City of Fort Collins, Colorado

2019 Community Survey

Report of Results

November 2019

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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 Community Survey was first conducted in 2001. This report outlines the results for the 2019 survey, which was the 11th iteration.

For the 2019 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 August and September 2019. 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 80 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,920 households that received a survey, 580 completed the survey (88 were completed online; one response was in Spanish and the rest were completed in English), for a response rate of 20% for the household mailing. Of the 700 CSU dormitory students who received an emailed invitation, 46 completed a survey providing a response rate of 7%. The overall response rate for all survey respondents was 17%. 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 (626 respondents).

Comparisons are made between 2019 responses and those from prior years, when available. The 2019 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

The natural environment of Fort Collins is a key asset residents would like to protect.

- In a new question on the 2019 survey, Fort Collins community members assessed the City's goal of promoting the environmental health of the city: at least half (58%) of residents felt the City was doing a good or very good job and only 1 in 10 were disappointed with the City's performance in this area. One-third felt the job the City was doing was average.

- About 8 in 10 participants awarded high marks to the overall quality of the environment in Fort Collins, which was similar to 2018, but lagged behind levels seen from 2013-2017. This rating was commensurate to national and Front Range comparison communities, made possible by NRC's database of resident opinion.

Overall Quality of Environment
Compared by Year

89%	87%	92%	87%	89%	83%	82%
2010	2012	2013	2015	2017	2018	2019

Percent reporting good or very good

- Residents boasted about the visual attractiveness of Fort Collins, with 88% assigning good or very good scores, exceeding comparisons across the Front Range and nation.
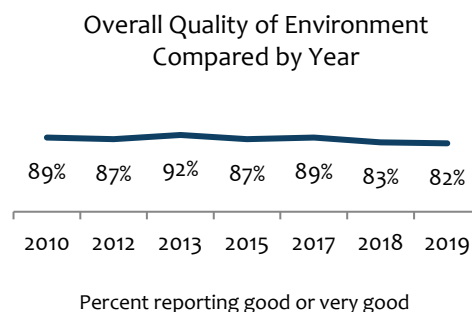
- Survey respondents evaluations of natural areas and open space, and parks was evident once again in 2019, with around 9 in 10 awarding top marks to each of these amenities, consistent with prior years. Fort Collins residents felt more positively about these amenities than their national and Front Range peers.

- Fort Collins participants raved about their drinking water, with 9 in 10 stating this utility was good or very good; this level of satisfaction has endured over the years and dominated national and Front Range averages. Drinking water in Fort Collins earned the top spot out of 14 Front Range communities.

- Around 7 in 10 or more respondents positively appraised conservation efforts, air quality, and recycling programs. Participants' reviews for conservation efforts and air quality tended to be on par with 2018 ratings, but opinions regarding recycling programs dropped from 2018 to 2019 and to the lowest level since this question 2008. Residents' assessments of air quality and recycling were consistent with their Front Range peers. Evaluations of recycling programs in Fort Collins were on par with nationwide averages while air quality was lower.

- Around 6 in 10 survey participants approved of the City's performance for encouraging sustainability, which was lower than in previous survey iterations.

- When asked about strategic planning budget priorities, 53% of residents wanted additional effort for the environment while 43% wanted the City to sustain the current level of effort. Moreover, 60% of community members identified environment as one of the three top priorities for City leadership in the next five years.

- In their own words, 14% of respondents wrote that the environment should be the single most important focus area for the City in the next few years.

While residents enjoy their quality of life and their neighborhoods, the social health of the community is an area of opportunity.

- Around 9 in 10 respondents praised Fort Collins as a place to live and as a place to raise children; ratings for the community as a place to raise children increased since 2018, returning to levels seen in past survey iterations.

- For the first time in 2019, residents were asked to assess the City's performance in promoting the social health of Fort Collins, including social services, housing affordability, homelessness, inclusivity and equality, and neighborhoods. About one-third of respondents indicated the City does a good or very good job promoting this goal.

Promotion of Social Health

Very good 9%
Good 24%
Very bad 8%
Bad 23%
Average 37%

- As in previous years, Fort Collins community members applauded their neighborhoods. Around 8 in 10 were pleased with the overall quality of their neighborhood as a place to live and three-quarters praised their neighborhood as a place to raise children; scores for both of these reviews have been stable since 2012 and were equivalent to Front Range and national ratings.

- About 9 in 10 residents indicated they had talked to or visited with their neighbors and around 7 in 10 had done a favor for a neighbor. These rates were on par with past years and were either similar to or lower than benchmark comparisons.

- As in prior years, only about 1 in 10 survey participants felt positively about the availability of affordable quality housing, which lagged behind benchmark comparisons. Relatedly, of the residents who provided a written answer regarding the most important focus area for leadership, housing affordability in the City topped the list, with 20% providing a relevant comment.
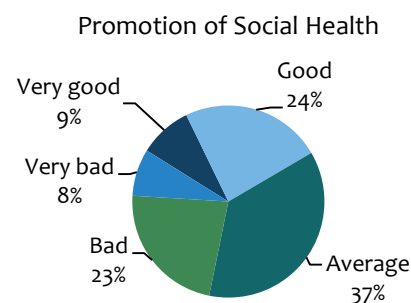
- A slight majority of residents (55%) gave favorable assessments to the open and accepting nature of the community, which was on par with levels given in 2018, but an overall decline seen in Fort Collins since 2013.

- Around 6 in 10 or more of survey participants approved of the City performance regarding respecting all community members regardless of characteristics (race/ethnicity, gender, religion, age, disability, sexual orientation, or martal status), and welcoming community member involvement. At least half of respondents had favorable views of the City creating a welcoming, inclusive community where all feel a sense of belonging.

- For the strategic budgetary areas where residents would like to see an increase in effort, about half stated they would like more effort for neighborhood livability and social health services, programs, and amenities, and 43% wanted the same level of effort.

- When selecting the three areas that should be top priorities for the City in the next five years, approximately half of survey participants (54%) selected neighborhood livability and social health, an increase from 2018 when 40% of residents prioritized this strategic goal.

Community members praised the ease of navigating the community via bike or by foot, but would like to see more focus on streets and travel by car or bus.

- About 8 in 10 respondents were pleased with the ease traveling by bicycle. Around three-quarters positively evaluated the ease of walking in the city, a rating that was higher than all previous survey iterations and exceeded benchmark averages.

- Around 4 in 10 awarded top marks to public transportation. In 2019, fewer residents gave good or very good evaluations to the ease of public transportation compared to 2018, yet was the assessments was still higher than national benchmark communities. Further, 7 in 10 community members felt always or usually safe on the Transfort/Max system.

Ease of Walking
Compared by Year

59%   67%   67%   60%   59%   61%   75%

2010   2012   2013   2015   2017   2018   2019
Percent responding good or very good

- Nearly 6 in 10 residents were satisfied with street maintenance and half felt favorably about the ease of driving. Additionally, 3 in 10 felt similarly about the availability and convenience of parking downtown. As in previous years, only about 1 in 10 residents gave good or very good ratings to the level of traffic congestion. Respondents' assessments for car-related travel (e.g., ease of driving, availability of parking, and traffic congestion) lagged behind national and Front Range averages.

- Around half favorably assessed traffic enforcement, which was comparable to national and regional averages.

- As for the strategic budget areas where residents would like to see an increase in effort, transportation topped the list, with 60% stating they would like more effort from the City.

- About 6 in 10 community members identified transportation as one of the three top budget priorities for the City. This was a decline from 2018 levels, but continues to be prioritized by residents.

- When asked to write in their own words the single most important focus area for the City in the next few years, 14% of residents wrote a response related to traffic and roads and another 12% identified a transportation issue for possible improvements. These were the 2nd and 4th most commonly mentioned priorities.
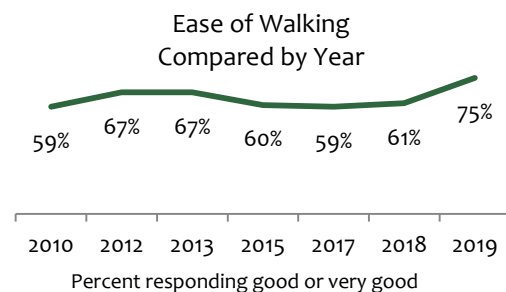
Survey respondents emphasize the economy as a top priority.

- Residents' approved of measures of economic health, with around three-quarters celebrating the availability of quality healthcare and dining opportunities in the community. Further, about two-thirds of respondents praised shopping and entertainment opportunities and roughly half highly praised the availability of job opportunities. Respondents' ratings for dining and entertainment opportunities declined since 2018, though other ratings tended to be on par with previous results.

- When comparisons could be made, participants' satisfaction with these economic measures for Fort Collins exceeded national and Front Range levels.

- Close to three-quarters of community members provided high marks to the City as a place to work, which was consistent with prior years and surpassed comparison communities locally and nationwide.

- Community members also evaluated the City's performance regarding support for local businesses and their goal promoting the economic health of Fort Collins. Approximately half of residents awarded positive ratings to these measures, both of which declined in 2019.

Support for Business and Economic
Health Promotion by Year

Percent responding good or very good

- A majority of survey respondents gave favorable reviews to the City encouraging a variety of businesses (62%) and attracting new businesses (56%), while about 4 in 10 awarded good or very good marks to the City retaining existing businesses. Each of these business health aspects were appraised by residents at similar levels to past survey administrations, but notably, ratings for retaining existing businesses has continued to fall since 2015.

- When evaluating the strategic areas for the City to focus on, roughly half of residents wanted the City to put forth more additional effort for economy. Compared to previous years, more respondents indicated they would like to see more effort allocated for the economy (up to 53% from 40% in 2018 and 2017). When asked to prioritize these seven areas, around half selected the economy (53%), which increased from levels seen in 2018 (41%).
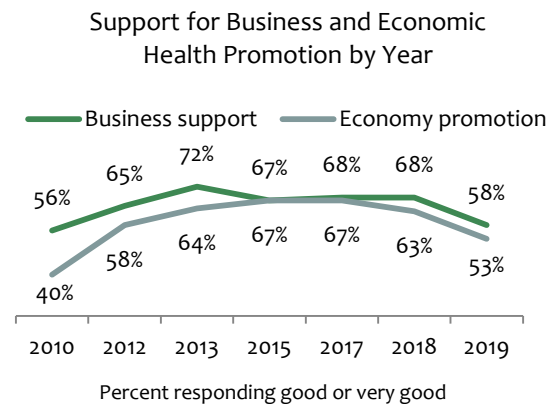
Survey Background

Survey Purpose

The City of Fort Collins contracted with National Research Center, Inc. (NRC) to implement the 2019 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 2019; the 2019 survey marks the 11th 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 Community Survey was administered by mail to a random selection of 3,000 households and emailed to 700 CSU dormitory students during August and September 2019. In addition to the online survey of CSU students, households receiving the survey also could complete the survey online, if desired. Of the 2,920 households receiving the mailed survey (since some addresses were vacant), 580 completed the survey (including 88 online responses), providing a response rate of 20% for households. A total of 46 CSU dormitory students completed the web-based survey for a response rate of 7%. The overall response rate for all respondents was 17%.

The survey results were weighted so that the gender, age, housing tenure (rent or own), housing unit type (attached or detached), race 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 H: 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 (626). 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 (Northeast, East Central, Southeast, Northwest/ CSU, West Central, and Southwest) and the six Council District. The full set of results by demographic characteristics and geographic areas can be found and are discussed in *Appendix D: Comparisons of Select Questions by Respondent Characteristics* and *Appendix E: Comparisons of Select Questions by Area of Residence*.

Comparing Survey Results over Time

Because this survey was the 11th in a series of community surveys, the 2019 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 resident 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 F: Benchmark Comparisons*.

Where comparisons for quality ratings were available, the City of Fort Collins results were generally noted as being "higher" than the benchmark, "lower" than the benchmark, or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Fort Collins' rating to the benchmark where a rating is considered "similar" if it is less than five points on the 100-point scale; "higher" or "lower" if the difference between Fort Collins' rating and the benchmark is greater than five points but less than 10 points); and "much higher" or "much lower" if the difference between Fort Collins' rating and the benchmark is more than 10 points. 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 Community Survey is comprehensive, covering many topics related to life in the community. The 2019 report of results is organized around the City's seven Key Strategic Outcomes highlighted in the 2018 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 2019 survey address measures of neighborhood livability and social health including quality of life and community, characteristics of neighborhoods, and resident engagement with the community.

Residents were asked to assess the City's performance in promoting the social health of Fort Collins for the first time in 2019. About one-third of respondents indicated the City does a good or very good job promoting this goal by providing human services and addressing affordable housing, homelessness, equality, and inclusion, among other socially motivated issues.

Figure 1: Promotion of Social Health, 2019

Please rate the City's performance in each of the following areas: Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)
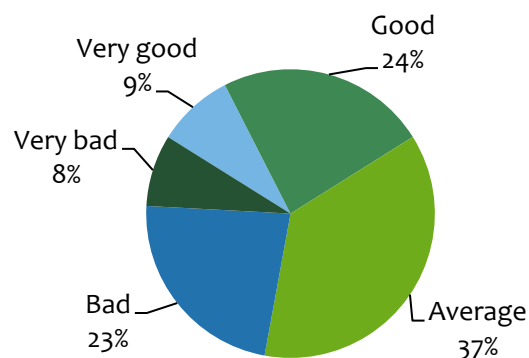
Aspects of Quality of Life and Community

Fort Collins residents appreciated their high quality of life, with at least 8 in 10 awarding top scores. These ratings were consistent with prior years and on par with national and Front Range community comparisons (see *Appendix F: Benchmark Comparisons* for more information on the benchmark communities).

Figure 2: Overall Quality of Life Ratings Compared by Year

Overall quality of life in Fort Collins

2008	2010	2012	2013	2015	2017	2018	2019
90%	88%	89%	92%	89%	91%	87%	88%

Percent reporting good or very good
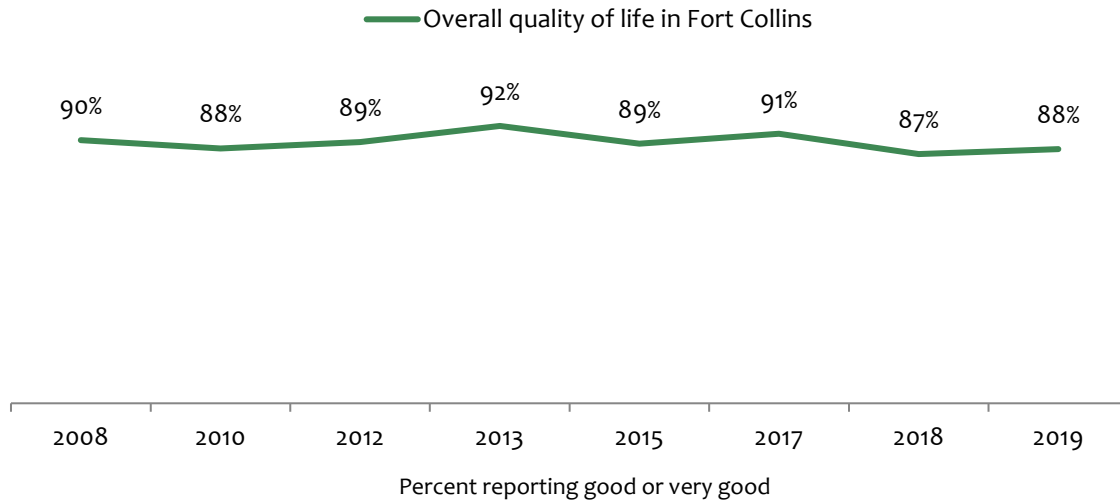
Residents also assessed aspects that enhance and contribute to the quality of life in the community. Around 9 in 10 respondents praised Fort Collins as a place to live and as a place to raise children and 8 in 10 were pleased with the community as a place to attend college. Ratings for the community as a place to raise children increased since 2018, returning to levels seen in past survey iterations.

Additionally, at least 7 in 10 community members assigned good or very good evaluations to the quality of public schools and the city as a place to retire. Furthermore, a slight majority of residents (55%) gave favorable assessments to the open and accepting nature of the community, which was on par with levels given in 2018, but an overall decline seen in Fort Collins since 2013. As in prior years, only about 1 in 10 survey participants felt positively about the availability of affordable quality housing and a similar proportion gave favorable ratings the availability of affordable quality childcare.

Compared to other communities, respondents' reviews for the community as a place to retire and to raise children surpassed both sets of benchmarks, and evaluations for Fort Collins as a place to live was comparable to their peers. Ratings for the quality of public schools were similar to those given by residents nationwide, but outpaced Front Range municipalities. On the other hand, survey participants' appraisals of the availability of childcare and housing lagged behind benchmark comparisons (see *Appendix F: Benchmark Comparisons*).

Figure 3: 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)	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	92%	92%	95%	93%	97%	96%	92%	94%	84%	89%	89%
As a place to raise children	91%	85%	89%	90%	92%	91%	88%	89%	85%	91%	90%
As a place to attend college	84%	85%	86%	89%	88%	88%	90%	89%	87%	91%	94%
Quality of public schools	78%	80%	83%	84%	82%	82%	78%	78%	79%	NA	NA
As a place to retire	71%	71%	69%	81%	79%	78%	80%	80%	75%	72%	76%
Openness and acceptance of the community toward people of diverse backgrounds	55%	58%	66%	68%	75%	69%	63%	67%	53%	61%	59%
Availability of affordable quality childcare	15%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Availability of affordable quality housing	12%	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, the quality of public schools, and the availability of affordable quality childcare (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Residents displayed a high sense of loyalty to the community, with at least 8 in 10 reporting they were very or somewhat likely to recommend living in Fort Collins to someone who might ask and a similar proportion planned to remain in the community for the next five years. Ratings for allegiance to the city were consistent with levels seen in prior years and commensurate to national and Front Range rates.

Figure 4: 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
- 2019: 88%
- 2018: 86%
- 2017: 88%

Remain in Fort Collins for the next five years
- 2019: 83%
- 2018: 82%
- 2017: 85%

Percent reporting very or somewhat likely
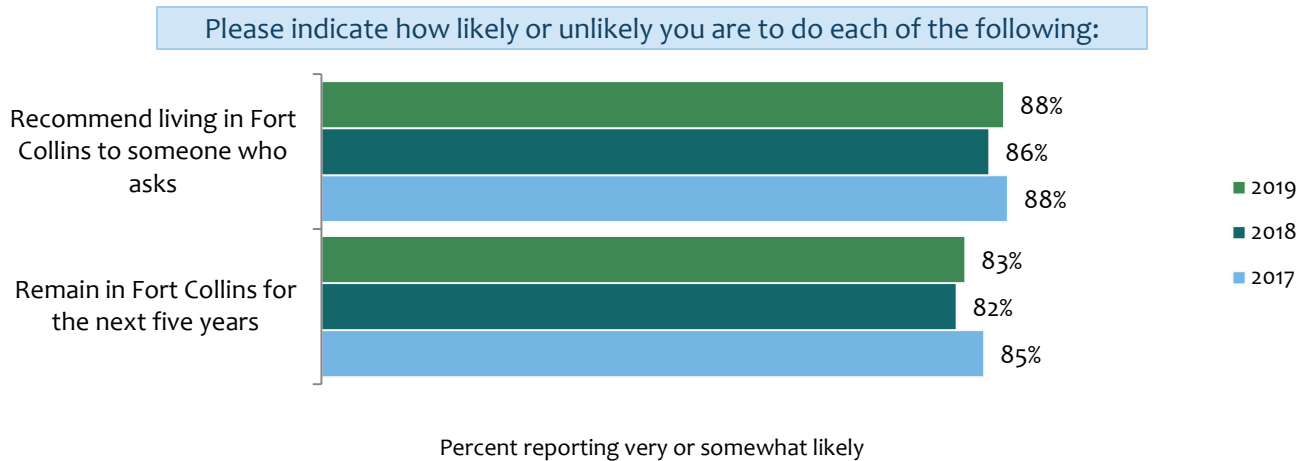
Quality of Neighborhoods

As in previous years, Fort Collins community members applauded their neighborhoods. Around 8 in 10 were pleased with the overall quality of their neighborhood as a place to live and three-quarters praised their neighborhood as a place to raise children; scores for both of these reviews have been stable since 2012 and were equivalent to Front Range and national ratings (see *Appendix F: Benchmark Comparisons*).

Figure 5: Quality of Neighborhoods Compared by Year
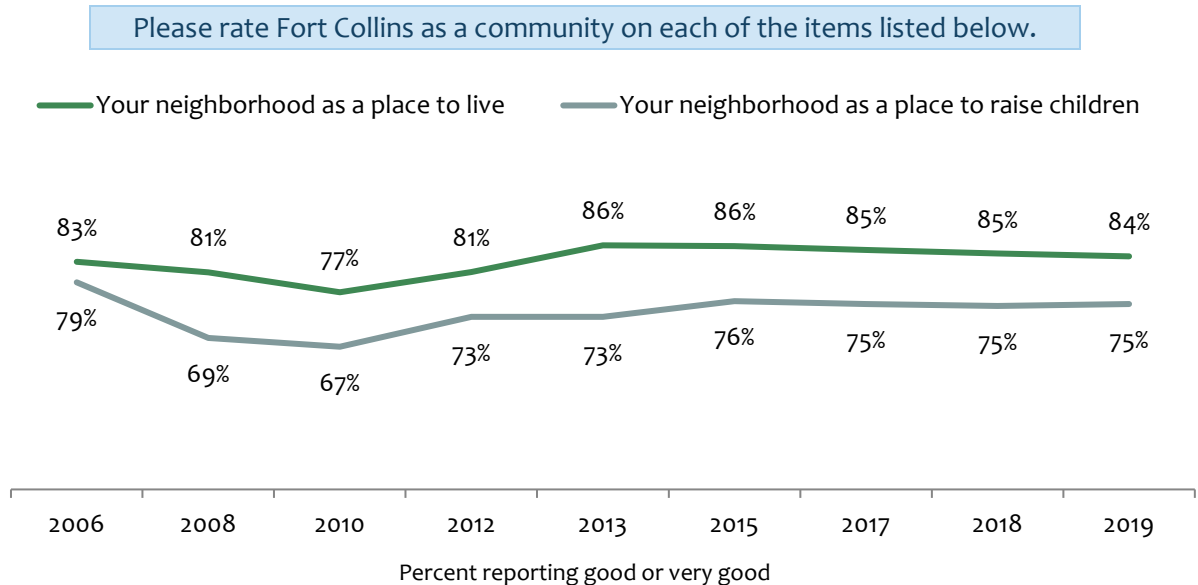
Since 2015, around 8 in 10 survey participants have awarded at least good marks to their access to everyday needs, such as grocery shopping, in their neighborhoods.

Figure 6: Access in Neighborhood to Everyday Needs Compared by Year
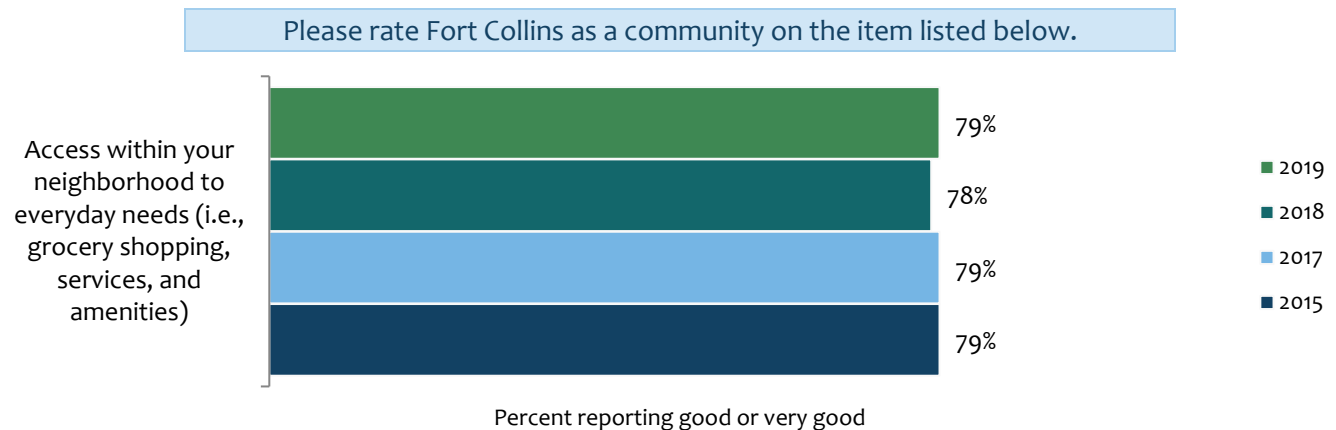
For services that ensure neighborhoods are more amenable places to live, approximately 6 in 10 survey respondents assigned favorable scores to residential property management and roughly half appreciated code and noise enforcement services; reviews for noise enforcement declined since 2018, back to levels previously reported in 2017. Residents' assessments for code enforcement outpaced national and peer Front Range averages (see *Appendix F: Benchmark Comparisons*).

Figure 7: Neighborhood Services Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins. (Percent reporting very good or good)	2019	2018	2017	2015	2013	2012	2010	2008
Residential property maintenance	61%	63%	65%	65%	67%	63%	61%	65%
Code enforcement (weeds, rubbish/trash, etc.)	56%	56%	49%	54%	57%	59%	54%	55%
Noise enforcement	48%	54%	50%	49%	57%	59%	NA	NA

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

In 2019, the City asked residents to reveal their tendency to relocate within the community. Respondents were most likely to indicated they either had not relocated at all (25%) or had moved every 2-4 years (23%), and around 1 in 10 each reported they moved about once a year, every 5-7 years, or had not relocated within the last 20 years. None of the respondents stated they moved two or more occasions in a single year.

Figure 8: Respondent Relocation Frequency, 2019

In the last 20 years, how often have you moved to a different place of residence in Fort Collins?

2+ times a year	0%
About once a year	14%
Every 2-4 years	23%
Every 5-7 years	10%
Every 8-10 years	7%
Every 11-15 years	5%
16-20 years	6%
I have not relocated in the last 20 years	10%
I have not relocated within the City	25%

Percent of respondents

Community Engagement

Fort Collins residents reported high rates of park visitation and neighborliness and at least half indicated they had volunteered their time to a group or activity and carpooled in lieu of driving alone. Respondents were less likely to have attended either neighborhood-sponsored or government-organized events at least once in the previous 12 months. Levels of engagement have remained stable since 2017.

Survey respondents' engagement in their community tended to outpace national and local comparisons, while interactions with neighbors were either average or below average (see *Appendix F: Benchmark Comparisons*).

Figure 9: 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
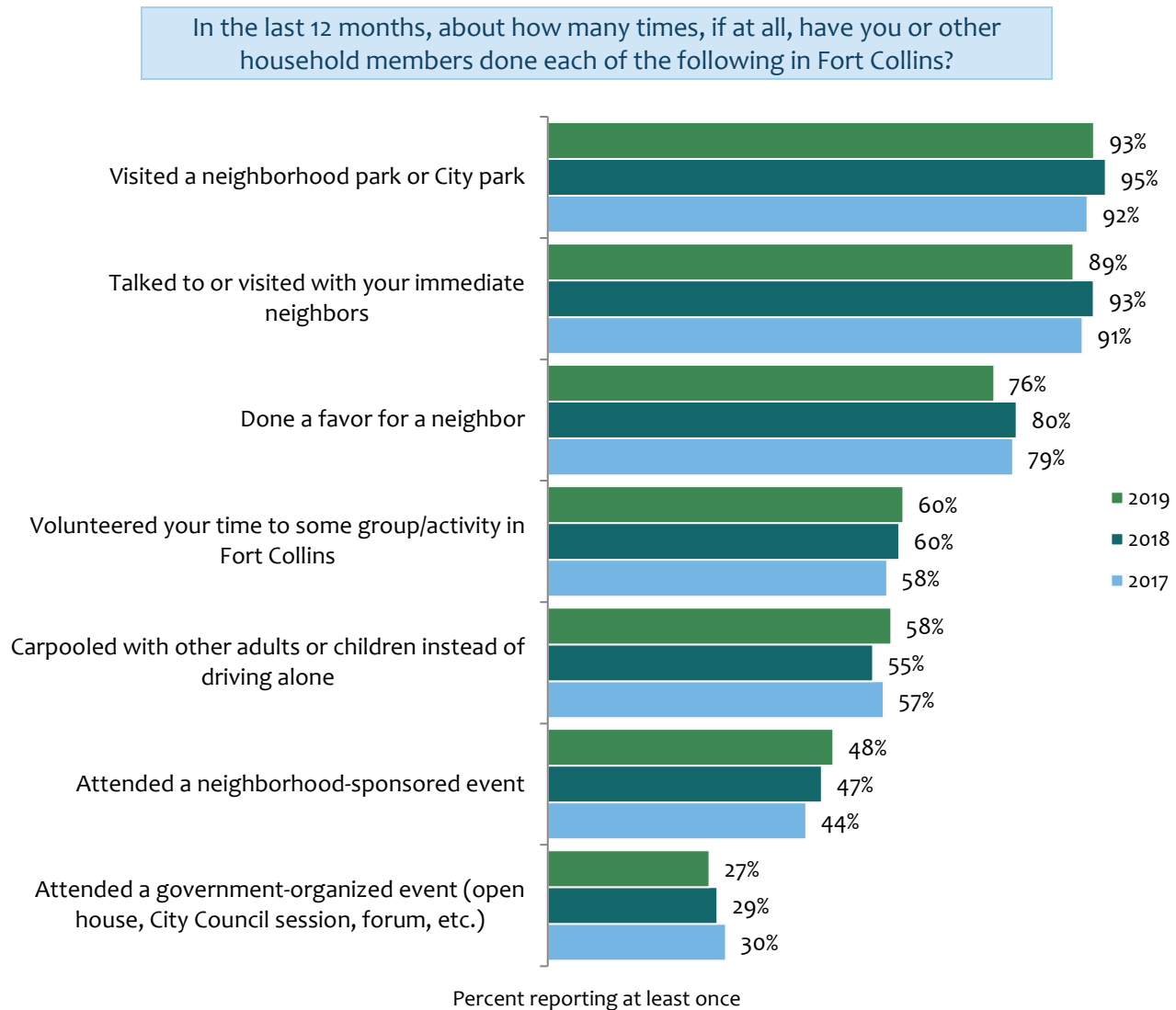
Safe Community

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

More than 8 in 10 survey participants lauded the overall feeling of safety in Fort Collins, which has remained steady over time. These reviews were on par with national levels, but exceeded Front Range comparisons (see *Appendix F: Benchmark Comparisons*).

