

CITY OF LONGMONT CUSTOMER SATISFACTION SURVEY

REPORT OF RESULTS

August 2008

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Executive Summary

SURVEY PURPOSE

The Longmont Customer Satisfaction Survey serves as a consumer report card for Longmont by providing residents the opportunity to rate their satisfaction with the quality of life in the City, the community's amenities and satisfaction with local government. The survey also permits residents an opportunity to provide feedback to government on what is working well and what is not, and their priorities for community planning and resource allocation.

METHODS

The 2008 survey used stratified random sampling to select 1,000 residents in each of three Wards to receive survey mailings. The 2008 report includes comparisons of specific questions by Ward and illustrates where responses of residents from the three Wards were significantly different from each other (see *Appendix V. Comparison of Responses by Ward of Residence*).

Of the 3,000 surveys mailed in June 2008, about 162 of the surveys were returned because they were received by vacant housing units. Of the 2,838 households that received a survey, 738 completed the survey, providing a response rate of 26%. The margin of error is no greater than plus or minus 3.6 percentage points around any given percent based on community-wide estimates.

The baseline Longmont Customer Satisfaction Survey was conducted in 1996. This was the ninth iteration of the survey.

SURVEY FINDINGS

Most residents experience a good quality of life in the City of Longmont and believe the City is a good place to live. The overall quality of life in the City of Longmont was rated as excellent or good by 73% of respondents, lower than the national and Front Range average ratings when compared to jurisdictions in NRC's database of over 500 respondent surveys. A majority of respondents rated each aspect of quality of life as good or better, though Longmont as a place to retire received lower ratings than other characteristics. Quality of community ratings have remained stable over time and were similar to or below the national and Front Range benchmarks.

A variety of characteristics of the community were evaluated by those participating in the study. The items receiving the most favorable ratings were air quality, recreational opportunities and the overall appearance of the City of Longmont. The characteristics receiving the least positive ratings were access to affordable quality housing, access to affordable quality child care and job opportunities. Many of the community characteristics rated were able to be compared to the benchmark database. Of the 13 characteristics for which comparisons were available, opportunities to attend cultural activities was rated higher than the national benchmark and air quality received ratings that were higher than the Front Range benchmark comparison. When compared to the national ratings, air quality, recreational opportunities and access to affordable quality housing were rated similarly, but below the Front Range norms. All other characteristics were below the national and Front Range benchmarks.

Growth and overpopulation and traffic continue to be concerns for Longmont residents. The economy, home foreclosures and crime also were of concern to 2008 survey respondents. The proportion of those commenting on schools and education was higher in 2008 than in any other survey year. However, while 35% of respondents thought growth and overpopulation were the biggest problem facing Longmont, 14% were optimistic about growth and planning five years into the future. Also, while 52% reported that the rate of population was too fast (smaller than in 2006), 46% said the rate of this type of growth was about right and the proportion of respondents reporting the rate of population growth in Longmont as too fast has shown a steady decline over the

past five years. Residents continue to be most optimistic about parks and recreation, trails, open space, restaurants and shopping when looking five years into the future.

Generally residents were satisfied with the overall quality of services they receive in Longmont, with 83% giving a rating of satisfied or very satisfied. Overall, residents gave favorable ratings to most City services. Services rated most positively were: fire fighting and rescue services, electric service, library services, sewer services, weekly trash pick up, emergency dispatch, tap water and maintenance of park grounds and facilities. The least positively rated services were: street repair and maintenance, timing of traffic signals, code enforcement and planning. In general, 2008 service ratings were similar to 2006. Crime prevention received good or excellent ratings by a higher proportion of respondents in 2008 than in 2006. For services that received lower ratings in 2008 than in 2006, ratings were, on average, nine percentage points lower.

Of the 28 services for which comparisons were available to the nation, 12 were above the national benchmark comparison, seven were similar and nine were below. When compared to Front Range jurisdictions, 22 services could be compared; 10 were rated higher than the Front Range average, four were similar and eight were below.

To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Services that were rated higher in importance and lower in quality were: street lighting, water conservation programs, electric conservation programs, crime prevention and street repair and maintenance. Ratings for street lighting and street repair were above the national and Front Range benchmarks and ratings for crime prevention were below the benchmark when compared to jurisdictions across the country and in the Front Range. Normative comparisons were not available for water and electric conservation programs.

The City wanted to know how residents would prioritize revenues from the General Fund Budget, should revenues decrease or not keep up with expenses. Services committed to keeping the community safe were of highest priority to citizens, followed by environmental health. Opportunities for cultural, educational and recreational human service, neighborhood quality and economic health were equally important to residents.

The 57% of respondents who reported having had contact with the City of Longmont in the previous 24 months gave positive marks rating their most recent contact in terms of employees' knowledge, professional attitude, the ease of getting in touch with the employee and their willingness to help or understand. These respondents also rated their overall impression of the employee, with about 8 in 10 respondents rated the overall impression of the employee with which they most recently had contact as good or better, similar to previous years and higher than the national and Front Range ratings. Similarly, at least 8 in 10 respondents rated each employee characteristic as good or better. These ratings were similar to ratings given in 2006 and similar to or higher than the national and Front Range benchmarks.

Survey participants were asked to indicate how likely or unlikely they or another household member would be to participate in various activities in Longmont at least once in a typical year. For most activities, a majority of respondents said they would be unlikely to participate in each in a typical year.

Longmont residents responding to the 2008 Customer Satisfaction Survey were asked a set of policy questions to assess their opinions about salient issues impacting the City government and the community. A majority (75%) of respondents were in support of redevelopment of the Twin Peaks

Mall that would result in the attraction of quality, "lifestyle-type" retailers that can currently be found at 29th Street Mall and Centerra and where infrastructure improvements would partially be financed through the sales tax generated by customers who shop at the redeveloped mall. About two-thirds of respondents (66%) said they would prefer Twin Peaks Mall to be developed into a mix of indoor and outdoor shopping. When asked to indicate their support for or opposition to various retail and restaurant options in the redevelopment of the Twin Peaks Mall, nearly all residents responding to the survey (94%) were in support of adding entertainment options such as a movie theater, a bowling alley or a comedy club, with 69% in strong support.

When asked about City Council election campaigns, survey respondents were much more likely to favor the idea of limiting campaign contributions to Longmont City Council election campaigns and much less likely to favor a publicly financed election program where Longmont City Council candidates could receive taxpayer money to match limited private donations. When asked to indicate how much they think the maximum contributions to City Council election campaigns should be for various scenarios, results were mixed.

Respondents also indicated the extent to which they supported or opposed the idea of increasing the City sales tax rates to fund construction of various new facilities. While results were mixed, support for a large, multi-use performing arts facility was somewhat or strongly supported by a slightly higher proportion of respondents than an ice rink, an aquatics facility or another recreation center.

When asked to indicate the maximum additional amount they would be willing to pay on their monthly electric bill for more renewable energy and energy efficiency programs, about a quarter (27%) were not willing to pay any additional costs, higher than when asked this question in 2005.

Survey Background

SURVEY PURPOSE

The Longmont Customer Satisfaction Survey serves as a consumer report card for Longmont by providing residents the opportunity to rate their satisfaction with the quality of life in the City, the community's amenities and satisfaction with local government. The survey also permits residents an opportunity to provide feedback to government on what is working well and what is not, and their priorities for community planning and resource allocation.

Focus on the quality of service delivery and the importance of services helps council, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Longmont City government, helping to assure maximum service quality over time.

This kind of survey gets at the key services that local government controls to create a quality community. It is akin to private sector customer satisfaction surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

The first Longmont citizen survey was conducted in 1994, and was quite different from the survey conducted in later years. Therefore, the trend lines presented throughout this report include data back to 1996, when available. This Customer Satisfaction Survey generates a reliable foundation of resident opinion that can be monitored periodically over the coming years, like taking the community pulse, as Longmont changes and grows.

METHODS

The 2008 survey used stratified random sampling to select 1,000 residents in each of three Wards to receive survey mailings. Of the 3,000 surveys mailed in June 2008, about 162 of the surveys were returned because they were received by vacant housing units. Of the 2,838 households that received a survey, 738 completed the survey, providing a response rate of 26%. 738 responded to the mailed questionnaire giving a response rate of 26% (compared with 31% in 2006). The margin of error is no greater than plus or minus 3.6 percentage points around any given percent based on community-wide estimates.

Survey results were weighted so that the respondent gender, age, ethnicity, education and housing unit type were more closely represented in the proportions reflective of the entire city. (For more information see *Appendix II. Survey Methodology.*)

UNDERSTANDING THE RESULTS

"DON'T KNOW" RESPONSES AND ROUNDING

On many of the questions in the survey, respondents gave an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix III. Complete Set of Survey Frequencies* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

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

PRECISION OF ESTIMATES

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 3.6 percentage points around any given percent reported for the entire sample (738 completed surveys). For comparisons by Ward, the margin of error rises to approximately plus or minus 6.5 percentage points since sample sizes were 250 for Ward 1, 227 for Ward 2 and 259 for Ward 3. (For two respondents, the Ward of residence could not be identified.)

COMPARING SURVEY RESULTS

Because this survey was the ninth in a series of citizen surveys, the 2008 results are presented along with past ratings when available. Differences between years can be considered “statistically significant” if they are greater than six percentage points. Trend data for Longmont represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents’ opinions.

National and Front Range normative comparisons also have been included in the report when available (jurisdictions to which Longmont was compared nationally and in the Front Range can be found in *Appendix VI. Jurisdictions Included In Benchmark Comparisons*). Selected survey results were compared to certain demographic characteristics of survey respondents and are presented throughout the body of the report. Also, results for all Longmont residents were compared to results for each of the three Longmont Wards for a select set of questions and are presented in *Appendix V. Comparison of Responses by Ward of Residence*.

COMPARING TO OTHER SURVEY RESULTS

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, police protection tends to be better received than pothole repair by residents of most American cities. Where possible, the better comparison is not from one service to another in Longmont, but from Longmont services to services like them provided by other jurisdictions.

National Normative Database

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: How to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA), we not only articulated the principles for quality survey methods, we pioneered both the idea of benchmark data for citizen opinion and the method for gathering benchmark data. We called it, “In Search of Standards,” and argued for norms. “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted.

We have described our integration methods thoroughly in *Public Administration Review, Journal of Policy Analysis and Management* and in our first book on conducting and using citizen surveys. Scholars who specialize in the analysis of citizen surveys regularly have relied on our work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

NRC's work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The Role of Comparisons

Normative comparisons are used for benchmarking. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. We do not know what is small or large without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, we need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. We need to ask more important and harder questions. We need to know how residents' ratings of fire service compare to opinions about fire service in other communities.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the city it intends to protect believe services are not very good compared to ratings given by residents in other cities to their own objectively "worse" departments.

The normative data can help that police department – or any city department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the normative database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to subsets of jurisdictions (within a given region or population category such as Front Range jurisdictions). Most commonly (including in this report), comparisons are made to all jurisdictions. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Longmont to the Benchmark Database

Benchmark comparisons have been provided when similar questions on the Longmont survey are included in NRC's database and there are at least five jurisdictions in which the question was

asked, though most questions are compared to more than five other cities across the country or in the Front Range. Where comparisons are available, Longmont results are noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Longmont’s rating to the benchmark.

Longmont Quality of Life

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The Longmont 2008 Customer Satisfaction Survey contained a set of questions related to quality of community life in the city.

OVERALL QUALITY OF LIFE

Survey respondents were asked to rate their overall quality of life in the city. About three-quarters (73%) reported it as good or excellent, about one-quarter (24%) gave a fair rating and 2% said poor. These ratings were similar to previous years, but below average when compared to jurisdictions across the country and in the Colorado Front Range.

When asked to rate their overall quality of life in Longmont, the following residents were more likely to give positive marks: older respondents, those who reported their ethnicity as non-Hispanic and their race as white, residents reporting a higher annual household income, those living in detached housing units and those who report owning their own homes (see Table 1). Also, residents living in Wards 2 and 3 were more likely to give high scores to the overall quality of life than were Ward 3 residents (see *Appendix V. Comparison of Responses by Ward of Residence*).

Figure 1: Overall Quality of Life

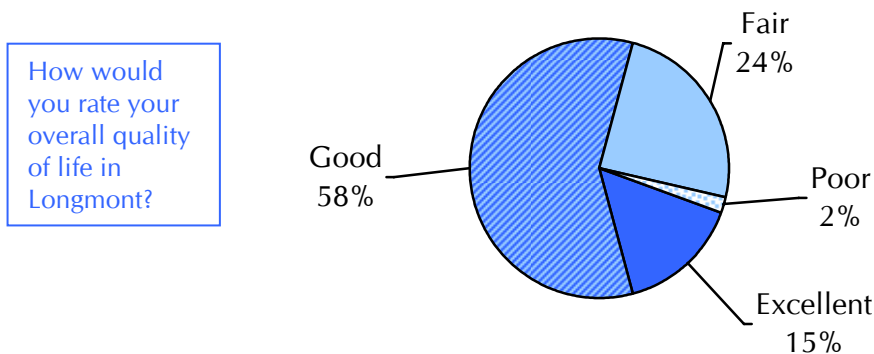
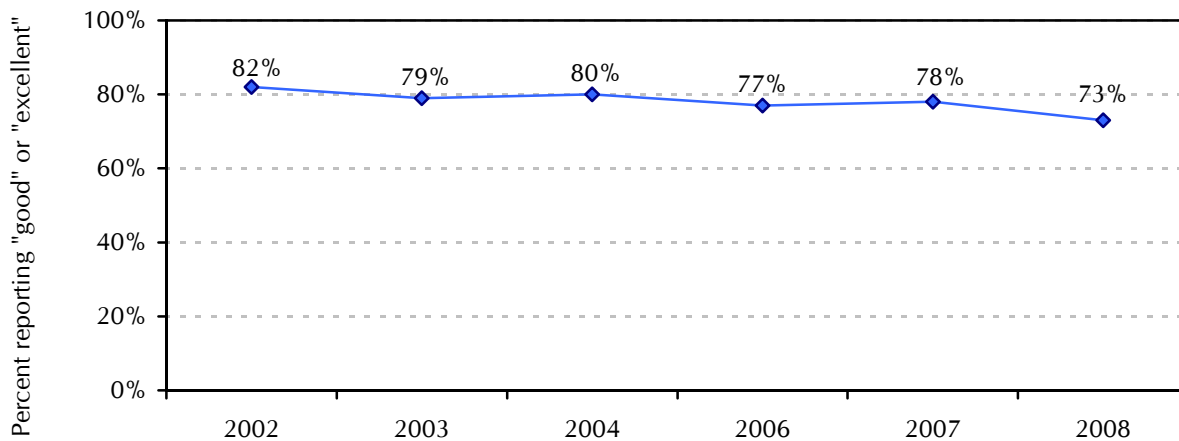


Figure 2: Overall Quality of Life Compared Over Time



This question was not asked in 2005.

Table 1: Overall Quality of Life by Demographics

		How would you rate your overall quality of life in Longmont?
Respondent Age	18-34	64%
	35-54	73%
	55+	81%
	Overall	73%
Gender of Respondent	Female	72%
	Male	75%
	Overall	73%
Ethnicity	Hispanic origin	59%
	Not of Hispanic origin	77%
	Overall	73%
Race	White	77%
	Non-white	59%
	Overall	73%
Level of Education	High School degree or less	63%
	More than High School education	77%
	Overall	73%
Income of Respondent	Less than \$25,000	64%
	\$25,000 - \$99,999	73%
	\$100,000 or more	85%
	Overall	73%
Length of Residency	1-4 years	76%
	5-9 years	79%
	10-14 years	68%
	15 -19 years	67%
	20+ years	73%
	Overall	73%
Housing Unit Type	Detached	81%
	Attached	61%
	Overall	73%
Housing Tenure	Rent	59%
	Own	81%
	Overall	73%

Percent reporting "good" or "excellent."

Gray shading notes statistically significant differences between responses. (Significant at $p < .05$.)

QUALITY OF LIFE AND COMMUNITY

Residents responding to the survey rated various aspects of Longmont quality of life. A majority of respondents rated each aspect as good or better, though Longmont as a place to retire received lower ratings (59% rating as good or excellent) than other characteristics. Longmont as a place to live was rated as good or excellent by 84% of respondents, with 19% giving an excellent rating. When asked to rate their neighborhood as a place to live, a quarter of those completing the questionnaire (26%) gave an excellent rating. Quality of community ratings have remained stable over time (see Figure 3 on the following page) and were similar to or below the national and Front Range benchmarks.

When comparing responses by select respondent sociodemographics, older residents, White, non-Hispanic, those who have a higher level of education, higher income, shorter term, those living in detached housing units and those who own their homes generally gave higher ratings than other residents (see Table 3). Residents from the three Council Wards gave similar ratings (see *Appendix V. Comparison of Responses by Ward of Residence*).

Table 2: Quality of Community

Please rate the following aspects of life in Longmont:	Excellent	Good	Fair	Poor	Total	National Comparisons	Front Range Comparisons
How would you rate Longmont as a place to live?	19%	65%	14%	2%	100%	Similar to the benchmark	Below the benchmark
How would you rate your neighborhood as a place to live?	26%	49%	19%	7%	100%	Below the benchmark	Below the benchmark
How would you rate Longmont as a place to raise children?	17%	54%	22%	6%	100%	Below the benchmark	Below the benchmark
How would you rate Longmont as a place to retire?	13%	46%	29%	12%	100%	Similar to the benchmark	Below the benchmark

Figure 3: Longmont Quality of Life Ratings Over Time

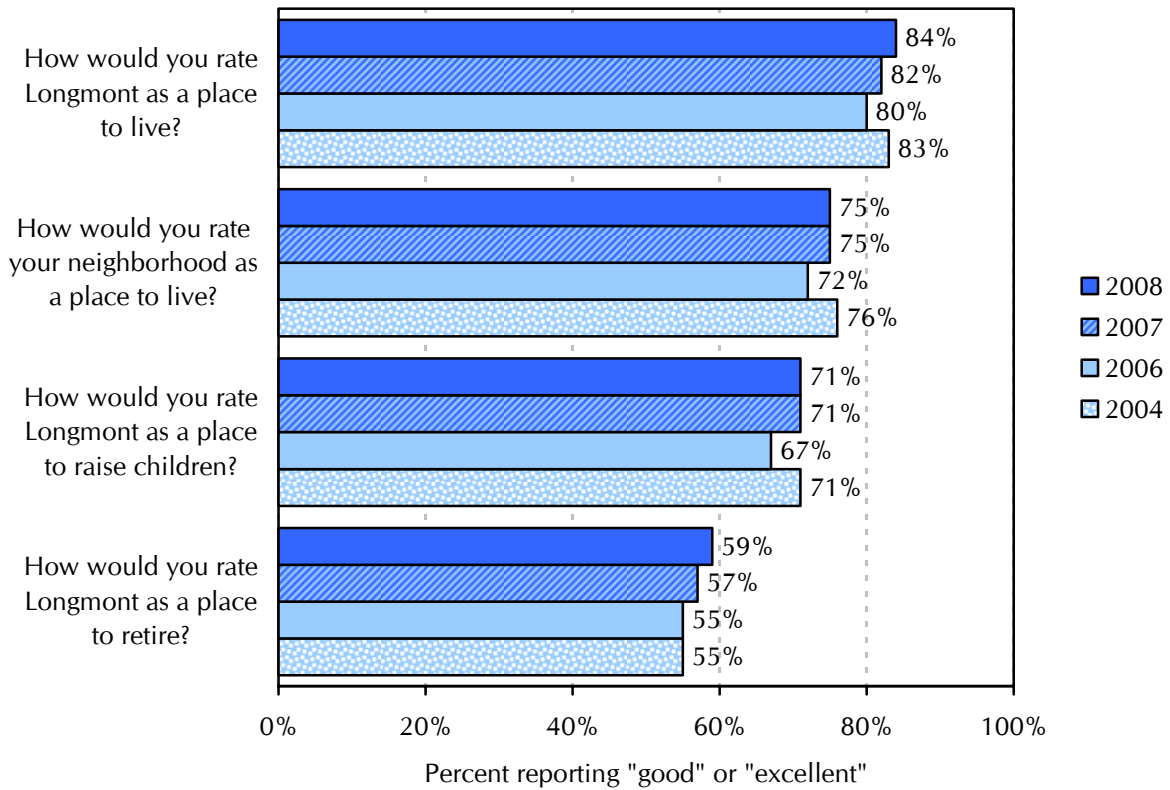


Table 3: Overall Quality of Life by Demographics

		How would you rate Longmont as a place to live?	How would you rate your neighborhood as a place to live?	How would you rate Longmont as a place to raise children?	How would you rate Longmont as a place to retire?
Respondent Age	18-34	81%	71%	70%	55%
	35-54	82%	73%	69%	48%
	55+	90%	80%	75%	73%
	Overall	84%	75%	74%	59%
Gender of Respondent	Female	84%	74%	72%	59%
	Male	84%	76%	71%	59%
	Overall	84%	75%	74%	59%
Ethnicity	Hispanic origin	86%	66%	72%	57%
	Not of Hispanic origin	84%	78%	71%	59%
	Overall	84%	75%	74%	59%
Race	White	85%	78%	74%	62%
	Non-white	80%	60%	59%	45%
	Overall	84%	75%	74%	59%
Level of Education	High School degree or less	79%	58%	67%	54%
	More than High School education	86%	81%	73%	60%
	Overall	84%	75%	74%	59%
Income of Respondent	Less than \$25,000	77%	57%	62%	57%
	\$25,000 - \$99,999	86%	75%	74%	61%
	\$100,000 or more	88%	88%	77%	54%
	Overall	84%	75%	74%	59%
Length of Residency	1-4 years	86%	82%	74%	62%
	5-9 years	85%	78%	69%	63%
	10-14 years	77%	76%	67%	49%
	15 -19 years	91%	76%	68%	64%
	20+ years	83%	67%	73%	56%
	Overall	84%	75%	74%	59%
Housing Unit Type	Detached	88%	82%	78%	63%
	Attached	78%	62%	60%	53%
	Overall	84%	75%	74%	59%
Housing Tenure	Rent	81%	58%	66%	56%
	Own	86%	82%	74%	61%
	Overall	84%	75%	74%	59%

Percent reporting "good" or "excellent"

Gray shading notes statistically significant differences between responses. (Significant at $p < .05$.)

COMMUNITY CHARACTERISTICS

When asked to rate various community characteristics as they related to the City of Longmont as a whole, 3% to 15% of respondents gave an excellent rating to each of the characteristics and at least 3 in 10 gave a fair or poor rating. Air quality received the highest ratings on the list, with 7 in 10 respondents (71%) giving a rating of good or better, followed closely by recreational opportunities (65%). Approximately 8 in 10 respondents (77%) gave a fair or poor rating when asked to rate job opportunities in Longmont, with 3 in 10 giving a poor rating. Ease of bus travel in the City, access to affordable quality housing and access to affordable quality child care received fair or poor ratings by at least three in five respondents (63%, 66% and 68%, respectively). Note that a high proportion of respondents said “don’t know” when asked to rate access to affordable quality child care (47%) and the ease of bus travel (38%) in Longmont (see *Appendix III. Complete Set of Survey Frequencies*).

When compared to ratings given in 2006, the proportion of respondents rating the ease of car travel in Longmont as good or excellent increased by nine percentage points in 2008 (42% and 51%, respectively). Quality ratings for the overall appearance of the City of Longmont, shopping opportunities, ease of bus travel in the City of Longmont and job opportunities in Longmont decreased by 11%, on average, from 2006 to 2008. (See Table 5.)

One of the 13 community characteristics assessed in the survey (opportunities to attend cultural activities) received higher than average ratings when compared to the national benchmark. However, this item was below average when compared to jurisdictions in the region. Three characteristics (recreational opportunities, air quality and access to affordable quality housing) received ratings that were similar to other jurisdictions in the nation; recreational opportunities and access to affordable quality housing were rated lower than marks given in the Front Range and air quality was rated higher than the Front Range norm. Nine of the 13 items were rated below average when compared to the nation and the Colorado Front Range (shopping opportunities, sense of community, openness and acceptance of the community towards people of diverse backgrounds, overall appearance of the city, ease of car travel in the city, access to affordable quality child care, access to affordable quality health care, ease of bus travel in the city and job opportunities).

Ward 2 residents were less likely to give positive ratings than other residents when asked to rate opportunities to attend cultural activities. Ward 3 residents were less likely to give high marks when asked to rate access to affordable quality housing in Longmont. (See *Appendix V. Comparison of Responses by Ward of Residence*.)

Table 4: Community Characteristics

Please rate each of the following characteristics as they relate to the City of Longmont as a whole?	Excellent	Good	Fair	Poor	Total	National Benchmark Comparison	Front Range Benchmark Comparison
Air quality	11%	60%	25%	4%	100%	Similar to the benchmark	Above the benchmark
Recreational opportunities	15%	50%	24%	10%	100%	Similar to the benchmark	Below the benchmark
Overall appearance of the City of Longmont	7%	55%	31%	7%	100%	Below the benchmark	Below the benchmark
Opportunities to attend cultural activities	13%	46%	32%	9%	100%	Above the benchmark	Below the benchmark
Sense of community	8%	49%	35%	9%	100%	Below the benchmark	Below the benchmark
Ease of car travel in the City of Longmont	7%	44%	35%	15%	100%	Below the benchmark	Below the benchmark
Openness and acceptance of the community towards people of diverse backgrounds	7%	42%	38%	13%	100%	Below the benchmark	Below the benchmark
Access to affordable quality health care	6%	35%	30%	28%	100%	Below the benchmark	Below the benchmark
Shopping opportunities	9%	30%	36%	25%	100%	Below the benchmark	Below the benchmark
Ease of bus travel in the City of Longmont	4%	32%	31%	32%	100%	Below the benchmark	Below the benchmark
Access to affordable quality housing	5%	29%	36%	30%	100%	Similar to the benchmark	Below the benchmark
Access to affordable quality child care	6%	26%	38%	30%	100%	Below the benchmark	Below the benchmark
Job opportunities	3%	20%	47%	30%	100%	Below the benchmark	Below the benchmark

Table 5: Community Characteristics Compared Over Time

Please rate each of the following characteristics as they relate to the City of Longmont as a whole.	Year of survey								
	2008	2006	2005	2004	2002	2001	2000	1998	1996
Air quality	72%	68%	NA	NA	NA	NA	NA	NA	NA
Recreational opportunities	66%	69%	NA	75%	NA	NA	NA	NA	NA
Overall appearance of the City of Longmont	62%	69%	NA	NA	NA	NA	NA	NA	NA
Opportunities to attend cultural activities	58%	61%	NA	60%	NA	NA	NA	NA	NA
Sense of community	57%	59%	NA	NA	NA	NA	NA	NA	NA
Ease of car travel in the City of Longmont	51%	42%	36%	NA	63%	57%	54%	69%	67%
Openness and acceptance of the community towards people of diverse backgrounds	49%	51%	NA	NA	NA	NA	NA	NA	NA
Access to affordable quality health care	41%	42%	NA	NA	NA	NA	NA	NA	NA
Shopping opportunities	39%	57%	NA	NA	NA	NA	NA	NA	NA
Ease of bus travel in the City of Longmont	37%	47%	NA	NA	63%	63%	56%	56%	61%
Access to affordable quality housing	34%	31%	NA	NA	NA	NA	NA	NA	NA
Access to affordable quality child care	32%	32%	NA	NA	NA	NA	NA	NA	NA
Job opportunities	23%	31%	NA	NA	NA	NA	NA	NA	NA

Percent reporting "good" or "excellent."

This question was not asked in 2007 or 2003.

Grey shading notes statistically significant differences between 2008 and 2006. (Significant at $p < .05$.)

Issues Facing the Community

This section discusses potential challenges and opportunities for the City of Longmont, as described by residents responding to the 2008 questionnaire.

The following table displays residents' unprompted reports of the most pressing problems facing Longmont in the next five years¹. Residents could mention up to three problems. As in previous survey years, the problem that the residents most often identified was growth and overpopulation (mentioned by 14%). While traffic (11%) has consistently been the next most frequently mentioned problem in previous years, the economy (including jobs and cost of living) was of more concern in 2008 (12%). Traffic and crime were each mentioned by 11%. The proportion of those commenting on the economy was higher in 2008 than in 2006, while the proportion mentioning traffic and gangs decreased from the previous survey year. Nine percent gave "other" responses that could not be categorized into a common theme. These responses appear verbatim in *Appendix IV. Verbatim Responses*.

¹ Coding of responses categories changed slightly from 2004 to 2006: too much growth vs. growth/overpopulation, crime vs. general crime (vandalism, drugs, violence), lack of education/overcrowding schools vs. schools/education, water/water shortage vs. water issues, racial tension/issues vs. illegal immigration/cultural tension, affordable housing vs. affordable housing/housing market and pollution vs. pollution/environmental issues. Also, some categories were added to 2006: Gangs and large companies pushing out small business.

Table 6: Biggest Problems Longmont Will Face in Next Five Years

What are the three biggest problems Longmont will have to face in the next 5 years?	Year of survey								
	2008	2006	2004	2003	2002	2001	2000	1998	1996
Growth and overpopulation	14%	18%	21%	21%	27%	27%	30%	29%	30%
Economy, jobs and cost of living	12%	4%	8%	8%	4%	4%	2%	2%	4%
General crime (vandalism, drugs, violence)	11%	13%	11%	10%	6%	5%	5%	9%	12%
Traffic	11%	16%	19%	16%	20%	19%	19%	18%	10%
Schools and education	8%	7%	8%	10%	9%	8%	11%	10%	9%
Gangs	6%	12%	NA	NA	NA	NA	NA	NA	NA
Affordable housing and housing market	6%	4%	3%	4%	4%	5%	5%	3%	7%
Illegal immigration and cultural tension	6%	9%	4%	2%	1%	1%	1%	1%	0%
Quality, quantity and variety of stores restaurants	6%	2%	4%	NA	NA	NA	NA	NA	NA
Cost and decline of City services and taxes are too high	2%	3%	1%	4%	3%	2%	2%	2%	6%
Water issues	2%	2%	5%	8%	6%	3%	3%	1%	1%
Large companies pushing out small business	1%	2%	NA	NA	NA	NA	NA	NA	NA
Street maintenance and repair	1%	1%	2%	2%	3%	3%	4%	4%	2%
Deterioration of appearance and junk	1%	1%	2%	NA	NA	NA	NA	NA	NA
Open space	1%	1%	1%	1%	1%	1%	NA	NA	NA
Pollution and environmental issues	1%	1%	1%	2%	2%	2%	3%	3%	1%
Maintaining small town quality of life and uniqueness	0%	1%	2%	NA	NA	NA	NA	NA	NA
Other	9%	0%	0%	9%	3%	6%	7%	7%	7%
Don't know	1%	3%	0%	0%	6%	7%	4%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Response categories are worded differently than in previous years; see footnote on previous page.

Note: no significance testing was conducted on this question.

POTENTIAL PROBLEMS IN THE COMMUNITY

In addition to asking respondents to identify the three biggest problems they thought Longmont would face in the next five years, respondents were asked to rate, on a four-point scale, specific potential problems in Longmont.

Fifty-six percent of respondents were not concerned about a lack of growth in Longmont and 37% felt that too much growth was a major problem in Longmont. A new item (home foreclosures) was added to the list of potential problems in 2008; nearly all respondents (97%) felt this issue was at least a minor problem in Longmont, with 53% rating it as a major problem. The proportion of respondents rating lack of growth as “not a problem” decreased by 14% from 2006 to 2008, while the proportion of respondents rating too much growth as “not a problem” increased by 10% from the previous survey year (i.e., a higher proportion of respondents think too much growth is a problem in 2008) (see Table 8). Please note that 29% of respondents said “don’t know” when asked to rate how much of a problem methamphetamine labs were in Longmont. The full set of frequencies for this question appears in *Appendix III. Complete Set of Survey Frequencies*.

Respondents residing in Ward 2 were more likely to rate noise, run down buildings, unsupervised youth, weeds and vandalism as “not a problem” than those living in Wards 1 and 3 (see *Appendix V. Comparison of Responses by Ward of Residence*).

Table 7: Potential Problems

To what degree, if at all, are each of the following a problem in Longmont?	Not a problem	Minor problem	Moderate problem	Major problem	Total
Lack of growth	56%	21%	13%	10%	100%
Noise	20%	38%	29%	14%	100%
Too much growth	18%	20%	26%	37%	100%
Weeds	18%	39%	31%	12%	100%
Junk vehicles	15%	44%	25%	15%	100%
Homelessness	11%	44%	33%	13%	100%
Run down buildings	10%	40%	35%	15%	100%
Unsupervised youth	9%	31%	36%	25%	100%
Traffic congestion	8%	24%	39%	29%	100%
Graffiti	7%	31%	40%	21%	100%
Methamphetamine labs	7%	23%	34%	36%	100%
Vandalism	5%	30%	41%	25%	100%
Drugs	4%	19%	40%	36%	100%
Crime	3%	25%	58%	13%	100%
Home foreclosures	3%	10%	33%	53%	100%

Table 8: Potential Problems

To what degree, if at all, are each of the following a problem in Longmont?	Year of survey							
	2008	2006	2004	2002	2001	2000	1998	1996
Lack of growth	56%	70%	73%	NA	NA	NA	NA	NA
Noise	20%	15%	14%	NA	NA	NA	NA	NA
Too much growth	18%	8%	9%	NA	NA	NA	NA	NA
Weeds	18%	20%	17%	NA	NA	NA	NA	NA
Junk vehicles	15%	12%	15%	NA	NA	NA	NA	NA
Homelessness	11%	15%	13%	NA	NA	NA	NA	NA
Run down buildings	10%	14%	14%	NA	NA	NA	NA	NA
Unsupervised youth	9%	9%	4%	NA	NA	NA	NA	NA
Traffic congestion	8%	4%	6%	14%	16%	8%	16%	20%
Graffiti	7%	4%	9%	NA	NA	NA	NA	NA
Methamphetamine labs	7%	9%	7%	NA	NA	NA	NA	NA
Vandalism	5%	5%	2%	NA	NA	NA	NA	NA
Drugs	4%	4%	3%	NA	NA	NA	NA	NA
Crime	3%	2%	4%	NA	NA	NA	NA	NA
Home foreclosures	3%	NA	NA	NA	NA	NA	NA	NA

Percent reporting "not a problem."

Grey shading notes statistically significant differences between 2008 and 2006. (Significant at $p < .05$.)

REASONS FOR OPTIMISM IN THE COMMUNITY

Those responding to the survey were asked what areas of Longmont community life they were most optimistic about for five years into the future². They were allowed to comment on three areas. As in 2006 and 2004, residents appeared to be most optimistic about parks and recreation, trails, open space, with 13% giving comments related to this topic. Restaurants and shopping (11%) also remained at the top of the list. While 14% thought growth and overpopulation was the biggest problem facing Longmont, 7% were optimistic about growth and planning five years into the future. Similarly, 12% felt the economy was a problem and 7% were optimistic about it. "Other" responses appear verbatim in *Appendix IV. Verbatim Responses*. When comparing results over time, responses were similar.

Table 9: Biggest Reasons for Optimism for Longmont in the Next Five Years

What are the three areas of Longmont community life that you are most optimistic about when you look 5 years into the future?	Year of survey		
	2008	2006	2004
Parks and recreation, trails, open space	13%	13%	14%
Restaurants and shopping	11%	9%	10%
Improved economy, job market, cost of living	7%	8%	10%
Growth and planning	7%	7%	5%
Cultural and artistic opportunities	6%	6%	5%
Good place to live, community spirit	5%	8%	3%
Better transportation and roads	5%	6%	2%
Schools and education	5%	7%	6%
City government services; library, police, utilities, etc.	5%	6%	5%
Main Street and downtown	4%	5%	3%
Decreased crime	2%	5%	2%
Clean-up efforts and revitalization	2%	3%	2%
Medical healthcare	2%	2%	1%
Better services and opportunities for seniors	2%	2%	1%
Better services and opportunities for youth	1%	3%	4%
Cultural and racial issues	1%	2%	2%
Not optimistic	1%	3%	5%
Don't know	5%	2%	1%
Other	16%	4%	15%
Total	100%	100%	100%

Response categories are worded differently than in previous years; see footnote below.

Note: no significance testing was conducted on this question.

² Coded response categories were slightly different from 2004 to 2006: schools vs. schools and education; arts and culture/entertainment vs. cultural and artistic opportunities; youth services vs. better services and opportunities for youth; clean-up efforts/appearance vs. clean-up efforts and revitalization; senior services vs. better services and opportunities for seniors;

Growth

Respondents were asked to evaluate the rate of population growth in Longmont. While 52% reported that the rate of population was too fast (smaller than in 2006), 46% said the rate of this type of growth was about right. Very few (2%) thought population growth was not fast enough. While growth was still a concern for Longmont residents, the proportion of respondents reporting the rate of population growth in Longmont as too fast has shown a steady decline over the past five years (77% in 2003, 63% in 2006 and 52% in 2008).

