City of Fort Collins, Colorado

2018 Community Survey

Report of Results

November 2018

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Executive Summary

Survey Background and Methods

The Fort Collins Community 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 their local government. Residents also provide feedback to the City 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 2018 survey, which was the tenth iteration.

For the 2018 survey, 3,000 households within city boundaries and 700 Colorado State University (CSU) dormitory students were randomly selected to receive a mailed survey or email invitation to an online survey in September 2018. All respondents were given the option to complete the survey online in English or in Spanish, if desired. Of the 3,000 surveys mailed to households, about 100 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,900 households that received a survey, 689 completed the survey (117 were completed online; all of them were completed in English), for a response rate of 24% for the household mailing. Of the 700 CSU dormitory students who received an emailed invitation, 58 completed a survey providing a response rate of 8%. The overall response rate for all survey respondents was 21%. 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 (747 respondents).

Comparisons are made between 2018 responses and those from prior years, when available. The 2018 results also were compared by demographic characteristics of respondents and geographic subareas 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 600 jurisdictions.

Key Findings

Fort Collins continues to be a desirable place to live and residents are engaged in the community.

- Fort Collins residents continue to boast a high quality of life, with 87% awarding very good or good marks in 2018, which was higher than national comparisons.

- At least 8 in 10 survey participants praised Fort Collins as a place to live, the city as a place to attend college, as a place to raise children and the quality of public schools; marks for the city as a place to raise children have decreased since 2013, but are still higher than other Front Range communities.

Overall Place to Live

2010	2012	2013	2015	2017	2018
92%	96%	97%	93%	95%	92%

Percent reporting good or very good

- Residents are loyal to the city, with about 8 in10 stating they were very or somewhat likely to recommend living in Fort Collins to someone who might ask and they planned to remain in the community for the next five years.
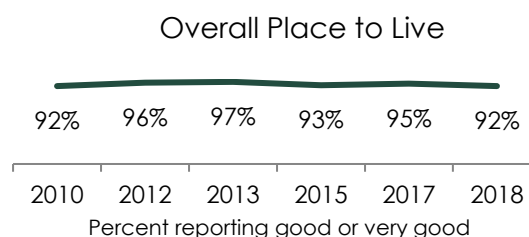
- Assessments for code enforcement improved in 2018 (56% very good or good) compared to 2017 (49%) and were much higher than national and peer benchmarks.

- Though a similar proportion of residents felt the city should put the same or more effort into neighborhoods (46% versus 48%, respectively), the desire for neighborhood improvements, including providing an adequate supply of quality housing for all socio-economic groups, has continued to rise since 2006.

- About 9 in 10 respondents reported they had visited a park and had interacted with their neighbors at least once in the last 12 months. Community members also reported high levels of helping neighbors with a favor and volunteering. Rates for park visitation and volunteerism eclipsed peer and national benchmarks. Increased engagement in City-sponsored events could be bolstered by providing additional information via commonly uses sources, such as the City website.

Residents' high ratings for safety services contribute to their quality of life, though ratings for fire and safety-related utility services declined.

- A vast majority of residents (85%) felt at least good about the overall safety of residents in the Fort Collins community, which is on par with ratings given since 2008 and higher than in other Front Range communities.

- At least two-thirds of respondents felt secure in the city and in the Downtown area at night. Survey respondents' feelings of safety in Downtown Fort Collins at night improved from 2017, returning to 2015 levels, but continued to be much lower than national and peer municipalities.

Safety Downtown at Night Compared by Year

65%   68%   71%   67%   59%   65%

2010   2012   2013   2015   2017   2018

Percent responding good or very good

- Residents gave high marks to Natural Areas Ranger services, fire service overall and fire response time, with at least 8 in 10 rating these as very good or good; however, scores for overall fire services and fire and disaster response declined in 2018 and reviews for overall fire services lagged behind comparison benchmarks.

- Around 7 in 10 assigned high scores to electric and storm drainage services, both of which decreased from levels seen in previous survey iterations. On a positive note, ratings for storm drainage were higher or much higher than in comparison communities.
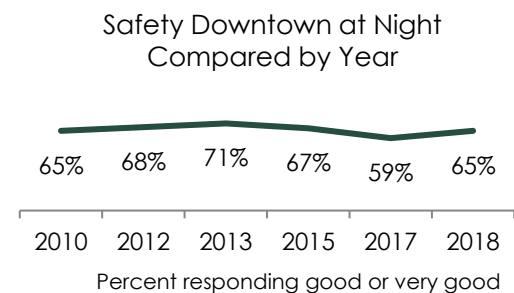
The natural environment in Fort Collins is a top priority for residents.

- Eighty-three percent of residents were pleased with the overall quality of the environment, which was a decline from 2017, returning to levels last seen in 2006. However, this evaluation was still on par with national and Front Range averages.

- Nearly 9 in 10 survey participants gave top marks to the visual attractiveness of the community and around 7 in 10 were satisfied with recycling programs, conservation efforts and the air quality. Reviews for the visual attractiveness and recycling programs outpaced Front Range averages.

- Compared to 2017, ratings for the City's conservation efforts declined to a level that was similar to ratings in 2015 and beyond. Air quality has continued to decline since 2013, but residents' appreciation for the appearance and recycling programs of Fort Collins remained unwavering.

- Residents scored City efforts to encourage sustainability less positively in 2018 than in 2017, though this level was similar to 2015.

- Even though the proportion of 2018 respondents who would like to see more effort made related to the environment was similar to 2017 rates, it has increased from 32% in 2013 to 50% in 2018. Additionally, about two-thirds felt the environment should be a top priority for the Fort Collins community.

Transportation improvements continue to be a top focus for residents and parking has become a little easier to find.

- Residents particularly enjoyed the ease of travel on bicycle (82% very good or good), and a majority felt positively about the walkability of the city (61%) and street maintenance (56%). Scores for street maintenance and ease of bicycle travel outmatched national and Front Range averages

- Fewer than half of respondents awarded high marks to the ease of travel by public transportation and driving and fewer still were satisfied with the availability of parking in Downtown Fort Collins and current levels of traffic congestion. Ease of driving, availability of parking and traffic congestion ratings were much lower than benchmark comparisons.

Availability of Parking Downtown
Compared by Year

| 36% | 30% | 34% | 26% | 29% | 35% |
| 2010 | 2012 | 2013 | 2015 | 2017 | 2018 |

Percent responding good or very good

- As a highlight, there were improvements in ratings for parking; at 35%, this rating is now on par with ratings awarded in 2013.

- About two-thirds of participants would like the City to put more effort into transportation, which is more than in 2012 (53% want more effort). As in previous years, this area was identified as the top priority for Fort Collins strategic planning.

Community parks and recreation opportunities continue to shine.

- Nearly 9 in 10 respondents praised recreational opportunities in Fort Collins and almost as many approved of public library services. Around three-quarters of community members gave arts and cultural opportunities positive reviews; this rating outshined peer averages.

- Scores for recreational opportunities have remained stable over time, while ratings for both arts and cultural events and public library services have improved since 2006.

- Residents were especially appreciative of recreational trails, natural areas and open space, parks, the Fort Collins Museum of Discovery and The Gardens on Spring Creek, with about 9 in 10 providing top marks for each, consistent with previous years.

- When comparisons were available, Fort Collins park and recreation related items outpaced national ratings, including natural areas and open space, recreational trails and parks and adult recreation programs.

Fort Collins residents appreciate the strong economy, but feel the City could do more to attract and retain businesses.

- Around 7 in 10 survey participants felt positively about the city as a place to work, which has been steady since 2012. This level outmatched averages across the nation and Front Range.

- More than three-quarters of residents raved about the entertainment opportunities, availability of healthcare and dining opportunities; residents' assessments for shopping and job opportunities and availability of health care surpass peer averages.

- All economic measures were assessed similarly to 2017, but consistent gains have been seen for reviews of entertainment opportunities, and resident ratings for the availabilty of job opportunities remain higher than those given prior to 2015.

- About 6 in 10 community members were satisfied with the City's support of businesses and promotion of the economic health of Fort Collins. The City's performance in these areas rose steadily after the economic downturn, but has leveled off since 2015.

- Around 6 in 10 participants gave top scores to the City encouraging a variety of businesses and about half felt the same about the City's ability to attract new businesses and retain existing businesses. Though ratings for the City encouraging a variety of businesses was similar to past years, ratings for attracting and retaining businesses declined since the last survey iteration.

- As with many desirable communities, Fort Collins struggles to meet resident's expecations for growth management (46% rated it as good or very good), yet current ratings remain higher than those seen from 2001 to 2008.

Ratings for utility services and services overall declined in 2018, but were equal to or better than peer ratings.

- In 2018, about 8 in 10 residents assigned high scores to the overall quality of services provided by the City of Fort Collins, which decreased from 2017 to 2018, returning to 2015 levels. Nonetheless, this measure of government eclipsed national and Front Range comparisons.

- Around 7 in 10 survey respondents were pleased with utility services overall, while slighly fewer rated utility billing as good or very good. Both of these assessments declined since 2017, but were still on par with national and Front Range benchmarks.

Quality of Utilities and Billing
Compared by Year

Utility billing   Utilities overall

2012	2013	2015	2017	2018
83%	81%	82%	78%	70%
76%	74%	77%	74%	65%
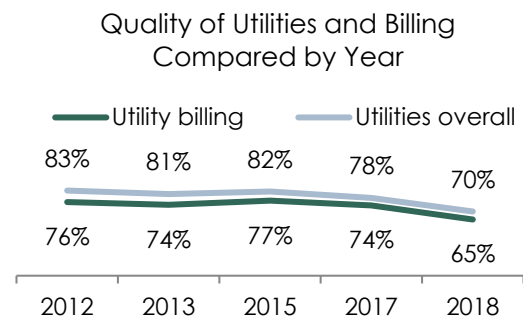
Survey Background

Survey Purpose

The City of Fort Collins contracted with National Research Center, Inc. (NRC) to implement the 2018 Community Survey with a representative sample of households and Colorado State University (CSU) dormitory students. The first survey of residents was conducted in 2001, with subsequent implementations about every one to two years through 2018; the 2018 survey marks the tenth iteration of the survey.

The survey gave residents an opportunity to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. The focus on quality of service delivery helps council, staff and the public set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of the City government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government controls to create a quality community. This survey generates a reliable foundation of resident opinion that can be monitored periodically over the coming years, like taking the community pulse, as the City changes and grows.

Survey Administration

The five-page City of Fort Collins Citizen Survey was administered by mail to a random selection of 3,000 households and emailed to 700 CSU dormitory students during September 2018. In addition to the online survey of CSU students, households receiving the survey also could complete the survey online, if desired. Of the 2,900 households receiving the mailed survey (since some addresses were vacant), 689 completed the survey (including 117 online responses), providing a response rate of 24% for households. A total of 58 CSU students completed the web-based survey for a response rate of 8%. The overall response rate for all respondents was 21%.

The survey results were weighted so that the gender, age, housing tenure (rent or own), housing unit type (attached or detached) and area of residence were represented in the proportions reflective of all adults in households in the City. The data also were weighted so that the proportions of CSU dormitory student respondents were represented in the correct proportions for the city overall (for more information see *Appendix G: Survey Methodology*.)

How the Results are Reported

For the most part, frequency distributions and the "percent positive" 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 gave an answer of "no opinion" or "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Complete Set of Survey Responses* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the figures in the body of the report display the responses from respondents who had an opinion about a specific item.

When a figure 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" and accompanying "confidence interval" (or margin of error). The 95 percent confidence interval for this survey is generally no greater than plus or minus 4% around any given percent reported for all survey respondents (747). For comparisons among subgroups, the margin of error rises to approximately plus or minus 5% for subgroups of 400 to plus or minus 10% for subgroups of 100.

Comparing Survey Results by Respondent Subgroups

Select survey results were compared by demographic characteristics of survey respondents as well as two ways of subdividing the geographic location of respondent households: geographic area (North-east, East Central, South-east, Northwest/ CSU, West Central and South-west) and Council District (Districts 1 to 6). The full set of results by demographic characteristics and geographic areas can be found and are discussed in *Appendix C: Comparisons of Select Questions by Respondent Characteristics* and *Appendix D: Comparisons of Select Questions by Area of Residence.*

Comparing Survey Results over Time

Because this survey was the tenth in a series of citizen surveys, the 2018 results are presented along with past ratings when available. Differences between years can be considered "statistically significant" if they are six percentage points or more around any given percent. Trend data for the City of Fort Collins represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Comparing Survey Results to Other Communities

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from over 600 communities whose residents evaluated their services. 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 E: 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 four 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 four points but less than eight 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 (eight 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 2018 report of results is organized around the City's seven Key Strategic Outcomes highlighted in the 2016 Strategic Plan. These are:

- **Neighborhood Livability and Social Health**- Provide a high quality built environment, support quality, diverse neighborhoods and foster the social health of citizens.

- **Safe Community** - Provides a safe place to live, work, learn, and play.

- **Environmental Health** - Promote, protect, and enhance a healthy and sustainable environment.

- **Transportation** - Provide for safe and reliable multi-modal travel to, from, and throughout the city.

- **Culture and Recreation** - Provide diverse cultural and recreational amenities.

- **Economic Health** – Promote a healthy, sustainable economy reflecting community values.

- **High Performing Government** - Deliver an efficient, innovative, transparent, effective, and collaborative City government.

Neighborhood Livability and Social Health

A number of questions on the 2018 survey address measures of neighborhood livability and social health including quality of life and community, characteristics of neighborhoods and resident engagement with the community.

Aspects of Quality of Life and Community

Fort Collins residents continue to boast a high quality of life, with 87% awarding very good or good marks in 2018; zero percent of respondents felt the quality of life was poor. This rating was similar to past years and to Front Range benchmark comparisons, but higher than national comparisons (see *Appendix E: Benchmark Comparisons* for more information on the benchmark communities).

Figure 1: Overall Quality of Life Ratings Compared by Year

Overall quality of life in Fort Collins

90%	88%	89%	92%	89%	91%	87%
2008	2010	2012	2013	2015	2017	2018

Percent reporting good or very good
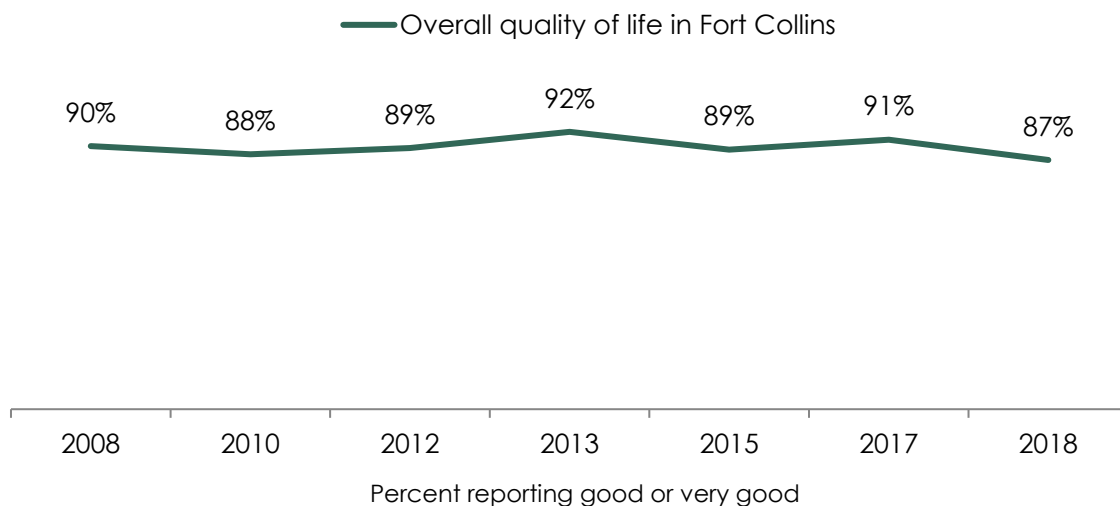
Residents also assessed aspects that enhance and contribute to the quality of life in the community. At least 8 in 10 survey participants praised Fort Collins as a place to live, the city as a place to attend college, as a place to raise children and the quality of public schools. Additionally, around 7 in 10 respondents were pleased with the community as a place to retire and over half felt positively the openness and accepting nature of the community toward those of diverse backgrounds. As in previous years, residents expressed their displeasure with the availability of affordable quality housing; while similar to ratings given in 2017, this has continued to decline over the years (see *Appendix B: Complete Set of Survey Responses* for a full set of responses to all questions).

In general, most community ratings were similar to reviews given in previous iterations of the survey; however, Fort Collins as a place to raise children and as a place to retire, the openness of the community and availability of affordable quality housing have declined since 2013.

Residents' ratings for most of these aspects of community were either similar to or higher than national and peer benchmarks with the exception of the availability of affordable quality housing, which was much lower than averages elsewhere (see *Appendix E: Benchmark Comparisons*).

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. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	92%	95%	93%	97%	96%	92%	94%	84%	89%	89%
As a place to attend college	85%	86%	89%	88%	88%	90%	89%	87%	91%	94%
As a place to raise children	85%	89%	90%	92%	91%	88%	89%	85%	91%	90%
Quality of public schools	80%	83%	84%	82%	82%	78%	78%	79%	NA	NA
As a place to retire	71%	69%	81%	79%	78%	80%	80%	75%	72%	76%
Openness and acceptance of the community toward people of diverse backgrounds	58%	66%	68%	75%	69%	63%	67%	53%	61%	59%
Availability of affordable quality housing	10%	11%	17%	31%	33%	42%	31%	14%	21%	17%

Please note in 2015 and 2012, "openness and acceptance of the community toward people of diverse backgrounds" was worded as "community acceptance of all people", and prior to 2010 it was worded as "community openness and acceptance of all people ".

At least 20% of respondents said "no opinion" when evaluating the City as a place to raise children, as a place to retire, and the quality of public schools (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Residents are loyal to the city, with about 8 in10 stating they were very or somewhat likely to recommend living in Fort Collins to someone who might ask and planned to remain in the community for the next five years. These rates were on par with 2017 and comparable with peers nationwide and in Front Range municipalities.

Figure 3: Recommend Living and Remaining in Fort Collins Compared by Year

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

Recommend living in Fort Collins to someone who asks — 86% (2018), 88% (2017)

Remain in Fort Collins for the next five years — 82% (2018), 85% (2017)

2018
2017

Percent reporting very or somewhat likely
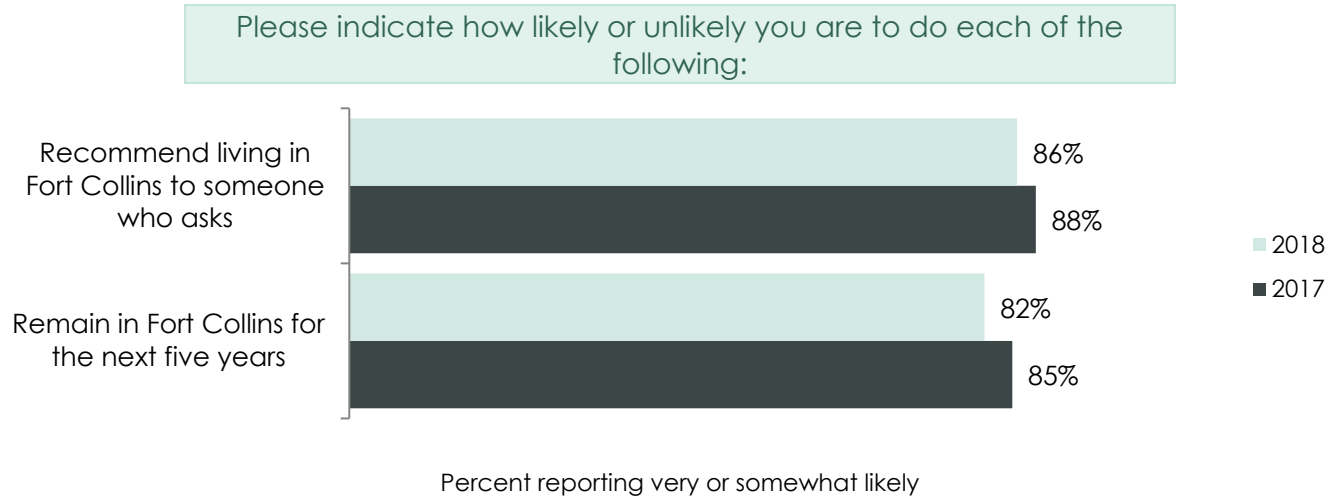
Quality of Neighborhoods

Survey respondents also expressed admiration for life within their neighborhoods. At least 8 in 10 favorably reviewed their neighborhood as a place to live and three-quarters were pleased with their neighborhood as a place to raise children. Both of these ratings have been consistent since 2013. Residents' scores for their neighborhoods were similar to comparison communities (see *Appendix E: Benchmark Comparisons*).

Figure 4: Quality of Neighborhoods Compared by Year

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

Your neighborhood as a place to live
Your neighborhood as a place to raise children

Percent reporting good or very good
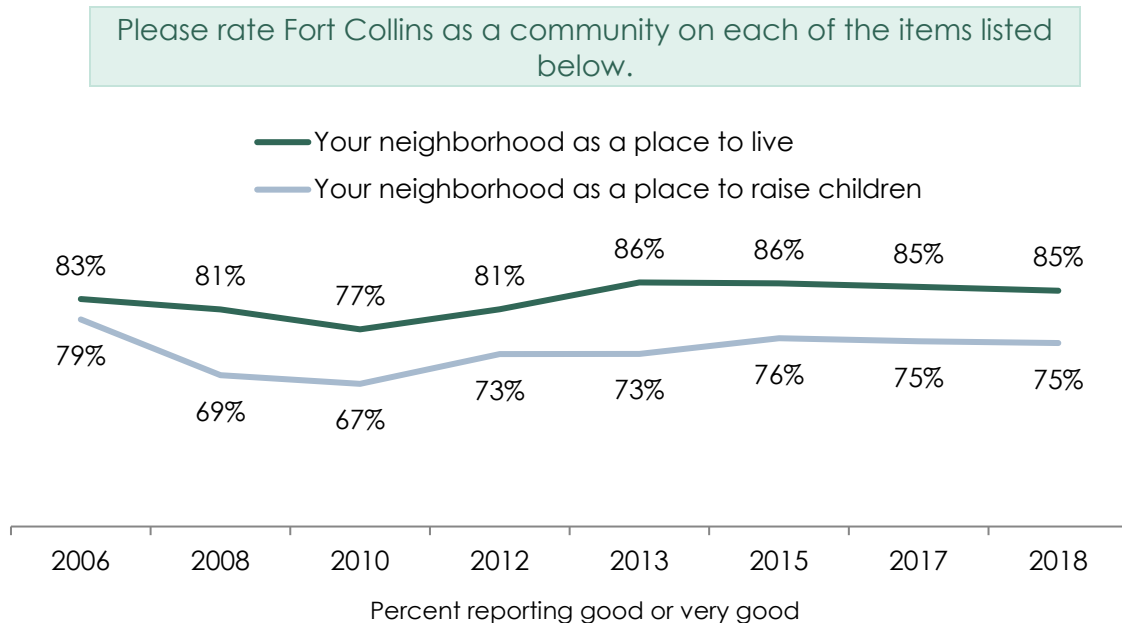
On par with previous years, 78% of survey respondents were appreciative of their access to everyday needs within their neighborhoods.

Figure 5: Access in Neighborhood to Everyday Needs Compared by Year

Please rate Fort Collins as a community on the item listed below.

Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)

78%
79%
79%

2018
2017
2015

Percent reporting good or very good

For services that ensure neighborhoods are more amenable places to live, more than half of participants regarded noise and code enforcement as very good or good and nearly two-thirds felt positively about residential property maintenance. Assessments for code enforcement improved in 2018 to ratings previous seen prior to 2017; other neighborhood services were stable over time.

Residents' ratings for code enforcement within the City of Fort Collins was much higher than national and Front Range averages (see *Appendix E: Benchmark Comparisons*).

Figure 6: Neighborhood Services Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008
Residential property maintenance	63%	65%	65%	67%	63%	61%	65%
Code enforcement (weeds, rubbish/trash, etc.)	56%	49%	54%	57%	59%	54%	55%
Noise enforcement	54%	50%	49%	57%	59%	NA	NA

At least 20% of respondents said "no opinion" when evaluating noise enforcement (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Community Engagement

As in 2017, survey participants were asked about their levels of engagement in a number of community activities. About 9 in 10 respondents reported they had visited a park and had interacted with their neighbors at least once in the last 12 months; in fact, 33% of residents indicated they visited a park at least twice a week and 41% interacted with their neighbors with the same frequency. Community members also reported high levels of helping neighbors with a favor (80% at least once in the past year), volunteering (60%) and carpooling instead of driving alone (55%). Around half of residents had attended events in their neighborhood, but only 29% had attended a City-sponsored event. All rates of participation in the community were similar to levels seen in 2017.

Fort Collins residents' rates of being neighborly were comparable to averages reported elsewhere, but rates for park visitation, volunteerism and efforts to carpool eclipsed peer and national benchmarks (see *Appendix E: Benchmark Comparisons*).

Figure 7: Community Engagement Compared by Year

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

Percent reporting at least once
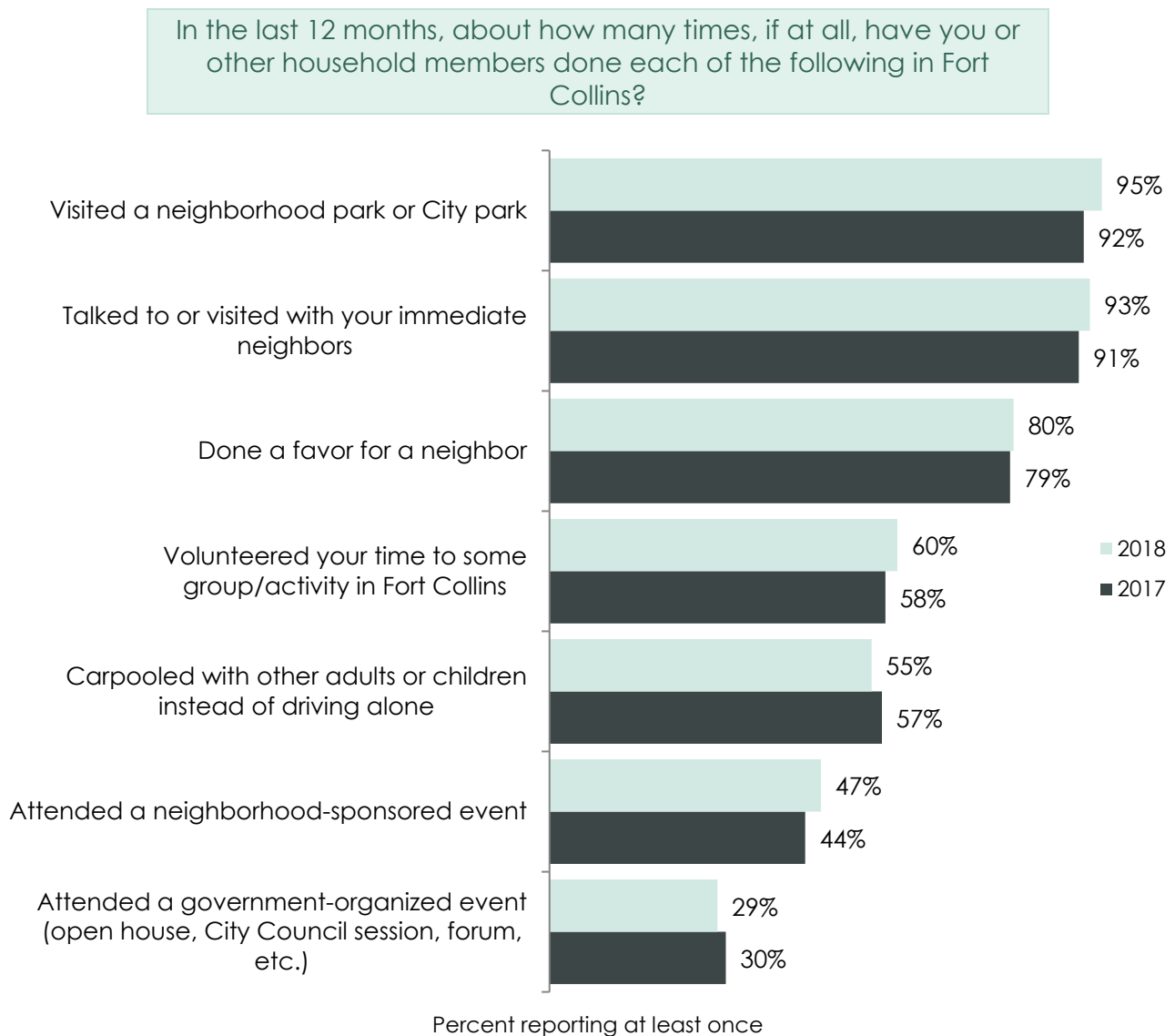
Safe Community

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

A vast majority of residents felt at least good about the overall safety of residents in the Fort Collins community, which is on par with ratings given since 2008. While this level is similar to national municipalities, it was higher than Front Range comparisons (see *Appendix E: Benchmark Comparisons*).

