



City of Fort Collins, Colorado

2021 Community Survey

Report of Results

June 2021



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Executive Summary

Survey Background and Methods

The Fort Collins Community Survey serves as a consumer report card for the City by providing residents the opportunity to rate the quality of life in the city and their satisfaction with community amenities and their local government. Residents also provide feedback to the City on what is working well and what is not, and identify priorities for community planning and resource allocation. The Fort Collins Community Survey was first conducted in 2001. This report outlines the results for the 2021 survey, which was the 12th iteration.

For the 2021 survey, 3,000 households within city boundaries were randomly selected to receive a mailed survey in April 2021. All respondents were given the option to complete the survey online in English or in Spanish, if desired. Of the 3,000 surveys mailed to households, about 88 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,912 households that received a survey, 603 completed the survey (267 were completed online; no responses were collected in Spanish), for a response rate of 20%. 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 (603 respondents). Comparisons are made between 2021 responses and those from prior years, when available. The margin of error when comparing 2021 to 2019 results is plus or minus six percentage points.

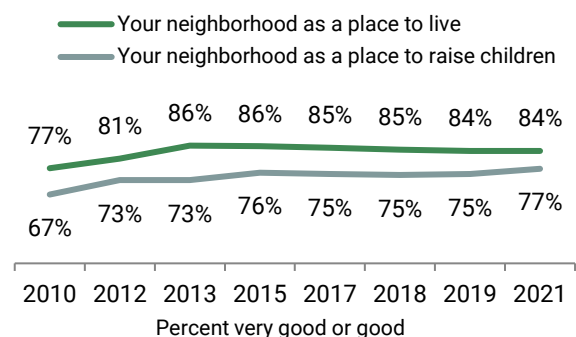
The 2021 results also were compared by demographic characteristics of respondents and geographic subareas of residence. In addition, the City of Fort Collins elected to have results compared to those of other jurisdictions around the nation and to Front Range jurisdictions. These comparisons are made possible through National Research Center’s (NRC’s) national benchmark database, which contains resident perspectives gathered in community surveys from approximately 600 jurisdictions.

Key Findings

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

- 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 community members said Fort Collins was a good or very good place to live, and more than 8 in 10 were pleased with the community as a place to raise children and as a place to attend college. Additionally, about 7 in 10 respondents gave good or very good evaluations to the quality of public schools and the city as a place to retire. These ratings were similar to the 2018 survey.
- Compared to other communities, respondents’ reviews for Fort Collins as a place to live surpassed both sets of benchmarks. Ratings for the city as a place to retire, as a place to raise children, and the quality of public schools were similar to those given by residents nationwide, but outpaced Front Range peers.
- 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.

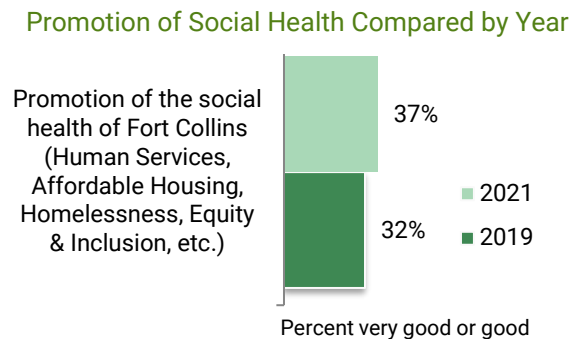
Quality of Neighborhoods Compared by Year



- Two in 10 respondents were pleased with the availability of affordable quality childcare, which was an increase from 2019.

The social health of the community is a continued area of focus.

- Asked to assess the City's performance in promoting the social health of Fort Collins, about 37% of respondents said 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 statistically similar to the rating given in 2019, when this question was first asked.
- As in prior years, only about 1 in 10 survey participants felt positively about the availability of affordable quality housing; relatedly, of the residents who provided a written answer regarding the most important focus area for leadership, housing affordability in the City topped the list, with 23% providing a related comment.
- A slight majority of residents (54%) gave favorable assessments to the open and accepting nature of the community, which was on par with levels given in 2019, but an overall decline seen in Fort Collins since 2013.
- Around 6 in 10 or more respondents approved of the City's performance regarding respecting all community members regardless of characteristics (race/ethnicity, gender, religion, age, disability, sexual orientation, or marital status), and welcoming community member involvement. At least half of respondents had favorable views of the City creating a welcoming, inclusive community where all feel a sense of belonging.
- Residents were asked to review seven strategic budgetary areas and indicate whether the City should spend more, the same, or less effort on each.
 - About 6 in 10 stated they would like more effort paid to neighborhood livability and social health services, programs, and amenities, while 35% wanted the same level of effort. The proportion of residents who wanted to see more effort on neighborhood livability and social health increased from 2019 to 2021.
 - Similar to past years, a small majority (55%) also wanted to see more effort made in the area of Transportation and Mobility.
 - For the culture, parks & recreation, government in general and safety, a majority of residents felt the current level of effort was right. While just under half wanted more effort related to the economy and the environment.
- When asked to select only three areas to be the top priorities for the City in the next five years, neighborhood livability and social health topped the list with 64% of respondents choosing this, an increase from 2019 when 54% of residents prioritized this strategic goal. This was also a notable increase from 2018, in which only 40% selected this as a top three priority. Second in priority was the environment (61%) and the economy and transportation were selected as a top three priority by about half of residents. For transportation this was a decrease from past years.



Residents feel safe in the community, with changing perspectives toward policing.

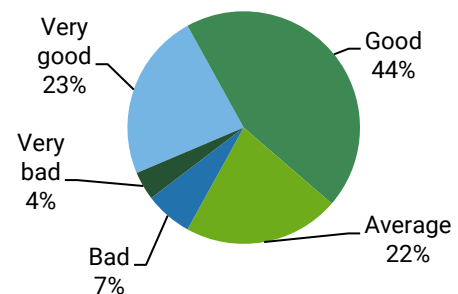
- More than 8 in 10 respondents lauded the overall feeling of safety in Fort Collins, which has remained steady over time. These reviews were on par with national levels, but exceeded Front Range comparisons.

- Almost all residents always or usually felt safe in their neighborhoods, in the downtown area, and in the community overall during daylight hours and also secure in recreation facilities and parks in general. At least 8 in 10 felt safe from danger in natural areas and open spaces, on trails, and in their neighborhood at night. About three-quarters of survey participants reported feeling safe in Fort Collins overall at night and two-thirds felt safe on public transit and downtown at night.
- When trends were available, participants' feelings of safety remained stable over time and tended to be aligned with ratings in national and peer benchmark communities.
- When evaluating safety-related services, at least 8 in 10 community members raved about fire services overall, fire response time, Natural Areas and Park Ranger services, and emergency preparedness. At least two-thirds of residents also admired disaster response, fire prevention and education, police response time, business property maintenance, and police services overall. Additionally, about 6 in 10 felt positively about animal control, crime prevention, police visibility, and police patrol.
- When compared to 2019, ratings in 2021 for police services overall, police patrol, and traffic enforcement declined.
- Ratings of safety services generally aligned with comparison communities, though notably evaluations for emergency preparedness services in Fort Collins eclipsed national and Front Range municipalities, while ratings for police response time and police services overall were lower than both comparisons.

Residents are pleased with the City's response to the COVID-19 pandemic and pandemic-related closures did impact participation levels in some areas.

- A question was added to the 2021 survey to assess the City's response to the COVID-19 pandemic. About two-thirds of respondents thought the City had done a very good or good job in their pandemic response, and another 2 in 10 rated it as average. Only about 1 in 10 rated the City's COVID-19 pandemic response as bad or very bad.
- The rating for disaster response and restoration of services improved from 72% positive in 2019 to 78% in 2021.
- When asked how frequently they engaged in their community in various ways, Fort Collins residents reported high rates of park visitation (94% at least once in the past 12 months) and neighborliness (between 77% and 89%), and about 4 in 10 indicated they had volunteered their time to a group or activity or carpooling in lieu of driving alone.
 - Compared to 2019, in 2021 respondents were less likely to have attended either neighborhood-sponsored (25%) or government-organized events (17%) at least once in the previous 12 months. Levels of engagement also decreased in 2021 for volunteering and carpooling.
 - 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 or volunteered their time. While rates of being neighborly and carpooling were similar to or lower than both sets of benchmarks, it should be noted that the benchmarks include some surveys conducted pre-pandemic.
- When rating various aspects of culture and recreation in the community, residents' scores for quality of recreational opportunities (89% good or very good) and public library services (85%) remained stable compared to previous survey iterations. However, the evaluation for quality of arts and cultural opportunities decreased significantly, from 69% in 2019 to 57% in 2021.

Response to COVID-19 Pandemic, 2021



Survey Background

Survey Purpose

The City of Fort Collins contracted with National Research Center, Inc. (NRC) to implement the 2021 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 2021; the 2021 survey marks the 12th 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 3,000 households in April 2021. 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 2,912 households receiving the mailed survey (since some addresses were vacant), 603 completed the survey (including 267 online responses), providing a response rate of 20%.

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 (603). 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 12th in a series of community surveys, the 2021 results are presented along with past ratings when available. To simplify and focus the results, the body of the report presents data from 2010 to 2021; 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

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated their services. Opinions are intended to represent over 30 million Americans.

National and Front Range benchmark comparisons have been included in the report when available. Benchmark comparisons have been provided when similar questions on the Fort Collins survey are included in NRC’s database and there are at least five communities in which the question was asked, though most questions are compared to more than five other cities across the country or in the Front Range. Additional information on NRC’s benchmarking database, including communities to which Fort Collins was compared nationally and in the Front Range, can be found in *Appendix F: Benchmark Comparisons*.

Where comparisons for quality ratings were available, the City of Fort Collins results were generally noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much lower” or “much higher”). These labels come from a statistical comparison of Fort Collins’ rating to the benchmark where a rating is considered “similar” if it is less than five points on the 100-point scale; “higher” or “lower” if the difference between Fort Collins’ rating and the benchmark is greater than five points but less than 10 points); and “much higher” or “much lower” if the difference between Fort Collins’ rating and the benchmark is more than 10 points. Comparisons for a number of items on the survey are not available in the benchmark database (e.g., some of the city services or aspects of government performance). These items are excluded from the benchmark tables.

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 2021 ratings compare to other communities’ ratings from the past three to four years.

Survey Results

The Fort Collins Community Survey is comprehensive, covering many topics related to life in the community. The 2021 report of results is 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.

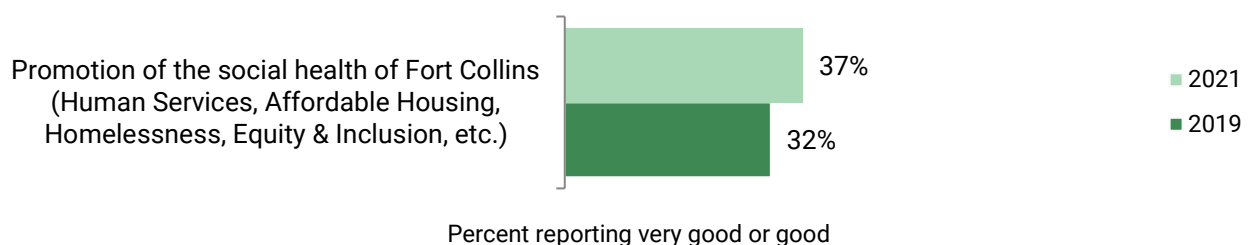
Neighborhood Livability and Social Health

A number of questions on the 2021 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 37% 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 rating given in 2019 when this question was first asked.

Figure 1: Promotion of Social Health Compared by Year

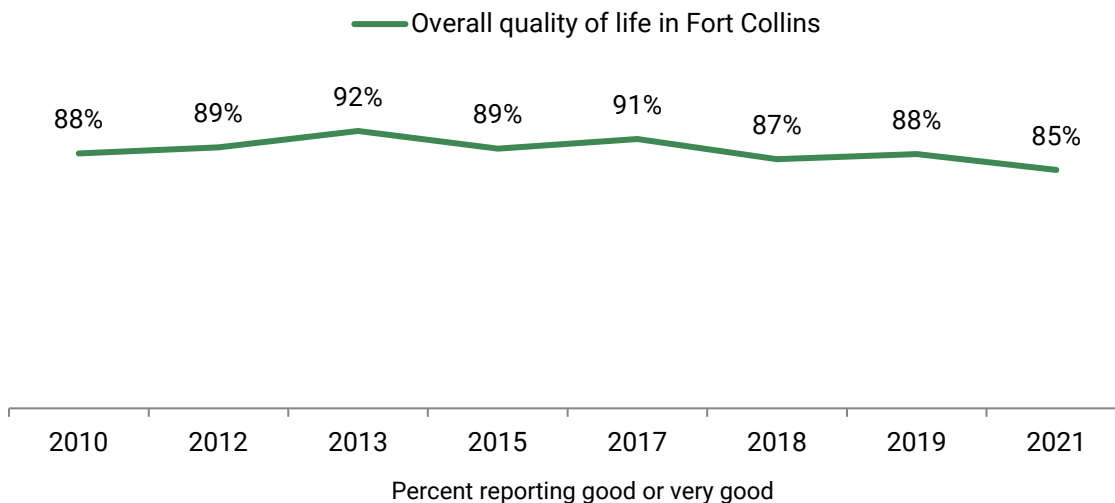
Please rate the City's performance in each of the following areas:
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)



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



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 raise children and as a place to attend college. 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 the city as a place to retire. Furthermore, a slight majority of residents (54%) gave favorable assessments to the open and accepting nature of the community, which was on par with levels given in 2019, but an overall decline seen in Fort Collins since 2013. As in prior years, only about 1 in 10 survey participants felt positively about the availability of affordable quality housing; however, 2 in 10 respondents were pleased with the availability of affordable quality childcare, which was an increase since 2019.

Compared to other communities, respondent reviews of Fort Collins as a place to live surpassed both sets of benchmarks. Ratings for the city as a place to retire, as a place to raise children, and the quality of public schools were similar to those given by residents nationwide, but outpaced Front Range municipalities. Evaluations for 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

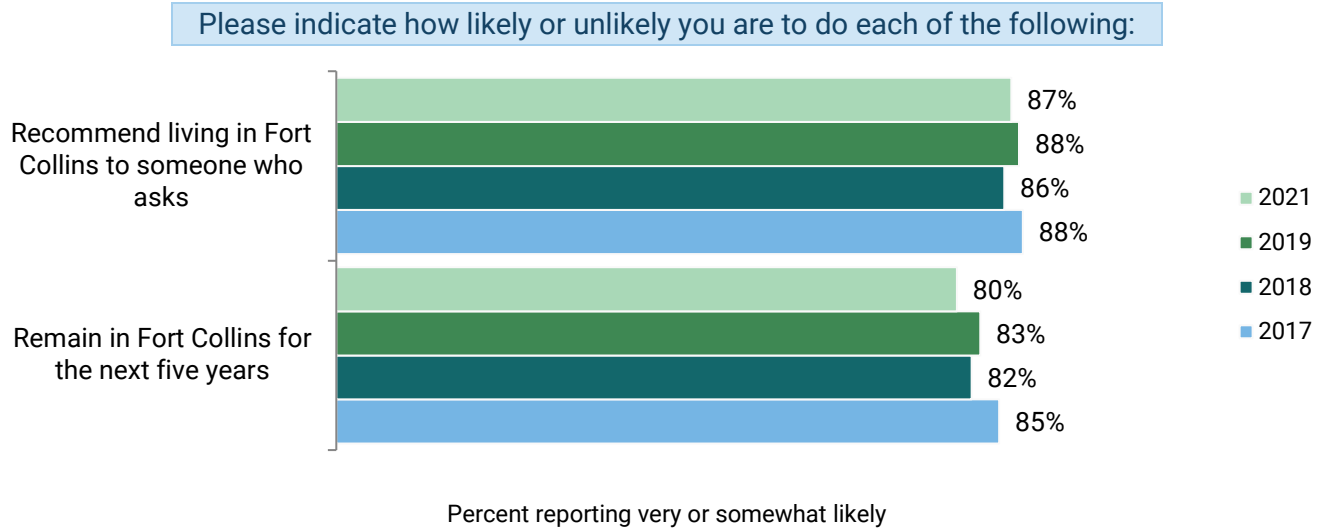
Please rate Fort Collins as a community on each of the items listed below. (Percent reporting very good or good)	2021	2019	2018	2017	2015	2013	2012	2010
Overall, as a place to live	91%	92%	92%	95%	93%	97%	96%	92%
As a place to raise children	86%	91%	85%	89%	90%	92%	91%	88%
As a place to attend college	86%	84%	85%	86%	89%	88%	88%	90%
Quality of public schools	76%	78%	80%	83%	84%	82%	82%	78%
As a place to retire	69%	71%	71%	69%	81%	79%	78%	80%
Openness and acceptance of the community toward people of diverse backgrounds	54%	55%	58%	66%	68%	75%	69%	63%
Availability of affordable quality childcare	22%	15%	NA	NA	NA	NA	NA	NA
Availability of affordable quality housing	8%	12%	10%	11%	17%	31%	33%	42%

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

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

Residents displayed a high sense of loyalty to the community, with at least 8 in 10 reporting they were very or somewhat likely to recommend living in Fort Collins to someone who might ask and a similar proportion 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 benchmarks. Compared to other Front Range communities, Fort Collins residents were more likely to recommend living in the city to others and equally likely to remain in the city for the next five years.

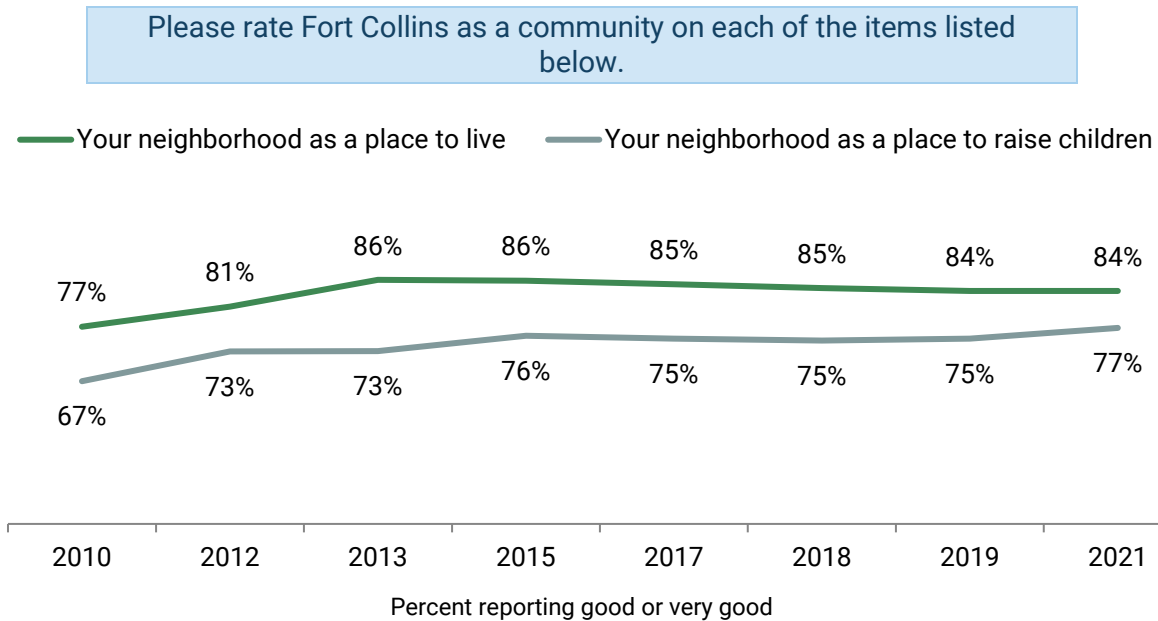
Figure 4: Recommend Living and Remaining in Fort Collins Compared by Year



Quality of Neighborhoods

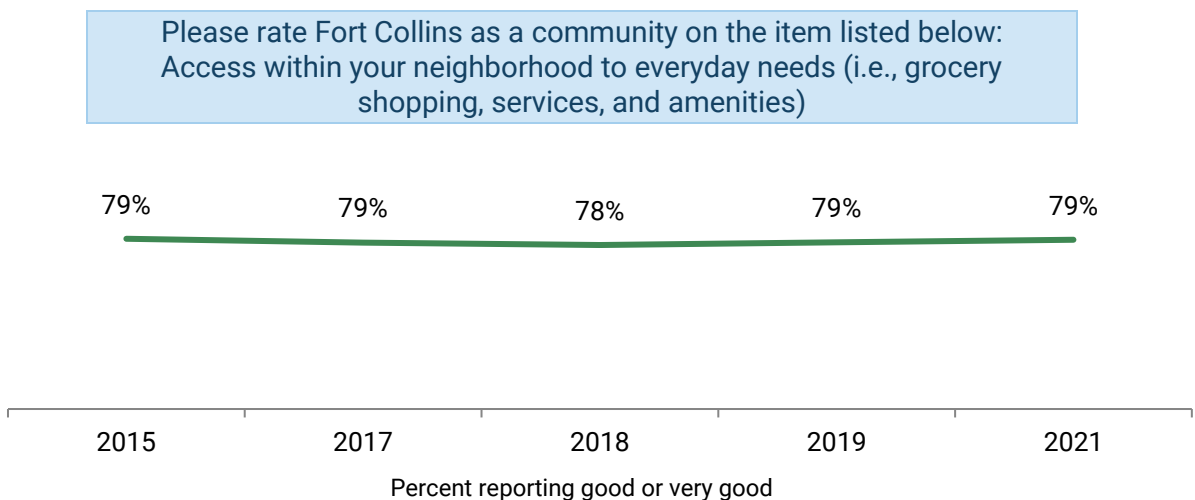
As in previous years, Fort Collins community members had high praise for their neighborhoods. Around 8 in 10 were pleased with the overall quality of their neighborhood as a place to live and three-quarters appreciated their neighborhood as a place to raise children; scores for both of these have been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



Since 2015, around 8 in 10 survey participants have awarded good or very good marks to their access to everyday needs, such as grocery shopping, in their neighborhoods.

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



For services that ensure neighborhoods are more amenable places to live, approximately 6 in 10 survey respondents assigned favorable scores to residential property management and roughly half appreciated code and noise enforcement services; these ratings were similar to those given in 2019. Residents' assessments for code enforcement outpaced national and peer Front Range averages (see *Appendix F: Benchmark Comparisons*).

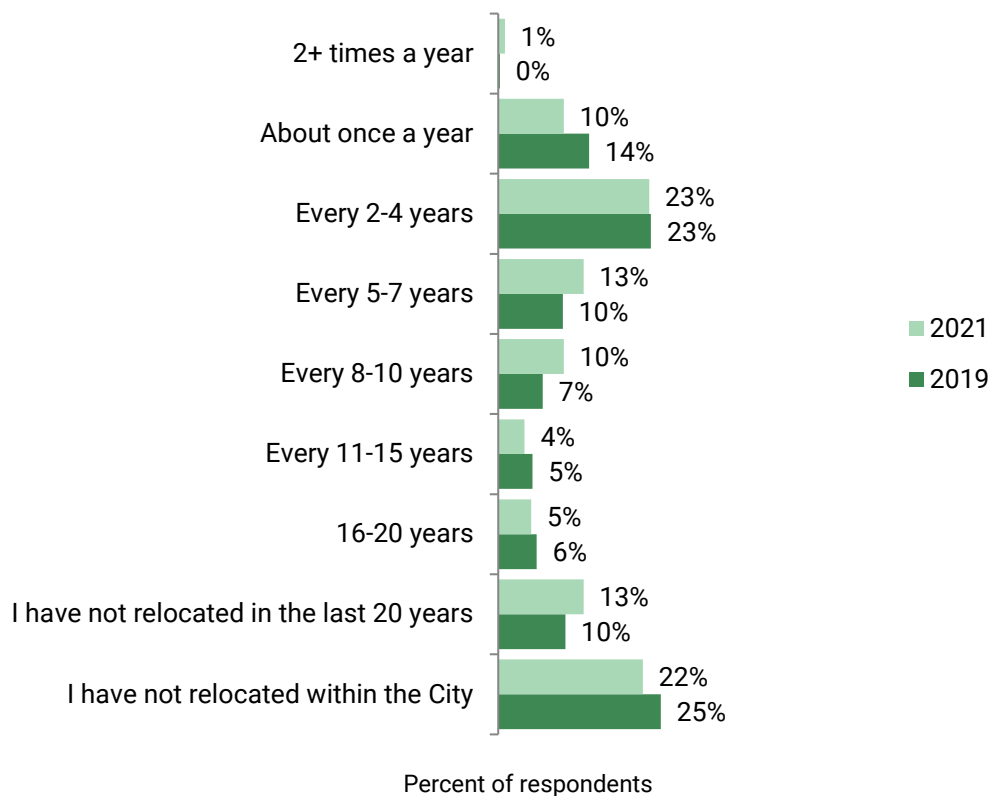
Figure 7: Neighborhood Services Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins. (Percent reporting very good or good)	2021	2019	2018	2017	2015	2013	2012	2010
Residential property maintenance	60%	61%	63%	65%	65%	67%	63%	61%
Code enforcement (weeds, rubbish/trash, etc.)	51%	56%	56%	49%	54%	57%	59%	54%
Noise enforcement	48%	48%	54%	50%	49%	57%	59%	NA

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

In 2019, the City asked residents to share how often they tended to relocate within the community. Respondents were most likely to say they either had not relocated at all (22%) or had moved every 2-4 years (23%), and around 1 in 10 each reported they moved about once a year, every 5-7 years, 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 2019.

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?



Community Engagement

Fort Collins residents reported high rates of park visitation and neighborliness and about 4 in 10 indicated they had volunteered their time to a group or activity and carpoolled in lieu of driving alone. Respondents were less likely to have attended either neighborhood-sponsored (25%) or government-organized events (17%) at least once in the previous 12 months. Levels of engagement decreased in 2021 for volunteering, carpooling, and attending events, though it is important to note that the COVID-19 pandemic is likely to have had an impact on these participation rates.

Survey respondents' engagement in their community tended to vary 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 or volunteered their time, but rates of being neighborly and carpooling 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)	2021	2019	2018	2017
Visited a neighborhood park or City park	94%	93%	95%	92%
Talked to or visited with your immediate neighbors	89%	89%	93%	91%
Done a favor for a neighbor	77%	76%	80%	79%
Volunteered your time in Fort Collins	45%	60%	60%	58%
Carpooled with other adults or children instead of driving alone	37%	58%	55%	57%
Attended a neighborhood-sponsored event	25%	48%	47%	44%
Attended a government-organized event (open house, City Council session, forum, etc.)	17%	27%	29%	30%

Prior to 2021, "Volunteered your time in Fort Collins" was "Volunteered your time to some group/activity in Fort Collins."

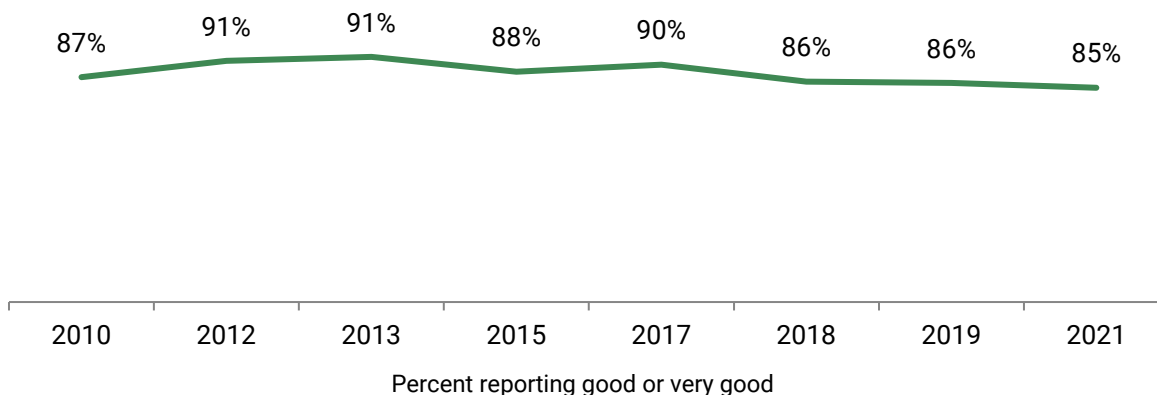
Safe Community

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

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

Figure 10: Overall Safety in City Compared by Year



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 (98%), in the downtown area (96%) and in the community overall (96%), during daylight hours. A similar proportion of respondents also felt secure in recreation facilities and in parks, and at least 8 in 10 felt safe from danger in natural areas and open spaces, on trails, and in their neighborhood at night. About three-quarters of survey participants reported feeling safe in Fort Collins overall at night. Residents felt the least secure on Transfort/MAX and in the downtown area at night; however, about two-thirds still indicated they felt always or usually safe. When trends were available, participants' feelings of safety remained stable over time and tended to be aligned with ratings in national and peer benchmark communities (see *Appendix F: Benchmark Comparisons*).

Figure 11: Ratings of Personal Safety Compared by Year

Please tell us how safe you feel in each of the following areas. (Percent reporting always safe or usually safe)	2021	2019	2018	2017	2015	2013	2012	2010
Your neighborhood during the day	98%	97%	98%	96%	97%	98%	98%	97%
Downtown Fort Collins during the day	96%	94%	93%	93%	95%	99%	98%	95%
Fort Collins overall during the day	96%	95%	94%	95%	96%	98%	97%	NA
Recreation facilities	95%	92%	90%	92%	93%	95%	91%	94%
Parks	90%	85%	82%	82%	83%	87%	88%	88%
Natural areas/open spaces	87%	86%	81%	84%	87%	88%	85%	88%
Trails	87%	82%	80%	83%	83%	82%	83%	80%
Your neighborhood at night	84%	83%	82%	85%	85%	88%	86%	83%
Fort Collins overall at night	75%	70%	72%	71%	73%	77%	78%	NA
Transfort/MAX	68%	70%	NA	NA	NA	NA	NA	NA
Downtown Fort Collins at night	66%	62%	65%	59%	67%	71%	68%	65%

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. At least 8 in 10 community members raved about fire services overall, fire response time, Natural Areas and Park Ranger services, and emergency preparedness. A vast majority of residents also admired disaster response, fire prevention and education, police response time, business property maintenance, and police services overall. Additionally, about 6 in 10 felt positively about animal control, crime prevention, police visibility, and police patrol, while almost half favorably assessed traffic enforcement.

Survey participants' admiration for safety services has tended to be consistent year-over-year, with a few exceptions: ratings for disaster response and restoration of services improved from 2019 to 2021, while ratings for police services overall, police patrol, and traffic enforcement declined.

