

CITY OF FORT COLLINS CITIZEN SURVEY REPORT OF RESULTS

July 2010

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Executive Summary

SURVEY PURPOSE

The Fort Collins Citizen Survey serves as a consumer report card for the City by providing residents the opportunity to rate the quality of life in the city and their satisfaction with community amenities and local government. The survey also allows residents to provide feedback to the City government on what is working well and what is not, and their priorities for community planning and resource allocation. The initial baseline Fort Collins Citizen Survey was conducted in 2001. This was the fifth iteration of the survey.

METHODS

For the 2010 survey, 1,800 residents within city boundaries and 200 Colorado State University (CSU) dormitory students were randomly selected to receive survey mailings. Of the 2,000 surveys mailed in April 2010, about 82 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,918 households that received a survey, 737 completed the survey, 48 of which were CSU dormitory students, providing an overall response rate of 38%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%. 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 estimates.

Comparisons are made between 2010 responses and those from prior years, when available. The 2010 results also were compared by demographic characteristics and geographic area 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 citizen surveys from approximately 500 jurisdictions, including cities and counties.

SURVEY FINDINGS

Survey respondents provided largely positive feedback about their quality of life, community and the services provided by the City. A majority of evaluations were much higher than those given by residents in other jurisdictions across the nation and across the Front Range.

QUALITY OF LIFE, COMMUNITY, AND NEIGHBORHOODS

- ❖ **Survey respondents gave good ratings when asked to evaluate various aspects of their quality of life and community amenities and most were consistent with 2008 ratings.**
 - Among the highest ranked were the city as a place to live, attend college, raise children, overall safety, and overall quality of life. Rated lower, yet similar to or higher than in 2008 and when compared to national and Front Range benchmarks, were the availability of affordable quality housing and the availability and diversity of job opportunities in the city.
 - When compared to 2008, a much higher proportion of 2010 survey respondents felt that the availability of affordable quality housing was "very good" or "good."

- Residents living in the southeastern quadrant of the city were more likely to give favorable ratings to the availability of quality healthcare, the quality of public library services and Fort Collins as a place to raise children than those living in other areas of the City.
- When asked to rate their neighborhoods, residents gave positive ratings. However, those living in the northwest part of the city tended to give lower ratings to their neighborhoods than those residing in other areas of the city.

COMMUNITY SAFETY

❖ **Safety ratings were above or much above those given by residents living in other jurisdictions across the country and in the Front Range and remained stable when compared to 2008.**

- A strong majority reported feeling safe throughout the city, although fewer reported feeling safe in Downtown Fort Collins at night. Residents reporting a longer length of residency tended to give lower safety ratings than did their counterparts. Respondents living in the northwest area gave lower ratings to how safe they felt in their neighborhood at night than their counterparts. Those living in the southeast area were less likely to feel safe in Downtown Fort Collins during the day and in natural areas within the city.
- Most of the 11 community safety services were given higher marks by Fort Collins respondents than in other jurisdictions in the nation and the Front Range, and 2010 ratings were similar to Fort Collins ratings from the previous survey year.
- Crime prevention saw a slight increase and animal control services saw a slight decrease from 2008 to 2010. Resident feedback for overall police services was less favorable in 2010, than in 2008, and was below the national and Front Range benchmarks.

THE ENVIRONMENT, TRANSPORTATION, AND RECREATION AND CULTURE

❖ **Residents gave high marks to the quality of the environment in Fort Collins; all ratings for environmental services were much above average ratings from jurisdictions in the nation and in the Front Range.**

- A higher proportion of respondents in 2010 than in 2008 rated the City's conservation efforts as "very good" or "good." Drinking water and conservation efforts were rated less favorably by residents who reported living in Fort Collins for 11 or more years. Respondents living in dormitories gave lower ratings for recycling programs.

❖ **Most aspects of transportation received less favorable marks, overall, with the exception of ease of traveling in Fort Collins by bicycle, which was considered "good" or better by a majority of respondents (and much above national and Front Range ratings).**

- Ease of traveling by public transportation and traffic congestion were given ratings below the national average and much below ratings given in other jurisdictions along the Colorado Front Range.
- However, when comparing ratings between 2008 and 2010, two areas of transportation saw improvements in 2010: ease of driving in Fort Collins and traffic congestion. Street maintenance ratings decreased from 2008 to 2010.
- In general, the longer residents had lived in Fort Collins, the less likely they were to give positive ratings to aspects of transportation.

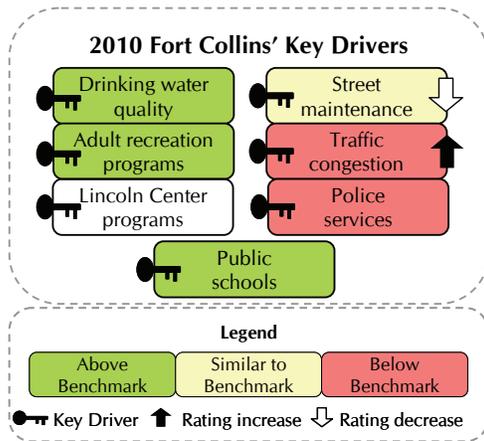
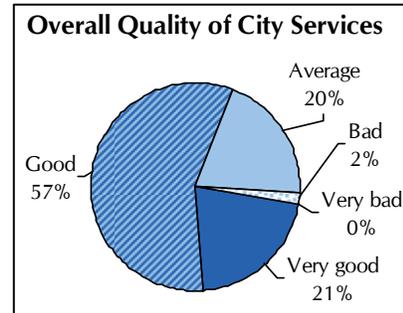
❖ **Overall, Fort Collins residents were pleased with the recreational and cultural opportunities provided by the City, consistent with 2008 evaluations.**

- Ten of the 12 programs that were compared to other jurisdictions across the nation were rated much above the national benchmarks. Of the six programs that could be compared to Front Range ratings, three were rated much higher than the Front Range ratings. Athletic fields were rated higher and adult recreation programs overall were rated similar to the Front Range average. The City golf courses received ratings that were below the Front Range benchmark.

CITY SERVICES

❖ **When asked to rate the overall quality of City services, three-quarters of residents gave a “very good” or “good” rating, which was similar to marks given by residents in 2008 and in other jurisdictions across the nation and Front Range.**

- A key driver analysis was conducted to help focus service improvement efforts on those services that most influence residents’ perceptions (key drivers) about overall City service quality. Seven services were identified as key drivers of overall City service ratings, meaning that if these services are rated highly, overall City service quality will likely be rated positively as well.



- Fort Collins’ key drivers are: adult recreation programs overall; police services overall; traffic congestion; Lincoln Center programs; quality of public schools; street maintenance; and drinking water quality. Ratings for most key drivers were similar to 2008 ratings; traffic congestion was rated higher in 2010 than in 2008. Street maintenance was the only key driver that was rated less favorably in 2010 than in 2008.

ECONOMIC HEALTH

❖ **Just over half of respondents rated the overall support of businesses in Fort Collins as “very good” or “good,” while fewer than half said the overall economic health of the City was “good” or better.**

- When asked about jobs growth in the city, a higher proportion of respondents provided negative feedback than did those who felt positively. The overall support of businesses in Fort Collins was given ratings much higher than the national average.

CITY GOVERNMENT

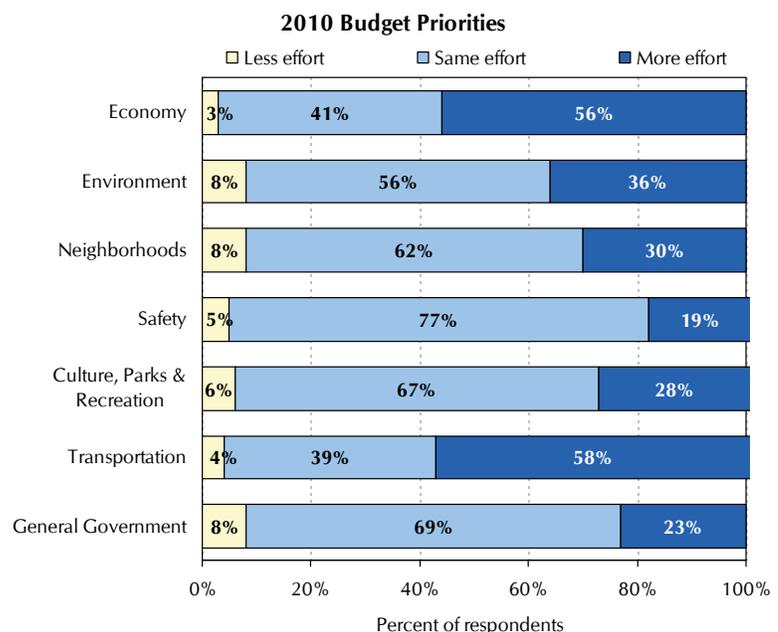
❖ **While the City government received somewhat favorable ratings, evaluations of City employees were high.**

- Several aspects of the City government and employees were rated by 2010 survey respondents. While ratings of public trust in the City government tended to be lower than ratings for specific services, the benchmark comparisons reveal Fort Collins to be much above the national and Front Range benchmarks for public trust.
- Residents felt most positively about the job the City does at informing citizens and the overall direction the City is taking. Two areas of the City government received higher ratings in 2010 than in 2008: the overall direction the City is taking and managing and planning for growth. In general, residents who had lived in the city for five years or less were more likely to give favorable ratings to growth management and for the overall direction the City is taking.
- Of the 46% of respondents who reported having had contact with a City employee in the last 12 months, they most favorably evaluated the employee’s courtesy, knowledge, and overall impression of the employee. Ratings generally were similar to 2008 and similar to or higher than evaluations given by respondents to surveys conducted in other jurisdictions across the nation and throughout the Front Range. There was only one area where this did not hold true: employee courtesy was rated less favorably than in other jurisdictions in the Front Range benchmark.
- A majority of the 54% of survey respondents who said they had no contact with employees in the last 12 months reported that their impression of employee promptness and making citizens feel valued was “good” or better; four in five rated employee courtesy with higher marks in 2010 than in 2008.

FISCAL MANAGEMENT AND PLANNING

❖ **When asked how much effort the City should put toward seven different measures designed to help assess citizens’ opinions about City budget priorities, just over half of residents thought the economy and transportation should receive more focus.**

- These also were the top priorities for respondents in 2008. For many of the measures (environment, neighborhoods, safety, general government and culture, parks and recreation) a larger proportion of residents thought the same effort should be expended than did those who said “more” or “less” effort should be applied.



❖ **A slight majority of respondents supported a tax or fee increase and half were willing to pay \$1 to \$10 more each month in additional taxes to maintain current service levels.**

- A narrow majority supported increasing taxes or fees to maintain or make limited improvements to current services. Less than half supported further reducing services to operate within existing resources.
- Residents living in the southeast section of Fort Collins were less likely to support increasing taxes or fees to maintain or make limited improvements to current services, and those living in the northwest were less likely to support further reducing services than were those living in other areas of the city.
- One in five respondents said they would not be willing to pay anything more per month in additional taxes or fees to maintain current services. About half were willing to pay \$1 to \$10 more per month and one in five said they would pay \$11 or more.

IN SUMMARY

Overall, a majority of residents reported that the City of Fort Collins is doing well. Most ratings remained consistent over time and above the benchmarks set across the nation and throughout the Colorado Front Range. While strong ratings were seen in Fort Collins, the areas of transportation, economic health and public trust provide opportunities to strengthen resident appreciation of local services and community quality.

Survey Background

SURVEY PURPOSE

The City of Fort Collins contracted with National Research Center, Inc. (NRC) to conduct a community-wide citizen survey. The 2010 Fort Collins Citizen Survey serves as a consumer report card for Fort Collins by providing residents the opportunity to rate the quality of life in the city, as well as the community's amenities, service delivery, and their satisfaction with local government. The survey also permits residents 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. This is the fifth iteration of the survey since 2001.

METHODS

The 2010 survey was mailed to 1,800 randomly selected Fort Collins residents and 200 Colorado State University students who were randomly selected from those that reside in on-campus dormitories. Those selected to participate in the survey received three mailings, one week apart, beginning in April of 2010. The first mailing was a prenotification postcard announcing the upcoming survey. The other two mailings contained a letter from the Mayor, a questionnaire, and a postage-paid envelope. About 4% of the postcards were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,918 households that received the survey, 737 respondents completed a survey, 48 of which were returned by students living in dormitories, providing an overall response rate of 38%.

Survey results were weighted so that the respondent gender, age, housing unit type and tenure (rent, own or living in group quarters) were more closely represented in the proportions reflective of the entire city. (For more information see *Appendix F. Survey Methodology*.)

HOW THE RESULTS ARE REPORTED

For the most part, frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. In addition, the "percent positive" is reported for some questions in the report body tables and charts. The percent positive is the combination of the top two most positive response options (i.e., "very good" and "good," "strongly agree" and "somewhat agree," "very safe" and "somewhat safe").

On many of the questions in the survey, respondents gave an answer of "no opinion." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B. Complete Set of Survey Frequencies* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select or write in multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

PRECISION OF ESTIMATES

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample (737 completed surveys). Where estimates are given for subgroups, they are less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 to 10 percentage points for samples as small as 100, and for smaller sample sizes (i.e., 50), the margin of error rises to 14%.

COMPARING SURVEY RESULTS OVER TIME

Because this survey was the fifth in a series of citizen surveys, the 2010 results are presented along with past ratings when available. Differences between percentages reported in the body of the report can be considered “statistically significant” if they are greater than five percentage points. Trend data for 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 BY GEOGRAPHIC AND DEMOGRAPHIC SUBGROUPS

Select survey results were compared by demographic characteristics of survey respondents and geographic area of residence and are discussed throughout the body of the report (a full set of these results can be found in *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

COMPARING SURVEY RESULTS TO OTHER JURISDICTIONS

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, and to measure local government performance. It is not known what is small or large without comparing. 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” citizen evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than fire protection. More illuminating is how residents’ ratings of fire service compare to opinions about fire 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 city 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 City department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. Citizen opinion should be used in conjunction with other sources of data about budget, population demographics, personnel, and politics to help managers know how to respond to comparative results.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government

services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated 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 [e.g., 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.; 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]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases.

Jurisdictions 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 jurisdictions in the database or to a subsets of jurisdictions (within a given region or population category such as Front Range jurisdictions), as in this report. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction 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 jurisdiction, like SAT scores in any teen household, bring pride, and a sense of accomplishment.

Comparison of Fort Collins to the Benchmarking Database

Jurisdictions to which Fort Collins is compared can be found in *Appendix H. Jurisdictions Included In Benchmark Comparisons*. National and Front Range 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 jurisdictions 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.

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, residents contacting 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's 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's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your Fort Collins's rating and the benchmark is more than twice the margin of error.

Fort Collins Quality of Life and Community

OVERALL QUALITY OF LIFE

The first questions on the 2010 Fort Collins Citizen Survey asked residents to rate the quality of life and various aspects of the community. Residents were generally happy with the quality of life in Fort Collins and the community amenities (see the table on the next page). About 9 in 10 respondents said Fort Collins was “very good” or “good,” overall, as a place to live (93%), as a place to attend college (90%), as a place to raise children (88%), when rating the overall quality of life in Fort Collins (88%), the overall safety of residents (87%), and the availability and diversity of recreational opportunities in the City (86%). The lowest ratings in this set of questions went to the availability of affordable quality housing (42% of residents chose “very good” or “good”) and the availability and diversity of job opportunities (27%).

Please note that for some services, a large percent of residents reported “no opinion.” For example, 29% of respondents selected “no opinion” when rating the quality of public schools; 21% selected “no opinion” when rating Fort Collins as a place to retire. Results presented in the body of the report are for those who had an opinion. (See *Appendix B. Complete Set of Survey Frequencies* for a full set of responses including “no opinion.”)

Comparisons of Fort Collins’ ratings for quality of life and community were made to all jurisdictions in the benchmark database as well as jurisdictions in the Front Range (for a complete list of cities and counties to which Fort Collins ratings were compared, see *Appendix H. Jurisdictions Included In Benchmark Comparisons*). Of the 16 aspects of community life that were available for comparison to the national benchmark, 15 received ratings much higher than those in other jurisdictions across the country (the “much” distinction means that the Fort Collins rating was at least two times the margin of error higher than the national or Front Range average). The quality of public library services was similar to the national average. Eleven of the 14 aspects or characteristics that could be compared to the Front Range benchmark were rated much higher than ratings given in other Front Range jurisdictions and three were rated similar to the Front Range benchmark (public libraries, availability and diversity of shopping and the availability and diversity of job opportunities). None of the characteristics or aspects of quality of life were rated below national or Front Range averages.

Table 1: Quality of Life and Community Ratings

Please rate Fort Collins as a community on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total	National comparison	Front Range comparison
Overall, as a place to live	60%	33%	7%	0%	0%	100%	Much above	Much above
As a place to attend college	51%	39%	9%	1%	0%	100%	NA	NA
As a place to raise children	51%	38%	10%	1%	0%	100%	Much above	Much above
Overall quality of life in Fort Collins	44%	44%	11%	1%	0%	100%	Much above	Much above
Overall safety of residents	37%	50%	11%	2%	0%	100%	Much above	NA
Availability and diversity of recreational opportunities	49%	37%	13%	1%	0%	100%	Much above	Much above
Availability and diversity of dining	47%	33%	16%	3%	1%	100%	Much above	NA
Quality of public library services	39%	41%	19%	1%	0%	100%	Similar	Similar
As a place to retire	43%	37%	16%	3%	1%	100%	Much above	Much above
Quality of public schools	36%	42%	19%	2%	2%	100%	Much above	Much above
Availability of quality healthcare	32%	41%	20%	4%	2%	100%	Much above	Much above
As a place to work	29%	41%	24%	4%	2%	100%	Much above	Much above
Community openness and acceptance of all people	23%	41%	29%	6%	2%	100%	Much above	Much above
Availability and diversity of arts and cultural activities	18%	44%	31%	6%	1%	100%	Much above	Much above
Availability and diversity of shopping	23%	37%	31%	8%	2%	100%	Much above	Similar
Availability and diversity of entertainment	20%	38%	34%	7%	1%	100%	NA	NA
Availability of affordable quality housing	10%	32%	40%	15%	3%	100%	Much above	Much above
Availability and diversity of job opportunities	4%	22%	43%	21%	9%	100%	Much above	Similar

Responses to the 2010 survey were compared to previous survey years, when available. In general, responses remained stable over time, with a sole noteworthy improvement. When compared to 2008, a higher proportion of 2010 survey respondents felt that the availability of affordable quality housing was “very good” or “good” (42% in 2010 versus 31% in 2008).

Table 2: Quality of Life and Community Ratings Compared by Year

Please rate Fort Collins as a community on each of the items listed below.	Percent reporting "very good" or "good"				
	2010	2008	2006	2003	2001
Overall, as a place to live	93%	94%	84%	89%	89%
As a place to attend college	90%	89%	87%	91%	94%
As a place to raise children	88%	89%	85%	91%	90%
Overall quality of life in Fort Collins	88%	90%	NA	NA	NA
Overall safety of residents	87%	87%	75%	81%	86%
Availability and diversity of recreational opportunities	86%	85%	85%	NA	NA
Availability and diversity of dining	80%	82%	83%	NA	NA
Quality of public library services	80%	80%	74%	80%	84%
As a place to retire	80%	80%	75%	72%	76%
Quality of public schools	78%	78%	79%	NA	NA
Availability of quality healthcare	73%	70%	NA	NA	NA
As a place to work	70%	71%	NA	58%	75%
Community openness and acceptance of all people	63%	67%	53%	61%	59%
Availability and diversity of arts and cultural activities	62%	63%	60%	NA	NA
Availability and diversity of shopping	60%	59%	58%	NA	NA
Availability and diversity of entertainment	58%	59%	65%	NA	NA
Availability of affordable quality housing	42%	31%	14%	21%	17%
Availability and diversity of job opportunities	27%	29%	27%	NA	NA

Please note that in 2001 and 2003, "Overall safety of residents" was "Safety of community residents," "Community openness and acceptance of all people" was "Community respect and tolerance for all people," "Availability of affordable quality housing" was "Providing affordable housing" and "Quality of public library services" was "Public library services." In 2001, the scale for these questions was very good, good, neither good nor bad, bad, very bad. In 2001 and 2003, "Providing affordable housing" was asked on the scale very well, well, neither well nor poorly, poorly, very poorly. In 2006, "Availability of affordable quality housing" was "Availability of affordable housing," "Availability and diversity of arts and cultural activities" was "Availability and diversity of cultural activities," "Community openness and acceptance of all people" was "Community respect and tolerance for all people."

Quality of life and community ratings were compared by respondent characteristics and by geographic area of residence. Respondents who lived in Fort Collins five years or less were more likely to give positive ratings to the availability of affordable quality housing and to the community openness and acceptance of all people than were those who lived in the City for more than five years. Those living in detached housing were more likely to give favorable ratings to availability of quality healthcare, Fort Collins as a place to raise children and as a place to retire than did those living in attached units or dormitories (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Those living in the southeast parts of the city were more likely to give favorable ratings to the quality of public library services and Fort Collins as a place to raise children than were those living in other parts of the city. Northeast residents were more likely to give positive ratings when asked to rate Fort Collins as a place to attend college than were their counterparts in other areas of the city (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

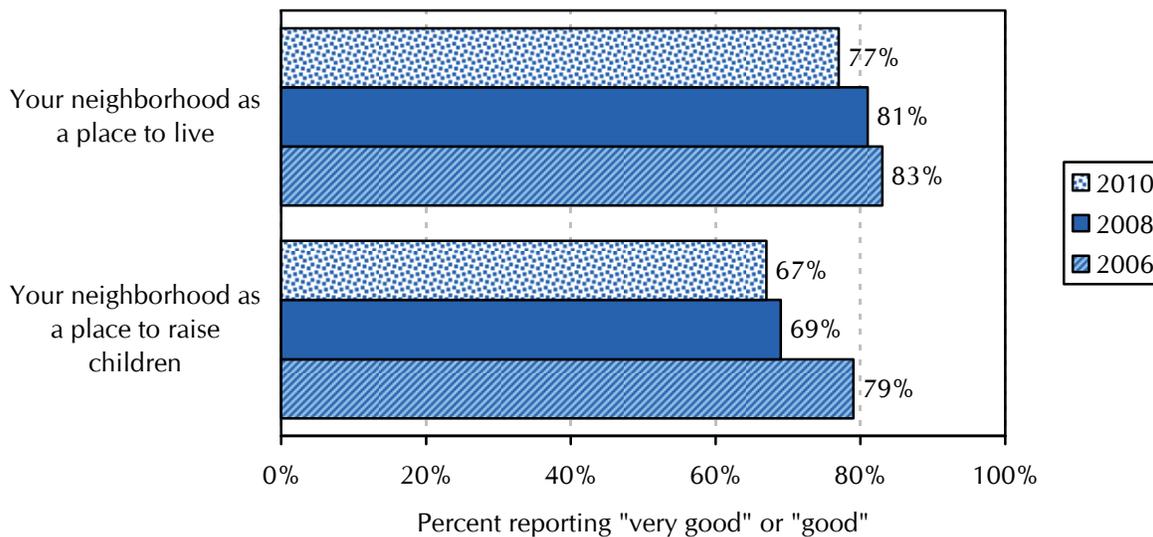
QUALITY OF NEIGHBORHOODS

When asked to rate the quality of their neighborhood, about two-thirds of respondents thought that their neighborhood as a place to raise children was “very good” or “good.” Neighborhoods in general (as a place to live) received “very good” or “good” ratings by 77% of residents, similar to both the national and Front Range averages. Benchmark comparisons were not available for neighborhood as a place to raise children. Ratings remained consistent from 2008 to 2010, but a slight downward trend has been observed since these questions were first asked in 2006.

Table 3: City Neighborhood Ratings

Please rate the quality of your neighborhood on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total	National comparison	Front Range comparison
Your neighborhood as a place to live	36%	41%	20%	2%	1%	100%	Similar	Similar
Your neighborhood as a place to raise children	34%	33%	23%	8%	2%	100%	NA	NA

Figure 1: Quality of Neighborhoods Compared by Year



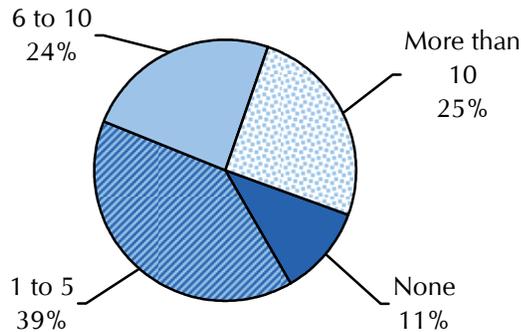
Responses were compared by respondent characteristics and geographic area. Respondents residing in Fort Collins for more than 10 years were more likely to give higher ratings to their neighborhoods than those who lived in the City for less than 10 years (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Residents living in the northwest part of the city were less likely to give positive ratings to their neighborhood than were those living in other areas of the city (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

When asked to indicate how many of their neighbors they know by name, on average, respondents reported knowing the names of nine of their neighbors who lived on their street or in their apartment complex. About 4 in 10 respondents (39%) reported that they knew one to five neighbors by name. Eleven percent reported knowing none of their neighbors by name.

Figure 2: Know Neighbors by Name

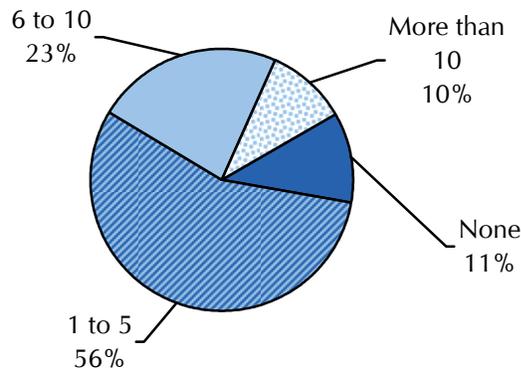
Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?



Just over half (56%) reported that one to five households were represented by neighbors they knew by name, about a quarter (23%) reported six to 10 households. The average number of households represented by neighbors whom respondents knew by name was approximately five.

Figure 3: Number of Households Known by Name

How many different households are represented by neighbors that you know by name?



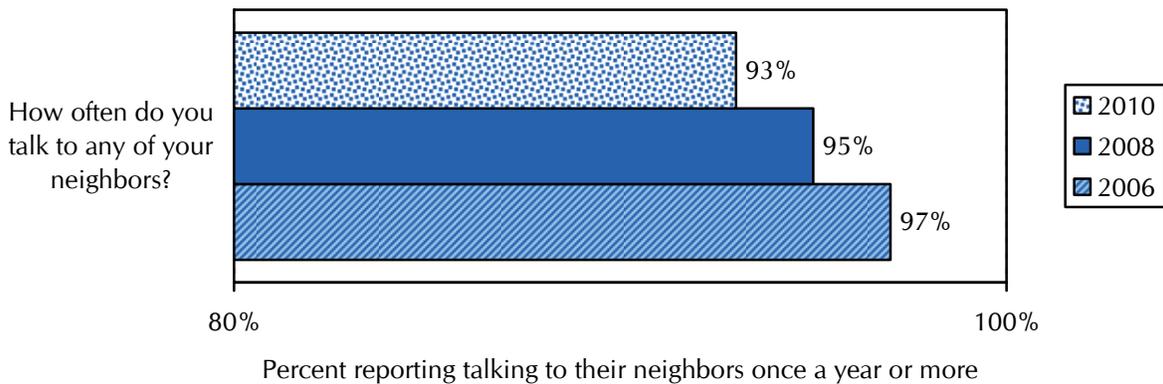
These questions were available for comparison to previous survey years. On average, survey respondents in 2010 reported knowing about the same number neighbors by name than in 2008, which represented about the same number of households.

Table 4: Know Your Neighbors Compared by Year

		2010	2008	2006
Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?	None	11%	9%	4%
	1-5	39%	40%	26%
	6-10	24%	24%	28%
	More than 10	25%	27%	42%
	Total	100%	100%	100%
	Average number of neighbors known by name	8.5	8.8	12.9
How many different households are represented by neighbors that you know by name?	None	11%	9%	4%
	1-5	56%	57%	45%
	6-10	23%	24%	33%
	More than 10	10%	10%	18%
	Total	100%	100%	100%
	Average number of households where know neighbor by name	5.1	5.6	7.6

When asked to indicate how frequently residents talked with their neighbors, responses were similar to 2008. While not statistically significant, the proportion of respondents reporting that they talked to their neighbors at least once a year may be trending downward.

Figure 4: Frequency of Communication with Neighbors Compared by Year



Community Safety

PERSONAL SAFETY

A set of questions on the survey measured residents’ feelings of safety in Fort Collins. In general, survey respondents felt safe in the city and while participating in various activities throughout the city, similar to 2008. At least 9 in 10 residents reported feeling “always safe” or “usually safe” in natural areas/open space within the city (88%), in City parks (88%), at recreation facilities in Fort Collins (94%), in Downtown Fort Collins during the day (95%), and in their neighborhood during the day (97%). About 8 in 10 said they “usually” or “always” feel safe in their neighborhood at night and while on trails within the City and fewer (65%) reported feeling “always” or “usually” safe in Downtown Fort Collins at night.

When compared to the national and Front Range benchmarks, ratings of personal safety were above or much above the average.

Table 5: Personal Safety Ratings

Please tell us how safe you feel in each of the following areas.	Always safe	Usually safe	Sometimes safe sometimes unsafe	Usually unsafe	Always unsafe	Total	National comparison	Front Range comparison
Your neighborhood during the day	67%	30%	3%	1%	0%	100%	Much above	Above
Downtown Fort Collins during the day	58%	37%	4%	0%	0%	100%	Much above	Above
Recreation facilities in Fort Collins	43%	51%	5%	0%	0%	100%	NA	NA
Parks in Fort Collins	33%	55%	11%	0%	0%	100%	Much above	NA
Natural areas/open space within the city	32%	57%	11%	1%	0%	100%	NA	NA
Your neighborhood at night	32%	51%	15%	2%	1%	100%	Much above	Above
Trails in Fort Collins	27%	53%	18%	1%	0%	100%	NA	NA
Downtown Fort Collins at night	20%	45%	31%	3%	1%	100%	Much above	Much above

Table 6: 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"		
	2010	2008	2006
Your neighborhood during the day	97%	97%	98%
Downtown Fort Collins during the day	95%	95%	96%
Recreation facilities in Fort Collins	94%	94%	91%
Parks in Fort Collins	88%	87%	86%
Natural areas/open space within the city	88%	87%	NA
Your neighborhood at night	83%	83%	87%
Trails in Fort Collins	80%	79%	76%
Downtown Fort Collins at night	65%	66%	61%

When compared by respondent characteristics, overall, those who lived in the City for more than 10 years reported feeling less safe than those living in the City for a shorter period of time. Residents who reported they were full-time or part-time students were more likely to feel safe in City parks and natural areas than those who were not students (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Respondents living in the northwest area of Fort Collins gave lower ratings to how safe they felt in their neighborhood at night than did those living in other areas. Residents in the southeast area were less likely to feel safe in Downtown Fort Collins during the day and in natural areas within the city than were their counterparts (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

SAFETY SERVICES

Survey participants were provided a list of 11 safety and code enforcement services and asked to rate the quality of each. Ninety-six percent said that fire services were “very good” or “good.” Seven in 10 residents felt that crime prevention (77%) and police patrol (70%) were “good” or better. Lowest rated among these services was code enforcement, with 54% choosing at least a “good” rating.

