City of Fort Collins, Colorado

2022 Community Survey

Report of Results

June 2022

Contents

Executive Summary

Survey Background and Methods

The Fort Collins Community Survey, conducted by Polco/National Research Center (NRC), serves as a consumer report card for the City by providing residents the opportunity to rate the quality of life in the city, their satisfaction with community amenities and City services, 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 2022 survey, which was the 13th iteration.

For the 2022 survey, 3,800 households within city boundaries were randomly selected to receive a mailed survey in April 2022. All respondents were given the option to complete the survey online in English or in Spanish, if desired. Of the 3,800 surveys mailed to households, 134 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 3,666 households that received a survey, 652 completed the survey (287 were completed online; one response was collected in Spanish), for a response rate of 18%. 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 (652 respondents). Comparisons are made between 2022 responses and those from prior years, when available. The margin of error when comparing 2022 to 2021 results is plus or minus six percentage points.

The 2022 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 other Front Range jurisdictions. These comparisons are made possible through Polco/NRC's national benchmark database, which contains resident perspectives gathered in community surveys from approximately 500 jurisdictions.

Key Findings

Fort Collins residents continue to highly rate the community as a place to live and raise a family.

- As in prior years, Fort Collins' residents continued to appreciate their high quality of life, with at least 8 in 10 awarding top scores. This rating was on par with national and Front Range community comparisons.

- Around 9 in 10 respondents praised Fort Collins as a place to live, and more than 8 in 10 were pleased with the community as a place to attend college and as a place to raise children. Additionally, about 7 in 10 community members assigned good or very good evaluations to the quality of public schools, and 6 in 10 were pleased with the city as a place to retire and the openness and acceptance of the community toward people of diverse backgrounds. These ratings were similar to the previous survey iteration.

- Compared to other communities, respondent reviews of Fort Collins as a place to live and the quality of public schools were similar to those given by residents nationwide, but outpaced other

Front Range municipalities. Evaluations for Fort Collins as a place to raise children, the city as a place to retire, and the openness and acceptance toward people of diverse backgrounds were similar to both national and Front Range averages.

Quality of Neighborhoods Compared by Year

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

- As in previous years, Fort Collins community members had high praise for their neighborhoods. Around 8 in 10 were pleased with the overall quality of their neighborhood as a place to live and three-quarters appreciated their neighborhood as a place to raise children; scores for both of these reviews have been stable since 2012.
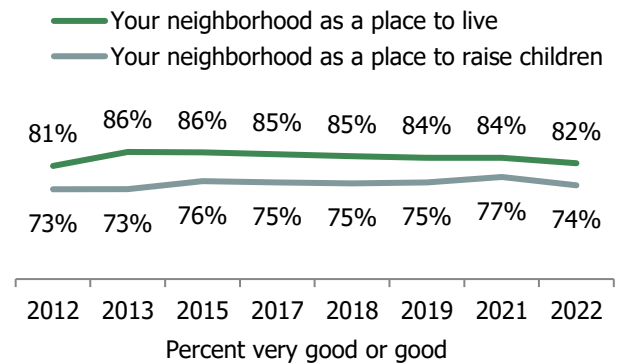
81% 86% 86% 85% 85% 84% 84% 82%

73% 73% 76% 75% 75% 75% 77% 74%

2012 2013 2015 2017 2018 2019 2021 2022
Percent very good or good

- Residents continued to display 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 asked and a similar proportion planning 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 the national and Front Range benchmarks.

## Ratings related to safety have decreased, particularly regarding police services.

- About 8 in 10 survey participants lauded the overall feeling of safety in Fort Collins, which has remained steady for the previous four survey iterations but represents a gradual decline over the previous ten years. These reviews were on par with national levels, but exceeded Front Range comparisons.

- As in past years, respondents also provided their perceptions of safety in and around the community. Almost all residents always or usually felt safe in their neighborhoods (96%), in the downtown area (94%), and in the community overall (94%) during daylight hours. About 9 in 10 respondents also felt secure in recreation facilities, and at least 8 in 10 felt safe from danger in parks, natural areas and open spaces, in their neighborhood at night, and on trails. About two-thirds of survey participants reported feeling safe on Transfort/MAX and in Fort Collins overall at night, and 6 in 10 felt safe in Downtown Fort Collins at night.

- When trends and benchmark comparisons were available, participants' feelings of safety remained stable over time and tended to be aligned with ratings in national and peer benchmark communities with the exception of feeling safe in Downtown Fort Collins at night, which declined since 2021 and was lower than the national average.

- When evaluating a list of 14 different safety-related services, about 8 in 10 community members or more gave excellent or good evaluations to Natural Areas and Park Ranger services, fire response time, and fire services overall. About 6 in 10 residents or more positively rated disaster response, emergency preparedness, fire prevention/ education, business property maintenance, animal control, police response time, and police services overall.

- Ratings for several safety-related services declined from 2021 to 2022: these included fire services overall, disaster response, emergency preparedness, fire prevention/education, business property maintenance, and all policing-related services (e.g., response time, visibility, and patrol).

- Residents' sentiments about safety services tended to be lower than those from other communities. All safety services for which national benchmark comparisons were available were lower than average except for animal control, which was similar. When compared to other Front Range communities, fire prevention/education, crime prevention, and animal control were similar to the benchmarks, while all other services were rated lower

Residents increasingly prioritize the environment as an area of focus.

- About half of residents felt the City was doing a good or very good job promoting environmental health in the community, which was lower than the proportion of residents giving positive scores in 2021 and 2019.

- About three-quarters of participants awarded high marks to the overall quality of the environment in Fort Collins, which was lower than ratings given in previous years. This rating was commensurate to both sets of benchmark comparisons.

Overall Quality of the Environment Compared by Year

87%   92%   87%   89%   83%   82%   84%   74%

2012 2013 2015 2017 2018 2019 2021 2022

Percent very good or good

- Residents boasted about the visual attractiveness of Fort Collins, with at least 8 in 10 assigning good or very good scores, exceeding comparisons across the Front Range and nation. Around two-thirds of respondents positively appraised conservation efforts and recycling programs, while over half were pleased with air quality. Other than the rating for overall appearance of the city, which remained stable, participants' reviews for aspects of the environment declined from 2021 to 2022.

- 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 rated much lower.

- Survey respondents were asked to consider seven aspects of the community and identify whether the City should apply more effort, the same amount of effort, or less effort to each (these aspects map to the Strategic Objectives from the City's Strategic Plan). In 2022, Environment topped the list for a desired increase in effort, with 6 in 10 of respondents stating they would like more effort from the City. Further, when compared to 2021, more respondents in 2022 indicated they would like to see more effort allocated to the environment.

- The survey included a question asking residents to identify in their own words the one item or focus area the City should work to improve upon in the next few years and the responses were grouped by theme. Fourteen percent of respondents who provided a written answer made a comment related to environmental issues, which was the second most-frequently mentioned topic.
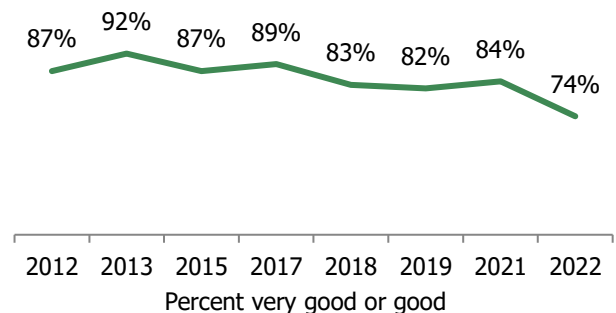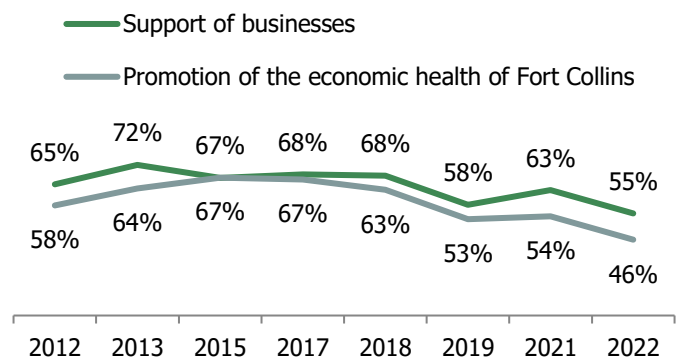
Fort Collins' economy is strong, but residents think the City could better support the business community.

- About three-quarters of respondents 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.

- Residents gave strong marks to measures of economic health, with about three-quarters celebrating the availability of quality healthcare and dining opportunities in the community. Further, about two-thirds positively rated shopping opportunities and entertainment opportunities, and nearly half praised the availability of job opportunities. These ratings were on par with previous results.

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

- Community members also evaluated the City's performance regarding support for local businesses and their goal of promoting the economic health of Fort Collins. Roughly half of residents awarded positive ratings to the City's support of businesses and its promotion of the economic health of the city. Both of these ratings decreased from 2021 to 2022.

Business Support and Promotion of Economic Health by Year

- The City's performance related to business health was assessed with three measures. About half of survey respondents gave favorable reviews to the City encouraging a variety of businesses (52%) and about 4 in 10 awarded good or very good marks to the City attracting new businesses (42%) and retaining existing businesses (38%). Each of these business health measures were given ratings that were lower than past survey administrations.

Residents are generally pleased with the City government and its COVID-19 response, with some downward trends.

- Fort Collins residents' opinions of City services were positive, with three-quarters awarding top scores. This level was on par with levels seen in past years. Respondents' assessment of these services was equivalent with their peers across the Front Range and U.S.

- For the second time in 2022, residents were asked to evaluate the City's response to the COVID-19 pandemic. About 6 in 10 respondents thought the City had done a very good or good job in their pandemic response, which was similar to the rating given in 2021.

- Fort Collins community members also weighed in on several government performance measures for City leadership. Around 6 in 10 survey participants gave high marks to respecting all community members of diverse backgrounds and encouraging sustainability in the community, while about half praised the efficient operation of programs and services, welcoming community member involvement, the overall direction of the community, and the City creating a welcoming, inclusive community. About 4 in 10 residents gave favorable marks to the City listening to community

members, balancing development and growth, partnering with the community to address climate change, and the City managing and planning for growth.

- Decreases in residents' opinions were noted in 2022 for a number of items related to City government performance. However, on a positive note, where comparisons were available, measures of government performance were similar to or higher than benchmark averages.

- When asked to consider seven aspects of the community that map to the Strategic Objectives from the City's Strategic Plan, about three-quarters of residents felt that the City should apply the same amount of effort to General Government, which was on par with ratings given in past years.

Survey Background

Survey Purpose

The City of Fort Collins contracted with Polco/National Research Center (NRC) to implement the 2022 Community Survey with a representative sample of households. The first survey of residents was conducted in 2001, with subsequent implementations about every one to two years through 2022; the 2022 survey marks the 13th 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 is monitored regularly, like taking the community pulse, as the City changes and grows.

Survey Administration

The six-page City of Fort Collins Community Survey was administered by mail to a random selection of 3,800 households in April 2022. Households receiving the survey also could complete the survey online, if desired and instructions were included in each mailing for completing the survey in Spanish online for those who preferred. Of the 3,666 households receiving the mailed survey (since some addresses were vacant), 652 completed the survey (including 267 online responses), providing a response rate of 18%.

The survey results were weighted so that the gender, age, housing tenure (rent or own), housing unit type (attached or detached), and area of residence were represented in the proportions reflective of all adults in households in the City (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 30% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the 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 (652). 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 Districts. 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 13th in a series of community surveys, the 2022 results are presented along with past ratings when available. To simplify and focus the results, the body of the report presents data from 2012 to 2022; the full set of trends can be found in *Appendix G: Comparisons of Survey Results by Year*. Differences between years can be considered "statistically significant" if they are plus or minus four points on the 100-point scale or are plus or minus 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

Polco/NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 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 Polco/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 Polco/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.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to community benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how the City's 2022 ratings compare to other communities' ratings from the past four to five years.

Survey Results

The Fort Collins Community Survey is comprehensive, covering many topics related to life in the community. The 2022 report of results is once again organized around the City's seven Key Strategic Outcomes highlighted in the 2020 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** - Provide a safe place to live, work, learn, and play.
- **Environmental Health** - Promote, protect, and enhance a healthy and sustainable environment.
- **Transportation and Mobility-** 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 2022 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. About 36% of respondents indicated the City does a good or very good job promoting this goal by providing human services and addressing affordable housing, homelessness, equity, and inclusion, among other socially motivated issues. This was similar to the ratings given in 2021 and 2019.

Figure 1: Promotion of Social Health Compared by Year

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.)

Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)

36% 2022
37% 2021
32% 2019

Percent reporting very good or good
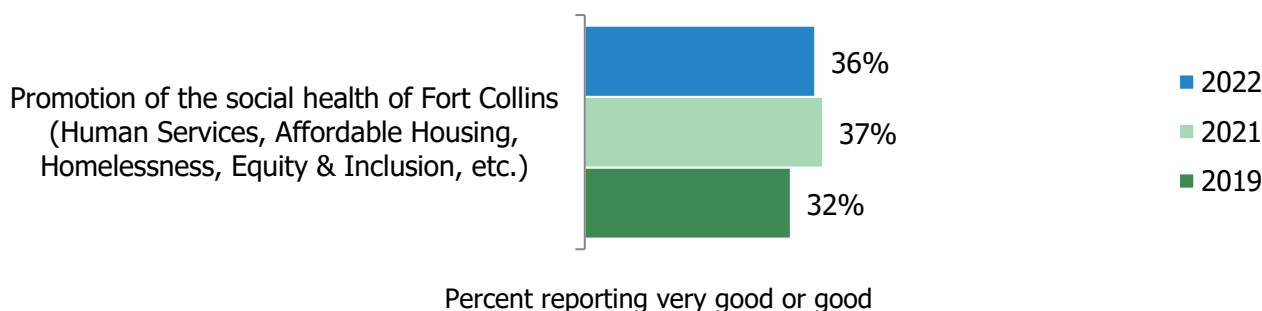
Aspects of Quality of Life and Community

As in prior years, Fort Collins' residents continued to appreciate their high quality of life, with at least 8 in 10 awarding top scores. This rating was 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

| 2012 | 2013 | 2015 | 2017 | 2018 | 2019 | 2021 | 2022 |

Percent reporting good or very good
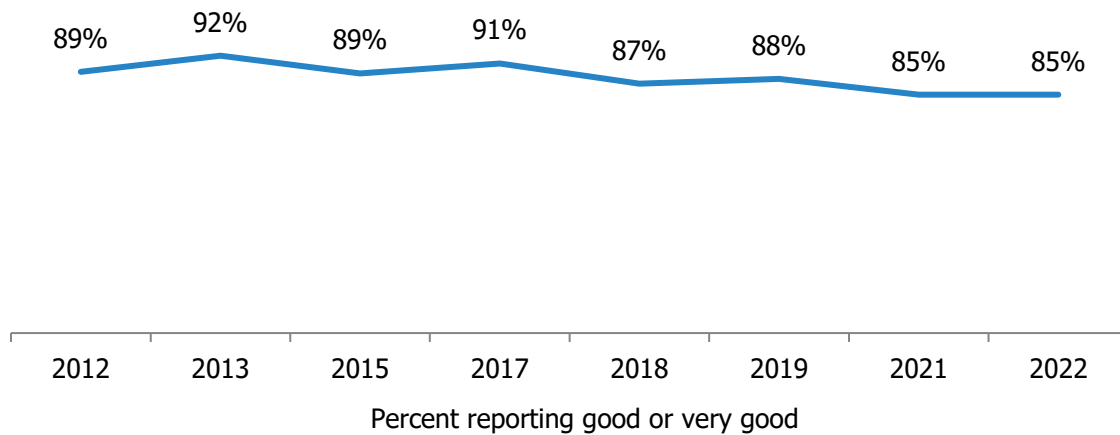
Residents assessed some specific aspects of living that enhance and contribute to the quality of life in the community. Around 9 in 10 respondents praised Fort Collins as a place to live, and more than 8 in 10 were pleased with the community as a place to attend college and as a place to raise children. These ratings were similar to the previous survey iteration.

Additionally, about 7 in 10 community members assigned good or very good evaluations to the quality of public schools, and 6 in 10 were pleased with the city as a place to retire and the openness and acceptance of the community toward people of diverse backgrounds. As in prior years, only about 1 in 10 survey participants felt positively about the availability of affordable quality housing, and 2 in 10 respondents were pleased with the availability of affordable quality childcare, levels which remained stable from 2021 to 2022.

Compared to other communities, respondent reviews of Fort Collins as a place to live and the quality of public schools were similar to those given by residents nationwide, but outpaced other Front Range municipalities. Evaluations for Fort Collins as a place to raise children, the city as a place to retire, and the openness and acceptance toward people of diverse backgrounds were similar to both national and Front Range averages. 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)	2022	2021	2019	2018	2017	2015	2013	2012
Overall, as a place to live	89%	91%	92%	92%	95%	93%	97%	96%
As a place to attend college	84%	86%	84%	85%	86%	89%	88%	88%
As a place to raise children	82%	86%	91%	85%	89%	90%	92%	91%
Quality of public schools	71%	76%	78%	80%	83%	84%	82%	82%
As a place to retire	63%	69%	71%	71%	69%	81%	79%	78%
Openness and acceptance of the community toward people of diverse backgrounds	58%	54%	55%	58%	66%	68%	75%	69%
Availability of affordable quality childcare	21%	22%	15%	NA	NA	NA	NA	NA
Availability of affordable quality housing	7%	8%	12%	10%	11%	17%	31%	33%

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 continued to display 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 asked and a similar proportion planning 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 the national and Front Range benchmarks.

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
- 2022: 82%
- 2021: 87%
- 2019: 88%
- 2018: 86%
- 2017: 88%

Remain in Fort Collins for the next five years
- 2022: 82%
- 2021: 80%
- 2019: 83%
- 2018: 82%
- 2017: 85%

Percent reporting very or somewhat likely
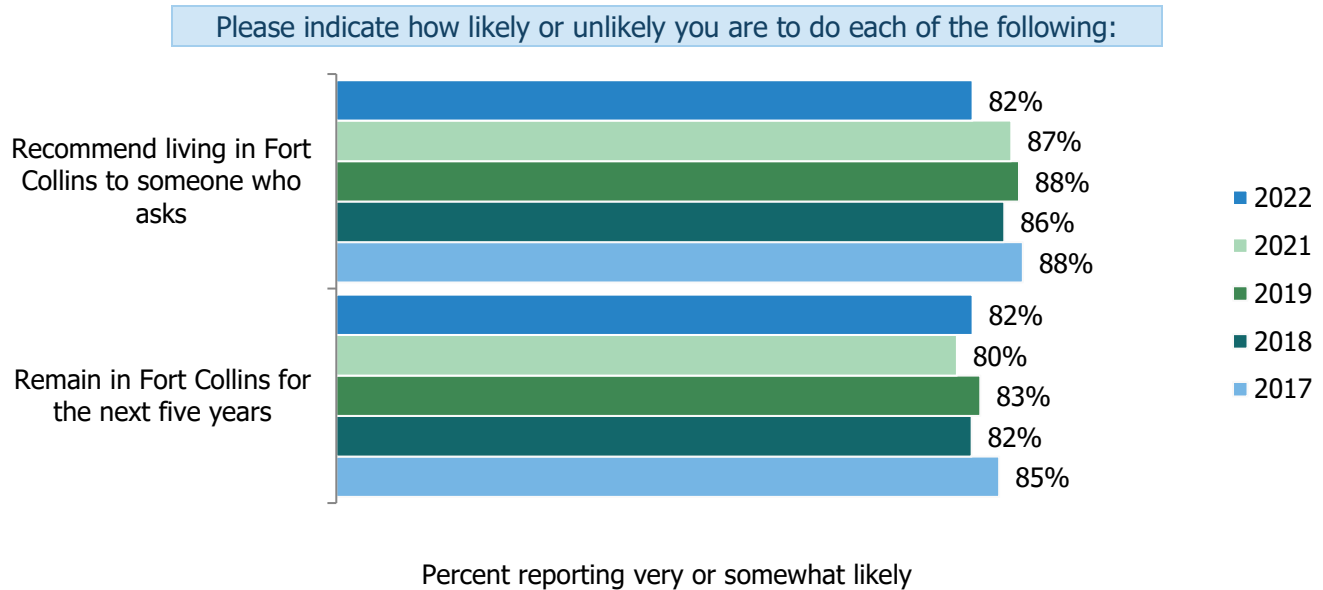
Quality of Neighborhoods

As in previous years, Fort Collins community members had high praise for their neighborhoods. Around 8 in 10 were pleased with the overall quality of their neighborhood as a place to live and three-quarters appreciated their neighborhood as a place to raise children; scores for both of these items have been stable since 2012, and the rating for neighborhood as a place to live was similar to the national and Front Range benchmarks. (A benchmark comparison was not available for neighborhood as a place to raise children - see *Appendix F: Benchmark Comparisons*).

Figure 5: Quality of Neighborhoods Compared by Year

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

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

2012	2013	2015	2017	2018	2019	2021	2022
81%	86%	86%	85%	85%	84%	84%	82%
73%	73%	76%	75%	75%	75%	77%	74%

Percent reporting good or very good
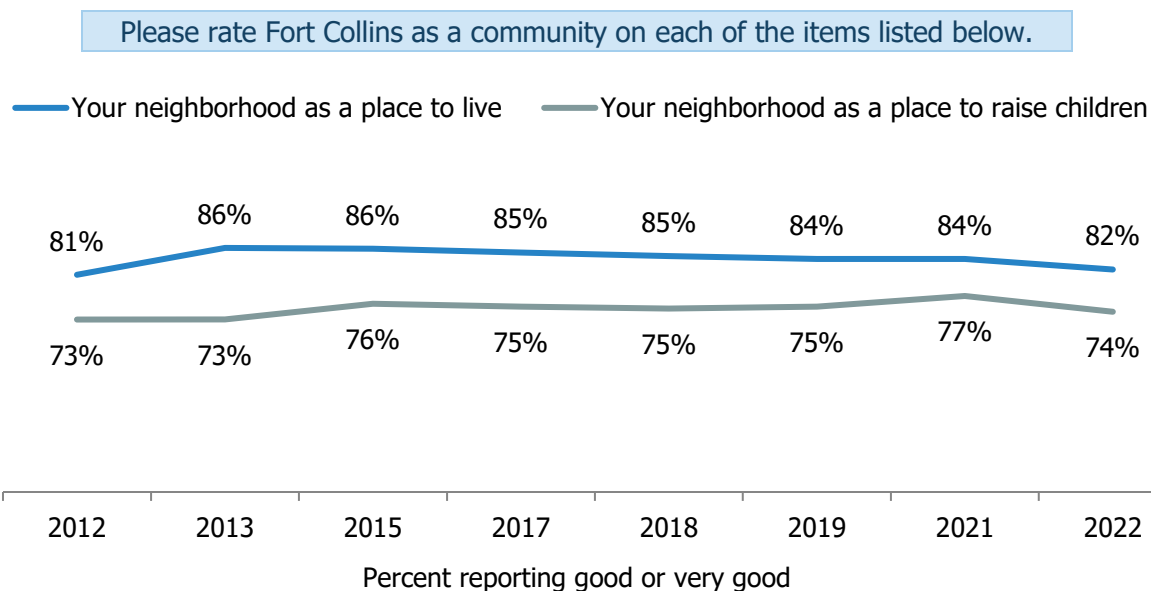
About three-quarters of survey participants in 2022 awarded good or very good marks to their access to everyday needs, such as grocery shopping, in their neighborhoods. This rating has remained stable over time.

Figure 6: Access in Neighborhood to Everyday Needs Compared by Year

Please rate Fort Collins as a community on the item listed below:
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)

2015	2017	2018	2019	2021	2022
79%	79%	78%	79%	79%	74%

Percent reporting good or very good
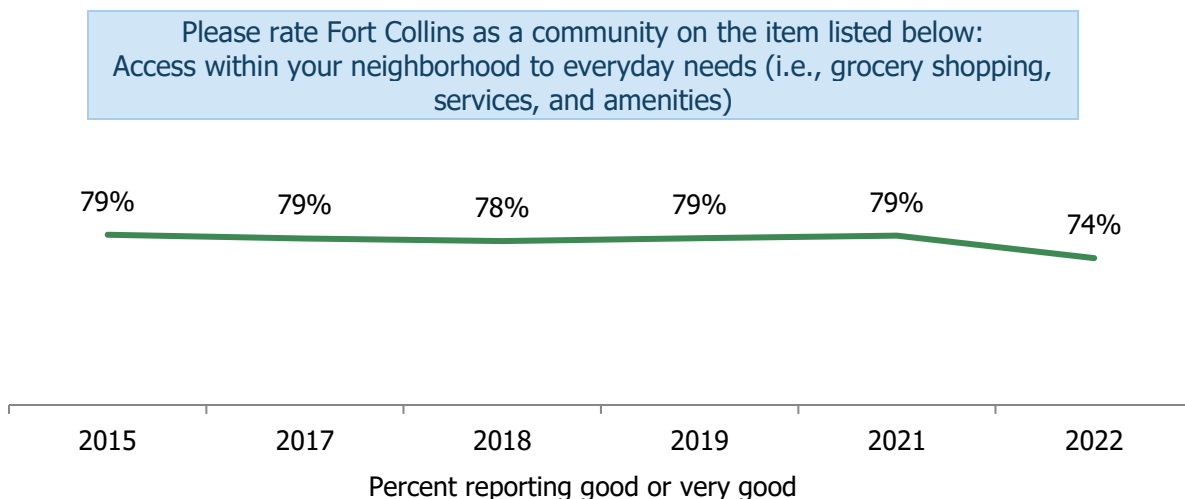
For services that ensure neighborhoods are safe and pleasant places to live, roughly half of survey respondents gave favorable scores to residential property maintenance and to code enforcement services, while 4 in 10 gave positive marks to noise enforcement. These ratings were similar to those given in 2021 except for noise enforcement, which declined. Residents' assessments for code enforcement were similar to the national average, but higher than peer Front Range averages (benchmark comparisons were not available for residential property maintenance or noise enforcement - 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)	2022	2021	2019	2018	2017	2015	2013	2012
Residential property maintenance	56%	60%	61%	63%	65%	65%	67%	63%
Code enforcement (weeds, rubbish/trash, etc.)	48%	51%	56%	56%	49%	54%	57%	59%
Noise enforcement	41%	48%	48%	54%	50%	49%	57%	59%

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

Since 2019, the City has asked residents how often they tend to relocate within the community. Respondents were most likely to say they either had not relocated at all (27%) or had moved every 2-4 years (21%), and around 1 in 10 each reported they moved about once a year, every 5-7 years, every 8-10 years, or had not relocated within the last 20 years. Very few respondents stated they moved two or more occasions in a single year. All of these levels were similar to those reported in previous years.

Figure 8: Respondent Relocation Frequency Compared by Year

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

	2022	2021	2019
2+ times a year	2%	1%	0%
About once a year	8%	10%	14%
Every 2-4 years	21%	23%	23%
Every 5-7 years	12%	13%	10%
Every 8-10 years	7%	10%	7%
Every 11-15 years	5%	4%	5%
16-20 years	4%	5%	6%
I have not relocated in the last 20 years	13%	13%	10%
I have not relocated within the City	27%	22%	25%

Percent of respondents
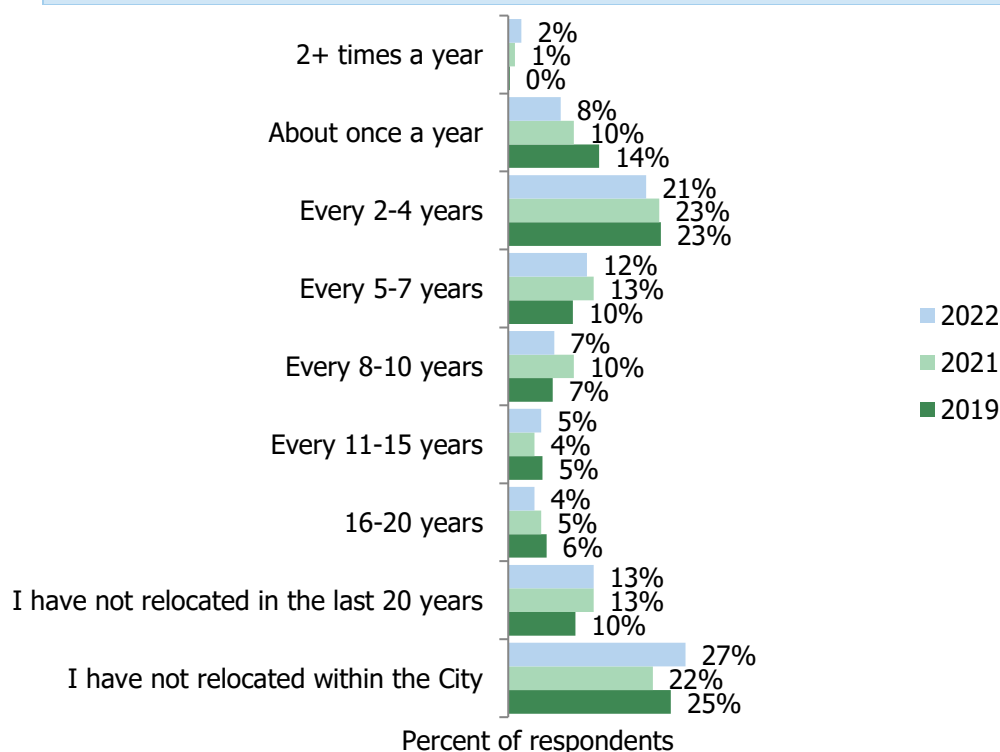
Community Engagement

As in previous years, Fort Collins residents continued to report high rates of park visitation and neighborliness, and about half indicated they had carpooled in lieu of driving alone or volunteered their time to a group or activity. Respondents were less likely to have attended either neighborhood-sponsored (36%) or government-organized events (25%) at least once in the previous 12 months. Levels of engagement increased from 2021 to 2022 for carpooling and attending events, though it is important to note that the COVID-19 pandemic is likely to have had an impact on participation rates since 2019.

Survey respondents' engagement in their community varied when compared to national and Front Range averages. Fort Collins residents were more likely than those living in other communities across the nation and in the Front Range to have visited a park, carpooled, or volunteered their time, but rates of being neighborly were similar to or lower than both sets of benchmarks (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 at least once in last 12 months)	2022	2021	2019	2018	2017
Visited a neighborhood park or City park	94%	94%	93%	95%	92%
Talked to or visited with your immediate neighbors	94%	89%	89%	93%	91%
Done a favor for a neighbor	78%	77%	76%	80%	79%
Carpooled with other adults or children instead of driving alone	52%	37%	58%	55%	57%
Volunteered your time in Fort Collins	47%	45%	60%	60%	58%
Attended a neighborhood-sponsored event	36%	25%	48%	47%	44%
Attended a government-organized event (open house, City Council session, forum, etc.)	25%	17%	27%	29%	30%

Please note that prior to 2021, "Volunteered your time in Fort Collins" was "Volunteered your time to some group/activity in Fort Collins."

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

About 8 in 10 survey participants lauded the overall feeling of safety in Fort Collins, which has remained steady for the previous four survey iterations but represents a gradual decline over the previous ten years. 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
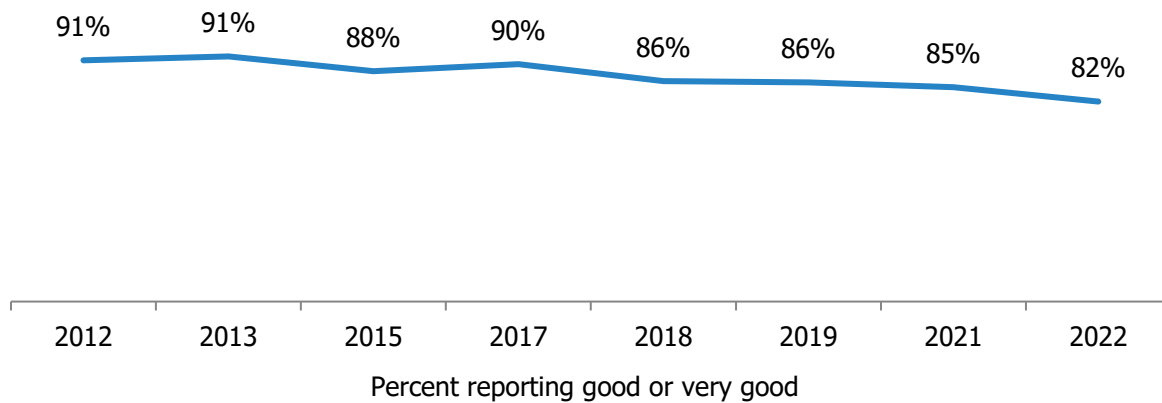
91%   91%   88%   90%   86%   86%   85%   82%

2012   2013   2015   2017   2018   2019   2021   2022

Percent reporting good or very good

As in past years, respondents also provided their perceptions of safety in and around the community. Almost all residents always or usually felt safe in their neighborhoods (96%), in the downtown area (94%), and in the community overall (94%) during daylight hours. About 9 in 10 respondents also felt secure in recreation facilities, and at least 8 in 10 felt safe from danger in parks, natural areas and open spaces, in their neighborhood at night, and on trails. About two-thirds of survey participants reported feeling safe on Transfort/MAX and in Fort Collins overall at night, and 6 in 10 felt safe in Downtown Fort Collins at night. When trends were available, participants' feelings of safety remained stable over time with the exception of Fort Collins overall at night, which declined. Where comparisons to national and peer benchmark communities were available, safety ratings in Fort Collins tended to be similar with the exception of Downtown Fort Collins at night, which was lower than the national average (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)	2022	2021	2019	2018	2017	2015	2013	2012
Your neighborhood during the day	96%	98%	97%	98%	96%	97%	98%	98%
Downtown Fort Collins during the day	94%	96%	94%	93%	93%	95%	99%	98%
Fort Collins overall during the day	94%	96%	95%	94%	95%	96%	98%	97%
Recreation facilities	91%	95%	92%	90%	92%	93%	95%	91%
Parks	86%	90%	85%	82%	82%	83%	87%	88%
Natural areas/open spaces	85%	87%	86%	81%	84%	87%	88%	85%
Your neighborhood at night	83%	84%	83%	82%	85%	85%	88%	86%
Trails	82%	87%	82%	80%	83%	83%	82%	83%
Transfort/MAX	67%	68%	70%	NA	NA	NA	NA	NA
Fort Collins overall at night	66%	75%	70%	72%	71%	73%	77%	78%
Downtown Fort Collins at night	60%	66%	62%	65%	59%	67%	71%	68%

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 appreciated the high level of safety services provided to them. About 8 in 10 community members or more gave excellent or good evaluations to Natural Areas and Park Ranger services, fire response time, and fire services overall. About 6 in 10 residents or more positively rated disaster response, emergency preparedness, fire prevention/ education, business property maintenance, animal control, police response time, and police services overall. Additionally, about half felt positively about police visibility, crime prevention, and police patrol, while 4 in 10 favorably assessed traffic enforcement.