Figure 8: Overall Safety in City Compared by Year
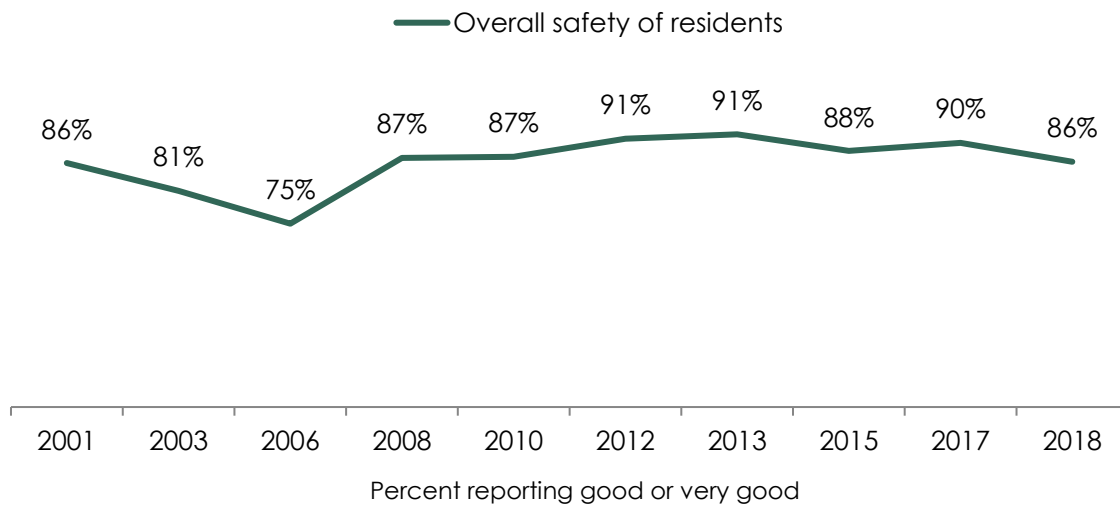
Respondents also provided their perceptions of safety in and around the community. Nearly all residents usually or always feel safe in their neighborhoods during the day and at least 9 in 10 feel safe in Fort Collins overall, in the Downtown area and in recreation facilities during the day. Additionally, around 8 in 10 participants reported feeling safe in their neighborhoods at night and in parks, natural areas or open spaces and on trails. At least two-thirds of respondents felt secure in the city and in the Downtown area at night.

Overall, perceptions of safety were similar to levels seen in 2017; however, fewer residents felt safe in natural areas compared to 2013. On a positive note, survey respondents' feelings of safety in Downtown Fort Collins at night improved in 2018, back to 2015 levels.

When comparisons were available, safety ratings tended to be similar to or higher than benchmark comparisons, though feelings of safety Downtown at night was much lower than national and peer municipalities (see *Appendix E: Benchmark Comparisons*).

Figure 9: Ratings of Personal Safety Compared by Year

Please tell us how safe you feel in each of the following areas. (Percent reporting always safe or usually safe)	2018	2017	2015	2013	2012	2010	2008	2006
Your neighborhood during the day	98%	96%	97%	98%	98%	97%	97%	98%
Fort Collins overall during the day	94%	95%	96%	98%	97%	NA	NA	NA
Downtown Fort Collins during the day	93%	93%	95%	99%	98%	95%	95%	96%
Recreation facilities	90%	92%	93%	95%	91%	94%	94%	91%
Your neighborhood at night	82%	85%	85%	88%	86%	83%	83%	87%
Parks	82%	82%	83%	87%	88%	88%	87%	86%
Natural areas/open spaces	81%	84%	87%	88%	85%	88%	87%	NA
Trails	80%	83%	83%	82%	83%	80%	79%	76%
Fort Collins overall at night	72%	71%	73%	77%	78%	NA	NA	NA
Downtown Fort Collins at night	65%	59%	67%	71%	68%	65%	66%	61%

Safety Services

When evaluating safety services, residents gave high marks to Natural Areas Ranger services, fire service overall and fire response time, with at least 8 in 10 rating these as very good or good. About 7 in 10 also approved of emergency preparedness, disaster response and restoration, fire prevention and education, business property maintenance, police services and police response time. The lowest rated safety service was traffic enforcement, but more than half of respondents still reviewed this service positively. There were several decreases seen since the last survey iteration, including ratings for overall fire services and fire and disaster response, though fire service ratings were comparable to those awarded in 2012.

These ratings tended to be similar to national and peer averages, though assessments for animal control and emergency preparedness were higher or much higher than communities elsewhere. Reviews for fire services overall lagged behind peer municipalities (see *Appendix E: Benchmark Comparisons*).

Figure 10: Community Safety Services Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008	2003	2001
Natural Areas Ranger services	84%	85%	83%	81%	83%	NA	NA	NA	NA
Fire services overall	83%	89%	87%	89%	85%	96%	94%	90%	96%
Fire response time	83%	91%	87%	89%	84%	NA	NA	NA	NA
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76%	79%	76%	80%	75%	NA	NA	NA	NA
Disaster response and restoration of services	75%	82%	77%	84%	NA	NA	NA	NA	NA
Fire prevention/education	73%	74%	78%	74%	72%	NA	NA	NA	NA
Business property maintenance	73%	72%	68%	74%	70%	68%	72%	NA	NA
Police services overall	72%	68%	70%	76%	73%	68%	70%	NA	NA
Police response time	71%	70%	72%	74%	70%	68%	68%	74%	81%
Crime prevention	69%	67%	66%	70%	66%	77%	72%	NA	NA
Police visibility	69%	65%	64%	69%	70%	67%	67%	NA	NA
Animal control	65%	66%	59%	64%	65%	61%	66%	NA	NA
Police patrol	63%	63%	63%	72%	71%	70%	70%	NA	NA
Traffic enforcement	53%	51%	52%	63%	64%	63%	62%	49%	56%

Please note that this question was not asked in 2006. Prior to 2015, "Fire services overall" was described as "Fire services." "Disaster response and restoration of services" was a new item in 2013.

Between 24% and 41% of respondents said "no opinion" when evaluating emergency preparedness, disaster response and restoration, fire prevention and education, fire response time, fire services overall, police response time, animal control and Natural Areas Ranger services (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

The City of Fort Collins also provides life and safety utility services to residents, including electric and storm drainage. Around 7 in 10 respondents assigned high scores to electric and storm drainage services, both of which dropped from levels seen in previous survey iterations.

While comparisons to the Front Range could not be made, Fort Collins respondents' ratings for electric services were similar to national averages. Reviews for storm drainage were higher or much higher than comparison communities (see *Appendix E: Benchmark Comparisons*).

Figure 11: Ratings of Safety-related Utility Services Compared by Year

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

Percent reporting good or very good
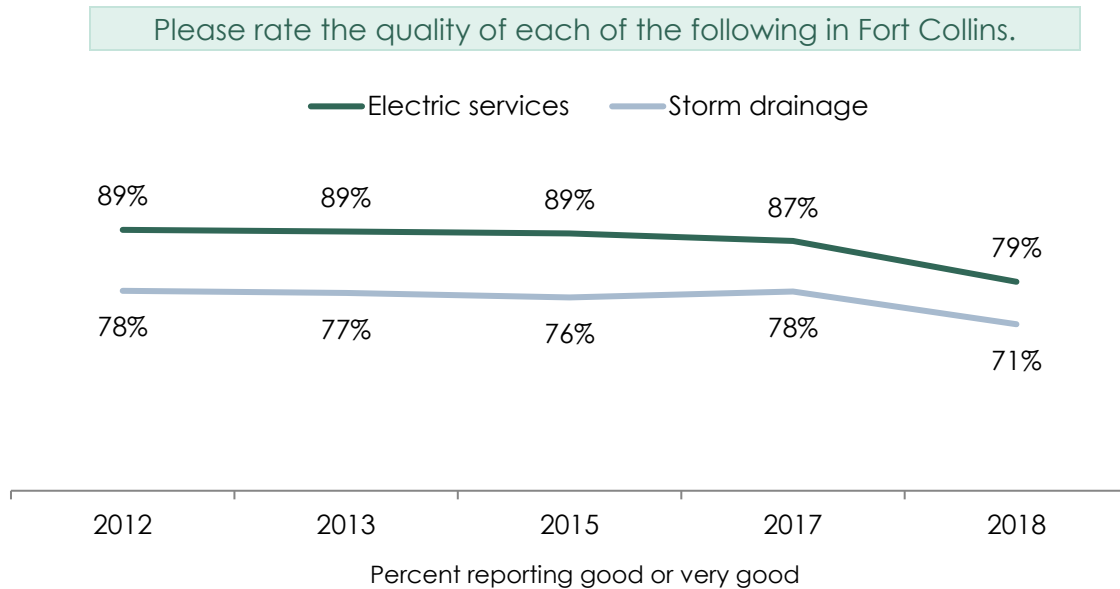
Environmental Health

Environmental health includes a variety of factors that support residents' physical health and ensure the protection and sustainability of the community's natural resources. Eighty-three percent of residents were pleased with the overall quality of the environment, which was a decline from 2017, returning to levels last seen in 2006. However, this evaluation was still on par with national and Front Range averages (see *Appendix E: Benchmark Comparisons*).

Figure 12: Overall Quality of the Environment Compared by Year

Percent reporting good or very good
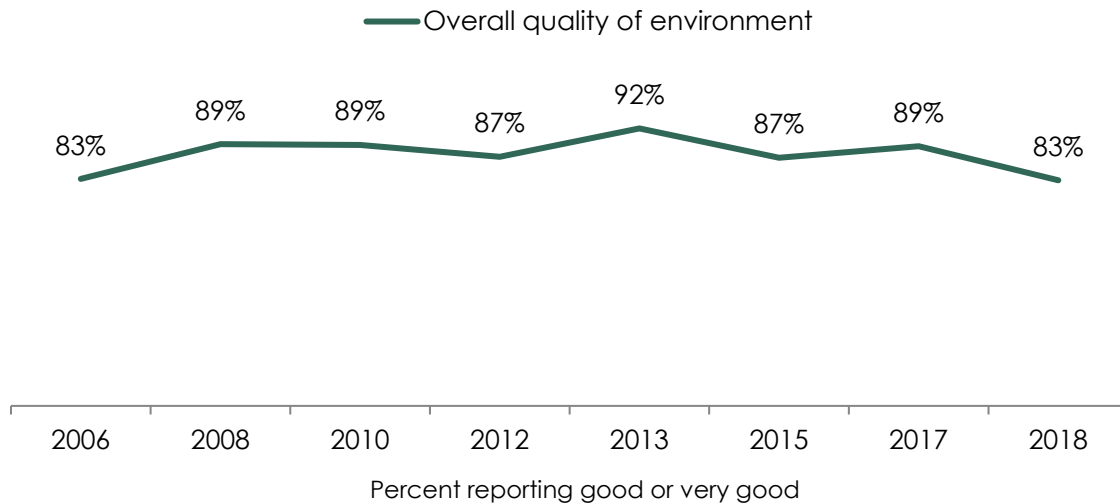
City leadership also sought resident feedback about characteristics that contribute to the overall natural environment of Fort Collins. Nearly 9 in 10 survey participants gave top marks to the visual attractiveness of the community and around 7 in 10 were satisfied with recycling programs, conservation efforts and the air quality. Compared to 2017, ratings for the City's conservation efforts decreased, but were similar to ratings in 2015 and beyond. Ratings of air quality have continued to decline since 2013, but residents' appreciation for the city's appearance and recycling programs remained unwavering.

Comparisons for environment aspects and services were either higher than or similar to their peers nationwide; reviews for visual attractiveness and recycling programs outpaced Front Range averages (see *Appendix E: Benchmark Comparisons*).

Figure 13: Aspects of the Environment Compared by Year

Please rate the quality of the environment in Fort Collins on each of the items listed below. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	88%	90%	89%	91%	87%	86%	91%	83%	79%	73%
Recycling programs	79%	82%	78%	83%	81%	78%	79%	69%	64%	71%
Conservation efforts	78%	84%	78%	82%	78%	81%	75%	NA	NA	NA
Air quality	71%	73%	82%	90%	84%	85%	84%	72%	63%	57%

More than 8 in 10 community members gave good or very good ratings to drinking water and sewer services, though this rating has continued to decline since 2015. However, both of these utilities received better evaluations than national and Front Range municipalities (see *Appendix E: Benchmark Comparisons*).

Figure 14: Ratings of Environment-related Utility Services Compared by Year

Please rate the quality of each of the following in Fort Collins.
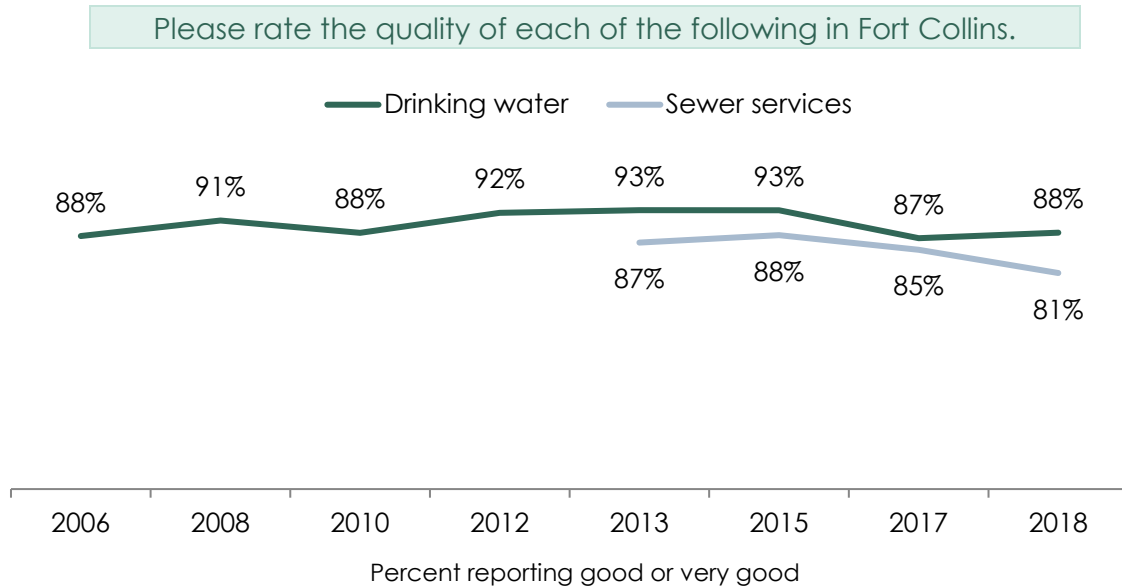
Please note that prior to 2015, "Drinking water" was "Drinking water quality".

Transportation

Those completing the 2018 survey were asked to assess several aspects of transportation in the Fort Collins community. Residents particularly enjoyed their ability to travel with ease on bicycle (82% very good or good), and a majority felt positively about the walkability of the city and street maintenance. Conversely, less than half awarded high marks to the ease of travel by public transportation and driving and fewer still were satisfied with the availability of parking in Downtown Fort Collins and current levels of traffic congestion. However, there were improvements in ratings for parking; at 35% very good or good, this rating is now on par with ratings awarded in 2013. All other transportation evaluations tended to be stable with previous iterations.

Comparisons to the benchmarks varied; while ease of driving, availability of parking and traffic congestion scores were much lower than benchmark comparisons, scores for street maintenance and ease of bicycle travel outmatched national and Front Range averages (see *Appendix E: Benchmark Comparisons*).

Figure 15: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Ease of traveling by bicycle	82%	81%	79%	83%	85%	80%	82%	64%	NA	NA
As a walkable city	61%	59%	60%	67%	67%	59%	63%	47%	NA	NA
Street maintenance	56%	58%	44%	50%	46%	32%	47%	NA	44%	52%
Ease of traveling by public transportation	48%	46%	45%	41%	40%	31%	35%	17%	NA	NA
Ease of driving	43%	39%	36%	52%	58%	51%	43%	32%	NA	NA
Availability of parking Downtown	35%	29%	26%	34%	30%	36%	34%	NA	NA	NA
Level of traffic congestion	16%	13%	13%	20%	26%	25%	18%	NA	9%	10%

About 31% of respondents said "no opinion" when evaluating ease of traveling by public transportation (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").
Please note that prior to 2015, "Level of traffic congestion" was "traffic congestion."

Culture and Recreation

Culture and recreation provide opportunities for residents to participate in their community and enhance their quality of life. Nearly 9 in 10 respondents praised recreational opportunities in Fort Collins and approved of public library services. Around two-thirds of community members gave positive reviews to arts and cultural opportunities. Scores for recreational opportunities have remained stable over time, while ratings for both arts and cultural events and public library services have improved since 2006.

Ratings for public library services have remained on par with ratings for services provided by other municipalities, while reviews of arts and cultural opportunities exceeded peer averages (see *Appendix E: Benchmark Comparisons*).

Figure 16: Community Aspects of Culture and Recreation Compared by Year
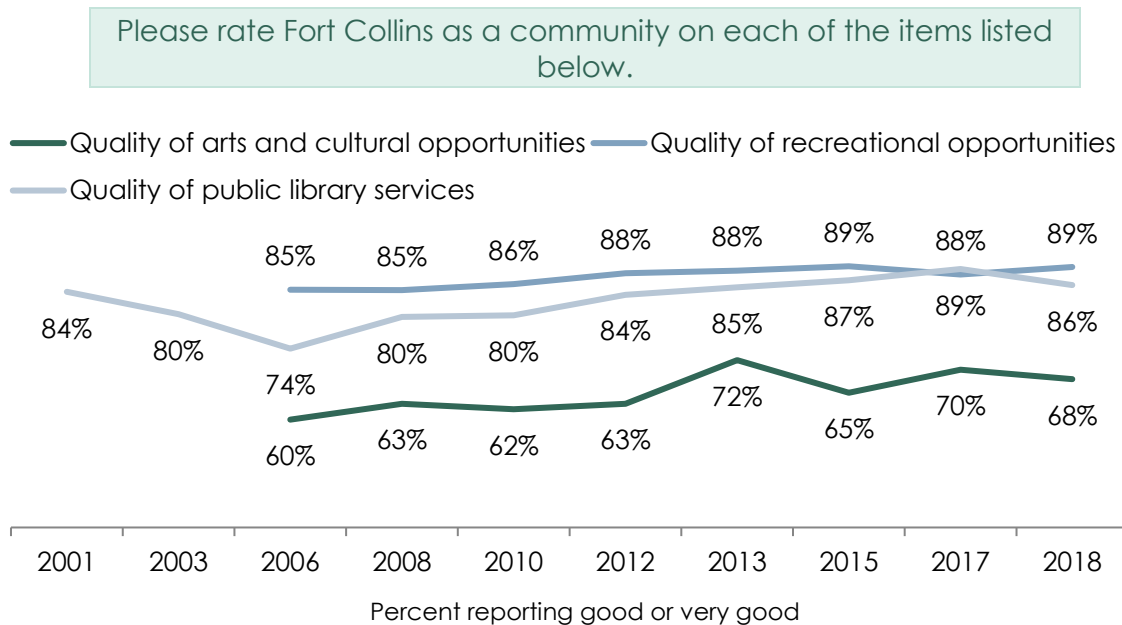
Please note that prior to 2015, "Quality of arts and cultural opportunities" was described as "Availability and diversity of arts and cultural activities," and "Quality of recreational opportunities" was worded as "Availability and diversity of recreational opportunities."

Survey participants also provided opinions about a number of City parks, recreational and cultural programs and facilities in Fort Collins. Residents were especially appreciative of recreational trails, natural areas and open space, parks, the Fort Collins Museum of Discovery and The Gardens on Spring Creek, with about 9 in 10 giving top marks to each. The Pottery Studio and senior, adult and youth/teen recreation programs tended to be rated lower than other offerings, but were still lauded by three-quarters of community members.

Assessments for parks, recreational and cultural programs and facilities in 2018 were consistent with ratings from previous years, with the Fort Collins Museum of Discovery and Art in Public Places program maintaining gains in ratings over time.

When comparisons were available, Fort Collins outpaced national ratings (e.g., natural areas and open space and parks) and were either higher than or similar to Front Range comparisons (see *Appendix E: Benchmark Comparisons*).

Figure 17: Ratings of Parks, Recreational and Cultural Programs and Facilities Compared by Year

Please rate the quality of each of the programs or facilities listed below. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Recreational trails	93%	96%	96%	96%	93%	94%	95%	90%	89%	91%
Natural areas and open space	93%	94%	95%	95%	94%	93%	94%	88%	83%	84%
Parks	92%	96%	94%	96%	93%	92%	93%	87%	91%	95%
Fort Collins Museum of Discovery	89%	90%	88%	87%	78%	67%	67%	67%	67%	73%
The Gardens on Spring Creek	89%	93%	90%	91%	89%	87%	91%	80%	NA	NA
Art in Public Places program	86%	86%	82%	82%	79%	73%	75%	60%	NA	NA
The Farm at Lee Martinez Park	86%	90%	87%	87%	84%	83%	86%	86%	NA	NA
Northside Aztlan Community Center	86%	87%	86%	82%	86%	82%	83%	60%	NA	NA
Fort Collins Senior Center	84%	86%	90%	87%	85%	85%	88%	88%	NA	NA
Lincoln Center programs	84%	86%	84%	85%	82%	77%	79%	78%	80%	86%
Edora Pool Ice Center (EPIC)	82%	81%	81%	85%	83%	82%	84%	84%	NA	NA
Athletic fields	81%	86%	83%	89%	86%	84%	88%	79%	85%	85%
Foothills Activity Center	79%	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cemeteries	79%	83%	83%	86%	79%	77%	79%	73%	72%	72%
Golf courses	79%	84%	83%	85%	80%	80%	85%	82%	85%	85%
Pottery studio	78%	79%	80%	83%	78%	78%	75%	73%	NA	NA
Senior recreation programs	76%	80%	77%	82%	80%	79%	82%	81%	76%	84%
Adult recreation programs	76%	78%	75%	79%	75%	74%	73%	73%	69%	77%
Youth/teen recreation programs	75%	76%	76%	79%	78%	72%	70%	62%	65%	56%

Please note that prior to 2013, the "Fort Collins Museum of Discovery" was "Fort Collins Museum and Discovery Science Center."
Between 29% and 73% of respondents said "no opinion" when evaluating 16 of the 19 parks, recreational and cultural programs and facilities (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Economic Health

The health of the local economy provides the backbone of a thriving community. Around 7 in 10 survey participants felt positively about the city as a place to work, which has held steady since 2012. This level outmatched averages across the nation and Front Range (see *Appendix E: Benchmark Comparisons*).

Figure 18: Ratings of City as a Place to Work Compared by Year

Percent reporting good or very good
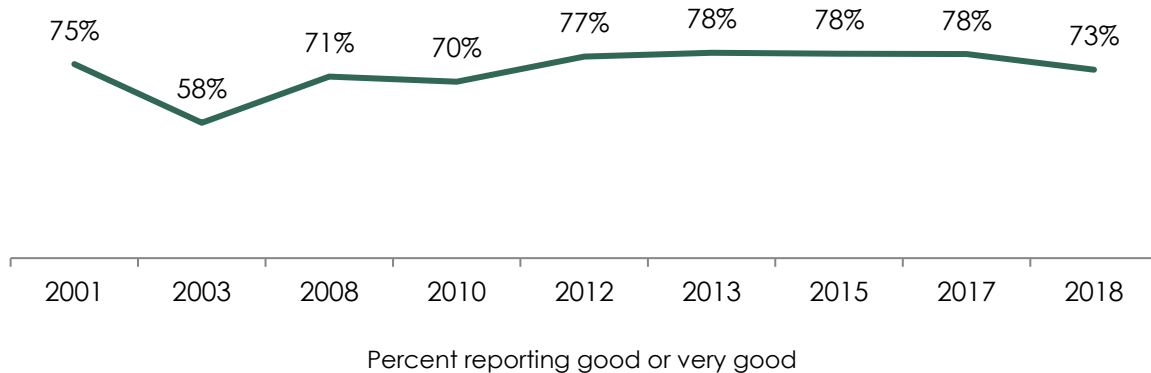
Please note that this question was not asked in 2006.

Scores for additional economic health measures tended to be favorable. More than three-quarters of residents raved about the entertainment opportunities, availability of healthcare and dining opportunities. About 7 in 10 participants thought shopping opportunities were at least good and around 4 in 10 were pleased with the availability of job opportunities. All of these measures were at levels similar to 2017, but the consistent gains of past years have been maintained for entertainment and job opportunities. Further, residents' assessments of shopping and job opportunities and availability of health care surpass peer averages (see *Appendix E: Benchmark Comparisons*).

Figure 19: Community Aspects of Economic Health Compared by Year

Please rate Fort Collins as a community on each of the items listed below. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008	2006
Quality of dining opportunities	83%	85%	83%	82%	84%	80%	82%	83%
Availability of quality healthcare	78%	75%	77%	75%	74%	73%	70%	NA
Quality of entertainment opportunities	76%	76%	72%	68%	64%	58%	59%	65%
Quality of shopping opportunities	69%	72%	67%	67%	65%	60%	59%	58%
Availability of job opportunities	44%	46%	42%	35%	31%	27%	29%	27%

Please note that prior to 2010, "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."

About 6 in 10 community members were satisfied with the City's support of businesses and promotion of the economic health of Fort Collins. The City's performance in these areas has risen steadily since the economic downturn, but leveled off after 2015. Comparisons to the benchmarks were not available.

Figure 20: Business Support and Promotion of Economic Health Compared by Year
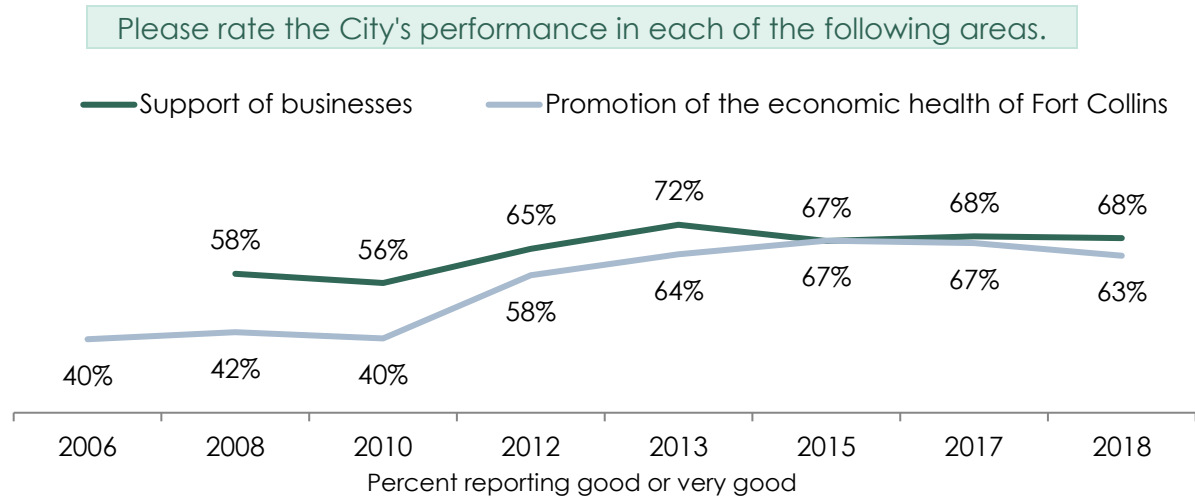
Please note that prior to 2015, "Promotion of the economic health of Fort Collins" was worded "Economic health strategies" and "Support of businesses" was worded as "Overall support of businesses in Fort Collins". Twenty-one percent of respondents said "no opinion" when evaluating the City's support of businesses (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Fort Collins residents also provided their opinions on the City's performance for three measures of business health. Around 6 in 10 participants gave top scores to the City encouraging a variety of businesses and more than half felt the same about the City's ability to attract new businesses. Fewer thought highly about the City's competency in retaining existing businesses. Though ratings for the City encouraging a variety of businesses was similar to past years, ratings for attracting and retaining businesses declined since the last survey iteration. Benchmark comparisons were not available for these questions.