Survey participants residing in Ward 3 were more likely to rate population growth in Longmont as too fast than those living in other areas of the city (see *Appendix V. Comparison of Responses by Ward of Residence*).

Figure 4: Rate of Population Growth in Longmont

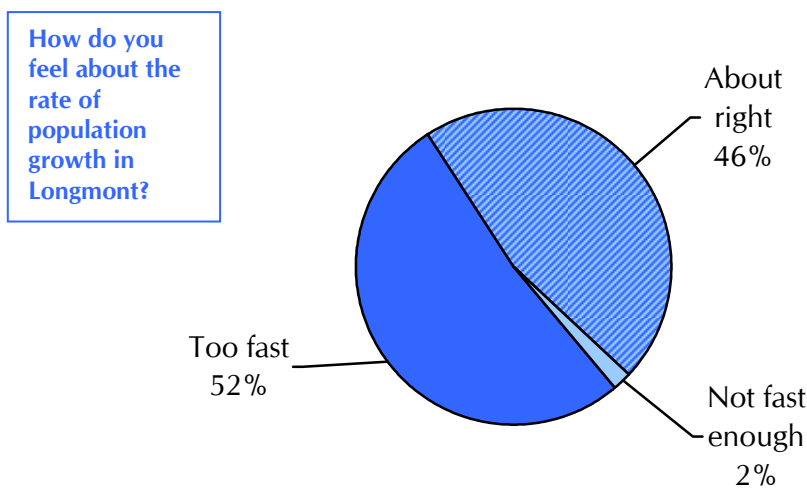
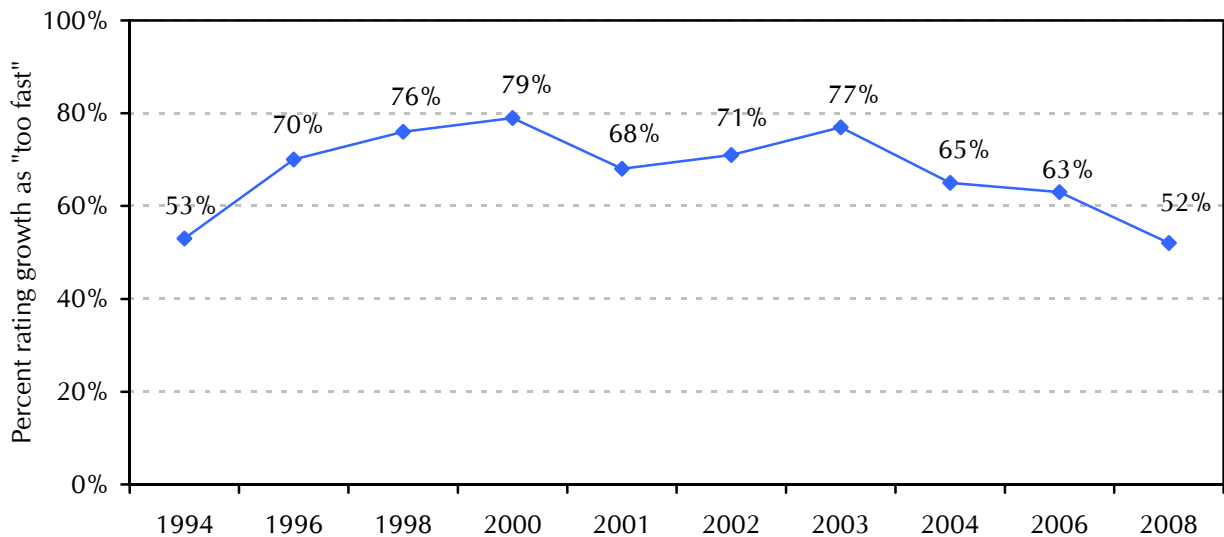


Figure 5: Population Growth Compared Over Time



Evaluation of City Services

A list of 31 City-provided services was presented to residents for their opinions about service quality and importance. General satisfaction with government services also was assessed.

OVERALL SATISFACTION WITH CITY SERVICES

About four in five respondents (83%) said they were satisfied or very satisfied with the services they receive, overall. These ratings were similar to ratings given in more recent survey years and above the national and Front Range benchmarks.

Figure 6: Overall Satisfaction with City Services

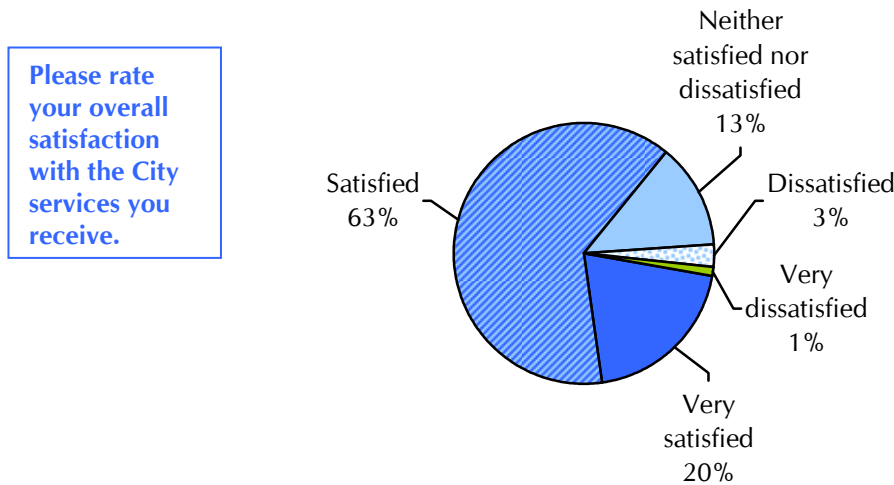
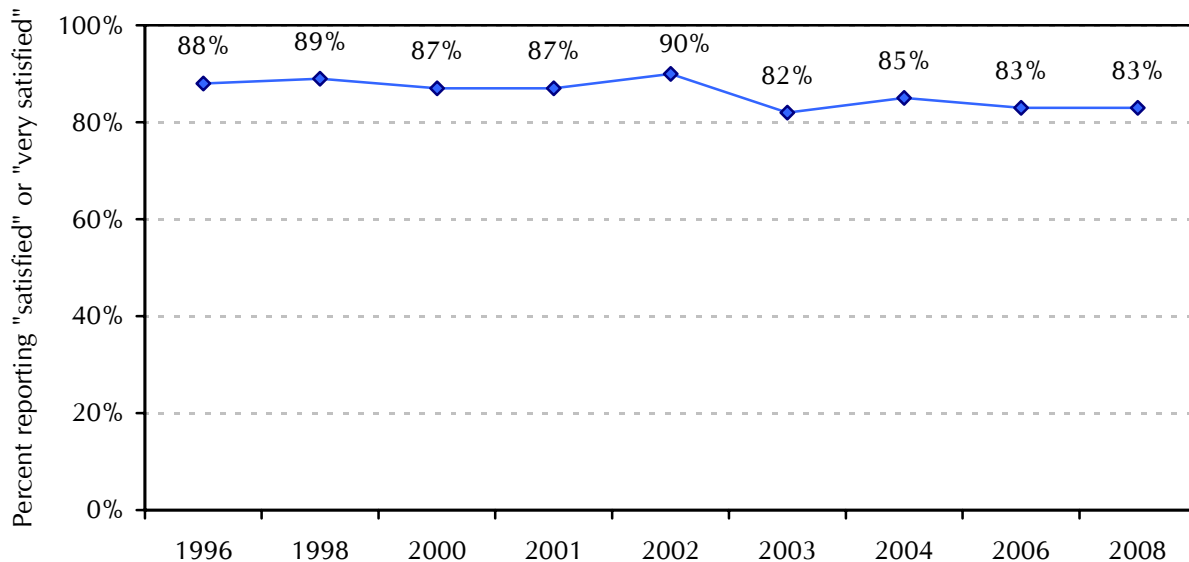


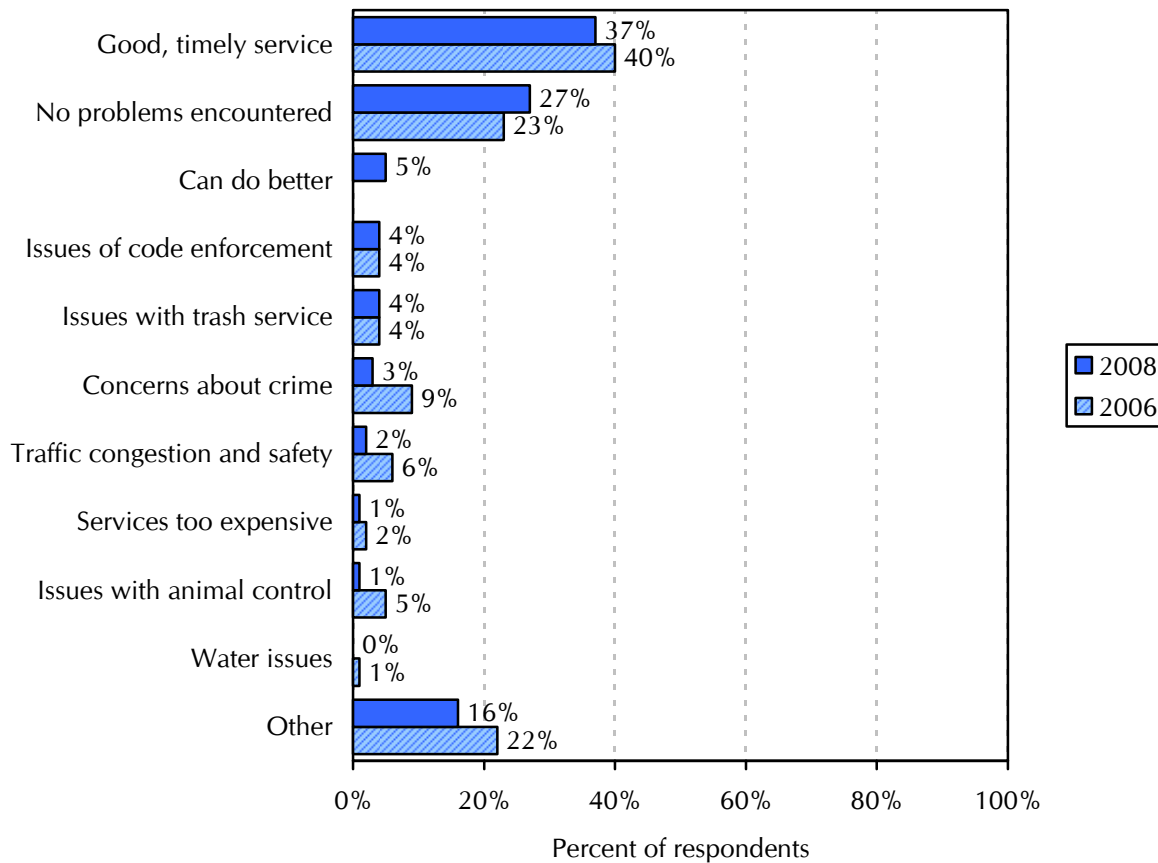
Figure 7: Overall Satisfaction with City Services Compared Over Time



Respondents who gave an overall satisfaction rating were asked to give a reason for the rating they gave. This was an open-ended question where the respondents were allowed to write in any answer. Sixty-four percent gave positive feedback such as “good, timely service” or “no problems encountered.” Fewer than 10% mentioned comments related to poor services and 16% commented on items that could not be grouped into a category with similar comments. All responses to this question are listed verbatim in *Appendix IV. Verbatim Responses*.

For the most part, responses were similar to 2006 responses, though fewer respondents mentioned concerns about crime.

Figure 8: Reasons for Satisfaction Rating Compared Over Time



Total may exceed 100% as respondents could give more than one answer.

QUALITY OF CITY SERVICES

Nine in ten residents completing the survey rated fire fighting and rescue services as good or excellent. Other positively rated services were: electric service (84% rating as good or better), library services (84%), sewer services (84%), weekly trash pick up (83%), emergency dispatch (81%), tap water (quality of drinking water) (80%) and maintenance of park grounds and facilities (79%). Least positively rated services were: street repair and maintenance (49%), timing of traffic signals (47%), code enforcement (36%) and planning (36%).

Please note that a high proportion of survey participants reported “don’t know” when asked to rate the quality of various city services: water conservation programs (35% said “don’t know”), electric conservation programs (30%), recreation programs and classes (26%), youth services sponsored programs (48%), services to seniors (48%), museum (36%), fire fighting and rescue services (22%), fire inspection and fire safety education (42%), emergency police services (28%), emergency dispatch (33%), building and housing inspection (47%) and planning (37%). For a complete set of frequencies for each survey question, please see *Appendix III. Complete Set of Survey Frequencies*.

In general, 2008 service ratings were similar to 2006. Crime prevention received good or excellent ratings by a higher proportion of respondents in 2008 than in 2006 (51% versus 43%, respectively). Ratings for twice a month recycling pick up, recreation programs and classes, services for seniors, street cleaning, water conservation programs, electric conservation programs, museum, building and housing inspection and street repair and maintenance were, on average, 9% lower in 2008 than in 2006. (See Table 11 on page 27.)

Of the 31 services listed on the survey, 28 could be compared to ratings given in jurisdictions across the country. Twelve services were rated higher than the national benchmark (sewer services, tap water, twice a month recycling pick up, snow removal from major streets, animal control, street lighting, street cleaning, youth services sponsored programs, street repair and maintenance, recreation facilities, electric service, weekly trash pick up); seven were rated similarly to the national benchmark (timing of traffic signals, fire fighting and rescue services, emergency police services, recreation programs and classes, library services, maintenance of park grounds and facilities, fire inspection and fire safety education); and nine were below average (services for seniors, enforcing traffic laws, building and housing inspection, crime prevention, code enforcement, utility billing, maintaining landscaping along the public right of way, museum, planning and timing of traffic signals).

When compared to ratings given in other Front Range communities, 10 of the 23 that had a comparison available were above average (tap water, twice a month recycling pick up, sewer services, snow removal from major streets, animal control, street lighting, street cleaning, youth services sponsored programs, timing of traffic signals, street repair and maintenance), four were similar (library services, weekly trash pick up, maintenance of park grounds and facilities, fire inspection and fire safety education) and eight were below average (fire fighting and rescue services, emergency police services, recreation facilities, recreation programs and classes, services for seniors, enforcing traffic laws, building and housing inspection, crime prevention, code enforcement).

National benchmarks were not available for emergency dispatch, electric conservation programs and water conservation programs. Front Range comparisons were not available for electric service, utility billing, maintaining landscaping along the public right of way, museum, planning, emergency dispatch, electric conservation programs and water conservation programs.

Where there were differences in responses by Council Ward, respondents living in Ward 2 tended

to give higher quality ratings, except when rating the museum which received higher ratings from Ward 3 residents (see *Appendix V. Comparison of Responses by Ward of Residence*).

Table 10: Quality of City Services

Following are services provided in the City of Longmont. For each service, please rate the quality of the service.	Excellent	Good	Fair	Poor	Total	National Benchmark Comparison	Front Range Benchmark Comparison
Fire fighting and rescue services	32%	58%	10%	0%	100%	Similar to the benchmark	Below the benchmark
Sewer services	22%	62%	15%	1%	100%	Above the benchmark	Above the benchmark
Electric service	31%	53%	14%	1%	100%	Above the benchmark	Not available
Weekly trash pick up	34%	49%	13%	3%	100%	Above the benchmark	Similar to the benchmark
Library services	35%	49%	15%	1%	100%	Similar to the benchmark	Similar to the benchmark
Emergency dispatch	27%	54%	15%	4%	100%	Not available	Not available
Tap water (quality of drinking water)	39%	41%	15%	6%	100%	Above the benchmark	Above the benchmark
Maintenance of park grounds and facilities	23%	56%	17%	4%	100%	Similar to the benchmark	Similar to the benchmark
Twice a month recycling pick up	31%	46%	15%	8%	100%	Above the benchmark	Above the benchmark
Emergency police services	24%	53%	15%	8%	100%	Similar to the benchmark	Below the benchmark
Utility billing	19%	55%	23%	4%	100%	Below the benchmark	Not available
Snow removal from major streets	19%	55%	20%	7%	100%	Above the benchmark	Above the benchmark
Fire inspection and fire safety education	19%	53%	23%	4%	100%	Similar to the benchmark	Similar to the benchmark
Animal control	16%	53%	22%	8%	100%	Above the benchmark	Above the benchmark
Recreation facilities	22%	47%	24%	7%	100%	Above the benchmark	Below the benchmark
Street lighting	13%	55%	27%	5%	100%	Above the benchmark	Above the benchmark
Recreation programs and classes	18%	49%	28%	5%	100%	Similar to the benchmark	Below the benchmark
Services for seniors	17%	48%	26%	9%	100%	Below the benchmark	Below the benchmark
Street cleaning	11%	53%	30%	5%	100%	Above the benchmark	Above the benchmark
Maintaining landscaping along the public right of way	14%	48%	31%	8%	100%	Below the benchmark	Not available
Water conservation programs	10%	49%	35%	6%	100%	Not available	Not available

Following are services provided in the City of Longmont. For each service, please rate the quality of the service.	Excellent	Good	Fair	Poor	Total	National Benchmark Comparison	Front Range Benchmark Comparison
Electric conservation programs	12%	47%	35%	6%	100%	Not available	Not available
Enforcing traffic laws	8%	50%	30%	13%	100%	Below the benchmark	Below the benchmark
Museum	15%	41%	35%	9%	100%	Below the benchmark	Not available
Youth services sponsored programs	8%	44%	30%	17%	100%	Above the benchmark	Above the benchmark
Building and housing inspection	7%	45%	38%	10%	100%	Below the benchmark	Below the benchmark
Crime prevention	5%	46%	35%	14%	100%	Below the benchmark	Below the benchmark
Street repair and maintenance	6%	43%	39%	12%	100%	Above the benchmark	Above the benchmark
Timing of traffic signals	7%	40%	32%	21%	100%	Similar to the benchmark	Above the benchmark
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	5%	31%	32%	31%	100%	Below the benchmark	Below the benchmark
Planning	5%	31%	40%	24%	100%	Below the benchmark	Not available

Table 11: Quality of City Services Compared Over Time

Please rate the quality of the services provided in the City of Longmont.	Year of survey								
	2008	2006	2004	2003	2002	2001	2000	1998	1996
Fire fighting and rescue services	90%	92%	92%	92%	97%	92%	95%	94%	96%
Sewer services	84%	88%	87%	82%	91%	86%	88%	87%	94%
Electric service	84%	87%	89%	85%	91%	86%	90%	93%	96%
Weekly trash pick up	84%	92%	87%	85%	93%	90%	78%	89%	85%
Library services	83%	89%	84%	89%	95%	96%	94%	96%	97%
Emergency dispatch	81%	78%	77%	74%	90%	86%	84%	86%	85%
Tap water (quality of drinking water)	79%	77%	78%	78%	85%	83%	79%	83%	93%
Maintenance of park grounds and facilities	79%	76%	75%	77%	87%	91%	88%	91%	94%
Twice a month recycling pick up	77%	84%	83%	81%	88%	86%	77%	90%	91%
Emergency police services	77%	77%	77%	77%	85%	86%	79%	86%	91%
Utility billing	74%	78%	77%	76%	85%	77%	83%	83%	85%
Snow removal from major streets	73%	76%	84%	83%	77%	78%	78%	74%	70%
Fire inspection and fire safety education	72%	71%	79%	81%	84%	80%	81%	82%	91%
Animal control	70%	67%	69%	NA	NA	NA	NA	NA	NA
Recreation facilities	69%	74%	74%	77%	83%	65%	66%	63%	74%
Street lighting	68%	71%	71%	67%	76%	82%	81%	79%	81%
Recreation programs and classes	67%	74%	68%	70%	84%	72%	68%	77%	80%
Services for seniors	65%	78%	67%	69%	87%	79%	31%	21%	17%
Street cleaning	64%	71%	72%	66%	74%	79%	76%	81%	84%
Maintaining landscaping along the public right of way	62%	63%	62%	59%	76%	84%	73%	79%	84%
Water conservation programs	59%	68%	68%	67%	72%	67%	64%	70%	74%
Electric conservation programs	59%	67%	63%	63%	74%	63%	66%	69%	NA
Enforcing traffic laws	57%	54%	57%	45%	33%	27%	68%	71%	71%
Museum	56%	65%	63%	34%	24%	31%	35%	67%	74%
Youth services sponsored programs	53%	58%	49%	57%	66%	63%	53%	39%	36%
Building and housing inspection	52%	61%	55%	52%	69%	67%	70%	65%	67%
Crime prevention	51%	43%	51%	55%	68%	72%	69%	66%	68%
Street repair and maintenance	50%	62%	56%	44%	54%	56%	48%	52%	50%
Timing of traffic signals	47%	44%	48%	46%	59%	62%	50%	56%	49%
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	37%	35%	37%	33%	52%	61%	48%	53%	52%
Planning	36%	42%	42%	41%	62%	56%	50%	57%	55%

Percent reporting "good" or "excellent."

Grey shading notes statistically significant differences between 2008 and 2006. (Significant at $p < .05$.)

IMPORTANCE OF CITY SERVICES

When asked to rate how important each service was in Longmont, nearly all respondents rated each service as at least somewhat important. Tap water and emergency services such as fire, police and dispatch were considered very important by 8 in 10 respondents. Items least likely to be rated as very important were street cleaning (19%), maintaining landscaping along the public right of way (18%) and the museum (12%).

The proportion of respondents rating planning and the museum as "important" or "very important" services in Longmont decreased from 2006 to 2008 by seven and 10 percentage points, respectively (see Table 13).

Table 12: Importance of City Services

Following are services provided in the City of Longmont. For each service, please rate how important each of these services is in Longmont.	Very important	Important	Somewhat important	Not at all important	Total
Tap water (quality of drinking water)	79%	19%	2%	0%	100%
Fire fighting and rescue services	79%	19%	2%	0%	100%
Emergency dispatch	78%	20%	2%	0%	100%
Emergency police services	78%	19%	2%	1%	100%
Crime prevention	70%	26%	4%	0%	100%
Snow removal from major streets	56%	38%	5%	0%	100%
Street repair and maintenance	51%	43%	5%	0%	100%
Sewer services	58%	37%	5%	0%	100%
Electric service	64%	31%	5%	0%	100%
Weekly trash pick up	49%	45%	6%	0%	100%
Fire inspection and fire safety education	47%	41%	12%	0%	100%
Twice a month recycling pick up	48%	39%	12%	2%	100%
Street lighting	36%	49%	14%	1%	100%
Water conservation programs	44%	41%	14%	1%	100%
Electric conservation programs	42%	43%	14%	1%	100%
Library services	35%	48%	16%	1%	100%
Planning	39%	44%	17%	0%	100%
Maintenance of park grounds and facilities	28%	54%	17%	0%	100%
Enforcing traffic laws	38%	44%	15%	3%	100%
Services for seniors	37%	44%	18%	1%	100%
Timing of traffic signals	33%	45%	21%	0%	100%
Utility billing	24%	54%	21%	1%	100%
Youth services sponsored programs	36%	42%	20%	2%	100%
Recreation facilities	30%	46%	21%	3%	100%
Building and housing inspection	22%	52%	26%	0%	100%
Animal control	27%	45%	26%	2%	100%
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	27%	44%	26%	2%	100%
Recreation programs and classes	23%	44%	28%	4%	100%
Maintaining landscaping along the public right of way	18%	44%	36%	1%	100%
Street cleaning	19%	38%	39%	4%	100%
Museum	12%	37%	43%	8%	100%

Table 13: Importance of City Services Compared Over Time

Please rate how important each service is in Longmont.	Year of survey								
	2008	2006	2004	2003	2002	2001	2000	1998	1996
Tap water (quality of drinking water)	98%	98%	98%	97%	99%	97%	97%	96%	99%
Fire fighting and rescue services	98%	98%	99%	99%	100%	100%	99%	99%	100%
Emergency dispatch	98%	98%	99%	98%	99%	99%	99%	99%	99%
Emergency police services	97%	97%	98%	97%	98%	99%	99%	99%	99%
Crime prevention	96%	96%	98%	98%	97%	99%	99%	97%	99%
Snow removal from major streets	95%	91%	93%	92%	92%	92%	95%	93%	98%
Street repair and maintenance	95%	93%	97%	95%	95%	95%	96%	96%	96%
Sewer services	95%	94%	93%	92%	95%	95%	96%	95%	97%
Electric service	95%	97%	95%	96%	98%	97%	95%	95%	99%
Weekly trash pick up	94%	94%	92%	93%	95%	97%	95%	96%	96%
Fire inspection and fire safety education	88%	85%	91%	91%	93%	95%	94%	91%	93%
Twice a month recycling pick up	87%	83%	88%	83%	87%	84%	87%	88%	89%
Street lighting	85%	84%	89%	88%	89%	92%	92%	91%	94%
Water conservation programs	85%	88%	92%	93%	94%	90%	90%	89%	92%
Electric conservation programs	85%	88%	85%	82%	88%	88%	86%	84%	NA
Library services	83%	83%	82%	82%	94%	94%	93%	92%	94%
Planning	83%	90%	84%	86%	91%	92%	91%	88%	90%
Maintenance of park grounds and facilities	83%	80%	81%	79%	87%	87%	89%	83%	85%
Enforcing traffic laws	82%	84%	87%	88%	89%	92%	93%	90%	93%
Services for seniors	81%	83%	85%	84%	92%	91%	92%	88%	91%
Timing of traffic signals	78%	85%	83%	84%	84%	83%	86%	81%	82%
Utility billing	78%	80%	79%	78%	84%	86%	81%	84%	82%
Youth services sponsored programs	78%	80%	82%	80%	90%	92%	93%	94%	95%
Recreation facilities	76%	80%	78%	77%	88%	90%	89%	87%	83%
Building and housing inspection	74%	70%	74%	76%	87%	86%	82%	86%	83%
Animal control	72%	74%	75%	NA	NA	NA	NA	NA	NA
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	71%	71%	75%	74%	80%	79%	78%	76%	73%
Recreation programs and classes	67%	73%	70%	65%	84%	84%	81%	81%	77%
Maintaining landscaping along the public right of way	63%	69%	66%	62%	72%	77%	76%	66%	70%
Street cleaning	57%	62%	61%	60%	79%	77%	73%	76%	61%
Museum	49%	59%	53%	52%	68%	69%	69%	65%	69%

Percent reporting "important" or "very important."

Grey shading notes statistically significant differences between 2008 and 2006. (Significant at $p < .05$.)

BALANCING QUALITY AND IMPORTANCE

Most government services are considered to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' quality of life, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower quality – to which attention needs to be paid first (see Table 14 on page 33 for comparisons to previous years).

To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance) and some services were in the bottom half of both lists.

Ratings of importance were compared to ratings of satisfaction (see chart on following page). Services were classified as "more important" if more than 83% of respondents gave a rating of "important" or "very important." Services were rated as "less important" if they received an important or very important rating by 83% of respondents or less. Services receiving a "good" or "excellent" rating by at least 69% of respondents were considered of "higher quality" and those receiving good or excellent ratings by fewer than 69% of respondents were considered "lower quality."

Services which were categorized as higher in importance and higher in quality were: fire fighting and rescue services, sewer services, electric service, weekly trash pick up, emergency dispatch, tap water (quality of drinking water), emergency police services, twice a month recycling pick up, snow removal from major streets and fire inspection and fire safety education.

Services that were rated higher in importance and lower in quality were: street lighting, water conservation programs, electric conservation programs, crime prevention and street repair and maintenance. Ratings for street lighting and street repair were above the national and Front Range benchmarks and ratings for crime prevention were below the benchmark when compared to jurisdictions across the country and in the Front Range. Normative comparisons were not available for water and electric conservation programs.

Services that were rated lower in importance and higher in quality were: library services, maintenance of park grounds and facilities, utility billing, animal control and recreation facilities.

Services that were rated lower in importance and lower in quality were: recreation programs and classes, services for seniors, street cleaning, maintaining landscaping along the public right of way, enforcing traffic laws, museum, youth services sponsored programs, building and housing inspection, timing of traffic signals, code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage) and planning.

Figure 9: Balancing Quality and Importance



Crime prevention has been considered higher in importance and lower in quality since 1996. Water conservation and street repair and maintenance have been in that category since 1998. Electric conservation and street lighting made the list in 2004 and 2008, but did not make the list in 2006. Enforcing traffic laws and planning were in the “higher importance/lower quality” category for several years, but not in 2008

Table 14: Comparison of Services with Higher Importance and Lower Quality: Longmont Over Time

Service	2008	2006	2004	2003	2002	2001	2000	1998	1996
Crime prevention	X	X	X	X	X	X	X	X	X
Water conservation	X	X	X	X	X	X	X	X	
Enforcing traffic laws		X	X		X	X	X	X	
Planning		X	X		X	X	X	X	
Street repair and maintenance	X	X	X	X	X	X	X	X	
Snow removal					X			X	X
Services for youth						X	X	X	X
Recreation facilities						X		X	
Electric conservation	X		X			X			
Services for seniors							X		
Timing of traffic signals							X		
Emergency police services				X					
Emergency dispatch				X					
Street lighting	X		X						

Contacting City Government

CONTACT WITH CITY GOVERNMENT

Nearly 6 in 10 respondents (57%) said they had contacted the City of Longmont to request services within the past 24 months, similar to previous years.

Figure 10: Contact with City of Longmont

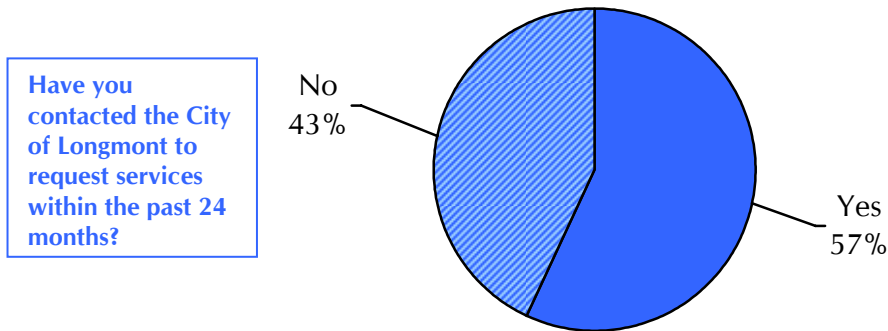
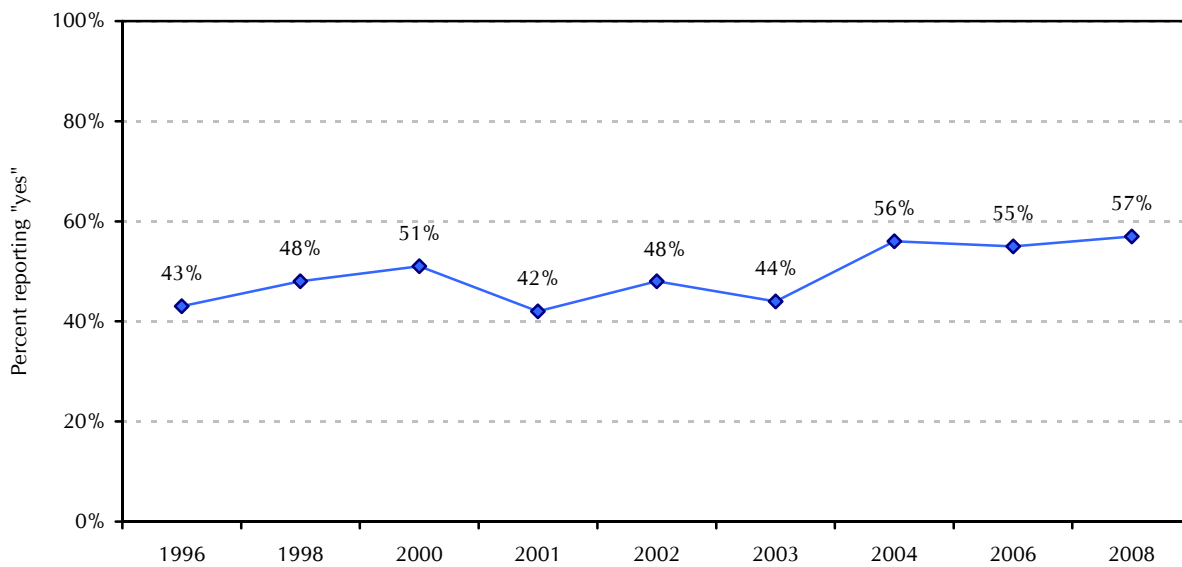


Figure 11: Contact with the City Compared Over Time



The 57% of residents who reported having contact with a City of Longmont employee within the last 24 months were asked to specify with which service or services they had contact. In early survey years, this question was unprompted and gave residents the option of writing in their answers. Since 2004, respondents have been given a list of services and asked to mark which services they had contacted; respondents were allowed to select up to three services. The top six most commonly contacted services by Longmont residents in 2008 were: police (37%), utility billing (25%), library (21%), recreation centers (20%), trash and recycling (18%) and animal control (17%).

Services that were reportedly contacted by a lower percentage of respondents were: housing, human resources, the City Managers Office, municipal court, sales tax, youth services, the City Attorney/Prosecutor and community development. Fewer than 5% of respondents reported contacting these departments within the last 24 months.

Responses generally were similar to previous years and have remained relatively in the same order.

Table 15: Most Commonly Contacted Services in the Past 24 Months Compared Over Time

Department	Year of survey		
	2008	2006	2004
Police	37%	36%	36%
Utility Billing (Water, Electric, Sewer and Trash)	25%	30%	38%
Library	21%	25%	24%
Recreation Centers	20%	21%	25%
Trash/Recycling	18%	21%	26%
Animal Control	17%	23%	18%
Longmont Power and Communications (Electric Utility)	15%	17%	16%
Code Enforcement	12%	9%	12%
Water/Sewer	10%	8%	15%
Parks/Golf	9%	15%	12%
Streets/Snow Removal	8%	2%	5%
Fire	7%	3%	5%
Senior Services	7%	3%	5%
Building Inspection	5%	6%	10%
Museum	5%	4%	6%
Housing	4%	3%	4%
Human Resources	4%	1%	5%
City Managers Office	3%	1%	2%
Municipal Court	3%	2%	3%
Sales Tax	2%	1%	3%
Youth Services	2%	3%	3%
City Attorney/Prosecutor	1%	1%	1%
Community Development	1%	1%	3%

Total may exceed 100% as respondents could give more than one answer.

Note: no significance testing was conducted on this question.

When asked to indicate which City service they most recently contacted, using a prompted list of services, the police department was the most common reason (22% of those making contact with a City employee), similar to previous years. Tree trimming (13%) and recreation centers (12%) had the next most frequent contact with the public.

Table 16: Top Reasons for Most Recently Contacting the City of Longmont Compared Over Time

Reasons	Year of Survey								
	2008	2006	2004	2003	2002	2001	2000	1998	1996
Police	22%	24%	18%	24%	16%	11%	24%	15%	19%
Tree trimming	13%	NA	NA	1%	0%	1%	NA	NA	NA
Recreation Centers	12%	10%	8%	10%	6%	2%	3%	4%	3%
Library	7%	7%	9%	1%	1%	1%	NA	NA	NA
Trash/recycling				7%	14%	20%	24%	21%	25%
Recycling (asked with trash – see above)	7%	7%	9%	2%	2%	1%	3%	0%	0%
Code Enforcement	6%	4%	4%	NA	NA	NA	NA	NA	NA
Animal control	5%	9%	6%	3%	2%	2%	2%	4%	4%
Parks/Golf	5%	6%	4%	2%	4%	3%	3%	1%	1%
Longmont Power and Communications (Electric Utility)	4%	5%	5%	NA	NA	NA	NA	NA	NA
Senior Services	4%	1%	1%	NA	NA	NA	NA	NA	NA
Youth Services	4%	0%	0%	NA	NA	NA	NA	NA	NA
Building inspection	3%	3%	4%	7%	8%	7%	7%	8%	6%
Streets/Snow removal	3%	1%	2%	1%	10%	4%	5%	6%	8%
Fire	2%	2%	2%	4%	2%	2%	3%	3%	1%
Utilities	2%	NA	NA	11%	3%	5%	8%	14%	14%
City Manager's Office	1%	0%	1%	NA	NA	NA	NA	NA	NA
Community Development	1%	0%	1%	NA	NA	NA	NA	NA	NA
Housing	1%	0%	1%	NA	NA	NA	NA	NA	NA
Municipal Court	1%	1%	1%	NA	NA	NA	NA	NA	NA
Museum	1%	0%	1%	NA	NA	NA	NA	NA	NA
City Attorney/Prosecutor	0%	NA	1%	NA	NA	NA	NA	NA	NA
Human Resources	0%	0%	2%	NA	NA	NA	NA	NA	NA
Sales Tax	0%	NA	1%	NA	NA	NA	NA	NA	NA
Utility Billing	0%	15%	13%	1%	14%	19%	NA	NA	NA
Water/Sewer	0%	2%	4%	3%	4%	4%	2%	3%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Gray shading notes statistically significant differences between 2008 and 2006. (Significant at $p < .05$.)

