City of Fort Collins, Colorado

2017 Community Survey

Report of Results

December 2017

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Survey Background and Methods

The Fort Collins Community Survey serves as a consumer report card for the City by providing residents the opportunity to rate the quality of life in the city and their satisfaction with community amenities and 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 2017 survey, which was the ninth iteration.

For the 2017 survey, 3,000 households within city boundaries and 700 Colorado State University (CSU) dormitory students were randomly selected to receive survey mailings in August 2017. Respondents were given the option to complete the survey online in English or in Spanish, if desired. Of the 3,000 household surveys mailed, about 136 were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,864 households that received a survey, 657 completed the survey (69 were completed online, one of which was in Spanish), for a response rate of 23% for the household survey. Of the 700 CSU dormitory students who received an emailed invitation, 105 completed a survey providing a response rate of 15%. The overall response rate for all survey respondents was 21%. It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95% confidence level is typically no greater than plus or minus four percentage points around any given percent based on community-wide results (762 respondents).

Comparisons are made between 2017 responses and those from prior years, when available. The 2017 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 community surveys from approximately 500 jurisdictions.

Key Findings

Fort Collins remains a place residents want to live but affordability is a concern for many.

- About 9 in 10 respondents said the overall quality of life as good or very good, which was higher than the national and Front Range benchmark comparisons.

- At least 8 in 10 residents said that they were somewhat or very likely to remain in Fort Collins for the next five years and recommend living in the city to someone who asks. Fort Collins was rated higher for both of these measures compared to other communities in the nation and Front Range.

Overall Quality of Life Compared by Year

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

Percent reporting good or very good

- Nearly all residents gave positive evaluations to Fort Collins as a place to live and about 9 in 10 indicated that the City was a good place to raise children. Both of these aspects received ratings that were higher than the benchmarks.
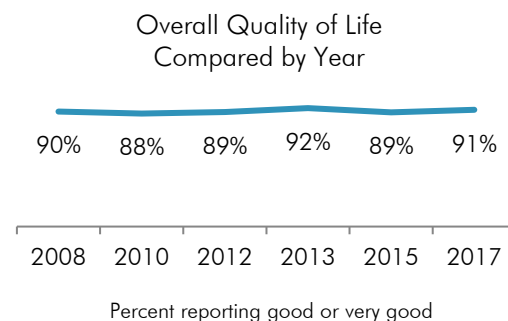
- A majority of residents also were happy with their neighborhoods with at least three-quarters saying their neighborhood was a good or very good place to live and raise children. These ratings were similar to those across the nation and the Front Range and were similar to 2015.

- While most aspects of quality of life and community were stable from 2015 to 2017, evaluations of the city as a place to retire (81% good or very good in 2015 compared to 69% in 2017) and the availability of affordable quality housing decreased (17% compared to 11%). Evaluations of the availability of affordable quality housing also were lower than the national and Front Range benchmarks.

- When asked to prioritize seven aspects of the community for which the City is responsible, about half of participants stated that they would like to see more effort given to neighborhoods, which includes providing an adequate supply of quality housing for all socio-economic groups.

Residents feel safe in the community overall and think highly of safety services.

- Ninety percent of Fort Collins residents in 2017 gave good or very good ratings to the overall safety of residents. This evaluation is higher than the U.S. and Front Range benchmarks.

- Generally, residents felt safer in their neighborhoods than Downtown and felt safer during the day than at night. Nearly all residents felt always or usually safe in their neighborhoods, in Downtown Fort Collins and in the City overall during the day. At least 7 in 10 felt safe in their neighborhood and Fort Collins overall at night and about 6 in 10 felt safe Downtown at night (a rating that was lower than in 2015 and lower than both benchmarks).

- When evaluating the quality of 14 safety-related services, fire response time, fire services overall, Natural Areas Ranger services and disaster response and restoration of services received the top spots, with more than 8 in 10 giving positive marks.

- About three-quarters of residents felt that the same level of effort should be applied to the City's Strategic Objective of safety.

Residents applaud the City's conservation and sustainability efforts.

- More than 8 in 10 survey respondents gave positive evaluations to conservation efforts and recycling programs. Ratings of conservation efforts in the city were higher in 2017 compared to 2015.

- When evaluating the performance of several aspects of City government, residents in 2017 compared to 2015 gave higher evaluations to the City encouraging sustainability in the community (76% good or very good compared to 69%, respectively).

- In 2017, about 9 in 10 participants rated the overall quality of the environment in Fort Collins as good or very good. This rating has remained stable since 2008 and is higher than the national and Front Range benchmarks.

Overall Quality of Environment Compared by Year

2006	2008	2010	2012	2013	2015	2017
83%	89%	89%	87%	92%	87%	89%

Percent responding good or very good

- While half of residents are happy with the current level of effort being given to the Strategic Outcome of environment, a similar proportion (46%) wanted to see more effort applied. More residents in 2017 than in 2015 (39%) wanted to see more effort being spent on this area.

- The community's visual attractiveness (90% good or very good) and air quality (73%) also were viewed positively by a majority of respondents; however, the rating for air quality decreased from
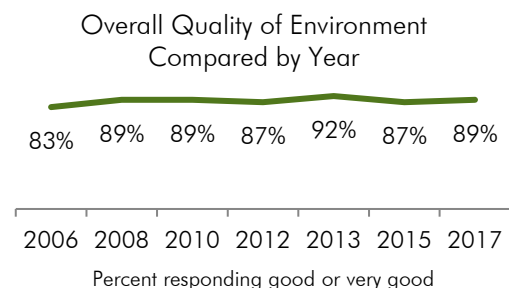
2015 (82%) to 2017, but this rating was similar to communities across the nation and higher than those in the Front Range.

Transportation and traffic still top residents' list of priorities for the City but street maintenance efforts have not gone unnoticed.

- Street maintenance received higher ratings in 2017 compared to 2015 (58% good or very good up from 44%), which were the highest given since this question was first asked in 2001. This evaluation also was much higher than in other communities across the U.S. and in the Front Range.

- However, the level of traffic congestion was rated favorably by only 13%; this rating was similar to 2015 but lower than the national and Front Range comparison communities.

- Ease of travel by bicycle was given favorable reviews by 8 in 10 residents and about 6 in 10 felt that Fort Collins was a good or very good walkable city. While ease of bicycle travel was higher than the benchmarks, walkablity was similar to the nation and lower than the Front Range.

- Less than half gave high marks to ease of travel by public transportation and ease of driving. Ease of travel by public transportation was higher than the national average but lower than the Front Range, and ease of driving was lower than both benchmarks.

- Almost two-thirds of respondents felt that Fort Collins should expend more effort in the area of transportation. When asked to select the top three priorities from the list of seven Strategic Outcomes, 65% of respondents selected transportation as their first, second or third priority.

- Close to 6 in 10 respondents indicated that they carpooled with other adults or children instead of driving alone at least once a month or less in the 12 months prior to the survey; 39% had done so at least 2-4 times a month.

Residents are happy with the level of effort put toward culture, parks and recreation by the City.

- About three-quarters of respondents indicated that the same level of effort should be made toward the City's Strategic Objective of culture, parks and recreation, while close to one-quarter felt more effort should be made.

- The quality of recreational opportunities and arts and cultural opportunities was rated highly by about 9 in 10 residents. These ratings were much higher than the national and Front Range averages.

- Overall, at least 7 in 10 gave good or very good ratings to each of 19 different parks, recreational and cultural programs and facilities in Fort Collins. Recreational trails (96% good or very good), parks (96%), natural areas and open space (94%) and the Gardens on Spring Creek (93%) were among the highest rated. Where benchmark comparisons were available, Fort Collins tended to be higher than both benchmarks.

- Nearly all respondents (92%) reported having visited a neighborhood park or City park in the 12 months prior to the survey.

Overall, residents feel that the economic health of the city is positive, although some feel more effort should be made in this area.

- Three-quarters of Fort Collins residents gave positive reviews to the city as a place to work. This rating has remained stable since 2012 and was similar to the national benchmark but higher than the Front Range.

- At least 7 in 10 respondents gave good or very good marks to the availability of quality healthcare and the quality of dining, entertainment and shopping opportunities; ratings that were stable from 2015 to 2017.

- Forty-six percent of respondents felt that the availability of job opportunities was good or very good, a rating that was similar to 2015 and higher than both sets of comparison communities.

- As in 2015, about two-thirds of respondents thought that the City did a good or very good job supporting businesses and promoting the economic health of the City.

- About 6 in 10 evaluated the City's job of encouraging a variety of businesses, retaining existing businesses and attracting new businesses as good or very good.

- About 4 in 10 residents wanted more effort to be applied to the City's Strategic Outcome of economy, while about half felt the same level of effort should be made.

Business Support and Promotion Compared by Year

Support of businesses — Promotion of the economic health

58% 56% 65% 72% 67% 68%

40% 42% 40% 58% 64% 67% 67%

2006 2008 2010 2012 2013 2015 2017

Percent reporting good or very good
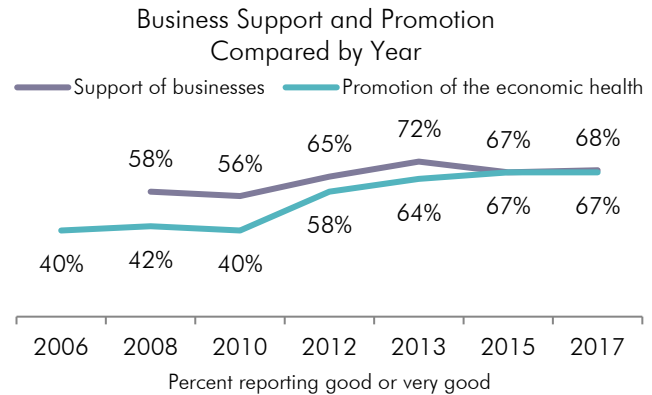
While resident satisfaction with overall City services is high, reviews of City government performance are mixed.

- Ratings for the overall quality of services provided by the City of Fort Collins increased from 84% good or very good in 2015 to 90% in 2017; this is the highest evaluation of city services since the question was first asked in 2008. This rating also was much higher than the national and Front Range benchmarks.

Overall Quality of City Services Compared by Year

77% 78% 85% 87% 84% 90%

2008 2010 2012 2013 2015 2017

Percent responding good or very good

- Two-thirds of residents evaluated the City government's job at welcoming resident involvement, efficient operation of programs and services and the overall direction of the City as good or very good. Ratings for efficient operations of programs and services increased from 58% in 2015 to 65% in 2017.

- About half of residents gave positive assessments to the job the City does listening to residents (similar to 2015) and 44% felt the job the City does managing and planning for growth was good or very good (down from 50% in 2015).

- Where comparisons were available to other communities nationally and in the Front Range, aspects of government performance in Fort Collins tended to be rated higher or much higher.

- While about 6 in 10 residents felt the City did a good or very good job informing residents (a rating similar to 2015), this rating was similar to the national benchmark but lower than the Front Range. Additionally, 6 in 10 respondents evaluated the City providing emergency information and providing opportunities to participate in government activities as good or very good.
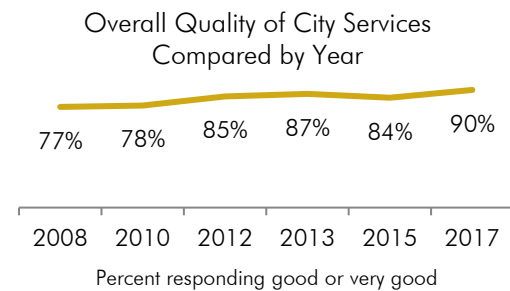
Survey Background

Survey Purpose

The City of Fort Collins contracted with National Research Center, Inc. (NRC) to implement the 2017 Community Survey with a representative sample of households and Colorado State University (CSU) dormitory students, in an effort to determine attitudes about City services and pending local policy. The first survey of residents was conducted in 2001, with subsequent implementations about every two years through 2015; the 2017 survey marks the ninth iteration of the survey.

The survey permitted residents an opportunity to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation. The focus on quality of service delivery helps council, staff and the public set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of the City government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government controls to create a quality community. This survey generates a reliable foundation of resident opinion that can be monitored periodically over the coming years, like taking the community pulse, as the City changes and grows.

Survey Administration

The five-page City of Fort Collins Citizen Survey was administered by mail to a random selection of 3,000 households and emailed to 700 CSU dormitory students during August 2017. In addition to the online survey of CSU students, households receiving the survey also could complete the survey online, if desired. Of the 2,864 households receiving the survey (since some addresses were vacant), 762 completed the survey (including 69 online responses), providing a response rate of 23% for households. About 105 CSU students completed the web-based survey for a response rate of 15%. The overall response rate for all respondents was 21%.

The survey results were weighted so that the gender, age, housing tenure (rent or own), housing unit type (attached or detached) and area of residence were represented in the proportions reflective of all adults in households in the City. The data also were weighted so that the proportions of CSU dormitory student respondents were represented in the correct proportions for the city overall (for more information see *Appendix G: Survey Methodology*.)

How the Results are Reported

For the most part, frequency distributions and the "percent positive" are presented in the body of the report. The percent positive is the combination of the top two most positive response options (i.e., "very good" and "good," "always safe" and "usually safe," etc.).

On many of the questions in the survey, respondents gave an answer of "no opinion" or "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Complete Set of Survey Responses* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the figures in the body of the report display the responses from respondents who had an opinion about a specific item.

When a figure for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). The 95 percent confidence interval for this survey is generally no greater than plus or minus four percentage points around any given percent reported for all survey respondents (762). For comparisons among subgroups, the margin of error rises to approximately plus or minus 5% for subgroups of 400 to plus or minus 10% for subgroups of 100.

Comparing Survey Results by Respondent Subgroups

Select survey results were compared by demographic characteristics of survey respondents as well as the geographic location of respondent households. The full set of results by demographic characteristics and geographic area can be found and are discussed in *Appendix C: Comparisons of Select Questions by Respondent Characteristics* and *Appendix D: Comparisons of Select Questions by Area of Residence*.

Comparing Survey Results over Time

Because this survey was the ninth in a series of citizen surveys, the 2017 results are presented along with past ratings when available. Differences between years can be considered "statistically significant" if they are six percentage points or more around any given percent. Trend data for the City of Fort Collins represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Comparing Survey Results to Other Communities

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from over 500 communities whose residents evaluated their services. Opinions are intended to represent over 30 million Americans.

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

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

Survey Results

The Fort Collins Citizen Survey is comprehensive, covering many topics related to life in the community. The 2017 report of results is organized around the City's seven Key Strategic Outcomes highlighted in the 2016 Strategic Plan. These are:

- **Neighborhood Livability and Social Health**- Provide a high quality built environment, support quality, diverse neighborhoods and foster the social health of citizens.

- **Safe Community** - Provides a safe place to live, work, learn, and play.

- **Environmental Health** - Promote, protect, and enhance a healthy and sustainable environment.

- **Transportation** - Provide for safe and reliable multi-modal travel to, from, and throughout the city.

- **Culture and Recreation** - Provide diverse cultural and recreational amenities.

- **Economic Health** – Promote a healthy, sustainable economy reflecting community values.

- **High Performing Government** - Deliver an efficient, innovative, transparent, effective, and collaborative City government.

Neighborhood Livability and Social Health

A number of questions on the 2017 survey addresses measures of neighborhood livability and social health including quality of life and community, aspects of neighborhoods and resident engagement with the community.

Aspects of Quality of Life and Community

Overall, Fort Collins residents were happy with their quality of life, with 91% of respondents saying it was very good or good. This rating was similar to previous survey years and was much higher or higher than the national and Front Range benchmark comparisons (see *Appendix E: Benchmark Comparisons* for more information on the benchmark communities).

Figure 1: Overall Quality of Life Ratings Compared by Year

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

Percent reporting good or very good
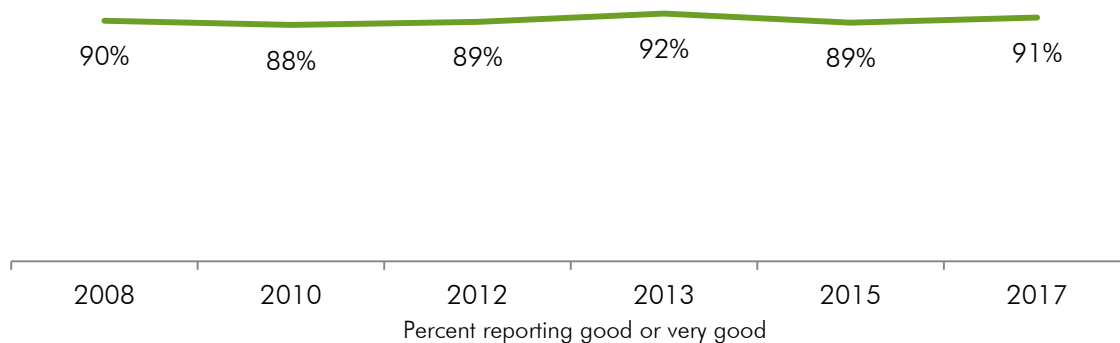
Survey respondents evaluated various aspects of quality of life and the community. Almost all residents (95%) felt that Fort Collins as a place to live was good or very good. At least 8 in 10 respondents felt that the city as a place to raise children, as a place to attend college and the quality of public schools was very good or good. About two-thirds gave very good or good reviews to the city as a place to retire and to the openness and acceptance of the community toward people of diverse backgrounds. The availability of affordable quality housing was the lowest rated aspect, with 11% of respondents saying it was very good or good. One-quarter of respondents each felt affordable quality housing was average or very bad and about one-third said it was bad (see *Appendix B: Complete Set of Survey Responses* for a full set of responses to all questions).

Overall, assessments of quality of life and community remained stable from 2015 to 2017. However, fewer respondents in 2017 than in 2015 gave positive ratings to the city as a place to retire (69% in 2017 down from 81% in 2015) and to the availability of affordable quality housing (11% and 17%, respectively).

When compared to other communities across the nation and in the Front Range, Fort Collins tended to receive ratings that were higher or much higher. However, the availability of affordable quality housing in Fort Collins was given ratings that were much lower than the national and Front Range averages (see *Appendix E: Benchmark Comparisons*).

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

Please rate Fort Collins as a community on each of the items listed below. (Percent reporting good or very good)	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	95%	93%	97%	96%	92%	94%	84%	89%	89%
As a place to raise children	89%	90%	92%	91%	88%	89%	85%	91%	90%
As a place to attend college	86%	89%	88%	88%	90%	89%	87%	91%	94%
Quality of public schools	83%	84%	82%	82%	78%	78%	79%	NA	NA
As a place to retire	69%	81%	79%	78%	80%	80%	75%	72%	76%
Openness and acceptance of the community toward people of diverse backgrounds	66%	68%	75%	69%	63%	67%	53%	61%	59%
Availability of affordable quality housing	11%	17%	31%	33%	42%	31%	14%	21%	17%

Please note in 2015 and 2012, "openness and acceptance of the community toward people of diverse backgrounds" was worded as "community acceptance of all people", and prior to 2010 it was worded as "community openness and acceptance of all people ". At least 20% of respondents said "no opinion" when evaluating the City as a place to raise children and the quality of public schools (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

A new question as added to the 2017 survey to measure resident's loyalty to the community through how likely they would be to recommend living in Fort Collins to someone else and to remain in the community for the next five years. About 6 in 10 respondents indicated they were very likely to remain in the city for the next five years and 2 in 10 were somewhat likely. About 14% of residents indicated that they were unlikely to remain in the city. Half of respondents said they were very likely to recommend living in Fort Collins to someone who asks and one-third were somewhat likely; 11% were unlikely.

Compared to the nation, Fort Collins residents were more likely to recommend living in the city than were residents from other communities and were equally as likely to remain in the community for the next five years. Fort Collins respondents gave ratings that were higher than the Front Range benchmark for both of these measures.

Figure 3: Recommend Living and Remaining in Fort Collins, 2017

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

■ Very likely   ■ Somewhat likely   ■ Somewhat unlikely   ■ Very unlikely

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Remain in Fort Collins for the next five years	61%	24%	8%	6%
Recommend living in Fort Collins to someone who asks	54%	34%	6%	5%
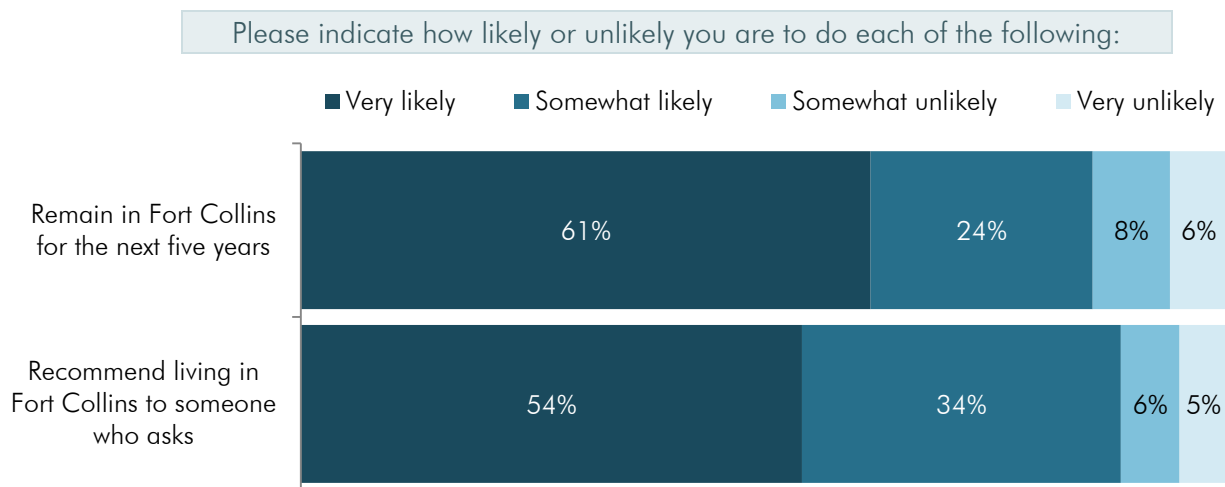
Quality of Neighborhoods

More than 8 in 10 residents gave positive marks to their neighborhood as a place to live. Three-quarters gave very good or good ratings to their neighborhood as a place raise children. These evaluations were similar to 2015 and similar to the national and Front Range communities (see *Appendix E: Benchmark Comparisons*).

Figure 4: Quality of Neighborhoods Compared by Year

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

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

83%   81%   77%   81%   86%   86%   85%

79%   69%   67%   73%   73%   76%   75%

2006   2008   2010   2012   2013   2015   2017

Percent reporting good or very good
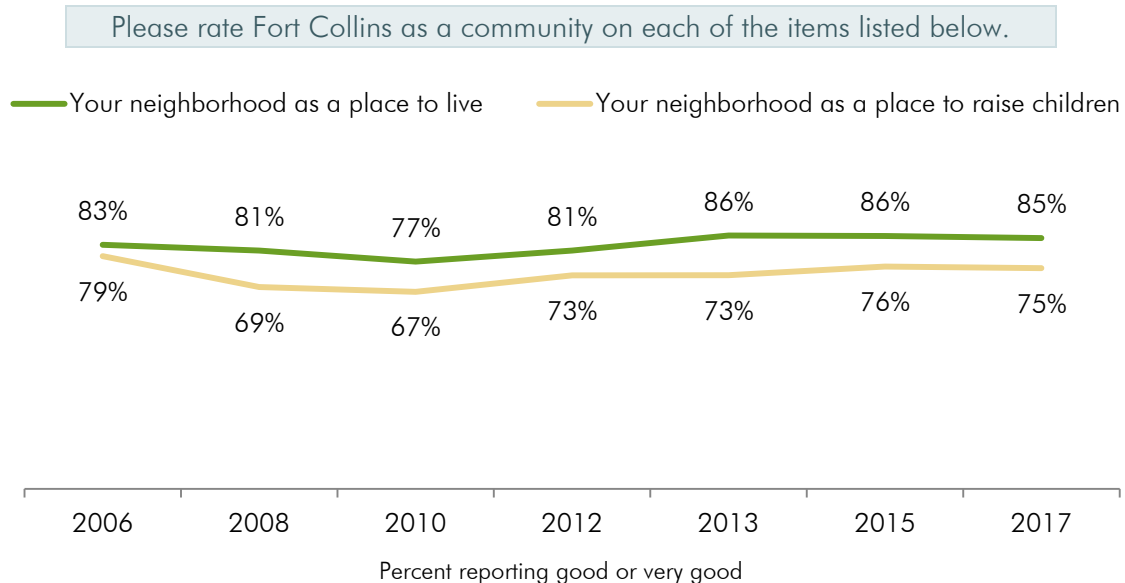
Respondents also assessed the ability to access everyday needs within their neighborhood. About 8 in 10 rated this as very good or good, which was similar to 2015.

Figure 5: Access in Neighborhood to Everyday Needs Compared by Year

Please rate Fort Collins as a community on the item listed below.

Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)

79%

79%

■ 2017
■ 2015

Percent reporting good or very good
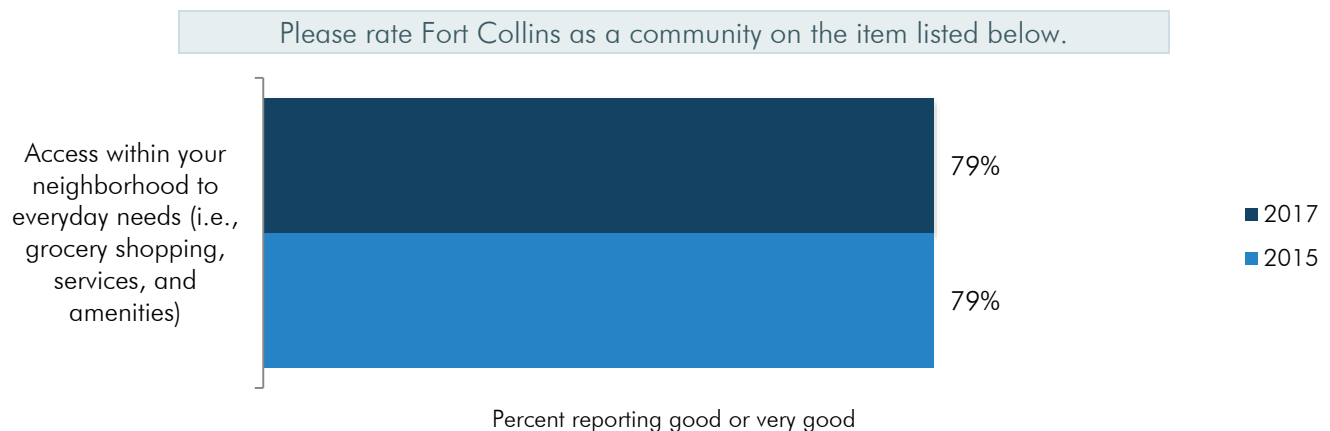
Several services provided by the city aim to make neighborhoods more enjoyable and increase the quality of life for residents. More than 6 in 10 respondents felt that residential property maintenance was good or very good and half said that noise and code enforcement were at least good. These evaluations were similar to those provided in 2015.

Where comparisons to the national and Front Range benchmarks were available, Fort Collins ratings were higher or much higher (see *Appendix E: Benchmark Comparisons*).

