



Citizen Survey Report of Results

December 2013

Prepared by:



2955 Valmont Rd., Suite 300 • Boulder, CO 80301 • 303-444-7863 • www.n-r-c.com

Contents

Executive Summary	1
Survey Background.....	5
Survey Results.....	7
Community and Neighborhood Livability	7
Safe Community	11
Environmental Health	16
Transportation	18
Culture and Recreation	19
Economic Health	22
High Performing Government.....	24
Appendix A. Respondent Characteristics	37
Appendix B. Complete Set of Survey Frequencies	39
Appendix C. Verbatim Responses	64
Appendix D. Comparison of Select Questions by Respondent Characteristics	91
Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence.....	113
Appendix F. Benchmark Comparisons.....	121
Appendix G. Comparisons of Average Ratings by Year	138
Appendix H. Survey Methodology.....	143
Appendix I. Survey Materials	145

Figures

Figure 1: Overall Quality of Life Compared by Year.....	7
Figure 2: Quality of Life and Community Compared by Year	8
Figure 3: Quality of Neighborhoods Compared by Year	9
Figure 4: Knows Neighbors Compared by Year	10
Figure 5: Frequency of Communication with Neighbors Compared by Year	10
Figure 6: Feelings of Overall Safety in City Compared by Year	11
Figure 7: Feelings of Personal Safety Compared by Year.....	12
Figure 8: Quality of Community Safety Services Compared by Year.....	14
Figure 9: Quality of Safety-Related Utility Services Compared by Year	15
Figure 10: Overall Quality of the Environment Compared by Year.....	16
Figure 11: Quality of Aspects of the Environment Compared by Year.....	16
Figure 12: Quality of Drinking Water Compared by Year.....	17
Figure 13: Quality of Sewer Services Compared by Year	17
Figure 14: Aspects of Transportation Compared by Year.....	18
Figure 15: Community Aspects of Culture and Recreation Compared by Year.....	19
Figure 16: Quality of Parks, Recreational and Cultural Programs and Facilities Compared by Year.....	21
Figure 17: City as a Place to Work Compared by Year.....	22
Figure 18: Community Aspects of Economic Health Compared by Year	22
Figure 19: Economic Health Compared by Year	23
Figure 20: Overall Quality of City Services Compared by Year	24
Figure 21: Quality of Utility Billing and Utilities Overall Compared by Year	25
Figure 22: City Government Performance Compared by Year	26
Figure 23: Contact with City Employees Compared by Year	27
Figure 24: Users' Ratings of Employee Characteristics Compared by Year	28
Figure 25: Non-Users' Ratings of Employee Characteristics Compared by Year	28
Figure 26: Budget Priorities Compared by Year	30
Figure 27: Services Identified as Needing More Effort.....	31
Figure 28: Services Identified as Needing Less Effort.....	32
Figure 29: Residents Top Priorities for the City	33
Figure 30: Informing Citizens Compared by Year	34
Figure 31: Sources of Information Compared by Year	35
Figure 32: Receive Television Programming in Household Compared by Year	36

Executive Summary

Background

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. Residents also provide feedback to the City government on what is working well and what is not, and identify priorities for community planning and resource allocation. The Fort Collins Citizen Survey was first conducted in 2001. This report outlines the results for the 2013 survey, which was the seventh iteration.

For the 2013 survey, 1,800 residents within city boundaries and 200 Colorado State University (CSU) dormitory students were randomly selected to receive survey mailings in October 2013. Of the 2,000 surveys mailed, about 55 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,945 households and dormitory students that received a survey, 535 completed the survey, 24 of which were CSU dormitory students, providing an overall response rate of 28%. 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 (535 respondents).

Comparisons are made between 2013 responses and those from prior years, when available. The 2013 results also were compared by demographic characteristics of respondents and geographic subarea 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.

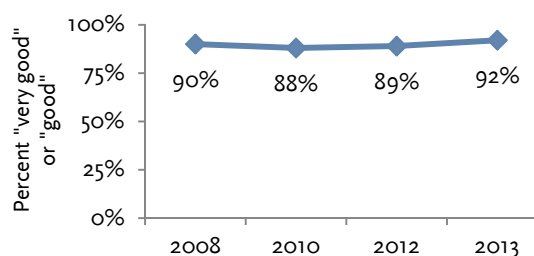
Key Findings

Community and Neighborhood Livability

Residents maintained a high quality of life in 2013.

- As in previous years, 9 out of 10 residents rated the overall quality of life in Fort Collins as “very good” or “good,” much above the national and Front Range benchmarks.
- Almost all respondents gave “very good” or “good” ratings of Fort Collins as a place to live and 9 in 10 gave positive marks to Fort Collins as a place to raise children and attend college.
- Ratings of community acceptance of all people improved from 2012 to 2013, continuing an upward trend since 2006.
- On average, respondents reported knowing the names of about 9 of their neighbors who lived on their street or in their apartment complex.

Overall Quality of Life Compared by Year



Affordable housing was identified as a concern for residents.

- The only aspect of community quality to receive low ratings was affordable quality housing, with about half of respondents saying it was “average” and a quarter saying it was “bad” or “very bad”; still, this rating was above the average for the nation and the Front Range.

- Residents living south of Harmony and the Northwest/CSU area gave higher ratings, while Northeast area residents gave lower ratings of affordable housing compared to other areas.
- Almost 1 in 10 residents said the City should increase efforts related to affordable housing and student housing options in Fort Collins.
- A quarter of respondents identified issues related to neighborhoods and housing as a top priority for the City of Fort Collins in the next five years.

Safe Community

Residents continued to feel safe in their community, though some felt safer than others.

- Nine in 10 residents gave “very good” or “good” marks to the overall safety in the city in 2013, similar to 2012 and much above the national and Front Range benchmarks.
- Almost all residents felt “always safe” or “usually safe” downtown, in Fort Collins and in their neighborhoods during the day, and at least 7 in 10 felt safe in these areas at night.
- Nine in 10 gave positive marks to the quality of fire services overall, while three-quarters gave positive marks to police services overall.
- Seven in 10 rated crime prevention in Fort Collins as “very good” or “good,” a rating that was much above the national and Front Range benchmarks.
- Women, residents who had lived in Fort Collins for more than 10 years and older residents felt less safe than did their counterparts and tended to give lower ratings of safety services.
- Northeast area residents were less likely to give positive ratings of overall safety and safety services than were residents from other areas.
- Students felt safer in Fort Collins overall during the day, in natural areas and open space and at recreation facilities than did non-students.

Environmental Health

Residents gave high marks to the quality of environment and environmental services.

- In 2013, 92% rated the overall quality of the environment as “very good” or “good,” similar to 2012 and much above both benchmarks.
- Nine in 10 gave positive reviews of the community’s visual attractiveness, sewer services, air quality and drinking water, with air quality showing improvement from 2012 to 2013.
- Eight in 10 rated recycling programs and conservation efforts as “very good” or “good.”
- Students were more likely to award positive marks to the city’s recycling programs and conservation efforts than were non-students.
- One-third felt that the City should increase efforts to promote environmental priorities and two-thirds felt the level of effort should stay the same. When asked to identify their top three priorities should be for the City in the next five years, one-third of respondents mentioned the environment as one of their top three priorities.

Transportation

In 2013, respondents identified transportation as an area for improvement.

- Half of residents gave positive ratings to the ease of driving in Fort Collins, while about one-third rated it as “average”; this rating decreased from 2012 to 2013. However, it was above the national benchmark and similar to the Front Range benchmark.

- A majority of residents gave ratings of “average” or less to the ease of traveling by public transportation, availability of parking Downtown and traffic congestion. Traffic congestion was the only survey item rated below both benchmarks.
- At least two-thirds gave positive marks to Fort Collins as a walkable city and the ease of traveling by bicycle. The city ranked fourth in the nation for ratings of bicycle travel in 2013.
- Residents who were newer to Fort Collins, those living in dorms and those from the Northwest/CSU area tended to give more favorable ratings of transportation than their counterparts.
- A majority of residents felt the City should put more effort toward addressing transportation issues (e.g., improving the bus system and adding bike lanes); nearly 6 in 10 said improving transportation and reducing traffic should be a top priority for the City in the next five years.

Culture and Recreation

Survey respondents appreciated opportunities for cultural and recreational participation in Fort Collins.

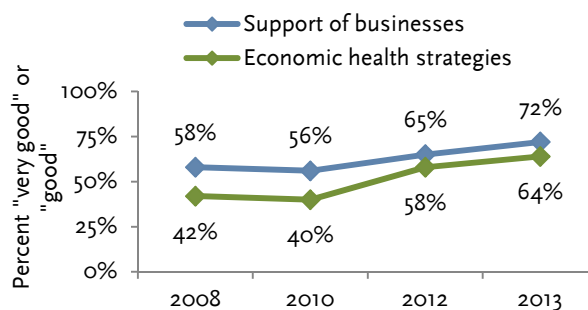
- Nine in 10 respondents rated the quality of recreational opportunities as “good” or “very good,” and 85% gave positive reviews of the quality of public library services in 2013.
- Seven in 10 gave positive ratings of the quality of arts and cultural opportunities, up from about 6 in 10 in previous survey years and much above the national and Front Range averages.
- Among the other cultural and recreational opportunities listed on the survey, the highest rated were recreational trails, parks and natural areas and open space. Ratings of these services remained stable over time and were much above the national and Front Range averages.
- Women and residents who had lived in Fort Collins for 11 to 20 years tended to give higher ratings of various cultural and recreational amenities compared to their counterparts.
- Three-quarters felt the City should continue to apply the same amount of effort toward culture, parks and recreation as they have done in the past, while 19% felt more effort should be applied.

Economic Health

Although some residents hoped for better job opportunities, many appreciated the City's support of businesses and its economic health strategies.

- In 2013, 8 in 10 residents rated Fort Collins as a “good” or “very good” place to work, similar to 2012 and higher than most prior survey years. The city ranked first among the approximately 30 Front Range communities available for comparison.
- However, residents’ ratings of job opportunities received mixed reviews, with most saying “good” or “average,” although this was still much above the average for the nation and the Front Range.
- About 7 in 10 gave positive ratings of support of businesses and nearly two-thirds gave good reviews of economic health strategies, with both seeing an improvement from previous survey years.
- When evaluating the level of effort they felt the City should put toward the economy, fewer residents endorsed applying more effort to the economy, favoring the same level of effort instead.

Economic Health Compared by Year

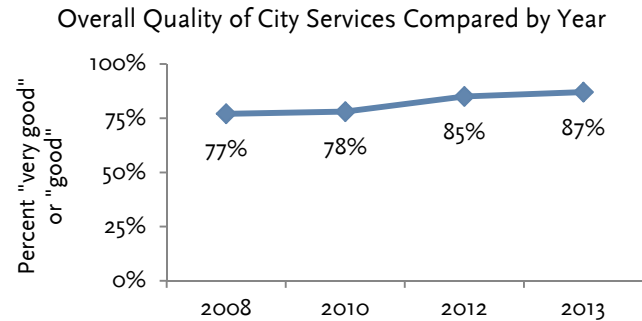


- Respondents who had lived in the community for more than 20 years, those living in attached dwelling units and residents of the West Central area were less likely to give good marks to Fort Collins as a place to work.

High-Performing Government

City services received positive evaluations.

- When asked to evaluate the overall quality of services provided by the City of Fort Collins, 87% gave “very good” or “good” reviews; this was much above the national and Front Range benchmarks.
- Residents who had lived in the community for more than 20 years gave lower ratings of overall service quality than did newer residents.
- Across all City services, most residents gave positive marks and ratings tended to be above the national and Front Range benchmark, when a comparison was available.



Resident opinion was mixed regarding City government performance.

- Fort Collins received ratings that were above or much above the national and Front Range averages for all aspects of government performance that could be compared.
- At least 7 in 10 gave positive ratings of the government encouraging sustainability in the community and the overall direction of the City.
- Just over half gave positive marks to the government managing and planning for growth and listening to citizens, continuing a slight upward trend from previous years.
- Residents who had lived in Fort Collins longer tended to give lower ratings to most aspects of government performance and younger residents gave higher ratings to the overall direction of the City compared to their counterparts.
- Among the 54% of respondents who had contact with the City in the year prior to the survey, at least 8 in 10 gave “very good” or “good” ratings of City employees’ courtesy, promptness, knowledge and overall impression. Seven in 10 gave such ratings to the employee making them feel valued.

Survey Background

Survey Purpose

The City of Fort Collins contracted with National Research Center, Inc. (NRC) to conduct a community-wide citizen survey. The 2013 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 satisfaction with the local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate priorities for community planning and resource allocation. This is the seventh iteration of the survey since 2001.

Methods

The 2013 survey was mailed to 1,800 randomly selected Fort Collins residents and 200 randomly selected Colorado State University (CSU) students who resided in on-campus dormitories. Those selected to participate in the survey received three mailings, one week apart, beginning in October 2013. 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 3% of the mailings were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,945 households and students that received the survey, 535 respondents completed a survey, 24 of which were returned by students living in dormitories. The overall response rate was 28%.

Survey results were weighted so that the respondent gender, age, housing unit type (single or multiple family dwelling) 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 H. Survey Methodology*.)

How the Results Are Reported

For the most part, the “percent positive” and frequency distributions (the percent of respondents giving each possible response to a particular question) are presented in the body of the report. The percent positive is the combination of the top two most positive response options (i.e., “very good” and “good,” “always safe” and “usually safe,” etc.).

On many of the questions in the survey, respondents could give 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 30% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from those 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 (535 completed surveys). Where estimates are given for subgroups, they are less precise. Generally the 95% confidence interval ranges from plus or minus five percentage points for samples of about 400 to plus or minus 10 percentage points for samples as small as 100. For smaller sample sizes (i.e., 50), the margin of error rises to 14%.

Comparing Survey Results Over Time

Because this survey was the seventh in a series of citizen surveys, the 2013 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 six percentage points or more. Trend data for Fort Collins represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time 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 Communities

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated their services. Conducted with typically no fewer than 400 residents in each community, opinions are intended to represent over 30 million Americans.

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

Where comparisons for quality ratings were available, the City of Fort Collins results were generally noted as being “above,” “below,” 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 rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “above,” “below,” “more,” or “less” if the difference between Fort Collins rating and the benchmark is greater than but less than twice the margin of error; and “much above,” “much below,” “much more,” or “much less” if the difference between Fort Collins rating and the benchmark is more than twice the margin of error. Data for a number of items on the survey is not available in the benchmark database (e.g., some of the services or aspects of the community or quality of life). These items are excluded from the benchmark tables.

Survey Results

The Fort Collins Citizen Survey is comprehensive, covering many topics related to life in the community. The 2013 report of results is organized around the City's seven priorities highlighted in the 2013-2014 Budgeting For Outcomes (BFO) document. These are:

- **Community and Neighborhood Livability** - Fort Collins provides a high quality built environment and supports quality, diverse neighborhoods.
- **Safe Community** - Fort Collins provides a safe place to live, work, learn, and play.
- **Environmental Health** - Fort Collins promotes, protects, and enhances a healthy and sustainable environment.
- **Transportation** - Fort Collins provides for safe and reliable multi-modal travel to, from, and throughout the city.
- **Culture and Recreation** - Fort Collins provides diverse cultural and recreational amenities.
- **Economic Health** - Fort Collins has a healthy, sustainable economy reflecting community values.
- **High Performing Government** - Fort Collins exemplifies an efficient, innovative, transparent, effective, and collaborative City government.

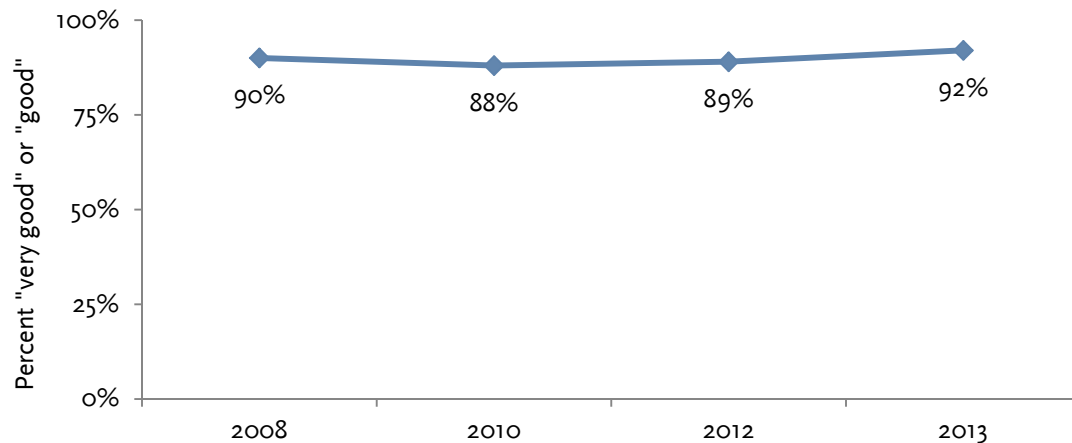
Community and Neighborhood Livability

Aspects of Quality of Life and Community

Residents' perceptions of their quality of life and the quality of their neighborhood are central to gauging community livability. In 2013, ratings of overall quality of life remained high in the City of Fort Collins, with 9 in 10 respondents saying it was "very good" or "good." These ratings were similar to those awarded in previous years and much above the national and Front Range benchmarks (see *Appendix F. Benchmark Comparisons* for more detail about the benchmark comparisons).

The 2013 survey results were compared by respondent geographic area of residence and demographic characteristics (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*). There were no differences in opinions regarding quality of life among the various subgroups of respondents.

Figure 1: Overall Quality of Life Compared by Year



In addition to this overall rating, residents evaluated specific aspects of Fort Collins as a community (see Figure 2). Almost all respondents gave “very good” or “good” ratings to Fort Collins as a place to live, and 9 in 10 gave such ratings to Fort Collins as a place to raise children and attend college. At least three-quarters gave positive marks to the quality of public schools, Fort Collins as a place to retire and community acceptance of all people. Only availability of affordable quality housing received lower ratings, with about half of respondents saying “average” and one-quarter saying “bad” or “very bad” (see *Appendix B. Complete Set of Survey Frequencies* for a full set of responses to each question). Ratings were stable from 2012 to 2013, with a slight increase noted for community acceptance of all people (75% “very good” or “good” in 2013 vs. 69% in 2012).

All aspects community quality that could be compared to the nation and the Front Range received ratings that were above or much above the benchmarks. Fort Collins ranked first among Front Range communities for community acceptance of all people (see *Appendix F. Benchmark Comparisons*).

Ratings of quality of life and community differed by respondents’ area of residence and demographic characteristics. For example, residents who had lived in Fort Collins longer and those living in attached housing units tended to give lower ratings of community acceptance of all people. Students gave higher ratings of affordable quality housing and the community as a place to attend college, but lower ratings of the community overall, as a place to live. Residents living south of Harmony and in the Northwest/CSU area gave higher ratings of affordable quality housing, while those in the Northeast area gave lower ratings compared to other areas. Residents in the East Central area and those living south of Harmony awarded higher ratings to the quality of public schools than did those living in other areas of the city. For a full set of comparisons, see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

Figure 2: Quality of Life and Community Compared by Year

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	97%	96%	92%	94%	84%	89%	89%
As a place to raise children	92%	91%	88%	89%	85%	91%	90%
As a place to attend college	88%	88%	90%	89%	87%	91%	94%
Quality of public schools	82%	82%	78%	78%	79%	NA	NA
As a place to retire	79%	78%	80%	80%	75%	72%	76%
Community acceptance of all people	75%	69%	63%	67%	53%	61%	59%
Availability of affordable quality housing	31%	33%	42%	31%	14%	21%	17%

Percent reporting “very good” or “good.”

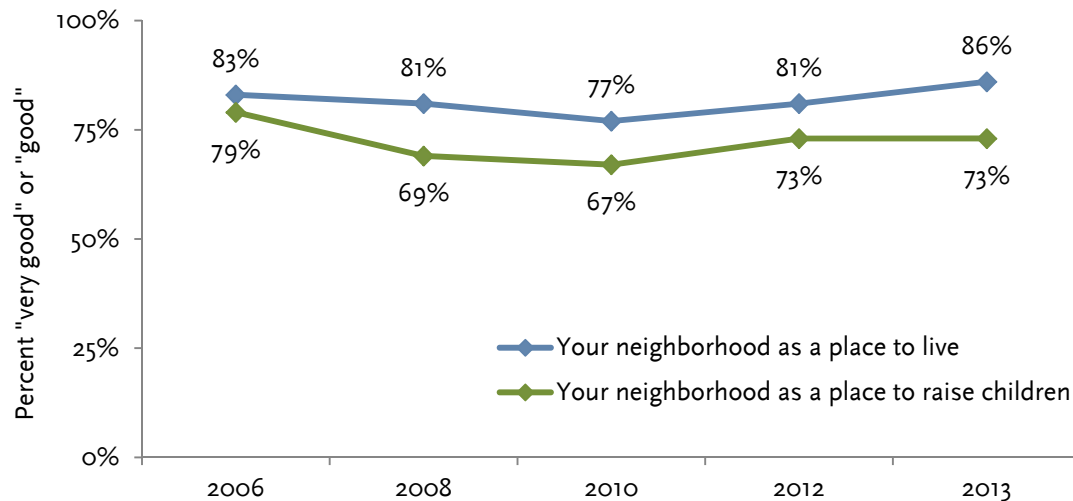
Note: in the 2010 survey, “Community acceptance of all people” was worded as “Community openness and acceptance of all people.”

Quality of Neighborhoods

Respondents were given the opportunity to evaluate their neighborhood as a place to live and raise children. In 2013, 86% rated their neighborhood as a “very good” or “good” place to live, representing an upward trend since 2010 and remaining much above the benchmarks. About three-quarters rated their neighborhood as a “very good” or “good” place to raise children, similar to 2012.

Neighborhood ratings varied significantly by respondent characteristics, including geographic area. Residents living south of Harmony gave higher marks to their neighborhood as a place to live and raise children compared to residents from other areas. Residents who had lived in Fort Collins for more than 5 years, those living in detached housing units, non-students and residents 35 and older gave higher ratings of Fort Collins as a place to raise children than did their counterparts (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 3: Quality of Neighborhoods Compared by Year



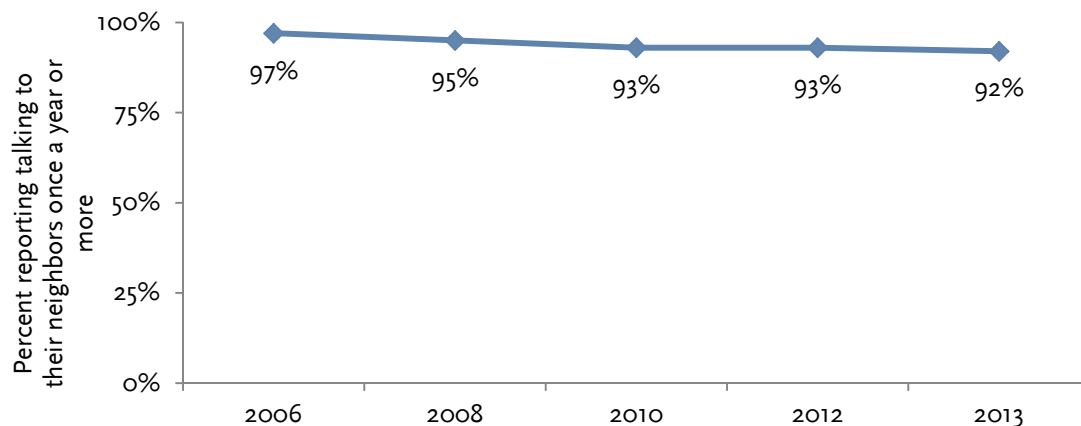
Interaction with Neighbors

The cohesiveness of a community can be measured by the degree to which residents know and interact with the people near them. When asked to indicate how many of their neighbors they knew by name, on average, respondents reported knowing the names of about 9 of their neighbors who lived on their street or in their apartment complex. A third said they knew more than 10 of their neighbors by name, one-quarter knew 6 to 10 by name and 37% knew one to five neighbors by name. One in 10 reported knowing none of their neighbors by name. Ninety-two percent of respondents reported talking to their neighbors at least once a year. These proportions were similar to 2012.

Figure 4: Knows Neighbors Compared by Year

		2013	2012	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	10%	11%	11%	9%	4%
	1-5	37%	39%	39%	40%	26%
	6-10	25%	20%	24%	24%	28%
	More than 10	29%	30%	25%	27%	42%
	Total	100%	100%	100%	100%	100%
Average number of neighbors known by name		9.4	9.5	8.5	8.8	12.9
How many different households are represented by neighbors that you know by name?	None	10%	11%	11%	9%	4%
	1-5	55%	56%	56%	57%	45%
	6-10	25%	21%	23%	24%	33%
	More than 10	11%	12%	10%	10%	18%
	Total	100%	100%	100%	100%	100%
Average number of households where know neighbor by name		6.0	5.6	5.1	5.6	7.6

Figure 5: Frequency of Communication with Neighbors Compared by Year



Safe Community

In order to participate in and contribute to their community, residents must have a sense of personal safety in their environment, as well as confidence in the quality of public safety services.

Personal Safety

As in 2012, residents of Fort Collins felt safe in their community in 2013. Nine in 10 residents gave “very good” or “good” marks to the overall safety in the city. Almost all residents felt “always safe” or “usually safe” downtown, in Fort Collins overall and in their neighborhoods during the day, and at least 7 in 10 felt safe in these areas at night. At least 8 in 10 residents reported feeling safe in Fort Collins’ parks, natural areas, recreation facilities and trails. Ratings of personal safety remained stable from 2012 to 2013.

Where comparisons to the benchmarks were available, personal safety ratings were above or much above the nation and the Front Range (see *Appendix F. Benchmark Comparisons*).

Comparisons by respondent characteristics showed differences in feelings of personal safety. Residents living in dorms, students, women and residents living in the Northeast area of the city gave lower marks to the overall safety of residents than did their counterparts. Men, residents who had lived in Fort Collins 10 years or less and younger residents (less than 55 years old) tended to feel safer in most areas of the community during the day and at night. Students felt safer in Fort Collins overall during the day than did non-students. For additional comparisons, see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

Figure 6: Feelings of Overall Safety in City Compared by Year

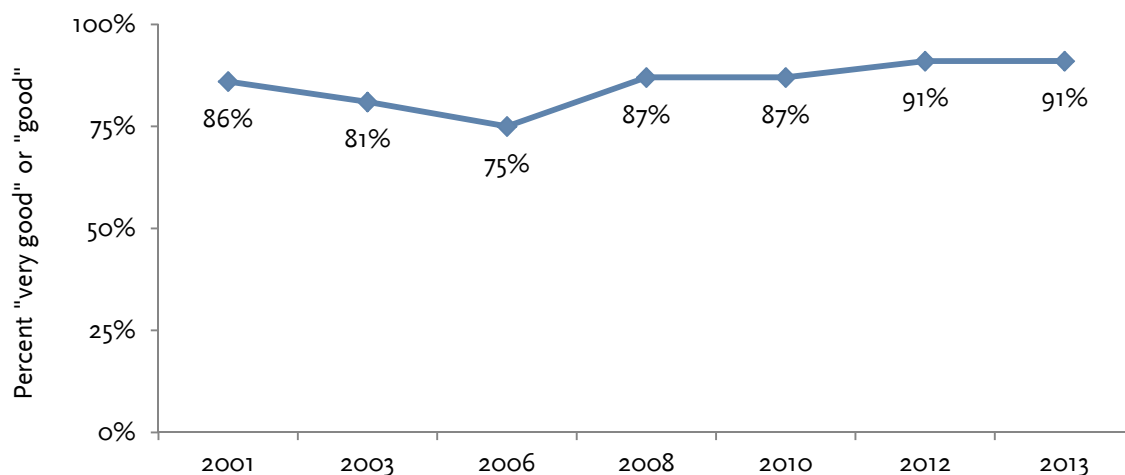


Figure 7: Feelings of Personal Safety Compared by Year

<i>Please tell us how safe you feel in each of the following areas.</i>	2013	2012	2010	2008	2006
Fort Collins overall during the day	98%	97%	NA	NA	NA
Fort Collins overall at night	77%	78%	NA	NA	NA
Downtown Fort Collins during the day	99%	98%	95%	95%	96%
Downtown Fort Collins at night	71%	68%	65%	66%	61%
Your neighborhood during the day	98%	98%	97%	97%	98%
Your neighborhood at night	88%	86%	83%	83%	87%
Parks	87%	88%	88%	87%	86%
Natural areas/open space	88%	85%	88%	87%	NA
Recreation facilities	95%	91%	94%	94%	91%
Trails	82%	83%	80%	79%	76%

Percent reporting “always safe” or “usually safe.”

Note: In the 2012 and 2013 surveys, the phrase “in Fort Collins” was removed from each item and inserted into the question stem wording.

Safety Services

Respondents evaluated the quality of 17 safety and code enforcement services, shown in Figure 8 on the following page. Nine in 10 residents gave positive marks to fire response time and fire services overall; 8 in 10 gave positive ratings to disaster response and restoration of services, Natural Areas Ranger services and emergency preparedness; and three-quarters gave positive ratings to police services overall, fire prevention and education, police response time, business property maintenance and police patrol. Lower ratings were given to code and noise enforcement (57% “very good” or “good”). Overall, ratings were similar in 2012 and 2013.

Most safety services that could be compared to other communities across the nation and in the Front Range received ratings that were above or much above both benchmarks, including emergency preparedness, fire prevention and education and crime prevention. Fire services overall was similar to the national benchmark, while business property maintenance was below the national benchmark. Ratings of emergency preparedness, police response time, code enforcement and animal control ranked highest among Front Range communities in 2013. Ratings for five services (fire response time, police patrol, police visibility, business property maintenance and residential property maintenance) were not available for Front Range comparisons (see *Appendix F. Benchmark Comparisons*).

At least 30% of respondents had no opinion when rating fire and police response times (see *Appendix B. Complete Set of Survey Frequencies* for full frequencies).

When results were compared among subgroups of residents, those who had lived in Fort Collins for less time (less than 20 years), those living in dorms, younger respondents and men were more likely to give positive reviews of community safety services than were their counterparts. Northeast residents tended to give lower ratings than those from other areas (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 8: Quality of Community Safety Services Compared by Year

<i>Please rate the quality of each of the following in Fort Collins.</i>	2013	2012	2010	2008	2006	2003	2001
Fire response time	89%	84%	NA	NA	NA	NA	NA
Fire services overall	89%	85%	96%	94%	NA	90%	96%
Disaster response and restoration of services	84%	NA	NA	NA	NA	NA	NA
Natural Areas Ranger services	81%	83%	NA	NA	NA	NA	NA
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	80%	75%	NA	NA	NA	NA	NA
Police services overall	76%	73%	68%	70%	NA	NA	NA
Fire prevention/education	74%	72%	NA	NA	NA	NA	NA
Police response time	74%	70%	68%	68%	NA	74%	81%
Business property maintenance	74%	70%	68%	72%	NA	NA	NA
Police patrol	72%	71%	70%	70%	NA	NA	NA
Crime prevention	70%	66%	77%	72%	NA	NA	NA
Police visibility	69%	70%	67%	67%	NA	NA	NA
Residential property maintenance	67%	63%	61%	65%	NA	NA	NA
Animal control	64%	65%	61%	66%	NA	NA	NA
Traffic enforcement	63%	64%	63%	62%	NA	49%	56%
Code enforcement (weeds, abandoned buildings, etc.)	57%	59%	54%	55%	NA	NA	NA
Noise enforcement	57%	59%	NA	NA	NA	NA	NA

Percent “very good” or “good.”

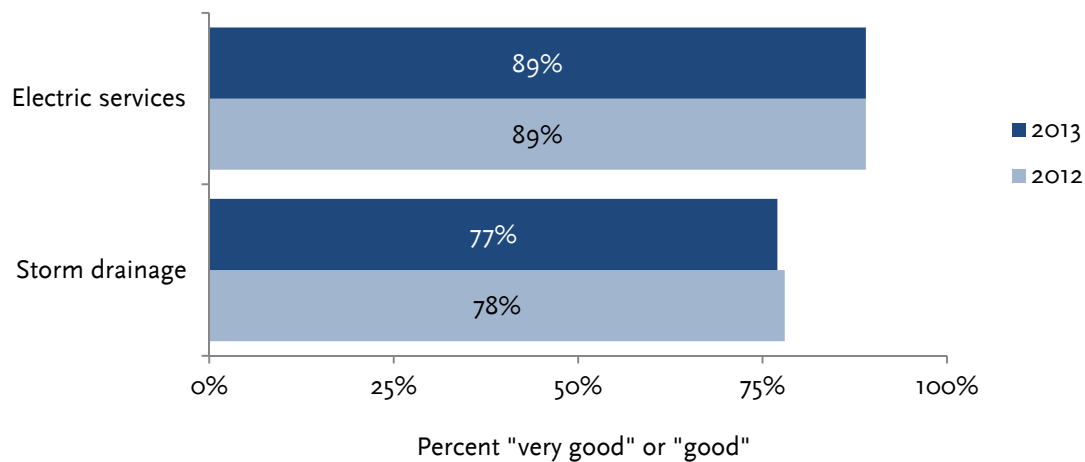
Note: This question was not asked in 2006. In the 2010 survey, “Fire services overall” was described as “Fire services.” “Disaster response and restoration of services” was a new item in 2013.

Safety-related utility services also earned good marks in 2013, with 9 in 10 residents awarding positive ratings to electric services and three-quarters giving “very good” or “good” ratings of storm drainage. Ratings were similar in 2013 and 2012, when these questions were first asked.

Resident ratings of storm drainage were much above the national and Front Range benchmarks. Electric services were much above the national benchmark; this item was not available for comparison to the Front Range (see *Appendix F. Benchmark Comparisons*).

