

2024

**City of Colorado Springs
Community Survey
Findings Report**



ETC
INSTITUTE

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Executive Summary

2024 Colorado Springs Community Satisfaction Survey Executive Summary

Overview and Methodology

During the summer of 2024, ETC Institute administered a community survey on behalf of the City of Colorado Springs. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services to assist City leaders in making planning and investment decisions.

ETC Institute mailed a survey packet to a random sample of households in Colorado Springs. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online at *ColoradoSpringsSurvey.org*.

After the surveys were mailed, ETC Institute followed up with residents to encourage participation. To prevent people who were not residents of Colorado Springs from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not included in the final database for this report.

The goal was to collect a minimum of 600 completed surveys from residents. The goal was met with 625 completed surveys collected. The overall results for the sample of 625 households have a precision of at least +/-3.9 at the 95% level of confidence.

This report contains the following:

- Charts showing the overall results of the survey (Section 2)
- Importance-Satisfaction (IS) analysis (Section 3)
- Benchmark charts comparing survey data to national results (Section 4)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- Responses to open-ended questions (Section 6)
- A copy of the survey instrument (Section 7)

The major findings of the survey are summarized in the following pages.

Major Findings by Area

- **Public Safety.** Respondents were asked to rate their satisfaction with 12 items regarding their perception of public safety. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall quality of local fire protection (75%), City wildfire mitigation efforts (59%), and City efforts to prevent fires (59%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next three years. Respondents most often chose the City’s efforts to prevent crime (56%), the overall quality of local police protection (50%), and enforcement of local traffic laws (36%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where overall efforts to prevent crime, overall quality of local police protection, enforcement of local traffic laws, and the visibility of police in neighborhoods were given a “very high” priority rating.
- **Parks and Recreation.** Respondents were asked to rate their satisfaction with 14 items regarding parks and recreation in Colorado Springs. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the number of City parks (72%), biking and hiking trails in the City (69%), and the maintenance of City parks (67%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next three years. Respondents most often chose the maintenance of City parks (50%), City’s efforts to protect natural resources and the environment (38%), and biking/hiking trails in the city (32%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where the City’s efforts to protect natural resources and the environment, maintenance of City parks, City swimming pools, and City community centers were given a “high” priority rating.
- **Infrastructure.** Respondents were asked to rate their satisfaction with 14 items regarding infrastructure in Colorado Springs. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with snow removal on major City streets (60%), maintenance of streetlights (45%), and stormwater program effectiveness (42%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next three years. Respondents most often chose the maintenance of major City streets (60%), maintenance of neighborhood streets and sidewalks (44%), and flow of traffic and congestion management on City streets (42%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where maintenance of major City streets, maintenance of neighborhood streets and sidewalks, and flow of traffic and congestion management on City streets were given a “very high” priority rating.

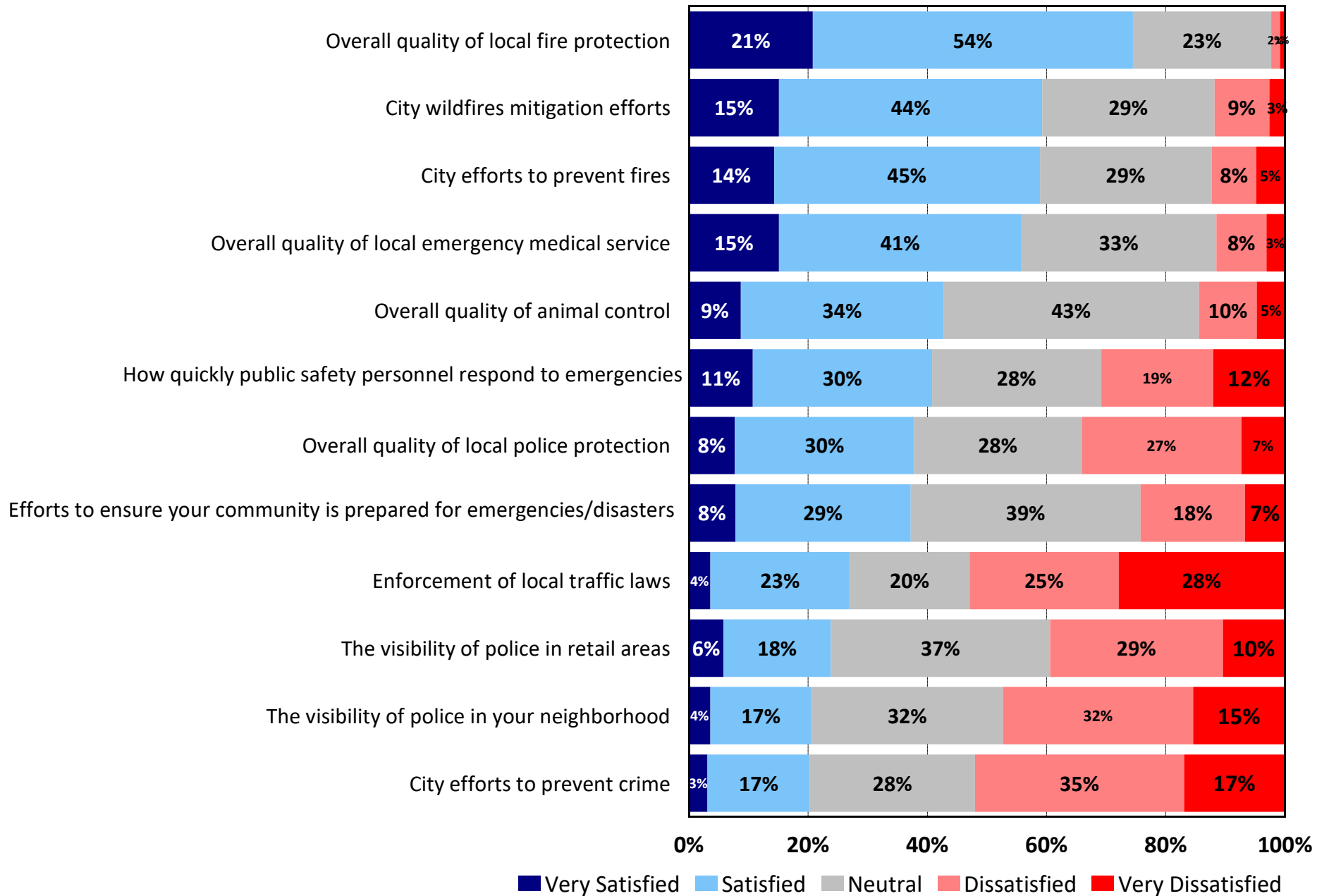
- **Economy, Workforce, and Housing.** Respondents were asked to rate their satisfaction with 15 items regarding economy, workforce, and housing. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the City as a support to the local military community (62%), the variety of retail/restaurant/recreational options (54%), and the City’s efforts to grow tourism as a revenue source (48%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next three years. Respondents most often chose the approach to managing homelessness (56%), the City’s ability to balance growth with available resources (54%), and the availability of housing to match the workforce (30%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where the approach to managing homelessness, City’s ability to balance city growth with available resources, and the availability of housing to match the workforce were given a “very high” priority rating.
- **Satisfaction with Services.** Respondents were asked to rate their level of satisfaction with six services provided by the City of Colorado Springs. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with their connection to their neighbors (54%), the availability of information about City programs and services (32%), and awareness of volunteer opportunities (31%).
- **Communication Sources.** Respondents were asked to select all the ways their household learns about City issues, events, and services. The highest percentage of respondents selected the local TV news (67%) followed by Facebook (36%) and the City’s website. When asked to select the three sources they most prefer, respondents selected local tv news (50%), the City’s website (37%), and Facebook (28%) most often.



Charts and Graphs

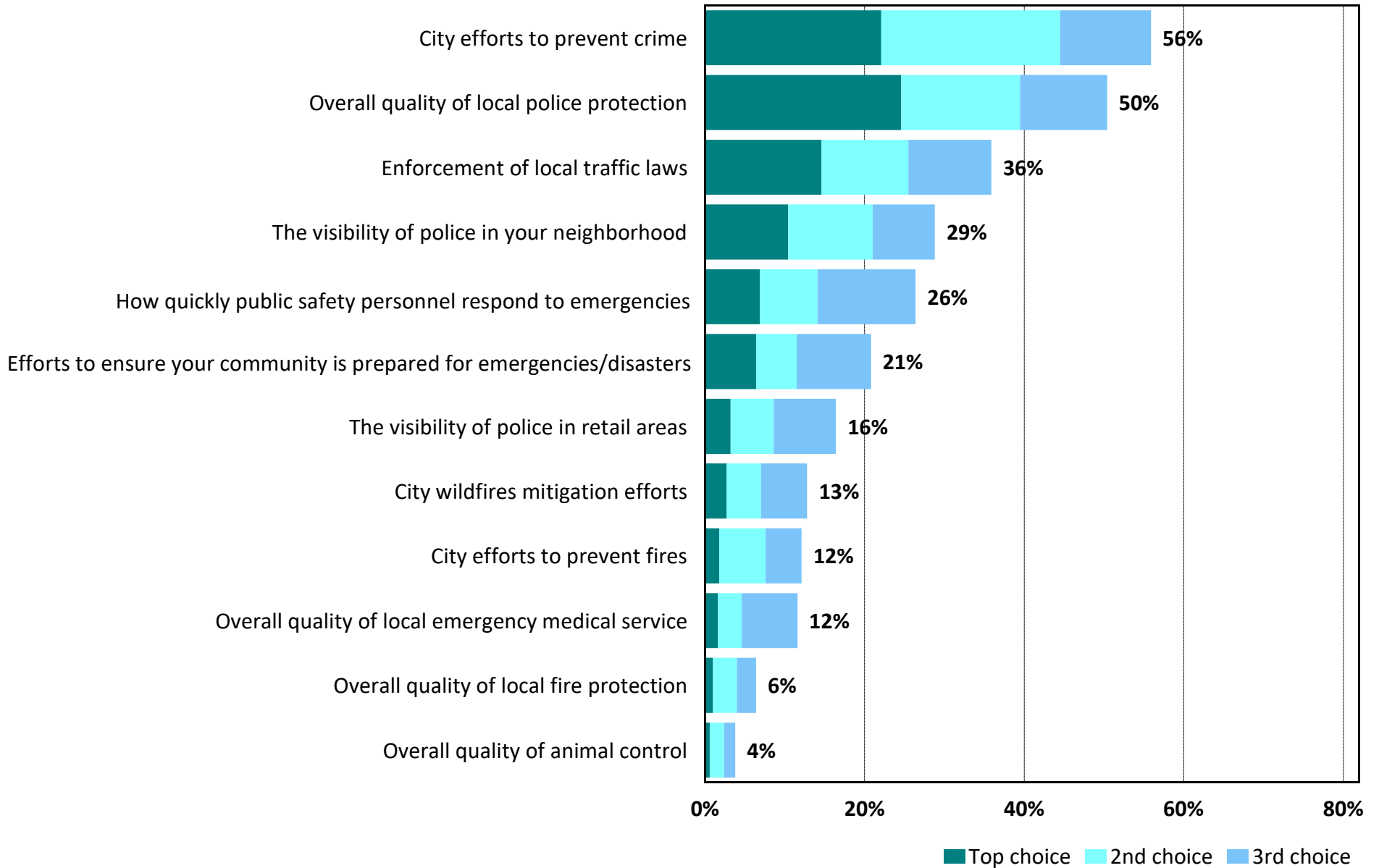
Q1. Public Safety

by percentage of respondents (excluding "don't know")



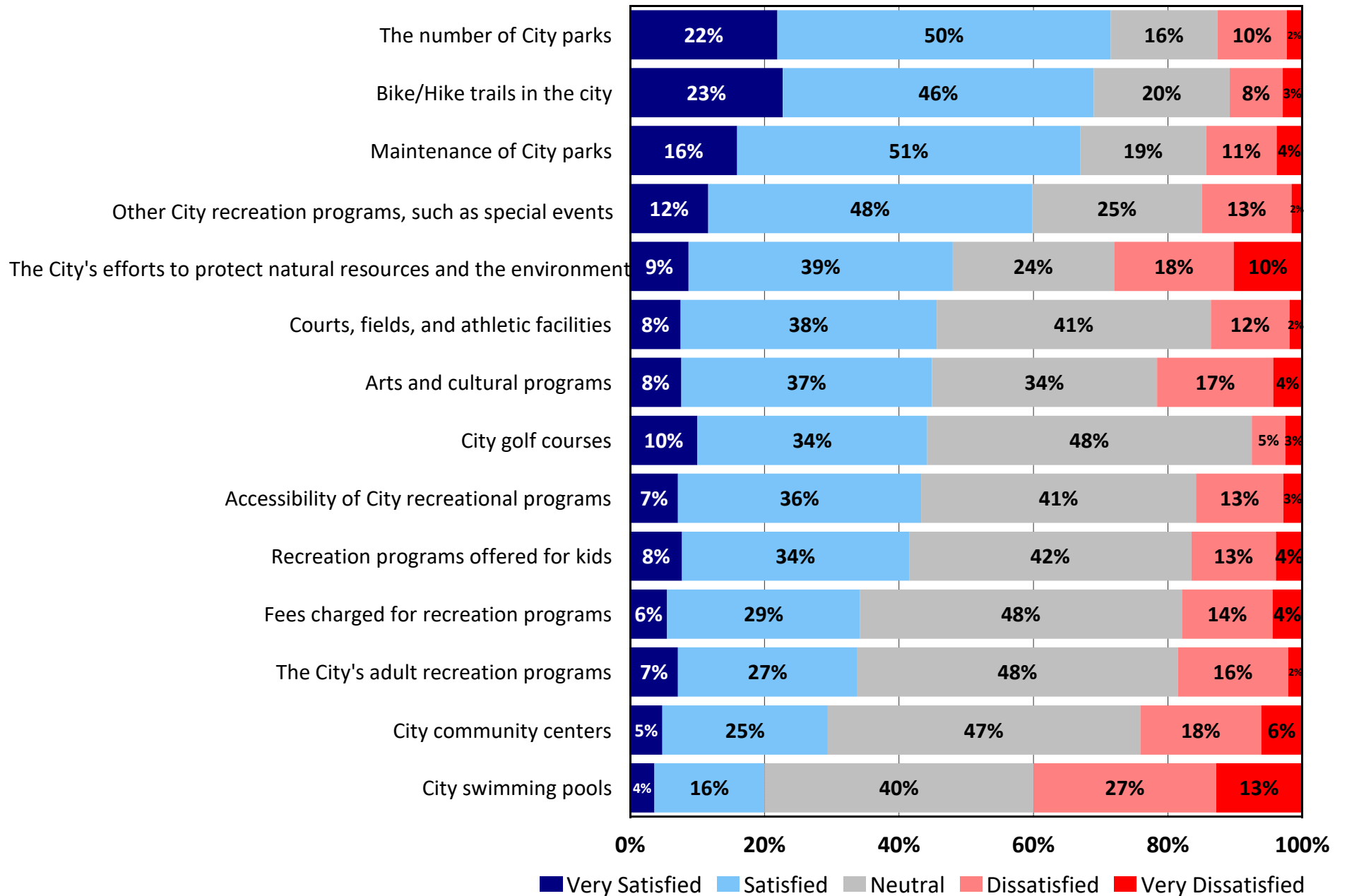
Q2. Which THREE of the items listed in Question 1 above are the MOST IMPORTANT for the City to emphasize over the next three years?

by percentage of respondents who selected the items as one of their top three choices



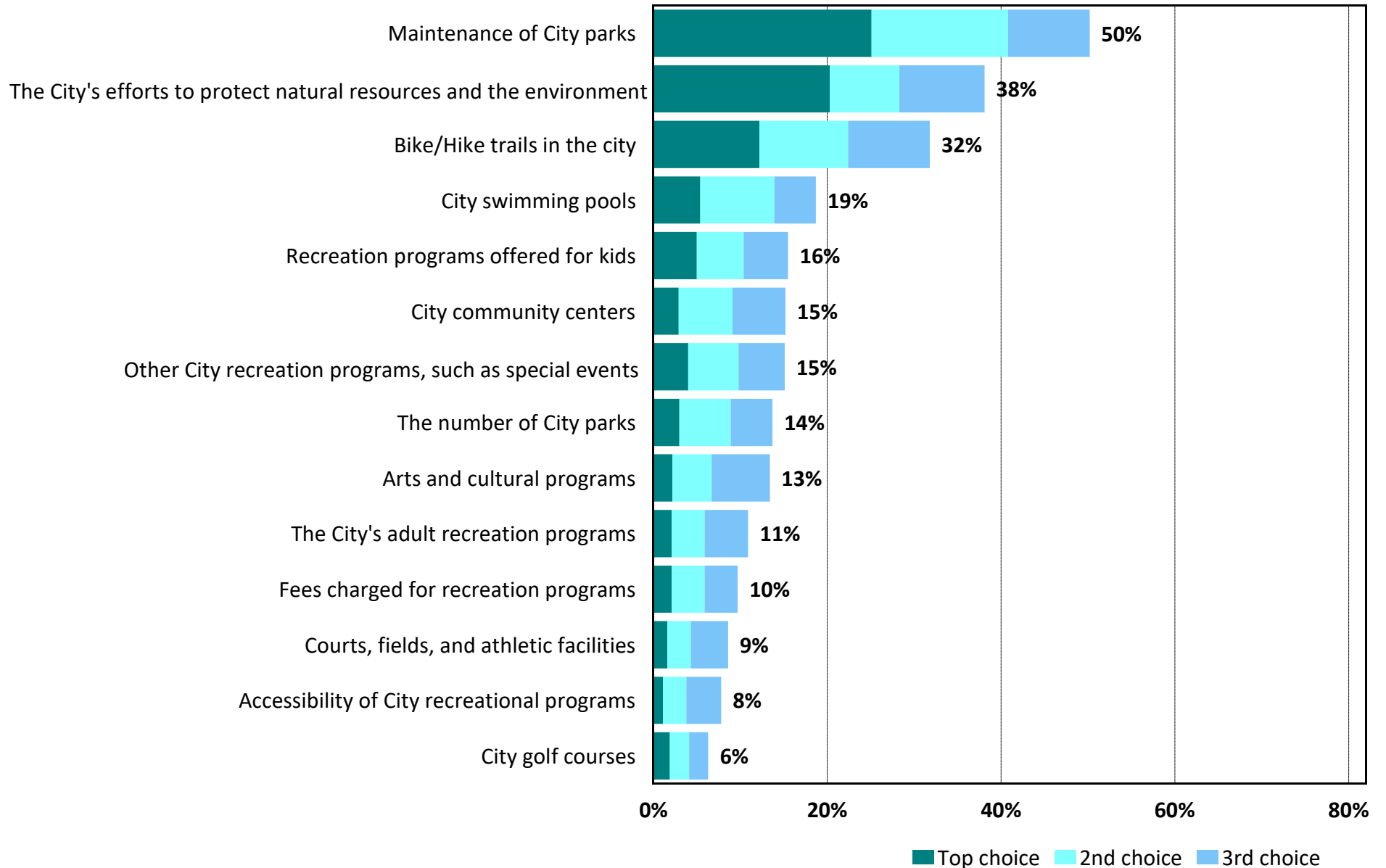
Q3. Parks and Recreation

by percentage of respondents (excluding "don't know")



