

2022 CITY OF LONGMONT COMMUNITY SURVEY

Findings Report

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ETC INSTITUTE
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Presented To The
CITY OF LONGMONT,
COLORADO

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2022

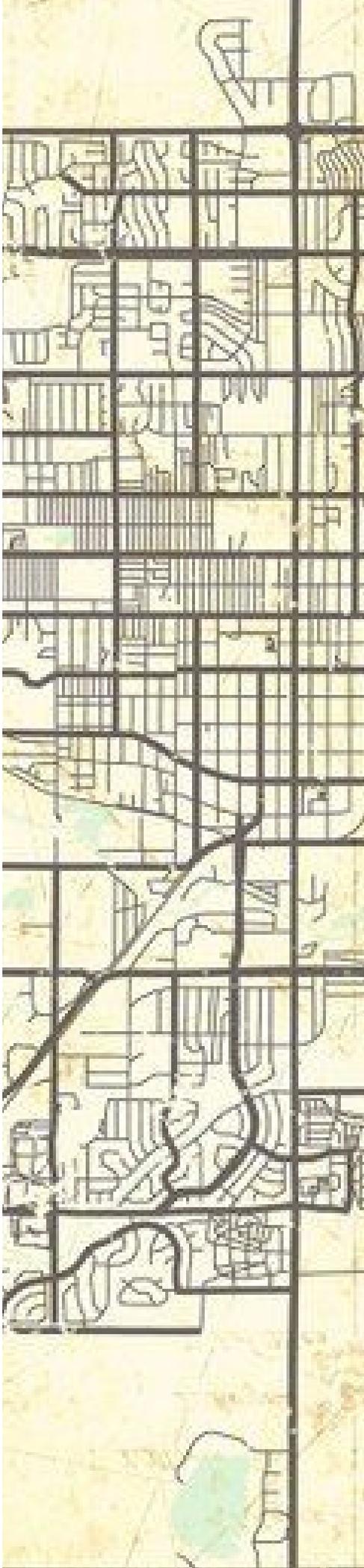


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2022 City of Longmont Community Survey

Executive Summary

Overview & Methodology

Overview

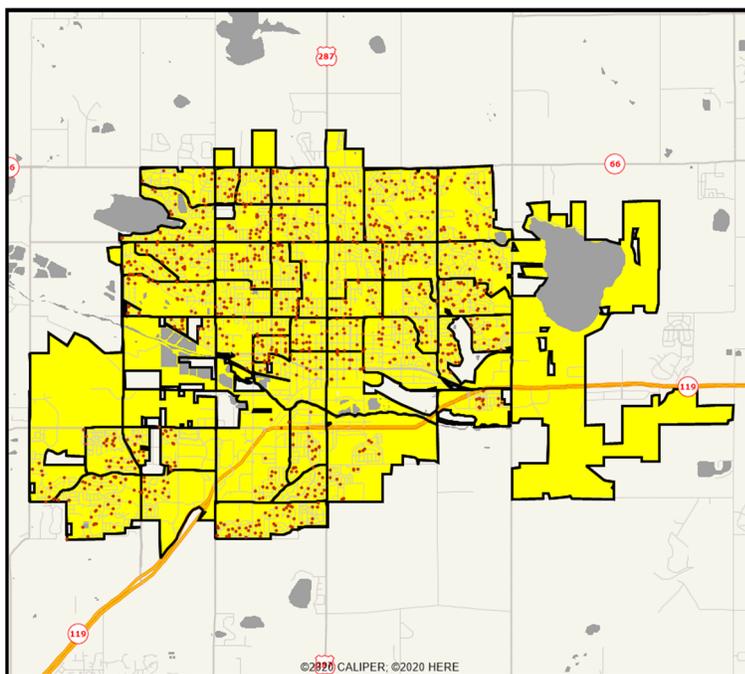
ETC Institute administered a community survey for the City of Longmont, CO during the summer of 2022. The purpose of the survey was to objectively assess resident satisfaction with the delivery of City services and to gather input about priorities for the City.

Methodology

The seven-page survey, cover letter, and postage paid return envelope were mailed to a random sample of households in the City of Longmont. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Once households received the survey, in the mail, ETC Institute sent follow-up reminder communications to encourage participation. The communication methods contained a link to the online version of the survey to make it convenient for residents to complete. For verification purposes, residents were asked to enter their home address at the end of the survey. ETC Institute then matched the addresses that were entered with the addresses originally selected for the random sample. If the address entered online did not match with an address on the random sample, that online survey was not counted. The results of the random sample of 1,031 households have a precision of at least $\pm 3.0\%$ at the 95% level of confidence.

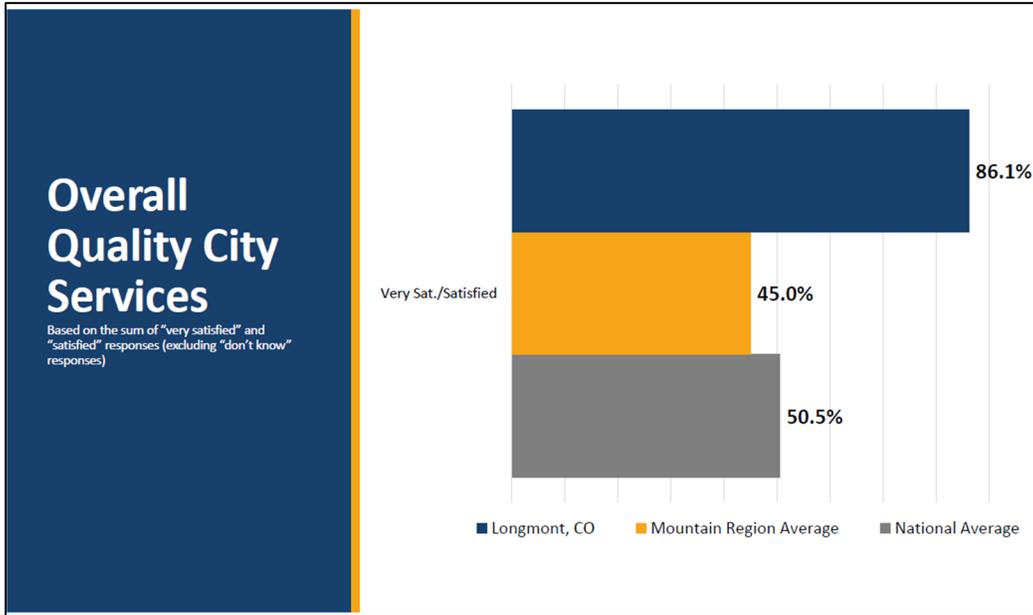
Location of Respondents:

ETC Institute geocoded the home address of respondents to better understand how they rated various City services. The dots on the map to the right shows the distribution of survey respondents based on the location of their home address.

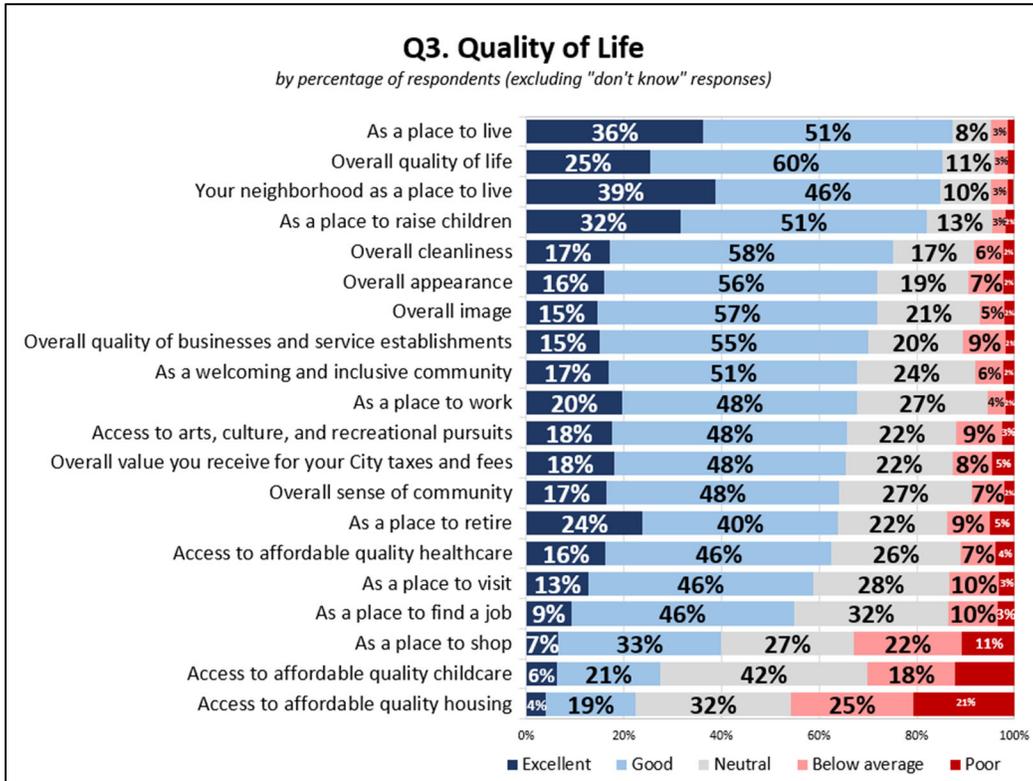


Overall Quality of City Services & Quality of Life

- Most (86%) residents are satisfied with the overall quality of City services provided by the City of Longmont. Compared to the National Average of (51%), the City of Longmont has a significantly higher satisfaction rating of +35%.



- Residents gave the City of Longmont high ratings in the overall quality of life in the City. The highest attributes that received the highest "excellent" and "good" ratings were the City as a place to live (87%), the overall quality of life (85%), neighborhoods as a place to live (85%), and the City as a place to raise children (83%).



Trends

- **Ratings of Longmont.** Since 2018, out of the 16 aspects that were comparable, the City of Longmont increased in their rating in 10 of those aspects. The top five increases in ratings (sum of “excellent” and “good” ratings) are listed below.
 - Accessibility to affordable quality healthcare (+18%)
 - Accessibility to affordable quality housing (+6%)
 - Longmont as a place to find a job (+6%)
 - Longmont as a place to work (+4%)
 - Longmont as a welcoming & inclusive community (+4%)
- Since 2018, the six aspects of the City that had a decrease in ratings, were:
 - Overall sense of community (-9%)
 - Longmont as a place to live (-3%)
 - Longmont as a place to raise children (-3%)
 - Overall appearance of Longmont (-3%)
 - Longmont as a place to retire (-1%)
- **Customer Service.** Since 2018, out of the five customer service items that were comparable, the City of Longmont increased in satisfaction in three of those items, decreased in satisfaction with one item, and one service did not change in satisfaction.
 - The overall impression residents received when contacting City employees increased in satisfaction by 4%, from 78% in 2018 to 82% in 2022.
 - How easy it was to get in touch with the City employee increased in satisfaction by 3%, from 80% in 2018 to 83% in 2022.
 - How quickly the City employee handled the issue increased in satisfaction by 1%, from 77% in 2018 to 78% in 2022.
 - The level of satisfaction with the City employee’s knowledge of how to handle the issue decreased by 4%, from 84% in 2018 to 80% in 2022.
 - The level of satisfaction with the City employee treating the residents with respect stayed the same at 90% since 2018.
- **Maintenance Services.** Since 2018, all three comparable maintenance services increased in satisfaction by at least 2%. These increases were in satisfaction with the cleanliness of streets and public areas (+3%), adequacy of street lighting in neighborhoods (+2%), and snow removal on major city streets (+2%).
- **Mobility Services.** Since 2018, out of the five services that were comparable, three increased and two decreased in satisfaction. The services that increased in satisfaction were; ease of travel by car in Longmont (+24%), availability of public parking (+9%), and ease of travel by walking in Longmont (+1%). The services that decreased in satisfaction were the ease of travel by bicycle in Longmont (-3%) and ease of travel by bus in Longmont (-3%).

- **Police, Fire, and EMS Services.** In the four police services that were comparable to 2018 data, following national trends, all four police services decreased in satisfaction. These decreases were in the overall quality of police services (-25%), enforcement of local traffic laws (-23%), efforts by Animal Control to meet public need (-19%), and efforts by police to prevent crime (-16%).

Although satisfaction with police services have decreased since 2018, resident's feeling of safety has increased. Since 2018, residents feel more safe in Downtown Longmont at night (+5%), overall in Longmont at night (+4%), in their neighborhood at night (+2%), and in their community parks, open spaces, and trails (1%).

Since 2018, the two comparable fire and emergency medical services both decreased, following national trends, and these services were fire inspection programs in your community (-15%) and overall quality of fire services (-5%).

- **Parks, Open Space, & Trails Services.** Out of the two comparable services, one increased and one decreased in satisfaction since 2018. Resident's satisfaction with the availability and access to parks and trails increased by 4%, from 83% in 2018 to 87% in 2022. Resident's satisfaction with the maintenance of City parks, grounds, and facilities decreased by 8%, from 81% in 2018 to 73% in 2022.
- **Recycling, Trash, Water, and Electric Services.** Since 2018, out of the six comparable services, the City increased in satisfaction in three services and decreased in satisfaction in three services. The recycling, trash, water, and electric services the City increased in satisfaction were; trash/garbage collection services (+6%), curbside recycling services (4%), and fees for trash/recycling services (2%). The services the City decreased in satisfaction were: water conservation programs (-17%), electric conservation programs (-16%), and the overall quality of electric utility services (-3%).
- **Community Services.** Since 2018, out of the five comparable services, the City increased in satisfaction in two services and decreased in satisfaction in three services. The services that increased in satisfaction, since 2018, were educational opportunities for all ages (+6%) and the quality of the Longmont Museum facility (+3%). The services that decreased in satisfaction, since 2018, were the quality of Longmont Recreation Center programs and services (-10%), quality of Longmont Recreation Center facility (-10%), and the quality of Longmont Senior Center facility (-6%).

Recommendations

To help the City of Longmont identify areas to emphasize over the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance of items based on the percentage of importance and the percentage of satisfaction with each service. ETC Institute has based their recommendations on the Importance-Satisfaction analysis to objectively assess the priorities for the City of Longmont. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. Based on the results of the Importance-Satisfaction Analysis, ETC Institute recommends the following:

Top Priorities for Community Services. To increase the overall satisfaction with Community Services, the City of Longmont should emphasize improvements in the following areas over the next two years:

- Quality of Affordable Housing programs (I-S Rating=0.4161)
- Quality of Neighborhood Engagement opportunities (I-S Rating=0.1397)
- Quality of Longmont Public Library facility (I-S Rating=0.1222)

Top Priorities for Parks, Trails, and Open Space Services. To increase the overall satisfaction with Parks, Trails, and Open Space Services, the City of Longmont should emphasize improvements in the following areas over the next two years:

- Cleanliness and quality of park restrooms (I-S Rating=0.1663)
- Preservation of natural areas (I-S Rating=0.1051)

Top Priorities for Fire & Emergency Medical Services. To increase the overall satisfaction with Fire & Emergency Medical Services, the City of Longmont should emphasize improvements in the following areas over the next two years:

- Fire prevention/risk reduction programs in the community (I-S Rating=0.1521)

Top Priorities for Police Services. To increase the overall satisfaction with Police Services, the City of Longmont should emphasize improvements in the following areas over the next two years:

- Efforts by police in your community to prevent crime (I-S Rating=0.2996)
- Enforcement of local traffic laws (I-S Rating=0.2090)
- CORE/LEAD/Angel programs to assist with alcohol & mental health issues (I-S Rating=0.1929)
- Overall quality of police services (I-S Rating=0.1213)
- Police outreach & safety education programs (I-S Rating=0.1156)

Top Priorities for Mobility Services. To increase the overall satisfaction with Mobility Services, the City of Longmont should emphasize improvements in the following areas over the next two years:

- Ease of travel by bicycle in Longmont (I-S Rating=0.1219)
- Support of electric vehicles (I-S Rating=0.1091)

Top Priorities for Maintenance Services. To increase the overall satisfaction with Maintenance Services, the City of Longmont should emphasize improvements in the following areas over the next two years:

- Condition of major streets (I-S Rating=0.1841)
- Quality of on-street bicycle infrastructure (bike lanes/signage) (I-S Rating=0.1743)

Top Priorities for Recycling, Trash, Water, and Electric Services. To increase the overall satisfaction with Recycling, Trash, Water, and Electric Services, the City of Longmont should emphasize improvements in the following areas over the next two years:

- Water conservation programs (I-S Rating=0.4207)
- Electric conservation programs (I-S Rating=0.2736)
- Cost of electric services (I-S Rating=0.2126)
- Fees for water services (I-S Rating=0.2072)
- Fees for trash/recycling services (I-S Rating=0.1215)

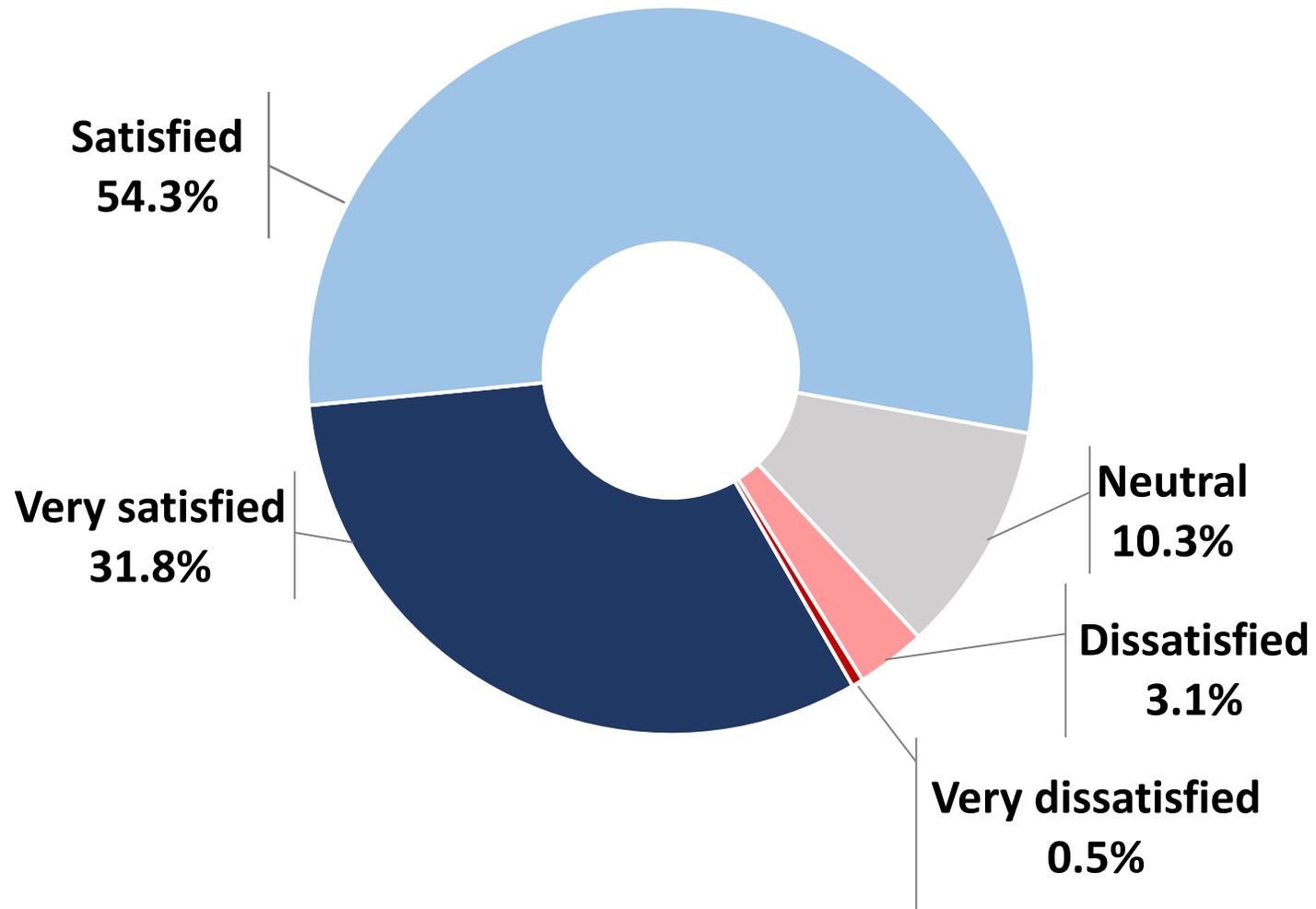


CHARTS & GRAPHS

SURVEY RESULTS

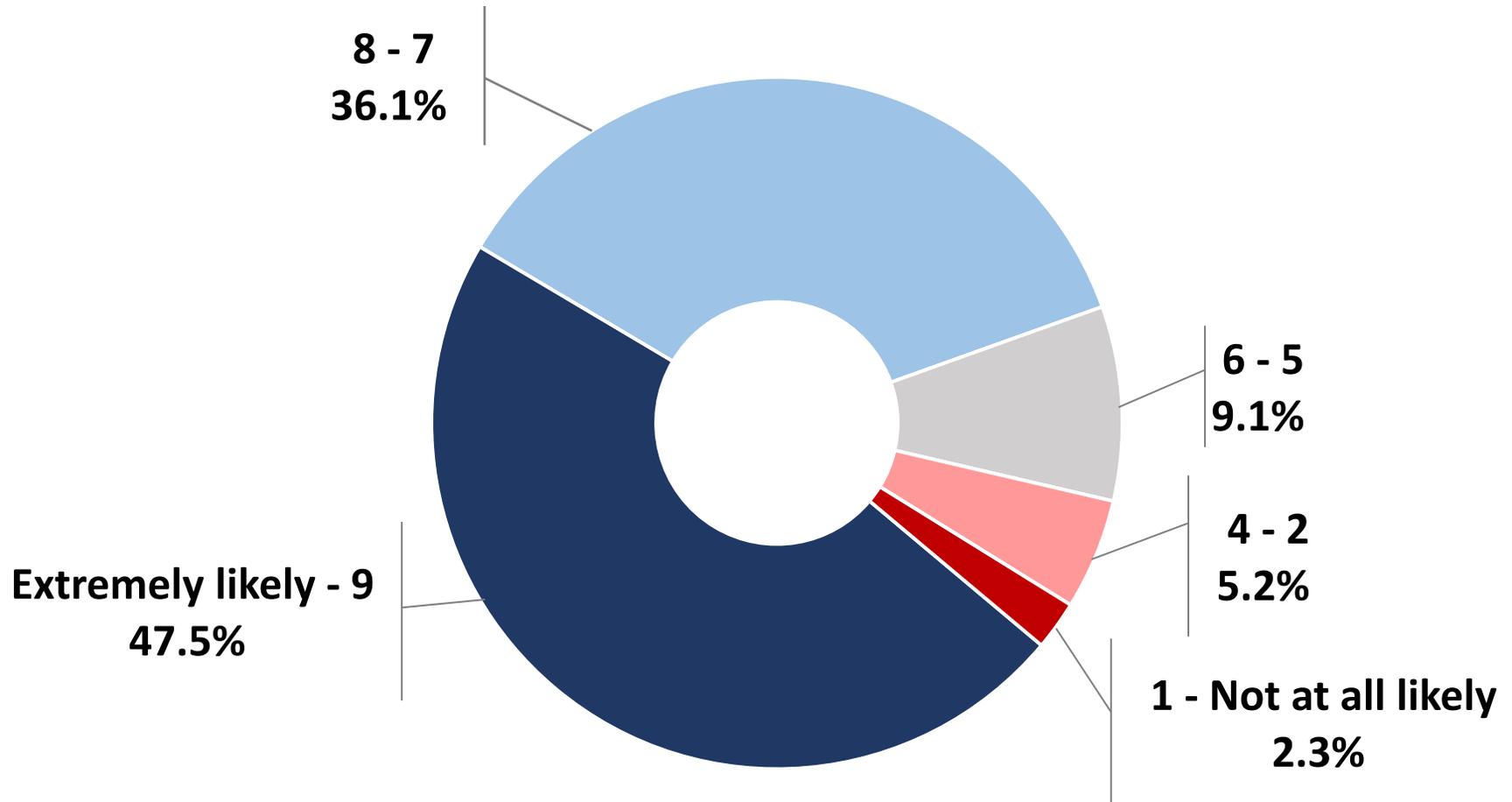
Q1. Using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your level of satisfaction with the overall quality of City services provided by the City of Longmont.

by percentage of respondents (excluding "not prov



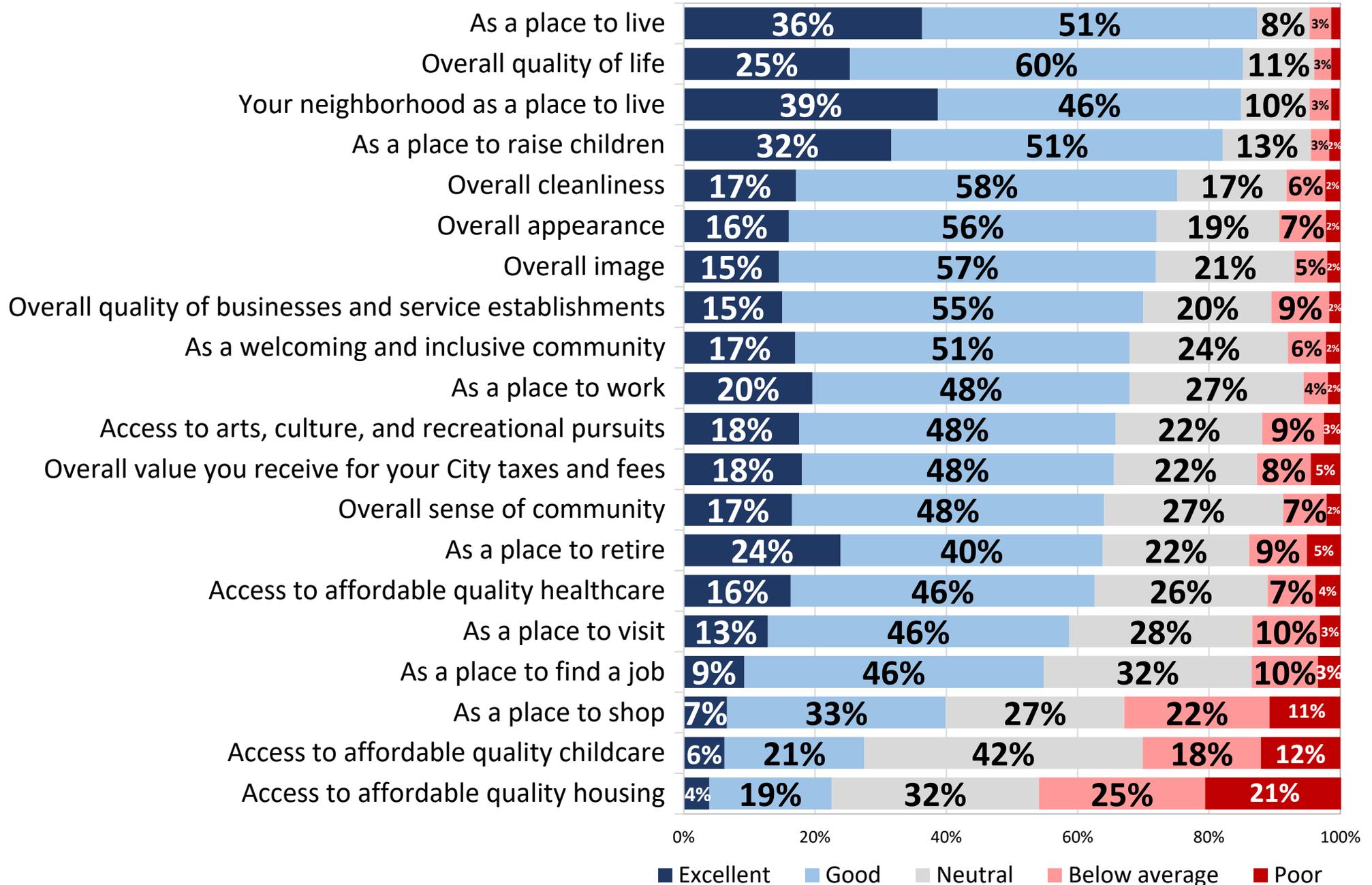
Q2. How likely would you be to recommend the City of Longmont to friends, family, and/or colleagues as a place to live?

by percentage of respondents (excluding "not provided" responses)



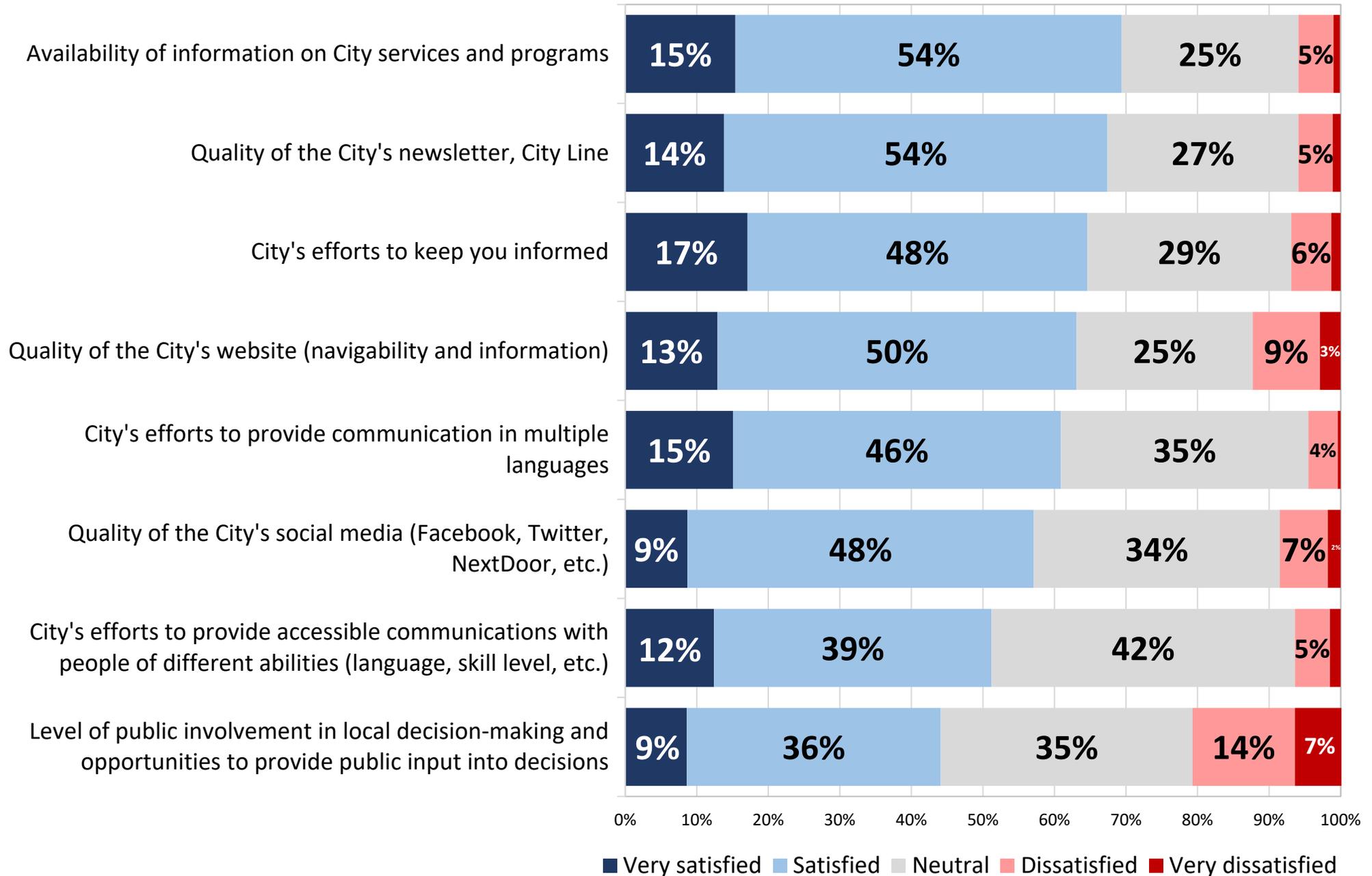
Q3. Quality of Life

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



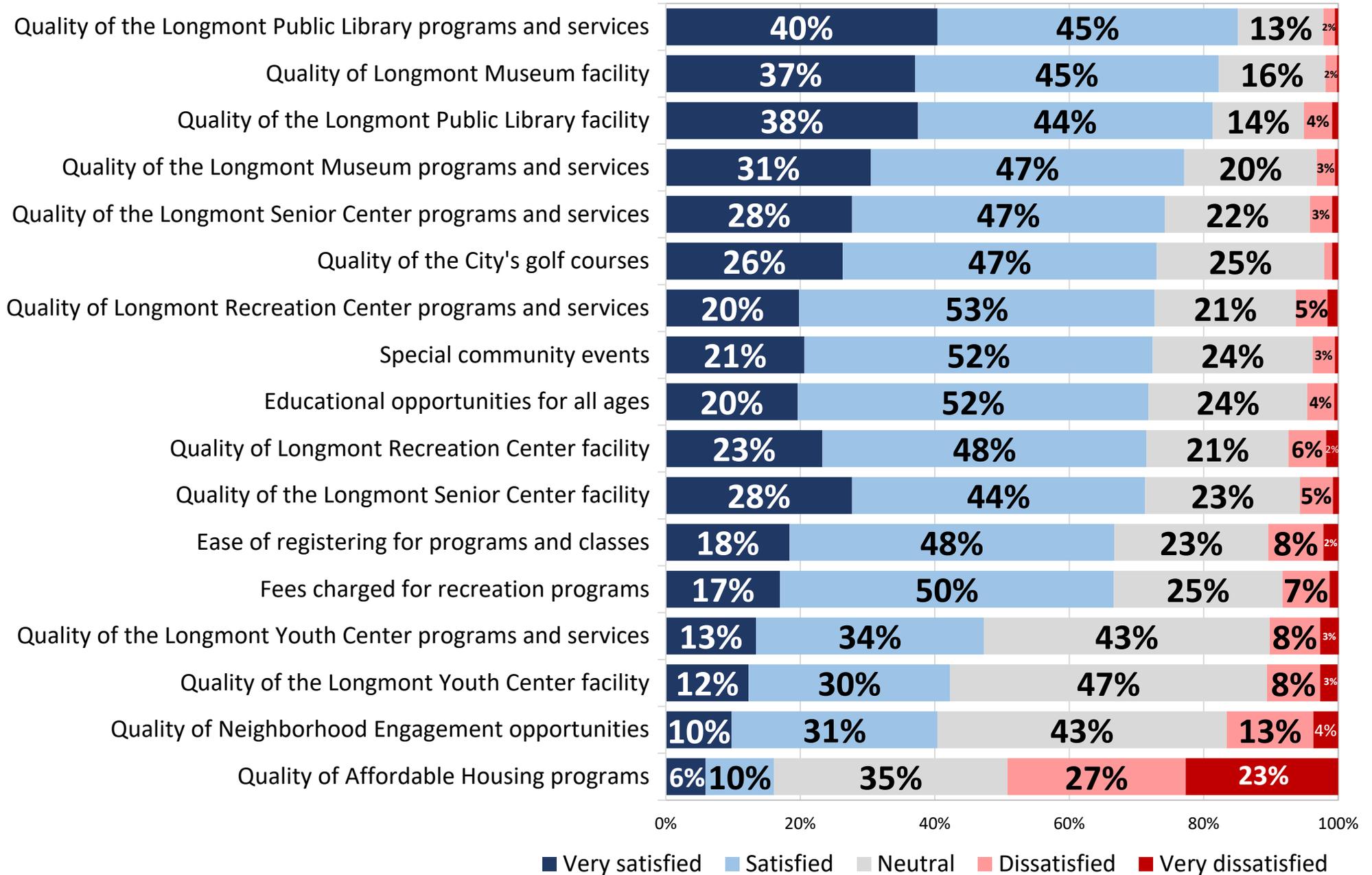
Q4. Level of Satisfaction with Communication

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



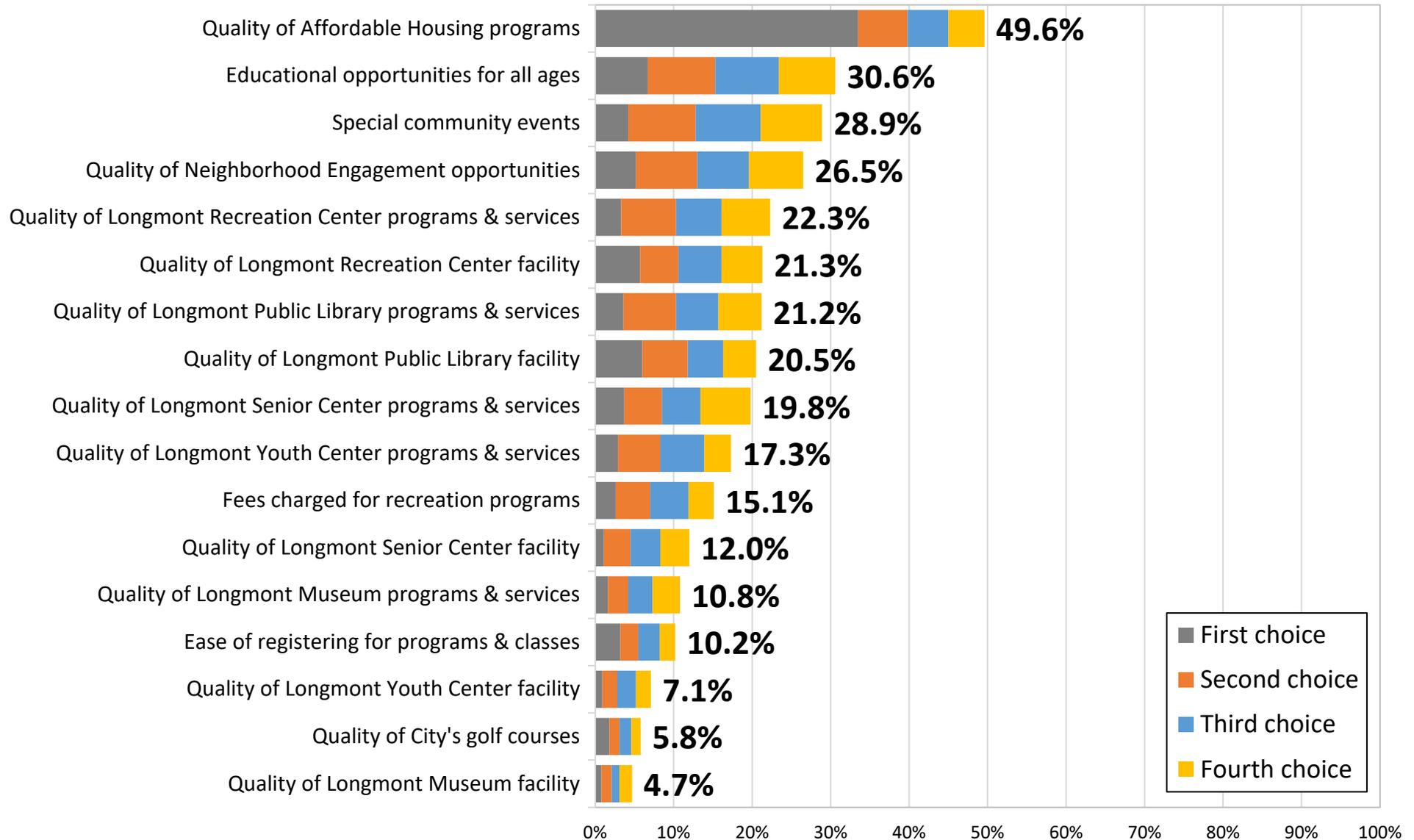
Q5. Level of Satisfaction with Community Services