Residents' sentiment about safety services tended to be aligned with resident opinion in comparison communities, though notably evaluations for emergency preparedness services in Fort Collins eclipsed national and Front Range municipalities, while ratings for police response time and police services overall were lower than both comparisons (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)	2021	2019	2018	2017	2015	2013	2012	2010
Fire services overall	87%	85%	83%	89%	87%	89%	85%	96%
Fire response time	86%	85%	83%	91%	87%	89%	84%	NA
Natural Areas and Park Ranger services	86%	88%	84%	85%	83%	81%	83%	NA
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	80%	75%	76%	79%	76%	80%	75%	NA
Disaster response and restoration of services	78%	72%	75%	82%	77%	84%	NA	NA
Fire prevention/education	75%	72%	73%	74%	78%	74%	72%	NA
Police response time	69%	73%	71%	70%	72%	74%	70%	68%
Business property maintenance	68%	70%	73%	72%	68%	74%	70%	68%
Police services overall	65%	71%	72%	68%	70%	76%	73%	68%
Animal control	62%	58%	65%	66%	59%	64%	65%	61%
Crime prevention	61%	61%	69%	67%	66%	70%	66%	77%
Police visibility	61%	63%	69%	65%	64%	69%	70%	67%
Police patrol	57%	65%	63%	63%	63%	72%	71%	70%
Traffic enforcement	46%	54%	53%	51%	52%	63%	64%	63%

Please note that this question was not asked in 2006. Prior to 2015, "Fire services overall" was described as "Fire services."

Prior to 2019, "Natural Areas and Park Ranger services" was described as "Natural Areas Ranger services."

Between 20% and 48% of respondents said "no opinion" when evaluating emergency preparedness, disaster response and restoration, fire prevention and education, fire response time, fire services overall, police response time, code enforcement, noise enforcement, animal control, and business property maintenance (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

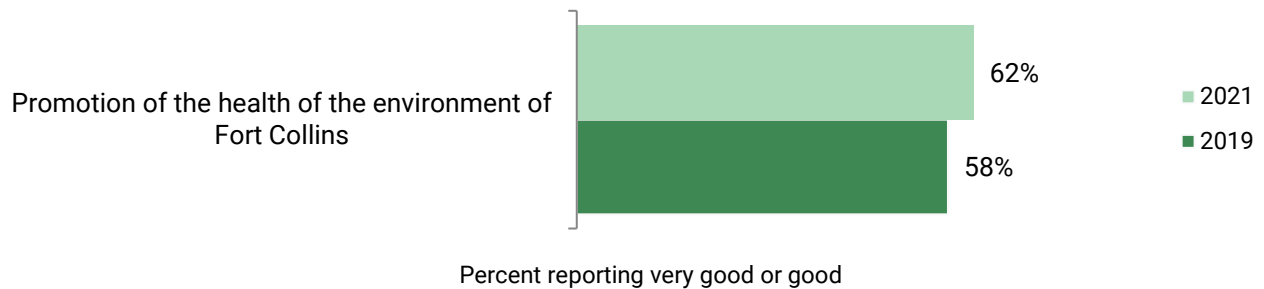
Environmental Health

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 6 in 10 residents felt the City was doing a good or very good job promoting environmental health in the community, which was similar to the proportion seen in 2019 when the question was first asked.

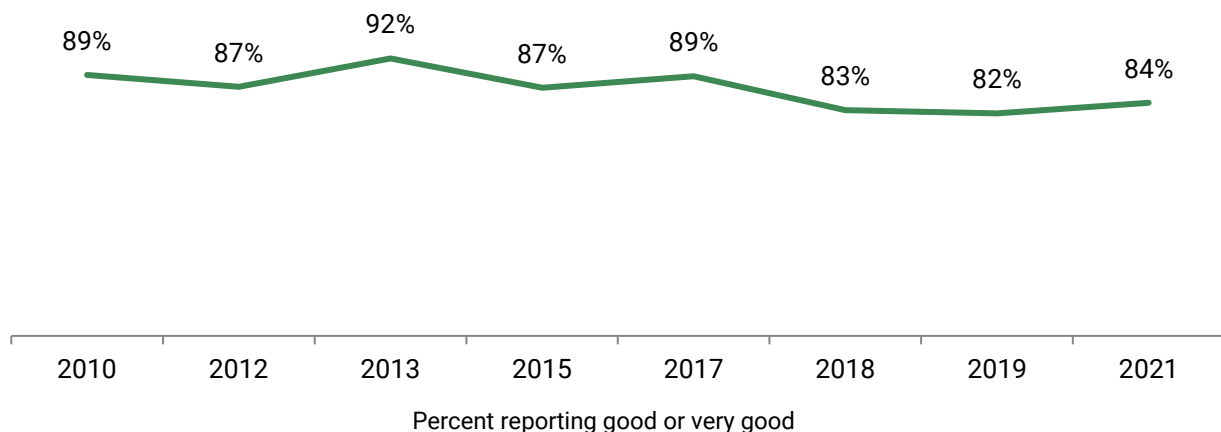
Figure 13: Promotion of Environmental Health, 2019

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



About 8 in 10 participants awarded high marks to the overall quality of the environment in Fort Collins, which was similar to 2018 and 2019. This rating was commensurate to both sets of benchmark comparisons (see *Appendix F: Benchmark Comparisons*).

Figure 14: Overall Quality of the Environment Compared by Year



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 9 in 10 assigning good or very good scores, exceeding comparisons across the Front Range and nation. Around 7 in 10 respondents positively appraised conservation efforts and recycling programs, while 6 in 10 were pleased with air quality. Participants' reviews for aspects of the environment remained stable from 2019 to 2021 with the exception of air quality, which decreased.

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

Figure 15: 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)	2021	2019	2018	2017	2015	2013	2012	2010
Community's visual attractiveness	90%	88%	88%	90%	89%	91%	87%	86%
Conservation efforts	77%	75%	78%	84%	78%	82%	78%	81%
Recycling programs	73%	70%	79%	82%	78%	83%	81%	78%
Air quality	63%	70%	71%	73%	82%	90%	84%	85%

Transportation

Those completing the 2021 survey were asked to assess several aspects of transportation in the Fort Collins community. Survey participants were especially pleased with travel via bicycle, with at least 8 in 10 praising the ease of this mode of transportation. Around three-quarters positively evaluated the ease of walking in the city. About half felt favorably about street maintenance and the ease of driving. Around 4 in 10 awarded top marks to public transportation and to electric vehicle charging availability, while about one-third felt similarly about the availability and convenience of parking downtown. Three in 10 residents gave positive scores to the Northern Colorado Regional Airport and just 2 in 10 favorably rated traffic congestion.

Where transportation-related trends over time were available, residents gave similar scores in 2019 and 2021; except for street maintenance, which improved.

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

Figure 16: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins. (Percent reporting very good or good)	2021	2019	2018	2017	2015	2013	2012	2010
Ease of traveling by bicycle	83%	86%	82%	81%	79%	83%	85%	80%
Ease of walking	75%	75%	61%	59%	60%	67%	67%	59%
Street maintenance	53%	59%	56%	58%	44%	50%	46%	32%
Ease of driving	52%	49%	43%	39%	36%	52%	58%	51%
Ease of traveling by public transportation	44%	42%	48%	46%	45%	41%	40%	31%
Electric vehicle charging availability	41%	NA	NA	NA	NA	NA	NA	NA
Availability of parking Downtown	37%	38%	35%	29%	26%	34%	30%	36%
Convenience of parking Downtown	35%	35%	NA	NA	NA	NA	NA	NA
Northern Colorado Regional Airport	29%	NA	NA	NA	NA	NA	NA	NA
Level of traffic congestion	20%	15%	16%	13%	13%	20%	26%	25%

Please note that prior to 2015, "Level of traffic congestion" was "traffic congestion."

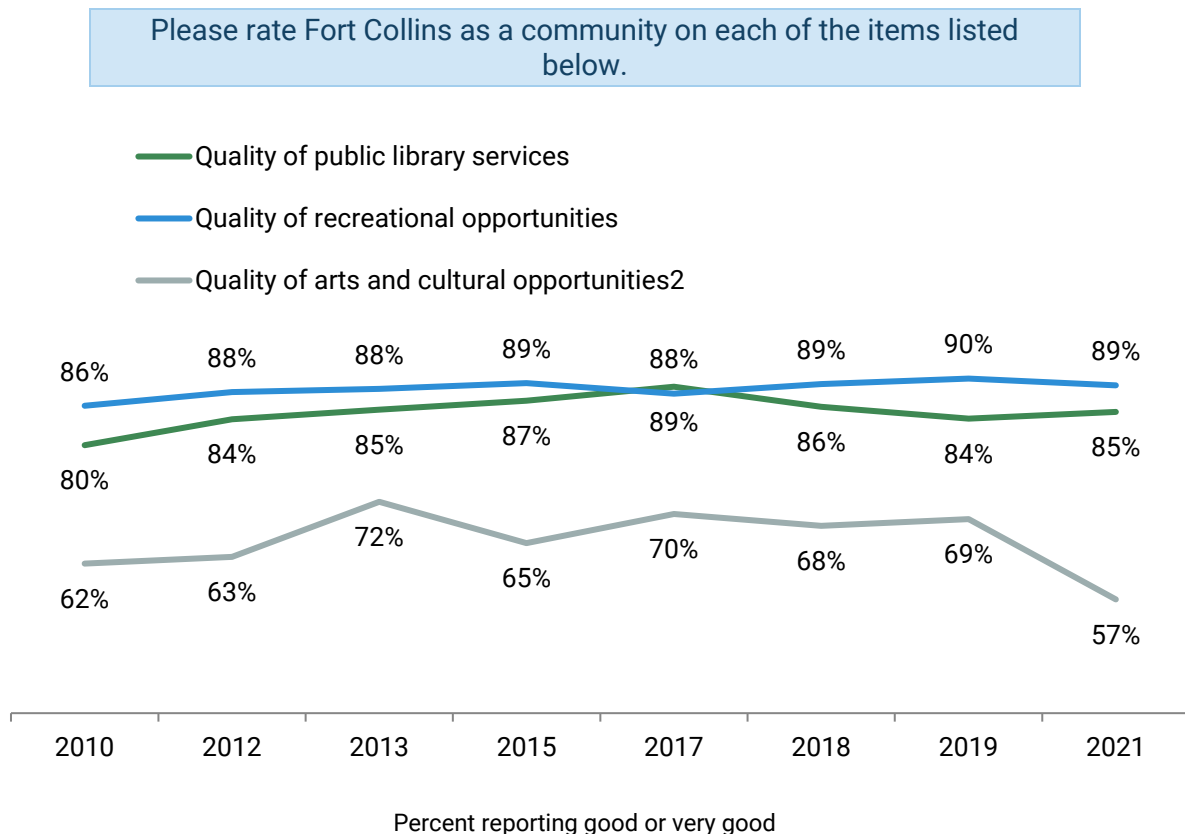
Between 37% and 80% of respondents said "no opinion" when evaluating ease of traveling by public transportation, Northern Colorado Regional Airport, and electric vehicle charging availability (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Culture and Recreation

Cultural and recreational opportunities provide residents a chance to participate in their community and enhance their quality of life. Most residents commended the recreational opportunities in the city (89% very good or good) and public library services (85%). About 6 in 10 positively evaluated arts and cultural opportunities. Ratings for recreational opportunities and public library services were comparable to past survey administrations, while those for arts and cultural opportunities declined from 2019 to 2021.

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 all comparisons (see *Appendix F: Benchmark Comparisons*).

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



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

Residents also provided their opinions about a number of City parks, recreational and cultural programs and facilities in Fort Collins. Survey respondents' unwavering esteem for natural areas and open space, recreational trails, parks, and The Gardens on Spring Creek was evident once again in 2021, 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 pottery studio, Fort Collins Senior Center, the Fort Collins Museum of Discovery, and others. Most ratings for parks, recreation, and cultural programs were stable over time except for youth/teen recreation programs, which increased from 2019 to 2021, and athletic fields, which decreased.

Fort Collins residents felt more positively about natural areas and open space, parks, and adult recreation programs than other survey respondents nationwide, while evaluations for natural areas and open space and parks were higher than those given in other Front Range communities. Ratings for recreational trails 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)	2021	2019	2018	2017	2015	2013	2012	2010
Natural areas and open space	94%	93%	93%	94%	95%	95%	94%	93%
Recreational trails	94%	94%	93%	96%	96%	96%	93%	94%
Parks	94%	92%	92%	96%	94%	96%	93%	92%
The Gardens on Spring Creek	92%	92%	89%	93%	90%	91%	89%	87%
Pottery studio	88%	82%	78%	79%	80%	83%	78%	78%
Fort Collins Senior Center	87%	85%	84%	86%	90%	87%	85%	85%
Art in Public Places program	86%	85%	86%	86%	82%	82%	79%	73%
Fort Collins Museum of Discovery	86%	89%	89%	90%	88%	87%	78%	67%
The Farm at Lee Martinez Park	85%	90%	86%	90%	87%	87%	84%	83%
Lincoln Center programs	85%	83%	84%	86%	84%	85%	82%	77%
Northside Aztlan Community Center	84%	86%	86%	87%	86%	82%	86%	82%
Cemeteries	83%	82%	79%	83%	83%	86%	79%	77%
Edora Pool Ice Center (EPIC)	82%	86%	82%	81%	81%	85%	83%	82%
Youth/teen recreation programs	82%	73%	75%	76%	76%	79%	78%	72%
Adult recreation programs	81%	75%	76%	78%	75%	79%	75%	74%
Senior recreation programs	80%	78%	76%	80%	77%	82%	80%	79%
Golf courses	79%	81%	79%	84%	83%	85%	80%	80%
Athletic fields	79%	86%	81%	86%	83%	89%	86%	84%
Foothills Activity Center	79%	81%	79%	NA	NA	NA	NA	NA
Mulberry Pool	66%	68%	70%	73%	71%	72%	76%	73%

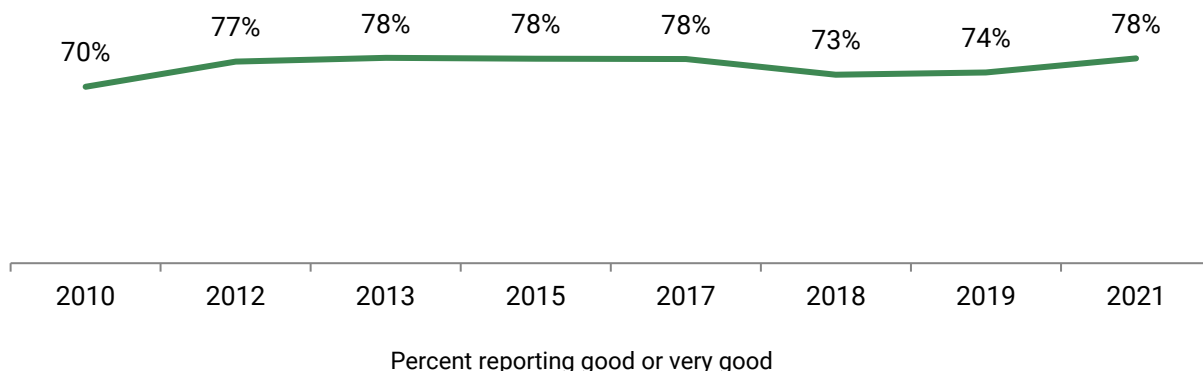
Please note that prior to 2013, the "Fort Collins Museum of Discovery" was "Fort Collins Museum and Discovery Science Center."

Between 31% and 79% of respondents said "no opinion" when evaluating 17 of the 20 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



Please note that this question was not asked in 2006.

Residents gave strong marks to measures of economic health, with about 8 in 10 celebrating the availability of quality healthcare and dining opportunities in the community. Further, about 7 in 10 praised shopping opportunities, 6 in 10 were pleased with entertainment opportunities, and nearly half highly 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.

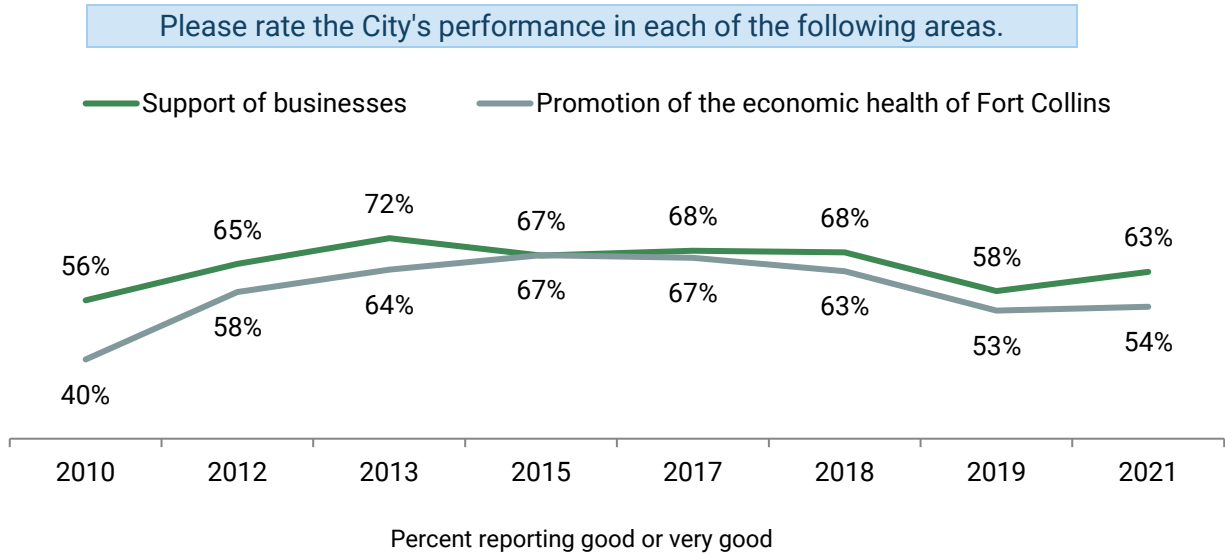
Figure 20: Community Aspects of Economic Health Compared by Year

Please rate Fort Collins as a community on each of the items listed below. (Percent reporting very good or good)	2021	2019	2018	2017	2015	2013	2012	2010
Availability of quality healthcare	80%	78%	78%	75%	77%	75%	74%	73%
Quality of dining opportunities	77%	77%	83%	85%	83%	82%	84%	80%
Quality of shopping opportunities	69%	66%	69%	72%	67%	67%	65%	60%
Quality of entertainment opportunities	62%	66%	76%	76%	72%	68%	64%	58%
Availability of job opportunities	46%	48%	44%	46%	42%	35%	31%	27%

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

Community members also evaluated the City's performance regarding support for local businesses and their goal of promoting the economic health of Fort Collins. Approximately 6 in 10 residents awarded positive ratings to the City's support of businesses and half gave high marks to its promotion of the economic health of the city. Both of these ratings remained stable from 2019 to 2021. Comparisons to the benchmarks were not available.

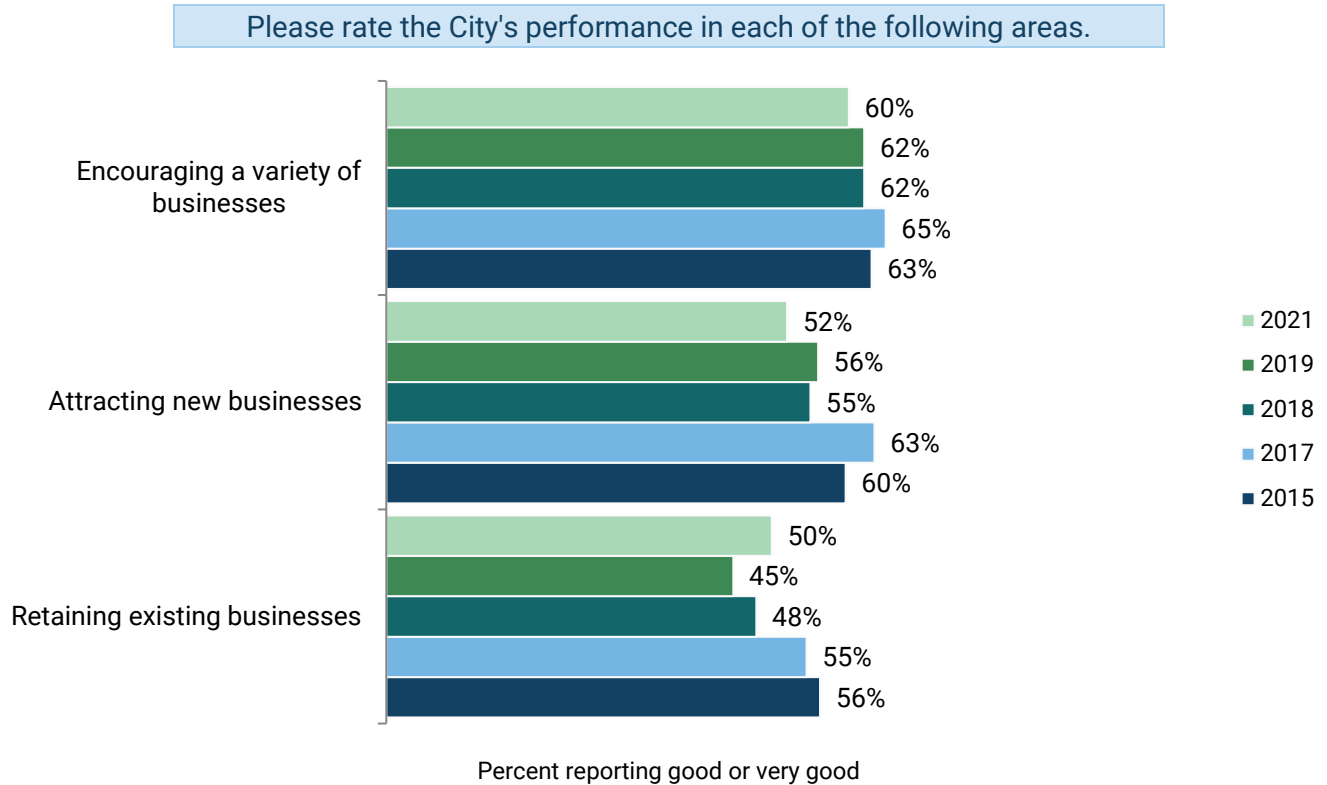
Figure 21: Business Support and Promotion of Economic Health Compared by Year



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

The City's performance related to business health was assessed with three measures. A majority of survey respondents gave favorable reviews to the City encouraging a variety of businesses (60%) and about half awarded good or very good marks to the City attracting new businesses (52%) and retaining existing businesses (50%). Each of these business health measures were given ratings that were similar to past survey administrations.

Figure 22: Business Health Compared by Year



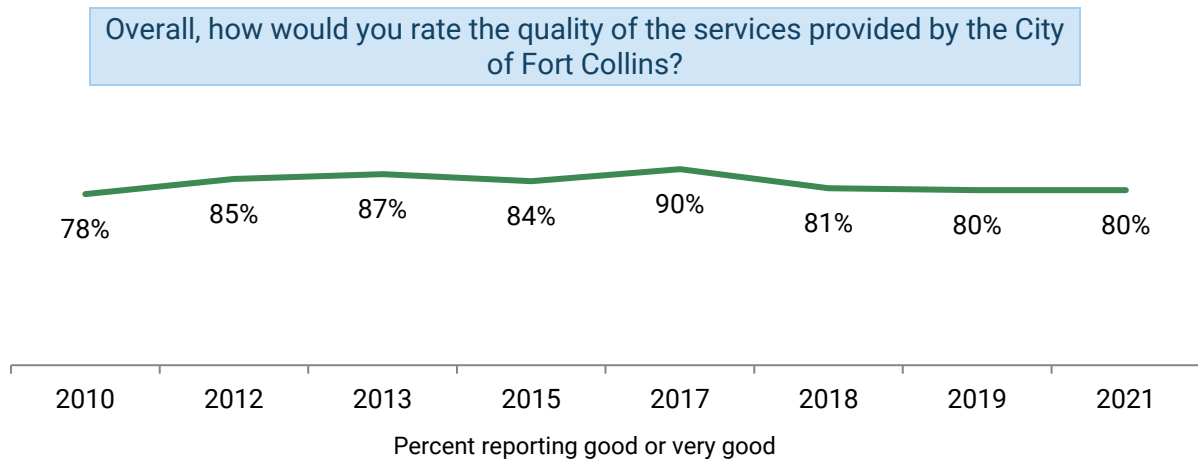
High Performing Government

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 80% 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*).

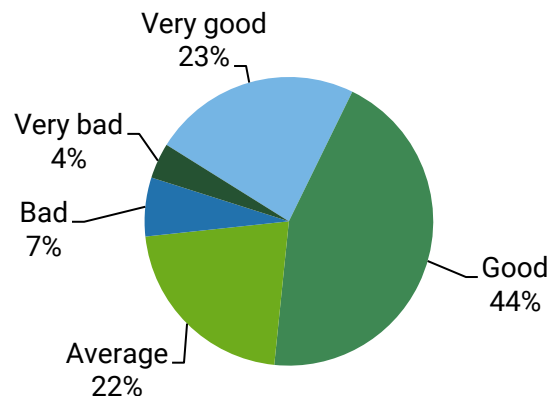
Figure 23: Overall Quality of City Services Compared by Year



A new question on the 2021 survey asked residents to evaluate the City's response to the COVID-19 pandemic. About two-thirds of respondents thought the City had done a very good or good job in their pandemic response, and another 2 in 10 rated it as average. Only about 1 in 10 rated the City's COVID-19 pandemic response as bad or very bad.

Figure 24: Response to COVID-19 Pandemic, 2021

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



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 encouraging sustainability in the community, the efficient operation of programs and services, the overall direction of the community, and respecting all community members of diverse backgrounds. About half of survey respondents or more were pleased with welcoming community member involvement, the City creating a welcoming, inclusive community, the City listening to community members, and balancing development and growth while maintaining the character and identity of the City and neighborhoods. About 4 in 10 residents gave favorable marks to the City managing and planning for growth.

Decreases in residents' opinions were noted in 2021 for the overall direction of the City, balancing development and growth, and managing and planning for growth, while all other satisfaction levels were commensurate with past years. All measures of government performance were similar to or higher than benchmark averages (see *Appendix F: Benchmark Comparisons*).

Figure 25: City Government Ratings Compared by Year

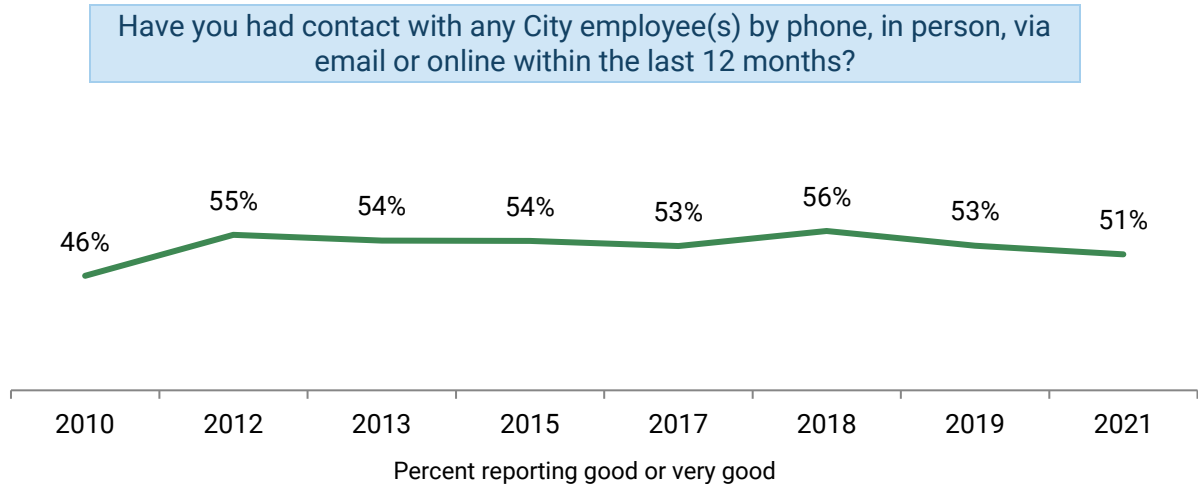
Please rate the City's performance in each of the following areas. (Percent reporting very good or good)	2021	2019	2018	2017	2015	2013	2012	2010
Encouraging sustainability in the community	64%	63%	69%	76%	69%	73%	69%	NA
Efficient operation of programs and services	63%	60%	66%	65%	58%	65%	59%	53%
Overall direction of the City	59%	65%	62%	65%	65%	70%	67%	61%
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	58%	60%	NA	NA	NA	NA	NA	NA
Welcoming community member involvement	57%	60%	61%	66%	69%	67%	64%	54%
Creating a welcoming, inclusive community where all community members feel a sense of belonging	55%	56%	NA	NA	NA	NA	NA	NA
Listening to community members	49%	46%	50%	52%	50%	53%	50%	44%
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	48%	56%	NA	NA	NA	NA	NA	NA
Managing and planning for growth	39%	49%	46%	44%	50%	56%	54%	48%

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

At least 20% of respondents said "no opinion" when evaluating the City government's job of 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 similar to the national comparison (see *Appendix F: Benchmark Comparisons*).

Figure 26: Contact with City Employees Compared by Year



Please note that prior to 2015, “email or online” was not included in the question wording.

The respondents who had contact with an employee of the City were asked to rate various aspects of the interactions. Overall, assessments for City employees were positive, with about three-quarters 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 (except for overall impression, which declined from 2019 to 2021). Compared to national and regional averages, ratings for knowledge and the overall impression of the employee were similar, while evaluations for courtesy were lower (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)	2021	2019	2018	2017	2015	2013	2012	2010
Courtesy	85%	86%	89%	88%	86%	88%	86%	83%
Promptness	82%	79%	84%	79%	79%	81%	81%	72%
Knowledge	82%	78%	83%	82%	83%	80%	80%	80%
Overall impression	76%	82%	80%	80%	79%	80%	79%	78%
Making you feel valued	73%	74%	72%	72%	69%	69%	68%	74%

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 three-quarters 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 2019.

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)	2021	2019	2018	2017	2015	2013	2012	2010
Courtesy	77%	81%	80%	84%	80%	79%	81%	84%
Promptness in responding to inquiries and service requests	72%	69%	74%	72%	76%	73%	76%	67%
Making community members or customers feel valued	71%	66%	73%	73%	71%	68%	71%	61%

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

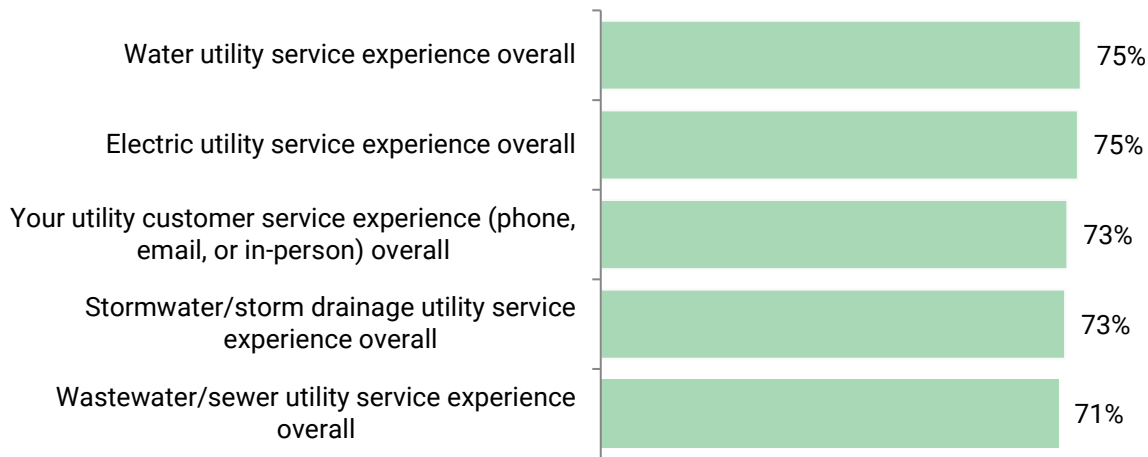
At least 31% of respondents said "no opinion" when evaluating each of these three characteristics of City employees (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Fort Collins Utilities

New to the 2021 survey, residents were asked to gauge various aspects of the services provided by Fort Collins Utilities, including water, electric, stormwater/storm drainage, and wastewater/sewer utility services as well as their experience with utilities customer services. About 7 in 10 respondents gave good or very good ratings to each of these aspects of their utility services.