CITY EMPLOYEE RATINGS

The 57% of respondents who reported having had contact with the City of Longmont in the past 24 months, were asked to rate their most recent contact in terms of employees' knowledge, professional attitude, the ease of getting in touch with the employee and their willingness to help or understand. Respondents also rated their overall impression of the employee.

About 8 in 10 respondents rated the overall impression of the employee with which they most recently had contact as good or better, with 45% giving an excellent rating. The ratings were similar to previous years and higher than the national and Front Range ratings.

Figure 12: Overall Impression of City Employee

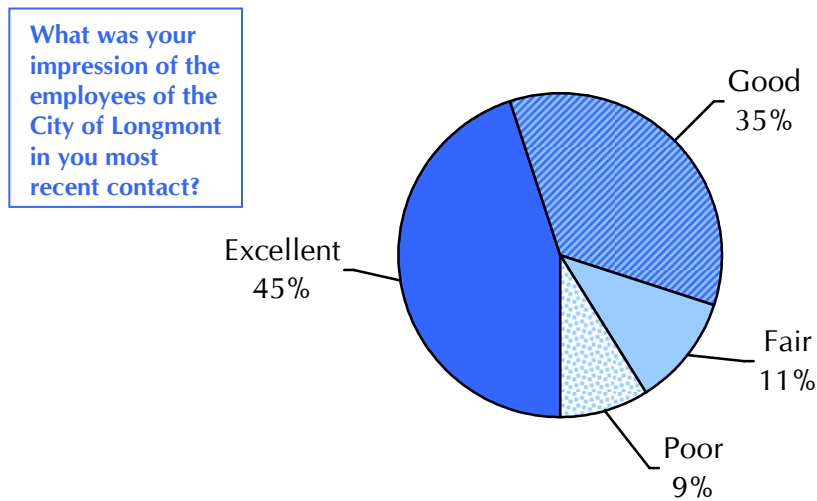
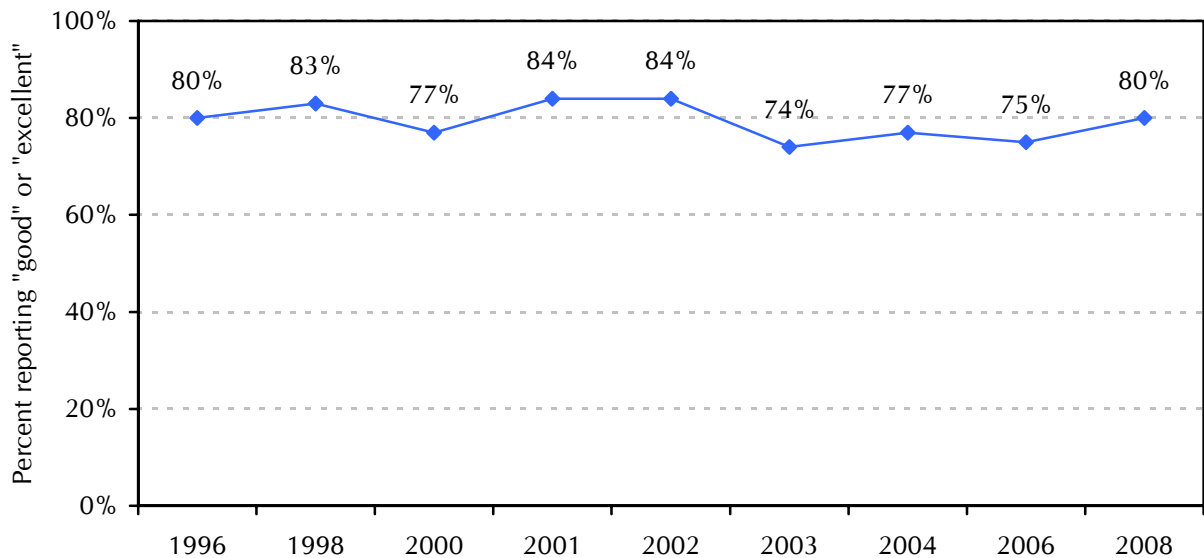


Figure 13: Overall Impression of City Employee Compared Over Time



At least 8 in 10 respondents rated each employee characteristic as good or better, with two in five or more giving excellent ratings for each. The 2008 ratings of City employees were similar to ratings given in 2006 and similar to or higher than the national and Front Range benchmarks.

Table 17: Ratings of City Employee

What was your impression of Employee of the City and Longmont in your most recent contact?	Excellent	Good	Fair	Poor	Total	National Benchmark Comparison	Front Range Benchmark Comparison
Treated you with respect	50%	36%	9%	5%	100%	Above the benchmark	Similar to the benchmark
Knowledge of issue	42%	41%	10%	7%	100%	Above the benchmark	Above the benchmark
Willingness to help or understand	48%	31%	12%	8%	100%	Above the benchmark	Above the benchmark
How easy it was to get in touch with the employee	40%	38%	14%	8%	100%	Above the benchmark	Above the benchmark

Table 18: Ratings of City Employee Compared Over Time

What was your impression of Employee of the City and Longmont in your most recent contact?	Year of survey								
	2008	2006	2004	2003	2002	2001	2000	1998	1996
Treated you with respect	86%	82%	85%	81%	91%	89%	85%	89%	83%
Knowledge of issue	83%	79%	83%	82%	86%	80%	79%	85%	83%
Willingness to help or understand	79%	77%	81%	73%	85%	85%	78%	81%	82%
How easy it was to get in touch with the employee	78%	77%	77%	72%	82%	83%	81%	86%	81%

Percent reporting "good" or "excellent"

Gray shading notes statistically significant differences between 2008 and 2006. (Significant at p < .05.)

Employee ratings were compared by specific respondent sociodemographic characteristics. Different answers were given by residents of different subgroups, except for gender. Younger respondents, Hispanic and non-White respondents, those with a lower educational attainment, lower income residents, renters and those living in attached units tended to give lower ratings than other residents when asked to rate the various employee characteristics.

Table 19: Ratings of City Employee by Demographics

		Knowledge of issue	Treated you with respect	Willingness to help or understand	Easy of getting in touch	Overall impression
Respondent Age	18-34	85%	82%	80%	79%	79%
	35-54	81%	84%	75%	75%	77%
	55+	86%	93%	84%	82%	86%
	Overall	83%	86%	79%	78%	80%
Gender of Respondent	Female	85%	85%	80%	78%	78%
	Male	82%	87%	78%	78%	82%
	Overall	83%	86%	79%	78%	80%
Ethnicity	Hispanic origin	70%	76%	60%	56%	64%
	Not of Hispanic origin	86%	89%	84%	83%	84%
	Overall	83%	86%	79%	78%	80%
Race	White	86%	88%	82%	82%	84%
	Non-white	65%	78%	64%	63%	66%
	Overall	83%	86%	79%	78%	80%
Level of Education	High School degree or less	76%	81%	70%	68%	70%
	More than High School education	85%	88%	82%	81%	83%
	Overall	83%	86%	79%	78%	80%
Income of Respondent	Less than \$25,000	77%	79%	67%	61%	68%
	\$25,000 - \$99,999	84%	86%	80%	81%	81%
	\$100,000 or more	88%	92%	87%	83%	87%
	Overall	83%	86%	79%	78%	80%
Length of Residency	1-4 years	89%	89%	82%	79%	87%
	5-9 years	91%	93%	88%	92%	88%
	10-14 years	73%	86%	66%	61%	71%
	15 -19 years	86%	93%	86%	73%	86%
	20+ years	81%	82%	78%	80%	75%
	Overall	83%	86%	79%	78%	80%
Housing Unit Type	Detached	86%	91%	84%	82%	85%
	Attached	79%	78%	70%	71%	70%
	Overall	83%	86%	79%	78%	80%
Housing Tenure	Rent	81%	81%	69%	67%	72%
	Own	85%	89%	84%	83%	84%
	Overall	83%	86%	79%	78%	80%

Percent reporting "good" or "excellent"

Gray shading notes statistically significant differences between responses.

DISCRIMINATION

Four percent of the respondents reported having been treated inappropriately by a City employee in the last 12 months because of race, national origin, age, religious affiliation or gender. Of those 4% of respondents, 23% stated that they reported the inappropriate behavior to a public official.

Figure 14: Inappropriate Treatment of Residents by City Employee

During the last 12 months, were you treated inappropriately by a City employee because of your race, national origin, age, religious affiliation or gender?

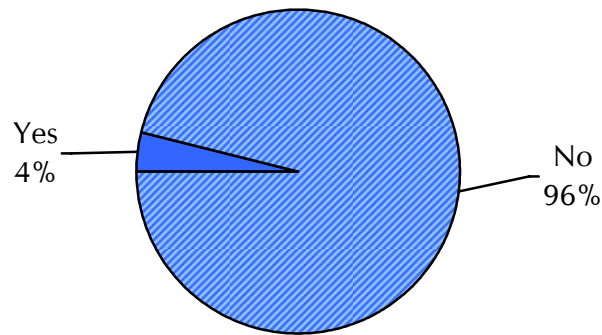
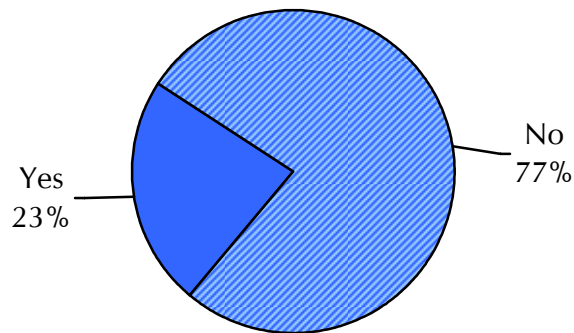


Figure 15: Percent Reporting Inappropriate Treatment to a Public Official

If yes, did you report the inappropriate behavior to a public official?



This question was asked only of the 4% who said they had been treated inappropriately by a City employee because of race, national origin, age, religious affiliation or gender.

Public Information

Respondents were asked how frequently they used various news sources. The most frequently used news sources were word of mouth/friends (54% using somewhat or very frequently), reading the *Longmont Daily Times-Call* newspaper (58%) and reading the *City Line Newsletter* (included with the utility billing statement) (51%). Twenty-seven percent reported somewhat or very frequently using the Longmont Web site and about one in five said they frequently read the *Denver Post* or *Rocky Mountain News* newspapers. At least 7 in 10 respondents reported never using City Source (24-hour telephone information line), watching Channel 16 - Government access, watching 'Behind the Badge' on public access cable television channel 3 or reading the *Golden Outlook* (senior services newsletter).

Table 20: Sources of Information about the City of Longmont

How often do you use the following sources to gain information about the City of Longmont?	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently	Total
Use word of mouth/friends	8%	13%	25%	35%	19%	100%
Read the Longmont Daily Times-Call newspaper	13%	16%	12%	14%	44%	100%
Read City Line Newsletter (with utility billing statement)	14%	14%	20%	22%	29%	100%
Use the Longmont Web site on the Internet	41%	14%	19%	18%	9%	100%
Read bulletin board or information displays in City buildings	44%	25%	17%	12%	2%	100%
Attend or watch a City Council meeting or other program on public access cable television channel 3	46%	23%	17%	12%	3%	100%
Read the Denver Post newspaper	49%	21%	11%	9%	10%	100%
Read the Rocky Mountain News newspaper	52%	19%	12%	8%	9%	100%
Read the Boulder Daily Camera newspaper	53%	20%	14%	7%	7%	100%
Use City Source (24-hour telephone information line)	69%	17%	9%	3%	1%	100%
Watch Channel 16 - Government access	70%	16%	9%	3%	2%	100%
Watch 'Behind the Badge' on public access cable television channel 3	71%	14%	10%	4%	1%	100%
Read the Golden Outlook (senior services newsletter)	75%	9%	6%	6%	5%	100%

When asked to determine how they felt about the amount of information they receive from the City of Longmont, about three-quarters of respondents (77%) reported they get just the right amount of information. One in five (22%) said that they get too little information from the City and 2% felt that they get too much. Responses have remained fairly stable over time.

Figure 16: Amount of Information from the City of Longmont

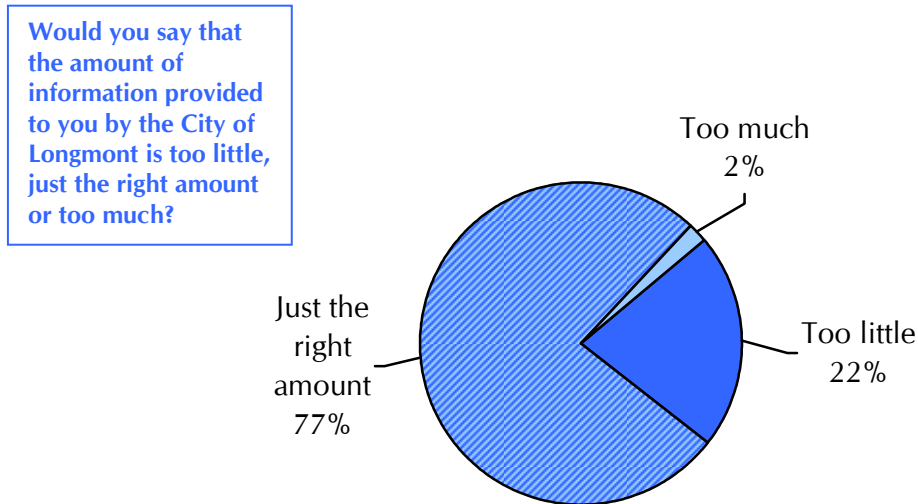


Table 21: Amount of Information Received from the City of Longmont Compared Over Time

Amount	Year of Survey								
	2008	2006	2004	2003	2002	2001	2000	1998	1996
Too little	22%	20%	19%	21%	20%	24%	17%	28%	25%
Just the right amount	77%	80%	80%	78%	78%	73%	79%	70%	72%
Too much	2%	1%	1%	1%	3%	3%	4%	2%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Gray shading notes statistically significant differences between 2008 and 2006. (Significant at $p < .05$.)

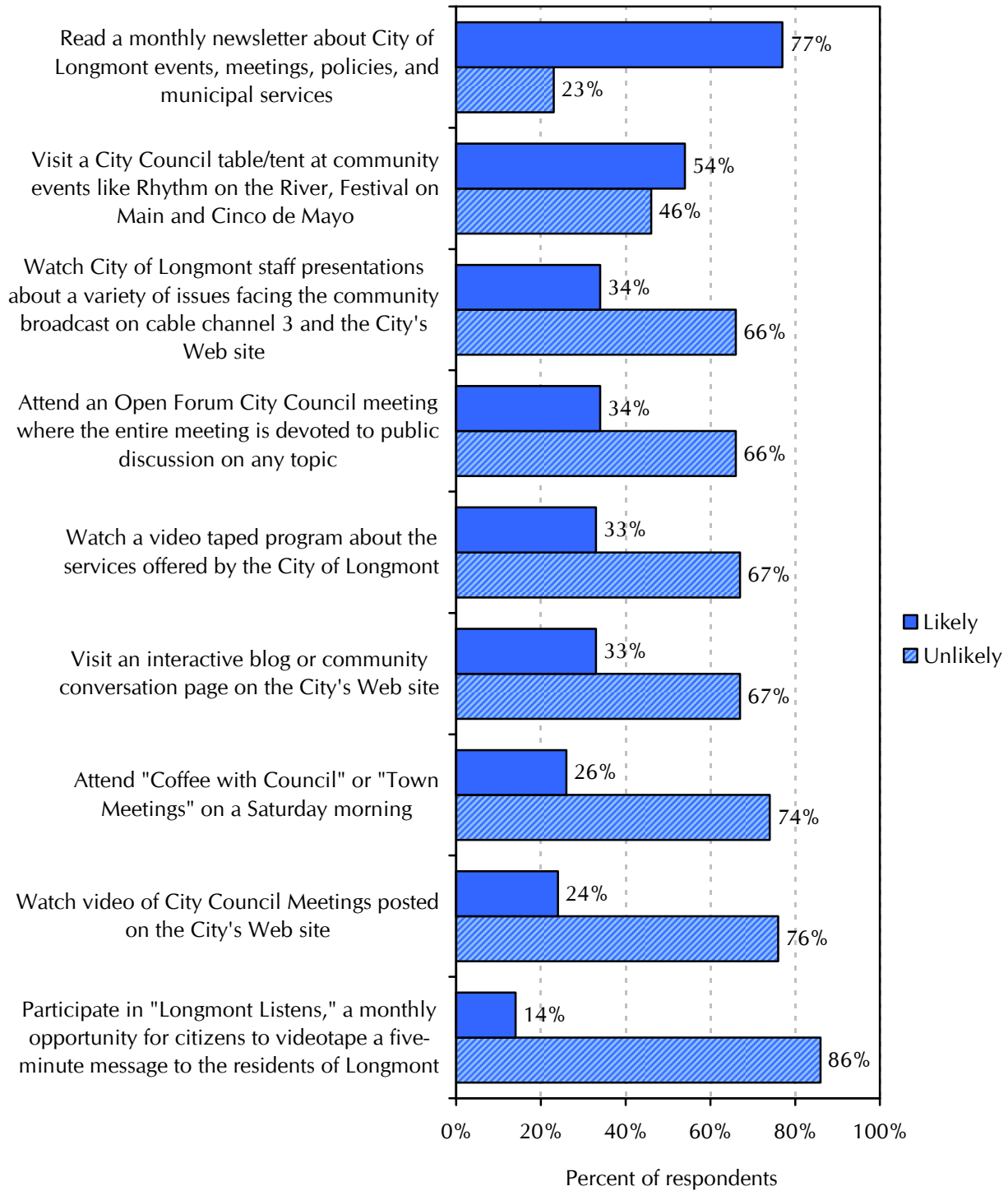
Community Participation

Survey participants were asked to indicate how likely or unlikely they or another household member would be to participate in various activities in Longmont at least once in a typical year. For most activities, a higher proportion of respondents said they would be unlikely to participate in each in a typical year. However, about three-quarters of respondents (76%) reported that they would be somewhat or very likely to read a monthly newsletter about City of Longmont events, meetings, policies, and municipal services. About half of respondents (54%) said they would be likely to visit a City Council table at a community event.

Table 22: Likelihood of Community Participation

Please indicate how likely or unlikely you or another household member would be to participate in each of the following activities in Longmont at least once in a typical year:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Read a monthly newsletter about City of Longmont events, meetings, policies, and municipal services	37%	39%	10%	13%	100%
Visit a City Council table/tent at community events like Rhythm on the River, Festival on Main and Cinco de Mayo	22%	32%	18%	28%	100%
Watch City of Longmont staff presentations about a variety of issues facing the community broadcast on cable channel 3 and the City's Web site	7%	27%	19%	47%	100%
Attend an Open Forum City Council meeting where the entire meeting is devoted to public discussion on any topic	7%	27%	21%	44%	100%
Watch a video taped program about the services offered by the City of Longmont	10%	24%	25%	42%	100%
Visit an interactive blog or community conversation page on the City's Web site	8%	26%	22%	45%	100%
Attend "Coffee with Council" or "Town Meetings" on a Saturday morning	7%	19%	16%	58%	100%
Watch video of City Council Meetings posted on the City's Web site	7%	16%	25%	51%	100%
Participate in "Longmont Listens," a monthly opportunity for citizens to videotape a five-minute message to the residents of Longmont	5%	9%	18%	68%	100%

Figure 17: Likelihood of Community Participation



Policy Questions

REDEVELOPMENT OF TWIN PEAKS MALL

Longmont residents responding to the 2008 Customer Satisfaction Survey were asked a set of policy questions to assess their opinions about salient issues impacting the City government and the community. Respondents were first asked to indicate their support for or opposition to redevelopment of Twin Peaks Mall that would result in higher-end retailers with infrastructure improvements partially funded through sales tax generated by customers who would shop at the redeveloped mall. A majority (75%) of respondents were in support of this idea, with about half (48%) reporting strong support. About two-thirds of respondents (66%) said they would prefer Twin Peaks Mall to be developed into a mix of indoor and outdoor shopping (see Figure 19).

Figure 18: Support For or Opposition to Redevelopment of Twin Peaks Mall

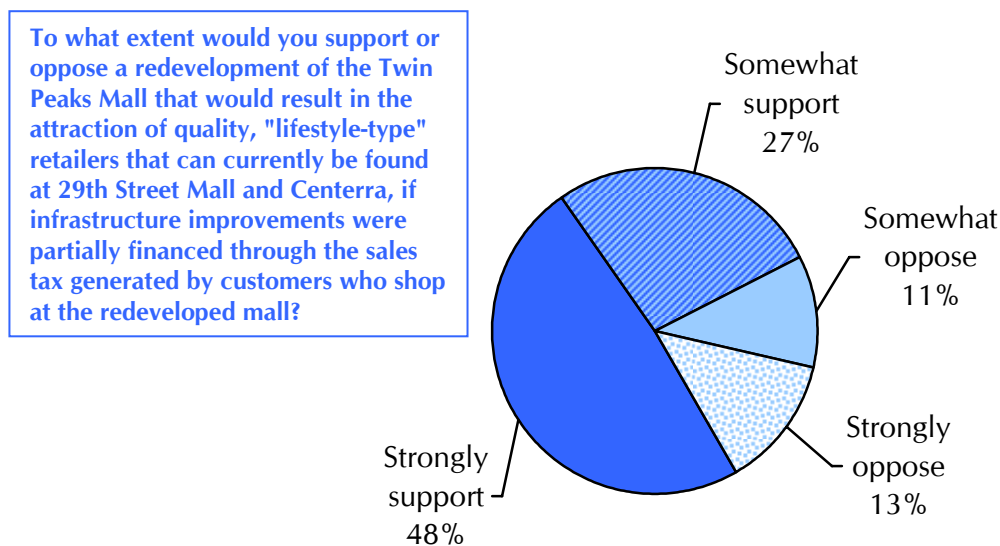
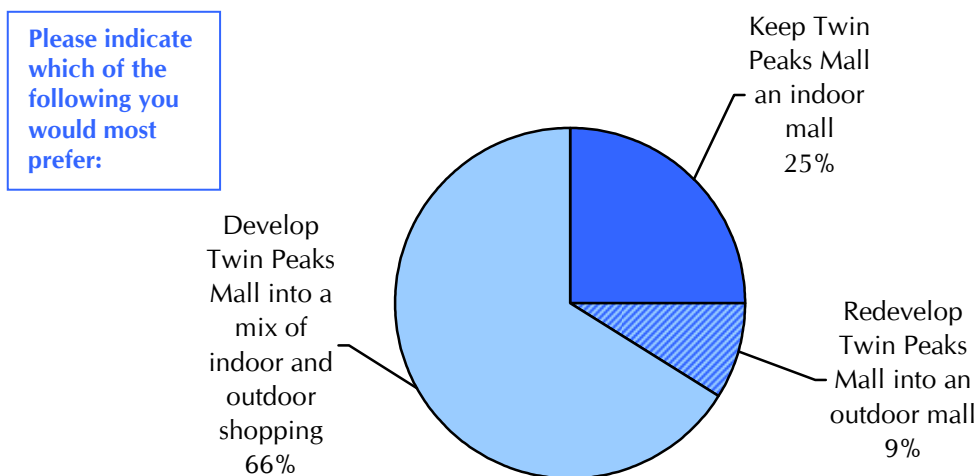


Figure 19: Preferred Type of Redevelopment of Twin Peaks Mall



Those who strongly supported redevelopment of Twin Peaks Mall were less likely to prefer keeping Twin Peaks Mall an indoor mall while those who strongly opposed redevelopment were more likely to want to keep the mall an indoor shopping area.

Table 23: Preference for Type of Redevelopment by Support for Redevelopment of Twin Peaks Mall

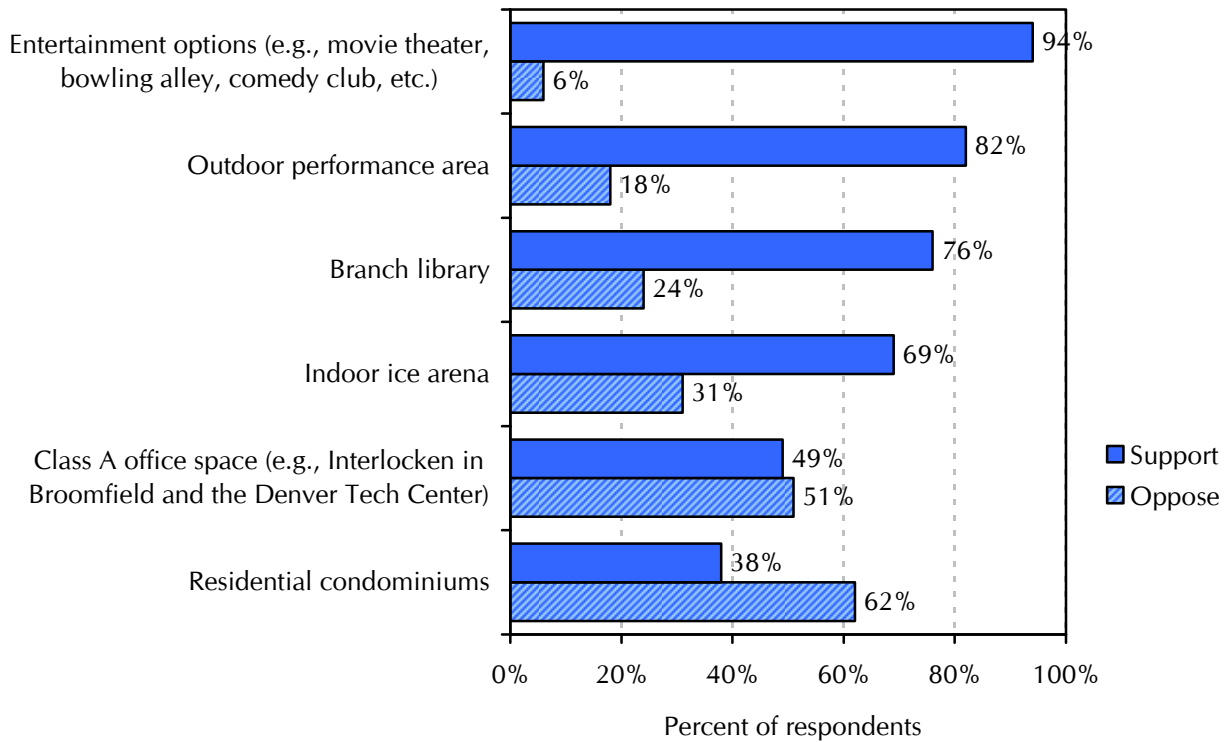
		Please indicate which of the following you would most prefer:			
		Keep Twin Peaks Mall an indoor mall	Redevelop Twin Peaks Mall into an outdoor mall	Develop Twin Peaks Mall into a mix of indoor and outdoor shopping	Total
To what extent would you support or oppose a redevelopment of the Twin Peaks Mall that would result in the attraction of quality, 'lifestyle-type' retailers that can currently be found at 29 th Street Mall (Boulder) and Centerra (Loveland), if infrastructure improvements (roads, sewers, parking garage, etc.) were partially financed through the sales tax generated by customers who shop at the redeveloped mall?	Strongly support	27%	65%	54%	49%
	Somewhat support	24%	20%	30%	28%
	Somewhat oppose	18%	8%	9%	11%
	Strongly oppose	30%	7%	7%	12%
	Strongly support	27%	65%	54%	49%
	Total	100%	100%	100%	100%

When asked to indicate their support for or opposition to various retail and restaurant options in the redevelopment of the Twin Peaks Mall, nearly all residents responding to the survey (94%) were in support of adding entertainment options such as a movie theater, a bowling alley or a comedy club, with 69% in strong support. About 8 in 10 (82%) respondents also supported an outdoor performance area. At least 7 in 10 respondents somewhat or strongly supported the inclusion of a branch library and an indoor ice arena into the redevelopment of Twin Peaks Mall (76% and 69%, respectively), while support for or opposition to adding Class A office space (e.g., Interlocken in Broomfield) was mixed (49% in support and 51% in opposition). A higher proportion of those completing the survey opposed residential condominiums than did those who supported this idea.

Table 24: Support for or Opposition to Potential Redevelopment Components for Twin Peaks Mall

To what extent do you support or oppose adding each of the following retail and restaurant components in the redevelopment of the Twin Peaks Mall?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
Entertainment options (e.g., movie theater, bowling alley, comedy club, etc.)	69%	25%	4%	2%	100%
Outdoor performance area	37%	45%	9%	8%	100%
Indoor ice arena	30%	39%	16%	15%	100%
Branch library	29%	47%	14%	10%	100%
Class A office space (e.g., Interlocken in Broomfield and the Denver Tech Center)	14%	35%	24%	27%	100%
Residential condominiums	10%	27%	19%	44%	100%

Figure 20: Support for or Opposition to Potential Redevelopment Components for Twin Peaks Mall



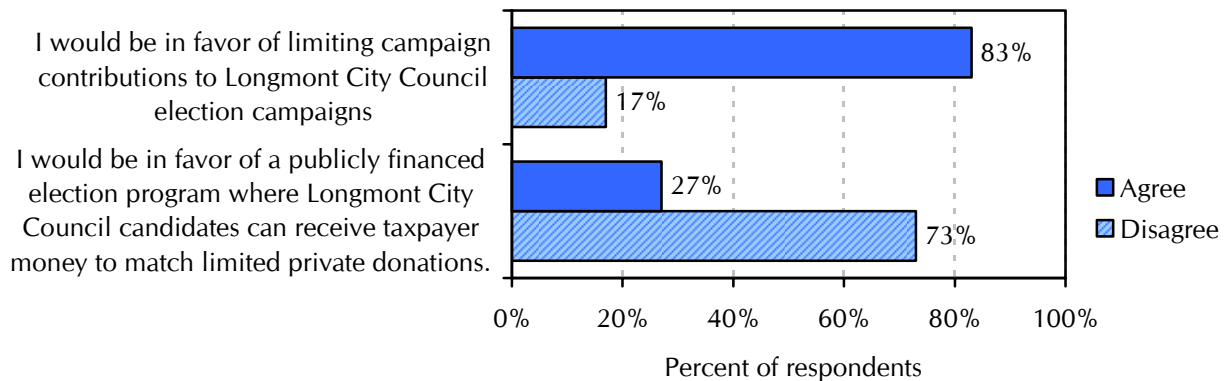
CITY COUNCIL ELECTION CAMPAIGNS

When asked about City Council election campaigns, survey respondents were much more likely to favor the idea of limiting campaign contributions to Longmont City Council election campaigns and much less likely to favor a publicly financed election program where Longmont City Council candidates could receive taxpayer money to match limited private donations.

Table 25: Preferences for City Council Election Campaigns

Please indicate the extent to which you agree or disagree with each of the following statements.	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total
I would be in favor of limiting campaign contributions to Longmont City Council election campaigns	49%	34%	11%	6%	100%
I would be in favor of a publicly financed election program where Longmont City Council candidates can receive taxpayer money to match limited private donations.	10%	17%	19%	54%	100%

Figure 21: Preferences for City Council Election Campaigns



Longmont residents completing the 2008 questionnaire were asked to indicate how much they think the maximum contributions to City Council election campaigns should be for various scenarios. Results were mixed and about a third of respondents did not have an opinion. Seventeen percent felt that contributions from corporate, political committees, unions and businesses should not be allowed, 13% were not in favor of individual contributions and 9% did not think that in-kind contributions should be allowed. Conversely, about 1 in 10 were in favor of no limits to corporate or individual contributions and 2 in 10 were in favor of no limits for in-kind contributions.

Table 26: Maximum Contributions to City Council Election Campaigns

Please indicate how much you think the maximum contributions to City Council election campaigns should be for each of the following?	\$0/none	\$50	\$100	\$250	\$500	\$1,000	No limit	Don't know	Total
Corporate, political committee, union and business contributions	17%	6%	7%	5%	8%	16%	8%	33%	100%
Individual contributions	13%	9%	11%	6%	8%	11%	10%	32%	100%
In-kind contributions (e.g., donated time, services, equipment, goods, etc.)	9%	5%	8%	7%	7%	10%	20%	34%	100%

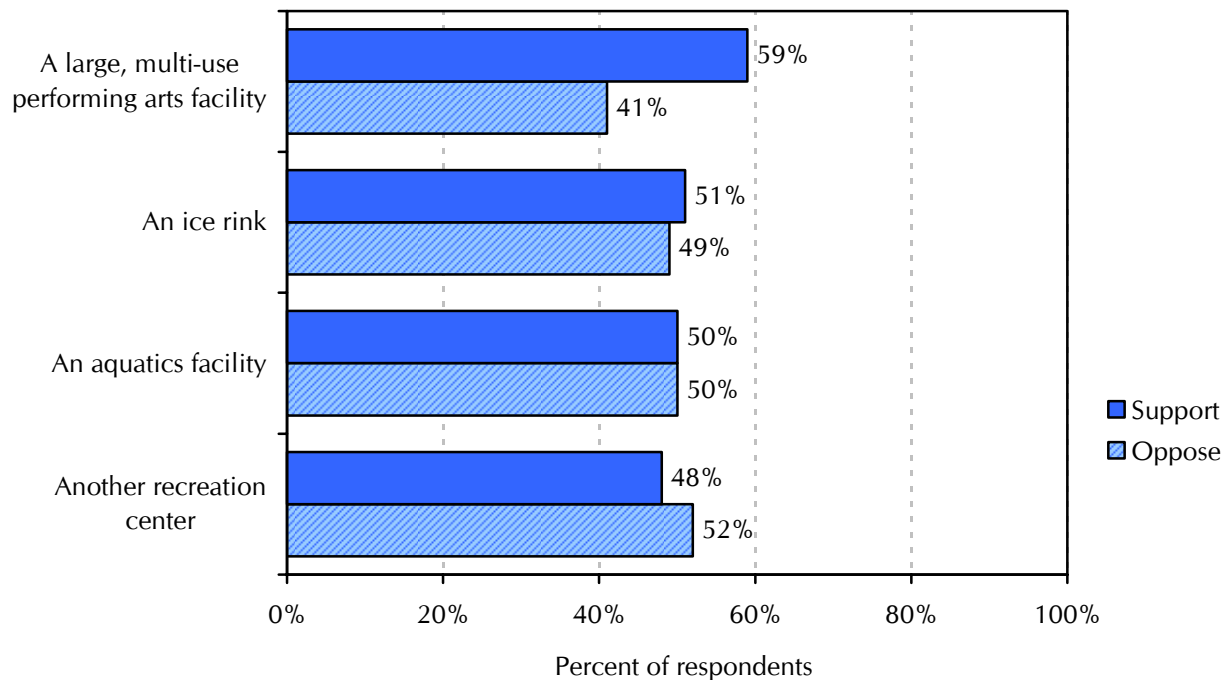
FUNDING CONSTRUCTION OF NEW FACILITIES

Those responding to the survey were asked to indicate the extent to which they supported or opposed the idea of increasing the City sales tax rates to fund construction of various new facilities. While results were mixed, support for a large, multi-use performing arts facility was somewhat or strongly supported by a slightly higher proportion of respondents (59%) than an ice rink (51%), an aquatics facility (50%) or another recreation center (47%).