Figure 10: Overall Safety in City Compared by Year

Percent reporting good or very good
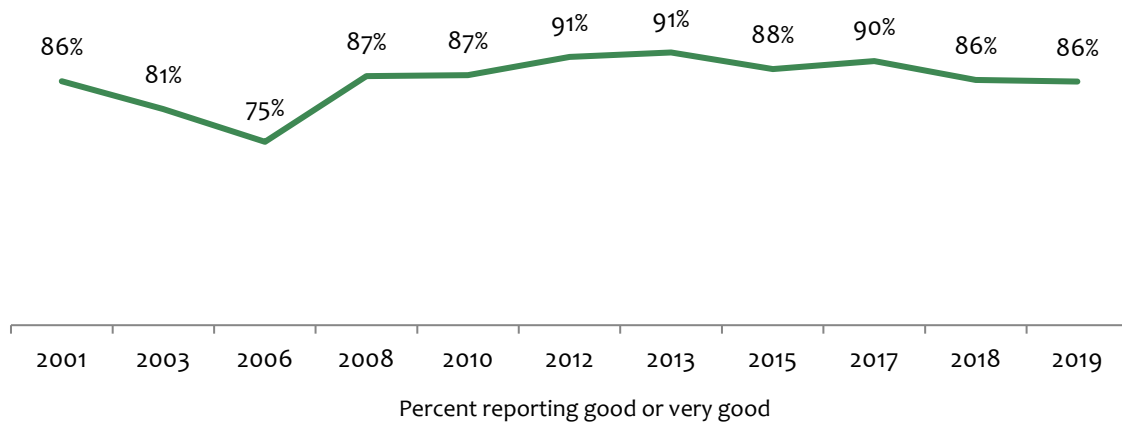
Respondents also provided their perceptions of safety in and around the community. Almost all residents always or usually felt safe in their neighborhoods (97%), in the community (95%), and in the downtown area (94%) during daylight hours. A similar proportion of respondents also felt secure in recreation facilities and 8 in 10 felt free from danger in natural areas and open spaces, parks, their neighborhoods at night, and on trails. Residents felt the least secure in the downtown area at night; however, about 6 in 10 still indicated they felt always or usually safe. When trends were available, participants' feelings of safety remained solid over time and tended to be aligned with ratings in national and peer benchmark communities (see *Appendix F: Benchmark Comparisons*).

Figure 11: 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)	2019	2018	2017	2015	2013	2012	2010	2008	2006
Your neighborhood during the day	97%	98%	96%	97%	98%	98%	97%	97%	98%
Fort Collins overall during the day	95%	94%	95%	96%	98%	97%	NA	NA	NA
Downtown Fort Collins during the day	94%	93%	93%	95%	99%	98%	95%	95%	96%
Recreation facilities	92%	90%	92%	93%	95%	91%	94%	94%	91%
Natural areas/open spaces	86%	81%	84%	87%	88%	85%	88%	87%	NA
Parks	85%	82%	82%	83%	87%	88%	88%	87%	86%
Your neighborhood at night	83%	82%	85%	85%	88%	86%	83%	83%	87%
Trails	82%	80%	83%	83%	82%	83%	80%	79%	76%
Transfort/MAX	70%	NA	NA	NA	NA	NA	NA	NA	NA
Fort Collins overall at night	70%	72%	71%	73%	77%	78%	NA	NA	NA
Downtown Fort Collins at night	62%	65%	59%	67%	71%	68%	65%	66%	61%

At least 20% of respondents said "no opinion" when evaluating their perceptions of safety in the Transfort/MAX system (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Safety Services

Fort Collins residents applauded the high level of safety services provided to them. More than 8 in 10 community members raved about the Natural Areas and Park Ranger services, fire response, and fire services overall. A vast majority of residents also admired the emergency preparedness services, police response time, disaster response, fire prevention and education, and police services overall. Additionally, about 6 in 10 felt positively about police patrol, police visibility, and crime prevention, and at least half favorably assessed animal control and traffic enforcement.

Survey participants' admiration for safety services has tended to be consistent year-over-year, though declines for reviews for police visibility, crime prevention, and animal control were seen in 2019. Ratings for disaster response and restoration services were similar to those in 2018, but have been trending downward since 2013.

Residents' sentiment for safety services tended to be aligned with resident opinion in comparison communities, though notably evaluations for emergency preparedness services in Fort Collins eclipsed national and Front Range municipalities (see *Appendix F: Benchmark Comparisons*).

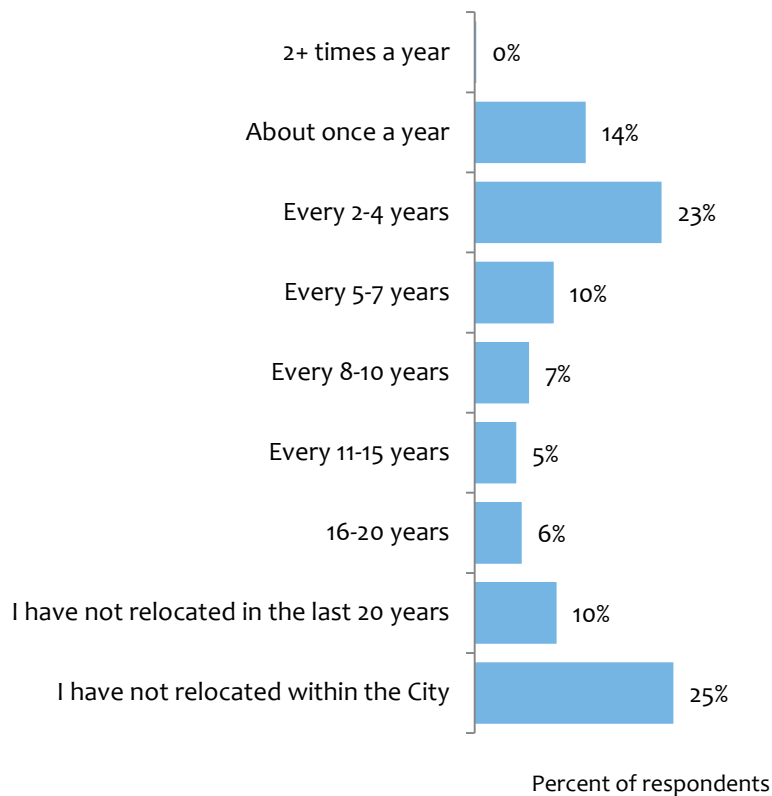### Figure 12: Community Safety Services Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins. (Percent reporting very good or good)	2019	2018	2017	2015	2013	2012	2010	2008	2003	2001
Natural Areas and Park Ranger services	88%	84%	85%	83%	81%	83%	NA	NA	NA	NA
Fire services overall	85%	83%	89%	87%	89%	85%	96%	94%	NA	90%
Fire response time	85%	83%	91%	87%	89%	84%	NA	NA	NA	NA
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75%	76%	79%	76%	80%	75%	NA	NA	NA	NA
Police response time	73%	71%	70%	72%	74%	70%	68%	68%	NA	74%
Disaster response and restoration of services	72%	75%	82%	77%	84%	NA	NA	NA	NA	NA
Fire prevention/education	72%	73%	74%	78%	74%	72%	NA	NA	NA	NA
Police services overall	71%	72%	68%	70%	76%	73%	68%	70%	NA	NA
Business property maintenance	70%	73%	72%	68%	74%	70%	68%	72%	NA	NA
Police patrol	65%	63%	63%	63%	72%	71%	70%	70%	NA	NA
Police visibility	63%	69%	65%	64%	69%	70%	67%	67%	NA	NA
Crime prevention	61%	69%	67%	66%	70%	66%	77%	72%	NA	NA
Animal control	58%	65%	66%	59%	64%	65%	61%	66%	NA	NA
Traffic enforcement	54%	53%	51%	52%	63%	64%	63%	62%	NA	49%

Please note that this question was not asked in 2006. Prior to 2015, "Fire services overall" was described as "Fire services." Prior to 2019, "Natural Areas and Park Ranger services" was described as "Natural Areas Ranger services."

Between 20% and 48% of respondents said "no opinion" when evaluating emergency preparedness, disaster response and restoration, fire prevention and education, fire response time, fire services overall, crime prevention, police response time, police services overall, animal control, business property maintenance, 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. About three-quarters of survey participants were appreciative of electric and storm drainage services. While residents provided scores comparable to 2018 for both services, those for electric still fell short of evaluations seen in 2017 and beyond. Respondents' reviews for storm drainage outshined comparisons in the Front Range and nationwide (see *Appendix F: Benchmark Comparisons*).

Figure 13: Ratings of Safety-related Utility Services Compared by Year

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

Electric services   Storm drainage

89%   89%   89%   87%   79%   79%

78%   77%   76%   78%   71%   75%

2012   2013   2015   2017   2018   2019

Percent reporting good or very good
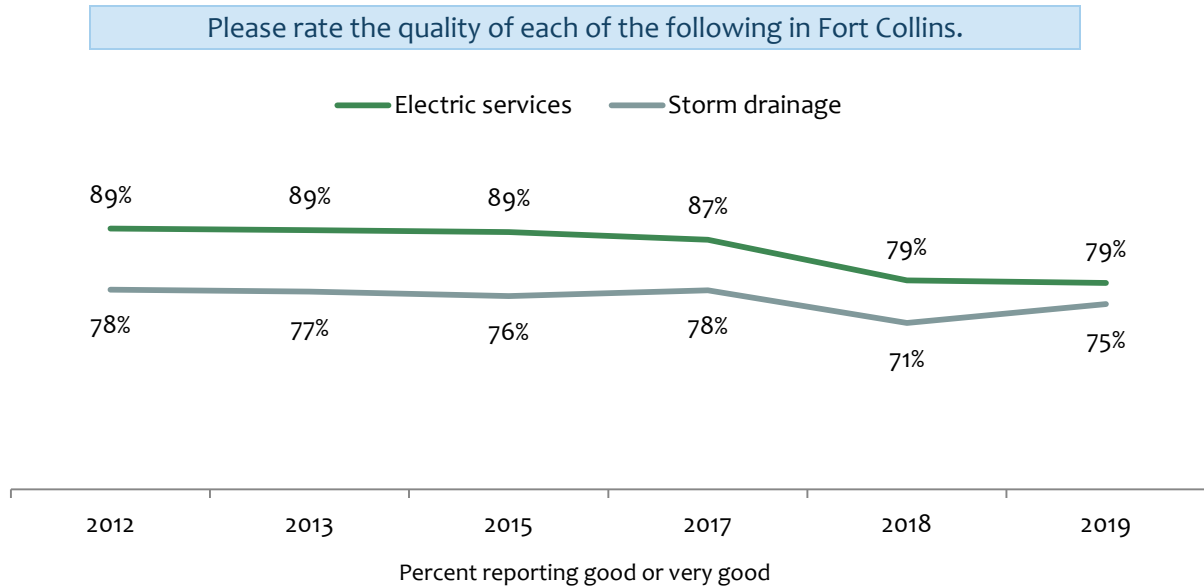
Environmental Health

Environmental health includes a variety of factors that support residents' physical health and ensure the protection and sustainability of the community's natural resources.

In a new question on the 2019 survey, Fort Collins community members assessed the City's goal of promoting the environmental health of the city. At least half (58%) of residents felt the City was doing a good or very good job promoting environmental health in the community and only 1 in 10 were disappointed with the City's performance in this area.

Figure 14: Promotion of Environmental Health, 2019

Please rate the City's performance in each of the following areas: Promotion of the health of the environment of Fort Collins
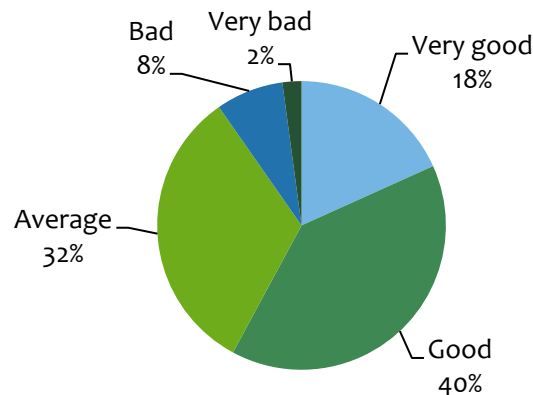
About 8 in 10 participants awarded high marks to the overall quality of the environment in Fort Collins, which was similar to 2018, but lagged behind levels seen from 2013 to 2017. This rating was commensurate to both sets of benchmark comparisons (see *Appendix F: Benchmark Comparisons*).

Figure 15: Overall Quality of the Environment Compared by Year

Percent reporting good or very good
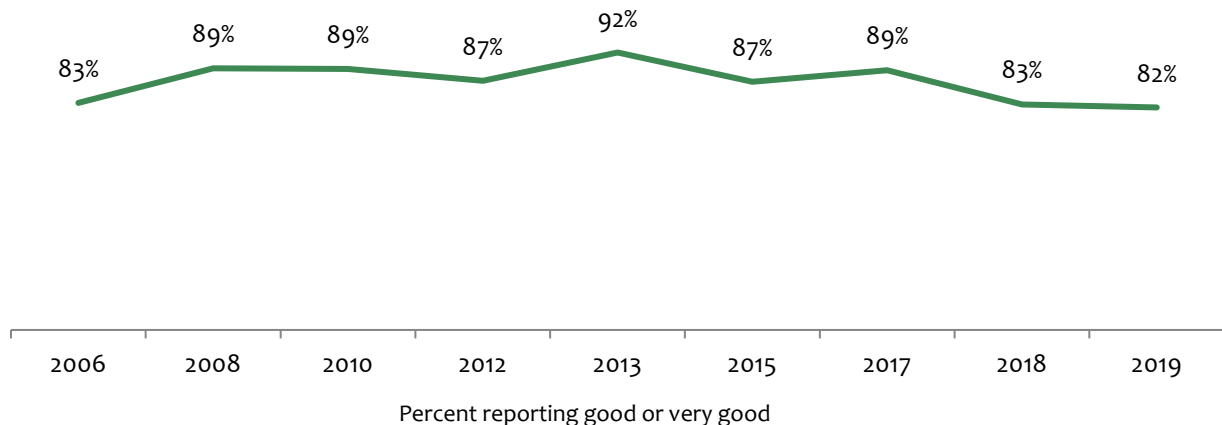
City leadership also sought resident feedback about characteristics that contribute to the overall natural environment of Fort Collins. Residents boasted about the visual attractiveness of Fort Collins, with 88% assigning good or very good scores, exceeding comparisons across the Front Range and nation. Around 7 in 10 respondents positively appraised conservation efforts, air quality, and recycling programs. Participants' reviews for conservation efforts and air quality tended to be on par with 2018 ratings, but opinions regarding recycling programs dropped from 2018 to 2019 and to the lowest level since this question 2008.

Compared to other communities, residents' assessments of air quality and recycling were consistent with their Front Range peers. Evaluations of recycling programs in Fort Collins were on par with nationwide averages while air quality was lower (see *Appendix F: Benchmark Comparisons*).

Figure 16: 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)	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	88%	88%	90%	89%	91%	87%	86%	91%	83%	79%	73%
Conservation efforts	75%	78%	84%	78%	82%	78%	81%	75%	NA	NA	NA
Air quality	70%	71%	73%	82%	90%	84%	85%	84%	72%	63%	57%
Recycling programs	70%	79%	82%	78%	83%	81%	78%	79%	69%	64%	71%

Fort Collins participants raved about their drinking water, with 9 in 10 stating this utility was good or very good; this level of satisfaction has endured over the years and dominated national and Front Range averages, earning the #1 spot out of 14 Front Range communities. About 8 in 10 respondents were pleased with sewer services, which was similar to 2017 and 2018 ratings; these ratings also exceeded national comparisons, but were equivalent to other Front Range communities (see *Appendix F: Benchmark Comparisons*).

Figure 17: Ratings of Environment-related Utility Services Compared by Year

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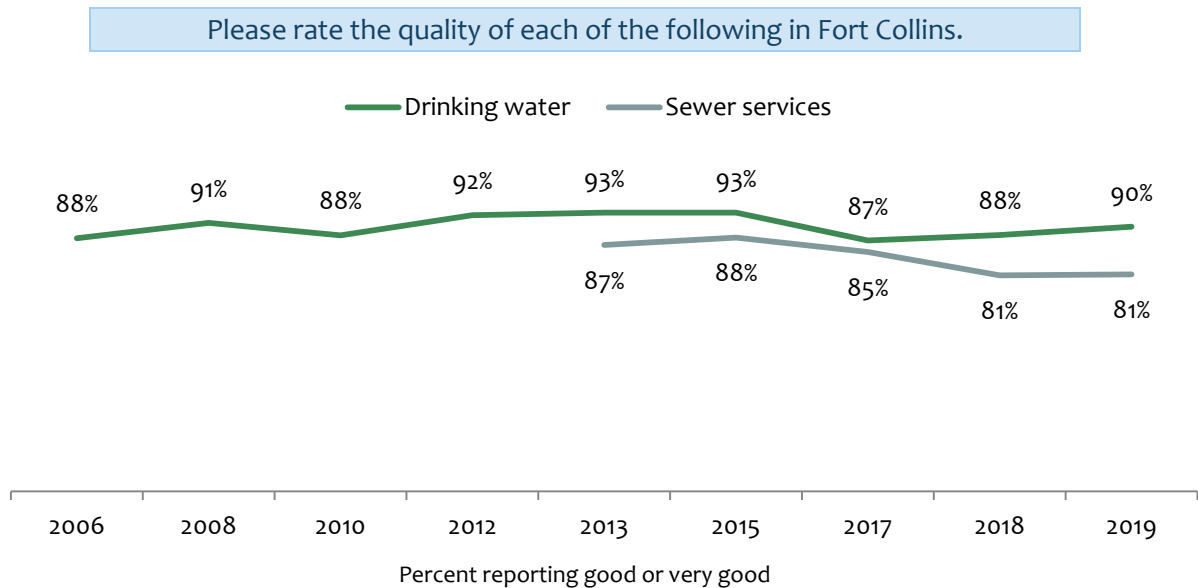
Please note that prior to 2015, "Drinking water" was "Drinking water quality".

Transportation

Those completing the 2019 survey were asked to assess several aspects of transportation in the Fort Collins community. Survey participants were especially pleased with travel via bicycle, with at least 8 in 10 praising the ease of this mode of transportation. Around three-quarters positively evaluated the ease of walking in the city. Nearly 6 in 10 residents were satisfied with street maintenance and half felt favorably about the ease of driving. Around 4 in 10 awarded top marks to public transportation and 3 in 10 felt similarly about the availability and convenience of parking downtown. As in previous years, only about 1 in 10 residents gave good or very good ratings to the level of traffic congestion.

In 2019, more survey respondents were appreciative of the ease of walking than in all previous survey iterations. Community members also provided higher scores for ease of driving, returning to levels last seen in 2013. Conversely, fewer residents gave good or very good evaluations to the ease of public transportation in 2019 than in 2018.

Despite this decline, Fort Collins residents' scores for ease of travel by public transportation was higher than national benchmark communities, as were ratings for ease of walking and street maintenance. Respondents' assessments for car-related travel (e.g., ease of driving, availability of parking, and traffic congestion) lagged behind national and Front Range averages (see *Appendix F: Benchmark Comparisons*).

Figure 18: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins. (Percent reporting very good or good)	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Ease of traveling by bicycle	86%	82%	81%	79%	83%	85%	80%	82%	64%	NA	NA
Ease of walking	75%	61%	59%	60%	67%	67%	59%	63%	47%	NA	NA
Street maintenance	59%	56%	58%	44%	50%	46%	32%	47%	NA	44%	52%
Ease of driving	49%	43%	39%	36%	52%	58%	51%	43%	32%	NA	NA
Ease of traveling by public transportation	42%	48%	46%	45%	41%	40%	31%	35%	17%	NA	NA
Availability of parking Downtown	38%	35%	29%	26%	34%	30%	36%	34%	NA	NA	NA
Convenience of parking Downtown	35%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Level of traffic congestion	15%	16%	13%	13%	20%	26%	25%	18%	NA	9%	10%

About 32% 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. Most residents (90%) commended the recreational opportunities in the city and 8 in 10 applauded public library services. Two-thirds positively evaluated arts and cultural opportunities. All of these ratings were comparable to past survey administrations.

Compared to other municipalities, ratings for recreational and arts and cultural opportunities outperformed benchmark averages and public library services were on par with all comparisons (see *Appendix F: Benchmark Comparisons*).

Figure 19: Community Aspects of Culture and Recreation Compared by Year

Please rate Fort Collins as a community on each of the items listed below.
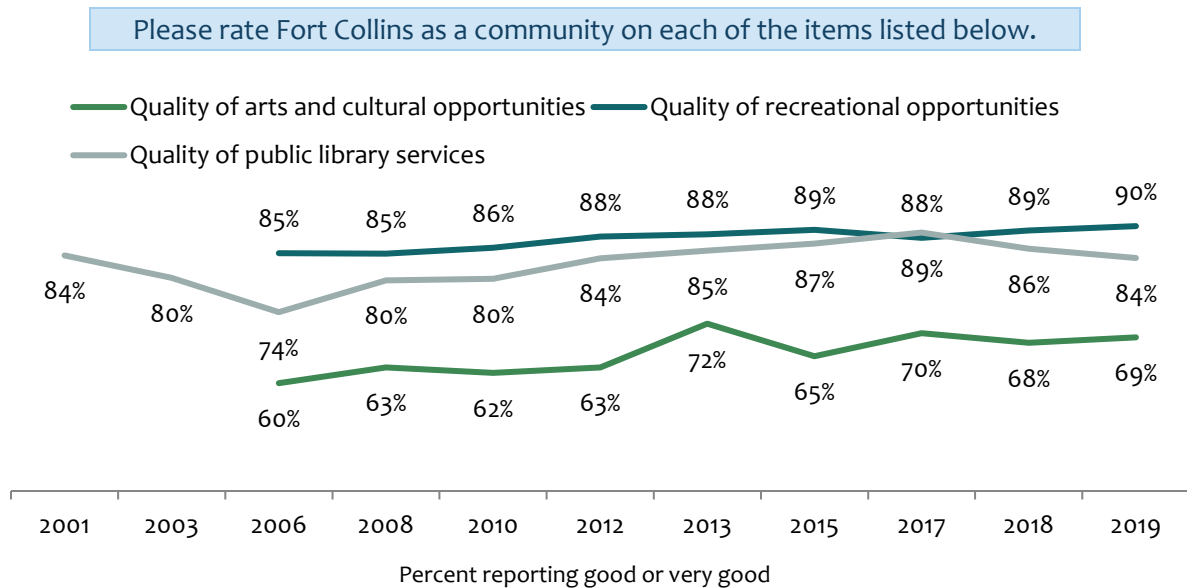
Please note that prior to 2015, "Quality of arts and cultural opportunities" was described as "Availability and diversity of arts and cultural activities," and "Quality of recreational opportunities" was worded as "Availability and diversity of recreational opportunities."

Residents also provided their opinions about a number of City parks, recreational and cultural programs and facilities in Fort Collins. Survey respondents unwavering esteem for recreational trails, natural areas and open space, and parks was evident once again in 2019, with around 9 in 10 awarding top marks to each of these amenities, consistent with prior years. A similar proportion also commended The Gardens on Spring Creek, The Farm at Lee Martinez Park, and the Fort Collins Museum of Discovery. At least 8 in 10 residents applauded most other related programs and amenities, including Edora Ice Center, Art in Public Places, pottery studio, and the Foothills Activity Center. All ratings for parks, recreation, and cultural programs were stable over time.

Fort Collins residents felt more positively about natural areas and open space and parks than their national and Front Range peers, while evaluations for recreational trails and adult recreation programs were average (see *Appendix F: Benchmark Comparisons*).

Figure 20: 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)	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Recreational trails	94%	93%	96%	96%	96%	93%	94%	95%	90%	89%	91%
Natural areas and open space	93%	93%	94%	95%	95%	94%	93%	94%	88%	83%	84%
Parks	92%	92%	96%	94%	96%	93%	92%	93%	87%	91%	95%
The Gardens on Spring Creek	92%	89%	93%	90%	91%	89%	87%	91%	80%	NA	NA
The Farm at Lee Martinez Park	90%	86%	90%	87%	87%	84%	83%	86%	86%	NA	NA
Fort Collins Museum of Discovery	89%	89%	90%	88%	87%	78%	67%	67%	67%	67%	73%
Northside Aztlan Community Center	86%	86%	87%	86%	82%	86%	82%	83%	60%	NA	NA
Edora Pool Ice Center (EPIC)	86%	82%	81%	81%	85%	83%	82%	84%	84%	NA	NA
Athletic fields	86%	81%	86%	83%	89%	86%	84%	88%	79%	85%	85%
Fort Collins Senior Center	85%	84%	86%	90%	87%	85%	85%	88%	88%	NA	NA
Art in Public Places program	85%	86%	86%	82%	82%	79%	73%	75%	60%	NA	NA
Lincoln Center programs	83%	84%	86%	84%	85%	82%	77%	79%	78%	80%	86%
Cemeteries	82%	79%	83%	83%	86%	79%	77%	79%	73%	72%	72%
Pottery studio	82%	78%	79%	80%	83%	78%	78%	75%	73%	NA	NA
Golf courses	81%	79%	84%	83%	85%	80%	80%	85%	82%	85%	85%
Foothills Activity Center	81%	79%	NA	NA	NA	NA	NA	NA	NA	NA	NA
Senior recreation programs	78%	76%	80%	77%	82%	80%	79%	82%	81%	76%	84%
Adult recreation programs	75%	76%	78%	75%	79%	75%	74%	73%	73%	69%	77%
Youth/teen recreation programs	73%	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 31% and 72% 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. Close to three-quarters of community members provided high marks to the City as a place to work, which was consistent with prior years. These assessments surpassed comparison communities locally and nationwide (see *Appendix F: Benchmark Comparisons*).

Figure 21: Ratings of City as a Place to Work Compared by Year

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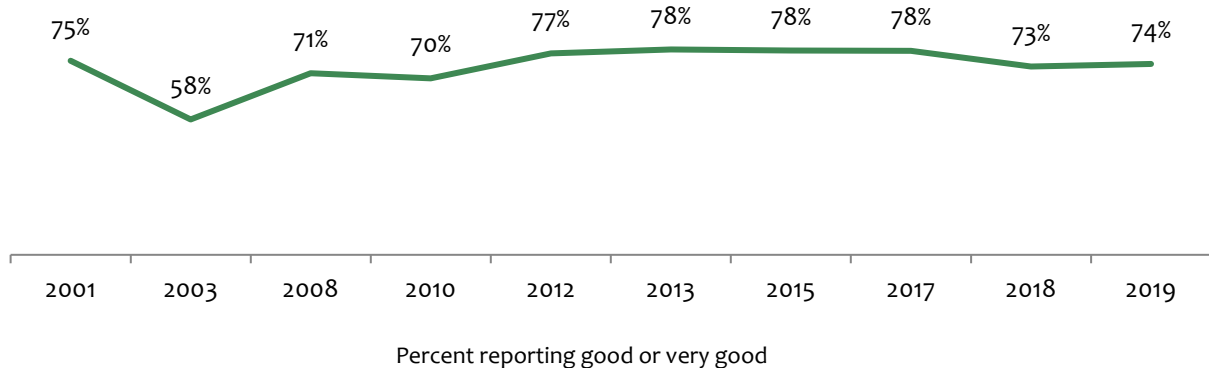
Please note that this question was not asked in 2006.

Residents' approved of measures of economic health, with around three-quarters celebrating the availability of quality healthcare and dining opportunities in the community. Further, about two-thirds praised shopping and entertainment opportunities and roughly half highly praised the availability of job opportunities. Respondents' ratings for dining and entertainment opportunities declined since 2018, though other ratings tended to be on par with previous results.

When comparisons could be made, participants' satisfaction with economic measures for Fort Collins exceeded national and Front Range levels when comparisons could be made.

Figure 22: 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)	2019	2018	2017	2015	2013	2012	2010	2008	2006
Availability of quality healthcare	78%	78%	75%	77%	75%	74%	73%	70%	NA
Quality of dining opportunities	77%	83%	85%	83%	82%	84%	80%	82%	83%
Quality of shopping opportunities	66%	69%	72%	67%	67%	65%	60%	59%	58%
Quality of entertainment opportunities	66%	76%	76%	72%	68%	64%	58%	59%	65%
Availability of job opportunities	48%	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."

Community members also evaluated the City's performance regarding support for local businesses and their goal promoting the economic health of Fort Collins. Approximately half of residents awarded positive ratings to these measures, both of which declined in 2019. Comparisons to the benchmarks were not available.

Figure 23: Business Support and Promotion of Economic Health Compared by Year

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

—— Support of businesses   —— Promotion of the economic health of Fort Collins

Percent reporting good or very good
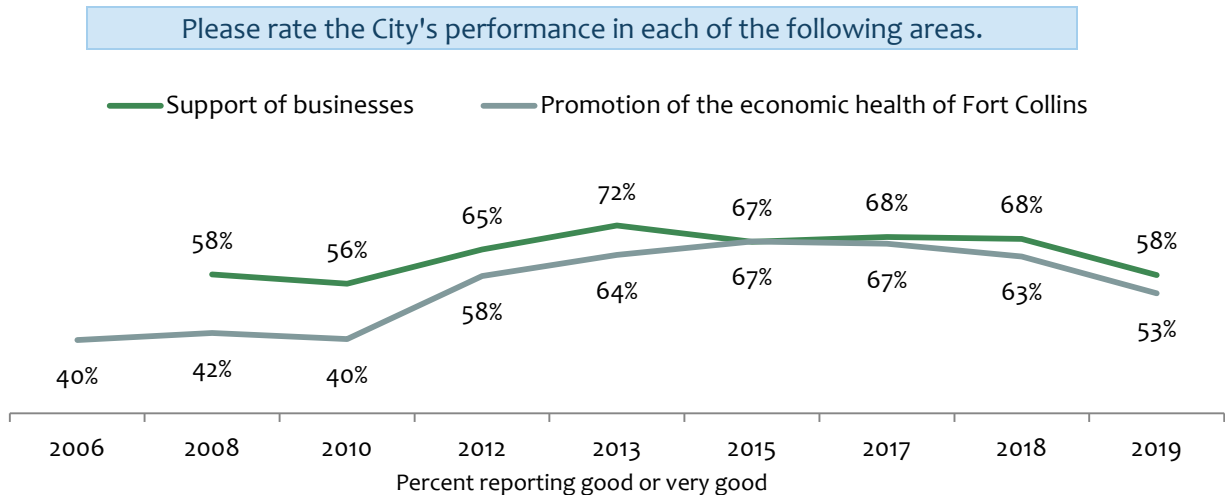
Please note that prior to 2015, "Promotion of the economic health of Fort Collins" was worded "Economic health strategies" and "Support of businesses" was worded as "Overall support of businesses in Fort Collins".

Fort Collins residents also provided their opinions on the City's performance for three measures of business health. A majority of survey respondents gave favorable reviews to the City encouraging a variety of businesses (62%) and attracting new businesses (56%), while about 4 in 10 awarded good or very good marks to the City retaining existing businesses.

Each of these business health aspects were appraised by residents at similar levels to past survey administrations, but notably, ratings for retaining existing businesses has continued to fall since 2015. Benchmark comparisons were not available for these questions.