Figure 21: Business Health Compared by Year
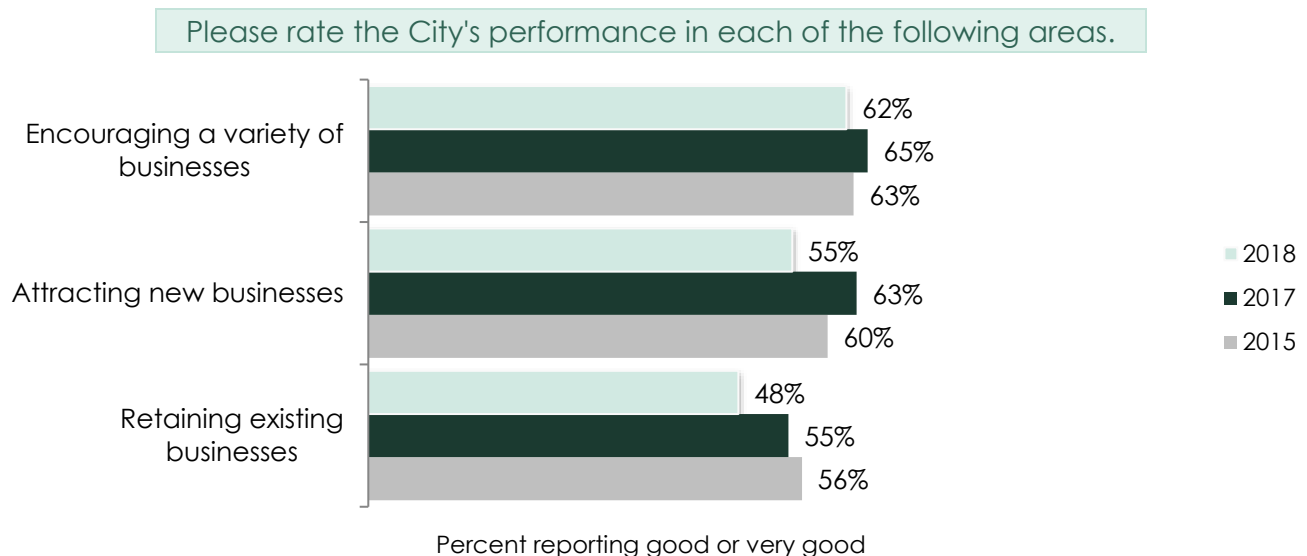
High Performing Government

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

In 2018, about 8 in 10 residents assigned high scores to the overall quality of services provided by the City of Fort Collins, a decrease from 2017, returning to 2015 levels. Nonetheless, this measure eclipsed national and Front Range comparisons (see *Appendix E: Benchmark Comparisons*).

Figure 22: 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?

77% 78% 85% 87% 84% 90% 81%

2008   2010   2012   2013   2015   2017   2018

Percent reporting good or very good
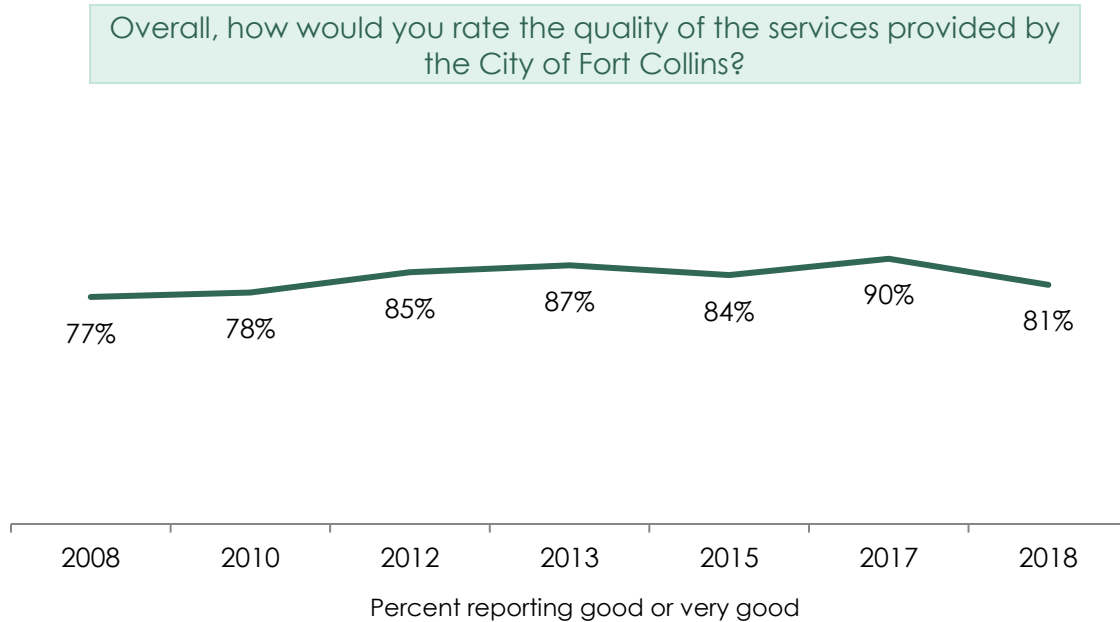
Utilities

Around 7 in 10 survey respondents were pleased with utility services overall, while fewer rated utility billing as good or very good. Both of these assessments declined since 2017. Ratings for Fort Collins utilities and utility billing were on par with national and Front Range benchmarks (see *Appendix E: Benchmark Comparisons*).

Figure 23: Ratings of Utility Billing and Utilities Overall Compared by Year

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

Percent reporting good or very good
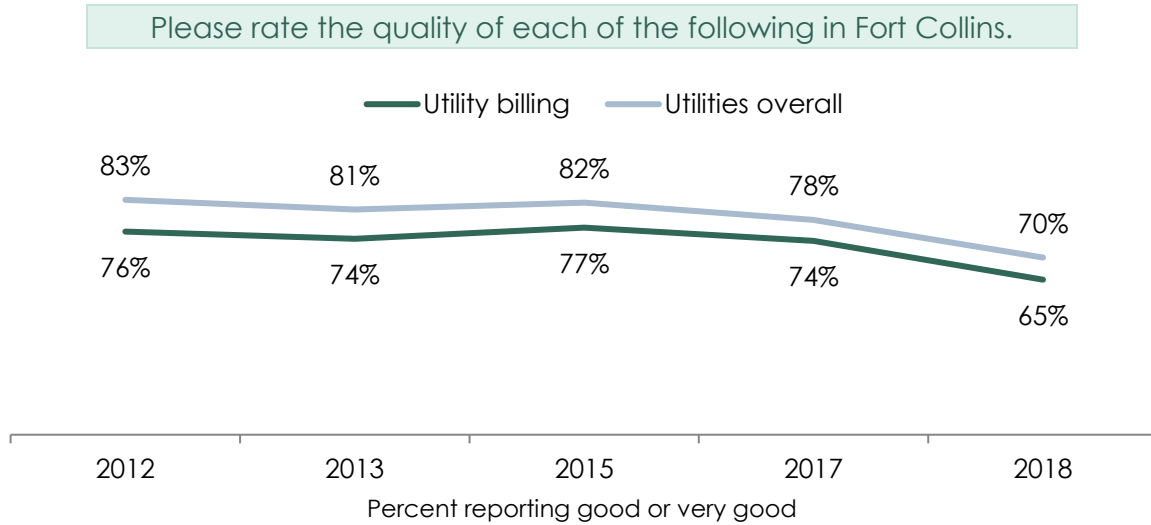
City Government and Employees

Fort Collins community members also evaluated the performance of their City government. About two-thirds of residents praised the job the City does encouraging sustainability and their efficiency in operating programs and services while about 6 in 10 residents praised the overall direction of the City government and the City welcoming resident involvement. Around half of respondents gave favorable reviews to the City listening to residents and managing and planning for growth.

Compared to previous survey iterations, many aspects of government performance have remained stable; however, in 2018 residents scored the City less positively regarding their efforts to encourage sustainability than in 2017, though this level was similar to 2015. On a positive note, the City has maintained favorable ratings for their efficiency in operations. As with many desirable communities, Fort Collins struggles to meet residents' expectations for growth management, yet current ratings remain higher than those seen from 2001 to 2008.

Residents' assessments of government performance tended to outpace averages across the nation; additionally, reviews for the City welcoming resident involvement and the overall direction of the City were higher than Front Range benchmarks (see *Appendix E: Benchmark Comparisons*).

Figure 24: City Government Ratings Compared by Year

Please rate the City performance in each of the following areas. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Encouraging sustainability in the community	69%	76%	69%	73%	69%	NA	NA	NA	NA	NA
Efficient operation of programs and services	66%	65%	58%	65%	59%	53%	51%	29%	NA	NA
Overall direction of the City	62%	65%	65%	70%	67%	61%	54%	NA	NA	NA
Welcoming resident involvement	61%	66%	69%	67%	64%	54%	56%	26%	NA	NA
Listening to residents	50%	52%	50%	53%	50%	44%	41%	37%	NA	NA
Managing and planning for growth	46%	44%	50%	56%	54%	48%	36%	20%	21%	23%

At least 20% of respondents said "no opinion" when evaluating the City government's job of efficient operation of programs and services and listening to residents (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

A majority of residents (56%) indicated they had contacted a City employee in the 12 months prior to the survey. This level of contact has remained steady since 2012 and was much higher than national and peer averages (see *Appendix E: Benchmark Comparisons*).

Figure 25: Contact with City Employees Compared by Year

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

Percent reporting good or very good
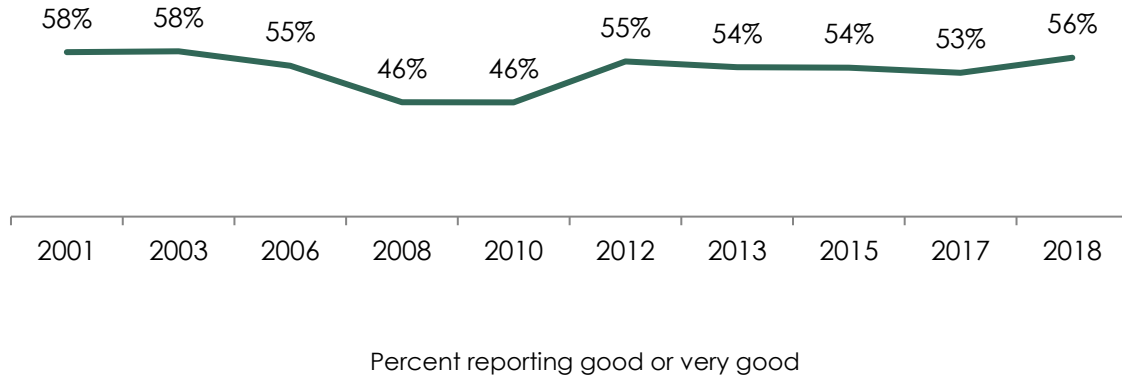
Please note that prior to 2015, "email or online" was not included in the question wording.

Of the respondents who had contacted a City employee, at least 8 in 10 were pleased with most aspects of the interaction, including the employee's courtesy, promptness, knowledge and overall impression. Additionally, about 7 in 10 residents reported the employee made them feel valued. All aspects of City employee performance have remained stable over time.

Benchmark comparisons were available for three of these aspects; Fort Collins' employee courtesy and knowledge were evaluated similarly to comparison communities, while residents' overall impressions were higher than their national and Front Range peers (see *Appendix E: Benchmark Comparisons*).

Figure 26: Users Ratings of City Employees Compared by Year

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	89%	88%	86%	88%	86%	83%	83%	86%	83%	89%
Promptness	84%	79%	79%	81%	81%	72%	75%	75%	72%	78%
Knowledge	83%	82%	83%	80%	80%	80%	77%	77%	77%	82%
Overall impression	80%	80%	79%	80%	79%	78%	77%	NA	NA	NA
Making you feel valued	72%	72%	69%	69%	68%	74%	75%	74%	74%	76%

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

Survey participants who had not contacted an employee were asked for their general impressions of City employees. Since 2010, about 8 in 10 community members have had favorable opinions of employees' courtesy and three-quarters thought highly of their promptness in responding to inquiries and service requests and making residents or customers feel valued. While each of these items were similar to recent years, the ratings have all improved since the questions were first asked in 2001. (Benchmark comparisons were not available for these questions).

Figure 27: Non-users Ratings of City Employees 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. (Percent reporting very good or good)	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	80%	84%	80%	79%	81%	84%	73%	73%	71%	71%
Promptness in responding to inquiries and service requests	74%	72%	76%	73%	76%	67%	61%	60%	64%	58%
Making residents or customers feel valued	73%	73%	71%	68%	71%	61%	64%	62%	60%	55%

This question was asked only of those who did not have contact with a City employee in the last 12 months. About 31% of respondents said "no opinion" when evaluating each of these three characteristics of City employees (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Fiscal Management and Planning

Since 2006, survey respondents have been asked to consider seven aspects of the community for which the City is responsible, at least in part, and which map to the Strategic Plan's Strategic Objectives and identify whether the City should apply more effort, the same amount of effort or less effort to each (see Figure 28 on the following page).

In general, almost all residents felt that the City should continue to make to same effort or increase their efforts in all seven areas (6% or fewer thought any area deserved less effort).

The areas that had highest support for more effort were transportation (64% wanted more effort), the environment (50%), neighborhoods (46%) and the economy (40%). While somewhat fewer supported spending additional effort in the areas of culture, parks and recreation (25%), safety (22%) and general government (19%).

Even though the level of respondents who would like to see more effort on the environment was similar to 2017 rates, it has increased from 32% in 2013 to 50% in 2018. A similar pattern was seen for a desire for increased efforts in neighborhoods and transportation improvements.

Figure 28: 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.		2018	2017	2015	2013	2012	2010	2008	2006
Economy: Includes economic planning and development activities	More effort	40%	40%	35%	36%	44%	56%	61%	65%
	Same effort	55%	54%	61%	61%	53%	41%	38%	31%
	Less effort	5%	7%	5%	4%	2%	3%	1%	4%
	Total	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	50%	46%	39%	32%	37%	36%	39%	39%
	Same effort	47%	50%	56%	65%	59%	56%	56%	54%
	Less effort	3%	4%	4%	3%	4%	8%	5%	6%
	Total	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	46%	48%	43%	33%	34%	30%	31%	28%
	Same effort	48%	47%	52%	63%	62%	62%	63%	64%
	Less effort	6%	5%	6%	4%	4%	8%	6%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	22%	26%	22%	17%	19%	19%	25%	23%
	Same effort	77%	72%	76%	81%	76%	77%	72%	75%
	Less effort	1%	2%	2%	3%	6%	5%	3%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	25%	24%	21%	19%	22%	28%	28%	31%
	Same effort	71%	73%	76%	77%	74%	67%	65%	62%
	Less effort	4%	4%	3%	4%	4%	6%	6%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	64%	65%	61%	54%	53%	58%	59%	62%
	Same effort	33%	34%	35%	43%	45%	39%	39%	35%
	Less effort	3%	1%	4%	3%	2%	4%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	19%	19%	19%	19%	19%	23%	22%	24%
	Same effort	75%	76%	74%	76%	74%	69%	75%	65%
	Less effort	6%	5%	7%	5%	7%	8%	3%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Residents also prioritized the seven aspects related to the City's strategic plan. Top of the list for respondents were transportation and the environment, with about two-thirds selecting these areas as a priority for the community. The economy and neighborhoods were selected as a priority by around 4 in 10 residents, while slightly fewer felt the same about services and programs related to safety. Only about 1 in 10 selected the general government as a top focus area.

Figure 29: Top Three Budget Priorities, 2018

Please select which three (3) should be the top priorities for the City to focus on in the next 5 years.

Percent selecting as first, second or third priority
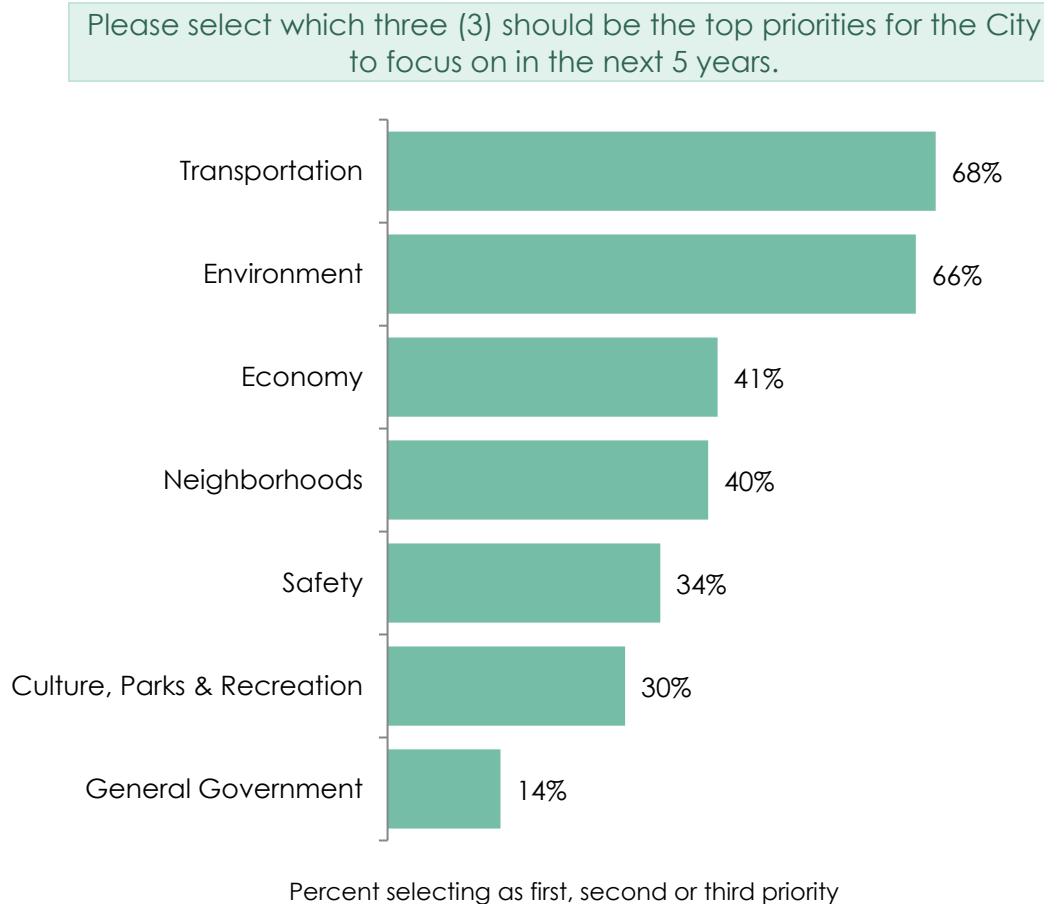
Public Information

More than half of residents felt the city did a very good or good job informing residents, which was similar to 2017 and 2015 levels, but down from 2013. While this rating was similar to national comparisons, it was lower than ratings from Front Range peers (see *Appendix E: Benchmark Comparisons*).

Figure 30: Ratings of Informing Residents Compared by Year
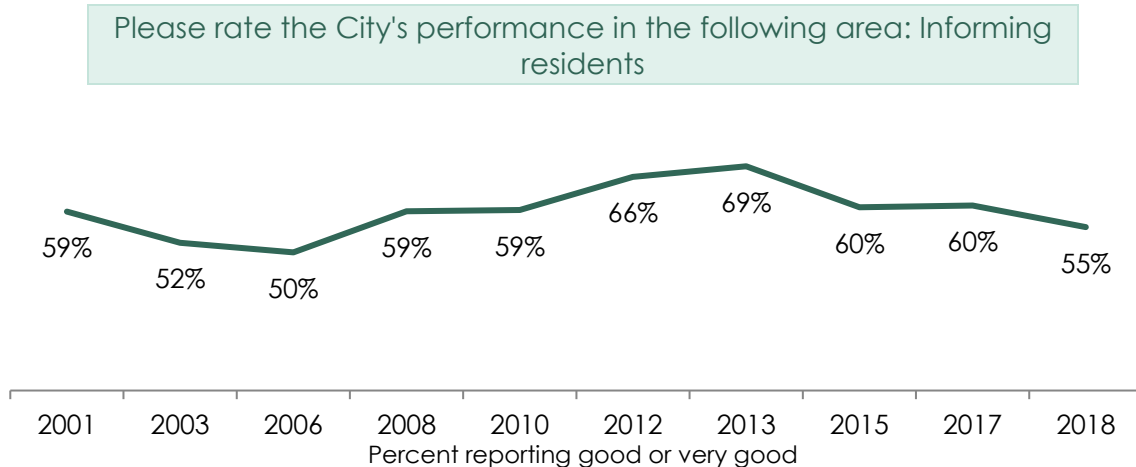
Please note that prior to 2015, "Informing citizens" was worded as "The job the City does at informing citizens".

Similarly, around half or more were pleased with the City's ability to provide volunteer opportunities to residents as well as emergency information or opportunities to participate in government activities (both of these reviews were similar to previous years). When compared to the benchmarks, providing opportunities to volunteer and participate in government activities was rated similar to the national and Front Range comparisons (a benchmark comparison was not available for providing emergency information; see *Appendix E: Benchmark Comparisons*).

Figure 31: Providing Information and Opportunities to Participate Compared by Year
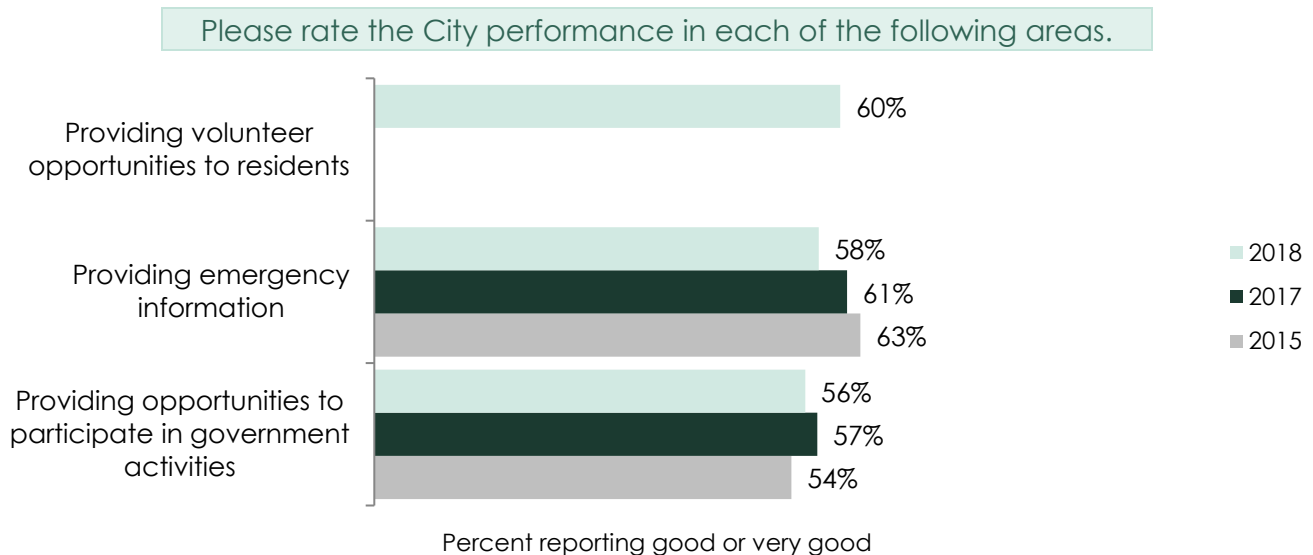
At least 20% of respondents said "no opinion" when evaluating the City government's job of providing opportunities to participate in government activities and volunteer (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

As in previous years, word of mouth remained the most frequently used source of information about City issues, services and programs (91% at least sometimes). Residents also indicated they relied heavily on the City's website (70%) and the Recreator (71%). Less than one-quarter of community members reported utilizing mobile apps, online video, the local cable channel, OurCity Platform or Engage Platform. Respondents' reliance on these sources tended to be similar to levels reported in previous years; however, use of the City's website, the Recreator, newsletters and brochures from City departments, radio and word of mouth have increased dramatically since 2001; while residents were less likely to seek out information via television news.

Figure 32: Sources of Information Compared by Year

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs. (Percent of respondents who had ever used this as a source)	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Word of mouth	91%	90%	87%	88%	87%	85%	88%	82%	87%	54%
City's website (www.fcgov.com)	79%	79%	79%	80%	74%	71%	72%	50%	54%	12%
"Recreator" (guide to recreation programs)	71%	66%	70%	70%	64%	62%	60%	70%	60%	40%
Tracks and Trails (the guide to natural areas activities)	69%	73%	68%	NA	NA	NA	NA	NA	NA	NA
Newspaper (print or online)	67%	70%	72%	80%	80%	81%	87%	89%	NA	76%
Social media (Facebook, Twitter, Nextdoor, etc.)	67%	63%	60%	55%	44%	NA	NA	NA	NA	NA
'City News' (insert with utility bill)	63%	65%	65%	67%	63%	61%	71%	76%	76%	56%
Newsletters or brochures from City departments	59%	60%	62%	64%	56%	57%	64%	67%	64%	17%
City employees or departments (e.g., contacting by phone, email or in person)	56%	57%	NA	NA	NA	NA	NA	NA	NA	NA
Radio	56%	55%	63%	69%	60%	64%	66%	61%	NA	27%
Television news	41%	45%	57%	69%	60%	65%	69%	58%	63%	NA
City booth at local events	37%	38%	41%	NA	NA	NA	NA	NA	NA	NA
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	22%	20%	20%	17%	15%	NA	NA	NA	NA	NA
Online video FCTV on www.fcgov.com/FCTV	20%	19%	12%	17%	15%	12%	14%	NA	NA	NA
Fort Collins local cable channel 14 and 881	20%	20%	22%	30%	30%	36%	41%	35%	28%	26%
OurCity Platform (ourcity.fcgov.com)	18%	18%	NA	NA	NA	NA	NA	NA	NA	NA
Engage Platform (engage.fcgov.com)	14%	NA	NA	NA	NA	NA	NA	NA	NA	NA

Prior to 2017, "Fort Collins local cable channel 14 and 881" was "Fort Collins local cable channel 14" and "Online video FCTV on www.fcgov.com/FCTV" was "Online video of cable channel 14 on www.fcgov.com/cable14". Prior to 2015, "Newspaper (print or online)" was worded as "Newspaper." "City booth at local events" was first asked in 2015 and "Engage Platform" was first asked in 2018.

Appendix A: Respondent Characteristics

The following tables display the weighted demographic characteristics of those responding to the 2018 Community Survey including frequency of responses and the number of respondents.

Table 1: Length of Residency

About how many years have you lived in Fort Collins?	Percent of respondents
5 years or less	38%
6-10 years	18%
11-20 years	18%
More than 20 years	26%
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	16%
No	84%
Total	100%

Table 3: Respondent College or University Attended

Which college or university do you attend?	Percent of respondents
Colorado State University	88%
Front Range Community College	11%
Another local college or university	1%
Total	100%

Table 4: Employment Status

What is your employment status?	Percent
Working full time for pay	61%
Working part time for pay	16%
Unemployed, looking for paid work	3%
Unemployed, not looking for paid work	4%
Fully retired	15%
Total	100%

Table 5: Work in Fort Collins

Do you work inside the boundaries of Fort Collins?	Percent
Yes, outside the home	57%
Yes, from home	9%
No	34%
Total	100%

Table 6: Respondent Age

Which of the age groups below best describes you?	Percent of respondents
18-24	12%
25-34	34%
35-44	15%
45-54	15%
55-64	9%
65-74	9%
75+	6%
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
No, not Spanish, Hispanic or Latino	95%
Yes, I consider myself to be Spanish, Hispanic or Latino	5%
Total	100%

Table 9: Respondent Race/ethnicity

What is your race?	Percent of respondents
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	2%
Black or African American	0%
White	92%
Other	6%
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	7%
Rent detached unit	11%
Rent attached unit	31%
Live in dorm	5%
Total	100%

Table 11: Geographic Area of Residence

	Percent of respondents
North-east	11%
East Central	23%
South-east	15%
Northwest/ CSU Dorms	24%
West Central	21%
South-west	5%
Total	100%

Appendix B: Complete Set of Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a "don't know" or "no opinion" response option, two tables for that question are provided: the first excludes the "don't know" or "no opinion" responses and the second includes those response options.