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



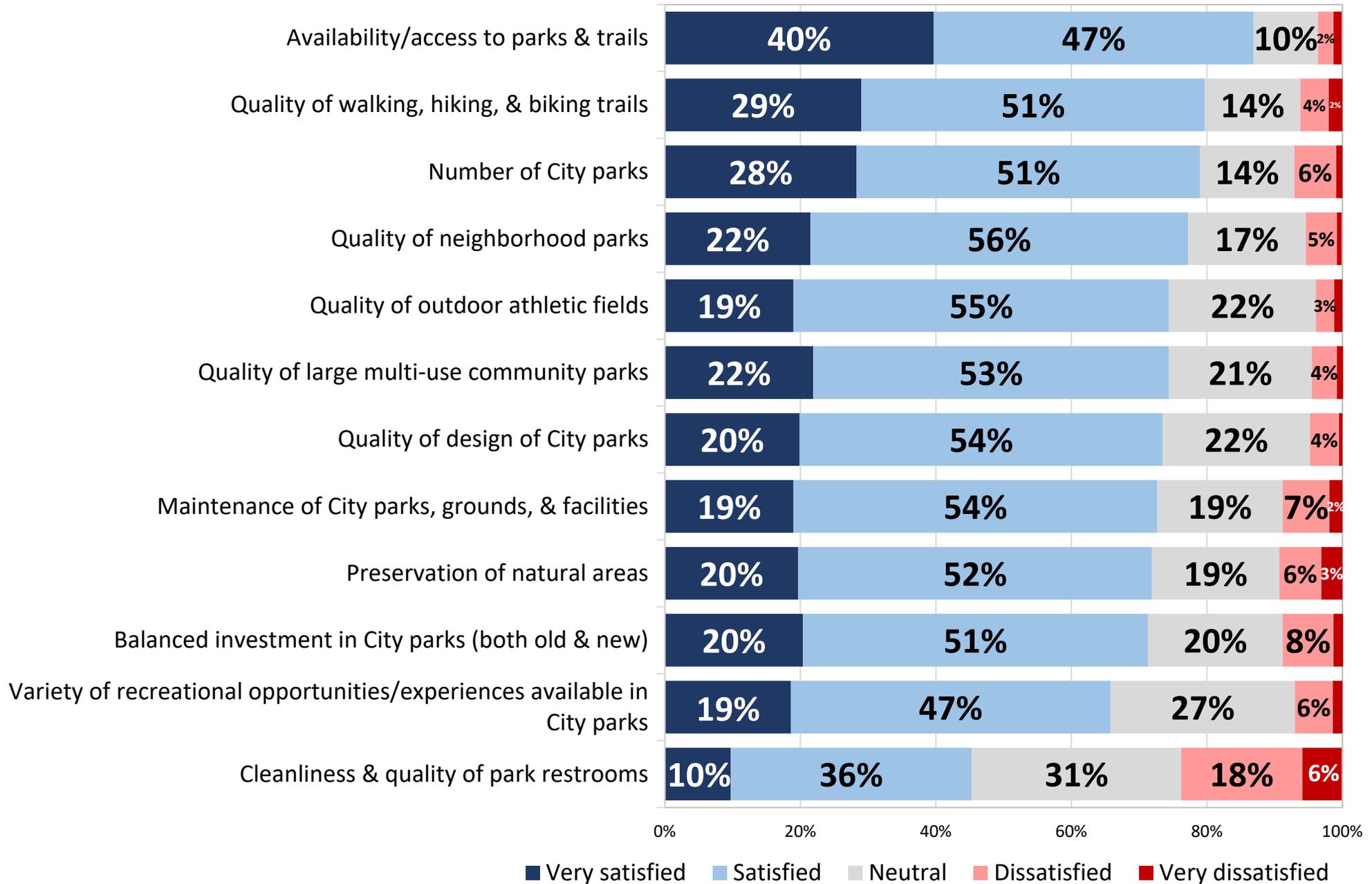
Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by sum of respondents top four choices



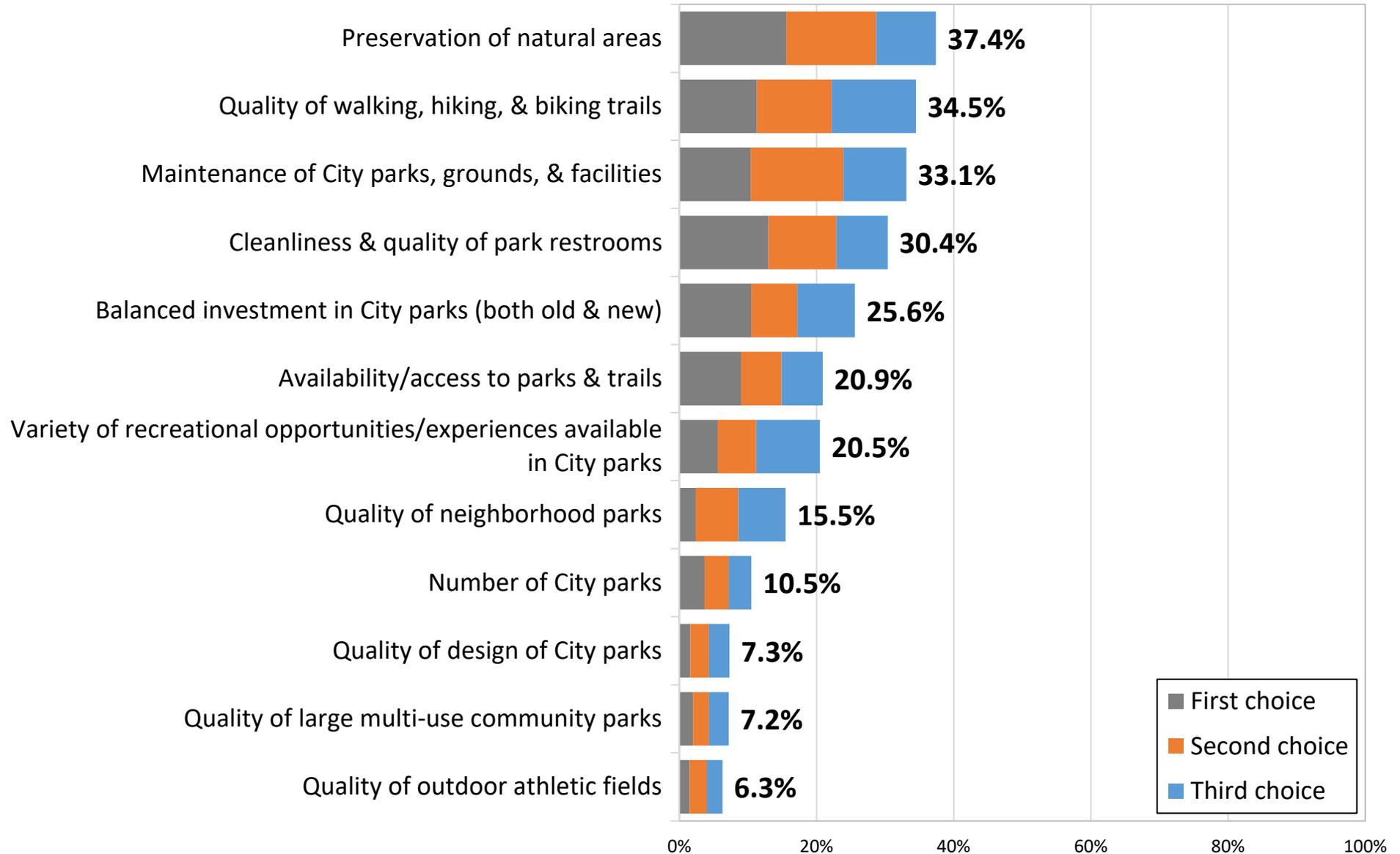
Q7. Parks, Open Space, & Trails

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



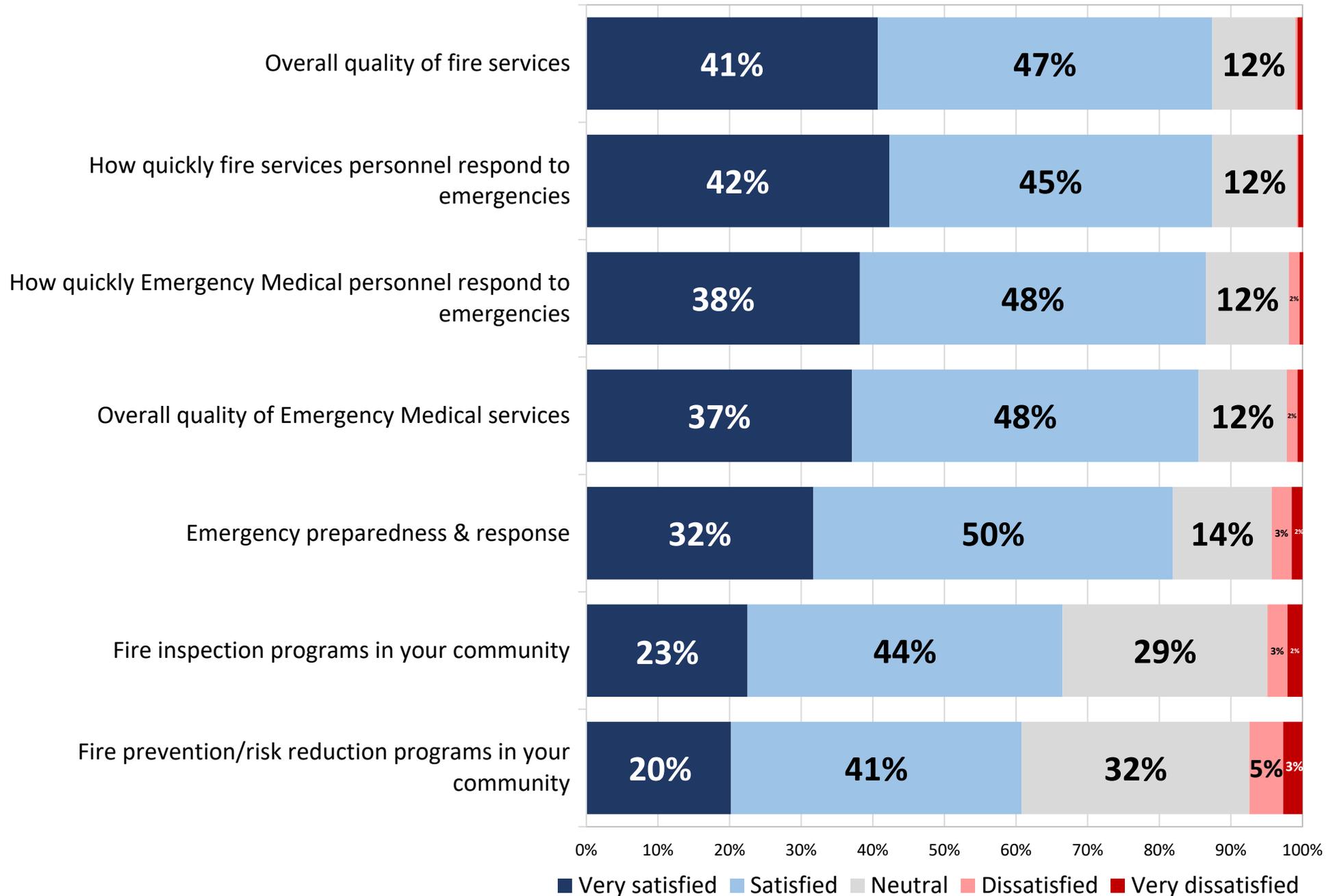
Q8. Which THREE of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by sum of respondents top three choices



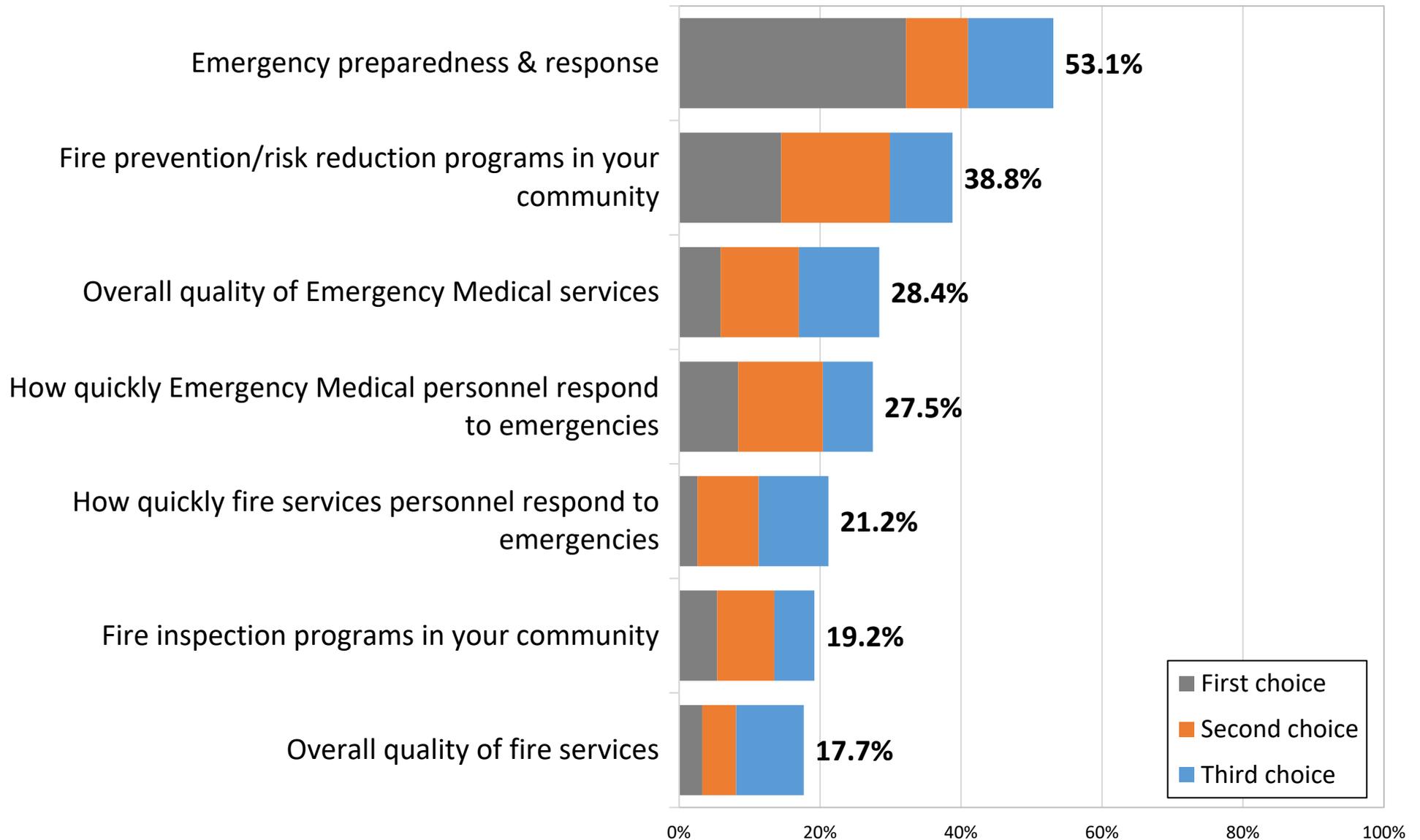
Q9. Level of Satisfaction with Fire and Emergency Medical Services

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



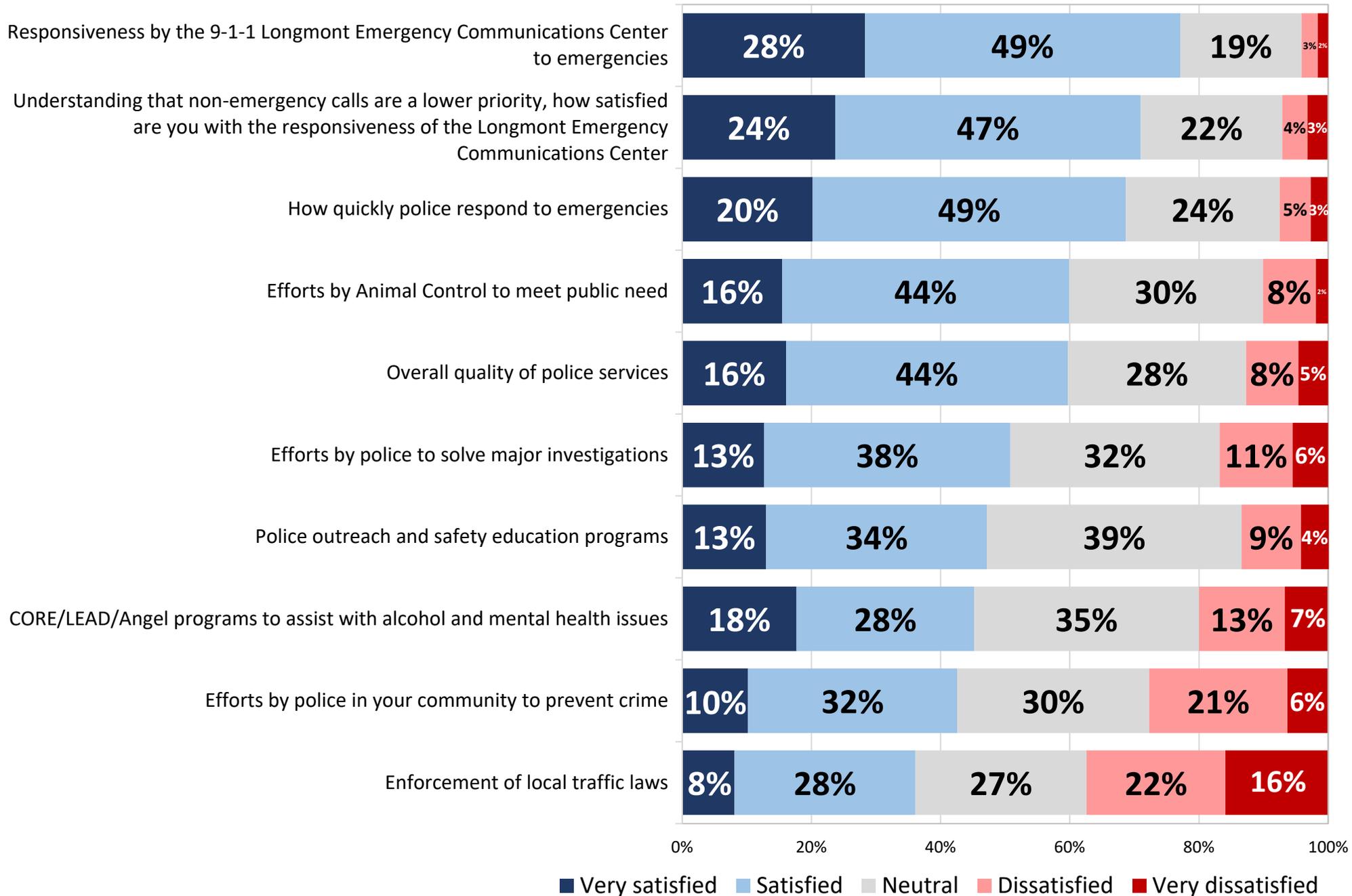
Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by sum of respondents top three choices



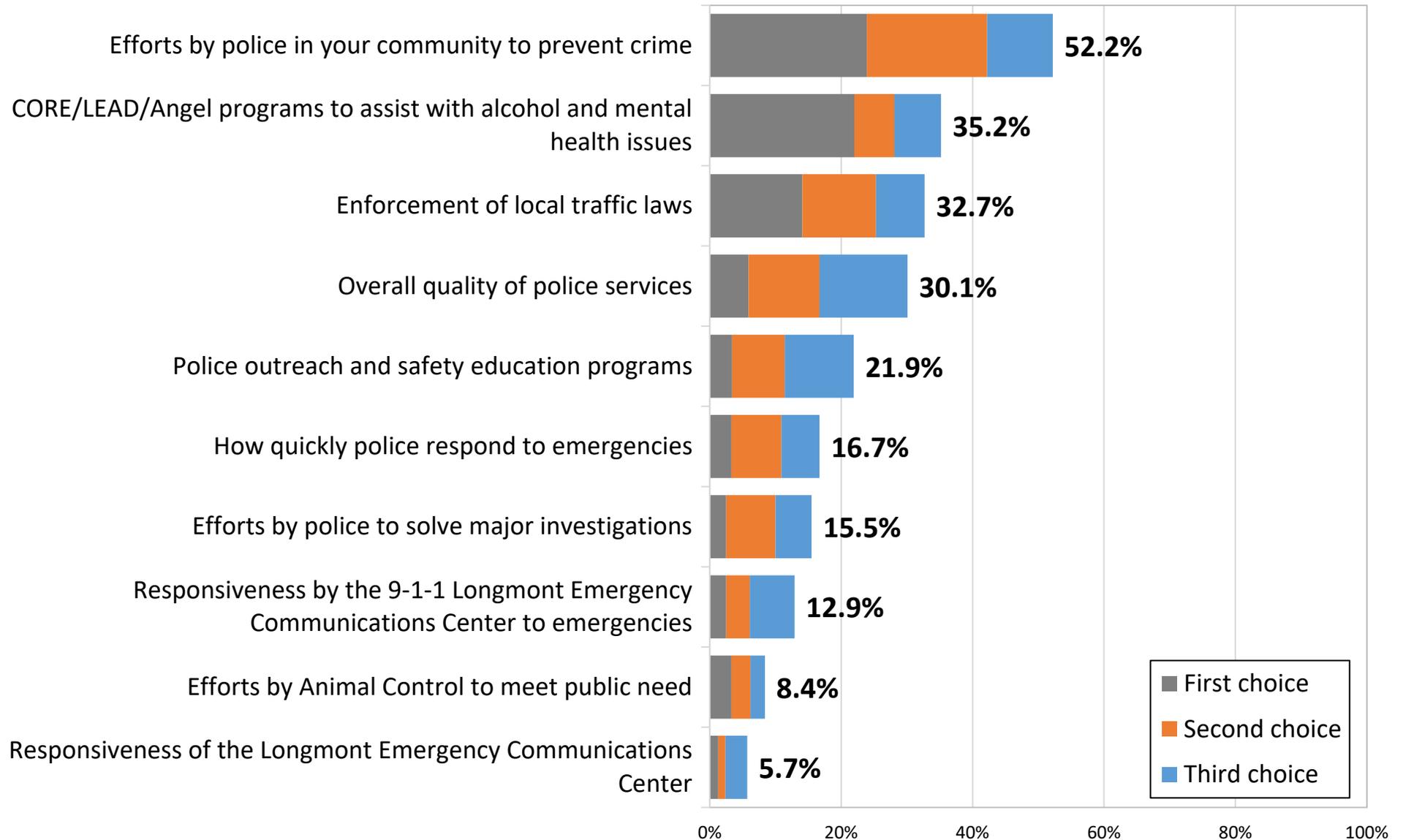
Q11. Police Services. Please rate your satisfaction with the following:

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



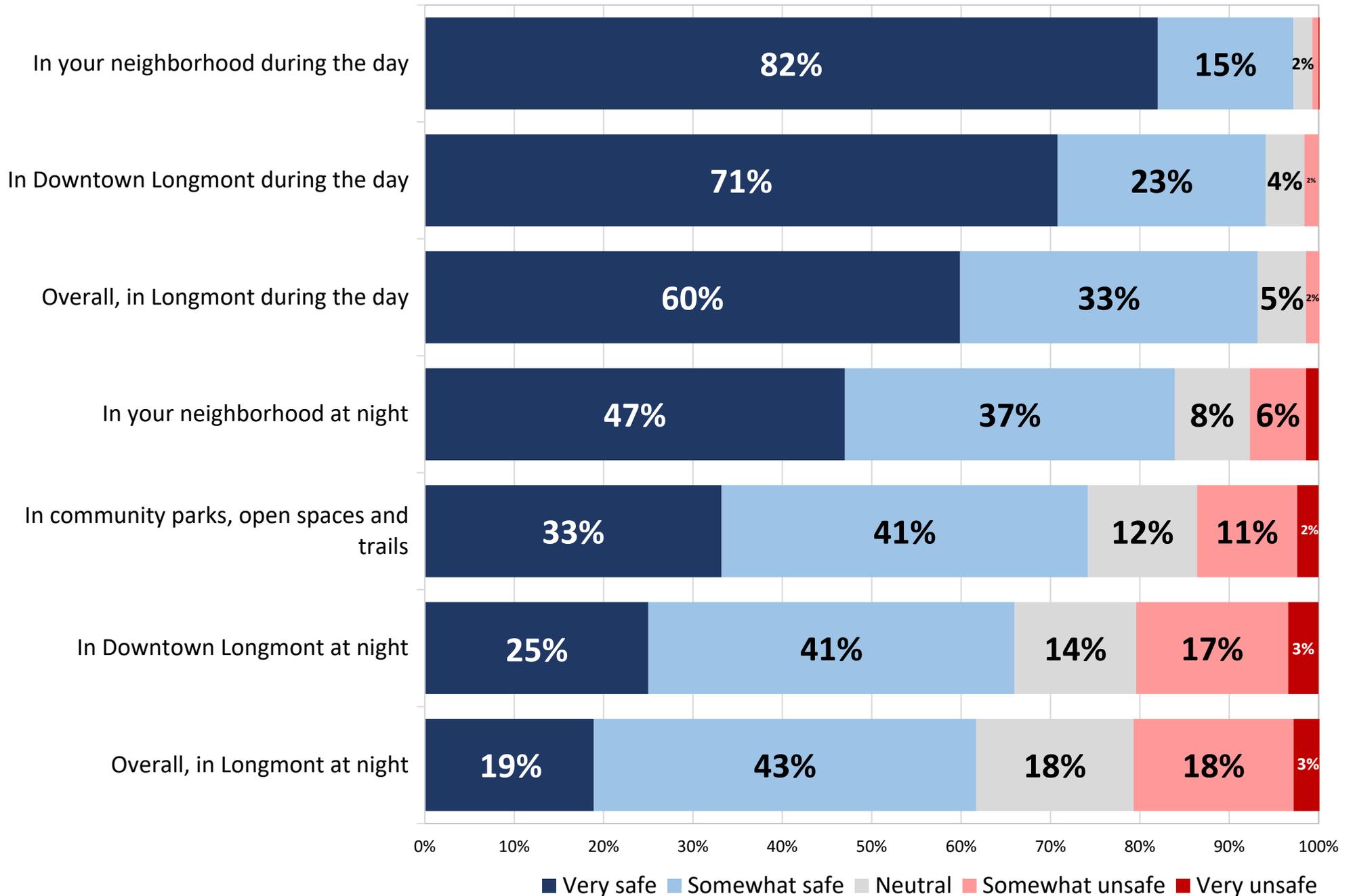
Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by sum of respondents top three choices



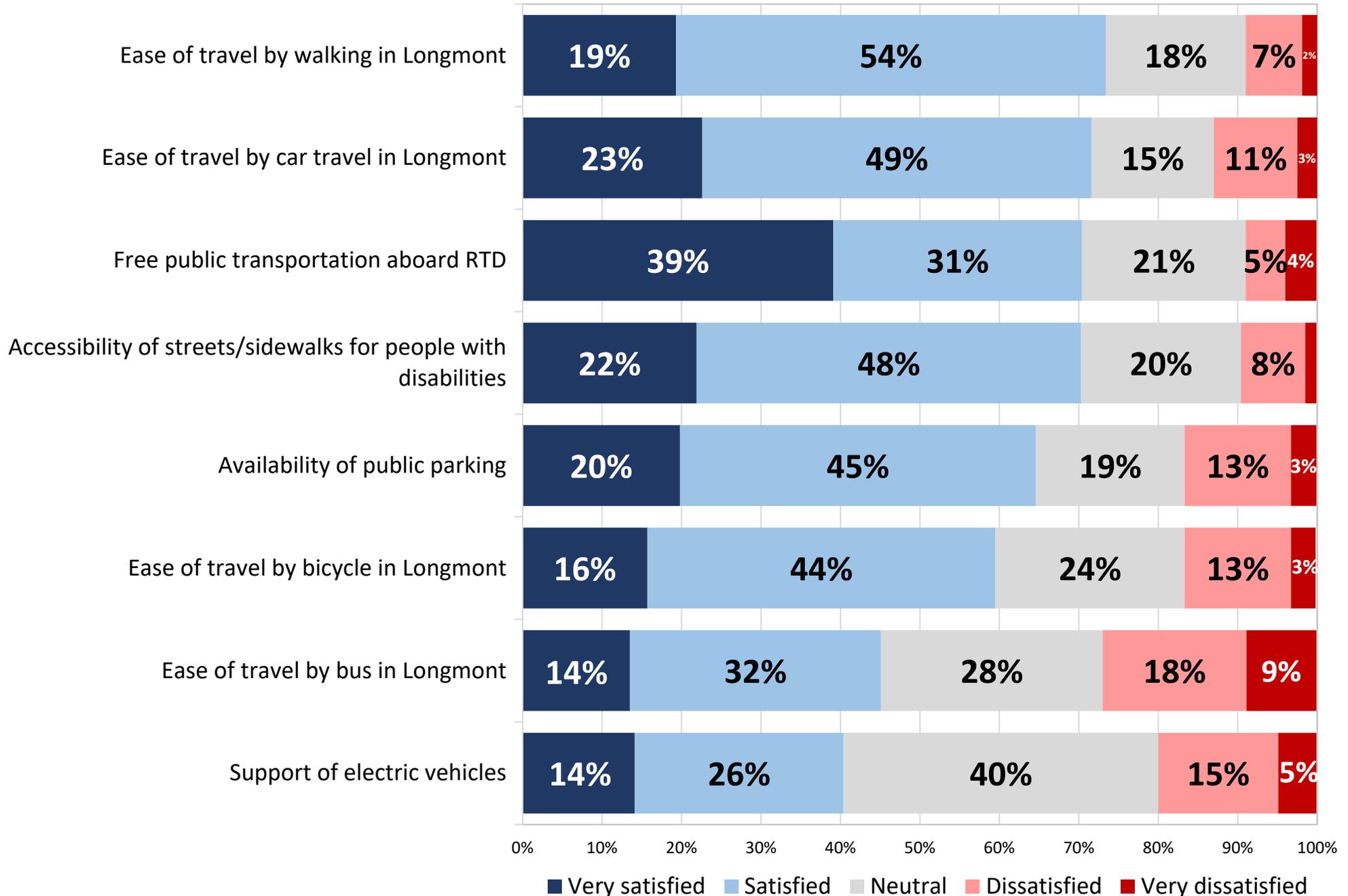
Q13. Perception of Safety. How safe do you feel...

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



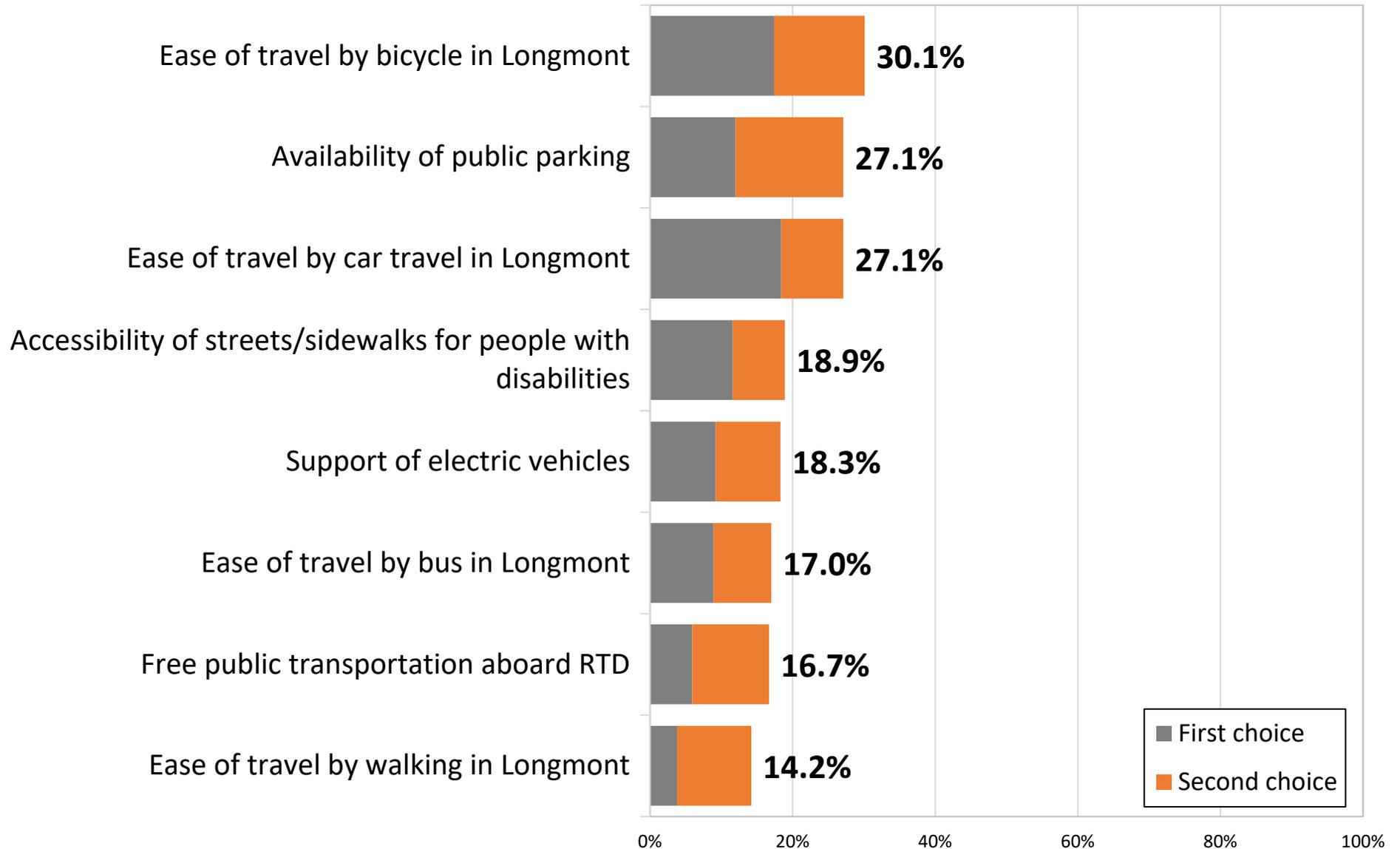
Q14. Mobility. Please rate your satisfaction with the following:

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

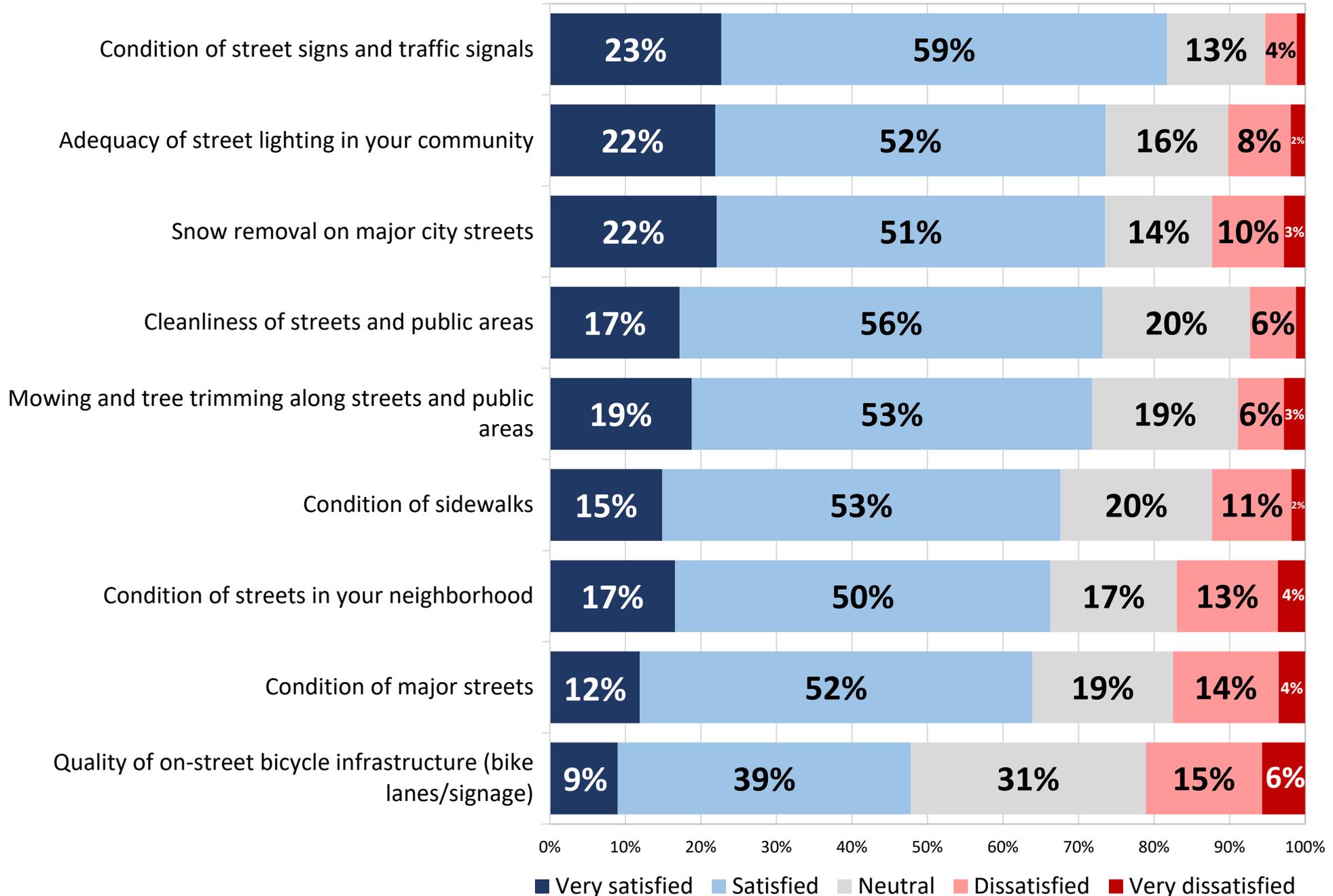


Q15. Which TWO of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by sum of respondents top two choices

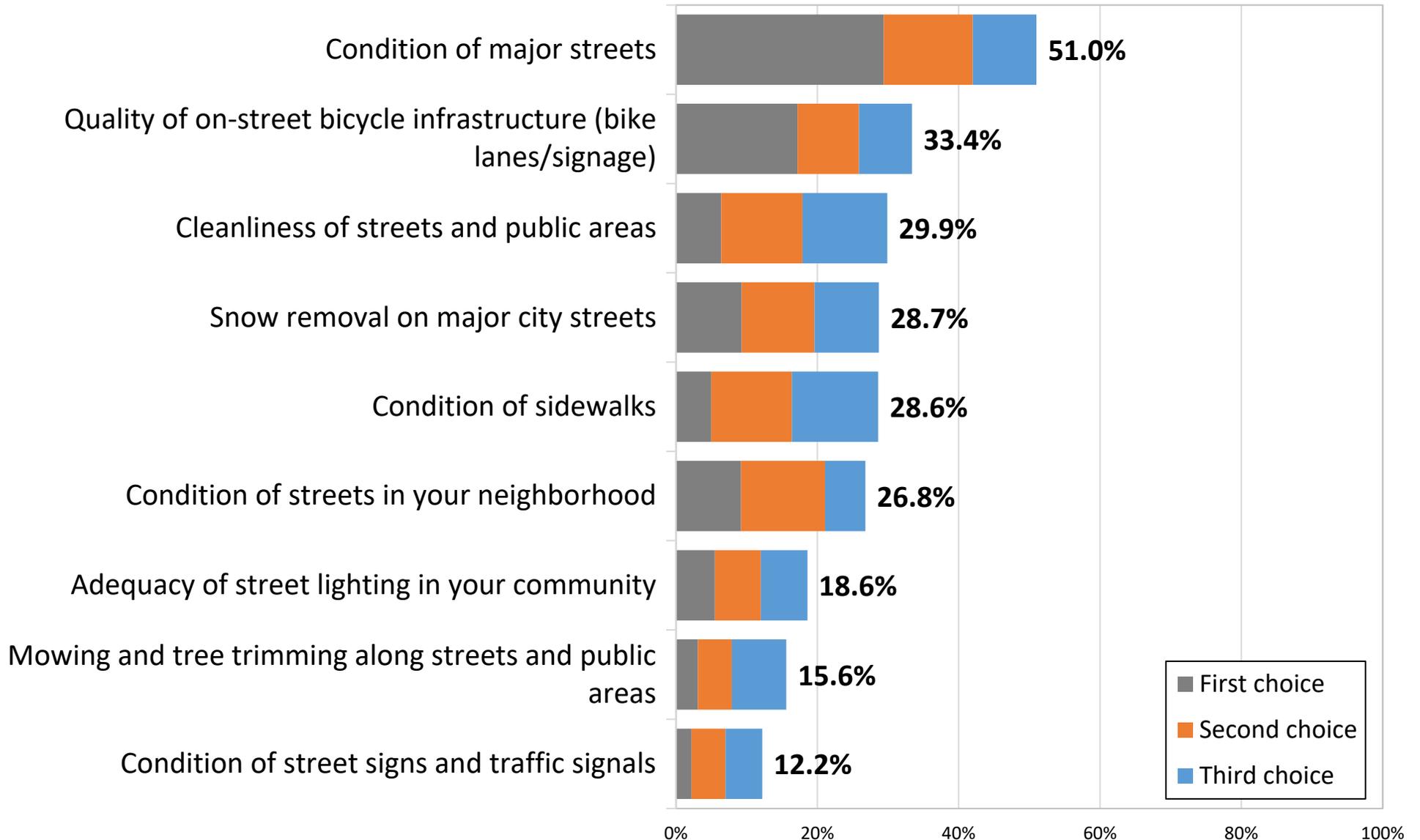


Q16. Maintenance. Please rate your satisfaction with the following: by percentage of respondents (excluding "don't know" responses)



