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CITY OF LONGMONT

Customer Survey

FINAL REPORT OF RESULTS

July 2004

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EXECUTIVE SUMMARY

SURVEY PURPOSE

- ◆ The Longmont Customer 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 2004 survey used a stratified random sampling to select 1,000 residents in each of three Wards to receive survey mailings. In previous years, the identification of resident Wards was made through a set of questions on the final page of the survey. Due to the recent redefining of Ward boundaries, those questions would no longer have the geographic precision required to accurately define residential wards.
- ◆ The 2004 report includes comparisons of specific questions by Ward (using the new boundary definitions) and illustrates where responses of residents from the three Wards were significantly different from each other (see Appendix II).
- ◆ Of the 3,000 surveys mailed in April 2004, 999 responded to the mailed questionnaire giving a response rate of 35%. The margin of error is no greater than plus or minus 3 percentage points around any given percent based on community-wide estimates.
- ◆ The baseline Longmont Customer Survey was conducted in 1996. This was the seventh iteration of the survey.

QUALITY OF LIFE

- ◆ The average rating for overall quality of life in Longmont was 65, or "good," on a scale of "excellent" = 100; "good" = 67; "fair" = 33; and "poor" = 0. This rating was similar to the average rating in 2003 and to other jurisdictions in the nation. The rating was below average ratings of other Front Range jurisdictions.
- ◆ "Longmont as a place to live" and "Your neighborhood as a place to live" were given "good" ratings by Longmont residents (68 and 66 points on the 100-point scale, respectively). "Longmont as a place to raise children" received an average rating of 62 points (about "good" on the 100-point scale) and "Longmont as a place to retire" received a slightly lower rating of 52, which was still between "good" and "fair."
- ◆ Three out of the four quality of life ratings were rated similarly to the national norms. All of the quality of life ratings were below the Front Range norms.

POTENTIAL PROBLEMS IN THE COMMUNITY

- ◆ The problem respondents identified most was population growth (21% of all responses), followed by traffic (19% of responses) crime (11% of the responses) and concerns about schools (8% of the responses).
- ◆ Respondents also rated a list of specific potential problems in Longmont. About eight in ten respondents (77%) felt that too much growth was a “moderate” or “major” problem for the City of Longmont. About the same percentage of respondents (76%) reported that traffic congestion was at least a “moderate” problem and seven in ten respondents thought that methamphetamine labs and vandalism were “moderate” to “major” problems for Longmont (73% each).

REASONS FOR OPTIMISM IN THE COMMUNITY

- ◆ When asked what three areas of Longmont community life they were most optimistic about, residents appeared to be most optimistic about parks, recreation, trails and open space (14%), followed closely by restaurants and shopping (10%) and economy, business, jobs and cost of living (10%).

POTENTIAL AREAS OF EMPHASIS FOR DEVELOPMENT

- ◆ About nine in ten respondents (91%) felt that emergency services (police and fire) were at least “important” areas of emphasis for development and 85% of respondents felt that services that address the basic human needs of children, families, adults and seniors were “important” or “very important.” Approximately three-quarters of respondents reported that transportation projects, business/retail development and recreational opportunities were at least important areas of emphasis (78%, 74% and 74%, respectively).

GROWTH

- ◆ About two-thirds of respondents (65%) felt that the rate of residential growth in the City was “too fast” while only 1% believed the growth rate was “not fast enough.” Thirty-four percent of those responding felt that the growth rate was about right.

OVERALL SATISFACTION WITH CITY SERVICES

- ◆ The average rating for “overall satisfaction with City services” given by Longmont residents (75 on the 100-point scale) was similar to ratings in previous years (74 in 2003, 77 in 2002 and 1998, 76 in 2001 and 2000 and 78 in 1996). This rating was higher than other jurisdictions in the nation and Front Range.
- ◆ Longmont was at the top of the list among Front Range jurisdictions for “overall satisfaction with City services.”

SATISFACTION WITH CITY SERVICES

- ◆ City services which received average ratings of 67 points or higher - “good” or better on the 100-point scale - were: fire fighting and rescue services, weekly trash pick up, electric services, library services, twice a month recycling pick up, snow removal from major streets, sewer services, tap water, fire inspection and fire safety education and emergency dispatch.
- ◆ City services rated less positively were: emergency police services, utility billing, maintenance of park grounds and facilities, recreation facilities, street cleaning, street lighting, recreation programs and classes, services for seniors, animal control, museum, water conservation programs, maintaining landscaping along the public right of way, electric conservation programs, enforcing traffic laws, building and housing inspection, street repair and maintenance, youth services sponsored program, crime prevention, timing of traffic signals, planning and code enforcement. These services received ratings that were still between “good” and “fair” on the 100-point scale (between 67 and 33 points)
- ◆ Eight of the 31 services were rated significantly higher than a year ago. The largest increases were seen for emergency dispatch, street cleaning and street repair/maintenance, with average ratings of five or more points higher than 2003 ratings.
- ◆ For five of the 28 services for which national normative comparisons were available, Longmont residents gave ratings higher than ratings given by residents of other communities. Eight services received ratings that were lower than the national norms and fifteen services received similar ratings to other jurisdictions in the nation.
- ◆ All transportation services and a number of utility services were rated higher than the Front Range norms, four services were rated below and 10 services were rated similar to the Front Range norms.

IMPORTANCE OF CITY SERVICES

- ◆ All services were thought to be at least “important” by more than half of the Longmont residents responding to the survey. Services considered the most important were tap water (quality of drinking water), fire fighting and rescue services, emergency police services, emergency dispatch, crime prevention, water conservation programs, electric service, snow removal from major streets, street repair and maintenance, sewer services, fire inspection and fire safety education and weekly trash pick up. All received ratings of 80 points or higher on the 100-point scale.
- ◆ Three services were rated significantly higher in importance in 2004 than in 2003: electric conservation programs (6 points higher on the 100-point scale), recreation programs (5 points higher) and classes and recreation facilities (4 points higher).

Although other services were rated similarly to the 2003 importance ratings, they were directionally higher except for electric services and timing of traffic signals (both were 1 point lower than in 2003).

CONTACT WITH CITY GOVERNMENT

- ◆ About half of the residents responding to the survey (56%) reported contacting the City of Longmont in the past 24 months to request services, an increase from 44% in 2003.
- ◆ The top three most commonly contacted services by Longmont residents were utility billing (38%), police (36%) and trash/recycling (26%), followed closely by recreation centers (25%) and the library (24%).
- ◆ The police department was the most common reason for most *recently* contacting the City of Longmont (18% of those making contact with a City employee), but received less frequent contact in 2004 than in 2003. Utility billing (13%) and the library (9%) had the next most frequent interactions with the public and were mentioned more frequently in 2004 than in 2003 (13% vs. 1% and 9% vs. 1%, respectively).

CITY EMPLOYEE RATINGS

- ◆ Respondents who reported having contact with the City in the past 24 months were asked to rate a list of characteristics of the employee they spoke with. Survey respondents gave each characteristic an average rating of 69 or higher.
- ◆ Each characteristic was rated significantly higher in 2004 than in 2003 and similarly to 2002, except for ease of getting in touch with the employee (69 in 2004 and 78 in 2002).
- ◆ Longmont City employees were rated higher than or similar to national and Front Range norms.

GOVERNMENT RESPONSE TO DIVERSE NEEDS

- ◆ Longmont residents gave the City's responsiveness to diverse needs an average rating of 60, which was similar to the 2003 rating (58).
- ◆ Two 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 two percent, 31% stated that they reported the inappropriate behavior to a public official.

PUBLIC INFORMATION SOURCES

- ◆ The most frequently used news sources were reading the "Longmont Daily Times-call" newspaper, reading "City Line" newsletter, using "word of mouth/friends" and reading another newspaper.

- ◆ Most residents (80%) felt that they get the right amount of information from the City of Longmont. Approximately two in ten respondents (19%) felt there was “too little” information and very few (1%) felt that “too much” information was being provided to residents.
- ◆ About the same number of respondents rated the amount of information provided by the City as “about right” in 2004 as in 2003.

COMPUTER AND INTERNET ACCESS

- ◆ About three-quarters of respondents (77%) reported having a computer in their home, 11% reported having a computer but not having Internet access. About one-quarter (23%) did not have a computer.
- ◆ The percentage of respondents who used the Internet to make purchases or pay for services one or more times in 2004 was similar to the percentage of respondents in 2003.

CITY WEB SITE USE

- ◆ About two in ten respondents (18%) said that they used the City of Longmont Web site once or twice in the past year and a similar number of residents (17%) reported using it three to twelve times in the last 12 months, similar to respondent use in 2003.

ECONOMIC DEVELOPMENT

- ◆ At least two-thirds of respondents supported each of the ideas presented regarding new development in Longmont. Most highly supported was the idea of the City participating in the redevelopment of downtown (87% reported that they “strongly” or “somewhat” supported the idea).
- ◆ Residents also were asked to select what they thought was the single most important improvement needed in downtown Longmont (between 1st Avenue and 9th Avenue, specifically). Approximately one-third of respondents (35%) mentioned that a different mix of shopping opportunities was the most important improvement needed, followed by parking (22%) and more community events and festivals (12%).

RESIDENT SHOPPING PATTERNS

- ◆ A strong majority of respondents (88%) reported that they shop *in* Longmont because it is convenient or on their way to or from work, whereas 67% reported that the main reason for shopping *outside* of Longmont is because the desired item is not available in Longmont.

IMPACT OF THE ECONOMY

- ◆ Seventy percent of the surveyed respondents reported current employment and 14% reported losing their job in the last 12 months.

SURVEY BACKGROUND

SURVEY PURPOSE

The Longmont Customer 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 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.

Though a citizen survey was conducted in 1994, it was quite different from the survey conducted in later years. This customer 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 2004 survey used a stratified random sampling to select 1,000 residents in each of three Wards to receive survey mailings. In previous years, the identification of resident Wards was made through a set of questions on the final page of the survey. Due to the recent redefining of Ward boundaries, those questions would no longer have the geographic precision required to accurately define residential wards.

The 2004 report includes comparisons of specific questions by Ward (using the new boundary definitions) and illustrates where responses of residents from the three Wards were significantly different from each other (see Appendix II).

Of the 3,000 surveys mailed in April 2004, 999 responded to the mailed questionnaire giving a response rate of 33%. The margin of error is no greater than plus or minus 3 percentage points around any given percent based on community-wide estimates.

Survey results were weighted so that the respondent age, education and ethnicity were represented in the proportions reflective of the entire City. (For more information see Appendix IV.)

Unless otherwise indicated, reported responses are for those who had an opinion – “don’t know” responses were removed from the analyses, but can be found in the complete set of frequencies in Appendix V. Percentage points in tables may not always add to 100 due to rounding or the respondents having the option to select more than one answer.

Open ended responses and “other” responses appear verbatim in Appendix III.

UNDERSTANDING THE RESULTS

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 percentage points around any given percent reported for the entire sample (999 completed surveys). For each Ward (1, 2 or 3), the margin of error rises to approximately plus or minus 6% since sample sizes were approximately 327 for Ward 1, 311 for Ward 2 and 362 for Ward 3.

PUTTING EVALUATIONS ONTO A 100-POINT SCALE

Although responses to many of the evaluative or frequency questions were made on 4 or 5 - point scales with 1 representing the best rating, the scales had different labels (e.g. “Very Satisfied,” “Excellent,” “Most Important”). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “Excellent,” then the result would be 100 on the 0-100 scale and if everyone reported “Good,” then the average rating for quality of life would be 67 points. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The .95 confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus 3 points on the 100-point scale.

COMPARING SURVEY RESULTS

As this survey was the seventh in a series of citizen surveys, the year 2004 results are presented along with the 2003, 2002, 2001, 2000, 1998 and 1996 data when available. A survey was also conducted in 1994, although there are only a few questions that are comparable to this 2004 survey. Comparisons are also made with the 1994 service ratings where possible.

Because certain kinds of services tend to be thought less well of than others, it is best to understand relative quality ratings by comparing services in one jurisdiction to the same services in other jurisdictions. For example, police protection tends to be better received than street maintenance by residents of most American cities so it is better not to hold street maintenance services to the same standard as police services. Where possible, the better comparison is from City of Longmont services to similar services provided by other jurisdictions. This way we can better understand if “good” is good enough for City of Longmont service evaluations.

Comparisons to the Front Range¹ and the nation are provided when similar questions are included in our database, and there are at least five other jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table in addition to the Average rating. The first is the rank assigned to Longmont's rating among jurisdictions where a similar question was asked. The second is the number of jurisdictions that asked a similar question. Third, the rank is expressed as a percentile to indicate its distance from the top score. This rank (5th highest out of 25 jurisdictions' results, for example) translates to a percentile (the 80th percentile in this example). A percentile indicates the percent of jurisdictions with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that Longmont's rating is equal to or better than 80 percent of the ratings from other jurisdictions. Conversely, 20 percent of the jurisdictions where a similar question was asked had higher ratings.

Alongside the rank and percentile appears a comparison: "above the norm," "below the norm" or "similar to the norm." This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Longmont's rating to the norm (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of 4 or more points on the 100-point scale between Longmont's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the norm. When differences between Longmont's ratings and the normative comparison are less than 4 points, they are marked as "similar to" the norm.

The national data are represented visually in a chart that accompanies each table. Longmont's percentile for each compared item is marked with a black line on the chart.

Finally, results for all Longmont residents were compared to results for each of the three Longmont Wards and are presented in Appendix II.

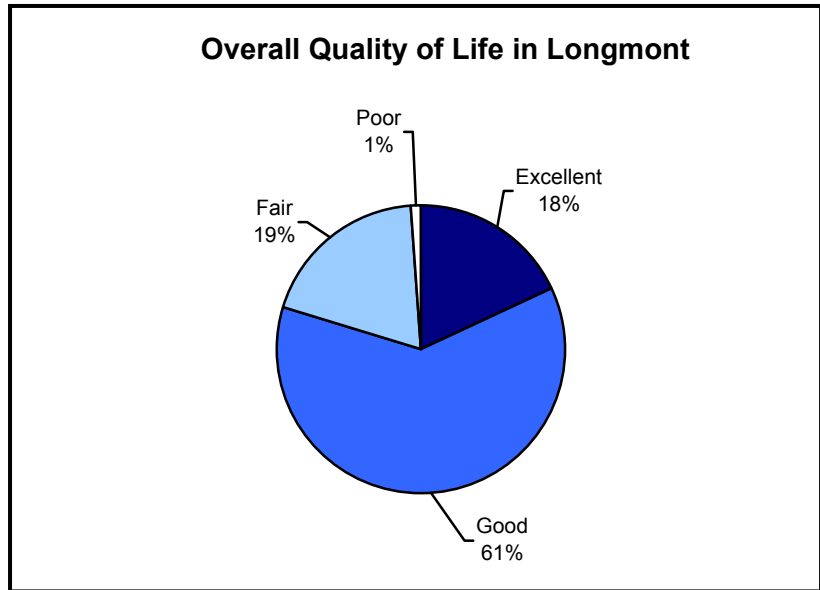
¹ The Front Range jurisdictions included in the comparisons are: Arvada, Boulder County, Boulder, Broomfield, Castle Rock, Denver (City and County), Douglas County, Englewood, Golden, Greeley, Jefferson County, Lafayette, Lakewood, Littleton, Longmont, Louisville, Loveland, Northglenn, Parker, Thornton, West Metro Fire Protection District, Westminster and Wheat Ridge.

LONGMONT QUALITY OF LIFE

OVERALL QUALITY OF LIFE

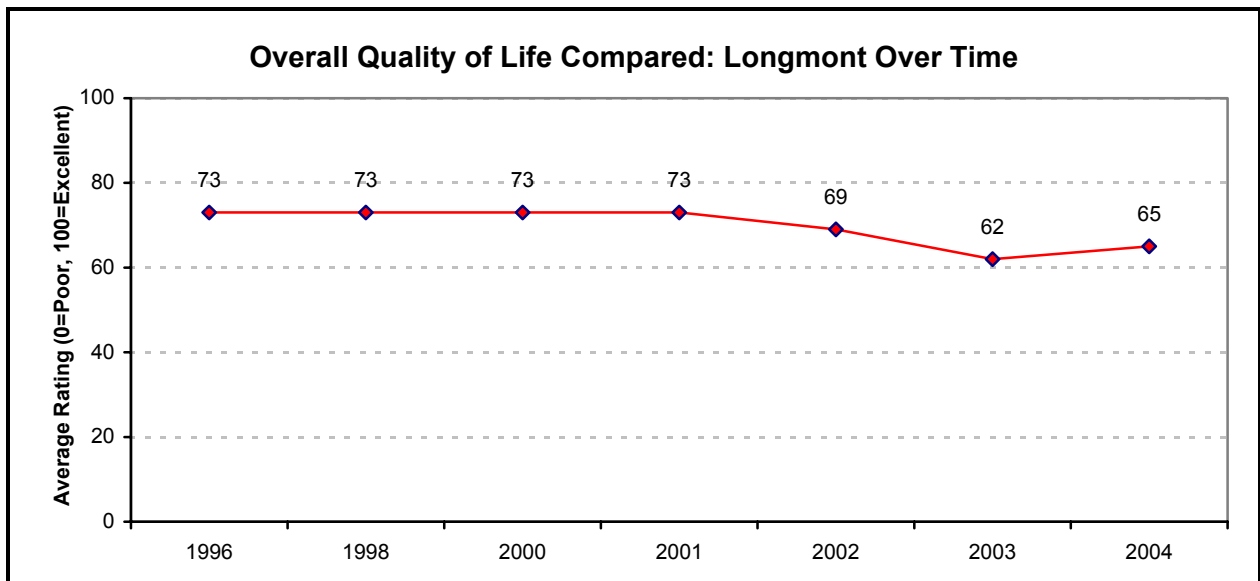
As in past surveys, residents gave an overall rating to their quality of life in Longmont (see figure below).

Eighteen percent of residents rated quality of life in Longmont as “excellent,” while 61% rated the quality of life as “good.”



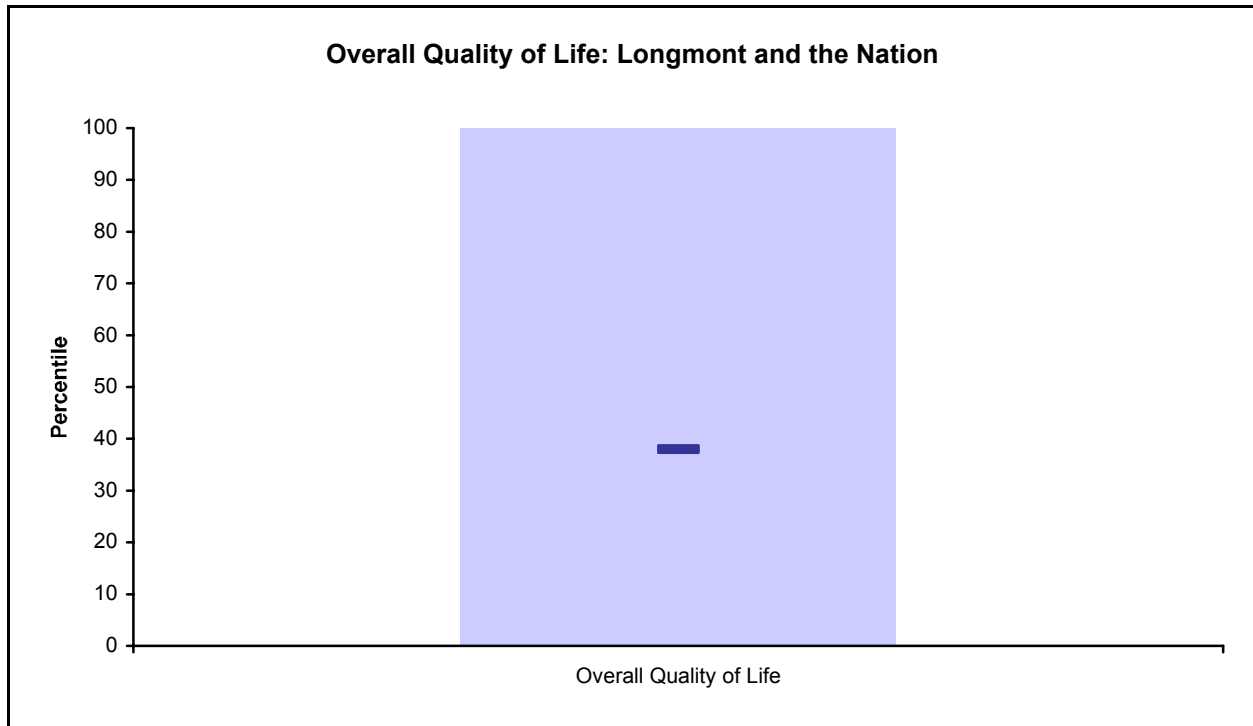
COMPARISON BY YEAR

These ratings also were converted to a 100-point scale where 0 = “Poor” and a 100 = “Excellent” for comparison to past Longmont results and evaluations of residents in Colorado’s Front Range and the nation as a whole. The average rating for overall quality of life in Longmont was 65, or “good.” This rating was similar to the average rating in 2003 and lower than in other years.



COMPARISON TO NATIONAL AND FRONT RANGE NORMS

The average rating for overall quality of life in Longmont was similar to other jurisdictions in the nation and below average ratings of other Front Range jurisdictions.



Overall Quality of Life Rating: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Overall quality of life in Longmont	65	93	149	38%	Similar to the norm

Overall Quality of Life Rating: Longmont and the Front Range

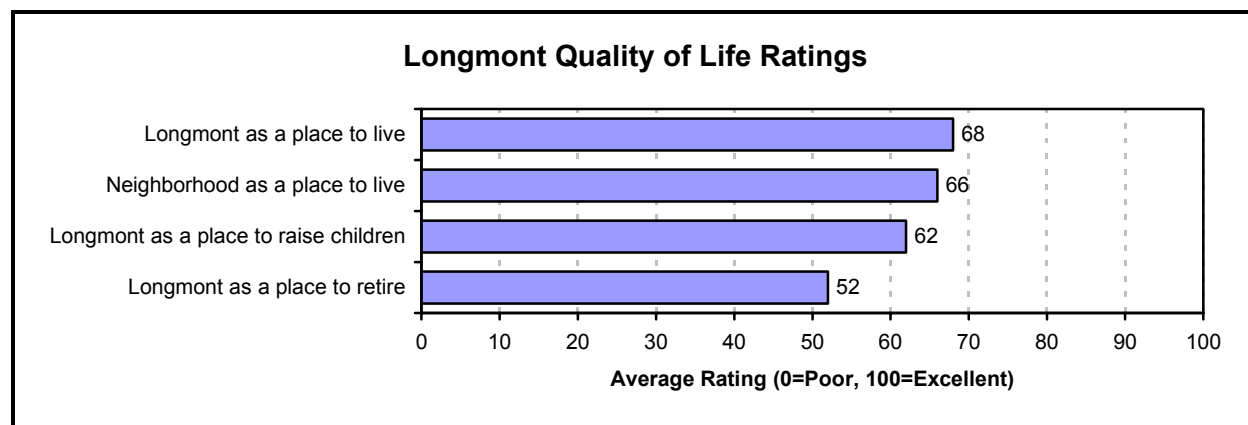
	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Overall quality of life in Longmont	65	11	15	33%	Below the norm

QUALITY OF LIFE AND COMMUNITY

In 2004, the City of Longmont asked additional questions about quality of life and community. More than eight in ten respondents (84%) rated “Longmont as a place to live” as “good” or better. Three-quarters of respondents (76%) felt that their neighborhood was at least a “good” place to live and 71% stated that Longmont was a “good” or “excellent” place to raise children. Rated the least favorably was “Longmont as a place to retire” with 55% of respondents giving a “good” or “excellent” rating, 32% rating it as “fair” and 13% as “poor.”

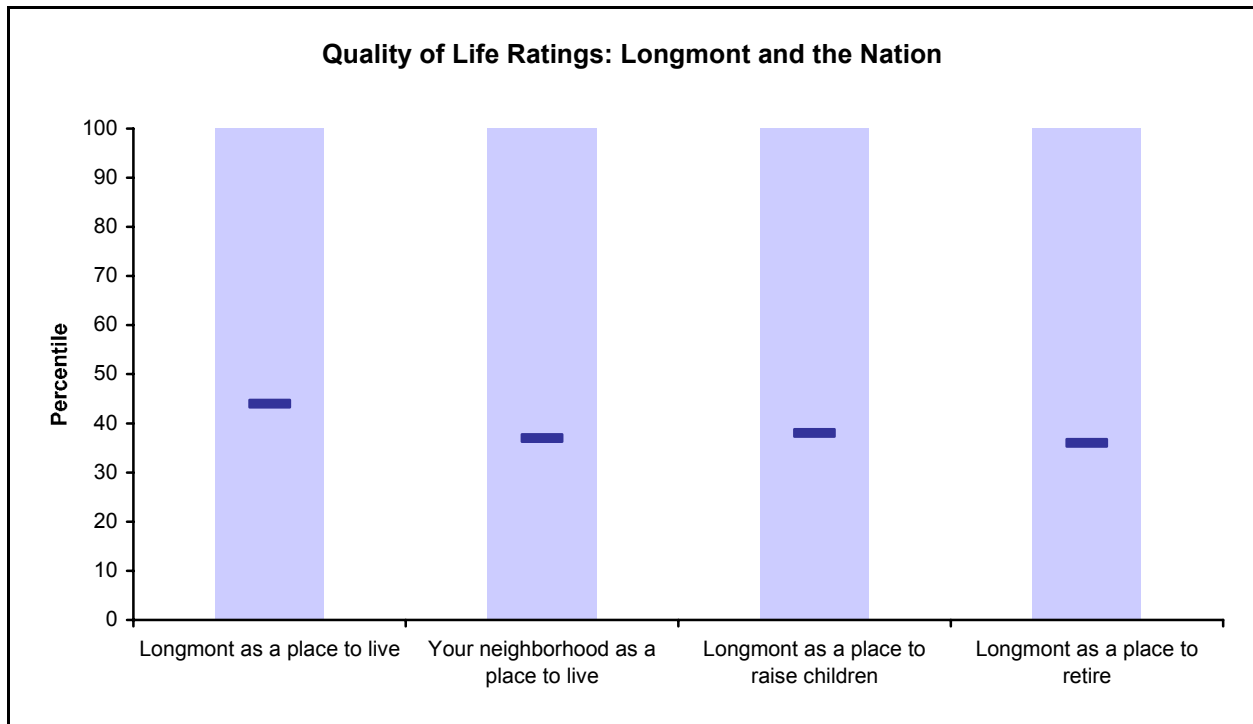
These ratings were converted to a 100-point scale for comparisons to other jurisdictions throughout the Front Range and the nation. “Longmont as a place to live” and “your neighborhood as a place to live” were given “good” average ratings by Longmont residents (68 and 66 points on the 100-point scale, respectively). “Longmont as a place to raise children” received an average rating of 62 points (between “good” and “fair” on the 100-point scale). Those responding to the survey rated “Longmont as a place to retire” slightly lower than the other quality of life ratings with 52 points on the 100-point scale, which was still between “good” and “fair.”

Quality of Life Ratings						
	Percent of Respondents					Average Rating (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor	Total	
How would you rate Longmont as a place to live?	22%	62%	15%	2%	100%	68
How would you rate your neighborhood as a place to live?	26%	50%	20%	4%	100%	66
How would you rate Longmont as a place to raise children?	19%	52%	24%	5%	100%	62
How would you rate Longmont as a place to retire?	16%	39%	32%	13%	100%	52



COMPARISON TO NATIONAL AND FRONT RANGE NORMS

Three out of the four quality of life ratings were rated similarly to the national norms: “Longmont as a place to live,” “your neighborhood as a place to live” and “Longmont as a place to raise children.” “Longmont as a place to retire” received an average rating than lower than other jurisdictions in the nation. All of the quality of life ratings were below the Front Range norms.



	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Longmont as a place to live	68	111	197	44%	Similar to the norm
Your neighborhood as a place to live	66	56	87	37%	Similar to the norm
Longmont as a place to raise children	62	66	105	38%	Similar to the norm
Longmont as a place to retire	52	55	85	36%	Below the norm

Quality of Life Ratings: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Longmont as a place to live	68	9	9	11%	Below the norm
Your neighborhood as a place to live	66	5	7	43%	Below the norm
Longmont as a place to raise children	62	7	9	33%	Below the norm
Longmont as a place to retire	52	7	9	33%	Below the norm

ISSUES FACING THE COMMUNITY

POTENTIAL PROBLEMS IN THE COMMUNITY

The table below displays residents' unprompted reports of the most pressing problems facing Longmont today.² Residents could mention up to three problems. The problem that the residents most often identified was population growth (21% of all responses), followed by traffic (19% of responses) crime (11% of the responses) and concerns about schools (8% of the responses). 2004 responses were comparable to those in 2003. In 1998, traffic overtook crime as the number two problem after growth, and has stayed there ever since.

Biggest Problems Longmont Will Face in Next Five Years							
Problems	Percent of Responses						
	2004	2003	2002	2001	2000	1998	1996
Too much growth	21%	21%	27%	27%	30%	29%	30%
Traffic	19%	16%	20%	19%	19%	18%	10%
Crime	11%	10%	6%	5%	5%	9%	12%
Lack of education/Overcrowding schools	8%	10%	9%	8%	11%	10%	9%
Economy/Jobs/Cost of living	8%	8%	4%	4%	2%	2%	4%
Water/water shortage	5%	8%	6%	3%	3%	1%	1%
Racial tensions/issues	4%	2%	1%	1%	1%	1%	~0%
Youth issues (gangs, drugs, delinquency, etc.)	4%	1%	3%	4%	3%	6%	8%
Quality/quantity/variety of stores restaurants	4%	NA	NA	NA	NA	NA	NA
Affordable housing	3%	4%	4%	5%	5%	3%	7%
Street maintenance and repair	2%	2%	3%	3%	4%	4%	2%
Deterioration of appearance/junk vehicles	2%	NA	NA	NA	NA	NA	NA
Maintaining small town quality of life/uniqueness	2%	NA	NA	NA	NA	NA	NA

² Response categories changed slightly in 2004 vs. 2003 (growth vs. too much growth, schools/education vs. lack of education/overcrowding schools, water vs. water/water shortage). Also, some categories were added to 2004: quality/quantity/variety of stores restaurants; deterioration of appearance/junk; maintaining small town quality of life/uniqueness; noise, senior issues.

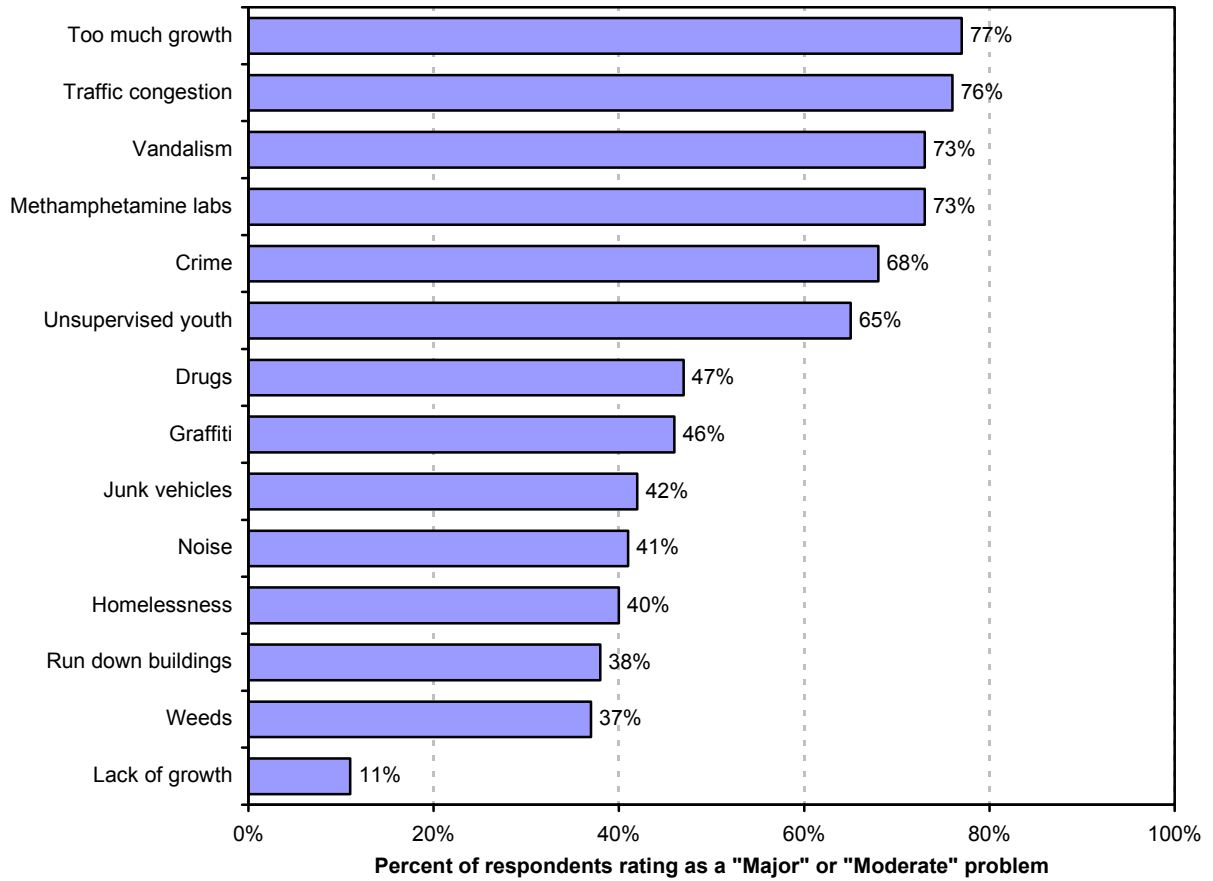
Biggest Problems Longmont Will Face in Next Five Years

Problems	Percent of Responses						
	2004	2003	2002	2001	2000	1998	1996
Cost and decline of City services/Taxes too high	1%	4%	3%	2%	2%	2%	6%
Pollution	1%	2%	2%	2%	3%	3%	1%
Open Space	1%	1%	1%	1%	NA	NA	NA
Police	1%	~0%	~0%	1%	NA	NA	NA
Noise	1%	NA	NA	NA	NA	NA	NA
Senior issues	0%	NA	NA	NA	NA	NA	NA
Not enough recreation programs	NA	1%	1%	1%	NA	NA	NA
Not enough recreation for youth	NA	~0%	1%	1%	NA	NA	NA
Not enough youth recreational facilities	NA	~0%	1%	1%	NA	NA	NA
Bad smell	NA	~0%	~0%	1%	NA	NA	NA
Sewer	NA	~0%	~0%	1%	NA	NA	NA
Other	~0%	9%	3%	6%	7%	7%	7%
Don't Know	~0%	~0%	6%	7%	4%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%

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. About eight in ten respondents (77%) felt that too much growth was a “moderate” or “major” problem for the City of Longmont. About the same percentage of respondents (76%) reported that traffic congestion was at least a “moderate” problem and seven in ten respondents thought that methamphetamine labs and vandalism were “moderate” to “major” problems for Longmont (73% each). Few residents (11% reporting “moderate” or “major” problem) felt that “lack of growth” was a problem in the City.