Figure 24: Business Health Compared by Year

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

Percent reporting good or very good
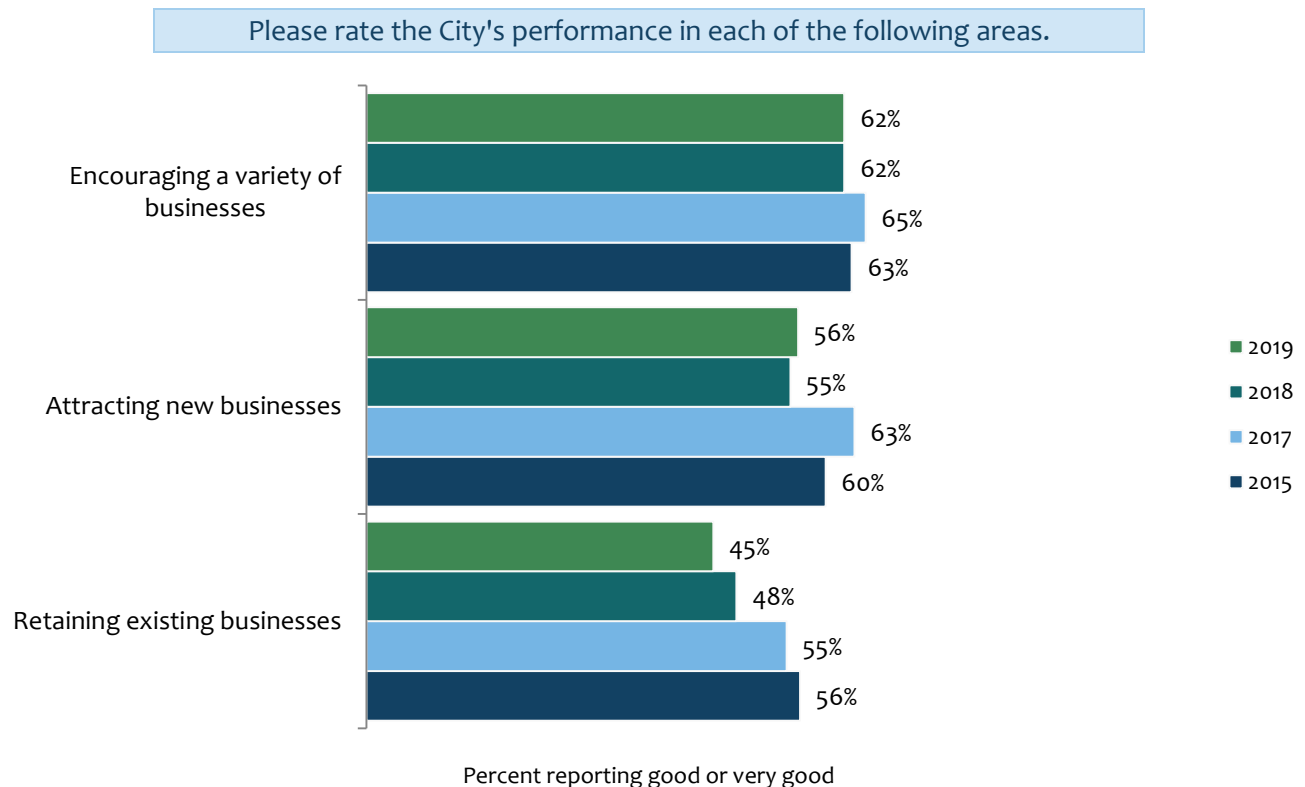
High Performing Government

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

Fort Collins residents' opinions of the City services provided to them were positive, with 80% awarding top scores. This level was on par with levels seen in 2018, and prior to 2017. Respondents' assessments for these services was equivalent with their peers across the Front Range and U.S. (see *Appendix F: Benchmark Comparisons*).

Figure 25: 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?

2008	2010	2012	2013	2015	2017	2018	2019
77%	78%	85%	87%	84%	90%	81%	80%

Percent reporting good or very good
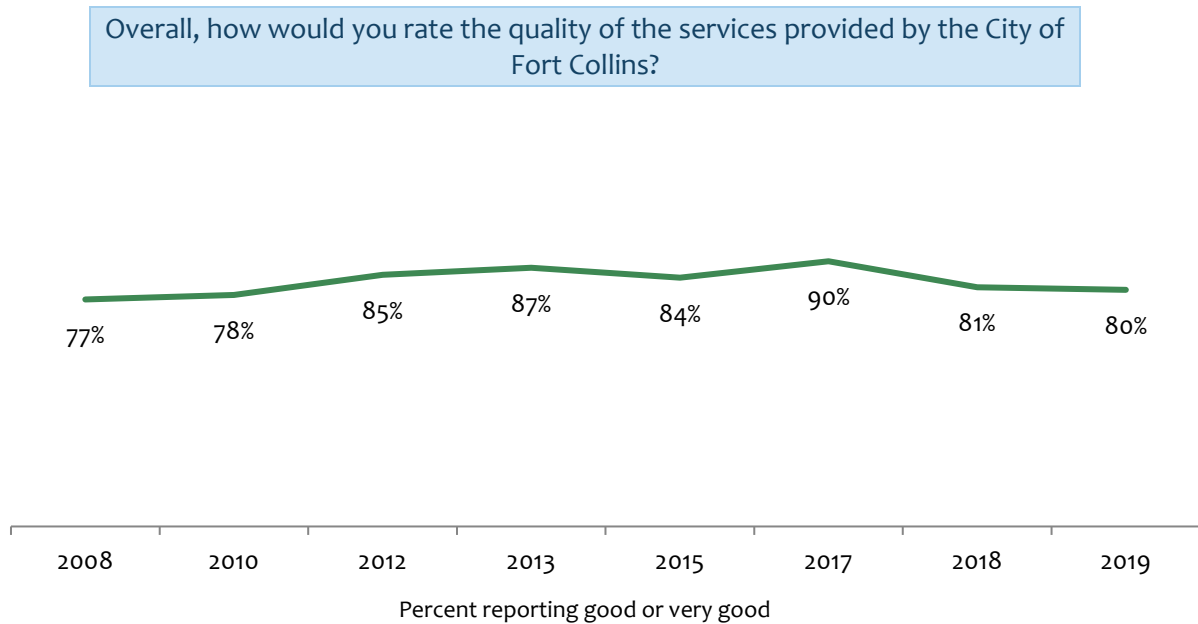
City Government and Employees

Fort Collins community members also weighed in on several government performance measures for City leadership. Around 6 in 10 survey participants approved of the overall direction of the community and efficient operation of programs and services, as well as welcoming community member involvement. At least half of respondents had favorable views of the City creating a welcoming, inclusive community where all feel a sense of belonging and balancing development and growth.

Decreases in residents' opinions were noted in 2019 for the City's performance regarding encouraging sustainability and efficient operation of programs and services, while all other satisfaction levels were commensurate with past years. All measures of government performance were similar to or higher than benchmark averages (see *Appendix F: Benchmark Comparisons*).

Figure 26: City Government Ratings Compared by Year

Please rate the City performance in each of the following areas. (Percent reporting very good or good)	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall direction of the City	65%	62%	65%	65%	70%	67%	61%	54%	NA	NA	NA
Encouraging sustainability in the community	63%	69%	76%	69%	73%	69%	NA	NA	NA	NA	NA
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	60%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Efficient operation of programs and services	60%	66%	65%	58%	65%	59%	53%	51%	29%	NA	NA
Welcoming community member involvement	60%	61%	66%	69%	67%	64%	54%	56%	26%	NA	NA
Creating a welcoming, inclusive community where all community members feel a sense of belonging	56%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	56%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Managing and planning for growth	49%	46%	44%	50%	56%	54%	48%	36%	20%	21%	23%
Listening to community members	46%	50%	52%	50%	53%	50%	44%	41%	37%	NA	NA

Please note that the measures of respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status, creating a welcoming, inclusive community where all community members feel a sense of belonging, and balancing development and growth while maintaining the character and identity of the City and neighborhoods were new items in 2019.

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

Roughly half of Fort Collins community members reported they had contacted a City employee at least once in the 12 months prior to the survey, which was aligned with past rates and higher than those reported in comparison communities (see *Appendix F: Benchmark Comparisons*).

Figure 27: 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.

The respondents who had contact with an employee of the City were asked to rate various aspects of the interactions. Overall, assessments for City employees were positive, with about three-quarters of more assigning high marks to employee interactions including the employee's courtesy and the overall impression of the employee. Survey respondents' ratings for these performance measures were steady over time and were equivalent to regional averages (see *Appendix F: Benchmark Comparisons*).

Figure 28: 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)	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	86%	89%	88%	86%	88%	86%	83%	83%	86%	83%	89%
Overall impression	82%	80%	80%	79%	80%	79%	78%	77%	NA	NA	NA
Promptness	79%	84%	79%	79%	81%	81%	72%	75%	75%	72%	78%
Knowledge	78%	83%	82%	83%	80%	80%	80%	77%	77%	77%	82%
Making you feel valued	74%	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.

Those respondents who reported not having had contact with a City employee also provided their point of view of Fort Collins employees. Around 8 in 10 praised the courtesy provided by City staff and two-thirds positively scored the promptness in responding to inquiries and service requests, as well as the employees' capacity to make them feel valued.

Evaluations for employees' courtesy and promptness was similar to those provided in 2018, but residents were more critical of staff making them feel valued compared to the past two survey iterations.

Figure 29: 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 community members. Please rate City employees on each of the items below. (Percent reporting very good or good)	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	81%	80%	84%	80%	79%	81%	84%	73%	73%	71%	71%
Promptness in responding to inquiries and service requests	69%	74%	72%	76%	73%	76%	67%	61%	60%	64%	58%
Making residents or customers feel valued	66%	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.

At least 29% 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 30 on the following page).

Similar to previous years, at least 9 in 10 survey participants indicated that the City should either maintain or increase their efforts for each of the seven areas. A majority of residents felt that services and programs related to safety; culture, parks and recreations; and general government should continue to be provided at similar service levels. As for the areas where a higher proportion of residents would like to see an increase in effort, transportation topped the list, with 60% stating they would like more effort; 53% of residents wanted additional effort for economy, environment, and neighborhood livability and social health services.

Compared to previous years, more respondents indicated they would like to see more effort allocated for the economy (up to 53% from 40% in 2018 and 2017) and neighborhood livability and social health (53% in 2019 vs. 46% in 2018). The change in ratings for neighborhood livability and social health could be due in part to changes in the wording of this priority area.

Figure 30: 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.		2019	2018	2017	2015	2013	2012	2010	2008	2006
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	53%	40%	40%	35%	36%	44%	56%	61%	65%
	Same effort	43%	55%	54%	61%	61%	53%	41%	38%	31%
	Less effort	4%	5%	7%	5%	4%	2%	3%	1%	4%
	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, the Climate Action Plan and an attractive community	More effort	53%	50%	46%	39%	32%	37%	36%	39%	39%
	Same effort	43%	47%	50%	56%	65%	59%	56%	56%	54%
	Less effort	3%	3%	4%	4%	3%	4%	8%	5%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	More effort	53%	46%	48%	43%	33%	34%	30%	31%	28%
	Same effort	41%	48%	47%	52%	63%	62%	62%	63%	64%
	Less effort	5%	6%	5%	6%	4%	4%	8%	6%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	17%	22%	26%	22%	17%	19%	19%	25%	23%
	Same effort	79%	77%	72%	76%	81%	76%	77%	72%	75%
	Less effort	4%	1%	2%	2%	3%	6%	5%	3%	2%
	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	23%	25%	24%	21%	19%	22%	28%	28%	31%
	Same effort	72%	71%	73%	76%	77%	74%	67%	65%	62%
	Less effort	5%	4%	4%	3%	4%	4%	6%	6%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety	More effort	60%	64%	65%	61%	54%	53%	58%	59%	62%
	Same effort	38%	33%	34%	35%	43%	45%	39%	39%	35%
	Less effort	2%	3%	1%	4%	3%	2%	4%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	More effort	23%	19%	19%	19%	19%	19%	23%	22%	24%
	Same effort	71%	75%	76%	74%	76%	74%	69%	75%	65%
	Less effort	6%	6%	5%	7%	5%	7%	8%	3%	11%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Please note that prior to 2019, "**Economy:** Includes economic planning and development activities, workforce training, childcare, education, employment opportunities" was worded "**Economy:** Includes economic planning and development activities;" "**Neighborhood Livability and Social Health:** Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community" was worded "**Neighborhood:** Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups;" and "**Transportation:** Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety" was worded as "**Transportation:** Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management".

Residents also prioritized the seven strategic plan areas by selecting the three they felt were the most important to focus on in the next five years. Community members identified transportation and environment as the top priorities for City leadership and around half selected neighborhood livability and social health and economy. The lowest priority was general government services (12%).

Compared to 2018, fewer respondents stated that transportation, the environment, and safety should be one of the three top priorities for the City to consider, while more respondents felt that neighborhood livability and social health and the economy should be prioritized.

Figure 31: Top Three Budget Priorities Compared by Year

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
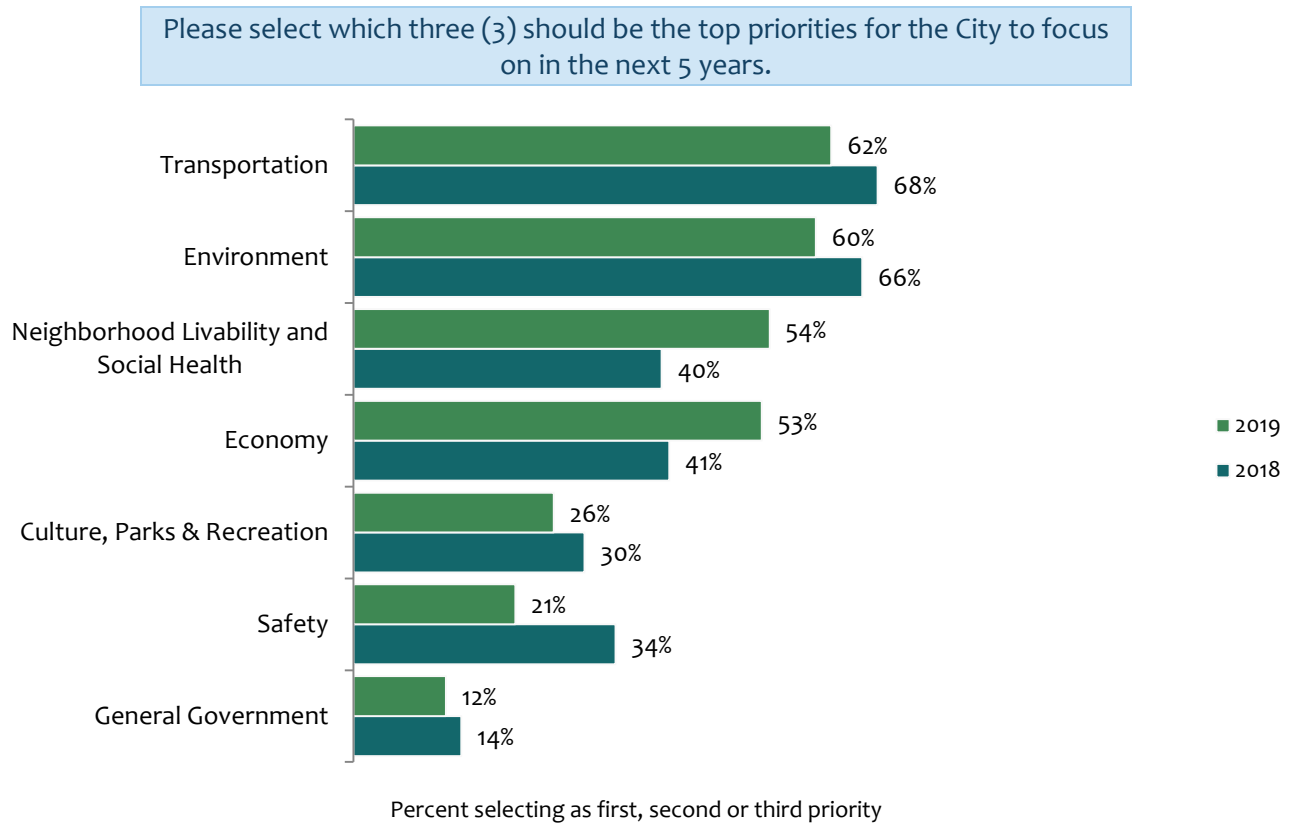
In 2019, the survey included a question asking residents to identify in their own words the one item or focus area the City should improve upon in the next few years. Of the survey participants who provided a written answer, the housing affordability in the City topped the list, with 20% providing a relevant comment. Responses related to traffic and roads, environmental issues, and transportation were mentioned by between 12% to 14% of survey participants, while issues related to safety, police, and/or the homeless; development; and cost of living, economy or jobs were commented upon by about 5% of respondents (the verbatim comments to this question, including the "other" response, can be found in *Appendix C: Verbatim Responses*).

Figure 32: Community Member Priorities, 2019

Thinking about the next few years, what is ONE item or focus area you would like the City to improve on?

Percent of respondents who provided a comment
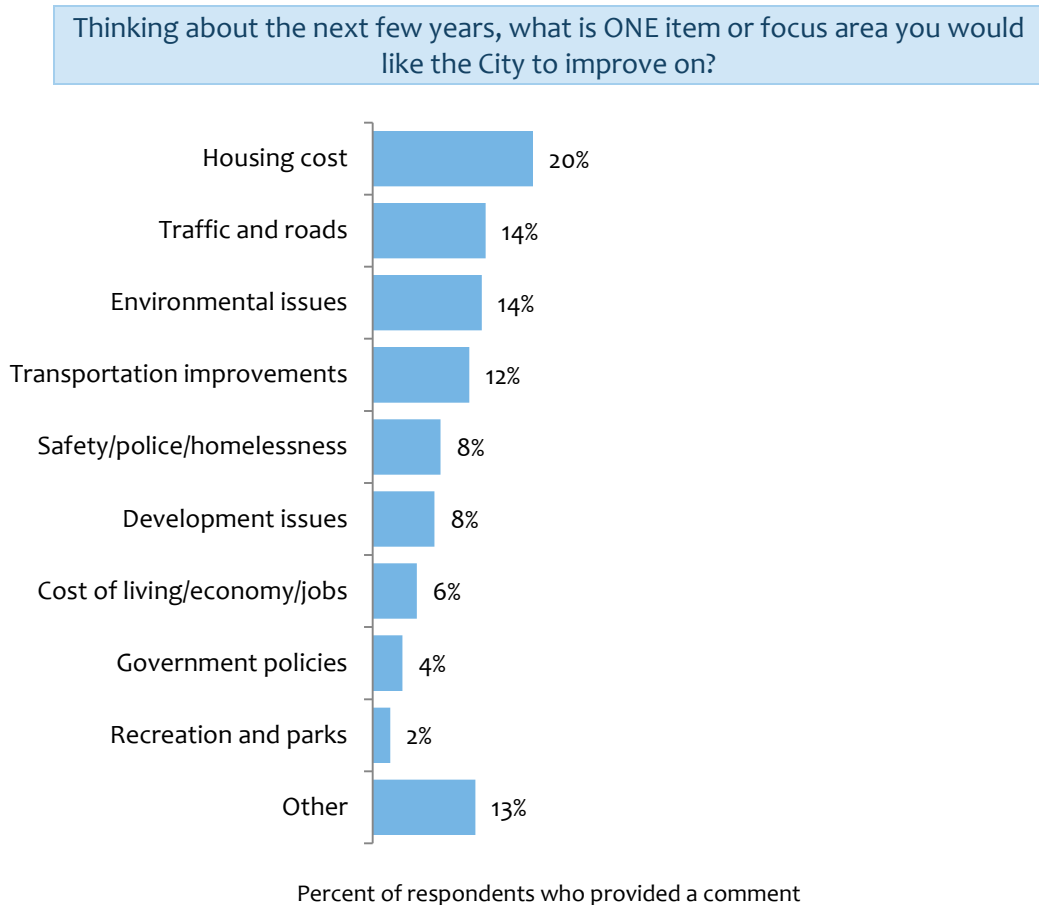
Public Information

The quality of a community is reflected not only in residents' perceptions of service performance, but also in residents' views of the resources available to stay informed about community news and events.

About half of community members approved of the job the City was doing informing residents, which was similar to regional and national benchmarks. While this rating was stable compared to 2018, a downward trend has been observed since 2017.

Figure 33: Ratings of Informing Residents Compared by Year

Please rate the City's performance in the following area: Informing residents

Percent reporting good or very good
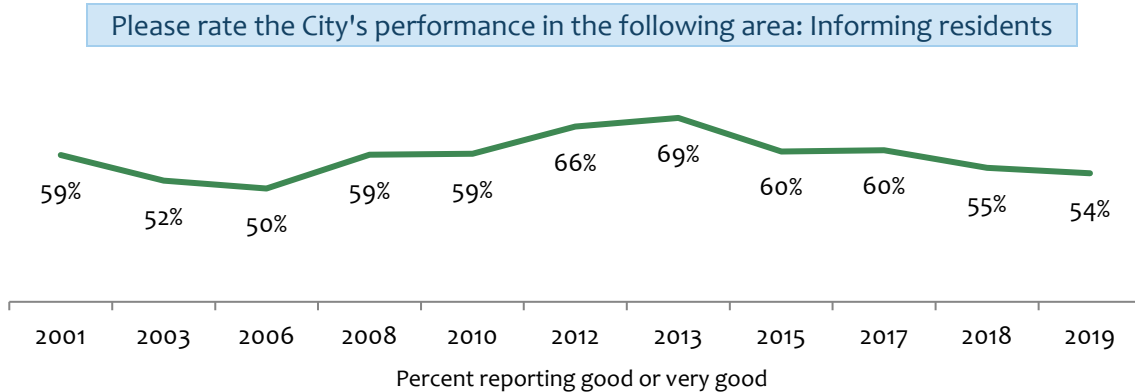
Please note that prior to 2015, "Informing citizens" was worded as "The job the City does at informing citizens".

About 6 in 10 community members awarded top marks to the City's aptitude for providing emergency information and providing volunteer opportunities to residents, and around half gave good or very good reviews to the City providing opportunities to participate in government activities. All of these ratings were consistent with results since the questions were first asked and were on par with national and Front Range averages (see *Appendix F: Benchmark Comparisons*).

Figure 34: Providing Information and Opportunities to Participate Compared by Year

Please rate the City performance in each of the following areas.

Percent reporting good or very good
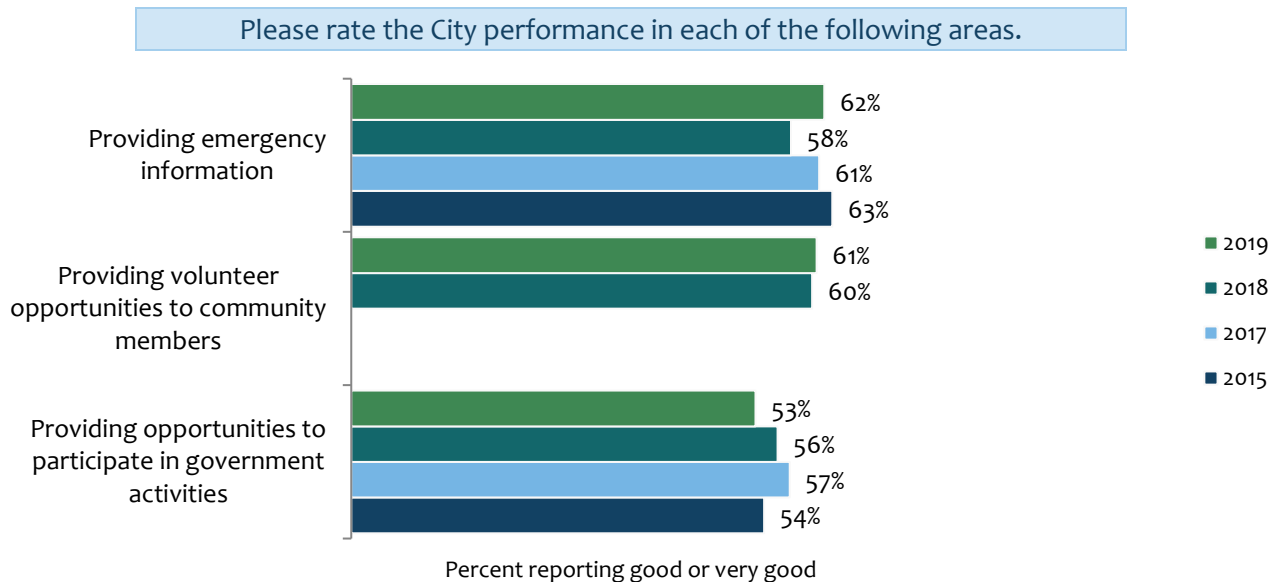
At least 20% of respondents said "no opinion" when evaluating the City government's job of providing opportunities to participate in government activities and volunteer (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

City leadership also sought to understand which community sources for information residents relied on for government issues, services, and programs. Word of mouth was the most utilized communication channel, with 91% indicating their fellow residents were at least sometimes source. Other sources that were relied upon by at least two-thirds of respondents were the City's website, the Recreator, Track and Trails, newspapers and social media (including Facebook, Twitter and Nextdoor). Less than 2 in 10 survey participants reported they had used OurCity Platform, Engage Platform or the City cable channels 14 and 881. Most of the residents' use of the various sources of information about the City remained comparable to past years, with the exceptions of radio, City News eNewsletter, and City cable channels, which have declined since 2018.

Figure 35: 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)	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Word of mouth	91%	91%	90%	87%	88%	87%	85%	88%	82%	87%	54%
City's website (www.fcgov.com)	77%	79%	79%	79%	80%	74%	71%	72%	50%	54%	12%
"Recreator" (guide to recreation programs)	68%	71%	66%	70%	70%	64%	62%	60%	70%	60%	40%
Tracks and Trails (the guide to natural areas activities)	67%	69%	73%	68%	NA	NA	NA	NA	NA	NA	NA
Newspaper (print or online)	66%	67%	70%	72%	80%	80%	81%	87%	89%	NA	76%
Social media (Facebook, Twitter, Nextdoor, etc.)	65%	67%	63%	60%	55%	44%	NA	NA	NA	NA	NA
Newsletters or brochures from City departments	59%	59%	60%	62%	64%	56%	57%	64%	67%	64%	17%
City employees or departments (e.g., contacting by phone, email or in person)	58%	56%	57%	NA	NA	NA	NA	NA	NA	NA	NA
Radio	50%	56%	55%	63%	69%	60%	64%	66%	61%	NA	27%
Television news	41%	41%	45%	57%	69%	60%	65%	69%	58%	63%	NA
City booth at local events	36%	37%	38%	41%	NA	NA	NA	NA	NA	NA	NA
City News eNewsletter	33%	63%	65%	65%	67%	63%	61%	71%	76%	76%	56%
Online video FCTV on www.fcgov.com/FCTV	22%	20%	19%	12%	17%	15%	12%	14%	NA	NA	NA
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	22%	22%	20%	20%	17%	15%	NA	NA	NA	NA	NA
OurCity Platform (ourcity.fcgov.com)	16%	18%	18%	NA	NA	NA	NA	NA	NA	NA	NA
Engage Platform (engage.fcgov.com)	12%	14%	NA	NA	NA	NA	NA	NA	NA	NA	NA
Fort Collins local cable channel 14 and 881	12%	20%	20%	22%	30%	30%	36%	41%	35%	28%	26%

Prior to 2017, "Fort Collins local cable channel 14 and 881" was "Fort Collins local cable channel 14," "Online video FCTV on www.fcgov.com/FCTV" was "Online video of cable channel 14 on www.fcgov.com/cable14," and, in 2019, "City News eNewsletter" was "'City News' (insert with utility bill)." 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 2019 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	40%
6-10 years	15%
11-20 years	20%
More than 20 years	25%
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	17%
No	83%
Total	100%

Table 3: Respondent College or University Attended

Which college or university do you attend?	Percent of respondents
Colorado State University	90%
Front Range Community College	10%
Another local college or university	0%
Total	100%

Asked only of those who reported attending college or university in Fort Collins.