Ratings for several safety-related services declined from 2021 to 2022: these included fire services overall, disaster response, emergency preparedness, fire prevention/education, business property maintenance, and all policing-related services.

Residents' sentiments about safety services tended to be lower than those from other communities. All safety services for which national benchmark comparisons were available were lower than average except for animal control, which was similar. When compared to other Front Range communities, fire prevention/education, crime prevention, and animal control were similar to the benchmarks, while all other services were rated lower (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)	2022	2021	2019	2018	2017	2015	2013	2012
Natural Areas and Park Ranger services	87%	86%	88%	84%	85%	83%	81%	83%
Fire response time	81%	86%	85%	83%	91%	87%	89%	84%
Fire services overall	79%	87%	85%	83%	89%	87%	89%	85%
Disaster response and restoration of services	67%	78%	72%	75%	82%	77%	84%	NA
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	66%	80%	75%	76%	79%	76%	80%	75%
Fire prevention/education	62%	75%	72%	73%	74%	78%	74%	72%
Business property maintenance	61%	68%	70%	73%	72%	68%	74%	70%
Animal control	59%	62%	58%	65%	66%	59%	64%	65%
Police response time	58%	69%	73%	71%	70%	72%	74%	70%
Police services overall	57%	65%	71%	72%	68%	70%	76%	73%
Police visibility	48%	61%	63%	69%	65%	64%	69%	70%
Crime prevention	47%	61%	61%	69%	67%	66%	70%	66%
Police patrol	47%	57%	65%	63%	63%	63%	72%	71%
Traffic enforcement	40%	46%	54%	53%	51%	52%	63%	64%

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 49% of respondents said "no opinion" when evaluating emergency preparedness, disaster response and restoration, fire prevention/education, fire response time, fire services overall, crime prevention, police response time, police services overall, animal control, and business property maintenance (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Transportation

Those completing the 2022 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 6 in 10 respondents positively evaluated the ease of walking and ease of travel by car in the city. About half felt favorably about street maintenance and accessibility for people with disabilities. Around 4 in 10 awarded top marks to the Northern Colorado Regional Airport and about 3 in 10 were pleased with the availability of Downtown parking, ease of travel by public transit, and traffic flow. Only about one-quarter of respondents gave favorable scores to the availability of electric vehicle charging stations.

When compared to ratings given in 2021, transportation-related scores in 2022 increased for the Northern Colorado Regional Airport and traffic flow, but decreased for ease of walking, ease of travel by public transportation, and electric charging station availability (though the latter item's decrease may be partially attributable to its 2022 wording change; see note below table).

Fort Collins residents' scores for street maintenance were higher than the national and Front Range comparisons, and those for ease of travel by car, by public transportation, and by walking were similar to both sets of benchmarks. While the availability of parking Downtown and traffic flow were similar to Front Range averages, these items were rated lower than the national benchmarks (see *Appendix F: Benchmark Comparisons*).

Figure 13: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins. (Percent reporting very good or good)	2022	2021	2019	2018	2017	2015	2013	2012
Ease of travel by bicycle	83%	83%	86%	82%	81%	79%	83%	85%
Ease of walking	62%	75%	75%	61%	59%	60%	67%	67%
Ease of travel by car	58%	52%	49%	43%	39%	36%	52%	58%
Street maintenance	50%	53%	59%	56%	58%	44%	50%	46%
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	48%	NA	NA	NA	NA	NA	NA	NA
Northern Colorado Regional Airport	42%	29%	NA	NA	NA	NA	NA	NA
Availability of parking Downtown	35%	37%	38%	35%	29%	26%	34%	30%
Ease of traveling by public transportation	31%	44%	42%	48%	46%	45%	41%	40%
Traffic flow	30%	20%	15%	16%	13%	13%	20%	26%
Availability of electric vehicle charging stations	25%	41%	NA	NA	NA	NA	NA	NA

A new item added in 2022 was "Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)."

Please note that prior to 2022, "Ease of travel by car" was "Ease of driving", "Ease of travel by bicycle" was "Ease of traveling by bicycle", "Availability of electric vehicle charging stations" was "Electric vehicle charging availability", and "Traffic flow" was "Level of traffic congestion" (prior to 2015, "Level of traffic congestion" was "Traffic congestion".)

Between 35% and 73% of respondents said "no opinion" when evaluating ease of traveling by public transportation, Northern Colorado Regional Airport, accessibility for people with disabilities, and electric vehicle charging availability (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

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.

Fort Collins community members assessed the City's goal of promoting the environmental health of the city. About half of residents felt the City was doing a good or very good job promoting environmental health in the community, which was lower than the proportion of residents giving positive scores in 2021 and 2019.

Figure 14: Promotion of Environmental Health by Year

Please rate the City's performance in each of the following areas: Promotion of the health of the environment of Fort Collins

Promotion of the health of the environment of Fort Collins

- 2022: 49%
- 2021: 62%
- 2019: 58%

Percent reporting very good or good
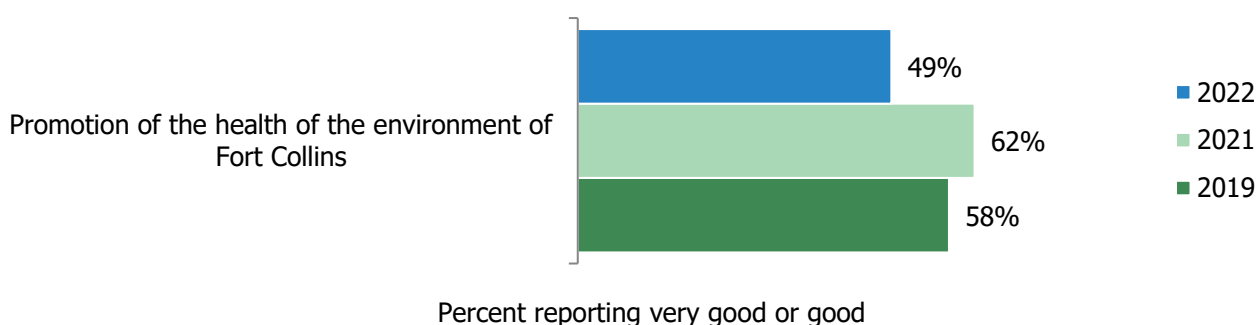
About three-quarters of participants awarded high marks to the overall quality of the environment in Fort Collins, which was lower than ratings given in previous years. This rating was commensurate to both sets of benchmark comparisons (see *Appendix F: Benchmark Comparisons*).

Figure 15: Overall Quality of the Environment Compared by Year

2012	2013	2015	2017	2018	2019	2021	2022
87%	92%	87%	89%	83%	82%	84%	74%

Percent reporting good or very good
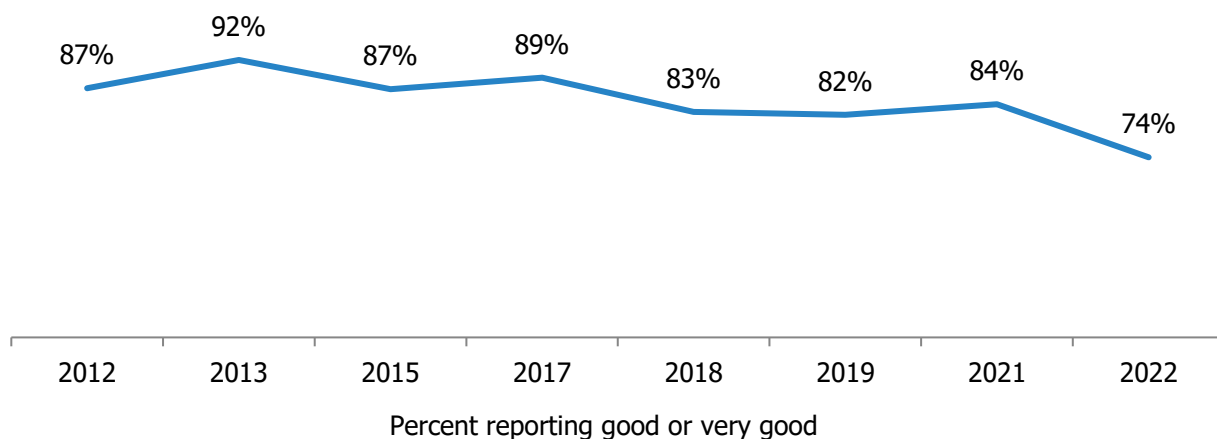
City leadership also sought resident feedback about characteristics that contribute to the overall natural environment of Fort Collins. Residents boasted about the visual attractiveness of Fort Collins, with at least 8 in 10 assigning good or very good scores, exceeding comparisons across the Front Range and nation. Around two-thirds of respondents positively appraised conservation efforts and recycling programs, while over half were pleased with air quality. Other than the rating for overall appearance of the city, which remained stable, participants' reviews for aspects of the environment declined from 2021 to 2022.

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 rated much 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)	2022	2021	2019	2018	2017	2015	2013	2012
Overall appearance of the city	86%	90%	88%	88%	90%	89%	91%	87%
Conservation efforts	68%	77%	75%	78%	84%	78%	82%	78%
Recycling programs	66%	73%	70%	79%	82%	78%	83%	81%
Air quality	56%	63%	70%	71%	73%	82%	90%	84%

Please note that prior to 2022, "Overall appearance of the city" was described as "Community's visual attractiveness."

Culture and Recreation

Cultural and recreational opportunities provide residents a chance to participate in their community and enhance their quality of life. Most residents were pleased with the recreational opportunities in the city (88% very good or good) and public library services (84%). Slightly more than half positively evaluated arts and cultural opportunities. Ratings for recreational opportunities and public library services were comparable to all past survey administrations, while those for arts and cultural opportunities were stable from 2021 to 2022, but experienced a significant drop over a longer time period.

Compared to other municipalities, ratings for recreational opportunities were much higher than benchmark averages, while public library services and arts and cultural opportunities were on par with both sets of comparisons (see *Appendix F: Benchmark Comparisons*).

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

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

Percent reporting good or very good
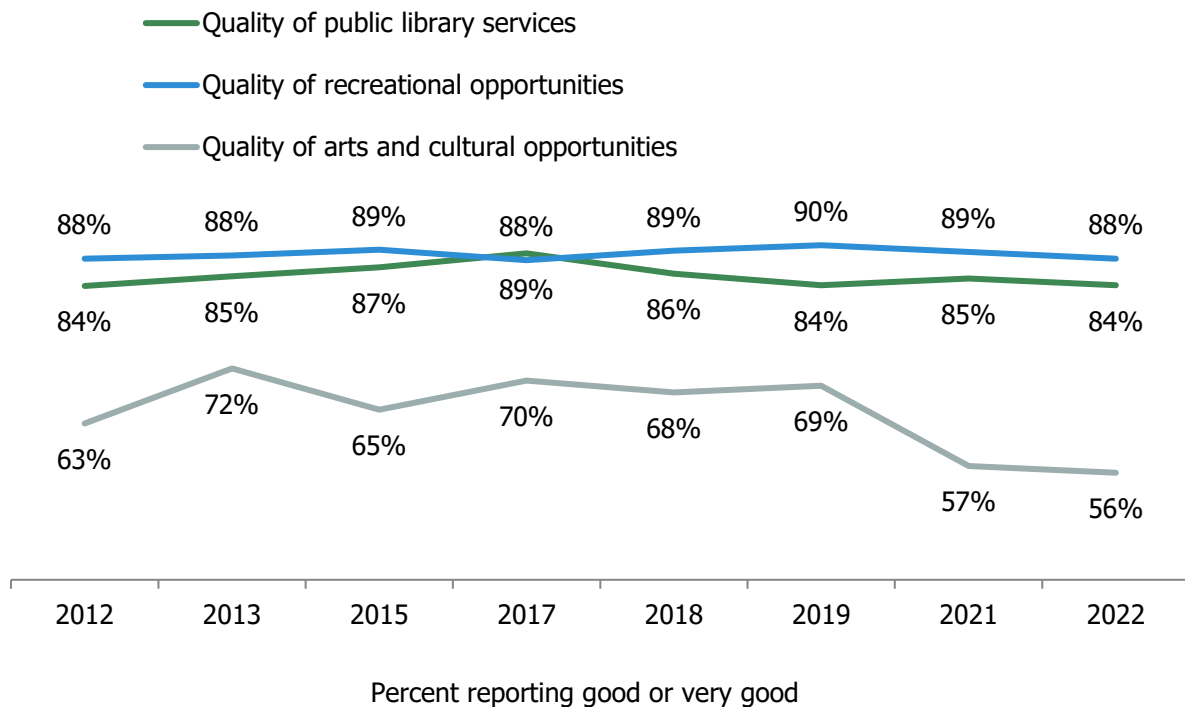
Please note that prior to 2015, "Quality of arts and cultural opportunities" was described as "Availability and diversity of arts and cultural activities," and "Quality of recreational opportunities" was worded as "Availability and diversity of recreational opportunities."

Residents also provided their opinions about a number of City parks, recreational and cultural programs, and facilities in Fort Collins. Survey respondents' esteem for natural areas and open space, trails, parks overall, and The Gardens on Spring Creek was evident once again in 2022, with around 9 in 10 awarding top marks to each of these amenities, consistent with prior years. At least 8 in 10 residents applauded most other related programs and amenities, including The Farm at Lee Martinez Park, the Fort Collins Museum of Discovery, the Senior Center, and others. The majority of ratings for parks, recreation, and cultural programs were stable over time; however, those for the pottery studio, Foothills Activity Center, all recreation programming, and Mulberry Pool decreased from 2021 to 2022.

Fort Collins residents felt more positively about natural areas and open space and parks than other survey respondents nationwide, while the rating for natural areas and open space was higher than seen in other Front Range communities. Ratings for recreational trails and adult recreational programs were similar to both sets of benchmarks (see *Appendix F: Benchmark Comparisons*).

Figure 18: 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)	2022	2021	2019	2018	2017	2015	2013	2012
Natural areas and open space	92%	94%	93%	93%	94%	95%	95%	94%
Trails	92%	94%	94%	93%	96%	96%	96%	93%
Parks overall	90%	94%	92%	92%	96%	94%	96%	93%
The Gardens on Spring Creek	89%	92%	92%	89%	93%	90%	91%	89%
The Farm at Lee Martinez Park	87%	85%	90%	86%	90%	87%	87%	84%
Fort Collins Museum of Discovery	87%	86%	89%	89%	90%	88%	87%	78%
Fort Collins Senior Center	85%	87%	85%	84%	86%	90%	87%	85%
Art in Public Places program	85%	86%	85%	86%	86%	82%	82%	79%
Northside Aztlan Community Center	84%	84%	86%	86%	87%	86%	82%	86%
Parks in my neighborhood	83%	NA	NA	NA	NA	NA	NA	NA
Timberline Recycling Center	82%	NA	NA	NA	NA	NA	NA	NA
Lincoln Center programs	80%	85%	83%	84%	86%	84%	85%	82%
Cemeteries	79%	83%	82%	79%	83%	83%	86%	79%
Athletic fields	78%	79%	86%	81%	86%	83%	89%	86%
Edora Pool Ice Center (EPIC)	78%	82%	86%	82%	81%	81%	85%	83%
Pottery studio	76%	88%	82%	78%	79%	80%	83%	78%
Golf courses	75%	79%	81%	79%	84%	83%	85%	80%
Foothills Activity Center	73%	79%	81%	79%	NA	NA	NA	NA
Senior recreation programs	72%	80%	78%	76%	80%	77%	82%	80%
Youth/teen recreation programs	72%	82%	73%	75%	76%	76%	79%	78%
Adult recreation programs	69%	81%	75%	76%	78%	75%	79%	75%
Dog parks	68%	NA	NA	NA	NA	NA	NA	NA
Mulberry Pool	55%	66%	68%	70%	73%	71%	72%	76%

New items in 2022 included "Parks in my neighborhood", "Dog parks", and "Timberline Recycling Center."
Please note that prior to 2013, the "Fort Collins Museum of Discovery" was "Fort Collins Museum and Discovery Science Center."
Please note that prior to 2022, "Trails" was "Recreational trails" and "Parks overall" was "Parks."
Between 30% and 81% of respondents said "no opinion" when evaluating 19 of the 23 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. About three-quarters of respondents 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 19: Ratings of City as a Place to Work Compared by Year

Percent reporting good or very good
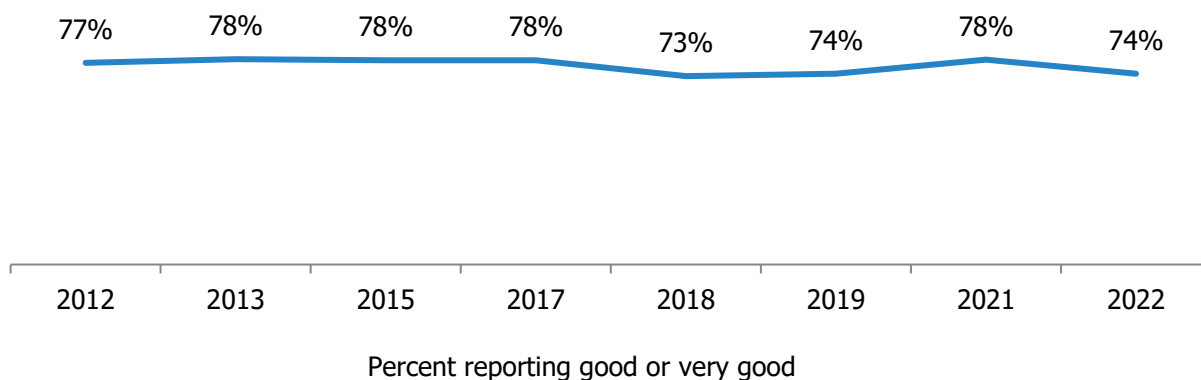
This question was not asked in 2006.

Residents gave strong marks to measures of economic health, with about three-quarters celebrating the availability of quality healthcare and dining opportunities in the community. Further, about two-thirds positively rated shopping opportunities and entertainment opportunities, and nearly half praised the availability of job opportunities. These ratings were on par with previous results.

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

Figure 20: 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)	2022	2021	2019	2018	2017	2015	2013	2012
Availability of quality healthcare	75%	80%	78%	78%	75%	77%	75%	74%
Quality of dining opportunities	75%	77%	77%	83%	85%	83%	82%	84%
Quality of shopping opportunities	68%	69%	66%	69%	72%	67%	67%	65%
Quality of entertainment opportunities	66%	62%	66%	76%	76%	72%	68%	64%
Availability of job opportunities	46%	46%	48%	44%	46%	42%	35%	31%

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 of promoting the economic health of Fort Collins. Roughly half of residents awarded positive ratings to the City's support of businesses and its promotion of the economic health of the city. Both of these ratings decreased from 2021 to 2022. Comparisons to the benchmarks were not available for these items.

Figure 21: 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
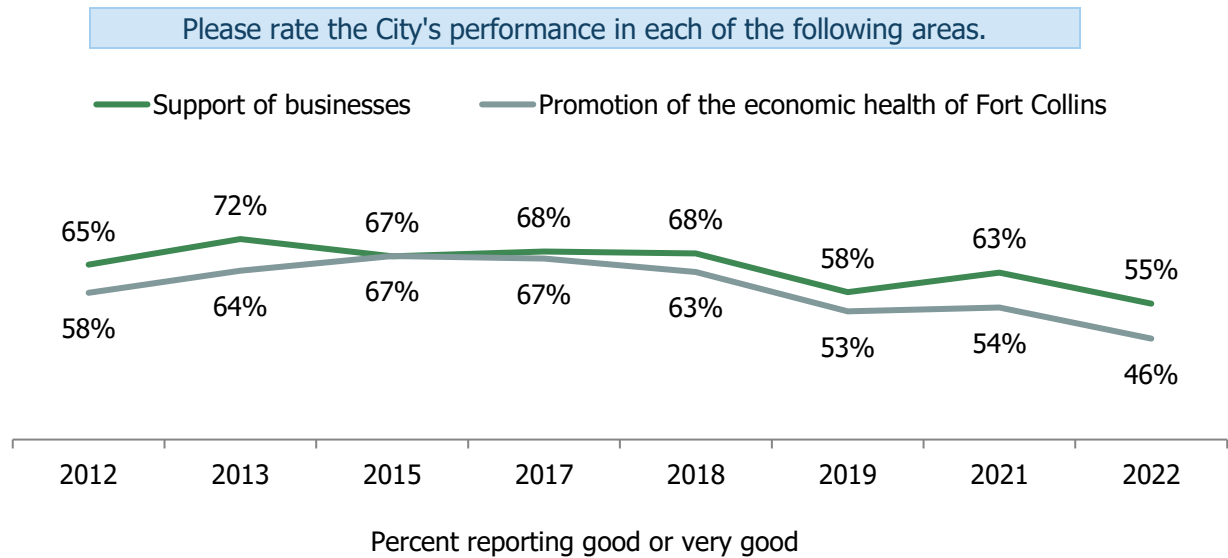
Please note that prior to 2015, "Promotion of the economic health of Fort Collins" was worded "Economic health strategies" and "Support of businesses" was worded as "Overall support of businesses in Fort Collins".

The City's performance related to business health was assessed with three measures. About half of survey respondents gave favorable reviews to the City encouraging a variety of businesses (52%) and about 4 in 10 awarded good or very good marks to the City attracting new businesses (42%) and retaining existing businesses (38%). Each of these business health measures were given ratings that were lower than past survey administrations.

Figure 22: Business Health Compared by Year

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

Encouraging a variety of businesses
- 52% (2022)
- 60% (2021)
- 62% (2019)
- 62% (2018)
- 65% (2017)
- 63% (2015)

Attracting new businesses
- 42% (2022)
- 52% (2021)
- 56% (2019)
- 55% (2018)
- 63% (2017)
- 60% (2015)

Retaining existing businesses
- 38% (2022)
- 50% (2021)
- 45% (2019)
- 48% (2018)
- 55% (2017)
- 56% (2015)

Legend:
- 2022
- 2021
- 2019
- 2018
- 2017
- 2015

Percent reporting good or very good
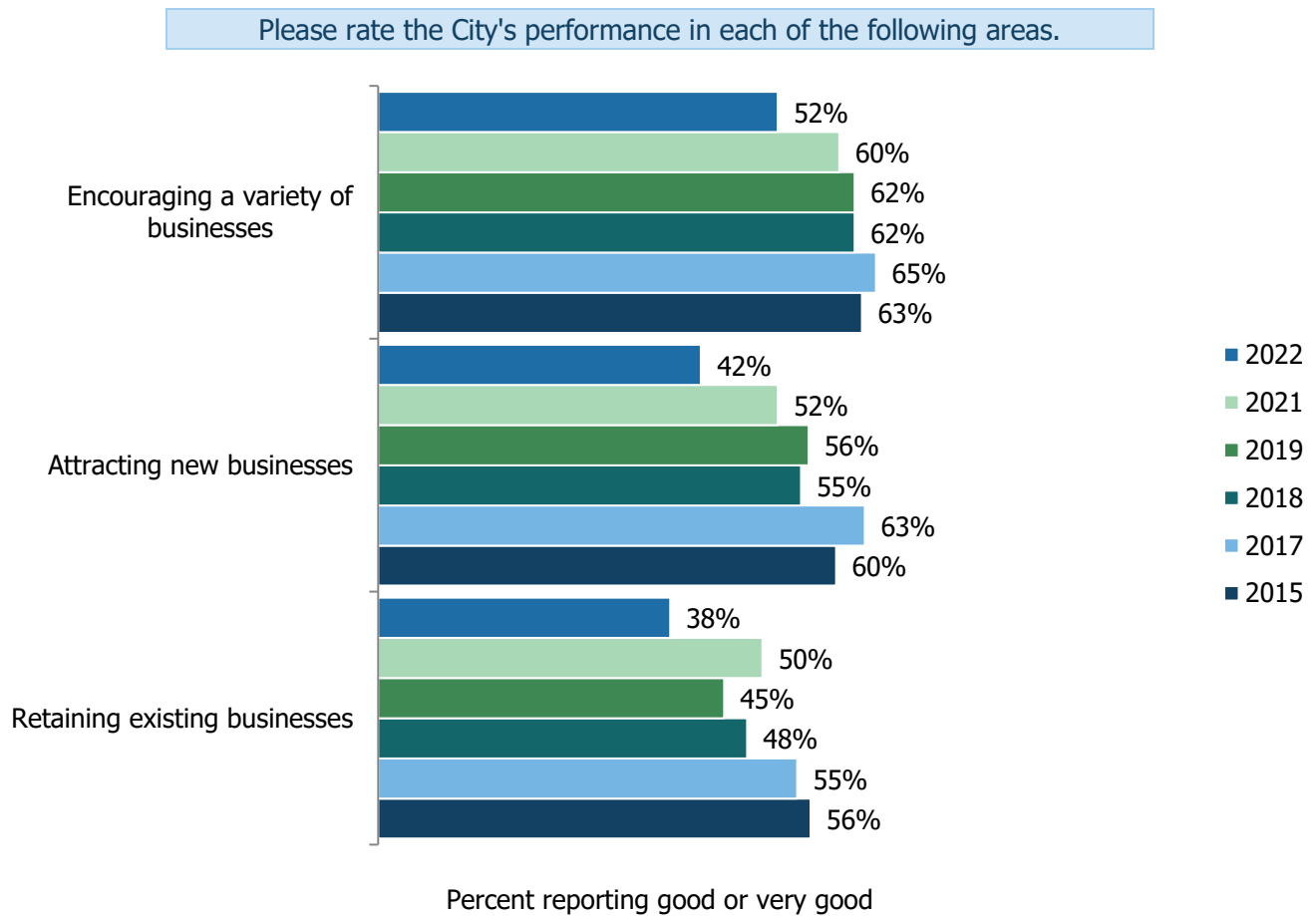
High Performing Government

The survey included several questions aimed at measuring government performance, including 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 gaps in service and/or in communication and levels of civic engagement.

Overall Quality of City Services

Fort Collins residents' opinions of City services were positive, with three-quarters awarding top scores. This level was on par with levels seen in past years. Respondents' assessment of these services was equivalent with their peers across the Front Range and U.S. (see *Appendix F: Benchmark Comparisons*).

Figure 23: Overall Quality of City Services Compared by Year
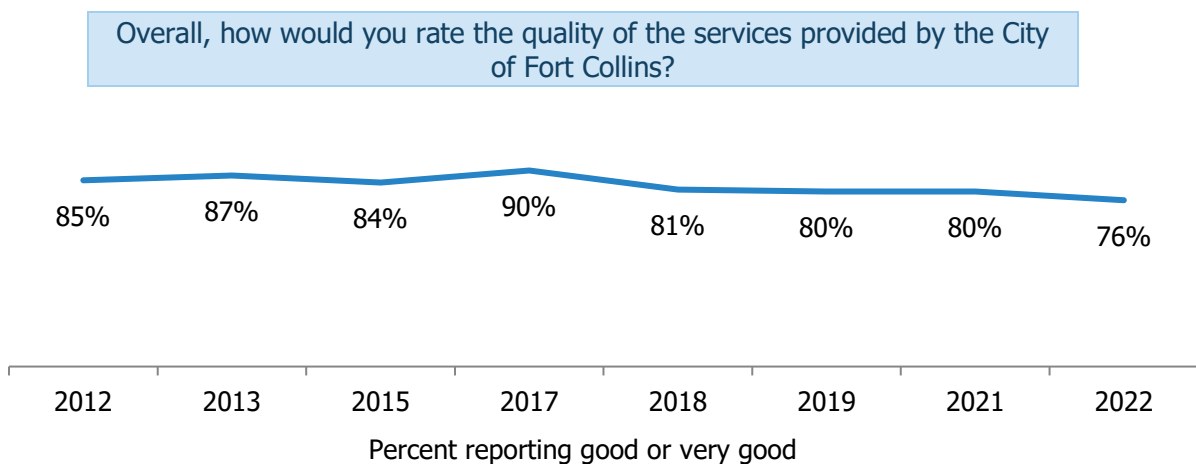
Overall, how would you rate the quality of the services provided by the City of Fort Collins?

85%	87%	84%	90%	81%	80%	80%	76%
2012	2013	2015	2017	2018	2019	2021	2022

Percent reporting good or very good

For the second time in 2022, residents were asked to evaluate the City's response to the COVID-19 pandemic. About 6 in 10 respondents thought the City had done a very good or good job in their pandemic response, which was similar to the rating given in 2021.

Figure 24: Response to COVID-19 Pandemic by Year

Please rate the City's performance in each of the following areas:
Response to the COVID-19 pandemic

Response to the COVID-19 pandemic
- 62% ■ 2022
- 67% ■ 2021
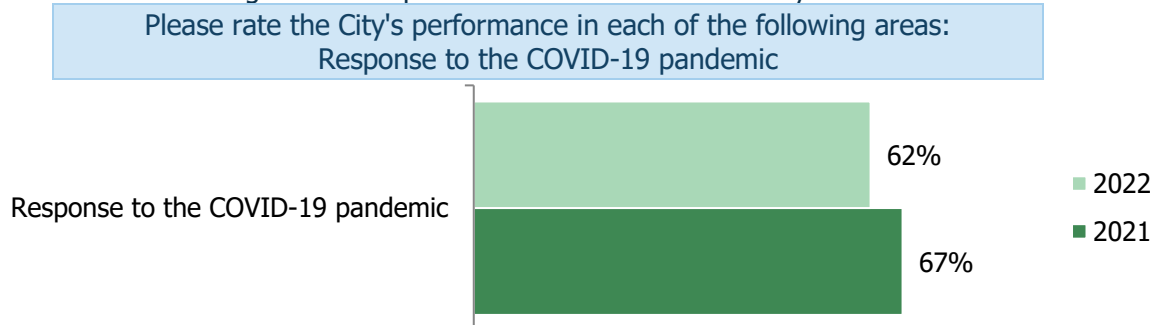
City Government and Employees

Fort Collins community members also weighed in on several government performance measures for City leadership. Around 6 in 10 survey participants gave high marks to respecting all community members of diverse backgrounds and encouraging sustainability in the community, while about half praised the efficient operation of programs and services, welcoming community member involvement, the overall direction of the community, and the City creating a welcoming, inclusive community. About 4 in 10 residents gave favorable marks to the City listening to community members, balancing development and growth, partnering with the community to address climate change, and the City managing and planning for growth.

Decreases in residents' opinions were noted in 2022 for a number of items related to City government performance. Where comparisons were available, measures of government performance were similar to or higher than benchmark averages (see *Appendix F: Benchmark Comparisons*).

Figure 25: City Government Ratings Compared by Year

Please rate the City's performance in each of the following areas. (Percent reporting very good or good)	2022	2021	2019	2018	2017	2015	2013	2012
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	62%	58%	60%	NA	NA	NA	NA	NA
Encouraging sustainability in the community	58%	64%	63%	69%	76%	69%	73%	69%
Efficient operation of programs and services	55%	63%	60%	66%	65%	58%	65%	59%
Welcoming community member involvement	52%	57%	60%	61%	66%	69%	67%	64%
Overall direction of the City	49%	59%	65%	62%	65%	65%	70%	67%
Creating a welcoming, inclusive community where all community members feel a sense of belonging	47%	55%	56%	NA	NA	NA	NA	NA
Listening to community members	40%	49%	46%	50%	52%	50%	53%	50%
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	38%	48%	56%	NA	NA	NA	NA	NA
Partnering with the community to address climate change	38%	NA	NA	NA	NA	NA	NA	NA
Managing and planning for growth	35%	39%	49%	46%	44%	50%	56%	54%

"Partnering with the community to address climate change" was added in 2022.
At least 20% of respondents said "no opinion" when evaluating efficient operation of programs and services, partnering with the community to address climate change, the City government's job of welcoming community member involvement, 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. This rating was aligned with past years, was higher than those reported in other Front Range communities, and was higher than both sets of benchmarks (see *Appendix F: Benchmark Comparisons*).

Figure 26: 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?

| 55% | 54% | 54% | 53% | 56% | 53% | 51% | 52% |
| 202 | 2013 | 2015 | 2017 | 2018 | 2019 | 2021 | 2022 |

Percent reporting good or very good
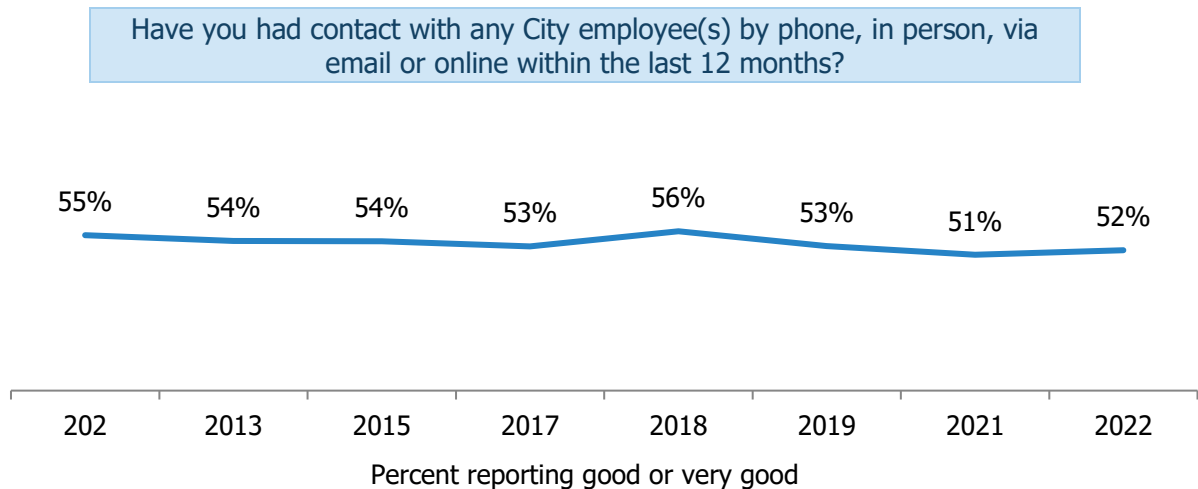
Prior to 2015, "email or online" was not included in the question wording.

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 or more assigning high marks to all aspects of 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. Compared to national and regional averages, ratings for knowledge and courtesy were similar, while evaluations for the overall impression of the employee were higher (see *Appendix F: Benchmark Comparisons*).

Figure 27: 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)	2022	2021	2019	2018	2017	2015	2013	2012
Courtesy	88%	85%	86%	89%	88%	86%	88%	86%
Knowledge	83%	82%	78%	83%	82%	83%	80%	80%
Promptness	81%	82%	79%	84%	79%	79%	81%	81%
Overall impression	81%	76%	82%	80%	80%	79%	80%	79%
Making you feel valued	72%	73%	74%	72%	72%	69%	69%	68%

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 7 in 10 positively scored the promptness in responding to inquiries and service requests, as well as the employees' capacity to make them feel valued. These evaluations were similar to those provided in 2021.