Few differences were noted by respondent characteristics and area of residence. However, students gave better ratings of electric services compared to non-students (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 9: Quality of Safety-Related Utility Services Compared by Year



Environmental Health

Environmental health includes a variety of factors that support residents' physical health and ensure the protection and sustainability of the community's natural resources. In 2013, 92% of respondents rated the overall quality of the environment as "very good" or "good," similar to 2012. A similar proportion gave positive reviews of the community's visual attractiveness (91%), air quality (90%) and drinking water (93%, see Figure 12 on the next page). Eight in 10 rated recycling programs and conservation efforts as "very good" or "good." Ratings generally remained steady from 2012 to 2013; however, a significant improvement was noted for air quality (90% "very good" or "good" in 2013 vs. 84% in 2012).

All areas were rated above or much above the benchmarks. In national comparisons, Fort Collins ranked first for quality of drinking water and sixth for air quality in 2013 (see *Appendix F. Benchmark Comparisons*).

Comparisons by respondent demographics indicated that students, respondents living in dorms, those under age 55 and those living in Fort Collins for 20 years or less gave better ratings of air quality compared to their counterparts. Those living in Fort Collins for more than 20 years gave lower ratings of the community's visual attractiveness but higher ratings of drinking water quality. Students and those living in dorms were more likely to award positive marks to the city's recycling programs and conservation efforts than were non-students. No differences were noted by geographic area (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 10: Overall Quality of the Environment Compared by Year

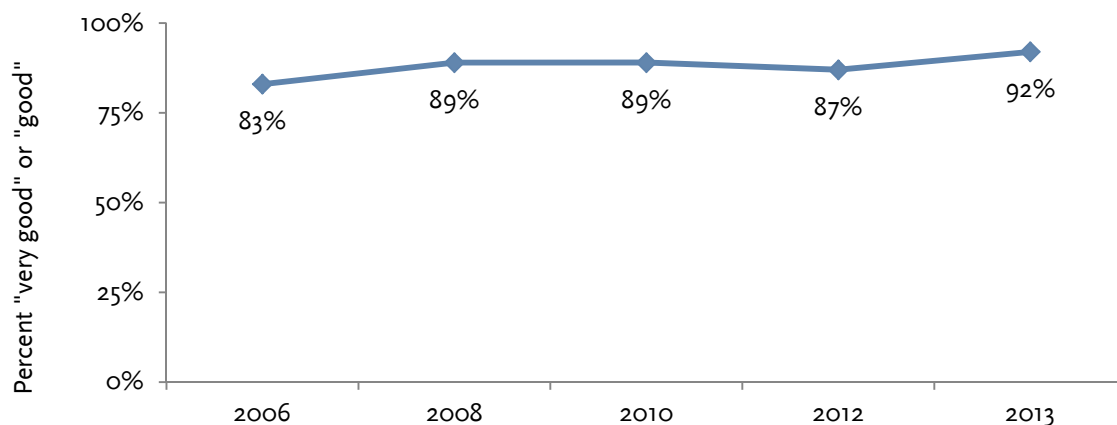
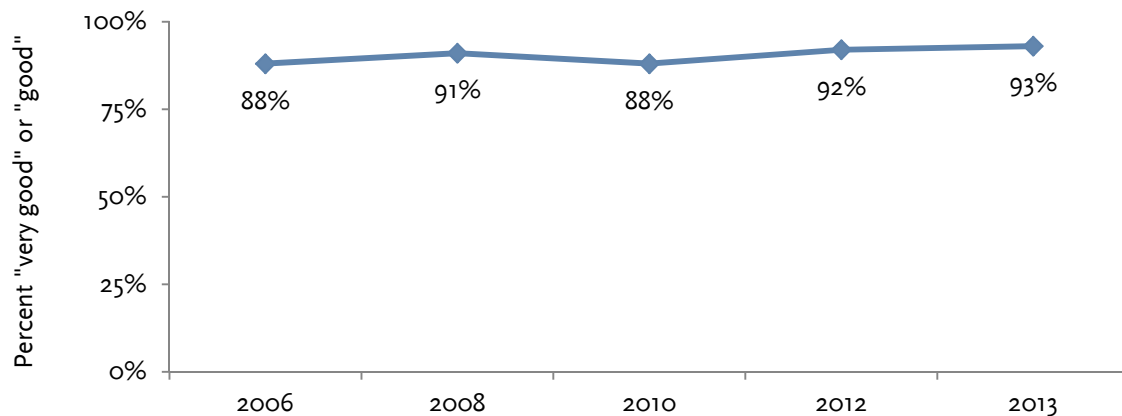


Figure 11: Quality of Aspects of the Environment Compared by Year

<i>Please rate the quality of the environment in Fort Collins on each of the items listed below.</i>	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	91%	87%	86%	91%	83%	79%	73%
Air quality	90%	84%	85%	84%	72%	63%	57%
Recycling programs	83%	81%	78%	79%	69%	64%	71%
Conservation efforts	82%	78%	81%	75%	NA	NA	NA

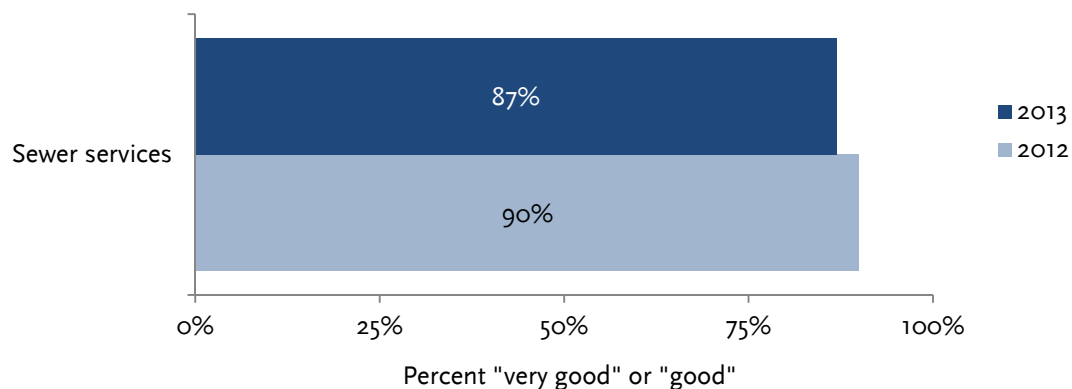
Percent reporting "very good" or "good."

Figure 12: Quality of Drinking Water Compared by Year

Note: In the 2010 survey, "Drinking water" was "Drinking water quality" and was included in the Quality of Environment question set. In 2012, it was moved to be grouped with questions about other utilities.

In addition to rating aspects of the environment, residents evaluated city services related to the environment. In 2013, 9 in 10 awarded "very good" or "good" ratings to city sewer services, similar to 2012 and much above the averages for the nation and the Front Range.

No differences in ratings were noted by respondent characteristics.

Figure 13: Quality of Sewer Services Compared by Year

Transportation

As a city grows, issues related to transportation, traffic and infrastructure often arise. In 2013, Fort Collins residents viewed some aspects of city transportation more favorably than others. Ease of bicycle travel received the highest ratings, with 8 in 10 awarding “good” or “very good” marks, while two-thirds gave positive reviews to Fort Collins as a walkable city, both similar to 2012. Resident opinion regarding ease of driving and street maintenance was divided, with about 5 in 10 saying these were “very good” or “good” and a third saying “average” for each. Resident ratings for the ease of driving declined slightly from 2012 to 2013. As in previous years, traffic congestion received the lowest ratings, with a third saying it was “bad” or “very bad.” Though ratings of traffic congestion were lower in 2013 than in 2012, they remained well above ratings provided in 2001 and 2003. Gains made in 2012 with regard to public transportation were maintained in 2013, with 4 in 10 giving positive ratings.

Most aspects of transportation in Fort Collins received ratings that were above or much above the national and Front Range averages (public transportation, walkability, bike travel and street maintenance). Ease of driving was rated above the national benchmark but similar to the Front Range, while traffic congestion was rated below both benchmarks. The city was ranked fourth in the nation for ease of bicycle travel (see *Appendix F. Benchmark Comparisons*).

At least one-third of respondents indicated “no opinion” when evaluating the ease of traveling by public transportation.

When ratings of transportation in Fort Collins were compared by respondent characteristics, residents who were newer to Fort Collins, those living in dorms and those from the Northwest/CSU area tended to give more favorable ratings, overall, than did their counterparts. Students had more favorable views of public transportation and walkability but less favorable views of ease of driving. Residents age 18-34 were more likely to give “good” or “very good” ratings of public transportation and bicycle travel than were older residents (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 14: Aspects of Transportation Compared by Year

<i>Please rate the following areas of transportation in Fort Collins.</i>	2013	2012	2010	2008	2006	2003	2001
Ease of traveling by bicycle	83%	85%	80%	82%	64%	NA	NA
As a walkable city	67%	67%	59%	63%	47%	NA	NA
Ease of driving	52%	58%	51%	43%	32%	NA	NA
Street maintenance	50%	46%	32%	47%	NA	44%	52%
Ease of traveling by public transportation	41%	40%	31%	35%	17%	NA	NA
Availability of parking Downtown	34%	30%	36%	34%	NA	NA	NA
Traffic congestion	20%	26%	25%	18%	NA	9%	10%

Percent reporting “very good” or “good.”

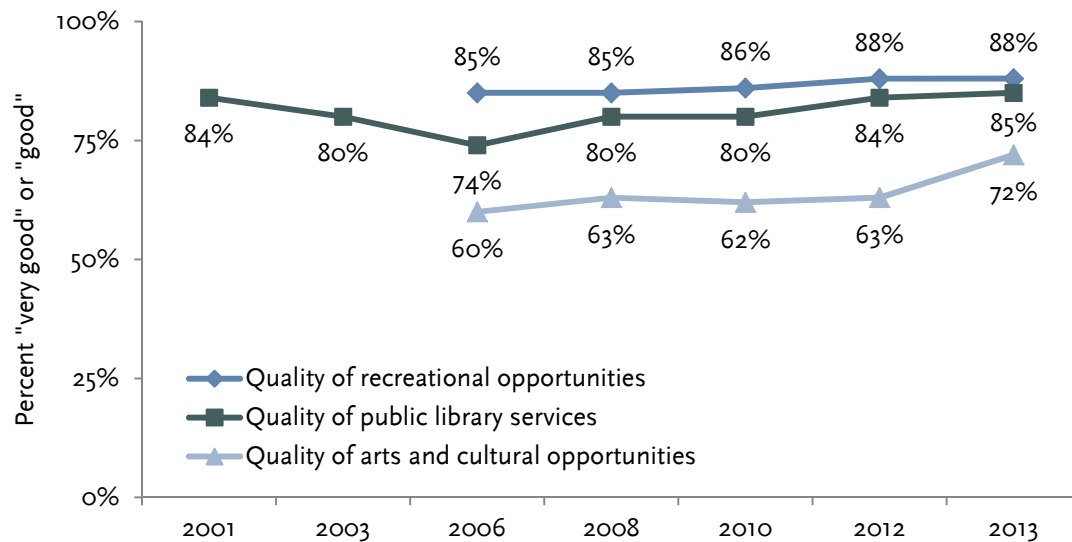
Note: In the 2012 survey, the phrase “in Fort Collins” was removed from each item and inserted into the question stem wording.

Culture and Recreation

Culture and recreation provide opportunities for residents to participate in their community and enhance quality of life. Nine in 10 respondents rated the quality of recreational opportunities as “good” or “very good,” and almost as many gave positive reviews of the quality of public library services (85%); both ratings were similar to 2012. Seven in 10 gave “good” or “very good” ratings of the quality of arts and cultural opportunities, up from about 6 in 10 in previous survey years.

Arts and cultural opportunities, recreational opportunities and public library services were rated above or much above the national and Front Range averages. Fort Collins ranked first in the Front Range and fifth in the nation for quality of recreational opportunities.

Figure 15: Community Aspects of Culture and Recreation Compared by Year



Note: In the 2010 survey, “Quality of arts and cultural opportunities” was described as “Availability and diversity of arts and cultural activities,” and “Quality of recreational opportunities” was worded as “Availability and diversity of recreational opportunities.”

Among the other cultural and recreational opportunities listed on the survey, the highest rated related to outdoor areas that are likely used by a broad range of residents and typically have free access, including recreational trails (96%), parks (96%) and natural areas and open space (95%). While the lowest rated was the Mulberry Pool, it still received positive marks from 7 in 10 respondents. Ratings generally were stable from 2012 to 2013, with improvements noted for the Fort Collins Museum of Discovery, as well as cemeteries. Overall, across all survey years, ratings tended to remain stable or improve (see Figure 16 on the following page).

Fort Collins' ratings for each of these areas were much above the national average. The four areas available for comparison to the Front Range (natural areas and open space, recreational trails, parks and adult recreation programs) also were much above the benchmark. The city ranked among the top three communities in the nation for most aspects of culture, parks and recreation in 2013, and was ranked first among Front Range communities (see *Appendix F. Benchmark Comparisons*).

Between 34% and 70% of respondents indicated "no opinion" when evaluating the following cultural and recreational programs and facilities: cemeteries, golf courses, Northside Aztlán Community Center, Fort Collins Senior Center, Edora Pool Ice Center (EPIC), Mulberry Pool, The Farm at Lee Martinez Park, Gardens on Spring Creek (The Horticultural Center), pottery studio, Fort Collins Museum of Discovery and recreation programs for youth, adults and seniors.

Comparisons of results by respondent subgroups showed that women and residents who had lived in Fort Collins for 11 to 20 years tended to give higher ratings of various cultural and recreational amenities compared to their counterparts. Students gave higher marks to natural areas and open space, athletic fields and youth/teen recreation programs but lower ratings to the Northside Aztlán Community Center and The Horticultural Center than did non-students. Northeast area residents gave lower ratings to adult recreation programs and The Farm at Lee Martinez Park than did residents of other areas of the city; West Central and Northwest/CSU residents gave higher ratings of cemeteries (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 16: Quality of Parks, Recreational and Cultural Programs and Facilities Compared by Year

<i>Please rate the quality of each of the programs or facilities listed below.</i>	2013	2012	2010	2008	2006	2003	2001
Recreational trails	96%	93%	94%	95%	90%	89%	91%
Parks	96%	93%	92%	93%	87%	91%	95%
Natural areas and open space	95%	94%	93%	94%	88%	83%	84%
Gardens on Spring Creek (The Horticultural Center)	91%	89%	87%	91%	80%	NA	NA
Athletic fields	89%	86%	84%	88%	79%	85%	85%
Fort Collins Senior Center	87%	85%	85%	88%	88%	NA	NA
The Farm at Lee Martinez Park	87%	84%	83%	86%	86%	NA	NA
Fort Collins Museum of Discovery	87%	78%	67%	67%	67%	67%	73%
Cemeteries	86%	79%	77%	79%	73%	72%	72%
Golf courses	85%	80%	80%	85%	82%	85%	85%
Edora Pool Ice Center (EPIC)	85%	83%	82%	84%	84%	NA	NA
Lincoln Center programs	85%	82%	77%	79%	78%	80%	86%
Pottery studio	83%	78%	78%	75%	73%	NA	NA
Northside Aztlan Community Center	82%	86%	82%	83%	60%	NA	NA
Art in Public Places program	82%	79%	73%	75%	60%	NA	NA
Senior recreation programs	82%	80%	79%	82%	81%	76%	84%
Adult recreation programs	79%	75%	74%	73%	73%	69%	77%
Youth/teen recreation programs	79%	78%	72%	70%	62%	65%	56%
Mulberry Pool	72%	76%	73%	71%	73%	NA	NA

Percent reporting “very good” or “good.”

Note: Prior to 2013, the “Fort Collins Museum of Discovery” was “Fort Collins Museum and Discovery Science Center.”

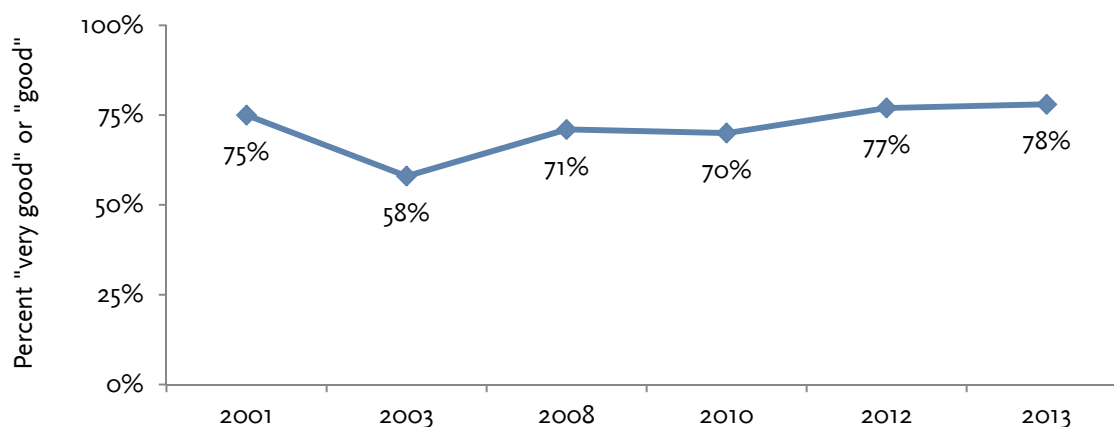
Economic Health

The health of the local economy provides the backbone of a thriving community. In 2013, 8 in 10 residents rated Fort Collins as a “good” or “very good” place to work, similar to 2012 and higher than most prior survey years. At least two-thirds also gave positive reviews of dining, entertainment and shopping opportunities and the availability of quality healthcare, all ratings that were similar to 2012. However, the availability of job opportunities continued to receive mixed reviews, with 3 in 10 saying “good” or “very good” and another half of respondents saying “average” (see *Appendix B. Complete Set of Survey Frequencies* for all responses). Ratings of job opportunities in 2013 were similar to 2012 but above evaluations given in 2006, 2008 and 2010.

All areas that could be compared to the benchmarks were much above the nation and the Front Range (see *Appendix F. Benchmark Comparisons*).

Respondents who had lived in the community for more than 20 years, those living in attached dwelling units and residents of the West Central area were less likely to give good marks to Fort Collins as a place to work. Men, students and residents who had lived in the community for 10 years or less gave higher ratings to shopping opportunities. Those living in dorms gave higher ratings to job opportunities (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 17: City as a Place to Work Compared by Year



Note: This question was not asked in 2006.

Figure 18: Community Aspects of Economic Health Compared by Year

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	2013	2012	2010	2008	2006
Quality of dining opportunities	82%	84%	80%	82%	83%
Availability of quality healthcare	75%	74%	73%	70%	NA
Quality of entertainment opportunities	68%	64%	58%	59%	65%
Quality of shopping opportunities	67%	65%	60%	59%	58%
Availability of job opportunities	35%	31%	27%	29%	27%

Percent reporting “very good” or “good.”

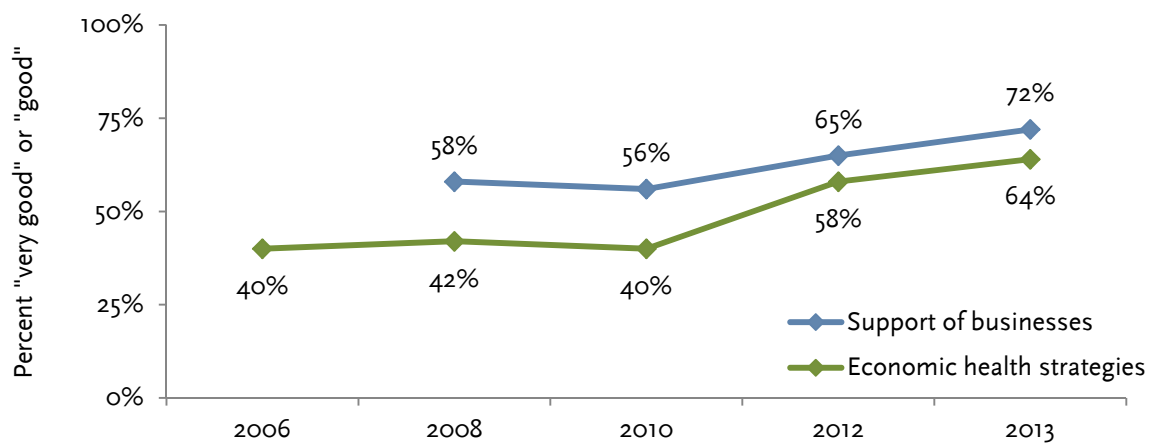
Note: In the 2010 survey, “Quality of shopping opportunities” was worded as “Availability and diversity of shopping,” “Quality of dining opportunities” was worded as “Availability and diversity of dining,” “Quality of entertainment opportunities” was worded as “Availability and diversity of entertainment” and “Availability of job opportunities” was worded as “Availability and diversity of job opportunities.”

The City's efforts to improve economic health in Fort Collins appeared to be effective; resident ratings of both the City's support of businesses and its economic health strategies continued to trend upward in 2013, reaching their highest level across all survey administrations. About 7 in 10 gave positive ratings to support of businesses, while two-thirds gave good reviews of economic health strategies. Citizen ratings of the City's support of businesses were much above the national benchmark (a Front Range comparison was not available, see *Appendix F. Benchmark Comparisons*).

However, it should be noted that more than 30% of respondents had no opinion regarding the City's economic health strategies.

Comparisons by subgroups revealed that respondents who had lived in Fort Collins for 10 years or less, those living in dorms and students gave more favorable ratings of these areas than did their counterparts. Results were similar among geographic subareas (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 19: Economic Health Compared by Year



Note: In the 2010 survey "Support of businesses" was worded as "Overall support of businesses in Fort Collins" and "Economic health strategies" was worded as "Overall economic health of Fort Collins."

High Performing Government

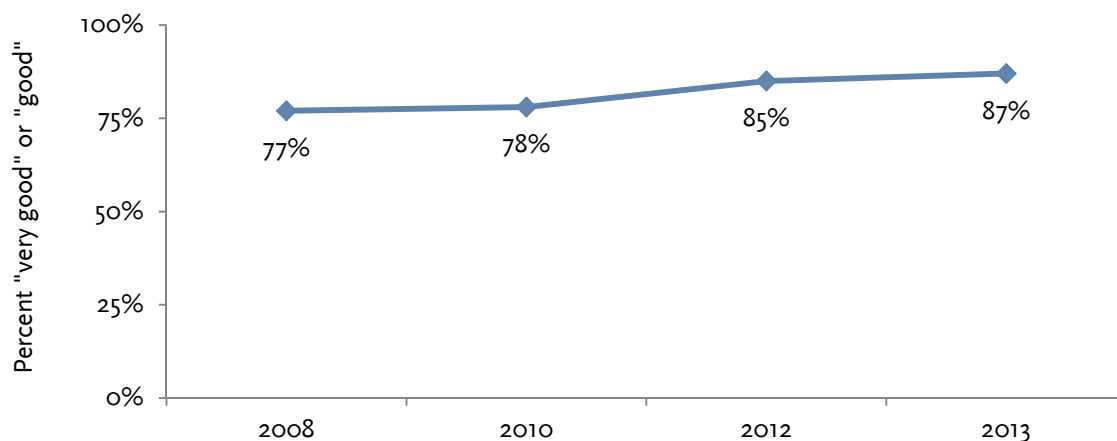
The survey included several questions aimed at measuring government performance, interactions with City employees, planning and public information. Resident input on their perceptions of government performance can be a valuable tool for identifying possible communication gaps and levels of civic engagement.

Overall Quality of City Services

Residents appreciated the quality of services provided by the City of Fort Collins, with 87% rating the overall quality of services as “good” or “very good” in 2013. This was similar to 2012, continuing a slight upward trend from 2008. Ratings were much above those given by residents in other communities in the nation and in the Front Range (see *Appendix F. Benchmark Comparisons* for more detail).

Residents who had lived in the community for more than 20 years gave lower ratings of overall service quality than did newer residents. No other differences were noted by respondent demographics or geographic area (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 20: Overall Quality of City Services Compared by Year

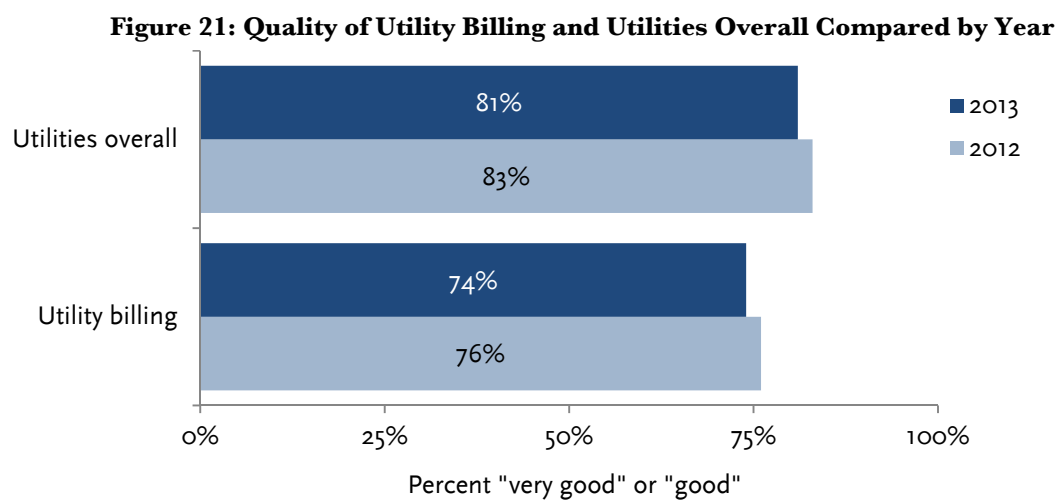


Utilities

When asked to evaluate the quality of utilities in Fort Collins, 8 in 10 residents gave positive reviews of utilities overall, and three-quarters gave positive marks to utility billing. Ratings remained stable from 2012 to 2013.

Utilities overall received ratings above the Front Range average and much above the national average. Utility billing also was rated much above the national average (a Front Range comparison was not available, see *Appendix F. Benchmark Comparisons*).

Younger residents and those who had lived in the city for 5 years or less tended to award lower ratings of utilities overall. With regard to utility billing, women and those living in dorms gave higher marks than their counterparts. No differences were noted by geographic area (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).



City Government Performance

When rating six different aspects of government performance, respondents were most positive about the City's overall direction and encouragement of sustainability in the community, with at least 7 in 10 awarding "good" or "very good" marks. About two-thirds gave positive ratings of the City welcoming citizen involvement and operating programs and services efficiently. Just over half gave "good" or "very good" reviews to managing and planning for growth and listening to citizens. Overall, ratings were stable from 2012 to 2013, continuing to trend upward slightly over survey years. A significant improvement was noted for efficient operation of programs and services, rising from 59% "good" or "very good" in 2012 to 65% in 2013.

Compared to other communities in the nation and the Front Range, Fort Collins received ratings that were much above the average for all areas that could be compared, including the overall direction of the City. Fort Collins was ranked among the top three jurisdictions in the nation for welcoming citizen involvement, listening to citizens and managing and planning for growth (see *Appendix F. Benchmark Comparisons*).

Ratings of City government performance varied among subgroups of respondents. Residents who had lived in Fort Collins for more than 20 years tended to give lower ratings of government performance than did those who lived in the city for a shorter period of time. Younger residents (under age 55) gave higher ratings of the overall direction of the City in 2013 than did older residents. Students awarded higher ratings of managing and planning for growth and encouraging sustainability than did non-students. Residents from different geographic areas gave similar ratings to the performance of the City government (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 22: City Government Performance Compared by Year

<i>Please rate the City's performance in each of the following areas.</i>	2013	2012	2010	2008	2006	2003	2001
Encouraging sustainability in the community	73%	69%	NA	NA	NA	NA	NA
Overall direction of the City	70%	67%	61%	54%	NA	NA	NA
Welcoming citizen involvement	67%	64%	54%	56%	26%	NA	NA
Efficient operation of programs and services	65%	59%	53%	51%	29%	NA	NA
Managing and planning for growth	56%	54%	48%	36%	20%	21%	23%
Listening to citizens	53%	50%	44%	41%	37%	NA	NA

Percent reporting "very good" or "good."

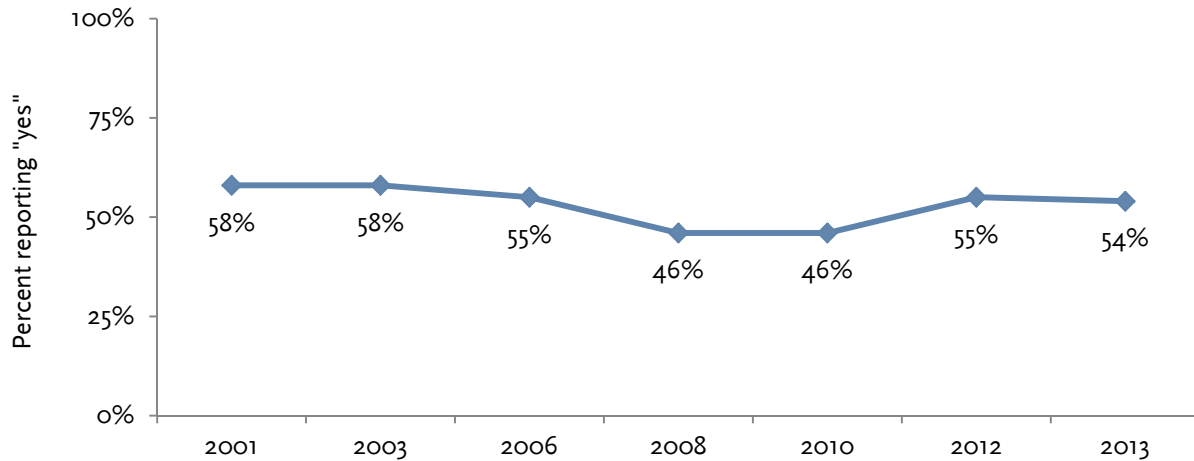
City Employees

In 2013, just over half of survey respondents reported having contacted a City employee in the 12 months prior to the survey, similar to 2012 and above the average for the nation and the Front Range. Those who had contacted the City were asked to rate various aspects of their experience; at least 8 in 10 rated City employees' courtesy, knowledge, promptness and overall impression as "good" or "very good" (see Figure 24 on the following page). Seven in 10 of those who had contacted the City gave positive ratings of employees making them feel valued. All employee characteristics that could be compared to the benchmarks were rated above or much above (see *Appendix F. Benchmark Comparisons*).

Additionally, respondents who had not contacted the City in the 12 months prior to the survey were asked to give their impression of how City employees treat Fort Collins residents. While ratings were slightly lower among non-users than users, at least two-thirds still gave positive ratings of City employees' courtesy, promptness and making citizens feel valued (see Figure 25).

Ratings of City employees did not differ by respondent characteristics or geographic area of residence.

Figure 23: Contact with City Employees Compared by Year



Note: In the 2010 survey, "Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?" was worded as "Have you had phone or in-person contact with any City employee(s) within the last 12 months?"

Figure 24: Users' Ratings of Employee Characteristics Compared by Year

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

Percent reporting "very good" or "good."

Note: This question was asked only of those who reported having contact with a City employee in the last 12 months. In the 2010 survey, "Making you feel valued" was worded as "Making you feel valued as a citizen/customer."

Figure 25: Non-Users' Ratings of Employee Characteristics Compared by Year

<i>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.</i>	2013	2012	2010	2008	2006	2003	2001
Courtesy	79%	81%	84%	73%	73%	71%	71%
Promptness in responding to inquiries and service requests	73%	76%	67%	61%	60%	64%	58%
Making citizens or customers feel valued	68%	71%	61%	64%	62%	60%	55%

Percent reporting "very good" or "good."

Note: This question was asked only of those who reported having contact with a City employee in the last 12 months. In the 2010 survey, "Making you feel valued" was worded as "Making you feel valued as a citizen/customer."

Fiscal Management and Planning

Since 2006, the survey has included a question designed to assess citizens' opinions about City budget priorities. Survey respondents were asked to indicate how the City should address the seven Budgeting For Outcomes (BFO) priorities on a scale of "more effort," "same effort" or "less effort."

In general, residents thought the City should apply the same amount of effort to each of the BFO priorities (see Figure 26 on the following page). However, in 2013, a majority of respondents felt that the City should apply more effort to improving transportation in Fort Collins, including planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management. At least one-third said more effort should be applied to the economy, the environment and neighborhoods. Generally, resident opinion was similar from 2012 to 2013; however, fewer residents endorsed applying more effort to the economy, favoring "same effort" instead. A larger proportion of respondents in 2013 supported applying the "same effort" to the environment than in 2012 (65% versus 59%, respectively).