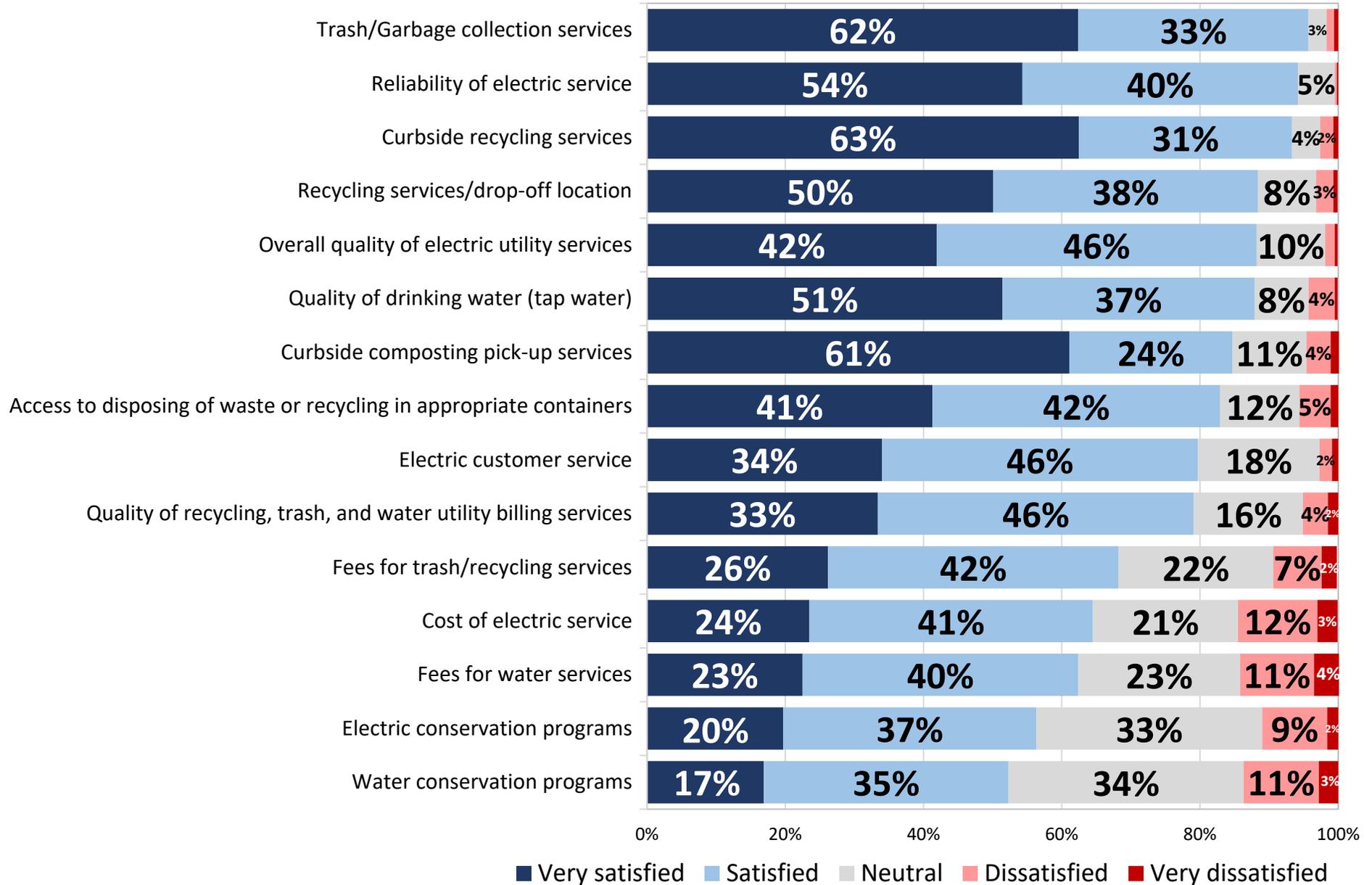
Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by sum of respondents top three choices



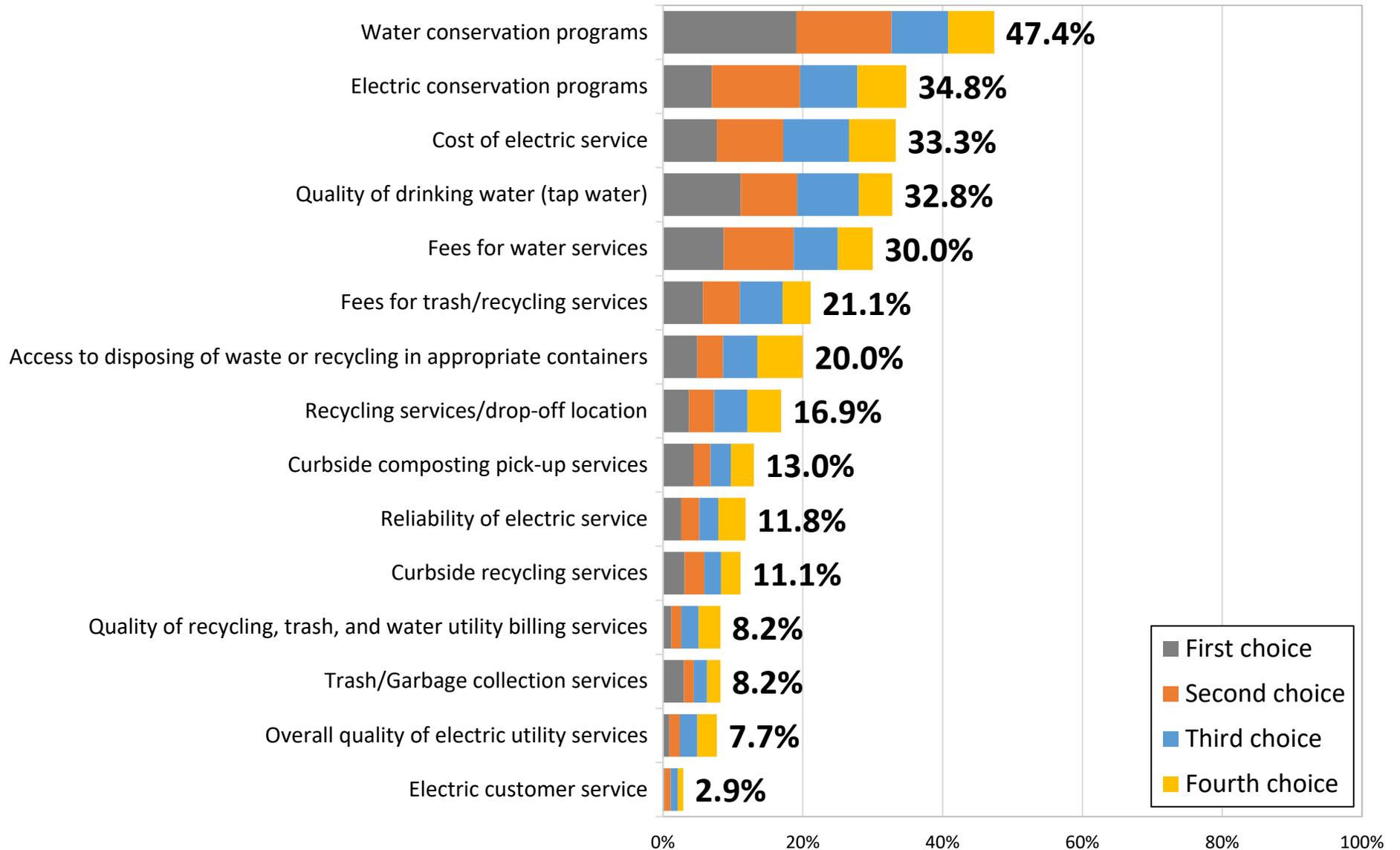
Q18. Recycling, Trash, Water, & Electric Services. Please rate your satisfaction with the following:

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



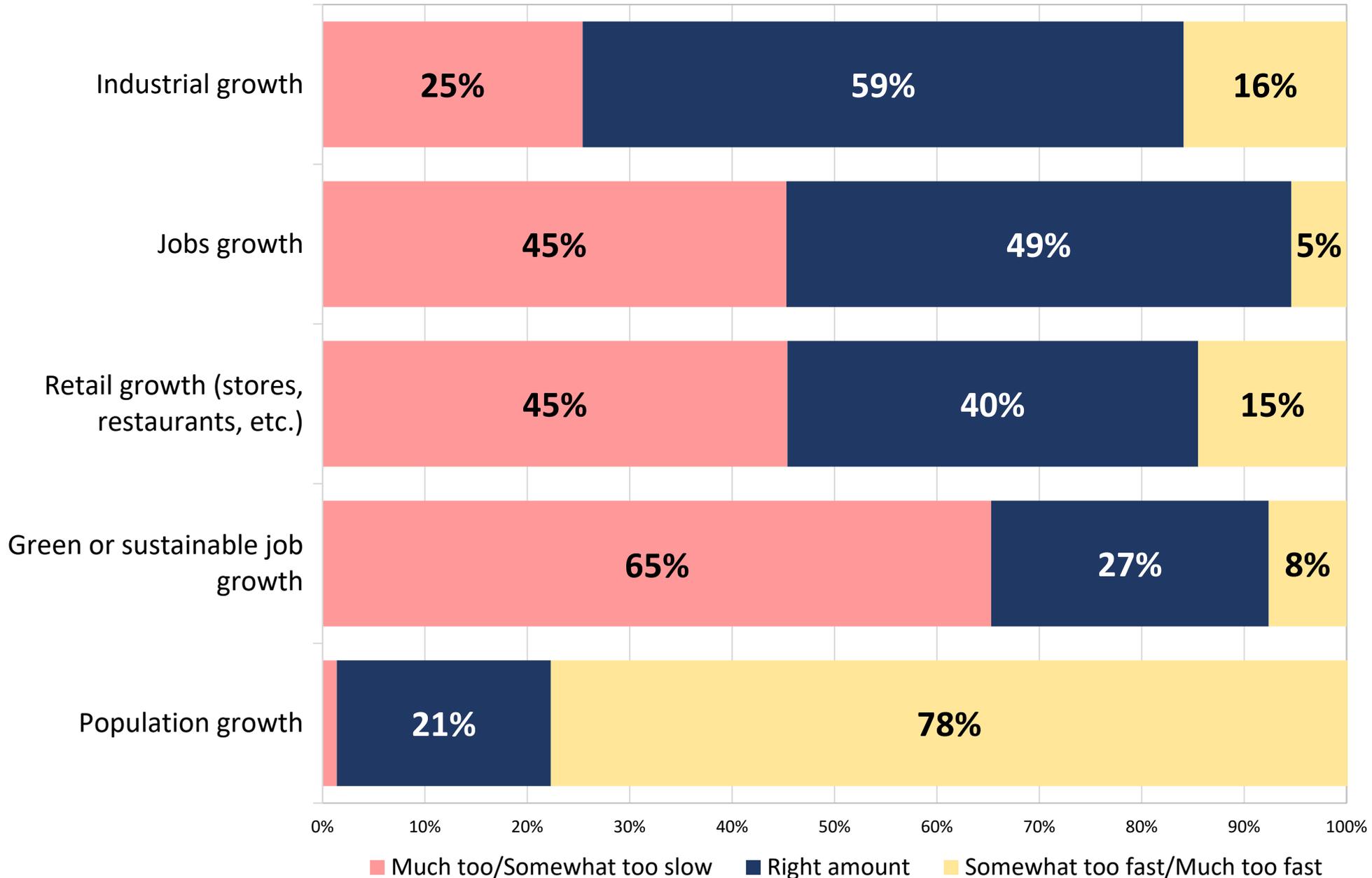
Q19. Which FOUR of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

by sum of respondents top four choices



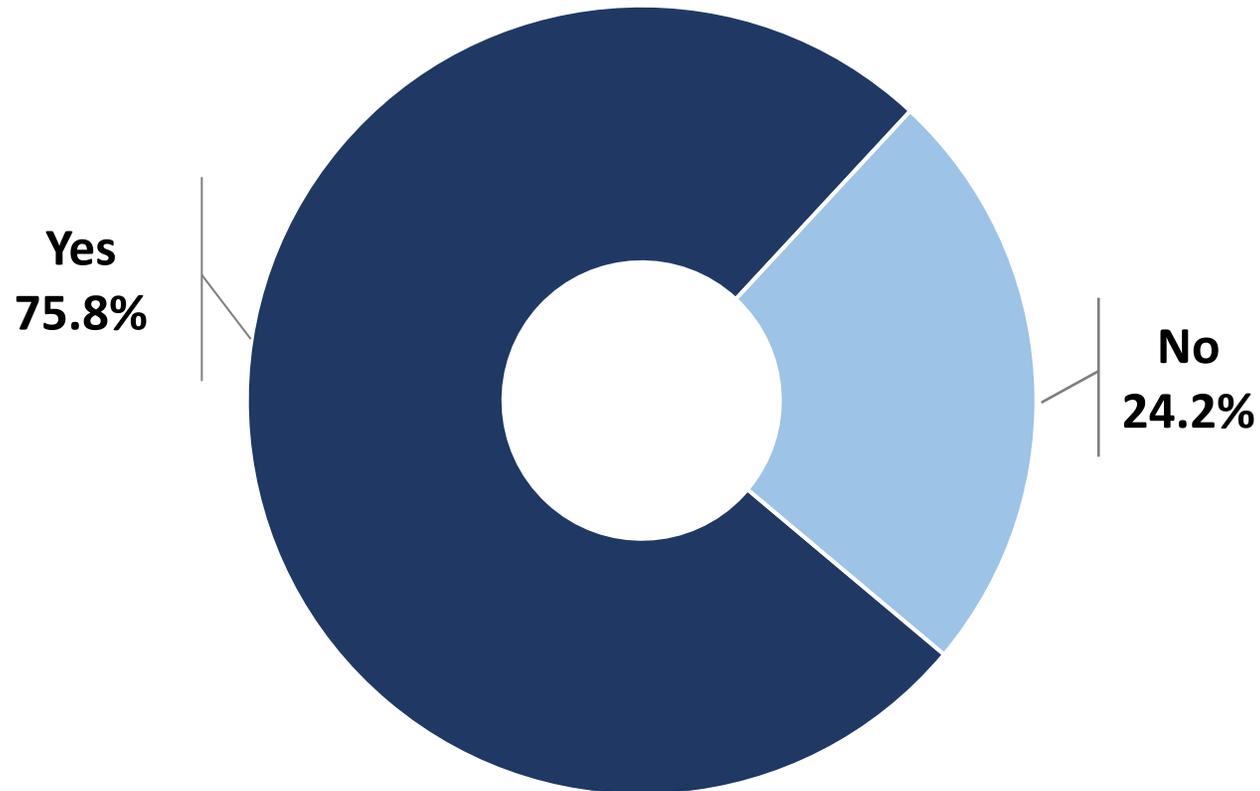
Q20. Economic Growth. Please rate your perception of the current speed of...

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



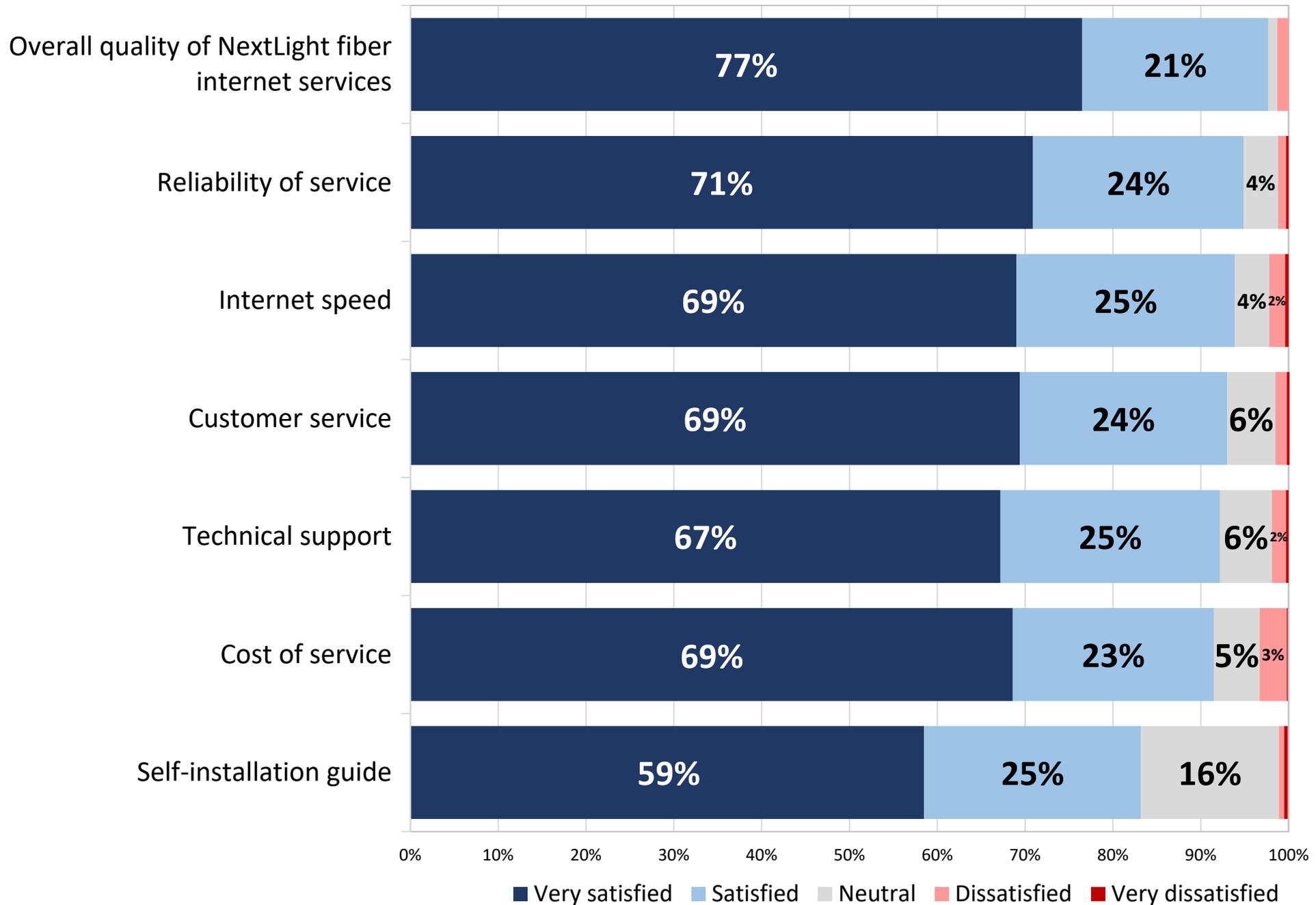
Q21. NextLight Fiber Internet Services. Are you a current NextLight customer?

by percentage of respondents (excluding "not provided" responses)



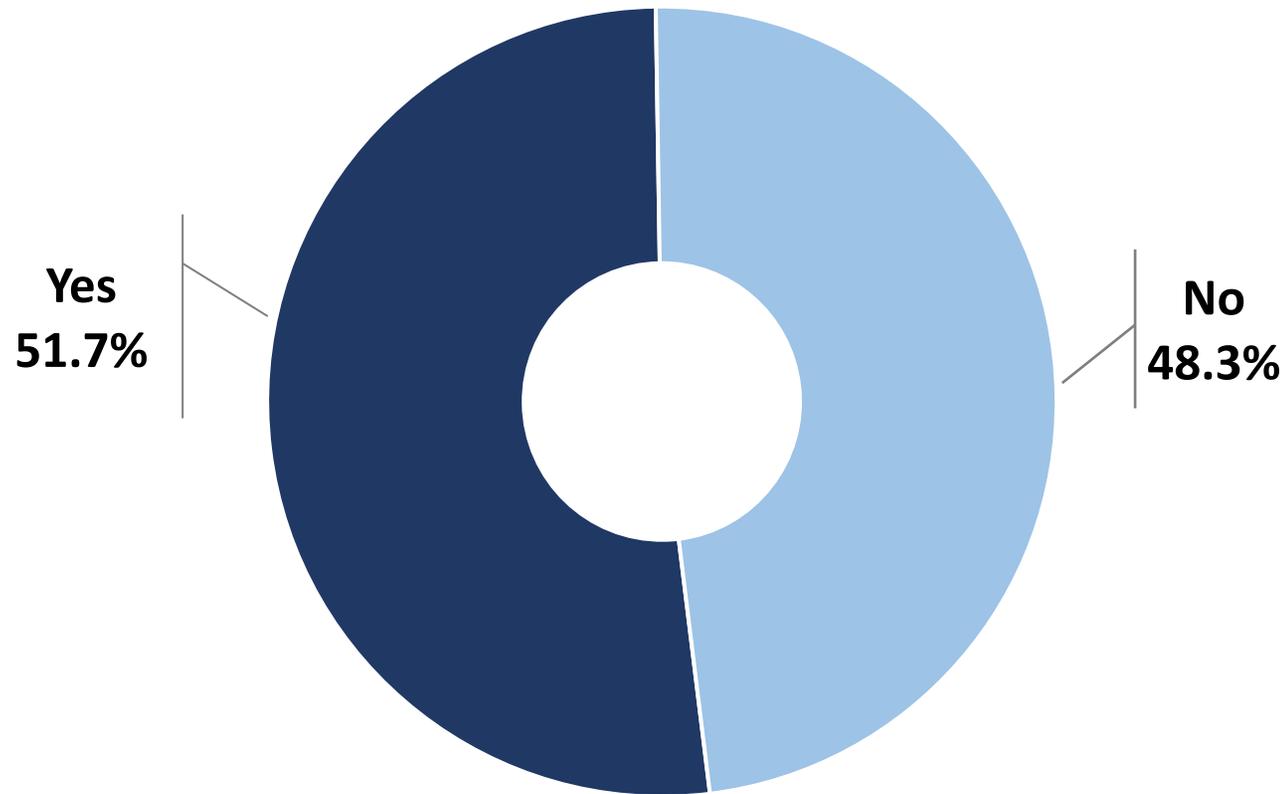
Q21a. Please rate your satisfaction with the...

by percentage of respondents who are NextLight customers (excluding "don't know" responses)



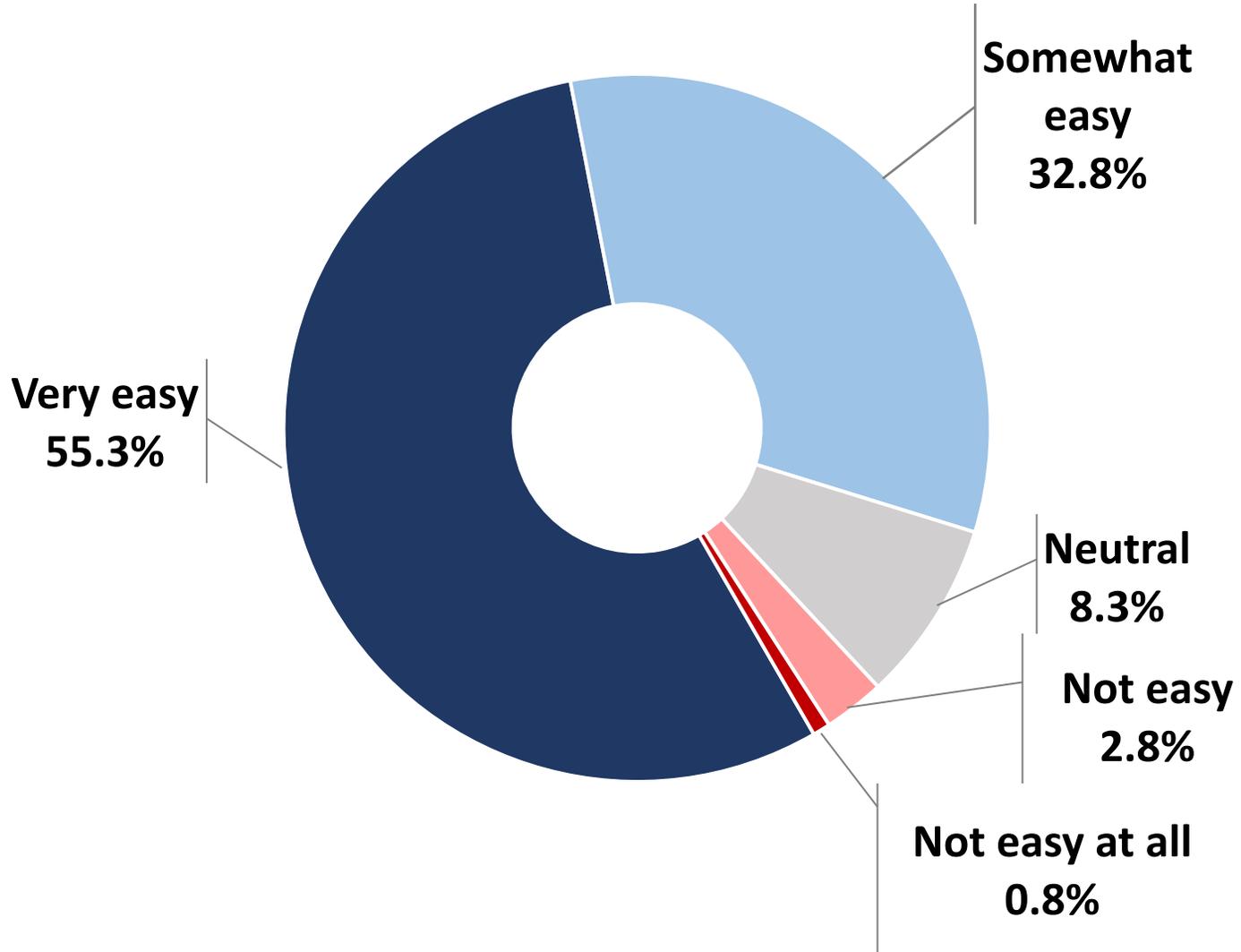
Q21b. Have you visited NextLight's website (mynextlight.com) in the past year?

by percentage of respondents (excluding "not provided" responses)



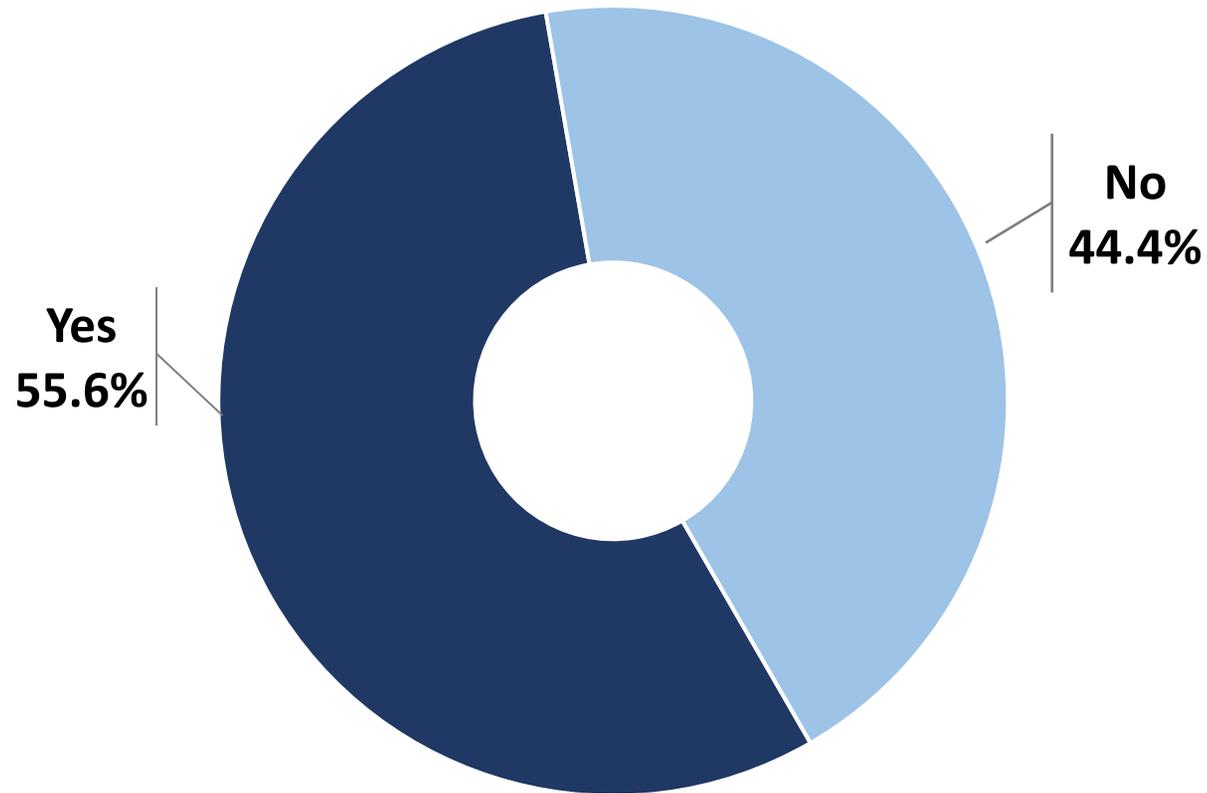
Q21c. How easy was it to use and find information that you needed?

by percentage of respondents (excluding "not provided" responses)



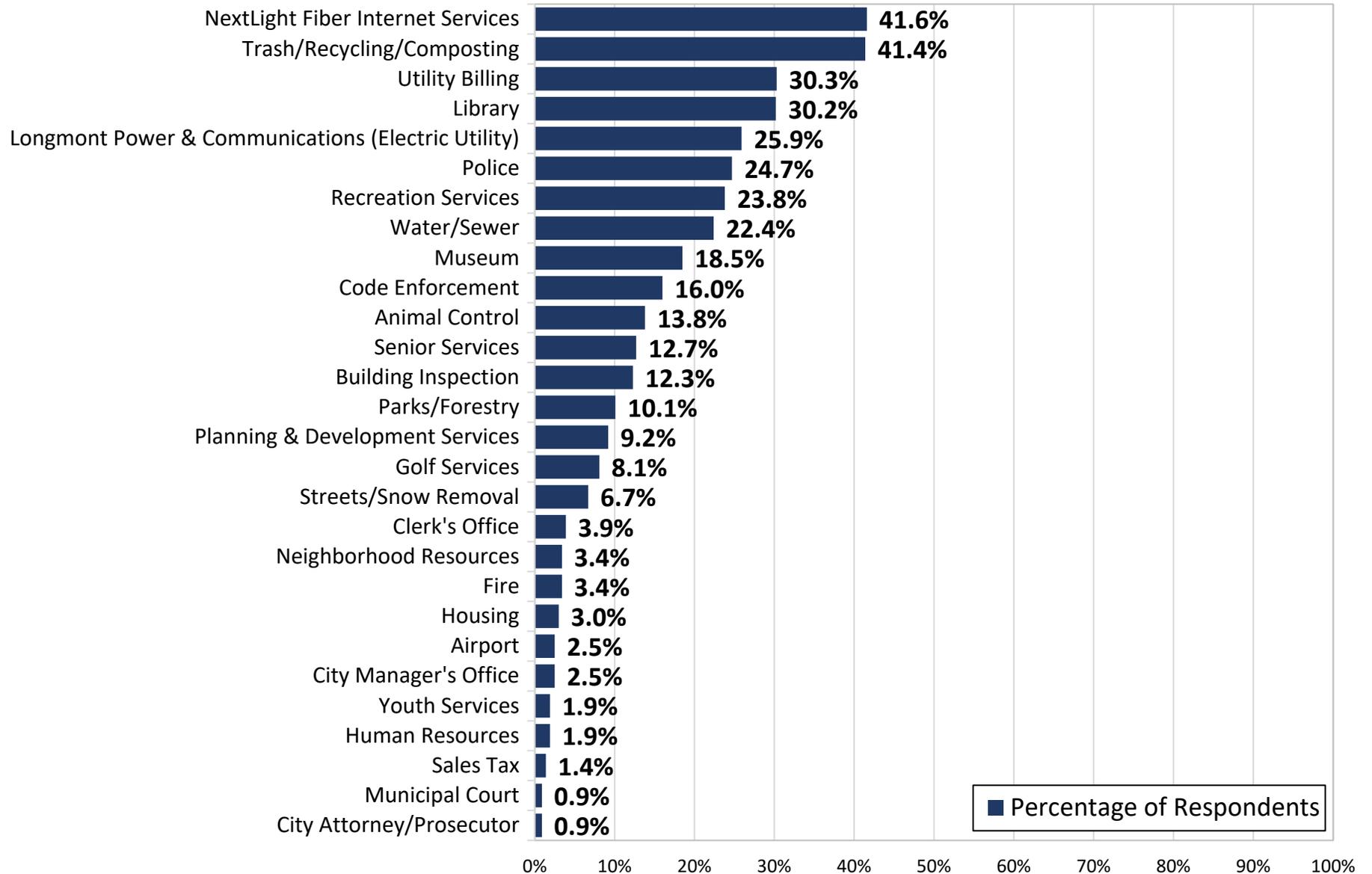
Q22. City of Longmont Customer Service. Have you contacted the City of Longmont to request services within the past two years?

by percentage of respondents (excluding "not provided" responses)



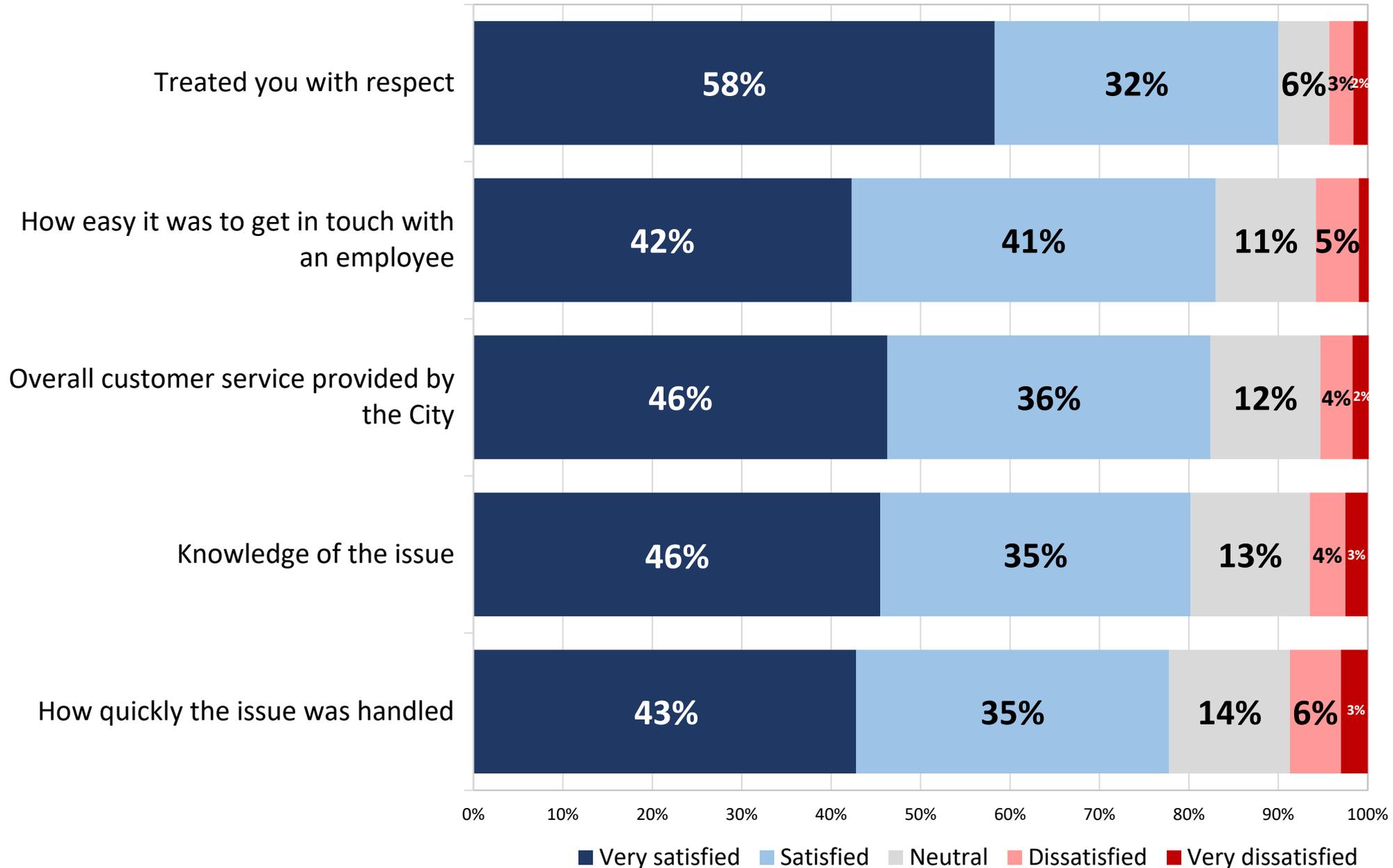
Q22a. Which service(s) did you contact the City for within the past TWO years?

by percentage of respondents (multiple choices could be selected)



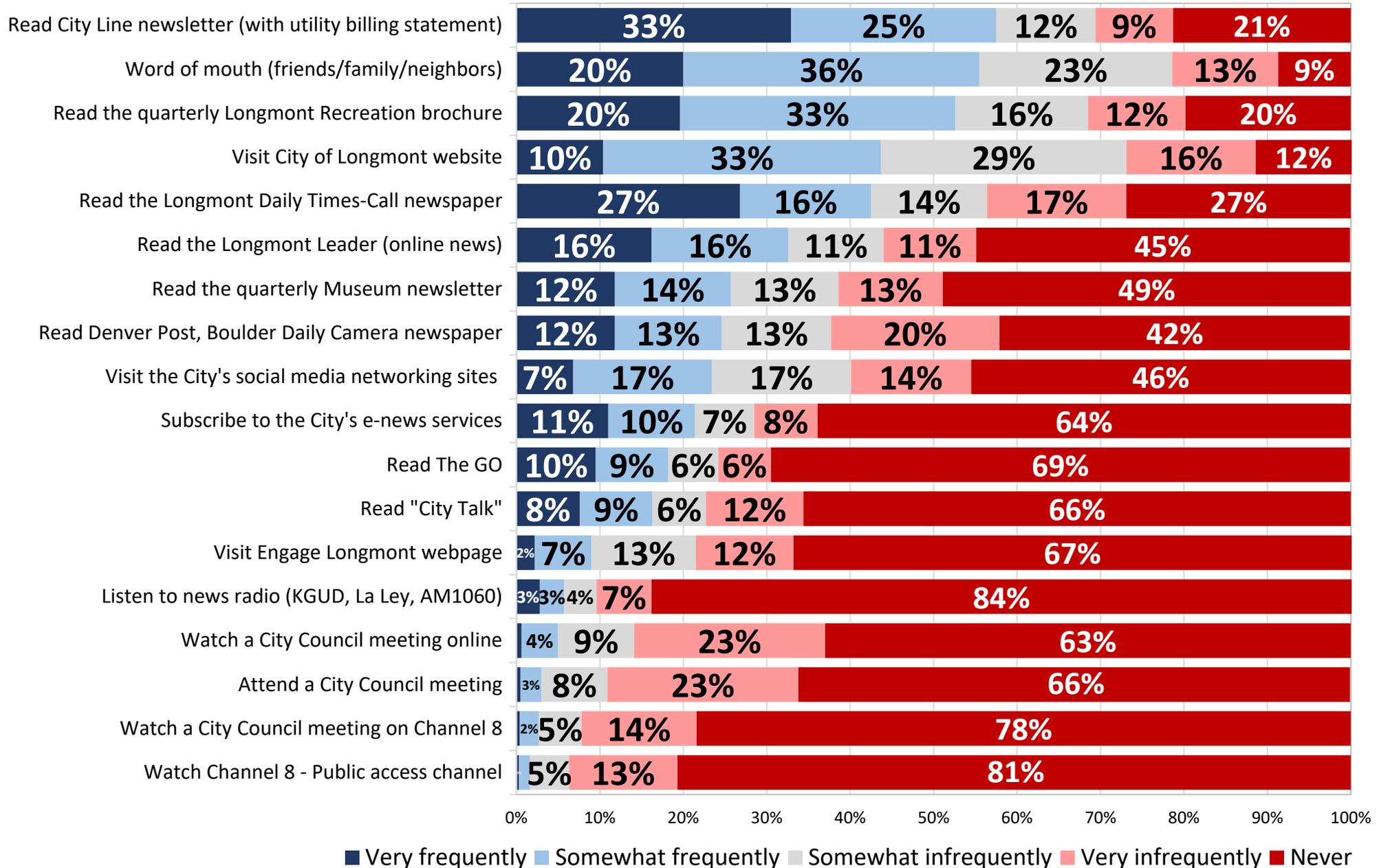
Q22b. Please rate your satisfaction with the most recent interaction you have had with City staff and...

by percentage of respondents who contacted the City in the past two years (excluding "don't know" responses)



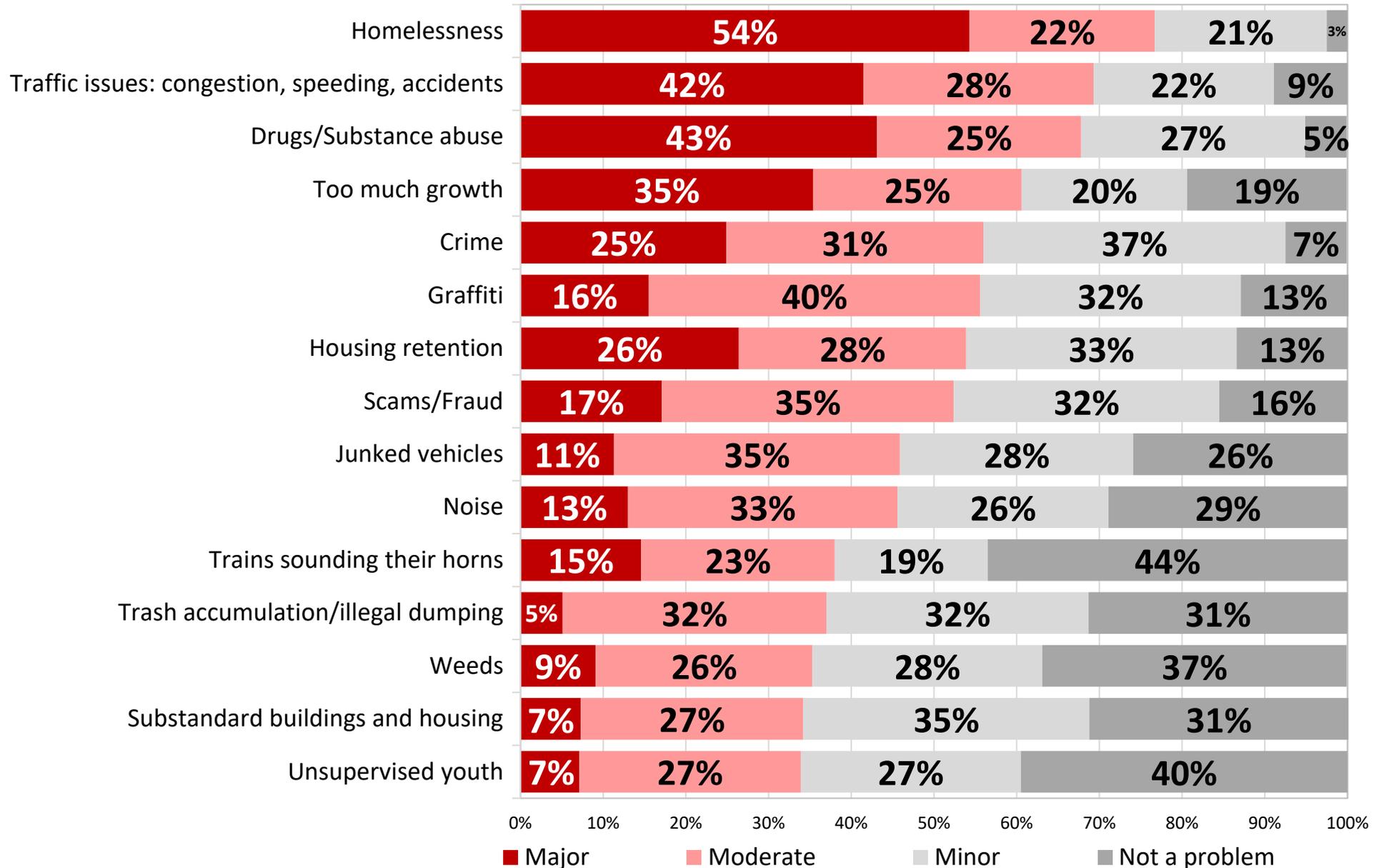
Q23. How often do you use the following sources to gain information about the City of Longmont?