Please note that more than 20% of respondents selected “no opinion” when asked to rate the quality of several of the safety services: fire services (23%); police response time (34%); code enforcement (22%); and animal control (22%). A full set of frequencies, including “no opinion” responses, can be found in *Appendix B. Complete Set of Survey Frequencies*.

All services were available for comparison to the national benchmark and six were compared to the Front Range. Seven safety services received ratings that were much above the national benchmark and two were above the national average. Police response time was rated similar to ratings given in other jurisdictions across the country and ratings for overall police services were below the national average.

Crime prevention and code enforcement received ratings that were much above the Front Range benchmark. Animal control, fire services and traffic enforcement were rated higher than ratings given in other jurisdictions within the Front Range. Overall police services received ratings that were below the Front Range benchmark.

Table 7: Community Safety Services Ratings

Please rate the quality of each of the following in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total	National comparison	Front Range comparison
Fire services	51%	45%	3%	0%	1%	100%	Above	Above
Crime prevention	22%	55%	20%	1%	2%	100%	Much above	Much above
Police patrol	25%	45%	25%	3%	3%	100%	Much above	NA
Police response time	26%	42%	23%	4%	4%	100%	Similar	NA
Police services overall	21%	47%	26%	3%	3%	100%	Below	Below
Business property maintenance	20%	49%	29%	2%	1%	100%	Much above	NA
Police visibility	26%	42%	27%	4%	2%	100%	Much above	NA
Traffic enforcement	19%	44%	27%	7%	3%	100%	Above	Above
Animal control	17%	44%	31%	4%	4%	100%	Much above	Above
Residential property maintenance	15%	46%	33%	4%	2%	100%	Much above	NA
Code enforcement (weeds, abandoned buildings, etc)	14%	40%	33%	9%	4%	100%	Much above	Much above

Overall, safety service ratings in 2010 were similar to 2008 ratings. Crime prevention saw a slight increase and animal control services saw a slight decrease from 2008 to 2010, although these differences were not significant.

Table 8: 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"			
	2010	2008	2003	2001
Fire services	96%	94%	90%	96%
Crime prevention	77%	72%	NA	NA
Police patrol	70%	70%	NA	NA
Police response time	68%	68%	74%	81%
Police services overall	68%	70%	NA	NA
Business property maintenance	68%	72%	NA	NA
Police visibility	67%	67%	NA	NA
Traffic enforcement	63%	62%	49%	56%
Animal control	61%	66%	NA	NA
Residential property maintenance	61%	65%	NA	NA
Code enforcement (weeds, abandoned buildings, etc)	54%	55%	NA	NA

**This question was not asked in 2006.*

Please note that in 2001 and 2003, "Fire services" was "Fire Department response," "Police response time" was "Police Department response" and "Traffic enforcement" was "Traffic law enforcement." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly.

Responses to the ratings of community safety services were compared by respondent characteristics and geographic area. Overall, residents living in detached housing units tended to give less positive safety ratings than were those living in attached housing units or group quarters. Older residents gave higher ratings to fire services and crime prevention than did younger residents (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Those living in the northeastern part of the city tended to give less favorable ratings to animal control than did those residing in other areas of Fort Collins (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

Environmental Health

A set of six survey questions assessed residents’ perceptions of the quality of the environment in Fort Collins. About 9 in 10 residents praised the overall quality of the environment (89% “good” or “very good”), drinking water quality (88%), and the community’s visual attractiveness (86%). Approximately 8 in 10 gave a “good” or “very good” rating when asked to rate the remaining aspects of the environment, including air quality in Fort Collins (85%), the City’s conservation efforts (81%), and City recycling programs (78%).

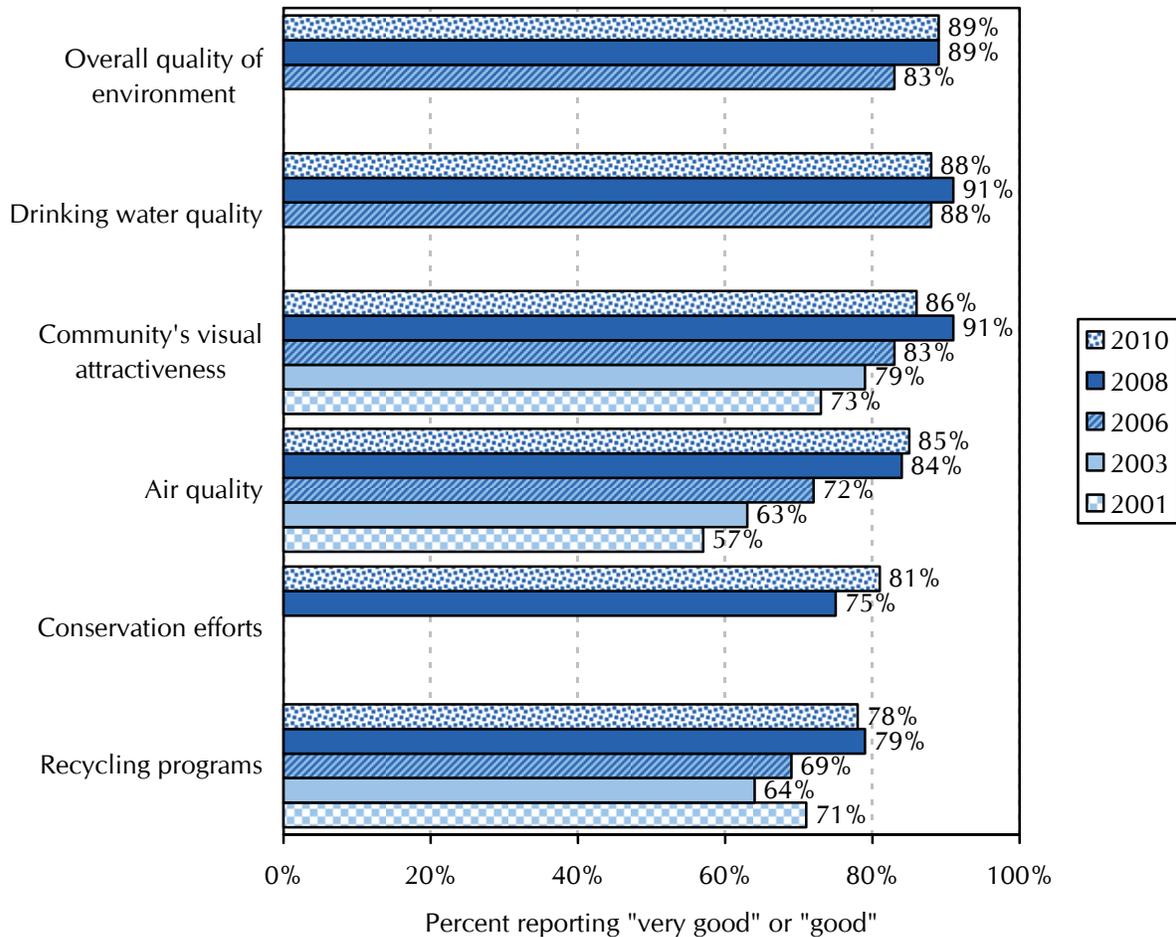
All environmental topics were given much higher marks by Fort Collins residents than those living in other jurisdictions across the nation and in the Front Range (with the exception of conservation efforts, for which no comparison data were available).

Table 9: Ratings of the Environment in Fort Collins

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	National comparison	Front Range comparison
Overall quality of environment	36%	53%	10%	1%	0%	100%	Much above	Much above
Drinking water quality	52%	36%	11%	1%	0%	100%	Much above	Much above
Community's visual attractiveness	36%	50%	13%	1%	0%	100%	Much above	Much above
Air quality	35%	49%	15%	1%	0%	100%	Much above	Much above
Conservation efforts	32%	50%	16%	1%	1%	100%	NA	NA
Recycling programs	38%	40%	18%	2%	2%	100%	Much above	Much above

Questions related to Fort Collins’ environment were compared to previous survey years. A higher proportion of respondents in 2010 than in 2008 rated the City’s conservation efforts as “very good” or “good” (81% in 2010 versus 75% in 2008).

Figure 5: Quality of the Environment Compared by Year



These ratings were compared by respondent characteristics and by geographic area of residence. Air quality and conservation efforts were rated less favorably by residents who reported living in Fort Collins for 11 or more years than those living in the City for a shorter period of time. Shorter term residents (5 years or less) were less likely to give high marks for drinking water quality than were those reporting a longer length of residency. Residents living in dormitories gave higher ratings for recycling programs than those living in detached units or apartments (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Transportation

Various aspects of transportation also were evaluated by residents. Four out of five respondents stated that the ease of traveling in the city by bicycle was “very good” or “good” (80%). Three out of five (59%) residents thought that Fort Collins as a walkable city was “good” or better. Half believed that the ease of driving in Fort Collins (51%) was at least “good.” About one-third said that the availability of parking downtown (36%), street maintenance (32%), and the ease of traveling in Fort Collins by public transportation (31%) was “very good” or “good”, with similar proportions of respondents rating each of these as “bad” or “very bad.” The lowest evaluation was given to traffic congestion, with 30% rating it as “bad” or “very bad.”

Please note that 38% of respondents had “no opinion” when rating the ease of traveling in Fort Collins by public transportation. A full set of frequencies, including “no opinion” responses, can be found in *Appendix B. Complete Set of Survey Frequencies.*

National benchmark comparisons were available for all questions related to transportation; Front Range comparisons were available for all but one item (the availability of Downtown parking). Ease of traveling in Fort Collins by bicycle was rated much above the national and Front Range benchmarks. Fort Collins as a walkable city was much above the national average and similar to the Front Range. Street maintenance and the ease of driving in the City were rated similar to ratings in other jurisdictions across the country and within the Front Range and the availability of parking downtown was rated similar to the national average. Ease of traveling by public transportation and traffic congestion were given ratings lower than those given in other jurisdictions across the nation and much below ratings given in other Front Range jurisdictions.

Table 10: Transportation Ratings in Fort Collins

Please rate the following areas of transportation in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total	National comparison	Front Range comparison
Ease of traveling in Fort Collins by bicycle	36%	44%	17%	2%	1%	100%	Much above	Much above
Fort Collins as a walkable city	20%	39%	31%	8%	2%	100%	Much above	Similar
Ease of driving in Fort Collins	13%	38%	32%	14%	4%	100%	Similar	Similar
Availability of parking Downtown	5%	31%	36%	19%	9%	100%	Similar	NA
Street maintenance	6%	26%	44%	16%	7%	100%	Similar	Similar
Ease of traveling in Fort Collins by public transportation	7%	24%	33%	26%	11%	100%	Below	Much below
Traffic congestion	4%	21%	45%	23%	7%	100%	Below	Much below

Two areas of transportation received more positive ratings in 2010 than in 2008: ease of driving in Fort Collins (51% in 2010 versus 43% in 2008) and traffic congestion (25% versus 18%); both have seen gradual increases over time. Street maintenance was rated as “good” or “very good” by fewer respondents in 2010 than in 2008 (32% versus 47%).

Table 11: Transportation Ratings Compared by Year

Please rate the following areas of transportation in Fort Collins.	Percent reporting "very good" or "good"				
	2010	2008	2006	2003	2001
Ease of traveling in Fort Collins by bicycle	80%	82%	64%	NA	NA
Fort Collins as a walkable city	59%	63%	47%	NA	NA
Ease of driving in Fort Collins	51%	43%	32%	NA	NA
Availability of parking Downtown	36%	34%	NA	NA	NA
Street maintenance	32%	47%	NA	44%	52%
Ease of traveling in Fort Collins by public transportation	31%	35%	17%	NA	NA
Traffic congestion	25%	18%	NA	9%	10%

Please note that in 2001 and 2003, "Traffic congestion" was "Managing/relieving traffic congestion" and "Street maintenance" was "Street repair and maintenance." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly.

When looking at responses compared by respondent characteristics, in general, the longer residents lived in Fort Collins, the less likely they were to give positive ratings to areas of transportation. Survey respondents living in dormitories were more likely to give positive transportation ratings for ease of traveling by public transportation and the City's walkability, but lower ratings for the availability of Downtown parking than were those living in other types of housing units (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Residents living in the southeast tended to give lower ratings for ease of bicycle travel and the City's walkability than did residents living in other areas of the city. Northwest residents were more likely to give lower ratings for the availability of Downtown parking and southwest residents gave lower ratings to street maintenance than did their counterparts (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

Culture, Parks, and Recreation

Respondents to the 2010 survey were asked to rate 20 recreational and cultural programs and facilities provided by the City. Recreational trails (94%), natural areas and open space (93%), parks (92%), and Garden on Spring Creek (87%) were considered “good” or “very good” by about 9 in 10 survey respondents. The Fort Collins Museum (67%) received the lowest evaluation, but still was considered “good” or better by two-thirds of respondents.

Between 21% and 68% of respondents selected “no opinion” when rating the quality of the following programs or facilities: cemeteries, golf courses, athletic fields, Youth Activity Center, Northside Aztlan Community Center, Fort Collins Senior Center, Edora Pool Ice Center (EPIC), Mulberry Pool, The Farm at Lee Martinez Park, Garden on Spring Creek, Pottery Studio, Art in Public Places program, Lincoln Center programs, Fort Collins Museum, adult recreation programs overall, senior recreation programs overall, and youth/teen recreation programs overall. A full set of frequencies, including “no opinion” responses, can be found in *Appendix B. Complete Set of Survey Frequencies*.

Ten of the twelve programs that were compared to other jurisdictions across the nation were rated much above the national benchmarks, the Fort Collins Museum was rated above the national average and the City’s cemeteries were rated similar to the national benchmark. Of the six programs that could be compared to Front Range ratings, three were rated much higher than the Front Range ratings (natural areas and open space, recreational trails and parks), one was rated higher (athletic fields) than the regional average rating, adult recreation programs overall was rated similar to the Front Range average and the City golf courses received ratings that were below the Front Range benchmark.

Table 12: Ratings of Recreational and Cultural Programs and Facilities

Please rate the quality of each of the programs or facilities listed below.	Very good	Good	Average	Bad	Very bad	Total	National comparison	Front Range comparison
Recreational trails	51%	43%	6%	0%	0%	100%	Much above	Much above
Natural areas and open space	48%	45%	6%	0%	1%	100%	Much above	Much above
Parks	46%	46%	8%	0%	0%	100%	Much above	Much above
Garden on Spring Creek (The Horticultural Center)	38%	48%	12%	1%	1%	100%	NA	NA
Fort Collins Senior Center	40%	45%	13%	1%	1%	100%	Much above	NA
Athletic fields	29%	55%	15%	1%	0%	100%	Much above	Above
The Farm at Lee Martinez Park	34%	49%	16%	1%	0%	100%	NA	NA
Northside Aztlan community Center	41%	41%	17%	1%	0%	100%	NA	NA
Edora Pool Ice Center (EPIC)	32%	50%	16%	1%	0%	100%	Much above	NA
Golf courses	28%	52%	18%	1%	1%	100%	Much above	Below
Senior recreation programs overall	34%	46%	18%	2%	1%	100%	Much above	NA
Pottery studio	31%	47%	18%	3%	0%	100%	NA	NA
Cemeteries	24%	53%	22%	0%	0%	100%	Similar	NA
Lincoln Center programs	28%	49%	21%	1%	1%	100%	NA	NA
Adult recreation programs overall	24%	49%	23%	2%	1%	100%	Much above	Similar
Mulberry Pool	25%	48%	24%	3%	0%	100%	Much above	NA
Art in Public Places program	22%	51%	21%	4%	2%	100%	NA	NA
Youth Activity Center	24%	48%	20%	5%	2%	100%	NA	NA
Youth/teen recreation programs overall	31%	42%	23%	3%	1%	100%	NA	NA
Fort Collins Museum	22%	45%	29%	3%	0%	100%	Above	NA

The following table shows the ratings of parks, recreational and cultural programs and facilities over time. The 2010 ratings were consistent with 2008 ratings.

Table 13: Ratings of 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"				
	2010	2008	2006	2003	2001
Recreational trails	94%	95%	90%	89%	91%
Natural areas and open space	93%	94%	88%	83%	84%
Parks	92%	93%	87%	91%	95%
Garden on Spring Creek (The Horticultural Center)	87%	91%	80%	NA	NA
Fort Collins Senior Center	85%	88%	88%	NA	NA
Athletic fields	84%	88%	79%	85%	85%
The Farm at Lee Martinez Park	83%	86%	86%	NA	NA
Northside Aztlan community Center	82%	83%	60%	NA	NA
Edora Pool Ice Center (EPIC)	82%	84%	84%	NA	NA
Golf courses	80%	85%	82%	85%	85%
Senior recreation programs overall	79%	82%	81%	76%	84%
Pottery studio	78%	75%	73%	NA	NA
Cemeteries	77%	79%	73%	72%	72%
Lincoln Center programs	77%	79%	78%	80%	86%
Adult recreation programs overall	74%	73%	73%	69%	77%
Mulberry Pool	73%	71%	73%	NA	NA
Art in Public Places program	73%	75%	60%	NA	NA
Youth Activity Center	72%	71%	64%	NA	NA
Youth/teen recreation programs overall	72%	70%	62%	65%	56%
Fort Collins Museum	67%	67%	67%	67%	73%

Please note that in 2001 and 2003, questions were asked on the scale very good, good, neither good nor bad, bad, very bad.

City Services

Residents were given the opportunity to rate the overall quality of City services in Fort Collins. One in five residents rated the overall quality of services as “very good,” 57% said “good,” 20% said “average,” and 2% reported it as “bad.” No one thought the overall quality of City services was “very bad.” These ratings were similar to ratings given in 2008, the first time this question was included on the survey.

Ratings for overall quality of City services were much above ratings provided by residents in other jurisdictions across the nation and above ratings given in the Front Range.

Figure 6: Overall Quality of City Services

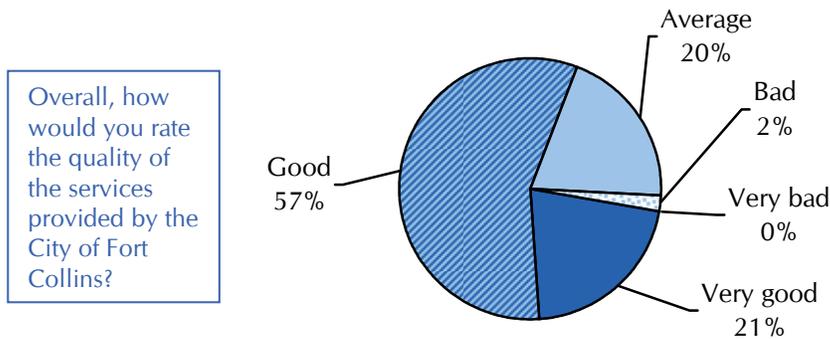
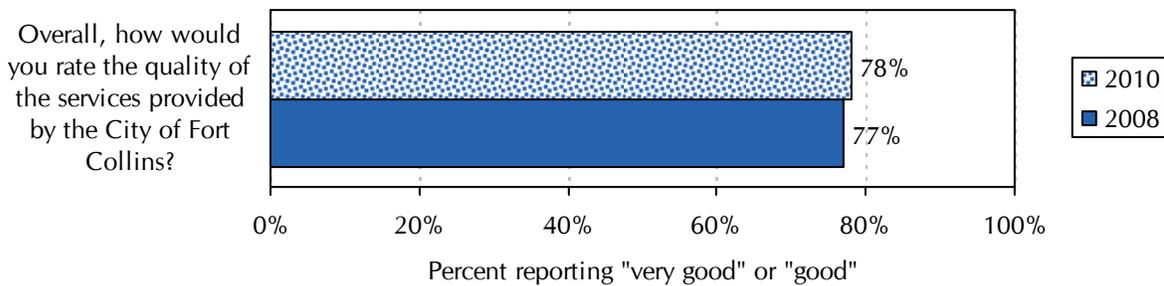


Figure 7: Overall Quality of City Services Compared by Year



Those living in detached housing units were more likely to give higher ratings to the overall quality of City services than were their counterparts (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area*).

KEY DRIVER ANALYSIS

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government, core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important City services. And core services are important. But by using Key Driver Analysis, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A Key Driver Analysis (KDA) was conducted for the City of Fort Collins by examining the relationships between ratings of each service and ratings of the City of Fort Collins' overall services. Those key driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Fort Collins can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

The 2010 City of Fort Collins Action Chart™ on the following page combines three dimensions of performance:

- Trendline data. The arrows next to service boxes point up (black arrow) or down (white arrow) to indicate differences from the previous survey.
- Comparison to the national benchmark. When a comparison is available, the background color of each service box indicates whether the service is above the norm (green), similar to the norm (yellow) or below the norm (red).
- Identification of key drivers. A black key icon next to a service box notes a key driver.

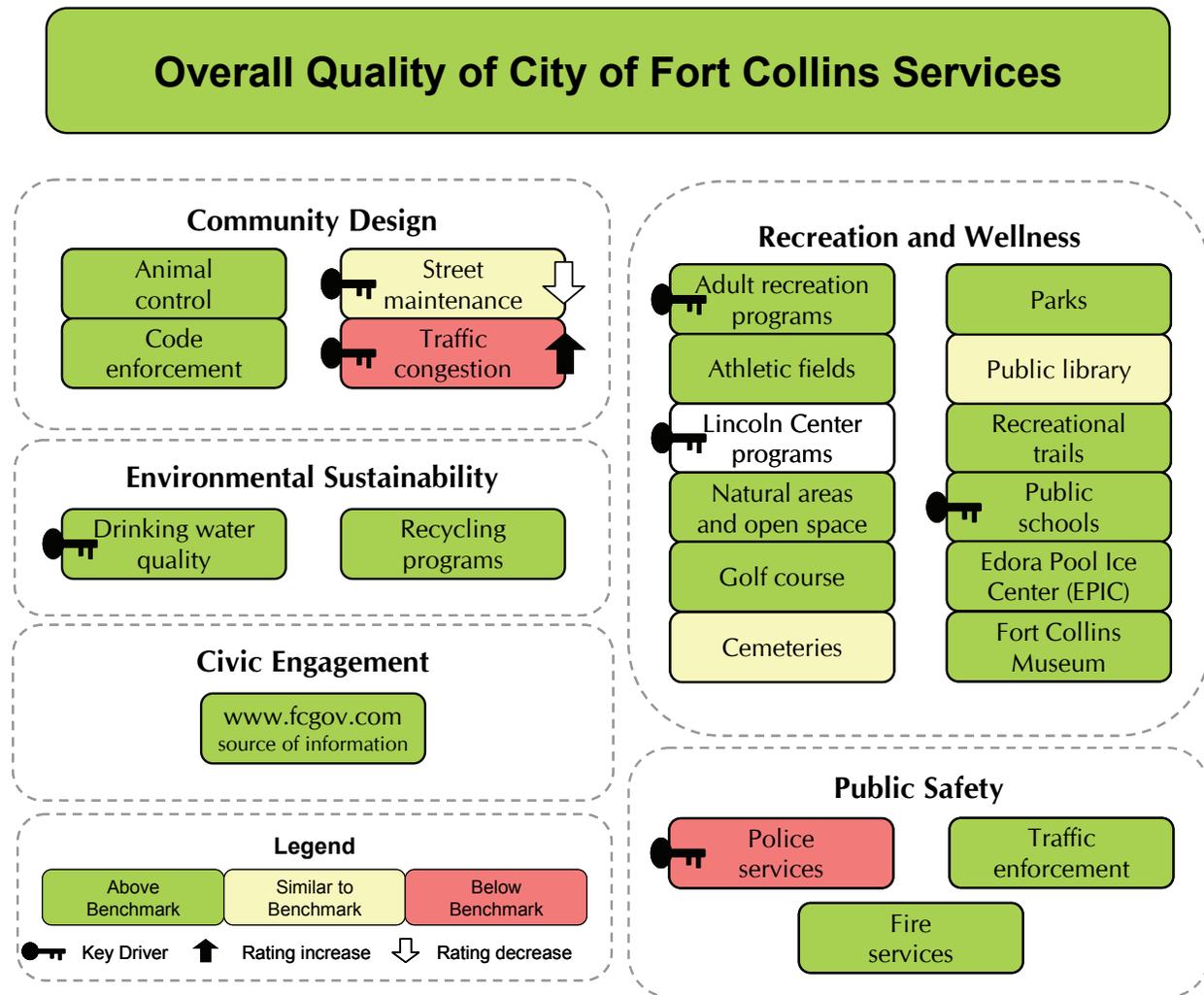
Twenty-two services were included in the KDA for the City of Fort Collins. Seven of these services were identified as key drivers for the City: adult recreation programs overall; police services overall; traffic congestion; Lincoln Center programs; quality of public schools; street maintenance and drinking water quality. Adult recreation programs, quality of public schools and drinking water quality were rated above the national benchmark. Street maintenance ratings were similar to the national average. Police services and traffic congestion received ratings that were lower than average when compared to other jurisdictions in the nation. Ratings for most key drivers were similar to 2008 ratings, though traffic congestion was rated higher in 2010 than in 2008 and street

maintenance was rated less favorably in 2010 than in 2008.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are adult recreation programs overall; police services overall; traffic congestion; Lincoln Center programs; quality of public schools; street maintenance and drinking water quality

Services with a high percent of respondents answering “no opinion” (i.e., more than 42%) were excluded from the analysis and were considered services that would be less influential. See *Appendix B. Complete Set of Survey Frequencies* for the percent “no opinion” for each service.

Figure 8: City of Fort Collins Action Chart™



Economic Health

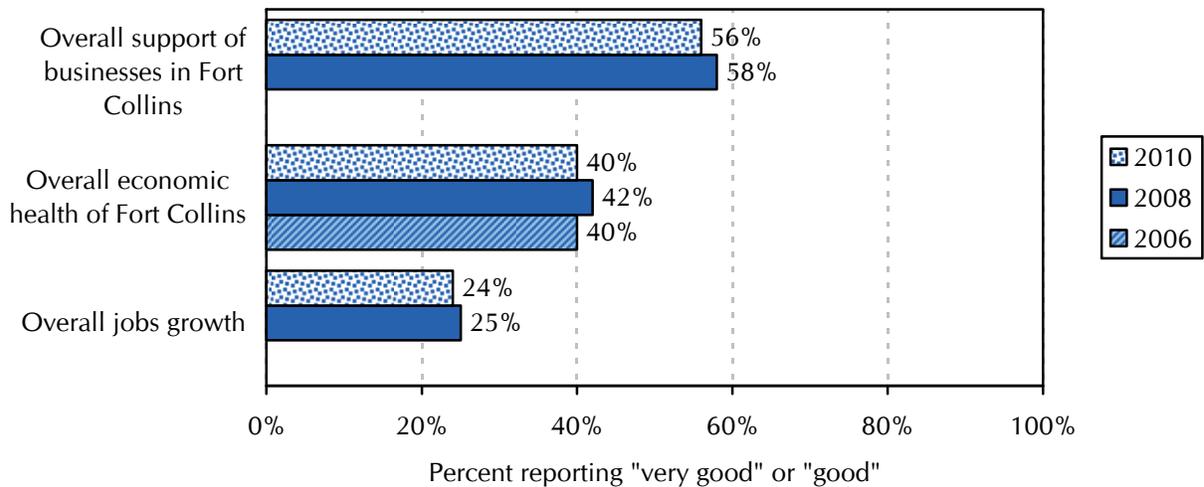
The survey asked residents to rate the economic health of the City of Fort Collins. More than half of respondents (56%) rated the overall support of businesses in Fort Collins as “very good” or “good.” Four in 10 said the overall economic health of the City was “good” or better. A higher proportion of respondents felt that jobs growth in the City was “bad” or “very bad” (33%) than did those who thought it was “good” or “very good” (24%).

The overall support of businesses in Fort Collins was given ratings much higher than the national average (Front Range comparisons were not available). Benchmark comparisons for jobs growth and overall economic health of the City were not available. All 2010 assessments were similar to 2008.

Table 14: Ratings of Economic Health

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	Total	National comparison	Front Range comparison
Overall support of businesses in Fort Collins	13%	43%	33%	8%	3%	100%	Much above	NA
Overall economic health of Fort Collins	6%	35%	44%	12%	3%	100%	NA	NA
Overall jobs growth	4%	20%	43%	24%	9%	100%	NA	NA

Figure 9: Ratings of Economic Health Compared by Year



Responses to questions regarding economic health were compared by respondent characteristics and geographic area. Residents living in Fort Collins for six years or more were less likely to give favorable ratings to the City's support of businesses, overall jobs growth, and the overall economic health of the city than were those who resided in the city for five years or less. Full-time or part-time students were more likely to give positive ratings to areas of the economy than were non-students (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

When ratings were compared by geographic location, residents living in the southwest areas of Fort Collins gave lower ratings than did those living in other areas of the city (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

City Government

PUBLIC TRUST

Several aspects of the City government and employees were evaluated by 2010 survey respondents. About 6 in 10 residents gave a “good” or “very good” rating when asked to evaluate the overall direction the City is taking and the job the City does at informing its citizens (61% and 59%, respectively). About half thought that the job the City does at welcoming citizen involvement, the efficiency of operation of programs and services, and how the city manages and plans for growth each were “good” or “very good.” Approximately 4 in 10 gave a “good” or better rating for the job the City does at listening to its residents.

About a quarter of residents selected “no opinion” when rating the job the City does listening to citizens and one in five said “no opinion” when asked to rate the efficiency of programs and services. A full set of frequencies, including “no opinion” responses, can be found in *Appendix B. Complete Set of Survey Frequencies*.

Compared to the national and Front Range benchmarks, Fort Collins ratings typically were much higher than average. Growth management and planning fared worse than the national average and no Front Range comparison was available.

Table 15: Ratings of City Government

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	Total	National comparison	Front Range comparison
The overall direction the City is taking	12%	50%	28%	9%	2%	100%	Much above	Much above
The job the City does at informing citizens	14%	46%	33%	5%	2%	100%	Much above	Similar
The job the City does at welcoming citizen involvement	15%	39%	37%	6%	3%	100%	Much above	Much above
Efficient operation of programs and services	9%	44%	39%	6%	2%	100%	NA	NA
Managing and planning for growth	10%	38%	34%	13%	5%	100%	Below	NA
The job the City does at listening to citizens	8%	36%	42%	9%	4%	100%	Much above	Much above

When comparing survey responses by year, two areas of the City government received higher ratings in 2010 than in 2008: the overall direction the City is taking (61% “very good” or “good” in 2010 versus 54% in 2008) and managing and planning for growth (48% versus 36%).

Table 16: City Government Ratings Compared by Year

Please rate the City’s performance in each of the following areas.	Percent reporting "very good" or "good"				
	2010	2008	2006	2003	2001
The overall direction the City is taking	61%	54%	NA	NA	NA
The job the City does at informing citizens	59%	59%	50%	52%	59%
The job the City does at welcoming citizen involvement	54%	56%	26%	NA	NA
Efficient operation of programs and services	53%	51%	29%	NA	NA
Managing and planning for growth	48%	36%	20%	21%	23%
The job the City does at listening to citizens	44%	41%	37%	NA	NA

Please note that in 2001 and 2003, “The job the City does at informing citizens” was “Informing citizens about City issues and problems” and “Managing and planning for growth” was “Managing growth.” In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly. In 2006, “The job the City does at informing citizens” was “Informing citizens about City issues and problems” and “The job the City does at welcoming citizen involvement” was “Considering citizens’ opinions before making decisions.”