Resident priorities differed by respondent characteristics. Those who had lived in Fort Collins longer (more than 20 years) were more likely to favor increasing efforts to improve the economy and less likely to favor increasing efforts to improve transportation and culture, parks and recreation. Residents living in dorms were less likely to support increasing environmental efforts, while residents living in attached housing units were more likely to do so. Non-students were more likely to feel that the City should increase efforts related to the economy, the environment and culture, parks and recreation. Northeast area residents were more likely to endorse increased efforts toward neighborhoods, while residents living south of Harmony were more likely to want increased efforts toward culture, parks and recreation compared to those in other areas. For additional comparisons, see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

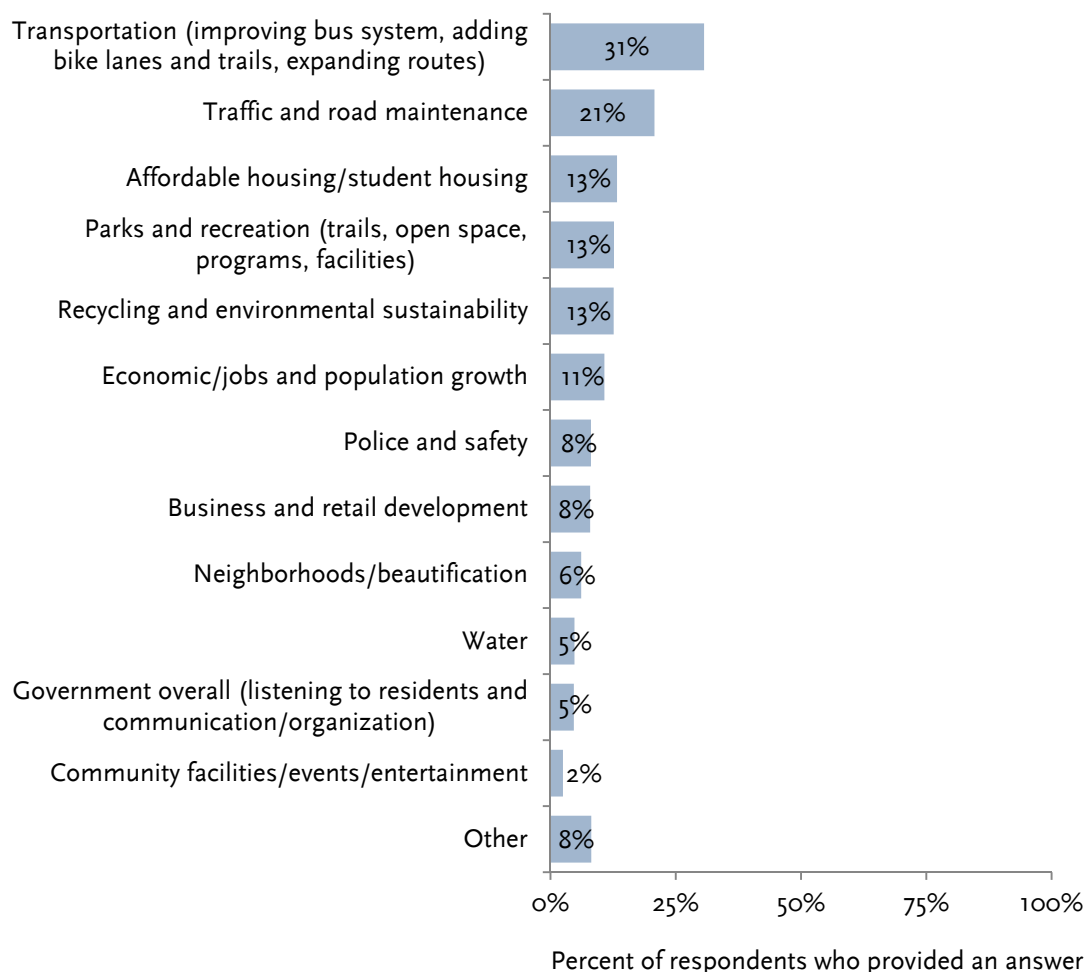
Figure 26: Budget Priorities Compared by Year

<i>Please select the option that best describes how you think the City should address each of the following aspects of the community.</i>		2013	2012	2010	2008	2006
Economy: Includes economic planning and development activities	More effort	36%	44%	56%	61%	65%
	Same effort	61%	53%	41%	38%	31%
	Less effort	4%	2%	3%	1%	4%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	32%	37%	36%	39%	39%
	Same effort	65%	59%	56%	56%	54%
	Less effort	3%	4%	8%	5%	6%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation and an adequate supply of quality housing for all socio-economic groups	More effort	33%	34%	30%	31%	28%
	Same effort	63%	62%	62%	63%	64%
	Less effort	4%	4%	8%	6%	8%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	17%	19%	19%	25%	23%
	Same effort	81%	76%	77%	72%	75%
	Less effort	3%	6%	5%	3%	2%
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	More effort	19%	22%	28%	28%	31%
	Same effort	77%	74%	67%	65%	62%
	Less effort	4%	4%	6%	6%	7%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	54%	53%	58%	59%	62%
	Same effort	43%	45%	39%	39%	35%
	Less effort	3%	2%	4%	2%	3%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	19%	19%	23%	22%	24%
	Same effort	76%	74%	69%	75%	65%
	Less effort	5%	7%	8%	3%	11%

Respondents who felt that the City should apply more or less effort to one or more of the BFO priorities were asked to comment on which services and amenities they would like to see increased or reduced (see Figure 27 and Figure 28). Of the 325 residents who provided a written comment regarding services they wished to see increased, one-third mentioned services related to transportation (including improving the bus system, adding bike lanes and trails and expanding public transit routes) and one in five mentioned services related to traffic and road maintenance, such as reducing traffic congestion, finishing road construction and adding bike lanes and paths. Affordable housing and student housing, parks and recreation services and services related to environmental sustainability each were identified by 13% of respondents as needing more attention from the City government. Eight percent of respondents mentioned “other” services or amenities (see *Appendix C. Verbatim Responses* for a full list of written responses).

Figure 27: Services Identified as Needing More Effort

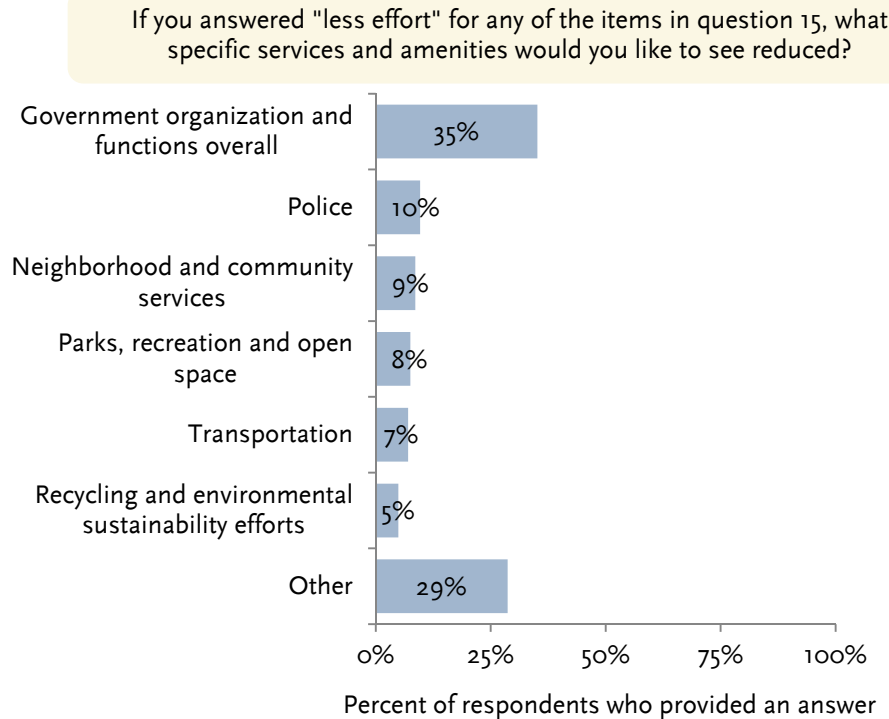
If you answered "more effort" for any of the items in question 15, what specific services and amenities would you like to see increased?



Percentages shown represent the proportion of respondents who answered each question (325 identified services to be increased). See Appendix B. Complete Set of Survey Frequencies for a full set of response frequencies, including those who did not provide a response. The total may exceed 100% as respondents were able to write in multiple services.

Seventy-one residents provided a written comment regarding services they wished to see reduced. One-third of these residents mentioned services related to the government organization and functioning overall, including curbing general government activities such as taxes, spending and regulation of properties and businesses. One in 10 felt that services related to police and neighborhoods and community services should be reduced. Three in 10 provided an array of “other” responses (see *Appendix C. Verbatim Responses* for a complete list of written responses).

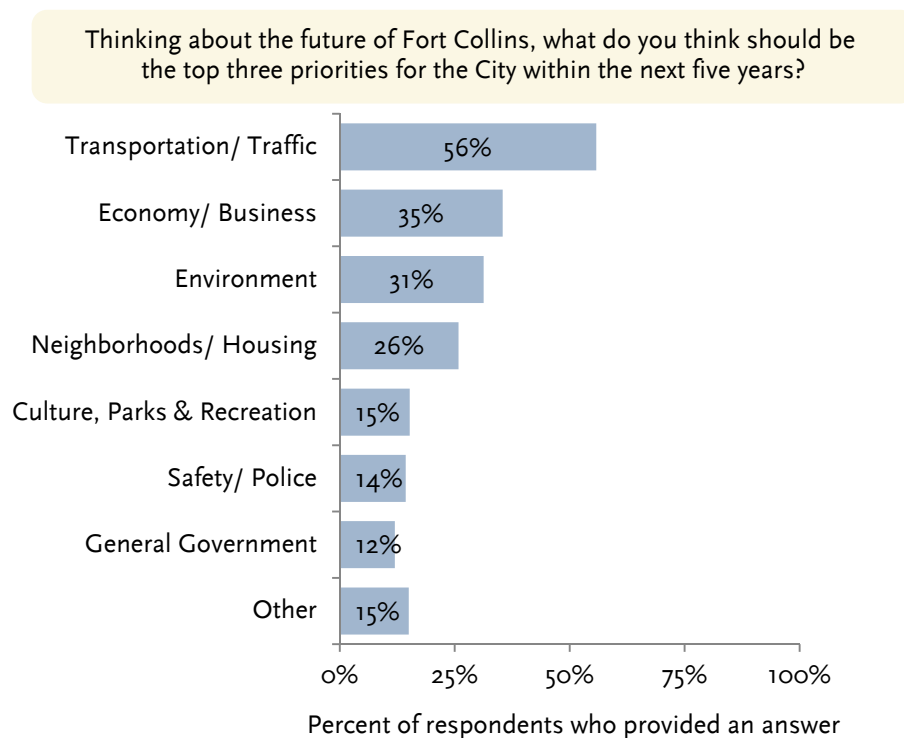
Figure 28: Services Identified as Needing Less Effort



Percentages shown represent the proportion of respondents who answered each question (71 respondents identified services to be reduced). See Appendix B. Complete Set of Survey Frequencies for a full set of response frequencies, including those who did not provide a response. The total may exceed 100% as respondents were able to write in multiple services.

When asked to identify the top three priorities for the City of Fort Collins in the next five years, respondents most often cited improving transportation and traffic. About a third mentioned the economy or the environment, while one-quarter mentioned issues related to neighborhoods and affordable housing. Less than 20% said that culture, parks and recreation, safety or general government should be a top priority for the City in the coming years. About 15% mentioned some “other” priority (see *Appendix C. Verbatim Responses*).

Figure 29: Residents Top Priorities for the City



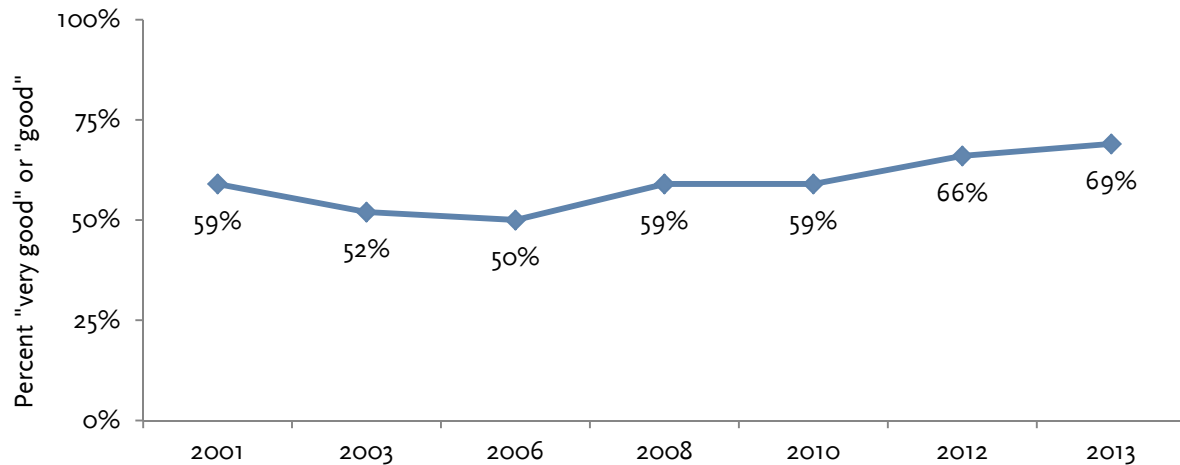
Percentages shown represent only the 414 respondents who responded to the question. See Appendix B. Complete Set of Survey Frequencies for a full set of response frequencies. The total may exceed 100% as respondents were able to write in multiple services. This was a new question in 2013.

Public Information

The job the City does at informing residents as well as how residents like to get information about the City was measured. In 2013, 7 in 10 respondents felt that the City was doing a “good” or “very good” job informing citizens, continuing an upward trend from 2006 and remaining much above both benchmarks.

Residents living in dorms were more likely to give good ratings of informing citizens, while those living in attached units were less likely to do so. Non-students gave higher ratings than did students. There were no differences in ratings by geographic location (see *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*).

Figure 30: Informing Citizens Compared by Year



Note: In the 2010 survey, “Informing citizens” was worded as “The job the City does at informing citizens” and was included in the City Government question set.

Fort Collins residents used a variety of sources to receive information regarding City issues, services and programs. In 2013, 9 in 10 reported using word of mouth and 8 in 10 used the City's website and newspapers. Seven in 10 used the "Recreator" guide, radio and television news. Less than 20% relied on online video streaming of channel 14, City mobile apps, City Line and Fort Collins Idea Lab. Overall, the proportion using each information source in 2013 was similar to or higher than 2012; significant increases were noted for the City's website, "Recreator," radio, television news, newsletters or brochures and social media.

Results were compared by respondent characteristics. In general, those who had lived in Fort Collins less than 10 years, those living in dorms, students, younger residents and those living in the Northwest/CSU area were less likely to use sources of information such as "City News," City newsletters or brochures and "Recreator," but more likely to use social media compared to their counterparts. Women were more likely to use television news than men. A full index of comparisons is in *Appendix D. Comparison of Select Questions by Respondent Characteristics* and *Appendix E. Comparison of Select Questions by Respondent Geographic Area of Residence*.

Figure 31: Sources of Information Compared by Year

<i>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.</i>	2013	2012	2010	2008	2006	2003	2001
Word of mouth	88%	87%	85%	88%	82%	87%	54%
City's website (www.fcgov.com)	80%	74%	71%	72%	50%	54%	12%
Newspaper (print or online)	80%	80%	81%	87%	89%	NA	76%
"Recreator" (guide to recreation programs)	70%	64%	62%	60%	70%	60%	40%
Radio	69%	60%	64%	66%	61%	NA	27%
Television news	69%	60%	65%	69%	58%	63%	NA
"City News" (insert with utility bill)	67%	63%	61%	71%	76%	76%	56%
Newsletters or brochures from City departments	64%	56%	57%	64%	67%	64%	17%
Social media (Facebook, Twitter, etc.)	55%	44%	NA	NA	NA	NA	NA
Fort Collins local cable channel 14	30%	30%	36%	41%	35%	28%	26%
Online video of cable channel 14 on www.fcgov.com	17%	15%	12%	14%	NA	NA	NA
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	17%	15%	NA	NA	NA	NA	NA
City Line (automated message system 970-416-CITY)	16%	13%	12%	11%	13%	18%	3%
Fort Collins Idea Lab (idealab.fcgov.com)	10%	NA	NA	NA	NA	NA	NA

Percent of respondents who had ever used this as a source.

Please note that in the 2010 survey, "Newspaper (print or online)" was worded as "Newspaper."

About half of residents in 2013 received television programming through a Comcast cable subscription, similar to 2012 but lower than in 2010 and 2008. About one in five subscribed to satellite service, 16% used the Internet or video streaming, 5% used antennae and 8% indicated “none of the above.” Use of the Internet or streaming video increased from 2012 to 2013, while use of antennae decreased and use of satellite remained the same.

Figure 32: Receive Television Programming in Household Compared by Year

<i>How does your household primarily receive television programming?</i>	2013	2012	2010	2008
Subscribe to Comcast cable	49%	49%	58%	63%
Subscribe to satellite service	21%	23%	19%	17%
Internet/streaming video	16%	9%	7%	11%
Over the air (antennae)	5%	13%	11%	4%
None of the above	8%	6%	6%	4%
Total	100%	100%	100%	100%

Appendix A. Respondent Characteristics

Characteristics of the survey respondents are displayed in the following tables.

Table 1: Length of Residency

<i>About how many years have you lived in Fort Collins?</i>	<i>Percent of respondents</i>
5 years or less	42%
6-10 years	13%
11-15 years	12%
16-20 years	7%
More than 20 years	26%
Total	100%

Table 2: Length of Residency at Current Address

<i>How many years have you lived in your current residence?</i>	<i>Percent of respondents</i>
5 years or less	62%
6-10 years	15%
11-15 years	11%
16-20 years	5%
More than 20 years	8%
Total	100%

Table 3: Respondent Student Status

<i>Are you a full-time or part-time student at a college or university in Fort Collins?</i>	<i>Percent of respondents</i>
Yes	21%
No	79%
Total	100%

Table 4: Respondent College or University Attended

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

Table 5: Respondent Age

<i>Which of the age groups below best describes you?</i>	<i>Percent of respondents</i>
18-34 years	48%
35-54 years	30%
55 years or older	23%
Total	100%

Table 6: Respondent Gender

<i>Your gender</i>	<i>Percent of respondents</i>
Male	49%
Female	51%
Total	100%

Table 7: Respondent Housing Status

<i>Which best describes the building you live in?</i>	<i>Percent of respondents</i>
Own detached unit	43%
Own attached unit	9%
Rent detached unit	15%
Rent attached unit	28%
Live in dorm	5%
Total	100%

Table 8: Geographic Area of Residence

	<i>Percent of respondents</i>
Northeast	10%
East Central	21%
Southeast	16%
Northwest/CSU	26%
West Central	22%
Southwest	5%
Total	100%

Appendix B. Complete Set of Survey Frequencies

Responses Excluding “Don’t know” or “No opinion”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” or “no opinion” responses.

Table 9: Question 1

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Overall, as a place to live	69%	28%	3%	0%	0%	100%
Overall safety of residents	44%	48%	8%	0%	0%	100%
Quality of shopping opportunities	28%	40%	26%	6%	1%	100%
Quality of dining opportunities	47%	35%	16%	1%	0%	100%
Quality of entertainment opportunities	26%	42%	28%	3%	1%	100%
Availability of job opportunities	7%	28%	48%	13%	4%	100%
Availability of affordable quality housing	7%	24%	47%	19%	4%	100%
Quality of arts and cultural opportunities	25%	46%	26%	2%	0%	100%
Quality of recreational opportunities	56%	32%	11%	1%	0%	100%
Availability of quality healthcare	34%	41%	21%	3%	0%	100%
Quality of public schools	41%	41%	15%	2%	1%	100%
Quality of public library services	42%	44%	14%	0%	1%	100%
As a place to raise children	55%	37%	7%	1%	0%	100%
As a place to retire	44%	35%	16%	5%	0%	100%
As a place to attend college	49%	39%	11%	1%	0%	100%
As a place to work	35%	43%	18%	3%	1%	100%
Community acceptance of all people	33%	42%	21%	3%	1%	100%
Overall quality of life in Fort Collins	51%	42%	8%	0%	0%	100%

Table 10: Question 2

<i>Please rate the quality of the environment in Fort Collins on each of the items listed below.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Community's visual attractiveness	45%	46%	8%	1%	0%	100%
Air quality	44%	46%	8%	1%	0%	100%
Recycling programs	38%	45%	15%	1%	0%	100%
Conservation efforts	35%	46%	17%	1%	0%	100%
Overall quality of environment	40%	52%	7%	0%	0%	100%

Table 11: Question 3

<i>Please rate the quality of your neighborhood on each of the items listed below.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Your neighborhood as a place to live	44%	42%	13%	1%	0%	100%
Your neighborhood as a place to raise children	41%	32%	18%	7%	2%	100%

Table 12: Question 4A and 4B

	<i>None</i>	<i>1-5</i>	<i>6-10</i>	<i>More than 10</i>	<i>Total</i>
Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?	10%	37%	25%	29%	100%
How many different households are represented by neighbors that you know by name?	10%	55%	25%	11%	100%

Table 13: Question 5

<i>How often do you talk to any of your neighbors?</i>	<i>Percent of respondents</i>
At least once per day	19%
At least once per week	45%
At least once per month	25%
At least once per year	3%
Less than once per year	2%
Never	6%
Total	100%

Table 14: Question 6

<i>Please tell us how safe you feel in each of the following areas in Fort Collins.</i>	<i>Always safe</i>	<i>Usually safe</i>	<i>Sometimes safe, sometimes unsafe</i>	<i>Usually unsafe</i>	<i>Always unsafe</i>	<i>Total</i>
Downtown Fort Collins during the day	73%	26%	1%	0%	0%	100%
Downtown Fort Collins at night	17%	54%	25%	3%	1%	100%
Your neighborhood during the day	78%	20%	2%	0%	0%	100%
Your neighborhood at night	42%	46%	11%	1%	0%	100%
Parks	31%	56%	13%	0%	0%	100%
Natural areas/open space	35%	53%	12%	0%	0%	100%
Recreation facilities	49%	46%	5%	0%	0%	100%
Trails	31%	52%	17%	1%	0%	100%
Fort Collins overall during the day	61%	37%	2%	0%	0%	100%
Fort Collins overall at night	21%	56%	21%	1%	0%	100%

Table 15: Question 7

<i>Please rate the quality of each of the following in Fort Collins.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	31%	49%	17%	2%	1%	100%
Disaster response and restoration of services	28%	56%	15%	0%	0%	100%
Fire prevention/education	31%	43%	24%	2%	0%	100%
Fire response time	42%	48%	10%	0%	0%	100%
Fire services overall	39%	50%	11%	0%	0%	100%
Crime prevention	19%	51%	25%	3%	1%	100%
Police patrol	24%	48%	24%	4%	1%	100%
Traffic enforcement	19%	43%	27%	8%	2%	100%
Police visibility	25%	44%	26%	5%	0%	100%
Police response time	28%	46%	22%	4%	1%	100%
Police services overall	24%	51%	21%	2%	1%	100%
Code enforcement (weeds, abandoned buildings, etc.)	19%	39%	32%	7%	4%	100%
Noise enforcement	17%	40%	31%	9%	3%	100%

<i>Please rate the quality of each of the following in Fort Collins.</i>	Very good	Good	Average	Bad	Very bad	Total
Animal control	19%	45%	27%	6%	3%	100%
Business property maintenance	20%	54%	23%	3%	0%	100%
Residential property maintenance	18%	49%	28%	5%	0%	100%
Natural Areas Ranger services	33%	47%	17%	1%	1%	100%

Table 16: Question 8

<i>Please rate quality of each of the following in Fort Collins.</i>	Very good	Good	Average	Bad	Very bad	Total
Drinking water	65%	28%	7%	1%	0%	100%
Electric services	50%	39%	9%	1%	1%	100%
Sewer services	46%	41%	12%	1%	0%	100%
Storm drainage	37%	40%	17%	4%	1%	100%
Utility billing	34%	40%	22%	2%	2%	100%
Utilities overall	39%	42%	16%	2%	2%	100%

Table 17: Question 9

<i>Please rate the following areas of transportation in Fort Collins.</i>	Very good	Good	Average	Bad	Very bad	Total
Ease of driving	13%	39%	34%	10%	4%	100%
Ease of traveling by public transportation	10%	30%	37%	18%	5%	100%
As a walkable city	25%	42%	26%	7%	0%	100%
Ease of traveling by bicycle	37%	46%	13%	2%	1%	100%
Availability of parking Downtown	6%	27%	33%	23%	10%	100%
Traffic congestion	4%	16%	46%	23%	11%	100%
Street maintenance	12%	38%	35%	10%	4%	100%

Table 18: Question 10

<i>Please rate the City's performance in each of the following areas.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Welcoming citizen involvement	22%	45%	28%	5%	0%	100%
Listening to citizens	14%	39%	36%	9%	3%	100%
Managing and planning for growth	14%	42%	30%	9%	5%	100%
Efficient operation of programs and services	17%	48%	30%	4%	1%	100%
Encouraging sustainability in the community	23%	50%	22%	4%	1%	100%
Overall direction of the City	20%	50%	23%	4%	2%	100%

Table 19: Question 11

<i>Please rate the City's performance in each of the following areas.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Support of businesses	19%	52%	20%	7%	2%	100%
Economic health strategies	13%	51%	29%	6%	2%	100%

Table 20: Question 12

<i>Please rate the quality of each of the programs or facilities listed below.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Natural areas and open space	52%	44%	4%	0%	0%	100%
Recreational trails	55%	41%	4%	0%	0%	100%
Parks	52%	43%	4%	0%	0%	100%
Cemeteries	36%	50%	14%	0%	0%	100%
Golf courses	34%	52%	13%	1%	1%	100%
Athletic fields	34%	55%	11%	0%	0%	100%
Northside Aztlan Community Center	40%	42%	17%	1%	0%	100%
Fort Collins Senior Center	40%	47%	12%	1%	0%	100%
Edora Pool Ice Center (EPIC)	34%	50%	14%	1%	0%	100%
Mulberry Pool	26%	46%	24%	3%	0%	100%
The Farm at Lee Martinez Park	37%	50%	13%	0%	0%	100%
Gardens on Spring Creek (The Horticultural Center)	46%	45%	9%	0%	0%	100%
Pottery studio	36%	47%	16%	0%	0%	100%
Art in Public Places program	39%	43%	17%	0%	0%	100%
Lincoln Center programs	35%	50%	14%	0%	0%	100%

<i>Please rate the quality of each of the programs or facilities listed below.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Fort Collins Museum of Discovery	47%	41%	11%	1%	1%	100%
Adult recreation programs	35%	45%	19%	2%	0%	100%
Senior recreation programs	39%	43%	17%	1%	0%	100%
Youth/teen recreation programs	38%	42%	17%	3%	0%	100%

Table 21: Question 13

<i>Overall, how would you rate the quality of the services provided by the City of Fort Collins?</i>	<i>Percent of respondents</i>
Very good	30%
Good	57%
Average	11%
Bad	1%
Very bad	1%
Total	100%

Table 22: Question 14

<i>Have you had contact with any City employee(s) by phone, in-person, via email or online within the last 12 months?</i>	<i>Percent of respondents</i>
Yes	54%
No	46%
Total	100%

Table 23: Question 14A

<i>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Courtesy	52%	36%	10%	1%	0%	100%
Promptness	40%	41%	14%	3%	1%	100%
Knowledge	43%	38%	15%	3%	1%	100%
Making you feel valued	38%	31%	23%	6%	2%	100%
Overall impression	43%	37%	15%	2%	2%	100%

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

Table 24: Question 14B

<i>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.</i>	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Bad</i>	<i>Very bad</i>	<i>Total</i>
Courtesy	33%	46%	19%	2%	0%	100%
Promptness in responding to inquiries and service requests	27%	46%	22%	4%	1%	100%
Making citizens or customers feel valued	27%	42%	29%	2%	0%	100%

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

Table 25: Question 15

<i>Please select the option that best describes how you think the City should address each of the following aspects of the community.</i>	<i>More effort</i>	<i>Same effort</i>	<i>Less effort</i>	<i>Total</i>
Economy: Includes economic planning and development activities	36%	61%	4%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	32%	65%	3%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation and an adequate supply of quality housing for all socio-economic groups	33%	63%	4%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	17%	81%	3%	100%
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	19%	77%	4%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	54%	43%	3%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	19%	76%	5%	100%

Table 26: Question 16

<i>If you answered "more effort" for any of the items in question 15, what specific services and amenities would you like to see improved?</i>	<i>Percent of respondents</i>	<i>Percent of respondents making a comment</i>
No response given	35%	--
Affordable housing/student housing	9%	13%
Transportation (improving bus system, adding bike lanes and trails, expanding routes)	20%	31%
Parks and recreation (trails, open space, programs, facilities)	8%	13%
Business and retail development	5%	8%
Economic/jobs and population growth	7%	11%
Traffic and road maintenance	13%	21%
Water	3%	5%
Neighborhoods/beautification	4%	6%
Police and safety	5%	8%
Government overall (listening to residents and communication/organization)	3%	5%
Recycling and environmental sustainability	8%	13%
Community facilities/events/entertainment	2%	2%
Other	5%	8%

*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only those who responded to question 16. The total may exceed 100% as respondents were able to write in multiple services.

Table 27: Question 17

<i>If you answered "less effort" for any of the items in question 15, what specific services and amenities would you like to see reduced?</i>	<i>Percent of respondents</i>	<i>Percent of respondents making a comment</i>
No response given	88%	--
Transportation	1%	7%
Parks, recreation and open space	1%	8%
Neighborhood and community services	1%	9%
Police	1%	10%
Government organization and functions overall	4%	35%
Recycling and environmental sustainability efforts	1%	5%
Other	4%	29%

*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only those who responded to question 17. The total may exceed 100% as respondents were able to write in multiple services.

Table 28: Question 18

<i>Thinking about the future of Fort Collins, what do you think should be the top three priorities for the City within the next five years?</i>	<i>Percent of respondents</i>	<i>Percent of respondents making a comment</i>
No response given	21%	—
Economy/ Business	28%	35%
Environment	25%	31%
Neighborhoods/ Housing	20%	26%
Safety/ Police	11%	14%
Culture, Parks & Recreation	12%	15%
Transportation/ Traffic	44%	56%
General Government	9%	12%
Other	12%	15%

*The column labeled “Percent of respondents” includes all respondents to the survey. The column labeled “Percent of respondents making a comment” includes only those who responded to question 18. The total may exceed 100% as respondents were able to write in multiple services.

Table 29: Question 19

<i>Please rate the City's performance in the following area: Informing citizens</i>	<i>Percent of respondents</i>
Very good	18%
Good	50%
Average	27%
Bad	3%
Very bad	1%
Total	100%

Table 30: Question 20

<i>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.</i>	<i>Always</i>	<i>Frequently</i>	<i>Sometimes</i>	<i>Never</i>	<i>Total</i>
Fort Collins local cable channel 14	1%	4%	25%	70%	100%
Online video of cable channel 14 on www.fcgov.com	1%	1%	14%	83%	100%
City's website (www.fcgov.com)	5%	25%	50%	20%	100%
"City News" (insert with utility bill)	10%	21%	35%	33%	100%
Newsletters or brochures from City departments	7%	13%	44%	36%	100%
City Line (automated message system 970-416-CITY)	2%	3%	11%	84%	100%
"Recreator" (guide to recreation programs)	12%	20%	37%	30%	100%
Word of mouth	12%	40%	37%	12%	100%
Newspaper (print or online)	17%	26%	37%	20%	100%
Radio	10%	25%	35%	31%	100%
Television news	12%	22%	35%	31%	100%
Social media (Facebook, Twitter, etc.)	12%	19%	24%	45%	100%
Fort Collins Idea Lab (idealab.fcgov.com)	1%	1%	8%	90%	100%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	2%	3%	12%	83%	100%

Table 31: Question 21

<i>How does your household primarily receive television programming?</i>	<i>Percent of respondents</i>
Subscribe to Comcast cable	49%
Subscribe to satellite service	21%
Internet/streaming video	16%
Over the air (antennae)	5%
None of the above	8%
Total	100%

Responses Including “Don’t know” or “No opinion”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” and “no opinion” responses. The percent of respondents giving a particular response is shown (%) followed by the number of respondents (N).