Table 27: Support For or Opposition to Increasing Sales Tax Rates to Fund Construction of New Facilities

To what extent do you support or oppose increasing the City sales tax rates to fund construction of the following facilities?	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total
A large, multi-use performing arts facility	20%	39%	21%	20%	100%
An ice rink	15%	36%	22%	27%	100%
An aquatics facility	15%	35%	24%	26%	100%
Another recreation center	18%	29%	26%	27%	100%

Figure 22: Support For or Opposition to Increasing Sales Tax Rates to Fund Construction of New Facilities



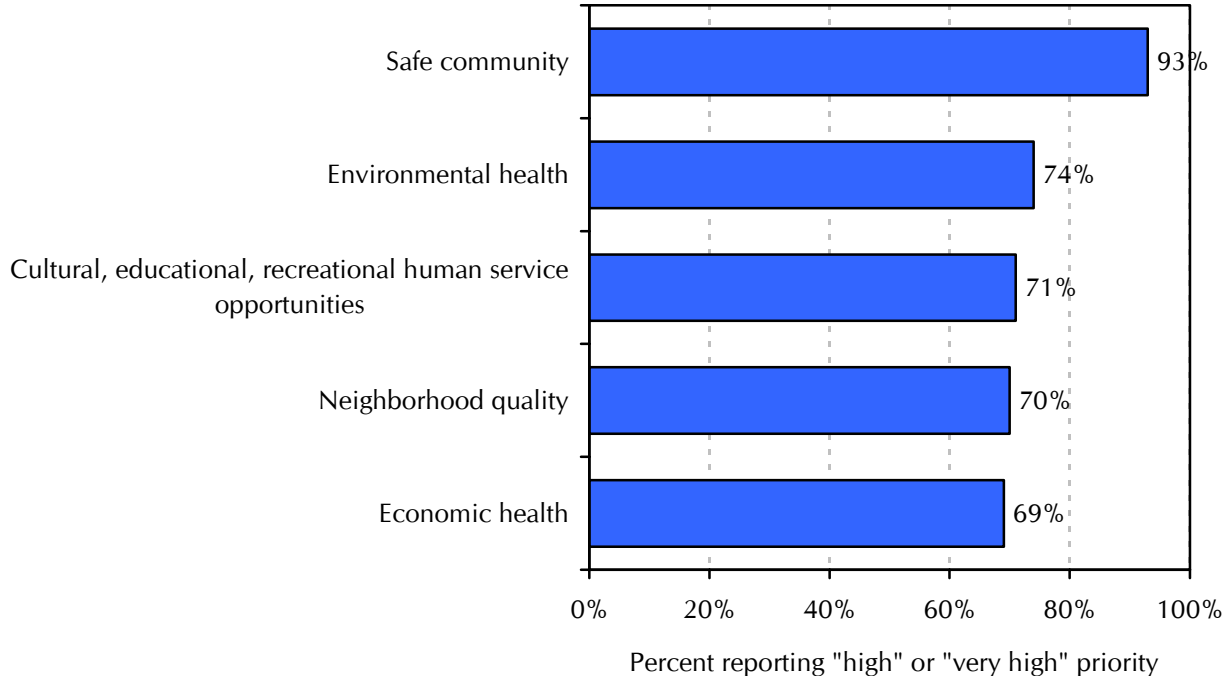
PRIORITIES FOR GENERAL FUND BUDGET

The City wanted to know how residents would prioritize revenues from the General Fund Budget, should revenues decrease or not keep up with expenses. Services committed to keeping the community safe were of highest priority to residents completing the 2008 questionnaire. About 9 in 10 (93%) rated this as a high or very high priority, with 61% stating it as a very high priority. Environmental health (26% reporting very high priority) was considered the next highest priority for residents, followed closely by cultural, educational, recreational human service opportunities (24%), neighborhood quality (28%) and economic health (28%).

Table 28: Priorities for General Fund Budget

If City revenues decrease or don't keep up with expenses, please indicate the level of priority for General Fund Budget funding you think each of these service areas should be given:	Very high priority	High priority	Low priority	Not at all a priority	Total
Safe community	61%	32%	4%	3%	100%
Environmental health	26%	48%	21%	4%	100%
Cultural, educational, recreational human service opportunities	24%	47%	24%	5%	100%
Neighborhood quality	28%	42%	25%	4%	100%
Economic health	28%	41%	25%	6%	100%

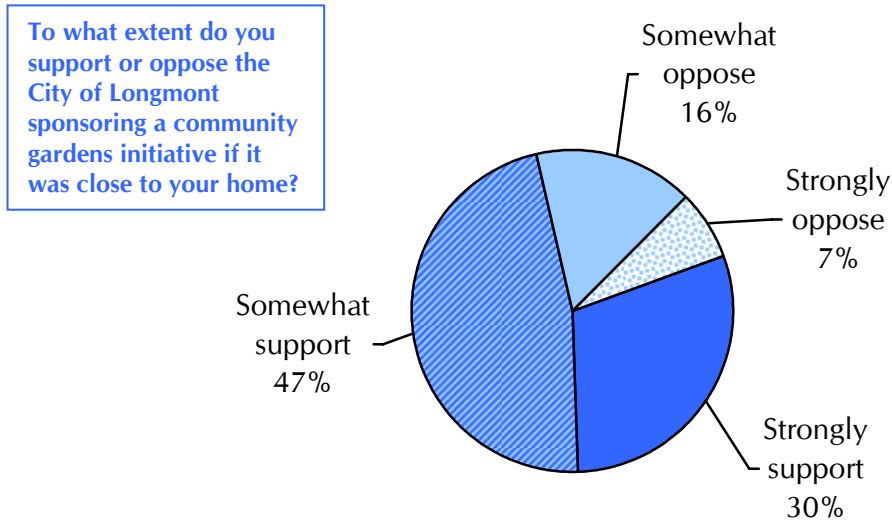
Figure 23: Top Priority for General Fund Budget



COMMUNITY GARDEN

About three-quarters of respondents (77%) somewhat or strongly supported the idea of the City of Longmont sponsoring a community gardens initiative, with 3 in 10 (30%) in strong support.

Figure 24: Support For or Opposition to the City of Longmont Sponsoring Community Gardens



RENEWABLE ENERGY

When asked to indicate the maximum additional amount they would be willing to pay on their monthly electric bill for more renewable energy and energy efficiency programs, about a quarter (27%) were not willing to pay any additional costs. Fourteen percent said they would pay \$10 more per month, 21% said \$5 to \$10 more per month, 26% would pay an additional \$1 to \$5 and 13% were willing to pay up to \$1 more per month. This question was asked in 2005. A higher proportion of 2008 respondents said they would not be willing to pay an additional monthly fee than in 2005. Similarly, fewer 2008 respondents said they would be willing to add up to \$5 per month than did 2005 respondents.

Figure 25: Willingness to Pay for Renewable Energy

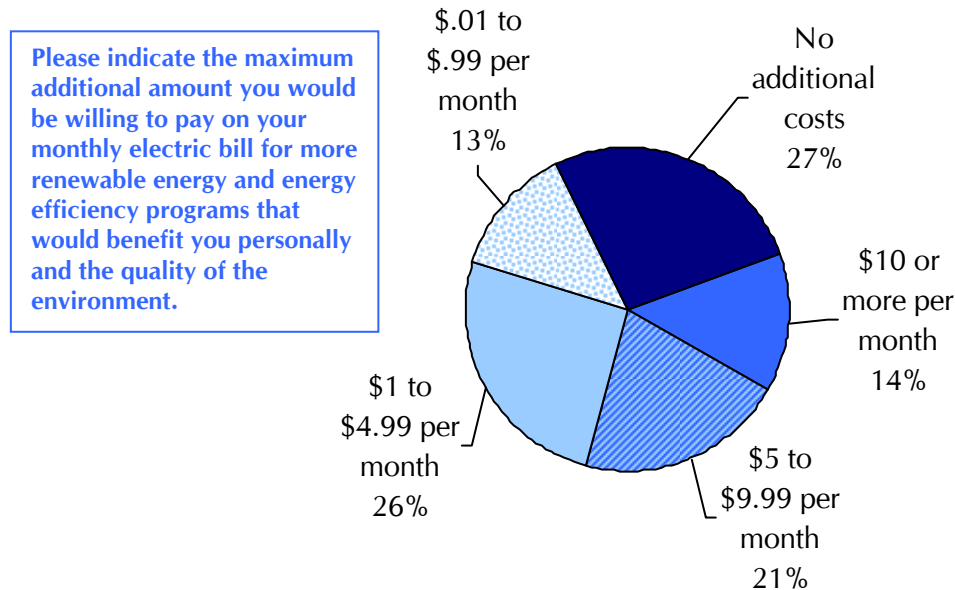
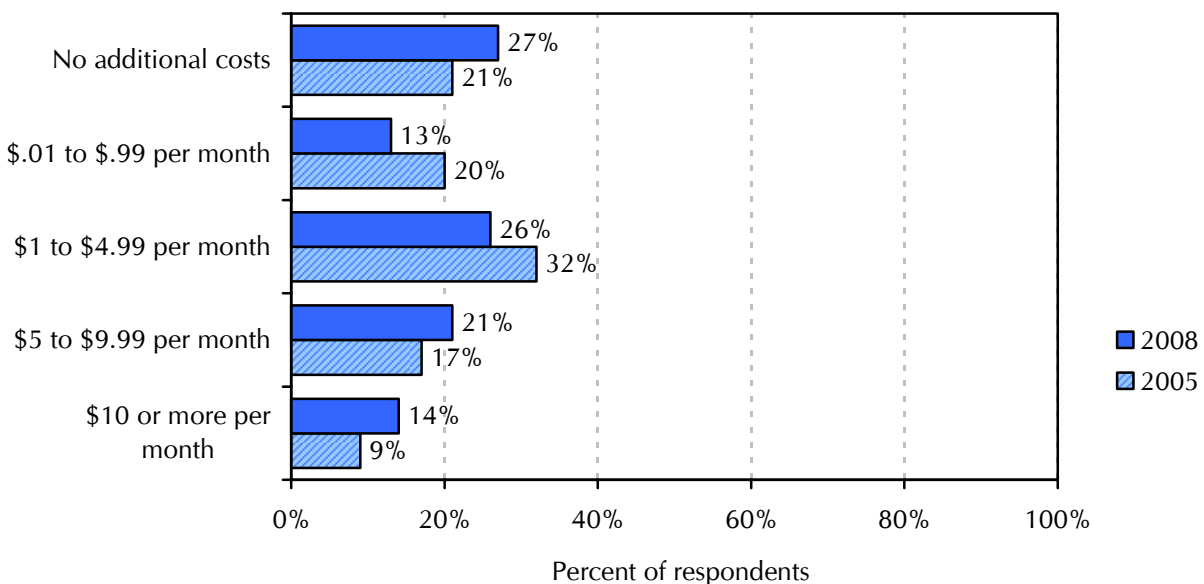


Figure 26: Willingness to Pay for Renewable Energy Compared Over Time



Appendix I. Respondent Characteristics

Characteristics of the survey respondents are displayed in the tables in this appendix.

City Resident	
Do you live within the City of Longmont?	Percent of respondents
Yes	100%
No	0%
Total	100%

Respondent Length of Residency	
About how many years have you lived in Longmont?	Percent of respondents
1-4 years	22%
5-9 years	19%
10-14 years	12%
15 -19 years	9%
20+ years	38%
Total	100%

Respondent Housing Unit Type	
What kind of housing unit do you live in?	Percent of respondents
Single family house	62%
Apartment	22%
Condo	6%
Townhouse	8%
Mobile home	1%
Other	2%
Total	100%

Tenure	
Do you rent or own your home?	Percent of respondents
Rent	31%
Own	69%
Total	100%

Income	
About how much was your household's total income before taxes for all of 2007?	Percent of respondents
Less than \$10,000	5%
\$10,000 to under \$15,000	6%
\$15,000 to under \$25,000	9%
\$25,000 to under \$35,000	12%
\$35,000 to under \$50,000	15%
\$50,000 to under \$75,000	16%
\$75,000 to under \$100,000	17%
\$100,000 to under \$150,000	13%
\$150,000 to under \$200,000	5%
\$200,000 or more	1%
Total	100%

Work	
In what city do you work?	Percent of respondents
Longmont	54%
Boulder	21%
Denver	5%
Ft. Collins	2%
Lafayette	1%
Louisville	1%
Broomfield	2%
Other	14%
Total	100%

Education	
What is the highest degree or level or school you have completed?	Percent of respondents
12th grade or less, no diploma	10%
High school diploma	17%
Some college, no degree	23%
Associate's degree (e.g., AA, AS)	9%
Bachelor's degree (e.g., BA, AB, BS)	26%
Graduate degree or professional degree	17%
Total	100%

Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
Yes	21%
No	79%
Total	100%

Race	
What is your race?	Percent of respondents
American Indian or Alaskan native	3%
Asian or Pacific Islander	3%
Black, African American	1%
White/Caucasian	83%
Other	11%

Total may exceed 100% as respondents could give more than one answer.

Age	
In what category is your age?	Percent of respondents
18-24 years	5%
25-34 years	21%
35-44 years	18%
45-54 years	21%
55-64 years	14%
65-74 years	12%
75-84 years	6%
85 years or older	2%
Total	100%

Gender	
What is your gender?	Percent of respondents
Female	51%
Male	49%
Total	100%

Vote	
Are you registered to vote in Longmont?	Percent of respondents
No	12%
Yes	82%
Don't know	5%
Total	100%

Future survey	
In the future, if you are randomly selected to receive this survey, how would you prefer to fill it out?	Percent of respondents
Same (mailed survey)	67%
Web survey	18%
Some other format	1%
No preference	14%
Total	100%

Language	
English or Spanish?	Percent of respondents
English	99%
Spanish	1%
Total	100%

Appendix II. Survey Methodology

SURVEY INSTRUMENT DEVELOPMENT

The Longmont Customer Satisfaction Survey was administered by mail in 2008 for the third time (the 2003 administration was the first by mail). This was the ninth iteration of the survey. Data for the previous six surveys were collected by telephone in 1996, 1998, 1999, 2000, 2001, 2002 and 2003. The baseline Longmont Customer Survey was conducted in 1996. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of City amenities, their opinion on policy issues facing the City and their assessment of City service delivery. The citizen survey instrument for Longmont was developed by starting with the version from the previous implementation in 2006. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2008 questionnaire. In an iterative process between City staff and NRC staff, a final six-page questionnaire was created. The survey also was translated into Spanish and available upon request.

SAMPLE SELECTION

The 2008 survey used a stratified systematic sampling to select 1,000 residents in each of three Wards to receive survey mailings. (Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households are chosen.) To ensure households selected to participate in the survey were within the City of Longmont boundaries, the latitude and longitude of each address was plotted to determine its location within the city. Addresses that fell outside of the city boundaries were removed from the sample. Attached units within the city were oversampled to compensate for detached unit residents' tendency to return surveys at a higher rate. An individual within each household was selected using the birthday method. (The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

SURVEY ADMINISTRATION

Households received three mailings, one week apart beginning in June of 2008. Completed surveys were collected over the following seven weeks. The first mailing was a prenotification postcard announcing the upcoming survey. The other two mailings contained a letter from the Mayor (in English and Spanish) inviting the household to participate, a questionnaire and a postage paid envelope. Spanish-speaking residents were provided the opportunity to call the City to request the survey in their language. About 5% of the postcards were returned as undeliverable because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,838 households that received the survey, 738 respondents completed the survey, providing a response rate of 26%. Three Spanish-speaking residents requested surveys and one returned a completed questionnaire.

WEIGHTING THE DATA

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates for adults in the city. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, ethnicity, education and housing unit type. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The historical profile created and the desirability of consistently representing different groups over the years

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

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

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

Longmont 2008 Customer Satisfaction Survey Weighting Table			
Characteristic	Population Norm¹	Unweighted Data	Weighted Data
Housing			
Rent home	34%	28%	31%
Own home	66%	72%	69%
Detached unit	66%	60%	62%
Attached unit	34%	40%	38%
Race and Ethnicity			
Hispanic	25%	7%	21%
Not Hispanic	75%	93%	79%
White	75%	91%	83%
Non-white	25%	9%	17%
Sex and Age			
18-34 years of age	31%	16%	26%
35-54 years of age	44%	36%	40%
55+ years of age	34%	48%	34%
Female	50%	57%	51%
Male	50%	43%	49%
Females 18-34	15%	10%	14%
Females 35-54	21%	21%	19%
Females 55+	19%	27%	18%
Males 18-34	15%	6%	12%
Males 35-54	23%	15%	21%
Males 55+	15%	22%	16%
Household Income			
Less than \$25,000	18%	20%	21%
\$25,000 to \$99,999	62%	60%	60%
\$100,000 or more	20%	20%	19%
Education²			
High school or less	39%	20%	26%
More than high school	61%	80%	74%

¹ Source: 2006 US Census American Community Estimates, unless otherwise noted

² Education is based on population 25 years and over

DATA ANALYSIS

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

Appendix III. Complete Set of Survey Frequencies

The following pages contain a complete set of responses to each question, including “don’t know” responses.

Please rate the following aspects of life in Longmont.	Question 1											
	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
How would you rate Longmont as a place to live?	19%	143	65%	476	14%	102	2%	13	0%	1	100%	734
How would you rate your neighborhood as a place to live?	26%	187	49%	359	19%	136	7%	49	0%	1	100%	732
How would you rate Longmont as a place to raise children?	15%	110	49%	355	20%	147	6%	41	10%	75	100%	727
How would you rate Longmont as a place to retire?	11%	82	40%	291	25%	182	11%	76	13%	92	100%	723
How would you rate your overall quality of life in Longmont?	15%	112	58%	424	24%	174	2%	18	0%	2	100%	731

Question 2		
What are the three biggest problems Longmont will have to face in the next 5 years?	%	N
Growth/overpopulation/planning	14%	234
Traffic/Public transportation	11%	187
Illegal immigration and cultural tension	6%	102
Schools and education	8%	134
Street repair and maintenance	1%	17
Gangs	6%	106
Water issues	2%	25
General crime (vandalism, drugs, violence) and police	11%	191
Deterioration of overall appearance, junk	1%	21
Economy, jobs, cost of living	12%	210
Affordable housing and the housing market/foreclosures	6%	104
Quality, quantity, variety of local stores and restaurants/Twin Peaks Mall/downtown	6%	95
Large companies pushing out small businesses	1%	17
Decline of city services, taxes too high/tax revenue lost	2%	40
Maintaining small town quality of life and uniqueness	0%	7
Pollution and environmental issues	1%	16
Open space/parks and recreation	1%	16
Don't know	1%	18
Other	9%	150
Total	100%	1,690

Question 3												
To what degree, if at all, are each of the following a problem in Longmont?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Crime	3%	23	23%	170	54%	394	13%	92	7%	50	100%	729
Drugs	4%	27	17%	122	35%	255	31%	227	13%	93	100%	724
Too much growth	17%	120	19%	131	25%	174	35%	245	5%	36	100%	706
Lack of growth	53%	369	20%	139	12%	83	9%	63	6%	44	100%	697
Graffiti	7%	49	30%	213	38%	271	20%	146	5%	35	100%	714
Noise	20%	143	37%	263	28%	201	13%	95	2%	12	100%	713
Run down buildings	9%	68	39%	277	34%	242	15%	107	3%	24	100%	719
Junk vehicles	14%	104	41%	297	23%	168	14%	103	7%	52	100%	723
Traffic congestion	8%	57	23%	169	38%	271	29%	207	2%	15	100%	720
Unsupervised youth	8%	55	26%	189	31%	223	21%	152	14%	97	100%	716
Homelessness	9%	65	37%	266	28%	199	11%	78	15%	111	100%	719
Weeds	17%	125	37%	262	30%	212	11%	80	5%	36	100%	716
Methamphetamine labs	5%	35	16%	119	24%	174	26%	187	29%	211	100%	727
Vandalism	4%	30	27%	191	37%	262	22%	159	10%	75	100%	717
Home foreclosures	3%	19	9%	64	28%	203	45%	328	16%	113	100%	727

Question 4		
What are the three areas of Longmont community life that you are most optimistic about when you look 5 years into the future?	%	N
Schools and education	5%	51
Restaurants and shopping/Twin Peaks Mall	11%	115
Parks and recreation, trails, open space	13%	139
Clean-up efforts and revitalization	2%	23
Cultural and racial issues	1%	10
City government services; library, police, utilities, etc./City Council	5%	53
Decreased crime	2%	25
Better transportation and roads	5%	54
Improved economy, job market, cost of living/Affordable housing	7%	79
Growth and planning	7%	72
Better services and opportunities for youth	1%	10
Better services and opportunities for seniors	2%	16
Main Street and downtown	4%	38
Medical healthcare	2%	22
Cultural and artistic opportunities	6%	63
Good place to live, community spirit	5%	58
Not optimistic	1%	10
Don't know	5%	54
Other	16%	167
Total	100%	1,059

Question 5												
Please rate each of the following characteristics as they relate to the City of Longmont as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sense of community	8%	54	46%	328	33%	234	8%	59	5%	35	100%	711
Openness and acceptance of the community towards people of diverse backgrounds	6%	46	39%	281	35%	252	12%	86	7%	50	100%	714
Overall appearance of the City of Longmont	7%	48	55%	390	31%	220	7%	47	1%	10	100%	715
Opportunities to attend cultural activities	12%	87	43%	312	31%	221	9%	64	5%	39	100%	724
Shopping opportunities	9%	63	30%	220	36%	261	25%	182	0%	2	100%	728
Air quality	11%	81	59%	427	24%	174	4%	26	3%	20	100%	728
Recreational opportunities	15%	108	49%	350	24%	169	10%	72	3%	19	100%	717
Job opportunities	2%	17	17%	125	40%	290	25%	181	15%	110	100%	724
Access to affordable quality housing	4%	31	25%	181	31%	226	26%	188	13%	97	100%	722
Access to affordable quality child care	3%	22	14%	99	20%	143	16%	115	47%	335	100%	715
Access to affordable quality health care	6%	41	31%	222	27%	193	25%	178	12%	85	100%	718
Ease of car travel in the City of Longmont	7%	49	43%	312	34%	248	14%	104	1%	8	100%	720
Ease of bus travel in the City of Longmont	3%	20	20%	144	19%	138	20%	144	38%	275	100%	722

Question 6 – Quality Ratings												
Please rate the quality of services provided in Longmont.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Snow removal from major streets	18%	132	54%	388	20%	142	7%	50	2%	14	100%	726
Street repair and maintenance	6%	46	43%	308	38%	276	12%	84	1%	6	100%	720
Street cleaning	11%	78	51%	363	29%	207	5%	35	5%	34	100%	718
Street lighting	13%	93	54%	386	26%	189	5%	36	2%	11	100%	715
Timing of traffic signals	7%	51	39%	277	31%	221	21%	146	2%	13	100%	709
Tap water (quality of drinking water)	38%	274	40%	288	14%	105	6%	43	2%	14	100%	724
Sewer services	20%	140	56%	394	13%	94	1%	9	10%	70	100%	707
Water conservation programs	7%	52	37%	265	26%	190	4%	32	25%	181	100%	720
Electric service	30%	218	52%	371	14%	100	1%	9	2%	17	100%	716
Electric conservation programs	8%	59	33%	234	24%	174	4%	31	30%	216	100%	714
Utility billing	18%	131	53%	382	22%	156	3%	25	3%	21	100%	714
Weekly trash pick up	33%	240	48%	346	13%	94	3%	21	3%	20	100%	721
Twice a month recycling pick up	28%	202	42%	299	14%	100	7%	49	9%	61	100%	712
Recreation facilities	20%	141	42%	304	21%	151	6%	45	11%	78	100%	721
Recreation programs and classes	13%	95	37%	261	21%	147	4%	28	26%	182	100%	713
Library services	30%	216	42%	303	13%	96	1%	8	13%	97	100%	719
Youth services sponsored programs	4%	31	23%	165	16%	111	9%	64	48%	343	100%	714
Services for seniors	9%	62	25%	179	13%	95	5%	34	48%	342	100%	712
Museum	10%	68	26%	188	22%	160	6%	43	36%	256	100%	714
Enforcing traffic laws	7%	49	44%	312	27%	188	11%	79	11%	79	100%	707
Crime prevention	4%	31	39%	275	30%	210	12%	83	16%	110	100%	709
Fire fighting and rescue services	25%	178	45%	321	8%	54	0%	2	22%	157	100%	713
Fire inspection and fire safety education	11%	79	31%	218	14%	96	2%	17	42%	300	100%	710
Emergency police services	17%	119	38%	268	11%	75	6%	42	28%	195	100%	699
Emergency dispatch	18%	124	36%	251	10%	71	3%	19	33%	231	100%	697
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	4%	32	25%	181	26%	188	25%	180	18%	130	100%	710

Question 6 – Quality Ratings

Please rate the quality of services provided in Longmont.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Building and housing inspection	4%	24	24%	164	20%	139	5%	37	47%	320	100%	685
Planning	3%	22	20%	137	25%	175	15%	105	37%	259	100%	699
Maintaining landscaping along the public right of way	13%	95	46%	324	29%	208	7%	52	5%	33	100%	712
Maintenance of park grounds and facilities	23%	160	54%	386	17%	121	4%	25	2%	18	100%	710
Animal control	14%	96	44%	313	18%	129	7%	50	17%	119	100%	707

Question 6 – Importance Ratings												
Please rate the importance of services provided in Longmont.	Very important		Important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Snow removal from major streets	56%	347	38%	238	5%	32	0%	1	0%	3	100%	621
Street repair and maintenance	51%	316	43%	267	5%	33	0%	0	0%	3	100%	618
Street cleaning	19%	115	37%	230	39%	238	3%	21	2%	12	100%	616
Street lighting	36%	221	48%	297	14%	85	1%	5	1%	6	100%	614
Timing of traffic signals	32%	197	45%	271	21%	128	0%	3	1%	9	100%	608
Tap water (quality of drinking water)	78%	487	19%	117	2%	12	0%	0	1%	5	100%	622
Sewer services	56%	342	36%	218	5%	31	0%	0	3%	17	100%	608
Water conservation programs	43%	262	39%	242	13%	81	1%	7	4%	23	100%	615
Electric service	63%	391	31%	191	5%	29	0%	0	1%	5	100%	616
Electric conservation programs	38%	234	39%	237	13%	78	1%	8	9%	54	100%	611
Utility billing	24%	146	52%	321	21%	127	1%	4	3%	16	100%	613
Weekly trash pick up	48%	297	44%	273	6%	39	0%	0	2%	10	100%	620
Twice a month recycling pick up	46%	282	38%	232	11%	70	1%	9	4%	23	100%	615
Recreation facilities	29%	180	45%	278	21%	126	2%	15	2%	14	100%	614
Recreation programs and classes	21%	129	41%	249	26%	160	4%	25	8%	51	100%	614
Library services	34%	211	47%	287	15%	94	1%	6	3%	18	100%	615
Youth services sponsored programs	30%	183	36%	216	17%	103	2%	9	16%	97	100%	608
Services for seniors	31%	190	37%	223	15%	90	1%	7	16%	98	100%	608
Museum	11%	64	33%	197	38%	228	7%	41	12%	70	100%	600
Enforcing traffic laws	37%	227	43%	266	15%	93	3%	16	2%	14	100%	616
Crime prevention	68%	414	25%	154	4%	22	0%	1	3%	17	100%	609
Fire fighting and rescue services	76%	468	18%	113	1%	9	0%	0	5%	30	100%	620
Fire inspection and fire safety education	43%	264	37%	229	11%	68	0%	2	8%	51	100%	613
Emergency police services	74%	452	18%	109	2%	12	1%	7	5%	30	100%	609
Emergency dispatch	73%	442	19%	114	2%	12	0%	0	7%	40	100%	608
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	26%	161	42%	261	25%	156	2%	13	5%	28	100%	619
Building and housing inspection	20%	116	46%	274	23%	137	0%	2	11%	66	100%	594

Question 6 – Importance Ratings												
Please rate the importance of services provided in Longmont.	Very important		Important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Planning	35%	208	39%	231	15%	90	0%	2	11%	64	100%	594
Maintaining landscaping along the public right of way	18%	110	43%	265	35%	219	1%	6	3%	17	100%	616
Maintenance of park grounds and facilities	28%	172	54%	332	17%	104	0%	2	1%	7	100%	617
Animal control	26%	157	44%	268	25%	156	2%	9	4%	25	100%	616

Question 7		
Please rate your overall satisfaction with the City services you receive	%	N
Very satisfied	20%	147
Satisfied	63%	451
Neither satisfied nor dissatisfied	13%	92
Dissatisfied	3%	24
Very dissatisfied	1%	5
Total	100%	718

Question 7a		
Reasons for rating overall satisfaction of services.	%	N
No problems encountered	27%	103
Good, timely service	37%	145
Concerns about crime	3%	12
Issues with animal control	1%	4
Issues with trash service	4%	14
Issues of code enforcement	4%	16
Traffic congestion and safety	2%	6
Water issues	0%	0
Services too expensive	1%	5
Can do better	5%	18
Other	16%	63
Total	100%	386

Question 8

How do you feel about the rate of population growth in Longmont?	%	N
Too fast	48%	348
About right	42%	306
Not fast enough	2%	16
Don't know	8%	55
Total	100%	725

Question 9

Have you contacted the City of Longmont to request services within the past 24 months?	%	N
Yes	57%	403
No	43%	302
Total	100%	705

Question 10		
For which service or services did you contact the City within the past 24 months?	%	N
Water/Sewer	10%	40
Utility Billing (Water, Electric, Sewer and Trash)	25%	104
Longmont Power and Communications (Electric Utility)	15%	64
Streets/Snow Removal	8%	33
Recreation Center(s)	20%	82
Parks/Golf	9%	38
Human Resources	4%	15
Animal Control	17%	71
Police	37%	151
Fire	7%	30
Building Inspection	5%	22
Trash/Recycling	18%	76
Youth Services	2%	8
Senior Services	7%	29
Sales Tax	2%	7
Library	21%	85
City Manager's Office	3%	11
Community Development	1%	5
Code Enforcement	12%	50
Housing	4%	17
City Attorney/Prosecutor	1%	6
Municipal Court	3%	11
Museum	5%	21

Total may exceed 100% as respondents could give more than one answer.

Question 11		
For which service did you most recently contact the City?	%	N
Water/Sewer	2%	8
Utility Billing (Water, Electric, Sewer and Trash)	13%	53
Longmont Power and Communications (Electric Utility)	4%	17
Streets/Snow Removal	3%	11
Recreation Center(s)	12%	49
Parks/Golf	5%	19
Human Resources	0%	1
Animal Control	5%	21
Police	22%	89
Fire	2%	7
Building Inspection	3%	14
Trash/Recycling	7%	30
Youth Services	0%	0
Senior Services	4%	15
Sales Tax	0%	1
Library	7%	27
City Manager's Office	1%	4
Community Development	1%	4
Code Enforcement	6%	25
Housing	1%	4
City Attorney/Prosecutor	0%	1
Municipal Court	1%	6
Museum	1%	3
Total	100%	409

Question 12

What was your impression of employees of the City of Longmont in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge of issue	42%	171	41%	167	10%	41	7%	27	1%	5	100%	412
Treated you with respect	50%	206	36%	147	9%	36	5%	20	1%	3	100%	413
Willingness to help or understand	47%	194	31%	128	12%	51	8%	35	1%	3	100%	411
How easy it was to get in touch with the employee	39%	162	38%	155	13%	55	8%	34	1%	5	100%	412
Overall impression	45%	184	35%	142	11%	45	9%	37	1%	4	100%	411

Question 13

During the last 12 months, were you treated inappropriately by a City employee because of your race, national origin, age, religious affiliation or gender?	%	N
Yes	4%	30
No	96%	675
Total	100%	705

Question 13a

If yes, did you report the inappropriate behavior to a public official?	%	N
Yes	23%	7
No	77%	22
Total	100%	29

Question 14												
What was your impression of employees of the City of Longmont in your most recent contact?	Never		Very infrequently		Somewhat infrequently		Somewhat frequently		Very frequently		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Attend or watch a City Council meeting or other program on public access cable television channel 3	46%	329	23%	161	17%	120	12%	82	3%	18	100%	711
Watch 'Behind the Badge' on public access cable television channel 3	71%	504	14%	99	10%	71	4%	26	1%	6	100%	706
Read bulletin board or information displays in City buildings	44%	310	25%	178	17%	123	12%	82	2%	15	100%	709
Watch Channel 16 - Government access	70%	489	16%	114	9%	66	3%	19	2%	15	100%	703
Read City Line Newsletter (with utility billing statement)	14%	101	14%	98	20%	143	22%	158	29%	203	100%	703
Use City Source (24-hour telephone information line)	69%	486	17%	118	9%	64	3%	21	1%	10	100%	699
Read the Golden Outlook (senior services newsletter)	75%	524	9%	62	6%	39	6%	39	5%	34	100%	697
Use the Longmont Web site on the Internet	41%	282	14%	95	19%	134	18%	124	9%	61	100%	697
Read the Longmont Daily Times-Call newspaper	13%	92	16%	111	12%	88	14%	103	44%	314	100%	707
Read the Boulder Daily Camera newspaper	53%	374	20%	140	14%	97	7%	48	7%	49	100%	707
Read the Denver Post newspaper	49%	348	21%	146	11%	76	9%	63	10%	70	100%	704
Read the Rocky Mountain News newspaper	52%	364	19%	135	12%	85	8%	55	9%	62	100%	702
Use word of mouth/friends	8%	58	13%	90	25%	176	35%	244	19%	133	100%	701

Question 15		
Would you say that the amount of information provided to you by the City of Longmont is too little, just the right amount or too much?	%	N
Too little	19%	132
Just the right amount	65%	462
Too much	1%	10
Don't know	15%	103
Total	100%	706

Question 16												
Please indicate how likely or unlikely you or another household member would be to participate in each of the following activities in Longmont at least once in a typical year.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Attend "Coffee with Council" or "Town Meetings" on a Saturday morning	6%	44	18%	130	16%	111	55%	388	5%	34	100%	708
Attend an Open Forum City Council meeting where the entire meeting is devoted to public discussion on any topic	6%	46	26%	185	20%	144	42%	299	5%	36	100%	710
Participate in "Longmont Listens," a monthly opportunity for citizens to videotape a five-minute message to the residents of Longmont	5%	33	9%	61	17%	119	64%	449	6%	41	100%	704
Watch City of Longmont staff presentations about a variety of issues facing the community broadcast on cable channel 3 and the City's Web site	7%	49	25%	177	18%	128	44%	310	6%	42	100%	706
Visit an interactive blog or community conversation page on the City's Web site	7%	50	24%	166	20%	143	41%	291	8%	53	100%	703
Visit a City Council table/tent at community events like Rhythm on the River, Festival on Main and Cinco de Mayo	22%	153	31%	217	17%	123	26%	187	4%	27	100%	708
Watch video of City Council Meetings posted on the City's Web site	7%	47	16%	107	24%	162	49%	335	6%	39	100%	691
Read a monthly newsletter about City of Longmont events, meetings, policies, and municipal services	36%	258	38%	272	10%	70	13%	89	3%	20	100%	709
Watch a video taped program about the services offered by the City of Longmont	9%	65	22%	159	23%	165	40%	283	6%	39	100%	711

Question 17		
To what extent would you support or oppose a redevelopment of the Twin Peaks Mall that would result in the attraction of quality, "lifestyle-type" retailers that can currently be found at 29th Street Mall (Boulder) and Centerra (Loveland), if infrastructure improvements were partially financed through the sales tax generated by customers who shop at the redeveloped mall?	%	N
Strongly support	46%	328
Somewhat support	26%	187
Somewhat oppose	11%	76
Strongly oppose	13%	92
Don't know	4%	26
Total	100%	709

Question 18

Please indicate which of the following you would most prefer:	%	N
Keep Twin Peaks Mall an indoor mall	25%	175
Redevelop Twin Peaks Mall into an outdoor mall	9%	65
Develop Twin Peaks Mall into a mix of indoor and outdoor shopping	66%	464
Total	100%	704

Question 19

To what extent do you support or oppose adding each of the following retail and restaurant components in the redevelopment of the Twin Peaks Mall?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Residential condominiums	9%	62	24%	168	16%	113	38%	267	13%	94	100%	705
Class A office space (e.g., Interlocken in Broomfield and the Denver Tech Center)	13%	88	30%	212	21%	147	24%	165	12%	84	100%	695
Entertainment options (e.g., movie theater, bowling alley, comedy club, etc.)	66%	469	24%	171	4%	25	2%	15	4%	29	100%	709
Branch library	27%	189	43%	302	13%	93	9%	63	9%	60	100%	707
Indoor ice arena	27%	191	35%	250	15%	105	14%	98	9%	64	100%	708
Outdoor performance area	34%	241	41%	290	9%	61	8%	55	8%	60	100%	707

Question 20

Please indicate the extent to which you agree or disagree with each of the following statements	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
I would be in favor of limiting campaign contributions to Longmont City Council election campaigns	39%	282	27%	197	9%	62	5%	37	19%	140	100%	717
I would be in favor of a publicly financed election program where Longmont City Council candidates can receive taxpayer money to match limited private donations.	8%	58	14%	99	16%	115	45%	322	16%	117	100%	712

Question 21																		
Please indicate how much you think the maximum contribution to City Council election campaigns should be for each of the following:	\$0/none		\$50		\$100		\$250		\$500		\$1,000		No limit		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Individual contributions	13%	94	9%	62	11%	78	6%	45	8%	53	11%	74	10%	71	32%	225	100%	703
Corporate, political committee, union and business contributions	17%	119	6%	44	7%	47	5%	36	8%	59	16%	111	8%	55	33%	231	100%	702
In-kind contributions (e.g., donated time, services, equipment, goods, etc.)	9%	64	5%	35	8%	55	7%	47	7%	46	10%	73	20%	142	34%	240	100%	704

Question 22												
To what extent do you support or oppose increasing the City sales tax rates to fund construction of the following facilities?	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
An ice rink	14%	101	34%	241	21%	151	25%	183	6%	42	100%	718
An aquatics facility	14%	101	33%	233	22%	157	25%	177	7%	48	100%	716
A large, multi-use performing arts facility	19%	134	36%	261	19%	138	19%	134	7%	49	100%	715
Another recreation center	17%	121	28%	196	24%	170	25%	178	7%	47	100%	713

Question 23												
To what extent do you support or oppose increasing the City sales tax rates to fund construction of the following facilities?	Very high priority		High priority		Low priority		Not at all a priority		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Economic health	26%	184	37%	267	23%	165	5%	36	9%	61	100%	713
Environmental health	25%	179	46%	328	20%	146	4%	26	5%	36	100%	714
Neighborhood quality	27%	191	40%	282	24%	169	4%	29	6%	42	100%	712
Safe community	60%	427	31%	221	4%	30	3%	18	3%	21	100%	717
Cultural, educational, recreational human service opportunities	23%	164	44%	319	23%	164	5%	38	4%	32	100%	717

Question 24

To what extent do you support or oppose the City of Longmont sponsoring a community gardens initiative if it was close to your home?	%	N
Strongly support	24%	172
Somewhat support	38%	276
Somewhat oppose	13%	94
Strongly oppose	6%	40
Don't know	19%	138
Total	100%	720

Question 25

Please indicate the maximum additional amount you would be willing to pay on your monthly electric bill for more renewable energy and energy efficiency programs that would benefit you personally and the quality of the environment.	%	N
\$10 or more per month	14%	102
\$5 to \$9.99 per month	21%	148
\$1 to \$4.99 per month	26%	182
\$.01 to \$.99 per month	13%	90
No additional costs	27%	189
Total	100%	711

Appendix IV. Verbatim Responses

Following are verbatim responses to open-ended. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order. When a parenthesis with a number appears after the verbatim response, it indicates how many times an identical comment was made.