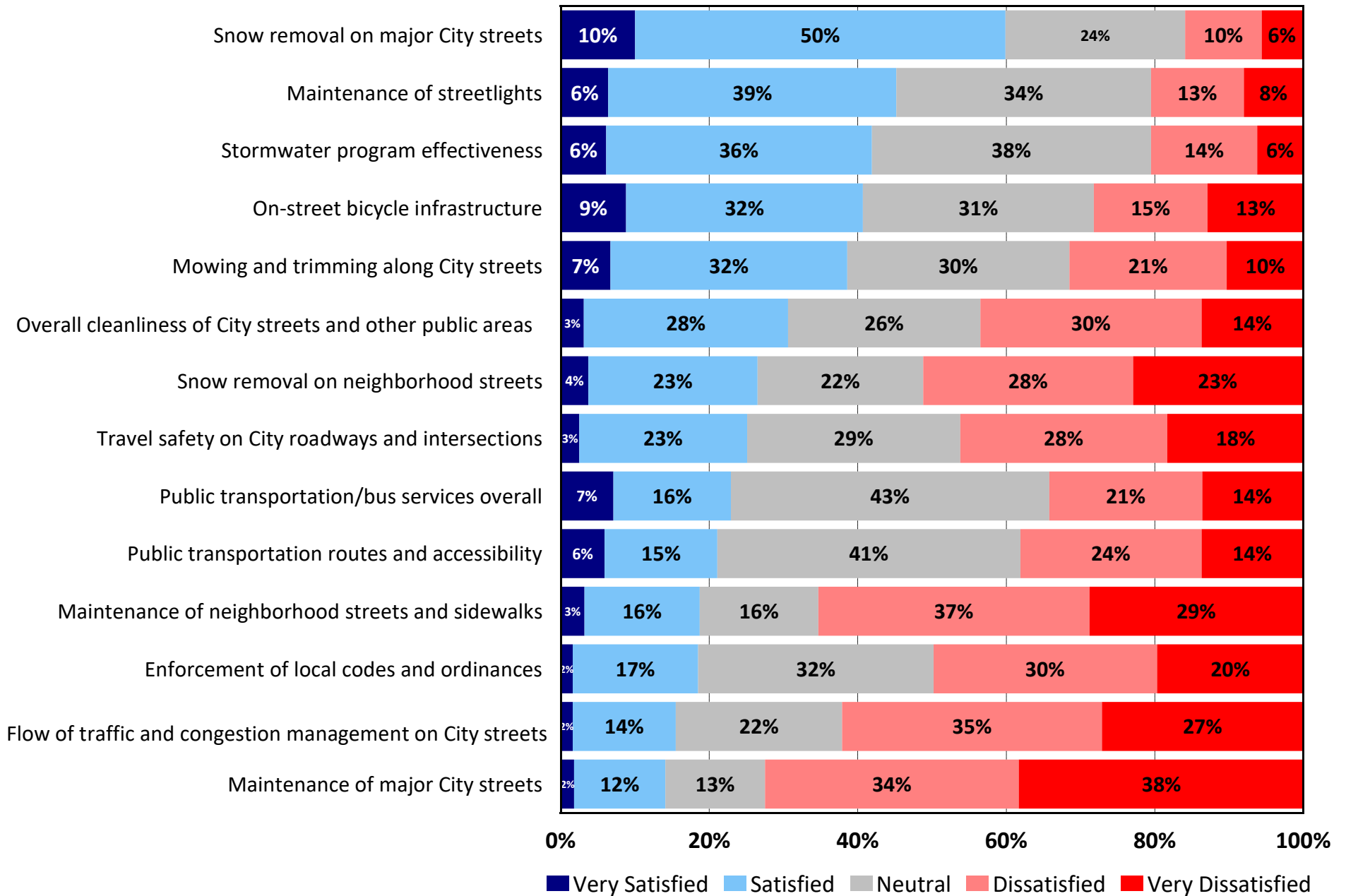
Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT for the City to emphasize over the next three years?

by percentage of respondents who selected the items as one of their top three choices



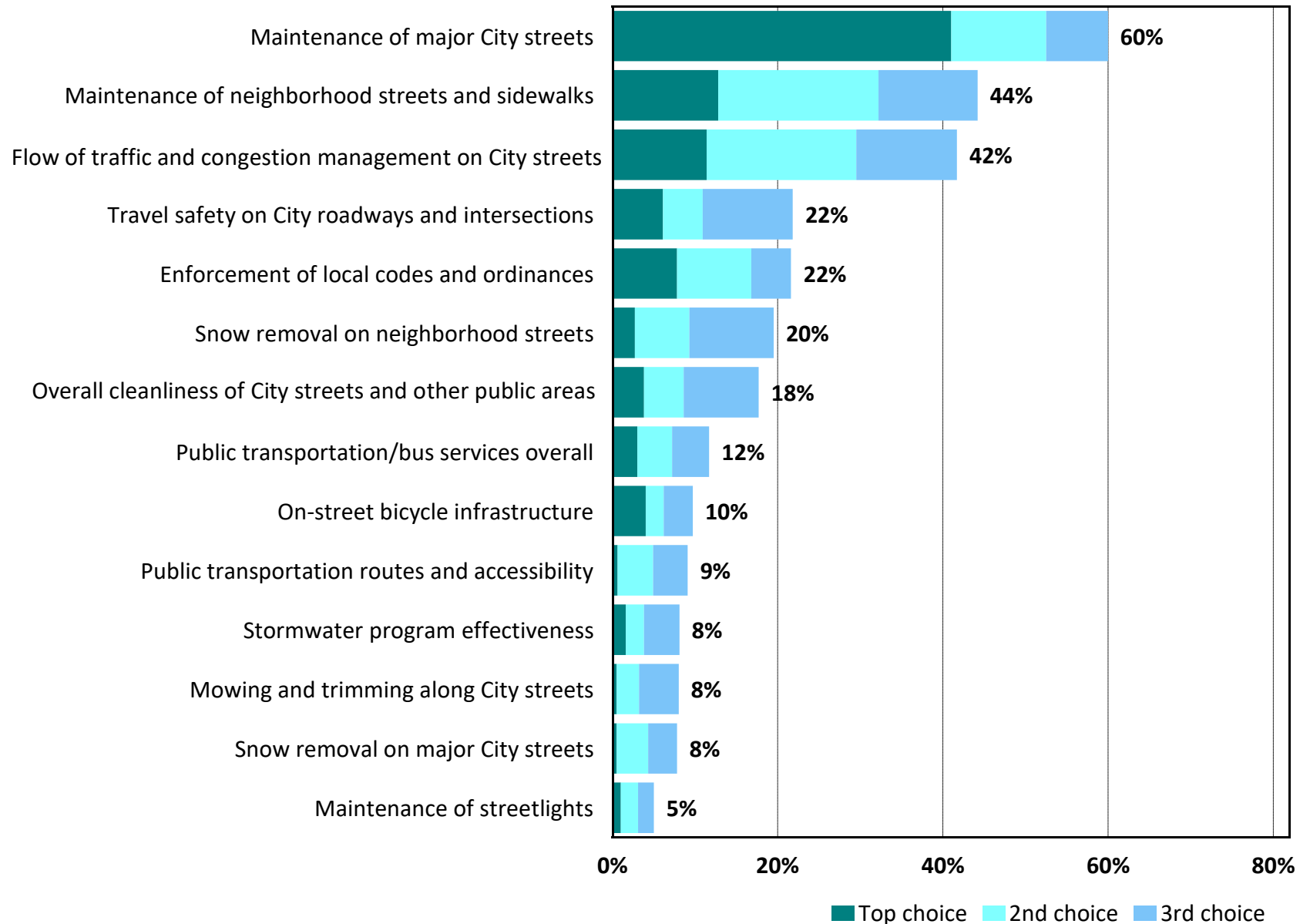
Q5. Infrastructure

by percentage of respondents (excluding "don't know")



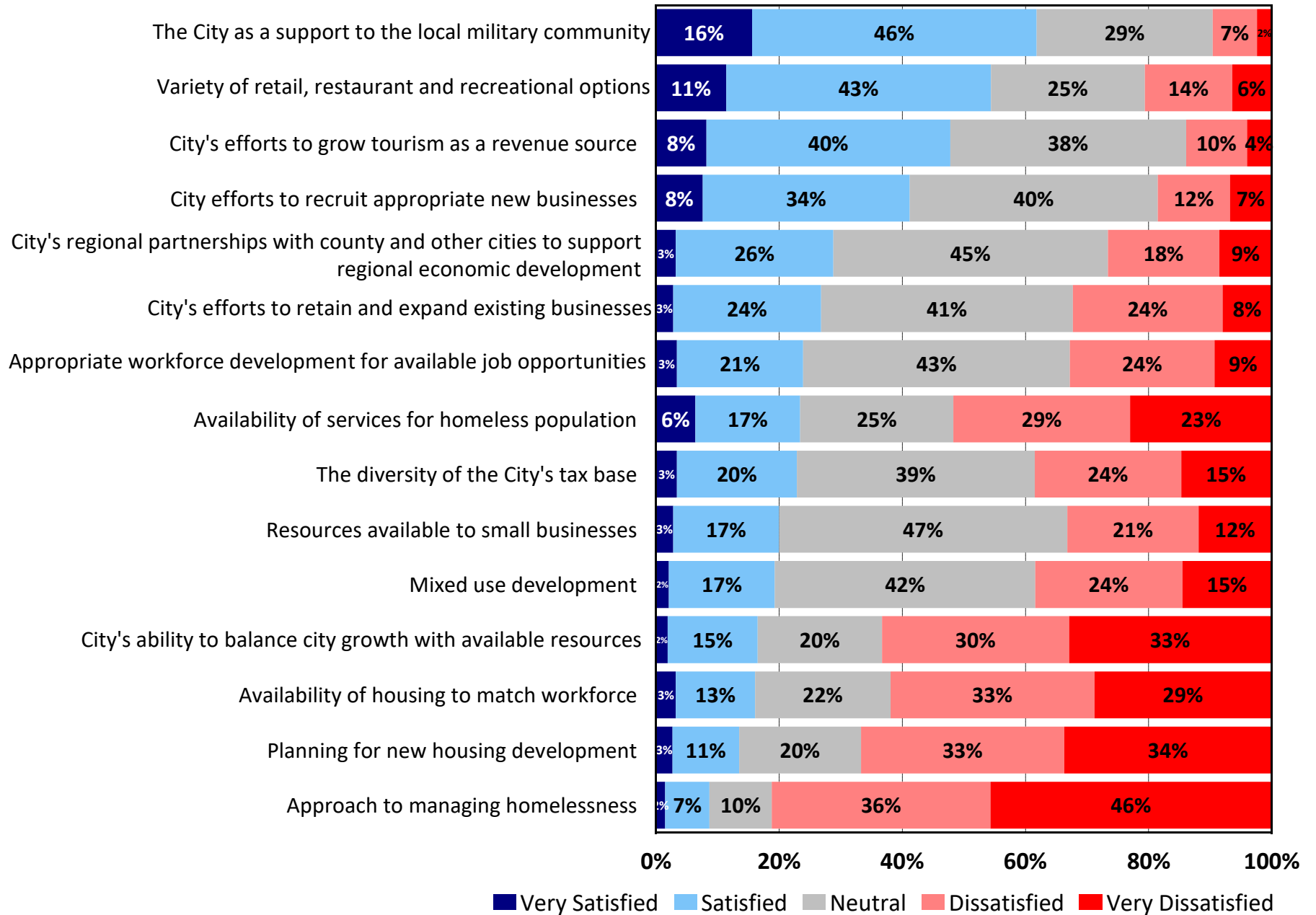
Q6. Which THREE of the items listed in Question 5 above are the MOST IMPORTANT for the City to emphasize over the next three years?

by percentage of respondents who selected the items as one of their top three choices



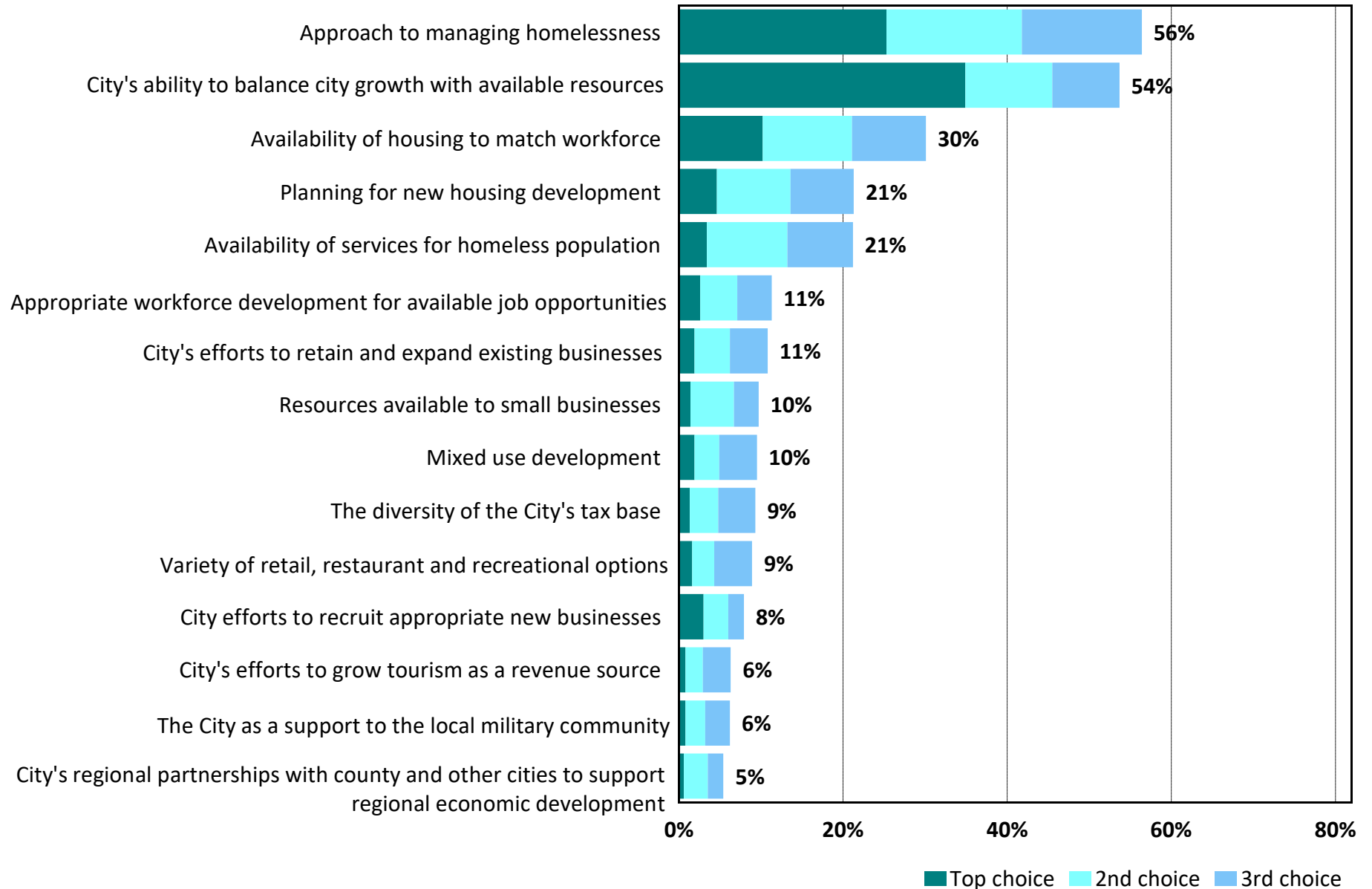
Q7. Economy, Workforce, and Housing

by percentage of respondents (excluding "don't know")



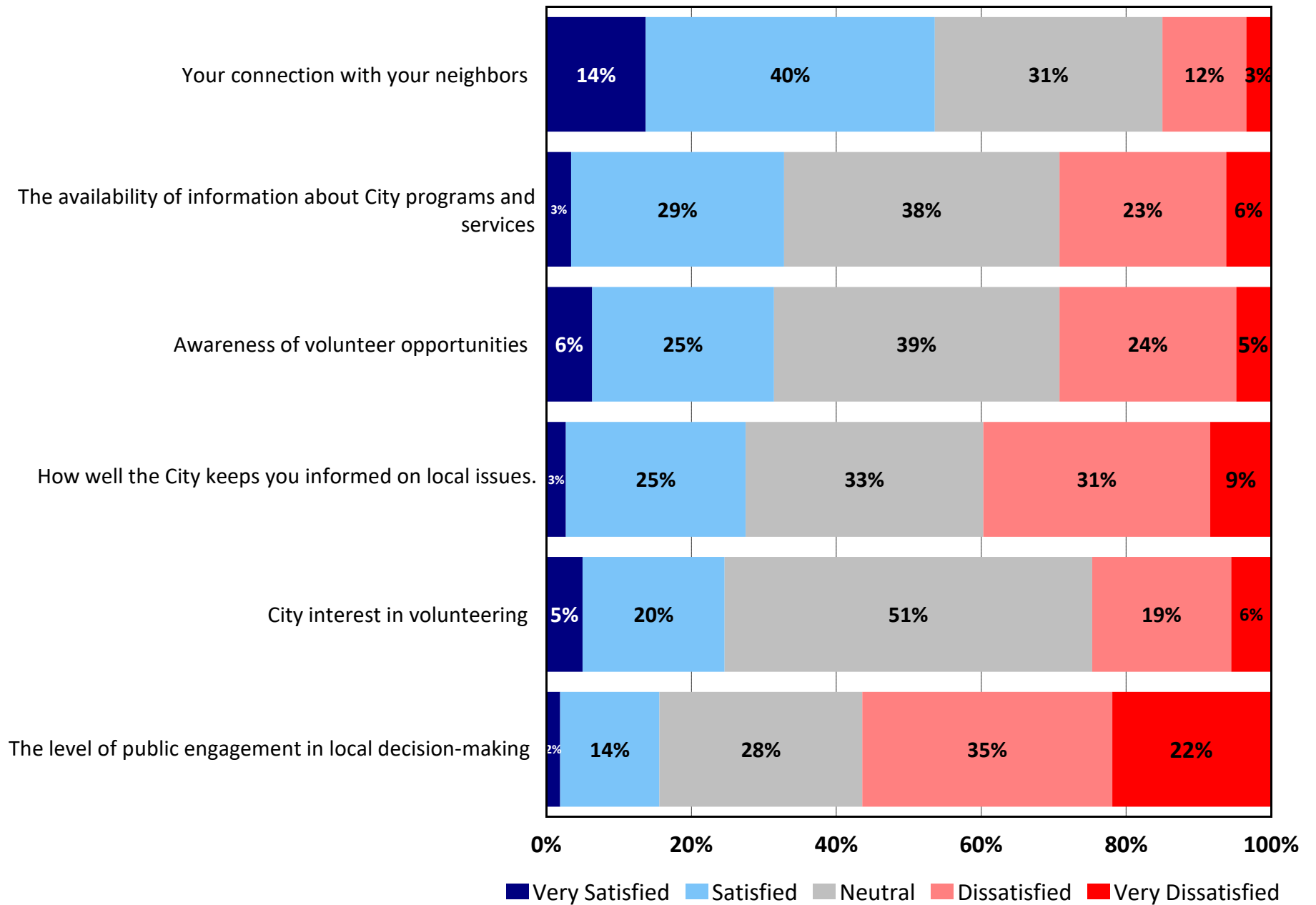
Q8. Which THREE of the items listed in Question 7 above are the MOST IMPORTANT for the City to emphasize over the next three years?