Figure 29: Fort Collins Utilities, 2021

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.

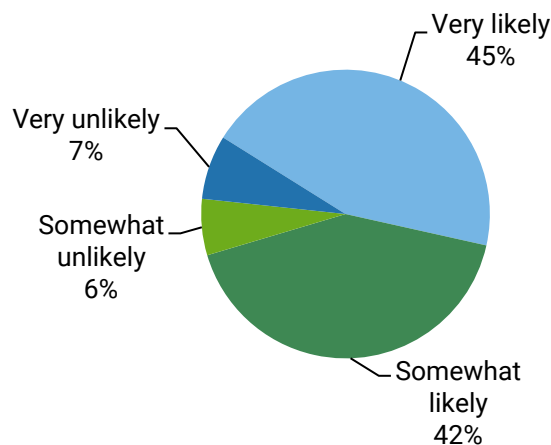


Percent reporting very good or good

Also new in 2021 was a question about the respondent's likelihood of recommending Fort Collins Utilities. Nearly 9 in 10 residents indicated they were very or somewhat likely to recommend Fort Collins Utilities to others; only 13% noted that they were unlikely to recommend.

Figure 30: Likelihood of Recommending Fort Collins Utilities, 2021

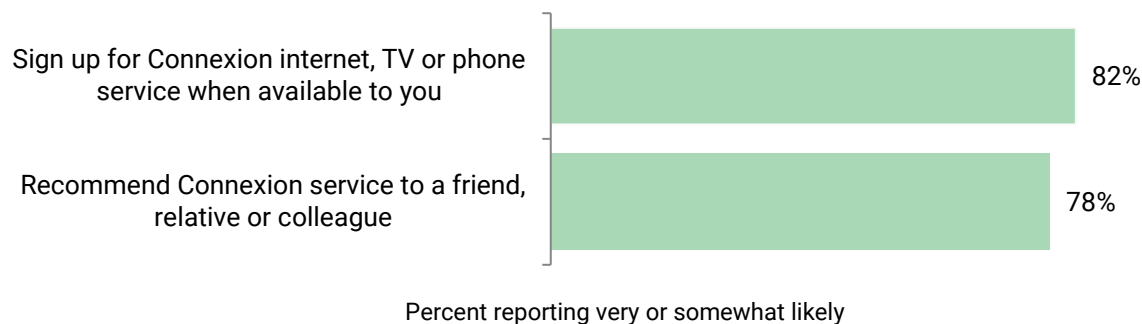
Please indicate how likely or unlikely you are to recommend Fort Collins Utilities?



Residents were also asked for the first time in 2021 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 8 in 10 residents reported that they were very or somewhat likely to sign up for or to recommend Connexion service.

Figure 31: Likelihood of Using and Recommending Connexion, 2021

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



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 32 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. A majority of residents felt that services and programs related to economy; safety; culture, parks and recreation; and general government should continue to be provided at similar service levels. Neighborhood livability and social health topped the list an increase in effort, with 60% of respondents stating they would like more effort from the City; 55% of residents wanted additional effort for transportation and mobility.

Compared to 2019, fewer respondents indicated they would like to see more effort allocated to the economy (42%, which was lower than the previous survey iteration and a return to levels seen in 2018 and prior). However, residents were more likely in 2021 than in previous years to desire more effort in the area of neighborhood livability and social health.

Figure 32: Budget Priorities Compared by Year

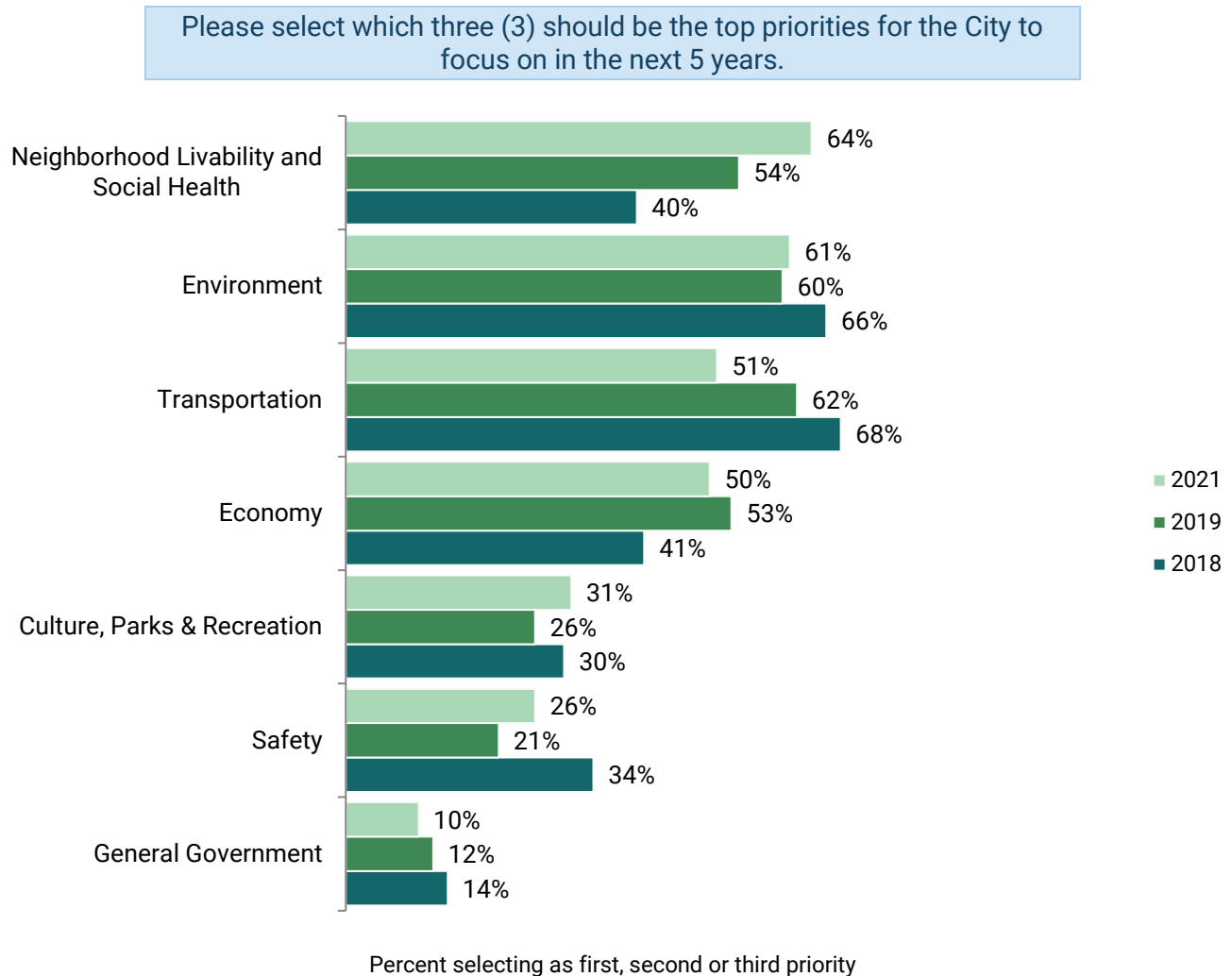
Please select the option that best describes how you think the City should address each of the following aspects of the community.		2021	2019	2018	2017	2015	2013	2012	2010
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	42%	53%	40%	40%	35%	36%	44%	56%
	Same effort	56%	43%	55%	54%	61%	61%	53%	41%
	Less effort	2%	4%	5%	7%	5%	4%	2%	3%
	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	48%	53%	50%	46%	39%	32%	37%	36%
	Same effort	47%	43%	47%	50%	56%	65%	59%	56%
	Less effort	5%	3%	3%	4%	4%	3%	4%	8%
	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	60%	53%	46%	48%	43%	33%	34%	30%
	Same effort	35%	41%	48%	47%	52%	63%	62%	62%
	Less effort	5%	5%	6%	5%	6%	4%	4%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	18%	17%	22%	26%	22%	17%	19%	19%
	Same effort	77%	79%	77%	72%	76%	81%	76%	77%
	Less effort	5%	4%	1%	2%	2%	3%	6%	5%
	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	25%	23%	25%	24%	21%	19%	22%	28%
	Same effort	72%	72%	71%	73%	76%	77%	74%	67%
	Less effort	3%	5%	4%	4%	3%	4%	4%	6%
	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	55%	60%	64%	65%	61%	54%	53%	58%
	Same effort	43%	38%	33%	34%	35%	43%	45%	39%
	Less effort	3%	2%	3%	1%	4%	3%	2%	4%
	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	17%	23%	19%	19%	19%	19%	19%	23%
	Same effort	75%	71%	75%	76%	74%	76%	74%	69%
	Less effort	8%	6%	6%	5%	7%	5%	7%	8%
	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". In 2021, "stormwater" was added as an example in the "Safety" item; "Mobility" was added to "Transportation and Mobility" and "Northern Colorado Regional Airport" was added as an example to this item.

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 'neighborhood livability and social health' and environment as the top priorities for City leadership and around half selected transportation or economy. The lowest priority was general government services (10%).

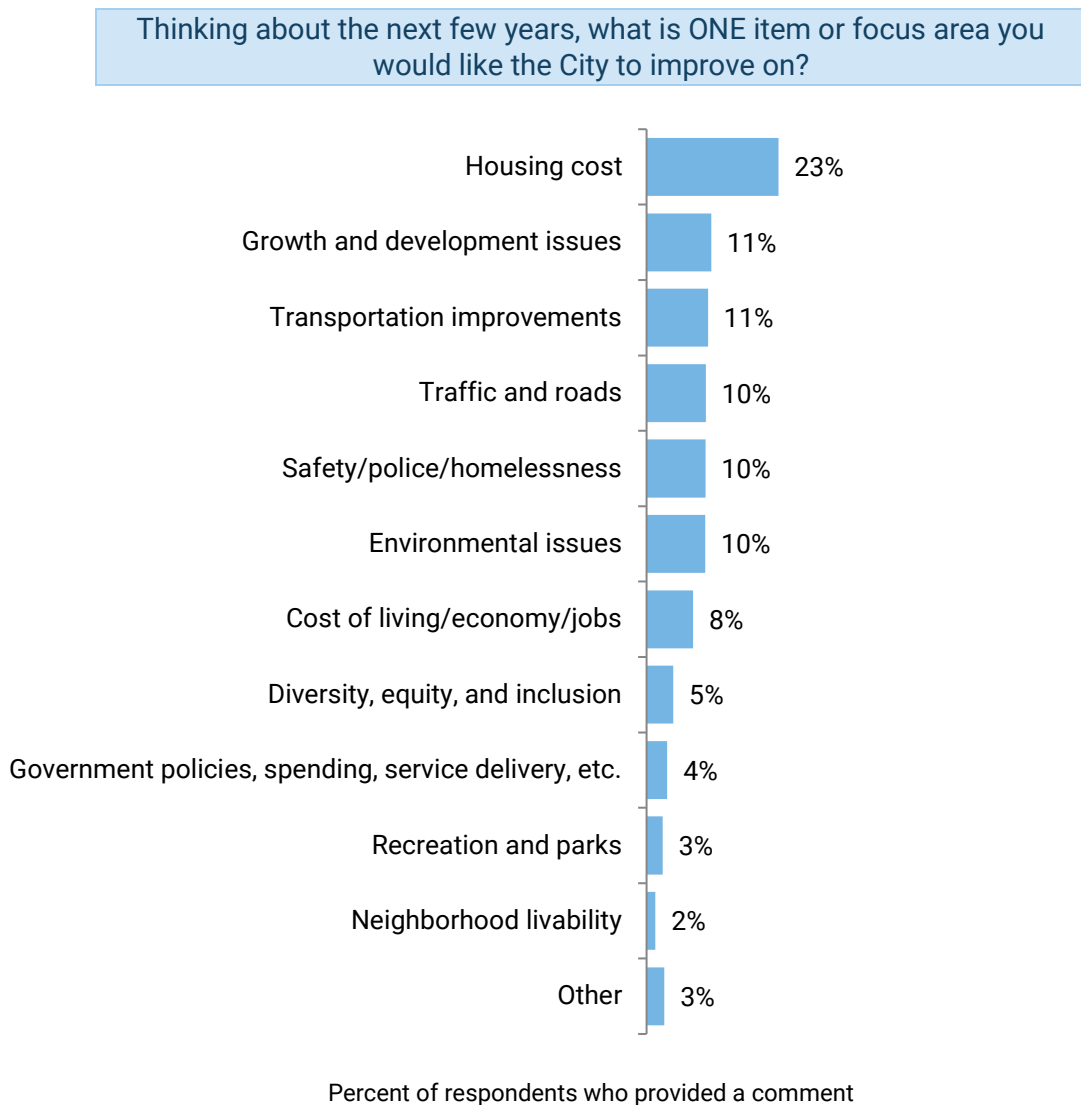
Compared to 2019, fewer respondents stated that transportation should be one of the three top priorities for the City to consider, while more respondents felt that neighborhood livability and social health should be prioritized.

Figure 33: Top Three Budget Priorities Compared by Year



In 2021, 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 23% providing a related comment. Responses related to growth and development issues, transportation improvements, traffic and roads, safety, police, and/or the homeless, or environmental issues were mentioned by about 1 in 10 survey participants, while issues related to cost of living, economy or jobs or diversity, equity or inclusion were commented on by between 5% and 8% of respondents (the verbatim comments to this question, including the “other” response, can be found in *Appendix C: Verbatim Responses*).

Figure 34: Community Member Priorities, 2021

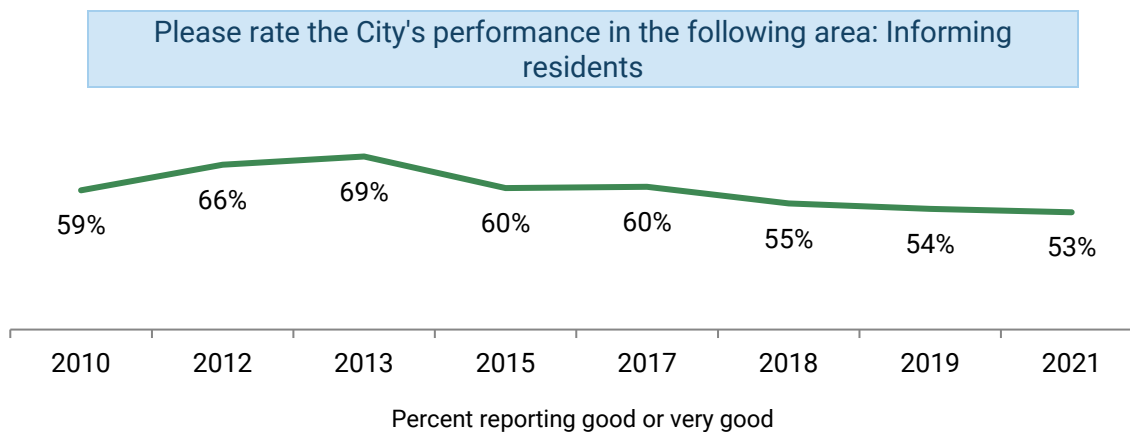


Public Information

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

About half of community members approved of the job the City was doing informing residents, which was similar to the national benchmark but lower than the Front Range comparison. The 2021 rating was stable when compared to 2018 and 2019.

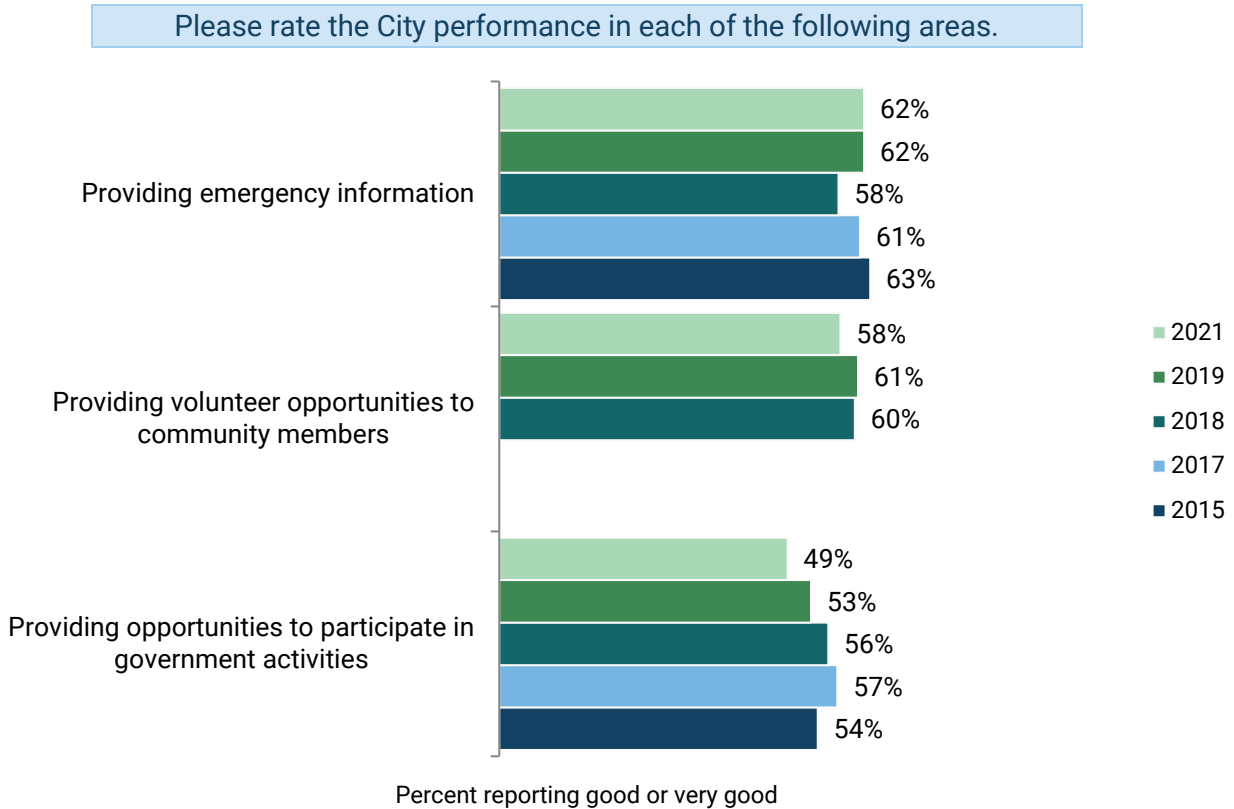
Figure 35: Ratings of Informing Residents Compared by Year



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

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

Figure 36: Providing Information and Opportunities to Participate Compared by Year



At least 20% of respondents said "no opinion" when evaluating the City government's job of providing opportunities to participate in government activities and 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 91% 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, social media (including Facebook, Twitter and Nextdoor), Tracks and Trails, the Recreator, and newspapers. Less than 2 in 10 survey participants reported they had used OurCity Platform, the City cable channels 14 and 881, or the Engage Platform. 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, which increased from 2019 to 2021.

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

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 2021 Community Survey including frequency of responses and the number of respondents.

Table 1: Length of Residency

About how many years have you lived in Fort Collins?	Percent of respondents
Less than 2 years	11%
2-5 years	18%
6-10 years	19%
11-20 years	16%
More than 20 years	35%
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	12%
No	88%
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	9%
Another local college or university	0%
Total	100%

Table 4: Employment Status

What is your employment status?	Percent of respondents
Working full time for pay	65%
Working part time for pay	12%
Unemployed, looking for paid work	4%
Unemployed, not looking for paid work	3%
Fully retired	16%
Total	100%

Table 5: Work in Fort Collins

Do you work inside the boundaries of Fort Collins?	Percent of respondents
Yes, outside the home	40%
Yes, from home	26%
No	34%
Total	100%

Table 6: Respondent Age

Which of the age groups below best describes you?	Percent of respondents
18-24	10%
25-34	36%
35-44	14%
45-54	13%
55-64	9%
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	59%
Duplex or townhome	15%
Apartment or condominium	25%
Mobile home	1%
Other	0%
Total	100%

Table 8: Respondent Housing Tenure

Do you own or rent your residence?	Percent of respondents
Own	56%
Rent	44%
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	13%
\$25,000 to \$49,999	19%
\$50,000 to \$99,999	32%
\$100,000 to \$149,999	20%
\$150,000 or more	17%
Total	100%

Table 10: Respondent Gender

What is your gender?	Percent of respondents
Woman	48%
Man	46%
Transgender woman	0%
Transgender man	1%
Non-binary	1%
Two Spirit	0%
Prefer to self-identify	0%
Prefer not to answer	5%
Total	100%

Table 11: Respondent Sexual Orientation

Which term best describes your sexual orientation?	Percent of respondents
Heterosexual	79%
Lesbian or gay	4%
Bisexual	7%
Asexual	0%
Pansexual	1%
Prefer to self-identify	1%
Prefer not to answer	10%

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	2%
African	0%
African American/Black	2%
Asian/Asian American	3%
Hispanic/Latinx/Spanish Origin	7%
Middle Eastern/North African	0%
Native Hawaiian/Other Pacific Islander	0%
White	84%
Prefer to self-identify	1%
Prefer not to answer	8%

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

Table 13: Geographic Area of Residence

	Percent of respondents
Northwest	19%
Northeast	13%
West Central	22%
East Central	25%
Southwest	5%
Southeast	16%
Total	100%

Table 14: Council District of Residence

	Percent of respondents
District 1	18%
District 2	20%
District 3	15%
District 4	14%
District 5	14%
District 6	18%
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	63%	29%	7%	1%	1%	100%
Overall safety of community members	41%	45%	13%	1%	1%	100%
Quality of shopping opportunities	30%	38%	24%	6%	1%	100%
Quality of dining opportunities	45%	32%	19%	3%	1%	100%
Quality of entertainment opportunities	21%	41%	32%	6%	0%	100%
Availability of job opportunities	11%	35%	37%	14%	3%	100%
Availability of affordable quality housing	2%	6%	26%	37%	29%	100%
Quality of arts and cultural opportunities	16%	41%	37%	5%	1%	100%
Quality of recreational opportunities	52%	38%	9%	1%	0%	100%
Availability of quality healthcare	41%	39%	16%	3%	1%	100%
Availability of affordable quality childcare	5%	16%	40%	23%	16%	100%
Quality of public schools	29%	47%	20%	3%	1%	100%
Quality of public library services	45%	40%	13%	1%	0%	100%
As a place to raise children	46%	40%	12%	1%	1%	100%
As a place to retire	34%	35%	23%	5%	3%	100%
As a place to attend college	43%	43%	11%	1%	1%	100%
As a place to work	31%	47%	18%	3%	2%	100%
Openness and acceptance of the community toward people of diverse backgrounds	18%	36%	34%	9%	3%	100%
Overall quality of life in Fort Collins	43%	43%	13%	1%	1%	100%

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	63%	N=376	29%	N=172	7%	N=40	1%	N=8	1%	N=4	0%	N=1	100%	N=601
Overall safety of community members	41%	N=244	44%	N=267	13%	N=79	1%	N=5	1%	N=4	1%	N=4	100%	N=602
Quality of shopping opportunities	30%	N=181	38%	N=228	24%	N=145	6%	N=35	1%	N=6	1%	N=6	100%	N=600
Quality of dining opportunities	44%	N=267	31%	N=188	19%	N=116	3%	N=19	1%	N=4	1%	N=9	100%	N=602
Quality of entertainment opportunities	20%	N=121	40%	N=241	31%	N=187	6%	N=36	0%	N=1	3%	N=18	100%	N=603
Availability of job opportunities	10%	N=59	30%	N=181	32%	N=195	12%	N=73	3%	N=15	13%	N=78	100%	N=601
Availability of affordable quality housing	2%	N=12	6%	N=33	24%	N=146	35%	N=212	28%	N=168	5%	N=29	100%	N=600
Quality of arts and cultural opportunities	15%	N=88	39%	N=231	35%	N=209	5%	N=29	1%	N=4	6%	N=37	100%	N=597
Quality of recreational opportunities	51%	N=306	37%	N=223	9%	N=54	1%	N=8	0%	N=0	1%	N=9	100%	N=600
Availability of quality healthcare	37%	N=223	36%	N=214	15%	N=89	2%	N=15	1%	N=7	8%	N=51	100%	N=599
Availability of affordable quality childcare	2%	N=13	7%	N=41	16%	N=98	9%	N=56	6%	N=39	59%	N=349	100%	N=596
Quality of public schools	19%	N=114	32%	N=189	13%	N=79	2%	N=11	1%	N=5	33%	N=200	100%	N=599
Quality of public library services	38%	N=227	33%	N=201	11%	N=67	1%	N=5	0%	N=1	17%	N=100	100%	N=600
As a place to raise children	34%	N=207	30%	N=181	9%	N=55	1%	N=4	0%	N=3	25%	N=150	100%	N=600
As a place to retire	26%	N=157	26%	N=159	18%	N=107	4%	N=21	3%	N=16	23%	N=140	100%	N=600
As a place to attend college	38%	N=229	39%	N=232	10%	N=61	1%	N=6	1%	N=7	11%	N=66	100%	N=602
As a place to work	30%	N=177	44%	N=262	17%	N=99	3%	N=17	1%	N=9	5%	N=30	100%	N=594
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=101	33%	N=199	32%	N=191	8%	N=47	3%	N=15	8%	N=47	100%	N=600
Overall quality of life in Fort Collins	42%	N=254	42%	N=255	13%	N=75	1%	N=7	1%	N=4	1%	N=5	100%	N=601

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%	40%	14%	1%	1%	100%
Your neighborhood as a place to raise children	42%	35%	16%	5%	2%	100%
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	50%	30%	15%	4%	2%	100%

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	43%	N=260	40%	N=238	14%	N=84	1%	N=5	1%	N=6	1%	N=5	100%	N=599
Your neighborhood as a place to raise children	33%	N=199	28%	N=167	12%	N=73	4%	N=25	1%	N=8	21%	N=123	100%	N=596
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	50%	N=297	29%	N=177	15%	N=91	4%	N=23	2%	N=11	0%	N=1	100%	N=599

Table 19: Question 3 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
Recommend living in Fort Collins to someone who asks	55%	31%	7%	6%	100%
Remain in Fort Collins for the next five years	60%	20%	12%	8%	100%

Table 20: Question 3 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	
Recommend living in Fort Collins to someone who asks	54%	N=326	31%	N=186	7%	N=42	6%	N=36	2%	N=10	100%	N=600
Remain in Fort Collins for the next five years	58%	N=346	20%	N=118	11%	N=67	8%	N=47	3%	N=21	100%	N=599

Table 21: Question 4

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	2 times a week or more	2-4 times a month	Once a month or less	Not at all	Total
Visited a neighborhood park or City park	35%	33%	26%	6%	100%
Attended a neighborhood-sponsored event	0%	2%	23%	75%	100%
Attended a government-organized event (open house, City Council session, forum, etc.)	0%	2%	15%	83%	100%
Carpooled with other adults or children instead of driving alone	10%	15%	12%	63%	100%
Volunteered your time in Fort Collins	6%	10%	30%	55%	100%
Talked to or visited with your immediate neighbors	33%	33%	22%	11%	100%
Done a favor for a neighbor	13%	24%	40%	23%	100%

Table 22: Question 4

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	35%	N=212	33%	N=195	26%	N=156	6%	N=35	100%	N=599
Attended a neighborhood-sponsored event	0%	N=3	2%	N=13	23%	N=134	75%	N=439	100%	N=588
Attended a government-organized event (open house, City Council session, forum, etc.)	0%	N=1	2%	N=13	15%	N=88	83%	N=495	100%	N=598
Carpooled with other adults or children instead of driving alone	10%	N=62	15%	N=89	12%	N=72	63%	N=371	100%	N=593
Volunteered your time in Fort Collins	6%	N=35	10%	N=57	30%	N=177	55%	N=327	100%	N=596
Talked to or visited with your immediate neighbors	33%	N=201	33%	N=198	22%	N=135	11%	N=66	100%	N=599
Done a favor for a neighbor	13%	N=76	24%	N=143	40%	N=240	23%	N=141	100%	N=600

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	1%	N=3
About once a year	10%	N=60
Every 2-4 years	23%	N=136
Every 5-7 years	13%	N=75
Every 8-10 years	10%	N=60
Every 11-15 years	4%	N=24
16-20 years	5%	N=31
I have not relocated in the last 20 years	13%	N=75
I have not relocated within the City	22%	N=132
Total	100%	N=596

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	52%	44%	4%	0%	0%	100%
Downtown Fort Collins at night	15%	50%	28%	5%	1%	100%
Your neighborhood during the day	69%	29%	1%	0%	0%	100%
Your neighborhood at night	36%	48%	13%	2%	1%	100%
Parks	34%	56%	9%	1%	0%	100%
Natural areas/open spaces	32%	55%	11%	1%	0%	100%
Recreation facilities	45%	50%	5%	0%	0%	100%
Trails	29%	58%	12%	1%	0%	100%
Fort Collins overall during the day	47%	49%	4%	0%	0%	100%
Fort Collins overall at night	17%	58%	23%	1%	0%	100%
Transfort/MAX	22%	46%	28%	3%	0%	100%

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	52%	N=311	44%	N=262	4%	N=24	0%	N=1	0%	N=0	1%	N=4	100%	N=602
Downtown Fort Collins at night	15%	N=88	48%	N=290	27%	N=161	5%	N=32	1%	N=6	4%	N=24	100%	N=600
Your neighborhood during the day	69%	N=416	29%	N=174	1%	N=8	0%	N=0	0%	N=2	0%	N=1	100%	N=601
Your neighborhood at night	36%	N=217	47%	N=285	13%	N=79	2%	N=13	1%	N=3	1%	N=5	100%	N=602
Parks	32%	N=194	54%	N=326	9%	N=53	1%	N=7	0%	N=0	3%	N=19	100%	N=599
Natural areas/open spaces	31%	N=186	53%	N=316	11%	N=64	1%	N=8	0%	N=0	4%	N=23	100%	N=598
Recreation facilities	39%	N=231	43%	N=255	4%	N=26	0%	N=2	0%	N=0	14%	N=84	100%	N=599
Trails	28%	N=167	56%	N=334	11%	N=67	0%	N=3	0%	N=2	4%	N=26	100%	N=599
Fort Collins overall during the day	47%	N=281	49%	N=292	4%	N=25	0%	N=1	0%	N=1	0%	N=1	100%	N=600
Fort Collins overall at night	17%	N=100	57%	N=339	23%	N=135	1%	N=8	0%	N=2	2%	N=11	100%	N=597
Transfort/MAX	12%	N=72	25%	N=150	15%	N=93	2%	N=10	0%	N=2	46%	N=273	100%	N=599