Figure 28: Non-users Ratings of City Employees Compared by Year

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Percent reporting very good or good)	2022	2021	2019	2018	2017	2015	2013	2012
Courtesy	83%	77%	81%	80%	84%	80%	79%	81%
Promptness in responding to inquiries and service requests	71%	72%	69%	74%	72%	76%	73%	76%
Making community members or customers feel valued	67%	71%	66%	73%	73%	71%	68%	71%

This question was asked only of those who did not have contact with a City employee in the last 12 months. At least 20% 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").

Fort Collins Utilities

For the first time on the 2022 survey, residents were asked to gauge both the overall service quality and their overall impression of Fort Collins Utilities. At least three-quarters of respondents gave good or very good ratings to each of these aspects of their utility services.

Figure 29: Fort Collins Utilities, 2022

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services.

Your overall impression of Fort Collins Utilities — 75%

The overall quality of Fort Collins Utilities — 81%

Percent reporting very good or good
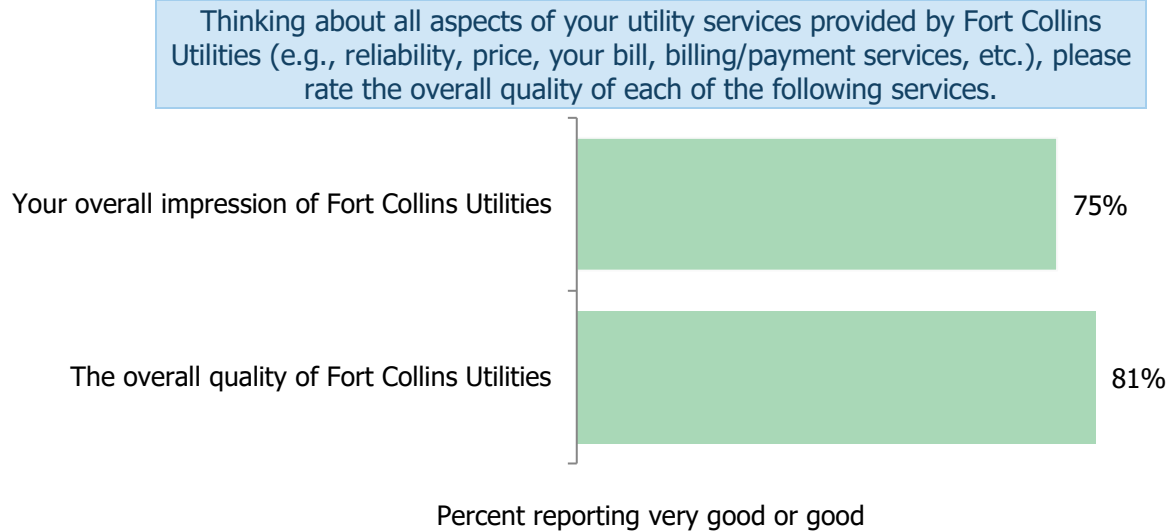
Residents were also asked for the second time in 2022 how likely or unlikely they were to sign up for Connexion internet, TV, or phone service when it became available to them, and also how likely they were to recommend Connexion service to a friend, relative, or colleague. About three-quarters of residents reported that they were very or somewhat likely to sign up for or to recommend Connexion service; the likelihood of respondents signing up for Connexion decreased from 2021 to 2022, while the proportion of those who would recommend Connexion service remained stable.

Figure 30: Likelihood of Using and Recommending Connexion by Year

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

Sign up for Connexion internet, TV or phone service when available to you — 73% / 82%

Recommend Connexion service to a friend, relative or colleague — 76% / 78%

Percent reporting very or somewhat likely
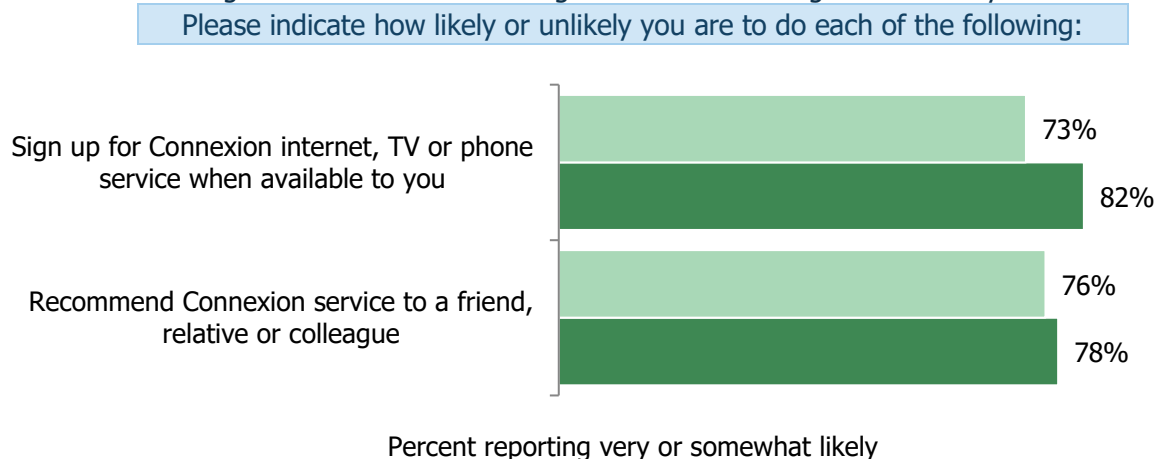
Fiscal Management and Planning

Survey respondents were asked to consider seven aspects of the community and identify whether the City should apply more effort, the same amount of effort, or less effort to each (see Figure 31 on the following page). These are aspects for which the City plays a role in sustaining, at least in part, and which map to the Strategic Objectives from the City's Strategic Plan.

Similar to previous years, at least 9 in 10 survey participants wanted the City to either maintain or increase their efforts for each of the seven areas. About three-quarters of residents felt that services and programs related to safety; culture, parks and recreation; and general government should continue to be provided at similar service levels. Environment and neighborhood livability and social health topped the list for a desired increase in effort, with 6 in 10 of respondents stating they would like more effort from the City.

Compared to 2021, more respondents indicated they would like to see more effort allocated to the economy and to the environment.

Figure 31: 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.		2022	2021	2019	2018	2017	2015	2013	2012
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	49%	42%	53%	40%	40%	35%	36%	44%
	Same effort	49%	56%	43%	55%	54%	61%	61%	53%
	Less effort	3%	2%	4%	5%	7%	5%	4%	2%
	Total	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	64%	48%	53%	50%	46%	39%	32%	37%
	Same effort	31%	47%	43%	47%	50%	56%	65%	59%
	Less effort	4%	5%	3%	3%	4%	4%	3%	4%
	Total	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	62%	60%	53%	46%	48%	43%	33%	34%
	Same effort	30%	35%	41%	48%	47%	52%	63%	62%
	Less effort	8%	5%	5%	6%	5%	6%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	22%	18%	17%	22%	26%	22%	17%	19%
	Same effort	72%	77%	79%	77%	72%	76%	81%	76%
	Less effort	6%	5%	4%	1%	2%	2%	3%	6%
	Total	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	26%	25%	23%	25%	24%	21%	19%	22%
	Same effort	72%	72%	72%	71%	73%	76%	77%	74%
	Less effort	2%	3%	5%	4%	4%	3%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	More effort	51%	55%	60%	64%	65%	61%	54%	53%
	Same effort	47%	43%	38%	33%	34%	35%	43%	45%
	Less effort	2%	3%	2%	3%	1%	4%	3%	2%
	Total	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	18%	17%	23%	19%	19%	19%	19%	19%
	Same effort	75%	75%	71%	75%	76%	74%	76%	74%
	Less effort	7%	8%	6%	6%	5%	7%	5%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Please note that prior to 2019, **Economy** was worded "**Economy**: Includes economic planning and development activities;" **Neighborhood Livability and Social Health** 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** was worded as "**Transportation**: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management".

Residents also prioritized these 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 'environment' and 'neighborhood livability and social health', as the top priorities for City leadership, and around half selected transportation or economy. The lowest priority was general government services (12%).

Compared to 2021, fewer respondents stated that neighborhood livability and social health should be one of the three top priorities for the City to consider, while more respondents felt that environment should be prioritized.

Figure 32: Top Three Budget Priorities Compared by Year
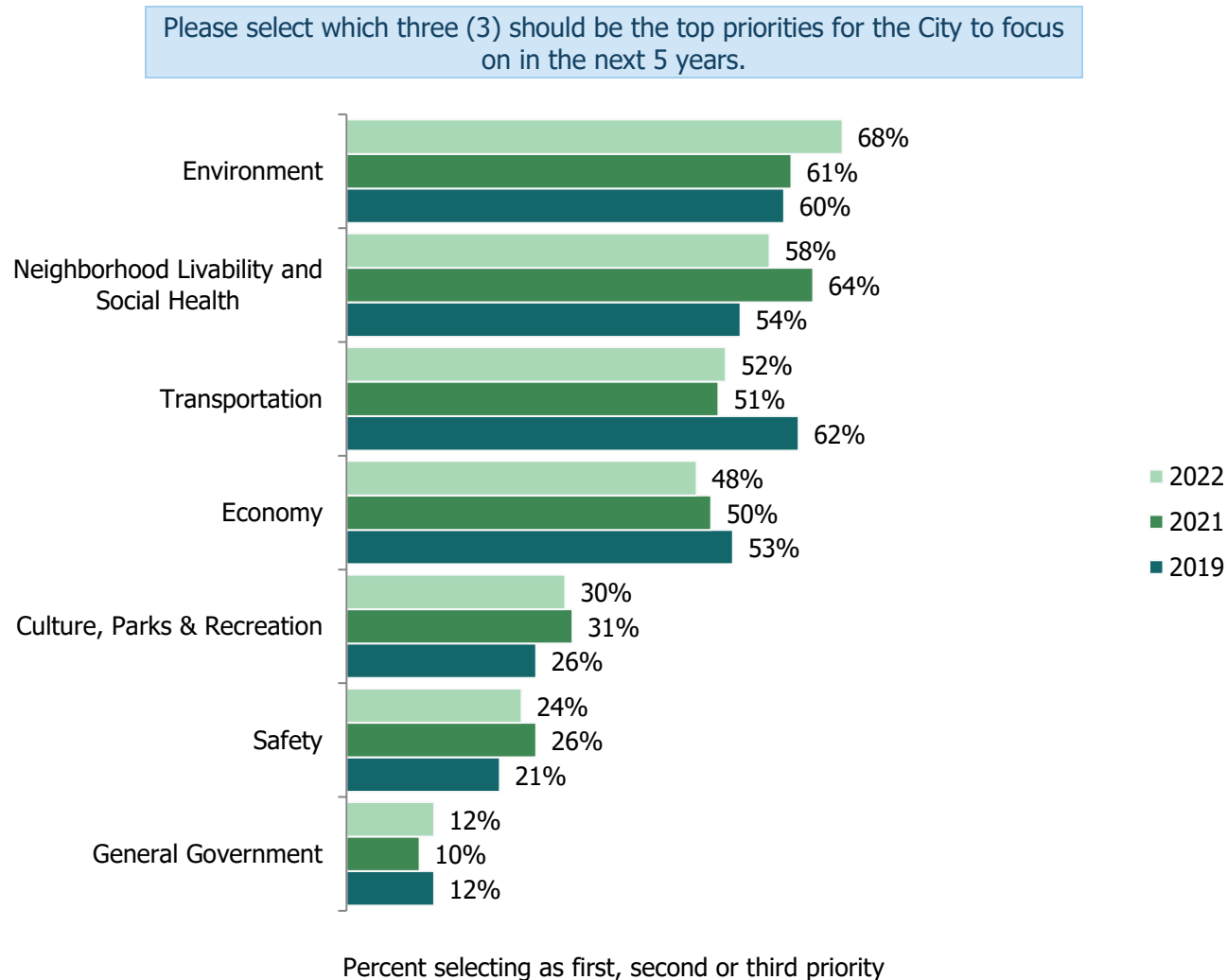
Please select which three (3) should be the top priorities for the City to focus on in the next 5 years.

Percent selecting as first, second or third priority

The survey included a question asking residents to identify in their own words the one item or focus area the City should work to improve upon in the next few years. Of the survey participants who provided a written answer, housing costs in the City topped the list, with 19% providing a related comment. Responses related to environmental issues, growth and development issues, traffic and roads, and transportation improvements were mentioned by about 1 in 10 survey participants, while issues related to cost of living, safety/police/homelessness, and government policies were commented on by between 5% and 8% of respondents (the verbatim comments to this question, including the "other" responses, can be found in *Appendix C: Verbatim Responses*.

Figure 33: Community Member Priorities, 2022

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.)	2022	2021
Housing cost	19%	23%
Environmental issues	14%	10%
Growth and development issues	12%	11%
Traffic and roads	10%	10%
Transportation improvements	9%	11%
Cost of living/economy/jobs	8%	8%
Other	8%	3%
Safety/police/homelessness	7%	10%
Government policies, spending, service delivery, etc.	5%	4%
Recreation and parks	3%	3%
Diversity, equity, and inclusion	3%	5%
Neighborhood livability	2%	2%

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 lower than the national benchmark (a comparison to Front Range benchmarks was not available). The 2022 rating was stable when compared to previous survey years.

Figure 34: Ratings of Informing Residents Compared by Year

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

66%   69%   60%   60%   55%   54%   53%   46%

2012   2013   2015   2017   2018   2019   2021   2022

Percent reporting good or very good
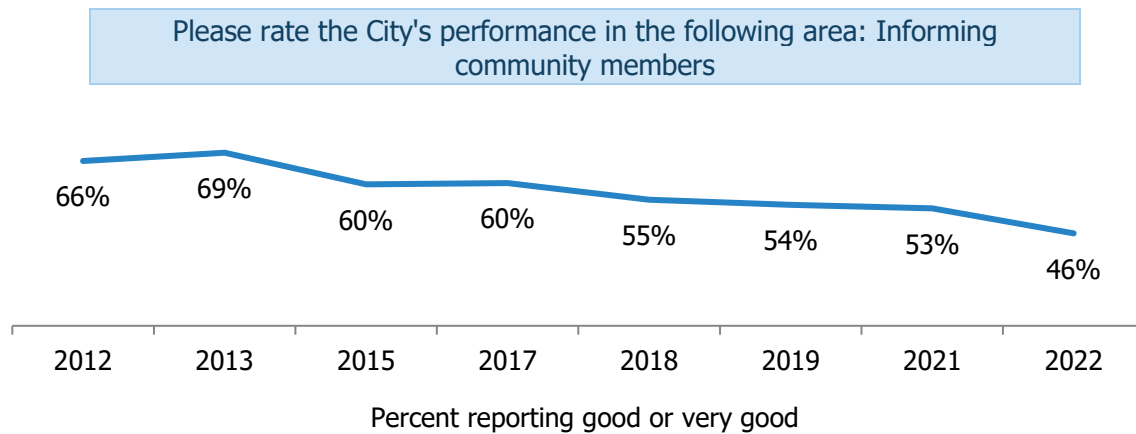
Prior to 2015, "Informing community members" was worded as "The job the City does at informing citizens".

About half of community members awarded favorable marks to the City's aptitude for providing emergency information and providing volunteer opportunities to residents, and around 4 in 10 gave good or very good reviews to the City providing opportunities to participate in government activities. These ratings were lower than those observed in previous years, and tended to be lower than national and Front Range averages (see *Appendix F: Benchmark Comparisons*).

Figure 35: 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
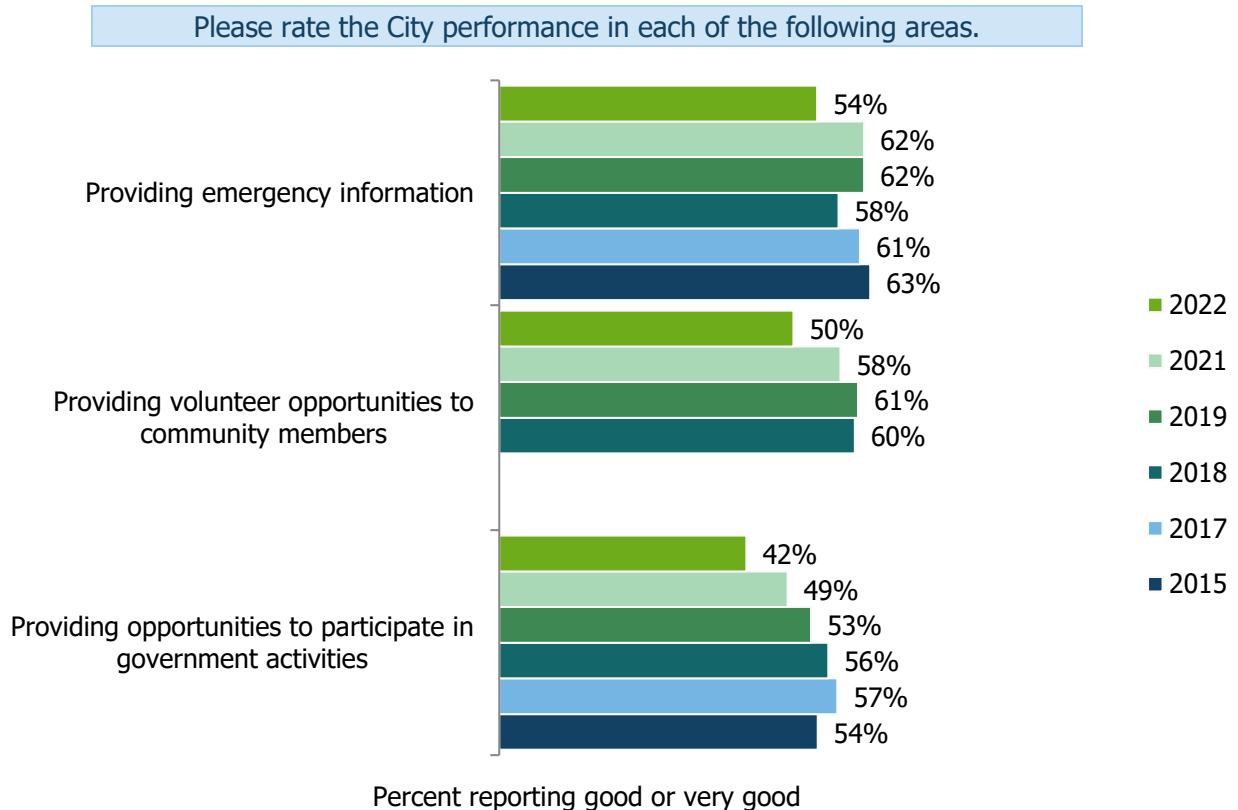
At least 25% of respondents said "no opinion" when evaluating the City government's job of providing opportunities to participate in government activities and to volunteer (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

As in past years, City leadership also sought to understand which community information sources residents relied on for government issues, services, and programs. Word of mouth was the most utilized communication channel, with 88% indicating their fellow residents were at least sometimes a source. Other sources that were relied upon by at least two-thirds of respondents were the City's website, Tracks and Trails, social media (including Facebook, Twitter and Nextdoor), and the Recreator. Less than 2 in 10 survey participants reported they had used online video FCTV, the Engage Platform, or the City cable channels 14 and 881. Most of the residents' use of the various sources of information about the City were similar to past years with the exception of social media and newspapers, which decreased from 2021 to 2022, and the OurCity Platform, which increased.

Figure 36: 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)	2022	2021	2019	2018	2017	2015	2013	2012
Word of mouth	88%	91%	91%	91%	90%	87%	88%	87%
City's website (www.fcgov.com)	86%	82%	77%	79%	79%	79%	80%	74%
Tracks and Trails (the guide to natural areas activities)	74%	76%	67%	69%	73%	68%	NA	NA
Social media (Facebook, Twitter, Nextdoor, etc.)	70%	77%	65%	67%	63%	60%	55%	44%
"Recreator" (guide to recreation programs)	67%	67%	68%	71%	66%	70%	70%	64%
Newspaper (print or online)	61%	67%	66%	67%	70%	72%	80%	80%
City employees or departments (e.g., contacting by phone, email or in person)	60%	61%	58%	56%	57%	NA	NA	NA
Newsletters or brochures from City departments	59%	60%	59%	59%	60%	62%	64%	56%
Radio	47%	52%	50%	56%	55%	63%	69%	60%
City booth at local events	39%	41%	36%	37%	38%	41%	NA	NA
City News eNewsletter	35%	33%	33%	63%	65%	65%	67%	63%
Television news	35%	38%	41%	41%	45%	57%	69%	60%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	27%	27%	22%	22%	20%	20%	17%	15%
OurCity Platform (ourcity.fcgov.com)	26%	20%	16%	18%	18%	NA	NA	NA
Online video FCTV on www.fcgov.com/FCTV	19%	22%	22%	20%	19%	12%	17%	15%
Engage Platform (engage.fcgov.com)	17%	12%	12%	14%	NA	NA	NA	NA
The City of Fort Collins local channels 14 and 881	13%	16%	12%	20%	20%	22%	30%	30%

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 2022 Community Survey.

Table 1: Length of Residency

About how many years have you lived in Fort Collins?	Percent of respondents
Less than 2 years	14%
2-5 years	17%
6-10 years	18%
11-20 years	17%
More than 20 years	34%
Total	100%

Table 2: Respondent Student Status

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent of respondents
Yes	16%
No	84%
Total	100%

Table 3: Respondent College or University Attended

Which college or university do you attend?	Percent of respondents
Colorado State University	91%
Front Range Community College	4%
Another local college or university	5%
Total	100%

Table 4: Employment Status

What is your employment status?	Percent of respondents
Working full time for pay	63%
Working part time for pay	12%
Unemployed, looking for paid work	4%
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 of respondents
Yes, outside the home	48%
Yes, from home	21%
No	31%
Total	100%

Table 6: Respondent Age

Which of the age groups below best describes you?	Percent of respondents
18-24	9%
25-34	35%
35-44	14%
45-54	14%
55-64	10%
65-74	11%
75+	7%
Total	100%

Table 7: Respondent Housing Type

Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	62%
Duplex or townhome	11%
Apartment or condominium	26%
Mobile home	1%
Other	0%
Total	100%

Table 8: Respondent Housing Tenure

Do you own or rent your residence?	Percent of respondents
Own	58%
Rent	42%
Total	100%

Table 9: 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	11%
$25,000-$49,999	18%
$50,000-$99,999	32%
$100,000 to $149,999	19%
$150,000 or more	21%
Total	100%

Table 10: Respondent Gender

What is your gender?	Percent of respondents
Nonbinary	1%
Woman	46%
Man	46%
Transgender	1%
Two-Spirit	0%
Prefer to self-identify	0%
Prefer not to answer	6%
Total	100%

Table 11: Respondent Sexual Orientation

Which term best describes your sexual orientation?	Percent of respondents
Asexual	3%
Bisexual	6%
Heterosexual	82%
Lesbian or gay	4%
Pansexual	2%
Queer	3%
Prefer to self-identify	1%

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

Table 12: Respondent Race/Ethnicity

What is your race and/or ethnicity?	Percent of respondents
American Indian/Alaskan Native	1%
African	0%
African American/Black	1%
Asian/Asian American	4%
Hispanic/Latinx/Spanish Origin	3%
Middle Eastern/North African	1%
Native Hawaiian/Other Pacific Islander	0%
White	86%
Prefer to self-identify	2%
Prefer not to answer	7%

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

Table 13: Geographic Area of Residence

	Percent of respondents
Northwest	17%
Northeast	14%
West Central	23%
East Central	23%
Southwest	5%
Southeast	18%
Total	100%

Table 14: Council District of Residence

	Percent of respondents
District 1	21%
District 2	18%
District 3	17%
District 4	16%
District 5	14%
District 6	14%
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 15: Question 1 without "no opinion" responses

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	57%	N=362	31%	N=200	10%	N=63	1%	N=9	0%	N=0	100%	N=634
Overall safety of community members	37%	N=238	44%	N=285	15%	N=98	3%	N=18	0%	N=2	100%	N=641
Quality of shopping opportunities	32%	N=205	35%	N=222	25%	N=159	6%	N=38	1%	N=9	100%	N=632
Quality of dining opportunities	42%	N=267	33%	N=207	19%	N=123	5%	N=31	1%	N=5	100%	N=633
Quality of entertainment opportunities	25%	N=158	41%	N=256	28%	N=177	5%	N=31	1%	N=7	100%	N=628
Availability of job opportunities	14%	N=76	32%	N=179	40%	N=222	10%	N=57	3%	N=17	100%	N=550
Availability of affordable quality housing	3%	N=17	4%	N=24	22%	N=137	37%	N=229	35%	N=214	100%	N=620
Quality of arts and cultural opportunities	15%	N=89	41%	N=249	35%	N=214	8%	N=46	1%	N=8	100%	N=606
Quality of recreational opportunities	52%	N=331	36%	N=225	10%	N=65	2%	N=11	0%	N=0	100%	N=632
Availability of quality healthcare	38%	N=227	37%	N=221	21%	N=123	4%	N=23	1%	N=4	100%	N=598
Availability of affordable quality childcare	7%	N=21	13%	N=41	36%	N=109	28%	N=85	15%	N=46	100%	N=302
Quality of public schools	31%	N=136	40%	N=172	22%	N=96	5%	N=20	2%	N=10	100%	N=433
Quality of public library services	45%	N=252	39%	N=217	14%	N=80	1%	N=7	0%	N=0	100%	N=556
As a place to raise children	45%	N=223	37%	N=186	12%	N=61	4%	N=19	2%	N=11	100%	N=501
As a place to retire	32%	N=154	31%	N=147	23%	N=110	11%	N=54	3%	N=16	100%	N=482
As a place to attend college	48%	N=260	36%	N=196	13%	N=71	3%	N=14	1%	N=4	100%	N=545
As a place to work	29%	N=175	45%	N=272	22%	N=130	4%	N=24	0%	N=2	100%	N=603
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=128	37%	N=222	32%	N=194	8%	N=49	2%	N=13	100%	N=606
Overall appearance of the city	38%	N=242	48%	N=310	11%	N=71	2%	N=15	0%	N=2	100%	N=640
Overall quality of life in Fort Collins	37%	N=240	48%	N=307	13%	N=84	1%	N=9	0%	N=2	100%	N=642

Table 16: Question 1 with "no opinion" responses

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	57%	N=362	31%	N=200	10%	N=63	1%	N=9	0%	N=0	0%	N=1	100%	N=635
Overall safety of community members	37%	N=238	44%	N=285	15%	N=98	3%	N=18	0%	N=2	0%	N=0	100%	N=641
Quality of shopping opportunities	32%	N=205	35%	N=222	25%	N=159	6%	N=38	1%	N=9	1%	N=6	100%	N=638
Quality of dining opportunities	42%	N=267	32%	N=207	19%	N=123	5%	N=31	1%	N=5	1%	N=5	100%	N=638
Quality of entertainment opportunities	25%	N=158	40%	N=256	28%	N=177	5%	N=31	1%	N=7	2%	N=14	100%	N=642
Availability of job opportunities	12%	N=76	28%	N=179	35%	N=222	9%	N=57	3%	N=17	13%	N=86	100%	N=636
Availability of affordable quality housing	3%	N=17	4%	N=24	21%	N=137	36%	N=229	33%	N=214	3%	N=19	100%	N=639
Quality of arts and cultural opportunities	14%	N=89	39%	N=249	34%	N=214	7%	N=46	1%	N=8	5%	N=31	100%	N=637
Quality of recreational opportunities	52%	N=331	35%	N=225	10%	N=65	2%	N=11	0%	N=0	1%	N=9	100%	N=641
Availability of quality healthcare	35%	N=227	35%	N=221	19%	N=123	4%	N=23	1%	N=4	7%	N=43	100%	N=641
Availability of affordable quality childcare	3%	N=21	6%	N=41	17%	N=109	13%	N=85	7%	N=46	53%	N=339	100%	N=640
Quality of public schools	21%	N=136	27%	N=172	15%	N=96	3%	N=20	2%	N=10	32%	N=208	100%	N=641
Quality of public library services	39%	N=252	34%	N=217	13%	N=80	1%	N=7	0%	N=0	13%	N=84	100%	N=640
As a place to raise children	35%	N=223	29%	N=186	10%	N=61	3%	N=19	2%	N=11	22%	N=138	100%	N=639
As a place to retire	24%	N=154	23%	N=147	17%	N=110	8%	N=54	3%	N=16	25%	N=159	100%	N=641
As a place to attend college	41%	N=260	30%	N=196	11%	N=71	2%	N=14	1%	N=4	15%	N=97	100%	N=642
As a place to work	27%	N=175	43%	N=272	20%	N=130	4%	N=24	0%	N=2	6%	N=37	100%	N=640
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=128	35%	N=222	30%	N=194	8%	N=49	2%	N=13	6%	N=37	100%	N=642
Overall appearance of the city	38%	N=242	48%	N=310	11%	N=71	2%	N=15	0%	N=2	0%	N=2	100%	N=643
Overall quality of life in Fort Collins	37%	N=240	48%	N=307	13%	N=84	1%	N=9	0%	N=2	0%	N=1	100%	N=643

Table 17: Question 2 without "no opinion" responses

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	44%	N=283	38%	N=246	13%	N=87	4%	N=24	0%	N=3	100%	N=643
Your neighborhood as a place to raise children	44%	N=224	30%	N=150	18%	N=91	5%	N=23	3%	N=17	100%	N=505
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	44%	N=284	30%	N=191	19%	N=123	6%	N=39	1%	N=6	100%	N=643

Table 18: Question 2 with "no opinion" responses

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=283	38%	N=246	13%	N=87	4%	N=24	0%	N=3	0%	N=1	100%	N=644
Your neighborhood as a place to raise children	35%	N=224	23%	N=150	14%	N=91	4%	N=23	3%	N=17	21%	N=137	100%	N=642
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	44%	N=284	30%	N=191	19%	N=123	6%	N=39	1%	N=6	0%	N=1	100%	N=644

Table 19: Question 3 without "don't know" responses

Please indicate how likely or unlikely you are to do each of the following:	Very likley		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Fort Collins to someone who asks	46%	N=292	36%	N=228	11%	N=68	7%	N=45	100%	N=633
Remain in Fort Collins for the next five years	58%	N=363	24%	N=150	9%	N=58	9%	N=54	100%	N=626

Table 20: Question 3 with "don't know" responses

Please indicate how likely or unlikely you are to do each of the following:	Very likley		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Fort Collins to someone who asks	46%	N=292	36%	N=228	11%	N=68	7%	N=45	1%	N=8	100%	N=641
Remain in Fort Collins for the next five years	56%	N=363	23%	N=150	9%	N=58	8%	N=54	3%	N=18	100%	N=643

Table 21: Question 4 without "don"t know" responses

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	37%	N=235	33%	N=209	25%	N=162	6%	N=36	100%	N=642
Attended a neighborhood-sponsored event	2%	N=14	3%	N=21	30%	N=195	64%	N=412	100%	N=641
Attended a government-organized event (open house, City Council session, forum, etc.)	1%	N=7	2%	N=14	22%	N=142	75%	N=479	100%	N=642
Carpooled with other adults or children instead of driving alone	14%	N=90	19%	N=124	19%	N=122	48%	N=305	100%	N=641
Volunteered your time in Fort Collins	8%	N=50	11%	N=70	28%	N=182	53%	N=338	100%	N=640
Talked to or visited with your immediate neighbors	41%	N=264	30%	N=194	23%	N=146	6%	N=39	100%	N=643
Done a favor for a neighbor	12%	N=79	30%	N=192	35%	N=227	22%	N=141	100%	N=638

Table 22: Question 4 with "don"t know" repsonses

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	37%	N=235	33%	N=209	25%	N=162	6%	N=36	100%	N=642
Attended a neighborhood-sponsored event	2%	N=14	3%	N=21	30%	N=195	64%	N=412	100%	N=641
Attended a government-organized event (open house, City Council session, forum, etc.)	1%	N=7	2%	N=14	22%	N=142	75%	N=479	100%	N=642
Carpooled with other adults or children instead of driving alone	14%	N=90	19%	N=124	19%	N=122	48%	N=305	100%	N=641
Volunteered your time in Fort Collins	8%	N=50	11%	N=70	28%	N=182	53%	N=338	100%	N=640
Talked to or visited with your immediate neighbors	41%	N=264	30%	N=194	23%	N=146	6%	N=39	100%	N=643
Done a favor for a neighbor	12%	N=79	30%	N=192	35%	N=227	22%	N=141	100%	N=638

Table 23: 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	2%	N=13
About once a year	8%	N=49
Every 2-4 years	21%	N=134
Every 5-7 years	12%	N=79
Every 8-10 years	7%	N=43
Every 11-15 years	5%	N=30
16-20 years	4%	N=28
I have not relocated in the last 20 years	13%	N=84
I have not relocated within the City	27%	N=173
Total	100%	N=635

Table 24: Question 6 without "no opinion" responses

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	58%	N=370	36%	N=226	5%	N=33	0%	N=3	0%	N=3	100%	N=635
Downtown Fort Collins at night	19%	N=116	41%	N=251	30%	N=186	7%	N=42	3%	N=17	100%	N=612
Your neighborhood during the day	72%	N=464	23%	N=151	3%	N=21	1%	N=5	0%	N=2	100%	N=643
Your neighborhood at night	41%	N=265	41%	N=265	11%	N=71	5%	N=29	1%	N=9	100%	N=639
Parks	30%	N=177	56%	N=337	12%	N=69	2%	N=11	1%	N=7	100%	N=601
Natural areas/open spaces	29%	N=179	56%	N=338	13%	N=78	1%	N=7	1%	N=6	100%	N=609
Recreation facilities	39%	N=217	51%	N=284	8%	N=42	1%	N=6	1%	N=3	100%	N=553
Trails	30%	N=179	53%	N=318	14%	N=86	3%	N=19	0%	N=1	100%	N=603
Fort Collins overall during the day	51%	N=326	44%	N=280	5%	N=33	0%	N=3	0%	N=0	100%	N=641
Fort Collins overall at night	20%	N=126	46%	N=288	28%	N=178	5%	N=32	1%	N=7	100%	N=631
Transfort/MAX	24%	N=68	43%	N=121	22%	N=62	6%	N=17	5%	N=15	100%	N=282