Potential Problems in Longmont					
	Percent of Respondents				
	Not a problem	Minor problem	Moderate problem	Major problem	Total
Too much growth	9%	15%	30%	47%	100%
Methamphetamine labs	7%	20%	33%	40%	100%
Traffic congestion	6%	19%	38%	38%	100%
Vandalism	2%	24%	40%	33%	100%
Unsupervised youth	5%	30%	41%	24%	100%
Graffiti	10%	44%	32%	14%	100%
Crime	4%	28%	55%	13%	100%
Junk vehicles	15%	43%	29%	13%	100%
Noise	14%	45%	30%	11%	100%
Homelessness	13%	47%	31%	9%	100%
Run down buildings	14%	48%	30%	8%	100%
Weeds	17%	46%	29%	8%	100%
Drugs	4%	19%	43%	4%	100%
Lack of growth	73%	16%	8%	3%	100%

Potential Problems in Longmont



REASONS FOR OPTIMISM IN THE COMMUNITY

In 2004, respondents were asked what areas of Longmont community life they were most optimistic about for 5 years into the future. They were allowed to comment on three areas. Residents appeared to be most optimistic about parks, recreation, trails and opens space (14%), followed closely by restaurants and shopping (10%) and economy, business, jobs and cost of living (10%). (All responses to this question appear verbatim in Appendix III.)

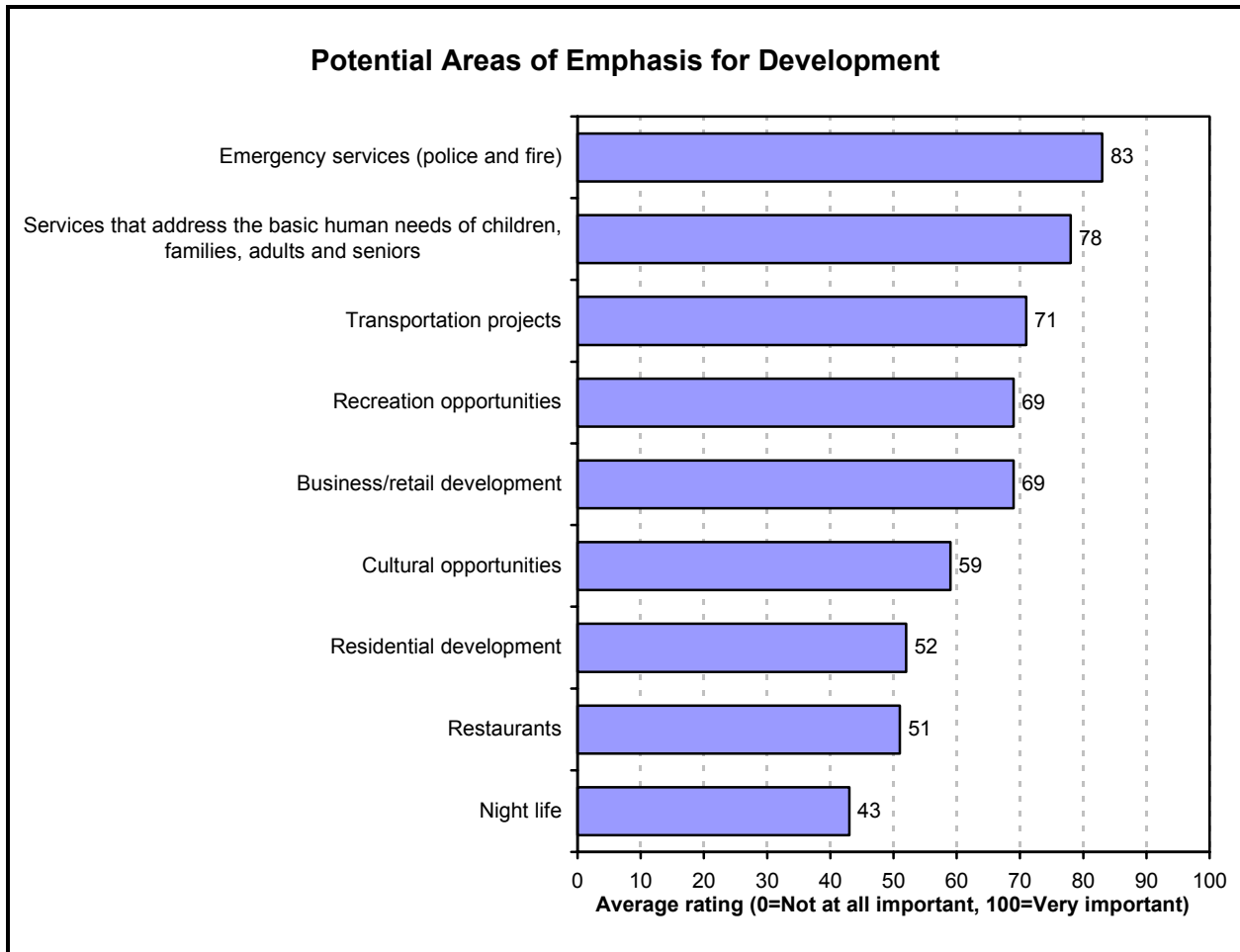
Biggest Reasons for Optimism for Longmont in the Next Five Years	
Areas	Percent of Responses
Parks and recreation/trails/open space	14%
Restaurants and shopping	10%
Economy/business/jobs/cost of living	10%
Schools	6%
City government and services, library, police and utilities	5%
Growth and planning	5%
Arts and culture/entertainment	5%
Not optimistic	5%
Youth services	4%
Good place to live/community spirit	3%
Main Street/downtown	3%
Cultural/racial issues	2%
Clean-up efforts/appearance	2%
Decreased crime	2%
Better transportation and roads	2%
Affordable housing	2%
Traffic	1%
Senior services	1%
Medical/health care	1%
Don't know	1%
Other	15%
Total	100%

POTENTIAL AREAS OF EMPHASIS FOR DEVELOPMENT

The City also asked residents to determine where the City should put its emphasis over the next five years by rating the importance of a list of various items that would ensure a high quality of life in Longmont. About nine in ten respondents (91%) felt that emergency services (police and fire) were at least “important” areas of emphasis for development and 85% of respondents felt that services that address the basic human needs of children, families, adults and seniors were “important” or “very important.” Approximately three-quarters of respondents reported that transportation projects, business/retail development and recreation opportunities were at least important areas of emphasis (78%, 74% and 74%, respectively). Areas of lesser importance to Longmont residents were restaurants and nightlife (48% and 39% of residents reporting “important” or “very important,” respectively).

Potential Areas of Emphasis for Development						
	Percent of Respondents					Average Rating (100= Very Important, 0=Not at all important)
	Very important	Important	Somewhat important	Not at all important	Total	
Emergency services (police and fire)	59%	32%	8%	2%	100%	83
Services that address the basic human needs of children, families, adults and seniors	51%	34%	13%	2%	100%	78
Transportation projects	40%	38%	18%	4%	100%	71
Business/retail development	40%	34%	20%	6%	100%	69
Recreation opportunities	34%	40%	23%	2%	100%	69
Cultural opportunities	25%	36%	33%	7%	100%	59
Residential development	23%	29%	30%	18%	100%	52
Restaurants	18%	30%	37%	14%	100%	51
Night life	17%	22%	35%	26%	100%	43

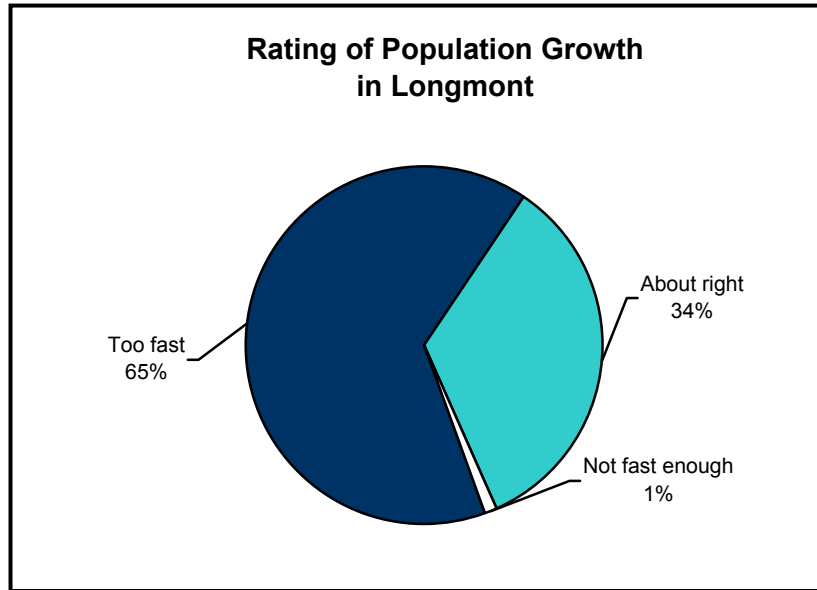
When converted to the 100-point scale where 100 equals “very important” and zero equals “not at all important,” emergency services, services that address the basic human needs of children, families, adults and seniors, transportation projects, business/retail development and recreation opportunities received average ratings of 69 points or higher, or more than “important.” All areas received average ratings of 51 points or higher and were considered at least “somewhat important,” except nightlife with 43 points on the 100-point scale.



GROWTH

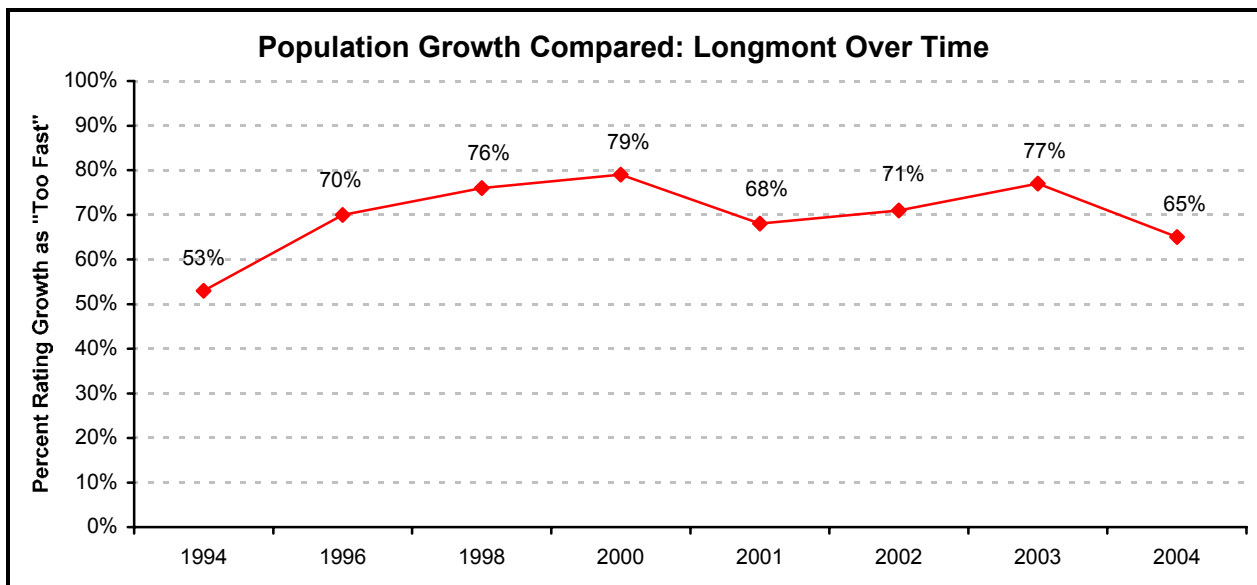
Respondents were asked to evaluate the rate of population growth over the past few years (see figure below).

About two-thirds of respondents (65%) felt that the rate of residential growth in the City was “too fast” while only 1% believed the growth rate was “not fast enough.” Thirty-four percent of those responding felt the growth rate was about right.



COMPARISON BY YEAR

In 2004, fewer respondents felt that the rate of population growth was “too fast” than in 2003.



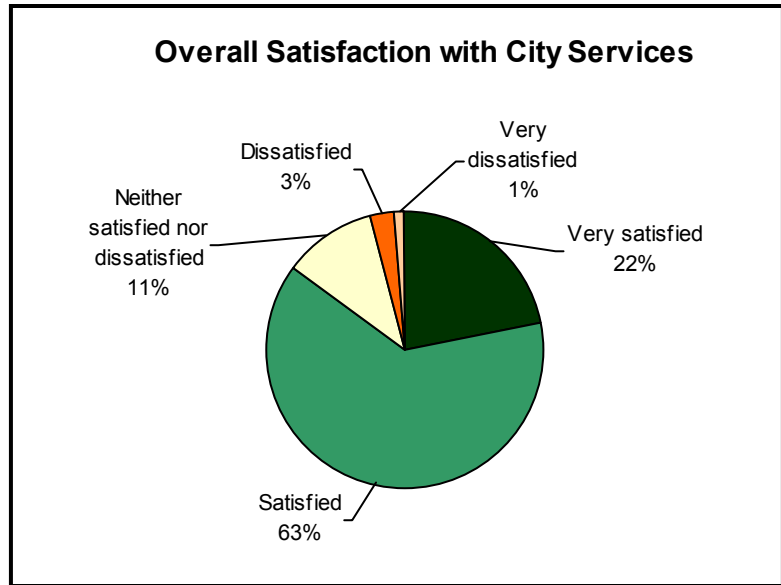
EVALUATION OF CITY SERVICES

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

OVERALL SATISFACTION WITH CITY SERVICES

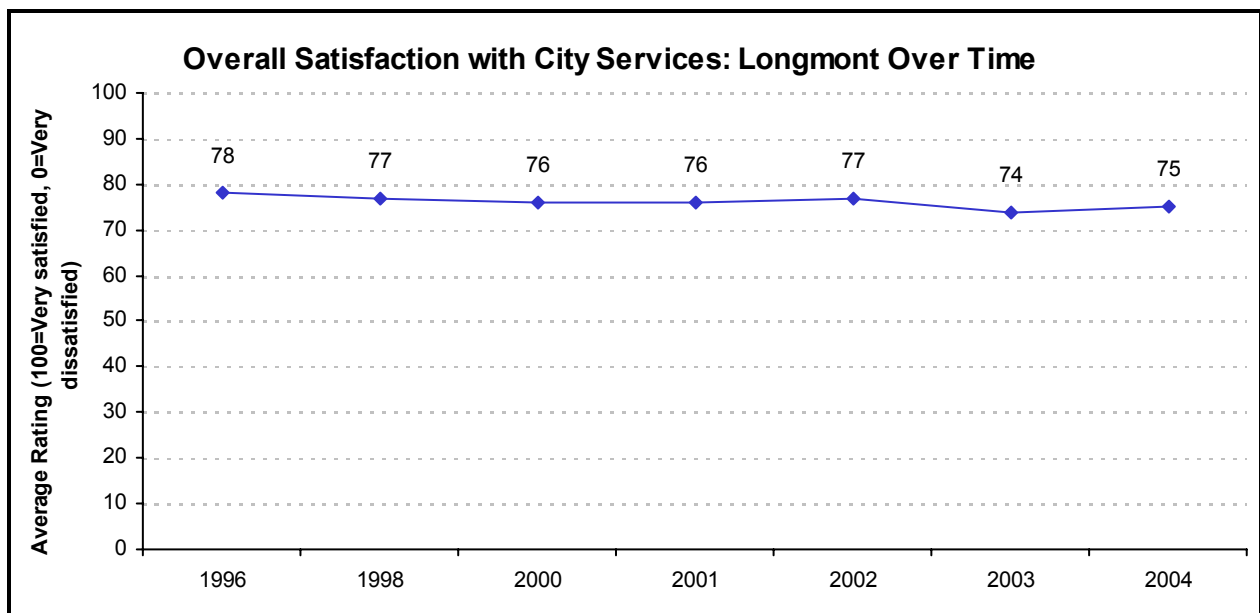
A large majority of respondents (85%) were at least “satisfied” with overall City services, about four percent were “dissatisfied” or “very dissatisfied” and 11% were neutral in their ratings.

Respondents were asked to state why they were satisfied or dissatisfied (see Appendix III for their verbatim responses).



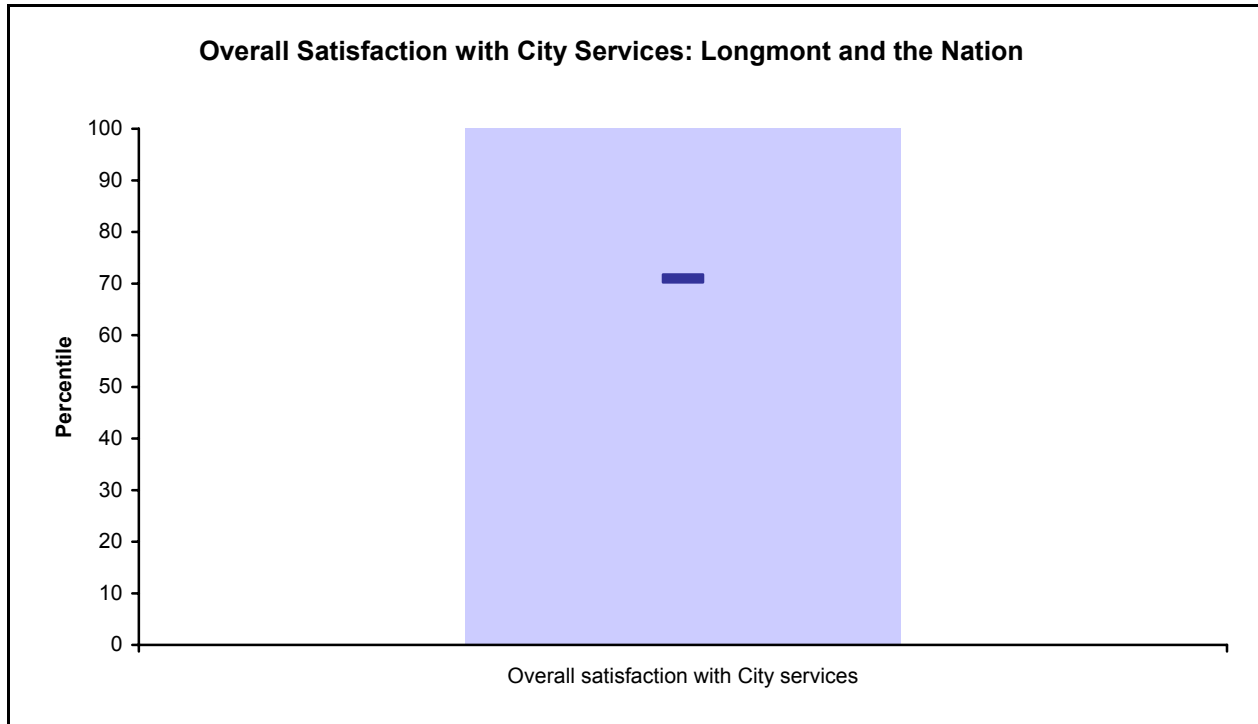
COMPARISON BY YEAR

The average rating for “overall satisfaction with City services” given by Longmont residents (75 on the 100-point scale) was similar to ratings in previous years (74 in 2003, 77 in 2002 and 1998, 76 in 2001 and 2000 and 78 in 1996).



COMPARISON TO NATIONAL AND FRONT RANGE NORMS

Longmont residents rated their overall satisfaction of City services higher than other jurisdictions in the nation and Front Range, similar to 2003. Longmont was first when compared to other Front Range jurisdictions for overall satisfaction with City services.



Overall Satisfaction with City Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Overall satisfaction with City services	75	50	171	71%	Above the norm

Overall Satisfaction with City Services: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Overall satisfaction with City services	75	1	8	100%	Above the norm

SATISFACTION WITH CITY SERVICES

Survey respondents were asked to rate the quality of several services provided in Longmont. Some of the services were explained in greater detail on the 2004 survey than in previous years³.

City services which were rated the most positively were fire fighting and rescue services, weekly trash pick up, electric service, library services, twice a month recycling pick up, snow removal from major streets, sewer services, tap water (quality of drinking water), fire inspection and fire safety education and emergency dispatch. All of these services received average ratings of 67 points or higher – “good” or better on the 100-point scale.

City services rated least positively were emergency police services, utility billing, maintenance of park grounds and facilities, recreation facilities, street cleaning, street lighting, recreation programs and classes, services for seniors, animal control, museum, water conservation programs, maintaining landscaping along the public right of way, electric conservation programs, enforcing traffic laws, building and housing inspection, street repair and maintenance, youth services sponsored program, crime prevention, timing of traffic signals, planning and code enforcement (junk vehicles on private property, weed control, trash and outside storage). These services received ratings of less than 66 points on a 100-point scale, but were still between “good” (67) and “fair” (33).

³ “Twice a month recycling pick up” vs. “Recycling pickup,” “Tap water (quality of drinking water)” vs. “Providing tap water,” “Maintenance of park grounds and facilities” vs. “Maintenance of park grounds,” “Water conservation programs” vs. “Water conservation,” “Electric conservation programs” vs. “Electric conservation,” “Youth services sponsored program” vs. “Services for youth,” “Building and housing inspection” vs. “Building inspection,” “Street repair and maintenance” vs. “Street repair/maintenance” and “Code enforcement(junk vehicles on private property, weed control, trash and outside storage)” vs. “Code enforcement.” “Animal Control” was an added service to the 2004 list.

2003 City Service Ratings

Service	Percent of Respondents				Total	Average Rating (100=Excellent 0=Poor)
	Excellent	Good	Fair	Poor		
Fire fighting and rescue services	35%	57%	7%	0%	100%	76
Weekly trash pick up	36%	50%	10%	3%	100%	73
Electric service	31%	57%	10%	2%	100%	72
Library services	31%	53%	14%	2%	100%	71
Twice a month recycling pick up	33%	50%	11%	6%	100%	70
Snow removal from major streets	27%	56%	14%	3%	100%	69
Sewer services	23%	65%	11%	2%	100%	69
Tap water (quality of drinking water)	31%	46%	17%	5%	100%	68
Fire inspection and fire safety education	26%	53%	19%	2%	100%	68
Emergency dispatch	29%	47%	18%	5%	100%	67
Emergency police services	26%	51%	20%	3%	100%	66
Utility billing	20%	57%	19%	4%	100%	65
Maintenance of park grounds and facilities	19%	56%	21%	4%	100%	64
Recreation facilities	17%	58%	21%	4%	100%	63
Street cleaning	14%	57%	25%	3%	100%	61
Street lighting	15%	56%	23%	6%	100%	60
Recreation programs and classes	15%	52%	28%	4%	100%	60
Services for seniors	20%	49%	25%	7%	100%	60
Animal control	16%	53%	22%	8%	100%	59
Museum	17%	47%	28%	8%	100%	58
Water conservation programs	11%	57%	25%	7%	100%	57
Maintaining landscaping along the public right of way	13%	50%	32%	5%	100%	57
Electric conservation programs	14%	48%	30%	9%	100%	56
Enforcing traffic laws	12%	46%	27%	15%	100%	52
Building and housing inspection	11%	43%	36%	9%	100%	52

2003 City Service Ratings						
Service	Percent of Respondents				Total	Average Rating (100=Excellent 0=Poor)
	Excellent	Good	Fair	Poor		
Street repair and maintenance	7%	49%	33%	11%	100%	51
Youth services sponsored program	12%	37%	36%	15%	100%	49
Crime prevention	9%	43%	35%	14%	100%	49
Timing of traffic signals	8%	41%	37%	15%	100%	47
Planning	11%	32%	41%	17%	100%	45
Code enforcement (junk vehicles on private property, weed control, trash and outside storage)	7%	30%	36%	27%	100%	39

COMPARISON BY YEAR

Eight of the 31 services were rated significantly higher than a year ago: electric services, sewer services, emergency dispatch, street cleaning, street lighting, maintaining landscaping along the public right of way, building and housing inspection and street repair/maintenance. The largest increases were seen for emergency dispatch, street cleaning and street repair/maintenance, with average ratings of five or more points higher than 2003 ratings.

2003 Ratings of Services Compared to Past Evaluations								
Service	Average Rating (100=Excellent, 0=Poor)							
	2004	2003	2002	2001	2000	1998	1996	1994
Fire fighting and rescue services	76	74	77	74	75	76	Different wording	73
Weekly trash pickup	73	70	74	71	65	71	69	71
Electric services	72	68	71	68	70	72	73	73
Library services	71	73	77	76	77	77	79	77
Twice a month recycling pickup*	70	69	72	69	64	74	72	66
Snow removal on major streets	69	67	62	65	65	63	61	NA
Sewer services	69	65	69	67	69	69	71	66
Tap water (quality of drinking water)*	68	65	68	67	65	68	72	72
Fire inspection and fire safety education	68	65	67	67	69	68	Different wording	NA
Emergency dispatch	67	62	71	70	68	71	70	NA

2003 Ratings of Services Compared to Past Evaluations

Service	Average Rating (100=Excellent, 0=Poor)							
	2004	2003	2002	2001	2000	1998	1996	1994
Emergency police services	66	64	68	70	67	70	Different wording	NA
Utility billing	65	63	67	62	66	66	68	NA
Maintenance of park grounds and facilities*	64	63	70	72	71	73	72	67
Recreation facilities	63	64	69	60	58	57	61	NA
Street cleaning	61	56	60	64	63	66	66	NA
Services for seniors	60	59	69	68	62	68	70	NA
Street lighting	60	56	63	66	66	65	66	NA
Recreation programs and classes	60	59	67	64	61	65	67	56
Animal control	59	NA	NA	NA	NA	NA	NA	NA
Museum	58	58	63	61	59	61	64	NA
Water conservation programs*	57	56	58	60	60	62	62	NA
Maintaining landscaping along the public right of way *	57	53	63	68	62	67	68	59
Electric conservation programs*	56	54	60	60	61	59	58	NA
Building and housing inspection*	52	48	56	60	61	63	NA	NA
Enforcing traffic laws	52	49	56	60	60	61	59	52
Street repair/maintenance	51	44	49	54	50	51	50	NA
Youth services sponsored program*	49	52	56	59	54	53	56	NA
Crime prevention	49	51	57	63	62	59	59	NA
Timing of traffic signals	47	44	51	56	50	52	48	NA
Planning	45	42	53	55	49	54	52	NA
Code enforcement (junk vehicles on private property, weed control, trash and outside storage)*	39	36	49	55	50	51	51	NA

* Worded differently in 2004 than in 2003

Gray shading notes statistically significant differences between 2004 and 2003. (Significant at $p < .05$.)

COMPARISON TO NATIONAL NORMS

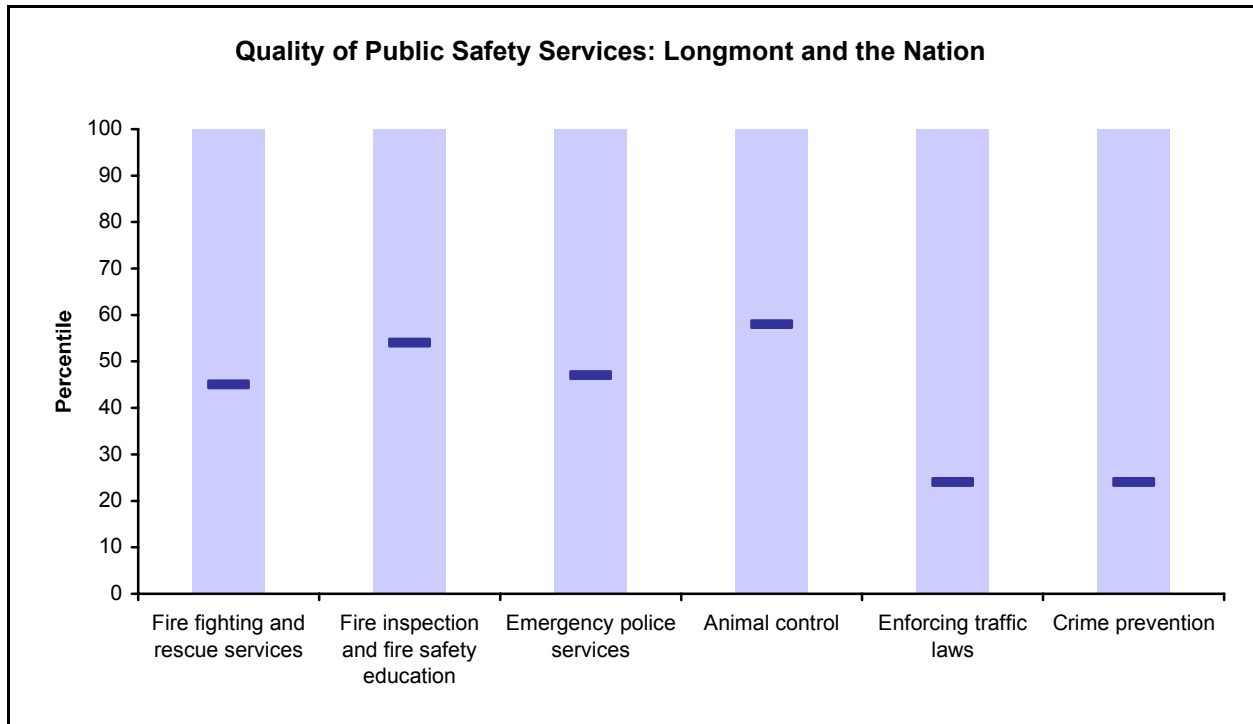
Because certain kinds of local government services all across the country tend to receive higher ratings than others – due to the nature of the service as much as the way in which the service is delivered⁴ – comparison of street repair to libraries tells us less about quality than comparison of street repair in Longmont to street repair ratings elsewhere.

For five of the 28 services for which national normative comparisons were available (snow removal from major streets, street cleaning, street lighting, sewer services and tap water), Longmont residents gave ratings higher than ratings given by residents of other communities. For enforcing traffic laws, crime prevention, recreation programs and classes, museum, planning, code enforcement, maintenance of park grounds and facilities and landscaping along the public right of way, the average ratings given by Longmont residents were significantly lower than the average given by members of other communities. Longmont received ratings similar to national norms for fire fighting and rescue services, fire inspection and fire safety education, emergency police services, animal control, street repair and maintenance, timing of traffic signals, library services, recreation facilities, trash pick up, electric services, recycling pick up, utility billing, building/housing inspection, senior services and youth services sponsored programs. Comparisons for emergency dispatch, water conservation programs and electric conservation programs were not available.

COMPARISON TO FRONT RANGE NORMS

Front Range comparisons are included for 22 services. Ten services were rated as similar to the Front Range: fire fighting and rescue services, emergency police services, animal control, enforcing traffic laws, library services, recreation facilities, trash pick up, building/housing inspection, services for seniors and youth services sponsored programs. All transportation services and various utility services were rated higher than the Front Range norms: snow removal from major streets, street cleaning, street lighting, street repair and maintenance, timing of traffic signals, recycling pick up, sewer services and tap water. Four services were rated below the Front Range norms: crime prevention, recreation programs and classes, code enforcement and maintenance of park grounds and facilities. Comparisons to the Front Range were not available for fire inspection and fire safety education, the museum, electric services, utility billing, planning and landscaping along the public right of way.