Figure 6: Neighborhood Services Ratings Compared by Year

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

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

Community Engagement

The 2017 Community Survey asked respondents how frequently they participated in several types of activities. Residents were most likely to visit a neighborhood or City park (92% had done so at least once in the last year) or to talk or visit with an immediate neighbor (91%) in the 12 months prior to the survey; between 3 in 10 and 4 in 10 respondents had done each of these activities two times a week or more. About 8 in 10 had done a favor for a neighbor at least once in the last 12 months, with 4 in 10 having done so several times a month. Residents were least likely to have attended a government-organized event (70% had not done this in the 12 months prior to the survey).

Benchmark comparisons were available for five of the seven activities. Fort Collins residents participated at rates that were higher or much higher than the national and Front Range averages for visiting a neighborhood park or City park, carpooling instead of driving alone and volunteering their time. Rates of talking to or visiting with immediate neighbors were similar to communities across the U.S. and in the Front Range. While Fort Collins respondents had done a favor for a neighbor at a rate that was similar to the nation, this was lower than in other Front Range communities (see *Appendix E: Benchmark Comparisons*).

Figure 7: Community Engagement, 2017

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

Legend: ■ 2 times a week or more ■ 2-4 times a month ■ Once a month or less ▪ Not at all

Activity	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Visited a neighborhood park or City park	32%	33%	27%	8%
Talked to or visited with your immediate neighbors	43%	28%	20%	9%
Done a favor for a neighbor	16%	24%	39%	21%
Volunteered your time to some group/activity in Fort Collins	8%	18%	31%	42%
Carpooled with other adults or children instead of driving alone	18%	21%	19%	43%
Attended a neighborhood-sponsored event	2%	6%	36%	56%
Attended a government-organized event (open house, City Council session, forum, etc.)		2%	27%	70%

Safe Community

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

Personal Safety

Ninety percent of respondents viewed the overall safety of residents in Fort Collins as good or very good. This was similar to prior survey years and higher or much higher than the national and Front Range benchmarks (see *Appendix E: Benchmark Comparisons*).

Figure 8: Overall Safety in City Compared by Year

86%   81%   75%   87%   87%   91%   91%   88%   90%

2001   2003   2006   2008   2010   2012   2013   2015   2017

Percent reporting good or very good
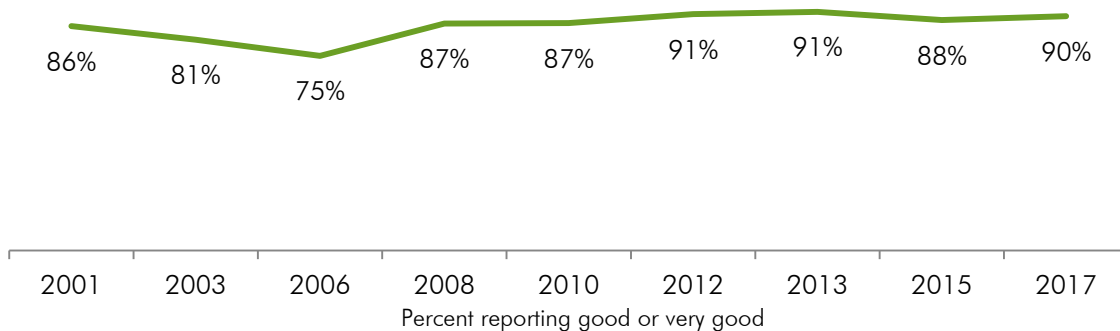
Residents also generally felt safe in and around Fort Collins. More than 9 in 10 reported feeling always or usually safe in recreation facilities and in their neighborhoods, Downtown and Fort Collins overall during the day. About 8 in 10 felt always or usually safe in their neighborhood at night, natural areas and open spaces, trails and parks. Fewer felt safe in Fort Collins overall at night (71%) and Downtown at night (59%). Overall, feelings of personal safety remained stable from 2015 to 2017 with the exception of safety Downtown at night which decreased over the two-year period (from 67% in 2015 to 59% in 2017).

Feelings of safety in neighborhoods during the day and at night were much higher than the national and Front Range averages. Evaluations of safety Downtown during the day was similar to both benchmark groups and safety Downtown at night was much lower. Safety in parks was similar to the national benchmark; a Front Range comparison was not available (see *Appendix E: Benchmark Comparisons*).

Figure 9: Ratings of Personal Safety Compared by Year

Please tell us how safe you feel in each of the following areas. (Percent reporting usually safe or always safe)	2017	2015	2013	2012	2010	2008	2006
Your neighborhood during the day	96%	97%	98%	98%	97%	97%	98%
Fort Collins overall during the day	95%	96%	98%	97%	NA	NA	NA
Downtown Fort Collins during the day	93%	95%	99%	98%	95%	95%	96%
Recreation facilities	92%	93%	95%	91%	94%	94%	91%
Your neighborhood at night	85%	85%	88%	86%	83%	83%	87%
Natural areas/open spaces	84%	87%	88%	85%	88%	87%	NA
Trails	83%	83%	82%	83%	80%	79%	76%
Parks	82%	83%	87%	88%	88%	87%	86%
Fort Collins overall at night	71%	73%	77%	78%	NA	NA	NA
Downtown Fort Collins at night	59%	67%	71%	68%	65%	66%	61%

Safety Services

Respondents evaluated the quality of 14 safety-related services provided by the City. Services related to fire and natural disasters topped the list with about 8 in 10 or more giving good or very good reviews. Police-related services (response time, crime prevention, visibility and patrol) received good or very good marks from at least 6 in 10 respondents. Traffic enforcement was lower rated, with 51% saying it was at least good.

In general, evaluations of safety services were similar from 2015 to 2017. However, animal control received higher ratings in 2017 compared to 2015 (66% compared to 59%, respectively).

Overall, where comparisons were available, Fort Collins residents gave ratings that were similar to the national and Front Range benchmarks. However, there were a few exceptions. The City was rated higher than other communities across the nation and in the Front Range for emergency preparedness and animal control. Lower ratings were given by Fort Collins residents compared to those in other benchmark communities across the U.S. and Front Range for fire services overall and police services overall. Traffic enforcement received lower ratings compared to the nation and similar ratings compared to the Front Range (see *Appendix E: Benchmark Comparisons*).

Figure 10: Community Safety Services Ratings Compared by Year

Please rate the quality of each of the following in Fort Collins. (Percent reporting good or very good)	2017	2015	2013	2012	2010	2008	2006	2003	2001
Fire response time	91%	87%	89%	84%	NA	NA	NA	NA	NA
Fire services overall	89%	87%	89%	85%	96%	94%	NA	90%	96%
Natural Areas Ranger services	85%	83%	81%	83%	NA	NA	NA	NA	NA
Disaster response and restoration of services	82%	77%	84%	NA	NA	NA	NA	NA	NA
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79%	76%	80%	75%	NA	NA	NA	NA	NA
Fire prevention/education	74%	78%	74%	72%	NA	NA	NA	NA	NA
Business property maintenance	72%	68%	74%	70%	68%	72%	NA	NA	NA
Police response time	70%	72%	74%	70%	68%	68%	NA	74%	81%
Police services overall	68%	70%	76%	73%	68%	70%	NA	NA	NA
Crime prevention	67%	66%	70%	66%	77%	72%	NA	NA	NA
Animal control	66%	59%	64%	65%	61%	66%	NA	NA	NA
Police visibility	65%	64%	69%	70%	67%	67%	NA	NA	NA
Police patrol	63%	63%	72%	71%	70%	70%	NA	NA	NA
Traffic enforcement	51%	52%	63%	64%	63%	62%	NA	49%	56%

Please note that this question was not asked in 2006. Prior to 2015, "Fire services overall" was described as "Fire services." "Disaster response and restoration of services" was a new item in 2013.
Between 20% and 47% of respondents said "no opinion" when evaluating 10 of the 14 safety services (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

The City of Fort Collins also provides life and safety utility services to residents, including electric and storm drainage. Close to 9 in 10 respondents gave good or very good evaluations to the City's electric services and three-quarters gave these same evaluations to storm drainage. Electric and storm drainage ratings have remained stable since these questions were first asked in 2012.

Compared to the national benchmark, electric services and storm drainage were rated higher or much higher by Fort Collins residents. Storm drainage also was evaluated higher than the Front Range average; a comparison for electric services was not available (see *Appendix E: Benchmark Comparisons*).

Figure 11: Ratings of Safety-related Utility Services Compared by Year

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

Electric services   Storm drainage

| 89% | 89% | 89% | 87% |

| 78% | 77% | 76% | 78% |

| 2012 | 2013 | 2015 | 2017 |

Percent reporting good or very good
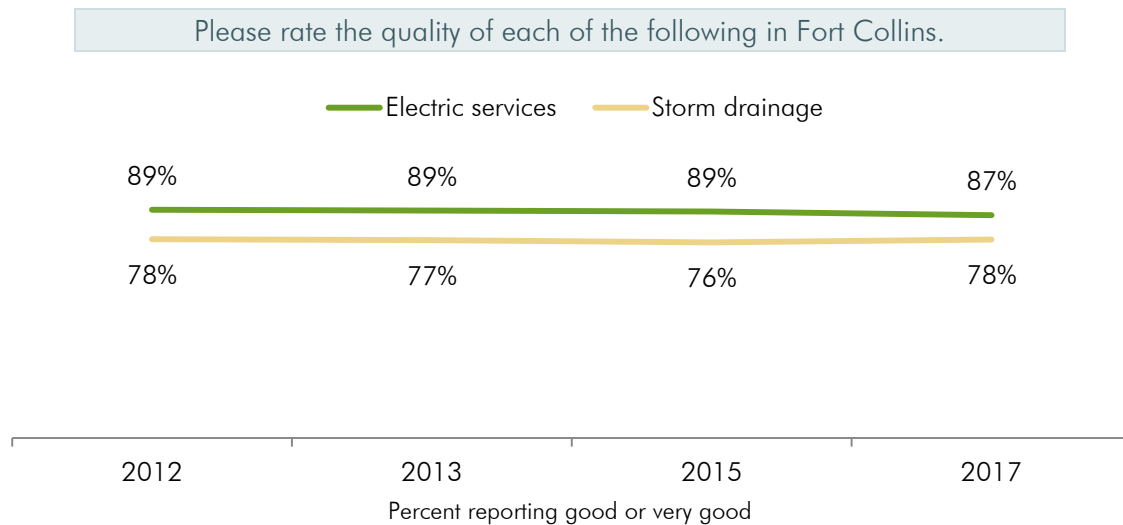
Environmental Health

Environmental health includes a variety of factors that support residents' physical health and ensure the protection and sustainability of the community's natural resources. Fort Collins residents gave favorable reviews to the overall quality of the environment, with almost 9 in 10 saying it was good or very good. This was similar to ratings given in 2015 and higher than when this question was first asked in 2006.

Fort Collins residents gave evaluations to the overall quality of the environment that were higher or much higher than those given by residents in other communities across the nation and in Colorado's Front Range (see *Appendix E: Benchmark Comparisons*).

Figure 12: Overall Quality of the Environment Compared by Year

83%   89%   89%   87%   92%   87%   89%

2006   2008   2010   2012   2013   2015   2017

Percent reporting good or very good
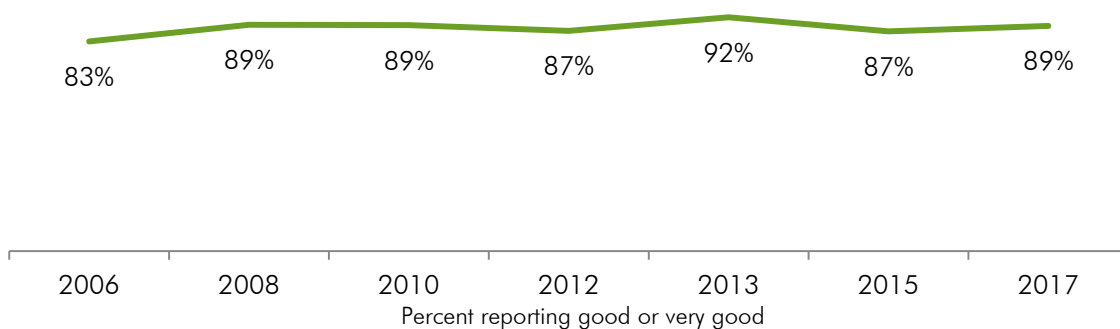
Four aspects of the environment were assessed on the survey and all were rated as good or very good by about three-quarters or more of respondents. The community's visual attractiveness received positive marks by 9 in 10 respondents, while conservation efforts and recycling programs were viewed favorably by 8 in 10 residents. Seven in 10 gave good or very good ratings to air quality.

The quality of conservation efforts increased from 2015 to 2017 (78% up to 84%) while air quality decreased (82% down to 73%, respectively). Evaluations for the other aspects remained stable from 2015 to 2017.

All aspects of the environment but conservation efforts could be compared to the benchmarks. Overall, Fort Collins was evaluated higher or much higher than the national and Front Range benchmarks for all items except air quality, which was rated similar to the national benchmark but higher than the Front Range average (see *Appendix E: Benchmark Comparisons*).

Figure 13: Aspects of the Environment Compared by Year

Please rate the quality of the environment in Fort Collins on each of the items listed below. (Percent reporting good or very good)	2017	2015	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	90%	89%	91%	87%	86%	91%	83%	79%	73%
Conservation efforts	84%	78%	82%	78%	81%	75%	NA	NA	NA
Recycling programs	82%	78%	83%	81%	78%	79%	69%	64%	71%
Air quality	73%	82%	90%	84%	85%	84%	72%	63%	57%

Drinking water and sewer services also were viewed positively by residents, with more than 8 in 10 giving good or very good ratings to each. While evaluations of sewer services remained stable from 2015 to 2017, ratings of drinking water decreased to levels closer to those seen in 2010. However, when compared to the national and Front Range averages, ratings for both these utilities were much higher (see *Appendix E: Benchmark Comparisons*).

Figure 14: Ratings of Environment-related Utility Services Compared by Year
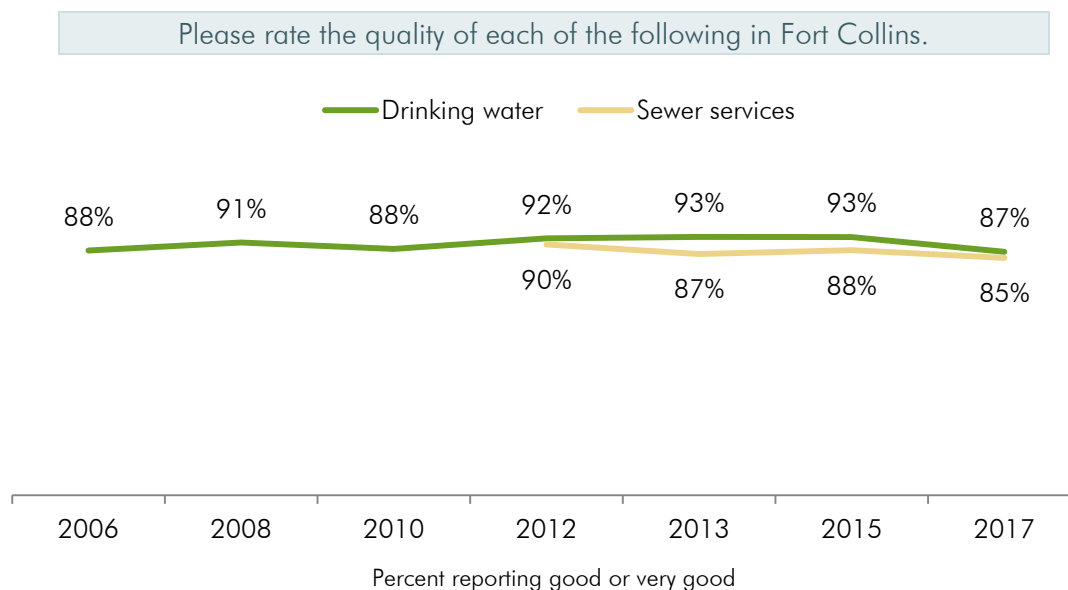
Please note that prior to 2015, "Drinking water" was "Drinking water quality".

Transportation

Residents of Fort Collins were asked to rate aspects related to transportation, traffic and infrastructure. Bicycle travel in the city was said to be good or very good by 81% of respondents. About 6 in 10 felt that the walkability of the city and street maintenance was good or very good. Less than half of residents gave positive reviews to the other aspects of transportation.

Evaluations for most aspects of transportation in Fort Collins were similar between 2015 and 2017. However positive assessments of street maintenance increased from 2015 to 2017 to the highest levels observed since this question was first asked in 2001.

Benchmark comparisons of aspects of transportation in Fort Collins were mixed. Street maintenance and ease of bicycle travel were much higher than communities across the country and in the Front Range. Ease of travel by public transportation was higher than the national comparison and similar to the Front Range. Walkability of the city was similar to the national average but lower than the Front Range. Ease of driving, availability of parking Downtown and level of traffic congestion received ratings that were much lower in Fort Collins than in peer communities nationwide and in the Front Range (see *Appendix E: Benchmark Comparisons*).

Figure 15: Transportation Ratings Compared by Year

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

About 29% of respondents said "no opinion" when evaluating ease of traveling by public transportation (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").
Please note that prior to 2015, "Level of traffic congestion" was "traffic congestion."

Culture and Recreation

Culture and recreation provide opportunities for residents to participate in their community and enhance quality of life. About 9 in 10 residents gave good or very good ratings to the quality of recreational opportunities and public library services. Fewer gave positive marks to the quality of arts and cultural opportunities (70%). These evaluations were similar to those given in 2015.

Evaluations of arts and cultural opportunities and recreational opportunities were much higher than the national and Front Range averages. The quality of public library services was similar to the nation and higher than the Front Range (see *Appendix E: Benchmark Comparisons*).

Figure 16: Community Aspects of Culture and Recreation Compared by Year

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

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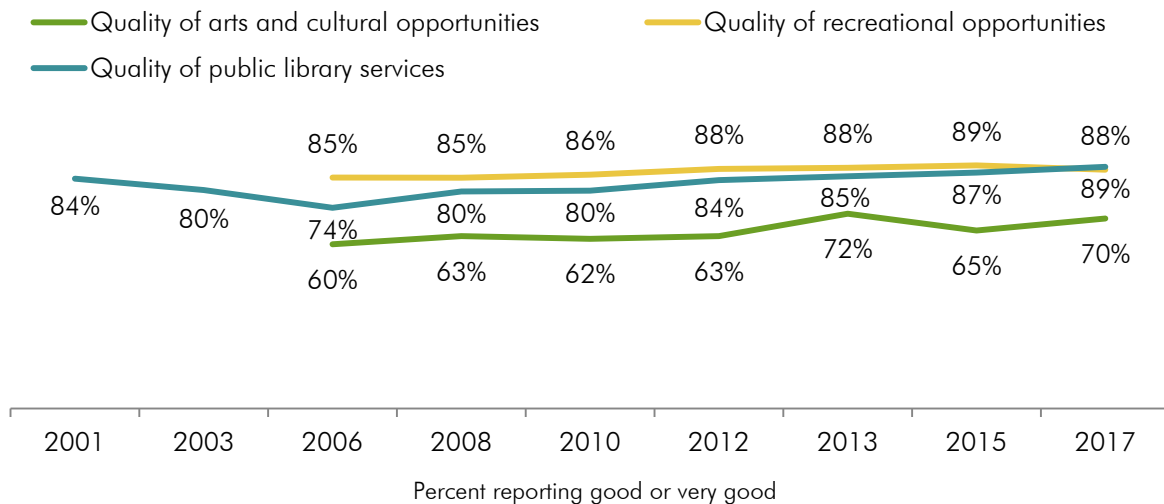
Please note that prior to 2015, "Quality of arts and cultural opportunities" was described as "Availability and diversity of arts and cultural activities," and "Quality of recreational opportunities" was worded as "Availability and diversity of recreational opportunities."

Survey respondents assessed 19 different parks, recreational and cultural programs and facilities in Fort Collins. Overall, at least 7 in 10 gave good or very good ratings to each. Outdoor or nature-related activities and facilities scored the highest, including recreational trails (96% good or very good), parks (96%), natural areas and open space (94%) and the Gardens on Spring Creek (93%). Nine in 10 also gave positive marks to The Farm at Lee Martinez Park and Fort Collins Museum of Discovery.

Evaluations for all parks, recreational and cultural programs and facilities remained stable from 2015 to 2017. However, ratings for the Fort Collins Museum of Discovery, Art in Public Places program and Lincoln Center programs have been steadily increasing since 2010.

Nine of the 19 programs and facilities could be compared to the national benchmark. Eight were rated higher or much higher (including parks, adult recreation programs and athletic fields) and one (Fort Collins Senior Center) was rated similar. Of the four programs and facilities that could be compared to the Front Range, natural areas and open space, recreational trails and parks were rated higher or much higher than the benchmark and adult recreation programs was rated similar (see *Appendix E: Benchmark Comparisons*).

Figure 17: Ratings of Parks, Recreational and Cultural Programs and Facilities Compared by Year

Please rate the quality of each of the programs or facilities listed below. (Percent reporting good or very good)	2017	2015	2013	2012	2010	2008	2006	2003	2001
Recreational trails	96%	96%	96%	93%	94%	95%	90%	89%	91%
Parks	96%	94%	96%	93%	92%	93%	87%	91%	95%
Natural areas and open space	94%	95%	95%	94%	93%	94%	88%	83%	84%
The Gardens on Spring Creek	93%	90%	91%	89%	87%	91%	80%	NA	NA
The Farm at Lee Martinez Park	90%	87%	87%	84%	83%	86%	86%	NA	NA
Fort Collins Museum of Discovery	90%	88%	87%	78%	67%	67%	67%	67%	73%
Northside Aztlan Community Center	87%	86%	82%	86%	82%	83%	60%	NA	NA
Athletic fields	86%	83%	89%	86%	84%	88%	79%	85%	85%
Fort Collins Senior Center	86%	90%	87%	85%	85%	88%	88%	NA	NA
Art in Public Places program	86%	82%	82%	79%	73%	75%	60%	NA	NA
Lincoln Center programs	86%	84%	85%	82%	77%	79%	78%	80%	86%
Golf courses	84%	83%	85%	80%	80%	85%	82%	85%	85%
Cemeteries	83%	83%	86%	79%	77%	79%	73%	72%	72%
Edora Pool Ice Center (EPIC)	81%	81%	85%	83%	82%	84%	84%	NA	NA
Senior recreation programs	80%	77%	82%	80%	79%	82%	81%	76%	84%
Pottery studio	79%	80%	83%	78%	78%	75%	73%	NA	NA
Adult recreation programs	78%	75%	79%	75%	74%	73%	73%	69%	77%
Youth/teen recreation programs	76%	76%	79%	78%	72%	70%	62%	65%	56%
Mulberry Pool	73%	71%	72%	76%	73%	71%	73%	NA	NA

Please note that prior to 2013, the "Fort Collins Museum of Discovery" was "Fort Collins Museum and Discovery Science Center." Between 23% and 75% of respondents said "no opinion" when evaluating 16 of the 19 parks, recreational and cultural programs and facilities (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Economic Health

The health of the local economy provides the backbone of a thriving community. About three-quarters of respondents gave good or very good ratings to the city as a place to work. This evaluation was similar to 2017 and was much higher than the national and Front Range comparisons (see *Appendix E: Benchmark Comparisons*).

Figure 18: Ratings of City as a Place to Work Compared by Year

Percent reporting good or very good

Please note that this question was not asked in 2006.

When evaluating five aspects of economic health in the city, at least 7 in 10 respondents gave positive assessments to the availability of quality healthcare and the quality of dining, entertainment and shopping opportunities. Less than half (46%) felt the availability of job opportunities in Fort Collins was good or very good.

Overall, ratings for aspects of economic health remained stable from 2015 to 2017. However, the quality of entertainment opportunities, shopping opportunities and the availability of job opportunities have been on the rise since these questions were first asked in 2006.

All but one aspect of economic health (dining opportunities) could be compared to the benchmarks and all received ratings that were much higher than both the national and Front Range averages (see *Appendix E: Benchmark Comparisons*).

Figure 19: Community Aspects of Economic Health Compared by Year

Please rate Fort Collins as a community on each of the items listed below. (Percent reporting good or very good)	2017	2015	2013	2012	2010	2008	2006
Quality of dining opportunities	85%	83%	82%	84%	80%	82%	83%
Quality of entertainment opportunities	76%	72%	68%	64%	58%	59%	65%
Availability of quality healthcare	75%	77%	75%	74%	73%	70%	NA
Quality of shopping opportunities	72%	67%	67%	65%	60%	59%	58%
Availability of job opportunities	46%	42%	35%	31%	27%	29%	27%

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

Two-thirds of Fort Collins residents felt the City did a good or very good job supporting businesses and promoting the economic health of the city. These evaluations were similar to 2015. (Benchmark comparisons were not available.)

Figure 20: Business Support and Promotion of Economic Health Compared by Year

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

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

	2006	2008	2010	2012	2013	2015	2017
Support of businesses		58%	56%	65%	72%	67%	68%
Promotion of the economic health	40%	42%	40%	58%	64%	67%	67%

Percent reporting good or very good
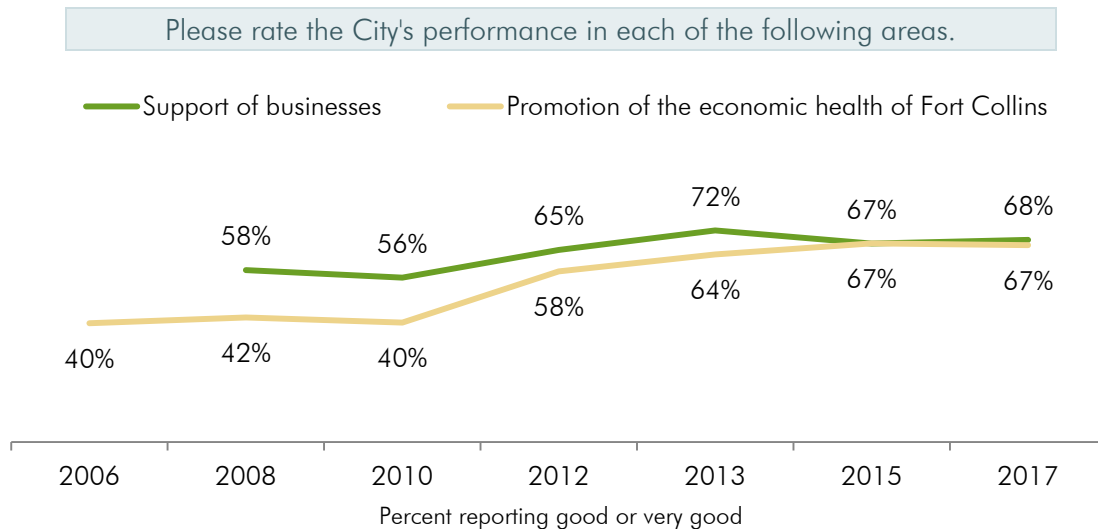
Please note that prior to 2015, "Promotion of the economic health of Fort Collins" was worded "Economic health strategies" and "Support of businesses" was worded as "Overall support of businesses in Fort Collins".
About 21% of respondents said "no opinion" when evaluating the City's support of businesses (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Survey respondents evaluated three measures of business health in Fort Collins. About 6 in 10 felt the City did a good or very good job encouraging a variety of businesses and attracting new businesses (ratings that were similar to 2015). Just over half felt that the City does at least a good job of retaining existing businesses (also similar to 2015). Benchmark comparisons were not available for these questions.