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)	33%	46%	15%	3%	2%	100%
Disaster response and restoration of services	31%	48%	20%	1%	1%	100%
Fire prevention/education	30%	44%	19%	5%	1%	100%
Fire response time	41%	45%	13%	0%	1%	100%
Fire services overall	44%	43%	12%	0%	1%	100%
Crime prevention	19%	43%	35%	3%	1%	100%
Police patrol	18%	40%	36%	3%	4%	100%
Traffic enforcement	14%	32%	41%	7%	6%	100%
Police visibility	22%	39%	33%	3%	3%	100%
Police response time	25%	45%	25%	2%	3%	100%
Police services overall	20%	46%	29%	1%	4%	100%
Code enforcement (weeds, rubbish/trash, etc.)	14%	38%	36%	9%	4%	100%
Noise enforcement	10%	38%	37%	9%	5%	100%
Animal control	20%	42%	30%	5%	3%	100%
Business property maintenance	21%	47%	28%	3%	1%	100%
Residential property maintenance	16%	44%	33%	5%	1%	100%
Natural Areas and Park Ranger services	41%	45%	13%	0%	0%	100%

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)	27%	N=158	37%	N=218	12%	N=73	2%	N=14	1%	N=9	20%	N=121	100%	N=593
Disaster response and restoration of services	24%	N=142	37%	N=221	15%	N=92	1%	N=6	1%	N=4	22%	N=130	100%	N=594
Fire prevention/education	22%	N=128	32%	N=186	14%	N=80	3%	N=21	1%	N=6	29%	N=168	100%	N=589
Fire response time	23%	N=137	26%	N=153	8%	N=45	0%	N=0	0%	N=2	43%	N=256	100%	N=593
Fire services overall	30%	N=178	29%	N=172	9%	N=50	0%	N=0	0%	N=2	32%	N=186	100%	N=589
Crime prevention	15%	N=89	35%	N=205	28%	N=167	3%	N=15	1%	N=5	19%	N=111	100%	N=593
Police patrol	15%	N=91	34%	N=201	31%	N=181	3%	N=15	3%	N=20	14%	N=84	100%	N=592
Traffic enforcement	12%	N=71	29%	N=169	36%	N=214	6%	N=36	5%	N=31	12%	N=71	100%	N=592
Police visibility	20%	N=120	36%	N=216	30%	N=181	3%	N=15	3%	N=18	8%	N=45	100%	N=594
Police response time	15%	N=90	27%	N=162	16%	N=93	1%	N=8	2%	N=11	38%	N=227	100%	N=591
Police services overall	17%	N=101	39%	N=233	25%	N=151	1%	N=7	3%	N=20	14%	N=81	100%	N=592
Code enforcement (weeds, rubbish/trash, etc.)	11%	N=63	29%	N=173	28%	N=164	7%	N=43	3%	N=16	23%	N=134	100%	N=594
Noise enforcement	7%	N=43	28%	N=167	27%	N=160	7%	N=40	4%	N=23	27%	N=161	100%	N=595
Animal control	14%	N=83	30%	N=176	21%	N=124	4%	N=23	2%	N=12	30%	N=177	100%	N=594
Business property maintenance	16%	N=94	36%	N=215	22%	N=129	2%	N=13	1%	N=4	23%	N=139	100%	N=594
Residential property maintenance	13%	N=79	37%	N=219	28%	N=165	4%	N=27	1%	N=6	17%	N=101	100%	N=597
Natural Areas and Park Ranger services	37%	N=218	40%	N=237	12%	N=69	0%	N=2	0%	N=1	11%	N=66	100%	N=593

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 driving	14%	37%	33%	11%	5%	100%
Ease of traveling by public transportation	8%	36%	31%	20%	4%	100%
Ease of walking	28%	46%	20%	5%	1%	100%
Ease of traveling by bicycle	42%	42%	12%	4%	0%	100%
Availability of parking Downtown	10%	27%	35%	19%	8%	100%
Convenience of parking Downtown	10%	25%	35%	20%	10%	100%
Level of traffic congestion	3%	18%	48%	22%	10%	100%
Street maintenance	13%	40%	36%	9%	3%	100%
Electric vehicle charging availability	10%	31%	26%	22%	11%	100%
Northern Colorado Regional Airport	5%	24%	34%	21%	16%	100%

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 driving	14%	N=86	37%	N=220	33%	N=194	11%	N=64	4%	N=27	1%	N=4	100%	N=595
Ease of traveling by public transportation	5%	N=31	23%	N=135	20%	N=118	13%	N=76	3%	N=16	37%	N=220	100%	N=596
Ease of walking	28%	N=164	45%	N=268	19%	N=114	5%	N=29	1%	N=5	2%	N=14	100%	N=594
Ease of traveling by bicycle	37%	N=220	37%	N=219	11%	N=65	3%	N=20	0%	N=2	12%	N=70	100%	N=596
Availability of parking Downtown	10%	N=58	27%	N=159	34%	N=203	19%	N=113	8%	N=49	3%	N=15	100%	N=597
Convenience of parking Downtown	10%	N=58	25%	N=147	35%	N=205	19%	N=113	9%	N=55	2%	N=12	100%	N=590
Level of traffic congestion	2%	N=15	18%	N=106	48%	N=284	21%	N=127	10%	N=57	1%	N=8	100%	N=598
Street maintenance	13%	N=78	39%	N=235	36%	N=212	9%	N=51	3%	N=16	1%	N=3	100%	N=596
Electric vehicle charging availability	2%	N=12	6%	N=36	5%	N=31	4%	N=26	2%	N=13	80%	N=480	100%	N=598
Northern Colorado Regional Airport	1%	N=7	6%	N=34	8%	N=49	5%	N=30	4%	N=23	76%	N=454	100%	N=597

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
Electric utility service experience overall	35%	40%	19%	5%	1%	100%
Water utility service experience overall	35%	40%	22%	3%	0%	100%
Wastewater/sewer utility service experience overall	33%	39%	25%	3%	0%	100%
Stormwater/storm drainage utility service experience overall	32%	40%	22%	5%	0%	100%
Your utility customer service experience (phone, email, or in-person) overall	34%	39%	23%	4%	0%	100%

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	
Electric utility service experience overall	33%	N=198	38%	N=229	19%	N=111	5%	N=27	1%	N=8	4%	N=25	100%	N=597
Water utility service experience overall	31%	N=184	35%	N=209	19%	N=113	3%	N=15	0%	N=3	12%	N=74	100%	N=598
Wastewater/sewer utility service experience overall	28%	N=170	33%	N=199	21%	N=127	3%	N=18	0%	N=3	14%	N=82	100%	N=598
Stormwater/storm drainage utility service experience overall	27%	N=163	34%	N=205	19%	N=113	4%	N=24	0%	N=3	15%	N=89	100%	N=597
Your utility customer service experience (phone, email, or in-person) overall	29%	N=173	33%	N=197	19%	N=116	3%	N=21	0%	N=1	15%	N=89	100%	N=597

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
Recommend Fort Collins Utilities to a friend, relative or colleague	45%	42%	6%	7%	100%
Sign up for Connexion internet, TV or phone service when available to you	56%	26%	5%	12%	100%
Recommend Connexion service to a friend, relative or colleague	57%	21%	7%	15%	100%

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	
Recommend Fort Collins Utilities to a friend, relative or colleague	35%	N=209	33%	N=197	5%	N=30	6%	N=34	21%	N=128	100%	N=597
Sign up for Connexion internet, TV or phone service when available to you	43%	N=259	20%	N=119	4%	N=24	9%	N=57	23%	N=140	100%	N=599
Recommend Connexion service to a friend, relative or colleague	30%	N=177	11%	N=63	4%	N=21	8%	N=48	48%	N=289	100%	N=598

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	
Community's visual attractiveness	41%		49%		9%		1%		0%		100%	
Air quality	21%		43%		26%		9%		2%		100%	
Recycling programs	29%		44%		22%		5%		0%		100%	
Conservation efforts	29%		48%		17%		5%		1%		100%	
Overall quality of environment	29%		55%		15%		2%		0%		100%	

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	
Community's visual attractiveness	40%	N=241	49%	N=290	9%	N=51	1%	N=5	0%	N=2	1%	N=6	100%	N=596
Air quality	21%	N=123	42%	N=254	26%	N=157	9%	N=52	2%	N=11	1%	N=3	100%	N=600
Recycling programs	28%	N=166	42%	N=254	21%	N=125	5%	N=30	0%	N=1	4%	N=22	100%	N=599
Conservation efforts	26%	N=154	43%	N=259	16%	N=93	5%	N=29	1%	N=4	10%	N=59	100%	N=598
Overall quality of environment	29%	N=171	54%	N=322	15%	N=87	2%	N=9	0%	N=1	1%	N=7	100%	N=598

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	61%	33%	6%	0%	0%	100%
Recreational trails	61%	33%	6%	0%	0%	100%
Parks	59%	35%	6%	0%	0%	100%
Cemeteries	41%	42%	16%	1%	0%	100%
Golf courses	33%	46%	21%	0%	0%	100%
Athletic fields	33%	46%	21%	0%	0%	100%
Northside Aztlan Community Center	34%	50%	15%	1%	0%	100%
Fort Collins Senior Center	34%	53%	11%	2%	0%	100%
Edora Pool Ice Center (EPIC)	28%	54%	16%	2%	0%	100%
Foothills Activity Center	22%	57%	17%	3%	0%	100%
Mulberry Pool	18%	48%	30%	2%	2%	100%
The Farm at Lee Martinez Park	39%	46%	14%	0%	0%	100%
The Gardens on Spring Creek	51%	41%	8%	0%	0%	100%
Pottery studio	25%	64%	11%	0%	0%	100%
Art in Public Places program	40%	47%	12%	1%	1%	100%
Lincoln Center programs	35%	50%	14%	2%	0%	100%
Fort Collins Museum of Discovery	49%	38%	11%	2%	1%	100%
Adult recreation programs	29%	52%	15%	3%	0%	100%
Senior recreation programs	32%	48%	17%	3%	0%	100%
Youth/teen recreation programs	30%	53%	15%	1%	2%	100%

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	58%	N=346	31%	N=187	5%	N=32	0%	N=0	0%	N=0	5%	N=29	100%	N=594
Recreational trails	58%	N=347	32%	N=189	5%	N=32	0%	N=1	0%	N=0	5%	N=28	100%	N=597
Parks	58%	N=346	34%	N=202	6%	N=33	0%	N=1	0%	N=0	2%	N=15	100%	N=596
Cemeteries	18%	N=109	19%	N=112	7%	N=43	0%	N=2	0%	N=0	55%	N=328	100%	N=596
Golf courses	14%	N=81	19%	N=112	9%	N=51	0%	N=1	0%	N=0	59%	N=350	100%	N=596
Athletic fields	20%	N=122	29%	N=172	13%	N=76	0%	N=0	0%	N=0	38%	N=227	100%	N=597
Northside Aztlan Community Center	16%	N=93	22%	N=133	7%	N=40	0%	N=3	0%	N=0	55%	N=327	100%	N=597
Fort Collins Senior Center	17%	N=102	26%	N=157	5%	N=31	1%	N=6	0%	N=0	50%	N=301	100%	N=598
Edora Pool Ice Center (EPIC)	14%	N=86	28%	N=168	8%	N=51	1%	N=5	0%	N=0	48%	N=288	100%	N=598
Foothills Activity Center	7%	N=44	19%	N=113	6%	N=34	1%	N=7	0%	N=1	67%	N=398	100%	N=597
Mulberry Pool	8%	N=49	22%	N=129	14%	N=82	1%	N=6	1%	N=4	55%	N=327	100%	N=597
The Farm at Lee Martinez Park	23%	N=139	28%	N=165	9%	N=51	0%	N=1	0%	N=1	40%	N=236	100%	N=594
The Gardens on Spring Creek	35%	N=209	28%	N=167	6%	N=33	0%	N=1	0%	N=0	31%	N=186	100%	N=595
Pottery studio	5%	N=32	14%	N=81	2%	N=14	0%	N=1	0%	N=0	79%	N=468	100%	N=595
Art in Public Places program	24%	N=142	28%	N=167	7%	N=44	1%	N=4	0%	N=2	39%	N=231	100%	N=590
Lincoln Center programs	23%	N=136	33%	N=196	9%	N=53	1%	N=7	0%	N=0	34%	N=202	100%	N=594
Fort Collins Museum of Discovery	33%	N=197	26%	N=153	7%	N=44	1%	N=8	0%	N=3	32%	N=192	100%	N=596
Adult recreation programs	16%	N=94	29%	N=173	9%	N=51	2%	N=10	0%	N=1	45%	N=267	100%	N=597
Senior recreation programs	10%	N=59	15%	N=87	5%	N=30	1%	N=6	0%	N=1	69%	N=413	100%	N=596
Youth/teen recreation programs	11%	N=67	20%	N=119	6%	N=33	1%	N=3	1%	N=3	62%	N=369	100%	N=596

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	9%	30%	37%	16%	9%	100%
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	11%	37%	30%	13%	9%	100%
Efficient operation of programs and services	14%	49%	32%	2%	3%	100%
Encouraging sustainability in the community	21%	43%	26%	8%	3%	100%
Overall direction of the City	12%	47%	27%	11%	3%	100%
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	9%	28%	34%	19%	10%	100%
Promotion of the health of the environment of Fort Collins	19%	43%	30%	5%	2%	100%
Promotion of the economic health of Fort Collins	13%	40%	32%	9%	5%	100%
Support of businesses	17%	46%	26%	7%	4%	100%
Encouraging a variety of businesses	15%	44%	30%	7%	4%	100%
Retaining existing businesses	13%	37%	37%	9%	5%	100%
Attracting new businesses	12%	41%	37%	7%	4%	100%
Welcoming community member involvement	17%	39%	36%	5%	3%	100%
Listening to community members	13%	37%	34%	12%	5%	100%
Informing community members	14%	39%	36%	8%	3%	100%
Providing opportunities to participate in government activities	12%	37%	38%	7%	6%	100%
Providing volunteer opportunities to community members	15%	43%	32%	6%	4%	100%
Providing emergency information	20%	41%	32%	4%	3%	100%
Response to the COVID-19 pandemic	23%	44%	22%	7%	4%	100%
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	19%	40%	29%	8%	4%	100%
Creating a welcoming, inclusive community where all community members feel a sense of belonging	17%	38%	33%	7%	6%	100%

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	8%	N=46	27%	N=155	33%	N=194	14%	N=81	8%	N=44	10%	N=59	100%	N=579
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	10%	N=60	34%	N=200	28%	N=164	12%	N=69	8%	N=46	7%	N=44	100%	N=582
Efficient operation of programs and services	11%	N=67	41%	N=241	27%	N=156	2%	N=12	2%	N=13	16%	N=95	100%	N=583
Encouraging sustainability in the community	19%	N=111	40%	N=233	24%	N=140	7%	N=41	3%	N=15	8%	N=45	100%	N=585
Overall direction of the City	12%	N=67	44%	N=259	25%	N=147	10%	N=60	3%	N=18	5%	N=32	100%	N=583
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	9%	N=50	25%	N=147	31%	N=181	17%	N=99	9%	N=53	9%	N=56	100%	N=587
Promotion of the health of the environment of Fort Collins	18%	N=104	40%	N=234	28%	N=164	5%	N=30	2%	N=11	7%	N=40	100%	N=582
Promotion of the economic health of Fort Collins	12%	N=70	36%	N=212	29%	N=169	8%	N=48	5%	N=26	10%	N=60	100%	N=586
Support of businesses	14%	N=82	38%	N=220	21%	N=125	6%	N=35	3%	N=20	18%	N=104	100%	N=586
Encouraging a variety of businesses	13%	N=75	37%	N=218	25%	N=146	6%	N=33	3%	N=20	16%	N=93	100%	N=584
Retaining existing businesses	11%	N=63	30%	N=178	31%	N=179	7%	N=42	4%	N=23	17%	N=100	100%	N=585
Attracting new businesses	9%	N=54	33%	N=191	29%	N=172	5%	N=32	3%	N=20	20%	N=116	100%	N=585
Welcoming community member involvement	14%	N=80	31%	N=183	28%	N=165	4%	N=23	2%	N=13	21%	N=120	100%	N=586
Listening to community members	9%	N=56	28%	N=164	26%	N=152	9%	N=52	4%	N=21	24%	N=141	100%	N=585
Informing community members	13%	N=74	35%	N=203	33%	N=191	7%	N=40	3%	N=17	10%	N=58	100%	N=584
Providing opportunities to participate in government activities	9%	N=52	28%	N=162	29%	N=167	5%	N=29	5%	N=28	25%	N=146	100%	N=584
Providing volunteer opportunities to community members	12%	N=71	34%	N=197	26%	N=150	4%	N=26	3%	N=17	21%	N=123	100%	N=584
Providing emergency information	18%	N=106	37%	N=214	28%	N=163	4%	N=21	2%	N=14	11%	N=66	100%	N=583
Response to the COVID-19 pandemic	22%	N=129	42%	N=244	20%	N=119	6%	N=36	4%	N=22	6%	N=35	100%	N=586
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	17%	N=97	35%	N=207	26%	N=151	7%	N=43	4%	N=21	11%	N=66	100%	N=586
Creating a welcoming, inclusive community where all community members feel a sense of belonging	15%	N=88	34%	N=198	29%	N=171	6%	N=37	5%	N=31	10%	N=61	100%	N=585

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 of respondents
Very good	25%
Good	55%
Average	17%
Bad	1%
Very bad	1%
Total	100%

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	25%	N=150
Good	55%	N=325
Average	17%	N=99
Bad	1%	N=9
Very bad	1%	N=7
No opinion	1%	N=6
Total	100%	N=597

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	51%	N=301
No	49%	N=295
Total	100%	N=596

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	54%	31%	11%	2%	2%	100%
Promptness	49%	33%	10%	5%	3%	100%
Knowledge	51%	30%	12%	2%	4%	100%
Making you feel valued	44%	30%	14%	7%	6%	100%
Overall impression	46%	30%	16%	5%	3%	100%

*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	53%	N=158	30%	N=90	10%	N=31	2%	N=6	2%	N=7	2%	N=7	100%	N=298
Promptness	47%	N=142	32%	N=95	10%	N=30	5%	N=14	3%	N=9	3%	N=9	100%	N=299
Knowledge	50%	N=150	30%	N=89	12%	N=35	2%	N=7	4%	N=12	2%	N=7	100%	N=300
Making you feel valued	41%	N=123	28%	N=83	13%	N=39	6%	N=19	5%	N=16	6%	N=19	100%	N=299
Overall impression	45%	N=135	29%	N=88	15%	N=46	4%	N=13	3%	N=9	3%	N=8	100%	N=299

*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	25%	52%	22%	1%	0%	100%
Promptness in responding to inquiries and service requests	21%	52%	25%	3%	0%	100%
Making community members or customers feel valued	19%	52%	26%	2%	1%	100%

*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=49	36%	N=102	15%	N=43	1%	N=2	0%	N=0	31%	N=87	100%	N=283
Promptness in responding to inquiries and service requests	13%	N=39	34%	N=97	16%	N=47	2%	N=5	0%	N=0	35%	N=100	100%	N=288
Making community members or customers feel valued	12%	N=35	34%	N=98	17%	N=49	1%	N=4	1%	N=2	35%	N=101	100%	N=287

*Asked only of those who reported NOT having had contact with a City employee in the 13 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	42%	56%	2%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	48%	47%	5%	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	60%	35%	5%	100%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	18%	77%	5%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	25%	72%	3%	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	55%	43%	3%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	17%	75%	8%	100%

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	40%	N=225	53%	N=301	2%	N=9	5%	N=30	100%	N=565
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	47%	N=264	45%	N=258	5%	N=29	3%	N=17	100%	N=568
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	58%	N=332	34%	N=194	5%	N=29	3%	N=19	100%	N=574
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	17%	N=97	74%	N=415	5%	N=28	4%	N=24	100%	N=564
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	25%	N=140	69%	N=397	3%	N=17	3%	N=17	100%	N=572
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=300	41%	N=236	2%	N=14	4%	N=24	100%	N=575
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	15%	N=85	68%	N=382	7%	N=41	10%	N=57	100%	N=564

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	50%	N=265
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	61%	N=321
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	64%	N=336
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	26%	N=134
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	31%	N=164
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=266
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	10%	N=54

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=41
Housing cost	23%	N=117
Traffic and roads	10%	N=53
Environmental issues	10%	N=52
Growth and development issues	11%	N=57
Transportation improvements	11%	N=54
Safety/police/homelessness	10%	N=52
Government policies, spending, service delivery, etc.	4%	N=18
Recreation and parks	3%	N=14
Diversity, equity, and inclusion	5%	N=24
Neighborhood livability	2%	N=8
Other	3%	N=16
Total	100%	N=507

Table 51: Question 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	Total
The City of Fort Collins local channels 14 and 881	1%	2%	13%	84%	100%
Online video FCTV on www.fcgov.com/FCTV	1%	2%	19%	78%	100%
City's website (www.fcgov.com)	8%	22%	52%	18%	100%
City News eNewsletter	2%	7%	25%	67%	100%
Newsletters or brochures from City departments	3%	12%	45%	40%	100%
City employees or departments (e.g., contacting by phone, email or in person)	2%	7%	52%	39%	100%
Tracks and Trails (the guide to natural areas activities)	10%	24%	42%	24%	100%
"Recreator" (guide to recreation programs)	7%	22%	38%	33%	100%
Word of mouth	11%	40%	40%	9%	100%
Newspaper (print or online)	12%	19%	35%	33%	100%
Radio	6%	14%	32%	48%	100%
Television news	5%	13%	21%	62%	100%
Social media (Facebook, Twitter, Nextdoor, etc.)	11%	27%	39%	23%	100%
OurCity Platform (ourcity.fcgov.com)	0%	2%	17%	80%	100%
Engage Platform (engage.fcgov.com)	0%	3%	9%	88%	100%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	2%	4%	21%	73%	100%
City booth at local events	1%	5%	35%	59%	100%

Table 52: Question 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		Total	
The City of Fort Collins local channels 14 and 881	1%	N=3	2%	N=10	13%	N=77	84%	N=491	100%	N=581
Online video FCTV on www.fcgov.com/FCTV	1%	N=6	2%	N=12	19%	N=108	78%	N=452	100%	N=577
City's website (www.fcgov.com)	8%	N=44	22%	N=131	52%	N=305	18%	N=102	100%	N=583
City News eNewsletter	2%	N=11	7%	N=40	25%	N=141	67%	N=383	100%	N=575
Newsletters or brochures from City departments	3%	N=17	12%	N=73	45%	N=260	40%	N=233	100%	N=583
City employees or departments (e.g., contacting by phone, email or in person)	2%	N=14	7%	N=41	52%	N=299	39%	N=224	100%	N=578
Tracks and Trails (the guide to natural areas activities)	10%	N=59	24%	N=140	42%	N=245	24%	N=137	100%	N=581
"Recreator" (guide to recreation programs)	7%	N=40	22%	N=127	38%	N=220	33%	N=191	100%	N=578
Word of mouth	11%	N=62	40%	N=233	40%	N=233	9%	N=53	100%	N=581
Newspaper (print or online)	12%	N=68	19%	N=112	35%	N=205	33%	N=192	100%	N=578
Radio	6%	N=35	14%	N=82	32%	N=184	48%	N=277	100%	N=578
Television news	5%	N=27	13%	N=74	21%	N=122	62%	N=358	100%	N=580
Social media (Facebook, Twitter, Nextdoor, etc.)	11%	N=64	27%	N=155	39%	N=226	23%	N=135	100%	N=579
OurCity Platform (ourcity.fcgov.com)	0%	N=2	2%	N=11	17%	N=99	80%	N=457	100%	N=569
Engage Platform (engage.fcgov.com)	0%	N=0	3%	N=14	9%	N=52	88%	N=504	100%	N=571
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	2%	N=11	4%	N=26	21%	N=122	73%	N=420	100%	N=579
City booth at local events	1%	N=3	5%	N=28	35%	N=195	59%	N=329	100%	N=555

Table 53: Question D1

About how many years have you lived in Fort Collins?	Percent	Number
Less than 2 years	11%	N=68
2-5 years	18%	N=110
6-10 years	19%	N=116
11-20 years	16%	N=96
More than 20 years	35%	N=207
Total	100%	N=596

Table 54: Question D2

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent	Number
Yes	12%	N=74
No	88%	N=517
Total	100%	N=591

Table 55: Question D3

Which college or university do you attend?	Percent	Number
Colorado State University	91%	N=66
Front Range Community College	9%	N=7
Another local college or university	0%	N=0
Total	100%	N=73

Table 56: Question D4

What is your employment status?	Percent	Number
Working full time for pay	65%	N=376
Working part time for pay	12%	N=70
Unemployed, looking for paid work	4%	N=25
Unemployed, not looking for paid work	3%	N=15
Fully retired	16%	N=95
Total	100%	N=582

Table 57: Question D5

Do you work inside the boundaries of Fort Collins?	Percent	Number
Yes, outside the home	40%	N=229
Yes, from home	26%	N=146
No	34%	N=193
Total	100%	N=568

Table 58: Question D6

Which of the age groups below best describes you?	Percent	Number
18-24	10%	N=59
25-34	36%	N=211
35-44	14%	N=83
45-54	13%	N=78
55-64	9%	N=52
65-74	11%	N=63
75+	7%	N=38
Total	100%	N=584

Table 59: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=352
Duplex or townhome	15%	N=87
Apartment or condominium	25%	N=147
Mobile home	1%	N=6
Other	0%	N=2
Total	100%	N=594

Table 60: Question D8

Do you own or rent your residence?	Percent	Number
Own	56%	N=329
Rent	44%	N=264
Total	100%	N=593

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	13%	N=69
\$25,000 to \$49,999	19%	N=104
\$50,000 to \$99,999	32%	N=173
\$100,000 to \$149,999	20%	N=108
\$150,000 or more	17%	N=95
Total	100%	N=549

Table 62: Question D10

What is your gender?	Percent	Number
Woman	48%	N=279
Man	46%	N=268
Transgender woman	0%	N=0
Transgender man	1%	N=6
Non-binary	1%	N=4
Two Spirit	0%	N=0
Prefer to self-identify	0%	N=2
Prefer not to answer	5%	N=28
Total	100%	N=587

Table 63: Question D11

Which term best describes your sexual orientation?	Percent	Number
Heterosexual	79%	N=456
Lesbian or gay	4%	N=21
Bisexual	7%	N=39
Asexual	0%	N=2
Pansexual	1%	N=6
Prefer to self-identify	1%	N=5
Prefer not to answer	10%	N=57

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	2%	N=14
African	0%	N=1
African American/Black	2%	N=10
Asian/Asian American	3%	N=16
Hispanic/Latinx/Spanish Origin	7%	N=39
Middle Eastern/North African	0%	N=3
Native Hawaiian/Other Pacific Islander	0%	N=0
White	84%	N=490
Prefer to self-identify	1%	N=8
Prefer not to answer	8%	N=44

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

Table 65: Geographic Area of Residence

	Percent	Number
Northwest	19%	N=114
Northeast	13%	N=79
West Central	22%	N=132
East Central	25%	N=149
Southwest	5%	N=32
Southeast	16%	N=98
Total	100%	N=603

Table 66: Council District of Residence

	Percent	Number
District 1	18%	N=109
District 2	20%	N=121
District 3	15%	N=92
District 4	14%	N=85
District 5	14%	N=87
District 6	18%	N=109
Total	100%	N=603

Appendix C: Verbatim Responses

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

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

- Addressing poverty and homelessness
- Addressing poverty.
- Affordability.
- Affordability.
- Better paying jobs
- Bringing in manufacturing, big business and business growth
- Business recovery post covid 19 and supporting small businesses, especially those along the college avenue corridor.
- Business-shopping.
- Childcare.
- Cost of living housing.
- Easing COVID-19 restrictions
- Economy - more opportunities for jobs.
- Economy & Homelessness.
- Economy.
- Economy.
- Economy.
- Economy.
- Giving small businesses a break. You have created a barrier of entry that is too expensive to overcome! Taxes, codes, REG's.
- Help wages to be in line with expense of living in this community.
- How expensive everything is
- Increased affordable childcare & housing (both are equally important).
- Jobs
- Liveable economy (housing prices are ridiculous).
- Local economic viability. IE Mall, shopping, entertainment.
- poverty and homelessness
- prices
- Promoting growth of job opportunities and business growth.
- Quality of life for young people - non - restaurant jobs, affordable housing; childcare.
- Restaurants - more diverse options and affordable options!
- Skyrocketing cost of living, in particular housing.
- Social Health: poverty and housing
- Supporting small businesses
- Sustainability : housing affordability, child care, jobs pays enough we can afford to live here not simply exist.
- The city thrives with a strong economy that benefits everyone.
- The Mall and shopping

- Welcoming new small businesses. --> get rid of u+ 2 rule! <---

Housing cost

- Access to affordable housig
- Access to affordable housing
- Adequate housing for all groups including homeless and those with mental illness.
- Affordability and housing
- Affordability of housing
- Affordable Housing
- Affordable housing
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- Affordable Housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing - not more open space
- Affordable housing & higher minimum wage.
- Affordable housing / income disparity : deal with neighborhoods instead of gentrifying them. Diversity in general needs to be welcomed.
- Affordable housing and encouragement for large employers to pay according to the cost of living
- Affordable housing and fewer new construction
- Affordable housing building more apartments and getting rid of the tight restrictions While also saving water protection of water sources otherwise our beer industry goes away quickly
- Affordable housing for all across income spectrums
- Affordable housing for all.
- AFFORDABLE HOUSING FOR FAMILIES.
- affordable housing for low-income people
- Affordable housing for seniors, especially those on fixed incomes. Who've been forced to mobile home parks. Where lot rents keep going up!!!
- Affordable housing for working class people
- Affordable housing options.

- Affordable housing to ensure diversity; happiness.
- Affordable housing!!
- Affordable housing, environment.
- Affordable housing, lower property taxes
- Affordable housing, poverty.
- Affordable housing.
- AFFORDABLE HOUSING.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- AFFORDABLE HOUSING.
- Affordable housing.
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- Affordable housing.
- Affordable housing.
- Affordable housing.
- AFFORDABLE HOUSING.
- Affordable housing.
- Affordable housing. Rental costs in Fort Collins and Northern Colorado are horrible.
- Affordable housing. This is a great city, but only for those with money. Get rid of U+2!
- Affordable housing/childcare
- Affordable housing/inclusivity.
- Affordable owned tenure housing options
- affordable places to call home
- Affordable quality/housing.
- AFFORDABLE, QUALITY HOUSING.
- Availability of affordable housing and homelessness
- Better housing!!! What you call affordable is NOT affordable! People and families have to live in very unsafe neighbors in tiny apartments because its to expensive to live here. Also more traffic control there are more accidents every day then there should be!
- Cheaper housing.
- Cost of housing / transportation.
- Housing - all income/diversity levels.
- housing affordability
- Housing affordability
- Housing affordability
- Housing affordability, historic preservation - stop scraping the small homes & allowing big ugly ones to be built in their place.

