

Citizen Survey Report of Results

November 2015



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Executive Summary

Background

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. Residents also provide feedback to the City government on what is working well and what is not, and identify priorities for community planning and resource allocation. The Fort Collins Citizen Survey was first conducted in 2001. This report outlines the results for the 2015 survey, which was the eighth iteration.

For the 2015 survey, 2,700 residents within city boundaries and 300 Colorado State University (CSU) dormitory students were randomly selected to receive survey mailings in September 2015. Respondents were given the option to complete the survey online in English or in Spanish, if desired. Of the 3,000 surveys mailed, about 86 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,914 households and dormitory students that received a survey, 674 completed the survey (56 were completed online and all were completed in English), 29 of which were CSU dormitory students, providing an overall response rate of 23%. 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 results (674 respondents).

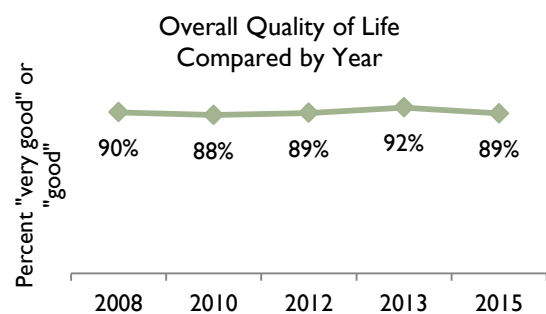
Comparisons are made between 2015 responses and those from prior years, when available. The 2015 results also were compared by demographic characteristics of respondents and geographic subarea of residence. In addition, the City of Fort Collins elected to have results compared to those of other jurisdictions 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 community surveys from approximately 500 jurisdictions.

Key Findings

Community and Neighborhood Livability

Residents continue to enjoy a high quality of life.

- Residents of Fort Collins continued to enjoy a high quality of life, as nearly 9 out of 10 respondents rated the overall quality of life as very good or good, which was higher than the national and Front Range benchmarks.
- Nearly all residents gave favorable marks to Fort Collins as a place to live and about 9 in 10 indicated that the City was a good place to raise children and to attend college.
- Most ratings remained stable; however, while positive ratings for community acceptance of all people decreased from 2013 to 2015, compared to other Front Range communities, Fort Collins was ranked the best place for community accepting of all people.
- Close to 9 in 10 residents rated their neighborhoods as a very good or good place to live and over three-quarters favorably rated their neighborhoods as a place to raise children. Both of these ratings were higher than those seen in communities across the nation and the Front Range.
- In 2015, participants reported that they knew, on average, about nine of their close neighbors by name.



Affordable housing is considered an important area of focus by many residents.

- Evaluations of the availability of affordable quality housing decreased from 2013 to 2015, with 17% saying it was very good or good in 2015. This rating also was lower than the national and Front Range benchmarks.
- Students (those who attended college full or part time) tended to give higher ratings to the availability of affordable housing.
- When asked to identify services or amenities to which they would like the City to apply more effort, about one-quarter of residents mentioned affordable housing/student housing in the future.
- About one-third of participants stated that they would like issues related to neighborhoods and housing be one of the top three priorities for the City in the next five years.

Safe Community

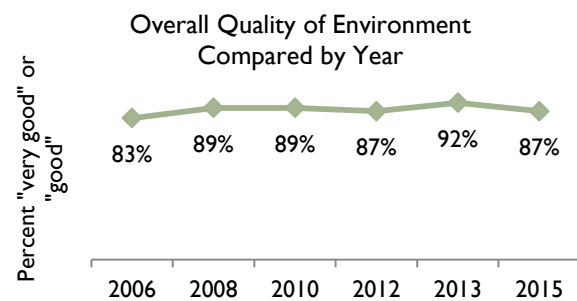
Survey respondents feel safe in the community and appreciate safety services.

- As in previous years, Fort Collins residents gave high ratings to the overall safety of the City in 2015, with 9 in 10 giving very good or good ratings. This rating was higher than the U.S. and Front Range benchmarks.
- Participants living South of Harmony, men and residents living in detached housing units gave higher ratings to the overall safety of residents than other participants.
- Nearly all residents felt always or usually safe in their neighborhoods, in Downtown Fort Collins and in the City overall during the day and at least two-thirds felt safe in these areas at night.
- More than 8 in 10 residents gave high marks to fire response time, fire services overall and Natural Areas Ranger services.
- At least 7 in 10 participants gave positive ratings to fire prevention/education, disaster response and restoration of services, emergency preparedness, police response time and police services overall.
- When ratings were compared, Fort Collins' emergency preparedness was ranked second in the nation and first in the Front Range.

Environmental Health

Fort Collins residents are pleased with their environment and consider it a focus area for the City.

- Close to 9 in 10 participants rated the overall quality of the in environment Fort Collins' as very good or good in 2015, a rating that has remained stable since 2008.
- At least three-quarters of survey respondents awarded high marks to recycling programs and conservation efforts and over 8 in 10 rated air quality and the community's visual attractiveness favorably.
- The ratings for air quality decreased from 2013 to 2015, but the trend for recycling programs, conservation efforts and community's visual attractiveness remained similar to previous years.
- Fort Collins was rated first in air quality and second in community's visual attractiveness when compared to other Front Range communities.
- Nearly a quarter of participants identified recycling and environmental sustainability services as important areas for increased effort by the City.
- Three in 10 survey respondents reported that environmental issues should be a top priority for the City of Fort Collins.
- When asked about their support for adding restrictions to the disposal of recyclables and yard waste, at least two-thirds of respondents would support the City prohibiting the disposal of recyclables in residential trash cans, while about 6 in 10 would at least somewhat support banning yard waste from being sent to the landfill. Only about 2 in 10 indicated they would strongly oppose either measure.



Transportation

Respondents feel transportation and traffic are the biggest areas of improvement for the City.

- Ease of travel by bicycle was given positive ratings by nearly 8 in 10 respondents and 6 in 10 residents also felt that Fort Collins was a good or very good walkable city.
- About 4 in 10 gave high marks to ease of travel by public transportation and street maintenance, while close to one-third rated ease of driving positively.
- The level of traffic congestion was rated favorably by 13%; this rating was lower than the national and Front Range benchmarks and lower when compared to 2013 evaluations.
- Ratings for Fort Collins as a walkable city, street maintenance, ease of driving and availability of parking Downtown also decreased from 2013 to 2015; yet, ratings for ease of traveling by public transportation, Fort Collins as a walkable city, ease of travel by bicycle and street maintenance were higher or much higher than ratings given to other communities across the U.S.
- Participants who had lived in Fort Collins 11 years or longer, non-students and individuals aged 35-54 were more likely to give lower ratings to the ease of travel by public transportation compared to other residents.
- Almost three-quarters of respondents felt that Fort Collins should expend more effort in the area of transportation and traffic, and transportation was identified as the biggest issue facing the City –63% of those who specified City priorities.

Culture and Recreation

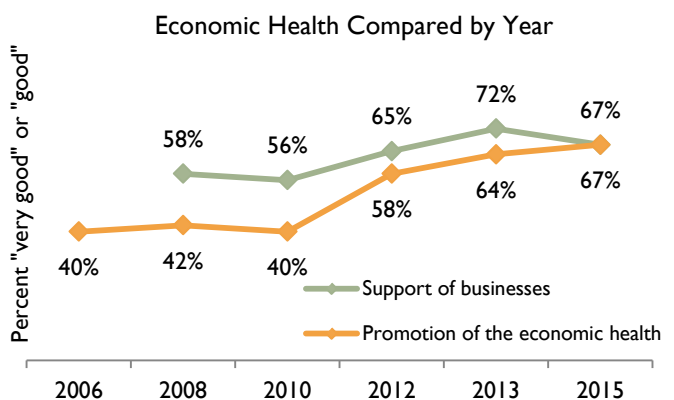
Residents enjoy the cultural and recreational opportunities provided by the City of Fort Collins.

- About 9 in 10 residents rated the quality of recreational opportunities and public library services highly and these ratings remained stable over time.
- Two-thirds of participants also gave high marks to the quality of arts and cultural opportunities; however, this rating was lower than in 2013, but similar to ratings in 2012.
- All three community measures of culture and recreation were rated much higher by residents in Fort Collins compared to jurisdictions across the nation and the Front Range.
- Nearly all residents gave exceptional ratings to recreational trails, natural areas and open space, parks, the Fort Collins Senior Center and The Gardens on Spring Creek.
- Parks, recreational and cultural programs and facilities were rated much higher than the national average. When comparisons could be made, Fort Collins residents’ also rated these areas higher than other Front Range residents.

Economic Health

Respondents value the available job opportunities and many feel positively about the support Fort Collins provides for businesses.

- As in previous years, Fort Collins was favorably rated as a place to work, with 78% of residents rating very good or good. This rating was much higher than ratings in national and Front Range comparison communities.
- Forty-two percent of respondents favorable rated the availability of job opportunities, a rating that increased since the last iteration of the survey.
- Residents from the South of Harmony area gave higher ratings to Fort Collins as a place to work, while residents who lived in the



Northwest/CSU area were the most appreciative of shopping opportunities.

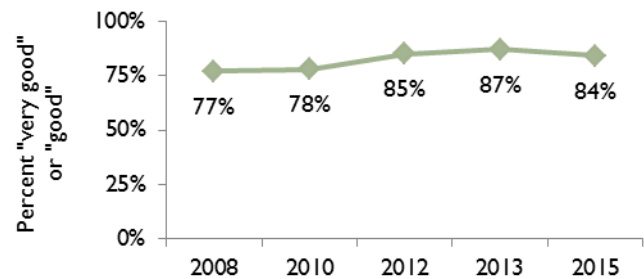
- About two-thirds of respondents thought that the City did a very good or good job supporting businesses and promoting the economic health of the City and two-thirds also gave high marks to the quality of shopping opportunities.
- For the first time in 2015, residents were also asked to rate the City's performance encouraging a variety of businesses, retaining existing businesses and attracting new businesses. About 6 in 10 evaluated these aspects of economic health as very good or good.
- Overall, residents from the Northwest/CSU area, those who had lived in Fort Collins five years or less, individuals living in dorm housing, students and younger participants were more likely to give higher ratings to most aspects of economic health than other residents.

High-Performing Government

Survey respondents think highly of City services.

- Ratings for the overall quality of services provided by the City of Fort Collins were very positive, with 84% of respondents giving favorable ratings; a rating that has remained stable over time. This rating was much higher than the national and Front Range benchmarks.
- Older respondents and long-term residents were less likely to rate the overall quality of City services as very good or good.

Overall Quality of City Services Compared by Year



City government performance is rated positively by a majority of residents, but ratings for some measures have decreased over time.

- Encouraging sustainability in the community was rated the most positively, with 7 in 10 respondents giving very good or good ratings. .
- The overall direction of the City was rated positively by about two-thirds of participants, while close to 6 in 10 gave Fort Collins high marks for the efficient operation of programs and services.
- Ratings for the efficient operation of programs and services and managing and planning for growth decreased from 2013 to 2015.
- The overall direction of the City was rated much higher than other communities in the U.S. and in the Front Range.
- Almost 7 in 10 residents reported that the City does a very good or good job welcoming citizen involvement and a majority also rated the City favorably for the job they do informing residents and listening to citizens.
- Ratings for city information aspects tended to be higher or much higher than ratings given by residents in other communities, both nationally and in the Front Range.
- Of the 54% of respondents who reported contact with a City employee in the prior 12 months, about 8 in 10 felt that the employee was courteous, prompt, and knowledgeable. Sixty-nine percent of respondents felt valued by the employee and close to 8 in 10 participants had a very good or good overall impression of the employee.

Survey Background

Survey Purpose

The City of Fort Collins contracted with National Research Center, Inc. (NRC) to conduct a community-wide citizen survey. The 2015 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 satisfaction with the local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate priorities for community planning and resource allocation. This is the eighth iteration of the survey since 2001.

Methods

The 2015 survey was mailed to 2,700 randomly selected Fort Collins residents and 300 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 September 2015. 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 pre-addressed, postage-paid envelope. Respondents were given the option to complete the survey online in English or in Spanish. 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 2,914 households and students that received the survey, 674 respondents completed a survey (56 were completed online), 29 of which were returned by students living in dormitories. No surveys were completed in Spanish. The overall response rate was 23%.

Survey results were weighted so that the respondent gender, age, housing unit type (single or multiple family dwelling), tenure (rent, own or living in group quarters) and location of residence were more closely represented in the proportions reflective of the entire city. (For more information see *Appendix H. 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 30% 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 (674 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 eighth in a series of citizen surveys, the 2015 results are presented along with past ratings when available. Differences between percentages reported in the body of the report between 2015 and 2013 can be considered “statistically significant” if they are six percentage points or more. 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 select findings 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 Communities

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from over 500 communities whose residents evaluated their services. Conducted with typically no fewer than 400 residents in each community, opinions are intended to represent over 30 million Americans.

National and Front Range benchmark comparisons have been included in the report when available. 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 communities 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. Additional information on NRC’s benchmarking database, including communities to which Fort Collins was compared nationally and in the Front Range, can be found in *Appendix F. Benchmark Comparisons*.

Where comparisons for quality ratings were available, the City of Fort Collins results were generally noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark. 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 lower” or “much higher”). These labels come from a statistical comparison of Fort Collins’ rating to the benchmark where a rating is considered “similar” if it is within the margin of error (less than three points on the 100-point scale); “higher” or “lower” if the difference between Fort Collins’ rating and the benchmark is greater than the margin of error (greater than three points but less than six points); and “much higher” or “much lower” if the difference between Fort Collins’ rating and the benchmark is more than twice the margin of error (six points or greater). Comparisons for a number of items on the survey are not available in the benchmark database (e.g., some of the city services or aspects of government performance). These items are excluded from the benchmark tables.

Survey Results

The Fort Collins Citizen Survey is comprehensive, covering many topics related to life in the community. The 2015 report of results is organized around the City's seven priorities highlighted in the 2015-2016 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.

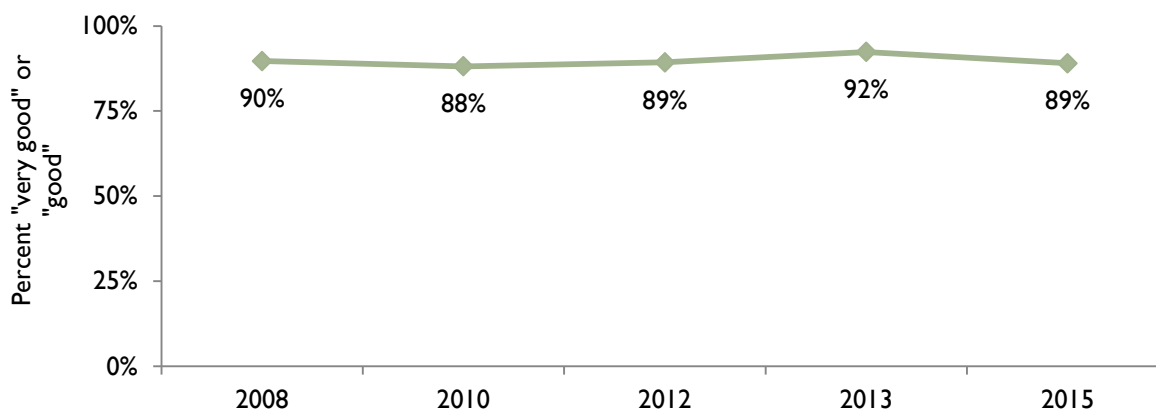
Community and Neighborhood Livability

Aspects of Quality of Life and Community

Residents' perceptions of their quality of life and the quality of their neighborhood are central to gauging community livability. Fort Collins residents gave exceptionally high marks to the overall quality of life in Fort Collins, with nearly 9 in 10 awarding very good or good ratings in 2015. These ratings have remained stable over time. Ratings of quality of life were compared to ratings given by residents of other communities across the nation and those in the Front Range. Fort Collins' ratings for overall quality of life was much higher than the communities in each set of comparisons (see *Appendix F. Benchmark Comparisons* for more detail about the benchmark comparisons).

The 2015 survey results were compared by respondent geographic area of residence and demographic characteristics (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*). There were a few differences demographic characteristics. Residents who were 55 years or older, those who were Hispanic or some other race and those not working for pay tended to give lower rating to the overall quality of life in Fort Collins. There were no differences by area of residence.

Figure 1: Overall Quality of Life Compared by Year



Regarding residents' perspectives on the seven aspects of quality of life and community in Fort Collins, at least two-thirds of respondents gave very good or good ratings to nearly all aspects. Nearly all residents gave favorable marks to Fort Collins as a place to live and about 9 in 10 indicated that the City was a good place to raise children and to attend college. At least 8 in 10 participants thought highly of the quality of Fort Collins public schools and the community as a place to retire. About two-thirds of respondents gave positive ratings to the community's acceptance of all people and 17% of gave positive ratings to the availability of affordable quality housing.

Most of these aspects were stable over time; however, ratings for community acceptance decreased from 2013 to 2015 (75% very good or good in 2013 compared to 68% in 2015), as did the availability of affordable quality housing, which dropped from 31% very good or good in 2013 to 17% in 2015, but was similar to ratings reported in 2006 (see *Appendix B. Complete Set of Survey Frequencies* for a full set of responses to each question).

When compared to other communities, nearly all of the aspects were rated much higher than ratings in the national and Front Range comparisons, with the exception of the availability of affordable quality housing, which was much lower than the benchmarks. As in 2013, Fort Collins was ranked the best place for community acceptable of all people among the 20 Front Range communities that asked a similar question (see *Appendix F. Benchmark Comparisons*).

Ratings of quality of life and community differed by respondents' area of residence and demographic characteristics. For example, residents who had lived in detached housing units tended to give higher ratings of Fort Collins as a place to live overall, public schools and the City as a place to raise children. Students (those who attended college full or part time) gave higher ratings of affordable quality housing and the community as a place to attend college, but lower ratings to Fort Collins as a place to raise children. Those who were not working for pay tended to give lower reviews to many of these aspects of quality of life and community compared to those who were working for pay. Respondents from the Northeast area awarded lower rating to Fort Collins as a place to raise children, while residents from the area south of Harmony gave the highest marks for this measure. For a full set of comparisons, see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

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.	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	93%	97%	96%	92%	94%	84%	89%	89%
As a place to raise children	90%	92%	91%	88%	89%	85%	91%	90%
As a place to attend college	89%	88%	88%	90%	89%	87%	91%	94%
Quality of public schools	84%	82%	82%	78%	78%	79%	NA	NA
As a place to retire	81%	79%	78%	80%	80%	75%	72%	76%
Community acceptance of all people	68%	75%	69%	63%	67%	53%	61%	59%
Availability of affordable quality housing	17%	31%	33%	42%	31%	14%	21%	17%

Percent reporting "very good" or "good."

Note: in the 2010 survey, "Community acceptance of all people" was worded as "Community openness and acceptance of all people."

Quality of Neighborhoods

Survey respondents were also asked to rate the quality of their neighborhoods. In 2015, 86% of residents rated their neighborhoods as a very good or good place to live and three-quarters of participants gave high marks to their neighborhoods as a place to raise children, ratings that remained stable from 2013 to 2015. Both of these aspects were rated higher than those in communities across the nation and the Front Range.

Residents were also asked to rate the access within their neighborhoods to every day needs, such as grocery shopping, services and amenities in 2015. Nearly 8 in 10 rated their access to these essentials as very good or good.

Comparisons by respondent characteristics showed differences in neighborhood. Residents who lived south of Harmony tended to give higher ratings to their neighborhoods as places to live and to raise children than participants who lived in other parts of the City, while respondents from the East Central area gave higher marks to access within their neighborhoods to everyday needs than did other individuals. Residents who had lived in Fort Collins for more than 20 years, those who lived in a dorm, students and respondents ages 18-34 tended to give lower ratings to their neighborhoods as a place to raise children than their fellow residents (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 3: Quality of Neighborhoods Compared by Year

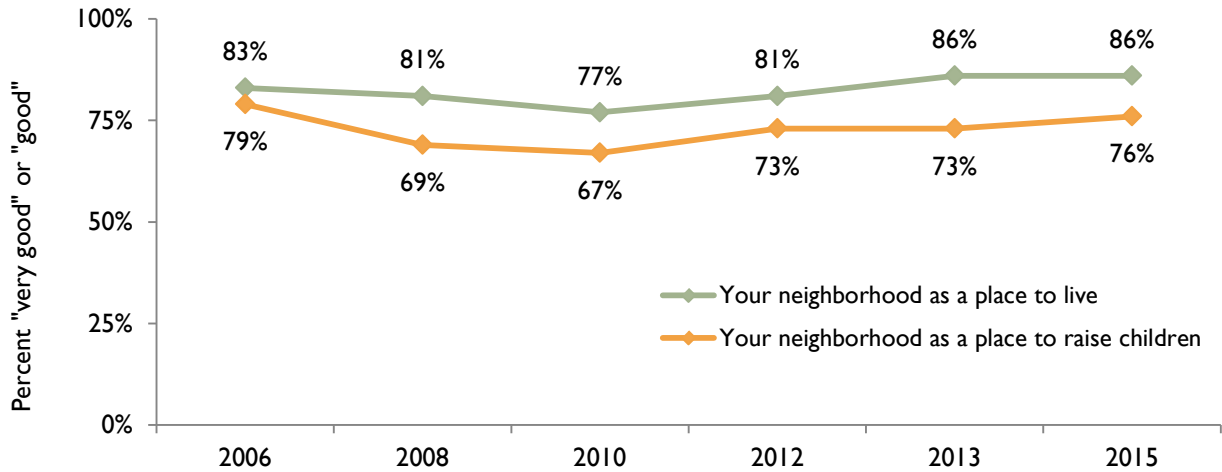
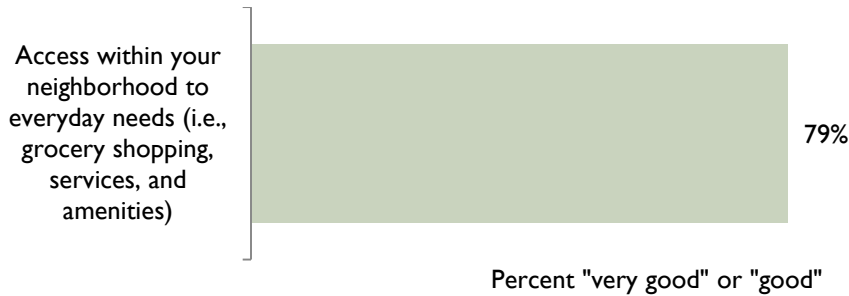


Figure 4: Access to Everyday Needs, 2015



Interaction with Neighbors

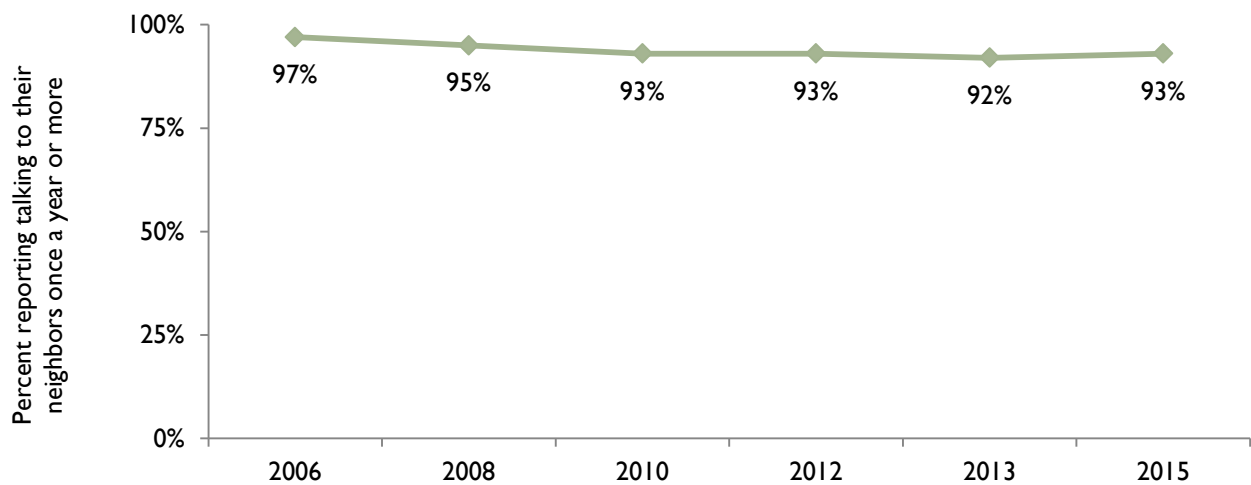
The degree to which residents interact with and know their neighbors can be used to measure the cohesiveness of a community. In 2015, participants reported that they knew, on average, about nine of their close neighbors by name. About one-third of respondents indicated they knew one to five of their neighbors who live on their street or in their apartment complex, while one-quarter stated that they knew 6-10 or more than 10 neighbors by name. Only about 1 in 10 did not know any of their close neighbors' names. Additionally, over 9 in 10 residents reported that they talked to their neighbors at least once a year or more and 70% indicated they talk to their neighbors at least once a week (see *Appendix B. Complete Set of Survey Frequencies* for a full set of responses to each question).

The proportion of residents that knew and interacted with their neighbors in 2015 was similar to the proportions reported in 2013.

Figure 5: Knows Neighbors Compared by Year

		2015	2013	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	14%	10%	11%	11%	9%	4%
	1-5	35%	37%	39%	39%	40%	26%
	6-10	25%	25%	20%	24%	24%	28%
	More than 10	25%	29%	30%	25%	27%	42%
	Total	100%	100%	100%	100%	100%	100%
Average number of neighbors known by name		8.6	9.4	9.5	8.5	8.8	12.9
In how many households do you know someone by name?	None	12%	10%	11%	11%	9%	4%
	1-5	47%	55%	56%	56%	57%	45%
	6-10	27%	25%	21%	23%	24%	33%
	More than 10	14%	11%	12%	10%	10%	18%
	Total	100%	100%	100%	100%	100%	100%
Average number of households where know neighbor by name		6.2	6.0	5.6	5.1	5.6	7.6

Figure 6: Frequency of Communication with Neighbors Compared by Year



Safe Community

In order to participate in and contribute to their community, residents must have a sense of personal safety in their environment, as well as confidence in the quality of government services provided to keep the community safe.

Personal Safety

In general, residents felt safe in Fort Collins, with about 9 in 10 reporting the overall safety of residents as very good or good, similar to 2013 ratings. Nearly all residents felt always or usually safe in their neighborhoods, in Downtown Fort Collins and in the City overall during the day and at least two-thirds felt safe in these areas at night. Over 9 in 10 felt safe in recreation facilities, while at least 8 in 10 felt at least usually safe in natural areas/open space, parks and trails. All aspects of personal safety remained stable since the last iteration in the survey in 2013.

Ratings for the overall safety of residents in Fort Collins were much higher than the national and Front Range benchmarks. Comparisons of residents' perception of safety in their neighborhoods during the day and night also were much higher than communities elsewhere, while feelings of safety in the City's downtown area during the day were similar to the benchmarks. Compared to the national and Front Range benchmarks, residents of Fort Collins reported feeling safe in the downtown area at night at much lower levels (see *Appendix F. Benchmark Comparisons*).

Feelings of personal safety ratings varied significantly by respondent characteristics, including geographic area. Participants living men and residents living in detached housing units gave higher ratings to the overall safety of residents than did their counterparts. Respondents who lived in the Northwest/CSU region tended to feel safer at natural areas/open space, parks and trails than other residents. Residents who had lived in Fort Collins less than five years, women and older residents felt less safe in most areas of Fort Collins during the day or night compared to other respondents. Those who were White and not Hispanic tended to feel safer in their neighborhoods during the day and at night than did those who were Hispanic or some other race. For additional comparisons, see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

Figure 7: Overall Safety of Residents in City Compared by Year

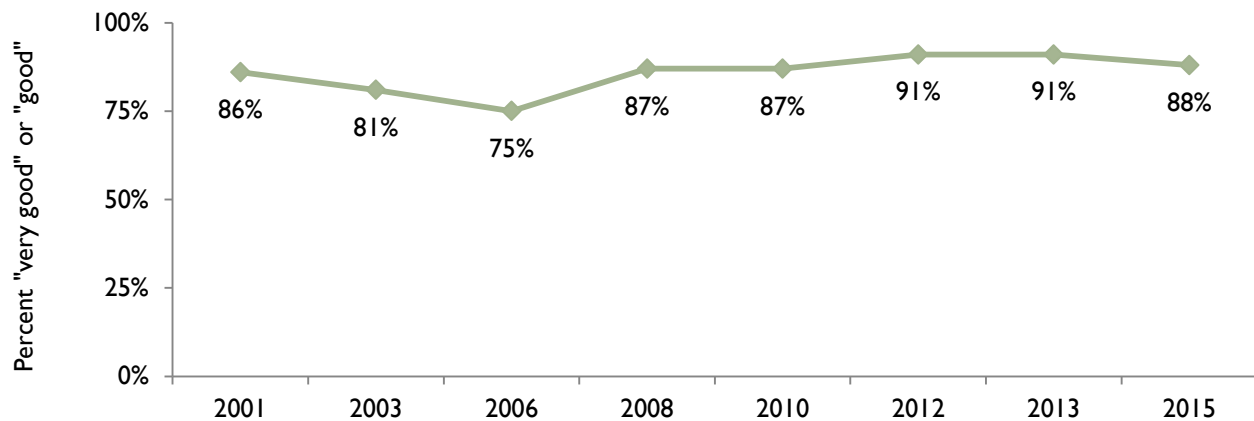


Figure 8: Feelings of Personal Safety Compared by Year

Please tell us how safe you feel in each of the following areas.	2015	2013	2012	2010	2008	2006
Your neighborhood during the day	97%	98%	98%	97%	97%	98%
Your neighborhood at night	85%	88%	86%	83%	83%	87%
Fort Collins overall during the day	96%	98%	97%	NA	NA	NA
Fort Collins overall at night	73%	77%	78%	NA	NA	NA
Downtown Fort Collins during the day	95%	99%	98%	95%	95%	96%
Downtown Fort Collins at night	67%	71%	68%	65%	66%	61%
Recreation facilities	93%	95%	91%	94%	94%	91%
Natural areas/open space	87%	88%	85%	88%	87%	NA
Parks	83%	87%	88%	88%	87%	86%
Trails	83%	82%	83%	80%	79%	76%

Percent reporting "always safe" or "usually safe."

Note: In the 2012 and 2013 surveys, the phrase "in Fort Collins" was removed from each item and inserted into the question stem wording.

Safety Services

When evaluating the 17 safety and code enforcement services (shown in *Figure 9* on the following page), residents gave high marks to fire response time, fire services overall (87% very good or good for each) and Natural Areas Ranger services (83%). Additionally, at least three-quarters of participants gave positive ratings to fire prevention/education, disaster response and restoration of services and emergency preparedness. About 7 in 10 gave very good or good ratings to police response time, police services overall and business property maintenance. About half or less respondents gave favorable assessments to traffic and noise enforcement.

Compared to 2013, ratings in 2015 for disaster response and restoration of services, police services overall, business property maintenance, police patrol, traffic enforcement and noise enforcement decreased. Ratings for all other safety services remained stable over time.

When comparisons could be made, safety and code enforcement services tended to be higher or much higher than communities across the nation and in the Front Range, including emergency preparedness, fire prevention/education, fire services, crime prevention, police services, code enforcement and animal control. Ratings for Fort Collins' emergency preparedness were ranked second in the nation (out of 240 communities) and first in the Front Range (out of 17 communities). Traffic enforcement was rated similarly to other communities (see *Appendix F. Benchmark Comparisons*).

At least 30% of respondents had no opinion when rating emergency preparedness, disaster response, fire prevention, fire and police response times and fire services overall (see *Appendix B. Complete Set of Survey Frequencies* for full frequencies).

A few differences were noted by respondent characteristics and area of residence. Those who lived South of Harmony were more likely to highly rate the safety services of emergency preparedness, disaster response, residential property maintenance and noise enforcement services than other residents. Those living in the Northwest/CSU area gave higher marks to code enforcement and animal control than their counterparts. Residents who identified as Hispanic or some other race tended to give lower ratings to fire prevention and education, animal control and noise enforcement compared to those who were White and not Hispanic. Respondents aged 18-34 tended to give higher ratings to most safety services than other residents. Individuals who had lived in the community longer than 20 years and those living in detached housing were more likely to rate safety services lower compared to respondents who had lived in Fort Collins for less time and lived in attached or dormitory housing (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 9: Quality of Community Safety Services Compared by Year

Please rate the quality of each of the following in Fort Collins.	2015	2013	2012	2010	2008	2006	2003	2001
Fire response time	87%	89%	84%	NA	NA	NA	NA	NA
Fire services overall	87%	89%	85%	96%	94%	NA	90%	96%
Natural Areas Ranger services	83%	81%	83%	NA	NA	NA	NA	NA
Fire prevention/education	78%	74%	72%	NA	NA	NA	NA	NA
Disaster response and restoration of services	77%	84%	NA	NA	NA	NA	NA	NA
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76%	80%	75%	NA	NA	NA	NA	NA
Police response time	72%	74%	70%	68%	68%	NA	74%	81%
Police services overall	70%	76%	73%	68%	70%	NA	NA	NA
Business property maintenance	68%	74%	70%	68%	72%	NA	NA	NA
Crime prevention	66%	70%	66%	77%	72%	NA	NA	NA
Residential property maintenance	65%	67%	63%	61%	65%	NA	NA	NA
Police visibility	64%	69%	70%	67%	67%	NA	NA	NA
Police patrol	63%	72%	71%	70%	70%	NA	NA	NA
Animal control	59%	64%	65%	61%	66%	NA	NA	NA
Code enforcement (weeds, abandoned buildings, etc.)	54%	57%	59%	54%	55%	NA	NA	NA
Traffic enforcement	52%	63%	64%	63%	62%	NA	49%	56%
Noise enforcement	49%	57%	59%	NA	NA	NA	NA	NA

Percent "very good" or "good."

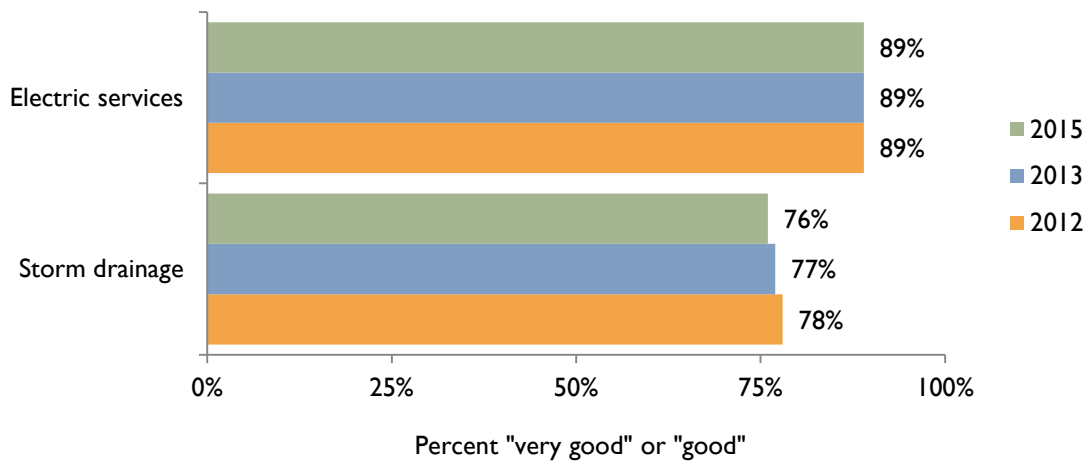
Note: This question was not asked in 2006. In the 2010 survey, "Fire services overall" was described as "Fire services." "Disaster response and restoration of services" was a new item in 2013.

Fort Collins residents were also asked about their opinions regarding safety-related utility services. As in previous years, close to 9 in 10 residents gave very good or good ratings to electric services and about three-quarters of respondents felt positively about the quality of the storm drainage services provided by the City.

Ratings for electric and storm drainage were much higher than ratings from communities across the U.S. and storm drainage was rated much higher than in other Front Range benchmark communities (ranked number 1 out of 20 communities). Ratings for electric services were not available for comparison to the Front Range (see *Appendix F. Benchmark Comparisons*).

When results were compared among subgroups of residents, those who lived South of Harmony tended to give higher ratings to storm drainage than participants from other areas of the City. Shorter-term (five years or less) residents and those who were Hispanic or some other race gave lower ratings to the quality of electric services than other residents (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 10: Quality of Safety-Related Utility Services Compared by Year



Environmental Health

Environmental health includes a variety of factors that support residents' physical health and ensure the protection and sustainability of the community's natural resources. Close to 9 in 10 participants rated Fort Collins' overall quality environment as very good or good in 2015, a rating that has remained stable since 2008. The other four aspects of environmental health were rated positively by a majority of residents, including community's visual attractiveness (89% very good or good), air quality (82%), recycling programs (78%) and conservation efforts (78%).

The ratings for air quality decreased from 2013 to 2015, but the trend for recycling programs, conservation efforts and community's visual attractiveness remained similar to previous years.

All aspects of environmental health were rated much higher in Fort Collins than the national and Front Range benchmarks. Fort Collins was rated first in air quality (out of 16 communities) and second in community's visual attractiveness (out of 17 communities) compared to other jurisdictions across the Front Range (see *Appendix F. Benchmark Comparisons*).