Figure 21: Business Health Compared by Year

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

	2017	2015
Encouraging a variety of businesses	65%	63%
Attracting new businesses	63%	60%
Retaining existing businesses	55%	56%

Percent reporting good or very good
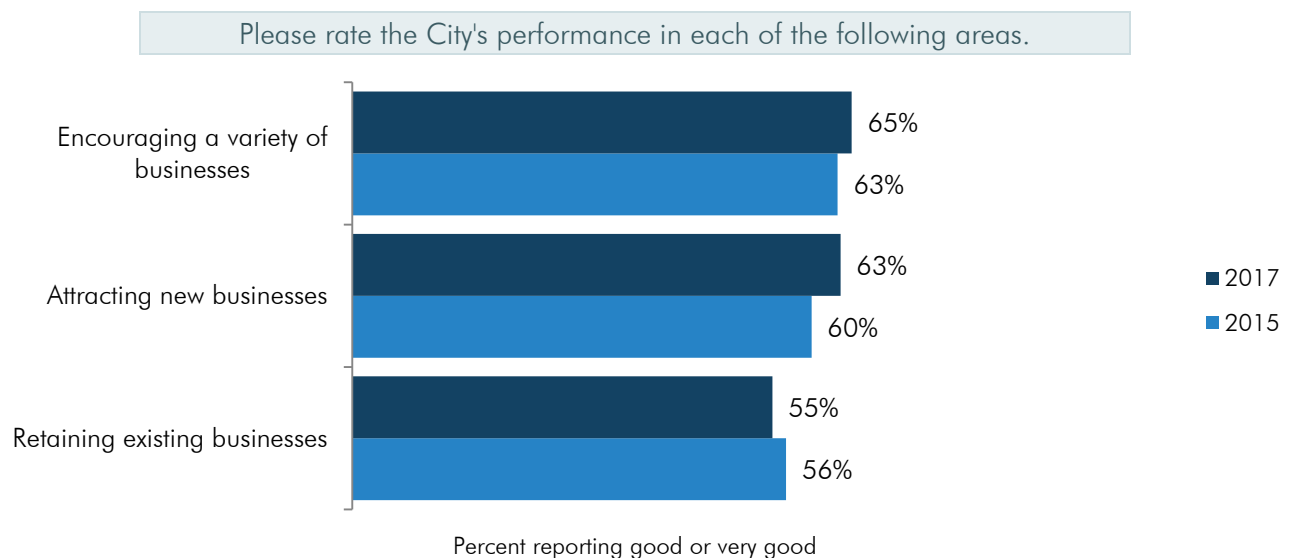
High Performing Government

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

Overall Quality of City Services

Nine in 10 residents rated the overall quality of City services as good or very good, which was higher than ratings given in 2015 and the highest rating since this question was first asked in 2008. Evaluations of the overall quality of City services were much higher than the national and Front Range benchmarks (see *Appendix E: Benchmark Comparisons*).

Figure 22: Overall Quality of City Services Compared by Year

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

77%   78%   85%   87%   84%   90%

2008   2010   2012   2013   2015   2017

Percent reporting good or very good
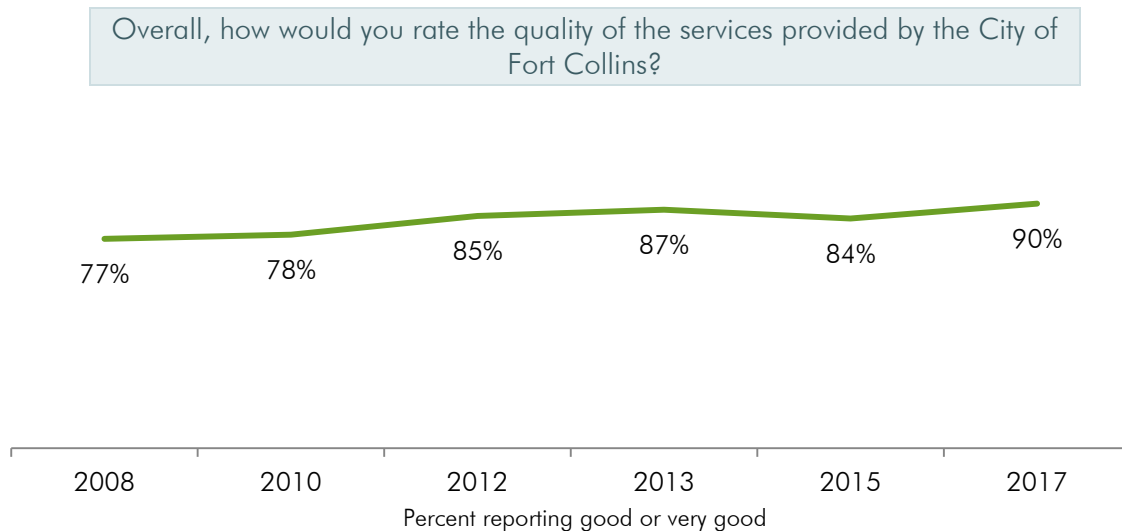
Utilities

About three-quarters of residents gave favorable ratings to the quality of utility billing and utilities overall. These evaluations were similar to those given in 2015 and have remained stable since these questions were first asked in 2012.

Compared to the benchmark, utility billing received ratings that were higher or much higher than the national average and ratings of utilities overall were similar to both sets of benchmarks (see *Appendix E: Benchmark Comparisons*).

Figure 23: Ratings of Utility Billing and Utilities Overall Compared by Year

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

Utility billing   Utilities overall

83%	81%	82%	78%
76%	74%	77%	74%
2012	2013	2015	2017

Percent reporting good or very good
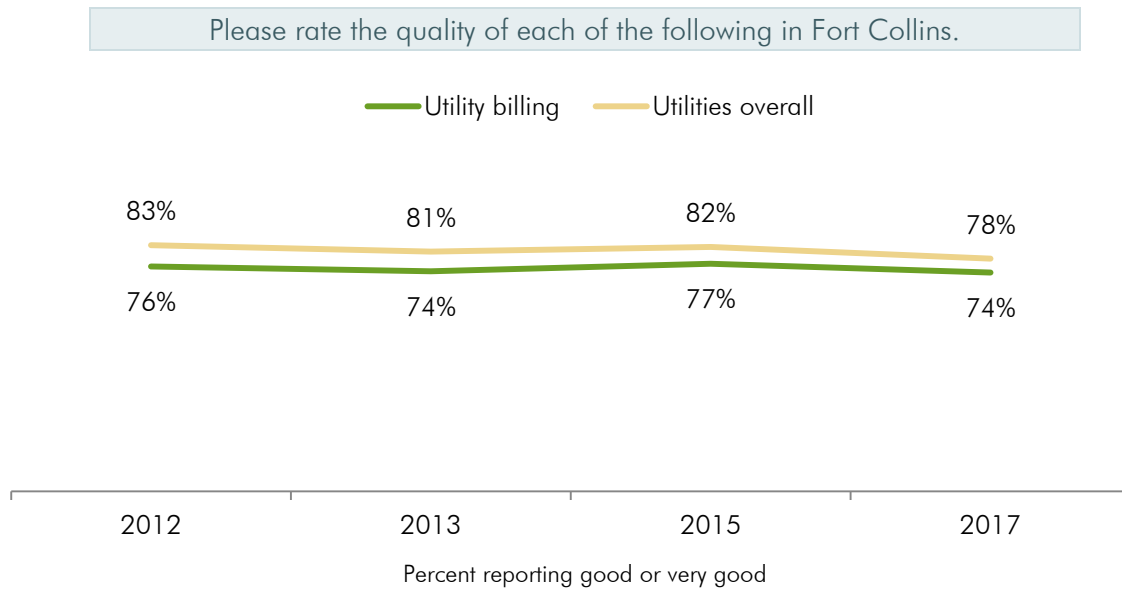
City Government and Employees

Survey respondents evaluated several aspects of City government performance. Ratings varied with the job the City does encouraging sustainability in the community receiving the highest evaluations (76% good or very good) and the job the City does managing and planning for growth receiving the lowest (44%). Between half and two-thirds of residents gave positive reviews to the other aspects of government performance.

A few differences were observed in ratings from 2015 to 2017. Increases in positive reviews were seen for encouraging sustainability in the community (69% in 2015 compared to 76% in 2017) and efficient operation of programs and services (58% compared to 65%). Fewer respondents in 2017 compared to 2015 felt the City did a good job managing and planning for growth (44% compared to 50%, respectively).

Four of the six aspects of government performance could be compared to the national benchmark and all were higher or much higher, including listening to residents and the overall direction of the City. Three of the six aspects could be compared to the Front Range and all were higher or much higher (welcoming resident involvement, listening to residents and overall direction of the City; see *Appendix E: Benchmark Comparisons*).

Figure 24: City Government Ratings Compared by Year

Please rate the City performance in each of the following areas. (Percent reporting good or very good)	2017	2015	2013	2012	2010	2008	2006	2003	2001
Encouraging sustainability in the community	76%	69%	73%	69%	NA	NA	NA	NA	NA
Welcoming resident involvement	66%	69%	67%	64%	54%	56%	26%	NA	NA
Efficient operation of programs and services	65%	58%	65%	59%	53%	51%	29%	NA	NA
Overall direction of the City	65%	65%	70%	67%	61%	54%	NA	NA	NA
Listening to residents	52%	50%	53%	50%	44%	41%	37%	NA	NA
Managing and planning for growth	44%	50%	56%	54%	48%	36%	20%	21%	23%

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

About half of survey respondents reported having contact with a City employee in the 12 months prior to the survey. This proportion was similar to 2015 and was much higher than both the national and Front Range averages (see *Appendix E: Benchmark Comparisons*).

Figure 25: Contact with City Employees Compared by Year

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

58%   58%   55%   46%   46%   55%   54%   54%   53%

2001   2003   2006   2008   2010   2012   2013   2015   2017

Percent reporting good or very good
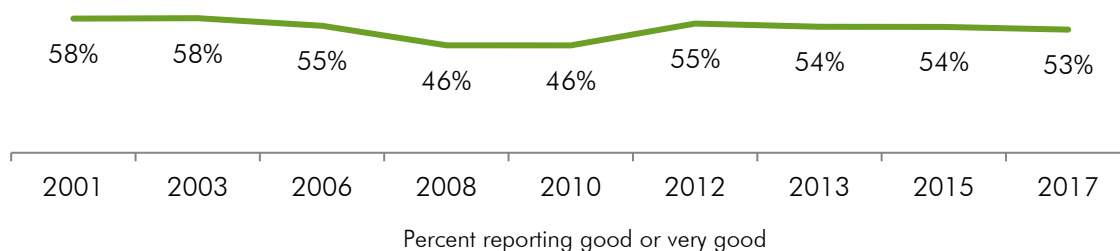
Please note that prior to 2015, "email or online" was not included in the question wording.

Respondents who reported contact with a City employee in the 12 months prior to the survey were asked to evaluate several aspects of the employee they most recently contacted. More than 8 in 10 respondents rated the employee's courteousness, knowledge and their overall impression of the employee as good or very good. Seven in 10 positively evaluated the employee's promptness and making them feel valued. All ratings given in 2017 were similar to 2015.

Ratings for four of the five employee characteristics could be compared to the national benchmark. The employee's courtesy, promptness and knowledge were rated similar and the overall impression of the employee was much higher. Of the three characteristics that could be compared to the Front Range, courtesy and knowledge were similar and the overall impression was higher (see *Appendix E: Benchmark Comparisons*).

Figure 26: Users Ratings of City Employees Compared by Year

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Percent reporting good or very good)	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	88%	86%	88%	86%	83%	83%	86%	83%	89%
Knowledge	82%	83%	80%	80%	80%	77%	77%	77%	82%
Promptness	79%	79%	81%	81%	72%	75%	75%	72%	78%
Making you feel valued	72%	69%	69%	68%	74%	75%	74%	74%	76%
Overall impression	80%	79%	80%	79%	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.

Residents who had not had contact with a City employee also were asked to provide their impression of how City employees treat residents. About 8 in 10 respondents felt employees were courteous and 7 in 10 felt City employees made residents feel valued and that they were prompt in their response. These ratings were similar to 2015. (Benchmark comparisons were not available for these questions).

Figure 27: Non-users Ratings of City Employees Compared by Year

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Percent reporting good or very good)	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	84%	80%	79%	81%	84%	73%	73%	71%	71%
Making residents or customers feel valued	73%	71%	68%	71%	61%	64%	62%	60%	55%
Promptness in responding to inquiries and service requests	72%	76%	73%	76%	67%	61%	60%	64%	58%

This question was asked only of those who did not have contact with a City employee in the last 12 months.
About 35% of respondents said "no opinion" when evaluating each of these three characteristics of City employees (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

Fiscal Management and Planning

Since 2006, survey respondents have been asked to prioritize seven aspects of the community for which the City is responsible, at least in part, and which map to the Strategic Plan's Strategic Objectives. Residents were asked if the City should apply more effort, the same amount of effort or less effort to each (see Figure 28 on the following page).

A majority of respondents in 2017 felt that more effort should be placed on transportation while 34% felt the same level of effort should be expended. Similar proportions of respondents felt that more effort or the same amount of effort should be put toward the economy, environment and neighborhoods. Residents were in agreement with the current level of effort being given to safety (72% wanted to apply the same level of effort) and general government (76% same effort). Overall, 7% or less of residents felt that less effort should be made toward each of the seven aspects.

Generally, residents' priorities in 2017 were similar to those in 2015. However, a larger proportion of respondents in 2017 felt that more effort should be given to the environment than in 2015. Additionally, fewer residents in 2017 than in 2015 said that the same level of effort should be given to the economy and slightly more, though not significantly so, felt that more effort should be given.

Figure 28: Budget Priorities Compared by Year

Please select the option that best describes how you think the City should address each of the following aspects of the community.		2017	2015	2013	2012	2010	2008	2006
Economy: Includes economic planning and development activities	More effort	40%	35%	36%	44%	56%	61%	65%
	Same effort	54%	61%	61%	53%	41%	38%	31%
	Less effort	7%	5%	4%	2%	3%	1%	4%
	Total	100%	100%	100%	100%	100%	100%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	46%	39%	32%	37%	36%	39%	39%
	Same effort	50%	56%	65%	59%	56%	56%	54%
	Less effort	4%	4%	3%	4%	8%	5%	6%
	Total	100%	100%	100%	100%	100%	100%	100%
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	48%	43%	33%	34%	30%	31%	28%
	Same effort	47%	52%	63%	62%	62%	63%	64%
	Less effort	5%	6%	4%	4%	8%	6%	8%
	Total	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	26%	22%	17%	19%	19%	25%	23%
	Same effort	72%	76%	81%	76%	77%	72%	75%
	Less effort	2%	2%	3%	6%	5%	3%	2%
	Total	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	24%	21%	19%	22%	28%	28%	31%
	Same effort	73%	76%	77%	74%	67%	65%	62%
	Less effort	4%	3%	4%	4%	6%	6%	7%
	Total	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	65%	61%	54%	53%	58%	59%	62%
	Same effort	34%	35%	43%	45%	39%	39%	35%
	Less effort	1%	4%	3%	2%	4%	2%	3%
	Total	100%	100%	100%	100%	100%	100%	100%
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%	19%	19%	23%	22%	24%
	Same effort	76%	74%	76%	74%	69%	75%	65%
	Less effort	5%	7%	5%	7%	8%	3%	11%
	Total	100%	100%	100%	100%	100%	100%	100%

In addition to evaluating the level of effort that should be applied to each of the seven areas, respondents were asked for the first time in 2017 to select which three of the seven areas should be top priorities in the next five years. Again, transportation (65%) stood out as the area on which most residents wanted the City to focus, followed closely by the environment (62%). Only 14% of respondents selected general government as one of their top three priorities for the City.

Figure 29: Top Three Budget Priorities, 2017

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

Transportation	65%
Environment	62%
Neighborhoods	48%
Safety	39%
Economy	38%
Culture, Parks & Recreation	30%
General Government	14%
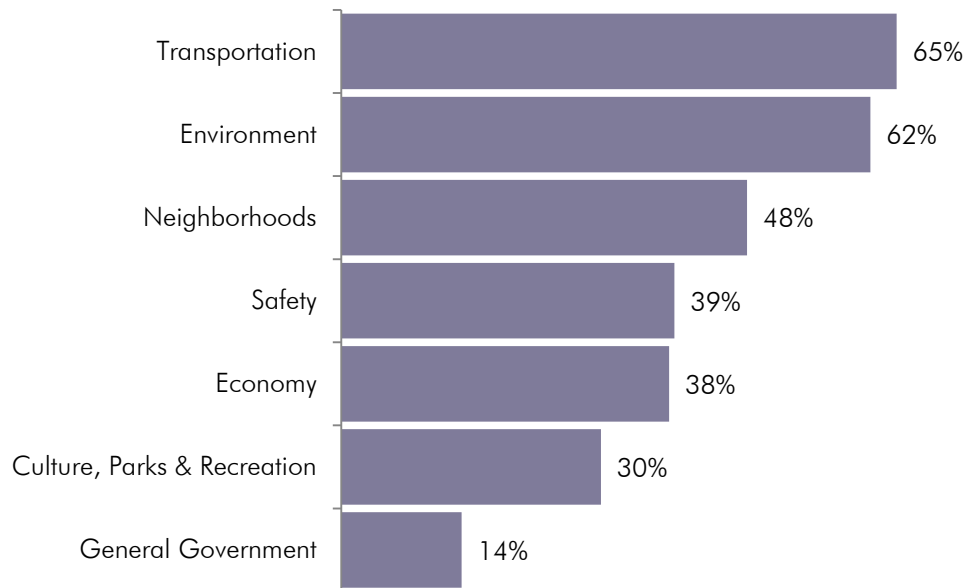
Percent selecting as first, second or third priority

Public Information

Six in 10 respondents felt the City did a good or very good job at informing residents. This rating was similar to 2015 (but lower than 2013) and was similar to the national average but lower than the Front Range benchmark (see *Appendix E: Benchmark Comparisons*).

Figure 30: Ratings of Informing Residents Compared by Year

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

59%   52%   50%   59%   59%   66%   69%   60%   60%

2001   2003   2006   2008   2010   2012   2013   2015   2017

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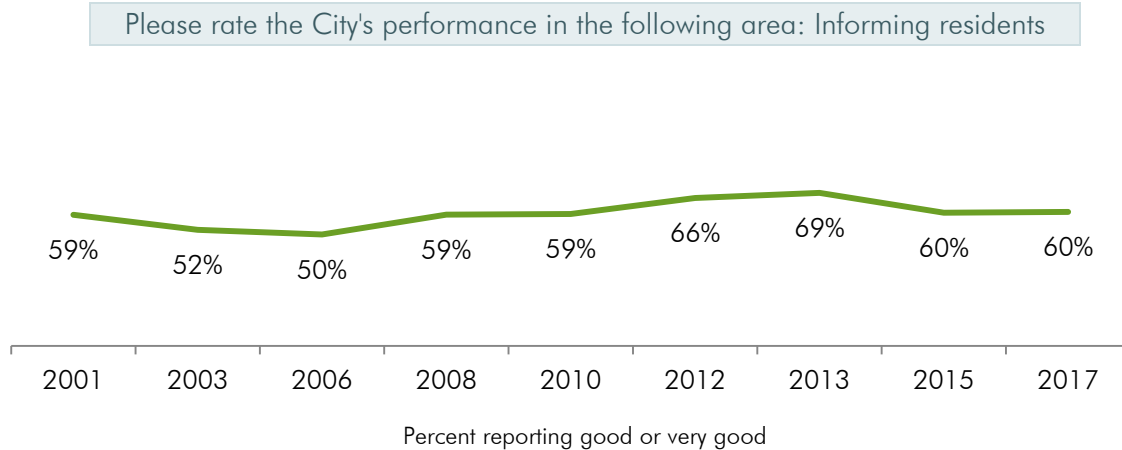
Please note that prior to 2015, "Informing citizens" was worded as "The job the City does at informing citizens".

About 6 in 10 residents gave good or very good reviews to the City providing emergency information and providing opportunities to participate in government activities. These ratings remained stable over time. When compared to the benchmarks, providing opportunities to participate in government activities was rated similar to the national and Front Range comparisons (a comparison was not available for providing emergency information; see *Appendix E: Benchmark Comparisons*).

Figure 31: Providing Information and Opportunities to Participate Compared by Year

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

Providing emergency information
61%
63%

Providing opportunities to participate in government activities
57%
54%

■ 2017
■ 2015

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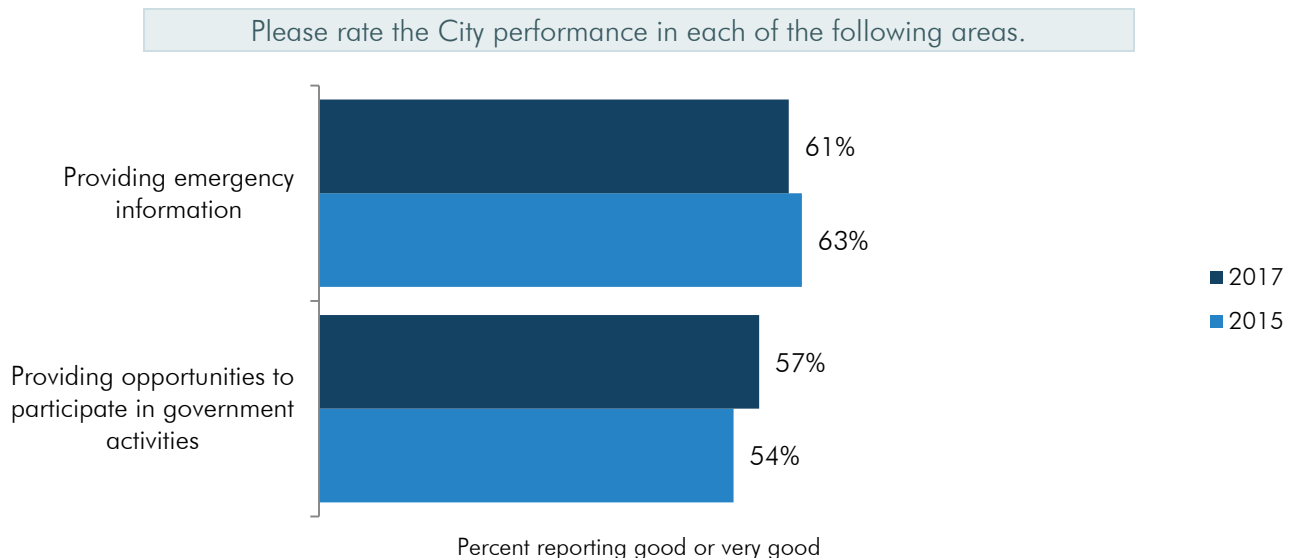
At least 20% of respondents said "no opinion" when evaluating the City government's job of providing opportunities to participate in government activities and providing emergency information (see *Appendix B: Complete Set of Survey Responses* for all responses including "no opinion").

When asked how frequently they or other household members used a variety of sources to get information about the City, almost all said they used word of mouth (90%). At least 7 in 10 reported using the City's website, Tracks and Trails and newspapers. Residents were less likely to get City information from the Fort Collins local cable channel 14 and 881 (20% had ever used this source), the City of Fort Collins mobile apps (20%), online video FCTV on www.fcgov.com/FCTV (19%) and the OurCity Platform (18%).

Figure 32: Sources of Information Compared by Year

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs. (Percent of respondents who had ever used this as a source)	2017	2015	2013	2012	2010	2008	2006	2003	2001
Word of mouth	90%	87%	88%	87%	85%	88%	82%	87%	54%
City's website (www.fcgov.com)	79%	79%	80%	74%	71%	72%	50%	54%	12%
Tracks and Trails (the guide to natural areas activities)	73%	68%	NA	NA	NA	NA	NA	NA	NA
Newspaper (print or online)	70%	72%	80%	80%	81%	87%	89%	NA	76%
"Recreator" (guide to recreation programs)	66%	70%	70%	64%	62%	60%	70%	60%	40%
"City News" (insert with utility bill)	65%	65%	67%	63%	61%	71%	76%	76%	56%
Social media (Facebook, Twitter, Nextdoor, etc.)	63%	60%	55%	44%	NA	NA	NA	NA	NA
Newsletters or brochures from City departments	60%	62%	64%	56%	57%	64%	67%	64%	17%
City employees or departments (e.g., contacting by phone, email or in person)	57%	NA	NA	NA	NA	NA	NA	NA	NA
Radio	55%	63%	69%	60%	64%	66%	61%	NA	27%
Television news	45%	57%	69%	60%	65%	69%	58%	63%	NA
City booth at local events	38%	41%	NA	NA	NA	NA	NA	NA	NA
Fort Collins local cable channel 14 and 881	20%	22%	30%	30%	36%	41%	35%	28%	26%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	20%	20%	17%	15%	NA	NA	NA	NA	NA
Online video FCTV on www.fcgov.com/FCTV	19%	12%	17%	15%	12%	14%	NA	NA	NA
OurCity Platform (ourcity.fcgov.com)	18%	NA	NA	NA	NA	NA	NA	NA	NA

Prior to 2017, "Fort Collins local cable channel 14 and 881" was "Fort Collins local cable channel 14" and "Online video FCTV on www.fcgov.com/FCTV" was "Online video of cable channel 14 on www.fcgov.com/cable14". Prior to 2015, "Newspaper (print or online)" was worded as "Newspaper." "City booth at local events" was first asked in 2015.

Appendix A: Respondent Characteristics

The following tables display the weighted demographic characteristics of those responding to the 2017 Community Survey including frequency of responses and the number of respondents.