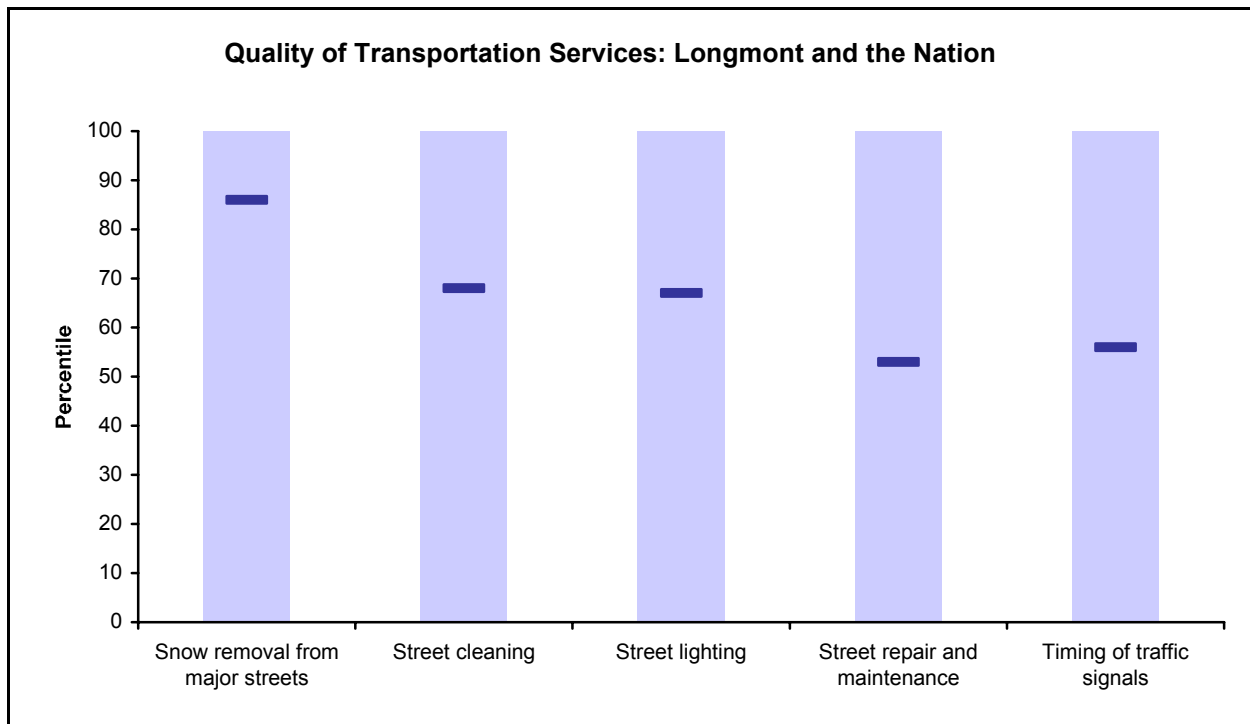
⁴ *As examples, in almost every jurisdiction studied, animal control received lower resident evaluations than parks; street repair was rated lower than fire protection.*



Quality of Public Safety Services: Longmont and the Nation					
	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Fire fighting and rescue services	76	127	231	45%	Similar to the norm
Fire inspection and fire safety education	68	30	63	54%	Similar to the norm
Emergency police services	66	160	302	47%	Similar to the norm
Animal control	59	53	125	58%	Similar to the norm
Enforcing traffic laws	52	102	133	24%	Below the norm
Crime prevention	49	64	83	24%	Below the norm

Quality of Public Safety Services: Longmont and the Front Range

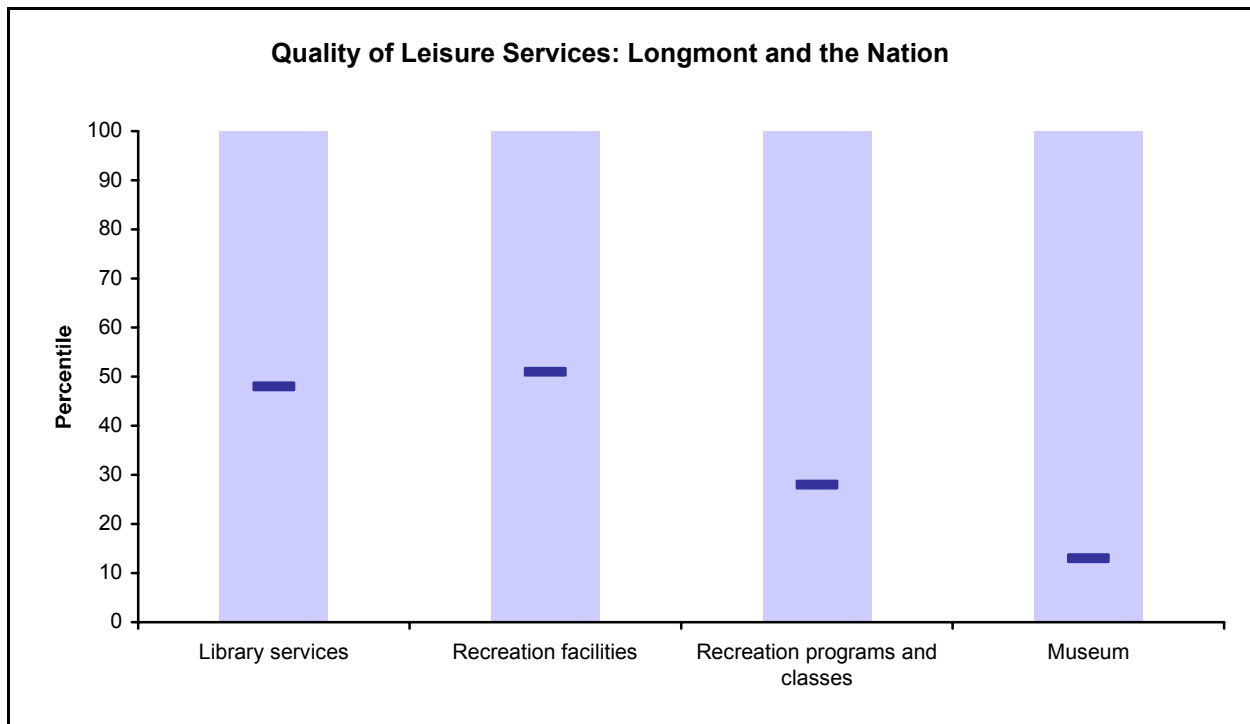
	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Fire fighting and rescue services	76	6	9	44%	Similar to the norm
Fire inspection and fire safety education	68	NA	NA	NA	NA
Emergency police services	66	5	12	67%	Similar to the norm
Animal control	59	3	8	75%	Similar to the norm
Enforcing traffic laws	52	12	14	21%	Similar to the norm
Crime prevention	49	4	5	40%	Below the norm



Quality of Transportation Services: Longmont and the Nation					
	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Snow removal from major streets	69	17	118	86%	Above the norm
Street cleaning	61	48	149	68%	Above the norm
Street lighting	60	45	133	67%	Above the norm
Street repair and maintenance	51	111	236	53%	Similar to the norm
Timing of traffic signals	47	28	61	56%	Similar to the norm

Quality of Transportation Services: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Snow removal from major streets	69	1	16	100%	Above the norm
Street cleaning	61	2	13	92%	Above the norm
Street lighting	60	1	5	100%	Above the norm
Street repair and maintenance	51	6	16	69%	Above the norm
Timing of traffic signals	47	2	5	80%	Above the norm

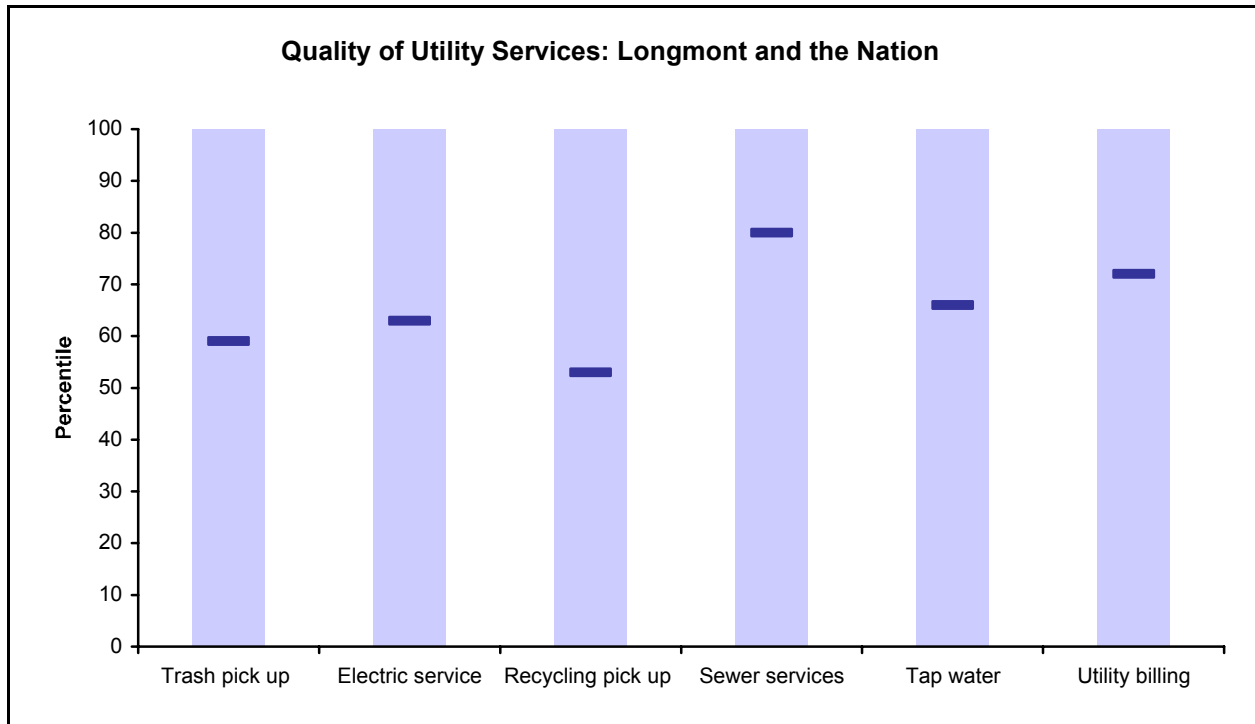


Quality of Leisure Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Library services	71	101	194	48%	Similar to the norm
Recreation facilities	63	52	105	51%	Similar to the norm
Recreation programs and classes	60	122	169	28%	Below the norm
Museum	58	15	16	13%	Below the norm

Quality of Leisure Services: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Library services	71	7	10	40%	Similar to the norm
Recreation facilities	63	5	10	60%	Similar to the norm
Recreation programs and classes	60	7	10	40%	Below the norm
Museum	58	NA	NA	NA	NA

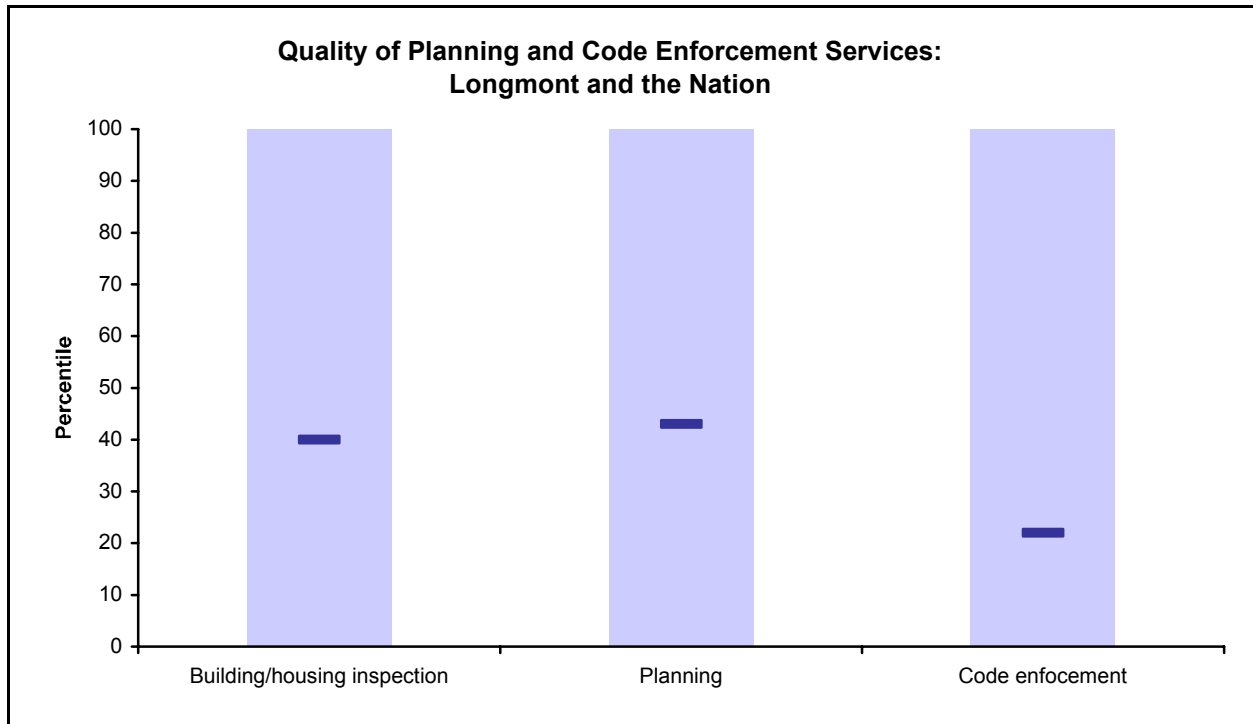


Quality of Utility Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Trash pick up	73	79	192	59%	Similar to the norm
Electric service	72	7	16	63%	Similar to the norm
Recycling pick up	70	69	145	53%	Similar to the norm
Sewer services	69	21	102	80%	Above the norm
Tap water	68	41	116	66%	Above the norm
Utility billing	65	6	18	72%	Similar to the norm

Quality of Utility Services: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Trash pick up	73	4	7	57%	Similar to the norm
Electric service	72	NA	NA	NA	NA
Recycling pick up	70	4	8	63%	Above the norm
Sewer services	69	2	6	83%	Above the norm
Tap water	68	4	9	67%	Above the norm
Utility billing	65	NA	NA	NA	NA

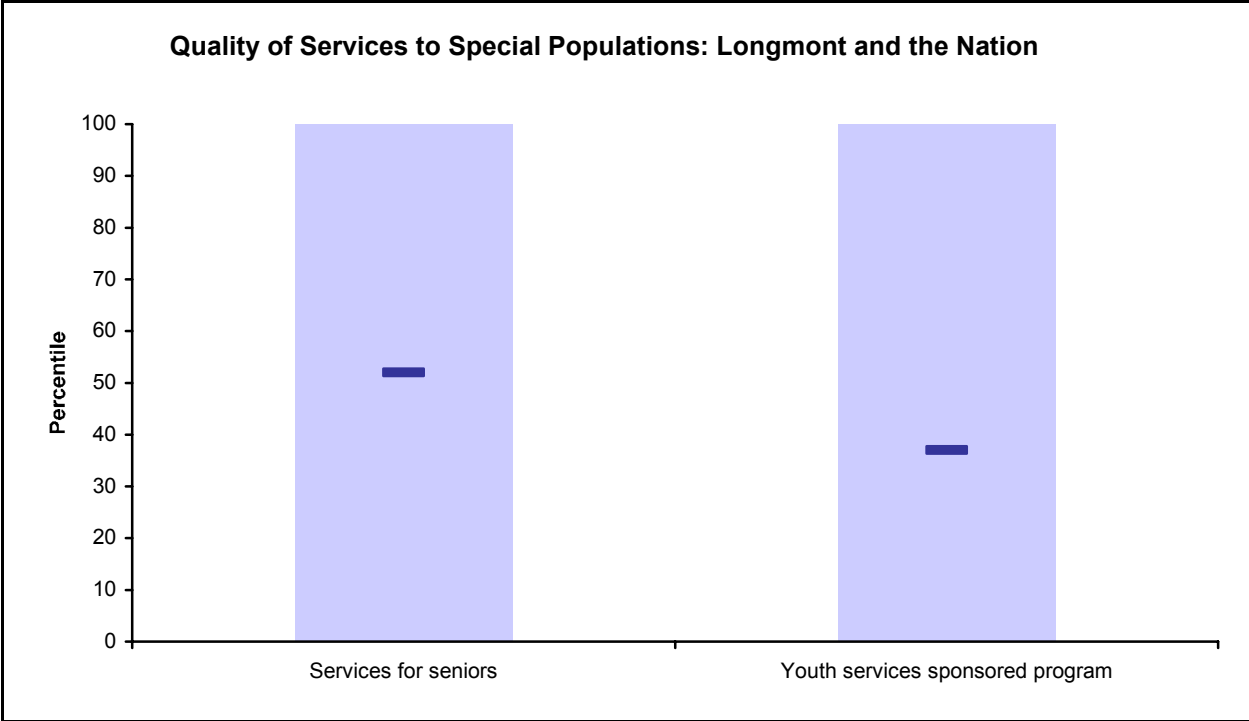


Quality of Planning and Code Enforcement Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Building/housing inspection	52	25	40	40%	Similar to the norm
Planning	45	29	49	43%	Below the norm
Code enforcement	39	120	153	22%	Below the norm

Quality of Planning and Code Enforcement Services: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Building/housing inspection	52	4	7	57%	Similar to the norm
Planning	45	NA	NA	NA	NA
Code enforcement	39	16	16	6%	Below the norm

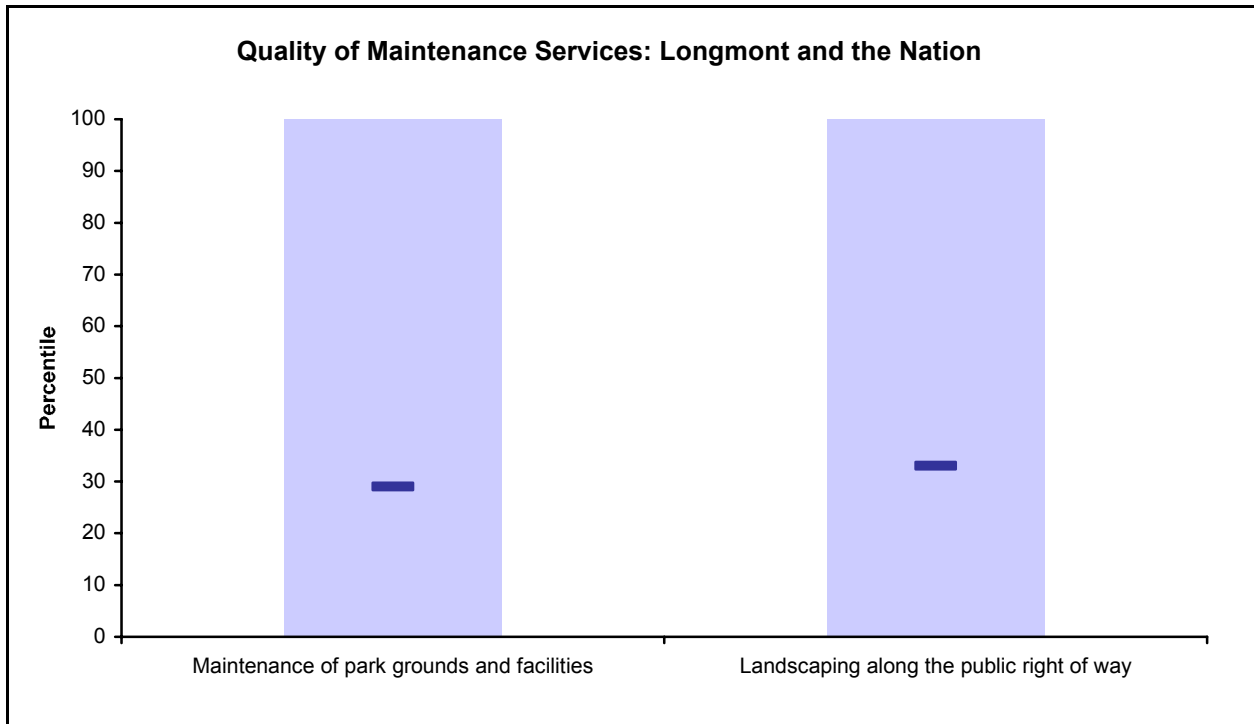


Quality of Services to Special Populations: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Services for seniors	60	56	115	52%	Similar to the norm
Youth services sponsored program	49	64	100	37%	Similar to the norm

Quality of Services to Special Populations: Longmont and the Nation

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Services for seniors	60	6	11	55%	Similar to the norm
Youth services sponsored program	49	5	9	56%	Similar to the norm



Quality of Maintenance Services: Longmont and the Nation

	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Maintenance of park grounds and facilities	64	116	161	29%	Below the norm
Landscaping along the public right of way	57	7	9	33%	Below the norm

Quality of Maintenance Services: Longmont and the Nation

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Maintenance of park grounds and facilities	64	10	12	25%	Below the norm
Landscaping along the public right of way	57	NA	NA	NA	NA

IMPORTANCE OF CITY SERVICES

Residents also were asked to rate the importance of the services about which the survey inquired on a scale where 1 equals “very important” and 4 equals “not at all important.” These ratings were converted to the 100-point scale for ease of comparison (see tables on following pages).

All services were thought to be at least “important” by more than half of the Longmont residents responding to the survey. For tap water (quality of drinking water), fire fighting and rescue services, emergency police services, emergency dispatch, crime prevention, water conservation programs, electric service, snow removal from major streets, street repair and maintenance, sewer services, fire inspection and fire safety education and weekly trash pick up, more than nine in ten respondents felt that the service was “important” or “very important,” and three-quarters of respondents felt that fire fighting and rescue services, tap water (quality of drinking water), emergency dispatch, emergency police services and crime prevention services were “very important.”

Services considered the most important were tap water (quality of drinking water), fire fighting and rescue services, emergency police services, emergency dispatch, crime prevention, water conservation programs, electric service, snow removal from major streets, street repair and maintenance, sewer services, fire inspection and fire safety education and weekly trash pick up. All received average ratings of 80 points or higher on the 100-point scale.

Although building and housing inspection, recreation programs and classes, maintaining landscaping along the public right of way and street cleaning were rated as less important (66, 65, 61 and 60 points, respectively), they were still considered about “important.” The museum received an average rating of 53 on the 100-point scale, or between “somewhat important” and “important.”

2003 Importance Ratings of Government Services

Service	Percent of Respondents				Total	Average Rating (100=Very important, 0=Not at all important)
	Very important	Important	Somewhat important	Not at all important		
Tap water (quality of drinking water)	80%	18%	2%	0%	100%	93
Fire fighting and rescue services	81%	18%	1%	0%	100%	93
Emergency police services	78%	21%	2%	0%	100%	92
Emergency dispatch	79%	20%	1%	0%	100%	92
Crime prevention	74%	24%	2%	0%	100%	90
Water conservation programs	60%	32%	7%	1%	100%	84
Electric service	54%	40%	5%	0%	100%	83
Snow removal from major streets	54%	38%	7%	0%	100%	82
Street repair and maintenance	49%	48%	3%	0%	100%	82
Sewer services	54%	38%	7%	0%	100%	82
Fire inspection and fire safety education	53%	39%	8%	0%	100%	82
Weekly trash pick up	47%	45%	8%	0%	100%	80
Street lighting	44%	45%	11%	0%	100%	77
Enforcing traffic laws	45%	42%	12%	1%	100%	77
Electric conservation programs	43%	42%	15%	0%	100%	76
Twice a month recycling pick up	43%	45%	10%	2%	100%	76
Planning	44%	40%	15%	1%	100%	76
Services for seniors	38%	47%	14%	1%	100%	74
Timing of traffic signals	37%	45%	16%	1%	100%	73
Library services	39%	43%	16%	2%	100%	73
Youth services sponsored program	38%	44%	16%	2%	100%	73

2003 Importance Ratings of Government Services

Service	Percent of Respondents				Total	Average Rating (100=Very important, 0=Not at all important)
	Very important	Important	Somewhat important	Not at all important		
Recreation facilities	33%	45%	20%	2%	100%	70
Maintenance of park grounds and facilities	24%	57%	18%	1%	100%	69
Code enforcement (junk vehicles on private property, weed control, trash and outside storage)	30%	44%	24%	1%	100%	68
Utility billing	23%	56%	20%	1%	100%	67
Animal control	27%	48%	22%	3%	100%	67
Building and housing inspection	24%	50%	25%	1%	100%	66
Recreation programs and classes	26%	45%	27%	2%	100%	65
Maintaining landscaping along the public right of way	18%	49%	32%	2%	100%	61
Street cleaning	21%	41%	37%	2%	100%	60
Museum	14%	39%	39%	8%	100%	53

COMPARISON BY YEAR

Three services were rated significantly higher in importance in 2004 than in 2003: electric conservation programs (6 points higher on the 100-point scale), recreation programs (5 points higher) and classes and recreation facilities (4 points higher). Although other services were rated similarly to the 2003 importance ratings, they were directionally higher except for electric services and timing of traffic signals (both were 1 point lower than in 2003).

Comparison of Ratings of Service Importance							
Service	Average Rating (100=Very important, 0=Not at all important)						
	2004	2003	2002	2001	2000	1998	1996
Fire fighting and rescue services	93	92	95	94	93	93	Different wording
Tap water (quality of drinking water)*	93	90	88	89	88	87	90
Emergency police services	92	91	93	92	92	94	Different wording
Emergency dispatch	92	91	93	92	92	93	93
Crime prevention	90	89	91	91	91	91	93
Water conservation programs*	84	83	83	80	78	77	80
Electric services	83	84	85	85	82	82	87
Snow removal on major streets	82	82	81	81	83	81	86
Fire inspection and fire safety education	82	81	84	84	83	82	Different wording
Street repair and maintenance	82	81	83	83	85	82	84
Sewer services	82	81	83	83	83	81	87
Weekly trash pickup*	80	79	84	84	82	82	85
Enforcing traffic laws	77	77	80	81	82	79	83
Street lighting	77	76	79	80	80	79	82
Planning	76	75	81	80	80	77	80
Twice a month recycling pick up*	76	73	75	73	74	75	78
Electric conservation programs*	76	70	76	76	74	70	NA

Comparison of Ratings of Service Importance							
Service	Average Rating (100=Very important, 0=Not at all important)						
	2004	2003	2002	2001	2000	1998	1996
Services for seniors	74	72	81	80	80	76	77
Timing of traffic signals	73	74	75	74	76	71	73
Library services	73	71	83	81	81	80	82
Youth services sponsored program*	73	71	80	81	82	84	84
Recreation facilities	70	66	77	76	74	76	72
Maintenance of park grounds and facilities*	69	67	73	72	75	71	71
Code enforcement (junk vehicles on private property, weed control, trash and outside storage)*	68	65	70	70	69	69	66
Utility billing	67	65	71	70	68	67	69
Animal control	67	NA	NA	NA	NA	NA	NA
Building and housing inspection*	66	66	75	74	71	73	71
Recreation programs and classes	65	60	74	73	69	71	68
Maintaining landscaping along public right of way*	61	58	64	65	66	60	62
Street cleaning	60	58	69	67	64	65	57
Museum	53	53	62	61	62	58	60

*Wording differently in 2004 than in 2003

Gray shading notes statistically significant differences between 2004 and 2003. (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 the table on page 42 for comparisons to 2003, 2002, 2001, 2000, 1998 and 1996).

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 table on following page). Services were classified as “more important” if they were rated 76 or higher on the 100-point scale. Services were rated as “less important” if they received an average rating of less than 76.

Services receiving a satisfaction rating of 61 or higher were considered of “higher quality” and those with an average rating lower than 61 as “lower quality.” Services which were categorized as higher in importance and higher in quality were: fire fighting and rescue services, weekly trash pick up, twice a month recycling pick up, snow removal from major streets, sewer services, tap water (quality of drinking water), fire inspection and fire safety education, emergency dispatch, emergency police services and electric service.

Services that were rated higher in importance and lower in quality were: street lighting, water conservation programs, electric conservation programs, enforcing traffic laws, crime prevention, planning and street repair and maintenance.

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

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

Comparison of Quality and Importance

Higher Importance/Higher Quality	Lower Importance/ Higher Quality
Fire fighting and rescue services Weekly trash pick up Twice a month recycling pick up Snow removal from major streets Sewer services Tap water (quality of drinking water) Fire inspection and fire safety education Emergency dispatch Emergency police services Electric service	Library services Maintenance of park grounds and facilities Recreation facilities Street cleaning Utility billing
Higher Importance/Lower Quality	Lower Importance/Lower Quality
Street lighting Water conservation programs Electric conservation programs Enforcing traffic laws Crime prevention Planning Street repair and maintenance	Timing of traffic signals Youth services sponsored program Code enforcement (junk vehicles on private property, weed control, trash and outside storage) Animal control Building and housing inspection Recreation programs and classes Maintaining landscaping along the public right of way Museum Services for seniors

COMPARISON TO PREVIOUS YEARS

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 in each of the last six survey years. One service was added to the list of higher importance, but of lower quality: street lighting. Five services have been a concern in the past, but did not arise in 2003 or 2004: snow removal, services for youth, recreation facilities, services for seniors and timing of traffic signals.

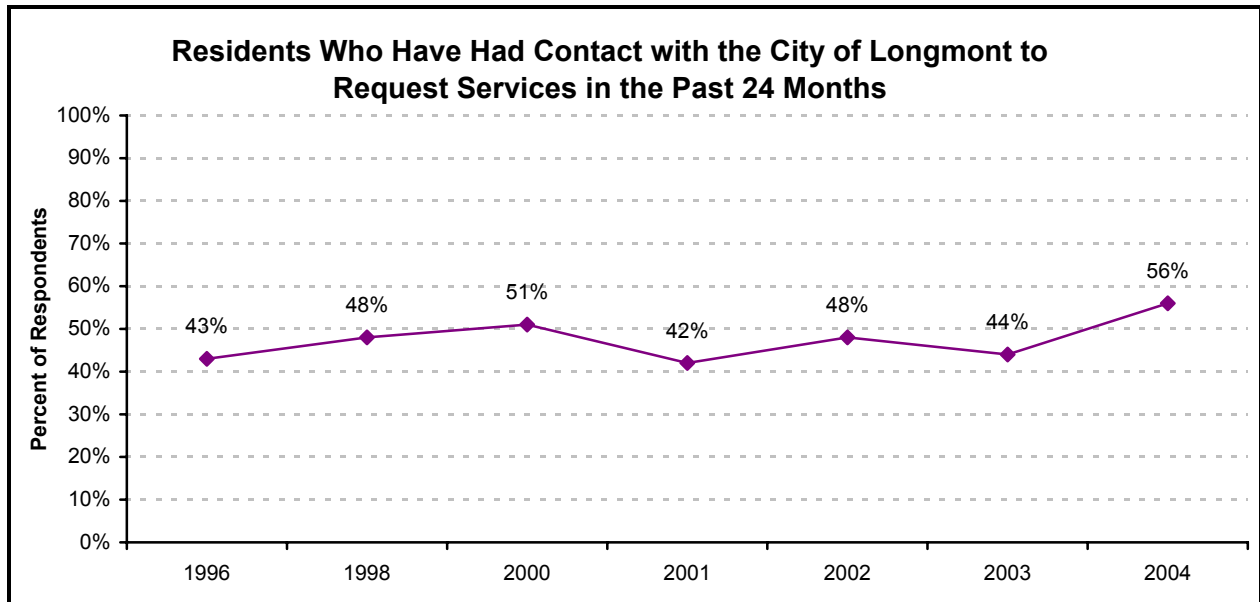
Comparison of Services with Higher Importance and Lower Quality:
Longmont Over Time

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

CONTACTING CITY GOVERNMENT

CONTACT WITH CITY GOVERNMENT

About half of the residents responding to the survey (56%) reported contacting the City of Longmont in the past 24 months to request services, an increase from 44% in 2003.



The 56% of residents who reported having contact with a City of Longmont employee within the last 24 months were asked to specify which service or services they had contact with. In previous years, this question was unprompted and gave residents the option of writing in their answers. In the 2004 survey, respondents were given a list of services and were asked to mark which services they had contacted. The top three most commonly contacted services by Longmont residents were utility billing (38%), police (36%) and trash/recycling (26%), followed closely by recreation centers (25%) and the library (24%).

Most Commonly Contacted Services in the Past 24 Months

Service	Percent of Respondents*
Utility Billing (Water, Electric, Sewer and Trash)	38%
Police	36%
Trash/Recycling	26%
Recreation Centers	25%
Library	24%
Animal Control	18%
Longmont Power and Communications (Electric Utility)	16%
Water/Sewer	15%
Parks/Golf	12%
Code Enforcement	12%
Building Inspection	10%
Museum	6%
Streets/Snow Removal	5%
Human Resources	5%
Fire	5%
Senior Services	5%
Housing	4%
Youth Services	3%
Sales Tax	3%
Community Development	3%
Municipal Court	3%
City Manager's Office	2%
EMS	2%
City Attorney/Prosecutor	1%
Planning	1%
Other	7%

*Percents add to more than 100 as respondents could choose more than one service.

Residents also were asked to indicate which City service they most *recently* contacted, using a prompted list of services. Because residents gave unprompted answers to this question in previous years, new categories were added and wording for certain categories varied slightly⁵.

The police department was the most common reason for most *recently* contacting the City of Longmont (18% of those making contact with a City employee), but received less frequent contact in 2004 than in 2003 (see table below). Utility billing (13%) and the library (9%) had the next most frequent interactions with the public and were mentioned more frequently in 2004 than in 2003 (13% vs. 1% and 9% vs. 1%, respectively).

Top Reasons for Most Recently Contacting the City of Longmont							
Reasons	Percent of Responses						
	2004	2003	2002	2001	2000	1998	1996
Police*	18%	24%	16%	11%	24%	15%	19%
Utility Billing	13%	1%	14%	19%	NA	NA	NA
Trash/recycling*	9%	7%	14%	20%	24%	21%	25%
Library	9%	1%	1%	1%	NA	NA	NA
Recreation Centers*	8%	10%	6%	2%	3%	4%	3%
Animal control*	6%	3%	2%	2%	2%	4%	4%
Building inspection*	4%	7%	8%	7%	7%	8%	6%
Parks/Golf*	4%	2%	4%	3%	3%	1%	1%
Code Enforcement	4%	NA	NA	NA	NA	NA	NA
Longmont Power and Communications (Electric Utility)	5%	NA	NA	NA	NA	NA	NA
Water/Sewer*	4%	3%	4%	4%	2%	3%	9%
Fire	2%	4%	2%	2%	3%	3%	1%
Streets/Snow removal*	2%	1%	10%	4%	5%	6%	8%
Human Resources	2%	NA	NA	NA	NA	NA	NA
Museum	1%	NA	NA	NA	NA	NA	NA
Municipal Court	1%	NA	NA	NA	NA	NA	NA

⁵ Added categories were: Longmont Power and Communications (Electric Utility), Human Resources, City Attorney/Prosecutor, City Manager's Office and Housing. Changes were as follows: Police in 2004 vs. police (traffic, crime investigation, etc.) in 2003; Trash/recycling as one category vs. two separate categories in 2003; recreation centers vs. Recreation (course instruction, etc.); animal control vs. Animal licensing and control; building inspection vs. building code/inspection (home and business); parks/golf vs. park repair and clean-up; water/sewer vs. water; streets/snow removal vs. street/sidewalk repair and clean-up.

Top Reasons for Most Recently Contacting the City of Longmont							
Reasons	Percent of Responses						
	2004	2003	2002	2001	2000	1998	1996
City Attorney/Prosecutor	1%	NA	NA	NA	NA	NA	NA
Housing	1%	NA	NA	NA	NA	NA	NA
Community Development	1%	NA	NA	NA	NA	NA	NA
City Manager's Office	1%	NA	NA	NA	NA	NA	NA
Sales Tax	1%	NA	NA	NA	NA	NA	NA
Senior Services	1%	NA	NA	NA	NA	NA	NA
Housing	1%	NA	NA	NA	NA	NA	NA
Youth Services	~0%	NA	NA	NA	NA	NA	NA
Utilities	NA	11%	3%	5%	8%	14%	14%
EMS	NA	7%	3%	3%	2%	~0%	~0%
Planning	NA	2%	2%	1%	2%	~0%	~0%
Recycling (asked with trash – see above)	NA	2%	2%	1%	3%	~0%	~0%
Tree trimming	NA	1%	~0%	1%	NA	NA	NA
New resident information	NA	~0%	5%	4%	3%	5%	2%
Other	3%	14%	2%	3%	3%	3%	2%
Don't know	NA	~0%	4%	8%	5%	7%	6%
Total	100%	100%	100%	100%	100%	100%	100%

*Worded differently in 2004 than in 2003

Gray shading indicates statistically significant differences between 2004 and 2003.