Table 4: Employment Status

What is your employment status?	Percent
Working full time for pay	60%
Working part time for pay	15%
Unemployed, looking for paid work	3%
Unemployed, not looking for paid work	5%
Fully retired	17%
Total	100%

Table 5: Work in Fort Collins

Do you work inside the boundaries of Fort Collins?	Percent
Yes, outside the home	59%
Yes, from home	11%
No	30%
Total	100%

Table 6: Respondent Age

Which of the age groups below best describes you?	Percent of respondents
18-24	12%
25-34	35%
35-44	15%
45-54	12%
55-64	8%
65-74	11%
75+	7%
Total	100%

Table 7: Respondent Gender

Your gender	Percent of respondents
Male	49%
Female	51%
Non-conforming	0%
Total	100%

Table 8: Respondent Household Income

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income from all sources for all persons living in your household.)	Percent of respondents
Less than $25,000	14%
$25,000 to $49,999	21%
$50,000 to $99,999	33%
$100,000 to $149,999	19%
$150,000 or more	14%
Total	100%

Table 9: Respondent Ethnicity

Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	91%
Yes, I consider myself to be Spanish, Hispanic or Latino	9%
Total	100%

Table 10: Respondent Race/ethnicity

What is your race?	Percent of respondents
American Indian or Alaskan Native	2%
Asian, Asian Indian or Pacific Islander	2%
Black or African American	1%
White	93%
Other	6%

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

Table 11: Respondent Housing Status

Which best describes the building you live in?	Percent of respondents
Own detached unit	45%
Own attached unit	9%
Rent detached unit	13%
Rent attached unit	29%
Live in dorm	5%
Total	100%

Table 12: Geographic Area of Residence

	Percent of respondents
Northeast	13%
East Central	24%
Southeast	17%
Northwest/CSU Dorms	19%
West Central	22%
Southwest	5%
Total	100%

Table 13: Council District of Residence

	Percent of respondents
District 1	20%
District 2	17%
District 3	16%
District 4	17%
District 5	11%
District 6	17%
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 14: Question 1

Please rate Fort Collins as a community on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total
Overall, as a place to live	54%	37%	7%	0%	1%	100%
Overall safety of community members	40%	46%	13%	1%	0%	100%
Quality of shopping opportunities	31%	35%	28%	4%	2%	100%
Quality of dining opportunities	42%	35%	18%	3%	2%	100%
Quality of entertainment opportunities	29%	37%	28%	4%	1%	100%
Availability of job opportunities	12%	36%	34%	13%	4%	100%
Availability of affordable quality housing	4%	8%	27%	41%	20%	100%
Quality of arts and cultural opportunities	22%	47%	27%	2%	1%	100%
Quality of recreational opportunities	53%	37%	8%	2%	0%	100%
Availability of quality healthcare	35%	44%	17%	3%	2%	100%
Quality of public schools	35%	43%	17%	4%	1%	100%
Quality of public library services	45%	39%	15%	1%	0%	100%
As a place to raise children	48%	43%	7%	2%	0%	100%
As a place to retire	38%	33%	20%	6%	4%	100%
As a place to attend college	46%	38%	13%	1%	2%	100%
As a place to work	33%	41%	19%	5%	2%	100%
Openness and acceptance of the community toward people of diverse backgrounds	19%	36%	33%	8%	4%	100%
Overall quality of life in Fort Collins	36%	51%	11%	2%	0%	100%
Availability of affordable quality childcare	5%	10%	37%	26%	22%	100%

Table 15: Question 1

Please rate Fort Collins as a community on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Overall, as a place to live	54%	N=338	37%	N=232	7%	N=44	0%	N=3	1%	N=4	0%	N=3	100%	N=623
Overall safety of community members	40%	N=248	46%	N=285	13%	N=79	1%	N=7	0%	N=0	0%	N=2	100%	N=621
Quality of shopping opportunities	31%	N=192	35%	N=216	28%	N=173	4%	N=23	2%	N=13	1%	N=5	100%	N=623
Quality of dining opportunities	42%	N=261	35%	N=215	17%	N=109	3%	N=21	2%	N=12	1%	N=4	100%	N=623
Quality of entertainment opportunities	28%	N=177	36%	N=221	27%	N=169	4%	N=27	1%	N=8	3%	N=19	100%	N=620
Availability of job opportunities	10%	N=64	31%	N=190	29%	N=182	11%	N=69	4%	N=23	14%	N=90	100%	N=618
Availability of affordable quality housing	4%	N=24	8%	N=48	26%	N=157	40%	N=243	20%	N=119	3%	N=20	100%	N=610
Quality of arts and cultural opportunities	21%	N=131	44%	N=273	26%	N=160	2%	N=14	1%	N=7	5%	N=31	100%	N=615
Quality of recreational opportunities	53%	N=326	37%	N=229	8%	N=47	2%	N=12	0%	N=0	1%	N=6	100%	N=621
Availability of quality healthcare	31%	N=195	40%	N=247	15%	N=95	3%	N=17	2%	N=10	10%	N=60	100%	N=623
Quality of public schools	23%	N=144	28%	N=176	11%	N=68	3%	N=16	0%	N=3	34%	N=212	100%	N=619
Quality of public library services	37%	N=232	33%	N=202	12%	N=75	1%	N=7	0%	N=0	17%	N=104	100%	N=621
As a place to raise children	38%	N=235	34%	N=212	6%	N=35	1%	N=9	0%	N=2	21%	N=129	100%	N=622
As a place to retire	29%	N=177	25%	N=153	15%	N=92	4%	N=27	3%	N=17	25%	N=151	100%	N=616
As a place to attend college	41%	N=251	34%	N=209	11%	N=70	1%	N=6	2%	N=10	12%	N=73	100%	N=618
As a place to work	31%	N=190	39%	N=238	17%	N=107	5%	N=28	2%	N=12	7%	N=43	100%	N=617
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=111	34%	N=214	32%	N=196	8%	N=48	4%	N=22	5%	N=30	100%	N=622
Overall quality of life in Fort Collins	36%	N=225	51%	N=315	11%	N=67	2%	N=9	0%	N=0	0%	N=2	100%	N=619
Availability of affordable quality childcare	2%	N=13	5%	N=29	17%	N=104	11%	N=71	10%	N=61	55%	N=342	100%	N=620

Table 16: Question 2

Please rate the quality of your neighborhood on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total
Your neighborhood as a place to live	45%	40%	15%	1%	0%	100%
Your neighborhood as a place to raise children	44%	31%	17%	6%	2%	100%
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	43%	35%	16%	5%	1%	100%

Table 17: Question 2

Please rate the quality of your neighborhood on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Your neighborhood as a place to live	44%	N=273	39%	N=241	15%	N=91	1%	N=4	0%	N=1	1%	N=8	100%	N=619
Your neighborhood as a place to raise children	33%	N=206	24%	N=148	13%	N=79	5%	N=30	2%	N=10	23%	N=142	100%	N=615
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	43%	N=265	35%	N=218	16%	N=98	5%	N=28	1%	N=6	1%	N=3	100%	N=618

Table 18: Question 3

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	52%	36%	5%	7%	100%
Remain in Fort Collins for the next five years	59%	23%	10%	8%	100%

Table 19: Question 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		Total	
Recommend living in Fort Collins to someone who asks	52%	N=319	35%	N=218	5%	N=30	7%	N=43	2%	N=9	100%	N=620
Remain in Fort Collins for the next five years	58%	N=360	23%	N=140	9%	N=58	8%	N=47	2%	N=14	100%	N=619

Table 20: 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	32%	34%	27%	7%	100%
Attended a neighborhood-sponsored event	2%	6%	40%	52%	100%
Attended a government-organized event (open house, City Council session, forum, etc.)	1%	3%	24%	73%	100%
Carpooled with other adults or children instead of driving alone	14%	19%	25%	42%	100%
Volunteered your time to some group/activity in Fort Collins	9%	22%	29%	40%	100%
Talked to or visited with your immediate neighbors	39%	27%	23%	11%	100%
Done a favor for a neighbor	16%	23%	37%	24%	100%

Table 21: 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	32%	N=199	34%	N=207	27%	N=166	7%	N=44	100%	N=617
Attended a neighborhood-sponsored event	2%	N=11	6%	N=39	40%	N=247	52%	N=316	100%	N=614
Attended a government-organized event (open house, City Council session, forum, etc.)	1%	N=3	3%	N=20	24%	N=146	73%	N=447	100%	N=617
Carpooled with other adults or children instead of driving alone	14%	N=88	19%	N=116	25%	N=151	42%	N=254	100%	N=610
Volunteered your time to some group/activity in Fort Collins	9%	N=57	22%	N=138	29%	N=176	40%	N=244	100%	N=615
Talked to or visited with your immediate neighbors	39%	N=242	27%	N=166	23%	N=143	11%	N=66	100%	N=616
Done a favor for a neighbor	16%	N=100	23%	N=139	37%	N=229	24%	N=149	100%	N=618

Table 22: Question 5

In the last 20 years, how often have you moved to a different place of residence in Fort Collins?	Percent	Number
2+ times a year	0%	N=1
About once a year	14%	N=85
Every 2-4 years	23%	N=143
Every 5-7 years	10%	N=60
Every 8-10 years	7%	N=42
Every 11-15 years	5%	N=32
16-20 years	6%	N=36
I have not relocated in the last 20 years	10%	N=63
I have not relocated within the City	25%	N=152
Total	100%	N=613

Table 23: Question 6

Please tell us how safe you feel in or on each of the following in Fort Collins.	Always safe	Usually safe	Sometimes safe, sometimes unsafe	Usually unsafe	Always unsafe	Total
Downtown Fort Collins during the day	57%	37%	5%	1%	0%	100%
Downtown Fort Collins at night	15%	47%	32%	5%	1%	100%
Your neighborhood during the day	71%	26%	3%	0%	0%	100%
Your neighborhood at night	40%	43%	14%	2%	1%	100%
Parks	33%	52%	12%	1%	1%	100%
Natural areas/open spaces	35%	52%	11%	1%	1%	100%
Recreation facilities	45%	46%	7%	2%	0%	100%
Trails	32%	50%	16%	2%	0%	100%
Fort Collins overall during the day	50%	45%	3%	1%	0%	100%
Fort Collins overall at night	19%	50%	26%	4%	0%	100%
Transfort/MAX	24%	46%	22%	4%	3%	100%

Table 24: Question 6

Please tell us how safe you feel in or on each of the following 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=347	36%	N=224	5%	N=30	1%	N=6	0%	N=0	1%	N=8	100%	N=615
Downtown Fort Collins at night	14%	N=87	45%	N=275	30%	N=186	5%	N=31	1%	N=5	5%	N=29	100%	N=613
Your neighborhood during the day	71%	N=436	26%	N=160	3%	N=16	0%	N=0	0%	N=0	0%	N=3	100%	N=614
Your neighborhood at night	40%	N=243	42%	N=260	14%	N=87	2%	N=14	1%	N=6	1%	N=5	100%	N=614
Parks	31%	N=191	49%	N=299	12%	N=72	1%	N=8	1%	N=7	6%	N=36	100%	N=612
Natural areas/open spaces	33%	N=201	49%	N=300	11%	N=66	1%	N=7	1%	N=6	5%	N=34	100%	N=614
Recreation facilities	39%	N=242	41%	N=249	6%	N=36	1%	N=8	0%	N=1	13%	N=78	100%	N=614
Trails	30%	N=182	47%	N=285	15%	N=91	2%	N=12	0%	N=1	7%	N=40	100%	N=610
Fort Collins overall during the day	50%	N=307	45%	N=276	3%	N=21	1%	N=7	0%	N=0	1%	N=4	100%	N=614
Fort Collins overall at night	19%	N=116	49%	N=301	26%	N=158	4%	N=22	0%	N=1	2%	N=14	100%	N=612
Transfort/MAX	14%	N=84	26%	N=163	13%	N=79	3%	N=16	2%	N=11	43%	N=262	100%	N=614

Table 25: Question 7

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)	33%	42%	23%	2%	1%	100%
Disaster response and restoration of services	31%	42%	26%	2%	0%	100%
Fire prevention/education	25%	47%	23%	5%	0%	100%
Fire response time	43%	42%	15%	0%	0%	100%
Fire services overall	43%	42%	13%	1%	0%	100%
Crime prevention	18%	43%	32%	6%	1%	100%
Police patrol	24%	41%	28%	4%	3%	100%
Traffic enforcement	18%	35%	29%	12%	5%	100%
Police visibility	27%	37%	30%	5%	2%	100%
Police response time	35%	37%	21%	4%	2%	100%
Police services overall	31%	39%	24%	4%	2%	100%
Code enforcement (weeds, rubbish/trash, etc.)	20%	35%	29%	9%	6%	100%
Noise enforcement	17%	31%	32%	15%	5%	100%
Animal control	22%	36%	34%	6%	2%	100%
Business property maintenance	23%	46%	26%	2%	3%	100%
Residential property maintenance	20%	41%	31%	4%	3%	100%
Natural Areas and Park Ranger services	43%	45%	11%	1%	0%	100%
Drinking water	60%	30%	7%	2%	1%	100%
Electric services	41%	38%	16%	4%	2%	100%
Sewer services	41%	40%	15%	3%	0%	100%
Storm drainage	35%	40%	19%	5%	1%	100%

Table 26: Question 7

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=120	25%	N=154	14%	N=83	1%	N=6	0%	N=2	39%	N=237	100%	N=602
Disaster response and restoration of services	17%	N=100	22%	N=135	14%	N=84	1%	N=5	0%	N=1	46%	N=280	100%	N=605
Fire prevention/education	17%	N=101	32%	N=194	16%	N=96	3%	N=20	0%	N=1	32%	N=194	100%	N=606
Fire response time	23%	N=137	22%	N=133	8%	N=47	0%	N=1	0%	N=0	48%	N=289	100%	N=606
Fire services overall	28%	N=166	27%	N=164	8%	N=51	1%	N=6	0%	N=0	36%	N=215	100%	N=601
Crime prevention	14%	N=87	35%	N=210	25%	N=154	5%	N=30	0%	N=3	20%	N=121	100%	N=605
Police patrol	21%	N=128	36%	N=215	24%	N=148	4%	N=22	2%	N=15	13%	N=77	100%	N=606
Traffic enforcement	16%	N=98	31%	N=188	25%	N=153	11%	N=65	5%	N=29	11%	N=68	100%	N=601
Police visibility	24%	N=148	33%	N=203	27%	N=165	4%	N=26	2%	N=12	9%	N=54	100%	N=607
Police response time	21%	N=127	22%	N=136	13%	N=77	3%	N=16	1%	N=6	40%	N=243	100%	N=605
Police services overall	25%	N=151	32%	N=190	19%	N=116	3%	N=19	1%	N=7	20%	N=117	100%	N=600
Code enforcement (weeds, rubbish/trash, etc.)	16%	N=99	28%	N=173	23%	N=143	8%	N=46	4%	N=27	20%	N=121	100%	N=609
Noise enforcement	12%	N=73	23%	N=138	23%	N=142	11%	N=64	4%	N=23	27%	N=166	100%	N=607
Animal control	16%	N=94	26%	N=157	24%	N=147	4%	N=24	1%	N=7	29%	N=173	100%	N=603
Business property maintenance	18%	N=107	35%	N=214	20%	N=119	2%	N=10	2%	N=12	24%	N=145	100%	N=607
Residential property maintenance	16%	N=99	34%	N=204	25%	N=154	4%	N=22	3%	N=16	18%	N=112	100%	N=606
Natural Areas and Park Ranger services	38%	N=228	39%	N=236	9%	N=57	1%	N=7	0%	N=0	13%	N=78	100%	N=605
Drinking water	58%	N=349	29%	N=176	7%	N=43	2%	N=13	1%	N=4	3%	N=19	100%	N=604
Electric services	39%	N=237	37%	N=222	15%	N=92	3%	N=21	1%	N=9	5%	N=28	100%	N=609
Sewer services	37%	N=224	36%	N=220	13%	N=82	3%	N=18	0%	N=2	10%	N=64	100%	N=609
Storm drainage	31%	N=187	36%	N=216	17%	N=104	5%	N=27	1%	N=4	11%	N=69	100%	N=607

Table 27: Question 8

Please rate the following areas of transportation in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total
Ease of driving	13%	36%	29%	15%	8%	100%
Ease of traveling by public transportation	11%	30%	35%	18%	5%	100%
Ease of walking	28%	47%	18%	5%	2%	100%
Ease of traveling by bicycle	44%	42%	10%	3%	1%	100%
Availability of parking Downtown	10%	28%	32%	22%	9%	100%
Convenience of parking Downtown	10%	25%	33%	20%	11%	100%
Level of traffic congestion	2%	13%	38%	29%	18%	100%
Street maintenance	18%	41%	31%	8%	2%	100%

Table 28: Question 8

Please rate the following areas of transportation in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Ease of driving	13%	N=77	36%	N=218	29%	N=177	14%	N=88	7%	N=45	1%	N=6	100%	N=610
Ease of traveling by public transportation	8%	N=47	21%	N=126	24%	N=148	12%	N=74	4%	N=22	32%	N=192	100%	N=610
Ease of walking	28%	N=169	46%	N=281	18%	N=110	5%	N=29	2%	N=12	1%	N=7	100%	N=609
Ease of traveling by bicycle	40%	N=241	37%	N=227	9%	N=52	3%	N=19	1%	N=4	11%	N=66	100%	N=609
Availability of parking Downtown	10%	N=58	28%	N=168	31%	N=187	21%	N=128	8%	N=51	3%	N=18	100%	N=610
Convenience of parking Downtown	10%	N=59	25%	N=149	32%	N=197	20%	N=120	11%	N=66	3%	N=18	100%	N=609
Level of traffic congestion	2%	N=15	13%	N=77	38%	N=230	28%	N=173	18%	N=108	1%	N=8	100%	N=611
Street maintenance	18%	N=109	40%	N=245	30%	N=183	7%	N=45	2%	N=14	2%	N=13	100%	N=611

Table 29: Question 9

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	Total
Managing and planning for growth	12%	36%	28%	14%	9%	100%
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	13%	42%	23%	14%	7%	100%
Efficient operation of programs and services	15%	45%	33%	5%	2%	100%
Encouraging sustainability in the community	19%	44%	26%	8%	3%	100%
Overall direction of the City	16%	49%	25%	7%	4%	100%
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	9%	24%	37%	23%	8%	100%
Promotion of the health of the environment of Fort Collins	18%	40%	32%	8%	2%	100%
Promotion of the economic health of Fort Collins	13%	40%	32%	11%	4%	100%
Support of businesses	14%	43%	34%	5%	3%	100%
Encouraging a variety of businesses	16%	46%	26%	9%	3%	100%
Retaining existing businesses	6%	39%	34%	15%	6%	100%
Attracting new businesses	10%	46%	33%	7%	5%	100%
Welcoming community member involvement	17%	43%	34%	5%	1%	100%
Listening to community members	10%	36%	38%	11%	5%	100%
Informing community members	12%	42%	34%	8%	3%	100%
Providing opportunities to participate in government activities	13%	40%	39%	6%	2%	100%
Providing volunteer opportunities to community members	20%	42%	35%	3%	1%	100%
Providing emergency information	21%	41%	32%	5%	2%	100%
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	21%	39%	30%	6%	4%	100%
Creating a welcoming, inclusive community where all community members feel a sense of belonging	18%	38%	34%	6%	4%	100%

Table 30: Question 9

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	11%	N=68	33%	N=200	25%	N=153	13%	N=76	9%	N=52	9%	N=52	100%	N=600
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	12%	N=74	39%	N=234	22%	N=129	13%	N=75	7%	N=39	8%	N=47	100%	N=600
Efficient operation of programs and services	13%	N=77	38%	N=227	28%	N=166	4%	N=24	2%	N=11	15%	N=91	100%	N=595
Encouraging sustainability in the community	18%	N=106	41%	N=246	24%	N=146	7%	N=42	3%	N=16	8%	N=45	100%	N=601
Overall direction of the City	15%	N=90	46%	N=277	24%	N=142	6%	N=38	3%	N=20	5%	N=32	100%	N=600
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	8%	N=46	21%	N=126	33%	N=196	20%	N=122	7%	N=43	12%	N=69	100%	N=602
Promotion of the health of the environment of Fort Collins	17%	N=103	37%	N=224	31%	N=183	7%	N=43	2%	N=12	6%	N=35	100%	N=600
Promotion of the economic health of Fort Collins	12%	N=70	36%	N=216	28%	N=171	10%	N=58	3%	N=20	11%	N=65	100%	N=600
Support of businesses	12%	N=71	35%	N=213	28%	N=168	4%	N=23	3%	N=17	18%	N=109	100%	N=600
Encouraging a variety of businesses	13%	N=78	39%	N=231	22%	N=132	7%	N=43	3%	N=16	16%	N=96	100%	N=598
Retaining existing businesses	5%	N=31	32%	N=189	28%	N=166	12%	N=72	4%	N=27	19%	N=112	100%	N=596
Attracting new businesses	8%	N=48	36%	N=216	26%	N=154	6%	N=33	4%	N=22	21%	N=122	100%	N=595
Welcoming community member involvement	14%	N=83	36%	N=215	28%	N=167	4%	N=25	1%	N=5	18%	N=106	100%	N=602
Listening to community members	7%	N=43	27%	N=161	28%	N=168	8%	N=50	4%	N=23	26%	N=155	100%	N=599
Informing community members	11%	N=64	37%	N=223	30%	N=182	7%	N=43	3%	N=17	11%	N=67	100%	N=596
Providing opportunities to participate in government activities	10%	N=60	30%	N=180	29%	N=176	5%	N=28	2%	N=9	25%	N=148	100%	N=600
Providing volunteer opportunities to community members	15%	N=92	33%	N=196	28%	N=165	2%	N=13	1%	N=3	21%	N=127	100%	N=596
Providing emergency information	18%	N=105	34%	N=204	27%	N=159	4%	N=23	2%	N=11	16%	N=93	100%	N=594
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	19%	N=110	34%	N=203	26%	N=155	5%	N=31	3%	N=19	12%	N=72	100%	N=590
Creating a welcoming, inclusive community where all community members feel a sense of belonging	16%	N=97	35%	N=210	31%	N=186	6%	N=33	3%	N=20	9%	N=51	100%	N=596

Table 31: Question 10

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	47%	41%	11%	1%	0%	100%
Air quality	25%	46%	19%	7%	4%	100%
Recycling programs	29%	41%	23%	6%	1%	100%
Conservation efforts	26%	49%	20%	4%	1%	100%
Overall quality of environment	30%	52%	14%	3%	0%	100%

Table 32: Question 10

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	47%	N=283	41%	N=249	11%	N=63	1%	N=6	0%	N=1	0%	N=1	100%	N=602
Air quality	24%	N=148	46%	N=276	19%	N=115	7%	N=41	4%	N=22	0%	N=2	100%	N=605
Recycling programs	29%	N=172	41%	N=245	23%	N=137	6%	N=33	1%	N=8	1%	N=4	100%	N=600
Conservation efforts	25%	N=150	47%	N=282	19%	N=114	4%	N=23	1%	N=6	3%	N=20	100%	N=595
Overall quality of environment	29%	N=177	52%	N=313	14%	N=86	3%	N=20	0%	N=1	0%	N=1	100%	N=600

Table 33: Question 11

Please rate the quality of each of the programs or facilities listed below.	Very good	Good	Average	Bad	Very bad	Total
Natural areas and open space	59%	34%	5%	1%	0%	100%
Recreational trails	61%	33%	5%	0%	0%	100%
Parks	55%	37%	7%	0%	0%	100%
Cemeteries	32%	50%	16%	1%	0%	100%
Golf courses	29%	52%	16%	1%	2%	100%
Athletic fields	33%	53%	13%	1%	0%	100%
Northside Aztlan Community Center	42%	45%	13%	0%	1%	100%
Fort Collins Senior Center	43%	42%	13%	1%	1%	100%
Edora Pool Ice Center (EPIC)	37%	49%	14%	0%	0%	100%
Foothills Activity Center	38%	44%	17%	1%	1%	100%
Mulberry Pool	28%	40%	23%	9%	0%	100%
The Farm at Lee Martinez Park	42%	48%	10%	0%	0%	100%
The Gardens on Spring Creek	49%	43%	8%	0%	0%	100%
Pottery studio	41%	42%	18%	0%	0%	100%
Art in Public Places program	42%	43%	14%	1%	0%	100%
Lincoln Center programs	39%	44%	16%	1%	0%	100%
Fort Collins Museum of Discovery	47%	42%	10%	1%	0%	100%
Adult recreation programs	32%	43%	21%	3%	1%	100%
Senior recreation programs	41%	38%	19%	2%	1%	100%
Youth/teen recreation programs	37%	36%	23%	3%	1%	100%

Table 34: Question 11

Please rate the quality of each of the programs or facilities listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Natural areas and open space	58%	N=345	34%	N=201	5%	N=30	1%	N=7	0%	N=0	2%	N=14	100%	N=598
Recreational trails	59%	N=351	32%	N=189	5%	N=30	0%	N=1	0%	N=0	4%	N=21	100%	N=593
Parks	54%	N=321	36%	N=216	7%	N=43	0%	N=0	0%	N=0	3%	N=17	100%	N=598
Cemeteries	17%	N=100	27%	N=158	9%	N=51	0%	N=3	0%	N=1	47%	N=282	100%	N=596
Golf courses	15%	N=89	26%	N=157	8%	N=48	1%	N=3	1%	N=5	49%	N=294	100%	N=596
Athletic fields	23%	N=135	36%	N=218	9%	N=53	1%	N=5	0%	N=1	31%	N=185	100%	N=597
Northside Aztlan Community Center	20%	N=119	21%	N=128	6%	N=37	0%	N=1	0%	N=2	52%	N=312	100%	N=597
Fort Collins Senior Center	23%	N=135	22%	N=130	7%	N=39	1%	N=3	0%	N=2	48%	N=284	100%	N=595
Edora Pool Ice Center (EPIC)	21%	N=125	28%	N=166	8%	N=47	0%	N=1	0%	N=1	44%	N=263	100%	N=603
Foothills Activity Center	13%	N=78	15%	N=90	6%	N=36	0%	N=2	0%	N=1	65%	N=387	100%	N=595
Mulberry Pool	13%	N=75	18%	N=109	11%	N=63	4%	N=23	0%	N=1	54%	N=324	100%	N=596
The Farm at Lee Martinez Park	25%	N=148	29%	N=170	6%	N=34	0%	N=1	0%	N=0	41%	N=242	100%	N=595
The Gardens on Spring Creek	33%	N=197	29%	N=173	5%	N=33	0%	N=0	0%	N=0	32%	N=193	100%	N=596
Pottery studio	11%	N=68	12%	N=69	5%	N=30	0%	N=0	0%	N=0	72%	N=430	100%	N=596
Art in Public Places program	29%	N=172	30%	N=179	10%	N=57	1%	N=5	0%	N=0	31%	N=182	100%	N=596
Lincoln Center programs	27%	N=162	30%	N=179	11%	N=67	0%	N=2	0%	N=1	31%	N=182	100%	N=593
Fort Collins Museum of Discovery	31%	N=182	28%	N=165	7%	N=40	0%	N=2	0%	N=0	35%	N=206	100%	N=596
Adult recreation programs	20%	N=118	27%	N=159	13%	N=78	2%	N=11	1%	N=5	38%	N=226	100%	N=597
Senior recreation programs	16%	N=97	15%	N=90	8%	N=46	1%	N=4	0%	N=3	60%	N=357	100%	N=597
Youth/teen recreation programs	15%	N=92	15%	N=88	10%	N=57	1%	N=7	0%	N=2	59%	N=352	100%	N=599

Table 35: Question 12

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent of respondents
Very good	27%
Good	53%
Average	18%
Bad	2%
Very bad	1%
Total	100%

Table 36: Question 12

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent	Number
Very good	27%	N=160
Good	52%	N=314
Average	18%	N=106
Bad	2%	N=9
Very bad	1%	N=4
No opinion	1%	N=9
Total	100%	N=603

Table 37: Question 13

Have you had contact with any City employee(s) by phone, in-person, via email or online within the last 12 months?	Percent of respondents
Yes	53%
No	47%
Total	100%

Table 38: Question 13

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	53%	N=315
No	47%	N=284
Total	100%	N=599

Table 39: Question 13A

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good	Good	Average	Bad	Very bad	Total
Courtesy	62%	24%	8%	4%	2%	100%
Promptness	53%	26%	13%	5%	2%	100%
Knowledge	51%	26%	13%	6%	3%	100%
Making you feel valued	50%	24%	15%	6%	5%	100%
Overall impression	51%	31%	9%	5%	4%	100%

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

Table 40: Question 13A

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Courtesy	62%	N=195	24%	N=75	8%	N=24	4%	N=12	2%	N=8	0%	N=1	100%	N=315
Promptness	52%	N=164	26%	N=82	13%	N=42	5%	N=17	2%	N=7	1%	N=2	100%	N=315
Knowledge	51%	N=160	26%	N=83	13%	N=41	6%	N=20	3%	N=10	0%	N=1	100%	N=315
Making you feel valued	49%	N=152	23%	N=74	14%	N=45	6%	N=19	5%	N=16	3%	N=8	100%	N=314
Overall impression	51%	N=161	30%	N=96	9%	N=28	5%	N=17	4%	N=12	1%	N=2	100%	N=315

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

Table 41: Question 13B

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins community members. Please rate City employees on each of the items below.	Very good	Good	Average	Bad	Very bad	Total
Courtesy	22%	59%	17%	0%	2%	100%
Promptness in responding to inquiries and service requests	16%	53%	28%	1%	2%	100%
Making community members or customers feel valued	16%	50%	30%	1%	3%	100%

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

Table 42: Question 13B

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins community members. Please rate City employees on each of the items below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Courtesy	16%	N=43	41%	N=113	12%	N=33	0%	N=0	1%	N=4	29%	N=80	100%	N=272
Promptness in responding to inquiries and service requests	10%	N=28	34%	N=92	18%	N=49	1%	N=2	1%	N=4	36%	N=96	100%	N=271
Making community members or customers feel valued	10%	N=28	33%	N=88	20%	N=53	1%	N=1	2%	N=5	35%	N=95	100%	N=271

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

Table 43: Question 14

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, workforce training, childcare, education, employment opportunities	53%	43%	4%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	53%	43%	3%	100%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	53%	41%	5%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	17%	79%	4%	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	23%	72%	5%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety	60%	38%	2%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	23%	71%	6%	100%

Table 44: Question 14

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, workforce training, childcare, education, employment opportunities	50%	N=290	40%	N=232	4%	N=21	6%	N=36	100%	N=578
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	52%	N=301	43%	N=245	3%	N=18	2%	N=10	100%	N=574
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	52%	N=294	40%	N=227	5%	N=29	3%	N=20	100%	N=571
Safety: Includes police, fire and emergency medical response, and building inspection	17%	N=93	77%	N=434	4%	N=20	3%	N=17	100%	N=565
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	22%	N=124	71%	N=398	5%	N=27	1%	N=8	100%	N=558
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety	59%	N=338	37%	N=216	2%	N=10	2%	N=12	100%	N=575
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	21%	N=121	66%	N=377	5%	N=31	7%	N=39	100%	N=567

Table 45: Question 14 - 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
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	53%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	60%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	54%
Safety: Includes police, fire and emergency medical response, and building inspection	21%
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	26%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety	62%
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	12%

Table 46: Question 14 - 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, workforce training, childcare, education, employment opportunities	53%	N=264
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	60%	N=301
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	54%	N=272
Safety: Includes police, fire and emergency medical response, and building inspection	21%	N=107
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	26%	N=130
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety	62%	N=308
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	12%	N=61

Total may exceed 100% as respondents could select up to three responses.

Table 47: Question 15

Thinking about the next few years, what is ONE item or focus area you would like the City to improve on?	Percent of Respondents
Cost of living/economy/jobs	6%
Housing cost	20%
Traffic and roads	14%
Environmental issues	14%
Development issues	8%
Transportation improvements	12%
Safety/police/homelessness	8%
Government policies	4%
Recreation and parks	2%
Other	13%
Total	100%

Table 48: Question 15

Thinking about the next few years, what is ONE item or focus area you would like the City to improve on?	Percent of Respondents	Total
Cost of living/economy/jobs	6%	N=24
Housing cost	20%	N=88
Traffic and roads	14%	N=62
Environmental issues	14%	N=60
Development issues	8%	N=34
Transportation improvements	12%	N=53
Safety/police/homelessness	8%	N=37
Government policies	4%	N=16
Recreation and parks	2%	N=10
Other	13%	N=57
Total	100%	N=442

Table 49: Question 16

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	1%	2%	9%	88%	100%
Online video FCTV on www.fcgov.com/FCTV	1%	3%	18%	78%	100%
City's website (www.fcgov.com)	5%	21%	51%	23%	100%
City News eNewsletter	2%	9%	22%	67%	100%
Newsletters or brochures from City departments	3%	14%	42%	41%	100%
City employees or departments (e.g., contacting by phone, email or in person)	2%	7%	49%	42%	100%
Tracks and Trails (the guide to natural areas activities)	9%	19%	38%	33%	100%
"Recreator" (guide to recreation programs)	11%	21%	36%	32%	100%
Word of mouth	12%	45%	33%	9%	100%
Newspaper (print or online)	8%	23%	35%	34%	100%
Radio	3%	17%	30%	50%	100%
Television news	5%	10%	26%	59%	100%
Social media (Facebook, Twitter, Nextdoor, etc.)	9%	27%	29%	35%	100%
OurCity Platform (ourcity.fcgov.com)	1%	4%	11%	84%	100%
Engage Platform (engage.fcgov.com)	0%	3%	9%	88%	100%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	2%	5%	15%	78%	100%
City booth at local events	1%	4%	32%	64%	100%

Table 50: Question 16

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	1%	N=5	2%	N=11	9%	N=54	88%	N=526	100%	N=596
Online video FCTV on www.fcgov.com/FCTV	1%	N=7	3%	N=16	18%	N=108	78%	N=462	100%	N=592
City's website (www.fcgov.com)	5%	N=30	21%	N=127	51%	N=300	23%	N=137	100%	N=593
City News eNewsletter	2%	N=10	9%	N=53	22%	N=131	67%	N=398	100%	N=592
Newsletters or brochures from City departments	3%	N=18	14%	N=84	42%	N=246	41%	N=243	100%	N=591
City employees or departments (e.g., contacting by phone, email or in person)	2%	N=12	7%	N=39	49%	N=289	42%	N=247	100%	N=588
Tracks and Trails (the guide to natural areas activities)	9%	N=54	19%	N=113	38%	N=225	33%	N=196	100%	N=588
"Recreator" (guide to recreation programs)	11%	N=66	21%	N=122	36%	N=213	32%	N=186	100%	N=586
Word of mouth	12%	N=72	45%	N=269	33%	N=196	9%	N=56	100%	N=593
Newspaper (print or online)	8%	N=47	23%	N=138	35%	N=207	34%	N=202	100%	N=594
Radio	3%	N=18	17%	N=99	30%	N=179	50%	N=298	100%	N=595
Television news	5%	N=28	10%	N=58	26%	N=156	59%	N=354	100%	N=595
Social media (Facebook, Twitter, Nextdoor, etc.)	9%	N=51	27%	N=163	29%	N=174	35%	N=204	100%	N=592
OurCity Platform (ourcity.fcgov.com)	1%	N=4	4%	N=23	11%	N=67	84%	N=500	100%	N=594
Engage Platform (engage.fcgov.com)	0%	N=2	3%	N=18	9%	N=50	88%	N=520	100%	N=590
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	2%	N=11	5%	N=30	15%	N=90	78%	N=463	100%	N=593
City booth at local events	1%	N=4	4%	N=20	32%	N=181	64%	N=357	100%	N=562

Table 51: Question D1

About how many years have you lived in Fort Collins?	Percent	Number
5 years or less	40%	N=242
6-10 years	15%	N=89
11-20 years	20%	N=118
More than 20 years	25%	N=149
Total	100%	N=597

Table 52: Question D2

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent	Number
Yes	17%	N=105
No	83%	N=500
Total	100%	N=605

Table 53: Question D3

Which college or university do you attend?	Percent	Number
Colorado State University	90%	N=90
Front Range Community College	10%	N=10
Another local college or university	0%	N=0
Total	100%	N=100

Asked only of those who reported attending college or university in Fort Collins.