Table 1: Length of Residency

About how many years have you lived in Fort Collins?	Percent of respondents
5 years or less	36%
6-10 years	15%
11-20 years	20%
More than 20 years	28%
Total	100%

Table 2: Respondent Student Status

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent of respondents
Yes	19%
No	81%
Total	100%

Table 3: Respondent College or University Attended

Which college or university do you attend?	Percent of respondents
Colorado State University	86%
Front Range Community College	9%
Another local college or university	5%
Total	100%

Table 4: Employment Status

What is your employment status?	Percent
Working full time for pay	56%
Working part time for pay	17%
Unemployed, looking for paid work	5%
Unemployed, not looking for paid work	7%
Fully retired	15%
Total	100%

Table 5: Work in Fort Collins

Do you work inside the boundaries of Fort Collins?	Percent
Yes, outside the home	52%
Yes, from home	13%
No	35%
Total	100%

Table 6: Respondent Age

Which of the age groups below best describes you?	Percent of respondents
18-24	15%
25-34	30%
35-44	14%
45-54	16%
55-64	11%
65-74	9%
75+	5%
Total	100%

Table 7: Respondent Gender

Your gender	Percent of respondents
Male	49%
Female	51%
Total	100%

Table 8: Respondent Ethnicity

Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	94%
Yes, I consider myself to be Spanish, Hispanic or Latino	6%
Total	100%

Table 9: Respondent Race/ethnicity

What is your race?	Percent of respondents
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	3%
Black or African American	2%
White	94%
Other	3%
Total	100%

Table 10: Respondent Housing Status

Which best describes the building you live in?	Percent of respondents
Own detached unit	47%
Own attached unit	6%
Rent detached unit	10%
Rent attached unit	32%
Live in dorm	5%
Total	100%

Table 11: Geographic Area of Residence

	Percent of respondents
Northeast	11%
East Central	23%
Southeast	15%
Northwest/CSU Dorms	24%
West Central	21%
Southwest	5%
Total	100%

Appendix B: Complete Set of Survey Responses

Complete Set of Frequencies Excluding "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 12: Question 1

Please rate Fort Collins as a community on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total
Overall, as a place to live	61%	34%	4%	1%	0%	100%
Overall safety of residents	40%	49%	8%	2%	0%	100%
Quality of shopping opportunities	31%	42%	23%	4%	1%	100%
Quality of dining opportunities	51%	34%	12%	2%	0%	100%
Quality of entertainment opportunities	30%	46%	20%	2%	1%	100%
Availability of job opportunities	9%	37%	39%	10%	4%	100%
Availability of affordable quality housing	3%	8%	26%	38%	26%	100%
Quality of arts and cultural opportunities	24%	46%	26%	3%	1%	100%
Quality of recreational opportunities	54%	34%	10%	2%	1%	100%
Availability of quality healthcare	33%	42%	20%	3%	2%	100%
Quality of public schools	41%	42%	14%	2%	1%	100%
Quality of public library services	48%	41%	10%	1%	1%	100%
As a place to raise children	51%	38%	10%	1%	1%	100%
As a place to retire	35%	35%	21%	7%	3%	100%
As a place to attend college	47%	40%	11%	2%	1%	100%
As a place to work	31%	47%	18%	4%	0%	100%
Openness and acceptance of the community toward people of diverse backgrounds	24%	42%	28%	5%	1%	100%
Overall quality of life in Fort Collins	46%	45%	8%	1%	0%	100%

Table 13: Question 2

Please rate the quality of your neighborhood on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total
Your neighborhood as a place to live	48%	37%	11%	3%	1%	100%
Your neighborhood as a place to raise children	45%	30%	17%	6%	2%	100%
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	45%	33%	17%	4%	1%	100%

Table 14: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Fort Collins to someone who asks	54%	34%	6%	5%	100%
Remain in Fort Collins for the next five years	61%	24%	8%	6%	100%

Table 15: Question 4

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	2 times a week or more	2-4 times a month	Once a month or less	Not at all	Total
Visited a neighborhood park or City park	32%	33%	27%	8%	100%
Attended a neighborhood-sponsored event	2%	6%	36%	56%	100%
Attended a government-organized event (open house, City Council session, forum, etc.)	1%	2%	27%	70%	100%
Carpooled with other adults or children instead of driving alone	18%	21%	19%	43%	100%
Volunteered your time to some group/activity in Fort Collins	8%	18%	31%	42%	100%
Talked to or visited with your immediate neighbors	43%	28%	20%	9%	100%
Done a favor for a neighbor	16%	24%	39%	21%	100%

Table 16: Question 5

Please tell us how safe you feel in each of the following areas in Fort Collins.	Always safe	Usually safe	Sometimes safe, sometimes unsafe	Usually unsafe	Always unsafe	Total
Downtown Fort Collins during the day	57%	37%	6%	1%	0%	100%
Downtown Fort Collins at night	12%	48%	34%	6%	1%	100%
Your neighborhood during the day	70%	26%	3%	0%	0%	100%
Your neighborhood at night	42%	43%	13%	2%	1%	100%
Parks	29%	53%	16%	2%	0%	100%
Natural areas/open spaces	34%	50%	14%	2%	0%	100%
Recreation facilities	47%	46%	7%	1%	0%	100%
Trails	32%	51%	14%	2%	1%	100%
Fort Collins overall during the day	52%	43%	4%	1%	0%	100%
Fort Collins overall at night	16%	55%	26%	3%	0%	100%

Table 17: Question 6

Please rate the quality of each of the following in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	31%	48%	17%	3%	1%	100%
Disaster response and restoration of services	29%	53%	16%	1%	1%	100%
Fire prevention/education	29%	45%	20%	5%	1%	100%
Fire response time	44%	47%	8%	2%	0%	100%
Fire services overall	40%	50%	10%	1%	0%	100%
Crime prevention	15%	52%	29%	3%	1%	100%
Police patrol	18%	45%	33%	3%	1%	100%
Traffic enforcement	13%	38%	37%	9%	2%	100%
Police visibility	20%	45%	28%	6%	1%	100%
Police response time	25%	45%	24%	4%	2%	100%
Police services overall	19%	49%	27%	4%	1%	100%
Code enforcement (weeds, abandoned buildings, etc.)	14%	34%	40%	9%	2%	100%
Noise enforcement	16%	34%	33%	11%	6%	100%
Animal control	21%	45%	27%	5%	2%	100%
Business property maintenance	21%	51%	24%	3%	1%	100%
Residential property maintenance	17%	47%	30%	4%	1%	100%

Please rate the quality of each of the following in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total
Natural Areas Ranger services	32%	53%	13%	1%	1%	100%
Drinking water	60%	27%	10%	2%	1%	100%
Electric services	45%	42%	12%	1%	0%	100%
Sewer services	46%	40%	13%	2%	1%	100%
Storm drainage	36%	42%	20%	2%	1%	100%
Utility billing	33%	41%	22%	3%	1%	100%
Utilities overall	34%	45%	19%	2%	1%	100%

Table 18: Question 7

Please rate the following areas of transportation in Fort Collins.	Very good	Good	Average	Bad	Very bad	Total
Ease of driving	8%	31%	35%	19%	8%	100%
Ease of traveling by public transportation	12%	34%	37%	12%	5%	100%
As a walkable city	23%	37%	30%	8%	3%	100%
Ease of traveling by bicycle	44%	37%	14%	3%	2%	100%
Availability of parking Downtown	5%	24%	39%	20%	12%	100%
Level of traffic congestion	2%	11%	39%	30%	18%	100%
Street maintenance	14%	44%	34%	7%	2%	100%

Table 19: Question 8

Please rate the City's performance in each of the following areas.	Very good	Good	Average	Bad	Very bad	Total
Managing and planning for growth	12%	32%	33%	18%	5%	100%
Efficient operation of programs and services	15%	49%	30%	4%	2%	100%
Encouraging sustainability in the community	27%	49%	20%	3%	1%	100%
Overall direction of the City	22%	43%	24%	9%	2%	100%
Support of businesses	20%	48%	24%	5%	3%	100%
Promotion of the economic health of Fort Collins	19%	47%	26%	7%	1%	100%
Encouraging a variety of businesses	21%	44%	27%	6%	2%	100%
Retaining existing businesses	16%	39%	34%	8%	3%	100%
Attracting new businesses	17%	46%	26%	7%	4%	100%
Welcoming resident involvement	19%	47%	27%	5%	2%	100%
Listening to residents	16%	35%	33%	11%	5%	100%
Informing residents	15%	46%	29%	9%	2%	100%
Providing opportunities to participate in government activities	17%	41%	33%	7%	3%	100%
Providing emergency information	18%	43%	32%	5%	1%	100%

Table 20: Question 9

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Very good	Good	Average	Bad	Very bad	Total
Community's visual attractiveness	44%	46%	9%	1%	0%	100%
Air quality	27%	46%	21%	5%	0%	100%
Recycling programs	39%	44%	15%	2%	0%	100%
Conservation efforts	34%	50%	13%	2%	0%	100%
Overall quality of environment	36%	53%	10%	1%	0%	100%

Table 21: Question 10

Please rate the quality of each of the programs or facilities listed below.	Very good	Good	Average	Bad	Very bad	Total
Natural areas and open space	61%	33%	5%	1%	0%	100%
Recreational trails	64%	33%	3%	0%	0%	100%
Parks	58%	38%	3%	1%	0%	100%
Cemeteries	38%	44%	16%	1%	0%	100%
Golf courses	37%	47%	15%	1%	0%	100%
Athletic fields	39%	47%	13%	1%	0%	100%
Northside Aztlan Community Center	39%	48%	11%	2%	0%	100%
Fort Collins Senior Center	44%	42%	12%	1%	0%	100%
Edora Pool Ice Center (EPIC)	31%	51%	16%	2%	0%	100%
Mulberry Pool	21%	52%	24%	3%	0%	100%
The Farm at Lee Martinez Park	40%	50%	9%	1%	0%	100%
The Gardens on Spring Creek	49%	44%	6%	1%	0%	100%
Pottery studio	32%	47%	19%	2%	0%	100%
Art in Public Places program	46%	40%	10%	3%	1%	100%
Lincoln Center programs	38%	47%	11%	3%	0%	100%
Fort Collins Museum of Discovery	49%	42%	9%	1%	0%	100%
Adult recreation programs	30%	48%	18%	4%	0%	100%
Senior recreation programs	37%	42%	17%	2%	1%	100%
Youth/teen recreation programs	33%	43%	18%	4%	1%	100%

Table 22: Question 11

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent of respondents
Very good	37%
Good	52%
Average	9%
Bad	1%
Very bad	0%
Total	100%

Table 23: Question 12

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

Table 24: Question 12A

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good	Good	Average	Bad	Very bad	Total
Courtesy	59%	28%	9%	2%	1%	100%
Promptness	48%	31%	13%	5%	3%	100%
Knowledge	53%	29%	13%	3%	2%	100%
Making you feel valued	47%	25%	19%	5%	4%	100%
Overall impression	52%	28%	13%	4%	4%	100%

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

Table 25: Question 12B

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Very good	Good	Average	Bad	Very bad	Total
Courtesy	28%	56%	14%	1%	0%	100%
Promptness in responding to inquiries and service requests	24%	48%	26%	2%	1%	100%
Making residents or customers feel valued	27%	46%	23%	4%	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 26: Question 13

Please select the option that best describes how you think the City should address each of the following aspects of the community.	More effort	Same effort	Less effort	Total
Economy: Includes economic planning and development activities	40%	54%	7%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	46%	50%	4%	100%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	48%	47%	5%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	26%	72%	2%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	24%	73%	4%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	65%	34%	1%	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 27: Question 13 - Top 3 Priorities

Please select which three (3) should be the top priorities for the City to focus on in the next 5 years.	Percent selecting as top 1, 2 or 3 priority
Economy: Includes economic planning and development activities	38%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	62%
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	48%
Safety: Includes police, fire and emergency medical response, and building inspection	39%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	30%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	65%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	14%

Table 28: Question 14

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs.	Always	Frequently	Sometimes	Never	Total
Fort Collins local cable channel 14 and 881	0%	2%	17%	80%	100%
Online video FCTV on www.fcgov.com/FCTV	0%	2%	17%	81%	100%
City's website (www.fcgov.com)	6%	24%	49%	21%	100%
"City News" (insert with utility bill)	9%	22%	33%	35%	100%
Newsletters or brochures from City departments	4%	16%	39%	40%	100%
City employees or departments (e.g., contacting by phone, email or in person)	2%	7%	48%	43%	100%
Tracks and Trails (the guide to natural areas activities)	11%	28%	35%	27%	100%
"Recreator" (guide to recreation programs)	13%	23%	30%	34%	100%
Word of mouth	16%	39%	35%	10%	100%
Newspaper (print or online)	14%	23%	33%	30%	100%
Radio	6%	21%	28%	45%	100%
Television news	7%	14%	24%	55%	100%
Social media (Facebook, Twitter, Nextdoor, etc.)	13%	27%	23%	37%	100%
OurCity Platform (ourcity.fcgov.com)	1%	2%	15%	82%	100%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	1%	6%	13%	80%	100%
City booth at local events	1%	6%	31%	62%	100%

Complete Set of Frequencies Including "No Opinion"

The following pages contain a complete set of responses to each question on the survey, including the "don't know" or "no opinion" responses. The percent of respondents giving a particular response is shown followed by the number of respondents.

Table 29: Question 1

Please rate Fort Collins as a community on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Overall, as a place to live	61%	N=465	34%	N=256	4%	N=30	1%	N=4	0%	N=3	0%	N=1	100%	N=759
Overall safety of residents	40%	N=305	49%	N=374	8%	N=64	2%	N=12	0%	N=1	0%	N=2	100%	N=758
Quality of shopping opportunities	30%	N=229	41%	N=313	23%	N=172	4%	N=29	1%	N=4	2%	N=13	100%	N=760
Quality of dining opportunities	50%	N=381	34%	N=258	12%	N=94	2%	N=15	0%	N=4	1%	N=9	100%	N=760
Quality of entertainment opportunities	29%	N=221	46%	N=343	20%	N=151	2%	N=16	1%	N=9	1%	N=11	100%	N=751
Availability of job opportunities	8%	N=63	32%	N=246	35%	N=262	9%	N=70	3%	N=24	12%	N=92	100%	N=757
Availability of affordable quality housing	3%	N=20	7%	N=56	24%	N=185	36%	N=272	25%	N=189	4%	N=34	100%	N=755
Quality of arts and cultural opportunities	23%	N=170	44%	N=330	25%	N=189	3%	N=21	1%	N=7	5%	N=38	100%	N=755
Quality of recreational opportunities	53%	N=399	33%	N=249	10%	N=72	2%	N=14	1%	N=4	2%	N=18	100%	N=757
Availability of quality healthcare	30%	N=223	37%	N=281	18%	N=134	3%	N=21	2%	N=12	11%	N=82	100%	N=755
Quality of public schools	28%	N=215	29%	N=220	10%	N=73	1%	N=11	1%	N=6	30%	N=229	100%	N=754
Quality of public library services	42%	N=316	35%	N=265	9%	N=65	1%	N=5	0%	N=3	14%	N=104	100%	N=759
As a place to raise children	40%	N=302	30%	N=229	8%	N=58	1%	N=5	1%	N=4	21%	N=161	100%	N=758
As a place to retire	28%	N=211	28%	N=211	17%	N=130	6%	N=43	2%	N=16	19%	N=145	100%	N=756
As a place to attend college	41%	N=313	36%	N=269	10%	N=77	1%	N=10	1%	N=4	11%	N=83	100%	N=756
As a place to work	29%	N=220	44%	N=330	17%	N=126	4%	N=29	0%	N=2	6%	N=44	100%	N=752
Openness and acceptance of the community toward people of diverse backgrounds	23%	N=172	40%	N=303	27%	N=200	4%	N=33	1%	N=10	4%	N=32	100%	N=751
Overall quality of life in Fort Collins	46%	N=349	45%	N=337	8%	N=60	1%	N=7	0%	N=2	0%	N=0	100%	N=755

Table 30: Question 2

Please rate the quality of your neighborhood on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Your neighborhood as a place to live	48%	N=357	37%	N=278	11%	N=85	3%	N=21	1%	N=4	1%	N=7	100%	N=751
Your neighborhood as a place to raise children	37%	N=279	26%	N=191	14%	N=107	5%	N=39	1%	N=11	16%	N=119	100%	N=745
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	45%	N=335	33%	N=249	16%	N=123	4%	N=30	1%	N=7	1%	N=5	100%	N=749

Table 31: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Fort Collins to someone who asks	53%	N=401	34%	N=255	6%	N=47	5%	N=38	1%	N=11	100%	N=753
Remain in Fort Collins for the next five years	59%	N=447	23%	N=174	8%	N=61	6%	N=45	4%	N=28	100%	N=754

Table 32: Question 4

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	32%	N=239	33%	N=249	27%	N=201	8%	N=62	100%	N=751
Attended a neighborhood-sponsored event	2%	N=16	6%	N=46	36%	N=266	56%	N=419	100%	N=746
Attended a government-organized event (open house, City Council session, forum, etc.)	1%	N=7	2%	N=15	27%	N=204	70%	N=519	100%	N=744
Carpooled with other adults or children instead of driving alone	18%	N=132	21%	N=156	19%	N=139	43%	N=322	100%	N=750
Volunteered your time to some group/activity in Fort Collins	8%	N=62	18%	N=137	31%	N=232	42%	N=316	100%	N=747
Talked to or visited with your immediate neighbors	43%	N=322	28%	N=212	20%	N=149	9%	N=69	100%	N=751
Done a favor for a neighbor	16%	N=121	24%	N=181	39%	N=291	21%	N=157	100%	N=751

Table 33: Question 5

Please tell us how safe you feel in each of the following areas in Fort Collins.	Always safe		Usually safe		Sometimes safe, sometimes unsafe		Usually unsafe		Always unsafe		No opinion		Total	
Downtown Fort Collins during the day	56%	N=417	36%	N=269	6%	N=41	1%	N=8	0%	N=1	1%	N=8	100%	N=743
Downtown Fort Collins at night	11%	N=81	45%	N=331	32%	N=233	6%	N=41	1%	N=8	6%	N=43	100%	N=738
Your neighborhood during the day	70%	N=520	26%	N=190	3%	N=25	0%	N=3	0%	N=1	0%	N=3	100%	N=741
Your neighborhood at night	41%	N=308	43%	N=317	13%	N=94	2%	N=13	1%	N=5	1%	N=7	100%	N=745
Parks	28%	N=204	49%	N=364	15%	N=108	2%	N=16	0%	N=1	6%	N=48	100%	N=738
Natural areas/open spaces	32%	N=235	47%	N=343	13%	N=97	1%	N=11	0%	N=1	7%	N=52	100%	N=738
Recreation facilities	40%	N=293	39%	N=287	6%	N=44	1%	N=5	0%	N=1	15%	N=110	100%	N=739
Trails	30%	N=222	48%	N=348	13%	N=98	1%	N=10	1%	N=6	7%	N=48	100%	N=732
Fort Collins overall during the day	52%	N=387	42%	N=316	4%	N=32	1%	N=5	0%	N=1	0%	N=3	100%	N=743
Fort Collins overall at night	15%	N=115	54%	N=404	25%	N=187	3%	N=22	0%	N=1	2%	N=16	100%	N=744

Table 34: Question 6

Please rate the quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	N=138	29%	N=213	10%	N=75	2%	N=13	0%	N=4	39%	N=287	100%	N=729
Disaster response and restoration of services	16%	N=119	30%	N=218	9%	N=67	1%	N=6	0%	N=3	44%	N=321	100%	N=733
Fire prevention/education	19%	N=141	30%	N=221	14%	N=100	3%	N=25	1%	N=6	32%	N=237	100%	N=729
Fire response time	23%	N=171	25%	N=182	4%	N=29	1%	N=6	0%	N=1	47%	N=348	100%	N=736
Fire services overall	25%	N=179	31%	N=224	6%	N=44	0%	N=3	0%	N=1	38%	N=279	100%	N=729
Crime prevention	12%	N=87	42%	N=305	24%	N=173	2%	N=17	1%	N=7	20%	N=143	100%	N=732
Police patrol	16%	N=118	40%	N=292	29%	N=214	3%	N=20	1%	N=4	12%	N=87	100%	N=736
Traffic enforcement	12%	N=85	34%	N=251	33%	N=243	8%	N=61	2%	N=16	11%	N=79	100%	N=736
Police visibility	19%	N=138	42%	N=308	26%	N=194	6%	N=42	1%	N=4	7%	N=53	100%	N=740
Police response time	15%	N=115	28%	N=205	15%	N=109	2%	N=17	1%	N=8	39%	N=286	100%	N=740
Police services overall	16%	N=115	40%	N=294	22%	N=164	3%	N=25	0%	N=3	18%	N=132	100%	N=733

Please rate the quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=78	25%	N=187	30%	N=220	7%	N=51	1%	N=11	26%	N=191	100%	N=737
Noise enforcement	11%	N=85	25%	N=183	24%	N=180	8%	N=62	4%	N=31	27%	N=200	100%	N=740
Animal control	15%	N=111	32%	N=241	20%	N=145	4%	N=28	1%	N=10	28%	N=206	100%	N=743
Business property maintenance	16%	N=120	38%	N=283	18%	N=135	2%	N=17	1%	N=4	25%	N=182	100%	N=741
Residential property maintenance	14%	N=102	38%	N=280	24%	N=178	3%	N=24	1%	N=8	20%	N=147	100%	N=737
Natural Areas Ranger services	23%	N=170	39%	N=286	9%	N=69	1%	N=6	0%	N=4	28%	N=204	100%	N=739
Drinking water	58%	N=433	27%	N=199	10%	N=74	2%	N=13	1%	N=5	3%	N=21	100%	N=744
Electric services	43%	N=317	40%	N=296	11%	N=83	1%	N=6	0%	N=2	5%	N=39	100%	N=742
Sewer services	41%	N=306	36%	N=265	11%	N=85	1%	N=10	1%	N=4	10%	N=71	100%	N=742
Storm drainage	33%	N=245	38%	N=283	18%	N=135	2%	N=14	1%	N=4	8%	N=61	100%	N=742
Utility billing	31%	N=232	39%	N=288	21%	N=156	3%	N=24	1%	N=4	5%	N=38	100%	N=743
Utilities overall	32%	N=236	42%	N=312	18%	N=133	2%	N=12	1%	N=5	6%	N=43	100%	N=741

Table 35: Question 7

Please rate the following areas of transportation in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Ease of driving	8%	N=58	31%	N=228	34%	N=253	18%	N=137	8%	N=56	1%	N=8	100%	N=740
Ease of traveling by public transportation	9%	N=63	24%	N=180	26%	N=194	9%	N=65	3%	N=25	29%	N=212	100%	N=739
As a walkable city	22%	N=164	36%	N=266	29%	N=216	8%	N=57	3%	N=22	2%	N=17	100%	N=742
Ease of traveling by bicycle	40%	N=297	34%	N=255	13%	N=95	3%	N=24	1%	N=11	8%	N=58	100%	N=739
Availability of parking Downtown	5%	N=36	23%	N=172	38%	N=285	19%	N=142	12%	N=88	2%	N=17	100%	N=741
Level of traffic congestion	2%	N=14	11%	N=82	39%	N=287	30%	N=223	17%	N=130	1%	N=7	100%	N=742
Street maintenance	14%	N=102	43%	N=323	33%	N=247	6%	N=48	2%	N=16	1%	N=7	100%	N=743

Table 36: Question 8

Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Managing and planning for growth	10%	N=73	27%	N=195	27%	N=201	15%	N=107	4%	N=33	17%	N=123	100%	N=731
Efficient operation of programs and services	12%	N=88	39%	N=281	24%	N=173	3%	N=20	1%	N=9	21%	N=155	100%	N=727
Encouraging sustainability in the community	24%	N=173	43%	N=315	18%	N=128	3%	N=20	1%	N=8	12%	N=86	100%	N=729
Overall direction of the City	20%	N=143	39%	N=288	22%	N=162	8%	N=59	2%	N=13	9%	N=65	100%	N=730
Support of businesses	16%	N=116	38%	N=281	19%	N=139	4%	N=28	2%	N=16	21%	N=153	100%	N=733
Promotion of the economic health of Fort Collins	16%	N=118	40%	N=289	22%	N=157	5%	N=40	1%	N=7	16%	N=115	100%	N=727
Encouraging a variety of businesses	17%	N=126	37%	N=269	22%	N=164	5%	N=36	2%	N=15	16%	N=119	100%	N=729
Retaining existing businesses	13%	N=91	31%	N=228	28%	N=201	6%	N=47	3%	N=19	19%	N=140	100%	N=726
Attracting new businesses	14%	N=102	38%	N=273	21%	N=155	5%	N=39	3%	N=22	19%	N=135	100%	N=727
Welcoming resident involvement	16%	N=114	40%	N=291	23%	N=165	4%	N=33	2%	N=14	15%	N=109	100%	N=726
Listening to residents	13%	N=95	28%	N=205	26%	N=191	8%	N=61	4%	N=26	20%	N=144	100%	N=724
Informing residents	13%	N=94	40%	N=293	26%	N=190	8%	N=56	1%	N=10	11%	N=81	100%	N=726
Providing opportunities to participate in government activities	13%	N=93	32%	N=230	26%	N=186	5%	N=38	2%	N=15	23%	N=166	100%	N=729
Providing emergency information	14%	N=104	34%	N=250	25%	N=186	4%	N=30	1%	N=7	21%	N=153	100%	N=730

Table 37: Question 9

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Community's visual attractiveness	44%	N=323	46%	N=335	9%	N=64	1%	N=6	0%	N=0	1%	N=5	100%	N=732
Air quality	27%	N=199	46%	N=336	21%	N=152	5%	N=40	0%	N=2	1%	N=4	100%	N=733
Recycling programs	38%	N=277	43%	N=314	15%	N=111	2%	N=15	0%	N=1	2%	N=12	100%	N=730
Conservation efforts	32%	N=235	47%	N=339	12%	N=90	2%	N=17	0%	N=2	6%	N=46	100%	N=729
Overall quality of environment	36%	N=263	52%	N=382	10%	N=74	1%	N=6	0%	N=0	1%	N=8	100%	N=732

Table 38: Question 10

Please rate the quality of each of the programs or facilities listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Natural areas and open space	58%	N=427	32%	N=234	5%	N=37	1%	N=5	0%	N=0	4%	N=27	100%	N=731
Recreational trails	60%	N=442	31%	N=226	3%	N=20	0%	N=3	0%	N=1	5%	N=38	100%	N=730
Parks	56%	N=408	37%	N=271	3%	N=24	1%	N=4	0%	N=0	3%	N=23	100%	N=730
Cemeteries	21%	N=152	24%	N=175	9%	N=65	0%	N=3	0%	N=0	46%	N=334	100%	N=730
Golf courses	21%	N=150	26%	N=193	8%	N=62	1%	N=6	0%	N=0	44%	N=320	100%	N=729
Athletic fields	28%	N=205	34%	N=247	9%	N=68	1%	N=6	0%	N=0	28%	N=202	100%	N=727
Northside Aztlan Community Center	18%	N=131	22%	N=161	5%	N=36	1%	N=6	0%	N=0	54%	N=393	100%	N=727
Fort Collins Senior Center	22%	N=158	20%	N=149	6%	N=44	1%	N=5	0%	N=0	51%	N=372	100%	N=728
Edora Pool Ice Center (EPIC)	17%	N=125	28%	N=204	9%	N=66	1%	N=8	0%	N=1	44%	N=318	100%	N=723
Mulberry Pool	10%	N=74	26%	N=185	12%	N=85	2%	N=11	0%	N=1	51%	N=367	100%	N=724
The Farm at Lee Martinez Park	23%	N=167	29%	N=208	5%	N=38	0%	N=3	0%	N=1	43%	N=310	100%	N=727
The Gardens on Spring Creek	32%	N=235	29%	N=211	4%	N=29	1%	N=5	0%	N=0	34%	N=249	100%	N=729
Pottery studio	8%	N=59	12%	N=85	5%	N=34	0%	N=3	0%	N=0	75%	N=543	100%	N=724
Art in Public Places program	33%	N=236	28%	N=203	7%	N=52	2%	N=13	0%	N=3	30%	N=217	100%	N=724
Lincoln Center programs	29%	N=214	37%	N=266	9%	N=63	2%	N=14	0%	N=3	23%	N=167	100%	N=727
Fort Collins Museum of Discovery	32%	N=233	28%	N=200	6%	N=42	1%	N=5	0%	N=1	34%	N=245	100%	N=725
Adult recreation programs	17%	N=127	28%	N=205	10%	N=75	3%	N=19	0%	N=0	41%	N=302	100%	N=728
Senior recreation programs	14%	N=98	15%	N=112	6%	N=46	1%	N=6	0%	N=3	64%	N=462	100%	N=728
Youth/teen recreation programs	15%	N=107	19%	N=137	8%	N=59	2%	N=14	0%	N=3	56%	N=408	100%	N=727