- Housing equality
- Housing for socio economic challenged individuals.
- Housing in general - a problem across the front range. Insanity pricing, availability for all socioeconomic backgrounds.
- housing initiatives that are affordable, attainable. Don't let existing neighbors influence these projects - it's just more NIMBYism.
- Housing, there are basically no good options for households making <100k. Even rent is getting out of hand.
- Housing.
- Housing/ crime.
- I would like the city to focus on attaining more affordable housing for citizens who cannot afford the current high price of home ownership.
- Lack of affordable housing/lack of non-specialized living wage jobs
- Less housing development unless it is more affordable housing opportunities.
- Low income housing - tired of homeless population!! Low income housing for seniors.
- LOW INCOME HOUSING.
- M.H.P. cap on lot rents - help to SANNS. Free Wi-Fi for seniors - limited income.
- Middle income housing affordability
- More affordable housing
- More affordable housing for middle class income.
- MORE AFFORDABLE HOUSING OPTIONS/ RENTAL OPTIONS.
- More affordable housing.
- More affordable housing.
- More affordable housing. At this rate i won't be able to buy a home here.
- MORE REDUCED RENT HOUSING. (THE RENT WAS MORE THAN THEIR INCOME).
- Providing adequate and affordable housing thru public/private partnerships for middle and lower income families
- Providing affordable, quality housing for low income residents.
- Quality affordable housing-
- Quality housing, homelessness.
- Rental housing - rental licensing permits & then eliminate U + 2
- SR housing.

Traffic and roads

- A safe way to get across harmony/timberline & to bike trails(underpass).
- Better traffic management(traffic lights!).
- Congestion issues in town / construction.
- Consider the traffic problems tied to very dense new housing developments.
- Drivers to much speeding on the roads & driver on cell phones.
- Expediting the traffic
- Flow of traffic in congested areas.
- Flow of traffic.
- Free parking in old town for apartments.
- Harmony / IRS.
- Implement more inductance sensors at traffic lights and utilize a software engineer/artificial intelligence to make lights more efficient reducing emissions, traffic, and road rage.
- IMPROVE FLOW OF TRAFFIC THAT ALLEVIATE CONJESTION.
- Improving roads and intersections, easing traffic congestion
- Improving the flow of traffic during rush hours and when the train comes through. Maybe providing a daily train schedule if possible

- Maintaining roads & traffic operations.
- MORE ROADS TO HANDLE THE INCREASING TRAFFIC.
- More sidewalks.
- NOISE CONTROL, SPEEDING CONTROL, CONGESTION.
- Parking
- Railroad and its traffic situations and noise.
- Reduce road congestion
- Replace aging water line mains and fix streets above them.
- Road congestion
- Roads
- Roads, transportation, traffic.
- ROADS.
- South college from harmony to trilby.
- Street maintenance.
- Street maintenance.
- Streets, traffic patterns.
- Surface street traffic
- Sync the traffic lights. Some places you have to stop 3 times in a quarter mile.
- The coordination of traffic lights for better flow of traffic.
- Timing on lights, traffic flow more smoothly.
- traffic
- Traffic - Trains
- Traffic congestion - timing of the traffic lights.
- Traffic congestion & not every inch needs to be developed.
- TRAFFIC CONGESTION.
- TRAFFIC CONGESTION.
- Traffic control.
- Traffic- drag racing.
- Traffic enforcement
- Traffic flow
- Traffic flow
- traffic flow improvement
- Traffic flow!! signals @ many busy intersections allow only 1-2 cars thru during peak hours. (ie ziegler/ harmony) (constant tie-up @ harmony/ I25.)
- Traffic flow.
- Traffic flow/ lights.
- Traffic issues.
- TRAFFIC- MANY VIOLATIONS & NO POLICE.
- Traffic midigation for upcoming subdivisions.
- Traffic movement.
- Traffic on college ave going through old town.
- Traffic planning & street maintenance.
- Traffic, pedestrian safety.
- Traffic.
- TRAFFIC.
- Traffic.
- Traffic.
- Traffic.
- Traffic/Noise enforcement.

- Transportation-congestion is horrible. I hate my drive to work because of the horrible congestion.
- Wider roads, more lanes.

Environmental issues

- Air quality
- Air quality.
- Alternative energy
- Because of water limitations this area probably can't support all the people who want to live here. How do we handle that? How do we ensure that ability to live here is not entirely controlled by economics. Climate change will reduce the carrying capacity of the land even further. Has the city done any work of estimating the carrying capacity of the land? Building new water systems and more housing will not work forever.
- City-wide composting & larger recycling offerings.
- Climate action.
- climate change
- Concern for water supplies.
- Creating natural areas and open space to offset the continual building and urbanization of the area
- Encouraging better water use. Developing water restrictions. Discouraging new subdivisions from high water use plants
- Environment
- Environment
- environment
- environment
- Environment / conservation. Water. Xeriscape. Eliminate waste.
- Environment.
- Environment.
- Environment.
- ENVIRONMENT.
- Environment.
- Environment.
- Environment.
- ENVIRONMENT.
- Environment: Air, Water, Smart Growth, Climate Action Plan, etc.
- Environmental impact / climate change.
- Environmental issues, promotion of solutions to climate change
- Focus on climate change effects.
- Good water resources and need more trees & green for air quality.
- I can't pick one... climate action plan is one of my top priorities.
- Improving air quality
- Keeping in mind limited natural resources, e.g., water, in relation to population growth.
- Maintaining natural areas and parks
- Make sure we have enough water and stop the growth of Fort Collins.
- making composting more comprehensive (soiled paper products, tea bags, animal products)
- More info via local TV channels re climate solutions.
- Open spaces.
- Picking up trash - planting more trees.
- Planting more trees
- Protecting wildlife and working to develop effective coexistence with humans nearby, rather than killing the wildlife! (e.g., prairie dogs as but one example). To have wildlife management personnel

staffing & overseeing FC parks, trails, and open space but who believe in eradicating, rather than sustaining is abysmal and we DO have such people in some senior positions. I was appalled to hear the variety of reflexive (and not infrequently invalid, inaccurate, and sometimes outright lies as) excuses for killing all manner of small and larger mammals, raptors, and other animals--from actual city parks & rec management in recent years. I have been active in fighting them on issues along with some responsive city council members but some of them have proven both unreliable and unworthy of their jobs. With the wealth of expertise in FC among our academic and governmental residents, when their opinions are not solicited (or such help offered and ignored), there is a real problem.

- Recycle Styrofoam recycle, all yard waste in brown bags - not garbage, take out food in compostable containers - ban styrofoam.
- Recycling (Getting rid of plastic bags is a great start)G
- RECYCLING.
- Sustainability. Growth, economy, everything else is beholden to environmental sustainability. Make sure that Fort Collins is doing more than it's share of the work to ensure an enduring liveable environment.
- Taking climate change seriously, i.e., significant efforts not just talk.
- Technology improvements such as TESLA solar and battery storage - for the people of Northern Colorado, not out-of-state
- the environment - air quality, water conservation, renewable energy usage
- The preservation of environment.
- Water conservation
- Water Conservation and Recycling
- Water storage, build glade.
- Wildlife conservation.

Growth and development issues

- Address growth 20yrs out.
- Avoiding over growth.
- Balancing development (new housing everywhere!) with traffic and livability.
- BETTER OVERSIGHT OF DEVELOPMENT.
- Building inspections.
- Business Development
- CITY PLANNING
- Continued residential building
- Control of growth.
- Development and transportation in particular cross city arterial and water (including maintaining the river corridor.
- DIscourage growth.
- Fewer generic stucco boxes in new construction.
- Focus on what happens when growth stops.
- Foothills Mall is the black eye of FC, it's a big disappointment. We leave town to shop but wish we didn't have to. Centerra/Loveland has better options of quality stores & restaurants.
- Fort Collins used to have its own unique vibe. As we've grown, it seems like we're increasingly becoming mini-Boulder. Affluent out-of-state people move in, and middle class and families move out as they can't afford to live here. Thinking of Boulder, Broomfield and other surrounding cities are now more appealing in many ways. I have lived in FoCo for 40 years (having grown up here) and Boulder for close to 10 years (after college and then back to FoCo). I would like to see Fort Collins less focused on legislating and spending tax dollars on morality issues and more focused on core city services which does include the parks and trails (maybe the best thing about FoCo).
- Get rid of threat from thornton / or anyone laying huge water pipes etc & " glade reservoir".

- Growth & impact on traffic.
- Growth planning (-infrastructure is not adequate).
- Growth.
- Growth.
- Halting or reducing the size of this town. Limiting additions growth of numbers of people.
- Housing and zoning laws, including limiting or abandoning U+2
- Inclusivity. One way to do this is to re-zone areas of foco for multifamily living.
- INFORMING US OF MASS RESIDENTIAL DEVELOPMENTS BEFORE PERMITS ARE ISSUED & MOVE FORWARD.
- Infrastructure to support growth.
- Infrastructure, around new housing.
- It Collins has lost that small city feel; environment. Growth has become unmanageable; traffic is a nightmare. Putting up more stoplights or roundabouts does not address overpopulation.
- Less building of multi family housing (condos, apartments, townhomes)
- Less garbage residential development. Let development pay their way from infrastructure to new schools. Enough with tiff funding. Get developers off council. The good ol boy developer network in noco needs to end. They have destroyed Fort Collins. The rampant development has got to stop until our infrastructure is caught up to accommodate traffic growth.
- Less restrictions building permits.
- LIMIT GROWTH!
- LOOK AT OVERBUILDING OF AREA (RESIDENTIAL).
- Maintain population - no more growing.
- Maintaining foothills mall and not closing foothills mall
- Maintaining Fort Collins' character and appeal in the face of rapid growth.
- Making accommodations PAST and FUTURE growth. Roads, services, parks and natural areas, all need to handle the growth the area has seen in the last decade, and will continue to see in the future.
- manage growth
- Managing growth
- Managing growth. It's tough with so many people wanting to move to Fort Collins, but I look fondly on the days when it was less populated. I don't like the idea of the city increasing in population as much as it will, but that is just the way it is, I think.
- Montava
- Not saying yes to every single possible development opportunity. (Managing growth)
- Plan for growth.
- Planning: development.
- Population cap.
- Population growth (too much)
- Short growth.
- Slowing, growth of neighborhoods & high-density housing!
- Slowing/stopping growth, making growth pay its own way
- Smart growth and connectivity
- stop building condos and build actual neighborhoods with single family homes. people move here with money and want a house not a condo! dont build condos where the roads cant support the amount of people moving in.
- Stop trying to take over the Hughs Stadium development. CSU has a very forward looking plan and the City should accept and support that plan. I don't understand why the City believes in the current "My way or the highway" philosophy of control.
- Streamline the process for building new housing
- Talking with neighbors before major construction in their neighborhood
- To prevent excessive urban sprawl.

- Transportation/ infrastructure to accomodate our growing community.

Transportation improvements

- Add downhill bike path in Maxwell ("A" mountain) The trail that exists has too much traffic and needs a dedicated down hill trail for bikes to relieve the congestion and for safety.
- Better snow removal service after winter storms.
- Bike lanes - North Fort Collins.
- Bike routes, small business.
- Bike safety - better bike lanes or paths, Transfort drivers need to give bikes more space
- Bike trail access on the SE side. I live near Fossil Ridge HS and have to ride along 40 mile per hour roads for miles to get to a safe bike trail. The 80528 zip code pays some of the highest property taxes in town only to see bike path funding go outside of our zip code.
- Enhansing transportation.
- EV charging stations.
- Focus on alternative transportation options. Single use vehicles are huge contributors to climate change. The city needs to focus on making biking, walking, and busing more convenient than driving.
- Improve EV charging infrastructure.
- IMPROVING TRANSPORTATION CORRIDORS WITHIN THE CITY.
- Increased public transportation - more bus routes, higher frequency.
- light rail for the Front Range
- multimodal transportation
- Northern Colorado Regional Airport
- Northern Colorado Regional Airport needs commercial flights to major hubs.
- Providing more EV charging stations (preferably free)
- public transportation
- Public transportation in all areas
- Public transportation, improving snow removal services
- Public transportation.
- Rail service to Denver.
- Snow removal.
- Stop operating the Transfort like a nazi death train, open our businesses and shut up about COVID 19
- Train to DIA.
- Transfort
- Transport & safety on buses.
- Transportation
- Transportation
- Transportation - traffic operations
- Transportation & Mobility.
- Transportation (walking, biking, public transportation, and expanding road) especially in Northern Fort Collins
- Transportation and mobility.
- Transportation and mobility.
- Transportation and mobility.
- Transportation and mobility.
- Transportation and mobility.
- Transportation, it's very hard to navigate around town in a timely manner due to the trains and traffic.
- TRANSPORTATION.
- Transportation.
- Transportation.
- Transportation.

- Transportation.
- Transportation.
- Transportation/ roads.
- Walkability and bikeability
- We need an airport in N.Co that we can use.
- widening the sidewalks

Safety/police/homelessness

- Abolish the police and invest in social programs.
- Addressing Homelessness in Old Town
- Addressing homelessness.
- bicycle and pedestrian safety
- Clean up transient/bum problem
- Discourage panhandling.
- Drug enforcement.
- Fix homelessness, should not be allowed to the loiter downtown. Makes it feel unsafe. Also, in parks or other areas. Slow down growth.
- Homeless downtown
- Homeless population management
- Homeless.
- Homelessness
- homelessness
- Homelessness
- Homelessness
- Homelessness & Affordable living/ More housing vouchers.
- Homelessness / Affordable housing.
- Homelessness.
- Homelessness.
- Homelessness.
- I would like to see an increase in pedestrian and bicycle safety throughout the city.
- improve police services, have a mental health program to address situations.
- Improved safety for pedestrians especially around CSU city park and plum should have a crosswalk!
- living on the north college side of town, the homelessness issue seems to be the most visible issue - I'm not sure what the solution is, but it seem to be an increasing issue every year (both an issue for those living here, and those experiencing homelessness)
- Maintain support & training for police.
- Making loitering illegal to keep homeless people from hurting business.
- MENTAL HEALTH & HOMELESSNESS/SUBSTANCE ABUSE PROBLEMS.
- More training for police officers about cultural sensitivity, responding to mental health calls, and working with people disabilities. Fewer tax dollars should go to the police force with more money going toward partners like SummitStone to respond to mental health calls.
- Police & neighbor involvement = mutual respect.
- PRIORITIES - SUPPORT THE POLICE, FIRE DEPT. & FIRST RESPONDERS.
- put a stop to the panhandlers on every street corner!
- Redefine policing. Replace police with mental health and social workers. Towards being True Police Officers
- RELATIONSHIP OF MEMBERS OF POLICE TO GENERAL PUBLIC.
- Remove vagrants from city.
- Safety is really important to me.
- Safety.

- Safety.
- Safety.
- Solve the homeless issue. The homeless are rampant near downtown. It negatively impacts the location and housing developments near them. Seriously, you can't call the cops because they can't do anything. There are homeless folk yelling and screaming at me and my daughter when i try to walk with her. People are camped out in bathrooms on near the trail and on the trail. Then one day I saw some homeless person taking a dump off the main road.
- Solving the growing transient homeless and vagrant issue.
- The city needs to address the issues with the homeless/transient population and the effects on the residential neighborhoods where most of the interaction with that population takes place. I believe there is currently a great burden on the Library Park neighborhood because of the proximity of the Mission, the Library and services provided by the two churches on the corner of Oak and Mathews Streets. Pre-pandemic, many residents with children stopped allowing their children to go to the library alone, and some have even moved to areas they consider safer for their children. Now that the temporary homeless shelter at Blue Spruce that served this population during the pandemic is closing, residents are concerned that the problems with high crime rate we experienced for years prior to the pandemic will resurface. I would like to see many of services for the homeless (including those provided by the churches) relocated out of any residential areas. It's time for the city to take charge of the situation and find a permanent solution.
- The homeless population that is using drugs, drunk in public, and panhandling on every corner needs to be addressed. The safety of our city and family friendly community will be ruined if we support this population indefinitely vs. providing support with rules. Such as low cost/free housing with required drug treatment and finding/maintaining a job.
- The response to the homeless population.
- To do more for the homeless around here, and to help them get back on their feet

Government policies, spending, service delivery, etc.

- Being more efficient with taxpayer dollars
- Consolidation of trash services as a city service. Should have purchased Gallegos, others as they become available.
- Eliminate liberal political agendas
- I think that the local government needs to improve their knowledge on how much their actions affect senior citizens, persons with disabilities, low income people, the homeless, and people on fixed income. Local, state, and government officials are quick to tax people which usually affects the persons mentioned earlier in my response.
- I would like the city to focus on providing resources to the community. (Examples: Connexions, Recycling, Green Technology, Mental Healthcare, etc)
- Infrastructure for water & power.
- It needs to rein in spending, not raise property/ other taxes & fees. Do not keep to utility fees.
- Less spending in the city budget
- Make certain the city has a baseload resource for electricity.
- Not spending more frivolously.
- Politically & socially, this city is becoming very one sided. There needs to be a more balanced approach in all areas.
- Putting the stated city aspirations into action (eg. new king sapers at Drake and college vs transit district goals).
- stick to basic government services--roads, crime prevention, etc.
- The electricity prices during peak hours needs to be addressed. Need to obtain additional peak power availability to meet demand so that individuals can afford to use air conditioning in the hot summer months is affordable. I work at home now and need to be able run my air conditioning while working at home.

- transparency in their plans and actions
- Try to retain the feel of Fort Collins rather than doing what every other city does across the country and copying their programs.
- Utilities are very expensive partly due to individuals paying for housing growth.
- Waste water assessment/ planning! Neighborhoods around drake WW facility often smell terrible!
- We need to change to a Strong Mayor / Council form of government and eliminate the City Manager.

Recreation and parks

- A senior center in east FTC.
- Bike path connectivity.
- Connecting northern neighborhoods to trail systems.
- in town mountain bike park
- More community activities
- More neighborhood walking and biking trails
- More retiree activities like softball and pickleball
- more tennis courts
- Parks & Rec.
- Put a sauna and racketball court in the Foothills Activity Center.
- We need more pickleball courts.
- Winter activities and entertainment.

Diversity, equity, and inclusion

- All people except one another by spreading love.
- Anti-racism efforts in schools
- Better diversity throughout the city
- creating an inclusive, accessible community that meets residents basic needs
- Diversity and inclusion of all members of the community.
- Diversity equity and inclusion
- Diversity of people and socio-economic backgrounds
- Ensuring that people of color are treated the same as everyone else in the community
- Greater support and respect for marginalized communities.
- Hiring Diversity.
- Improve diversity.
- Inclusion.
- inequality
- Social justice, inclusion, racial justice.
- supporting people of color

Neighborhood livability

- focus on liveability - maintaining open spaces and parks; increasing housing density and affordable housing
- Livability
- Livability
- Neighborhood livability & social health.
- Neighborhood livability & social health.
- Neighborhood livability & social health.
- Neighborhood livability & social health.
- Neighborhood livability & social health.
- Neighborhood livability and social health and the underpinnings to achieve that goal.
- Neighborhood livability and social health.

- Neighborhood livability-social health-affordable inclusion.
- Neighborhood respect from students.

Other

- Abolish all HOAs in Fort Collins.
- Assumption on poor peoples troubles, less than can last and perfection.
- Ban open wood burning fire pits.
- Be more part of fort collins to many out siders!!! Horsetooth.
- Better education which means better teacher pay.
- Cars more experience.
- Concern for parents if they make requests from schools to contact social services & share Jesus more.
- distrobution of wealth through taxes and potholes
- Education
- Education- so much growth- too many kids at schools. Environment- so much growth- need to protect.
- I would like to see a ban on burning wood in fireplaces. Also burning paper in outdoor pits.
- Internet speed.
- LOVE FORT COLLINS. BEEN HERE FOR 55 YEARS
- Mental health, affordable housing, reducing poverty.
- Noise pollution (loud motorcycles, unmuffled vehicles, loud machinery from businesses that violate noise ordinances).
- PROMOTE CIVICS CLASSES IN THE SCHOOLS.
- SCHOOL.
- SLACKERS.
- Support groups for people with mental health issue
- Survey. First open area to type, after 19 questions. Listening is part of inclusion. This needs to be the first question and more open. Something like how do you feel about living in Fort Collins? Tell us ONE thing that is good, bad and ugly. If you are in-charge how would you handle it?

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:

- Separating "transgender woman" from "woman" does the opposite of what you're intending and implies trans women aren't "real" women. If you want to know how many trans people are responding, use "Cis woman/Cis man" and "Trans woman/Trans man". I'm a cis woman, for the record.
- NOT GENDERS.
- Indigenous?
- Seriously??
- What does it matter?
- Only 2 genders.
- Oh, for pete's sake.... too politically correct good grief!

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

- Queer.
- Queer
- NOT.
- Husband father.
- I like females.
- Why?
- Seriously?
- What does it matter?
- Normal.
- (In same sex relationship).

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

- Jewish.
- The last 3 questions are highly illegal. My ethnicity is American!!! My personal life is no ones business. The housing boom has increased property taxes & rents. To where they are unsustainable on a fixed income, senior demographic!!!
- Tau.
- Why?
- What does it matter?
- EUROPEAN AMERICAN.
- I'm an American
- American.
- American.
- euro-american
- Norwegian.
- Immigrant.
- off white

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 five years or less (A) gave an average rating of 90 to the city as a place to live overall. This proportion of residents (A) was statistically higher than the average rating given by residents who had lived in Fort Collins for more than 20 years (D). This is denoted by the “D” under the average rating for those living in the community for 5 years or less. Ratings of the city as a place to live was statistically similar for those who had lived in the community for 6-10 years (B) and 11-20 years (C), denoted by no upper-case letters below each of these average ratings or in other columns. In that same table, when comparing ratings by respondent tenure, homeowners (A) gave statistically significantly higher ratings to all aspects of quality of life in the community compared to renters (B), denoted by the “B” under the average rating for owners.

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 (A)
	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)	
Overall, as a place to live	90 D	88	88	86	91 B	84	88	86	88
As a place to raise children	84	82	84	81	86 B	76	84 B	78	82
As a place to attend college	83	81	82	79	83 B	79	82	79	81
Quality of public schools	73	74	75	76	77 B	72	75	73	75
As a place to retire	77	75	70	71	75 B	70	73	74	73
Openness and acceptance of the community toward people of diverse backgrounds	66	65	63	64	69 B	59	65	63	65
Availability of affordable quality childcare	45	41	46	40	46 B	38	42	46	43
Availability of affordable quality housing	30	31	29	26	34 B	23	27	34 A	29
Overall quality of life in Fort Collins	84 D	80	82	79	86 B	75	82	80	81

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 (A)
	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)	
Overall, as a place to live	89 C	88	82	88	87	89	89 B	84	90 B	86	88
As a place to raise children	85	82	79	82	84	83	84	79	85 B	71	82
As a place to attend college	83 C	81 C	65	82	80	80	83 B	77	83	80	81
Quality of public schools	77 C	75 C	63	75	76	75	77 B	64	77	73	75
As a place to retire	75	73	66	74	68	76 B	75 B	67	75 B	66	73
Openness and acceptance of the community toward people of diverse backgrounds	67 B	62	64	66 B	59	68 B	64	64	64	67	65
Availability of affordable quality childcare	44	41	52	37	44	50 A	45 B	30	43	41	43
Availability of affordable quality housing	29	29	30	27	27	34 A B	29	29	29	25	29
Overall quality of life in Fort Collins	83 C	82 C	74	81	80	83	82	80	84 B	72	81

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 (A)
	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)	
Recommend living in Fort Collins to someone who asks	88 C D	82 C D	74	71	80	76	79	77	79
Remain in Fort Collins for the next five years	80 B	69	78	80 B	86 B	66	75	86 A	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 (A)
	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)	
Recommend living in Fort Collins to someone who asks	79 C	80 C	67	82 B	73	79	80 B	73	80	81	79
Remain in Fort Collins for the next five years	76	80	79	71	80 A	88 A B	80 B	71	81 B	64	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). Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	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)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
	55 D	55 D	51	48	57 B	45	52	51	52

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). Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	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)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
	54	50	47	51	50	55	54 B	43	54 B	45	52

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 (A)
	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)	
Your neighborhood as a place to live	82	80	80	82	86 B	75	81	81	81
Your neighborhood as a place to raise children	78	78	78	78	84 B	68	77	79	78

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 (A)
	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)	
Your neighborhood as a place to live	82	81	77	80	80	85 A B	82	78	83 B	75	81
Your neighborhood as a place to raise children	80	77	72	75	78	82 A	79 B	71	80 B	65	78

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 (A)
	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)	
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	85 B C	76	76	81 B	81	80	80	81	80

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 (A)
	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)	
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	80	81	80	80	79	83	80	78	81	79	80

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 (A)
	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)	
Code enforcement (weeds, rubbish/trash, etc.)	65 D	63	66 D	57	65 B	58	63	60	62
Noise enforcement	56	65 A	59	59	63 B	55	60	58	60
Residential property maintenance	69	65	68	66	68	65	67	67	67

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 (A)
	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)	
Code enforcement (weeds, rubbish/trash, etc.)	60	66 A C	55	61	66 C	59	63	62	63	64	62
Noise enforcement	59	62 C	50	60	60	59	60	58	61	55	60
Residential property maintenance	66	68	63	67	67	66	68	66	68	65	67

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 (A)
	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)	
Visited a neighborhood park or City park	96% D	98% D	95%	90%	93%	96%	96% B	89%	94%
Attended a neighborhood-sponsored event	18%	22%	28%	32% A	33% B	16%	25%	24%	25%
Attended a government-organized event (open house, City Council session, forum, etc.)	10%	19% A	21% A	19% A	20% B	13%	18%	14%	17%
Carpooled with other adults or children instead of driving alone	42%	33%	36%	36%	33%	43% A	36%	41%	37%
Volunteered your time in Fort Collins	34%	48% A	55% A	48% A	48%	43%	45%	43%	45%
Talked to or visited with your immediate neighbors	82%	83%	97% A B	95% A B	99% B	76%	87%	96% A	89%
Done a favor for a neighbor	61%	67%	86% A B	90% A B	91% B	58%	74%	83% A	77%

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 (A)
	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)	
Visited a neighborhood park or City park	95%	94%	94%	98% C	96% C	85%	94%	98%	94%	100% A	94%
Attended a neighborhood-sponsored event	29% B	22%	21%	21%	28%	30%	27%	17%	28% B	12%	25%
Attended a government-organized event (open house, City Council session, forum, etc.)	13%	21% A	15%	16%	17%	18%	18% B	4%	18%	12%	17%
Carpooled with other adults or children instead of driving alone	35%	39%	44%	39%	39%	32%	39% B	25%	36%	52% A	37%
Volunteered your time in Fort Collins	46%	46%	35%	45%	48%	44%	47% B	24%	46%	34%	45%
Talked to or visited with your immediate neighbors	87%	91%	91%	80%	95% A	98% A	91% B	73%	92% B	63%	89%
Done a favor for a neighbor	74%	77%	85%	62%	87% A	91% A	76% B	66%	78% B	48%	77%

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 (A)
	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)	
Overall safety of community members	82	82	81	79	84 B	77	82	78	81

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 (A)
	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)	
Overall safety of community members	83 B	79	79	80	83	81	81	81	82 B	77	81

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

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 (A)
	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)	
Downtown Fort Collins during the day	88	86	85	85	88 A	89 A	88 B	84	88 B	82	87
Downtown Fort Collins at night	73 B C	65	59	69	68	67	69 B	64	71 B	57	68
Your neighborhood during the day	93 B	91	90	90	93 A	93	92	89	93 B	87	92
Your neighborhood at night	84 B C	76	73	78	81	80	80	76	81 B	74	79
Parks	84 B C	79 C	73	83 B C	77	79	81	78	81	82	81
Natural areas/open spaces	82 B	78	78	81	79	78	80	77	80	79	80
Recreation facilities	87 B	83	82	87 B C	83	83	85 B	80	86	85	85
Trails	82 B C	77 C	71	81 B C	77	76	80 B	76	80	78	79
Fort Collins overall during the day	87	85	82	86	86	85	86	83	87 B	81	86
Fort Collins overall at night	77 B C	69	64	73	73	71	73 B	69	74 B	65	73
Transfort/MAX	73	70	68	71	70	75	73 B	65	74 B	61	72

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 (A)
	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)	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78	76	75	77	79 B	73	77	76	77
Disaster response and restoration of services	77	74	76	77	78 B	73	77	75	76
Fire prevention/education	74	72	75	74	78 B	69	73	77	74
Fire response time	77	81	85 A	82	84 B	77	81	83	81
Fire services overall	79	83	86 A	83	85 B	79	82	84	83
Crime prevention	71	67	70	67	71 B	64	69	67	69
Police patrol	70 D	64	67	63	69 B	61	66	66	66
Traffic enforcement	62	60	60	58	63 B	56	59	62	60
Police visibility	70	65	68	68	69	67	68	68	68
Police response time	71	70	73	72	74 B	69	72	69	71
Police services overall	73 B	66	68	68	73 B	63	69	70	69
Animal control	69	70	67	65	69	66	69 B	62	68
Business property maintenance	74 D	69	72	69	72	71	72 B	67	71
Natural Areas and Park Ranger services	85 B D	80	84 D	78	83	80	83 B	77	82

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 (A)
	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)	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	80 B	74	73	75	76	80	77	74	79 B	72	77
Disaster response and restoration of services	78	75	76	75	77	78	75	79	77	74	76
Fire prevention/education	75	73	77	71	75	78 A	75 B	67	76	72	74
Fire response time	82	80	85	77	83 A	86 A	82 B	73	81	81	81
Fire services overall	83	82	83	80	83	85	83	78	83	82	83
Crime prevention	69	68	64	69	67	69	70	65	70	66	69
Police patrol	65	67	65	65	65	68	66	64	68 B	56	66
Traffic enforcement	57	63 A	57	58	61	63	60	62	62 B	51	60
Police visibility	68	69	65	70	67	67	68	69	71 B	61	68
Police response time	71	71	75	71	70	73	73 B	64	72	68	71
Police services overall	69	70	67	68	69	71	69	67	71 B	61	69
Animal control	69 C	68 C	53	73 B C	66	63	69	64	69	62	68
Business property maintenance	72 C	72 C	63	75 B C	70	68	71	69	72	67	71
Natural Areas and Park Ranger services	81	82	82	83	81	80	82	80	83 B	77	82

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)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Promotion of the health of the environment of Fort Collins	74 B C D	67	61	66	69	66	68	66	68

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)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Promotion of the health of the environment of Fort Collins	73 B C	64	60	70 B	65	67	70 B	60	69	70	68

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)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Overall quality of environment	81 B D	77	77	76	79 B	76	78	76	78

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)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall quality of environment	79 C	77	71	78	77	78	79	76	79 B	73	78