by percentage of respondents who selected the items as one of their top three choices



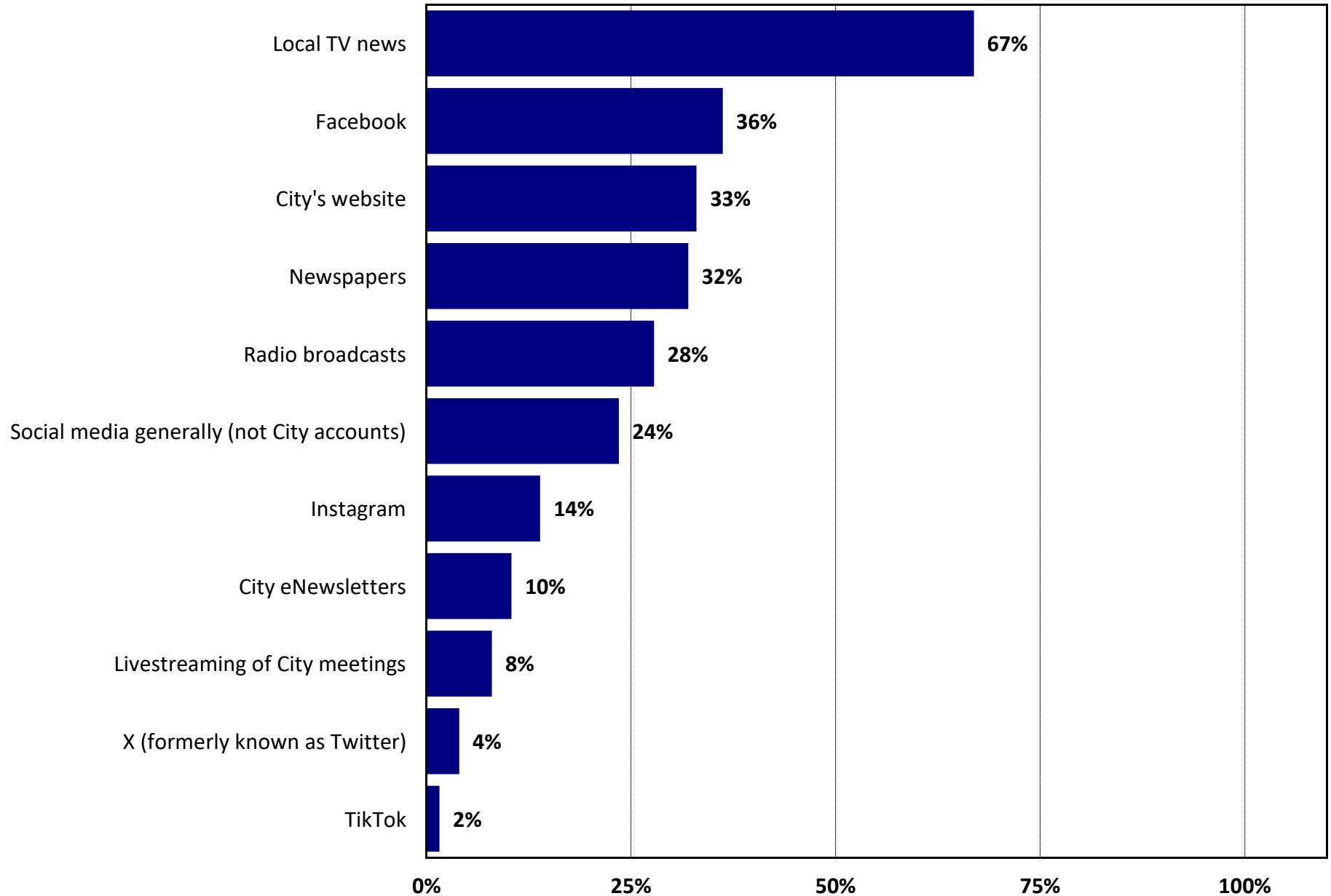
Q9. Connection

by percentage of respondents (excluding "don't know")



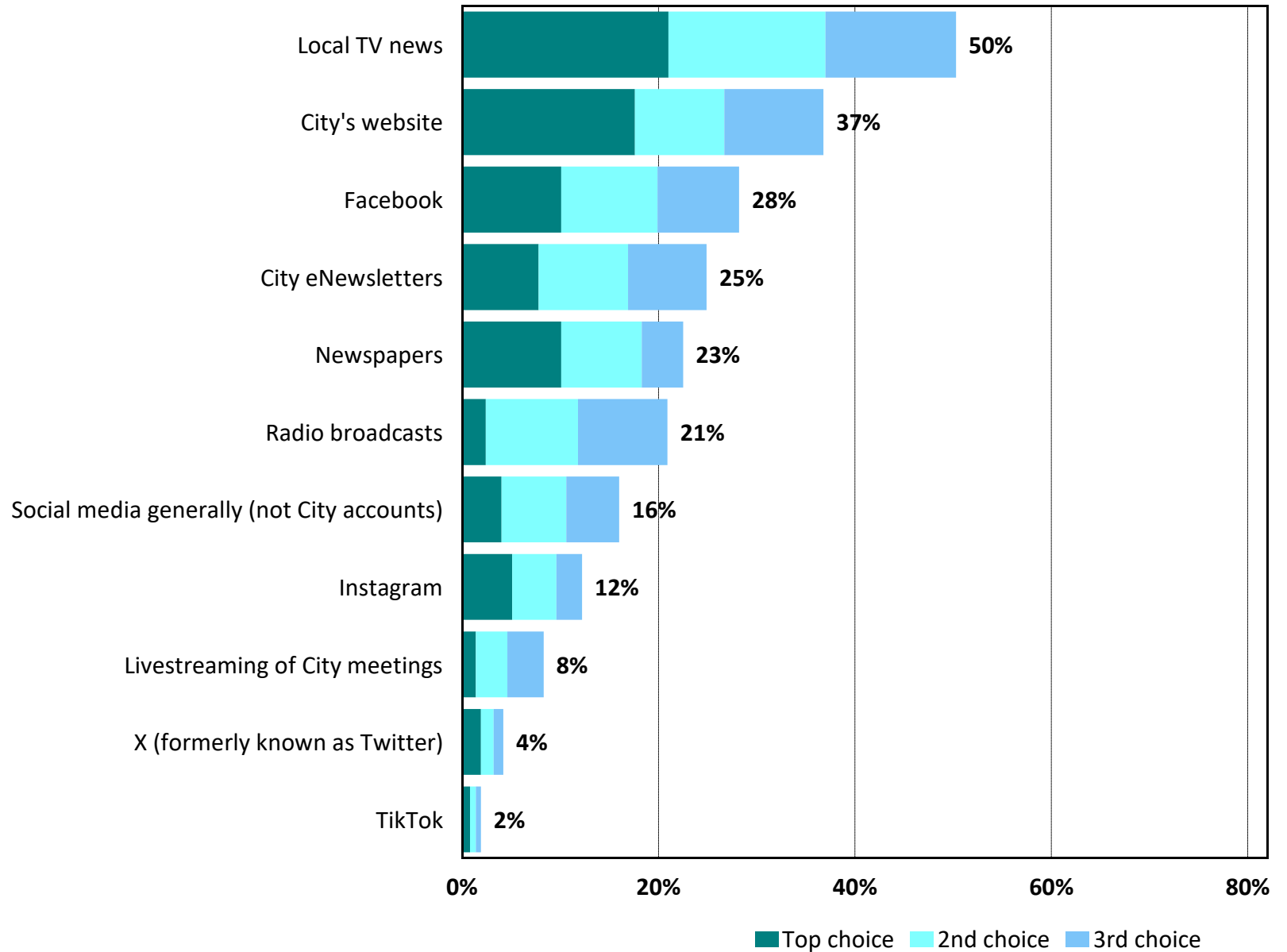
Q10. Which of the following are your primary sources of information about City issues, services, and events?

by percentage of respondents who indicated need



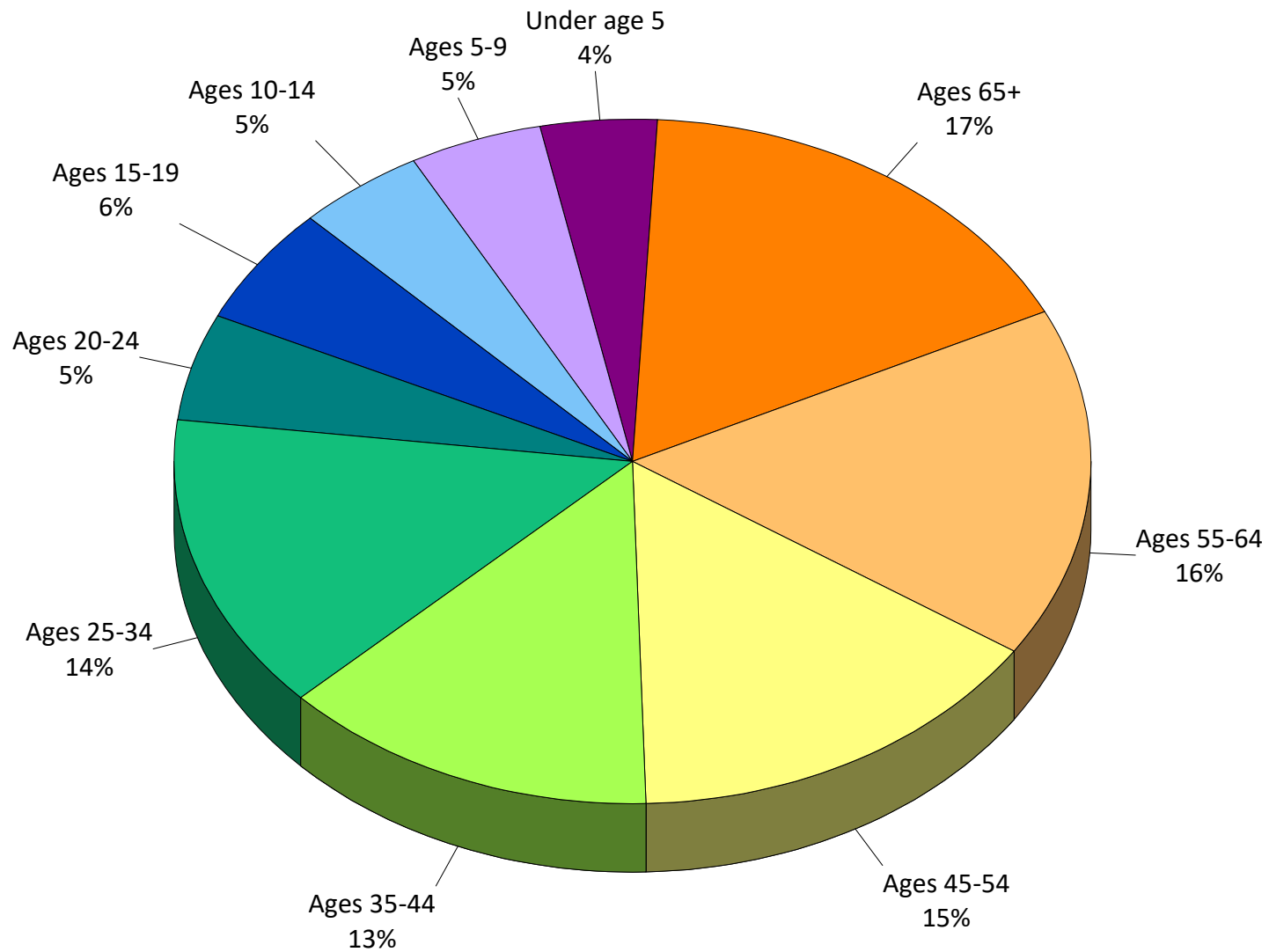
Q11. Which THREE of the information sources listed in Question 10 would you most prefer to get information about City issues, services, and events?

by percentage of respondents who selected the items as one of their top three choices



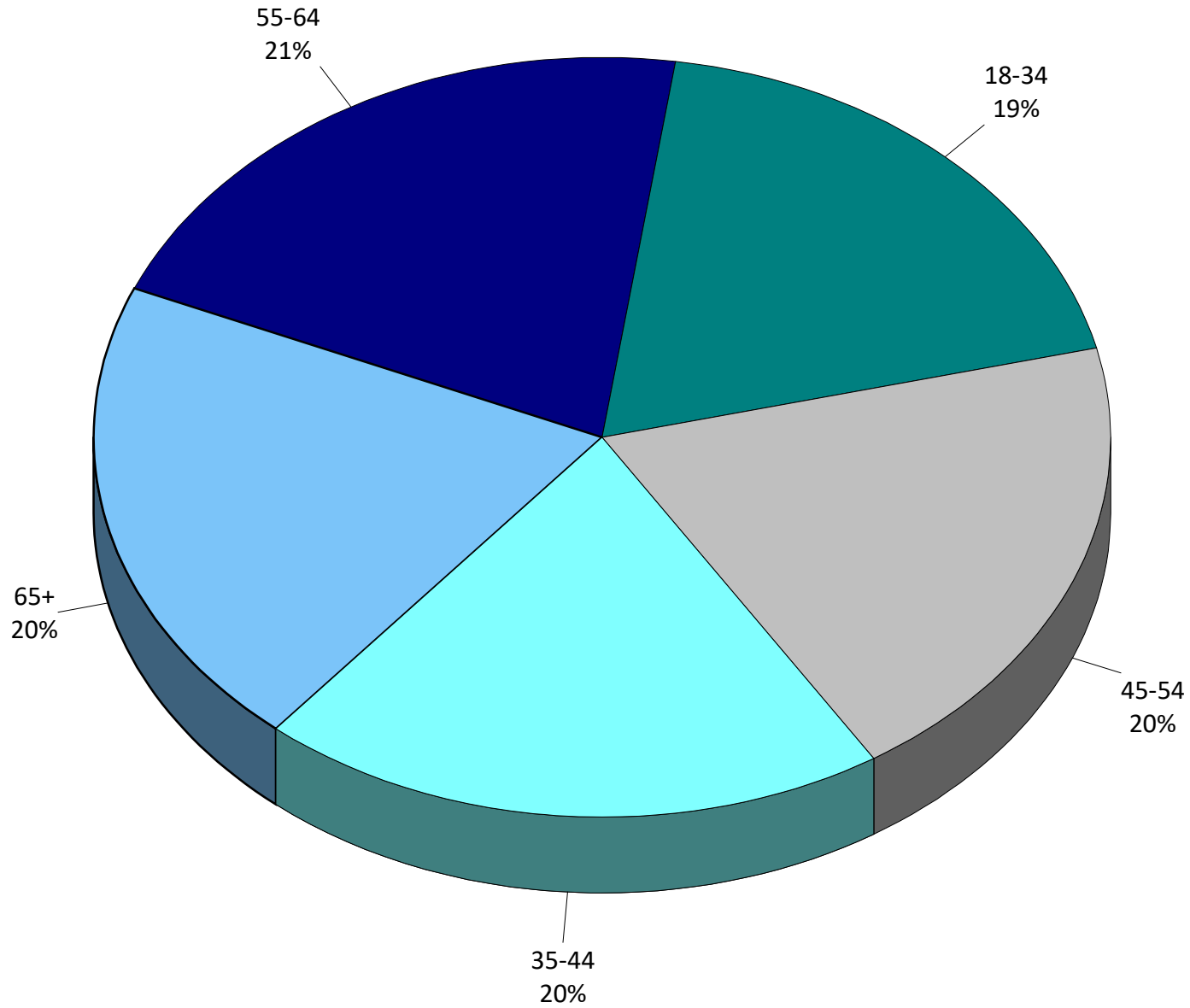
Q12. Including yourself, how many people in your household are...