Table 39: Question 11

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent	Number
Very good	37%	N=264
Good	52%	N=373
Average	9%	N=67
Bad	1%	N=4
Very bad	0%	N=3
No opinion	1%	N=6
Total	100%	N=718

Table 40: Question 12

Have you had contact with any City employee(s) by phone, in-person, via email or online within the last 12 months?	Percent	Number
Yes	53%	N=391
No	47%	N=348
Total	100%	N=740

Table 41: Question 12A

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Courtesy	59%	N=231	28%	N=110	9%	N=37	2%	N=6	1%	N=5	0%	N=1	100%	N=391
Promptness	47%	N=185	30%	N=119	13%	N=52	4%	N=18	3%	N=13	1%	N=5	100%	N=391
Knowledge	52%	N=202	29%	N=113	12%	N=48	3%	N=13	2%	N=6	2%	N=8	100%	N=391
Making you feel valued	46%	N=179	24%	N=93	18%	N=72	4%	N=17	4%	N=16	3%	N=13	100%	N=391
Overall impression	52%	N=203	28%	N=108	13%	N=49	3%	N=14	4%	N=14	0%	N=2	100%	N=390

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

Table 42: Question 12B

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Courtesy	19%	N=62	36%	N=121	9%	N=32	1%	N=2	0%	N=1	35%	N=116	100%	N=333
Promptness in responding to inquiries and service requests	15%	N=51	31%	N=102	16%	N=55	1%	N=4	0%	N=1	36%	N=119	100%	N=333
Making residents or customers feel valued	18%	N=59	30%	N=99	15%	N=49	2%	N=8	0%	N=1	35%	N=118	100%	N=333

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

Table 43: Question 13

Please select the option that best describes how you think the City should address each of the following aspects of the community.	More effort		Same effort		Less effort		No opinion		Total	
Economy: Includes economic planning and development activities	36%	N=246	49%	N=333	6%	N=42	9%	N=61	100%	N=681
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	44%	N=303	49%	N=335	4%	N=27	4%	N=24	100%	N=690
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	47%	N=325	46%	N=318	4%	N=31	3%	N=21	100%	N=695
Safety: Includes police, fire and emergency medical response, and building inspection	25%	N=171	68%	N=468	2%	N=14	5%	N=37	100%	N=690
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	23%	N=157	70%	N=483	4%	N=25	4%	N=25	100%	N=690
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	63%	N=438	33%	N=230	1%	N=9	2%	N=15	100%	N=693
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	17%	N=118	68%	N=468	4%	N=29	11%	N=75	100%	N=690

Table 44: Question 13 - Top 3 Priorities

Please select which three (3) should be the top priorities for the City to focus on in the next 5 years.	Percent selecting as top 1, 2 or 3 priority	Number
Economy: Includes economic planning and development activities	38%	N=250
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	62%	N=404
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	48%	N=309
Safety: Includes police, fire and emergency medical response, and building inspection	39%	N=254
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	30%	N=198
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	65%	N=424
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	14%	N=92

Table 45: Question 14

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs.	Always		Frequently		Sometimes		Never		Total	
Fort Collins local cable channel 14 and 881	0%	N=2	2%	N=16	17%	N=124	80%	N=588	100%	N=731
Online video FCTV on www.fcgov.com/FCTV	0%	N=2	2%	N=17	17%	N=123	81%	N=586	100%	N=728
City's website (www.fcgov.com)	6%	N=43	24%	N=179	49%	N=356	21%	N=154	100%	N=731
"City News" (insert with utility bill)	9%	N=68	22%	N=159	33%	N=242	35%	N=253	100%	N=722
Newsletters or brochures from City departments	4%	N=30	16%	N=117	39%	N=289	40%	N=295	100%	N=731
City employees or departments (e.g., contacting by phone, email or in person)	2%	N=12	7%	N=54	48%	N=345	43%	N=312	100%	N=723
Tracks and Trails (the guide to natural areas activities)	11%	N=77	28%	N=203	35%	N=256	27%	N=196	100%	N=732
"Recreator" (guide to recreation programs)	13%	N=93	23%	N=170	30%	N=220	34%	N=252	100%	N=735
Word of mouth	16%	N=115	39%	N=283	35%	N=250	10%	N=73	100%	N=721
Newspaper (print or online)	14%	N=101	23%	N=170	33%	N=241	30%	N=219	100%	N=732
Radio	6%	N=41	21%	N=155	28%	N=203	45%	N=332	100%	N=731
Television news	7%	N=53	14%	N=99	24%	N=175	55%	N=403	100%	N=729
Social media (Facebook, Twitter, Nextdoor, etc.)	13%	N=94	27%	N=197	23%	N=172	37%	N=270	100%	N=734
OurCity Platform (ourcity.fcgov.com)	1%	N=9	2%	N=17	15%	N=106	82%	N=594	100%	N=727
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	1%	N=6	6%	N=41	13%	N=98	80%	N=588	100%	N=732
City booth at local events	1%	N=8	6%	N=43	31%	N=228	62%	N=453	100%	N=731

Table 46: Question D1

About how many years have you lived in Fort Collins?	Percent	Number
5 years or less	36%	N=264
6-10 years	15%	N=113
11-20 years	20%	N=148
More than 20 years	28%	N=208
Total	100%	N=733

Table 47: Question D2

Are you a full-time or part-time student at a college or university in Fort Collins?	Percent	Number
Yes	19%	N=143
No	81%	N=604
Total	100%	N=747

Table 48: Question D3

Which college or university do you attend?	Percent	Number
Colorado State University	86%	N=122
Front Range Community College	9%	N=13
Another local college or university	5%	N=8
Total	100%	N=143

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	56%	N=409
Working part time for pay	17%	N=126
Unemployed, looking for paid work	5%	N=33
Unemployed, not looking for paid work	7%	N=51
Fully retired	15%	N=112
Total	100%	N=732

Table 50: Question D5

Do you work inside the boundaries of Fort Collins?	Percent	Number
Yes, outside the home	52%	N=365
Yes, from home	13%	N=90
No	35%	N=249
Total	100%	N=704

Table 51: Question D6

Which of the age groups below best describes you?	Percent	Number
18-24	15%	N=112
25-34	30%	N=221
35-44	14%	N=101
45-54	16%	N=113
55-64	11%	N=77
65-74	9%	N=64
75+	5%	N=37
Total	100%	N=726

Table 52: Question D7

Your gender	Percent	Number
Male	49%	N=353
Female	51%	N=371
Total	100%	N=724

Table 53: Question D8

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	58%	N=423
Building with two or more homes (duplex, townhome, apartment or condominium)	39%	N=283
Mobile home	1%	N=8
Other	2%	N=18
Total	100%	N=731

Table 54: Question D9

Do you own or rent your residence?	Percent	Number
Own	55%	N=391
Rent	45%	N=326
Total	100%	N=718

Table 55: Question D10

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	94%	N=675
Yes, I consider myself to be Spanish, Hispanic or Latino	6%	N=42
Total	100%	N=718

Table 56: Questions D11

What is your race?	Percent	Number
American Indian or Alaskan Native	1%	N=7
Asian, Asian Indian or Pacific Islander	3%	N=21
Black or African American	2%	N=11
White	94%	N=673
Other	3%	N=23
Total	100%	N=719

Table 57: Geographic Area of Residence

	Percent	Number
Northeast	11%	N=87
East Central	23%	N=173
Southeast	15%	N=117
Northwest	19%	N=148
West Central	21%	N=162
Southwest	5%	N=38
CSU dorms	5%	N=38
Total	100%	N=762

Appendix C: Comparisons 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 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 indicates statistically significant differences ($p < .05$) and some highlights discussed below.

- Where differences were observed, respondents who had lived in the city for 10 years or less tended to give more positive ratings to aspects of quality of life and community than did those with a longer tenure in the city. Renters tended to give lower ratings to the quality of various aspects of the community than did home owners.

- Residents with a shorter tenure (five years or less), those who rented their homes, respondents ages 18-34 and those who were Hispanic or some other race were less likely to have done a favor for a neighbor and talked or visited with an immediate neighbor than were their counter parts.

- Respondents who had lived in the city five years or less and men were more likely to feel safe in various areas of the city than were those who had resided in the city for a longer period of time and women.

- Those who lived in the city for more than 20 years and those who were over the age of 34 were less likely to give positive reviews to safety-related and code enforcement services than were their counterparts, including crime prevention, code enforcement, animal control and residential property maintenance.

- Generally, residents with a shorter tenure gave higher evaluations to aspects of transportation in Fort Collins than did those who had lived in the city for more than 10 years. Males, those 18-34 years old and white respondents tended to give more positive reviews to ease of bicycle travel.

- Several differences were observed for ratings of City government performance. Those who lived in the city for more than 20 years gave lower ratings to various aspects of government performance compared to those who had lived in the city for five years or less. Additionally, respondents over the age of 34 tended to give less favorable reviews to City government performance than did younger respondents.

Respondents who identified as a full- or part-time student were more likely to give positive reviews to the City government's performance than those who were not students, where differences were observed.

- Overall, shorter-tenured residents, females and younger respondents (18-34) gave more positive assessments to various parks, recreational and cultural programs and facilities than did their counterparts.

- Respondents who had lived in the city for five years or less were more likely than those with a longer tenure to want to have more effort applied to the Strategic Objectives of neighborhoods and culture, parks and recreation. Respondents who identified as Hispanic or some other race, older residents (ages 35 or older) and those residing in the city for more than 10 years were more likely than their counterparts to want more effort given to safety.

- Shorter-term residents (five years or less), renters, students and younger respondents (18-34) were less likely to have used various sources to get information about the City than were other respondents, including sources such as the City's website, "City News", City employees, newspapers and television news.

Table 58: Question 1 by Respondent Length of Residency, Housing Tenure and Student Status

Please rate Fort Collins as a community on each of the items listed below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Overall, as a place to live	90	92	89	86	91	86	86	90	89
Overall safety of residents	82	89	82	79	84	80	81	82	82
Quality of shopping opportunities	77	76	71	74	74	75	76	74	75
Quality of dining opportunities	85	81	82	83	84	83	86	83	83
Quality of entertainment opportunities	78	80	71	74	76	75	74	76	75
Availability of job opportunities	61	59	59	59	62	57	60	60	60
Availability of affordable quality housing	33	28	30	28	34	26	33	30	31
Quality of arts and cultural opportunities	74	75	70	70	74	70	71	73	72
Quality of recreational opportunities	87	87	84	81	86	83	83	85	85
Availability of quality healthcare	74	79	76	75	80	68	71	76	75
Quality of public schools	84	85	78	77	82	76	80	80	80
Quality of public library services	83	87	85	83	86	81	83	84	84
As a place to raise children	84	90	86	83	88	79	83	85	84
As a place to retire	73	79	72	71	76	68	73	73	73
As a place to attend college	85	81	80	81	84	80	85	82	83
As a place to work	77	80	77	73	80	72	75	76	76
Openness and acceptance of the community toward people of diverse backgrounds	76	71	66	67	71	70	74	70	71
Overall quality of life in Fort Collins	87	89	84	78	86	82	83	84	84

Table 59: Question 1 by Gender, Age, Race/Ethnicity and Employment Status

Please rate Fort Collins as a community on each of the items listed below. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Overall, as a place to live	89	89	90	89	87	89	87	90	87	89
Overall safety of residents	83	81	84	81	81	83	80	84	78	82
Quality of shopping opportunities	74	75	77	72	74	75	75	75	74	75
Quality of dining opportunities	83	84	86	80	82	83	82	83	83	83
Quality of entertainment opportunities	75	76	78	73	75	76	73	77	72	75
Availability of job opportunities	59	60	59	59	61	60	59	60	57	60
Availability of affordable quality housing	33	28	31	27	33	31	28	29	35	31
Quality of arts and cultural opportunities	71	73	73	71	72	73	71	72	72	72
Quality of recreational opportunities	85	85	87	84	83	86	79	85	83	85
Availability of quality healthcare	74	77	72	74	82	76	70	74	79	75
Quality of public schools	80	80	83	79	78	80	77	80	79	80
Quality of public library services	83	85	84	84	83	84	84	84	83	84
As a place to raise children	84	85	84	86	83	85	81	86	82	84
As a place to retire	72	74	75	70	74	74	72	72	75	73
As a place to attend college	81	84	83	82	82	83	82	82	83	83
As a place to work	76	76	77	74	76	76	76	77	73	76
Openness and acceptance of the community toward people of diverse backgrounds	72	69	74	67	69	71	66	70	71	71
Overall quality of life in Fort Collins	84	84	86	83	81	84	81	85	82	84

Table 60: Question 2 by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Your neighborhood as a place to live	84	84	78	83	87	76	76	84	82
Your neighborhood as a place to raise children	77	83	74	79	85	66	67	80	77
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	81	79	77	79	81	78	81	79	79

Table 61: Question 2 by Gender, Age, Race/Ethnicity and Employment Status

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Your neighborhood as a place to live	82	82	82	81	85	83	82	82	84	82
Your neighborhood as a place to raise children	80	76	74	80	81	78	79	78	76	77
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	79	79	79	80	80	79	78	80	79	79

Table 62: Question 3 by Respondent Length of Residency, Housing Tenure and Student Status

Please indicate how likely or unlikely you are to do each of the following: (Average rating 0=very unlikely, 100=very likely).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Recommend living in Fort Collins to someone who asks	83	84	80	71	84	74	76	80	79
Remain in Fort Collins for the next five years	77	83	82	83	90	68	62	84	80

Table 63: Question 3 by Gender, Age, Race/Ethnicity and Employment Status

Please indicate how likely or unlikely you are to do each of the following: (Average rating 0=very unlikely, 100=very likely).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Recommend living in Fort Collins to someone who asks	78	80	81	77	78	80	77	79	80	79
Remain in Fort Collins for the next five years	77	83	74	84	87	80	79	80	81	80

Table 64: Question 4 by Respondent Length of Residency, Housing Tenure and Student Status

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Visited a neighborhood park or City park	94%	94%	92%	90%	92%	92%	85%	93%	92%
Attended a neighborhood-sponsored event	42%	52%	47%	39%	50%	37%	25%	49%	44%
Attended a government-organized event (open house, City Council session, forum, etc.)	27%	34%	40%	25%	36%	22%	20%	32%	30%
Carpooled with other adults or children instead of driving alone	60%	69%	50%	51%	53%	62%	64%	56%	57%
Volunteered your time to some group/activity in Fort Collins	57%	72%	58%	51%	64%	50%	53%	59%	58%
Talked to or visited with your immediate neighbors	85%	90%	94%	97%	97%	84%	75%	94%	91%
Done a favor for a neighbor	68%	81%	82%	91%	92%	64%	54%	84%	79%

Table 65: Question 4 by Gender, Age, Race/Ethnicity and Employment Status

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Visited a neighborhood park or City park	94%	91%	95%	95%	84%	93%	89%	96%	82%	92%
Attended a neighborhood-sponsored event	47%	41%	43%	46%	45%	46%	36%	44%	44%	44%
Attended a government-organized event (open house, City Council session, forum, etc.)	32%	29%	28%	33%	30%	31%	29%	31%	28%	30%
Carpooled with other adults or children instead of driving alone	57%	58%	65%	60%	40%	57%	55%	61%	46%	57%
Volunteered your time to some group/activity in Fort Collins	59%	56%	57%	63%	54%	57%	63%	61%	48%	58%
Talked to or visited with your immediate neighbors	93%	88%	84%	96%	96%	93%	77%	91%	92%	91%
Done a favor for a neighbor	84%	75%	66%	90%	90%	81%	67%	80%	78%	79%

Table 66: Question 5 by Respondent Length of Residency, Housing Tenure and Student Status

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe)	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Downtown Fort Collins during the day	89	89	84	86	88	87	88	87	87
Downtown Fort Collins at night	69	67	64	62	65	67	66	66	66
Your neighborhood during the day	91	93	91	93	94	88	91	92	92
Your neighborhood at night	80	84	81	80	85	76	76	82	81
Parks	79	79	77	74	78	77	78	77	77
Natural areas/open spaces	82	78	78	77	80	79	82	79	79
Recreation facilities	85	86	85	83	86	83	87	84	84
Trails	79	80	79	75	78	78	80	78	78
Fort Collins overall during the day	87	89	87	84	87	86	90	86	87
Fort Collins overall at night	73	73	72	68	71	70	70	71	71

Table 67: Question 5 by Gender, Age, Race/Ethnicity and Employment Status

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Downtown Fort Collins during the day	88	87	89	87	84	87	87	88	86	87
Downtown Fort Collins at night	67	64	67	66	63	66	68	66	64	66
Your neighborhood during the day	92	91	91	92	92	92	89	92	91	92
Your neighborhood at night	84	77	79	82	82	81	79	81	80	81
Parks	80	75	79	76	76	77	79	77	77	77
Natural areas/open spaces	83	76	82	77	77	79	81	80	77	79
Recreation facilities	85	83	86	84	82	85	83	85	84	84
Trails	82	75	80	77	75	78	80	79	75	78
Fort Collins overall during the day	89	85	88	86	85	87	86	87	86	87
Fort Collins overall at night	73	69	71	72	70	71	71	71	70	71

Table 68: Question 6 by Respondent Length of Residency, Housing Tenure and Student Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78	75	76	77	79	72	71	77	77
Disaster response and restoration of services	78	76	77	77	79	74	75	78	77
Fire prevention/education	70	73	76	76	78	68	69	75	74
Fire response time	84	80	84	84	85	80	78	84	83
Fire services overall	81	80	86	82	84	79	81	82	82
Crime prevention	73	70	69	65	69	68	71	69	69
Police patrol	73	70	66	67	70	68	72	69	69
Traffic enforcement	65	66	60	59	63	60	64	62	62
Police visibility	72	72	68	66	69	69	70	70	69
Police response time	76	73	71	69	73	70	72	72	72
Police services overall	74	71	70	67	72	68	71	70	70
Code enforcement (weeds, abandoned buildings, etc.)	69	63	58	59	61	65	66	62	62
Noise enforcement	65	64	61	55	61	60	62	60	61
Animal control	76	68	69	65	67	73	77	68	69
Business property maintenance	78	75	68	68	72	72	75	72	72
Residential property maintenance	74	75	64	63	70	67	70	69	69
Natural Areas Ranger services	82	79	80	75	79	79	82	78	79
Drinking water	82	90	88	88	90	81	83	87	86
Electric services	80	83	83	85	86	79	79	83	83
Sewer services	82	79	83	84	83	80	81	82	82
Storm drainage	78	76	78	78	79	75	76	78	78
Utility billing	76	77	75	74	77	73	74	76	76
Utilities overall	77	80	76	77	79	74	77	77	77

Table 69: Question 6 by Gender, Age, Race/Ethnicity and Employment Status

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	79	74	75	76	79	77	77	75	79	77
Disaster response and restoration of services	79	75	77	75	79	77	74	76	79	77
Fire prevention/education	74	73	70	75	77	76	64	73	76	74
Fire response time	83	83	84	82	83	84	79	82	85	83
Fire services overall	82	81	83	81	82	83	77	82	82	82
Crime prevention	70	68	72	65	69	69	67	69	68	69
Police patrol	69	70	72	68	66	70	67	69	70	69
Traffic enforcement	62	63	65	61	61	62	63	62	64	62
Police visibility	70	69	74	67	65	70	69	70	69	69
Police response time	73	71	75	68	71	73	66	72	72	72
Police services overall	71	69	72	69	69	71	69	70	72	70
Code enforcement (weeds, abandoned buildings, etc.)	62	63	65	62	58	62	63	64	59	62
Noise enforcement	60	61	65	59	55	60	64	61	60	61
Animal control	70	69	75	68	62	70	66	70	67	69
Business property maintenance	72	72	77	68	70	72	73	72	72	72
Residential property maintenance	69	69	72	64	69	69	70	69	67	69
Natural Areas Ranger services	78	80	80	79	76	79	78	79	77	79
Drinking water	89	83	87	84	86	87	83	87	83	86
Electric services	84	81	82	82	85	83	83	82	86	83
Sewer services	83	81	82	80	85	82	83	81	85	82
Storm drainage	78	77	78	75	79	78	77	77	79	78
Utility billing	75	76	78	70	79	76	72	75	78	76
Utilities overall	78	77	78	74	80	78	76	76	80	77

Table 70: Question 7 by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Ease of driving	58	59	48	47	55	51	52	53	53
Ease of traveling by public transportation	67	56	53	55	59	59	63	58	59
As a walkable city	72	66	61	65	66	68	69	67	67
Ease of traveling by bicycle	85	82	78	72	81	79	81	80	79
Availability of parking Downtown	50	45	48	46	51	44	44	48	47
Level of traffic congestion	41	43	34	31	39	36	42	36	37
Street maintenance	68	70	63	60	66	64	65	65	65

Table 71: Question 7 by Gender, Age, Race/Ethnicity and Employment Status

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Ease of driving	52	54	52	53	55	53	55	52	57	53
Ease of traveling by public transportation	60	58	61	55	59	59	59	58	63	59
As a walkable city	67	67	69	65	67	68	65	66	71	67
Ease of traveling by bicycle	82	77	83	78	75	81	74	80	77	79
Availability of parking Downtown	49	46	48	48	46	48	44	48	46	47
Level of traffic congestion	38	36	39	36	36	38	37	37	38	37
Street maintenance	66	65	67	63	63	65	69	64	67	65

Table 72: Question 8 by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Managing and planning for growth	61	62	55	51	57	57	64	56	57
Efficient operation of programs and services	72	71	68	64	69	68	71	68	68
Encouraging sustainability in the community	78	77	75	68	73	75	79	74	74
Overall direction of the City	75	68	71	60	68	69	72	68	68
Support of businesses	78	70	70	60	67	73	75	69	70
Promotion of the economic health of Fort Collins	75	69	70	62	69	70	75	68	69
Encouraging a variety of businesses	75	69	69	61	67	71	74	68	69
Retaining existing businesses	70	68	65	55	63	65	71	63	64
Attracting new businesses	73	68	65	60	65	68	74	65	67
Welcoming resident involvement	71	70	72	62	70	67	70	68	69
Listening to residents	65	63	67	54	63	61	69	61	62
Informing residents	66	68	68	61	68	62	68	65	66
Providing opportunities to participate in government activities	66	68	69	61	67	63	66	66	65
Providing emergency information	68	70	67	67	68	66	68	68	68

Table 73: Question 8 by Gender, Age, Race/Ethnicity and Employment Status

Please rate City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
Managing and planning for growth	58	56	58	55	56	58	54	56	60	57
Efficient operation of programs and services	69	68	70	67	67	69	66	67	71	68
Encouraging sustainability in the community	75	74	78	73	69	75	73	74	74	74
Overall direction of the City	68	69	73	67	62	69	68	68	68	68
Support of businesses	68	71	76	64	64	70	68	69	71	70
Promotion of the economic health of Fort Collins	68	71	74	65	64	70	67	69	71	69
Encouraging a variety of businesses	69	68	75	63	64	69	69	68	69	69
Retaining existing businesses	64	64	71	56	60	64	65	64	64	64
Attracting new businesses	66	67	72	61	63	67	67	66	66	67
Welcoming resident involvement	69	69	72	66	65	69	65	68	69	69
Listening to residents	61	63	66	59	58	63	59	62	63	62
Informing residents	64	67	67	64	65	66	62	64	69	66
Providing opportunities to participate in government activities	66	65	67	63	65	67	58	65	67	65
Providing emergency information	69	67	69	65	70	68	67	66	72	68

Table 74: Question 9 by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Community's visual attractiveness	85	88	82	81	84	83	84	84	83
Air quality	74	75	76	71	73	75	78	73	74
Recycling programs	81	81	79	78	81	78	78	80	80
Conservation efforts	84	79	78	74	79	79	80	79	79
Overall quality of environment	84	83	81	77	82	80	84	81	81

Table 75: Question 9 by Gender, Age, Race/Ethnicity and Employment Status

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Community's visual attractiveness	81	86	85	82	82	84	80	83	84	83
Air quality	73	74	77	73	68	74	74	74	74	74
Recycling programs	78	81	83	75	79	80	79	79	81	80
Conservation efforts	78	80	82	76	77	79	76	79	80	79
Overall quality of environment	80	82	84	79	78	81	80	81	81	81

Table 76: Question 10 by Respondent Length of Residency, Housing Tenure and Student Status

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Natural areas and open space	91	92	89	85	89	88	88	89	89
Recreational trails	92	92	89	88	91	89	90	90	90
Parks	91	89	88	86	88	88	89	88	88
Cemeteries	86	77	79	78	79	82	80	80	80
Golf courses	82	77	79	80	80	79	78	80	80
Athletic fields	84	80	81	79	80	82	82	81	81
Northside Aztlan Community Center	77	83	83	84	84	76	77	82	81
Fort Collins Senior Center	83	83	84	82	85	76	77	83	82
Edora Pool Ice Center (EPIC)	79	77	79	77	79	75	77	77	78
Mulberry Pool	71	69	75	74	72	73	75	72	72
The Farm at Lee Martinez Park	86	83	84	80	84	80	77	83	82
The Gardens on Spring Creek	86	86	88	84	86	84	84	86	85
Pottery studio	80	76	78	77	78	77	73	79	77
Art in Public Places program	86	80	84	79	84	80	82	83	82
Lincoln Center programs	83	80	81	78	81	78	77	81	80
Fort Collins Museum of Discovery	86	83	88	81	85	83	81	85	84
Adult recreation programs	75	76	79	75	78	72	74	76	76
Senior recreation programs	80	76	83	76	80	74	74	79	78
Youth/teen recreation programs	78	75	79	74	77	74	72	77	76

Table 77: Question 10 by Gender, Age, Race/Ethnicity and Employment Status

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Natural areas and open space	88	89	90	88	87	89	87	89	87	89
Recreational trails	90	90	91	90	88	90	88	90	88	90
Parks	88	88	90	87	86	89	86	89	86	88
Cemeteries	76	83	82	80	78	80	77	80	82	80
Golf courses	77	82	80	76	82	80	76	79	83	80
Athletic fields	80	81	83	78	81	81	81	80	83	81
Northside Aztlan Community Center	78	83	82	82	79	82	79	82	80	81
Fort Collins Senior Center	79	84	80	83	83	82	83	82	83	82
Edora Pool Ice Center (EPIC)	76	79	77	77	80	77	79	77	80	78
Mulberry Pool	70	74	73	71	74	72	72	72	75	72
The Farm at Lee Martinez Park	81	84	84	83	79	83	79	83	82	82
The Gardens on Spring Creek	83	87	85	87	84	86	83	86	83	85
Pottery studio	72	80	82	75	74	79	68	77	78	77
Art in Public Places program	80	84	86	83	77	83	78	83	81	82
Lincoln Center programs	78	82	82	81	76	81	75	81	77	80
Fort Collins Museum of Discovery	83	85	88	84	79	85	78	85	81	84
Adult recreation programs	75	77	76	77	74	76	75	76	76	76
Senior recreation programs	75	79	78	82	75	78	74	79	76	78
Youth/teen recreation programs	73	78	78	76	73	77	69	76	77	76