Table 12: Question 1 excluding "no opinion"

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	60%	32%	6%	2%	0%	100%
Overall safety of residents	42%	45%	12%	2%	0%	100%
Quality of shopping opportunities	30%	38%	25%	5%	1%	100%
Quality of dining opportunities	51%	32%	13%	3%	1%	100%
Quality of entertainment opportunities	32%	44%	19%	4%	2%	100%
Availability of job opportunities	10%	34%	38%	12%	5%	100%
Availability of affordable quality housing	3%	7%	27%	38%	24%	100%
Quality of arts and cultural opportunities	26%	42%	26%	4%	2%	100%
Quality of recreational opportunities	57%	32%	8%	2%	1%	100%
Availability of quality healthcare	37%	41%	18%	2%	2%	100%
Quality of public schools	39%	41%	15%	3%	1%	100%
Quality of public library services	47%	38%	12%	2%	1%	100%
As a place to raise children	50%	35%	12%	2%	1%	100%
As a place to retire	36%	35%	17%	8%	3%	100%
As a place to attend college	48%	37%	12%	3%	0%	100%
As a place to work	36%	37%	22%	3%	2%	100%
Openness and acceptance of the community toward people of diverse backgrounds	23%	35%	32%	7%	3%	100%
Overall quality of life in Fort Collins	43%	44%	10%	2%	0%	100%

Table 13: Question 1 including "no opinion"

Please rate Fort Collins as a community on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Overall, as a place to live	60%	N=450	32%	N=239	6%	N=41	2%	N=13	0%	N=2	0%	N=1	100%	N=746
Overall safety of residents	41%	N=308	45%	N=330	12%	N=87	2%	N=13	0%	N=1	0%	N=2	100%	N=741
Quality of shopping opportunities	30%	N=223	38%	N=280	24%	N=181	5%	N=39	1%	N=9	2%	N=11	100%	N=743
Quality of dining opportunities	50%	N=374	32%	N=235	13%	N=98	3%	N=19	1%	N=8	1%	N=9	100%	N=743
Quality of entertainment opportunities	31%	N=231	43%	N=316	18%	N=134	3%	N=26	2%	N=15	3%	N=19	100%	N=740
Availability of job opportunities	8%	N=62	30%	N=217	33%	N=241	11%	N=77	5%	N=33	14%	N=103	100%	N=734
Availability of affordable quality housing	3%	N=19	7%	N=52	26%	N=192	36%	N=267	23%	N=169	5%	N=38	100%	N=737
Quality of arts and cultural opportunities	24%	N=180	39%	N=289	24%	N=179	4%	N=29	2%	N=13	7%	N=48	100%	N=738
Quality of recreational opportunities	56%	N=414	32%	N=233	8%	N=60	2%	N=14	1%	N=5	1%	N=11	100%	N=736
Availability of quality healthcare	34%	N=254	38%	N=279	16%	N=121	2%	N=16	2%	N=11	8%	N=60	100%	N=741
Quality of public schools	26%	N=192	27%	N=202	10%	N=74	2%	N=16	1%	N=7	33%	N=245	100%	N=736
Quality of public library services	39%	N=286	31%	N=232	9%	N=69	1%	N=10	1%	N=6	19%	N=137	100%	N=741
As a place to raise children	39%	N=288	27%	N=202	9%	N=69	2%	N=13	1%	N=5	22%	N=161	100%	N=738
As a place to retire	28%	N=204	27%	N=201	14%	N=100	6%	N=48	3%	N=19	23%	N=167	100%	N=737
As a place to attend college	43%	N=322	33%	N=248	11%	N=79	2%	N=18	0%	N=3	10%	N=73	100%	N=743
As a place to work	33%	N=244	34%	N=250	20%	N=148	2%	N=17	2%	N=15	9%	N=63	100%	N=737
Openness and acceptance of the community toward people of diverse backgrounds	22%	N=164	33%	N=242	30%	N=222	7%	N=51	2%	N=18	6%	N=41	100%	N=738
Overall quality of life in Fort Collins	43%	N=320	43%	N=321	10%	N=76	2%	N=16	0%	N=4	0%	N=2	100%	N=738

Table 14: Question 2 excluding "no opinion"

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	49%	36%	13%	2%	0%	100%
Your neighborhood as a place to raise children	42%	33%	20%	5%	0%	100%
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	45%	33%	18%	4%	0%	100%

Table 15: Question 2 including "no opinion"

Please rate the quality of your neighborhood on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Your neighborhood as a place to live	49%	N=360	35%	N=263	13%	N=98	2%	N=16	0%	N=1	0%	N=4	100%	N=740
Your neighborhood as a place to raise children	33%	N=246	26%	N=193	16%	N=117	4%	N=31	0%	N=2	20%	N=149	100%	N=736
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	45%	N=327	33%	N=241	17%	N=128	4%	N=31	0%	N=2	1%	N=4	100%	N=733

Table 16: Question 3 excluding "no opinion"

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Fort Collins to someone who asks	57%	29%	8%	6%	100%
Remain in Fort Collins for the next five years	58%	23%	10%	8%	100%

Table 17: Question 3 excluding "don't know"

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Fort Collins to someone who asks	56%	N=418	29%	N=215	8%	N=60	6%	N=42	1%	N=6	100%	N=740
Remain in Fort Collins for the next five years	57%	N=420	23%	N=168	10%	N=71	8%	N=59	3%	N=20	100%	N=739

Table 18: Question 4

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	33%	N=245	33%	N=243	29%	N=210	5%	N=38	100%	N=737
Attended a neighborhood-sponsored event	1%	N=11	4%	N=31	41%	N=298	53%	N=389	100%	N=729
Attended a government-organized event (open house, City Council session, forum, etc.)	1%	N=10	3%	N=23	24%	N=179	71%	N=522	100%	N=733
Carpooled with other adults or children instead of driving alone	15%	N=108	20%	N=147	21%	N=151	45%	N=329	100%	N=735
Volunteered your time to some group/activity in Fort Collins	10%	N=75	21%	N=157	28%	N=207	40%	N=296	100%	N=735
Talked to or visited with your immediate neighbors	41%	N=301	34%	N=248	18%	N=133	7%	N=53	100%	N=736
Done a favor for a neighbor	17%	N=125	23%	N=170	40%	N=292	20%	N=150	100%	N=737

Table 19: Question 5 excluding "no opinion"

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	58%	35%	6%	1%	0%	100%
Downtown Fort Collins at night	16%	49%	28%	5%	2%	100%
Your neighborhood during the day	68%	29%	2%	0%	0%	100%
Your neighborhood at night	38%	44%	16%	2%	0%	100%
Parks	31%	51%	15%	3%	0%	100%
Natural areas/open spaces	35%	46%	17%	2%	0%	100%
Recreation facilities	48%	42%	8%	1%	0%	100%
Trails	31%	48%	18%	2%	0%	100%
Fort Collins overall during the day	51%	43%	6%	0%	0%	100%
Fort Collins overall at night	17%	54%	25%	3%	0%	100%

Table 20: Question 5 including "no opinion"

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	
Downtown Fort Collins during the day	56%	N=415	34%	N=250	6%	N=46	1%	N=4	0%	N=3	3%	N=19	100%	N=737
Downtown Fort Collins at night	15%	N=110	46%	N=339	26%	N=194	5%	N=34	2%	N=14	6%	N=40	100%	N=732
Your neighborhood during the day	68%	N=498	29%	N=213	2%	N=16	0%	N=0	0%	N=1	0%	N=3	100%	N=730
Your neighborhood at night	38%	N=277	44%	N=322	16%	N=117	2%	N=12	0%	N=2	1%	N=5	100%	N=736
Parks	28%	N=207	47%	N=348	14%	N=101	3%	N=20	0%	N=1	8%	N=58	100%	N=735
Natural areas/open spaces	33%	N=241	43%	N=315	16%	N=117	1%	N=11	0%	N=2	7%	N=48	100%	N=734
Recreation facilities	42%	N=307	36%	N=263	7%	N=54	1%	N=9	0%	N=0	14%	N=101	100%	N=734
Trails	28%	N=204	44%	N=317	16%	N=117	2%	N=15	0%	N=2	9%	N=68	100%	N=723
Fort Collins overall during the day	50%	N=371	43%	N=317	6%	N=44	0%	N=2	0%	N=0	0%	N=3	100%	N=737
Fort Collins overall at night	17%	N=125	53%	N=394	24%	N=180	3%	N=21	0%	N=3	2%	N=13	100%	N=736

Table 21: Question 6 excluding "no opinion"

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)	31%	45%	20%	4%	1%	100%
Disaster response and restoration of services	30%	45%	21%	3%	1%	100%
Fire prevention/education	32%	41%	22%	4%	2%	100%
Fire response time	43%	40%	17%	0%	0%	100%
Fire services overall	42%	42%	16%	0%	1%	100%
Crime prevention	19%	50%	25%	4%	2%	100%
Police patrol	24%	39%	32%	2%	2%	100%
Traffic enforcement	17%	37%	33%	10%	4%	100%
Police visibility	24%	45%	24%	4%	3%	100%
Police response time	27%	45%	24%	4%	1%	100%
Police services overall	27%	45%	23%	2%	3%	100%
Code enforcement (weeds, rubbish/trash, etc.)	19%	37%	31%	9%	4%	100%

Please rate the quality of each of the following in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total
Noise enforcement	16%	38%	31%	10%	5%	100%
Animal control	20%	46%	29%	2%	3%	100%
Business property maintenance	23%	50%	23%	3%	2%	100%
Residential property maintenance	19%	45%	30%	4%	3%	100%
Natural Areas Ranger services	37%	46%	15%	1%	0%	100%
Drinking water	60%	28%	10%	2%	0%	100%
Electric services	44%	36%	16%	3%	2%	100%
Sewer services	45%	36%	17%	2%	1%	100%
Storm drainage	37%	35%	22%	5%	2%	100%
Utility billing	32%	33%	27%	5%	4%	100%
Utilities overall	34%	36%	26%	2%	1%	100%

Table 22: Question 6 including "no opinion"

Please rate the quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	20%	N=141	28%	N=206	12%	N=90	3%	N=19	0%	N=3	37%	N=265	100%	N=724
Disaster response and restoration of services	18%	N=130	26%	N=192	12%	N=90	2%	N=11	0%	N=3	41%	N=298	100%	N=725
Fire prevention/education	22%	N=156	27%	N=199	14%	N=105	2%	N=17	1%	N=9	33%	N=241	100%	N=727
Fire response time	25%	N=185	24%	N=172	10%	N=72	0%	N=1	0%	N=0	41%	N=300	100%	N=729
Fire services overall	28%	N=206	28%	N=204	11%	N=77	0%	N=0	1%	N=4	32%	N=234	100%	N=725
Crime prevention	16%	N=115	41%	N=295	21%	N=149	3%	N=23	1%	N=9	18%	N=134	100%	N=725
Police patrol	21%	N=155	34%	N=247	28%	N=202	2%	N=14	2%	N=15	13%	N=95	100%	N=728
Traffic enforcement	15%	N=110	33%	N=243	30%	N=217	9%	N=64	4%	N=29	9%	N=68	100%	N=730
Police visibility	23%	N=168	42%	N=309	23%	N=167	4%	N=27	3%	N=19	6%	N=41	100%	N=732
Police response time	17%	N=121	28%	N=202	15%	N=108	2%	N=17	1%	N=5	38%	N=276	100%	N=729
Police services overall	23%	N=165	37%	N=270	19%	N=138	2%	N=13	3%	N=20	16%	N=118	100%	N=724
Code enforcement (weeds, rubbish/trash, etc.)	16%	N=114	30%	N=217	25%	N=182	7%	N=54	3%	N=24	19%	N=139	100%	N=729

Please rate the quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Noise enforcement	12%	N=87	28%	N=206	23%	N=170	7%	N=54	3%	N=25	25%	N=185	100%	N=727
Animal control	15%	N=109	35%	N=252	22%	N=158	2%	N=14	3%	N=18	24%	N=174	100%	N=725
Business property maintenance	18%	N=130	39%	N=285	18%	N=131	2%	N=15	1%	N=10	22%	N=157	100%	N=728
Residential property maintenance	16%	N=116	38%	N=277	26%	N=187	4%	N=26	2%	N=16	15%	N=106	100%	N=728
Natural Areas Ranger services	28%	N=201	34%	N=249	11%	N=78	1%	N=8	0%	N=1	26%	N=190	100%	N=727
Drinking water	58%	N=427	28%	N=202	9%	N=69	2%	N=13	0%	N=1	3%	N=19	100%	N=731
Electric services	42%	N=304	34%	N=246	15%	N=110	3%	N=21	2%	N=12	5%	N=33	100%	N=726
Sewer services	40%	N=294	32%	N=233	15%	N=109	1%	N=11	1%	N=6	11%	N=79	100%	N=732
Storm drainage	33%	N=239	31%	N=228	19%	N=141	4%	N=30	2%	N=15	10%	N=76	100%	N=730
Utility billing	30%	N=220	31%	N=223	25%	N=181	4%	N=33	3%	N=25	7%	N=49	100%	N=730
Utilities overall	32%	N=233	35%	N=254	25%	N=183	2%	N=15	1%	N=10	5%	N=35	100%	N=730

Table 23: Question 7 excluding "no opinion"

Please rate the following areas of transportation in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total
Ease of driving	11%	32%	36%	13%	8%	100%
Ease of traveling by public transportation	10%	38%	33%	12%	7%	100%
As a walkable city	25%	37%	26%	10%	3%	100%
Ease of traveling by bicycle	47%	34%	15%	2%	1%	100%
Availability of parking Downtown	8%	27%	34%	20%	11%	100%
Level of traffic congestion	2%	14%	36%	28%	20%	100%
Street maintenance	15%	42%	33%	6%	4%	100%

Table 24: Question 7 including "no opinion"

Please rate the following areas of transportation in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Ease of driving	11%	N=79	32%	N=231	35%	N=259	13%	N=93	8%	N=56	2%	N=14	100%	N=733
Ease of traveling by public transportation	7%	N=50	26%	N=191	23%	N=166	8%	N=61	5%	N=36	31%	N=224	100%	N=728
As a walkable city	24%	N=175	36%	N=260	25%	N=184	10%	N=74	3%	N=18	2%	N=15	100%	N=726
Ease of traveling by bicycle	42%	N=308	30%	N=222	14%	N=100	2%	N=14	1%	N=6	11%	N=79	100%	N=730
Availability of parking Downtown	8%	N=59	26%	N=190	33%	N=242	19%	N=140	10%	N=77	3%	N=25	100%	N=733
Level of traffic congestion	2%	N=11	14%	N=104	36%	N=263	28%	N=203	19%	N=142	1%	N=10	100%	N=733
Street maintenance	15%	N=107	41%	N=303	33%	N=241	6%	N=46	4%	N=29	1%	N=7	100%	N=733

Table 25: Question 8 excluding "no opinion"

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%	33%	32%	14%	8%	100%
Efficient operation of programs and services	20%	46%	29%	3%	2%	100%
Encouraging sustainability in the community	25%	44%	24%	5%	2%	100%
Overall direction of the City	20%	41%	27%	7%	4%	100%
Support of businesses	18%	50%	27%	3%	2%	100%
Promotion of the economic health of Fort Collins	20%	43%	30%	5%	3%	100%
Encouraging a variety of businesses	19%	43%	27%	8%	3%	100%
Retaining existing businesses	13%	35%	41%	8%	3%	100%
Attracting new businesses	19%	37%	33%	8%	3%	100%
Welcoming resident involvement	22%	38%	29%	5%	5%	100%
Listening to residents	15%	35%	33%	10%	7%	100%
Informing residents	18%	37%	32%	7%	5%	100%
Providing opportunities to participate in government activities	20%	36%	33%	8%	3%	100%
Providing volunteer opportunities to residents	23%	37%	31%	6%	2%	100%
Providing emergency information	20%	37%	36%	4%	2%	100%

Table 26: Question 8 including "no opinion"

Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Managing and planning for growth	12%	N=82	29%	N=205	29%	N=204	12%	N=89	7%	N=48	12%	N=86	100%	N=714
Efficient operation of programs and services	16%	N=116	37%	N=260	23%	N=163	2%	N=17	2%	N=12	20%	N=144	100%	N=713
Encouraging sustainability in the community	23%	N=166	40%	N=286	22%	N=154	4%	N=32	2%	N=15	9%	N=62	100%	N=715
Overall direction of the City	19%	N=137	39%	N=277	25%	N=182	7%	N=48	4%	N=27	6%	N=45	100%	N=717
Support of businesses	14%	N=102	39%	N=279	21%	N=150	3%	N=19	2%	N=11	21%	N=147	100%	N=709
Promotion of the economic health of Fort Collins	17%	N=119	36%	N=255	25%	N=176	4%	N=28	2%	N=15	17%	N=120	100%	N=713
Encouraging a variety of businesses	16%	N=116	36%	N=257	23%	N=162	7%	N=50	3%	N=20	15%	N=109	100%	N=715
Retaining existing businesses	11%	N=76	28%	N=202	33%	N=236	7%	N=48	2%	N=17	19%	N=136	100%	N=714
Attracting new businesses	15%	N=106	29%	N=210	26%	N=187	7%	N=48	3%	N=18	20%	N=144	100%	N=714
Welcoming resident involvement	19%	N=136	33%	N=234	25%	N=175	5%	N=33	4%	N=31	15%	N=104	100%	N=713
Listening to residents	12%	N=87	28%	N=199	26%	N=187	8%	N=55	6%	N=41	21%	N=150	100%	N=718
Informing residents	17%	N=120	34%	N=241	29%	N=207	7%	N=49	5%	N=34	9%	N=63	100%	N=714
Providing opportunities to participate in government activities	16%	N=111	28%	N=199	26%	N=186	6%	N=44	2%	N=16	23%	N=161	100%	N=717
Providing volunteer opportunities to residents	18%	N=131	30%	N=212	25%	N=179	5%	N=33	2%	N=13	20%	N=146	100%	N=714
Providing emergency information	16%	N=117	30%	N=217	29%	N=209	4%	N=25	2%	N=11	19%	N=134	100%	N=713

Table 27: Question 9 excluding "no opinion"

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	50%	39%	10%	2%	0%	100%
Air quality	27%	44%	22%	6%	1%	100%
Recycling programs	35%	43%	16%	4%	2%	100%
Conservation efforts	34%	45%	16%	4%	2%	100%
Overall quality of environment	36%	46%	14%	2%	1%	100%

Table 28: Question 9 including "no opinion"

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Community's visual attractiveness	49%	N=355	38%	N=274	9%	N=68	2%	N=14	0%	N=1	1%	N=7	100%	N=720
Air quality	27%	N=193	44%	N=315	22%	N=158	6%	N=43	1%	N=10	0%	N=2	100%	N=721
Recycling programs	35%	N=248	43%	N=306	15%	N=111	4%	N=28	2%	N=13	2%	N=12	100%	N=717
Conservation efforts	32%	N=230	42%	N=304	15%	N=107	4%	N=26	2%	N=14	5%	N=36	100%	N=718
Overall quality of environment	36%	N=260	46%	N=330	14%	N=104	2%	N=17	1%	N=4	1%	N=4	100%	N=719

Table 29: Question 10 excluding "no opinion"

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	62%	31%	7%	0%	0%	100%
Recreational trails	64%	28%	7%	0%	0%	100%
Parks	60%	32%	7%	1%	0%	100%
Cemeteries	35%	44%	18%	3%	1%	100%
Golf courses	36%	42%	19%	1%	1%	100%
Athletic fields	34%	48%	16%	2%	0%	100%
Northside Aztlan Community Center	41%	45%	14%	1%	0%	100%
Fort Collins Senior Center	45%	39%	16%	0%	0%	100%
Edora Pool Ice Center (EPIC)	38%	44%	18%	1%	0%	100%
Foothills Activity Center	34%	45%	18%	2%	0%	100%
Mulberry Pool	23%	47%	25%	4%	1%	100%
The Farm at Lee Martinez Park	40%	46%	13%	1%	0%	100%
The Gardens on Spring Creek	51%	39%	10%	0%	0%	100%
Pottery studio	32%	47%	18%	3%	1%	100%
Art in Public Places program	44%	42%	11%	2%	1%	100%
Lincoln Center programs	42%	41%	14%	2%	0%	100%
Fort Collins Museum of Discovery	50%	40%	10%	1%	0%	100%
Adult recreation programs	33%	43%	21%	3%	1%	100%
Senior recreation programs	37%	39%	20%	2%	1%	100%
Youth/teen recreation programs	34%	42%	20%	4%	1%	100%

Table 30: Question 10 including "no opinion"

Please rate the quality of each of the programs or facilities listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Natural areas and open space	60%	N=427	30%	N=213	6%	N=45	0%	N=3	0%	N=3	3%	N=21	100%	N=712
Recreational trails	62%	N=439	27%	N=193	6%	N=44	0%	N=3	0%	N=1	5%	N=32	100%	N=713
Parks	59%	N=417	31%	N=219	7%	N=51	1%	N=4	0%	N=0	3%	N=22	100%	N=712
Cemeteries	19%	N=135	24%	N=166	10%	N=68	2%	N=11	0%	N=2	46%	N=322	100%	N=704
Golf courses	19%	N=132	22%	N=154	10%	N=69	1%	N=4	1%	N=5	48%	N=342	100%	N=705
Athletic fields	23%	N=165	33%	N=235	12%	N=81	1%	N=9	0%	N=2	30%	N=212	100%	N=704
Northside Aztlan Community Center	21%	N=147	23%	N=163	7%	N=49	0%	N=3	0%	N=0	49%	N=343	100%	N=705
Fort Collins Senior Center	23%	N=166	20%	N=141	8%	N=57	0%	N=0	0%	N=1	48%	N=343	100%	N=708
Edora Pool Ice Center (EPIC)	21%	N=149	24%	N=169	10%	N=68	0%	N=3	0%	N=0	45%	N=318	100%	N=707
Foothills Activity Center	12%	N=88	17%	N=118	7%	N=47	1%	N=6	0%	N=0	63%	N=448	100%	N=708
Mulberry Pool	11%	N=78	22%	N=154	12%	N=82	2%	N=12	1%	N=5	53%	N=378	100%	N=709
The Farm at Lee Martinez Park	24%	N=172	27%	N=195	8%	N=56	0%	N=3	0%	N=1	40%	N=284	100%	N=711
The Gardens on Spring Creek	36%	N=253	27%	N=194	7%	N=49	0%	N=2	0%	N=2	29%	N=209	100%	N=710
Pottery studio	8%	N=60	12%	N=88	5%	N=34	1%	N=6	0%	N=1	73%	N=517	100%	N=706
Art in Public Places program	29%	N=207	28%	N=198	8%	N=53	1%	N=7	1%	N=5	33%	N=237	100%	N=707
Lincoln Center programs	32%	N=224	31%	N=219	11%	N=77	1%	N=8	0%	N=2	25%	N=179	100%	N=709
Fort Collins Museum of Discovery	33%	N=233	26%	N=186	6%	N=45	0%	N=3	0%	N=1	34%	N=241	100%	N=709
Adult recreation programs	21%	N=147	27%	N=193	13%	N=93	2%	N=12	1%	N=6	36%	N=254	100%	N=704
Senior recreation programs	16%	N=112	17%	N=119	9%	N=60	1%	N=7	1%	N=4	57%	N=406	100%	N=708
Youth/teen recreation programs	15%	N=108	19%	N=134	9%	N=64	2%	N=12	0%	N=3	55%	N=387	100%	N=708

Table 31: Question 11 excluding "no opinion"

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent of respondents
Very good	35%
Good	46%
Average	16%
Bad	3%
Very bad	0%
Total	100%

Table 32: Question 11 including "no opinion"

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent	Number
Very good	35%	N=242
Good	45%	N=316
Average	16%	N=112
Bad	3%	N=19
Very bad	0%	N=3
No opinion	1%	N=10
Total	100%	N=701

Table 33: Question 12

Have you had contact with any City employee(s) by phone, in-person, via email or online within the last 12 months?	Percent	Number
Yes	56%	N=409
No	44%	N=317
Total	100%	N=725

Table 34: Question 12A excluding "no opinion"

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	62%	27%	7%	2%	2%	100%
Promptness	50%	34%	11%	3%	2%	100%
Knowledge	52%	31%	9%	7%	1%	100%
Making you feel valued	45%	27%	17%	5%	5%	100%
Overall impression	50%	29%	12%	5%	3%	100%

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

Table 35: Question 12A including "no opinion"

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Courtesy	62%	N=252	27%	N=109	7%	N=29	2%	N=7	2%	N=10	0%	N=2	100%	N=408
Promptness	50%	N=203	33%	N=136	11%	N=46	3%	N=11	2%	N=9	1%	N=3	100%	N=408
Knowledge	52%	N=209	31%	N=127	9%	N=35	7%	N=28	1%	N=5	1%	N=2	100%	N=406
Making you feel valued	42%	N=173	26%	N=105	16%	N=66	5%	N=20	5%	N=21	6%	N=23	100%	N=407
Overall impression	50%	N=206	29%	N=120	12%	N=49	5%	N=20	3%	N=14	0%	N=0	100%	N=409

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

Table 36: Question 12B excluding "no opinion"

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	31%	49%	19%	1%	0%	100%
Promptness in responding to inquiries and service requests	22%	52%	23%	3%	1%	100%
Making residents or customers feel valued	27%	46%	23%	1%	2%	100%

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

Table 37: Question 12B including "no opinion"

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	22%	N=67	34%	N=105	13%	N=41	0%	N=1	0%	N=0	31%	N=97	100%	N=312
Promptness in responding to inquiries and service requests	14%	N=44	34%	N=105	15%	N=47	2%	N=5	1%	N=2	35%	N=109	100%	N=311
Making residents or customers feel valued	18%	N=55	31%	N=95	15%	N=48	1%	N=2	2%	N=5	34%	N=106	100%	N=311

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

Table 38: Question 13 excluding "no opinion"

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	40%	55%	5%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	50%	47%	3%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	46%	48%	6%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	22%	77%	1%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	25%	71%	4%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	64%	33%	3%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with residents and building maintenance and repair	19%	75%	6%	100%

Table 39: Question 13 including "no opinion"

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	37%	N=256	52%	N=355	5%	N=34	6%	N=44	100%	N=688
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	49%	N=340	46%	N=319	3%	N=23	3%	N=18	100%	N=699
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	44%	N=310	47%	N=326	5%	N=38	4%	N=25	100%	N=699
Safety: Includes police, fire and emergency medical response, and building inspection	21%	N=145	74%	N=513	1%	N=8	3%	N=24	100%	N=690
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	24%	N=168	67%	N=471	4%	N=29	5%	N=32	100%	N=700
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	62%	N=435	32%	N=223	3%	N=19	3%	N=23	100%	N=700
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with residents and building maintenance and repair	17%	N=120	68%	N=472	6%	N=39	9%	N=60	100%	N=691

Table 40: Question 13 - Top 3 Priorities

Please select which three (3) should be the top priorities for the City to focus on in the next 5 years.	Percent selecting as top 1, 2 or 3 priority	Number
Economy: Includes economic planning and development activities	41%	N=259
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	66%	N=415
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	40%	N=252
Safety: Includes police, fire and emergency medical response, and building inspection	34%	N=214
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	30%	N=187
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	68%	N=431
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with residents and building maintenance and repair	14%	N=89

Table 41: Question 14

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 and 881	2%	N=11	2%	N=12	17%	N=120	80%	N=573	100%	N=716
Online video FCTV on www.fcgov.com/FCTV	1%	N=4	3%	N=20	17%	N=122	80%	N=571	100%	N=717
City's website (www.fcgov.com)	7%	N=52	26%	N=185	46%	N=327	21%	N=152	100%	N=716
"City News" (insert with utility bill)	13%	N=95	19%	N=134	31%	N=225	37%	N=263	100%	N=717
Newsletters or brochures from City departments	6%	N=45	18%	N=129	35%	N=249	41%	N=291	100%	N=714
City employees or departments (e.g., contacting by phone, email or in person)	3%	N=18	9%	N=61	45%	N=320	44%	N=308	100%	N=708
Tracks and Trails (the guide to natural areas activities)	10%	N=71	19%	N=135	40%	N=286	31%	N=218	100%	N=710
'Recreator' (guide to recreation programs)	12%	N=87	25%	N=173	34%	N=241	29%	N=204	100%	N=705
Word of mouth	18%	N=125	39%	N=279	33%	N=238	9%	N=67	100%	N=709
Newspaper (print or online)	13%	N=95	23%	N=167	31%	N=221	33%	N=233	100%	N=716
Radio	7%	N=52	18%	N=127	31%	N=223	44%	N=311	100%	N=714
Television news	6%	N=41	11%	N=79	24%	N=171	59%	N=422	100%	N=712
Social media (Facebook, Twitter, Nextdoor, etc.)	12%	N=87	25%	N=181	30%	N=212	33%	N=234	100%	N=714
OurCity Platform (ourcity.fcgov.com)	1%	N=8	4%	N=25	14%	N=98	82%	N=583	100%	N=715
Engage Platform (engage.fcgov.com)	1%	N=9	4%	N=26	9%	N=62	86%	N=615	100%	N=713
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	2%	N=13	6%	N=41	15%	N=104	78%	N=556	100%	N=714
City booth at local events	2%	N=13	4%	N=29	31%	N=225	63%	N=447	100%	N=715

Table 42: Question D1

About how many years have you lived in Fort Collins?	Percent	Number
5 years or less	38%	N=272
6-10 years	18%	N=131
11-20 years	18%	N=131
More than 20 years	26%	N=184
Total	100%	N=718

Table 43: Question D2

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent	Number
Yes	16%	N=119
No	84%	N=612
Total	100%	N=732

Table 44: Question D3

Which college or university do you attend?	Percent	Number
Colorado State University	88%	N=105
Front Range Community College	11%	N=13
Another local college or university	1%	N=1
Total	100%	N=119

Table 45: Question D4

What is your employment status?	Percent	Number
Working full time for pay	61%	N=440
Working part time for pay	16%	N=115
Unemployed, looking for paid work	3%	N=22
Unemployed, not looking for paid work	4%	N=30
Fully retired	15%	N=109
Total	100%	N=715

Table 46: Question D5

Do you work inside the boundaries of Fort Collins?	Percent	Number
Yes, outside the home	57%	N=403
Yes, from home	9%	N=65
No	34%	N=238
Total	100%	N=706

Table 47: Question D6

Which of the age groups below best describes you?	Percent	Number
18-24	12%	N=88
25-34	34%	N=243
35-44	15%	N=107
45-54	15%	N=105
55-64	9%	N=67
65-74	9%	N=67
75+	6%	N=42
Total	100%	N=719

Table 48: Question D7

Your gender	Percent	Number
Male	49%	N=348
Female	51%	N=366
Total	100%	N=714

Table 49: Question D8

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	58%	N=417
Building with two or more homes (duplex, townhome, apartment or condominium)	40%	N=291
Mobile home	1%	N=6
Other	1%	N=8
Total	100%	N=723

Table 50: Question D9

Do you own or rent your residence?	Percent	Number
Own	54%	N=384
Rent	46%	N=325
Total	100%	N=709

Table 51: Question D10

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=673
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=37
Total	100%	N=710

Table 52: Questions D11

What is your race?	Percent	Number
American Indian or Alaskan Native	1%	N=9
Asian, Asian Indian or Pacific Islander	2%	N=15
Black or African American	0%	N=3
White	92%	N=655
Other	6%	N=42
Total	100%	N=709

Table 53: Geographic Area of Residence

	Percent	Number
North-east	11%	N=85
East Central	23%	N=173
South-east	15%	N=114
Northwest	19%	N=143
West Central	21%	N=156
South-west	5%	N=38
CSU dorms	5%	N=37
Total	100%	N=746

Table 54: Council District of Residence

	Percent	Number
District 1	16%	N=115
District 2	21%	N=147
District 3	15%	N=108
District 4	14%	N=102
District 5	16%	N=115
District 6	17%	N=122
Total	100%	N=709

Appendix C: Comparisons of Select Questions by Respondent Characteristics

Creating Average Ratings

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.