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



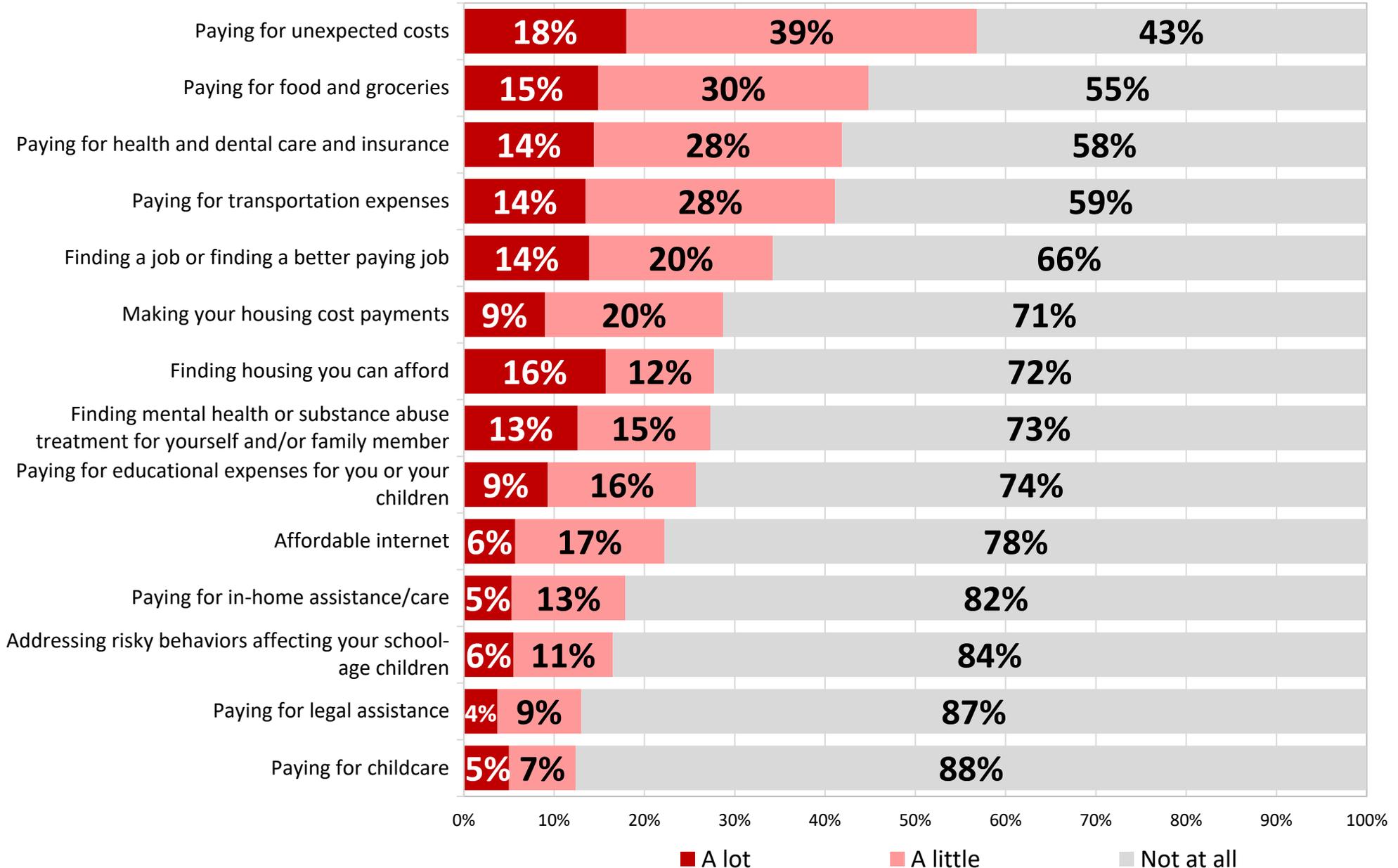
Q25. To what degree, if at all, are each of the following a problem in Longmont?

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



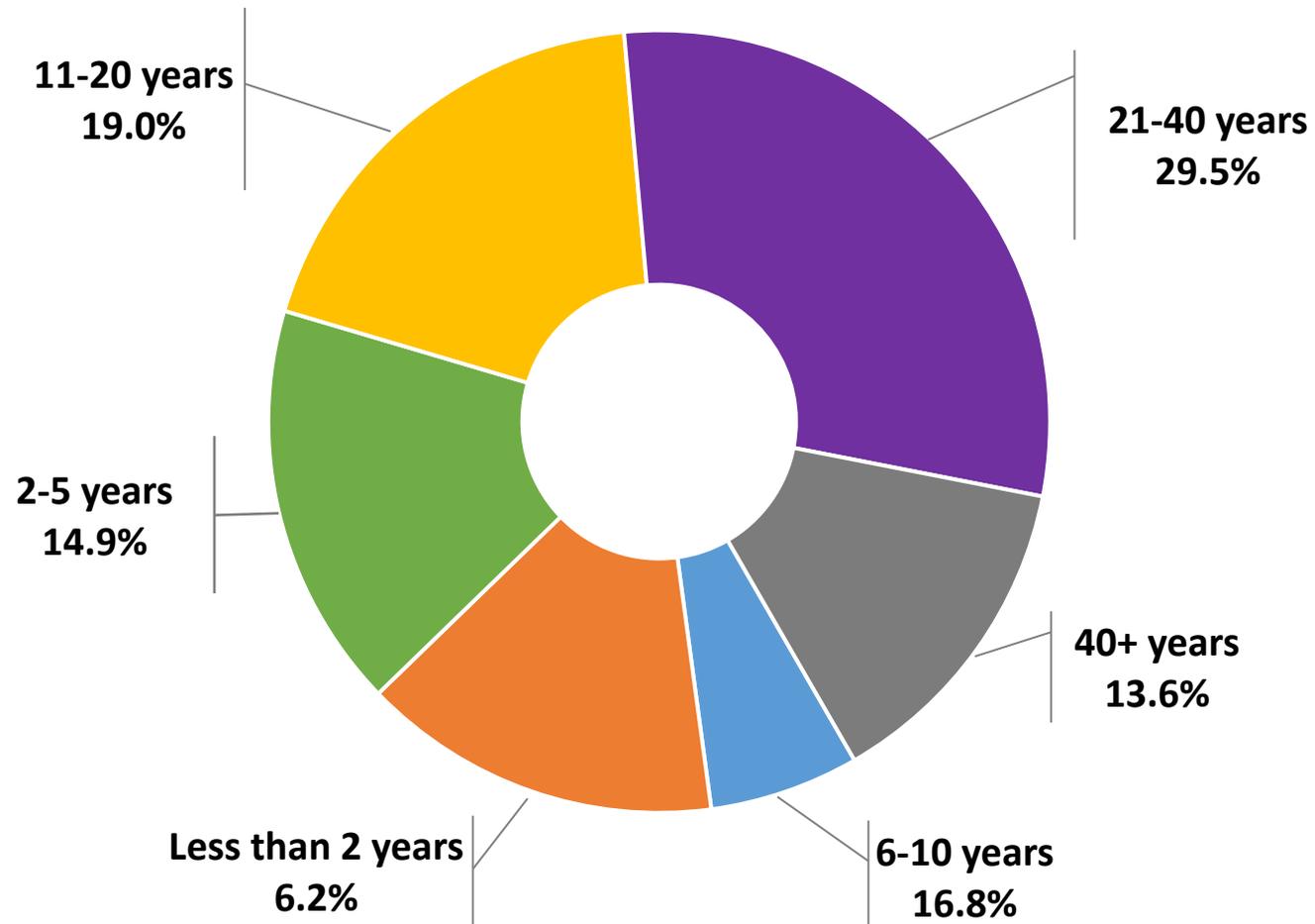
Q26. In the last 12 months, what extent have you or members of your household been worried about...

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



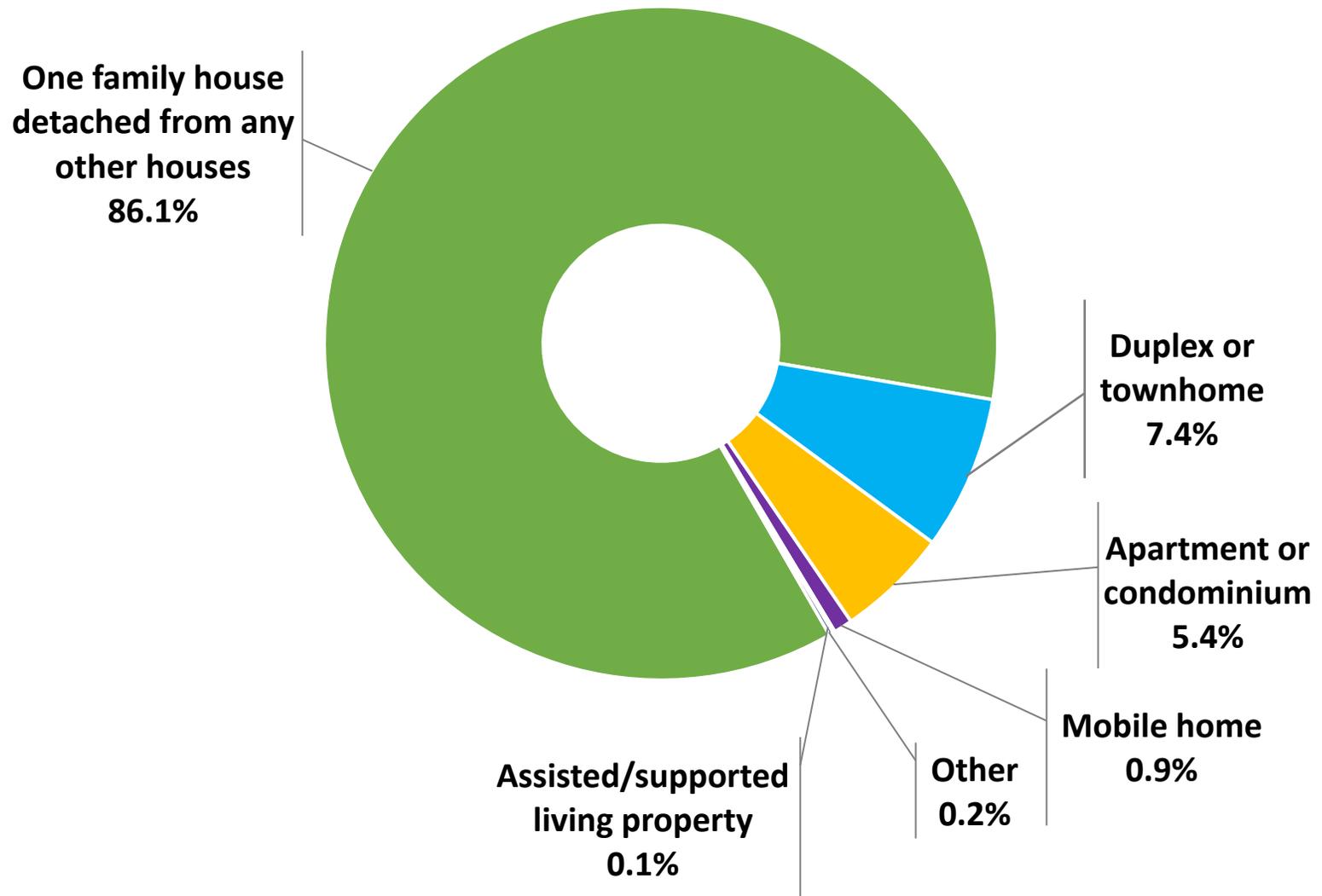
Q27. How many years have you lived in Longmont?

by percentage of respondents (excluding "not provided" responses)



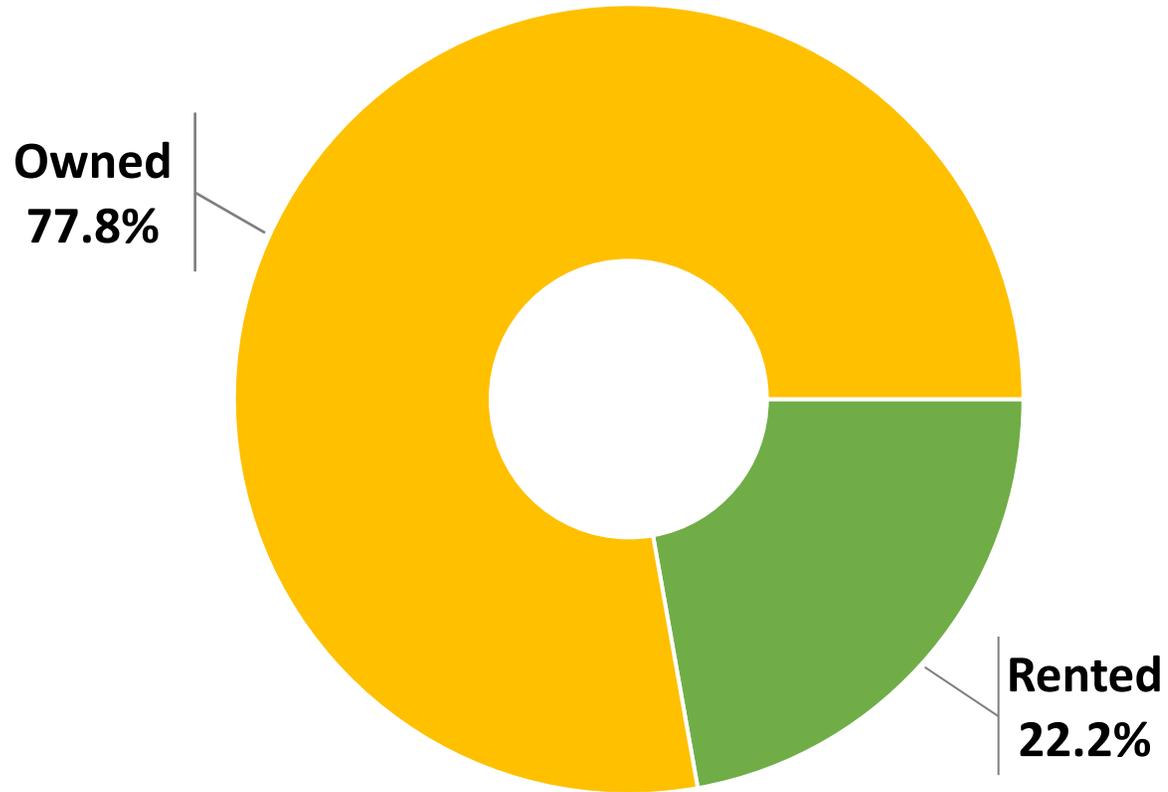
Q28. Which best describes the building you live in?

by percentage of respondents (excluding "not provided" responses)



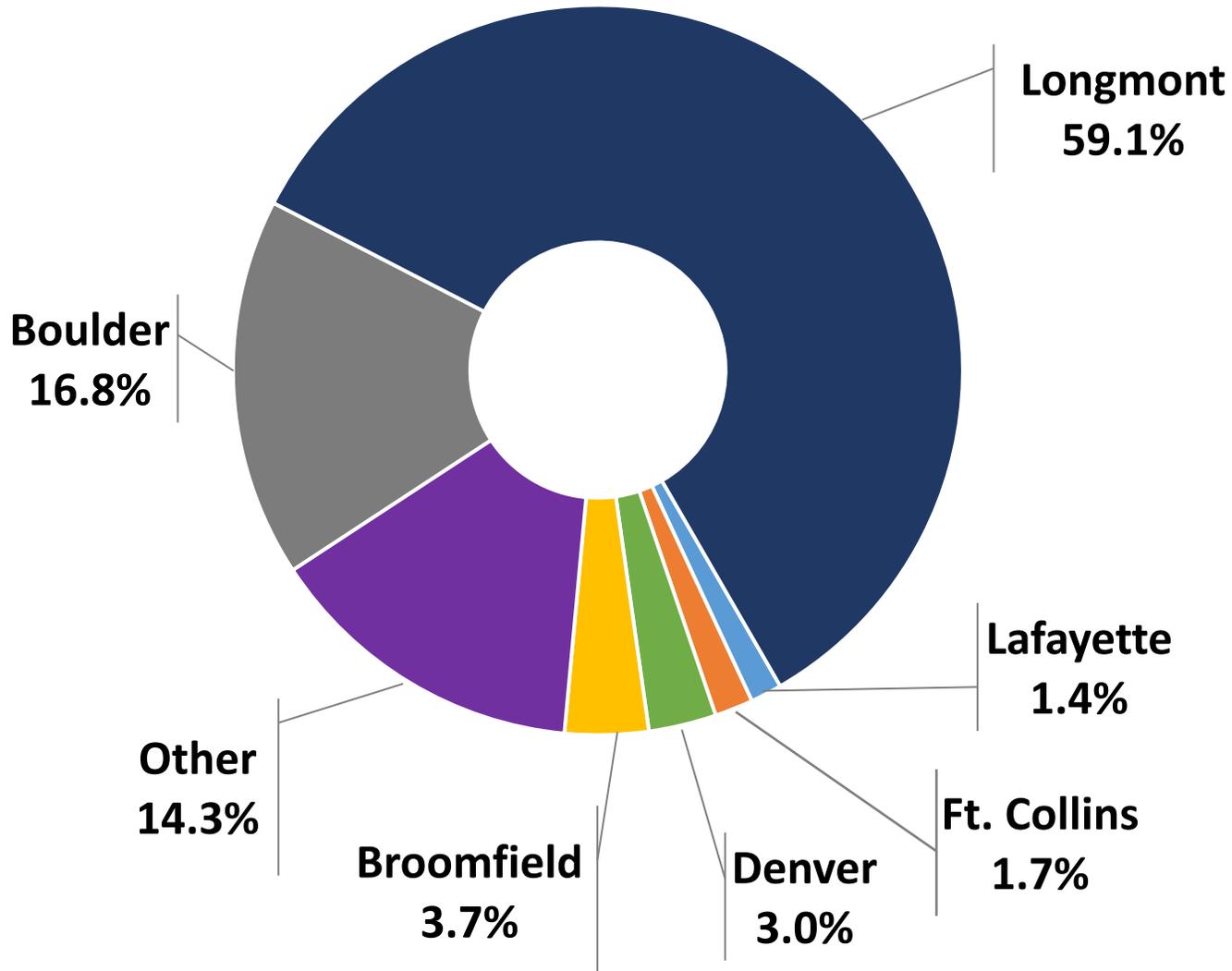
Q29. Is this house, apartment or mobile home...

by percentage of respondents (excluding "not provided" responses)



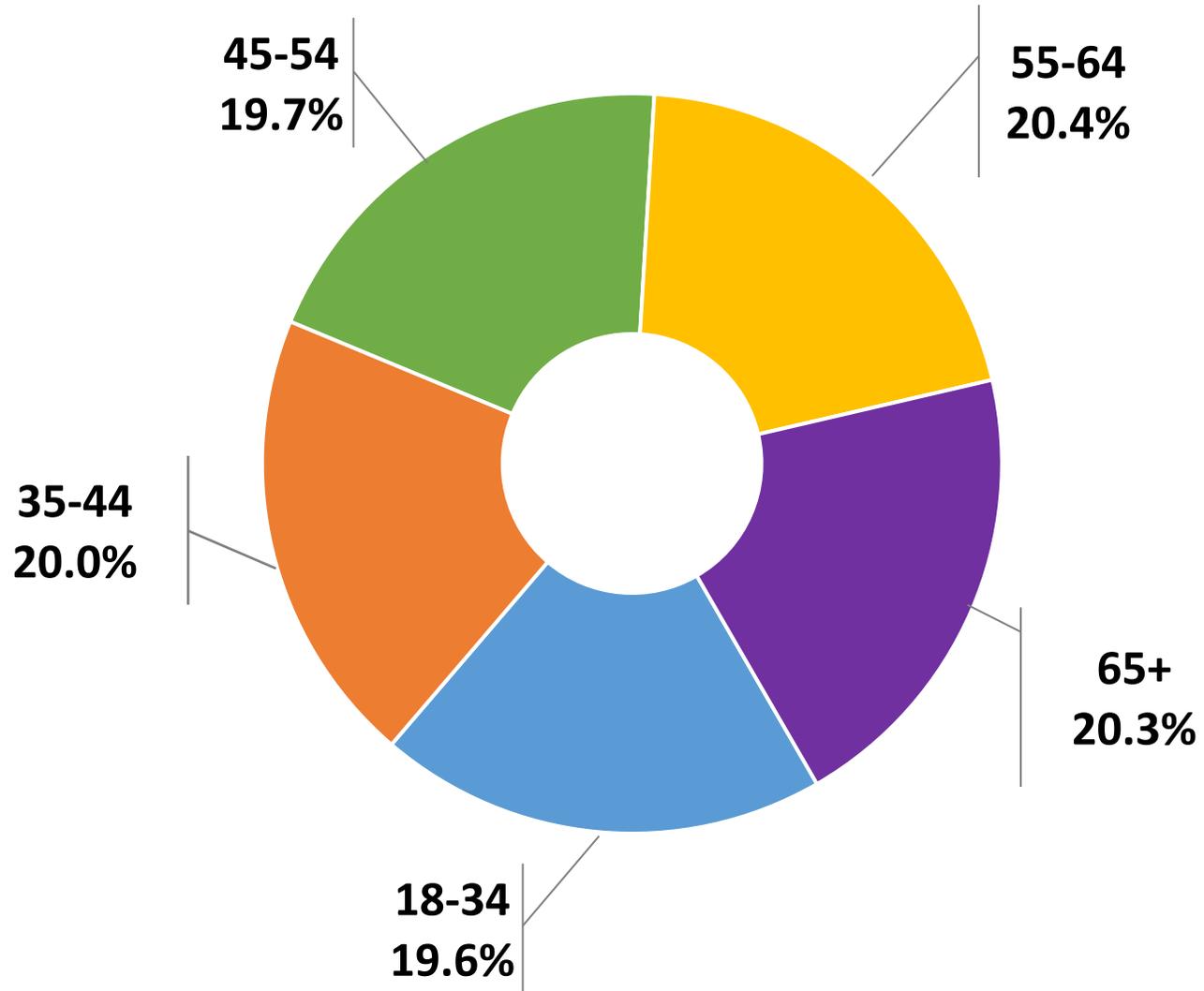
Q30. What City do you work in?

by percentage of respondents (excluding "not provided" responses)



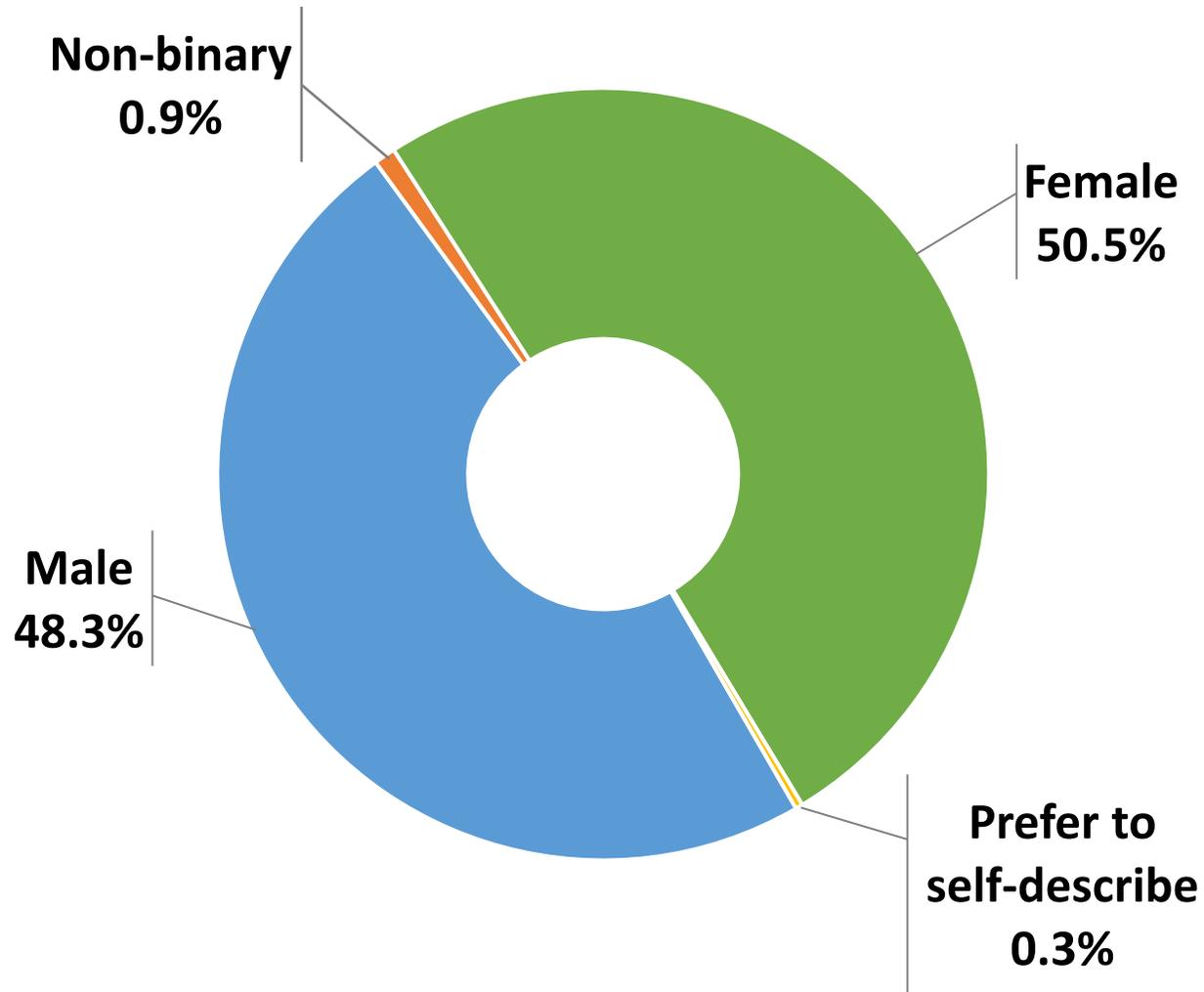
Q31. What is your age?

by percentage of respondents (excluding "not provided" responses)



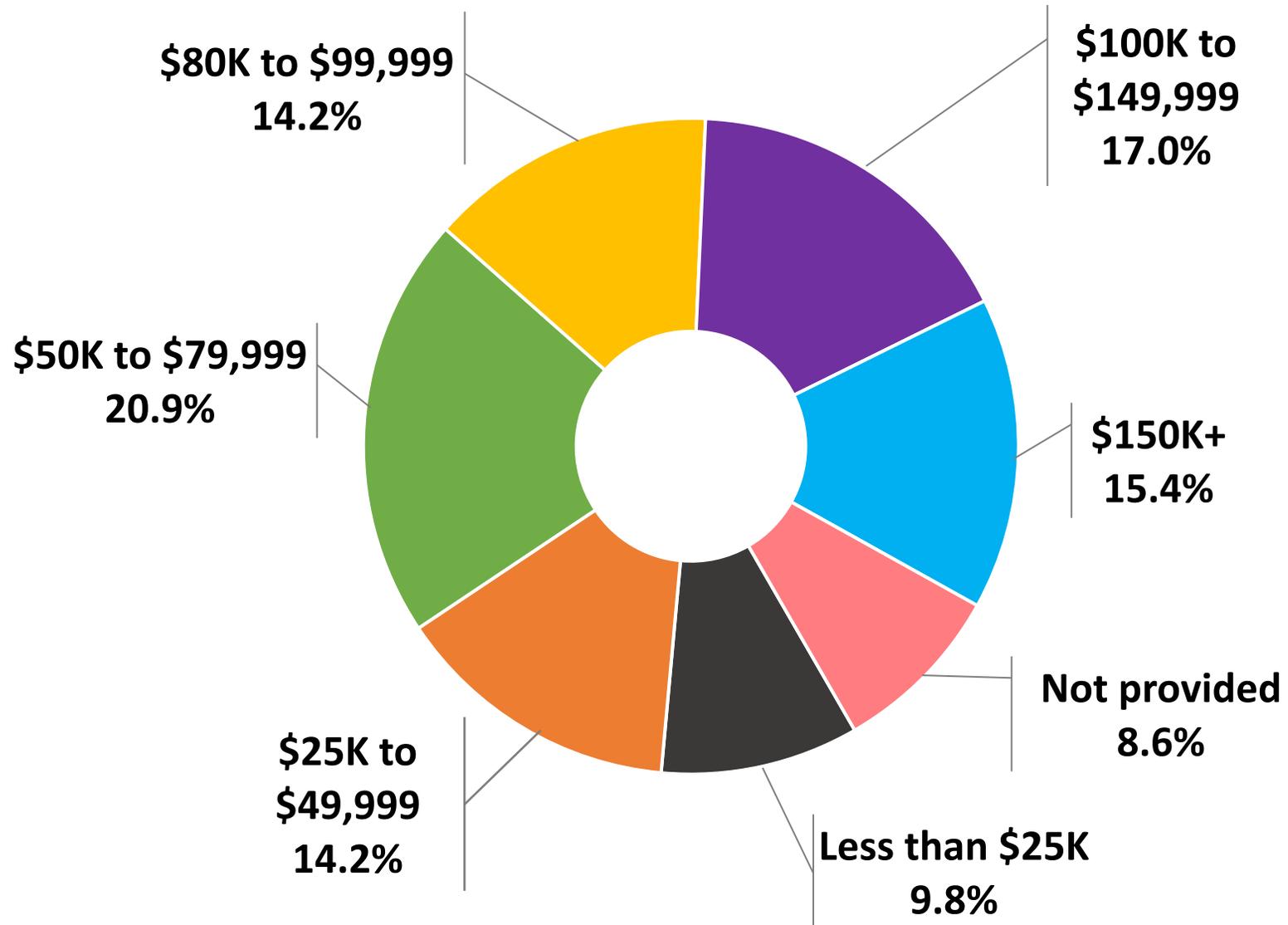
Q32. Your gender identity:

by percentage of respondents (excluding "not provided" responses)



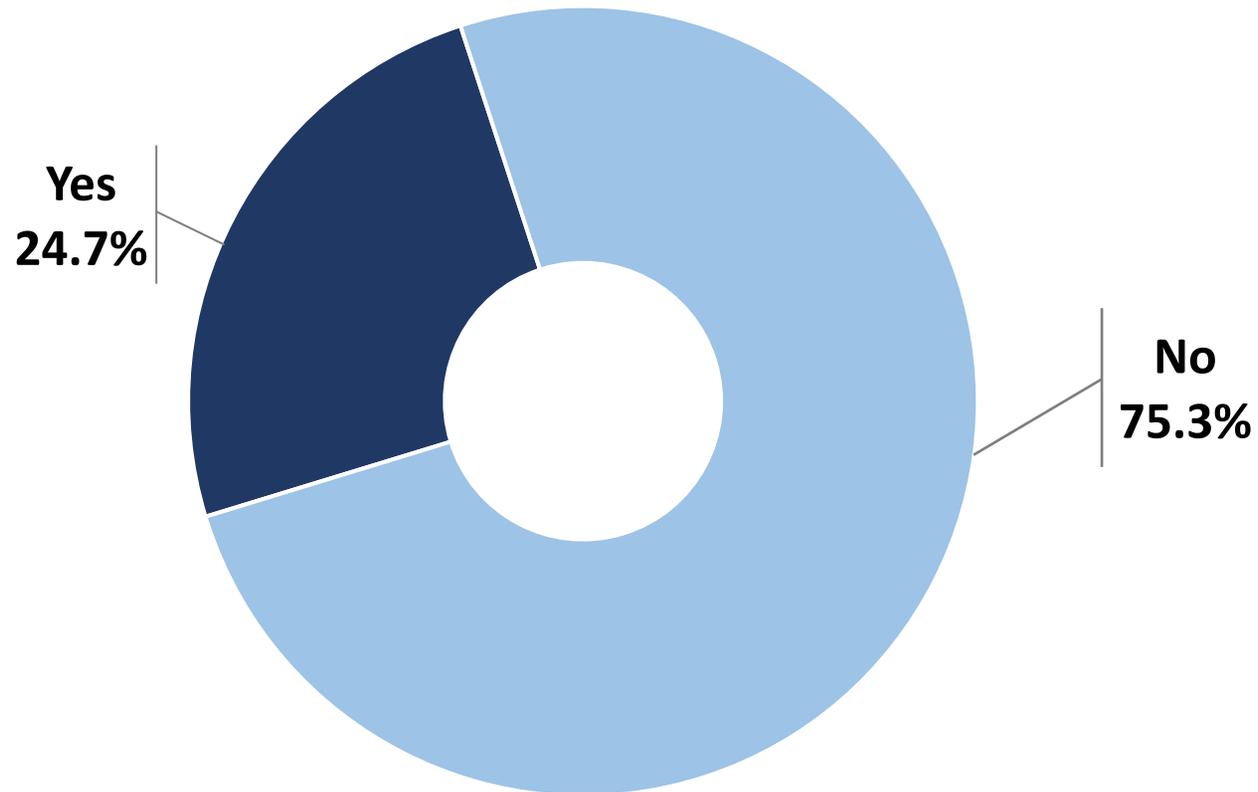
Q33. What is your anticipated total annual household income?

by percentage of respondents (excluding "not provided" responses)