When ratings of environmental health in Fort Collins were compared by respondent characteristics, those who were older (over the age of 54) and those who lived in Fort Collins for more than 20 years tended to give lower ratings to most aspects of environmental health than other residents. Younger participants (18-34) and students gave higher ratings to air quality and the overall quality of the environment of the city. No differences were noted by area of residence (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 11: Overall Quality of the Environment Compared by Year

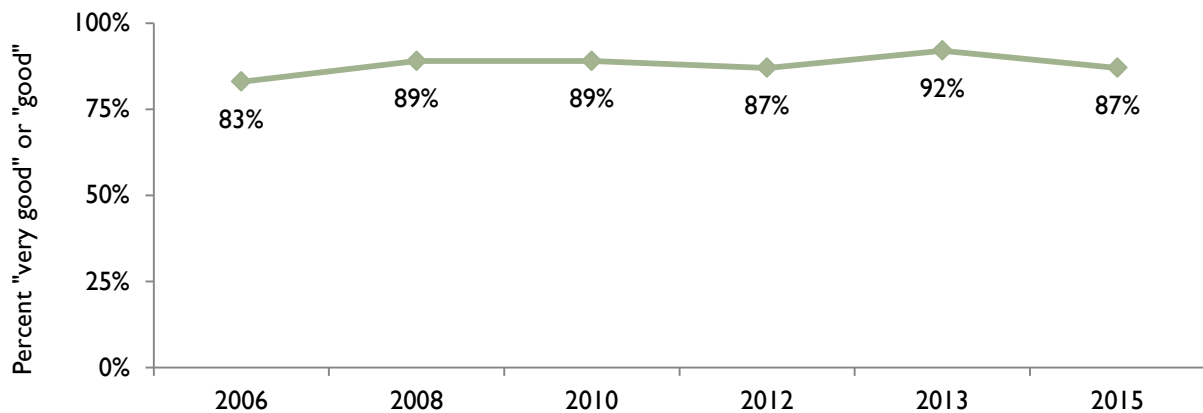


Figure 12: Quality of Aspects of the Environment Compared by Year

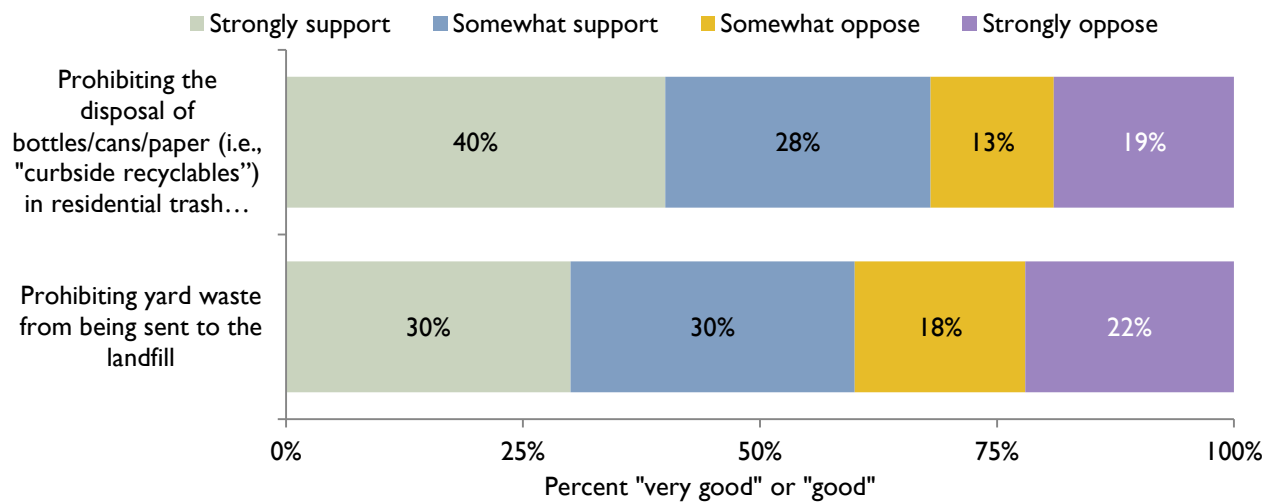
Please rate the quality of the environment in Fort Collins on each of the items listed below.	2015	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	89%	91%	87%	86%	91%	83%	79%	73%
Air quality	82%	90%	84%	85%	84%	72%	63%	57%
Recycling programs	78%	83%	81%	78%	79%	69%	64%	71%
Conservation efforts	78%	82%	78%	81%	75%	NA	NA	NA

Percent reporting "very good" or "good."

Fort Collins residents were also asked to indicate what level of support they would have for the City adding restrictions to the disposal of recyclables and yard waste. At least two-thirds of respondents would support the City prohibiting the disposal of recyclables in residential trash cans, while about 6 in 10 would at least somewhat support banning yard waste from being sent to the landfill. Only about 2 in 10 indicated they would strongly oppose either measure.

When compared by respondent demographic characteristics, the level of support for these disposal restrictions decreased with length of residency and age. Those living in attached units or dormitories, those who were students and those living in the Northwest/CSU and West Central areas were more likely to support these initiatives (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 13: Support for Disposal Restrictions



In addition to rating aspects of the environment, respondents also were asked to evaluate City services related to the environment. Close to 9 in 10 gave high marks to the quality of sewer services provided by the City, as well as the quality of drinking water. Ratings for these items in 2015 were similar to ratings given in 2013.

Compared to the benchmarks, ratings for drinking water and sewer services were rated much higher than national and Front Range comparison communities.

Comparisons by respondent demographics indicated that respondents who had lived in the community 11 years or longer, those who lived in detached housing units, men and those working for pay gave higher ratings to the quality of drinking water than other participants (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 14: Quality of Sewer Services Compared by Year

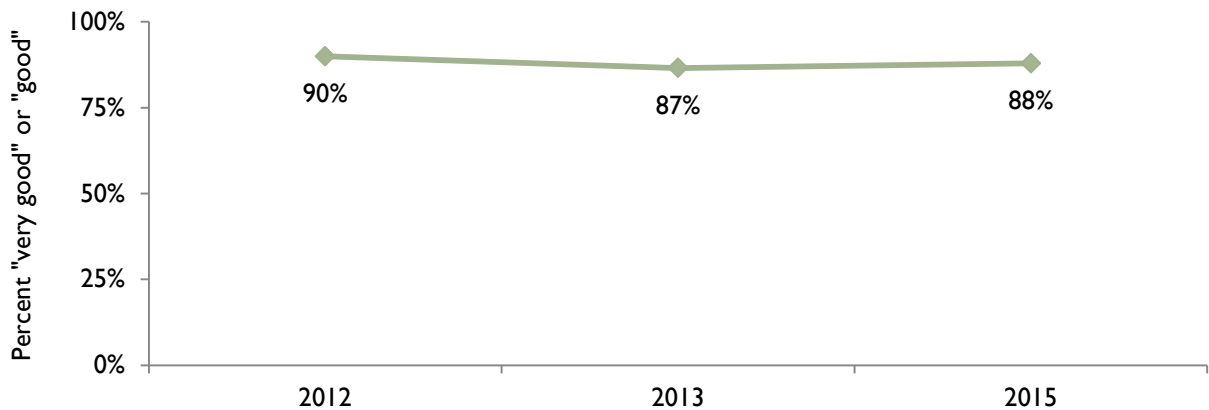
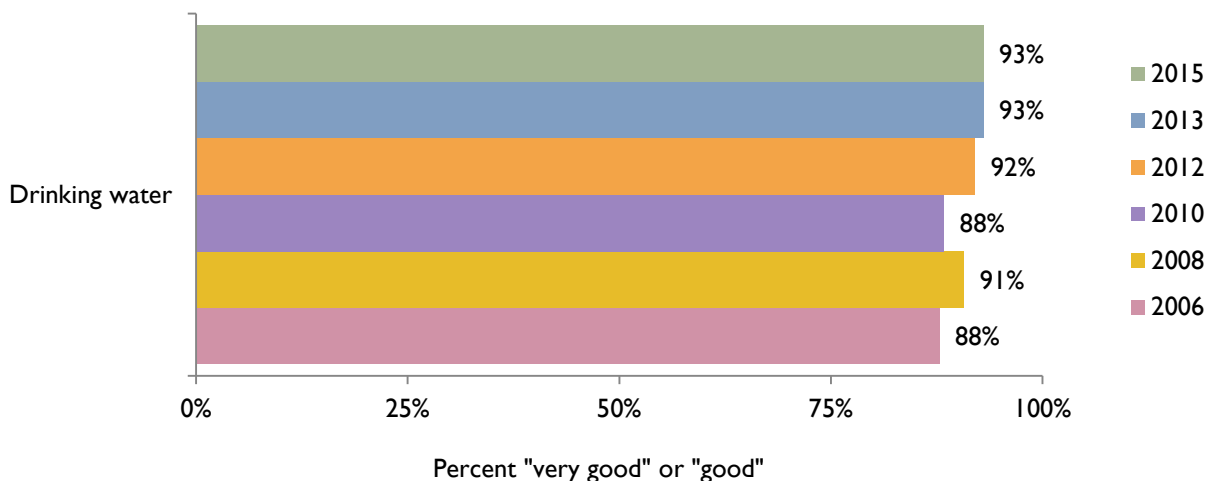


Figure 15: Quality of Drinking Water Compared by Year



Note: 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.

Transportation

Residents of Fort Collins were asked to rate aspects related to transportation, traffic and infrastructure. Overall, these tended to be some of the lower-rated service areas asked about on the survey. Ease of travel by bicycle was given positive ratings by nearly 8 in 10 respondents, a rating that was similar in 2013. A majority of residents (60%) also felt that Fort Collins was a good or very good walkable city, a rating that decreased since the last iteration of the survey. Other aspects of transportation were not rated as favorably. About 4 in 10 gave high marks to ease of travel by public transportation and street maintenance. Close to one-third rated ease of driving positively and about one-quarter thought that the availability of parking Downtown was good or very good. Only 13% rated the level of traffic congestion favorably. Resident ratings for most of these aspects declined from 2013 to 2015; however, positivity toward ease of public transportation continued its upward trend since 2006. Please note that differences in ratings for the level of traffic congestion from 2013 to 2015 could be due, in part, to changes in question wording.

Comparisons to other communities across the U.S. were mixed for aspects of transportation. In Fort Collins, ratings for ease of traveling by public transportation, Fort Collins as a walkable city, ease of travel by bicycle and street maintenance were higher or much higher than the national benchmark, while ease of driving, availability of parking Downtown and traffic congestion were much lower. This trend was also maintained when comparing Fort Collins to other Front Range communities; however, Fort Collins was rated similarly as a walkable city compared to the Front Range benchmark (see *Appendix F. Benchmark Comparisons*).

Ratings for transportation varied significantly by respondent characteristics, including geographic area. In general, respondents who lived in the Northwest/CSU area gave higher marks to ease of travel by public transportation and Fort Collins as a walkable city, than those living in other parts of the city. Those who lived in the area south of Harmony were more likely to give higher ratings to ease of driving. Participants who had lived in Fort Collins 11 years or longer, non-students and individuals aged 35-54 were more likely to give lower ratings to the ease of travel by public transportation compared to other residents. Residents who worked full or part time for pay tended to give lower ratings to Fort Collins as a walkable city, compared to those not employed for pay, but higher ratings to the ease of bicycle travel. For more differences, see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

Figure 16: Aspects of Transportation Compared by Year

Please rate the following areas of transportation in Fort Collins.	2015	2013	2012	2010	2008	2006	2003	2001
Ease of traveling by bicycle	79%	83%	85%	80%	82%	64%	NA	NA
As a walkable city	60%	67%	67%	59%	63%	47%	NA	NA
Ease of traveling by public transportation	45%	41%	40%	31%	35%	17%	NA	NA
Street maintenance	44%	50%	46%	32%	47%	NA	44%	52%
Ease of driving	36%	52%	58%	51%	43%	32%	NA	NA
Availability of parking Downtown	26%	34%	30%	36%	34%	NA	NA	NA
Level of traffic congestion	13%	20%	26%	25%	18%	NA	9%	10%

Percent reporting "very good" or "good."

Note: Prior to 2015, "Level of traffic congestion" was "traffic congestion." In the 2012 survey, the phrase "in Fort Collins" was removed from each item and inserted into the question stem wording.

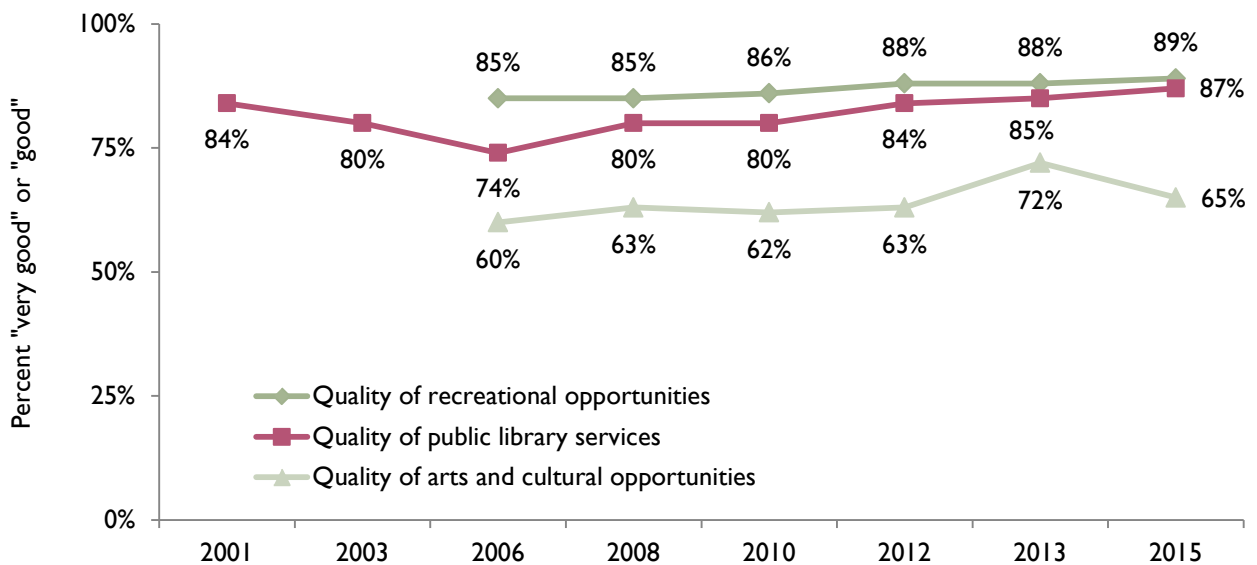
Culture and Recreation

Culture and recreation provide opportunities for residents to participate in their community and enhance quality of life. Close to 9 in 10 residents rated the quality of recreational opportunities and public library services highly and both remained stable from 2013 to 2015. About two-thirds also gave high marks to the quality of arts and cultural opportunities; however, this rating was lower than in 2013, but similar to ratings in 2012.

All three community measures of culture and recreation were rated much higher by residents in Fort Collins compared to jurisdictions across the nation and the Front Range. The quality of recreational opportunities was ranked first among 22 Front Range communities and second across the nation (out of 258 communities), while public libraries were ranked second among the 22 Front Range comparisons.

Ratings of culture and recreation differed by respondents' area of residence and demographic characteristics. Residents aged 18-34 were the most appreciative of the quality of recreational opportunities provided by the City. Respondents who were Hispanic or some other race tended to give lower evaluations to the quality of arts and cultural opportunities than those who were White and not Hispanic. Differences based on geographic area of residence were not significant (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 17: Community Aspects of Culture and Recreation Compared by Year



Note: 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."

Participants also were asked to rate 19 aspects related to the quality of parks, recreational and cultural programs and facilities. Nearly all residents gave exceptional ratings to recreational trails, natural areas and open space, parks, the Fort Collins Senior Center and The Gardens on Spring Creek, with at least 9 in 10 rating these items as very good or good. Moreover, at least three-quarters of respondents gave high ratings for the Fort Collins Museum of Discovery, The Farm at Lee Martinez Park, Northside Aztlan Community Center, Lincoln Center programs, cemeteries, golf courses, athletic fields, Art in Public Places program, Edora Pool Ice Center and the Pottery studio, as well as senior, youth/teen and adult recreation programs. The lowest rated facility was the Mulberry Pool, which was still rated very good or good by 7 in 10 respondents. In general, ratings for parks, recreational and cultural programs and facilities were similar in 2015 compared to 2013; yet, ratings for athletic fields dipped slightly in 2015 (see *Figure 18* on the following page).

Parks, recreational and cultural programs and facilities were rated much higher than the national average. When comparisons could be made to the Front Range, Fort Collins residents' also rated these areas higher; natural areas and open space, recreational trails and parks were all ranked first (see *Appendix F. Benchmark Comparisons*).

Between 33% and 67% of respondents indicated "no opinion" when evaluating the following cultural and recreational programs and facilities: cemeteries, golf courses, Northside Aztlan Community Center, Fort Collins Senior Center, Edora Pool Ice Center (EPIC), Mulberry Pool, The Farm at Lee Martinez Park, Gardens on Spring Creek, pottery studio, the Arts in Public Places program, the Fort Collins Museum of Discovery and recreation programs for youth, adults and seniors.

Residents who lived in the Northeast area awarded the highest ratings to the Art in Public Places program in comparison to residents living in other areas of the city, while respondents who lived south of Harmony tended to give higher ratings to golf courses, athletic fields and youth/teen recreation programs compared to their counterparts. When differences were significant, younger residents (18-34) were more likely to rate parks, recreational and cultural programs and facilities higher, including natural areas and open space, recreational trails, parks, the Edora Pool Ice Center, the Art in Public Places program, Lincoln Center programs and the Museum and Discovery Science Center than their counterparts. Residents working full or part time for pay and those who were White and not Hispanic tended to give higher ratings to the Museum and Discovery Science Center than did those who were not working or were Hispanic or some other race (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 18: Quality of Parks, Recreational and Cultural Programs and Facilities Compared by Year

Please rate the quality of each of the programs or facilities listed below.	2015	2013	2012	2010	2008	2006	2003	2001
Recreational trails	96%	96%	93%	94%	95%	90%	89%	91%
Natural areas and open space	95%	95%	94%	93%	94%	88%	83%	84%
Parks	94%	96%	93%	92%	93%	87%	91%	95%
Fort Collins Senior Center	90%	87%	85%	85%	88%	88%	NA	NA
The Gardens on Spring Creek	90%	91%	89%	87%	91%	80%	NA	NA
Fort Collins Museum of Discovery	88%	87%	78%	67%	67%	67%	67%	73%
The Farm at Lee Martinez Park	87%	87%	84%	83%	86%	86%	NA	NA
Northside Aztlan Community Center	86%	82%	86%	82%	83%	60%	NA	NA
Lincoln Center programs	84%	85%	82%	77%	79%	78%	80%	86%
Cemeteries	83%	86%	79%	77%	79%	73%	72%	72%
Golf courses	83%	85%	80%	80%	85%	82%	85%	85%
Athletic fields	83%	89%	86%	84%	88%	79%	85%	85%
Art in Public Places program	82%	82%	79%	73%	75%	60%	NA	NA
Edora Pool Ice Center (EPIC)	81%	85%	83%	82%	84%	84%	NA	NA
Pottery studio	80%	83%	78%	78%	75%	73%	NA	NA
Senior recreation programs	77%	82%	80%	79%	82%	81%	76%	84%
Youth/teen recreation programs	76%	79%	78%	72%	70%	62%	65%	56%
Adult recreation programs	75%	79%	75%	74%	73%	73%	69%	77%
Mulberry Pool	71%	72%	76%	73%	71%	73%	NA	NA

Percent reporting "very good" or "good."

Note: Prior to 2013, the "Fort Collins Museum of Discovery" was "Fort Collins Museum and Discovery Science Center."

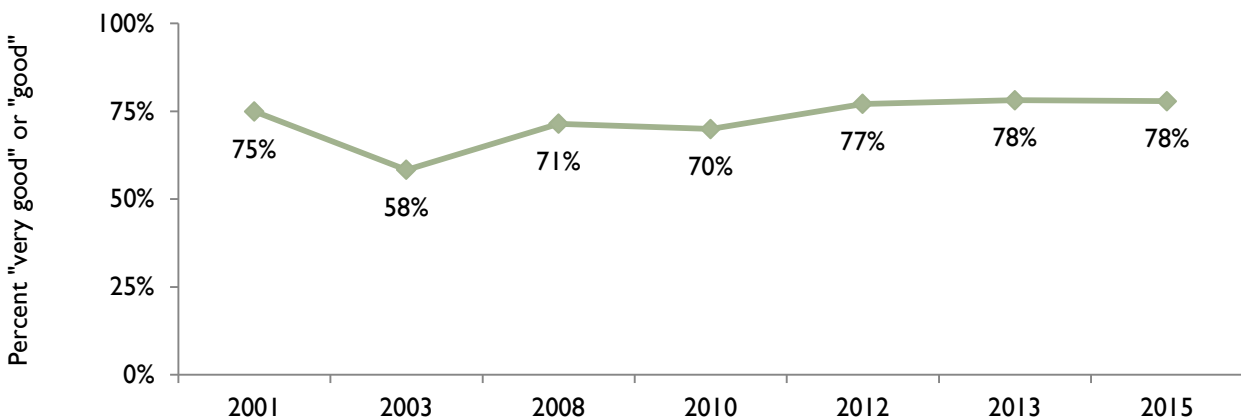
Economic Health

The health of the local economy provides the backbone of a thriving community. As in previous years, Fort Collins was rated favorably as a place to work, with 78% of residents rating very good or good. About 8 in 10 gave positive ratings to the quality of dining opportunities and at least 7 in 10 felt that the availability of quality healthcare and entertainment opportunities good or very good. Two-thirds also gave high marks to the quality of shopping opportunities. These ratings were similar to ratings provided in 2013. However, about 4 in 10 respondents favorable rated the availability of job opportunities, a rating that has increased since the last iteration of the survey and the highest rating for the question since it was first asked in 2006.

All aspects of economic health were rated much higher in Fort Collins than elsewhere across the nation and the Front Range (see *Appendix F. Benchmark Comparisons*).

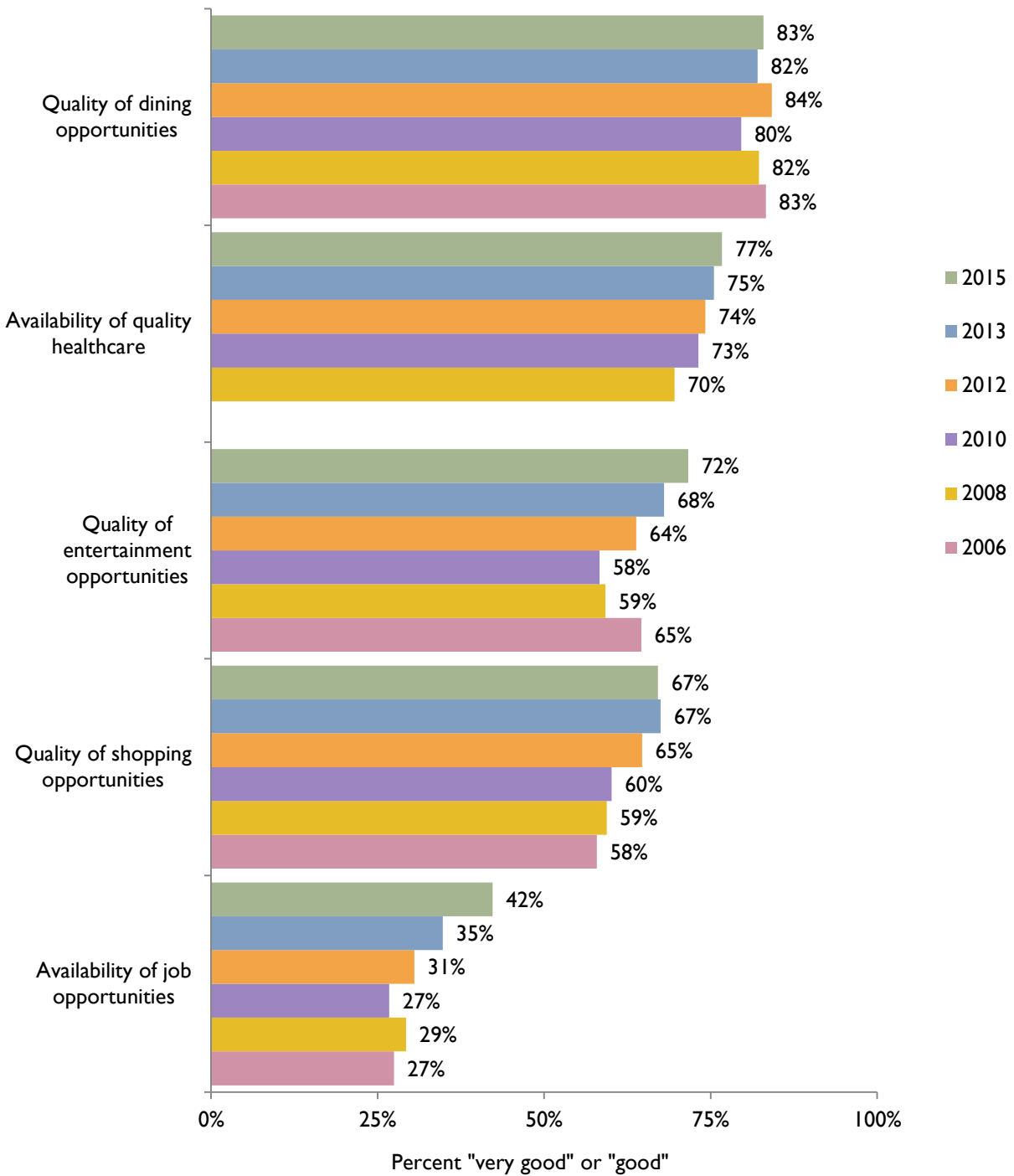
Comparisons of results by respondent subgroups showed that residents living South of Harmony gave higher ratings to Fort Collins as a place to work, while residents living in the Northwest/CSU area were the most appreciative of shopping opportunities. Hispanic respondents or those who were some other race and those not working for pay were more likely to give lower evaluations to the city as a place to work than were their counterparts. Participants who were older, those who had resided in the community for over 20 years and individuals who lived in detached housing units tended to award higher marks to the availability of quality healthcare compared to their counterparts. Respondents living in dorms gave higher ratings to job opportunities (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 19: City as a Place to Work Compared by Year



Note: This question was not asked in 2006.

Figure 20: Community Aspects of Economic Health Compared by Year



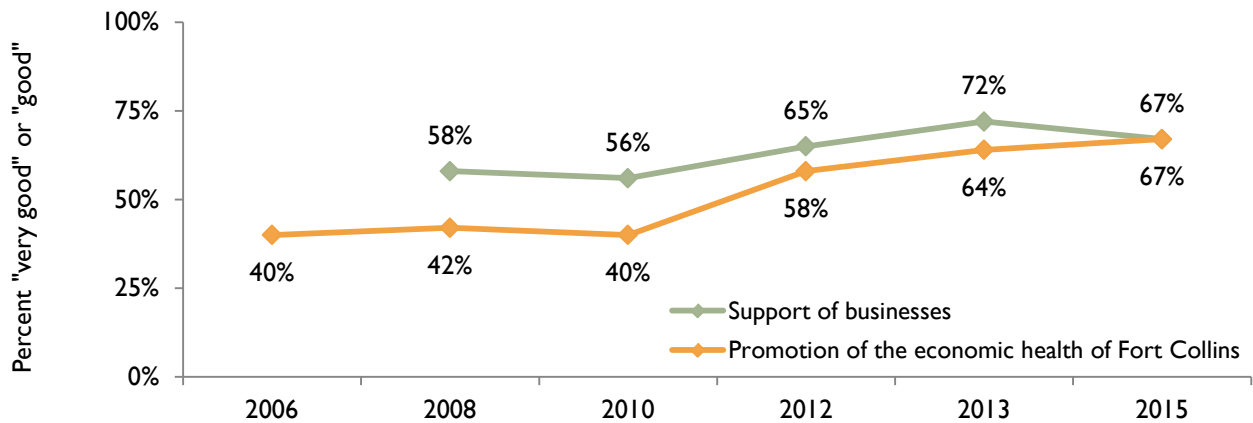
Note: In the 2010 survey, “Quality of shopping opportunities” was worded as “Availability and diversity of shopping,” “Quality of dining opportunities” was worded as “Availability and diversity of dining,” “Quality of entertainment opportunities” was worded as “Availability and diversity of entertainment” and “Availability of job opportunities” was worded as “Availability and diversity of job opportunities.”

When asked about the economic health of Fort Collins, a majority of residents gave high ratings to all areas. About two-thirds of respondents thought that the City did a very good or good job supporting businesses and promoting the economic health of the City (Figure 20). Ratings provided in 2015 were similar to those in 2013.

For the first time, residents also were asked to rate the City’s performance encouraging a variety of businesses, retaining existing businesses and attracting new businesses. About 6 in 10 evaluated these aspects of economic health as very good or good.

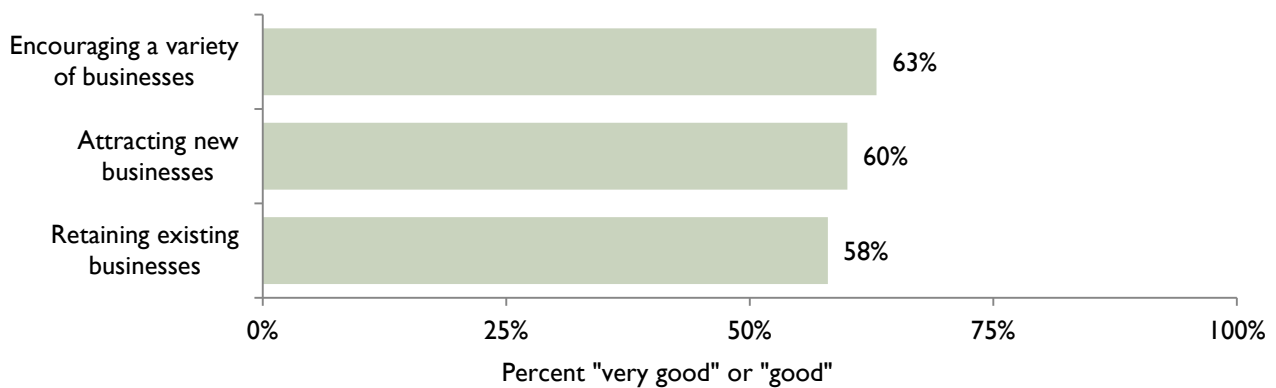
A number of differences were noted by respondent characteristics and area of residence for measures of economic health. Overall, residents from the Northwest/CSU area, those who had lived in Fort Collins five years or less, individuals living in dorm housing, students, younger participants and those who were White and not Hispanic were more likely to give higher ratings to most aspects of economic health than other residents (see Appendix D. Comparison of Select Questions by Respondent Characteristics and Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence).

Figure 21: Economic Health and Support of Businesses Compared by Year



Note: Prior to 2015, “Promotion of the economic health of Fort Collins” was worded “Economic health strategies.” 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.”

Figure 22: Economic Health of Businesses, 2015



High Performing Government

The survey included several questions aimed at measuring government performance, interactions with City employees, planning and providing public information. Resident input on their perceptions of government performance can be a valuable tool for identifying possible communication gaps and levels of civic engagement.

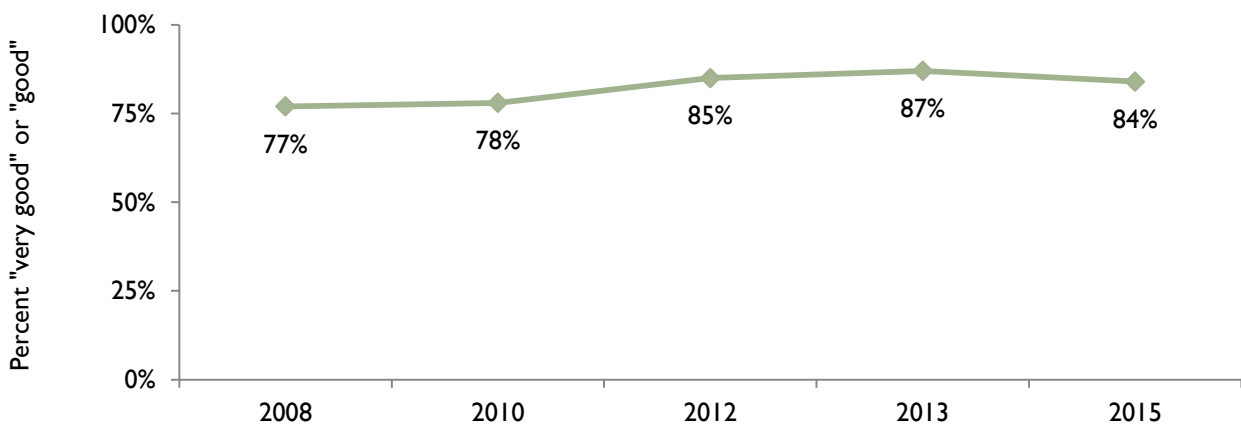
Overall Quality of City Services

Ratings for the overall quality of services provided by the City of Fort Collins were positive, with 84% of respondents giving very good or good ratings; a rating that has remained stable since 2012 but an increase over 2008 and 2010.

Fort Collins’ residents gave much higher ratings to overall quality of City services compared to the national and Front Range benchmark communities (see *Appendix F. Benchmark Comparisons*).

Comparisons by subgroups revealed that older residents, long-term residents and those who were Hispanic or some other race were less likely to rate the overall quality of City services as very good or good (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 23: Overall Quality of City Services Compared by Year



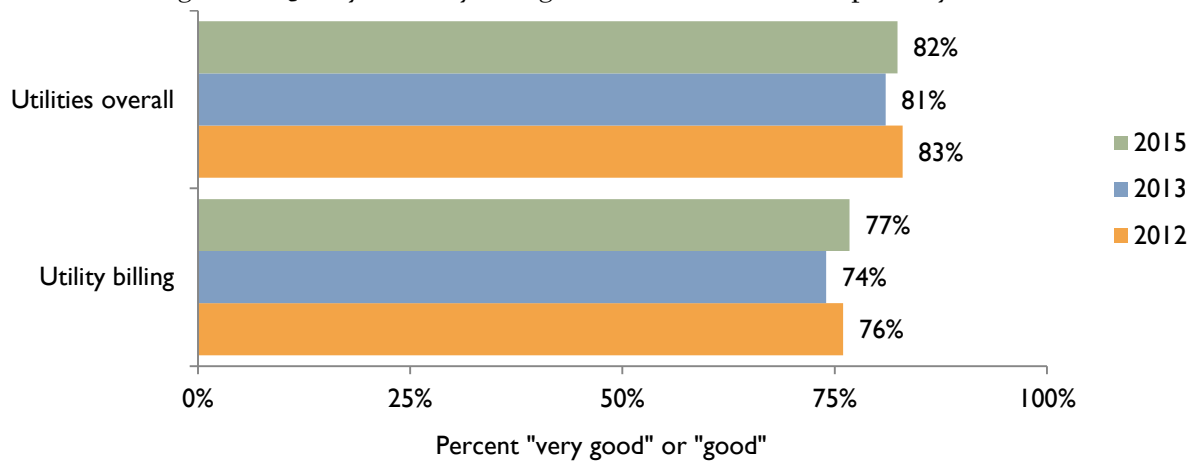
Utilities

The quality of utilities overall was rated as very good or good by 82% of residents. Three-quarters also felt positively about utility billing. Both of these rating were similar to ratings assigned in 2013.

Utility overall and utility billing were given much higher ratings by Fort Collins residents than those in other communities in the Front Range and across the nation. Furthermore, Fort Collins ranked first in the Front Range and third in the nation in these categories (out of 7 and 8 communities, respectively; see *Appendix F. Benchmark Comparisons*).

Respondents who were White and not Hispanic tended to give higher reviews to utilities overall and utility billing than did those who were Hispanic or some other race. There were no differences noted by geographic area of residence (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 24: Quality of Utility Billing and Utilities Overall Compared by Year



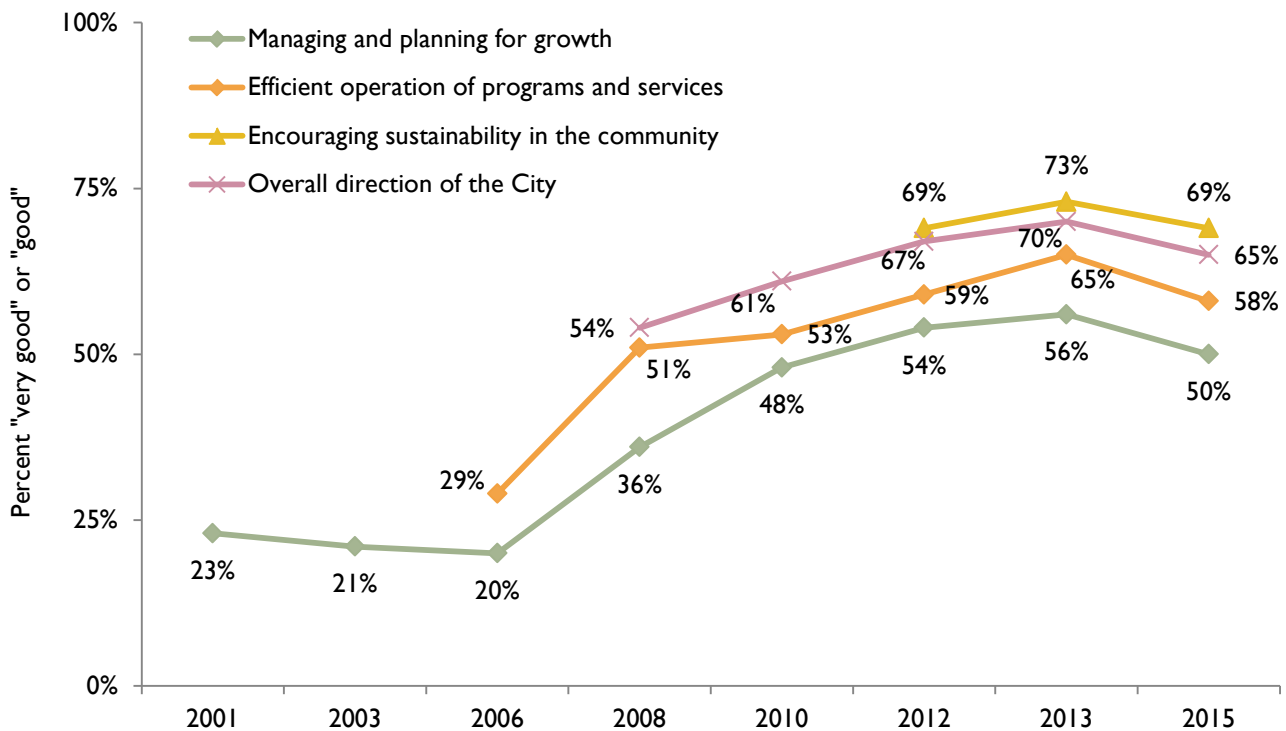
City Government Performance

Respondents rated four separate aspects of City government performance. The highest rated aspect was encouraging sustainability in the community with almost 7 in 10 respondents giving very good or good ratings, similar to 2013. The overall direction of the City was rated positively by about two-thirds of participants (similar to 2013), while close to 6 in 10 gave Fort Collins high marks for the efficient operation of programs and services. Half of respondents thought the government was doing a good or very good job managing and planning for growth. Evaluations of efficient operation and managing and planning for growth were rated lower in 2015 compared to 2013.