Table 54: Question D4

What is your employment status?	Percent	Number
Working full time for pay	60%	N=358
Working part time for pay	15%	N=91
Unemployed, looking for paid work	3%	N=18
Unemployed, not looking for paid work	5%	N=31
Fully retired	17%	N=101
Total	100%	N=598

Table 55: Question D5

Do you work inside the boundaries of Fort Collins?	Percent	Number
Yes, outside the home	59%	N=344
Yes, from home	11%	N=63
No	30%	N=173
Total	100%	N=580

Table 56: Question D6

Which of the age groups below best describes you?	Percent	Number
18-24	12%	N=72
25-34	35%	N=207
35-44	15%	N=91
45-54	12%	N=69
55-64	8%	N=50
65-74	11%	N=67
75+	7%	N=40
Total	100%	N=596

Table 57: Question D7

Your gender	Percent	Number
Male	49%	N=288
Female	51%	N=297
Non-conforming	0%	N=0
Total	100%	N=585

Table 58: Question D8

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=352
Duplex or townhome	13%	N=77
Apartment or condominium	26%	N=154
Mobile home	0%	N=2
Other	2%	N=14
Total	100%	N=599

Table 59: Question D9

Do you own or rent your residence?	Percent	Number
Own	55%	N=328
Rent	45%	N=267
Total	100%	N=595

Table 60: Respondent Household Income

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	14%	N=76
$25,000 to $49,999	21%	N=115
$50,000 to $99,999	33%	N=184
$100,000 to $149,999	19%	N=107
$150,000 or more	14%	N=76
Total	100%	N=559

Table 61: Question D11

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	91%	N=528
Yes, I consider myself to be Spanish, Hispanic or Latino	9%	N=51
Total	100%	N=580

Table 62: Questions D12

What is your race?	Percent	Number
American Indian or Alaskan Native	2%	N=12
Asian, Asian Indian or Pacific Islander	2%	N=13
Black or African American	1%	N=8
White	93%	N=544
Other	6%	N=37

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

Table 63: Geographic Area of Residence

	Percent	Number
Northeast	12%	N=78
East Central	23%	N=144
Southeast	16%	N=103
Northwest	18%	N=112
West Central	21%	N=131
Southwest	5%	N=29
CSU dorms	5%	N=31
Total	100%	N=626

Table 64: Council District of Residence

	Percent	Number
District 1	20%	N=121
District 2	17%	N=104
District 3	16%	N=96
District 4	17%	N=104
District 5	11%	N=68
District 6	17%	N=103
Total	100%	N=596

Appendix C: Verbatim Responses

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

Q15: Thinking about the next few years, what is ONE item or focus area you would like the City to improve on?

Housing cost

- A broader availability of various housing types. Truly affordable.
- Actual affordable housing -> $ 500K house is not affordable housing for the jobs in this town.
- Adequate supply of quality housing.
- Affordability of housing
- Affordability of housing.
- affordable housing
- affordable housing
- AFFORDABLE HOUSING
- Affordable housing
- affordable housing
- Affordable Housing - lifetime residents are being forced to move.
- Affordable housing - rental and ownership.
- Affordable housing & childcare.
- Affordable housing & homeless prevention.
- affordable housing for full time students
- Affordable housing for low income families And since adults
- Affordable housing for seniors and college grads.
- Affordable housing!
- AFFORDABLE HOUSING!!
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- AFFORDABLE HOUSING.
- Affordable housing.
- AFFORDABLE HOUSING.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.

- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing/ senior center management.
- Affordable housing/ social services tax for our homeless population.
- Affordable quality housing for all.
- Affordable senior housing.
- Affordable, quality housing
- Having for low-income people- "affordable" housing is not for us.
- helping to bring affordable housing back to fort Collins having studio apartments be over 60% of minimum wage is driving people away
- Helping to make sure all people of varying socioeconomic backgrounds can live here.
- Housing expenses for college students
- Housing for a variety of incomes.
- Housing for all economic stratus.
- Housing prices
- Long term housing plan. Densification instead of sprawl. What makes Fort Collins' bike-ability so great is when you're able to bike OR walk to all of the necessary services. For a town that so greatly stresses lowering our environmental impact, the sprawling development to the west (Hughes, Drake and Overland) and to the southeast is in direct conflict with that credo. Young professionals want walk-able neighborhoods to raise their family, walk their kids to school, stroll or bike to a restaurant.
- LOW COST HOUSING.
- Low income housing.
- Lowering rent!
- Low-income housing.
- MORE AFFORDABLE HOSING OPTIONS!! MY KIDS CAN'T MOVE HERE!
- More affordable housing, better control of Sprawl.
- MORE AFFORDABLE HOUSING.
- More affordable low income housing opportunities
- More affordable rent for housing.
- Quality- affordable single family homes not attached dwellings.
- Real estate pricing/ affordable housing.
- Senior housing cost.
- Single family Housing that isn't apartments. Houses that young families can afford
- The way the city has determined where to put "affordable" housing seems to all be located west of college. I'd like to see more affordable housing located east of college. It seems like the older residents & neighborhoods on the west side of college have had to bear the burden of having lower cost housing & transient neighbors while the east side of the College Ave has developed into more expensive homes & neighborhoods. It feels like gentrification has occurred.
- To see more affordable housing and more jobs that have an income that reflects and supports the cost of living in Fort Collins.
- Truly affordable housing- for seniors & families that don't make more than 50,000/year.

Traffic and roads

- 100% Traffic. Make the bicycles stay in bike lanes out of crosswalks and ongoing traffic. Address the poor driving that is dangerous for everyone: speeding up to not let someone pass, staying in the left hand lane when not passing, not paying attention to driving because they are on their phone. These are way worse than someone speeding. They are congesting the roads and making it challenging and unsafe for everyone around them.
- As the city grows, I am concerned about the trains and how they affect traffic patterns. At times there are 17 + minute delays and the impact on the traffic pattern is already concerning. What happens as our city continues to grow? Not to mention the safety issues as i see people race to beat the trains or get angry and drive through red lights after a train has passed.
- Better management of traffic.
- Better traffic control and enforcement.
- city planning in general for less congested traffic and smart growth. Cities like portland can be looked to and downscaled to fort collins. People need incentives to bike and take the bus. and new construction needs to be smart. More building up and less sprawl.
- Don't take away car lanes in form of bike lanes.
- Expanding roads to accommodate the LOADS of extra people we have in the community and educating people how to use traffic circles
- HORSE TOOTH - OVER/ UNDER PASS, CAN'T TURN LEFT FROM MASON (TRAFFIC CONGESTION).
- Improve the roads and stop planning for huge community expansion without addressing this first. I live in the north east corner and see massive plans for developement, but no consideration for existing residents or their views being addressed. It seems to me that your employers(me a taxpayer) should be your first priority, not the big developer from whom you will accrue tax money, but after you give them loads of incentives in the first place. We the existing residents should be listened to before you allow all these plans to go through and you should not, bend, amend or totally disregard the set rules when looking at future developements, riverside set backs for hotels or white water parks for instance. My house backs on to Turnberry, which in recent months has become a main thouroughfare for increasingly large big rigs both day and night, also a raceway for motorcycles and high powered very noisy cars and trucks, with no police presence visible night or day. Theses are the sort of issues that need adresssing before you allow even more developement to further complicate the issue. I moved here because of the open spaces and the quality of life, that seems to have gone away fast and as of now I do not see you our 'Council of Representatives' supposedly? doing a single thing about it except selling us down the river. I will also add that this feeling is endorsed by most of my neighbors!!. Time to listen to we the people who employ you.
- Improving roads to handle traffic congestion
- Improving traffic congestion.
- More right turn lanes! Also, rethink traffic now that school dismissed is later.
- More roads built to help traffic flow.
- Planning for traffic before allowing more homes to be built.
- Reduce traffic congestion, parking.
- Road construction.
- Road maintenance & stop lights to long on red not sinked w/ traffic.
- Roads on south end of town i.e. Trilby.
- Solve major vehicle traffic @ 8:00-8:30 and 4:30-5:30 on major streets.
- Stay ahead of traffic growth challenges.
- Staying ahead of increased auto traffic on those fares.
- Street congestion on certain roads, like drake, college, prospect and the crazy increases in property taxes!!
- Streets!
- Streets, roads, traffic enforcement.

- Streets/ traffic.
- The traffic which relates to longer waits and worse air quality. It seems that we are adding huge apartment complexes but, not thinking of how that impacts roads which impacts air quality.
- Traffic
- Traffic
- Traffic
- Traffic & air quality- more public transport options.
- TRAFFIC CONGESTION AND TERRIBLE ROAD MANAGEMENT.
- Traffic congestion on all East/ West roads (Harmony, Horse tooth, Drake, Prospect, Mulberry).
- Traffic congestion without eliminating cars.
- Traffic congestion! Makes me want to leave Foco!
- TRAFFIC CONGESTION.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion.
- Traffic congestion/ flow.
- Traffic control - restrict traffic in certain places & times, i.e. College Ave - Weekend.
- Traffic control & advanced planning.
- Traffic control on major road at peak periods!
- TRAFFIC CONTROL.
- Traffic enforcement by parks
- Traffic enforcement too many vehicles speeding etc.
- Traffic flow and timing
- Traffic flow in town, especially at rush hours.
- Traffic flow patterns and general road improvements. As FC grows, it's time to consider smart traffic signals, adjusting constantly for higher volume traffic. Continue making intersection improvements throughout the city...maybe consider College/Trilby improvements next?
- Traffic flow to the very North part of town via Lemay/ Timberline.
- Traffic has become a big problem and needs to be improved, particularly people running lights, ignoring pedestrians in crosswalks, etc. I have experienced times when it takes me 45 minutes to get to the edge of Loveland while traveling College Ave.
- TRAFFIC ISSUES - TRAINS THROUGH CITY (I HAVE SOLUTION)!! (30R 4 TIMES EACH DAY).
- Traffic law enforcement (i.e. speed limits, aggressive driving).
- TRAFFIC LIGHTS' TIMING FOR BETTER TRAFFIC FLOW.
- Traffic Maintenance
- Traffic operations - the growth is overrunning the roads.
- TRAFFIC OPERATIONS DRIVING TRAFFIC LAWS.
- Traffic operations.
- Traffic planning.
- Traffic safety - decrease speed limits more enforcement - I have been rear ended 3X's in the past 5 years.
- Traffic safety.
- Traffic- too many cars.
- Traffic!! And more open spaces. Don't bash churches! Our land is being gobbled, be church friendly up for homes, banks gas stations etc.
- Traffic!!! And more control of people running red lights.
- Traffic, every year more drivers and vehicles are going to outgrow what room we have now.

- TRAFFIC.
- Traffic.
- Traffic.
- Traffic. I know you're working on it, but the increasing traffic and resulting decreased quality of life is real.
- Vehicle congestion.
- Widening road to control traffic.
- Would love to see more focus on easing transportation congestion

Environmental issues

- Adopting more green energy sources.
- Air quality - water quality.
- Air quality (summer ozone).
- Air quality!!!
- Air quality, natural gas petroleum exploitation is becoming a serious issue. Set them back further & focus on removable.
- air quality, reduction of ozone specifically
- Air quality, too many ozone days.
- Air quality.
- Become more eco-conscious/ friendly: Recycle programs and awareness through community involvement. Tech/ savy city-> Free city club WiFi with volunteer involvement.
- Better access to waste reduction, especially composting.
- Changing climate
- Climate change & going neutral.
- Climate change!!!
- Climate change/ affordable housing.
- Eco-friendliness.
- Envionment
- Environment (compost and recycling).
- Environment- climate specific.
- Environment!
- Environment.
- Environment.
- ENVIRONMENT.
- Environment.
- Environment.
- ENVIRONMENT.
- Environment.
- Focus on the environment: water resources, good air quality, land conservation, smart growth, and the Climate Action Plan.
- Free yard waste price pick up/ compose.
- GENERAL ENVIRONMENT.
- Getting rid of plastic bags, attracting industries that use recyclables (i.e. plastic recycling).
- Good air quality.
- I would love to see a city-wide composting initiative that makes it easy for everyone to compost (even if they live in an apartment or don't have the ability to otherwise). I would also like to see more effort into reducing plastic use (such as a plastic bag tax)
- Keep foothills wild. Preserve open space (don't build at Hughes stadium site).
- Keep green areas green no matter how much the city grows! Keep protecting the Natural Areas and add more of them as the city expands. These are what makes Fort Collins beautiful and special.

- Livability in the environment
- Maintain green areas- don't allow development on all open spaces around the city.
- Making recycling more efficient.
- More solar/ wind energy use.
- Please focus on improving environmental (particularly air) quality.
- Renewable energy access for all people, all income levels.
- resiliency in face of climate change
- Ridding of plastic consumption, especially plastic bags at grocery stores.
- Sustainability of environment (prevent climate).
- Water conservation
- Water Conservation.
- Work on preserving open spaces, this is what makes Fort Collins a great place to live. The more open spaces we develop the more we become Boulder.
- Zero carbon faster. There is no other more important!!! All the quality of- life efforts makes no difference if climate change makes our planet unlivable.

Transportation improvements

- Bicycle transportation #1 priority.
- Bike paths in south east Fort Collins.
- Bikes! (Safety, lanes, driver ed re bikes).
- Continue to work on improving mass transit within Fort Collins and work with the State and Federal government to provide Rail transit along the Front Range
- Easier access to bus schedules and stops would be great.
- Encouraging alternative forms of transportation (cycling, public transit)
- Expanding transport. I'd take the bus to work if it came near my home.
- I would love for the city to increase public transportation in order to decrease the number of cars on the roads. Perhaps a bike share program could be beneficial.
- Improve public transportation.
- Improved bike lanes.
- Increase in walkability and bikeability.   For walking: Broader mass transit options. Increased walkability outside Old Town.   For cycling: All the bike trails and lanes are great. I think the biggest thing needed her is driver education and incentives to bike instead of driving. Would love to see downtown areas be bike/walking-only like in Europe. But for me the biggest hurdle is overcoming the disregard many drivers here have for bike safety. Most people are good but even a small percentage can make it feel too risky to cycle regularly.   I would love to feel like I don't HAVE to have a car in Fort Collins.
- Infrastructure, specifically with regard to transportation
- making parking easier in old town
- More bike racks in Old Town
- One item the city should focus on is parking in options in downtown.
- Parking.
- Protected left turns. There are lots of unprotected left turns and lots of inexperienced drivers in Fort Collins
- Public transit and to fully light MAX bus at night as many homeless use it and while some are not dangerous, some are mentally ill, angry or on drugs.
- Public transportation
- Public transportation options and ease.
- Public transportation, including connecting to other communities.
- Public transportation.
- Public transportation.

- Public transportation.
- Public transportation-> trains!!! Please have fast trains in the city and outside the city, example- FC to Denver, FC to Stewart, we need bullet trains and or computer trains, please!!!
- Quality of Government officials to evaluate transportation methods/ for city of FoCo - why not electric golf carts in limited areas as used successfully in many cities in USA e.g. Coronado, CA & Bluffton, SC.
- Railroad overpasses.
- The city does not, so far, plow our neighborhood in winter (Landings). Other areas are plowed.
- The Residential Parking Program is too restrictive residents in the programs and their guests.
- Transportation
- TRANSPORTATION - TRAFFIC!!
- Transportation (public).
- Transportation- more & better timing for some.
- Transportation!
- Transportation! It is pretty hard to get around without a car, unless you are staying along the Mason Corridor. Traffic and parking are also pretty awful any time of day.
- Transportation.
- Transportation.
- TRANSPORTATION.
- Transportation.
- Transportation.
- Transportation.
- Transportation.
- Transportation.
- TRANSPORTATION.
- Transportion

Safety/police/homelessness

- Address the homeless situations. One day in old town I was approached and frightened by a homeless person. I love old towns I want to enjoy old towns without worrying about my safety or being asked for money every time.
- Addressing homelessness.
- ADDRESSING HOMELESSNESS. MY WIFE & I FEEL THE CITY IS JUST AS CONCERNED ABOUT TREATING THE HOMELESS AS AN IMPORTANT PART OF THE COMMUNITY, AS PEOPLE WHO REALLY CONTRIBUTE TO THE LOCAL ECONOMY. WE SPEND A LOT OF MONEY IN THE CITY. HOWEVER WE FEEL QUITE UNSAFE WALKING OUR DOG AFTER DARK. WE ARE CURRENTLY LOOKING FOR A HOME.
- Assist the homeless to move into permanent, low cost housing. Develop programs to provide job training.
- Courtesy & professionalism of police.
- CRIME ON NORTH WEST SIDE OF TOWN.
- Discourage homeless/ transients staying downtown.
- Enforce bicycle laws- they do not follow laws.
- Enforcing drug and homelessness laws as actions have to have consequences.
- Getting the homeless off the streets and into affordable housing or creating a designated homeless 'campus'.
- Homeless & transients, especially in downtown area.
- Homeless all over - unsafe feeling/ peddlers in all corners/ parking-lots/ streets.
- Homeless and transient people. They have increased dramatically the last several years! They make Fort Collins too safe and less attractive place to live and work.

- Homeless facilities/ relocation to make parks & old town safer/ cleaner.
- Homeless management.
- Homeless programs that increase self-sufficiency and reduce substance abuse and panhandling.
- Homeless.
- Homeless/ transient- programs which increase self-sufficiency, reduce substance abuse, panhandling & therefore theft burglaries.
- homelessness
- Homelessness and affordable housing!
- Homelessness as they are everywhere & as a SR citizen- I have been accosted (assalted) in old town!
- Homelessness.
- Homelessness.
- Homelessness. Enforcing loitering. It's a shame that our beautiful downtown has had some much time and money put into it, and it has become decorated with people passed out on benches, panhandling on every corner, and harassing citizens.
- I find the driving habits within the City of Fort Collins to be horrendous, and I'm in my 20s and still astounded by the amount of yellow light running and distracted (eating/phones/etc.) I see from drivers. Furthermore, I totally support more biking and being bike aware while driving, by bikers need to stop biking ON the white line of their bike lane, and stop texting/eating/biking 2-3 wide, especially on high traffic roads. If I die young in Fort Collins, I'm nearly 100% positive it will be in a traffic accident.
- Increasing emergency services - Police, Fire, Family support and crisis intervention
- Keep drug dealer's electric bikes off of trails, moms & old ladies need to walk.
- Mass transit across the city= this will reduce traffic & air pollution, employment, street maint.
- My rights are enforced instead & homeless i.e. why do the homeless people sleep, gather drinks, smoke outside library. It confronted "we know our rights we'll get a lawyer!"
- PEDESTRIAN SAFETY.
- Police services!
- Policy change and issue identification between 1st responder management and actual responders need improvement: e-mail communication is insufficient to assure a message sent is a message received.
- Reduce speed limits: 15 mph neighborhood side streets, 30 mph limit w/in city. Too many accidents, too many texting, too many young drivers and too many old drivers. All mix badly.
- safety
- Safety.
- SAFETY.
- Safety.
- Safety.
- Safety.
- SAFETY.
- Safety.
- Sidewalk/ safe paths along busy roadways.
- Stop encouraging homeless "Druggies" to come to our town. Start encouraging over laws.
- The city needs to do something to get the homeless off the streets. This is the single biggest problem my family has seen since moving here five years ago. It seems so much effort has gone into helping homeless in Fort Collins that homeless from outside the area are moving here to take advantage of the good conditions here. This is causing an increase in the homeless population.
- The employment opportunities for homeless people/ their living situations.

- Walking/ biking/ scootering to elementary schools is such a great thing. I find there to be room for improvement for safety with kids walking/ biking to their neighborhood school. Too many cars driving too fast at intersections!! Specific example is at Lady Moon & Muskrat Creek intersection near Zach Elementary.

Development issues

- Balancing growth with maintaining air "small town" charm.
- Being more aware of poorer quality of life due to large residential development projects.
- Better planning for growth (the developments being allowed at Harmony & I-25 are an eyesore to welcome people).
- Better regulations on development and oversize buildings Fort Collins has lost so much of its charm and small city appeal.
- Controlling growth! Don't want to be Denver in 10 years.
- Cutting back on growth - don't let Collins/ become a bedroom community for Denver- it's better than that!!
- Decrease population growth to preserve H2O supply.
- Determining if continued growth is necessary or, instead sustaining!
- Development review is a nightmare! Case Study Erik Sutherland! Allow city to do their job, less citizen power, less time in process.
- Developmt of where Hughes was. Lots of logistical concerns re-increased volume.
- Economic planning - period.
- Force developers to pay for infrastructure/ improvements instead of tax incentives from the city.
- Growth management- slow down.
- GROWTH!!
- Keeping land available for farming
- Less construction; more parking areas; better traffic control; better housing; quit promoting the city for seniors- it is not a good place for seniors.
- Less development; water is an issue.
- Less growth & less police needed.
- Limit growth.
- Making Fort Collins not a quaint town-no different than southern metro- SAD!!
- Managing growth.
- Managing Growth. Support for low income healthcare especially mental healthcare needs.
- More amenities and entertainment options, a more diverse option for foods at restaurants.
- More shopping malls.
- NOT ALLOWING SO MANY NEW AREAS (WHICH ARE BEAUTIFUL NATURAL AREAS) TO BE DEVELOPED.
- Open space conservation.
- Over all planning for new growth and development to ensure that we will have good quality development similar to that of the Harmony Corridor.
- Policies to promote sustainable growth, quality of life maintenance.
- Preserving Hughes Stadium land.
- Providing more opportunities for new business e.g. Asian grocery & restaurants.
- Purposeful growth as opposed to low quality suburbs that will be defund in a few years.
- Quit bringing out of state developers in to "redesign" areas - the mall, area of old stadium, etc. You're ruining Fort Collins- Fort Boulder.
- Quit overbuilding- too large buildings for the street- getting rid of old landmarks we like.

- Slow housing growth a bit....I worry about enough water to sustain the large apartment and student housing in addition to the large new neighborhood developments that are currently being considered. The Hughes property redevelopment is a concern as is the large housing project near Budweiser.
- Smart or no growth.
- Start curbs on growth to prevent environmental damage - have a plan for the growth before approving more.

Cost of living/economy/jobs

- Affordability.
- Affordability.
- Affordability.
- Availability of affordable child care and safety of schools.
- Cost of living expense.
- Cost of living.
- Economic opportunities and small business growth.
- Economy- raise minimum wage, lower cost of living.
- Economy, 15.00/hr. - 30,000/yr. not a living wage for FTC. Single moms can only survive not thrive here.
- Economy.
- Economy.
- Employment opportunities.
- Good paying jobs.
- Jobs! Wages! Education 4 adults.
- Lesser exponential increase in cost of living.
- Lower taxes - quit spending! Stop hiring so many; who do so little. How much is this surve costing taxpayers?
- Lower taxes- too touchy fee-lie questions!
- Preparing for economic downturn and helping cusion citizens.
- Quit raising taxes and fees so we can afford to live here!
- The cost/ structure of utilities. Have increased dramatically!! Ridiculous!!
- The economy - bring more business and jobs to the city

Government policies

- Divest the city government from non-essential activities, such as Lincoln Center, Broadband networks, arts. The city should not be competing with private business.
- Improve abilities of small business to be successful. High turnover- too many large 'chain stores replace'.
- Increased support of independent business with less reliance on groups like the Bohemian foundation.
- Know & understand cultures- respect- hire people for what they do and know, instead of whom they know = stop!
- Less city council interference & regulation I.E. STR's.
- Make ADU's easier to do, make tiny houses on wheels legal as ADU's, make ADU's available as rentals an owner occupied properties.
- Make city staff follow council directions & ordinances.
- Making the city more affordable for businesses. It seems too many are closing down because rent, etc. is too high for them.
- None of these questions were asked in a meaningful manner: Too much government, too much taxes, too much spending.

- Pass any budget requests from city departments to clean up any and all city codes. Doing so will have a positive ripple effect from city employees to citizens.
- REDUCING THE CITIES DEBT.
- RE-THINK REMODELING AND INSPECTION FEES. AS OLD TOWN RESIDENTS, THIS IS PROHIBITIVELY EXPENSIVE, WE HAVE MISSED ECONOMIC OPPORTUNITY AS A RESULT.

Recreation and parks

- Cultural parks and rec.
- DEVELOP MORE TRAILS/ REC PATHS.
- I would like a pool and gym and other amenities in south Fort Collins, more outdoor pool spaces and more bike paths.
- LEASH- FREE AREAS FOR DOGS. AFFORDABLE HOUSING - ROLL BACK YOU+2.
- more affordable recreator classes and more amazing parks!
- More outdoors pools/ water areas for families. Longmont has some great options that I wish we had here.
- No dogs spark in neighborhood.
- Our city park needs attention updated. It is an embarrassment for out of state guest. Rest areas have nicer restrooms, who puts bars of soap? Very unsanitary!! Empty trash bins always. Not once a week. Inspiration Park should be City Park. ICEI [?].
- Recreation for the South tip of town
- We need a senior centers of southeast part of town.   We need a pool on southeast part of town

Other

- Better communication from the historic preservation Dept.
- Better pay for our educators!
- CHILDCARE.
- Code enforcement.
- Cultural diversity.
- Do not become a sanctuary city.
- Education K-College. More collaboration with Front Range Community College for liveable wage workforce training, college debt reduction education, employer education incentive programs.
- Education- take a hard look at PSD. Reduce "PSD PTSD" among parents including assistant superintendents arriving when bullying happens and trying to convince everyone it's not bullying even when shown PSD's own guidelines.
- Electricity peak hours are rather inconvenient and seem to coincide with high technology usage hours. It makes production rather expensive to perform.
- Eliminate or reduce robocalls on phones (& scam calls). I know not your area but.
- Farm & discovery museum too expensive for many. Absolutely love the garden.
- Getting Internet access built out much faster than planned.
- GETTING RID OF TRAINS.
- GREAT CITY, KEEP DOING WHAT YOU DOING.
- Health care, air quality. Sorry about two items.
- I am allergic to fluoride - stop adding fluorosilicic acid to water. It contains 0.6 ppm natural fluoride.
- I can't wait for the broadband offering in my neighborhood.
- Improve CSU's academic standards.
- Inclusivity of all adult backgrounds (i.e. black, Indian, Hispanic).
- Infrastructure.
- INFRASTRUCTURE.
- Internet access for all.

- Internet service, price competitive to Comcast, better quality and cheaper.
- Livability for everyone
- Neigh bod live & social health.
- Neighborhood code violations.
- Neighborhood liability & social health affordable housing.
- Neighborhood livability & social health- make more housing options for middle income people. [?] for youth activities.
- Neighborhood livability & social health.
- Neighborhood livability & social health.
- Neighborhood livability and social health.
- NEIGHBORHOOD LIVABILITY.
- Neighborhood livability.
- Neighborhood social health/ affordability.
- NLSH.
- PSD/ Poudre School focus on real improvements not PR.
- Putting resources behind new connection/ broadband to as many residents asap.
- Rolling out Connexion to everyone!
- Sanctuary status.
- Schools.
- Silence the train at night in the summer when windows are open. Something has to be done about the train noise downtown- everything stops.
- Smoking policy and enforcement
- SOMEHOW, ALLEVIATE MOST OF THE TRAIN TRAFFIC!
- Stop being so liberal- San Francisco does't belong in Foco.
- Stop spraying roundup in city property.
- Taken the BS out of it to many Dec.
- TELE-COMMUTE; SENIOR BENEFITS.
- the right away situation. Cars should get ride away then bikers then walkers
- The trash all over everywhere grocery cart, garbage, people laying around drinking in the open , pan-handling, bad streets work/ repairs seems no pride in the street department, see same areas redone over over.
- This city is a tough place to be in a creative field. I sense sometimes that Fort Collins would like to be a creative place, but the reality is that there is not much of a thriving art scene. I have heard Fort Collins described as a 'gallery graveyard,' and it is extremely difficult to pursue a career in the arts here. The Carnegie center is a good start.   Housing, studio space, and opportunities for selling as well as cultivating artistic community are needed if the arts are to thrive!
- TIMELY ENFORCEMENT OF EXISTING ORDINANCES.
- Updating CSU campus
- Very noisy town!! Too many sirens, 1st respndrs, police & fire depts., need a Silent City Initiative. UC health needs a (more) sub-station @ N.E. corner of Drake & shields to service "Columbine-Central" & CSU rather than racing across train tracks to the east. And Columbine Elder [?] are facilities should [?] their own "heavy lifters" [?].

NA
- (?).
- N/A.

Q16: 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: Other

- Ads on benches- golf courses.
- Ads on the MAX.
- All recycling brochures.
- Banners on streets
- Colorado Public Radio.
- Coloradoan.
- Community events not always well advertised.
- CSU
- CSU advertising
- Didn't even know many of these communication avenues existed.
- Direct email or mail regarding development.
- Don't know how to use computer.
- Fliers on door...internet, nextdoor messages, emails about street cleaning
- Friends- neighbors.
- From neighbors.
- I have no knowledge of publications.
- I have only basic cable - no computer or smart phone.
- I never knew about "Our city platform" and" Engage platform".
- Info is a big problem. We dropped the newspaper because it became so lame. Don't know how to get info.
- Max schedule online.
- N/A
- N/A.
- N/A.
- Neighborhood meetings.
- Never have received anything re the city of Fort Collins by mail.
- Nothing
- Office.
- Parking & transport apps.
- The app- Instagram needs to be more specific- pretty photos are great but give news too.
- The Coloradoan.
- TransFort app
- Visiting with neighbors.
- WORD OF MOUTH AT EVENTS.

Appendix D: 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 64 on the following page, residents who had lived in Fort Collins for five years or less (A) gave an average rating of 39 to the availability of affordable quality housing. This proportion of residents (A) was statistically higher than the average rating given by residents who had lived in Fort Collins for 6-10 years (B), 11-20 years (C), and more than 20 years (D). This is denoted by the "B C D" under the average rating for those living in the community for 5 years or less.