CITY EMPLOYEE RATINGS

The 56% of respondents who reported having contact with the City of Longmont in the past 24 months, rated 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 (see table below). More than three-quarters of those coming in contact with City employees rated the employees as "good" or "excellent" in every category, with 50% reporting "excellent" for "treated you with respect."

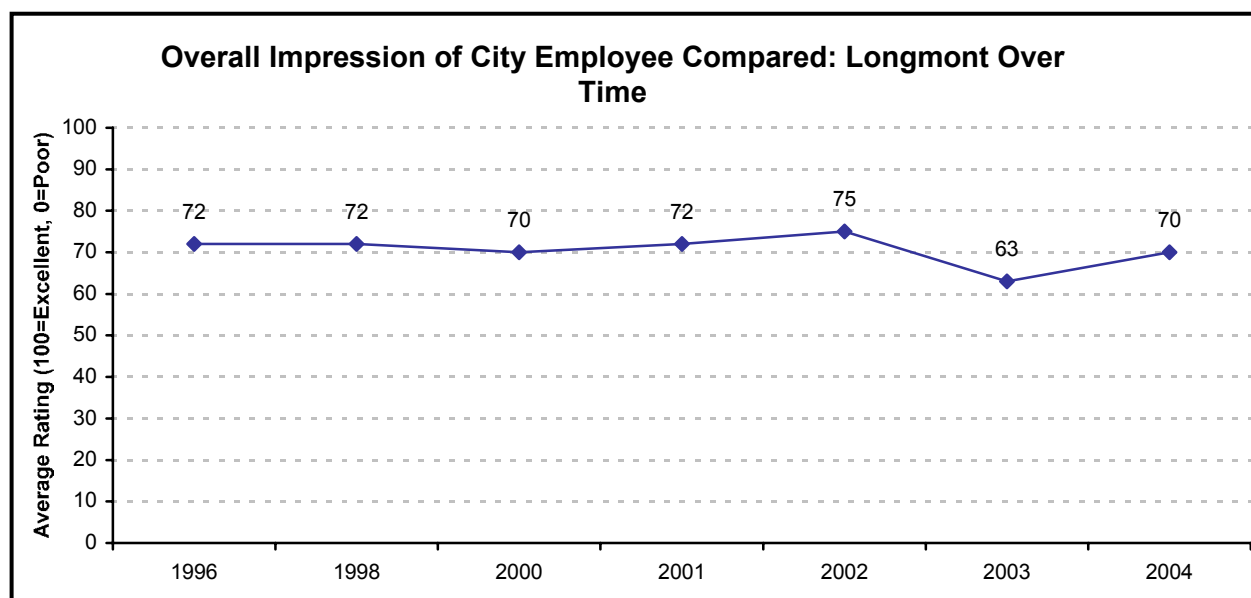
When converted to the 100-point scale, respondents gave each characteristic an average rating of 69 or higher, or better than "good."

Ratings of City Employees						
Characteristic	Percent of Respondents				Total	Average Rating (100=Excellent, 0=Poor)
	Excellent	Good	Fair	Poor		
Treated you with respect	50%	35%	10%	5%	100%	77
Knowledge of issue	42%	41%	13%	4%	100%	74
Willingness to help or understand	48%	33%	9%	10%	100%	73
How easy it was to get in touch with the employee	38%	39%	16%	7%	100%	69
Overall impression	41%	36%	14%	9%	100%	70

COMPARISON BY YEAR

The 2004 rating for overall impression was significantly higher than the average rating in 2003, significantly lower than in 2002 and similar to ratings given in 1996, 1998, 2000 and 2001.

Each characteristic was rated significantly higher in 2004 than in 2003 and similarly to 2002, except for ease of getting in touch with the employee (69 in 2004 and 78 in 2002).

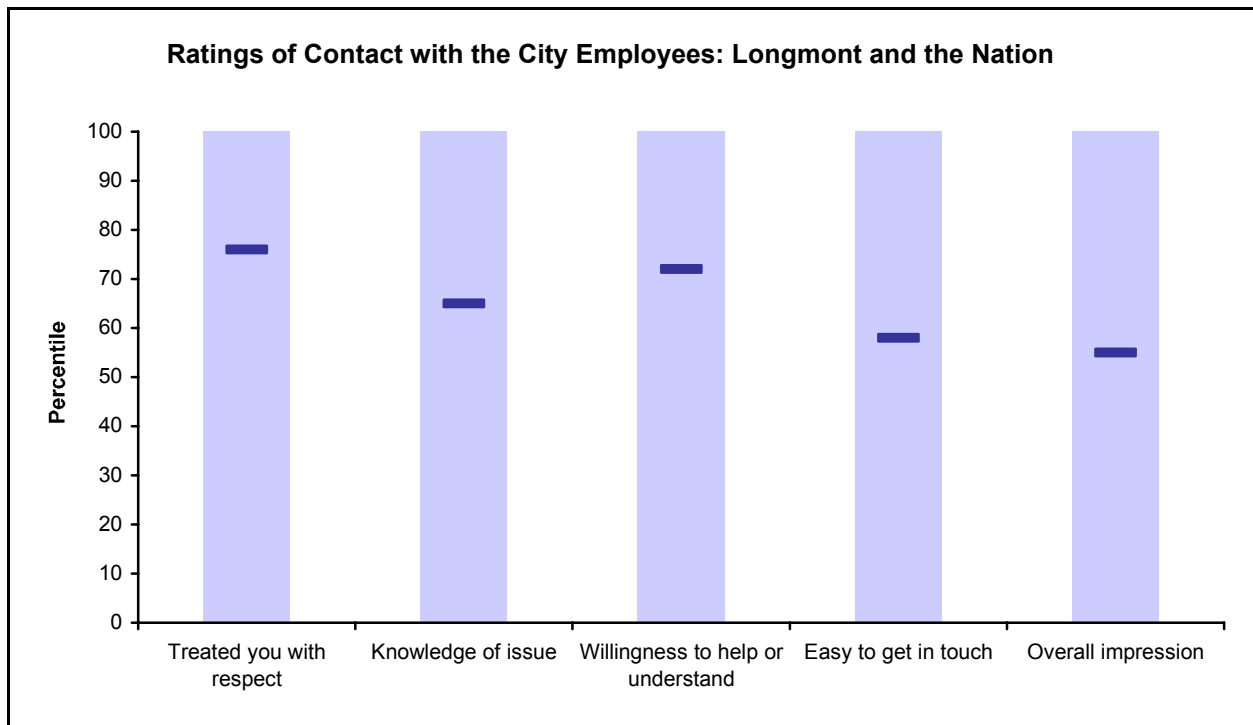


Characteristic	Average Rating (100=Excellent, 0=Poor)						
	2004	2003	2002	2001	2000	1998	1996
Treated you with respect	77	71	80	82	81	84	-
Knowledge of issue	74	70	77	78	78	87	-
Willingness to help or understand	73	66	74	79	78	80	-
How easy it was to get in touch with the employee	69	63	78	78	78	81	-

Gray shading notes statistically significant differences between 2004 and 2003. (Significant at $p < .05$.)

COMPARISON TO NATIONAL AND FRONT RANGE NORMS

Longmont City employees rated higher than or similar to national and Front Range norms. The characteristic “treated you with respect” was rated higher than both the national and Front Range norm. “Knowledge of the issue” was rated higher than the national average and similar to the Front Range norm. A “willingness to help or understand” was rated higher than the national average. “Ease of getting in touch” and the “overall impression” were rated similar to the national and Front Range norms. A comparison to the Front Range for “willingness to help or understand” was not available.



	City of Longmont Rating	Rank	Number of Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Norm
Treated you with respect	77	15	58	76%	Above the norm
Knowledge of issue	74	35	98	65%	Above the norm
Willingness to help or understand	73	9	29	72%	Above the norm
Easy to get in touch	69	46	108	58%	Similar to the norm
Overall impression	70	59	129	55%	Similar to the norm

Ratings of Contact with the City Employees: Longmont and the Front Range

	City of Longmont Rating	Front Range Rank	Number of Front Range Jurisdictions for Comparison	City of Longmont Percentile	Comparison of Longmont Rating to Front Range Norm
Treated you with respect	77	1	5	100%	Above the norm
Knowledge of issue	74	9	13	38%	Similar to the norm
Willingness to help or understand	73	NA	NA	NA	NA
Easy to get in touch	69	7	12	50%	Similar to the norm
Overall impression	70	8	14	50%	Similar to the norm

COMPARISON OF RATINGS BY DEMOGRAPHICS

The ratings were compared by specific respondent socio-demographic characteristics (see table below). Significantly different answers were given by residents of different socio-demographic groups, except for race. Respondents of Hispanic origin rated employees differently for all characteristics except “treated you with respect.” Male and female respondents gave different average ratings for “treated you with respect” and “how easy it was to get in touch” and different age groups rated “their willingness to help or understand” differently. Those respondents with higher and lower levels of educational attainment rated “knowledge of issue,” “willingness to help or understand” and “easy to get in touch” significantly differently. Residents who live in attached or detached housing units rated City employees differently for “easy to get in touch” and “overall impression” and all City employee characteristics were rated significantly differently by residents who rent or own their homes.

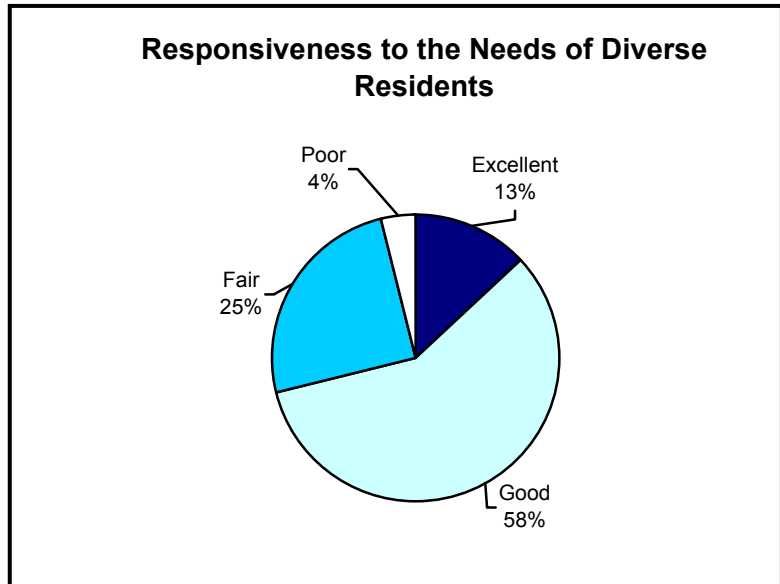
Ratings of Longmont Employee by Demographics					
	Average Rating (100=Excellent, 0=Poor)				
	Knowledge of issue	Treated you with respect	Willingness to help or understand	Easy to get in touch	Overall impression
Race					
White	76	78	75	71	72
Non-white	74	74	72	66	72
Ethnicity					
Hispanic origin	66	70	71	64	62
Not of Hispanic origin	75	78	73	70	70
Gender					
Female	74	78	74	71	71
Male	73	75	71	66	67
Age					
18-34	72	72	67	66	65
35-54	74	78	76	71	71
55+	77	82	78	70	74
Education					
High School degree or less	72	76	73	68	67
More than High School education	76	77	73	69	71
Housing Unit Type					
Detached	75	78	75	71	72
Attached	72	74	70	65	63
Tenure					
Rent	69	70	67	61	60
Own	76	80	76	72	73

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

GOVERNMENT RESPONSE TO DIVERSE NEEDS

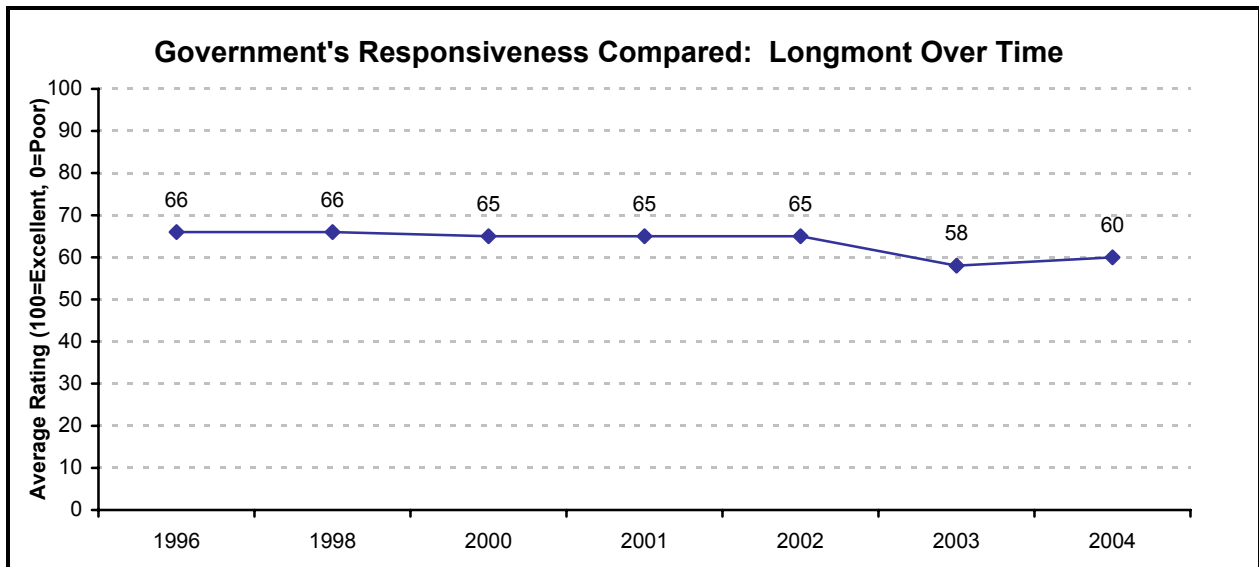
As in the previous surveys, respondents were asked to rate how well the City of Longmont responds to the needs of its diverse residents. The following charts display ratings of the City's responsiveness.

About seven in ten respondents (71%) rated the City as either "excellent" or "good" at being responsive to the needs of diverse residents. When converted to the 100-point scale, Longmont residents gave the City's responsiveness to diverse needs an average rating of 60, or between "good" and "fair."



COMPARISON BY YEAR

The 2004 average rating (60) was similar to the 2003 rating (58) and lower than previous survey years.



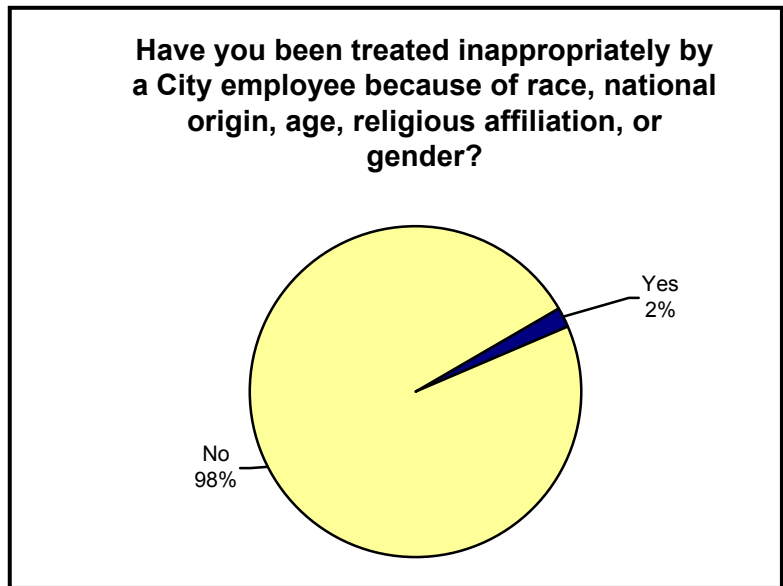
COMPARISON OF RATINGS BY DEMOGRAPHICS AND WARD OF RESIDENCE

The ratings were compared by Ward of residence and by respondent socio-demographic characteristics (see table below). Significantly different answers were given by residents of different socio-demographic groups, except for gender. Male and female respondents did not appear to have different opinions about how the City of Longmont responds to the needs of diverse residents. Respondents from the three Wards also gave significantly different answers to the question.

Longmont's Responsiveness to the Needs of its Diverse Residents By Race, Ethnicity, Age, Ward and Gender							
	Average Rating (100=Excellent, 0=Poor)						
	2004	2003	2002	2001	2000	1998	1996
Race							
White	62	60	65	65	66	66	67
Non-White	56	51	64	63	70	66	61
Ethnicity							
Hispanic	50	53	65	64	68	67	61
Non-Hispanic	62	59	65	65	66	66	67
Age							
18-34	58	54	64	62	64	66	65
35-54	60	59	65	66	64	66	65
55 +	63	60	66	67	69	66	69
Ward							
1	59	57	64	65	67	66	67
2	63	57	63	65	64	65	65
3	58	59	66	61	65	66	65
Sex							
Female	61	58	-	-	-	-	-
Male	58	57	-	-	-	-	-

Gray shading notes statistically significant differences between responses in 2004. (Significant at $p < .05$.)

The figure to the right illustrates that 2% 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 2% of respondents, 31% stated they reported the inappropriate behavior to a public official.



PUBLIC INFORMATION

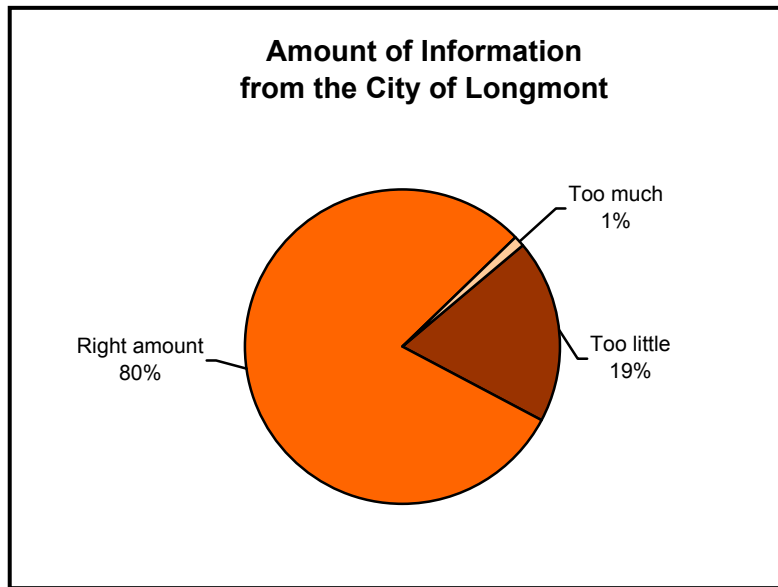
PUBLIC INFORMATION SOURCES

Respondents were asked how frequently they used various news sources. The most frequently used news sources were reading the “Longmont Daily Times-call” newspaper (used “very” or “somewhat” frequently by 62% of respondents), reading “City Line Newsletter (with utility billing statement)” (54%), using “word of mouth/friends” (45%) and reading another newspaper (40%). Eight percent of respondents reported reading the “Golden Outlook” at least “somewhat” frequently and seven percent reported watching “Behind the Badge” “somewhat” or “very” frequently.

Sources of Information about the City of Longmont

Sources	Percent of Respondents Listing News Source					Total
	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently	
Read the Longmont Daily Times-call newspaper	10%	15%	14%	18%	44%	100%
Read City Line Newsletter (with utility billing statement)	17%	12%	17%	27%	27%	100%
Read another newspaper	24%	21%	16%	19%	21%	100%
Use word of mouth/friends	12%	15%	28%	26%	19%	100%
Other, please specify	74%	6%	5%	4%	11%	100%
Use the Longmont Web site on the Internet	50%	13%	15%	15%	6%	100%
Read the Golden Outlook	78%	9%	4%	4%	4%	100%
Read bulletin board or information displays in City buildings	50%	22%	18%	8%	3%	100%
Attend or watch a City Council meeting or other program on public access cable television channel 3	49%	23%	17%	10%	1%	100%
Watch 'Behind the Badge'	73%	12%	8%	6%	1%	100%
Watch Channel 14 - Government access	65%	16%	12%	7%	1%	100%
Use City Source (24-hour telephone information line)	68%	17%	10%	3%	1%	100%

The figure to the right shows that most residents (80%) felt that they get the right amount of information from the City of Longmont. Approximately two in ten respondents (19%) felt that there was “too little” information and very few (1%) felt that “too much” information was being provided to residents.



COMPARISON BY YEAR

About the same number of respondents rated the amount of information provided by the City as “about right” in 2004 as in 2003.

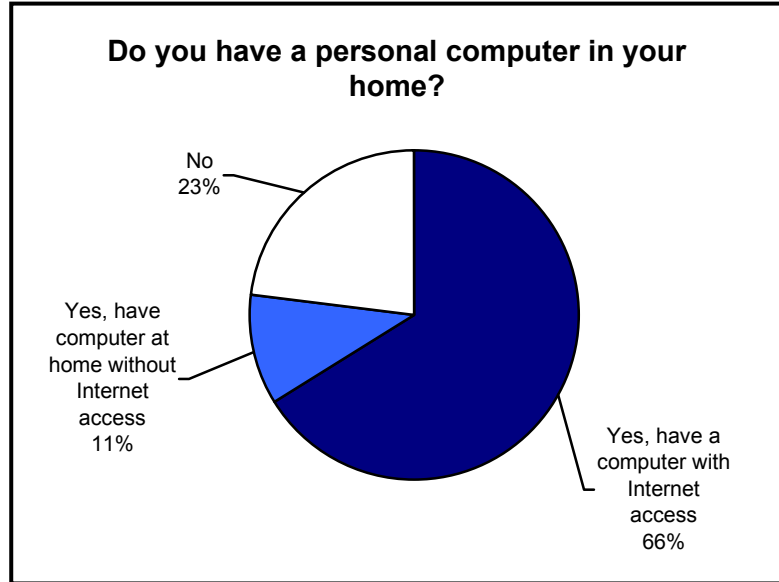
Amount of Information Received from the City of Longmont Over Time

Amount	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
Too little	19%	21%	20%	24%	17%	28%	25%
About right	80%	78%	78%	73%	79%	70%	72%
Too much	1%	1%	3%	3%	4%	2%	3%

COMPUTER AND INTERNET ACCESS

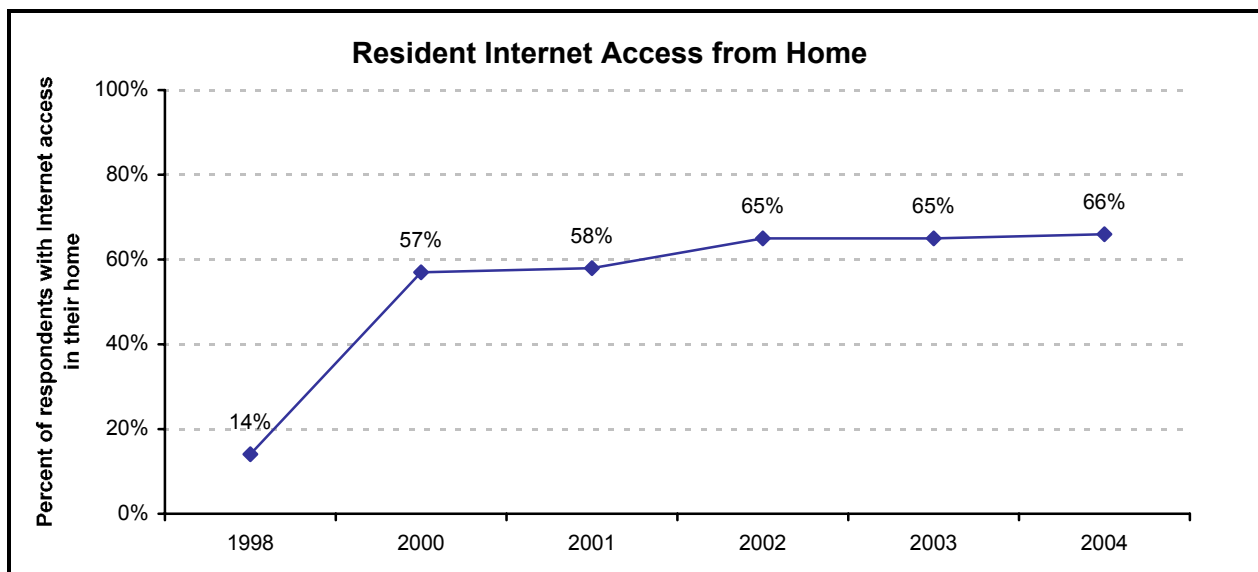
Survey respondents were asked if they had a personal computer in their home and to indicate how often they used the Internet to make purchases or pay for services. The survey also inquired about respondents' use of the City of Longmont Web site.

About three-quarters of respondents (77%) reported having a computer in their home, 11% reported having a computer, but not having Internet access. About one-quarter (23%) did not have a computer.



COMPARISON BY YEAR

The number of Longmont residents with Internet access in their homes increased tremendously from 1998 to 2000 and has steadily increased since the 2000 survey iteration (see figure below).

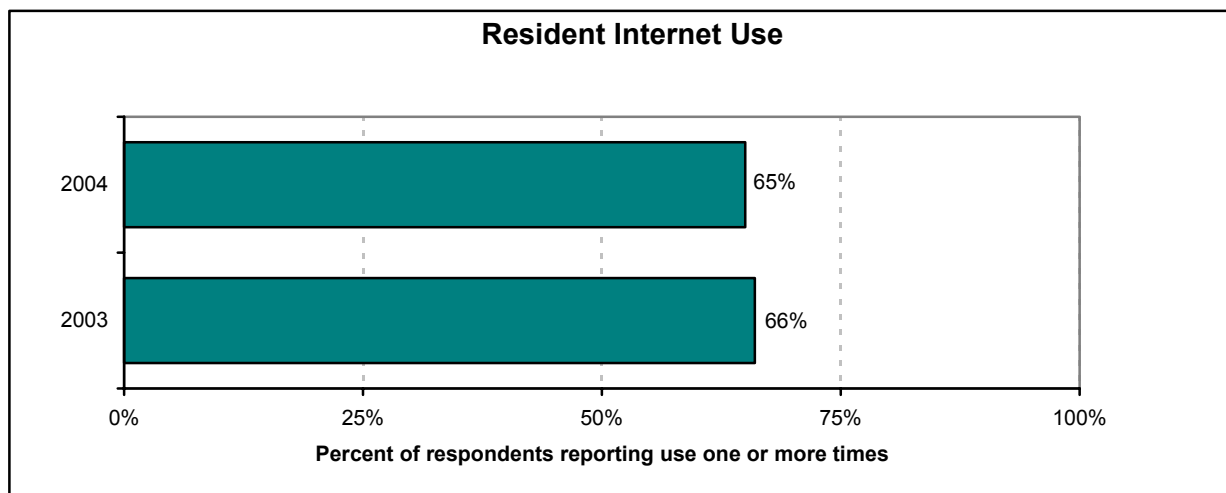


When asked how often they made purchases or paid for services using the Internet, about (12%) of the residents surveyed reported once or twice in the 12 months prior to the survey, one-quarter of respondents (24%) reported making purchases or paying for services three to twelve times and 10% reported using the Internet to purchase or make a payment 13 to 26 times in the 12 months prior to the survey (similar to 2003 responses). More residents responding to the survey reported using the Internet to make purchases or pay for services more than 26 times in 2004 than in 2003. Fewer respondents reported never using the Internet to make purchases or payments in 2004 than in the previous survey year.

Resident Internet Use					
Number of Times Made Purchases or Paid for Services	Percent of Respondents				
	2004	2003	2002	2001	2000
Never	34%	39%	33%	38%	46%
Once or twice	12%	13%	18%	17%	17%
3 to 12 times	24%	22%	16%	15%	12%
13 to 26 times	10%	11%	16%	14%	10%
More than 26 times	19%	15%	9%	9%	7%
Total	100%	100%	100%	100%	100%

Gray shading notes statistically significant differences between 2004 and 2003. (Significant at $p < .05$.)

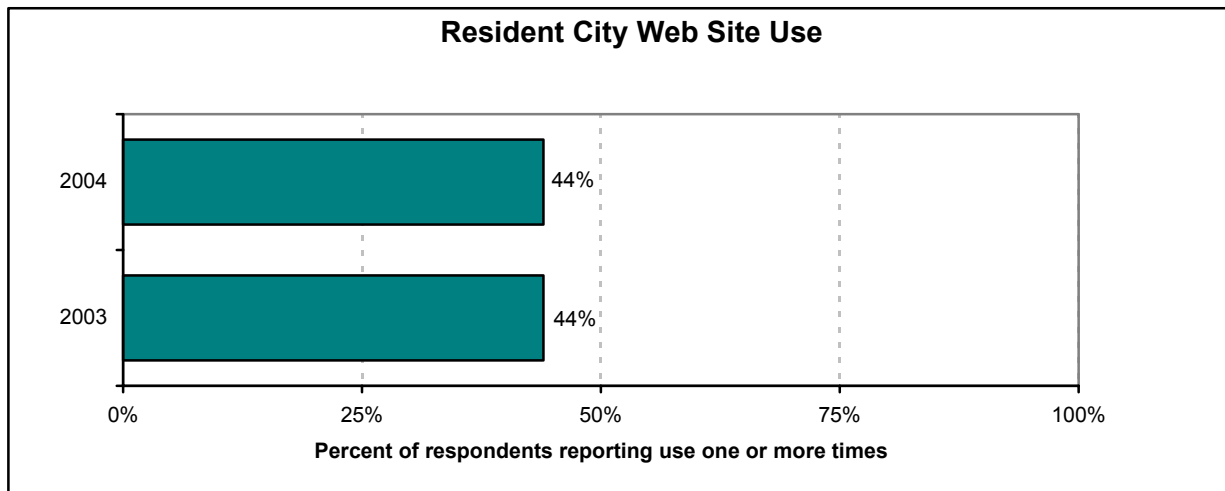
The percentage of respondents who used the Internet to make purchases or pay for services one or more times in 2004 was similar to the percentage of respondents in 2003.



As in previous survey years, residents were asked to indicate how often they had used the City of Longmont Web site in the last 12 months. About two in ten (18%) said that they used the Web site once or twice and a similar number of residents (17%) reported using it three to twelve times in the last 12 months. More than half of respondents (55%) reported never using the Web site in the last year.

Resident City Web site Use		
Number of Times Visited the City of Longmont Web site	Percent of Respondents	
	2004	2003
Never	55%	56%
Once or twice	18%	19%
3 to 12 times	17%	19%
13 to 26 times	6%	4%
More than 26 times	3%	2%
Total	100%	100%

Respondents reported similar use of the City of Longmont Web site in 2004 as in 2003.



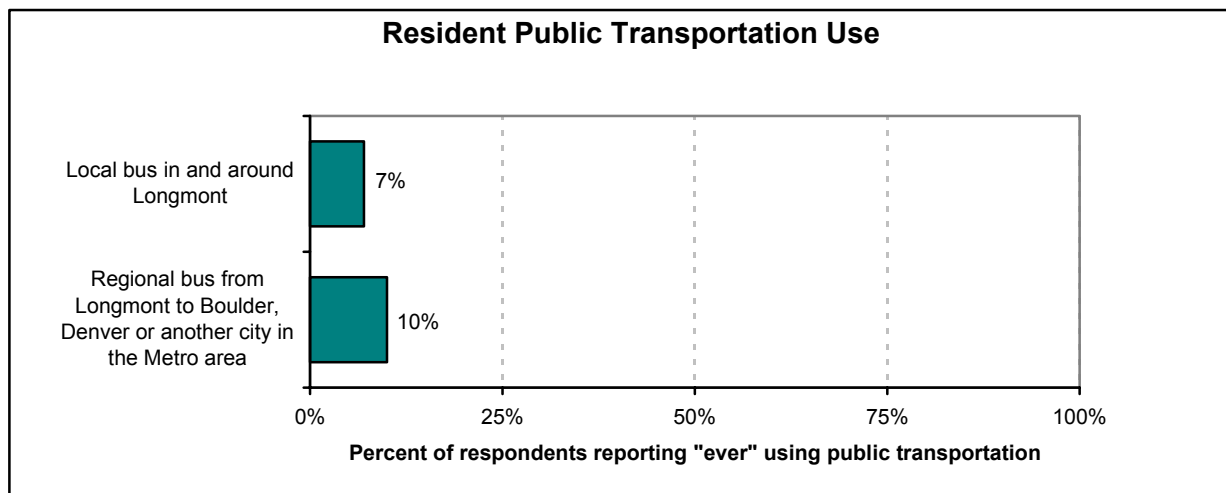
An additional question to the 2004 survey requested that residents indicate how often they or a member of their household had used the City of Longmont Web site for various reasons. Seven in ten respondents (71%) reported using the Web site to find information about City services or schedules at least once in the last year. Thirty-eight percent of respondents reported using the site at least once to find information about employment with the City and about the same number of respondents (37%) used it to find information about City codes. Two in ten residents responding to the survey reported that they used the Web site to conduct business with the City of Longmont.

Frequency of City Web Site Use						
	Percent of Respondents					Total
	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	
To conduct business with the City of Longmont	79%	14%	6%	~0%	~0%	100%
To download a City form	71%	23%	7%	~0%	~0%	100%
To find information about City codes	63%	24%	11%	2%	~0%	100%
To find information about employment with the City	62%	17%	15%	5%	1%	100%
To find information about City services or schedules	29%	35%	30%	5%	1%	100%

PUBLIC TRANSPORTATION

Those responding to the survey were asked to identify their public transportation use. The majority of respondents reported that they never used a local bus within the City (93%) or a regional bus from Longmont to Boulder, Denver or another city in the Metro area (89%). Seven percent of respondents said that they used the local bus at least one day per week and one in ten respondents (10%) reported using the regional bus at least once per week.