When public trust ratings were compared by respondent characteristics, overall, those who have lived in the city for five years or less were more likely to give favorable ratings than were those who lived in the city for six years or more. Respondents living in detached housing units gave lower ratings to growth management and for the overall direction the City is taking than did those living in attached units or group quarters (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Geographic comparisons showed that those living in the northern parts of the city tended to give higher ratings when asked to rate the City’s ability to manage and plan for growth as well as when rating the overall direction the City is taking than did those living in the southern parts of Fort Collins (*Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

CONTACT WITH CITY EMPLOYEES

As in previous years, residents were asked if they had phone or in-person contact with a City employee in the previous 12 months. Forty-six percent of respondents reported they had, similar to 2008. This rate of contact was much lower than typically seen across the nation and lower than the average contact reported across the Front Range.

Figure 10: Contact with City Employees in Last 12 Months

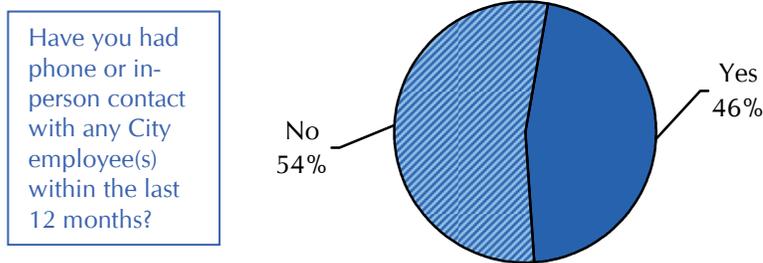
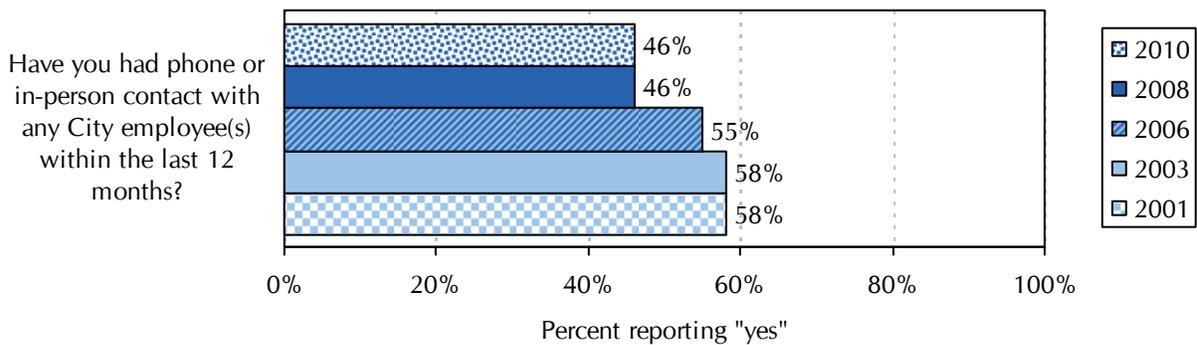


Figure 11: Contact with City Employees Compared by Year



CITY EMPLOYEE RATINGS

The 46% of respondents who reported having phone or in-person contact with a City employee in the previous 12 months were asked to rate five characteristics of the employee with whom they most recently had contact. About 8 in 10 gave favorable evaluations of the employee’s courtesy, knowledge, and the overall impression made. About three-quarters of respondents gave a “good” or better rating for feeling valued as a citizen and employee promptness.

When compared to the national benchmarks, employee promptness received ratings much above the national average, as did residents’ overall impression of City employees; feeling valued as a citizen and employee knowledge were higher than ratings given in other jurisdictions across the nation. Employee courtesy was rated similar to the national benchmark, but below the Front Range average. Knowledge of the employee was rated similarly when compared with Front Range ratings and the overall impression of employees was rated higher than the Front Range benchmark.

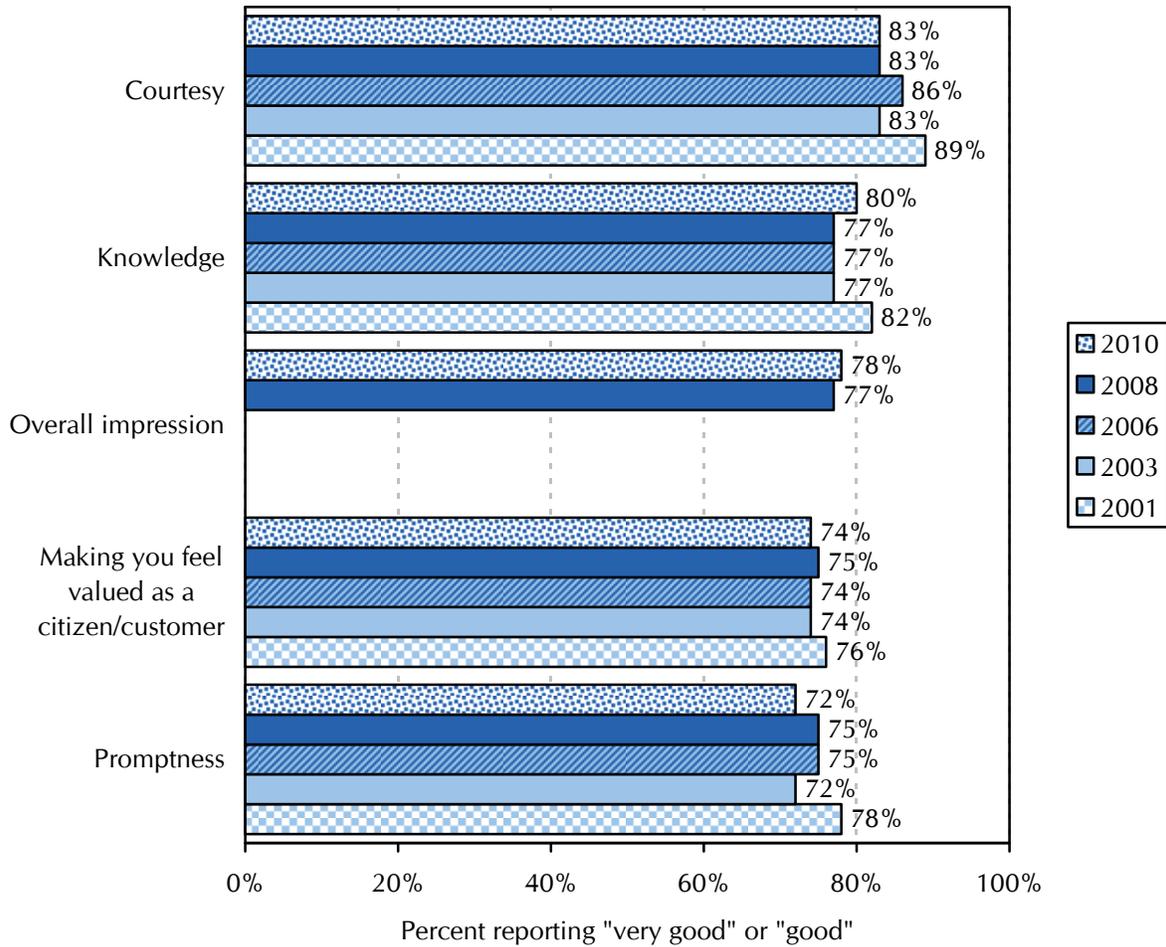
Table 17: Ratings of Employee Characteristics by Users

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	National comparison	Front Range comparison
Courtesy	51%	33%	11%	5%	1%	100%	Similar	Below
Knowledge	43%	37%	13%	5%	2%	100%	Above	Similar
Overall impression	46%	32%	12%	6%	4%	100%	Much above	Above
Making you feel valued as a citizen/customer	41%	33%	16%	5%	5%	100%	Above	NA
Promptness	41%	31%	22%	4%	2%	100%	Much above	NA

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

All ratings of employee characteristics in 2010 were similar to assessments made in 2008 (see chart below). Residents living in the northeast quadrant of the city were more likely to rate employee courtesy with high marks than those living in other areas of the city (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 12: Ratings of Employee Characteristics by Users Compared by Year



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

The 54% of survey respondents who said they had no contact with employees in the last 12 months were asked how they felt City employees treated residents. About 7 in 10 said that employee promptness and making citizens feel valued was “very good” or “good,” and 8 in 10 residents employee courtesy with “good” or higher marks. Benchmark comparisons were unavailable for this question.

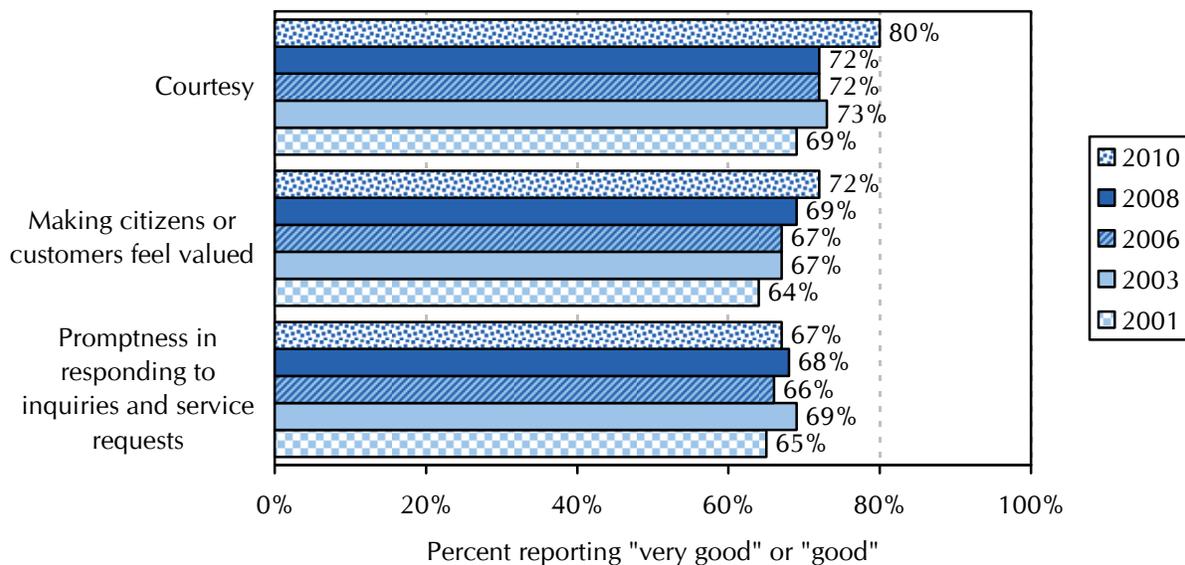
Table 18: Ratings of Employee Characteristics by Non-users

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Very good	Good	Average	Bad	Very bad	Total
Courtesy	55%	29%	6%	0%	10%	100%
Making citizens or customers feel valued	27%	34%	39%	0%	0%	100%
Promptness in responding to inquiries and service requests	23%	45%	22%	0%	10%	100%

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

In 2010, ratings of employee characteristics by those who had not had contact with a City employee in the last 12 months were similar except for courtesy ratings (80% ratings as “good” or “very good” in 2010 versus 72% in 2008).

Figure 13: Ratings of Employee Characteristics by Non-users Compared by Year



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

Public Information

Select survey questions assessed different aspects of City communication with Fort Collins residents. The website as a source of information was thought of as “very good” or “good” by 73% of respondents. About half said the website as a means of transacting business with the City was “good” or better.

Please note that more than 20% of residents selected “no opinion” when rating the City website. A full set of frequencies, including “no opinion” responses, can be found in *Appendix B. Complete Set of Survey Frequencies*.

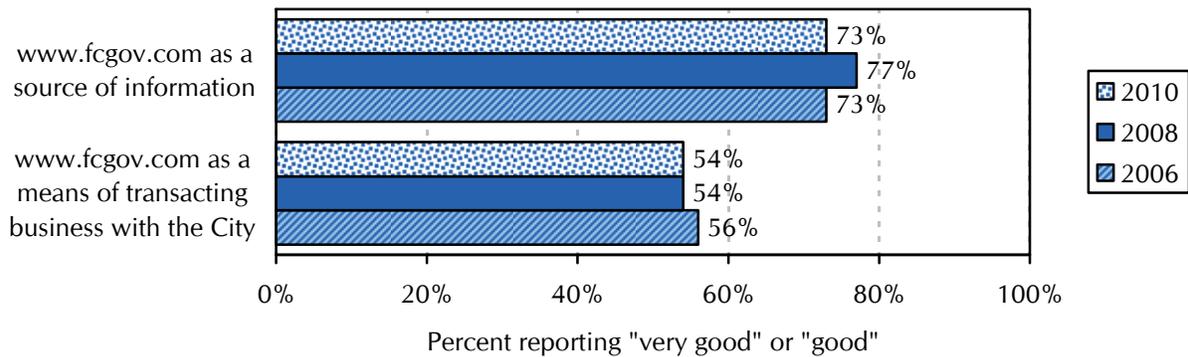
The City’s website as a source of information was given ratings much above other jurisdictions across the nation and in the Front Range. Comparisons were not available for the website as a means of transacting business with the City.

Table 19: City Website Ratings

Please rate the City’s website (www.fcgov.com).	Very good	Good	Average	Bad	Very bad	Total	National comparison	Front Range comparison
www.fcgov.com as a source of information	22%	50%	24%	2%	1%	100%	Much above	Much above
www.fcgov.com as a means of transacting business with the City	15%	39%	36%	7%	3%	100%	NA	NA

The City’s website received similar ratings in 2010 when compared to 2008.

Figure 14: Ratings of City Website Compared by Year



Respondents were asked to indicate how frequently they use various sources to get information about City issues, services and programs, and were asked how frequently, if ever, they used each for information about City issues, services, and programs. The most frequently used sources of information were the newspaper and word of mouth, with 48% and 44% reporting “always” or “frequently” using these sources, respectively. Three in 10 residents at least “frequently” used the *Recreator* (30%), *City News* (29%), television news (29%), and radio (29%) for information about the City. The sources of information residents most commonly reported “never” using were streaming video or "video on demand" of cable channel 14 on www.fcgov.com and City Line (automated message system 970-416-CITY).

Table 20: Sources of Information

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
Word of mouth	8%	36%	41%	15%	100%
Newspaper	13%	35%	33%	19%	100%
City's website (www.fcgov.com)	4%	18%	49%	29%	100%
Television news	7%	22%	36%	35%	100%
Radio	5%	24%	36%	36%	100%
"Recreator" (guide to recreation programs)	14%	16%	31%	38%	100%
"City News" (insert with utility bill)	10%	19%	32%	39%	100%
Newsletters or brochures from City departments	4%	15%	38%	43%	100%
Fort Collins local cable channel 14	1%	6%	30%	64%	100%
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	0%	2%	10%	88%	100%
City Line (automated message system 970-416-CITY)	1%	1%	10%	88%	100%

When comparing 2010 to 2008 results, the proportion of residents who reported ever using "City News" (61% in 2010 versus 71% in 2008), newsletters or brochures from City departments (57% in 2010 vs. 64% in 2008), and newspapers (81% vs. 87%) all decreased.

Table 21: 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				
	2010	2008	2006	2003	2001
Word of mouth	85%	88%	82%	87%	54%
Newspaper	81%	87%	89%	NA	76%
City's website (www.fcgov.com)	71%	72%	50%	54%	12%
Television news	65%	69%	58%	63%	NA
Radio	64%	66%	61%	NA	27%
"Recreator" (guide to recreation programs)	62%	60%	70%	60%	40%
"City News" (insert with utility bill)	61%	71%	76%	76%	56%
Newsletters or brochures from City departments	57%	64%	67%	64%	17%
Fort Collins local cable channel 14	36%	41%	26%	28%	26%
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	12%	14%	NA	NA	NA
City Line (automated message system 970-416-CITY)	12%	11%	13%	18%	3%

Please note that in 2001, this question was a multiple response question where respondents were asked "Where do you typically learn about City services and programs? Please mark all that apply." In 2003 and 2006, "Fort Collins local cable channel 14" was "Other cable channel 27 programming;" the questions were asked on the scale: primary source, secondary source, not a source.

When asked which two newspapers they read most, survey respondents most often mentioned the *Coloradoan* (48%), followed by the *Collegian* (13%). The publications most commonly mentioned as the number two newspaper residents read were the *Denver Post* (13%), the *Coloradoan* (10%) and other newspapers (12%). Responses to this question can be found as written by survey respondents in *Appendix C. Verbatim Responses*.

Table 22: Newspapers Read

Which newspapers, if any, do you read? Please list up to 2 newspapers starting with the one you read most often.	#1 newspaper read	#2 newspaper read
No comment made	20%	60%
Coloradoan	48%	10%
Collegian	13%	5%
Denver Post	9%	13%
Other	9%	12%
Total	100%	100%

*Percent of all respondents.

As with previous survey years, in 2010 the *Coloradoan* was the newspaper mentioned the most frequently as the number one or number two newspaper most often read, the *Denver Post* was still ranked second and the *Collegian* as third most frequently read.

Table 23: Most Frequently Read Newspapers Compared by Year

Which newspapers, if any, do you read? Please list up to 2 newspapers starting with the one you read most often.	Rank Order of #1 or #2 Newspaper			
	2010	2008	2006	2003
Coloradoan	1	1	1	1
Denver Post	2	2	2	3
Collegian	3	3	3	2

Another survey question gauged residents' access to television programming. Just over half reported Comcast cable (56%) subscription and about one in five subscribed to satellite services (18%). One in 10 said they used Internet video, up from 4% in 2008.

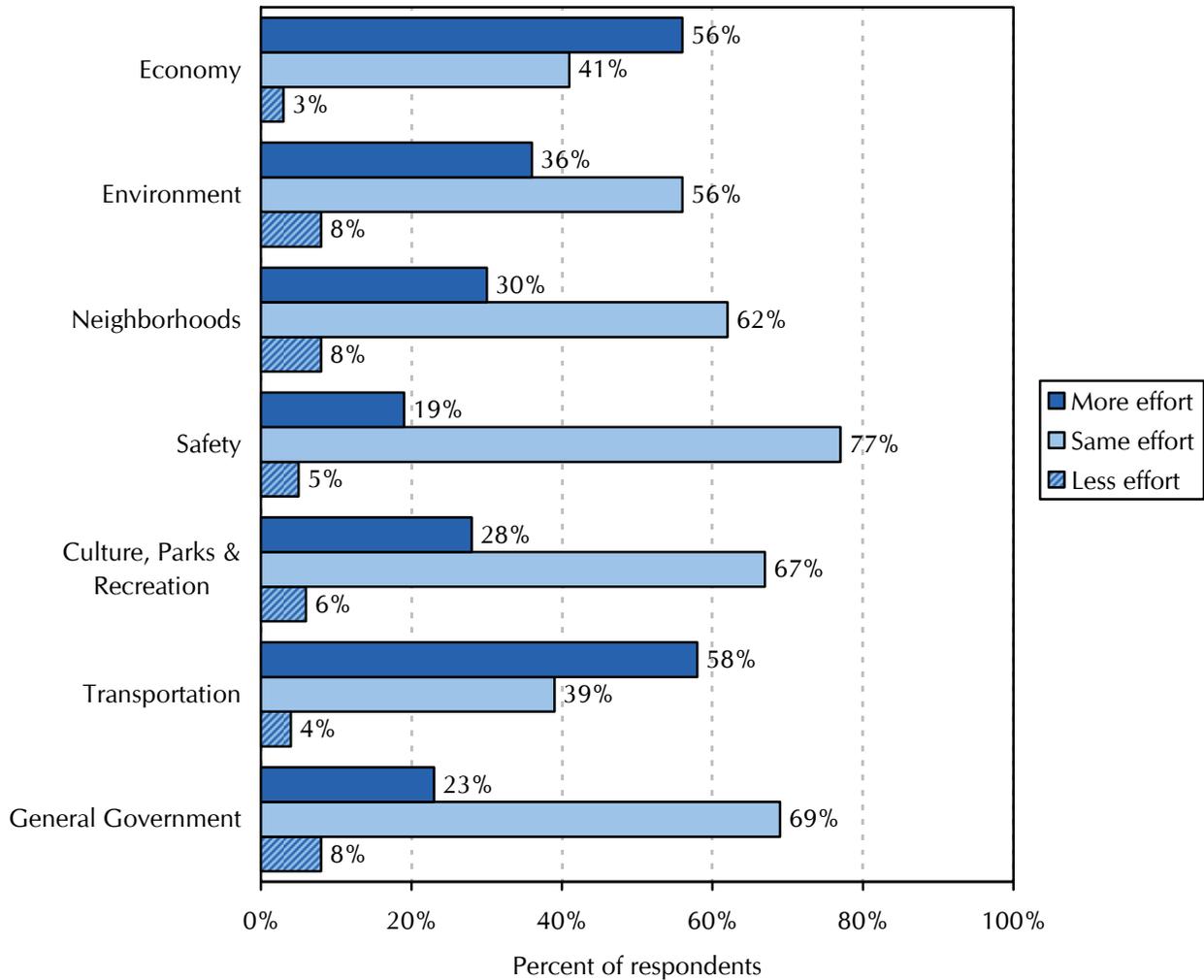
Table 24: Receive Television Programming in Household Compared by Year

How does your household primarily receive television programming?	2010	2008
Subscribe to Comcast cable	56%	61%
Subscribe to satellite service	18%	17%
Internet/streaming video	10%	4%
Over the air (antennae)	6%	10%
None of the above	6%	4%
Don't know	3%	4%
Total	100%	100%

Fiscal Management and Planning

Since 2006, the survey has included questions designed to help assess citizens' opinions about City budget priorities. When asked how much effort the City should put towards seven different measures, just over half or residents thought the economy (56%) and transportation (58%) should receive more effort. For many of the measures (environment, neighborhoods, safety, general government, and culture, parks and recreation) a larger proportion of residents thought the same effort should be expended than did those who said "more" or "less" effort should be applied.

Figure 15: Budget Priorities



When budget priorities in 2010 were compared to those in the previous iteration of the survey, generally, residents provided similar assessments.

Table 25: Budget Priorities Compared by Year

		2010	2008	2006
Economy	More effort	56%	61%	65%
	Same effort	41%	38%	31%
	Less effort	3%	1%	4%
	Total	100%	100%	100%
Environment	More effort	36%	39%	39%
	Same effort	56%	56%	54%
	Less effort	8%	5%	6%
	Total	100%	100%	100%
Neighborhoods	More effort	30%	31%	28%
	Same effort	62%	63%	64%
	Less effort	8%	6%	8%
	Total	100%	100%	100%
Safety	More effort	19%	25%	23%
	Same effort	77%	72%	75%
	Less effort	5%	3%	2%
	Total	100%	100%	100%
Culture, Parks and Recreation	More effort	28%	28%	31%
	Same effort	67%	65%	62%
	Less effort	6%	6%	7%
	Total	100%	100%	100%
Transportation	More effort	58%	59%	62%
	Same effort	39%	39%	35%
	Less effort	4%	2%	3%
	Total	100%	100%	100%
General Government	More effort	23%	22%	24%
	Same effort	69%	75%	65%
	Less effort	8%	3%	11%
	Total	100%	100%	100%

Please note that in 2006, "Economy" was "Improve Economic health," "Environment" was "Improve environmental health," "Neighborhoods" was "Improve neighborhood quality," "Safety" was "Safer community," "Cultural, Recreational, and Educational Opportunities" was "Improve cultural, recreational and educational opportunities," "Transportation" was "Improve transportation" and "General government" was "A high performing government."

Residents living in the northwest quadrant were more likely to think the City should continue the same effort for economic related issues, while those living in other areas of the city are in favor of more city effort into economic issues. When asked to indicate the level of effort the city should extend to neighborhoods, respondents from the northeast part of the city were more likely to think more effort should be focused on this issue than did their counterparts (see *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

A new question related to fiscal management and planning was added to the 2010 survey. The question provided respondents with information about City’s budget over the last five years, and then asked whether or not they supported or opposed two different funding options to cover budget shortfalls. A majority of respondents (66%) supported increasing taxes or fees to maintain or make limited improvements to current services, though strong supporters (22% of respondents) slightly exceeded strong opposers (17%), suggesting two equally committed perspectives. Just under half (45%) supported further reducing services to operate within existing resources, with strong opposers (19%) just outnumbering strong supporters (14%). The “somewhat” categories for this type of question often are chosen by those uncommitted to their position; so the approximately two-thirds of respondents in these categories across the two questions may need additional information in order to come down distinctly on one side or the other.

Figure 16: Support for or Opposition to Budget Options

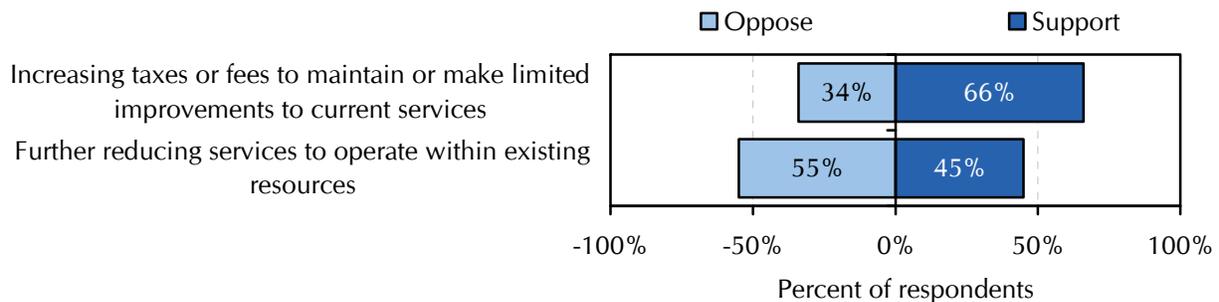


Table 26: Support for or Opposition to Budget Options

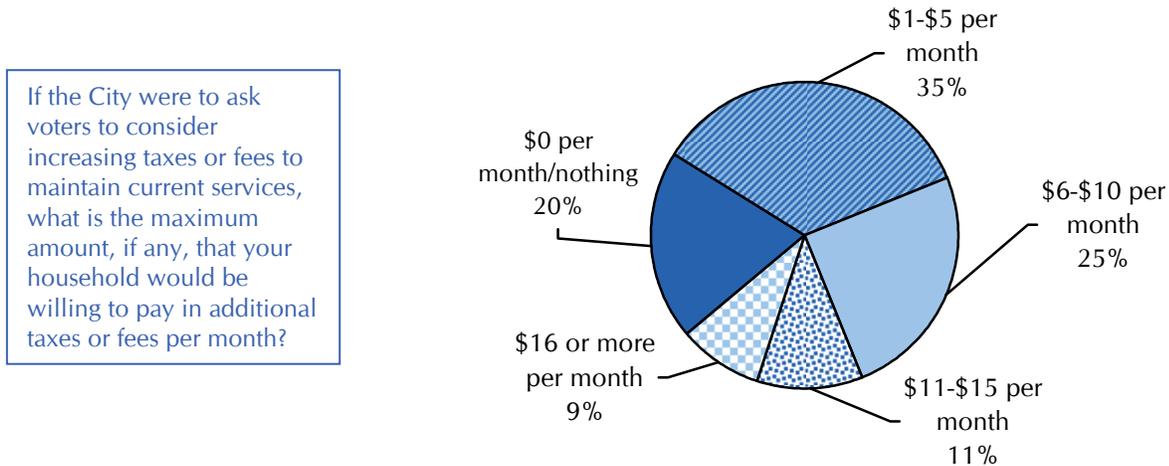
Over the past five years, the City has cut nearly \$24 million of expenses and eliminated approximately 140 City jobs. However, the City is still faced with significant budget shortfalls in the areas of police staffing, fire, streets maintenance, parks and recreation. To what extent do you support or oppose the City considering each of the following options?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
	Increasing taxes or fees to maintain or make limited improvements to current services	22%	44%	17%	17%
Further reducing services to operate within existing resources	14%	31%	36%	19%	100%

Residents reporting a length of residency of five years or less were more likely to support increasing taxes or fees to maintain or make limited improvements to current services and less likely to support further reducing services than did those living in Fort Collins for longer periods of time (see *Appendix D. Comparison of Select Questions by Respondent Characteristics*).

Northeast and northwest residents were more likely to support increasing taxes or fees to maintain or make limited improvements to current services than were those living in the southern quadrants. Northwest residents were least likely to support further reducing services to operate within existing resources (*Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

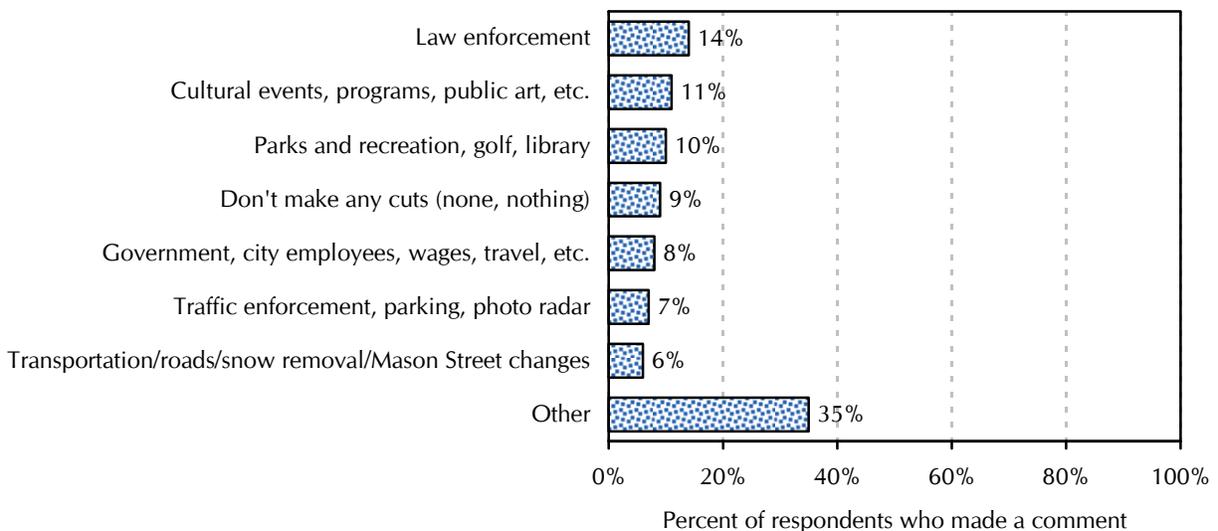
For the first time in 2010, the survey included a question that asked residents to weigh in on how much they would be willing to pay in additional taxes or fees per month to maintain current services. About a third (35%) said they would be willing to pay an additional \$1 to \$5 per month, a quarter (25%) said they would pay \$6 to \$10 more per month, 1 in 10 said \$11 to \$15 per month and 9% said they would pay \$16 or more per month to maintain current services. One in five (20%) said they would not be willing to pay anything more per month.

Figure 17: Tolerance for Tax or Fee Increase



When asked what single service they would be willing to cut or reduce, responses were mixed. About 1 in 10 said to cut law enforcement (14%), cultural events, programs, public art, etc. (11%), and parks and recreation, golf, library services (10%). Another 1 in 10 (9%) said “don’t make any cuts.” About a third made “other” recommendations that can be found verbatim in *Appendix C. Verbatim Responses*.