Table 25: Question 6 with "no opinion" responses

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	58%	N=370	35%	N=226	5%	N=33	0%	N=3	0%	N=3	1%	N=7	100%	N=643
Downtown Fort Collins at night	18%	N=116	39%	N=251	29%	N=186	6%	N=42	3%	N=17	5%	N=32	100%	N=644
Your neighborhood during the day	72%	N=464	23%	N=151	3%	N=21	1%	N=5	0%	N=2	0%	N=1	100%	N=644
Your neighborhood at night	41%	N=265	41%	N=265	11%	N=71	4%	N=29	1%	N=9	1%	N=4	100%	N=644
Parks	28%	N=177	52%	N=337	11%	N=69	2%	N=11	1%	N=7	6%	N=42	100%	N=642
Natural areas/open spaces	28%	N=179	53%	N=338	12%	N=78	1%	N=7	1%	N=6	5%	N=32	100%	N=640
Recreation facilities	34%	N=217	44%	N=284	7%	N=42	1%	N=6	0%	N=3	14%	N=89	100%	N=642
Trails	28%	N=179	49%	N=318	13%	N=86	3%	N=19	0%	N=1	6%	N=39	100%	N=642
Fort Collins overall during the day	51%	N=326	44%	N=280	5%	N=33	0%	N=3	0%	N=0	0%	N=0	100%	N=641
Fort Collins overall at night	20%	N=126	45%	N=288	28%	N=178	5%	N=32	1%	N=7	2%	N=12	100%	N=643
Transfort/MAX	11%	N=68	19%	N=121	10%	N=62	3%	N=17	2%	N=15	56%	N=361	100%	N=644

Table 26: Question 7 without "no opinion" responses

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)	22%	N=94	45%	N=196	28%	N=124	4%	N=17	1%	N=5	100%	N=437
Disaster response and restoration of services	25%	N=97	43%	N=168	29%	N=115	3%	N=11	1%	N=3	100%	N=394
Fire prevention/education	22%	N=98	40%	N=177	28%	N=126	6%	N=27	3%	N=14	100%	N=442
Fire response time	38%	N=127	43%	N=143	16%	N=55	1%	N=3	1%	N=4	100%	N=332
Fire services overall	40%	N=160	39%	N=157	20%	N=79	1%	N=4	0%	N=1	100%	N=400
Crime prevention	12%	N=58	35%	N=174	40%	N=197	9%	N=43	4%	N=21	100%	N=494
Police patrol	15%	N=77	33%	N=173	40%	N=211	10%	N=55	3%	N=14	100%	N=531
Traffic enforcement	9%	N=48	31%	N=170	41%	N=228	12%	N=67	7%	N=39	100%	N=553
Police visibility	14%	N=82	34%	N=201	43%	N=251	6%	N=37	3%	N=18	100%	N=590
Police response time	20%	N=65	38%	N=124	34%	N=111	7%	N=22	2%	N=6	100%	N=327
Police services overall	17%	N=87	40%	N=201	34%	N=171	6%	N=32	2%	N=11	100%	N=503
Code enforcement (weeds, rubbish/trash, etc.)	11%	N=54	36%	N=178	37%	N=180	12%	N=60	3%	N=16	100%	N=489
Noise enforcement	11%	N=44	31%	N=129	43%	N=180	8%	N=35	7%	N=31	100%	N=419
Animal control	13%	N=54	46%	N=195	33%	N=140	5%	N=21	3%	N=14	100%	N=423
Business property maintenance	15%	N=69	47%	N=216	33%	N=154	4%	N=17	2%	N=8	100%	N=464
Residential property maintenance	13%	N=67	43%	N=219	33%	N=169	8%	N=42	3%	N=14	100%	N=512
Natural Areas and Park Ranger services	41%	N=224	46%	N=253	11%	N=62	1%	N=7	1%	N=3	100%	N=549

Table 27: Question 7 with "no opinion" responses

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)	15%	N=94	31%	N=196	19%	N=124	3%	N=17	1%	N=5	32%	N=203	100%	N=639
Disaster response and restoration of services	15%	N=97	26%	N=168	18%	N=115	2%	N=11	1%	N=3	39%	N=247	100%	N=641
Fire prevention/education	15%	N=98	28%	N=177	20%	N=126	4%	N=27	2%	N=14	31%	N=198	100%	N=641
Fire response time	20%	N=127	23%	N=143	9%	N=55	0%	N=3	1%	N=4	48%	N=303	100%	N=635
Fire services overall	25%	N=160	24%	N=157	12%	N=79	1%	N=4	0%	N=1	38%	N=241	100%	N=641
Crime prevention	9%	N=58	27%	N=174	31%	N=197	7%	N=43	3%	N=21	23%	N=147	100%	N=641
Police patrol	12%	N=77	27%	N=173	33%	N=211	9%	N=55	2%	N=14	17%	N=112	100%	N=642
Traffic enforcement	8%	N=48	27%	N=170	36%	N=228	11%	N=67	6%	N=39	14%	N=88	100%	N=642
Police visibility	13%	N=82	31%	N=201	39%	N=251	6%	N=37	3%	N=18	8%	N=52	100%	N=642
Police response time	10%	N=65	19%	N=124	17%	N=111	3%	N=22	1%	N=6	49%	N=316	100%	N=643
Police services overall	14%	N=87	32%	N=201	27%	N=171	5%	N=32	2%	N=11	21%	N=132	100%	N=634
Code enforcement (weeds, rubbish/trash, etc.)	8%	N=54	28%	N=178	28%	N=180	9%	N=60	3%	N=16	24%	N=151	100%	N=641
Noise enforcement	7%	N=44	20%	N=129	28%	N=180	5%	N=35	5%	N=31	34%	N=217	100%	N=636
Animal control	8%	N=54	30%	N=195	22%	N=140	3%	N=21	2%	N=14	34%	N=216	100%	N=640
Business property maintenance	11%	N=69	34%	N=216	24%	N=154	3%	N=17	1%	N=8	28%	N=178	100%	N=643
Residential property maintenance	10%	N=67	34%	N=219	26%	N=169	7%	N=42	2%	N=14	20%	N=131	100%	N=643
Natural Areas and Park Ranger services	35%	N=224	39%	N=253	10%	N=62	1%	N=7	0%	N=3	15%	N=93	100%	N=642

Table 28: Question 8 without "no opinion" responses

Please rate the following areas of transportation in Fort Collins.	Very good		Good		Average		Bad		Very bad		Total	
Ease of travel by car	23%	N=150	35%	N=224	27%	N=173	12%	N=77	3%	N=17	100%	N=641
Ease of traveling by public transportation	6%	N=24	26%	N=106	34%	N=142	25%	N=104	9%	N=38	100%	N=414
Ease of walking	22%	N=139	41%	N=259	28%	N=178	8%	N=52	2%	N=10	100%	N=638
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	13%	N=49	35%	N=129	31%	N=115	17%	N=61	4%	N=13	100%	N=368
Ease of travel by bicycle	45%	N=270	38%	N=227	13%	N=81	3%	N=17	1%	N=7	100%	N=601
Availability of parking Downtown	9%	N=60	26%	N=160	36%	N=223	20%	N=125	10%	N=60	100%	N=628
Traffic flow	4%	N=27	25%	N=163	39%	N=250	22%	N=141	9%	N=60	100%	N=641
Street maintenance	13%	N=80	37%	N=232	37%	N=232	11%	N=67	3%	N=18	100%	N=629
Availability of electric vehicle charging stations	5%	N=9	20%	N=35	30%	N=52	33%	N=57	12%	N=20	100%	N=173
Northern Colorado Regional Airport	11%	N=23	31%	N=68	32%	N=71	19%	N=42	6%	N=13	100%	N=218

Table 29: Question 8 with "no opinion" responses

Please rate the following areas of transportation in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Ease of travel by car	23%	N=150	35%	N=224	27%	N=173	12%	N=77	3%	N=17	0%	N=1	100%	N=642
Ease of traveling by public transportation	4%	N=24	17%	N=106	22%	N=142	16%	N=104	6%	N=38	35%	N=224	100%	N=639
Ease of walking	22%	N=139	40%	N=259	28%	N=178	8%	N=52	2%	N=10	1%	N=4	100%	N=642
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	8%	N=49	20%	N=129	18%	N=115	10%	N=61	2%	N=13	42%	N=269	100%	N=637
Ease of travel by bicycle	42%	N=270	35%	N=227	13%	N=81	3%	N=17	1%	N=7	6%	N=40	100%	N=641
Availability of parking Downtown	9%	N=60	25%	N=160	35%	N=223	19%	N=125	9%	N=60	2%	N=15	100%	N=642
Traffic flow	4%	N=27	25%	N=163	39%	N=250	22%	N=141	9%	N=60	0%	N=3	100%	N=644
Street maintenance	13%	N=80	36%	N=232	36%	N=232	11%	N=67	3%	N=18	2%	N=13	100%	N=642
Availability of electric vehicle charging stations	1%	N=9	6%	N=35	8%	N=52	9%	N=57	3%	N=20	73%	N=467	100%	N=641
Northern Colorado Regional Airport	4%	N=23	11%	N=68	11%	N=71	7%	N=42	2%	N=13	66%	N=426	100%	N=643

Table 30: Question 9 without "no opinion" responses

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services.	Very good		Good		Average		Bad		Very bad		Total	
The overall quality of Fort Collins Utilities	37%	N=230	44%	N=278	18%	N=110	1%	N=5	1%	N=3	100%	N=626
Your overall impression of Fort Collins Utilities	35%	N=221	40%	N=254	22%	N=139	2%	N=12	1%	N=7	100%	N=633

Table 31: Question 9 with "no opinion" responses

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
The overall quality of Fort Collins Utilities	36%	N=230	44%	N=278	17%	N=110	1%	N=5	1%	N=3	1%	N=9	100%	N=635
Your overall impression of Fort Collins Utilities	35%	N=221	40%	N=254	22%	N=139	2%	N=12	1%	N=7	1%	N=8	100%	N=641

Table 32: Question 10 without "don't know" responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Sign up for Connexion internet, TV or phone service when available to you	53%	N=268	23%	N=114	7%	N=35	18%	N=90	100%	N=507
Recommend Connexion service to a friend, relative or colleague	57%	N=206	16%	N=59	6%	N=23	21%	N=76	100%	N=365

Table 33: Question 10 with "don't know" responses

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	
Sign up for Connexion internet, TV or phone service when available to you	42%	N=268	18%	N=114	6%	N=35	14%	N=90	21%	N=133	100%	N=641
Recommend Connexion service to a friend, relative or colleague	32%	N=206	9%	N=59	4%	N=23	12%	N=76	43%	N=275	100%	N=640

Table 34: Question 11 without "no opinion" responses

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	
Air quality	17%	N=105	39%	N=247	29%	N=181	13%	N=85	2%	N=15	100%	N=633
Recycling programs	21%	N=131	45%	N=282	24%	N=148	9%	N=58	1%	N=6	100%	N=625
Conservation efforts	21%	N=120	48%	N=276	27%	N=155	5%	N=27	1%	N=4	100%	N=581
Overall quality of environment	23%	N=141	52%	N=324	23%	N=144	2%	N=13	1%	N=4	100%	N=624

Table 35: Question 11 with "no opinion" responses

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	
Air quality	17%	N=105	39%	N=247	28%	N=181	13%	N=85	2%	N=15	1%	N=3	100%	N=637
Recycling programs	21%	N=131	44%	N=282	23%	N=148	9%	N=58	1%	N=6	2%	N=13	100%	N=638
Conservation efforts	19%	N=120	43%	N=276	24%	N=155	4%	N=27	1%	N=4	9%	N=56	100%	N=636
Overall quality of environment	22%	N=141	51%	N=324	23%	N=144	2%	N=13	1%	N=4	2%	N=12	100%	N=637

Table 36: Question 12 without "no opinion" responses

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	52%	N=320	40%	N=249	7%	N=41	1%	N=5	0%	N=3	100%	N=618
Trails	55%	N=337	38%	N=232	7%	N=41	0%	N=3	0%	N=3	100%	N=616
Parks Overall	51%	N=313	40%	N=245	9%	N=57	0%	N=1	0%	N=3	100%	N=619
Parks in my neighborhood	45%	N=265	37%	N=218	12%	N=70	3%	N=17	2%	N=15	100%	N=585
Dog parks	32%	N=121	37%	N=141	22%	N=86	8%	N=30	2%	N=6	100%	N=384
Timberline Recycling Center	36%	N=155	46%	N=196	15%	N=66	1%	N=6	1%	N=4	100%	N=429
Cemeteries	28%	N=78	51%	N=140	19%	N=53	2%	N=5	0%	N=0	100%	N=275
Golf courses	32%	N=84	43%	N=112	22%	N=58	2%	N=6	1%	N=2	100%	N=262
Athletic fields	25%	N=96	53%	N=204	20%	N=77	1%	N=3	1%	N=3	100%	N=382
Northside Aztlan Community Center	33%	N=91	52%	N=144	14%	N=39	1%	N=3	1%	N=2	100%	N=279
Fort Collins Senior Center	34%	N=92	51%	N=138	13%	N=36	1%	N=3	1%	N=2	100%	N=271
Edora Pool Ice Center (EPIC)	30%	N=100	48%	N=157	16%	N=52	5%	N=18	1%	N=2	100%	N=329
Foothills Activity Center	21%	N=39	52%	N=98	23%	N=43	3%	N=5	1%	N=2	100%	N=187
Mulberry Pool	14%	N=38	41%	N=111	34%	N=93	7%	N=18	4%	N=11	100%	N=271
The Farm at Lee Martinez Park	39%	N=140	48%	N=169	11%	N=40	1%	N=4	1%	N=2	100%	N=355
The Gardens on Spring Creek	50%	N=223	39%	N=176	8%	N=37	2%	N=7	1%	N=3	100%	N=446
Pottery studio	34%	N=40	43%	N=50	20%	N=23	4%	N=5	0%	N=0	100%	N=118
Art in Public Places program	42%	N=179	43%	N=180	13%	N=53	2%	N=8	0%	N=2	100%	N=422
Lincoln Center programs	38%	N=160	42%	N=177	17%	N=71	3%	N=11	0%	N=1	100%	N=420
Fort Collins Museum of Discovery	42%	N=174	45%	N=188	11%	N=46	0%	N=1	1%	N=5	100%	N=415
Adult recreation programs	23%	N=74	46%	N=148	24%	N=79	6%	N=19	1%	N=2	100%	N=322
Senior recreation programs	31%	N=59	41%	N=79	21%	N=41	6%	N=12	1%	N=1	100%	N=192
Youth/teen recreation programs	29%	N=60	43%	N=87	21%	N=42	6%	N=13	1%	N=3	100%	N=204

Table 37: Question 12 with "no opinion" responses

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	50%	N=320	39%	N=249	6%	N=41	1%	N=5	0%	N=3	3%	N=21	100%	N=639
Trails	53%	N=337	36%	N=232	6%	N=41	0%	N=3	0%	N=3	4%	N=25	100%	N=640
Parks Overall	49%	N=313	38%	N=245	9%	N=57	0%	N=1	0%	N=3	3%	N=21	100%	N=640
Parks in my neighborhood	42%	N=265	34%	N=218	11%	N=70	3%	N=17	2%	N=15	8%	N=52	100%	N=638
Dog parks	19%	N=121	22%	N=141	13%	N=86	5%	N=30	1%	N=6	40%	N=253	100%	N=637
Timberline Recycling Center	24%	N=155	31%	N=196	10%	N=66	1%	N=6	1%	N=4	33%	N=209	100%	N=638
Cemeteries	12%	N=78	22%	N=140	8%	N=53	1%	N=5	0%	N=0	57%	N=359	100%	N=635
Golf courses	13%	N=84	18%	N=112	9%	N=58	1%	N=6	0%	N=2	59%	N=374	100%	N=636
Athletic fields	15%	N=96	32%	N=204	12%	N=77	0%	N=3	0%	N=3	40%	N=256	100%	N=639
Northside Aztlan Community Center	14%	N=91	23%	N=144	6%	N=39	0%	N=3	0%	N=2	56%	N=358	100%	N=637
Fort Collins Senior Center	14%	N=92	22%	N=138	6%	N=36	0%	N=3	0%	N=2	57%	N=366	100%	N=637
Edora Pool Ice Center (EPIC)	16%	N=100	25%	N=157	8%	N=52	3%	N=18	0%	N=2	48%	N=305	100%	N=634
Foothills Activity Center	6%	N=39	15%	N=98	7%	N=43	1%	N=5	0%	N=2	70%	N=445	100%	N=633
Mulberry Pool	6%	N=38	17%	N=111	15%	N=93	3%	N=18	2%	N=11	57%	N=365	100%	N=635
The Farm at Lee Martinez Park	22%	N=140	27%	N=169	6%	N=40	1%	N=4	0%	N=2	43%	N=271	100%	N=626
The Gardens on Spring Creek	35%	N=223	28%	N=176	6%	N=37	1%	N=7	0%	N=3	30%	N=190	100%	N=636
Pottery studio	6%	N=40	8%	N=50	4%	N=23	1%	N=5	0%	N=0	81%	N=517	100%	N=635
Art in Public Places program	28%	N=179	28%	N=180	8%	N=53	1%	N=8	0%	N=2	34%	N=213	100%	N=635
Lincoln Center programs	25%	N=160	28%	N=177	11%	N=71	2%	N=11	0%	N=1	34%	N=219	100%	N=639
Fort Collins Museum of Discovery	27%	N=174	30%	N=188	7%	N=46	0%	N=1	1%	N=5	35%	N=220	100%	N=634
Adult recreation programs	12%	N=74	23%	N=148	12%	N=79	3%	N=19	0%	N=2	49%	N=315	100%	N=638
Senior recreation programs	9%	N=59	12%	N=79	6%	N=41	2%	N=12	0%	N=1	70%	N=447	100%	N=639
Youth/teen recreation programs	9%	N=60	14%	N=87	7%	N=42	2%	N=13	0%	N=3	68%	N=434	100%	N=638

Table 38: Question 13 without "no opinion" responses

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	5%	N=26	30%	N=171	36%	N=202	21%	N=118	8%	N=46	100%	N=562
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	7%	N=38	31%	N=180	35%	N=202	20%	N=115	7%	N=43	100%	N=578
Efficient operation of programs and services	12%	N=61	43%	N=218	35%	N=177	7%	N=35	3%	N=14	100%	N=505
Encouraging sustainability in the community	16%	N=91	42%	N=239	30%	N=171	10%	N=56	2%	N=11	100%	N=568
Partnering with the community to address climate change	10%	N=49	27%	N=130	35%	N=166	23%	N=112	4%	N=20	100%	N=477
Overall direction of the City	12%	N=68	37%	N=215	33%	N=194	14%	N=84	4%	N=22	100%	N=583
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	8%	N=43	28%	N=154	33%	N=182	22%	N=121	9%	N=51	100%	N=552
Promotion of the health of the environment of Fort Collins	11%	N=63	37%	N=207	41%	N=226	8%	N=45	2%	N=13	100%	N=554
Promotion of the economic health of Fort Collins	9%	N=50	37%	N=194	39%	N=203	12%	N=62	3%	N=18	100%	N=526
Support of businesses	12%	N=61	43%	N=216	36%	N=181	6%	N=29	4%	N=19	100%	N=506
Encouraging a variety of businesses	13%	N=61	40%	N=190	35%	N=166	9%	N=42	4%	N=20	100%	N=479
Retaining existing businesses	9%	N=44	29%	N=133	43%	N=199	14%	N=67	5%	N=22	100%	N=466
Attracting new businesses	10%	N=43	32%	N=141	39%	N=168	15%	N=65	4%	N=19	100%	N=437
Welcoming community member involvement	11%	N=52	40%	N=182	36%	N=161	10%	N=47	3%	N=11	100%	N=454
Listening to community members	9%	N=38	32%	N=137	42%	N=183	11%	N=46	6%	N=28	100%	N=431
Informing community members	10%	N=55	36%	N=192	37%	N=198	12%	N=62	5%	N=24	100%	N=531
Providing opportunities to participate in government activities	11%	N=51	31%	N=140	41%	N=188	14%	N=64	3%	N=14	100%	N=458
Providing volunteer opportunities to community members	14%	N=68	36%	N=168	41%	N=195	8%	N=36	1%	N=6	100%	N=473
Providing emergency information	17%	N=82	37%	N=182	34%	N=168	8%	N=37	4%	N=19	100%	N=488
Response to the COVID-19 pandemic	15%	N=81	37%	N=198	38%	N=207	5%	N=27	5%	N=26	100%	N=539
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	20%	N=110	41%	N=225	27%	N=144	9%	N=49	3%	N=15	100%	N=543
Creating a welcoming, inclusive community where all community members feel a sense of belonging	19%	N=49	28%	N=70	37%	N=92	15%	N=37	2%	N=4	100%	N=252

Table 39: Question 13 with "no opinion" responses

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	4%	N=26	27%	N=171	32%	N=202	19%	N=118	7%	N=46	11%	N=67	100%	N=629
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	6%	N=38	28%	N=180	32%	N=202	18%	N=115	7%	N=43	9%	N=60	100%	N=637
Efficient operation of programs and services	10%	N=61	34%	N=218	28%	N=177	5%	N=35	2%	N=14	21%	N=131	100%	N=636
Encouraging sustainability in the community	14%	N=91	38%	N=239	27%	N=171	9%	N=56	2%	N=11	11%	N=67	100%	N=635
Partnering with the community to address climate change	8%	N=49	21%	N=130	26%	N=166	18%	N=112	3%	N=20	25%	N=156	100%	N=634
Overall direction of the City	11%	N=68	34%	N=215	31%	N=194	13%	N=84	3%	N=22	8%	N=49	100%	N=632
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	7%	N=43	24%	N=154	29%	N=182	19%	N=121	8%	N=51	12%	N=78	100%	N=630
Promotion of the health of the environment of Fort Collins	10%	N=63	33%	N=207	36%	N=226	7%	N=45	2%	N=13	12%	N=77	100%	N=632
Promotion of the economic health of Fort Collins	8%	N=50	31%	N=194	32%	N=203	10%	N=62	3%	N=18	17%	N=108	100%	N=634
Support of businesses	10%	N=61	34%	N=216	29%	N=181	5%	N=29	3%	N=19	20%	N=128	100%	N=634
Encouraging a variety of businesses	10%	N=61	30%	N=190	26%	N=166	7%	N=42	3%	N=20	24%	N=153	100%	N=633
Retaining existing businesses	7%	N=44	21%	N=133	31%	N=199	11%	N=67	3%	N=22	27%	N=169	100%	N=635
Attracting new businesses	7%	N=43	22%	N=141	27%	N=168	10%	N=65	3%	N=19	31%	N=196	100%	N=634
Welcoming community member involvement	8%	N=52	29%	N=182	25%	N=161	7%	N=47	2%	N=11	28%	N=180	100%	N=634
Listening to community members	6%	N=38	22%	N=137	29%	N=183	7%	N=46	4%	N=28	31%	N=198	100%	N=629
Informing community members	9%	N=55	30%	N=192	31%	N=198	10%	N=62	4%	N=24	16%	N=99	100%	N=631
Providing opportunities to participate in government activities	8%	N=51	22%	N=140	30%	N=188	10%	N=64	2%	N=14	28%	N=175	100%	N=633

Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Providing volunteer opportunities to community members	11%	N=68	27%	N=168	31%	N=195	6%	N=36	1%	N=6	25%	N=161	100%	N=634
Providing emergency information	13%	N=82	29%	N=182	27%	N=168	6%	N=37	3%	N=19	23%	N=145	100%	N=633
Response to the COVID-19 pandemic	13%	N=81	31%	N=198	33%	N=207	4%	N=27	4%	N=26	14%	N=89	100%	N=628
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	17%	N=110	36%	N=225	23%	N=144	8%	N=49	2%	N=15	14%	N=89	100%	N=632
Creating a welcoming, inclusive community where all community members feel a sense of belonging	17%	N=49	25%	N=70	32%	N=92	13%	N=37	1%	N=4	12%	N=33	100%	N=285

Table 40: Question 14 without "no opinion" responses

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent	Number
Very good	21%	N=133
Good	55%	N=348
Average	21%	N=135
Bad	2%	N=14
Very bad	1%	N=6
Total	100%	N=636

Table 41: Question 14 with "no opinion" responses

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent	Number
Very good	21%	N=133
Good	55%	N=348
Average	21%	N=135
Bad	2%	N=14
Very bad	1%	N=6
No opinion	0%	N=2
Total	100%	N=638

Table 42: Question 15

Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	Percent	Number
Yes	52%	N=333
No	48%	N=307
Total	100%	N=640

Table 43: Question 15A without "no opinion" responses

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	55%	N=182	32%	N=107	9%	N=30	2%	N=6	1%	N=4	100%	N=328
Promptness	48%	N=155	34%	N=110	10%	N=31	6%	N=21	3%	N=9	100%	N=326
Knowledge	53%	N=172	31%	N=101	12%	N=41	3%	N=11	1%	N=2	100%	N=327
Making you feel valued	47%	N=147	25%	N=78	15%	N=47	9%	N=29	4%	N=12	100%	N=313
Overall impression	51%	N=166	30%	N=97	14%	N=46	3%	N=11	2%	N=6	100%	N=326

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

Table 44: Question 15A with "no opinion" responses

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	55%	N=182	32%	N=107	9%	N=30	2%	N=6	1%	N=4	1%	N=3	100%	N=331
Promptness	47%	N=155	33%	N=110	9%	N=31	6%	N=21	3%	N=9	1%	N=4	100%	N=330
Knowledge	52%	N=172	30%	N=101	12%	N=41	3%	N=11	1%	N=2	1%	N=3	100%	N=330
Making you feel valued	45%	N=147	24%	N=78	14%	N=47	9%	N=29	4%	N=12	5%	N=17	100%	N=330
Overall impression	51%	N=166	30%	N=97	14%	N=46	3%	N=11	2%	N=6	1%	N=2	100%	N=328

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

Table 45: Question 15B without "no opinion" responses

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	24%	N=52	60%	N=130	14%	N=32	1%	N=2	1%	N=3	100%	N=219
Promptness in responding to inquiries and service requests	24%	N=50	47%	N=95	24%	N=50	4%	N=8	0%	N=1	100%	N=204
Making community members or customers feel valued	19%	N=37	49%	N=98	28%	N=56	4%	N=7	1%	N=3	100%	N=201

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

Table 46: Question 15B with "no opinion" responses

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	17%	N=52	43%	N=130	10%	N=32	1%	N=2	1%	N=3	28%	N=84	100%	N=303
Promptness in responding to inquiries and service requests	16%	N=50	31%	N=95	16%	N=50	3%	N=8	0%	N=1	33%	N=101	100%	N=305
Making community members or customers feel valued	12%	N=37	32%	N=98	18%	N=56	2%	N=7	1%	N=3	34%	N=104	100%	N=305

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

Table 47: Question 16 without "no opinion" responses

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	49%	N=276	49%	N=277	3%	N=15	100%	N=568
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	64%	N=382	31%	N=187	4%	N=26	100%	N=594
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	62%	N=376	30%	N=185	8%	N=48	100%	N=609
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	22%	N=128	72%	N=422	6%	N=38	100%	N=588
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, xxreplace with text	26%	N=157	72%	N=434	2%	N=13	100%	N=604
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	51%	N=306	47%	N=278	2%	N=12	100%	N=596
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	18%	N=102	75%	N=434	7%	N=43	100%	N=579

Table 48: Question 16 with "no opinion" responses

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	45%	N=276	46%	N=277	2%	N=15	7%	N=41	100%	N=609
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	62%	N=382	30%	N=187	4%	N=26	4%	N=25	100%	N=619
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	61%	N=376	30%	N=185	8%	N=48	2%	N=12	100%	N=621
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	21%	N=128	68%	N=422	6%	N=38	5%	N=32	100%	N=620
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, xxreplace with text	25%	N=157	70%	N=434	2%	N=13	2%	N=15	100%	N=618
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	49%	N=306	45%	N=278	2%	N=12	4%	N=25	100%	N=621
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	16%	N=102	70%	N=434	7%	N=43	7%	N=41	100%	N=620

Table 49: Question 16 - 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	48%	N=285
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	68%	N=404
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing xxxenter text here	58%	N=345
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	24%	N=144
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, xxxenter text here	30%	N=180
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	52%	N=310
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=73

Table 50: Question 17

Thinking about the next few years, what is ONE item or focus area you would like the City to improve?	Percent of Respondents	Number
Cost of living/economy/jobs	8%	N=42
Housing cost	19%	N=102
Traffic and roads	10%	N=53
Environmental issues	14%	N=78
Growth and development issues	12%	N=66
Transportation improvements	9%	N=51
Safety/police/homelessness	7%	N=39
Government policies, spending, service delivery, etc.	5%	N=25
Recreation and parks	3%	N=14
Diversity, equity, and inclusion	3%	N=15
Neighborhood livability	2%	N=14
Other	8%	N=41
N/A	1%	N=5
Total	100%	N=546

Table 51: Question 19 without "dont"t know" repsonses

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs.	Always		Frequently		Sometimes		Never		Total	
The City of Fort Collins local channels 14 and 881	1%	N=3	1%	N=6	12%	N=74	87%	N=554	100%	N=637
Online video FCTV on www.fcgov.com/FCTV	1%	N=4	3%	N=19	16%	N=96	81%	N=496	100%	N=616
City's website (www.fcgov.com)	7%	N=47	25%	N=163	53%	N=339	14%	N=90	100%	N=638
City News eNewsletter	2%	N=14	7%	N=46	26%	N=164	65%	N=410	100%	N=634
Newsletters or brochures from City departments	4%	N=26	14%	N=91	41%	N=255	41%	N=258	100%	N=630
City employees or departments (e.g., contacting by phone, email or in person)	1%	N=9	6%	N=38	53%	N=335	40%	N=252	100%	N=634
Tracks and Trails (the guide to natural areas activities)	9%	N=58	29%	N=180	36%	N=226	26%	N=165	100%	N=629
"Recreator" (guide to recreation programs)	8%	N=49	21%	N=133	38%	N=243	33%	N=212	100%	N=637
Word of mouth	16%	N=99	37%	N=235	36%	N=227	12%	N=73	100%	N=634
Newspaper (print or online)	10%	N=63	21%	N=132	31%	N=198	39%	N=246	100%	N=638
Radio	4%	N=25	17%	N=107	26%	N=166	53%	N=339	100%	N=638
Television news	3%	N=20	10%	N=61	23%	N=144	65%	N=410	100%	N=636
Social media (Facebook, Twitter, Nextdoor, etc.)	10%	N=62	23%	N=145	38%	N=242	30%	N=189	100%	N=638
OurCity Platform (ourcity.fcgov.com)	0%	N=2	5%	N=29	21%	N=131	74%	N=473	100%	N=636
Engage Platform (engage.fcgov.com)	1%	N=5	4%	N=23	12%	N=75	83%	N=524	100%	N=628
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	2%	N=14	7%	N=45	17%	N=111	73%	N=467	100%	N=637
City booth at local events	1%	N=4	6%	N=38	32%	N=203	61%	N=391	100%	N=637
Other (please specify)	2%	N=6	5%	N=17	4%	N=14	90%	N=325	100%	N=362

Table 52: Question 19 with "don"t know" responses

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs.	Always		Frequently		Sometimes		Never		Total	
The City of Fort Collins local channels 14 and 881	1%	N=3	1%	N=6	12%	N=74	87%	N=554	100%	N=637
Online video FCTV on www.fcgov.com/FCTV	1%	N=4	3%	N=19	16%	N=96	81%	N=496	100%	N=616
City's website (www.fcgov.com)	7%	N=47	25%	N=163	53%	N=339	14%	N=90	100%	N=638
City News eNewsletter	2%	N=14	7%	N=46	26%	N=164	65%	N=410	100%	N=634
Newsletters or brochures from City departments	4%	N=26	14%	N=91	41%	N=255	41%	N=258	100%	N=630
City employees or departments (e.g., contacting by phone, email or in person)	1%	N=9	6%	N=38	53%	N=335	40%	N=252	100%	N=634
Tracks and Trails (the guide to natural areas activities)	9%	N=58	29%	N=180	36%	N=226	26%	N=165	100%	N=629
"Recreator" (guide to recreation programs)	8%	N=49	21%	N=133	38%	N=243	33%	N=212	100%	N=637
Word of mouth	16%	N=99	37%	N=235	36%	N=227	12%	N=73	100%	N=634
Newspaper (print or online)	10%	N=63	21%	N=132	31%	N=198	39%	N=246	100%	N=638
Radio	4%	N=25	17%	N=107	26%	N=166	53%	N=339	100%	N=638
Television news	3%	N=20	10%	N=61	23%	N=144	65%	N=410	100%	N=636
Social media (Facebook, Twitter, Nextdoor, etc.)	10%	N=62	23%	N=145	38%	N=242	30%	N=189	100%	N=638
OurCity Platform (ourcity.fcgov.com)	0%	N=2	5%	N=29	21%	N=131	74%	N=473	100%	N=636
Engage Platform (engage.fcgov.com)	1%	N=5	4%	N=23	12%	N=75	83%	N=524	100%	N=628
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	2%	N=14	7%	N=45	17%	N=111	73%	N=467	100%	N=637
City booth at local events	1%	N=4	6%	N=38	32%	N=203	61%	N=391	100%	N=637
Other (please specify)	2%	N=6	5%	N=17	4%	N=14	90%	N=325	100%	N=362

Table 53: Question D1

About how many years have you lived in Fort Collins?	Percent	Number
Less than 2 years	14%	N=88
2-5 years	17%	N=107
6-10 years	18%	N=114
11-20 years	17%	N=108
More than 20 years	34%	N=218
Total	100%	N=634

Table 54: Question D2

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent	Number
Yes	16%	N=98
No	84%	N=529
Total	100%	N=626

Table 55: Question D3

Which college or university do you attend?	Percent	Number
Colorado State University	91%	N=89
Front Range Community College	4%	N=3
Another local college or university	5%	N=5
Total	100%	N=98

Table 56: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=394
Working part time for pay	12%	N=76
Unemployed, looking for paid work	4%	N=23
Unemployed, not looking for paid work	5%	N=30
Fully retired	17%	N=104
Total	100%	N=626

Table 57: Question D5

Do you work inside the boundaries of Fort Collins?	Percent	Number
Yes, outside the home	48%	N=293
Yes, from home	21%	N=126
No	31%	N=188
Total	100%	N=608

Table 58: Question D6

Which of the age groups below best describes you?	Percent	Number
18-24	9%	N=56
25-34	35%	N=219
35-44	14%	N=91
45-54	14%	N=89
55-64	10%	N=65
65-74	11%	N=70
75+	7%	N=42
Total	100%	N=631

Table 59: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	62%	N=393
Duplex or townhome	11%	N=73
Apartment or condominium	26%	N=163
Mobile home	1%	N=3
Other	0%	N=3
Total	100%	N=635

Table 60: Question D8

Do you own or rent your residence?	Percent	Number
Own	58%	N=366
Rent	42%	N=267
Total	100%	N=633

Table 61: Question D9

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	11%	N=65
$25,000-$49,999	18%	N=108
$50,000-$99,999	32%	N=193
$100,000 to $149,999	19%	N=113
$150,000 or more	21%	N=127
Total	100%	N=605

Table 62: Question D10

What is your gender?	Percent	Number
Nonbinary	1%	N=8
Woman	46%	N=289
Man	46%	N=288
Transgender	1%	N=5
Two-Spirit	0%	N=0
Prefer to self-identify	0%	N=3
Prefer not to answer	6%	N=36
Total	100%	N=629

Table 63: Question D11

Which term best describes your sexual orientation?	Percent	Number
Asexual	3%	N=17
Bisexual	6%	N=33
Heterosexual	82%	N=446
Lesbian or gay	4%	N=23
Pansexual	2%	N=8
Queer	3%	N=19
Prefer to self-identify	1%	N=3

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

Table 64: Question D12

What is your race and/or ethnicity?	Percent	Number
American Indian/Alaskan Native	1%	N=8
African	0%	N=2
African American/Black	1%	N=8
Asian/Asian American	4%	N=23
Hispanic/Latinx/Spanish Origin	3%	N=20
Middle Eastern/North African	1%	N=4
Native Hawaiian/Other Pacific Islander	0%	N=0
White	86%	N=532
Prefer to self-identify	2%	N=10
Prefer not to answer	7%	N=46

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

Table 65: Geographic Area of Residence

	Percent	Number
Northwest	17%	N=107
Northeast	14%	N=92
West Central	23%	N=148
East Central	23%	N=150
Southwest	5%	N=33
Southeast	18%	N=115
Total	100%	N=646

Table 66: Council District of Residence

	Percent	Number
District 1	21%	N=134
District 2	18%	N=113
District 3	17%	N=110
District 4	16%	N=106
District 5	14%	N=92
District 6	14%	N=91
Total	100%	N=646

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Appendix C: Verbatim Responses

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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.