Resident Public Transportation Use						
	Percent of Respondents					Total
	Never	1 day per week	2-3 days per week	4-5 days per week	6-7 days per week	
Local bus in and around Longmont	93%	3%	2%	2%	0%	100%
Regional bus from Longmont to Boulder, Denver or another city in the Metro area	89%	6%	1%	3%	0%	100%

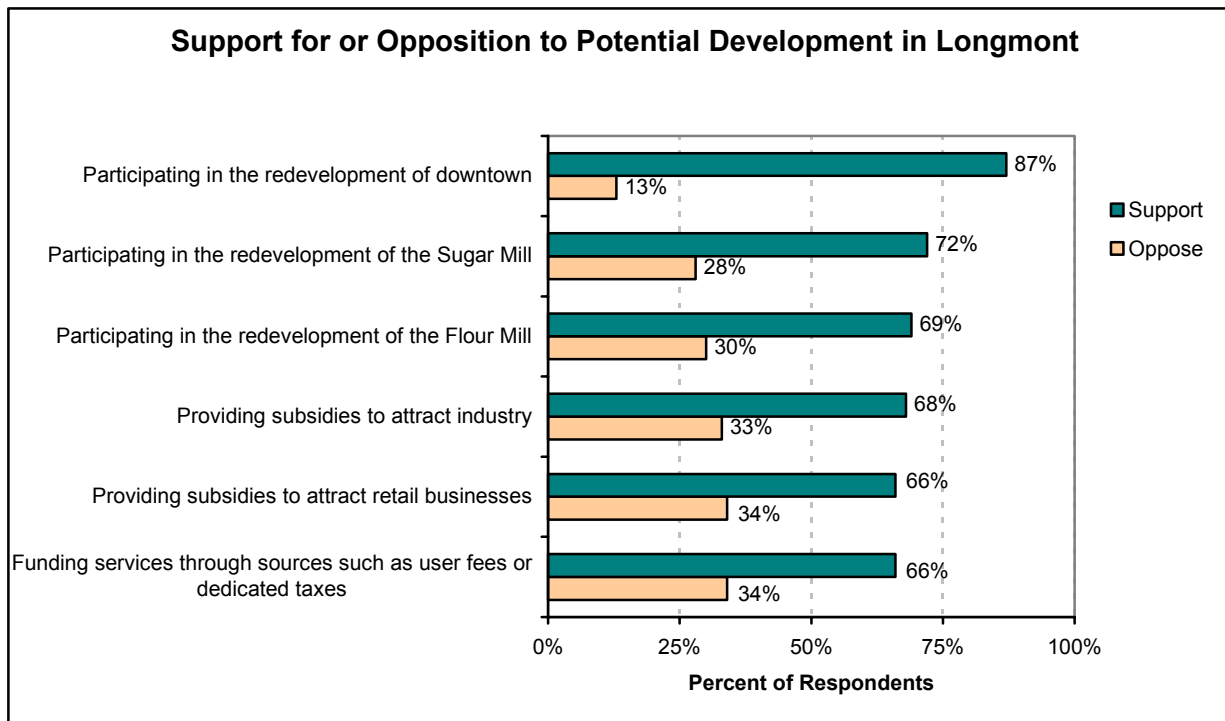


POLICY QUESTIONS

ECONOMIC DEVELOPMENT

With every administration of the Longmont Customer Survey, a set of policy questions has been asked to assess resident opinion about salient issues impacting the City government and the community. In 2004, residents were asked a variety of questions pertaining to the development of a City-wide strategic plan. Residents were asked to indicate the extent to which they would support or oppose the City pursuing redevelopment or providing funding for redevelopment to improve its quality of life goals.

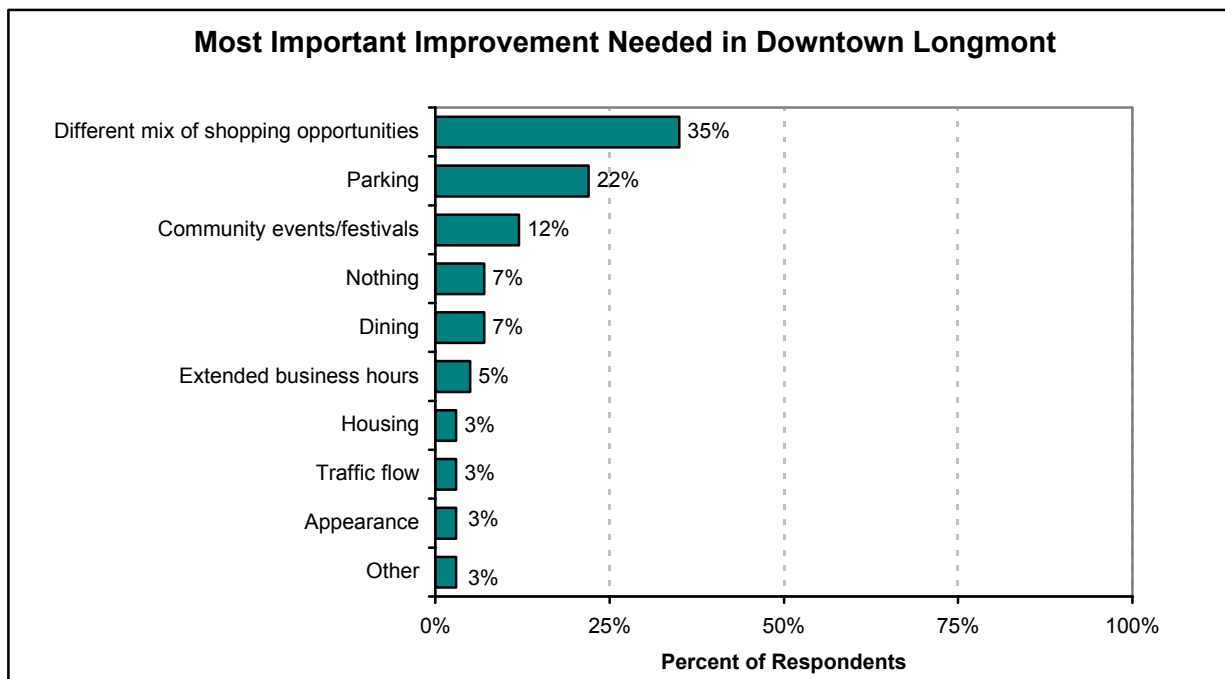
At least two-thirds of respondents supported each of the ideas presented regarding new development in Longmont. Most highly supported was the idea of the City participating in the redevelopment of downtown (87% reported that they “strongly” or “somewhat” support the idea). About seven in ten respondents (72%) at least “somewhat” supported participating in the redevelopment of the Sugar Mill and about the same percentage (69%) supported the idea of the City participating in the redevelopment of the Flour Mill. Although the majority of respondents supported each of the ideas for potential development, providing subsidies to attract retail businesses, providing subsidies to attract industry and funding services through alternative sources such as user fees or dedicated taxes were opposed by about one-third of the survey respondents.



Support for or Opposition to Potential Development in Longmont

	Percent of Respondents				Total
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	
Participating in the redevelopment of downtown	42%	45%	8%	5%	100%
Participating in the redevelopment of the Sugar Mill	24%	48%	17%	11%	100%
Providing subsidies to attract retail businesses	23%	43%	21%	13%	100%
Participating in the redevelopment of the Flour Mill	23%	46%	18%	12%	100%
Providing subsidies to attract industry	20%	48%	20%	13%	100%
Funding services through alternative sources such as user fees or dedicated taxes	15%	51%	21%	13%	100%

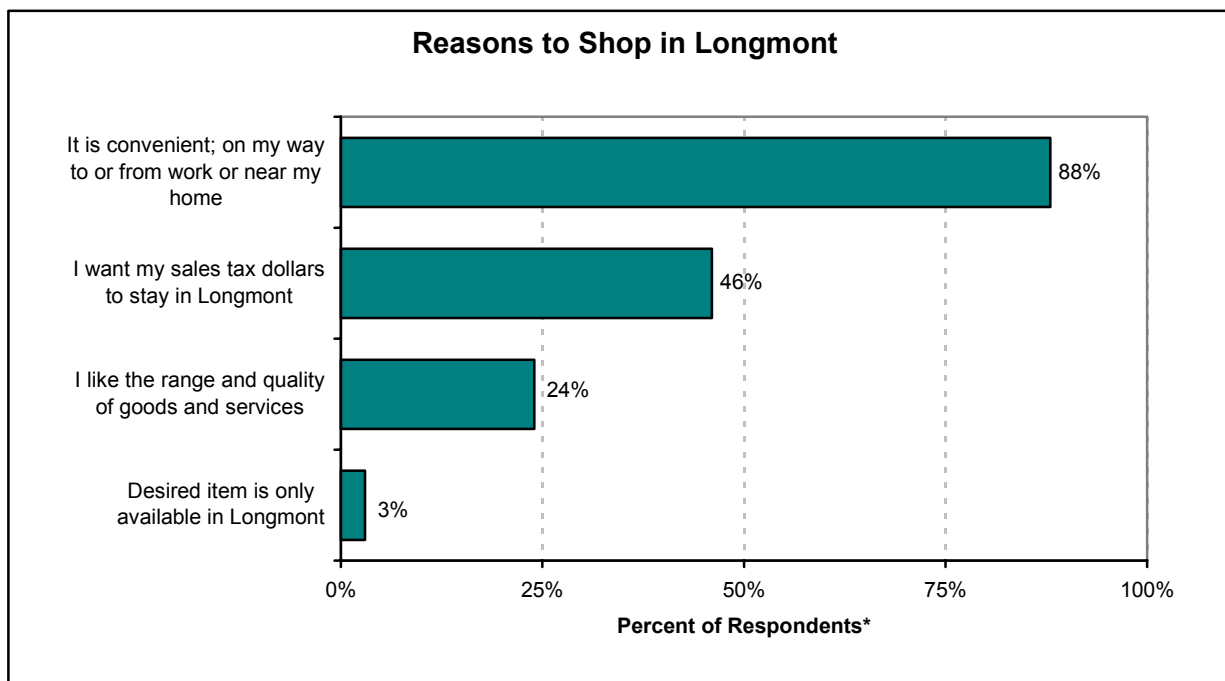
Residents also were asked to select what they thought was the single most important improvement needed in downtown Longmont (between 1st Avenue and 9th Avenue, specifically). Approximately one-third of respondents (35%) mentioned that a different mix of shopping opportunities was the most important improvement needed in downtown Longmont. About one in five residents responding to the survey (22%) thought that parking was a needed improvement for downtown Longmont and one in ten felt that more community events and festivals were needed in the downtown area.



RESIDENT SHOPPING PATTERNS

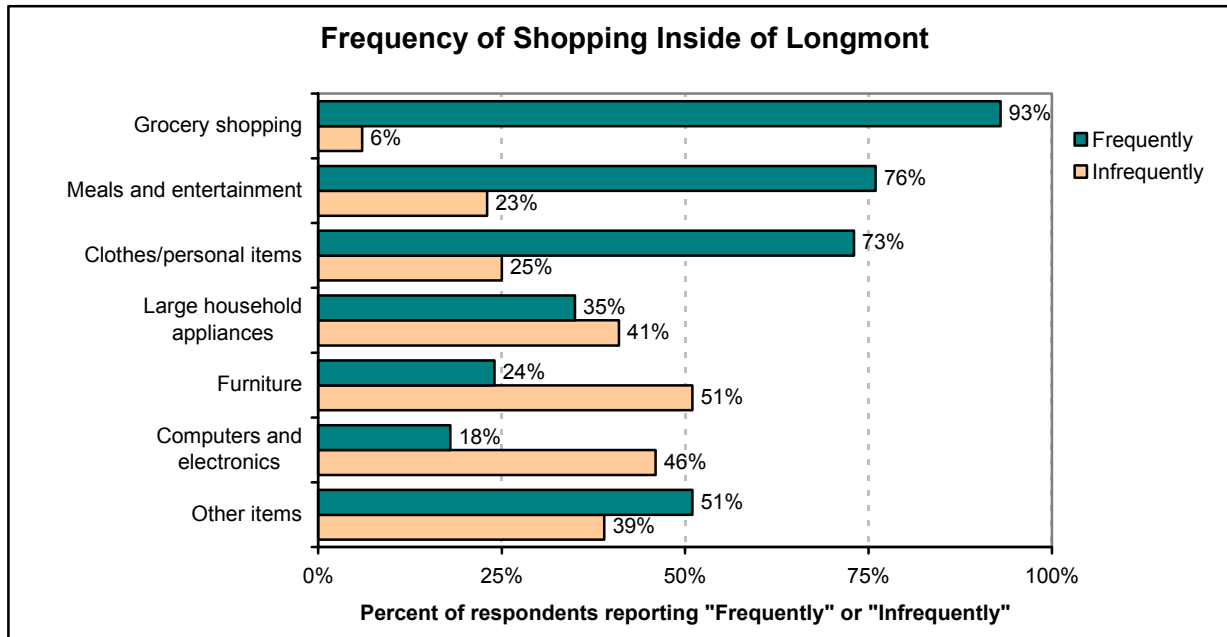
Survey respondents were asked a series of questions about their shopping habits both in and outside of Longmont. Residents indicated why they shopped in Longmont and how frequently they make purchases within the City for various types of shopping.

A strong majority of respondents (88%) reported that they shop in Longmont because it is convenient or on their way to or from work. Close to half of respondents (46%) said that they want their sales tax dollars to stay in Longmont and about one-quarter of respondents (24%) reported that they like the range and quality of goods and services offered in Longmont. Few respondents (3%) said that the reason they shop in Longmont is because the desired item is only available in Longmont.



*Percents add to more than 100 as respondents could choose multiple answers

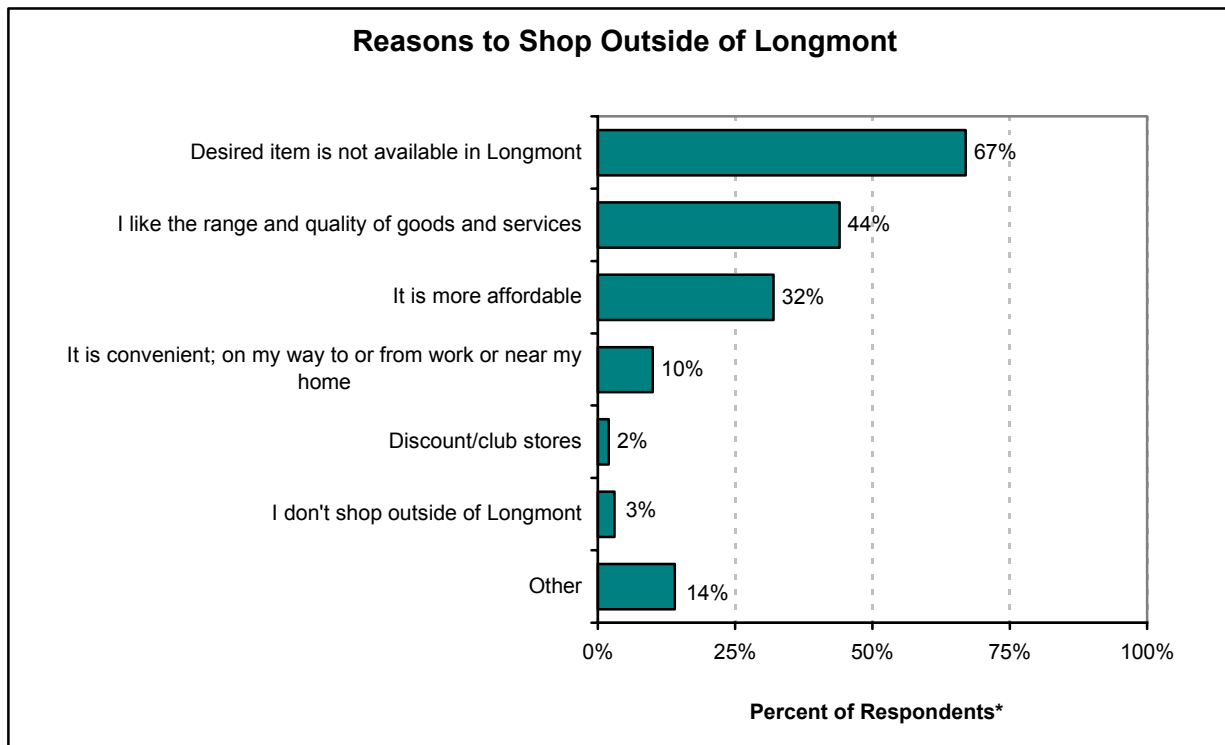
More than nine in ten respondents (93%) reported that they “somewhat” or “very” frequently grocery shop in Longmont. Three-quarters of respondents reported patronizing Longmont stores for clothes and personal items (73% reporting “somewhat” or “very” frequently) or for meals and entertainment (76%). About one-third of respondents (35%) frequently shop for large household appliances in Longmont, one-quarter (24%) shop for furniture and two in ten respondents (18%) reported “somewhat” or “very” frequently shopping for computers and electronics in Longmont.



Frequency of Shopping Inside of Longmont

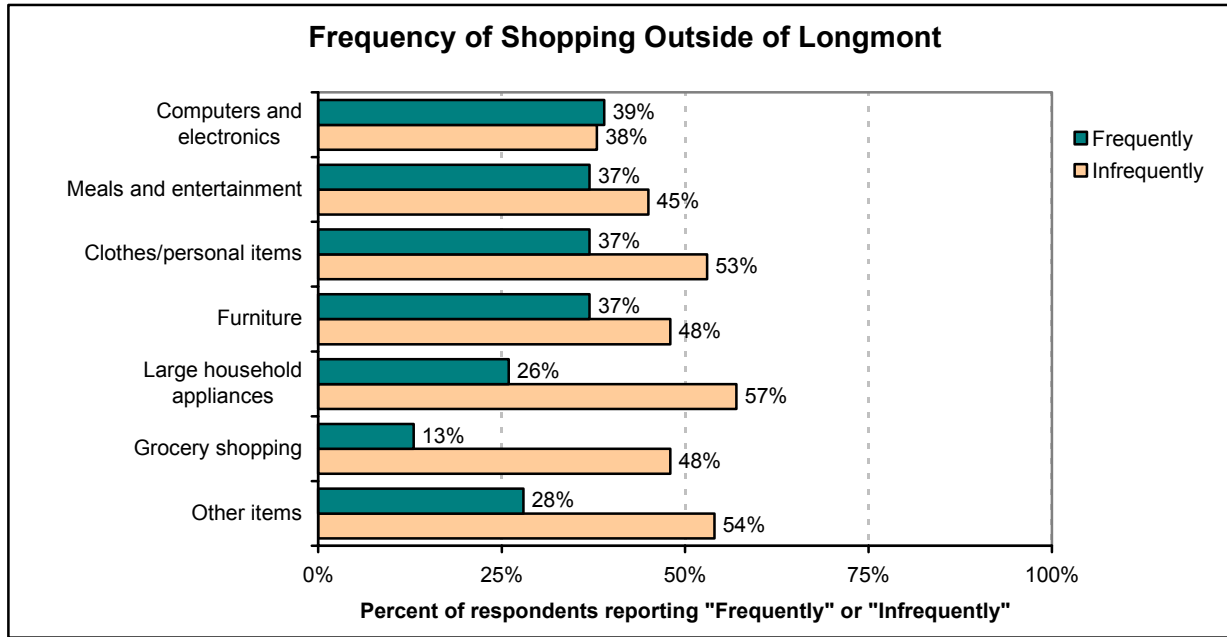
	Percent of Respondents					Total
	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently	
Grocery shopping	0%	3%	3%	6%	87%	100%
Meals and entertainment	1%	5%	18%	33%	43%	100%
Clothes/personal items	2%	9%	16%	33%	40%	100%
Large household appliances	24%	22%	19%	18%	17%	100%
Furniture	25%	32%	19%	13%	11%	100%
Computers and electronics	36%	27%	19%	10%	8%	100%
Other items	10%	14%	25%	27%	24%	100%

The same questions were asked about respondents' shopping patterns outside of the City of Longmont. A majority of respondents (67%) reported that the main reason for shopping outside of Longmont is because the desired item is not available in the City. Forty-four percent stated that they like the range and quality of goods and services offered outside of the City and three in ten respondents (32%) reported that it is more affordable to shop outside of Longmont.



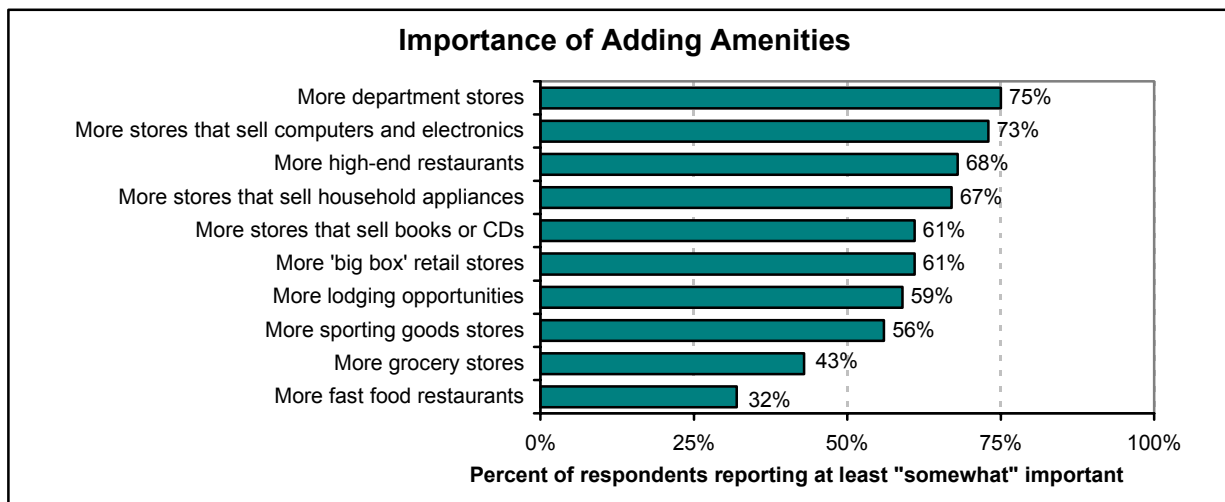
*Percents add to more than 100 as respondents could chose more than one reason.

When questioned about their frequency of shopping outside of Longmont, it appeared that respondents shopped less frequently outside of Longmont than in Longmont for clothes and personal items (37% frequently shopping outside of Longmont vs. 73% in Longmont), large household appliances (26% vs. 35%), meals and entertainment (37% vs. 76%) and grocery shopping (13% vs. 93%).



	Percent of Respondents					Total
	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently	
Computers and electronics	22%	22%	16%	21%	18%	100%
Furniture	17%	23%	22%	20%	17%	100%
Clothes/personal items	10%	27%	26%	22%	15%	100%
Large household appliances	27%	29%	19%	16%	10%	100%
Meals and entertainment	5%	27%	30%	30%	7%	100%
Grocery shopping	39%	34%	14%	9%	4%	100%
Other items	17%	25%	29%	19%	9%	100%

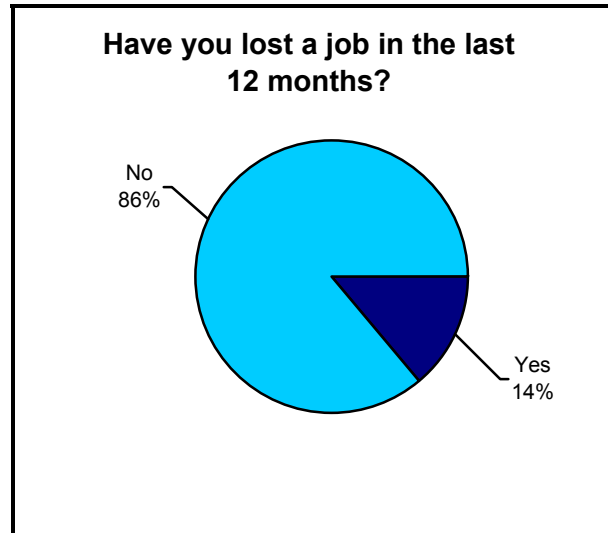
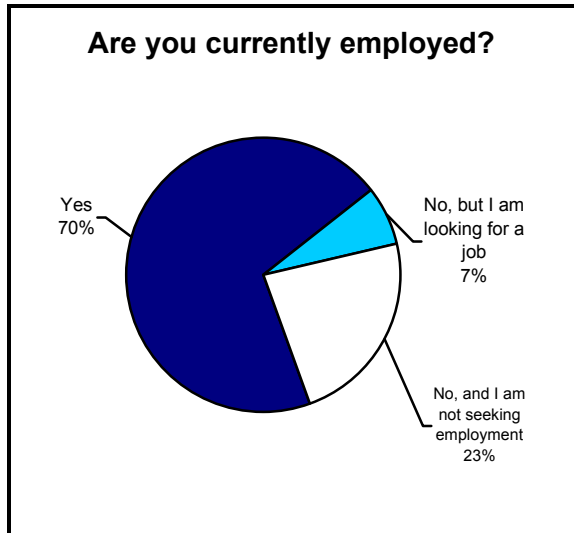
Longmont residents were asked to rate the importance of adding a number of amenities to the City. Three-quarters of respondents (75%) reported that more department stores were at least “somewhat” important. A similar number (73%) felt that more stores that sell computers and electronics were “somewhat” to “very” important. Two-thirds of respondents felt that more high-end restaurants were needed in Longmont as well as more stores that sell household appliances (68% and 67% reporting at least “somewhat” important, respectively). About six in ten respondents (59% reporting at least “somewhat” important) thought that Longmont should have more lodging opportunities and 56% felt that more sporting goods stores were “somewhat” to “very” important. Fewer respondents felt that more grocery stores and fast food restaurants were important (43% and 32% reporting “somewhat” to “very” important, respectively).



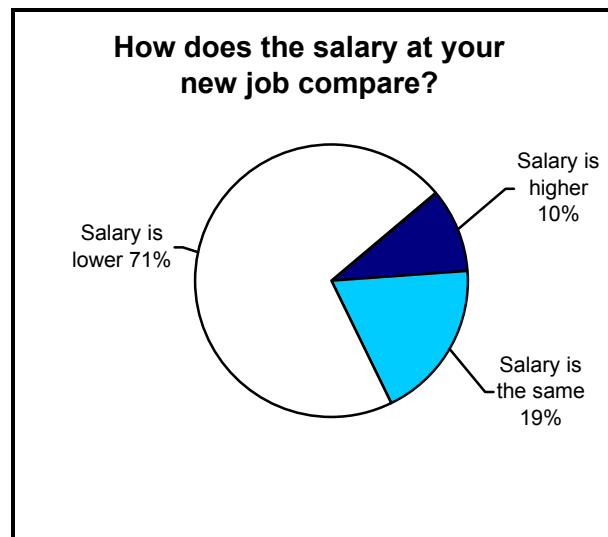
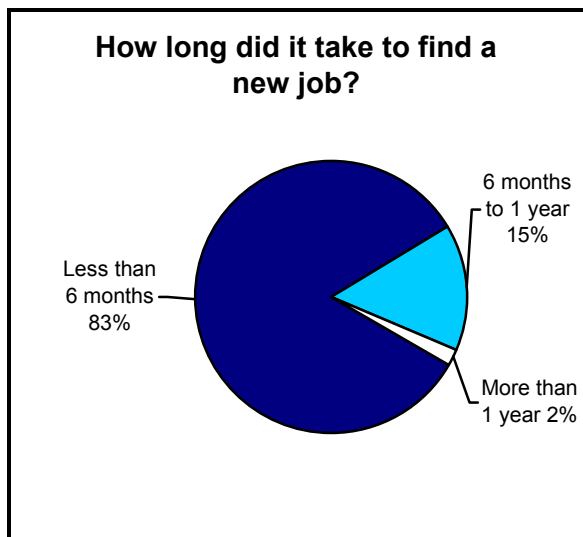
	Percent of Respondents				Total
	Very important	Important	Somewhat important	Not at all important	
More 'big box' retail stores	19%	17%	25%	39%	100%
More high-end restaurants	18%	25%	25%	32%	100%
More department stores	16%	26%	33%	26%	100%
More stores that sell computers and electronics	14%	26%	33%	28%	100%
More stores that sell books or CDs	10%	19%	32%	39%	100%
More stores that sell household appliances	8%	23%	36%	33%	100%
More sporting goods stores	7%	19%	30%	44%	100%
More grocery stores	6%	11%	26%	57%	100%
More lodging opportunities	5%	15%	39%	41%	100%
More fast food restaurants	5%	6%	21%	68%	100%

IMPACT OF THE ECONOMY

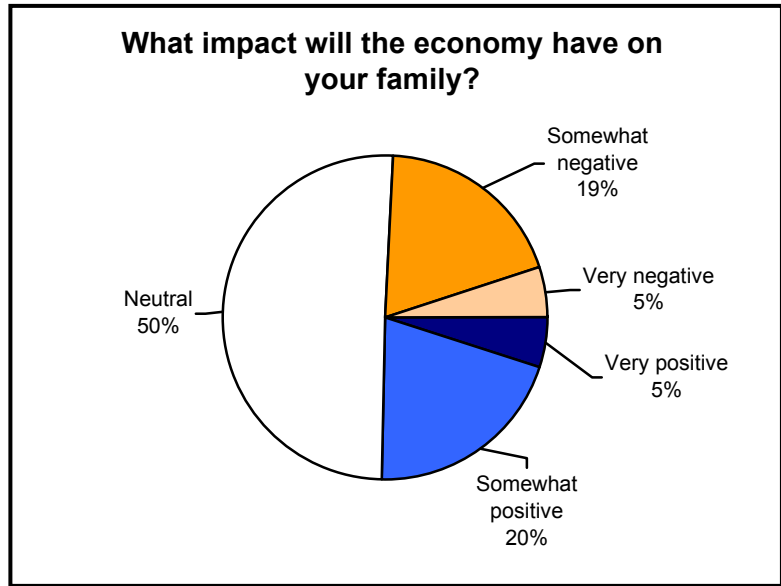
Respondents were asked a series of questions regarding the economy and employment. Seventy percent of the surveyed respondents reported current employment. However, 14% of the surveyed respondents reported losing their job in the last 12 months.



Of the 14% of respondents who reported losing their jobs in the last 12 months, it took an average of 4 months to find new employment. Seventy-one percent reported that their new salary was lower than their previous salary.

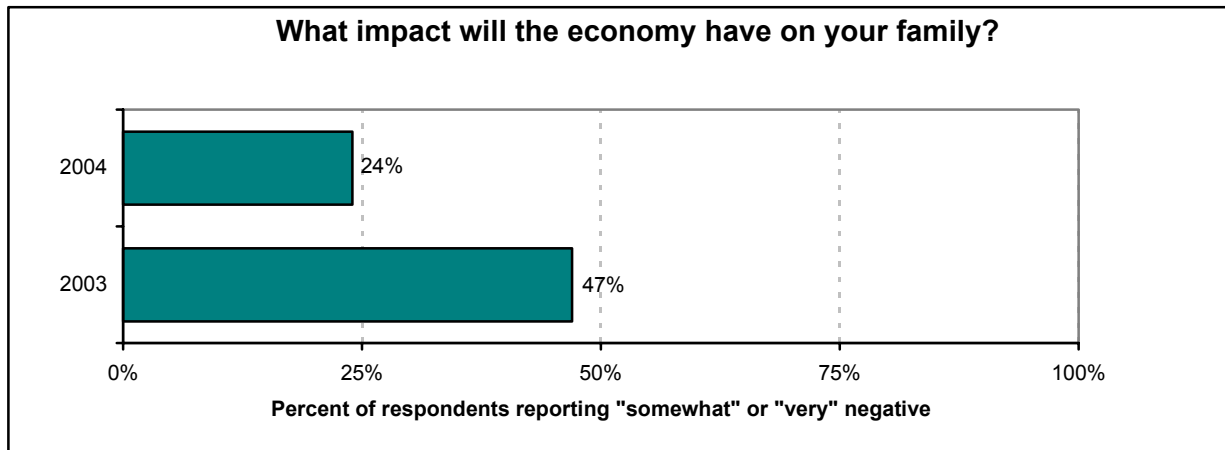


Twenty-four percent of the surveyed respondents felt that the economy will have a negative impact on their household in the next six months, 50% were neutral and 25% felt the economy will affect their household positively.



COMPARISON BY YEAR

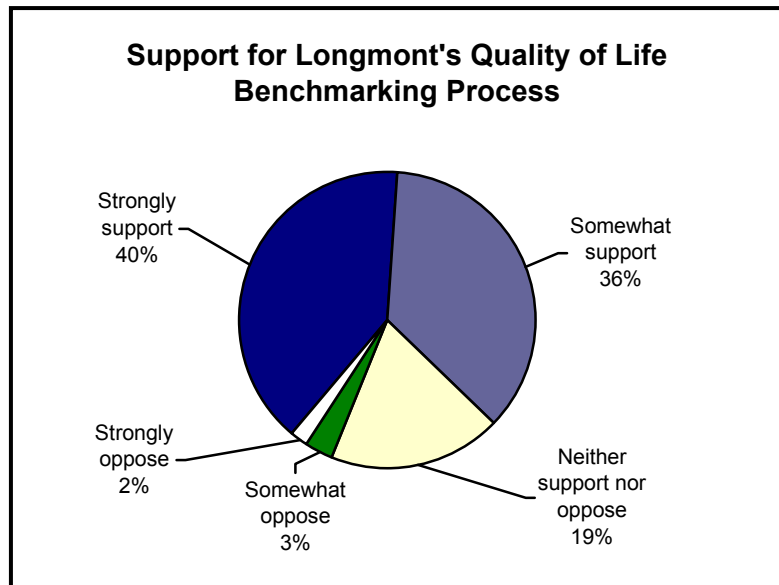
In 2004, there was a sizeable decline in the percent of respondents who thought that the economy will have a negative impact on their family.