Table 32: Question 1

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Overall, as a place to live	69%	365	28%	151	3%	16	0%	1	0%	0	0%	0	100%	533
Overall safety of residents	44%	234	47%	253	8%	42	0%	2	0%	1	0%	1	100%	533
Quality of shopping opportunities	27%	146	40%	210	26%	137	6%	29	1%	5	0%	2	100%	529
Quality of dining opportunities	47%	250	35%	182	16%	86	1%	7	0%	1	0%	1	100%	527
Quality of entertainment opportunities	26%	136	41%	216	28%	148	3%	15	1%	3	2%	12	100%	530
Availability of job opportunities	6%	34	24%	128	43%	225	11%	58	4%	19	12%	64	100%	528
Availability of affordable quality housing	7%	35	22%	116	44%	229	18%	93	3%	18	7%	35	100%	527
Quality of arts and cultural opportunities	24%	126	44%	231	25%	131	2%	10	0%	1	6%	30	100%	529
Quality of recreational opportunities	55%	294	32%	169	10%	56	1%	5	0%	0	2%	8	100%	531
Availability of quality healthcare	31%	166	38%	199	19%	100	3%	17	0%	2	8%	44	100%	528
Quality of public schools	31%	164	31%	164	11%	59	1%	8	1%	3	25%	131	100%	530
Quality of public library services	36%	190	38%	200	12%	63	0%	1	1%	3	14%	76	100%	532
As a place to raise children	45%	240	30%	159	6%	32	1%	3	0%	0	18%	98	100%	532
As a place to retire	36%	188	28%	148	13%	67	4%	20	0%	1	20%	106	100%	530
As a place to attend college	45%	238	36%	191	10%	53	1%	3	0%	0	9%	47	100%	532
As a place to work	33%	177	40%	212	17%	89	2%	13	1%	7	6%	33	100%	531
Community acceptance of all people	31%	164	41%	214	20%	106	3%	14	1%	7	4%	21	100%	526
Overall quality of life in Fort Collins	51%	269	42%	220	7%	40	0%	1	0%	0	0%	1	100%	530

Table 33: Question 2

<i>Please rate the quality of the environment in Fort Collins on each of the items listed below.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Community's visual attractiveness	45%	239	46%	244	8%	42	1%	5	0%	0	1%	3	100%	533
Air quality	44%	232	46%	245	8%	45	1%	7	0%	0	1%	3	100%	532
Recycling programs	37%	194	44%	233	15%	79	1%	5	0%	2	3%	15	100%	528
Conservation efforts	33%	177	44%	234	16%	85	1%	7	0%	1	5%	26	100%	530
Overall quality of environment	40%	211	52%	277	7%	40	0%	1	0%	0	1%	3	100%	531

Table 34: Question 3

<i>Please rate the quality of your neighborhood on each of the items listed below.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Your neighborhood as a place to live	44%	233	42%	226	13%	68	1%	6	0%	0	0%	0	100%	533
Your neighborhood as a place to raise children	33%	178	26%	139	15%	79	6%	31	2%	10	18%	95	100%	532

Table 35: Question 4A and 4B

	None		1-5		6-10		More than 10		Total	
	%	N	%	N	%	N	%	N	%	N
Thinking about your neighbors who live on your street or in your apartment complex, how many of them do you know by name?	10%	53	37%	191	25%	128	29%	149	100%	521
How many different households are represented by neighbors that you know by name?	10%	48	55%	277	25%	124	11%	55	100%	505

Table 36: Question 5

<i>How often do you talk to any of your neighbors?</i>	<i>Percent</i>	<i>Number</i>
At least once per day	19%	99
At least once per week	45%	239
At least once per month	25%	131
At least once per year	3%	17
Less than once per year	2%	9
Never	6%	31
Total	100%	527

Table 37: Question 6

<i>Please tell us how safe you feel in each of the following areas in Fort Collins.</i>	<i>Always safe</i>		<i>Usually safe</i>		<i>Sometimes safe, sometimes unsafe</i>		<i>Usually unsafe</i>		<i>Always unsafe</i>		<i>No opinion</i>		<i>Total</i>	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Downtown Fort Collins during the day	72%	386	25%	135	1%	8	0%	0	0%	0	1%	5	100%	533
Downtown Fort Collins at night	17%	89	52%	275	24%	126	3%	17	1%	4	4%	22	100%	532
Your neighborhood during the day	78%	415	20%	106	2%	9	0%	0	0%	0	0%	2	100%	533
Your neighborhood at night	42%	223	45%	241	11%	59	1%	5	0%	0	1%	5	100%	532
Parks	30%	160	53%	283	12%	64	0%	2	0%	0	4%	22	100%	531
Natural areas/open space	33%	174	50%	265	11%	60	0%	2	0%	0	6%	31	100%	532
Recreation facilities	45%	240	42%	223	4%	23	0%	0	0%	0	8%	45	100%	531
Trails	29%	151	48%	256	16%	83	1%	4	0%	0	7%	35	100%	529
Fort Collins overall during the day	61%	322	37%	195	2%	10	0%	0	0%	0	0%	2	100%	529
Fort Collins overall at night	21%	110	55%	290	21%	111	1%	7	0%	0	2%	12	100%	530

Table 38: Question 7

<i>Please rate the quality of each of the following in Fort Collins.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	27%	140	42%	217	15%	78	2%	10	1%	3	14%	75	100%	522
Disaster response and restoration of services	24%	126	47%	251	13%	67	0%	1	0%	2	15%	82	100%	529
Fire prevention/education	23%	123	32%	170	18%	94	2%	9	0%	0	25%	131	100%	528
Fire response time	27%	144	31%	165	7%	36	0%	1	0%	0	35%	183	100%	529
Fire services overall	29%	155	38%	198	8%	42	0%	1	0%	0	25%	131	100%	526
Crime prevention	17%	90	45%	237	22%	118	3%	16	1%	3	12%	64	100%	529
Police patrol	22%	118	44%	235	22%	118	3%	18	0%	3	7%	40	100%	530
Traffic enforcement	18%	97	41%	218	26%	137	8%	42	2%	9	6%	30	100%	532
Police visibility	24%	129	42%	226	25%	132	4%	23	0%	2	4%	20	100%	532
Police response time	18%	95	29%	155	14%	73	2%	13	1%	3	36%	190	100%	529
Police services overall	21%	113	46%	240	19%	98	2%	10	1%	6	11%	60	100%	527
Code enforcement (weeds, abandoned buildings, etc.)	14%	77	30%	159	24%	130	6%	30	3%	15	22%	119	100%	530
Noise enforcement	14%	72	32%	167	25%	130	8%	40	2%	12	21%	109	100%	530
Animal control	16%	83	36%	192	22%	114	5%	25	3%	13	19%	101	100%	529
Business property maintenance	16%	85	44%	233	18%	97	3%	14	0%	1	19%	100	100%	531
Residential property maintenance	16%	84	42%	224	24%	128	4%	21	0%	2	13%	71	100%	530
Natural Areas Ranger services	25%	133	36%	190	13%	69	1%	5	1%	4	24%	128	100%	529

Table 39: Question 8

<i>Please rate quality of each of the following in Fort Collins.</i>	<i>Very good</i>		<i>Good</i>		<i>Average</i>		<i>Bad</i>		<i>Very bad</i>		<i>No opinion</i>		<i>Total</i>	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Drinking water	65%	342	28%	147	7%	35	1%	3	0%	1	0%	2	100%	530
Electric services	50%	266	39%	205	9%	50	1%	3	1%	5	0%	1	100%	531
Sewer services	44%	232	39%	205	12%	62	1%	4	0%	2	5%	24	100%	529
Storm drainage	36%	191	40%	210	17%	90	4%	22	1%	5	2%	12	100%	530
Utility billing	32%	171	38%	203	21%	109	2%	9	2%	12	5%	26	100%	529
Utilities overall	38%	201	41%	220	15%	82	2%	9	2%	8	2%	10	100%	531

Table 40: Question 9

<i>Please rate the following areas of transportation in Fort Collins.</i>	<i>Very good</i>		<i>Good</i>		<i>Average</i>		<i>Bad</i>		<i>Very bad</i>		<i>No opinion</i>		<i>Total</i>	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Ease of driving	12%	65	38%	202	33%	176	10%	52	4%	22	2%	12	100%	528
Ease of traveling by public transportation	7%	36	20%	104	24%	127	11%	60	3%	16	35%	187	100%	529
As a walkable city	24%	128	41%	214	25%	133	7%	36	0%	2	3%	13	100%	527
Ease of traveling by bicycle	33%	177	42%	220	12%	63	2%	12	1%	6	10%	52	100%	529
Availability of parking Downtown	6%	33	27%	142	33%	173	22%	118	10%	53	2%	10	100%	529
Traffic congestion	4%	21	16%	85	45%	239	23%	121	11%	56	1%	6	100%	529
Street maintenance	12%	64	37%	197	35%	183	10%	53	4%	21	2%	9	100%	527

Table 41: Question 10

<i>Please rate the City's performance in each of the following areas.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Welcoming citizen involvement	18%	93	36%	190	23%	120	4%	20	0%	2	20%	103	100%	528
Listening to citizens	11%	55	30%	159	28%	146	7%	36	2%	11	22%	117	100%	524
Managing and planning for growth	12%	65	36%	188	26%	135	8%	43	4%	21	14%	71	100%	524
Efficient operation of programs and services	14%	72	40%	211	25%	130	3%	18	1%	3	18%	92	100%	527
Encouraging sustainability in the community	20%	104	43%	229	19%	98	4%	20	1%	6	13%	70	100%	528
Overall direction of the City	18%	96	46%	241	21%	111	4%	21	2%	9	10%	51	100%	528

Table 42: Question 11

<i>Please rate the City's performance in each of the following areas.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Support of businesses	14%	73	39%	199	15%	76	5%	26	1%	6	27%	137	100%	516
Economic health strategies	9%	45	35%	183	19%	102	4%	22	1%	7	32%	168	100%	527

Table 43: Question 12

<i>Please rate the quality of each of the programs or facilities listed below.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Natural areas and open space	50%	266	42%	224	4%	22	0%	2	0%	0	3%	16	100%	530
Recreational trails	53%	279	40%	211	4%	20	0%	1	0%	0	4%	20	100%	531
Parks	51%	269	42%	222	4%	23	0%	0	0%	0	3%	16	100%	530
Cemeteries	21%	113	29%	154	8%	42	0%	1	0%	0	41%	217	100%	527
Golf courses	20%	105	30%	160	7%	39	1%	4	0%	2	41%	218	100%	528
Athletic fields	26%	136	43%	224	9%	45	0%	0	0%	0	22%	117	100%	523
Northside Aztlan Community Center	18%	95	19%	100	8%	41	0%	1	0%	1	55%	288	100%	525
Fort Collins Senior Center	22%	114	26%	136	6%	34	1%	3	0%	0	45%	238	100%	525

<i>Please rate the quality of each of the programs or facilities listed below.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Edora Pool Ice Center (EPIC)	22%	117	32%	171	9%	47	1%	4	0%	1	35%	187	100%	529
Mulberry Pool	15%	82	27%	143	14%	76	2%	10	0%	1	41%	216	100%	528
The Farm at Lee Martinez Park	23%	121	31%	162	8%	43	0%	1	0%	0	38%	199	100%	526
Gardens on Spring Creek (The Horticultural Center)	30%	160	30%	155	6%	31	0%	0	0%	0	34%	180	100%	526
Pottery studio	11%	58	14%	75	5%	26	0%	1	0%	0	70%	366	100%	526
Art in Public Places program	28%	149	31%	161	12%	64	0%	1	0%	1	28%	150	100%	526
Lincoln Center programs	27%	141	39%	204	11%	58	0%	2	0%	2	23%	119	100%	525
Fort Collins Museum of Discovery	29%	152	25%	131	6%	34	1%	5	0%	2	39%	203	100%	526
Adult recreation programs	22%	117	29%	150	12%	63	1%	7	0%	1	36%	188	100%	525
Senior recreation programs	16%	86	18%	93	7%	37	0%	2	0%	0	58%	307	100%	526
Youth/teen recreation programs	19%	100	21%	111	8%	45	2%	9	0%	1	50%	261	100%	526

Table 44: Question 13

<i>Overall, how would you rate the quality of the services provided by the City of Fort Collins?</i>	Percent	Number
Very good	30%	158
Good	56%	299
Average	11%	60
Bad	1%	3
Very bad	1%	3
No opinion	1%	6
Total	100%	529

Table 45: Question 14

<i>Have you had contact with any City employee(s) by phone, in-person, via email or online within the last 12 months?</i>	Percent	Number
Yes	54%	288
No	46%	243
Total	100%	531

Table 46: Question 14A

<i>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Courtesy	52%	149	36%	103	10%	30	1%	3	0%	1	0%	0	100%	286
Promptness	40%	112	41%	116	14%	40	3%	9	1%	3	1%	3	100%	283
Knowledge	42%	119	38%	106	15%	43	3%	10	1%	2	1%	2	100%	282
Making you feel valued	37%	104	30%	84	22%	63	6%	16	2%	7	3%	9	100%	282
Overall impression	43%	123	37%	106	15%	44	2%	6	2%	6	1%	2	100%	286

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

Table 47: Question 14B

<i>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.</i>	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Courtesy	26%	62	36%	87	15%	36	2%	4	0%	0	22%	52	100%	241
Promptness in responding to inquiries and service requests	19%	47	33%	81	16%	39	3%	7	1%	1	28%	68	100%	242
Making citizens or customers feel valued	20%	49	31%	76	22%	54	2%	4	0%	0	25%	60	100%	242

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

Table 48: Question 15

<i>Please select the option that best describes how you think the City should address each of the following aspects of the community.</i>	<i>More effort</i>		<i>Same effort</i>		<i>Less effort</i>		<i>No opinion</i>		<i>Total</i>	
	%	N	%	N	%	N	%	N	%	N
Economy: Includes economic planning and development activities	32%	169	54%	285	3%	17	12%	61	100%	532
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	31%	163	64%	337	3%	16	3%	13	100%	529
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation and an adequate supply of quality housing for all socio-economic groups	31%	166	60%	318	3%	18	6%	30	100%	532
Safety: Includes police, fire and emergency medical response, and building inspection	16%	86	77%	409	2%	13	4%	22	100%	529
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	18%	98	74%	395	4%	21	4%	19	100%	533
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	51%	273	41%	219	3%	15	5%	25	100%	533
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	16%	87	67%	351	4%	22	13%	67	100%	527

Table 49: Question 16

<i>If you answered "more effort" for any of the items in question 15, what specific services and amenities would you like to see improved?</i>	<i>Percent of ALL respondents</i>		<i>Percent of respondents making a comment</i>	
	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>
No response given	35%	187	--	--
Affordable housing/student housing	9%	46	13%	46
Transportation (improving bus system, adding bike lanes and trails, expanding routes)	20%	106	31%	106
Parks and recreation (trails, open space, programs, facilities)	8%	44	13%	44
Business and retail development	5%	27	8%	27
Economic/jobs and population growth	7%	37	11%	37
Traffic and road maintenance	13%	72	21%	72
Water	3%	17	5%	17
Neighborhoods/beautification	4%	21	6%	21
Police and safety	5%	28	8%	28
Government overall (listening to residents and communication/organization)	3%	16	5%	16
Recycling and environmental sustainability	8%	44	13%	44
Community facilities/events/entertainment	2%	9	2%	9
Other	5%	28	8%	28

*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only those who responded to question 16. The total may exceed 100% as respondents were able to write in multiple services.

Table 50: Question 17

<i>If you answered "less effort" for any of the items in question 15, what specific services and amenities would you like to see reduced?</i>	<i>Percent of ALL respondents</i>		<i>Percent of respondents making a comment</i>	
	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>
No response given	88%	468	--	--
Transportation	1%	5	7%	5
Parks, recreation and open space	1%	5	8%	5
Neighborhood and community services	1%	6	9%	6
Police	1%	6	10%	6
Government organization and functions overall	4%	23	35%	23
Recycling and environmental sustainability efforts	1%	3	5%	3
Other	4%	19	29%	19

*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only those who responded to question 17. The total may exceed 100% as respondents were able to write in multiple services.

Table 51: Question 18

<i>Thinking about the future of Fort Collins, what do you think should be the top three priorities for the City within the next five years?</i>	<i>Percent of ALL respondents</i>		<i>Respondents making a comment</i>	
	<i>%</i>	<i>N</i>	<i>%</i>	<i>N</i>
No response given	21%	114	—	—
Economy/ Business	28%	149	35%	149
Environment	25%	132	31%	132
Neighborhoods/ Housing	20%	109	26%	109
Safety/ Police	11%	60	14%	60
Culture, Parks & Recreation	12%	63	15%	63
Transportation/ Traffic	44%	234	56%	234
General Government	9%	50	12%	50
Other	12%	65	15%	65

*The column labeled "Percent of respondents" includes all respondents to the survey. The column labeled "Percent of respondents making a comment" includes only those who responded to question 18. The total may exceed 100% as respondents were able to write in multiple services.

Table 52: Question 19

<i>Please rate the City's performance in the following area: Informing citizens</i>	Percent	Number
Very good	18%	93
Good	49%	254
Average	27%	138
Bad	3%	16
Very bad	1%	4
No opinion	2%	11
Total	100%	515

Table 53: Question 20

<i>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.</i>	Always		Frequently		Sometimes		Never		Total	
	%	N	%	N	%	N	%	N	%	N
Fort Collins local cable channel 14	1%	7	4%	20	25%	129	70%	365	100%	520
Online video of cable channel 14 on www.fcgov.com	1%	6	1%	7	14%	75	83%	435	100%	522
City's website (www.fcgov.com)	5%	28	25%	128	50%	260	20%	104	100%	520
"City News" (insert with utility bill)	10%	53	21%	112	35%	183	33%	175	100%	523
Newsletters or brochures from City departments	7%	38	13%	68	44%	228	36%	184	100%	517
City Line (automated message system 970-416-CITY)	2%	9	3%	17	11%	56	84%	433	100%	515
"Recreator" (guide to recreation programs)	12%	64	20%	103	37%	188	30%	155	100%	509
Word of mouth	12%	61	40%	206	37%	192	12%	61	100%	521
Newspaper (print or online)	17%	86	26%	135	37%	192	20%	106	100%	518
Radio	10%	50	25%	129	35%	183	31%	161	100%	523
Television news	12%	62	22%	111	35%	182	31%	161	100%	516
Social media (Facebook, Twitter, etc.)	12%	63	19%	100	24%	128	45%	235	100%	526
Fort Collins Idea Lab (idealab.fcgov.com)	1%	5	1%	5	8%	40	90%	470	100%	520
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	2%	12	3%	14	12%	63	83%	432	100%	521

Table 54: Question 21

<i>How does your household primarily receive television programming?</i>	<i>Percent</i>	<i>Number</i>
Subscribe to Comcast cable	49%	256
Subscribe to satellite service	21%	109
Internet/streaming video	16%	82
Over the air (antennae)	5%	27
None of the above	8%	44
Don't know	2%	9
Total	100%	526

Table 55: Question 22

<i>About how many years have you lived in Fort Collins?</i>	<i>Percent</i>	<i>Number</i>
5 years or less	42%	221
6-10 years	13%	68
11-15 years	12%	64
16-20 years	7%	36
More than 20 years	26%	135
Total	100%	524

Table 56: Question 23

<i>How many years have you lived in your current residence?</i>	<i>Percent</i>	<i>Number</i>
5 years or less	62%	321
6-10 years	15%	81
11-15 years	11%	55
16-20 years	5%	25
More than 20 years	8%	39
Total	100%	521

Table 57: Question 24

<i>Are you a full-time or part-time student at a college or university in Fort Collins?</i>	<i>Percent</i>	<i>Number</i>
Yes	21%	108
No	79%	418
Total	100%	526

Table 58: Question 25

<i>Which college or university do you attend?</i>	<i>Percent</i>	<i>Number</i>
Colorado State University	88%	88
Front Range Community College	11%	11
Another local college or university	1%	1
Total	100%	101

Table 59: Question 26

<i>Which of the age groups below best describes you?</i>	<i>Percent</i>	<i>Number</i>
18-24	18%	96
25-34	29%	152
35-44	14%	71
45-54	16%	83
55-64	10%	51
65-74	8%	40
75+	5%	28
Total	100%	522

Table 60: Question 27

<i>Your gender</i>	<i>Percent</i>	<i>Number</i>
Male	49%	262
Female	51%	268
Total	100%	530

Table 61: Question 28

<i>Which best describes the building you live in?</i>	<i>Percent</i>	<i>Number</i>
Detached	58%	306
Attached	42%	222
Total	100%	528

Table 62: Question 29

<i>Do you own or rent your residence?</i>	<i>Percent</i>	<i>Number</i>
Own	52%	272
Rent	48%	253
Total	100%	525

Table 63: Geographic Area of Residence

	<i>Percent</i>	<i>Number</i>
Northeast	10%	54
East Central	21%	112
Southeast	16%	84
Northwest/CSU	26%	141
West Central	22%	119
Southwest	5%	25
Total	100%	535

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.

Q16: If you answered "more effort" for any of the items in question 15, what specific services and amenities would you like to see increased?

- - The bus system is limited and doesn't make sense for me. - Housing is not affordable right now, but i think the city also needs to keep track of the explosion of growth around CSU - do we have the infrastructure for it?
- 1) An expanded pedestrian area!!! 2) Get freight train out of csu campus and downtown 3) Light rail transit to boulder / denver
- 1) Encourage / make easier for business to come in so more abundance of jobs. 2) Affordable housing is a huge issue, kentana home prices are ridiculously high. 3) Traffic is insane-No traffic flow, lights need to be Synched. Constant construction. Need better transportation (public)-Easier for people to use. Lightrail, maybe 4) Need a whole new city counsel and city manager people who actually listen to the people who live here. Who are ethical committed to the well-being of the citizens. And maybe more importantly you need to treat your own employees better. Some of them have not had a raise to years - not even a cost of living raise-which is despicable. You have good employees but the way the upper management treats them is deplorable!
- 1) Improved air quality (ozone) 2) Better methods to control key streets (less corrosue chemicals) 3) Himinate pesticide spraying for mosquitos.
- 1) More lanes built in major arteries for ease of tranch 2. Lanes specific for transport for less delay in traffic flow. 3. Use of materials to with land heavy traffic areas so that breakdown occurs less often.
- 1) Require all residential, businesses, apartments to have recycling. 2) Make sure neighborhoods are clean and well respected by tenants. 3) Include east and south Ft. Co. In transportation to CSU.
- 1. Incentives for neighborhoods to repair side walks & drive ways 2. Consider fewer traffic lights & better E-W traffic flow 3. Get rid of railroads town & line drive
- A steady awareness for results, while being very astute what can be effectively accomplished while maximizing that particular budget! Spend wisely as the citizens must!
- Access to upcoming events @ lincoln center.
- Adequate supply of affordable housing make rec. Facilities more accessible to seniors,fix the roads lot Drak a ride control the MD to riders instead of yellow cab who are so hard to reach by phone
- Adequate supply of quality housing for all socio-economics group police transport operations
- Affordable housing increase availability and remove barriers to developers offering new construction in moderate price ranges
- Affordable housing is a big problem & small business really struggle. Some of the trails really need help, even before the flood. Sink holes in trails, dangerous fire lanes no trash cans & barricades moved around.
- Air quality, smart growth, traffic ops
- An east west connector to connect the west side of town to I-25 with a minimal # of lights.
- An increase in road repair funding, also better road drainage!
- Approval process for development / building Streamlinia and lessen length of approval processes.
- Areas that have a I for "more effort" This dico not mean that the city is doing a bad job. They are doing an extraordinary job, & I'd like to see them continue

- As a parent with small kids, Fort Collins is so into pleasing the college kids that every public event becomes full of drunks. It needs to be more family safe.
- As far as i know there has been no promotion of neighborhood relation. These is problem with the trains in fort collins I have waited for the train to cross and the train sit in the street
- As they improve roads and block off areas, please direct traffic from neighborhoods to main roads.
- Attract & retain large-scale businesses.
- Attract larger businesses with tax incentives better future growth plans, embrace growth.
- Attract more employee to area. No fracking! Make sure people take care their property. Time the lights better-going e to w is a nightmore.
- Attracting decent paying jobs/clean jobs like high tech & industry.
- Attracting more business. Not allowing oil & gas to start drilling in the city like greeley
- Attractive community apt. Complex's & smart growth historic preservation
- Attractive, lower income housing integrated within neighborhoods
- Ban hydraulic fracking permanantly its horrible for all aspects of our city. Support local business.
- Be helpful respectful to old town residents who are trying to improve their homes. Instead of putting up walls, figure out a way to things approved
- Be more coservative - More repair transportation
- Be more supportive of business and job growth by limiting time used for regulating due process keep to streets in better shape adjust traffic signals and speed limits to allow more flow
- Being more prompt on road construction and letting citizens know.
- Better bus services for some areas
- Better coverage geographic, time of day) for public transport
- Better flow of traffic, change the damn street stop lights so you dont want so long at a traffic light.
- Better infrastructure for traffic/less road maintenance during peak hours.
- Better management of road construction i.e. It seems like when road is being repaired alternative routes also are being worked on too many projects in the same area!
- Better offers for headed citizens who cannot drive.
- Better paying jobs more affordable housing, better air quality
- Better planing for future growth - water projects.
- Better planning for road construction & planning for growth.
- Better road maintenance-especially snow plowing on side streets/neighborhoods, better public transp.
- Better safety downtown at night, response to noise camplaints & make conservation efforts.
- Better shopping opportunities - move on mall, loveland - ft collins airport-get us a carrier.
- Better tap water (no fluoride). Stop new building permits. We are too big for our resources! water shortage-no more reservoirs either.
- Better traffic signals and longer left turn lights. Better ingress & egress to businesses. less, landscape and complex parking lots.
- Bike lanes on college, continuing trail north of colleges & drake, oversight of slumlords, wider public transportation routes.
- Bike rates, bike safety, more & more frequent public transportation more police presence during rush hours - traffic can be so crazy. People drive dangerously when they are in a hurry.
- Build & focus more on primary employers bringing them to fort collins
- Bus service further north, parks and more stores for northern part
- Bus system takes forever to get from point A to point B if you have to take more than bus.
- Buses are late sometimes 10-15 minutes bus number 6 on roads always seem to be need it horse tooth.

- Bus's need to run more frequency and longer.
- Certain areas of fort Collins has major problems needing re-surfacing-traffic in old town-due to constant routing is very confusing.
- City effort to build relationship between residents and CSU students. Also, more bus routes and later running times.
- City is viewed as obstructionist to economic development
- Code enforcement of neighborhoods. Unkempt properties barking dogs. Smoke restrictions
- College ave, is very congested
- College really needs to be fixed from horse tooth to carpenter, city needs to listen to residents!
- Continue present policies
- Continue to attract new businesses to the Transportation - hope that the bus rapid system helps in reduced traffic & easier parking at large college
- Continue to draw employers to Fort Collins.
- Continued enhanced efforts to reduce the impact of high volume housing in single family home neighborhoods close to campus (thank you for the work done on this recently)
- Controlling the development-esp. In the southeast-maintaining open space and traffic/overcrowding problems. Increase biking opportunities (a few roads still don't have bike lanes)
- Crate and barrel, pottery Barn, Nordstrom.
- Crime in a sr development. We need new service for our leisure will no longer drive.
- Curbside leaf pick up.
- Developing more jobs & programs to support biking and the public transportation.
- Diversity economy too dependent on csu & hitech
- Do not know
- Do something about the homeless population.
- Don't approve sales of bldgs in old town & put 45+ people out of work and add to parking & traffic congestions just for revenue. Help keep neighborhoods clean and safe don't take 8 months to up grade a road while others are overwhelmed with traffic and have public transportation thats more reliable.
- Drinking water, more transportation routes, job opportunities.
- Economic dev, promoting good neighbor relations, Fix the stoplights and quit installing them at every intersection.
- Economic growth not anti-business thinking from the "old town" inhabitants. Transportation on bikes from south east to north west and old town venues is quite difficult to do safely.
- Economic planning, streets widened, make more police appearances in neighborhoods city & county government employees have more courtsey towards citizens.
- Economy add parking meters environment better citizen education, culture-boring, where are the museums? transportation city street planner deserves to be fired.
- Economy-lower taxes, attract jobs (Why is Tiannath & Loveland able to get med ctr. & big stores?) Neighborhoods-we don't enforce noise ordinances at all. Old town getting to bad to live there. Nobody in city will prioritize train quiet zones, for example. We has \$5m for a planned circle of mountain - where did it go?
- Economy-streamline process to promote/attract business transportation-improve bus routes nearer neighborhood. Neighborhoods- publish/promote minimum city housing codes
- Encourage business to recycle, encourage cars to not keep engines running when at drive through, look at lights/intersections where left lane build up makes access to turn lane/difficult to make town signal, intersection at riverside & prospect stop allowing exceptions to required padeing spots for businesses & new residences.
- Encourage business to relocate here

- Encourage businesses to build here: jobs more logical controlled growth plan. Don't allow sprawl!
- Enforcement of current drug laws in neighborhoods. Around schools.
- Ensure cleaner water i.e no fluoride, less chlorine, etc)
- Ensuring adequate water resources for expected growth; Sunday bus service
- Environment air quality, no fracking / neighborhoods - encourage neighborhood cohesion / communication / transportation: more bus routes city-greater coverage.
- Environment: We should always seek to improve efforts regarding this topic same thing more aggressive. Solar panels & gardens on bus stop roofs no oil exploration. Miles ridden on bike tax credit. Change city code to allow wild flower growth in yards for bees empty fields planted with wild flowers free beer Fridays.
- Environment-bigger is not better, smart growth is good don't need to grow so fast & big, as we have been. Neighborhoods - good neighbor relationships make good communities the foundation of a stable community &, lack crime etc .etc
- Environment-more effort in getting businesses to recycle, comfort, etc. Culture/parks/rec. Continued development of bike trails to make it easier to cycle communicate.
- Even more emphasis on open space preservation and purchase. Even more bike trails. Connection to the windsor trail system.
- Expanded use of alternative energy (renewable) more bike trails (multi purpose paths)
- Extend times of public transportation; more bicycle awareness & advocacy.
- Faster building inspection
- Finish foothills mall for shopping, land conservation of parks
- Finish the trail system bring in more jobs improve traffic flow by changing timing of stop lights.
- Focus heavily on open spaces and city planning for smart land use, focus heavily on mass transit, bike access and pedestrian access
- Force people to keep their properties maintained weed control, paint, etc.
- Have more police control in old town and on campus security.
- High rent shopping, parking in the downtown area regional transportation to Dimn.
- Hispanic seemed be segregated in north ft. Collins
- Hope for max bus system, but traffic is nightmare in this city now more effort in open spaces & preservation of those already reserved
- Housing options for working families in low to average income range are too expensive.
- Housing-affordable housing, lower ugly student complexes. Transportation-better bus service (avoid over-reliance on max). Less congestion on all major cross streets with a block of college. culture: showstoppers is less than it once was. The classical series is moribund.
- I believe we can always do better, so of course i mark "more effort."
- I do not believe people with low-to moderate income can live without worrying if they will be able to afford their rent /utilities/food costs each month.
- I don't have any specific idea. I just know there are important areas to me.
- I don't like the privatized youth base ball soccer systems. I think the city could manage these more cost effectively. I also think more foresight is needed to manage transportation planning.
- I drive & bike & walk and all are fine. I would use public transit more if it was quicker than it is It would take 1 hr to go 3.5 miles from home to work b/c waiting & transfers
- I have only lived in fort. Collins 3 months, but am happy I moved to mackenzie place.
- I hold CSU largely responsible for the dearth of affordable housing. CSU dorms are inadequate thus the students put a lot of pressure on rentals. But CSU would rather build a stadium that isn't needed!
- I know the city is working on it slowly, but the mid-college area (near new summit apt. Complex) isn't very appealing.

- I say improve public transportation but max will hopefully help that
- I think more planning w/ growth is always a good idea (ex. Hughes., silly to move in town & create more “space” issues) & improved living (air, etc) always good. I'm unsure how much “safety” is put forth effort wise., but should always be. TV.
- I think the city council needs to “man up” and make the hard decisions and not drag their feet in critical issues like the mall.
- I think the city needs to rein in CSU's impact on the quality of life-the proposed stadium is a disaster in the making. The apartments (student) on college by Dairy Queen are a huge detraction. Parking issues are severe.
- I think we should always try to be better more stable tax base.
- I think you should exersize more effort into making them more convient.
- I want to see more wooded areas, more environmental health education and promotion, and more small houses to rent out to low income college kids.
- I want to see my elected officials and appointed staff making a much clearer efforts to communicate what they're doing with my tax money, I work for a living i can't attend every public meeting. I would appreciate an online synopsis
- I would caution ftco council members from turning our city into service only community.
- I would like a monthly email addressing the water quality and amount of chemicals/additives in water
- I would like the city to Ban Franking with in city limits too all younger property-including natural areas. I would like to have more trails thinking opportunities. I would like to see more big music games of the center. I would like more affordable housing. I wish the city offered more persons - jobs.
- I would like the city to listen to citizens about “no new stadium” let us as “valued citizens” vote on this.
- I would like to see light rail to denver/boulder as i commute for work
- I would like to see more water conservation efforts, especially in regards to lawn irrigation.
- I would like to see us welcome larger business bringing a higher tax revenue, we need to quit running good employer and tax paying businesses off with unreasonable impact fees, better overall road maintenance
- I'd love to see more recycling (like of compostable materials, for eg.) and better low-income housing options for those who need it.
- If you have an “appearance” committe it might evaluated new construction far more carefully for adequate for parking etc
- Improve all quality, improve public transportation, increase valuables, add more open space, address traffic congestion.
- Improve traffic flow.
- Improved road maintenance. Easing traffic congestion; less lights or better timing Re-design transport routes.
- In neighborhoods with high rental property numbers, the properties are often allowed to go to disrepair. This tendency can lead to a chain of events that negatively affects neighborhoods. For example, lower house quality leads to lower rental quality, resulting in lowered potential for overall neighborhood quality and lower property values.
- In regards to economy, draw more business to the are to help with jobs. For the environment, improve air quality and do not allow fracking within city limits.
- Increase bus transportation, be more low ses friendly, stop messing up the mall, Fort Collins is a racist city. Try and be more minority friendly. (The main problem is the rampant racism at CSU, so I'm not sure how the city can address this)

- Increase financial attractiveness to new business need more trail options-specifically more advanced level Mtn bike trails improve stop light timing on college ave-please!
- Increase is of wind energy use of solar power in public buildings. Increase quality of cultural programs. Increase frequency & range of public transportation.
- Increased effort to serve all socio-economic groups in housing choices neighborhood-based initiatives, public information about transportation choices, bus routes that optimize popular routes
- Increased public transportation & encouraging more taxis. Focus on bringing more businesses to town
- Informing the community about economic development activities.
- It is time for the train to go; traffic signal coordination needs improvement.
- It was difficult for me to find a job at first also I value fc so I want see it thrive.
- Jobs! Good jobs !
- Keep tax base in city limits more info on safety-where are crimes, ratings on response time.
- Less building-more open space!
- Less subsidizing of projects like the mall pay attention to all water usage in our arid climate sustainability as a measure always considered
- Like paved trails to connect (not lot connection between mulberry & drake area on should & taft area) I consider this transportation - not recreation.
- Like to see remove work done on improving much hour traffic near college ave, harmony etc.
- Listen to citizens; Retain more ft. Collins charm; stop building on every square inch at green; Limit growth We could have been better than boulder but the wants of a few out weigh what is best overall-it is sad still good place to live but could be great
- Low income housing.
- Made street worker-in neighborhoods.
- Maintaining potholes streets
- Make it easier to get around-hopefully the max will help and go fast.
- Make right turn lane on northbound. Timberline rd. & kechter headed east
- Manufacturing jobs, mandatory recycling programs, diesel truck pollution (pick ups, etc.) more blue collar, don't let windsor Greeley, etc. Have them all.
- Mass transit
- Mass transit
- Mass transit to Denver / Boulder.
- May be city sponsored neighborhood block parties
- More affordable & low-income housing.
- More affordable housing
- More affordable housing for average retired people
- More affordable rental properties and apartments/condos, better control of snakes on trails, and wider roads to lessen congestion and so college and harmony aren't the biggest main streets.
- More affordable the housing for disabled and seniors the run good but some need to be replaced, continued bus service at DMA remaining for and olive.
- More attention in low incomes housing.
- More attention to planning : development
- More bike trail development on south side-planned order/overpass from jail road beside "power trail" not completed forcing bikes on very busy timberline rd.
- More buses, better avenues for Mutiniga and Cencila.
- More clean energy initiatives, increase noise ordinance enforcement, continue open space initiatives, reduce dependence on cars

- More communication with residents.
- More convenient transit bus lines, more discretion when constructing attractive, substantial student housing. More quality affordable housing for our lower economic
- More coverage on bus routes during high traffic hours
- More economic focus on fort collins as an outdoor recreation destination
- More efficiency
- More effort for people to have neighborhood nights
- More effort in developing a student that insure all monies are directed to what was voted on by the residents.
- More effort should be spent on overpasses or underpasses to alleviate the traffic jams caused by trains-especially of the switching areas also a west-east route for medical emergencies. As the city grows the problems will get worst.
- More effort to protect our drinking water quality & quantity.
- More effort with communications with citizens
- More energy coming from renewable resources and quality, affordable housing for the middle class (to buy not rent)
- More focus on business, less on environment, more focus on vehicle traffic less on bicycles.
- More frequent bus system.
- More high quality job opportunities, can't raise a family on restaurant ad retail salaries ! This is the only environment we have, can't put too much effort into keeping it nice!
- More job opportunities for the "working poor" to advance, quality housing for all socio-economic groups.
- More jobs I'm 27 w/a bachelors & I am struggling to pay my bill. It would be nice if there were more taxi's or other ways to get home after drinking downtown.
- More jobs opportunities for college grads, fix how bad traffic is (esp. During rush hour!)
- More lanes on drake & prospect
- More mass transit recreation, culture for population who live south of drake
- More natural areas-we have plenty of parks that are landscaped already
- More neighborhood nights out or something organized like movies in the parks cops are to harassing. Buses need to run later in the evenings
- More north/south traffic routes. More R.R. Overpasses/underpasses.
- More options cultural - parks recreation more thought art place for street repairs.
- More parks and recreation facilities south of harmony; especially softball and baseball fields.
- More planning for traffic/growth. Always more effort for water & air quality.
- More poble transport better bicycle entertainment more community events.
- More police out to ticket a lot of drivers who do not know the rules in the driver ed. book
- More police services better traffic operations, stop light coordination something needs to be done a bout the trains changing cars at rush hours.
- More pot enforcement? more innovation more systems integration w / Airport (pc/cv) more economic development.
- More preplanning that doesn't include monetary issues concerning fresh drinking water.
- More public transportation
- More public transportation
- More public transportation or cabs available from old town any night, anytime.
- More recreations offered
- More residential development activity Redevelopment of the mall Natural resource exploration- oil and gas.