Table 78: Question 11 by Respondent Length of Residency, Housing Tenure and Student Status

(Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	81	85	83	79	83	79	80	82	81

Table 79: Question 11 by Gender, Age, Race/Ethnicity and Employment Status

(Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	81	82	83	80	79	82	79	82	81	81

Table 80: Question 12a by Respondent Length of Residency, Housing Tenure and Student Status

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Courtesy	85	88	81	89	88	81	82	86	86
Promptness	80	82	73	80	80	76	77	79	79
Knowledge	82	85	78	84	84	78	78	83	82
Making you feel valued	79	83	68	77	78	73	76	77	77
Overall impression	80	84	74	83	82	76	81	80	80

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 81: Question 12a by Gender, Age, Race/Ethnicity and Employment Status

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Courtesy	84	88	85	84	88	85	85	84	90	86
Promptness	77	80	79	77	82	79	72	77	85	79
Knowledge	81	83	83	79	84	82	81	80	87	82
Making you feel valued	75	78	77	73	80	77	69	74	82	77
Overall impression	78	83	80	78	84	80	81	78	87	80

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 82: Question 12b by Respondent Length of Residency, Housing Tenure and Student Status

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Average rating 0=very bad, 100=very good).	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Courtesy	77	79	78	79	79	77	73	79	78
Promptness in responding to inquiries and service requests	74	73	76	70	74	73	70	74	73
Making residents or customers feel valued	75	73	77	71	74	74	73	74	74

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 83: Question 12b by Gender, Age, Race/Ethnicity and Employment Status

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Average rating 0=very bad, 100=very good).	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Courtesy	81	76	77	76	80	78	76	77	82	78
Promptness in responding to inquiries and service requests	75	72	73	72	74	74	70	71	79	73
Making residents or customers feel valued	77	72	75	72	73	75	70	72	79	74

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 84: Question 13 by Respondent Length of Residency, Housing Tenure and Student Status

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Length of residency				Respondent tenure		Full-time or part-time student		
		5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Economy: Includes economic planning and development activities	More effort	40%	38%	43%	37%	39%	41%	30%	42%	40%
	Same effort	54%	54%	51%	55%	55%	52%	59%	52%	54%
	Less effort	7%	8%	5%	8%	5%	8%	11%	6%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	48%	46%	40%	45%	42%	49%	40%	47%	46%
	Same effort	50%	51%	52%	50%	54%	46%	53%	50%	50%
	Less effort	2%	3%	7%	5%	4%	4%	7%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	58%	42%	40%	47%	43%	56%	56%	47%	48%
	Same effort	38%	57%	56%	45%	53%	40%	38%	49%	47%
	Less effort	4%	1%	4%	8%	4%	4%	6%	4%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	24%	18%	32%	28%	23%	30%	27%	26%	26%
	Same effort	74%	76%	67%	70%	75%	68%	64%	73%	72%
	Less effort	1%	6%	0%	2%	2%	2%	9%	1%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	30%	26%	20%	17%	17%	32%	34%	22%	24%
	Same effort	67%	72%	75%	78%	78%	65%	62%	74%	73%
	Less effort	3%	2%	5%	5%	5%	3%	5%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	67%	65%	67%	61%	64%	66%	61%	66%	65%
	Same effort	33%	35%	30%	36%	34%	33%	38%	33%	34%
	Less effort	0%	0%	3%	3%	2%	1%	1%	2%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	20%	21%	15%	19%	16%	23%	15%	20%	19%
	Same effort	75%	78%	80%	74%	79%	73%	82%	75%	76%
	Less effort	5%	2%	5%	7%	5%	4%	3%	5%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 85: Question 13 by Gender, Age, Race/Ethnicity and Employment Status

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondent gender		Respondent age			Race/ethnicity		Employment status		Overall
		Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	
Economy: Includes economic planning and development activities	More effort	41%	39%	40%	43%	36%	39%	43%	40%	38%	40%
	Same effort	49%	58%	52%	53%	57%	55%	43%	53%	57%	54%
	Less effort	10%	4%	9%	3%	7%	6%	14%	7%	5%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	45%	47%	44%	49%	45%	46%	47%	45%	47%	46%
	Same effort	48%	52%	51%	47%	51%	50%	52%	51%	48%	50%
	Less effort	8%	1%	5%	4%	3%	5%	1%	4%	6%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	49%	49%	52%	49%	44%	49%	45%	50%	44%	48%
	Same effort	45%	48%	46%	46%	49%	46%	53%	46%	51%	47%
	Less effort	6%	3%	3%	5%	7%	4%	2%	4%	5%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	26%	27%	21%	32%	29%	25%	38%	24%	32%	26%
	Same effort	71%	72%	75%	67%	70%	74%	55%	73%	66%	72%
	Less effort	3%	1%	4%	1%	1%	1%	7%	2%	2%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	25%	22%	28%	24%	15%	24%	24%	25%	20%	24%
	Same effort	69%	76%	68%	72%	81%	72%	73%	72%	72%	73%
	Less effort	6%	2%	4%	4%	4%	4%	3%	2%	8%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	65%	65%	67%	66%	60%	66%	61%	67%	61%	65%
	Same effort	32%	35%	33%	31%	38%	33%	36%	32%	37%	34%
	Less effort	3%	0%	0%	3%	2%	1%	3%	1%	2%	1%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	16%	23%	21%	17%	33%	18%	24%	19%
	Same effort	78%	74%	80%	73%	72%	78%	63%	78%	71%	76%
	Less effort	7%	3%	4%	4%	7%	5%	4%	5%	5%	5%
	Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 86: Question 14 by Respondent Length of Residency, Housing Tenure and Student Status

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Length of residency				Respondent tenure		Full-time or part-time student		
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Yes	No	Overall
Fort Collins local cable channel 14 and 881	20%	23%	14%	21%	20%	19%	16%	20%	20%
Online video FCTV on www.fcgov.com/FCTV	19%	17%	23%	18%	19%	20%	19%	20%	19%
City's website (www.fcgov.com)	74%	86%	85%	78%	84%	73%	64%	82%	79%
"City News" (insert with utility bill)	56%	63%	71%	74%	76%	51%	45%	69%	65%
Newsletters or brochures from City departments	53%	61%	56%	70%	72%	46%	39%	64%	60%
City employees or departments (e.g., contacting by phone, email or in person)	46%	59%	62%	66%	68%	43%	29%	62%	57%
Tracks and Trails (the guide to natural areas activities)	77%	72%	72%	70%	76%	70%	73%	73%	73%
"Recreator" (guide to recreation programs)	53%	69%	70%	77%	82%	46%	32%	73%	66%
Word of mouth	86%	94%	89%	94%	93%	87%	83%	91%	90%
Newspaper (print or online)	63%	63%	76%	78%	74%	65%	65%	71%	70%
Radio	54%	47%	55%	59%	56%	53%	51%	55%	55%
Television news	36%	45%	43%	56%	48%	39%	39%	46%	45%
Social media (Facebook, Twitter, Nextdoor, etc.)	69%	62%	65%	55%	59%	68%	68%	62%	63%
OurCity Platform (ourcity.fcgov.com)	19%	10%	25%	16%	19%	18%	12%	19%	18%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	18%	22%	21%	18%	22%	17%	13%	21%	20%
City booth at local events	34%	45%	37%	40%	43%	32%	30%	40%	38%

Table 87: Question 14 by Gender, Age, Race/Ethnicity and Employment Status

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Respondent gender		Respondent age			Race/ethnicity		Employment status		
	Male	Female	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Working full or part time for pay	Not working for pay	Overall
Fort Collins local cable channel 14 and 881	20%	19%	15%	18%	30%	18%	30%	17%	28%	20%
Online video FCTV on www.fcgov.com/FCTV	19%	20%	21%	17%	18%	19%	24%	20%	19%	19%
City's website (www.fcgov.com)	81%	77%	77%	89%	70%	80%	72%	83%	69%	79%
"City News" (insert with utility bill)	66%	63%	53%	70%	80%	65%	66%	63%	71%	65%
Newsletters or brochures from City departments	60%	59%	49%	63%	76%	61%	53%	57%	66%	60%
City employees or departments (e.g., contacting by phone, email or in person)	64%	49%	44%	67%	69%	57%	51%	54%	63%	57%
Tracks and Trails (the guide to natural areas activities)	75%	72%	76%	76%	65%	74%	73%	76%	66%	73%
"Recreator" (guide to recreation programs)	60%	71%	51%	82%	73%	67%	59%	67%	61%	66%
Word of mouth	91%	89%	91%	90%	88%	90%	88%	91%	85%	90%
Newspaper (print or online)	70%	69%	64%	71%	79%	71%	61%	67%	77%	70%
Radio	49%	60%	52%	58%	55%	56%	44%	53%	59%	55%
Television news	39%	49%	30%	45%	69%	44%	48%	36%	68%	45%
Social media (Facebook, Twitter, Nextdoor, etc.)	58%	69%	75%	65%	39%	64%	55%	67%	53%	63%
OurCity Platform (ourcity.fcgov.com)	19%	17%	16%	19%	20%	17%	29%	18%	19%	18%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	19%	20%	19%	21%	19%	19%	24%	21%	16%	20%
City booth at local events	37%	40%	38%	40%	37%	38%	42%	39%	36%	38%

Appendix D: Comparisons of Select Questions by Area of Residence

Average ratings for select survey questions are compared by six geographic area of residence in the following tables. The six areas were designated using College Avenue as the east/west split and Prospect Road and Harmony Road as additional north/south divisions. Cells shaded grey indicates statistically significant differences (p ≤ .05) and are discussed below

- Survey respondents living in the West Central area of the city were less likely to give positive reviews to aspects of quality of life, such as the city as a place to raise children, retire, attend college and work, compared to the overall. Those living south of Harmony Road tended to give more favorable reviews to these aspects of quality of life.

- Those living south of Harmony Road tended to give higher evaluations to their neighborhood as a place to live and as a place to raise children compared to the overall, while those living in the Northwest/CSU and West Central areas tended to give lower ratings. Respondents from the Northeast part of the city tended to give lower ratings to access to everyday needs within their neighborhood and those in the East Central area gave higher evaluations.

- Where there were differences, residents in the West Central part of the city were less likely to have participated in various activities in Fort Collins compared to the overall.

- Those living in the Northeast tended to feel less safe in their neighborhood during the day and at night and in parks while those living south of Harmony Road felt safest in these areas.

- Respondents from the West Central area of the city gave higher evaluations to ease of travel by public transportation compared to the overall. Those residing in East Central Fort Collins and those living south of Harmony Road gave lower evaluations to the walkability of the city.

- A number of differences in opinion were seen for aspects of government performance. Generally, those living in the Northwest/CSU area gave more positive reviews to the City government, compared to the overall, while those living in the East Central area gave lower ratings.

- Residents living in the West Central part of the city tended to be more critical of the community's visual attractiveness and the overall quality of the environment compared to all respondents. Respondents from this area of the city also were less positive about various parks, recreational and cultural programs and facilities, while those living in the Northeast gave more positive reviews.

- Those living in the Northeast part of the city were more likely to want more effort given to the City's Strategic Outcome of neighborhoods while those living south of Harmony were more likely to indicate that the same level of effort should be applied.

Table 88: Question 1 by Area of Residence

Please rate Fort Collins as a community on each of the items listed below. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Overall, as a place to live	88	86	93	88	89	89
Overall safety of residents	82	81	85	81	81	82
Quality of shopping opportunities	79	76	71	74	75	75
Quality of dining opportunities	80	86	81	80	88	83
Quality of entertainment opportunities	75	77	71	77	76	75
Availability of job opportunities	57	60	63	62	53	60
Availability of affordable quality housing	26	30	37	32	27	31
Quality of arts and cultural opportunities	75	72	72	72	71	72
Quality of recreational opportunities	81	83	87	86	85	85
Availability of quality healthcare	73	78	77	73	74	75
Quality of public schools	80	79	83	78	79	80
Quality of public library services	87	83	87	82	81	84
As a place to raise children	87	84	90	82	80	84
As a place to retire	75	68	79	75	69	73
As a place to attend college	79	82	86	84	80	83
As a place to work	80	74	84	72	74	76
Openness and acceptance of the community toward people of diverse backgrounds	76	69	74	69	68	71
Overall quality of life in Fort Collins	85	83	87	84	81	84

Table 89: Question 2 by Area of Residence

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Your neighborhood as a place to live	82	83	92	79	78	82
Your neighborhood as a place to raise children	77	79	88	71	72	77
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	69	87	80	78	78	79

Table 90: Question 3 by Area of Residence

Please indicate how likely or unlikely you are to do each of the following: (Average rating 0=very unlikely, 100=very likely).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Recommend living in Fort Collins to someone who asks	80	78	84	78	76	79
Remain in Fort Collins for the next five years	88	80	88	73	76	80

Table 91: Question 4 by Area of Residence

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Visited a neighborhood park or City park	93%	90%	93%	91%	93%	92%
Attended a neighborhood-sponsored event	48%	38%	54%	46%	36%	44%
Attended a government-organized event (open house, City Council session, forum, etc.)	26%	30%	32%	36%	26%	30%
Carpooled with other adults or children instead of driving alone	48%	65%	51%	65%	51%	57%
Volunteered your time to some group/activity in Fort Collins	71%	61%	57%	54%	52%	58%
Talked to or visited with your immediate neighbors	96%	89%	95%	90%	87%	91%
Done a favor for a neighbor	85%	78%	91%	72%	73%	79%

Table 92: Question 5 by Area of Residence

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe)	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Downtown Fort Collins during the day	88	87	87	89	85	87
Downtown Fort Collins at night	64	64	67	69	63	66
Your neighborhood during the day	86	92	96	91	91	92
Your neighborhood at night	74	82	89	77	79	81
Parks	73	76	81	77	77	77
Natural areas/open spaces	77	80	81	79	79	79
Recreation facilities	85	86	87	82	82	84
Trails	74	79	81	78	77	78
Fort Collins overall during the day	86	86	88	87	86	87
Fort Collins overall at night	71	69	73	73	68	71

Table 93: Question 6 by Area of Residence

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77	80	78	74	74	77
Disaster response and restoration of services	80	80	79	74	75	77
Fire prevention/education	74	75	77	71	72	74
Fire response time	88	84	85	80	82	83
Fire services overall	85	83	84	79	81	82
Crime prevention	68	68	71	67	70	69
Police patrol	69	69	69	70	69	69

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Traffic enforcement	64	62	60	64	62	62
Police visibility	68	66	68	71	74	69
Police response time	75	71	71	70	75	72
Police services overall	72	70	72	68	71	70
Code enforcement (weeds, abandoned buildings, etc.)	64	62	62	64	60	62
Noise enforcement	62	61	63	58	60	61
Animal control	65	70	69	71	70	69
Business property maintenance	75	71	72	71	73	72
Residential property maintenance	68	66	73	67	69	69
Natural Areas Ranger services	82	76	81	79	76	79
Drinking water	87	87	89	83	86	86
Electric services	84	83	84	81	82	83
Sewer services	76	84	84	81	82	82
Storm drainage	77	78	80	78	75	78
Utility billing	74	76	77	74	77	76
Utilities overall	74	78	80	75	78	77

Table 94: Question 7 by Area of Residence

Please rate the following areas of transportation in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Ease of driving	56	53	56	52	51	53
Ease of traveling by public transportation	56	54	57	58	68	59
As a walkable city	70	63	63	72	68	67
Ease of traveling by bicycle	77	78	79	83	79	79
Availability of parking Downtown	47	48	52	46	44	47
Level of traffic congestion	34	36	41	38	35	37
Street maintenance	66	64	65	67	64	65

Table 95: Question 8 by Area of Residence

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Managing and planning for growth	59	53	58	62	54	57
Efficient operation of programs and services	67	67	68	72	67	68
Encouraging sustainability in the community	76	74	71	79	71	74
Overall direction of the City	66	67	71	73	63	68
Support of businesses	73	65	66	75	69	70
Promotion of the economic health of Fort Collins	72	67	68	72	68	69

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Encouraging a variety of businesses	68	66	66	74	68	69
Retaining existing businesses	59	64	64	68	62	64
Attracting new businesses	67	65	66	71	64	67
Welcoming resident involvement	67	68	71	70	65	69
Listening to residents	59	57	64	67	62	62
Informing residents	64	62	68	70	64	66
Providing opportunities to participate in government activities	66	65	66	66	65	65
Providing emergency information	71	69	66	69	66	68

Table 96: Question 9 by Area of Residence

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Community's visual attractiveness	85	84	84	85	80	83
Air quality	76	73	74	74	72	74
Recycling programs	81	83	77	79	77	80
Conservation efforts	82	79	79	80	76	79
Overall quality of environment	81	82	82	84	77	81

Table 97: Question 10 by Area of Residence

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Natural areas and open space	91	89	88	92	84	89
Recreational trails	91	90	90	92	87	90
Parks	86	90	89	90	86	88
Cemeteries	86	76	77	84	77	80
Golf courses	85	79	75	84	78	80
Athletic fields	85	81	82	82	77	81
Northside Aztlan Community Center	85	82	84	79	78	81
Fort Collins Senior Center	89	81	82	80	81	82
Edora Pool Ice Center (EPIC)	84	77	79	76	74	78
Mulberry Pool	78	73	70	73	70	72
The Farm at Lee Martinez Park	84	84	84	80	81	82
The Gardens on Spring Creek	90	87	87	82	83	85
Pottery studio	86	77	76	77	74	77
Art in Public Places program	83	84	85	82	79	82
Lincoln Center programs	83	80	81	80	78	80
Fort Collins Museum of Discovery	87	84	85	82	86	84
Adult recreation programs	79	76	75	76	74	76
Senior recreation programs	80	81	76	77	76	78
Youth/teen recreation programs	83	74	77	77	74	76

Table 98: Question 11 by Area of Residence

(Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	84	80	84	81	78	81

Table 99: Question 12a by Area of Residence

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Courtesy	82	89	88	82	86	86
Promptness	86	83	73	76	78	79
Knowledge	81	85	82	81	81	82
Making you feel valued	78	79	73	75	78	77
Overall impression	80	83	81	77	81	80

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 100: Question 12b by Area of Residence

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Average rating 0=very bad, 100=very good).	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Courtesy	78	79	79	76	77	78
Promptness in responding to inquiries and service requests	71	71	76	76	69	73
Making residents or customers feel valued	73	75	75	77	68	74

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 101: Question 13 by Area of Residence

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Geographic area of residence					
		Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Economy: Includes economic planning and development activities	More effort	45%	39%	39%	36%	41%	40%
	Same effort	50%	53%	57%	54%	52%	54%
	Less effort	5%	8%	4%	9%	7%	7%
	Total	100%	100%	100%	100%	100%	100%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	More effort	47%	38%	48%	50%	47%	46%
	Same effort	50%	55%	50%	49%	48%	50%
	Less effort	3%	7%	3%	2%	5%	4%
	Total	100%	100%	100%	100%	100%	100%
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	62%	51%	35%	49%	50%	48%
	Same effort	36%	40%	61%	51%	44%	47%
	Less effort	2%	9%	5%	1%	6%	5%
	Total	100%	100%	100%	100%	100%	100%
Safety: Includes police, fire and emergency medical response, and building inspection	More effort	23%	30%	26%	27%	24%	26%
	Same effort	76%	67%	73%	68%	76%	72%
	Less effort	1%	3%	1%	5%	0%	2%
	Total	100%	100%	100%	100%	100%	100%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	25%	21%	27%	28%	19%	24%
	Same effort	72%	76%	71%	71%	72%	73%
	Less effort	3%	3%	2%	1%	10%	4%
	Total	100%	100%	100%	100%	100%	100%
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	More effort	72%	69%	68%	58%	60%	65%
	Same effort	27%	30%	32%	39%	39%	34%
	Less effort	1%	1%	0%	3%	1%	1%
	Total	100%	100%	100%	100%	100%	100%
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	More effort	25%	20%	13%	22%	19%	19%
	Same effort	71%	75%	83%	73%	77%	76%
	Less effort	4%	5%	4%	6%	4%	5%
	Total	100%	100%	100%	100%	100%	100%

Table 102: Question 14 by Area of Residence

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Geographic area of residence					
	Northeast	East Central	South of Harmony	Northwest/ CSU	West Central	Overall
Fort Collins local cable channel 14 and 881	13%	17%	24%	25%	16%	20%
Online video FCTV on www.fcgov.com/FCTV	20%	17%	18%	24%	20%	19%
City's website (www.fcgov.com)	72%	77%	86%	75%	81%	79%
"City News" (insert with utility bill)	58%	68%	72%	60%	64%	65%
Newsletters or brochures from City departments	49%	65%	64%	57%	58%	60%
City employees or departments (e.g., contacting by phone, email or in person)	53%	57%	65%	59%	49%	57%
Tracks and Trails (the guide to natural areas activities)	70%	77%	78%	69%	71%	73%
"Recreator" (guide to recreation programs)	73%	62%	80%	62%	56%	66%
Word of mouth	90%	92%	88%	90%	89%	90%
Newspaper (print or online)	70%	73%	75%	67%	65%	70%
Radio	60%	53%	52%	57%	53%	55%
Television news	44%	43%	56%	43%	39%	45%
Social media (Facebook, Twitter, Nextdoor, etc.)	73%	57%	56%	68%	66%	63%
OurCity Platform (ourcity.fcgov.com)	16%	16%	23%	17%	20%	18%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	18%	20%	24%	14%	22%	20%
City booth at local events	45%	32%	41%	44%	32%	38%

Appendix E: Benchmark Comparisons

Understanding the Benchmark Comparisons

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

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

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

Comparison Data

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

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

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

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

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

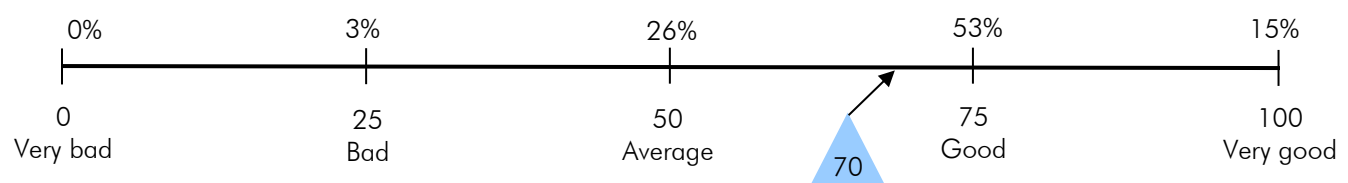## Putting Evaluations onto the 100-point Scale

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

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

Example of Converting Responses to the 100-point Scale

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

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

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

Interpreting the Results

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

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

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

National Benchmarks

Table 103: Quality of Life and Community Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Overall, as a place to live	89	118	383	Much higher
Availability of affordable quality housing	31	272	293	Much lower
Quality of public schools	80	94	258	Much higher
As a place to raise children	84	148	374	Higher
As a place to retire	73	120	349	Higher
Openness and acceptance of the community toward people of diverse backgrounds	71	59	282	Higher
Overall quality of life in Fort Collins	84	132	447	Much higher

Table 104: Recommend Living and Remain in City Benchmarks

Please indicate how likely or unlikely you are to do each of the following	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Recommend living in Fort Collins to someone who asks	88	141	275	Higher
Remain in Fort Collins for the next five years	85	117	266	Similar

Table 105: City Neighborhood Benchmark

Please rate the quality of your neighborhood on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Your neighborhood as a place to live	82	141	303	Similar

Table 106: Neighborhood-related Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Code enforcement (weeds, abandoned buildings, etc.)	62	126	379	Much higher

Table 107: Community Engagement Benchmarks

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Visited a neighborhood park or City park	92	38	258	Much higher
Carpooled with other adults or children instead of driving alone	57	14	205	Much higher
Volunteered your time to some group/activity in Fort Collins	58	24	253	Much higher
Talked to or visited with your immediate neighbors	91	111	208	Similar
Done a favor for a neighbor	79	144	203	Similar

Table 108: Overall Safety Benchmark

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Overall safety of residents	82	141	323	Higher

Table 109: Personal Safety Benchmarks

Please tell us how safe you feel in each of the following areas in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Your neighborhood during the day	92	86	303	Much higher
Your neighborhood at night	81	17	59	Much higher
Downtown Fort Collins during the day	87	230	346	Similar
Downtown Fort Collins at night	66	68	76	Much lower
Parks	77	7	11	Similar

Table 110: Safety Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77	20	266	Much higher
Fire prevention/education	74	184	274	Similar
Fire response time	83	4	9	Similar
Fire services overall	82	288	375	Lower
Crime prevention	69	202	349	Similar
Traffic enforcement	62	262	364	Lower
Police visibility	69	4	8	Similar
Police response time	72	9	14	Similar
Police services overall	70	360	451	Much lower
Animal control	69	117	331	Higher

Table 111: Safety-related Utility Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Electric services	83	3	9	Higher
Storm drainage	78	18	344	Much higher

Table 112: Quality of the Environment Benchmarks

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Community's visual attractiveness	83	60	350	Much higher
Air quality	74	137	232	Similar
Recycling programs	80	144	352	Higher
Overall quality of environment	81	95	267	Higher

Table 113: Environment-related Utilities Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Drinking water	86	23	314	Much higher
Sewer services	82	37	316	Much higher

Table 114: Transportation Benchmarks

Please rate the following areas of transportation in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Ease of driving	53	262	294	Much lower
Ease of traveling by public transportation	59	15	39	Higher
As a walkable city	67	152	291	Similar
Ease of traveling by bicycle	79	15	294	Much higher
Availability of parking Downtown	47	163	193	Much lower
Level of traffic congestion	37	314	336	Much lower
Street maintenance	65	89	387	Much higher

Table 115: Community Aspects of Culture and Recreation Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Quality of arts and cultural opportunities	72	81	288	Much higher
Quality of recreational opportunities	85	21	289	Much higher
Quality of public library services	84	141	335	Similar

Table 116: Parks, Recreational and Cultural Programs and Facilities Benchmarks

Please rate the quality of each of the programs or facilities listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Natural areas and open space	89	6	201	Much higher
Recreational trails	90	3	15	Much higher
Parks	88	46	319	Much higher
Cemeteries	80	3	5	Much higher
Athletic fields	81	3	12	Much higher
Fort Collins Senior Center	82	3	6	Similar
Fort Collins Museum of Discovery	84	2	6	Much higher
Adult recreation programs	76	107	315	Higher
Youth/teen recreation programs	76	3	6	Higher

Table 117: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Quality of shopping opportunities	75	65	284	Much higher
Availability of job opportunities	60	63	302	Much higher
Availability of quality healthcare	75	44	249	Much higher
As a place to work	76	76	350	Much higher

Table 118: Overall Quality of Services Benchmark

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	81	48	424	Much higher

Table 119: Utility Billing and Utilities Overall Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Utility billing	76	38	194	Much higher
Utilities overall	77	69	165	Similar

Table 120: City Government Benchmarks

Please rate the City's performance in each of the following areas.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Welcoming resident involvement	69	34	308	Much higher
Listening to residents	62	4	19	Much higher
Managing and planning for growth	57	4	12	Higher
Overall direction of the City	68	76	308	Much higher