Figure 18: Single Service Willing to Cut or Reduce

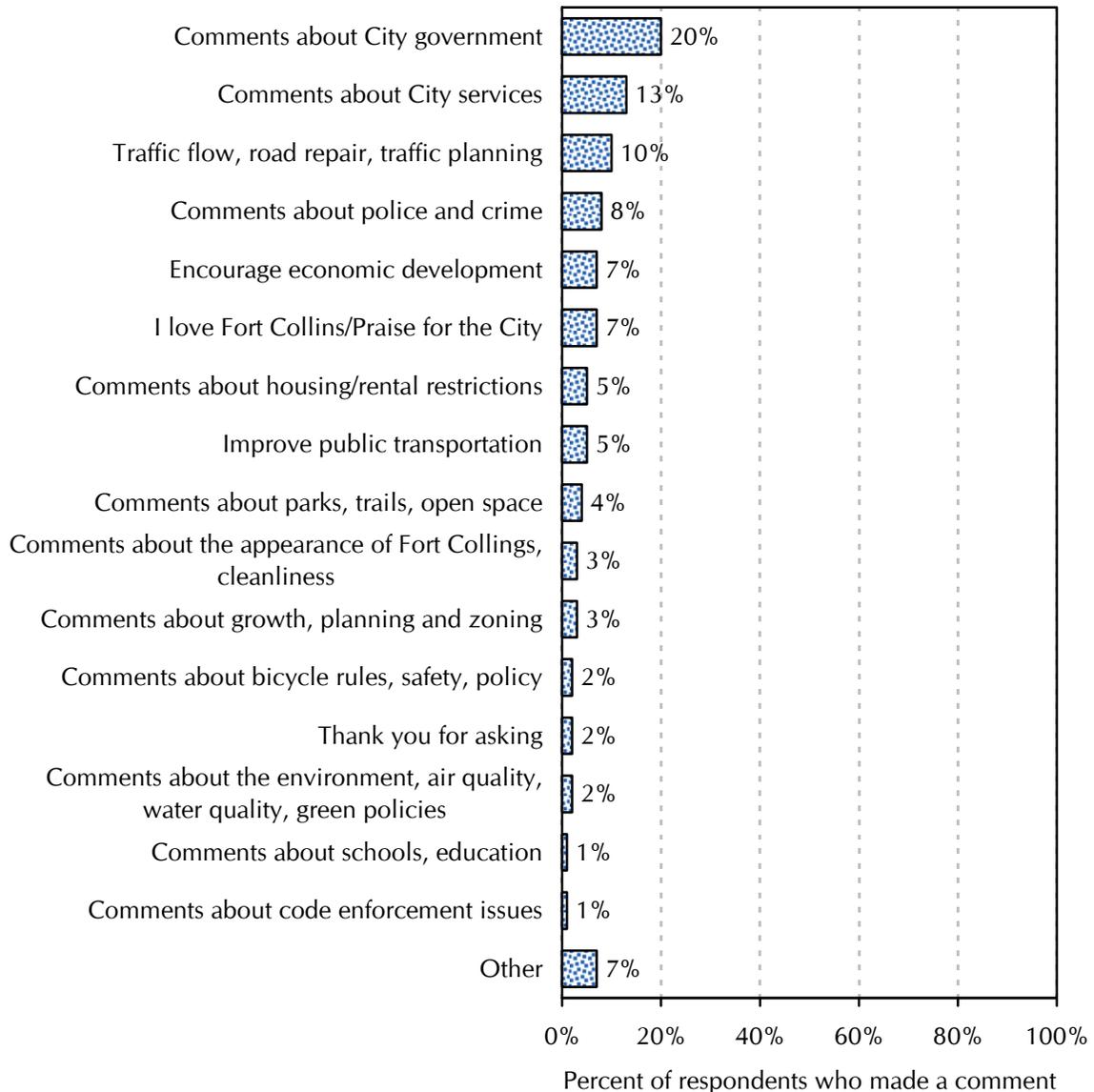


Percentages represent the 328 residents who wrote in a response to question 17.

Additional Comments

Respondents were given the opportunity to write in any additional comments or suggestions they had regarding City government, services, employees or programs. Of those responding to the survey, 311 chose to write in a response to this question (see the figure below). The most common suggestions or comments were regarding City government (20%), City services (13%), and traffic flow, road repair, and traffic planning (10%).

Figure 19: Additional Comments



Percentages represent the 311 residents who wrote in a response to question 30. Note that due to variations in respondent word choice and subsequent grouping of responses, categories were not identically comparable over time.

Appendix A. Respondent Characteristics

Characteristics of the survey respondents are displayed in this appendix.

Figure 20: Length of Residency

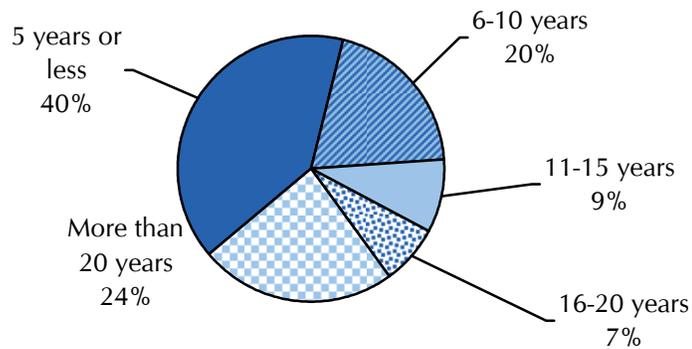


Figure 21: Length of Residency at Current Address

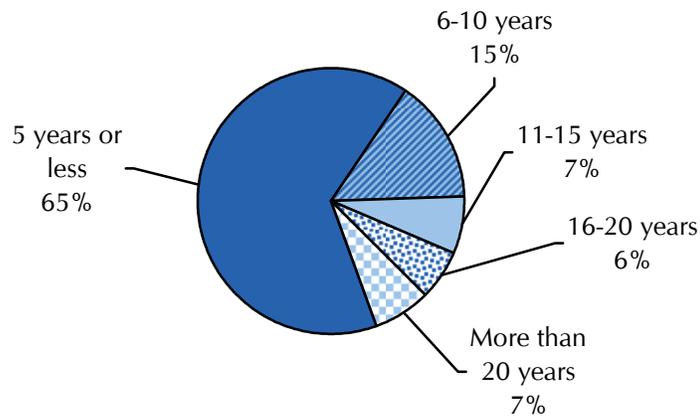


Figure 22: Respondent Student Status

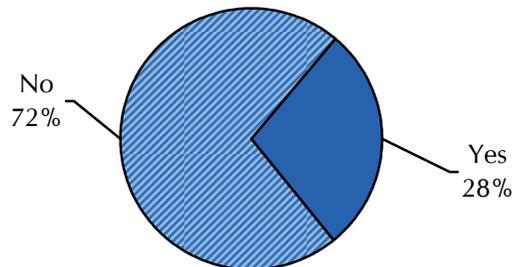


Figure 23: Respondent College or University Attended

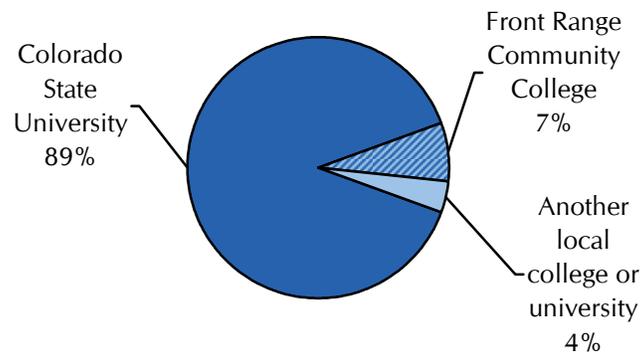


Figure 24: Respondent Age

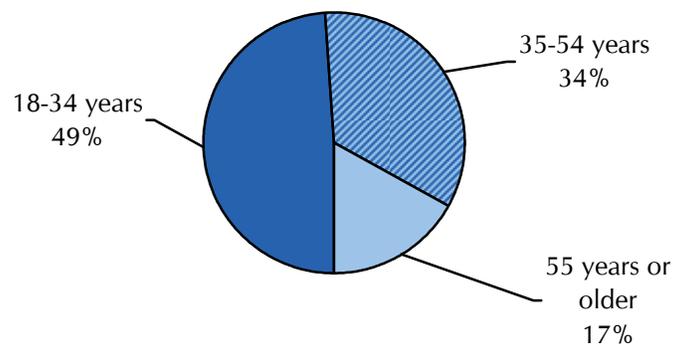


Figure 25: Respondent Gender

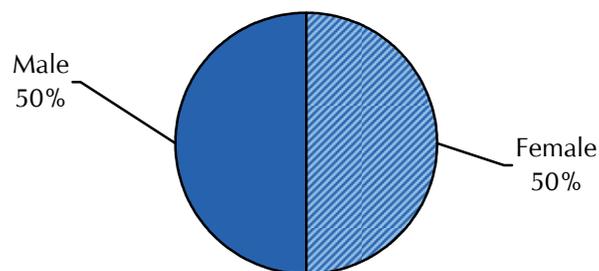


Figure 26: Respondent Housing Status

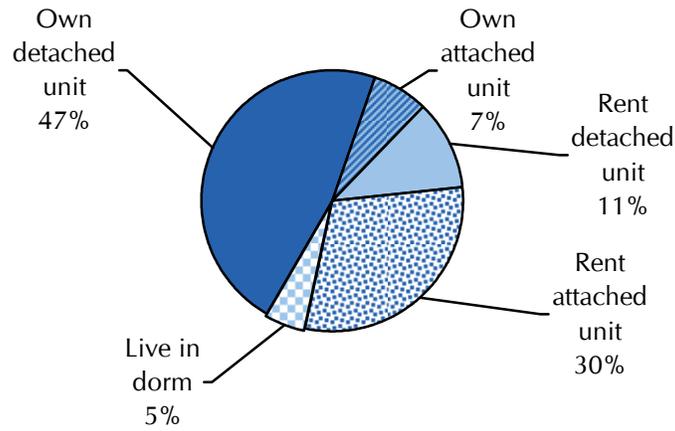
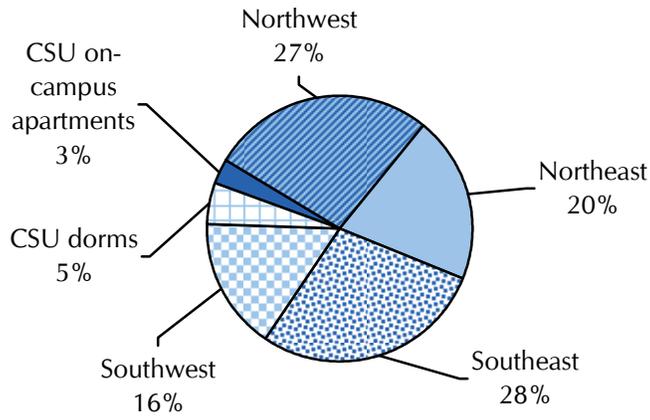


Figure 27: Respondent District of Residence



Appendix B. Complete Set of Survey Frequencies

The following pages contain a complete set of responses to each question, including “no opinion” responses.

Question 1							
Please rate Fort Collins as a community on each of the items listed below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Overall, as a place to live	60%	33%	7%	0%	0%	0%	100%
Overall safety of residents	37%	50%	11%	2%	0%	0%	100%
Availability and diversity of shopping	23%	37%	31%	8%	2%	0%	100%
Availability and diversity of dining	47%	33%	16%	3%	1%	0%	100%
Availability and diversity of entertainment	20%	38%	34%	7%	1%	2%	100%
Availability and diversity of job opportunities	4%	21%	40%	19%	8%	8%	100%
Availability of affordable quality housing	9%	30%	38%	14%	3%	5%	100%
Availability and diversity of arts and cultural activities	17%	42%	29%	6%	1%	4%	100%
Availability and diversity of recreational opportunities	48%	36%	12%	1%	0%	2%	100%
Availability of quality healthcare	29%	37%	18%	4%	2%	10%	100%
Quality of public schools	25%	29%	13%	2%	1%	29%	100%
Quality of public library services	32%	35%	16%	1%	0%	16%	100%
As a place to raise children	43%	32%	9%	1%	0%	16%	100%
As a place to retire	33%	29%	13%	2%	1%	21%	100%
As a place to attend college	48%	37%	8%	1%	0%	6%	100%
As a place to work	28%	39%	23%	4%	2%	5%	100%
Community openness and acceptance of all people	22%	40%	28%	6%	2%	2%	100%
Overall quality of life in Fort Collins	44%	44%	11%	1%	0%	0%	100%

Question 2							
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	36%	50%	13%	1%	0%	0%	100%
Air quality	35%	49%	15%	1%	0%	0%	100%
Drinking water quality	52%	36%	10%	1%	0%	1%	100%
Recycling programs	37%	39%	18%	2%	2%	2%	100%
Conservation efforts	30%	47%	15%	1%	1%	6%	100%
Overall quality of environment	36%	53%	10%	1%	0%	0%	100%

Question 3

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	36%	40%	20%	2%	1%	1%	100%
Your neighborhood as a place to raise children	29%	28%	19%	7%	2%	15%	100%

Question 4a & 4b

	None	1-5	6-10	More than 10	Total
Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?	11%	39%	24%	25%	100%
How many different households are represented by neighbors that you know by name?	11%	56%	23%	10%	100%

Question 5

How often do you talk to any of your neighbors?	Percent of respondents
At least once per day	16%
At least once per week	45%
At least once per month	26%
At least once per year	6%
Less often than once per year	2%
Never	4%
Total	100%

Question 6							
Please tell us how safe you feel in each of the following areas.	Always safe	Usually safe	Sometimes safe sometimes unsafe	Usually unsafe	Always unsafe	No opinion	Total
Your neighborhood during the day	66%	30%	3%	1%	0%	0%	100%
Your neighborhood at night	31%	51%	15%	2%	1%	1%	100%
Downtown Fort Collins during the day	57%	36%	4%	0%	0%	2%	100%
Downtown Fort Collins at night	19%	43%	29%	3%	1%	5%	100%
Parks in Fort Collins	31%	53%	11%	0%	0%	4%	100%
Natural areas/open space within the city	30%	54%	10%	1%	0%	5%	100%
Recreation facilities in Fort Collins	40%	47%	5%	0%	0%	8%	100%
Trails in Fort Collins	25%	49%	17%	1%	0%	7%	100%

Question 7							
Please rate the quality of each of the following in Fort Collins.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Fire services	39%	34%	2%	0%	1%	23%	100%
Crime prevention	19%	47%	17%	1%	1%	15%	100%
Police patrol	23%	41%	22%	3%	2%	9%	100%
Traffic enforcement	18%	41%	25%	6%	3%	6%	100%
Police visibility	25%	39%	25%	3%	2%	5%	100%
Police response time	17%	28%	15%	3%	3%	34%	100%
Police services overall	18%	41%	23%	3%	3%	13%	100%
Code enforcement (weeds, abandoned buildings, etc)	11%	31%	26%	7%	3%	22%	100%
Animal control	13%	34%	24%	3%	3%	22%	100%
Business property maintenance	16%	40%	24%	1%	1%	18%	100%
Residential property maintenance	13%	40%	29%	4%	1%	13%	100%

Question 8

Please rate the following areas of transportation in Fort Collins.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Ease of driving in Fort Collins	12%	38%	32%	14%	4%	1%	100%
Ease of traveling in Fort Collins by public transportation	4%	15%	20%	16%	7%	38%	100%
Fort Collins as a walkable city	20%	38%	30%	8%	2%	3%	100%
Ease of traveling in Fort Collins by bicycle	32%	39%	15%	2%	1%	11%	100%
Availability of parking Downtown	5%	30%	35%	19%	8%	3%	100%
Traffic congestion	4%	21%	44%	23%	7%	1%	100%
Street maintenance	6%	26%	44%	16%	7%	1%	100%

Question 9

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	No opinion	Total
The job the City does at informing citizens	12%	40%	30%	5%	2%	11%	100%
The job the City does at welcoming citizen involvement	12%	31%	30%	5%	2%	19%	100%
The job the City does at listening to citizens	6%	28%	32%	7%	3%	24%	100%
Managing and planning for growth	8%	31%	27%	11%	4%	19%	100%
Efficient operation of programs and services	7%	35%	31%	5%	1%	20%	100%
The overall direction the City is taking	10%	44%	25%	8%	2%	12%	100%

Question 10

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Overall support of businesses in Fort Collins	11%	35%	27%	7%	3%	17%	100%
Overall jobs growth	3%	17%	37%	21%	8%	15%	100%
Overall economic health of Fort Collins	5%	31%	40%	11%	3%	10%	100%

Question 11							
Please rate the quality of each of the programs or facilities listed below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Natural areas and open space	46%	43%	6%	0%	1%	4%	100%
Recreational trails	48%	40%	5%	0%	0%	7%	100%
Parks	44%	44%	8%	0%	0%	3%	100%
Cemeteries	15%	33%	14%	0%	0%	38%	100%
Golf courses	18%	34%	12%	1%	0%	35%	100%
Athletic fields	23%	43%	12%	1%	0%	21%	100%
Youth Activity Center	13%	25%	11%	3%	1%	48%	100%
Northside Aztlan community Center	19%	19%	8%	0%	0%	53%	100%
Fort Collins Senior Center	23%	26%	7%	1%	0%	43%	100%
Edora Pool Ice Center (EPIC)	22%	35%	11%	1%	0%	31%	100%
Mulberry Pool	14%	27%	13%	2%	0%	44%	100%
The Farm at Lee Martinez Park	20%	29%	9%	1%	0%	41%	100%
Garden on Spring Creek (The Horticultural Center)	22%	28%	7%	0%	0%	42%	100%
Pottery studio	10%	15%	6%	1%	0%	68%	100%
Art in Public Places program	15%	33%	14%	3%	2%	34%	100%
Lincoln Center programs	22%	37%	16%	1%	0%	24%	100%
Fort Collins Museum	14%	29%	19%	2%	0%	35%	100%
Adult recreation programs overall	18%	35%	17%	2%	0%	28%	100%
Senior recreation programs overall	14%	19%	8%	1%	0%	58%	100%
Youth/teen recreation programs overall	15%	21%	12%	2%	1%	50%	100%

Question 12	
Please rate the quality of each of the programs or facilities listed below.	Percent of respondents
Very good	21%
Good	56%
Average	19%
Bad	2%
Very bad	0%
No opinion	2%
Total	100%

Question 13	
Have you had phone or in-person contact with any City employee(s) within the last 12 months?	Percent of respondents
Yes	46%
No	54%
Total	100%

Question 13a							
Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Courtesy	51%	33%	11%	5%	1%	0%	100%
Making you feel valued as a citizen/customer	40%	32%	16%	5%	5%	2%	100%
Promptness	41%	31%	22%	4%	2%	0%	100%
Knowledge	42%	37%	13%	5%	2%	1%	100%
Overall impression	46%	32%	12%	6%	4%	0%	100%

Question 13b							
Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Very good	Good	Average	Bad	Very bad	No opinion	Total
Courtesy	46%	24%	5%	0%	9%	15%	100%
Making citizens or customers feel valued	22%	28%	32%	0%	0%	18%	100%
Promptness in responding to inquiries and service requests	19%	38%	19%	0%	9%	15%	100%

Question 14

Please select the option that best describes how you think the City should address each of the following aspects of the community.	More effort	Same effort	Less effort	No opinion	Total
Economy	52%	38%	2%	8%	100%
Environment	35%	54%	8%	4%	100%
Neighborhoods	28%	59%	8%	5%	100%
Safety	18%	74%	4%	4%	100%
Culture, Parks and Recreation	26%	64%	5%	4%	100%
Transportation	55%	37%	3%	4%	100%
General Government	21%	62%	7%	11%	100%

Question 15

Over the past five years, the City has cut nearly \$24 million of expenses and eliminated approximately 140 City jobs. However, the City is still faced with significant budget shortfalls in the areas of police staffing, fire, streets maintenance, parks and recreation. To what extent do you support or oppose the City considering each of the following options?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Increasing taxes or fees to maintain or make limited improvements to current services	22%	44%	17%	17%	100%
Further reducing services to operate within existing resources	14%	31%	36%	19%	100%

Question 16

If the City were to ask voters to consider increasing taxes or fees to maintain current services, what is the maximum amount, if any, that your household would be willing to pay in additional taxes or fees per month?	Percent of respondents
\$0 per month/nothing	18%
\$1-\$5 per month	31%
\$6-\$10 per month	23%
\$11-\$15 per month	10%
\$16 or more per month	8%
Don't know	11%
Total	100%

Question 17

What would you think is the one service the City of Fort Collins can afford to cut entirely or substantially reduce?	Percent of respondents	Percent of respondents making a comment
No comment made	47%	N/A
Cultural events, programs, public art etc.	5%	11%
Government, city employees, wages, travel, etc.	4%	8%
Parks and recreation, golf, library	4%	10%
Law enforcement	6%	14%
Traffic enforcement, parking, photo radar	3%	7%
Transportation/Roads/Snow removal/Mason Street changes	3%	6%
Don't make any cuts (none, nothing)	4%	9%
Don't know/no opinion	9%	N/A
Other	16%	35%
Total	100%	100%

Question 18

Please rate the City's website (www.fcgov.com)	Very good	Good	Average	Bad	Very bad	No opinion	Total
www.fcgov.com as a source of information	16%	35%	17%	2%	1%	30%	100%
www.fcgov.com as a means of transacting business with the City	7%	18%	17%	3%	1%	53%	100%

Question 19

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs.	Always	Frequently	Sometimes	Never	Total
Fort Collins local cable channel 14	1%	6%	30%	64%	100%
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com	0%	2%	10%	88%	100%
City's website (www.fcgov.com)	4%	18%	49%	29%	100%
"City News" (insert with utility bill)	10%	19%	32%	39%	100%
Newsletters or brochures from City departments	4%	15%	38%	43%	100%
City Line (automated message system 970-416-CITY)	1%	1%	10%	88%	100%
"Recreator" (guide to recreation programs)	14%	16%	31%	38%	100%
Word of mouth	8%	36%	41%	15%	100%
Newspaper	13%	35%	33%	19%	100%
Radio	5%	24%	36%	36%	100%
Television news	7%	22%	36%	35%	100%

Question 20

Which newspapers, if any, do you read? Please list up to 2 newspapers starting with the one you read most often.	#1 newspaper read	#2 newspaper read	Percent of respondents
No comment made	20%	60%	56%
Coloradoan	48%	10%	18%
Denver Post	9%	13%	6%
Collegian	13%	5%	10%
Don't know/don't get paper	1%	0%	6%
Other	9%	12%	3%
Total	100%	100%	100%

Question 22

About how many years have you lived in Fort Collins?	Percent of respondents
5 years or less	40%
6-10 years	20%
11-15 years	9%
16-20 years	7%
More than 20 years	24%
Total	100%

Question 23

How many years have you lived in your current residence?	Percent of respondents
5 years or less	65%
6-10 years	15%
11-15 years	7%
16-20 years	6%
More than 20 years	7%
Total	100%

Question 24

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent of respondents
Yes	28%
No	72%
Total	100%

Question 25

Which college or university do you attend?	Percent of respondents
Colorado State University	89%
Front Range Community College	7%
Another local college or university	4%
Total	100%

Question 26

Which of the age groups below best describes you?	Percent of respondents
18-34 years	49%
35-54 years	34%
55 years or older	17%
Total	100%

Question 27

Your gender	Percent of respondents
Male	50%
Female	50%
Total	100%

Question 28	
Which best describes the building you live in?	Percent of respondents
Detached	58%
Attached	42%
Total	100%

Question 29	
Do you own or rent your residence?	Percent of respondents
Own	54%
Rent	46%
Total	100%

Respondent District	
	Percent of respondents
CSU on-campus apartments	3%
CSU dorms	5%
Northwest	27%
Northeast	20%
Southeast	28%
Southwest	16%
Total	100%

Question 30		
If you have any comments or suggestions regarding City government, services, employees or programs, we would like to hear them. Please use the space below, or write them on a separate sheet of paper and enclose it with your completed questionnaire.	Percent of respondents	Percent of respondents making a comment
No comment made	58%	- - -
Improve public transportation	2%	5%
Traffic flow, road repair, traffic planning	4%	10%
Comments about City government	9%	20%
Comments about City services	5%	13%
Comments about police and crime	3%	8%
I love Fort Collins/Praise for the City	3%	7%
Encourage economic development	3%	7%
Comments about growth, planning and zoning	1%	3%
Comments about parks, trails, open space	2%	4%
Comments about the environment, air quality, water quality, green policies	1%	2%
Thank you for asking	1%	2%
Comments about code enforcement issues	1%	1%
Comments about schools, education	1%	1%
Comments about housing/rental restrictions	2%	5%
Comments about the appearance of Fort Collins, cleanliness	1%	3%
Comments about bicycle rules, safety, policy	1%	2%
Other	3%	7%
Total	100%	100%

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: WHAT WOULD YOU THINK IS THE ONE SERVICE THE CITY OF FORT COLLINS CAN AFFORD TO CUT ENTIRELY OR SUBSTANTIALLY REDUCE?

Cultural events, programs, public art etc.

- "Cultural" programs - FT. Collins is not very diverse & these events generally end negatively ever when they are based on positive ideas. Also definitely cut neighborhood "development" into meeting - waste of \$ & little info provided.
- 4th of July fire works.
- Adding new statues to public places, Adding a new bus route on Mason St.
- Advertizing the Lincoln center so much.
- Anything related to entertainment.
- Art in public places
- Art in public places - it's nice, but not necessary.
- Art in public places is ok but not needed if money is needed for other services.
- Art in public places is the one that comes to mind, However I am not very familiar with many city services.
- Art in public places program.
- Art in public places, the statue in old town square was a terrible purchase.
- Art in public places.
- Art sculpture expenditures, could cut back on Christmas decoration.
- Arts in public places.
- Arts Programs.
- Cultural programs.
- Cultural programs.
- Cultural programs.
- Cultural, recreational programs.
- Culture, parks & recreation could be reduced.
- Cultures Parks & Rec.
- Downtown art project. More art could be donated. When we don't have money art is low on priority list.
- Holiday decorations / lighting.
- I guess maybe the art in public places. I value art but it seems the program where artists create while we watch is a bit overrated especially when we don't know the outcome.
- I saw in the premier's list pottery studio. Is this necessary?
- Independence day fireworks display.
- Museums... They are boring.
- New museum - Hugh waste of recourses.
- Probably less money spent on "art work" (status etc, Downtown)
- Public Art

Government, city employees, wages, travel, etc.

- All your vehicles, every 1 in 5 vehicles I see is a Fort Collins Vehicle.

- Benefits for highly paid officials.
- City line (info hotline) is quite a waste. It's probably not a huge drain on budget, but good place to start.
- Cut ignorant Government Employers and run more efficient Gov. Jobs. A pretty face doesn't cut it.
- Cut wages and retirement benefits, "across the board."
- Dep't. Of Human Resources.
- Domestic partner benefits.
- Eliminate pay increases for city leaders etc no one else gets pay increases - I'm not saying they don't do a good job but just the some- why are they special with increase income & not every one
- Eliminate quantity of persons working for City Gov't.
- General Government.
- Get new management reduce by 80%- no pay increase! that means the top dog.
- Get rid of the Mayor & his salary.
- Get some of the guys leaning on shovels watching others to work! leave cop cars at the station - make cops use their own vehicles to drive off duty.
- I do not have a spouse, so can't answer a question framed about have I quit beating her. Tail wagging the dog & overpaid management should be slashed 50 to 75%.
- I don't know, need cost benefit analysis and which sector can be taken under private management.
- I work at CSU; I know personally how employees are being asked to do more & more. I would ask that employees be engaged & their deals solicited that decisions be made with sensibility of wisdom.
- Limit the amount of city funded snacks, lunches, breakfasts and beverage.
- Make an overall salary cut to all employees.
- Many, many city jobs; overlapping, misuse of find-high mgmt pay chits should happen first.
- New city buildings, free services to illegal.
- Overtime! weekend crews.
- Politician pay if city is short of funds before raising taxes.
- Privatize police & fire.
- Quit wasting money on stupid surveys. If absolutely necessary, do more electronically to save costs & the environment.
- Raises/Travel Expenses.
- Red tape - repetitive actions to kill time.
- Reduce benefits to government workers that are in excess of local industrial benefits.
- Reduce Jobs that are not needed.
- Salaries of city council members.
- Some salaries
- The city board.
- The forming of new committee to consider problems face those already in office, who fresh-hand area was that problems.
- There are a lot of city vehicle for the size of city are they necessary.
- There isn't one, but expansion should slow or stop.
- Upper management positions currently being created.
- Vehicles/city
- When comparing to other cities (ex-Loveland) Ft Collins has more administration and personal
- Your phone service sucks, get rid of 1/2 of the skirts sitting at desks doing nothing. Stop blowing money!

Parks and recreation, golf, library

- Adult recreation programs.
- Adult Recreation programs.
- Athletics.
- Could reduce recreational parks.
- Gardens on Spring Creek, pottery studio.
- Golf course personnel/maintenance.

- Golf courses - eliminate or contract out water use is a big problem here too.
- Golf courses - more private funding.
- Golf Courses (public)
- Golf courses.
- Golf courses.
- Golf Courses.
- Horsetooth park rangers
- I think more can be done to save money in the CPRE department. How about "adopt a-park"?
- I would say the city golf courses & art in public places program.
- Improving recreational facilities, we need to focus on what is needed, not wanted.
- Library
- Maintenance of golf courses - couldn't/shouldn't these be privately held?
- Municipal Golf course.
- Municipal Golf courses.
- New construction of parks/rec facilities (Temporarily).
- Number of rec classes offered that require stall time to plan & host; some parks maintenance.
- Outdoor pool availability. Trains Cheyenne to Pueblo or FC to Denver.
- Parks & Recreation.
- Parks & Recreation.
- Parks & Recreation.
- Parks & Recreation: Pottery studio.
- Parks / Recreation - believe there is enough energy of people here to volunteer / help out to keep a lot of the parks in shape.
- Parks outside the city.
- Pottery Studio
- Pottery?
- Probably some of the recreational and cultural services are little used (but can't say specifically) - also, maybe some schools can be consolidated.
- Recreation courses.
- Recreational and cultural programs
- Recreational, Library.
- Stocking Lakes & streams with fish.

Law enforcement

- Additional policing.
- Amount of police on CSU campus. Kids will be kids, no point in spending more money over it.
- Bicycle police enforcement.
- Bikecops@CSU
- Bycical / Subway Police Forces.
- Community service officers
- Court system extremely wasteful!
- Do not enforce or procure petty crime in count (young DA's need to dismiss) ask for more community involvement in lieu of reduced city jobs/programs too much govt intervention in our personal business.
- Fewer police officers in schools-newsletters in utility build only if requested.
- Having 2 police cars in 9 block. Radius.
- Marijuana offenses - its a waist of the polices time bands of MMS dispensaries-doesn't the city council have better things to do?
- Massive police patrolling.
- Minor drug enforcement - (Petty Drug charges).
- Patrol in neighborhoods that don't need it park maintenance (lawn morning etc)
- Police & fire quit sending out fire trucks when Emi's & ambulance are one the way along w/ police.

- Police dept XXXXXX is a luxury.
- Police efforts to stop Marijuana consumption. I think narcotics are a menace, but pot's pretty harmless.
- Police services such as less patrols during daytimes house.
- Police sitting in their cars catching speeders.
- Police sitting on the side of roads to catch speeders.
- Police Staffing.
- Police traffic petrol.
- Police! Ft. Collins has an extremely low crime rate, yet we have cops every where. They are not needed in that number.
- Police.
- Police.
- Police.
- Policemen in schools
- Policing of alleyway views & back yard appearance - seems like a waste of money to me.
- Public safety
- Restrictions on MMD'S
- Stop wasting time fighting medical marijuana / marijuana in general.
- The amount of police in this town that don't do anything but sit at parks all night.
- Too many police officers. Also they shouldn't be able to take cop cars home.
- Way too many police officers arresting for DWAI'S and drug possession, public intoxication, biking under influence... Should be more damage control on rape, other sexual offenses, and violent crimes, as well as theft.

