver, CO .....	600,158	Parker, CO.....	45,297
Englewood, CO .....	30,255	Thornton, CO .....	118,772
Estes Park, CO .....	5,858	Westminster, CO.....	106,114
Fort Collins, CO.....	143,986	Wheat Ridge, CO.....	30,166
Greeley, CO .....	92,889	Windsor, CO.....	18,644
Greenwood Village, CO .....	13,925		

## **Appendix I. Survey Materials**

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Examples of the prenotification postcards, cover letters, and survey instrument mailed to respondents appear on the following pages.

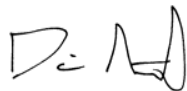
Dear Fort Collins Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Fort Collins. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important study!

Sincerely,



Karen Weitkunat, Mayor



Darin Atteberry, City Manager

Dear Fort Collins Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Fort Collins. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important study!

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Karen Weitkunat, Mayor



Darin Atteberry, City Manager

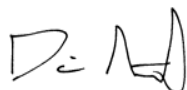
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Sincerely,



Karen Weitkunat, Mayor



Darin Atteberry, City Manager



City Manager's Office  
300 LaPorte Avenue  
PO Box 580  
Fort Collins, CO 80522  
**970.221.6505**  
970.224.6107 - fax  
[fcgov.com](http://fcgov.com)

Dear Fort Collins Resident:

We would like your help in evaluating City government, services and programs. By completing the enclosed questionnaire, you will have an important role in shaping the future efforts of the City.

Your household is one of a randomly selected few being asked to participate in the Fort Collins Citizen Survey. Please take a few minutes to fill out the enclosed Citizen Survey. Your opinion matters to us, and we will use the survey results to improve City government, services and programs. Please participate!

**To get a scientifically reliable sample of Fort Collins residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. The year of birth of the adult does not matter.**

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. Your answers are completely anonymous and will be reported in group form only.

Thank you very much for taking a few minutes to share your thoughts and opinions. If you have any questions about this survey, please contact Kim Newcomer at (970) 221-6207.

Sincerely,

A handwritten signature in cursive script that reads "Karen Weitkunat".

Karen Weitkunat, Mayor

A handwritten signature in cursive script that reads "Darin Atteberry".

Darin Atteberry, City Manager





City Manager's Office  
300 LaPorte Avenue  
PO Box 580  
Fort Collins, CO 80522  
**970.221.6505**  
970.224.6107 - fax  
fcgov.com

Dear Fort Collins Resident:

About a week ago we sent you this survey that asks for your opinion about the City of Fort Collins. **If you have already completed the survey and returned it, we thank you and ask you to disregard this letter. Please do not complete the survey a second time.** If you haven't had a chance to get to the survey, we ask you to spend a few moments to complete it now. Your input is very important to us.

We would like your help in evaluating City government, services and programs. Your household is one of a randomly selected few being asked to participate in the Fort Collins Citizen Survey. By completing the enclosed questionnaire, you will have an important role in shaping the future efforts of the City.

**To get a scientifically reliable sample of Fort Collins residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. The year of birth of the adult does not matter.**

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. Your opinion matters to us, and we will use the survey results to improve City government, services and programs. Your answers are completely anonymous and will be reported in group form only.

Thank you very much for taking a few minutes to share your thoughts and opinions. If you have any questions about this survey, please contact Kim Newcomer at (970) 221-6207.

Sincerely,

A handwritten signature in cursive script that reads "Karen Weitkunat".

Karen Weitkunat, Mayor

A handwritten signature in cursive script that reads "Darin Atteberry".

Darin Atteberry, City Manager

# 2012 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
Quality of shopping opportunities .....	1	2	3	4	5	6
Quality of dining opportunities .....	1	2	3	4	5	6
Quality of entertainment opportunities.....	1	2	3	4	5	6
Availability of job opportunities .....	1	2	3	4	5	6
Availability of affordable quality housing.....	1	2	3	4	5	6
Quality of arts and cultural opportunities.....	1	2	3	4	5	6
Quality 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 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
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

**2012 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.**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> At least once per day  | <input type="checkbox"/> At least once per month | <input type="checkbox"/> Less often than once per year |
| <input type="checkbox"/> At least once per week | <input type="checkbox"/> At least once per year  | <input type="checkbox"/> Never                         |