The overall direction of the City was rated much higher than other communities in the U.S. and in the Front Range, while government performance regarding managing and planning for growth was rated much higher the national benchmark (this item was not available for comparison against Front Range communities; see *Appendix F. Benchmark Comparisons*).

City government performance ratings were significantly different among subgroups. Northwest/CSU residents gave higher ratings to managing and planning for growth and the overall direction of the City compared to residents who lived in other parts of Fort Collins. Those who were had lived in the community a short time (five years or less), residents living in a dorm, students and younger residents were more likely to rate the overall direction of the City as very good or good. Respondents aged 18-34 and those who had lived in Fort Collins less than 11 years tended to award higher marks to the efficient operation of programs and services and encouraging sustainability in the community than their counterparts (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 25: City Government Performance Compared by Year



City Employees

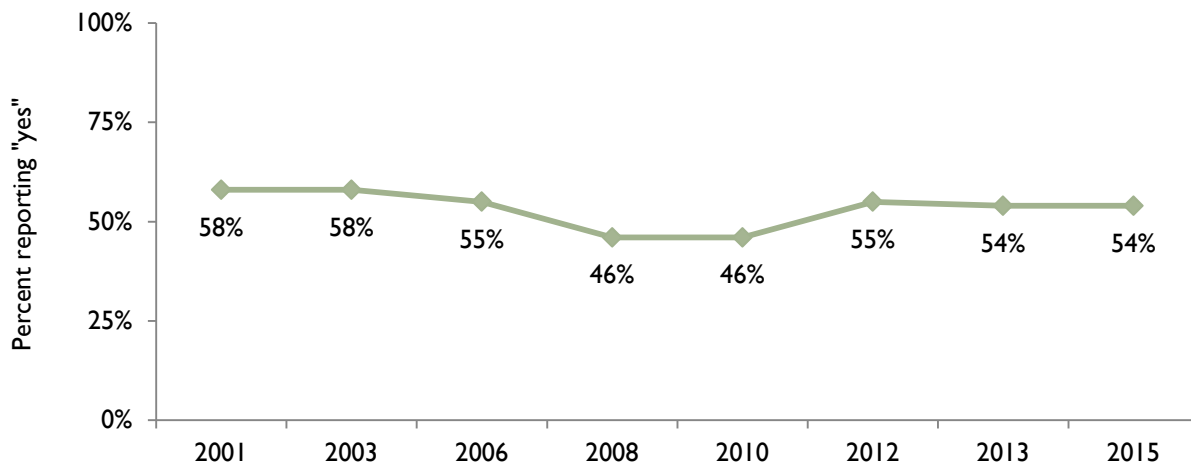
In 2015, a little over half of residents reported having contact with a City employee in the past 12 months, a level of contact that was similar to 2012 and 2013. This was higher than the level of contact reported with employees in other communities across the nation and in the Front Range. Of the survey respondents who had contact with an employee, about 8 in 10 or more reported that the employee was courteous, prompt and knowledgeable. Sixty-nine percent of survey respondents felt valued by the employee and 8 in 10 participants had a very good or good overall impression of the employee (see *Figure 27* on the following page).

Ratings of Fort Collins’ employees tended to be much higher in comparison to national and Front Range averages (see *Appendix F. Benchmark Comparisons*).

Residents who had not contacted the City in the previous year were asked to provide their impression of City employees’ courtesy, promptness in responding to inquiries and service requests and making citizens or customers feel valued. At least three-quarters thought City employees were courteous and prompt in responding to inquiries and requests. About 7 in 10 indicated that employees did a very good or good job making citizens feel valued (see *Figure 28*).

Respondents who lived in the south of Harmony region tended to give higher ratings to all employee evaluation measures. Male residents who reported having contact with a City employee were more likely to give higher ratings to the courteousness of the employee, but females were more likely to say their overall impression was very good or good. Residents who had lived in Fort Collins six to 10 years tended to give higher marks to the promptness and knowledge of City employees than those living in the city for a shorter duration. For more differences, see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

Figure 26: Contact with City Employees Compared by Year



Note: 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?”

Figure 27: 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.	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	86%	88%	86%	83%	83%	86%	83%	89%
Knowledge	83%	80%	80%	80%	77%	77%	77%	82%
Promptness	79%	81%	81%	72%	75%	75%	72%	78%
Overall impression	79%	80%	79%	78%	77%	NA	NA	NA
Making you feel valued	69%	69%	68%	74%	75%	74%	74%	76%

Percent reporting "very good" or "good."

Note: This question was asked only of those who reported having contact with a City employee in the last 12 months. In the 2010 survey, "Making you feel valued" was worded as "Making you feel valued as a citizen/customer."

Figure 28: 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.	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	80%	79%	81%	84%	73%	73%	71%	71%
Promptness in responding to inquiries and service requests	76%	73%	76%	67%	61%	60%	64%	58%
Making citizens or customers feel valued	71%	68%	71%	61%	64%	62%	60%	55%

Percent reporting "very good" or "good."

Note: This question was asked only of those who reported having contact with a City employee in the last 12 months. In the 2010 survey, "Making you feel valued" was worded as "Making you feel valued as a citizen/customer."

Fiscal Management and Planning

Participants also were asked to evaluate City budget priorities, a question that has been included in the citizen survey since 2006. The question asks residents 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.

In 2015, a majority of survey respondents felt that the City should apply the same amount of effort to each of the seven BFO measures, although residents were more adamant about the same level of effort towards safety, culture parks and recreation and general government (see *Figure 29* on the following page). About 6 in 10 felt that Fort Collins should expend more effort in the area of transportation and about 4 in 10 felt more effort should be put towards the environment and neighborhoods. Overall, less than 1 in 10 respondents felt that less effort should be put toward any of the seven BFO priorities.

Generally, residents' priorities stayed the same from 2013 to 2015. However, a higher proportion of respondents in 2015 than in 2013 wanted to see more effort put towards the environment, neighborhoods and transportation, while a smaller proportion wanted to see the same amount of effort in each of these three areas in 2015 compared to 2013.

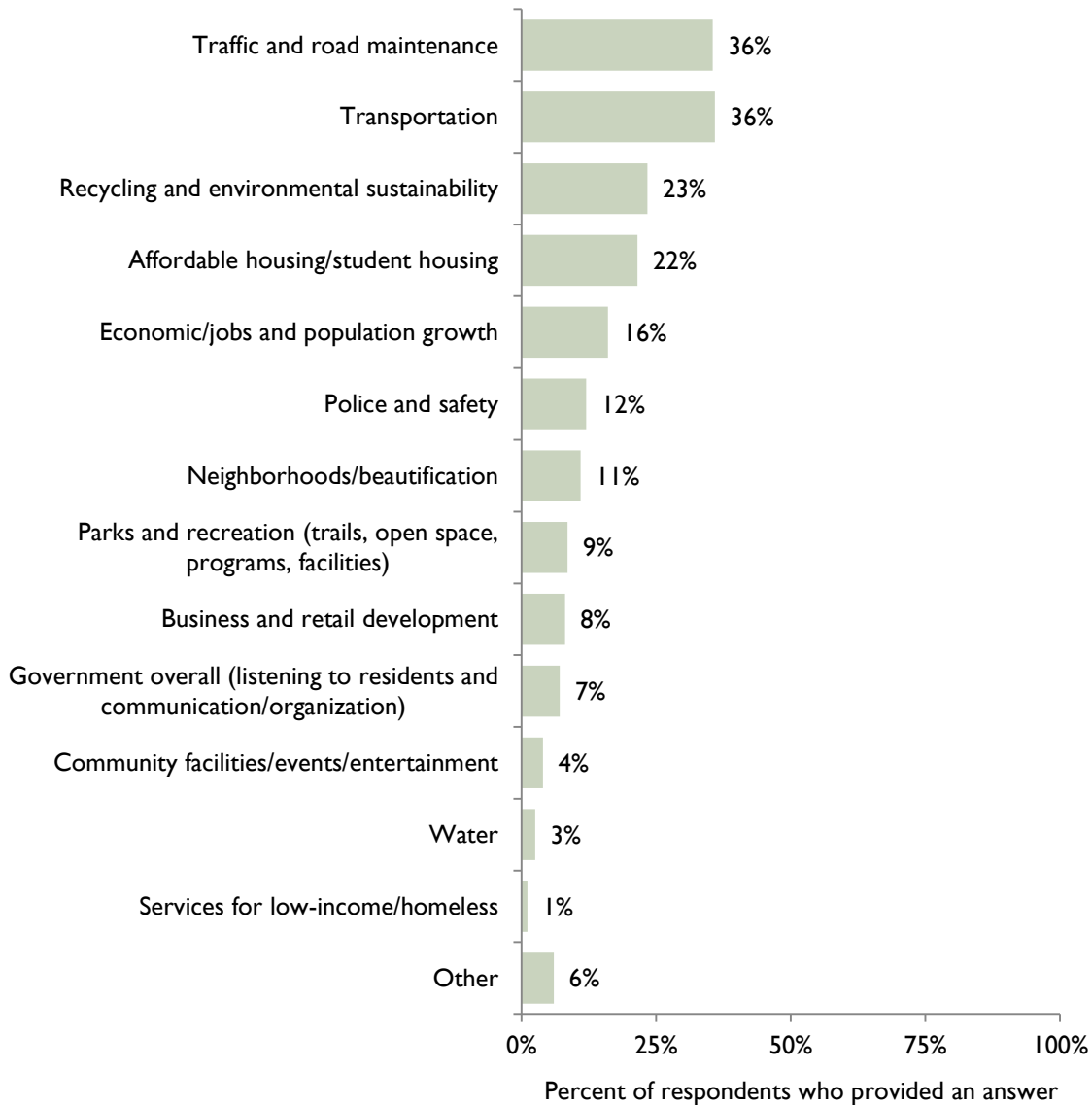
Comparisons of results by respondent subgroups showed that Northeast residents were more in favor of increasing efforts for the environment and general government compared to those in other areas. Participants who had lived in the community more than 20 years tended to prefer to see an increase in effort in the areas of economy and general government, but were less in favor of expanding effort for culture, parks and recreation. Increased efforts in transportation, environment and neighborhoods were less likely to be important to those living in dorm housing and younger participants. Students were in favor for prioritizing safety and culture, parks and recreation, but not as likely to favor expanding efforts into the area of economy. For additional comparisons, see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

Figure 29: 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.		2015	2013	2012	2010	2008	2006
Economy: Includes economic planning and development activities	More effort	35%	36%	44%	56%	61%	65%
	Same effort	61%	61%	53%	41%	38%	31%
	Less effort	5%	4%	2%	3%	1%	4%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	39%	32%	37%	36%	39%	39%
	Same effort	56%	65%	59%	56%	56%	54%
	Less effort	4%	3%	4%	8%	5%	6%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation and an adequate supply of quality housing for all socio-economic groups	More effort	43%	33%	34%	30%	31%	28%
	Same effort	52%	63%	62%	62%	63%	64%
	Less effort	6%	4%	4%	8%	6%	8%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	22%	17%	19%	19%	25%	23%
	Same effort	76%	81%	76%	77%	72%	75%
	Less effort	2%	3%	6%	5%	3%	2%
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%	19%	22%	28%	28%	31%
	Same effort	76%	77%	74%	67%	65%	62%
	Less effort	3%	4%	4%	6%	6%	7%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	61%	54%	53%	58%	59%	62%
	Same effort	35%	43%	45%	39%	39%	35%
	Less effort	4%	3%	2%	4%	2%	3%
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%	23%	22%	24%
	Same effort	74%	76%	74%	69%	75%	65%
	Less effort	7%	5%	7%	8%	3%	11%

Fort Collins residents who indicated that the City should apply more or less effort to one of the seven BFO priorities were asked to write in their own words which services and amenities they would like to see increased or reduced (Figure 30 and Figure 31). A total of 396 respondents identified budget priorities that could use more effort put forth by the City. Over one-third of participants stated that traffic and road maintenance (such as traffic congestion, road construction and increasing access to bike lanes and paths) could be increased, while the same proportion identified transportation issues (including expanding the bus system and finding solutions to disruptive train routes and schedules) to be worth more effort. Recycling and environmental sustainability services, in addition to affordable housing/student housing, also were identified as important areas for effort by over 2 in 10 of residents (see Appendix C. Verbatim Responses for a full list of written responses).

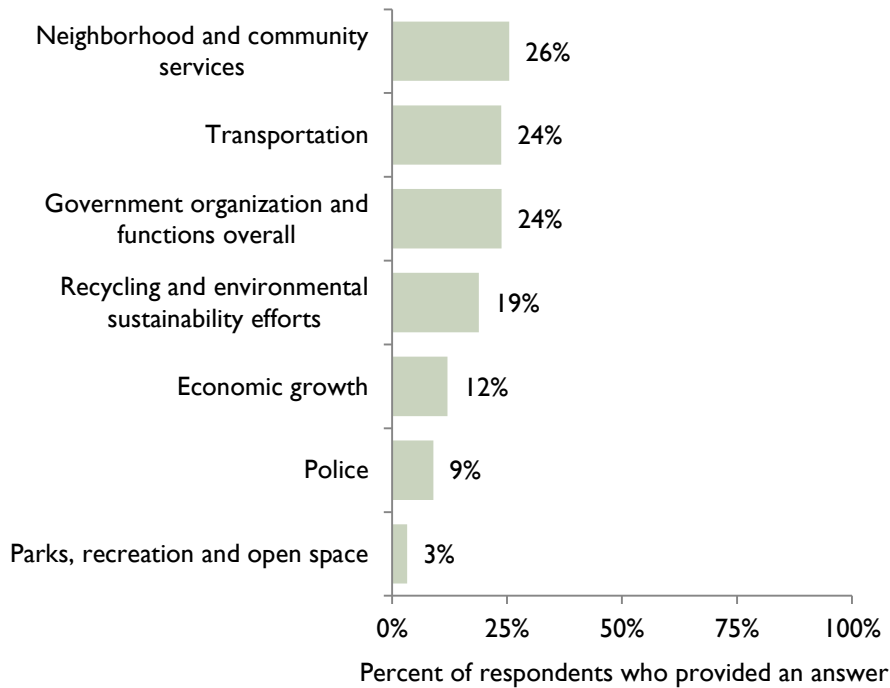
Figure 30: Services Identified as Needing More Effort, 2015



Percentages shown represent the proportion of respondents who answered each question (396 identified services to be increased). See Appendix B. Complete Set of Survey Frequencies for a full set of response frequencies, including those who did not provide a response. The total may exceed 100% as respondents were able to write in multiple services.

In 2015, 79 survey participants provided a response to indicate which services or amenities they would like the City to put less effort into in the future. About one-quarter identified neighborhood and community services (such as providing housing for all socio-economic groups), transportation (including the public bus system and the MAX) and government organization and functions (for instance, regulating properties and businesses). Almost 2 in 10 also would like to see less effort put toward recycling and environmental sustainability services. Only 1 in 10 indicated that economic growth and police and safety services needed less effort from City of Fort Collins (see *Appendix C. Verbatim Responses* for a complete list of written responses).

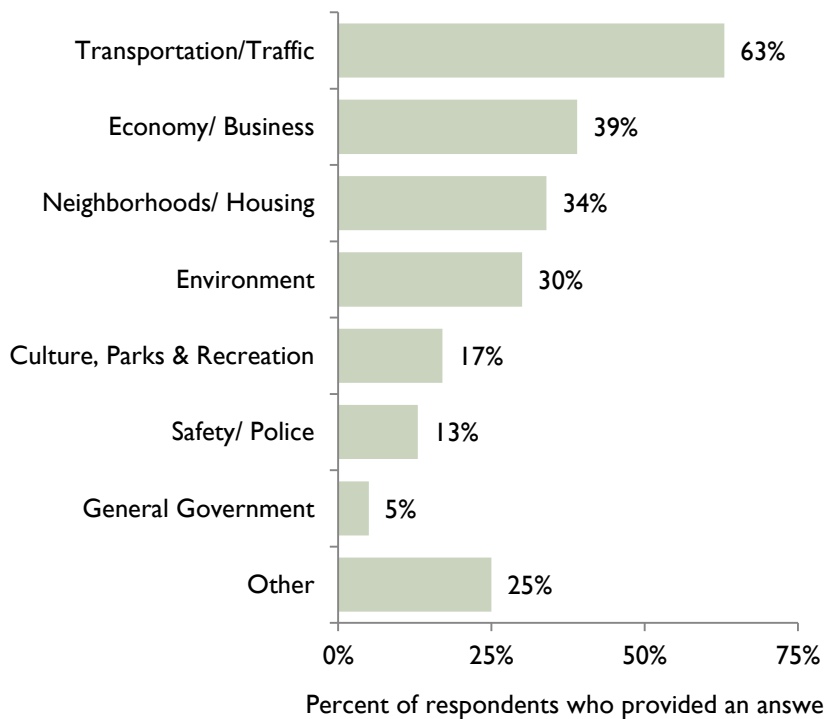
Figure 31: Services Identified as Needing Less Effort, 2015



Percentages shown represent the proportion of respondents who answered each question (79 respondents identified services to be reduced). See Appendix B. Complete Set of Survey Frequencies for a full set of response frequencies, including those who did not provide a response. The total may exceed 100% as respondents were able to write in multiple services.

Respondents also were asked to identify the top three priorities for the City in the next five years. As mirrored in the previous survey findings, the biggest priority identified by residents related to transportation and traffic with 63% of the 496 respondents who provided a written answer citing this issue. About 3 in 10 or more mentioned the economy, neighborhoods/housing and the environment. Less than 1 in 5 reported that culture, parks and recreation and safety/police should be a top priority. One-quarter of respondents wrote in some “other” priority; responses to “other” and all written comments can be found in *Appendix C. Verbatim Responses*.

Figure 32: Residents Top Priorities for the City, 2015



Percentages shown represent only the 496 respondents who responded to the question. See Appendix B. Complete Set of Survey Frequencies for a full set of response frequencies. The total may exceed 100% as respondents were able to write in multiple services.

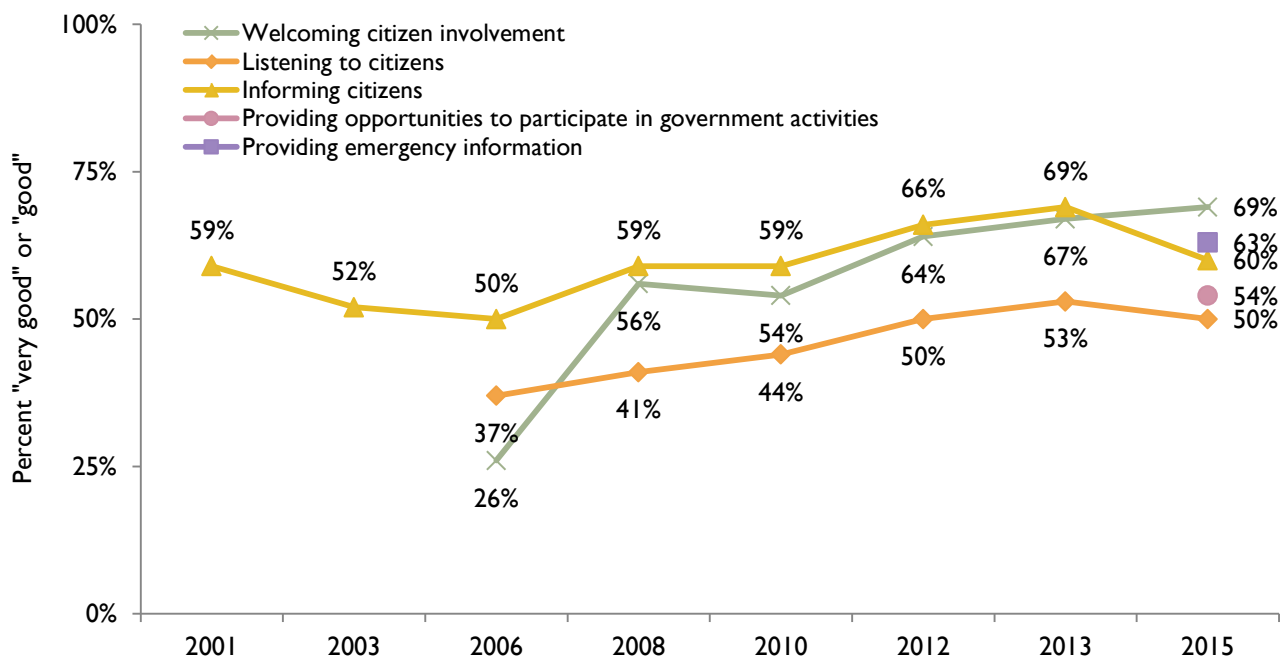
Public Information

Survey respondents were asked questions pertaining to how well the City performs at providing City information. Almost 7 in 10 residents reported that the City does a very good or good job welcoming citizen involvement, a rating that has continued its upward trend since 2010. A majority of resident also rated the City favorably for the job they do informing residents (60% very good or good) and listening to citizens (50%); however, ratings for informing residents decreased in 2015 (from 69% in 2013). For the first time in 2015, respondents also were asked to rate the City on their performance providing opportunities to participate in government activities and providing emergency information. Close to two-thirds of citizen gave high marks to Fort Collins’ government for providing emergency information and over half gave good or very good ratings for opportunities to participate in government activities.

Ratings for city information areas tended to be higher or much higher than ratings given by residents in other communities, both nationally and in the Front Range (see *Appendix F. Benchmark Comparisons*).

Residents living in the Northwest/CSU area, those who have lived in Fort Collins for six to 10 years, those who were White and not Hispanic and those who were under the age of 55 awarded higher ratings for welcoming citizen involvement than did other respondents. Students and residents who had lived in the community less than 11 years were more likely to give high marks to listening to citizens than were their counterparts (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 33: City Information Aspects Compared by Year



Note: In 2015, “Informing citizens,” “Welcoming citizen involvement” and “Listening to citizens” were separated into the City Information question set and included two new items: “Providing opportunities to participate in government activities” and “Providing emergency information.” 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.

As in past years, Fort Collins respondents indicated the extent to which they used various information sources about City issues, services and programs, if at all. As in previous years, in 2015 the highest percentage of residents relied on word of mouth, with 87% describing this method as a major or minor source of information. About 8 in 10 said they relied on the City's website and 7 in 10 indicated they use the newspaper or the "Recreator" as a source. About 9 in 10 reported that the online video of cable channel 14 or the Fort Collins Idea Lab was not a source of information. Fewer residents relied on newspapers, radio, television news or the local cable channel 14, either on TV or online, as a major or minor source of information about the City in 2015 than in 2013.

Overall, long-term residents were more likely to use the cable channel 14, City News, newsletters, radio and television news for sources of information, while those who had lived in the area between six and 10 years were more likely to use the City website, Recreator and word of mouth to gain information about the City. Students, younger respondents, those who were Hispanic or some other race and those from the Northwest/CSU area were less likely to use most of these sources of information compared to other residents. A full index of comparisons is in *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

Figure 34: Sources of Information Compared by Year

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs.	2015	2013	2012	2010	2008	2006	2003	2001
Word of mouth	87%	88%	87%	85%	88%	82%	87%	54%
City's website (www.fcgov.com)	79%	80%	74%	71%	72%	50%	54%	12%
Newspaper (print or online)	72%	80%	80%	81%	87%	89%	NA	76%
"Recreator" (guide to recreation programs)	70%	70%	64%	62%	60%	70%	60%	40%
"City News" (insert with utility bill)	65%	67%	63%	61%	71%	76%	76%	56%
Radio	63%	69%	60%	64%	66%	61%	NA	27%
Newsletters or brochures from City departments	62%	64%	56%	57%	64%	67%	64%	17%
Social media (Facebook, Twitter, etc.)	60%	55%	44%	NA	NA	NA	NA	NA
Television news	57%	69%	60%	65%	69%	58%	63%	NA
City booth at local events	41%	NA	NA	NA	NA	NA	NA	NA
Fort Collins local cable channel 14	22%	30%	30%	36%	41%	35%	28%	26%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	20%	17%	15%	NA	NA	NA	NA	NA
Online video of cable channel 14 on www.fcgov.com	12%	17%	15%	12%	14%	NA	NA	NA
Fort Collins Idea Lab (idealab.fcgov.com)	9%	10%	NA	NA	NA	NA	NA	NA

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." "City booth at local events" was first asked in 2015.

Appendix A. Respondent Characteristics

Characteristics of the survey respondents are displayed in the following tables.

Table 1: Length of Residency

About how many years have you lived in Fort Collins?	Percent of respondents
5 years or less	40%
6-10 years	16%
11-15 years	9%
16-20 years	7%
More than 20 years	29%
Total	100%

Table 2: Respondent Student Status

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent of respondents
Yes	18%
No	82%
Total	100%

Table 3: Respondent College or University Attended

Which college or university do you attend?	Percent of respondents
Colorado State University	84%
Front Range Community College	12%
Another local college or university	5%
Total	100%

Table 4: Employment Status

What is your employment status?	Percent of respondents
Working full time for pay	61%
Working part time for pay	13%
Unemployed, looking for paid work	5%
Unemployed, not looking for paid work	4%
Fully retired	17%
Total	100%

Table 5: Work in Fort Collins

Do you work inside the boundaries of Fort Collins?	Percent of respondents
Yes, outside the home	53%
Yes, from home	9%
No	39%
Total	100%

Table 6: Respondent Age

Which of the age groups below best describes you?	Percent of respondents
18-34 years	43%
35-54 years	31%
55 years or older	26%
Total	100%

Table 7: Respondent Gender

Your gender	Percent of respondents
Male	49%
Female	51%
Total	100%

Table 8: Respondent Ethnicity

Are you Spanish, Hispanic or Latino?	Percent of respondents
Not Hispanic	95%
Hispanic	5%
Total	100%

Table 9: Respondent Race/ethnicity

What is your race?	Percent of respondents
White alone, not Hispanic	84%
Hispanic and/or other race	16%
Total	100%

Table 10: Respondent Housing Status

Which best describes the building you live in?	Percent of respondents
Own detached unit	46%
Own attached unit	6%
Rent detached unit	12%
Rent attached unit	31%
Live in dorm	5%
Total	100%

Table 11: Geographic Area of Residence

	Percent of respondents
Northeast	12%
East Central	24%
Southeast	16%
Northwest/CSU	21%
West Central	22%
Southwest	5%
Total	100%

Appendix B. Complete Set of Survey Frequencies

Responses Excluding “Don’t know” or “No opinion”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” or “no opinion” responses.

Table 12: 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	64%	29%	6%	1%	0%	100%
Overall safety of residents	38%	50%	10%	1%	0%	100%
Quality of shopping opportunities	28%	39%	27%	4%	1%	100%
Quality of dining opportunities	48%	35%	14%	2%	1%	100%
Quality of entertainment opportunities	27%	45%	23%	4%	1%	100%
Availability of job opportunities	7%	35%	40%	14%	4%	100%
Availability of affordable quality housing	3%	14%	32%	32%	19%	100%
Quality of arts and cultural opportunities	22%	43%	32%	2%	0%	100%
Quality of recreational opportunities	53%	37%	9%	1%	1%	100%
Availability of quality healthcare	37%	40%	20%	3%	1%	100%
Quality of public schools	45%	39%	13%	2%	1%	100%
Quality of public library services	46%	41%	13%	0%	0%	100%
As a place to raise children	59%	31%	10%	1%	0%	100%
As a place to retire	46%	35%	12%	5%	3%	100%
As a place to attend college	53%	36%	10%	1%	1%	100%
As a place to work	33%	45%	18%	2%	2%	100%
Community acceptance of all people	26%	42%	27%	3%	2%	100%
Overall quality of life in Fort Collins	52%	37%	9%	1%	0%	100%

Table 13: Question 2

Please rate the quality of your neighborhood on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total
Your neighborhood as a place to live	48%	38%	12%	1%	1%	100%
Your neighborhood as a place to raise children	41%	34%	17%	6%	2%	100%
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	42%	37%	16%	4%	0%	100%

Table 14: Question 3A and 3B

	None	1-5	6-10	More than 10	Total
Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?	14%	35%	25%	25%	100%
In how many households do you know someone by name?	12%	47%	27%	14%	100%

Table 15: Question 4

How often do you talk to any of your neighbors?	Percent of respondents
At least once per day	22%
At least once per week	48%
At least once per month	19%
At least once per year	4%
Less than once per year	2%
Never	4%
Total	100%

Table 16: Question 5

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	63%	32%	4%	1%	1%	100%
Downtown Fort Collins at night	12%	56%	26%	5%	2%	100%
Your neighborhood during the day	74%	23%	2%	0%	0%	100%
Your neighborhood at night	42%	43%	13%	2%	1%	100%
Parks	33%	50%	15%	1%	0%	100%

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
Natural areas/open space	33%	54%	12%	1%	1%	100%
Recreation facilities	45%	48%	7%	0%	0%	100%
Trails	32%	51%	16%	1%	0%	100%
Fort Collins overall during the day	52%	44%	4%	0%	0%	100%
Fort Collins overall at night	16%	56%	25%	2%	0%	100%

Table 17: Question 6

Please rate the quality of each of the following in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	30%	46%	22%	1%	1%	100%
Disaster response and restoration of services	29%	48%	21%	2%	0%	100%
Fire prevention/education	30%	48%	20%	2%	0%	100%
Fire response time	44%	43%	12%	1%	0%	100%
Fire services overall	41%	46%	13%	0%	0%	100%
Crime prevention	17%	49%	29%	3%	2%	100%
Police patrol	21%	42%	31%	4%	2%	100%
Traffic enforcement	14%	38%	35%	8%	5%	100%
Police visibility	23%	41%	30%	4%	2%	100%
Police response time	25%	47%	24%	3%	2%	100%
Police services overall	23%	48%	24%	4%	2%	100%
Code enforcement (weeds, abandoned buildings, etc.)	15%	39%	34%	8%	4%	100%
Noise enforcement	14%	35%	38%	9%	4%	100%
Animal control	17%	42%	30%	8%	4%	100%
Business property maintenance	19%	49%	29%	3%	0%	100%
Residential property maintenance	19%	46%	32%	3%	1%	100%
Natural Areas Ranger services	34%	49%	16%	1%	0%	100%

Table 18: Question 7

Please rate quality of each of the following in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total
Drinking water	67%	26%	6%	1%	0%	100%
Electric services	53%	35%	10%	1%	0%	100%
Sewer services	51%	37%	11%	1%	0%	100%
Storm drainage	40%	36%	19%	4%	1%	100%
Utility billing	42%	35%	19%	3%	1%	100%
Utilities overall	44%	38%	15%	1%	1%	100%

Table 19: Question 8

Please rate the following areas of transportation in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total
Ease of driving	8%	28%	33%	22%	9%	100%
Ease of traveling by public transportation	9%	36%	33%	18%	4%	100%
As a walkable city	19%	41%	30%	9%	2%	100%
Ease of traveling by bicycle	37%	43%	15%	4%	1%	100%
Availability of parking Downtown	6%	20%	38%	24%	12%	100%
Level of traffic congestion	1%	12%	31%	32%	24%	100%
Street maintenance	12%	33%	36%	12%	8%	100%

Table 20: Question 9

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	Total
Managing and planning for growth	13%	38%	27%	15%	7%	100%
Efficient operation of programs and services	12%	46%	36%	3%	2%	100%
Encouraging sustainability in the community	25%	45%	25%	3%	2%	100%
Overall direction of the City	18%	47%	25%	7%	3%	100%

Table 21: Question 10

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	Total
Support of businesses	22%	46%	25%	5%	3%	100%
Promotion of the economic health of Fort Collins	19%	48%	25%	4%	3%	100%
Encouraging a variety of businesses	21%	42%	29%	6%	2%	100%
Retaining existing businesses	17%	40%	33%	7%	3%	100%
Attracting new businesses	18%	41%	30%	7%	3%	100%

Table 22: Question 11

Please rate the quality of each of the programs or facilities listed below.	Very good	Good	Average	Bad	Very bad	Total
Natural areas and open space	59%	36%	5%	0%	0%	100%
Recreational trails	59%	37%	4%	0%	0%	100%
Parks	56%	38%	6%	0%	0%	100%
Cemeteries	36%	47%	17%	1%	0%	100%
Golf courses	36%	47%	17%	1%	0%	100%
Athletic fields	35%	48%	15%	1%	1%	100%
Northside Aztlan Community Center	39%	47%	13%	1%	0%	100%
Fort Collins Senior Center	46%	44%	10%	0%	0%	100%
Edora Pool Ice Center (EPIC)	33%	47%	18%	1%	0%	100%
Mulberry Pool	27%	44%	27%	1%	1%	100%
The Farm at Lee Martinez Park	37%	50%	13%	0%	0%	100%
The Gardens on Spring Creek	51%	40%	9%	0%	0%	100%
Pottery studio	40%	41%	17%	1%	1%	100%
Art in Public Places program	37%	45%	16%	2%	0%	100%
Lincoln Center programs	38%	46%	15%	1%	0%	100%
Fort Collins Museum of Discovery	50%	38%	10%	2%	0%	100%
Adult recreation programs	31%	45%	20%	3%	1%	100%
Senior recreation programs	37%	40%	21%	2%	0%	100%
Youth/teen recreation programs	29%	47%	20%	4%	1%	100%

Table 23: Question 12

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total
Community's visual attractiveness	45%	44%	9%	2%	0%	100%
Air quality	36%	47%	15%	2%	1%	100%
Recycling programs	34%	44%	18%	3%	1%	100%
Conservation efforts	32%	46%	18%	3%	1%	100%
Overall quality of environment	38%	49%	12%	1%	0%	100%

Table 24: Question 13

To what extent would you support or oppose the City taking each of the following actions?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Prohibiting yard waste from being sent to the landfill	30%	30%	18%	22%	100%
Prohibiting the disposal of bottles/cans/paper (i.e., "curbside recyclables") in residential trash containers	40%	28%	13%	19%	100%

Table 25: Question 14

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent of respondents
Very good	33%
Good	51%
Average	15%
Bad	1%
Very bad	1%
Total	100%

Table 26: Question 15

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

Table 27: Question 16A

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good	Good	Average	Bad	Very bad	Total
Courtesy	54%	32%	12%	2%	1%	100%
Promptness	50%	29%	16%	4%	1%	100%
Knowledge	49%	34%	12%	3%	2%	100%
Making you feel valued	43%	26%	21%	8%	3%	100%
Overall impression	44%	35%	15%	4%	2%	100%

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

Table 28: Question 16B

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Very good	Good	Average	Bad	Very bad	Total
Courtesy	21%	59%	18%	2%	1%	100%
Promptness in responding to inquiries and service requests	23%	53%	21%	3%	1%	100%
Making citizens or customers feel valued	18%	53%	26%	2%	1%	100%

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

Table 29: Question 17

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	Total
Economy: Includes economic planning and development activities	35%	61%	5%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	39%	56%	4%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	43%	52%	6%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	22%	76%	2%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, and the Museum of Discovery; providing recreational and cultural programs; maintaining parks, trails and cemeteries; and improving natural areas	21%	76%	3%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	61%	35%	4%	100%

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	Total
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%

Table 30: Question 18

If you answered 'more effort' for any of the items in question 17, what specific services and amenities would you like to see increased?	Percent of respondents making a comment
Affordable housing/student housing	22%
Transportation	36%
Parks and recreation (trails, open space, programs, facilities)	9%
Business and retail development	8%
Economic/jobs and population growth	16%
Traffic and road maintenance	36%
Water	3%
Neighborhoods/beautification	11%
Police and safety	12%
Government overall (listening to residents and communication/organization)	7%
Recycling and environmental sustainability	23%
Community facilities/events/entertainment	4%
Services for low-income/homeless	1%
Other	6%

Table 31: Question 19

If you answered 'less effort' for any of the items in question 17, what specific services and amenities would you like to see reduced?	Percent of respondents
Transportation	24%
Parks, recreation and open space	3%
Neighborhood and community services	26%
Police	9%
Government organization and functions overall	24%
Recycling and environmental sustainability efforts	19%
Economic growth	12%

Table 32: Question 20

Thinking about the future of Fort Collins, what do you think should be the top three priorities for the City within the next five years?	Percent of respondents making a comment
Economy/ Business	39%
Environment	30%
Neighborhoods/ Housing	34%
Safety/ Police	13%
Culture, Parks & Recreation	17%
Transportation/ Traffic	63%
General Government	5%
Other	25%

**The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only those who responded to question 19. The total may exceed 100% as respondents were able to write in multiple services.*

Table 33: Question 21

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	Total
Welcoming citizen involvement	22%	47%	27%	4%	1%	100%
Listening to citizens	14%	36%	36%	9%	5%	100%
Informing citizens	18%	41%	31%	7%	2%	100%
Providing opportunities to participate in government activities	15%	40%	35%	9%	2%	100%
Providing emergency information	21%	42%	33%	3%	1%	100%

Table 34: Question 22

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs.	Always	Frequently	Sometimes	Never	Total
Fort Collins local cable channel 14	1%	2%	19%	78%	100%
Online video of cable channel 14 on www.fcgov.com/cable14	0%	2%	9%	88%	100%
City's website (www.fcgov.com)	7%	19%	54%	21%	100%
"City News" (insert with utility bill)	12%	21%	33%	35%	100%
Newsletters or brochures from City departments	7%	15%	40%	38%	100%
Tracks and Trails (the guide to natural areas activities)	8%	25%	35%	32%	100%
"Recreator" (guide to recreation programs)	11%	27%	32%	30%	100%
Word of mouth	14%	39%	34%	13%	100%
Newspaper (print or online)	16%	25%	31%	28%	100%
Radio	8%	21%	34%	37%	100%
Television news	11%	16%	30%	43%	100%
Social media (Facebook, Twitter, Nextdoor, etc.)	10%	20%	29%	40%	100%
Fort Collins Idea Lab (idealab.fcgov.com)	1%	1%	7%	91%	100%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	1%	3%	15%	80%	100%
City booth at local events	2%	5%	34%	59%	100%

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).