Traffic Enforcement, parking, photo radar

- "Meter maids."
- Having officers direct traffic for Timberline Church that's ridiculous!
- Meter Maids.
- Paid parking - how about first come is first served? Advertise more for city donations instead.
- Parking patrol in residential neighborhoods.
- Parking rule enforcement.
- Parking tickets let's focus on safety of citizens.
- Parking tickets!
- Photo enforcement?
- Photo on forced speeding vehicle. Stop the program and sell the car.
- Photo radar.
- Photo ticket cars.
- Predatorial traffic enforcement with more emphasis on revenue than safety.
- Radar cops. Make the cops serve the community again, not the revenue department! why do we need unmarked cars for traffic patrol?
- Red light camera equipment
- Sign enforcement.
- The number of traffic cops out.
- The white van who & takes people's pictures when they are speeding. This should be outlawed as in most cities.
- Traffic cameras.
- Traffic enforcement hidden cameras also reduce the number 7 open space enforcement Nazis.
- Traffic enforcement.
- Traffic enforcement.

Transportation/Roads/Snow removal/Mason Street changes

- Bike program.

- Building unnecessary things such as bike paths, random artsy things, just unnecessary items in hard times.
- Current plans for Mason.
- Have bus service maintained with smaller vehicles.
- Mason St. Corridor Crap.
- Mason street corridor.
- Mason street corridor.
- Perhaps sweeping snow off bike path when < 2 in. Of snow.
- Restructure transport. We have a very expensive infrastructure with low ridership. Less expensive vehicles and facilities are needed to expand coverage.
- Road maintenance.
- Running snow plows too fast and when the snow is negligible snow plows should be more discriminatory.
- Snow plowing when minimal snow on ground.
- Snow plows, so we have more "Snow days"
- Street maintenance - sweeping.
- Street repair cant use better planning to eliminate the damp & reload material to make repairs on streets.
- Street snow removal too often plans are not when there in little snow.
- Sweeping the streets.
- Too many street lights, Need to shut them down at sunrise.
- TransFort
- Transport bus service. A lot of money is spent on this and ridership is very low. CSU students don't even use it much.

Don't make any cuts (none, nothing)

- (Not cut out; But improved on) Quit spending \$ on expensive down town improvements, fix pothole. Clean streets.
- All are important.
- Combine dept to reduce costs.
- Cutting city services eventually leads to what's happening in Colorado springs, especially blanket wts (so, nothing)
- I don't feel services should be reduced.
- More unlike many I feel Government services are important and am willing to fund them.
- Most are valuable for quality of life.
- None, keep it balanced like it is now, good job!
- None, The moment the city cut/reduce services, the city will collapse. Point of no return.
- None.
- Not a good idea.
- Not in public places.
- Nothing
- Nothing
- Nothing I feel the city is doing great with all their services.
- Nothing.

- They all have value.

Don't know/no opinion

- Can't choose.
- Can't think of any.
- Can't think of anything rights off hand.
- Can't think of anything to cut entirely.
- Difficult to answer.
- Do not know.
- Don't know
- Don't Know
- Don't know
- Don't know right know.
- Don't know!
- Don't know.
- Hard to say, don't have the numbers in front of me.
- I am not some how you define "service".
- I do not know.
- I do not yet feel able to answer this question as I have lived in Fort Collins for eight months and I am not familiar with all services.
- I don't know
- I don't know enough to property answer.
- I don't know.
- I don't know. What are they?
- I would need more info to adequately answer this question.
- I would need to view the list of current services 1st.
- No idea
- No idea.
- No idea.
- No opinion - too new to Fort Collins.
- No opinion.
- Not Sure

- Not sure which is least important.
- Not sure.
- Not think about it yet.
- Sorry! I don't know.
- This is a poor question. Most citizens have virtually no good, logical reason to make an intelligent choice.
- Unable to answer this. I've thought for days & can't answer.
- Unknown
- Unsure, I'm a fairly new resident (home) & can't accurately project. (been in apt & work outside of city) in Poko.
- Without access, & all spending categories, impossible to answer the question.
- You should definitely not cut anymore jobs.

Other

- "Climate wise" & air quality = both are unrealistic & utopian concepts in a place like the front range of a sparsely populated state like co-get realistic!
- "Dog Police"
- "Green" issues.
- ? Possibly TV station if that is a city service.
- Acquisition of open space. We don't need more areas, inaccessible to citizens, such as soap store, that love to be maintained.
- Advertising services.
- Affordable housing program
- Air quality programs that are not effective such as checking gas cops and installing NO IDLE signs at RR crossings.
- Animal control.
- Any "fringe" service had serves less than 5% of the population.
- Any service that is geared towards special interest
- Anything to do with "green" stuff.
- As a family does, the city should look to reduce or cut from all areas in service budgets across all areas. To save money, I cannot shut off my electricity only. I must cut its use, along with water, groceries, clothing, etc. To make budget.
- Ask more volunteer service of residents in maintaining parks, etc.
- Buying large tracts of land for open space.
- Cable channel.
- Cable services, they keep jacking up the price for just the pare minimum of cable service.
- Cameras.
- Cemeteries (should be Private), pottery studios.
- Channel 14.
- Channel 14?
- City cable channel
- City TV channel.
- City utility info mailed out too often.

- Cultural diversity programs.
- Decrease unnecessary neighborhood patrols for petty occurrences like spring/fall cleaning brush piles, ticketing vehicles on people's property.
- Depends on for what for schools yes; for business related (profit making) absolutely not. I will not support a parks & rec fee increase or tax either until & unless the parks stop providing service to private group over general public substantially reduce or stop building new parks; stop providing free or minimal cost reserved park use to the for profit Ft. Collins baseball club stop/end agreement w/baseball club & either run by parks & rec or with a non-profit (more very like after sports).
- Don't know.
- Economic Development.
- Envirovation.
- Feasibility or developmental studies.
- Fire protection this seems overstaffed.
- Fire.
- Flouride in water.
- Fluoridation of water - dangerous to workers & citizens.
- Focus on making the city less "Pretty" so you can fix all the potholes.
- Food stamps and assistance.
- Fossil ridge high school.
- Ft. Collins cable channel 14.
- Ft. Collins local cable channels.
- Future planning - too many studies etc.
- Garbage Collection is fine. Keep local business and stop meddling in secret meetings.
- Garbage fighting, Pottery studio.
- Garbage service-there are so many trucks-why not just one company to save money & gas. 3 trash trucks drive up my street in one week. That's ridiculous.
- Gas and electricity.
- Given to neighborhoods for parties.
- Green Programs
- Health fairs intended for non-English speaking residents.
- Hiring outside groups to do studies i.e. Garbage district
- Historical preservation.
- House and property taxes.
- I cannot think of one service that is completely unnecessary. I think all services should share the burden when the economy is down.
- I think its ridiculous that we spent money on open space that isn't even close to the city e.g. Soapstone also Mason St. Corridor also bicycle administrator job.
- Illllegal aliens.
- I'm not sure. You could have bills mailed electronically to save paper and postage.
- Landscapping, paper bills.
- Large \$ for public scriptures and city emblems!
- Local cable channel.
- Local cable channnel
- Natural areas & open spaces.
- Nature areas out side the city limits.
- Neighborhood ice cream socials.
- Neighborhood involvement.
- Neighborhood relations.
- Neighborhood services, and Art in public places.
- Nieghborhood services.

- Not specifically any one but all services should be evaluated & meet a certain defined "value/cost" metric. If it doesn't make sense, and it. Then assess periodically to see if value to start again.
- Oddly enough neighborhoods would do ok w/out for a while; or the adult recreation as grow-ups we can find stuff to do that's fun.
- Offer incentives to use the website for bill pay-could be a source of labor savings for the city.
- Open areas / Natural spaces
- Open space acquisition in the future.
- Open space fencing.
- Open space management.
- Open space management/purchasing - sell some that is not used.
- Paper mail-switch to electronic (out costs of printing and postage).
- Providing information to residents via TV etc.
- Public money going to religious causes.
- Purchasing open space.
- Purchasing open space. Money would be better spent on education.
- Quit annexation of areas like southwest annexation.
- Reduce code enforcement in favor of less expensive public education about being a good neighbor.
- Saving prairie dogs.
- Sending fire trucks on all ambulance calls.
- Skip the X-Mas lights in old town? that new police station was pretty ridiculous. And I could've lived without 2 copies of this survey (or any).
- Smart grid.
- Spending too much money on "Green" jobs & supplies.
- Stop GAB on TV - give seniors action!!! Help us we could lose are homes!
- Stop spending outrageous money on all the wasteful surveys!
- Studies.
- Subsidies for business (Economic Incentives)
- Take a little fat from each dept - find your slackers and lose them.
- The city needs to worry less about code enforcement (i.e. Needs / Chan port) & also should wrong less about bicycles - not everyone rides this is a limited group.
- The clean sweep - people can clean their own gutters.
- The effort as \$ put into 3 - unrelated. What a waste - also consultants to decide if we need another hotel in FC.
- The random cameras throughout the city. What are they even for? They certainly aren't cheap.
- The sales tax that goes for buying open space.
- The website - Broadcasting meetings - The channel 14 program could be cut by quite a bit.
- There is a lot of money spent on Downtown Spread the wealth with other parts of the city.
- Too much emphasis on open space acquisition & no funding to manage.
- Tourist information center. These activities could be transferred to the forest information center.
- Watering grassy areas other than playing fields & very limited green areas in parks for picnics.
- Watering hanging baskets in downtown area, buying open space.
- Watering those damn flowers all over old town.
- Weed spraying with syntheses.
- Welfare
- Welfare support?
- Youth program education.

Q20: WHICH NEWSPAPERS, IF ANY, DO YOU READ? PLEASE LIST UP TO 2 NEWSPAPERS STARTING WITH THE ONE YOU READ MOST OFTEN. (RESPONSES FALLING INTO "OTHER".)

Other

- 1. Chicago tribune
- 1. Christian Science monitor 2. Coloradoan
- 1. Denver news 2. CSU newspaper
- 1. Don't
- 1. Economist 2. WSJ
- 1. Employment Only
- 1. Forbes-Magazine
- 1. Fort Collins 2. Denver post
- 1. Ft. Collins - rarely
- 1. Heath District, 2. Coloradoan.
- 1. High country News 2. The Nation
- 1. Internet
- 1. Internet news sources 2. Coloradoan
- 1. Local
- 1. Money & Investing 2. Ft Coloradoan
- 1. My times daily
- 1. NCBR, 2. Coloradoan
- 1. New York Times
- 1. New York times
- 1. New York Times
- 1. New York Times 2. Collegian
- 1. New York Times 2. Coloradoan
- 1. New York Times 2. Coloradoan
- 1. New York times 2. Denver post
- 1. New York times 2. Denver Post.
- 1. New York Times 2. The collegian
- 1. No Newspaper
- 1. None
- 1. None
- 1. None
- 1. None they are all "bird cage".
- 1. None, can't afford any news papers.
- 1. None.
- 1. None-too liberal
- 1. NY Times
- 1. NY Times 2. Collegian
- 1. NY times 2. Coloradoan
- 1. NY Times 2. Denver Post
- 1. NY Times 2. The Economist
- 1. NY times 2. University paper
- 1. RMN 2. Coloradoan
- 1. Rocky mtn news
- 1. Scene Magazine 2. Coloradoan
- 1. Senior voice
- 1. The economist 2. Online
- 1. The New York times 2. BBC. CO. UK.
- 1. The New York Times 2. Coloradoan
- 1. The Onion.
- 1. The wall street journal
- 1. USA Today 2. Business Report
- 1. USA today 2. Coloradoan
- 1. USA today 2. Denver post
- 1. USA Today 2. New York Times
- 1. USA Today 2. New York Times
- 1. USA Today 2. Scene
- 1. USA today, 2. Coloradoan.
- 1. USA Today.
- 1. USA Today.
- 1. USA Today.
- 1. USA Today.
- 1. W S J 2. Coloradoan
- 1. Wall St. Journal, 2. Collegian
- 1. Wall street
- 1. Wall street journal 2. Coloradoan
- 1. Wall Street journal 2. Coloradoan
- 1. Wall Street Journal 2. Denver Post
- 1. Wall Street Journal 2. Fort Collin Coloradoan
- 1. Wall street journal 2. Fort Collins Coloradoan
- 1. Wall street Journal 2. New York Times

Q30: IF YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING CITY GOVERNMENT, SERVICES, EMPLOYEES OR PROGRAMS, WE WOULD LIKE TO HEAR THEM. PLEASE USE THE SPACE BELOW, OR WRITE THEM ON A SEPARATE SHEET OF PAPER AND ENCLOSE IT WITH YOUR COMPLETED QUESTIONNAIRE

Improve public transportation

- 1. Public transportation needs to increase especially at night, 2. Animal control personnel need to enforce "animals at large" laws and pick up cats as well as dogs!
- Better bus transportation would be very helpful.
- Better public transportation, more hours, more routes.
- Get rid of The train, Make Mason a light rail public transportation corridor.
- I am extremely disappointed by the bus service's hours of operation. Some routes, the busses start so late, stop so early, & are so infrequent that the routes are virtually unusable. I want longer hours.
- I see too many Transfort buses w/only a few passengers. I would think the size of the transport vehicle could be better fitted to the ridership, improve environment economy.
- Land use planning needs to focus on alternative transportation and center-out development. Stay away from I-25 development & reduce # of tax breaks for developers.
- Public transportation is the weakest aspect in a quality life in F.C. We need light rail to Denver, buses, and options for transportation in the city. We need more multi-use areas-work, groceries, homes, shopping etc, all within one area - walking distance
- Public transportation to a public transportation hub in Denver would be extremely useful. Transportation to the Denver airport would be great too.
- Run city buses at night to front range, mall, College Ave. Reduce admission 15 for senior dances that cater to "Boomers"
- Run the bus routes more frequently & have later times available & on weekends.
- The city needs public transportation 24/7.
- The transport city busses don't run often enough-don't run on Sunday on at night.
- Transfort bus system could use rethinking, particularly routes and hours of operation.
- We need train transportation for local & for disabled, cost of is too high on taxi service.
- We would like to see the development of the proposed Mason corridor mass transit system. Continue focus on all the outdoor recreation facilities continue bike friendliness.
- Would be great if the city offered more bus routes and ran more frequently.
- Would love to see the bus run past 7pm on Friday/Saturday, specifically the N/S route on College.
- You need to do everything you can to get more people to use Transfort by making it easier & more comfortable to ride, such as providing free wiki and banning smoking at bus stops.

Traffic flow, road repair, traffic planning

- Better priority on work (jobs) to be done to improve streets that are main streets and / or more traffic on them
- Driving in this city has become a living nightmare. The college and high school students live on their cell phones while driving & adults also. Have you added up the accidents lately? The illegal stunts while driving has become insane.
- During street construction for harmony Rd 80% of the traffic was using Horsetooth! Take a good look at it, it is a drag race how it is neglected! Drive it sometimes and you will see - also with the park entrance at the end of Horsetooth, the traffic has increased 200%.
- Fix all the pot holes on Prospect. Also keep up the good work on the hot ladies.
- Fix prospect between Shields & College!
- Getting traffic out of downtown & thru town is a pressing problem. Building by passes (highway) may not now be possible but any actions to mitigate traffic ingestion is important.
- Great survey! keep working on east/west traffic issues. Flashing traffic lights at off peak hours is a suggestion
- How is it that Willow Springs neighborhood starts are repaired each year when Stetson Creek is a pot hole

mess?

- I would like to see a change in the stop lights at the intersection of Drake, Worthington and Meadowlark are I have to wait too long for them to change (Waisting Gas).
- I'm willing to pay higher taxes if you actually fix the pot holes thoroughly - not just patching them every 3 months.
- Implement bus routes east of campus that go straight to campus, without first going to the downtown transit center. Wider & bike lanes on major roads. Better control over noise violations in neighborhoods/apartment complexes.
- Increase property taxes for road improvements. Place a tax (if not already) on alcohol sales (retail) and cigarettes. Maybe some type of immigration tax for the migrants that get paid cash.
- It would be nice to have a walk way from one side of the street to the other without lights so going down the street tor cross the street to just go back from you started would be nice with wheelchair.
- Major road improvement, i.e. Harmony, prospect, mulberry including railroad track improvement. Quicker access to I-25 from the west side of city.
- More cross walks, esp. Kennard & Fossil Ridge. 4 way stops.
- Need better maintenance on main streets i.e. Laportte Ave, Mulberry, Prospect, Drake, Horsetooth RP, & not spend the money on overlaying sub deviations that don't need it.
- Note: Rail road tracks need paved Timberline/Drake and Timberline / prospect. hard to navigate through web site to find things happening down town for the weekend. Like to have flyer sent to better inform, love new mag for re-creator, Recreation is easier to read and comes to the house a nice safe place to live.
- Our city streets need major repair on most all main streets!
- Overall, from my limited experience here, all is favorable - I would like to see more immediate attn paid to paving streets - College, Lemay, Country Club Rd - all in terrible shape - may be alternatives to salting roads? Thanks for all you do!
- Pitkin Street from Stover to Lemay is over a half mile with two storm sewers in front of my house and one across the street. There are no other storm sewers on Pitkin or the seven feeder streets, I have been flooded three times in the last 10 years. I am not in the flood plain. I have been to the storm water department. They have not communicated back to me on my suggestions in the last 9 months.
- Please get the necessary laws passed here & in congress to eliminate rail freight traffic on Mason St. Trains disobey one way signs.
- Please put more effort into timing the traffic lights in town-especially on Harmony Rd. I'm not asking for a miracle (I'm from Boston) It really now, put some effort into fixing this. Thank you.
- Please, please repair the roads.
- Roads are very bad, please repair.
- Streets department on a whole do a great job including snow removal traffic lights always an issue especially left turn to Lemay from Harmony. Kudos to senior services and health care here.
- The city needs to address-(should have addressed along time ago) Traffic. Should have Beltways-circling city street signs are impossible to read at night-no reflexion
- The traffic circles seem to be someone's pet project and are ridiculous for our city. We voted it out on Lemay & Mulberry and yet they have cropped up everywhere else.
- The traffic situation is very bad. The lights are poorly timed resulting in a lot of time and gasoline being wasted at red lights. The outdoor recreation opportunities are excellent! a dog park at the north end of town would be helpful.
- There is one item that is still not resolved and this item needs to be fixed by the railroad company. Mason & Laurel train tracks unaccepted.
- Too much inconvenience with the train stopping traffic especially bitten Millbury & Lemay train.
- Traffic light synchronization is abominable. Can't go 2 block in any direction without being stopped by a light and then having to wait. Thru a long cycle, sometimes when no traffic is running the other way.
- Traffic lights need help.
- Traffic! The city's traffic signals are poorly timed and/or coordinated; quite often they are the cause of traffic. All side street signals should be passive (flashing red) outside of commute hours.
- We have no crosswalk to get to Buckingham St. Sometimes we can't get out of neighborhood. Traffic-

blocking we live in Via Lopez.

- We need more green arrows installed on the major streets. Such as Boardwalk & college on Boardwalk side. We also heed the pot hole patrol out, now that it is nice out send to west Mulberry heading west from College. Getting out onto College is hard without the arrows from 1-7 p.m.
- What is the story with the fact that the stoplights in town almost never sync up? It's ridiculous that it takes 20 minutes sometimes just to make it 3 or 4 miles in town.

Comments about City government

- Being a American Muslim, a "Weakest of the weaks" segments of society like some kind of visibility in city govt. Departments big businesses C.S.U, police, sheriff departments to undo the general image of negative side.
- City council needs to have an attitude for pro-growth properly managed - not anti-growth. They must also focus on job creation.
- City employees: Please look at your contemporaries at harmer county services; they are nicer to deal with on average, police department: either non-responsive or rude is my experience.
- City logo depressing. Marijuana businesses defining city as dangerous & undesirable. Too many bikes already w/4000 more coming to "Lending Library." Police dept. W/long record of cover-ups such as masters case (never resolved). Currently an officer whose dangerous behavior was not stopped. Fun events of the past such as West Fest no longer for families.
- City should listen better, not get pushy & sneaky - case in point: trash districting - we said no & you didn't listen until forced to. Also, Mason St. Corridor-voted down several times. Etc.
- Consider for furloughing city employees instead of laying them off make wiser decisions that would generate tax revenue - The new super Wal-Mart @ Harmony! I-25.
- Control costs. Learn to say "No"!
- Cut out cost of living raises & give only merit raises. We have enough natural and trails, parks, beautification we can no longer afford in this economy stop earmarks & welfare tax cuts to big business & fare services to Illinois! I'd love to see the city cut till the budget is balanced! We the people must balance our checkbook the programs in #11 are all excellent, sure something in each of those could be cut.
- Do online surveys to save \$ and reduce waste.
- Excessive expenses especially most recent rebuild of east prospect with center divider. Took too long cost too much, did very little to improve. Did nothing about the most dangerous spot the narrow bridge (culvert) near the rest area turn off!
- FC Gov. Com is a silly URL for an official site. Why not Fort Collins. Gov so we don't sound like yokels?
- Fort Collins has been a "Choice City" because past citizens have been willing to pay-taxes-for the services that we enjoy. We need to promote this cause-effect to counter the growing group who wish not to participate in the cost of maintaining a "choice city" yes, the management has been excellent too!
- Fort Collins is doing a great job in a tough economy - much better than a lot of cities in Colorado or in the U.S. Keep up the great work!
- Generally satisfied with the job the city does. I would comment that construction on the south side of town should consist of Mosley night work because the traffic gets really bad during the day.
- Great job in general-please update your website's list of where to bring recyclable items!
- I feel the city is very well run & appreciate the parks & cleanliness of the city.
- I had to go to the DMV recently, and they treated me with great disrespect. Consider re-staffing, Retraining, or Evaluating the current employees.
- I realize it is a balancing act. If taxes are too high people won't come here. On the other hand people like it here because of the quality of life!
- I strongly believe our city would be better off without a city council! our city manager would be able to strengthen our fine city without be undermined or tying up his hand.
- I think the city does a good jobs with its resources. I think the community needs to decide what receiving and amenities it desires when it puts a men tax to a vote.
- I think you are doing a good job with the resources you have.
- I wonder what the purpose of this survey is to look at taxes or gov't jobs? If so, why depend on citizens

who often aren't very informed about city efforts?

- If one watches city council meetings (cable 14 great idea) its obvious that The City Manager is from SF Bay Area: All his remarks are "feel good, ultra-police" trendy cliches, FTC. Tries a bit too hard to be politically correct under his direction.
- Keep city council out of local business! The garbage service debacle is ridiculous - Next would be telling us where we can buy groceries, clothes & the list quos on store.
- Keep increasing prop. Tax and I will be an Ex-Resident.
- Most inefficient money wasting city I have ever lived in. I like the foothills though!
- Overall I think your all doing a wonderful job; but to increase or make another tax or letting more people go is not wise at this times I don't want our city to turn on us like Denver is experiencing.
- Overall I'd say, "keep up the good work." Budgets always in short and the job isn't easy. Concrete on roads, small business & education and hopefully it'll all be OK, and remember MMJ = Tax \$.
- Overall satisfied with city services EXCEPT unreasonable policy about dogs - too many areas on limits to dogs, overzealous enforcement of leash laws, not enough areas to walk dogs on leash also, needs to have a yard waste recycling program - its inexcusable that there is no way to recycle leaves and grass clippings.
- People here trust our mayor & city planner (myr) They are open to listen to us an example is dial-a-ride debates super!!
- Quit raising taxes etc. To spend on frills (DDA, skating rinks, Xmas lites etc.) Concentrate in these tough times on street maintenance - police support - good public schools maintaining utility structure and laud use adjacent to city.
- Quit spending money on studies, let the mall go broke, quit trying to legislate everything from conservation, being careen picking on students, landlords, and driving business away.
- Quit wasting our precious tax dollars and officials time trying to enforce marijuana related offences and MMJ dispersive regulations, MMJ dispersive are the only booming new industry in this town. Thanks, Kevin.
- Reduce cost by a thorough review of employee benefits that exceed good average local industrial benefits purchases.
- Run FC like a business, we can't afford to build high end infrastructure with no way to fund operating expenses.
- Seek heavy sales tax and user fees for Internet sales to level the playing filed with brick & mortar businesses; legalize, tax and regulate all recreational drugs, let private businesses open recreational drug stores including alcohol; use nullification to stop bullying and hostage holding by state and Federal Govt. Representatives & bureaucracy; dismantled destroy the bureaucracy and reinstate government of by and for the people!.
- Some workers at the courthouse should be fired! Lazy workers while people are standing and waiting is unacceptable.
- Stop blowing money or complaining you don't have any, we don't need a new museum or amply-theater. Open up Hughes stadium if these kids want concerts, The football team sucks which means no one ever goes to those games. Hughes has never rocked. Not since the stones were there.
- Stop spending money on fluff (Going Green), open spaces outside the city and spend that money on the basics fewer raises for upper management, be more business friendly! How much did this survey cost?
- Stop the damned social engineering. Trash districting was not needed. Smart grid is not needed.
- Stop trying to do too much with too little - get back to basic gov. Functions. Street signal timing & maintenance still an issue.
- Stop wasting \$ on new signs for the parks! Ft. Collins is a great place to live!
- Stop wasting money on sending this form out! As well as the consumption rating you send out in the city of Ft Collins lives-stop the waste - Don't be a fool on spending money on all of the green stuff.
- Thank you for yours hard work and vision. I feel like our city leaders are forward thinking and careful w/ budgets and planning. Fort Collins is a wonderful place.
- The city attorney appears to not keep up with current status and shows political basic responses to certain council members.
- There is no need to "generate revenue" by" fleeing the flock" through programs such as video traffic

tickets.

- These questions are so redundant; you could have used half the space (& paper.). City council in too green and makes dumb decisions; i.e. not cooperating with the quad cities. We need to build an over pass over/ the RR and forget the glorified bus route from Cherry to Harmony. Even now the huge buses are 3/4 empty and to use fed funds (88 million) to [illegible] up Mason Street is against common sense, our infrastructure city wide is more needy. Who was the dreamer of Mason St?
- These times test leadership and demand that they elicit great cost saving ideas from staff. These times are also very stressful to employees. Recognize their cost saving ideas & see where they get you. I suggested nearly \$100,000 in cost saving at my work; most were implemented.
- This city is starting to scare me. The modern traffic cameras and high tech devices used by parking services feel like a modern assails on citizens. Crime is bed but how dare a regular tax paying citizen park illegally or run a red light.
- Times tough get creative, shake it up, diversify, think out side the box. Look at what other cities are doing- I often see a lack of foresight & ingenuity in city government. And please do some thing about all of the empty buildings! tear them down & make a park.
- Too many on city council have their own agendas. They need to represent the wishes of the citizens.
- Too much govern must regulation/intervention neighborhood services division is a waste of taxpayer funds.
- U + 2 - listen to the students we live here too! You all need to be more responsive to students.
- Utilize volunteers (individuals, organizations, etc.) to clean and maintain city parks, trails, and ditch/canal areas, (check Arapahoe/Roosevelt N.F. Volunteer program).
- Very unimpressed with the direction of city council and the anti-growth attitude. The interference in everything from trash to rental licensing to " City wide covenants" is ridiculous.
- We all have to live on a budget we don't like- the city should have to do the same-most important to keep as is police & fire depts.
- What I like best is that city employees are advocates for the community as they pursue their work.
- When budgeting look at activities with services to evaluate their contribution toward the service outcomes. "Many activities" contribute marginally toward a service out come.
- Why did you dummies annex the large area in the southwest when you know you could not provide any of the services needed (Police, road maint). The only thing you did was snow plowing, Elec-gas, charge storm water fees & tailor water or sewer. Provided no service.
- Wish high property taxes could be reduced, especially re: Poudre RI think police should be paid more if anything.
- Would appreciate email updates on city events or critical news. -Bad economy right now - don't overreact - things will get better.
- You all do a great job!
- You are doing a fantastic job balancing many needs in financially challenging times. Thank you.
- Your Government workers are rude and uncaring. There is race and intellectual prejudism in Ft. Collins.
- Your property taxes, especially business, are crushing US!
- Your doing great!

Comments about City services

- 1) Worthless info in *211 phone line 2) Street maint. is abysmal. Snow removal is very bad; Lazy drivers block drive way every snow! or pile on cleaned sidewalk 3) "We" need more jobs!!!
- 1. Do away with auto emission testing 2. City buses too big for the small number of passengers 3. Stock nearby ponds so fishing is near by.
- An ordinance should be placed outlawing panhandling-there are increasingly more vagrants with card board signs begging and harassing shoppers - more \$ needs to go into homeless programs.
- Consider & city composting program.
- Continue working on making services effective & hopefully people will be willing to pay for them. I wish I could talk to a veal human instead of voicemail.
- Great library system. Need to work or traffic congestion; for a small community should not take 25-30 min.

To traverse south to north.

- I appreciate all the programs that the city has to offer through the recreator.
- I love city programs especially when they bring people downtown. I also think the city should support programs like brew fest.
- I pay the same tax base but I do not get my streets plowed.
- I think the city spends too much money on snow removal, get the streets wear more because of all of the deicing agents they apply, also they destroy or cars with the increased oxidization.
- I use the "recreator" could be mailed to homes. Wish you would stop sending the "phone book" as it goes straight in the trash.
- I would like the city to look into single stream recycling, we are one of the few communities & know of that don't utilize it.
- I would like to have a once a year trash-pick-up-curbside. Anything like Utah has. Riverside needs to be cleaned up and we need to enforce no homeless people in the fields.
- I would like to see more snow removal right after snows in neighborhoods, bus stops. I would like to see better priorities for street maintenance. I absolutely love living in Fort Collins!
- Love the climate wise program, and the trails!
- Medical care here for Medicare & Medicaid is bad. I had better medical care in Greeley. I would love ship downtown but you can't for bicycles dogs on sidewalks.
- More convenient recycling locations, better routes & earlier times for public transportation.
- More recycling (i.e. in downtown areas) and better hours for public transportation (i.e. to alleviate drunk driving and downtown traffic).
- More services for recycling - lawn, should, limits.
- Notify residences before street cleaning. There should be a RR overpass.
- Please plow the residential areas, we have lived here for (4) four years and have "Never" had our street plowed.ö Never"
- Recycling is very badly handled by the city. We need yard waste recycling.
- Recycling is way behind the times, newspaper recycling should be mandatory. #1. Stickers should be required for grass clippings (which should then be composted w/all brush etc. Much, much more needs to be drive here.
- Some of the areas that of think needs major improvement are the social services, ever since they went to random processing agents and one phone line I have had endless complaints and confusion my clients I help fill out and re-fill out & re-file & re-fill out the same paperwork again & again because nobody can get on the same page @ the same time & keep passing the buck till the patron is forced to fill out the same paperwork again for the 3rd or 4th time!
- The fire department's are one of our city's most valuable departments & individuals. Their funding and staff should not get budget cuts if possible.
- The recreation department rocks!
- The recreation programs especially the adaptive recreation programs & special Olympics are important / essential for community.
- The Recreator, FC bikes, Lincoln center, libraries, bike paths, and natural areas make this a great place to call home. I would love to see even more Recreator classes.
- There is not enough snow plowing in residential areas.
- We want snow clearing on our street. It gets compacted and stays dangerous for months. There is one artery in our neighborhood that gets cleared but not the majority of residential streets.
- Winter storm cleanup needs to improve. I have lived in much larger city's in the northeast that get a lot more snow than F.C. And they find a way to clear all the streets after a storm.