- More senior low income housing help for senior on utilities.
- More student rousing and more parking in old town
- More studies on fracking, not more wells
- More thought into traffic flow instead of how intersection look and stop high density population areas-more police interaction with the general public.
- More transportation options & environment awareness
- More variety @ Lincoln center, seriously greedy has a better program.
- Need and increase in police officers
- Need bike more worried about-water quality, maybe get sure more open spaces.
- Need to figure out how to funnel traffic on college better. New to area. Have never seen such congestion in a small city in my life. More publication
- Need to focus on developing the foothills mall. I'm tired of having to spend my tax dollars in other cities when I would like to put it in the city of fort collins. Plans keep getting pushed back and looks like it will never be developed.
- Need to improve the economy and transportation.
- Neighbor relations, cultural venues, road & traffic issues.
- Neighborhood parking issues
- Neighborhoods seem strong but community buildings should continue be priority as strong neighborhoods affect more than friendliness affects crime, quality of life, safety
- Neighborhoods-better enforcement of attr. Neighborhoods transfer more attention to street in neighborhood.
- Neighborhoods-more affordable housing not run by slum lords safety-more activity by police to enforce laws.
- Neighboring towns have brought in better shopping we need to figure out foothills, we drive out of town to shop & we need to fix congestion.
- No fracking in the city.
- Not a very inclusive culture. F.C. Utilities are Indica bus! Proving upper middle class-poor people pay higher rates as better they usual rent and/or can't afford increased weather proofing/appliances.
- Nothing specific, there is no "too much effort" when dealing with the environment.
- Over pass over train tracks.
- Parks more of the same
- Partnership with larimer county, larimer county workforce center, ncedc - continue to strengthen relations & marketing to employers to bring them to this area
- People need constant reminders of how to be more responsible towards the overall environment
- Plan for increase in population, alleviate congestions on roads with public transportation always room to improve city gov't.
- Please be sure there is affordable housing & health care services for low-income & fixed income
- Police patrol of street
- Police response to thefts.
- Preserving the environment should be every community's top priority.
- Promotion of neighborhood relationships primarily, also more night recreations.
- Public transportation
- Public transportation that runs longer at night. Work to get a train that goes to Boulder / Longmont / Denver.
- Public transportation,

- Public transportation, Planning, more police, environmental recycling and better use of dump methane, more solar wind using these renewable energy resources for correction, park and all city facilities
- Public transportation, taxi services, more affordable housing.
- Quality and affordable housing. Property owners “rape” the locals because of students.
- Quality housing for all socio-economic groups land increased conservation on better road maintenance
- Rapid transportation system needs to be active asap
- Recreational & cultural pros. Natural areas, parks.
- Reducing traffic issues, light timing is good but could be better of some interior.
- Rental properties kept nice and in standards of living above nothing being managed (houses with multiple persons living in dwelling and the outside lawn, yard, those left to rain.
- Repair roads, time traffic lights, quit wasting money on transit (max) better jobs-less retail type-higher paying like manufacturing
- Road construction never gets done by the posted dates, some road construction detours lead you into another construction zone ?
- Road maintenance
- Road maintenance.
- Road repairs!! College is a mess. Trilby and college/287 is horrible!!
- Roads need attention. Holes not finished quickly not enough housing for low-income citizens.
- Safety, neighborhoods, cultural, general/government.
- Safety: just police/neighborhood:I'm at stuart & remington Pretty “shaddy” area lots of crime economy: not a lot of jobs & this region pays much power than boulder & denver / Fort Collins.
- Safety-I feel can always use work & improvement. Transportation - mainroads (s. College) need repair.
- Safety-remove street light camera that ticket people as this is unsafe stressful & causes accidents remove stationed cars that take pictures & ticket automatically.
- Savage on roadways not always clear.
- Saving for the footwear growth of the city
- Seemed slow, very slow on burglary investigation. Better crime investigation
- Should have more police patrol in the neighborhoods.
- Sidewalks on trilley and college more bus access for teens in additonal areas
- Siezed water use system has resulted in to much decay of lawns in old town residential area where as many lawns are brown and unsightful
- Since I have moved here preveously living in several other CO cities. I have noticed FOCO to have an unusually high amount of road work clogging up many streets throughout the city Strategic planning of road closures / work would be preferable.
- Smart growth, attractive community, w/o littering.- Neighborhood cohesion (more emphasis on neighborly connections)
- Snow removal on roads!
- Stage light at Sheridan
- Start over
- Stop fluoridating the water Graffiti removal needs work.
- Super Max - a waste of taxpayers money.!
- Taste of water senior housing more affordable housing for young families rent control
- The bus route is very college ave - centeric, while these area routes east and west, they run longer than the N/S routes. I am concerned about the Maxx system county congestion to the east & west.

- The C.F.C. Is doing a great job with parks & rec. But I don't think we can ever have enough. Transportation= bridges over R.R. Tracks.
- The community is hurting for good-paying jobs. The city council is a big obstacle. It takes far too long and is very expensive for projects to get thru development review council
- The future of our environment & green energy is very important to me, yet I have no idea as to the city's plans or opinion regarding natural energy resources. Parks & recreation, as well as quality housing, are also things I think can always receive more focus & be improved.
- The housing is geared more towards college students. What about families!?
- The mall ! it should have been rebuilt rebuilt years ago & the new plan is not too exciting I was hoping for more.
- The new neighborhoods in our city have narrow streets and feel crowded, I would like to see develop require to have wide streets and large lots, I don't like "in fill" and crowding
- The roads could use more attention and driving here is a little hard.
- The south east portion of fort collins is sadly lacking in bike trail access and public transportation options.
- The traffic duty rush hour, even in mid afternoon is terrible. These needs to be planning for over passes or something. It would also help if the police would ticket people who drive while using cell phones. The prevent others from money. Also, needing a better bus systems.
- The transport bus system needs serious re look. The current system does not run at the times the community needs. And the routes are ridiculous. It takes more time and you have to go out of your way and then transfer to get where you may need to go. A better bus system that citizens that do not have cars can use to get to work and find work. This community has out grown the current bus system and it would be a benefit in the long run economically if more people can work more people can spend money.
- Their is not enough police to respond or animal control coverage. The few times I've needed a police officer to respond to a non-emergency call it took hours
- There are a few roads I would like to see fixed, housing is reactively expensive & it would be cool to have more community events.
- There is a need for "low income" housing-both to own as to rent too much college housing-neighborhood watch programs
- There is always improvement for safety. Police could always use improvement to.
- There is always room for more planning and improvement of air quality, conservation, preservation and maintenance of parks & natural areas
- There is always room from improvement.
- There is minimal planning on the part the city the city make a response to the developer- city needs to see some initiatives
- These are most important areas to me do not have specifics please make sure these are priority in terms of \$ and efforts.
- They need to leasten more police need to stop being so out control and more wheelchair side walks & seen fronts.
- This city is a great place to live but people need to have place to shop the mall needs to be built "now" we need "more" business that "help" people live & spend here.
- This town is rapidly growing and we need the infrastructure to support that.
- Too many regulations for small businesses to come in start up. Fund police dispatch adequately. Trash cans should not be allowed outside the house no exceptions not in backyard or screened from visibility. Bicycles can not trigger traffic signals & bike lanes on streets are too infrequently swept causing bikes to move into traffic lanes.
- Traffic & construction are horrible!

- Traffic congestion has been especially bad with all the road construction-max, etc.
- Traffic light timing is horrible!
- Traffic lights are not timed properly. Drake s lemay at rush hour only lets a few cars through at a time.
- Traffic lights need to be sinkronize to get traffic to move!
- Traffic movement, coordinating light systems work on problems with trains and train delays.
- Traffic on weekends & after work hours can be hectic so maybe there's a way that traffic can be regulated better. Also, parking can be hard sometimes so maybe more parking would be beneficial.
- Trails (spring creek trail needs major fixes/improvement, fossil creek trail needs to be finished)
- Trains are taking way too long, stopping road traffic sometimes more than 20 minutes for travelers heading north or south along lemay, & timberline
- Transport operations, maintaining roads.
- Transport should go farther out to assist in community
- Transport: longer weekend hours, more frequent buses, on android & iphone mobile app is a must
- Transportation & environment
- Transportation to more areas
- Transportation: Bus services after 6 pm Neighborhoods: More affordable housing Environment: No more insecticide spraying b/c west Nile.
- Transportation: The train is a big congestion factor especially on Lemay & Vine; Also its very noisy; Too many horn blows
- Trolly system expanded past just north and south along colleges
- Try to eliminate blight. Re-use buildings more rather than new construction center to improve air, environmental quality.
- Upkeep on old homes, more parks/attractiveness.
- Want to see less growth in fort Collins & more sustaining. We don't need more people.
- Water conservation! more public transportation options that are cost minded.
- Water is critical issue-fires / floods require more alterations; more attention to visual appeal of neighborhoods; greater setbacks on commercial & residential traffic flow starting to breakdown w / growth encourage staggered work skeds.
- Water quality
- We are a very bike freindly area but to get from one place to another there are clear bike lanes & then none... & then more & then none. either work on that or direct bikes only along "bike trails" & not allowed on road. Makes it dangerous to be riding & then have no lane, broken pavement & skinny or no bike lane suddenly. Safety: Lived here for 18 yrs now & in last 2 years: Bike stolen, 2 neighbors cars broken into something stolen out of back yard. Fear broken into in front of my house more from neighbors i understand
- We are more like Denver everyday, too many people, too much traffic congestion.
- We live in a very nice neighborhood but a few houses are empty and for a number of years they were not maintained. The city did check on these properties - but no response
- We need more disc golf courses. Edora is busy all the time we should have more 18 hole course options.
- We were in the mezzanine for a concert, the space between rows is not adequate seating is miserable for anyone with long legs
- World like to have Aztlan type center in south side of, a gym that we can rent for activities would be great.
- You just get to be a little better tomorrow

- You should fix heavily used roads at night and quiet fixing roads that are close together at the same time. Also we waste alot of gas waiting at lights that have no traffic more use of yellow blinking at night.
- Youth clubs
- Zoning laws in residential neighborhoods enforced.

Q17: If you answered "less effort" for any of the items in question 15, what specific services and amenities would you like to see reduced?

- 3 - unrelated rule is net necessary, house size restrictions in old, too many rules applied to owners properties-weeds/lawn not mowed/items outside. Too much interference from local government and police makes you feel like this is a nanny state-too many unnecessary rules.
- All
- All city spends too much of tax payer dollars. City needs to focus on spending less and attracting higher paying jobs from the private sector taxes tool high.
- All of the construction. It is so hard to get around with so much of it.
- Also some intersections (auto) need review harmony & sheilds & sheilds & laporte (left turn)
- Astronomical spending on the police dept. Salaries. Improve police-resident trust & relationship.
- Building inspection is too strict
- Bureaucracy
- Business growth is good unless it increases population.
- Can't be all things to all people taxes too high nice to have but food, shelter etc more imp.
- City control of neighborhoods.
- City of Fort Collins takes forever to deposit checks.
- City should not be providing competing services on similer vec facilities that small bushesses are also providing-small business cannot compare with a government that has no profit incentive.
- Communicating with residents.
- Cost of city provided utilities is outrageous, especially cost of water
- Don't increase economic development without determining infrastructure - ie. Student housing do not parking on such.
- Dont spend money they don't have.
- Economy -less growth, slower. Those apt bldgs w/ center ave and at college & E. Stuart-Horrible. Too many people, crowding, parking, congestion, no developer from N or S Carolina, cares about Ft Collins. Cheap, trashy construction!
- Energy conservation, especially charges for electricity-over priced.
- Enviro - we are doing enough. At this point the environmentalists are hurting business & increasing taxes. Less power to the leftists please. Much rather have more downtown parking!
- Everything good but time & \$ could be spent elsewhere too many cops.
- Fort collins is building out ward and there are now stop lights every where and too much traffic on I-25. Let's focus on quality rather than quantity.
- Get a city council that really cares about citizens, let neighborhood service people actually talk to residents, not treat residents as criminals
- Govt. Management is top heavy our big shots more funds to services- please get an adequate.
- Have enough parks taxpayer space, a lot of open space is "off limits-" Quit telling people what they can do to their property in older, parts of town.
- I am not fully convinced that we need incentive package for retail development. The incentive system seems to be broken.

- I am unhappy to see Woodward gov. Develop a beautiful pristine site that is in our city center & could have been a natural area or community area. I would like to see more small business dev. & greater preservation of the overall feel of Fort Collins.
- I don't recall any vote for a select group to dictate "green" policies to everybody else. The new "max" through north FT. Collins is poorly done. Why is there new apartment building being cramming into spaces with no parking on college plus lake street!
- I would like less effort up in the college football field don't feel shield st could handle traffic!
- Intrusion on individual rights such as nuisance. Ordinances no pot retail no stadium.
- It is very concerning the amount of pedal bikers who bully and/or are not driving in bike lanes.
- Less development of low-income housing near wealthy neighborhoods that drives down property values.
- Less effort on college involvement. (stadium)
- Less effort should have been spent on "max"! The citizens voted it down twice & the city went ahead with it anyway. The train situation is a much more pressing problem. "max" will help just a very narrow area of the city-at huge cost.
- Less effort towards attracting service industry jobs.
- Less focus on the environment.
- Less focus on the max system-started out as a good idea, but has strayed from the original plan
- Less government
- Less government is always desirable.
- Less money designated to non-critical areas.
- Less police-there are so many it is unnecessary! should worry about more serious crimes
- Less politically correct efforts. Be real.
- Loss mini management of everything less planning, less playing HOA in neighborhood less stupid mark transportation less committees less studies less govt!
- Making downtown "pretty" this town is already attractive there, it's the north part that needs help.
- Mason corridor development is overkill; seems like special interests at play here
- May be the major st carian well help public transportation-
- Minimal gov't. Involvement, more business involvement.
- More action
- More affordable "adult" housing complexes and affordable utilities.
- My personal opinion is that all communities spend too much money on emergency services for the return. Less new equipment and vehicles.
- None- I am grateful that I live in such a progressive, county and state
- Over reaching programs like east side, west side and unreasonable requirement in the name of historical presentation. Higher recycling requirements without the promised education was just rubbish.
- Park rangers acquisition of property outside city limits
- Park rangers, buying land so far away from the city.
- Parks employees are super inefficient workers, who if trained & disciplined would save many tax payers dollars.
- Parks for elected officials they shouldn't benefit from their squabbling!!
- Pay as you throw is bad. Even considering a grocery bag tax is stupid. A train on mason street? really? We don't need that I guess it will be easier to get to all the car dealerships to buy a car, so you don't have to ride the train.
- People to accept job as a career not just a paycheck
- Police dept got their # from weed tax- they should be happy fire, emergency & inspection are still highly important We are top heavy in our city government & city mgr isn't in touch

- Police foot patrol along old town at night can be more trouble causing than beneficial.
- Quit trying to push low income housing in the neighborhoods.
- Road maintenance, the high volume of multiple road closure causes severe congestion, which hurts commerce.
- Stop forcing apartments in neighborhoods.
- Tax and other incentives to growth. If Fort Collins is a good city business will come without “bribes”.
- The ESA to go ground second.
- The new lights rail is lots of money wasted. Who is this going to serve? What a joke!
- They are already beautiful and well maintained
- Too much effort on “Green” issues, too much emphasis on bicycles.
- Way too much money spend on “trails” let's talk about real infrastructure.
- We seem to have plenty of parks already, spend that money to get the traffic lights timed, and down town set so traffic flows through town
- You plow trails more than clearing side walks when residents don't why so much water on the park yet trees die?

Q18: Thinking about the future of Fort Collins, what do you think should be the top three priorities for the City within the next five years?

- (1) Better planning on road maintenance (2) Better management of traffic movement (3) Old town parking.
- (1) Jobs (2) More attention to welfare recipients (Drug testing)
- (1) Managing ill effects of fast growth. (2) operating within budget (3) keeping our towns brand good.
- (1) Successful “max” rollout - use very low preventional FARE, revised bus routes (2) Yard-waste recycling program (3) Off-peak electric rates (lower)
- (1) Sufficient water (I support glade res.), (2) Traffic flow (see 16) (3) Not allowing CSU to build a stadium in the middle of town-haven't seen any information on how traffic would be handled on home game days. Traffic on college/hwy 287 would be horrific-as would be.
- (1) Traffic control and lights (2) King trails in the city (3) Economic development more effort for great shopping-clothes, household (great stores)
- (1) Transportation (2) Smart growth (3) Environment (recycling)
- (Year 1) No new taxes (year 2) no new taxes. (year 3&4&5) no new taxes. No but seriously - schools, more city gardens perhaps a over pass on some of there. (train tracks)
- 1- affordable housing 2- traffic congestion 3- more toward zero waste
- 1 Decrease train noise pollution, 2 Decrease Traffic congestion due to train through the city 3 Smart growth
- 1 traffic 2 economy 3 downtown redevelopment
- 1) Better street system i.e. Turn bins, better management of heavy traffic 2) Eliminate you plus two you are perpetuating your own problems w/this law (i.e. Land conservation, housing prices) 3) Work on creating paid parking areas downtown to increase income.
- 1) Bike paths, wider sidewalks on prospect from shields to college
- 1) Building employment opportunities 2) More affordable housing 3) Putting air conditioning in all public schools so students can concentrate on learning, instead of how miserably hot they are. I would wager all the city offices are air-conditioned, so why not schools?
- 1) Change how people all changed for utilities 2) fix the streets 3) Increase public transportation.
- 1) Continue to maintain a safe environment 2) Maintain closed roads and re open them 3) Stay economically and environmentally positive

- 1) Continued conservation of open space 2) Keep natural gas dev. Out of our city! 3) address the home situation-it is a serious social & environmental problem and some of our natural areas are now unsafe.
- 1) Control the environmental / architecture/Parking impacts of CSV's obsession w/football 2) Control shoddy architecture on college ave (elsewhere)- eg. CSU's student apartments. 3) Traffic congestion.
- 1) Encourage new businesses to move here. 2) Decrease number of "studies" - waste too much money. Snow plow residential streets, not major arteries over & over when snow has stopped. Poor plow management.
- 1) Enforce use of bike lanes it is unsafe for them to bike on rd. 2) More family activities. 3) better public transportation. (including another CAB company).
- 1) Expand police & fire departments to accomodate population growth as needed 2) Traffic congestion relief-improve public transportation options 3) Train routes along mason & riverside need to be altered. Both contribute to public safety issues concerns-Emergency vehicle impedement & driver frustrations.
- 1) Finish Maxx system. 2) Extend / finish / improve bike trails 3) Recognize - mid - town Fort Collins (Foothills mall area).
- 1) Finishing mid town redevelopment 2) Continuing to uses the city overall environmental impact 3) Keep up the good work!
- 1) Improve public transportation 2) Encourage even more conservation (esp. Of fossil fuels) 3) Reduce exposure to environmental toxins.
- 1) Improved, more transparent public transportation choices 2) More affordable housing choices in central locations, not geographically alienating lower-income households.
- 1) Increasing wind energy 2) Increasing code enforcement for residential neighborhoods as some are deterouting quickly. 3) Increasing code enforcement for animal control such as repairs dog barking.
- 1) Innovation & creative economic cluster 1) more regional economic development w / NCEDC & FC/LV airport.
- 1) Job growth 2) more police & police training in respect & politeness. Police-I've never been the problem with police, but one was standing in my yard I asked her if something was wrong & she wouldn't even look at me extremely rude tone & demeanor. Most of your police act this way-too "macho" male & female. 3) Disaster prep. 4) "Thumpine" car streets- totally ridiculous here!
- 1) Less expenses toward non-essential vehicles max project 2) More favorable treatment of potential employers.
- 1) Limiting growth if possible?! 2) Quality education 3) Continued purchasing for open spaces (Save some prairie dogs and fox)
- 1) Local & small business growth which will create more jobs & keep in the community-not sending them out 2) use schools year round and have smaller classrooms 3) Figure out a way for city employees to be happy so they are more productive
- 1) Maintaining existing infrastructure (trails, roads, parks, etc.) 2) Encourage community involvement citizens helping citizens. 3) Not allowing a new stadium. We don't need it. Discourage CSU from building it at every opportunity.
- 1) make biking safer & get rid of the damn timed stop lights on the power trail (go back to the old Blinkago) 2) Less developments for housing. Fort Collins is full!! 3) Reduce rent in old town somehow, chains will ruin this city.
- 1) Manage growth with thoughts on road impact due to increase in cars!! Traffic and impact on air and water quality are serious collateral damage to the quality of life here in Fort Collins. 2) Improving I 25 corridor access park N ride accessibility beyond just at harmony. 3) Work better with count services/officials.

- 1) No stadium in the middle of town 2) Increase parks & trails on SE side of town 3) Managing community growth
- 1) Passing Amendment 66 to better fund the schools 2. More affordable housing for the poor. 3. Fix condition of main streets. 4. Improve college ave from prospect-horse tooth (appearance of buildings)
- 1) Plan for traffic growth. Some streets are Awetal. 2) water conservation of course 3) more cultural awareness.
- 1) protecting environment 2) Limiting sprawl. 3)reducing traffic congestion.
- 1) Quality jobs 2) Maintaining the environment 3) Better traffic
- 1) Reduce traffic congestion 2) Expand public transportation, being, walking 3) Improve air quality
Note: Rail service to Denver would quality benifit Fort Collins housing greater access to jobs and expanding the customer have for Fort Collins.
- 1) Renewable energy sources for city facilities,machines better transportation more routes, more hours sunday services 3) more on the streets , at facilities and generally, more police.
- 1) Rentals taking over single neighborhoods by “slum lords” 2) Transit is there a way to limit how many on one street? 3) Keep shopping small & local - right now there is a big move to malls & strip malls
- 1) Road need mark so for night visibility on lanes Road repair on all streets-you are doing a good job so far 2) Promote ft. Collins as a city for all people not just a “college town”) 3) Down play all the bear priority - alcohol rules its too bad because destroys neighborhoods & families.
- 1) Separated grade railroad crossings. Please. 2) Eliminate all speed bumps. (force anybody who advocates speed bumps to live somewhere else 3) Ignore roundabout naysayers & eliminate as many traffic signals as possible (force said naysayers to live with the speed bump people in exile).
Substitute roundabouts for signals as possible.
- 1) should have more inside shopping mall. 2) exchange ethenic food shops
- 1) Support companies that would bring higher paying professional jobs to fitco. Less red tape! Stop arguing over “Trees”!
- 1) Teaching & enforcing bike traffic safety 2) Reducing housing costs. 3) Being a leader by example for the nation, on climate change, and how to change societies habits in a positive way.
- 1) Traffic 2) high densite areas not good 3) Less government intrusion to residents & homeowners-leaves us alone!
- 1) Transpotation-(Mason corridor is great stop) 2) Collaboration with other entities public & private 3) Water to sustain growth
- 1) Water 2) Parks/trails 3) Reduce size of govt, increased efficiency
- 1. A more conservative estimation of property values so home owners don't feel they need to protest their valuation 2. Do that, at the same time solidifying city budgets within reasonable taxation / revenue expectations
- 1. Better bus transportation: more coverage and extended hours. 2. Rapid transit to denver 3. Scheduled airline from fort collins
- 1. Completion of north collage street upgrade 2. Continue construction of trail system (bicycle & walking) in city and county 3. Improve k17 school program for all income levels of students.
- 1. Connect all the bike trails. 2. More/better in continues for people to make their houses more environmental friendly (ex. Pv rebates) etc. 3. I wish there was a bus route between, FC & Downtown Denver.
- 1. Continued development of public transit systems including bike trails, etc. 2. Continued development of old, including mixed use dev. Along poudre. 3. Continued development of mason st corridor
- 1. Environment 2. Transportation 3. Job growth

- 1. Growth of CSV 2. Improving traffic situation 3. Upgrading old town parking.
- 1. Improve the planning process 2. Be receptive to citizen input 3. Provide information on how bike riders should behave in various situations.
- 1. Maintaining open space (Loveland ft. Collins) 2. Mass transit I 25-expanded city bus system. 3. Keeping city core vital.
- 1. Manage future growth 2. Promote ftc as a good place to own/conduct business 3. Keep ftc a great place to live/work
- 1. Mid-town redevelopment (MALL) 2. Make transport easier & stop banking on max 3. Continue to support & fund culture & arts.
- 1. Neighborhoods 2. Culture, Parks & Recreation
- 1. Prevent urban sprawl-use land efficiently. Set aside more green space. 2. Cannot bike paths together and extend into north & south areas. 3. No fracking & improve air quality.
- 1. Promote better economic health & opportunities for more/new businesses 2. Health care options 3. Continued trail improvements & options.
- 1. Quality of life 2. Economic opportunity 3. Housing (In that order.)
- 1. Safety 2. Using trade 3. Shopping- mall remodel w/ welcomed. (no more out side malls)
- 1. Stand firm against building a new stadium on main campus 2. Completion of trail system to connect the biking/walking trails 3. Continued flood irrigation and open space development.
- 1. Stop building huge buildings that don't fit into neighbors like the multi-storey apartments at college ave & e stuart. No parking. 2. Traffic in fort collins is too congested. 3. Breaks for businesses to bring more companies & stores for employment & revenue.
- 1. Traffic 2. Attracting new business
- 1. Transportation 2. Street maintenance 3. Housing for elderly in nursing homes.
- 1=Remove illegal alien 2=Remove illegal alien 3=Remove illegal alien
- Affordability (Not becoming another boulder), public transportation/trails, jobs.
- Affordable energy (gas & oil attract) more higher paid private sector jobs. Less spendings on social programs too much waste there. City needs to be fiscally responsible with tax payers dollars. City needs to cut taxes on citizens too many unemployed in city.
- Affordable housing for people who aren't college students; enforcing traffic laws on bikes. If they use the road they should have the same laws as a car.
- Affordable housing for retired people & not more for the wealthy.
- Affordable housing fracking, parking, education thank you for this survey! We love living in Fort Collins.
- Affordable housing, affordable healthcare, road maintenance.
- Affordable housing, environmental protection (Protect water supply from fracking, conserve water/open space), and more jobs.
- Allow more business in town with less rules and regulations.
- An adequate supply of quality housing for low income groups and road maintenance.
- An effective public transportation system linking front range cities. Better planning to avoid projects like the 200 parking space monstrosity on college by prospect. Who approved that?
- Attract business, improve business tax income, fix the traffic lights so they are in sync
- Attract more high tech businesses to expand the tax base put more efforts into fixing the roads & don't let csu put a hulking football stadium in the middle of town. Also please don't let the fracking industry come into the city. In spite of the lies the oil & gas in history is telling on TV. Fracking is not safe.
- Attract more jobs! not just construction sprawl, but good jobs with living wages and benefits. The kind of job that keeps me from having to drive to Denver!
- Attracting maintaining businesses/employers, growth planning, traffic control.

- Attractive, well know, suitable living
- Ban fracking, more job opportunities and more public transportation
- Better focus on renewable energy like solar power. Better enforcement of road rules, including for bicycles.
- Better paying jobs. The college has made rents high and very low paying jobs here. But thats what keep this town going.
- Better retail shopping in mall good stores.
- Better safety @ night, easier traffic during day, and more parking down town.
- Better shopping! it's a shame we must go out of town or on-line to make so many purchases!
- Better traffic flow (it has improved some) better business environment lower taxes.
- Better traffic flow in congested area housing improvement people do thier job vs. Wanting a - [check] have it be their priority
- Better transportation to services in our area
- Bring in business, revitalize mall, keep water consistant.
- Budget, safety & maintenance.
- Budget_jobs_ growth
- Build a by pass loop to ease. Congestion on college ave
- Build a mall like park meadows work on traffic congestion - light timing, farm land smooth building of new csu stadium (work w/ csu)
- Build the tax base
- Business development, planning for future stop listing to environmental rulers.
- Business Growth transportation environment
- Business growth, transportation, youth sports
- Career jobs, education, trails.
- Cautious growth-currently too many apartments allowed to be built at once seems out of control. I feel like we will regret open-ended growth in the future slow down!
- City government, environment, smart transportation (include water in there somewhere are we "buying" it up & squeezing out the farmer to have more people !!!?)
- Clearing roads of ice. City wide garbage program.
- College repaired.
- Community events in the neighborhoods, roads transportation, traffic, environment - clean water, restored natural areas, less waste, more recycling of all things.
- Community involvement in legal government issues-decreasing the current of d.u.i.s - Year round public transportation-
- Completing the new mall and surrounding area.
- Containment of sprawl. Affordable housing opportunities
- Continue fixing roads, improve public transportation, improve wait time for trains going through town.
- Controlled growth; Sustainability affordable H2o & electricity at natural sources, protecting neighborhood
- Controlling traffic safety, parks & open space
- Deal with current and plan for future east to west traffic congestion. Rental property efficiencies. Economic/job growth.
- Deal with shopping center, continue to deal with traffic, more emphasis of upgrading neighborhoods.
- Diversity
- Drinking wager, more transportation routes, job opportunities.