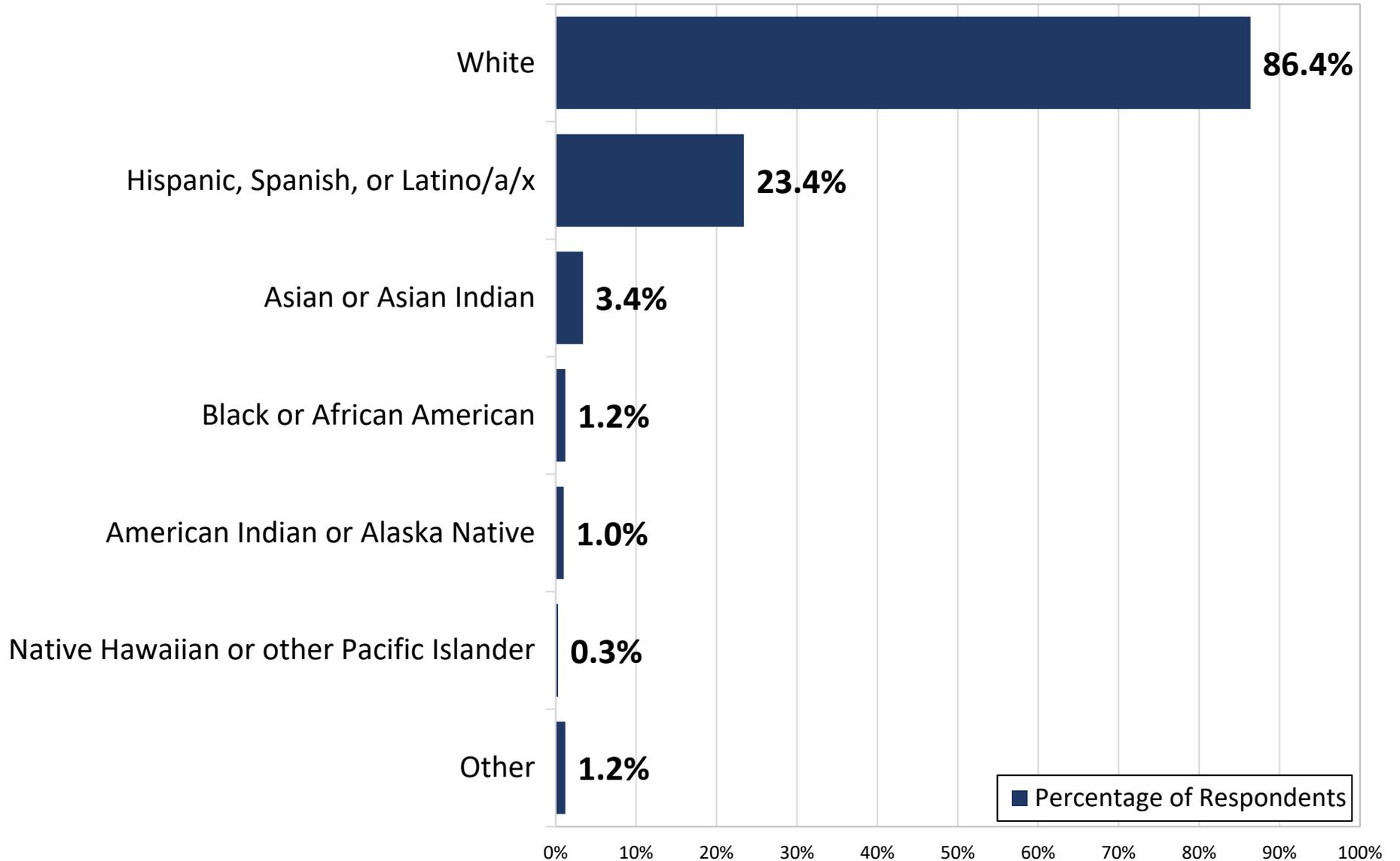
Q34. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

by percentage of respondents (excluding "not provided" responses)



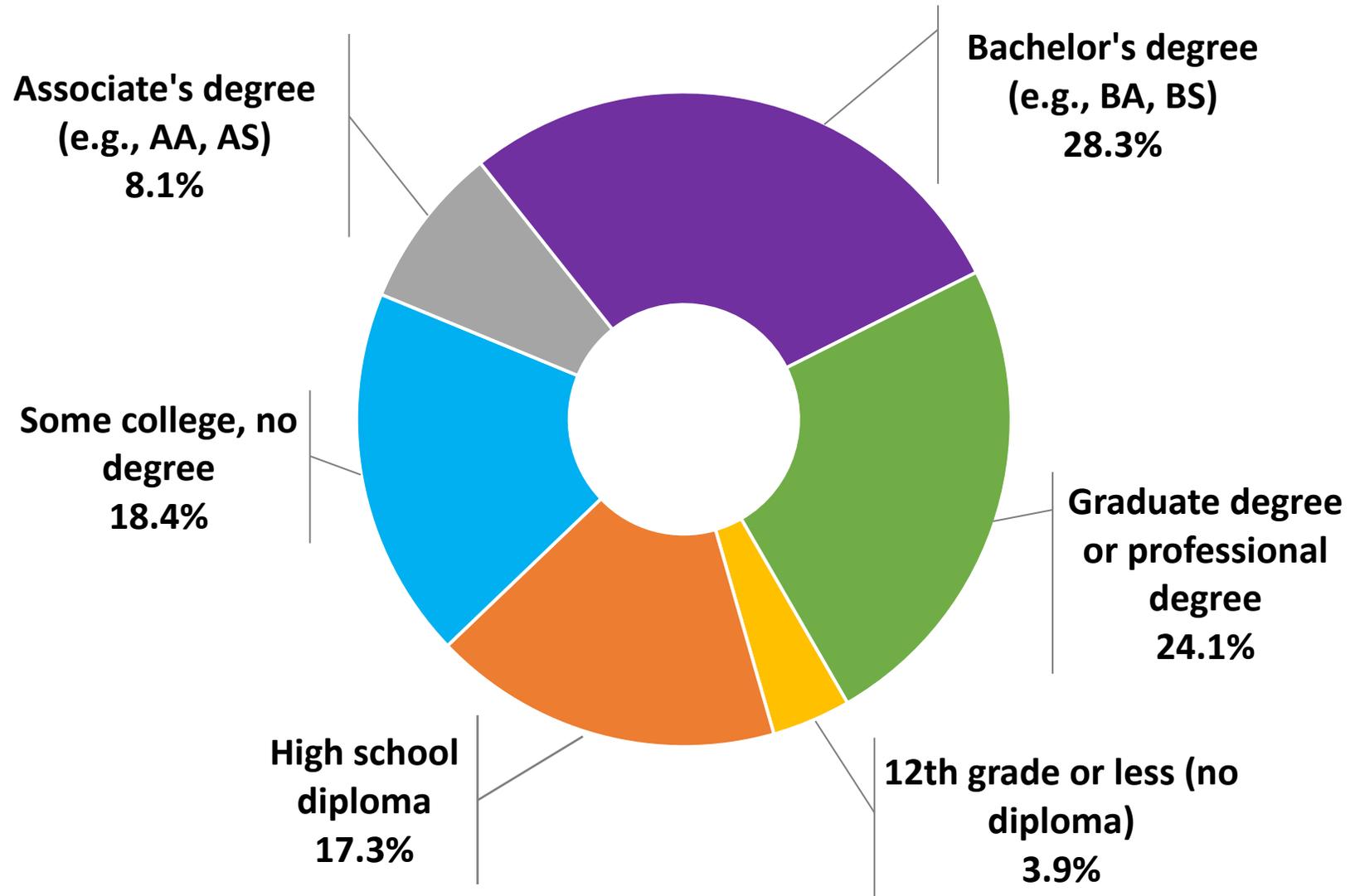
Q35. Which of the following best describes your race?

by percentage of respondents (multiple choices could be selected)



Q36. What is the highest degree or level of school you have completed?

by percentage of respondents (excluding "not provided" responses)





IMPORTANCE- SATISFACTION ANALYSIS

PRIORITIES

Importance-Satisfaction Analysis

Overview

Today, City officials have limited resources which need to be targeted to services that are of the most benefit to their residents. Two of the most important criteria for decision making are;

1. to target resources toward services of the highest importance to residents and
2. to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both 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, third, fourth, and fifth most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's 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 community services that they think are most important for the City to provide. Fifty percent (49.6%) of respondents selected the *quality of affordable housing programs*, as one of the most important community services for the City to provide.

Importance-Satisfaction Analysis (Continued)

Regarding satisfaction, 16.1% of respondents rated the City's overall performance regarding the *quality of affordable housing* as a "4" or "5" on a 5-point scale (where "5" means "very satisfied") excluding "don't know" responses.

The I-S rating for the *quality of affordable housing*, is calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages.

In this example, 49.6% was multiplied by 83.9% ($0.839=1-0.161$). This calculation yielded an I-S rating of 0.4161 which ranked first out of the 17 community services analyzed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

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 five most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis and ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for the City is provided on the following page.

Importance-Satisfaction Analysis Ratings

2022 City of Longmont Community Survey

Community Services

Longmont, CO

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Quality of Affordable Housing programs	49.6%	1	16.1%	17	0.4161	1
High Priority (I-S = 0.10-0.20)						
Quality of Neighborhood Engagement opportunities	26.5%	4	47.3%	14	0.1397	2
Quality of Longmont Public Library facility	20.5%	8	40.4%	16	0.1222	3
Medium Priority (I-S < 0.10)						
Quality of Longmont Youth Center programs & services	17.3%	10	42.3%	15	0.0998	4
Educational opportunities for all ages	30.6%	2	71.8%	9	0.0863	5
Special community events	28.9%	3	72.4%	8	0.0798	6
Quality of Longmont Public Library programs & services	21.2%	7	73.0%	6	0.0572	7
Quality of Longmont Senior Center programs & services	19.8%	9	71.3%	11	0.0568	8
Fees charged for recreation programs	15.1%	11	66.6%	13	0.0504	9
Quality of Longmont Recreation Center facility	21.3%	6	77.1%	4	0.0488	10
Quality of Longmont Recreation Center programs & services	22.3%	5	81.3%	3	0.0417	11
Ease of registering for programs & classes	10.2%	14	66.7%	12	0.0340	12
Quality of Longmont Museum programs & services	10.8%	13	72.7%	7	0.0295	13
Quality of Longmont Youth Center facility	7.1%	15	74.2%	5	0.0183	14
Quality of Longmont Senior Center facility	12.0%	12	85.1%	1	0.0179	15
Quality of Longmont Museum facility	4.7%	17	71.5%	10	0.0134	16
Quality of City's golf courses	5.8%	16	82.2%	2	0.0103	17

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, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2022 City of Longmont Community Survey

Parks, Trails, & Open Space

Longmont, CO

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Cleanliness & quality of park restrooms	30.4%	4	45.3%	12	0.1663	1
Preservation of natural areas	37.4%	1	71.9%	9	0.1051	2
Medium Priority (I-S < 0.10)						
Maintenance of City parks, grounds, & facilities	33.1%	3	72.7%	8	0.0904	3
Balanced investment in City parks (both old & new)	25.6%	5	71.3%	10	0.0735	4
Variety of recreational opportunities/experiences available in City parks	20.5%	7	65.8%	11	0.0701	5
Quality of walking, hiking, & biking trails	34.5%	2	79.7%	2	0.0700	6
Quality of neighborhood parks	15.5%	8	77.2%	4	0.0353	7
Availability/access to parks & trails	20.9%	6	86.9%	1	0.0274	8
Number of City parks	10.5%	9	79.0%	3	0.0221	9
Quality of design of City parks	7.3%	10	73.5%	7	0.0193	10
Quality of large multi-use community parks	7.2%	11	74.4%	5	0.0184	11
Quality of outdoor athletic fields	6.3%	12	74.4%	6	0.0161	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 over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2022 City of Longmont Community Survey

Fire & Emergency Medical Services

Longmont, CO

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Fire prevention/risk reduction programs in your community	38.8%	2	60.8%	7	0.1521	1
Medium Priority (I-S < 0.10)						
Emergency preparedness & response	53.1%	1	81.9%	5	0.0961	2
Fire inspection programs in your community	19.2%	6	66.5%	6	0.0643	3
Overall quality of Emergency Medical services	28.4%	3	85.5%	4	0.0412	4
How quickly Emergency Medical personnel respond to emergencies	27.5%	4	86.5%	3	0.0371	5
How quickly fire services personnel respond to emergencies	21.2%	5	87.4%	1	0.0267	6
Overall quality of fire services	17.7%	7	87.4%	2	0.0223	7

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 over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2022 City of Longmont Community Survey

Police Services

Longmont, CO

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Efforts by police in your community to prevent crime	52.2%	1	42.6%	9	0.2996	1
Enforcement of local traffic laws	32.7%	3	36.1%	10	0.2090	2
High Priority (I-S = 0.10-0.20)						
CORE/LEAD/Angel programs to assist with alcohol & mental health issues	35.2%	2	45.2%	8	0.1929	3
Overall quality of police services	30.1%	4	59.7%	5	0.1213	4
Police outreach & safety education programs	21.9%	5	47.2%	7	0.1156	5
Medium Priority (I-S < 0.10)						
Efforts by police to solve major investigations	15.5%	7	50.8%	6	0.0763	6
How quickly police respond to emergencies	16.7%	6	68.7%	3	0.0523	7
Efforts by Animal Control to meet public need	8.4%	9	59.9%	4	0.0337	8
Responsiveness by 911 Longmont Emergency Communications Center	12.9%	8	77.1%	1	0.0295	9
Understanding that non-emergency calls are a lower priority, how	5.7%	10	71.0%	2	0.0165	10

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 over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2022 City of Longmont Community Survey

Mobility

Longmont, CO

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Ease of travel by bicycle in Longmont	30.1%	1	59.5%	6	0.1219	1
Support of electric vehicles	18.3%	5	40.4%	8	0.1091	2
Medium Priority (I-S < 0.10)						
Availability of public parking	27.1%	3	64.6%	5	0.0959	3
Ease of travel by bus in Longmont	17.0%	6	45.1%	7	0.0933	4
Ease of travel by car travel in Longmont	27.1%	2	71.6%	2	0.0770	5
Accessibility of streets/sidewalks for people with disabilities	18.9%	4	70.3%	4	0.0561	6
Free public transportation aboard RTD	16.7%	7	70.4%	3	0.0494	7
Ease of travel by walking in Longmont	14.2%	8	73.4%	1	0.0378	8

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 over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2022 City of Longmont Community Survey

Maintenance Services

Longmont, CO

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (I-S = 0.10-0.20)						
Condition of major streets	51.0%	1	63.9%	8	0.1841	1
Quality of on-street bicycle infrastructure (bike lanes/signage)	33.4%	2	47.8%	9	0.1743	2
Medium Priority (I-S < 0.10)						
Condition of sidewalks	28.6%	5	67.6%	6	0.0927	3
Condition of streets in your neighborhood	26.8%	6	66.3%	7	0.0903	4
Cleanliness of streets & public areas	29.9%	3	73.2%	4	0.0801	5
Snow removal on major City streets	28.7%	4	73.5%	3	0.0761	6
Adequacy of street lighting in your community	18.6%	7	73.6%	2	0.0491	7
Mowing & tree trimming along streets & public areas	15.6%	8	71.8%	5	0.0440	8
Condition of street signs & traffic signals	12.2%	9	81.7%	1	0.0223	9

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 over the next two years.

Satisfaction %:

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

Importance-Satisfaction Analysis Ratings

2022 City of Longmont Community Survey

Recycling, Trash, Water, & Electric Services

Longmont, CO

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (I-S > 0.20)						
Water conservation programs	88.2%	1	52.3%	15	0.4207	1
Electric conservation programs	62.6%	2	56.3%	14	0.2736	2
Cost of electric service	59.9%	4	64.5%	12	0.2126	3
Fees for water services	55.1%	5	62.4%	13	0.2072	4
High Priority (I-S = 0.10-0.20)						
Fees for trash/recycling services	38.2%	6	68.2%	11	0.1215	5
Medium Priority (I-S < 0.10)						
Quality of drinking water (tap water)	60.9%	3	87.9%	6	0.0737	6
Access to disposing of waste or recycling in appropriate containers	33.6%	7	82.9%	8	0.0575	7
Curbside composting pick-up services	22.7%	9	84.7%	7	0.0347	8
Recycling services/drop-off location	29.0%	8	88.4%	4	0.0336	9
Quality of recycling, trash, & water utility billing services	13.2%	13	79.1%	10	0.0276	10
Overall quality of electric utility services	12.6%	14	88.2%	5	0.0149	11
Curbside recycling services	19.5%	11	93.3%	3	0.0131	12
Reliability of electric service	19.7%	10	94.2%	2	0.0114	13
Electric customer service	4.9%	15	79.7%	9	0.0099	14
Trash/garbage collection services	14.5%	12	95.7%	1	0.0062	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, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

The background of the page features a hand holding a blue pen, pointing towards a document. The document contains various charts and graphs, including a bar chart with red, yellow, and blue bars, and a line graph with green and red lines. The overall theme is data analysis and trend analysis.

TREND ANALYSIS

HISTORICAL DATA

Please rate the following aspects of life in Longmont. (Percent excellent or good)													Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	How would you rate...	2022	2018	2016	2014	2012	2010	2009	2008	2007	2006	2005		
Longmont as a place to live	87%	90%	87%	86%	84%	82%	83%	84%	82%	80%	N/A	83%	-3%	4%
Longmont as a place to raise children	82%	85%	83%	79%	79%	73%	76%	71%	71%	67%	N/A	71%	-3%	11%
Your neighborhood as a place to live	85%	83%	82%	83%	77%	78%	76%	75%	75%	72%	N/A	76%	2%	9%
Longmont as a place to retire	64%	65%	61%	61%	63%	58%	62%	59%	57%	55%	N/A	55%	-1%	9%
Longmont as a place to work	68%	64%	59%	52%	46%	49%	54%	N/A					4%	14%
Longmont as a place to shop	40%	38%	29%	27%	25%	29%	37%	N/A					2%	3%
Longmont as a place to find a job	55%	49%	37%	28%	21%	17%	N/A	23%	N/A	31%	N/A		6%	24%
Longmont as a place to visit	59%	N/A											N/A	N/A
Longmont as a welcoming & inclusive community	68%	64%	63%	57%	59%	53%	57%	49%	N/A	51%	N/A		4%	17%
Overall appearance	72%	75%	68%	63%	64%	64%	N/A	62%	N/A	69%	N/A		-3%	3%
Overall cleanliness	75%	74%	72%	65%	69%	N/A					1%	6%		
Overall image	72%	70%	62%	53%	64%	N/A					2%	8%		
Overall quality of businesses & service establishments	70%	71%	59%	57%	50%	N/A					-1%	20%		
Overall quality of life	85%	N/A											N/A	N/A
Overall sense of community	64%	73%	71%	68%	66%	60%	65%	57%	N/A	59%	N/A		-9%	5%
Overall value you receive for your City taxes & fees	66%	N/A											N/A	N/A
Access to affordable quality childcare	28%	25%	26%	36%	49%	39%	N/A	32%	N/A	32%	N/A		3%	-5%
Access to affordable quality healthcare	63%	45%	44%	53%	53%	48%	N/A	41%	N/A	42%	N/A		18%	21%
Access to affordable quality housing	23%	17%	17%	33%	49%	38%	N/A	34%	N/A	31%	N/A		6%	-9%
Access to arts, culture, & recreational pursuits	66%	N/A											N/A	N/A

Please rate the overall quality of City services that you receive.	2022	2018	2016	2014	2012	2010	2009	2008	2006	2005	2004	2003	2002	2001	2000	1998	1996	Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	Overall quality of City services	86%	91%	91%	88%	89%	85%	N/A	83%	83%	85%	82%	N/A	90%	87%	87%	89%		

Please tell us how safe you feel in each of the following areas in Longmont			
	How safe do you feel...	2022	2018
In Downtown Longmont during the day	94%	95%	-1%
In Downtown Longmont at night	66%	61%	5%
In your neighborhood during the day	97%	98%	-1%
In your neighborhood at night	84%	82%	2%
In community parks, open spaces and trails	74%	73%	1%
Overall, in Longmont during the day	93%	94%	-1%
Overall, in Longmont at night	62%	58%	4%

What was your impression of employees of the City of Longmont in your most recent contact? (Percent excellent or good)	2022	2018	2016	2014	2012	2010	2008	2006	2004	2003	2002	2001	2000	1998	1996	Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	Treated you with respect	90%	90%	88%	90%	90%	85%	86%	82%	85%	81%	91%	89%	85%	89%		
Knowledge of issue	80%	84%	85%	87%	88%	86%	83%	79%	83%	82%	86%	80%	79%	85%	83%	-4%	-3%
How easy it was to get in touch with the employee	83%	80%	82%	88%	86%	79%	78%	77%	77%	72%	82%	83%	81%	86%	81%	3%	2%
Willingness to help or understand	N/A	79%	86%	87%	85%	81%	79%	77%	81%	73%	85%	85%	78%	81%	82%	N/A	N/A
How quickly the issue was handled	78%	77%	82%	81%	83%	N/A										1%	-5%
Overall impression	82%	78%	85%	83%	83%	79%	80%	75%	77%	74%	84%	84%	77%	83%	80%	4%	2%

Please rate your satisfaction with the following services.																			Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	2022	2018	2016	2014	2012	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1998	1996		
Maintenance Services																				
Condition of major streets	64%	N/A																	N/A	N/A
Condition of streets in your neighborhood	66%	N/A																	N/A	N/A
Condition of sidewalks	68%	N/A																	N/A	N/A
Condition of street signs and traffic signals	82%	N/A																	N/A	N/A
Cleanliness of streets and public areas	73%	70%	67%	65%	68%	67%	N/A	64%	N/A	71%	N/A	0.72	66%	74%	79%	76%	81%	84%	3%	-14%
Adequacy of street lighting in your community	74%	71%	69%	70%	68%	69%	N/A	68%	N/A	71%	N/A	0.71	67%	76%	82%	81%	79%	81%	2%	-10%
Snow removal on major city streets	74%	75%	73%	76%	78%	78%	N/A	73%	N/A	76%	N/A	0.84	83%	77%	78%	78%	74%	70%	2%	5%
Mowing and tree trimming along streets and public areas	72%	N/A																	N/A	N/A
Quality of on-street bicycle infrastructure (bike lanes/signage)	48%	N/A																	N/A	N/A

Please rate your satisfaction with the following services.																			Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	2022	2018	2016	2014	2012	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1998	1996		
Mobility																				
Accessibility of streets/sidewalks for people with disabilities	70%	N/A																	N/A	N/A
Ease of travel by bicycle in Longmont	60%	62%	60%	51%	65%	N/A												-3%	-6%	
Ease of travel by bus in Longmont	45%	48%	43%	37%	41%	38%	N/A	37%	N/A	47%	N/A		63%	63%	56%	56%	61%	-3%	-16%	
Ease of travel by car travel in Longmont	72%	48%	53%	47%	59%	55%	N/A	51%	N/A	42%	36%	N/A		63%	57%	54%	69%	67%	24%	5%
Ease of travel by walking in Longmont	73%	72%	70%	66%	69%	N/A												1%	4%	
Availability of public parking	65%	56%	49%	55%	51%	N/A												9%	14%	
Support of electric vehicles	40%	N/A																	N/A	N/A
Free public transportation aboard RTD	70%	N/A																	N/A	N/A

Please rate the overall quality of City services that you receive.																		Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	2022	2018	2016	2014	2012	2010	2009	2008	2006	2005	2004	2003	2002	2001	2000	1998	1996		
Police Services																			
CORE/LEAD/Angel programs to assist with alcohol and mental health issues	45%	N/A															N/A	N/A	
Efforts by Animal Control to meet public need	60%	79%	77%	73%	74%	71%	N/A	70%	67%	N/A	69%	N/A					-19%	-11%	
Efforts by police in your community to prevent crime	43%	59%	65%	54%	64%	53%	N/A	51%	43%	N/A	51%	55%	68%	72%	69%	66%	68%	-16%	-10%
Efforts by police to solve major investigations	51%	N/A															N/A	N/A	
Enforcement of local traffic laws	36%	59%	64%	61%	66%	61%	N/A	57%	54%	N/A	57%	45%	33%	27%	68%	71%	71%	-23%	-35%
How quickly police respond to emergencies	69%	N/A															N/A	N/A	
Overall quality of police services	60%	85%	85%	79%	82%	78%	N/A	77%	77%	N/A	77%	77%	85%	86%	79%	86%	91%	-25%	-31%
Police outreach and safety education programs	47%	N/A															N/A	N/A	
Responsiveness by the 9-1-1 Longmont Emergency Communications Center to emergencies	77%	N/A															N/A	N/A	
Understanding that non-emergency calls are a lower priority, how satisfied are you with the responsiveness of the Longmont Emergency Communications Center	71%	N/A															N/A	N/A	

Please rate the overall quality of City services that you receive.																		Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	2022	2018	2016	2014	2012	2010	2009	2008	2006	2005	2004	2003	2002	2001	2000	1998	1996		
Fire and Emergency Medical Services																			
Emergency preparedness & response	82%	N/A															N/A	N/A	
Fire inspection programs in your community	67%	81%	83%	83%	84%	77%		72%	71%		79%	81%	84%	80%	81%	82%	91%	-15%	-11%
Fire prevention/risk reduction programs in your community	61%	N/A															N/A	N/A	
How quickly Emergency Medical personnel respond to emergencies	87%	N/A															N/A	N/A	
How quickly fire services personnel respond to emergencies	87%	N/A															N/A	N/A	
Overall quality of Emergency Medical services	86%	N/A															N/A	N/A	
Overall quality of fire services	87%	92%	93%	91%	90%	89%		90%	92%		92%	92%	97%	92%	95%	94%	96%	-5%	-9%

Please rate the overall quality of City services that you receive.																		Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	2022	2018	2016	2014	2012	2010	2009	2008	2006	2005	2004	2003	2002	2001	2000	1998	1996		
Parks, Open Space, & Trails																			
Availability/access to parks and trails	87%	83%	81%	69%	83%	N/A											4%	4%	
Balanced investment in City parks (both old and new)	71%	N/A																N/A	N/A
Cleanliness and quality of park restrooms	45%	N/A																N/A	N/A
Maintenance of City parks, grounds, and facilities	73%	81%	79%	78%	77%	76%	79%	76%	75%	77%	87%	91%	88%	91%	94%	-8%	-21%		
Number of City parks	79%	N/A																N/A	N/A
Preservation of natural areas	72%	N/A																N/A	N/A
Quality of design of City parks	74%	N/A																N/A	N/A
Quality of large multi-use community parks	74%	N/A																N/A	N/A
Quality of neighborhood parks	77%	N/A																N/A	N/A
Quality of outdoor athletic fields	74%	N/A																N/A	N/A
Quality of walking, hiking, and biking trails	80%	N/A																N/A	N/A
Variety of recreational opportunities/experiences available in City parks	66%	N/A																N/A	N/A

Please rate your satisfaction with the following services.																		Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	2022	2018	2016	2014	2012	2010	2009	2008	2006	2005	2004	2003	2002	2001	2000	1998	1996		
Recycling, Trash, Water, & Electric Services																			
Trash/Garbage collection services	96%	90%	90%	91%	90%	87%	N/A	84%	92%	N/A	87%	85%	93%	90%	78%	89%	85%	6%	11%
Curbside recycling services	93%	89%	87%	86%	87%	84%	N/A	77%	84%	N/A	83%	81%	88%	86%	77%	90%	91%	4%	2%
Curbside composting pick-up services	85%	N/A																N/A	N/A
Recycling services/drop-off location	88%	N/A																N/A	N/A
Access to disposing of waste or recycling in City	83%	N/A																N/A	N/A
Fees for trash/recycling services	68%	N/A																N/A	N/A
Quality of drinking water (tap water)	88%	86%	83%	83%	78%	78%	N/A	79%	77%	N/A	78%	78%	85%	83%	79%	83%	93%	2%	-5%
Fees for water services	62%	N/A																N/A	N/A
Water conservation programs	52%	69%	75%	73%	70%	71%	N/A	59%	68%	N/A	68%	67%	72%	67%	64%	70%	74%	-17%	-22%
Quality of recycling, trash, and water utility billing	79%	N/A																N/A	N/A
Overall quality of electric utility services	88%	91%	88%	88%	86%	84%	N/A	84%	87%	N/A	89%	85%	91%	86%	90%	93%	96%	-3%	-8%
Cost of electric service	65%	N/A																N/A	N/A
Electric customer service	80%	N/A																N/A	N/A
Reliability of electric service	94%	N/A																N/A	N/A
Electric conservation programs	56%	72%	62%	76%	74%	68%	N/A	59%	67%	N/A	63%	63%	74%	63%	66%	69%	N/A	-16%	-13%

Please rate the overall quality of City services that you receive.																		Short-Range Trend (2022 vs. 2018)	Long-Range Trend
	2022	2018	2016	2014	2012	2010	2009	2008	2006	2005	2004	2003	2002	2001	2000	1998	1996		
Community Services																			
Ease of registering for programs and classes	67%	N/A																N/A	N/A
Educational opportunities for all ages	72%	66%	55%	56%	55%	N/A												6%	17%
Fees charged for recreation programs	67%	N/A																N/A	N/A
Quality of Longmont Recreation Center programs and services	73%	83%	79%	81%	75%	71%		67%	74%		68%	70%	84%	72%	68%	77%	80%	-10%	-7%
Quality of Longmont Recreation Center facility	72%	81%	77%	78%	76%	76%		69%	74%		74%	77%	83%	65%	66%	63%	74%	-10%	-3%
Quality of the City's golf courses	73%	N/A																N/A	N/A
Quality of the Longmont Museum programs and services	77%	N/A																N/A	N/A
Quality of Longmont Museum facility	82%	79%	74%	71%	68%	65%		56%	65%		63%	34%	24%	31%	35%	67%	74%	3%	8%
Quality of the Longmont Public Library programs and services	85%	N/A																N/A	N/A
Quality of the Longmont Public Library facility	81%	N/A																N/A	N/A
Quality of the Longmont Youth Center programs and services	47%	N/A																N/A	N/A
Quality of the Longmont Youth Center facility	42%	N/A																N/A	N/A
Quality of the Longmont Senior Center programs and services	74%	80%	79%	79%	72%	68%		65%	78%		67%	69%	87%	79%	31%	21%	17%	-6%	57%
Quality of the Longmont Senior Center facility	71%	N/A																N/A	N/A
Special community events	72%	N/A																N/A	N/A
Quality of Neighborhood Engagement opportunities	40%	N/A																N/A	N/A
Quality of Affordable Housing programs	16%	N/A																N/A	N/A



BENCHMARK ANALYSIS

**CITY VS. REGIONAL &
NATIONAL AVERAGES**

Benchmark Analysis

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 1999, the survey has been administered in more than 1,200 cities and counties in 49 states.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2022 to a random sample of more than 9,000 residents living in United States' communities.

The benchmarking charts provided show how the results from the 2022 City of Longmont Community Survey compare to the averages of:

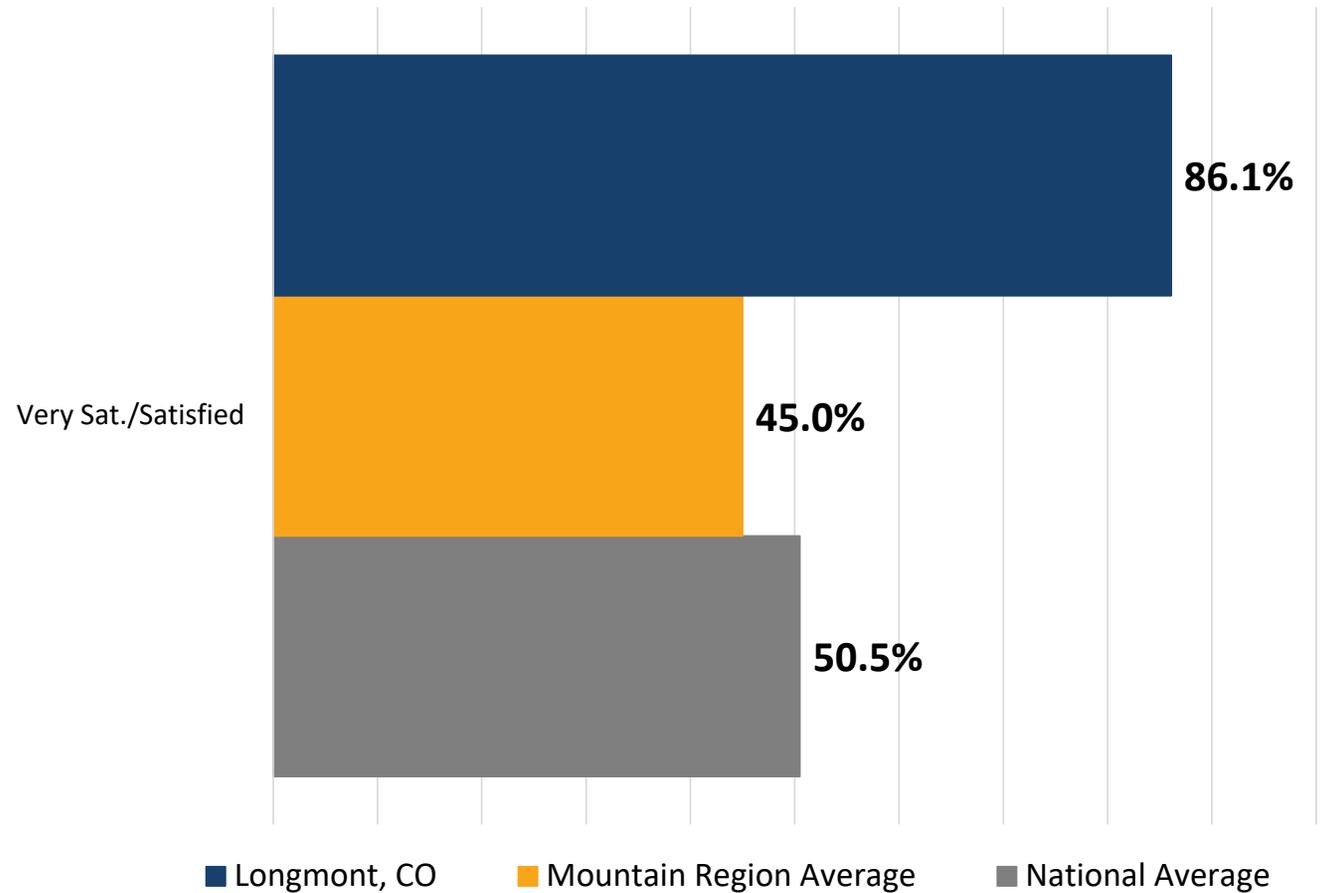
- communities located in the Mountain Region and
- communities nationally in the services analyzed.

The blue bar (top bar) represents the City of Longmont, the gold bar (middle bar) represents the Mountain Region's Average, and the gray bar (bottom bar) represents the National Average.

The Mountain Region is comprised of the following States: Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming.

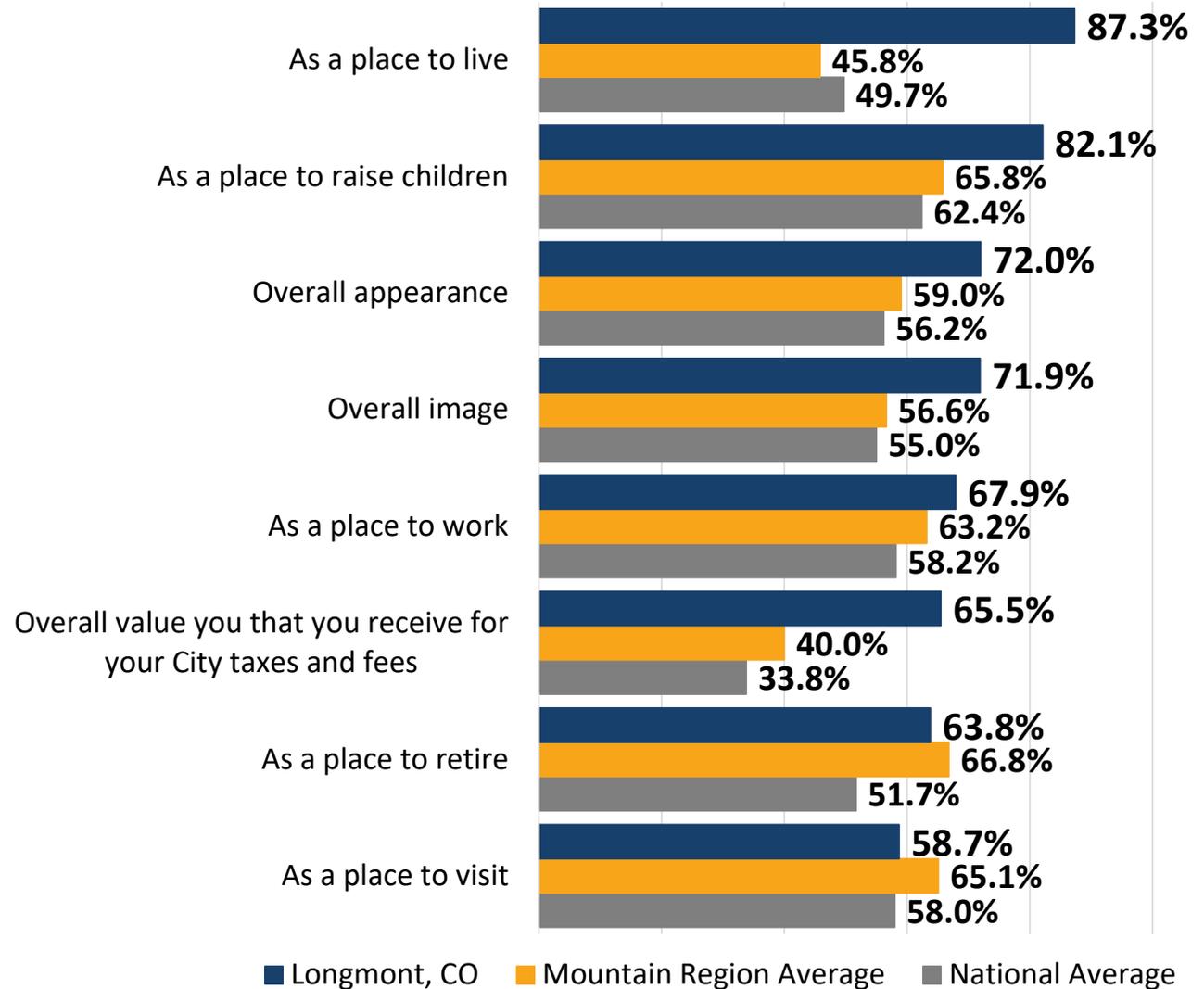
Overall Quality City Services

Based on the sum of "very satisfied" and "satisfied" responses (excluding "don't know" responses)



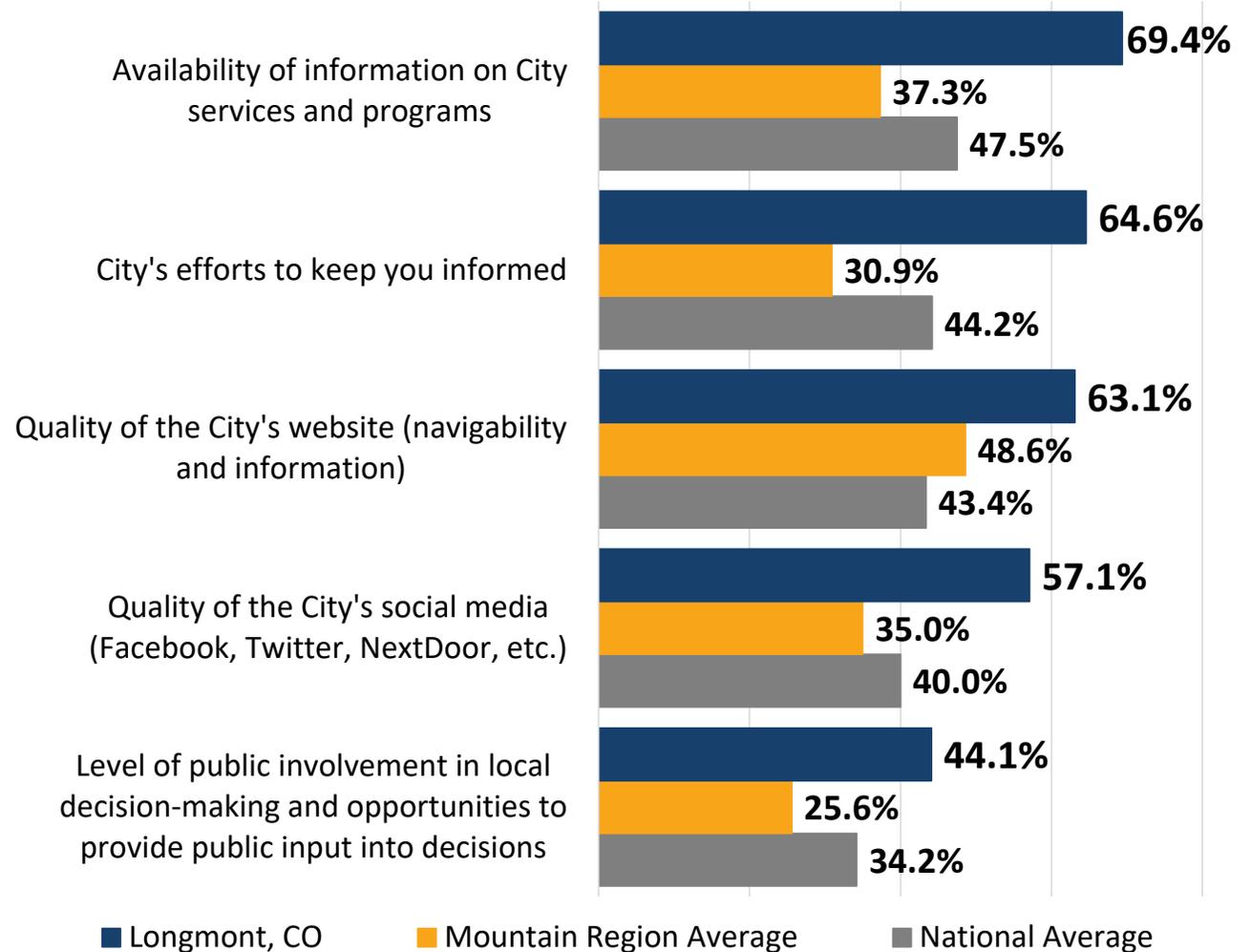
Q1. Quality of Life

Based on the sum of “very satisfied” and “satisfied” responses (excluding “don’t know” responses)