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 (A)
	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)	
Community's visual attractiveness	85 C D	83	81	80	83	81	83	81	82
Air quality	72 C D	67	64	66	69	66	68	67	68
Recycling programs	77 B	71	71	74	74	74	74	74	74
Conservation efforts	80 B C D	73	73	72	77 B	72	75	72	75

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 (A)
	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)	
Community's visual attractiveness	83 C	83 C	76	84 B	80	82	83	80	84	81	82
Air quality	67	70	63	67	67	69	68	74 A	68	69	68
Recycling programs	77 B	72	73	75	71	75	74	72	75	74	74
Conservation efforts	77 B	72	73	75	73	75	76	73	75	73	75

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 (A)
	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)	
Ease of driving	67 B C D	61	58	59	63	60	62	60	62
Ease of traveling by public transportation	55	65 A C D	50	54	56	56	56	57	56
Ease of walking	76 C	73	70	75	77 B	71	74	74	74
Ease of traveling by bicycle	86 C D	81 D	79	75	82 B	78	82 B	73	80
Availability of parking Downtown	52	56	52	51	55 B	50	53	52	53
Convenience of parking Downtown	51	56 D	51	50	54 B	49	52	50	52
Level of traffic congestion	51 B C D	44	45	42	45	46	46	43	45
Street maintenance	68 B C D	61	61	60	65 B	61	63	61	63
Electric vehicle charging availability	39	57 A	59 A	48	49	57	52	46	51
Northern Colorado Regional Airport	32	39	40	52 A	45	45	40	57 A	45

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 (A)
	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)	
Ease of driving	63	61	57	60	61	64	63	59	63	62	62
Ease of traveling by public transportation	57	56	50	56	55	57	57	51	58 B	50	56
Ease of walking	76 C	73	67	74	73	76	74	71	75	70	74
Ease of traveling by bicycle	82 C	80	73	82 C	80	76	81 B	75	81	78	80
Availability of parking Downtown	56 C	52	42	51	56	52	54 B	42	57 B	33	53
Convenience of parking Downtown	54 C	51	41	51	54	50	53 B	41	56 B	35	52
Level of traffic congestion	48 C	45 C	32	47	45	43	47	46	47	49	45
Street maintenance	65 C	63 C	52	64	61	63	64	63	64	61	63
Electric vehicle charging availability	49	56	38	51	52	48	55 B	39	52	51	51
Northern Colorado Regional Airport	45	46	36	38	41	55 A B	48	35	45	41	45

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 (A)
	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)	
Quality of arts and cultural opportunities	66	64	67	68	70 B	63	66	68	67
Quality of recreational opportunities	86	85	85	83	86	84	85	82	85
Quality of public library services	83	82	85	81	84 B	80	83 B	79	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 (A)
	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)	
Quality of arts and cultural opportunities	68	65	63	65	65	69	67	65	68 B	61	67
Quality of recreational opportunities	86	84	82	86	83	85	86 B	76	86 B	78	85
Quality of public library services	82	84	80	83	81	83	83 B	76	84	80	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 (A)
	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)	
Natural areas and open space	92 C D	89	88	86	89	89	90 B	86	89
Recreational trails	91 C D	89	87	87	89	88	90 B	85	89
Parks	93 B C D	87	88	85	88	89	89 B	85	88
Cemeteries	87 B D	78	80	79	77	85 A	82	78	81
Golf courses	78	73	79	79	78	78	78	77	78
Athletic fields	83 B D	75	79	76	78	78	79 B	74	78
Northside Aztlan Community Center	75	84 A	82	78	80	78	81 B	74	79
Fort Collins Senior Center	78	80	81	80	82 B	77	80	79	80
Edora Pool Ice Center (EPIC)	77	76	78	76	79 B	74	77	77	77
Foothills Activity Center	76	76	73	72	75	72	74	73	74
Mulberry Pool	73	72	66	68	71	66	69	71	70
The Farm at Lee Martinez Park	78	78	82	82	81	81	82 B	76	81
The Gardens on Spring Creek	86	86	86	85	87 B	83	86	84	86
Pottery studio	78	85	77	76	79	77	78	77	78
Art in Public Places program	87 B C D	77	80	80	81	82	82 B	76	81
Lincoln Center programs	84 D	80	80	77	79	80	81 B	74	79
Fort Collins Museum of Discovery	86	83	82	82	82	85	85 B	77	83
Adult recreation programs	84 B C D	73	76	73	77	75	77 B	72	76
Senior recreation programs	80	86 D	76	74	77	78	79	74	77
Youth/teen recreation programs	80	71	74	78	78	75	78	73	77

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 (A)
	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)	
Natural areas and open space	88	90	87	90	88	89	90 B	83	90 B	86	89
Recreational trails	88	90 C	84	90	88	88	90 B	83	90 B	85	89
Parks	90	88	85	91 B C	86	86	89 B	84	89	87	88
Cemeteries	81	81	82	86 B C	76	78	82	78	81	89 A	81
Golf courses	78	78	75	80 B	73	80 B	78	75	78	82	78
Athletic fields	79	78	75	79	76	79	78	74	78	80	78
Northside Aztlan Community Center	77	82	73	81	77	80	80	76	80	83	79
Fort Collins Senior Center	80	81	76	79	78	82	82 B	74	81	83	80
Edora Pool Ice Center (EPIC)	76	78	76	76	75	81 B	78	73	78	75	77
Foothills Activity Center	71	77 A	88	74	70	77	75	69	75	68	74
Mulberry Pool	67	72 A	64	69	66	75 A B	70	68	70	62	70
The Farm at Lee Martinez Park	80	81	83	82	79	82	81	77	80	89 A	81
The Gardens on Spring Creek	87	86	81	87	84	85	87 B	78	86	91	86
Pottery studio	76	79	82	79	77	77	79	75	79	80	78
Art in Public Places program	81	82	76	84 C	81	77	82	81	82	81	81
Lincoln Center programs	79	80	76	84 B C	77	77	80	79	80	83	79
Fort Collins Museum of Discovery	83 C	85 C	71	87 B C	80	80	84	79	84	83	83
Adult recreation programs	77	76	75	80 B	72	75	77	74	77	74	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 (A)
	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)	
Senior recreation programs	75	80 C	67	82 B	73	76	79	73	79	72	77
Youth/teen recreation programs	79	75	77	81 B	72	77	77 B	69	77	71	77

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 (A)
	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)	
As a place to work	76	75	79	74	79 B	72	77 B	72	76

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 (A)
	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)	
As a place to work	78 C	75	68	76	76	77	76	73	78	73	76

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 (A)
	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)	
Quality of shopping opportunities	77 C D	74	69	70	72	73	73	72	73
Quality of dining opportunities	81	77	78	79	80	78	80	78	79
Quality of entertainment opportunities	69	69	70	68	72 B	65	69	70	69
Availability of job opportunities	63 B	56	60	59	63 B	56	59	61	59
Availability of quality healthcare	78	80	77	80	82 B	74	78	83 A	79

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 (A)
	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)	
Quality of shopping opportunities	75 B	71	71	75	71	71	73	75	73	73	73
Quality of dining opportunities	82 B	78	76	81 B	76	80	80	77	80	81	79
Quality of entertainment opportunities	70	68	68	68	68	71	69	66	70 B	62	69
Availability of job opportunities	61	59	53	60	58	62	60	55	61 B	54	59
Availability of quality healthcare	81	77	76	77	75	85 A B	80 B	69	81 B	67	79

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)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Support of businesses	74 C D	69 D	64	58	65	67	66	64	66
Promotion of the economic health of Fort Collins	67 D	61	63	58	62	61	62	59	62

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)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Support of businesses	68 C	66 C	54	69 C	64	63	69 B	63	68	74	66
Promotion of the economic health of Fort Collins	66 B C	59	50	64	59	62	64 B	55	65	63	62

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)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Encouraging a variety of businesses	74 B C D	67 D	62	58	65	65	65	65	65
Retaining existing businesses	73 B C D	60 D	58	54	59	64 A	62	58	61
Attracting new businesses	72 B C D	65 D	61 D	54	61	64	62	61	62

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 (A)
	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)	
Encouraging a variety of businesses	66 C	66 C	56	68 B C	62	63	67 B	60	67	70	65
Retaining existing businesses	64 C	60 C	48	65 B C	57	59	63	60	63	68	61
Attracting new businesses	64 C	61	53	67 B C	57	59	64	61	64	68	62

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). Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Length of residency				Respondent tenure		Employment status		Overall (A)
	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)	
	79 B C D	72	74	74	78 B	72	76	74	76

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

(Average rating 0=very bad, 100=very good). Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall (A)
	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)	
	79 B C	73	70	76	74	76	77 B	70	78	75	76

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)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Response to the COVID-19 pandemic	71	67	72	67	73 B	64	69	68	69

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)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Response to the COVID-19 pandemic	68 C	73 A C	53	68	69	71	72 B	66	72	67	69

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 (A)
	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)	
Managing and planning for growth	61 C D	56 D	52	49	56 B	50	54	52	54
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	65 C D	62 C D	54	51	59	55	58	56	57
Efficient operation of programs and services	74 B C D	66	68	62	69	65	67	66	67
Encouraging sustainability in the community	76 B C D	68	63	63	69	66	68	68	68
Overall direction of the City	69 C D	65 D	62	59	64	63	63	63	63
Welcoming community member involvement	75 B C D	60	64	62	66	65	65	66	66
Listening to community members	72 B C D	56	61 D	54	62	58	60	59	60
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	68 B	60	68 B	64	70 B	59	65	64	65
Creating a welcoming, inclusive community where all community members feel a sense of belonging	68 B D	59	63	61	67 B	58	64	61	63

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 (A)
	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)	
Managing and planning for growth	56 C	54 C	36	54	52	56	56	50	55	56	54
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	60 C	57 C	43	60 B	54	57	60 B	50	59	58	57
Efficient operation of programs and services	69 C	67 C	58	68	67	65	70 B	61	69	67	67
Encouraging sustainability in the community	70 C	68 C	53	71 B	64	67	70	64	69	74	68
Overall direction of the City	67 C	63 C	45	66	61	63	67 B	60	67	62	63
Welcoming community member involvement	68 B	64	60	68	63	64	68 B	57	68	68	66
Listening to community members	62 C	60	49	61	60	59	63 B	55	63	60	60
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	67	63	62	64	64	67	66	61	66	66	65
Creating a welcoming, inclusive community where all community members feel a sense of belonging	65	62	59	63	62	63	65	59	64	66	63

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

Percent yes	Length of residency				Respondent tenure		Employment status		Overall (A)
	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)	
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	41%	48%	61% A	55% A	55% B	46%	52%	46%	51%

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

Percent yes	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall (A)
	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)	
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	55% B	46%	55%	48%	52%	53%	51%	49%	54% B	30%	51%

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 (A)
	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)	
Courtesy	90 B C D	80	79	82	85	81	83	86	83
Promptness	90 B C D	78	72	78	79	80	80	81	80
Knowledge	91 B C D	74	77	79	83	78	80	85	81
Making you feel valued	87 B C D	69	72	72	76	74	74	80	75
Overall impression	87 B C D	75	75	75	80	75	78	81	78

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 (A)
	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)	
Courtesy	86 B	81	84	83	83	85	85 B	72	85	90	83
Promptness	83 B	77	79	81	78	80	81	73	82	87	80
Knowledge	85 B	78	81	81	80	83	83 B	71	83	90	81
Making you feel valued	79	72	78	74	77	76	78 B	67	77	86	75
Overall impression	81	76	79	77	80	80	81 B	70	80	89	78

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 (A)
	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)	
Courtesy	72	77	76	76	81 B	69	75	78	75
Promptness in responding to inquiries and service requests	70	73	73	73	77 B	67	72	72	72
Making community members or customers feel valued	69	73	70	72	77 B	64	70	74	71

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 (A)
	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)	
Courtesy	78	73	75	73	75	79	78 B	61	77 B	67	75
Promptness in responding to inquiries and service requests	74	71	75	70	73	75	75 B	58	74	68	72
Making community members or customers feel valued	75	69	66	70	70	74	75 B	54	72	64	71

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 (A)
	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)	
Electric utility service experience overall	76	73	75	76	77 B	73	75	76	75
Water utility service experience overall	78	74	75	78	79 B	74	76	76	77
Wastewater/sewer utility service experience overall	76	72	76	75	77	73	75	76	75
Stormwater/storm drainage utility service experience overall	77	72	74	75	76	73	75	74	75
Your utility customer service experience (phone, email, or in-person) overall	77 B	71	76	76	79 B	71	76	74	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 (A)
	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)	
Electric utility service experience overall	78 C	75 C	66	76 B	71	79 B	78 B	63	77 B	70	75
Water utility service experience overall	78 C	77 C	63	78 B	72	79 B	79 B	66	78 B	72	77
Wastewater/sewer utility service experience overall	77 C	75 C	63	75	73	77	78 B	62	77 B	70	75
Stormwater/storm drainage utility service experience overall	77 C	75 C	60	76	72	76	78 B	63	77	71	75
Your utility customer service experience (phone, email, or in-person) overall	77 C	76 C	65	76	75	77	79 B	62	78 B	70	76

Table 121: Likelihood of Recommending Fort Collins Utilities 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 (A)
	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)	
Recommend Fort Collins Utilities to a friend, relative or colleague	78	74	75	72	78 B	70	75	73	75

Table 122: Likelihood of Recommending Fort Collins Utilities 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 (A)
	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)	
Recommend Fort Collins Utilities to a friend, relative or colleague	76 C	75 C	63	75	73	75	76	71	77 B	65	75

Table 123: 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 (A)
	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)	
Sign up for Connexion internet, TV or phone service when available to you	79	74	78	73	78	72	79 B	62	75
Recommend Connexion service to a friend, relative or colleague	80 D	72	75	68	76	69	78 B	52	73

Table 124: 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 (A)
	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)	
Sign up for Connexion internet, TV or phone service when available to you	82 B C	72 C	44	79 C	78 C	67	78	70	80 B	61	75
Recommend Connexion service to a friend, relative or colleague	81 B C	69 C	31	78 C	74 C	62	75	70	78 B	60	73

Table 125: 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		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	
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	49%	32%	48%	40%	43%	41%	40%	50%	42%
	Same effort	51%	67%	51%	57%	55%	58%	60%	45%	56%
	Less effort	0%	1%	1%	3%	2%	0%	1%	4%	2%
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	44%	51%	62%	43%	50%	46%	49%	46%	48%
	Same effort	53%	45%	36%	48%	46%	47%	46%	50%	47%
	Less effort	3%	3%	2%	9%	4%	7%	6%	4%	5%
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	71%	64%	59%	48%	49%	73%	62%	51%	60%
	Same effort	29%	28%	35%	44%	44%	24%	32%	44%	35%
	Less effort	0%	8%	6%	8%	7%	3%	5%	5%	5%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	15%	19%	17%	21%	18%	18%	16%	25%	18%
	Same effort	77%	73%	81%	76%	81%	71%	79%	69%	77%
	Less effort	8%	9%	2%	3%	1%	10%	5%	6%	5%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	31%	13%	29%	26%	21%	30%	26%	23%	25%
	Same effort	69%	77%	70%	72%	76%	66%	70%	75%	72%
	Less effort	1%	10%	1%	2%	2%	4%	3%	2%	3%
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	56%	51%	55%	55%	56%	52%	55%	54%	55%
	Same effort	42%	45%	43%	42%	41%	45%	43%	44%	43%
	Less effort	2%	4%	2%	3%	3%	2%	3%	3%	3%
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	22%	6%	14%	20%	12%	23%	17%	18%	17%
	Same effort	66%	89%	77%	73%	83%	65%	77%	69%	75%
	Less effort	12%	4%	9%	7%	6%	11%	7%	13%	8%

Table 126: 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		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	
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	34%	50%	40%	34%	50%	49%	42%	43%	42%	34%	42%
	Same effort	65%	49%	50%	66%	48%	48%	57%	54%	57%	64%	56%
	Less effort	1%	1%	10%	0%	2%	3%	1%	2%	1%	2%	2%
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	41%	55%	48%	46%	52%	49%	52%	37%	48%	50%	48%
	Same effort	50%	43%	45%	48%	45%	46%	44%	59%	46%	47%	47%
	Less effort	9%	1%	6%	6%	3%	5%	4%	4%	6%	3%	5%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	More effort	53%	69%	42%	66%	57%	52%	61%	61%	58%	87%	60%
	Same effort	41%	30%	33%	30%	36%	42%	35%	34%	38%	11%	35%
	Less effort	7%	1%	24%	4%	6%	6%	4%	5%	4%	2%	5%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	12%	22%	39%	15%	16%	28%	17%	17%	15%	16%	18%
	Same effort	85%	72%	48%	77%	81%	71%	78%	78%	80%	79%	77%
	Less effort	3%	6%	13%	8%	4%	2%	5%	6%	5%	5%	5%
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	30%	21%	21%	30%	22%	21%	24%	34%	23%	32%	25%
	Same effort	65%	78%	76%	67%	74%	77%	73%	62%	73%	68%	72%
	Less effort	4%	2%	3%	3%	4%	2%	3%	4%	4%	0%	3%
Transportation and Mobility: Includes transportation planning and	More effort	56%	53%	58%	54%	58%	49%	56%	47%	57%	45%	55%
	Same effort	42%	44%	39%	44%	39%	47%	41%	52%	40%	55%	43%

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		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	
development, maintaining roads and traffic operations, Transport operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	Less effort	2%	3%	3%	2%	3%	4%	3%	1%	3%	0%	3%
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%	15%	19%	18%	12%	20%	15%	17%	14%	33%	17%
	Same effort	71%	81%	65%	74%	77%	74%	77%	71%	77%	62%	75%
	Less effort	11%	4%	16%	8%	11%	5%	7%	11%	9%	5%	8%

Table 127: 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	72 B C D	55	63 B	61 B	64	62	63	63	63

Table 128: 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	65 C	63	54	64	63	63	64	61	66	61	63

Table 129: 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 (A)
	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)	
Providing opportunities to participate in government activities	65 B	49	62 B	61 B	64 B	55	60	62	60
Providing volunteer opportunities to community members	69 B	58	66 B	66 B	70 B	59	64	67	65
Providing emergency information	70	67	66	68	72 B	63	68	67	68

Table 130: 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 (A)
	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)	
Providing opportunities to participate in government activities	62	59	59	57	63	63 A	61	57	63	56	60
Providing volunteer opportunities to community members	68 B	63	62	63	66	68 A	67 B	60	68 B	57	65
Providing emergency information	71 B	66	63	68	68	69	69	63	69	70	68

Table 131: 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 (A)
	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)	
The City of Fort Collins local channels 14 and 881	12%	13%	13%	21% A	16%	14%	14%	22% A	16%
Online video FCTV on www.fcgov.com/FCTV	29% B	11%	19%	22% B	17%	27% A	22%	22%	22%
City's website (www.fcgov.com)	87% D	81%	90% D	76%	87% B	77%	87% B	67%	82%
City News eNewsletter	22%	22%	45% A B	43% A B	44% B	21%	32%	38%	33%
Newsletters or brochures from City departments	44%	51%	72% A B	73% A B	75% B	41%	59%	61%	60%
City employees or departments (e.g., contacting by phone, email or in person)	50%	58%	72% A B	67% A	73% B	46%	60%	66%	61%
Tracks and Trails (the guide to natural areas activities)	76%	77%	85% D	73%	77%	76%	80% B	64%	76%
"Recreator" (guide to recreation programs)	47%	52%	85% A B	83% A B	78% B	53%	66%	68%	67%
Word of mouth	90%	92%	93%	89%	91%	91%	92%	87%	91%
Newspaper (print or online)	51%	64% A	74% A	77% A B	71% B	61%	65%	71%	67%
Radio	46%	51%	52%	58% A	60% B	43%	53%	49%	52%
Television news	29%	28%	42% A B	51% A B	48% B	26%	34%	56% A	38%
Social media (Facebook, Twitter, Nextdoor, etc.)	83% D	82% D	79% D	68%	76%	78%	81% B	63%	77%
OurCity Platform (ourcity.fcgov.com)	15%	25%	24%	19%	15%	25% A	19%	23%	20%
Engage Platform (engage.fcgov.com)	10%	8%	15%	13%	10%	13%	13%	8%	12%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	24%	27%	30%	30%	29%	26%	28%	26%	27%
City booth at local events	33%	43%	47% A	43% A	43%	39%	44% B	30%	41%

Table 132: 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 (A)
	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)	
The City of Fort Collins local channels 14 and 881	15%	16%	15%	10%	14%	26% A B	15%	20%	15%	10%	16%
Online video FCTV on www.fcgov.com/FCTV	19%	24%	27%	24%	18%	23%	20%	26%	21%	19%	22%
City's website (www.fcgov.com)	80%	84%	88%	82%	89% C	76%	83%	82%	82%	78%	82%
City News eNewsletter	38%	30%	31%	19%	43% A	48% A	33%	43%	35% B	15%	33%
Newsletters or brochures from City departments	63%	58%	52%	48%	66% A	74% A	60%	55%	63% B	35%	60%
City employees or departments (e.g., contacting by phone, email or in person)	60%	62%	67%	53%	66% A	72% A	59%	64%	63% B	33%	61%
Tracks and Trails (the guide to natural areas activities)	77%	77%	82%	81% C	82% C	65%	75%	80%	76%	78%	76%
"Recreator" (guide to recreation programs)	63%	70%	82% A	51%	83% A	79% A	67%	61%	70% B	38%	67%
Word of mouth	88%	94% A	97%	90%	95% C	87%	91%	87%	90%	94%	91%
Newspaper (print or online)	66%	67%	70%	56%	73% A	78% A	69% B	56%	70% B	42%	67%
Radio	49%	54%	66%	44%	58% A	60% A	53% B	37%	54% B	31%	52%
Television news	36%	39%	55% A	20%	41% A	67% A B	36%	43%	39% B	13%	38%
Social media (Facebook, Twitter, Nextdoor, etc.)	76%	79%	67%	84% C	78% C	62%	77%	79%	78%	74%	77%
OurCity Platform (ourcity.fcgov.com)	18%	21%	21%	20%	21%	19%	20%	21%	20% B	8%	20%
Engage Platform (engage.fcgov.com)	12%	11%	9%	11%	13%	12%	12%	12%	11%	4%	12%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	28%	28%	25%	25%	30%	30%	27%	33%	24%	39% A	27%
City booth at local events	43%	41%	30%	45%	37%	39%	39%	46%	38%	51%	41%

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

Table 133: 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 (A)
	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)	
Overall, as a place to live	91 C F	89 F	84	88 F	93 C F	82	82	92 A E F	92 A E F	89 A	84	85	88
As a place to raise children	86 F	83 F	83 F	82 F	84 F	75	74	86 A	83 A	84 A	84 A	83 A	82
As a place to attend college	82 C	83 C	75	86 C F	83 C	78	78	84 F	85 A F	83 F	85 F	74	81
Quality of public schools	75	79 C	70	72	79 C D	73	73	71	77	79 B E F	69	71	75
As a place to retire	73	72	74	74	80 F	67	65	73	78 A	73 A	74	73 A	73
Openness and acceptance of the community toward people of diverse backgrounds	67 F	67 E F	71 E F	69 E F	60	54	53	67 A	65 A	67 A	69 A	71 A	65
Availability of affordable quality childcare	45 F	46 F	48 F	52 F	41	33	35	42	43	43	57 A	50 A	43
Availability of affordable quality housing	26	30	30	36 A E F	29	23	25	28	29	26	39 A D	32 A	29
Overall quality of life in Fort Collins	84 C F	83 F	79	82	84 F	76	77	85 A	82 A	82 A	84	80	81

Table 134: 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 (A)
	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)	
Recommend living in Fort Collins to someone who asks	84 B F	74	78	81 F	85 B F	72	71	85 A D	85 A D	76	78	78	79
Remain in Fort Collins for the next five years	84 C E F	83 C E F	70	81 C	72	72	74	80	74	82 C	87 A C F	74	77

Table 135: 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 (A)
	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)	
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	51	59 A C F	47	54	55 F	46	45	53	55 A	56 A	53	49	52

Table 136: 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 (A)
	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)	
Your neighborhood as a place to live	81 F	82 F	86 F	83 F	83 F	73	74	80 A	82 A	82 A	87 A	87 A B C D	81
Your neighborhood as a place to raise children	78 F	82 F	81 F	81 F	80 F	63	65	73 A	78 A	81 A B	87 A B	84 A B	78

Table 137: 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 (A)
	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)	
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	75	91 A C D E F	74	80	80	80	79 B	69	82 B E F	90 A B C E F	73	76 B	80

Table 138: 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 (A)
	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)	
Code enforcement (weeds, rubbish/trash, etc.)	63	63	65	67 E	57	59	60	62	60	61	71	67	62
Noise enforcement	56	60	65 A	59	58	60	60	61	57	56	64	66 C D	60
Residential property maintenance	66	71 D	66	63	65	69	68	67	65	69	61	67	67

Table 139: 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 (A)
	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)	
Visited a neighborhood park or City park	93%	90%	92%	96%	96%	98% B	98% D	94%	96% D	90%	97%	93%	94%
Attended a neighborhood-sponsored event	23%	31% C E	17%	34% C E	18%	29%	25%	24%	21%	28%	52% A B C D F	21%	25%
Attended a government-organized event (open house, City Council session, forum, etc.)	18% C	16%	6%	20% C	19% C	22% C	18%	21%	19%	15%	27% F	11%	17%
Carpooled with other adults or children instead of driving alone	24%	34%	30%	50% A B C	47% A B C	43% A C	43% B D F	29%	49% B D F	31%	42%	30%	37%
Volunteered your time in Fort Collins	36%	54% A C D	36%	33%	47%	61% A C D	59% B C E F	32%	41%	53% B C F	38%	37%	45%
Talked to or visited with your immediate neighbors	94% C	92% C	81%	92% C	87%	86%	84%	94% A F	89%	92% A F	99% A F	82%	89%
Done a favor for a neighbor	73%	77%	77%	79%	74%	79%	78%	77%	74%	75%	88%	76%	77%

Table 140: 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 (A)
	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)	
Overall safety of community members	83 F	82 F	80	84 F	80	77	77	83 A	82 A	84 A F	82	78	81

Table 141: 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 (A)
	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)	
Downtown Fort Collins during the day	89	86	87	87	88	86	86	87	87	88	85	86	87
Downtown Fort Collins at night	69	70 C	64	67	71 C	68	68	69	70 F	70 F	68	63	68
Your neighborhood during the day	93	90	94 B F	93	92	90	90	91	91	92	95	92	92
Your neighborhood at night	81 F	79 F	79 F	81 F	84 F	74	75	77	81 A	81 A	85 A	79	79
Parks	82 C	81 C	76	80	86 B C D F	79	80 F	80 F	84 F	82 F	80	75	81
Natural areas/open spaces	81 C	80 C	74	80 C	85 B C D F	77	78 F	80 F	83 A F	81 F	79	73	80
Recreation facilities	87 C F	85	83	86 F	88 C F	81	81	86 F	88 A F	87 A F	82	81	85
Trails	80 F	78	76	81 F	84 B C F	75	76	79	83 A F	79	80	76	79
Fort Collins overall during the day	88 F	85	86	84	87	83	83	86	87 A	87 A	86	85	86
Fort Collins overall at night	75	74	70	70	74	72	71	72	72	76 A F	74	69	73
Transfort/MAX	67	75 A D	70	65	75 A D	76 A D	77 B C E F	65	70	76 B E F	62	67	72

Table 142: 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 (A)
	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)	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79 C	79 C	72	78	76	75	74	80 F	78	78	73	73	77
Disaster response and restoration of services	77	80 C	72	74	76	77	77	78	76	80 F	71	72	76
Fire prevention/education	76	77	74	70	74	74	73	78	72	77	72	74	74
Fire response time	82	84	78	81	81	83	82	84	80	83	83	78	81
Fire services overall	81	87 C E	81	81	80	83	82	82	81	85	82	82	83
Crime prevention	69	71	66	68	66	70	70	69	67	70	65	67	69
Police patrol	69	68	62	67	64	64	64	69	65	68	66	64	66
Traffic enforcement	66 B C E	57	57	59	58	65 B C	64 C F	65 C F	57	60	64	56	60
Police visibility	70 C	73 C	59	68 C	72 C	67 C	68 F	70 F	70 F	72 F	65	61	68
Police response time	71	74	68	72	71	72	70	71	72	73	72	71	71
Police services overall	72 C E	73 C E	65	70	65	69	69	71	66	72	67	67	69
Animal control	65	67	66	65	76 A B C D	69	68	64	70	66	68	68	68
Business property maintenance	70	72	71	69	76	70	70	68	74	71	69	72	71
Natural Areas and Park Ranger services	84 F	83	80	80	84	79	77	85 A	82 A	83 A	82	81	82

Table 143: 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 (A)
	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)	
Promotion of the health of the environment of Fort Collins	67 F	73 A D F	72 F	67	69 F	60	60	66	69 A	71 A	64	74 A B E	68

Table 144: 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 (A)
	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)	
Overall quality of environment	79	80	77	79	76	75	75	80	76	78	82	79	78

Table 145: 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 (A)
	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)	
Community's visual attractiveness	82	81	83	82	85	82	83	82	83	80	85	84	82
Air quality	70 E F	72 E F	69 E F	73 E F	62	62	62	68	66	70 A	76 A C	70 A	68
Recycling programs	74	78 C	71	74	73	73	73	75	74	76	72	73	74
Conservation efforts	72	77 E	74	80 A E	69	75 E	74	73	73	75	80	75	75

Table 146: 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 (A)
	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)	
Ease of driving	65 F	63 F	59	64 F	66 C F	54	55	60	65 A	66 A F	66 A	58	62
Ease of traveling by public transportation	49	60 A	51	63 A C E	53	59 A	59 B	48	57	57	61 B	53	56
Ease of walking	72	79 A C	69	74	73	76 C	76	70	73	78 B F	76	71	74
Ease of traveling by bicycle	80	82 C	75	81	82 C	81	80	78	83	82	79	77	80
Availability of parking Downtown	52	54 D	54 D	45	56 D	53 D	52 E	50	54 E	54 E	41	55 E	53
Convenience of parking Downtown	51	52	53	48	57 D	51	50	50	54	52	44	53	52
Level of traffic congestion	49 D	43	45	42	52 B C D F	43	44	47	48	47	42	42	45
Street maintenance	66 C F	63	57	62	72 A B C D F	58	58	66 A F	67 A F	65 A F	69 A F	56	63
Electric vehicle charging availability	28	58 A	48 A	60 A	56 A	66 A C	65 B F	29	61 B	54 B	53 B	46 B	51
Northern Colorado Regional Airport	38	49	47	43	43	48	46	38	46	48	39	47	45

Table 147: 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 (A)
	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)	
Quality of arts and cultural opportunities	66	66	69	66	69	64	65	64	68	66	64	69	67
Quality of recreational opportunities	85 F	86 F	83	82	94 A B C D F	79	80	86 A	89 A E F	85 A	82	84	85
Quality of public library services	85 F	86 F	81	83	81	78	78	82	82	87 A F	81	81	82