- Economic dev, fix roads, address traffic congestion
- Economic development -focus on attracting good jobs better work force -as boomers retire, we will be in a bind reducing city staff by 10-15% we have a fat city government
- Economic development, education/school quality parking availability
- Economic growth, more affordable housing
- Economic sustainability, public transportation, affordable housing.
- Economy, culture, parks & rec. Neighborhoods.
- Economy, environment, and safety.
- Economy, environment, culture, parks & recreation.
- Economy, environment, safety.
- Economy, environment, safety.
- Economy, Gen. Government, safety
- Economy, neighborhoods, transportation.
- Economy, schools, traffic control
- Economy, transportation, parks and recreation.
- Economy; safety culture parkes & rec
- Education for all/getting the people of fc out to help make this city great (ie paint fort collins beautiful/off take of paint tacoma beautiful)/more physically active city especally those.
- Education, environment, disaster response and restoration.
- Education, police more, fireman more
- Education, road improvement for growth, transportation infrastructure.
- Education, transportation?
- Education/ public transportation/ diversity the population.
- Eliminate the max transportation. Decreases costs for small businesses to establish in FC. Reduce high density, living areas.
- Emergency planning, educating citizens on emergency kits.
- Employment - affordable housing-traffic.
- Encourage business, reduce cost of utilities reduce cost of government
- Energy, economic development (foothills mall) and transportation
- Enforcing noise ordinance, animal control & clean up
- Environment protection and safety from fracking.
- Environment, economy, and more job opportunities
- Environment, parks, transportation.
- Environment, safety, health, transportation, economy.
- Environment, sustainability without promoting growth, more support toward historic preservation
- Environment, Transportation, economy
- Environment, transportation, neighborhoods.
- Environmental cousiness / quality of life, economic success, sustainable growth/ development.
- Environmental quality, economy, transportation.
- Expand # of lanes on tact hill rd from 2 to 4 or 1 to 2. Keeping utilities affordable access to jobs. No discrimination.
- Expanding csu parking services
- Expanding, natural reservoir, citizens.
- Find a human way to eliminate street beggars reduce loitering? possible?
- Finish the road construction , advertise the “extra-occupancy zone “ option. Consider energy alternatives and explore options rather than banning energy production just to start fracking.
- Finish working on drains & streets & homeless

- Fix college watch for gangs control drugs
- Flood control, economic growth, public safety.
- Get a new mayor
- Get out of the “Berkley of the Rockies” mentality.
- Get people to use the bike system more (improved paths) more green west and better housing options.
- Getting businesses to fill any empty office / store buildings
- Getting some good shopping at foothills mall - finishing the redevelopment of the mall. It is frustrating enduring this back & forth & driving to Loveland or Cheyenne.
- Good quality of life means maintaining our environment so we have a good place to live-this includes working on being green (environmentally responsible, bike paths, health, public transportation) and balancing this with reasonable economic development
- Green energy; better street maintenance/less closures and parks/trails support; perhaps better quality shown at the Lincoln center (the amateur ones are too amateur) & the professional ones & even some of the amateur this!) are too expensive!!!
- Growth & its effect on transportation, streets, services, keep us the beautiful street art & landscaping. Planning & zoning to keep the city beautiful, including big box stores appearance from the street.
- Growth and quality of life for residents, safety & enforcing traffic rules for bikes, skateboards (they should stop at signs) water quality and affordability of water and electricity
- Growth in the right way. Planning for a changing demographic as more choose to retire here. Plan for what will be needed. A south side senior center
- Growth maintenance, transportation police/fire
- Growth management & planing, environmental protection & sustainability planning & programs, improve public transport in city and to other places in Denver - Cheyenne corridor.
- Growth management & planning for growth-don't allow too much new development; disaster planning & mitigation/fire/food) smart economic development.
- Growth management-little worried about too many multi-family houses. Keeping our balance of strong economy w/ family friendliness keeping community services strong.
- Growth planing -Traffic on i-25 is getting very heavy these days. How will we handle population growth and commenters?
- Growth with integrity, travel, amenities most used by the population.
- Growth, planning for growth instead of discovering.
- Growth, transportation, environmental responsibility
- H2O clean and protect, neighborhood clean-up.
- Help with traffic congestion on main streets.
- Helping homeless more.
- Highway safety, affordable housing, education
- Homeless population, lower property taxes for homes without children.
- Housing & bridges over or under passes for trails at key places. A terradome homes village might be something to consider.
- Housing for students, more job opps for locals not in collage
- Housing schools space
- Housing, natural spaces, finding tenants for unoccupied buildings.
- Housing, parking availability in “old town.”
- Housing, parking, attracting new business
- I am too new, only 1 yr. Residency. Don't yet know.
- I think everything is great

- I wouldn't know.
- I'll be dead
- I'm not a city planner, so I can't prioritize. I would like more high-end retail outlets and more low-end housing.
- Improve # of high paying jobs, not \$10 \$15, restrict fracking lower commercial property taxes.
- Improve job opportunities
- Improve public transportation options to get to Denver area, improve attractiveness of “mid-college” & “north-college” (past old town) areas, continue improving public transit.
- Improve traffic flow, create more, better paying jobs, and make available more affordable housing
- Improving transit system, renewing hughes / opposing on-campus stadium creating a business-friendly environment.
- Incentives to bring more tech or other industries to fort collins, we have our eggs in only a couple buckets.
- Increase bike friendliness, maintain large tree population, develop public transportation options.
- Increase parking / access to old town overpasses for trains more police officers on patrol
- Increase public transportation to handle the increase of citizens, continues become between development & natural areas.
- Increase the presence of preventive police, increase public transportation ensure water resources.
- Increased job opportunities, public transportation roads increased, more adult recreational activities.
- Infill, not outgrowth; traffic control (too much traffic & congestion); get the trains out of town or build over or under passes for vehicle traffic (should have been done 40yrs ago - Laramie has it - why not Ft Collins!)
- Infrastructure maintainance, traffic, low-income housing (or minimum wage).
- It sure as hell isn't annexing people who dont want to be in the city get rid of the tiered electric rates
- Job growth, new apartments, south side rec center.
- Job growth, traffic, housing
- Jobs & transportation.
- Jobs, better roads, power taxes.
- Jobs, jobs jobs
- K-12 education. Sustainability, promote the arts.
- Keep expanding and connecting bike trails that are off major roads for safer travel.
- Keep old town quaint - removing squares kiosk to pack more people into (noisy) concerts destroys the O.T. Feel solve the train noise problem! lower taxes & attract more businesses stop the growth of government.
- Keep parks/open spaces and don't build up w/ apartments Try to accomodate for growth of city (overcrowdedness) Open up more jobs for college grads.
- Keeping a handle on growth and over development, crowded & congestion roadways, loss of open-space. We are especially concerned about building a new hospital on harmony rd. And all the new apartment complexes springing up everywhere. Traffic is getting out of control!
- Keeping schools high quality, boosting home sales, attracting larger business and employers.
- Land conservation, open space conservation, water evaluation.
- Land conservation, water quality, maintaining health care options
- Land preservation, traffic congestion, event Mae jobs.
- Land use plausing assure 'span' feel of a western community-less crowding; traffic flow; water resources
- Landscapes in neighborhoods - traffic congestion - less construction

- Less Brewers, less bear joints, less bikes, licence's fee. More parking less mason streets, more street repair, new Council.
- Less building / cheaper utilities/better upkeep of rental homes enforce!
- Less congestion somehow.
- Limit some growth within old town area. Try to stop CSU stadium building-limit obscene apt. Development like the one near dairy queen on college.
- Limit sprawl, make / maintain as safe place to live.
- Limiting growth to water supply, public service supply and demand
- Limiting multiple dwelling building which are not part of the college campus as the city grows this could be a very touchy situation.
- Local business, community, environment.
- Lower energy costs, better roads less conservative republicans any tea party very damaging to any prospects
- Lower taxes, east mulberry revitalization; water usage planning.
- Maintain quality of air, traffic,safety
- Maintain quality outdoors including trails and air quality. Water quality
- Maintaining a viable economy, quality of life (amenities) quality education for all ages.
- Maintaining excellent schools through school of choice, limiting city's growth due to limited water supply, construction of new reservoir.
- Maintaining the streets & open areas that have recently been added to major throughfares. Continue to promote new business & economic growth in the city. Promote in put feedback from all citizens of FC.
- Make ft. Collins more affordable
- Make right turn lane on southbound timberline rd at CR 30 headed west. 1. Enforce current codes re: weeds, etc. & make it easier to report violations. 2. Make sure trails/Natural areas are accurately marked. 3 Ensure that cameras at stoplights are actually working
- Making sure there is help and space for the lower income and disabled keep up the good the service make sure internal supports is accessable and continues its good treatment and respect for all and need helps.
- Making sure, we have the water supply (another dam?) Get the mall up and running ASAP
- Making the foothills mall an attraction with the best shopping in northern colorado.
- Mall development/plan for econ growth.
- Manage growth of student population (housing, stadium) attract business investment. Maintain high. Quality of services parks natural areas, infrastructure during growth.
- Manage growth with focus a job creation that complements or work force/technical support and provide improved transportation systems to minimize impact to quality of life/environment.
- Managed growth, encourage alternative modes of transport, no new stadium, work to reduce air pollution, affordable housing
- Managing development economic & construction sustainability transportation-improving bike lanes traffic congestion
- Managing growth traffic congestion
- Mantain quality of city services. Determine level of growth especially to the south continue to race environmental final values
- Manufacturing jobs, recycling, approve bohemians amphitheater.
- Mason project probably not a good use of tax money or federal money
- Mass transit to Denver / Boulder - better recycling - program.
- Mass transit, affordable health care senior incentives

- Midtown (empty buildings) harmony to carpenter looks terrible , stop turning down opportunities like Costco!
- More business, more business, more business (People have to live in the community & they need the option & variety of various commodities shared clothing, household goods, people like & need a mall in their cities not just walmart or your population economic will only be low end income and high end incomes want & demand variety.
- More cultural and business diversity we only have restaurants!
- More fast food places on east side of town near harmony, fossil ridge students would use the, bring popeye's to fort collins.
- More great shopping & more family style
- More jobs, clean up older parts of, more police on north end of town
- More lighting on roads like & Armony & mulberry, update recreational facilities like Roland Moore.
- More live events, bike lanes through old town.
- More programs for seniors
- Natural area, small business support, education.
- Natural/open space, better traffic planning/adaptation in SE part of town
- Neighborhood recreation, & relationship the citizens of fort Collins (solid events) the homeless.
- Neighborhoods, safety, & environment.
- No fracking. No csu stadium on campus. More support of elementary schools, Quality of Education.
- No opinion
- No opinion
- No opinion
- Not permit fracking in, college av. Improvements-North side, encourage in-fill development.
- Overall health of citizens (air quality, physical activities) safety an campus.
- Parking the bus system more convinient and fiesalde means of transportation. Focus on the community members struggling need more affordable housing. Fort Collins is wonderful to live if you have money but focus more on the people than the “fluff”.You need to make sure communication stays open in many different Medias as not everyone uses social media of computers.
- Parking, traffic flow,
- Paving college avenue for sure, increase police & animal control coverage, better code compliance enforcement
- Planning a train line to Denver
- Planning for growth, collaboration with csu, transportation
- Police presence better traffic planning ie. More through streets. Crack down on bicycle traffic and ticket offenders.
- Preserve open spaces, attract more employees, enforce laws such as no more than 3 unrelated persons and codes such as care of property.
- Promote business growth, streaming government, promote increase in housing opportunities
- Protect water, provide for biking.
- Public transport, cultural/arts events,
- Public transportation job growth affordable housing opportunity.
- Public transportation, managing affordable housing, determine if fracking is harmful objectively, without the “help” of those who stand to benefit.
- Public transportation, proffesional jobs, traffic

- Quality housing for all socio - economic group care for the homeless-food, shelter, clothing, provide safe environment for citizens to work and play!
- Quiet railroad crossings.
- Quit spending money on utilities & raising rate quit funding mall, N. College, leave business, alone! Quit micro managing my life!
- Reassing some traffic lights (shieldsllaporte needs green arrow) working towards keeping small businesses in old town accepting & workings with foods hucks.
- Reduce congestion on college mall airport-we are a large community that could support an airport for commercial planes.
- Reduce government.
- Reducing traffic congestion, improved Internet access speeds at lower cost/prices, reducing the noise of very loud, motorcycles on streets near restaurants and parks.
- Relieve traffic congestion develop mall
- Removing barriers to business growth and development. Cease social engineering via utility rates, charge what services cost. No more, no less, get rid of fluff programs like bicycle education, sustainability, and city council junkets
- Renewable energy, maintaining pristine outdoor recreation areas, quality of education k-12 & secondary education.
- Repaving college avenue; continue improving public transportation & mid-town redevelopment, encourage affordable housing development.
- Response to citizen impact, continue current services, and communication.
- Reverse un fair huge electric rate increase for all-electric homes
- Revitalizing mid-town (foothills mall area), planning for growth @CSU, services for mental health including access for substance abuse and homelessness.
- Road planning for more traffic trails for bicycles near couples provide student walk ways & trails to keep students off streets, providing more safe trade/for students.
- Road repair in neighborhood
- Roads, jail expansion, blighted shopping areas
- S.e. Community park (friendly) see #16
- Safety - schools - quality employment of oportunity for all age groups, espesially for seniors who must continue working because of vanishing retirement funds.
- Safety environment economy
- Safety transportation economy
- Safety, environment, economy
- Safety, environment, economy
- Safety, maybe new for park of some hind. More city events.
- Safety, neighborhoods, general government.
- Safety, population density control. Continued beautification.
- Safety, transportation, economic development
- Safety/public transport-pathetic that the max is so slow to implement
- Safety; culture, parks & recreation; transportation.
- Saftey, school funding efforts to support it, emergency preparedness.
- Safty
- Same
- Save money by eliminating surveys have it done locally and not in NJ!!
- Save the poudre for beauty & recreation-no glade res! Work on bike safety to continue & continue to promote bike freindly atmosphere / activities with large influx of people. Keep our

neighborhoods safe! As best possibles. (Great job on historic pres & quality parks & city building etc.)

- School improvement (heat issue, add a/c in schools), environment, children's programs
- Schools Redoing the mall
- Sidewalks & streets handicap people have very hard time with some sidewalks & AHA advice not used in bathrooms around town.
- Slow down on building Apts. & houses, work on traffic patterns, re assess traffic lights on main corridors.
- Smart growth, are quality and cultural programs.
- Somewhat better traffic movement! Continued improvement in the central core area, better law enforcement in old town.
- Stadium, fracking Ha its a done deal
- Still being attractive to college students CSU basically runs thus town. Economy government neighborhoods
- Stop crowding people into tight space stop in-fill mentality. Wide streets like the old fort collins. The wide streets of old one only this place remains a good place.
- Stop increasing facilities (electric/water) to support “sustainability” programs (not necessary.
- Stop marijuana before it affects the city & citizens (schools,youth,families,saftey,health) negatively.
- Stop the growth, no drugs, stopping gangs safety precautions.
- Stop the max bus madness too many \$ stop the new Hughes stadium why are fchs students wandering around all day smoking cigs, pot exchanging drugs & having sex in public?
- Stopping population growth. Fix red light wait time for loomis and others onto Mulberry! Complete B.S. I just run the damn lights any more.
- Street maintenance (college ave)- I 25 improvement - I do not understand all the money being spent on the so called max projects.
- Streets - control growth - traffic
- Streets- less bars councilmen to listen to the citizens
- Streets, police & sherrif dept are lacking in my opinion.
- Sustainability, efficiency, smart spending.
- Sustainability, environment, open spaces.
- Sustainability, transit (more max type stuff or light rail), trails (ped/bike transportation)
- Sustainability, transit, culture.
- Sustainable government, energy & growth.
- Sustainable/renewable energy sources
- The city is a great place to live - put ages aside and continue to maintain our quality of life here.
- The mall - blighted areas or college (such as k-mart) keeping roads maintained
- This area has much to offer, so stop “building” developers-mall-facilities geared to the “elite” there, average people have little use, for small boutique shops, expensive dining, etc, cost for max is outrageous. I resent that so many popular places were forced out! Housing specifically for seniors for convenience & safety, affordability.
- Those mentioned in # 16
- Thoughtful expansion for growing population, awareness of rental effects while supporting a university population, addressing neighborhood character (buildings) without going overboard on regulations, for example, new building codes attempt to address neighborhood character, but large, commercial builders have the capital to go through exceptions while private.
- Too prevent the homeless people sitting on the sidewalk in downtown. That makes me feel unsafe. The trains should not be able to tie up traffic for so long. The amount of time that is required to

wait for the train is too long. Too many streets are closed due to construction. Can't get around the city early

- Top three priorities would be more enforcement on biker driver relationship, more, street, lights on some streets, and more bike spaces down town.
- Town planning building a mosque and now possibly the csu stadium in the middle of a residential area is/was not a good idea.
- Traffic & bus driver.
- Traffic & growth keep utilities affordable and bells and whistles are not needed for most residents water here are expensive is their a way to efficiently run a city water program that is affordable?
- Traffic and roads w / increasing population.
- Traffic congestion, continued improvement of public schools, continued excellence in city services.
- Traffic congestion, Jobs, keeping fort Collins safe.
- Traffic congestion, more control of csu students, better traffic control engineers. I bet you pay them alot of money and they haven't a clue as to what they are doing
- Traffic congestion.
- Traffic control keep hughes stadium street work
- Traffic infrastructure, economics developments continued trail system maintenance / planning building
- Traffic issues. Addition by subtraction. Take out stop lights gold public trans even
- Traffic justifying mason street corridor & including max remove "the summit" -largest eye sore in fort collins!!
- Traffic light management-economic progress for small business and utility billing the rates are a detrimental policy any other business discounts for more consumption of a product the city raises rates when people conserve more than they have in the past.
- Traffic lights & more lanes - Be pro-active to prevent accidents during growth (again-south side). Corner of ketcher & timberline is backed up too narrow & scary for school buses, bikes, cars & trucks. We need a light by baron school at zephyr soon!
- Traffic management, affordable housing
- Traffic on college ave, good use of traffic lights to reduce jams.
- Traffic on main rds like timberline way to much multi family housing for timberline to handle!
- Traffic planning to reduce congestion public school effectiveness.
- Traffic, cheaper apartments, dropping U & 2 rule.
- Traffic, conversation, college vs city relationship
- Traffic, infrastructure, more handicapped access.
- Traffic, school zoning
- Traffic, shopping, movies, growth management
- Traffic, shopping, safety
- Traffic-congestion which will increase w/new homes being built cultural activities economic planning.
- Traffic-safety-growth
- Traffic-takes stop lights to long to change
- Train efficiency (above complaint), police presence, & historic, building preservations
- Transport, youth clubs.
- Transportation - Ease of recycling - Cleanliness of neighborhoods (esp. On weekends)
- Transportation - regional transportation woods loveland
- Transportation & economic development.
- Transportation (alternative), clean energy, economic opportunity from all incomes and skills

- Transportation better & more bus lines over passes when offering grant money to allow for undo
- Transportation better Westmonts down toward harmony.
- Transportation cultural / rec economy.
- Transportation diversions.
- Transportation environment economy
- Transportation environment safety.
- Transportation planning. Infill redevelopment, and maintaining the quality of existing operations & infrastructure.
- Transportation running longer hours.
- Transportation, air quality, affordable housing
- Transportation, economy, environment.
- Transportation, economy/ affordable housing, environment-no fracking
- Transportation, senior benefits, housing
- Transportation, developing safer bike paths, more options to get home safe to avoid drunk driving.(cab competition)
- Transportation-less crowding, environmental protection, cultural opportunities
- Trash services s(trash cans at cross walk) Homeless Clean up the empty buildings
- Tying first range together for ease of commuting
- Upgrade/repair roads, railroad crossing.
- Water conservation & efficiencies; economic development for expanding city boundaries.
- Water conservation (storage), restoring hughes stadium by csu, traffic
- Water conservation, renewable energy, improved public transportation.
- Water safety (potable) moratorium/study of fracking affordable housing
- Water storage (get started on glade resivor) slow down on apt & Residential building. Continue on the up keep of infrastructure.
- Widening roads and controlling development, and traffic soliciting new businesses, and increasing education programs in the natural areas.
- Work, pay, affordable housing for middle class
- Your businesses jobs

Appendix D. Comparison of Select Questions by Respondent Characteristics

Average ratings for select survey questions are compared by respondent characteristics in the following tables. Although responses to many of the evaluative questions were made on a five-point scale with 1 representing the best rating and 5 the worst, the ratings shown in this appendix and those that follow are on a scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus 2.5 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 said “very bad,” the result would be 0 on the 100-point scale. If half the respondents gave a score of “very good” and half gave a score of “very bad,” the average would be in the middle of the scale (like the center post of a teeter totter), or “average.”

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

Table 64: Question 1 by Respondent Length of Residency and Housing Tenure

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Overall, as a place to live	92	92	92	90	91	92	90	90	91
Overall safety of residents	85	86	83	82	84	84	85	73	84
Quality of shopping opportunities	74	75	68	68	72	70	74	77	72
Quality of dining opportunities	82	83	82	82	82	81	83	83	82
Quality of entertainment opportunities	72	74	73	72	72	73	73	70	73
Availability of job opportunities	55	60	54	55	55	56	53	73	55
Availability of affordable quality housing	55	51	55	49	53	54	49	66	53
Quality of arts and cultural opportunities	74	76	72	73	74	74	72	85	74
Quality of recreational opportunities	87	85	87	84	86	88	84	80	86
Availability of quality healthcare	76	72	79	78	76	78	74	73	77
Quality of public schools	80	82	82	78	80	79	83	79	80
Quality of public library services	80	83	85	79	81	82	80	79	81
As a place to raise children	86	85	89	87	87	88	85	80	87
As a place to retire	77	82	81	80	80	80	78	83	80
As a place to attend college	85	85	83	84	84	84	84	89	84
As a place to work	77	81	80	73	77	79	74	80	77
Community acceptance of all people	78	77	74	71	75	76	73	90	75
Overall quality of life in Fort Collins	87	86	88	83	86	87	84	89	86

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

Table 65: Question 1 by Student Status, Gender and Age

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Overall, as a place to live	88	92	91	92	91	91	92	92	89	91
Overall safety of residents	80	85	84	86	81	84	85	84	82	84
Quality of shopping opportunities	77	70	72	75	69	72	74	71	70	72
Quality of dining opportunities	84	82	82	82	82	82	82	82	81	82
Quality of entertainment opportunities	71	73	73	73	72	73	72	73	74	73
Availability of job opportunities	59	55	55	56	55	55	56	54	55	55
Availability of affordable quality housing	58	52	53	55	51	53	52	56	50	53
Quality of arts and cultural opportunities	73	74	74	75	72	74	75	73	73	74
Quality of recreational opportunities	83	87	86	87	85	86	85	89	85	86
Availability of quality healthcare	73	77	77	77	76	77	73	77	81	77
Quality of public schools	79	80	80	81	80	80	81	82	75	80
Quality of public library services	78	82	81	80	83	81	79	84	82	81
As a place to raise children	82	88	87	87	87	87	85	90	85	87
As a place to retire	74	81	80	78	81	80	78	82	80	80
As a place to attend college	89	83	84	82	86	84	86	85	81	84
As a place to work	77	77	77	78	76	77	79	77	75	77
Community acceptance of all people	79	75	76	79	73	76	78	74	72	76
Overall quality of life in Fort Collins	85	86	86	86	86	86	86	88	83	86

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

Table 66: Question 2 by Respondent Length of Residency and Housing Tenure

<i>Please rate the quality of the environment in Fort Collins on each of the items listed below.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Community's visual attractiveness	84	83	88	81	84	82	86	85	84
Air quality	85	83	86	77	83	82	85	88	83
Recycling programs	78	83	84	78	80	78	81	89	80
Conservation efforts	78	81	82	76	79	78	79	88	79
Overall quality of environment	83	83	85	81	83	82	83	88	83

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

Table 67: Question 2 by Student Status, Gender and Age

<i>Please rate the quality of the environment in Fort Collins on each of the items listed below.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Community's visual attractiveness	84	84	84	84	84	84	84	84	84	84
Air quality	87	82	83	84	82	83	84	85	79	83
Recycling programs	84	79	80	79	81	80	79	82	79	80
Conservation efforts	84	77	79	78	80	79	78	81	78	79
Overall quality of environment	86	82	83	83	83	83	83	85	82	83

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

Table 68: Question 3 by Respondent Length of Residency and Housing Tenure

<i>Please rate the quality of your neighborhood on each of the items listed below</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Your neighborhood as a place to live	82	83	84	80	82	83	80	86	82
Your neighborhood as a place to raise children	68	79	81	79	75	80	69	61	75

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

Table 69: Question 3 by Student Status, Gender and Age

<i>Please rate the quality of your neighborhood on each of the items listed below</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Your neighborhood as a place to live	81	83	82	81	83	82	81	83	84	82
Your neighborhood as a place to raise children	62	78	75	76	75	76	70	81	80	76

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

Table 70: Question 6 by Respondent Length of Residency and Housing Tenure

<i>Please tell us how safe you feel in each of the following areas.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Downtown Fort Collins during the day	95	95	91	91	93	92	94	95	93
Downtown Fort Collins at night	76	73	68	64	71	71	71	73	71
Your neighborhood during the day	96	95	93	92	94	95	94	95	94
Your neighborhood at night	84	82	82	81	82	84	81	80	82
Parks	81	83	78	76	79	79	80	78	79
Natural areas/open space	82	81	81	76	80	80	80	81	80
Recreation facilities	89	89	85	82	86	85	87	89	86
Trails	78	81	78	75	78	78	78	72	78
Fort Collins overall during the day	92	91	88	87	90	89	91	92	90
Fort Collins overall at night	76	77	74	69	74	74	74	76	74

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

Table 71: Question 6 by Student Status, Gender and Age

<i>Please tell us how safe you feel in each of the following areas.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Downtown Fort Collins during the day	95	93	93	96	90	93	94	93	91	93
Downtown Fort Collins at night	73	70	71	75	66	71	73	71	66	71
Your neighborhood during the day	95	94	94	96	93	94	95	94	93	94
Your neighborhood at night	80	83	82	87	79	83	82	83	83	83
Parks	81	79	79	82	77	79	81	79	76	79
Natural areas/open space	85	79	80	84	77	80	83	80	76	80
Recreation facilities	90	85	86	90	83	86	90	84	80	86
Trails	80	77	78	82	74	78	80	78	74	78
Fort Collins overall during the day	93	89	90	93	87	90	92	89	86	90
Fort Collins overall at night	74	74	74	78	70	74	76	75	70	74

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

Table 72: Question 7 by Respondent Length of Residency and Housing Tenure

<i>Please rate quality of each of the following in Fort Collins.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	76	76	78	78	77	77	76	83	77
Disaster response and restoration of services	76	79	79	79	78	78	77	82	78
Fire prevention/education	75	74	78	75	75	76	74	79	76
Fire response time	81	79	87	84	83	83	83	79	83
Fire services overall	81	80	83	84	82	82	82	81	82
Crime prevention	72	71	71	69	71	71	71	77	71
Police patrol	75	71	72	71	73	71	74	82	73
Traffic enforcement	70	66	70	62	68	67	67	76	68
Police visibility	74	72	73	70	73	71	73	82	72
Police response time	78	71	75	70	74	72	77	80	74
Police services overall	77	73	74	70	74	74	73	80	74
Code enforcement (weeds, abandoned buildings, etc.)	68	72	69	58	66	63	68	71	65
Noise enforcement	67	72	66	58	65	65	64	64	65
Animal control	72	67	71	60	68	65	71	77	68
Business property maintenance	75	71	74	68	73	71	74	81	72
Residential property maintenance	71	72	73	65	70	68	72	77	70
Natural Areas Ranger services	82	78	77	71	78	77	77	89	78

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

Table 73: Question 7 by Student Status, Gender and Age

<i>Please rate quality of each of the following in Fort Collins.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77	77	77	77	76	77	76	78	78	77
Disaster response and restoration of services	75	78	78	78	77	78	76	80	79	78
Fire prevention/education	75	76	76	77	75	76	74	77	78	76
Fire response time	81	83	83	84	82	83	81	85	83	83
Fire services overall	82	82	82	83	81	82	80	84	82	82
Crime prevention	75	70	71	74	69	71	73	71	68	71
Police patrol	77	72	73	75	71	73	75	73	69	73
Traffic enforcement	73	66	68	69	66	68	70	68	64	68
Police visibility	75	72	72	76	69	73	75	72	67	72
Police response time	80	72	74	77	72	74	77	71	72	74
Police services overall	78	73	74	76	72	74	76	73	70	74
Code enforcement (weeds, abandoned buildings, etc.)	70	65	66	69	62	65	70	64	59	65
Noise enforcement	68	64	65	65	64	65	69	63	58	65
Animal control	72	67	68	70	66	68	73	64	63	68
Business property maintenance	76	72	73	74	71	73	76	72	67	73
Residential property maintenance	72	70	70	72	68	70	72	70	66	70
Natural Areas Ranger services	84	76	78	79	77	78	81	77	72	78

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

Table 74: Question 8 by Respondent Length of Residency and Housing Tenure

<i>Please rate quality of each of the following in Fort Collins.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Drinking water	87	88	89	93	89	91	86	92	89
Electric services	83	85	85	85	84	84	84	91	84
Sewer services	81	82	85	84	83	82	82	91	83
Storm drainage	76	73	79	79	77	77	76	84	77
Utility billing	73	76	78	76	75	73	78	85	75
Utilities overall	75	80	83	81	79	78	79	86	79

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

Table 75: Question 8 by Student Status, Gender and Age

<i>Please rate quality of each of the following in Fort Collins.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Drinking water	92	88	89	89	89	89	89	88	91	89
Electric services	89	83	84	85	83	84	84	83	87	84
Sewer services	86	82	83	82	83	83	82	82	86	83
Storm drainage	80	76	77	76	78	77	76	77	81	77
Utility billing	77	75	75	73	78	76	74	75	79	75
Utilities overall	81	78	79	78	80	79	76	81	82	79

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

Table 76: Question 9 by Respondent Length of Residency and Housing Tenure

<i>Please rate the following areas of transportation in Fort Collins.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Ease of driving	60	62	65	59	61	62	61	59	61
Ease of traveling by public transportation	63	48	52	49	56	52	59	68	56
As a walkable city	75	69	70	64	71	67	75	86	71
Ease of traveling by bicycle	84	78	77	70	79	77	81	86	79
Availability of parking Downtown	51	50	47	46	49	51	46	45	49
Traffic congestion	47	45	45	40	45	45	43	46	45
Street maintenance	65	60	57	57	61	61	58	75	61

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

Table 77: Question 9 by Student Status, Gender and Age

<i>Please rate the following areas of transportation in Fort Collins.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Ease of driving	57	62	61	60	62	61	61	63	60	61
Ease of traveling by public transportation	65	53	56	58	54	56	59	51	54	56
As a walkable city	78	69	71	71	71	71	72	69	70	71
Ease of traveling by bicycle	82	78	79	81	76	79	82	76	74	79
Availability of parking Downtown	48	49	49	50	48	49	49	52	46	50
Traffic congestion	43	45	45	45	45	45	46	46	42	45
Street maintenance	62	61	61	61	61	61	62	60	59	61

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

Table 78: Question 10 by Respondent Length of Residency and Housing Tenure

<i>Please rate the City's performance in each of the following areas</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Welcoming citizen involvement	74	66	72	67	70	70	71	78	71
Listening to citizens	66	63	66	57	63	61	64	75	63
Managing and planning for growth	66	65	64	55	63	61	64	72	63
Efficient operation of programs and services	73	69	69	63	69	69	69	73	69
Encouraging sustainability in the community	74	72	72	68	72	71	72	77	72
Overall direction of the City	76	70	70	63	71	69	72	75	71

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

Table 79: Question 10 by Student Status, Gender and Age

<i>Please rate the City's performance in each of the following areas</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Welcoming citizen involvement	70	71	71	70	71	71	71	71	69	71
Listening to citizens	66	62	63	62	64	63	64	63	61	63
Managing and planning for growth	68	62	63	61	65	63	64	62	62	63
Efficient operation of programs and services	72	68	69	70	68	69	70	69	66	69
Encouraging sustainability in the community	77	71	72	73	72	72	73	73	68	72
Overall direction of the City	74	70	71	70	71	71	73	71	66	71

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

Table 80: Question 11 by Respondent Length of Residency and Housing Tenure

<i>Please rate the City's performance in each of the following areas.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Support of businesses	75	77	66	64	70	68	73	80	70
Economic health strategies	69	71	65	62	67	64	69	77	66

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

Table 81: Question 11 by Student Status, Gender and Age

<i>Please rate the City's performance in each of the following areas.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Support of businesses	82	67	70	69	71	70	76	67	65	70
Economic health strategies	74	65	66	65	68	67	69	64	65	67

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

Table 82: Question 12 by Respondent Length of Residency and Housing Tenure

<i>Please rate the quality of each of the programs or facilities listed below.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Natural areas and open space	88	87	88	84	87	86	87	89	87
Recreational trails	88	88	89	85	88	87	89	88	88
Parks	88	86	89	84	87	87	87	87	87
Cemeteries	82	74	83	79	80	80	81	80	80
Golf courses	77	74	84	81	79	80	78	79	79
Athletic fields	82	77	83	79	80	81	80	83	80
Northside Aztlan Community Center	77	80	83	80	80	80	81	75	80
Fort Collins Senior Center	79	79	87	81	81	82	81	71	81
Edora Pool Ice Center (EPIC)	79	76	82	78	79	78	81	86	79
Mulberry Pool	72	69	74	76	73	74	72	75	73
The Farm at Lee Martinez Park	80	83	82	80	81	81	82	73	81
Gardens on Spring Creek (The Horticultural Center)	83	85	88	82	84	83	87	83	84
Pottery studio	81	78	84	76	80	78	83	77	80
Art in Public Places program	82	75	86	76	80	80	80	80	80
Lincoln Center programs	78	82	84	76	79	79	81	76	80
Fort Collins Museum of Discovery	81	86	88	79	83	83	84	73	83
Adult recreation programs	76	79	83	75	78	77	79	83	78
Senior recreation programs	80	82	88	76	80	79	83	79	80
Youth/teen recreation programs	80	77	84	73	78	75	83	85	78

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

Table 83: Question 12 by Student Status, Gender and Age

<i>Please rate the quality of each of the programs or facilities listed below.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Natural areas and open space	89	86	87	87	87	87	87	86	86	87
Recreational trails	88	87	88	88	88	88	88	88	87	88
Parks	89	87	87	87	87	87	87	88	85	87
Cemeteries	82	80	80	79	82	81	81	80	79	81
Golf courses	80	79	79	76	82	79	76	81	82	79
Athletic fields	84	79	80	79	82	81	81	80	80	80
Northside Aztlan Community Center	75	81	80	78	82	80	79	84	78	80
Fort Collins Senior Center	78	82	82	79	83	82	79	84	81	81
Edora Pool Ice Center (EPIC)	78	80	79	79	79	79	77	82	79	79
Mulberry Pool	69	75	74	73	74	74	73	74	74	74
The Farm at Lee Martinez Park	79	81	81	78	83	81	80	82	80	81
Gardens on Spring Creek (The Horticultural Center)	80	85	84	81	87	84	83	85	85	84
Pottery studio	80	80	80	79	80	80	81	81	74	80
Art in Public Places program	78	81	80	78	82	80	81	81	76	80
Lincoln Center programs	78	80	80	77	82	80	82	81	75	80
Fort Collins Museum of Discovery	80	83	83	80	86	83	83	85	81	83
Adult recreation programs	82	77	78	77	79	78	79	78	75	78
Senior recreation programs	83	80	80	78	82	80	83	81	77	80
Youth/teen recreation programs	84	77	78	78	79	78	80	79	72	78

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

Table 84: Question 13 by Respondent Length of Residency and Housing Tenure

	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	81	80	78	75	79	78	80	81	79

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

Table 85: Question 13 by Student Status, Gender and Age

	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	81	78	79	78	80	79	80	79	77	79

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

Table 86: Question 14a by Respondent Length of Residency and Housing Tenure

<i>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Courtesy	83	89	86	84	85	85	85	88	85
Promptness	77	81	81	79	79	79	80	88	79
Knowledge	78	83	82	79	80	79	80	88	80
Making you feel valued	71	82	75	73	74	73	75	88	74
Overall impression	77	85	81	78	79	78	81	88	79

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.

Table 87: Question 14a by Student Status, Gender and Age

<i>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Courtesy	81	86	85	86	84	85	83	87	86	85
Promptness	76	80	79	79	79	79	76	82	80	79
Knowledge	75	81	80	79	80	80	78	82	80	80
Making you feel valued	71	75	74	74	74	74	72	74	76	74
Overall impression	76	80	79	80	79	79	77	80	81	79

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.

Table 88: Question 14b by Respondent Length of Residency and Housing Tenure

<i>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.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Courtesy	76	84	81	74	77	77	78	76	77
Promptness in responding to inquiries and service requests	71	80	80	71	73	72	74	78	73
Making citizens or customers feel valued	71	80	78	71	73	72	73	79	73

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.

Table 89: Question 14b by Student Status, Gender and Age

<i>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.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Courtesy	77	77	77	77	77	77	75	78	82	77
Promptness in responding to inquiries and service requests	73	74	73	72	75	74	70	75	81	73
Making citizens or customers feel valued	73	73	73	73	73	73	72	72	78	73

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.