Table 65: 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	86	89	84	86	88 B	84	85	86	86
Availability of affordable quality housing	39 B C D	29	25	31 C	32	34	44 B	31	34
Quality of public schools	79	79	74	77	78	74	74	77	77
As a place to raise children	85	84	83	84	86 B	81	81	84	84
As a place to retire	73	78	72	72	75	72	69	74	74
As a place to attend college	81	81	79	82	83	79	87 B	80	81
Openness and acceptance of the community toward people of diverse backgrounds	67 C	63	59	64	64	64	73 B	62	65
Overall quality of life in Fort Collins	81	80	81	79	83 B	78	83 B	80	81
Availability of affordable quality childcare	45 B C D	34	28	36	35	39	60 B	35	38

Table 66: 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	85	88 A	86	87	86	88 B	80	86	86	86
Availability of affordable quality housing	30	36 A	34	30	35	32	38 A	31	37 A	34
Quality of public schools	78	77	76	80	76	79 B	73	77	77	77
As a place to raise children	83	86	85	86	82	86 B	78	85	81	84
As a place to retire	72	75	74	72	74	77 B	63	73	75	74
As a place to attend college	79	83	82	80	82	82	79	81	82	81
Openness and acceptance of the community toward people of diverse backgrounds	66	63	66 B	60	64	65 B	60	63	67	65
Overall quality of life in Fort Collins	80	81	80	80	81	82 B	73	80	82	81
Availability of affordable quality childcare	35	37	30	39 A	41 A	35	41	33	46 A	38

Table 67: 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	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Recommend living in Fort Collins to someone who asks	81 D	77	77	73	79	76	87 B	76	78
Remain in Fort Collins for the next five years	68	82 A	84 A	86 A	87 B	67	70	79 A	78

Table 68: 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	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)
Recommend living in Fort Collins to someone who asks	77	79	80	78	74	81 B	67	78	76	78
Remain in Fort Collins for the next five years	77	79	71	84 A	85 A	80 B	71	76	83 A	78

Table 69: Promotion of Social 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)
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	53 D	50	49	47	51	50	55	49	50

Table 70: Promotion of Social 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)
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	48	53 A	49	49	54	51	46	48	56 A	50

Table 71: 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	78	85 C	86 B	77	81	82	82
Your neighborhood as a place to raise children	75	71	75	82 A B C	84 B	66	68	77 A	77

Table 72: 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	79	85 A	79	83 A	85 A	82	81	81	85 A	82
Your neighborhood as a place to raise children	74	79 A	71	80 A	80 A	77	74	76	78	77

Table 73: 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)	80 B C	74	74	83 B C	78	80	80	78	79

Table 74: 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)	75	82 A	78	79	80	79	77	79	79	79

Table 75: 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	65	57	60	60	69 A	71 B	62	64
Noise enforcement	62	58	56	61	59	61	68 B	58	60
Residential property maintenance	72 B C	65	62	68	68	67	71	67	68

Table 76: 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.)	63	66	67 C	64	60	64	64	65	61	64
Noise enforcement	56	64 A	62 C	59	56	61 B	53	59	60	60
Residential property maintenance	64	71 A	68	69	66	68	66	67	69	68

Table 77: 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	93%	97%	92%	92%	93%	93%	85%	94% A	93%
Attended a neighborhood-sponsored event	57% B C D	44%	37%	45%	50%	46%	45%	49%	48%
Attended a government-organized event (open house, City Council session, forum, etc.)	24%	35%	24%	31%	31% B	24%	20%	29%	27%
Carpooled with other adults or children instead of driving alone	63% D	55%	59%	52%	58%	59%	78% B	55%	58%
Volunteered your time to some group/activity in Fort Collins	60%	58%	68%	58%	65% B	56%	71% B	58%	60%
Talked to or visited with your immediate neighbors	82%	92% A	96% A	96% A	97% B	80%	79%	91% A	89%
Done a favor for a neighbor	61%	76% A	90% A B	91% A B	89% B	60%	51%	81% A	76%

Table 78: 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	93%	93%	94% C	99% A C	86%	92%	95%	96% B	85%	93%
Attended a neighborhood-sponsored event	43%	54% A	47%	52%	46%	47%	56%	49%	46%	48%
Attended a government-organized event (open house, City Council session, forum, etc.)	26%	28%	23%	31%	32%	28%	24%	27%	29%	27%
Carpooled with other adults or children instead of driving alone	53%	64% A	61% C	64% C	48%	59%	59%	60%	52%	58%
Volunteered your time to some group/activity in Fort Collins	58%	63%	57%	69% A	59%	63% B	52%	61%	61%	60%
Talked to or visited with your immediate neighbors	90%	89%	81%	96% A	98% A	90%	89%	89%	92%	89%
Done a favor for a neighbor	77%	75%	62%	88% A	89% A	75%	79%	75%	80%	76%

Table 79: 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 community members	83 C D	86 C D	79	78	81	81	79	81	81

Table 80: 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 community members	81	82	82 C	83 C	78	82	80	82	80	81

Table 81: 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	90 C D	89	85	85	87	89	86	88	88
Downtown Fort Collins at night	71 C D	68	64	63	67	68	71	67	68
Your neighborhood during the day	92	91	94	92	94 B	90	89	93 A	92
Your neighborhood at night	78	81	81	79	84 B	74	75	80 A	80
Parks	81 D	79	77	76	78	80	82	78	79
Natural areas/open spaces	81 D	81	78	76	79	81	86 B	78	79
Recreation facilities	84	88 A D	85	80	84	84	83	84	84
Trails	78 D	83 C D	77	74	78	78	80	78	78
Fort Collins overall during the day	87 D	88 D	85	84	86	86	87	86	86
Fort Collins overall at night	74 C D	74 D	69	68	71	72	71	72	71
Transfort/MAX	70	73	68	71	71	71	72	70	71

Table 82: 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	89	87	90 C	87	84	89 B	83	88 B	85	88
Downtown Fort Collins at night	69	67	69 C	69 C	64	68 B	64	69 B	63	68
Your neighborhood during the day	93	92	93	91	91	93 B	89	92	91	92
Your neighborhood at night	82 B	77	79	80	80	80 B	75	80	79	80
Parks	82 B	76	81 C	77	76	80 B	73	80 B	75	79
Natural areas/open spaces	83 B	76	82 C	79	75	80	76	80 B	75	79
Recreation facilities	86 B	82	86 C	84	80	85 B	76	85 B	81	84
Trails	81 B	75	80 C	78 C	73	79 B	73	79 B	75	78
Fort Collins overall during the day	87	85	87	86	84	87 B	82	87	84	86
Fort Collins overall at night	75 B	68	72	72	69	73 B	65	72	69	71
Transfort/MAX	70	71	70	70	73	73 B	59	70	72	71

Table 83: 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	79	72	78	76	77	79	76	76
Disaster response and restoration of services	74	81 A C	69	77 C	75	76	81	74	75
Fire prevention/education	69	76 A C	66	79 A C	74 B	70	70	72	73
Fire response time	79	82	81	85 A	82	82	81	82	82
Fire services overall	80	84	79	85 A C	82	82	84	81	82
Crime prevention	69	70	64	70 C	69	66	74 B	67	68
Police patrol	74 B C	68	63	70 C	67	73 A	79 B	68	70
Traffic enforcement	63	62	61	62	61	64	69 B	61	62
Police visibility	74 C	68	66	70	68	73 A	75	69	70
Police response time	79 C	78 C	66	75 C	72	79 A	81 B	73	75
Police services overall	76 C	74	69	74	72	76	79 B	72	74
Animal control	71 C	70	63	66	65	72 A	73 B	67	68
Business property maintenance	73	68	73	70	72	71	76	70	71
Natural Areas and Park Ranger services	84 C D	89 A C D	79	79	82	84	83	82	82

Table 84: 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)	78	76	77	77	75	77	72	77	74	76
Disaster response and restoration of services	76	75	74	77	75	77 B	68	75	76	75
Fire prevention/education	72	73	70	74	76 A	74 B	68	72	74	73
Fire response time	82	82	80	82	84	82	78	81	83	82
Fire services overall	80	83	82	81	83	82	80	81	83	82
Crime prevention	67	70	68	67	68	69	64	68	70	68
Police patrol	71	70	73 B C	68	67	70	71	70	68	70
Traffic enforcement	61	65	64	63	59	64	58	62	62	62
Police visibility	71	71	75 B C	69	65	71	68	71	67	70
Police response time	74	77	81 B C	68	72	76	72	75	75	75
Police services overall	73	75	78 B C	69	72	75 B	69	74	73	74
Animal control	66	70	72 C	66	63	68	64	68	66	68
Business property maintenance	69	75 A	72	73	69	72	67	71	72	71
Natural Areas and Park Ranger services	81	84	85 B C	81	79	83	79	83	81	82

Table 85: 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	77	79	76	81	80	77	73	79 A	78
Storm drainage	75	80 C	71	79 C	78 B	73	77	76	76

Table 86: 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	76	81 A	77	79	81 A	81 B	67	77	81	78
Storm drainage	75	77	75	75	77	77	75	75	79 A	76

Table 87: 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	78 C	75	73	77	77	77	81 B	76	77

Table 88: 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	75	79 A	78 C	77	74	77	77	77	74	77

Table 89: Promotion of Environmental 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)
Promotion of the health of the environment of Fort Collins	70 C D	65	61	64	64	68 A	72 B	65	66

Table 90: Promotion of Environmental 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)
Promotion of the health of the environment of Fort Collins	65	68	69 B	63	65	67	63	66	67	66

Table 91: 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	85	81	85	81	84	83	84	83	83
Air quality	74 C D	69	64	68	66	75 A	74	69	70
Recycling programs	74 B	68	72	74	73	72	82 B	71	73
Conservation efforts	77 C D	74 C	68	72	73	75	82 B	72	74

Table 92: 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	83	84	85 C	83	80	84	81	84 B	80	83
Air quality	69	71	74 B C	68	65	70	71	71	68	70
Recycling programs	70	75 A	72	73	73	73	71	72	74	73
Conservation efforts	73	74	76 B C	71	71	74	75	74	72	74

Table 93: 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	84	90 A C	88 B	85	85	87	86
Sewer services	79	81	76	83 C	81	79	78	80	80

Table 94: 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	86	87	87	87	85	88 B	82	87	85	86
Sewer services	79	81	80	80	80	82 B	72	79	81	80

Table 95: 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 C D	58	53	52	56	61 A	63	57	58
Ease of traveling by public transportation	64 B C D	51	50	51	50	62 A	71 B	53	56
Ease of walking	74 B	67	76 B	74 B	74	73	77	73	73
Ease of traveling by bicycle	85 B D	78	84 B D	76	79	84 A	86 B	81	81
Availability of parking Downtown	57 B D	46	53	47	52	52	52	52	52
Convenience of parking Downtown	57 B C D	46	49	44	49	52	55	50	51
Level of traffic congestion	43 C D	41 D	35	30	36	40	44 B	37	38
Street maintenance	71 B C D	64	63	63	67	66	70	66	66

Table 96: 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	56	61 A	62 B C	54	55	61 B	48	58	59	58
Ease of traveling by public transportation	56	56	57	52	57	55	60	55	60	56
Ease of walking	72	75	71	75	76 A	74	70	73	75	73
Ease of traveling by bicycle	84 B	80	86 B C	80 C	74	83 B	78	83 B	76	81
Availability of parking Downtown	51	54	56 C	54 C	45	53	52	53	49	52
Convenience of parking Downtown	49	52	53 C	52 C	44	51	51	51	49	51
Level of traffic congestion	36	40 A	41 C	37	35	40 B	31	38	39	38
Street maintenance	65	68	68	65	64	68 B	59	66	66	66

Table 97: 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	75 B C	65	70	72 B	72	71	76 B	71	72
Quality of recreational opportunities	88 C D	85	84	81	85	86	88	84	85
Quality of public library services	80	84	85 A	81	84 B	80	81	82	82

Table 98: 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	69	74 A	73 B	68	73 B	72	70	71	73	72
Quality of recreational opportunities	86	85	86 C	86	82	86	83	86	83	85
Quality of public library services	80	84 A	82	83	82	84 B	77	82	82	82

Table 99: Ratings of Parks, Recreational and Cultural Programs and Facilities 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)
Natural areas and open space	80	89	87	87	88	87	88	88	88
Recreational trails	90	90	88	87	89	89	88	89	89
Parks	88 C	89	84	86	87	87	88	87	87
Cemeteries	79	79	76	78	78	80	78	78	78
Golf courses	73	76	76	80 A	77	75	71	78 A	77
Athletic fields	81 C	82 C	74	79 C	78	80	80	79	79
Northside Aztlan Community Center	83	83	79	82	81	82	75	82	82
Fort Collins Senior Center	83	78	80	83	82	80	73	82 A	82
Edora Pool Ice Center (EPIC)	79	82	79	81	81	80	80	80	80
Foothills Activity Center	78	83	82	76	78	81	78	80	79
Mulberry Pool	80 B D	61	76 B	68	68	77 A	71	72	72
The Farm at Lee Martinez Park	83	83	86 D	81	82	85	86	83	83
The Gardens on Spring Creek	84	86	85	86	85	85	82	86	85
Pottery studio	85 B	76	77	79	77	84 A	79	81	81
Art in Public Places program	84 B	77	81	80	80	84 A	87 B	80	81
Lincoln Center programs	84 C D	80	77	79	80	82	83	80	80
Fort Collins Museum of Discovery	86	82	85	83	84	84	84	84	84
Adult recreation programs	78 C	77	71	75	74	78	84 B	74	75

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)
Senior recreation programs	87 B D	74	78	76	79	80	87	78	79
Youth/teen recreation programs	81 D	77	76	73	77	75	76	76	76

Table 100: 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	87	89	88	89	86	89 B	84	88	88	88
Recreational trails	88	90 A	90 C	89	87	90 B	84	89	89	89
Parks	85	89 A	87	88	85	88 B	84	87	88	87
Cemeteries	74	82 A	79	79	76	78	78	79	77	78
Golf courses	75	79	73	79 A	78 A	78 B	71	77	76	77
Athletic fields	77	81 A	81	78	77	79	80	80	77	79
Northside Aztlan Community Center	79	84 A	84	82	79	83 B	76	81	82	82
Fort Collins Senior Center	79	85 A	80	82	82	82	80	81	83	82
Edora Pool Ice Center (EPIC)	78	83 A	81	80	79	81	81	80	81	80

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)
Foothills Activity Center	78	82	79	82 C	76	80	80	79	79	79
Mulberry Pool	73	70	71	72	72	72	70	71	73	72
The Farm at Lee Martinez Park	82	84	85 C	84 C	80	84	83	83	83	83
The Gardens on Spring Creek	83	87 A	84	87	84	85	85	85	85	85
Pottery studio	77	84 A	85 C	81 C	73	81	80	81	77	81
Art in Public Places program	77	86 A	82	83 C	78	82	80	81	81	81
Lincoln Center programs	78	82	80	83	79	81	80	81	80	80
Fort Collins Museum of Discovery	82	86 A	84	86 C	81	85 B	79	84	82	84
Adult recreation programs	71	79 A	75	74	76	76	71	75	76	75
Senior recreation programs	76	81	81	82	76	80	74	80	77	79
Youth/teen recreation programs	73	80 A	77	77	75	78 B	70	76	78	76

Table 101: 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	73	76	73	77	79 B	70	77	74	75

Table 102: 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	72	78 A	75	75	74	77 B	64	74	74	75

Table 103: 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	74 C	69	67	74 C	71	73	75	72	72
Quality of dining opportunities	76	77	78	80	79	76	80	77	78
Quality of entertainment opportunities	73	69	68	74	72	71	77 B	71	72
Availability of job opportunities	59	54	59	63 B	62 B	56	65 B	58	60
Availability of quality healthcare	75	77	77	78	80 B	72	74	77	77

Table 104: 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	70	74 A	71	71	74	72	74	72	73	72
Quality of dining opportunities	75	80 A	78	77	79	78	78	78	77	78
Quality of entertainment opportunities	70	74	71	71	75	73 B	66	72	71	72
Availability of job opportunities	58	60	59	57	62	62 B	50	58	63	60
Availability of quality healthcare	77	76	73	78 A	81 A	77	75	75	81 A	77

Table 105: 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	67 D	68 D	64	61	66	64	70 B	64	65
Promotion of the economic health of Fort Collins	64	59	62	60	61	63	63	61	62

Table 106: 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	62	69 A	65	66	63	66	62	64	68	65
Promotion of the economic health of Fort Collins	61	63	62	61	62	64 B	56	61	65	62

Table 107: 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	69 C	68 C	58	64 C	64	67	76 B	63	66
Retaining existing businesses	60 C	56	52	55	56	57	61	55	56
Attracting new businesses	65	62	62	60	62	62	61	62	62

Table 108: 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	65	67	68 B	62	64	67	62	64	69 A	66
Retaining existing businesses	55	58	56	57	57	57	53	55	61 A	56
Attracting new businesses	59	66 A	64	61	61	63	61	61	65	62

Table 109: 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?	77	73	76	76	77	74	77	76	76

Table 110: 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?	74	78 A	75	77	76	77	74	76	76	76

Table 111: 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	63 B C D	54	52	52	54	61 A	67 B	55	57
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	67 B C D	59	55	54	58	64 A	69 B	58	60
Efficient operation of programs and services	71 C D	68 D	64	61	66	68	70	66	67
Encouraging sustainability in the community	69	69	65	65	68	67	73 B	66	67
Overall direction of the City	73 B C D	66 D	64	59	65	70 A	80 B	64	67
Welcoming community member involvement	71 B D	64	67	64	66	68	73 B	66	67
Listening to community members	64 C D	59	55	55	57	61	68 B	57	59
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	68	69	63	66	67	66	73 B	66	67
Creating a welcoming, inclusive community where all community members feel a sense of belonging	67	66	63	63	66	65	74 B	63	65

Table 112: 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	57	59	61 B C	53	55	59	53	56	59	57
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	60	62	65 B C	56	56	61	62	60	60	60
Efficient operation of programs and services	66	68	68	65	65	69 B	58	66	67	67
Encouraging sustainability in the community	66	69	69	67	65	69 B	63	67	66	67
Overall direction of the City	65	69	72 B C	64	61	68	63	67	65	67
Welcoming community member involvement	66	69	69 C	67	64	68	64	67	68	67
Listening to community members	57	60	61 C	58	55	60 B	53	58	58	59
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	67	68	69 B	63	67	68	63	66	70	67
Creating a welcoming, inclusive community where all community members feel a sense of belonging	66	65	68 B	62	64	67 B	60	65	65	65

Table 113: 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?	49%	49%	60%	56%	59% B	45%	42%	54% A	53%

Table 114: 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?	52%	52%	45%	56% A	64% A	53%	53%	51%	59%	53%

Table 115: 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	87	85	83	82	82	90 A	96 B	83	85
Promptness	85 C D	83	77	75	77	86 A	89 B	79	80
Knowledge	83	77	77	76	75	86 A	87	77	79
Making you feel valued	81	75	75	73	74	82 A	88 B	75	77
Overall impression	86 D	79	78	75	76	87 A	92 B	78	80

Table 116: 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	84	86	83	82	89	87 B	75	84	87	85
Promptness	80	81	82	76	83	83 B	72	80	81	80
Knowledge	81	78	78	77	83	82 B	67	79	78	79
Making you feel valued	75	79	78	74	79	79 B	68	77	76	77
Overall impression	80	81	81	78	82	84 B	66	80	79	80

Table 117: 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	72	70	84 A B D	74	81 B	68	74	75	75
Promptness in responding to inquiries and service requests	70	62	78 B	70	75 B	65	64	71	70
Making community members or customers feel valued	68	62	75 B	70	75 B	63	68	69	69

Table 118: 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	75	75	71	78	80 A	77 B	67	73	81 A	75
Promptness in responding to inquiries and service requests	69	71	66	71	76 A	72 B	61	68	77 A	70
Making community members or customers feel valued	70	68	65	72	74 A	71 B	60	67	75 A	69

Table 119: 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, workforce training, childcare, education, employment opportunities	More effort	48%	57%	66%	48%	51%	56%	43%	54%	53%
	Same effort	48%	41%	29%	48%	44%	41%	57%	41%	43%
	Less effort	4%	2%	4%	3%	4%	4%	0%	5%	4%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	More effort	57%	65%	49%	44%	54%	53%	67%	51%	53%
	Same effort	43%	35%	45%	49%	42%	45%	33%	46%	43%
	Less effort	0%	1%	6%	7%	4%	2%	0%	4%	3%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	More effort	53%	48%	56%	56%	48%	61%	37%	56%	53%
	Same effort	46%	45%	36%	36%	44%	37%	62%	38%	41%
	Less effort	1%	6%	8%	8%	7%	2%	1%	6%	5%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	19%	11%	16%	19%	17%	17%	11%	17%	17%
	Same effort	78%	78%	82%	79%	79%	80%	84%	79%	79%
	Less effort	3%	11%	2%	2%	5%	3%	5%	4%	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	More effort	26%	30%	16%	17%	21%	24%	23%	22%	23%
	Same effort	71%	67%	76%	77%	73%	72%	77%	73%	72%
	Less effort	3%	3%	9%	6%	6%	4%	0%	6%	5%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety	More effort	55%	71%	62%	58%	60%	60%	59%	60%	60%
	Same effort	43%	29%	37%	38%	39%	38%	41%	38%	38%
	Less effort	2%	0%	1%	4%	2%	2%	0%	2%	2%
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	More effort	27%	27%	10%	24%	17%	29%	27%	22%	23%
	Same effort	72%	66%	81%	67%	76%	67%	73%	72%	71%
	Less effort	2%	8%	9%	9%	7%	4%	0%	6%	6%

Table 120: Budget Priorities by Gender, Age, Race/Ethnicity and Employment 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, workforce training, childcare, education, employment opportunities	More effort	54%	53%	55%	58%	45%	54%	49%	57%	42%	53%
	Same effort	41%	45%	41%	40%	51%	42%	49%	39%	55%	43%
	Less effort	5%	2%	4%	2%	4%	4%	2%	4%	3%	4%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	More effort	55%	52%	56%	54%	48%	56%	46%	52%	59%	53%
	Same effort	40%	46%	42%	43%	46%	41%	50%	45%	36%	43%
	Less effort	5%	2%	2%	4%	6%	3%	4%	3%	5%	3%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	More effort	57%	50%	53%	58%	52%	55%	54%	55%	51%	53%
	Same effort	35%	48%	45%	34%	41%	41%	41%	40%	44%	41%
	Less effort	8%	2%	2%	9%	7%	5%	5%	5%	5%	5%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	15%	19%	15%	14%	23%	17%	19%	16%	21%	17%
	Same effort	79%	79%	82%	81%	74%	80%	78%	80%	77%	79%
	Less effort	6%	2%	3%	5%	2%	3%	3%	4%	1%	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	More effort	27%	18%	26%	21%	18%	25%	14%	24%	17%	23%
	Same effort	68%	78%	69%	75%	77%	71%	78%	71%	77%	72%
	Less effort	5%	4%	5%	4%	5%	4%	7%	4%	6%	5%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety	More effort	67%	53%	60%	63%	57%	61%	57%	61%	57%	60%
	Same effort	32%	44%	39%	35%	41%	37%	42%	37%	42%	38%
	Less effort	0%	3%	1%	2%	2%	2%	1%	2%	2%	2%
	More effort	26%	19%	26%	16%	24%	17%	49%	24%	21%	23%

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
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	Same effort	68%	77%	71%	76%	68%	76%	51%	71%	74%	71%
	Less effort	7%	4%	3%	8%	8%	6%	1%	5%	5%	6%

Table 121: 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 community members	68 C D	62	58	60	62	65	72 B	61	63

Table 122: 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 community members	63	63	64	62	61	64 B	59	63	63	63

Table 123: 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	67 B	59	62	63	64	63	64	64	64
Providing volunteer opportunities to community members	73 B D	64	69	67	68	70	75 B	68	69
Providing emergency information	71	65	67	68	67	71	74 B	67	68

Table 124: 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	62	66	64	65	63	66 B	56	63	65	64
Providing volunteer opportunities to community members	69	69	70	68	69	71 B	63	69	70	69
Providing emergency information	65	72 A	70	67	67	69	68	68	69	68

Table 125: 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	6%	8%	10%	25% A B C	14% B	8%	5%	12% A	12%
Online video FCTV on www.fcgov.com/FCTV	19%	26%	24%	24%	25% B	17%	22%	21%	22%
City's website (www.fcgov.com)	68%	84% A	90% A D	79% A	86% B	67%	51%	81% A	77%
City News eNewsletter	24%	24%	37% A B	48% A B	41% B	22%	13%	35% A	33%
Newsletters or brochures from City departments	41%	55% A	76% A B	77% A B	74% B	39%	33%	63% A	59%
City employees or departments (e.g., contacting by phone, email or in person)	45%	59% A	68% A	71% A	70% B	43%	43%	60% A	58%
Tracks and Trails (the guide to natural areas activities)	63%	70%	74% A	66%	70%	62%	67%	66%	67%
"Recreator" (guide to recreation programs)	51%	67% A	86% A B	82% A B	82% B	50%	35%	73% A	68%
Word of mouth	88%	90%	98% A D	90%	94% B	87%	85%	91%	91%
Newspaper (print or online)	53%	68% A	79% A	78% A	78% B	52%	57%	67%	66%
Radio	41%	47%	57% A	61% A B	54% B	45%	46%	50%	50%
Television news	27%	44% A	39% A	63% A B C	48% B	31%	37%	41%	41%
Social media (Facebook, Twitter, Nextdoor, etc.)	62%	71%	74% A D	61%	67%	63%	74%	64%	65%
OurCity Platform (ourcity.fcgov.com)	12%	17%	14%	22% A	16%	15%	6%	16% A	16%

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)
Engage Platform (engage.fcgov.com)	11%	8%	13%	15%	10%	13%	3%	12% A	12%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	14%	24%	25% A	32% A	24%	19%	12%	24% A	22%
City booth at local events	28%	41% A	47% A	39% A	42% B	30%	37%	35%	36%

Table 126: 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	7%	14% A	3%	11% A	27% A B	12%	7%	7%	25% A	12%
Online video FCTV on www.fcgov.com/FCTV	22%	20%	17%	27% A	25% A	21%	24%	21%	24%	22%
City's website (www.fcgov.com)	82% B	72%	72%	92% A C	69%	76%	78%	83% B	60%	77%
City News eNewsletter	33%	31%	21%	41% A	44% A	34%	26%	31%	36%	33%
Newsletters or brochures from City departments	53%	63% A	41%	68% A	79% A B	61% B	47%	55%	69% A	59%
City employees or departments (e.g., contacting by phone, email or in person)	57%	57%	46%	64% A	70% A	57%	58%	55%	66% A	58%

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)
Tracks and Trails (the guide to natural areas activities)	64%	68%	60%	76% A	68%	68% B	57%	66%	68%	67%
"Recreator" (guide to recreation programs)	63%	71%	52%	86% A C	76% A	70% B	55%	67%	71%	68%
Word of mouth	90%	91%	90%	93%	89%	91%	92%	92%	87%	91%
Newspaper (print or online)	65%	66%	60%	68%	75% A	67%	62%	66%	66%	66%
Radio	52%	47%	42%	57% A	55% A	50%	45%	50%	50%	50%
Television news	39%	40%	26%	40% A	66% A B	40%	41%	35%	57% A	41%
Social media (Facebook, Twitter, Nextdoor, etc.)	64%	66%	70% C	72% C	50%	66%	65%	68% B	58%	65%
OurCity Platform (ourcity.fcgov.com)	16%	15%	9%	23% A	19% A	15%	19%	15%	17%	16%
Engage Platform (engage.fcgov.com)	11%	11%	8%	15% A	14%	10%	17%	11%	13%	12%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	21%	22%	10%	35% A	29% A	21%	25%	21%	24%	22%
City booth at local events	35%	38%	30%	44% A	38%	37%	32%	35%	41%	36%

Appendix E: 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 126 on the following page, residents who lived in the Southeast area of Fort Collins (C) gave higher scores to the quality of public schools than those who lived in the Northeast (A) or Northwest/CSU (D) areas. For this same question, survey participants who lived in Council District 3 (C) awarded statistically higher ratings than residents in Districts 1 (A), 2 (B), and 5 (E), but did not provide ratings that were statistically different from respondents who lived in Districts 4 (D) and 6 (F).