by percentage of persons in household



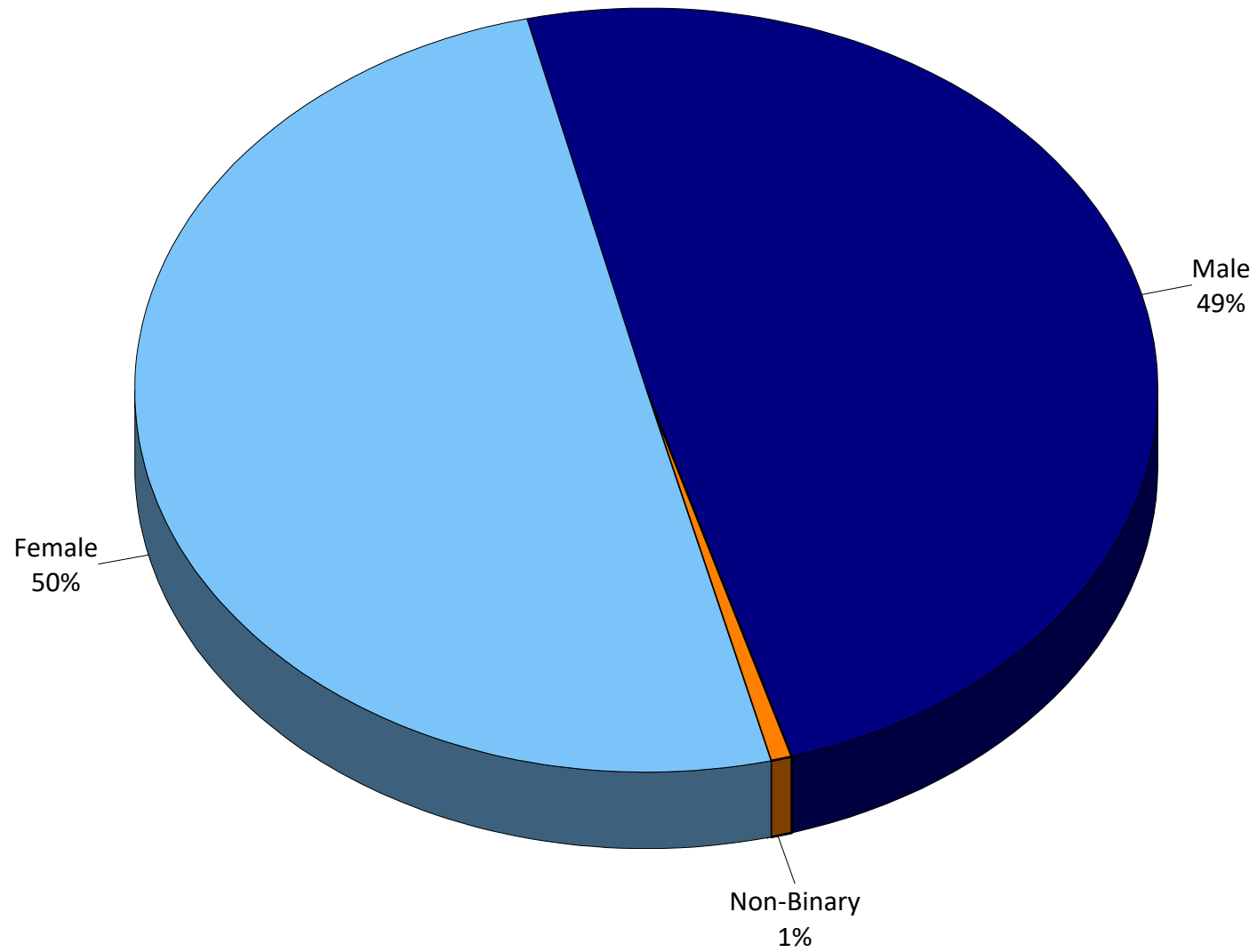
Q13. Your Age

by percentage of respondents (excluding "not provided")



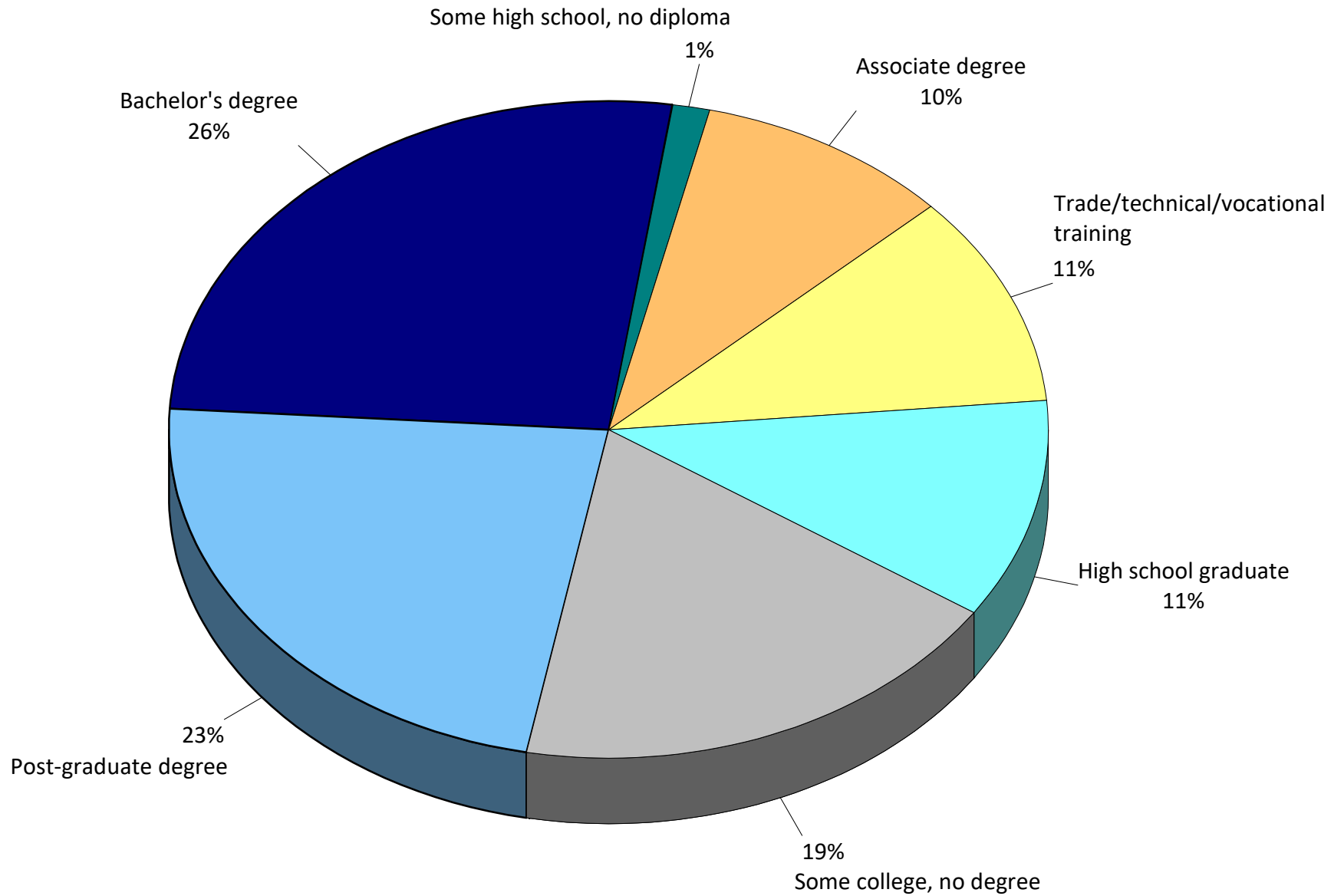
Q14. Your Gender

by percentage of respondents (excluding "not provided")

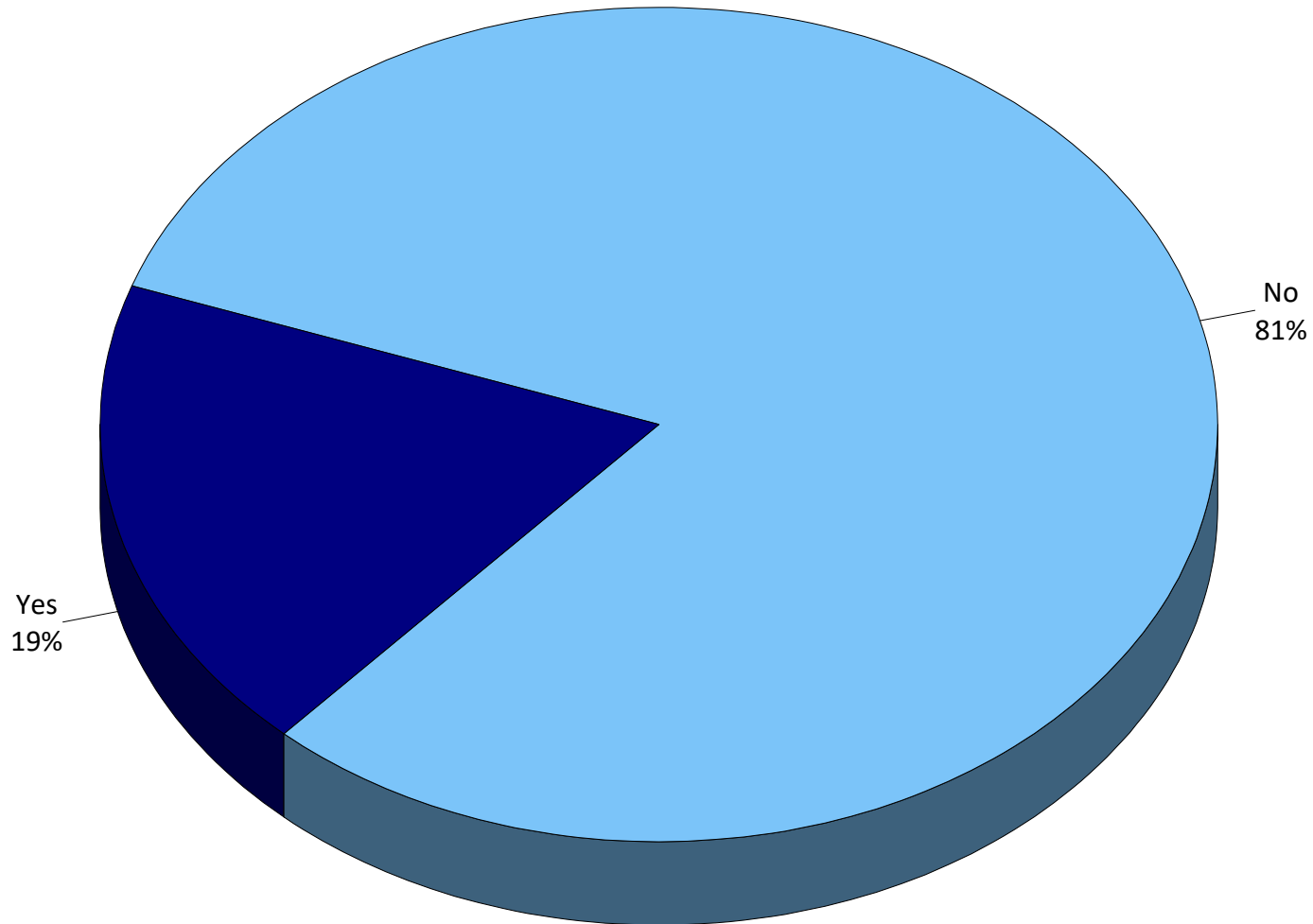


Q15. Identify your highest level of education completed

by percentage of respondents (excluding "not provided")

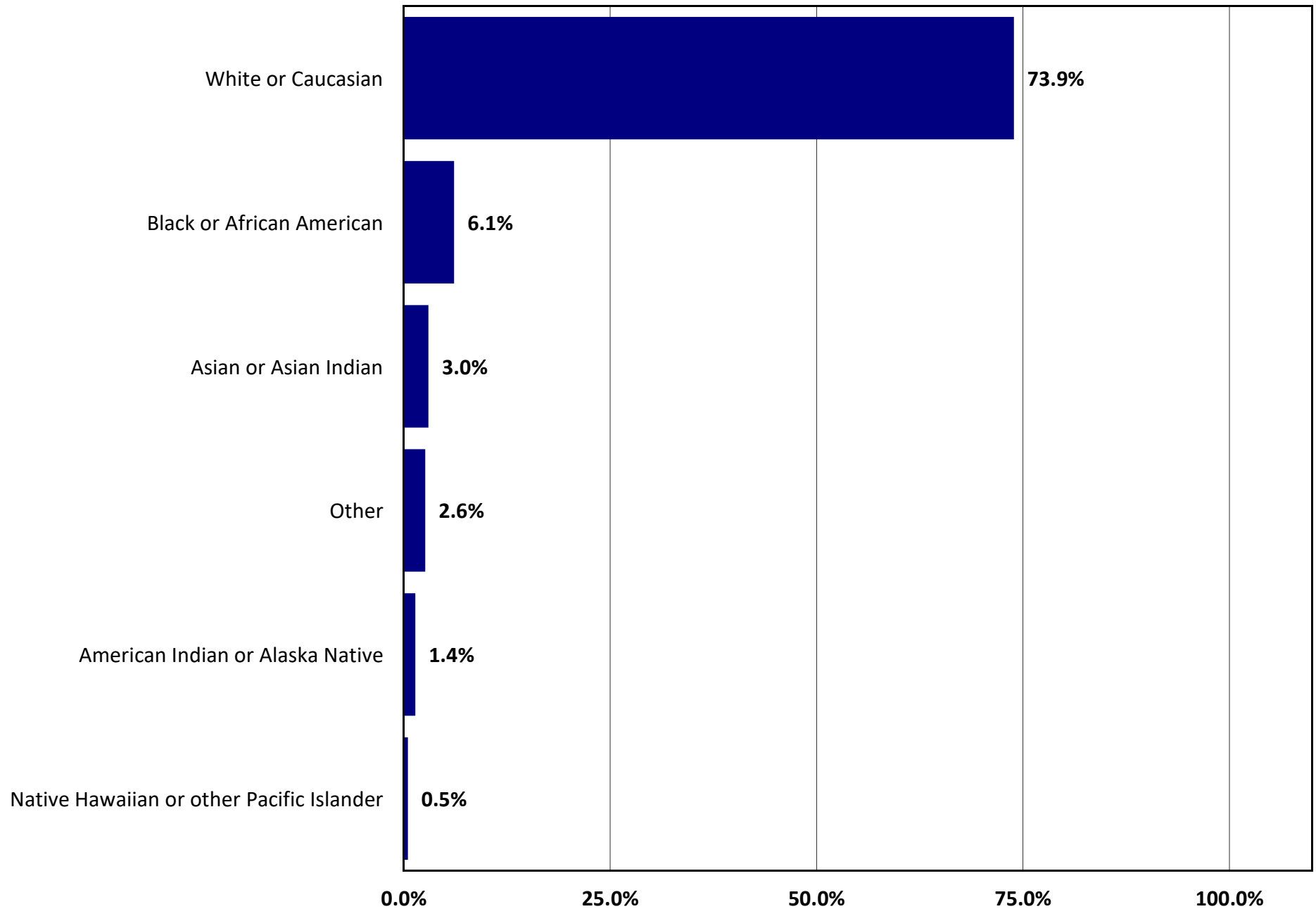


Q16. Are you or any members of your family Hispanic, Spanish, or Latino/a/x
by percentage of respondents (excluding "not provided")



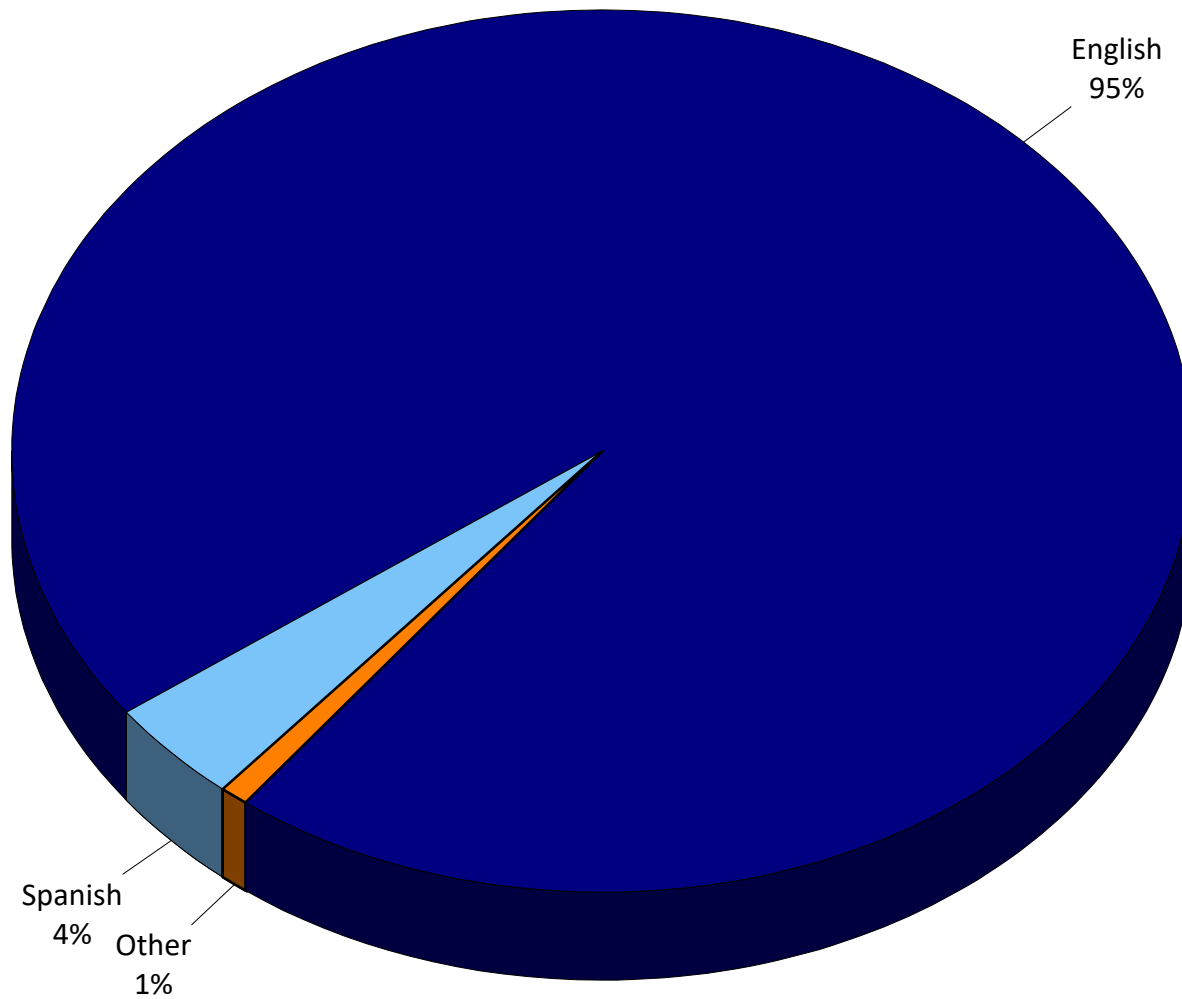
Q17. Which of the following best describes your race/ethnicity?