Q2. WHAT ARE THE THREE BIGGEST PROBLEMS LONGMONT WILL HAVE TO FACE IN THE NEXT 5 YEARS?

Growth/Overpopulation/Planning

- Balance growth & available resources -
- Balance of growth
- Balanced growth
- Boulder County's stopping growth of our city.
- Building space
- Careless population
- City too dependent upon development fees to fund operations we must learn to live w/o huge growth
- Continued growth and keeping up with support
- Control of growth & increasing jobs
- Controlled growth (2)
- Controlling growth & attracting employers to Longmont
- Council with "no growth attitude" please!
- Development
- Excessive growth
- Expanding the city/growth
- Expansion (3)
- Expansion at one end, while the other side sees a fall in growth.
- Fast growth - population & size
- General growth
- Growing population
- Growth (68)
- Growth - (not planning for)
- Growth - residential and commercial
- Growth - schools & traffic
- Growth - too little or not enough?
- Growth - too much
- Growth - traffic - road repairs
- Growth & housing (many new homes being built)
- Growth & traffic
- Growth (build-out)
- Growth (housing)(tax base increase)
- Growth (need to plan for growth)
- Growth (too much)
- Growth (too much)/affordable housing
- Growth in outer areas and slow movement of homes in town
- Growth issue
- Growth needs to be limited
- Growth of I-25 area
- Growth related problems
- Growth, more highways,
- Growth/economy
- Growth/traffic
- Growth-too much, congested streets
- Housing over saturation per small job market
- Huge growth
- Increase in population (2)
- Increasing population-need more police
- Intelligent growth
- Keeping up with the pace of the growth.
- Lack of growth (3)
- Limiting growth & buying open space
- Living space
- Longmont as gotten to big, needs to stop growing
- Managed growth
- Managed growth/sustainable/eye-pleasing/*education*
- Management of growth - schools, etc
- Managing growth
- Managing growth (& encouraging) including artists
- Managing growth especially in relation to neighboring cities.
- More people (2)
- Multi families in one house
- Multiple families living in single family residences
- No growth city council members
- No growth = death
- Not enough room to grow
- Not welcoming growth
- Open-mindedness regarding growth
- Out of control growth, too much too fast.
- Over building (3)

- Over building of residents
- Over crowdedness
- Over crowding (2)
- Over development (3)
- Over growth
- Over populated (4)
- Over population (8)
- Overbuilding (2)
- Overbuilding & growth too much of it!
- Overbuilding homes
- Overbuilt housing
- Overcrowding (2)
- Overcrowding (especially the roadways at the south end)
- Overcrowding-uncontrolled building & growth
- Overdevelopment (2)
- Over-growth
- Overgrowth - except shopping facilities that are decent
- Over-growth - housing for seniors
- Planned growth
- Poor city planning - not annexing land/continuing to expand
- Population (4)
- Population growth (8)
- Population growth/availability of resources
- Provide basic services for growing population.
- Public services w/continued growth
- Rapid growth (2)
- Rapid growth and infrastructure support
- Requires intelligent planning for future development
- Residential growth (2)
- Slowing down suburban sprawl, especially "cookie cutter" homes.
- Smart growth
- Sprawl
- Suburban sprawl
- The population
- To much house building
- Too fast growth
- Too many people (4)
- Too many people living in single fam. House
- Too many ppl - not enough room
- Too much development (housing)
- Too much expansion
- Too much growth (10)
- Too much growth, traffic congestion, building, becoming a "suberb"
- Too much housing development
- Too much over growth don't take away all of the rural
- Trying to limit growth
- Uncontrolled growth (3)
- Urban sprawl (4)
- Urban sprawl changing the quality of our community.

Traffic/Public Transportation

- Bikes not share on the road
- Completion of rail to Boulder & Denver
- Congestion (3)
- Congestion (traffic, over-crowded schools, etc)
- Conjestion
- Crowded roadways - need more public transportation
- Crowded street parking
- Dealing with traffic growth
- Excess traffic
- Expansion - traffic
- Fastracks
- Growth
- Improve public transportation into the metro Denver area (and) into Larimer & Weld counties
- Increase in traffic, population and homes.
- Increased traffic
- Increasing traffic
- Increasing traffic congestion
- Lack of public services such as transportation
- Lack of public transportation
- Lgmt unsynergistic traffic flow throughout town.
- Longmont road are not built for the amount of traffic
- Main St. & Hover St. Traffic
- Mass transit (3)
- Mass transit options to denver boulder,
- Mass transportation
- Mass transportation
- More mass transit - light rail/bus
- More traffic
- Much more trafic
- Not enough public transportation
- Not enough roads for the amount of cars
- Not enough traffic lights in some areas
- Not just the mall and 'downtown' but many

- sections of the main street corridor (2)
- regional mass transit issues. (3) Weld County.
- Open more thru streets thru longmont/get rid of bottle necks
- Preparing for RTD light rail needs
- Public transportation (7)
- Public transportation - more & frequent bus routes & stops, light rail
- Public transportation - train to denver and boulder
- Public transportation improvements
- Slower traffic
- Street over crowding
- Streets/traffic
- Too many cars
- Too many cars on street parking
- Too much traffic (2)
- Too much traffic - the once quiet side streets now busy
- Traffic (72)
- Traffic - controlling speeding
- Traffic - need light rail
- Traffic - no rules of the road; when the lights break it's really really bad
- Traffic - people in the town w/o insurance, drivers license
- Traffic - right turn lane is a problem at some intersections es. Hover & 119 need hwy between here & Boulder with no stop lights
- Traffic - too much congestion in development s/w of mall
- Traffic & bikes
- Traffic & rail crossing
- Traffic (roundabouts & jungle islands are bad!)
- Traffic @ 15 thru 17th on main northbound in late afternoon
- Traffic at main points of town
- Traffic build up
- Traffic congestion (12)
- Traffic congestion - from 3pm - 6pm really bad
- Traffic congestion - public transportation
- Traffic congestion & noise @ 66 & Pace, Alpine, cl 1

Illegal Immigration and Cultural Tensions

- All the illegal aliens and crime and drugs because of them
- Cultural (diversity issues)
- Cultural differences between Hispanic & non
- Dealing with growing illegal population

- Traffic congestion and parking
- Traffic congestion getting out-of-hand.
- Traffic congestion, especially downtown
- Traffic congestion, over-crowding.
- Traffic congestion/not enough traffic lights in intersections where needed (e.g. 3rd & martin)
- Traffic flow thru downtown
- Traffic is bad - at red lights install cameras - send tickets - make some money!
- Traffic issues (2)
- Traffic lights & roads
- Traffic mitigation
- Traffic on 119
- Traffic on 287 (Main St) (2)
- Traffic on Ken Pratt - 119 - diagonal @ peak hours
- Traffic on Pratt between Main & the rr tracks
- Traffic patterns - seeing future problems & keeping roads nice
- Traffic people lot of people - worse
- Traffic problems
- Traffic to many cars
- Traffic violations - running red lights
- Traffic!!!
- Traffic. Main st & hover overcrowded. Reckless drivers
- Traffic/roads
- Trafic
- Trafic
- Trafic - bad signal timing
- Transportation (6)
- Transportation - I can't get to (Westminster) (Denver) easily
- Transportation - public
- Transportation & traffic problems
- Transportation (public)
- Transportation changes
- Transportation issues: traffic, parking, light rail
- Transportation/alternative to personal vehicles
- Work with railroads to avoid commuter travel times.
- Yet more traffic

- English as a second language
- Growing Mexican families
- High e legel imgrents level
- Hispanic imigration
- Hispanics moving in & taking over!

- Illegal activity-not enforcement of illegals in city!
- Illegal aliens (8)
- Illegal immigration
- Illegal immigrants (10)
- Illegal immigrants - no car ins. No driver lic.
- Illegal immigrants becoming a higher percentage of population
- Illegal immigrants committing crimes
- Illegal immigrants filling our schools
- Illegal immigrants. Human trafficking by el committee
- Illegal immigration (8)
- Illegal immigration problem draining tax resources
- Illegal immigration, gang activity & crime
- Illegal Mexicans
- Illegals (11)
- Illegals moving in
- Illegal immigrants
- Illegals immigrants
- Illegals & learn English/no Spanish in any school
- Immigration
- Immigration problems
- Immigrant growth
- Immigrants
- Immigration (4)
- Immigration issues
- Immigration/lack of jobs! No money/population growth = dirty city
- Impact on the economy due to Hispanic/Latino population
- Inadequate recreation park for children
- Increase of Hispanic population who do not wish to speak English
- Increasing Latino presence
- Influx of illegal aliens
- Influx of illegals
- Influx of Spanish citizens that refuse to learn English
- Integrating multi-culturally
- Integration & acceptance of Mexican population
- Keeping Longmont American - not little Mexico
- Lack of inclusiveness of diverse populations esp Latinos
- Language - all English
- Language barriers
- Main St looks like we live in Mexico
- Many illegals receiving food stamps/housing
- Mexican culture dominating our city
- Mexicans
- Minorities
- More integration & positive interaction with minorities
- Multi culturalism & political correctness threatening our unifying traditional values.
- Need to finish bike path projects, stalled to long
- Non-English speakers
- Not doing anything about illegal immigrants
- Overpopulation of illegal aliens
- Pawn shops - the pawn shop explosion is really just a symptom of the poor and illegal imm.
- Race relations
- Race relations/gangs/racial polarization
- Race/immigration/diversity
- Racial inclusiveness
- Racial problems
- Racism
- Recreation
- Rising Hispanic population
- Spanish use as a second language - use English only on everything
- Support of diversity
- The ethnic diversity and problems that are brought by that
- The Hispanic community is out of control!!!!
- Those who cater to non-English (Spanish)speakers - this will continue to mushroom into a huge problem!!! We do not cater to asian, indian, etc, but for whatever reason, literature seems to be offered in eng & Spanish "learn the language!!!
- To many illegals and Mexicans
- To many illegals living in the area!
- To many immigrants from Mexico
- To many Mex.!
- To many Spanish
- To much foreign language - use American English.
- Too many Hispanics not speaking English
- Too many illegal immigrants
- Too many illegal immigrants
- Too many illegal immigrants
- Too many illegals
- Too many illegals
- Too many immigrants moving here
- Yet more people who do not understand/speak English

Schools and Education

- \$ in public schools
- A community seemingly unwilling to support its own education system
- Addressing teachers salaries
- Better schools
- Crowded schools
- Declining quality of schools if mill levies/bonds do not pass
- Declining school system
- Detemoting school system
- Educatin decline
- Education (12)
- Education & largest building block to attracting business
- Education for Mexican children
- Education quality
- Educational funding
- Education-getting money to the SVVSD.
- Enhancing quality education
- Enough schools?
- Equity for schools
- Failing schools
- Faulting education system
- Finding a good Jr. High with proper funding and class size. (public school funding)
- Funding for schools
- Good schools
- Graduation rate in high schools.
- Higher taxes to support k-12
- If the school district continues to decline which effects property values (which are already suffering) companies won't see Longmont as a good city to relocate.
- Improving academic standard in schools
- Improving education system
- Improving schools
- Improving schools - particularly staff salaries
- Improving schools without using money
- In adicuate good school in community
- Increasing funding for schools
- Investing in our schools to elevate them to the level of those in other counties
- Lack of education funding
- Lack of public support for the school district
- Money for St. Vrain schools
- My grandchildren are not receiving an excellent education
- Need more schools northwest
- Need to provide support to schools - teachers, administration & support
- Not enough schools
- Over crowded schools (6)
- Poor education in public schools
- Poor schools
- Public education
- Quality education for our children!!
- Quality funding for public schools - especially bilingual schools
- Quality of education
- Quality of public education
- Quality of public education k-12
- Quality of schools (2)
- Questionable school district
- Remedial education
- Retaining primary & secondary education instructors
- School budget (2)
- School crowding
- School crowding/growth
- School crowding/population shifting
- School district financial issues
- School district issues (2)
- School district support in aging communities
- School expansion and funding for school district to operate
- School finance issues
- School financing
- School funding (7)
- School funding: we need more
- School issues
- School overcrowding in firestone (SVVSD)
- School quality keeping businesses from moving here (SVVSD's low teacher pay)
- School situation
- School support for a top quality education
- School support, funding
- School system (2)
- School systems - firestone/frederick are major drains
- Schools (16)
- Schools - finances for good teacher
- Schools - money & quality teachers
- Schools - need a few more of them!
- Schools - too much construction for schools to accomodate growth & low teacher salary
- Schools & teachers
- Schools (teachers)
- Schools + related hispanic groups
- Schools and lack there of - finding the money

- to build new ones.
- Schools and too much open space
- Schools being over crowded
- Schools for kids
- Schools keeping up with growth of the city
- Schools, salaries, etc.
- Schools-growth & funding
- St Vrain school system - need to work on east side schools
- St. Vrain school system funding compared to boulder & others.
- St. Vrain schools - keeping them up
- Staying competitive & good schools
- Straightening out school district problems - raising teacher pay
- Support of schools

- Supporting the schools.
- Taxes by school district
- Teachers underpaid in St. Vrain valley!!
- Teachers, need a raise
- The ability to continue to provide good schools & education
- The poor shape of the school district
- The schools which need funding for better teachers & new buildings
- Under funded schools
- Under funding school district
- Under performing school system
- Underfunded schools
- Upgrading & maintaining schools
- Upgrading our schools

Street Repair and Maintenance

- Bad pot holes and cracks in roads
- Cleaning streets on foul weather days
- General street maint
- Infrastructure - roads repaired
- Infrastructure maintenance
- Keeping streets updated & well-maintained!!
- Lousy roads
- Maintenance
- Poor road infrastructure
- Potholes
- Road maintenance
- Roads (2)
- Street repair
- Streets (2)

Gangs

- Continuous increase in gang activity & 'tagging'
- Decreasing gang activities and crime
- Drugs
- Drugs and gangs are huge problem now and will get worse
- Escuela sin pandillas
- Gang - graffiti & behaviors that accompany -
- Gang activity (5)
- Gang activity - drugs & vandalism
- Gang activity - Latino generations of tribal behavior
- Gang activity-crime
- Gang graffiti
- Gang issues & crime - need to control
- Gang problems (
- Gang related crime
- Gang related issues ie graffiti, fights, etc.
- Gang related problems & language barriers
- Gang violence (4)
- Gang violence (du to illegals ms-13)
- Gang warfare
- Gangs (54)
- Gangs - tagging - robberies
- Gangs - vandalism of our beautiful parks.
- Gangs & crime (5)
- Gangs & drugs
- Gangs (see #1)
- Gangs are growing/and computers should increase in lab. Not enough
- Gangs! If this problem is not solved, I will relocate elsewhere
- Gang's
- Growing gang problems

- Growth of gangs, crime, etc.
- Increased gang violence
- Mexican gangs
- More gangs - growth in immigrant (Hispanic population)
- Reputation for "gang" crime
- Rise in gangs & related crime
- Youth gang's
- Youth gangs (which become adult gang people)

Water Issues

- Cost of water
- Firm up aggressive plans to assure future water supplies.
- Not enough water
- Power & water consumption
- Utilities and water
- Water (10)
- Water - I applaud the city for the way they manage water & hopefully that will continue
- Water availability & quality
- Water restrictions
- Water shortages
- Water supply
- Water, heat, natural resources
- Water, to water my lawn

General Crime (vandalism, drugs, violence)

- A lot of police
- Breaking curfew
- Cars speeding down the street
- Control crime
- Crack houses
- Crime (64)
- Crime - gangs
- Crime - gangs - drugs
- Crime - we are overrun w/gangs
- Crime & drugs
- Crime & gangs
- Crime & growth
- Crime (gang-related)
- Crime (Mexican gangs)
- Crime increase due to drugs
- Crime is increasing
- Crime prevention
- Crime prevention
- Crime reduction
- Crime that comes along with growth
- Crime, drugs
- Crime, gangs, drugs
- Crime/drugs
- Crime/drugs/meth. Labs
- Crime/gangs (5)
- Crime/gangs/illegal aliens
- Crime/graffiti
- Crime-too many sex offenders, graffiti, etc.
- Crystal meth.
- Drink drivers
- Drug & gangs
- Drug enforcement
- Drug trafficking (2)
- Drugs (27)
- Drugs & crime
- Drugs in Longmont
- Drugs, gangs, etc.
- Drugs/meth labs
- Enforce parking in fire zone laws
- Fast drivers
- Gafitti
- Gangs that are destroying the beauty of Longmonts
- Gangs, water, and energy
- Graffiti/illegal immigration
- Graffiti (9)
- Graffiti/gangs
- Growing crime (gangs and illegal aliens)
- High volume of felony people reside here
- Household violence
- Increase in crime (5)
- Increase in crime as gangs grow
- Increase in crime due to the above
- Increase in crime if there isn't more recreational opportunities
- Increased crime rate
- Increased poverty causing increased crime
- Increasing crime

- Increasing crime & cost of living
- Increasing violence, alcoholism, etc
- Keeping big city problems out! Gangs, and all crimes that are related.
- Keeping crime low
- Keeping the drugs & crime rate down
- Keeping up with vandalism & theft.
- Keeping vandalism, crime & drugs in check.
- Lack of police presence
- Lgmt police regarding officer - citizen complaint.
- Maintaining a safe city
- Meth labs
- Methamphetamine labs/drugs
- Methamphetamine use and production
- More crime
- More juvenile problems
- More policemen needed
- Murders
- People getting away with all sorts of traffic violations.
- Police
- Police do not address noise problems - cars motorcycles & a jump plane
- Potential increase in crime with poor economy
- Property crime
- Public transportation
- Public vandalism -
- Rising crime
- Robberies
- Robbery
- Safety issues in the downtown area.
- Shootings
- Speed on residential streets
- Theft
- Too many drugs & gangs w/teens
- Under age drinking
- Vandalism (8)
- Vandalism in low income neighborhoods
- Violence (2)
- We have too much vandalism in our area (Charles Drive)

Deterioration of Overall Appearance/Junk

- Blighted neighborhoods
- Cleaning up the east side!!!
- Deterioating down town Main St
- Deterioration of some older neighborhoods.
- Deteriorization of Main Street between downtown and Mtn. View Ave.
- Dirty streets
- Downtown becoming more & more run down
- Garbage on roadside es. 119 between 3rd & Lowes; need volunteers?
- Homes that are breaking down
- Housing - foreclosures, over-building
- My neighbor from 2172 question 2 he never clean his yard and his tree is really big.
- Poor condition of down town (south & northlands)
- Priorities - we keep adding art work without fixing eye sores like the sugar mill
- Restoring abandoned buildings
- Run down houses
- Run down Main St
- Some of the neighborhoods are getting very junky
- Trashy residents - cars, etc
- Unattractive, unsafe neighborhoods
- Weeds drity streets parking lots on main streets all over Longmonts Wove St
- Weeds, not taken care of property

Economy, Jobs, Cost of Living

- A local economy controlled by developers & realtors
- Attracting primary employers
- Attracting primary job employers
- Affordability
- Balancing the budget (2)
- Affordable utilities
- Bills are really high so live in Longmont is

- spense
- Budget (3)
- Budget short falls (2)
- City budget
- City budget shortfalls
- City budgets
- Constant (frequent) request for a mill levy increase.
- Cost
- Cost gas transportation
- Cost of living (5)
- Cost of living, gas prices, food prices, etc...
- Coust of rising gas prices
- Creating, maintaining local jobs - other than retail
- Declining economy - less jobs, less growth
- Declining economy - not welcoming business
- Decreased revenue will make it harder to maintain services
- Drop in tax revenues
- Economic
- Economic delvelopment, encourage @ lit-tech
- Economic disparity
- Economic downturn
- Economic growth
- Economic inequality
- Economic recession
- Economic viability (4)
- Economics
- Economy (9)
- Economy - keeping businesses in Longmont
- Economy - the mall development, etc.
- Economy, along with the rest of the USA
- Economy/housing market
- Economy/housing prices
- Economy-job growth/retention
- Employing options - work force all incomes
- Employment (6)
- Employment/good jobs
- Empty store fronts
- Energy
- Energy costs (2)
- Energy costs/transportation
- Energy issues. (renewable energy credits)
- Energy!!!!
- Exorbinat spending by the municipality
- Expenditure choices within budget
- Expenses
- Finances - it costs money to run a city!
- Financial
- Financial demands and balancing budget
- Financial-enough money for running city
- Food costs
- Food for the poor
- Food prices
- Foreclosures
- Foreclosures & lowered property values
- Funding (not being dependent on development fees)
- Gas prices (3)
- Gas prices (which leads to #2)
- Gas prices going up! No gas to get food or money
- Gas prices, along with the rest of the world
- General economy
- Generating & maintaining living wage jobs/industry
- Generating enough income to meet requirements of increased population
- Growing the employment base with high paying jobs
- High fuel costs
- High prices
- High rent
- High tech jobs (lack of) - live & work in Longmont
- Higher energy costs will affect all gvmt. services & programs
- Homeless (2)
- Homeless people (2)
- Homelessness (5)
- IBM sending most jobs overseas. More people would leave the city.
- Income/jobs
- Increase revenue to pay employees
- Increased cost energy
- Increased energy costs
- Increased poverty
- Increased unemployment
- Increasing cost of living
- Increasing costs for growing senior population
- Increasing jobs, esp. white collar
- Increasing price of gas impacting means of transportation.
- Increasing sales tax revenues
- Inflationary pressures
- Job creation/economy
- Job loss (2)
- Job opportunities
- Job security
- Jobs (9)
- Jobs availability

- Jobs for residents
- Jobs for summer (out of school) kids
- Jobs growth
- Jobs that are more than min. wage - home foreclosures b/c of that
- Job's with good pay
- Jobs: need hi paying jobs
- Keeping economy healthy, providing jobs
- Keeping jobs in Longmont
- Keeping the economy affordable for people to live here
- Lack of employment opportunities
- Lack of income for city
- Lack of incoming tax revenue - to fund city services
- Lack of industry jobs
- Lack of jobs & street people
- Lack of quality jobs w/good pay
- Less jobs
- Living wages
- Local jobs -
- Loss of high-tech jobs
- Loss of jobs
- Loss of jobs (with relevent cost of living pay) due to less commercial investments
- Loss of jobs.
- Loss of sales tax revenue - need to redevelop mall and oldtown/downtown
- Low income population
- Low paying jobs
- Lower tax revenues - balancing budget
- Maintaining economic growth & small biz development
- More money as everything goes up
- More white collar jobs
- Need more bike paths w/this high gas problem
- No jobs
- No work
- Not enough good jobs
- Not enough well paying jobs.
- Not respecting our flag & laws - too much welfare.
- People losing their jobs.
- Places to live
- Poor
- Poverty (3)
- Poverty issues - low-income jobs unless you are an engineer or techie
- Price of electricity
- Primary employer job growth
- Primary employers/employment
- Quality job creation
- Reasonably sane budget
- Recession
- Retaining and attracting employers
- Revenue
- Revenue stream
- Rising cost food
- Rising cost of energy (2)
- Rising cost of living
- Rising prices
- Shelter
- Slow economic growth
- Slowing economy
- Smarter a more realistic budget for the city.
- Solutions to keep tax dollars in l-mont - we do all of our shopping outside
- Stimulating downtown & economics -
- Tax base
- Taxes
- Taxes & cost of living
- The economy
- The economy and its' changes
- The economy with so many jobs depending on software
- The price of food going up! No food
- The raising costs of merchandise
- To face the reality of the on coming financial disaster
- To much money spent on unnessery projects
- Trabajo
- Underemployment
- Unemployment (4)
- Unemployment - services to support
- Unemployment for at least the next 18-24 mos.
- Unstable city revenue flows
- Utilities & gas prices rising

Affordable Housing and Housing Market/Foreclosures

- Adequate housing for all incomes
- Affordable housing (4)
- Affording a new house/affordable housing
- Bad housing market
- Commercial & residential vacancy
- Cost of housing
- Cost of rental apartments
- Coust of housing

- Declining property values
- Depressed housing market
- Devaluation of housing stock
- Dropping house prices
- Expensive housing.
- Fair housing/living for senior's
- Falling home values (2)
- Financing services
- Fore closures
- Foreclosed property (& prevention)
- Foreclosed property in many neighborhoods
- Foreclosures (14)
- Foreclosures. Increased commuter traffic on hwy 119
- Foreclosures-vacant houses & businesses
- Home prices
- Home vacancies
- Homes in foreclosure
- Housing (2)
- Housing - (affordable for seniors)
- Housing - foreclosures and prices
- Housing (affordable)
- Housing cost (low)
- Housing crisis (foreclosures)
- Housing depreciation
- Housing issues - over development, foreclosures, etc. As it affects home values
- Housing market (2)
- Housing market - people more risk averse
- Housing market is tougher
- Housing prices
- Housing slump.
- Housing value declining, further and further
- Housing, noise
- Housing. Costs here are becoming ridiculous.
- Housing/mortgage crisis
- Housing?
- Keeping home owners in older neighborhoods
- Lack of entry level homes for 1st time buyers
- Lgmt building inspector w/a landlord vs tenant issue
- Lose of homes
- Loss of property values due to over building (foreclosures)
- Low income housing
- Mortgage foreclosures resulting in neighborhood loss of equity/jobs.
- Not enough affordable housing
- Not enough low-cost housing
- Overbuilt new homes & subprime mortgage mess/foreclosures
- Overinflated property value.
- Property values
- Property values
- Realtor - developer driven economy
- Reduced home sales
- Rental homes - bad tenants - home owners not responsible
- Rental increase (cost)
- Selling houses w/so many on market
- Selling real estate
- Too many rental homes-too many people per household & too many cars per household-over crowded streets (in neighborhoods)
- Too much growth
- Vacant buildings
- Work through ridiculous # of affordable homes & figure out neds/foreclosures

Quality, Quantity, and Variety of Local Stores and Restaurants/Twin Peaks Mall/Downtown

- A decent place to shop - not enough big box stores!
- A movie theater
- A new mall
- Appealing to new businesses which can bring in more families
- Attracting businesses to our failing Main Street
- Attracting more business's to Longmont
- Attracting new businesses
- Attracting quality commerce
- Be business friendly
- Better mall
- Better shopping opportunities
- Blighted downtown & mall area
- Blighted shopping mall
- Blighted Twin Peaks Mall
- Bringing more businesses into Longmont.
- Business developments (mall - downtown)
- Demise of the mall
- Developing business & shopping opportunities
- Development of downtown & mall areas
- Development of mall
- Doing somethign about Twin Peaks Mall
- Downtown - no good shopping
- Downtown (Main) and mall (twin peaks) revival and survival
- Downtown area needs help! What can we do?

- Downtown development
- Downtown renewal between 6th & 17th
- Downtown vitality and stability
- Downtown will become a good place to shop & visit
- Economic & social loss of Twin Peaks Mall
- Economic downtown - impact on budgets
- Enticing quality businesses
- Establishing new businesses to attract customers here instead of boulder
- Filling all the empty buildings - business
- Fixing Twin Peaks Mall
- Holding retail businesses
- Improving the mall
- Keeping good business in business
- Keeping up retail wise compared to surrounding cities
- Lack of a proper shopping mall
- Lack of a shopping mall - movie, theatres
- Lack of commerce - whole foods, dead Main St. Bad road Maintenance for bicycles
- Lack of commerce options
- Lack of decent shopping-mall needs revived
- Lack of quality stores
- Lack of retail shopping (se #1)
- Local entertainment/shopping
- Longmont must work with the current mall developer to create an attractive functional mall. Any other option regarding letting the mall fall into decay is completely unacceptable
- Longmont will have a "class-act" mall & theaters
- Loss or lack of retail
- Main St revitalization
- Main street - empty retail stores - pots not arranged nicely - people outside of our center smoking - waiting for a free meal
- Main street appearance/shopping
- Main street/downtown
- Main Sts change from quality apparel, mpse & restaurants to pawn shops, money lenders, "send your money home" taco shops & vacant bldgs.
- Mall
- Mall development
- Mall renovation RTD availability
- Mall revitalization
- Need natural/organic grocer
- Needs better mall-lack of business
- New (not Mexican) restaurants - Olive Garden - etc
- New businesses - job growth & excess commercial properties - vacancies
- New mall
- No good retail opportunities (poor mall)
- Not enough good places to shop - need Whole foods, 24 hour fitness & mall
- Not enough popular stores for shopping
- Not having a mall
- People look at amenities of surrounding community & shop/live there.
- Poor shopping
- Provide better amenities to keep us shopping - spending in Longmont mall theatre Sam's
- Quality restaurants including healthy, organic foods
- Rebuilding downtown
- Redev. Of certain areas-malls, sugar factory area, train terminal, etc.
- Redeveloping 'blighted' business districts to attract & retain businesses & customers.
- Redevelopment of Twin Peaks Mall
- Redevelopment Twin Peaks Mall
- Re-doing mall to attract business & revenue
- Rejuvenating the downtown (Main St.) Area or creating a "center" for Longmont socially.
- Reluctance to attract new business-shopping
- Responsible development (Nordstrom's, Costco, movie theatre)
- Retail (lack of good stores)
- Retail space - redevelopment of mall - must be supported
- Revamp of downtown
- Revitalization of downtown
- Revitalization of neighborhood shopping options
- Revitalizing business area's
- Revitalizing downtown
- Revitalizing downtown & mall
- Revitalizing Main St. To bring back buyers.
- Shopping (2)
- Shopping - lack of quality stores
- Shopping - new mall etc.
- Shopping - retail - upscale stores etc. - losing people to surrounding areas
- Shopping areas
- Shopping on the north side of town - the need for more
- The ability to continue to bring more business in
- The ability to up grade older areas such as Twin Peaks Mall
- The city will attract new business to

- Longmont
- The mall (7)
- The resolution of the Twin Peaks Mall issue
- The shopping
- The value of Twin Peaks Mall
- Twin Peaks Mall
- Twin Peaks Mall and Sams Club loc.
- Twin Peaks Mall getting stores people will use
- Twin Peaks Mall redevelopment
- We need a Costco! Please pretty please
- We need a Sams or Costco
- What to do with Twin Peaks Mall
- Whole Foods or other good organic grocers

Large Companies Pushing Out Small Business

- Chasing away business
- Closing of businesses all over town/mall
- Corporate take over - too much like Boulder
- Downtown business closures
- Encouraging small business growth
- Expansion from Boulder & we don't want the Wal-Mart Sams on 119
- Keeping businesses
- Keeping local business
- Keeping locally-owned businesses alive and prospering
- Keeping national builders out of the city
- Keeping small businesses
- Loss of small businesses
- Main St. Congestion/Main St. Businesses are dead or dyeing
- More Walmarts allowed in
- Small businesses going bankrupt and because of this...Longmont losing it character (mom & pop stores are going extinct)
- Supporting local small businesses
- Wal-Mart! No!
- Yet more Wal-Marts

Decline of City Services/Taxes Too High/Tax Revenue Lost

- Adequate public services for everyone
- Better use of tax revenues
- Constant rise in taxes
- Controlling the cost of government
- Dwindling retail tax base
- Extreme demand for limited resources, this will result in higher taxes.
- Funding basic service/maintenance of parks, bldg, & facilities
- Higher taxes.
- Illegal taxes/houses with multiple familys & single people
- Increased fees & taxes
- Increased taxes (2)
- Keep taxes low
- Keeping increasing costs of city services within reason.
- Keeping tax (sales) local - shopping in Longmont vs. malls elsewhere
- Lack of revenue
- Living with reduced user fee revenue
- Loss of tax revenue if Twin Peaks Mall is not redeveloped.
- Lower tax revenue owing to build out
- Maintaining the good to excellent level of city services
- Maintenance of city services
- Making it appropriate to high tech industry to tax incentives
- Needs for services vs needs for infrastructure maintenance
- Not enough business - tax base
- Over willingness of city gov't to increase taxes for feel good projects
- Pay tax money for unwanted outdoor mall.
- Problems raising taxes
- Reduced tax income - reducing costs
- Revenues to fund services
- Sales tax
- Services
- Shrinking tax base
- Tax revenue

- Taxation
- Taxes (4)
- Taxes - by city to build frivolous things and open space
- Taxes (property)/people need to keep property clean
- Taxes due to school mill levy & bonds
- The above w/o raising taxes
- The decline in tax base from the lost building permits
- Too many tax increases

Maintaining small town quality of life and uniqueness

- Downsizing businesses
- Jobs - higher end than Walmart or McDonald's
- Land usage - how to keep an "open country" feel with growing construction
- Maintaining autonomy and uniqueness (as opposed to sprawl)
- Maintaining small town feel while staying viable
- Strengthening local retail - not w/more big chain stores!
- Too many higt end stores
- Too many restaurants
- Too much growth for small town feel

Pollution and Environmental Issues

- Air pollution (2)
- Air polution trapped against foothills
- Air quality
- Energy & resource conservation
- Energy conservation
- Enviromental impact, air, water, land use
- Environmental 9water resources, etc.)
- Harsh weather concerns
- Pollution (3)
- Pollution, along with the rest of the world.
- Sometimes this whole town smells awful (this is not a joke)
- Supporting green initiatives & reduced energy programs like solar rebates
- Waste - need to be more effecient citizens and city.
- Water conservation (maintaining public spaces/parks w/limited water)

Open Space/Parks & Recreation

- Beautiful wooded areas - farms being developed into expensive homes
- Continued improvements to parks & recreation
- Having perimeter open space
- In adicuate open/free space
- Lack of open space (once it's gone you can't get it back)
- Losing open space
- Loss of natural open space/local farms
- Maintain efforts to secure add'l green areas
- More open space & pakrs than the city can care for
- No good recreational activities
- Not enough open space
- Open space
- Overdevelopment of open space
- Paying the bills for all of the open space
- Preservation of open space & historical areas
- Protection of open space/encroachment on city limits
- Securing open space on the east to stop encroachment of other munis.
- Too much open space

Don't Know

- Dont know (5)
- Dont know just moved here from Scottsbluff, Neb
- Don't know.
- I don't know
- No opion
- Not sure

Other

- A city council that can't seem to agree on growth - even safe concerns like a church or a mall
- A general lack of direction, of the public needs. By locate government.
- A lot of boy that don't go school
- Adjusting to changes in all phases
- Aging population due to Longmont being more affordable than Boulder
- Agreement on animosity on city council
- Airport noise
- American people do
- Baby boomers retireing - some may be poor & not have \$
- Bad garbage service
- Balance city services to support no's 1 and 2
- Being isolationist
- Being located in boulder county
- Better alert - system - less talking
- Bike lanes - Longmont isn't very bike friendly.
- Boundary issues
- Car radios shaking the windows of the house
- Church development - life bridge
- City council
- City council unwillingness to compromise/work together
- City living within it means
- Co-hesiveness as a community
- Commute for everything
- Competition from neighboring communities for sales tax dollars
- Continue to keep government leaders close to the people (community TV, etc)
- Continuum of minimal pay than increasingly expensive city
- Council members not sharing vision of a growing longmont.
- Counteracting the influx of "Boulder mentality"
- Creating family & retirement entertainmen
- Crumbling infrastructure
- Current city council majority micro managing and scaring away needed growth & development
- Develop primary employers
- Dollars for infrastructure & services (not in any order - growth not controlled)
- Downtown
- Dumb goverment
- E. Border with weld ctity and nearby communities.
- "Echo boom" from baby boomers
- Emergency preparedness
- Empty building
- Encroachment by surrounding communities
- Energy problems that face everyone, everywhere
- Enforce dog leash & pick up laws
- Entertainment
- Eroding neighborhoods
- Establishing a productive community
- Expanding slaugterhouse as south anchor of our downtown
- Few things for youth to do.
- Finding a meaningful focus that brings cohesiveness
- Fuel usage
- Gas
- Gas
- Gasoline
- Get rid of boulder style - city council
- Getting out of boulder county
- Getting the liberals out of city government
- Godless people
- Going from a farm community with strong moral values to a more urban community
- Health care
- Health care
- Health insurance
- Helping seniors
- Home health care
- Homelessness
- Hundreds of neighborhoods full of beige houses!
- Idiotic spending /more round abouts - what a

- waste of gas - it's been proven - if you put something in the middle of the road people run into it!
- Immorality
 - In all redevelopment
 - Increased government control, loss of freedom.
 - Influences from more liberal communities to become more liberal.
 - Infra. Structure
 - Infrastructure support
 - Infrastructure
 - Infrastructure - streets, sewers, water pipes, etc
 - Infrastructure maintenance
 - Infrastructure maintenance & development
 - Infrastructure failure (h80/electrical/bridge/road)
 - Insufficient senior center facilities
 - Keep ice rink open! (outdoor)
 - Keeping downtown vital
 - Keeping from being another "boulder"
 - Keeping it's identity
 - Keeping neighborhoods clean and safe – instilling more pride in our community
 - Keeping our teens busy
 - Lack of city support for the visitors assn
 - Lack of good city leaders
 - Lack of high quality infant/childcare
 - Lack of night life
 - Lack of options for teenagers. Very little for them to do
 - Lack of tax lease (see #1)
 - Lack of year-round ice hockey rink
 - Less freedom
 - Liberal boulder moving into Longmont
 - Longmont needs a homeless shelter 12 mos. A year
 - Longmont's unwillingness to annex e of city & i-25 - loss of tax revenue
 - Loss of commercial investments
 - Loss of mountain views
 - Maintaining a high-quality city
 - Maintaining older neighborhoods
 - Maintaining stand alone community-annexation threats from adjacent cities
 - Maintaining the infrastructure
 - Making sure that Lifebridge doesn't become onerous for Longmont
 - Medical
 - Medical care
 - Missing money in city budget
 - More Californians
 - More liberals
 - More of a nightlife for families & singles
 - More people depending on welfare programs
 - Need another outdoor pool
 - Need for more senior living accommodations
 - Need to stop being so anti church!
 - Needy people
 - Neighborhood quality
 - Noise
 - Noise level of boom boxes
 - Noise level of smaller motorcycles
 - Not dowing their jobs
 - Not much for kids to do
 - Not to become another boulder
 - Nothing for kids to do
 - Nothing for teens to do!
 - Out growing rec center
 - Parks on 3 side not within bicycling range for children.
 - Pedestrian safety
 - People shopping elsewhere
 - People who don't try to work - expect everything for free
 - Police (not coming in time)
 - Political division
 - Possible customs & linguistic divisions.
 - Post office too small/parking lot too small & dangerous
 - Prejudice
 - Pro-active in "green" living
 - Quality of life
 - Quality of life for the aged
 - Railroad frequency and noise
 - Railroad passover
 - Reaching children by age 8 in positive groups
 - Recycling
 - Republicans
 - Satellite towns putting a welcome mat on our doorstep
 - Self promotion
 - Senior services
 - Services
 - Short sightedness of Lovanson Hansen & McCoy.
 - Smog (from autos and other sources)
 - Smoke on the lire
 - Snow removal - resident streets!
 - Snow removal in city
 - Speeding cars on hwy 66 from 287 going east
 - Staying exciting and hip as a city
 - Stop - denying union - it's a church and much more.