Table 90: Question 15 by Respondent Length of Residency and Housing Tenure

<i>Please select the option that best describes how you think the City should address each of the following aspects of the community.</i>		<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
		<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Economy: Includes economic planning and development activities	More effort	30%	35%	39%	42%	36%	36%	38%	20%	36%
	Same effort	67%	55%	60%	55%	61%	61%	58%	80%	61%
	Less effort	3%	10%	1%	3%	3%	3%	5%	0%	3%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	31%	28%	33%	32%	31%	29%	38%	10%	31%
	Same effort	68%	68%	61%	65%	66%	66%	62%	87%	66%
	Less effort	1%	4%	6%	3%	3%	5%	1%	3%	3%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation and an adequate supply of quality housing for all socio-economic groups	More effort	31%	39%	33%	31%	32%	30%	39%	17%	33%
	Same effort	67%	61%	62%	64%	64%	66%	58%	83%	64%
	Less effort	2%	1%	5%	6%	3%	4%	3%	0%	3%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	15%	14%	19%	19%	17%	16%	19%	8%	17%
	Same effort	83%	86%	79%	78%	81%	82%	78%	92%	81%
	Less effort	2%	1%	2%	3%	2%	2%	4%	0%	2%
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	More effort	21%	23%	13%	17%	19%	18%	21%	19%	19%
	Same effort	79%	73%	82%	73%	77%	77%	77%	81%	77%
	Less effort	0%	4%	6%	9%	4%	5%	2%	0%	4%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	60%	60%	47%	47%	54%	55%	55%	28%	54%
	Same effort	39%	33%	49%	50%	43%	41%	43%	68%	43%
	Less effort	1%	6%	4%	4%	3%	4%	2%	4%	3%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	15%	23%	23%	20%	19%	16%	24%	15%	19%
	Same effort	81%	76%	70%	75%	76%	80%	70%	85%	77%
	Less effort	4%	1%	7%	5%	5%	4%	6%	0%	5%

Table 91: Question 15 by Student Status, Gender and Age

<i>Please select the option that best describes how you think the City should address each of the following aspects of the community.</i>		<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
		<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Economy: Includes economic planning and development activities	More effort	26%	38%	36%	36%	36%	36%	34%	34%	42%	36%
	Same effort	72%	58%	61%	59%	62%	61%	63%	64%	53%	61%
	Less effort	1%	4%	3%	5%	2%	3%	4%	2%	4%	3%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	19%	35%	31%	31%	32%	32%	31%	32%	31%	32%
	Same effort	78%	62%	66%	64%	67%	65%	67%	64%	64%	65%
	Less effort	3%	3%	3%	5%	1%	3%	1%	4%	5%	3%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation and an adequate supply of quality housing for all socio-economic groups	More effort	27%	35%	33%	30%	35%	33%	30%	40%	31%	33%
	Same effort	71%	62%	64%	65%	63%	64%	68%	57%	62%	64%
	Less effort	2%	4%	3%	5%	2%	3%	2%	3%	7%	3%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	18%	16%	17%	13%	20%	17%	14%	18%	20%	17%
	Same effort	82%	81%	81%	83%	79%	81%	83%	80%	79%	81%
	Less effort	0%	3%	2%	3%	1%	2%	3%	2%	1%	2%
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	More effort	13%	20%	19%	21%	17%	19%	20%	20%	17%	19%
	Same effort	87%	75%	77%	73%	80%	77%	78%	75%	76%	77%
	Less effort	0%	5%	4%	6%	2%	4%	2%	5%	7%	4%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	48%	55%	54%	55%	53%	54%	59%	50%	50%	54%
	Same effort	48%	42%	43%	41%	45%	43%	39%	48%	46%	43%
	Less effort	4%	2%	3%	3%	2%	3%	2%	2%	4%	3%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	15%	20%	19%	23%	15%	19%	20%	16%	20%	19%
	Same effort	82%	75%	76%	72%	81%	76%	74%	81%	76%	76%
	Less effort	4%	5%	5%	5%	4%	5%	6%	4%	4%	5%

Table 92: Question 19 by Respondent Length of Residency and Housing Tenure

<i>Please rate the City's performance in the following area.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Informing citizens	72	70	71	69	71	72	68	78	71

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

Table 93: Question 19 by Student Status, Gender and Age

<i>Please rate the City's performance in the following area.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Informing citizens	67	72	71	70	71	71	70	71	73	71

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

Table 94: Question 20 by Respondent Length of Residency and Housing Tenure

<i>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.</i>	<i>Respondent length of residency</i>					<i>Respondent housing unit type</i>			
	<i>5 years or less</i>	<i>6-10 years</i>	<i>11-20 years</i>	<i>More than 20 years</i>	<i>Overall</i>	<i>Detached</i>	<i>Attached</i>	<i>Dorm</i>	<i>Overall</i>
Fort Collins local cable channel 14	27%	27%	33%	34%	30%	29%	32%	26%	30%
Online video of cable channel 14 on www.fcgov.com	18%	9%	18%	17%	17%	21%	12%	6%	17%
City's website (www.fcgov.com)	81%	87%	86%	71%	80%	86%	79%	29%	80%
"City News" (insert with utility bill)	55%	66%	76%	78%	67%	74%	63%	13%	67%
Newsletters or brochures from City departments	55%	63%	76%	72%	65%	68%	63%	32%	64%
City Line (automated message system 970-416-CITY)	14%	12%	22%	16%	16%	19%	12%	13%	16%
"Recreator" (guide to recreation programs)	55%	77%	81%	81%	70%	81%	58%	27%	70%
Word of mouth	84%	92%	91%	90%	88%	90%	88%	78%	89%
Newspaper (print or online)	79%	82%	76%	81%	79%	78%	84%	71%	80%
Radio	67%	80%	66%	71%	69%	66%	74%	74%	69%
Television news	67%	62%	70%	75%	69%	65%	76%	58%	69%
Social media (Facebook, Twitter, etc.)	72%	50%	46%	39%	56%	51%	62%	68%	56%
Fort Collins Idea Lab (idealab.fcgov.com)	11%	8%	9%	8%	9%	9%	10%	13%	10%

Percent at least sometimes.

Table 95: Question 20 by Student Status, Gender and Age

<i>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.</i>	<i>Full-time or part-time student</i>			<i>Respondent gender</i>			<i>Respondent age</i>			
	<i>Yes</i>	<i>No</i>	<i>Overall</i>	<i>Male</i>	<i>Female</i>	<i>Overall</i>	<i>18-34 years</i>	<i>35-54 years</i>	<i>55 years or older</i>	<i>Overall</i>
Fort Collins local cable channel 14	27%	30%	30%	26%	33%	30%	26%	26%	42%	30%
Online video of cable channel 14 on www.fcgov.com	20%	16%	17%	18%	16%	17%	15%	14%	23%	17%
City's website (www.fcgov.com)	73%	82%	80%	82%	79%	80%	81%	91%	65%	80%
"City News" (insert with utility bill)	51%	71%	67%	67%	67%	67%	56%	74%	81%	67%
Newsletters or brochures from City departments	46%	69%	64%	63%	66%	65%	55%	67%	81%	64%
City Line (automated message system 970-416-CITY)	19%	15%	16%	17%	15%	16%	13%	18%	20%	16%
"Recreator" (guide to recreation programs)	43%	76%	70%	69%	70%	70%	58%	81%	83%	70%
Word of mouth	78%	91%	88%	90%	87%	88%	86%	90%	91%	88%
Newspaper (print or online)	77%	80%	80%	80%	79%	80%	80%	74%	87%	80%
Radio	68%	70%	70%	67%	72%	70%	71%	66%	69%	69%
Television news	62%	71%	69%	63%	75%	69%	66%	64%	82%	69%
Social media (Facebook, Twitter, etc.)	71%	51%	55%	56%	55%	56%	72%	51%	26%	55%
Fort Collins Idea Lab (idealab.fcgov.com)	13%	9%	10%	11%	8%	10%	13%	6%	6%	10%

Percent at least sometimes.

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

Table 96: Question 1 by Geography

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Overall, as a place to live	92	93	93	92	88	91
Overall safety of residents	78	86	85	84	82	84
Quality of shopping opportunities	70	70	73	75	69	72
Quality of dining opportunities	83	84	84	82	77	82
Quality of entertainment opportunities	74	75	72	71	72	73
Availability of job opportunities	57	54	60	56	52	55
Availability of affordable quality housing	41	50	57	56	53	53
Quality of arts and cultural opportunities	74	75	73	74	72	74
Quality of recreational opportunities	90	87	88	82	86	86
Availability of quality healthcare	76	82	78	73	74	76
Quality of public schools	72	85	83	80	75	80
Quality of public library services	79	83	84	81	80	81
As a place to raise children	86	89	90	85	83	87
As a place to retire	75	85	81	79	75	80
As a place to attend college	79	86	85	88	80	84
As a place to work	76	77	82	79	71	77
Community acceptance of all people	75	79	74	79	70	76
Overall quality of life in Fort Collins	87	87	87	86	82	86

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

Table 97: Question 2 by Geography

<i>Please rate the quality of the environment in Fort Collins on each of the items listed below.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Community's visual attractiveness	81	85	85	84	83	84
Air quality	77	84	83	84	84	83
Recycling programs	77	82	82	79	78	80
Conservation efforts	77	78	82	81	76	79
Overall quality of environment	80	85	83	83	82	83

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

Table 98: Question 3 by Geography

<i>Please rate the quality of your neighborhood on each of the items listed below</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Your neighborhood as a place to live	78	83	89	82	78	82
Your neighborhood as a place to raise children	74	81	85	65	73	75

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

Table 99: Question 6 by Geography

<i>Please tell us how safe you feel in each of the following areas.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Downtown Fort Collins during the day	87	94	93	94	94	93
Downtown Fort Collins at night	67	73	70	73	69	71
Your neighborhood during the day	90	94	96	94	94	94
Your neighborhood at night	76	84	88	81	80	82
Parks	72	81	82	81	78	79
Natural areas/open space	73	79	81	85	79	80
Recreation facilities	82	86	86	90	84	86
Trails	73	77	80	80	76	78
Fort Collins overall during the day	85	90	90	92	89	90
Fort Collins overall at night	67	75	77	76	73	74

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

Table 100: Question 7 by Geography

<i>Please rate quality of each of the following in Fort Collins.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73	79	79	78	74	77
Disaster response and restoration of services	77	80	78	78	76	78
Fire prevention/education	68	79	76	77	75	76
Fire response time	79	87	84	80	82	83
Fire services overall	82	85	82	80	81	82
Crime prevention	65	73	73	73	69	71
Police patrol	69	73	72	77	70	73
Traffic enforcement	62	64	65	72	70	67
Police visibility	67	73	72	75	72	72
Police response time	70	76	72	76	74	74
Police services overall	71	74	74	74	74	74
Code enforcement (weeds, abandoned buildings, etc.)	61	68	67	70	60	65
Noise enforcement	61	65	66	69	61	65
Animal control	55	71	69	71	66	68
Business property maintenance	63	75	72	76	72	73
Residential property maintenance	62	72	72	72	68	70
Natural Areas Ranger services	71	76	79	82	75	78

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

Table 101: Question 8 by Geography

<i>Please rate quality of each of the following in Fort Collins.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Drinking water	87	88	92	88	89	89
Electric services	82	82	85	87	83	84
Sewer services	78	81	86	83	84	83
Storm drainage	71	76	81	76	78	77
Utility billing	73	76	75	75	77	75
Utilities overall	76	78	82	78	79	79

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

Table 102: Question 9 by Geography

<i>Please rate the following areas of transportation in Fort Collins.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Ease of driving	57	63	64	61	60	61
Ease of traveling by public transportation	45	56	52	63	54	56
As a walkable city	68	72	66	77	67	71
Ease of traveling by bicycle	80	79	75	82	77	79
Availability of parking Downtown	49	55	50	48	45	49
Traffic congestion	41	46	45	48	43	45
Street maintenance	58	62	62	65	56	61

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

Table 103: Question 10 by Geography

<i>Please rate the City's performance in each of the following areas</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Welcoming citizen involvement	67	73	70	73	69	71
Listening to citizens	59	63	62	67	61	63
Managing and planning for growth	60	63	61	66	62	63
Efficient operation of programs and services	66	70	69	69	70	69
Encouraging sustainability in the community	70	73	73	74	70	72
Overall direction of the City	66	70	71	73	70	71

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

Table 104: Question 11 by Geography

<i>Please rate the City's performance in each of the following areas.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Support of businesses	68	70	69	74	68	70
Economic health strategies	64	65	69	70	63	67

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

Table 105: Question 12 by Geography

<i>Please rate the quality of each of the programs or facilities listed below.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Natural areas and open space	84	90	85	87	87	87
Recreational trails	84	89	89	86	88	88
Parks	86	88	87	86	87	87
Cemeteries	78	80	75	83	84	81
Golf courses	76	79	78	77	84	79
Athletic fields	81	79	79	80	83	81
Northside Aztlan Community Center	76	84	81	77	82	80
Fort Collins Senior Center	79	82	82	78	85	82
Edora Pool Ice Center (EPIC)	75	81	81	77	81	79
Mulberry Pool	70	71	74	75	75	74
The Farm at Lee Martinez Park	76	78	83	80	85	81
Gardens on Spring Creek (The Horticultural Center)	79	85	86	82	87	84
Pottery studio	78	82	81	79	80	80
Art in Public Places program	82	79	78	81	81	80
Lincoln Center programs	74	80	81	79	81	80
Fort Collins Museum of Discovery	80	84	86	82	82	83
Adult recreation programs	69	78	77	79	82	78
Senior recreation programs	74	83	80	79	82	80
Youth/teen recreation programs	77	79	80	75	80	78

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

Table 106: Question 13 by Geography

	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	76	82	79	79	77	79

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

Table 107: Question 14a by Geography

<i>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Courtesy	90	83	85	83	85	85
Promptness	78	80	82	79	76	79
Knowledge	82	77	80	79	80	79
Making you feel valued	76	73	76	76	71	74
Overall impression	79	81	81	79	76	79

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.

Table 108: Question 14b by Geography

<i>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.</i>	<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Courtesy	65	80	81	77	78	77
Promptness in responding to inquiries and service requests	66	73	76	74	75	74
Making citizens or customers feel valued	65	73	76	73	74	73

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.

Table 109: Question 15 by Geography

<i>Please select the option that best describes how you think the City should address each of the following aspects of the community.</i>		<i>Northeast</i>	<i>East Central</i>	<i>South of Harmony</i>	<i>Northwest/CSU</i>	<i>West Central</i>	<i>Overall</i>
Economy: Includes economic planning and development activities	More effort	43%	40%	31%	32%	38%	36%
	Same effort	56%	53%	66%	65%	60%	61%
	Less effort	1%	7%	3%	3%	2%	4%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	39%	36%	24%	30%	32%	32%
	Same effort	54%	63%	70%	68%	64%	65%
	Less effort	7%	1%	5%	2%	3%	3%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation and an adequate supply of quality housing for all socio-economic groups	More effort	47%	37%	19%	31%	39%	33%
	Same effort	52%	60%	75%	66%	58%	63%
	Less effort	1%	3%	6%	3%	3%	4%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	16%	19%	13%	20%	15%	17%
	Same effort	84%	75%	86%	78%	83%	81%
	Less effort	0%	6%	1%	2%	2%	3%
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	More effort	12%	12%	26%	23%	18%	19%
	Same effort	79%	80%	72%	74%	80%	77%
	Less effort	9%	8%	2%	3%	2%	4%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transport operations, and transportation demand management	More effort	67%	49%	52%	55%	53%	54%
	Same effort	32%	49%	44%	43%	42%	43%
	Less effort	1%	3%	3%	2%	5%	3%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	16%	12%	18%	23%	23%	19%
	Same effort	79%	82%	80%	70%	74%	76%
	Less effort	6%	6%	1%	7%	4%	5%

Table 110: Question 19 by Geography

<i>Please rate the City's performance in the following area.</i>	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Informing citizens	71	71	73	71	68	71

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

Table 111: Question 20 by Geography

<i>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.</i>	Northeast	East Central	South of Harmony	Northwest/CSU	West Central	Overall
Fort Collins local cable channel 14	24%	34%	26%	31%	31%	30%
Online video of cable channel 14 on www.fcgov.com	13%	17%	18%	20%	13%	17%
City's website (www.fcgov.com)	84%	80%	84%	72%	84%	80%
"City News" (insert with utility bill)	66%	68%	86%	45%	74%	67%
Newsletters or brochures from City departments	54%	71%	72%	53%	70%	64%
City Line (automated message system 970-416-CITY)	10%	18%	12%	15%	22%	16%
"Recreator" (guide to recreation programs)	81%	77%	80%	44%	77%	70%
Word of mouth	91%	90%	87%	84%	91%	88%
Newspaper (print or online)	77%	84%	78%	79%	79%	80%
Radio	70%	68%	69%	70%	69%	69%
Television news	62%	72%	75%	67%	66%	69%
Social media (Facebook, Twitter, etc.)	61%	54%	40%	62%	60%	55%
Fort Collins Idea Lab (idealab.fcgov.com)	8%	12%	7%	13%	7%	10%

Percent at least sometimes.

Appendix F. Benchmark Comparisons

Understanding the Benchmark Comparisons

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

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

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

Comparison Data

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

Communities in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all communities in the database or to a subset (i.e., Front Range communities), as in this report. Despite the differences in characteristics across communities, all are in the business of providing services to residents. Though individual community circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any community, like SAT scores in any teen household, bring pride and a sense of accomplishment.

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

¹ Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.

² Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341.

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

Putting Evaluations onto the 100-point Scale

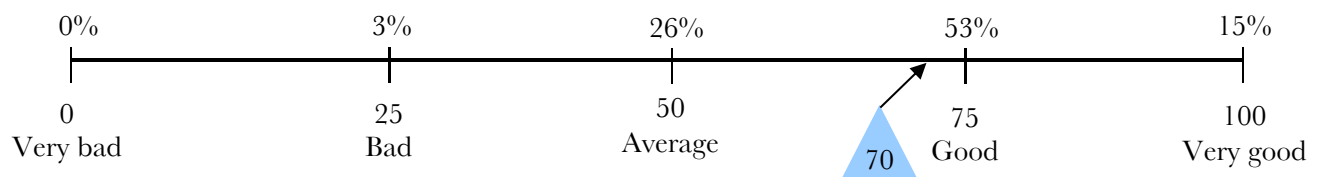
Although responses to many of the evaluative questions were made on a five-point scale with 1 representing the best rating and 5 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The margin of error around an average score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

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

Example of Converting Responses to the 100-point Scale

How do you rate Fort Collins as a place to live?						
Response option	Total with “don’t know”	Step 1: Remove “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply % by scale value	Step 4: Sum to calculate average rating
Very good	15%	$=15 \div (100-2) =$	15.3%	100	$=15.3\% \times 100 =$	15.3
Good	53%	$=53 \div (100-2) =$	54.1%	75	$=54.1\% \times 75 =$	40.6
Average	26%	$=26 \div (100-2) =$	26.5%	50	$=26.5\% \times 50 =$	13.3
Bad	3%	$=3 \div (100-2) =$	3.1%	25	$=3.1\% \times 25 =$	0.8
Very bad	0%	$=0 \div (100-2) =$	0%	0	$=0\% \times 0 =$	0
Don’t know	2%		--			
Total	100%		100%			70

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



Interpreting the Results

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five communities in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is Fort Collins rating on the 100-point scale. The second column is the rank assigned to Fort Collins rating among communities where a similar question was

asked. The third column is the number of communities that asked a similar question. The fourth column shows the comparison of Fort Collins average rating (column one) to the benchmark.

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

National Benchmark Comparisons

Table 112: Quality of Life and Community Benchmarks

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Overall, as a place to live	91	11	333	Much above
Availability of affordable quality housing	53	87	268	Above
Quality of public schools	80	36	222	Much above
As a place to raise children	87	27	330	Much above
As a place to retire	80	17	313	Much above
Community acceptance of all people	76	7	249	Much above
Overall quality of life in Fort Collins	86	19	404	Much above

Table 113: City Neighborhood Benchmark

<i>Please rate the quality of your neighborhood on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Your neighborhood as a place to live	82	38	265	Much above

Table 114: Overall Safety Benchmark

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Overall safety of residents	84	18	112	Much above

Table 115: Personal Safety Benchmarks

<i>Please tell us how safe you feel in each of the following areas in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Downtown Fort Collins during the day	93	48	258	Much above
Downtown Fort Collins at night	71	96	262	Much above
Your neighborhood during the day	94	51	301	Much above
Your neighborhood at night	82	51	290	Much above
Parks	79	4	35	Much above

Table 116: Safety Services Benchmarks

<i>Please rate the quality of each of the following in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77	3	244	Much above
Fire prevention/education	76	55	250	Much above
Fire response time	83	9	49	Above
Fire services overall	82	108	317	Similar
Crime prevention	71	64	306	Much above
Police patrol	73	2	10	Much above
Traffic enforcement	67	42	328	Much above
Police visibility	72	8	50	Much above
Police response time	74	21	82	Much above
Police services overall	74	124	375	Above
Code enforcement (weeds, abandoned buildings, etc.)	65	15	317	Much above
Animal control	68	23	287	Much above
Business property maintenance	73	39	51	Below
Residential property maintenance	70	1	8	Much above

Table 117: Safety-related Utilities Benchmarks

<i>Please rate the quality of each of the following in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Electric services	84	2	28	Much above
Storm drainage	77	1	318	Much above

Table 118: Quality of the Environment Benchmarks

<i>Please rate the quality of the environment in Fort Collins on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Community's visual attractiveness	84	9	304	Much above
Air quality	83	6	215	Much above
Recycling programs	80	38	319	Much above
Overall quality of environment	83	11	233	Much above

Table 119: Environment-related Utilities Benchmarks

<i>Please rate the quality of each of the following in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Drinking water	89	1	28	Much above
Sewer services	83	3	269	Much above

Table 120: Transportation Benchmarks

<i>Please rate the following areas of transportation in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Ease of driving	61	107	260	Above
Ease of traveling by public transportation	56	45	193	Much above
As a walkable city	71	54	252	Much above
Ease of traveling by bicycle	79	4	259	Much above
Availability of parking Downtown	49	3	6	Above
Traffic congestion	45	195	292	Below
Street maintenance	61	61	385	Much above

Table 121: Community Aspects of Culture and Recreation Benchmarks

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Quality of arts and cultural opportunities	74	11	266	Much above
Quality of recreational opportunities	86	5	265	Much above
Quality of public library services	81	53	303	Much above

Table 122: Parks, Recreational and Cultural Programs and Facilities Benchmarks

<i>Please rate the quality of each of the programs or facilities listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Natural areas and open space	87	1	33	Much above
Recreational trails	88	1	39	Much above
Parks	87	10	284	Much above
Cemeteries	81	1	11	Much above
Golf courses	79	3	22	Much above
Athletic fields	81	1	43	Much above
Fort Collins Senior Center	82	3	9	Much above
Edora Pool Ice Center (EPIC)	79	1	5	Much above
Mulberry Pool	74	5	35	Much above
Fort Collins Museum of Discovery	83	1	6	Much above
Adult recreation programs	78	15	289	Much above
Youth/teen recreation programs	78	1	31	Much above

Table 123: Community Aspects of Economic Health Benchmarks

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Quality of shopping opportunities	72	26	253	Much above
Quality of dining opportunities	82	Not available	Not available	Not available
Availability of job opportunities	55	26	270	Much above
Availability of quality healthcare	76	3	218	Much above
As a place to work	77	12	300	Much above

Table 124: Supporting Businesses Benchmarks

<i>Please rate the City's performance in each of the following areas.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Support of businesses	70	1	6	Much above

Table 125: Overall Quality of Services Benchmark

<i>Overall, how would you rate the quality of the services provided by the City of Fort Collins?</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	79	16	376	Much above

Table 126: Utility Billing and Utilities Overall Benchmarks

<i>Please rate the quality of each of the following in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Utility billing	75	3	30	Much above
Utilities overall	79	3	126	Much above

Table 127: City Government Benchmarks

<i>Please rate the City's performance in each of the following areas.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Welcoming citizen involvement	71	2	270	Much above
Listening to citizens	63	2	87	Much above
Managing and planning for growth	63	3	45	Much above
Overall direction of the City	71	12	290	Much above

Table 128: Contact with City Employees Benchmark

<i>Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	54	72	256	Above

Table 129: Perceptions of City Employees Benchmarks

<i>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Courtesy	85	5	64	Much above
Promptness	78	3	25	Much above
Knowledge	79	64	279	Above
Making you feel valued	72	2	5	Above
Overall impression	79	43	322	Much above

Table 130: Informing Citizens Benchmarks

<i>Please rate the City's performance in the following area.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to national benchmark</i>
Informing citizens	71	3	41	Much above

Communities Included in National Comparisons

Listed below are the communities included in the national benchmark comparisons provided for the City of Fort Collins followed by its 2010 population according to the U.S. Census.

Abilene, KS	6,844	Burleson, TX.....	36,690
Adams County, CO	441,603	Cabarrus County, NC.....	178,011
Airway Heights, WA	6,114	Cambridge, MA	105,162
Albany, GA.....	77,434	Cape Coral, FL	154,305
Albany, OR.....	50,158	Cape Girardeau, MO	37,941
Albemarle County, VA	98,970	Carlisle borough, PA.....	18,682
Albert Lea, MN.....	18,016	Carlsbad, CA.....	105,328
Altoona, IA.....	14,541	Cartersville, GA	19,731
Ames, IA.....	58,965	Carver County, MN.....	91,042
Andover CDP, MA	8,762	Cary, NC.....	135,234
Ankeny, IA	45,582	Casa Grande, AZ.....	48,571
Ann Arbor, MI	113,934	Casper, WY.....	55,316
Annapolis, MD	38,394	Castle Pines North, CO	10,360
Apple Valley, CA	69,135	Castle Rock, CO	48,231
Arapahoe County, CO.....	572,003	Cedar Falls, IA	39,260
Arlington, TX.....	365,438	Cedar Rapids, IA	126,326
Arlington County, VA.....	207,627	Centennial, CO.....	100,377
Arvada, CO.....	106,433	Centralia, IL.....	13,032
Asheville, NC.....	83,393	Chambersburg, PA	20,268
Ashland, OR.....	20,078	Chandler, AZ	236,123
Ashland, VA	7,225	Chanhassen, MN	22,952
Aspen, CO	6,658	Chapel Hill, NC	57,233
Auburn, AL	53,380	Charlotte, NC	731,424
Auburn, WA	70,180	Charlotte County, FL	159,978
Aurora, CO	325,078	Charlottesville, VA.....	43,475
Austin, TX.....	790,390	Chesapeake, VA.....	222,209
Bainbridge Island, WA.....	23,025	Chesterfield County, VA	316,236
Baltimore, MD	620,961	Chippewa Falls, WI.....	13,661
Baltimore County, MD.....	805,029	Citrus Heights, CA.....	83,301
Barnstable Town, MA.....	45,193	Clayton, MO.....	15,939
Battle Creek, MI.....	52,347	Clearwater, FL.....	107,685
Bay City, MI.....	34,932	Clive, IA	15,447
Baytown, TX.....	71,802	Clovis, CA	95,631
Bedford, MA.....	13,320	College Park, MD	30,413
Bellevue, WA.....	122,363	College Station, TX	93,857
Beltrami County, MN	44,442	Colleyville, TX	22,807
Benbrook, TX	21,234	Collinsville, IL	25,579
Benicia, CA	26,997	Columbia, MO.....	108,500
Bettendorf, IA.....	33,217	Columbus, WI.....	4,991
Billings, MT.....	104,170	Commerce City, CO.....	45,913
Blaine, MN	57,186	Concord, CA.....	122,067
Bloomfield Hills, MI.....	3,869	Concord, MA.....	17,668
Bloomington, IL.....	76,610	Conyers, GA	15,195
Bloomington, MN	82,893	Cookeville, TN.....	30,435
Blue Ash, OH.....	12,114	Coon Rapids, MN.....	61,476
Blue Springs, MO.....	52,575	Cooper City, FL.....	28,547
Boise City, ID.....	205,671	Coronado, CA.....	18,912
Boonville, MO.....	8,319	Corpus Christi, TX.....	305,215
Botetourt County, VA.....	33,148	Corvallis, OR	54,462
Boulder, CO	97,385	Coventry Lake CDP, CT.....	2,990
Boulder County, CO.....	294,567	Cranberry township, PA	28,098
Bowling Green, KY.....	58,067	Crested Butte, CO	1,487
Branson, MO.....	10,520	Cross Roads, TX.....	1,563
Brea, CA	39,282	Crystal Lake, IL	40,743
Brevard County, FL	543,376	Cupertino, CA.....	58,302
Bristol, TN.....	26,702	Dade City, FL	6,437
Broken Arrow, OK	98,850	Dakota County, MN	398,552
Brookfield, WI	37,920	Dallas, OR	14,583
Brookline, NH.....	4,991	Dallas, TX.....	1,197,816
Broomfield, CO.....	55,889	Dania Beach, FL	29,639
Brownsburg, IN.....	21,285	Davenport, IA	99,685
Bryan, TX	76,201	Davidson, NC	10,944

De Pere, WI.....	23,800	Grafton village, WI.....	11,459
Decatur, GA.....	19,335	Grand Island, NE.....	48,520
Delray Beach, FL.....	60,522	Greeley, CO.....	92,889
Denton, TX.....	113,383	Green Valley CDP, AZ.....	21,391
Denver, CO.....	600,158	Greenwood Village, CO.....	13,925
Derby, KS.....	22,158	Greer, SC.....	25,515
Des Moines, IA.....	203,433	Gulf Shores, AL.....	9,741
Destin, FL.....	12,305	Gunnison County, CO.....	15,324
Dewey-Humboldt, AZ.....	3,894	Hailey, ID.....	7,960
Dorchester County, MD.....	32,618	Haines Borough, AK.....	2,508
Dothan, AL.....	65,496	Hallandale Beach, FL.....	37,113
Douglas County, CO.....	285,465	Hamilton, OH.....	62,477
Dover, DE.....	36,047	Hampton, VA.....	137,436
Dover, NH.....	29,987	Hanover County, VA.....	99,863
Dublin, OH.....	41,751	Harrisonville, MO.....	10,019
Duluth, MN.....	86,265	Hartford, CT.....	124,775
Duncanville, TX.....	38,524	Hayward, CA.....	144,186
Durham, NC.....	228,330	Henderson, NV.....	257,729
East Grand Forks, MN.....	8,601	Hermiston, OR.....	16,745
East Lansing, MI.....	48,579	Herndon, VA.....	23,292
East Providence, RI.....	47,037	High Point, NC.....	104,371
Eau Claire, WI.....	65,883	Highland Park, IL.....	29,763
Eden Prairie, MN.....	60,797	Highlands Ranch CDP, CO.....	96,713
Edgerton, KS.....	1,671	Hillsborough, NC.....	6,087
Edina, MN.....	47,941	Holden, MA.....	17,346
Edmond, OK.....	81,405	Holland, MI.....	33,051
Edmonds, WA.....	39,709	Honolulu County, HI.....	953,207
El Cerrito, CA.....	23,549	Hooksett, NH.....	13,451
El Paso, TX.....	649,121	Hopkins, MN.....	17,591
Elk Grove, CA.....	153,015	Hopkinton, MA.....	14,925
Elk River, MN.....	22,974	Hoquiam, WA.....	8,726
Elko New Market, MN.....	4,110	Houston, TX.....	2,099,451
Elmhurst, IL.....	44,121	Howell, MI.....	9,489
Encinitas, CA.....	59,518	Hudson, OH.....	22,262
Englewood, CO.....	30,255	Hudson, CO.....	2,356
Eric, CO.....	18,135	Hudsonville, MI.....	7,116
Escambia County, FL.....	297,619	Huntersville, NC.....	46,773
Escanaba, MI.....	12,616	Hurst, TX.....	37,337
Estes Park, CO.....	5,858	Hutchinson, MN.....	14,178
Farmington Hills, MI.....	79,740	Hutto, TX.....	14,698
Fayetteville, NC.....	200,564	Hyattsville, MD.....	17,557
Federal Way, WA.....	89,306	Indian Trail, NC.....	33,518
Fishers, IN.....	76,794	Indianola, IA.....	14,782
Flagstaff, AZ.....	65,870	Iowa City, IA.....	67,862
Flower Mound, TX.....	64,669	Jackson County, MI.....	160,248
Flushing, MI.....	8,389	Jefferson City, MO.....	43,079
Forest Grove, OR.....	21,083	Jefferson County, CO.....	534,543
Fort Smith, AR.....	86,209	Jerome, ID.....	10,890
Fort Worth, TX.....	741,206	Johnson City, TN.....	63,152
Fountain Hills, AZ.....	22,489	Johnson County, KS.....	544,179
Franklin, TN.....	62,487	Jupiter, FL.....	55,156
Fredericksburg, VA.....	24,286	Kalamazoo, MI.....	74,262
Freeport CDP, ME.....	1,485	Kansas City, MO.....	459,787
Freeport, IL.....	25,638	Kenmore, WA.....	20,460
Fremont, CA.....	214,089	Kennett Square borough, PA.....	6,072
Friendswood, TX.....	35,805	Kirkland, WA.....	48,787
Fruita, CO.....	12,646	Kutztown borough, PA.....	5,012
Gainesville, FL.....	124,354	La Mesa, CA.....	57,065
Gaithersburg, MD.....	59,933	La Plata, MD.....	8,753
Galveston, TX.....	47,743	La Porte, TX.....	33,800
Garden City, KS.....	26,658	La Vista, NE.....	15,758
Gardner, KS.....	19,123	Lafayette, CO.....	24,453
Geneva, NY.....	13,261	Laguna Beach, CA.....	22,723
Georgetown, TX.....	47,400	Laguna Hills, CA.....	30,344
Georgetown, CO.....	1,034	Lake Oswego, OR.....	36,619
Gig Harbor, WA.....	7,126	Lake Zurich village, IL.....	19,631
Gilbert, AZ.....	208,453	Lakeville, MN.....	55,954
Gillette, WY.....	29,087	Lakewood, CO.....	142,980
Globe, AZ.....	7,532	Lane County, OR.....	351,715
Goodyear, AZ.....	65,275	Larimer County, CO.....	299,630