Comments about police and crime

- 1. Police & fire, 2. Utilities, 3. Street maintenance & traffic slow suggest a volunteers coordination to keep maintain parks.
- Better communication on criminals or a more realistic view of town portrayed. Not negative just more info about unsafe areas - happenings.

- Downtown Fort Collins is not that safe at night! During the day is ok.
- Fire & Police are essential. Please do not cut them more.
- Get out of my life unless I need police or fire dept!
- I am extremely disappointed at the growing rate of graffiti and gangs in this city. When I called to report the graffiti the city only cared that I get it taken care of asap. We have the graffiti again and I am disappointed that I don't see patrol cars come through our neighborhood so close to the university. There are a lot of problems in this area. SW of campus. What is being done about the gangs? It seems nothing. And why are bicyclists told they have to follow roads rule too.
- I have been in and out of Ft Collins all my life and never been very impressed with the city. It is very bland. I do not feel as safe here as I did in Denver or Boulder. The housing situation here is very frustrating because tenants have so few rights. I don't even get to keep the interest on my security deposit like I got to in Massachusetts. I am a bike commuter and it is annoying the cemetery is the best thing about fort Collins.
- I missed the city council meeting (Ch.14) on MMD's, but I believe that an adequate police presence in these neighborhoods would probably eliminate most security issues as far as taxation on such - continue collections (obviously) - but let the neighbors decide on restriction of locations. Thanks.
- I often hear the police are under funded / under staffed, but I see lots of police on the streets and things seem ok to me.
- I think it should be safer and easier to get home after a night in old town, how many FoCo residents/students have gotten DUI's in this town.
- I'd like to see speed enforcement on Claremont Dr. Students from Rocky Mtn High School are always speeding down that street on their lunch breaks and after school. The city should also make the residents take better care of their lawns. more street sweeping.
- Learn from other cities like Colorado Springs, more gun permits for citizens lowering crime & need for excessive police expense. More possibilities of possibilities of privatization, less city involvement in buying buildings.
- More police visibility/patrols, especially in old town & city park area. Gang activity @ city park makes me feel unsafe. More foot patrols/presence in old town square/pedestrian areas. Forestry Dept. Is awesome - great service & great people.
- On Q.6 concerning safety in my neighborhood, my primary safety concern is in regard to speeding traffic on neighborhood streets. Q.13A is a combination of contact with a cost serv employee and two forestry employees trimming trees on my street.
- Our house was broken into and the police never investigated. Otherwise they have been fine. U + Z has to charge. It is not economically feasible for most college students.
- Police need to be friendlier & more open to helping people.
- Police officers shouldn't be able to take their cars home. That is money we are paying for that isn't necessary!
- Police patrols are always visible & available, which I think, greatly reduce & our crime rate increases our safety.
- Speed limits need to be enforced; it dangerous to ride a bike or scooter on city (main) streets. Add more monitoring devices that issue it bets (like the stop lite systems).
- The police in fort Collins are far too concerned with giving pricey tickets to young people to make money and need to focus on helping people & stopping real crime!
- The police need to be more considerate!
- Two are as of crime prevention that needs utmost attention = child predators & gang activity - No scrimping!
- We definitely need more police presence in our neighborhood, to deter crime and enforce traffic laws, i.e. Stop signs & speeding, both day time and night time. Vandalism occurs regularly.

I love Fort Collins/Praise for the City

- A beautiful city with the right attitude keep it up.
- After leaving the military & living in Washington, DC for 5 years, our family decided we could move anywhere in the country we wanted. We chose Fort Collins. This is a great city & we've been very happy.

Our only concern is that we've heard the city may mandate which trash collector we can use – were very opposed to this. Competition is good. We also like being able to use a local provider like Gallegos - We hope we'll be able to keep them. We'd also like to see more services for the homeless so they aren't hanging out in Library Park. Overall, though, we love Fort Collins & are very happy with the services provided by the city.

- Awesome place to be!
- Fort Collins in its entirety, is a great place to live! Thanks for all the hard work!
- Fort Collins is a great place to live keeps up the good work anyone who has the opportunity to live here is very fortunate. I have lived in Denver states - Colorado is the very best.
- Go Rams!
- Great place to live! Love the alley reweu projects, old town landscaping, art walks truck, Re-creator programs and parks!
- I feel very fortunate to live in Ft Collins.
- I love Fort Collins! Great job despite rough economic times.
- I love Fort Collins, I'm glad I can raise my children here. We home school. Stop focusing on people who will never be happy or satisfied, encourage out door play. The city needs to do their job, yet you can't make every one happy. Keep up the good work!
- I love Ft Collins. It is clean, friendly and very pleasant. The people I have met are politically savvy, well educated and creative. I would like to see a more ethnically diverse population.
- I was born and raised in Boulder - my sister lived in Fort Collins most of her life and loves the town. As do I and my aunt and brother. Please don't try to be boulder also the city needs to be more involved in recycling programs.
- Love the city. We will retire in Texas because the cost of living is lower and no state income tax.
- Overall, we have a positive view of the city.
- The quality of life in Ft. Collins is why so many people consider Ft. Collins a best place to live. That means that the open space, vibrant downtown, cultural choices and recreational choices must stay- Do we stop giving tax incentives to business to come to Fort Collins, to keep these services top notch? We pay for the quality-would pay more to keep it.
- Very helpful. Available. Ahead at the curve in planning. Downtown-culture-recreation-education are blessings!
- Very satisfied thus far. Will need more time.
- We enjoy living in Fort Collins very much.
- We have only lived here 8 months, but so far we think this is an excellent place to live.
- We love Fort Collins!
- We love Fort Collins.
- We moved from the Midwest 9 months ago & Fort Collins has exceeded our expectations! So many family activities & rec! We love the nature consecration as well. Thank You!

Encourage economic development

- Although the recession has hit hard, be prepared when the economy picks up again. The city of Fort Collins was voted 'Best place' many times for good reasons, lets get to the top again!
- City should be more open to businesses that are considering FC as a location as they are important to the cities tax base (VS businesses that have chosen locations in Denver, Windsor, out of state because city difficult to deal with) - I am a business/property owner in Larimer County (outside city limits) and recently built second building (garage 2009) and addition to existing office (2003). Dealings by building & code dept were county & zoning hassle - I was fortunate I did not have to deal in city on these issues.
- Fort Collins is a terrible place to operate & business, so my business left Fort Collins. Taxes, fees, red tape.
- Good luck with a very difficult problem-with the economy of our city.
- Great programs & Involvement. More \$ into DT & promoting growth of local businesses & limiting further "Big Box" expansion. Keep it Local!
- How about helping veterans such as myself get a job when we have lost our other employment. I strongly feel because of our age, they don't hire us at all. I give my country 24 1/2years of service.

- I am encouraged to hear about the new businesses moving into Fort Collins & building offices & plants, it is discouraging to think the city puts up too many obstacles with planners that want to develop along the I-25 corridor. We have lost so much to Loveland, I do love the energy put into our green & recreational assets; when driving home from work I forgot I love seeing the "Fox" bus hope it is profitable. So we have one going to Centerra area?
- I think the reason the arts in Ft. Collins is struggling is b/c the Lincoln Center is a bit "small", we should invest in a larger venue, it would bring a lot to the city.
- Make jobs to live here, lower rents & costs to consumers help the elderly. Fix roads (pot holes....).
- More economic development along I 25 & annexation's stop sales tax bleed to other cities. More shopping opportunities. Electrify Mason St. Corridor bus line.
- Promote downtown more - It is what makes F. C. Special.
- Start doing something to eliminate empty office buildings & storefronts before allowing new Buildings to be built.
- The city has missed the boat. Need to increase shopping in Fort Collins for specialty stores - Pottery Barn, Williams & Sonoma, etc. All of the stores are heading towards Centerra - if we have them here - it increases tax revenues for city. College Avenue is sad-we need to increase occupancy & desire to have business here - we don't want to drive along ways to shop.

- The city really needs to focus on downtown development / entertainment. Priorities need to include transportation / road improvements too.
- The priority long term focus should be to retain the existing employers and to provide an economic environment that will bring in new businesses & employers- without a vibrant tax base, a city will stagnate.
- Unfortunately 2 residents of this condo commute to Boulder County to work everyday.
- We desperately need to support getting out of our cars & into public transportation.
- We need more shopping centers like Centerra!
- Would like the city to seriously consider doing everything possible to redo the foothills fashion mall!

Comments about growth, planning and zoning

- Avoid growing east of 1-25. possibly add another interstate exchange ? to reduce congestion on Harmony in evenings.
- Colleges, and the city, should invest in more parking at low cost, and provide affordable living for students within a community to keep students & family residents separate.
- Comments are listed through out the survey why are you allowing the humane society to put a building on their property? There is too much traffic on Trilby & Kyle now! There is not adequate parking for more employees at that location!
- Creating more parking!
- Don't build a Safeway at the corner of Harmony & Shields.
- I am pleased to hear that Ft. Collins is encouraging mixed-use development. I believe suburban sprawl needs to come to a standstill.
- I'm anti-growth & developers / builders have had way too much say in what's happened in northern Colorado including Ft. Collins - over the past 30 years.
- Keep working on that delicate balance between quality growth & protection of the beautiful, small city feeling that brought us all here. Look to Portland, OR for model of smart growth. Jobs are not worth sacrificing the unique quality of FC. I applaud the forward thinking open space preservation of FC / Larimer County. Keep that vision.
- We think Ft Collins private & public business parking lots are always designed very poorly compared to other cities.
- Would like the city to stand by the established residential zoning - i.e. R-1 we invested in an R-1 area for the quality living, raising & family & for the long term investment.
- Would like to see better oversight/to maintain historical character and consistency of new buildings and additions to residential properties in old town neighborhood.

Comments about parks, trails, open space

- Fort Collins has wonderful parks open space & bike trails.
- I am very much in favor of open space, but having a tax that lasts for 25 years is too long.
- I appreciate the city trails and would approve of more. Railroad crossings could use improvement - very bumpy and deteriorated. Please fix pot holes. I do not approve of traffic light cameras. I very much enjoy Ft. Collins! thank you.
- I enjoy fort Collins parks and bike Trails. I appreciate the city's effort to keep the area clean and safe.
- I really use and enjoy the city's recreation programs, parks, bike trails, and centers. I just believe the golf courses are too "niche" it these times and could be contracted out at least. If you have to make cuts, this would impact the last overall citiz I think we should continue to preserve open spaces in and around Fort Collins despite the desirability of people moving here & developing further.
- It is time to put open space perpetual funding up to a vote again priorities change.
- Keep & support trails & recreation area Link street damages Have more & longer time for public transportation.
- Please make sure to keep finding parks and dog parks as well as sports facilities such as EPIC.
- Really appreciate natural areas. Please keep, expand & maintain gang activity and hate messages are concern hopefully foothills mall will be salvaged & businesses expanded keep working on homelessness prevention & year round shelter.

- The parks & natural areas are amongst the very best I've seen in the country. Cuts to the parks department should be avoided at any cost. The parks are a great point of pride for me as a resident.
- We moved to Ft. Collins because of its bicycle friendliness & natural areas & parks. We've not been disappointed! Keep up the good work!

Comments about the environment, air quality, water quality, green policies

- I would like to see Ft Collins become a synthetic free zone. No pesticides! Let's protect our children & our environment.
- Please stop fluoridating water, need better & more affordable family (Non-student) housing.
- The city should not waste my money on anything promoting the frauds of man made climate change, recycling, sustainability or elevating bikes above cars
- The Environmental learning center was such a great idea! Wouldn't it be logical to have a bus route out there?! I wanted to go last weekend but I had to find somebody to drive me.

Comments about code enforcement issues

- Allow a little more time when notified of yard clean-up. It takes a few days to get money & resources together notify of street sweeping so we can move cars.
- If the city paid more attention to the rental properties and collected the proper tax from the landlords, that alone would solve the financial problem.
- My residential area needs regulations to keep it clean, safe and looking nice. I am warned about home value due to untidiness.
- Please enforce the shoveling sidewalk rule more. It's difficult to walk in then leas over making it dangerous.

Comments about schools, education

- 1) We need to remove the school superintendent & hire from within the community 2) We need to stop assigning " police their own car & sending it home w/ them-no other business or entity allows an employee to have a free "company" car for personal use under the guise that they may be called in for service 3 Officers shifts can use same vehicle 3) We need to set city bus service on main roads throughout the city
- My neighbor has a bath tub in the front yard and the city said it's art. I'm an artist and I'm moving neighborhoods (trashy). Too much graffiti and gangs!
- When looking at ways to cut budgets, look at partnering with federal Gov't for software licensing, look at salaries of city council superintends, school principals, school administrative etc. And begin cutting their pay. Do not cut teachers policy and few imp layers salaries and stop cutting funding to schools. Cut football on all sports funding in creases and put the money back into teaching or future generations.

Comments about housing/rental restrictions

- Affordable housing - Good not poor housing.
- Do away & 3 unrelated - private property rights are a joke in FC.
- I am concerned about some new requirements regarding rental properties, Motorizing forms & posting them. Rental licensing - why.
- Purchasing a home in Loveland currently. Love FC, but getting a little more housing bang for the buck a few miles south. Still plan on frequent recreation in FC.
- Renters should have more rights.
- Strongly oppose 3 unrelated ordinance - overbroad & conflicts with city priorities.
- The 3-unrelated law for renters is ridiculous! This is a college town with hundreds of 4-5 bedroom houses. Change to 4 or 5 unrelated, if anything.
- Very tired of having to fight the MGR, every year to keep rent from going up - have to run all over town to get people to signs - of how much & I have paid out. We (seniors) did not get our raise - we still have to prove how poor we are, to keep rent affordable!
- We desperately need truly affordable housing in this community. It is impossible to live on SSI and maintain a residence.

- Wondering about the negative effects of mandating less than 3 unrelated people in a home. Such ordinances make rental properties a tough decision for potential investors.
- Would love to have nice affordable housing (house) options.
- Yu + 2 law makes rent too expensive for students! Traffic police resources we over allocated & ineffective, a waste of our money. put more funding into arts & the outdoors.

Comments about the appearance of Fort Collins, cleanliness

- 1. I would appreciate an effort to beautify the highway approaches (roads, grass, ditches etc) to the city. I am not at all in agreement with the city council's attitude re: little or "no growth" position. 2. I don't like the camera radar "Police System"; I think it is unconstitutional and intrusive.
- Although a minor issue in the grand picture, dog feces are a major problem all over town.
- City & its citizens have somehow combined to make Fort Collins a most attractive place to live; let's keep it up ever if it costs a little more.
- Get rid of the drunken monkey on College-relocate it, the place is an eyesore. Do something constructive/positive with Foothills Fashion Mall.
- HOA's was not doing there job. People are getting paid to sit on their butts, a lot of trash, neglected property, and voluntary instead of gradating recycling lead to dump grounds.
- I have a strong feeling that Fort Collins should encourage building architecturally stylish homes the models of homes along the streets are really ugly.
- I lived near a small town which sponsored "paint up, clean up, fix up" week each summer. Lumberyard paint stores, hardware reduced prices on some appropriate items for use that week. Could this work in some neighborhoods in Ft. Collins especially run down ones.
- I really love the flowers around downtown in the summer and the Christmas lights in the winter. Nice job on the bike trails!! smooth surface is always welcome!
- Make better use of zero-scraping. Water is not abundant in the region so we should apply better use of it than ensuring the Kentucky blue grass lawns stay green. Future development on or near streams in Fort Collins should be kept away from floodplain to allow for streams to react to organization.
- Quicker response to picking up dead animals on road put the posts up for Hawks & Eagles at Timberline & Carpenter. Put a turn arrow from E bound Carpenter to N bound Timberline.

Comments about bicycle rules, safety, policy

- After riding my bike last summer, I would like more attention paid to safety for bicyclist. Motorist are extremely inconsiderate to bicyclist!
- Bicycle riders think they have more right to ride on sidewalks downtown than pedestrians have walking on them, despite signs prohibiting this there is no enforcement of this traffic rule whatsoever. I might be in favor of using the bicycle administrators salary to hire another cop to deter this activity. Still problems with loose dogs & dogs not on leash also see #17.
- Bicycle rule enforcements.
- I broke my leg bicycling near Linden & La Porte back in 2008 - the city of Fort Collins was negligent in making the drive ways 4 "high causing my accident but they hide behind the law as being exempt. It's a scandal!
- I strongly support increased bike lanes & public transportation- light rail in particular. I am willing to pay for these via taxes or bonds. I also strongly support efforts to conserve H2O and to purchase water rights but preferably to avoid any reservoirs that affects the flows into the Poudre.
- It would like to see a bike lane on Trilby between Lemay & Timberline of more bike paths in the south end o/ town. Also, it would like the senior center pool to be open until 5.00 on Saturday.
- Please crack down on bikes on sidewalk and dogs not on leash. I walk and bike a lot.
- Please extend the bike trails that have been delayed. Photo radar is evil. Building and zoning is overly Restrictive and anjogonistic.
- Please stop making Ft. Collins like boulder also-consider finishing the bike path @ Ft. Collins please, please, please do something with the mall-it is a haven for Gangs.
- The city should establish us mandatory for cyclists to wear a "Rear-view-mirror" and try to get a "Bill"

passed in congress about the mirror, so this mandate can be written in the Colorado drivers manual.

Thank you for asking

- Thank You.
- Thanks for a good job.
- Thanks for asking. Good Luck!
- Thanks for sending these out!
- Thanks for the survey transport needs desperately to expand south.

No comment made

- I am a student from Texas so I don't know much about this town.
- My "no opinion" answers are as such because I have not experienced those situations. I am a city works 101 alumni. It would be great if that program ran more frequently.
- No.
- No.
- None
- With the exception of the natural spaces program and parks/Recreation programs, I really haven't had contact with city government, services, employees or programs knowingly.

Other

- Could u reduce the tuition fee please? and could be open more late night transport bus? Thanks a lot!
- Encourage the community to become more involved in city services, like community work days.
- Fort Collins sucks
- I don't like HOA of weaver farm.
- I love Fort Collins but. Seriously, what is with those random cameras?
- I would like to see more activities that adults can go out and do such as putt putt, fun places, that are exciting, and entertaining, so you do not have to resort to bars and clubs.
- Most students feel a community connection to the campus. If you could tie the overall Fort Collins Community to the on Campus Community we would be more involved.
- Neighborhood disputes - my neighbor needs to be told to mind his own business & stop blowing leaves etc into my yard with his blower also he threatens to cut bushes down that he thinks have fungus - also harasses me & lawn workers affect my grass.
- Please publish results in the Coloradoan. While there is still interest in results. Do as soon as survey completed and assessed.
- Please see attached.
- Please see enclosed list.
- Prairie dogs are a waste, kill them all. Larry state park is awesome, but it should be open all night for stargazes.
- Put control on all railroad crossings so as to reduce the noise pollution. It would create a greater sense of place.
- The parking signage is bad - re using the same parking lot twice in a day! There is no place to park at city/ county buildings for older people (Not handicapped) that allows time to wait in line and do business.
- We need a new performing arts center drake Rd & Prospect Rd are congested & can be dangerous.
- Why is this being outsourced to NJ? It should be handled locally, employing locals.
- Would like to see results in paper.
- Wwww.fcgov.com - It should be much easier to pay utilities bill online. I should not have to hunt for this option. "Pay utilities" link right on the home page!

Appendix D. Comparison of Select Questions by Respondent Characteristics

Average ratings for select survey questions are compared by respondent characteristics in this appendix. 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 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 2.2 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 "poor," 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 "poor," the average would be in the middle of the scale (like the center post of a teeter totter), or "average."

Cells shaded grey indicate statistically significant differences ($p \leq .05$).

Question 1 by Respondent Length of Residency and Housing Tenure

Please rate Fort Collins as a community on each of the items listed below.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Overall, as a place to live	88	88	90	85	88	88	88	86	88
Overall safety of residents	81	78	84	80	81	81	80	81	81
Availability and diversity of shopping	70	66	67	68	68	66	71	65	68
Availability and diversity of dining	80	78	82	81	80	80	81	79	80
Availability and diversity of entertainment	70	65	67	66	68	67	69	66	68
Availability and diversity of job opportunities	51	47	49	44	48	48	49	49	48
Availability of affordable quality housing	63	58	53	51	58	57	58	63	58
Availability and diversity of arts and cultural activities	69	67	67	68	68	68	69	68	68
Availability and diversity of recreational opportunities	85	81	85	80	83	85	82	79	83
Availability of quality healthcare	73	69	76	78	74	77	71	65	74
Quality of public schools	79	77	80	74	77	78	76	75	77
Quality of public library services	77	80	80	81	79	81	78	73	80
As a place to raise children	82	87	88	83	84	86	82	78	85
As a place to retire	78	82	82	78	79	81	78	70	79
As a place to attend college	87	83	86	82	85	85	84	90	85
As a place to work	74	74	76	68	73	74	72	69	73
Community openness and acceptance of all people	73	67	68	64	69	68	69	75	69
Overall quality of life in Fort Collins	83	83	84	81	83	84	81	83	83

Average rating (0 = very bad, 100 = very good).

Question 1 by Respondent Student Status, Gender and Age

Please rate Fort Collins as a community on each of the items listed below.	Full-time or part-time student			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Overall, as a place to live	88	88	88	87	89	88	88	88	87	88
Overall safety of residents	79	81	81	80	82	81	80	81	82	81
Availability and diversity of shopping	67	69	68	70	66	68	67	68	72	68
Availability and diversity of dining	82	80	80	82	79	80	81	79	84	81
Availability and diversity of entertainment	68	68	68	68	67	68	67	67	71	68
Availability and diversity of job opportunities	47	49	48	48	48	48	48	49	46	48
Availability of affordable quality housing	61	56	58	58	58	58	60	56	54	58
Availability and diversity of arts and cultural activities	67	68	68	68	68	68	67	67	72	68
Availability and diversity of recreational opportunities	83	84	83	83	84	83	84	83	82	83
Availability of quality healthcare	69	76	75	74	75	74	69	77	82	74
Quality of public schools	77	78	77	77	77	77	77	79	74	77
Quality of public library services	77	80	80	78	81	80	77	82	82	79
As a place to raise children	79	86	85	85	85	85	83	87	83	84
As a place to retire	73	81	79	79	80	80	76	82	81	79
As a place to attend college	88	84	85	85	85	85	87	83	82	85
As a place to work	70	74	73	73	73	73	72	75	70	73
Community openness and acceptance of all people	70	69	69	71	68	69	70	68	68	69
Overall quality of life in Fort Collins	83	83	83	84	83	83	83	82	83	83

Average rating (0 = very bad, 100 = very good).

Question 2 by Respondent Length of Residency and Housing Tenure									
Please rate the quality of the environment in Fort Collins on each of the items listed below.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Community's visual attractiveness	81	79	81	77	80	80	80	81	80
Air quality	82	83	78	74	80	79	81	80	80
Drinking water quality	82	86	85	87	85	85	85	81	85
Recycling programs	80	75	77	76	77	78	75	87	77
Conservation efforts	80	77	76	75	78	78	77	81	78
Overall quality of environment	83	81	80	79	81	81	81	82	81

Average rating (0 = very bad, 100 = very good).

Question 2 by Respondent Student Status, Gender and Age									
Please rate the quality of the environment in Fort Collins on each of the items listed below.	Full-time or part-time student			Respondent gender			Respondent age		
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older
Community's visual attractiveness	81	80	80	79	81	80	81	78	81
Air quality	82	79	80	82	78	80	83	78	75
Drinking water quality	82	86	85	86	83	85	84	85	86
Recycling programs	79	77	78	77	78	77	78	77	77
Conservation efforts	79	77	78	78	77	78	79	77	75
Overall quality of environment	81	81	81	82	80	81	82	81	79

Average rating (0 = very bad, 100 = very good).

Question 3 by Respondent Length of Residency and Housing Tenure

Please rate the quality of your neighborhood on each of the items listed below.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
	Your neighborhood as a place to live	77	76	81	77	78	79	75	80
Your neighborhood as a place to raise children	68	71	79	74	72	77	63	64	72

Average rating (0 = very bad, 100 = very good).

Question 3 by Respondent Student Status, Gender and Age

Please rate the quality of your neighborhood on each of the items listed below.	Full-time or part-time student			Respondent gender			Respondent age		
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older
	Your neighborhood as a place to live	76	78	78	78	76	79	75	79
Your neighborhood as a place to raise children	62	75	72	70	74	72	64	78	79

Average rating (0 = very bad, 100 = very good).

Question 6 by Respondent Length of Residency and Housing Tenure

Please tell us how safe you feel in each of the following areas.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
	Your neighborhood during the day	91	91	91	88	90	90	91	92
Your neighborhood at night	77	77	79	79	78	79	76	80	78
Downtown Fort Collins during the day	90	89	88	85	88	88	89	88	88
Downtown Fort Collins at night	72	72	69	67	70	71	70	67	70
Parks in Fort Collins	81	81	81	77	80	79	81	82	80
Natural areas/open space within the city	81	81	79	76	79	80	80	82	80
Recreation facilities in Fort Collins	86	83	84	81	84	84	84	86	84
Trails in Fort Collins	77	78	76	73	76	76	77	79	76

Average rating (0 = always unsafe, 100 = always safe).

Question 6 by Respondent Student Status, Gender and Age

Please tell us how safe you feel in each of the following areas.	Full-time or part-time student			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
	Your neighborhood during the day	92	90	91	91	90	91	91	89	91
Your neighborhood at night	76	79	78	79	76	78	76	78	82	78
Downtown Fort Collins during the day	89	88	88	90	87	88	90	86	88	88
Downtown Fort Collins at night	70	70	70	72	68	70	72	68	70	70
Parks in Fort Collins	83	79	80	82	77	80	82	79	76	80
Natural areas/open space within the city	82	79	80	82	77	80	82	78	76	80
Recreation facilities in Fort Collins	86	84	84	86	82	84	85	83	83	84
Trails in Fort Collins	77	77	77	80	72	76	78	75	74	76

Average rating (0 = always unsafe, 100 = always safe).

Question 7 by Respondent Length of Residency and Housing Tenure

Please rate the quality of each of the following in Fort Collins.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Fire services	85	84	88	89	86	88	85	82	86
Crime prevention	73	69	77	74	73	73	74	71	73
Police patrol	74	66	75	71	72	71	74	75	72
Traffic enforcement	69	67	67	66	68	66	69	72	68
Police visibility	74	66	74	69	71	70	73	73	72
Police response time	73	63	70	71	70	69	72	79	70
Police services overall	71	66	73	70	70	70	70	75	70
Code enforcement (weeds, abandoned buildings, etc)	66	58	63	62	63	61	66	68	63
Animal control	69	66	70	64	67	65	69	78	67
Business property maintenance	74	69	71	69	71	70	72	75	71
Residential property maintenance	69	65	67	66	67	66	68	75	67

Average rating (0 = very bad, 100 = very good).

Question 7 by Respondent Student Status, Gender and Age										
Please rate the quality of each of the following in Fort Collins.	Full-time or part-time student			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
	Fire services	84	87	86	86	87	87	85	87	90
Crime prevention	72	74	74	73	74	74	71	74	77	74
Police patrol	73	71	72	70	74	72	72	71	74	72
Traffic enforcement	69	67	67	66	69	68	67	68	67	68
Police visibility	74	71	71	71	72	71	73	70	71	71
Police response time	72	70	70	70	71	70	70	69	74	70
Police services overall	69	71	70	69	71	70	69	70	73	70
Code enforcement (weeds, abandoned buildings, etc)	63	62	63	60	67	63	63	63	61	63
Animal control	70	66	67	65	69	67	69	68	62	67
Business property maintenance	73	70	71	70	72	71	72	72	69	71
Residential property maintenance	67	67	67	65	69	67	66	69	67	67

Average rating (0 = very bad, 100 = very good).

Question 8 by Respondent Length of Residency and Housing Tenure									
Please rate the following areas of transportation in Fort Collins.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Ease of driving in Fort Collins	61	59	64	58	61	62	60	59	61
Ease of traveling in Fort Collins by public transportation	53	41	45	45	47	43	51	65	47
Fort Collins as a walkable city	72	64	66	62	67	65	69	75	67
Ease of traveling in Fort Collins by bicycle	83	78	77	70	78	77	79	83	78
Availability of parking Downtown	50	51	56	50	51	54	49	42	51
Traffic congestion	49	49	50	43	48	48	47	47	48
Street maintenance	55	49	53	47	52	50	54	62	52

Average rating (0 = very bad, 100 = very good).

Question 8 by Respondent Student Status, Gender and Age										
Please rate the following areas of transportation in Fort Collins.	Full-time or part-time student			Respondent gender		Respondent age				
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Ease of driving in Fort Collins	58	62	61	60	62	61	58	62	65	61
Ease of traveling in Fort Collins by public transportation	51	46	47	47	48	48	47	48	47	47
Fort Collins as a walkable city	71	65	67	67	67	67	68	64	71	67
Ease of traveling in Fort Collins by bicycle	82	76	78	80	76	78	81	75	74	78
Availability of parking Downtown	44	54	51	51	52	51	48	55	54	51
Traffic congestion	45	49	48	47	49	48	46	50	48	48
Street maintenance	52	52	52	51	52	52	53	52	48	52

Average rating (0 = very bad, 100 = very good).

Question 9 by Respondent Length of Residency and Housing Tenure

Please rate the City's performance in each of the following areas.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
	The job the City does at informing citizens	66	64	67	65	66	66	64	67
The job the City does at welcoming citizen involvement	65	62	67	62	64	63	65	70	64
The job the City does at listening to citizens	62	54	62	54	58	57	61	61	58
Managing and planning for growth	64	57	57	54	58	57	60	69	59
Efficient operation of programs and services	67	60	63	61	63	62	64	66	63
The overall direction the City is taking	71	63	64	57	65	62	68	72	65

Average rating (0 = very bad, 100 = very good).

Question 9 by Respondent Student Status, Gender and Age

Please rate the City's performance in each of the following areas.	Full-time or part-time student			Respondent gender		Respondent age				
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
	The job the City does at informing citizens	64	67	66	65	66	66	66	65	67
The job the City does at welcoming citizen involvement	62	65	64	65	63	64	66	62	65	64
The job the City does at listening to citizens	58	58	58	57	60	59	60	57	58	58
Managing and planning for growth	61	58	59	59	59	59	62	55	57	59
Efficient operation of programs and services	63	63	63	63	63	63	65	62	62	63
The overall direction the City is taking	68	64	65	65	65	65	69	61	60	65

Average rating (0 = very bad, 100 = very good).

Question 10 by Respondent Length of Residency and Housing Tenure									
Please rate the City's performance in each of the following areas.	Respondent length of residency					Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Overall support of businesses in Fort Collins	71	62	63	55	63	59	69	76	63
Overall jobs growth	51	41	48	42	46	44	49	51	46
Overall economic health of Fort Collins	62	54	58	51	57	56	58	64	57

Average rating (0 = very bad, 100 = very good).

Question 10 by Respondent Student Status, Gender and Age									
Please rate the City's performance in each of the following areas.	Full-time or part-time student			Respondent gender			Respondent age		
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older
Overall support of businesses in Fort Collins	72	61	64	63	65	64	69	58	58
Overall jobs growth	49	45	46	47	46	47	48	45	45
Overall economic health of Fort Collins	59	56	57	57	57	57	59	55	54

Average rating (0 = very bad, 100 = very good).