Table 35: 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	64%	425	29%	195	6%	38	1%	7	0%	3	0%	0	100%	669
Overall safety of residents	38%	254	50%	335	10%	69	1%	8	0%	1	0%	1	100%	668
Quality of shopping opportunities	27%	183	38%	252	27%	177	4%	27	1%	9	3%	18	100%	666
Quality of dining opportunities	48%	319	35%	232	14%	94	2%	16	1%	4	1%	5	100%	669
Quality of entertainment opportunities	26%	174	44%	293	22%	148	4%	28	1%	9	2%	16	100%	668
Availability of job opportunities	6%	42	31%	205	35%	233	12%	81	4%	24	12%	80	100%	665
Availability of affordable quality housing	3%	19	13%	89	29%	196	29%	195	18%	119	7%	47	100%	664
Quality of arts and cultural opportunities	21%	142	41%	274	30%	204	2%	15	0%	1	5%	31	100%	668
Quality of recreational opportunities	52%	345	36%	241	9%	61	1%	3	1%	6	2%	11	100%	667
Availability of quality healthcare	34%	227	37%	247	18%	123	2%	16	1%	5	8%	50	100%	668
Quality of public schools	33%	219	29%	192	10%	64	1%	8	1%	3	27%	178	100%	665
Quality of public library services	40%	265	35%	235	11%	74	0%	3	0%	0	13%	89	100%	666
As a place to raise children	50%	331	26%	171	8%	53	0%	3	0%	0	16%	107	100%	665
As a place to retire	38%	255	29%	192	10%	65	4%	26	2%	14	18%	118	100%	669
As a place to attend college	48%	320	33%	221	9%	60	0%	3	1%	4	9%	60	100%	668
As a place to work	30%	203	42%	282	17%	113	2%	15	1%	10	6%	43	100%	666
Community acceptance of all people	25%	168	40%	267	26%	174	3%	18	2%	13	4%	27	100%	668
Overall quality of life in Fort Collins	51%	343	37%	249	9%	63	1%	9	0%	2	0%	3	100%	668

Table 36: Question 2

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	47%	316	37%	251	12%	81	1%	6	1%	6	2%	10	100%	670
Your neighborhood as a place to raise children	35%	232	29%	193	15%	98	5%	31	1%	8	15%	102	100%	664
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	42%	280	37%	245	16%	107	4%	27	0%	3	1%	7	100%	668

Table 37: Question 3A and 3B

	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?	14%	94	35%	238	25%	171	25%	171	100%	674
In how many households do you know someone by name?	12%	79	47%	317	27%	183	14%	95	100%	674

Table 38: Question 4

How often do you talk to any of your neighbors?	Percent of respondents	Number of respondents
At least once per day	22%	149
At least once per week	48%	320
At least once per month	19%	130
At least once per year	4%	27
Less than once per year	2%	16
Never	4%	28
Total	100%	669

Table 39: Question 5

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		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Downtown Fort Collins during the day	62%	417	31%	210	4%	24	1%	4	1%	4	1%	8	100%	667
Downtown Fort Collins at night	11%	73	52%	346	25%	163	5%	31	2%	10	6%	43	100%	666
Your neighborhood during the day	74%	493	23%	152	2%	15	0%	2	0%	0	0%	3	100%	666
Your neighborhood at night	41%	274	43%	285	12%	83	2%	12	1%	3	1%	10	100%	667
Parks	31%	204	46%	306	14%	94	1%	8	0%	3	7%	48	100%	662
Natural areas/open space	30%	199	50%	332	11%	71	1%	4	1%	3	9%	57	100%	666
Recreation facilities	39%	256	42%	277	6%	37	0%	0	0%	1	13%	88	100%	661
Trails	29%	190	46%	302	14%	94	1%	5	0%	2	10%	64	100%	658
Fort Collins overall during the day	52%	346	44%	295	4%	24	0%	0	0%	0	0%	2	100%	668
Fort Collins overall at night	16%	106	54%	362	24%	161	2%	13	0%	3	3%	21	100%	666

Table 40: Question 6

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)	20%	133	32%	207	15%	100	1%	6	0%	2	31%	202	100%	651
Disaster response and restoration of services	19%	126	32%	213	14%	92	1%	7	0%	2	33%	219	100%	659
Fire prevention/education	21%	140	33%	220	14%	91	1%	8	0%	1	30%	199	100%	659
Fire response time	27%	181	27%	175	7%	48	0%	2	0%	0	38%	254	100%	661
Fire services overall	29%	189	33%	213	9%	58	0%	0	0%	0	30%	196	100%	656
Crime prevention	14%	90	41%	266	24%	155	3%	17	2%	11	18%	119	100%	658
Police patrol	19%	127	38%	254	28%	186	4%	24	1%	10	10%	65	100%	665
Traffic enforcement	13%	88	35%	231	32%	213	8%	50	5%	31	7%	50	100%	664
Police visibility	22%	147	39%	258	28%	189	3%	23	2%	15	5%	33	100%	664
Police response time	16%	104	29%	190	15%	97	2%	11	1%	8	38%	252	100%	661
Police services overall	19%	123	39%	257	20%	130	3%	21	1%	10	18%	118	100%	658
Code enforcement (weeds, abandoned buildings, etc.)	12%	77	30%	199	26%	172	6%	39	3%	20	23%	152	100%	658

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
Noise enforcement	11%	71	27%	178	29%	190	7%	46	3%	19	24%	158	100%	662
Animal control	13%	83	32%	213	22%	149	6%	39	3%	19	24%	159	100%	663
Business property maintenance	15%	99	38%	251	23%	150	2%	13	0%	1	22%	148	100%	662
Residential property maintenance	15%	102	38%	249	26%	171	2%	16	0%	3	18%	119	100%	659
Natural Areas Ranger services	24%	160	35%	231	11%	74	1%	5	0%	2	28%	184	100%	656

Table 41: Question 7

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	66%	443	25%	168	6%	40	1%	6	0%	3	1%	6	100%	666
Electric services	53%	351	35%	231	10%	65	1%	9	0%	2	2%	11	100%	668
Sewer services	49%	324	35%	231	11%	70	1%	5	0%	1	5%	35	100%	667
Storm drainage	39%	258	35%	230	18%	123	3%	23	1%	4	4%	28	100%	666
Utility billing	40%	268	34%	224	18%	120	3%	21	1%	8	4%	26	100%	668
Utilities overall	43%	287	38%	250	15%	101	1%	9	1%	5	2%	14	100%	666

Table 42: Question 8

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	8%	52	28%	185	32%	216	22%	146	9%	57	2%	12	100%	669
Ease of traveling by public transportation	7%	46	27%	179	25%	168	13%	89	3%	19	25%	164	100%	665
As a walkable city	19%	124	40%	270	29%	196	9%	57	1%	10	2%	11	100%	667
Ease of traveling by bicycle	33%	220	39%	257	14%	91	4%	27	1%	6	9%	61	100%	662
Availability of parking Downtown	5%	36	19%	130	37%	248	24%	159	11%	76	3%	18	100%	666
Level of traffic congestion	1%	6	12%	80	31%	206	32%	211	24%	161	1%	6	100%	669
Street maintenance	11%	77	33%	218	36%	239	12%	79	7%	50	1%	6	100%	669

Table 43: Question 9

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
Managing and planning for growth	11%	74	33%	218	24%	158	13%	87	6%	41	14%	90	100%	670
Efficient operation of programs and services	10%	69	38%	257	30%	203	3%	19	2%	12	16%	109	100%	669
Encouraging sustainability in the community	22%	148	40%	268	23%	152	3%	21	2%	13	10%	66	100%	668
Overall direction of the City	17%	112	43%	284	23%	152	6%	43	3%	18	8%	55	100%	664

Table 44: 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
Support of businesses	16%	109	34%	230	19%	125	4%	26	2%	15	24%	162	100%	667
Promotion of the economic health of Fort Collins	16%	105	39%	263	21%	138	4%	25	2%	16	18%	120	100%	666
Encouraging a variety of businesses	18%	118	35%	230	24%	160	5%	34	2%	11	17%	113	100%	665
Retaining existing businesses	13%	88	31%	209	26%	175	6%	37	3%	18	21%	137	100%	663
Attracting new businesses	14%	96	33%	219	24%	161	6%	38	2%	15	20%	135	100%	663

Table 45: Question 11

Please rate the quality of each of the programs or facilities listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Natural areas and open space	56%	370	34%	225	5%	30	0%	1	0%	2	5%	35	100%	664
Recreational trails	55%	367	34%	229	4%	24	0%	1	0%	0	7%	45	100%	667
Parks	54%	357	36%	241	6%	39	0%	0	0%	2	4%	26	100%	666
Cemeteries	19%	129	25%	168	9%	60	0%	2	0%	1	46%	302	100%	661
Golf courses	20%	130	26%	172	9%	61	0%	2	0%	0	45%	299	100%	663
Athletic fields	26%	169	35%	231	11%	74	1%	6	1%	3	26%	174	100%	658
Northside Aztlan Community Center	20%	129	23%	154	6%	43	0%	2	0%	0	50%	332	100%	660
Fort Collins Senior Center	24%	159	23%	151	5%	33	0%	1	0%	0	48%	320	100%	664
Edora Pool Ice Center (EPIC)	21%	139	30%	198	11%	74	1%	6	0%	1	37%	246	100%	663

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
Mulberry Pool	15%	98	24%	159	15%	98	1%	5	0%	2	45%	299	100%	661
The Farm at Lee Martinez Park	22%	145	29%	193	8%	51	0%	0	0%	0	41%	273	100%	663
The Gardens on Spring Creek	32%	214	25%	168	6%	39	0%	0	0%	1	36%	237	100%	658
Pottery studio	13%	86	13%	88	6%	37	0%	3	0%	3	67%	441	100%	658
Art in Public Places program	24%	161	30%	197	11%	72	1%	7	0%	2	34%	223	100%	662
Lincoln Center programs	28%	183	33%	220	11%	74	1%	5	0%	0	27%	179	100%	661
Fort Collins Museum of Discovery	33%	220	26%	170	6%	43	1%	9	0%	0	33%	220	100%	662
Adult recreation programs	19%	126	27%	182	13%	84	2%	14	1%	4	38%	254	100%	664
Senior recreation programs	15%	102	16%	108	9%	57	1%	5	0%	1	59%	390	100%	662
Youth/teen recreation programs	14%	91	22%	146	9%	62	2%	11	0%	2	53%	347	100%	661

Table 46: Question 12

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	45%	299	44%	296	9%	58	2%	11	0%	1	0%	3	100%	668
Air quality	35%	237	46%	310	15%	101	2%	11	1%	7	0%	2	100%	668
Recycling programs	33%	222	43%	288	18%	119	3%	21	1%	6	2%	10	100%	666
Conservation efforts	30%	200	42%	282	16%	110	3%	20	1%	4	7%	50	100%	665
Overall quality of environment	37%	249	49%	326	12%	80	1%	7	0%	1	1%	4	100%	667

Table 47: Question 13

To what extent would you support or oppose the City taking each of the following actions?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Prohibiting yard waste from being sent to the landfill	25%	165	25%	168	15%	100	19%	124	16%	105	100%	662
Prohibiting the disposal of bottles/cans/paper (i.e., "curbside recyclables") in residential trash containers	37%	248	26%	175	12%	81	18%	121	6%	40	100%	664

Table 48: Question 14

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent of respondents	Number of respondents
Very good	33%	219
Good	51%	340
Average	14%	97
Bad	1%	4
Very bad	1%	5
No opinion	1%	4
Total	100%	668

Table 49: Question 15

Have you had contact with any City employee(s) by phone, in-person, via email or online within the last 12 months?	Percent of respondents	Number of respondents
Yes	54%	361
No	46%	306
Total	100%	667

Table 50: Question 16A

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Courtesy	54%	195	32%	114	12%	42	2%	6	1%	2	0%	1	100%	361
Promptness	49%	177	29%	104	15%	55	4%	14	1%	4	2%	6	100%	361
Knowledge	48%	174	34%	124	12%	44	3%	10	2%	7	0%	2	100%	361
Making you feel valued	42%	151	25%	91	21%	74	7%	27	3%	9	2%	7	100%	361
Overall impression	44%	158	35%	125	15%	54	4%	13	2%	9	1%	3	100%	360

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

Table 51: Question 16B

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Courtesy	14%	41	40%	119	12%	36	1%	3	1%	1	33%	97	100%	298
Promptness in responding to inquiries and service requests	15%	45	34%	102	13%	40	2%	5	1%	1	35%	105	100%	298
Making citizens or customers feel valued	11%	34	35%	104	17%	51	1%	3	1%	2	35%	103	100%	298

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

Table 52: Question 17

Please select the option that best describes how you think the City should address each of the following aspects of the community.	More effort		Same effort		Less effort		No opinion		Total	
Economy: Includes economic planning and development activities	31%	200	54%	351	4%	29	10%	68	100%	648
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	38%	251	54%	357	4%	28	3%	21	100%	657
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	41%	266	49%	321	5%	35	5%	32	100%	655
Safety: Includes police, fire and emergency medical response, and building inspection	20%	134	71%	468	2%	15	6%	38	100%	656
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, and the Museum of Discovery; providing recreational and cultural programs; maintaining parks, trails and cemeteries; and improving natural areas	20%	130	72%	477	3%	20	5%	31	100%	659
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	59%	388	33%	220	4%	26	4%	26	100%	660
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	16%	105	64%	417	6%	41	14%	93	100%	656

Table 53: Question 18

If you answered "more effort" for any of the items in question 17, what specific services and amenities would you like to see improved?	Percent of respondents	Number of respondents
Affordable housing/student housing	21%	81
Transportation	34%	132
Parks and recreation (trails, open space, programs, facilities)	8%	31
Business and retail development	8%	32
Economic/jobs and population growth	15%	58
Traffic and road maintenance	35%	133
Water	3%	11
Neighborhoods/beautification	12%	45
Police and safety	10%	40
Government overall (listening to residents and communication/organization)	8%	32
Recycling and environmental sustainability	24%	93
Community facilities/events/entertainment	3%	12
Services for low-income/homeless	2%	7
Other	5%	21

**The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only those who responded to question 18. The total may exceed 100% as respondents were able to write in multiple services.*

Table 54: Question 19

If you answered "less effort" for any of the items in question 17, what specific services and amenities would you like to see reduced?	Percent of respondents making a comment	Number of respondents
Transportation	24%	18
Parks, recreation and open space	5%	4
Neighborhood and community services	26%	19
Police	7%	5
Government organization and functions overall	27%	20
Recycling and environmental sustainability efforts	14%	10
Economic growth	14%	10

**The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only those who responded to question 19. The total may exceed 100% as respondents were able to write in multiple services.*

Table 55: Question 20

Thinking about the future of Fort Collins, what do you think should be the top three priorities for the City within the next five years?	Percent of respondents	Number of respondents
Economy/ Business	38%	187
Environment	28%	140
Neighborhoods/ Housing	31%	154
Safety/ Police	12%	58
Culture, Parks & Recreation	15%	74
Transportation/ Traffic	64%	316
General Government	6%	30
Other	26%	128

**The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only those who responded to question 20. The total may exceed 100% as respondents were able to write in multiple services.*

Table 56: Question 21

Please select the option that best describes how you think the City should address each of the following aspects of the community.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Welcoming citizen involvement	19%	121	39%	255	23%	146	3%	20	1%	5	15%	100	100%	648
Listening to citizens	11%	72	28%	182	29%	186	7%	43	4%	27	21%	137	100%	648
Informing citizens	16%	105	37%	238	28%	178	6%	40	2%	12	11%	73	100%	647
Providing opportunities to participate in government activities	11%	70	30%	190	27%	170	6%	41	1%	9	24%	153	100%	633
Providing emergency information	16%	104	33%	213	26%	165	2%	16	1%	5	22%	144	100%	647

Table 57: Question 22

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs.	Always		Frequently		Sometimes		Never		Total	
	%	N	%	N	%	N	%	N	%	N
Fort Collins local cable channel 14	1%	3	2%	16	19%	122	78%	509	100%	651
Online video of cable channel 14 on www.fcgov.com/cable14	0%	2	2%	13	9%	60	88%	572	100%	647
City's website (www.fcgov.com)	7%	43	19%	122	54%	347	21%	135	100%	647
“City News” (insert with utility bill)	12%	78	21%	135	33%	213	35%	228	100%	654
Newsletters or brochures from City departments	7%	46	15%	96	40%	259	38%	250	100%	652
Tracks and Trails (the guide to natural areas activities)	8%	53	25%	161	35%	229	32%	209	100%	651
“Recreator” (guide to recreation programs)	11%	73	27%	173	32%	207	30%	194	100%	647
Word of mouth	14%	90	39%	258	34%	219	13%	87	100%	654
Newspaper (print or online)	16%	107	25%	163	31%	203	28%	182	100%	655
Radio	8%	53	21%	136	34%	224	37%	242	100%	655
Television news	11%	71	16%	104	30%	196	43%	284	100%	655
Social media (Facebook, Twitter, Nextdoor, etc.)	10%	68	20%	131	29%	191	40%	263	100%	653
Fort Collins Idea Lab (idealab.fcgov.com)	1%	4	1%	6	7%	47	91%	592	100%	649
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	1%	9	3%	22	15%	101	80%	522	100%	654
City booth at local events	2%	12	5%	34	34%	222	59%	379	100%	648

Table 58: Question D1

About how many years have you lived in Fort Collins?	Percent of respondents	Number of respondents
5 years or less	40%	266
6-10 years	16%	110
11-15 years	9%	57
16-20 years	7%	46
More than 20 years	29%	193
Total	100%	672

Table 59: Question D2

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent of respondents	Number of respondents
Yes	18%	117
No	82%	540
Total	100%	657

Table 60: Question D3

Which college or university do you attend?	Percent of respondents	Number of respondents
Colorado State University	84%	97
Front Range Community College	12%	14
Another local college or university	5%	5
Total	100%	116

Table 61: Question D4

What is your employment status?	Percent of respondents	Number of respondents
Working full time for pay	61%	342
Working part time for pay	13%	73
Unemployed, looking for paid work	5%	27
Unemployed, not looking for paid work	4%	25
Fully retired	17%	95
Total	100%	562

Table 62: Question D5

Do you work inside the boundaries of Fort Collins?	Percent of respondents	Number of respondents
Yes, outside the home	53%	337
Yes, from home	9%	55
No	39%	247
Total	100%	639

Table 63: Question D7

Your gender	Percent of respondents	Number of respondents
18-24	14%	90
25-34	29%	194
35-44	16%	106
45-54	15%	98
55-64	11%	73
65-74	9%	57
75+	7%	44
Total	100%	662

Table 64: Question D7

Your gender	Percent of respondents	Number of respondents
Male	49%	323
Female	51%	335
Total	100%	658

Table 65: Question D8

Which best describes the building you live in?	Percent of respondents	Number of respondents
Detached	59%	388
Attached	41%	273
Total	100%	660

Table 66: Question D9

Do you own or rent your residence?	Percent of respondents	Number of respondents
Own	53%	331
Rent	47%	298
Total	100%	629

Table 67: Question D10

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number of respondents
Not Hispanic	95%	619
Hispanic	5%	34
Total	100%	652

Table 68: Questions D11

What is your race?	Percent of respondents	Number of respondents
White alone, not Hispanic	84%	547
Hispanic and/or other race	16%	106
Total	100%	653

Table 69: Geographic Area of Residence

	Percent of respondents	Number of respondents
Northeast	12%	82
East Central	24%	159
Southeast	16%	103
Northwest/CSU	21%	141
West Central	22%	145
Southwest	5%	34
Total	100%	664

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.

Q18: If you answered “more effort” for any of the items in question 17, what specific services and amenities would you like to see increased?

- (1)Less restrictions on businesses.(2)Keep public areas cleaner with better landscaping.(3)Keep up on potholes better.(4)Too many police.
- 1)Build glade reservoir-thirty/forty you will regret not doing so.2)The east/west traffic over Mason corridor is pathetic.3)Building the on-campus station is stupid!!!
- 1)Economic-job growth/attract housing. 2) More bus service accessible to all.
- 1. More quality housing at reasonable pricing for all socioeconomic groups.2. Better working arrangements with the railroad company.
- A ban on fracking in Larimer County. A progressive and aggressive water conservation plan, and water storage/availability.
- A composting program for disposing of organics, better bus service-more timely/reliable buses.
- Adequate supply of affordable housing continues to be a problem.
- Adequate supply of quality housing for all socioeconomic groups.
- Adequate supply of quality housing. Traffic lights and ways to move the terrible jams.
- Adult swimming pools & fitness center. New golf course.
- Affordable housing and traffic congestion issues especially concerning the evil train!!!
- Affordable housing needs to be a priority. Also, traffic control is in need of a re-evaluation.
- Affordable housing options. Road quality.
- Affordable housing programs, 100% financing, more police presence away from campus.
- Affordable housing, ban U+2 & change it to more occupancy & stop encouraging people from out of state to move here. Just stop. This town is too damn expensive.Increase social services, affordability of students living without mommy & daddy's help, and stop the damn construction.
- Affordable housing, more jobs, increased response time of PD & FD, get homeless off the street, find them housing, jobs & help for the mentally ill!! Make certain areas of the city safer.
- Affordable housing, police response time.
- Affordable housing.
- Affordable housing.
- Air quality- reduce ozone!!Enforce U+2 & improve neighborhoods for families.
- Air quality.
- Air quality/affordable housing.
- Always good to continue to improve environment for future.
- Animal control should control animals without needing to get 5-6 calls. Also should not give names of callers.
- Anything that can be done to encourage more conservation, recycling, etc. e.g, the shared solar power (residential) is a great idea!
- Attractive neighborhoods.
- Balance new variety of developments with additional acquisition of natural areas/trail systems, etc.
- Balancing population growth & economic growth with sustainability, goals, affordable housing and alternative transportation.
- Ban Coloradoan throw away and door knockers.

- Be more aware of road work on main E/W or S/N roads at one time, not close two at a time.
- Better animal control.
- Better bus grid on outskirts of town-reinstate the Timberline bus N to S please!
- Better bus service-max is too limited in area covered- hard for seniors to use buses routes too limited. Need better police control of late night drunks in old town noise from drunks at night is bad.
- Better integration of environmental and economic aspects.
- Better maintenance of some neighborhoods. Improve traffic movement in certain areas. No cell phones while driving! Enforce it!
- Better management of cities projects oversight committee for reviewing internal project.
- Better management of city projects & planning, city manager should be replaced.
- Better outcomes for air quality & reduce/reuse & recycling cap [?] implementation.Improving neighborhood- enforcement/u & z, noise & traffic calming.
- Better priced living areas. Rent is too expensive.
- Better public transportation options other than driving, take better care of the roads.
- Better public transportation, improving traffic in midtown.
- Better recycling options, increased support for emergency services, more funding for arts programs, more public transportation options.
- Better restaurants- way to many franchises shopping is pathetic! Safer Downtown at night make Ft. Collins a destination.
- Better road maintenance. Stop building concrete medians and roundabouts that cost more and use money on maintenance that is actually needed. More entertainment options.
- Better smart growth; better management of water resources; develop more jobs that provide a livable wage.
- Better street maintenance- county.
- Better traffic control & town is getting way too congested!!!!
- Better Transfort service-routes, time between rotations; historic preservation; land conservation.
- Better transportation.
- Better/more programs supporting recycling and composting applicable to businesses & residents.
- Bicycle/pedestrians trail to Loveland west of shield so there is access without driving.
- Boards & commissions & communicating with residents.
- Bring more jobs to town; bring more affordable housing.
- Building of glade reservoir, for future generations, senior housing is also a top priority!
- Bus service extended to 3AM..... might help with the amount to DUI's, but yet again that's how you make money.
- Bus service-routes (and more frequent) on main roads. Traffic is getting very bad on Timberline and Harmony. Also, Prospect has no bike lane very dangerous on every busy road.
- Buses running more often on routes that are once an hour.
- Buses/max bus on Sundays.
- Buying a house in Ft Collins is incredibly expensive and has an adverse effect on cultural and SES heterogeneity.
- Car traffic & train traffic-out of control
- City broadband. Please get us out from under comcast! Make it easier to do biz here.
- City buses increased.
- City has established itself as an innovation leader- that is worth working love to maintain.
- City should be move involved in promoting desired job opportunities & shared economy concepts with current retirements happening in planning & development departments- newer employees need more training. L.P.C. needs to directly relate more to overall planning.
- City should develop broadband as a utility.

- Communicating with residents More policing & ticketing out of control drivers.
- Community outreach programs by the police. Increased foot & live patrols, less "drive-by policing".
- Concentrate on the environment more than more people for businesses.
- Continual upgrading of trails, expanded bus service, city-owned internet.
- Continued effort with quality of air, ensuring attractive neighborhoods (some yards look awful).
- Cost of living & wages don't line up. Traffic sucks! We need train bypasses? Perhaps an byway in town.
- Crossed them out because I don't know how to improve them. They are good to me just felt like of all the areas those would be the best worth while for extra work.
- Culture-Lincoln Center: better programming and marketing. Transportation: road maintenance, better student access to FRCC. Environment: need to focus on smart growth.
- Decent public transportation that goes where people need to go- not up a down Mason street.
- Development may be ok, but far too high of prices; air quality w/all cars is getting bad & water tastes more treated now then even a yr ago. Max would be used more if people outside walk/bike distance could more easily get to it &/or find parking near it.
- Do not want to become Boulder!!
- Draw more/diverse biz to F.C.: provide any neighborhood based interactions: grow the parks & trails systems.
- Ease & availability of public transportation.
- Ease life for those of lower socioeconomic status- nice public housing, more public transportation options, opportunities for them to go to museums and take part in social/recreational facilities, a good quality of life regardless of personal financial abilities.
- Economy & neighborhood: many people struggle to find less expensive housing. Transport: some construction sites(streets) have no one working there, creating trouble for drivers to get around town efficiently & quickly.
- Economy- plans for expansion accommodation of more growth. Environment-combat highly congested traffic w/air quality in city out living diesel fumes (excessive), etc.
- Economy- small business development. Safety-police- better response times, crack down on old town crime.
- Economy: More business friendly environment. Transport: More emphasis on road maintenance and traffic flow.
- Economy: more effort towards bringing in new businesses; culture: more cultural activities than those offered at Lincoln Center; transportation :more effort on fixing the train back-ups on Prospect Rd.
- Economy: The influx of people moving or visiting should have been anticipated. Neighborhoods: Compared to average rates of pay for most businesses, the housing market is almost completely unaffordable.
- Economy-attract diverse businesses; neighborhoods-quality housing for all groups; safety-traffic enforcement(speed & pedestrians).
- Economy-continue to in same growth of "clean" industry/diversification; Environment-continue clean air efforts; transport- solve train bottleneck and better across/around town limited access.
- economy-encourage businesses to move here. Environment-water is a concern-the reservoir is a concern to me.
- Economy-more publicity for what is being done.
- Efficiency of traffic lights are terrible, needs a lot of work, population growth with little infrastructure planning/changes.
- Effort on bringing more businesses to F.C. Effort on road maintenance roads around F.C. are terrible.
- Effort to bring new light- manufacturing and biotech (i.e good jobs) to Fort Collins.
- Efforts to increase affordable non-student housing
- Efforts to increase good water quality & smart growth.
- Encourage more biz to locate here.

- Encourage more sustainable building. Bring back resource.
- Encourage more sustainable building. Bring back resource.
- Enforce U+2. Make absentee landlords keep up proprieties.
- Enhance conservation and sustainability awareness to reduce inefficiencies in water & energy usage & encourage greater participation in recycling and proper disposal of restricted materials (e.g. paint used oil).
- Environment- encourage more recycling; better cleanup of trash on streets general government: more input from citizens on future projects various leases.
- Environment is a key attraction to Fort Collins. Living in the student populated part of city, I believe recycling and proper disposal education is needed to be enforced here more heavily, as trash is always incorrectly disposed. Also, Sunday Transfort service would help this quickly growing city.
- Environment keep reserving Parkland, open spaces. People want to be here because of that.
- Environment should not be overridden by economy. Police patrol & visibility should increase. Max is great, but the rest of Transfort is inconvenient.
- Environment: more emphasis on water conservation, parks & rec. More cultural programs; transportation: less construction.
- Environmental: level conservation, smart growth, air quality. (parks & rec: improve natural areas, maintain parks/trails; transportation max- east/west create parking for max stations.
- Environment-slower growth, Transportation- increased effort to relieve traffic congestion due to the train schedule.
- Every open space that was here when we moved here is being scraped and a three story apartments are going up. This town feels overcrowded.
- Everything, these are just important.
- E-waste collection center, more w/holistic transportation planning w/ implementation hold contractors accountable for schedule inequality on streets & sidewalks. I'm seeing a lot of work failures and substandard work.
- Expand transport service to every half hour on every route. Add routes into neighborhoods.
- Expanded bus routes, max should run until at least 1:00AM on Friday/Saturday nights.
- Expansion of roads to keep up with growth. When construction is started on a road, finish before moving on to the next.
- Extending hours for public at Mulberry and epic center. City bus running on Sunday.
- Fewer tract homes consuming farm lands & open spaces; slower growth; plans to reroute commuter traffic away from old town; plans for traffic congestion heading to and from I-25
- Fill the empty buildings, and air quality is getting bad, more cops patrolling neighborhoods regularly, more buses in more places running more often.
- Finish fixing the roads! Take less time and stop starting so many projects at once! The traffic situation is beyond stupid at this point.
- Fix traffic problems, promote economic development.
- For environment & parks, recreation-reclamation and improvement of areas previously damaged (fire & flood). For safety- more police preserve Downtown.
- Fort Collins roads are always under construction, contributing to traffic problems. Contracting w/companies who do good work in a timely manner is important.
- Future planning of street design with designated right hand turn lanes.
- General government- we live in a patio home directly behind the.
- Getting empty business building filled. Requiring new apartments & houses to have 1 parking space for each bedroom. Requiring all new homes & apartments to be handicap excess able wide doors elevators- hand grips in bathtubs.
- Good neighbor relations-ensuring attractive neighborhoods-historic preservation.

- Good neighbor relationship activities. We need more affordable housing that is safe, up to code, and accessible.
- Good water resources, air quality.
- Good water resources, good air quality. Land conservation quality housing for all socioeconomic groups-houses not apts.
- Government main role is safety.
- Harmony, Prospect, I-25 major back ups-seem like all the time. The main roads into Fort Collins are very congested during rush hour, you get stopped at every light very, very annoying also the lack a turn lanes and time to get though a light cell service is horrible on the south side of town. Please allow cell companies to install cell towers. 911 even has difficulty.
- Help citizens w/neighborhood issues such as hoarders. Stop blocking all major roads w/construction and trains during spring and summer.
- High paying jobs.
- Historic preservation & more local history exhibits at the museum. Inexpensive housing needs to be increased.
- Housing affordability.
- Housing affordable for everyone.
- Housing for gen population and not just students.
- Housing for lower-income families, better bus routes-increased frequency.
- Housing for middle & lower income people including young families & older folks. It's hard to get around town on buses & takes too long.
- Housing.
- I am impressed with all current efforts, would just like to see Fort Collins continue to improve.
- I believe "smart growth" should be a priority such that we don't become an urban sprawl city.
- I believe we can always improve on historic preservation, and adequate supply of quality housing. As for transportation. I would love to have the light rail extended from Denver, to here in Ft. Collins.
- I don't know. Economy, safety and transportation.
- I know you always work on traffic, but it will always need more and more effort.
- I like what they are doing in both environment & neighborhoods- I just don't want it to drop off.
- I live in the north end of F.C. With the trains and road repair, traveling to mid-town and south F.C. is impossible!
- I think the bike lanes should be swept more often.
- I think we are going to love to address where I safely direct bicycles in the future.
- I would like for road construction to not be done all at the same time (this yr. there has been construction everywhere).
- I would like to see more affordable housing for people who work in service areas-chefs & restaurant staff, teachers, supermarket workers, shop owners, etc.
- I would like to see more efforts in the neighborhood as well as transportation. I would like to see less construction always going on.
- I would like to see recycle bins around town, especially Downtown, where only waste bins appear. Also, it smoking Downtown is banned, there still being ashtrays sends a mixed signal to people.
- I would like to see road work completed a bit faster!
- I would love to see more community engagement & education for all areas.
- I would prefer more acceptance of new businesses to encourage more job opportunities. I know a numbers of businesses that have been denied and some that went to other places.
- I-25 needs to be widened! Homeless panhandler's is a problem.

- I'd love to see emphasis placed in these areas I believe Fort Collins is doing a great job & would support continued development in the above areas. This is a somewhat awkwardly worded question is that it implies dissatisfaction to a certain small degree. I am very impressed and satisfied with Fort Collins.
- Improve air quality, land conservation. Bring in larger companies.
- Improving what we already have instead of trying to attract more growth-proactive rather than reactive in areas such as transportation/road congestion-& bike lanes & buses are not the answer.
- Increase in recycling & conservation efforts. Focus on affordable housing.
- Increase the importance of "bus right of way" so public transit becomes more common place.
- Increased attention to job growth & attracting new (large) businesses. Not all of us want to work in retail or for the hospital!
- Internet from the city.
- It seems like this summer there was so much road construction. College- event & mid Horsetooth & Timberline, Remington, Shields & Willox, so many major roads. Maybe some info re: why it was timed like that would be helpful. Can we build over/under passes for trains? Overall they do a good job. The max seems kind of weird (guess its for college students).
- Job availability is usually low pay but cost of living here is high.
- Job development for professionals outside of CSU, composting.
- Job opportunities. Make Fort Collins an appealing place for large good employers.
- Just keep moving in good direction. Don't give up.
- Keeping neighborhoods safe and easy to live in. Housing pricing not matching quality of neighborhood.
- Kmart bldg area is blight!!
- Less involvement with small business. Traffic is extremely frustrating, trains cause congestion.
- Less money on flowers-'really'. Better planning on road work!!Less greed.
- Less noise/nightly train horns. Traffic congestion.
- Less nonsense from the minority on the city council re promoting new and/or existing businesses, i.e., Woodward etc.
- Less restrictions on new business construction e.g. The "mess" of a parking lot at Walmart on mulberry.
- Less student housing, more affordable housing for singles, lower income families.
- Listen to the citizens & don't sell out to business interests.
- Local govt. does very little. They claim to listen to input but don't.
- Looking ahead making sure growth does not outpace infrastructure.
- Looking to keep FTC a quality place for job opportunity and economic growth always requires forward, not status quo thinking.
- Low income housing, road maintenance, more Transfort routes.
- Maintain & clearly mark bike paths.
- Maintain ability to local businesses to survive in old town (rising costs pushing them out). More historic preservation in old town neighborhoods. More affect toward street growth & not allowing questionable practices.(Fracking! NISP).
- Maintaining roads, improving roads.
- Make it easier to start a business.
- Make neighborhood services & enforcement- the land use code. (e.g.-single family- single family character) (keep breweries in light end.) they were designed a specific way & need you to continue that treatment etc.
- Making sure we don't turn all this land into housing communities.
- Making the north end of town safer and more appealing.
- Max is great but still leaves out all other areas outside central corridor-need more options to get people to Max stations.
- Max similar system to service W. Elizabeth St.

- Monitor speeding on Prospect an college specifically, more parking Downtown. Increase environmental education.
- More "east/west" Max style public transportation.
- More & better public transportation.
- More adult education programming & ensuring that growth keeps Fort Collins unique instead of turning it into a suburban every town USA.
- More advising programs about recycling and composting.
- More affordable house better movement of vehicle traffic.
- More affordable housing available. Learn how to plan cycling of lights; make traffic flow!! Do a more in depth job of above items.
- More affordable housing more enforcement of traffic violations, speeding, running red lights, tailgating.
- More affordable housing options at <\$300,000. Too many people are getting priced out of the housing market.
- More affordable housing options for first time buyers & those entrance the market at a lower price range.
- More affordable housing, especially for renters. The rental market inflation is ridiculous.
- More affordable housing, less "growth", less traffic, better architectural standards, fewer construction trucks(they are dangerous.) Cement trucks are the worst.
- More affordable housing, slower & more planned development with awareness of traffic/transportation- too much building & not enough planning for road maintenance, etc.
- More affordable housing. A bypass from the NW side of town to the SE side of town-help people get away from congested streets!
- More affordable housing. Better Transfort routes-grid pattern.
- More affordable housing-better communication technology for the out lying areas of the city.
- More affordable housing-not welfare housing regular housing for working people bigger police force.
- More attention to poorly maintained yards.
- More bike lanes and urban trails.
- More bike lanes. Better management of traffic flow.
- More bike trails. Road maintenance improvements to existing facilities epic & Mulberry pool.
- More bus service (frequency) to connect to Max. Max and bus services increase even up operations for employees and patrons of old town.
- More bus service east/west & increase Bustang routes to Denver.
- More buses for Transfort and make them stay running late.
- More buss services, longer buss hours, more routes to the hospital and it's offices etc. Better police training and education. Better mental health and social services.
- More careful road repair/construction planning & coordination.
- More cops!! Enforce the traffic laws! More animal control, start issuing more tickets to dogs off leash and there that poop everywhere!
- More effect from the city.
- More effort to attracting primary employers, & attracting more retail businesses in old town.
- More emphasis on bike and mass transit.
- More enforcement of yards and/or weed control of properties, especially "obvious" rentals.
- More focused attention on resources to aging neighborhoods and making them more attractive and giving more resources to these neighborhoods for building community.
- More funding for police the city is expanding very fast and if we want the same level of service we need high quality officers.
- More job opportunities for entry-level college graduates, safety at night, traffic especially regarding trains is terrible and needs much improvement.
- More land conservation, more affordable housing, better bus service.