Table 121: Contact with City Employees Benchmark

Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	53	59	307	Much higher

Table 122: Perceptions of City Employees Benchmarks

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Courtesy	86	10	20	Similar
Promptness	79	4	6	Similar
Knowledge	82	39	66	Similar
Overall impression	80	76	368	Much higher

Table 123: City Communications Benchmarks

Please rate the City's performance in the following area.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to national benchmark
Informing residents	66	6	13	Similar
Providing opportunities to participate in government activities	65	147	262	Similar

Communities Included in National Comparisons

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

Adams County, CO 441,603
Airway Heights city, WA....................... 6,114
Albany city, OR 50,158
Albemarle County, VA....................... 98,970
Albert Lea city, MN 18,016
Alexandria city, VA.......................... 139,966
Algonquin village, IL 30,046
Aliso Viejo city, CA 47,823
Altoona city, IA............................... 14,541
American Canyon city, CA................. 19,454
Ames city, IA 58,965
Andover CDP, MA 8,762
Ankeny city, IA................................ 45,582
Ann Arbor city, MI.......................... 113,934
Annapolis city, MD 38,394
Apache Junction city, AZ 35,840
Arapahoe County, CO..................... 572,003
Arkansas City city, AR............................ 366
Arlington city, TX............................ 365,438
Arvada city, CO 106,433
Asheville city, NC............................. 83,393
Ashland city, OR.............................. 20,078
Ashland town, MA 16,593
Ashland town, VA 7,225
Aspen city, CO................................. 6,658
Athens-Clarke County unified government (balance), 115,452
Auburn city, AL 53,380
Augusta CCD, GA........................... 134,777
Aurora city, CO.............................. 325,078
Austin city, TX............................... 790,390
Avon town, CO 6,447
Avon town, IN 12,446
Avondale city, AZ............................. 76,238
Azusa city, CA 46,361
Bainbridge Island city, WA................. 23,025
Baltimore city, MD 620,961
Bartonville town, TX 1,469
Battle Creek city, MI......................... 52,347
Bay City city, MI.............................. 34,932
Bay Village city, OH......................... 15,651
Baytown city, TX.............................. 71,802
Bedford city, TX 46,979
Bedford town, MA............................ 13,320
Bellevue city, WA........................... 122,363
Bellingham city, WA......................... 80,885
Benbrook city, TX............................. 21,234
Bend city, OR.................................. 76,639
Bettendorf city, IA 33,217
Billings city, MT 104,170
Blaine city, MN................................ 57,186

Bloomfield Hills city, MI 3,869
Bloomington city, IN 80,405
Bloomington city, MN 82,893
Blue Springs city, MO....................... 52,575
Boise City city, ID.......................... 205,671
Bonner Springs city, KS....................... 7,314
Boone County, KY 118,811
Boulder city, CO.............................. 97,385
Bowling Green city, KY..................... 58,067
Bozeman city, MT 37,280
Brentwood city, MO 8,055
Brentwood city, TN.......................... 37,060
Brighton city, CO............................. 33,352
Brighton city, MI............................... 7,444
Bristol city, TN 26,702
Broken Arrow city, OK...................... 98,850
Brookfield city, WI........................... 37,920
Brookline CDP, MA.......................... 58,732
Brooklyn Center city, MN.................. 30,104
Brooklyn city, OH 11,169
Broomfield city, CO 55,889
Brownsburg town, IN........................ 21,285
Buffalo Grove village, IL 41,496
Burien city, WA............................... 33,313
Burleson city, TX............................. 36,690
Burlingame city, CA 28,806
Cabarrus County, NC 178,011
Cambridge city, MA 105,162
Cannon Beach city, OR...................... 1,690
Cañon City city, CO 16,400
Canton city, SD 3,057
Cape Coral city, FL........................ 154,305
Cape Girardeau city, MO 37,941
Carlisle borough, PA........................ 18,682
Carlsbad city, CA........................... 105,328
Carroll city, IA 10,103
Cartersville city, GA 19,731
Cary town, NC 135,234
Castine town, ME.............................. 1,366
Castle Pines North city, CO 10,360
Castle Rock town, CO....................... 48,231
Cedar Hill city, TX........................... 45,028
Cedar Rapids city, IA...................... 126,326
Celina city, TX 6,028
Centennial city, CO 100,377
Chandler city, AZ........................... 236,123
Chandler city, TX 2,734
Chanhassen city, MN 22,952
Chapel Hill town, NC....................... 57,233
Chardon city, OH............................... 5,148
Charles County, MD 146,551

Charlotte city, NC	731,424	Des Peres city, MO	8,373
Charlotte County, FL	159,978	Destin city, FL	12,305
Charlottesville city, VA	43,475	Dothan city, AL	65,496
Chattanooga city, TN	167,674	Douglas County, CO	285,465
Chautauqua town, NY	4,464	Dover city, NH	29,987
Chesterfield County, VA	316,236	Dublin city, CA	46,036
Citrus Heights city, CA	83,301	Dublin city, OH	41,751
Clackamas County, OR	375,992	Duluth city, MN	86,265
Clarendon Hills village, IL	8,427	Durham city, NC	228,330
Clayton city, MO	15,939	Durham County, NC	267,587
Clearwater city, FL	107,685	Eagan city, MN	64,206
Cleveland Heights city, OH	46,121	Eagle Mountain city, UT	21,415
Clinton city, SC	8,490	Eagle town, CO	6,508
Clive city, IA	15,447	East Grand Forks city, MN	8,601
Clovis city, CA	95,631	East Lansing city, MI	48,579
College Park city, MD	30,413	Eau Claire city, WI	65,883
College Station city, TX	93,857	Eden Prairie city, MN	60,797
Columbia city, MO	108,500	Edgerton city, KS	1,671
Columbia city, SC	129,272	Edgewater city, CO	5,170
Columbia Falls city, MT	4,688	Edina city, MN	47,941
Commerce City city, CO	45,913	Edmond city, OK	81,405
Concord city, CA	122,067	Edmonds city, WA	39,709
Concord town, MA	17,668	El Cerrito city, CA	23,549
Conshohocken borough, PA	7,833	El Dorado County, CA	181,058
Coon Rapids city, MN	61,476	Elk Grove city, CA	153,015
Copperas Cove city, TX	32,032	Elko New Market city, MN	4,110
Coral Springs city, FL	121,096	Elmhurst city, IL	44,121
Coronado city, CA	18,912	Encinitas city, CA	59,518
Corvallis city, OR	54,462	Englewood city, CO	30,255
Cottonwood Heights city, UT	33,433	Erie town, CO	18,135
Creve Coeur city, MO	17,833	Escambia County, FL	297,619
Cross Roads town, TX	1,563	Estes Park town, CO	5,858
Dacono city, CO	4,152	Euclid city, OH	48,920
Dade City city, FL	6,437	Fairview town, TX	7,248
Dakota County, MN	398,552	Farmersville city, TX	3,301
Dallas city, OR	14,583	Farmington Hills city, MI	79,740
Dallas city, TX	1,197,816	Fayetteville city, NC	200,564
Danville city, KY	16,218	Fernandina Beach city, FL	11,487
Dardenne Prairie city, MO	11,494	Fishers town, IN	76,794
Darien city, IL	22,086	Flagstaff city, AZ	65,870
Davenport city, FL	2,888	Flower Mound town, TX	64,669
Davenport city, IA	99,685	Forest Grove city, OR	21,083
Davidson town, NC	10,944	Fort Collins city, CO	143,986
Dayton city, OH	141,527	Fort Lauderdale city, FL	165,521
Dayton town, WY	757	Fort Smith city, AR	86,209
Decatur city, GA	19,335	Franklin city, TN	62,487
Del Mar city, CA	4,161	Fremont city, CA	214,089
DeLand city, FL	27,031	Friendswood city, TX	35,805
Delaware city, OH	34,753	Fruita city, CO	12,646
Delray Beach city, FL	60,522	Gahanna city, OH	33,248
Denison city, TX	22,682	Gaithersburg city, MD	59,933
Denton city, TX	113,383	Galveston city, TX	47,743
Denver city, CO	600,158	Gardner city, KS	19,123
Derby city, KS	22,158	Georgetown city, TX	47,400
Des Moines city, IA	203,433	Germantown city, TN	38,844

Gilbert town, AZ	208,453
Gillette city, WY	29,087
Glen Ellyn village, IL	27,450
Glendora city, CA	50,073
Glenview village, IL	44,692
Globe city, AZ	7,532
Golden city, CO	18,867
Golden Valley city, MN	20,371
Goodyear city, AZ	65,275
Grafton village, WI	11,459
Grand Blanc city, MI	8,276
Grants Pass city, OR	34,533
Grass Valley city, CA	12,860
Greeley city, CO	92,889
Greenville city, NC	84,554
Greenwich town, CT	61,171
Greenwood Village city, CO	13,925
Greer city, SC	25,515
Gunnison County, CO	15,324
Hailey city, ID	7,960
Haines Borough, AK	2,508
Haltom City city, TX	42,409
Hamilton city, OH	62,477
Hamilton town, MA	7,764
Hanover County, VA	99,863
Harrisburg city, SD	4,089
Harrisonburg city, VA	48,914
Harrisonville city, MO	10,019
Hayward city, CA	144,186
Henderson city, NV	257,729
Herndon town, VA	23,292
High Point city, NC	104,371
Highland Park city, IL	29,763
Highlands Ranch CDP, CO	96,713
Holland city, MI	33,051
Homer Glen village, IL	24,220
Honolulu County, HI	953,207
Hooksett town, NH	13,451
Hopkins city, MN	17,591
Hopkinton town, MA	14,925
Hoquiam city, WA	8,726
Horry County, SC	269,291
Howard village, WI	17,399
Hudson city, OH	22,262
Hudson town, CO	2,356
Huntley village, IL	24,291
Hurst city, TX	37,337
Hutchinson city, MN	14,178
Hutto city, TX	14,698
Independence city, MO	116,830
Indianola city, IA	14,782
Indio city, CA	76,036
Iowa City city, IA	67,862
Irving city, TX	216,290
Issaquah city, WA	30,434
Jackson County, MI	160,248
James City County, VA	67,009
Jefferson County, NY	116,229
Jefferson Parish, LA	432,552
Johnson City city, TN	63,152
Johnston city, IA	17,278
Jupiter town, FL	55,156
Kalamazoo city, MI	74,262
Kansas City city, KS	145,786
Kansas City city, MO	459,787
Keizer city, OR	36,478
Kenmore city, WA	20,460
Kennedale city, TX	6,763
Kennett Square borough, PA	6,072
Kent city, WA	92,411
Kerrville city, TX	22,347
Kettering city, OH	56,163
Key West city, FL	24,649
King City city, CA	12,874
King County, WA	1,931,249
Kirkland city, WA	48,787
Kirkwood city, MO	27,540
Knoxville city, IA	7,313
La Plata town, MD	8,753
La Porte city, TX	33,800
La Vista city, NE	15,758
Lafayette city, CO	24,453
Laguna Beach city, CA	22,723
Laguna Niguel city, CA	62,979
Lake Forest city, IL	19,375
Lake in the Hills village, IL	28,965
Lake Stevens city, WA	28,069
Lake Worth city, FL	34,910
Lake Zurich village, IL	19,631
Lakeville city, MN	55,954
Lakewood city, CO	142,980
Lakewood city, WA	58,163
Lane County, OR	351,715
Lansing city, MI	114,297
Laramie city, WY	30,816
Larimer County, CO	299,630
Las Cruces city, NM	97,618
Las Vegas city, NM	13,753
Las Vegas city, NV	583,756
Lawrence city, KS	87,643
Lawrenceville city, GA	28,546
Lee's Summit city, MO	91,364
Lehi city, UT	47,407
Lenexa city, KS	48,190
Lewis County, NY	27,087
Lewiston city, ID	31,894
Lewisville city, TX	95,290
Lewisville town, NC	12,639
Libertyville village, IL	20,315
Lincoln city, NE	258,379

Lindsborg city, KS 3,458
Little Chute village, WI 10,449
Littleton city, CO............................. 41,737
Livermore city, CA........................... 80,968
Lombard village, IL 43,165
Lone Tree city, CO 10,218
Long Grove village, IL 8,043
Longmont city, CO 86,270
Longview city, TX 80,455
Lonsdale city, MN............................. 3,674
Los Alamos County, NM 17,950
Los Altos Hills town, CA..................... 7,922
Louisville city, CO........................... 18,376
Lower Merion township, PA............... 57,825
Lynchburg city, VA 75,568
Lynnwood city, WA 35,836
Macomb County, MI....................... 840,978
Manassas city, VA........................... 37,821
Manhattan Beach city, CA................. 35,135
Manhattan city, KS........................... 52,281
Mankato city, MN............................ 39,309
Maple Grove city, MN 61,567
Maricopa County, AZ 3,817,117
Marion city, IA................................. 34,768
Marshfield city, WI 19,118
Martinez city, CA 35,824
Marysville city, WA........................... 60,020
Matthews town, NC 27,198
McAllen city, TX............................. 129,877
McKinney city, TX........................... 131,117
McMinnville city, OR........................ 32,187
Menlo Park city, CA 32,026
Menomonee Falls village, WI............. 35,626
Mercer Island city, WA 22,699
Meridian charter township, MI 39,688
Meridian city, ID 75,092
Merriam city, KS 11,003
Mesa city, AZ 439,041
Mesa County, CO 146,723
Miami Beach city, FL........................ 87,779
Miami city, FL............................... 399,457
Middleton city, WI........................... 17,442
Midland city, MI 41,863
Milford city, DE................................. 9,559
Milton city, GA 32,661
Minneapolis city, MN 382,578
Missouri City city, TX 67,358
Modesto city, CA........................... 201,165
Monterey city, CA 27,810
Montgomery city, MN 2,956
Monticello city, UT............................. 1,972
Montrose city, CO 19,132
Monument town, CO......................... 5,530
Mooresville town, NC 32,711
Moraga town, CA............................ 16,016

Morristown city, TN 29,137
Morrisville town, NC 18,576
Morro Bay city, CA.......................... 10,234
Mountain Village town, CO 1,320
Mountlake Terrace city, WA.............. 19,909
Murphy city, TX 17,708
Naperville city, IL 141,853
Napoleon city, OH 8,749
Needham CDP, MA 28,886
Nevada City city, CA......................... 3,068
Nevada County, CA......................... 98,764
New Braunfels city, TX 57,740
New Brighton city, MN 21,456
New Hanover County, NC.............. 202,667
New Hope city, MN 20,339
New Orleans city, LA...................... 343,829
New Port Richey city, FL................... 14,911
New Smyrna Beach city, FL............... 22,464
New Ulm city, MN 13,522
Newberg city, OR 22,068
Newport city, RI 24,672
Newport News city, VA 180,719
Newton city, IA 15,254
Noblesville city, IN 51,969
Nogales city, AZ 20,837
Norcross city, GA.............................. 9,116
Norfolk city, VA............................. 242,803
North Mankato city, MN................... 13,394
North Port city, FL 57,357
North Richland Hills city, TX 63,343
North Yarmouth town, ME 3,565
Novato city, CA 51,904
Novi city, MI................................... 55,224
O'Fallon city, IL.............................. 28,281
O'Fallon city, MO 79,329
Oak Park village, IL.......................... 51,878
Oakland city, CA........................... 390,724
Oakley city, CA 35,432
Oklahoma City city, OK 579,999
Olathe city, KS.............................. 125,872
Old Town city, ME 7,840
Olmsted County, MN...................... 144,248
Olympia city, WA............................ 46,478
Orange village, OH........................... 3,323
Orland Park village, IL...................... 56,767
Orleans Parish, LA 343,829
Oshkosh city, WI............................. 66,083
Oshtemo charter township, MI 21,705
Oswego village, IL 30,355
Otsego County, MI 24,164
Ottawa County, MI 263,801
Paducah city, KY............................. 25,024
Palm Beach Gardens city, FL............. 48,452
Palm Coast city, FL.......................... 75,180
Palo Alto city, CA............................ 64,403

Palos Verdes Estates city, CA 13,438	Rohnert Park city, CA 40,971
Papillion city, NE 18,894	Rolla city, MO 19,559
Paradise Valley town, AZ 12,820	Roselle village, IL 22,763
Park City city, UT 7,558	Rosemount city, MN 21,874
Parker town, CO 45,297	Rosenberg city, TX............................ 30,618
Parkland city, FL 23,962	Roseville city, MN 33,660
Pasco city, WA 59,781	Round Rock city, TX........................... 99,887
Pasco County, FL........................... 464,697	Royal Oak city, MI 57,236
Payette city, ID................................... 7,433	Saco city, ME................................... 18,482
Pearland city, TX.............................. 91,252	Sahuarita town, AZ 25,259
Peoria city, AZ............................... 154,065	Salida city, CO 5,236
Peoria city, IL................................. 115,007	Sammamish city, WA......................... 45,780
Pflugerville city, TX 46,936	San Anselmo town, CA....................... 12,336
Phoenix city, AZ.......................... 1,445,632	San Diego city, CA....................... 1,307,402
Pinehurst village, NC 13,124	San Francisco city, CA...................... 805,235
Piqua city, OH................................. 20,522	San Jose city, CA 945,942
Pitkin County, CO 17,148	San Juan County, NM 130,044
Plano city, TX................................. 259,841	San Marcos city, CA......................... 83,781
Platte City city, MO............................ 4,691	San Marcos city, TX........................... 44,894
Pleasant Hill city, IA 8,785	San Rafael city, CA 57,713
Pleasanton city, CA........................... 70,285	Sanford city, FL................................. 53,570
Plymouth city, MN............................ 70,576	Sangamon County, IL....................... 197,465
Polk County, IA 430,640	Santa Clarita city, CA...................... 176,320
Pompano Beach city, FL 99,845	Santa Fe city, NM 67,947
Port Orange city, FL.......................... 56,048	Santa Fe County, NM........................ 144,170
Portland city, OR 583,776	Santa Monica city, CA....................... 89,736
Post Falls city, ID 27,574	Sarasota County, FL........................ 379,448
Powell city, OH 11,500	Savage city, MN 26,911
Prince William County, VA............... 402,002	Schaumburg village, IL 74,227
Prior Lake city, MN 22,796	Schertz city, TX................................. 31,465
Pueblo city, CO.............................. 106,595	Scott County, MN 129,928
Purcellville town, VA........................... 7,727	Scottsdale city, AZ.......................... 217,385
Queen Creek town, AZ 26,361	Seaside city, CA................................. 33,025
Raleigh city, NC 403,892	Sevierville city, TN............................ 14,807
Ramsey city, MN.............................. 23,668	Shakopee city, MN............................ 37,076
Raymond town, ME............................ 4,436	Sharonville city, OH 13,560
Raymore city, MO............................. 19,206	Shawnee city, KS.............................. 62,209
Redmond city, OR 26,215	Shawnee city, OK 29,857
Redmond city, WA 54,144	Sherborn town, MA 4,119
Reno city, NV 225,221	Shoreview city, MN 25,043
Reston CDP, VA................................ 58,404	Shorewood village, IL 15,615
Richland city, WA.............................. 48,058	Shorewood village, WI 13,162
Richmond city, CA 103,701	Sierra Vista city, AZ 43,888
Richmond Heights city, MO 8,603	Silverton city, OR 9,222
Rio Rancho city, NM 87,521	Sioux Center city, IA 7,048
River Falls city, WI............................ 15,000	Sioux Falls city, SD 153,888
Riverside city, CA........................... 303,871	Skokie village, IL.............................. 64,784
Riverside city, MO.............................. 2,937	Snellville city, GA............................. 18,242
Roanoke city, VA 97,032	Snoqualmie city, WA 10,670
Roanoke County, VA.......................... 92,376	Somerset town, MA........................... 18,165
Rochester Hills city, MI 70,995	South Jordan city, UT 50,418
Rock Hill city, SC 66,154	South Lake Tahoe city, CA................. 21,403
Rockville city, MD 61,209	Southlake city, TX............................. 26,575
Roeland Park city, KS 6,731	Spearfish city, SD 10,494
Rogers city, MN................................. 8,597	Spring Hill city, KS............................. 5,437

Springboro city, OH	17,409	Vancouver city, WA	161,791
Springfield city, MO	159,498	Ventura CCD, CA	111,889
Springville city, UT	29,466	Vernon Hills village, IL	25,113
St. Augustine city, FL	12,975	Vestavia Hills city, AL	34,033
St. Charles city, IL	32,974	Victoria city, MN	7,345
St. Cloud city, FL	35,183	Vienna town, VA	15,687
St. Cloud city, MN	65,842	Virginia Beach city, VA	437,994
St. Joseph city, MO	76,780	Walnut Creek city, CA	64,173
St. Joseph town, WI	3,842	Washington County, MN	238,136
St. Louis County, MN	200,226	Washington town, NH	1,123
State College borough, PA	42,034	Washoe County, NV	421,407
Steamboat Springs city, CO	12,088	Washougal city, WA	14,095
Sterling Heights city, MI	129,699	Wauwatosa city, WI	46,396
Sugar Grove village, IL	8,997	Waverly city, IA	9,874
Sugar Land city, TX	78,817	Weddington town, NC	9,459
Suisun City city, CA	28,111	Wentzville city, MO	29,070
Summit city, NJ	21,457	West Carrollton city, OH	13,143
Summit County, UT	36,324	West Chester borough, PA	18,461
Summit village, IL	11,054	West Des Moines city, IA	56,609
Sunnyvale city, CA	140,081	Western Springs village, IL	12,975
Surprise city, AZ	117,517	Westerville city, OH	36,120
Suwanee city, GA	15,355	Westlake town, TX	992
Tacoma city, WA	198,397	Westminster city, CO	106,114
Takoma Park city, MD	16,715	Weston town, MA	11,261
Tamarac city, FL	60,427	White House city, TN	10,255
Temecula city, CA	100,097	Wichita city, KS	382,368
Tempe city, AZ	161,719	Williamsburg city, VA	14,068
Temple city, TX	66,102	Willowbrook village, IL	8,540
Texarkana city, TX	36,411	Wilmington city, NC	106,476
The Woodlands CDP, TX	93,847	Wilsonville city, OR	19,509
Thousand Oaks city, CA	126,683	Windsor town, CO	18,644
Tigard city, OR	48,035	Windsor town, CT	29,044
Tracy city, CA	82,922	Winnetka village, IL	12,187
Trinidad CCD, CO	12,017	Winter Garden city, FL	34,568
Tualatin city, OR	26,054	Woodbury city, MN	61,961
Tulsa city, OK	391,906	Woodland city, CA	55,468
Twin Falls city, ID	44,125	Wrentham town, MA	10,955
Tyler city, TX	96,900	Wyandotte County, KS	157,505
University Heights city, OH	13,539	Yakima city, WA	91,067
University Park city, TX	23,068	York County, VA	65,464
Upper Arlington city, OH	33,771	Yorktown town, IN	9,405
Urbandale city, IA	39,463	Yorkville city, IL	16,921
Vail town, CO	5,305	Yountville city, CA	2,933

Front Range Benchmarks

Table 124: Quality of Life and Community Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Overall, as a place to live	89	11	27	Higher
Availability of affordable quality housing	31	16	18	Much lower
Quality of public schools	80	4	17	Much higher
As a place to raise children	84	13	28	Higher
As a place to retire	73	10	29	Higher
Openness and acceptance of the community toward people of diverse backgrounds	71	5	20	Higher
Overall quality of life in Fort Collins	84	13	31	Higher

Table 125: Recommend Living and Remain in City Benchmarks

Please indicate how likely or unlikely you are to do each of the following	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Recommend living in Fort Collins to someone who asks	88	7	18	Higher
Remain in Fort Collins for the next five years	85	7	18	Higher

Table 126: City Neighborhood Benchmark

Please rate the quality of your neighborhood on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Your neighborhood as a place to live	82	13	25	Similar

Table 127: Neighborhood-related Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Code enforcement (weeds, abandoned buildings, etc.)	62	6	24	Much higher

Table 128: Community Engagement Benchmarks

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Visited a neighborhood park or City park	92	6	16	Higher
Carpooled with other adults or children instead of driving alone	57	3	14	Much higher
Volunteered your time to some group/activity in Fort Collins	58	1	15	Much higher
Talked to or visited with your immediate neighbors	91	7	12	Similar
Done a favor for a neighbor	79	9	12	Lower

Table 129: Overall Safety Benchmark

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Overall safety of residents	82	9	20	Much higher

Table 130: Personal Safety Benchmarks

Please tell us how safe you feel in each of the following areas in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Your neighborhood during the day	92	8	17	Much higher
Your neighborhood at night	81	5	8	Much higher
Downtown Fort Collins during the day	87	14	20	Similar
Downtown Fort Collins at night	66	7	8	Much lower
Parks	77	Not available	Not available	Not available

Table 131: Safety Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77	1	19	Much higher
Fire prevention/education	74	7	15	Similar
Fire response time	83	Not available	Not available	Not available
Fire services overall	82	14	18	Lower
Crime prevention	69	8	20	Similar
Traffic enforcement	62	16	25	Similar
Police visibility	69	Not available	Not available	Not available
Police response time	72	Not available	Not available	Not available
Police services overall	70	20	28	Lower
Animal control	69	6	23	Much higher

Table 132: Safety-related Utility Services Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Electric services	83	Not available	Not available	Not available
Storm drainage	78	4	21	Much higher

Table 133: Quality of the Environment Benchmarks

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Community's visual attractiveness	83	4	24	Much higher
Air quality	74	6	15	Higher
Recycling programs	80	5	17	Much higher
Overall quality of environment	81	7	18	Much higher

Table 134: Environment-related Utilities Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Drinking water	86	2	16	Much higher
Sewer services	82	2	18	Much higher

Table 135: Transportation Benchmarks

Please rate the following areas of transportation in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Ease of driving	53	22	24	Much lower
Ease of traveling by public transportation	59	5	9	Similar
As a walkable city	67	15	24	Lower
Ease of traveling by bicycle	79	4	25	Much higher
Availability of parking Downtown	47	8	10	Much lower
Level of traffic congestion	37	20	21	Much lower
Street maintenance	65	4	27	Much higher

Table 136: Community Aspects of Culture and Recreation Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Quality of arts and cultural opportunities	72	7	21	Much higher
Quality of recreational opportunities	85	4	23	Much higher
Quality of public library services	84	9	21	Higher

Table 137: Parks, Recreational and Cultural Programs and Facilities Benchmarks

Please rate the quality of each of the programs or facilities listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Natural areas and open space	89	4	14	Much higher
Recreational trails	90	3	5	Higher
Parks	88	6	22	Much higher
Cemeteries	80	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
Fort Collins Museum of Discovery	84	Not available	Not available	Not available
Adult recreation programs	76	10	21	Similar
Youth/teen recreation programs	76	Not available	Not available	Not available

Table 138: Community Aspects of Economic Health Benchmarks

Please rate Fort Collins as a community on each of the items listed below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Quality of shopping opportunities	75	5	23	Much higher
Availability of job opportunities	60	6	24	Much higher
Availability of quality healthcare	75	1	16	Much higher
As a place to work	76	7	28	Much higher

Table 139: Overall Quality of Services Benchmark

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	81	6	29	Much higher

Table 140: Utility Billing and Utilities Overall Benchmarks

Please rate the quality of each of the following in Fort Collins.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Utility billing	76	4	11	Higher
Utilities overall	77	5	9	Similar

Table 141: City Government Benchmarks

Please rate the City's performance in each of the following areas.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Welcoming resident involvement	69	3	25	Much higher
Listening to residents	62	2	7	Much higher
Managing and planning for growth	57	Not available	Not available	Not available
Overall direction of the City	68	8	27	Higher

Table 142: Contact with City Employees Benchmark

Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	53	5	23	Much higher

Table 143: Perceptions of City Employees Benchmarks

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Courtesy	86	5	7	Similar
Promptness	79	Not available	Not available	Not available
Knowledge	82	8	14	Similar
Overall impression	80	8	28	Higher

Table 144: City Communications Benchmarks

Please rate the City's performance in the following area.	Fort Collins average rating	Rank	Number of jurisdictions for comparison	Comparison to Front Range benchmark
Informing residents	66	3	5	Lower
Providing opportunities to participate in government activities	65	9	18	Similar

Communities Included in Front Range Comparisons

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

Adams County, CO 441,603
Arapahoe County, CO.................... 572,003
Arvada city, CO 106,433
Aurora city, CO.............................. 325,078
Boulder city, CO 97,385
Brighton city, CO 33,352
Broomfield city, CO......................... 55,889
Castle Pines North city, CO.............. 10,360
Castle Rock town, CO 48,231
Centennial city, CO........................ 100,377
Commerce City city, CO 45,913
Dacono city, CO 4,152
Denver city, CO 600,158
Douglas County, CO...................... 285,465
Edgewater city, CO............................ 5,170
Englewood city, CO......................... 30,255
Erie town, CO 18,135
Fort Collins city, CO 143,986
Golden city, CO.............................. 18,867
Greeley city, CO 92,889
Greenwood Village city, CO............. 13,925
Highlands Ranch CDP, CO 96,713
Lafayette city, CO 24,453
Lakewood city, CO 142,980
Larimer County, CO 299,630
Littleton city, CO............................. 41,737
Lone Tree city, CO 10,218
Longmont city, CO 86,270
Louisville city, CO............................ 18,376
Monument town, CO......................... 5,530
Parker town, CO 45,297
Pueblo city, CO............................. 106,595
Westminster city, CO 106,114
Windsor town, CO 18,644

Appendix F: Comparisons of Average Ratings by Year

This appendix contains the average ratings for all evaluative questions compared by year. Differences between 2017 and 2015 can be considered "statistically significant" and are shaded grey if they are four points or more on the 100-point scale.