- Strain on low income services
- Supporting at risk/communities with services
- Supporting low income families
- Sustainability issues
- Swimming or rec area by silver creek schools
- Tax base - more people on tight budget
- Teen age drivers
- The anti-christ
- The city caters to much to their wants
- The decisions of our "city council".
- "The great change" Dec. 21st 20012
- The hospital. It's horrible. Personal info. Is leaking by employees among other abuses.
- The our center needs to be bigger
- The snobbish people of Longmont.
- The trains -
- They get more help from the goverment than our own
- Things to do
- This is our vacation home, and we only stay here a few months per year.
- This survey - it is a waste of money
- To much gun control
- Too many banks
- Too many trying to make America another country.
- Too many Walgreens
- Train route
- Turning into Boulder
- Ungrateful citizens
- Unmotivated citizens
- Unruly children
- Unsupervised youth
- Urban development
- Walkable communities and complete streets principles
- What's with the flood plains?
- White flight
- Work with neighboring communities on union project
- You are on the right track with new commercial areas to generate revenue

Q4. WHAT ARE THE THREE AREAS OF LONGMONT COMMUNITY LIFE THAT YOU ARE MOST OPTIMISTIC ABOUT WHEN YOU LOOK 5 YEARS INTO THE FUTURE?

Schools and Education

- 3 major schools (CU, CSU, UNC) within driving distance
- Access to quality schools.
- Better schools
- Better schools
- Better schools, parks, bike & walking parks
- Care of children - education
- Children's education kindergarden - high school
- Commitment to education
- Education (3)
- Education (K-12 and FRCC)
- Education improves
- Education opportunities
- Education systems improvements
- Educational institution growth/expansion
- Educational service in community (for children)
- Elementary education
- Excellence of charter schools
- Good schools
- Good schools for our children
- High schools
- Hoping for more schools, better pay for teachers and staff.
- I look forward to our school improvements an better funding for all our schools lg an small as our kids are our future
- Improved education
- Improved school district
- Improved/improving educational opportunities for my children
- Improvement at local public schools
- More diligence in acquiring and education
- New elementary school in sw Longmont
- New schools in sw Longmont
- Our schools
- Possibility of passing mill levy override to fund school programs
- Quality of schools
- School funding
- School system
- Schools (9)
- Schools - recreation facilities for young - old
- Schools (not sure what is meant by community life)
- Schools/library facilities
- St. Vrain greenway
- St. Vrain valley school district's ratings going up (only if proper steps are taken)

- Support for discovery days program - excellent for pre-preschool kids
- Teachers priority

- Teachers/staff of schools
- The school district having Don Haddad in charge

Restaurants and Shopping/Twin Peaks Mall

- A better mall (the remodel of twin peaks)
- A new mall with movie theatre
- A new Twin Peaks Mall!!!!
- Access to higher quality retailers
- Adding more retail business to keep taxes here
- Another Wal-Mart
- Attracting business (jobs)
- Attracting businesses
- Availability of wide range of restaraunts
- Better movie theater
- Better restaurants (2)
- Better restaurants are available
- Better shopping (2)
- Better shopping opportunities - big name stores coming to long.
- Big screen theatre's locally/ice rink
- Bigger business
- Business
- Business growth (2)
- Business in our community that our family owned
- City at the mall
- Commercial development
- Convenient shopping
- Decent movie theater.
- Development of twin peaks mall
- Easy access to shopping - centers - strips - malls
- Emphasis on improving shopping, jobs, housing, restaurants etc. To allow us to stay in Longmont
- Fixing our bus (transportation to all areas)
- Food
- Full makeover of twin peaks mall into something that looks useful
- Full-service community (everything is here & no need to leave the city to shop.)
- Good selection of retail shopping areas
- Good shopping
- Good shopping
- Hopefully new movie theatre
- I can afford to live here as long as there's a K-Mart, Wal Mart, Walgreens & Albertsons
- I heard the mall & movie theatre will be rebuilt - yes?
- Improved mall
- Improved mall at twin peaks. Like huntington ctr mall in h.b calif.
- Improved shopping areas
- Improved shopping choices - so I don't have to drive out of town
- Improved shopping, but still need a Whole Foods or trader Joe's
- Improved stores downtown
- Improvement in shopping opportunities
- Increase in restaurants
- Less fast food or chain restaurants
- Local business/small business.
- Mall redevelopment
- Mall renovation
- More affordabl shopping
- More food venues
- More good restaurants
- More local shopping venues
- More retail development
- More retail shopping (quality)
- More retail/dining options
- More shopping
- More shopping opportunities
- Natural grocery near sw Longmont
- Need more family friendly indoor areas (indoor mall?)
- New and improved shopping
- New cinema complex
- New developments, restaurants, entertainment
- New mall (5)
- New movie house
- New movie theater
- New restaurants
- New retailers in town.
- New shopping areas - Ken Pratt Blvd
- New shopping centers
- New shopping mall
- New stores
- New theater
- Next to silver creek schools a hopefull swimming/workout area.
- Plans for the mall
- Quality restaurants & activities at a reasonable price
- Rebuilding of the mall

- Redeveloped mall and surrounding area
- Redvelopment of twin peaks & keeping main street revitalized
- Rejuvenation of mall & hover are
- Replacement of twin peaks mall w better shops
- Resaturants
- Resolution of the mall issue
- Restaurants
- Restaurants/entertainment
- Retail buisness
- Retail expansion north
- Retail growth
- Shopping mall.
- Shopping (4)
- Shopping alternatives
- Shopping besides Walmart & restaurants.
- Shopping centers
- Shopping center's
- Shopping locations
- Shopping opportunities
- Shopping opportunities
- Stores coming here instead of me leaving
- Support for local buisness
- The mall
- The new shopping centers
- The rebirth of the twin peaks mall area. (it is a top priority!)
- There will be a lot of places to shop & dine
- Tip mall
- Twin peaks mall redevelopment (2)
- We might get a decent mall
- We need nice restaurants!! More activities for youth/family/seniors & keeping up arts/cultural
- We've had a lot more business's built

Parks & Recreation/Open Space/Trails

- A better bike path
- Adult & youth recreation diversity
- Affordable access to the recreation facilities (ie. Tennis courts, golf courses)
- Availability of open space.
- Better park, bike paths, family activities
- Better recreational facilities enhanced by more revenues - ie mall & area development
- Bigger and better rec facilities
- Bike paths (3)
- Bike paths, open space
- Bike trails connecting w/each other
- Citizens' use of public facilities (library, parks, etc) will increase
- Communities being build w/parks & bike trails & local businesses (live/work)
- Community park in the plans near Silver Creek HS
- Community parks
- Conscientiousness on preservation: space, land, recycling, etc.
- Continue to provide an indoor place for seniors to exercise
- Continue with walking & bike trails
- Continued access to outdoor recreational activities
- Continued environment/open space program
- Continuing varied recreation opportunities
- Creekside/Rainbow Ridge.
- Dog parks are great!
- Enhancing and maintaining areas for outdoor recreation
- Enhancing open space
- Excellent park system
- Exceptional recreational opportunities
- Family recreation
- Good parks (2)
- Good recreation options for our youth
- Great parks & recreation dept.
- Great parks & recreation facilities
- Great parksd & rec activities
- Great recreation center
- Great recreational opportunities
- Great trail system
- Having more greenways, bikepath & hiking trails
- I think that the area can grow recreationally
- Lgmt recreation system & available classes for fitness
- Lots of parks & recreation
- Love the parks and walking trails
- Maintaining open space surrounding the city/our unique identity
- Maintaining the infrastructure and recreational facilities
- Maintenance of current open space, parks, asthetic quality of city
- More bike paths
- More dog parks
- More mindfulness about keeping open space areas

- More parks & open areas -
- More trails, rec areas
- More/better biking trails and designated shoulder lanes
- Mountains
- Need more neighborhood parks, bike paths.
- Need more public pools
- New parks
- New parks for kids
- New recreation opportunities at proposed park off clover basin
- Nice areas for walks.
- Nice parks
- Open & green space
- Open space (5)
- Open space accommodations
- Open space procurement
- Open space, trails/bike paths, parks & recreation
- Open space/parks
- Open space/recreation opportunities
- Open spaces
- Opportunities available to all of us for enjoyment - leisure act.
- Opportunities for walking, biking, etc.
- Our parks
- Our wonderful parks & surrounding open space
- Outdoor quality
- Outdoor recreation
- Park or rec. area.
- Parks (9)
- Parks & bicycle trails
- Parks & open space
- Parks & open spaces - recreation
- Parks & rec (10)
- Parks & rec. Services (for children)
- Parks & recreation getting even better!
- Parks and walkways - trails -
- Parks, bike trails
- Parks, landscaping
- Parks/open space
- Parks/rec centers
- Parks/recreation (2)
- Parks/recreational opportunities
- Pools & rec center
- Possibility of a new rec ctr in our part of town
- Possibility of new recreational facilities (? Ice rink)
- Preservation of natural/recreation areas
- Preservation of open space
- Preservation of open space & wildlife
- Preserving open spaces around Longmont
- Rec center (4)
- Recreation (13)
- Recreation & open space
- Recreation (sports, trails etc)
- Recreation access (eg. McIntosh Lake & trail, union reservoir)
- Recreation activities
- Recreation activities all ages
- Recreation centers
- Recreation fee
- Recreation opportunities
- Recreation options
- Recreation services (2)
- Recreation services events
- Recreational activities/activities for families
- Recreational facilities - great
- Recreational opportunities
- Recreational opportunities
- Recreational opportunities
- St Vrain trails and parks
- The beauty of city parks, ponds. Helpful attitudes/city agencies
- The great outdoors
- The park system
- The system of trails
- The walking paths
- Trails/open space
- Walking/biking trail being developed.
- We have great parks
- We have some great trails - need more
- We have some very nice parks
- Well-cared for parks

Clean-up Efforts and Revitalization

- Area seems pretty clean; I hope it stays that way
- Best recycling program
- City appearance
- City being attractive
- Clean city streets, etc.
- Clean public areas
- Cleaning up some junkie areas of city
- Cleaning up the neighborhoods
- Cleanliness
- Cleanliness of town
- Every town has some rundown areas. Slowly,

- in the Longmont, these are disappearing
- General maintenance
- General upkeep of city
- I hope Longmont can catch up to the other communities by offering better shopping and cleaning up Main Street, its an embarrassment.
- Need to improve Longmonts image - annex prob. Has given us a black eye.
- Nothing is ever cleaned streets ect
- Overall appearance of city
- Overall city cleanup (clean-up vacant lots, buildings & junk cars)
- Preservation of old neighborhoods
- Redevelopment of rundown buildings (residential & commercial)
- Upkeep of the newer neighborhoods
- Urban renewal
- Well kept neighborhoods

Cultural and Racial Issues

- Diverse backgrounds (Spanish speaking taking over entirely)
- Diverse population
- Diversity (2)
- Diversity in ages, income and interests
- Diversity of people.
- Diversity/culture
- Diversity: race, economicl, opportunity
- Illegals back to where they came from
- Increase in diversity (2)
- That the city works really well on ethnic diversity issues
- The Hispanic community!!

City Government Services; Library, Police, Utilities, etc./City Council

- A new council - progressive
- Adequate staffing for the police & fire depts.
- Adequate supply of good water
- Adequate water supply
- Better police protection
- Changing leadership focus & direction
- City elec. Service improving
- City operation
- City services
- Collaborative and responsive city governance
- Committed city council - coffee machine & citizen input
- Communication from leaders
- Community services
- Continuing & own plenty of power & water
- Council focuses on primary job incentives
- Decent city management
- Downtown with new life - if council is changed
- Excellent city operations (electric, sewage, water, streets, rec, parks) library
- Excellent city services
- Excellent fire dept
- Excellent police dept
- Fire & police depts
- Fire and police departments
- Fire safety
- Gangs
- Good city planning
- Good city services
- Good police protection, but they need more help!
- Good power supply
- Good water supply
- Government
- Infrastructure, including water and power
- Junk cars
- Junk in alley
- Keep police & fire services adequate
- Library (2)
- Library & museum keep getting better
- Library open 7 days per week at least 12 hrs. Per day
- Local gov. Leadership
- Lovanson, Mansoal & McCoy will be off the city council
- Mayor & supporting members representing majority & improving community & growth
- More intelligent city government
- More police prescence
- New city council (2)
- New direction of city council (2)

- Police & fire are being considered important
- Police department more community active
- Police dept (2)
- Police force is excellent
- Police not doing their jobs
- Public services of city
- Quality city services at a reasonable price
- Quality h20 supply
- Quality of utility services
- Quality of water (4)
- Reduced delusions in local government
- Reliable utilities
- Snow removal has improved
- The city council might get replaced, and limit growth.
- Utilities
- Water (2)
- Water availability
- Water supply
- Water tastes good & power is economical

Decreased Crime

- A sense of safety
- Childrens safety
- Cracking down on gangs
- Crime free parks
- Crime gang control
- Decreasing crime (for example - through education).
- Drugs
- Drugs
- Graffiti
- Graffiti
- Lack of crime
- Low crime
- Low crime
- Low crime rate
- No crime
- No drugs
- Police focus on gang activity in Longmont
- Public safety
- Reduction of drug problems
- Rid gangs! More enforcement on youth curfews
- Safe place
- Safer city
- Safety
- Safety
- Safety
- Safety
- Safety issues
- Safety of community - high priority from leaders
- Vandalism
- Well managed and low crime & drug problems

Better Transportation and Roads

- Airport Rd
- An increase in affordable public transportation
- Arrival of Fastraks
- Bad streets
- Better public transport
- Better public transport connection around Longmont.
- Better public transportation
- Better roads
- Better transportation
- Better transportation
- Bus/services
- Buses to events out of town other than senior services
- City bus & train (lite rail) transportation
- Coming of light rail.
- Commuter rail to boulder/Denver
- Commuter trains, blocking hwy 119 & Main St.
- Completion of fast tracks to improve mass transportation
- Development further of regional trans. Networks
- Easy access to major hwys
- Fast tracks (2)
- Fastracks; downtown renovation
- Good public transportation
- Good roads
- Improved traffic management: Phil Greenwaldt is trying.
- In favor of light rail connecting us to Boulder & Denver
- Light rail (3)
- Light rail (moving forward)
- Mass transit (3)
- Moderate traffic problem

- More bus transportation as well as call-n-ride
- More public transportation
- More transportation
- New roads
- Outside or rather surrounding Longmont city roads = bad shape
- Part of the front range mass transit project (trains)
- Plans to alleviate traffic
- Public transit
- Public transportatin-lite-rail
- Public transportation
- Public transportation into & out of Longmont.
- Public transportation roads
- Rail
- Rapid transit
- Road construction being finished (hwy 66, 119 & i-25)
- Shuttle buses to events
- Streets & related amenities are being maintained
- Streets with horrid holes that need repair - quite a few in shopping center - must be some kind of law that will enforce laws to fix these spots.
- The way the city has up graded streets - side walks etc
- Traffic (3)
- Traffic congestion (2)
- Traffic control (2)
- Traffic management
- Traffic plan in & through the city
- Train system to boulder
- Transportation
- Travel by commuter train, - (blocking Main St & 119)

Improved Economy, Job Market, Cost of Living/Affordable Housing

- Affordability of housing
- Affordable gas
- Affordable housing (3)
- Affordable living.
- Ample jobs
- Availability of work
- Better & more affordable housing
- Better jobs
- Better jobs, cleaner residential properties the trail system growing, less vacant lots/abandoned buildings
- Business & housing & resale will start to flourish again
- Care of the community and buildings
- Cost
- Cost of living.
- Decent/cheap housing
- Economic development of this specific city
- Economic growth (2)
- Economy - retail growth is reasonably strong
- Economy diversity
- Economy improves
- Employment (2)
- Employment opportunities
- Foreclosures
- Foreclosures (hopefully!)
- Generally good budget management - all except for crisis budgets (in bad times, drop capital & arts. Boost health & human services)
- Good companies for good jobs
- Good housing for limited-incomes (individuals & familys)
- High tech companies offering new job opportunities
- High tech enticements/corporations making Longmont home
- Home foreclosures
- House prices going up.
- Housing (5)
- I look forward to job groth an better wages
- Improving home prices.
- Increased housing values
- Increasing job growth
- Job growth & opportunities
- Job opportunities (6)
- Jobs (4)
- Jobs in Longmont rather than traveling to other cities
- Lack of money
- Lack of more funding for single parent households (funding keeps decreasing)
- Less real estate development; more technology business development
- Local, state & federal economy improving.
- More affordable housing
- More affordable housing for seniors to be made available
- More and more hi-tech businesses moving-in.
- More job opportunities
- More job opportunities
- More job opportunity

- More local jobs
- More opportunities for lower income families
- More tech. Company's moving into area.
- New homes raising standard of living
- Potential for attracting jobs.
- Potential of the economy
- Price of living (house)
- Property prices

- Prospect" if the prices were more affordable.
- Resale value on said housing
- Residential opprotunities
- Senior housing - affordable
- Some nice new subdivisions
- Stabilized value in the housing market
- Taxes

Growth and Planning

- Balance between growth/recreation/open space
- Better control on growth
- Better planning: weld could learn from us -
- Civic events - more growth
- Community development
- Containing growth to keep Longmont small
- Continue control of developers & new development
- Continued growth of my neighborhood of new-construction houses.
- Controlled growth (4)
- Controlled growth & economy improving
- Council's desire to grow and improve city of Longmont
- Gradual, controlled growth
- Growth (16)
- Growth & development
- Growth East of Longmont will be settled amicable & rationally
- Growth has slowed up housing market
- Growth in business development
- Growth of Longmont as a viable tech site
- Growth of neighborhood cohesiveness
- Growth of shopping opportunities & services available
- Growth restrictions
- Growth that includes better stores, restaurants & recreation
- Growth will slow down
- Growth, more businesses
- Growth-diversity and acceptance
- Growth
- Hopefully a more balanced central of growth
- Lack of economic growth
- Limiting growth (residential)

- Maintaining sustainable growth.
- Managed growth
- Many people can find jobs in Longmont
- Moderate housing growth
- More business growth
- More business growth in Longmont
- More young families moving into Longmont
- New housing thats being built
- No more neighborhoods being built
- Ommercial growth
- Opportunities for successful careers
- Opportunity for community growth
- Over population
- Plan for growth
- Planning - please keep firestone/Frederick at Bay
- Potential for growth
- Progressive growth
- Proper amount of people in houses/thus cleaner
- Reduced housing growth
- Repair, facing, and reappropriation of vacant buildings to something useful
- Resolving vacant buildings
- Slower growth
- Smart growth (2)
- Staying as green as possible in our growth
- Steady growth
- Sustainable growth
- The growth of the outskirts of town
- The new city council won't whore out the city to housing/growth.
- There are none, growth destroys community
- Too many people
- Too much growth & taxes

Better services and opportunities for youth

- Activities & opportunities for children
- Activities for kids 10-18
- Better child care
- Cheaper programs for youth
- Ice rink - give the kids more activities like this
- More for youth to do

- Programs for kids thru the city & rec centers
- Programs for youth
- YMCA
- Youth
- Youth activities
- Youth camps/summer camps
- Youth care and opportunities
- Youth involvement in the community
- Youth opportunities
- Youth programs

Better Services and Opportunities for Seniors

- Activities for retirees
- Elder care
- Good programs for seniors
- Good senior center
- Having a modern mall with modern facilities & up scaled stores/restaurants
- Housing for seniors
- My husband can play pool at the senior center
- New shopping areas - harvest junction
- Retirement living
- Senior activities
- Senior care
- Senior center offerings
- Senior center programs
- Senior life style accom.
- Senior opprotunities
- Senior resources
- Senior services
- Senior services & housing
- Senior support
- Senior support and programs
- Senior welfare - great senior ctr.
- Seniors
- Services for seniors
- Sr center activities for seniors

Main Street and Downtown

- A revitalized downtown will happen
- Allies very very bad off Main St
- Better access to downtown businesses
- Downtown (5)
- Downtown area
- Downtown development
- Downtown improvements
- Downtown overhaul
- Hopefully redevelopment of main street
- If downtown is "revitalized"
- Improve and expand main street
- Main St activities
- Main street (2)
- Main street 2nd to "66"
- Making Main St. Closed to traffic/like Pearl St. Mall
- New development at Ken Pratt & main
- New main street buisnesses
- Old town" Longmont (3rd/main area) - the updated area is nice
- Our locals an our downtown coming back to many empty shops
- Redevelopment down town
- Redevelopment of oldtown/downtown
- Re-vamp of downtown area
- Revitalizing downtown
- The look of Main St
- Thriving downtown area

Medical Healthcare

- Better access to health services
- Better health care
- Good health care
- Good health provisions - (clinic, hospital, doctors)
- Good hospital
- Good medical access
- Growth of longmont united hospital services
- Health care (5)
- Health care - both western & holistic
- Health insurance
- Healthcare
- Hospital & hospice care
- Improvement of our hospital
- Increase in doctors & medical facilities
- Medical care (2)
- Medical care available
- New hospital

Cultural and Artistic Opportunities

- Activities, festivals, etc
- Art in public places (3)
- Art in the community
- Art walks downtown
- Arts (3)
- Arts, music, cultural activities
- Available community events for individuals & family
- Awesome family/couple activities (Roosevelt park & fairgrounds)
- Changing complexion of cultural opportunities
- City/community events
- Community & city sponsored events (Octoberfest July 4 Lincoln Pk)
- Community activities (3)
- Community activities (like rhythm on the river)
- Community events (5)
- Community events (i.e, rhythm on the river, etc)
- Community events @ aprks & riverwalk/fairgrounds.
- Community events-4th of july, rhythm on the river, art walk, etc. Continuing & improving
- Community gathering like: art walk, concerts in the ark, 4 of july in thompson park, ice rink programs at museum
- Cultural
- Cultural - symphony - concerts - schools
- Cultural activities (2)
- Cultural activities are based for the hispanic community only!
- Cultural arts
- Cultural events (6)
- Cultural events, concerts, arts
- Cultural experiences (activities)
- Cultural facilities
- Cultural facilities - theater, art venues, adult education...
- Cultural opportunities
- Cultural-recreational activities/senior services
- Culture - symphony, art shows, antique shows, theater drama
- Culture, hopefully
- Culturel arts
- Downtown festivals & park entertainment
- Free concerts & events (summer concerts in Roosevelt park, rhythm on the river)
- Frequent arts & cultural events
- I enjoy the summer concert series at the park library & museum.
- Improvement in the arts scene
- Improving city - clean - art
- Increasing focus on the arts
- Live, local entertainment/more neighborhood events
- Longmont symphony sponsored concert in September w/good music & vendors etc.
- Love the library - needs more support & better financing
- More activities (arts) available locally
- More arts & theatre
- More community activities
- More community events
- More cultural events
- Museum & galleries improving
- Museums & art & culture
- Music & arts
- New theatre!
- Opportunities to participate & cultural events, hiking areas, etc
- Outdoor festaviles
- Public art
- Quality of programs - arts - cultural
- Rhythm on the river/art walk/festival on main
- Roosevelt & downtown activities
- Rosevelt activities
- The great city activities
- We have fun family festivals
- We have some good community activities

Good Place to Live, Community Spirit

- Basic goodness of the people
- Can do attitude which should bring people & results together - generally I am not that optimistic right now
- Citizen participation
- Community confration
- Community envolvment
- Community functions & involvement
- Community groups
- Community involvement (5)
- Community outreach
- Community participation
- Community spirit
- Community volunteers
- Continued "family" feeling of activities & parks

- Continued clean pleasant city
- Environmental quality of life: more recycling, conservation, xeric
- Folks are friendly here. At least the few I meet.
- Friendliness
- Friendliness
- Friendliness of people
- Friendly city & neighborhoods
- Friendly neighbors
- Good people live here friendly, concerned
- Good place to raise children.
- Great neighbors/neighborhood
- Great place to raise kids
- Greater sense of community
- Increasing individual involvement in community
- Longmont as a quiet, stress-free city with nature & recreation available
- Longmont is a good city - I hope it will be in 3 years
- Longmont's sense of community
- Maintane quality of life
- More community events
- Neighborhoods - friendly + clean
- Nice place to live
- Peaceful community
- People
- People being involved - volunteers, neighborhood watch, etc
- Pleasant easygoing town.
- Pride of city
- Quality of life (6)
- Quality of life - amentities, library, museum
- Quality of life - good place for family
- Relaxed small town feel.
- Residents' commitment to community
- Sense of community (4)
- Sense of community - cultural activities
- Sense of community - people helping each other
- Small town feel
- Southwest longmont has amazing community feel
- Spirit of the community
- Strong community ties
- Strong sense of community
- There is a sense of family here

Not Optimistic

- Don't see much to be optimistic about.
- I am not optimistic about anything that I hear about Longmont in the future.
- I hope I'm not here in 5 years. -Longmont is getting more and more like boulder - 10 sq miles surrounded by reality
- I'm not optimistic about improvements in this town.
- Longmont doesn't reek with optimism - it just sits here. It is no longer a close community!!!
- Not optimistic about future here. I think things will get worse before they get better.
- Not optimistic at all
- Not optimistic that Longmont community will be better off in 5 years
- Not very optimistic
- Not very optimistic because of the way society has lowered its moral standards and expectations.
- People moving in have no idea of the foundations of this community - it was founded by the farmers & ranchers & I have nothing to be optimistic about
- I'm not optimistic. Too many Wal-marts, etc., we need a real downtown, more d restaurants & no more chainstores, a "Whole Foods" - type grocery, and good shops in the mall & decent theatres.

Don't Know

- ? (3)
- 0
- Can not think of anything
- Do not know (2)
- Don't know (7)
- Dont know - I like it here (most don't effect me
- Don't know only good will see
- Don't know what you mean by this question
- Don't know.
- Don't no
- Honestly can't think of any
- Honestly don't know
- I don't have any particular one - think the city is getting quite large which brings on more problems into the city -

- I don't know!
- I really don't know - we just moved here and haven't really gotten involved with the community.
- I really like my area - not sure about other communities
- I'm not sure there'll be much difference in five years. The city council will continue to

discuss dumb issues and let the important ones go un-addressed (illegals, gangs, drugs).

- N/a (3)
- No opinion (2)
- None (8)
- None-sorry
- Not sure (3)

Other

- 100% of households recycling - possibly requiring recycling city-wide
- 3rd avenue (bowen - hover)
- 52 banking institution
- A conservation leadership
- A democratic society with a president/gov't that really cares about the people
- A good real estate investment
- Aesthetics
- Air quality (3)
- All over Longmont
- Alternative energy industry is heading here & neighboring towns
- Always being cheaper than living in boulder
- Another Wal-Mart (just kidding-seriously, do we need more big box stores? Really?)
- Arts & culture center
- Athletic activities for all ages
- Atmosphere friendly
- Beautiful plant life
- Better infrastructure can be expected gradually.
- Better interaction w/local farmers to help us all "eat locally"
- Better places to go w/out having to travel far.
- Big town convenience but small town feel
- Boverment
- Business overcoming govt. Regulation
- Can walk anywhere
- Care for homeless
- Central location
- Central/older homes (Carolina avenue, Bowen, Longs Peak)
- Churches (2)
- Churches & charities available to help those in need
- Churches (not huge)
- Cinco de mayo
- City not burying white elephants - like grain elevator etc. "2nd ave"
- Clean neat city
- Community out reach programs
- Concerts at Roosevelt Park - great way to relax, come together
- Consciousness of negative impact of big box corporations rising here
- Conservation
- Conservative vs liberal
- Continued growth of farmer's market community events (music, art work)
- County long and east
- Decent infrastructure
- Desire to plan ahead
- Destination that brings in more visitor money.
- Don't see much change
- East 119 area
- East Longmont
- East side
- Eliminate the road maintenance tax
- Eliminating the food tax
- Emery St - 12th to the 15th block
- Environment
- Environmental outlook
- Every year it becomes more pleasant to live here
- Everything you need within a small town atmosphere.
- Expanded greenways & bike trails
- Fair ground activities - good (county) location convenient
- Geese
- Going as green as possible
- Good civic minded people step in when needed
- Good neighborhoods
- Good place to vacation and visit family and beautiful area.
- Good recycling program
- Great first responders
- Great service organizations
- Great weather
- Green belt from east to west of town (bike path)
- Green development

- Green policies ie recycling.
- Growing night life??
- Has the natural resources & natural beauty.
- Having a view of the mountains not blocked by new construction.
- Historic
- Historic district
- Historic Longmont will still be historic
- Historic sties
- HOA
- Homelessness
- Hometown feel
- Hopefully much development of organic farming & farmers markets
- Hopefully, it will retain the mix of country & city life.
- Hover and west
- Hover village
- I am 81 yrs old I live 1 day at a time
- I don't have the mentality to complete this survey.
- I love Longmont
- I pray for our future - it is bleak on our current road
- Ice rink
- Identity as a stand-alone community
- Improved recycling program
- Improvement to justice systems (dv)
- In the next 5 years we have a chance to get rid of the "gang of four" on the city council.
- Increased opportunity for citizenry, not gvmt
- Increasing church attendance
- Increasing faith communities
- It keeps its "all American city" status
- It's hard to tell!
- Jesus Christ has been kicked out of schools & government
- Keep getting input from citizens
- Keeping air quality excellent
- Keeping the small town atmosphere we've always had
- Knowledgeable & concerned citizens
- Lake park estates
- Larger senior center - boomers are coming
- Leaving
- Leaving here.
- Less government
- Life in Longmont
- Listen to community for direction
- Location
- Location to Denver-metro area
- Longmont estates
- Longmont is still a small city
- Longmont's smalltown appeal will remain
- Maintaining small town atmosphere
- McIntosh lake area - Northwest will remain residential
- Mexican food
- More "green"
- More people living and working in the town
- More self reliance & of necessity, less expectation of government aid.
- More small shops nearer to hubs
- More tourist attractions
- Moving away
- Needy people are getting help
- Neighborhood
- Neighborhood maturity
- New churches coming in
- New theatre
- Nice city to live in.
- Night life
- None cleaner town not good at all
- North east north of 17th
- North end
- North west
- North west
- North west Longmont
- Old town
- Old town Longmont
- Online
- Pace to east
- People will continue to help others with food & housing needs
- Pike Ave
- Place to retier
- Population in the city will be older/more mature
- Preserving a unique atmosphere as opposed to being/doing like everybody else.
- Pretty city
- Programs to help those in need
- Prolly won't be here in 5 years
- Property values will still be linked with boulder, because of county.
- Prospect
- Prospect & mc stain neighborhoods add character to town.
- Prospect (although too pricey)
- Proximity to mountains
- Public infrastructure
- Push in wellness programs

- Quality of air
- Quality of life
- Quiet neighborhoods
- Raising my children here
- Rapture
- Recycling
- Remaining small "townish"
- Remaining the same
- Sad but we don't know what to count on so we're seriously thinking of selling our property here and moving elsewhere in CO when we retire
- Same o same o
- Satellite cities' around us
- Selling liquor on Sunday
- Service groups like the elks & am. Legion
- Service related organizations, Elk, VFW, Legion
- South east
- South end
- South gang pride parades
- South west
- Spiritual influence from churches, moral values will increase
- Stability
- Still feels like a pretty small town.
- Still have some farm land in and around the community
- Street mach.
- Support of conservation programs
- Sustainability
- Tc line in times call
- Teen pregnancy
- That it remains a friendly city, despite being near a major metro area
- The block on St Clair (100)
- The eastside
- The fact that boulder is taking over Longmont.
- The humane society
- The trees will be bigger
- Too many cottonwoods (hayfever)
- Too many fast food joints
- Too police contoled no 2nd chance for youth
- Uninreseu?
- Upkeep of infrastructure
- Using my tax money or stupid surveys!
- Very few. Longmont chased Lifebridge Christian church's proposed development out, and now is trying to prevent their development in weld county. The city is very anti church, and in particular is anti-christian.
- Volunteer ethic is strong - getting stronger
- Volunteering
- We are still a somewhat aggie community - needs to continue -4h, fairs etc
- We won't have to leave the city to buy particular items
- Weather
- Weld County Rd.
- West side
- With the on coming financial disater. Look to volunteers
- Yea, right!

Q7A. PLEASE RATE YOUR OVERALL SATISFACTION WITH THE CITY SERVICES YOU RECEIVE. WHY?

No Problems Encountered

- Always have eletricity/water & trash p/u
- Are excellent
- Because everthing works out well
- Because no too many problems in the city.
- Can't think of any complaint!
- City seems to really try
- Every city employee I have ever dealt with...was knowledgeable helpful - prompt - polite and a pleasure to work with!!
- Everything has been good
- Everything we need/never a problem
- Few problems
- Have been fairly happy so far (5 months)
- Have had a disruption of service
- Have not had any problems with services (2)
- Haven't had any issues w/services-wished as a sr. Citizen I could secure a small recycle bin instead of the biggest one!
- Haven't had many problems/service is generally consistent
- Haven't had to use their services yet.
- High-quality service
- I am pretty satisfied with what I get
- I am satisfied w/the services I use
- I don't use them much.
- I get what I need and someone is always available to answer questions.
- I guess you do the best you can.
- I have had more positive than negative experiences with the city services I have received
- I have had no major interruptions with trash, recycling, electric, sewer, water etc.