Question 11 by Respondent Length of Residency and Housing Tenure										
Please rate the quality of each of the programs or facilities listed below.	Respondent length of residency					Respondent housing unit type				
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall	Overall
Natural areas and open space	86	84	85	82	85	85	85	83	85	85
Recreational trails	86	88	86	85	86	86	86	84	86	86
Parks	85	85	83	83	84	85	84	81	84	84
Cemeteries	74	73	77	75	75	76	75	67	75	75
Golf courses	74	75	81	78	77	78	76	65	76	76
Athletic fields	78	78	78	77	78	79	77	77	78	78
Youth Activity Center	74	70	72	71	72	70	76	77	72	72
Northside Aztlan community Center	80	79	80	81	80	80	81	76	80	80
Fort Collins Senior Center	80	77	79	84	81	82	78	69	81	81
Edora Pool Ice Center (EPIC)	79	78	79	77	78	78	79	81	78	78
Mulberry Pool	76	74	74	71	74	73	75	74	73	73
The Farm at Lee Martinez Park	79	79	81	78	79	79	79	63	79	79
Garden on Spring Creek (The Horticultural Center)	81	81	82	80	81	82	78	72	81	81
Pottery studio	77	77	80	74	76	77	76	72	76	76
Art in Public Places program	72	74	73	69	72	71	72	73	72	72
Lincoln Center programs	77	75	77	74	76	76	76	78	76	76
Fort Collins Museum	73	72	71	68	71	72	70	75	71	71
Adult recreation programs overall	75	70	75	73	74	74	73	68	74	74
Senior recreation programs overall	77	77	79	78	77	79	75	64	77	77
Youth/teen recreation programs overall	78	75	74	70	74	75	72	72	74	74

Average rating (0 = very bad, 100 = very good).

Question 11 by Respondent Student Status, Gender and Age											
Please rate the quality of each of the programs or facilities listed below.	Full-time or part-time student			Respondent gender			Respondent age				
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall	
Natural areas and open space	85	85	85	85	85	85	86	84	83	85	
Recreational trails	85	87	86	85	87	86	87	86	85	86	
Parks	85	84	84	84	85	84	84	85	84	84	
Cemeteries	73	75	75	73	77	75	75	75	74	75	
Golf courses	72	78	76	75	78	76	75	77	78	77	
Athletic fields	78	78	78	78	78	78	79	77	77	78	
Youth Activity Center	74	71	72	73	71	72	75	69	71	72	
Northside Aztlan community Center	79	80	80	79	81	80	80	81	77	80	
Fort Collins Senior Center	78	81	80	79	82	81	77	82	83	81	
Edora Pool Ice Center (EPIC)	78	78	78	77	79	78	77	79	79	78	
Mulberry Pool	75	73	74	73	75	74	75	73	71	73	
The Farm at Lee Martinez Park	78	79	79	78	80	79	79	79	78	79	
Garden on Spring Creek (The Horticultural Center)	79	82	81	80	82	81	81	80	82	81	
Pottery studio	78	77	77	78	76	77	80	76	70	76	
Art in Public Places program	70	72	72	70	73	72	72	73	69	72	
Lincoln Center programs	75	76	76	74	78	76	75	76	76	76	
Fort Collins Museum	73	71	71	70	73	71	72	71	69	71	
Adult recreation programs overall	74	74	74	72	75	74	73	75	72	74	
Senior recreation programs overall	73	78	77	77	78	78	76	80	75	77	
Youth/teen recreation programs overall	77	73	74	74	75	74	75	76	68	74	

Average rating (0 = very bad, 100 = very good).

Question 12 by Respondent Length of Residency and Housing Tenure

	Respondent length of residency				Respondent housing unit type				
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins? <i>Average rating (0 = very bad, 100 = very good).</i>	75	73	78	72	74	76	72	70	74

Question 12 by Respondent Student Status, Gender and Age

	Full-time or part-time student			Respondent gender			Respondent age		
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older
Overall, how would you rate the quality of the services provided by the City of Fort Collins? <i>Average rating (0 = very bad, 100 = very good).</i>	74	75	74	74	75	74	75	74	74

Question 13a by Respondent Length of Residency and Housing Tenure

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Respondent length of residency				Respondent housing unit type				
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Courtesy	79	85	88	78	82	82	82	67	82
Making you feel valued as a citizen/customer	72	76	84	71	75	76	75	59	75
Promptness	76	75	83	73	76	77	75	62	76
Knowledge	77	82	84	75	79	80	76	69	79
Overall impression	76	79	85	73	78	79	76	60	78

Average rating (0 = very bad, 100 = very good).

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

Question 13a by Respondent Student Status, Gender and Age

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Full-time or part-time student		Respondent gender			Respondent age				
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
	Courtesy	74	83	82	83	79	82	79	82	85
Making you feel valued as a citizen/customer	64	78	75	75	75	75	71	76	80	75
Promptness	70	77	76	77	75	76	74	77	79	76
Knowledge	72	80	79	80	77	79	78	78	82	79
Overall impression	69	80	78	79	76	78	75	79	81	77

Average rating (0 = very bad, 100 = very good).
 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

Question 13b by Respondent Length of Residency and Housing Tenure

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Respondent length of residency				Respondent housing unit type				
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
	Courtesy	100	.	84	66	80	91	42	.
Making citizens or customers feel valued	50	.	84	64	72	75	64	.	72
Promptness in responding to inquiries and service requests	50	.	84	56	67	75	42	.	67

Average rating (0 = very bad, 100 = very good).
 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

Question 13b by Respondent Student Status, Gender and Age

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Full-time or part-time student		Respondent gender			Respondent age				
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	
Courtesy	.	76	76	100	78	80	.	75	81	80
Making citizens or customers feel valued	.	65	65	100	70	72	.	75	71	72
Promptness in responding to inquiries and service requests	.	61	61	100	65	67	.	75	64	67

Average rating (0 = very bad, 100 = very good).

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

Question 14 by Respondent Length of Residency and Housing Tenure

Please select the option that best describes how you think the City should address each of the following aspects of the community.	Respondent length of residency					Overall	Respondent housing unit type			
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall		Detached	Attached	Dorm	Overall
Economy	More effort	51%	59%	59%	60%	56%	58%	58%	15%	56%
	Same effort	48%	38%	37%	35%	41%	39%	39%	79%	41%
	Less effort	1%	2%	4%	5%	3%	3%	2%	6%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Environment	More effort	39%	38%	39%	32%	37%	36%	36%	40%	36%
	Same effort	56%	54%	56%	55%	55%	54%	59%	55%	56%
	Less effort	6%	8%	5%	13%	8%	10%	5%	4%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhoods	More effort	27%	27%	34%	32%	30%	28%	34%	13%	30%
	Same effort	66%	65%	59%	57%	62%	62%	61%	75%	62%
	Less effort	7%	8%	7%	11%	8%	10%	5%	11%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety	More effort	14%	20%	26%	21%	19%	17%	21%	10%	18%
	Same effort	80%	75%	70%	75%	77%	78%	75%	80%	77%
	Less effort	6%	4%	4%	3%	5%	5%	4%	10%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks and Recreation	More effort	31%	22%	29%	26%	28%	25%	31%	23%	27%
	Same effort	65%	73%	68%	63%	67%	68%	64%	72%	67%
	Less effort	4%	5%	3%	11%	6%	7%	4%	5%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation	More effort	54%	68%	58%	56%	58%	56%	63%	37%	57%
	Same effort	44%	31%	34%	38%	38%	39%	36%	63%	39%
	Less effort	2%	1%	7%	6%	4%	5%	1%	0%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Government	More effort	16%	31%	25%	28%	24%	22%	26%	16%	23%
	Same effort	79%	58%	68%	62%	69%	69%	70%	76%	69%
	Less effort	5%	11%	6%	10%	7%	9%	4%	8%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 14 by Respondent Gender and Age

	Please select the option that best describes how you think the City should address each of the following aspects of the community.	Full-time or part-time student			Respondent gender			Respondent age			
		Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
Economy	More effort	51%	58%	56%	56%	56%	56%	52%	61%	58%	56%
	Same effort	47%	39%	41%	41%	42%	41%	47%	35%	39%	41%
	Less effort	2%	3%	3%	4%	1%	3%	1%	5%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Environment	More effort	43%	34%	36%	36%	37%	36%	42%	33%	30%	37%
	Same effort	53%	57%	56%	54%	58%	56%	51%	58%	63%	55%
	Less effort	4%	9%	8%	11%	5%	8%	7%	9%	7%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Neighborhoods	More effort	30%	30%	30%	29%	30%	30%	30%	30%	29%	30%
	Same effort	63%	62%	62%	62%	63%	62%	62%	61%	64%	62%
	Less effort	8%	8%	8%	9%	7%	8%	8%	9%	7%	8%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety	More effort	13%	21%	19%	14%	22%	18%	15%	23%	21%	19%
	Same effort	83%	75%	77%	81%	74%	77%	79%	75%	75%	77%
	Less effort	4%	5%	5%	5%	4%	5%	6%	2%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks and Recreation	More effort	34%	25%	27%	29%	26%	27%	31%	26%	20%	28%
	Same effort	62%	69%	67%	63%	72%	67%	65%	67%	70%	67%
	Less effort	4%	6%	5%	8%	3%	5%	4%	7%	10%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation	More effort	63%	56%	58%	53%	62%	57%	60%	58%	52%	58%
	Same effort	37%	39%	38%	43%	35%	39%	39%	35%	44%	39%
	Less effort	0%	5%	3%	4%	3%	4%	1%	6%	5%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Government	More effort	18%	24%	23%	20%	26%	23%	22%	24%	24%	23%
	Same effort	77%	67%	70%	71%	68%	70%	70%	68%	70%	69%
	Less effort	4%	9%	8%	9%	6%	8%	8%	8%	6%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 15 by Respondent Length of Residency and Housing Tenure

	Respondent length of residency				Respondent housing unit type				
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
Over the past five years, the City has cut nearly \$24 million of expenses and eliminated approximately 140 City jobs. However, the City is still faced with significant budget shortfalls in the areas of police staffing, fire, streets maintenance, parks and recreation. To what extent do you support or oppose the City considering each of the following options?									
Increasing taxes or fees to maintain or make limited improvements to current services	72%	64%	69%	54%	66%	63%	70%	65%	66%
Further reducing services to operate within existing resources	36%	54%	41%	55%	45%	48%	41%	46%	45%

Percent reporting "somewhat" or "strongly" support.

Question 15 by Respondent Student Status, Gender and Age

	Full-time or part-time student		Respondent gender		Respondent age				
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older
Over the past five years, the City has cut nearly \$24 million of expenses and eliminated approximately 140 City jobs. However, the City is still faced with significant budget shortfalls in the areas of police staffing, fire, streets maintenance, parks and recreation. To what extent do you support or oppose the City considering each of the following options?									
Increasing taxes or fees to maintain or make limited improvements to current services	71%	64%	66%	68%	65%	66%	72%	61%	59%
Further reducing services to operate within existing resources	41%	47%	45%	49%	40%	45%	39%	49%	53%

Percent reporting "somewhat" or "strongly" support.

Question 18 by Respondent Length of Residency and Housing Tenure

Please rate the City's website (www.fcgov.com).	Respondent length of residency				Respondent housing unit type				
	5 years or less	6-10 years	11-20 years	More than 20 years	Overall	Detached	Attached	Dorm	Overall
www.fcgov.com as a source of information	73	71	74	73	73	74	71	69	73
www.fcgov.com as a means of transacting business with the City	68	64	60	62	64	64	65	65	64

Average rating (0 = very bad, 100 = very good).

Question 18 by Respondent Student Status, Gender and Age

Please rate the City's website (www.fcgov.com).	Full-time or part-time student			Respondent gender			Respondent age			
	Yes	No	Overall	Male	Female	Overall	18-34 years	35-54 years	55 years or older	Overall
www.fcgov.com as a source of information	72	73	73	73	73	73	73	73	72	73
www.fcgov.com as a means of transacting business with the City	64	65	64	61	67	64	64	64	63	64

Average rating (0 = very bad, 100 = very good).

Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence

Average ratings for select survey questions are compared by geographic area of residence in this appendix. Cells shaded grey indicate statistically significant differences ($p \leq .05$).

Question 1 by District					
Please rate Fort Collins as a community on each of the items listed below.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Overall, as a place to live	89	87	87	88	88
Overall safety of residents	81	79	81	83	81
Availability and diversity of shopping	68	68	66	69	68
Availability and diversity of dining	81	81	79	80	80
Availability and diversity of entertainment	66	69	67	67	68
Availability and diversity of job opportunities	47	48	46	50	48
Availability of affordable quality housing	59	58	55	57	58
Availability and diversity of arts and cultural activities	67	69	68	68	68
Availability and diversity of recreational opportunities	85	83	83	83	83
Availability of quality healthcare	71	71	78	78	74
Quality of public schools	76	75	78	80	77
Quality of public library services	77	78	81	83	79
As a place to raise children	85	81	83	88	84
As a place to retire	79	77	79	82	79
As a place to attend college	89	85	82	84	85
As a place to work	76	70	69	76	73
Community openness and acceptance of all people	68	69	68	70	69
Overall quality of life in Fort Collins	85	82	81	83	83

Average rating (0=very bad, 100=very good).

Question 2 by District

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Community's visual attractiveness	80	80	80	80	80
Air quality	81	80	76	80	80
Drinking water quality	84	85	82	86	85
Recycling programs	78	78	78	76	77
Conservation efforts	79	77	75	78	78
Overall quality of environment	82	82	78	81	81

Average rating (0 = very bad, 100 = very good).

Question 3 by District

Please rate the quality of your neighborhood on each of the items listed below.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Your neighborhood as a place to live	81	72	77	82	78
Your neighborhood as a place to raise children	73	62	76	81	72

Average rating (0 = very bad, 100 = very good).

Question 6 by District

Please tell us how safe you feel in each of the following areas.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Your neighborhood during the day	91	89	91	91	91
Your neighborhood at night	77	75	81	81	78
Downtown Fort Collins during the day	90	89	88	86	88
Downtown Fort Collins at night	70	70	69	70	70
Parks in Fort Collins	81	80	78	79	80
Natural areas/open space within the city	80	82	79	77	80
Recreation facilities in Fort Collins	85	85	83	82	84
Trails in Fort Collins	76	78	75	75	76

Average rating (0 = always unsafe, 100 = always safe).

Question 7 by District

Please rate the quality of each of the following in Fort Collins.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Fire services	87	85	86	88	86
Crime prevention	75	71	76	74	74
Police patrol	74	70	72	71	72
Traffic enforcement	67	66	69	69	68
Police visibility	73	70	71	71	71
Police response time	70	69	71	71	70
Police services overall	70	69	71	71	70
Code enforcement (weeds, abandoned buildings, etc)	64	63	59	64	63
Animal control	62	70	64	69	67
Business property maintenance	70	72	69	72	71
Residential property maintenance	66	66	64	70	67

Average rating (0 = very bad, 100 = very good).

Question 8 by District

Please rate the following areas of transportation in Fort Collins.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Ease of driving in Fort Collins	60	60	59	63	61
Ease of traveling in Fort Collins by public transportation	46	50	42	48	48
Fort Collins as a walkable city	71	69	65	63	67
Ease of traveling in Fort Collins by bicycle	82	78	77	75	78
Availability of parking Downtown	54	48	54	53	51
Traffic congestion	45	48	45	50	48
Street maintenance	53	54	46	51	52

Average rating (0 = very bad, 100 = very good).

Question 9 by District

Please rate the City's performance in each of the following areas.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
The job the City does at informing citizens	69	64	65	66	66
The job the City does at welcoming citizen involvement	67	64	62	63	64
The job the City does at listening to citizens	62	59	56	57	58
Managing and planning for growth	62	62	53	56	59
Efficient operation of programs and services	64	64	59	65	63
The overall direction the City is taking	67	69	57	63	65

Average rating (0 = very bad, 100 = very good).

Question 10 by District

Please rate the City's performance in each of the following areas.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Overall support of businesses in Fort Collins	68	68	53	62	63
Overall jobs growth	47	49	40	46	46
Overall economic health of Fort Collins	58	59	50	58	57

Average rating (0 = very bad, 100 = very good).

Question 11 by District

Please rate the quality of each of the programs or facilities listed below.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Natural areas and open space	87	84	84	84	85
Recreational trails	86	85	85	87	86
Parks	85	85	84	83	84
Cemeteries	76	74	76	75	75
Golf courses	78	73	75	80	76
Athletic fields	76	79	77	79	78
Youth Activity Center	74	75	67	71	72
Northside Aztlan community Center	82	80	78	80	80
Fort Collins Senior Center	83	80	80	79	81
Edora Pool Ice Center (EPIC)	80	79	79	76	78
Mulberry Pool	72	76	74	72	74
The Farm at Lee Martinez Park	82	78	78	78	79
Garden on Spring Creek (The Horticultural Center)	84	82	79	79	81
Pottery studio	83	76	73	74	76
Art in Public Places program	73	71	70	71	72
Lincoln Center programs	72	77	76	77	76
Fort Collins Museum	70	73	70	71	71
Adult recreation programs overall	74	75	71	73	74
Senior recreation programs overall	79	78	74	77	77
Youth/teen recreation programs overall	73	77	72	74	74

Average rating (0 = very bad, 100 = very good).

Question 12 by District

	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	76	75	73	73	74

Average rating (0 = very bad, 100 = very good).

Question 13a by District

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Courtesy	87	82	75	82	82
Making you feel valued as a citizen/customer	82	73	72	74	75
Promptness	79	74	76	76	76
Knowledge	82	80	75	77	79
Overall impression	83	76	74	77	78

Average rating (0 = very bad, 100 = very good).

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.

Question 13b by District

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.	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Courtesy	69	100	.	86	80
Making citizens or customers feel valued	78	100	.	50	72
Promptness in responding to inquiries and service requests	69	82	.	50	67

Average rating (0 = very bad, 100 = very good).

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.

Question 14 by District						
Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondent District				
		Northeast	Northwest	Southwest	Southeast	Overall
Economy	More effort	59%	46%	62%	63%	56%
	Same effort	39%	51%	31%	37%	41%
	Less effort	2%	3%	7%	1%	3%
	Total	100%	100%	100%	100%	100%
Environment	More effort	41%	41%	34%	29%	36%
	Same effort	53%	54%	56%	60%	56%
	Less effort	7%	6%	9%	11%	8%
	Total	100%	100%	100%	100%	100%
Neighborhoods	More effort	41%	28%	22%	28%	30%
	Same effort	50%	63%	69%	66%	62%
	Less effort	9%	9%	9%	6%	8%
	Total	100%	100%	100%	100%	100%
Safety	More effort	20%	17%	19%	21%	19%
	Same effort	77%	77%	74%	77%	77%
	Less effort	3%	6%	7%	2%	5%
	Total	100%	100%	100%	100%	100%
Culture, Parks and Recreation	More effort	32%	28%	26%	24%	28%
	Same effort	64%	65%	63%	73%	67%
	Less effort	4%	6%	11%	3%	6%
	Total	100%	100%	100%	100%	100%
Transportation	More effort	64%	59%	57%	51%	58%
	Same effort	32%	39%	37%	44%	39%
	Less effort	3%	2%	6%	4%	4%
	Total	100%	100%	100%	100%	100%
General Government	More effort	28%	23%	19%	23%	23%
	Same effort	65%	70%	69%	71%	69%
	Less effort	6%	7%	12%	6%	8%
	Total	100%	100%	100%	100%	100%

Question 15 by District

Over the past five years, the City has cut nearly \$24 million of expenses and eliminated approximately 140 City jobs. However, the City is still faced with significant budget shortfalls in the areas of police staffing, fire, streets maintenance, parks and recreation. To what extent do you support or oppose the City considering each of the following options?	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
Increasing taxes or fees to maintain or make limited improvements to current services	72%	71%	61%	57%	66%
Further reducing services to operate within existing resources	50%	37%	49%	51%	45%

Percent reporting "somewhat" or "strongly" support.

Question 18 by District

Please rate the City's website (www.fcgov.com).	Respondent District				
	Northeast	Northwest	Southwest	Southeast	Overall
www.fcgov.com as a source of information	73	74	72	71	73
www.fcgov.com as a means of transacting business with the City	62	65	63	65	64

Average rating (0 = very bad, 100 = very good).

Appendix F. Survey Methodology

SURVEY INSTRUMENT DEVELOPMENT

The Fort Collins Citizen Survey was administered by mail in April of 2010. This was the fifth iteration of the survey. Data for the previous four surveys were collected by mail in 2001, 2003, 2006 and 2008. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of City amenities, their opinion on policy issues facing the City and their assessment of City service delivery. The citizen survey instrument for Fort Collins was developed by starting with the version from the previous implementation in 2008. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2010 questionnaire. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created.

SAMPLE SELECTION

For the 2010 survey, 1,800 residents were randomly selected across the four geographic areas within the city to receive survey mailings. Additionally, 200 Colorado State University students were randomly selected from those that reside in dormitories, for a total sample of 2,000 residents. To ensure households selected to participate in the survey were within the City of Fort Collins boundaries, the latitude and longitude of each address (among the 1,800) was plotted to determine its location within the city. Addresses that fell outside of the city boundaries were removed from the sample. Attached units within the city were oversampled to compensate for detached unit residents' tendency to return surveys at a higher rate. An individual within each household was selected using the birthday method. (The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

SURVEY ADMINISTRATION

Households received three mailings, one week apart beginning in April of 2010. Completed surveys were collected over a five-week period. The first mailing was a prenotification postcard announcing the upcoming survey. The other two mailings contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid envelope. About 4% of the postcards were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,918 households that received the survey, 737 respondents completed the survey, 48 of which were returned by students living in dormitories, providing an overall response rate of 38%. The response rate for the 1,722 (out of 1,800) Fort Collins residents who received a survey was 40%, and the response rate for the 196 (out of 200) CSU dormitory students who received a survey was 24%.

WEIGHTING THE DATA

The demographic characteristics of the survey sample were compared to those found in the 2006-2008 American Community Survey (ACS) Census estimates for adults in the city. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, housing unit type and tenure (rent, own or living in group quarters). This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The magnitude of differences of opinion among these subgroups
- The weighting, if any, done in prior years

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

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

2010 Fort Collins Citizen Survey Weighting Table			
Characteristic	Population Norm¹	Unweighted Data	Weighted Data
Housing			
Own home	54%	57%	54%
Rent home	41%	37%	41%
Dorms	5%	7%	5%
Detached unit	58%	47%	58%
Attached unit	37%	47%	37%
Dorms	5%	7%	5%
Sex and Age			
18-34 years of age	50%	40%	49%
35-54 years of age	33%	29%	34%
55+ years of age	17%	31%	17%
Female	50%	57%	50%
Male	50%	43%	50%
Females 18-34	24%	23%	24%
Females 35-54	17%	16%	17%
Females 55+	10%	19%	10%
Males 18-34	26%	17%	26%
Males 35-54	17%	13%	17%
Males 55+	7%	12%	7%

¹ Source: U.S. Census Bureau, 2006-2008 American Community Survey

DATA ANALYSIS

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions are presented in the body of the report. Chi-square and ANOVA tests of significance were applied to breakdowns of selected survey questions by respondent characteristics. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in tables.

Appendix G. Comparisons of Average Ratings by Year

This appendix contains the average ratings for all evaluative questions compared by year. Differences between 2010 and 2008 can be considered “statistically significant” and are shaded grey if they are five points or more on the 100-point scale.

Quality of Life and Community Ratings Compared by Year					
Please rate Fort Collins as a community on each of the items listed below.	2010	2008	2006	2003	2001
Overall, as a place to live	88	88	79	81	80
Overall safety of residents	81	81	72	76	78
Availability and diversity of shopping	68	68	66	NA	NA
Availability and diversity of dining	80	81	80	NA	NA
Availability and diversity of entertainment	68	67	68	NA	NA
Availability and diversity of job opportunities	48	49	50	NA	NA
Availability of affordable quality housing	58	52	40	43	37
Availability and diversity of arts and cultural activities	68	69	67	NA	NA
Availability and diversity of recreational opportunities	83	81	81	NA	NA
Availability of quality healthcare	74	73	NA	NA	NA
Quality of public schools	77	76	76	NA	NA
Quality of public library services	79	77	75	76	78
As a place to raise children	84	83	81	84	81
As a place to retire	79	77	76	73	74
As a place to attend college	85	84	81	84	84
As a place to work	73	71	NA	66	73
Community openness and acceptance of all people	69	70	64	67	64
Overall quality of life in Fort Collins	83	82	NA	NA	NA

*Average rating on 100-point scale (0=very bad, 100=very good).

Please note that in 2001 and 2003, “Overall safety of residents” was “Safety of community residents,” “Community openness and acceptance of all people” was “Community respect and tolerance for all people,” “Availability of affordable quality housing” was “Providing affordable housing” and “Quality of public library services” was “Public library services.” In 2001, the scale for these questions was very good, good, neither good nor bad, bad, very bad. In 2001 and 2003, “Providing affordable housing” was asked on the scale very well, well, neither well nor poorly, poorly, very poorly. In 2006, “Availability of affordable quality housing” was “Availability of affordable housing,” “Availability and diversity of arts and cultural activities” was “Availability and diversity of cultural activities,” “Community openness and acceptance of all people” was “Community respect and tolerance for all people.”

Quality of the Environment Compared by Year					
Please rate the quality of the environment in Fort Collins on each of the items listed below.	2010	2008	2006	2003	2001
Community's visual attractiveness	80	82	78	75	70
Air quality	80	78	71	67	63
Drinking water quality	85	85	83	NA	NA
Recycling programs	77	76	71	68	69
Conservation efforts	78	75	NA	NA	NA
Overall quality of environment	81	80	76	NA	NA

**Average rating on 100-point scale (0 = very bad, 100 = very good).*

Please note that in 2001 and 2003, "Community's visual attractiveness" was "Maintaining the community's visual appeal" and "Air quality" was "Air quality program." In 2001 and 2003, "Maintaining the community's visual appeal" was asked on the scale very well, well, neither well nor poorly, poorly, very poorly, and "Air quality program" and "recycling programs" were asked on the scale very good, good, neither bad nor good, bad, very bad.

Quality of Neighborhoods Compared by Year			
Please rate the quality of your neighborhood on each of the items listed below.	2010	2008	2006
Your neighborhood as a place to live	78	80	80
Your neighborhood as a place to raise children	72	73	78

Average rating on 100-point scale (0 = very bad, 100 = very good).

Ratings of Personal Safety Compared by Year			
Please tell us how safe you feel in each of the following areas.	2010	2008	2006
Your neighborhood during the day	91	91	89
Your neighborhood at night	78	78	79
Downtown Fort Collins during the day	88	88	86
Downtown Fort Collins at night	70	69	67
Parks in Fort Collins	80	79	76
Natural areas/open space within the city	80	78	NA
Recreation facilities in Fort Collins	84	82	79
Trails in Fort Collins	76	74	72

Average rating on 100-point scale (0 = always unsafe, 100 = always safe).

Community Safety Services Ratings Compared by Year				
Please rate the quality of each of the following in Fort Collins.	2010	2008	2003	2001
Fire services	86	86	85	87
Crime prevention	74	72	NA	NA
Police patrol	72	72	NA	NA
Traffic enforcement	68	68	61	61
Police visibility	71	72	NA	NA
Police response time	70	71	74	76
Police services overall	70	71	NA	NA
Code enforcement (weeds, abandoned buildings, etc)	63	63	NA	NA
Animal control	67	70	NA	NA
Business property maintenance	71	72	NA	NA
Residential property maintenance	67	68	NA	NA

**Average rating on 100-point scale (0=very bad, 100=very good).*

Please note that in 2001 and 2003, "Fire services" was "Fire Department response," "Police response time" was "Police Department response" and "Traffic enforcement" was "Traffic law enforcement." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly.

Transportation Ratings Compared by Year					
Please rate the following areas of transportation in Fort Collins.	2010	2008	2006	2003	2001
Ease of driving in Fort Collins	61	57	50	NA	NA
Ease of traveling in Fort Collins by public transportation	48	51	38	NA	NA
Fort Collins as a walkable city	67	68	60	NA	NA
Ease of traveling in Fort Collins by bicycle	78	78	68	NA	NA
Availability of parking Downtown	51	52	NA	NA	NA
Traffic congestion	48	44	NA	32	27
Street maintenance	52	60	NA	59	59

**Average rating on 100-point scale (0=very bad, 100=very good).*

Please note that in 2001 and 2003, "Traffic congestion" was "Managing/relieving traffic congestion" and "Street maintenance" was "Street repair and maintenance." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly.

City Government Ratings Compared by Year					
Please rate the City's performance in each of the following areas.	2010	2008	2006	2003	2001
The job the City does at informing citizens	66	67	62	63	62
The job the City does at welcoming citizen involvement	64	66	48	NA	NA
The job the City does at listening to citizens	58	57	55	NA	NA
Managing and planning for growth	59	53	43	44	40
Efficient operation of programs and services	63	63	53	NA	NA
The overall direction the City is taking	65	63	NA	NA	NA

**Average rating on 100-point scale (0 = very bad, 100 = very good).*

Please note that in 2001 and 2003, "The job the City does at informing citizens" was "Informing citizens about City issues and problems" and "Managing and planning for growth" was "Managing growth." In 2001 and 2003, these questions were asked on the scale very well, well, neither well nor poorly, poorly, very poorly. In 2006, "The job the City does at informing citizens" was "Informing citizens about City issues and problems" and "The job the City does at welcoming citizen involvement" was "Considering citizens' opinions before making decisions."

Ratings of Economic Health Compared by Year			
Please rate the City's performance in each of the following areas.	2010	2008	2006
Overall support of businesses in Fort Collins	63	63	NA
Overall jobs growth	46	47	NA
Overall economic health of Fort Collins	57	57	56

Average rating on 100-point scale (0 = very bad, 100 = very good).

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.	2010	2008	2006	2003	2001
Natural areas and open space	85	84	82	78	76
Recreational trails	86	86	83	82	81
Parks	84	85	82	83	83
Cemeteries	75	75	74	73	72
Golf courses	76	79	78	78	78
Athletic fields	78	79	76	78	77
Youth Activity Center	72	71	68	NA	NA
Northside Aztlan community Center	80	79	67	NA	NA
Fort Collins Senior Center	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	78	78	79	NA	NA
Mulberry Pool	74	71	72	NA	NA
The Farm at Lee Martinez Park	79	79	81	NA	NA
Garden on Spring Creek (The Horticultural Center)	81	82	76	NA	NA
Pottery studio	76	74	74	NA	NA
Art in Public Places program	72	74	67	NA	NA
Lincoln Center programs	76	77	76	77	78
Fort Collins Museum	71	70	72	70	72
Adult recreation programs overall	74	73	73	71	74
Senior recreation programs overall	77	78	78	75	78
Youth/teen recreation programs overall	74	72	67	69	63

**Average rating on 100-point scale (0=very bad, 100=very good).*

Please note that in 2001 and 2003, questions were asked on the scale very good, good, neither good nor bad, bad, very bad.

Ratings of Employee Characteristics by Users Compared by Year					
Thinking about your most recent contact, please rate City employee(s) on each of the items below.	2010	2008	2006	2003	2001
Courtesy	82	81	83	81	84
Making you feel valued as a citizen/customer	75	75	75	75	76
Promptness	76	76	77	75	77
Knowledge	79	77	78	77	78
Overall impression	78	77	NA	NA	NA

**Average rating on 100-point scale (0=very bad, 100=very good).*

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

Please note that in 2001 and 2003, these questions were asked on the scale very good, good, neither good nor bad, bad, very bad.