Statistical Comparisons between Subgroups

The subgroup comparison tables contain the cross tabulations of selected survey questions by respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. 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.

For each pair of subgroups that has a statistically significant difference, an upper case letter denoting significance is shown in the category with the larger column proportion. The letter denotes the category with the smaller column proportion from which it is statistically different. Differences were marked as statistically significant if the probability that the differences were due to chance alone were less than 5%. Categories were not used in comparisons when a column proportion was equal to zero or one.

Items that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 55 on the following page, residents who own their own homes (A) gave an average rating of 91 to the community as a place to live overall. This proportion of residents (A) was statistically higher than the average rating given by residents who rent their homes (B). In another example in Table 56, respondents who were aged 35-54 (B) gave statistically higher scores to Fort Collins as a place to raise children than those who were 18-34 years (A) or 55 years or older (C).

Table 55: Aspects of Quality of Life and Community by Respondent Length of Residency, Housing Tenure and Student Status

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).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Overall, as a place to live	87	88	88	89	91 B	85	84	89 A	88
Availability of affordable quality housing	30	31	32	32	35 B	27	37 B	31	32
Quality of public schools	75	79	80	79	80 B	75	74	79	78
As a place to raise children	81	83	86	83	87 B	77	78	84 A	83
As a place to retire	75	73	74	72	76 B	69	70	73	73
Openness and acceptance of the community toward people of diverse backgrounds	67	67	69	66	68	66	68	67	67

Table 56: Aspects of Quality of Life and Community by Gender, Age, Race/Ethnicity and Employment Status

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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall, as a place to live	89	87	88	89	88	89 B	81	88	88	88
Availability of affordable quality housing	33	30	28	34 A	35 A	32	29	30	38 A	32
Quality of public schools	81 B	76	76	83 A C	76	79	75	79	78	78
As a place to raise children	84	82	81	87 A C	81	84 B	76	84	81	83
As a place to retire	73	74	71	73	76	75 B	64	72	76	73
Openness and acceptance of the community toward people of diverse backgrounds	69 B	65	67	70	65	68 B	61	67	67	67

Table 57: Resident Loyalty by Respondent Length of Residency, Housing Tenure and Student Status

Please indicate how likely or unlikely you are to do each of the following:(Average rating 0=very unlikely, 100=very likely).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less (A)	6-10 years (B)	11-20 years (C)	More than 20 years (D)	Own (A)	Rent (B)	Yes (A)	No (B)	(A)
Recommend living in Fort Collins to someone who asks	83 D	78	78	76	80	78	82	79	79
Remain in Fort Collins for the next five years	66	79 A	84 A	89 A B	89 B	64	60	80 A	77

Table 58: Resident Loyalty by Gender, Age, Race/Ethnicity and Employment Status

Please indicate how likely or unlikely you are to do each of the following:(Average rating 0=very unlikely, 100=very likely).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male (A)	Female (B)	18-34 years (A)	35-54 years (B)	55 years or older (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Working full or part time for pay (A)	Not working for pay (B)	(A)
Recommend living in Fort Collins to someone who asks	81	78	80	79	78	81 B	69	79	81	79
Remain in Fort Collins for the next five years	82 B	73	68	85 A	86 A	79 B	69	77	81	77

Table 59: Quality of Neighborhoods by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Your neighborhood as a place to live	82	82	84	84	87 B	78	81	83	83
Your neighborhood as a place to raise children	74	76	82 A B	80 A	85 B	67	73	78	78

Table 60: Quality of Neighborhoods by Gender, Age, 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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Your neighborhood as a place to live	84 B	81	81	85	83	83	82	83	82	83
Your neighborhood as a place to raise children	79	77	72	85 A C	78 A	78	75	78	77	78

Table 61: Access in Neighborhood to Everyday Needs by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	78	83	79	80	81 B	77	72	81 A	80

Table 62: Access in Neighborhood to Everyday Needs by Gender, Age, 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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	80	79	79	80	79	80	75	80	77	80

Table 63: Ratings of Neighborhood-related Services by Respondent Length of Residency, Housing Tenure and Student Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Code enforcement (weeds, rubbish/trash, etc.)	69 C D	66	61	60	63	66	74 B	63	64
Noise enforcement	67 D	64	61	58	59	67 A	68	62	63
Residential property maintenance	70 D	72 D	68	65	68	69	75 B	67	68

Table 64: Ratings of Neighborhood-related Services by Gender, Age, Race/Ethnicity and Employment Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Code enforcement (weeds, rubbish/trash, etc.)	68 B	61	67 C	63	61	65	64	65	62	64
Noise enforcement	64	63	69 B C	61 C	56	64	58	65 B	57	63
Residential property maintenance	70	67	70 C	69	64	69	65	69	66	68

Table 65: Community Engagement by Respondent Length of Residency, Housing Tenure and Student Status

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Visited a neighborhood park or City park	94%	98%	93%	95%	97% B	93%	91%	96% A	95%
Attended a neighborhood-sponsored event	43%	44%	53%	51%	53% B	40%	49%	46%	47%
Attended a government-organized event (open house, City Council session, forum, etc.)	25%	27%	33%	35% A	35% B	23%	28%	29%	29%
Carpooled with other adults or children instead of driving alone	55%	54%	57%	53%	52%	58%	73% B	52%	55%
Volunteered your time to some group/activity in Fort Collins	54%	61%	70% A	60%	65% B	54%	57%	60%	60%
Talked to or visited with your immediate neighbors	89%	92%	96% A	97% A	97% B	88%	92%	93%	93%
Done a favor for a neighbor	64%	81% A	89% A	96% A B	90% B	67%	70%	81% A	80%

Table 66: Community Engagement by Respondent Length of Residency, Housing Tenure and Student Status

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Visited a neighborhood park or City park	97% B	93%	95%	98% C	92%	95%	94%	97% B	86%	95%
Attended a neighborhood-sponsored event	51%	44%	40%	55% A	51% A	47%	48%	46%	52%	47%
Attended a government-organized event (open house, City Council session, forum, etc.)	32%	27%	24%	34% A	34% A	30%	26%	29%	31%	29%
Carpooled with other adults or children instead of driving alone	56%	55%	59% C	56%	48%	55%	58%	56%	54%	55%
Volunteered your time to some group/activity in Fort Collins	55%	64% A	51%	71% A C	61% A	61%	51%	60%	58%	60%
Talked to or visited with your immediate neighbors	93%	93%	90%	94%	97% A	93%	94%	92%	96%	93%
Done a favor for a neighbor	81%	79%	67%	90% A	91% A	81%	75%	78%	86% A	80%

Table 67: Overall Safety in City by Respondent Length of Residency, Housing Tenure and Student Status

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).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Overall safety of residents	84 D	81	80	80	83	81	83	81	81

Table 68: Overall Safety in City by Gender, Age, Race/Ethnicity and Employment Status

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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall safety of residents	85 B	78	82	84 C	79	82 B	78	82	80	81

Table 69: Ratings of Personal Safety by Respondent Length of Residency, Housing Tenure and Student Status

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe)	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Downtown Fort Collins during the day	91 C D	89 C D	84	82	86	89 A	91 B	87	87
Downtown Fort Collins at night	73 C D	70 C D	64	62	66	71 A	74 B	67	68
Your neighborhood during the day	92	91	91	91	92	91	93	91	91
Your neighborhood at night	79	78	82	79	82 B	76	79	80	79
Parks	80 D	76	78	74	77	78	81	77	77
Natural areas/open spaces	82 C D	81 D	78 D	72	78	79	83 B	78	79
Recreation facilities	87 D	86 D	86 D	80	85	83	84	84	84
Trails	81 B D	75	78 D	72	78	76	84 B	76	77
Fort Collins overall during the day	88 B C D	85	85	85	85	87	87	86	86
Fort Collins overall at night	74 D	72	71	68	71	72	75 B	71	71

Table 70: Ratings of Personal Safety by Gender, Age, 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)	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Downtown Fort Collins during the day	90 B	85	90 B C	86	85	88 B	82	88	86	87
Downtown Fort Collins at night	72 B	65	71 C	68	63	69	67	69	65	68
Your neighborhood during the day	94 B	89	91	93	91	92 B	89	92	92	91
Your neighborhood at night	82 B	77	78	83 A	79	80	77	79	80	79
Parks	80 B	75	79	76	76	78 B	72	78	77	77
Natural areas/open spaces	82 B	75	81 B C	78	74	80 B	72	79	76	79
Recreation facilities	88 B	81	85	86 C	82	85 B	79	85 B	81	84
Trails	80 B	74	80 C	76	73	78 B	73	77	76	77
Fort Collins overall during the day	88 B	84	87	86	84	87 B	81	87	85	86
Fort Collins overall at night	74 B	69	72 C	73 C	68	72 B	67	72	70	71

Table 71: Community Safety Services Ratings by Respondent Length of Residency, Housing Tenure and Student Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	75	78	73	78 B	71	78	75	75
Disaster response and restoration of services	75	79	76	74	76	74	76	75	75
Fire prevention/education	74	71	76	77	77 B	71	72	75	75
Fire response time	80	78	84	84 A B	84 B	79	79	82	81
Fire services overall	78	80	85 A B	83 A	83 B	78	70	82 A	81
Crime prevention	72	70	73	69	71	69	72	70	70
Police patrol	72	67	72	70	70	71	70	70	70
Traffic enforcement	65	61	61	64	62	63	62	63	63
Police visibility	74 B D	67	74 B D	68	70	72	73	71	71
Police response time	74	70	74	74	73	73	78	73	73
Police services overall	73	73	73	72	72	73	73	73	73
Animal control	72 D	71	70	66	68	71	74 B	68	69
Business property maintenance	76 C D	75 D	71	69	72	73	77	72	72
Natural Areas Ranger services	83 B D	77	80	76	80	79	80	80	80

Table 72: Community Safety Services Ratings by Gender, Age, Race/Ethnicity and Employment Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	74	72	78 A	78 A	76	73	74	81 A	75
Disaster response and restoration of services	78 B	73	75	77	76	77 B	69	75	77	75
Fire prevention/education	76	73	72	77 A	77	76 B	66	74	77	75
Fire response time	85 B	79	79	84 A	84 A	82	79	82	82	81
Fire services overall	83	80	77	85 A	83 A	82 B	77	81	82	81
Crime prevention	72	69	70	72	70	71	68	70	72	70
Police patrol	70	71	72	71	68	71	66	70	72	70
Traffic enforcement	65 B	61	64	63	61	64	61	63	62	63
Police visibility	72	70	72	73	68	73 B	63	71	72	71
Police response time	75	72	73	74	73	74	74	73	74	73
Police services overall	73	72	73	74	71	74 B	66	72	74	73
Animal control	70	69	73 B C	68	65	70	67	70 B	66	69
Business property maintenance	75 B	70	76 B C	72 C	67	74 B	67	74 B	68	72
Natural Areas Ranger services	80	80	82 C	80 C	75	81	76	81 B	76	80

Table 73: Ratings of Safety-related Utility Services by Respondent Length of Residency, Housing Tenure and Student Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Electric services	79	79	81	79	82 B	75	78	79	79
Storm drainage	71	77 A	75	77 A	77 B	71	72	75	75

Table 74: Ratings of Safety-related Utility Services by Gender, Age, Race/Ethnicity and Employment Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Electric services	82 B	77	78	80	81	80 B	72	79	82	79
Storm drainage	79 B	71	74	75	76	75	73	75	75	75

Table 75: Overall Quality of the Environment by Respondent Length of Residency, Housing Tenure and Student 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).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Overall quality of environment	80 D	81	78	77	79	79	81	79	79

Table 76: Overall Quality of the Environment by Gender, Age, 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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall quality of environment	80	78	80 C	79	77	80	76	79	78	79

Table 77: Aspects of the Environment by Respondent Length of Residency, Housing Tenure and Student 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).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Community's visual attractiveness	86 B	82	84	83	84	84	84	84	84
Air quality	72	74	73	70	72	73	76	72	72
Recycling programs	75	80 A	77	76	78 B	74	82 B	76	77
Conservation efforts	78	77	75	74	76	76	82 B	75	76

Table 78: Aspects of the Environment by Gender, Age, 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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Community's visual attractiveness	85	83	85	84	83	85 B	77	84	86	84
Air quality	74	71	74 C	72	69	72	73	73	71	72
Recycling programs	79 B	74	76	77	76	77	76	76	78	77
Conservation efforts	78 B	74	77	76	75	77	73	76	76	76

Table 79: Ratings of Environment-related Utility Services by Respondent Length of Residency, Housing Tenure and Student Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Drinking water	84	89 A	88	87	88	85	86	87	87
Sewer services	80	80	82	82	82 B	78	79	81	81

Table 80: Ratings of Environment-related Utility Services by Gender, Age, Race/Ethnicity and Employment Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Drinking water	90 B	84	87	88	86	88 B	79	87	86	87
Sewer services	85 B	77	79	82	82	81	79	81	80	81

Table 81: Transportation Ratings by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Ease of driving	64 B C D	54	54	50	57	56	59	56	56
Ease of traveling by public transportation	63 C D	59	53	52	55	61 A	65 B	56	58
As a walkable city	70 C	70 C	62	66	65	70 A	72	67	68
Ease of traveling by bicycle	84 C D	85 C D	79	76	81	82	84	81	81
Availability of parking Downtown	55 B D	47	51	47	51	50	51	51	51
Level of traffic congestion	44 B C D	36	34	32	38	37	43 B	37	38
Street maintenance	69 B C D	62	62	60	64	64	68	63	64

Table 82: Transportation Ratings by Gender, Age, Race/Ethnicity and Employment Status

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Ease of driving	58	56	58	54	56	57	55	57	56	56
Ease of traveling by public transportation	58	57	61 B	52	57	58	54	57	61	58
As a walkable city	70 B	66	69 B	64	69	68	67	67	72 A	68
Ease of traveling by bicycle	85 B	78	84 C	82 C	75	82 B	77	82	79	81
Availability of parking Downtown	55 B	46	54 C	49	47	52 B	43	52	47	51
Level of traffic congestion	40 B	36	39	36	37	38	37	37	39	38
Street maintenance	66 B	62	65	64	64	65 B	59	64	65	64

Table 83: Community Aspects of Culture and Recreation by Respondent Length of Residency, Housing Tenure and Student Status

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).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Quality of arts and cultural opportunities	74	69	69	72	72	72	74	71	72
Quality of recreational opportunities	89 D	85	86	83	87	85	86	86	86
Quality of public library services	80	82	84	85 A	85 B	80	81	83	82

Table 84: Community Aspects of Culture and Recreation by Gender, Age, Race/Ethnicity and Employment Status

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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Quality of arts and cultural opportunities	72	72	71	71	73	72 B	66	72	72	72
Quality of recreational opportunities	87	85	86	88	84	88 B	76	86	84	86
Quality of public library services	83	82	81	84	83	84 B	76	82	83	82

Table 85: Ratings of Parks, Recreational and Cultural Programs and Facilities by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Natural areas and open space	90 D	88	88	86	89	89	87	88	88
Recreational trails	90 D	90	89	87	90	89	88	89	89
Parks	91 B D	86	88	85	88	88	87	88	88
Cemeteries	80 B	72	81 B	77	80 B	75	75	78	78
Golf courses	74	78	79	80 A	79	76	77	78	78
Athletic fields	80	78	77	77	79	77	81	78	78
Northside Aztlan Community Center	82	82	84 D	78	83	79	77	82	81
Fort Collins Senior Center	83	83	82	82	84	80	70	84 A	82
Edora Pool Ice Center (EPIC)	86 B C D	77	80	77	79	81	85	79	80
Foothills Activity Center	80 D	80 D	81 D	73	78	77	80	78	78
Mulberry Pool	75	72	69	72	71	73	75	71	72
The Farm at Lee Martinez Park	82	81	84 D	79	82	81	81	82	81
The Gardens on Spring Creek	87 D	83	87	83	86 B	83	84	85	85
Pottery studio	80	76	81	73	79	74	81	76	76
Art in Public Places program	87 B D	81	82 D	76	81	84	87	81	82

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Lincoln Center programs	83 D	80	83 D	78	81	82	84	81	81
Fort Collins Museum of Discovery	87 D	83	87 D	81	86	83	83	85	85
Adult recreation programs	80 B D	72	78	73	77	75	72	76	76
Senior recreation programs	81	73	80	75	78	77	77	77	77
Youth/teen recreation programs	80 B D	72	81 B D	72	76	77	76	76	76

Table 86: Ratings of Parks, Recreational and Cultural Programs and Facilities by Gender, Age, 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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Natural areas and open space	89	88	90 C	89	86	89 B	85	89	87	88
Recreational trails	90	89	90	90	87	90 B	85	90	89	89
Parks	89	88	89	89	86	89 B	82	88	87	88
Cemeteries	77	78	76	80	77	80 B	65	77	78	78

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Golf courses	76	79	75	79	81 A	78	75	77	79	78
Athletic fields	78	78	77	80	77	78	79	78	78	78
Northside Aztlan Community Center	80	82	81	83	79	83 B	76	82	79	81
Fort Collins Senior Center	82	83	80	83	84	83	81	82	83	82
Edora Pool Ice Center (EPIC)	82	78	81	80	78	80	78	80	80	80
Foothills Activity Center	79	77	75	81 A	77	79	76	78	77	78
Mulberry Pool	74	71	73	71	73	72	75	71	74	72
The Farm at Lee Martinez Park	80	83 A	81	83	79	82	78	82	79	81
The Gardens on Spring Creek	85	85	84	86	84	86 B	79	85	82	85
Pottery studio	77	77	76	80	74	77	76	79 B	70	76
Art in Public Places program	82	81	85 C	82 C	77	83 B	76	83 B	77	82
Lincoln Center programs	81	81	82	81	80	82 B	76	81	80	81
Fort Collins Museum of Discovery	86	84	84	87 C	82	86 B	79	85 B	81	85
Adult recreation programs	77	75	73	79 A	76	76	72	75	78	76
Senior recreation programs	77	78	77	78	76	77	78	77	77	77
Youth/teen recreation programs	76	76	77	78 C	71	78 B	68	76	75	76

Table 87: Ratings of City as a Place to Work by Respondent Length of Residency, Housing Tenure and Student Status

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).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
As a place to work	77	76	76	73	77	74	75	76	76

Table 88: Ratings of City as a Place to Work by Gender, Age, Race/Ethnicity and Employment Status

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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
As a place to work	79 B	73	76	77	73	77 B	67	76	75	76

Table 89: Community Aspects of Economic Health by Respondent Length of Residency, Housing Tenure and Student Status

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).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Quality of shopping opportunities	75	71	72	73	73	73	72	73	73
Quality of dining opportunities	82	82	81	83	83	81	89 B	81	82
Quality of entertainment opportunities	77 D	75	75	73	76	75	76	75	75
Availability of job opportunities	57	59	59	58	60 B	55	59	57	58
Availability of quality healthcare	76	77	80	79	81 B	74	71	78 A	77

Table 90: Community Aspects of Economic Health by Gender, Age, Race/Ethnicity and Employment Status

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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Quality of shopping opportunities	74	73	72	72	75	74 B	68	72	75	73
Quality of dining opportunities	82	83	83	82	81	84 B	69	82	82	82
Quality of entertainment opportunities	76	75	75	75	77	77 B	63	75	76	75
Availability of job opportunities	61 B	55	55	60 A	61 A	58	55	57	62 A	58
Availability of quality healthcare	79	77	74	80 A	81 A	78 B	73	77	81 A	77

Table 91: Business Support and Promotion of Economic Health by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Support of businesses	76 C D	71 D	67	62	68	73 A	75 B	69	70
Promotion of the economic health of Fort Collins	75 C D	70 C D	63	63	68	69	78 B	67	68

Table 92: Business Support and Promotion of Economic Health by Gender, Age, Race/Ethnicity and Employment Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Support of businesses	71	69	74 B C	68	64	71 B	63	70	67	70
Promotion of the economic health of Fort Collins	71 B	66	71 B C	67	66	70 B	64	69	68	68

Table 93: Business Health by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Encouraging a variety of businesses	73 B C D	67 C D	61	61	64	69 A	78 B	65	66
Retaining existing businesses	67 C D	64 C D	58	56	62	61	70 B	61	62
Attracting new businesses	72 B C D	63	63	58	63	67 A	75 B	63	65

Table 94: Business Health by Gender, Age, Race/Ethnicity and Employment Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Encouraging a variety of businesses	67	67	69 C	65	64	68 B	57	66	68	66
Retaining existing businesses	63	61	64 C	61	59	63 B	57	61	64	62
Attracting new businesses	64	65	68 B C	63	62	66 B	56	65	65	65

Table 95: Overall Quality of City Services by Respondent Length of Residency, Housing Tenure and Student Status

(Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	80 D	77	80 D	75	80	77	80	78	78

Table 96: Overall Quality of City Services by Gender, Age, Race/Ethnicity and Employment Status

(Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	79	77	78	80	77	80 B	70	78	79	78

Table 97: Ratings of Utility Billing and Utilities Overall by Respondent Length of Residency, Housing Tenure and Student Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Utility billing	73	72	72	68	71	72	74	71	71
Utilities overall	75	75	76	74	75	74	76	75	75

Table 98: Ratings of Utility Billing and Utilities Overall by Gender, Age, Race/Ethnicity and Employment Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Utility billing	73	69	72	68	75 B	73 B	62	71	73	71
Utilities overall	79 B	71	74	74	77	76 B	66	74	76	75

Table 99: City Government Ratings by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Managing and planning for growth	60	57	54	56	58	57	66 B	56	57
Efficient operation of programs and services	74 D	69	71 D	65	70	71	77 B	69	70
Encouraging sustainability in the community	73 D	71	75 D	67	72	70	73	71	71
Overall direction of the City	71 D	68 D	68 D	60	67	67	72 B	66	67
Welcoming resident involvement	70 D	68	65	62	69	65	67	67	67
Listening to residents	68 B C D	60 D	59	53	61	60	66	60	60

Table 100: City Government Ratings by Gender, Age, Race/Ethnicity and Employment Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Managing and planning for growth	59	56	57	56	59	58	57	57	59	57
Efficient operation of programs and services	71	69	72 C	72 C	67	71 B	65	70	69	70
Encouraging sustainability in the community	74 B	69	72	73 C	68	72	69	72	70	71
Overall direction of the City	69 B	65	68	66	64	68 B	60	67	68	67
Welcoming resident involvement	67	67	67	68	66	69 B	58	67	68	67
Listening to residents	63 B	58	61	61	59	63 B	50	61	60	60

Table 101: Contact with City Employees by Respondent Length of Residency, Housing Tenure and Student Status

	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	51%	56%	51%	69% A B C	65% B	47%	33%	60% A	56%

Table 102: Contact with City Employees by Gender, Age, Race/Ethnicity and Employment Status

	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	62% B	51%	49%	62% A	64% A	55%	64%	58%	53%	56%

Table 103: Users Ratings of City Employees by Respondent Length of Residency, Housing Tenure and Student 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).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Courtesy	91 B D	82	87	83	87	85	80	87	86
Promptness	85 D	83	81	77	82	81	82	82	82
Knowledge	83	83	83	78	82	81	78	82	81
Making you feel valued	78 D	74	78	70	75	75	80	75	75
Overall impression	82 D	80	82	75	80	79	78	80	80

Table 104: Users Ratings of City Employees by Gender, Age, 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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Courtesy	85	87	85	87	87	88 B	75	86	88	86
Promptness	81	83	81	82	83	84 B	70	81	84	82
Knowledge	81	82	81	82	82	84 B	71	82	82	81
Making you feel valued	76	75	73	78	76	79 B	54	74	79	75
Overall impression	78	82	79	81	80	83 B	64	79	83	80

Table 105: Non-users Ratings of City Employees by Respondent Length of Residency, Housing Tenure and Student 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).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Courtesy	76	80	80	76	79	77	76	78	78
Promptness in responding to inquiries and service requests	70	74	77 A	72	75	71	71	73	73
Making residents or customers feel valued	72	75	76	72	75	73	73	74	74

Table 106: Non-users Ratings of City Employees by Gender, Age, 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).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Courtesy	81 B	75	78	76	78	78	73	78	76	78
Promptness in responding to inquiries and service requests	75	71	71	72	76	73	68	73	73	73
Making residents or customers feel valued	77	71	74	71	75	74	70	75	70	74

Table 107: Budget Priorities by Respondent Length of Residency, Housing Tenure and Student Status

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Length of residency				Respondent tenure		Full-time or part-time student		
		5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Economy: Includes economic planning and development activities	More effort	33%	48%	41%	42%	40%	39%	33%	41%	40%
	Same effort	63%	46%	50%	53%	52%	59%	57%	55%	55%
	Less effort	4%	5%	10%	4%	8%	2%	9%	5%	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	60%	45%	47%	41%	48%	52%	62%	47%	50%
	Same effort	40%	52%	47%	53%	47%	47%	36%	49%	47%
	Less effort	0%	3%	6%	6%	5%	1%	2%	4%	3%
	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	51%	54%	37%	40%	36%	60%	60%	44%	46%
	Same effort	46%	39%	56%	53%	56%	38%	36%	51%	48%
	Less effort	3%	7%	8%	7%	8%	2%	5%	6%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	19%	14%	22%	29%	22%	20%	11%	23%	22%
	Same effort	79%	86%	77%	70%	77%	78%	85%	76%	77%
	Less effort	2%	0%	1%	1%	1%	2%	4%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	31%	29%	20%	17%	21%	31%	31%	24%	25%
	Same effort	67%	67%	70%	78%	74%	65%	64%	72%	71%
	Less effort	1%	4%	10%	5%	5%	4%	6%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	60%	71%	67%	63%	68%	60%	55%	66%	64%
	Same effort	39%	27%	29%	32%	31%	36%	44%	31%	33%
	Less effort	1%	2%	4%	4%	2%	4%	1%	3%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Length of residency				Respondent tenure		Full-time or part-time student		
		5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with residents and building maintenance and repair	More effort	17%	16%	29%	17%	16%	22%	18%	19%	19%
	Same effort	78%	76%	66%	76%	77%	72%	75%	75%	75%
	Less effort	5%	8%	6%	6%	7%	6%	7%	6%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

*Statistically testing not done.

Table 108: Budget Priorities by Respondent Length of Residency, Housing Tenure and Student Status

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondent gender		Respondent age			Race/ethnicity		Employment status		
		Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Economy: Includes economic planning and development activities	More effort	38%	42%	40%	42%	36%	39%	51%	40%	38%	40%
	Same effort	57%	53%	54%	54%	59%	57%	41%	54%	59%	55%
	Less effort	5%	5%	5%	4%	5%	5%	8%	6%	3%	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	46%	52%	53%	47%	46%	51%	45%	51%	46%	50%
	Same effort	51%	44%	46%	46%	52%	47%	45%	45%	52%	47%
	Less effort	3%	4%	1%	7%	2%	2%	10%	4%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive	More effort	45%	47%	53%	43%	37%	46%	49%	48%	38%	46%
	Same effort	49%	48%	44%	50%	56%	49%	47%	46%	56%	48%
	Less effort	6%	5%	4%	7%	7%	5%	4%	5%	6%	6%

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondent gender		Respondent age			Race/ethnicity		Employment status		
		Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	16%	26%	16%	27%	25%	20%	29%	21%	24%	22%
	Same effort	83%	72%	83%	72%	74%	78%	71%	78%	74%	77%
	Less effort	1%	2%	2%	1%	1%	1%	0%	1%	1%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	29%	21%	30%	24%	15%	25%	28%	26%	21%	25%
	Same effort	68%	74%	66%	72%	78%	72%	63%	70%	72%	71%
	Less effort	4%	5%	3%	4%	7%	4%	9%	3%	7%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	62%	66%	62%	73%	55%	65%	59%	66%	58%	64%
	Same effort	34%	32%	34%	24%	43%	32%	39%	31%	39%	33%
	Less effort	3%	2%	3%	3%	2%	3%	2%	3%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Government: Includes internal support functions, City management, Council, boards	More effort	17%	21%	19%	22%	16%	18%	31%	19%	20%	19%
	Same effort	76%	74%	76%	70%	80%	77%	61%	74%	77%	75%
	Less effort	7%	5%	5%	8%	5%	5%	8%	7%	3%	6%

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
		Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
and commissions, volunteers, technology, communicating with residents and building maintenance and repair	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

*Statistically testing not done.