Q17: Thinking about the next few years, what is ONE item or focus area you would like the City to improve on?

Cost of living/economy/jobs

- Access to affordable early chilhood care/education
- Affordability
- Affordability
- Affordability for all incomes
- Affordability of city services and programs. As a middle income community member, can no longer afford gardens at spring creek, recreation programs. Lincoln center, dog license, etc.
- Affordability, not just of housing
- Affordability.
- Affordable (for low income) senior & middle to lower class people of people who lived here for years.
- Affordable and attainable housing
- Affordable and reliable energy sources - using renewable and natural gas.
- Attract employers. Fort Collins has a well-deserved reputation for being a challenging city to work with in regards to business development and relocation to the city. Companies intentionally avoid the city and we're seeing the results with growth in Timnath, Johnstown, and Windsor, but less so in Fort Collins. There's a reason other cities are growing their business base at such a rapid rate while Fort Collins stagnates.
- Attracting businesses that are able to pay employees/residents a livable wage in comparison to the high cost of living (housing).
- Attracting new businesses
- Bringing more & better businesses to our town! Shopping is a disaster! Also, more entertainment venues.
- Bringing new businesses to diversify employment opportunities. New industries
- Cost of electricity & options for homes that are 100% electric.
- Cost of living.
- Economic and business development
- Economic dev in high tech emphasis to support new businesses & growth.
- Economic planning
- Economic planning & supply of quality housing.
- Economy
- Economy
- ECONOMY - IT'S ALWAYS BEEN GOOD BUT LATELY SEEMS SURROUNDING CITIES ARE BENEFITING FROM BUSINESSES OPENING THAT FORT COLLINS SHOULD HAVE DONE.

- Economy, attracting quality jobs.
- Economy.
- Economy.
- Economy-attract/retain businesses & employees.
- ENCOURAGE NEIGHBORHOOD SHOPPING AREAS AS MUCH AS POSSIBLE.
- Encourage/remove barriers for new businesses to open. Better support less regulations!
- Foothills mail - attracting new business.
- Help business economy following covid.
- Helping the economy we the people are struggling financially.
- Higher pay.
- Higher quality department store shopping
- Increase wages for hourly employees. F.C. is way behind.
- Jobs/economy.
- Lower utility rates.
- Making Fort Collins a more affordable place to live with there being so many college students living in the area
- Property taxes are too high (and increasing too much each year) & there isn't enough affordable housing.
- Social health and economy
- Support affordable living and working in FC.
- Support of small businesses.
- SUPPORTING SMALL BUSINESSES.
- Taxes, cost of living - No to smart meters.
- The cost of living is too high.
- THE ECONOMY.
- Wages that match the exorbitant cost of living here.

Housing cost
- 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 & "cola".
- Affordable Housing and Childcare
- Affordable housing and welcoming the homeless as actual residents of this City who need assistance and want to contribute!
- Affordable housing for seniors!
- Affordable housing for the middle class. A decent single-family, townhome, or condo for a reasonable price is greatly needed. Look at properties that are sitting vacant, can they be repurposed? The Kmart sat empty for how many years? How long with the old King Soopers sit empty? Encourage smaller homes, or townhomes, with small yards? I would love to buy something with a yard for my dog, but my $350k budget makes that impossible and I'm looking outside of Fort Collins because of it. There's also an ecological benefit to not having people buying 6 bedroom homes for a family of 4 with two living rooms, an eat-in kitchen, dining room den, sitting area, etc. I have seen plenty of these houses where it's just empty space no one uses. Try redeveloping areas rather than building on empty land.
- Affordable housing opportunities for local residents
- Affordable housing options.
- Affordable housing!!!
- AFFORDABLE HOUSING!!!!!!!!!!!!!!
- AFFORDABLE HOUSING, ESPECIALLY FOR SUPPORT SERVICE JOBS.
- Affordable housing, less sprawl.
- Affordable housing, roads, and properly train police.
- Affordable housing, too many homeless. Needing help.
- 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. Stop focusing on attractiveness of neighborhoods and make sure people can afford to live here in 5 years. These categories force people into boxes. Neighborhood attractiveness and homelessness and poverty are mutually exclusive. They don't belong in the same category, and one is way more important then the other.
- Affordable housing. The Strategic Housing Plan needs more teeth. It's absurd that it's so easy to scrape off existing affordable housing to replace it with trophy houses. We need a real estate transfer fee to discourage speculation, and our regulation of short term rentals, which take housing off the local market, is woefully inadequate.
- AFFORDABLE HOUSING/HOMELESS.
- Affordable senior housing.
- Creating affordable housing!
- Encourage mobile home parks for affordability.
- Focus on creating more affordable housing.
- Housing
- Housing affordability
- Housing affordability for all.
- HOUSING AFFORDABILITY.
- Housing affordability.
- Housing affordability; a lack of high density development for students/young people
- Housing that is affordable.
- Improving affordable housing by 1) deregulating the market (increase density in sensible ways) and 2) bringing some sanity, predictability, and efficiency to building/renovating a home, especially in Old Town. It's currently much too difficult, expensive, and time-consuming to navigate both the historic review process and permitting. Some laudable goals? Yes. But the growing bureaucracy involved has real, inexcusable costs that greatly outweigh the intended outcomes.
- It is impossible to buy a home in this town. Regulate corporations buying up all the properties to use as overpriced rentals
- Locally managed and affordable housing.
- Low income housing that is actually affordable for those living on minimum wage
- more affordable housing availability
- MORE AFFORDABLE HOUSING FOR LOW-INCOME & ELDERLY.
- More affordable housing for seniors.
- More really affordable housing - limit on rent rising yearly.
- Please build .ore housing and disallow Zillow from buying it.
- Provide more affordable housing.

- There needs to be more affordable housing for those who want or need to live here. The cost of housing is unattainable for so many. We need to provide more opportunities for people to be able to stay here and thrive.
- Truly affordable housing.

Traffic and roads

- Air traffic
- Better roads. Reduced Traffic
- Better traffic flow, street repair.
- Bike safety on streets.
- Complete the roads (West prospect, Laporte, Elizabeth).
- Driving is horrible in Ft Collins. Traffic lights are not synchronized and cause traffic jams all the time. Harsher punishments for driving and having a cell phone in their hands!
- improve increased traffic flow
- Improve traffic congestion
- Improve traffic.
- improving stop light timing
- PLEASE improve the timing of the traffic lights!
- Requiring parking areas for businesses in different area. For example, new businesses around the Lincoln Center did not appear to provide parking for their employees. The Lincoln Center desperately needs a parking garage. Senior Citizens and others shouldn't have to walk 4-5 blocks to attend an event, especially at night.
- Road size to address growth.
- Roads and infrastructure. You promote growth, but refuse to upgrade roads accordingly.
- ROADS! FORT COLLINS IS 50 YEARS BEHIND!
- Roads.
- Safe driving.
- Snow removal responsiveness.
- Speeding commuters in and out of town
- stop digging up roads that don't need it and/or coordinate with gas/water so same roads aren't impacted repeatedly
- Street upkeep - potholes etc. I would like cameras at many intersections with consequences for infractions.
- Streets!
- streets/maintenance/snow removal
- The darkness of the streets.
- The flow of traffic from all the outlying developments.
- Think before they okay more subdivisions. Traffic is the main issue.
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic control
- traffic control/enforcement
- Traffic flow regarding all the outlying developments

- Traffic flow, less stoplights.
- Traffic flow.
- Traffic flow; road maintenance.
- Traffic issues.
- Traffic management from speeding and red lights to reckless driving and DUI we need to keep our streets safer for everyone.
- Traffic patterns in the city. I'd also like to see law enforcement write more tickets. I drove across the country and back recently and the Front Range had more people turning left on reds/running reds, speeding, and just being general jerks than any other place I was at. I think more video cameras at intersections would help.
- Traffic patterns. Make a protected left onto w plum street from Shields street. Fix the turning backups from people turning left onto W Elizabeth street from Shields street.
- TRAFFIC SAFETY AND ENFORCEMENT.
- Traffic violations in and around parks and neighborhoods
- Traffic.
- Traffic.
- TRAFFIC.
- TRAFFIC.
- Traffic.
- Traffic.
- TRAFFIC.
- TRAFFIC.

Environmental issues

- 100% renewable energy.
- air pollution
- Air Quality
- Air quality
- Air quality
- Air quality.
- AIR QUALITY.
- Air quality. It is especially bad near main roads. I don't hear birds anymore!
- Anticipate climate change and move away from fossil fuel dependence.
- Availability, quality & quantity of clean water.
- Better communication around environmental issues, esp fire safety/prevention/response
- Clean the green areas, they are covered with trash.
- Cleaning up old town and finding a place for the homeless population.
- Climate action.
- Climate change/sustainability.
- Composting program.
- Composting programs or other ways to remove food waste from the landfill (co-digestion).
- Comprehensive recycling programs - criteria for businesses to set to 0 waste.
- controlling prairie dogs in fossil lake areas
- eliminate the focus on the issues that pretend to address climate change
- ENERGY SUSTAINABILITY.

- ENSURE WATER RESOURCES ARE SUFFICIENT RELATIVE TO POPULATION GROWTH AND THE THREATS POSED BY GLOBAL WARMING.
- ENVIRO - WATER QUALITY.
- environment
- Environment
- Environment
- Environment
- Environment - air quality is/remains poor. Growth should be on hold until air quality significantly improves and water amount & quality are assured.
- Environment - combating global warming.
- Environment - we're on a clock.
- Environment Sustainability
- Environment, i.e. industrial compost and expanding recycling program
- Environment.
- Environment.
- Environment.
- ENVIRONMENT.
- Environment.
- ENVIRONMENT.
- Environment.
- Environment.
- Environment.
- Environment.
- ENVIRONMENT.
- Environment.
- Environment.
- Environment.
- Environment.
- Environment.
- Environment/climate change/charging stations.
- Environment->try to make the city more sustainable.
- Environmental efforts in sustaining efforts in global warming and fire prevention.
- Environmental focus... less water use... regenerative gardening and landscaping education and opportunities
- global warming concerns
- Good (better) air quality for/and climate future.
- Green energy - give incentives & debates for solar appliances & other eco-minded resources.
- GREENSPACE.
- Help curb climate change by reducing emissions and making "green" choices.
- Helping residents add solar to their homes
- how to consume less water
- IMPROVE -> WATER RESOURCES HAVE BECOME SO CRITICAL.
- Improve consistency of utilities' department message to adopt renewables across all departments. You can't have utilities encouraging renewable energy while the head of city forestry is against controlling shading of solar installations. If you want us to adopt renewable energy, you must

protect solar installations from tree-shading by neighbors. If you want neighbors of city parks to adopt solar energy, you can't have forestry planting conifers on the northern boundaries of parks, shading every adjacent roof to the north and eliminating solar opportunity. All departments must be smarterand bought-in to improving our environment, if that is a city goal.

- Land conservation.
- Less littering, less public alcohol and drug use, less loitering, less panhandling, less camping in parks, less people moving here who want to do more of the above. Make Buckingham Park a family park again. Cops say they need more (probably do), also say it's a (park ranger?) problem.... the neighborhood got better for a while, but it some ways it's now worse than it was... please get the vagrants, loiterers, drunks, stoners, druggies, panhandlers, crazy women in stained sweatpants yelling at each other, crazy shirtless men yelling at no one, etc etc etc. If we could have less of that everywhere, especially in old town and especially in buckingham park, that would be cool.
- More promo of effective water use & conservation I know about a few only.
- Preparedness for climate change and its impact on water and quality of life is important.
- recycling and sustainability
- Recycling efforts need improvement & preservation of water resources & safety.
- Renewable energy - less car reliance.
- Sorry- here are two :) Air quality, and how to make it not feel as crowded.
- Sustainability - better recycling.
- Sustainability & air quality.
- Sustainability and environment
- Sustainable city planning
- Sustainable energy
- Using flood plain for "flower" for bees/butterflies/birds.
- Utilizing "FC Lean" to identify opportunities for efficiency and cost savings within Fort Collins' government and its services. Not willy-nilly cutting out services and terminating employment unnecessarily. Instead, taking the time to analyze processes and services to determine ways to increase efficiency. This would be a preferable first step in addressing the funding gaps rather than defaulting to raising taxes. Additionally, refining and improving budget forecasting and cost justification could resolve some of the funding gaps.
- Water conservation.
- WATER RESERVOIRS, STORAGE, ETC. IMAGINATIVE USE OF NEW WATER RESOURCES (NOT JUST CONSERVATION, ALTHOUGH THIS IS IMPORTANT).
- We MUST clean up our air!!! Ozone, particulates, haze, etc. have worsened and worsened. This USED to be a truly choice city - for students, runners, retirees, young families, BUT when it is dangerous to exercise outdoors many, many days out of the year, then there is no choice anymore!! When the air is unsafe to breathe, then there is truly NO quality of life, because breathing is not optional.
- What can we do about climate change?
- Working to ensure there are more renewable options. Installing solar panels on already existing buildings to aid in improving the carbon footprint of the City
- Zero Waste. Ban plastic. Solar rebates and zero percent loans.

Growth and development issues

- Amenities in the north east part of town, roads, schools, shopping, parks

- Annex East Mulberry.
- Cell tower adjustments to allow for better reception in many places in town. Terrible not to have adequate cell service due to zoning regulations.
- Cellular service
- Conexion for all residents
- Connection rolls outâ€¦
- Consider what the enormous in a new, very large tower built townhomes.
- Control growth.
- Controlled growth and the enviroment.
- Controlling city growth related to housing.
- Controlling rampant development (houses being flipped by outside investors to the detriment of those of us living here!)
- Create a long-term growth plan that reflects the impact of climate change. Also need to address affordable housing to retain young people.
- Ensuring things don't get too overdeveloped and housing is owned by corporate entities.
- Growing in a truly sustainable way, Being creative, and thinking outside the buy when thinking of things like transportation and affordable housing.
- growth
- Growth management
- GROWTH/TRAFFIC FLOW.
- Housing availability
- Housing availability and affordability.
- Housing insecurity. I have no idea how you do this with the influx of out of state money driving up cost. The house less population and use of illicit drugs in public errors speaks to the impact on our community
- Housing with ADA Accommodations
- HOUSING.
- Housing.
- Housing.
- How growth is developed -> too many new houses & structures.
- improving all areas on the North side of Fort Collins including Douglas Road, Turnberry, Timberline, and Mulberry along with North College. Also be aware of the numerous homeless camps that are being set up across our town. JFK & Harmony area behind the Home Goods store recently was completely covered in trash, broken camping equipment, candles, paper boxes, etc. This used to just appear under the over passes and along the Poudre River and now these camps are popping up in many visible places. People need help - but it creates the appearance of a very scary community when we have transients sleeping out in the open. This is not Los Angeles....
- Increase open space requirements for new developments.
- Infrastructure before developments.
- Infrastructure.
- It does feel like growth is being controlled adequately or thoughtfully.
- Keeping the character of Old Town when adding housing, so the high rise buildings don't take away from the old buildings and vibe.
- Less new developments - more focus on preserving and maintaining what we have.

- Limit growth to keep Fort Collins, "Fort Collins" no high-rises no lit-up signs no overcrowded schools.
- Limiting growth
- Managing and planning for growth.
- Managing growth.
- Massive growth (new builds, destruction of open spaces for new builds, traffic flow, etc.)
- More development
- More entertainment, less condos being built. Less traffic.
- More grocery stores needed in rapidly expanded South fort Collins.
- New housing.
- Reducing sprawl
- Seems to me we have uncontrolled growth.
- setting boundaries on city growth
- Shopping opportunities (none here!).
- Slow growth
- SLOW GROWTH.
- Slow growth.
- Slow the infill mentality. Too much building - roads can't handle it!
- Smart Growth and Better Education
- Smart growth.
- Smart growth.
- Stability in the growth of population in the city.
- Stop additional housing development until the infrastructure (traffic, etc) can catch up.
- Stop building apartments everywhere!!
- Stop creating new services which in turn require more taxes.
- The city is growing too fast, without the proper infrastructure to handle so many more people & cars.
- Too many apartment houses.
- Zone for mixed-use development

Transportation improvements

- A more easily walk able city where housing, commerce, and transit work better together.
- Better bike lanes or paved paths in north Fort Collins (think North of Mulberry)
- Better public transport - buses.
- Better public transportation E West Maxline.
- Bicycle transportation.
- bus service
- Charge station for electric cars.
- Connecting transport/bike trails to the north.
- Continued focus on ease and access to alternative modes of transportation.
- Electric Charging Stations everywhere in Fort Collins (e.g., Walmart, King Supers, all apartments, etc.)
- Handicapped acceptable.
- Improve city infrastructure (Roads, trails, water safety and cost). Not allowing grassy areas around businesses to go wild.

- Improving public transportation (Transfort)
- Increasing accessibility in transportation & transparency.
- Making transportation easier. Non-car transportation especially.
- Mass transit.
- More flights & airlines @ N.Co airport.
- NOCO airport
- Not needing a car to do everything if you live in one of the new mega developments - city streets are all turning into wider, faster, busier highways around the newer neighborhoods.
- Public transportation
- Public transportation
- Public transportation.
- Railway system off-leash trails, like Boulder.
- Safer bike lanes on some of the major roads.
- Solving for transportation issues related to the growing regional population.
- Transport.
- Transportation
- Transportation
- transportation
- Transportation
- transportation
- Transportation
- Transportation
- Transportation
- Transportation - mobility.
- Transportation - public.
- Transportation / Logistics.
- Transportation and mobility.
- TRANSPORTATION THAT IS NOT CAR-CENTRIC (LIKE RAIL).
- Transportation.
- Transportation.
- Transportation.
- Transportation.
- Transportation/mobility in light of explosive growth.
- Walk-ability, too many disconnected and high-density housing that isn't near any basic services. Car-only community.

Safety/police/homelessness

- address the increasing number of homeless people
- Addressing homelessness.
- Better control of transients comping en city streets.
- Catch/stop thieves from breaking into cars.
- Citizen safety - so many car thefts and package thefts on the rise?
- Crime including car break-ins.
- dealing with homelessness in north Fort Collins
- Downtown safer at night.

- ELIMINATE THE HOMELESS PROBLEM.
- Focus on the homeless problem throughout the city.
- Get rid of transients and panhandlers.
- Homeless
- Homeless & lower income services/housing/healthcare.
- Homeless.   Cut down on services. It seems to only make it worse when you give more.
- Homelessness
- Homelessness
- Homelessness
- HOMELESSNESS IS PARTLY DUE TO DRUGS & ALCOHOL AND PARTLY DUE TO HIGH RENT.
- Homelessness.
- Homelessness.
- Homelessness.
- Homelessness.
- Homelessness.
- Library park neighborhood safety.
- Maintain a viable community that is safe.
- meaningfully helping homeless
- Need to increase safety for bicycling which increases usage and decreases vehicle usage on our streets
- Neighborhood safety
- Not allowing homelessness to become a rampant problem in Old Town.
- Overall happy with the city , But safety is always good to improve
- Safety
- Safety
- Safety - for pedestrians + bicycles in all servers - fix ice accumulation on sidewalks and sidewalk snow clearing.
- Safety (removing homeless/transients).
- Safety needs to be a top priority- if there is no safety for the residents, then nothing else will improve. Also, affordable housing/rent needs much improvement.
- Safety to all residents
- SAFETY TO REDUCE FIRE HAZARDS.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety-traffic lights synch better to have good traffic flow.
- Safty.
- Stop making homelessness comfortable. More handouts means more unmotivated homeless people.
- Too many to list, but crime reduction should be a big focus.

Government policies, spending, service delivery, etc.

- be more frugal
- Being financially fair to those generating power via solar panels
- Better fund maintenance of city facilities
- code enforcement
- Decision-making that balances environmental health, economic development, and neighborhood livability
- Defund the Police
- Ease red tape.
- Enforce laws (traffic, noise).
- FC GOV LISTENS TOO MUCH TO LOCAL, ACTIVISTS SEE NIGHT. EXAMPLES: CLIMATE & LANDFILL ACTION PLANS ARE MISGUIDED.
- Funding for Poudre School District (teacher salaries and retention)
- Increase police patrols at supermarkets, superstores, college campuses, public libraries, etc.
- internal processes that would improve customer experience
- Less emphasis on 'equity' issues, and more emphasis on foundational city services that the majority of us value the highest - schools, roads, parks, etc.
- Less regulation to improve housing cost; reduced government- get government into building roads and infrastructure and out of social engineering.
- Limit the size of government, invest more in the basic activities and less in stoking the cultural divisiveness.
- Make it easier for small businesses-especially local restaurants-to be able to open/function without saddling with tons of regulations/improvements.
- Making it easier to provide community feedback on issues that impact our community (school policy, health policy, etc..). Currently I'm thinking about the COVID response and how more effective community input was needed (mask requirements, school policy, etc..) as well as what type of material is being taught to our kids in public schools
- Making it easier to start and/or maintain a small business in Fort Collins.
- More police
- NOISE CONTROL.
- Please reduce restrictions on Old Town development.
- Please rethink how you look at code compliance and do something about repeat offenders to make it harder for them to continually reoffend
- Police are not ticketing cars with expired white tags.
- Quality of life with DOG barking in neighborhoods 24/7. Animal Control is worthless.
- Quit spending money on programs that benefit only a few member of the community
- Reduce operating costs
- Reduce wasteful spending, keep taxes low and live within means; do not seek to provide duplicate services that are already provided privately (re:Connexion)
- Reform of city policies (send mental health workers to appropriate calls instead of police, decreased promotion of corporate owned housing and promotion of new residences not beholden to HOAs, etc) to remove systemic racism that may be inherently built into the city code
- Social services - mental health, addiction, support services & visibility (no more stigma!).
- Stay within budget!
- Stop wasting time/money on climate change!!!

- Stop with the Climate Action Plan.... destroying our planet in the name of conserving it... ie. no use of natural gas, but electricity for everything. Where do you think electricity comes from?
- Top city officials need learn listen citizens without thinking of a rebuttal to their thoughts & ideas.

Recreation and parks

- Access to swimming pools for residents who are not children or old people.
- Accessibility for walking and reaching trails on the Northside of town
- Adding another swimming pool/ice rink.
- All-natural areas need restrooms, please!
- Bring back the new west fest.
- Culture, Parks and Rec
- I would like to see more focus on hiking and biking trails.
- Improve recreational facilities like EPIC. Men's locker rooms a disgrace
- more parks
- More recreation classes (and more time slots for the ones that fill quickly, like ceramics).
- More trails
- More turf recreation fields for youth.
- Park maintenance
- Put Porta-Potty's on the City Bike Trails like Loveland and Windsor
- Regulation size soccer fields within town for kids to access more easily to play on their own on weekends and free time.
- Setting aside areas for nature; urban forests; parks.
- We want a dog park in the Mosaic neighborhood.

Diversity, equity, and inclusion

- Better inclusion of minority/diverse community members.
- Better understanding of diversity, equity and inclusion
- Community inclusiveness.
- Diversity
- Diversity and sustainability.
- Diversity, we have no diversity so I am not sure how you improve this.
- Equity and inclusion so that all community members feel safe in Fort Collins.
- I would like for the city to improve on its racism.
- Inclusivity, addresses poverty, and homelessness.
- Inclusivity.
- Increase diversity within the city
- LGBTQ and POC inclusion and visibility
- Listen to all views and see such an important. Be willing to accept new goods.
- Offering services and opportunities equitably.
- The City needs to fight discrimination against people with medical conditions

Neighborhood livability

- Fort Collins could become more family focused again. It feels like CSU has been the focus for too long and the city is starting to lose its charm I have loved as a Fort Collins native.
- In general I think all cities should focus on how they can support thriving and flourishing of life. This includes supporting diversity of people, diversity of housing options, social programs to help

people and ways to combat climate change and how to support a way of life that makes the planet flourish.
- Livability
- Livability - environment.
- Livability and social health.
- Neighborhood Livability
- Neighborhood livability & social health.
- Neighborhood livability & social health.
- Neighborhood Livability and Social Health
- Neighborhood Livability and Social Health
- Neighborhood livability and social health.
- Neighborhood livability and social health.
- Neighborhood livability and social health.
- Neighborhood services (grocery, public transportation, etc.) for all areas of Fort Collins. Growth in the northeast area of town is approved by the city, but ZERO services in this area.
- Recognizing the quality of life by limiting growth
- Reduce train horns
- To make the community one that you want to continue to live in.

Other
- Child care
- Child care.
- Community outreach.
- Do not form a trash removal district
- Emotional health awareness.
- Encouraging more ways to foster community--farms, promoting local business, getting neighbors to know each other, neighborhood watch for safety, etc.
- FIRE TOM GONZALES.
- I worry about the fact that there is no trauma care on the west side of town and ,yet, it can be completely cut off from the hospitals by the trains.
- Improving college between Harmony and Trilby, Trilby college intersection.
- IMPROVING FORT COLLINS WILL.
- Just do the basics well. Stop all the super-liberal B.S.
- K-12 education.
- Keep FoCo funky and fun by keeping housing affordable and managing gentrification. It's going to happen to some extent, but let's curb it! What about setting quotas for neighborhoods to include some amount of affordable housing and/or student rentals? Generationally diverse neighborhoods are good for everyone.
- Keep single-family housing from becoming college student rentals.
- Maintaining existing City assets. Keep what we have well maintained and looking good.
- more community involvement outside of focusing on Old Town. There are so many other areas of town and communities to be better supported.
- More cultural activities & events
- NL AND SH. I'M HAPPY HERE BUT HAVE FAMILIAL TIES.
- Providing more school options for international families.

- Quit trying to make this North Boulder you bunch of Liberal *******. Remember there are opinions not just yours.
- Real visioning for our city, where we want to be 5,10, 25 years from now.
- Senior focus.
- Seniors.
- Stop alienating long time residents for the sake of newer residents
- Stop promoting woke cult agenda (social re-engineering, "climate" action, government nanny state, etc.) and reduce the proportion of City government salary expenses (i.e. stop hiring more people to fix what is not broken). Also, ban marijuana sales in City Limits and start enforcing no public usage--it stinks! And stop promoting alcohol and other drug use.
- Stop trying to be Boulder #2. Never thought I'd see hippies promoting censorship and more gov't control.
- Stop trying to be Boulder.
- Stop using descriptive adjectives so often especially in a derogatory on deceptive manner.
- Supporting charter schools.
- Supportive of Charter Schools
- The US is littered with horrible dependency on the automobile industry that promotes sprawling single family home zoning at the expense of walkable neighborhoods, sustainable communities and air/water quality. Fort Collins has the chance to stand out from other US towns by promoting economically sustainable higher density zoning with an emphasis on narrower and intuitively slower walkable city streets over vehicle dominated roads and highways. Funds should be divested from multi-lane roads and large malls with parking lots, and instead invested in public transportation and revision of residential zoning, to get people to prefer walking over having to drive for the most mundane of errands.
- Train horns. Smart traffic lights would be a nice to have in the future
- Would it be possible for Fort Collins to have its OWN TV station instead of listening to Denver news all the time??????

Q18: Why is it important to you, or the community overall, for the City to focus on the area you mentioned?

Q18 responses are shared in an Excel file under separate cover as it is a follow up to q17 and needs to be reviewed in parallel to understand the context.

Q19 (other): 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

- Can't afford cable, wifi, groceries shouldn't be a luxury.
- Access is not all that easy or obvious when i do need your help.
- Cant afford to buy for internet access!!!
- By mail.
- Reddit.
- I NO LONGER PAY FOR INTERNET.
- Still read daily paper, watch local tv & news & local radio.
- e-newsletters and blogs from local community groups
- BIKE LANES.
- Need to become more responsible and tune into resources provided by the city!
- I have [?] and think it is great.
- I didn't know some of these existed.
- Just living here - Observation - interaction w/in community.
- Discriminating connotation. Reid and not real rental cleaners crisis less improvement.
- Only listens to God no radio or T.V. my son? IOK.

D10 (other): What is your gender? – Prefer to self-identify:

- KUM QUAT.
- I am female. Woman is not a gender. Gender is described with adjectives; "woman" is a noun.
- Male father of six children

D11 (other): Which term best describes your sexual orientation? (Select all that apply.) – Prefer to self-identify:

- AND ASTONISHED AT THE NUMBER OF OPTIONS! BUT ACCEPTING OF ANY. STRAIGHT BUT NOT NARROW.
- ??
- I am just a plain women.
- Really!
- XYZ.
- XY CHROMOSOME ALIGNED.
- Husband of one wife

D12 (other): What is your race and/or ethnicity? (Please mark any race or ethnicity you identify as.) — Prefer to self-identify:

- Human race.
- European American.
- Martian.
- Mut.
- American white.
- Human race.
- Homo Sapien
- Slightly tanned but definitely starting to age and wrinkle
- Multicultural

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 67 on the following page, residents who had lived in Fort Collins for 6-10 years (B) gave an average rating of 91 to the city as a place to live overall. This proportion of residents (B) was statistically higher than the average rating given by residents who had lived in Fort Collins for 5 years or less (A), for 11-20 years (C), or for more than 20 years (D). This is denoted by the "A C D" under the average rating for those living in the community for 6-10 years. In a different example from the same table, ratings for the city as a place to raise children were statistically similar for those who had lived in the community for 5 years or less (A), 6-10 years (B) and more than 20 years (D), denoted by no upper-case letters below each of these average ratings.