QUALITY OF LIFE BENCHMARKING PROCESS

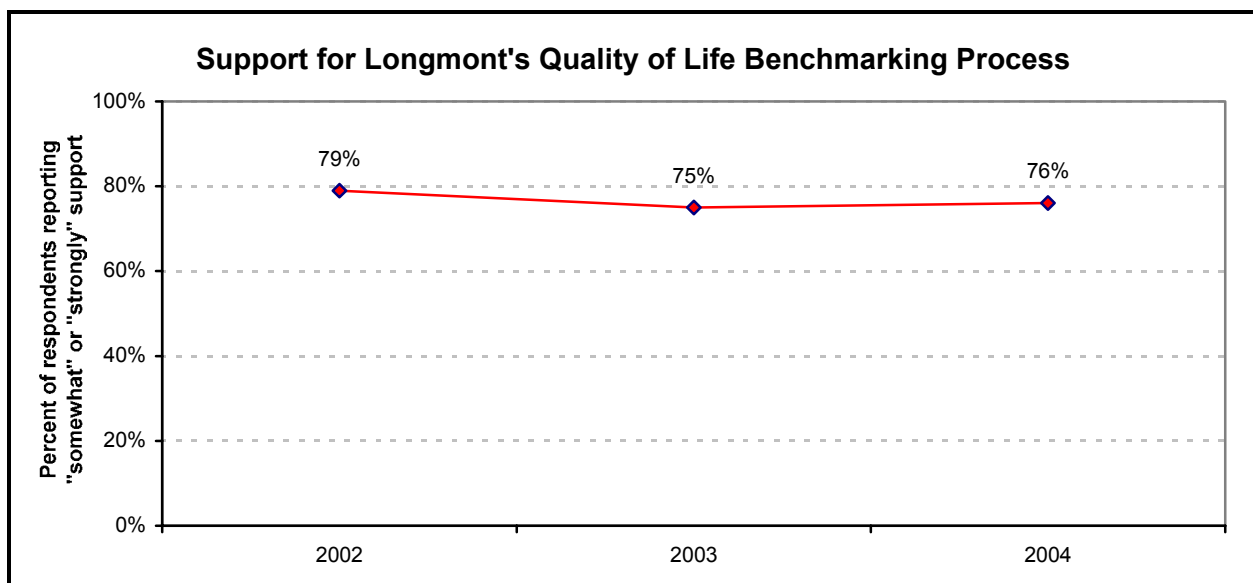
As in recent survey years, respondents were asked to what extent they supported or opposed the City of Longmont's Quality of Life Benchmarking process.

About three-quarters of respondents (76%) reported that they "somewhat" or "strongly" supported Longmont's Quality of Life Benchmarking Process. Nineteen percent neither supported nor opposed it and three percent "somewhat" opposed the idea. Two percent of respondents "strongly" opposed quality of life benchmarking.



COMPARISON BY YEAR

Support for the Quality of Life Benchmarking process by Longmont residents has been similar in the last three survey years. (Prior to 2002, residents were only asked if they had heard of the Benchmarking process and were not asked to identify their support or opposition.)



APPENDIX I. SURVEY RESPONDENT DEMOGRAPHICS

Appendix I Table 1. Number of Years Living in Longmont

Years	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
0-4	27	28	36	32	23	24	25
5-9	18	17	17	16	16	16	16
10-14	11	11	9	12	14	10	11
15-19	7	6	6	7	10	9	8
20 and over	37	38	32	33	38	40	40
Total	100	100	100	100	100	100	100

Appendix I Table 2. Type of Housing Unit

Housing Unit	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
Single family home	66	67	73	67	76	73	72
Apartment	18	17	13	14	10	13	13
Condo	4	4	3	1	2	2	2
Townhouse	9	7	4	4	4	8	3
Mobile home	1	2	3	5	3	4	4
Other	2	3	4	7	5	~0	7
Total	100	100	100	100	100	100	100

Appendix I Table 3. Tenure

Tenure	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
Own	68	70	72	69	74	70	72
Rent	32	30	28	31	26	30	28
Total	100	100	100	100	100	100	100

Appendix I Table 4. Household Income of Respondent

Income	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
Less than \$ 10,000	5	8	3	4	4	5	4
\$10,000 - \$14,999	7	5	4	5	5	6	9
\$15,000 - \$24,999	12	14	10	11	11	13	15
\$25,000 - \$34,999	12	13	10	12	12	14	23
\$35,000 - \$49,999	16	15	21	18	20	22	18
\$50,000 - \$74,999	18	21	21	25	23	22	20
\$75,000 - \$99,999	16	14	17	15	13	9	7
\$100,000 - \$149,000	9	8	10	10	8		
\$150,000-\$199,000	3	2	3	2	3		
\$200,00 or more	1	1	3	1	~0	8	4
Total	100	100	100	100	100	100	100

Appendix I Table 5. Education Level of Respondent

Education	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
0 - 11 years, no diploma	8	14	11	14	10	7	6
High school graduate	41	34	31	33	37	43	44
Some college, no degree or associate degree	12	15	27	23	25	26	28
Associate's Degree (not asked in previous years)	6	6	NA	NA	NA	NA	NA
Bachelors degree	21	20	18	17	17	15	15
Graduate or professional degree	12	12	13	13	11	9	8
Total	100	100	100	100	100	100	100

Appendix I Table 6. Race of Respondent

Race	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
White	86	80	81	83	93	88	89
American Indian, Eskimo or Aleut	3	4	4	4	1	1	2
Asian or Pacific Islander	2	3	2	2	1	~0	~0
Black or African American	~0	1	~0	1	0	1	~0
Other	12	13	17	14	6	10	8
Total*	*	*	*	*	100	100	100

*Race was asked as a multiple response question for the first time in 2001 in order to correspond with Census data. Therefore, the total exceeds 100.

Appendix I Table 7. Ethnicity of Respondent

Ethnicity	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
Hispanic origin	19	18	19	16	9	12	11
Non-Hispanic origin	81	82	81	84	91	88	89
Total	100	100	100	100	100	100	100

Appendix I Table 8. Age of Respondent

Age	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
18 – 24	7	5	7	7	7	10	9
25 – 34	28	29	25	26	21	29	30
35 – 44	20	20	26	27	24	23	24
45 – 54	23	24	21	18	22	14	14
55 – 64	8	7	8	9	11	9	9
65 – 74	7	6	6	6	8	8	14
75 – 84	5	6	4	6	6	5	
85 older	2	3	2	2	1	1	
Total	100	100	100	100	100	100	100

Appendix I Table 9. City Where Respondent Works

City	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
Longmont	50	49	52	57	56	55	60
Boulder	22	26	31	25	27	29	22
Retired	6	6	-	-	-	-	-
Denver / Denver suburb	4	4	4	4	6	11	9
Louisville	2	3	1	3	3	2	1
Broomfield	1	1	1	3	-	-	-
Niwot / Gunbarrel	-	2	1	1	2	1	3
Mead	-	-	1				
Lafayette	-	2	1				
Other North Front Range communities (Loveland, Greeley, Windsor, etc.)	-	4	8	8	5	2	6
Not working, other	-	3	-	-	-	-	-
Work in other city	16	3	-	-	-	-	-
Total	100	100	100	100	100	100	100

Appendix I Table 10. Gender of Respondent

Ethnicity	Percent of Respondents						
	2004	2003	2002	2001	2000	1998	1996
Female	61	57	60	54	57	-	-
Male	39	43	41	46	43	-	-
Total	100	100	100	100	100	100	100

Appendix I Table 10. Ward of Residence

Ward	Percent of Respondents							
	2004 (new boundaries)	2004 (old boundaries)	2003	2002	2001	2000	1998	1996
Ward 1	33	31	35	27	29	30	35	37
Ward 2	31	37	37	43	43	38	28	34
Ward 3	36	32	28	30	27	32	37	29
Total	100	100	100	100	100	100	100	100

APPENDIX II. 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 shading (Average ratings +/- 6 points, percents +/- 6 percentage points).

Appendix II Table 1.
Comparison of Responses by Ward: Quality of Life and Community

Question	City as Whole	Ward 1	Ward 2	Ward 3
Quality of Life (100=Excellent, 0=Poor)	65	65	66	65
How would you rate Longmont as a place to live? (100=Excellent, 0=Poor)	68	67	70	66
How would you rate your neighborhood as a place to live? (100=Excellent, 0=Poor)	65	64	70	64
How would you rate Longmont as a place to raise children? (100=Excellent, 0=Poor)	62	61	62	61
How would you rate Longmont as a place to retire? (100=Excellent, 0=Poor)	52	53	54	50
Growth (% rating as "Too Fast")	65%	58%	71%	66%

Gray shading notes statistically significant differences in one or more Wards. (Significant at $p < .05$.)

Appendix II Table 2.
Comparison of Responses by Ward: City Government

Question	City as Whole	Ward 1	Ward 2	Ward 3
Overall satisfaction with City services (0=very dissatisfied, 100= very satisfied)	75	74	77	75
Overall impression of City employees (100=Excellent, 0=Poor)	70	71	72	66

Gray shading notes statistically significant differences in one or more Wards. (Significant at $p < .05$.)

COMPARISON OF RATINGS BY WARD OF RESIDENCE

About half of the service ratings given by residents in one Ward were significantly different from ratings given by residents of a different Ward. For several services where ratings were statistically different, residents in Wards 2 and 3 gave higher average ratings than residents from Ward 1.

Appendix II Table 3.
2004 Service Ratings Compared by Ward

Service	Average Rating (100=Excellent, 0=Poor)			
	City as Whole	Ward 1	Ward 2	Ward 3
Snow removal from major streets	69	65	73	70
Street repair and maintenance	51	48	53	51
Street cleaning	61	58	63	62
Street lighting	60	59	61	59
Timing of traffic signals	47	48	45	47
Tap water (quality of drinking water)	68	67	67	69
Sewer services	69	67	71	70
Water conservation programs	57	55	56	60
Electric service	72	72	74	71
Electric conservation programs	56	55	54	57
Utility billing	65	64	68	62
Weekly trash pick up	73	72	76	72
Twice a month recycling pick up	70	68	73	69
Recreation facilities	63	61	64	63
Recreation programs and classes	59	57	60	61
Library services	71	72	70	71
Youth services sponsored program	49	50	50	48
Services for seniors	60	60	62	60
Museum	57	55	59	58
Enforcing traffic laws	52	54	49	52
Crime prevention	49	48	48	50
Fire fighting and rescue services	76	75	75	78
Fire inspection and fire safety education	67	66	67	69
Emergency police services	66	67	66	66
Emergency dispatch	67	66	66	69
Code enforcement (junk vehicles on private property, weed control, trash and outside storage)	39	41	37	40
Building and housing inspection	52	53	53	51

Appendix II Table 3.
2004 Service Ratings Compared by Ward

Service	Average Rating (100=Excellent, 0=Poor)			
	City as Whole	Ward 1	Ward 2	Ward 3
Planning	46	46	43	47
Maintaining landscaping along the public right of way	57	55	57	58
Maintenance of park grounds and facilities	64	61	65	64
Animal control	59	57	59	61

Gray shading notes statistically significant differences in one or more Wards. (Significant at $p < .05$.)

COMPARISON OF IMPORTANCE BY WARD OF RESIDENCE

Most of the importance ratings given by residents in Ward 1 were higher than importance ratings given by residents from Wards 2 and 3, except planning (74 in Ward 1, 78 in Ward 2 and 75 in Ward 3).

Appendix II Table 4.
Importance Ratings Compared by Ward of Residence

Service	Average Rating (0=not at all important, 100=Very Important)			
	City as Whole	Ward 1	Ward 2	Ward 3
Snow removal from major streets	82	84	81	80
Street repair and maintenance	82	85	82	80
Street cleaning	60	61	60	59
Street lighting	77	80	78	75
Timing of traffic signals	73	71	74	73
Tap water (quality of drinking water)	92	94	93	91
Sewer services	82	86	82	80
Water conservation programs	84	85	85	82
Electric service	83	87	82	80
Electric conservation programs	76	76	76	75
Utility billing	67	68	68	66
Weekly trash pick up	80	83	77	79
Twice a month recycling pick up	76	77	77	74
Recreation facilities	70	71	70	68
Recreation programs and classes	65	64	64	66
Library services	73	78	71	71
Youth services sponsored program	73	75	71	72
Services for seniors	74	74	72	75
Museum	53	57	52	51
Enforcing traffic laws	77	78	76	76
Crime prevention	90	93	90	89
Fire fighting and rescue services	93	95	94	91
Fire inspection and fire safety education	82	84	80	80
Emergency police services	92	93	92	91
Emergency dispatch	93	95	91	92
Code enforcement (junk vehicles on private property, weed control, trash and outside storage)	68	72	66	67
Building and housing inspection	65	65	65	67
Planning	76	74	78	75
Maintaining landscaping along the public right of way	61	64	59	59

Appendix II Table 4.
 Importance Ratings Compared by Ward of Residence

Service	Average Rating (0=not at all important, 100=Very Important)			
	City as Whole	Ward 1	Ward 2	Ward 3
Maintenance of park grounds and facilities	68	73	68	65
Animal control	67	71	65	64

Gray shading notes statistically significant differences in one or more Wards. (Significant at $p < .05$.)

APPENDIX III. VERBATIM RESPONSES

Question 2

- Traffic control and mitigation. Growth. Gangs.
- Vandalism/graffiti. Traffic. Meth labs.
- Enough water. Too much growth. Roads.
- Expensive - cost of living here. Traffic.
- Traffic problems. Water. Crime.
- Mexicans - 3 or more families to a house, kids everywhere, noise, loud music and our neighborhood is going down the tubes.
- Population growth - neighboring communities moving closer. Schools - overcrowded.
- Illegal immigrants increasing population. Illegal immigrants taking jobs. Illegal immigrants not having documentation of insurance - doing trafficking with illegally.
- Growth and the issues dealing with more people.
- Meth labs. Deterioration of older neighborhoods. Renovating or demolishing old industrial buildings - grain mill on 3rd. Abandoned buildings near 3rd/pratt/terry.
- Over-population. Not enough food banks and food selection.
- Don't know - have only lived here 8 months.
- Entertainment for grownups and kids. Traffic. Illegal aliens.
- Too many Mexicans. No tax base - not enough businesses.
- Too much new housing. Not enough water to supply new housing growth. Main Street shopping area is heading for a downturn.
- Crime. Keeping up streets, schools, parks, etc. Population growth.
- Drug and gang activity. High rental prices - housing in general. Throwing furniture and trash on front yards.
- Water. Traffic - roads.
- Growth (expansion). Traffic (excess). Schools (\$\$).
- Responsible growth - how to grow without overcrowding, sharing resources. Schools - especially overcrowding and Spanish-speaking children. Teen pregnancy/moms - a problem no one seems to be trying to correct.
- Traffic. Too many people. Too many expensive houses.
- Growth. Traffic. Diversity.
- Immigrants - they need to learn to live here! This isn't Mexico! Crime - we had a vehicle stolen out of our driveway! Funding our schools - stop the waste - supplies.
- Traffic.
- Organizing against out & out drug production (meth labs). Safety - enforcement of quality of living rules (set standard of respect for each other). Traffic.
- Drugs. Traffic.
- Growth. Growth. Growth.
- Housing cost - when built out - how will costs maintain. Jobs - providing good quality and attracting businesses. Traffic.
- Growth and traffic. Crime.
- Preserving open space and wildlife. Please, please do planning with an eye to the quality of life and not the \$ signs of companies like Wal-mart, and let's get the city to lead the way in water conservation by stepping up the requirement for the planting of blue grass and get drought resistant grass and xeroscaping. Keeping a small town - good place to live. Transportation and help with pollution, seniors who can't drive, and traffic.

- Excessive growth. Over-taxing existing resources, e.g. water, health facilities, etc. Traffic and air pollution.
- Growth. Traffic. Crime.
- Traffic. Growth strategies. Schools.
- Traffic.
- Growth. Traffic.
- Being its own city from Boulder and becoming baby Boulder. Fixing the streets.
- Traffic. Over-building. Allowing Mexicans to live two and more families in a single dwelling.
- Traffic - Hover & main are terrible, lights not timed properly. Turkey plant tarnishing city/sugar plant impeding growth. Trashy houses lowering property values. Junked out cars everywhere.
- Commercial buildings. Maintaining open spaces. Police department.
- Growth control. Traffic. Keeping open space and still allowing businesses to locate, i.e. Wal-mart, etc.
- Too many Hispanics. Too little code enforcement. School growth - not great schools anymore.
- A greatly expanded ghetto area. Segregation is sneaking back into Longmont (soccer fields, etc.). More gang activity.
- Growth. Schools. Smog.
- Growth. Crime.
- Traffic. Schools. Sale of older homes.
- Increasing traffic due to population growth. Will under-funded, underperforming schools encourage business and families to locate elsewhere? Will under-funded, underperforming schools detract from real estate values?
- Bureaucracy. Traffic problems. Open space.
- Affordable housing. Increased Spanish-speaking-only population. Traffic congestion.
- Gang activity. Growth. Employment opportunities.
- Housing. Water shortage.
- Traffic. Crime. Too much growth.
- Overcrowded - too many people. Growth issues - growing too fast. Stop building all the time.
- Need more grocery and general stores - the lines in stores are out of hand now! Need more thru streets to move traffic.
- Housing growth. Water shortage. Traffic increase.
- Traffic. Growth. School crowding.
- Quality school system. Better bus service. Traffic congestion.
- Traffic congestion. School crowding. Lack of jobs/opportunities/business.
- Traffic on highway 66. Maybe availability of water. Growth.
- Traffic. Trains. Crime.
- More violence. More drugs. More gangs.
- Faster growth. More low income people moving in. Better education opportunities.
- Water shortage.
- Traffic. Streets. Crime/drugs.
- Growth. Cost of housing. Water.
- Traffic. Schools for more children.
- Over-development - too fast. Lack of water supply for the amount of people now - future worse. More strict water regulations.
- Traffic on west side. Costs of housing. Taxes too high.
- Water use. Hover road too crowded. Not enough businesses on the east side of town.

- Growth. Schools.
- Traffic congestions. Budget shortfalls. Housing too costly.
- Growth. Traffic. Crime.
- Traffic congestion. Urban sprawl. Over-population.
- Youth offenses.
- Growth. Streets.
- Growth. Jobs. Environmental concerns.
- Socio-economic diversity. Traffic.
- Water. Cost of land. Longmont merging with neighboring cities/loss of city boundary.
- Water. Over-building. Budget - school & municipal.
- Growth. Traffic. Train system.
- Growth. Adequate street system.
- Traffic. Crime. Growth/housing sprawl.
- Growth - housing. Traffic. Water.
- Traffic. Growth. Crime.
- Lack of economic growth. Transportation, i.e. traffic congestion. Pollution.
- I'm not sure about the next five years, but right now there are a lot of youths getting into trouble and breaking into things and vandalizing.
- Growth.
- Roads & transportation. Crime, etc. Development.
- Developers. Drug addicts/meth labs. Illegal aliens.
- Traffic. Over-population. Sewer smell.
- Juvenile crime. Overly rapid expansion & traffic congestion. Segregation of the Hispanic community.
- Too many Latinos & immigrants. Too much money spent on Latinos. Too much growth. Too many traffic problems. Too much bad politics.
- Water. Street traffic. Schools - when to stop building the buildings.
- School/education. Employment opportunity. Main Street renovation.
- Lack of "great" shopping. TPM is outdated. Lack of more variety restaurants - it is changing, though. Better prices for local golfers - prices are out of line.
- Too many people moving here. No nice restaurants exist in the east/northeast areas of town. Traffic problems.
- Rundown homes. Streets. Crime.
- Crime. Drugs. Poverty.
- City too large. Too much traffic. Better shopping.
- School crowding. Roads/traffic.
- Overcrowding. Crime. Traffic congestion.
- Growth - too many housing units. Traffic.
- Economy - business growth & opportunities. Growth - moderate population growth, but stimulate business growth.
- Traffic. Traffic. Traffic.
- Overwhelming % of Mexicans and their way of life (welfare).
- Cost of housing too high.
- Growing too fast - residential homes built and not enough schools - hello!! Charge at least, 250,000.00 yes, 1/4 million to each developer that wants to build - so enough money to build schools to support the growth.
- Traffic. Growth.

- Drugs. Violence. Vandalism.
- School funding. Managing growth.
- A place for youth to hang out. Roads - relieve congestion. Growth keeping up with the increased population.
- Water shortages. Traffic problems. Not enough schools.
- Gangs. Cleaning up rental properties. Schools.
- Growth. Traffic. Social issues: drugs, crime, abuse.
- Language problems/cultural differences. Crime. Underage drinking/drugs.
- Traffic. Crime. Growth.
- Growth. Traffic. Schools.
- Development has gone wild - get a grip, Longmont! Smart growth is fine - leave room for parks, trails, trees. Let's not turn this town over to the bankers. Think future.
- Immigration. Traffic. Law enforcement.
- Water shortage. Traffic congestion. Population growth.
- Crime. Growth. Education.
- Traffic congestion - Ken Pratt is busy. Hover is busy. Lack of places to go out to on east side of town. Big movie theatre - similar to Louisville or 24-plex in Westminster.
- Too much development and noise. Housing is too expensive. Rundown Main Street, too many car lots for sale.
- Water. Traffic. Growth.
- Gangs. Overcrowding. Water shortage.
- Traffic congestion. Getting retail away from Hover Street to other areas. Attracting new business that adds jobs to area.
- High housing cost. Long term care for senior citizens. Recycling.
- Growth control. Drought. Crime/drugs.
- Growth issues. School academic improvement. Transportation issues.
- Traffic congestion. Growth management. Road maintenance.
- Traffic on Hover Street. Inadequate retail stores. Too many immigrants needing services.
- Growth. Water. Crime.
- Tax increase. Police - fire. School board.
- Rising crime. Overcrowded schools. Water shortage.
- Overcrowding. Cost of housing. Jobs.
- Entertainment dollars spent outside Longmont. (Need more restaurants, shopping). Slow to build new parks - Fall River & Fox Meadow promised. Improvement of Main Street shopping & parkway.
- Traffic. Overdevelopment. Lack of jobs.
- Loss of jobs. Reduced income. High number of homes for sale that are not selling. No market!!!
- Overdevelopment of housing - currently overbuilding, is creating a HUD racket. Schools - overcrowding/lack of programs. Traffic.
- Trying to continue bilingual education as is. Do immersion English schooling, and then put them into mainstream education. Cultural differences between Hispanic & non-Hispanic - conflict - resentments. Neighborhoods becoming rundown because of different cultural priorities.
- Crime. Drugs. Overcrowding.
- Growth. Immigration, legal and illegal. Lack of good-paying jobs.
- Runaway growth. Crowded schools. Dirty air.
- Drug use. Increased traffic. Water rationing.

- Population. Crime. Traffic.
- Lack of "core jobs". We need our own 911 dispatch.
- Traffic. Schools - good teachers. Crime.
- Traffic congestion - Hover & diagonal area/air pollution. Crime & vandalism. Growth.
- Traffic. Controlling growth (development of housing, specifically) where, how much. Schools.
- Development (too fast, too much). High tech jobs driving up real estate prices. Too much emphasis on school sports, not enough on education.
- Crime - drugs & violence. Traffic.
- Overcrowding. Not enough police patrols. Vandalism.
- Becoming another Boulder for one where we send people for training.
- Cost of living here vs. Wages earned. Education. Medical issues.
- Traffic. Crime.
- Affordable housing. Traffic. Crime.
- Traffic congestion. Crime. Water & electrical service.
- Growth (traffic, building planning, enough schools).
- Growth. Traffic. Downtown losing businesses.
- Growth. Taxes (too high). Crime.
- Growth. Infrastructure. Services.
- Too many people coming in. Water problems. Traffic.
- I have only lived in Longmont for 3 months.
- Too much growth. Low income moving in.
- Traffic.
- Overdevelopment. Water. Traffic.
- Growth - specifically, schools & services (recreation, fire, police). Traffic. Accommodating Spanish speakers - specifically, in schools & housing.
- Minority housing. Downtown growth.
- Traffic. Population to water/utilities. Crimes - gangs - east side.
- All related to growth - traffic. Loss of open space. Strain on schools.
- Growth. Traffic congestion.
- Growth. Growth - impact on schools. Growth - traffic on main roads.
- Growth. Crime. Traffic.
- Growth & sprawl. Traffic. Public services support (police, garbage, water, etc.)
- Population/growth. Traffic. Crime.
- Traffic congestion. Street repair. More places to eat.
- Growth. Education.
- Traffic - Hover too busy: 9th Avenue - poor traffic left turn timing. Growth - excessive apartment building. Poor code enforcement - single family housing with many inhabitants.
- Growth. Sprawl. Too many big box businesses.
- Water shortage.
- Financing programs in school district. Traffic - increased congestion. Loss of farm land and farm areas due to (?) Growth.
- Too many new houses. High tax rate. Road repair.
- Keeping up with growth - water & sewer upgrades. Large enough fire and police department.
- Traffic. The loss of tax revenue to other cities developing or with better services/entertainment.
- Don't know, won't be here.
- Water supply. Traffic congestion. Street maintenance.

- Traffic. Crime. Boulderization.
 - School district budget problems. Growth. Meeting needs of poor residents - housing, food, medical care, etc.
 - Managing growth.
 - Growth - houses vs. Open space. Traffic. Water conservation.
 - No constructive activities for teens. Not a variety of night life activities. Too much traffic.
 - Traffic. Providing quality schools (put god back in the schools). Noise.
 - School issues - lack of funds... Crime. Growth.
 - Growth - traffic. Schools.
 - Uncontrolled growth. School budget. Quality of streets.
 - Crime. Government taking over peoples' lives. Traffic congestion.
 - How to control blight. Gangs & graffiti. Drugs and barking dogs.
 - Road systems. Growth - is it planned/controlled? Downtown development.
 - Traffic development. Traffic. North/south highway?
 - Traffic!! Barking dogs. School situation.
 - Transportation issues: efficient and reliable public transportation and "walking friendly" routes in downtown south Longmont. Downtown "shopping friendly" with more stores and less through traffic. Sprawling growth at high real estate prices.
 - Growth - lack of it now - stop chasing new businesses away. Crime - seems more crime-inclined. People moving here. Building roadways to handle traffic - city was not prepared for any growth.
 - Population growth. Need for another hospital and expanded medical services. Need to find assistance for the homeless and influx of Spanish coming in from Mexico without any financial or medical aid.
 - Traffic. Growth. Quality of life.
 - Main Street development. Employment. Little local coverage at times. Call; lack of local media (radio).
 - Loss of rural and open space areas. Big box stores taking over retail. Trash and code violations.
-
- Growth. Expanding government. More taxes.
 - Overcrowding from weld county development.
 - Housing. Crime.
 - Growth - residential & industrial. Traffic. Services to accommodate growth.
 - Increased traffic load and safety. Water shortage. Housing cost.
 - Increase in crime. Continuing poor control of building standard (construction). Lack of qualified city council personnel.
 - School budget - quality. Too much growth. Traffic.
 - Traffic. Quality of schools. Crime.
 - Traffic congestion - that lowers quality of neighborhoods/community. Tract housing on east side/loss of rural landscape. Integrating Hispanic population into community without divisions.
 - Growth - traffic. Growth - emergency services (response times, etc.). Growth - air quality.
 - Vandalism. Too much growth. Crime.
 - Water usage. Traffic volume and routing problems (increasing automobile volume & train traffic). Development of better mass transit.
 - Traffic congestion.
 - Population growth - more of an increase in children and elderly. Lack of quality education programs. Increases in problems with crime/drugs/accidents.
 - Expansion. Immigration. Maintenance without outlandish tax increases.

- Too rapid growth. Insufficient water supply. Too many republicans moving into area!
- Lack of access to the main business areas of Longmont. Too many people trying to make a living using the internet. People organized by ages into activities.
- Traffic - not enough police to patrol - roads are old. Crime - not enough police to patrol. Cost of housing.
- Population - explosion - it's already too crowded. Education - quality of saved - not good - causing tax to go up. Traffic as a result of too much growth.
- Growth (too much). Crime, especially drug-related and vandalism. Rundown neighborhoods.
- Crime. Drugs. Vandals.
- Too much growth! Not enough open space.
- Traffic. Growth. Water shortage.
- Growth. Water. Funding.
- Cost of housing too high. Minority population too high in %.
- Increasing crime. Unsupervised youth. Growth.
- Incoming illegals. Crime. Hospital and doctor bills we are expected to pay for those who can't.
- Growth. Traffic. Supportive services.
- Crime. Drugs. Traffic.
- Crime/drugs. Drugs. Traffic congestion.
- Too much development - business & residential. How to improve the quality of life - better housing, better downtown, etc. Maintaining Longmont as an entity.
- Traffic. Crime. Increased taxes and low income.
- Growth. Growth. Growth.
- Growth. Crime. Traffic.
- Traffic congestion. Crime. Employment - lack of. Lots of new homes, but where are the jobs.
- Revitalize downtown - bring in quality shopping experiences. Purchasing open space; developing the bike path. Traffic; overcrowding; poor land use and zoning decisions.
- Rising housing costs. Traffic. Growth.
- Too many houses/people (population). Too much traffic.
- Unrestricted growth. Traffic/congestion. Big development - super Wal-mart, Lifebridge church compound and other encroaching development from weld.
- Bad reputation regarding the east side of town.
- Increasing population and traffic. Enough police and fire personnel.
- Over-population. Traffic.
- Crime - gang-related, drugs, vandalism and graffiti. Overcrowding - monster homes - water shortages. Cost of homes - I will have to move because I can't afford a home in Longmont.
- Crime. Traffic. Jobs.
- Rapid growth. Becoming too expensive for middle-class citizens.
- Mosquitoes. Bad smell from farms.
- House development is too fast. There is too much traffic on the street. Airport is too close to the living area. It should restrain the plane route not passing residential area.
- Traffic. Gangs/drugs. Illegal aliens.
- Traffic. Overbuilding of homes/sprawl. School budget problems.
- Water. Traffic. Growth.
- Growing vandalism!! Drugs. Overpopulation. Traffic.
- Traffic. Water supply/cost. Increasing crime rate.
- Water. Traffic.
- Rapid growth in population. Not enough jobs.

- Schools - need to increase quality. Traffic. Water.
- Population growth. More homeless people. Crime.
- Cost. Traffic. Drugs.
- Growth. Water use. Traffic.
- Traffic on Hover from 17th - Niwot road - too crowded! Hover and Pace to Niwot needs come resurfacing.
- Growth. Traffic. Immigrants.
- Traffic. Jobs. Affordable housing.
- Population growth - too much. Traffic - too much on main arteries. Water - wasting water.
- Overdevelopment. Traffic congestion Loss of small town flavor to box store mentality.
- Education. Crime. Illegal immigrants/poverty.
- Cost of living. Too much growth. Resources.
- "Urban sprawl" that is homogenous and devoid of "character/charm". Traffic, especially on roads never intended to handle the volume, i.e. Nelson road. Deterioration of downtown Main St. Need to invest in downtown to revitalize. Too many pawn shops and junky stores! It has the potential to be another Pearl Street Mall!
- Crime/vandalism. Drugs. Noise.
- The working poor. Poor job market if you don't speak Spanish. Once well kept areas are becoming ghettos and slums.
- Growth. Water (environment).
- Traffic. Illegal aliens. Drugs.
- Rapid growth and schools to support it. Balanced budget challenges.
- Traffic.
- Growth. School overcrowding. Traffic.
- Growth. Crime. Taxes.
- Moving traffic - need a 4-lane airport road around Mc Intosh lake and a 4-lane Pace or County line road. Get traffic off Main Street. Water storage is a big problem for future growth.
- Illegals. Traffic. Growth.
- New schools.
- Overpopulation of Hispanics having baby after baby and not being able to support them. Find a way to help seniors, since there are more of them and social security and Medicare are running out!
- Growth. Water.
- Traffic.
- Uncontrolled growth. Environmental concerns.
- A lot more low income housing. School improvements.
- Traffic. Housing. Water.
- Traffic. Crime. Uninsured motorists.
- Bilingual needs as Hispanic population grows. Housing costs rising as population grows. Needing more water.
- Growth. Crime. Water.
- Traffic congestion. Growth - too many new houses. Loss of farm land surrounding the city.
- Growth. Traffic.
- Traffic flow due to continued new home construction. Schools/education. Increasing families with children, need to increase quality, budget.
- Traffic flow. School funding. Language barriers.
- Controlled, quality growth. Ability to provide services to expanding population.
- Housing costs. New schools sitting empty. Crime/drugs.