Table 148: 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 (A)
	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)	
Natural areas and open space	89	91 C	85	89	91 C	87	87	88	90	90	92	87	89
Recreational trails	89	90 C	85	88	91 C	88	88	89	89	90	93 F	86	89
Parks	89 C	90 C	84	89 C	91 C F	86	86	88	90 A F	90 A	91	86	88
Cemeteries	80	82	77	79	87 C	80	80	80	84 F	82	77	77	81
Golf courses	74	81	77	75	85 A D F	74	73	74	83 A B E	80	72	77	78
Athletic fields	78 F	84 C D F	78 F	73	80 D F	71	72	76	79 A	84 A B E F	70	77	78
Northside Aztlan Community Center	82 C F	83 C F	72	76	85 C D F	75	76	84 A E F	83 A E F	82 A E F	72	73	79
Fort Collins Senior Center	78	88 A C D E F	80	80	79	74	74	77	78	87 A B C F	85 A	80	80
Edora Pool Ice Center (EPIC)	80	78	73	74	80	77	76	79	77	79	77	73	77
Foothills Activity Center	76	73	71	80	71	75	74	78	73	73	86 C D F	71	74
Mulberry Pool	77 C E F	71 C	62	72 C	67	68	67	76 C F	67	73 F	79 A C F	62	70
The Farm at Lee Martinez Park	81	80	83	77	87 D F	79	78	85	83	79	79	81	81
The Gardens on Spring Creek	84	88 D	88 D	81	88 D	84	86	86	85	87	79	86	86
Pottery studio	79	77	86	77	78	78	78	83	76	77	85	83	78
Art in Public Places program	86 C D F	83 C	75	78	82 C	78	78	83 F	82 F	85 A F	75	74	81
Lincoln Center programs	77	80	79	77	85 A D	79	79	75	83 B E	79	74	80	79
Fort Collins Museum of Discovery	81	81	83	82	87	85	84	78	87 B E	82	77	83	83
Adult recreation programs	80 F	79 F	75	77	76	70	70	79 A	76	80 A	80 A	75	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 (A)
	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)	
Senior recreation programs	79	78	80	76	76	74	73	76	76	80	78	79	77
Youth/teen recreation programs	78	78	72	83 C F	82 C F	70	70	79	81 A F	78	86 A F	72	77

Table 149: 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 (A)
	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)	
As a place to work	82 B C F	75 F	76 F	78 F	81 F	66	65	84 A D F	80 A	76 A	80 A	76 A	76

Table 150: 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 (A)
	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)	
Quality of shopping opportunities	72	76	70	71	78 C F	70	70	72	76 E	74	66	72	73
Quality of dining opportunities	81	81	77	76	83 D	78	79	83 E	80	79	72	78	79
Quality of entertainment opportunities	68	69	68	68	77 A B C D F	66	66	70	72 A	68	70	70	69
Availability of job opportunities	61 C	58	53	59	71 A B C D F	56	56	63	65 A D F	57	61	56	59
Availability of quality healthcare	79	78	79	81	79	77	77	80	79	78	83	80	79

Table 151: 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 (A)
	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)	
Support of businesses	68	67	66	63	67	65	65	68 E	67 E	66 E	56	67 E	66
Promotion of the economic health of Fort Collins	63	62	61	62	69 B C F	57	57	64	69 A D E	59	53	65 A E	62

Table 152: 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 (A)
	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)	
Encouraging a variety of businesses	64	68	61	62	70 C D	64	64 E	65 E	69 E F	67 E	50	62 E	65
Retaining existing businesses	62	61	56	60	68 C	61	61 E	63 E	67 D E F	60 E	49	58	61
Attracting new businesses	64	64	61	59	65	60	59	65 E	64 E	63 E	50	62 E	62

Table 153: Overall Quality of City Services by Area of Residence

(Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall (A)
	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)	
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	79 C F	78 F	73	77 F	77 F	69	69	81 A	77 A	76 A	77 A	75 A	76

Table 154: 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 (A)
	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)	
Response to the COVID-19 pandemic	75 C D F	71	66	67	68	66	66	74 A	67	73 A	68	67	69

Table 155: 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 (A)
	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)	
Managing and planning for growth	59 F	53	52	53	56	49	49	60 A	56	54	48	52	54
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	59 F	58 F	61 F	57	60 F	50	50	60 A	59 A	59 A	54	59 A	57
Efficient operation of programs and services	70 C F	71 C F	63	65	70 C F	62	62	70 A	68	70 A F	65	64	67
Encouraging sustainability in the community	69	71	64	66	67	67	67	72	67	69	66	65	68
Overall direction of the City	64	64	66 F	64	67 F	58	58	65	66 A	62	61	67 A	63
Welcoming community member involvement	67 C D	74 A C D F	59	58	69 C D	65	65	67	64	72 A C E F	58	61	66
Listening to community members	64 D	63	56	55	61	59	58	67 A E F	60	62	51	58	60
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	66 F	73 A E F	66 F	65 F	65 F	55	54	65 A	66 A	71 A	69 A	67 A	65
Creating a welcoming, inclusive community where all community members feel a sense of belonging	65 F	70 E F	64 F	64 F	61 F	53	52	65 A	63 A	69 A C	67 A	65 A	63

Table 156: Contact with City Employees by Area of Residence

Percent yes	Council District						Geographic area of residence						Overall (A)
	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)	
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	49%	48%	46%	45%	53%	60% D	55%	56%	50%	47%	58%	44%	51%

Table 157: Users Ratings of City Employees by Area of Residence

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Average rating 0=very bad, 100=very good).	Council District						Geographic area of residence						Overall (A)
	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)	
Courtesy	81	86	83	83	89 F	79	78	80	87 A	86 A	84	83	83
Promptness	82	79	79	77	88 F	75	76	77	81	82	87	79	80
Knowledge	82	79	81	84	83	78	77	79	82	81	87	82	81
Making you feel valued	73	74	75	76	80	73	73	71	78	75	76	76	75
Overall impression	79	78	78	78	81	75	76	77	79	79	80	79	78

Table 158: 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 (A)
	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)	
Courtesy	73	81 A F	78 F	76	73	69	70	64	73	81 A B C	81 B	79 A B	75
Promptness in responding to inquiries and service requests	72	77 E F	75 F	76 F	67	65	65	66	71	77 A B	78	75 A	72
Making community members or customers feel valued	68	75	74	74	68	67	68	63	69	75 B	76	75 B	71

Table 159: 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 (A)
	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)	
Electric utility service experience overall	74	77 C	70	74	81 A C D F	74	74	73	77	77	79	72	75
Water utility service experience overall	74	79 C	72	74	82 A C D	78	77	76	78	76	79	75	77
Wastewater/sewer utility service experience overall	73	74	72	73	84 A B C D F	75	75	72	79 D	73	77	75	75
Stormwater/storm drainage utility service experience overall	73	76	71	72	83 A B C D F	73	72	73	78	74	77	74	75
Your utility customer service experience (phone, email, or in-person) overall	75	79	74	73	81 D F	74	73	72	76	79 A B	77	75	76

Table 160: Likelihood of Recommending Fort Collins Utilities 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 (A)
	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)	
Recommend Fort Collins Utilities to a friend, relative or colleague	77	71	71	80 F	81 B C F	69	69	77	81 A F	74	75	71	75

Table 161: 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 (A)
	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)	
Sign up for Connexion internet, TV or phone service when available to you	81 F	80 F	72	77 F	78 F	64	63	82 A	81 A	81 A	73	72	75
Recommend Connexion service to a friend, relative or colleague	82 F	78 F	69	78 F	69	62	59	84 A F	77 A	79 A	72	67	73

Table 162: 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						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	
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	50%	39%	47%	37%	42%	37%	38%	39%	39%	48%	48%	42%	42%
	Same effort	50%	60%	48%	60%	58%	62%	61%	60%	61%	51%	45%	54%	56%
	Less effort	0%	1%	5%	3%	0%	1%	1%	1%	0%	1%	8%	5%	2%
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	44%	54%	58%	43%	47%	41%	39%	49%	46%	51%	41%	57%	48%
	Same effort	49%	43%	34%	53%	45%	58%	59%	50%	47%	42%	53%	36%	47%
	Less effort	6%	3%	8%	4%	9%	2%	2%	0%	7%	7%	6%	8%	5%
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	65%	54%	62%	55%	60%	63%	60%	71%	60%	57%	58%	57%	60%
	Same effort	31%	40%	34%	33%	37%	33%	36%	26%	35%	41%	30%	34%	35%
	Less effort	3%	6%	4%	12%	2%	4%	4%	3%	6%	2%	12%	9%	5%
	More effort	18%	12%	22%	25%	18%	17%	13%	26%	20%	11%	32%	21%	18%

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						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	
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	Same effort	75%	88%	78%	74%	77%	66%	71%	68%	75%	87%	68%	79%	77%
	Less effort	7%	0%	0%	1%	5%	17%	16%	6%	4%	2%	0%	0%	5%
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	22%	26%	23%	19%	32%	29%	27%	22%	27%	26%	20%	24%	25%
	Same effort	73%	73%	76%	74%	63%	69%	72%	74%	66%	72%	77%	75%	72%
	Less effort	4%	1%	1%	6%	5%	2%	2%	5%	7%	1%	3%	1%	3%
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	55%	54%	57%	51%	59%	52%	54%	56%	53%	54%	53%	58%	55%
	Same effort	43%	45%	40%	47%	39%	43%	41%	41%	45%	45%	43%	39%	43%
	Less effort	2%	1%	4%	2%	2%	5%	5%	2%	1%	1%	5%	3%	3%
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	16%	20%	16%	20%	18%	8%	9%	21%	22%	20%	10%	12%	17%
	Same effort	76%	75%	75%	77%	74%	74%	73%	73%	73%	74%	86%	80%	75%
	Less effort	8%	5%	9%	3%	7%	18%	18%	6%	5%	6%	4%	8%	8%

Table 163: 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 (A)
	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)	
Informing community members	68 C D	62	59	59	69 B C D F	62	62	67	66	62	58	62	63

Table 164: 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 (A)
	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)	
Providing opportunities to participate in government activities	62	65 C F	55	57	65 C F	57	56	65 A E	63 E	61	51	58	60
Providing volunteer opportunities to community members	64	72 A C F	62	65	66	62	62	67	65	69 A F	65	62	65
Providing emergency information	69	73 C F	66	66	72 F	63	63	72 A	69 A	70 A	67	66	68

Table 165: 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 (A)
	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)	
The City of Fort Collins local channels 14 and 881	13%	13%	16%	8%	21% D	22% D	22% D	16%	15%	11%	12%	15%	16%
Online video FCTV on www.fcgov.com/FCTV	29% C D	21% C	5%	13%	36% B C D	24% C	24% F	30% F	25% F	22% F	25% F	6%	22%
City's website (www.fcgov.com)	91% C F	86% C	70%	84% C	85% C	78%	77%	90% A F	88% A F	88% A F	76%	70%	82%
City News eNewsletter	37% C	39% C	20%	41% C	30%	32%	29%	45% A F	35% F	37% F	38%	20%	33%
Newsletters or brochures from City departments	63%	74% C E F	54%	62%	52%	51%	47%	60%	58%	73% A C F	60%	58%	60%
City employees or departments (e.g., contacting by phone, email or in person)	67% D	69% C D	55%	51%	60%	60%	56%	66% F	58%	73% A C F	56%	51%	61%
Tracks and Trails (the guide to natural areas activities)	81%	80%	73%	71%	82%	70%	72%	81%	76%	81%	73%	73%	76%
"Recreator" (guide to recreation programs)	62%	70% C	55%	74% C	77% A C	64%	60%	59%	76% A B F	71% F	87% A B F	56%	67%
Word of mouth	88%	92%	87%	95%	93%	91%	92%	85%	94% B F	94% B F	91%	86%	91%
Newspaper (print or online)	71% C	62%	57%	70%	75% C	67%	66%	69%	75% F	65%	66%	58%	67%
Radio	57% F	56% F	44%	58% F	58% F	41%	38%	47%	62% A B F	62% A B F	63% A	43%	52%
Television news	39%	41%	35%	49% E	33%	35%	35%	39%	37%	41%	59% A C F	34%	38%
Social media (Facebook, Twitter, Nextdoor, etc.)	76%	79%	72%	80%	78%	75%	76%	78%	81%	78%	69%	71%	77%
OurCity Platform (ourcity.fcgov.com)	20%	14%	10%	19%	25% B C	30% B C	29% D F	30% D F	21% F	13%	23%	10%	20%
Engage Platform (engage.fcgov.com)	13%	14%	8%	9%	13%	13%	12%	15%	14%	13%	1%	7%	12%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	24%	29%	32%	25%	21%	32%	31%	33%	21%	26%	24%	30%	27%
City booth at local events	47%	35%	36%	46%	35%	46%	41%	47%	43%	40%	36%	34%	41%

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 and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any community, like SAT scores in any teen household, bring pride and a sense of accomplishment.

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

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.

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

Putting Evaluations onto the 100-point Scale

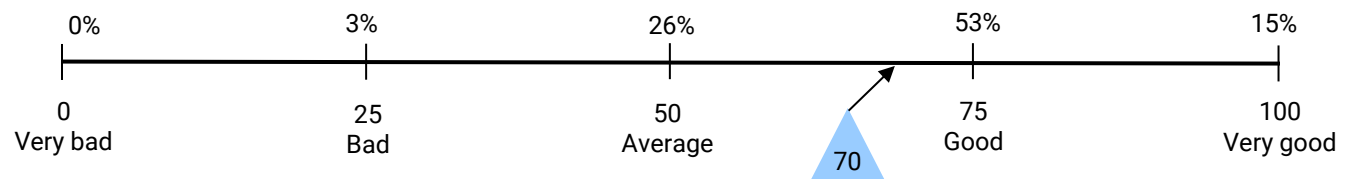
Although responses to many of the evaluative questions were made on a five-point scale with 1 representing the best rating and 5 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The margin of error around an average score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

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

Example of Converting Responses to the 100-point Scale

How do you rate Fort Collins as a place to live?						
Response option	Total with “no opinion”	Step1: Remove “don’t know” responses	Total without “no opinion”	Step 2: Assign scale values	Step 3: Multiply % by scale value	Step 4: Sum to calculate average rating
Very good	15%	$=15 \div (100-2) =$	15.3%	100	$=15.3\% \times 100 =$	15.3
Good	53%	$=53 \div (100-2) =$	54.1%	75	$=54.1\% \times 75 =$	40.6
Average	26%	$=26 \div (100-2) =$	26.5%	50	$=26.5\% \times 50 =$	13.3
Bad	3%	$=3 \div (100-2) =$	3.1%	25	$=3.1\% \times 25 =$	0.8
Very bad	0%	$=0 \div (100-2) =$	0%	0	$=0\% \times 0 =$	0
No opinion	2%		--			
Total	100%		100%			70

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



Interpreting the Results

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

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

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

National Benchmarks

Table 166: Quality of Life and Community Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Overall, as a place to live	88	131	387	Higher
Availability of affordable quality housing	29	288	320	Much lower
Quality of public schools	75	134	281	Similar
As a place to raise children	82	180	385	Similar
As a place to retire	73	138	370	Similar
Openness and acceptance of the community toward people of diverse backgrounds	65	152	309	Similar
Availability of affordable quality childcare	43	256	281	Much lower
Overall quality of life in Fort Collins	81	167	443	Similar

Table 167: 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	87	164	303	Similar
Remain in Fort Collins for the next five years	80	220	297	Similar

Table 168: 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	81	190	323	Similar

Table 169: 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.)	62	110	371	Higher

Table 170: 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	11	261	Much higher
Carpooled with other adults or children instead of driving alone	37	187	271	Similar
Volunteered your time in Fort Collins	45	67	285	Higher
Talked to or visited with your immediate neighbors	11	246	246	Much lower
Done a favor for a neighbor	77	192	242	Similar

Table 171: Overall Safety Benchmark

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Overall safety of community members	81	173	368	Similar

Table 172: 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	87	164	328	Similar
Downtown Fort Collins at night	68	10	12	Lower
Your neighborhood during the day	92	155	352	Similar
Your neighborhood at night	79	7	15	Similar
Parks	81	3	10	Similar

Table 173: 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)	77	31	295	Higher
Fire prevention/education	74	205	296	Similar
Fire services overall	83	274	367	Similar
Crime prevention	69	231	365	Similar
Traffic enforcement	60	284	369	Lower
Police response time	71	4	6	Similar
Police services overall	69	352	428	Lower
Animal control	68	161	332	Similar

Table 174: Quality of the Environment Benchmarks

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Community's visual attractiveness	82	68	350	Much higher
Air quality	68	219	270	Lower
Recycling programs	74	217	352	Similar
Overall quality of environment	78	155	295	Similar

Table 175: Transportation Benchmarks

Please rate the following areas of transportation in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Ease of driving	62	238	322	Lower
Ease of traveling by public transportation	56	75	261	Higher
Ease of walking	74	107	324	Higher
Availability of parking Downtown	53	193	258	Lower
Level of traffic congestion	45	270	339	Lower
Street maintenance	63	87	354	Higher

Table 176: Community Aspects of Culture and Recreation Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Quality of arts and cultural opportunities	67	126	306	Similar
Quality of recreational opportunities	85	25	307	Much higher
Quality of public library services	82	171	326	Similar

Table 177: Parks, Recreational and Cultural Programs and Facilities Benchmarks

Please rate the quality of each of the programs or facilities listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Natural areas and open space	89	4	264	Much higher
Recreational trails	89	5	8	Similar
Parks	88	46	323	Higher
Adult recreation programs	76	91	326	Higher

Table 178: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Quality of shopping opportunities	73	71	307	Much higher
Availability of job opportunities	59	104	321	Higher
Availability of quality healthcare	79	20	281	Much higher
As a place to work	76	82	368	Higher

Table 179: Overall Quality of Services Benchmark

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	76	149	403	Similar

Table 180: 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	66	63	333	Higher
Listening to community members	60	8	14	Similar
Overall direction of the City	63	144	330	Similar

Table 181: 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?	51	89	339	Higher

Table 182: 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	83	14	17	Lower
Knowledge	81	19	25	Similar
Overall impression	78	137	384	Similar

Table 183: City Communications Benchmarks

Please rate the City's performance in the following area.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Informing community members	63	7	12	Similar
Providing opportunities to participate in government activities	60	235	293	Lower
Providing volunteer opportunities to community members	65	214	286	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	Basehor city, KS.....	5,401
Airway Heights city, WA.....	8,017	Batavia city, IL.....	26,499
Albany city, OR.....	52,007	Battle Creek city, MI.....	51,505
Albemarle County, VA.....	105,105	Bay Village city, OH.....	15,426
Albert Lea city, MN.....	17,716	Baytown city, TX.....	76,205
Alexandria city, VA.....	154,710	Beaumont city, CA.....	43,641
Allegan County, MI.....	114,145	Bellingham city, WA.....	85,388
American Canyon city, CA.....	20,341	Bend city, OR.....	87,167
Ankeny city, IA.....	56,237	Bethlehem township, PA.....	23,800
Ann Arbor city, MI.....	119,303	Bettendorf city, IA.....	35,293
Apache Junction city, AZ.....	38,452	Billings city, MT.....	109,082
Arapahoe County, CO.....	626,612	Bloomington city, IN.....	83,636
Arlington city, TX.....	388,225	Bloomington city, MN.....	85,417
Arvada city, CO.....	115,320	Boise City city, ID.....	220,859
Asheville city, NC.....	89,318	Bonner Springs city, KS.....	7,644
Ashland city, OR.....	20,733	Boulder city, CO.....	106,271
Ashland town, MA.....	17,478	Bowling Green city, KY.....	64,302
Ashland town, VA.....	7,554	Bozeman city, MT.....	43,132
Athens-Clarke County, GA.....	122,292	Brookline CDP, MA.....	59,246
Auburn city, AL.....	61,462	Brooklyn Center city, MN.....	30,885
Aurora city, CO.....	357,323	Brooklyn city, OH.....	10,891
Austin city, TX.....	916,906	Broomfield city, CO.....	64,283
Avon town, CO.....	6,503	Brownsburg town, IN.....	24,625
Avon town, IN.....	16,479	Buffalo Grove village, IL.....	41,551
Avondale city, AZ.....	81,590	Burlingame city, CA.....	30,401
Azusa city, CA.....	49,029	Cabarrus County, NC.....	196,716
Bainbridge Island city, WA.....	23,689	Cambridge city, MA.....	110,893
Baltimore city, MD.....	619,796	Canandaigua city, NY.....	10,402
Baltimore County, MD.....	828,637	Cannon Beach city, OR.....	1,517

Cañon City city, CO	16,298	Denver city, CO	678,467
Cape Coral city, FL	173,679	Des Moines city, IA	214,778
Carlsbad city, CA	113,147	Des Peres city, MO	8,536
Cartersville city, GA	20,235	Destin city, FL	13,421
Cary town, NC	159,715	Dothan city, AL	67,784
Castle Rock town, CO	57,274	Dover city, NH	30,901
Cedar Hill city, TX	48,149	Dublin city, CA	57,022
Cedar Park city, TX	70,010	Dublin city, OH	44,442
Cedar Rapids city, IA	130,330	Duluth city, MN	86,066
Celina city, TX	7,910	Durham city, NC	257,232
Centennial city, CO	108,448	Durham County, NC	300,865
Chandler city, TX	2,896	Dyer town, IN	16,077
Chanhasen city, MN	25,108	Eagan city, MN	66,102
Chapel Hill town, NC	59,234	Eagle Mountain city, UT	27,773
Chardon city, OH	5,166	Eau Claire city, WI	67,945
Charles County, MD	156,021	Eden Prairie city, MN	63,660
Charlotte County, FL	173,236	Eden town, VT	1,254
Charlottesville city, VA	46,487	Edgewater city, CO	5,299
Chattanooga city, TN	176,291	Edina city, MN	50,603
Chautauqua town, NY	4,362	Edmond city, OK	89,769
Chesterfield County, VA	335,594	Edmonds city, WA	41,309
Clayton city, MO	16,214	El Cerrito city, CA	24,982
Clearwater city, FL	112,794	El Paso de Robles (Paso Robles) city, CA	31,409
Clinton city, SC	8,538	Elbert County, CO	24,553
Clive city, IA	17,134	Elgin city, IL	112,628
Clovis city, CA	104,411	Elk Grove city, CA	166,228
College Park city, MD	32,186	Elmhurst city, IL	46,139
College Station city, TX	107,445	Englewood city, CO	33,155
Colleyville city, TX	25,557	Erie town, CO	22,019
Collinsville city, IL	24,767	Escambia County, FL	309,924
Columbia city, MO	118,620	Estes Park town, CO	6,248
Commerce City city, CO	52,905	Euclid city, OH	47,698
Conshohocken borough, PA	7,985	Farmers Branch city, TX	33,808
Coolidge city, AZ	12,221	Farmersville city, TX	3,440
Coon Rapids city, MN	62,342	Farmington Hills city, MI	81,235
Coral Springs city, FL	130,110	Fate city, TX	10,339
Coronado city, CA	24,053	Fayetteville city, GA	17,069
Corvallis city, OR	56,224	Fayetteville city, NC	210,324
Cottonwood Heights city, UT	34,214	Ferguson township, PA	18,837
Coventry Lake CDP, CT	2,932	Fernandina Beach city, FL	11,957
Coventry town, CT	12,458	Flagstaff city, AZ	69,903
Cupertino city, CA	60,687	Flower Mound town, TX	71,575
Dacono city, CO	4,929	Forest Grove city, OR	23,554
Dakota County, MN	414,655	Franklin city, TN	72,990
Dallas city, OR	15,413	Frederick town, CO	11,397
Dallas city, TX	1,300,122	Fremont city, CA	230,964
Danvers town, MA	27,527	Frisco town, CO	2,977
Danville city, KY	16,657	Fruita city, CO	13,039
Darien city, IL	22,206	Gahanna city, OH	34,691
Davidson town, NC	12,325	Gaithersburg city, MD	67,417
Dayton city, OH	140,939	Galveston city, TX	49,706
Dayton town, WY	815	Gardner city, KS	21,059
Dearborn city, MI	95,295	Germantown city, TN	39,230
Decatur city, GA	22,022	Gilbert town, AZ	232,176
DeLand city, FL	30,315	Gillette city, WY	31,783
Delaware city, OH	38,193	Glen Ellyn village, IL	27,983
Denison city, TX	23,342	Glendora city, CA	51,891
Denton city, TX	131,097	Glenview village, IL	47,066

Golden city, CO	20,365	Lake Havasu City city, AZ	53,463
Golden Valley city, MN	21,208	Lake in the Hills village, IL	28,908
Goodyear city, AZ	74,953	Lake Zurich village, IL	19,983
Grafton village, WI	11,576	Lakewood city, CO	151,411
Grand Rapids city, MI	195,355	Lakewood city, WA	59,102
Grand Traverse County, MI	91,222	Lancaster County, SC	86,544
Greeley city, CO	100,760	Laramie city, WY	32,104
Greenville city, NC	90,347	Larimer County, CO	330,976
Greer city, SC	28,587	Las Cruces city, NM	101,014
Gulf Breeze city, FL	6,251	Las Vegas city, NM	13,445
Gunnison County, CO	16,215	Las Vegas city, NV	621,662
Haltom City city, TX	44,059	Lawrence city, KS	93,954
Hamilton city, OH	62,216	Lawrenceville city, GA	29,287
Hamilton town, MA	7,991	Lehi city, UT	58,351
Hampton city, VA	136,255	Lewisville city, TX	103,638
Hanover County, VA	103,218	Libertyville village, IL	20,504
Harrisburg city, SD	5,429	Lincolnwood village, IL	12,637
Hastings city, MN	22,620	Lindsborg city, KS	3,313
Henderson city, NV	284,817	Little Chute village, WI	11,006
High Point city, NC	109,849	Little Elm city, TX	39,471
Highland Park city, IL	29,796	Littleton city, CO	45,848
Highlands Ranch CDP, CO	105,264	Livermore city, CA	88,232
Homer Glen village, IL	24,403	Lombard village, IL	43,776
Honolulu County, HI	990,060	Lone Tree city, CO	13,430
Hopkinton town, MA	16,720	Long Grove village, IL	7,980
Hoquiam city, WA	8,416	Longmont city, CO	91,730
Horry County, SC	310,186	Lonsdale city, MN	3,850
Hudson town, CO	1,709	Los Alamos County, NM	18,031
Huntley village, IL	26,265	Los Altos Hills town, CA	8,490
Huntsville city, TX	40,727	Loudoun County, VA	374,558
Hutchinson city, MN	13,836	Louisville city, CO	20,319
Hutto city, TX	22,644	Lower Merion township, PA	58,500
Hyattsville city, MD	18,225	Lynchburg city, VA	79,237
Independence city, IA	6,013	Lynnwood city, WA	37,242
Independence city, MO	117,369	Manassas city, VA	41,379
Indio city, CA	86,867	Manhattan Beach city, CA	35,698
Iowa City city, IA	73,415	Manhattan city, KS	55,427
Issaquah city, WA	35,629	Mankato city, MN	41,241
Jackson city, MO	14,690	Maple Grove city, MN	68,362
Jackson County, MI	158,989	Maplewood city, MN	40,127
Jefferson Parish, LA	437,038	Maricopa County, AZ	4,155,501
Jerome city, ID	11,306	Marin County, CA	260,814
Johnson City city, TN	65,598	Marion city, IA	38,014
Johnston city, IA	20,172	Mariposa County, CA	17,658
Jupiter town, FL	62,373	Marshalltown city, IA	27,440
Kalamazoo city, MI	75,833	Marshfield city, WI	18,326
Kansas City city, KS	151,042	Martinez city, CA	37,902
Kansas City city, MO	476,974	Marysville city, WA	66,178
Kent city, WA	126,561	Maui County, HI	164,094
Kerrville city, TX	22,931	McKinney city, TX	164,760
Key West city, FL	25,316	McMinnville city, OR	33,211
King City city, CA	13,721	Mecklenburg County, NC	1,034,290
Kingman city, AZ	28,855	Menlo Park city, CA	33,661
Kirkland city, WA	86,772	Menomonee Falls village, WI	36,411
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	Merriam city, KS	11,259
La Vista city, NE	17,062	Mesa city, AZ	479,317

Mesquite city, TX	144,118	Palm Coast city, FL	82,356
Miami city, FL	443,007	Palo Alto city, CA	67,082
Middleton city, WI	18,951	Palos Verdes Estates city, CA	13,591
Middletown town, RI	16,100	Panama City Beach city, FL	12,461
Milford city, DE	10,645	Papillion city, NE	19,478
Milton city, GA	37,556	Paradise Valley town, AZ	13,961
Minneapolis city, MN	411,452	Park City city, UT	8,167
Minnetrista city, MN	7,187	Parker town, CO	51,125
Missoula County, MT	114,231	Pasco city, WA	70,607
Missouri City city, TX	72,688	Pasco County, FL	498,136
Moline city, IL	42,644	Payette city, ID	7,366
Monroe city, MI	20,128	Pearland city, TX	113,693
Montgomery city, MN	2,921	Peoria city, IL	115,424
Montgomery County, MD	1,039,198	Pflugerville city, TX	58,013
Monticello city, UT	2,599	Philadelphia city, PA	1,569,657
Montrose city, CO	18,918	Pinehurst village, NC	15,580
Moorpark city, CA	36,060	Piqua city, OH	20,793
Moraga town, CA	17,231	Pitkin County, CO	17,747
Morristown city, TN	29,446	Plano city, TX	281,566
Morrisville town, NC	23,873	Platte City city, MO	4,867
Morro Bay city, CA	10,568	Pleasant Hill city, IA	9,608
Moscow city, ID	24,833	Pleasanton city, CA	79,341
Mountlake Terrace city, WA	20,922	Plymouth city, MN	76,258
Murphy city, TX	20,361	Port Orange city, FL	60,315
Naperville city, IL	146,431	Port St. Lucie city, FL	178,778
Napoleon city, OH	8,646	Portage city, MI	48,072
Needham CDP, MA	30,429	Portland city, OR	630,331
Nevada City city, CA	3,112	Powell city, OH	12,658
Nevada County, CA	98,838	Powhatan County, VA	28,364
New Braunfels city, TX	70,317	Prairie Village city, KS	21,932
New Brighton city, MN	22,440	Pueblo city, CO	109,122
New Concord village, OH	2,561	Purcellville town, VA	9,217
New Hope city, MN	20,909	Puyallup city, WA	39,637
Newport city, RI	24,745	Queen Creek town, AZ	33,298
Newport News city, VA	180,775	Raleigh city, NC	449,477
Newton city, IA	15,085	Ramsey city, MN	25,853
Niles village, IL	29,823	Raymore city, MO	20,358
Noblesville city, IN	59,807	Redmond city, OR	28,492
Norcross city, GA	16,474	Redmond city, WA	60,712
Norfolk city, NE	24,352	Redwood City city, CA	84,368
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	Richland city, WA	53,991
Northglenn city, CO	38,473	Richmond city, CA	108,853
Novato city, CA	55,378	Richmond Heights city, MO	8,466
Novi city, MI	58,835	Rio Rancho city, NM	93,317
O'Fallon city, IL	29,095	River Falls city, WI	15,256
Oak Park village, IL	52,229	Riverside city, CA	321,570
Oakdale city, MN	27,972	Roanoke city, VA	99,572
Oklahoma City city, OK	629,191	Roanoke County, VA	93,419
Olmsted County, MN	151,685	Rochester city, NY	209,463
Orland Park village, IL	59,161	Rock Hill city, SC	70,764
Orleans Parish, LA	388,182	Rockville city, MD	66,420
Oshkosh city, WI	66,649	Roeland Park city, KS	6,810
Oswego village, IL	33,759	Rohnert Park city, CA	42,305
Overland Park city, KS	186,147	Rolla city, MO	20,013
Paducah city, KY	24,879	Rosemount city, MN	23,474
Palm Beach Gardens city, FL	53,119	Rosenberg city, TX	35,867