- More left-hand turn lanes and traffic signals.
- More long term job opportunities.
- More museums, things to do.
- More open space.
- More options for public transportation or safer trails for riding bikes to more places off main busy roads.
- More outdoor education and maintenance/extensions of natural trails. Transportation to these trails/parks.
- More outdoor music & art year round, more transparency about economic & environmental issues.
- More parking less road closures.
- More police especially at night enforcement, text/TV alerts.
- More police exposure, checking for bad pavement & sidewalks in residential areas.
- More police patrol in neighborhoods during nights. Safety is very important.
- More police presence, more noise control enforcement-especially barking dogs & diesel trucks.
- More police.
- More quality housing for low income. Where do the folks from the trailer parks go??
- More reasonable integration w/CSU & neighborhoods, i.e.less overused "trash" housing in family neighborhoods.
- More recycling, maybe more success stories to show how it's working. Fix college avenue!
- More researching into the dangers of fracking another recreation facility would help around the midtown college/Horsetooth area.
- More socioeconomic housing/affordable housing. More transportation to major cities like Denver more regularly.
- More solar, wind, etc- fast shift to renewable energies I protect open spaces & create more.
- More staff and larger budgets for maintenance at city owned places such as Martinez farm, gardens on Spring Creek, and general landscaping. Minimum standards for landscaping in residential areas such as no weeds and exposed soil in front lawns.
- More tax concessions to attract more business.
- More traffic lights on busy streets.
- More tree lined boulevards-speed bumps-traffic police. There is no current check on speeding in south F.C.
- Mosquito control- once West Nile detected, spraying should happen! Would like to see better planning in road development to handle all of the traffic & trains-I think you are ignoring a serious problem.
- N/A.
- N/A.
- N/A.
- N/A.
- N/A.
- N/A.
- N/A.
- N/A.
- Need a solution for trains to locking traffic at Lemay and Riverside Prospect Rd is too congested because of the bridge work on Mulberry.
- Need to attract and retain businesses, including small business. Make it easy to do business here. Better roads.
- Need to attract businesses. Fort Collins seems too expensive or somewhat anti-business.
- Need to resolve the train issue... especially near the hospital.
- Neighbor relationships.
- Neighborhood- supply quality housing for all socioeconomic groups, safety there is always room for improvement. This is something we all should strive for transportation maintenance of roads, train stops need some solution long term.

- Neighborhoods, attractive neighborhoods, historic preservation.
- Neighborhoods: more affordable housing culture, parks & recreation: more community involvement/programs.
- No comment.
- No growing at the expense of our environment-plan for the future.
- No police dispatch hold times during peak times; land bank use to affordable and working homes; more straight-forward bus routes; increase communication with residents.
- Not sure.
- Open streets initiatives and "complete streets" for safe travel by auto, foot, bicycle & transit regardless of age or ability.
- Parks & rec neighborhoods- there has been an increased influx of transients in the neighborhood east side park no actions have been taken to stop the park from becoming another Jefferson St park, families can no longer use the picnic - it is really a shame.
- Parks & rec: increase lighting an biking trails @ night! Economy: more affordable housing; environment: more natural area and trails, more sustainable living opportunities; neighborhoods: more affordable housing & opportunities for promoting good neighbor relationships.
- Planning for influx of residents on the road & with in neighborhoods.
- Please consider improving public transportation options, when planning transport buses routes consider business hours as well.
- Please please find a solution for the trains in Fort Collins. They are a burden and cause problems with commuters. Please look into underpasses or other solutions.
- Please, O please, widen I-25 from Longmont to Fort Collins.
- Police & fire should be #1 priorities.
- Police patrols/noise enforcement.
- Poor neighborhoods like Andersonville & surrounding areas don't have the same level of service, safety & quality of environment.
- Preserving environment can always be better improved.
- Preserving open spaces as part of city planning/smart growth. Planning for better management of increasing traffic congestion.
- Proactive planning & effort towards growth- do not want sprawl(i.e. Highlands ranch in Denver) or lock out (i.e. Boulder).Delicate balance but recognize change is coming so change must occur cannot afford to be "status quo" or change will happen anyway & we may not like the outcome.
- Promote and retain small & locally owned/operated business. Promotion of open space retention by private owners (reduced tax burden!) Sustainable practices/recycling/composting/reduction of plastic & consumables w/in businesses. More effect to control excessive "cruising" activities, specifically noxious diesel pickups!
- Promote knowing your neighbor programs (i.e. one neighbor hosts a neighborhood movie night or block parties).
- Promote more of a friendly- helpful attitude with business.
- Promoting better neighborhood relationships (community events) and more accessible public transportation (bus routes).
- Property owners/manager accountable for outside appearance especially around university neighborhoods better planning of road maintenance with growing population.
- Protect open areas from more development. The city is loosing its beauty with too much development.
- Providing better opportunities for poor and homeless i.e housing, jobs, food and transportation.
- Public metro system strong recycling & water management/neighborhood events.
- Public transit to all parts of the city. Attention given to old town given to all parts of the city to avoid cultural slums.

- Public transit/walkable neighborhoods/complete streets. Max is totally inadequate. Public transit times need to come close to drive & park times to be a viable alternative for anyone but students. Frequency of service needs to be every 5 minutes for people to use it. That's what they do in Europe.
- Put more thought into why the city is doing what it is doing-too many bus programs, and building a new stadium (did you even think?) Take care of the roads!
- Quality affordable housing for the less fortunate.
- Quality affordable housing. Better enforcement of rental properties-hold owners more accountable.
- Quality housing (rent), traffic flow on side streets.A better bus connection to Avago/HP site. (Horsetooth up Ziegler).
- Rampant runaway growth & development & the nightmarish traffic/railroad congestion.
- Rebuilding Mulberry bridge is taking too long. On any given day there are too few workers. Contract completion date for such an important artery was usefully base.
- Recruit more high tech business, complete pack by FRHS, increase police force & presence, not sure about the traffic. It's just too much.
- Recycling education/less restriction on new business.
- Recycling opportunities environmental education.
- Recycling required by businesses and residents. Light rail and bus connections to Denver, DIA & Boulder.
- Reduce fees to businesses.
- Reduce train traffic/switching No more trees down for malls/buildings.
- Reducing businesses regulatory restaurants by planning and development permitting.
- Respect for the opinions of taxpayers some items like standard not voted on. Taxpayers against over development-but no one cares.
- Restrictions on sprawling growth. This will help with traffic congestion.
- Return of "Streetmosphere", & (the Fort Collins jazz festival) was very noticeably gone last summer, more arts funding/support.
- Right turn lanes developed in major intersections- like what is being done on Timberline and Horsetooth.
- Road & traffic, congestionLand conservation, awareness.
- Road/traffic conditions, construction, trains.
- Roads- I live on the north side of F.C. Whoever is managing the College Ave reconstruction needs to be "drawn & quartered"!
- Roads, i.e: Road quality(potholes), and road expansion (more lanes on busy roads, more right turn lanes on some main roads.)
- Run Max on Sundays.
- Safety during night.
- Safety- increased enforcement of traffic violations, vagrancy & pan handling transportation- deal w/ the train crossing, schedule street closures better!
- Safety, by having more police involvement with community.
- SBDC support, economic summits, more roundabouts, get done w/construction on n college.
- See #3 below. You can't stop growth, so plan for it and accommodate what comes with it. Stop catering to N-S traffic & recognize that there is also a lot of E-W traffic on streets like Mulberry & Prospect. A 15sec green cycle for E-W is stupid.
- See above-more indoor pools also look at children's village in Cheyenne. Trail power across Harmony. EPIC is great-just too busy-need more.
- Serious sustainability (no grass in new developments for example), change U+2 to lower rental rates, improve congestion & bike lanes.
- Single family in middle of town and old town not treated w/same respect as south Fort Collins. No oversight of renters, U+2 near campus.
- Smart growth & quality housing for all socioeconomic groups.

- Smart growth- the growth is in high density housing which changes the culture and ambiance of neighborhood living. Like to see more patio and single family houses inside Harmony Rd.
- Smart growth, new job/career potential, water resources for growth.
- Smart growth, traffic management.
- Smart growth. Adequate housing supply. Transportation congestion (general and congestion caused by trains). Police need to deal with the shootings on I-25
- Smart growth. Police, police, fire response, maintaining red old traffic operations communicating w/residents about ongoing project during & other projects.
- Smart growth-every piece of land is being built on-and usually its an apartment building- what about a "no growth" policy?
- Smart growth-limit sprawl. Find ways to reduce rental costs/increase supply of apartments. More bus service to other cities.
- Solar: finish Poudre trail; expand public transportation to meet need.
- Solutions to traffic congestion, better public transportation access during summer/CSU off session etc.
- Some older neighborhoods need more maintenance and care, such as the South Meadowlark heights sign on drake, or some rental properties on North Shield.
- Specially neighborhoods, quality affordable housing in this awesome town should be more accessible.
- Specifically-"Do not get comfortable".
- Spend more time planning for the future, by building more, wider roads, encouraging new business, and by making citizens feel important & heard.
- Still need continued work around "U+2" issues & rental property maintenance.
- Stop growth.
- Street maintenance.Reduce traffic congestion.
- Supply of affordable housing improve traffic, train schedules, construction schedule.
- Terrible traffic congestion that already exists intensifies when multiple alternate routes are undergoing construction @ time.
- The avg. cost of housing living compared to avg. amt of income is extremely frustrating & defeating when trying to thrive here. Higher wages and/or more affordable housing.
- The city could improve all of their services through more efficient use of resources.
- The city looks trashy, roads are bad-spend less money on making thing like medians w/sculptures & fix traffic & college ave instead.
- The city needs to listen to the people that live here. The city has blinders on..
- The city really need to push to limit vehicles on roads somehow. Way too congested for a city this size & w/as much public transit.
- The housing market is so difficult for new buyers. There seems to be a large # of "expensive" (+ \$ 500k), but not a lot of sub \$300k.
- The infrastructure in northern Colorado is not supporting the amount of people who live/are moving here. Traffic is a huge frustration for our family!
- The new bus causes a traffic nightmare @ Harmony. Add pedestrian and bike crossing and then a train- awful-needs attention
- The only tax increase I would like to see is for land purchase & conservation without being tried to other programs (Downtown trolley for example).
- The statement are confusing so I usually answered no opinion but I do have opinions!
- The streets and sidewalks are dirty, with trash everywhere. Walking and biking(especially) is often an unattractive proposition!
- The traffic in Ft. Collins is terrible!! The lights don't seem to be synced, left turn lights are short.
- There are some neighborhoods that look run-down & the trailer parks are becoming unattractive eyesores.

- There could be block unity in charge of picking up trash could make Face book pages with the block team names. Teams could compete in "clean streets" competitions-or communicate with each other to work on bigger joint projects together.
- There is a major divide between CSU/front range students and the non-student rest of the community. An resident once called student neighborhoods a gretto. Also, U+2 is not helping this relationship at all.
- They can always use more improvement.
- This town needs railroad over/under passes. Traffic is horrible in this town. Better planning on road repair (Shields St. is closed while only 1 lane open on College & Horsetooth is torn up all at the same time.
- Time it takes for some people to get to work too long. Max is great bus coverage could be better in other areas.
- Traffic congestion due to Max line. Traffic light timing study on 287.
- Traffic congestion, road repair, reduce power costs.
- Traffic control, more entertainment events.
- Traffic flow management; better coordination of street projects to avoid multiple detours/projects in close areas.
- Traffic in town gets worse every year- my kids don't want to learn to drive, and I don't blame them. Max is great, but not enough.
- Traffic is a nightmare!! I dread driving everyday. Trains need to be deterred. New residents should be taxed to handle increased impact in roads. Too many "students" neighborhood that need maintenance.
- Traffic is terrible, unsafe, and almost unbearable for such a small city. Traffic law is almost completely unenforced.
- Traffic is the worst in Colorado.
- Traffic management- traffic congestion seems to have increased significantly in the last few years.
- Traffic monitoring & through put. Underpasses/overpasses for pedestrians & bicyclists, associated w/Max. Traffic light timing, trains!! Better bike routes using secondary streets. See more representation for car transit.
- Traffic operations.
- Traffic operations: trains (specifically the once at Lemay and Riverside through Prospect and Timberline) can cause 20-30 minute delays. Tripling my allotted travel time just in case I see a train is very inefficient planning.
- Traffic operations-congestion has reduced quality of my life. Emergency contact-Ineffective in notifying citizens during emergency.
- Traffic speed control; too much catering to bicycles; need to tear down building vacated for period of time.
- Traffic, especially Vine & Lemay and Vine in timberline communication!!
- Train delay abatement, trees that don't obscure signs/light, decrease constant gridlock.
- Train from Ft. Collins to Denver.
- Trains.Traffic congestion.
- Transport road maintenance, traffic operations, affordable housing for lower middle class.
- Transportation for people w/disabilities- availability, cover more areas.
- Transportation from town to the Horsetooth trail.
- Transportation is abysmal. Light are timed to slow traffic. City's irresponsible about too much growth. [?] to make developed real estate monthly.
- Transportation will continue to be a problem as the city's population continues to grow. More versatile options are necessary e.g. The Max to go further south to Loveland. A train to Denver!
- Transportation- with all the construction, it is hard to get around with so many streets being worked on at the same time.
- Transportation.

- Transportation. Better design of Transport routes for non-students and fixing traffic flow issues and acknowledging most of us will continue to travel by car.
- Transportation-parking and traffic is getting worse and worse.
- Transportation-there is no planning! From lights not being synced to street closers...traffic flow is a mess!!
- Truck bi-pass
- U+2 enforcement, excessive vehicle enforcement, dealing w/excessive train traffic, spreading out construction so that the entire city isn't doing road work @ the same time.
- Water quality can be improved. There is a need for more affordable housing units.
- We definitely need more affordable housing. Stop building extra things we don't need in places where traffic is already horrible!!!
- We have plenty of weekend jail birds- there should not be weeds or trash anywhere!
- We need a better plan for the traffic flow-more solutions for the homeless & affordable housing.
- We need help with traffic-it's very congested on roads in town. We need smart growth- don't want to lose our spaces around town.
- We need to fix the train problems and I would like to see the max more affordable (and a good mobile app for it).
- We need to solve railroad problem, perhaps with overpasses.
- Working with contractors doing road construction to ensure that road construction is done in a timely manner. How long will the construction last on 287?
- Would like to see road maintenance continue, timing street signals and reducing traffic through efficient roads move the train out of town.
- You found 87 million dollars to built "the bus to nowhere". Find the money to immediately begin building R.R. underpasses along Mason at Lemay and Riverside and Vine.

Q19: If you answered "less effort" for any of the items in question 15, what specific services and amenities would you like to see reduced?

- (1)I would like to see less law enforcement(less police in general).(2)I would like more artistic entertainment.
- A less effort on recycling.
- Almost every government funded project fails stop supporting failure & penalties success.
- Already doing a good job w/economy and environment issues.
- Always look for less government opportunities. Does your law enforcement contact for profit or arrest stats?
- Better road maintenance especially county- winter.
- Boards & stop raises for city managers.
- Building period raises rent, a lot of us can't even afford to live hear, most of us will end up moving.
- City development activities seem directed towards the more affluent/higher income.
- City has plenty of parks and open spaces, forget about "cultural" garbage like museums & arts 90% population doesn't care about it. More fun things to do.
- City management.
- Construction is not strategic & creates incredible obstacles when everywhere! Finish one project a time fast, then move on to next project.
- Don't go overboard here.
- Eliminated city public unions would free up much needed funds for streets & roads & the like.
- Fewer codes and regulations of frivolous things.
- Focus more on people's relationships/interactions instead of making things pretty.
- Fort Collins is now a "Nanny city" where the government involves itself in every ones every activity.

- Fort Collins is safe. People are good. Cops have nothing to do. Police station is nicest, building in town- why? and with what money? tax/tickets?
- Generally we advocate for less government involvement.
- Government need to focus less on themselves and more on people (taxpayers).
- Historic preservation is run by one person w/no one to hold her accountable.
- Homeless housing.
- I don't see how the city government can promote "good neighbor relationships" and thus would be a waste of resources.
- I think safety is highly done which we could take more efforts in other things.
- I'd like to see the city quit telling developers how to build "nice" looking parking lots- This usually results in less parking.
- In both cases all the road construction affects my life negatively. The cities are both ugly & inconvenient.
- Leave neighborhoods alone/stop passing rules & regulations.
- Less development & less population & less growth.
- Less economic development focus, while concentration on what we have, to ensure Fort Collins doesn't grow too fast.
- Less effort on mass transit.
- Less effort to find an adequate supply of quality housing for all. Not everyone has to live in Ft Collins.
- Less emphasis on purchasing open space less emphasis on sustainability initiatives.
- Less emphasis on tax payer supported "affordable housing" remove barriers to market based solutions.
- Less focus on constant development and build out of expensive homes & apartments.
- Less historic preservation rules e.g: when homeowner wants to remodel, permitting too difficult/bureaucratic. Overloaded sustainability bureaucracy.
- Less intrusion and control from city hall!
- Less involved with environment.
- Less support for "happenings" in Downtown Fort Collins. Need to develop a "roomy" area.
- Let private sector take care of self.
- Let private sector take care of self/already "making it" w/o public funds & effort/bus system isn't possible to get me to work/3 transfers & 1.5 hr on bus-20 min bike-1 hr walk).
- Let residents make more of their own choices or you'll just continue to be more and more like Boulder.
- Max is good.
- MAX, it causes delays all over town for those driving.
- Neighborhood relations are already pretty good.
- Neighborhoods are autonomous.
- Neighborhoods- stop worrying & spending \$ to force equal housing. Let supply idea and solve the problems accept that not everyone should be able to afford to live in Fort Collins.
- Nobody rides the bus \$ wasted housing for "all".
- Other things are more important 1st.
- Putting too much in a dollar loosing Transfort and connecting buses don't work.
- Quality of growth rather than quantity of growth (economic) should be the focus.
- Recreation, landscaping, too much government bureaucracy.
- Reduce land ownership and purchasing that only serves the political agendas of a few.
- Reduce redoing, reconstructing, filling old town air with endless pollutions and toxins!
- Some environmental efforts are too focused on smell diminishing returns at too much effort/cost.
- Some maintenance appears redundant on buildings. City council ideally should represent districts not simply anti-growth or pro-as it relates to issues. Whoops. Co-ordinate road repair so traffic is minimally impacted stop light timing also. I 25 widening/regional transportation improvement.

- Stay out of private business. Eliminate about half the traffic lights-make feeder routes, no lights at every cross road, I have no idea what this means.
- Stop fluoride in city water, less visibility for police and fire departments.
- Stop passing laws restricting peoples freedoms and regulating behavior.
- Summer of 2015 I witnessed un-due road/sidewalk construction.
- The city buildings are pretty enough.
- The Max is a colossal failure. Tremendous monetary waste.
- The Max should have been light rail instead of the stupid bus and then connect to Denver.
- The Max was a colossal waste.
- There are enough damn trees covering every inch of this city!! Stop trying to push more trees on every aspect of life here! You can't see any of the business here because they are all covered in trees!
- There is way too much of a police presence here, & now w/ pot legal, the cops should quit their war on drugs, stop lying on the stand & do some real police work. These cops/& co's are among the stupidest & the least trained that I've ever seen, or they have been improperly trained.
- There seems to be overkill of opportunities to meet with a city council member.
- Tired of all the road work and trains making it hard to get around.
- Too many meetings-no action
- Too much cost and promotion of "culture, parks, & recreation". Not enough encouragement for business that matters.
- Too much money is wasted on how things look while actual services are few and far between.
- Too much time is spent in meetings. Too many programs. Trust department staff to do their jobs.
- Trains need to do something about trains!
- Transfort.
- Transportation- less Transfort, not going to use this matter how much you try to cram it down our throats. Less environmental and social engineering.
- Two of our churches exists were blocked & how the city put in Parkways/islands on Harmony west of shields. We should have been asked about this before they put them in. We all have to exit through the some driven by and most of us have to make a U turn very congested!
- We don't need Woodward or any other "big employers". Less police control less ordinances.
- We have enough open space. Smart growth is a joke and is connected to agenda 21.
- You plus two rule.
- Zero tolerance for speeding, especially in school zones. Continued expansion to our awesome public transportation system.

Q20: Thinking about the future of Fort Collins, what do you think should be the top three priorities for the City within the next five years?

- (1) Affordable housing (2) Parking Downtown (3) Get rid of the bikes or don't encourage bike riders.
- (1) Affordable housing.(2) More robust recycling program.(3) More public transportation-light rail to Denver?
- (1) Affordable housing; 2.Rental properties-especially too many cars & people in one place; street maintenance and traffic congestion.
- (1) Making entire city a quiet zone w/regard to train noise. 2) Control of panhandling (aggressive or not), disruptive behaviors exhibited as of last 3 years, is extreme; loitering & transient related activity. 3) Regional transportation issues- I-25 and connectivity/safety/w/regard to emergency travel train block's issues.
- (1) Quality rentals/home buying expenses, (2) Road maintenance, (3) A long term solution for train issues be put into play.

- (1) Road maintenance.(2) Less roundabouts.(3) More shopping.(4) More jobs.(5) More drug education in schools.
- (1) The presence of the "homeless" throughout Downtown is a deterrent to shopping Downtown. (2) Focus on something other than beer. (3)Safety.
- (1) Train management. (2) Increase affordable housing. (3) Continue improving public transportation (going in the right direction at this point, but can still use a little more improvement).
- (1)Build/expand roads, (2)Decriminalize pot along w/all drugs; (3) Build more low income/middle class living areas.
- (1)Police/fire (2)Recreational path (3)More public rec programs for kids.
- (1)Reduce traffic congestion by slowing development or charging more for development opportunities (2)Affordable recreation facility in south part of town-recreation center besides Aztlan. (3)More senior care/facilities & ease of moving about town.
- (1)Traffic-better flow. (2)Homeless. (3)Less government-meaningless regulations.
- 1 Affordable housing 2 Relief of traffic congestion 3 Improve relation between drivers and bicyclist.
- 1 Excellent health care 2 Environment friendly with quality transportation, 3 Preservation of the land and beauty that surrounds us.
- 1 Neighborhood development for aging neighborhoods.2 Midtown revitalization.3 Traffic congestion.4 More openings in recreation classes.
- 1 Sustainable development 2 Limiting growth 3 Environment preservation
- 1 Traffic & transportation solutions, 2 Railroad & truck routes, 3 Help to clean up the homeless situation in old town.
- 1 Traffic 2 Road maintenance 3 Economy.
- 1 Traffic management and bicycle safety. 2 Resolution of train issues (noise & grade crossings). Totally relocate? 3 Affordable housing & homelessness issues.
- 1 Traffic/public transport. 2 Community center like NACC on south end of town. 3 Affordable housing.
- 1 Train underpass or overpass. 2 Low income housing. 3 Homelessness
- 1) Affordable housing- help control outrageous prices for houses. 2)Stop property taxes outrageously every year. 3)Help out small businesses w/tax breaks.
- 1) Attract more business. 2) Maintain/improve parks & green spaces. 3) Road maintenance to help with increasing traffic.
- 1) Ease traffic congestion.2) Build overpasses or something at train crossing.
- 1) Economic growth 2) Keeping housing prices in check, 3) Maintain natural spaces.
- 1) Increase awareness of & participation in H2O & energy efficiency of citizens 2) Poudre river naturalization 3) Sustainable development.
- 1) Managing growth 2) Landfill 3) Water.
- 1) Preserving trails & open space despite growth.2) Homeless population control including panhandling.3) Solutions for traffic congestion & trains.
- 1) Silence the trains through Downtown!
- 1) Water resources 2) Traffic congestion 3) Building/development congestion.
- 1)Affordable housing. 2)Road & infrastructure improvement, 3) Reduce regulations & taxes on small business.
- 1)Better mental health and social services.2)Homelessness prevention, affordable housing and drug rehabilitation3)Parking garages.
- 1)Controlling traffic congestion. 2)Broadband. 3)Recycling.
- 1)Dealing with havoc of stadium in the middle of town.2) Expand busing 3) Street & light improvements for poor neighborhoods.
- 1)Economic development.2)Help businesses start and/or expand, i.e, tax breaks.3)Improve streets(get trains worked out- underpass at Vine & Lemay, and Riverside & Lemay-for cars

- 1)Economic growth & opportunity. 2) Transportation. 3) Efficiency in government.
- 1)Homelessness and affordable housing.2)Marijuana issues.3)Traffic & parking issues with new CSU stadium.
- 1)Listen to the voting public. 2) Stop having non English workers in construction. 3) Reduce stop patronizing public city does what it wants anyway.
- 1)Maintain the unique can-do atmosphere.2)Preserve open space.3)Continue to value and maintain old town.
- 1)Maintenance of residential neighborhoods.2)Maintenance of roads.3)Maintenance of positive economic environment.
- 1)More affordable housing stop building homes that start in the \$400k- who can afford that?! 2) Dealing with the disruption caused by trains. 3) Encouraging new businesses to come to Fort Collins.
- 1)More available and affordable housing.2)Police should care more about safety threats & less on minor traffic violations and petty things like that.3)Nothing else.
- 1)Slowed growth.2)Conservation of land & open space.3)Affordable housing.4)Better/more diverse job opportunities.
- 1)Smart growth-maintaining character of Fort Collins while population continues to explode. 2) Maintain environmental quality. 3) Reduce traffic congestion and/or improve public transit.
- 1)Traffic operations- especially close to CSU campus. 2)Growth of Fort Collins stays manageable.
- 1. Affordable housing. 2. Transportation. 3. Plan for future growth so it can be managed and accommodated.
- 1. Alleviating CSU stadium traffic issues. 2.Continued investment in safe bicycle transit. 3.Greater investment in social programs for homelessness, mental health, substance abuse.
- 1. Attracting diversity of residents, so promoting a good life for all kinds of people. 2 Promoting environmental consciousness and how individual lifestyle affects everyone else.3 Improving services that help those who want to be responsible know how to do it and enable them to follow through (example: educating people about how cars affect the environment, and then providing opportunities to take bikes or public transport).
- 1. Become more ecofriendly w/recycling. 2. Become more biker friendly.
- 1. Continue working w/BNSF re train noise. 2. Develop alternatives to NISP.
- 1. Determining how to keep population growth with in a defined perimeter to avoid further sprawl.2. More transport options.3. Continue to provide awesome parks & trails.
- 1. Economic growth. 2. Education. 3. Maintain variation & CSU.
- 1. Ft Collins is noted for beer & bicycles-less emphasize.2. Repair streets at night.3. Stop brain washing of people on "choice city". Earn that title. Don't try to make people believe what you want.
- 1. Growth (housing) 2. Schools- PSD is good; it needs to be great!3. Water usage & conservation- public education & a planned approach.
- 1. Improve climate for small businesses. 2. Make the city more car friendly. 3. Drop the liberal, social, environment, agenda.
- 1. Limit residential growth, 2. Road maintenance.
- 1. Make bike rider more accessibility for their action- going through red light.2. Pass the glade reservoir program issue/train issues.
- 1. Railroad & automobile conflicts. 2. Less city maintained or "common" landscapes (use rock for less watering). 3. Do not implement time of use billing for water & electricity.
- 1. Reasonable housing pricing. 2. Develop A city owned internet and cable company. 3. Work together with the railroad companies.
- 1. Re-development of lesser maintained areas.2. Continue attracting new businesses.3. Sustainability.
- 1. Restrictions on growth. 2.Something to go over and/or under trains. 3. Affordable housing instead of high priced apartments.
- 1. Roads/traffic control.2. Get rid of/change U+2 law.3. More events/community activity.

- 1. Senior population 2. Low income population 3. Keeping/promoting small town feeling (too late?)
- 1. Solution for trains throughout town. 2.Keeping Marijuana facilities away from schools/rehabilitation facilities possibly out of town more. 3. More adult entertainment/younger entertainment.
- 1. Stop the stadium 2. Relocate the homeless out of old town. 3. Senior center in south Fort Collins.
- 1. Transportation- ways to get people out of cars. 2. City owned WIFI. 3. Maintain high water quality and availability.
- 1. Well planned controlled growth, 2. Increasing open space lands, 3. Crime prevention.
- 1.) Downtown parking 2.) Homeless
- 1.)Ensure all development is environmentally sound and sustainable; 2.)Ensure developments have green spaces; 3.)Ensure availability of low cost housing.
- 1.)Make a much better recycling program!2.)Much more solar effort-much more! 3)Wider & safer bike paths.
- 1.Affordable housing 2.Road repairs 3.Bring more green.
- 1.Connectivity for wildlife corridors and walk ability to parks.2.Maintain our identity and not to be managed/ruled by CSU or State.
- 1.Cost of living for elderly and/or disabled. 2.Jobs for over 50. 3.Citizen panel.
- 1.Environment (sustainability) 2.Safety 3.Economy (keep growing).
- 1.Fiber municipal internet (like Longmont). 2.Traffic in midtown. 3.SE rec center with adult lap lanes.
- 1.Housing, specifically keeping student population contained near university.2.Keep parks & natural areas pristine.3.Water conservation-no reservoir.
- 1.Minimize/eliminate new rental units. 2. Improve east-west thoroughfares to improve traffic flow/control. 3. Add/(convert tennis) Pickle bay courts.
- 1.Promote business development and job creation. 2.Expand and improve efficiency of private motor vehicle road ways 3. Reduce bureaucratic costs and taxes to make living in Fort Collins affordable to low income residents.
- 1.Public transport 2. Affordable housing. 3. Attract new businesses. 4. Downtown parking & traffic.
- 1.Reducing the horrid traffic jams.2.Reducing the price at housing for college students.3.More festivals.
- 1.See #18 [housing]. 2.Cultural diversity. 3.Environmental (clean energy sources, prevention of fracking/drilling in the region, etc).
- 1.The top priority for the city should be citizen safety. We need more police etc.2.We need less city beautification and more snow removal in residential areas and less street sweeping.3. Be more business friendly.
- 1.Traffic.2.Traffic.3.Traffic.
- 1-Housing affordability. 2 Traffic flow. 3 Neighborhood appearance.
- 1-Maintain current "feeling" of smaller-town/safety, considering estimated future growth.2-Environment issues (Poudre River-protection, H2O land (oil/fracking), natural environment for animals.3-Protect local business & restaurants more support for local over chains/big retail-creativity innovation.
- 1-Street and parking updates for population growth.2 Have max run late nights (less DUI's) 3- Build businesses over residences less housing, more jobs.
- 1-Traffic reduction & movement across city.2-Environmental awareness. Public transport to Denver.
- A pedestrian crossing signal at Elizabeth St & the entrance to Rams park.
- A. Affordable housing#1B. Protection for bikers.C. Place safe for homeless.
- Access over/under train tracks. No trains at rush hour.
- Access to and maintenance of recreational areas (bike lanes & trails), strong economic environment, safety.
- Accommodations & development for sure to come population growth(congested streets, housing, etc).
- Addressing environmental concerns low income housings mental health services.
- Addressing the "you plus two" issue, traffic & congestion related to the new stadium, better music/concert venues.

- Affordability, an actual food scene, bringing better music acts to the city.
- Affordable housing & not all apartments, public transportation & keep it beautiful! (May be the city well need to subsidies removal of enormous dead trees is in private yards. I think of this as I drive around some folks can't afford cost of removal.
- Affordable housing (all socioeconomic groups); planned development-prevent sprawl; transportation-roads, bus etc.
- Affordable housing (esp.for students, no U+2) sustainability efforts, community involvement in green efforts.
- Affordable housing affordable health.
- Affordable housing, bigger police force(stop the stadium- hahaha).
- Affordable housing, climate change, transportation.
- Affordable housing, crime prevention, ease of traffic congestion.
- Affordable housing, economic equality, police response time.
- Affordable housing, fixing roads, slowing residential developments.
- Affordable housing, homelessness.
- Affordable housing, no new stadium, solve the problem of pan handling.
- Affordable housing-, over gentrification, taking care of increasing senior population.
- Affordable housing, revise U+2 control growth.
- Affordable housing, smart growth with the huge influx of people, and keeping crime low.
- Affordable housing, smooth transportation, safety.
- Affordable housing, south end of town community activities, schools improvements.
- Affordable housing, traffic congestion, & sustainability.
- Affordable housing, traffic.
- Affordable housing, train delays, help for the homeless.
- Affordable housing, transient issues, poverty issues.
- Affordable housing, transportation, more open space.
- Affordable housing, water quality & insuring affordable utility costs.
- Affordable housing.
- Affordable housing.
- Affordable housing.Less emphasis on beer.
- Affordable housing; alternative transportation; balancing growth w/ sustainability goals (cap, energy plan, watershed protection).
- Affordable housing; consider new transportation means more water reservoirs.
- Affordable housing; water resources; livable wages.
- Affordable housing-more efforts on recycling add a bus route on Timberline to reach services at Harmony brake & beyond. Open our jobs opportunity considerably.
- Affordable living/housing.Attracting new businesses to come.
- Air quality , GHG reduction, jobs.
- Air quality, continuing construction on streets getting rid of potholes/ safety hazards, and ensuring properties are being taken care of so many branches in the way of walking on sidewalks.
- Alternative transportation, schools, affordable housing in walkable areas & less sprawl.
- An additional non toll lane on I-25
- Better concern to slow growth, less homelessness, better housing affordability, more support and incentive for small business.
- Better light controls to move traffic, no trains running during rush hours, more right hand turn lanes.
- Better road maintenance, attracting better job opportunities. Enhance cycling safety.
- Better roads, more affordable living, get rid of loitering.

- Better traffic control, making room for growth.
- Better traffic flow, less stop lights.
- Better transportation.
- Bring in more high tech jobs- High paying jobs. More community pools for summer fun, continue to prioritize safety.
- Bring more business to the mall. More shopping opportunities. Consider viaducts for train crossings. Reopen left turning lane at intersection of Riverside and Prospect!
- Build R.R underpasses. Buy the Denver rescue mission, tear it down and build a parking garage on that land. Police foot patrols in old town day and until 3:00 AM or old town will become a skid row.
- Building an overpass is very needed to decrease traffic when the train blocks the road for 30-lhr. The overpass should be a priority.
- Building the economy to support middle-class citizens; improving infrastructure; making way for sustainable growth.
- Building too many homes without the infrastructure to support. Mitigating traffic with too many people and too small road capacity. Preserving the heritage and smaller city feel of Fort Collins.
- Buildings.
- Business diversity with growth and support of tech fields, improving infrastructure (i.e parking & road conditions-potholes, etc) and reclamation/improvement of previously damaged natural areas.
- Busing to businesses, left hand turn improvements, low rent housing options.
- CAP, alternative transportation credits for businesses, community compost program to decrease landfill use.
- City management & infrastructure.
- City planning for growth, transportation planning to reduce congestion/traffic.
- City wide internet- either free wireless or the fiber optic like in Longmont, carbon tax, recycling that makes economic sense bike tax.
- Clean up roads a little.
- Congestion and noise from trains; efforts to bring companies that employ persons at a living wage; more affordable housing and alleviate some panhandling and homelessness.
- Continuing supporting the arts & culture, already so much to offer, keep it going bring more in!
- Control growth, better traffic movement (how about building a few overpasses), better police enforcement.
- Control the traffics on College ave going to fast.Do something about the train and blowing the whistle (please).
- Controlling growth, ensuring water supply is clean & available, addressing crime that may follow growth.
- Controlling growth; traffic enforcement; keeping roads in better shape.
- Correcting railroad problem-less effort on biking and more attention to traffic.
- Create more non-college based clubs & activities Downtown; improve &/or maintain good water & air quality; increase affordable housing for middle class & keep all available housing away from investors.(Also walking signs...some don't change & people get pissy. I walk 95% of time & have nearly been hit multiple times a week.)
- Creating less expensive housing for students, more opportunities for bicycles and more new businesses.
- Crime, seniors & roads.
- Curb growth, promote tech, business, community sustainability.
- Curbside lawn waste recycle. Complete dangerous missing links in bicycle routes.
- Deal with railroad stops. More affordable housing. Planning for growth.
- Dealing in a major way with train noise at night & stalling traffic for up to an hour!
- Dealing w/the trains! Reducing traffic congestion. Encouraging recycling.
- Dealing with railroad disruption, dealing with railroad disruption, dealing with railroad disruption.
- Develop a bypass system! Produce more affordable housing. Doing great in all other respects.