(however, my street is often snowed in during the winter when other similar surrounding streets are clear)

- I have never had a problem (2)
- I have no complaints about services
- I have not had any issues with the city - it's a great place to live.
- I have nothing that has been noticeably a problem.
- I haven't had any problems (3)
- I like having the city provide so many utilities, and I haven't had any problems or complaints since I've lived here
- I think the city tries to the best they can
- I use about half the services and those are of satisfaction
- I'm not aware of most of what goes on around me, which means I have found little to complain about
- It is so dependable I have nothing to complain about.
- It works
- It's a clean, safe attractive city
- It's a great place to live
- It's working
- I've never had a problem getting what I needed
- I've never had a problem that wasn't taken care of quickly
- Job well done!
- Keeps longmont clean
- Knock 'on wood, I don't have any problems!
- Lights are on - sewer works
- Lights are on, tap flows w/clear water. All I need
- Longmont is a clean, attractive place for seniors
- Longmont makes it easy to live & work here.
- My needs are met
- Needs are being met.
- Never had a problem (4)
- Never had a problem in 24 yrs. Living here.
- Never had any problems
- Never had any problems
- Never have a problem - if you do it's taken care of fast
- Never have cause to complain
- Never have had a problem with any city service
- Never have had any problems getting services
- Never inconvenienced
- Never too much of a problem!
- No complaints, city is very nice & helpful when we call for info & assistance.
- No complaints, other than too many taxes.
- No current concerns
- No current issues
- No electricity blackouts, no water or trash problems
- No issues
- No major complaints
- No overwhelming problems
- No problems (3)
- No problems 17th & hover why does there have to be a car at stop to trip green light? I have to speed up to stop so I can trip light. How stupid!!
- No problems dealing with city personnel. Services available.
- No real problems (2)
- None any problems
- Ok could do better.
- Rarely do I have a problem. However, when I did have one someone always took care of it.
- Routine schedules & never had to complain.
- Service seem adequate to me
- Services are what they are. They are sufficient
- The infrastructure of the city seems well managed
- The service was neither good nor bad.
- The services we need/use are provided at a reasonable cost.
- They are taken care of & I don't worry about it
- They are taken care of.
- They live up to community expectations
- They meet most of my needs
- They seem to care.
- They serve
- Trash gets picked up, the bills come as expected, etc.
- Twice per month recycling needs to account better for holidays! (otherwise very satisfied)
- Very few problems, people always helpfull
- We have had excellent service in all areas that affect us.
- We have never had a problem in our area
- We have no problems w/services we've experienced

Good, Timely Service

- A few aspects need to improve, but overall services are good.
- All interactions with the city have been positive
- All were adequate w/knowl. People
- Always pleasant & helpful
- Always satisfied when we need any service
- Any time I have called it was well handled
- Appropriate actions got results
- Because I have always received quick, prompt and quality service.
- Because it's good
- Because it's reliable.
- Because their dependable
- Billing timely, questions answered, personnel friendly
- City does a good job generally
- City does what it says it is going to do
- City employees are friendly & helpful. Complaints are quickly addressed
- City is prompt to address any problems
- City of Longmont does great. The only issue is being prompt on snow removal on side streets quicker that seems to lack.
- City seems to be well managed, no visible waste, people seem happy to work for city, city concerned about the job they do.
- City services have been reliable and employees are effective in their jobs.
- City services usually have prompt response times, wide variety of services, focus on prevention of problems as well as "clean up" afterwards
- City workers do a great job!
- Considering the population I feel services are very good
- Consistent
- Consistency and responsiveness are evident
- Consistency; but the questionnaire is extremely long
- Consistent levels and quality of services
- Consistent quality, ease of utility billing, reasonable costs
- Consistent, on time, lots of notice of changes
- Dependable (4)
- Dependable and effective
- Dependable, reasonably priced,
- Doing the best they can
- Efficient, friendly, personal.
- Electricity billing is easy to deal with; sewers never back up.
- Everytime I've had contact with city employees they have always been knowledgeable, polite & provided great customer service
- Friendly & helpful/service oriented
- Generally, services are prompt, timely & accurate.
- Good
- Good attention to basic needs
- Good city services but need to enforce code enforcement
- Good enough for now
- Good hard workers, yet seems to be a very high turn over rate
- Good reliability
- Good service - however, do not let the good stand in the way of the best
- Good systems
- Good value for what we spend/feel safe/enjoy the beautiful places
- Good, resp-time, you are treated well by the city employee's
- Great customer service; love stop & drops, leaf collection, etc.
- Have always had good response when needed. Always friendly too.
- Have never had any problems that weren't fixed as soon as possible
- I am very pleased with the city workers
- I feel the people responsible are trying to do a good job
- I like how fast light bulbs on city streets are replaced and trash removal recd more opportunity to remove large items
- I live in an apartment & billing is good. Never had any power outages.
- I live in an apartment building - city services are good
- I think everyone does a wonderful job keeping our city looking great. Thank you!
- I think Longmont does a good job with the revenue it receives
- I think overall our community is good but we could work on some areas to make it better
- I think the city does a good job overall.
- I usually receive the services I need in a timely manner
- Interacting with city services is usually straight forward and quick
- It is always available & well done
- It seems efficient & there's good communication about changes. I love the email alert system!

- It's as good or better than other places
- It's good
- It's great to have some local utilities (rather than Xcel) where everybody's friendly and helpful!
- It's ok - some important things are good, others - mid to bad.
- Level of expectation usually met
- Live in subsidized apt - appreciate all services
- Live in townhome. Trash removal & recycling services have been good
- Longmont does a great job delivering all basic services
- Longmont is simply a caring group of people
- Low electric rates, good rec facil, good library, sr center, museum
- Many free services & done very well
- Meets expectations
- Most city services are delivered in a professional manner.
- Most city workers do a good job
- Most of my needs are met (I'm a 35 yr citizen in Longmont aged 70)
- Most provided on timely basis at fair rates
- Most services are good, especially those associated with environment & conservation.
- My bills are on time, and fairly priced. My services are seldom off due to power failures or other problems
- My needs are met and they help me have a good life.
- My needs are taken care of
- Ok but needs improvement
- On time (complete)
- On time and mostly reliable.
- Overall coordination of all programs is great
- Overall good job of providing necessary services
- Overall the services are good to have perfect services the taxes would have to be too high
- Pleasant, well trained employees
- Police and fire services are great. The times I have called the city, everyone is helpful and quick.
- Police responded well to issue in our neighborhood
- Positive experiences
- Prompt - punctual
- Prompt diagnosis & repair of ruptured water line in alley.
- Prompt response
- Prompt/thorough
- Prompt response to problems
- Qualified and responsive staff.
- Quick response for police services
- Quick response time, very reliable, good investment for the money (taxes)
- Quick responses
- Reasonable prices, great service
- Reasonable response time.
- Reliable
- Reliable-reasonable cost
- Respond when called -
- Seem okay
- Seems like each dept. Trying to do their best
- Seems they are doing a good job - may need more people to work but money is always a problem
- Services are adequate
- Services get done in timely fashion
- Services provided are reliable.
- Services provided in a timely way with minimal or no interruption
- Services run smoothly - convinient - timely
- Services we recieve has been excellent
- Sixteen years of very responsive service
- Small town good service
- Staff is always knowledgeable, helpful, available - services run smoothly.
- The city does what it says
- The city services I receive have been consistent & reliable.
- The city services make Longmont a great place to live
- The people are nice & relyable
- They are here when I need them.
- They comply with schedules & are corteous
- They function as they should for the most part
- They keep everthing looking good and in general are nice.
- They keep things going
- They rate with other cities I have been in. Good rating.
- They respond whenever we call for services
- They seem to be prompt & efficient
- They work
- They work like they're supposed to.
- They work most of the time well
- Things just go well!!
- Things seem to be executed in a timely manner & done pretty well
- Things work well, accessible communication
- Timely
- Timely service & reasonable rates

- Timely, efficient
- Top quality
- Trash pickup is regular, firefighters are quick to the scene (thank god!)
- Very consistent & good
- Very professional and/or helpful
- We get services we need when we need them, any amount of crime is too much.
- We have had very positive experiences with many city employees from various departments super nice, prompt and helpful.
- When I have a question, someone with the city knows the answer
- When you call to report a street light or a trash can needs repair, they come within a day or two & are very polite.
- You do a good job
- You haven't turned off my "city services" yet

Concerns About Crime

- City does a great job w/parks and streets but crime is high
- Parks are a disgrace to our community due to vandalism
- Police - & use of force/taser for - medical emergency.
- Police service and quality to show up are poor
- Police should spend more time ticketing traffic violators
- Some services easier to mark as excellent-it's hard to rate crime prevention and animal control and such b/l don't regularly need to use services!
- The police have treated me horribly unjustifiably, and so did pridemark. I think amr is better.
- We live adjacent to hover park - in the evening and overnight there are unsupervised youths in the park and we have had a lot of vandalism.
- We need more law enforcement (DEA) we are overwhelmed with drug trafficking in our neighborhood. The police need more help of ?
- Would like to have a friendlier police department more responsive to community needs

Issues with Animal Control

- Barking neighbor dogs
- Need more dog catchers
- Too much noise from dogs in neighborhood

Issues With Trash Service

- 1-because they are kept simple & accurate 2-trash pick up my residence-residents don't know how to lift lid & put trash inside dumpster. Should be fined. All Mexicans 12 unit building.
- Excellent trash collection, good electric service, great recycling center
- I would really appreciate more recycling and efforts along those lines.
- Most surprised that the recycling curb side is so limited in a state that seems to promote "green". They don't take cereal boxes or cardboard boxes or paper bags? Surprising!
- No trash pick on time - police slow to react. Basic services go to illegal mostly
- Only issue - get down to genuine, logical recycling and energy policies.
- Recently moved-poor notification of trash/recycle schedule changes (holiday)
- The recycling is very disappointing here - needs vast improvement
- They won't pick up our recyclables & never told us why
- Trash pick up should be changed to the other side of the alley. It has been on my side since the beginning and I don't like it.
- Trash, water, sewer, etc always happens. Great programs for kids, wonderful parks
- Would like to see more opportunities for recycling in apartment complexes

Issues of Code Enforcement

- Apartment areas are not kept up - if landlords are responsible who enforces it

- Cars on lawns, rotwielers next door
- Code enforcement for bad renters & owners of rental homes sucks
- I am happy w/parks & recreation, I am very dissatisfied with code enforcement
- I think that more pressure could be put on building owners to keep property clean and enforce noise codes.
- More effort needs to be made to find people who steal cars *more domestic violence training is needed for officers *private homeowners need to be monitored the same way contractors are. A home improvement is a home improvement, regardless of who is doing it.
- Need to regulate on junk cars & housing inspection animal control prejudice against certain breeds
- Noise ordinance(especially music from cars not sufficiently enforced
- Streets, alleys need improvement, youth services
- The city could do a better job on main street - cut weeds or enforce others to do so. - have old building repaired or torn down.
- They get upset when I report graffiti and code enforcement can sometimes be slow

Traffic Congestion and Safety

- Because from 3-6 traffic on Main St. is full
- I have lived in Longmont less than 2 yrs - so far, other than many traffic violations that I have seen.
- I'm one block from snow removal street, but can't drive that one block in bad weather. More snow removal in townhouse areas??
- Pot holes, street maintenance terrible
- They are mostly good the timing of traffic lights is pretty bad, though.

Services too Expensive

- Generally good but often services are too much/too expensive for what is needed.
- Some area good some poor and waste of tax dollars.
- The service is good but it's very expensive

Can Do Better

- All services should be better
- Always room for improvement
- City keeps trying to improve
- I'm sure they do the best they can, but room for improvement
- More services
- Ok but not outstanding - disgusted that Panatoni ? City run ? Support.
- Something are well done while others are disasters
- Somethings need to be better
- Street sweeping could improve
- The city does what it needs to do; no more, no less
- There's way too much emphasis on appeasing our Hispanic folks. Some services are good, others are extremely lacking.
- They need to do a better job
- Things could be better
- We can do better. Planning & funding needed. Downtown is a disgrace with thrift shops & pawn shops & the Twin Peaks Mall too.

Other

- Because my electricity use costs less than all the other fees.
- Because there is enough govt. Intervention & not too much (yet!)
- Because they are much better than alb.
- Better than boulder
- But need bus service to run later
- Can't go north from target. Lack of strategic

- plan for commercial development with respect to stores that are covrted and traffic patterns.
- City council needs to quick dragging their feet and get the mall & oldtown redevelopment done.
 - City council not in touch w/reality
 - Depends entirely on which side of town you live!
 - Don't have much to compare to
 - Don't know
 - Every one passed the buck till it came full circle just once I would like to see some one of an official take responcibility
 - Get the services through the mail
 - Glad the drug and gang activity becoming under control. Not too happy with occasional rudeness to seniors & homeless - we have excellent services to maintan the homeless in site - but little to have direct effect on improving those folks' situation and improve them out of it.
 - I don't have enough experience to say more.
 - I don't have to ask
 - I don't need much
 - I feel that response is specific to the respondents interest in the problem
 - I haven't lived in Longmont long enough to experience the full effect.
 - I live in hover manor
 - I see snow plows driving when theirs less of (1") inch of snow and driving around when the sun is out. A waste of my money!!! Please fix
 - I see things improving. The city seems to care more about the commmunity.
 - It seems there wasn't a growth plan Longmont didn't like.
 - It's a mixed bag. And, it isn't all about the city. It is about the citizens, too. Since the city decided to be a sanctuary city for illegal aliens,we have been overwhelmed. The littering is constant. They think it is funny.
 - I've been a Longmont resident since '69, observing a steady decline of a quality life.
 - Live in an apartment
 - Living in a community is a two way street. Mindfulness
 - Longmont is a great place to live
 - Longmont today feels like boulder 20 yrs ago.
 - Longmont utilities need renewable energy
 - Look like nice place to live
 - Moved from a smaller city. Resort town etc
 - My only concern is planning - why is it not unnimous among city council regarding support of a new mall?
 - No opion as no other choices
 - One side of town is better kept
 - Our Longmont community makes the best of diverse talents!
 - Overdevelopment with lack of planning causes stress on all the limited systems.
 - Police, utilities, managent city council
 - Quality of life seems to be good in various areas of town. My neighborhood is not good & I can't get anyone to look at my house at all (I've been trying for 4 years.)
 - See above duh!
 - Seems mediocre to me
 - Should let us know before hand change before it takes place to prepare for it
 - Side roads in winter. Police traps for speeding unfair
 - Some of both - library hours poor - need earlier opening; restrooms in some parks dirty; junk in alleys; planning department often favored developers; our street to had to "beg" for lighting
 - The apartment complex I live in lakes excellent care of trash etc
 - The city does there part but also don't always do there job right or fair.
 - The city responds to affluent neighborhoods only.
 - The scope of services is very broad and I know a challenge to meet
 - There is nothing to do! Piles of sludge in gutters outside, loud neighbors, low quality/high price
 - They all seem to cater to the wealthy only and not the general public.
 - They are humans doing the best they can!
 - They pick up the trash
 - To many feel good projects, disregard of public opinion (open space, sanctuary city, public art) (mall illegal immigration)
 - Trash is picked up-rain, hail, or snow. Snow removal works hard to service all areas.
 - Very hard to choose
 - We have been married 35 yrs and lived here growing up too!
 - We haven't been here very long to make use of many city services

- We particularly like the city of Longmont newsletter that comes with billing - this letter provides great "heads up" information.
- Well planned community
- You call for help and you get in trouble

Appendix V. Comparison of Responses by Ward of Residence

The responses by Ward of residence are compared in this appendix. Responses that are significantly different ($p < .05$) are marked with gray.

Question 1 by Ward				
Please rate the following aspects of life in Longmont.	Ward of Residency			
	Ward One	Ward Two	Ward Three	Overall
How would you rate Longmont as a place to live?	81%	85%	87%	84%
How would you rate your neighborhood as a place to live?	70%	77%	77%	75%
How would you rate Longmont as a place to raise children?	67%	75%	72%	71%
How would you rate Longmont as a place to retire?	54%	63%	61%	59%
How would you rate your overall quality of life in Longmont?	68%	79%	76%	74%

Percent reporting "good" or "excellent."

Grey shading notes statistically significant differences between subgroups.

Question 3 by Ward				
To what degree, if at all, are each of the following a problem in Longmont?	Ward of Residency			
	Ward One	Ward Two	Ward Three	Overall
Crime	2%	5%	3%	3%
Drugs	2%	7%	5%	4%
Too much growth	23%	15%	16%	18%
Lack of growth	57%	60%	55%	57%
Graffiti	8%	9%	5%	7%
Noise	23%	27%	13%	20%
Run down buildings	13%	11%	6%	10%
Junk vehicles	14%	18%	15%	16%
Traffic congestion	8%	9%	6%	8%
Unsupervised youth	6%	15%	7%	9%
Homelessness	11%	11%	10%	11%
Weeds	19%	24%	14%	19%
Methamphetamine labs	8%	7%	6%	7%
Vandalism	3%	9%	3%	5%
Home foreclosures	4%	5%	1%	3%

Percent reporting "not a problem."

Grey shading notes statistically significant differences between subgroups.

Question 5 by Ward				
Please rate each of the following characteristics as they relate to the City of Longmont as a whole.	Ward of Residency			
	Ward One	Ward Two	Ward Three	Overall
Sense of community	59%	54%	56%	57%
Openness and acceptance of the community towards people of diverse backgrounds	48%	50%	49%	49%
Overall appearance of the City of Longmont	66%	58%	64%	63%
Opportunities to attend cultural activities	64%	50%	59%	58%
Shopping opportunities	42%	34%	39%	39%
Air quality	72%	72%	71%	72%
Recreational opportunities	66%	68%	64%	66%
Job opportunities	18%	25%	26%	23%
Access to affordable quality housing	31%	42%	29%	34%
Access to affordable quality child care	31%	31%	32%	31%
Access to affordable quality health care	42%	40%	41%	41%
Ease of car travel in the City of Longmont	49%	55%	48%	50%
Ease of bus travel in the City of Longmont	37%	39%	34%	36%

Percent reporting "good" or "excellent."

Grey shading notes statistically significant differences between subgroups.

Question 6 by Ward				
Please rate the quality of the services provided in Longmont.	Ward of Residency			
	Ward One	Ward Two	Ward Three	Overall
Snow removal from major streets	72%	77%	72%	73%
Street repair and maintenance	53%	56%	40%	49%
Street cleaning	64%	71%	61%	65%
Street lighting	67%	71%	67%	68%
Timing of traffic signals	52%	44%	45%	47%
Tap water (quality of drinking water)	77%	82%	80%	80%
Sewer services	85%	86%	82%	84%
Water conservation programs	61%	60%	54%	58%
Electric service	84%	89%	81%	84%
Electric conservation programs	59%	64%	54%	59%
Utility billing	77%	76%	69%	74%
Weekly trash pick up	82%	84%	85%	84%
Twice a month recycling pick up	72%	81%	79%	77%
Recreation facilities	70%	72%	67%	69%
Recreation programs and classes	71%	68%	63%	67%
Library services	85%	83%	82%	83%
Youth services sponsored programs	57%	47%	52%	52%
Services for seniors	69%	66%	61%	65%
Museum	51%	52%	65%	56%
Enforcing traffic laws	51%	65%	57%	57%
Crime prevention	46%	58%	51%	51%
Fire fighting and rescue services	86%	92%	92%	90%
Fire inspection and fire safety education	68%	73%	76%	72%
Emergency police services	74%	80%	79%	78%
Emergency dispatch	76%	81%	84%	80%
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)	33%	51%	29%	37%
Building and housing inspection	56%	56%	44%	52%
Planning	42%	35%	30%	36%
Maintaining landscaping along the public right of way	58%	70%	59%	62%
Maintenance of park grounds and facilities	79%	80%	78%	79%
Animal control	67%	71%	70%	69%

Percent reporting "good" or "excellent."

Grey shading notes statistically significant differences between subgroups.

Question 7 by Ward				
Please rate your overall satisfaction with the City services you receive.	Ward of Residency			
	Ward One	Ward Two	Ward Three	Overall
Please rate your overall satisfaction with the City services you receive.	81%	88%	81%	83%

Percent reporting "good" or "excellent."

Grey shading notes statistically significant differences between subgroups.

Question 8 by Ward				
How do you feel about the rate of population growth in Longmont?	Ward of Residency			
	Ward One	Ward Two	Ward Three	Overall
How do you feel about the rate of population growth in Longmont? Would you say in the past few years the population of Longmont has grown too fast, at about the right rate or not fast enough?	44%	49%	61%	52%

Percent reporting "too fast."

Grey shading notes statistically significant differences between subgroups.

Question 12 by Ward				
What was your impression of employees of the City of Longmont in your most recent contact?	Ward of Residency			
	Ward One	Ward Two	Ward Three	Overall
Knowledge of issue	86%	83%	81%	84%
Treated you with respect	85%	87%	87%	87%
Willingness to help or understand	79%	84%	76%	79%
How easy it was to get in touch with the employee	80%	83%	73%	78%
Overall impression	81%	82%	78%	80%

Percent reporting "good" or "excellent."

Appendix VI. Jurisdictions Included In Benchmark Comparisons

Listed below are the jurisdictions included in the National Comparisons provided for the City of Longmont followed by its 2000 population according to the U.S. Census. At the end of this section, we also list the jurisdictions included in the Front Range comparison.

JURISDICTIONS INCLUDED IN NATIONAL COMPARISONS

The jurisdictions included in the National Comparisons are listed below along with their 2000 population according to the U.S. Census.

Agoura Hills, CA.....	20,537	Brevard County, FL.....	476,230
Alabaster, AL.....	22,169	Brevard County, FL.....	476,230
Alamogordo, NM.....	35,582	Brisbane, CA.....	3,597
Albemarle County, VA.....	79,236	Broomfield, CO.....	38,272
Alpharetta, GA.....	34,854	Bryan, TX.....	34,733
Ames, IA.....	50,731	Burlingame, CA.....	28,158
Andover, MA.....	31,247	Burlington, MA.....	22,876
Ankeny, IA.....	27,117	Calgary, Canada.....	878,866
Ann Arbor, MI.....	114,024	Cambridge, MA.....	101,355
Archuleta County, CO.....	9,898	Canandaigua, NY.....	11,264
Arkansas City, KS.....	11,963	Cape Coral, FL.....	102,286
Arlington County, VA.....	189,453	Capitola, CA.....	10,033
Arvada, CO.....	102,153	Carlsbad, CA.....	78,247
Asheville, NC.....	68,889	Carson City, NV.....	52,457
Ashland County, WI.....	16,866	Cartersville, GA.....	15,925
Ashland, OR.....	19,522	Carver County, MN.....	70,205
Aspen, CO.....	5,914	Cary, NC.....	94,536
Auburn, AL.....	42,987	Castle Rock, CO.....	20,224
Aurora, CO.....	276,393	Cedar Creek, NE.....	396
Austin, TX.....	656,562	Cedar Falls, IA.....	36,145
Avondale, AZ.....	35,883	Chandler, AZ.....	176,581
Barnstable, MA.....	47,821	Chanhassen, MN.....	20,321
Batavia, IL.....	23,866	Charlotte County, FL.....	141,627
Battle Creek, MI.....	53,364	Charlotte, NC.....	540,828
Beekman, NY.....	11,452	Chesapeake, VA.....	199,184
Belleair Beach, FL.....	1,751	Chesterfield County, VA.....	259,903
Bellevue, WA.....	109,569	Cheyenne, WY.....	53,011
Bellflower, CA.....	72,878	Chittenden County, VT.....	146,571
Bellingham, WA.....	67,171	Chula Vista, CA.....	173,556
Benbrook, TX.....	20,208	Claremont, CA.....	33,998
Bend, OR.....	52,029	Clark County, WA.....	345,238
Benicia, CA.....	26,865	Clearwater, FL.....	108,787
Bettendorf, IA.....	31,275	Cococino County, AZ.....	116,320
Blacksburg, VA.....	39,357	College Park, MD.....	242,657
Bloomfield, NM.....	6,417	Collier County, FL.....	251,377
Blue Earth, MN.....	3,621	Collinsville, IL.....	24,707
Blue Springs, MO.....	48,080	Colorado Springs, CO.....	360,890
Boise, ID.....	185,787	Columbia, MO.....	84,531
Bonita Springs, FL.....	32,797	Concord, CA.....	121,780
Borough of Ebsenburg, PA.....	3,091	Concord, NC.....	55,977
Botetourt County, VA.....	30,496	Cookeville, TN.....	23,923
Boulder County, CO.....	291,288	Cooper City, FL.....	27,939
Boulder, CO.....	94,673	Coral Springs, FL.....	117,549
Bowling Green, KY.....	49,296	Corpus Christi, TX.....	277,454
Bozeman, MT.....	27,509	Corvallis, OR.....	49,322
Breckenridge, CO.....	2,408		

Coventry, CT.....	11,504	Fruita, CO	6,478
Craig, CO.....	9,189	Gainesville, FL.....	95,447
Cranberry Township, PA.....	23,625	Gaithersburg, MD.....	52,613
Cumberland County, PA.....	213,674	Galt, CA	19,472
Cupertino, CA.....	50,546	Gig Harbor, WA.....	6,465
Dakota County, MN.....	355,904	Gillette, WY	19,646
Dallas, TX	1,188,580	Golden, CO.....	17,159
Dania Beach, FL.....	20,061	Goodyear, AZ.....	18,911
Davenport, IA	98,359	Grand County, CO	12,442
Davidson, NC.....	7,139	Grand Junction, CO.....	41,986
Daviess County, KY	91,545	Grand Prairie, TX.....	127,427
Daytona Beach, FL.....	64,112	Grandview, MO	24,881
Decatur, GA.....	18,147	Greenville, SC	10,468
DeKalb, IL.....	39,018	Greenwood Village, CO.....	11,035
Del Mar, CA	4,389	Gresham, OR	90,205
Delaware, OH	25,243	Gurnee, IL	28,834
Delhi Township, MI.....	22,569	Hanau, Germany.....	NA
Delray Beach, FL.....	60,020	Hanover County, VA	86,320
Denver (City and County), CO.....	554,636	Henderson, NV	175,381
Denver Public Library, CO	NA	High Point, NC.....	85,839
Des Moines, IA	198,682	Highland Park, IL.....	31,365
Destin, FL	11,119	Highlands Ranch, CO.....	70,931
Dillon, CO	802	Hillsborough County, FL	998,948
District of Saanich,Victoria, Canada.....	103,654	Homewood, IL	19,543
Douglas County, CO.....	175,766	Honolulu, HI.....	876,156
Dover, DE.....	32,135	Hopewell, VA.....	22,354
Dover, NH.....	26,884	Hoquiam, WA.....	9,097
Dublin, CA	29,973	Hot Springs, AR.....	35,613
Dublin, OH	31,392	Hot Sulphur Springs, CO.....	521
Duncanville, TX.....	36,081	Hudson, NC	3,078
Durango, CO	13,922	Hudson, OH.....	22,439
Durham, NC	187,038	Hurst, TX	36,273
Duval County, FL.....	778,879	Hutchinson, MN.....	13,080
Eagle County, CO	41,659	Independence, MO	113,288
East Providence, RI	48,688	Indianola, IA.....	12,998
Eau Claire, WI.....	61,704	Iowa County, IA	15,671
Edmond, OK.....	68,315	Irving, TX.....	191,615
El Cerrito, CA.....	23,171	Jackson County, OR	181,269
El Paso, TX.....	563,662	James City County, VA	48,102
Ellisville, MO	9,104	Jefferson County, CO.....	527,056
Elmhurst, IL.....	42,762	Jefferson Parish, LA.....	455,466
Englewood, CO	31,727	Joplin, MO	45,504
Ephrata Borough, PA.....	13,213	Kannapolis, NC	36,910
Escambia County, FL.....	294,410	Kansas City, MO.....	441,545
Eugene, OR.....	137,893	Kearney, NE	27,431
Eustis, FL.....	15,106	Keizer, OR.....	32,203
Evanston, IL	74,239	Kelowna, Canada	96,288
Fairway, KS.....	3,952	Kent, WA.....	79,524
Farmington, NM	37,844	King County, WA	1,737,034
Farmington, UT.....	12,081	Kirkland, WA.....	45,054
Fayetteville, AR.....	58,047	Kissimmee, FL	47,814
Fishers, IN.....	37,835	Kitsap County, WA	231,969
Flagstaff, AZ.....	52,894	Knightdale, NC.....	5,958
Florence, AZ	17,054	Kutztown Borough, PA	5,067
Fort Collins, CO.....	118,652	La Mesa, CA	54,749
Fort Smith, AR.....	80,268	La Plata, MD.....	6,551
Fort Worth, TX.....	534,694	La Vista, NE.....	11,699
Fridley, MN	27,449	Laguna Beach, CA	23,727
Frisco, CO.....	2,443	Lake Oswego, OR	35,278

Lakewood, CO.....	144,126	North Vancouver, Canada.....	44,303
Larimer County, CO.....	251,494	Northampton County, VA.....	13,093
Lawrence, KS.....	80,098	Northglenn, CO.....	31,575
Lebanon, OH.....	16,962	Novi, MI.....	47,386
Lee's Summit, MO.....	70,700	O'Fallon, IL.....	21,910
Lenexa, KS.....	40,238	O'Fallon, MO.....	46,169
Lexington, VA.....	6,867	Oak Ridge, TN.....	27,387
Lincolnwood, IL.....	12,359	Oakland Park, FL.....	30,966
Livermore, CA.....	73,345	Oakland Township, MI.....	13,071
Lodi, CA.....	56,999	Oakville, Canada.....	144,738
Lone Tree, CO.....	4,873	Ocean City, MD.....	7,173
Long Beach, CA.....	461,522	Ocean Shores, WA.....	3,836
Longmont, CO.....	71,093	Oceanside, CA.....	161,029
Louisville, CO.....	18,937	Ocoee, FL.....	24,391
Loveland, CO.....	50,608	Oklahoma City, OK.....	506,132
Lyme, NH.....	1,679	Olathe, KS.....	92,962
Lynchburg, VA.....	65,269	Oldsmar, FL.....	11,910
Lynnwood, WA.....	33,847	Olmsted County, MN.....	124,277
Lynwood, CA.....	69,845	Olympia, WA.....	42,514
Manchester, CT.....	54,740	Orange Village, OH.....	3,236
Mankato, MN.....	32,427	Orleans Parish, LA.....	484,674
Maple Grove, MN.....	50,365	Ottawa County, MI.....	238,314
Maplewood, MN.....	34,947	Overland Park, KS.....	149,080
Marana, AZ.....	13,556	Oviedo, FL.....	26,316
Marion, IA.....	7,144	Ozaukee County, WI.....	82,317
Marshfield, WI.....	18,800	Palatine, IL.....	65,479
Maryland Heights, MO.....	25,756	Palm Bay, FL.....	79,413
Maryville, MO.....	10,581	Palm Beach Gardens, FL.....	35,058
Maui, HI.....	128,094	Palm Beach, FL.....	10,468
Mauldin, SC.....	15,224	Palm Coast, FL.....	32,732
McAllen, TX.....	106,414	Palm Springs, CA.....	42,807
Medina, MN.....	4,005	Palo Alto, CA.....	58,598
Melbourne, FL.....	71,382	Park Ridge, IL.....	37,775
Meridian Charter Township, MI.....	38,987	Parker, CO.....	23,558
Merriam, KS.....	11,008	Pasadena, TX.....	141,674
Mesa County, CO.....	116,255	Pasco, WA.....	32,066
Miami Beach, FL.....	87,933	Peoria County, IL.....	183,433
Milton, WI.....	5,132	Peoria, AZ.....	108,364
Minneapolis, MN.....	382,618	Philadelphia, PA.....	1,517,550
Mission Viejo, CA.....	93,102	Phoenix, AZ.....	1,321,045
Missoula, MT.....	57,053	Pickens County, SC.....	110,757
Montgomery County, MD.....	873,341	Pinellas County, FL.....	921,482
Morgan Hill, CA.....	33,556	Pitkin County, CO.....	14,872
Morgantown, WV.....	26,809	Plano, TX.....	222,030
Moscow, ID.....	21,291	Polk County, IA.....	374,601
Mountain View, CA.....	70,708	Port Orange, FL.....	45,823
Mountlake Terrace, WA.....	20,362	Portland, OR.....	529,121
Munster, IN.....	21,511	Poway, CA.....	48,044
Naperville, IL.....	128,358	Prescott Valley, AZ.....	25,535
Needham, MA.....	28,911	Prince Albert, Canada.....	34,291
New Orleans, LA.....	484,674	Prince William County, VA.....	280,813
Newport Beach, CA.....	70,032	Prior Lake, MN.....	15,917
Newport News, VA.....	180,150	Queen Creek, AZ.....	4,316
Newport, RI.....	26,475	Rancho Cordova, CA.....	55,060
Normal, IL.....	45,386	Raymore, MO.....	11,146
North Branch, MN.....	8,023	Redding, CA.....	80,865
North Jeffco Park and Recreation District, CO ...	NA	Reno, NV.....	180,480
North Las Vegas, NV.....	115,488	Renton, WA.....	50,052
North Port, FL.....	22,797	Richland, WA.....	38,708

Richmond, CA	99,216	Summit County, CO	23,548
Riverdale, UT	7,656	Sunnyvale, CA	131,760
Riverside, CA	255,166	Tacoma, WA	193,556
Riverside, IL	8,895	Takoma Park, MD	17,299
Roanoke, VA	94,911	Tallahassee, FL	150,624
Rock Hill, SC	49,765	Taos, NM	4,700
Rockville, MD	47,388	Tempe, AZ	158,625
Round Rock, TX	61,136	Teton County, WY	18,251
Saco, ME	16,822	The Colony, TX	26,531
Safford, AZ	9,232	Thornton, CO	82,384
Salina, KS	45,679	Thunder Bay, Canada	109,016
San Bernardino County, CA	1,709,434	Titusville, FL	40,670
San Francisco, CA	776,733	Tomball, TX	9,089
San Jose, CA	894,943	Troy, MI	80,959
San Marcos, TX	34,733	Tucson, AZ	486,699
San Rafael, CA	56,063	Tuskegee, AL	11,846
San Ramon, CA	44,722	Upper Merion Township, PA	28,863
Sandusky, OH	27,844	Urbandale, IA	29,072
Sanford, FL	38,291	Vail, CO	4,531
Santa Barbara County, CA	399,347	Valdez, AK	4,036
Santa Monica, CA	84,084	Vancouver, WA	143,560
Sarasota, FL	52,715	Village of Brown Deer, WI	12,170
Sault Sainte Marie, MI	16,542	Village of Howard City, MI	1,585
Scott County, MN	89,498	Village of Oak Park, IL	52,524
Scottsdale, AZ	202,705	Virginia Beach, VA	425,257
Sedona, AZ	10,192	Volusia County, FL	443,343
Seminole, FL	10,890	Wahpeton, ND	8,586
Sheldahl, IA	336	Walnut Creek, CA	64,296
Shenandoah, TX	1,503	Walton County, FL	40,601
Shorewood, IL	7,686	Washington City, UT	8,186
Shrewsbury, MA	31,640	Washington County, MN	201,130
Silverthorne, CO	3,196	Washoe County, NV	339,486
Sioux Falls, SD	123,975	Waukegan, IA	5,126
Skokie, IL	63,348	Wausau, WI	38,426
Slater, IA	1,306	Wauwatosa, WI	47,271
Smyrna, GA	40,999	West Des Moines, IA	46,403
Snoqualmie, WA	1,631	Western Eagle County Metro Recreation District NA	
South Daytona, FL	13,177	Westerville, OH	35,318
South Haven, MI	5,021	Westminster, CO	100,940
Sparks, NV	66,346	Wethersfield, CT	26,271
Spotsylvania County, VA	90,395	Wheat Ridge, CO	32,913
Springfield, MO	151,580	Whitehorse, Canada	19,058
Springville, UT	20,424	Whitewater, WI	13,437
St. Cloud, MN	59,107	Wichita, KS	344,284
St. Louis County, MN	200,528	Williamsburg, VA	11,998
Stafford County, VA	92,446	Willingboro Township, NJ	33,008
Starkville, MS	21,869	Wilmington, NC	90,400
State College, PA	38,420	Windsor, CT	28,237
Staunton, VA	23,853	Winston-Salem, NC	185,776
Steamboat Springs, CO	9,815	Winter Park, FL	24,090
Sterling, CO	11,360	Woodbury, MN	46,463
Stillwater, OK	39,065	Woodridge, IL	30,934
Stockton, CA	243,771	Worcester, MA	172,648
Suamico, WI	8,686	Yellowknife, Canada	16,541
Sugar Grove, IL	3,909	Yuma County, AZ	160,026
Sugar Land, TX	63,328	Yuma, AZ	77,515

JURISDICTIONS INCLUDED IN FRONT RANGE COMPARISONS

The jurisdictions included in the Front Range Comparisons are listed below along with their 2000 population according to the U.S. Census.

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

Appendix VII. Survey Instruments

The survey instruments appear on the following pages.

2008 City of Longmont Customer Satisfaction Survey

Please complete this questionnaire if you are the youngest adult (age 18 or older) in the household. Your responses are anonymous and will be reported in group form only.