Table 109: Ratings of Informing Residents by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Informing residents	65	65	64	62	66	62	64	64	64

Table 110: Ratings of Informing Residents by Gender, Age, Race/Ethnicity and Employment Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Informing residents	66	63	62	69 A	64	66 B	55	64	65	64

Table 111: Providing Information and Opportunities to Participate by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Providing opportunities to participate in government activities	68 D	67	66	62	69 B	62	62	66	66
Providing volunteer opportunities to residents	67	68	71	68	71 B	65	69	68	68
Providing emergency information	65	68	71 A	68	70 B	64	66	68	67

Table 112: Providing Information and Opportunities to Participate by Gender, Age, Race/Ethnicity and Employment Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Providing opportunities to participate in government activities	70 B	62	64	68	66	68 B	53	66	65	66
Providing volunteer opportunities to residents	71 B	66	65	72 A	70	70 B	58	68	71	68
Providing emergency information	70 B	65	64	71 A	69 A	69 B	62	67	70	67

Table 113: Sources of Information by Respondent Length of Residency, Housing Tenure and Student 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)	Length of residency				Respondent tenure		Full-time or part-time student		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Fort Collins local cable channel 14 and 881	13%	15%	22% A	32% A B C	23% B	16%	18%	20%	20%
Online video FCTV on www.fcgov.com/FCTV	19%	19%	18%	25%	21%	19%	15%	21%	20%
City's website (www.fcgov.com)	77%	87% A D	82%	75%	86% B	71%	67%	81% A	79%
'City News' (insert with utility bill)	52%	65% A	64% A	78% A B C	72% B	52%	34%	68% A	63%
Newsletters or brochures from City departments	48%	59% A	59% A	77% A B C	68% B	49%	46%	62% A	59%
City employees or departments (e.g., contacting by phone, email or in person)	41%	65% A	63% A	68% A	68% B	43%	39%	59% A	56%
Tracks and Trails (the guide to natural areas activities)	70%	64%	71%	72%	72%	68%	67%	70%	69%
"Recreator" (guide to recreation programs)	60%	74% A	79% A	81% A	82% B	58%	47%	75% A	71%
Word of mouth	89%	91%	91%	93%	90%	91%	88%	91%	91%
Newspaper (print or online)	67% B	57%	72% B	71% B	68%	67%	73%	67%	67%
Radio	57%	55%	57%	55%	55%	58%	55%	57%	56%
Television news	29%	28%	47% A B	60% A B C	47% B	34%	32%	42%	41%
Social media (Facebook, Twitter, Nextdoor, etc.)	74% D	68% D	70% D	56%	62%	75% A	70%	67%	67%
OurCity Platform (ourcity.fcgov.com)	18%	20%	17%	20%	19%	17%	25% B	17%	18%
Engage Platform (engage.fcgov.com)	15%	15%	13%	11%	14%	13%	21% B	12%	14%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	16%	17%	26% A	31% A B	27% B	17%	16%	23%	22%

Table 114: Sources of Information by Gender, Age, 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)	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Fort Collins local cable channel 14 and 881	19%	21%	15%	20%	28% A B	19%	29% A	18%	25%	20%
Online video FCTV on www.fcgov.com/FCTV	22%	20%	22%	20%	18%	20%	21%	21%	17%	20%
City's website (www.fcgov.com)	82%	77%	77%	88% A C	71%	81% B	68%	84% B	63%	79%
'City News' (insert with utility bill)	61%	66%	50%	70% A	80% A B	64%	61%	63%	66%	63%
Newsletters or brochures from City departments	58%	61%	45%	66% A	79% A B	60%	54%	57%	68% A	59%
City employees or departments (e.g., contacting by phone, email or in person)	63% B	50%	41%	69% A	70% A	56%	59%	57%	56%	56%
Tracks and Trails (the guide to natural areas activities)	65%	74% A	67%	73%	70%	69%	72%	72% B	61%	69%
"Recreator" (guide to recreation programs)	70%	72%	58%	83% A	82% A	72%	66%	71%	71%	71%
Word of mouth	91%	91%	92%	92%	89%	92% B	83%	93% B	85%	91%
Newspaper (print or online)	76% B	61%	65%	67%	74% A	70% B	50%	66%	72%	67%
Radio	57%	57%	56%	59%	55%	58% B	45%	58%	51%	56%
Television news	41%	41%	28%	42% A	64% A B	42%	32%	35%	60% A	41%
Social media (Facebook, Twitter, Nextdoor, etc.)	65%	71%	83% B C	65% C	42%	68%	70%	74% B	46%	67%
OurCity Platform (ourcity.fcgov.com)	22% B	16%	20%	15%	19%	17%	32% A	19%	17%	18%

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 gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Engage Platform (engage.fcgov.com)	17% B	11%	15%	14%	11%	13%	22% A	13%	14%	14%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	24%	20%	18%	28% A	24%	21%	31%	22%	22%	22%

Appendix D: Comparisons of Select Questions by Area of Residence

Average ratings for select survey questions are compared by the six geographic areas and six Council Districts of residence in the following tables. For each pair of subgroups that has a statistically significant difference, an upper case letter denoting significance is shown in the category with the larger column proportion.

For example, in Table 115 on the following page, residents who lived in the Southwest area of Fort Collins (F) gave the lowest scores to the city as a place to live than respondents from other areas of the city (A, B, C, D and E). For this same question, survey participants who lived in Council District 3 (C) awarded statistically higher ratings than residents in Districts 4 (D), 5 (D) and 6 (F), but did not provide ratings that were statistically different from respondents who lived in Districts 1 (A) and 2 (B).

Table 115: Aspects of Quality of Life and Community by Area of Residence

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).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall, as a place to live	88 F	89 F	92 D E F	87 F	86 F	80	88	88	92 D E F	84	88	86	88
Availability of affordable quality housing	29	27	40 A B E F	37 A B E	27	29	28	29	39 A B D E F	29	27	33	32
Quality of public schools	76 F	79 F	85 A B D E F	78 F	78 F	65	77	79	85 A D	73	79	78	78
As a place to raise children	85 F	84 F	88 D E F	80	79	76	88 D E F	82	88 B D E F	77	80	80	83
As a place to retire	79 E	73	78 D E	71	68	69	79 D	73	76 D	67	72	71	73
Openness and acceptance of the community toward people of diverse backgrounds	65 F	69 F	71 E F	71 E F	64 F	53	67 D	68 D	72 D	59	67 D	66 D	67

Table 116: Resident Loyalty by Area of Residence

Please indicate how likely or unlikely you are to do each of the following:(Average rating 0=very unlikely, 100=very likely).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Recommend living in Fort Collins to someone who asks	83 B E F	75	88 B D E F	81 E F	74	68	82 D	75	88 B D F	70	81 D	78 D	79
Remain in Fort Collins for the next five years	78	78	89 A B D E F	72	74	77	78	79	88 A B D E F	75	72	72	77

Table 117: Quality of Neighborhoods by Area of Residence

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Your neighborhood as a place to live	79	85 A E	92 A B D E F	81	79	80	80	86 A D F	91 A D E F	78	82	79	83
Your neighborhood as a place to raise children	72	78	87 A B D E	73	76	80	74	78	87 A B D E F	79	75	72	78

Table 118: Access in Neighborhood to Everyday Needs by Area of Residence

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	74 F	88 A D E F	84 A D E F	75 F	77 F	65	77 D	89 A D E F	84 A D F	71	80 D F	74	80

Table 119: Ratings of Neighborhood-related Services by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Code enforcement (weeds, rubbish/trash, etc.)	69 E F	64 F	69 E F	65 F	61	52	70 D F	64 D	67 D	56	67 D	60	64
Noise enforcement	68 B	58	69 B D F	61	64	57	66 F	59	68 B F	61	67 B F	56	63
Residential property maintenance	71 F	68 F	75 B D E F	66 F	68 F	56	67	71 F	74 D E F	65	66	63	68

Table 120: Community Engagement by Area of Residence

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Visited a neighborhood park or City park	97%	94%	95%	92%	96%	99%	97%	93%	95%	98%	94%	95%	95%
Attended a neighborhood-sponsored event	38%	48% E	51% E	53% A E	36%	65% A B E	38%	52% A E	47%	49% E	35%	58% A E	47%
Attended a government-organized event (open house, City Council session, forum, etc.)	33% C	30% C	17%	34% C	29% C	22%	32% C	31% C	15%	20%	36% C D	36% C D	29%
Carpooled with other adults or children instead of driving alone	61% C	48%	45%	64% B C	58% C	56%	60% C D	48%	41%	46%	65% B C D	63% B C D	55%
Volunteered your time to some group/activity in Fort Collins	54%	58%	54%	64%	64%	62%	54%	60%	51%	56%	70% A C D	65% C	60%

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Talked to or visited with your immediate neighbors	90%	95%	90%	90%	96% C D	95%	93%	95% C	88%	95%	95%	92%	93%
Done a favor for a neighbor	82% C	84% C D	70%	74%	83% C D	94% C D	83% C E	85% C E	69%	94% A C E F	72%	76%	80%

Table 121: Overall Safety in City by Area of Residence

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).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall safety of residents	81	82	87 A B D E F	80	80	76	81	82	87 A B D F	79	83	78	81

Table 122: Ratings of Personal Safety by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Downtown Fort Collins during the day	88	87	87	89 E	84	88	87	88	87	84	88	88	87
Downtown Fort Collins at night	68	68	69 F	71 F	67	60	67	67	70 D	63	69	70 D	68
Your neighborhood during the day	92	91	94 E F	91	90	88	92	91	95 B D F	89	91	91	91
Your neighborhood at night	79	81 E	87 A B D E F	77	76	77	79	81 F	87 A B D E F	76	78	74	79
Parks	79 F	77 F	80 E F	80 E F	74 F	65	79 D	75 D	82 B D	69	78 D	80 D	77
Natural areas/open spaces	79 F	78 F	81 F	81 E F	77 F	69	78 D	77 D	81 D	72	81 D	80 D	79
Recreation facilities	84	85 E	87 E	86 E	81	82	83	85	88 A D E	81	81	86 D E	84
Trails	77 F	75 F	79 F	80 B F	77 F	63	78 D	73	80 B D	71	80 B D	78 D	77
Fort Collins overall during the day	90 B E F	85	87 F	86 F	86	81	88 D	85	87	84	86	86	86
Fort Collins overall at night	75 F	70 F	74 F	71 F	71 F	62	75 B D	69	75 B D	66	72 D	70	71

Table 123: Community Safety Services Ratings by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	72	75	75	79 F	76	68	71	76	75	74	78	77	75
Disaster response and restoration of services	77 F	74	76 F	78 F	76 F	65	76	74	76	73	79	76	75
Fire prevention/ education	77 F	72 F	77 F	78 F	75 F	60	72	75 D	76 D	68	79 D	75	75
Fire response time	78	81	84	80	83	82	76	84 A	83 A	81	86 A	79	81
Fire services overall	80	82	85 D	78	80	83	77	84 A E	85 A E	81	77	81	81
Crime prevention	69 F	70 F	75 F	71 F	71 F	57	68	72	75 A D	66	70	70	70
Police patrol	72 F	70 F	75 E F	72 F	67 F	58	70 D	71 D	75 D F	63	71 D	68	70
Traffic enforcement	63 F	62 F	66 F	64 F	65 F	44	62	62	66 D	57	65 D	61	63
Police visibility	72 F	71 F	75 E F	73 F	68 F	57	73 D	70 D	75 D	62	73 D	69 D	71

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Police response time	74	70	76	74	73	75	71	70	76	72	77 F	69	73
Police services overall	76 F	72 F	78 B F	73 F	72 F	58	75 D	72 D	77 D	63	74 D	71 D	73
Animal control	70	64	75 B D F	68	73 B F	60	69	65	73 B	70	70	67	69
Business property maintenance	77 B D F	69	80 B D F	70	74 B F	65	74 F	70	78 B F	72	74 F	66	72
Natural Areas Ranger services	82	79	80	77	82 D	80	81	80	79	81	81	76	80

Table 124: Ratings of Safety-related Utility Services by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Electric services	83 F	79	83 F	79	78	71	83 D F	80	81	76	80	76	79
Storm drainage	78 D	75 D	80 D	69	74	77	77 F	75 F	80 F	73 F	76 F	66	75

Table 125: Overall Quality of the Environment by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall quality of environment	77	79 F	82 F	80 F	78 F	70	78	78	83 D F	76	79	78	79

Table 126: Aspects of the Environment by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Community's visual attractiveness	83	83	84	85	83	91 B C E	84	83	83	85	85	83	84
Air quality	69	71	78 A B D F	71	73	68	69	71	78 A B E F	73	70	70	72
Recycling programs	76 F	76 F	78 F	79 F	78 F	66	77	73	80 B	75	78	76	77
Conservation efforts	73 F	74 F	79 B F	80 A B F	76 F	64	73	73	81 A B D	73	78	77	76

Table 127: Ratings of Environment-related Utility Services by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Drinking water	87 D	88 D	91 D E	82	85	87	87 F	90 D F	90 D F	84	88 F	80	87
Sewer services	79	82	83	78	80	82	80	82	82	78	83 F	77	81

Table 128: Transportation Ratings by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Ease of driving	58 F	54	60 F	58 F	56 F	45	58	54	60	54	57	54	56
Ease of traveling by public transportation	56	54	54	65 A B C F	59	52	55	55	53	57	61	59	58
As a walkable city	72 B F	64 F	65 F	75 B C E F	67 F	53	72 B C D	63	65	62	70 B D	72 B C D	68
Ease of traveling by bicycle	82	79	78	88 B C E F	80	75	82 C	79	76	76	83 C D	88 A B C D	81
Availability of parking Downtown	55	49	53	48	49	52	54 D	50	52	46	53 D	47	51
Level of traffic congestion	37	36	39	41	36	32	38	36	39	34	40	35	38
Street maintenance	70 B E F	63 F	68 F	64 F	63 F	53	68 D F	63	67 D F	59	64	61	64

Table 129: Community Aspects of Culture and Recreation by Area of Residence

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).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Quality of arts and cultural opportunities	67	70 F	71 F	75 A B F	75 A F	61	67	72	69	68	78 A B C D	74 A	72
Quality of recreational opportunities	87	84	89 B	87	85	82	88 B	83	88	83	88	86	86
Quality of public library services	83	82	86 D	79	83	86	82	82	87 B F	85 F	83	78	82

Table 130: Ratings of Parks, Recreational and Cultural Programs and Facilities by 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						Council District						Overall
	Northeast	East Central	Southeast	Northwest/ CSU	West Central	Southwest	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Natural areas and open space	89	87	88	89	88	87	88	87	89	87	88	90	88
Recreational trails	87	90	90	89	89	88	88	90	90	88	88	91	89
Parks	84	88	90 A	90 A	87	90	85	88	89	87	88	91 A	88
Cemeteries	79	75	77	79	79	70	78	75	77	76	79	79	78
Golf courses	77 F	78 F	77 F	76 F	84 D F	56	76	80	76	78	75	80	78
Athletic fields	75	77	81	77	80	75	74	77	82 A E	83 A E F	75	77	78
Northside Aztlan Community Center	82	81	84 D	78	83 D	82	81	81	83	84	78	80	81
Fort Collins Senior Center	87 B D	79	88 B D	77	83	86 D	84 E	81	87 B E	86 E	75	81	82
Edora Pool Ice Center (EPIC)	82	78	83	79	78	82	80	78	84 E	83 E	73	81 E	80
Foothills Activity Center	77	76	85 B D E	75	76	76	80	74	85 B E F	80 E	71	76	78
Mulberry Pool	72	67	82 A B D E F	72	72	65	69	68	82 A B D E F	71	69	70	72
The Farm at Lee Martinez Park	84	80	85 D	79	81	82	82 E	81 E	84 E	84 E	74	81 E	81

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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
The Gardens on Spring Creek	86	84	87 D	80	87 D	86	85	84	87	85	85	81	85
Pottery studio	74	72	84 B D	75	76	74	77	73	83 B E	79	71	76	76
Art in Public Places program	85 C	79	77	83	85 B C	81	85 B C	77	77	84 B C	83	83	82
Lincoln Center programs	83	79	80	81	85 B F	76	79	81	80	82	84	81	81
Fort Collins Museum of Discovery	83	83	88	85	83	85	82	84	88 A E	84	82	87	85
Adult recreation programs	72	75	79	75	76	79	72	76	78	77	76	76	76
Senior recreation programs	78	74	81	75	78	81	78	74	80	78	76	77	77
Youth/teen recreation programs	73	72	80 B	78	76	77	75	72	79	73	80 B	76	76

Table 131: Ratings of City as a Place to Work by Area of Residence

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).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
As a place to work	80 B E F	74	80 B E F	77	73	71	79 B D	73	81 B D F	70	77 D	73	76

Table 132: Community Aspects of Economic Health by Area of Residence

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).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Quality of shopping opportunities	78 F	73 F	75 F	72 F	72 F	61	76 D F	73 D	76 D F	66	77 D F	70	73
Quality of dining opportunities	80 F	81 F	85 F	84 F	84 F	69	79	81	86 A D	76	88 A B D F	82	82
Quality of entertainment opportunities	79 F	73 F	75 F	78 F	76 F	59	78 B D	72	75 D	67	82 B C D F	76 D	75
Availability of job opportunities	61 E	61 E	58 E	59 E	52	60	62 E	58	60 E	55	53	55	58
Availability of quality healthcare	78 F	80 D F	83 D E F	73	77 F	69	79 F	79 F	84 D E F	76	75	73	77

Table 133: Business Support and Promotion of Economic Health by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Support of businesses	70	68	66	72	73 C	66	71	68	65	69	76 B C F	68	70
Promotion of the economic health of Fort Collins	70	64	69	71 B	69	70	67	65	69	71 B	70	67	68

Table 134: Business Health by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Encouraging a variety of businesses	66	65	65	68	69	61	68	63	66	66	72 B F	63	66
Retaining existing businesses	59	59	61	65 B	63	62	59	58	62	67 A B F	62	59	62
Attracting new businesses	64 F	63 F	60	68 C F	70 B C F	52	63	62	61	63	72 A B C D F	65	65

Table 135: Overall Quality of City Services by Area of Residence

(Average rating 0=very bad, 100=very good).	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	79	76	81 B F	79	77	73	79	76	81 B	76	78	78	78

Table 136: Ratings of Utility Billing and Utilities Overall by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Utility billing	75	69	73	72	70	73	74 D	69	73	66	77 B D F	68	71
Utilities overall	78	73 B	78	75	72	72	78 B D	72	77 D	69	78 B D	73	75

Table 137: City Government Ratings by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Managing and planning for growth	54	58	59	61	56	52	55	59	57	57	57	56	57
Efficient operation of programs and services	72 F	69 F	69 F	74 F	70 F	58	72 D	69	68	65	75 B C D	69	70
Encouraging sustainability in the community	73 F	71 F	72 F	73 F	70 F	61	73	72	70	68	72	69	71
Overall direction of the City	70 F	64 F	67 F	69 F	68 F	55	70	63	66	64	70 B	64	67
Welcoming resident involvement	71 F	66	69 F	63	71 D F	56	70 F	65	69 F	64	71 F	60	67
Listening to residents	64 F	58	63 F	62 F	60	50	63 F	58	63 F	57	65 F	54	60

Table 138: Contact with City Employees by Area of Residence

	Geographic area of residence						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	60%	60% C	46%	52%	61% C	59%	62% C	59% C	46%	63% C	54%	61% C	56%

Table 139: Users Ratings of City Employees by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Courtesy	88 E	90 E	87 E	88 E	78	89 E	87	91 D E	86	82	81	86	86
Promptness	84	85 E	84	81	77	75	83	86 E F	84	80	76	78	82
Knowledge	89 E F	84 E F	84 F	83 E F	76 F	63	88 D E	85 D	83 D	72	77	82 D	81
Making you feel valued	79	75	76	79	71	72	78	76	75	70	77	76	75
Overall	88	83	80	82	73	67	85	84	79	70	78	79	80

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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
impression	E F	E F	F	E F			D	D				D	

Table 140: Non-users Ratings of City Employees by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Courtesy	75	78	79	74	81	78	76	78	79	79	81 F	72	78
Promptness in responding to inquiries and service requests	69	73	77	70	74	67	71	74	76	73	72	69	73
Making residents or customers feel valued	66	75	76	69	77	76	68	75	76 F	74	80 A F	65	74

Table 141: Question 13 by 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.		Geographic area of residence						Council District						Overall
		North-east	East Central	South-east	North-west/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
Economy:	More effort	23%	42%	56%	36%	40%	27%	31	54	54	34	36	41	40%
	Same effort	70%	53%	42%	59%	52%	66%	63	70	42	49	61	59	55%
	Less effort	7%	5%	2%	5%	7%	6%	6	8	1	7	5	6	5%
	Total	100%	100%	100%	100%	100%	100%	100	131	96	91	102	106	100%
Environ-ment:	More effort	56%	43%	47%	51%	55%	51%	59	61	45	51	52	64	50%
	Same effort	42%	50%	50%	49%	44%	37%	51	67	51	36	49	52	47%
	Less effort	2%	7%	3%	0%	2%	12%	3	10	4	6	0	0	3%
	Total	100%	100%	100%	100%	100%	100%	112	137	100	93	102	117	100%
Neighbor-hoods:	More effort	61%	47%	37%	53%	40%	22%	63	59	41	31	42	65	46%
	Same effort	34%	48%	60%	40%	56%	59%	44	69	53	52	57	41	48%
	Less effort	5%	5%	3%	7%	4%	19%	5	7	3	11	1	10	6%
	Total	100%	100%	100%	100%	100%	100%	112	135	98	94	101	115	100%
Safety:	More effort	21%	26%	23%	16%	17%	40%	20	38	24	25	14	19	22%
	Same effort	79%	73%	76%	80%	82%	60%	89	94	74	65	89	87	77%
	Less effort	0%	1%	1%	3%	1%	0%	0	1	1	0	2	5	1%
	Total	100%	100%	100%	100%	100%	100%	109	133	99	90	105	112	100%
Culture, Parks & Recrea-tion:	More effort	25%	21%	24%	25%	31%	26%	28	29	21	25	36	27	25%
	Same effort	73%	74%	75%	72%	61%	66%	79	97	77	57	64	83	71%
	Less effort	2%	5%	1%	3%	7%	8%	3	6	1	11	3	3	4%
	Total	100%	100%	100%	100%	100%	100%	110	132	100	93	103	112	100%
Transport-ation:	More effort	56%	64%	77%	56%	65%	74%	61	90	76	61	68	69	64%
	Same effort	44%	29%	20%	42%	34%	26%	45	39	18	31	35	46	33%
	Less effort	0%	7%	3%	1%	1%	0%	2	9	4	1	0	1	3%
	Total	100%	100%	100%	100%	100%	100%	109	138	98	94	103	116	100%
General Govern-ment:	More effort	15%	20%	15%	22%	19%	24%	22	22	14	15	19	24	19%
	Same effort	73%	73%	78%	76%	74%	70%	75	96	75	59	79	74	75%
	Less effort	11%	6%	7%	2%	7%	6%	10	8	7	11	2	0	6%
	Total	100%	100%	100%	100%	100%	100%	106	126	96	85	100	99	100%

*Statistical testing not done.

Table 142: Ratings of Informing Residents by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Informing residents	67	62	66	63	66	57	65	62	66 F	63	68 F	59	64

Table 143: Providing Information and Opportunities to Participate by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Providing opportunities to participate in government activities	75 B C D E	64	64	62	67	69	72 B C F	64	63	66	68	61	66
Providing volunteer opportunities to residents	69	67	68	70 F	70 F	60	69	67	67	66	71	68	68
Providing emergency information	66 F	67 F	69 F	68 F	70 F	55	67	66	69	64	70	66	67

Table 144: Question 14 by 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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Fort Collins local cable channel 14 and 881	13%	25% A D	23%	16%	19%	20%	19%	25%	21%	18%	20%	16%	20%
Online video FCTV on www.fcgov.com/FCTV	38% B C D E F	20%	14%	15%	23%	14%	37% B C D E F	17%	14%	24% F	19%	13%	20%
City's website (www.fcgov.com)	85% D	78%	79%	71%	82% D	91% D	83%	78%	78%	85%	84%	74%	79%
'City News' (insert with utility bill)	59%	71% D E	66%	57%	60%	64%	61%	73% A E	65%	67% E	52%	68% E	63%
Newsletters or brochures from City departments	69% D	61%	59%	52%	61%	54%	65% F	64% F	56%	60%	64% F	50%	59%
City employees or departments (e.g., contacting by phone, email or in person)	61% C D	62% C D	47%	47%	61% C D	71% C D	60% C F	63% C F	46%	72% C E F	55%	47%	56%
Tracks and Trails (the guide to natural areas activities)	72%	72% C	61%	64%	77% C D	63%	75% C F	71% C	59%	72%	79% C F	61%	69%
"Recreator" (guide to recreation programs)	77% E	75% E	74%	66%	63%	81% E	79% E F	75% E	72%	78% E	62%	66%	71%
Word of mouth	93%	90%	90%	89%	91%	93%	94%	89%	90%	88%	91%	93%	91%
Newspaper (print or online)	59%	64%	68%	70%	71%	78% A	65%	61%	66%	69%	74% B	72%	67%
Radio	54%	54%	60%	56%	59%	56%	56%	53%	58%	56%	60%	57%	56%
Television news	31%	47% A D E	51% A D E	36%	34%	45%	34%	48% A E F	51% A E F	42%	35%	32%	41%
Social media (Facebook, Twitter, Nextdoor, etc.)	69% F	62% F	70% F	72% B F	70% F	44%	68% D	62%	70% D	53%	79% B D	70% D	67%
OurCity Platform (ourcity.fcgov.com)	19%	19%	17%	19%	19%	13%	20%	19%	16%	19%	20%	15%	18%
Engage Platform (engage.fcgov.com)	22% B C E	12%	7%	19% C	12%	11%	15%	14%	7%	15%	18% C	14%	14%

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						Council District						Overall
	North-east	East Central	South-east	Northwest/ CSU	West Central	South-west	District 1	District 2	District 3	District 4	District 5	District 6	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	21%	24%	26%	23%	18%	16%	22%	26%	23%	20%	18%	21%	22%

Appendix E: 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. 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.

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[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.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 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 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 communities in 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 "no opinion"	Step1: Remove "don't know" responses	Total without "no opinion"	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
No opinion	2%		--			
Total	100%		100%			70

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

0%	3%	26%	53%	15%

| 0 Very | 25 Bad | 50 Average | 70 | 75 Good | 100 Very good |
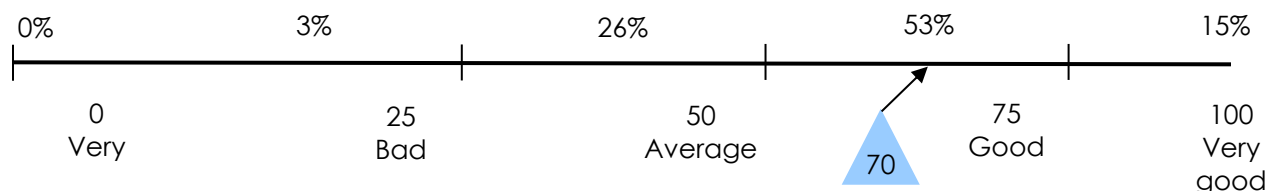
Interpreting the Results

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.

Comparisons are provided at the national level and to other communities in Colorado's Front Range.