- Develop north side Fort Collins.
- Discourage more home building. There isn't enough room.
- Diversifying Fort Collins businesses & economy more; increased multi-use and affordable housing; increased street maintenance in high traffic corridors such as College ave, Prospect and Mulberry.
- Do away with tax using climate action plan. Better road maintenance. Less govt more market based solutions.
- Do not build the new CSU stadium right in the middle of town. It is already congested.
- Don't have priorities.
- Don't try to be like Boulder-we are unique. Become more business oriented-we're losing to Loveland!
- Draw new biz, improve schools, expand parks & trails.
- Easier to bring smaller businesses into town.
- Economic development.
- Economic growth no more trains through town, public transportation, parks & rec.
- Economic growth, expanding affordable housing, and maintaining quality of life.
- Economic planning, transportation, general management.
- Economy, environment and transportation.
- Economy, environment, attract business.
- Economy, environment, culture, parks & rec.
- Economy, environment, safety.
- Economy, environment, safety.
- Economy, environment, transportation.
- Economy, transportation, environment (take fluoride out of water).
- Economy, transportation, general government.
- Education, safety, arts/culture.
- Effectively managing growth, keeping residents safe, and being environmentally-friendly
- Eliminate public unions for all city employees except police & fire. Those two services actually risk their lives for us all & they deserve more.
- Energy off grid/grid tie solar for 60% city power, led street lights, green roofs or living roof systems, living walls.
- Energy off grid/grid tie solar for 60% city power, led street lights, green roofs or living roof systems, living walls.
- Enforce U+2/better water use (fewer lawns), (smarter landscaping in neighborhoods/traffic calming activities b/c large, wide streets- fast speeds (except college ave-leave it 40).
- Environment & economy.
- Environment (cap implementation), improved neighborhood, economy.
- Environment, transportation, and neighborhoods.
- Environmental efforts, support of businesses/encouraging law businesses, safety within community.
- Environmental services.Affordable housing.Job opportunities.
- Environmental sustainability, more racially diverse population, keep a many open spaces as possible.
- Environmental sustainability, transportation, managing/planning for city growth.
- Environmental sustainability. Affordable housing. Traffic.
- Expanding I-25; bringin in better shopping pottery barn, crate & barrel etc.
- Figuring out how to make our city work with the amount of people moving here. Roads. Public transport.
- Fill in empty lots- see # 18, recycling- if Berlin St as many can do it so can #. Collins- have multiple places where glass esp. beer bottles can be recycled.
- Find a better way to manage traffic flow especially during peak hours & construction diversions.
- Fiscal health/responsibility, road/street maintenance, close monitoring of Marijuana industry/locations.

- Fix the traffic mess!! Cut taxes!!!
- Flow of traffic-turning lanes-put arrows where it give cars the go ahead to turn right when the others are turning left.
- Free parking Downtown, if you are going to continue running the "max" bus make sure people are buying tickets to free up street parking- give Fort Collins residents a sticker to park in the parking garages.
- Get rid of [] & get CSU back on track-we don't need a new stadium!
- Get rid of the "common core" curriculum in public schools!!
- Getting a solution to the stupid train and how it disrupts business and traffic. No more horns! Build an overpass!
- Good roads and more patrols by law enforcement. Vandalism in the parks and speeding on streets is currently routine.
- Good schools, affordable housing.
- Growth management, environment, transportation-bikes, buses etc. Loose the limited parking if business apartment etc is located near Max students will bring cars & need to park them & than be encouraged to bike or take mass transit.
- Growth management, traffic & the train!
- Growth management.
- Growth management-traffic, density, etc.
- Growth, housing costs, traffic.
- Growth, new business, traffic.
- Growth, transportation.
- Have the train go around the town. Fill up the empty buildings.
- High speed internet. Figure out how to do road maintenance reducing time road is out of service. Planning for growth.
- Homeless people and family, mental illness health care, affordable housing.
- Homeless population, affordable housing, environmental care.
- Homeless population, mental health long term residences reduce housing costs, reduce development in open lands.
- Homelessness putting power lines and other wires underground.
- Housing "affordable", traffic to flow, and seven day/24hr. bus system if you want clean ecological system.
- Housing, transportation(travel this/traffic), parks, trails, open spaces.
- Housing, transportation, traffic control.
- Housing/growth, road infrastructure.
- Housing/parking/transportation.
- I believe trying to protect our neighborhoods and the crimes and creepers need to decrease.
- I don't know.
- I feel very strongly about this! Upgrade Hughes stadium.1. Stop CSU from building an on-campus football stadium? Spend their money else where! 2. I don't like my home (born here) town known as a Marijuana & Beer town. What to do about it?3. Somehow raise standards for schools & children in spite of "dumbing down" of last few decades.
- I went to school here it is getting too big.
- I would like to see a new family indoor pool, fun center-like Greeley or Loveland/recreation center on the south side of town. We need one to keep young families in town. Edora is run clown and old. Same with mulberry pool.
- Improve safety; improve road construction & improve driving traffic issues.
- Improve streets to meet needs of growing traffic improve low income housing.
- Improve traffic, improve public transit, continue natural areas support.
- Improving traffic & parking.

- Improving transportation/flow of traffic.
- Infrastructure- the population in the city is growing & our roads may not accommodate. The Max is great so that line could be lengthened more. Affordable housing and/or rent control.
- Infrastructure to handle increased growth.
- Infrastructure to improve business. Address the train problem.
- Infrastructure!! The Lemay/Timberline situation is terrible. Quit studying the problem and do something!!
- Interacting the new stadium with the community. And making Colorado State University an entire community gathering place on game days.
- Internet.
- It is noted in #18: Better care for the poor and homeless, maintaining visual and aesthetic appeal and promoting opportunities for new business, continued emphasis on improving transportation problems i.e the trains.
- I've lived here less than 1 year so I'm not sure.
- Jobs/cycling safety in town/recreation center south-needs a hot tub-not just warm therapy pool.
- Jobs; affordable housing; environment (water & air specifically).
- Jobs-affordable housing-safety.
- Keep business growing make sure school funding keeps pace with other areas.
- Keep up with poor road conditions. Potholes & repaving are paramount!
- Keeping the current quality of life by limiting growth and creating quality employment opportunities.
- Keeping the same feeling of the city with all the growth will be very hard.
- Land conversation, continue bike and road quality, employment opportunities.
- Less "growth"-less traffic-better architecture.
- Less development & less population & less growth.
- Less development, more trees (prepare for the tree buy in Boulder)more business(cost co./ [?]federal should be in Fort Collins).
- Less government, lower taxes, fire 90% of the bureaucratic.
- Less growth maintaining services.
- License bicycles and have them obey the same traffic laws as cars.
- Limit growth and new building at least slow down.
- Limit growth- more open space between cities- Fort Collins is big enough- allow other cities to grow to 100,000 with buffer between them.
- Limited growth, water, & a safe community.
- Limiting growth, improving infrastructure (traffic congestion), maintaining quality of life, do not provide public funds to private businesses.
- Limiting sprawl, conserving natural spaces, increasing public transit.
- Long term management plans with ample public information.
- Lower middle affordable housing, traffic, homeless population/transients.
- Lower property taxes. Train overpass less in fill. More open space.
- Maintaining a quality environment (business, residential, recreational) solve the train problem & noise, traffic congestion.
- Maintaining infrastructure in the face of unbridled growth.Social justice and reforms to criminal justice system.Affordable housing.
- Maintaining maintenance w/o too much disruption, streamline the amount of city infrastructure (hire contractors not buy more).
- Maintaining quality of life, stop really expensive housing developments & increase moderate income homes.

- Maintaining that "smaller town feel" as F.C. grows, helping small businesses succeed ("mom & pop" stores), and maintaining the excellence in the schools.
- Make it easier for small businesses to operate. The strict signage codes and excessive landscaping requirements make it difficult for small businesses to be seen/found.
- Make the ridiculous tear system on water & energy go away. People should not be penalized for having large families.
- Making all bicycle/pedestrian trails as wide as the park paths such as the Spring Creek and power trails, (all sidewalks!)
- Making it easier to drive around there's too much traffic.
- Managed growth, continued economic opportunities, housing for all.
- Managing growth (not overcrowding in new developments, change U+2, not making traffic congestion worse).
- Managing growth of the city and promoting diversity.
- Managing growth responsibly and attracting more primary employers also maintaining the current smallish town feel.
- Managing growth.
- Managing our growth, making sure the city stays safe & crime free; encouraging a climate for new business & families.
- Managing traffic issues, especially regarding railroad crossings. Job opportunities for college grads, development of North Fort Collins.
- Mental health services. Housing for low-income & homeless (often the same population).
- More affordable housing, recycling growth, school projects.
- More affordable housing, recycling opportunities at apartment complexes air pollution control.
- More affordable housing, speed enforcement on major roads.
- More attention to pedestrian traffic. Less allowance for vehicle emissions & toxins. Stop pretending environment concerns & start enforcement.
- More attractions- better restaurants, better traffic flow- less gang violence & presence.
- More available housing is affordable rental properties (not more restricted), train traffic/noise issue, road traffic congestion as a whole.
- More bicycling paths; better separation of cars from bikes; ban vicious dogs.
- More businesses & job growth. Better public transportation. Stricter with homeless in old town & in other areas of town.
- More cops, more fire dept, more schools.
- More parking in Downtown; less emphasis on mass transit better actual traffic management to improve flow.
- More parking, better traffic control so roads are less congested & safety of the city's inhabitants.
- More parking, get rid of "you plus two" and extra lanes, or no road closures.
- More public transportation, parking Downtown, better care for homeless.
- More shopping, restaurants & amenities in north Fort Collins.
- More streets that handle heavy traffic like the Interstate #15. Railroad should be taken out of busy sections of town.
- More transportation options to Denver; more support for title one schools; more affordable housing opportunities.
- N/A.
- N/A.
- N/A.
- N/A.

- Nature, nature, nature-protecting clean water-composting!- Its so easy being a good role model for the rest of earth what a balanced city can do.
- Neighborhoods, environment, culture/parks/rec.
- No opinion.
- No topless women ever.
- Not being another Boulder carbon copy, maintaining the natural beauty and providing recreational activities for all.
- OMG- less traffic! For neighborhoods on busier streets, roundabouts would force slower safer speed: for example: intersection of Mulberry and Whitcomb is a nightmare and so dangerous. The cops speed on these busier streets so a calms sense of neighborhood is impossible.
- Out of control.
- Overall growth management, traffic and public services.
- Parking!
- Perform road construction projects in reasonable time-more business friendly environment.
- Plan for strong growths of people, housing saves streets.
- Planning for growth (i.e traffic, open space).
- Police community outreach, sustainable small business, & better traffic patterns.
- Police expansion, street improvement, connecting existing bike routes.
- Police, fire, utilities.
- Population growth, traffic congestion, cost of living and safety.
- Preservation of open space. Creation of outdoor "super-pass" to include Horsetooth, county parks, state parks, national parks, and national forest. for \$100 to \$200 per-family per year.
- Preserving historic areas, reducing pollution, creating more affordable living near campus & old town.
- Preserving our environment(why people live here), smart growth, preservation & upkeep of Downtown & older neighborhoods.
- Preserving/improving air quality; anticipating population growth; balancing the economy.
- Programmed growth, economic development recycling efforts and waste reduction.
- Promote small business growth, promote hi-tech business, street improvement in poorer neighborhoods.
- Proper planning & management of road maintenance (can I be any clearer about this?)
- Providing ways for citizens to recycle easily, promoting said recycling programs, there was a third thing here somewhere.
- Public metro system strong recycling & water management/neighborhood events.
- Public transportation (including I-25) & road construction, water supply, priorities besides beer bicycles & Marijuana.
- Public transportation, city internet, protection of Poudre river.
- Public transportation, community development, better city planning (considering the growth).
- Public transportation, diversity acceptance, job growth for professionals.
- Public transportation, environmental stewardship.
- Quality of air, quality of air.
- Recreation on the south side(rec center, pool etc), affordable housing.
- Recycling, yard waste, expanded public transport.
- Reduce democrat policies to encourage more free enterprise businesses.
- Reduce regulation that drives increased costs to building/improvement. Reduce tax burden, encourage self sufficiency.
- Reduce traffic congestion.Street maintenance.
- Reduce train traffic/switching Redo College Avenue.
- Reduce utility costs. Their sustainability efforts is increasing costs too much.

- Reducing traffic congestion.
- Relief of traffic congestion(in general E-W streets do not receive appropriate priority); widening of I-25; fast track to DIA.
- Remove Darin Atteberry from city manager position for wasting millions of dollars on failed email project. He was advised several times that it would not work, by knowledgeable personnel.
- Replace city manager, independent committee to oversee projects and stop waste of tax payers money. Replace incompetent management.
- Replace growth mentality with sustainable economy.
- Rethink CSU, if CSU could be moved out how could that property be redeveloped.
- Revamp the ridiculous tier system for electricity & water.
- Revamping bus routes to use Max as a more efficient artery. More realistic building planning options prioritizing revitalization over new construction.
- Road infrastructure! More traffic cops! Better housing options for those of us that make too much for sector 8 but not enough to pay \$1200 for a 1 bedroom.
- Roads and traffic.
- Roads. Affordability.
- Roads. Transportation.
- Roads/moving trains outside city limits & increasing efficiency & capacity controlled rents/housing prices & cleaning up neighborhoods.
- Roads; congestion; Downtown parking.
- RR problems and traffic problems.
- Runaway growth & development, traffic congestion! Railroad schedules.
- Safety of citizens. The city is growing in population. So, ensuring everybody's safety should be the city's #1 priority.
- Safety with growth and increase in urban crime, improve traffic by over passes on railroad tracks, local business growth.
- Safety, economy, environment.
- Safety, government, environment.
- Safety, seniors, traffic.
- Safety, shopping, arcs.
- Safety, smart growth, no stadium in the middle of town.
- Safety, transportation, and culture, parks, & recreation.
- Safety, transportation, and environment.
- Safety.
- Safety; transportation; culture, parks & recreation.
- See above #19.
- Sewer- drains county maintenance road clean up.
- Slow down growth, more affordable housing stop gentrification of the city!!
- Slower growth-transportation-housing
- Slowing population growth, not building a new stadium, traffic safety.
- Smart growth quality affordable housing, maintaining environment excellent services- schools, trails, parks, etc.
- South side rec w/pool, more trails (adding & connecting) trains!
- Stop (wasting) money on "beautification" and put it toward Transfort something that would make my life better.
- Stop construction!
- Stop doing all road construction at same time reduce speeding by drivers-out of control

- Stop growth-better traffic control.
- Stop speeders & stoplight runners- deal with absurd train situation which blocks traffic daily.
- Stop the area from continuing down the path to being California- traffic, kowtowing to homeless etc etc.
- Stop the nonsense of extreme sustainability. Plan infrastructure growth.
- Stop wasted \$ on unnecessary construction projects for "attractiveness". Stop creating laws that take away freedom of choice. Stop sky rocketing home costs.
- Street design for future growth.
- Street maintenance & repair. Growth management, monetary support for police, fire & emergency responders.
- Streets.
- Support of small business, homelessness & transportation.
- Sustainability (environment); community activities & neighborhoods.
- Sustainability, affordability for low-mid income, local programs (universal health, internet service, others)- promote local power & community nights.
- Sustainability, environmental improvement and park & recreational improvement.
- Sustainability, homeless population, communal projects (gardens, workshops, etc).
- Sustainability, local business, public areas improvement.
- Sustainability, transportation, & encouraging the arts.
- Sustainable & smart growth; environment; economy.
- Sustainable economic development, traffic control, increased sustainable public transport such as electric/hybrid trains to reduce vehicle traffic Downtown, or close old town to traffic.
- Sustainable growth open space.
- Sustainable growth rate, realistic public transportation.
- sustainable, companies with job opportunities.
- Taxes streets & over spending.
- Teach bikers to follow bike lanes not sidewalk, dog's doing #2 on sidewalk clean it up.
- The best idea you had was putting the electricity underground! Do not park out house in front of peoples' houses when you have a city parking lot across Vine drive.
- The city needs to increase public transportation, advance infrastructure from low density to high density roads, housing etc and reform U+2 as well as increase and improve student- community relations.
- The environment is the most important. Road infrastructure and repair & parks an rec are second most important.
- The road work, the housing, jobs.
- There needs to be more emphasis placed on keeping our city looking clean, whether or not that means more waste/recycle bins, or higher fines for littering.
- This city has grown immensely since I moved here in '92'. Keeping an intimate feel in the face of expansion is important. Also stop building "modern", angular buildings. They don't stand the test of time and look dated within a few years.
- To not make the new station so intrusive to the students & residents.
- Traffic & safety.
- Traffic and streets are in poor condition.
- Traffic congestion and neighborhood parking permits near CSU.
- Traffic congestion, & the areas of blight kill the overall effect.
- Traffic congestion, affordable housing traffic congestion.
- Traffic congestion, Downtown safety, economic development.
- Traffic congestion, effects of population growth, providing services to growing senior population.
- Traffic congestion, expanding bike trails, keeping the growth management.

- Traffic control, more public safety (greater police presence) moving homeless folks out of old town area.
- Traffic control, splash park open later in the year (at Horsetooth) street management (college).
- Traffic control.
- Traffic control. Roads. Bike safety. Snow removal.
- Traffic control-bike control.
- Traffic flow and congestion has really been a major problem vs 5 or 10 years ago.
- Traffic flow, affordable housing, lowering utility costs.
- Traffic greed by developers. Trains.
- Traffic issues. Railroad/trains-waiting time.
- Traffic issues; College ave & Harmony Rd are congested. More senior services. More activities for seniors. More culture in the summer months for seniors.
- Traffic management around campus-fresh men should not be allowed to have a vehicle if living on campus.
- Traffic management; affordable housing; Downtown parking.
- Traffic! Trains! Growth! The town is growing to fast for the transportation to keep up. And obviously no thought is going into the train situation or the traffic congestion.
- Traffic, air quality, more help for lonely senior.
- Traffic, help create a job growth climate.
- Traffic, housing "affordable" for average income, water quality, and amount available.
- Traffic, road conditions, more large businesses coming in, fix the trains!
- Traffic, working with CSU to find common ground, planning what is the best use of Hughes stadium for the community.
- Traffic.
- Traffic. Help all SES groups-homeless, low income, etc.
- Traffic. Pedestrian/bike/bus crossing on major streets needs to be addressed and fixed! Go sit at Harmony & Mason from 2PM to 6PM!
- Traffic. Affordable housing.
- Traffic/economic planning/environment.
- Traffic/parking, continue good parks & rec programs, good tax base.
- Traffic/road way expansion, pay vs. home prices, more public transportation options.
- Traffic-public transportation- quit encouraging homeless folks as heroes.
- Train management- esp. near Lemay & Riverside no stadium (ugly, this isn't a football town) don't kowtow to people asking for parking Downtown- the garages offer plenty w/in close walking distance.
- Train overpasses, noise control on College & elsewhere-usually trucks & motorcycles-it's ridiculous to try to eat outside on college.
- Train situation.
- Trains routing, I-25 access to Denver (more lanes now).
- Trains underpasses, train overpasses, train tunnels. Essentially a focus on transportation infrastructure.
- TrainsTraffic.
- Transit/transportation=#1, #2 & #3.
- Transportation (traffic), parks & rec (keep a great thing going), and safety (always important).
- Transportation- bike lanes/trails- I don't personally bike because it is too dangerous.
- Transportation efforts- more parking/stations/garages) for CSU- for max stations (remote parking for Downtown etc!!) More max routes.
- Transportation improvement, cultural activities, natural areas.
- Transportation issues especially as above. There is no route from the west side to hospital per trains in some cases of emergency.
- Transportation, (more choices) traffic gridlock, Downtown-weekend college & intoxication.

- Transportation, affordable housing options, sustainability.
- Transportation, affordable housing, economy.
- Transportation, conservation, arts.
- Transportation, environment & city planning.
- Transportation, housing, conservation.
- Transportation, less stops signs, may open later, everything caters to better opportunities for late night restaurant workers a-service w/pay jobs.
- Transportation, safety, planning/management for growth.
- Transportation, transportation, economy.
- Transportation, vertical growth.
- Transportation. Affordable housing. Drought protection.
- Transportation. Housing. Continued support of education.
- Transportation-both mass and commuters, construction and timing of projects, train yard car hookups-too many big delays.
- Transportation-trains and construction terrible!! I have to leave for work an hour before my start time and I am a nurse. Safety overall, recycling and code enforcement #4.
- Trash districting; traffic congestion control; bike trails.
- Treating our public school funding on an equal distribution. Install right turn green arrows where applicable. Teen activities in summer.
- Under/overpasses for train/traffic intersections.
- Up not out development, affordable housing, acquisition/maintenance of open spaces.
- Upkeep of roads, community involvement.
- Water availability- built reservoirs immediately! Jobs-good environment for business. Roads-build-need to add lanes to interstate 25 (immediately).
- Water availability, affordable housing (lowering costs) traffic control.
- Water conservation; reduce greenhouse gas; reduce train conflicts.
- Water for growth (but not the NISP), affordable rentals; fix the train delay issue.
- Water planning, better road maintenance.
- Water resource, get railroad out of town.
- Water resources-traffic control-safety
- Water storage, high paying jobs.
- Water supply; housing, trash or recycling.
- Water, traffic.
- Water, water, water.
- Water/air/trails & parks.
- Water; business; environment.
- While also hate legalized recreational. Marijuana I understand that was state vote but if city can do anything please do! While enforcing non-smoking cigarettes in Downtown is great. They should "have not" include electric cigarettes! As that is not offensive in smell or health. Electric cigarettes are source of reducing smoking for smokers!
- Widen I-25 to 3 lanes.Homeless need employment opportunities.
- Widening streets sucks as prospect from Timberline to I 25. No more million dollar projects like the Max! Wasted \$.
- Your city is becoming unaffordable. Finding ways to balance income w/ viable jobs that pay enough to keep people.

Appendix D. Comparison of Select Questions by Respondent Characteristics

Average ratings for select survey questions are compared by respondent characteristics in the following tables. 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 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 indicates statistically significant differences ($p < .05$).

Table 70: Question 1 by Respondent Length of Residency and Housing Tenure

Please rate Fort Collins as a community on each of the items listed below. (Average rating 0=very bad, 100=very good).	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	88	89	91	88	89	91	86	84	89
Overall safety of residents	81	84	82	80	81	83	79	81	81
Quality of shopping opportunities	75	72	73	69	72	72	72	70	72
Quality of dining opportunities	82	82	81	82	82	82	82	82	82
Quality of entertainment opportunities	75	73	71	71	73	73	72	74	73
Availability of job opportunities	59	56	56	55	57	59	54	67	57
Availability of affordable quality housing	38	42	39	34	38	40	33	49	38
Quality of arts and cultural opportunities	71	69	71	73	71	71	72	72	71
Quality of recreational opportunities	87	83	85	83	85	86	84	83	85
Availability of quality healthcare	74	76	78	81	77	80	73	70	77
Quality of public schools	80	85	82	81	82	83	81	68	82
Quality of public library services	82	85	84	82	83	83	84	73	83
As a place to raise children	85	89	89	87	87	89	86	76	87
As a place to retire	79	83	82	77	79	81	78	69	80
As a place to attend college	85	88	87	82	85	84	86	87	85
As a place to work	76	78	77	75	76	77	75	72	76
Community acceptance of all people	74	72	69	70	72	70	73	78	72
Overall quality of life in Fort Collins	85	86	85	83	85	86	83	82	85

Table 71: Question 1 by Student Status, Gender and Age

Please rate Fort Collins as a community on each of the items listed below. (Average rating 0=very bad, 100=very good).	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	89	89	88	90	89	90	89	86	89
Overall safety of residents	81	81	81	83	79	81	82	82	79	81
Quality of shopping opportunities	71	72	72	73	72	72	71	73	74	72
Quality of dining opportunities	83	82	82	81	82	82	83	81	82	82
Quality of entertainment opportunities	74	73	73	72	73	73	74	70	74	73
Availability of job opportunities	58	57	57	58	56	57	58	56	57	57
Availability of affordable quality housing	43	36	38	39	37	38	37	38	38	38
Quality of arts and cultural opportunities	73	71	71	70	73	71	71	71	73	71
Quality of recreational opportunities	85	85	85	85	85	85	88	85	81	85
Availability of quality healthcare	74	78	77	77	78	77	75	76	82	77
Quality of public schools	78	82	82	82	82	82	83	83	78	82
Quality of public library services	80	84	83	83	83	83	83	84	81	83
As a place to raise children	82	88	87	88	87	87	87	90	83	87
As a place to retire	77	80	79	79	80	80	83	79	77	80
As a place to attend college	89	84	85	84	86	85	87	84	82	85
As a place to work	76	76	76	78	75	76	77	76	74	76
Community acceptance of all people	74	71	72	72	71	72	74	72	68	72
Overall quality of life in Fort Collins	85	85	85	85	84	85	87	85	81	85

Table 72: Question 1 by Race/Ethnicity and Employment Status

Please rate Fort Collins as a community on each of the items listed below. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Overall, as a place to live	89	87	89	90	86	89
Overall safety of residents	81	80	81	82	80	81
Quality of shopping opportunities	73	69	72	71	75	72
Quality of dining opportunities	83	75	82	82	82	82
Quality of entertainment opportunities	73	70	73	72	75	73
Availability of job opportunities	58	53	57	57	57	57
Availability of affordable quality housing	38	35	38	36	41	38
Quality of arts and cultural opportunities	72	67	71	70	74	71
Quality of recreational opportunities	85	84	85	86	83	85
Availability of quality healthcare	79	67	77	76	80	77
Quality of public schools	83	75	82	82	80	82
Quality of public library services	84	80	83	83	83	83
As a place to raise children	88	85	87	88	84	87
As a place to retire	79	80	79	80	79	80
As a place to attend college	85	82	85	85	84	85
As a place to work	77	72	76	77	73	76
Community acceptance of all people	72	69	72	72	71	72
Overall quality of life in Fort Collins	85	81	85	86	82	85

Table 73: Question 2 by Respondent Length of Residency and Housing Tenure

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	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	84	86	84	79	83	85	78	86	83
Your neighborhood as a place to raise children	77	80	82	73	77	83	68	60	77
Access within your neighborhood to everyday needs	77	81	85	79	79	80	79	75	79

Table 74: Question 2 by Student Status, Gender and Age

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	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	80	83	83	83	83	83	82	83	83	83
Your neighborhood as a place to raise children	65	79	77	77	77	77	73	81	78	77
Access within your neighborhood to everyday needs	79	79	79	78	81	79	78	81	79	79

Table 75: Question 2 by Race/Ethnicity and Employment Status

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Your neighborhood as a place to live	83	81	83	83	83	83
Your neighborhood as a place to raise children	77	76	77	78	75	77
Access within your neighborhood to everyday needs	80	77	79	80	77	79

Table 76: Question 5 by Respondent Length of Residency and Housing Tenure

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe)	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	91	89	88	86	89	89	89	89	89
Downtown Fort Collins at night	72	69	64	62	68	68	67	72	68
Your neighborhood during the day	93	95	92	92	93	94	92	88	93
Your neighborhood at night	81	84	82	79	81	84	77	77	81
Parks	82	78	78	73	79	79	78	85	79
Natural areas/open space	82	81	79	75	79	78	81	83	80
Recreation facilities	86	86	83	82	84	84	84	86	84
Trails	81	80	77	75	78	78	79	81	78
Fort Collins overall during the day	89	89	86	84	87	87	86	89	87
Fort Collins overall at night	75	73	70	67	72	73	69	77	72

Table 77: Question 5 by Student Status, Gender and Age

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe).	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	91	89	89	89	89	89	92	88	86	89
Downtown Fort Collins at night	69	67	68	70	66	68	71	66	63	68
Your neighborhood during the day	93	93	93	94	92	93	93	94	91	93
Your neighborhood at night	79	82	81	84	78	81	81	82	80	81
Parks	80	78	79	81	76	79	81	78	74	79
Natural areas/open space	81	79	80	83	76	79	83	79	74	80
Recreation facilities	87	84	84	86	83	84	86	85	80	84
Trails	78	79	79	82	75	78	81	79	74	79
Fort Collins overall during the day	88	87	87	88	86	87	89	87	84	87
Fort Collins overall at night	74	71	72	76	68	72	74	72	66	72

Table 78: Question 5 by Race/Ethnicity and Employment Status

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Downtown Fort Collins during the day	89	89	89	90	88	89
Downtown Fort Collins at night	68	69	68	68	67	68
Your neighborhood during the day	93	90	93	94	91	93
Your neighborhood at night	82	77	81	82	79	81
Parks	78	81	79	79	79	79
Natural areas/open space	80	80	80	80	78	80
Recreation facilities	85	82	84	85	84	85
Trails	79	79	79	79	76	79
Fort Collins overall during the day	87	87	87	88	85	87
Fort Collins overall at night	71	74	72	72	69	72

Table 79: Question 6 by Respondent Length of Residency and Housing Tenure

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	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
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77	80	74	74	76	74	78	81	76
Disaster response and restoration of services	76	79	75	74	76	75	77	80	76
Fire prevention/education	76	79	75	77	77	76	77	84	77
Fire response time	81	85	83	83	83	83	84	78	83
Fire services overall	80	85	82	83	82	82	84	75	82
Crime prevention	71	68	69	67	69	69	68	78	69
Police patrol	71	73	67	66	69	68	70	78	69
Traffic enforcement	65	65	59	58	62	59	65	72	62
Police visibility	71	72	68	67	70	69	70	76	70
Police response time	74	76	72	69	73	71	73	83	73

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	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
Police services overall	72	75	71	69	71	71	72	83	72
Code enforcement (weeds, abandoned buildings, etc.)	66	70	60	58	63	61	67	76	64
Noise enforcement	63	66	62	58	62	60	63	69	62
Animal control	67	70	62	62	65	63	68	71	65
Business property maintenance	73	74	72	67	71	71	71	76	71
Residential property maintenance	72	74	70	66	70	70	70	73	70
Natural Areas Ranger services	81	81	77	75	79	78	79	84	79

Table 80: Question 6 by Student Status, Gender and Age

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	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)	78	76	76	76	76	76	77	74	76	76
Disaster response and restoration of services	76	76	76	76	76	76	76	76	76	76
Fire prevention/education	79	76	77	76	77	77	75	76	78	77
Fire response time	81	83	83	82	83	83	82	83	84	83
Fire services overall	78	83	82	82	82	82	80	83	84	82
Crime prevention	71	68	69	70	68	69	71	67	68	69
Police patrol	73	68	69	69	69	69	73	65	68	69
Traffic enforcement	66	61	62	60	64	62	65	59	60	62
Police visibility	72	69	70	70	70	70	74	68	65	70
Police response time	76	72	73	72	74	73	76	69	72	73
Police services overall	74	71	71	71	72	71	74	69	70	71
Code enforcement (weeds, abandoned buildings, etc.)	69	62	64	64	63	63	70	60	58	63
Noise enforcement	64	61	62	62	62	62	66	63	54	62

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	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
Animal control	68	65	65	64	66	65	68	64	61	65
Business property maintenance	75	70	71	72	70	71	75	70	66	71
Residential property maintenance	73	69	70	71	69	70	74	68	66	70
Natural Areas Ranger services	83	78	79	79	78	79	83	77	74	79

Table 81: Question 6 by Race/Ethnicity and Employment Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	74	76	76	77	76
Disaster response and restoration of services	76	76	76	76	75	76
Fire prevention/education	77	72	77	76	78	77
Fire response time	83	80	83	83	82	83
Fire services overall	83	79	82	82	83	82
Crime prevention	69	68	69	69	69	69
Police patrol	69	69	69	70	67	69
Traffic enforcement	62	60	62	63	60	62
Police visibility	70	69	70	71	68	70
Police response time	74	68	73	73	74	73
Police services overall	72	69	71	72	70	72
Code enforcement (weeds, abandoned buildings, etc.)	64	59	63	65	60	64
Noise enforcement	63	56	62	63	59	62
Animal control	66	59	65	66	62	65
Business property maintenance	71	71	71	72	69	71
Residential property maintenance	69	73	70	71	68	70
Natural Areas Ranger services	78	81	79	79	78	79

Table 82: Question 7 by Respondent Length of Residency and Housing Tenure

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	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	86	89	92	92	89	92	87	85	90
Electric services	83	88	87	85	85	86	85	81	85
Sewer services	82	88	86	85	84	84	85	80	85
Storm drainage	77	80	79	78	78	79	77	81	78
Utility billing	79	82	77	76	78	77	81	74	78
Utilities overall	80	84	81	80	81	80	82	81	81

Table 83: Question 7 by Student Status, Gender and Age

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	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	90	89	90	91	88	89	90	90	89	89
Electric services	85	85	85	86	84	85	84	84	87	85
Sewer services	84	84	84	85	83	84	85	83	85	84
Storm drainage	77	78	78	79	77	78	77	78	79	78
Utility billing	78	78	78	79	78	78	78	78	79	78
Utilities overall	81	81	81	82	79	81	81	80	81	81

Table 84: Question 7 by Race/Ethnicity and Employment Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Drinking water	90	88	90	91	87	90
Electric services	86	81	85	85	85	85
Sewer services	85	80	84	85	83	85
Storm drainage	79	72	78	78	78	78
Utility billing	79	73	78	78	79	78
Utilities overall	82	76	81	81	81	81

Table 85: Question 8 by Respondent Length of Residency and Housing Tenure

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	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	54	48	56	46	51	51	52	54	51
Ease of traveling by public transportation	64	55	51	52	57	53	61	73	57
As a walkable city	69	66	65	64	67	65	67	79	67
Ease of traveling by bicycle	81	79	76	71	77	77	78	74	78
Availability of parking Downtown	47	47	47	43	46	47	44	42	46
Level of traffic congestion	37	31	35	29	33	33	32	41	33
Street maintenance	62	56	56	53	57	57	57	62	57

Table 86: Question 8 by Student Status, Gender and Age

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	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	51	51	51	52	51	51	50	51	53	51
Ease of traveling by public transportation	66	55	57	56	59	57	62	51	55	57
As a walkable city	66	67	67	66	67	67	68	66	65	67
Ease of traveling by bicycle	79	77	77	79	76	77	81	78	68	77
Availability of parking Downtown	46	46	46	47	45	46	44	51	43	46
Level of traffic congestion	35	33	34	34	33	33	33	33	34	33
Street maintenance	58	57	57	58	56	57	59	56	56	57

Table 87: Question 8 by Race/Ethnicity and Employment Status

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Ease of driving	51	51	51	50	54	51
Ease of traveling by public transportation	57	57	57	56	61	57
As a walkable city	66	69	67	66	70	67
Ease of traveling by bicycle	77	79	77	79	71	77
Availability of parking Downtown	47	40	46	46	45	46
Level of traffic congestion	34	32	33	33	35	33
Street maintenance	57	61	57	56	60	57

Table 88: Question 9 by Respondent Length of Residency and Housing Tenure

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	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
Managing and planning for growth	63	54	60	55	58	57	60	69	59
Efficient operation of programs and services	74	75	68	68	71	71	73	77	72
Encouraging sustainability in the community	74	75	68	68	71	71	73	77	72
Overall direction of the City	72	68	66	62	68	66	70	81	68

Table 89: Question 9 by Student Status, Gender and Age

Please rate City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	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
Managing and planning for growth	66	57	59	59	58	58	61	57	57	59
Efficient operation of programs and services	75	71	72	72	71	71	74	71	67	71
Encouraging sustainability in the community	75	71	72	72	71	71	74	71	67	71
Overall direction of the City	74	67	68	68	67	68	72	66	63	68

Table 90: Question 9 by Race/Ethnicity and Employment Status

Please rate City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Managing and planning for growth	58	60	59	58	61	59
Efficient operation of programs and services	71	72	72	72	71	72
Encouraging sustainability in the community	71	72	72	72	71	72
Overall direction of the City	68	66	68	68	68	68

Table 91: Question 10 by Respondent Length of Residency and Housing Tenure

Please rate the City's performance in each of the following areas (Average rating 0=very bad, 100=very good).	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	73	71	66	66	69	68	72	78	70
Promotion of the economic health of Fort Collins	71	72	67	65	69	68	71	75	69
Encouraging a variety of businesses	74	69	64	64	68	67	70	80	68
Retaining existing businesses	71	65	61	59	65	63	66	83	65
Attracting new businesses	72	69	60	61	66	64	69	79	66

Table 92: Question 10 by Student Status, Gender and Age

Please rate the City's performance in each of the following areas (Average rating 0=very bad, 100=very good).	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	78	68	69	68	71	69	75	68	62	69
Promotion of the economic health of Fort Collins	72	68	69	69	69	69	74	68	64	69
Encouraging a variety of businesses	74	67	68	67	70	68	73	67	62	68
Retaining existing businesses	76	63	65	63	66	65	70	63	58	65
Attracting new businesses	74	65	66	64	68	66	73	63	60	66

Table 93: Question 10 by Race/Ethnicity and Employment Status

Please rate the City's performance in each of the following areas (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Support of businesses	71	63	69	69	70	69
Promotion of the economic health of Fort Collins	70	64	69	69	70	69
Encouraging a variety of businesses	69	66	69	68	69	69
Retaining existing businesses	66	59	65	64	66	65
Attracting new businesses	68	59	66	66	67	66

Table 94: Question 11 by Respondent Length of Residency and Housing Tenure

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	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	89	90	86	88	88	89	85	88
Recreational trails	89	89	89	88	89	89	89	87	89
Parks	89	86	87	86	87	87	88	84	87
Cemeteries	79	80	79	79	79	78	83	71	79
Golf courses	78	79	80	81	79	78	82	77	80
Athletic fields	79	79	76	80	79	78	81	76	79
Northside Aztlan Community Center	80	82	81	82	81	80	85	77	81
Fort Collins Senior Center	81	87	85	84	84	83	85	75	84
Edora Pool Ice Center (EPIC)	79	74	79	78	78	78	77	77	78
Mulberry Pool	76	72	71	74	74	73	75	75	74
The Farm at Lee Martinez Park	81	82	79	82	81	81	81	73	81
The Gardens on Spring Creek	85	86	85	86	85	85	86	73	85
Pottery studio	76	86	76	80	79	78	81	71	79
Art in Public Places program	80	82	78	77	79	78	82	73	79
Lincoln Center programs	80	83	80	79	80	80	82	71	80
Fort Collins Museum and Discovery Science Center	82	86	84	85	84	85	84	73	84
Adult recreation programs	77	74	74	75	75	75	77	73	75