Table 127: 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
	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)
Overall, as a place to live	88 B	83	90 B D	85	88 B	84	89 B	79	90 B E	88 B	84	86 B	86
Availability of affordable quality housing	39 B	30	33	33	35	36	35 F	30	34	38 B F	32	28	34
Quality of public schools	71	76	82 A D	75	78	82 A	72	76	83 A B E	80 A E	71	78	77
As a place to raise children	84	82	89 B D	81	84	86	85 E	80	90 B E F	87 B E F	78	81	84
As a place to retire	70	74	75	71	77	76	72	73	76	81 A E F	67	72	74
As a place to attend college	86 B	76	84 B	82 B	82 B	82	82 B	76	84 B	83 B	80	81	81
Openness and acceptance of the community toward people of diverse backgrounds	63	63	66	66	63	76 A B D E	66 B	59	66	67 B	62	64	65
Overall quality of life in Fort Collins	83 B	78	83 B	80	81	81	82 B	77	83 B	82	80	79	81
Availability of affordable quality childcare	26	41 A	37	40 A	40 A	48 A	32	38	38	45 A F	36	27	38

Table 128: 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
	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)
Recommend living in Fort Collins to someone who asks	80	72	80 B	80 B	79 B	75	79 B	69	81 B	79 B	75	81 B	78
Remain in Fort Collins for the next five years	79	77	81 D	73	79	91 B D E	79	77	80	85 E F	70	74	78

Table 129: Promotion of Social 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
	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)
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	48	47	50	51	55 B	50	46	47	50	56 A B	48	52	50

Table 130: 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
	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)
Your neighborhood as a place to live	83 D	80	88 B D E	78	81	92 A B D E	83 E	79 E	88 B E F	86 B E F	73	79 E	82
Your neighborhood as a place to raise children	75	72	85 A B D E	69	78 D	95 A B D E	71	77 E	86 A B E F	85 A B E F	67	71	77

Table 131: 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
	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)
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	70	85 A D E F	80 A F	80 A F	79 A F	66	77	83	79	77	76	81	79

Table 132: 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
	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)
Code enforcement (weeds, rubbish/trash, etc.)	53	64 A	69 A	65 A	64 A	72 A	56	62	70 A B E	69 A	60	65 A	64
Noise enforcement	58	59	61	65 E	56	65	59	57	62	61	54	64 E	60
Residential property maintenance	62	64	72 A B	70 A	66	82 A B D E	62	65	73 A B E	74 A B E	62	69 A	68

Table 133: 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
	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)
Visited a neighborhood park or City park	87%	94%	95% A	90%	96% A	92%	90%	94%	95%	96%	89%	96% A	93%

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
	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)
Attended a neighborhood-sponsored event	44%	50%	55%	45%	46%	62%	47%	50%	55%	50%	44%	45%	48%
Attended a government-organized event (open house, City Council session, forum, etc.)	20%	32%	25%	27%	30%	22%	21%	36% A	25%	28%	29%	29%	27%
Carpooled with other adults or children instead of driving alone	48%	52%	59%	65% A B	65% A B	56%	44%	57% A	59% A	64% A	62% A	64% A	58%
Volunteered your time to some group/activity in Fort Collins	41%	56% A	69% A B	68% A B	59% A	72% A	43%	61% A	70% A	58% A	65% A	70% A	60%
Talked to or visited with your immediate neighbors	90%	89%	95% E	88%	84%	98% E	86%	94% E	95% A E	90%	84%	91%	89%
Done a favor for a neighbor	77%	73%	88% B D E	71%	72%	87%	70%	80% E	88% A E F	80% E	64%	76%	76%

Table 134: 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
	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)
Overall safety of community members	78	82	85 A D	79	83	81	83 B E	78	85 B E F	85 B E F	76	79	81

Table 135: 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
	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)
Downtown Fort Collins during the day	88	89	86	87	88	88	90	87	86	89	86	87	88
Downtown Fort Collins at night	72 B E	64	69	69	65	69	69 E	64	69 E	68	62	70 E	68
Your neighborhood during the day	92	93 D	94 D	90	92	95	93 F	93	93 F	93 F	91	89	92
Your neighborhood at night	78	81 D E	87 A B D E	74	76	90 A B D E	81 E F	80 E F	87 A B E F	83 E F	71	73	80
Parks	80	78	79	80 E	75	83	81	76	79	77	78	80	79
Natural areas/open spaces	82	79	77	78	80	88 B C D E	84 B C F	77	77	83 B C F	79	76	79
Recreation facilities	85	86	83	84	81	86	88 B C E F	83	82	84	81	83	84
Trails	76	78	77	76	80	88 A B C D E	78	77	77	84 A B C E F	76	74	78
Fort Collins overall during the day	84	87	85	86	86	89	86	86	85	88	87	85	86
Fort Collins overall at night	70	72	72	71	70	80 A B D E	72	71	72	74 E	67	71	71
Transfort/MAX	60	75 A E	74 A E	73 A	66	75 A	65	75 A	74	67	68	72	71

Table 136: 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
	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)
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79	72	76	80 B	74	83	78 B E	70	77 B E	81 B E	64	81 B E	76
Disaster response and restoration of services	76	74	73	80 E	72	85 E	77 E	72 E	74 E	79 B E	61	82 B C E	75
Fire prevention/education	70	70	73	75	73	78	69	71	74	77 A E	68	77 A E	73
Fire response time	82	84 E	82	82	78	87	83 E	85 E	81 E	82 E	69	87 E	82
Fire services overall	81	82 E	83 E	84 E	77	89 E	83 E	81 E	83 E	80	73	86 E	82
Crime prevention	68	64	70 B	68	69	73	68	62	71 B E	73 B E	63	68	68
Police patrol	62	70 A	70 A	73 A	70 A	76 A	64	70	71 A	73 A	69	70	70
Traffic enforcement	61	59	65	68 B E	58	65	59 E	58	67 B E	65 E	51	68 A B E	62
Police visibility	70	73	70	70	68	68	70 E	72 E	72 E	73 E	60	70 E	70
Police response time	69	77	73	80 A E	72	74	71	75	75	74	72	80 A	75
Police services overall	72	76 E	73	79 E	68	76	73	74	74	73	67	77 E	74

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
	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)
Animal control	68	68	70 E	72 E	62	71	71 E	64 E	71 E	69 E	54	73 B E	68
Business property maintenance	70	68	75 E	75 B E	67	82 A B E	69 E	67 E	76 A B E	77 A B E	60	76 A B E	71
Natural Areas and Park Ranger services	83	82	84	82	82	83	85 B E	79	84	84 B	79	82	82

Table 137: 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
	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)
Electric services	84 E	79 E	80 E	80 E	71	78	84 B D E	77 E	80 E	77 E	65	82 E	78
Storm drainage	73	73	80 A B	77	74	83 A B	75 E	71	81 B E	81 A B E	67	77 B E	76

Table 138: 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
	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)
Overall quality of environment	75	73	79 B	77 B	79 B	82 B	76 B	71	80 B E	84 A B E F	73	77 B	77

Table 139: Promotion of Environmental 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
	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)
Promotion of the health of the environment of Fort Collins	63	64	63	68	70 B C	70	63	63	64	68	70 A	67	66

Table 140: 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
	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)
Community's visual attractiveness	83	82	86	84	83	85	85 B E	80	86 B E	88 B E	75	84 E	83
Air quality	68	66	69	74 B	71	76	70 B	63	69	77 B C E	66	74 B E	70
Recycling programs	70	69	75	72	74	83 A B D	71	69	75 B	79 A B E F	71	70	73
Conservation efforts	68	70	76 A B	76 A B	75 A B	83 A B	71	67	77 A B	79 A B E	71	75 B	74

Table 141: 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
	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)
Drinking water	88	84	86	87	86	92 B	90 B	82	85	89 B	85	88 B	86
Sewer services	77	78	83 E	82 E	76	88 A B E	80	75	83 B E	82 B E	74	83 B E	80

Table 142: 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
	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)
Ease of driving	51	56	62 A F	60 A	61 A	50	55	52	64 A B	61 B	58	59	58
Ease of traveling by public transportation	51	52	50	62 A B C	60 A B C	65 C	53	50	50	61 B C	59	59 B C	56
Ease of walking	75	72	74	74	73	76	75 E	70	75 E	78 B E	64	73 E	73
Ease of traveling by bicycle	74	81 A	84 A	85 A	81 A	76	80	76	84 B E	84 B E	76	86 B E	81
Availability of parking Downtown	46	47	56 A B	53	56 A B	59	49	42	58 A B	60 A B	53 B	54 B	52
Convenience of parking Downtown	50	44	51	52 B	55 B	59 B	51 B	38	53 B	58 B	51 B	53 B	51
Level of traffic congestion	36	36	39	44 A B E F	37	33	37	34	40	39	35	43 B E	38
Street maintenance	64	63	69	68	68	64	63	64	69 A	69 A	65	67	66

Table 143: 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
	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)
Quality of arts and cultural opportunities	74	70	71	72	72	79 B	73	69	71	75 E	68	71	72
Quality of recreational opportunities	86	84	85	85	85	91	89 B E	80	85 B	88 B E	82	86 B	85
Quality of public library services	83	79	84	80	82	90 B D	81	80	85 E	88 A B E F	76	80	82

Table 144: 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 B	83	91 B	88 B	88 B	93 B	90 B	81	91 B E	91 B E	86	88 B	88
Recreational trails	89	87	92 B	88	88	92	90 B E	86	92 B E	91 B E	86	88	89
Parks	87	85	91 B D	84	87	90	89 B E	84	91 B E F	89 B E	83	85	87
Cemeteries	81	80	82 E	76	74	76	83 E	79 E	82 E	78 E	66	77 E	78
Golf courses	69	79 A D	84 A D E	71	76	87 A D E	73	78 E	84 A E F	81 E	69	73	77
Athletic fields	76	80	80	78	78	85	80 E	78 E	81 E	83 E	71	79 E	79
Northside Aztlan Community Center	84	80	82	84	79	83	84 E	78	82 E	84 E	72	86 B E	82
Fort Collins Senior Center	83	81	86 E	79	79	83	85 E	80 E	87 B E	84 E	70	81 E	82
Edora Pool Ice Center (EPIC)	81	80	83	83	77	76	80 E	81 E	83 E	79 E	70	85 E	80
Foothills Activity Center	85 E	80	79	80	74	78	84 E	77 E	82 E	80 E	66	83 E	79
Mulberry Pool	72	71	69	72	69	85 B C E	73	71	69	76 E	64	73	72
The Farm at Lee Martinez Park	86 B	80	84	83	82	88 B	86 B	78	85 B	84 B	81	84 B	83
The Gardens on Spring Creek	83	85	89 E	84	83	91 E	87 E	84 E	89 E	89 E	78	85 E	85

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Geographic area of residence						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)
Pottery studio	84 E	81	88 E	81 E	73	82	85 E	77	89 B E	79	69	83 E	81
Art in Public Places program	86 B E F	79	86 B E F	82	78	76	84 E	79	86 B E	80	76	82	81
Lincoln Center programs	85	79	79	81	79	80	83	78	80	80	78	83	80
Fort Collins Museum of Discovery	87 E	84 E	87 E	84 E	78	86 E	85 E	84 E	87 E	83 E	76	83 E	84
Adult recreation programs	74	76	74	82 E	72	81	78 E	72	74	78 E	66	81 B E	75
Senior recreation programs	80	80	80	79	76	79	84	76	81	80	74	76	79
Youth/teen recreation programs	80	78	81 E	73	72	81	82 E F	73	85 B E F	78	68	72	76

Table 145: 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
	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)
As a place to work	74	68	78 B	76 B	76 B	85 B	72	68	78 B	81 A B E	71	76 B	75

Table 146: 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
	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)
Quality of shopping opportunities	71	71	74	73	73	71	73	67	74 B	74	68	73	72
Quality of dining opportunities	77	76	79	78	80	78	81 B	71	80 B	82 B E	74	77	78
Quality of entertainment opportunities	73	70	70	75	72	71	73	68	71	72	68	76 B E	72
Availability of job opportunities	62	57	57	63	57	69 B C E	61	56	58	61	56	61	60
Availability of quality healthcare	72	73	82 A B D	75	78 A	84 A B D	75	69	83 A B E	82 A B E	70	78 B E	77

Table 147: 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
	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)
Support of businesses	68	64	64	61	70 D	64	68 B F	61	66	70 B F	63	60	65
Promotion of the economic health of Fort Collins	59	59	60	63	65	72 A B C	59	59	60	67 A B	62	64	62

Table 148: 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
	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)
Encouraging a variety of businesses	63	62	63	65	71 A B C	72 B	65 B	58	65	71 B	67 B	65 B	66
Retaining existing businesses	51	53	53	57	63 A B C	64 A	51	52	54	65 A B C E F	56	57	56
Attracting new businesses	65	60	63	58	65 D	67	62	59	65	67 B F	63	58	62

Table 149: Overall Quality of City Services by Area of Residence

(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)
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	75	72	80 B D	74	78 B	83 B D	72	73	82 A B E F	82 A B E F	71	75	76

Table 150: 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
	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)
Managing and planning for growth	48	53	54	60 A	66 A B C	56	51	51	55	68 A B C F	60	58	57
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	55	55	58	62	68 A B C	68 A B	58 B	50	59 B	72 A B C E F	62 B	60 B	60
Efficient operation of programs and services	64	64	65	68	68	75 A B	66	61	66	73 A B C E	63	68	67
Encouraging sustainability in the community	61	64	70 A B	71 A B	69 A	68	62	62	71 A B	68	70 A B	70 A B	67
Overall direction of the City	61	61	69 A B F	71 A B F	71 A B F	58	62	58	71 A B	70 A B	70 A B	69 A B	67
Welcoming community member involvement	63	64	67	71 A B	70 A B	70	64	62	68	71 A B	66	71 A B	67
Listening to community members	49	58 A	57	62 A	63 A	58	54	54	58	62 A B	62	61	59

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
	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)
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	71 B	62	70 B	64	68	79 B D E	70 B E	59	72 B E F	75 B E F	60	64	67
Creating a welcoming, inclusive community where all community members feel a sense of belonging	69	62	65	62	68	75 B D	68 B F	58	67 B F	73 B E F	63	59	65

Table 151: Contact with City Employees by Area of Residence

	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)
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	53%	56% C	42%	48%	52%	87% A B C D E	53%	60% C	41%	62% C	52%	53%	53%

Table 152: 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
	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)
Courtesy	86 C	86 C	75	86 C	84	94 C	91 B C	81	74	88 C	85	86 C	85
Promptness	82	80	71	86 C	80	85 C	86 B C E	75	71	84 B C E	73	87 B C E	80
Knowledge	79	83 C	71	80	75	86 C	84 E	77	74	81	70	83 E	79
Making you feel valued	76	77	66	83 C	75	85 C	82 B C	68	69	80 B	77	81 B C	77
Overall impression	84 C	82 C	68	82 C	79 C	86 C	89 B C	74	70	82 C	80	82 C	80

Table 153: 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 community members. 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
	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)
Courtesy	71	75	78	75	74	83	70	77	80 A E	79 A E	67	74	75
Promptness in responding to inquiries and service requests	66	70	74 E	74 E	64	83	64	73 E	76 A E	70 E	56	76 A E	70
Making community members or customers feel valued	66	65	73	69	70	83	63	67	76 A E	75 A E	59	70	69

Table 154: Budget Priorities 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						
		Northeast	East Central	Southeast	Northwest /CSU	West Central	Southwest	District 1	District 2	District 3	District 4	District 5	District 6	Overall
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	49%	58%	49%	58%	50%	53%	58%	50%	50%	52%	50%	58%	53%
	Same effort	47%	36%	47%	40%	47%	45%	35%	45%	48%	43%	50%	40%	43%
	Less effort	4%	6%	4%	2%	3%	2%	7%	5%	2%	5%	0%	2%	4%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	More effort	53%	57%	52%	54%	56%	26%	52%	60%	52%	45%	57%	54%	53%
	Same effort	47%	38%	44%	42%	44%	61%	47%	34%	44%	52%	42%	41%	43%
	Less effort	0%	5%	3%	4%	0%	13%	1%	6%	4%	4%	1%	5%	3%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	More effort	62%	59%	45%	48%	54%	55%	67%	53%	45%	44%	67%	47%	53%
	Same effort	35%	36%	48%	45%	44%	30%	31%	38%	50%	50%	32%	46%	41%
	Less effort	4%	5%	7%	7%	2%	15%	2%	9%	6%	6%	1%	7%	5%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	15%	13%	15%	23%	19%	20%	15%	14%	14%	24%	12%	20%	17%
	Same effort	81%	85%	84%	70%	77%	80%	82%	83%	86%	70%	88%	71%	79%
	Less effort	4%	2%	2%	7%	5%	0%	3%	3%	0%	6%	0%	9%	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	More effort	11%	28%	21%	26%	25%	5%	16%	28%	22%	22%	20%	29%	23%
	Same effort	86%	66%	64%	72%	74%	92%	81%	63%	64%	77%	80%	70%	72%
	Less effort	3%	6%	15%	1%	1%	3%	3%	9%	14%	1%	0%	2%	5%
Transportation: Includes transportation planning and	More effort	53%	69%	49%	58%	61%	76%	57%	70%	48%	61%	65%	60%	60%
	Same effort	46%	30%	47%	39%	37%	24%	42%	29%	48%	39%	32%	38%	38%

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
		Northeast	East Central	Southeast	Northwest /CSU	West Central	Southwest	District 1	District 2	District 3	District 4	District 5	District 6	
development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety	Less effort	1%	1%	3%	3%	1%	0%	1%	1%	4%	0%	4%	2%	2%
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	More effort	25%	27%	18%	27%	18%	11%	27%	25%	19%	15%	26%	23%	23%
	Same effort	70%	62%	74%	70%	80%	86%	66%	66%	75%	83%	70%	71%	71%
	Less effort	5%	10%	8%	3%	3%	3%	7%	9%	7%	2%	4%	6%	6%

Table 155: 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
	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)
Informing community members	59	62	60	64	66	70 A C	60	60	60	69 A B C E	60	65	63

Table 156: 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
	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)
Providing opportunities to participate in government activities	63	63	61	65	64	70	62	63	62	66	60	67	64
Providing volunteer opportunities to community members	67	70	67	69	71	76	70	67	67	71	69	69	69
Providing emergency information	64	68	68	65	72 A D	78 A B C D	64	68	69	75 A B E F	66	65	68

Table 157: Sources of Information 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
	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)
Fort Collins local cable channel 14 and 881	11%	15%	13%	9%	12%	4%	10%	17%	13%	11%	9%	10%	12%
Online video FCTV on www.fcgov.com/FCTV	28% C	21%	13%	21%	27% C	23%	25% C	22%	14%	30% C E	15%	25%	22%
City's website (www.fcgov.com)	79% D	72%	84% B D	65%	86% B D	85% D	73%	76%	83%	87% A F	80%	73%	77%
City News eNewsletter	27%	39% D	42% A D	18%	34% D	42% D	21%	49% A D F	43% A F	32%	35% A F	20%	33%
Newsletters or brochures from City departments	60% D	62% D	68% D E	46%	55%	85% A B D E	55%	69% A E F	66% F	66% E F	51%	51%	59%
City employees or departments (e.g., contacting by phone, email or in person)	54%	55%	58%	50%	65% D	85% A B C D E	50%	62%	55%	73% A C E F	55%	58%	58%
Tracks and Trails (the guide to natural areas activities)	69% B	54%	66%	72% B	77% B	59%	57%	61%	66%	71% A	80% A B	75% A B	67%
"Recreator" (guide to recreation programs)	69%	65%	79% B D E	61%	67%	82% D	63%	71%	78% A E	76% A E	58%	67%	68%
Word of mouth	91%	84%	94% B	90%	95% B	90%	90% B	83%	94% B	94% B	95% B	93% B	91%
Newspaper (print or online)	63%	53%	81% A B D E	68% B	67% B	73% B	55%	59%	81% A B E	74% A B E	57%	75% A B E	66%

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
	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)
Radio	52%	41%	53%	54% B	54% B	39%	47%	39%	55% B	50%	60% B	56% B	50%
Television news	38%	37%	53% B D	35%	41%	41%	31%	45% A	51% A	38%	43%	39%	41%
Social media (Facebook, Twitter, Nextdoor, etc.)	73% B	50%	68% B	78% B E F	66% B	59%	62%	54%	68% B	58%	81% A B D	77% A B D	65%
OurCity Platform (ourcity.fcgov.com)	19%	10%	15%	17%	19%	19%	13%	11%	17%	19%	20%	17%	16%
Engage Platform (engage.fcgov.com)	13%	10%	10%	12%	15%	12%	9%	10%	12%	15%	10%	15%	12%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	28%	21%	19%	25%	17%	26%	25% E	20%	20%	23% E	9%	32% B C E	22%
City booth at local events	45% E	35%	33%	39%	31%	43%	34%	43% E	32%	37%	27%	42% E	36%

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Appendix F: Benchmark Comparisons

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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.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in resident surveys from approximately 600 communities whose residents evaluated local government

[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.

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?
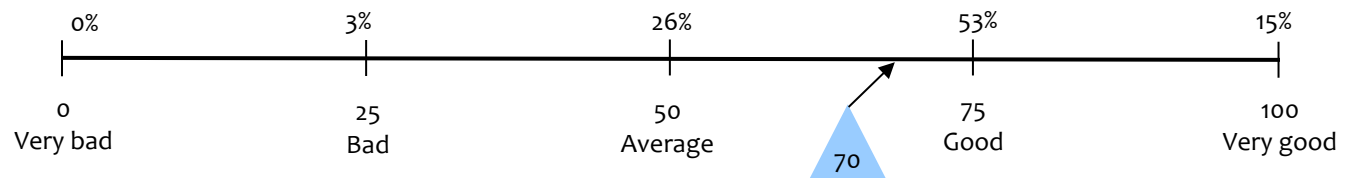
Interpreting the Results

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 158: 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	86	150	375	Similar
Availability of affordable quality housing	34	247	296	Much lower
Quality of public schools	77	120	266	Similar
As a place to raise children	84	152	366	Higher
As a place to retire	74	110	346	Higher
Openness and acceptance of the community toward people of diverse backgrounds	65	156	288	Similar
Availability of affordable quality childcare	38	244	256	Much lower
Overall quality of life in Fort Collins	81	173	430	Similar

Table 159: 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	88	135	279	Similar
Remain in Fort Collins for the next five years	83	178	274	Similar

Table 160: 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	82	155	306	Similar

Table 161: 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	99	371	Higher
Electric services	78	Not available	Not available	Not available
Storm drainage	76	40	330	Much higher

Table 162: 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	93	22	264	Higher
Carpooled with other adults or children instead of driving alone	58	13	248	Much higher
Volunteered your time to some group/activity in Fort Collins	60	18	262	Much higher
Talked to or visited with your immediate neighbors	89	167	252	Similar
Done a favor for a neighbor	76	201	247	Lower

Table 163: 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 community members	81	160	347	Similar

Table 164: 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
Downtown Fort Collins during the day	88	144	312	Similar
Downtown Fort Collins at night	68	14	18	Lower
Your neighborhood during the day	92	135	344	Similar
Your neighborhood at night	80	10	26	Similar
Parks	79	7	12	Similar

Table 165: Safety Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	27	274	Much higher
Fire prevention/education	73	205	280	Similar
Fire services overall	82	288	363	Lower
Crime prevention	68	217	348	Similar
Traffic enforcement	62	244	352	Similar
Police response time	75	4	7	Similar
Police services overall	74	310	425	Similar
Animal control	68	133	316	Similar

Table 166: Quality of the Environment Benchmarks

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Community's visual attractiveness	83	59	337	Much higher
Air quality	70	179	243	Lower
Recycling programs	73	240	339	Similar
Overall quality of environment	77	147	273	Similar

Table 167: 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	86	18	295	Much higher
Sewer services	80	91	301	Higher

Table 168: 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	58	238	299	Lower
Ease of traveling by public transportation	56	66	233	Higher
Ease of walking	73	96	301	Higher
Availability of parking Downtown	52	166	230	Lower
Level of traffic congestion	38	302	327	Much lower
Street maintenance	66	61	357	Much higher

Table 169: 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	81	285	Higher
Quality of recreational opportunities	85	19	288	Much higher
Quality of public library services	82	177	319	Similar

Table 170: 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	5	239	Much higher
Recreational trails	89	4	8	Similar
Parks	87	61	308	Higher
Athletic fields	79	Not available	Not available	Not available
Adult recreation programs	75	103	309	Similar

Table 171: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Quality of shopping opportunities	72	77	288	Much higher
Availability of job opportunities	60	93	305	Higher
Availability of quality healthcare	77	32	256	Much higher
As a place to work	75	92	350	Higher

Table 172: 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?	76	150	400	Similar

Table 173: 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 community member involvement	67	46	312	Higher
Listening to community members	59	9	16	Similar
Overall direction of the City	67	99	309	Higher

Table 174: 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?	53	56	317	Higher

Table 175: 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	85	14	18	Similar
Knowledge	79	23	28	Lower
Overall impression	80	81	366	Higher

Table 176: 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 community members	63	9	14	Similar
Providing opportunities to participate in government activities	64	179	271	Similar
Providing volunteer opportunities to community members	69	158	262	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 2017 population according to the U.S. Census American Community Survey.

Adams County, CO 487,850
Airway Heights city, WA 8,017
Albany city, OR 52,007
Albemarle County, VA 105,105
Albert Lea city, MN 17,716
Alexandria city, VA 154,710
American Canyon city, CA..................... 20,341
Ames city, IA.. 65,005
Ankeny city, IA 56,237
Ann Arbor city, MI.................................119,303
Apache Junction city, AZ 38,452
Arapahoe County, CO 626,612
Arlington city, TX...................................388,225
Arvada city, CO 115,320
Asheville city, NC................................... 89,318
Ashland city, OR..................................... 20,733
Ashland town, MA 17,478

Ashland town, VA 7,554
Aspen city, CO..7,097
Athens-Clarke County, GA 122,292
Auburn city, AL 61,462
Augusta CCD, GA...................................136,103
Aurora city, CO 357,323
Austin city, TX 916,906
Avon town, CO..6,503
Avon town, IN 16,479
Avondale city, AZ 81,590
Azusa city, CA.. 49,029
Bainbridge Island city, WA 23,689
Baltimore city, MD 619,796
Baltimore County, MD 828,637
Battle Creek city, MI 51,505
Bay Village city, OH 15,426
Baytown city, TX 76,205

Bedford city, TX	49,082	Clearwater city, FL	112,794
Bedford town, MA	14,105	Cleveland Heights city, OH	45,024
Bellevue city, WA	139,014	Clinton city, SC	8,538
Bellingham city, WA	85,388	Clive city, IA	17,134
Bend city, OR	87,167	Clovis city, CA	104,411
Bethlehem township, PA	23,800	College Park city, MD	32,186
Bettendorf city, IA	35,293	College Station city, TX	107,445
Billings city, MT	109,082	Colleyville city, TX	25,557
Bloomington city, IN	83,636	Collinsville city, IL	24,767
Bloomington city, MN	85,417	Columbia city, MO	118,620
Boise City city, ID	220,859	Columbia city, SC	132,236
Bonner Springs city, KS	7,644	Columbia Falls city, MT	5,054
Boulder city, CO	106,271	Commerce City city, CO	52,905
Bowling Green city, KY	64,302	Concord city, CA	128,160
Bozeman city, MT	43,132	Concord town, MA	19,357
Brentwood city, TN	41,524	Conshohocken borough, PA	7,985
Brighton city, CO	38,016	Coolidge city, AZ	12,221
Brookline CDP, MA	59,246	Coon Rapids city, MN	62,342
Brooklyn Center city, MN	30,885	Coral Springs city, FL	130,110
Brooklyn city, OH	10,891	Coronado city, CA	24,053
Broomfield city, CO	64,283	Corvallis city, OR	56,224
Brownsburg town, IN	24,625	Cottonwood Heights city, UT	34,214
Buffalo Grove village, IL	41,551	Coventry Lake CDP, CT	2,932
Burlingame city, CA	30,401	Creve Coeur city, MO	18,259
Cabarrus County, NC	196,716	Cupertino city, CA	60,687
Cambridge city, MA	110,893	Dacono city, CO	4,929
Canandaigua city, NY	10,402	Dakota County, MN	414,655
Cannon Beach city, OR	1,517	Dallas city, OR	15,413
Cañon City city, CO	16,298	Dallas city, TX	1,300,122
Canton city, SD	3,352	Danville city, KY	16,657
Cape Coral city, FL	173,679	Darien city, IL	22,206
Carlsbad city, CA	113,147	Davenport city, FL	3,665
Carroll city, IA	9,937	Davidson town, NC	12,325
Cartersville city, GA	20,235	Dayton city, OH	140,939
Cary town, NC	159,715	Dayton town, WY	815
Castle Rock town, CO	57,274	Dearborn city, MI	95,295
Cedar Hill city, TX	48,149	Decatur city, GA	22,022
Cedar Park city, TX	70,010	Del Mar city, CA	4,338
Cedar Rapids city, IA	130,330	DeLand city, FL	30,315
Celina city, TX	7,910	Delaware city, OH	38,193
Centennial city, CO	108,448	Denison city, TX	23,342
Chandler city, AZ	245,160	Denton city, TX	131,097
Chandler city, TX	2,896	Denver city, CO	678,467
Chanhassen city, MN	25,108	Des Moines city, IA	214,778
Chapel Hill town, NC	59,234	Des Peres city, MO	8,536
Chardon city, OH	5,166	Destin city, FL	13,421
Charles County, MD	156,021	Dover city, NH	30,901
Charlotte County, FL	173,236	Dublin city, CA	57,022
Charlottesville city, VA	46,487	Dublin city, OH	44,442
Chattanooga city, TN	176,291	Duluth city, MN	86,066
Chautauqua town, NY	4,362	Durham city, NC	257,232
Chesterfield County, VA	335,594	Durham County, NC	300,865
Clackamas County, OR	399,962	Dyer town, IN	16,077
Clayton city, MO	16,214	Eagan city, MN	66,102

Eagle Mountain city, UT 27,773	Greer city, SC.. 28,587
Eau Claire city, WI 67,945	Gunnison County, CO.............................. 16,215
Eden Prairie city, MN 63,660	Haltom City city, TX............................... 44,059
Eden town, VT... 1,254	Hamilton city, OH................................... 62,216
Edgewater city, CO 5,299	Hamilton town, MA 7,991
Edina city, MN 50,603	Hampton city, VA...................................136,255
Edmond city, OK 89,769	Hanover County, VA 103,218
Edmonds city, WA 41,309	Harrisburg city, SD 5,429
El Cerrito city, CA 24,982	Harrisonburg city, VA.............................53,064
Paso Robles city, CA...............................31,409	Harrisonville city, MO 10,025
Elk Grove city, CA.................................. 166,228	Hastings city, MN 22,620
Elmhurst city, IL 46,139	Henderson city, NV 284,817
Englewood city, CO.................................33,155	Herndon town, VA.................................. 24,545
Erie town, CO 22,019	High Point city, NC 109,849
Estes Park town, CO 6,248	Highland Park city, IL.............................29,796
Euclid city, OH 47,698	Highlands Ranch CDP, CO 105,264
Fairview town, TX 8,473	Homer Glen village, IL............................24,403
Farmers Branch city, TX 33,808	Honolulu County, HI 990,060
Farmersville city, TX................................ 3,440	Hoquiam city, WA 8,416
Farmington Hills city, MI....................... 81,235	Horry County, SC...................................310,186
Farmington town, CT..............................25,596	Hudson town, CO.................................... 1,709
Fate city, TX...10,339	Huntley village, IL 26,265
Fayetteville city, GA 17,069	Huntsville city, TX 40,727
Fayetteville city, NC 210,324	Hutchinson city, MN 13,836
Ferguson township, PA 18,837	Hutto city, TX 22,644
Fernandina Beach city, FL......................11,957	Independence city, MO 117,369
Flower Mound town, TX.........................71,575	Indio city, CA 86,867
Forest Grove city, OR............................23,554	Iowa City city, IA 73,415
Fort Collins city, CO..............................159,150	Irving city, TX..235,648
Franklin city, TN 72,990	Issaquah city, WA.................................. 35,629
Frederick town, CO 11,397	Jackson city, MO....................................14,690
Fremont city, CA 230,964	Jackson County, MI 158,989
Fruita city, CO.. 13,039	James City County, VA...........................73,028
Gahanna city, OH 34,691	Jefferson County, NY.............................116,567
Gaithersburg city, MD........................... 67,417	Jefferson Parish, LA..............................437,038
Galveston city, TX 49,706	Jerome city, ID 11,306
Gardner city, KS 21,059	Johnson City city, TN 65,598
Germantown city, TN.............................39,230	Johnston city, IA 20,172
Gilbert town, AZ....................................232,176	Jupiter town, FL..................................... 62,373
Gillette city, WY..................................... 31,783	Kalamazoo city, MI 75,833
Glen Ellyn village, IL 27,983	Kansas City city, KS 151,042
Glendora city, CA....................................51,891	Kansas City city, MO 476,974
Glenview village, IL 47,066	Keizer city, OR....................................... 37,910
Golden city, CO......................................20,365	Kent city, WA 126,561
Golden Valley city, MN.......................... 21,208	Kerrville city, TX 22,931
Goodyear city, AZ...................................74,953	Key West city, FL....................................25,316
Grafton village, WI 11,576	King City city, CA 13,721
Grand Blanc city, MI.............................. 7,964	Kingman city, AZ....................................28,855
Grants Pass city, OR.............................. 36,687	Kirkland city, WA....................................86,772
Grass Valley city, CA............................... 12,893	Kirkwood city, MO 27,659
Greeley city, CO....................................100,760	Knoxville city, IA 7,202
Greenville city, NC................................. 90,347	La Plata town, MD 9,160
Greenwich town, CT 62,782	La Vista city, NE..................................... 17,062
Greenwood Village city, CO................... 15,397	Laguna Niguel city, CA...........................65,429

Lake Forest city, IL 18,931
Lake in the Hills village, IL......................28,908
Lake Zurich village, IL 19,983
Lakeville city, MN....................................61,056
Lakewood city, CO 151,411
Lakewood city, WA 59,102
Lancaster County, SC...............................86,544
Lansing city, MI.......................................115,222
Laramie city, WY 32,104
Larimer County, CO.................................330,976
Las Cruces city, NM................................101,014
Las Vegas city, NM....................................13,445
Lawrence city, KS......................................93,954
Lawrenceville city, GA..............................29,287
Lehi city, UT...58,351
Lenexa city, KS...52,030
Lewisville city, TX...................................103,638
Lewisville town, NC...................................13,516
Libertyville village, IL 20,504
Lincolnwood village, IL.............................12,637
Lindsborg city, KS 3,313
Little Chute village, WI 11,006
Littleton city, CO 45,848
Livermore city, CA....................................88,232
Lombard village, IL 43,776
Lone Tree city, CO....................................13,430
Long Grove village, IL 7,980
Longmont city, CO 91,730
Lonsdale city, MN 3,850
Los Alamos County, NM 18,031
Los Altos Hills town, CA.............................8,490
Loudoun County, VA................................374,558
Louisville city, CO 20,319
Lower Merion township, PA 58,500
Lynchburg city, VA....................................79,237
Lynnwood city, WA...................................37,242
Manassas city, VA 41,379
Manhattan Beach city, CA 35,698
Manhattan city, KS....................................55,427
Mankato city, MN 41,241
Maple Grove city, MN 68,362
Maplewood city, MN 40,127
Maricopa County, AZ 4,155,501
Marin County, CA....................................260,814
Marion city, IA..38,014
Mariposa County, CA 17,658
Marshfield city, WI 18,326
Martinez city, CA......................................37,902
Marysville city, WA...................................66,178
Maui County, HI 164,094
McKinney city, TX....................................164,760
McMinnville city, OR 33,211
Mecklenburg County, NC 1,034,290
Menlo Park city, CA..................................33,661