by percentage of respondents who indicated need



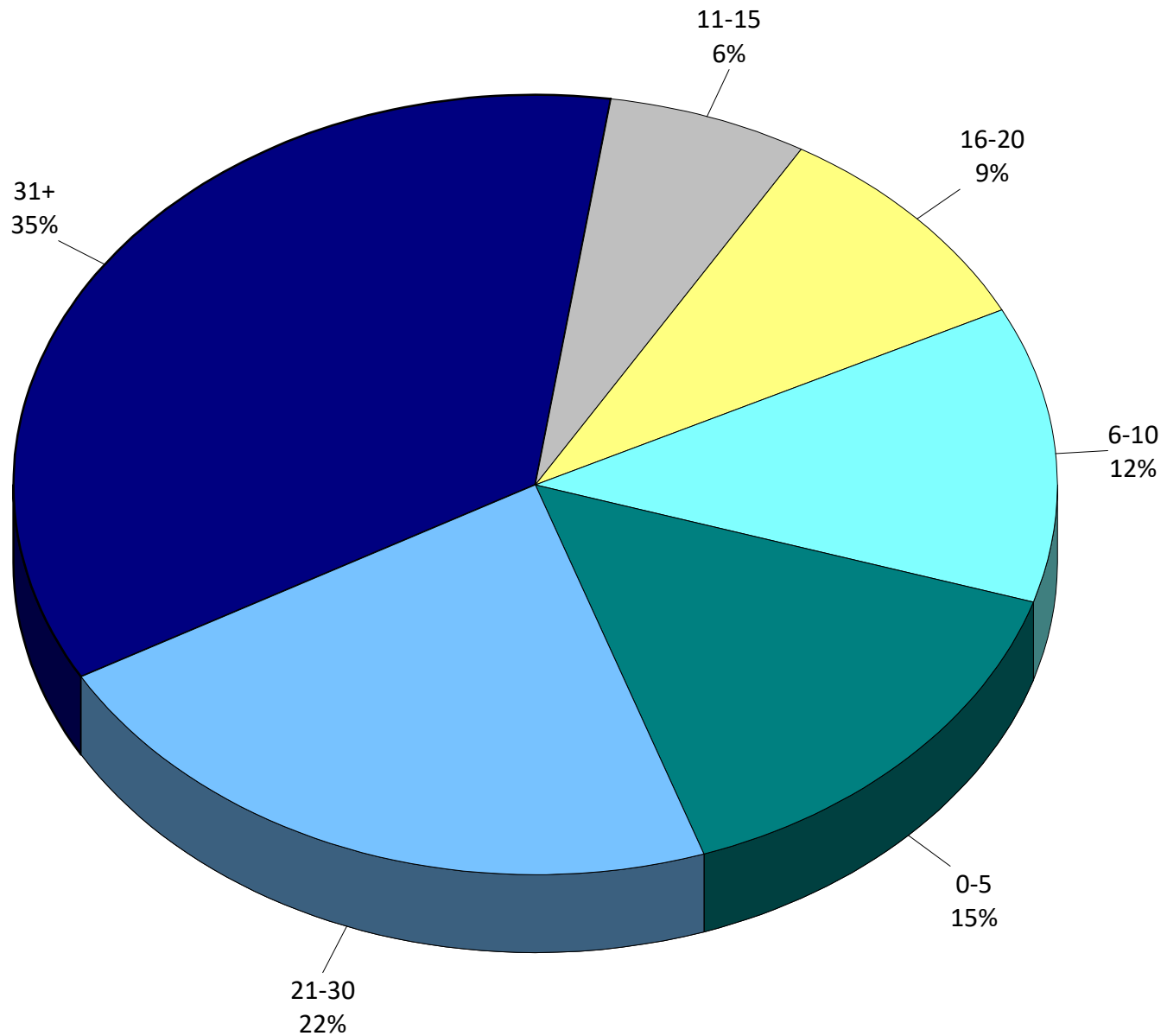
Q18. What is your primary language spoken in your home?

by percentage of respondents (excluding "not provided")



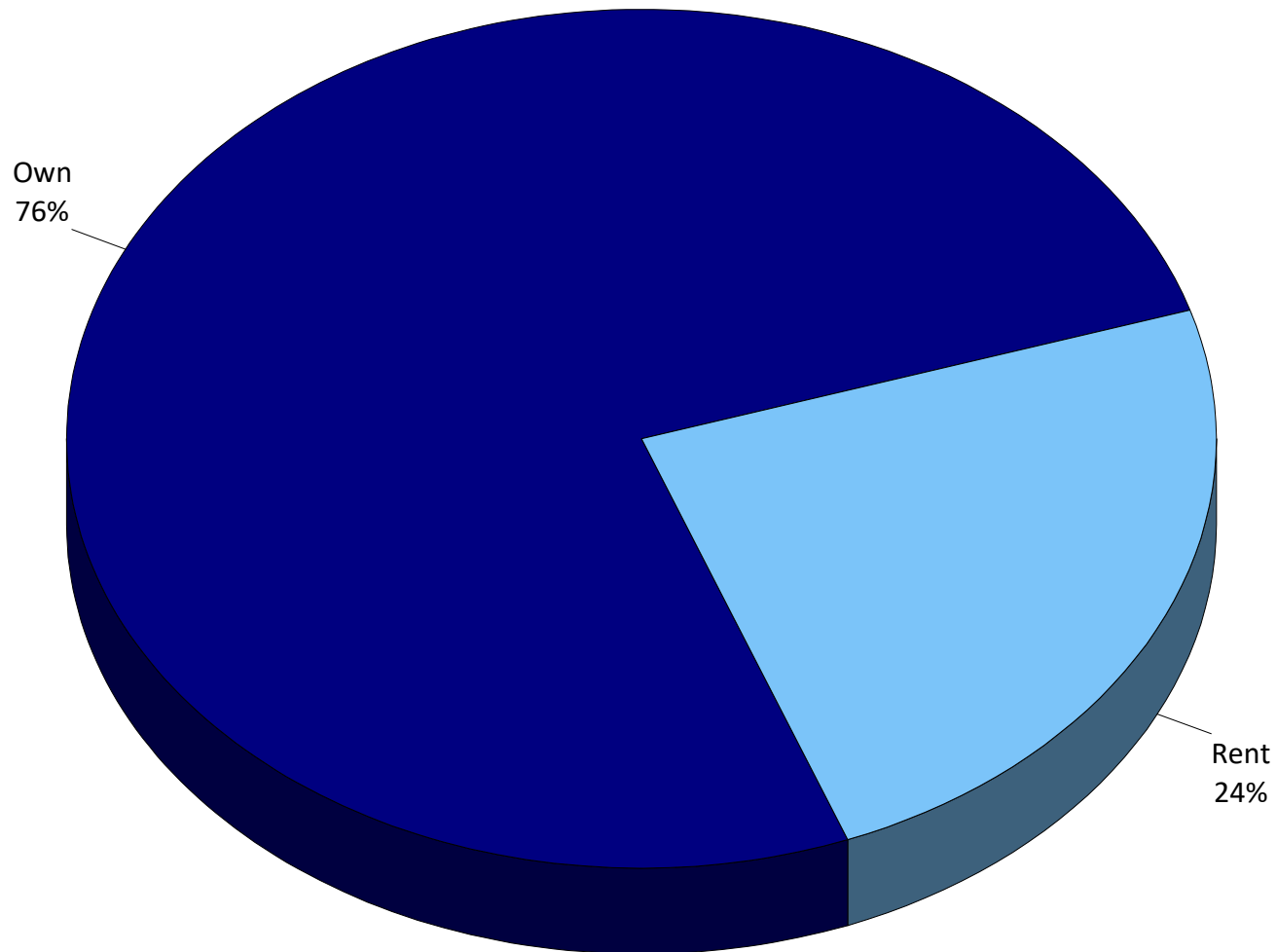
Q19. Approximately how many years have you lived in Colorado Springs?

by percentage of respondents (excluding "not provided")



Q20. Do you own or rent your current residence?

by percentage of respondents (excluding "not provided")



3

Importance-Satisfaction Rating

Importance-Satisfaction Analysis

Colorado Springs, CO

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall resident satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important items for the City to emphasize over the next three years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding “Don’t Know” responses). “Don’t Know” responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the public safety areas that are most important for the City to emphasize. Over half (56%) of households selected “*City efforts to prevent crime*” as one of the most important areas for public safety.

With regard to satisfaction, 20% of respondents surveyed rated “*City efforts to prevent crime*” as a “4” or “5” on a 5-point scale (where “5” means “Very Satisfied”) excluding “Don’t Know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 56% was multiplied by 80% (1-0.20). This calculation yielded an I-S rating of 0.4447, which ranked first out of the 12 public service areas.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied currently.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for the City of Colorado Springs is provided on the following pages.

2024 Importance-Satisfaction Rating

City of Colorado Springs, CO

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
City efforts to prevent crime	56%	1	20%	12	0.4447	1
Overall quality of local police protection	50%	2	38%	7	0.3135	2
Enforcement of local traffic laws	36%	3	27%	9	0.2613	3
The visibility of police in your neighborhood	29%	4	21%	11	0.2287	4
<u>High Priority (IS .10-.20)</u>						
How quickly public safety personnel respond to emergencies	26%	5	41%	6	0.1563	5
Efforts to ensure your community is prepared for emergencies/disasters	21%	6	37%	8	0.1306	6
The visibility of police in retail areas	17%	7	24%	10	0.1257	7
<u>Medium Priority (IS <.10)</u>						
City wildfires mitigation efforts	13%	8	59%	2	0.0521	8
Overall quality of local emergency medical service	12%	10	56%	4	0.0517	9
City efforts to prevent fires	12%	9	59%	3	0.0493	10
Overall quality of animal control	4%	12	43%	5	0.0218	11
Overall quality of local fire protection	6%	11	75%	1	0.0163	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next three years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

City of Colorado Springs, CO

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
The City's efforts to protect natural resources and the environment	38%	2	48%	5	0.1981	1
Maintenance of City parks	50%	1	67%	3	0.1657	2
City swimming pools	19%	4	20%	14	0.1496	3
City community centers	15%	6	29%	13	0.1073	4
Medium Priority (IS <.10)						
Bike/Hike trails in the city	32%	3	69%	2	0.0986	5
Recreation programs offered for kids	16%	5	42%	10	0.0907	6
Arts and cultural programs	13%	9	45%	7	0.0738	7
The City's adult recreation programs	11%	10	34%	12	0.0722	8
Fees charged for recreation programs	10%	11	34%	11	0.0645	9
Other City recreation programs, such as special events	15%	7	60%	4	0.0603	10
Courts, fields, and athletic facilities	9%	12	46%	6	0.0468	11
Accessibility of City recreational programs	8%	13	43%	9	0.0442	12
The number of City parks	14%	8	72%	1	0.0393	13
City golf courses	6%	14	44%	8	0.0357	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next three years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

City of Colorado Springs, CO

Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Maintenance of major City streets	60%	1	14%	14	0.5154	1
Maintenance of neighborhood streets and sidewalks	44%	2	19%	11	0.3593	2
Flow of traffic and congestion management on City streets	42%	3	16%	13	0.3515	3
High Priority (IS .10-.20)						
Enforcement of local codes and ordinances	22%	5	19%	12	0.1760	4
Travel safety on City roadways and intersections	22%	4	25%	8	0.1633	5
Snow removal on neighborhood streets	20%	6	27%	7	0.1433	6
Overall cleanliness of City streets and other public areas	18%	7	31%	6	0.1235	7
Medium Priority (IS <.10)						
Public transportation/bus services overall	12%	8	23%	9	0.0902	8
Public transportation routes and accessibility	9%	10	21%	10	0.0718	9
On-street bicycle infrastructure	10%	9	41%	4	0.0581	10
Mowing and trimming along City streets	8%	12	39%	5	0.0491	11
Stormwater program effectiveness	8%	11	42%	3	0.0476	12
Snow removal on major City streets	8%	13	60%	1	0.0313	13
Maintenance of streetlights	5%	14	45%	2	0.0274	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next three years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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2024 Importance-Satisfaction Rating

City of Colorado Springs, CO

Economy, Workforce, and Housing

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Approach to managing homelessness	56%	1	9%	15	0.5140	1
City's ability to balance city growth with available resources	54%	2	17%	12	0.4476	2
Availability of housing to match workforce	30%	3	16%	13	0.2525	3
High Priority (IS .10-.20)						
Planning for new housing development	21%	4	14%	14	0.1842	4
Availability of services for homeless population	21%	5	23%	8	0.1616	5
Medium Priority (IS <.10)						
Appropriate workforce development for available job opportunities	11%	6	24%	7	0.0852	6
City's efforts to retain and expand existing businesses	11%	7	27%	6	0.0798	7
Resources available to small businesses	10%	8	20%	10	0.0784	8
Mixed use development	10%	9	19%	11	0.0775	9
The diversity of the City's tax base	9%	10	23%	9	0.0717	10
City efforts to recruit appropriate new businesses	8%	12	41%	4	0.0470	11
Variety of retail, restaurant and recreational options	9%	11	54%	2	0.0410	12
City's regional partnerships with county and other cities to support regional	5%	15	29%	5	0.0384	13
City's efforts to grow tourism as a revenue source	6%	13	48%	3	0.0324	14
The City as a support to the local military community	6%	14	62%	1	0.0237	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from City leaders over the next three years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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4

Benchmarks

Benchmarking Summary Report

Colorado Springs

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

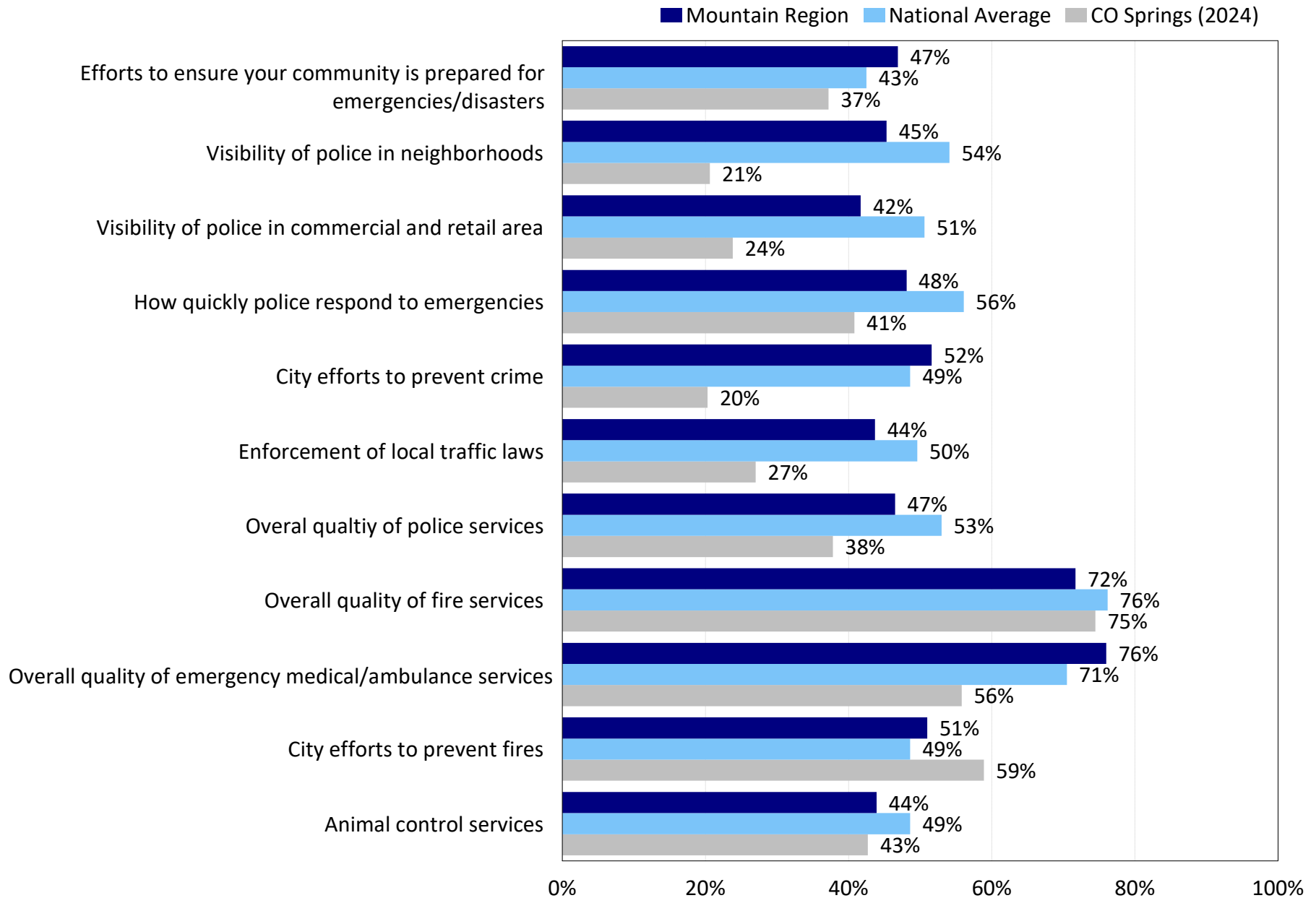
This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents across the United States. The first bar in dark blue shows the average for the Mountain Region which includes Colorado, Arizona, Nevada, New Mexico, Utah, and Wyoming. The second light blue bar shows the national average. The gray bar shows the results for Colorado Springs.

National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Colorado Springs is not authorized without written consent from ETC Institute.