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	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
Senior recreation programs	79	80	74	78	78	77	80	73	78
Youth/teen recreation programs	75	77	74	74	75	74	76	74	75

Table 95: Question 11 by Student Status, Gender and Age

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Full-time or part-time student			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Natural areas and open space	89	88	88	88	88	88	90	88	84	88
Recreational trails	89	89	89	89	89	89	90	88	86	89
Parks	88	87	87	87	87	87	89	86	84	87
Cemeteries	81	79	79	77	82	79	82	78	78	79
Golf courses	80	79	79	78	80	79	79	80	79	79
Athletic fields	78	79	79	77	80	79	79	79	78	79
Northside Aztlan Community Center	79	82	81	80	82	81	82	81	81	81
Fort Collins Senior Center	82	84	84	84	84	84	83	83	85	84
Edora Pool Ice Center (EPIC)	76	78	78	77	79	78	78	76	81	78
Mulberry Pool	75	74	74	72	75	74	77	70	75	74
The Farm at Lee Martinez Park	79	81	81	79	82	81	83	80	81	81
The Gardens on Spring Creek	84	85	85	84	86	85	87	83	85	85
Pottery studio	79	79	79	79	79	79	81	80	74	79
Art in Public Places program	82	78	79	77	80	79	84	77	74	79
Lincoln Center programs	79	80	80	79	81	80	83	80	77	80
Fort Collins Museum and Discovery Science Center	84	84	84	83	85	84	87	83	81	84
Adult recreation programs	74	76	75	74	76	75	76	75	75	75
Senior recreation programs	78	78	78	77	78	78	80	77	77	78
Youth/teen recreation programs	71	76	75	74	76	75	77	74	73	75

Table 96: Question II by Race/Ethnicity and Employment Status

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Natural areas and open space	88	88	88	89	85	88
Recreational trails	89	87	89	89	87	89
Parks	87	86	87	87	86	87
Cemeteries	80	75	79	80	78	79
Golf courses	79	78	79	80	77	79
Athletic fields	79	75	79	78	80	79
Northside Aztlan Community Center	82	78	81	81	83	81
Fort Collins Senior Center	84	80	84	84	84	84
Edora Pool Ice Center (EPIC)	78	74	78	77	81	78
Mulberry Pool	74	74	74	73	76	74
The Farm at Lee Martinez Park	81	77	81	81	81	81
The Gardens on Spring Creek	85	85	85	86	84	85
Pottery studio	79	79	79	81	75	79
Art in Public Places program	79	76	79	80	78	79
Lincoln Center programs	80	78	80	81	78	80
Fort Collins Museum and Discovery Science Center	85	79	84	85	81	84
Adult recreation programs	76	69	75	76	75	75
Senior recreation programs	78	77	78	79	77	78
Youth/teen recreation programs	75	74	75	75	75	75

Table 97: Question 12 by Respondent Length of Residency and Housing Tenure

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Community's visual attractiveness	83	84	83	83	83	84	82	84	83
Air quality	81	76	83	73	78	78	79	84	79
Recycling programs	78	81	75	73	77	77	75	86	77
Conservation efforts	78	80	77	72	76	77	76	81	77
Overall quality of environment	83	82	81	77	81	81	81	88	81

Table 98: Question 12 by Student Status, Gender and Age

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	Full-time or part-time student			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Community's visual attractiveness	81	84	83	83	84	83	85	83	80	83
Air quality	83	77	78	80	77	78	82	78	72	78
Recycling programs	80	76	77	75	78	77	78	78	73	77
Conservation efforts	78	76	77	76	77	77	78	78	73	77
Overall quality of environment	84	80	81	81	81	81	84	80	76	81

Table 99: Question 12 by Race/Ethnicity and Employment Status

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Community's visual attractiveness	83	85	83	84	82	83
Air quality	78	83	78	79	76	78
Recycling programs	78	72	77	76	78	77
Conservation efforts	76	77	76	77	76	77
Overall quality of environment	81	82	81	81	80	81

Table 100: Question 13 by Respondent Length of Residency and Housing Tenure

To what extent would you support or oppose the City taking each of the following actions? (Average rating 0=strongly oppose, 100=strongly support).	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
Prohibiting yard waste from being sent to the landfill	64	61	49	45	55	51	63	62	56
Prohibiting the disposal of bottles/cans/paper	67	69	62	52	62	58	67	81	63

Table 101: Question 13 by Student Status, Gender and Age

To what extent would you support or oppose the City taking each of the following actions? (Average rating 0=strongly oppose, 100=strongly support).	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
Prohibiting yard waste from being sent to the landfill	71	52	55	54	56	55	64	53	45	55
Prohibiting the disposal of bottles/cans/paper	76	60	63	62	63	63	70	62	50	63

Table 102: Question 13 by Race/Ethnicity and Employment Status

To what extent would you support or oppose the City taking each of the following actions? (Average rating 0=strongly oppose, 100=strongly support).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Prohibiting yard waste from being sent to the landfill	55	59	56	55	56	55
Prohibiting the disposal of bottles/cans/paper	63	60	63	64	60	63

Table 103: Question 14 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? (Average rating 0=very bad, 100=very good)	80	82	78	76	79	79	79	80	79

Table 104: Question 14 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? (Average rating 0=very bad, 100=very good)	78	79	79	79	79	79	80	80	75	79

Table 105: Question 14 by Race/Ethnicity and Employment Status

	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins? (Average rating 0=very bad, 100=very good)	80	74	79	79	78	79

Table 106: Question 16a 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. (Average rating 0=very bad, 100=very good).	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	86	87	84	82	84	85	84	66	84
Promptness	84	86	76	77	81	80	83	59	81
Knowledge	83	88	75	79	81	80	82	75	81
Making you feel valued	78	80	70	71	75	74	76	41	75
Overall impression	81	84	74	76	79	79	79	49	79

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

Table 107: Question 16a by Student Status, Gender and Age

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Average rating 0=very bad, 100=very good).	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	80	85	84	82	87	84	84	84	85	84
Promptness	76	81	81	79	83	81	81	81	79	81
Knowledge	77	82	81	79	84	81	82	81	80	81
Making you feel valued	67	75	74	72	78	75	75	74	75	75
Overall impression	76	79	78	76	82	79	80	78	78	79

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

Table 108: Question 16a by Race/Ethnicity and Employment Status

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Courtesy	85	82	84	84	86	84
Promptness	81	79	81	80	82	81
Knowledge	81	80	81	81	81	81
Making you feel valued	75	68	74	74	76	75
Overall impression	79	74	79	79	79	79

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

Table 109: Question 16b 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. (Average rating 0=very bad, 100=very good).	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Courtesy	72	79	76	74	74	73	75	76	74
Promptness in responding to inquiries and service requests	72	79	73	72	74	72	76	75	74
Making citizens or customers feel valued	71	76	70	69	71	70	70	77	71

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

Table II0: Question 16b 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. (Average rating 0=very bad, 100=very good).	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	74	75	77	72	74	77	71	75	75
Promptness in responding to inquiries and service requests	77	73	74	77	71	74	78	70	73	74
Making citizens or customers feel valued	75	70	71	75	68	71	74	67	70	71

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

Table III: Question 16b by Race/Ethnicity and Employment Status

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. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Courtesy	75	74	75	74	77	75
Promptness in responding to inquiries and service requests	75	73	74	74	74	74
Making citizens or customers feel valued	72	70	72	71	73	71

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

Table 112: Question 17 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	27%	34%	37%	43%	35%	35%	36%	20%	35%
	Same effort	67%	61%	61%	51%	61%	61%	58%	72%	60%
	Less effort	6%	5%	2%	5%	5%	4%	6%	8%	5%
	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	34%	45%	40%	43%	39%	43%	35%	16%	39%
	Same effort	63%	50%	54%	52%	56%	53%	59%	78%	56%
	Less effort	3%	5%	6%	5%	4%	4%	5%	6%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	More effort	43%	49%	37%	42%	43%	39%	51%	13%	43%
	Same effort	50%	47%	58%	52%	52%	55%	43%	79%	51%
	Less effort	7%	4%	5%	6%	6%	5%	6%	8%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	21%	23%	19%	24%	22%	20%	25%	13%	21%
	Same effort	74%	77%	79%	75%	76%	79%	72%	80%	76%
	Less effort	5%	0%	2%	1%	2%	2%	3%	6%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, and the Museum of Discovery; providing recreational and cultural programs; maintaining parks, trails and cemeteries; and improving natural areas	More effort	29%	17%	21%	12%	21%	20%	23%	14%	21%
	Same effort	68%	81%	72%	85%	76%	78%	73%	73%	76%
	Less effort	2%	2%	7%	3%	3%	2%	4%	13%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transport operations, and transportation demand management	More effort	57%	71%	59%	62%	61%	63%	64%	29%	61%
	Same effort	39%	27%	30%	36%	35%	34%	31%	66%	34%
	Less effort	4%	2%	10%	2%	4%	3%	5%	5%	4%
	Total	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	13%	16%	18%	27%	19%	19%	20%	0%	19%
	Same effort	79%	81%	72%	66%	74%	75%	71%	92%	74%
	Less effort	8%	3%	10%	7%	7%	6%	9%	8%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 113: Question 17 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	22%	37%	35%	34%	34%	34%	28%	40%	37%	34%
	Same effort	73%	58%	60%	60%	62%	61%	68%	54%	58%	61%
	Less effort	5%	5%	5%	6%	4%	5%	4%	6%	6%	5%
	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	40%	40%	40%	36%	43%	39%	35%	42%	43%	39%
	Same effort	57%	56%	56%	57%	55%	56%	63%	51%	52%	56%
	Less effort	4%	5%	4%	7%	2%	4%	2%	6%	5%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	More effort	43%	43%	43%	37%	47%	43%	40%	45%	44%	43%
	Same effort	50%	51%	51%	52%	51%	52%	54%	50%	49%	52%
	Less effort	7%	5%	6%	10%	1%	6%	6%	5%	7%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	31%	19%	21%	21%	23%	22%	22%	20%	23%	22%
	Same effort	64%	79%	76%	76%	76%	76%	74%	79%	75%	76%
	Less effort	6%	2%	3%	3%	2%	3%	4%	1%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, and the Museum of Discovery; providing recreational and cultural programs; maintaining parks, trails and cemeteries; and improving natural areas	More effort	31%	19%	21%	18%	23%	21%	23%	21%	16%	21%
	Same effort	65%	78%	76%	77%	75%	76%	74%	75%	80%	76%
	Less effort	4%	3%	3%	4%	2%	3%	3%	3%	4%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transport operations, and transportation demand management	More effort	61%	61%	61%	62%	60%	61%	68%	55%	58%	61%
	Same effort	33%	35%	35%	33%	37%	35%	31%	38%	38%	35%
	Less effort	5%	4%	4%	5%	3%	4%	2%	7%	4%	4%
	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	14%	20%	19%	19%	18%	18%	13%	19%	26%	18%
	Same effort	78%	74%	74%	73%	76%	74%	79%	75%	66%	74%
	Less effort	9%	7%	7%	8%	6%	7%	9%	6%	7%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 114: Question 17 by Race/Ethnicity and Employment Student

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Race/ethnicity			Employment status		
		White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Economy: Includes economic planning and development activities	More effort	34%	39%	34%	35%	32%	35%
	Same effort	62%	55%	60%	60%	64%	61%
	Less effort	5%	6%	5%	5%	5%	5%
	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	41%	32%	39%	39%	40%	39%
	Same effort	55%	60%	56%	56%	56%	56%
	Less effort	4%	8%	4%	4%	3%	4%
	Total	100%	100%	100%	100%	100%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	More effort	41%	50%	43%	42%	45%	43%
	Same effort	53%	44%	52%	52%	49%	52%
	Less effort	6%	6%	6%	5%	6%	5%
	Total	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	21%	26%	22%	21%	23%	22%
	Same effort	76%	74%	76%	77%	74%	76%
	Less effort	3%	0%	3%	2%	3%	2%
	Total	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, and the Museum of Discovery; providing recreational and cultural programs; maintaining parks, trails and cemeteries; and improving natural areas	More effort	21%	18%	21%	21%	21%	21%
	Same effort	76%	79%	76%	76%	76%	76%
	Less effort	3%	3%	3%	3%	3%	3%
	Total	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transport operations, and transportation demand management	More effort	61%	59%	61%	65%	52%	61%
	Same effort	35%	34%	35%	31%	44%	35%
	Less effort	3%	7%	4%	4%	3%	4%
	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	18%	21%	19%	19%	18%	19%
	Same effort	74%	77%	74%	74%	76%	74%
	Less effort	8%	2%	7%	7%	6%	7%
	Total	100%	100%	100%	100%	100%	100%

Table 115: Question 21 by Respondent Length of Residency and Housing Tenure

Please rate the City's performance in the following area. (Average rating 0=very bad, 100=very good).	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	70	77	71	70	71	71	71	78	71
Listening to citizens	64	64	59	58	61	60	63	68	61
Informing citizens	69	69	65	64	67	68	65	64	67
Providing opportunities to participate in government activities	66	63	62	63	64	65	63	69	64
Providing emergency information	69	71	68	71	70	70	69	73	70

Table 116: Question 21 by Student Status, Gender and Age

Please rate the City's performance in the following area. (Average rating 0=very bad, 100=very good).	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	70	72	71	71	72	71	72	73	67	71
Listening to citizens	66	60	61	60	62	61	63	62	58	61
Informing citizens	64	67	67	69	65	67	66	69	65	67
Providing opportunities to participate in government activities	59	65	64	64	64	64	62	67	64	64
Providing emergency information	68	70	70	71	69	70	69	69	71	70

Table 117: Question 21 by Race/Ethnicity and Employment Status

Please rate the City's performance in the following area. (Average rating 0=very bad, 100=very good).	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Welcoming citizen involvement	72	66	71	71	73	71
Listening to citizens	62	58	61	60	65	61
Informing citizens	67	65	67	66	68	67
Providing opportunities to participate in government activities	65	60	64	63	66	64
Providing emergency information	69	71	70	69	71	70

Table 118: Question 22 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. (Percent at least sometimes)	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%	15%	20%	30%	22%	21%	24%	15%	22%
Online video of cable channel 14 on www.fcgov.com/cable14	15%	4%	10%	13%	12%	11%	12%	10%	11%
City's website (www.fcgov.com)	71%	84%	91%	82%	79%	84%	78%	27%	79%
“City News” (insert with utility bill)	54%	62%	70%	80%	65%	75%	56%	15%	65%
Newsletters or brochures from City departments	47%	53%	77%	77%	62%	69%	53%	25%	61%
Tracks and Trails (the guide to natural areas activities)	66%	69%	71%	69%	68%	71%	65%	52%	68%
“Recreator” (guide to recreation programs)	56%	71%	88%	78%	70%	82%	55%	30%	70%
Word of mouth	81%	91%	92%	89%	87%	90%	85%	57%	87%
Newspaper (print or online)	61%	70%	81%	83%	72%	74%	72%	44%	72%
Radio	56%	60%	70%	71%	63%	69%	60%	29%	64%
Television news	48%	56%	58%	68%	57%	61%	54%	18%	56%
Social media (Facebook, Twitter, Nextdoor, etc.)	65%	62%	59%	52%	60%	58%	62%	62%	60%
Fort Collins Idea Lab (idealab.fcgov.com)	9%	10%	8%	8%	9%	9%	8%	10%	9%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	17%	27%	19%	22%	20%	21%	18%	26%	20%
City booth at local events	38%	45%	35%	47%	41%	42%	43%	23%	42%

Table 119: Question 22 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. (Percent at least sometimes)	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	16%	23%	21%	20%	23%	22%	14%	19%	38%	22%
Online video of cable channel 14 on www.fcgov.com/cable14	12%	11%	11%	12%	11%	12%	9%	8%	21%	12%
City's website (www.fcgov.com)	65%	82%	79%	83%	75%	79%	79%	90%	67%	79%
“City News” (insert with utility bill)	40%	70%	65%	62%	68%	65%	52%	72%	80%	65%
Newsletters or brochures from City departments	45%	65%	62%	60%	63%	61%	46%	69%	80%	62%
Tracks and Trails (the guide to natural areas activities)	63%	69%	68%	69%	67%	68%	63%	78%	66%	68%
“Recreator” (guide to recreation programs)	41%	76%	70%	67%	73%	70%	57%	83%	79%	70%
Word of mouth	78%	88%	86%	86%	87%	87%	82%	91%	89%	87%
Newspaper (print or online)	60%	75%	72%	70%	75%	72%	62%	76%	85%	73%
Radio	57%	64%	63%	57%	68%	63%	62%	63%	65%	63%
Television news	42%	59%	56%	51%	62%	57%	48%	55%	74%	57%
Social media (Facebook, Twitter, Nextdoor, etc.)	72%	57%	60%	57%	62%	60%	73%	63%	33%	60%
Fort Collins Idea Lab (idealab.fcgov.com)	11%	8%	9%	11%	7%	9%	8%	11%	8%	9%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	21%	20%	20%	23%	17%	20%	19%	23%	19%	20%
City booth at local events	33%	43%	42%	43%	40%	42%	42%	44%	39%	42%

Table 120: Question 22 by Race/Ethnicity and Employment Status

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. (Percent at least sometimes)	Race/ethnicity			Employment status		
	White alone, not Hispanic	Hispanic and/or other race	Overall	Working full or part time for pay	Not working for pay	Overall
Fort Collins local cable channel 14	21%	23%	22%	20%	26%	22%
Online video of cable channel 14 on www.fcgov.com/cable14	11%	15%	12%	11%	14%	11%
City's website (www.fcgov.com)	81%	74%	80%	87%	58%	79%
“City News” (insert with utility bill)	67%	55%	65%	66%	62%	65%
Newsletters or brochures from City departments	64%	50%	61%	60%	65%	62%
Tracks and Trails (the guide to natural areas activities)	69%	63%	69%	70%	62%	68%
“Recreator” (guide to recreation programs)	73%	54%	70%	71%	67%	70%
Word of mouth	88%	80%	86%	89%	80%	87%
Newspaper (print or online)	75%	55%	72%	72%	73%	72%
Radio	62%	70%	63%	64%	61%	63%
Television news	57%	55%	56%	56%	58%	57%
Social media (Facebook, Twitter, Nextdoor, etc.)	60%	61%	60%	66%	44%	60%
Fort Collins Idea Lab (idealab.fcgov.com)	9%	9%	9%	9%	9%	9%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	22%	9%	20%	21%	19%	20%
City booth at local events	40%	47%	41%	43%	37%	42%

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 the following tables. Cells shaded grey indicates statistically significant differences ($p \leq .05$).

Table 121: Question 1 by Geographic Area of Residence

Please rate Fort Collins as a community on each of the items listed below. (Average rating 0=always unsafe, 100=always safe)	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Overall, as a place to live	86	88	91	89	89	89
Overall safety of residents	80	80	85	82	79	81
Quality of shopping opportunities	73	68	75	76	70	72
Quality of dining opportunities	80	82	84	83	80	82
Quality of entertainment opportunities	73	71	73	74	73	73
Availability of job opportunities	54	54	61	58	57	57
Availability of affordable quality housing	39	36	39	39	36	38
Quality of arts and cultural opportunities	72	68	71	74	72	71
Quality of recreational opportunities	86	83	85	87	85	85
Availability of quality healthcare	79	77	80	73	77	77
Quality of public schools	77	82	84	79	82	82
Quality of public library services	83	84	84	81	83	83
As a place to raise children	89	86	91	84	86	87
As a place to retire	79	79	81	79	79	79
As a place to attend college	84	84	85	87	85	85
As a place to work	69	75	79	78	77	76
Community acceptance of all people	66	72	72	76	71	72
Overall quality of life in Fort Collins	84	84	87	85	84	85

Table 122: Question 2 by Geographic Area of Residence

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=always unsafe, 100=always safe)	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Your neighborhood as a place to live	83	82	89	82	79	83
Your neighborhood as a place to raise children	77	76	88	70	73	77
Access within your neighborhood to everyday needs	73	83	79	78	79	79

Table 123: Question 5 by Geographic Area of Residence

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Downtown Fort Collins during the day	89	88	89	90	89	89
Downtown Fort Collins at night	68	67	67	70	67	68
Your neighborhood during the day	93	92	96	91	93	93
Your neighborhood at night	80	80	89	78	78	81
Parks	80	78	79	82	75	79
Natural areas/open space	81	79	79	83	76	80
Recreation facilities	85	85	83	87	82	84
Trails	80	76	80	82	75	78
Fort Collins overall during the day	87	86	88	88	87	87
Fort Collins overall at night	72	70	73	73	70	72

Table 124: Question 6 by Geographic Area of Residence

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	68	76	79	77	75	76
Disaster response and restoration of services	70	78	82	76	72	76
Fire prevention/education	75	77	79	77	74	77
Fire response time	80	85	85	81	82	83
Fire services overall	81	84	85	79	80	82
Crime prevention	69	69	73	70	65	69

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Police patrol	69	70	70	71	66	69
Traffic enforcement	59	61	63	65	60	62
Police visibility	68	71	71	71	67	70
Police response time	70	74	73	74	71	73
Police services overall	71	72	73	74	68	71
Code enforcement (weeds, abandoned buildings, etc.)	61	64	65	70	59	64
Noise enforcement	62	61	65	64	56	62
Animal control	64	64	67	70	60	65
Business property maintenance	74	71	73	73	67	71
Residential property maintenance	72	71	73	71	64	70
Natural Areas Ranger services	83	77	80	79	77	79

Table 125: Question 7 by Geographic Area of Residence

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Drinking water	91	89	91	88	89	90
Electric services	84	85	88	84	84	85
Sewer services	82	85	88	85	82	85
Storm drainage	75	78	84	79	74	78
Utility billing	75	79	80	80	75	78
Utilities overall	78	80	83	83	79	81

Table 126: Question 8 by Geographic Area of Residence

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Ease of driving	40	54	55	50	52	51
Ease of traveling by public transportation	56	47	56	64	62	57
As a walkable city	69	62	61	76	67	67
Ease of traveling by bicycle	79	75	76	80	78	77
Availability of parking Downtown	43	44	47	46	47	46
Level of traffic congestion	30	32	35	37	32	33
Street maintenance	63	53	57	60	56	57

Table 127: Question 9 by Geographic Area of Residence

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Managing and planning for growth	51	62	56	63	58	59
Efficient operation of programs and services	73	71	70	76	70	72
Encouraging sustainability in the community	73	71	70	76	70	72
Overall direction of the City	64	68	65	74	66	68

Table 128: Question 10 by Geographic Area of Residence

Please rate the City's performance in each of the following areas: (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Support of businesses	68	66	66	77	72	70
Promotion of the economic health of Fort Collins	70	68	67	75	68	69
Encouraging a variety of businesses	69	65	65	77	68	69
Retaining existing businesses	61	62	62	76	64	65
Attracting new businesses	68	64	62	75	65	66

Table 129: Question 11 by Geographic Area of Residence

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Natural areas and open space	88	88	88	89	88	88
Recreational trails	89	88	90	89	88	89
Parks	87	86	86	89	89	87
Cemeteries	78	76	80	85	79	80
Golf courses	72	76	83	81	81	80
Athletic fields	73	77	82	82	78	79
Northside Aztlan Community Center	77	81	79	85	82	81
Fort Collins Senior Center	81	84	84	85	84	84
Edora Pool Ice Center (EPIC)	74	77	77	82	79	78
Mulberry Pool	75	72	73	76	74	74
The Farm at Lee Martinez Park	79	81	80	84	81	81
The Gardens on Spring Creek	86	85	83	89	84	85

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Pottery studio	90	75	76	82	76	79
Art in Public Places program	81	78	78	83	77	79
Lincoln Center programs	83	79	79	83	79	80
Fort Collins Museum and Discovery Science Center	85	84	82	86	84	84
Adult recreation programs	74	76	77	78	71	75
Senior recreation programs	80	79	81	79	74	78
Youth/teen recreation programs	76	73	79	79	70	75

Table 130: Question 12 by Geographic Area of Residence

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Community's visual attractiveness	83	83	84	84	81	83
Air quality	77	80	81	78	76	79
Recycling programs	76	75	78	79	75	77
Conservation efforts	76	76	78	79	74	77
Overall quality of environment	80	82	81	82	79	81

Table 131: Question 13 by Geographic Area of Residence

To what extent would you support or oppose the City taking each of the following actions? (Average rating 0=strongly oppose, 100=strongly support).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Prohibiting yard waste from being sent to the landfill	57	55	43	66	59	56
Prohibiting the disposal of bottles/cans/paper	56	61	60	72	62	62

Table 132: Question 14 by Geographic Area of Residence

(Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	74	78	81	81	79	79

Table 133: Question 16a by Geographic Area of Residence

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Courtesy	84	81	91	88	80	84
Promptness	79	78	87	85	76	81
Knowledge	80	78	87	86	77	81
Making you feel valued	73	71	85	77	70	75
Overall impression	76	75	87	83	74	79

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

Table 134: Question 16b by Geographic Area of Residence

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Courtesy	73	79	72	75	70	74
Promptness in responding to inquiries and service requests	75	77	71	75	69	73
Making citizens or customers feel valued	74	74	69	72	67	71

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

Table 135: Question 17 by Geographic Area of Residence

Please select the option that best describes how you think the City should address each of the following aspects of the community. (Average rating 0=very bad, 100=very good).		Geographic area of residence					
		Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Economy: Includes economic planning and development activities	More effort	35%	35%	42%	28%	32%	35%
	Same effort	61%	59%	53%	64%	65%	60%
	Less effort	4%	6%	4%	8%	3%	5%
	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	41%	33%	39%	43%	43%	39%
	Same effort	55%	61%	53%	54%	57%	56%
	Less effort	4%	6%	8%	4%	1%	4%
	Total	100%	100%	100%	100%	100%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	More effort	45%	48%	35%	46%	40%	43%
	Same effort	50%	45%	60%	50%	52%	51%
	Less effort	5%	7%	4%	4%	8%	6%
	Total	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	23%	24%	21%	23%	17%	21%
	Same effort	75%	74%	77%	73%	80%	76%
	Less effort	1%	2%	2%	4%	3%	3%
	Total	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, and the Museum of Discovery; providing recreational and cultural programs; maintaining parks, trails and cemeteries; and improving natural areas	More effort	19%	17%	19%	28%	21%	21%
	Same effort	78%	79%	76%	69%	77%	76%
	Less effort	3%	4%	5%	3%	2%	3%
	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	82%	59%	57%	56%	61%	61%
	Same effort	15%	35%	40%	40%	35%	35%
	Less effort	3%	6%	2%	5%	5%	4%
	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	30%	13%	18%	14%	24%	19%
	Same effort	62%	78%	74%	77%	74%	74%
	Less effort	9%	10%	8%	9%	3%	7%
	Total	100%	100%	100%	100%	100%	100%

Table 136: Question 21 by Geographic Area of Residence

Please rate the City performance in the following area. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Welcoming citizen involvement	70	69	73	78	68	71
Listening to citizens	56	60	62	67	59	61
Informing citizens	69	68	66	70	62	67
Providing opportunities to participate in government activities	66	60	68	65	62	64
Providing emergency information	68	70	72	73	65	70

Table 137: Question 22 by Geographic Area of Residence

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. (Percent at least sometimes).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Fort Collins local cable channel 14	30%	25%	18%	18%	22%	22%
Online video of cable channel 14 on www.fcgov.com/cable14	20%	11%	10%	11%	10%	12%
City's website (www.fcgov.com)	85%	74%	80%	70%	88%	79%
"City News" (insert with utility bill)	61%	69%	71%	49%	72%	65%
Newsletters or brochures from City departments	68%	57%	61%	54%	69%	61%
Tracks and Trails (the guide to natural areas activities)	75%	60%	75%	65%	69%	68%
"Recreator" (guide to recreation programs)	83%	65%	78%	54%	74%	70%
Word of mouth	96%	84%	87%	78%	92%	87%
Newspaper (print or online)	79%	78%	71%	62%	73%	72%
Radio	76%	64%	62%	59%	62%	63%
Television news	62%	58%	65%	43%	58%	57%
Social media (Facebook, Twitter, Nextdoor, etc.)	62%	59%	54%	62%	62%	60%
Fort Collins Idea Lab (idealab.fcgov.com)	8%	6%	5%	13%	12%	9%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	19%	16%	22%	23%	20%	20%
City booth at local events	45%	42%	39%	38%	44%	42%

Appendix F. Benchmark Comparisons

Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” resident evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “very good.” Furthermore, in the absence of national or peer community comparisons, a community is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than police protection. More illuminating is how residents’ ratings of police service compare to opinions about police 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 community 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 department – to understand how well residents think it is doing.

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

Comparison Data

NRC has designed 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.^{1,2} The method described in those publications is refined regularly and statistically tested on a growing number of resident surveys in NRC’s proprietary databases.

Communities 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 communities in the database or to a subset (i.e., Front Range communities), as in this report. Despite the differences in characteristics across communities, all are in the business of providing services to residents. Though individual community 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 community, like SAT scores in any teen household, bring pride and a sense of accomplishment.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from over 500 communities whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results

¹ 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.

² 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.

quickly upon survey completion, keeping the benchmark data fresh and relevant. The City of Fort Collins chose to have comparisons made to the entire database as well as to the Front Range.

Putting Evaluations onto the 100-point Scale

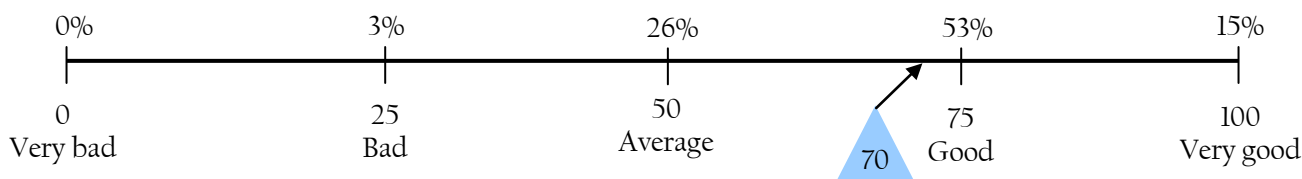
Although responses to many of the evaluative questions were made on a five-point scale with 1 representing the best rating and 5 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The margin of error around an average score on the 100-point scale is no greater than plus or minus three 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 gave a “very bad” rating, 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 50, in the middle of the scale (like the center post of a teeter totter) or “average.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate Fort Collins as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply % by scale value	Step 4: Sum to calculate average rating
Very good	15%	=15÷(100-2)=	15.3%	100	=15.3% x 100 =	15.3
Good	53%	=53÷(100-2)=	54.1%	75	=54.1% x 75 =	40.6
Average	26%	=26÷(100-2)=	26.5%	50	=26.5% x 50 =	13.3
Bad	3%	=3÷(100-2)=	3.1%	25	=3.1% x 25 =	0.8
Very bad	0%	=0÷(100-2)=	0%	0	=0% x 0 =	0
Don’t know	2%		--			
Total	100%		100%			70

How do you rate Fort Collins as a place to live?



Interpreting the Results

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five communities in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is Fort Collins rating on the 100-point scale. The second column is the rank assigned to Fort Collins rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The fourth column shows the comparison of Fort Collins average rating (column one) to the benchmark.

Where comparisons for quality ratings were available, the City of Fort Collins results were generally 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, the percent of residents having contacted 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 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 but less than twice 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.

National Benchmark Comparisons

Table 138: Quality of Life and Community Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Overall, as a place to live	89	31	340	Much higher
Availability of affordable quality housing	38	212	254	Much lower
Quality of public schools	82	27	223	Much higher
As a place to raise children	87	31	331	Much higher
As a place to retire	79	16	314	Much higher
Community acceptance of all people	72	13	243	Much higher
Overall quality of life in Fort Collins	85	30	397	Much higher

Table 139: City Neighborhood Benchmark

Please rate the quality of your neighborhood on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Your neighborhood as a place to live	83	37	262	Much higher

Table 140: Overall Safety Benchmark

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Overall safety of residents	81	59	223	Much higher

Table 141: Personal Safety Benchmarks

Please tell us how safe you feel in each of the following areas in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Your neighborhood during the day	93	52	256	Much higher
Your neighborhood at night	81	19	139	Much higher
Downtown Fort Collins during the day	89	162	302	Similar
Downtown Fort Collins at night	68	134	170	Much lower
Parks	79	6	19	Much higher

Table 142: Safety Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	2	240	Much higher
Fire prevention/education	77	45	243	Much higher
Fire response time	83	10	26	Higher
Fire services overall	82	114	309	Similar
Crime prevention	69	97	306	Higher
Police patrol	69	Not available	Not available	Not available
Traffic enforcement	62	128	326	Similar
Police visibility	70	8	27	Much higher
Police response time	73	16	41	Higher
Police services overall	71	188	382	Similar
Code enforcement (weeds, abandoned buildings, etc.)	64	33	314	Much higher
Animal control	65	73	293	Much higher
Business property maintenance	71	Not available	Not available	Not available
Residential property maintenance	70	Not available	Not available	Not available

Table 143: Safety-related Utilities Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Electric services	85	2	18	Much higher
Storm drainage	78	1	314	Much higher

Table 144: Quality of the Environment Benchmarks

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Community's visual attractiveness	83	15	309	Much higher
Air quality	78	32	209	Much higher
Recycling programs	77	88	313	Much higher
Overall quality of environment	81	29	234	Much higher

Table 145: Environment-related Utilities Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Drinking water	89	1	291	Much higher
Sewer services	85	3	275	Much higher

Table 146: Transportation Benchmarks

Please rate the following areas of transportation in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Ease of driving	51	200	253	Much lower
Ease of traveling by public transportation	57	28	123	Much higher
As a walkable city	67	82	246	Higher
Ease of traveling by bicycle	77	5	250	Much higher
Availability of parking Downtown	46	84	114	Much lower
Level of traffic congestion	33	278	298	Much lower
Street maintenance	57	104	371	Much higher

Table 147: Community Aspects of Culture and Recreation Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Quality of arts and cultural opportunities	71	27	251	Much higher
Quality of recreational opportunities	85	2	258	Much higher
Quality of public library services	83	41	299	Much higher

Table 148: Parks, Recreational and Cultural Programs and Facilities Benchmarks

Please rate the quality of each of the programs or facilities listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Natural areas and open space	88	1	126	Much higher
Recreational trails	89	1	22	Much higher
Parks	87	8	284	Much higher
Cemeteries	79	3	9	Much higher
Golf courses	79	3	8	Much higher
Athletic fields	79	2	24	Much higher
Fort Collins Senior Center	84	1	9	Much higher
Edora Pool Ice Center (EPIC)	78	Not available	Not available	Not available
Mulberry Pool	74	4	13	Much higher
Fort Collins Museum of Discovery	84	1	5	Much higher
Adult recreation programs	75	38	297	Much higher
Youth/teen recreation programs	75	4	12	Much higher

Table 149: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Quality of shopping opportunities	72	29	252	Much higher
Quality of dining opportunities	82	Not available	Not available	Not available
Availability of job opportunities	57	25	266	Much higher
Availability of quality healthcare	77	2	214	Much higher
As a place to work	76	19	305	Much higher

Table 150: Overall Quality of Services Benchmark

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	79	15	385	Much higher

Table 151: Utility Billing and Utilities Overall Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Utility billing	78	3	118	Much higher
Utilities overall	81	3	137	Much higher

Table 152: City Government Benchmarks

Please rate the City's performance in each of the following areas.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Managing and planning for growth	58	2	21	Much higher
Overall direction of the City	68	21	277	Much higher

Table 153: Contact with City Employees Benchmark

Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	54	49	267	Much higher

Table 154: Perceptions of City Employees Benchmarks

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Courtesy	84	6	35	Much higher
Promptness	79	2	13	Much higher
Knowledge	81	24	141	Much higher
Making you feel valued	73	1	5	Much higher
Overall impression	79	31	320	Much higher

Table 155: City Information Benchmarks

Please rate the City's performance in the following area.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Welcoming citizen involvement	71	3	264	Much higher
Listening to citizens	61	1	27	Much higher
Informing citizens	67	3	20	Much higher
Providing opportunities to participate in government activities	64	60	227	Higher

Communities Included in National Comparisons

Listed below are the communities included in the national benchmark comparisons provided for the City of Fort Collins followed by its 2010 population according to the U.S. Census.