Menomonee Falls village, WI 36,411
Mercer Island city, WA 24,768
Meridian charter township, MI 41,903
Meridian city, ID.......................................91,917
Merriam city, KS.......................................11,259
Mesa city, AZ..479,317
Miami Beach city, FL................................92,187
Miami city, FL..443,007
Middleton city, WI 18,951
Midland city, MI 41,958
Milford city, DE 10,645
Milton city, GA 37,556
Minneapolis city, MN 411,452
Minnetrista city, MN 7,187
Missouri City city, TX...............................72,688
Moline city, IL...42,644
Monroe city, MI 20,128
Montgomery city, MN 2,921
Montgomery County, MD 1,039,198
Monticello city, UT....................................2,599
Montrose city, CO....................................18,918
Moraga town, CA 17,231
Morristown city, TN.................................29,446
Morrisville town, NC 23,873
Morro Bay city, CA 10,568
Mountlake Terrace city, WA...................20,922
Murphy city, TX 20,361
Naperville city, IL 146,431
Napoleon city, OH.....................................8,646
Nederland city, TX....................................17,284
Needham CDP, MA 30,429
Nevada City city, CA................................. 3,112
Nevada County, CA..................................98,838
New Braunfels city, TX.............................70,317
New Brighton city, MN 22,440
New Concord village, OH 2,561
New Hope city, MN..................................20,909
New Orleans city, LA 388,182
New Ulm city, MN.....................................13,249
Newport city, RI.......................................24,745
Newport News city, VA 180,775
Newton city, IA 15,085
Niles village, IL 29,823
Noblesville city, IN 59,807
Norcross city, GA 16,474
Norfolk city, NE..24,352
Norfolk city, VA.......................................245,752
North Mankato city, MN..........................13,583
North Port city, FL 62,542
North Yarmouth town, ME.........................3,714
Northglenn city, CO 38,473
Novato city, CA 55,378
Novi city, MI...58,835
O'Fallon city, IL 29,095

Oak Park village, IL	52,229		Reno city, NV	239,732
Oakley city, CA	39,950		Richland city, WA	53,991
Oklahoma City city, OK	629,191		Richmond city, CA	108,853
Olmsted County, MN	151,685		Richmond Heights city, MO	8,466
Olympia city, WA	49,928		Rio Rancho city, NM	93,317
Orange village, OH	3,280		River Falls city, WI	15,256
Orland Park village, IL	59,161		Riverside city, CA	321,570
Orleans Parish, LA	388,182		Roanoke city, VA	99,572
Oshkosh city, WI	66,649		Roanoke County, VA	93,419
Oswego village, IL	33,759		Rochester city, NY	209,463
Ottawa County, MI	280,243		Rock Hill city, SC	70,764
Overland Park city, KS	186,147		Rockville city, MD	66,420
Paducah city, KY	24,879		Roeland Park city, KS	6,810
Palm Beach Gardens city, FL	53,119		Rohnert Park city, CA	42,305
Palm Coast city, FL	82,356		Rolla city, MO	20,013
Palo Alto city, CA	67,082		Rosemount city, MN	23,474
Palos Verdes Estates city, CA	13,591		Rosenberg city, TX	35,867
Papillion city, NE	19,478		Roseville city, MN	35,624
Paradise Valley town, AZ	13,961		Round Rock city, TX	116,369
Park City city, UT	8,167		Royal Palm Beach village, FL	37,665
Parker town, CO	51,125		Sacramento city, CA	489,650
Parkland city, FL	28,901		Sahuarita town, AZ	28,257
Pasco city, WA	70,607		Sammamish city, WA	62,877
Pasco County, FL	498,136		San Diego city, CA	1,390,966
Payette city, ID	7,366		San Jose city, CA	1,023,031
Pearland city, TX	113,693		San Marcos city, CA	93,493
Peoria city, IL	115,424		San Marcos city, TX	59,935
Pflugerville city, TX	58,013		Sangamon County, IL	198,134
Pinehurst village, NC	15,580		Santa Fe city, NM	82,980
Piqua city, OH	20,793		Santa Fe County, NM	147,514
Pitkin County, CO	17,747		Sarasota County, FL	404,839
Plano city, TX	281,566		Savage city, MN	30,011
Platte City city, MO	4,867		Schaumburg village, IL	74,427
Pleasant Hill city, IA	9,608		Schertz city, TX	38,199
Pleasanton city, CA	79,341		Scott County, MN	141,463
Polk County, IA	467,235		Scottsdale city, AZ	239,283
Pompano Beach city, FL	107,542		Sedona city, AZ	10,246
Port Orange city, FL	60,315		Sevierville city, TN	16,387
Port St. Lucie city, FL	178,778		Shakopee city, MN	40,024
Portland city, OR	630,331		Sharonville city, OH	13,974
Powell city, OH	12,658		Shawnee city, KS	64,840
Powhatan County, VA	28,364		Shawnee city, OK	30,974
Prince William County, VA	450,763		Sherborn town, MA	4,302
Prior Lake city, MN	25,452		Shoreline city, WA	55,431
Pueblo city, CO	109,122		Shoreview city, MN	26,432
Purcellville town, VA	9,217		Shorewood village, IL	16,809
Queen Creek town, AZ	33,298		Sierra Vista city, AZ	43,585
Raleigh city, NC	449,477		Silverton city, OR	9,757
Ramsey city, MN	25,853		Sioux Falls city, SD	170,401
Raymond town, ME	4,497		Skokie village, IL	64,773
Raymore city, MO	20,358		Snoqualmie city, WA	12,944
Redmond city, OR	28,492		Snowmass Village town, CO	2,827
Redmond city, WA	60,712		Somerset town, MA	18,257
Redwood City city, CA	84,368		South Jordan city, UT	65,523

Southlake city, TX 30,090
Spearfish city, SD 11,300
Springfield city, MO 165,785
Springville city, UT 32,319
St. Augustine city, FL 13,952
St. Charles city, IL..................................32,730
St. Joseph city, MO 76,819
St. Louis County, MN 200,294
St. Lucie County, FL 298,763
State College borough, PA 42,224
Steamboat Springs city, CO....................12,520
Sugar Land city, TX 86,886
Suisun City city, CA.................................29,280
Summit County, UT................................. 39,731
Sunnyvale city, CA..................................151,565
Surprise city, AZ 129,534
Suwanee city, GA 18,655
Tacoma city, WA 207,280
Takoma Park city, MD........................... 17,643
Temecula city, CA.................................. 110,722
Tempe city, AZ 178,339
Temple city, TX....................................... 71,795
Texarkana city, TX................................. 37,222
The Woodlands CDP, TX 109,608
Tigard city, OR...51,355
Tinley Park village, IL 57,107
Tracy city, CA... 87,613
Trinidad CCD, CO 10,819
Tualatin city, OR.....................................27,135
Tulsa city, OK... 401,352
Tustin city, CA.. 80,007
Twin Falls city, ID 47,340
Unalaska city, AK 4,809
University Heights city, OH................... 13,201
University Park city, TX..........................24,692
Urbandale city, IA 42,222
Vail town, CO..5,425
Ventura CCD, CA.....................................115,218

Vernon Hills village, IL.......................... 26,084
Vestavia Hills city, AL 34,003
Victoria city, MN...................................... 8,679
Vienna town, VA 16,474
Virginia Beach city, VA 450,057
Walnut Creek city, CA 68,516
Warrensburg city, MO 19,890
Washington County, MN 250,979
Washoe County, NV............................. 445,551
Washougal city, WA............................... 15,241
Wauwatosa city, WI 47,687
Wentzville city, MO...............................35,768
West Carrollton city, OH....................... 12,963
West Chester township, OH................. 62,804
Western Springs village, IL 13,187
Westerville city, OH 38,604
Westlake town, TX....................................1,006
Westminster city, CO 111,895
Westminster city, MD 18,557
Wheat Ridge city, CO............................. 31,162
White House city, TN 11,107
Wichita city, KS 389,054
Williamsburg city, VA..............................14,817
Willowbrook village, IL 8,598
Wilmington city, NC................................115,261
Wilsonville city, OR 22,789
Windsor town, CO 23,386
Windsor town, CT 29,037
Winnetka village, IL 12,504
Winter Garden city, FL 40,799
Woodbury city, MN............................... 67,648
Woodinville city, WA...............................11,675
Wyandotte County, KS 163,227
Yakima city, WA 93,182
York County, VA...................................... 67,196
Yorktown town, IN 11,200
Yorkville city, IL..18,691
Yountville city, CA....................................2,978

Front Range Benchmarks

Table 177: 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	86	12	28	Similar
Availability of affordable quality housing	34	14	19	Lower
Quality of public schools	77	6	17	Much higher
As a place to raise children	84	11	29	Higher
As a place to retire	74	9	30	Higher
Openness and acceptance of the community toward people of diverse backgrounds	65	12	22	Similar
Overall quality of life in Fort Collins	81	14	32	Similar

Table 178: 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	88	7	20	Similar
Remain in Fort Collins for the next five years	83	14	20	Similar

Table 179: 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	82	12	26	Similar

Table 180: 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	Higher
Electric services	78	Not available	Not available	Not available
Storm drainage	76	4	19	Higher

Table 181: 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	93	5	16	Higher
Carpooled with other adults or children instead of driving alone	58	3	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	89	10	13	Similar
Done a favor for a neighbor	76	10	13	Similar

Table 182: 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 community members	81	10	21	Higher

Table 183: 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
Downtown Fort Collins during the day	88	11	18	Similar
Downtown Fort Collins at night	68	4	5	Lower
Your neighborhood during the day	92	10	21	Similar
Your neighborhood at night	80	4	5	Similar
Parks	79	3	5	Similar

Table 184: Safety Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	1	18	Much higher
Fire prevention/education	73	7	13	Similar
Fire services overall	82	14	19	Similar
Crime prevention	68	11	22	Similar
Traffic enforcement	62	15	25	Similar
Police response time	75	3	5	Similar
Police services overall	74	18	28	Similar
Animal control	68	7	22	Similar

Table 185: Quality of the Environment Benchmarks

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Community's visual attractiveness	83	4	23	Much higher
Air quality	70	7	17	Similar
Recycling programs	73	10	17	Similar
Overall quality of environment	77	7	18	Similar

Table 186: 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	86	1	14	Much higher
Sewer services	80	7	15	Similar

Table 187: 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	58	20	25	Lower
Ease of walking	73	9	24	Similar
Availability of parking Downtown	52	9	11	Lower
Level of traffic congestion	38	20	21	Much lower
Street maintenance	66	2	25	Much higher

Table 188: 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	6	22	Higher
Quality of recreational opportunities	85	4	23	Much higher
Quality of public library services	82	11	19	Similar

Table 189: 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	87	6	19	Higher
Athletic fields	79	Not available	Not available	Not available
Adult recreation programs	75	10	21	Similar

Table 190: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Quality of shopping opportunities	72	6	24	Much higher
Availability of job opportunities	60	7	25	Higher
Availability of quality healthcare	77	1	17	Much higher
As a place to work	75	9	29	Higher

Table 191: 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?	76	11	30	Similar

Table 192: 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 community member involvement	67	3	27	Higher
Listening to community members	59	4	5	Similar
Overall direction of the City	67	6	26	Similar

Table 193: 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?	53	3	22	Higher

Table 194: 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	85	6	8	Similar
Knowledge	79	8	11	Similar
Overall impression	80	9	27	Similar

Table 195: 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 community members	63	4	6	Similar
Providing opportunities to participate in government activities	64	12	19	Similar
Providing volunteer opportunities to community members	69	7	16	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 2017 population according to the U.S. Census American Community Survey.

Adams County, CO 487,850
Arapahoe County, CO 626,612
Arvada city, CO 115,320
Aurora city, CO 357,323
Boulder city, CO 106,271
Brighton city, CO 38,016
Broomfield city, CO 64,283
Castle Rock town, CO 57,274
Centennial city, CO 108,448
Commerce City city, CO 52,905
Dacono city, CO 4,929
Denver city, CO 678,467
Edgewater city, CO 5,299
Englewood city, CO 33,155
Erie town, CO 22,019
Fort Collins city, CO 159,150
Frederick town, CO 11,397

Golden city, CO 20,365
Greeley city, CO 100,760
Greenwood Village city, CO 15,397
Highlands Ranch CDP, CO 105,264
Lakewood city, CO 151,411
Larimer County, CO 330,976
Littleton city, CO 45,848
Lone Tree city, CO 13,430
Longmont city, CO 91,730
Louisville city, CO 20,319
Northglenn city, CO 38,473
Parker town, CO 51,125
Pueblo city, CO 109,122
Westminster city, CO 111,895
Wheat Ridge city, CO 31,162
Windsor town, CO 23,386

Appendix G: Comparisons of Average Ratings by Year

This appendix contains the average ratings for all evaluative questions compared by year. Differences between 2019 and 2018 can be considered "statistically significant" and if they are four points or more on the 100-point scale.

Table 196: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	86	88	89	89	91	90	88	88	79	81	80
Availability of affordable quality housing	34	32	31	38	53	54	58	52	40	43	37
Quality of public schools	77	78	80	82	80	80	77	76	76	NA	NA
As a place to raise children	84	83	84	87	87	86	84	83	81	84	81
As a place to retire	74	73	73	79	80	79	79	77	76	73	74
As a place to attend college	81	82	83	85	84	85	85	84	81	84	84
Openness and acceptance of the community toward people of diverse backgrounds	65	67	71	72	76	72	69	70	64	67	64
Availability of affordable quality childcare	38	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Overall quality of life in Fort Collins	81	82	84	85	86	84	83	82	NA	NA	NA

Table 197: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Recommend living in Fort Collins to someone who asks	78	79	79	NA	NA	NA	NA	NA	NA	NA	NA
Remain in Fort Collins for the next five years	78	77	80	NA	NA	NA	NA	NA	NA	NA	NA

Table 198: Promotion of Social Health of the Community Compared by Year

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	50	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 199: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Your neighborhood as a place to live	82	83	82	83	82	80	78	80	80	NA	NA
Your neighborhood as a place to raise children	77	78	77	77	75	75	72	73	78	NA	NA
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	79	80	79	79	NA	NA	NA	NA	NA	NA	NA

Table 200: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Code enforcement (weeds, rubbish/trash, etc.)	64	64	62	64	65	66	63	63	NA	NA	NA
Noise enforcement	60	63	61	62	65	66	NA	NA	NA	NA	NA
Residential property maintenance	68	68	69	70	70	69	67	68	NA	NA	NA

Table 201: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall safety of community members	81	81	82	81	84	83	81	81	72	76	78

Table 202: 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)	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Downtown Fort Collins during the day	88	87	87	89	93	92	88	88	86	NA	NA
Downtown Fort Collins at night	68	68	66	68	71	69	70	69	67	NA	NA
Your neighborhood during the day	92	91	92	93	94	93	91	91	89	NA	NA
Your neighborhood at night	80	79	81	81	82	81	78	78	79	NA	NA
Parks	79	77	77	79	79	80	80	79	76	NA	NA
Natural areas/open spaces	79	79	79	79	80	79	80	78	NA	NA	NA
Recreation facilities	84	84	84	84	86	83	84	82	79	NA	NA
Trails	78	77	78	78	78	77	76	74	72	NA	NA
Fort Collins overall during the day	86	86	87	87	90	88	NA	NA	NA	NA	NA
Fort Collins overall at night	71	71	71	72	74	73	NA	NA	NA	NA	NA
Transfort/MAX	71	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 203: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	75	77	76	77	75	NA	NA	NA	NA	NA
Disaster response and restoration of services	75	75	77	76	78	NA	NA	NA	NA	NA	NA
Fire prevention/education	73	75	74	77	76	75	NA	NA	NA	NA	NA
Fire response time	82	81	83	83	83	81	NA	NA	NA	NA	NA
Fire services overall	82	81	82	82	82	81	86	86	NA	85	87
Crime prevention	68	70	69	69	71	70	74	72	NA	NA	NA
Police patrol	70	70	69	69	73	72	72	72	NA	NA	NA
Traffic enforcement	62	63	62	62	67	69	68	68	NA	61	61
Police visibility	70	71	69	70	72	72	71	72	NA	NA	NA
Police response time	75	73	72	73	74	72	70	71	NA	74	76
Police services overall	74	73	70	71	74	72	70	71	NA	NA	NA
Animal control	68	69	69	65	68	69	67	70	NA	NA	NA
Business property maintenance	71	72	72	71	73	73	71	72	NA	NA	NA
Natural Areas and Park Ranger services	82	80	79	79	78	78	NA	NA	NA	NA	NA

Table 204: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Electric services	78	79	83	85	84	83	NA	NA	NA	NA	NA
Storm drainage	76	75	78	78	77	77	NA	NA	NA	NA	NA

Table 205: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall quality of environment	77	79	81	81	83	81	81	80	76	NA	NA

Table 206: Promotion of Environmental Health of the Community Compared by Year

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Promotion of the health of the environment of Fort Collins	66	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 207: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	83	84	83	83	84	81	80	82	78	75	70
Air quality	70	72	74	78	83	80	80	78	71	67	63
Recycling programs	73	77	80	77	80	79	77	76	71	68	69
Conservation efforts	74	76	79	77	79	78	78	75	NA	NA	NA

Table 208: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Drinking water	86	87	86	89	89	88	85	85	83	NA	NA
Sewer services	80	81	82	85	83	84	NA	NA	NA	NA	NA

Table 209: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Ease of driving	58	56	53	51	61	65	61	57	50	NA	NA
Ease of traveling by public transportation	56	58	59	57	56	54	48	51	38	NA	NA
Ease of walking	73	68	67	67	71	71	67	68	60	NA	NA
Ease of traveling by bicycle	81	81	79	77	79	81	78	78	68	NA	NA
Availability of parking Downtown	52	51	47	46	49	51	51	52	NA	NA	NA
Convenience of parking Downtown	51	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Level of traffic congestion	38	38	37	33	45	50	48	44	NA	32	27
Street maintenance	66	64	65	57	61	61	52	60	NA	59	59

Table 210: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Quality of arts and cultural opportunities	72	72	72	71	74	70	68	69	67	NA	NA
Quality of recreational opportunities	85	86	85	85	86	84	83	81	81	NA	NA
Quality of public library services	82	82	84	83	81	81	79	77	75	76	78

Table 211: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Natural areas and open space	88	88	89	88	87	86	85	84	82	78	76
Recreational trails	89	89	90	89	88	87	86	86	83	82	81
Parks	87	88	88	87	87	86	84	85	82	83	83
Cemeteries	78	78	80	79	81	78	75	75	74	73	72
Golf courses	77	78	80	79	79	78	76	79	78	78	78
Athletic fields	79	78	81	79	81	80	78	79	76	78	77
Northside Aztlan Community Center	82	81	81	81	80	81	80	79	67	NA	NA
Fort Collins Senior Center	82	82	82	84	82	82	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	80	80	78	78	79	79	78	78	79	NA	NA
Foothills Activity Center	79	78	NA	NA	NA	NA	NA	NA	NA	NA	NA
Mulberry Pool	72	72	72	74	74	75	74	71	72	NA	NA
The Farm at Lee Martinez Park	83	81	82	81	81	80	79	79	81	NA	NA
The Gardens on Spring Creek	85	85	85	85	84	84	81	82	76	NA	NA
Pottery studio	81	76	77	79	80	77	76	74	74	NA	NA
Art in Public Places program	81	82	82	79	80	78	72	74	67	NA	NA
Lincoln Center programs	80	81	80	80	80	80	76	77	76	77	78
Fort Collins Museum of Discovery	84	85	84	84	83	78	71	70	72	70	72
Adult recreation programs	75	76	76	75	78	76	74	73	73	71	74
Senior recreation programs	79	77	78	78	80	78	77	78	78	75	78
Youth/teen recreation programs	76	76	76	75	78	77	74	72	67	69	63

Table 212: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
As a place to work	75	76	76	76	77	77	73	71	NA	66	73

Table 213: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Quality of shopping opportunities	72	73	75	72	72	70	68	68	66	NA	NA
Quality of dining opportunities	78	82	83	82	82	83	80	81	80	NA	NA
Quality of entertainment opportunities	72	75	75	73	73	69	68	67	68	NA	NA
Availability of job opportunities	60	58	60	57	55	52	48	49	50	NA	NA
Availability of quality healthcare	77	77	75	77	76	77	74	73	NA	NA	NA

Table 214: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Promotion of the economic health of Fort Collins	62	68	69	69	67	65	57	57	56	NA	NA
Support of businesses	65	70	70	69	70	69	63	63	NA	NA	NA

Table 215: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Encouraging a variety of businesses	66	66	69	69	NA	NA	NA	NA	NA	NA	NA
Retaining existing businesses	56	62	64	65	NA	NA	NA	NA	NA	NA	NA
Attracting new businesses	62	65	67	66	NA	NA	NA	NA	NA	NA	NA

Table 216: Overall Quality of City Services Compared by Year

(Average rating 0=very bad, 100=very good).	2019	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?	76	78	81	79	79	78	74	73	NA	NA	NA

Table 217: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Managing and planning for growth	57	57	57	58	63	62	59	53	43	44	40
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	60	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Efficient operation of programs and services	67	70	68	66	69	66	63	63	53	NA	NA
Encouraging sustainability in the community	67	71	74	71	72	71	NA	NA	NA	NA	NA
Overall direction of the City	67	67	68	68	71	70	65	63	NA	NA	NA
Welcoming community member involvement	67	67	69	71	71	70	64	66	48	NA	NA
Listening to community members	59	60	62	61	63	63	58	57	55	NA	NA
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	67	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Creating a welcoming, inclusive community where all community members feel a sense of belonging	65	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 218: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	85	86	86	84	85	84	82	81	83	81	84
Promptness	80	82	79	81	79	79	76	76	77	75	77
Knowledge	79	81	82	81	79	79	79	77	78	77	78
Making you feel valued	77	75	77	75	74	75	75	75	75	75	76
Overall impression	80	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 219: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	75	78	78	74	77	76	80	72	72	73	69
Promptness in responding to inquiries and service requests	70	73	73	74	74	74	67	68	66	69	65
Making community members or customers feel valued	69	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 220: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Informing community members	63	64	66	67	71	70	66	67	62	63	62

Table 221: 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).	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Providing opportunities to participate in government activities	64	66	65	64	NA	NA	NA	NA	NA	NA	NA
Providing volunteer opportunities to community members	69	68	NA	NA	NA	NA	NA	NA	NA	NA	NA
Providing emergency information	68	67	68	70	NA	NA	NA	NA	NA	NA	NA

Appendix H: Survey Methodology

The 2019 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 2019 Fort Collins Community Survey was the 11th iteration of the survey. The previous surveys were collected by mail biennially starting in 2001 through 2017. The City decided to start conducting the survey annually in 2018. 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 2019 Community Survey for Fort Collins was developed in conjunction with City staff, starting with the 2018 survey. Topics were generated for new questions and then were modified to find those that were the best fit for the 2019 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 August 29, 2019. 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 2,920 households that received the survey, 580 completed the survey, providing an overall response rate of 20% for the household survey. Of the 580 responses, 88 were completed online and one was completed in Spanish, while the rest of the responses were completed in English. Additionally, responses for the household survey were tracked by areas; response rates by geographic areas ranged from 14% to 30%. For the web-based survey emailed to CSU dormitory students, 46 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 7%. The overall response rate for all survey respondents (households and dormitory students) was 17%.

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 222: 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 223: 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 2017 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 inter-correlation of many socioeconomic characteristics.

The variables used for weighting the household respondent data were gender, age, housing unit type (attached or detached), housing tenure (rent or own), race 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 224: 2019 Fort Collins, CO Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing**			
Own home	54%	74%	55%
Rent home	46%	26%	45%
Detached unit*	60%	66%	59%
Attached unit*	40%	34%	41%
Race and Ethnicity**			
White	90%	92%	89%
Not white	10%	8%	11%
Not Hispanic	90%	96%	91%
Hispanic	10%	4%	9%
Sex and Age**			
Male	50%	41%	49%
Female	50%	59%	51%
18-34 years of age	49%	14%	47%
35-54 years of age	27%	30%	27%
55+ years of age	24%	57%	26%
Males 18-34	25%	5%	23%
Males 35-54	14%	11%	14%
Males 55+	11%	25%	12%
Females 18-34	24%	9%	25%
Females 35-54	13%	19%	13%
Females 55+	13%	32%	13%
Area**			
North-east	13%	13%	13%
East Central	25%	25%	24%
South-east	17%	19%	17%
Northwest (excludes CSU dorm students)	19%	15%	19%
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 2017 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: Verbatim Responses* and geographic area of residence (*Appendix E: 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 I: Survey Materials

The 2019 survey materials, including the email messages sent to CSU students, appear on the following pages.

Dear Fort Collins Community Member,

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!
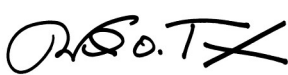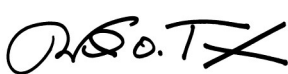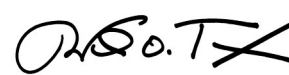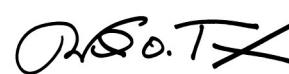
Estimado Integrante de la Comunidad de Fort Collins,

¡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 mejor comunidad!

Sincerely/Atentamente,

Wade Troxell
Mayor/Alcalde

Darin Atteberry
City Manager/Administrador de la Ciudad

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

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

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

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

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

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

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 Community Member:

Please help us shape the future of Fort Collins! You have been selected at random to participate in the 2019 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:**
  xxlinkplaceholder

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call or email Leo Escalante at 970-221-6264 or lescalante@fcgov.com.

Thank you for your time and participation!

Querido Integrante de la Comunidad 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 2019.

Por favor tome unos minutos para llenar la encuesta adjunta. Su participación en esta encuesta es muy importante – sobre todo porque su hogar es uno de los pocos que fue elegido para participar en la encuesta. Sus respuestas ayudarán a Fort Collins a tomar decisiones que afectarán a nuestra Cuidad.

Algunas cosas que recordar:
- **Sus respuestas son completamente anónimas.**
- Con el propósito de contar con la participación de un diverso grupo de personas, el adulto de 18 años o más en su hogar, que haya celebrado su cumpleaños más recientemente debe de ser quien llene la encuesta.
- **Puede enviar la encuesta por correo postal en el sobre prepagado adjunto, o puede llenar la encuesta por internet en la página:**
  xxlinkplaceholder

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

Favor de no compartir el enlace de la encuesta. Esta encuesta es solamente para aquellos hogares seleccionados al azar. La Cuidad hará otra encuesta por separado abierta al público en general dentro de unas semanas.

Si tiene alguna pregunta acerca de la encuesta o para solicitar una encuesta en Español, favor de llamar a Leo Escalante al 970-221-6264, o mandar un correo electrónico a lescalante@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 Community Member:

Here's a second chance if you haven't already responded to the 2019 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 2019 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: xxlinkplaceholder**

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.

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

Thank you for your time and participation!

Querido Integrante de la Comunidad de Fort Collins:

Aquí tiene una segunda oportunidad para llenar la encuesta comunitaria de Fort Collins 2019. **(Si usted ya llenó la encuesta y la mandó, le agradecemos por su tiempo y le pedimos de favor reciclar esta encuesta. Por favor no la llene 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 2019.

Por favor tome unos minutos para llenar la encuesta adjunta. Su participación en esta encuesta es muy importante – sobre todo porque su hogar es uno de los pocos que fue elegido para participar en la encuesta. Sus respuestas ayudarán a Fort Collins a tomar decisiones que afectarán a nuestra Cuidad.

Algunos recordatorios:
- **Sus respuestas son completamente anónimas.**
- Con el propósito de contar con la participación de un diverso grupo de personas, el adulto de 18 años o más en su hogar, que haya celebrado su cumpleaños más recientemente debe de ser quien llene la encuesta.
- **Puede enviar la encuesta por correo postal en el sobre prepagado adjunto, o puede llenar la encuesta por internet en la página: xxlinkplaceholder**

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

Favor de no compartir el enlace de la encuesta. Esta encuesta es solamente para aquellos hogares seleccionados al azar. La Cuidad hará otra encuesta por separado abierta al público en general dentro de unas semanas.

Si tiene alguna pregunta acerca de la encuesta o para solicitar una encuesta en Español, favor de llamar a Leo Escalante al 970-221-6264, o mandar un correo electrónico a lescalante@fcgov.com.

¡Gracias por su tiempo y participación!

Sincerely/Atentamente,

Wade Troxell, Mayor   Darin Atteberry, City Manager

2019 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 community members	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
Availability of affordable quality childcare	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. In the last 20 years, how often have you moved to a different place of residence in Fort Collins?

❑ 2+ times a year ❑ About once a year ❑ Every 2-4 years ❑ Every 5-7 years ❑ Every 8-10 years
❑ Every 11-15 years ❑ 16-20 years ❑ I have not relocated in the last 20 years ❑ I have not relocated within the City

6. Please tell us how safe you feel in or on each of the following 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
Transfort/MAX	1	2	3	4	5	6

7. 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 and Park 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

8. 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
Ease of walking	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
Convenience 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

9. 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
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	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
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	1	2	3	4	5	6
Promotion of the health of the environment of Fort Collins	1	2	3	4	5	6
Promotion of the economic health of Fort Collins	1	2	3	4	5	6
Support of businesses	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 community member involvement	1	2	3	4	5	6
Listening to community members	1	2	3	4	5	6
Informing community members	1	2	3	4	5	6
Providing opportunities to participate in government activities	1	2	3	4	5	6
Providing volunteer opportunities to community members	1	2	3	4	5	6
Providing emergency information	1	2	3	4	5	6
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	1	2	3	4	5	6
Creating a welcoming, inclusive community where all community members feel a sense of belonging	1	2	3	4	5	6

10. 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

11. 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

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

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

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

❑ Yes ➔ Answer Q13A ONLY
❑ No ➔ Answer Q13B ONLY

13A. 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

13B. Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees interact with Fort Collins community members. 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 community members or customers feel valued	1	2	3	4	5	6

14. 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 _three (3)_ 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, workforce training, childcare, education, employment opportunities	1	2	3	4	❑
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	1	2	3	4	❑
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	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 bicycle and pedestrian safety	1	2	3	4	❑
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	1	2	3	4	❑

15. Thinking about the next few years, what is ONE item or focus area you would like the City to improve on?

_____

16. 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 eNewsletter	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
Other (please specify) _____				

This section is optional. However, we ask for the information below so that we can better understand responses and address any problems that community members may have with City services. You will remain completely anonymous, and reported in group form only.

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   ❑ Non-conforming

D8. Which best describes the building you live in?
❑ One family house detached from any other houses
❑ Duplex or townhome
❑ Apartment or condominium
❑ Mobile home
❑ Other

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

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income from all sources for all persons living in your household.)
❑ Less than $25,000
❑ $25,000 to $49,999
❑ $50,000 to $99,999
❑ $100,000 to $149,999
❑ $150,000 or more

Please respond to both questions D11 and D12:

D11. Are you Spanish, Hispanic or Latino?
❑ No, not Spanish, Hispanic or Latino
❑ Yes, I consider myself to be Spanish, Hispanic or Latino

D12. 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.

Communications & Public Involvement Office
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