Table 145: Question 1 Compared by Year

Please rate Fort Collins as a community on each of the items listed below. Average rating on 100-point scale (0=very bad, 100=very good).	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, as a place to live	89	89	91	90	88	88	79	81	80
Overall safety of residents	82	81	84	83	81	81	72	76	78
Quality of shopping opportunities	75	72	72	70	68	68	66	NA	NA
Quality of dining opportunities	83	82	82	83	80	81	80	NA	NA
Quality of entertainment opportunities	75	73	73	69	68	67	68	NA	NA
Availability of job opportunities	60	57	55	52	48	49	50	NA	NA
Availability of affordable quality housing	31	38	53	54	58	52	40	43	37
Quality of arts and cultural opportunities	72	71	74	70	68	69	67	NA	NA
Quality of recreational opportunities	85	85	86	84	83	81	81	NA	NA
Availability of quality healthcare	75	77	76	77	74	73	NA	NA	NA
Quality of public schools	80	82	80	80	77	76	76	NA	NA
Quality of public library services	84	83	81	81	79	77	75	76	78
As a place to raise children	84	87	87	86	84	83	81	84	81
As a place to retire	73	79	80	79	79	77	76	73	74
As a place to attend college	83	85	84	85	85	84	81	84	84
As a place to work	76	76	77	77	73	71	NA	66	73
Openness and acceptance of the community toward people of diverse backgrounds	71	72	76	72	69	70	64	67	64
Overall quality of life in Fort Collins	84	85	86	84	83	82	NA	NA	NA

Table 146: Question 2 Compared by Year

Please rate the quality of your neighborhood on each of the items listed below. (Average rating 0=very bad, 100=very good).	2017	2015	2013	2012	2010	2008	2006	2003	2001
Your neighborhood as a place to live	82	83	82	80	78	80	80	NA	NA
Your neighborhood as a place to raise children	77	77	75	75	72	73	78	NA	NA
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	79	79	NA	NA	NA	NA	NA	NA	NA

Table 147: Question 5 Compared by Year

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe)	2017	2015	2013	2012	2010	2008	2006	2003	2001
Downtown Fort Collins during the day	87	89	93	92	88	88	86	NA	NA
Downtown Fort Collins at night	66	68	71	69	70	69	67	NA	NA
Your neighborhood during the day	92	93	94	93	91	91	89	NA	NA
Your neighborhood at night	81	81	82	81	78	78	79	NA	NA
Parks	77	79	79	80	80	79	76	NA	NA
Natural areas/open spaces	79	79	80	79	80	78	NA	NA	NA
Recreation facilities	84	84	86	83	84	82	79	NA	NA
Trails	78	78	78	77	76	74	72	NA	NA
Fort Collins overall during the day	87	87	90	88	NA	NA	NA	NA	NA
Fort Collins overall at night	71	72	74	73	NA	NA	NA	NA	NA

Table 148: Question 6 Compared by Year

Please rate quality of each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2017	2015	2013	2012	2010	2008	2006	2003	2001
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77	76	77	75	NA	NA	NA	NA	NA
Disaster response and restoration of services	77	76	78	NA	NA	NA	NA	NA	NA
Fire prevention/education	74	77	76	75	NA	NA	NA	NA	NA
Fire response time	83	83	83	81	NA	NA	NA	NA	NA
Fire services overall	82	82	82	81	86	86	NA	85	87
Crime prevention	69	69	71	70	74	72	NA	NA	NA
Police patrol	69	69	73	72	72	72	NA	NA	NA
Traffic enforcement	62	62	67	69	68	68	NA	61	61
Police visibility	69	70	72	72	71	72	NA	NA	NA
Police response time	72	73	74	72	70	71	NA	74	76
Police services overall	70	71	74	72	70	71	NA	NA	NA
Code enforcement (weeds, abandoned buildings, etc.)	62	64	65	66	63	63	NA	NA	NA
Noise enforcement	61	62	65	66	NA	NA	NA	NA	NA
Animal control	69	65	68	69	67	70	NA	NA	NA
Business property maintenance	72	71	73	73	71	72	NA	NA	NA
Residential property maintenance	69	70	70	69	67	68	NA	NA	NA
Natural Areas Ranger services	79	79	78	78	NA	NA	NA	NA	NA
Drinking water	86	89	89	88	85	85	83	NA	NA
Electric services	83	85	84	83	NA	NA	NA	NA	NA
Sewer services	82	85	83	84	NA	NA	NA	NA	NA
Storm drainage	78	78	77	77	NA	NA	NA	NA	NA
Utility billing	76	78	75	76	NA	NA	NA	NA	NA
Utilities overall	77	81	79	79	NA	NA	NA	NA	NA

Table 149: Question 7 Compared by Year

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

Table 150: Question 8 Compared by Year

Please rate the City's performance in each of the following in Fort Collins. (Average rating 0=very bad, 100=very good).	2017	2015	2013	2012	2010	2008	2006	2003	2001
Managing and planning for growth	57	58	63	62	59	53	43	44	40
Efficient operation of programs and services	68	66	69	66	63	63	53	NA	NA
Encouraging sustainability in the community	74	71	72	71	NA	NA	NA	NA	NA
Overall direction of the City	68	68	71	70	65	63	NA	NA	NA
Support of businesses	70	69	70	69	63	63	NA	NA	NA
Promotion of the economic health of Fort Collins	69	69	67	65	57	57	56	NA	NA
Encouraging a variety of businesses	69	69	NA	NA	NA	NA	NA	NA	NA
Retaining existing businesses	64	65	NA	NA	NA	NA	NA	NA	NA
Attracting new businesses	67	66	NA	NA	NA	NA	NA	NA	NA
Welcoming resident involvement	69	71	71	70	64	66	48	NA	NA
Listening to residents	62	61	63	63	58	57	55	NA	NA
Informing residents	66	67	71	70	66	67	62	63	62
Providing opportunities to participate in government activities	65	64	NA	NA	NA	NA	NA	NA	NA
Providing emergency information	68	70	NA	NA	NA	NA	NA	NA	NA

Table 151: Question 9 Compared by Year

Please rate the quality of the environment in Fort Collins in each of the following areas. (Average rating 0=very bad, 100=very good).	2017	2015	2013	2012	2010	2008	2006	2003	2001
Community's visual attractiveness	83	83	84	81	80	82	78	75	70
Air quality	74	78	83	80	80	78	71	67	63
Recycling programs	80	77	80	79	77	76	71	68	69
Conservation efforts	79	77	79	78	78	75	NA	NA	NA
Overall quality of environment	81	81	83	81	81	80	76	NA	NA

Table 152: Question 10 Compared by Year

Please rate the quality of each of the programs or facilities listed below. (Average rating 0=very bad, 100=very good).	2017	2015	2013	2012	2010	2008	2006	2003	2001
Natural areas and open space	89	88	87	86	85	84	82	78	76
Recreational trails	90	89	88	87	86	86	83	82	81
Parks	88	87	87	86	84	85	82	83	83
Cemeteries	80	79	81	78	75	75	74	73	72
Golf courses	80	79	79	78	76	79	78	78	78
Athletic fields	81	79	81	80	78	79	76	78	77
Northside Aztlan Community Center	81	81	80	81	80	79	67	NA	NA
Fort Collins Senior Center	82	84	82	82	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	78	78	79	79	78	78	79	NA	NA
Mulberry Pool	72	74	74	75	74	71	72	NA	NA
The Farm at Lee Martinez Park	82	81	81	80	79	79	81	NA	NA
The Gardens on Spring Creek	85	85	84	84	81	82	76	NA	NA
Pottery studio	77	79	80	77	76	74	74	NA	NA
Art in Public Places program	82	79	80	78	72	74	67	NA	NA
Lincoln Center programs	80	80	80	80	76	77	76	77	78
Fort Collins Museum of Discovery	84	84	83	78	71	70	72	70	72
Adult recreation programs	76	75	78	76	74	73	73	71	74
Senior recreation programs	78	78	80	78	77	78	78	75	78
Youth/teen recreation programs	76	75	78	77	74	72	67	69	63

Table 153: Question 11 Compared by Year

(Average rating 0=very bad, 100=very good).	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	81	79	79	78	74	73	NA	NA	NA

Table 154: Question 12a Compared by Year

Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Average rating 0=very bad, 100=very good).	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	86	84	85	84	82	81	83	81	84
Promptness	79	81	79	79	76	76	77	75	77
Knowledge	82	81	79	79	79	77	78	77	78
Making you feel valued	77	75	74	75	75	75	75	75	76
Overall impression	80	79	79	78	78	77	NA	NA	NA

This question was asked only of those who reported having had phone or in-person contact with any City employee(s) within the last 12 months

Table 155: Question 12b Compared by Year

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Average rating 0=very bad, 100=very good).	2017	2015	2013	2012	2010	2008	2006	2003	2001
Courtesy	78	74	77	76	80	72	72	73	69
Promptness in responding to inquiries and service requests	73	74	74	74	67	68	66	69	65
Making residents or customers feel valued	74	71	73	72	72	69	67	67	64

This question was asked only of those who reported no phone or in-person contact with any City employee(s) within the last 12 months

Appendix G: Survey Methodology

The 2017 Fort Collins Community Survey, conducted by National Research Center, Inc., was developed to provide the City with an accurate and easy way to assess and interpret resident opinion about important local topics. Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Fort Collins funded this research. Please contact Annie Bierbower of the City of Fort Collins at abierbower@fcgov.com address if you have any questions about the survey.

Developing the Questionnaire
The Fort Collins Citizen Survey was the ninth iteration of the survey. The previous surveys were collected by mail biennially starting in 2001 through 2015. The 2017 Community Survey for Fort Collins was developed in conjunction with City staff, starting with the 2015 survey. Topics were generated for new questions and then were modified to find those that were the best fit for the 2017 questionnaire. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created. In an effort to increase response, the City trimmed the survey from six to five pages for the 2017 administration.

Selecting Survey Recipients
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Fort Collins were eligible to participate in the survey. A list of all households within the zip codes serving Fort Collins was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Fort Collins households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Fort Collins boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of six geographic areas. The six areas were designated using College Avenue as the east/west split and Prospect Road and Harmony Road as additional north/south divisions.

To choose the 3,000 households to receive a survey, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

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

Additionally, 700 Colorado State University (CSU) students were randomly selected by University staff to receive the survey from those that reside in dormitories. The University provided NRC with email addresses for the selected dormitory students.

Survey Administration and Response

Selected households received three mailings, one week apart, beginning on August 28, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor and City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English and Spanish. Both cover letters contained paragraphs in Spanish instructing participants to contact the City if they needed a questionnaire in Spanish; respondents could opt to take the survey online as well in their language of preference. Completed surveys were collected over the following seven weeks.

About 4% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,864 households that received the survey, 657 completed the survey, providing an overall response rate of 23% for the household survey. Of the 657 responses, 69 were completed online and one was completed in Spanish. Additionally, responses for the household survey were tracked by six areas; response rates by geographic areas ranged from 18% to 34%. For the web-based survey emailed to CSU dormitory students, 105 submitted a survey. No emails bounced or were undeliverable and all completed surveys were in English. The response rate for the dormitory student survey was 15%. The overall response rate for all survey respondents (households and dormitory students) was 21%.

All response rates were calculated using AAPOR's response rate #2[3] for mailed surveys of unnamed persons and can be found in the table on the following page.

Table 156: Survey Response Rates by Area

	Northeast	East Central	Southeast	Northwest	West Central	Southwest	Household Overall	CSU	Overall
Total sample used	361	729	477	625	667	141	3,000	700	3,700
I=Complete Interviews	73	165	104	105	154	48	649	73	722
P=Partial Interviews	0	3	0	1	4	0	8	32	40
R=Refusal and break off	0	0	0	0	0	0	0	0	0
NC=Non Contact	0	0	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0	0	0
UO=Unknown other	255	528	354	489	488	93	2,207	595	2,802
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	22%	24%	23%	18%	24%	34%	23%	15%	21%

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

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

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

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

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset is subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically "skipped" to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting
The demographic characteristics of the survey respondents were compared to those found in the 2010 United States Census. Survey results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the survey respondents were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting the household respondent data were gender, age, housing unit type, housing tenure (rent or own) and area of residence. An additional weight was applied to all respondents

(households and CSU dormitory students) based on whether a respondent was a CSU dormitory student. No adjustments were made for design effects. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables

- The saliency of these variables in differences of opinion among subgroups

- The historical profile created and the desirability of consistently representing different groups over the years

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

Several different weighting "schemes" are tested to ensure the best fit for the data. The results of the weighting scheme are presented in the table on the following page.

Table 157: 2017 Fort Collins, CO Weighting Table

Characteristic	Census 2010	Unweighted Data	Weighted Data
Housing**			
Own home	55%	72%	56%
Rent home	45%	28%	44%
Detached unit*	60%	64%	61%
Attached unit*	40%	36%	39%
Race and Ethnicity**			
White	90%	92%	92%
Not white	10%	8%	8%
Not Hispanic	92%	95%	94%
Hispanic	8%	5%	6%
Sex and Age**			
Male	50%	40%	49%
Female	50%	60%	51%
18-34 years of age	45%	20%	44%
35-54 years of age	31%	28%	30%
55+ years of age	23%	53%	25%
Males 18-34	24%	7%	23%
Males 35-54	15%	11%	15%
Males 55+	11%	22%	11%
Females 18-34	22%	13%	21%
Females 35-54	16%	16%	16%
Females 55+	13%	31%	14%
Area**			
Northeast	12%	11%	12%
East Central	24%	26%	24%
Southeast	16%	16%	16%
Northwest (excludes CSU dorm students)	21%	16%	20%
West Central	22%	24%	22%
Southwest	5%	7%	5%
CSU Dorm Student			
CSU dorm student	5%	14%	5%
Not a CSU dorm student	95%	86%	95%

* ACS 2011 5-year estimates
** Only of the population in housing units

Analyzing the Data

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

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

Appendix H: Survey Materials

The 2017 survey materials, including the email messages sent to CSU students, appear on the following pages.

Dear Fort Collins Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better community!
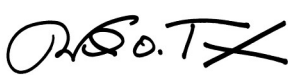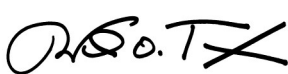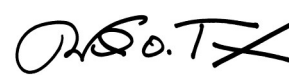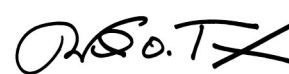
Estimado Residente de Fort Collins,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una comunidad mejor!

Sincerely/Atentamente,

Wade Troxell
Mayor/Alcalde

Darin Atteberry
City Manager/Administrador de la Ciudad

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

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

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

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

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

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

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

City Manager's Office
300 LaPorte Avenue
PO Box 580
Fort Collins, CO 80522

970.221.6505
970.224.6107 - fax
fcgov.com

Dear City of Fort Collins Resident:

Please help us shape the future of Fort Collins! You have been selected at random to participate in the 2017 Fort Collins Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Fort Collins make decisions that affect our City.

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  www.bit.ly/fortcollins2017

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

Thank you for your time and participation!

Estimado Residente de la Ciudad de Fort Collins:

¡Por favor ayúdenos a moldear el futuro de Fort Collins! Usted ha sido seleccionado al azar para participar en la Encuesta Comunitaria de Fort Collins del 2017.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Fort Collins tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

  www.bit.ly/fortcollins2017

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

Si tiene alguna pregunta sobre la encuesta o para solicitar una copia de la encuesta en Español por favor llame a Annie a 970-221-6264 o envía un mensaje de correo electrónico at abierbower@fcgov.com.

¡Gracias por su tiempo y participación!

Sincerely/Atentamente,

Wade Troxell, Mayor   Darin Atteberry, City Manager

City Manager's Office
300 LaPorte Avenue
PO Box 580
Fort Collins, CO 80522

970.221.6505
970.224.6107 - fax
fcgov.com

Dear City of Fort Collins Resident:

Here's a second chance if you haven't already responded to the 2017 Fort Collins Community Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Fort Collins! You have been selected at random to participate in the 2017 Fort Collins Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Fort Collins make decisions that affect our City.

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  www.bit.ly/fortcollins2017

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

Thank you for your time and participation!

Estimado Residente de la Ciudad de Fort Collins:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta Comunitaria de Fort Collins del 2017! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de Fort Collins! Usted ha sido seleccionado al azar para participar en la Encuesta Comunitaria de Fort Collins del 2017.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones le ayudarán a Fort Collins tomar decisiones que afectarán a nuestra ciudad.

Algunas cosas para recordar:
- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

  www.bit.ly/fortcollins2017

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

Si tiene alguna pregunta sobre la encuesta o para solicitar una copia de la encuesta en Español por favor llame a Annie a 970-221-6264 o envía un mensaje de correo electrónico at abierbower@fcgov.com.

¡Gracias por su tiempo y participación!

Sincerely/Atentamente,

Wade Troxell, Mayor   Darin Atteberry, City Manager

Resident Survey Email Messages for CSU Students

EMAIL #1
SUBJECT LINE: What do you think of Fort Collins?

This is your chance to tell us exactly what you think about our city. You are one of a very few randomly selected CSU students being asked to participate in an **anonymous survey**. Complete the survey online here.

Thanks for helping us!

Wade Troxell, Mayor
Darin Atteberry, City Manager

EMAIL #2
SUBJECT LINE: REMINDER: We need your opinion about Fort Collins!

As a CSU student, you recently received an email inviting you to participate in the 2017 Fort Collins Community Survey. **If you haven't completed the survey, please participate today!** It's important that we gather your opinions!

Take a few minutes and complete the online survey here. We need to hear from you to help Fort Collins become a better place.

Thanks for your feedback!

Wade Troxell, Mayor
Darin Atteberry, City Manager

EMAIL #3
SUBJECT LINE: LAST CHANCE: We know you're crazy busy, but we need you . . .
We need to know what CSU students think! **If you haven't completed the anonymous 2017 Fort Collins Community Survey, this is your last chance!**

Please complete the survey online here **no later than October 1**. Your input is very important and since you are one of a very few randomly selected CSU students being asked to participate, your voice is more important than ever.

Thanks for taking a few minutes to share your opinions!

Wade Troxell, Mayor
Darin Atteberry, City Manager

2017 Fort Collins Community Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. ***Your responses to this survey are completely anonymous***.

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

	Very good	Good	Average	Bad	Very bad	No opinion
Overall, as a place to live	1	2	3	4	5	6
Overall safety of 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
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5	6
Overall quality of life in Fort Collins	1	2	3	4	5	6

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

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

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

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

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

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Visited a neighborhood park or City park	1	2	3	4
Attended a neighborhood-sponsored event	1	2	3	4
Attended a government-organized event (open house, City Council session, forum, etc.)	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Volunteered your time to some group/activity in Fort Collins	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4

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

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

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

	Very good	Good	Average	Bad	Very bad	No opinion
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5	6
Disaster response and restoration of services	1	2	3	4	5	6
Fire prevention/education	1	2	3	4	5	6
Fire response time	1	2	3	4	5	6
Fire services overall	1	2	3	4	5	6
Crime prevention	1	2	3	4	5	6
Police patrol	1	2	3	4	5	6
Traffic enforcement	1	2	3	4	5	6
Police visibility	1	2	3	4	5	6
Police response time	1	2	3	4	5	6
Police services overall	1	2	3	4	5	6
Code enforcement (weeds, 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
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

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

	Very good	Good	Average	Bad	Very bad	No opinion
Ease of driving	1	2	3	4	5	6
Ease of traveling by public transportation	1	2	3	4	5	6
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
Level of traffic congestion	1	2	3	4	5	6
Street maintenance	1	2	3	4	5	6

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

	Very good	Good	Average	Bad	Very bad	No opinion
Managing and planning for growth	1	2	3	4	5	6
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
Support of businesses	1	2	3	4	5	6
Promotion of the economic health of Fort Collins	1	2	3	4	5	6
Encouraging a variety of businesses	1	2	3	4	5	6
Retaining existing businesses	1	2	3	4	5	6
Attracting new businesses	1	2	3	4	5	6
Welcoming resident involvement	1	2	3	4	5	6
Listening to residents	1	2	3	4	5	6
Informing residents	1	2	3	4	5	6
Providing opportunities to participate in government activities	1	2	3	4	5	6
Providing emergency information	1	2	3	4	5	6

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

	Very good	Good	Average	Bad	Very bad	No opinion
Community's visual attractiveness	1	2	3	4	5	6
Air quality	1	2	3	4	5	6
Recycling programs	1	2	3	4	5	6
Conservation efforts	1	2	3	4	5	6
Overall quality of environment	1	2	3	4	5	6

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

	Very good	Good	Average	Bad	Very bad	No opinion
Natural areas and open space	1	2	3	4	5	6
Recreational trails	1	2	3	4	5	6
Parks	1	2	3	4	5	6
Cemeteries	1	2	3	4	5	6
Golf courses	1	2	3	4	5	6
Athletic fields	1	2	3	4	5	6
Northside Aztlan Community Center	1	2	3	4	5	6
Fort Collins Senior Center	1	2	3	4	5	6
Edora Pool Ice Center (EPIC)	1	2	3	4	5	6
Mulberry Pool	1	2	3	4	5	6
The Farm at Lee Martinez Park	1	2	3	4	5	6
The Gardens on Spring Creek	1	2	3	4	5	6
Pottery studio	1	2	3	4	5	6
Art in Public Places program	1	2	3	4	5	6
Lincoln Center programs	1	2	3	4	5	6
Fort Collins Museum of Discovery	1	2	3	4	5	6
Adult recreation programs	1	2	3	4	5	6
Senior recreation programs	1	2	3	4	5	6
Youth/teen recreation programs	1	2	3	4	5	6

11. 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

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

❑ Yes ➜ Answer Q12A ONLY
❑ No ➜ Answer Q12B ONLY

12A. Thinking about your most recent contact, please rate the City employee(s) on each of the items below.

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

12B. Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees interact with Fort Collins residents. Please rate City employees on each of the items below.

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

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

	More effort	Same effort	Less effort	No opinion	Top 3 priorities
Economy: Includes economic planning and development activities	1	2	3	4	❑
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, and an attractive community	1	2	3	4	❑
Neighborhoods: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, and an adequate supply of quality housing for all socio-economic groups	1	2	3	4	❑
Safety: Includes police, fire and emergency medical response, and building inspection	1	2	3	4	❑
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	1	2	3	4	❑
Transportation: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and transportation demand management	1	2	3	4	❑
General Government: Includes internal support functions, City management, Council, boards and commissions, technology, communicating with residents and building maintenance and repair	1	2	3	4	❑

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

	Always	Frequently	Sometimes	Never
Fort Collins local cable channel 14 and 881	1	2	3	4
Online video FCTV on www.fcgov.com/FCTV	1	2	3	4
City's website (www.fcgov.com)	1	2	3	4
"City News" (insert with utility bill)	1	2	3	4
Newsletters or brochures from City departments	1	2	3	4
City employees or departments (e.g., contacting by phone, email or in person)	1	2	3	4
Tracks and Trails (the guide to natural areas activities)	1	2	3	4
"Recreator" (guide to recreation programs)	1	2	3	4
Word of mouth	1	2	3	4
Newspaper (print or online)	1	2	3	4
Radio	1	2	3	4
Television news	1	2	3	4
Social media (Facebook, Twitter, Nextdoor, etc.)	1	2	3	4
OurCity Platform (ourcity.fcgov.com)	1	2	3	4
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	1	2	3	4
City booth at local events	1	2	3	4

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

D1. About how many years have you lived in Fort Collins?
_____ Years   (Record 0 if less than 6 months)

D2. Are you a full-time or part-time student at a college or university in Fort Collins?
❑ Yes ➔ GO TO QUESTION D3
❑ No ➔ GO TO QUESTION D4

D3. Which college or university do you attend?
❑ Colorado State University
❑ Front Range Community College
❑ Another local college or university

D4. What is your employment status?
❑ Working full time for pay
❑ Working part time for pay
❑ Unemployed, looking for paid work
❑ Unemployed, not looking for paid work
❑ Fully retired

D5. Do you work inside the boundaries of Fort Collins?
❑ Yes, outside the home
❑ Yes, from home
❑ No

D6. Which of the age groups below best describes you?
❑ 18-24   ❑ 45-54   ❑ 75 +
❑ 25-34   ❑ 55-64
❑ 35-44   ❑ 65-74

D7. Your gender
❑ Male
❑ Female

D8. Which best describes the building you live in?
❑ One family house detached from any other houses
❑ Building with two or more homes (duplex, townhome, apartment or condominium)
❑ Mobile home
❑ Other

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

Please respond to both questions D10 and D11:

D10. Are you Spanish, Hispanic or Latino?
❑ No, not Spanish, Hispanic or Latino
❑ Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Please mark the race or races you identify as.)
❑ American Indian or Alaskan Native
❑ Asian, Asian Indian or Pacific Islander
❑ Black or African American
❑ White
❑ Other

Thank you very much! Please return the completed questionnaire to National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502-9922 in the postage-paid envelope provided. If you would like a copy of the survey results, go to fcgov.com/communitysurvey or call (970) 416-2209.