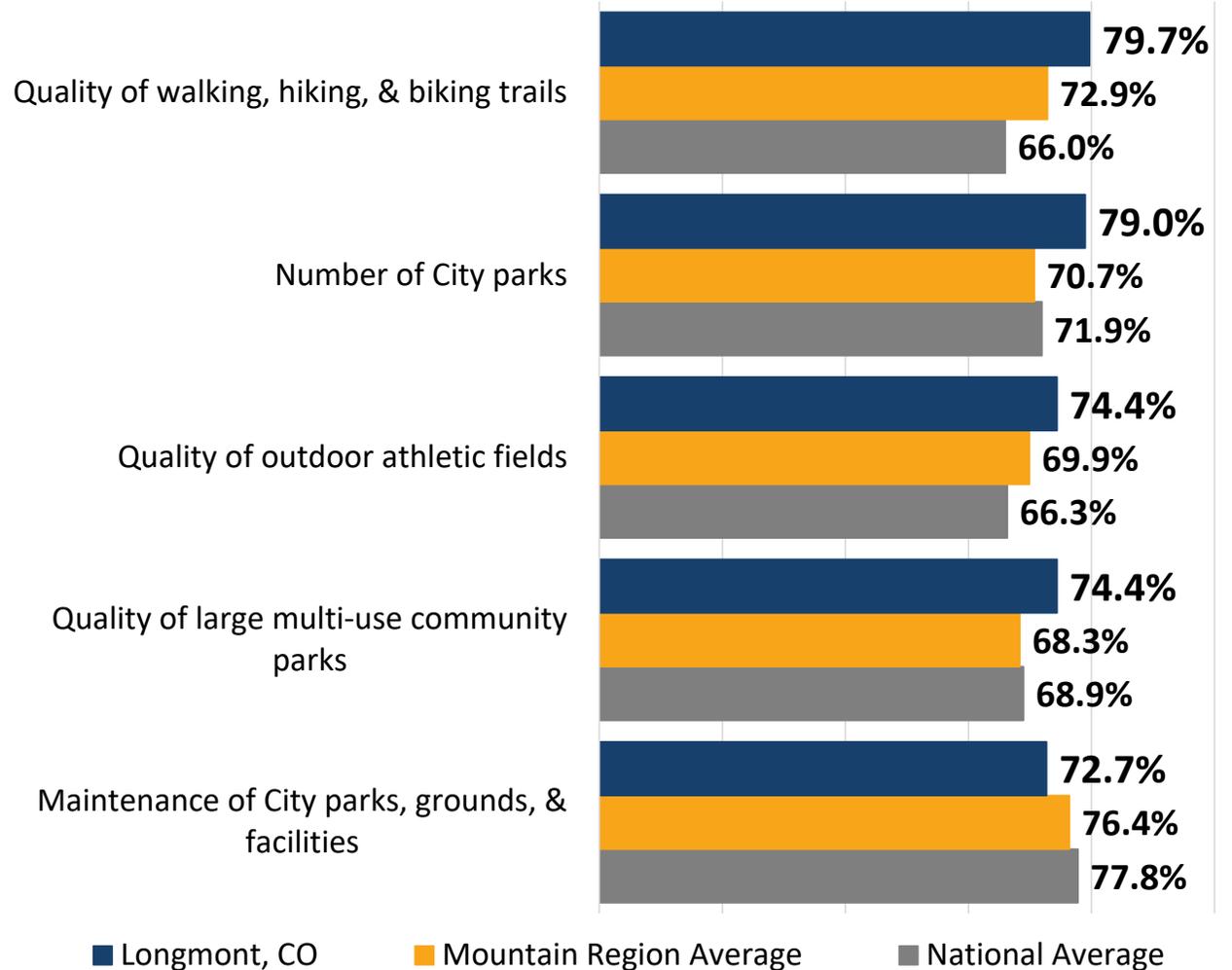
Q4. City Communication

Based on the sum of "very satisfied" and "satisfied" responses (excluding "don't know" responses)



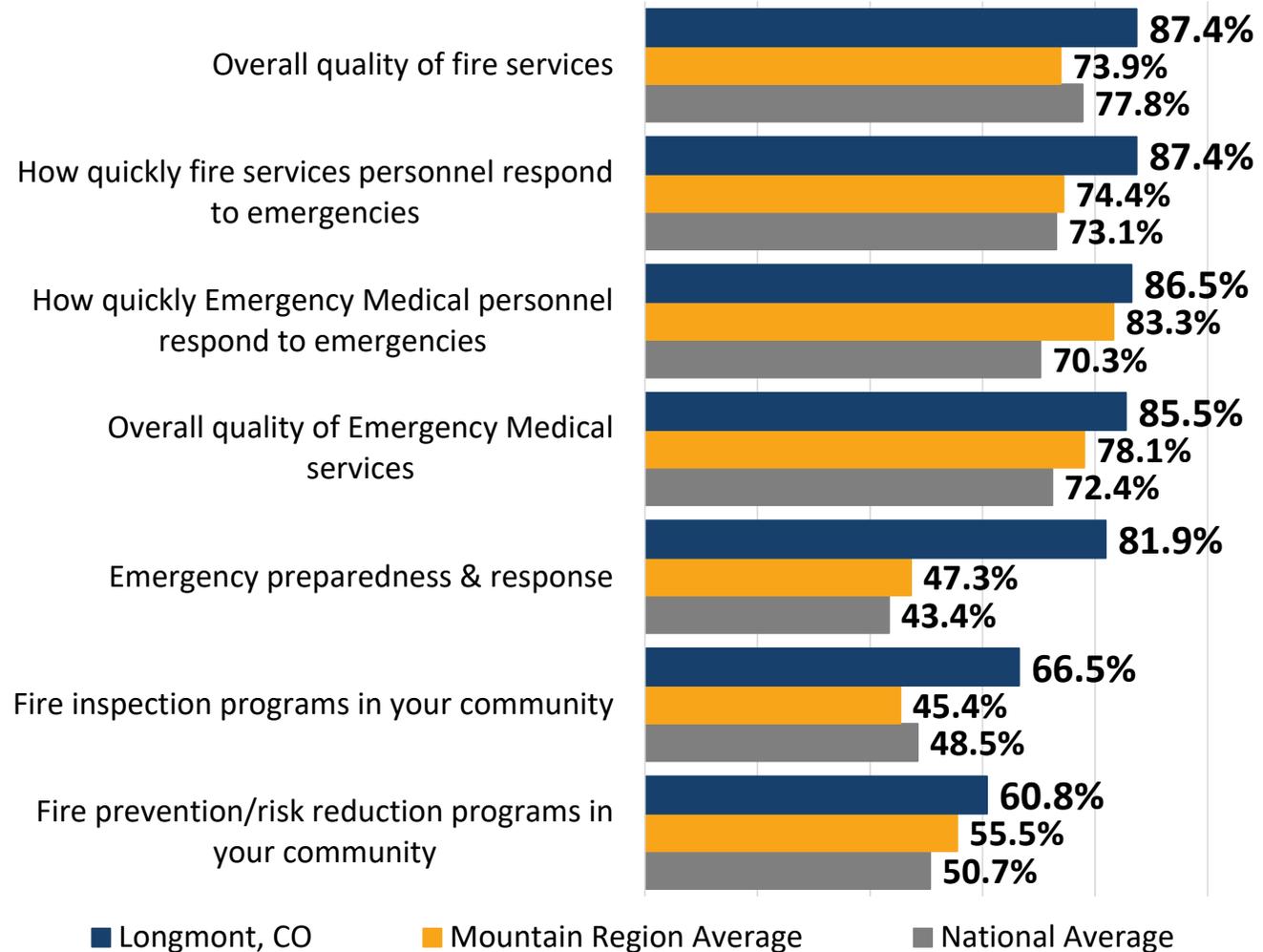
Q7. Parks, Open Space, & Trails

Based on the sum of “very satisfied” and “satisfied” responses (excluding “don’t know” responses)



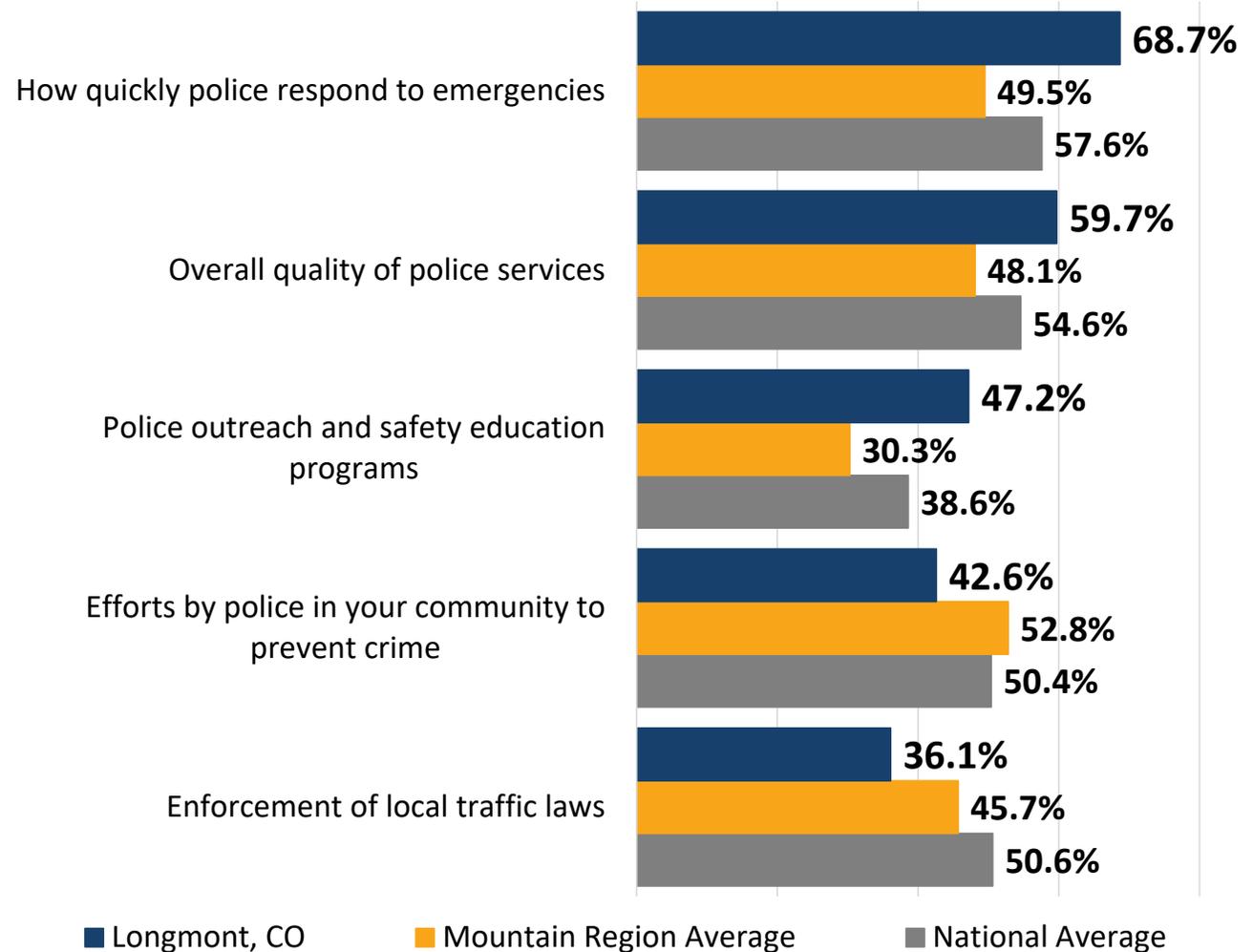
Q9. Fire/EMS Services

Based on the sum of “very satisfied” and “satisfied” responses (excluding “don’t know” responses)



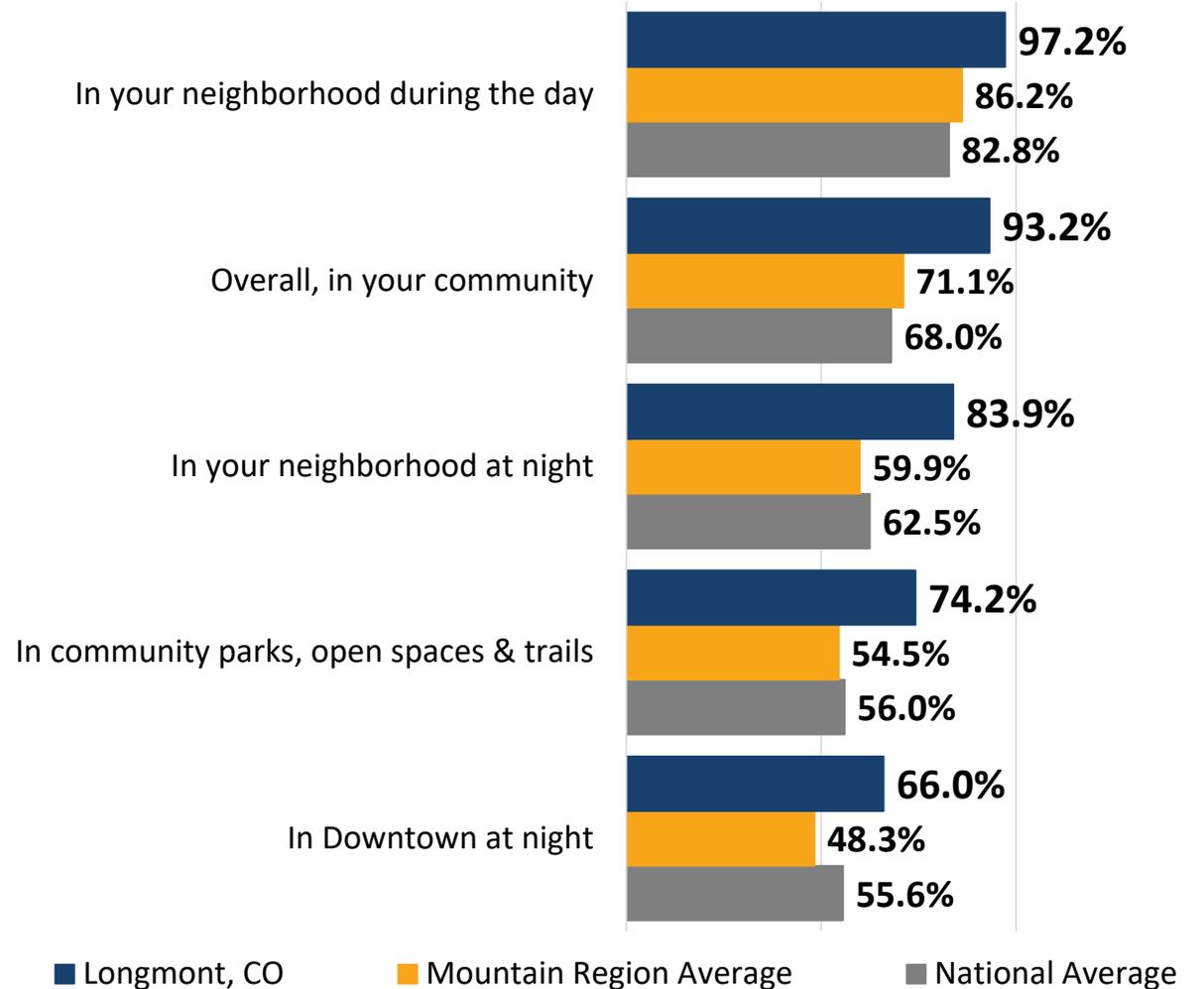
Q11. Police Services

Based on the sum of “very satisfied” and “satisfied” responses (excluding “don’t know” responses)



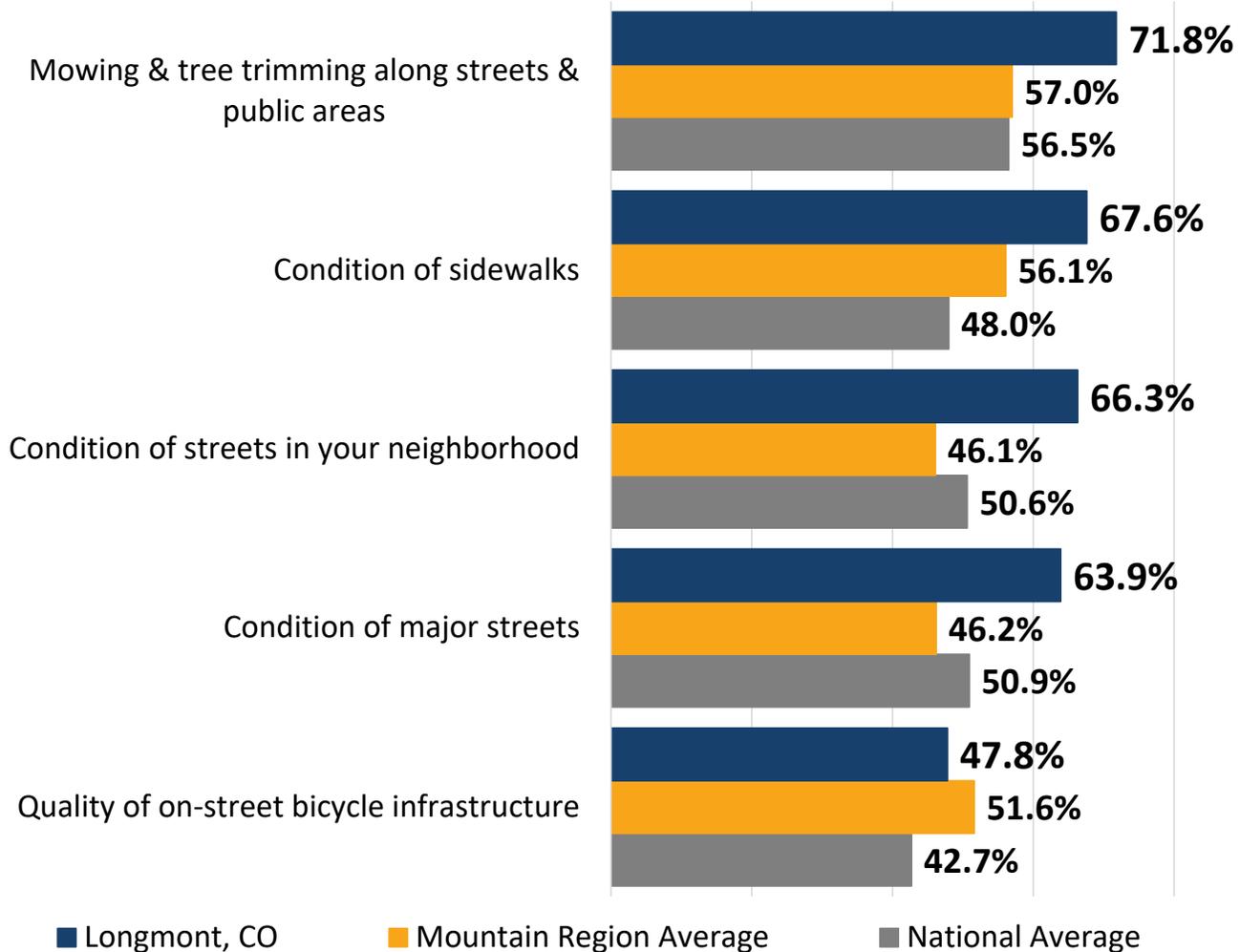
Q13. Perception of Safety

Based on the sum of “very satisfied” and “satisfied” responses (excluding “don’t know” responses)



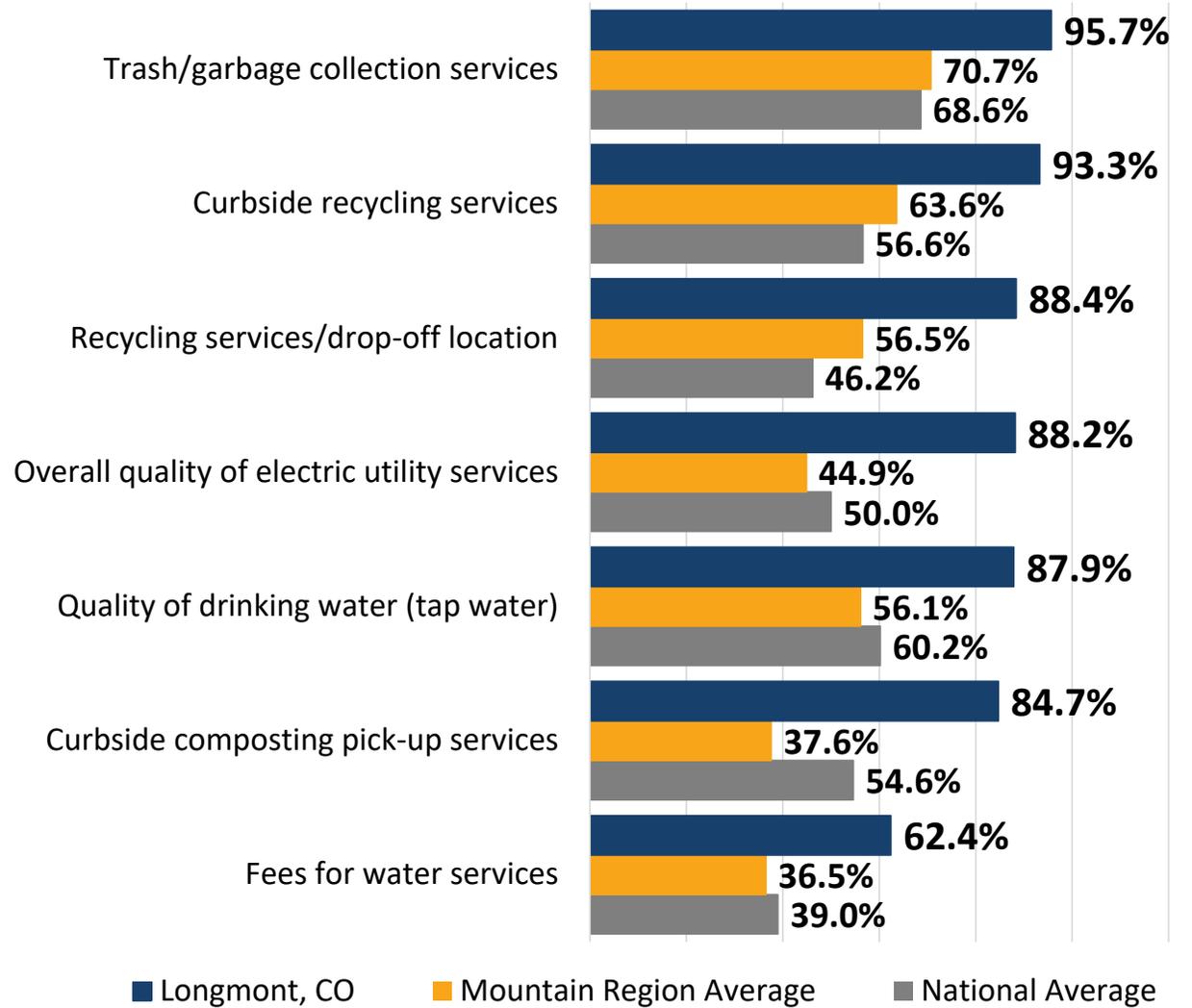
Q16. Maintenance Services

Based on the sum of “very satisfied” and “satisfied” responses (excluding “don’t know” responses)



Q18. Recycling, Trash, Water & Electric Services

Based on the sum of "very satisfied" and "satisfied" responses (excluding "don't know" responses)





TABULAR DATA

SURVEY RESULTS

Q1. Using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your level of satisfaction with the overall quality of City services provided by the City of Longmont.

	Number	Percent
Very satisfied	301	29.2 %
Satisfied	514	49.9 %
Neutral	97	9.4 %
Dissatisfied	29	2.8 %
Very dissatisfied	5	0.5 %
Not provided	85	8.2 %
Total	1031	100.0 %

Q1. Using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your level of satisfaction with the overall quality of City services provided by the City of Longmont. (without "not provided")

	Number	Percent
Very satisfied	301	31.8 %
Satisfied	514	54.3 %
Neutral	97	10.3 %
Dissatisfied	29	3.1 %
Very dissatisfied	5	0.5 %
Total	946	100.0 %

Q2. How likely would you be to recommend the City of Longmont to friends, family, and/or colleagues as a place to live?

(N=1031)

	Extremely likely	9	8	7	6	5	4	3	2	1	Not at all likely	Not provided
Q2. How likely would you be to recommend Longmont to friends, family, and/or colleagues as a place to live	24.9%	22.0%	23.4%	12.3%	4.4%	4.7%	2.2%	2.1%	0.7%	0.4%	1.8%	1.1%

Q2. How likely would you be to recommend the City of Longmont to friends, family, and/or colleagues as a place to live? (without "not provided")

(N=1031)

	Extremely likely	9	8	7	6	5	4	3	2	1	Not at all likely
Q2. How likely would you be to recommend Longmont to friends, family, and/or colleagues as a place to live	25.2%	22.3%	23.6%	12.5%	4.4%	4.7%	2.3%	2.2%	0.7%	0.4%	1.9%

Q3. Quality of Life. Please rate the City of Longmont...

(N=1031)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. As a place to find a job	6.3%	31.4%	21.8%	7.0%	2.3%	31.1%
Q3-2. As a place to live	35.9%	50.4%	8.0%	3.3%	1.4%	1.1%
Q3-3. As a place to raise children	25.5%	40.8%	10.9%	2.2%	1.4%	19.2%
Q3-4. As a place to retire	20.1%	33.6%	18.7%	7.4%	4.4%	15.9%
Q3-5. As a place to shop	6.5%	32.9%	26.9%	21.8%	10.7%	1.3%
Q3-6. As a place to visit	12.2%	43.8%	26.7%	9.8%	3.0%	4.5%
Q3-7. As a place to work	14.7%	36.3%	19.9%	2.8%	1.5%	24.8%
Q3-8. As a welcoming & inclusive community	16.3%	48.9%	23.2%	5.5%	2.1%	4.0%
Q3-9. Overall appearance	15.9%	55.6%	18.5%	7.1%	2.2%	0.7%
Q3-10. Overall cleanliness	17.0%	57.7%	16.5%	5.8%	2.3%	0.7%
Q3-11. Overall image	14.2%	56.3%	20.7%	4.9%	1.9%	2.0%
Q3-12. Overall quality of businesses & service establishments	14.7%	54.2%	19.2%	8.6%	1.7%	1.5%
Q3-13. Overall quality of life	25.1%	59.4%	10.7%	2.6%	1.4%	0.9%
Q3-14. Overall sense of community	16.1%	46.5%	26.7%	6.5%	2.1%	2.1%
Q3-15. Overall value you receive for your City taxes & fees	17.5%	46.1%	21.1%	8.0%	4.4%	3.0%
Q3-16. Your neighborhood as a place to live	38.2%	45.6%	10.3%	3.3%	1.3%	1.4%
Q3-17. Access to affordable quality childcare	2.1%	7.4%	14.6%	6.2%	4.2%	65.5%
Q3-18. Access to affordable quality healthcare	14.5%	41.2%	23.4%	6.5%	3.4%	11.0%
Q3-19. Access to affordable quality housing	3.4%	16.4%	27.8%	22.3%	18.2%	11.8%
Q3-20. Access to arts, culture, & recreational pursuits	17.2%	47.1%	21.8%	9.2%	2.4%	2.2%

Q3. Quality of Life. Please rate the City of Longmont... (without "don't know")

(N=1031)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. As a place to find a job	9.2%	45.6%	31.7%	10.1%	3.4%
Q3-2. As a place to live	36.3%	51.0%	8.0%	3.3%	1.4%
Q3-3. As a place to raise children	31.6%	50.5%	13.4%	2.8%	1.7%
Q3-4. As a place to retire	23.9%	39.9%	22.3%	8.8%	5.2%
Q3-5. As a place to shop	6.6%	33.3%	27.2%	22.1%	10.8%
Q3-6. As a place to visit	12.8%	45.9%	27.9%	10.3%	3.1%
Q3-7. As a place to work	19.6%	48.3%	26.5%	3.7%	1.9%
Q3-8. As a welcoming & inclusive community	17.0%	50.9%	24.1%	5.8%	2.2%
Q3-9. Overall appearance	16.0%	56.0%	18.7%	7.1%	2.2%
Q3-10. Overall cleanliness	17.1%	58.1%	16.6%	5.9%	2.3%
Q3-11. Overall image	14.5%	57.4%	21.1%	5.0%	2.0%
Q3-12. Overall quality of businesses & service establishments	15.0%	55.0%	19.5%	8.8%	1.8%
Q3-13. Overall quality of life	25.3%	59.9%	10.8%	2.6%	1.4%
Q3-14. Overall sense of community	16.5%	47.5%	27.3%	6.6%	2.2%
Q3-15. Overall value you receive for your City taxes & fees	18.0%	47.5%	21.8%	8.2%	4.5%
Q3-16. Your neighborhood as a place to live	38.7%	46.2%	10.4%	3.3%	1.3%
Q3-17. Access to affordable quality childcare	6.2%	21.3%	42.4%	18.0%	12.1%
Q3-18. Access to affordable quality healthcare	16.3%	46.3%	26.3%	7.3%	3.8%
Q3-19. Access to affordable quality housing	3.9%	18.6%	31.6%	25.3%	20.7%
Q3-20. Access to arts, culture, & recreational pursuits	17.6%	48.2%	22.3%	9.4%	2.5%

Q4. Communication. Please rate your satisfaction with the following:

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Quality of City's website (navigability & information)	11.1%	43.2%	21.1%	8.1%	2.5%	14.1%
Q4-2. Quality of City's social media (Facebook, Twitter, NextDoor, etc.)	4.7%	25.9%	18.4%	3.6%	1.0%	46.5%
Q4-3. Quality of City's newsletter, City Line	10.0%	38.9%	19.4%	3.5%	0.8%	27.4%
Q4-4. Availability of information on City services & programs	14.3%	50.0%	22.8%	4.6%	0.9%	7.6%
Q4-5. City's efforts to keep you informed	16.4%	45.6%	27.4%	5.3%	1.3%	4.1%
Q4-6. Level of public involvement in local decision-making & opportunities to provide public input into decisions	7.1%	29.2%	29.0%	11.7%	5.3%	17.7%
Q4-7. City's efforts to provide communication in multiple languages	7.9%	23.9%	18.0%	2.1%	0.2%	47.9%
Q4-8. City's efforts to provide accessible communications with people of different abilities (language, skill level, etc.)	5.6%	17.7%	19.3%	2.2%	0.7%	54.5%

Q4. Communication. Please rate your satisfaction with the following: (without "don't know")

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Quality of City's website (navigability & information)	12.9%	50.2%	24.6%	9.4%	2.9%
Q4-2. Quality of City's social media (Facebook, Twitter, NextDoor, etc.)	8.7%	48.4%	34.4%	6.7%	1.8%
Q4-3. Quality of City's newsletter, City Line	13.8%	53.6%	26.7%	4.8%	1.1%
Q4-4. Availability of information on City services & programs	15.4%	54.0%	24.7%	4.9%	0.9%
Q4-5. City's efforts to keep you informed	17.1%	47.5%	28.5%	5.6%	1.3%
Q4-6. Level of public involvement in local decision-making & opportunities to provide public input into decisions	8.6%	35.5%	35.2%	14.3%	6.5%
Q4-7. City's efforts to provide communication in multiple languages	15.1%	45.8%	34.6%	4.1%	0.4%
Q4-8. City's efforts to provide accessible communications with people of different abilities (language, skill level, etc.)	12.4%	38.8%	42.4%	4.9%	1.5%

Q5. Community Services. Please rate your satisfaction with the following:

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Ease of registering for programs & classes	13.5%	35.5%	16.8%	6.0%	1.6%	26.6%
Q5-2. Educational opportunities for all ages	14.1%	37.5%	17.0%	2.9%	0.4%	28.1%
Q5-3. Fees charged for recreation programs	13.2%	38.5%	19.5%	5.4%	1.0%	22.4%
Q5-4. Quality of Longmont Recreation Center programs & services	15.0%	40.1%	15.9%	3.6%	1.2%	24.2%
Q5-5. Quality of Longmont Recreation Center facility	17.5%	36.1%	15.8%	4.2%	1.4%	25.1%
Q5-6. Quality of City's golf courses	10.9%	19.3%	10.3%	0.5%	0.4%	58.7%
Q5-7. Quality of Longmont Museum programs & services	22.1%	33.8%	14.3%	1.9%	0.4%	27.5%
Q5-8. Quality of Longmont Museum facility	27.6%	33.6%	11.8%	1.3%	0.2%	25.5%
Q5-9. Quality of Longmont Public Library programs & services	32.3%	35.8%	10.2%	1.4%	0.4%	20.0%
Q5-10. Quality of Longmont Public Library facility	31.4%	36.8%	11.4%	3.5%	0.8%	16.1%
Q5-11. Quality of Longmont Youth Center programs & services	3.3%	8.3%	10.5%	1.8%	0.7%	75.4%
Q5-12. Quality of Longmont Youth Center facility	2.7%	6.6%	10.4%	1.7%	0.6%	78.0%
Q5-13. Quality of Longmont Senior Center programs & services	12.3%	20.7%	9.6%	1.5%	0.4%	55.6%
Q5-14. Quality of Longmont Senior Center facility	12.5%	19.7%	10.4%	2.2%	0.4%	54.8%
Q5-15. Special community events	16.9%	42.4%	19.5%	2.7%	0.4%	18.1%
Q5-16. Quality of Neighborhood Engagement opportunities	6.1%	19.1%	26.9%	8.1%	2.3%	37.5%
Q5-17. Quality of Affordable Housing programs	2.7%	4.7%	15.9%	12.1%	10.4%	54.2%

Q5. Community Services. Please rate your satisfaction with the following: (without "don't know")

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Ease of registering for programs & classes	18.4%	48.3%	22.9%	8.2%	2.2%
Q5-2. Educational opportunities for all ages	19.6%	52.2%	23.6%	4.0%	0.5%
Q5-3. Fees charged for recreation programs	17.0%	49.6%	25.1%	7.0%	1.3%
Q5-4. Quality of Longmont Recreation Center programs & services	19.8%	52.9%	21.0%	4.7%	1.5%
Q5-5. Quality of Longmont Recreation Center facility	23.3%	48.2%	21.1%	5.6%	1.8%
Q5-6. Quality of City's golf courses	26.3%	46.7%	24.9%	1.2%	0.9%
Q5-7. Quality of Longmont Museum programs & services	30.5%	46.6%	19.7%	2.7%	0.5%
Q5-8. Quality of Longmont Museum facility	37.1%	45.1%	15.9%	1.7%	0.3%
Q5-9. Quality of Longmont Public Library programs & services	40.4%	44.7%	12.7%	1.7%	0.5%
Q5-10. Quality of Longmont Public Library facility	37.5%	43.8%	13.6%	4.2%	0.9%
Q5-11. Quality of Longmont Youth Center programs & services	13.4%	33.9%	42.5%	7.5%	2.8%
Q5-12. Quality of Longmont Youth Center facility	12.3%	30.0%	47.1%	7.9%	2.6%
Q5-13. Quality of Longmont Senior Center programs & services	27.7%	46.5%	21.6%	3.3%	0.9%
Q5-14. Quality of Longmont Senior Center facility	27.7%	43.6%	23.0%	4.9%	0.9%
Q5-15. Special community events	20.6%	51.8%	23.8%	3.3%	0.5%
Q5-16. Quality of Neighborhood Engagement opportunities	9.8%	30.6%	43.0%	12.9%	3.7%
Q5-17. Quality of Affordable Housing programs	5.9%	10.2%	34.7%	26.5%	22.7%

Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. Top choice	Number	Percent
Ease of registering for programs & classes	33	3.2 %
Educational opportunities for all ages	69	6.7 %
Fees charged for recreation programs	27	2.6 %
Quality of Longmont Recreation Center programs & services	34	3.3 %
Quality of Longmont Recreation Center facility	59	5.7 %
Quality of City's golf courses	19	1.8 %
Quality of Longmont Museum programs & services	17	1.6 %
Quality of Longmont Museum facility	8	0.8 %
Quality of Longmont Public Library programs & services	37	3.6 %
Quality of Longmont Public Library facility	62	6.0 %
Quality of Longmont Youth Center programs & services	30	2.9 %
Quality of Longmont Youth Center facility	9	0.9 %
Quality of Longmont Senior Center programs & services	38	3.7 %
Quality of Longmont Senior Center facility	11	1.1 %
Special community events	43	4.2 %
Quality of Neighborhood Engagement opportunities	54	5.2 %
Quality of Affordable Housing programs	345	33.5 %
None chosen	136	13.2 %
Total	1031	100.0 %

Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
Ease of registering for programs & classes	24	2.3 %
Educational opportunities for all ages	89	8.6 %
Fees charged for recreation programs	45	4.4 %
Quality of Longmont Recreation Center programs & services	72	7.0 %
Quality of Longmont Recreation Center facility	51	4.9 %
Quality of City's golf courses	13	1.3 %
Quality of Longmont Museum programs & services	27	2.6 %
Quality of Longmont Museum facility	13	1.3 %
Quality of Longmont Public Library programs & services	69	6.7 %
Quality of Longmont Public Library facility	60	5.8 %
Quality of Longmont Youth Center programs & services	56	5.4 %
Quality of Longmont Youth Center facility	20	1.9 %
Quality of Longmont Senior Center programs & services	50	4.8 %
Quality of Longmont Senior Center facility	35	3.4 %
Special community events	89	8.6 %
Quality of Neighborhood Engagement opportunities	80	7.8 %
Quality of Affordable Housing programs	65	6.3 %
None chosen	173	16.8 %
Total	1031	100.0 %

Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
Ease of registering for programs & classes	28	2.7 %
Educational opportunities for all ages	83	8.1 %
Fees charged for recreation programs	51	4.9 %
Quality of Longmont Recreation Center programs & services	60	5.8 %
Quality of Longmont Recreation Center facility	57	5.5 %
Quality of City's golf courses	15	1.5 %
Quality of Longmont Museum programs & services	32	3.1 %
Quality of Longmont Museum facility	10	1.0 %
Quality of Longmont Public Library programs & services	56	5.4 %
Quality of Longmont Public Library facility	46	4.5 %
Quality of Longmont Youth Center programs & services	58	5.6 %
Quality of Longmont Youth Center facility	25	2.4 %
Quality of Longmont Senior Center programs & services	51	4.9 %
Quality of Longmont Senior Center facility	39	3.8 %
Special community events	86	8.3 %
Quality of Neighborhood Engagement opportunities	68	6.6 %
Quality of Affordable Housing programs	54	5.2 %
None chosen	212	20.6 %
Total	1031	100.0 %

Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 4th choice	Number	Percent
Ease of registering for programs & classes	21	2.0 %
Educational opportunities for all ages	74	7.2 %
Fees charged for recreation programs	33	3.2 %
Quality of Longmont Recreation Center programs & services	64	6.2 %
Quality of Longmont Recreation Center facility	54	5.2 %
Quality of City's golf courses	12	1.2 %
Quality of Longmont Museum programs & services	36	3.5 %
Quality of Longmont Museum facility	17	1.6 %
Quality of Longmont Public Library programs & services	57	5.5 %
Quality of Longmont Public Library facility	43	4.2 %
Quality of Longmont Youth Center programs & services	35	3.4 %
Quality of Longmont Youth Center facility	20	1.9 %
Quality of Longmont Senior Center programs & services	66	6.4 %
Quality of Longmont Senior Center facility	38	3.7 %
Special community events	80	7.8 %
Quality of Neighborhood Engagement opportunities	71	6.9 %
Quality of Affordable Housing programs	47	4.6 %
None chosen	263	25.5 %
Total	1031	100.0 %

Q6. Which FOUR of the items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)

<u>Q6. Top choice</u>	<u>Number</u>	<u>Percent</u>
Ease of registering for programs & classes	106	10.3 %
Educational opportunities for all ages	315	30.6 %
Fees charged for recreation programs	156	15.1 %
Quality of Longmont Recreation Center programs & services	230	22.3 %
Quality of Longmont Recreation Center facility	221	21.4 %
Quality of City's golf courses	59	5.7 %
Quality of Longmont Museum programs & services	112	10.9 %
Quality of Longmont Museum facility	48	4.7 %
Quality of Longmont Public Library programs & services	219	21.2 %
Quality of Longmont Public Library facility	211	20.5 %
Quality of Longmont Youth Center programs & services	179	17.4 %
Quality of Longmont Youth Center facility	74	7.2 %
Quality of Longmont Senior Center programs & services	205	19.9 %
Quality of Longmont Senior Center facility	123	11.9 %
Special community events	298	28.9 %
Quality of Neighborhood Engagement opportunities	273	26.5 %
Quality of Affordable Housing programs	511	49.6 %
<u>None chosen</u>	<u>136</u>	<u>13.2 %</u>
Total	3476	

Q7. Parks, Open Space, & Trails. Please rate your satisfaction with the following:

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Availability/access to parks & trails	38.1%	45.3%	9.1%	2.2%	1.2%	4.1%
Q7-2. Balanced investment in City parks (both old & new)	17.2%	42.9%	16.8%	6.3%	1.2%	15.7%
Q7-3. Cleanliness & quality of park restrooms	7.1%	26.0%	22.6%	13.1%	4.3%	27.0%
Q7-4. Maintenance of City parks, grounds, & facilities	18.0%	50.9%	17.6%	6.5%	1.8%	5.1%
Q7-5. Number of City parks	26.8%	47.9%	13.2%	5.8%	0.9%	5.4%
Q7-6. Preservation of natural areas	18.3%	48.6%	17.5%	5.7%	2.9%	7.0%
Q7-7. Quality of design of City parks	18.8%	50.8%	20.6%	4.1%	0.5%	5.2%
Q7-8. Quality of large multi-use community parks	19.7%	47.1%	18.9%	3.3%	0.8%	10.2%
Q7-9. Quality of neighborhood parks	20.4%	52.7%	16.5%	4.4%	0.7%	5.4%
Q7-10. Quality of outdoor athletic fields	12.3%	35.9%	14.1%	1.7%	0.8%	35.2%
Q7-11. Quality of walking, hiking, & biking trails	26.7%	46.7%	13.0%	3.9%	1.8%	8.0%
Q7-12. Variety of recreational opportunities/experiences available in City parks	15.7%	39.8%	22.9%	4.8%	1.2%	15.7%

Q7. Parks, Open Space, & Trails. Please rate your satisfaction with the following: (without "don't know")

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Availability/access to parks & trails	39.7%	47.2%	9.5%	2.3%	1.2%
Q7-2. Balanced investment in City parks (both old & new)	20.4%	50.9%	19.9%	7.5%	1.4%
Q7-3. Cleanliness & quality of park restrooms	9.7%	35.6%	30.9%	17.9%	5.8%
Q7-4. Maintenance of City parks, grounds, & facilities	19.0%	53.7%	18.5%	6.9%	1.9%
Q7-5. Number of City parks	28.3%	50.7%	13.9%	6.2%	0.9%
Q7-6. Preservation of natural areas	19.7%	52.2%	18.8%	6.2%	3.1%
Q7-7. Quality of design of City parks	19.9%	53.6%	21.7%	4.3%	0.5%
Q7-8. Quality of large multi-use community parks	21.9%	52.5%	21.1%	3.7%	0.9%
Q7-9. Quality of neighborhood parks	21.5%	55.7%	17.4%	4.6%	0.7%
Q7-10. Quality of outdoor athletic fields	19.0%	55.4%	21.7%	2.7%	1.2%
Q7-11. Quality of walking, hiking, & biking trails	29.0%	50.7%	14.1%	4.2%	2.0%
Q7-12. Variety of recreational opportunities/ experiences available in City parks	18.6%	47.2%	27.2%	5.6%	1.4%

Q8. Which THREE of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability/access to parks & trails	93	9.0 %
Balanced investment in City parks (both old & new)	108	10.5 %
Cleanliness & quality of park restrooms	134	13.0 %
Maintenance of City parks, grounds, & facilities	107	10.4 %
Number of City parks	38	3.7 %
Preservation of natural areas	161	15.6 %
Quality of design of City parks	16	1.6 %
Quality of large multi-use community parks	21	2.0 %
Quality of neighborhood parks	25	2.4 %
Quality of outdoor athletic fields	15	1.5 %
Quality of walking, hiking, & biking trails	116	11.3 %
Variety of recreational opportunities/experiences available in City parks	58	5.6 %
None chosen	139	13.5 %
Total	1031	100.0 %

Q8. Which THREE of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability/access to parks & trails	61	5.9 %
Balanced investment in City parks (both old & new)	69	6.7 %
Cleanliness & quality of park restrooms	102	9.9 %
Maintenance of City parks, grounds, & facilities	139	13.5 %
Number of City parks	36	3.5 %
Preservation of natural areas	135	13.1 %
Quality of design of City parks	28	2.7 %
Quality of large multi-use community parks	24	2.3 %
Quality of neighborhood parks	64	6.2 %
Quality of outdoor athletic fields	26	2.5 %
Quality of walking, hiking, & biking trails	112	10.9 %
Variety of recreational opportunities/experiences available in City parks	58	5.6 %
None chosen	177	17.2 %
Total	1031	100.0 %

Q8. Which THREE of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q8. 3rd choice	Number	Percent
Availability/access to parks & trails	62	6.0 %
Balanced investment in City parks (both old & new)	87	8.4 %
Cleanliness & quality of park restrooms	77	7.5 %
Maintenance of City parks, grounds, & facilities	95	9.2 %
Number of City parks	34	3.3 %
Preservation of natural areas	90	8.7 %
Quality of design of City parks	31	3.0 %
Quality of large multi-use community parks	30	2.9 %
Quality of neighborhood parks	71	6.9 %
Quality of outdoor athletic fields	24	2.3 %
Quality of walking, hiking, & biking trails	127	12.3 %
Variety of recreational opportunities/experiences available in City parks	96	9.3 %
None chosen	207	20.1 %
Total	1031	100.0 %

Q8. Which THREE of the items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q8. Top choice	Number	Percent
Availability/access to parks & trails	216	21.0 %
Balanced investment in City parks (both old & new)	264	25.6 %
Cleanliness & quality of park restrooms	313	30.4 %
Maintenance of City parks, grounds, & facilities	341	33.1 %
Number of City parks	108	10.5 %
Preservation of natural areas	386	37.4 %
Quality of design of City parks	75	7.3 %
Quality of large multi-use community parks	75	7.3 %
Quality of neighborhood parks	160	15.5 %
Quality of outdoor athletic fields	65	6.3 %
Quality of walking, hiking, & biking trails	355	34.4 %
Variety of recreational opportunities/experiences available in City parks	212	20.6 %
None chosen	139	13.5 %
Total	2709	

Q9. Fire and Emergency Medical Services. Please rate your satisfaction with the following:

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Emergency preparedness & response	22.2%	35.2%	9.7%	1.9%	1.1%	29.9%
Q9-2. Fire inspection programs in your community	9.3%	18.2%	11.8%	1.2%	0.9%	58.6%
Q9-3. Fire prevention/risk reduction programs in your community	8.7%	17.6%	13.8%	2.0%	1.2%	56.7%
Q9-4. How quickly Emergency Medical personnel respond to emergencies	22.7%	28.7%	6.9%	0.9%	0.3%	40.5%
Q9-5. How quickly fire services personnel respond to emergencies	23.3%	24.8%	6.5%	0.1%	0.4%	44.9%
Q9-6. Overall quality of Emergency Medical services	22.3%	29.1%	7.4%	0.9%	0.5%	39.9%
Q9-7. Overall quality of fire services	23.8%	27.3%	6.8%	0.2%	0.4%	41.6%

Q9. Fire and Emergency Medical Services. Please rate your satisfaction with the following: (without "don't know")

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Emergency preparedness & response	31.7%	50.2%	13.8%	2.8%	1.5%
Q9-2. Fire inspection programs in your community	22.5%	44.0%	28.6%	2.8%	2.1%
Q9-3. Fire prevention/risk reduction programs in your community	20.2%	40.6%	31.8%	4.7%	2.7%
Q9-4. How quickly Emergency Medical personnel respond to emergencies	38.2%	48.3%	11.6%	1.5%	0.5%
Q9-5. How quickly fire services personnel respond to emergencies	42.3%	45.1%	11.8%	0.2%	0.7%
Q9-6. Overall quality of Emergency Medical services	37.1%	48.4%	12.3%	1.5%	0.8%
Q9-7. Overall quality of fire services	40.7%	46.7%	11.6%	0.3%	0.7%

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. Top choice	Number	Percent
Emergency preparedness & response	332	32.2 %
Fire inspection programs in your community	56	5.4 %
Fire prevention/risk reduction programs in your community	150	14.5 %
How quickly Emergency Medical personnel respond to emergencies	87	8.4 %
How quickly fire services personnel respond to emergencies	27	2.6 %
Overall quality of Emergency Medical services	61	5.9 %
Overall quality of fire services	34	3.3 %
None chosen	284	27.5 %
Total	1031	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 2nd choice	Number	Percent
Emergency preparedness & response	91	8.8 %
Fire inspection programs in your community	83	8.1 %
Fire prevention/risk reduction programs in your community	159	15.4 %
How quickly Emergency Medical personnel respond to emergencies	124	12.0 %
How quickly fire services personnel respond to emergencies	90	8.7 %
Overall quality of Emergency Medical services	114	11.1 %
Overall quality of fire services	49	4.8 %
None chosen	321	31.1 %
Total	1031	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q10. 3rd choice	Number	Percent
Emergency preparedness & response	125	12.1 %
Fire inspection programs in your community	59	5.7 %
Fire prevention/risk reduction programs in your community	92	8.9 %
How quickly Emergency Medical personnel respond to emergencies	73	7.1 %
How quickly fire services personnel respond to emergencies	102	9.9 %
Overall quality of Emergency Medical services	118	11.4 %
Overall quality of fire services	99	9.6 %
None chosen	363	35.2 %
Total	1031	100.0 %

Q10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Emergency preparedness & response	548	53.2 %
Fire inspection programs in your community	198	19.2 %
Fire prevention/risk reduction programs in your community	401	38.9 %
How quickly Emergency Medical personnel respond to emergencies	284	27.5 %
How quickly fire services personnel respond to emergencies	219	21.2 %
Overall quality of Emergency Medical services	293	28.4 %
Overall quality of fire services	182	17.7 %
None chosen	284	27.5 %
Total	2409	

Q11. Police Services. Please rate your satisfaction with the following:

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. CORE/LEAD/Angel programs to assist with alcohol & mental health issues	5.4%	8.4%	10.7%	4.1%	2.0%	69.4%
Q11-2. Efforts by Animal Control to meet public need	9.7%	27.7%	18.7%	5.1%	1.2%	37.5%
Q11-3. Efforts by police in your community to prevent crime	7.7%	24.2%	22.2%	16.0%	4.7%	25.2%
Q11-4. Efforts by police to solve major investigations	7.2%	21.5%	18.3%	6.4%	3.1%	43.5%
Q11-5. Enforcement of local traffic laws	6.9%	23.8%	22.5%	18.2%	13.4%	15.2%
Q11-6. How quickly police respond to emergencies	11.8%	28.4%	14.0%	2.8%	1.6%	41.4%
Q11-7. Overall quality of police services	12.3%	33.4%	21.1%	6.2%	3.5%	23.5%
Q11-8. Police outreach & safety education programs	5.6%	14.8%	17.1%	4.0%	1.8%	56.6%
Q11-9. Responsiveness by 911 Longmont Emergency Communications Center to emergencies	14.1%	24.2%	9.3%	1.3%	0.8%	50.3%
Q11-10. Understanding that non-emergency calls are a lower priority, how satisfied are you with responsiveness of Longmont Emergency Communications Center	14.1%	28.0%	13.0%	2.3%	1.8%	40.7%

Q11. Police Services. Please rate your satisfaction with the following: (without "don't know")

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. CORE/LEAD/Angel programs to assist with alcohol & mental health issues	17.7%	27.5%	34.8%	13.3%	6.6%
Q11-2. Efforts by Animal Control to meet public need	15.5%	44.4%	30.0%	8.2%	1.9%
Q11-3. Efforts by police in your community to prevent crime	10.2%	32.4%	29.7%	21.4%	6.2%
Q11-4. Efforts by police to solve major investigations	12.7%	38.1%	32.4%	11.3%	5.5%
Q11-5. Enforcement of local traffic laws	8.1%	28.0%	26.5%	21.5%	15.8%
Q11-6. How quickly police respond to emergencies	20.2%	48.5%	23.8%	4.8%	2.6%
Q11-7. Overall quality of police services	16.1%	43.6%	27.6%	8.1%	4.6%
Q11-8. Police outreach & safety education programs	13.0%	34.2%	39.4%	9.2%	4.3%
Q11-9. Responsiveness by 911 Longmont Emergency Communications Center to emergencies	28.3%	48.8%	18.8%	2.5%	1.6%
Q11-10. Understanding that non-emergency calls are a lower priority, how satisfied are you with responsiveness of Longmont Emergency Communications Center	23.7%	47.3%	21.9%	3.9%	3.1%

Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. Top choice	Number	Percent	
CORE/LEAD/Angel programs to assist with alcohol & mental health issues	227	22.7 %	22.0 %
Efforts by Animal Control to meet public need	34	3.3 %	
Efforts by police in your community to prevent crime	246	23.9 %	
Efforts by police to solve major investigations	26	2.5 %	
Enforcement of local traffic laws	145	14.1 %	
How quickly police respond to emergencies	34	3.3 %	
Overall quality of police services	61	5.9 %	
Police outreach & safety education programs	35	3.4 %	
Responsiveness by 911 Longmont Emergency Communications Center to emergencies	26	2.5 %	
Understanding that non-emergency calls are a lower priority, how satisfied are you with responsiveness of Longmont Emergency Communications Center	13	1.3 %	
None chosen	184	17.8 %	
Total	1031	100.0 %	

Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 2nd choice	Number	Percent	
CORE/LEAD/Angel programs to assist with alcohol & mental health issues	63	6.1 %	6.1 %
Efforts by Animal Control to meet public need	30	2.9 %	
Efforts by police in your community to prevent crime	189	18.3 %	
Efforts by police to solve major investigations	77	7.5 %	
Enforcement of local traffic laws	115	11.2 %	
How quickly police respond to emergencies	78	7.6 %	
Overall quality of police services	111	10.8 %	
Police outreach & safety education programs	82	8.0 %	
Responsiveness by 911 Longmont Emergency Communications Center to emergencies	37	3.6 %	
Understanding that non-emergency calls are a lower priority, how satisfied are you with responsiveness of Longmont Emergency Communications Center	11	1.1 %	
None chosen	238	23.1 %	
Total	1031	100.0 %	

Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q12. 3rd choice	Number	Percent	
CORE/LEAD/Angel programs to assist with alcohol & mental health issues	73	7.1 %	7.1 %
Efforts by Animal Control to meet public need	23	2.2 %	
Efforts by police in your community to prevent crime	103	10.0 %	
Efforts by police to solve major investigations	57	5.5 %	
Enforcement of local traffic laws	76	7.4 %	
How quickly police respond to emergencies	60	5.8 %	
Overall quality of police services	138	13.4 %	
Police outreach & safety education programs	108	10.5 %	
Responsiveness by 911 Longmont Emergency Communications Center to emergencies	70	6.8 %	
Understanding that non-emergency calls are a lower priority, how satisfied are you with responsiveness of Longmont Emergency Communications Center	34	3.3 %	
None chosen	289	28.0 %	
Total	1031	100.0 %	

Q12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q12. Top choice	Number	Percent	
CORE/LEAD/Angel programs to assist with alcohol & mental health issues	363	35.2 %	35.2 %
Efforts by Animal Control to meet public need	87	8.4 %	
Efforts by police in your community to prevent crime	538	52.2 %	
Efforts by police to solve major investigations	160	15.5 %	
Enforcement of local traffic laws	336	32.6 %	
How quickly police respond to emergencies	172	16.7 %	
Overall quality of police services	310	30.1 %	
Police outreach & safety education programs	225	21.8 %	
Responsiveness by 911 Longmont Emergency Communications Center to emergencies	133	12.9 %	
Understanding that non-emergency calls are a lower priority, how satisfied are you with responsiveness of Longmont Emergency Communications Center	58	5.6 %	
None chosen	184	17.8 %	
Total	2566		

Q13. Perception of Safety. How safe do you feel...

(N=1031)

	Very safe	Somewnat safe	Neutral	Somewnat unsafe	Very unsafe	Don't know
Q13-1. In Downtown Longmont during the day	69.2%	22.8%	4.2%	1.6%	0.0%	2.3%
Q13-2. In Downtown Longmont at night	23.2%	38.0%	12.6%	15.7%	3.1%	7.4%
Q13-3. In your neighborhood during the day	81.1%	15.0%	2.0%	0.7%	0.1%	1.1%
Q13-4. In your neighborhood at night	46.3%	36.3%	8.2%	6.2%	1.4%	1.6%
Q13-5. In community parks, open spaces & trails	31.2%	38.6%	11.4%	10.6%	2.2%	5.9%
Q13-6. Overall, in Longmont during the day	59.2%	32.9%	5.3%	1.5%	0.0%	1.2%
Q13-7. Overall, in Longmont at night	18.2%	41.3%	17.0%	17.3%	2.8%	3.4%

Q13. Perception of Safety. How safe do you feel... (without "don't know")

(N=1031)

	Very safe	Somewhat safe	Neutral	Somewhat unsafe	Very unsafe
Q13-1. In Downtown Longmont during the day	70.8%	23.3%	4.3%	1.6%	0.0%
Q13-2. In Downtown Longmont at night	25.0%	41.0%	13.6%	17.0%	3.4%
Q13-3. In your neighborhood during the day	82.0%	15.2%	2.1%	0.7%	0.1%
Q13-4. In your neighborhood at night	47.0%	36.9%	8.4%	6.3%	1.4%
Q13-5. In community parks, open spaces & trails	33.2%	41.0%	12.2%	11.2%	2.4%
Q13-6. Overall, in Longmont during the day	59.9%	33.3%	5.4%	1.5%	0.0%
Q13-7. Overall, in Longmont at night	18.9%	42.8%	17.6%	17.9%	2.9%

Q14. Mobility. Please rate your satisfaction with the following:

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Accessibility of streets/ sidewalks for people with disabilities	14.6%	32.4%	13.5%	5.4%	1.0%	33.1%
Q14-2. Ease of travel by bicycle in Longmont	12.6%	35.1%	19.1%	10.8%	2.5%	19.9%
Q14-3. Ease of travel by bus in Longmont	7.5%	17.5%	15.4%	10.0%	4.8%	44.8%
Q14-4. Ease of travel by car travel in Longmont	22.1%	47.9%	15.0%	10.3%	2.4%	2.2%
Q14-5. Ease of travel by walking in Longmont	17.7%	49.8%	16.2%	6.5%	1.7%	8.1%
Q14-6. Availability of public parking	19.2%	43.4%	18.1%	13.0%	3.1%	3.2%
Q14-7. Support of electric vehicles	6.6%	12.3%	18.5%	7.1%	2.2%	53.2%
Q14-8. Free public transportation aboard RTD	21.3%	17.1%	11.3%	2.7%	2.1%	45.5%

Q14. Mobility. Please rate your satisfaction with the following: (without "don't know")

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Accessibility of streets/sidewalks for people with disabilities	21.9%	48.4%	20.1%	8.1%	1.4%
Q14-2. Ease of travel by bicycle in Longmont	15.7%	43.8%	23.8%	13.4%	3.1%
Q14-3. Ease of travel by bus in Longmont	13.5%	31.6%	27.9%	18.1%	8.8%
Q14-4. Ease of travel by car travel in Longmont	22.6%	49.0%	15.4%	10.5%	2.5%
Q14-5. Ease of travel by walking in Longmont	19.3%	54.1%	17.6%	7.1%	1.9%
Q14-6. Availability of public parking	19.8%	44.8%	18.7%	13.4%	3.2%
Q14-7. Support of electric vehicles	14.1%	26.3%	39.6%	15.1%	4.8%
Q14-8. Free public transportation aboard RTD	39.1%	31.3%	20.6%	5.0%	3.9%

Q15. Which TWO of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets/sidewalks for people with disabilities	120	11.6 %
Ease of travel by bicycle in Longmont	179	17.4 %
Ease of travel by bus in Longmont	92	8.9 %
Ease of travel by car travel in Longmont	190	18.4 %
Ease of travel by walking in Longmont	39	3.8 %
Availability of public parking	124	12.0 %
Support of electric vehicles	95	9.2 %
Free public transportation aboard RTD	61	5.9 %
None chosen	131	12.7 %
Total	1031	100.0 %

Q15. Which TWO of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets/sidewalks for people with disabilities	75	7.3 %
Ease of travel by bicycle in Longmont	131	12.7 %
Ease of travel by bus in Longmont	83	8.1 %
Ease of travel by car travel in Longmont	90	8.7 %
Ease of travel by walking in Longmont	107	10.4 %
Availability of public parking	156	15.1 %
Support of electric vehicles	94	9.1 %
Free public transportation aboard RTD	111	10.8 %
None chosen	184	17.8 %
Total	1031	100.0 %

Q15. Which TWO of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Accessibility of streets/sidewalks for people with disabilities	195	18.9 %
Ease of travel by bicycle in Longmont	310	30.1 %
Ease of travel by bus in Longmont	175	17.0 %
Ease of travel by car travel in Longmont	280	27.2 %
Ease of travel by walking in Longmont	146	14.2 %
Availability of public parking	280	27.2 %
Support of electric vehicles	189	18.3 %
Free public transportation aboard RTD	172	16.7 %
None chosen	131	12.7 %
Total	1878	

Q16. Maintenance. Please rate your satisfaction with the following:

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Condition of major streets	11.7%	51.2%	18.3%	13.8%	3.5%	1.5%
Q16-2. Condition of streets in your neighborhood	16.4%	49.0%	16.5%	13.2%	3.6%	1.4%
Q16-3. Condition of sidewalks	14.6%	51.8%	19.8%	10.3%	1.7%	1.7%
Q16-4. Condition of street signs & traffic signals	22.3%	57.9%	12.8%	4.1%	1.1%	1.8%
Q16-5. Cleanliness of streets & public areas	16.9%	55.0%	19.1%	6.0%	1.2%	1.8%
Q16-6. Adequacy of street lighting in your community	21.4%	50.6%	15.8%	8.1%	1.8%	2.1%
Q16-7. Snow removal on major City streets	21.4%	49.9%	13.8%	9.2%	2.7%	3.0%
Q16-8. Mowing & tree trimming along streets & public areas	18.0%	50.9%	18.5%	5.8%	2.7%	4.0%
Q16-9. Quality of on-street bicycle infrastructure (bike lanes/signage)	7.6%	32.5%	26.0%	12.9%	4.8%	16.3%

Q16. Maintenance. Please rate your satisfaction with the following: (without "don't know")

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Condition of major streets	11.9%	52.0%	18.6%	14.0%	3.5%
Q16-2. Condition of streets in your neighborhood	16.6%	49.7%	16.7%	13.4%	3.6%
Q16-3. Condition of sidewalks	14.9%	52.7%	20.1%	10.5%	1.8%
Q16-4. Condition of street signs & traffic signals	22.7%	59.0%	13.0%	4.2%	1.1%
Q16-5. Cleanliness of streets & public areas	17.2%	56.0%	19.5%	6.1%	1.2%
Q16-6. Adequacy of street lighting in your community	21.9%	51.7%	16.2%	8.3%	1.9%
Q16-7. Snow removal on major City streets	22.1%	51.4%	14.2%	9.5%	2.8%
Q16-8. Mowing & tree trimming along streets & public areas	18.8%	53.0%	19.3%	6.1%	2.8%
Q16-9. Quality of on-street bicycle infrastructure (bike lanes/signage)	9.0%	38.8%	31.1%	15.4%	5.7%

Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets	303	29.4 %
Condition of streets in your neighborhood	95	9.2 %
Condition of sidewalks	52	5.0 %
Condition of street signs & traffic signals	23	2.2 %
Cleanliness of streets & public areas	66	6.4 %
Adequacy of street lighting in your community	57	5.5 %
Snow removal on major City streets	96	9.3 %
Mowing & tree trimming along streets & public areas	32	3.1 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	177	17.2 %
None chosen	130	12.6 %
Total	1031	100.0 %

Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q17. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets	130	12.6 %
Condition of streets in your neighborhood	123	11.9 %
Condition of sidewalks	118	11.4 %
Condition of street signs & traffic signals	50	4.8 %
Cleanliness of streets & public areas	119	11.5 %
Adequacy of street lighting in your community	67	6.5 %
Snow removal on major City streets	106	10.3 %
Mowing & tree trimming along streets & public areas	50	4.8 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	90	8.7 %
None chosen	178	17.3 %
Total	1031	100.0 %

Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q17. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets	93	9.0 %
Condition of streets in your neighborhood	59	5.7 %
Condition of sidewalks	126	12.2 %
Condition of street signs & traffic signals	54	5.2 %
Cleanliness of streets & public areas	124	12.0 %
Adequacy of street lighting in your community	68	6.6 %
Snow removal on major City streets	94	9.1 %
Mowing & tree trimming along streets & public areas	79	7.7 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	77	7.5 %
None chosen	257	24.9 %
Total	1031	100.0 %

Q17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q17. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major streets	526	51.0 %
Condition of streets in your neighborhood	277	26.9 %
Condition of sidewalks	296	28.7 %
Condition of street signs & traffic signals	127	12.3 %
Cleanliness of streets & public areas	309	30.0 %
Adequacy of street lighting in your community	192	18.6 %
Snow removal on major City streets	296	28.7 %
Mowing & tree trimming along streets & public areas	161	15.6 %
Quality of on-street bicycle infrastructure (bike lanes/signage)	344	33.4 %
None chosen	130	12.6 %
Total	2658	

Q18. Recycling, Trash, Water, & Electric Services. Please rate your satisfaction with the following:

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Trash/garbage collection services	61.0%	32.6%	2.5%	1.1%	0.6%	2.2%
Q18-2. Curbside recycling services	59.6%	29.3%	3.9%	1.8%	0.7%	4.8%
Q18-3. Curbside composting pick-up services	41.1%	15.9%	7.2%	2.3%	0.8%	32.7%
Q18-4. Recycling services/drop-off location	45.0%	34.4%	7.6%	2.2%	0.6%	10.2%
Q18-5. Access to disposing of waste or recycling in appropriate containers	37.4%	37.7%	10.4%	4.1%	1.0%	9.4%
Q18-6. Fees for trash/recycling services	24.9%	40.0%	21.3%	6.7%	2.1%	4.9%
Q18-7. Quality of drinking water (tap water)	50.5%	35.9%	7.7%	3.8%	0.4%	1.7%
Q18-8. Fees for water services	21.1%	37.5%	22.0%	10.1%	3.4%	5.8%
Q18-9. Water conservation programs	11.7%	24.5%	23.6%	7.6%	1.9%	30.6%
Q18-10. Quality of recycling, trash, & water utility billing services	31.7%	43.5%	15.0%	3.4%	1.5%	4.9%
Q18-11. Overall quality of electric utility services	40.6%	44.9%	9.6%	1.4%	0.4%	3.1%
Q18-12. Cost of electric service	22.7%	39.6%	20.3%	11.1%	2.8%	3.6%
Q18-13. Electric customer service	26.3%	35.3%	13.6%	1.4%	0.7%	22.8%
Q18-14. Reliability of electric service	52.6%	38.7%	5.1%	0.3%	0.2%	3.1%
Q18-15. Electric conservation programs	11.8%	21.9%	19.6%	5.6%	1.0%	40.1%

Q18. Recycling, Trash, Water, & Electric Services. Please rate your satisfaction with the following: (without "don't know")

(N=1031)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Trash/garbage collection services	62.4%	33.3%	2.6%	1.1%	0.6%
Q18-2. Curbside recycling services	62.5%	30.8%	4.1%	1.9%	0.7%
Q18-3. Curbside composting pick-up services	61.1%	23.6%	10.7%	3.5%	1.2%
Q18-4. Recycling services/drop-off location	50.1%	38.3%	8.4%	2.5%	0.6%
Q18-5. Access to disposing of waste or recycling in appropriate containers	41.3%	41.6%	11.5%	4.5%	1.1%
Q18-6. Fees for trash/recycling services	26.2%	42.0%	22.4%	7.0%	2.2%
Q18-7. Quality of drinking water (tap water)	51.4%	36.5%	7.8%	3.8%	0.4%
Q18-8. Fees for water services	22.5%	39.9%	23.4%	10.7%	3.6%
Q18-9. Water conservation programs	16.9%	35.4%	34.0%	10.9%	2.8%
Q18-10. Quality of recycling, trash, & water utility billing services	33.4%	45.7%	15.8%	3.6%	1.5%
Q18-11. Overall quality of electric utility services	41.9%	46.3%	9.9%	1.4%	0.4%
Q18-12. Cost of electric service	23.5%	41.0%	21.0%	11.5%	2.9%
Q18-13. Electric customer service	34.0%	45.7%	17.6%	1.8%	0.9%
Q18-14. Reliability of electric service	54.3%	39.9%	5.3%	0.3%	0.2%
Q18-15. Electric conservation programs	19.7%	36.6%	32.7%	9.4%	1.6%

Q19. Which FOUR of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q19. Top choice	Number	Percent
Trash/garbage collection services	31	3.0 %
Curbside recycling services	32	3.1 %
Curbside composting pick-up services	45	4.4 %
Recycling services/drop-off location	38	3.7 %
Access to disposing of waste or recycling in appropriate containers	51	4.9 %
Fees for trash/recycling services	59	5.7 %
Quality of drinking water (tap water)	114	11.1 %
Fees for water services	90	8.7 %
Water conservation programs	197	19.1 %
Quality of recycling, trash, & water utility billing services	12	1.2 %
Overall quality of electric utility services	9	0.9 %
Cost of electric service	79	7.7 %
Electric customer service	2	0.2 %
Reliability of electric service	27	2.6 %
Electric conservation programs	72	7.0 %
None chosen	173	16.8 %
Total	1031	100.0 %

Q19. Which FOUR of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q19. 2nd choice	Number	Percent
Trash/garbage collection services	14	1.4 %
Curbside recycling services	29	2.8 %
Curbside composting pick-up services	25	2.4 %
Recycling services/drop-off location	37	3.6 %
Access to disposing of waste or recycling in appropriate containers	38	3.7 %
Fees for trash/recycling services	55	5.3 %
Quality of drinking water (tap water)	84	8.1 %
Fees for water services	103	10.0 %
Water conservation programs	140	13.6 %
Quality of recycling, trash, & water utility billing services	14	1.4 %
Overall quality of electric utility services	15	1.5 %
Cost of electric service	98	9.5 %
Electric customer service	9	0.9 %
Reliability of electric service	27	2.6 %
Electric conservation programs	130	12.6 %
None chosen	213	20.7 %
Total	1031	100.0 %

Q19. Which FOUR of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q19. 3rd choice	Number	Percent
Trash/garbage collection services	20	1.9 %
Curbside recycling services	25	2.4 %
Curbside composting pick-up services	30	2.9 %
Recycling services/drop-off location	49	4.8 %
Access to disposing of waste or recycling in appropriate containers	51	4.9 %
Fees for trash/recycling services	63	6.1 %
Quality of drinking water (tap water)	91	8.8 %
Fees for water services	65	6.3 %
Water conservation programs	84	8.1 %
Quality of recycling, trash, & water utility billing services	26	2.5 %
Overall quality of electric utility services	26	2.5 %
Cost of electric service	97	9.4 %
Electric customer service	10	1.0 %
Reliability of electric service	28	2.7 %
Electric conservation programs	85	8.2 %
None chosen	281	27.3 %
Total	1031	100.0 %

Q19. Which FOUR of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q19. 4th choice	Number	Percent
Trash/garbage collection services	20	1.9 %
Curbside recycling services	29	2.8 %
Curbside composting pick-up services	34	3.3 %
Recycling services/drop-off location	50	4.8 %
Access to disposing of waste or recycling in appropriate containers	67	6.5 %
Fees for trash/recycling services	41	4.0 %
Quality of drinking water (tap water)	50	4.8 %
Fees for water services	52	5.0 %
Water conservation programs	68	6.6 %
Quality of recycling, trash, & water utility billing services	32	3.1 %
Overall quality of electric utility services	29	2.8 %
Cost of electric service	69	6.7 %
Electric customer service	8	0.8 %
Reliability of electric service	40	3.9 %
Electric conservation programs	72	7.0 %
None chosen	370	35.9 %
Total	1031	100.0 %

Q19. Which FOUR of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 4)

<u>Q19. Top choice</u>	<u>Number</u>	<u>Percent</u>
Trash/garbage collection services	85	8.2 %
Curbside recycling services	115	11.2 %
Curbside composting pick-up services	134	13.0 %
Recycling services/drop-off location	174	16.9 %
Access to disposing of waste or recycling in appropriate containers	207	20.1 %
Fees for trash/recycling services	218	21.1 %
Quality of drinking water (tap water)	339	32.9 %
Fees for water services	310	30.1 %
Water conservation programs	489	47.4 %
Quality of recycling, trash, & water utility billing services	84	8.1 %
Overall quality of electric utility services	79	7.7 %
Cost of electric service	343	33.3 %
Electric customer service	29	2.8 %
Reliability of electric service	122	11.8 %
Electric conservation programs	359	34.8 %
None chosen	173	16.8 %
Total	3260	

Q20. Economic Growth. Please rate your perception of the current speed of...

(N=1031)

	Much too fast	Somewhat too fast	Right amount	Somewhat too slow	Much too slow	Don't know
Q20-1. Population growth	38.2%	36.9%	20.2%	1.0%	0.4%	3.4%
Q20-2. Retail growth (stores, restaurants, etc.)	3.4%	10.6%	38.7%	32.1%	11.6%	3.6%
Q20-3. Industrial growth	3.8%	8.2%	44.4%	15.3%	3.9%	24.3%
Q20-4. Jobs growth	0.7%	3.0%	33.8%	25.2%	5.8%	31.5%
Q20-5. Green or sustainable job growth	1.4%	3.1%	15.9%	24.9%	13.4%	41.3%

Q20. Economic Growth. Please rate your perception of the current speed of... (without "don't know")

(N=1031)

	Much too fast	Somewhat too fast	Right amount	Somewhat too slow	Much too slow
Q20-1. Population growth	39.6%	38.2%	20.9%	1.0%	0.4%
Q20-2. Retail growth (stores, restaurants, etc.)	3.5%	11.0%	40.1%	33.3%	12.1%
Q20-3. Industrial growth	5.0%	10.9%	58.7%	20.3%	5.1%
Q20-4. Jobs growth	1.0%	4.4%	49.3%	36.8%	8.5%
Q20-5. Green or sustainable job growth	2.3%	5.3%	27.1%	42.5%	22.8%

Q21. NextLight Fiber Internet Services. Are you a current NextLight customer?

<u>Q21. Are you a current NextLight customer</u>	<u>Number</u>	<u>Percent</u>
Yes	778	75.5 %
No	249	24.2 %
Not provided	4	0.4 %
Total	1031	100.0 %

Q21. NextLight Fiber Internet Services. Are you a current NextLight customer? (without "not provided")

<u>Q21. Are you a current NextLight customer</u>	<u>Number</u>	<u>Percent</u>
Yes	778	75.8 %
No	249	24.2 %
Total	1027	100.0 %

Q21a. Please rate your satisfaction with the...

(N=778)

	<u>Very satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very dissatisfied</u>	<u>Don't know</u>
Q21a-1. Overall quality of NextLight fiber internet services	76.1%	21.1%	1.0%	1.3%	0.0%	0.5%
Q21a-2. Cost of service	67.6%	22.6%	5.1%	3.1%	0.1%	1.4%
Q21a-3. Customer service	62.1%	21.1%	4.9%	1.2%	0.3%	10.5%
Q21a-4. Internet speed	68.4%	24.7%	3.9%	1.8%	0.4%	0.9%
Q21a-5. Reliability of service	70.2%	23.8%	3.9%	0.9%	0.3%	1.0%
Q21a-6. Technical support	52.6%	19.5%	4.6%	1.3%	0.3%	21.7%
Q21a-7. Self-installation guide	35.3%	14.9%	9.5%	0.4%	0.3%	39.6%

Q21a. Please rate your satisfaction with the... (without "don't know")

(N=778)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21a-1. Overall quality of NextLight fiber internet services	76.5%	21.2%	1.0%	1.3%	0.0%
Q21a-2. Cost of service	68.6%	22.9%	5.2%	3.1%	0.1%
Q21a-3. Customer service	69.4%	23.6%	5.5%	1.3%	0.3%
Q21a-4. Internet speed	69.0%	24.9%	3.9%	1.8%	0.4%
Q21a-5. Reliability of service	70.9%	24.0%	3.9%	0.9%	0.3%
Q21a-6. Technical support	67.2%	25.0%	5.9%	1.6%	0.3%
Q21a-7. Self-installation guide	58.5%	24.7%	15.7%	0.6%	0.4%

Q21b. Have you visited NextLight's website (mynextlight.com) in the past year?

Q21b. Have you visited NextLight's website in past year	Number	Percent
Yes	400	51.4 %
No	374	48.1 %
Not provided	4	0.5 %
Total	778	100.0 %

Q21b. Have you visited NextLight's website (mynextlight.com) in the past year? (without "not provided")

Q21b. Have you visited NextLight's website in past year	Number	Percent
Yes	400	51.7 %
No	374	48.3 %
Total	774	100.0 %

Q21c. How easy was it to use and find information that you needed?

<u>Q21c. How easy was it to use & find information that you needed</u>	<u>Number</u>	<u>Percent</u>
Very easy	219	54.8 %
Somewhat easy	130	32.5 %
Neutral	33	8.3 %
Not easy	11	2.8 %
Not easy at all	3	0.8 %
Not provided	4	1.0 %
Total	400	100.0 %

Q21c. How easy was it to use and find information that you needed? (without "not provided")

<u>Q21c. How easy was it to use & find information that you needed</u>	<u>Number</u>	<u>Percent</u>
Very easy	219	55.3 %
Somewhat easy	130	32.8 %
Neutral	33	8.3 %
Not easy	11	2.8 %
Not easy at all	3	0.8 %
Total	396	100.0 %

Q22. City of Longmont Customer Service. Have you contacted the City of Longmont to request services within the past two years?

<u>Q22. Have you contacted City to request services within past two years</u>	<u>Number</u>	<u>Percent</u>
Yes	567	55.0 %
No	452	43.8 %
Not provided	12	1.2 %
Total	1031	100.0 %

Q22. City of Longmont Customer Service. Have you contacted the City of Longmont to request services within the past two years? (without "not provided")

<u>Q22. Have you contacted City to request services within past two years</u>	<u>Number</u>	<u>Percent</u>
Yes	567	55.6 %
No	452	44.4 %
Total	1019	100.0 %

Q22a. Which service(s) did you contact the City for within the past TWO years?