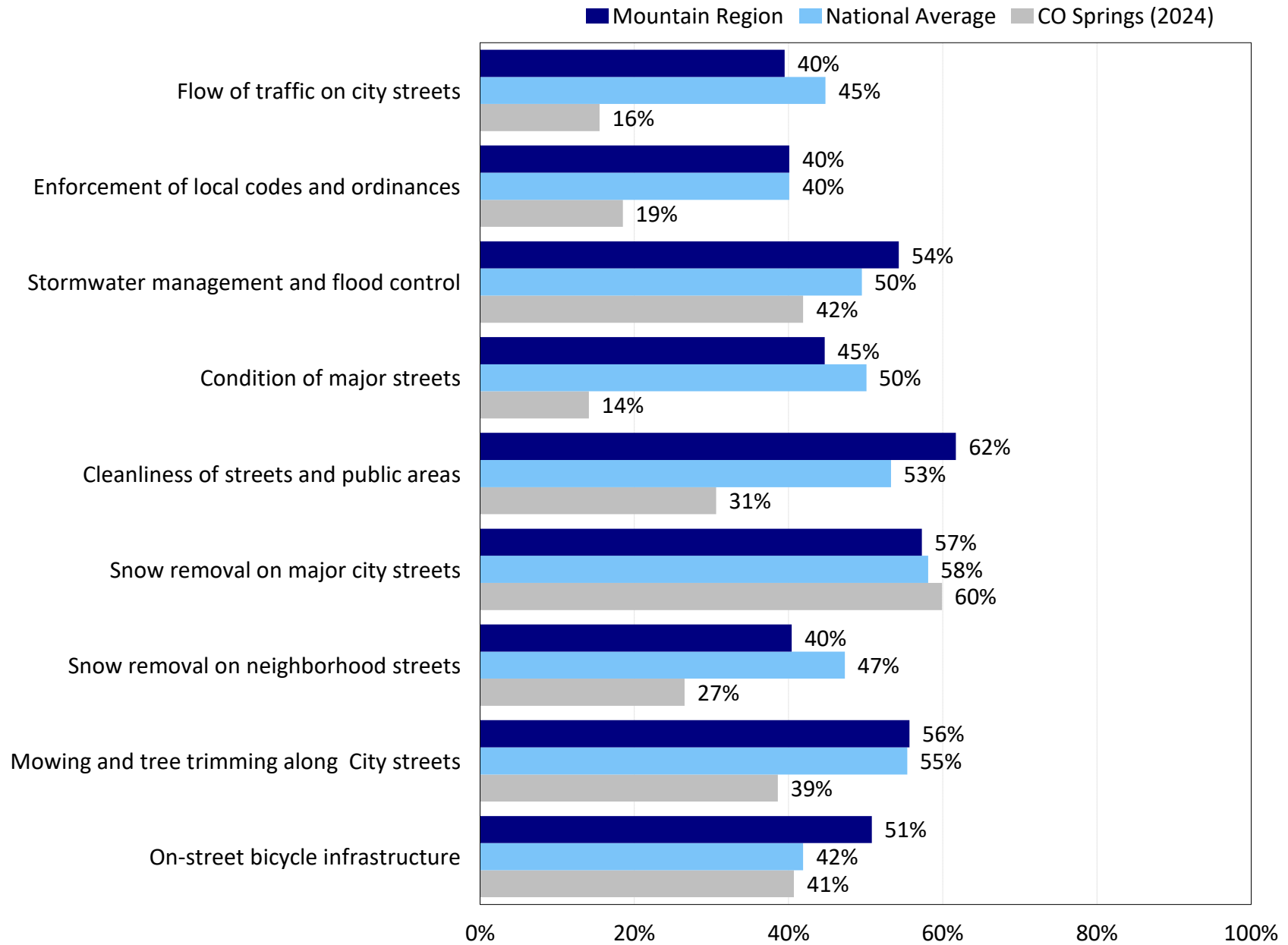
Public Safety Satisfaction

by percentage of respondents who chose "satisfied" or "very satisfied"



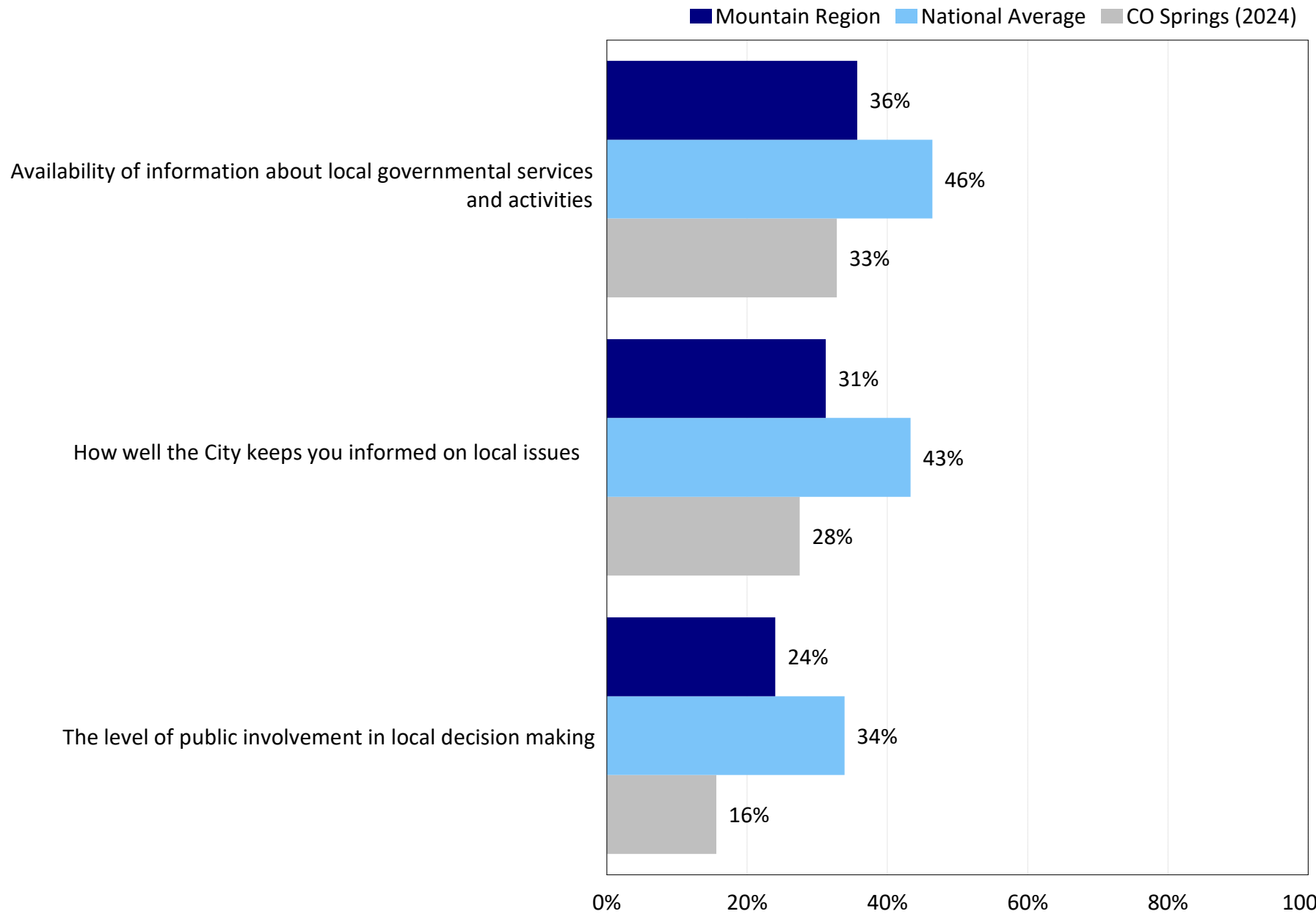
Infrastructure Satisfaction

by percentage of respondents who chose "satisfied" or "very satisfied"



Communications Satisfaction

by percentage of respondents who chose "satisfied" or "very satisfied"



5

Tabular Data

Q1. Public Safety. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of local police protection	7.4%	29.0%	27.0%	25.8%	7.0%	3.8%
Q1-2. Visibility of police in your neighborhood	3.5%	16.5%	31.0%	30.9%	14.9%	3.2%
Q1-3. Visibility of police in retail areas	5.4%	17.0%	34.7%	27.4%	9.8%	5.8%
Q1-4. City efforts to prevent crime	2.9%	16.0%	25.8%	32.6%	15.7%	7.0%
Q1-5. City efforts to prevent fires	13.4%	41.9%	27.0%	7.0%	4.5%	6.1%
Q1-6. Enforcement of local traffic laws	3.5%	23.0%	19.8%	24.6%	27.5%	1.4%
Q1-7. Overall quality of local fire protection	19.7%	50.7%	21.9%	1.4%	0.6%	5.6%
Q1-8. Overall quality of local emergency medical service	13.6%	36.6%	29.4%	7.5%	2.7%	10.1%
Q1-9. How quickly public safety personnel respond to emergencies	9.3%	26.1%	24.6%	16.3%	10.4%	13.3%
Q1-10. Overall quality of animal control	6.9%	27.0%	34.1%	7.7%	3.8%	20.5%
Q1-11. City wildfires mitigation efforts	13.4%	39.4%	25.8%	8.2%	2.4%	10.9%
Q1-12. Efforts to ensure your community is prepared for emergencies/disasters	6.9%	26.1%	34.2%	15.5%	5.9%	11.4%

(WITHOUT "DON'T KNOW")

Q1. Public Safety. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied." (without "don't know")

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of local police protection	7.7%	30.1%	28.1%	26.8%	7.3%
Q1-2. Visibility of police in your neighborhood	3.6%	17.0%	32.1%	31.9%	15.4%
Q1-3. Visibility of police in retail areas	5.8%	18.0%	36.8%	29.0%	10.4%
Q1-4. City efforts to prevent crime	3.1%	17.2%	27.7%	35.1%	16.9%
Q1-5. City efforts to prevent fires	14.3%	44.6%	28.8%	7.5%	4.8%
Q1-6. Enforcement of local traffic laws	3.6%	23.4%	20.1%	25.0%	27.9%
Q1-7. Overall quality of local fire protection	20.8%	53.7%	23.2%	1.5%	0.7%
Q1-8. Overall quality of local emergency medical service	15.1%	40.7%	32.7%	8.4%	3.0%
Q1-9. How quickly public safety personnel respond to emergencies	10.7%	30.1%	28.4%	18.8%	12.0%
Q1-10. Overall quality of animal control	8.7%	34.0%	42.9%	9.7%	4.8%
Q1-11. City wildfires mitigation efforts	15.1%	44.2%	28.9%	9.2%	2.7%
Q1-12. Efforts to ensure your community is prepared for emergencies/disasters	7.8%	29.4%	38.6%	17.5%	6.7%

Q2. Which THREE of the items listed in Question 1 above are the MOST IMPORTANT for the City to emphasize over the next three years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	154	24.6 %
Visibility of police in your neighborhood	65	10.4 %
Visibility of police in retail areas	20	3.2 %
City efforts to prevent crime	138	22.1 %
City efforts to prevent fires	11	1.8 %
Enforcement of local traffic laws	91	14.6 %
Overall quality of local fire protection	6	1.0 %
Overall quality of local emergency medical service	10	1.6 %
How quickly public safety personnel respond to emergencies	43	6.9 %
Overall quality of animal control	4	0.6 %
City wildfires mitigation efforts	17	2.7 %
Efforts to ensure your community is prepared for emergencies/ disasters	40	6.4 %
None chosen	26	4.2 %
Total	625	100.0 %

Q2. Which THREE of the items listed in Question 1 above are the MOST IMPORTANT for the City to emphasize over the next three years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	93	14.9 %
Visibility of police in your neighborhood	66	10.6 %
Visibility of police in retail areas	34	5.4 %
City efforts to prevent crime	140	22.4 %
City efforts to prevent fires	36	5.8 %
Enforcement of local traffic laws	68	10.9 %
Overall quality of local fire protection	19	3.0 %
Overall quality of local emergency medical service	19	3.0 %
How quickly public safety personnel respond to emergencies	45	7.2 %
Overall quality of animal control	11	1.8 %
City wildfires mitigation efforts	27	4.3 %
Efforts to ensure your community is prepared for emergencies/ disasters	32	5.1 %
None chosen	35	5.6 %
Total	625	100.0 %

Q2. Which THREE of the items listed in Question 1 above are the MOST IMPORTANT for the City to emphasize over the next three years?

Q2. 3rd choice	Number	Percent
Overall quality of local police protection	68	10.9 %
Visibility of police in your neighborhood	49	7.8 %
Visibility of police in retail areas	49	7.8 %
City efforts to prevent crime	71	11.4 %
City efforts to prevent fires	28	4.5 %
Enforcement of local traffic laws	65	10.4 %
Overall quality of local fire protection	15	2.4 %
Overall quality of local emergency medical service	44	7.0 %
How quickly public safety personnel respond to emergencies	77	12.3 %
Overall quality of animal control	9	1.4 %
City wildfires mitigation efforts	36	5.8 %
Efforts to ensure your community is prepared for emergencies/ disasters	58	9.3 %
None chosen	56	9.0 %
Total	625	100.0 %

(SUM OF TOP 3)

Q2. Which THREE of the items listed in Question 1 above are the MOST IMPORTANT for the City to emphasize over the next three years? (top 3)

Q2. Top choice	Number	Percent
Overall quality of local police protection	315	50.4 %
Visibility of police in your neighborhood	180	28.8 %
Visibility of police in retail areas	103	16.5 %
City efforts to prevent crime	349	55.8 %
City efforts to prevent fires	75	12.0 %
Enforcement of local traffic laws	224	35.8 %
Overall quality of local fire protection	40	6.4 %
Overall quality of local emergency medical service	73	11.7 %
How quickly public safety personnel respond to emergencies	165	26.4 %
Overall quality of animal control	24	3.8 %
City wildfires mitigation efforts	80	12.8 %
Efforts to ensure your community is prepared for emergencies/ disasters	130	20.8 %
None chosen	26	4.2 %
Total	1784	

Q3. Parks and Recreation. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Maintenance of City parks	15.5%	49.8%	18.2%	10.2%	3.7%	2.6%
Q3-2. Number of City parks	21.4%	48.5%	15.5%	10.1%	2.2%	2.2%
Q3-3. Bike/hike trails in City	21.3%	43.4%	18.9%	7.4%	2.7%	6.4%
Q3-4. City swimming pools	2.7%	12.3%	30.1%	20.5%	9.6%	24.8%
Q3-5. City golf courses	7.0%	24.2%	34.1%	3.5%	1.8%	29.4%
Q3-6. City community centers	3.5%	18.1%	34.2%	13.3%	4.5%	26.4%
Q3-7. Courts, fields, & athletic facilities	6.2%	31.7%	33.9%	9.8%	1.6%	16.8%
Q3-8. Accessibility of City recreational programs	5.6%	28.5%	32.2%	10.2%	2.2%	21.3%
Q3-9. City's adult recreation programs	5.0%	18.7%	33.4%	11.5%	1.4%	29.9%
Q3-10. Recreation programs offered for kids	5.3%	23.2%	28.8%	8.6%	2.7%	31.4%
Q3-11. Other City recreation programs, such as special events (e.g., Fourth of July, Balloon Festival, Juneteenth)	11.0%	45.9%	24.2%	12.6%	1.6%	4.6%
Q3-12. Fees charged for recreation programs	4.0%	20.8%	34.7%	9.8%	3.2%	27.5%
Q3-13. Arts & cultural programs	6.2%	30.4%	27.4%	14.1%	3.5%	18.4%
Q3-14. City's efforts to protect natural resources & the environment	8.0%	36.3%	22.2%	16.5%	9.4%	7.5%

(WITHOUT "DON'T KNOW")**Q3. Parks and Recreation. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied." (without "don't know")**

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Maintenance of City parks	15.9%	51.1%	18.7%	10.5%	3.8%
Q3-2. Number of City parks	21.9%	49.6%	15.9%	10.3%	2.3%
Q3-3. Bike/hike trails in City	22.7%	46.3%	20.2%	7.9%	2.9%
Q3-4. City swimming pools	3.6%	16.4%	40.0%	27.2%	12.8%
Q3-5. City golf courses	10.0%	34.2%	48.3%	5.0%	2.5%
Q3-6. City community centers	4.8%	24.6%	46.5%	18.0%	6.1%
Q3-7. Courts, fields, & athletic facilities	7.5%	38.1%	40.8%	11.7%	1.9%
Q3-8. Accessibility of City recreational programs	7.1%	36.2%	40.9%	13.0%	2.8%
Q3-9. City's adult recreation programs	7.1%	26.7%	47.7%	16.4%	2.1%
Q3-10. Recreation programs offered for kids	7.7%	33.8%	42.0%	12.6%	4.0%
Q3-11. Other City recreation programs, such as special events (e.g., Fourth of July, Balloon Festival, Juneteenth)	11.6%	48.2%	25.3%	13.3%	1.7%
Q3-12. Fees charged for recreation programs	5.5%	28.7%	47.9%	13.5%	4.4%
Q3-13. Arts & cultural programs	7.6%	37.3%	33.5%	17.3%	4.3%
Q3-14. City's efforts to protect natural resources & the environment	8.7%	39.3%	24.0%	17.8%	10.2%

Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT for the City to emphasize over the next three years?

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	157	25.1 %
Number of City parks	19	3.0 %
Bike/hike trails in City	76	12.2 %
City swimming pools	34	5.4 %
City golf courses	12	1.9 %
City community centers	18	2.9 %
Courts, fields, & athletic facilities	10	1.6 %
Accessibility of City recreational programs	7	1.1 %
City's adult recreation programs	13	2.1 %
Recreation programs offered for kids	31	5.0 %
Other City recreation programs, such as special events (e.g., Fourth of July, Balloon Festival, Juneteenth)	25	4.0 %
Fees charged for recreation programs	13	2.1 %
Arts & cultural programs	14	2.2 %
City's efforts to protect natural resources & the environment	127	20.3 %
None chosen	69	11.0 %
Total	625	100.0 %

Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT for the City to emphasize over the next three years?

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	98	15.7 %
Number of City parks	37	5.9 %
Bike/hike trails in City	64	10.2 %
City swimming pools	53	8.5 %
City golf courses	14	2.2 %
City community centers	39	6.2 %
Courts, fields, & athletic facilities	17	2.7 %
Accessibility of City recreational programs	17	2.7 %
City's adult recreation programs	24	3.8 %
Recreation programs offered for kids	34	5.4 %
Other City recreation programs, such as special events (e.g., Fourth of July, Balloon Festival, Juneteenth)	36	5.8 %
Fees charged for recreation programs	24	3.8 %
Arts & cultural programs	28	4.5 %
City's efforts to protect natural resources & the environment	50	8.0 %
None chosen	90	14.4 %
Total	625	100.0 %

Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT for the City to emphasize over the next three years?