1. Please rate the following aspects of life in Longmont:

	Excellent	Good	Fair	Poor	Don't know
How would you rate Longmont as a place to live?.....	1	2	3	4	5
How would you rate your neighborhood as a place to live?	1	2	3	4	5
How would you rate Longmont as a place to raise children?	1	2	3	4	5
How would you rate Longmont as a place to retire?	1	2	3	4	5
How would you rate your overall quality of life in Longmont?	1	2	3	4	5

2. What are the three biggest problems Longmont will have to face in the next 5 years?

1. _____
2. _____
3. _____

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

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth.....	1	2	3	4	5
Lack of growth	1	2	3	4	5
Graffiti	1	2	3	4	5
Noise	1	2	3	4	5
Run down buildings	1	2	3	4	5
Junk vehicles.....	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth.....	1	2	3	4	5
Homelessness.....	1	2	3	4	5
Weeds	1	2	3	4	5
Methamphetamine labs	1	2	3	4	5
Vandalism	1	2	3	4	5
Home foreclosures	1	2	3	4	5

4. What are the three areas of Longmont community life that you are most optimistic about when you look 5 years into the future?

1. _____
2. _____
3. _____

5. Please rate each of the following characteristics as they relate to the City of Longmont as a whole:

	Excellent	Good	Fair	Poor	Don't know
Sense of community	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds	1	2	3	4	5
Overall appearance of the City of Longmont	1	2	3	4	5
Opportunities to attend cultural activities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Air quality	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Job opportunities	1	2	3	4	5
Access to affordable quality housing	1	2	3	4	5
Access to affordable quality child care.....	1	2	3	4	5
Access to affordable quality health care.....	1	2	3	4	5
Ease of car travel in the City of Longmont.....	1	2	3	4	5
Ease of bus travel in the City of Longmont.....	1	2	3	4	5

6. Following are services provided in the City of Longmont. For each service, first please rate the quality of the service and next, how important each of these services is in Longmont.

	<u>Quality</u>					<u>Importance</u>				
	Excellent	Good	Fair	Poor	Don't know	Very important	Important	Somewhat important	Not at all important	Don't know
Snow removal from major streets ...	1	2	3	4	5	1	2	3	4	5
Street repair and maintenance	1	2	3	4	5	1	2	3	4	5
Street cleaning	1	2	3	4	5	1	2	3	4	5
Street lighting.....	1	2	3	4	5	1	2	3	4	5
Timing of traffic signals	1	2	3	4	5	1	2	3	4	5
Tap water (quality of drinking water)	1	2	3	4	5	1	2	3	4	5
Sewer services	1	2	3	4	5	1	2	3	4	5
Water conservation programs	1	2	3	4	5	1	2	3	4	5
Electric service	1	2	3	4	5	1	2	3	4	5
Electric conservation programs	1	2	3	4	5	1	2	3	4	5
Utility billing	1	2	3	4	5	1	2	3	4	5
Weekly trash pick up.....	1	2	3	4	5	1	2	3	4	5
Twice a month recycling pick up.....	1	2	3	4	5	1	2	3	4	5
Recreation facilities	1	2	3	4	5	1	2	3	4	5
Recreation programs and classes ...	1	2	3	4	5	1	2	3	4	5
Library services	1	2	3	4	5	1	2	3	4	5
Youth services sponsored programs	1	2	3	4	5	1	2	3	4	5
Services for seniors	1	2	3	4	5	1	2	3	4	5
Museum	1	2	3	4	5	1	2	3	4	5
Enforcing traffic laws	1	2	3	4	5	1	2	3	4	5
Crime prevention	1	2	3	4	5	1	2	3	4	5
Fire fighting and rescue services	1	2	3	4	5	1	2	3	4	5
Fire inspection and fire safety education.....	1	2	3	4	5	1	2	3	4	5
Emergency police services	1	2	3	4	5	1	2	3	4	5
Emergency dispatch	1	2	3	4	5	1	2	3	4	5
Code enforcement (junk vehicles on private property, weed control, noise, trash and outside storage)...	1	2	3	4	5	1	2	3	4	5
Building and housing inspection	1	2	3	4	5	1	2	3	4	5
Planning	1	2	3	4	5	1	2	3	4	5
Maintaining landscaping along the public right of way.....	1	2	3	4	5	1	2	3	4	5
Maintenance of park grounds and facilities	1	2	3	4	5	1	2	3	4	5
Animal control.....	1	2	3	4	5	1	2	3	4	5

7. Please rate your overall satisfaction with the City services you receive.

- Very satisfied
 Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied
 Very dissatisfied

7a. Why?

8. How do you feel about the rate of population growth in Longmont? Would you say in the past few years the population of Longmont has grown too fast, at about the right rate or not fast enough?

- Too fast
 About right
 Not fast enough
 Don't know

9. Have you contacted the City of Longmont to request services within the past 24 months (including police, fire officials, parks, recreation staff, receptionists, planners, or any others)?

- Yes [go to question 10] No [go to question 13]

10. For which service or services did you contact the City within the past 24 months? (Check up to 3 services.)

- | | | |
|---|--|---|
| <input type="checkbox"/> Water/Sewer | <input type="checkbox"/> Police | <input type="checkbox"/> City Manager's Office |
| <input type="checkbox"/> Utility Billing (Water, Electric, Sewer and Trash) | <input type="checkbox"/> Fire | <input type="checkbox"/> Community Development |
| <input type="checkbox"/> Longmont Power and Communications (Electric Utility) | <input type="checkbox"/> Building Inspection | <input type="checkbox"/> Code Enforcement |
| <input type="checkbox"/> Streets/Snow Removal | <input type="checkbox"/> Trash/Recycling | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Recreation Center(s) | <input type="checkbox"/> Youth Services | <input type="checkbox"/> City Attorney/Prosecutor |
| <input type="checkbox"/> Parks/Golf | <input type="checkbox"/> Senior Services | <input type="checkbox"/> Municipal Court |
| <input type="checkbox"/> Human Resources | <input type="checkbox"/> Sales Tax | <input type="checkbox"/> Museum |
| <input type="checkbox"/> Animal Control | <input type="checkbox"/> Library | |

11. For which service did you most recently contact the City? (Check only one.)

- | | | |
|---|--|---|
| <input type="checkbox"/> Water/Sewer | <input type="checkbox"/> Police | <input type="checkbox"/> City Manager's Office |
| <input type="checkbox"/> Utility Billing (Water, Electric, Sewer and Trash) | <input type="checkbox"/> Fire | <input type="checkbox"/> Community Development |
| <input type="checkbox"/> Longmont Power and Communications (Electric Utility) | <input type="checkbox"/> Building Inspection | <input type="checkbox"/> Code Enforcement |
| <input type="checkbox"/> Streets/Snow Removal | <input type="checkbox"/> Trash/Recycling | <input type="checkbox"/> Housing |
| <input type="checkbox"/> Recreation Center(s) | <input type="checkbox"/> Youth Services | <input type="checkbox"/> City Attorney/Prosecutor |
| <input type="checkbox"/> Parks/Golf | <input type="checkbox"/> Senior Services | <input type="checkbox"/> Municipal Court |
| <input type="checkbox"/> Human Resources | <input type="checkbox"/> Sales Tax | <input type="checkbox"/> Museum |
| <input type="checkbox"/> Animal Control | <input type="checkbox"/> Library | |

12. What was your impression of employees of the City of Longmont in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
Knowledge of issue	1	2	3	4	5
Treated you with respect	1	2	3	4	5
Willingness to help or understand	1	2	3	4	5
How easy it was to get in touch with the employee	1	2	3	4	5
Overall impression	1	2	3	4	5

13. During the last 12 months, were you treated inappropriately by a City employee because of your race, national origin, age, religious affiliation or gender?

- Yes [go to question 13a] No [go to question 14]

13a. If yes, did you report the inappropriate behavior to a public official?

- Yes No

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

	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently
Attend or watch a City Council meeting or other program on public access cable television channel 3	1	2	3	4	5
Watch "Behind the Badge" on public access cable television channel 3	1	2	3	4	5
Read bulletin board or information displays in City buildings	1	2	3	4	5
Watch Channel 16 – Government access	1	2	3	4	5
Read City Line Newsletter (with utility billing statement)	1	2	3	4	5
Use City Source (24-hour telephone information line)	1	2	3	4	5
Read the Golden Outlook (senior services newsletter)	1	2	3	4	5
Use the Longmont Web site on the Internet.....	1	2	3	4	5
Read the Longmont Daily Times-Call newspaper	1	2	3	4	5
Read the Boulder Daily Camera newspaper.....	1	2	3	4	5
Read the Denver Post newspaper	1	2	3	4	5
Read the Rocky Mountain News newspaper	1	2	3	4	5
Use word of mouth/friends	1	2	3	4	5

15. Would you say that the amount of information provided to you by the City of Longmont is too little, just the right amount or too much?

- Too little Just the right amount Too much Don't know

16. Please indicate how likely or unlikely you or another household member would be to participate in each of the following activities in Longmont at least once in a typical year:

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Attend "Coffee with Council" or "Town Meetings" on a Saturday morning.....	1	2	3	4	5
Attend an Open Forum City Council meeting where the entire meeting is devoted to public discussion on any topic	1	2	3	4	5
Participate in "Longmont Listens," a monthly opportunity for citizens to videotape a five-minute message to the residents of Longmont ..	1	2	3	4	5
Watch City of Longmont staff presentations about a variety of issues facing the community broadcast on cable channel 3 and the City's Web site.....	1	2	3	4	5
Visit an interactive blog or community conversation page on the City's Web site.....	1	2	3	4	5
Visit a City Council table/tent at community events like Rhythm on the River, Festival on Main and Cinco de Mayo	1	2	3	4	5
Watch video of City Council Meetings posted on the City's Web site .	1	2	3	4	5
Read a monthly newsletter about City of Longmont events, meetings, policies, and municipal services	1	2	3	4	5
Watch a video taped program about the services offered by the City of Longmont	1	2	3	4	5

17. To what extent would you support or oppose a redevelopment of the Twin Peaks Mall that would result in the attraction of quality, "lifestyle-type" retailers that can currently be found at 29th Street Mall (Boulder) and Centerra (Loveland), if infrastructure improvements (roads, sewers, parking garage, etc.) were partially financed through the sales tax generated by customers who shop at the redeveloped mall?

- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know

18. Please indicate which of the following you would most prefer:

- Keep Twin Peaks Mall an indoor mall
 Redevelop Twin Peaks Mall into an outdoor mall
 Develop Twin Peaks Mall into a mix of indoor and outdoor shopping

19. To what extent do you support or oppose adding each of the following retail and restaurant components in the redevelopment of the Twin Peaks Mall?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
Residential condominiums	1	2	3	4	5
Class A office space (e.g., Interlocken in Broomfield and the Denver Tech Center)	1	2	3	4	5
Entertainment options (e.g., movie theater, bowling alley, comedy club, etc.).....	1	2	3	4	5
Branch library	1	2	3	4	5
Indoor ice arena	1	2	3	4	5
Outdoor performance area.....	1	2	3	4	5

20. Please indicate the extent to which you agree or disagree with each of the following statements:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
I would be in favor of limiting campaign contributions to Longmont City Council election campaigns	1	2	3	4	5
I would be in favor of a publicly financed election program where Longmont City Council candidates can receive taxpayer money to match limited private donations	1	2	3	4	5

21. Please indicate how much you think the maximum contribution to City Council election campaigns should be for each of the following:

	\$0/none	\$50	\$100	\$250	\$500	\$1,000	No limit	Don't know
Individual contributions	1	2	3	4	5	6	7	8
Corporate, political committee, union and business contributions.....	1	2	3	4	5	6	7	8
In-kind contributions (e.g., donated time, services, equipment, goods, etc.)	1	2	3	4	5	6	7	8

22. To what extent do you support or oppose increasing the City sales tax rates to fund construction of the following facilities?

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know
An ice rink.....	1	2	3	4	5
An aquatics facility.....	1	2	3	4	5
A large, multi-use performing arts facility	1	2	3	4	5
Another recreation center.....	1	2	3	4	5

23. If City revenues decrease or don't keep up with expenses, please indicate the level of priority for General Fund Budget funding you think each of these service areas should be given:

	Very high priority	High priority	Low priority	Not at all a priority	Don't know
Economic health which includes maintaining direct business support and planning for future economic opportunities in the community (e.g. support of local business, support of development and redevelopment projects, support of the downtown development authority)	1	2	3	4	5
Environmental health which includes promoting, maintaining and preserving the aesthetics, safety and health of the built environment and maintaining and preserving the natural environment for quality of life (e.g. energy conservation at municipal facilities, forestry maintenance; right of way maintenance)	1	2	3	4	5
Neighborhood quality which includes planning for future neighborhood needs and maintaining quality of life, maintaining community inclusiveness, building neighborhood capacity, creating, maintaining and preserving neighborhood character and sense of place and affordable housing (e.g. community and neighborhood resources, code enforcement, parks maintenance, historic preservation)	1	2	3	4	5
Safe community (e.g. police, fire/EMS, municipal court, probation, city attorney, code enforcement, emergency communications - 911)	1	2	3	4	5
Cultural, educational, recreational human service opportunities (e.g. parks development, library, museum, recreation, youth services, senior services, human service agency grants).....	1	2	3	4	5

24. To what extent do you support or oppose the City of Longmont sponsoring a community gardens initiative if it was close to your home?

- Strongly support Somewhat support Somewhat oppose Strongly oppose Don't know

25. Please indicate the maximum additional amount you would be willing to pay on your monthly electric bill for more renewable energy and energy efficiency programs that would benefit you personally and the quality of the environment.

- \$10 or more per month
 \$5 to \$9.99 per month
 \$1 to \$4.99 per month
 \$.01 to \$.99 per month
 No additional costs

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

26. Do you live within the City of Longmont?

- Yes No

27. About how many years have you lived in Longmont? (If less than 6 months, enter "0.")

28. What kind of housing unit do you live in?

- Single family house Townhouse
 Apartment Mobile home
 Condo Other

29. Do you rent or own your home?

- Rent Own

30. About how much was your household's total income before taxes for all of 2007? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$10,000
 \$10,000 to under \$15,000
 \$15,000 to under \$25,000
 \$25,000 to under \$35,000
 \$35,000 to under \$50,000
 \$50,000 to under \$75,000
 \$75,000 to under \$100,000
 \$100,000 to under \$150,000
 \$150,000 to under \$200,000
 \$200,000 or more

31. In what City do you work?

- Longmont Lafayette
 Boulder Louisville
 Denver Broomfield
 Ft. Collins Other

32. What is the highest degree or level of school you have completed? (Mark one box.)

- 12th grade or less, no diploma
 High school diploma
 Some college, no degree
 Associate's degree (e.g., AA, AS)
 Bachelor's degree (e.g., BA, AB, BS)
 Graduate degree or professional degree

33. Are you Spanish, Hispanic or Latino?

- Yes No

34. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan native
 Asian or Pacific Islander
 Black, African American
 White/Caucasian
 Other

35. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75-84 years
 45-54 years 85 years or older

36. What is your gender?

- Female Male

37. Are you registered to vote in Longmont?

- No Yes Don't know

38. In the future, if you are randomly selected to receive this survey, how would you prefer to fill it out?

- Same (mailed survey)
 Web survey
 Some other format
 No preference

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., 3005 30th Street, Boulder, CO 80301

2008 Encuesta acerca de la satisfacción de los residentes de la Ciudad de Longmont

Por favor complete este cuestionario si usted es el adulto más joven (de 18 años o mayor) en el hogar. Sus respuestas son anónimas y solamente se reportarán en forma de grupo.

1. Por favor califique los siguientes aspectos de la vida en Longmont:

	Excelente	Bueno	Satisfactorio	Deficiente	No sé
¿Cómo evalúa a Longmont como lugar de residencia?	1	2	3	4	5
¿Cómo evalúa su vecindario como lugar de residencia?	1	2	3	4	5
¿Cómo evalúa a Longmont como lugar para criar a sus hijos?	1	2	3	4	5
¿Cómo evalúa a Longmont como lugar para jubilarse?	1	2	3	4	5
¿Cómo evalúa la calidad de vida en general en Longmont?	1	2	3	4	5

2. ¿Cuáles son los tres problemas más graves que Longmont tendrá que afrontar en los próximos cinco años?

1. _____
2. _____
3. _____

3. ¿Hasta qué punto, si existen del todo, son problemas en Longmont los siguientes?

	No es problema	Problema Menor	Problema Moderado	Problema Mayor	No sé
El crimen	1	2	3	4	5
Las drogas.....	1	2	3	4	5
Demasiado crecimiento.....	1	2	3	4	5
Falta de crecimiento.....	1	2	3	4	5
El graffiti	1	2	3	4	5
La bulla/el ruido	1	2	3	4	5
Edificios deteriorados.....	1	2	3	4	5
Vehículos inservibles	1	2	3	4	5
Congestión de tráfico	1	2	3	4	5
Jóvenes sin supervisión	1	2	3	4	5
Desamparados.....	1	2	3	4	5
Malas Hierbas	1	2	3	4	5
Laboratorios de drogas (Metanfetamina).....	1	2	3	4	5
Vandalismo.....	1	2	3	4	5
Ejecuciones hipotecarias	1	2	3	4	5

4. ¿Cuáles son las tres áreas de vida comunitaria de Longmont sobre las cuales usted se siente más optimista cuando mira 5 años hacia el futuro?

1. _____
2. _____
3. _____

5. Por favor, califique cada una de las características siguientes desde la perspectiva de su relación con la ciudad de Longmont en su totalidad:

	Excelente	Bueno	Satisfactorio	Deficiente	No sé
Sensación de comunidad.....	1	2	3	4	5
Receptividad y aceptación por parte de la comunidad hacia personas con orígenes y experiencias diversos.....	1	2	3	4	5
Apariencia general de la ciudad de Longmont.....	1	2	3	4	5
Oportunidades para asistir a actividades culturales	1	2	3	4	5
Oportunidades de compras.....	1	2	3	4	5
Calidad del aire	1	2	3	4	5
Oportunidades de recreación.....	1	2	3	4	5
Oportunidades de empleo.....	1	2	3	4	5
Acceso a viviendas económicas	1	2	3	4	5
Acceso a atención económica para los niños.....	1	2	3	4	5
Acceso a buena atención médica económica.....	1	2	3	4	5
Facilidad de desplazarse en vehículo por la ciudad de Longmont.....	1	2	3	4	5
Facilidad de desplazarse en autobús por la ciudad de Longmont.....	1	2	3	4	5

6. Los siguientes son servicios que provee la ciudad de Longmont. Para cada servicio en Longmont, primero marque el nivel de calidad del servicio y después, marque el nivel de importancia.

	<u>Calidad</u>					<u>Importancia</u>				
	Excelente	Buena	Satisfactoria	Deficiente	No sé	Muy importante	Importante	Algo importante	No importante	No sé
Eliminación de nieve en las calles principales	1	2	3	4	5	1	2	3	4	5
Reparación y mantenimiento de calles	1	2	3	4	5	1	2	3	4	5
Limpieza de calles	1	2	3	4	5	1	2	3	4	5
Iluminación de calles	1	2	3	4	5	1	2	3	4	5
Regulación de los semáforos	1	2	3	4	5	1	2	3	4	5
Agua potable (calidad del agua de beber)	1	2	3	4	5	1	2	3	4	5
Tratamiento de aguas negras	1	2	3	4	5	1	2	3	4	5
Programas de conservación del agua	1	2	3	4	5	1	2	3	4	5
Servicio eléctrico	1	2	3	4	5	1	2	3	4	5
Programas de conservación de la electricidad	1	2	3	4	5	1	2	3	4	5
Facturación de servicios públicos	1	2	3	4	5	1	2	3	4	5
Recolección semanal de basura	1	2	3	4	5	1	2	3	4	5
Recolección quincenal del reciclaje	1	2	3	4	5	1	2	3	4	5
Centros de recreación	1	2	3	4	5	1	2	3	4	5
Programas y clases de recreación	1	2	3	4	5	1	2	3	4	5
Servicios de biblioteca	1	2	3	4	5	1	2	3	4	5
Programas patrocinados por los servicios a jóvenes	1	2	3	4	5	1	2	3	4	5
Servicios para tercera edad	1	2	3	4	5	1	2	3	4	5
Museo	1	2	3	4	5	1	2	3	4	5
Hacer respetar las reglas de tráfico	1	2	3	4	5	1	2	3	4	5
Prevención del crimen	1	2	3	4	5	1	2	3	4	5
Servicios de bomberos y rescate	1	2	3	4	5	1	2	3	4	5
Inspección de incendios y educación de la seguridad de incendios	1	2	3	4	5	1	2	3	4	5
Servicios de policía en casos de emergencia	1	2	3	4	5	1	2	3	4	5
Despacho de emergencia	1	2	3	4	5	1	2	3	4	5
Hacer respetar las reglas sobre (vehículos inservibles en propiedad privada, control de malas hierbas, ruido, basura y almacenamiento en exteriores)	1	2	3	4	5	1	2	3	4	5
Inspección de edificios y viviendas	1	2	3	4	5	1	2	3	4	5
Planificación	1	2	3	4	5	1	2	3	4	5
Mantenimiento del paisaje a lo largo del camino público	1	2	3	4	5	1	2	3	4	5
Mantenimiento de los terrenos de parques e instalaciones	1	2	3	4	5	1	2	3	4	5
Control de animales	1	2	3	4	5	1	2	3	4	5

7. Por favor, marque su nivel de satisfacción en general con los servicios que recibe de la ciudad.

- Muy satisfecho
 Satisfecho
 Ni satisfecho ni insatisfecho
 Insatisfecho
 Muy insatisfecho

7a. ¿Por qué?

8. ¿Cuál es su opinión sobre el crecimiento de la población en Longmont? ¿Diría que la población ha crecido con demasiada rapidez, a una tasa satisfactoria o no suficientemente rápido?

- Con demasiada rapidez
 Una tasa normal
 No suficientemente rápido
 No sé

9. ¿Se ha comunicado con la ciudad de Longmont para pedir servicios en los últimos 24 meses (incluyendo policía, bomberos, personal de los parques y centros de recreación, recepcionistas, planificadores u otros)?

- Sí [vaya a la pregunta 10] No [vaya a la pregunta 13]

10. ¿Para cuál o cuáles de los servicios contactó usted a la Ciudad dentro de los 24 meses pasados? (Marque hasta tres servicios.)

- | | | |
|--|--|---|
| <input type="checkbox"/> Agua/Alcantarilla | <input type="checkbox"/> Policía | <input type="checkbox"/> Oficina del Gerente de la Ciudad |
| <input type="checkbox"/> Cobros de Servicios (Agua, Electricidad, Alcantarilla y Basura) | <input type="checkbox"/> Bomberos | <input type="checkbox"/> Desarrollo Comunitario |
| <input type="checkbox"/> Energía y Comunicaciones de Longmont (Servicio Eléctrico) | <input type="checkbox"/> Inspección de Edificios | <input type="checkbox"/> Cumplimiento de Códigos |
| <input type="checkbox"/> Limpieza de Calles/Nieve | <input type="checkbox"/> Basura/Reciclaje | <input type="checkbox"/> Vivienda |
| <input type="checkbox"/> Centro(s) de Recreación | <input type="checkbox"/> Servicios para Jóvenes | <input type="checkbox"/> Abogado de la Ciudad/Fiscal |
| <input type="checkbox"/> Parques/Golf | <input type="checkbox"/> Servicios para Tercera Edad | <input type="checkbox"/> Corte Municipal |
| <input type="checkbox"/> Recursos Humanos | <input type="checkbox"/> Impuestos de Venta | <input type="checkbox"/> Museo |
| <input type="checkbox"/> Control de Animales | <input type="checkbox"/> Biblioteca | |

11. ¿Para cuál servicio contactó más recientemente a la Ciudad? (Marque sólo uno.)

- | | | |
|--|--|---|
| <input type="checkbox"/> Agua/Alcantarilla | <input type="checkbox"/> Policía | <input type="checkbox"/> Oficina del Gerente de la Ciudad |
| <input type="checkbox"/> Cobros de Servicios (Agua, Electricidad, Alcantarilla y Basura) | <input type="checkbox"/> Bomberos | <input type="checkbox"/> Desarrollo Comunitario |
| <input type="checkbox"/> Energía y Comunicaciones de Longmont (Servicio Eléctrico) | <input type="checkbox"/> Inspección de Edificios | <input type="checkbox"/> Cumplimiento de Códigos |
| <input type="checkbox"/> Limpieza de Calles/Nieve | <input type="checkbox"/> Basura/Reciclaje | <input type="checkbox"/> Vivienda |
| <input type="checkbox"/> Centro(s) de Recreación | <input type="checkbox"/> Servicios para Jóvenes | <input type="checkbox"/> Abogado de la Ciudad/Fiscal |
| <input type="checkbox"/> Parques/Golf | <input type="checkbox"/> Servicios para Tercera Edad | <input type="checkbox"/> Corte Municipal |
| <input type="checkbox"/> Recursos Humanos | <input type="checkbox"/> Impuestos de Venta | <input type="checkbox"/> Museo |
| <input type="checkbox"/> Control de Animales | <input type="checkbox"/> Biblioteca | |

12. ¿Cuál fue su impresión de los empleados de la ciudad de Longmont en su contacto más reciente? (Califique cada una de las características siguientes.)

	Excelente	Buena	Satisfactoria	Deficiente	No sé
Conocimiento acerca del asunto	1	2	3	4	5
Se le trató a usted con respeto.....	1	2	3	4	5
Dispuesto a ayudar o comprender	1	2	3	4	5
La facilidad de ponerse en contacto con el empleado.....	1	2	3	4	5
La impresión general.....	1	2	3	4	5

13. ¿Durante los últimos 12 meses, se le trató a usted inadecuadamente por un empleado de la ciudad debido a su raza, origen nacional, edad, afiliación religiosa o género?

- Sí [vaya a la pregunta 13a] No [vaya a la pregunta 14]

13a. En caso afirmativo, ¿reportó usted el comportamiento inadecuado a un funcionario?

- Sí No

14. ¿Con qué frecuencia usa las fuentes siguientes para obtener información sobre la ciudad de Longmont?

	Nunca	Con muy poca frecuencia	Con poca frecuencia	Con frecuencia	Con mucha frecuencia
Asiste o mira alguna sesión del Concejo Municipal u otro programade acceso público por cable en el canal 3	1	2	3	4	5
Ve el programa "Behind the Badge" en el canal de televisión de acceso público por cable.....	1	2	3	4	5
Lee el tablero de anuncios o los boletines informativos en los edificios de la ciudad	1	2	3	4	5
Ve el canal 16 – Acceso al gobierno	1	2	3	4	5
Lee el boletín City Line (incluido con el estado de cuenta de servicios públicos).....	1	2	3	4	5
Usa City Source (la línea telefónica de información las 24 horas)	1	2	3	4	5
Lee Golden Outlook (boletín de servicios para tercera edad)	1	2	3	4	5
Utiliza el sitio Web de Longmont en Internet	1	2	3	4	5
Lee el periódico Longmont Daily Times-Call	1	2	3	4	5
Lee el periódico Boulder Daily Camera	1	2	3	4	5
Lee el periódico Denver Post	1	2	3	4	5
Lee el periódico Rocky Mountain News	1	2	3	4	5
Sigue las recomendaciones de amigos u otros	1	2	3	4	5

15. En su opinión, ¿la cantidad de información provista por la ciudad de Longmont no es suficiente, es suficiente, o es demasiada?

- No es suficiente Suficiente Demasiada No sé

16. Indique cuán probable o improbable es que usted u otro miembro de su núcleo familiar participe en cada una de las siguientes actividades en Longmont al menos una vez en un año típico:

	Muy probable	Algo probable	Algo improbable	Muy improbable	No sé
Asistir a sesiones "Coffee with Council" o "Juntas Municipales" los sábados en la mañana.....	1	2	3	4	5
Asistir a una junta del Concejo Municipal en Foro Abierto donde la junta completa se dedica a analizar públicamente cualquier tema.....	1	2	3	4	5
Participar en "Longmont Listens", una oportunidad mensual para que los ciudadanos filmen un mensaje de cinco minutos a los residentes de Longmont.....	1	2	3	4	5
Ver presentaciones del personal de la Ciudad de Longmont sobre una variedad de temas que enfrenta difundidos en el canal 3 de cable y en el sitio Web de la ciudad.....	1	2	3	4	5
Visitar un blog interactivo o página de conversación comunitaria en el sitio Web de la Ciudad.....	1	2	3	4	5
Visitar una mesa/carpa del Concejo Municipal en eventos comunitarios como Rhythm on the River, Festival on Main y Cinco de Mayo.....	1	2	3	4	5
Ver un video de Juntas del Concejo Municipal en el sitio Web de la Ciudad.....	5	1	2	3	4
Leer un boletín mensual acerca de los eventos de la Ciudad de Longmont, juntas, políticas y servicios municipales.....	1	2	3	4	5
Ver un programa en video sobre los servicios que ofrece la Ciudad de Longmont.....	1	2	3	4	5

17. ¿En qué medida apoyaría o se opondría a un desarrollo diferente del Twin Peaks Mall que atraería tiendas de calidad, de "tipo estilo de vida" que pueden encontrarse actualmente en el 29th Street Mall (Boulder) y en Centerra (Loveland), si las mejoras a la infraestructura (caminos, alcantarillado, garaje de estacionamiento, etc.) se financiaran parcialmente a través del impuesto de venta que generan los clientes que compran en el mall renovado?

- Apoyo total Apoyo relativo Oposición relativa Oposición total No sé

18. Indique cuál de los siguientes preferiría:

- Mantener el Twin Peaks Mall bajo techo
 Renovar el Twin Peaks Mall para convertirlo en mall al aire libre
 Desarrollar el Twin Peaks Mall para que sea una combinación de tiendas bajo techo y al aire libre

19. ¿En qué medida apoya o se opone a agregar cada uno de los siguientes componentes de tiendas y restaurantes en la renovación del Twin Peaks Mall?

	Apoyo total	Apoyo relativo	Oposición relativa	Oposición total	No sé
Condominios residenciales.....	1	2	3	4	5
Espacio de oficinas Clase A (ejemplo Interlocken en Broomfield y el Denver Tech Center).....	1	2	3	4	5
Opciones de entretenimiento (ejemplo cine, bolos, club de comediantes, etc.).....	1	2	3	4	5
Sucursal de la biblioteca.....	1	2	3	4	5
Pista de hielo bajo techo.....	1	2	3	4	5
Área para espectáculos al aire libre.....	1	2	3	4	5

20. Indique en qué medida está de acuerdo o en desacuerdo con cada una de las siguientes afirmaciones:

	Totalmente de acuerdo	Algo de acuerdo	Algo en desacuerdo	Totalmente en desacuerdo	No sé
Estaría a favor de limitar las aportaciones a campañas electorales del Concejo Municipal de Longmont.....	1	2	3	4	5
Estaría a favor de un programa de elecciones financiado públicamente donde los candidatos del Concejo Municipal de Longmont puedan recibir dinero de contribuyentes para igualar donaciones privadas limitadas	1	2	3	4	5

21. Indique cuánto piensa que debe ser la aportación máxima en campañas electorales del Concejo Municipal en cada uno de los siguientes casos:

	\$0/nada	\$50	\$100	\$250	\$500	\$1,000	Sin límites	No sé
Aportaciones individuales	1	2	3	4	5	6	7	8
Aportaciones corporativas, de comités políticos, sindicatos y empresas	1	2	3	4	5	6	7	8
Aportaciones en especies (ejemplo tiempo donado, servicios, equipo, bienes, etc.)	1	2	3	4	5	6	7	8

22. ¿En qué medida apoya o se opone a aumentar las tasas de impuestos de venta municipales para financiar la construcción de las siguientes instalaciones?

	Apoyo total	Apoyo relativo	Oposición relativa	Oposición total	No sé
Una pista de patinaje en hielo.....	1	2	3	4	5
Una centro acuático	1	2	3	4	5
Un gran centro multiuso para las artes escénicas	1	2	3	4	5
Otro centro de recreación	1	2	3	4	5

23. Si disminuyen los ingresos de la Ciudad o no se mantienen al ritmo de los gastos, indique el nivel de prioridad para financiamiento del Presupuesto de Fondo General que usted considera debe asignarse a cada una de estas áreas de servicio:

	Muy alta prioridad	Alta prioridad	Baja prioridad	Nada de prioridad	No sé
Salud económica que incluye mantener el apoyo directo comercial y la planificación para futuras oportunidades económicas en la comunidad (ejemplo, apoyo a empresas locales, apoyo a proyectos de desarrollo y renovación, apoyo a la autoridad de desarrollo del centro de la ciudad)	1	2	3	4	5
Salud ambiental que incluye promover, mantener y preservar la estética, seguridad y salud del ambiente construido y mantener y preservar el ambiente natural para la calidad de vida (ejemplo, conservación de energía en instalaciones municipales, mantenimiento forestal; mantenimiento de servidumbres de paso).....	1	2	3	4	5
Calidad del vecindario que incluye planificar para futuras necesidades del vecindario y mantener la calidad de vida, mantener la inclusión comunitaria, construir la capacidad del vecindario, crear, mantener y preservar el carácter del vecindario y la sensación de lugar y viviendas accesibles (ejemplo, recursos de la comunidad y del vecindario, cumplimiento de códigos, mantenimiento de parques y preservación histórica).....	1	2	3	4	5
Comunidad segura (ejemplo, policía, bomberos/servicios médicos de emergencia, corte municipal, libertad condicional, fiscal de la ciudad, cumplimiento de códigos, comunicaciones de emergencia - 911).....	1	2	3	4	5
Oportunidades de servicios humanos cultural, educativos, recreativos (ejemplo, desarrollo de parques, biblioteca, museo, servicios de recreación, para jóvenes, para tercera edad, subvenciones para entidades de servicios humanos)	1	2	3	4	5

24. ¿En qué medida apoyaría o se opondría a que la ciudad de Longmont patrocine una iniciativa de jardines comunitarios si estuvieran cerca de su casa?

- Apoyo total Apoyo relativo Oposición relativa Oposición total No sé

25. Indique la cantidad máxima adicional que estaría dispuesto a pagar en su factura de electricidad mensual por más programas de energía renovable y eficiencia energética que lo beneficiarían a usted personalmente y a la calidad ambiental.

- \$10 o más por mes
 \$5 a \$9.99 por mes
 \$1 a \$4.99 por mes
 \$0.01 a \$0.99 por mes
 Ningún costo adicional

Nuestras últimas preguntas tratan de usted y su casa. De nuevo, todas las respuestas en esta encuesta son completamente anónimas y serán reportadas solamente en forma de grupo.

26. ¿Vive dentro de la ciudad de Longmont?

- Sí No

27. ¿Cuántos años ha vivido en Longmont? (Ponga "0" si es menos de 6 meses.)

28. ¿En qué tipo de vivienda está usted?

- Casa para una sola familia (unifamiliar)
 Casa construida en una hilera de casas
 Apartamento Casa móvil
 Condominio Otro

29. ¿Renta o es dueño de su casa?

- Renta Dueño

30. ¿Aproximadamente cuál fue el ingreso total de su casa, antes de impuestos, en el año 2007? (Por favor, incluya en su ingreso total el ingreso de todas las fuentes y de todas las personas que viven en su casa.)

- Menos de \$10,000
 \$10,000 hasta menos de \$15,000
 \$15,000 hasta menos de \$25,000
 \$25,000 hasta menos de \$35,000
 \$35,000 hasta menos de \$50,000
 \$50,000 hasta menos de \$75,000
 \$75,000 hasta menos de \$100,000
 \$100,000 hasta menos de \$150,000
 \$150,000 hasta menos de \$200,000
 \$200,000 o más

31. ¿En qué ciudad trabaja?

- Longmont Lafayette
 Boulder Louisville
 Denver Broomfield
 Ft. Collins Otro

32. ¿Cuál es el nivel más alto de instrucción formal que ha completado? (Marque una casilla.)

- Grado 12 o menor, sin diploma
 Diploma de escuela secundaria
 Clases de universidad, sin graduarse
 Título asociado (ejemplo AA, AS)
 Licenciado/título universitario (ejemplo BA, AB, BS)
 Título de estudios de posgrado o título profesional

33. ¿Es usted español, hispano o latino?

- Sí No

34. ¿Cuál es su raza? (Marque una o varias razas para indicar de qué raza se considera.)

- Indio americano o nativo de Alaska
 Asiático o de islas del Pacífico
 Negro, afroamericano
 Blanco, caucásico
 Otra

35. ¿En qué categoría está su edad?

- 18-24 años 55-64 años
 25-34 años 65-74 años
 35-44 años 75-84 años
 45-54 años 85 años o más

36. ¿Cuál es su género?

- Femenino Masculino

37. ¿Está inscrito para votar en Longmont?

- No Sí No sé

38. En el futuro, si es seleccionado al azar para recibir esta encuesta, ¿cómo preferiría contestarla?

- Igual (encuesta por correo)
 Encuesta en la Web
 Algún otro formato
 Ninguna preferencia

Gracias por completar esta encuesta. Por favor, devuelva la encuesta completada en el sobre adjunto con franqueo pagado a: National Research Center, Inc., 3005 30th Street, Boulder, CO 80301