National Benchmarks

Table 145: 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	88	129	382	Higher
Availability of affordable quality housing	32	264	296	Much lower
Quality of public schools	78	106	264	Higher
As a place to raise children	83	165	371	Similar
As a place to retire	73	119	346	Higher
Openness and acceptance of the community toward people of diverse backgrounds	67	109	286	Similar
Overall quality of life in Fort Collins	82	157	445	Higher

Table 146: Recommend Living and Remain in City Benchmarks

Please indicate how likely or unlikely you are to do each of the following	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Recommend living in Fort Collins to someone who asks	86	163	281	Similar
Remain in Fort Collins for the next five years	82	185	273	Similar

Table 147: 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	139	305	Similar

Table 148: Neighborhood-related 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
Code enforcement (weeds, rubbish/trash, etc.)	64	87	380	Much higher
Electric services	79	4	7	Similar
Storm drainage	75	57	345	Much higher

Table 149: Community Engagement Benchmarks

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Visited a neighborhood park or City park	95	8	263	Much higher
Carpooled with other adults or children instead of driving alone	55	29	232	Much higher
Volunteered your time to some group/activity in Fort Collins	60	21	258	Much higher
Talked to or visited with your immediate neighbors	93	82	236	Similar
Done a favor for a neighbor	80	151	231	Similar

Table 150: 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	155	341	Similar

Table 151: 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	91	82	308	Higher
Your neighborhood at night	79	13	36	Much higher
Downtown Fort Collins during the day	87	233	348	Similar
Downtown Fort Collins at night	68	44	50	Much lower
Parks	77	6	11	Similar

Table 152: 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)	75	31	272	Much higher
Fire prevention/education	75	182	277	Similar
Fire response time	81	Not available	Not available	Not available
Fire services overall	81	301	379	Lower
Crime prevention	70	180	355	Similar
Traffic enforcement	63	247	364	Similar
Police visibility	71	Not available	Not available	Not available
Police response time	73	4	8	Similar
Police services overall	73	336	454	Lower
Animal control	69	123	335	Higher

Table 153: 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	84	57	349	Much higher
Air quality	72	162	241	Similar
Recycling programs	77	203	352	Similar
Overall quality of environment	79	120	270	Similar

Table 154: 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	87	20	308	Much higher
Sewer services	81	70	314	Higher

Table 155: 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	56	248	298	Much lower
Ease of traveling by public transportation	58	13	22	Similar
As a walkable city	68	148	298	Similar
Ease of traveling by bicycle	81	11	298	Much higher
Availability of parking Downtown	51	162	216	Much lower
Level of traffic congestion	38	311	334	Much lower
Street maintenance	64	94	381	Much higher

Table 156: 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	72	85	288	Higher
Quality of recreational opportunities	86	18	289	Much higher
Quality of public library services	82	171	332	Similar

Table 157: 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	6	227	Much higher
Recreational trails	89	3	10	Higher
Parks	88	47	318	Much higher
Cemeteries	78	Not available	Not available	Not available
Athletic fields	78	4	5	Similar
Fort Collins Senior Center	82	Not available	Not available	Not available
Fort Collins Museum of Discovery	85	Not available	Not available	Not available
Adult recreation programs	76	107	318	Higher
Youth/teen recreation programs	76	Not available	Not available	Not available

Table 158: 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	73	76	289	Much higher
Availability of job opportunities	58	94	302	Higher
Availability of quality healthcare	77	30	253	Much higher
As a place to work	76	80	351	Much higher

Table 159: 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?	78	104	420	Higher

Table 160: 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	71	101	221	Similar
Utilities overall	75	113	177	Similar

Table 161: 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
Welcoming resident involvement	67	52	315	Much higher
Listening to residents	60	6	17	Higher
Managing and planning for growth	57	3	6	Similar
Overall direction of the City	67	102	309	Higher

Table 162: 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?	56	33	315	Much higher

Table 163: 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	86	9	17	Similar
Promptness	82	Not available	Not available	Not available
Knowledge	81	28	44	Similar
Overall impression	80	85	372	Higher

Table 164: City Communications 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
Informing residents	64	9	12	Similar
Providing opportunities to participate in government activities	66	150	269	Similar
Providing volunteer opportunities to residents	68	166	258	Similar

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
Airway Heights city, WA 6,114
Albany city, OR...............................50,158
Albemarle County, VA 98,970
Albert Lea city, MN 18,016
Alexandria city, VA 139,966
Algonquin village, IL.......................30,046
Aliso Viejo city, CA 47,823
American Canyon city, CA 19,454
Ames city, IA 58,965
Ankeny city, IA................................45,582
Ann Arbor city, MI.........................113,934
Apache Junction city, AZ 35,840
Arapahoe County, CO 572,003
Arkansas City city, AR 366
Arlington city, TX 365,438
Arvada city, CO 106,433
Asheville city, NC...........................83,393
Ashland city, OR 20,078
Ashland town, MA..........................16,593
Ashland town, VA............................7,225
Aspen city, CO 6,658
Athens-Clarke County, GA 115,452

Auburn city, AL 53,380
Augusta CCD, GA........................134,777
Aurora city, CO............................325,078
Austin city, TX...............................790,390
Avon town, CO................................6,447
Avon town, IN 12,446
Avondale city, AZ 76,238
Azusa city, CA................................46,361
Bainbridge Island city, WA.............23,025
Baltimore city, MD 620,961
Bartonville town, TX 1,469
Battle Creek city, MI.......................52,347
Bay City city, MI 34,932
Bay Village city, OH 15,651
Baytown city, TX..............................71,802
Bedford city, TX 46,979
Bedford town, MA 13,320
Bellevue city, WA..........................122,363
Bellingham city, WA 80,885
Benbrook city, TX 21,234
Bend city, OR 76,639
Bethlehem township, PA 23,730
Bettendorf city, IA............................33,217

Billings city, MT	104,170
Bloomington city, IN	80,405
Bloomington city, MN	82,893
Blue Springs city, MO	52,575
Boise City city, ID	205,671
Bonner Springs city, KS	7,314
Boone County, KY	118,811
Boulder city, CO	97,385
Bowling Green city, KY	58,067
Bozeman city, MT	37,280
Brentwood city, MO	8,055
Brentwood city, TN	37,060
Brighton city, CO	33,352
Brighton city, MI	7,444
Bristol city, TN	26,702
Broken Arrow city, OK	98,850
Brookline CDP, MA	58,732
Brooklyn Center city, MN	30,104
Brooklyn city, OH	11,169
Broomfield city, CO	55,889
Brownsburg town, IN	21,285
Buffalo Grove village, IL	41,496
Burlingame city, CA	28,806
Cabarrus County, NC	178,011
Cambridge city, MA	105,162
Canandaigua city, NY	10,545
Cannon Beach city, OR	1,690
Cañon City city, CO	16,400
Canton city, SD	3,057
Cape Coral city, FL	154,305
Carlisle borough, PA	18,682
Carlsbad city, CA	105,328
Carroll city, IA	10,103
Cartersville city, GA	19,731
Cary town, NC	135,234
Castine town, ME	1,366
Castle Rock town, CO	48,231
Cedar Hill city, TX	45,028
Cedar Rapids city, IA	126,326
Celina city, TX	6,028
Centennial city, CO	100,377
Chandler city, AZ	236,123
Chandler city, TX	2,734
Chanhassen city, MN	22,952
Chapel Hill town, NC	57,233
Chardon city, OH	5,148
Charles County, MD	146,551
Charlotte city, NC	731,424
Charlotte County, FL	159,978
Charlottesville city, VA	43,475
Chattanooga city, TN	167,674
Chautauqua town, NY	4,464
Chesterfield County, VA	316,236
Clackamas County, OR	375,992
Clarendon Hills village, IL	8,427
Clayton city, MO	15,939
Clearwater city, FL	107,685
Cleveland Heights city, OH	46,121
Clinton city, SC	8,490
Clive city, IA	15,447
Clovis city, CA	95,631
College Park city, MD	30,413
College Station city, TX	93,857
Colleyville city, TX	22,807
Columbia city, MO	108,500
Columbia city, SC	129,272
Columbia Falls city, MT	4,688
Commerce City city, CO	45,913
Concord city, CA	122,067
Concord town, MA	17,668
Conshohocken borough, PA	7,833
Coolidge city, AZ	11,825
Coon Rapids city, MN	61,476
Copperas Cove city, TX	32,032
Coral Springs city, FL	121,096
Coronado city, CA	18,912
Corvallis city, OR	54,462
Cottonwood Heights city, UT	33,433
Creve Coeur city, MO	17,833
Cupertino city, CA	58,302
Dacono city, CO	4,152
Dakota County, MN	398,552
Dallas city, OR	14,583
Dallas city, TX	1,197,816
Danville city, KY	16,218
Dardenne Prairie city, MO	11,494
Darien city, IL	22,086
Davenport city, FL	2,888
Davidson town, NC	10,944
Dayton city, OH	141,527
Dayton town, WY	757
Dearborn city, MI	98,153
Decatur city, GA	19,335
Del Mar city, CA	4,161
DeLand city, FL	27,031
Delaware city, OH	34,753
Denison city, TX	22,682
Denton city, TX	113,383
Denver city, CO	600,158
Des Moines city, IA	203,433
Des Peres city, MO	8,373
Destin city, FL	12,305
Dover city, NH	29,987
Dublin city, CA	46,036
Dublin city, OH	41,751
Duluth city, MN	86,265
Durham city, NC	228,330
Durham County, NC	267,587

Dyer town, IN	16,390	Grand Blanc city, MI	8,276
Eagan city, MN	64,206	Grants Pass city, OR	34,533
Eagle Mountain city, UT	21,415	Grass Valley city, CA	12,860
Eagle town, CO	6,508	Greeley city, CO	92,889
Eau Claire city, WI	65,883	Greenville city, NC	84,554
Eden Prairie city, MN	60,797	Greenwich town, CT	61,171
Eden town, VT	1,323	Greenwood Village city, CO	13,925
Edgerton city, KS	1,671	Greer city, SC	25,515
Edgewater city, CO	5,170	Gunnison County, CO	15,324
Edina city, MN	47,941	Haltom City city, TX	42,409
Edmond city, OK	81,405	Hamilton city, OH	62,477
Edmonds city, WA	39,709	Hamilton town, MA	7,764
El Cerrito city, CA	23,549	Hampton city, VA	137,436
El Dorado County, CA	181,058	Hanover County, VA	99,863
El Paso de Robles city, CA	29,793	Harrisburg city, SD	4,089
Elk Grove city, CA	153,015	Harrisonburg city, VA	48,914
Elko New Market city, MN	4,110	Harrisonville city, MO	10,019
Elmhurst city, IL	44,121	Hastings city, MN	22,172
Englewood city, CO	30,255	Hayward city, CA	144,186
Erie town, CO	18,135	Henderson city, NV	257,729
Escambia County, FL	297,619	Herndon town, VA	23,292
Estes Park town, CO	5,858	High Point city, NC	104,371
Euclid city, OH	48,920	Highland Park city, IL	29,763
Fairview town, TX	7,248	Highlands Ranch CDP, CO	96,713
Farmers Branch city, TX	28,616	Homer Glen village, IL	24,220
Farmersville city, TX	3,301	Honolulu County, HI	953,207
Farmington Hills city, MI	79,740	Hooksett town, NH	13,451
Farmington town, CT	25,340	Hopkins city, MN	17,591
Fayetteville city, NC	200,564	Hopkinton town, MA	14,925
Fernandina Beach city, FL	11,487	Hoquiam city, WA	8,726
Flagstaff city, AZ	65,870	Horry County, SC	269,291
Flower Mound town, TX	64,669	Howard village, WI	17,399
Forest Grove city, OR	21,083	Hudson town, CO	2,356
Fort Collins city, CO	143,986	Huntley village, IL	24,291
Franklin city, TN	62,487	Hurst city, TX	37,337
Frederick town, CO	8,679	Hutchinson city, MN	14,178
Fremont city, CA	214,089	Hutto city, TX	14,698
Friendswood city, TX	35,805	Independence city, MO	116,830
Fruita city, CO	12,646	Indianola city, IA	14,782
Gahanna city, OH	33,248	Indio city, CA	76,036
Gaithersburg city, MD	59,933	Iowa City city, IA	67,862
Galveston city, TX	47,743	Irving city, TX	216,290
Gardner city, KS	19,123	Issaquah city, WA	30,434
Georgetown city, TX	47,400	Jackson city, MO	13,758
Germantown city, TN	38,844	Jackson County, MI	160,248
Gilbert town, AZ	208,453	James City County, VA	67,009
Gillette city, WY	29,087	Jefferson County, NY	116,229
Glen Ellyn village, IL	27,450	Jefferson Parish, LA	432,552
Glendora city, CA	50,073	Johnson City city, TN	63,152
Glenview village, IL	44,692	Johnston city, IA	17,278
Golden city, CO	18,867	Jupiter town, FL	55,156
Golden Valley city, MN	20,371	Kalamazoo city, MI	74,262
Goodyear city, AZ	65,275	Kansas City city, KS	145,786
Grafton village, WI	11,459	Kansas City city, MO	459,787

Keizer city, OR	36,478	Macomb County, MI	840,978
Kenmore city, WA	20,460	Manassas city, VA	37,821
Kennedale city, TX	6,763	Manhattan Beach city, CA	35,135
Kent city, WA	92,411	Manhattan city, KS	52,281
Kerrville city, TX	22,347	Mankato city, MN	39,309
Kettering city, OH	56,163	Maple Grove city, MN	61,567
Key West city, FL	24,649	Maplewood city, MN	38,018
King City city, CA	12,874	Maricopa County, AZ	3,817,117
Kirkland city, WA	48,787	Marion city, IA	34,768
Kirkwood city, MO	27,540	Mariposa County, CA	18,251
Knoxville city, IA	7,313	Marshfield city, WI	19,118
La Plata town, MD	8,753	Martinez city, CA	35,824
La Vista city, NE	15,758	Marysville city, WA	60,020
Laguna Niguel city, CA	62,979	Matthews town, NC	27,198
Lake Forest city, IL	19,375	Maui County, HI	154,834
Lake in the Hills village, IL	28,965	McAllen city, TX	129,877
Lake Stevens city, WA	28,069	McKinney city, TX	131,117
Lake Worth city, FL	34,910	McMinnville city, OR	32,187
Lake Zurich village, IL	19,631	Menlo Park city, CA	32,026
Lakeville city, MN	55,954	Menomonee Falls village, WI	35,626
Lakewood city, CO	142,980	Mercer Island city, WA	22,699
Lakewood city, WA	58,163	Meridian charter township, MI	39,688
Lancaster County, SC	76,652	Meridian city, ID	75,092
Lane County, OR	351,715	Merriam city, KS	11,003
Lansing city, MI	114,297	Mesa city, AZ	439,041
Laramie city, WY	30,816	Mesa County, CO	146,723
Larimer County, CO	299,630	Miami Beach city, FL	87,779
Las Cruces city, NM	97,618	Miami city, FL	399,457
Las Vegas city, NM	13,753	Middleton city, WI	17,442
Lawrence city, KS	87,643	Midland city, MI	41,863
Lawrenceville city, GA	28,546	Milford city, DE	9,559
Lee's Summit city, MO	91,364	Milton city, GA	32,661
Lehi city, UT	47,407	Minneapolis city, MN	382,578
Lenexa city, KS	48,190	Minnetrista city, MN	6,384
Lewisville city, TX	95,290	Missouri City city, TX	67,358
Lewisville town, NC	12,639	Modesto city, CA	201,165
Libertyville village, IL	20,315	Monroe city, MI	20,733
Lincolnwood village, IL	12,590	Monterey city, CA	27,810
Lindsborg city, KS	3,458	Montgomery city, MN	2,956
Little Chute village, WI	10,449	Montgomery County, MD	971,777
Littleton city, CO	41,737	Monticello city, UT	1,972
Livermore city, CA	80,968	Montrose city, CO	19,132
Lombard village, IL	43,165	Monument town, CO	5,530
Lone Tree city, CO	10,218	Moraga town, CA	16,016
Long Grove village, IL	8,043	Morristown city, TN	29,137
Longmont city, CO	86,270	Morrisville town, NC	18,576
Longview city, TX	80,455	Morro Bay city, CA	10,234
Lonsdale city, MN	3,674	Mountain Village town, CO	1,320
Los Alamos County, NM	17,950	Mountlake Terrace city, WA	19,909
Los Altos Hills town, CA	7,922	Murphy city, TX	17,708
Louisville city, CO	18,376	Naperville city, IL	141,853
Lower Merion township, PA	57,825	Napoleon city, OH	8,749
Lynchburg city, VA	75,568	Nederland city, TX	17,547
Lynnwood city, WA	35,836	Needham CDP, MA	28,886

Nevada City city, CA 3,068
Nevada County, CA.......................98,764
New Braunfels city, TX 57,740
New Brighton city, MN 21,456
New Hope city, MN........................20,339
New Orleans city, LA.....................343,829
New Smyrna Beach city, FL 22,464
New Ulm city, MN 13,522
Newberg city, OR...........................22,068
Newport city, RI 24,672
Newport News city, VA 180,719
Newton city, IA 15,254
Noblesville city, IN...........................51,969
Norcross city, GA 9,116
Norfolk city, NE...............................24,210
Norfolk city, VA 242,803
North Mankato city, MN 13,394
North Port city, FL...........................57,357
North Richland Hills city, TX 63,343
North Yarmouth town, ME...............3,565
Novato city, CA...............................51,904
Novi city, MI....................................55,224
O'Fallon city, IL 28,281
O'Fallon city, MO 79,329
Oak Park village, IL.........................51,878
Oakland city, CA..........................390,724
Oakley city, CA...............................35,432
Oklahoma City city, OK...............579,999
Olathe city, KS..............................125,872
Old Town city, ME...........................7,840
Olmsted County, MN 144,248
Olympia city, WA............................46,478
Orange village, OH 3,323
Orland Park village, IL 56,767
Orleans Parish, LA 343,829
Oshkosh city, WI.............................66,083
Oshtemo charter township, MI......21,705
Oswego village, IL 30,355
Ottawa County, MI 263,801
Overland Park city, KS 173,372
Paducah city, KY 25,024
Palm Beach Gardens city, FL 48,452
Palm Coast city, FL.........................75,180
Palo Alto city, CA 64,403
Palos Verdes Estates city, CA 13,438
Papillion city, NE 18,894
Paradise Valley town, AZ 12,820
Park City city, UT 7,558
Parker town, CO 45,297
Parkland city, FL..............................23,962
Pasco city, WA................................59,781
Pasco County, FL...........................464,697
Payette city, ID 7,433
Pearland city, TX 91,252

Peoria city, AZ 154,065
Peoria city, IL 115,007
Pflugerville city, TX 46,936
Pinehurst village, NC 13,124
Piqua city, OH 20,522
Pitkin County, CO 17,148
Plano city, TX 259,841
Platte City city, MO 4,691
Pleasant Hill city, IA 8,785
Pleasanton city, CA 70,285
Polk County, IA 430,640
Pompano Beach city, FL 99,845
Port Orange city, FL........................56,048
Port St. Lucie city, FL.....................164,603
Portland city, OR...........................583,776
Powell city, OH...............................11,500
Powhatan County, VA 28,046
Prince William County, VA 402,002
Prior Lake city, MN.........................22,796
Pueblo city, CO 106,595
Purcellville town, VA.......................7,727
Queen Creek town, AZ..................26,361
Raleigh city, NC 403,892
Ramsey city, MN.............................23,668
Raymond town, ME.........................4,436
Raymore city, MO 19,206
Redmond city, OR..........................26,215
Redmond city, WA 54,144
Redwood City city, CA...................76,815
Reno city, NV 225,221
Reston CDP, VA 58,404
Richland city, WA 48,058
Richmond city, CA 103,701
Richmond Heights city, MO 8,603
Rio Rancho city, NM 87,521
River Falls city, WI...........................15,000
Riverside city, CA..........................303,871
Roanoke city, VA.............................97,032
Roanoke County, VA 92,376
Rochester Hills city, MI....................70,995
Rock Hill city, SC 66,154
Rockville city, MD 61,209
Roeland Park city, KS 6,731
Rogers city, MN...............................8,597
Rohnert Park city, CA.....................40,971
Rolla city, MO..................................19,559
Roselle village, IL.............................22,763
Rosemount city, MN........................21,874
Rosenberg city, TX 30,618
Roseville city, MN............................33,660
Round Rock city, TX........................99,887
Royal Oak city, MI 57,236
Royal Palm Beach village, FL.........34,140
Sacramento city, CA 466,488

Sahuarita town, AZ 25,259
Sammamish city, WA 45,780
San Anselmo town, CA 12,336
San Diego city, CA 1,307,402
San Francisco city, CA 805,235
San Jose city, CA 945,942
San Marcos city, CA 83,781
San Marcos city, TX 44,894
San Rafael city, CA 57,713
Sangamon County, IL 197,465
Santa Fe city, NM 67,947
Santa Fe County, NM 144,170
Santa Monica city, CA 89,736
Sarasota County, FL 379,448
Savage city, MN 26,911
Schaumburg village, IL 74,227
Schertz city, TX 31,465
Scott County, MN 129,928
Scottsdale city, AZ 217,385
Sedona city, AZ 10,031
Sevierville city, TN 14,807
Shakopee city, MN 37,076
Sharonville city, OH 13,560
Shawnee city, KS 62,209
Shawnee city, OK 29,857
Sherborn town, MA 4,119
Shoreline city, WA 53,007
Shoreview city, MN 25,043
Shorewood village, IL 15,615
Shorewood village, WI 13,162
Sierra Vista city, AZ 43,888
Silverton city, OR 9,222
Sioux Center city, IA 7,048
Sioux Falls city, SD 153,888
Skokie village, IL 64,784
Snoqualmie city, WA 10,670
Snowmass Village town, CO 2,826
Somerset town, MA 18,165
South Jordan city, UT 50,418
South Lake Tahoe city, CA 21,403
Southlake city, TX 26,575
Spearfish city, SD 10,494
Spring Hill city, KS 5,437
Springfield city, MO 159,498
Springville city, UT 29,466
St. Augustine city, FL 12,975
St. Charles city, IL 32,974
St. Cloud city, FL 35,183
St. Joseph city, MO 76,780
St. Joseph town, WI 3,842
St. Louis County, MN 200,226
State College borough, PA 42,034
Steamboat Springs city, CO 12,088
Sugar Grove village, IL 8,997

Sugar Land city, TX 78,817
Suisun City city, CA 28,111
Summit County, UT 36,324
Summit village, IL 11,054
Sunnyvale city, CA 140,081
Surprise city, AZ 117,517
Suwanee city, GA 15,355
Tacoma city, WA 198,397
Takoma Park city, MD 16,715
Tamarac city, FL 60,427
Temecula city, CA 100,097
Tempe city, AZ 161,719
Temple city, TX 66,102
Texarkana city, TX 36,411
The Woodlands CDP, TX 93,847
Thousand Oaks city, CA 126,683
Tigard city, OR 48,035
Tracy city, CA 82,922
Trinidad CCD, CO 12,017
Tualatin city, OR 26,054
Tulsa city, OK 391,906
Tustin city, CA 75,540
Twin Falls city, ID 44,125
Unalaska city, AK 4,376
University Heights city, OH 13,539
University Park city, TX 23,068
Upper Arlington city, OH 33,771
Urbandale city, IA 39,463
Vail town, CO 5,305
Ventura CCD, CA 111,889
Vernon Hills village, IL 25,113
Vestavia Hills city, AL 34,033
Victoria city, MN 7,345
Vienna town, VA 15,687
Virginia Beach city, VA 437,994
Walnut Creek city, CA 64,173
Warrensburg city, MO 18,838
Washington County, MN 238,136
Washington town, NH 1,123
Washoe County, NV 421,407
Washougal city, WA 14,095
Wauwatosa city, WI 46,396
Waverly city, IA 9,874
Wentzville city, MO 29,070
West Carrollton city, OH 13,143
Western Springs village, IL 12,975
Westerville city, OH 36,120
Westlake town, TX 992
Westminster city, CO 106,114
Weston town, MA 11,261
Wheat Ridge city, CO 30,166
White House city, TN 10,255
Wichita city, KS 382,368
Williamsburg city, VA 14,068

Front Range Benchmarks

Table 165: 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	88	11	27	Higher
Availability of affordable quality housing	32	16	18	Much lower
Quality of public schools	78	4	17	Much higher
As a place to raise children	83	12	28	Higher
As a place to retire	73	10	29	Higher
Openness and acceptance of the community toward people of diverse backgrounds	67	7	21	Similar
Overall quality of life in Fort Collins	82	12	31	Similar

Table 166: Recommend Living and Remain in City Benchmarks

Please indicate how likely or unlikely you are to do each of the following	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Recommend living in Fort Collins to someone who asks	86	10	19	Similar
Remain in Fort Collins for the next five years	82	12	19	Similar

Table 167: 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	11	25	Similar

Table 168: Neighborhood-related 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
Code enforcement (weeds, rubbish/trash, etc.)	64	5	25	Much higher
Electric services	79	Not available	Not available	Not available
Storm drainage	75	6	19	Higher

Table 169: Community Engagement Benchmarks

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Visited a neighborhood park or City park	95	3	15	Higher
Carpooled with other adults or children instead of driving alone	55	4	15	Much higher
Volunteered your time to some group/activity in Fort Collins	60	1	15	Much higher
Talked to or visited with your immediate neighbors	93	7	13	Similar
Done a favor for a neighbor	80	8	13	Similar

Table 170: 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	10	21	Higher

Table 171: 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	91	7	16	Higher
Your neighborhood at night	79	3	5	Similar
Downtown Fort Collins during the day	87	13	19	Similar
Downtown Fort Collins at night	68	5	5	Much lower
Parks	77	Not available	Not available	Not available

Table 172: 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)	75	2	18	Much higher
Fire prevention/education	75	6	13	Similar
Fire response time	81	Not available	Not available	Not available
Fire services overall	81	14	19	Lower
Crime prevention	70	9	21	Similar
Traffic enforcement	63	16	24	Similar
Police visibility	71	Not available	Not available	Not available
Police response time	73	Not available	Not available	Not available
Police services overall	73	19	28	Similar
Animal control	69	6	22	Higher

Table 173: 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	84	4	23	Much higher
Air quality	72	8	16	Similar
Recycling programs	77	4	16	Higher
Overall quality of environment	79	7	17	Similar

Table 174: 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	87	1	14	Much higher
Sewer services	81	6	15	Higher

Table 175: 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	56	20	24	Much lower
Ease of traveling by public transportation	58	5	8	Similar
As a walkable city	68	14	23	Similar
Ease of traveling by bicycle	81	4	24	Much higher
Availability of parking Downtown	51	9	11	Much lower
Level of traffic congestion	38	19	20	Much lower
Street maintenance	64	4	25	Much higher

Table 176: 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	72	8	21	Higher
Quality of recreational opportunities	86	4	22	Much higher
Quality of public library services	82	11	20	Similar

Table 177: 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	4	14	Much higher
Recreational trails	89	3	5	Similar
Parks	88	6	20	Much higher
Cemeteries	78	Not available	Not available	Not available
Athletic fields	78	Not available	Not available	Not available
Fort Collins Senior Center	82	Not available	Not available	Not available
Fort Collins Museum of Discovery	85	Not available	Not available	Not available
Adult recreation programs	76	10	20	Similar
Youth/teen recreation programs	76	Not available	Not available	Not available

Table 178: 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	73	6	23	Much higher
Availability of job opportunities	58	7	24	Higher
Availability of quality healthcare	77	1	16	Much higher
As a place to work	76	8	28	Much higher

Table 179: 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?	78	7	29	Higher

Table 180: 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	71	6	12	Similar
Utilities overall	75	6	7	Similar

Table 181: 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
Welcoming resident involvement	67	3	26	Much higher
Listening to residents	60	3	5	Similar
Managing and planning for growth	57	Not available	Not available	Not available
Overall direction of the City	67	7	25	Higher

Table 182: 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?	56	3	21	Much higher

Table 183: 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	86	5	7	Similar
Promptness	82	Not available	Not available	Not available
Knowledge	81	6	10	Similar
Overall impression	80	7	27	Higher

Table 184: City Communications 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
Informing residents	64	4	5	Lower
Providing opportunities to participate in government activities	66	7	18	Similar
Providing volunteer opportunities to residents	68	7	15	Similar

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
Arapahoe County, CO 572,003
Arvada city, CO 106,433
Aurora city, CO 325,078
Boulder city, CO 97,385
Brighton city, CO 33,352
Broomfield city, CO 55,889
Castle Rock town, CO 48,231
Centennial city, CO 100,377
Commerce City city, CO 45,913
Dacono city, CO 4,152
Denver city, CO 600,158
Edgewater city, CO 5,170
Englewood city, CO 30,255
Erie town, CO 18,135
Fort Collins city, CO 143,986
Frederick town, CO 8,679

Golden city, CO 18,867
Greeley city, CO 92,889
Greenwood Village city, CO 13,925
Highlands Ranch CDP, CO 96,713
Lakewood city, CO 142,980
Larimer County, CO 299,630
Littleton city, CO 41,737
Lone Tree city, CO 10,218
Longmont city, CO 86,270
Louisville city, CO 18,376
Monument town, CO 5,530
Parker town, CO 45,297
Pueblo city, CO 106,595
Westminster city, CO 106,114
Wheat Ridge city, CO 30,166
Windsor town, CO 18,644

Appendix F: Comparisons of Average Ratings by Year

This appendix contains the average ratings for all evaluative questions compared by year. Differences between 2018 and 2017 can be considered "statistically significant" and if they are five points or more on the 100-point scale.