Q4. 3rd choice	Number	Percent
Maintenance of City parks	59	9.4 %
Number of City parks	30	4.8 %
Bike/hike trails in City	59	9.4 %
City swimming pools	30	4.8 %
City golf courses	14	2.2 %
City community centers	38	6.1 %
Courts, fields, & athletic facilities	27	4.3 %
Accessibility of City recreational programs	25	4.0 %
City's adult recreation programs	31	5.0 %
Recreation programs offered for kids	32	5.1 %
Other City recreation programs, such as special events (e.g., Fourth of July, Balloon Festival, Juneteenth)	33	5.3 %
Fees charged for recreation programs	24	3.8 %
Arts & cultural programs	42	6.7 %
City's efforts to protect natural resources & the environment	61	9.8 %
None chosen	120	19.2 %
Total	625	100.0 %

(SUM OF TOP 3)

Q4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT for the City to emphasize over the next three years? (top 3)

Q4. Top choice	Number	Percent
Maintenance of City parks	314	50.2 %
Number of City parks	86	13.8 %
Bike/hike trails in City	199	31.8 %
City swimming pools	117	18.7 %
City golf courses	40	6.4 %
City community centers	95	15.2 %
Courts, fields, & athletic facilities	54	8.6 %
Accessibility of City recreational programs	49	7.8 %
City's adult recreation programs	68	10.9 %
Recreation programs offered for kids	97	15.5 %
Other City recreation programs, such as special events (e.g., Fourth of July, Balloon Festival, Juneteenth)	94	15.0 %
Fees charged for recreation programs	61	9.8 %
Arts & cultural programs	84	13.4 %
City's efforts to protect natural resources & the environment	238	38.1 %
None chosen	69	11.0 %
Total	1665	

Q5. Infrastructure. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Maintenance of major City streets	1.8%	12.2%	13.3%	33.9%	38.1%	0.8%
Q5-2. Enforcement of local codes & ordinances	1.4%	15.5%	29.1%	27.7%	18.2%	8.0%
Q5-3. Flow of traffic & congestion management on City streets	1.6%	13.8%	22.1%	34.6%	26.7%	1.3%
Q5-4. Maintenance of streetlights	6.2%	37.8%	33.4%	12.2%	7.8%	2.6%
Q5-5. Maintenance of neighborhood streets & sidewalks	3.2%	15.4%	15.8%	36.2%	28.5%	1.0%
Q5-6. Snow removal on major City streets	9.9%	49.4%	24.0%	10.2%	5.4%	1.0%
Q5-7. Snow removal on neighborhood streets	3.7%	22.4%	21.9%	27.8%	22.4%	1.8%
Q5-8. Mowing & trimming along City streets	6.4%	30.6%	28.6%	20.3%	9.9%	4.2%
Q5-9. Public transportation/bus services overall	5.0%	11.0%	29.9%	14.4%	9.4%	30.2%
Q5-10. Public transportation routes & accessibility	4.0%	10.2%	27.5%	16.5%	9.3%	32.5%
Q5-11. Travel safety on City roadways & intersections	2.4%	22.1%	28.0%	27.2%	17.9%	2.4%
Q5-12. Overall cleanliness of City streets & other public areas	3.0%	27.4%	25.8%	29.6%	13.6%	0.6%
Q5-13. On-street bicycle infrastructure (bike lanes/painted symbols)	8.0%	29.1%	28.3%	13.9%	11.8%	8.8%
Q5-14. Stormwater program effectiveness (stormwater management/flood control)	5.4%	32.2%	33.8%	12.8%	5.6%	10.2%

(WITHOUT "DON'T KNOW")**Q5. Infrastructure. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied." (without "don't know")**

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Maintenance of major City streets	1.8%	12.3%	13.4%	34.2%	38.4%
Q5-2. Enforcement of local codes & ordinances	1.6%	16.9%	31.7%	30.1%	19.8%
Q5-3. Flow of traffic & congestion management on City streets	1.6%	13.9%	22.4%	35.0%	27.1%
Q5-4. Maintenance of streetlights	6.4%	38.8%	34.3%	12.5%	8.0%
Q5-5. Maintenance of neighborhood streets & sidewalks	3.2%	15.5%	16.0%	36.5%	28.8%
Q5-6. Snow removal on major City streets	10.0%	49.9%	24.2%	10.3%	5.5%
Q5-7. Snow removal on neighborhood streets	3.7%	22.8%	22.3%	28.3%	22.8%
Q5-8. Mowing & trimming along City streets	6.7%	31.9%	29.9%	21.2%	10.4%
Q5-9. Public transportation/ bus services overall	7.1%	15.8%	42.9%	20.6%	13.5%
Q5-10. Public transportation routes & accessibility	5.9%	15.2%	40.8%	24.4%	13.7%
Q5-11. Travel safety on City roadways & intersections	2.5%	22.6%	28.7%	27.9%	18.4%
Q5-12. Overall cleanliness of City streets & other public areas	3.1%	27.5%	25.9%	29.8%	13.7%
Q5-13. On-street bicycle infrastructure (bike lanes/ painted symbols)	8.8%	31.9%	31.1%	15.3%	13.0%
Q5-14. Stormwater program effectiveness (stormwater management/flood control)	6.1%	35.8%	37.6%	14.3%	6.2%

Q6. Which THREE of the items listed in Question 5 above are the MOST IMPORTANT for the City to emphasize over the next three years?

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	256	41.0 %
Enforcement of local codes & ordinances	49	7.8 %
Flow of traffic & congestion management on City streets	71	11.4 %
Maintenance of streetlights	6	1.0 %
Maintenance of neighborhood streets & sidewalks	80	12.8 %
Snow removal on major City streets	3	0.5 %
Snow removal on neighborhood streets	17	2.7 %
Mowing & trimming along City streets	3	0.5 %
Public transportation/bus services overall	19	3.0 %
Public transportation routes & accessibility	4	0.6 %
Travel safety on City roadways & intersections	38	6.1 %
Overall cleanliness of City streets & other public areas	24	3.8 %
On-street bicycle infrastructure (bike lanes/painted symbols)	25	4.0 %
Stormwater program effectiveness (stormwater management/ flood control)	10	1.6 %
None chosen	20	3.2 %
Total	625	100.0 %

Q6. Which THREE of the items listed in Question 5 above are the MOST IMPORTANT for the City to emphasize over the next three years?

<u>Q6. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	72	11.5 %
Enforcement of local codes & ordinances	56	9.0 %
Flow of traffic & congestion management on City streets	113	18.1 %
Maintenance of streetlights	13	2.1 %
Maintenance of neighborhood streets & sidewalks	121	19.4 %
Snow removal on major City streets	24	3.8 %
Snow removal on neighborhood streets	41	6.6 %
Mowing & trimming along City streets	17	2.7 %
Public transportation/bus services overall	26	4.2 %
Public transportation routes & accessibility	27	4.3 %
Travel safety on City roadways & intersections	30	4.8 %
Overall cleanliness of City streets & other public areas	30	4.8 %
On-street bicycle infrastructure (bike lanes/painted symbols)	14	2.2 %
Stormwater program effectiveness (stormwater management/ flood control)	14	2.2 %
None chosen	27	4.3 %
Total	625	100.0 %

Q6. Which THREE of the items listed in Question 5 above are the MOST IMPORTANT for the City to emphasize over the next three years?

<u>Q6. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	47	7.5 %
Enforcement of local codes & ordinances	30	4.8 %
Flow of traffic & congestion management on City streets	76	12.2 %
Maintenance of streetlights	12	1.9 %
Maintenance of neighborhood streets & sidewalks	75	12.0 %
Snow removal on major City streets	22	3.5 %
Snow removal on neighborhood streets	64	10.2 %
Mowing & trimming along City streets	30	4.8 %
Public transportation/bus services overall	28	4.5 %
Public transportation routes & accessibility	26	4.2 %
Travel safety on City roadways & intersections	68	10.9 %
Overall cleanliness of City streets & other public areas	57	9.1 %
On-street bicycle infrastructure (bike lanes/painted symbols)	22	3.5 %
Stormwater program effectiveness (stormwater management/ flood control)	27	4.3 %
<u>None chosen</u>	<u>41</u>	<u>6.6 %</u>
Total	625	100.0 %

(SUM OF TOP 3)

Q6. Which THREE of the items listed in Question 5 above are the MOST IMPORTANT for the City to emphasize over the next three years? (top 3)

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	375	60.0 %
Enforcement of local codes & ordinances	135	21.6 %
Flow of traffic & congestion management on City streets	260	41.6 %
Maintenance of streetlights	31	5.0 %
Maintenance of neighborhood streets & sidewalks	276	44.2 %
Snow removal on major City streets	49	7.8 %
Snow removal on neighborhood streets	122	19.5 %
Mowing & trimming along City streets	50	8.0 %
Public transportation/bus services overall	73	11.7 %
Public transportation routes & accessibility	57	9.1 %
Travel safety on City roadways & intersections	136	21.8 %
Overall cleanliness of City streets & other public areas	111	17.8 %
On-street bicycle infrastructure (bike lanes/painted symbols)	61	9.8 %
Stormwater program effectiveness (stormwater management/ flood control)	51	8.2 %
<u>None chosen</u>	<u>20</u>	<u>3.2 %</u>
Total	1807	

Q7. Economy, Workforce, and Housing. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. City efforts to recruit appropriate new businesses	6.4%	28.5%	34.1%	9.9%	5.8%	15.4%
Q7-2. City's ability to balance City growth with available resources (water, infrastructure, etc.)	1.8%	13.8%	19.0%	28.6%	30.9%	5.9%
Q7-3. City's efforts to retain & expand existing businesses	2.4%	20.6%	35.2%	21.0%	6.9%	13.9%
Q7-4. City's regional partnerships with County & other cities to support regional economic development	2.4%	19.2%	33.4%	13.6%	6.4%	25.0%
Q7-5. Resources available to small businesses	1.8%	10.9%	29.6%	13.4%	7.5%	36.8%
Q7-6. City's efforts to grow tourism as a revenue source	7.0%	33.9%	32.8%	8.5%	3.4%	14.4%
Q7-7. Diversity of City's tax base	2.6%	14.6%	28.8%	17.8%	10.9%	25.4%
Q7-8. Appropriate workforce development for available job opportunities	2.6%	15.5%	32.8%	17.8%	7.0%	24.3%
Q7-9. Availability of housing to match workforce	2.9%	11.5%	19.7%	29.6%	25.8%	10.6%
Q7-10. Planning for new housing development	2.4%	9.8%	17.9%	29.9%	30.6%	9.4%
Q7-11. City as a support to local military community	13.4%	39.8%	24.6%	6.2%	2.1%	13.8%
Q7-12. Approach to managing homelessness	1.4%	6.9%	9.6%	33.9%	43.7%	4.5%
Q7-13. Availability of services for homeless population	5.3%	14.1%	20.6%	23.8%	19.2%	17.0%
Q7-14. Mixed use development (residential/non-residential mix)	1.8%	14.4%	35.4%	20.0%	12.2%	16.3%
Q7-15. Variety of retail, restaurant & recreational options	11.0%	41.6%	24.2%	13.8%	6.1%	3.4%

(WITHOUT "DON'T KNOW")**Q7. Economy, Workforce, and Housing. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied." (without "don't know")**

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. City efforts to recruit appropriate new businesses	7.6%	33.6%	40.3%	11.7%	6.8%
Q7-2. City's ability to balance City growth with available resources (water, infrastructure, etc.)	1.9%	14.6%	20.2%	30.4%	32.8%
Q7-3. City's efforts to retain & expand existing businesses	2.8%	24.0%	40.9%	24.3%	8.0%
Q7-4. City's regional partnerships with County & other cities to support regional economic development	3.2%	25.6%	44.6%	18.1%	8.5%
Q7-5. Resources available to small businesses	2.8%	17.2%	46.8%	21.3%	11.9%
Q7-6. City's efforts to grow tourism as a revenue source	8.2%	39.6%	38.3%	9.9%	3.9%
Q7-7. Diversity of City's tax base	3.4%	19.5%	38.6%	23.8%	14.6%
Q7-8. Appropriate workforce development for available job opportunities	3.4%	20.5%	43.3%	23.5%	9.3%
Q7-9. Availability of housing to match workforce	3.2%	12.9%	22.0%	33.1%	28.8%
Q7-10. Planning for new housing development	2.7%	10.8%	19.8%	33.0%	33.7%
Q7-11. City as a support to local military community	15.6%	46.2%	28.6%	7.2%	2.4%
Q7-12. Approach to managing homelessness	1.5%	7.2%	10.1%	35.5%	45.7%
Q7-13. Availability of services for homeless population	6.4%	17.0%	24.9%	28.7%	23.1%
Q7-14. Mixed use development (residential/non-residential mix)	2.1%	17.2%	42.3%	23.9%	14.5%
Q7-15. Variety of retail, restaurant & recreational options	11.4%	43.0%	25.0%	14.2%	6.3%

Q8. Which THREE of the items listed in Question 7 above are the MOST IMPORTANT for the City to emphasize over the next three years?

Q8. Top choice	Number	Percent
City efforts to recruit appropriate new businesses	19	3.0 %
City's ability to balance City growth with available resources (water, infrastructure, etc.)	218	34.9 %
City's efforts to retain & expand existing businesses	12	1.9 %
City's regional partnerships with County & other cities to support regional economic development	4	0.6 %
Resources available to small businesses	9	1.4 %
City's efforts to grow tourism as a revenue source	5	0.8 %
Diversity of City's tax base	8	1.3 %
Appropriate workforce development for available job opportunities	16	2.6 %
Availability of housing to match workforce	64	10.2 %
Planning for new housing development	29	4.6 %
City as a support to local military community	5	0.8 %
Approach to managing homelessness	158	25.3 %
Availability of services for homeless population	21	3.4 %
Mixed use development (residential/non-residential mix)	12	1.9 %
Variety of retail, restaurant & recreational options	10	1.6 %
None chosen	35	5.6 %
Total	625	100.0 %

Q8. Which THREE of the items listed in Question 7 above are the MOST IMPORTANT for the City to emphasize over the next three years?

Q8. 2nd choice	Number	Percent
City efforts to recruit appropriate new businesses	19	3.0 %
City's ability to balance City growth with available resources (water, infrastructure, etc.)	66	10.6 %
City's efforts to retain & expand existing businesses	27	4.3 %
City's regional partnerships with County & other cities to support regional economic development	18	2.9 %
Resources available to small businesses	33	5.3 %
City's efforts to grow tourism as a revenue source	13	2.1 %
Diversity of City's tax base	22	3.5 %
Appropriate workforce development for available job opportunities	28	4.5 %
Availability of housing to match workforce	68	10.9 %
Planning for new housing development	56	9.0 %
City as a support to local military community	15	2.4 %
Approach to managing homelessness	103	16.5 %
Availability of services for homeless population	61	9.8 %
Mixed use development (residential/non-residential mix)	19	3.0 %
Variety of retail, restaurant & recreational options	17	2.7 %
None chosen	60	9.6 %
Total	625	100.0 %

Q8. Which THREE of the items listed in Question 7 above are the MOST IMPORTANT for the City to emphasize over the next three years?

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City efforts to recruit appropriate new businesses	12	1.9 %
City's ability to balance City growth with available resources (water, infrastructure, etc.)	51	8.2 %
City's efforts to retain & expand existing businesses	29	4.6 %
City's regional partnerships with County & other cities to support regional economic development	12	1.9 %
Resources available to small businesses	19	3.0 %
City's efforts to grow tourism as a revenue source	21	3.4 %
Diversity of City's tax base	28	4.5 %
Appropriate workforce development for available job opportunities	26	4.2 %
Availability of housing to match workforce	56	9.0 %
Planning for new housing development	48	7.7 %
City as a support to local military community	19	3.0 %
Approach to managing homelessness	91	14.6 %
Availability of services for homeless population	50	8.0 %
Mixed use development (residential/non-residential mix)	29	4.6 %
Variety of retail, restaurant & recreational options	29	4.6 %
None chosen	105	16.8 %
Total	625	100.0 %

(SUM OF TOP 3)

Q8. Which THREE of the items listed in Question 7 above are the MOST IMPORTANT for the City to emphasize over the next three years? (top 3)

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
City efforts to recruit appropriate new businesses	50	8.0 %
City's ability to balance City growth with available resources (water, infrastructure, etc.)	335	53.6 %
City's efforts to retain & expand existing businesses	68	10.9 %
City's regional partnerships with County & other cities to support regional economic development	34	5.4 %
Resources available to small businesses	61	9.8 %
City's efforts to grow tourism as a revenue source	39	6.2 %
Diversity of City's tax base	58	9.3 %
Appropriate workforce development for available job opportunities	70	11.2 %
Availability of housing to match workforce	188	30.1 %
Planning for new housing development	133	21.3 %
City as a support to local military community	39	6.2 %
Approach to managing homelessness	352	56.3 %
Availability of services for homeless population	132	21.1 %
Mixed use development (residential/non-residential mix)	60	9.6 %
Variety of retail, restaurant & recreational options	56	9.0 %
None chosen	35	5.6 %
Total	1710	

Q9. Connection. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Availability of information about City programs & services	3.2%	27.4%	35.4%	21.4%	5.8%	6.9%
Q9-2. How well City keeps you informed on local issues	2.6%	23.8%	31.5%	30.1%	8.2%	3.8%
Q9-3. Level of public engagement in local decision-making	1.8%	12.8%	26.1%	32.2%	20.3%	6.9%
Q9-4. Your connection with your neighbors	13.4%	39.0%	30.7%	11.4%	3.4%	2.1%
Q9-5. Awareness of volunteer opportunities	5.8%	22.9%	35.8%	22.2%	4.3%	9.0%
Q9-6. City interest in volunteering	4.0%	15.7%	40.6%	15.4%	4.5%	19.8%

(WITHOUT "DON'T KNOW")

Q9. Connection. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied." (without "don't know")

(N=625)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Availability of information about City programs & services	3.4%	29.4%	38.0%	23.0%	6.2%
Q9-2. How well City keeps you informed on local issues	2.7%	24.8%	32.8%	31.3%	8.5%
Q9-3. Level of public engagement in local decision-making	1.9%	13.7%	28.0%	34.5%	21.8%
Q9-4. Your connection with your neighbors	13.7%	39.9%	31.4%	11.6%	3.4%
Q9-5. Awareness of volunteer opportunities	6.3%	25.1%	39.4%	24.4%	4.7%
Q9-6. City interest in volunteering	5.0%	19.6%	50.7%	19.2%	5.6%

Q10. Which of the following are your primary sources of information about City issues, services, and events?

Q10. Your primary sources of information about City issues, services, & events	Number	Percent
City's website	206	33.0 %
Facebook	226	36.2 %
Instagram	87	13.9 %
TikTok	10	1.6 %
X (formerly known as Twitter)	25	4.0 %
City eNewsletters	65	10.4 %
Newspapers	200	32.0 %
Livestreaming of City meetings	50	8.0 %
Social media generally (not City accounts)	147	23.5 %
Local TV news	418	66.9 %
Radio broadcasts	174	27.8 %
Other	65	10.4 %
Total	1673	

Q11. Which THREE of the information sources listed in Question 10 would you most prefer to get information about City issues, services, and events?