**Community Safety**

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

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

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

	Very <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5	6
Fire prevention/education .....	1	2	3	4	5	6
Fire response time .....	1	2	3	4	5	6
Fire services overall .....	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
Noise enforcement.....	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
Natural Areas Ranger services.....	1	2	3	4	5	6

**2012 Fort Collins Citizen Survey**

**Utilities**

**8. 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>
Drinking water .....	1	2	3	4	5	6
Electric services .....	1	2	3	4	5	6
Sewer services .....	1	2	3	4	5	6
Storm drainage .....	1	2	3	4	5	6
Utility billing.....	1	2	3	4	5	6
Utilities overall.....	1	2	3	4	5	6

**Transportation**

**9. 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 .....	1	2	3	4	5	6
Ease of traveling by public transportation .....	1	2	3	4	5	6
As a walkable city .....	1	2	3	4	5	6
Ease of traveling 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

**City Government**

**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>
Welcoming citizen involvement .....	1	2	3	4	5	6
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
Encouraging sustainability in the community .....	1	2	3	4	5	6
Overall direction of the City .....	1	2	3	4	5	6

**Economic Health**

**11. 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>
Support of businesses .....	1	2	3	4	5	6
Economic health strategies .....	1	2	3	4	5	6

**2012 Fort Collins Citizen Survey**

**Recreational and Cultural Programs and Facilities**

**12. 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
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 and Discovery Science Center .....	1	2	3	4	5	6
Adult recreation programs .....	1	2	3	4	5	6
Senior recreation programs.....	1	2	3	4	5	6
Youth/teen recreation programs .....	1	2	3	4	5	6

**City Services**

**13. 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**

**14. Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?**

- Yes → Answer Q14A ONLY  
 No → Answer Q14B ONLY

**14A. 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
Promptness .....	1	2	3	4	5	6
Knowledge .....	1	2	3	4	5	6
Making you feel valued.....	1	2	3	4	5	6
Overall impression .....	1	2	3	4	5	6

**14B. 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
Promptness in responding to inquiries and service requests ..	1	2	3	4	5	6
Making citizens or customers feel valued.....	1	2	3	4	5	6

**2012 Fort Collins Citizen Survey**

**City Planning and Fiscal Management**

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

	<u>More effort</u>	<u>Same effort</u>	<u>Less effort</u>	<u>No opinion</u>
<b>Economy:</b> Includes economic planning and development activities .....	1	2	3	4
<b>Environment:</b> Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community ...	1	2	3	4
<b>Neighborhoods:</b> Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing .....	1	2	3	4
<b>Safety:</b> Includes police, fire and emergency medical response, and building inspection .....	1	2	3	4
<b>Culture, Parks &amp; Recreation:</b> 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
<b>Transportation:</b> Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management .....	1	2	3	4
<b>General Government:</b> Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair .....	1	2	3	4

**16. If you answered "more effort" for any of the items in question 14, what specific services would you like to see increased?**

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**17. If you answered "less effort" for any of the items in question 14, what specific services would you like to see reduced?**

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**City Information**

**18. Please rate the City's performance in the following area.**

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Informing citizens .....	1	2	3	4	5	6

**2012 Fort Collins Citizen Survey**

**19. 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
Word of mouth .....	1	2	3	4
Newspaper (print or online) .....	1	2	3	4
Radio .....	1	2	3	4
Television news .....	1	2	3	4
Social media (Facebook, Twitter, etc.) .....	1	2	3	4
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)...	1	2	3	4

**20. How does your household primarily receive television programming?**

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

**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.

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

\_\_\_\_\_ Years

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

\_\_\_\_\_ Years

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

- Yes → GO TO QUESTION 24
- No → GO TO QUESTION 25

**24. Which college or university do you attend?**

- Colorado State University
- Front Range Community College
- Another local college or university

**25. Which of the age groups below best describes you?**

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 +

**26. Your gender**

- Male
- Female

**27. 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

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

- Own
- Rent

Thank you very much! Please return the completed questionnaire to National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502-9922 in the postage-paid envelope provided. If you would like a copy of the survey results, go to [fcgov.com/citizensurvey](http://fcgov.com/citizensurvey) or call (970) 416-2028.