Table 67: Aspects of Quality of Life and Community by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Overall, as a place to live	86 C	91 A C D	82	86 C	89 B	83	86	86	86
As a place to raise children	78	88 A C D	78	78	84 B	72	81	77	80
As a place to attend college	84	81	81	82	83	80	82	83	82
Quality of public schools	72	79 A C	71	73	75	71	74	73	73
As a place to retire	65	73 A	69	71 A	75 B	58	68	73	69
Openness and acceptance of the community toward people of diverse backgrounds	68	65	66	67	69 B	63	66	68	67
Availability of affordable quality childcare	47 D	48 D	38	38	41	43	42	40	42
Availability of affordable quality housing	22	26	25	29 A	31 B	19	24	32 A	26
Overall quality of life in Fort Collins	82	80	78	80	83 B	77	79	82	80

Table 68: Aspects of Quality of Life and Community by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall, as a place to live	87 C	87 C	76	87	85	87	88 B	81	78	88 A	86
As a place to raise children	82	79	75	77	82 A	80	82 B	74	79	82	80
As a place to attend college	84 C	82 C	72	84	80	81	85 B	66	79	84	82
Quality of public schools	76	72	68	74	76	71	76 B	68	70	76	73
As a place to retire	73 C	68 C	56	65	69	74 A	72	65	58	72	69
Openness and acceptance of the community toward people of diverse backgrounds	64	70 A	65	67	66	68	67 B	61	80	67	67
Availability of affordable quality childcare	43	40	39	40	46	40	41	49	38	44	42
Availability of affordable quality housing	23	28 A	28	21	28 A	31 A	25	22	25	26	26
Overall quality of life in Fort Collins	81 C	81 C	71	81	79	80	82 B	74	73	82	80

Table 69: Resident Loyalty by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Recommend living in Fort Collins to someone who asks	76 C D	83 A C D	69	70	77 B	69	74	74	74
Remain in Fort Collins for the next five years	74	76	74	82 A	85 B	66	76	80	77

Table 70: Resident Loyalty by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Recommend living in Fort Collins to someone who asks	77 C	74 C	56	76	72	74	76 B	68	61	78	74
Remain in Fort Collins for the next five years	77	78	69	70	80 A	84 A	79	71	73	78	77

Table 71: Promotion of Social Health by by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(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.)	49	59 A C D	50	49	55 B	46	51	51	51

Table 72: Promotion of Social Health by by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(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	55 A	47	49	52	52	51	53	51	53	51

Table 73: Quality of Neighborhoods by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Your neighborhood as a place to live	78	82	80	82	85 B	74	80	83	80
Your neighborhood as a place to raise children	74	77	77	79	83 B	66	77	78	77

Table 74: Quality of Neighborhoods by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Your neighborhood as a place to live	81	81	76	76	85 A	84 A	82	77	81	83	80
Your neighborhood as a place to raise children	78	76	74	68	84 A	80 A	78	73	78	79	77

Table 75: Access in Neighborhood to Everyday Needs by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	75	78	80	79	80 B	74	76	82 A	78

Table 76: Access in Neighborhood to Everyday Needs by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male (A)	Female (B)	Non-conforming (C)	18-34 years (A)	35-54 years (B)	55 years or older (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Heterosexual (A)	Another sexual orientation (B)	(A)
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	80 B	75	76	74	80 A	81 A	78 B	72	83	78	78

Table 77: Ratings of Neighborhood-related Services by Respondent Length of Residency, Housing Tenure, and Employment 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		Employment status		Overall
	5 years or less (A)	6-10 years (B)	11-20 years (C)	More than 20 years (D)	Own (A)	Rent (B)	Working full or part time for pay (A)	Not working for pay (B)	(A)
Code enforcement (weeds, rubbish/trash, etc.)	60	57	64	60	61	59	61	59	60
Noise enforcement	58	62 C	53	57	58	57	58	57	57
Residential property maintenance	61	67	64	65	66 B	61	64	64	64

Table 78: Ratings of Neighborhood-related Services by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male (A)	Female (B)	Non-conforming (C)	18-34 years (A)	35-54 years (B)	55 years or older (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Heterosexual (A)	Another sexual orientation (B)	(A)
Code enforcement (weeds, rubbish/trash, etc.)	59	61	60	59	64	58	61	59	60	63	60
Noise enforcement	57 C	60 C	47	60 C	60 C	52	60	55	54	61	57
Residential property maintenance	64	64	61	62	66	64	65	64	63	66	64

Table 79: Community Engagement by Respondent Length of Residency, Housing Tenure, and Employment 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		Employment status		Overall
	5 years or less (A)	6-10 years (B)	11-20 years (C)	More than 20 years (D)	Own (A)	Rent (B)	Working full or part time for pay (A)	Not working for pay (B)	(A)
Visited a neighborhood park or City park	99% D	94%	94%	92%	95%	94%	96% B	91%	94%
Attended a neighborhood-sponsored event	36%	29%	43% B	36%	42% B	28%	35%	39%	36%
Attended a government-organized event (open house, City Council session, forum, etc.)	25%	25%	35% A D	22%	28%	22%	26%	23%	25%
Carpooled with other adults or children instead of driving alone	53%	56%	48%	51%	51%	53%	54%	46%	52%
Volunteered your time in Fort Collins	42%	42%	51%	52% A	50%	42%	47%	47%	47%
Talked to or visited with your immediate neighbors	85%	97% A	98% A	98% A	95%	92%	95%	92%	94%
Done a favor for a neighbor	62%	74% A	79% A	93% A B C	88% B	63%	75%	85% A	78%

Table 80: Community Engagement by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Visited a neighborhood park or City park	94%	95%	92%	96% C	99% C	87%	95%	95%	75%	96% A	94%
Attended a neighborhood-sponsored event	35%	35%	45%	24%	48% A	43% A	35%	34%	38%	34%	36%
Attended a government-organized event (open house, City Council session, forum, etc.)	27%	23%	31%	23%	30%	26%	24%	28%	39%	25%	25%
Carpooled with other adults or children instead of driving alone	57% B	48%	50%	55% C	58% C	43%	53%	50%	51%	53%	52%
Volunteered your time in Fort Collins	48%	43%	56%	41%	54% A	48%	45%	50%	44%	45%	47%
Talked to or visited with your immediate neighbors	94%	93%	100%	90%	96% A	99% A	94%	93%	100%	94%	94%
Done a favor for a neighbor	73%	80% A	95% A B	59%	90% A	93% A	78% B	63%	81%	76%	78%

Table 81: Overall Safety in City by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Overall safety of community members	80	84 A C D	78	77	80	78	79	81	79

Table 82: Overall Safety in City by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall safety of community members	80 C	81 C	67	80	79	78	81 B	76	71	82 A	79

Table 83: Ratings of Personal Safety by Respondent Length of Residency, Housing Tenure, and Employment 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		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Downtown Fort Collins during the day	89 D	91 D	88	85	88	88	88	87	88
Downtown Fort Collins at night	70 D	70 D	65	64	67	66	67	66	67
Your neighborhood during the day	91	93	93	91	93 B	90	92	92	92
Your neighborhood at night	81	83 D	79	77	83 B	75	80	79	79
Parks	82 C D	80 C	74	76	77	80	77	81	78
Natural areas/open spaces	80 D	80	77	76	78	79	78	80	78
Recreation facilities	83	83	82	81	83	81	81	84	82
Trails	79 D	81 D	77	74	77	78	77	79	77
Fort Collins overall during the day	88 D	90 C D	85	84	87	86	86	86	86
Fort Collins overall at night	72 C D	75 C D	67	66	71	69	70	70	70
Transfort/MAX	67	69	71	69	68	69	68	72	68

Table 84: Ratings of Personal Safety by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Downtown Fort Collins during the day	87	89 C	82	90 C	87	86	89 B	83	71	90 A	88
Downtown Fort Collins at night	63 C	73 A C	53	68	68	64	69	63	48	70 A	67
Your neighborhood during the day	91 C	94 A C	85	91	94 A	92	94 B	86	90	94	92
Your neighborhood at night	77	84 A C	73	76	83 A	81 A	81 B	73	66	82 A	79
Parks	76	82 A C	69	80 C	77	76	79	76	64	80 A	78
Natural areas/open spaces	76 C	82 A C	66	80 C	78	75	80 B	72	72	80 A	78
Recreation facilities	79 C	86 A C	73	82	83	81	83 B	78	76	84	82
Trails	74 C	83 A C	66	79 C	78	75	79	74	67	80 A	77
Fort Collins overall during the day	86 C	88 C	79	89 B C	84	85	88 B	83	78	88 A	86
Fort Collins overall at night	68 C	74 A C	56	71	71	68	72 B	66	51	73 A	70
Transfort/MAX	69 C	71 C	48	73 B	65	66	71 B	56	21	71 A	68

Table 85: Community Safety Services Ratings by Respondent Length of Residency, Housing Tenure, and Employment 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		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	68	72	73	70	73 B	67	69	76 A	70
Disaster response and restoration of services	69	73	74	72	75 B	68	71	76 A	72
Fire prevention/education	68	64	66	71 B	71 B	64	66	75 A	68
Fire response time	80	78	78	79	81 B	75	78	83	79
Fire services overall	82	77	80	79	82 B	76	79	82	79
Crime prevention	59	60	63	61	63 B	57	59	65 A	60
Police patrol	62	59	64	61	64 B	58	60	66 A	62
Traffic enforcement	55	57	55	57	58 B	53	56	55	55
Police visibility	61	65	65	62	65 B	60	63	62	62
Police response time	69 B	59	70 B	68 B	68	65	65	73 A	67
Police services overall	67	66	66	66	69 B	62	66	67	66
Animal control	68	68	62	63	64	66	66	62	65
Business property maintenance	68	72 D	68	65	69 B	65	68	67	67
Natural Areas and Park Ranger services	87 C D	83 D	80	77	81	82	81	82	81

Table 86: Community Safety Services Ratings by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71	72	64	68	71	74 A	72 B	65	68	74	70
Disaster response and restoration of services	71 C	74 C	63	70	73	74	74	68	65	75	72
Fire prevention/education	65	73 A C	61	65	68	74 A B	70	65	65	70	68
Fire response time	80 C	80 C	69	78	79	81	81 B	70	79	81	79
Fire services overall	80	80	75	77	83 A	80	81	77	81	81	79
Crime prevention	61	60	59	57	62	64 A	62	62	61	63	60
Police patrol	62	62	58	60	63	63	63	60	55	63	62
Traffic enforcement	58 C	55	47	56	57	55	57	56	47	58	55
Police visibility	64	62	57	63	65	61	64	61	59	65	62
Police response time	67	68	60	66	68	67	69 B	57	53	69	67
Police services overall	68	65	63	65	68	66	67	64	57	67	66
Animal control	66	65	58	68 C	66	61	66	64	58	67	65
Business property maintenance	69 C	67	60	67	71	66	69	64	63	70	67
Natural Areas and Park Ranger services	83 C	82 C	70	84 C	82 C	77	83 B	73	72	83	81

Table 87: Promotion of Environmental Health by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Promotion of the health of the environment of Fort Collins	63	64	63	60	63	60	62	61	62

Table 88: Promotion of Environmental Health by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Promotion of the health of the environment of Fort Collins	61	63	57	62	61	63	63	61	50	64	62

Table 89: Overall Quality of the Environment by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Overall quality of environment	77 C D	76 D	72	70	74	73	73	75	73

Table 90: Overall Quality of the Environment by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall quality of environment	73 C	75 C	66	75	73	73	74	71	68	75	73

Table 91: Aspects of the Environment by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Air quality	63	64	65	64	65	63	64	64	64
Recycling programs	70	69	68	69	72 B	65	68	73 A	69
Conservation efforts	75 D	70	70	68	72	69	70	74	71
Overall quality of environment	77 C D	76 D	72	70	74	73	73	75	73
Overall appearance of the city	82 D	81	80	78	81	80	80	81	80

Table 92: Aspects of the Environment by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Air quality	63	64	62	63	65	64	64	59	59	64	64
Recycling programs	67	71 A	64	68	69	71	70	65	63	70	69
Conservation efforts	70 C	72 C	62	71	71	71	72	67	62	72	71
Overall quality of environment	73 C	75 C	66	75	73	73	74	71	68	75	73
Overall appearance of the city	82 C	80 C	73	82	80	79	82 B	75	81	82	80

Table 93: Transportation Ratings by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Ease of travel by car	73 B C D	67	63	62	67	65	65	71 A	66
Ease of traveling by public transportation	49	42	54 B	48	49	47	46	55 A	48
Ease of walking	67	66	69	70	72 B	62	66	74 A	68
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	61	56	56	63	62 B	56	58	65 A	59
Ease of travel by bicycle	80	83	81	80	83 B	78	81	79	81
Availability of parking Downtown	50	57 A	52	51	54 B	49	50	56 A	51
Traffic flow	54 B C D	47	46	46	50	47	47	54 A	48
Street maintenance	68 B C D	58	58	59	61	62	61	64	62
Availability of electric vehicle charging stations	47 B	32	48 B	45 B	47 B	38	42	49	44
Northern Colorado Regional Airport	56	49	55	57	57	51	53	61 A	55

Table 94: Transportation Ratings by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Ease of travel by car	67 C	67 C	53	69 B	63	66	68	67	54	69	66
Ease of traveling by public transportation	47	50	45	48	45	52	49	43	37	49	48
Ease of walking	67	69	69	62	72 A	74 A	69 B	63	81	69	68
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	55	65 A	57	56	62	63 A	60	55	66	61	59
Ease of travel by bicycle	77	85 A C	74	80	83 C	78	82 B	75	73	83	81
Availability of parking Downtown	50 C	55 A C	39	51	52	52	53	53	35	54 A	51
Traffic flow	48 C	51 C	37	49	47	50	50	49	41	50	48
Street maintenance	62 C	63 C	53	63	61	60	62	64	66	63	62
Availability of electric vehicle charging stations	48 C	43	30	45	44	40	45	41	36	45	44
Northern Colorado Regional Airport	58	55	44	54	55	57	56	53	63	55	55

Table 95: Community Aspects of Culture and Recreation by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Quality of arts and cultural opportunities	61	65	71 A D	66	68 B	62	65	67	65
Quality of recreational opportunities	88 D	86 D	85	81	86 B	83	85	84	85
Quality of public library services	81	87 A D	82	80	86 B	76	82	81	82

Table 96: Community Aspects of Culture and Recreation by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Quality of arts and cultural opportunities	68 B C	63	60	64	64	68 A	66 B	60	73	66	65
Quality of recreational opportunities	86 C	84 C	77	85	85	84	86	82	80	86	85
Quality of public library services	87 B C	77	79	81	84	82	83	79	80	83	82

Table 97: Ratings of Parks, Recreational and Cultural Programs and Facilities by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Natural areas and open space	86	92 A C D	84	83	88 B	82	85	87	86
Trails	89 C D	91 C D	83	84	88 B	85	86	87	86
Parks Overall	86	91 A C D	83	83	87 B	82	85	85	85
Parks in my neighborhood	80	81	80	80	81	79	79	83	80
Dog parks	65	74 A	77 A	75 A	74	70	72	76	72
Timberline Recycling Center	82	76	81	77	83 B	71	79	80	79
Cemeteries	74	84 A C D	74	75	80 B	71	75	80	76
Golf courses	70	80 A	78	78 A	78 B	72	75	80	76
Athletic fields	72	78 A	74	77 A	79 B	70	74	79 A	75
Northside Aztlan Community Center	80	81	81	76	79	77	79	77	79
Fort Collins Senior Center	80	75	81	79	80 B	75	79	80	79
Edora Pool Ice Center (EPIC)	79	76	76	73	77 B	72	75	76	75
Foothills Activity Center	68	77	78 A D	69	76 B	66	71	75	72
Mulberry Pool	62	63	62	65	64	62	62	69 A	64
The Farm at Lee Martinez Park	84 D	85 D	84 D	78	83 B	77	81	80	81
The Gardens on Spring Creek	84	87	85	82	87	79	84	84	84

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less (A)	6-10 years (B)	11-20 years (C)	More than 20 years (D)	Own (A)	Rent (B)	Working full or part time for pay (A)	Not working for pay (B)	(A)
					B				
Pottery studio	78	86 D	77	71	81 B	68	78	74	76
Art in Public Places program	86 D	87 C D	81 D	75	81	81	83 B	76	81
Lincoln Center programs	82 D	82 D	82 D	74	80 B	75	79	78	79
Fort Collins Museum of Discovery	85	83	81	81	83 B	79	82	82	82
Adult recreation programs	70	72	74	70	75 B	65	70	75	71
Senior recreation programs	77	80 D	83 D	70	76 B	68	74	74	74
Youth/teen recreation programs	72	81	75	71	77 B	65	72	76	73

Table 98: Ratings of Parks, Recreational and Cultural Programs and Facilities by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male (A)	Female (B)	Non-conforming (C)	18-34 years (A)	35-54 years (B)	55 years or older (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Heterosexual (A)	Another sexual orientation (B)	(A)
Natural areas and open space	87 C	86 C	78	85	87	85	87 B	82	80	87	86
Trails	87 C	88 C	80	87	86	86	88 B	83	81	88	86
Parks Overall	84 C	87 C	78	85	85	85	86	84	82	87	85
Parks in my neighborhood	81	80	77	78	83 A	81	81	78	80	82	80
Dog parks	72	73	69	70	76 A	75	73	72	79	73	72
Timberline Recycling Center	82 B C	77	73	77	81 A	79	79	78	78	80	79
Cemeteries	77	76	75	76	75	78	76	75	80	78	76
Golf courses	78	75	70	74	76	78	77	73	73	77	76
Athletic fields	76	75	72	75	74	78	77 B	67	78	76	75
Northside Aztlan Community Center	84 B C	76	71	79	81 C	75	80	75	75	80	79
Fort Collins Senior Center	81	78	73	75	81	80	81 B	69	76	80	79
Edora Pool Ice Center (EPIC)	76	75	73	71	78 A	76	77 B	68	71	77	75
Foothills Activity Center	74 C	71	59	67	78 A	72	74 B	63	70	74	72
Mulberry Pool	65 C	65 C	46	61	64	67	65	64	70	66	64
The Farm at Lee Martinez Park	84 B	79	81	80	83	80	82 B	72	73	83	81
The Gardens on Spring Creek	86	83	80	82	87 A	84	86 B	73	77	85	84
Pottery studio	80	73	69	75	79	76	75	83	65	77	76

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Art in Public Places program	85 B C	77	75	85 C	82 C	75	83 B	72	71	82	81
Lincoln Center programs	80	78	77	80	80	77	79	79	70	80	79
Fort Collins Museum of Discovery	83	81	81	81	84	81	83 B	76	79	83	82
Adult recreation programs	75 B	69	67	69	74	72	72	68	69	74	71
Senior recreation programs	77	73	69	72	81 C	72	75	79	69	76	74
Youth/teen recreation programs	74	73	66	69	75	74	75 B	64	59	75	73

Table 99: Ratings of City as a Place to Work by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
As a place to work	75	74	76	75	79 B	70	75	75	75

Table 100: Ratings of City as a Place to Work by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
As a place to work	76	75	69	74	76	76	77 B	62	67	77	75

Table 101: Community Aspects of Economic Health by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Quality of shopping opportunities	75 D	77 D	73	69	73	73	74	72	73
Quality of dining opportunities	75	80	83 A D	77	81 B	74	78	77	78
Quality of entertainment opportunities	70	75 D	74	69	73 B	69	72	70	71
Availability of job opportunities	58	58	70 A B D	60	64 B	58	61	64	61
Availability of quality healthcare	73	76	82 A	78 A	82 B	70	75	81 A	77

Table 102: Community Aspects of Economic Health by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Quality of shopping opportunities	75 C	73 C	59	77 B C	70	70	76 B	66	67	74	73
Quality of dining opportunities	80 C	77	71	79	76	79	80 B	65	65	79	78
Quality of entertainment opportunities	74 B C	69 C	61	72	72	69	73 B	63	70	72	71
Availability of job opportunities	61	62	59	58	63 A	65 A	63 B	52	64	62	61
Availability of quality healthcare	77	77	73	71	79 A	83 A	78 B	69	70	78	77

Table 103: Business Support and Promotion of Economic Health by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Promotion of the economic health of Fort Collins	59	64 D	59	57	61 B	56	60	57	59
Support of businesses	66 D	66 D	63	61	63	65	64	62	63

Table 104: Business Support and Promotion of Economic Health by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Promotion of the economic health of Fort Collins	59 C	62 C	43	60	60	58	61	56	42	62 A	59
Support of businesses	68 B C	63 C	42	69 B C	62	59	67 B	59	49	66 A	63

Table 105: Business Health by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Encouraging a variety of businesses	65 D	65 D	65 D	58	62	64	63	62	62
Retaining existing businesses	64 B C D	57 D	57 D	51	55	58	57	55	56
Attracting new businesses	59	57	58	56	56	59	58	55	57

Table 106: Business Health by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Encouraging a variety of businesses	66 C	62 C	44	69 B C	59	58	66 B	58	54	65	62
Retaining existing businesses	58 C	58 C	39	62 B C	53	52	60 B	51	42	60	56
Attracting new businesses	60 C	58 C	40	62 B C	56	53	61	54	44	60	57

Table 107: Overall Quality of City Services by Respondent Length of Residency, Housing Tenure, and Employment Status

(Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(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?	74 D	77 D	75 D	70	74	73	73	74	73

Table 108: Overall Quality of City Services by Gender, Age, Race/Ethnicity, and Sexual Orientation

(Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(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?	75 C	74 C	61	76 C	72	72	74	77	68	76	73

Table 109: Response to COVID-19 Pandemic by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Response to the COVID-19 pandemic	62	66	63	63	64	62	63	65	63

Table 110: Response to COVID-19 Pandemic by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Response to the COVID-19 pandemic	67 B C	62 C	47	66 B	60	63	65	61	59	65	63

Table 111: City Government Ratings by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Managing and planning for growth	52	50	50	51	54 B	46	49	55 A	51
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	57 D	55	51	50	55 B	50	51	58 A	52
Efficient operation of programs and services	65	66	64	62	65 B	61	63	67	64
Encouraging sustainability in the community	65	72 A D	67	62	66	64	66	64	65
Partnering with the community to address climate change	55	55	55	53	56	52	54	54	54
Overall direction of the City	63 C D	65 C D	56	57	60	60	59	62	60
Welcoming community member involvement	61	63	65	61	63	60	60	67 A	62
Listening to community members	60 D	57	58	54	56	59	56	58	56
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	65	68	66	69	68	65	67	67	67
Creating a welcoming, inclusive community where all community members feel a sense of belonging	65	61	57	63	64	58	62	63	62

Table 112: City Government Ratings by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male (A)	Female (B)	Non-conforming (C)	18-34 years (A)	35-54 years (B)	55 years or older (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Heterosexual (A)	Another sexual orientation (B)	(A)
Managing and planning for growth	51	52	47	50	50	54	51	57	41	53	51
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	54 C	54 C	39	54	50	54	54	58	44	56	52
Efficient operation of programs and services	65 C	65 C	49	65	62	65	66	65	54	67	64
Encouraging sustainability in the community	65 C	67 C	55	67	63	64	66	66	44	67 A	65
Partnering with the community to address climate change	54	55	46	55	54	55	55	51	43	56	54
Overall direction of the City	61 C	62 C	40	64 B C	57	57	61	65	47	63 A	60
Welcoming community member involvement	63 C	63 C	50	63	62	62	64 B	57	48	64	62
Listening to community members	59 C	58 C	39	61 B C	55	54	59	59	43	60	56
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	65 C	71 A C	55	69	66	66	68 B	61	68	67	67
Creating a welcoming, inclusive community where all community members feel a sense of belonging	62	65	54	64	61	62	63	58	69	63	62

Table 113: Contact with City Employees by Respondent Length of Residency, Housing Tenure, and Employment Status

	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
Percent yes	(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?	48%	50%	55%	55%	58% B	44%	53%	50%	52%

Table 114: Contact with City Employees by Gender, Age, Race/Ethnicity, and Sexual Orientation

	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
Percent yes	(A)	(B)	(C)	(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?	48%	52%	72% A B	47%	53%	57% A	52% B	37%	42%	50%	52%

Table 115: Users Ratings of City Employees by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Courtesy	85	91 D	83	82	86	83	85	85	85
Promptness	79	88 A C D	78	76	81	75	79	81	79
Knowledge	84	89 D	82	79	84	81	83	82	83
Making you feel valued	78	83 D	74	71	78	72	75	78	76
Overall impression	86 D	88 C D	79	75	81	81	82	80	81

Table 116: Users Ratings of City Employees by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Courtesy	85	86 C	77	85	85	85	87	79	92	86	85
Promptness	81	79	70	78	81	79	81	74	89	82	79
Knowledge	85 C	82	76	83	87 C	80	85	81	92	85	83
Making you feel valued	78 C	76 C	57	76	79	73	79	74	87	79	76
Overall impression	84 C	81 C	69	83 C	83	77	83	83	89	84	81

Table 117: Non-users Ratings of City Employees by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Courtesy	79	73	74	76	76	77	76	78	76
Promptness in responding to inquiries and service requests	74	66	77 B	74	72	74	73	74	73
Making community members or customers feel valued	75 B	59	69 B	73 B	70	71	69	74	70

Table 118: Non-users Ratings of City Employees by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Courtesy	77 C	78 C	58	78	74	77	77	75	54	78 A	76
Promptness in responding to inquiries and service requests	70	77 A C	63	75	70	72	73	75	61	74	73
Making community members or customers feel valued	68 C	74 A C	47	72	68	70	72 B	63	48	72 A	70

Table 119: Fort Collins Utilities Ratings by Respondent Length of Residency, Housing Tenure, and Employment Status

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
The overall quality of Fort Collins Utilities	76	79	82 A	80 A	80 B	77	78	82 A	79
Your overall impression of Fort Collins Utilities	73	76	78 A	79 A	79 B	73	75	80 A	76

Table 120: Fort Collins Utilities Ratings by Gender, Age, Race/Ethnicity, and Sexual Orientation

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
The overall quality of Fort Collins Utilities	80 C	79 C	67	79	78	80	80	79	69	81	79
Your overall impression of Fort Collins Utilities	76 C	78 C	64	76	76	79	77	76	68	78	76

Table 121: Likelihood of Using and Recommending Connexion by Respondent Length of Residency, Housing Tenure, 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).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Sign up for Connexion internet, TV or phone service when available to you	63	74 A	79 A D	70	73	67	74 B	63	70
Recommend Connexion service to a friend, relative or colleague	65	71	77	69	73	65	74 B	60	69

Table 122: Likelihood of Using and Recommending Connexion by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Sign up for Connexion internet, TV or phone service when available to you	66	74 A	73	72 C	78 C	61	69	80	48	70	70
Recommend Connexion service to a friend, relative or colleague	64	75 A	65	71 C	79 C	57	69	85 A	47	70	69

Table 123: Budget Priorities by Respondent Length of Residency, Housing Tenure, 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.		Length of residency				Respondent tenure		Employment status		
		5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	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	50%	48%	44%	50%	51%	46%	49%	45%	49%
	Same effort	46%	52%	55%	47%	47%	51%	49%	51%	49%
	Less effort	4%	1%	1%	4%	2%	3%	2%	4%	3%
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	69%	76%	64%	53%	64%	64%	67%	53%	64%
	Same effort	30%	22%	30%	40%	30%	34%	29%	41%	31%
	Less effort	1%	2%	6%	7%	6%	2%	4%	6%	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	More effort	75%	58%	67%	48%	51%	76%	64%	55%	62%
	Same effort	20%	39%	24%	40%	38%	21%	28%	38%	30%
	Less effort	5%	3%	8%	12%	10%	4%	8%	7%	8%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	19%	12%	15%	31%	23%	19%	18%	30%	22%
	Same effort	72%	78%	81%	66%	74%	71%	75%	67%	72%
	Less effort	9%	9%	4%	3%	3%	10%	7%	3%	6%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, xxreplace with text	More effort	26%	39%	18%	22%	27%	24%	27%	22%	26%
	Same effort	73%	59%	79%	75%	70%	75%	71%	76%	72%
	Less effort	1%	1%	3%	3%	2%	1%	2%	2%	2%
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	More effort	46%	58%	62%	47%	49%	55%	53%	48%	51%
	Same effort	52%	42%	38%	49%	49%	43%	46%	49%	47%
	Less effort	2%	0%	0%	4%	2%	2%	2%	3%	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	19%	17%	14%	17%	13%	23%	17%	20%	18%
	Same effort	78%	71%	81%	73%	79%	71%	76%	73%	75%
	Less effort	3%	12%	5%	9%	8%	6%	7%	7%	7%

Table 124: Budget Priorities by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		
		Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	Overall
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	51%	43%	67%	46%	49%	52%	48%	40%	47%	46%	49%
	Same effort	48%	52%	31%	51%	49%	45%	50%	49%	45%	51%	49%
	Less effort	1%	4%	3%	2%	2%	4%	2%	12%	8%	2%	3%
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	75%	56%	49%	69%	69%	51%	69%	41%	66%	66%	64%
	Same effort	24%	40%	26%	31%	26%	39%	29%	52%	34%	32%	31%
	Less effort	1%	4%	26%	0%	5%	10%	2%	7%	0%	2%	4%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing xxreplace with text	More effort	71%	55%	44%	76%	57%	42%	65%	57%	55%	63%	62%
	Same effort	26%	36%	28%	20%	37%	43%	30%	29%	32%	32%	30%
	Less effort	3%	9%	28%	4%	6%	15%	5%	15%	13%	5%	8%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	22%	17%	41%	15%	22%	29%	19%	12%	31%	18%	22%
	Same effort	73%	75%	53%	74%	74%	70%	74%	79%	66%	75%	72%
	Less effort	6%	7%	6%	11%	4%	2%	6%	9%	4%	7%	6%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center,	More effort	21%	29%	33%	27%	26%	24%	25%	24%	8%	25%	26%
	Same effort	77%	69%	61%	73%	71%	72%	74%	71%	75%	74%	72%

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		Sexual orientation		
		Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	Overall
Gardens on Spring Creek and the Museum of Discovery; providing recreational, xxreplace with text	Less effort	2%	1%	6%	0%	3%	4%	2%	5%	17%	2%	2%
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	More effort	49%	53%	57%	51%	56%	48%	50%	50%	35%	52%	51%
	Same effort	50%	44%	43%	49%	42%	48%	48%	46%	57%	46%	47%
	Less effort	1%	3%	0%	1%	2%	4%	2%	4%	8%	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	15%	18%	26%	17%	15%	20%	16%	22%	36%	14%	18%
	Same effort	80%	76%	50%	80%	76%	68%	79%	72%	49%	81%	75%
	Less effort	5%	6%	24%	3%	9%	11%	5%	6%	15%	5%	7%

Table 125: Ratings of Informing Residents by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Informing community members	62	59	59	58	59	60	59	62	59

Table 126: Ratings of Informing Residents by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Informing community members	59 C	61 C	49	62 B	57	60	61	59	46	61	59

Table 127: Providing Information and Opportunities to Participate by Respondent Length of Residency, Housing Tenure, and Employment Status

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Providing opportunities to participate in government activities	56	59	59	59	60 B	55	57	64 A	58
Providing volunteer opportunities to community members	61	60	66	66 A B	66 B	60	62	69 A	64
Providing emergency information	66	62	64	64	65	62	64	66	64

Table 128: Providing Information and Opportunities to Participate by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male (A)	Female (B)	Non-conforming (C)	18-34 years (A)	35-54 years (B)	55 years or older (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Heterosexual (A)	Another sexual orientation (B)	(A)
Providing opportunities to participate in government activities	61	57	54	58	57	60	60	55	48	60	58
Providing volunteer opportunities to community members	66	62	58	61	64	67 A	65	59	58	65	64
Providing emergency information	65 C	65 C	52	66	63	64	66 B	59	64	66	64

Table 129: Sources of Information by Respondent Length of Residency, Housing Tenure, 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)	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
The City of Fort Collins local channels 14 and 881	11%	10%	12%	16%	14%	12%	11%	19% A	13%
Online video FCTV on www.fcgov.com/FCTV	14%	23%	26% A	19%	19%	20%	19%	20%	19%
City's website (www.fcgov.com)	84%	91%	92% D	83%	90% B	81%	90% B	75%	86%
City News eNewsletter	21%	44% A	45% A	39% A	42% B	27%	35%	35%	35%
Newsletters or brochures from City departments	42%	70% A	65% A	66% A	70% B	44%	56%	69% A	59%
City employees or departments (e.g., contacting by phone, email or in person)	52%	55%	62%	69% A B	69% B	48%	58%	68% A	60%
Tracks and Trails (the guide to natural areas activities)	72%	84% A D	77%	69%	75%	73%	75%	71%	74%
"Recreator" (guide to recreation programs)	43%	70% A	79% A	80% A	79% B	50%	64%	75% A	67%
Word of mouth	80%	93% A	91% A	93% A	92% B	84%	89%	88%	88%
Newspaper (print or online)	54%	67% A	64%	64% A	67% B	55%	57%	75% A	61%
Radio	45%	49%	46%	48%	47%	47%	47%	47%	47%
Television news	26%	31%	33%	47% A B C	39% B	29%	31%	47% A	35%
Social media (Facebook, Twitter, Nextdoor, etc.)	71%	80% C D	63%	68%	68%	75%	75% B	57%	70%
OurCity Platform (ourcity.fcgov.com)	20%	33% A	23%	27%	27%	23%	26%	23%	26%
Engage Platform (engage.fcgov.com)	18%	14%	17%	15%	17%	15%	17%	15%	17%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	19%	40% A D	30% A	25%	31% B	21%	26%	30%	27%
City booth at local events	34%	46% A	42%	37%	41%	35%	41%	33%	39%

Table 130: Sources of Information by Gender, Age, Race/Ethnicity, and Sexual Orientation

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
The City of Fort Collins local channels 14 and 881	14%	13%	8%	8%	17% A	18% A	13%	17%	26%	12%	13%
Online video FCTV on www.fcgov.com/FCTV	18%	22%	18%	20%	22%	16%	18%	27%	20%	19%	19%
City's website (www.fcgov.com)	85%	87%	85%	87% C	92% C	79%	86%	91%	69%	89% A	86%
City News eNewsletter	32%	37%	46%	26%	43% A	42% A	33%	42%	43%	35%	35%
Newsletters or brochures from City departments	59%	58%	67%	43%	65% A	78% A B	58%	70%	99% B	60%	59%
City employees or departments (e.g., contacting by phone, email or in person)	56%	61%	77% A	49%	63% A	75% A B	59%	62%	52%	59%	60%
Tracks and Trails (the guide to natural areas activities)	77%	73%	63%	78% C	75%	67%	74%	81%	45%	76% A	74%
"Recreator" (guide to recreation programs)	69%	63%	72%	51%	81% A	77% A	66%	67%	63%	66%	67%
Word of mouth	87%	90%	92%	85%	94% A	89%	88%	88%	78%	89%	88%
Newspaper (print or online)	63%	60%	62%	54%	61%	74% A B	61%	65%	68%	64%	61%
Radio	48%	46%	41%	42%	52% A	50%	46%	61% A	28%	48%	47%
Television news	36%	34%	33%	21%	38% A	55% A B	34%	30%	49%	33%	35%
Social media (Facebook, Twitter, Nextdoor, etc.)	76% B	64%	72%	80% C	72% C	55%	70%	74%	56%	69%	70%
OurCity Platform (ourcity.fcgov.com)	25% C	27% C	8%	25%	27%	24%	25%	29%	33%	24%	26%

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		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Engage Platform (engage.fcgov.com)	19%	14%	8%	15%	20%	14%	15%	21%	23%	15%	17%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	29%	23%	26%	22%	35% A	25%	25%	36%	33%	26%	27%
City booth at local events	40%	37%	46%	36%	44%	37%	38%	41%	37%	40%	39%

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 131 below, residents who lived in the Southeast area of Fort Collins (F) gave statistically significantly higher scores to the quality of public schools than those who lived in the West Central area (C). For this same question, survey participants who lived in Council Districts 2 (B) and 3 (C) awarded statistically higher ratings than residents in District 4 (D) but did not provide ratings that were statistically different from respondents who lived in Districts 1 (A), 5 (E), and 6 (F).