- Traffic. Drugs. Vandalism.
- Too much auto traffic. Too little water. Air pollution.
- School district. Shopping/revenue. Available jobs.
- Growth. Infrastructure improvements.
- Zoning doesn't hold, i.e. land adjacent isn't used as zoned. Schools. Maintaining public places.
- Growth. Pollution. Less open space.
- Water. Crime. Traffic.
- Growth. Traffic at 119 & Howe road - you need to control Hover to 119 (dangerous!).
- Affordable housing, especially for seniors. Traffic increasing on Hover road and Main Street and highway 119 and highway 287. Keeping twin peaks mall and Wal-mart and hobby lobby traffic flowing smoothly. Make another entrance and exit from Wal-mart/hobby lobby.
- Parking. People. Affordable housing.
- Growth. Traffic. Finances.
- Traffic. Air pollution. Cost of living.
- Too much growth - causing the following: Too much traffic and crowded schools. Water & wastewater management.
- Traffic.
- Overbuilt housing (single family & condos) = value decline.
- Growth. Water. Public service.
- Water supply. Overcrowded schools. Unemployment.
- Traffic. Teen problems. Water.
- Traffic congestion. Over building. City utility services, including water and power supply.
- Excessive growth.
- Growing population. Traffic problems. Crime and pollution.
- Traffic. Housing prices. Noise.
- Growth. Economy. Positive activities for youth.
- Water. Taxes. Growth.
- Mexican crime. Traffic congestion. Strongly suggest you eliminate the odd and unconventional traffic signals around town, especially at main and Ken Pratt blvd. The crosswalks on main are very dangerous! Traffic (car) does not know what to do! I have witnessed many rear-end collisions when vehicles stop for pedestrian at last minute! The crosswalk areas are very cluttered and busy and hard to see pedestrians! City needs to observe "dark skies" policy regarding lighting outdoors. Water supplies.
- Traffic congestion. Crime rate. Road conditions.
- Tax burden vs. new schools. Traffic. Crime.
- Traffic. Providing quality education. Overcrowding.
- Traffic. Too many people. Too many houses.
- Crime. Drugs. Growth.
- Traffic due to growth. Less open space due to growth. Losing our sense of community due to growth.
- Limited water supply.
- Street congestion.
- Over growth. Real estate costs.
- High poverty rates. Low income families, no/low tax income for improvements. Cultural clash in minority take ones.
- Enough water for the rapidly growing population. Traffic on the streets is getting worse each year. Controlling the expenses with the present deficit.
- Lack of resources to support growth. Drugs/crime due to exceeding of population loading. A

- fade of jobs/opportunities due to business loss.
- Population - school growth. Traffic. Taxes and bonds increasing.
 - Crime. Places to shop. Prices for housing.
 - Growth. Water. Traffic.
 - Super Wal-mart and what it will do to the town. Lawns not cared for - very neglected. Junk cars on lots - makes city look junky, especially Hover & 9th Ave.
 - Too much growth. No recreational businesses for families & teens. Transportation - need more buses on better routes and schedules.
 - Water supply. Traffic control. Public transportation.
 - Quality of care at L.U.H. Illegal immigrants.
 - Anti-growth. Boulder county government.
 - Traffic. Vandalism. Drug activity.
 - Too many people. Too many people not enough water. Too easy on the Mexicans.
 - Growth. Expense.
 - Unplanned growth/ill-considered annexations. Not developing Main Street, but allowing retail (strip malls - Wal-mart) to draw from downtown.
 - Please improve the entrances to Longmont - very poor. What is the motto or positive in beautifying the city?
 - Traffic congestion. Water shortage. Latino needs.
 - Growth. Traffic. Crime.
 - Residential development. Business development. Lack of open space.
 - Water. Traffic. Tract housing.
 - Growth.
 - Overcrowding. Traffic. Price of housing.
 - Senior assisted living. Jobs. Schools.
 - Drugs. Traffic. Domestic violence.
 - Deteriorating low income apartments. Acquire water. Buy open space.
 - Too much growth being allowed. Water. Transportation.
 - Growth and traffic due to growth. Lack of restaurants and big box stores. Drugs.
 - Water availability.
 - Driving congestion. Growth. Lack of water.
 - Water pollution from Centex chemicals dump! Expansion. Wal-mart.
 - Traffic. Tax base to support city services. Growth.
 - Traffic. Over population. Drugs.
 - Crime. Over population and traffic. Cost of living increase (due to crime and uninsured).
 - Growing (where to). How to bring more people here. How to bring more businesses here.
 - I'm concerned about illegal people moving in. Nothing for kids to do. Welfare people taking advantage.
 - Needs a health food store. Too rapid growth. Traffic congestion, especially between Longmont and Boulder.
 - Overcrowded schools. Unsolved crime. Traffic - jobs.
 - Urgently need a "Super Wal-mart" to shop! Needs a year-round "ice skating rink" (city owned). Needs another "golf course".
 - Traffic congestion. Sufficient local jobs. Affordable housing.
 - Growth. Lack of parks/open space. Too many unrelated occupants in single homes.
 - Successfully getting a super Wal-mart. Getting more automatic traffic signals. Getting everyone to speak English.
 - Too much growth. Traffic congestion.

- Water issues. Public education. Urban sprawl.
- Water shortage. Maintaining open space. Road planning.
- Big invasive government. Godless liberals in Boulder. Illegal immigrants.
- Water. Traffic. Crime.
- Lack of growth, therefore not enough income from taxes. Water shortages (reservoirs). Education.
- Water. Schooling (education).
- Growth. Schools. Water.
- Too many tract homes dotting the landscape. Too many illegal immigrants moving here. In our family alone we have had 3 car accidents which non-speaking immigrants have caused and no insurance and plus the fact they run off! I'm tired of it.
- Increased traffic. Increased noise. Loss of property values in certain neighborhoods.
- Crime. Drugs. Growth (traffic congestion).
- Growth. Youth programs.
- Growth. Traffic. Schools (crowding and finance).
- Over population. Traffic. Schools.
- Housing sprawl. Bored juveniles. Mall sprawl.
- Enough water to meet the needs of rapid growth. Traffic on virtually every street in Longmont. Gang activity and meth labs.
- Water. Keep the downtown active and interesting. Traffic.
- Finances. Safety. Medicare.
- Over population. Traffic congestion. Overcrowded schools.
- Growth. Traffic. Crime.
- Growth. Transportation/pollution. Water.
- Expansion limits - too many homes - not enough jobs. Commercial growth. Super Wal-mart.
- Traffic. Schools - maintain quality. Open space/parks - need good planning.
- Traffic. Lack of open space. Too much new building.
- Increased traffic. Tax dollars being spent elsewhere if super Wal-mart does not build.
- Growth.
- Growth. Crime. Transportation.
- Traffic congestion. Drugs and drug labs. Gangs.
- Growth. Services to residents - fire, police, etc. Traffic.
- Crime/vandalism. Traffic enforcement. Growth.
- Traffic, traffic, traffic. School district. Pollution.
- Traffic and enforcement. Schools. Water, if drought continues.
- Growth and keeping up with it. Water availability. Present lack of industry to support growth.
- Over population. Urban sprawl. Lack of jobs.
- Traffic. Ordinance laws not enforced. Poor roads.
- Increased traffic (Hover road). Increased crime. Loss (potential) of open space.
- Cost of living. Billion \$ debt in school district. Growth.
- Growth and crowding. Homogenization - looks the same as everywhere else now. Traffic flow and signals.
- Increased crime, including drugs. Increased population. Water shortage if drought continues.
- Traffic. Crime.
- Traffic. Retail options.
- Economy. Overcrowding. Government budget.
- Too many foreigners. Too fast growth.

- Traffic congestion on Hover road. Water supply. Quality of school education.
- Crime. Overcrowding. Trouble with young teens and drugs.
- Growth. Traffic. Vandalism.
- Drugs. Overbuilding. Not enough cops.
- Water - drought. Traffic congestion. Meeting needs of aging population.
- Traffic. Over population. Pollution.
- Traffic. Water. Over building.
- Too much growth too fast. Traffic. Smog and pollution.
- Stop population growth - too big. Increase in crime and drugs. Parking at library.
- Traffic. Water. Schools.
- More traffic congestion - 66 & 287 - if Wal-mart allowed in. More traffic congestion - Hover road & Bent Way/Nelson/119 & more stores. More houses with unrelated people in single-family home areas.
- Growth. Water. Traffic.
- Growth. Traffic congestion/the need for more signal lights.
- Traffic.
- Traffic congestion. Noise. Vandalism.
- Increased Hispanic population. Over population of dogs. Too few jobs for English speaking persons.
- Problems of schools needed due to growth. Heavy traffic due to growth. Adequate police protection.
- Financial waste St. Vrain Valley School System. Increased population. Hispanic influx.
- Growth. Low income families. Increased operating costs.
- Rising cost of housing. Massive growth. School system.
- Traffic problems - everywhere. Crime. Drugs - all over.
- Population explosion. Not enough major roads thru town. Not enough senior citizens housing.
- Growth. Employment. Crime.
- Education. Water shortage. Traffic.
- Traffic. Water. Growth.
- Traffic due to growth. Vandalism and noise issues in residential areas.
- Population growth. Wider gulf between economic (social) groups (Haves vs. Have nots). Traffic, traffic, traffic.
- Jobs for residents.
- Traffic. Traffic. Traffic.
- Congestion.
- Natural gas shortage. Water shortage. Electricity cost/shortage.
- Growth. Taxes. Bad school administration.
- Expansion - too many new homes. Crime. Traffic congestion.
- Growth. Keeping green spaces throughout Longmont. Water demand.
- Crime - unemployment. Schools. Transportation.
- Water. Expansion. Education.
- Too crowded. Poor traffic/congestion. Water.
- Growth. Traffic. Support systems (police, fire, school) growing accordingly.
- Handling their budgets. Increased population in public schools. Waste management and water supply.
- Growth - residential. Traffic. Drugs.

- The water problems.
- Traffic. Growth.
- Unemployment - can't keep shooting down business, corporations, etc. Overgrowth.
- Growth from a small town to large; stores, traffic. Bring more stores, restaurants to use.
- Increased traffic congestion. Re-establishment of strength of St. Vrain Valley School District. Loss of open space/rural feel of Longmont.
- Loss of farmland to developers. School growth. Homeless and people out of work.
- Growth. Open space/parks. Traffic.
- Growth. Traffic. Lack of business to support population.
- Too much growth. Increase in crime. Traffic congestion because of too much growth.
- Traffic congestion. Road conditions - bad streets - from settling and potholes. High taxes.
- Cost of housing. Poverty among residents. Traffic.
- Shopping - mall old and lacks quality stores. Some roads worn and deteriorated.
- Enforcing the various speed limits throughout Longmont. Keeping downtown from becoming a bar and flea market strip. Getting some value out of money spent on open space land.
- Not enough parks with jogging/biking trails. Traffic jams. Too expensive to buy a house.
- Growth. Overdevelopment. Education quality.
- Over-population. Indigents. Crime.
- Teen-age problems - crime, vandalism, gangs. Orderly growth assurances. Lack of water.
- Traffic. Growth. Air pollution.
- Traffic. Growth (too many people moving in). Drugs.
- Traffic. Affordability of housing. Growth.
- Population growth. Traffic congestion. Water usage.
- Taxes. Transportation. City services.
- Overcrowding. Not enough schools. Empty buildings that have been renovated.
- Public transportation. Keeping property tax affordable with school district problems. Crime.
- Overdevelopment. Too much growth. Loss of agricultural heritage.
- Population increase. Schools. Crime.
- Restaurant non-smoking ban. Overdevelopment.
- Keeping up with schools and traffic in relation to the population. Providing plentiful, safe homes and environments for at-risk children.
- Traffic/congestion. Growth. Quality of education.
- Too much growth. More police protection. Main Street needs more shops, etc.
- Traffic. Growth. Traffic.
- Traffic. Schools. Growth.
- Transportation. Managing overall character as town grows. Affordable housing.
- School costs. Property taxes. Water.
- The amount of Spanish people moving in!! Traffic. New development instead of open space.
- Growth. Education. Crime.
- Traffic. Increasing population.
- Traffic. Growth. Noise.
- Illegals. Low income housing. Over population for services.
- Affordable housing. Transportation. Funding education.
- Possibly water. Economic development (something besides the "service" industry).
- Urban blight - junky, broken buildings. Increased traffic. Lack of open space and parks.
- Growth. Water!!!

- Too much growth!!!!!!
- Growth related - congestion, crime, cost of service expansion.
- Traffic mitigation. Noise. Growth.
- Growth. Water. Schools.
- Stable, reliable, quality schools. Controlled growth and services. More quality and diverse retail opportunities.
- Highway 66 access to i-25 needs to be 4-lanes ASAP.
- Traffic on Hover road especially Ken Pratt to 9th. Places I can go to and smoke. Being more proactive in building roads where the growth has been explosive.
- Traffic congestion. Cost of living/housing. Job availability.
- Schools - having enough. Commercial development - big box retailers. Crime - meth.
- Neighborhood blight in the name of ethnic custom. Traffic. Crime.
- Traffic. Shopping.
- Too many people. Water shortage. Crime.
- Traffic. Crime. Drugs.
- Affordable housing for seniors and families with children. Homeless people. Alcohol and drugs for young people.
- Traffic congestion. Overcrowding in schools. Urban sprawl.
- Crime. Overcrowding.
- Migrant - unregistered population.
- Affordable housing/senior housing. Growth. Traffic.
- Growth. Jobs. Housing.
- Crime. Growth. Traffic.
- Increase in crime. Increase in gang activity. Racial tensions.
- Too much growth. Wildlife corridors. Open space.
- Overpopulation. Inadequate roadways. Inadequate water.
- Growth. Adequate schools. Crime.
- Traffic congestion.
- Crime rate. Loss of sales (not enough shopping opportunities). Traffic.
- Rising crime. Water supply. Population growth.
- Conserving water - forcing people to comply. Enforcing the smoking ban, i.e. at the bar, group therapy. Not having gun controls will be a problem.
- Crime. Drugs. Traffic.
- Traffic. Overcrowded schools. Road repair.
- Super Wal-mart's negative impact on existing business. Traffic. Unrestricted growth - favoring developers.
- Illegals and their lifestyles. Noise pollution. Population growth.
- Rate. Drugs. Crime.
- Good schools. Growth and accommodating new neighborhoods. Traffic congestion.
- Growth. Revitalizing downtown. Attracting suitable business to correct areas of the city.
- Growth.
- Traffic problems; tragic accidents - including multiple teen deaths. Growing disparity between "modest/huge" individual houses, and greater unmet needs of citizens, evidenced by increased needs of the O.U.R. center, community food services, etc. Depletion of water supplies; development of greater wind power and solar possibilities.
- Unemployment. Need redevelopment.
- Drugs/alcohol.

- Affordable housing. Increased crime (vandalism, drugs). Traffic congestion and efficient and adequate transportation.
- Traffic. Crime. Overcrowded schools.
- Crowding. Money. Facilities.
- Noise. Traffic. People.
- Growth. Gangs. Overcrowding in schools.
- Too many uninsured/unlicensed drivers. Too much money wasted on bike paths. Too much traffic.
- Too many people coming from other states.
- Traffic. Crime/judicial system backlog of overload.
- Growth - not being afraid of adding new. School district financial woes being fixed. Attracting new businesses - revitalizing downtown and north end of city.
- We need a Wal-mart north of town. Water.
- Traffic. Becoming too big. Schools.
- Population growth. Education. Increased crime rate.
- Traffic. Affordable housing. Jobs and employment.
- Traffic. Growth. Water.
- Water. Traffic.
- Methamphetamine drug problem (use and manufacture). Main Street traffic. Growth issues (don't let it get too overpopulated).
- Too new to Longmont to know.
- Population growth. Immigration. Development.
- Increase in crime. North and east Longmont overdevelopment. Increase in generic chain stores that offer nothing more than "Anytown USA" feel.
- Improve economy - maintain and increase number of hi-tech jobs (growth). Traffic congestion.
- Growth (population). School quality and funding. Services for the aged.
- Traffic. Traffic. Traffic.
- Traffic. Growth, too much. City manger.
- Water. Growth. Affordable housing.
- Overcrowding in schools. Traffic. Water supply for new growth and demands.
- Growth. Traffic.
- Traffic. Open space. Environment.
- Mexicans. Mexicans. Mexicans.
- Need more things for children/schools. Traffic. Economy.
- Too much growth. Traffic. Crime.
- Growth. Crime. Traffic.
- Traffic on 119 to Boulder.
- Growth without control - lack of foresight. Must not spread north of 66! Careful planning of recreation facilities and parks. Train must no longer to through Ken Pratt.
- Methamphetamine production and distribution, including Cocaine and Heroin. Theft. Illegal immigrants/sexism.
- Traffic. School district funding. A smooth integration of the growing Hispanic population.
- Water. Bilingual education (Hispanics do not use English). School financing.
- Growing too fast. Traffic.
- Growth. Traffic. Property taxes.
- Utilities (water, power, sewer, etc.). Running out of space. Highway through Longmont (n/s & e/w through traffic).

- Traffic. Schools.
- Economic stability vs. Quality of life and environmental impact. City, planning for future development. Keeping up with the influx of people who now live here.
- Traffic.
- Roads, growth (open space). Education - enough schools. Traffic congestion.
- Growth. Crime. Unemployed workers from out of state.
- Population growth. More crime. More traffic.
- Getting the school district straightened out. Traffic. Cost of housing vs. Wages.
- Growing.
- Too much growth. Drugs. Gangs.
- City beautification. Quality of new development. Ample water supply.
- Accommodating growth is the school district and funding schools to improve quality of education especially for minorities. Traffic - improving flow, especially in southwest, and mitigating is residential??
- Too many chain restaurants putting local businesses out of business.
- Population growth. Increased crime/drugs. Traffic congestion.
- Traffic. Utilities. Recycle.
- Declining sales tax revenue. Lost jobs. Lack of funding for public schools.
- Growth. Traffic.
- Good paying jobs. Keeping residence in Longmont.
- Traffic congestion. Lack of jobs. Too many citizens unemployed or under-employed. Aging population will need more services/assistance.
- Traffic. Crime.
- Water supplies. Traffic congestion. Jobs.
- Complete traffic control.
- Loss of identity as a community as newcomers move into new developments on the outskirts of existing town. Integration of Hispanic and non-Hispanic subcommunities into one community. Growth of cultural facilities to match growth of population.
- Traffic on Hover road.
- Population growth. Traffic problems. Raising utilities rates.
- Traffic. Loss of small town friendliness. Water - not enough conservation effort.
- Overdevelopment. Overcrowding of schools. Traffic/crime.
- Crime. Growth. Illegals.
- Infiltration from Boulder. Maintaining semi-rural (cowtown) atmosphere. Traffic congestion.
- Water. Traffic.
- Traffic congestion. Noise pollution. Air quality (smog).
- Growth. Recreation (youth non-sports, older non-sports). Water.
- Drugs. Congestion on streets, parking lots causing accidents. Losing our mall to bigger and better malls in other cities.
- Funding schools. Traffic congestion.
- Traffic. Growth. Vandalism.
- Over-growth.
- Traffic.
- Crime. Over-population. Traffic.
- Traffic. Water problems. School crowding.
- Growth - traffic, services, medical cares. Overcrowded schools. Economy.
- Please limit growth!!—which leads to even greater needs of resources (water, land, services,

such as law enforcement, and education, and growth has led to traffic, more "stores"—I don't want a super Wal-mart, for instance. We have lost a degree of our small, friendly town

- Main Street (lights). Parks (traffic). Too many people here.
- Population growth. Traffic increase. Utilities to accommodate the population.
- Immigrant people don't have official id or Colorado driver's licenses.
- Growth.
- Drugs. Vandalism. The Ft & traffic.
- Too much traffic on Hover road. Boundary (county) eastern, growth - how far are we going? Northern (north of highway 66) growth.
- Residential development. Retail development (I want a super Wal-mart!!). Meth labs.
- Subdivision noise control, i.e. barking dogs, loud weekend parties, etc.
- Traffic. Water. Revenue.
- Traffic. Crime. Cost of living.
- Traffic. Tax rate increases. Crime.
- Overcrowding in schools. Limited children's activities/play areas, i.e. children's museums, Chuck-E-Cheez, etc.
- Growth. Shopping. Transportation.
- Bad schools. Not enough national stores and restaurants. Traffic.
- Traffic. Junk and weeds in alleyways.
- Traffic. Access for biking. Properly funded public schools.
- Traffic. Growth. Schools.
- Local jobs - loss. Traffic increase. Water quality & shortage.
- Growth. Taxes. Drought.
- Homelessness. Lack of jobs. Gangs/drugs.
- Education - overcrowding in schools, ESL learning. Keeping teens busy, in school and involved in the community. Road structures to match city growth.
- Gang violence. Water rights. Layoffs.
- Growth room. Streets and stop lights. Jobs.
- Traffic management. Bringing in enough shopping/eating to satisfy residents. Maintaining the older neighborhoods - keeping them attractive.
- Traffic. Encroachment from other cities/towns. Recreation.
- Public school funding. Public participation in boards and commissions and elections.
- Home prices collapsing. Traffic increase. Drought.
- Traffic. Water supply.
- Be aware not to bring polluting business to town. Curtail big box and restaurant chains. Keep Longmont affordable.
- Economic progress. Too much development (housing). Traffic.
- Increased traffic. "Losing" our downtown - businesses keep closing!
- Growth. Affordable housing. Traffic.
- Influx of immigrants. Speak English, learn our ways. This is the USA, not Mexico. Road and street repair. Schools and jobs.
- Traffic congestion. Water. Growth planning.
- Over-development, high cost of housing. Traffic. Schools.
- Growth. Water. Crime.
- Employment close by. Affordable housing - activities for teens. Traffic problems.
- Illegal aliens. Low income minority influx. Crime problems the above create.
- Lack of attention to needed repairs.

- High cost of housing. Drugs.
- Growth - job & residential. Traffic. Schools keeping up with demand.
- Traffic. Employment.
- Houses. Traffic. Crime.
- Traffic control. Crowded schools. Quality of the city.
- Growth. Traffic. Quality of life for Mexican immigrants.
- Traffic. Road widening of major arteries. Retail competition with surrounding cities, i.e. Louisville.
- Having services keep up with growth. Providing opportunities for youth. Crime prevention.
- Growth. Transportation. Water.
- Water supply. Overcrowding. School budget issues.
- Losing people like me. Influx of lower standard of living.
- Too much growth. Inadequate water supply for above growth. Inadequate funds for police, schools, parks.
- Growth vs. Water supply.
- Income gap. Too many lower income areas east of main with growing population of higher incomes families moving to Longmont. East of main between 3rd & 21st - way too many rundown front yards and junk cars. No pride of ownership or too many renters. Traffic=growth=more vehicles. Need more public transportation (affordable!) Like Boulder's Skip & Hop.
- Schools. Traffic. Control and balance the growth.
- Growth. Housing costs. Crime.
- Increase in crime (thefts, drugs, vandalism, murder, shootings). Traffic control. Senior housing - 55+ community's shortage.
- Schools - high schools are very necessary. Traffic. Too rapid expansion.
- Hispanic/white relations. Reparation to older/rundown areas. Affordable housing.
- Awkward growth - large areas of bedroom housing. Blandness - too much "nice, but predictable". Keeping local enterprises - large and small.
- Building too many houses causes water shortages.
- Drought. Traffic. Funding good schools.
- Keeping industry & light industry/manufacturing near i-25, not by housing areas. Not allowing the city to be "owned" (influenced) by developers & businesses. Street maintenance.
- El pandillerismo. La drogadiccion. La indigencia.
- Traffic. Transportation. Affordable housing.
- Managing and planning for growth. Attracting employers offering good jobs, not minimum wage.
- Too much growth. Traffic routed through neighborhoods. A concern, not a problem, increasing door-to-door solicitations, which are high pressure and bordering on scams.
- Traffic. Wal-mart. Lack of water.
- Population. Crime. Schooling.
- Traffic. Water. Juvenile crime.
- Water. Traffic. Farmland going for housing development.
- Growth/traffic. Gang crime. Water supply.
- Growth. Illegal immigrants. Drugs.
- Noise ordinances are not enforced very well. Loud motorcycles, etc.
- Growing. Water.
- Traffic congestion. Lack of adequate public space. Crime.
- Congestion - too many people. Water. Traffic.

- Growth.
- Growth. Financial. Traffic.
- Adequate shopping for a broad spectrum of financial situations.
- Growth. Traffic. Too many people.
- Over-run on housing. Too many houses for this size city to support with facilities such as water, and sewer. Keeping up with the growing traffic on Hover road. Overcrowding in schools.
- Too many people in what used to be a nice town. Drugs in the good neighborhoods. Car break-ins, vandalism.
- Growth. City council meddling in our personal lives, i.e. the smoking ban.
- Traffic. Crime. Unsupervised youths.
- Water. Traffic. Growth.
- Traffic.
- Quality school system. Jobs with fair pay (that will support your family). Downtown growth - lack of and businesses that will draw people to it.
- Managing growth and development. Strengthening schools.
- Quality of living issues due to lack of aesthetic appeal - big box shopping. "Hot rod" and noise activity. Poor environment for bicyclers due to unaware and inexperienced drivers.
- Traffic congestion. Population increase. Housing.
- Jobs in town for residents - quality jobs. Recovering SSV school district. Increasing crime.
- Traffic. Services. Growth.
- Traffic. Gangs. Overbuilding.
- Growth. Traffic. Drought.
- Hispanic population explosion. Vehicle traffic. Water supply.
- Activity for teenagers. Traffic. Schools with acceptable teacher/student ratio.
- Congestion. Population growth. Overcrowding of schools.
- Poor traffic signal operations (left turn signals?). Increase in gang activity. Minimal activity on environmental issues.
- Growth. Crime. Traffic.
- Overcrowded schools. Water problems. Traffic.
- Transportation.
- Growth needs to be controlled. Along with growth comes traffic.
- Traffic. Streets too small. Small city mentality.
- Public school quality (St Vrain's - financial problems). More high-density tract homes built by outside contractors. Water and federally imposed loss of water rights.
- Exodus due to deterioration of education. Apathy for the physical condition of the city (increased litter, lack of commingling of residents. Gangs and vandalism.
- Growing too fast. Easy on Mexicans. Transit.
- Overcrowded schools. Loss of farms producing food. Too many people, not enough jobs.
- Meth labs. Too much growth.
- Traffic - especially through residential areas. Too many chains - loss of mom & pop businesses. Growth - too much!
- Population increase affecting schools. Population increase affecting traffic. Population increase affecting over development.
- Super Wal-mart. Losing the great aspect of Main Street. Growth.
- Education problems. Inviting big business. Jobs and water.
- Traffic. Population. Immigration.
- Water supply. Growth. Crime.
- Population explosion. Large number of Mexican increase. Traffic.

- Traffic problems. Noise. Drugs.
- Growth. Traffic. Crime.
- Drugs. Crime. Housing.
- Growth - cost of living. Traffic. Pollution.
- Traffic. Traffic. Water.
- Population. Roads. Schools.
- Water. Traffic/transportation. Schools.
- Needs more upscale shopping. Needs some quality restaurants, not just fast food. Wider roads, better traffic control.
- Overcrowding. Increasing property taxes. Water shortages.
- Growth and resulting school issues. Expansion of services. Increasing cost of living.
- Traffic. Violence. Open space.
- Traffic control. School financing.
- Crime. Water. Growth/business development.
- Mosquitoes. Drugs/meth labs.
- Growth.
- Negative influences from liberals in Boulder. Boulder county commissioners.
- Growth. Water restrictions. School funding.
- Water. Retail - mall needs stadium seating movie theater (lack of). Crime.
- Respect for authority - with police, government and neighborhood growing in unhealthy ways. To keep a plant, healthy pruning is required.
- Road. School. Environment.
- Growth. Schools. Illegal aliens.
- Urban sprawl. Too many chain restaurants/retailers - no small business. Not enough quality entertainment or retailers outside of the mainstream.
- School funding.
- More traffic. Construction. More people.
- Gang bangers all ages. Growth. Fast car racing.
- Population growth. Increasing property taxes. Increasing cost of living.
- Traffic. Crime. Population.
- Growth. Lack of downtown businesses. Lack of downtown businesses.
- Traffic. Schools.
- Limiting growth. Infrastructure. Crime.
- Overcrowding. Transportation. Lack of shopping.
- Cost of living. Growth management. Vandalism.
- Overpopulation. Housing increasing.
- Crime. Traffic. Influx of immigrant and homeless poor.
- Employment. High gas prices. High day care cost.
- The amount of people moving in. Utilities to accommodate this growth. Schools to keep up with the growth.
- Traffic. Affordable housing. Homeless shelters and help for low income.
- Housing is appraised for much more than the houses will sell for.
- Small tax base. Cost of maintaining all the parks.
- Traffic. Too much housing being allowed! Meth usage.
- The Mexican population getting bigger. Not enough chain restaurants, i.e. Bennigan's, Black Angus. Neighborhoods where Mexicans live, i.e. couches, porches, etc.
- Traffic. Unsupervised youth and their lack of education. Not enough jobs.

- School system (funding). Growth (which should actually be good for the town). Water restrictions/drought.
- Growth & development. Traffic. Try not to lose its small farm town feel.
- Schools. Education. High cost of medicine and food.
- Traffic. Affordable housing. Meth labs.
- Going too fast.
- Budget. Education. Traffic.
- City growth. Keeping new residents happy with features of city.
- Too many houses being built too fast. The train going through town at peak hours tying up traffic. Slow home sales because Longmont city council is hurting industry/development.
- Traffic. More retail stores/services.
- The streets, parking lots will not be able to accommodate the significant population growth. Increase in crime rate as population grows. New home builders getting away with substandard quality workmanship.
- Illegal immigrants. Uncontrolled new home construction. Funds to maintain all recreational projects.
- Traffic. Housing prices. Increased taxes.
- Growth.
- Growth and stress on services. Youth activities. Traffic.
- Noise - car radios, exhaust noise, loud cars. Trash - parks & walkways - full of trash. Excessive cars parked on roads, excessive trash in private yards!!
- Traffic congestion (especially by railroad crossings). Having enough schools so that each school is not over capacity. Getting overpasses at railroad crossings.
- Controlling growth. Managing infrastructure. Maintaining quality of life.
- City services - local economy. Limiting growth - illegal immigrants. Traffic.
- Growth. Transportation. Weld county growth.
- Growth - too much. Budget - too few jobs, not enough revenue for city and schools. Environment - air, water, degradation.
- Schools. Traffic. Mosquito control without spraying.
- Traffic. Crime. Water.
- Traffic. Expansion. Water shortage.
- Growth. Crime. Preserving that small farming community feeling.
- People from foreign countries and the city and state and us having to carry them. Pushing retired out of their homes. Giving extra education to the immigrants. What about us learning their language - free.
- Overcrowding due to overbuilding homes.
- Growth/water futures. Education funding. Keeping service without decline.
- Traffic. Crime. Growth.
- Traffic issues related to growth. School overcrowding. Budget shortfalls in government and schools.
- School finance. Housing restrictions for building.
- Growth. Schools. Crime.
- Urban sprawl. Increased traffic. Unemployment - few job opportunities in Longmont.
- Increase in traffic. Unruly expansion of city via new home additions. Water.
- Becoming too much like Boulder. Ensuring Longmont offers shopping and variety activities for people to stay and pay here. Maintaining correct growth rate.
- Too much growth.
- A growing problem with English language deficiency speakers. Diversity to the extent that

- decisions will be more difficult by Longmont administrations. Growing traffic congestion.
- Growth. Traffic. Gangs - includes drugs, graffiti, vandalism and crime in general.
 - Pollution. Crime. Water.
 - Roads overcrowded. Drought. Older homes for sale while new ones being built (too expensive too big).
 - Growth. Need more traffic lights. Crime prevention.
 - It is all so expensive - groceries, houses and almost everything. Getting to big so fast. Hard to get a job.
 - Growth. Traffic. Cost of housing - getting out of reach.
 - Over population.
 - Traffic. Overcrowded schools. Crime/gangs.
 - Growth - too much growth. Water shortage. Traffic.
 - Influx of people - growth. Schools. Crime.
 - Over growth?
 - The influx of Hispanics without proper naturalization/assimilation programs. A larger retirement community. Inflated housing cost.
 - Loss of charm/small town atmosphere. Deterioration of houses and neighborhoods. Sprawl and pollution.
 - Growth - traffic. Homeless influx. Bilingual issues.
 - Improving taste and purity of the water.
 - Transportation for the public. Too many high school dropouts. High unemployment.
 - Keeping neighbors' yards clean and free of trash and junk cars.
 - Growth. Education. Traffic.
 - Police response - it is bad enough today on their response. Cable, water, electric, trash are too expensive, too high. Traffic congestion.
 - Residential growth. Business growth. Crime.
 - Population growth. Road wear. Cost of living increase.
 - Crime. Growth. Schools.
 - Roads for the traffic. Crime. Unsupervised youths.
 - Illegal Mexicans. School districts spotty performance - providing many elite programs - unequal emphasis in schools basic requirements. Control city/police spending.
 - School districts out of control - financial demands/lack of long term planning. Preservation of agricultural land and greenbelt. Cultural diversity.
 - Very high cost of living (mainly housing).
 - Over population with traffic jams, housing cost, etc.
 - Affordable real estate. Growth population. Competitive teacher's salary.
 - Providing more schools. Traffic will be busy.
 - Traffic. Urbanization.
 - Traffic and traffic law violators. Crime, including vandalism and graffiti. Crowded schools resulting in more school construction and higher taxes to pay for them.
 - Traffic congestion. Drought. Redeveloping Main Street.
 - Overcrowding. Noise.
 - Traffic. Not enough bike trails. Commuting issues to Denver and Boulder.
 - Growth.
 - Keeping the roads and streets maintained from the influx of new people moving here.
 - Conservative republicans. Drivers.
 - Continued increase in housing costs. Too much growth in regards to big mall type stores. Too many identical housing developments.

- Development. Education. Crime prevention.
- Growth (too much). Traffic problems. More crime (minor).
- Jobs/economic recovery - will it continue. Keeping up with growth of recent years.
- Growth. Junk vehicles. Traffic.
- They have police officers that don't understand the disabled. Better water conservation programs. Controlling growth. Nothing for teens to do.
- Lack of places and things to do for kids. Traffic. Crime and drugs.
- Growth. Congestion traffic. Crime.
- Growth. Traffic.
- School capacity and quality. Effectively managing growth. Protecting neighborhoods from cut through traffic collector streets.
- Crime. Gangs.
- Traffic - cost of housing. Crime. Schools - not enough financial troubles for school district.
- Urban sprawl - excessive growth. Traffic. Litter.
- New schools. School monies coming back to St Vrain district. More traffic lights on 119 & Pace Road or 119 and Alpine St.
- Growth. Crime. Education.
- Growth. Economy. Downtown business.
- Massive housing growth. Attracting jobs (companies). Community involvement.
- Hwy 66 traffic to i-25!! (which will only worsen with super Wal-mart) one lane major feeder into Longmont. Affordable retirement home buying.
- Too much residential growth. Higher traffic. More traffic law enforcement is needed. Lots of speeders! The financial situation of the St Vrain valley school assoc.
- Lack of open space. Traffic. Teacher quality/shortage. If St Vrain doesn't provide some kind of future.
- Traffic due to growth. Loss of residents to northern & eastern towns. I know 3 families who have left Longmont in the last year because it is 'getting too crowded'.
- Retail growth. High school driving. Accidents, drugs, etc. Costs of city services. Administrative charges for everything. Look at city utility bills.
- Growth. Growth. Growth.
- Not enough police. Higher utilities. Poor air quality.
- Growth-loss of open space. Wal-mart. Pollution.
- Lack of local business. (Most drive out of Longmont to shop.) Old town Longmont is run down. No business. Should model after Ft Collins. Lower class clash with middle class.
- Dealing with residence who do not know (or care about) how to be a good citizen. Amount of trash, noise, poor behavior. Very high compared to size of city. Issue of conflicting needs/interests of those who don't contribute to those who have short-sighted financial goals versus citizens who are neither category.
- Balancing growth & quality of life in what used to be a small town. Maintaining a solid economic foundation to offer employment opportunities. Providing services to a culturally diverse population.
- Lack of quality jobs. Traffic congestion & noise pollution. We need to promote Longmont as a quality place to live.
- Main Street losing shops to lower pace. Growth. Traffic.
- Potential rise in cost of living. Quality of school system for increasing population. Retail competition with surrounding cities.
- Growth. Traffic. Spanish population moving into our neighborhood. This is a white neighborhood

- Trabajo Agua
- Growth. Crime. Traffic.
- Affordable housing. Unemployment. Growth management.
- Traffic. Water. Education k-12.