Table 185: Aspects of Quality of Life and Community 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).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	88	89	89	91	90	88	88	79	81	80
Availability of affordable quality housing	32	31	38	53	54	58	52	40	43	37
Quality of public schools	78	80	82	80	80	77	76	76	NA	NA
As a place to raise children	83	84	87	87	86	84	83	81	84	81
As a place to retire	73	73	79	80	79	79	77	76	73	74
Openness and acceptance of the community toward people of diverse backgrounds	67	71	72	76	72	69	70	64	67	64

Table 186: Resident Loyalty Compared by Year

Please indicate how likely or unlikely you are to do each of the following:(Average rating 0=very unlikely, 100=very likely).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Recommend living in Fort Collins to someone who asks	79	79	NA	NA	NA	NA	NA	NA	NA	NA
Remain in Fort Collins for the next five years	77	80	NA	NA	NA	NA	NA	NA	NA	NA

Table 187: Quality of Neighborhoods Compared by Year

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Your neighborhood as a place to live	83	82	83	82	80	78	80	80	NA	NA
Your neighborhood as a place to raise children	78	77	77	75	75	72	73	78	NA	NA
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	80	79	79	NA	NA	NA	NA	NA	NA	NA

Table 188: Access in Neighborhood to Everyday Needs Compared by Year

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	80	79	79	NA	NA	NA	NA	NA	NA	NA

Table 189: Ratings of Neighborhood-related Services Compared by Year

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Code enforcement (weeds, rubbish/trash, etc.)	64	62	64	65	66	63	63	NA	NA	NA
Noise enforcement	63	61	62	65	66	NA	NA	NA	NA	NA
Residential property maintenance	68	69	70	70	69	67	68	NA	NA	NA

Table 190: Overall Safety in City 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).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall safety of residents	81	82	81	84	83	81	81	72	76	78

Table 191: Ratings of Personal Safety Compared by Year

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe)	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Downtown Fort Collins during the day	87	87	89	93	92	88	88	86	NA	NA
Downtown Fort Collins at night	68	66	68	71	69	70	69	67	NA	NA
Your neighborhood during the day	91	92	93	94	93	91	91	89	NA	NA
Your neighborhood at night	79	81	81	82	81	78	78	79	NA	NA
Parks	77	77	79	79	80	80	79	76	NA	NA
Natural areas/open spaces	79	79	79	80	79	80	78	NA	NA	NA
Recreation facilities	84	84	84	86	83	84	82	79	NA	NA
Trails	77	78	78	78	77	76	74	72	NA	NA
Fort Collins overall during the day	86	87	87	90	88	NA	NA	NA	NA	NA
Fort Collins overall at night	71	71	72	74	73	NA	NA	NA	NA	NA

Table 192: Community Safety Services Ratings Compared by Year

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75	77	76	77	75	NA	NA	NA	NA	NA
Disaster response and restoration of services	75	77	76	78	NA	NA	NA	NA	NA	NA
Fire prevention/education	75	74	77	76	75	NA	NA	NA	NA	NA
Fire response time	81	83	83	83	81	NA	NA	NA	NA	NA
Fire services overall	81	82	82	82	81	86	86	NA	85	87
Crime prevention	70	69	69	71	70	74	72	NA	NA	NA
Police patrol	70	69	69	73	72	72	72	NA	NA	NA
Traffic enforcement	63	62	62	67	69	68	68	NA	61	61
Police visibility	71	69	70	72	72	71	72	NA	NA	NA
Police response time	73	72	73	74	72	70	71	NA	74	76
Police services overall	73	70	71	74	72	70	71	NA	NA	NA
Animal control	69	69	65	68	69	67	70	NA	NA	NA
Business property maintenance	72	72	71	73	73	71	72	NA	NA	NA
Natural Areas Ranger services	80	79	79	78	78	NA	NA	NA	NA	NA

Table 193: Ratings of Safety-related Utility Services Compared by Year

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Electric services	79	83	85	84	83	NA	NA	NA	NA	NA
Storm drainage	75	78	78	77	77	NA	NA	NA	NA	NA

Table 194: Overall Quality of the Environment Compared by Year

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall quality of environment	79	81	81	83	81	81	80	76	NA	NA

Table 195: Aspects of the Environment Compared by Year

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	84	83	83	84	81	80	82	78	75	70
Air quality	72	74	78	83	80	80	78	71	67	63
Recycling programs	77	80	77	80	79	77	76	71	68	69
Conservation efforts	76	79	77	79	78	78	75	NA	NA	NA

Table 196: Ratings of Environment-related Utility Services Compared by Year

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Drinking water	87	86	89	89	88	85	85	83	NA	NA
Sewer services	81	82	85	83	84	NA	NA	NA	NA	NA

Table 197: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Ease of driving	56	53	51	61	65	61	57	50	NA	NA
Ease of traveling by public transportation	58	59	57	56	54	48	51	38	NA	NA
As a walkable city	68	67	67	71	71	67	68	60	NA	NA
Ease of traveling by bicycle	81	79	77	79	81	78	78	68	NA	NA
Availability of parking Downtown	51	47	46	49	51	51	52	NA	NA	NA
Level of traffic congestion	38	37	33	45	50	48	44	NA	32	27
Street maintenance	64	65	57	61	61	52	60	NA	59	59

Table 198: Community Aspects of Culture and Recreation 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).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Quality of arts and cultural opportunities	72	72	71	74	70	68	69	67	NA	NA
Quality of recreational opportunities	86	85	85	86	84	83	81	81	NA	NA
Quality of public library services	82	84	83	81	81	79	77	75	76	78

Table 199: 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 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Natural areas and open space	88	89	88	87	86	85	84	82	78	76
Recreational trails	89	90	89	88	87	86	86	83	82	81
Parks	88	88	87	87	86	84	85	82	83	83
Cemeteries	78	80	79	81	78	75	75	74	73	72
Golf courses	78	80	79	79	78	76	79	78	78	78
Athletic fields	78	81	79	81	80	78	79	76	78	77
Northside Aztlan Community Center	81	81	81	80	81	80	79	67	NA	NA
Fort Collins Senior Center	82	82	84	82	82	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	80	78	78	79	79	78	78	79	NA	NA
Foothills Activity Center	78	NA	NA	NA	NA	NA	NA	NA	NA	NA
Mulberry Pool	72	72	74	74	75	74	71	72	NA	NA
The Farm at Lee Martinez Park	81	82	81	81	80	79	79	81	NA	NA
The Gardens on Spring Creek	85	85	85	84	84	81	82	76	NA	NA
Pottery studio	76	77	79	80	77	76	74	74	NA	NA
Art in Public Places program	82	82	79	80	78	72	74	67	NA	NA
Lincoln Center programs	81	80	80	80	80	76	77	76	77	78
Fort Collins Museum of Discovery	85	84	84	83	78	71	70	72	70	72
Adult recreation programs	76	76	75	78	76	74	73	73	71	74
Senior recreation programs	77	78	78	80	78	77	78	78	75	78
Youth/teen recreation programs	76	76	75	78	77	74	72	67	69	63

Table 200: Ratings of City as a Place to Work 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).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
As a place to work	76	76	76	77	77	73	71	NA	66	73

Table 201: Community Aspects of Economic Health 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).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Quality of shopping opportunities	73	75	72	72	70	68	68	66	NA	NA
Quality of dining opportunities	82	83	82	82	83	80	81	80	NA	NA
Quality of entertainment opportunities	75	75	73	73	69	68	67	68	NA	NA
Availability of job opportunities	58	60	57	55	52	48	49	50	NA	NA
Availability of quality healthcare	77	75	77	76	77	74	73	NA	NA	NA

Table 202: Business Support and Promotion of Economic Health Compared by Year

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Support of businesses	70	70	69	70	69	63	63	NA	NA	NA
Promotion of the economic health of Fort Collins	68	69	69	67	65	57	57	56	NA	NA

Table 203: Business Health Compared by Year

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Encouraging a variety of businesses	66	69	69	NA	NA	NA	NA	NA	NA	NA
Retaining existing businesses	62	64	65	NA	NA	NA	NA	NA	NA	NA
Attracting new businesses	65	67	66	NA	NA	NA	NA	NA	NA	NA

Table 204: Overall Quality of City Services Compared by Year

(Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	78	81	79	79	78	74	73	NA	NA	NA

Table 205: Ratings of Utility Billing and Utilities Overall Compared by Year

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Utility billing	71	76	78	75	76	NA	NA	NA	NA	NA
Utilities overall	75	77	81	79	79	NA	NA	NA	NA	NA

Table 206: City Government Ratings Compared by Year

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Managing and planning for growth	57	57	58	63	62	59	53	43	44	40
Efficient operation of programs and services	70	68	66	69	66	63	63	53	NA	NA
Encouraging sustainability in the community	71	74	71	72	71	NA	NA	NA	NA	NA
Overall direction of the City	67	68	68	71	70	65	63	NA	NA	NA
Welcoming resident involvement	67	69	71	71	70	64	66	48	NA	NA
Listening to residents	60	62	61	63	63	58	57	55	NA	NA

Table 207: Users Ratings of City Employees Compared by Year

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).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	86	86	84	85	84	82	81	83	81	84
Promptness	82	79	81	79	79	76	76	77	75	77
Knowledge	81	82	81	79	79	79	77	78	77	78
Making you feel valued	75	77	75	74	75	75	75	75	75	76
Overall impression	80	80	79	79	78	78	77	NA	NA	NA

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 208: Non-users Ratings of City Employees 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 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	78	78	74	77	76	80	72	72	73	69
Promptness in responding to inquiries and service requests	73	73	74	74	74	67	68	66	69	65
Making residents or customers feel valued	74	74	71	73	72	72	69	67	67	64

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 209: Ratings of Informing Residents Compared by Year

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Informing residents	64	66	67	71	70	66	67	62	63	62

Table 210: Providing Information and Opportunities to Participate Compared by Year

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Providing opportunities to participate in government activities	66	65	64	NA	NA	NA	NA	NA	NA	NA
Providing volunteer opportunities to residents	68	NA	NA	NA	NA	NA	NA	NA	NA	NA
Providing emergency information	67	68	70	NA	NA	NA	NA	NA	NA	NA

Appendix G: Survey Methodology

The 2018 Fort Collins Community Survey, conducted by National Research Center, Inc., was developed to provide the City with an accurate and easy way to assess and interpret resident opinion about important local topics. Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Fort Collins funded this research. Please contact Amanda King of the City of Fort Collins at aking@fcgov.com address if you have any questions about the survey.

Developing the Questionnaire

The Fort Collins Citizen Survey was the tenth iteration of the survey. The previous surveys were collected by mail biennially starting in 2001 through 2017. The 2018 Community Survey for Fort Collins was developed in conjunction with City staff, starting with the 2017 survey. Topics were generated for new questions and then were modified to find those that were the best fit for the 2018 questionnaire. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Fort Collins were eligible to participate in the survey. A list of all households within the zip codes serving Fort Collins was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Fort Collins households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Fort Collins boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of six geographic areas, as well as one of six Council Districts. The six geographic areas were designated using College Avenue as the east/west split and Prospect Road and Harmony Road as additional north/south divisions.

To choose the 3,000 households to receive a survey, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

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

Additionally, 700 Colorado State University (CSU) students were randomly selected by University staff to receive the survey from those that reside in dormitories. The University provided NRC with email addresses for the selected dormitory students.

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on September 7, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor and City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English and Spanish. Both cover letters contained paragraphs in Spanish instructing participants to contact the City if they needed a questionnaire in Spanish; respondents could opt to take the survey online as well in their language of preference. Completed surveys were collected over the following seven weeks. In this same timeframe, the selected CSU dormitory students received an initial and two reminder emails, inviting them to complete the survey at a URL provided in the email.

About 3% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,900 households that received the survey, 689 completed the survey, providing an overall response rate of 24% for the household survey. Of the 689 responses, 117 were completed online and all were completed in English. Additionally, responses for the household survey were tracked by areas; response rates by geographic areas ranged from 14% to 31%. For the web-based survey emailed to CSU dormitory students, 58 submitted a survey. No emails bounced or were undeliverable and all completed surveys were in English. The response rate for the dormitory student survey was 8%. The overall response rate for all survey respondents (households and dormitory students) was 21%.

All response rates were calculated using AAPOR's response rate #2[3] for mailed surveys of unnamed persons and can be found in the tables below.

Table 211: Survey Response Rates by Geographic Area

	Northeast	East Central	Southeast	Northwest/ CSU	West Central	Southwest	Overall
Total sample used	347	750	451	1331	694	127	3700
I=Complete Interviews	81	174	122	156	149	38	720
P=Partial Interviews	0	1	0	24	1	0	26
R=Refusal and break off	0	0	0	0	0	0	0
NC=Non Contact	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0
UO=Unknown other	253	548	325	1117	523	88	2854
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	24%	24%	27%	14%	22%	30%	21%

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[3] See AAPOR's Standard Definitions here: http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx for more information

Table 212: Survey Response Rates by Council District

	District 1	District 2	District 3	District 4	District 5	District 6	Household Overall	CSU	Overall
Total sample used	522	583	430	441	487	537	3,000	700	3700
I=Complete Interviews	112	151	112	112	85	113	685	35	720
P=Partial Interviews	0	1	0	1	0	1	3	23	26
R=Refusal and break off	0	0	0	0	0	0	0	0	0
NC=Non Contact	0	0	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0	0	0
UO=Unknown other	387	414	314	319	376	402	2,212	642	2854
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	22%	27%	26%	26%	18%	22%	24%	8%	21%

95% Confidence Intervals

The 95% confidence interval (or "margin of error") quantifies the "sampling error" or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within three percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the margin of error for the survey is generally no greater than plus or minus four percentage points around any given percent reported for all respondents; results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise.

Survey Processing (Data Entry)

Mailed surveys were returned via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey is reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset is subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically "skipped" to the

appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 United States Census and 2015 American Community Survey. 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 were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting the household respondent data were gender, age, housing unit type, housing tenure (rent or own) and area of residence. An additional weight was applied to all respondents (households and CSU dormitory students) based on whether a respondent was a CSU dormitory student. No adjustments were made for design effects. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables

- The saliency of these variables in differences of opinion among subgroups

- The historical profile created and the desirability of consistently representing different groups over the years

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

Several different weighting "schemes" are tested to ensure the best fit for the data. The results of the weighting scheme are presented in the table on the following page.

Table 213: 2018 Fort Collins, CO Weighting Table

Characteristic	Census 2010	Unweighted Data	Weighted Data
Housing**			
Own home	55%	72%	54%
Rent home	45%	28%	46%
Detached unit*	60%	64%	59%
Attached unit*	40%	36%	41%
Race and Ethnicity**			
White	90%	92%	91%
Not white	10%	8%	9%
Not Hispanic	92%	96%	95%
Hispanic	8%	4%	5%
Sex and Age**			
Male	50%	42%	49%
Female	50%	58%	51%
18-34 years of age	45%	17%	46%
35-54 years of age	31%	27%	29%
55+ years of age	23%	56%	25%
Males 18-34	24%	6%	24%
Males 35-54	15%	11%	14%
Males 55+	11%	24%	11%
Females 18-34	22%	11%	23%
Females 35-54	16%	15%	15%
Females 55+	13%	33%	13%
Area**			
North-east	12%	12%	12%
East Central	24%	25%	24%
South-east	16%	18%	16%
Northwest (excludes CSU dorm students)	21%	18%	20%
West Central	22%	22%	22%
South-west	5%	6%	5%
CSU Dorm Student			
CSU dorm student	5%	8%	5%
Not a CSU dorm student	95%	92%	95%

* ACS 2015 5-year estimates
** Only of the population in housing units

Analyzing the Data

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in Appendix B. Complete Set of Survey Responses.

Also included are results by respondent characteristics (*Appendix C: Comparisons of Select Questions by Respondent Characteristics*) and geographic area of residence (*Appendix D: Comparisons of Select Questions by Area of Residence*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. 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 have been marked with an uppercase letter.

Appendix H: Survey Materials

The 2018 survey materials, including the email messages sent to CSU students, appear on the following pages.

Dear Fort Collins Resident,

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

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

Thank you for helping create a better community!
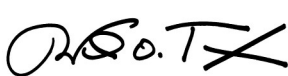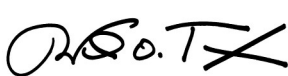
Estimado Residente de Fort Collins,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!
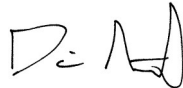
Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una comunidad mejor!

Sincerely/Atentamente,

Wade Troxell
Mayor/Alcalde

Darin Atteberry
City Manager/Administrador de la Ciudad

City of Fort Collins

Communications & Public Involvement Office
PO Box 580
Fort Collins, CO 80522-0580

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

City of Fort Collins

Communications & Public Involvement Office
PO Box 580
Fort Collins, CO 80522-0580

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

City of Fort Collins

Communications & Public Involvement Office
PO Box 580
Fort Collins, CO 80522-0580

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

City of Fort Collins

Communications & Public Involvement Office
PO Box 580
Fort Collins, CO 80522-0580

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

City Manager's Office
300 LaPorte Avenue
PO Box 580
Fort Collins, CO 80522

970.221.6505
970.224.6107 - fax
fcgov.com

Dear City of Fort Collins Resident:

Please help us shape the future of Fort Collins! You have been selected at random to participate in the 2018 Fort Collins Community Survey.

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

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

If you have any questions about the survey please call or email Annie at 970-221-6264 or abierbower@fcgov.com.

Thank you for your time and participation!

Estimado Residente de la Ciudad de Fort Collins:

¡Por favor ayúdenos a moldear el futuro de Fort Collins! Usted ha sido seleccionado al azar para participar en la Encuesta Comunitaria de Fort Collins del 2018.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Fort Collins tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta o para solicitar una copia de la encuesta en Español por favor llame a Annie a 970-221-6264 o envía un mensaje de correo electrónico at abierbower@fcgov.com.

¡Gracias por su tiempo y participación!

Sincerely/Atentamente,

Wade Troxell, Mayor   Darin Atteberry, City Manager

City Manager's Office
300 LaPorte Avenue
PO Box 580
Fort Collins, CO 80522

970.221.6505
970.224.6107 - fax
fcgov.com

Dear City of Fort Collins Resident:

Here's a second chance if you haven't already responded to the 2018 Fort Collins Community Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Fort Collins! You have been selected at random to participate in the 2018 Fort Collins Community Survey.

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

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

If you have any questions about the survey please call or email Annie at 970-221-6264 or abierbower@fcgov.com.

Thank you for your time and participation!

Estimado Residente de la Ciudad de Fort Collins:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta Comunitaria de Fort Collins del 2018! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de Fort Collins! Usted ha sido seleccionado al azar para participar en la Encuesta Comunitaria de Fort Collins del 2018.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Fort Collins tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

Para la versión en español haga clic en "Español" en la esquina superior a mano derecha.

Si tiene alguna pregunta sobre la encuesta o para solicitar una copia de la encuesta en Español por favor llame a Annie a 970-221-6264 o envía un mensaje de correo electrónico at abierbower@fcgov.com.

¡Gracias por su tiempo y participación!

Sincerely/Atentamente,

Wade Troxell, Mayor   Darin Atteberry, City Manager

<u>**Resident Survey Email Messages for CSU Students**</u>

EMAIL #1
SUBJECT LINE: What do you think of Fort Collins?

This is your chance to tell us exactly what you think about our city. You are one of a very few randomly selected CSU students being asked to participate in an **anonymous survey**. Complete the survey online here.

Thanks for helping us!

Wade Troxell, Mayor
Darin Atteberry, City Manager

EMAIL #2
SUBJECT LINE: REMINDER: We need your opinion about Fort Collins!

As a CSU student, you recently received an email inviting you to participate in the 2018 Fort Collins Community Survey. **If you haven't completed the survey, please participate today!** It's important that we gather your opinions!

Take a few minutes and complete the online survey here. We need to hear from you to help Fort Collins become a better place.

Thanks for your feedback!

Wade Troxell, Mayor
Darin Atteberry, City Manager

EMAIL #3
SUBJECT LINE: LAST CHANCE: We know you're crazy busy, but we need you . . .
We need to know what CSU students think! **If you haven't completed the anonymous 2018 Fort Collins Community Survey, this is your last chance!**

Please complete the survey online here **no later than October 1**. Your input is very important and since you are one of a very few randomly selected CSU students being asked to participate, your voice is more important than ever.

Thanks for taking a few minutes to share your opinions!

Wade Troxell, Mayor
Darin Atteberry, City Manager

2018 Fort Collins Community Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. ***Your responses to this survey are completely anonymous***.

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

	Very good	Good	Average	Bad	Very bad	No opinion
Overall, as a place to live	1	2	3	4	5	6
Overall safety of residents	1	2	3	4	5	6
Quality of shopping opportunities	1	2	3	4	5	6
Quality of dining opportunities	1	2	3	4	5	6
Quality of entertainment opportunities	1	2	3	4	5	6
Availability of job opportunities	1	2	3	4	5	6
Availability of affordable quality housing	1	2	3	4	5	6
Quality of arts and cultural opportunities	1	2	3	4	5	6
Quality of recreational opportunities	1	2	3	4	5	6
Availability of quality healthcare	1	2	3	4	5	6
Quality of public schools	1	2	3	4	5	6
Quality of public library services	1	2	3	4	5	6
As a place to raise children	1	2	3	4	5	6
As a place to retire	1	2	3	4	5	6
As a place to attend college	1	2	3	4	5	6
As a place to work	1	2	3	4	5	6
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5	6
Overall quality of life in Fort Collins	1	2	3	4	5	6

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

	Very good	Good	Average	Bad	Very bad	No opinion
Your neighborhood as a place to live	1	2	3	4	5	6
Your neighborhood as a place to raise children	1	2	3	4	5	6
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	1	2	3	4	5	6

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

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Fort Collins to someone who asks	1	2	3	4	5
Remain in Fort Collins for the next five years	1	2	3	4	5

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

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Visited a neighborhood park or City park	1	2	3	4
Attended a neighborhood-sponsored event	1	2	3	4
Attended a government-organized event (open house, City Council session, forum, etc.)	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Volunteered your time to some group/activity in Fort Collins	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4

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
Downtown Fort Collins during the day	1	2	3	4	5	6
Downtown Fort Collins at night	1	2	3	4	5	6
Your neighborhood during the day	1	2	3	4	5	6
Your neighborhood at night	1	2	3	4	5	6
Parks	1	2	3	4	5	6
Natural areas/open spaces	1	2	3	4	5	6
Recreation facilities	1	2	3	4	5	6
Trails	1	2	3	4	5	6
Fort Collins overall during the day	1	2	3	4	5	6
Fort Collins overall at night	1	2	3	4	5	6

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

	Very good	Good	Average	Bad	Very bad	No opinion
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5	6
Disaster response and restoration of services	1	2	3	4	5	6
Fire prevention/education	1	2	3	4	5	6
Fire response time	1	2	3	4	5	6
Fire services overall	1	2	3	4	5	6
Crime prevention	1	2	3	4	5	6
Police patrol	1	2	3	4	5	6
Traffic enforcement	1	2	3	4	5	6
Police visibility	1	2	3	4	5	6
Police response time	1	2	3	4	5	6
Police services overall	1	2	3	4	5	6
Code enforcement (weeds, rubbish/trash, etc.)	1	2	3	4	5	6
Noise enforcement	1	2	3	4	5	6
Animal control	1	2	3	4	5	6
Business property maintenance	1	2	3	4	5	6
Residential property maintenance	1	2	3	4	5	6
Natural Areas Ranger services	1	2	3	4	5	6
Drinking water	1	2	3	4	5	6
Electric services	1	2	3	4	5	6
Sewer services	1	2	3	4	5	6
Storm drainage	1	2	3	4	5	6
Utility billing	1	2	3	4	5	6
Utilities overall	1	2	3	4	5	6

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

	Very good	Good	Average	Bad	Very bad	No opinion
Ease of driving	1	2	3	4	5	6
Ease of traveling by public transportation	1	2	3	4	5	6
As a walkable city	1	2	3	4	5	6
Ease of traveling by bicycle	1	2	3	4	5	6
Availability of parking Downtown	1	2	3	4	5	6
Level of traffic congestion	1	2	3	4	5	6
Street maintenance	1	2	3	4	5	6

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

	Very good	Good	Average	Bad	Very bad	No opinion
Managing and planning for growth	1	2	3	4	5	6
Efficient operation of programs and services	1	2	3	4	5	6
Encouraging sustainability in the community	1	2	3	4	5	6
Overall direction of the City	1	2	3	4	5	6
Support of businesses	1	2	3	4	5	6
Promotion of the economic health of Fort Collins	1	2	3	4	5	6
Encouraging a variety of businesses	1	2	3	4	5	6
Retaining existing businesses	1	2	3	4	5	6
Attracting new businesses	1	2	3	4	5	6
Welcoming resident involvement	1	2	3	4	5	6
Listening to residents	1	2	3	4	5	6
Informing residents	1	2	3	4	5	6
Providing opportunities to participate in government activities	1	2	3	4	5	6
Providing volunteer opportunities to residents	1	2	3	4	5	6
Providing emergency information	1	2	3	4	5	6

9. 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
Community's visual attractiveness	1	2	3	4	5	6
Air quality	1	2	3	4	5	6
Recycling programs	1	2	3	4	5	6
Conservation efforts	1	2	3	4	5	6
Overall quality of environment	1	2	3	4	5	6

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

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

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

❑ Very good   ❑ Good   ❑ Average   ❑ Bad   ❑ Very bad   ❑ No opinion

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

❏ Yes ➜ Answer Q12A ONLY
❏ No ➜ Answer Q12B ONLY

12A. Thinking about your most recent contact, please rate the City employee(s) on each of the items below.

	Very good	Good	Average	Bad	Very bad	No opinion
Courtesy	1	2	3	4	5	6
Promptness	1	2	3	4	5	6
Knowledge	1	2	3	4	5	6
Making you feel valued	1	2	3	4	5	6
Overall impression	1	2	3	4	5	6

12B. Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees interact with Fort Collins residents. Please rate City employees on each of the items below.

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

13. First, please select the option that best describes how you think the City should address each of the following aspects of the community. Then, please select which <u>three (3)</u> should be the top priorities for the City to focus on in the next 5 years.

	More effort	Same effort	Less effort	No opinion	Top 3 priorities
Economy: Includes economic planning and development activities	1	2	3	4	❏
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	1	2	3	4	❏
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	1	2	3	4	❏
Safety: Includes police, fire and emergency medical response, and building inspection	1	2	3	4	❏
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	1	2	3	4	❏
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	1	2	3	4	❏
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with residents and building maintenance and repair	1	2	3	4	❏

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

	Always	Frequently	Sometimes	Never
Fort Collins local cable channel 14 and 881	1	2	3	4
Online video FCTV on www.fcgov.com/FCTV	1	2	3	4
City's website (www.fcgov.com)	1	2	3	4
"City News" (insert with utility bill)	1	2	3	4
Newsletters or brochures from City departments	1	2	3	4
City employees or departments (e.g., contacting by phone, email or in person)	1	2	3	4
Tracks and Trails (the guide to natural areas activities)	1	2	3	4
"Recreator" (guide to recreation programs)	1	2	3	4
Word of mouth	1	2	3	4
Newspaper (print or online)	1	2	3	4
Radio	1	2	3	4
Television news	1	2	3	4
Social media (Facebook, Twitter, Nextdoor, etc.)	1	2	3	4
OurCity Platform (ourcity.fcgov.com)	1	2	3	4
Engage Platform (engage.fcgov.com)	1	2	3	4
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	1	2	3	4
City booth at local events	1	2	3	4

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

D1. About how many years have you lived in Fort Collins?
_____ Years (Record 0 if less than 6 months)

D2. Are you a full-time or part-time student at a college or university in Fort Collins?
❑ Yes ➔ GO TO QUESTION D3
❑ No ➔ GO TO QUESTION D4

D3. Which college or university do you attend?
❑ Colorado State University
❑ Front Range Community College
❑ Another local college or university

D4. What is your employment status?
❑ Working full time for pay
❑ Working part time for pay
❑ Unemployed, looking for paid work
❑ Unemployed, not looking for paid work
❑ Fully retired

D5. Do you work inside the boundaries of Fort Collins?
❑ Yes, outside the home
❑ Yes, from home
❑ No

D6. Which of the age groups below best describes you?
❑ 18-24 ❑ 45-54 ❑ 75 +
❑ 25-34 ❑ 55-64
❑ 35-44 ❑ 65-74

D7. Your gender
❑ Male
❑ Female

D8. Which best describes the building you live in?
❑ One family house detached from any other houses
❑ Building with two or more homes (duplex, townhome, apartment or condominium)
❑ Mobile home
❑ Other

D9. Do you own or rent your residence?
❑ Own
❑ Rent

Please respond to both questions D10 and D11:

D10. Are you Spanish, Hispanic or Latino?
❑ No, not Spanish, Hispanic or Latino
❑ Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Please mark the race or races you identify as.)
❑ American Indian or Alaskan Native
❑ Asian, Asian Indian or Pacific Islander
❑ Black or African American
❑ White
❑ Other

Thank you very much! Please return the completed questionnaire to National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502-9922 in the postage-paid envelope provided. If you would like a copy of the survey results, go to fcgov.com/communitysurvey or call (970) 416-2209.