Las Cruces, NM	97,618	Noblesville, IN.....	51,969
Las Vegas, NV.....	583,756	Nogales, AZ.....	20,837
Lawrence, KS.....	87,643	Norfolk, VA.....	242,803
League City, TX	83,560	Norman, OK.....	110,925
Lebanon, NH	13,151	North Las Vegas, NV	216,961
Lee County, FL.....	618,754	North Palm Beach village, FL.....	12,015
Lee's Summit, MO	91,364	Northglenn, CO.....	35,789
Lewiston, ME	36,592	Novato, CA	51,904
Lexington, VA.....	7,042	Novi, MI	55,224
Lincoln, NE.....	258,379	O'Fallon, IL.....	28,281
Littleton, CO	41,737	Oak Park village, IL	51,878
Livermore, CA	80,968	Oakland charter township, MI	16,779
Lone Tree, CO.....	10,218	Oakland Park, FL.....	41,363
Longmont, CO.....	86,270	Ocala, FL	56,315
Los Alamos County, NM.....	17,950	Ogdensburg, NY.....	11,128
Louisville, CO	18,376	Oklahoma City, OK	579,999
Lower Providence township, PA.....	25,436	Olathe, KS	125,872
Lynchburg, VA.....	75,568	Olmsted County, MN.....	144,248
Lynnwood, WA.....	35,836	Orland Park village, IL	56,767
Lyons village, IL.....	10,729	Oshkosh, WI	66,083
Madison, WI.....	233,209	Otsego County, MI.....	24,164
Mankato, MN.....	39,309	Oviedo, FL	33,342
Maple Grove, MN.....	61,567	Paducah, KY.....	25,024
Maple Valley, WA.....	22,684	Palm Beach County, FL.....	1,320,134
Maricopa County, AZ.....	3,817,117	Palm Coast, FL	75,180
Marin County, CA.....	252,409	Palm Springs, CA.....	44,552
Marion County, IA	33,309	Palo Alto, CA.....	64,403
Maryland Heights, MO	27,472	Panama City, FL.....	36,484
Mayer, MN.....	1,749	Papillion, NE.....	18,894
McAllen, TX	129,877	Park City, UT	7,558
McDonough, GA	22,084	Park Ridge, IL.....	37,480
McKinney, TX.....	131,117	Parker, CO.....	45,297
McMinnville, OR.....	32,187	Pasadena, CA.....	137,122
Mecklenburg County, NC	919,628	Pasco, WA	59,781
Medford, OR.....	74,907	Pasco County, FL.....	464,697
Menlo Park, CA	32,026	Peachtree City, GA.....	34,364
Meridian charter township, MI	39,688	Pearland, TX	91,252
Meridian, ID	75,092	Peoria, AZ	154,065
Merriam, KS	11,003	Peoria County, IL	186,494
Merrill, WI	9,661	Peters township, PA	21,213
Mesa, AZ	439,041	Petoskey, MI.....	5,670
Mesa County, CO	146,723	Pflugerville, TX.....	46,936
Miami Beach, FL.....	87,779	Phoenix, AZ	1,445,632
Midland, MI	41,863	Pinal County, AZ.....	375,770
Milford, DE	9,559	Pinchurst village, NC	13,124
Minneapolis, MN	382,578	Piqua, OH	20,522
Mission Viejo, CA	93,305	Plano, TX.....	259,841
Missoula, MT	66,788	Platte City, MO.....	4,691
Modesto, CA	201,165	Plymouth, MN	70,576
Monterey, CA.....	27,810	Pocatello, ID.....	54,255
Montgomery County, MD.....	971,777	Polk County, FL.....	602,095
Montgomery County, VA.....	94,392	Port Huron, MI.....	30,184
Montpelier, VT	7,855	Port Orange, FL.....	56,048
Montrose, CO	19,132	Port St. Lucie, FL.....	164,603
Mooresville, NC	32,711	Portland, OR.....	583,776
Morristown, TN	29,137	Post Falls, ID	27,574
Morrisville, NC.....	18,576	Prince William County, VA.....	402,002
Moscow, ID.....	23,800	Provo, UT	112,488
Mountlake Terrace, WA.....	19,909	Pueblo, CO	106,595
Munster, IN.....	23,603	Purcellville, VA	7,727
Muscatine, IA.....	22,886	Queen Creek, AZ.....	26,361
Naperville, IL	141,853	Radford, VA.....	16,408
Needham CDP, MA	28,886	Radnor township, PA.....	31,531
New Braunfels, TX	57,740	Rapid City, SD.....	67,956
New Brighton, MN	21,456	Raymore, MO.....	19,206
New Orleans, LA	343,829	Redmond, WA	54,144
New York, NY.....	8,175,133	Rehoboth Beach, DE.....	1,327
Newport Beach, CA	85,186	Reno, NV.....	225,221
Newport, RI	24,672	Renton, WA	90,927
Newport News, VA	180,719	Reston CDP, VA.....	58,404

Richmond, CA	103,701	St. Louis County, MN	200,226
Richmond Heights, MO	8,603	St. Louis Park, MN	45,250
Rifle, CO	9,172	Stallings, NC	13,831
Rio Rancho, NM	87,521	State College borough, PA	42,034
River Falls, WI	15,000	Sterling Heights, MI	129,699
Riverdale, UT	8,426	Sugar Grove village, IL	8,997
Riverside, CA	303,871	Sugar Land, TX	78,817
Riverside, MO	2,937	Summit, NJ	21,457
Riverside village, IL	8,875	Sunnyvale, CA	140,081
Rochester, MI	12,711	Surprise, AZ	117,517
Rochester Hills, MI	70,995	Suwanee, GA	15,355
Rock Hill, SC	66,154	Tacoma, WA	198,397
Rockford, IL	152,871	Takoma Park, MD	16,715
Rockville, MD	61,209	Temecula, CA	100,097
Roland Park, KS	6,731	Tempe, AZ	161,719
Rolla, MO	19,559	Temple, TX	66,102
Roswell, GA	88,346	The Woodlands CDP, TX	93,847
Round Rock, TX	99,887	Thornton, CO	118,772
Rowlett, TX	56,199	Thousand Oaks, CA	126,683
Royal Oak, MI	57,236	Tomball, TX	10,753
Saco, ME	18,482	Tualatin, OR	26,054
Sahuarita, AZ	25,259	Tulsa, OK	391,906
Salida, CO	5,236	Twin Falls, ID	44,125
Salt Lake City, UT	186,440	Tyler, TX	96,900
Sammamish, WA	45,780	Umatilla, OR	6,906
San Antonio, TX	1,327,407	Upper Arlington, OH	33,771
San Carlos, CA	28,406	Urbandale, IA	39,463
San Diego, CA	1,307,402	Vail, CO	5,305
San Francisco, CA	805,235	Vancouver, WA	161,791
San Jose, CA	945,942	Ventura CCD, CA	111,889
San Juan County, NM	130,044	Vestavia Hills, AL	34,033
San Marcos, TX	44,894	Virginia Beach, VA	437,994
San Rafael, CA	57,713	Visalia, CA	124,442
Sandy, UT	87,461	Wahpeton, ND	7,766
Sandy Springs, GA	93,853	Wake Forest, NC	30,117
Sanford, FL	53,570	Walnut Creek, CA	64,173
Sangamon County, IL	197,465	Washington County, MN	238,136
Santa Clarita, CA	176,320	Washoe County, NV	421,407
Santa Fe County, NM	144,170	Watauga, TX	23,497
Santa Monica, CA	89,736	Wauwatosa, WI	46,396
Sarasota, FL	51,917	Waverly, IA	9,874
Sarasota County, FL	379,448	Weddington, NC	9,459
Savage, MN	26,911	Wentzville, MO	29,070
Savannah, GA	136,286	West Carrollton, OH	13,143
Scarborough CDP, ME	4,403	West Chester borough, PA	18,461
Scott County, MN	129,928	West Des Moines, IA	56,609
Scottsdale, AZ	217,385	West Richland, WA	11,811
Seaside, CA	33,025	Westerville, OH	36,120
SeaTac, WA	26,909	Westlake, TX	992
Sevierville, TN	14,807	Westminster, CO	106,114
Shawnee, KS	62,209	Wheat Ridge, CO	30,166
Sheboygan, WI	49,288	White House, TN	10,255
Sherman village, IL	4,148	Whitewater township, MI	2,597
Shorewood, MN	7,307	Wichita, KS	382,368
Sioux Falls, SD	153,888	Williamsburg, VA	14,068
Skokie village, IL	64,784	Wilmington, IL	5,724
Smyrna, GA	51,271	Wilmington, NC	106,476
Snellville, GA	18,242	Wilsonville, OR	19,509
South Lake Tahoe, CA	21,403	Winchester, VA	26,203
South Portland, ME	25,002	Wind Point village, WI	1,723
Southborough, MA	9,767	Windsor, CO	18,644
Southlake, TX	26,575	Windsor, CT	29,044
Sparks, NV	90,264	Winston-Salem, NC	229,617
Spokane Valley, WA	89,755	Winter Garden, FL	34,568
Springboro, OH	17,409	Woodland, CA	55,468
Springfield, OR	59,403	Woodland, WA	5,509
Springville, UT	29,466	Wrentham, MA	10,955
St. Charles, IL	32,974	Yakima, WA	91,067
St. Cloud, MN	65,842	York County, VA	65,464
St. Joseph, MO	76,780	Yuma, AZ	93,064

Front Range Benchmark Comparisons

Table 131: Quality of Life and Community Benchmarks

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Overall, as a place to live	91	3	28	Much above
Availability of affordable quality housing	53	5	21	Above
Quality of public schools	80	2	15	Much above
As a place to raise children	87	3	28	Much above
As a place to retire	80	2	29	Much above
Community acceptance of all people	76	1	20	Much above
Overall quality of life in Fort Collins	86	3	33	Much above

Table 132: City Neighborhood Benchmark

<i>Please rate the quality of your neighborhood on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Your neighborhood as a place to live	82	4	27	Much above

Table 133: Overall Safety Benchmark

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Overall safety of residents	84	1	7	Much above

Table 134: Personal Safety Benchmarks

<i>Please tell us how safe you feel in each of the following areas in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Downtown Fort Collins during the day	93	6	17	Much above
Downtown Fort Collins at night	71	7	17	Above
Your neighborhood during the day	94	10	20	Above
Your neighborhood at night	82	8	20	Much above
Parks	79	Not available	Not available	Not available

Table 135: Safety Services Benchmarks

<i>Please rate the quality of each of the following in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77	1	15	Much above
Fire prevention/education	76	2	15	Much above
Fire response time	83	Not available	Not available	Not available
Fire services overall	82	3	16	Above
Crime prevention	71	5	21	Much above
Police patrol	73	Not available	Not available	Not available
Traffic enforcement	67	4	27	Much above
Police visibility	72	Not available	Not available	Not available
Police response time	74	1	5	Much above
Police services overall	74	8	27	Above
Code enforcement (weeds, abandoned buildings, etc.)	65	1	27	Much above
Animal control	68	1	23	Much above
Business property maintenance	73	Not available	Not available	Not available
Residential property maintenance	70	Not available	Not available	Not available

Table 136: Safety-related Utilities Benchmarks

<i>Please rate the quality of each of the following in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Electric services	84	Not available	Not available	Not available
Storm drainage	77	1	21	Much above

Table 137: Quality of the Environment Benchmarks

<i>Please rate the quality of the environment in Fort Collins on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Community's visual attractiveness	84	2	23	Much above
Air quality	83	2	19	Much above
Recycling programs	80	3	16	Much above
Overall quality of environment	83	2	19	Much above

Table 138: Environment-related Utilities Benchmarks

<i>Please rate the quality of each of the following in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Drinking water	89	1	6	Much above
Sewer services	83	1	18	Much above

Table 139: Transportation Benchmarks

<i>Please rate the following areas of transportation in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Ease of driving	61	11	25	Similar
Ease of traveling by public transportation	56	6	21	Much above
As a walkable city	71	8	23	Much above
Ease of traveling by bicycle	79	2	24	Much above
Availability of parking Downtown	49	Not available	Not available	Not available
Traffic congestion	45	17	20	Much below
Street maintenance	61	4	29	Much above

Table 140: Community Aspects of Culture and Recreation Benchmarks

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Quality of arts and cultural opportunities	74	3	21	Much above
Quality of recreational opportunities	86	1	25	Much above
Quality of public library services	81	3	18	Above

Table 141: Parks, Recreational and Cultural Programs and Facilities Benchmarks

<i>Please rate the quality of each of the programs or facilities listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Natural areas and open space	87	1	7	Much above
Recreational trails	88	1	5	Much above
Parks	87	1	20	Much above
Cemeteries	81	Not available	Not available	Not available
Golf courses	79	Not available	Not available	Not available
Athletic fields	81	Not available	Not available	Not available
Fort Collins Senior Center	82	Not available	Not available	Not available
Edora Pool Ice Center (EPIC)	79	Not available	Not available	Not available
Mulberry Pool	74	Not available	Not available	Not available
Fort Collins Museum of Discovery	83	Not available	Not available	Not available
Adult recreation programs	78	1	23	Much above
Youth/teen recreation programs	78	Not available	Not available	Not available

Table 142: Community Aspects of Economic Health Benchmarks

<i>Please rate Fort Collins as a community on each of the items listed below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Quality of shopping opportunities	72	2	23	Much above
Quality of dining opportunities	82	Not available	Not available	Not available
Availability of job opportunities	55	1	27	Much above
Availability of quality healthcare	76	1	17	Much above
As a place to work	77	1	29	Much above

Table 143: Supporting Businesses Benchmarks

<i>Please rate the City's performance in each of the following areas.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Support of businesses	70	Not available	Not available	Not available

Table 144: Overall Quality of Services Benchmark

<i>Overall, how would you rate the quality of the services provided by the City of Fort Collins?</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	79	3	28	Much above

Table 145: Utility Billing and Utilities Overall Benchmarks

<i>Please rate the quality of each of the following in Fort Collins.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Utility billing	75	Not available	Not available	Not available
Utilities overall	79	2	6	Above

Table 146: City Government Benchmarks

<i>Please rate the City's performance in each of the following areas.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Welcoming citizen involvement	71	1	23	Much above
Listening to citizens	63	1	11	Much above
Managing and planning for growth	63	Not available	Not available	Not available
Overall direction of the City	71	2	26	Much above

Table 147: Contact with City Employees Benchmark

<i>Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	54	5	20	Above

Table 148: Perceptions of City Employees Benchmarks

<i>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Courtesy	85	3	9	Above
Promptness	78	Not available	Not available	Not available
Knowledge	79	5	28	Much above
Making you feel valued	72	Not available	Not available	Not available
Overall impression	79	5	29	Much above

Table 149: Informing Citizens Benchmarks

<i>Please rate the City's performance in the following area.</i>	<i>Fort Collins average rating</i>	<i>Rank</i>	<i>Number of jurisdictions for comparison</i>	<i>Comparison to Front Range benchmark</i>
Informing citizens	71	2	7	Much above

Communities Included in Front Range Comparisons

Listed below are the communities included in the Front Range benchmark comparisons provided for the City of Fort Collins followed by its 2010 population according to the U.S. Census.

Adams County, CO	441,603
Arapahoe County, CO.....	572,003
Arvada, CO.....	106,433
Aurora, CO	325,078
Boulder, CO	97,385
Boulder County, CO.....	294,567
Broomfield, CO.....	55,889
Castle Pines North, CO	10,360
Castle Rock, CO	48,231
Centennial, CO.....	100,377
Commerce City, CO.....	45,913
Denver, CO.....	600,158
Douglas County, CO	285,465
Englewood, CO.....	30,255
Erie, CO	18,135
Estes Park, CO	5,858
Greeley, CO	92,889
Highlands Ranch CDP, CO	96,713
Jefferson County, CO.....	534,543
Lafayette, CO.....	24,453
Lakewood, CO	142,980
Larimer County, CO	299,630
Littleton, CO.....	41,737
Lone Tree, CO.....	10,218
Longmont, CO.....	86,270
Louisville, CO	18,376
Northglenn, CO	35,789
Parker, CO	45,297
Pueblo, CO.....	106,595
Thornton, CO	118,772
Westminster, CO.....	106,114
Wheat Ridge, CO	30,166
Windsor, CO	18,644

Appendix G. Comparisons of Average Ratings by Year

This appendix contains the average ratings for all evaluative questions compared by year. Differences between 2013 and 2012 can be considered “statistically significant” and are shaded grey if they are four points or more on the 100-point scale.

Table 150: Quality of Life and Community Ratings Compared by Year

<i>Please rate Fort Collins as a community on each of the items listed below. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	91	90	88	88	79	81	80
Overall safety of residents	84	83	81	81	72	76	78
Quality of shopping opportunities	72	70	68	68	66	NA	NA
Quality of dining opportunities	82	83	80	81	80	NA	NA
Quality of entertainment opportunities	73	69	68	67	68	NA	NA
Availability of job opportunities	55	52	48	49	50	NA	NA
Availability of affordable quality housing	53	54	58	52	40	43	37
Quality of arts and cultural opportunities	74	70	68	69	67	NA	NA
Quality of recreational opportunities	86	84	83	81	81	NA	NA
Availability of quality healthcare	76	77	74	73	NA	NA	NA
Quality of public schools	80	80	77	76	76	NA	NA
Quality of public library services	81	81	79	77	75	76	78
As a place to raise children	87	86	84	83	81	84	81
As a place to retire	80	79	79	77	76	73	74
As a place to attend college	84	85	85	84	81	84	84
As a place to work	77	77	73	71	NA	66	73
Community acceptance of all people	76	72	69	70	64	67	64
Overall quality of life in Fort Collins	86	84	83	82	NA	NA	NA

Table 151: Quality of the Environment Compared by Year

<i>Please rate the quality of the environment in Fort Collins on each of the items listed below. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	84	81	80	82	78	75	70
Air quality	83	80	80	78	71	67	63
Recycling programs	80	79	77	76	71	68	69
Conservation efforts	79	78	78	75	NA	NA	NA
Overall quality of environment	83	81	81	80	76	NA	NA

Table 152: Quality of Neighborhoods Compared by Year

<i>Please rate the quality of your neighborhood on each of the items listed below. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006
Your neighborhood as a place to live	82	80	78	80	80
Your neighborhood as a place to raise children	75	75	72	73	78

Table 153: Ratings of Personal Safety Compared by Year

<i>Please tell us how safe you feel in each of the following areas in Fort Collins. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006
Downtown Fort Collins during the day	93	92	88	88	86
Downtown Fort Collins at night	71	69	70	69	67
Your neighborhood during the day	94	93	91	91	89
Your neighborhood at night	82	81	78	78	79
Parks	79	80	80	79	76
Natural areas/open space	80	79	80	78	NA
Recreation facilities	86	83	84	82	79
Trails	78	77	76	74	72
Fort Collins overall during the day	90	88	NA	NA	NA
Fort Collins overall at night	74	73	NA	NA	NA

Table 154: Community Safety Services Ratings Compared by Year

<i>Please rate the quality of each of the following in Fort Collins. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2003	2001
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77	75	NA	NA	NA	NA
Disaster response and restoration of services	78	NA	NA	NA	NA	NA
Fire prevention/education	76	75	NA	NA	NA	NA
Fire response time	83	81	NA	NA	NA	NA
Fire services overall	82	81	86	86	85	87
Crime prevention	71	70	74	72	NA	NA
Police patrol	73	72	72	72	NA	NA
Traffic enforcement	67	69	68	68	61	61
Police visibility	72	72	71	72	NA	NA
Police response time	74	72	70	71	74	76
Police services overall	74	72	70	71	NA	NA
Code enforcement (weeds, abandoned buildings, etc.)	65	66	63	63	NA	NA
Noise enforcement	65	66	NA	NA	NA	NA
Animal control	68	69	67	70	NA	NA
Business property maintenance	73	73	71	72	NA	NA
Residential property maintenance	70	69	67	68	NA	NA
Natural Areas Ranger services	78	78	NA	NA	NA	NA

Table 155: Utility Ratings Compared by Year

<i>Please rate the quality of each of the following in Fort Collins. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006
Drinking water	89	88	85	85	83

Table 156: Transportation Ratings Compared by Year

<i>Please rate the following areas of transportation in Fort Collins. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006	2003	2001
Ease of driving	61	65	61	57	50	NA	NA
Ease of traveling by public transportation	56	54	48	51	38	NA	NA
As a walkable city	71	71	67	68	60	NA	NA
Ease of traveling by bicycle	79	81	78	78	68	NA	NA
Availability of parking Downtown	49	51	51	52	NA	NA	NA
Traffic congestion	45	50	48	44	NA	32	27
Street maintenance	61	61	52	60	NA	59	59

Table 157: City Government Ratings Compared by Year

<i>Please rate the City's performance in each of the following areas. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006	2003	2001
Welcoming citizen involvement	71	70	64	66	48	NA	NA
Listening to citizens	63	63	58	57	55	NA	NA
Managing and planning for growth	63	62	59	53	43	44	40
Efficient operation of programs and services	69	66	63	63	53	NA	NA
Encouraging sustainability in the community	72	71	NA	NA	NA	NA	NA
Overall direction of the City	71	70	65	63	NA	NA	NA

Table 158: Ratings of Economic Health Compared by Year

<i>Please rate the City's performance in each of the following areas. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006
Support of businesses	70	69	63	63	NA
Economic health strategies	67	65	57	57	56

Table 159: Ratings of Parks, Recreational and Cultural Programs and Facilities Compared by Year

<i>Please rate the quality of each of the programs or facilities listed below. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006	2003	2001
Natural areas and open space	87	86	85	84	82	78	76
Recreational trails	88	87	86	86	83	82	81
Parks	87	86	84	85	82	83	83
Cemeteries	81	78	75	75	74	73	72
Golf courses	79	78	76	79	78	78	78
Athletic fields	81	80	78	79	76	78	77
Northside Aztlan Community Center	80	81	80	79	67	NA	NA
Fort Collins Senior Center	82	82	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	79	79	78	78	79	NA	NA
Mulberry Pool	74	75	74	71	72	NA	NA
The Farm at Lee Martinez Park	81	80	79	79	81	NA	NA
Gardens on Spring Creek (The Horticultural Center)	84	84	81	82	76	NA	NA
Pottery studio	80	77	76	74	74	NA	NA
Art in Public Places program	80	78	72	74	67	NA	NA
Lincoln Center programs	80	80	76	77	76	77	78
Fort Collins Museum of Discovery	83	78	71	70	72	70	72
Adult recreation programs	78	76	74	73	73	71	74
Senior recreation programs	80	78	77	78	78	75	78
Youth/teen recreation programs	78	77	74	72	67	69	63

Note: Prior to 2013, "Fort Collins Museum of Discovery" was "Fort Collins Museum and Discovery Science Center."

Table 160: Overall Quality of City Services Compared by Year

<i>Overall, how would you rate the quality of the services provided by the City of Fort Collins? (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	79	78	74	73

Table 161: Ratings of Employee Characteristics by Users Compared by Year

<i>Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006	2003	2001
Courtesy	85	84	82	81	83	81	84
Promptness	79	79	76	76	77	75	77
Knowledge	79	79	79	77	78	77	78
Making you feel valued	74	75	75	75	75	75	76
Overall impression	79	78	78	77	NA	NA	NA

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

Table 162: Ratings of Employee Characteristics by Non-users Compared by Year

<i>Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006	2003	2001
Courtesy	77	76	80	72	72	73	69
Promptness in responding to inquiries and service requests	74	74	67	68	66	69	65
Making citizens or customers feel valued	73	72	72	69	67	67	64

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

Table 163: City Information Ratings Compared by Year

<i>Please rate the City's performance in the following area. (Average rating on 100-point scale (0=very bad, 100=very good).)</i>	2013	2012	2010	2008	2006	2001	2003
Informing citizens	71	70	66	67	62	62	63

Appendix H. Survey Methodology

Survey Instrument Development

The Fort Collins Citizen Survey was administered by mail in October of 2013. This was the seventh iteration of the survey. The previous six surveys were collected by mail biennially starting in 2001 through 2012. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the, their use of City amenities, their opinion on policy-related issues facing the City and their assessment of City service delivery. The 2013 citizen survey instrument for Fort Collins was developed by starting with the version from the previous implementation in 2012. Topics were generated for new questions and then were modified to find those that were the best fit for the 2013 questionnaire. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created.

Sample Selection

For the 2013 survey, 1,800 residents were randomly selected across six geographic areas within the city to receive survey mailings. Additionally, 200 Colorado State University (CSU) students were randomly selected from those that reside in dormitories, for a total 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 list of households. 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 October of 2013. 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 3% of the mailings were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,945 households and dormitory students that received the survey, 535 respondents completed the survey, 24 of which were returned by students living in dormitories, providing an overall response rate of 28%. The response rate for the 1,745 (535 out of 1,800) Fort Collins residents who received a survey was 29% and the response rate for the 200 (24 out of 200) CSU dormitory students who received a survey was 12%.

Survey Analysis

Weighting the Data

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and the 2011 American Community Survey (ACS) Census estimates for adults in the city. Survey results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the survey respondents also were 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

Several different weighting “schemes” are tested to ensure the best fit for the data.

The weighting process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of multi-family housing dwellers.

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

Table 164: 2013 Fort Collins Citizen Survey Weighting Table

<i>Characteristic</i>	<i>2010 Census</i>	<i>Unweighted Data</i>	<i>Weighted Data</i>
<i>Housing</i>			
Detached unit*	58%	61%	57%
Attached unit*	37%	35%	38%
Dorms	5%	5%	5%
Own home	52%	67%	52%
Rent home	43%	28%	43%
Dorms	5%	5%	5%
<i>Sex and Age</i>			
18-34 years of age	48%	27%	48%
35-54 years of age	30%	27%	30%
55+ years of age	23%	45%	23%
Male	50%	41%	49%
Female	50%	59%	51%
Males 18-34	25%	9%	25%
Males 35-54	15%	13%	15%
Males 55+	10%	19%	10%
Females 18-34	23%	18%	23%
Females 35-54	15%	15%	15%
Females 55+	12%	26%	13%

* Source: American Community Survey 2011 5-year estimates

Analyzing the Data

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions and the “percent positive” are presented in the body of the report and full results and results by subgroups are reported in the appendices. Chi-square and ANOVA tests of significance were applied to breakdowns of selected survey questions by subgroups. 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 I. Survey Materials

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



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

PRESORTED
FIRST CLASS MAIL
US POSTAGE
PAID
BOULDER, CO
PERMIT NO. 94



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

PRESORTED
FIRST CLASS MAIL
US POSTAGE
PAID
BOULDER, CO
PERMIT NO. 94



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

PRESORTED
FIRST CLASS MAIL
US POSTAGE
PAID
BOULDER, CO
PERMIT NO. 94



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

PRESORTED
FIRST CLASS MAIL
US POSTAGE
PAID
BOULDER, CO
PERMIT NO. 94

Dear Fort Collins Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Fort Collins. 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,



Karen Weitkunat, Mayor



Darin Atteberry, City Manager


Dear Fort Collins Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Fort Collins. 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,



Karen Weitkunat, Mayor



Darin Atteberry, City Manager

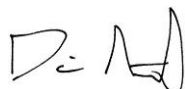
Dear Fort Collins Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Fort Collins. 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,



Karen Weitkunat, Mayor



Darin Atteberry, City Manager

Dear Fort Collins Resident,

Your household has been selected at random to participate in an anonymous survey about the City of Fort Collins. 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,



Karen Weitkunat, Mayor



Darin Atteberry, City Manager



Communications & Public Involvement Office

PO Box 580

Fort Collins, CO 80522-0580

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



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

Dear 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 Timothy Allen at (970) 221-6207.

Sincerely,

A handwritten signature in cursive script that reads "Karen Weitkunat".

Karen Weitkunat, Mayor

A handwritten signature in cursive script 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:

About a week ago we sent you this survey that asks for your opinion about the City of Fort Collins. **If you have already completed the survey and returned it, we thank you and ask you to disregard this letter. Please do not complete the survey a second time.** If you haven't had a chance to get to the survey, we ask you to spend a few moments to complete it now. Your input is very important to us.

We would like your help in evaluating City government, services and programs. Your household is one of a randomly selected few being asked to participate in the Fort Collins Citizen Survey. By completing the enclosed questionnaire, you will have an important role in shaping the future efforts of the City.

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 opinion matters to us, and we will use the survey results to improve City government, services and programs. 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 Timothy Allen at (970) 221-6207.

Sincerely,

A handwritten signature in cursive script that reads "Karen Weitkunat".

Karen Weitkunat, Mayor

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

Darin Atteberry, City Manager

2013 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
Quality of shopping opportunities	1	2	3	4	5	6
Quality of dining opportunities	1	2	3	4	5	6
Quality of entertainment opportunities.....	1	2	3	4	5	6
Availability of job opportunities	1	2	3	4	5	6
Availability of affordable quality housing.....	1	2	3	4	5	6
Quality of arts and cultural opportunities.....	1	2	3	4	5	6
Quality of recreational opportunities.....	1	2	3	4	5	6
Availability of quality healthcare	1	2	3	4	5	6
Quality of public schools	1	2	3	4	5	6
Quality of public library services	1	2	3	4	5	6
As a place to raise children.....	1	2	3	4	5	6
As a place to retire.....	1	2	3	4	5	6
As a place to attend college	1	2	3	4	5	6
As a place to work	1	2	3	4	5	6
Community 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
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

2013 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.

- | | | |
|---|--|--|
| <input type="checkbox"/> At least once per day | <input type="checkbox"/> At least once per month | <input type="checkbox"/> Less often than once per year |
| <input type="checkbox"/> At least once per week | <input type="checkbox"/> At least once per year | <input type="checkbox"/> Never |

Community Safety

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

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

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

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5	6
Disaster response and restoration of services	1	2	3	4	5	6
Fire prevention/education	1	2	3	4	5	6
Fire response time	1	2	3	4	5	6
Fire services overall	1	2	3	4	5	6
Crime prevention.....	1	2	3	4	5	6
Police patrol.....	1	2	3	4	5	6
Traffic enforcement.....	1	2	3	4	5	6
Police visibility	1	2	3	4	5	6
Police response time	1	2	3	4	5	6
Police services overall.....	1	2	3	4	5	6
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5	6
Noise enforcement.....	1	2	3	4	5	6
Animal control	1	2	3	4	5	6
Business property maintenance.....	1	2	3	4	5	6
Residential property maintenance.....	1	2	3	4	5	6
Natural Areas Ranger services.....	1	2	3	4	5	6

2013 Fort Collins Citizen Survey

Utilities

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

	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Bad</u>	<u>Very bad</u>	<u>No opinion</u>
Drinking water	1	2	3	4	5	6
Electric services	1	2	3	4	5	6
Sewer services	1	2	3	4	5	6
Storm drainage	1	2	3	4	5	6
Utility billing.....	1	2	3	4	5	6
Utilities overall.....	1	2	3	4	5	6

Transportation

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

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

City Government

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>
Welcoming citizen involvement	1	2	3	4	5	6
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
Encouraging sustainability in the community	1	2	3	4	5	6
Overall direction of the City	1	2	3	4	5	6

Economic Health

11. 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>
Support of businesses	1	2	3	4	5	6
Economic health strategies	1	2	3	4	5	6

2013 Fort Collins Citizen Survey

Recreational and Cultural Programs and Facilities

12. 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
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 of Discovery	1	2	3	4	5	6
Adult recreation programs	1	2	3	4	5	6
Senior recreation programs.....	1	2	3	4	5	6
Youth/teen recreation programs	1	2	3	4	5	6

City Services

13. 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

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

☐ Yes → Answer Q14A ONLY
☐ No → Answer Q14B ONLY

14A. Thinking about your most recent contact, please rate City employee(s) on each of the items below.

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

14B. 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.

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

City Planning and Fiscal Management

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

	<u>More effort</u>	<u>Same effort</u>	<u>Less effort</u>	<u>No opinion</u>
Economy: Includes economic planning and development activities1	2	3	4	
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community ...1	2	3	4	
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups1	2	3	4	
Safety: Includes police, fire and emergency medical response, and building inspection1	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 areas1	2	3	4	
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management1	2	3	4	
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair1	2	3	4	

16. If you answered “more effort” for any of the items in question 15, what specific services and amenities would you like to see increased?

17. If you answered “less effort” for any of the items in question 15, what specific services and amenities would you like to see reduced?

18. Thinking about the future of Fort Collins, what do you think should be the top three priorities for the City within the next five years?

2013 Fort Collins Citizen Survey

City Information

18. Please rate the City's performance in the following area.

	Very good	Good	Average	Bad	Very bad	No opinion
Informing citizens	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.

	Always	Frequently	Sometimes	Never
Fort Collins local cable channel 14	1	2	3	4
Online video 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 (print or online)	1	2	3	4
Radio	1	2	3	4
Television news	1	2	3	4
Social media (Facebook, Twitter, etc.)	1	2	3	4
Fort Collins Idea Lab (idealab.fcgov.com)	1	2	3	4
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator) ...	1	2	3	4

20. How does your household primarily receive television programming?

- ☐ Subscribe to Comcast cable
 ☐ Internet/streaming video
 ☐ None of the above
☐ Subscribe to satellite service
 ☐ 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.

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

____ Years

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

____ Years

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

- ☐ Yes → GO TO QUESTION 24
☐ No → GO TO QUESTION 25

24. Which college or university do you attend?

- ☐ Colorado State University
☐ Front Range Community College
☐ Another local college or university

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

- ☐ 18-24
 ☐ 55-64
☐ 25-34
 ☐ 65-74
☐ 35-44
 ☐ 75 +
☐ 45-54

26. Your gender

- ☐ Male
 ☐ Female

27. 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

28. Do you own or rent your residence?

- ☐ Own
 ☐ Rent

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) 221-6505.