Table 131: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall, as a place to live	83	87	87	86	85	89 A	90 C D	85	84	84	87	88	86
As a place to raise children	78	84 F	84 F	79 F	78	71	74	81	76	81	81	84 A C	80
As a place to attend college	81	79	81	83	80	88 A B C E	88 C D F	82	79	79	86	81	82
Quality of public schools	70	78 D	77 D	68	72	72	74	73	68	74	71	77 C	73
As a place to retire	71	72	68	71	64	67	69	71	65	72	71	69	69
Openness and acceptance of the community toward people of diverse backgrounds	67	64	69	64	66	69	70 D	70	64	64	64	69	67
Availability of affordable quality childcare	40	44 F	58 A B D E F	39	36	32	39	43 C	32	41	47 C	58 A B C D	42

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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Availability of affordable quality housing	20	29 A E	29 A E	29 A E	20	31 A E	30 B C	22	22	24	36 B C D	29 C	26
Overall quality of life in Fort Collins	81	78	82 E	78	76	85 B D E	84 C D	82 C	76	78	81	82 C	80

Table 132: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	Northwest	Northeast	West Central	East Central	Southwest	Southeast	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Recommend living in Fort Collins to someone who asks	69	74	79 A D E	71	68	82 A D E	82 B C D	69	68	73	70	78 B C	74
Remain in Fort Collins for the next five years	71	86 A C E F	77	82 A F	75	72	70	69	80 A B	82 A B	85 A B	78	77

Table 133: Promotion of Social Health by by Area of Residence

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(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.)	44	56 A E	60 A D E F	51	44	50	47	49	47	49	56	61 A B C D	51

Table 134: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Your neighborhood as a place to live	76	80 E	88 A B D E	81 E	74	84 A E	83 B C D	77	76	78	84 C	88 B C D	80
Your neighborhood as a place to raise children	74	77 E	89 A B D E F	79 E	68	71	69	70	73	78 A B	83 A B	88 A B C D	77

Table 135: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(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)	75	85 A C D E	78 D	71	75	83 A D E	80 B E	70	76 E	84 B C E	66	79 B E	78

Table 136: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Code enforcement (weeds, rubbish/trash, etc.)	58	61	62	62	55	62	61	57	56	61	70 B C	62	60
Noise enforcement	61 E	58	59	54	51	58	57	64 C	51	58 C	61	57	57
Residential property maintenance	64	62	68 E	64	59	65	65	66 C	59	61	70 C	68 C D	64

Table 137: 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)	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Visited a neighborhood park or City park	98% C D	95%	90%	92%	93%	97% C	95%	97% E F	95%	96% E F	87%	90%	94%
Attended a neighborhood-sponsored event	37% E	42% E	45% D E	31%	21%	36% E	33%	39% C	23%	37% C	43% C	48% A C	36%
Attended a government-organized event (open house, City Council session, forum, etc.)	28%	27%	23%	20%	28%	26%	27%	36% C D	22%	21%	29%	24%	25%
Carpooled with other adults or children instead of driving alone	51%	53%	53%	46%	49%	64% D	65% C D E F	57%	47%	49%	40%	52%	52%
Volunteered your time in Fort Collins	46%	42%	56% B D	40%	54% D	46%	44%	52% D E	51% D E	38%	32%	57% D E	47%
Talked to or visited with your immediate neighbors	90%	96% A	100% A D E	92%	91%	94%	95%	92%	89%	93%	100% C	100% B C D	94%
Done a favor for a neighbor	67%	77%	82% A	84% A	73%	87% A E	84% B D	72%	75%	70%	100% B C D F	83% D	78%

Table 138: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall safety of community members	80 E	81 E	81 E	76	74	80	81 C	80 C	73	80 C	81 C	81 C	79

Table 139: 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)	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Downtown Fort Collins during the day	87	88	86	86	89	91 D	92 C F	87	86	88	87	86	88
Downtown Fort Collins at night	65	69 D	69 D	62	65	70 D	71 C	68	62	66	63	69 C	67
Your neighborhood during the day	89	91	96 A B D E	92	91	93	93 D	90	90	89	96 C D	96 B C D	92
Your neighborhood at night	77	80 E	87 A B D E F	79 E	72	80 E	81 C	80 C	73	77	85 C	87 A B C D	79
Parks	75	81 A D	77	74	78	83 A C D E	82 B C	73	75	80 B C	78	78	78
Natural areas/open spaces	74	77	77	75	83 A B C D	82 A D	84 B C D F	72	77 B	78 B	79	77	78
Recreation facilities	79	85 A C	79	80	84	86 A C D	88 B C F	78	80	83 B	86 B	80	82
Trails	72	79 A	79 A	74	79 A	82 A D	82 B C D	72	75	77 B	78	79 B	77
Fort Collins overall during the day	84	87	87	85	86	90 A D	91 B C D	86	84	85	85	87	86
Fort Collins overall at night	69	71	74 D	65	69	69	72 C	71 C	64	69	70	74 C	70
Transfort/MAX	64	70 C	58	64	72 C	82 A B C D E	79 B C F	58	68 F	73 B F	68	58	68

Table 140: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(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)	69	73	72	66	69	74 D	73 C	72	66	70	72	73 C	70
Disaster response and restoration of services	72	72	74	70	71	70	72	70	68	72	79 C	75 C	72
Fire prevention/education	63	77 A D E F	72 A F	67	64	64	64	65	66	72 A	67	72 A	68
Fire response time	78	85 D E F	81	78	75	77	78	81 C	74	82 C	84 C	80	79
Fire services overall	79	83 E	82 E	80	73	78	80	79	75	81 C	79	83 C	79
Crime prevention	60	66 E	61 E	62 E	53	60	62 C	60 C	53	64 C	68 C	61 C	60
Police patrol	63 E	64 E	64 E	62 E	53	61 E	61	62	56	65 C	65	64 C	62
Traffic enforcement	55	59 E	58 E	53	49	59 E	58 C	55	50	59 C	54	57 C	55
Police visibility	64 E	64 E	67 E	61	56	62	62	65 C	57	64 C	59	66 C	62
Police response time	66	67	69	67	65	67	69	64	62	67	77 B C	69	67
Police services overall	68 E	68 E	69 E	65 E	55	70 E	68 C	66 C	57	69 C	70 C	69 C	66
Animal control	65	63	67	65	63	67	68	63	61	65	73 C	66	65
Business property maintenance	66	66	71 E	67	61	72 E	72 C	67	63	67	68	69 C	67
Natural Areas and Park Ranger services	84	80	83	79	81	79	79	85 C	79	81	83	83	81

Table 141: Promotion of Environmental Health by Area of Residence

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Promotion of the health of the environment of Fort Collins	59	61	64	61	62	64	66 C D	59	59	60	66	65	62

Table 142: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Overall quality of environment	75	73	74	72	72	75	76 C	77 C D	69	71	78 C	74	73

Table 143: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Air quality	61	63	65	63	63	67	68 C D	63	60	61	71 C D	65	64
Recycling programs	68	74 E F	70	68	64	67	66	73 A C	66	69	71	71	69
Conservation efforts	71	72 E	72 E	71	66	73 E	72 C	73 C	66	70	76 C	72 C	71
Overall quality of environment	75	73	74	72	72	75	76 C	77 C D	69	71	78 C	74	73
Overall appearance of the city	81	78	83 B	79	79	83 B	83 C	81	78	79	81	82	80

Table 144: Transportation Ratings by Area of Residence

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Ease of travel by car	62	68	68	65	71 A	65	65	62	70 B	65	60	68	66
Ease of traveling by public transportation	43	47	46	47	52 A	59 A B C D	57 B D E F	40	51 B	47	42	46	48
Ease of walking	67	66	69	69	63	76 A B C D E	75 B C D F	67	65	67	68	68	68
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	60	56	63	57	55	64	65 E	60	57	57	50	64 E	59
Ease of travel by bicycle	79	81	82 D	75	84 D	84 D	86 C D E	82	79	78	76	82	81
Availability of parking Downtown	43	59 A D E	56 A E	51 A	48	53 A	53 B	43	49	53 B	52	57 B C	51
Traffic flow	47	52 C	45	50	48	49	49	46	50	51	45	46	48
Street maintenance	63	62	61	62	60	60	62	65	60	61	61	62	62
Availability of electric vehicle charging stations	47 C	41	33	43	55 B C	44	44	46	49 F	43	60	33	44
Northern Colorado Regional Airport	55	61	57	56	51	48	49	51	53	63 A	59	56	55

Table 145: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Quality of arts and cultural opportunities	68	64	63	64	62	68	69 C	69 C	61	64	66	64	65
Quality of recreational opportunities	90 B D E F	83	86	83	81	83	83	89 A C E	82	85	82	86	85
Quality of public library services	83 E	85 E	82	82	77	81	79	86 A C	80	83	84	82	82

Table 146: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Natural areas and open space	87	87	87	83	84	85	87 C	86 C	80	87 C	91 C	87 C	86
Trails	86	88	88	84	88	85	87	87	84	87	90	88 C	86
Parks Overall	84	84	85	84	85	87	87 D	87 D	83	82	89	86	85
Parks in my neighborhood	77	73	87 A B E	82 B	77	87 A B E	85 B C D	78	79 D	73	83 D	88 B C D	80
Dog parks	63	76 A	78 A	71	74 A	73 A	75 B	56	71 B	76 B	80 B	79 B C	72
Timberline Recycling Center	80 E	82 E F	83 E F	78	72	74	73	80 A	74	81 A C	82	83 A C	79
Cemeteries	73	77 E	81 A E	78 E	67	81 A E	78	80	73	72	81	82 C D	76
Golf courses	77 E	78 E	81 E	76 E	63	76 E	74	77 C	67	78 C	85 C	80 C	76

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Athletic fields	75 E	79 E	76 E	74	69	78 E	76	78 C	70	76 C	81 C	77 C	75
Northside Aztlan Community Center	77	78	82 E	80	73	80	80	78	73	78	84 C	81 C	79
Fort Collins Senior Center	83 B	75	80	79	78	79	80	85 C D	76	77	86 C D	78	79
Edora Pool Ice Center (EPIC)	74	79	74	78	72	75	77	79	72	75	88 C D F	74	75
Foothills Activity Center	72	77 D	75	66	68	74	75 C	71	63	75 C	83 C	76 C	72
Mulberry Pool	66 E	67 E	69 E	63	55	59	57	66	56	67 A C	78 A C	70 A C	64
The Farm at Lee Martinez Park	85 E	80 E	83 E	82 E	72	81 E	80	89 A C D	75	79	88 C D	84 C	81
The Gardens on Spring Creek	84 E	87 E	86 E	83 E	76	88 E	85 C	85 C	79	86 C	87 C	87 C	84
Pottery studio	76 E	75 E	78 E	87 B E	61	80 E	73	78	79	75	91	77	76
Art in Public Places program	82	84 E	80	81	76	83	82	82	79	81	80	82	81
Lincoln Center programs	78 E	82 E	80 E	80 E	70	81 E	78	80	76	80	80	80	79
Fort Collins Museum of Discovery	84 E	80	85 D E	79	76	85 E	84 C	83 C	76	82 C	82	85 C	82
Adult recreation programs	65	68	78 A B	77 A B	72	70	70	64	75 B D	68	75	77 B D	71
Senior recreation programs	71	74	77	76	68	75	74	69	73	75	72	76	74
Youth/teen recreation programs	63	75 A	75 A	72	76 A	80 A	81 B D	65	71	70	77	76	73

Table 147: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
As a place to work	74	73	77	73	74	76	78 C D	75	72	72	75	78 C D	75

Table 148: 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Quality of shopping opportunities	74	75	73	68	70	75	75 C	70	69	76 C	67	74	73
Quality of dining opportunities	81	76	80	75	76	76	78	79	75	78	76	81 C	78
Quality of entertainment opportunities	77 B C D E	70	71	65	66	75 D E	76 C	75 C	63	72 C	70	72 C	71
Availability of job opportunities	62 F	62 F	68 D E F	58	59	54	56	60	56	64 A C	69 A C	67 A B C	61
Availability of quality healthcare	76	80 E F	83 A D E F	76	71	73	74	80 C	71	76	83 A C	84 A C D	77

Table 149: Business Support and Promotion of Economic Health by Area of Residence

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Promotion of the economic health of Fort Collins	59	62 D	61	54	63 D	57	60	60	57	60	56	60	59
Support of businesses	66	63	60	61	62	68 C	68 E F	67 E F	63	63	56	60	63

Table 150: Business Health by Area of Residence

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Encouraging a variety of businesses	61	65	59	60	65	64	65 E	62	64 E	64 E	51	59	62
Retaining existing businesses	54	58	55	51	60 D	59	62 E	56 E	56 E	55 E	40	55 E	56
Attracting new businesses	58	56	54	51	64 C D	61 D	65 B C E F	56	56	58 E	46	54	57

Table 151: Overall Quality of City Services by Area of Residence

(Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(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?	73	72	75	71	72	76	76	74	72	72	69	75	73

Table 152: Response to COVID-19 Pandemic by Area of Residence

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Response to the COVID-19 pandemic	63	63	65	60	64	64	63	65	62	61	61	65	63

Table 153: City Government Ratings by Area of Residence

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Managing and planning for growth	45	54 A E	54 A E	52	45	56 A E	56 B C	46	47	51	53	53 B C	51
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	50	53 E	56 E	55 E	46	54 E	54	51	48	51	59	57 C	52
Efficient operation of programs and services	62	63	63	62	64	67	66	65	63	62	65	64	64
Encouraging sustainability in the community	60	66	69 A	64	67 A	66	67	65	65	61	62	68 D	65
Partnering with the community to address climate change	53	56 E	54	53	47	60 E	59 C	53	50	55	52	54	54
Overall direction of the City	59	61	60	59	53	65 E	65 C D E	61	56	58	54	60	60
Welcoming community member involvement	61	61	62	57	64	69 A B D	70 C D F	63	58	58	62	63	62
Listening to community members	57	60	53	56	55	56	58	59	55	57	55	55	56
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	67	66	73 B D	63	66	67	67	69	64	65	64	72 C D	67

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Creating a welcoming, inclusive community where all community members feel a sense of belonging	57	56	72 A B	63	61	65	65	59	59	56	66	69 D	62

Table 154: Contact with City Employees by Area of Residence

	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
Percent yes	(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?	50%	60% F	53%	53%	49%	45%	49%	50%	49%	56%	52%	55%	52%

Table 155: 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=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Courtesy	84	85 D	91 D	77	84	87 D	88 C	87 C	79	84	80	90 C	85
Promptness	75	81	88 A D E	74	74	84	83 C	82	73	75	74	89 C D E	79
Knowledge	81	83	89 D E	80	78	84	85	83	78	81	81	90 C D	83
Making you feel valued	70	83 A D E	86 A D E	68	67	77	72	73	69	78 C	72	87 A B C	76
Overall impression	81	83	87 D E	77	76	82	82	81	77	81	73	87 C E	81

Table 156: Non-users Ratings of City Employees by Area of Residence

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Courtesy	78	72	76	75	77	76	78	82 D	75	71	73	75	76
Promptness in responding to inquiries and service requests	81 B D F	69	72	69	73	67	70	82 A C E	70	73	64	72	73
Making community members or customers feel valued	76 B C	63	63	69	74 C	69	72	80 C D E F	70	65	65	63	70

Table 157: Fort Collins Utilities Ratings by Area of Residence

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
The overall quality of Fort Collins Utilities	79 E	81 E	79	79	74	82 E	80	82 C	77	78	80	79	79
Your overall impression of Fort Collins Utilities	78 E	80 C E	74	75	71	80 C E	79 C	80 C	73	78 C	77	75	76

Table 158: Likelihood of Using and Recommending Connexion 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).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Sign up for Connexion internet, TV or phone service when available to you	66	77 A	68	70	69	72	74	63	67	75 B	69	69	70
Recommend Connexion service to a friend, relative or colleague	59	75 A	69	76 A	67	75 A	73	58	72 B	71	75	71	69

Table 159: 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.		Council District						Geographic area of residence						
		District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	Overall
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	47%	59%	37%	64%	34%	49%	46%	48%	53%	54%	52%	38%	49%
	Same effort	52%	39%	57%	35%	61%	51%	54%	51%	42%	44%	48%	56%	49%
	Less effort	2%	2%	6%	1%	5%	0%	0%	0%	4%	2%	0%	7%	3%
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	66%	76%	58%	57%	68%	60%	60%	65%	63%	74%	59%	59%	64%
	Same effort	29%	22%	37%	35%	29%	38%	38%	30%	33%	24%	28%	35%	31%
	Less effort	5%	2%	6%	8%	2%	2%	2%	5%	4%	2%	13%	6%	4%
Neighborhood Livability and Social Health:	More effort	70%	62%	44%	57%	73%	66%	65%	69%	68%	63%	49%	47%	62%

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Council District						Geographic area of residence						
		District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	Overall
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	Same effort	25%	35%	41%	31%	24%	26%	28%	26%	24%	33%	37%	38%	30%
	Less effort	5%	4%	16%	12%	3%	8%	7%	5%	7%	4%	14%	15%	8%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	30%	22%	20%	22%	20%	14%	18%	28%	19%	24%	21%	21%	22%
	Same effort	60%	68%	77%	78%	76%	76%	75%	57%	79%	68%	79%	76%	72%
	Less effort	10%	10%	4%	0%	4%	9%	8%	15%	2%	8%	0%	4%	6%
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%	38%	18%	27%	25%	27%	28%	26%	28%	32%	14%	18%	26%
	Same effort	75%	58%	79%	71%	75%	72%	71%	71%	71%	67%	83%	77%	72%
	Less effort	2%	4%	3%	3%	0%	1%	1%	3%	1%	1%	3%	5%	2%
Transportation and Mobility: Includes transportation planning and development,	More effort	49%	58%	48%	52%	59%	42%	49%	50%	52%	54%	57%	48%	51%
	Same effort	48%	40%	48%	46%	41%	57%	51%	48%	46%	43%	43%	47%	47%

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Council District						Geographic area of residence						
		District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	Overall
maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	Less effort	3%	2%	4%	2%	1%	0%	0%	1%	2%	2%	0%	4%	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	14%	22%	19%	21%	15%	14%	18%	8%	18%	25%	12%	17%	18%
	Same effort	74%	73%	75%	72%	82%	75%	73%	79%	79%	69%	76%	76%	75%
	Less effort	12%	5%	6%	7%	2%	11%	9%	13%	4%	6%	12%	7%	7%

Table 160: Ratings of Informing Residents by Area of Residence

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Informing community members	60	63 D E	59	53	55	64 D E	62 E	62 C E	55	60	51	59	59

Table 161: Providing Information and Opportunities to Participate by Area of Residence

Please rate the City's performance in each of the following areas. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	Northwest	Northeast	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Providing opportunities to participate in government activities	57	59	60	61	53	59	59	59	56	57	60	61	58
Providing volunteer opportunities to community members	61	63	64	65	62	67	66	60	64	62	68	65	64
Providing emergency information	62	64	67	60	65	65	63	66	64	60	60	68 D	64

Table 162: 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)	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
The City of Fort Collins local channels 14 and 881	7%	20% A F	14%	20% A F	15% F	5%	7%	8%	17% A B	16% A	14%	14%	13%
Online video FCTV on www.fcgov.com/FCTV	19%	23% F	18%	24% F	22% F	10%	15%	24%	22%	20%	14%	18%	19%
City's website (www.fcgov.com)	89%	86%	88%	84%	84%	83%	86%	91% C	82%	86%	83%	88%	86%
City News eNewsletter	30%	45% A E F	41% E F	45% A E F	24%	24%	30%	35%	33%	37%	35%	43% A	35%
Newsletters or brochures from City departments	51%	62% F	68% A E F	77% A B E F	49%	44%	51%	61%	58%	53%	80% A C D	67% A D	59%
City employees or departments (e.g., contacting by phone, email or in person)	62% E F	62% E F	67% E F	75% A B E F	43%	48%	52%	64%	57%	60%	70%	67% A	60%
Tracks and Trails (the guide to natural areas activities)	79% C	71%	68%	78%	77%	68%	74%	79%	74%	73%	78%	68%	74%
"Recreator" (guide to recreation programs)	60%	67%	72% A	76% A F	64%	62%	62%	61%	70%	63%	76%	73%	67%
Word of mouth	89%	81%	94% B E	93% B E	84%	90%	92% D	97% C D	86% D	78%	91% D	94% C D	88%
Newspaper (print or online)	57%	62%	63%	72% A E	50%	63%	65%	69% D	58%	54%	73% D	63%	61%
Radio	54% E	50% E	47% E	48% E	32%	46%	46%	53%	41%	53% C	36%	46%	47%
Television news	30%	33%	45% A E F	45% A F	32%	28%	27%	35%	38%	32%	49% A	40% A	35%

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)	Council District						Geographic area of residence						Overall
	District 1	District 2	District 3	District 4	District 5	District 6	North-west	North-east	West Central	East Central	South-west	South-east	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Social media (Facebook, Twitter, Nextdoor, etc.)	73%	64%	71%	74%	75%	66%	70%	80% D	71%	62%	84% D	70%	70%
OurCity Platform (ourcity.fcgov.com)	27% F	25%	34% F	26% F	25%	13%	17%	31% A	24%	24%	25%	33% A	26%
Engage Platform (engage.fcgov.com)	20%	16%	22%	12%	15%	12%	15%	22%	12%	17%	11%	21%	17%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	27%	39% A D E F	31% E	23%	17%	20%	21%	35% A C	19%	32% A C	25%	30% C	27%
City booth at local events	45% E	45% E	34%	36%	30%	39%	37%	50% A C E F	35%	43%	30%	32%	39%

Appendix F: Benchmark Comparisons

Understanding the Benchmark Comparisons

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

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the community rate police services lower than ratings given by residents in other cities with objectively "worse" departments. Benchmark data can help that police department – or any department – to understand how well residents think it is doing.

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

Comparison Data

NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC's work. [1],[2] The method described in those publications is refined regularly and statistically tested on a growing number of resident surveys in NRC's proprietary databases.

Communities in NRC's benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all communities in the database or to a subset. Despite the differences in characteristics across communities, all are in the business of providing services to residents. Though individual community circumstances, resources

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[1] Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, Journal of Urban Affairs, 24, 271-288.
[2] Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, Public Administration Review, 64, 331-341.

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 500 communities whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The City of Fort Collins chose to have comparisons made to the entire database as well as to communities in the Front Range.

Putting Evaluations onto the 100-point Scale

Although responses to many of the evaluative questions were made on a five-point scale with 1 representing the best rating and 5 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The margin of error around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

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

Example of Converting Responses to the 100-point Scale

Response option	Total with "no opinion"	Step1: Remove "don't know" responses	Total without "no opinion"	Step 2: Assign scale values	Step 3: Multiply % by scale value	Step 4: Sum to calculate average rating
Very good	15%	=15÷(100-2)=	15.3%	100	=15.3% x 100 =	15.3
Good	53%	=53÷(100-2)=	54.1%	75	=54.1% x 75 =	40.6
Average	26%	=26÷(100-2)=	26.5%	50	=26.5% x 50 =	13.3
Bad	3%	=3÷(100-2)=	3.1%	25	=3.1% x 25 =	0.8
Very bad	0%	=0÷(100-2)=	0%	0	=0% x 0 =	0
No opinion	2%		--			
Total	100%		100%			70

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

0%	3%	26%	53%	15%
0 Very bad	25 Bad	50 Average	70 75 Good	100 Very good
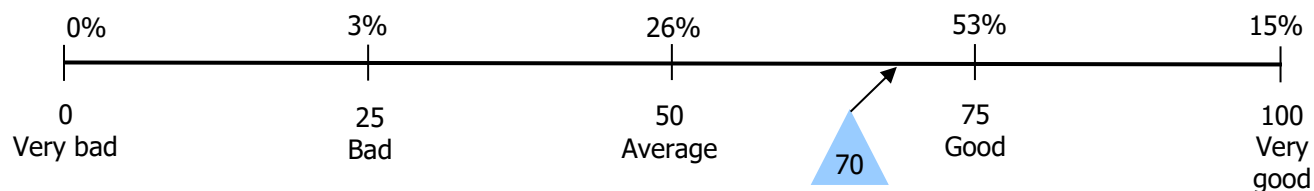
Interpreting the Results

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

Where comparisons for quality ratings were available, the City of Fort Collins results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of residents having contacted the City in the last 12 months.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of Fort Collins rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between Fort Collins rating and the benchmark is greater than but less than twice the margin of error; and "much above," "much below," "much more" or "much less" if the difference between Fort Collins rating and the benchmark is more than twice the margin of error.

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

National Benchmarks

Table 163: 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	156	397	Similar
Availability of affordable quality housing	26	311	336	Much lower
Quality of public schools	73	151	301	Similar
As a place to raise children	80	216	398	Similar
As a place to retire	69	215	383	Similar
Openness and acceptance of the community toward people of diverse backgrounds	67	121	324	Similar
Availability of affordable quality childcare	42	272	298	Much lower
Overall quality of life in Fort Collins	80	198	438	Similar

Table 164: 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	82	220	316	Similar
Remain in Fort Collins for the next five years	82	201	309	Similar

Table 165: 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	80	213	332	Similar

Table 166: Code Enforcement Benchmark

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.)	60	137	377	Similar

Table 167: 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	94	9	249	Much higher
Carpooled with other adults or children instead of driving alone	52	33	290	Much higher
Volunteered your time in Fort Collins	47	47	301	Much higher
Talked to or visited with your immediate neighbors	6	234	234	Much lower
Done a favor for a neighbor	78	172	231	Similar

Table 168: 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	79	194	380	Similar

Table 169: 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	159	337	Similar
Downtown Fort Collins at night	67	9	10	Lower
Your neighborhood during the day	92	167	362	Similar
Your neighborhood at night	79	6	12	Similar
Parks	78	6	11	Similar

Table 170: 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)	70	124	312	Similar
Fire prevention/education	68	268	313	Lower
Fire services overall	79	325	370	Lower
Crime prevention	60	292	379	Lower
Traffic enforcement	55	325	379	Lower
Police response time	67	6	6	Lower
Police services overall	66	382	428	Much lower
Animal control	65	223	342	Similar

Table 171: 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
Overall appearance of the city	80	89	362	Higher
Air quality	64	260	291	Much lower
Recycling programs	69	255	358	Similar
Overall quality of environment	73	206	310	Similar

Table 172: 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 travel by car	66	215	334	Similar
Ease of traveling by public transportation	48	132	285	Similar
Ease of walking	68	170	335	Similar
Availability of parking Downtown	51	227	279	Much lower
Traffic flow	48	256	351	Lower
Street maintenance	62	112	374	Higher

Table 173: 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	65	141	318	Similar
Quality of recreational opportunities	85	29	322	Much higher
Quality of public library services	82	195	341	Similar

Table 174: 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	86	8	283	Much higher
Trails	86	6	8	Similar
Parks Overall	85	82	336	Higher
Athletic fields	75	Not available	Not available	Not available
Adult recreation programs	71	166	334	Similar

Table 175: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Quality of shopping opportunities	73	72	322	Much higher
Availability of job opportunities	61	100	336	Higher
Availability of quality healthcare	77	32	298	Much higher
As a place to work	75	105	382	Higher

Table 176: 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?	73	178	398	Similar

Table 177: 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	62	126	345	Similar
Listening to community members	56	8	14	Similar
Overall direction of the City	60	217	351	Similar

Table 178: 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?	52	94	351	Higher

Table 179: 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	11	16	Similar
Knowledge	83	18	24	Similar
Overall impression	81	94	393	Higher

Table 180: 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	59	9	10	Lower
Providing opportunities to participate in government activities	58	257	304	Lower
Providing volunteer opportunities to community members	64	249	299	Lower

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	Brownsburg town, IN 24,625
Airway Heights city, WA 8,017	Buffalo Grove village, IL 41,551
Albany city, OR 52,007	Burlingame city, CA 30,401
Albemarle County, VA............................... 105,105	Cabarrus County, NC 196,716
Albert Lea city, MN..................................... 17,716	Cambridge city, MA 110,893
Alexandria city, VA 154,710	Canandaigua city, NY 10,402
Allegan County, MI.................................... 114,145	Cannon Beach city, OR 1,517
American Canyon city, CA............................20,341	Cañon City city, CO 16,298
Ankeny city, IA 56,237	Cape Coral city, FL 173,679
Ann Arbor city, MI...................................... 119,303	Carlsbad city, CA 113,147
Apache Junction city, AZ.............................38,452	Carol Stream village, IL 40,231
Arapahoe County, CO................................ 626,612	Cartersville city, GA 20,235
Arlington city, TX 388,225	Cary town, NC 159,715
Asheville city, NC 89,318	Cedar Hill city, TX 48,149
Ashland city, OR 20,733	Cedar Park city, TX 70,010
Ashland town, MA 17,478	Cedar Rapids city, IA................................. 130,330
Ashland town, VA..7,554	Celina city, TX...7,910
Athens-Clarke County, GA 122,292	Centennial city, CO.................................... 108,448
Auburn city, AL 61,462	Chandler city, TX 2,896
Aurora city, CO 357,323	Chanhassen city, MN 25,108
Austin city, TX 916,906	Chapel Hill town, NC 59,234
Avon town, IN 16,479	Chardon city, OH 5,166
Avondale city, AZ 81,590	Charles County, MD 156,021
Azusa city, CA.. 49,029	Charlotte County, FL 173,236
Bainbridge Island city, WA..........................23,689	Charlottesville city, VA................................ 46,487
Baltimore County, MD 828,637	Chatfield city, MN...3,067
Basehor city, KS...5,401	Chattanooga city, TN................................. 176,291
Batavia city, IL.. 26,499	Chesterfield County, VA............................. 335,594
Battle Creek city, MI................................... 51,505	Clackamas County, OR 399,962
Baytown city, TX... 76,205	Clatsop County, OR 38,021
Beaumont city, CA 43,641	Clayton city, MO 16,214
Bedford city, TX.. 49,082	Clearwater city, FL 112,794
Bellingham city, WA 85,388	Cleveland Heights city, OH 45,024
Berthoud town, CO 6,018	Clive city, IA 17,134
Bethlehem township, PA..............................23,800	Clovis city, CA.. 104,411
Bettendorf city, IA....................................... 35,293	College Park city, MD 32,186
Billings city, MT... 109,082	College Station city, TX 107,445
Bloomington city, IN 83,636	Collegedale city, TN 10,902
Bloomington city, MN 85,417	Colleyville city, TX 25,557
Boise City city, ID 220,859	Collinsville city, IL 24,767
Bonner Springs city, KS 7,644	Columbia city, MO 118,620
Boulder city, CO.. 106,271	Commerce City city, CO.............................. 52,905
Bowling Green city, KY 64,302	Conshohocken borough, PA 7,985
Brighton city, CO.. 38,016	Coolidge city, AZ 12,221
Broadview village, IL 7,892	Coon Rapids city, MN 62,342
Brookline CDP, MA 59,246	Coral Gables city, FL.................................... 50,909
Brooklyn Center city, MN 30,885	Coronado city, CA 24,053
Brooklyn city, OH 10,891	Corvallis city, OR.. 56,224
Broomfield city, CO 64,283	Cottonwood Heights city, UT 34,214

Coventry Lake CDP, CT 2,932
Coventry town, CT 12,458
Cupertino city, CA 60,687
Dacono city, CO 4,929
Dakota County, MN 414,655
Dallas city, OR 15,413
Dallas city, TX.......................................1,300,122
Danvers town, MA......................................27,527
Danville city, KY 16,657
Darien city, IL...22,206
Davenport city, IA.....................................102,268
Davidson town, NC.....................................12,325
Dayton city, OH 140,939
Dayton town, WY...815
Dearborn city, MI.......................................95,295
Decatur city, GA..22,022
DeLand city, FL..30,315
Delhi charter township, MI.........................26,777
Denison city, TX...23,342
Denton city, TX 131,097
Denver city, CO...678,467
Des Moines city, IA 214,778
Des Peres city, MO..8,536
DeSoto city, TX...52,596
Destin city, FL..13,421
Dothan city, AL 67,784
Dover city, NH 30,901
Dublin city, OH 44,442
Durham city, NC 257,232
Durham County, NC 300,865
Dyer town, IN...16,077
Eagan city, MN 66,102
Eau Claire city, WI 67,945
Eden Prairie city, MN 63,660
Eden town, VT 1,254
Edina city, MN 50,603
Edmond city, OK...89,769
Edmonds city, WA.......................................41,309
El Cerrito city, CA.......................................24,982
El Mirage city, AZ.......................................34,400
El Paso de Robles (Paso Robles) city, CA 31,409
Elbert County, CO 24,553
Elgin city, IL 112,628
Elk Grove city, CA 166,228
Elmhurst city, IL 46,139
Englewood city, CO 33,155
Erie town, CO 22,019
Escambia County, FL..................................309,924
Escondido city, CA......................................150,783
Estes Park town, CO.....................................6,248
Euclid city, OH 47,698
Farmers Branch city, TX 33,808
Farmersville city, TX.....................................3,440
Farmington Hills city, MI............................81,235
Fate city, TX 10,339

Fayetteville city, GA....................................17,069
Fayetteville city, NC...................................210,324
Ferguson township, PA...............................18,837
Fernandina Beach city, FL...........................11,957
Flagstaff city, AZ 69,903
Florence town, AZ......................................26,066
Flower Mound town, TX..............................71,575
Forest Grove city, OR 23,554
Fort Collins city, CO...................................159,150
Franklin city, TN..72,990
Frederick town, CO 11,397
Fremont city, CA 230,964
Frisco town, CO 2,977
Fruita city, CO..13,039
Gahanna city, OH.......................................34,691
Gaithersburg city, MD................................67,417
Galveston city, TX......................................49,706
Gardner city, KS...21,059
Georgetown city, TX...................................63,062
Gilbert town, AZ...232,176
Gillette city, WY 31,783
Glen Ellyn village, IL..................................27,983
Glencoe village, IL.......................................8,923
Glendora city, CA 51,891
Golden city, CO..20,365
Golden Valley city, MN...............................21,208
Goodyear city, AZ 74,953
Grand Rapids city, MI 195,355
Grand Traverse County, MI..........................91,222
Greeley city, CO 100,760
Greenville city, NC.....................................90,347
Greer city, SC 28,587
Gulf Breeze city, FL......................................6,251
Gunnison County, CO 16,215
Haltom City city, TX 44,059
Hamilton city, OH......................................62,216
Hamilton town, MA 7,991
Hampton city, VA.......................................136,255
Hanover County, VA...................................103,218
Hastings city, MN 22,620
Henderson city, NV 284,817
High Point city, NC....................................109,849
Highland Park city, IL.................................29,796
Highlands Ranch CDP, CO 105,264
Homer Glen village, IL................................24,403
Honolulu County, HI..................................990,060
Hopkinton town, MA...................................16,720
Horry County, SC 310,186
Huntley village, IL......................................26,265
Huntsville city, TX 40,727
Hutchinson city, MN 13,836
Hutto city, TX 22,644
Independence city, IA 6,013
Independence city, MO...............................117,369
Iowa City city, IA 73,415

Issaquah city, WA 35,629	Manassas city, VA 41,379
Jackson city, MO 14,690	Manhattan city, KS 55,427
Jackson County, MI 158,989	Mankato city, MN 41,241
Jefferson Parish, LA 437,038	Maple Grove city, MN 68,362
Jerome city, ID 11,306	Maplewood city, MN 40,127
Johnson City city, TN................................. 65,598	Maricopa County, AZ 4,155,501
Johnson County, KS 578,797	Marin County, CA.................................... 260,814
Johnston city, IA 20,172	Marion city, IA 38,014
Jupiter town, FL... 62,373	Mariposa County, CA 17,658
Kalamazoo city, MI..................................... 75,833	Marshalltown city, IA.................................. 27,440
Kansas City city, KS 151,042	Marshfield city, WI 18,326
Kansas City city, MO................................ 476,974	Maryland Heights city, MO 27,246
Kent city, WA.. 126,561	Marysville city, WA..................................... 66,178
Kerrville city, TX.. 22,931	Maui County, HI....................................... 164,094
King City city, CA 13,721	McKinney city, TX..................................... 164,760
Kingman city, AZ.. 28,855	McMinnville city, OR 33,211
Kingsport city, TN 52,698	Mecklenburg County, NC 1,034,290
Kirkland city, WA....................................... 86,772	Menlo Park city, CA.................................... 33,661
Kirkwood city, MO 27,659	Mercer Island city, WA 24,768
La Mesa city, CA 59,479	Meridian charter township, MI 41,903
La Plata town, MD......................................9,160	Mesa city, AZ.. 479,317
La Vista city, NE....................................... 17,062	Mesquite city, TX 144,118
Laguna Beach city, CA................................ 23,224	Miami city, FL 443,007
Lake Elsinore city, CA 62,229	Middleton city, WI...................................... 18,951
Lake Forest city, CA 81,812	Middletown town, RI 16,100
Lake Havasu City city, AZ 53,463	Milford city, DE 10,645
Lake in the Hills village, IL.......................... 28,908	Milton city, GA 37,556
Lake Zurich village, IL 19,983	Minneapolis city, MN 411,452
Lakewood city, CO 151,411	Minnetrista city, MN 7,187
Lakewood city, WA..................................... 59,102	Minturn town, CO.......................................1,141
Lancaster County, SC 86,544	Missoula County, MT 114,231
Larkspur city, CA....................................... 12,367	Missouri City city, TX 72,688
Las Cruces city, NM................................. 101,014	Moline city, IL... 42,644
Las Vegas city, NV 621,662	Monroe city, MI... 20,128
Lawrence city, KS...................................... 93,954	Montgomery city, MN 2,921
Lawrenceville city, GA 29,287	Montgomery County, MD 1,039,198
Lehi city, UT 58,351	Montrose city, CO 18,918
Lewes city, DE 2,961	Moorpark city, CA...................................... 36,060
Lewisville city, TX.................................... 103,638	Moraga town, CA 17,231
Lincolnwood village, IL 12,637	Morristown city, TN.................................... 29,446
Lindsborg city, KS 3,313	Morrisville town, NC 23,873
Little Chute village, WI 11,006	Morro Bay city, CA 10,568
Little Elm city, TX...................................... 39,471	Moscow city, ID 24,833
Littleton city, CO 45,848	Mount Prospect village, IL 54,493
Livermore city, CA..................................... 88,232	Mountlake Terrace city, WA 20,922
Lombard village, IL 43,776	Muscatine city, IA 23,852
Lone Tree city, CO 13,430	Naperville city, IL.................................... 146,431
Longmont city, CO 91,730	Napoleon city, OH 8,646
Los Alamos County, NM.............................. 18,031	Needham CDP, MA...................................... 30,429
Los Altos Hills town, CA..............................8,490	Nevada City city, CA....................................3,112
Loudoun County, VA 374,558	Nevada County, CA 98,838
Louisville city, CO...................................... 20,319	New Braunfels city, TX 70,317
Lower Merion township, PA 58,500	New Brighton city, MN................................ 22,440
Lynchburg city, VA 79,237	New Concord village, OH 2,561
Lynnwood city, WA 37,242	New Hope city, MN 20,909