Roseville city, CA	130,705	Takoma Park city, MD	17,643
Roseville city, MN	35,624	Tempe city, AZ	178,339
Round Rock city, TX	116,369	Temple city, TX	71,795
Royal Palm Beach village, FL	37,665	Texarkana city, TX	37,222
Sacramento city, CA	489,650	The Woodlands CDP, TX	109,608
Sahuarita town, AZ	28,257	Thousand Oaks city, CA	128,909
Sammamish city, WA	62,877	Tigard city, OR	51,355
San Carlos city, CA	29,954	Tinley Park village, IL	57,107
San Diego city, CA	1,390,966	Tracy city, CA	87,613
San Francisco city, CA	864,263	Trinidad CCD, CO	10,819
San Jose city, CA	1,023,031	Tualatin city, OR	27,135
San Marcos city, TX	59,935	Tulsa city, OK	401,352
Sangamon County, IL	198,134	Tustin city, CA	80,007
Santa Fe city, NM	82,980	Twin Falls city, ID	47,340
Santa Fe County, NM	147,514	Unalaska city, AK	4,809
Savage city, MN	30,011	University Heights city, OH	13,201
Schaumburg village, IL	74,427	University Park city, TX	24,692
Schertz city, TX	38,199	Urbandale city, IA	42,222
Scott County, MN	141,463	Vail town, CO	5,425
Scottsdale city, AZ	239,283	Vernon Hills village, IL	26,084
Sedona city, AZ	10,246	Victoria city, MN	8,679
Sevierville city, TN	16,387	Vienna town, VA	16,474
Shakopee city, MN	40,024	Virginia Beach city, VA	450,057
Shawnee city, KS	64,840	Walnut Creek city, CA	68,516
Shawnee city, OK	30,974	Warrensburg city, MO	19,890
Shoreline city, WA	55,431	Washington County, MN	250,979
Shoreview city, MN	26,432	Washoe County, NV	445,551
Shorewood village, IL	16,809	Waunakee village, WI	13,284
Sierra Vista city, AZ	43,585	Wauwatosa city, WI	47,687
Silverton city, OR	9,757	Wentzville city, MO	35,768
Sioux Falls city, SD	170,401	West Bend city, WI	31,656
Skokie village, IL	64,773	West Carrollton city, OH	12,963
Snoqualmie city, WA	12,944	West Chester township, OH	62,804
Snowmass Village town, CO	2,827	West Des Moines city, IA	62,999
Somerset town, MA	18,257	Western Springs village, IL	13,187
South Bend city, IN	101,928	Westerville city, OH	38,604
South Jordan city, UT	65,523	Westlake town, TX	1,006
South Portland city, ME	25,431	Westminster city, CO	111,895
Southlake city, TX	30,090	Westminster city, MD	18,557
Spearfish city, SD	11,300	Wheat Ridge city, CO	31,162
Springville city, UT	32,319	White House city, TN	11,107
St. Augustine city, FL	13,952	Wichita city, KS	389,054
St. Charles city, IL	32,730	Williamsburg city, VA	14,817
St. Cloud city, MN	67,093	Willowbrook village, IL	8,598
St. Croix County, WI	87,142	Wilmington city, NC	115,261
St. Joseph city, MO	76,819	Wilsonville city, OR	22,789
St. Louis County, MN	200,294	Windsor town, CO	23,386
St. Lucie County, FL	298,763	Windsor town, CT	29,037
State College borough, PA	42,224	Winter Garden city, FL	40,799
Steamboat Springs city, CO	12,520	Woodinville city, WA	11,675
Sugar Land city, TX	86,886	Wyandotte County, KS	163,227
Suisun City city, CA	29,280	Wyoming city, MI	75,124
Summit County, UT	39,731	Yakima city, WA	93,182
Sunnyvale city, CA	151,565	York County, VA	67,196
Surprise city, AZ	129,534	Yorktown town, IN	11,200
Suwanee city, GA	18,655	Yorkville city, IL	18,691
Tacoma city, WA	207,280	Yountville city, CA	2,978

Front Range Benchmarks

Table 184: Quality of Life and Community Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Overall, as a place to live	88	11	29	Higher
Availability of affordable quality housing	29	17	20	Much lower
Quality of public schools	75	6	18	Higher
As a place to raise children	82	13	30	Higher
As a place to retire	73	9	30	Higher
Openness and acceptance of the community toward people of diverse backgrounds	65	9	22	Similar
Overall quality of life in Fort Collins	81	12	32	Similar

Table 185: 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	87	7	21	Higher
Remain in Fort Collins for the next five years	80	15	20	Similar

Table 186: 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	81	13	26	Similar

Table 187: 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.)	62	4	25	Higher

Table 188: 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	4	15	Higher
Carpooled with other adults or children instead of driving alone	37	13	15	Lower
Volunteered your time in Fort Collins	45	5	15	Much higher
Talked to or visited with your immediate neighbors	11	12	12	Much lower
Done a favor for a neighbor	77	9	12	Lower

Table 189: Overall Safety Benchmark

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Overall safety of community members	81	11	21	Higher

Table 190: 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	87	12	18	Similar
Downtown Fort Collins at night	68	Not available	Not available	Not available
Your neighborhood during the day	92	10	21	Similar
Your neighborhood at night	79	Not available	Not available	Not available
Parks	81	2	5	Similar

Table 191: 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)	77	1	17	Much higher
Fire prevention/education	74	7	13	Similar
Fire services overall	83	12	17	Similar
Crime prevention	69	12	22	Similar
Traffic enforcement	60	18	25	Similar
Police response time	71	4	5	Lower
Police services overall	69	21	28	Lower
Animal control	68	9	22	Similar

Table 192: Quality of the Environment Benchmarks

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Community's visual attractiveness	82	7	23	Much higher
Air quality	68	11	18	Similar
Recycling programs	74	8	17	Similar
Overall quality of environment	78	8	18	Similar

Table 193: Transportation Benchmarks

Please rate the following areas of transportation in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Ease of driving	62	16	25	Similar
Ease of walking	74	10	24	Similar
Availability of parking Downtown	53	7	12	Similar
Level of traffic congestion	45	17	22	Lower
Street maintenance	63	4	25	Much higher

Table 194: 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	67	10	21	Similar
Quality of recreational opportunities	85	5	22	Much higher
Quality of public library services	82	9	18	Similar

Table 195: 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	89	4	14	Much higher
Recreational trails	89	4	5	Similar
Parks	88	5	19	Higher
Adult recreation programs	76	11	21	Similar

Table 196: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Quality of shopping opportunities	73	6	24	Much higher
Availability of job opportunities	59	7	25	Higher
Availability of quality healthcare	79	1	17	Much higher
As a place to work	76	6	30	Much higher

Table 197: Overall Quality of Services Benchmark

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	76	11	30	Similar

Table 198: 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	66	3	27	Higher
Listening to community members	60	4	5	Similar
Overall direction of the City	63	8	26	Similar

Table 199: 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?	51	5	22	Higher

Table 200: 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	83	5	7	Lower
Knowledge	81	6	10	Similar
Overall impression	78	10	26	Similar

Table 201: City Communications Benchmarks

Please rate the City's performance in the following area.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Informing community members	63	4	5	Lower
Providing opportunities to participate in government activities	60	13	19	Lower
Providing volunteer opportunities to community members	65	8	16	Similar

Communities Included in Front Range Comparisons

Listed below are the communities included in the Front Range benchmark comparisons provided for the City of Fort Collins followed by its 2017 population according to the U.S. Census American Community Survey.

Adams County, CO.....	487,850	Golden city, CO.....	20,365
Arapahoe County, CO	626,612	Greeley city, CO	100,760
Arvada city, CO.....	115,320	Highlands Ranch CDP, CO.....	105,264
Boulder city, CO.....	106,271	Hudson town, CO	1,709
Broomfield city, CO	64,283	Lakewood city, CO	151,411
Cañon City city, CO	16,298	Larimer County, CO.....	330,976
Castle Rock town, CO	57,274	Littleton city, CO.....	45,848
Centennial city, CO.....	108,448	Lone Tree city, CO.....	13,430
Commerce City city, CO.....	52,905	Longmont city, CO	91,730
Dacono city, CO.....	4,929	Louisville city, CO.....	20,319
Denver city, CO.....	678,467	Northglenn city, CO.....	38,473
Edgewater city, CO.....	5,299	Parker town, CO	51,125
Englewood city, CO	33,155	Pueblo city, CO.....	109,122
Erie town, CO.....	22,019	Westminster city, CO	111,895
Estes Park town, CO	6,248	Wheat Ridge city, CO	31,162
Frederick town, CO.....	11,397	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 2021 and 2019 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 202: 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).	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.)	52	50	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 203: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	88	86	88	89	89	91	90	88	88	79	81	80
Availability of affordable quality housing	29	34	32	31	38	53	54	58	52	40	43	37
Quality of public schools	75	77	78	80	82	80	80	77	76	76	NA	NA
As a place to raise children	82	84	83	84	87	87	86	84	83	81	84	81
As a place to retire	73	74	73	73	79	80	79	79	77	76	73	74
As a place to attend college	81	81	82	83	85	84	85	85	84	81	84	84
Openness and acceptance of the community toward people of diverse backgrounds	65	65	67	71	72	76	72	69	70	64	67	64
Availability of affordable quality childcare	43	38	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Overall quality of life in Fort Collins	81	81	82	84	85	86	84	83	82	NA	NA	NA

Table 204: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Recommend living in Fort Collins to someone who asks	79	78	79	79	NA	NA	NA	NA	NA	NA	NA	NA
Remain in Fort Collins for the next five years	77	78	77	80	NA	NA	NA	NA	NA	NA	NA	NA

Table 205: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Your neighborhood as a place to live	81	82	83	82	83	82	80	78	80	80	NA	NA
Your neighborhood as a place to raise children	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)	80	79	80	79	79	NA	NA	NA	NA	NA	NA	NA

Table 206: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Code enforcement (weeds, rubbish/trash, etc.)	62	64	64	62	64	65	66	63	63	NA	NA	NA
Noise enforcement	60	60	63	61	62	65	66	NA	NA	NA	NA	NA
Residential property maintenance	67	68	68	69	70	70	69	67	68	NA	NA	NA

Table 207: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall safety of community members	81	81	81	82	81	84	83	81	81	72	76	78

Table 208: 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)	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Downtown Fort Collins during the day	87	88	87	87	89	93	92	88	88	86	NA	NA
Downtown Fort Collins at night	68	68	68	66	68	71	69	70	69	67	NA	NA
Your neighborhood during the day	92	92	91	92	93	94	93	91	91	89	NA	NA
Your neighborhood at night	79	80	79	81	81	82	81	78	78	79	NA	NA
Parks	81	79	77	77	79	79	80	80	79	76	NA	NA
Natural areas/open spaces	80	79	79	79	79	80	79	80	78	NA	NA	NA
Recreation facilities	85	84	84	84	84	86	83	84	82	79	NA	NA
Trails	79	78	77	78	78	78	77	76	74	72	NA	NA
Fort Collins overall during the day	86	86	86	87	87	90	88	NA	NA	NA	NA	NA
Fort Collins overall at night	73	71	71	71	72	74	73	NA	NA	NA	NA	NA
Transfort/MAX	72	71	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 209: 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).	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)	77	76	75	77	76	77	75	NA	NA	NA	NA	NA
Disaster response and restoration of services	76	75	75	77	76	78	NA	NA	NA	NA	NA	NA
Fire prevention/education	74	73	75	74	77	76	75	NA	NA	NA	NA	NA
Fire response time	81	82	81	83	83	83	81	NA	NA	NA	NA	NA
Fire services overall	83	82	81	82	82	82	81	86	86	NA	85	87
Crime prevention	69	68	70	69	69	71	70	74	72	NA	NA	NA
Police patrol	66	70	70	69	69	73	72	72	72	NA	NA	NA
Traffic enforcement	60	62	63	62	62	67	69	68	68	NA	61	61
Police visibility	68	70	71	69	70	72	72	71	72	NA	NA	NA
Police response time	71	75	73	72	73	74	72	70	71	NA	74	76
Police services overall	69	74	73	70	71	74	72	70	71	NA	NA	NA
Animal control	68	68	69	69	65	68	69	67	70	NA	NA	NA
Business property maintenance	71	71	72	72	71	73	73	71	72	NA	NA	NA
Natural Areas and Park Ranger services	82	82	80	79	79	78	78	NA	NA	NA	NA	NA

Table 210: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Promotion of the health of the environment of Fort Collins	68	66	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 211: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall quality of environment	78	77	79	81	81	83	81	81	80	76	NA	NA

Table 212: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	82	83	84	83	83	84	81	80	82	78	75	70
Air quality	68	70	72	74	78	83	80	80	78	71	67	63
Recycling programs	74	73	77	80	77	80	79	77	76	71	68	69
Conservation efforts	75	74	76	79	77	79	78	78	75	NA	NA	NA

Table 213: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Ease of driving	62	58	56	53	51	61	65	61	57	50	NA	NA
Ease of traveling by public transportation	56	56	58	59	57	56	54	48	51	38	NA	NA
Ease of walking	74	73	68	67	67	71	71	67	68	60	NA	NA
Ease of traveling by bicycle	80	81	81	79	77	79	81	78	78	68	NA	NA
Availability of parking Downtown	53	52	51	47	46	49	51	51	52	NA	NA	NA
Convenience of parking Downtown	52	51	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Level of traffic congestion	45	38	38	37	33	45	50	48	44	NA	32	27
Street maintenance	63	66	64	65	57	61	61	52	60	NA	59	59
Electric vehicle charging availability	51	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Northern Colorado Regional Airport	45	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 214: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Quality of arts and cultural opportunities	67	72	72	72	71	74	70	68	69	67	NA	NA
Quality of recreational opportunities	85	85	86	85	85	86	84	83	81	81	NA	NA
Quality of public library services	82	82	82	84	83	81	81	79	77	75	76	78

Table 215: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Natural areas and open space	89	88	88	89	88	87	86	85	84	82	78	76
Recreational trails	89	89	89	90	89	88	87	86	86	83	82	81
Parks	88	87	88	88	87	87	86	84	85	82	83	83
Cemeteries	81	78	78	80	79	81	78	75	75	74	73	72
Golf courses	78	77	78	80	79	79	78	76	79	78	78	78
Athletic fields	78	79	78	81	79	81	80	78	79	76	78	77
Northside Aztlan Community Center	79	82	81	81	81	80	81	80	79	67	NA	NA
Fort Collins Senior Center	80	82	82	82	84	82	82	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	77	80	80	78	78	79	79	78	78	79	NA	NA
Foothills Activity Center	74	79	78	NA	NA	NA	NA	NA	NA	NA	NA	NA
Mulberry Pool	70	72	72	72	74	74	75	74	71	72	NA	NA
The Farm at Lee Martinez Park	81	83	81	82	81	81	80	79	79	81	NA	NA
The Gardens on Spring Creek	86	85	85	85	85	84	84	81	82	76	NA	NA
Pottery studio	78	81	76	77	79	80	77	76	74	74	NA	NA
Art in Public Places program	81	81	82	82	79	80	78	72	74	67	NA	NA
Lincoln Center programs	79	80	81	80	80	80	80	76	77	76	77	78
Fort Collins Museum of Discovery	83	84	85	84	84	83	78	71	70	72	70	72
Adult recreation programs	76	75	76	76	75	78	76	74	73	73	71	74
Senior recreation programs	77	79	77	78	78	80	78	77	78	78	75	78
Youth/teen recreation programs	77	76	76	76	75	78	77	74	72	67	69	63

Table 216: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
As a place to work	76	75	76	76	76	77	77	73	71	NA	66	73

Table 217: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Quality of shopping opportunities	73	72	73	75	72	72	70	68	68	66	NA	NA
Quality of dining opportunities	79	78	82	83	82	82	83	80	81	80	NA	NA
Quality of entertainment opportunities	69	72	75	75	73	73	69	68	67	68	NA	NA
Availability of job opportunities	59	60	58	60	57	55	52	48	49	50	NA	NA
Availability of quality healthcare	79	77	77	75	77	76	77	74	73	NA	NA	NA

Table 218: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Promotion of the economic health of Fort Collins	62	62	68	69	69	67	65	57	57	56	NA	NA
Support of businesses	66	65	70	70	69	70	69	63	63	NA	NA	NA

Table 219: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Encouraging a variety of businesses	65	66	66	69	69	NA	NA	NA	NA	NA	NA	NA
Retaining existing businesses	61	56	62	64	65	NA	NA	NA	NA	NA	NA	NA
Attracting new businesses	62	62	65	67	66	NA	NA	NA	NA	NA	NA	NA

Table 220: Overall Quality of City Services Compared by Year

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

Table 221: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Managing and planning for growth	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	57	60	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Efficient operation of programs and services	67	67	70	68	66	69	66	63	63	53	NA	NA
Encouraging sustainability in the community	68	67	71	74	71	72	71	NA	NA	NA	NA	NA
Overall direction of the City	63	67	67	68	68	71	70	65	63	NA	NA	NA
Welcoming community member involvement	66	67	67	69	71	71	70	64	66	48	NA	NA
Listening to community members	60	59	60	62	61	63	63	58	57	55	NA	NA
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	65	67	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Creating a welcoming, inclusive community where all community members feel a sense of belonging	63	65	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Table 222: Contact with City Employees Compared by Year

Percent yes	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?	51%	53%	56%	53%	54%	54%	55%	46%	46%	55%	58%	58%

Table 223: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	83	85	86	86	84	85	84	82	81	83	81	84
Promptness	80	80	82	79	81	79	79	76	76	77	75	77
Knowledge	81	79	81	82	81	79	79	79	77	78	77	78
Making you feel valued	75	77	75	77	75	74	75	75	75	75	75	76
Overall impression	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 224: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	75	75	78	78	74	77	76	80	72	72	73	69
Promptness in responding to inquiries and service requests	72	70	73	73	74	74	74	67	68	66	69	65
Making community members or customers feel valued	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 225: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Informing community members	63	63	64	66	67	71	70	66	67	62	63	62

Table 226: 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).	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Providing opportunities to participate in government activities	60	64	66	65	64	NA	NA	NA	NA	NA	NA	NA
Providing volunteer opportunities to community members	65	69	68	NA	NA	NA	NA	NA	NA	NA	NA	NA
Providing emergency information	68	68	67	68	70	NA	NA	NA	NA	NA	NA	NA

Table 227: 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)	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
The City of Fort Collins local channels 14 and 881	16%	12%	20%	20%	22%	30%	30%	36%	41%	35%	28%	26%
Online video FCTV on www.fcgov.com/FCTV	22%	22%	20%	19%	12%	17%	15%	12%	14%	NA	NA	NA
City's website (www.fcgov.com)	82%	77%	79%	79%	79%	80%	74%	71%	72%	50%	54%	12%
City News eNewsletter	33%	33%	63%	65%	65%	67%	63%	61%	71%	76%	76%	56%
Newsletters or brochures from City departments	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)	61%	58%	56%	57%	NA	NA	NA	NA	NA	NA	NA	NA
Tracks and Trails (the guide to natural areas activities)	76%	67%	69%	73%	68%	NA	NA	NA	NA	NA	NA	NA
"Recreator" (guide to recreation programs)	67%	68%	71%	66%	70%	70%	64%	62%	60%	70%	60%	40%
Word of mouth	91%	91%	91%	90%	87%	88%	87%	85%	88%	82%	87%	54%
Newspaper (print or online)	67%	66%	67%	70%	72%	80%	80%	81%	87%	89%	NA	76%
Radio	52%	50%	56%	55%	63%	69%	60%	64%	66%	61%	NA	27%
Television news	38%	41%	41%	45%	57%	69%	60%	65%	69%	58%	63%	NA
Social media (Facebook, Twitter, Nextdoor, etc.)	77%	65%	67%	63%	60%	55%	44%	NA	NA	NA	NA	NA
OurCity Platform (ourcity.fcgov.com)	20%	16%	18%	18%	NA	NA	NA	NA	NA	NA	NA	NA
Engage Platform (engage.fcgov.com)	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%	22%	22%	20%	20%	17%	15%	NA	NA	NA	NA	NA
City booth at local events	41%	36%	37%	38%	41%	NA	NA	NA	NA	NA	NA	NA

Appendix H: Survey Methodology

The 2021 Fort Collins Community Survey, conducted by Polco's National Research Center, 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 2021 Fort Collins Community Survey was the 12th 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 2021 Community Survey for Fort Collins was developed in conjunction with City staff, starting with the 2019 survey. Topics were generated for new questions and then were modified to find those that were the best fit for the 2021 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 3,000 households to receive a survey, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

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

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on April 8, 2021. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor and City Manager inviting the household to participate, a questionnaire and a postage-paid

return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English and Spanish. Both cover letters contained paragraphs in Spanish instructing participants to contact the City if they needed a questionnaire in Spanish; respondents could opt to take the survey online as well in their language of preference. Completed surveys were collected over the following seven weeks.

About 3% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,912 households that received the survey, 603 completed the survey, providing an overall response rate of 20% for the household survey. Of the 603 responses, 267 were completed online and none were completed in Spanish. The response rate was calculated using AAPOR's response rate #2³ for mailed surveys of unnamed persons and can be found in the tables below.

Table 228: 2021 Survey Response Rate

	Overall
Total sample used	3,000
I=Complete Interviews	597
P=Partial Interviews	6
R=Refusal and break off	0
NC=Non Contact	88
O=Other	0
UH=Unknown household	0
UO=Unknown other	2,912
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	20%

95% Confidence Intervals

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

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

Survey Processing (Data Entry)

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

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

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.

Table 229: 2021 Fort Collins, CO Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Own home	54%	73%	56%
Rent home	46%	27%	44%
Detached unit*	60%	64%	59%
Attached unit*	40%	36%	41%
Race and Ethnicity			
White	90%	89%	86%
Not white	10%	11%	14%
Not Hispanic	90%	94%	93%
Hispanic	10%	6%	7%
Sex and Age			
Male	50%	44%	49%
Female	50%	56%	51%
18-34 years of age	49%	15%	46%
35-54 years of age	27%	27%	27%
55+ years of age	24%	58%	26%
Males 18-34	25%	5%	24%
Males 35-54	14%	12%	14%
Males 55+	11%	26%	11%
Females 18-34	24%	10%	24%
Females 35-54	13%	15%	13%
Females 55+	13%	32%	13%
Area**			
Northwest	19%	14%	19%
Northeast	13%	13%	13%
West Central	22%	21%	22%
East Central	25%	27%	25%
Southwest	5%	7%	5%
Southeast	17%	19%	16%

* ACS 2017 5-year estimates, only of the population in housing units

**From geocoded USPS mailing list, March 2021

Analyzing the Data

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

Also included are results by respondent characteristics (*Appendix C: Verbatim Responses* and geographic area of residence (*Appendix E: Comparisons of Select Questions by Area of Residence*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with an uppercase letter.

Appendix I: Survey Materials

The 2021 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 2021 Community Survey. You can go online and complete the survey at:

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 970-221-6264. 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 2021 de Fort Collins. Puede completar la encuesta en línea en español en:

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 970-221-6264. ¡Gracias por ayudar a crear una ciudad mejor!

Sincerely/Atentamente,



Wade Troxell
Mayor/Alcalde



Darin Atteberry
City Manager/Administrador de la Ciudad

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 2021 Community Survey. You can go online and complete the survey at:

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 970-221-6264. Thank you for helping create a better city!

Estimado Integrante de la Comunidad de Fort Collins,

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Su hogar ha sido elegido al azar para participar en Encuesta de la Comunidad del 2021 de Fort Collins. Puede completar la encuesta en línea en español en:

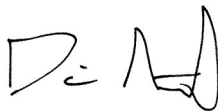
Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. También puede esperar unos días hasta que la encuesta llegue por correo.

Si tiene alguna pregunta sobre la encuesta, por favor llame al 970-221-6264. ¡Gracias por ayudar a crear una ciudad mejor!

Sincerely/Atentamente,



Wade Troxell
Mayor/Alcalde



Darin Atteberry
City Manager/Administrador de la Ciudad



Communications & Public Involvement Office

PO Box 580

Fort Collins, CO 80522-0580

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



Communications & Public Involvement Office

PO Box 580

Fort Collins, CO 80522-0580

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



Communications & Public Involvement Office

PO Box 580

Fort Collins, CO 80522-0580



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 2021 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:**

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

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

Thank you for your time and participation!

Querido Integrante de la Comunidad de Fort Collins:

¡Por favor ayúdenos a moldear el futuro de Fort Collins! Usted ha sido seleccionado al azar para participar en la Encuesta Comunitaria de Fort Collins del 2021.

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 por internet en la página:**

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 a Leo Escalante al 970-221-6264, o mandar un correo electrónico a lescalante@fcgov.com.

¡Gracias por su tiempo y participación!

Sincerely/Atentamente,

Wade Troxell
Mayor/Alcalde

Darin Atteberry
City Manager/Administrador 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 2021 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 2021 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:**

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

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

Thank you for your time and participation!

Querido Integrante de la Comunidad de Fort Collins:

Aquí tiene una segunda oportunidad para llenar la encuesta comunitaria de Fort Collins 2021. **(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 2021.

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

Algunos recordatorios:

- **Sus respuestas son completamente 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 prepago adjunto, o puede llenar la encuesta por internet en la página:**

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

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

¡Gracias por su tiempo y participación!

Sincerely/Atentamente,

Wade Troxell
Mayor/Alcalde

Darin Atteberry
City Manager/Administrador de la Ciudad

2021 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.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
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 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.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Your neighborhood as a place to live	1	2	3	4	5	6
Your neighborhood as a place to raise children	1	2	3	4	5	6
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:

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
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?

	<u>2 times a week or more</u>	<u>2-4 times a month</u>	<u>Once a month or less</u>	<u>Not at all</u>
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

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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.

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

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
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.

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Ease of driving	1	2	3	4	5	6
Ease of traveling by public transportation	1	2	3	4	5	6
Ease of walking.....	1	2	3	4	5	6
Ease of traveling by bicycle.....	1	2	3	4	5	6
Availability of parking Downtown	1	2	3	4	5	6
Convenience of parking Downtown	1	2	3	4	5	6
Level of traffic congestion	1	2	3	4	5	6
Street maintenance	1	2	3	4	5	6
Electric vehicle charging availability.....	1	2	3	4	5	6
Northern Colorado Regional Airport	1	2	3	4	5	6

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9. 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
Electric utility service experience overall	1	2	3	4	5	6
Water utility service experience overall.....	1	2	3	4	5	6
Wastewater/sewer utility service experience overall.....	1	2	3	4	5	6
Stormwater/storm drainage utility service experience overall.....	1	2	3	4	5	6
Your utility customer service experience (phone, email, or in-person) overall	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
Recommend Fort Collins Utilities to a friend, relative or colleague	1	2	3	4	5
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
Community's visual attractiveness.....	1	2	3	4	5	6
Air quality	1	2	3	4	5	6
Recycling programs	1	2	3	4	5	6
Conservation efforts	1	2	3	4	5	6
Overall quality of environment	1	2	3	4	5	6

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
Recreational trails	1	2	3	4	5	6
Parks	1	2	3	4	5	6
Cemeteries	1	2	3	4	5	6
Golf courses	1	2	3	4	5	6
Athletic fields	1	2	3	4	5	6
Northside Aztlan Community Center	1	2	3	4	5	6
Fort Collins Senior Center	1	2	3	4	5	6
Edora Pool Ice Center (EPIC)	1	2	3	4	5	6
Foothills Activity Center.....	1	2	3	4	5	6
Mulberry Pool	1	2	3	4	5	6
The Farm at Lee Martinez Park	1	2	3	4	5	6
The Gardens on Spring Creek.....	1	2	3	4	5	6
Pottery studio.....	1	2	3	4	5	6
Art in Public Places program	1	2	3	4	5	6
Lincoln Center programs	1	2	3	4	5	6
Fort Collins Museum of Discovery	1	2	3	4	5	6
Adult recreation programs	1	2	3	4	5	6
Senior recreation programs	1	2	3	4	5	6
Youth/teen recreation programs	1	2	3	4	5	6

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

	Very <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Managing and planning for growth.....	1	2	3	4	5	6
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	1	2	3	4	5	6
Efficient operation of programs and services.....	1	2	3	4	5	6
Encouraging sustainability in the community.....	1	2	3	4	5	6
Overall direction of the City.....	1	2	3	4	5	6
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.).....	1	2	3	4	5	6
Promotion of the health of the environment of Fort Collins	1	2	3	4	5	6
Promotion of the economic health of Fort Collins.....	1	2	3	4	5	6
Support of businesses.....	1	2	3	4	5	6
Encouraging a variety of businesses	1	2	3	4	5	6
Retaining existing businesses.....	1	2	3	4	5	6
Attracting new businesses	1	2	3	4	5	6
Welcoming community member involvement.....	1	2	3	4	5	6
Listening to community members	1	2	3	4	5	6
Informing community members	1	2	3	4	5	6
Providing opportunities to participate in government activities	1	2	3	4	5	6
Providing volunteer opportunities to community members	1	2	3	4	5	6
Providing emergency information	1	2	3	4	5	6
Response to the COVID-19 pandemic	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 <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Courtesy.....	1	2	3	4	5	6
Promptness	1	2	3	4	5	6
Knowledge.....	1	2	3	4	5	6
Making you feel valued.....	1	2	3	4	5	6
Overall impression.....	1	2	3	4	5	6

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 <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
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

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

	<u>More effort</u>	<u>Same effort</u>	<u>Less effort</u>	<u>No opinion</u>	<u>Top 3 priorities</u>
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities..... 1	2	3	4	<input type="checkbox"/>	
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community 1	2	3	4	<input type="checkbox"/>	
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	<input type="checkbox"/>	
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection 1	2	3	4	<input type="checkbox"/>	
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	<input type="checkbox"/>	
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	<input type="checkbox"/>	
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	<input type="checkbox"/>	

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.

information regarding City issues, services and programs.	<u>Always</u>	<u>Frequently</u>	<u>Sometimes</u>	<u>Never</u>
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, 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)				

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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?

- ☐ Woman
☐ Man
☐ Transgender woman
☐ Transgender man
☐ Non-binary
☐ Two Spirit
☐ Prefer to self-identify: _____
☐ Prefer not to answer

D11. Which term best describes your sexual orientation? (Select all that apply.)

- ☐ Heterosexual
☐ Lesbian or gay
☐ Bisexual
☐ Asexual
☐ Pansexual
☐ 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.