Q11. Top choice	Number	Percent
City's website	110	17.6 %
Facebook	63	10.1 %
Instagram	32	5.1 %
TikTok	5	0.8 %
X (formerly known as Twitter)	12	1.9 %
City eNewsletters	49	7.8 %
Newspapers	63	10.1 %
Livestreaming of City meetings	9	1.4 %
Social media generally (not City accounts)	25	4.0 %
Local TV news	131	21.0 %
Radio broadcasts	15	2.4 %
Other	18	2.9 %
None chosen	93	14.9 %
Total	625	100.0 %

Q11. Which THREE of the information sources listed in Question 10 would you most prefer to get information about City issues, services, and events?

Q11. 2nd choice	Number	Percent
City's website	57	9.1 %
Facebook	61	9.8 %
Instagram	28	4.5 %
TikTok	4	0.6 %
X (formerly known as Twitter)	8	1.3 %
City eNewsletters	57	9.1 %
Newspapers	51	8.2 %
Livestreaming of City meetings	20	3.2 %
Social media generally (not City accounts)	41	6.6 %
Local TV news	100	16.0 %
Radio broadcasts	59	9.4 %
Other	6	1.0 %
None chosen	133	21.3 %
Total	625	100.0 %

Q11. Which THREE of the information sources listed in Question 10 would you most prefer to get information about City issues, services, and events?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City's website	63	10.1 %
Facebook	52	8.3 %
Instagram	16	2.6 %
TikTok	3	0.5 %
X (formerly known as Twitter)	6	1.0 %
City eNewsletters	50	8.0 %
Newspapers	26	4.2 %
Livestreaming of City meetings	23	3.7 %
Social media generally (not City accounts)	34	5.4 %
Local TV news	83	13.3 %
Radio broadcasts	57	9.1 %
Other	23	3.7 %
None chosen	189	30.2 %
Total	625	100.0 %

(SUM OF TOP 3)

Q11. Which THREE of the information sources listed in Question 10 would you most prefer to get information about City issues, services, and events? (top 3)

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
City's website	230	36.8 %
Facebook	176	28.2 %
Instagram	76	12.2 %
TikTok	12	1.9 %
X (formerly known as Twitter)	26	4.2 %
City eNewsletters	156	25.0 %
Newspapers	140	22.4 %
Livestreaming of City meetings	52	8.3 %
Social media generally (not City accounts)	100	16.0 %
Local TV news	314	50.2 %
Radio broadcasts	131	21.0 %
Other	47	7.5 %
None chosen	93	14.9 %
Total	1553	

Q12. Including yourself, how many people in your household are...

	Mean	Sum
number	2.5	1531
Under age 5	0.1	61
Ages 5-9	0.1	72
Ages 10-14	0.1	70
Ages 15-19	0.1	87
Ages 20-24	0.1	77
Ages 25-34	0.3	214
Ages 35-44	0.3	204
Ages 45-54	0.4	234
Ages 55-64	0.4	251
Ages 65+	0.4	261

Q13. Your age:

Q13. Your age	Number	Percent
18-34	117	18.7 %
35-44	122	19.5 %
45-54	121	19.4 %
55-64	128	20.5 %
65+	124	19.8 %
Not provided	13	2.1 %
Total	625	100.0 %

(WITHOUT "NOT PROVIDED")

Q13. Your age: (without "not provided")

Q13. Your age	Number	Percent
18-34	117	19.1 %
35-44	122	19.9 %
45-54	121	19.8 %
55-64	128	20.9 %
65+	124	20.3 %
Total	612	100.0 %

Q14. Your gender:

Q14. Your gender	Number	Percent
Male	300	48.0 %
Female	307	49.1 %
Non-Binary	3	0.5 %
I prefer to self-identify	2	0.3 %
Not provided	13	2.1 %
Total	625	100.0 %

(WITHOUT "NOT PROVIDED")**Q14. Your gender: (without "not provided")**

Q14. Your gender	Number	Percent
Male	300	49.0 %
Female	307	50.2 %
Non-Binary	3	0.5 %
I prefer to self-identify	2	0.3 %
Total	612	100.0 %

Q14-4. Self-describe your gender:

Q14-4. Self-describe your gender	Number	Percent
Fluid	1	50.0 %
Transmale	1	50.0 %
Total	2	100.0 %

Q15. Identify your highest level of education completed:

Q15. Your highest level of education completed	Number	Percent
Some high school, no diploma	8	1.3 %
High school graduate	64	10.2 %
Some college, no degree	111	17.8 %
Trade/technical/vocational training	63	10.1 %
Associate degree	57	9.1 %
Bachelor's degree	157	25.1 %
Post-graduate degree	138	22.1 %
Not provided	27	4.3 %
Total	625	100.0 %

(WITHOUT "NOT PROVIDED")**Q15. Identify your highest level of education completed: (without "not provided")**

Q15. Your highest level of education completed	Number	Percent
Some high school, no diploma	8	1.3 %
High school graduate	64	10.7 %
Some college, no degree	111	18.6 %
Trade/technical/vocational training	63	10.5 %
Associate degree	57	9.5 %
Bachelor's degree	157	26.3 %
Post-graduate degree	138	23.1 %
Total	598	100.0 %

Q16. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

Q16. Are you or members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	115	18.4 %
No	504	80.6 %
Not provided	6	1.0 %
Total	625	100.0 %

(WITHOUT "NOT PROVIDED")**Q16. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry? (without "not provided")**

Q16. Are you or members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	115	18.6 %
No	504	81.4 %
Total	619	100.0 %

Q17. Which of the following best describes your race/ethnicity?

Q17. Your race/ethnicity	Number	Percent
Asian or Asian Indian	19	3.0 %
Black or African American	38	6.1 %
American Indian or Alaska Native	9	1.4 %
White or Caucasian	462	73.9 %
Native Hawaiian or other Pacific Islander	3	0.5 %
Other	16	2.6 %
Total	547	

Q17-6. Self-describe your race/ethnicity:

Q17-6. Self-describe your race/ethnicity	Number	Percent
Hispanic	2	12.5 %
Multi-racial	2	12.5 %
Anglo-Saxon	1	6.3 %
Irish	1	6.3 %
Eastern European	1	6.3 %
Mixed	1	6.3 %
Italian	1	6.3 %
Scottish	1	6.3 %
Mexican	1	6.3 %
Puerto Rican	1	6.3 %
50% Caucasian 50% Asian	1	6.3 %
Mixed North/East Europe	1	6.3 %
Arab	1	6.3 %
Jewish	1	6.3 %
Total	16	100.0 %

Q18. What is your primary language spoken in your home?

Q18. Your primary language spoken in your home	Number	Percent
English	587	93.9 %
Spanish	24	3.8 %
Other	5	0.8 %
Not provided	9	1.4 %
Total	625	100.0 %

(WITHOUT "NOT PROVIDED")

Q18. What is your primary language spoken in your home? (without "not provided")

Q18. Your primary language spoken in your home	Number	Percent
English	587	95.3 %
Spanish	24	3.9 %
Other	5	0.8 %
Total	616	100.0 %

Q18-3. Other primary language:

Q18-3. Other	Number	Percent
Arabic	1	20.0 %
Tagalog	1	20.0 %
French/English	1	20.0 %
Korean	1	20.0 %
Russian	1	20.0 %
Total	5	100.0 %

Q19. Approximately how many years have you lived in Colorado Springs, CO?

Q19. How many years have you lived in Colorado Springs	Number	Percent
0-5	93	14.9 %
6-10	74	11.8 %
11-15	38	6.1 %
16-20	57	9.1 %
21-30	135	21.6 %
31+	217	34.7 %
Not provided	11	1.8 %
Total	625	100.0 %

(WITHOUT "NOT PROVIDED")

Q19. Approximately how many years have you lived in Colorado Springs, CO? (without "not provided")

Q19. How many years have you lived in Colorado Springs	Number	Percent
0-5	93	15.1 %
6-10	74	12.1 %
11-15	38	6.2 %
16-20	57	9.3 %
21-30	135	22.0 %
31+	217	35.3 %
Total	614	100.0 %

Q20. Do you own or rent your current residence?

<u>Q20. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	472	75.5 %
Rent	149	23.8 %
Not provided	4	0.6 %
Total	625	100.0 %

(WITHOUT "NOT PROVIDED")**Q20. Do you own or rent your current residence? (without "not provided")**

<u>Q20. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	472	76.0 %
Rent	149	24.0 %
Total	621	100.0 %

6

Open-Ended Responses

Open-Ended Question Responses

Q10—“Other”: Which of the following are your primary sources of information about City issues, services, and events?

- Actual humans tell me things that the city is actually doing.
- asking people
- Colorado Springs Events and Activities, Downtown Partnership, Independent newspaper
- Community partners communications (SBDC, Downtown Partnership, VCOS, County newsletters)
- Community Websites, Local radio- KRCC
- Conversations with humans.
- County newsletters
- Coworkers
- Direct communication
- Family members
- friends
- Google
- Google news results
- google search
- I check local media outlets on the internet for local & regional news. I don't own a TV, I only access the internet and AM radio talk shows.
- Internal connections. Current city council is biased, reactive to accountability and clearly does not have their constituents interests and needs over their own.
- Internet
- Issues highlighted by candidates during election campaigns.
- Leadership Pikes Peak
- Local news
- Local online news
- mail
- Mail received by the city #1
- mail
- Mailings work fine for me.
- MOSTLY THROUGH FRIENDS
- MSNBC/CNN
- My own internet research that circles back to the city sites, because the city sites are easily navigated to fun stuff easily. So someone else did the work and linked it to their site/blog, etc.

- neighbors
- Neighbors at work and home.
- Neighbors, friends, people I know
- Neighbors, friends, sometimes our councilmember
- Neighborhood newsletters, flyers or word of mouth.
- Nextdoor app
- Nextdoor app
- Nextdoor app
- Nextdoor app
- Nextdoor app
- NPR
- Online news outlets
- OWN OBSERVATIONS
- People talking about the issues
- Personal experience. (e.g. I know how awful our traffic control/timing is, and how good it could be. We need to improve 100x. Current practices are dangerous, causing so much frustration people break the law,.. BECAUSE of city policy/practice!
- phone
- Reddit
- school district
- speaking with leaders/activists
- The Independent
- UPDATES ON MOBILE PHONE, GOOGLE, ETC (STREAMING)
- WEEKLY PAPER
- word of mouth **(x15 Responses)**



Survey Instrument



2024 City of Colorado Springs Community Satisfaction Survey

Hello Friends,

As part of my commitment to build an inclusive, culturally rich, economically prosperous, safe, and vibrant world-class city, I'm eager to review your satisfaction with City services. Your feedback will serve as a baseline for ongoing improvements in line with our 2024-2028 Strategic Plan and dedication to Strategic Doing. These plans guide our efforts across programming, services, operations, and governance.

Maintaining service excellence aligned with community needs and available resources is paramount. Our strategic plan will prioritize essential activities and ensure our budget reflects five key priorities. Your input on specific services in the survey is invaluable, and we appreciate your time, estimated at 10-15 minutes.

How to Participate:

Your anonymous responses to the City of Colorado Springs Community Survey will offer crucial insights into core service opportunities and challenges. Anyone in your household over 18 can participate, either by mail or online at coloradospringssurvey.org.

For inquiries about the survey, reach out to Jason Morado, Project Manager at ETC Institute, via jason.morado@ETCInstitute.com or (913) 254-4514.

Your insights and time are integral to our city's continual improvement. Thank you for helping shape the future of Colorado Springs. **Together we are Colorado Springs!**

Onward and upward,

Mayor Yemi Mobolade



2024 Colorado Springs Community Satisfaction Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's planning process and will be used by City leaders to make planning and investment decisions. If you prefer, you can take this survey online at coloradospringssurvey.org.

1. Public Safety. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of local police protection	5	4	3	2	1	9
02. The visibility of police in your neighborhood	5	4	3	2	1	9
03. The visibility of police in retail areas	5	4	3	2	1	9
04. City efforts to prevent crime	5	4	3	2	1	9
05. City efforts to prevent fires	5	4	3	2	1	9
06. Enforcement of local traffic laws	5	4	3	2	1	9
07. Overall quality of local fire protection	5	4	3	2	1	9
08. Overall quality of local emergency medical service	5	4	3	2	1	9
09. How quickly public safety personnel respond to emergencies	5	4	3	2	1	9
10. Overall quality of animal control	5	4	3	2	1	9
11. City wildfires mitigation efforts	5	4	3	2	1	9
12. Efforts to ensure your community is prepared for emergencies/disasters	5	4	3	2	1	9

2. Which THREE of the items listed in Question 1 above are the MOST IMPORTANT for the City to emphasize over the next three years? [Write in your answers below using the numbers from the list in Question 1, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

3. Parks and Recreation. Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of City parks	5	4	3	2	1	9
02. The number of City parks	5	4	3	2	1	9
03. Bike/Hike trails in the city	5	4	3	2	1	9
04. City swimming pools	5	4	3	2	1	9
05. City golf courses	5	4	3	2	1	9
06. City community centers	5	4	3	2	1	9
07. Courts, fields, and athletic facilities	5	4	3	2	1	9
08. Accessibility of City recreational programs	5	4	3	2	1	9
09. The City's adult recreation programs	5	4	3	2	1	9
10. Recreation programs offered for kids	5	4	3	2	1	9
11. Other City recreation programs, such as special events (e.g., Fourth of July, Balloon Festival, Juneteenth)	5	4	3	2	1	9
12. Fees charged for recreation programs	5	4	3	2	1	9
13. Arts and cultural programs	5	4	3	2	1	9
14. The City's efforts to protect natural resources and the environment	5	4	3	2	1	9

4. Which THREE of the items listed in Question 3 are the MOST IMPORTANT for the City to emphasize over the next three years? [Write in your answers below using the numbers from the list in Question 3, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

5. **Infrastructure.** Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Maintenance of major City streets	5	4	3	2	1	9
02. Enforcement of local codes and ordinances	5	4	3	2	1	9
03. Flow of traffic and congestion management on City streets	5	4	3	2	1	9
04. Maintenance of streetlights	5	4	3	2	1	9
05. Maintenance of neighborhood streets and sidewalks	5	4	3	2	1	9
06. Snow removal on major City streets	5	4	3	2	1	9
07. Snow removal on neighborhood streets	5	4	3	2	1	9
08. Mowing and trimming along City streets	5	4	3	2	1	9
09. Public transportation/bus services overall	5	4	3	2	1	9
10. Public transportation routes and accessibility	5	4	3	2	1	9
11. Travel safety on City roadways and intersections	5	4	3	2	1	9
12. Overall cleanliness of City streets and other public areas	5	4	3	2	1	9
13. On-street bicycle infrastructure (bike lanes/painted symbols)	5	4	3	2	1	9
14. Stormwater program effectiveness (stormwater management/flood control)	5	4	3	2	1	9

6. Which THREE of the items listed in Question 5 above are the MOST IMPORTANT for the City to emphasize over the next three years? [Write in your answers below using the numbers from the list in Question 5, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

7. **Economy, Workforce, and Housing.** Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	City efforts to recruit appropriate new businesses	5	4	3	2	1	9
02.	City's ability to balance city growth with available resources (water, infrastructure, etc.)	5	4	3	2	1	9
03.	City's efforts to retain and expand existing businesses	5	4	3	2	1	9
04.	City's regional partnerships with county and other cities to support regional economic development	5	4	3	2	1	9
05.	Resources available to small businesses	5	4	3	2	1	9
06.	City's efforts to grow tourism as a revenue source	5	4	3	2	1	9
07.	The diversity of the City's tax base	5	4	3	2	1	9
08.	Appropriate workforce development for available job opportunities	5	4	3	2	1	9
09.	Availability of housing to match workforce	5	4	3	2	1	9
10.	Planning for new housing development	5	4	3	2	1	9
11.	The City as a support to the local military community	5	4	3	2	1	9
12.	Approach to managing homelessness	5	4	3	2	1	9
13.	Availability of services for homeless population	5	4	3	2	1	9
14.	Mixed use development (residential/non-residential mix)	5	4	3	2	1	9
15.	Variety of retail, restaurant and recreational options	5	4	3	2	1	9

8. Which THREE of the items listed in Question 7 above are the MOST IMPORTANT for the City to emphasize over the next three years? [Write in your answers below using the numbers from the list in Question 7, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

9. **Connection.** Please rate your satisfaction with each of the services provided by the City listed below using a scale of 5 to 1, where 5 means "Very Satisfied," and 1 means "Very Dissatisfied."

	How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	How well the City keeps you informed on local issues.	5	4	3	2	1	9
3.	The level of public engagement in local decision-making	5	4	3	2	1	9
4.	Your connection with your neighbors	5	4	3	2	1	9
5.	Awareness of volunteer opportunities	5	4	3	2	1	9
6.	City interest in volunteering	5	4	3	2	1	9

10. Which of the following are your primary sources of information about City issues, services, and events? [Check all that apply.]

- ____(01) The City's website
- ____(02) Facebook
- ____(03) Instagram
- ____(04) TikTok
- ____(05) X (formerly known as Twitter)
- ____(06) City e-newsletters
- ____(07) Newspapers
- ____(08) Livestreaming of City meetings
- ____(09) Social media generally (not City accounts)
- ____(10) Local TV news
- ____(11) Radio broadcasts
- ____(12) Other: _____

11. Which THREE of the information sources listed in Question 10 would you most prefer to get information about City issues, services, and events? [Write in your answers below using the numbers from the list in Question 10, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ NONE

12. Including yourself, how many people in your household are...

Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65+: ____
 Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____
 Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____

13. Your age? _____ years

14. Your gender:

____(1) Male ____ (2) Female ____ (3) Non-Binary ____ (4) I prefer to self-identify: _____

15. Identify your highest level of education completed?

____(01) Some high school, no diploma ____ (05) Associate degree
 ____ (02) High school graduate ____ (06) Bachelor's degree
 ____ (03) Some college, no degree ____ (07) Post-graduate degree
 ____ (04) Trade/technical/vocational training

16. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

____(1) Yes ____ (2) No

17. Which of the following best describes your race/ethnicity? [Check ALL that apply.]

____(01) Asian or Asian Indian ____ (04) White or Caucasian
 ____ (02) Black or African American ____ (05) Native Hawaiian or other Pacific Islander
 ____ (03) American Indian or Alaska Native ____ (99) Other: _____

18. What is your primary language spoken in your home?

____(1) English ____ (2) Spanish ____ (3) Other: _____

19. Approximately how many years have you lived in Colorado Springs, CO? _____ years

20. Do you own or rent your current residence? ____ (1) Own ____ (2) Rent

21. Would you be willing to participate in future surveys sponsored by Colorado Springs?

____(1) Yes [Please answer Question 21a.] ____ (2) No

21a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential.
 The address information printed to the right will ONLY be used to help identify areas with specific needs. Thank you.