Q22a. Which services did you contact City for within past two years	Number	Percent
Water/Sewer	127	22.4 %
Police	140	24.7 %
City Manager's Office	14	2.5 %
Utility Billing	172	30.3 %
Fire	19	3.4 %
Planning & Development Services	52	9.2 %
Longmont Power & Communications (Electric Utility)	147	25.9 %
Building Inspection	70	12.3 %
Code Enforcement	91	16.0 %
NextLight Fiber Internet Services	236	41.6 %
Trash/Recycling/Composting	235	41.4 %
Housing	17	3.0 %
Streets/Snow Removal	38	6.7 %
Neighborhood Resources	19	3.4 %
City Attorney/Prosecutor	5	0.9 %
Recreation Services	135	23.8 %
Human Resources	11	1.9 %
Municipal Court	5	0.9 %
Parks/Forestry	57	10.1 %
Animal Control	78	13.8 %
Museum	105	18.5 %
Youth Services	11	1.9 %
Sales Tax	8	1.4 %
Golf Services	46	8.1 %
Senior Services	72	12.7 %
Library	171	30.2 %
Clerk's Office	22	3.9 %
Airport	14	2.5 %
Total	2117	

Q22b. Please rate your satisfaction with the most recent interaction you have had with City staff and...

(N=567)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not provided
Q22b-1. How easy it was to get in touch with an employee	42.0%	40.4%	11.1%	4.8%	1.1%	0.7%
Q22b-2. How quickly the issue was handled	42.5%	34.7%	13.4%	5.6%	3.0%	0.7%
Q22b-3. Knowledge of the issue	44.6%	34.0%	13.1%	3.9%	2.5%	1.9%
Q22b-4. Overall customer service provided by City	45.9%	35.8%	12.2%	3.5%	1.8%	0.9%
Q22b-5. Treated you with respect	57.5%	31.2%	5.6%	2.6%	1.6%	1.4%

Q22b. Please rate your satisfaction with the most recent interaction you have had with City staff and... (without "not provided")

(N=567)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22b-1. How easy it was to get in touch with an employee	42.3%	40.7%	11.2%	4.8%	1.1%
Q22b-2. How quickly the issue was handled	42.8%	35.0%	13.5%	5.7%	3.0%
Q22b-3. Knowledge of the issue	45.5%	34.7%	13.3%	4.0%	2.5%
Q22b-4. Overall customer service provided by City	46.3%	36.1%	12.3%	3.6%	1.8%
Q22b-5. Treated you with respect	58.3%	31.7%	5.7%	2.7%	1.6%

Q23. How often do you use the following sources to gain information about the City of Longmont?

(N=1031)

	Very frequently	Somewhat frequently	Somewhat infrequently	Very infrequently	Never	Don't know
Q23-1. Attend a City Council meeting (either in person or remotely)	0.5%	2.4%	7.6%	21.9%	63.1%	4.5%
Q23-2. Watch a City Council meeting online at LongmontPublicMedia.org or LongmontColorado.gov	0.6%	4.2%	8.6%	21.8%	60.0%	4.8%
Q23-3. Watch a City Council meeting on public access cable television channel 8	0.4%	2.1%	4.8%	12.9%	73.1%	6.7%
Q23-4. Visit City of Longmont website at longmontcolorado.gov	10.0%	32.1%	28.3%	14.9%	11.1%	3.6%
Q23-5. Visit Engage Longmont webpage at engage.longmontcolorado.gov	1.9%	6.0%	11.1%	10.4%	59.4%	11.3%
Q23-6. Watch Channel 8-public access channel	0.3%	1.2%	4.4%	12.0%	74.6%	7.6%
Q23-7. Read City Line newsletter (with utility billing statement)	31.4%	23.5%	11.3%	8.9%	20.4%	4.5%
Q23-8. Read The GO (Senior Services newsletter)	8.4%	7.8%	5.3%	5.6%	61.6%	11.3%
Q23-9. Read the Longmont Daily Times-Call newspaper or online	25.6%	15.0%	13.3%	16.0%	25.7%	4.4%
Q23-10. Read the Denver Post, Boulder Daily Camera newspaper or online	11.3%	12.2%	12.5%	19.3%	40.1%	4.7%
Q23-11. Read the Longmont Leader (online news)	15.2%	15.4%	10.8%	10.5%	42.2%	5.9%
Q23-12. Read City Talk (weekly ad in the Times-Call newspaper)	7.0%	8.0%	5.8%	10.7%	59.9%	8.6%
Q23-13. Subscribe to City's e-news services (e-News, e-Notifications, RSS feed, & other online subscription services)	9.9%	9.4%	6.4%	6.9%	57.6%	9.8%

Q23. How often do you use the following sources to gain information about the City of Longmont?

(N=1031)

	Very frequently	Somewhat frequently	Somewhat infrequently	Very infrequently	Never	Don't know
Q23-14. Visit City's social media networking sites (Facebook, YouTube, Twitter, NextDoor, etc.)	6.4%	15.6%	15.7%	13.6%	42.9%	5.8%
Q23-15. Read quarterly Longmont Recreation brochure	18.7%	31.5%	15.1%	11.2%	18.9%	4.6%
Q23-16. Read quarterly Museum newsletter	10.9%	12.8%	11.9%	11.5%	45.1%	7.8%
Q23-17. Listen to news radio (KGUD, La Ley, AM1060)]	2.5%	2.6%	3.5%	5.9%	75.8%	9.7%
Q23-18. Word of mouth (friends/family/neighbors)	18.9%	33.6%	21.8%	12.0%	8.2%	5.4%

Q23. How often do you use the following sources to gain information about the City of Longmont? (without "don't know")

(N=1031)

	Very frequently	Somewhat frequently	Somewhat infrequently	Very infrequently	Never
Q23-1. Attend a City Council meeting (either in person or remotely)	0.5%	2.5%	7.9%	22.9%	66.1%
Q23-2. Watch a City Council meeting online at LongmontPublicMedia.org or LongmontColorado.gov	0.6%	4.4%	9.1%	22.9%	63.0%
Q23-3. Watch a City Council meeting on public access cable television channel 8	0.4%	2.3%	5.1%	13.8%	78.4%
Q23-4. Visit City of Longmont website at longmontcolorado.gov	10.4%	33.3%	29.4%	15.5%	11.5%
Q23-5. Visit Engage Longmont webpage at engage.longmontcolorado.gov	2.2%	6.8%	12.5%	11.7%	66.9%
Q23-6. Watch Channel 8-public access channel	0.3%	1.3%	4.7%	13.0%	80.7%
Q23-7. Read City Line newsletter (with utility billing statement)	32.9%	24.6%	11.9%	9.3%	21.3%
Q23-8. Read The GO (Senior Services newsletter)	9.5%	8.7%	6.0%	6.3%	69.4%
Q23-9. Read the Longmont Daily Times-Call newspaper or online	26.8%	15.7%	13.9%	16.7%	26.9%
Q23-10. Read the Denver Post, Boulder Daily Camera newspaper or online	11.8%	12.8%	13.1%	20.2%	42.0%
Q23-11. Read the Longmont Leader (online news)	16.2%	16.4%	11.4%	11.1%	44.8%
Q23-12. Read City Talk (weekly ad in the Times-Call newspaper)	7.6%	8.7%	6.4%	11.7%	65.6%
Q23-13. Subscribe to City's e-news services (e-News, e-Notifications, RSS feed, & other online subscription services)	11.0%	10.4%	7.1%	7.6%	63.9%
Q23-14. Visit City's social media networking sites (Facebook, YouTube, Twitter, NextDoor, etc.)	6.8%	16.6%	16.7%	14.4%	45.5%
Q23-15. Read quarterly Longmont Recreation brochure	19.6%	33.0%	15.9%	11.7%	19.8%

Q23. How often do you use the following sources to gain information about the City of Longmont? (without "don't know")

(N=1031)

	Very frequently	Somewhat frequently	Somewhat infrequently	Very infrequently	Never
Q23-16. Read quarterly Museum newsletter	11.8%	13.9%	12.9%	12.5%	48.9%
Q23-17. Listen to news radio (KGUD, La Ley, AM1060)]	2.8%	2.9%	3.9%	6.6%	83.9%
Q23-18. Word of mouth (friends/family/neighbors)	20.0%	35.5%	23.1%	12.7%	8.7%

Q25. To what degree, if at all, are each of the following a problem in Longmont?

(N=1031)

	Major problem	Minor problem	Moderate problem	Not a problem	Don't know
Q25-1. Crime	23.1%	28.8%	33.9%	6.9%	7.4%
Q25-2. Drugs/substance abuse	35.7%	20.5%	22.4%	4.2%	17.3%
Q25-3. Graffiti	14.4%	37.1%	29.2%	12.0%	7.3%
Q25-4. Scams/fraud	11.6%	24.1%	21.9%	10.6%	31.8%
Q25-5. Housing retention	14.2%	14.7%	17.6%	7.2%	46.4%
Q25-6. Homelessness	51.8%	21.3%	19.9%	2.4%	4.6%
Q25-7. Junked vehicles	9.1%	27.8%	22.7%	20.9%	19.5%
Q25-8. Noise	12.4%	31.0%	24.2%	27.5%	4.8%
Q25-9. Trash accumulation/illegal dumping	4.2%	25.8%	25.7%	25.3%	19.0%
Q25-10. Substandard buildings & housing	5.3%	19.7%	25.3%	22.9%	26.8%
Q25-11. Too much growth	33.7%	24.0%	19.0%	18.3%	5.0%
Q25-12. Traffic issues: congestion, speeding, accidents	40.6%	27.3%	21.3%	8.7%	2.0%
Q25-13. Trains sounding their horns	13.8%	22.0%	17.5%	41.0%	5.7%
Q25-14. Unsupervised youth	5.5%	20.9%	20.7%	30.6%	22.3%
Q25-15. Weeds	8.3%	24.1%	25.5%	33.8%	8.3%

Q25. To what degree, if at all, are each of the following a problem in Longmont? (without "don't know")

(N=1031)

	Major problem	Minor problem	Moderate problem	Not a problem
Q25-1. Crime	24.9%	31.1%	36.5%	7.4%
Q25-2. Drugs/substance abuse	43.1%	24.7%	27.1%	5.0%
Q25-3. Graffiti	15.5%	40.1%	31.5%	13.0%
Q25-4. Scams/fraud	17.1%	35.3%	32.1%	15.5%
Q25-5. Housing retention	26.4%	27.5%	32.7%	13.4%
Q25-6. Homelessness	54.3%	22.4%	20.8%	2.5%
Q25-7. Junked vehicles	11.3%	34.6%	28.2%	25.9%
Q25-8. Noise	13.0%	32.6%	25.5%	28.9%
Q25-9. Trash accumulation/illegal dumping	5.1%	31.9%	31.7%	31.3%
Q25-10. Substandard buildings & housing	7.3%	26.9%	34.6%	31.3%
Q25-11. Too much growth	35.4%	25.2%	20.0%	19.3%
Q25-12. Traffic issues: congestion, speeding, accidents	41.5%	27.8%	21.8%	8.9%
Q25-13. Trains sounding their horns	14.6%	23.4%	18.5%	43.5%
Q25-14. Unsupervised youth	7.1%	26.8%	26.6%	39.5%
Q25-15. Weeds	9.1%	26.2%	27.8%	36.8%

Q26. In the last 12 months, what extent have you or members of your household been worried about...

(N=1031)

	A lot	A little	Not at all	Not provided
Q26-1. Making your housing cost payments	8.7%	19.1%	69.0%	3.2%
Q26-2. Finding housing you can afford	14.8%	11.3%	68.1%	5.7%
Q26-3. Paying for health & dental care & insurance	14.0%	26.6%	56.2%	3.3%
Q26-4. Paying for food & groceries	14.5%	29.2%	53.9%	2.3%
Q26-5. Paying for transportation expenses	13.1%	26.8%	57.2%	2.9%
Q26-6. Paying for legal assistance	3.4%	8.5%	79.9%	8.1%
Q26-7. Paying for unexpected costs	17.4%	37.4%	41.6%	3.6%
Q26-8. Paying for childcare	4.4%	6.4%	75.8%	13.5%
Q26-9. Finding mental health or substance abuse treatment for yourself and/or family member	11.3%	13.3%	65.7%	9.7%
Q26-10. Paying for educational expenses for you or your children	8.1%	14.4%	65.0%	12.5%
Q26-11. Addressing risky behaviors affecting your school-age children	4.6%	9.2%	69.8%	16.4%
Q26-12. Finding a job or finding a better paying job	12.4%	18.1%	58.6%	10.9%
Q26-13. Paying for in-home assistance/care	4.6%	11.0%	71.2%	13.3%
Q26-14. Affordable internet	5.3%	15.5%	73.4%	5.7%

Q26. In the last 12 months, what extent have you or members of your household been worried about... (without "not provided")

(N=1031)

	A lot	A little	Not at all
Q26-1. Making your housing cost payments	9.0%	19.7%	71.2%
Q26-2. Finding housing you can afford	15.7%	12.0%	72.2%
Q26-3. Paying for health & dental care & insurance	14.4%	27.5%	58.1%
Q26-4. Paying for food & groceries	14.9%	29.9%	55.2%
Q26-5. Paying for transportation expenses	13.5%	27.6%	58.9%
Q26-6. Paying for legal assistance	3.7%	9.3%	87.0%
Q26-7. Paying for unexpected costs	18.0%	38.8%	43.2%
Q26-8. Paying for childcare	5.0%	7.4%	87.6%
Q26-9. Finding mental health or substance abuse treatment for yourself and/or family member	12.6%	14.7%	72.7%
Q26-10. Paying for educational expenses for you or your children	9.3%	16.4%	74.3%
Q26-11. Addressing risky behaviors affecting your school-age children	5.5%	11.0%	83.5%
Q26-12. Finding a job or finding a better paying job	13.9%	20.3%	65.7%
Q26-13. Paying for in-home assistance/care	5.3%	12.6%	82.1%
Q26-14. Affordable internet	5.7%	16.5%	77.9%

Q27. How many years have you lived in Longmont?

<u>Q27. How many years have you lived in Longmont</u>	<u>Number</u>	<u>Percent</u>
Less than 2 years	64	6.2 %
2-5 years	153	14.8 %
6-10 years	173	16.8 %
11-20 years	195	18.9 %
21-40 years	303	29.4 %
40+ years	140	13.6 %
Not provided	3	0.3 %
Total	1031	100.0 %

Q27. How many years have you lived in Longmont? (without "not provided")

<u>Q27. How many years have you lived in Longmont</u>	<u>Number</u>	<u>Percent</u>
Less than 2 years	64	6.2 %
2-5 years	153	14.9 %
6-10 years	173	16.8 %
11-20 years	195	19.0 %
21-40 years	303	29.5 %
40+ years	140	13.6 %
Total	1028	100.0 %

Q28. Which best describes the building you live in?

<u>Q28. Which best describes the building you live in</u>	<u>Number</u>	<u>Percent</u>
One family house detached from any other houses	884	85.7 %
Duplex or townhome	76	7.4 %
Apartment or condominium	55	5.3 %
Mobile home	9	0.9 %
Assisted/supported living property	1	0.1 %
Other	2	0.2 %
Not provided	4	0.4 %
Total	1031	100.0 %

Q28. Which best describes the building you live in? (without "not provided")

<u>Q28. Which best describes the building you live in</u>	<u>Number</u>	<u>Percent</u>
One family house detached from any other houses	884	86.1 %
Duplex or townhome	76	7.4 %
Apartment or condominium	55	5.4 %
Mobile home	9	0.9 %
Assisted/supported living property	1	0.1 %
Other	2	0.2 %
Total	1027	100.0 %

Q28-6. Other

<u>Q28-6. Other</u>	<u>Number</u>	<u>Percent</u>
Residential converted repurposed space	1	50.0 %
Four and two plexes	1	50.0 %
Total	2	100.0 %

Q29. Is this house, apartment or mobile home...

<u>Q29. What is this house, apartment or mobile home</u>	<u>Number</u>	<u>Percent</u>
Rented	226	21.9 %
Owned	790	76.6 %
Not provided	15	1.5 %
Total	1031	100.0 %

Q29. Is this house, apartment or mobile home... (without "not provided")

<u>Q29. What is this house, apartment or mobile home</u>	<u>Number</u>	<u>Percent</u>
Rented	226	22.2 %
Owned	790	77.8 %
Total	1016	100.0 %

Q30. What City do you work in?

<u>Q30. What City do you work in</u>	<u>Number</u>	<u>Percent</u>
Longmont	430	41.7 %
Boulder	122	11.8 %
Denver	22	2.1 %
Ft. Collins	12	1.2 %
Lafayette	10	1.0 %
Broomfield	27	2.6 %
Other	104	10.1 %
Not provided	304	29.5 %
Total	1031	100.0 %

Q30. What City do you work in? (without "not provided")

<u>Q30. What City do you work in</u>	<u>Number</u>	<u>Percent</u>
Longmont	430	59.1 %
Boulder	122	16.8 %
Denver	22	3.0 %
Ft. Collins	12	1.7 %
Lafayette	10	1.4 %
Broomfield	27	3.7 %
Other	104	14.3 %
Total	727	100.0 %

Q30-6. Other

Q30-6. Other	Number	Percent
Loveland	14	15.6 %
Longmont and Boulder	11	12.2 %
Louisville	8	8.9 %
Thornton	8	8.9 %
Work from home	8	8.9 %
Erie	4	4.4 %
Frederick	3	3.3 %
Westminster	2	2.2 %
Boulder	2	2.2 %
Firestone	2	2.2 %
Longmont, Denver	2	2.2 %
Greeley	2	2.2 %
Mead	1	1.1 %
Johnstown (Centerra)	1	1.1 %
Lakewood/remote	1	1.1 %
Longmont, Boulder, Denver, Greeley	1	1.1 %
Boulder, Ft. Collins	1	1.1 %
Commerce city	1	1.1 %
Lyons	1	1.1 %
LONGMONT, BOULDER, LAFAYETTE, BROOMFIELD, LOUISVILLE	1	1.1 %
Greater Denver, Colorado Springs	1	1.1 %
Adams County	1	1.1 %
Arvada	1	1.1 %
Ft Lupton	1	1.1 %
Out of the country right now	1	1.1 %
Spouse works from home/telecommute	1	1.1 %
Completely remote for out of state company	1	1.1 %
Weld Rel	1	1.1 %
Gunbarrel	1	1.1 %
Longmont, Boulder, Lafayette	1	1.1 %
Broomfield	1	1.1 %
All over the area	1	1.1 %
Longmont, Lafayette	1	1.1 %
Aurora	1	1.1 %
Teach part time online for a university in another state	1	1.1 %
Wheat Ridge	1	1.1 %
Total	90	100.0 %

Q31. What is your age?

<u>Q31. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	200	19.4 %
35-44	204	19.8 %
45-54	201	19.5 %
55-64	208	20.2 %
65+	207	20.1 %
Not provided	11	1.1 %
Total	1031	100.0 %

Q31. What is your age? (without "not provided")

<u>Q31. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	200	19.6 %
35-44	204	20.0 %
45-54	201	19.7 %
55-64	208	20.4 %
65+	207	20.3 %
Total	1020	100.0 %

Q32. Your gender identity:

<u>Q32. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	490	47.5 %
Female	513	49.8 %
Non-binary	9	0.9 %
Prefer to self-describe	3	0.3 %
Not provided	16	1.6 %
Total	1031	100.0 %

Q32. Your gender identity: (without "not provided")

<u>Q32. Your gender identity</u>	<u>Number</u>	<u>Percent</u>
Male	490	48.3 %
Female	513	50.5 %
Non-binary	9	0.9 %
Prefer to self-describe	3	0.3 %
Total	1015	100.0 %

Q32-4. Self-describe your gender identity:

<u>Q32-4. Self-describe your gender identity</u>	<u>Number</u>	<u>Percent</u>
Gender fluid	1	33.3 %
Fluid	1	33.3 %
Gender queer	1	33.3 %
Total	3	100.0 %

Q33. What is your anticipated total annual household income?

<u>Q33. What is your anticipated total annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$25K	101	9.8 %
\$25K to \$49,999	146	14.2 %
\$50K to \$79,999	215	20.9 %
\$80K to \$99,999	146	14.2 %
\$100K to \$149,999	175	17.0 %
\$150K+	159	15.4 %
Not provided	89	8.6 %
Total	1031	100.0 %

Q33. What is your anticipated total annual household income? (without "not provided")

<u>Q33. What is your anticipated total annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$25K	101	10.7 %
\$25K to \$49,999	146	15.5 %
\$50K to \$79,999	215	22.8 %
\$80K to \$99,999	146	15.5 %
\$100K to \$149,999	175	18.6 %
\$150K+	159	16.9 %
Total	942	100.0 %

Q34. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

<u>Q34. Are members of your family of Hispanic, Spanish, or Latino/a/x ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	241	23.4 %
No	733	71.1 %
Not provided	57	5.5 %
Total	1031	100.0 %

Q34. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry? (without "not provided")

<u>Q34. Are members of your family of Hispanic, Spanish, or Latino/a/x ancestry</u>	<u>Number</u>	<u>Percent</u>
Yes	241	24.7 %
No	733	75.3 %
Total	974	100.0 %

Q35. Which of the following best describes your race?

Q35. Which following best describes your race	Number	Percent
Asian or Asian Indian	35	3.4 %
Black or African American	12	1.2 %
American Indian or Alaska Native	10	1.0 %
White	891	86.4 %
Native Hawaiian or other Pacific Islander	3	0.3 %
Hispanic, Spanish, or Latino/a/x	241	23.4 %
Other	12	1.2 %
Total	1204	

Q35-7. Self-describe your race:

Q35-7. Self-describe your race	Number	Percent
Mixed	5	41.7 %
Multi-race	2	16.7 %
Jewish	2	16.7 %
European American	1	8.3 %
Italian	1	8.3 %
Irish	1	8.3 %
Total	12	100.0 %

Q36. What is the highest degree or level of school you have completed?

Q36. What is the highest degree or level of school you have completed	Number	Percent
12th grade or less (no diploma)	39	3.8 %
High school diploma	173	16.8 %
Some college, no degree	184	17.8 %
Associate's degree (e.g., AA, AS)	81	7.9 %
Bachelor's degree (e.g., BA, BS)	284	27.5 %
Graduate degree or professional degree	241	23.4 %
Not provided	29	2.8 %
Total	1031	100.0 %

Q36. What is the highest degree or level of school you have completed? (without "not provided")

Q36. What is the highest degree or level of school you have completed	Number	Percent
12th grade or less (no diploma)	39	3.9 %
High school diploma	173	17.3 %
Some college, no degree	184	18.4 %
Associate's degree (e.g., AA, AS)	81	8.1 %
Bachelor's degree (e.g., BA, BS)	284	28.3 %
Graduate degree or professional degree	241	24.1 %
Total	1002	100.0 %



SURVEY INSTRUMENT

**2022 CITY OF LONGMONT
RESIDENT SURVEY**

CITY OF LONGMONT | Office of the Mayor & City Council

April 2022

Dear Longmont Resident,

You have been selected to participate in the 2022 City of Longmont Community Survey! City Council and City staff believe it is crucial to ask our residents whether they are satisfied with services provided to the community. Asking questions ensures the City's priorities are aligned with the needs of our residents; it is important to know what you think.

Your feedback is essential, especially since your household was among a limited number of randomly selected households that were invited to participate in this survey. Your participation is necessary to make the survey a success.

We greatly appreciate your time. We realize this survey takes some time to complete, but every question is crucial. The time you invest in this survey will influence decisions that will be made about the City's future. Your responses will also help Council Members and City staff gauge the success of their efforts to carry out the community's vision for Longmont and to address the many opportunities and challenges it faces.

Please return your survey or complete it online sometime during the next two weeks. We have selected ETC Institute to administer this survey. Since 1982, ETC Institute has been serving local government organizations and is the leading market research firm in the nation. Your responses will remain confidential. Please return your survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, Kansas, 66061 or go to longmontsurvey.org to complete the survey online. If you have any questions, please contact Esther Campbell, Senior Research Analyst for ETC Institute, at esther.campbell@etcinstitute.com or (913) 254-4528.

Thank you very much for taking the time to provide your valuable input to help us understand your priorities, concerns, and insights, and the opportunities that we have in this wonderful City. Your participation is greatly appreciated.

Sincerely,



Joan Peck
Mayor

Esta carta lo invita a participar en una encuesta de la Ciudad de Longmont. Si quieres participar o tienes dudas, llama al 1-844-811-0411.

City Council

MAYOR:

Joan Peck

(303) 774-3619

MAYOR PRO TEM, AT-LARGE:

Aren Rodriguez

(303) 774-3615

WARD 1:

Tim Waters

(303) 774-3614

WARD 2:

Marcia Martin

(303) 774-3617

WARD 3:

Susie Hidalgo-Fahring

(303) 774-3612

AT-LARGE:

Shiquita Yarbrough

(303) 774-3613

5. Community Services. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Ease of registering for programs and classes	5	4	3	2	1	9
02.	Educational opportunities for all ages	5	4	3	2	1	9
03.	Fees charged for recreation programs	5	4	3	2	1	9
04.	Quality of Longmont Recreation Center programs and services	5	4	3	2	1	9
05.	Quality of Longmont Recreation Center facility	5	4	3	2	1	9
06.	Quality of the City's golf courses	5	4	3	2	1	9
07.	Quality of the Longmont Museum programs and services	5	4	3	2	1	9
08.	Quality of Longmont Museum facility	5	4	3	2	1	9
09.	Quality of the Longmont Public Library programs and services	5	4	3	2	1	9
10.	Quality of the Longmont Public Library facility	5	4	3	2	1	9
11.	Quality of the Longmont Youth Center programs and services	5	4	3	2	1	9
12.	Quality of the Longmont Youth Center facility	5	4	3	2	1	9
13.	Quality of the Longmont Senior Center programs and services	5	4	3	2	1	9
14.	Quality of the Longmont Senior Center facility	5	4	3	2	1	9
15.	Special community events	5	4	3	2	1	9
16.	Quality of Neighborhood Engagement opportunities	5	4	3	2	1	9
17.	Quality of Affordable Housing programs	5	4	3	2	1	9

6. Which **FOUR** of the items listed in Question 5 do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 5.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

7. Parks, Open Space, & Trails. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Availability/access to parks and trails	5	4	3	2	1	9
02.	Balanced investment in City parks (both old and new)	5	4	3	2	1	9
03.	Cleanliness and quality of park restrooms	5	4	3	2	1	9
04.	Maintenance of City parks, grounds, and facilities	5	4	3	2	1	9
05.	Number of City parks	5	4	3	2	1	9
06.	Preservation of natural areas	5	4	3	2	1	9
07.	Quality of design of City parks	5	4	3	2	1	9
08.	Quality of large multi-use community parks	5	4	3	2	1	9
09.	Quality of neighborhood parks	5	4	3	2	1	9
10.	Quality of outdoor athletic fields	5	4	3	2	1	9
11.	Quality of walking, hiking, and biking trails	5	4	3	2	1	9
12.	Variety of recreational opportunities/experiences available in City parks	5	4	3	2	1	9

8. Which **THREE** of the items listed in Question 7 do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 7.]

1st: ____ 2nd: ____ 3rd: ____

9. Fire and Emergency Medical Services. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Emergency preparedness and response	5	4	3	2	1	9
2.	Fire inspection programs in your community	5	4	3	2	1	9
3.	Fire prevention/risk reduction programs in your community	5	4	3	2	1	9
4.	How quickly Emergency Medical personnel respond to emergencies	5	4	3	2	1	9
5.	How quickly fire services personnel respond to emergencies	5	4	3	2	1	9
6.	Overall quality of Emergency Medical services	5	4	3	2	1	9
7.	Overall quality of fire services	5	4	3	2	1	9

10. Which THREE of the items listed in Question 9 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 9.]

1st: ____ 2nd: ____ 3rd: ____

11. Police Services. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	CORE/LEAD/Angel programs to assist with alcohol and mental health issues	5	4	3	2	1	9
02.	Efforts by Animal Control to meet public need	5	4	3	2	1	9
03.	Efforts by police in your community to prevent crime	5	4	3	2	1	9
04.	Efforts by police to solve major investigations	5	4	3	2	1	9
05.	Enforcement of local traffic laws	5	4	3	2	1	9
06.	How quickly police respond to emergencies	5	4	3	2	1	9
07.	Overall quality of police services	5	4	3	2	1	9
08.	Police outreach and safety education programs	5	4	3	2	1	9
09.	Responsiveness by the 9-1-1 Longmont Emergency Communications Center to emergencies	5	4	3	2	1	9
10.	Understanding that non-emergency calls are a lower priority, how satisfied are you with the responsiveness of the Longmont Emergency Communications Center	5	4	3	2	1	9

12. Which THREE of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 11.]

1st: ____ 2nd: ____ 3rd: ____

13. Perception of Safety. How safe do you feel...		Very Safe	Somewhat Safe	Neutral	Somewhat Unsafe	Very Unsafe	Don't Know
1.	In Downtown Longmont during the day	5	4	3	2	1	9
2.	In Downtown Longmont at night	5	4	3	2	1	9
3.	In your neighborhood during the day	5	4	3	2	1	9
4.	In your neighborhood at night	5	4	3	2	1	9
5.	In community parks, open spaces and trails	5	4	3	2	1	9
6.	Overall, in Longmont during the day	5	4	3	2	1	9
7.	Overall, in Longmont at night	5	4	3	2	1	9

14. Mobility. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Accessibility of streets/sidewalks for people with disabilities	5	4	3	2	1	9
2.	Ease of travel by bicycle in Longmont	5	4	3	2	1	9
3.	Ease of travel by bus in Longmont	5	4	3	2	1	9
4.	Ease of travel by car travel in Longmont	5	4	3	2	1	9
5.	Ease of travel by walking in Longmont	5	4	3	2	1	9
6.	Availability of public parking	5	4	3	2	1	9
7.	Support of electric vehicles	5	4	3	2	1	9
8.	Free public transportation aboard RTD	5	4	3	2	1	9

15. Which TWO of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 14.]

1st: ____ 2nd: ____

16. Maintenance. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Condition of major streets	5	4	3	2	1	9
2.	Condition of streets in your neighborhood	5	4	3	2	1	9
3.	Condition of sidewalks	5	4	3	2	1	9
4.	Condition of street signs and traffic signals	5	4	3	2	1	9
5.	Cleanliness of streets and public areas	5	4	3	2	1	9
6.	Adequacy of street lighting in your community	5	4	3	2	1	9
7.	Snow removal on major city streets	5	4	3	2	1	9
8.	Mowing and tree trimming along streets and public areas	5	4	3	2	1	9
9.	Quality of on-street bicycle infrastructure (bike lanes/signage)	5	4	3	2	1	9

17. Which THREE of the items listed in Question 16 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 16.]

1st: _____ 2nd: _____ 3rd: _____

18. Recycling, Trash, Water, & Electric Services. Please rate your satisfaction with the following.		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Trash/Garbage collection services	5	4	3	2	1	9
02.	Curbside recycling services	5	4	3	2	1	9
03.	Curbside composting pick-up services	5	4	3	2	1	9
04.	Recycling services/drop-off location	5	4	3	2	1	9
05.	Access to disposing of waste or recycling in appropriate containers	5	4	3	2	1	9
06.	Fees for trash/recycling services	5	4	3	2	1	9
07.	Quality of drinking water (tap water)	5	4	3	2	1	9
08.	Fees for water services	5	4	3	2	1	9
09.	Water conservation programs	5	4	3	2	1	9
10.	Quality of recycling, trash, and water utility billing services	5	4	3	2	1	9
11.	Overall quality of electric utility services	5	4	3	2	1	9
12.	Cost of electric service	5	4	3	2	1	9
13.	Electric customer service	5	4	3	2	1	9
14.	Reliability of electric service	5	4	3	2	1	9
15.	Electric conservation programs	5	4	3	2	1	9

19. Which FOUR of the items listed in Question 18 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 18.]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____

20. Economic Growth. Please rate your perception of the current speed of...		Much Too Fast	Somewhat Too Fast	Right Amount	Somewhat Too Slow	Much Too Slow	Don't Know
1.	Population growth	5	4	3	2	1	9
2.	Retail growth (stores, restaurants, etc.)	5	4	3	2	1	9
3.	Industrial growth	5	4	3	2	1	9
4.	Jobs growth	5	4	3	2	1	9
5.	Green or sustainable job growth	5	4	3	2	1	9

21. **NextLight Fiber Internet Services.** Are you a current NextLight customer?

____(1) Yes [Answer Q21a-c.] ____ (2) No [Skip to Q22.]

21a. Please rate your satisfaction with the...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of NextLight fiber internet services	5	4	3	2	1	9
2.	Cost of service	5	4	3	2	1	9
3.	Customer service	5	4	3	2	1	9
4.	Internet speed	5	4	3	2	1	9
5.	Reliability of service	5	4	3	2	1	9
6.	Technical support	5	4	3	2	1	9
7.	Self-installation guide	5	4	3	2	1	9

21b. Have you visited NextLight's website (mynextlight.com) in the past year?

___(1) Yes ___(2) No [Skip to Q22.]

21c. How easy was it to use and find information that you needed?

___(5) Very easy ___(4) Somewhat easy ___(3) Neutral ___(2) Not easy ___(1) Not easy at all

22. City of Longmont Customer Service. Have you contacted the City of Longmont to request services within the past two years?

___(1) Yes ___(2) No [Skip to Q23.]

22a. Which service(s) did you contact the City for within the past TWO years?

- | | | |
|-------------------------------|----------------------------------|-------------------------|
| ___(01) Water/Sewer | ___(09) Code Enforcement | ___(18) Municipal Court |
| ___(02) Police | ___(10) NextLight Fiber Internet | ___(19) Parks/Forestry |
| ___(03) City Manager's Office | Services | ___(20) Animal Control |
| ___(04) Utility Billing | ___(11) Trash/Recycling/ | ___(21) Museum |
| ___(05) Fire | Composting | ___(22) Youth services |
| ___(06) Planning and | ___(12) Housing | ___(23) Sales Tax |
| Development Services | ___(13) Streets/Snow removal | ___(24) Golf Services |
| ___(07) Longmont Power & | ___(14) Neighborhood resources | ___(25) Senior services |
| Communications | ___(15) City Attorney/Prosecutor | ___(26) Library |
| (Electric Utility) | ___(16) Recreation Services | ___(27) Clerk's Office |
| ___(08) Building Inspection | ___(17) Human Resources | ___(28) Airport |

22b. Please rate your satisfaction with the most recent interaction you have had with City staff and...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1.	How easy it was to get in touch with an employee	5	4	3	2	1
2.	How quickly the issue was handled	5	4	3	2	1
3.	Knowledge of the issue	5	4	3	2	1
4.	Overall customer service provided by the City	5	4	3	2	1
5.	Treated you with respect	5	4	3	2	1

23. How often do you use the following sources to gain information about the City of Longmont?		Very Frequently	Somewhat Frequently	Somewhat Infrequently	Very Infrequently	Never	Don't Know
01.	Attend a City Council meeting (either in person or remotely)	5	4	3	2	1	9
02.	Watch a City Council meeting online at LongmontPublicMedia.org or LongmontColorado.gov	5	4	3	2	1	9
03.	Watch a City Council meeting on public access cable television channel 8	5	4	3	2	1	9
04.	Visit City of Longmont website at longmontcolorado.gov	5	4	3	2	1	9
05.	Visit Engage Longmont webpage at engage.longmontcolorado.gov	5	4	3	2	1	9
06.	Watch Channel 8 - Public access channel	5	4	3	2	1	9
07.	Read City Line newsletter (with utility billing statement)	5	4	3	2	1	9
08.	Read The GO (Senior Services newsletter)	5	4	3	2	1	9
09.	Read the Longmont Daily Times-Call newspaper or online	5	4	3	2	1	9
10.	Read the Denver Post, Boulder Daily Camera newspaper or online	5	4	3	2	1	9
11.	Read the Longmont Leader (online news)	5	4	3	2	1	9
12.	Read "City Talk" (weekly ad in the Times-Call newspaper)	5	4	3	2	1	9
13.	Subscribe to the City's e-news services (e-News, e-Notifications, RSS feed, and other online subscription services)	5	4	3	2	1	9
14.	Visit the City's social media networking sites (Facebook, YouTube, Twitter, NextDoor, etc.)	5	4	3	2	1	9
15.	Read the quarterly Longmont Recreation brochure	5	4	3	2	1	9
16.	Read the quarterly Museum newsletter	5	4	3	2	1	9
17.	Listen to news radio (KGUD, La Ley, AM1060)	5	4	3	2	1	9
18.	Word of mouth (friends/family/neighbors)	5	4	3	2	1	9

24. What do you value most about the City of Longmont?

25. To what degree, if at all, are each of the following a problem in Longmont?		Major Problem	Minor Problem	Moderate Problem	Not a Problem	Don't Know
01.	Crime	4	3	2	1	9
02.	Drugs/Substance abuse	4	3	2	1	9
03.	Graffiti	4	3	2	1	9
04.	Scams/Fraud	4	3	2	1	9
05.	Housing retention	4	3	2	1	9
06.	Homelessness	4	3	2	1	9
07.	Junked vehicles	4	3	2	1	9
08.	Noise	4	3	2	1	9
09.	Trash accumulation/illegal dumping	4	3	2	1	9
10.	Substandard buildings and housing	4	3	2	1	9
11.	Too much growth	4	3	2	1	9
12.	Traffic issues: congestion, speeding, accidents	4	3	2	1	9
13.	Trains sounding their horns	4	3	2	1	9
14.	Unsupervised youth	4	3	2	1	9
15.	Weeds	4	3	2	1	9

26. In the last 12 months, what extent have you or members of your household been worried about...		A Lot	A Little	Not at All
01.	Making your housing cost payments	3	2	1
02.	Finding housing you can afford	3	2	1
03.	Paying for health and dental care and insurance	3	2	1
04.	Paying for food and groceries	3	2	1
05.	Paying for transportation expenses	3	2	1
06.	Paying for legal assistance	3	2	1
07.	Paying for unexpected costs	3	2	1
08.	Paying for childcare	3	2	1
09.	Finding mental health or substance abuse treatment for yourself and/or family member	3	2	1
10.	Paying for educational expenses for you or your children	3	2	1
11.	Addressing risky behaviors affecting your school-age children	3	2	1
12.	Finding a job or finding a better paying job	3	2	1
13.	Paying for in-home assistance/care	3	2	1
14.	Affordable internet	3	2	1

Demographics

27. How many years have you lived in Longmont?

- (1) Less than 2 years
 (3) 6-10 years
 (5) 21-40 years
 (2) 2-5 years
 (4) 11-20 years
 (6) 40+ years

28. Which best describes the building you live in?

- (1) One family house detached from any other houses
 (4) Mobile home
 (2) Duplex or townhome
 (5) Assisted/Supported living property
 (3) Apartment or condominium
 (6) Other: _____

29. Is this house, apartment or mobile home... (1) Rented (2) Owned

30. What City do you work in?

(1) Longmont (3) Denver (5) Lafayette (6) Other: _____
 (2) Boulder (4) Ft. Collins (6) Broomfield

31. What is your age? _____ years**32. Your gender identity:**

(1) Male (2) Female (3) Non-binary (4) Prefer to self-describe: _____

33. What is your anticipated total annual household income?

(1) Less than \$25,000 (3) \$50,000 to \$79,999 (5) \$100,000 to \$149,999
 (2) \$25,000 to \$49,999 (4) \$80,000 to \$99,999 (6) \$150,000 or more

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

(1) Yes (2) No

35. Which of the following best describes your race? [Check all that apply.]

(01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, or Latino/a/x
 (03) American Indian or Alaska Native (99) Other: _____
 (04) White

36. What is the highest degree or level of school you have completed?

(1) 12th grade or less (no diploma) (4) Associate's degree (e.g., AA, AS)
 (2) High school diploma (5) Bachelor's degree (e.g., BA, BS)
 (3) Some college, no degree (6) Graduate degree or professional degree

37. Would you be interested in participating in ongoing City surveys concerning important topics in Longmont?

(1) Yes [Answer Q37a.] (2) No

37a. Please provide your contact information below. This does not automatically sign you up. You can decide later whether you'd like to participate.

Name: _____ Email: _____

Phone: _____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential, unless you choose to provide contact information. The information printed to the right will ONLY be used to help identify location. If your address is not correct, please provide the correct information. Thank you.