Adams County, CO	441,603	Bryan city, TX	76,201
Airway Heights city, WA	6,114	Burien city, WA	33,313
Albany city, OR	50,158	Burleson city, TX	36,690
Albemarle County, VA	98,970	Cabarrus County, NC	178,011
Albert Lea city, MN	18,016	Cambridge city, MA	105,162
Algonquin village, IL	30,046	Canton city, SD	3,057
Aliso Viejo city, CA	47,823	Cape Coral city, FL	154,305
Altoona city, IA	14,541	Cape Girardeau city, MO	37,941
American Canyon city, CA	19,454	Carlisle borough, PA	18,682
Ames city, IA	58,965	Carlsbad city, CA	105,328
Andover CDP, MA	8,762	Carroll city, IA	10,103
Ankeny city, IA	45,582	Cartersville city, GA	19,731
Ann Arbor city, MI	113,934	Cary town, NC	135,234
Annapolis city, MD	38,394	Casa Grande city, AZ	48,571
Apache Junction city, AZ	35,840	Casper city, WY	55,316
Apple Valley town, CA	69,135	Castine town, ME	1,366
Arapahoe County, CO	572,003	Castle Pines North city, CO	10,360
Arkansas City city, AR	366	Castle Rock town, CO	48,231
Arlington city, TX	365,438	Centennial city, CO	100,377
Arlington County, VA	207,627	Centralia city, IL	13,032
Arvada city, CO	106,433	Chambersburg borough, PA	20,268
Asheville city, NC	83,393	Chandler city, AZ	236,123
Ashland city, OR	20,078	Chanhassen city, MN	22,952
Ashland town, VA	7,225	Chapel Hill town, NC	57,233
Aspen city, CO	6,658	Charlotte city, NC	731,424
Auburn city, AL	53,380	Charlotte County, FL	159,978
Auburn city, WA	70,180	Charlottesville city, VA	43,475
Augusta CCD, GA	134,777	Chattanooga city, TN	167,674
Aurora city, CO	325,078	Chesterfield County, VA	316,236
Austin city, TX	790,390	Chippewa Falls city, WI	13,661
Bainbridge Island city, WA	23,025	Citrus Heights city, CA	83,301
Baltimore city, MD	620,961	Clackamas County, OR	375,992
Bartonville town, TX	1,469	Clarendon Hills village, IL	8,427
Battle Creek city, MI	52,347	Clayton city, MO	15,939
Bay City city, MI	34,932	Clearwater city, FL	107,685
Baytown city, TX	71,802	Cleveland Heights city, OH	46,121
Bedford city, TX	46,979	Clive city, IA	15,447
Bedford town, MA	13,320	Clovis city, CA	95,631
Bellevue city, WA	122,363	College Park city, MD	30,413
Bellingham city, WA	80,885	College Station city, TX	93,857
Beltrami County, MN	44,442	Colleyville city, TX	22,807
Benbrook city, TX	21,234	Collinsville city, IL	25,579
Bend city, OR	76,639	Columbia city, MO	108,500
Benicia city, CA	26,997	Columbia city, SC	129,272
Bettendorf city, IA	33,217	Columbia Falls city, MT	4,688
Billings city, MT	104,170	Columbus city, WI	4,991
Blaine city, MN	57,186	Commerce City city, CO	45,913
Bloomfield Hills city, MI	3,869	Concord city, CA	122,067
Bloomington city, MN	82,893	Concord town, MA	17,668
Blue Springs city, MO	52,575	Cookeville city, TN	30,435
Boise City city, ID	205,671	Coon Rapids city, MN	61,476
Boone County, KY	118,811	Copperas Cove city, TX	32,032
Boulder city, CO	97,385	Coronado city, CA	18,912
Bowling Green city, KY	58,067	Corvallis city, OR	54,462
Brentwood city, MO	8,055	Creve Coeur city, MO	17,833
Brentwood city, TN	37,060	Cross Roads town, TX	1,563
Brighton city, CO	33,352	Crystal Lake city, IL	40,743
Bristol city, TN	26,702	Dacono city, CO	4,152
Broken Arrow city, OK	98,850	Dade City city, FL	6,437
Brookfield city, WI	37,920	Dakota County, MN	398,552
Brookline CDP, MA	58,732	Dallas city, OR	14,583
Broomfield city, CO	55,889	Dallas city, TX	1,197,816
Brownsburg town, IN	21,285	Danville city, KY	16,218

Dardenne Prairie city, MO	11,494	Goodyear city, AZ	65,275
Davenport city, IA	99,685	Grafton village, WI	11,459
Davidson town, NC	10,944	Grand Blanc city, MI	8,276
Dayton city, OH	141,527	Grand Island city, NE	48,520
Decatur city, GA	19,335	Grass Valley city, CA	12,860
Del Mar city, CA	4,161	Greeley city, CO	92,889
Delray Beach city, FL	60,522	Green Valley CDP, AZ	21,391
Denison city, TX	22,682	Greenville city, NC	84,554
Denton city, TX	113,383	Greenwich town, CT	61,171
Denver city, CO	600,158	Greenwood Village city, CO	13,925
Derby city, KS	22,158	Greer city, SC	25,515
Des Peres city, MO	8,373	Guilford County, NC	488,406
Destin city, FL	12,305	Gunnison County, CO	15,324
Dorchester County, MD	32,618	Gurnee village, IL	31,295
Dothan city, AL	65,496	Hailey city, ID	7,960
Douglas County, CO	285,465	Haines Borough, AK	2,508
Dover city, NH	29,987	Hallandale Beach city, FL	37,113
Dublin city, CA	46,036	Hamilton city, OH	62,477
Duluth city, MN	86,265	Hanover County, VA	99,863
Duncanville city, TX	38,524	Harrisonburg city, VA	48,914
Durham city, NC	228,330	Harrisonville city, MO	10,019
Eagle town, CO	6,508	Hayward city, CA	144,186
East Baton Rouge Parish, LA	440,171	Henderson city, NV	257,729
East Grand Forks city, MN	8,601	Herndon town, VA	23,292
East Lansing city, MI	48,579	High Point city, NC	104,371
Eau Claire city, WI	65,883	Highland Park city, IL	29,763
Eden Prairie city, MN	60,797	Highlands Ranch CDP, CO	96,713
Edgerton city, KS	1,671	Hillsborough town, NC	6,087
Edgewater city, CO	5,170	Holland city, MI	33,051
Edina city, MN	47,941	Honolulu County, HI	953,207
Edmond city, OK	81,405	Hooksett town, NH	13,451
Edmonds city, WA	39,709	Hopkins city, MN	17,591
El Cerrito city, CA	23,549	Hopkinton town, MA	14,925
El Dorado County, CA	181,058	Hoquiam city, WA	8,726
El Paso city, TX	649,121	Horry County, SC	269,291
Elk Grove city, CA	153,015	Hudson city, OH	22,262
Elk River city, MN	22,974	Hudson town, CO	2,356
Elko New Market city, MN	4,110	Hudsonville city, MI	7,116
Elmhurst city, IL	44,121	Huntersville town, NC	46,773
Encinitas city, CA	59,518	Hurst city, TX	37,337
Englewood city, CO	30,255	Hutchinson city, MN	14,178
Erie town, CO	18,135	Hutto city, TX	14,698
Escambia County, FL	297,619	Hyattsville city, MD	17,557
Estes Park town, CO	5,858	Independence city, MO	116,830
Fairview town, TX	7,248	Indian Trail town, NC	33,518
Farmington Hills city, MI	79,740	Indianola city, IA	14,782
Fayetteville city, NC	200,564	Iowa City city, IA	67,862
Fishers town, IN	76,794	Issaquah city, WA	30,434
Flower Mound town, TX	64,669	Jackson County, MI	160,248
Forest Grove city, OR	21,083	James City County, VA	67,009
Fort Collins city, CO	143,986	Jefferson City city, MO	43,079
Fort Smith city, AR	86,209	Jefferson County, CO	534,543
Fort Worth city, TX	741,206	Jefferson County, NY	116,229
Fountain Hills town, AZ	22,489	Jerome city, ID	10,890
Franklin city, TN	62,487	Johnson City city, TN	63,152
Fredericksburg city, VA	24,286	Johnston city, IA	17,278
Fremont city, CA	214,089	Jupiter town, FL	55,156
Friendswood city, TX	35,805	Kalamazoo city, MI	74,262
Fruita city, CO	12,646	Kansas City city, KS	145,786
Gahanna city, OH	33,248	Kansas City city, MO	459,787
Gaithersburg city, MD	59,933	Keizer city, OR	36,478
Galveston city, TX	47,743	Kenmore city, WA	20,460
Gardner city, KS	19,123	Kennedale city, TX	6,763
Geneva city, NY	13,261	Kennett Square borough, PA	6,072
Georgetown city, TX	47,400	Kettering city, OH	56,163
Gilbert town, AZ	208,453	Key West city, FL	24,649
Gillette city, WY	29,087	King County, WA	1,931,249
Glendora city, CA	50,073	Kirkland city, WA	48,787
Glenview village, IL	44,692	Kirkwood city, MO	27,540
Globe city, AZ	7,532	Knoxville city, IA	7,313
Golden Valley city, MN	20,371	La Mesa city, CA	57,065

La Plata town, MD.....	8,753	Monument town, CO.....	5,530
La Porte city, TX.....	33,800	Mooresville town, NC.....	32,711
La Vista city, NE.....	15,758	Morristown city, TN.....	29,137
Lafayette city, CO.....	24,453	Morrisville town, NC.....	18,576
Laguna Beach city, CA.....	22,723	Moscow city, ID.....	23,800
Laguna Hills city, CA.....	30,344	Mountain Village town, CO.....	1,320
Laguna Niguel city, CA.....	62,979	Mountlake Terrace city, WA.....	19,909
Lake Oswego city, OR.....	36,619	Muscataine city, IA.....	22,886
Lake Stevens city, WA.....	28,069	Naperville city, IL.....	141,853
Lake Worth city, FL.....	34,910	Needham CDP, MA.....	28,886
Lake Zurich village, IL.....	19,631	New Braunfels city, TX.....	57,740
Lakeville city, MN.....	55,954	New Brighton city, MN.....	21,456
Lakewood city, CO.....	142,980	New Hanover County, NC.....	202,667
Lane County, OR.....	351,715	New Orleans city, LA.....	343,829
Larimer County, CO.....	299,630	New Smyrna Beach city, FL.....	22,464
Las Cruces city, NM.....	97,618	Newberg city, OR.....	22,068
Las Vegas city, NV.....	583,756	Newport Beach city, CA.....	85,186
Lawrence city, KS.....	87,643	Newport News city, VA.....	180,719
League City city, TX.....	83,560	Newton city, IA.....	15,254
Lee's Summit city, MO.....	91,364	Noblesville city, IN.....	51,969
Lehi city, UT.....	47,407	Nogales city, AZ.....	20,837
Lenexa city, KS.....	48,190	Norfolk city, VA.....	242,803
Lewis County, NY.....	27,087	North Richland Hills city, TX.....	63,343
Lewisville city, TX.....	95,290	Northglenn city, CO.....	35,789
Libertyville village, IL.....	20,315	Novato city, CA.....	51,904
Lincoln city, NE.....	258,379	Novi city, MI.....	55,224
Lindsborg city, KS.....	3,458	O'Fallon city, IL.....	28,281
Littleton city, CO.....	41,737	O'Fallon city, MO.....	79,329
Livermore city, CA.....	80,968	Oak Park village, IL.....	51,878
Lombard village, IL.....	43,165	Oakland city, CA.....	390,724
Lone Tree city, CO.....	10,218	Oakland Park city, FL.....	41,363
Long Grove village, IL.....	8,043	Oakley city, CA.....	35,432
Longmont city, CO.....	86,270	Ogdensburg city, NY.....	11,128
Longview city, TX.....	80,455	Oklahoma City city, OK.....	579,999
Los Alamos County, NM.....	17,950	Olathe city, KS.....	125,872
Louisville city, CO.....	18,376	Old Town city, ME.....	7,840
Lynchburg city, VA.....	75,568	Olmsted County, MN.....	144,248
Lynnwood city, WA.....	35,836	Olympia city, WA.....	46,478
Macomb County, MI.....	840,978	Orland Park village, IL.....	56,767
Madison city, WI.....	233,209	Oshkosh city, WI.....	66,083
Manhattan Beach city, CA.....	35,135	Oshemo charter township, MI.....	21,705
Mankato city, MN.....	39,309	Otsego County, MI.....	24,164
Maple Grove city, MN.....	61,567	Overland Park city, KS.....	173,372
Maricopa County, AZ.....	3,817,117	Oviedo city, FL.....	33,342
Martinez city, CA.....	35,824	Paducah city, KY.....	25,024
Maryland Heights city, MO.....	27,472	Palm Coast city, FL.....	75,180
Matthews town, NC.....	27,198	Palo Alto city, CA.....	64,403
McAllen city, TX.....	129,877	Papillion city, NE.....	18,894
McDonough city, GA.....	22,084	Park City city, UT.....	7,558
McKinney city, TX.....	131,117	Parker town, CO.....	45,297
McMinnville city, OR.....	32,187	Parkland city, FL.....	23,962
Medford city, OR.....	74,907	Pasadena city, CA.....	137,122
Menlo Park city, CA.....	32,026	Pasco city, WA.....	59,781
Mercer Island city, WA.....	22,699	Pasco County, FL.....	464,697
Meridian charter township, MI.....	39,688	Pearland city, TX.....	91,252
Meridian city, ID.....	75,092	Peoria city, AZ.....	154,065
Merriam city, KS.....	11,003	Peoria city, IL.....	115,007
Mesa County, CO.....	146,723	Peoria County, IL.....	186,494
Miami Beach city, FL.....	87,779	Petoskey city, MI.....	5,670
Miami city, FL.....	399,457	Pflugerville city, TX.....	46,936
Middleton city, WI.....	17,442	Phoenix city, AZ.....	1,445,632
Midland city, MI.....	41,863	Pinal County, AZ.....	375,770
Milford city, DE.....	9,559	Pinehurst village, NC.....	13,124
Milton city, GA.....	32,661	Piqua city, OH.....	20,522
Minneapolis city, MN.....	382,578	Pitkin County, CO.....	17,148
Mission Viejo city, CA.....	93,305	Plano city, TX.....	259,841
Modesto city, CA.....	201,165	Platte City city, MO.....	4,691
Monterey city, CA.....	27,810	Plymouth city, MN.....	70,576
Montgomery County, VA.....	94,392	Pocatello city, ID.....	54,255
Monticello city, UT.....	1,972	Polk County, IA.....	430,640
		Pompano Beach city, FL.....	99,845

Port Huron city, MI.....	30,184	Sioux Center city, IA.....	7,048
Port Orange city, FL.....	56,048	Sioux Falls city, SD.....	153,888
Portland city, OR.....	583,776	Skokie village, IL.....	64,784
Post Falls city, ID.....	27,574	Snellville city, GA.....	18,242
Prince William County, VA.....	402,002	Snowmass Village town, CO.....	2,826
Prior Lake city, MN.....	22,796	South Kingstown town, RI.....	30,639
Provo city, UT.....	112,488	South Lake Tahoe city, CA.....	21,403
Pueblo city, CO.....	106,595	South Portland city, ME.....	25,002
Purcellville town, VA.....	7,727	Southborough town, MA.....	9,767
Queen Creek town, AZ.....	26,361	Southlake city, TX.....	26,575
Radnor township, PA.....	31,531	Sparks city, NV.....	90,264
Ramsey city, MN.....	23,668	Spokane Valley city, WA.....	89,755
Rapid City city, SD.....	67,956	Spring Hill city, KS.....	5,437
Raymore city, MO.....	19,206	Springboro city, OH.....	17,409
Redmond city, WA.....	54,144	Springfield city, MO.....	159,498
Rehoboth Beach city, DE.....	1,327	Springfield city, OR.....	59,403
Reno city, NV.....	225,221	Springville city, UT.....	29,466
Reston CDP, VA.....	58,404	St. Charles city, IL.....	32,974
Richmond city, CA.....	103,701	St. Cloud city, FL.....	35,183
Richmond Heights city, MO.....	8,603	St. Cloud city, MN.....	65,842
Rifle city, CO.....	9,172	St. Joseph city, MO.....	76,780
River Falls city, WI.....	15,000	St. Louis County, MN.....	200,226
Riverdale city, UT.....	8,426	St. Louis Park city, MN.....	45,250
Riverside city, CA.....	303,871	Stallings town, NC.....	13,831
Riverside city, MO.....	2,937	State College borough, PA.....	42,034
Rochester Hills city, MI.....	70,995	Steamboat Springs city, CO.....	12,088
Rock Hill city, SC.....	66,154	Sterling Heights city, MI.....	129,699
Rockford city, IL.....	152,871	Sugar Grove village, IL.....	8,997
Rockville city, MD.....	61,209	Sugar Land city, TX.....	78,817
Rogers city, MN.....	8,597	Summit city, NJ.....	21,457
Rolla city, MO.....	19,559	Summit County, UT.....	36,324
Roselle village, IL.....	22,763	Sunnyvale city, CA.....	140,081
Rosemount city, MN.....	21,874	Surprise city, AZ.....	117,517
Roseville city, MN.....	33,660	Suwanee city, GA.....	15,355
Roswell city, GA.....	88,346	Tacoma city, WA.....	198,397
Round Rock city, TX.....	99,887	Takoma Park city, MD.....	16,715
Royal Oak city, MI.....	57,236	Tamarac city, FL.....	60,427
Saco city, ME.....	18,482	Temecula city, CA.....	100,097
Sahuarita town, AZ.....	25,259	Tempe city, AZ.....	161,719
Sammamish city, WA.....	45,780	Temple city, TX.....	66,102
San Anselmo town, CA.....	12,336	The Woodlands CDP, TX.....	93,847
San Antonio city, TX.....	1,327,407	Thornton city, CO.....	118,772
San Carlos city, CA.....	28,406	Thousand Oaks city, CA.....	126,683
San Diego city, CA.....	1,307,402	Tigard city, OR.....	48,035
San Francisco city, CA.....	805,235	Tracy city, CA.....	82,922
San Jose city, CA.....	945,942	Tualatin city, OR.....	26,054
San Juan County, NM.....	130,044	Tulsa city, OK.....	391,906
San Marcos city, CA.....	83,781	Twin Falls city, ID.....	44,125
San Marcos city, TX.....	44,894	Tyler city, TX.....	96,900
San Rafael city, CA.....	57,713	Umatilla city, OR.....	6,906
Sandy Springs city, GA.....	93,853	Upper Arlington city, OH.....	33,771
Sanford city, FL.....	53,570	Urbandale city, IA.....	39,463
Sangamon County, IL.....	197,465	Vail town, CO.....	5,305
Santa Clarita city, CA.....	176,320	Vancouver city, WA.....	161,791
Santa Fe County, NM.....	144,170	Vestavia Hills city, AL.....	34,033
Santa Monica city, CA.....	89,736	Victoria city, MN.....	7,345
Sarasota County, FL.....	379,448	Virginia Beach city, VA.....	437,994
Savage city, MN.....	26,911	Wake Forest town, NC.....	30,117
Scarborough CDP, ME.....	4,403	Walnut Creek city, CA.....	64,173
Schaumburg village, IL.....	74,227	Washington County, MN.....	238,136
Scott County, MN.....	129,928	Washington town, NH.....	1,123
Scottsdale city, AZ.....	217,385	Washoe County, NV.....	421,407
Seaside city, CA.....	33,025	Watauga city, TX.....	23,497
SeaTac city, WA.....	26,909	Wauwatosa city, WI.....	46,396
Sevierville city, TN.....	14,807	Waverly city, IA.....	9,874
Shawnee city, KS.....	62,209	Weddington town, NC.....	9,459
Sheboygan city, WI.....	49,288	Wentzville city, MO.....	29,070
Shoreview city, MN.....	25,043	West Carrollton city, OH.....	13,143
Shorewood city, MN.....	7,307	West Chester borough, PA.....	18,461
Shorewood village, IL.....	15,615	West Des Moines city, IA.....	56,609
Shorewood village, WI.....	13,162	West Richland city, WA.....	11,811

Western Springs village, IL	12,975	Windsor town, CO	18,644
Westerville city, OH.....	36,120	Windsor town, CT	29,044
Westlake town, TX.....	992	Winnetka village, IL	12,187
Westminster city, CO.....	106,114	Winston-Salem city, NC	229,617
Weston town, MA.....	11,261	Winter Garden city, FL.....	34,568
Wheat Ridge city, CO.....	30,166	Woodbury city, MN	61,961
White House city, TN.....	10,255	Woodland city, CA	55,468
Wichita city, KS	382,368	Woodland city, WA	5,509
Williamsburg city, VA.....	14,068	Wrentham town, MA	10,955
Wilmington city, NC.....	106,476	Yakima city, WA	91,067
Wilsonville city, OR	19,509	York County, VA.....	65,464
Winchester city, VA	26,203	Yorktown town, IN.....	9,405

Front Range Benchmark Comparisons

Table 156: Quality of Life and Community Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Overall, as a place to live	89	3	27	Much higher
Availability of affordable quality housing	38	15	17	Much lower
Quality of public schools	82	2	15	Much higher
As a place to raise children	87	4	28	Much higher
As a place to retire	79	2	29	Much higher
Community acceptance of all people	72	1	20	Much higher
Overall quality of life in Fort Collins	85	3	32	Much higher

Table 157: City Neighborhood Benchmark

Please rate the quality of your neighborhood on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Your neighborhood as a place to live	83	6	26	Much higher

Table 158: Overall Safety Benchmark

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Overall safety of residents	81	5	15	Much higher

Table 159: Personal Safety Benchmarks

Please tell us how safe you feel in each of the following areas in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Your neighborhood during the day	93	5	17	Much higher
Your neighborhood at night	81	5	11	Much higher
Downtown Fort Collins during the day	89	10	20	Similar
Downtown Fort Collins at night	68	12	14	Much lower
Parks	79	Not available	Not available	Not available

Table 160: Safety Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	1	17	Much higher
Fire prevention/education	77	2	13	Much higher
Fire response time	83	Not available	Not available	Not available
Fire services overall	82	4	16	Higher
Crime prevention	69	5	19	Much higher
Police patrol	69	Not available	Not available	Not available
Traffic enforcement	62	10	23	Similar
Police visibility	70	Not available	Not available	Not available
Police response time	73	Not available	Not available	Not available
Police services overall	71	8	26	Higher
Code enforcement (weeds, abandoned buildings, etc.)	64	3	23	Much higher
Animal control	65	3	21	Much higher
Business property maintenance	71	Not available	Not available	Not available
Residential property maintenance	70	Not available	Not available	Not available

Table 161: Safety-related Utilities Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Electric services	85	Not available	Not available	Not available
Storm drainage	78	1	20	Much higher

Table 162: Quality of the Environment Benchmarks

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Community's visual attractiveness	83	2	22	Much higher
Air quality	78	1	16	Much higher
Recycling programs	77	3	17	Much higher
Overall quality of environment	81	3	17	Much higher

Table 163: Environment-related Utilities Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Drinking water	89	1	15	Much higher
Sewer services	85	1	16	Much higher

Table 164: Transportation Benchmarks

Please rate the following areas of transportation in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Ease of driving	51	21	23	Much lower
Ease of traveling by public transportation	57	4	11	Higher
As a walkable city	67	11	21	Similar
Ease of traveling by bicycle	77	2	22	Much higher
Availability of parking Downtown	46	4	5	Much lower
Level of traffic congestion	33	19	19	Much lower
Street maintenance	57	8	28	Higher

Table 165: Community Aspects of Culture and Recreation Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Quality of arts and cultural opportunities	71	3	18	Much higher
Quality of recreational opportunities	85	1	22	Much higher
Quality of public library services	83	2	22	Much higher

Table 166: Parks, Recreational and Cultural Programs and Facilities Benchmarks

Please rate the quality of each of the programs or facilities listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Natural areas and open space	88	1	11	Much higher
Recreational trails	89	1	5	Much higher
Parks	87	1	19	Much higher
Cemeteries	79	Not available	Not available	Not available
Golf courses	79	Not available	Not available	Not available
Athletic fields	79	Not available	Not available	Not available
Fort Collins Senior Center	84	Not available	Not available	Not available
Edora Pool Ice Center (EPIC)	78	Not available	Not available	Not available

Please rate the quality of each of the programs or facilities listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Mulberry Pool	74	Not available	Not available	Not available
Fort Collins Museum of Discovery	84	Not available	Not available	Not available
Adult recreation programs	75	5	20	Higher
Youth/teen recreation programs	75	Not available	Not available	Not available

Table 167: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Quality of shopping opportunities	72	2	22	Much higher
Quality of dining opportunities	82	Not available	Not available	Not available
Availability of job opportunities	57	2	25	Much higher
Availability of quality healthcare	77	1	16	Much higher
As a place to work	76	1	29	Much higher

Table 168: Overall Quality of Services Benchmark

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	79	3	28	Much higher

Table 169: Utility Billing and Utilities Overall Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Utility billing	78	1	8	Much higher
Utilities overall	81	1	7	Much higher

Table 170: City Government Benchmarks

Please rate the City's performance in each of the following areas.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Managing and planning for growth	58	Not available	Not available	Not available
Overall direction of the City	68	2	27	Much higher

Table 171: Contact with City Employees Benchmark

Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	54	5	22	Much higher

Table 172: Perceptions of City Employees Benchmarks

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Courtesy	84	5	7	Similar
Promptness	79	Not available	Not available	Not available
Knowledge	81	4	18	Much higher
Making you feel valued	73	Not available	Not available	Not available
Overall impression	79	5	28	Much higher

Table 173: Informing Citizens Benchmarks

Please rate the City's performance in the following area.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Welcoming citizen involvement	71	1	23	Much higher
Listening to citizens	61	1	8	Much higher
Informing citizens	67	3	6	Higher
Providing opportunities to participate in government activities	64	4	14	Higher

Communities Included in Front Range Comparisons

Listed below are the communities included in the Front Range benchmark comparisons provided for the City of Fort Collins followed by its 2010 population according to the U.S. Census.

Adams County, CO	441,603	Greeley city, CO	92,889
Arapahoe County, CO	572,003	Highlands Ranch CDP, CO	96,713
Arvada city, CO	106,433	Jefferson County, CO	534,543
Aurora city, CO	325,078	Lafayette city, CO	24,453
Boulder city, CO	97,385	Lakewood city, CO	142,980
Brighton city, CO	33,352	Larimer County, CO	299,630
Broomfield city, CO	55,889	Littleton city, CO	41,737
Castle Pines North city, CO	10,360	Lone Tree city, CO	10,218
Castle Rock town, CO	48,231	Longmont city, CO	86,270
Centennial city, CO	100,377	Louisville city, CO	18,376
Commerce City city, CO	45,913	Monument town, CO	5,530
Denver city, CO	600,158	Northglenn city, CO	35,789
Douglas County, CO	285,465	Parker town, CO	45,297
Edgewater city, CO	5,170	Pueblo city, CO	106,595
Elk Grove city, CA	153,015	Thornton city, CO	118,772
Englewood city, CO	30,255	Westminster city, CO	106,114
Erie town, CO	18,135	Windsor town, CO	18,644
Fort Collins city, CO	143,986		

Appendix G. Comparisons of Average Ratings by Year

This appendix contains the average ratings for all evaluative questions compared by year. Differences between 2015 and 2013 can be considered “statistically significant” and are shaded grey if they are three points or more on the 100-point scale.

Table 174: Quality of Life and Community Ratings Compared by Year

Please rate Fort Collins as a community on each of the items listed below. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	89	91	90	88	88	79	81	80
Overall safety of residents	81	84	83	81	81	72	76	78
Quality of shopping opportunities	72	72	70	68	68	66	NA	NA
Quality of dining opportunities	82	82	83	80	81	80	NA	NA
Quality of entertainment opportunities	73	73	69	68	67	68	NA	NA
Availability of job opportunities	57	55	52	48	49	50	NA	NA
Availability of affordable quality housing	38	53	54	58	52	40	43	37
Quality of arts and cultural opportunities	71	74	70	68	69	67	NA	NA
Quality of recreational opportunities	85	86	84	83	81	81	NA	NA
Availability of quality healthcare	77	76	77	74	73	NA	NA	NA
Quality of public schools	82	80	80	77	76	76	NA	NA
Quality of public library services	83	81	81	79	77	75	76	78
As a place to raise children	87	87	86	84	83	81	84	81
As a place to retire	79	80	79	79	77	76	73	74
As a place to attend college	85	84	85	85	84	81	84	84
As a place to work	76	77	77	73	71	NA	66	73
Community acceptance of all people	72	76	72	69	70	64	67	64
Overall quality of life in Fort Collins	85	86	84	83	82	NA	NA	NA

Note: in the 2010 survey, “Community acceptance of all people” was worded as “Community openness and acceptance of all people.” 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.” 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.”

Table 175: Quality of the Neighborhoods Compared by Year

Please rate the quality of the environment in Fort Collins on each of the items listed below. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Your neighborhood as a place to live	83	82	80	78	80	80	NA	NA
Your neighborhood as a place to raise children	77	75	75	72	73	78	NA	NA

Table 176: Ratings of Personal Safety Compared by Year

Please tell us how safe you feel in each of the following areas in Fort Collins. Average rating on 100-point scale (0=always unsafe, 100=always safe).	2015	2013	2012	2010	2008	2006
Downtown Fort Collins during the day	89	93	92	88	88	86
Downtown Fort Collins at night	68	71	69	70	69	67
Your neighborhood during the day	93	94	93	91	91	89
Your neighborhood at night	81	82	81	78	78	79
Parks	79	79	80	80	79	76
Natural areas/open space	79	80	79	80	78	NA
Recreation facilities	84	86	83	84	82	79
Trails	78	78	77	76	74	72
Fort Collins overall during the day	87	90	88	NA	NA	NA
Fort Collins overall at night	72	74	73	NA	NA	NA

Note: In the 2012 and 2013 surveys, the phrase “in Fort Collins” was removed from each item and inserted into the question stem wording.

Table 177: Community Safety Services Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2003	2001
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	77	75	NA	NA	NA	NA
Disaster response and restoration of services	76	78	NA	NA	NA	NA	NA
Fire prevention/education	77	76	75	NA	NA	NA	NA
Fire response time	83	83	81	NA	NA	NA	NA
Fire services overall	82	82	81	86	86	85	87
Crime prevention	69	71	70	74	72	NA	NA
Police patrol	69	73	72	72	72	NA	NA
Traffic enforcement	62	67	69	68	68	61	61
Police visibility	70	72	72	71	72	NA	NA
Police response time	73	74	72	70	71	74	76
Police services overall	71	74	72	70	71	NA	NA
Code enforcement (weeds, abandoned buildings, etc.)	64	65	66	63	63	NA	NA
Noise enforcement	62	65	66	NA	NA	NA	NA
Animal control	65	68	69	67	70	NA	NA
Business property maintenance	71	73	73	71	72	NA	NA
Residential property maintenance	70	70	69	67	68	NA	NA
Natural Areas Ranger services	79	78	78	NA	NA	NA	NA

Note: This question was not asked in 2006. In the 2010 survey, “Fire services overall” was described as “Fire services.” “Disaster response and restoration of services” was a new item in 2013.

Table 178: Utility Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Drinking water	89	89	88	85	85	83	NA	NA
Electric services	85	84	83	NA	NA	NA	NA	NA
Sewer services	85	83	84	NA	NA	NA	NA	NA
Storm drainage	78	77	77	NA	NA	NA	NA	NA
Utility billing	78	75	76	NA	NA	NA	NA	NA
Utilities overall	81	79	79	NA	NA	NA	NA	NA

Note: 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.

Table 179: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Ease of driving	51	61	65	61	57	50	NA	NA
Ease of traveling by public transportation	57	56	54	48	51	38	NA	NA
As a walkable city	67	71	71	67	68	60	NA	NA
Ease of traveling by bicycle	77	79	81	78	78	68	NA	NA
Availability of parking Downtown	46	49	51	51	52	NA	NA	NA
Level of traffic congestion	33	45	50	48	44	NA	32	27
Street maintenance	57	61	61	52	60	NA	59	59

Note: In the 2012 survey, the phrase "in Fort Collins" was removed from each item and inserted into the question stem wording.

Table 180: City Government Ratings Compared by Year

Please rate the City's performance in each of the following areas. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Managing and planning for growth	58	63	62	59	53	43	44	40
Efficient operation of programs and services	71	72	71	NA	NA	NA	NA	NA
Encouraging sustainability in the community	71	72	71	NA	NA	NA	NA	NA
Overall direction of the City	68	71	70	65	63	NA	NA	NA

Table 181: Ratings of Economic Health Compared by Year

Please rate the City's performance in each of the following areas. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006
Support of businesses	69	70	69	63	63	NA
Promotion of the economic health of Fort Collins	69	67	65	57	57	56

Note: 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."

Table 182: Ratings of Parks, Recreational and Cultural Programs and Facilities Compared by Year

Please rate the quality of each of the programs or facilities listed below. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Natural areas and open space	88	87	86	85	84	82	78	76
Recreational trails	89	88	87	86	86	83	82	81
Parks	87	87	86	84	85	82	83	83
Cemeteries	79	81	78	75	75	74	73	72
Golf courses	79	79	78	76	79	78	78	78
Athletic fields	79	81	80	78	79	76	78	77
Northside Aztlan Community Center	81	80	81	80	79	67	NA	NA
Fort Collins Senior Center	84	82	82	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	78	79	79	78	78	79	NA	NA
Mulberry Pool	74	74	75	74	71	72	NA	NA
The Farm at Lee Martinez Park	81	81	80	79	79	81	NA	NA
The Gardens on Spring Creek	85	84	84	81	82	76	NA	NA
Pottery studio	79	80	77	76	74	74	NA	NA
Art in Public Places program	79	80	78	72	74	67	NA	NA
Lincoln Center programs	80	80	80	76	77	76	77	78
Fort Collins Museum and Discovery Science Center	84	83	78	71	70	72	70	72
Adult recreation programs	75	78	76	74	73	73	71	74
Senior recreation programs	78	80	78	77	78	78	75	78
Youth/teen recreation programs	75	78	77	74	72	67	69	63

Note: Prior to 2013, the "Fort Collins Museum of Discovery" was "Fort Collins Museum and Discovery Science Center."

Table 183: Quality of the Environment Compared by Year

Please rate the quality of the environment in Fort Collins on each of the items listed below. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	83	84	81	80	82	78	75	70
Air quality	78	83	80	80	78	71	67	63
Recycling programs	77	80	79	77	76	71	68	69
Conservation efforts	77	79	78	78	75	NA	NA	NA
Overall quality of environment	81	83	81	81	80	76	NA	NA

Table 184: Overall Quality of City Services Compared by Year

Overall, how would you rate the quality of the services provided by the City of Fort Collins? Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	79	79	78	74	73

Table 185: Ratings of Employee Characteristics by Users Compared by Year

Thinking about your most recent contact, please rate City employee(s) on each of the items below. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	84	85	84	82	81	83	81	84
Promptness	81	79	79	76	76	77	75	77
Knowledge	81	79	79	79	77	78	77	78
Making you feel valued	75	74	75	75	75	75	75	76
Overall impression	79	79	78	78	77	NA	NA	NA

This question was asked only of those who reported having contact with a City employee in the last 12 months. In the 2010 survey, "Making you feel valued" was worded as "Making you feel valued as a citizen/customer."

Table 186: Ratings of Employee Characteristics by Non-users Compared by Year

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	74	77	76	80	72	72	73	69
Promptness in responding to inquiries and service requests	74	74	74	67	68	66	69	65
Making citizens or customers feel valued	71	73	72	72	69	67	67	64

This question was asked only of those who did not have contact with a City employee in the last 12 months. In the 2010 survey, "Making you feel valued" was worded as "Making you feel valued as a citizen/customer."

Table 187: City Information Ratings Compared by Year

Please rate the City's performance in each of the following areas. Average rating on 100-point scale (0=very bad, 100=very good).	2015	2013	2012	2010	2008	2006	2003	2001
Welcoming citizen involvement	71	71	70	64	66	48	NA	NA
Listening to citizens	61	63	63	58	57	55	NA	NA
Informing citizens	67	71	70	66	67	62	63	62

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. Survey Methodology

Survey Instrument Development

The Fort Collins Citizen Survey was administered by mail in September of 2015. This was the eighth iteration of the survey. The previous seven surveys were collected by mail biennially starting in 2001 through 2015. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the, use of City amenities, opinions on policy-related issues facing the City and assessments of City service delivery. The 2015 citizen survey instrument for Fort Collins was developed by starting with the version from the previous implementation in 2013. Topics were generated for new questions and then were modified to find those that were the best fit for the 2015 questionnaire. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created.

Sample Selection

For the 2015 survey, 2,700 residents were randomly selected across six geographic areas within the city to receive survey mailings. Additionally, 300 Colorado State University (CSU) students were randomly selected from those that reside in dormitories, for a total of 3,000 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 2,700) was plotted to determine its location within the city. Addresses that fell outside of the city boundaries were removed from the list of households. Attached units within the city were oversampled to compensate for detached unit residents' tendency to return surveys at a higher rate. An individual within each household was selected using the birthday method. (The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

Survey Administration

Households received three mailings, one week apart beginning in September of 2015. 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 pre-addressed, postage-paid envelope. In 2015, respondents were given the option to complete the survey online in English or in Spanish. Spanish language was included on the letters informing them of the purpose of the survey and instructing them to either complete the survey online or call the City to request a Spanish copy. 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 2,914 households and dormitory students that received the survey, 674 respondents completed the survey (56 were completed online), 29 of which were returned by students living in dormitories, providing an overall response rate of 23%. No surveys were completed in Spanish. The response rate for the 2,621 (646 out of 2,700) Fort Collins residents who received a survey was 25% and the response rate for the 300 (29 out of 300) CSU dormitory students who received a survey was 10%.

Survey Analysis

Weighting the Data

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and the 2011 American Community Survey (ACS) Census estimates for adults in the city. Survey 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 survey respondents also were aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, housing unit type, tenure (rent, own or living in group quarters) and area. 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

Several different weighting “schemes” are tested to ensure the best fit for the data.

The weighting process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of multi-family housing dwellers.

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

Table 188: 2015 Fort Collins Citizen Survey Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
<i>Housing</i>			
Detached unit*	58%	62%	58%
Attached unit*	37%	34%	36%
Dorms	5%	4%	5%
Own home	52%	68%	52%
Rent home	43%	27%	43%
Dorms	5%	5%	5%
<i>Sex and Age</i>			
18-34 years of age	45%	26%	43%
35-54 years of age	31%	27%	31%
55+ years of age	23%	47%	26%
Male	50%	44%	49%
Female	50%	56%	51%
Males 18-34	24%	10%	22%
Males 35-54	15%	11%	15%
Males 55+	11%	22%	11%
Females 18-34	22%	16%	21%
Females 35-54	16%	17%	15%
Females 55+	13%	24%	15%
<i>Area</i>			
Northeast	12%	11%	12%
East Central	24%	24%	24%
Southeast	15%	15%	16%
Northwest/CSU dorms	21%	24%	21%
West Central	22%	21%	22%
Southwest	5%	6%	5%
Northeast	12%	11%	12%

* Source: American Community Survey 2011 5-year estimates

Analyzing the Data

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 I. Survey Materials

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