Ratings of Employee Characteristics by Non-users Compared by Year

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	2010	2008	2006	2003	2001
Courtesy	80	72	72	73	69
Making citizens or customers feel valued	72	69	67	67	64
Promptness in responding to inquiries and service requests	67	68	66	69	65

*Average rating on 100-point scale (0=very bad, 100=very good).

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

Please note that in 2001, "Courtesy" was "City employees are courteous," "Making citizens or customers feel valued" was "City employees make citizens or customers feel valued" and "Promptness in responding to inquiries and service requests" was "City employees promptly respond to inquiries and service requests." In 2001, these questions were asked on the scale strongly agree, mostly agree, neutral, mostly disagree, strongly disagree.

City Website Ratings Compared by Year

Please rate the City's website (www.fcgov.com).	2010	2008	2006
www.fcgov.com as a source of information	73	74	73
www.fcgov.com as a means of transacting business with the City	64	66	65

Average rating on 100-point scale (0=very bad, 100=very good).

Appendix H. Jurisdictions Included In Benchmark Comparisons

Listed below are the jurisdictions included in the National comparisons provided for the City of Fort Collins followed by the 2000 population according to the U.S. Census. At the end of this section are listed the jurisdictions included in the Front Range comparison.

JURISDICTIONS INCLUDED IN NATIONAL COMPARISONS

Agoura Hills, CA.....	20,537	Broken Arrow, OK.....	74,839
Alamogordo, NM.....	35,582	Broomfield, CO.....	38,272
Albany, GA.....	76,939	Bryan, TX.....	34,733
Albany, OR.....	40,852	Burlingame, CA.....	28,158
Albemarle County, VA.....	79,236	Burlington, MA.....	22,876
Alpharetta, GA.....	34,854	Calgary, Canada.....	878,866
Ames, IA.....	50,731	Cambridge, MA.....	101,355
Andover, MA.....	31,247	Canandaigua, NY.....	11,264
Ankeny, IA.....	27,117	Cape Coral, FL.....	102,286
Ann Arbor, MI.....	114,024	Carlsbad, CA.....	78,247
Arapahoe County, CO.....	487,967	Carson City, NV.....	52,457
Archuleta County, CO.....	9,898	Cartersville, GA.....	15,925
Arkansas City, KS.....	11,963	Carver County, MN.....	70,205
Arlington County, VA.....	189,453	Cary, NC.....	94,536
Arvada, CO.....	102,153	Casa Grande, AZ.....	25,224
Asheville, NC.....	68,889	Castle Rock, CO.....	20,224
Aspen, CO.....	5,914	Cedar Creek, NE.....	396
Auburn, AL.....	42,987	Cedar Falls, IA.....	36,145
Auburn, WA.....	40,314	Centralia, IL.....	14,136
Aurora, CO.....	276,393	Chandler, AZ.....	176,581
Austin, TX.....	656,562	Chanhausen, MN.....	20,321
Avondale, AZ.....	35,883	Chanute, KS.....	9,411
Baltimore County, MD.....	754,292	Charlotte County, FL.....	141,627
Barnstable, MA.....	47,821	Charlotte, NC.....	540,828
Batavia, IL.....	23,866	Chesapeake, VA.....	199,184
Battle Creek, MI.....	53,364	Chesterfield County, VA.....	259,903
Bedford, MA.....	12,595	Cheyenne, WY.....	53,011
Beekman, NY.....	11,452	Chittenden County, VT.....	146,571
Belleair Beach, FL.....	1,751	Chula Vista, CA.....	173,556
Bellevue, WA.....	109,569	Claremont, CA.....	33,998
Bellflower, CA.....	72,878	Clark County, WA.....	345,238
Bellingham, WA.....	67,171	Clay County, MO.....	184,006
Benbrook, TX.....	20,208	Clearwater, FL.....	108,787
Bend, OR.....	52,029	Cococino County, AZ.....	116,320
Benicia, CA.....	26,865	College Park, MD.....	24,657
Bettendorf, IA.....	31,275	Collier County, FL.....	251,377
Billings, MT.....	89,847	Collinsville, IL.....	24,707
Blacksburg, VA.....	39,357	Colorado Springs, CO.....	360,890
Bloomfield, NM.....	6,417	Columbus, WI.....	4,479
Blue Ash, OH.....	12,513	Concord, CA.....	121,780
Blue Earth, MN.....	3,621	Concord, NC.....	55,977
Blue Springs, MO.....	48,080	Conyers, GA.....	10,689
Boise, ID.....	185,787	Cooper City, FL.....	27,939
Bonita Springs, FL.....	32,797	Coppell, TX.....	39,958
Borough of Ebensburg, PA.....	3,091	Coral Springs, FL.....	117,549
Botetourt County, VA.....	30,496	Corpus Christi, TX.....	277,454
Boulder County, CO.....	291,288	Corvallis, OR.....	49,322
Boulder, CO.....	94,673	Coventry, CT.....	11,504
Bowling Green, KY.....	49,296	Craig, CO.....	9,189
Bozeman, MT.....	27,509	Cranberry Township, PA.....	23,625
Branson, MO.....	6,050	Crested Butte, CO.....	1,529
Brea, CA.....	35,410	Creve Coeur, MO.....	16,500
Breckenridge, CO.....	2,408	Crystal Lake, IL.....	38,000
Brevard County, FL.....	476,230	Cumberland County, PA.....	213,674
Brisbane, CA.....	3,597	Cupertino, CA.....	50,546

Dakota County, MN	355,904	Galt, CA	19,472
Dallas, TX	1,188,580	Gardner, KS	9,396
Dania Beach, FL	20,061	Georgetown, CO	1,088
Davenport, IA	98,359	Georgetown, TX	28,339
Davidson, NC	7,139	Gig Harbor, WA	6,465
Daviess County, KY	91,545	Gilbert, AZ	109,697
Davis, CA	60,308	Gillette, WY	19,646
Daytona Beach, FL	64,112	Gladstone, MI	5,032
De Pere, WI	20,559	Golden, CO	17,159
Decatur, GA	18,147	Goodyear, AZ	18,911
DeKalb, IL	39,018	Grand County, CO	12,442
Del Mar, CA	4,389	Grand Junction, CO	41,986
Delaware, OH	25,243	Grand Prairie, TX	127,427
Delhi Township, MI	22,569	Grandview, MO	24,881
Delray Beach, FL	60,020	Green Valley, AZ	17,283
Denton, TX	80,537	Greenville, SC	10,468
Denver (City and County), CO	554,636	Greenwood Village, CO	11,035
Denver Public Library, CO	NA	Gresham, OR	90,205
Des Moines, IA	198,682	Guelph, Ontario, Canada	114,943
Destin, FL	11,119	Gulf Shores, AL	5,044
Dewey-Humboldt, AZ	6,295	Gunnison County, CO	13,956
District of Saanich, Victoria, Canada	103,654	Gurnee, IL	28,834
Douglas County, CO	175,766	Hampton, VA	146,437
Dover, DE	32,135	Hanau, Germany	NA
Dover, NH	26,884	Hanover County, VA	86,320
Downers Grove, IL	48,724	Hartford, CT	121,578
Dublin, CA	29,973	Henderson, NV	175,381
Dublin, OH	31,392	Hermiston, OR	13,154
Duluth, MN	86,918	High Point, NC	85,839
Duncanville, TX	36,081	Highland Park, IL	31,365
Durango, CO	13,922	Highlands Ranch, CO	70,931
Durham, NC	187,038	Hillsborough County, FL	998,948
Duval County, FL	778,879	Honolulu, HI	876,156
Eagle County, CO	41,659	Hopewell, VA	22,354
East Providence, RI	48,688	Hoquiam, WA	9,097
Eau Claire, WI	61,704	Hot Sulphur Springs, CO	521
Edmond, OK	68,315	Howell, MI	9,232
Edmonton, Canada	666,104	Hudson, NC	3,078
El Cerrito, CA	23,171	Hudson, OH	22,439
El Paso, TX	563,662	Hurst, TX	36,273
Elk Grove, CA	59,984	Hutchinson, MN	13,080
Ellisville, MO	9,104	Hutto, TX	1,250
Elmhurst, IL	42,762	Independence, MO	113,288
Englewood, CO	31,727	Indianola, IA	12,998
Ephrata Borough, PA	13,213	Irving, TX	191,615
Escambia County, FL	294,410	Jackson County, MI	158,422
Escanaba, MI	13,140	Jackson County, OR	181,269
Eugene, OR	137,893	James City County, VA	48,102
Eustis, FL	15,106	Jefferson County, CO	527,056
Evanston, IL	74,239	Jefferson Parish, LA	455,466
Fairway, KS	3,952	Joplin, MO	45,504
Farmington, NM	37,844	Jupiter, FL	39,328
Farmington, UT	12,081	Kamloops, Canada	77,281
Fayetteville, AR	58,047	Kannapolis, NC	36,910
Federal Way, WA	83,259	Kearney, NE	27,431
Fishers, IN	37,835	Keizer, OR	32,203
Flagstaff, AZ	52,894	Kelowna, Canada	96,288
Florence, AZ	17,054	Kent, WA	79,524
Flower Mound, TX	50,702	Kettering, OH	57,502
Flushing, MI	8,348	King County, WA	1,737,034
Fort Collins, CO	118,652	Kirkland, WA	45,054
Fort Worth, TX	534,694	Kissimmee, FL	47,814
Freeport, IL	26,443	Kitsap County, WA	231,969
Fridley, MN	27,449	Kutztown Borough, PA	5,067
Fruita, CO	6,478	La Mesa, CA	54,749
Gainesville, FL	95,447	La Plata, MD	6,551
Gaithersburg, MD	52,613	La Vista, NE	11,699

Laguna Beach, CA.....	23,727	Naperville, IL.....	128,358
Lakewood, CO.....	144,126	Nashville, TN.....	545,524
Lane County, OR.....	322,959	Needham, MA.....	28,911
Laramie, WY.....	27,204	New Orleans, LA.....	484,674
Larimer County, CO.....	251,494	New York City, NY.....	8,008,278
Lawrence, KS.....	80,098	Newport Beach, CA.....	70,032
Lebanon, NH.....	12,568	Newport News, VA.....	180,150
Lebanon, OH.....	16,962	Newport, RI.....	26,475
Lee's Summit, MO.....	70,700	Normal, IL.....	45,386
Lee County, FL.....	454,918	North Branch, MN.....	8,023
Lenexa, KS.....	40,238	North Las Vegas, NV.....	115,488
Lexington, VA.....	6,867	North Palm Beach, FL.....	12,064
Liberty, MO.....	26,232	North Port, FL.....	22,797
Lincolnwood, IL.....	12,359	North Vancouver, Canada.....	44,303
Little Rock, AR.....	183,133	Northampton County, VA.....	13,093
Livermore, CA.....	73,345	Northern Tier Coalition Community Survey, PA.....	NA
Lodi, CA.....	56,999	Northglenn, CO.....	31,575
Lone Tree, CO.....	4,873	Novi, MI.....	47,386
Long Beach, CA.....	461,522	O'Fallon, IL.....	21,910
Longmont, CO.....	71,093	O'Fallon, MO.....	46,169
Louisville, CO.....	18,937	Oak Park, IL.....	39,803
Loveland, CO.....	50,608	Oak Ridge, TN.....	27,387
Lower Providence Township, PA.....	22,390	Oakland Park, FL.....	30,966
Lyme, NH.....	1,679	Oakland Township, MI.....	13,071
Lynchburg, VA.....	65,269	Oakville, Canada.....	144,738
Lynnwood, WA.....	33,847	Ocala, FL.....	45,943
Lynwood, CA.....	69,845	Ocean City, MD.....	7,173
Madison, WI.....	208,054	Ocean Shores, WA.....	3,836
Manchester, CT.....	54,740	Oklahoma City, OK.....	506,132
Mankato, MN.....	32,427	Olathe, KS.....	92,962
Maple Grove, MN.....	50,365	Oldsmar, FL.....	11,910
Maplewood, MN.....	34,947	Olmsted County, MN.....	124,277
Marana, AZ.....	13,556	Olympia, WA.....	42,514
Marion, IA.....	7,144	Orange Village, OH.....	3,236
Maryland Heights, MO.....	25,756	Orleans Parish, LA.....	484,674
Maryville, MO.....	10,581	Ottawa County, MI.....	238,314
Maui, HI.....	128,094	Overland Park, KS.....	149,080
Mauldin, SC.....	15,224	Oviedo, FL.....	26,316
Mayer, MN.....	554	Ozaukee County, WI.....	82,317
McAllen, TX.....	106,414	Palatine, IL.....	65,479
Mecklenburg County, NC.....	695,454	Palm Bay, FL.....	79,413
Medina, MN.....	4,005	Palm Beach County, FL.....	1,131,184
Melbourne, FL.....	71,382	Palm Beach Gardens, FL.....	35,058
Menlo Park, CA.....	30,785	Palm Beach, FL.....	10,468
Meridian Charter Township, MI.....	38,987	Palm Coast, FL.....	32,732
Merriam, KS.....	11,008	Palm Springs, CA.....	42,807
Merrill, WI.....	10,146	Palo Alto, CA.....	58,598
Mesa County, CO.....	116,255	Panama City, FL.....	36,417
Mesa, AZ.....	396,375	Park Ridge, IL.....	37,775
Miami Beach, FL.....	87,933	Parker, CO.....	23,558
Milton, GA.....	30,180	Pasadena, TX.....	141,674
Milton, WI.....	5,132	Pasco County, FL.....	344,765
Minneapolis, MN.....	382,618	Pasco, WA.....	32,066
Mission Viejo, CA.....	93,102	Peoria County, IL.....	183,433
Mission, KS.....	9,727	Peoria, AZ.....	108,364
Missoula, MT.....	57,053	Peters Township, PA.....	17,556
Montgomery County, MD.....	873,341	Philadelphia, PA.....	1,517,550
Montpelier, VT.....	8,035	Phoenix, AZ.....	1,321,045
Montrose, CO.....	12,344	Pinal County, AZ.....	179,727
Mooresville, NC.....	18,823	Pinellas County, FL.....	921,482
Morgan Hill, CA.....	33,556	Pinellas Park, FL.....	45,658
Morgantown, WV.....	26,809	Pitkin County, CO.....	14,872
Moscow, ID.....	21,291	Plano, TX.....	222,030
Mountain View, CA.....	70,708	Platte City, MO.....	3,866
Mountlake Terrace, WA.....	20,362	Port Orange, FL.....	45,823
Multnomah County, OR.....	660,486	Port St. Lucie, FL.....	88,769
Munster, IN.....	21,511	Portland, OR.....	529,121

Post Falls, ID	17,247	Spotsylvania County, VA	90,395
Poway, CA	48,044	Springboro, OH	12,380
Prescott Valley, AZ	25,535	Springville, UT	20,424
Prince Albert, Canada	34,291	St. Cloud, FL	20,074
Prince William County, VA	280,813	St. Cloud, MN	59,107
Prior Lake, MN	15,917	St. Louis County, MN	200,528
Queen Creek, AZ	4,316	Stafford County, VA	92,446
Radford, VA	15,859	Starkville, MS	21,869
Rancho Cordova, CA	55,060	State College, PA	38,420
Raymore, MO	11,146	Staunton, VA	23,853
Redding, CA	80,865	Steamboat Springs, CO	9,815
Redmond, WA	45,256	Sterling, CO	11,360
Reno, NV	180,480	Stillwater, OK	39,065
Renton, WA	50,052	Stockton, CA	243,771
Richland, WA	38,708	Suamico, WI	8,686
Richmond Heights, MO	9,602	Sugar Grove, IL	3,909
Richmond, CA	99,216	Sugar Land, TX	63,328
Rio Rancho, NM	51,765	Summit County, CO	23,548
Riverdale, UT	7,656	Sunnyvale, CA	131,760
Riverside, IL	8,895	Surprise, AZ	30,848
Roanoke, VA	94,911	Suwanee, GA	8,725
Rochester, MI	10,467	Tacoma Public Works, WA	193,556
Rock Hill, SC	49,765	Tacoma, WA	193,556
Rockville, MD	47,388	Takoma Park, MD	17,299
Roeland Park, KS	6,817	Tallahassee, FL	150,624
Roswell, GA	79,334	Temecula, CA	57,716
Round Rock, TX	61,136	Tempe, AZ	158,625
Rowlett, TX	44,503	Teton County, WY	18,251
Saco, ME	16,822	The Colony, TX	26,531
Safford, AZ	9,232	Thornton, CO	82,384
Salida, CO	5,504	Thousand Oaks, CA	117,005
Salina, KS	45,679	Thunder Bay, Canada	109,016
San Francisco, CA	776,733	Titusville, FL	40,670
San Juan County, NM	113,801	Tomball, TX	9,089
San Luis Obispo County, CA	247,900	Troy, MI	80,959
San Marcos, TX	34,733	Tualatin, OR	22,791
San Rafael, CA	56,063	Tuskegee, AL	11,846
San Ramon, CA	44,722	Twin Falls, ID	34,469
Sandusky, OH	27,844	Upper Merion Township, PA	28,863
Sandy City, UT	88,418	Urbandale, IA	29,072
Sanford, FL	38,291	Vail, CO	4,531
Santa Barbara County, CA	399,347	Valdez, AK	4,036
Santa Monica, CA	84,084	Vancouver, WA	143,560
Sarasota, FL	52,715	Victoria, Canada	78,057
Sault Sainte Marie, MI	16,542	Village of Howard City, MI	1,585
Savannah, GA	131,510	Virginia Beach, VA	425,257
Scott County, MN	89,498	Visalia, CA	91,565
Scottsdale, AZ	202,705	Volusia County, FL	443,343
Sedona, AZ	10,192	Wahpeton, ND	8,586
Seminole, FL	10,890	Walnut Creek, CA	64,296
Sheldahl, IA	336	Walton County, FL	40,601
Shenandoah, TX	1,503	Washington City, UT	8,186
Sherman, IL	2,871	Washington County, MN	201,130
Shorewood, IL	7,686	Washoe County, NV	339,486
Shrewsbury, MA	31,640	Waukee, IA	5,126
Silverthorne, CO	3,196	Wausau, WI	38,426
Sioux Falls, SD	123,975	West Des Moines, IA	46,403
Skokie, IL	63,348	Western Eagle County Metro Recreation District, CO	NA
Slater, IA	1,306	Westerville, OH	35,318
Smyrna, GA	40,999	Westminster, CO	100,940
Snoqualmie, WA	1,631	Wethersfield, CT	26,271
South Daytona, FL	13,177	Wheat Ridge, CO	32,913
South Haven, MI	5,021	White House, TN	7,220
South Lake Tahoe, CA	23,609	Whitehorse, Canada	19,058
Southlake, TX	21,519	Whitewater, WI	13,437
Sparks, NV	66,346	Wichita, KS	344,284
Spokane Valley, WA	75,203	Williamsburg, VA	11,998

Willingboro Township, NJ.....	33,008	Winter Park, FL.....	24,090
Wilmington, IL.....	5,134	Woodbury, MN.....	46,463
Wilmington, NC.....	90,400	Woodridge, IL.....	30,934
Windsor, CT.....	28,237	Worcester, MA.....	172,648
Winnipeg, Canada.....	619,544	Yellowknife, Canada.....	16,541
Winston-Salem, NC.....	185,776	Yuma County, AZ.....	160,026
Winter Garden, FL.....	14,351	Yuma, AZ.....	77,515

JURISDICTIONS INCLUDED IN FRONT RANGE COMPARISONS

Arapahoe County, CO.....	487,967	Greenwood Village, CO.....	11,035
Arvada, CO.....	102,153	Highlands Ranch, CO.....	70,931
Aspen, CO.....	5,914	Jefferson County, CO.....	527,056
Aurora, CO.....	276,393	Lakewood, CO.....	144,126
Boulder County, CO.....	291,288	Larimer County, CO.....	251,494
Boulder, CO.....	94,673	Lone Tree, CO.....	4,873
Broomfield, CO.....	38,272	Longmont, CO.....	71,093
Castle Rock, CO.....	20,224	Louisville, CO.....	18,937
Colorado Springs, CO.....	360,890	Loveland, CO.....	50,608
Denver (City and County), CO.....	554,636	Northglenn, CO.....	31,575
Denver Public Library, CO.....	NA	Parker, CO.....	23,558
Douglas County, CO.....	175,766	Thornton, CO.....	82,384
Englewood, CO.....	31,727	Westminster, CO.....	100,940
Fort Collins, CO.....	118,652	Wheat Ridge, CO.....	32,913
Golden, CO.....	17,159		

Appendix I. Survey Materials

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

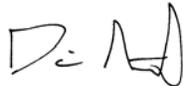
Dear Fort Collins Resident and CSU Student,

The voice of CSU students matters to the City of Fort Collins. That is why you are one of a randomly selected few CSU students being asked to participate in an anonymous survey about the City government and services. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important study!

Sincerely,



Doug Hutchinson, Mayor



Darin Atteberry, City Manager

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Darin Atteberry, City Manager

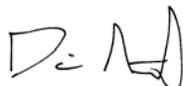
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Doug Hutchinson, Mayor



Darin Atteberry, City Manager

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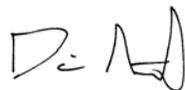
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Doug Hutchinson, Mayor



Darin Atteberry, City Manager

Dear Fort Collins Resident,

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Sincerely,



Doug Hutchinson, Mayor



Darin Atteberry, City Manager



City Manager's Office
300 LaPorte Avenue
PO Box 580
Fort Collins, CO 80522
970.221.6505
970.224.6107 - fax
fcgov.com

Dear CSU Student and Fort Collins Resident:

You are one of a randomly selected few CSU students being asked to participate in the Fort Collins Citizen Survey. We would like your help in evaluating the City government and the services and programs provided by the City. By taking a few moments to complete the enclosed questionnaire, you will have an important role in shaping future efforts of the City.

CSU students are an important part of the Fort Collins community, and your voice matters to us. We will use the survey results to improve City government, services and programs. Please participate by returning your completed survey in the postage-paid envelope. Your answers are completely anonymous and will be reported in group form only.

Thank you very much for taking a few minutes to share your thoughts and opinions. If you have any questions about this survey, please contact Kelly DiMartino at (970) 416-2028.

Sincerely,

A handwritten signature in blue ink that reads "Doug Hutchinson".

Doug Hutchinson, Mayor

A handwritten signature in blue ink that reads "Darin Atteberry".

Darin Atteberry, City Manager



City Manager's Office
300 LaPorte Avenue
PO Box 580
Fort Collins, CO 80522
970.221.6505
970.224.6107 - fax
fcgov.com

Dear Fort Collins Resident:

We would like your help in evaluating City government, services and programs. By completing the enclosed questionnaire, you will have an important role in shaping the future efforts of the City.

Your household is one of a randomly selected few being asked to participate in the Fort Collins Citizen Survey. Please take a few minutes to fill out the enclosed Citizen Survey. Your opinion matters to us, and we will use the survey results to improve City government, services and programs. Please participate!

To get a scientifically reliable sample of Fort Collins residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. The year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. Your answers are completely anonymous and will be reported in group form only.

Thank you very much for taking a few minutes to share your thoughts and opinions. If you have any questions about this survey, please contact Kelly DiMartino at (970) 416-2028.

Sincerely,

A handwritten signature in cursive script that reads "Doug Hutchinson".

Doug Hutchinson, Mayor

A handwritten signature in cursive script that reads "Darin Atteberry".

Darin Atteberry, City Manager

2010 Fort Collins Citizen Survey

Please have only one adult (18 or over) from your household complete the survey questionnaire. If your household has more than one adult member, we ask that the adult who most recently had his or her birthday be the one to complete the questionnaire. This will ensure that we have a truly random and representative sample. Your responses to this survey are completely anonymous.

Fort Collins as a Community

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

	Very <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Overall, as a place to live	1	2	3	4	5	6
Overall safety of residents.....	1	2	3	4	5	6
Availability and diversity of shopping.....	1	2	3	4	5	6
Availability and diversity of dining	1	2	3	4	5	6
Availability and diversity of entertainment.....	1	2	3	4	5	6
Availability and diversity of job opportunities	1	2	3	4	5	6
Availability of affordable quality housing.....	1	2	3	4	5	6
Availability and diversity of arts and cultural activities.....	1	2	3	4	5	6
Availability and diversity of recreational opportunities.....	1	2	3	4	5	6
Availability of quality healthcare.....	1	2	3	4	5	6
Quality of public schools	1	2	3	4	5	6
Quality of public library services	1	2	3	4	5	6
As a place to raise children.....	1	2	3	4	5	6
As a place to retire.....	1	2	3	4	5	6
As a place to attend college	1	2	3	4	5	6
As a place to work	1	2	3	4	5	6
Community openness and acceptance of all people.....	1	2	3	4	5	6
Overall quality of life in Fort Collins	1	2	3	4	5	6

Environment

2. Please rate the quality of the environment in Fort Collins on each of the items listed below.

	Very <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Community's visual attractiveness.....	1	2	3	4	5	6
Air quality	1	2	3	4	5	6
Drinking water 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

Your Neighborhood

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

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

2010 Fort Collins Citizen Survey

4A. Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name? Please write the number of neighbors that you know by name. Write 0, if none _____

4B. How many different households are represented by neighbors that you know by name? _____

5. How often do you talk to any of your neighbors? Please select the one response that best represents how often you talk to any of your neighbors.

- At least once per day At least once per month Less often than once per year
 At least once per week At least once per year Never

Community Safety

6. Please tell us how safe you feel in each of the following areas.

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

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

	Very <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Fire services	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, abandoned buildings, etc)	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

Transportation

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

	Very <u>good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	Very <u>bad</u>	No <u>opinion</u>
Ease of driving in Fort Collins	1	2	3	4	5	6
Ease of traveling in Fort Collins by public transportation	1	2	3	4	5	6
Fort Collins as a walkable city.....	1	2	3	4	5	6
Ease of traveling in Fort Collins by bicycle	1	2	3	4	5	6
Availability of parking Downtown	1	2	3	4	5	6
Traffic congestion	1	2	3	4	5	6
Street maintenance	1	2	3	4	5	6

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City Government

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

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
The job the City does at informing citizens	1	2	3	4	5	6
The job the City does at welcoming citizen involvement.....	1	2	3	4	5	6
The job the City does at listening to citizens.....	1	2	3	4	5	6
Managing and planning for growth	1	2	3	4	5	6
Efficient operation of programs and services	1	2	3	4	5	6
The overall direction the City is taking	1	2	3	4	5	6

Economic Health

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

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Overall support of businesses in Fort Collins	1	2	3	4	5	6
Overall jobs growth	1	2	3	4	5	6
Overall economic health of Fort Collins	1	2	3	4	5	6

Recreational and Cultural Programs and Facilities

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

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
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
Youth Activity Center.....	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
Mulberry Pool.....	1	2	3	4	5	6
The Farm at Lee Martinez Park	1	2	3	4	5	6
Gardens on Spring Creek (The Horticultural Center)	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.....	1	2	3	4	5	6
Adult recreation programs overall	1	2	3	4	5	6
Senior recreation programs overall.....	1	2	3	4	5	6
Youth/teen recreation programs overall	1	2	3	4	5	6

City Services

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

- Very good
 Good
 Average
 Bad
 Very bad
 No opinion

City Employees

13. Have you had phone or in-person contact with any City employee(s) within the last 12 months?

- Yes → Answer Q13A ONLY
- No → Answer Q13B ONLY

13A. Thinking about your most recent contact, please rate 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
Making you feel valued as a citizen/customer	1	2	3	4	5	6
Promptness	1	2	3	4	5	6
Knowledge	1	2	3	4	5	6
Overall impression	1	2	3	4	5	6

13B. Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. 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
Making citizens or customers feel valued.....	1	2	3	4	5	6
Promptness in responding to inquiries and service requests ..	1	2	3	4	5	6

City Planning and Fiscal Management

14. Please select the option that best describes how you think the City should address each of the following aspects of the community.

	More <u>effort</u>	Same <u>effort</u>	Less <u>effort</u>	No <u>opinion</u>
Economy: Includes economic planning and development activities	1	2	3	4
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community ...	1	2	3	4
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, and an adequate supply of quality housing	1	2	3	4
Safety: Includes police, fire and emergency medical response, and building inspection.....	1	2	3	4
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, and the Fort Collins Museum; providing recreational and cultural programs; maintaining parks, trails and cemeteries; and improving natural areas	1	2	3	4
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	1	2	3	4
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	1	2	3	4

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15. Over the past five years, the City has cut nearly \$24 million of expenses and eliminated approximately 140 City jobs. However, the City is still faced with significant budget shortfalls in the areas of police staffing, fire, streets maintenance, parks and recreation. To what extent do you support or oppose the City considering each of the following options?

	<u>Strongly support</u>	<u>Somewhat support</u>	<u>Somewhat oppose</u>	<u>Strongly oppose</u>
Increasing taxes or fees to maintain or make limited improvements to current services.....	1	2	3	4
Further reducing services to operate within existing resources.....	1	2	3	4

16. If the City were to ask voters to consider increasing taxes or fees to maintain current services, what is the maximum amount, if any, that your household would be willing to pay in additional taxes or fees per month?

- \$0 per month/nothing
- \$1-\$5 per month
- \$6-\$10 per month
- \$11-\$15 per month
- \$16 or more per month
- Don't know

17. What would you think is the one service the City of Fort Collins can afford to cut entirely or substantially reduce?

Information about City Issues, Services and Programs

18. Please rate the City's website (www.fcgov.com).

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
www.fcgov.com as a source of information	1	2	3	4	5	6
www.fcgov.com as a means of transacting business with the City.....	1	2	3	4	5	6

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.

	<u>Always</u>	<u>Frequently</u>	<u>Sometimes</u>	<u>Never</u>
Fort Collins local cable channel 14	1	2	3	4
Streaming video or "video on demand" of cable channel 14 on www.fcgov.com...	1	2	3	4
City's website (www.fcgov.com)	1	2	3	4
"City News" (insert with utility bill)	1	2	3	4
Newsletters or brochures from City departments	1	2	3	4
City Line (automated message system 970-416-CITY)	1	2	3	4
"Recreator" (guide to recreation programs)	1	2	3	4
Word of mouth	1	2	3	4
Newspaper.....	1	2	3	4
Radio.....	1	2	3	4
Television news	1	2	3	4

20. Which newspapers, if any, do you read? Please list up to 2 newspapers starting with the one you read most often.

1. _____
2. _____

21. How does your household primarily receive television programming?

- Subscribe to Comcast cable
- Internet/streaming video
- Subscribe to satellite service
- None of the above
- Over the air (antennae)
- Don't know

Information About You

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

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

_____ Years

23. How many years have you lived in your current residence? (Record 0 if less than 6 months)

_____ Years

24. Are you a full-time or part-time student at a college or university in Fort Collins?

Yes → GO TO QUESTION 25

No → GO TO QUESTION 26

25. Which college or university do you attend?

Colorado State University

Front Range Community College

Another local college or university

26. Which of the age groups below best describes you?

18-24 55-64

25-34 65-74

35-44 75 +

45-54

27. Your gender

Male

Female

28. Which best describes the building you live in?

Single family house detached from any other houses

House attached to one or more houses (e.g., a duplex or townhome)

Building with two or more apartments or condominiums

Mobile home

Other

29. Do you own or rent your residence?

Own

Rent

30. If you have any comments or suggestions regarding City government, services, employees or programs, we would like to hear them. Please use the space below, or write them on a separate sheet of paper and enclose it with your completed questionnaire.

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/citizensurvey or call (970) 416-2028.