New Orleans city, LA 388,182	Puyallup city, WA 39,637
Newport News city, VA 180,775	Queen Creek town, AZ 33,298
Newton city, IA 15,085	Raleigh city, NC 449,477
Niles village, IL 29,823	Ramsey city, MN 25,853
Noblesville city, IN 59,807	Raymore city, MO 20,358
Norcross city, GA 16,474	Redlands city, CA 70,765
Norfolk city, NE 24,352	Redmond city, OR 28,492
North Kansas City city, MO 4,371	Redmond city, WA 60,712
North Mankato city, MN 13,583	Reno city, NV 239,732
North Port city, FL 62,542	Richfield city, MN 35,993
North Yarmouth town, ME 3,714	Richmond city, CA 108,853
Northglenn city, CO 38,473	Richmond city, VA 220,892
Novi city, MI 58,835	Richmond Heights city, MO 8,466
O'Fallon city, IL 29,095	Rio Rancho city, NM 93,317
Oak Park village, IL 52,229	River Falls city, WI 15,256
Oakdale city, MN 27,972	Riverside city, CA 321,570
Oklahoma City city, OK 629,191	Roanoke County, VA 93,419
Olmsted County, MN 151,685	Rochester city, NY 209,463
Oregon City city, OR 35,483	Rock Hill city, SC 70,764
Orland Park village, IL 59,161	Rockville city, MD 66,420
Orleans Parish, LA 388,182	Roeland Park city, KS 6,810
Oshkosh city, WI 66,649	Rohnert Park city, CA 42,305
Oswego village, IL 33,759	Rosemount city, MN 23,474
Overland Park city, KS 186,147	Rosenberg city, TX 35,867
Paducah city, KY 24,879	Roseville city, CA 130,705
Palm Coast city, FL 82,356	Roseville city, MN 35,624
Palm Springs city, CA 47,140	Round Rock city, TX 116,369
Palo Alto city, CA 67,082	Royal Palm Beach village, FL 37,665
Palos Verdes Estates city, CA 13,591	Sacramento city, CA 489,650
Panama City Beach city, FL 12,461	Salem city, OR 163,654
Papillion city, NE 19,478	Sammamish city, WA 62,877
Paradise Valley town, AZ 13,961	San Carlos city, CA 29,954
Park City city, UT 8,167	San Diego city, CA 1,390,966
Parker town, CO 51,125	San Jose city, CA 1,023,031
Pasco city, WA 70,607	Sangamon County, IL 198,134
Pasco County, FL 498,136	Santa Cruz city, CA 63,993
Payette city, ID 7,366	Santa Fe city, NM 82,980
Pearland city, TX 113,693	Santa Fe County, NM 147,514
Peoria city, IL 115,424	Sausalito city, CA 7,147
Perryville city, MO 8,366	Savage city, MN 30,011
Pflugerville city, TX 58,013	Schaumburg village, IL 74,427
Philadelphia city, PA 1,569,657	Schertz city, TX 38,199
Pinehurst village, NC 15,580	Scott County, MN 141,463
Pitkin County, CO 17,747	Scottsdale city, AZ 239,283
Plano city, TX 281,566	Sedona city, AZ 10,246
Pleasant Hill city, IA 9,608	Sevierville city, TN 16,387
Plymouth city, MN 76,258	Shakopee city, MN 40,024
Port Orange city, FL 60,315	Shawnee city, KS 64,840
Port St. Lucie city, FL 178,778	Shawnee city, OK 30,974
Portage city, MI 48,072	Shoreline city, WA 55,431
Portland city, TX 16,618	Shorewood village, IL 16,809
Powell city, OH 12,658	Shrewsbury town, MA 36,716
Powhatan County, VA 28,364	Sierra Vista city, AZ 43,585
Prairie Village city, KS 21,932	Silverton city, OR 9,757
Pueblo city, CO 109,122	Sioux Falls city, SD 170,401

Skokie village, IL...64,773
Snoqualmie city, WA 12,944
Snowmass Village town, CO...........................2,827
Somerset town, MA...18,257
South Bend city, IN...101,928
South Jordan city, UT......................................65,523
South Portland city, ME 25,431
Spearfish city, SD..11,300
Spring Hill city, KS..6,064
Springville city, UT 32,319
St. Augustine city, FL 13,952
St. Charles city, IL...32,730
St. Cloud city, MN 67,093
St. Croix County, WI 87,142
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
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
Tempe city, AZ 178,339
Temple city, TX..71,795
Texarkana city, TX 37,222
The Woodlands CDP, TX...................................109,608
Thomasville city, NC..26,901
Thousand Oaks city, CA...................................128,909
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
Urbandale city, IA 42,222
Vail town, CO...5,425
Vallejo city, CA..120,599
Vernon Hills village, IL....................................26,084
Victoria city, MN..8,679
Vienna town, VA 16,474
Walnut Creek city, CA......................................68,516
Warrensburg city, MO 19,890
Washington County, MN...................................250,979
Washington County, RI 126,190
Washoe County, NV 445,551
Washougal city, WA 15,241
Waukesha city, WI...72,173
Waunakee village, WI 13,284
Wauwatosa city, WI 47,687
Wellington village, FL 62,796

Wentzville city, MO..35,768
West Bend city, WI 31,656
West Chester township, OH 62,804
West Des Moines city, IA 62,999
Westerville city, OH...38,604
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
Wilmington city, NC...115,261
Wilsonville city, OR..22,789
Windsor town, CO..23,386
Winston-Salem city, NC 240,193
Winter Garden city, FL.....................................40,799
Woodbury city, MN..67,648
Woodinville city, WA..11,675
Wyandotte County, KS 163,227
Wyoming city, MI...75,124
Yountville city, CA 2,978

Front Range Benchmarks

Table 181: 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	9	23	Higher
Availability of affordable quality housing	26	14	16	Much lower
Quality of public schools	73	4	14	Much higher
As a place to raise children	80	11	24	Similar
As a place to retire	69	10	24	Similar
Openness and acceptance of the community toward people of diverse backgrounds	67	7	19	Similar
Overall quality of life in Fort Collins	80	9	23	Similar

Table 182: 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	82	9	16	Similar
Remain in Fort Collins for the next five years	82	10	15	Similar

Table 183: 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	80	10	21	Similar

Table 184: Code Enforcement Benchmark

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.)	60	5	20	Higher

Table 185: 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	94	3	12	Higher
Carpooled with other adults or children instead of driving alone	52	4	12	Higher
Volunteered your time in Fort Collins	47	3	11	Much higher
Talked to or visited with your immediate neighbors	6	9	9	Much lower
Done a favor for a neighbor	78	5	9	Similar

Table 186: 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	79	7	16	Higher

Table 187: 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	8	15	Similar
Downtown Fort Collins at night	67	Not available	Not available	Not available
Your neighborhood during the day	92	7	16	Similar
Your neighborhood at night	79	Not available	Not available	Not available
Parks	78	3	5	Similar

Table 188: 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)	70	2	14	Higher
Fire prevention/education	68	7	10	Similar
Fire services overall	79	10	13	Lower
Crime prevention	60	9	17	Similar
Traffic enforcement	55	14	20	Lower
Police response time	67	5	5	Lower
Police services overall	66	17	22	Lower
Animal control	65	10	18	Similar

Table 189: 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
Overall appearance of the city	80	6	18	Much higher
Air quality	64	9	14	Similar
Recycling programs	69	11	14	Similar
Overall quality of environment	73	7	14	Similar

Table 190: 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 travel by car	66	10	20	Similar
Ease of traveling by public transportation	48	6	11	Similar
Ease of walking	68	11	19	Similar
Availability of parking Downtown	51	7	10	Similar
Traffic flow	48	11	18	Similar
Street maintenance	62	6	21	Higher

Table 191: 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	65	6	16	Similar
Quality of recreational opportunities	85	4	17	Much higher
Quality of public library services	82	6	13	Similar

Table 192: 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	86	4	12	Much higher
Trails	86	Not available	Not available	Not available
Parks overall	85	5	14	Similar
Athletic fields	75	Not available	Not available	Not available
Adult recreation programs	71	12	17	Similar

Table 193: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Quality of shopping opportunities	73	4	19	Much higher
Availability of job opportunities	61	4	19	Higher
Availability of quality healthcare	77	1	15	Much higher
As a place to work	75	6	24	Much higher

Table 194: 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?	73	10	24	Similar

Table 195: 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	62	6	22	Higher
Listening to community members	56	Not available	Not available	Not available
Overall direction of the City	60	12	19	Similar

Table 196: 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?	52	5	17	Higher

Table 197: 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	4	6	Similar
Knowledge	83	4	8	Similar
Overall impression	81	4	20	Higher

Table 198: 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	59	Not available	Not available	Not available
Providing opportunities to participate in government activities	58	11	15	Lower
Providing volunteer opportunities to community members	64	8	12	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
Aurora city, CO 357,323
Berthoud town, CO 6,018
Boulder city, CO 106,271
Brighton city, CO 38,016
Broomfield city, CO 64,283
Cañon City city, CO 16,298
Centennial city, CO................................. 108,448
Commerce City city, CO..............................52,905
Dacono city, CO 4,929
Denver city, CO....................................... 678,467
Elbert County, CO 24,553
Englewood city, CO....................................33,155
Erie town, CO 22,019
Estes Park town, CO....................................6,248
Frederick town, CO 11,397
Frisco town, CO 2,977
Fruita city, CO..13,039
Golden city, CO...20,365
Greeley city, CO 100,760

Gunnison County, CO 16,215
Highlands Ranch CDP, CO 105,264
Lakewood city, CO 151,411
Littleton city, CO 45,848
Lone Tree city, CO 13,430
Longmont city, CO 91,730
Louisville city, CO......................................20,319
Minturn town, CO...1,141
Montrose city, CO 18,918
Northglenn city, CO....................................38,473
Parker town, CO 51,125
Pitkin County, CO.......................................17,747
Pueblo city, CO 109,122
Snowmass Village town, CO...........................2,827
Steamboat Springs city, CO 12,520
Trinidad CCD, CO 10,819
Vail town, CO...5,425
Westminster city, CO............................... 111,895
Wheat Ridge city, CO 31,162
Windsor town, CO......................................23,386

Appendix G: Comparisons of Survey Results by Year

This appendix contains the average ratings for all evaluative questions compared by year; the percent positive is shown for questions on a non-evaluative scale that have trend data. Differences between 2022 and 2021 can be considered "statistically significant" if they are four points or more on the 100-point scale or plus or minus six percentage points.

Table 199: 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).	2022	2021	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.)	51	52	50	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 200: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	86	88	86	88	89	89	91	90	88	88	79	81	80
Availability of affordable quality housing	26	29	34	32	31	38	53	54	58	52	40	43	37
Quality of public schools	73	75	77	78	80	82	80	80	77	76	76	NA	NA
As a place to raise children	80	82	84	83	84	87	87	86	84	83	81	84	81
As a place to retire	69	73	74	73	73	79	80	79	79	77	76	73	74
As a place to attend college	82	81	81	82	83	85	84	85	85	84	81	84	84
Openness and acceptance of the community toward people of diverse backgrounds	67	65	65	67	71	72	76	72	69	70	64	67	64
Availability of affordable quality childcare	42	43	38	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Overall quality of life in Fort Collins	80	81	81	82	84	85	86	84	83	82	NA	NA	NA

Table 201: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Recommend living in Fort Collins to someone who asks	74	79	78	79	79	NA	NA	NA	NA	NA	NA	NA	NA
Remain in Fort Collins for the next five years	77	77	78	77	80	NA	NA	NA	NA	NA	NA	NA	NA

Table 202: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Your neighborhood as a place to live	80	81	82	83	82	83	82	80	78	80	80	NA	NA
Your neighborhood as a place to raise children	77	78	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)	78	80	79	80	79	79	NA	NA	NA	NA	NA	NA	NA

Table 203: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Code enforcement (weeds, rubbish/trash, etc.)	60	62	64	64	62	64	65	66	63	63	NA	NA	NA
Noise enforcement	57	60	60	63	61	62	65	66	NA	NA	NA	NA	NA
Residential property maintenance	64	67	68	68	69	70	70	69	67	68	NA	NA	NA

Table 204: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall safety of community members	79	81	81	81	82	81	84	83	81	81	72	76	78

Table 205: 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)	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Downtown Fort Collins during the day	88	87	88	87	87	89	93	92	88	88	86	NA	NA
Downtown Fort Collins at night	67	68	68	68	66	68	71	69	70	69	67	NA	NA
Your neighborhood during the day	92	92	92	91	92	93	94	93	91	91	89	NA	NA
Your neighborhood at night	79	79	80	79	81	81	82	81	78	78	79	NA	NA
Parks	78	81	79	77	77	79	79	80	80	79	76	NA	NA
Natural areas/open spaces	78	80	79	79	79	79	80	79	80	78	NA	NA	NA
Recreation facilities	82	85	84	84	84	84	86	83	84	82	79	NA	NA
Trails	77	79	78	77	78	78	78	77	76	74	72	NA	NA
Fort Collins overall during the day	86	86	86	86	87	87	90	88	NA	NA	NA	NA	NA
Fort Collins overall at night	70	73	71	71	71	72	74	73	NA	NA	NA	NA	NA
Transfort/MAX	68	72	71	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 206: 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).	2022	2021	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)	70	77	76	75	77	76	77	75	NA	NA	NA	NA	NA
Disaster response and restoration of services	72	76	75	75	77	76	78	NA	NA	NA	NA	NA	NA
Fire prevention/education	68	74	73	75	74	77	76	75	NA	NA	NA	NA	NA
Fire response time	79	81	82	81	83	83	83	81	NA	NA	NA	NA	NA
Fire services overall	79	83	82	81	82	82	82	81	86	86	NA	85	87
Crime prevention	60	69	68	70	69	69	71	70	74	72	NA	NA	NA
Police patrol	62	66	70	70	69	69	73	72	72	72	NA	NA	NA
Traffic enforcement	55	60	62	63	62	62	67	69	68	68	NA	61	61
Police visibility	62	68	70	71	69	70	72	72	71	72	NA	NA	NA
Police response time	67	71	75	73	72	73	74	72	70	71	NA	74	76
Police services overall	66	69	74	73	70	71	74	72	70	71	NA	NA	NA
Animal control	65	68	68	69	69	65	68	69	67	70	NA	NA	NA

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Business property maintenance	67	71	71	72	72	71	73	73	71	72	NA	NA	NA
Natural Areas and Park Ranger services	81	82	82	80	79	79	78	78	NA	NA	NA	NA	NA

Table 207: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Promotion of the health of the environment of Fort Collins	62	68	66	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 208: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall quality of environment	73	78	77	79	81	81	83	81	81	80	76	NA	NA

Table 209: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Air quality	64	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Recycling programs	69	74	73	77	80	77	80	79	77	76	71	68	69
Conservation efforts	71	75	74	76	79	77	79	78	78	75	NA	NA	NA
Overall quality of environment	73	78	77	79	81	81	83	81	81	80	76	NA	NA
Overall appearance of the city	80	82	83	84	83	83	84	81	80	82	78	75	70

Table 210: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Ease of travel by car	66	62	58	56	53	51	61	65	61	57	50	NA	NA
Ease of traveling by public transportation	48	56	56	58	59	57	56	54	48	51	38	NA	NA
Ease of walking	68	74	73	68	67	67	71	71	67	68	60	NA	NA
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	59	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Ease of travel by bicycle	81	80	81	81	79	77	79	81	78	78	68	NA	NA
Availability of parking Downtown	51	53	52	51	47	46	49	51	51	52	NA	NA	NA
Traffic flow	48	45	38	38	37	33	45	50	48	44	NA	32	27
Street maintenance	62	63	66	64	65	57	61	61	52	60	NA	59	59
Availability of electric vehicle charging stations	44	51	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Northern Colorado Regional Airport	55	45	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 211: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Quality of arts and cultural opportunities	65	67	72	72	72	71	74	70	68	69	67	NA	NA
Quality of recreational opportunities	85	85	85	86	85	85	86	84	83	81	81	NA	NA
Quality of public library services	82	82	82	82	84	83	81	81	79	77	75	76	78

Table 212: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Natural areas and open space	86	89	88	88	89	88	87	86	85	84	82	78	76
Trails	86	89	89	89	90	89	88	87	86	86	83	82	81
Parks overall	85	88	87	88	88	87	87	86	84	85	82	83	83
Parks in my neighborhood	80	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Dog parks	72	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Timberline Recycling Center	79	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cemeteries	76	81	78	78	80	79	81	78	75	75	74	73	72
Golf courses	76	78	77	78	80	79	79	78	76	79	78	78	78
Athletic fields	75	78	79	78	81	79	81	80	78	79	76	78	77
Northside Aztlan Community Center	79	79	82	81	81	81	80	81	80	79	67	NA	NA
Fort Collins Senior Center	79	80	82	82	82	84	82	82	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	75	77	80	80	78	78	79	79	78	78	79	NA	NA
Foothills Activity Center	72	74	79	78	NA	NA	NA	NA	NA	NA	NA	NA	NA
Mulberry Pool	64	70	72	72	72	74	74	75	74	71	72	NA	NA
The Farm at Lee Martinez Park	81	81	83	81	82	81	81	80	79	79	81	NA	NA
The Gardens on Spring Creek	84	86	85	85	85	85	84	84	81	82	76	NA	NA
Pottery studio	76	78	81	76	77	79	80	77	76	74	74	NA	NA
Art in Public Places program	81	81	81	82	82	79	80	78	72	74	67	NA	NA
Lincoln Center programs	79	79	80	81	80	80	80	80	76	77	76	77	78
Fort Collins Museum of Discovery	82	83	84	85	84	84	83	78	71	70	72	70	72
Adult recreation programs	71	76	75	76	76	75	78	76	74	73	73	71	74
Senior recreation programs	74	77	79	77	78	78	80	78	77	78	78	75	78
Youth/teen recreation programs	73	77	76	76	76	75	78	77	74	72	67	69	63

Table 213: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
As a place to work	75	76	75	76	76	76	77	77	73	71	NA	66	73

Table 214: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Quality of shopping opportunities	73	73	72	73	75	72	72	70	68	68	66	NA	NA
Quality of dining opportunities	78	79	78	82	83	82	82	83	80	81	80	NA	NA
Quality of entertainment opportunities	71	69	72	75	75	73	73	69	68	67	68	NA	NA
Availability of job opportunities	61	59	60	58	60	57	55	52	48	49	50	NA	NA
Availability of quality healthcare	77	79	77	77	75	77	76	77	74	73	NA	NA	NA

Table 215: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Promotion of the economic health of Fort Collins	59	62	62	68	69	69	67	65	57	57	56	NA	NA
Support of businesses	63	66	65	70	70	69	70	69	63	63	NA	NA	NA

Table 216: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Encouraging a variety of businesses	62	65	66	66	69	69	NA	NA	NA	NA	NA	NA	NA
Retaining existing businesses	56	61	56	62	64	65	NA	NA	NA	NA	NA	NA	NA
Attracting new businesses	57	62	62	65	67	66	NA	NA	NA	NA	NA	NA	NA

Table 217: Overall Quality of City Services Compared by Year

(Average rating 0=very bad, 100=very good).	2022	2021	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?	73	76	76	78	81	79	79	78	74	73	NA	NA	NA

Table 218: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Managing and planning for growth	51	54	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	52	57	60	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Efficient operation of programs and services	64	67	67	70	68	66	69	66	63	63	53	NA	NA
Encouraging sustainability in the community	65	68	67	71	74	71	72	71	NA	NA	NA	NA	NA
Partnering with the community to address climate change	54	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Overall direction of the City	60	63	67	67	68	68	71	70	65	63	NA	NA	NA
Welcoming community member involvement	62	66	67	67	69	71	71	70	64	66	48	NA	NA
Listening to community members	56	60	59	60	62	61	63	63	58	57	55	NA	NA
Informing community members	59	63	63	64	66	67	71	70	66	67	62	63	62
Providing opportunities to participate in government activities	58	60	64	66	65	64	NA	NA	NA	NA	NA	NA	NA

Table 219: Contact with City Employees Compared by Year

Percent yes	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	52%	51%	53%	56%	53%	54%	54%	55%	46%	46%	55%	58%	58%

Table 220: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	85	83	85	86	86	84	85	84	82	81	83	81	84
Promptness	79	80	80	82	79	81	79	79	76	76	77	75	77
Knowledge	83	81	79	81	82	81	79	79	79	77	78	77	78
Making you feel valued	76	75	77	75	77	75	74	75	75	75	75	75	76
Overall impression	81	78	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 221: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	76	75	75	78	78	74	77	76	80	72	72	73	69
Promptness in responding to inquiries and service requests	73	72	70	73	73	74	74	74	67	68	66	69	65
Making community members or customers feel valued	70	71	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 222: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Informing community members	59	63	63	64	66	67	71	70	66	67	62	63	62

Table 223: 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).	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Providing opportunities to participate in government activities	58	60	64	66	65	64	NA	NA	NA	NA	NA	NA	NA
Providing volunteer opportunities to community members	64	65	69	68	NA	NA	NA	NA	NA	NA	NA	NA	NA
Providing emergency information	64	68	68	67	68	70	NA	NA	NA	NA	NA	NA	NA

Table 224: 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)	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
The City of Fort Collins local channels 14 and 881	13%	16%	12%	20%	20%	22%	30%	30%	36%	41%	35%	28%	26%
Online video FCTV on www.fcgov.com/FCTV	19%	22%	22%	20%	19%	12%	17%	15%	12%	14%	NA	NA	NA
City's website (www.fcgov.com)	86%	82%	77%	79%	79%	79%	80%	74%	71%	72%	50%	54%	12%
City News eNewsletter	35%	33%	33%	63%	65%	65%	67%	63%	61%	71%	76%	76%	56%
Newsletters or brochures from City departments	59%	60%	59%	59%	60%	62%	64%	56%	57%	64%	67%	64%	17%
City employees or departments (e.g., contacting by phone, email or in person)	60%	61%	58%	56%	57%	NA	NA	NA	NA	NA	NA	NA	NA
Tracks and Trails (the guide to natural areas activities)	74%	76%	67%	69%	73%	68%	NA	NA	NA	NA	NA	NA	NA
"Recreator" (guide to recreation programs)	67%	67%	68%	71%	66%	70%	70%	64%	62%	60%	70%	60%	40%
Word of mouth	88%	91%	91%	91%	90%	87%	88%	87%	85%	88%	82%	87%	54%
Newspaper (print or online)	61%	67%	66%	67%	70%	72%	80%	80%	81%	87%	89%	NA	76%
Radio	47%	52%	50%	56%	55%	63%	69%	60%	64%	66%	61%	NA	27%
Television news	35%	38%	41%	41%	45%	57%	69%	60%	65%	69%	58%	63%	NA
Social media (Facebook, Twitter, Nextdoor, etc.)	70%	77%	65%	67%	63%	60%	55%	44%	NA	NA	NA	NA	NA
OurCity Platform (ourcity.fcgov.com)	26%	20%	16%	18%	18%	NA	NA	NA	NA	NA	NA	NA	NA
Engage Platform (engage.fcgov.com)	17%	12%	12%	14%	NA	NA	NA	NA	NA	NA	NA	NA	NA
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	27%	27%	22%	22%	20%	20%	17%	15%	NA	NA	NA	NA	NA
City booth at local events	39%	41%	36%	37%	38%	41%	NA	NA	NA	NA	NA	NA	NA

Appendix H: Survey Methodology

The 2022 Fort Collins Community Survey, conducted by Polco/National Research Center (NRC), 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 2022 Fort Collins Community Survey was the 13th 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; however, due to the COVID-19 pandemic, the City postponed the 2020 administration. 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 2022 Community Survey for Fort Collins was developed in conjunction with City staff, starting with the 2021 survey. Topics were generated for new questions and then were modified to find those that were the best fit for the 2022 questionnaire. In an iterative process between City staff and NRC staff, a final six-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 3,800 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.

Survey Administration and Response

Selected households received three mailings, one week apart, beginning in April 2022. The first mailing was a prenotification postcard announcing the upcoming survey. For 1,900 households, 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 remaining 1,900 selected households received only one paper copy of the survey in the mail rather than two; the purpose of this "split" or "hybrid" mailing approach was to determine the difference in response rate between the two groups, since mailing one survey instead of two to each household allows the City to contact a greater overall number of households while keeping costs low.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.

About 4% of the 3,800 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 3,800 households that received the survey, 652 completed the survey, providing an overall response rate of 18% for the household survey. Of the 603 responses, 287 were completed online and one was completed in Spanish. The response rate was calculated using AAPOR's response rate #2[3] for mailed surveys of unnamed persons and can be found in the tables below.

Table 225: 2022 Survey Response Rate

	Overall
Total sample used	3,800
Completed surveys	652
Returned postcards	134
Eligible households	3,666
Response rate	18%

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

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

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.

Polco, a web-based civic engagement platform, was used 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. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. Survey results were weighted using the population norms to reflect the appropriate percent of those residents in the city. The variables used for weighting the household respondent data were gender, age, housing unit type (attached or detached), housing tenure (rent or own), and area of residence. No adjustments were made for design effects. The results of the weighting scheme are presented in the table on the following page.

<div align="center">Table 226: 2022 Fort Collins, CO Weighting Table</div>

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Own home	54%	77%	58%
Rent home	46%	23%	42%
Detached unit*	60%	66%	62%
Attached unit*	40%	34%	38%
Race and Ethnicity			
White	90%	91%	90%
Not white	10%	9%	10%
Not Hispanic	90%	97%	96%
Hispanic	10%	3%	4%
Sex and Age			
Male	50%	57%	50%
Female	50%	43%	50%
18-34 years of age	49%	14%	44%
35-54 years of age	27%	28%	28%
55+ years of age	24%	57%	28%
Males 18-34	25%	8%	24%
Males 35-54	14%	16%	14%
Males 55+	11%	33%	12%
Females 18-34	24%	7%	22%
Females 35-54	13%	11%	14%
Females 55+	13%	25%	14%
Area**			
Northwest	18%	14%	17%
Northeast	14%	15%	14%
West Central	22%	25%	23%
East Central	25%	21%	23%
Southwest	5%	6%	5%
Southeast	18%	18%	18%

* ACS 2017 5-year estimates, only of the population in housing units
**From geocoded USPS mailing list, March 2022

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 D: Comparisons of Select Questions by Respondent Characteristics*) 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 2022 survey materials 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 the Fort Collins 2022 Community Survey. You can go online and complete the survey at:

https://polco.us/xxplaceholder

Please do not share your survey link. This survey is for randomly selected households only. You can also wait a few days for the survey to arrive in the mail.

If you have any questions about the survey, please call 970-416-2209. Thank you for helping create a better city!

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 Encuesta de la Comunidad del 2022 de Fort Collins. Puede completar la encuesta en línea en español en:
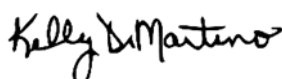
https://polco.us/xxplaceholder
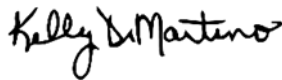
Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. También puede esperar unos días hasta que la encuesta llegue por correo.

Si tiene alguna pregunta sobre la encuesta, por favor llame al 970-416-2209. ¡Gracias por ayudar a crear una ciudad mejor!

Sincerely/Atentamente,

Jeni Arndt
Mayor/Alcalde

Kelly DiMartino
Interim City Manager/Administradora Interina de la Ciudad

Communications & Public Involvement Office

PO Box 580

Fort Collins, CO 80522-0580

City of Fort Collins

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

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 2022 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 confidential.**
- 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:**

    https://polco.us/xxplaceholder

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 the Communications & Public Involvement Office at 970-416-2209 or cpiocom@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 2022.

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 ciudad.

Algunas cosas que recordar:
- **Sus respuestas son completamente confidenciales.**
- 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 *en español* por internet en la página:**

    https://polco.us/xxplaceholder

Favor de no compartir el enlace de la encuesta. Esta encuesta es solamente para aquellos hogares seleccionados al azar. La Ciudad 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 La Oficina de Comunicaciones y Participación Pública al 970-416-2209 o mandar un correo electrónico a cpiocom@fcgov.com.

¡Gracias por su tiempo y participación!

Sincerely/Atentamente,

Jeni Arndt
Mayor/Alcalde

Kelly DiMartino
Interim City Manager/Administradora Interina de la Ciudad

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 2022 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 2022 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 confidential.**
- 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:**

  https://polco.us/xxplaceholder

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 the Communications & Public Involvement Office at 970-416-2209 or cpiocom@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 2022. **(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 2022.

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 ciudad.

Algunos recordatorios:
- **Sus respuestas son completamente confidenciales.**
- 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 *en español* por internet en la página:**

  https://polco.us/xxplaceholder

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 La Oficina de Comunicaciones y Participación Pública al 970-416-2209 o mandar un correo electrónico a cpiocom@fcgov.com.

¡Gracias por su tiempo y participación!

Sincerely/Atentamente,

Jeni Arndt
Mayor/Alcalde

Kelly DiMartino
Interim City Manager/Administradora Interina de la Ciudad

2022 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 confidential***.

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
Availability of affordable quality childcare	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 appearance of the city	1	2	3	4	5	6
Overall quality of life in Fort Collins	1	2	3	4	5	6

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

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

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

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

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

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Visited a neighborhood park or City park	1	2	3	4
Attended a neighborhood-sponsored event	1	2	3	4
Attended a government-organized event (open house, City Council session, forum, etc.)	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Volunteered your time 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

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

	Very good	Good	Average	Bad	Very bad	No opinion
Ease of travel by car	1	2	3	4	5	6
Ease of travel by public transportation	1	2	3	4	5	6
Ease of walking	1	2	3	4	5	6
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	1	2	3	4	5	6
Ease of travel by bicycle	1	2	3	4	5	6
Availability of parking Downtown	1	2	3	4	5	6
Traffic flow	1	2	3	4	5	6
Street maintenance	1	2	3	4	5	6
Availability of electric vehicle charging stations	1	2	3	4	5	6
Northern Colorado Regional Airport	1	2	3	4	5	6

9. **Thinking about the services provided by Fort Collins Utilities (which may include electric, water, wastewater and stormwater services), please rate each of the following:**

	Very good	Good	Average	Bad	Very bad	No opinion
The overall quality of Fort Collins Utilities..................................	1	2	3	4	5	6
Your overall impression of Fort Collins Utilities	1	2	3	4	5	6

10. **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
Sign up for Connexion internet, TV or phone service when available to you..	1	2	3	4	5
Recommend Connexion service to a friend, relative or colleague	1	2	3	4	5

11. **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
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

12. **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
Trails	1	2	3	4	5	6
Parks overall	1	2	3	4	5	6
Parks in my neighborhood..	1	2	3	4	5	6
Dog parks..	1	2	3	4	5	6
Timberline Recycling Center	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

13. 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
Partnering with the community to address climate change	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
COVID-19 pandemic recovery	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

14. 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

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

❑ Yes ➔ Answer Q15A ONLY
❑ No ➔ Answer Q15B ONLY

15A. 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

15B. 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

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

	More effort	Same effort	Less effort	No opinion	Top 3 priorities
Economy: Includes economic planning and development activities, 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, recycling, Our Climate Future (climate action, zero waste, energy policy), 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, stormwater, 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 and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport 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	❑

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

_____

18. Why is it important to you, or the community overall, for the City to focus on the area you mentioned?

_____

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

	Always	Frequently	Sometimes	Never
The City of Fort Collins local channels 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, YouTube, 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) _____ 1	2	3	4

This section is optional. However, we ask for the information below so that we can better understand and address concerns about and differences with City service delivery. Your responses will remain completely confidential and no identifying information will be shared.

D1. About how many years have you lived in Fort Collins?
- ❑ Less than 2 years
- ❑ 11-20 years
- ❑ 2-5 years
- ❑ More than 20 years
- ❑ 6-10 years

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. 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

D8. Do you own or rent your residence?
- ❑ Own
- ❑ Rent

D9. 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

D10. What is your gender? (Select all that apply.)
- ❑ Nonbinary
- ❑ Woman
- ❑ Man
- ❑ Transgender
- ❑ Two-Spirit
- ❑ Prefer to self-identify:_____
- ❑ Prefer not to answer

D11. Which term best describes your sexual orientation? (Select all that apply.)
- ❑ Asexual
- ❑ Bisexual
- ❑ Heterosexual
- ❑ Lesbian or gay
- ❑ Pansexual
- ❑ Queer
- ❑ Prefer to self-identify:_____
- ❑ Prefer not to answer

D12. What is your race and/or ethnicity? (Please mark any race or ethnicity you identify as)
- ❑ American Indian/Alaska Native
- ❑ African
- ❑ African American/Black
- ❑ Asian/Asian American
- ❑ Hispanic/Latinx/Spanish Origin
- ❑ Middle Eastern/North African
- ❑ Native Hawaiian/Other Pacific Islander
- ❑ White
- ❑ Prefer to self-identify:_____
- ❑ Prefer not to answer

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.