Question 4

- Cultural/community activities. Local government growth policies. Well maintained/planned public recreation facilities.
- Schools.
- Growth. Water. Traffic.
- Not an issue - we are going to move out of Longmont.
- School district back on feet.
- School buildings. Parks and recreation. Community/city sponsored events - Christmas parade, 4th of July, Oktoberfest.
- Jobs. Super Wal-mart. More recreation.
- Nothing.
- Library. Open space parks. Public transportation.
- Not being a victim to crime. City services. Growth.
- Growth away from rundown areas. Super Wal-mart. More control on crime.
- Recreation opportunities.
- Excellent senior services. Museum. Library.
- Growth - it's a big issue, but has been handled well so far. Planning for parks and open space looks good. Police and fire departments - already very good.
- A good place to live. Provides all services and retail. Don't have to go anywhere else.
- Our precious children. We are getting major choices for our shopping needs. Having the taxes to keep our roads in good repair.
- Downtown area.
- Community food drives/domestic violence exposure and safe houses. Neighbors helping neighbors - working together. I love the citywide and neighborhood clean ups/ & yeah Johnny St. Vrain.
- More parks.
- Walk and bike paths. Revitalization of downtown (flour mill, sugar mill, etc.). Growth of schools to accommodate students.
- Library. Schools. Shopping options.
- No opinion.
- Schools.
- Open space purchases. Bike paths.
- Learn the difference between a bar and a restaurant!
- Parks - the more the better. Finish St. Vrain greenway. Trail, bike and dog trails need improvement. Economic improvement on new I 19 extension/eliminate sugar mill, and then redevelop the area.
- Community activities. Better income opportunities.
- Parks/recreation. Controlled growth.
- The way Longmont is growing in the Hispanic growth. We will all be reading Spanish signs and having gun fights on Main Street soon.
- I don't see any area that I would be optimistic about.
- Good location on the Front Range. Entertainment. Shopping.
- Possibility of getting high-speed commuter railroad. Possibility of more trails being opened.

- Cultural opportunities. Health & fitness opportunities. Real estate value holding/improving.
- Parks & recreation. Special events - fair, Christmas parade, rhythm on the river, art walks, etc. City services, i.e. electricity, trash disposal, etc.
- Family opportunities for healthy activities.
- Higher housing, electric, water, etc.
- Great senior center! Nice parks. Water quality.
- Need more Episcopal churches - only one.
- Better shopping. Better restaurants. Better outdoor recreation facilities - trails, etc.
- More parks/trails. Better flow of traffic. Reduced crime.
- Future big lot stores. A nice clean place to live.
- Gangs and violence on the east side of Longmont. More drugs on all sides of town. More violence towards women and children.
- Better roads. More restaurants. More shopping.
- City activities. Parks. Police & fire departments.
- Great green space & growing. Great senior citizen offerings. Good bus service.
- Open space turning private. Buying out private land. Open areas getting congested.
- Town size (square miles). Smaller town close to metro Denver. Access to recreation.
- East side growth. We could use a Cosco or a Sam's club in town. We have the land to do it!!!
- I can't think of three areas.
- Parks & recreation. Arts, theater, symphony. Shopping.
- Traffic. Farms. Business.
- More dining choices. Overall improvement of looks in the city.
- Parks & recreation.
- No more big box stores north of town. Stop growth in Longmont.
- Cooperation with all nationalities. Cost of new and resale of older homes. Adequate wages to keep reasonable cost of living.
- Education quality. Enthusiastic community. Park maintenance/greenways.
- Shopping opportunities. Increase in small business employment.
- Schools. Recreation. Beauty.
- Real estate appreciation. Revitalization of Main Street. More diversity.
- I hope to see more things for youths and parenting.
- Keeping business in the area. Having enough water. Keeping crime down to make it safe.
- Parks. Recreation. New mayor.
- Retail growth. Business growth. Recreation.
- The neighborhood organizations and community activism. Entertainment choices expanding. Better retail choice.
- I'll be retired and won't have to look for work. The city will have grown so big we won't have to worry about growth. Maybe there will be a new school system in place!!
- East side of tracks.
- Eat out/restaurant. Real estate market.
- Crime (violent) - seems to be going down. More dining variety. Downtown train tracks improving.
- Friendly community. Good water. Good recreation opportunities.
- YMCA. Festivals. Fine dining.
- Traffic. Shopping improvement. Drugs and vandalism.
- Parks. Schools.
- Senior living.

- Jobs. Too crowded. Traffic.
- Traffic. Schools.
- Trees. Good neighborhoods.
- Nothing.
- Graffiti. Education. Recreation.
- Roads - widening and better access. Drugs & crime hopefully reduction. More shopping.
- Quality and recreation paths. Improvements in roads and intersections. Increased number of stores & restaurants.
- East of tracks west of pace. Hover Road area. Not letting every Mexican home to move in and having 50 family members per house.
- Quality of life. Community endeavors. Schools.
- Schools. Business. Open space.
- Library/civic center. Rec. center. Parks.
- Hometown feel. Good jobs. More citywide activities - parades, art walks, Oktoberfest, etc.
- Quality of life. Quality of drinking water. Planned growth - both residential & business.
- Adequate housing. Recreation. Senior citizens.
- Growth activities for families. More camps for summer. Restaurants and new retail business on west side (need on east side). Maybe movie theater. Steady rate of increase in property value.
- Medical facilities. Growth of library services. Variable housing will be developed.
- Growth.
- Education. Business.
- That the growth will facilitate the clean up of town. Growth will bring jobs. More things to do with families.
- We have an excellent library. Walking trails and greenways and nature areas are increasing. Retail businesses are beginning to locate around the city and not just on Hover St.
- Increased business opportunities. School district getting finances in order. More local college opportunities.
- Cleaning up rundown areas. More schools. Less growth.
- Not sure.
- New retail stores. Less dramatic growth (hopefully). More greenbelts/open space recreation areas.
- Restaurants. Landscaping. Recreation for adults.
- Building codes. City streets maintenance. Too much growth.
- More jobs available. Better emergency services. More schools.
- Water supply. Educated youth. Parks, recreation areas, greenways, open space.
- Property value.
- None! Too many people for existing infrastructure. Too much red tape and cost to fix.
- Downtown development. Open space/parks & recreation development. Entertainment options.
- Quality of community services offered - library, rec. center, parks, etc. Love the idea of keeping Main Street beautiful and keeping shops there as oppose to letting them get vacant and rundown. Like the community festivals, concerts, etc. Very nice - makes Longmont feel more like a community.
- Less growth. Less traffic. More open space.
- Plenty of golf/end sarcasm. Enough development already, preserve open space, farms. Parks and recreation. Good restaurants.
- City government will be stable, but perhaps over-hired. Worshipping choices many a fine place. Water availability still good.

- Recreation. Health care services. Shopping variety.
- City's (people & government) sense of community.
- Growth.
- Recreation opportunities. Downtown redevelopment/unique shops & restaurants (enough chains!). Whole foods grocery store.
- Economy. City infrastructure/services. Balance of commercial services available and cultural opportunities.
- Pretty good economy considering growth scale. No shortage of manual labor work force.
- Police work.
- Life free of crime & drugs. Healthy atmosphere for families.
- Traffic congestion, by training people in Boulder. Meth labs.
- Parks & recreation. Little Silicon Valley.
- Housing. Cost of living.
- Recreation opportunities. Transportation needs. Residential development.
- Community programs. New people to bring new ideas.
- None.
- Schools. Senior programs. Employment.
- Growth.
- Good family community. Good school system. Great quality of life.
- Will be a nice place to live and raise a family. Will be a diverse community. Will have fun events to keep community involved.
- I don't see much to be optimistic about. Growing too fast, poor planning, population already outnumbers resources.
- Greenway expansion. Some completion of road expansions. Maturity of plants and trees in new developments!
- Small town. Close to mountains. Improvements in housing & education.
- Super Wal-mart. More parks & trails.
- None - lack of and/or no effective guidance from council.
- Thompson park & egg hunt.
- Excellent planning. Superior parks & open space. Parents involved in kids' growth & community.
- Community involvement in city sponsored events (parades). Upkeep of parks, location.
- Unknown, won't be living in Longmont then.
- Downtown. North. Southeast.
- New services and businesses arriving. Good outreach services in place & non-profits and some city/county services. Good people live here.
- Parks & recreation. Cultural events. Charitable organizations.
- The walkways provided. Nice city of Longmont classes (yoga).
- Recreation activities. Restaurants. Cultural events.
- Cultural opportunities. Transportation.
- Arts. Senior activities. City of friendship.
- None.
- Good government. Good utility rates. Good fire & police protection.
- Recreation.
- Job opportunities. Parks & trails. Neighborhood leadership.
- Parks & open space development. Widening of airport road. Hopefully more openness to new businesses (see Loveland!).

- Crime. Traffic. Over growth.
- Inclusion of Hispanic issues. Schools in new developments. Affordable housing for working class that can't afford to buy.
- Longmont symphony. Farmers market.
- Business growth. Rise in property values. Culture/arts.
- Roosevelt Park & activities there. Summer music at the parks. New Rec center and museum.
- Communication among groups will improve. City will continue to be well run. Business places are improving in variety and scope.
- None.
- Outdoor recreation opportunities (national forest, state parks, etc.). Maintain small community size and agricultural heritage. Opportunities to continue supporting small, local businesses.
- Recreation. Schools. Water supply.
- Services that address the basic needs of everyone. Recreation. Emergency services.
- Parks & recreation services (we love the ice pavilion). Schools (schools choice is increasing).
- Too much growth.
- Opportunity for a bilingual job (Spanish /English).
- Rising property values. Commuter rail option. Better mix of businesses downtown (Main St.).
- High-tech coming to Longmont. Better infrastructure to handle traffic congestion. Slowing growth.
- Park & Rec. facilities.
- A balance of homes & shopping (not overrun by one or the other). Neighborhood renewal projects.
- Recreation facilities. Parks & open spaces. Museum.
- Police & fire.
- Strong family city. Restrictions on number of bars, etc. Concern for social programs and teens.
- More schools to help illegals become legal and learn our language. Let us not forget our own people in trying to help illegals. That we don't sacrifice our ideals and be brought down to lower levels.
- Environmental awareness.
- Continued community cleanliness. Improved crime control. Continued landscaping requirements for businesses. Great work!!!
- Hoping new businesses (retail/restaurants) come to town = new people, new ideas, new things to do... Different companies - employers = new people, new ideas, new things to do... New residential developments = more community oriented.
- People will fix up their property and take pride in community. Great walking/hiking - sport activity. Wonderful shopping, like downtown Fort Collins.
- Senior housing.
- The community events (Rhythm River, Art Walk, Cinco de Mayo, etc.). The school district is excellent. Quality living benchmarks are excellent.
- Small, independent businesses. Volunteerism. Diversity.
- Controlled growth. Efficient protective agencies. Continues to be a good place to live.
- Parks & recreation. Open space.
- Hopefully I will have moved 5 years from now to a home I can afford, probably 30 miles north or east of Longmont.
- Longmont Theater Company. Downtown redevelopment. Expansion of golden ponds project.
- Streets are well maintained, quickly cleaned after snow. Public gardens and entertainment places are well kept. Police officers work efficiently.

- Business.
- Business development. Road conditions/quality.
- Volunteerism. Friendliness. Maintenance.
- Parks/recreation.
- Downtown.
- Open space - St. Vrain greenway. Increase in college educated residents. Clean up of "trashy" looking areas.
- More minority young people finishing school (high school & college). Better roads and streets. Less pollution.
- Planning. Parks. Environment.
- Churches. Community activities.
- Youth activities. Schools. Highway bypass.
- Economy. Jobs. Recreation/parks.
- Urban growth. Traffic reduction. Water - present use without restrictions.
- Volunteerism. Friendly people. Potential for cultural growth.
- Nicer home developments. More businesses.
- Low crime. Homelessness. Cultural.
- Lots of restaurants. Improved shopping. Improving property values.
- Hard on crime. Keep drugs off street. Help the homeless.
- Excellent medical care options. Improved education at all levels. Support of police force.
- Business variety. Variety of activities.
- Job stability -variety available. Improvement in school system. Recreation.
- Has commercial building available for business growth. City has adequate water for growth.
- Education. Moderate expansion. Control of non-U.S. citizens.
- Not much.
- Preservation of open space areas. Dog parks. Quality of public services.
- Community arts and entertainment functions and festivals. Renewed sense of community.
- Shopping. Restaurants. Parks.
- More youth oriented activities. Less meth labs. Less rundown buildings and homelessness.
- Better retail moving in. Cleaning up the Main Street in town. No smoking.
- Shopping and restaurants. Cleanliness. Safety.
- Retaining the small town feel. Jobs. Education.
- Cultural opportunity. Good people
- Education - provided by community college. Medical - hospital - clinics. Fire protection.
- Community of artist. More educated work availability. More recreation facilities, i.e. tennis courts.
- Jobs made available. Community areas - parks, gathering places, library good. Police - if courts support.
- More open space. Growth control. More parks.
- Hometown feeling. Cultural availability - museum, concerts, etc. Water.
- Bike paths and parks. Longmont to stay low key. House prices stay good.
- Senior activities in the Longmont community. Twin peaks mall expansion and/or full occupancy. More restaurants and new grocery store (like wild oats or whole foods).
- Weather. Transportation projects. Humanitarian projects.
- Emergency/medical facilities. Shopping. Entertainment.
- Not optimistic. Not optimistic. Not optimistic.
- None.

- More retail allowing us to shop in Longmont vs. Out of town.
- Continued economic health. Continued academic growth of FRCC. Hopefully, improved school system and economic recovery.
- Green space.
- Unsure.
- I don't have a lot of optimism when I look ahead.
- Quality of education. Wonderful arts and culture available.
- Emergency services. Recreation expansion. Business/retail expansion.
- Good parks & recreation facilities. Good medical care. Plenty of shopping opportunities (except computers).
- Nice place to live. Controlled growth. Lower crime rate.
- An exciting downtown. Better retail stores. A community that works and plays together.
- City government has foresight. School district is superior. Community spirit.
- None.
- Recreation for children. Communication between government and residents. Shopping.
- Good neighbors. More churches. Better schools.
- Clean air. Nice neighborhoods. Good schools.
- Low cost of living.
- The Longmont senior center is great and growing. Recreational facilities continue to increase. City utilities will improve.
- Longmont's government party does try to stay focused on the community. Education- we appear to be making/creating options for learning. Our communities (the smaller, less congested) do appear to be remedying some of our racial problems.
- Boating on Macintosh Lake.
- Peaceful. City services. New business starting to come.
- Parks and recreation. Health care and hospital services.
- The smoking ban was the best thing to happen and is great for community health.
- Health care (ability to attract physicians and hospital modernization). City services (police, fire protection, utilities, etc.). Shopping.
- Recreation is getting much better. Community events, i.e. Rhythm on the river, are terrific.
- North of 17th. Between Longmont and Lyons. 23rd.
- Attention to senior needs. Regional transportation. Parks/Rec center.
- Transportation.
- Maintaining a rural "outlook" - value heritage. Leadership - knowledgeable and proactive. Building upon our current infrastructure.
- Selection of restaurants. Recreation opportunities. Cultural opportunities.
- Downtown Main Street has gotten a facelift. Rec centers for families to go to. New schools.
- Becoming a bit more progressive. Fewer pawn shop and used car dealers. Cultural activities.
- Greenways/bike paths. Rec centers. Entertainment/night life.
- Growth. Green and house. Jobs.
- Small town atmosphere. Parks. Attract clean business.
- More bike paths that go further. Better transportation to and from Boulder by bus.
- Super Wal-mart will be realized. New development/construction. Bustling commerce.
- Decreased vandalism?
- Rejuvenation of downtown. More restaurant choices.
- Working to improve schools. Working to make town cleaner and more beautiful. Improving hospital and parks and recreation.

- More businesses. More entertainment. Better roads and walks.
- Main Street where A&W used to be. Hotel on 17th and main. Highway 66 needs more lanes.
- Quality of life. Seniors' programs. Health care.
- Well planned and organized government agencies. Lots of parks and community life and activities. Senior center - needs more active leadership.
- Good recreational opportunities. Our school system will improve.
- Good water, electric. Good TV cable, broadband, fast communications. Good open space.
- Restaurants. Emergency services. Services human needs of children, family and seniors.
- Leaving. Knowing my child is thru with the schools. Shopping.
- Revitalizing Main Street. Creating more trails. Cultural events.
- Smaller government. Fewer socialists.
- Clean city. Good recreation. Good leadership.
- Don't know.
- More schools. Better shopping. Filtration.
- Parks. Recreation.
- Cultural events. Recreation facilities.
- RTD plan to extend light rail to Denver. Controlled expansion/city population growth. City of Longmont plan of program to divert reusable items to non-profit organizations instead.
- Expanded retail growth (super Wal-mart bringing variety and competitive pricing). Open space, recreation. A clean city with low crime rate.
- Utility services.
- Enough places to shop. Plenty of restaurant choices.
- I'm not optimistic about my facet of Longmont community life. The city will be larger, more impersonal and be swallowed up by Boulder.
- I am not optimistic. We do not have the water, schools and street capacity to sustain our present rate of growth.
- Open space. Cultural events. Downtown revitalization.
- Plenty of shopping areas. Low tax rate for services. Education.
- Parks and recreation facilities. Lower low income housing that is well maintained. I'm optimistic that St. Vrain valley schools will be good.
- Emergency services. Business development. Community services.
- More/better alternative transportation, i.e. bikes! City parks and trails. Health care.
- Better transportation to Boulder.
- Job growth. Low crime rate. Medical care.
- Taxes. Too fast growth.
- Crime. Growth. Transportation.
- Good government services. Improved health care. Government sponsored community events, i.e. rhythm on the river.
- Close to DIA. Close to mountains. Close to shopping centers.
- Employment base. Shopping opportunities. Traffic flow.
- None.
- We will have enough water and storage for more. Plenty of restaurants to satisfy all. Schools will be adequate for its students.
- Continued retirement. Continuing intelligent industrial growth patterns.
- Northwest area (where I live). Southwest area (mall, Wal-mart, etc.). Highway 66 (put new Wal-mart, etc. Other shopping).
- Plenty of stores, gas, restaurants. Good hospital and medical services. Good recreation facility.
- City responsibility for citizens. Ability and concern for proper planning. Increase in key services

- (police, fire, etc.).
- More shopping choices. More dining choices. Access to health care.
 - Traffic problems. Keeping the city clean. Good shopping areas.
 - Good government. Good police and fire departments. Strong volunteerism.
 - None. Too much growth, crime and traffic.
 - Youth sports. Public schools.
 - Youth activities. Open space. Recreation areas.
 - Child services.
 - More activities for teen-agers so they won't get in trouble. Lower the speed limit so there is less drag racing. Help poor people find jobs and places to live.
 - Friendliness. Cleaning up of certain areas. Traffic control.
 - Being able to go to public places with no smoking.
 - Senior recreation programs. Multiple parks and new greenway being developed. Power - electric department.
 - Good senior program. Good parks. Good schools.
 - Growth. Traffic. Air quality.
 - Don't know.
 - Growth (continued building of houses). Traffic control. Water supply.
 - Transportation projects.
 - I can't think of any.
 - Concerns for senior citizens. Youth activities. Public school education.
 - Longmont united hospital. Fast food restaurant North West Longmont. Super Wal-mart north east.
 - Recreation. Business growth. Education improvement.
 - Community life. Cultural opportunities. Municipal services.
 - New schools.
 - Cultural activities - affordable. Affordable utilities. Affordable medical/dental.
 - Parks and outdoor space. Cute and quaint downtown. Small town atmosphere.
 - Community college. Senior center. Help with the poor.
 - Eventually the city will reach grow-out limits and be ringed by Boulder county open space. Longmont is in the RTD and will be served by mass transit links to Boulder and Denver. City should continue to develop parks, open space and St. Vrain greenway.
 - Recreation. Senior services. Improved public transportation.
 - The prices of living will force some to move away.
 - Parks.
 - Youth programs. Senior programs. Recreational programs.
 - New Wal-mart. Churches. Shopping.
 - Safe community. Emergency services. Neighborhood safety.
 - Utilities. City management. Schools.
 - Job opportunity - great. Youth programs.
 - Small town.
 - Parks and recreation. Roads (condition). Taxes.
 - Emergency services. Traffic control. Cleaner city.
 - Schools.
 - More people.
 - Quality of life for seniors.
 - Hoping for a super Wal-mart. More industry for jobs.

- Plenty of restaurants. Hopeful that light rail will be established connecting us to Denver. Hopeful recycling will continue to grow and be supported.
- Culture. Restaurants/bars/clubs. Schooling.
- Youth activities. Residential availability.
- Recreation opportunities. Business/retail growth. Cultural opportunities.
- Parks and recreation. Noise pollution. Neighborhood.
- Many activities for seniors. Low utility costs. Volunteer opportunities.
- Town growth! Community events/Rec areas. New business coming to Longmont.
- A downtown area that one could have a pleasant evening walk. More activities for seniors.
- Community get-togethers. Good restaurants and shopping. Kids programs, especially sports.
- Culture that strives to improve. Attractiveness of area to employers. Our youth.
- None.
- Water availability. Security. Recreation.
- Quality school system. Family-oriented housing development. Urban renewal continues downtown.
- Career opportunities. Recreation. Business development.
- Buildings being renovated and left empty. Activities for the retired. Getting priorities straight for the over-growth.
- More cultural events. Open space areas. Parents will supervise their children more.
- Cultural activities. City facilities - Rec, museum.
- That the growth will slow down - for farmland. Homeless shelter.
- Expanded shopping/restaurants, new business
- New schools. More parks (for kids' sports and adult enjoyment). Clean neighborhoods.
- Purchasing my first home. Still having clean air. And having plenty of open space.
- Community spirit. Cultural.
- Property taxes.
- Weather.
- Water. Growth. Restaurants.
- Good water. Parks. Things to do.
- Longmont is becoming an increasingly diverse community. Longmont citizens are involved in community. Downtown Longmont is the heart of the city.
- Recreation center. River walks. Events at the fairground.
- Quality of life. More good restaurants. Good city planning.
- Nice people living in a good part of the USA. City services are good. Plenty of stores and conveniences.
- Community spirit, cross-cultural relations.
- Job opportunities. Education.
- Longmont does a great job with tree moving and conservation of trees. Parks look well-kept (garden acres).
- The library will improve.
- Plenty of growth. Slowdown of growth. Hopeful for commercial development.
- Services that address basic human needs of children and seniors. Cultural opportunities. Programs to put people to work who depend on social services from one generation to the next.
- Small town atmosphere. Proximity to mountains and Denver.
- Restaurants. Higher class restaurants. Art center.
- Better economy. Better senior help. Higher paying jobs.

- Good neighborhoods. Good shopping stores. Good youth centers.
- Limiting growth. Increasing open space. Creating wildlife corridors (city beautification).
- No smoking sections.
- Expanding commercial growth. Recreation offerings.
- Burlington elementary school. Bike paths - things for kids to do.
- Cost of homes. Traffic speeding not enforced or stop signs on s. Pratt pkwy.
- Our many churches. Care of senior citizens problems. Good neighbors.
- Hoping we will enjoy interculturalism. Trees growing and providing more shade in parks. Keeping streams clean.
- Growth. Business opportunity. Education.
- Attracting business. Youth programs. Keeping up with police and fire needs.
- Recycling and waste diversion (increased education from events, etc.). Expansion of St. Vrain greenway. Continued emphasis on community police approach.
- Senior services. Traffic issues. Noise control.
- Reduced crime. Growth. Traffic.
- Growing sensitivity toward increased respect/cooperation of diverse population. Striving to retain small town values and atmosphere. Continued support of the many very good public schools in this district.
- Recreation availability and facilities. Stable educational systems. Reliable and competent emergency services.
- Arts. Recreation. Management of growth.
- That we won't be here in 5 years.
- Good growth management. Attraction of new businesses to town. School district financial woes fixed.
- Need shopping center north side of town.
- Good neighborhood. Jobs. Quality of life.
- Increased property values. Becoming a more sophisticated and interesting city. Economic growth due to increased sales tax revenues as stores improve.
- City transportation (bus). Higher property taxes.
- Cultural growth. Shopping as a way of life. Shopping.
- Open space. Water rights. Property values.
- More redevelopment of older D.T. homes. Major traffic out or off Main St. Continued clean up of areas D.T. etc.
- Main Street, old town redevelopment. The possibility of a Main Street bypass. More restaurants, but not chains!
- Space to grow. Services for seniors and citizens.
- Hover and nelson rd. Hover & 17. Ken Pratt pkwy.
- I am not optimistic about Longmont's future.
- Not sure.
- Parks and greenway development. Downtown revitalization. Quality shopping, like borders bookstore.
- Cultural. Environmental. Positive direction and activity for youth.
- Having more opportunities for children to do to stay out of trouble. Wages to match cost of living.
- Community support. Schools.
- Greater choice in all areas as the city matures. Continued redevelopment downtown and of the mills. More bike paths - more recreation oriented.
- Recreation facilities. Team sports. Trees and landscaping.

- Diversity of businesses. Improved recycling opportunities and facility (though currently not bad). No more golf courses! (Conserve our water!).
- Good restaurants. Traffic congestion. Culture.
- Parks and recreation.
- I am optimistic that something will be done about drugs. I am optimistic that something will be done about crime. I am optimistic that something will be done about too much growth.
- Recreation has taken hold in Longmont. City planning now has more experience and will use it to make better decisions. Citizens taking pride in their community.
- Plenty of choices for shopping. Availability of homes. Friendly, concerned citizens.
- I will be living somewhere else.
- More business growth. More restaurants. More shopping.
- Recreation opportunities. Downtown redevelopment. Richer social and cultural experience.
- New stores.
- Recreational opportunities. Adequate shopping.
- Improving parks (St. Vrain greenway, etc.). Improving variety of activities for young families.
- Better recreation/cultural facilities and opportunities. Better stores and restaurants.
- Tree and landscaping growth in commercial areas. Tree and landscaping in residential areas. Further town clean-up and renovations.
- Open space. Recreational opportunities. Increased retail shopping opportunities.
- Don't know.
- Weather.
- More restaurants moving to Longmont. Nice recreation facilities and parks.
- Outdoor recreation. Health care.
- Growth in business, i.e. restaurants. Safe place to raise a family. Parks and services.
- Children's library, recreation facilities, police and parks (trees) services do an excellent job.
- Maintaining the friendliness people show to each other. Opportunities to be of service through volunteer organizations. Excellence of health community, particularly hospital.
- More cultural activities. Better shops/dining. Hopefully - better schools.
- Economy.
- Cost of living. Housing costs. Traffic.
- Cultural activities. Library. Recycling improvements.
- Macintosh lake parks and path. Hiking path from Longmont to Lyons. Downtown events.
- Retail development. Youth recreation sites.
- Over-growth. Crime. Homeless.
- Park-type areas.
- Recreation. Senior services.
- Youth activities. Sports/recreation programs. Improving downtown area.
- Overall progressive city government. Entertainment (plays, senior center concerts, museums, re center, parks, bike trails, etc. Hopefully, lots more open space and much less growth (commercial & home development).
- Schools. Parks. Stores.
- Adequate facilities for seniors. Playground and parks.
- I don't care about the future.
- Senior center continual growth. Enough churches. Improvements/additions open space/greenways.
- Cultural opportunities. Retail development.
- Parks. Taxes remain low? Growth.

- Great place to live. Great place for kids.
- Neighborhood growth. New business, restaurants, shopping. More schools.
- Don't know. Just moved here 4 months ago.
- Religious (many churches). Administration - city. Transportation.
- Cultural organizations. Park/bike paths/public art. Government services - utilities.
- Nothing!
- Having businesses to attract consumers. Parks and recreation continuing to keep parks nice. Facilities for elderly nicely maintained.
- Parks improvement. Bicycle paths.
- More shopping/eating opportunities close by. Park systems - golf courses.
- Economy, shopping, etc.
- Between county line and pace. In front of Seagate building. Near Rec center.
- Family facilities.
- Longmont is not a tourist town. More open space - bike paths.
- Library. Police department. Fire department.
- Quality. Reasonable cost of living. Reasonable development - trust this will happen.
- New retail. Better wages. Cleaner neighborhoods.
- Don't really know.
- Schools. Recreation.
- Entertainment. Shopping.
- Police protection.
- Nothing really.
- Housing projects. Improving roads. Growing retail.
- New businesses being created. Residential development. More restaurants.
- The employment rate for the disabled people - job opportunity.
- Good neighbors. Ease to larger cities. Newer restaurants.
- Anglos/Hispanic alliance task force. Lack of serious crime. Wide streets.
- Quality of schools. Responsiveness of city council to needs of the city.
- Home equity. More retail. More accessible transportation.
- I will not be a member of Longmont community 5 years from now. It would be optimistic for me to have maximum population control. Make Longmont appear "ideal" for the average population.
- More bike paths. Optimistic about preservation of open space, but doubtful. Good city services, especially curbside recycling, tree limb pickups, leaf pickups - love this.
- Parks/recreation areas. Community events/festivals.
- Turning downtown visually (d economically to draw more to stay in Longmont into a wonderful retail area similar to pearl street mall. Greater economic growth - more profitable companies/businesses moving to Longmont. Cleaned up front yards/less junk cars.
- Business growth. Open space. Downtown redevelopment.
- Adequate housing for under 55. Parks and recreation. City services responsiveness.
- Shopping convenience. Restaurants. Open space.
- Opportunities for business growth. Investments in new schools.
- Starting to purchase open space. Progress on bike trails/greenways. New schools.
- That people who are citizens instead of transplants might be able to qualify for HFH homes. Also, maybe the city of Longmont won't allow 4 or 5 families of Hispanics to all live in one-family dwellings.
- We have people who care about Longmont. Integration of Hispanic population.

- Moderate growth.
- Mas proyectos de recreacion familiar. Tener una vivienda en un lugar residencial. Haber centros de necesidades de nuestros hijos.
- Recreation. Transportation. Water.
- Growth.
- Job placement. Growth. Affordable housing.
- Small community with large assets.
- Greenways are great. Senior programs.
- Culture. Civic activity/pride.
- Parks and recreation. Police and fire services. Library and museum.
- Recreational activities for adults. Cultural opportunities.
- Crime. Affordable housing.
- That there are more activities becoming available to young families. There will be more shopping choices in the northern part of Longmont (super Wal-mart).
- Mexicans will have a great place to live.
- None of it - looking to move to a smaller area.
- Not optimistic.
- Lack of major crime. Housing - affordable older starter homes. Ability to grow if allowed by city fathers.
- Keeping taxes low (fair). Medical facilities are good and hopefully will get better!
- Cost of living remaining moderate. People who care about their community.
- Cultural events (concerts in park, parades, etc.). Community spirit. School teachers, schools, churches, volunteerism.
- More public parks. Better health care. Cultural opportunities.
- Kids sports programs. Plenty of restaurants. Available square footage for business growth.
- Better and bigger school district - more teachers, budget, nice facilities. Downtown and Old town improvements. More community events for families.
- A beautiful place to live. We have people who care.
- Good church community. Good park programs. More outdoor parks.
- Growth. Traffic.
- Technology jobs. Public parks.
- Stable, established and well run.
- More affordable housing than Boulder. Off-street bike paths connected to others and other cities.
- Well run city able to attract people and industry, i.e. not Boulder. Moderately priced energy. Desire in community to work problems.
- Community groups are focusing on everyone, not just the needy. The continued co-existence of classes so we don't have a true ghetto. Commerce centers springing up everywhere.
- Raising children with all Longmont parks. More bike paths from Longmont west to Boulder. More dining options.
- Improved recreational opportunities. Greater community concern and activism. Community art projects and programs.
- Water, Electricity, and Parks because the city does a super job in looking ahead in these areas.
- Hopefully maintaining small town feel.
- Business development. Nice restaurants. Recreation.
- Growth in retail/businesses. Restaurants.
- Clean. Friendly. Easy shopping.
- Community college. Rec. center programs. Kids' sports program.

- Not sure.
- Cultural. Educational.
- More restaurants.
- Established neighborhoods will remain quiet.
- Health care needs. Responsible growth.
- Community activities.
- Becoming where everything you need can be found locally.
- High moral standards.
- New area restaurants (outback, red robin, etc.). Need an I-hop in area. Housing prices going up (equity rising). New schools.
- I have confidence in our mayor (d council, police and fire. The overall attitude of desired integration of Hispanics.
- Southeast.
- Cost of living. Drugs. Crime.
- Water quality. Access to community services.
- Restaurants. Outlet mall. Home value.
- Economic position, especially W.R.T. tech center.
- Recreation facilities and areas.
- Downtown area (Main Street).
- Great small town attitude. Medical facilities.
- Affordable housing. Growth. Transportation for seniors.
- More and better employment opportunities. More cultural based communities. (Hopefully) more youth oriented activities.
- Safety services. More tax base. Better shopping opportunities.
- The city has a great infrastructure - mead, firestone will suffer. City council truly tries their best. Seniors have many opportunities.
- Stores. Restaurants. Churches.
- Living conditions/sense of security. Quality of life. Expanded recreational options.
- Hope it continues to grow. Hope older/rundown areas are renovated. Hope school system improves.
- Parks, greenway, recreation. Restaurants. The new humane society.
- Don't know.
- Neighborhood revitalization. Neighborhood parks. Improved traffic flow.
- Good plans for newer communities.
- Growth of large companies (Seagate, Amgen). Cleaning up Main Street to make it look like pearl street mall. A park on the east side of pace street.
- Schools. More athletic clubs/gyms. Good neighbors/people.
- Business/retail opportunities.
- Opportunities for families/activities. Growth in shops, restaurants. Business-oriented chamber of commerce.
- The increase in great shopping and restaurants. The increase in house value. The increase in businesses coming to this area.
- I like how the business/retail are periodically updated to look modern. I am excited about all of the new restaurants!!
- Density in old neighborhoods. Downtown. Parks.
- City services.
- Arts - growing community interest. Vibrant urban area - restaurants, cultural affairs. Jobs - good base economically diverse.

- Too much development! Longmont is ruined. All wildlife is road kill. No respect for the land. Need more open space.
- Preserving the historical sites. Still a nice community, nice people. Employment opportunities.
- Not optimistic about anything anymore.
- "Same ole same ole".
- Great hospitals, stores, zoning. Great doctors and health professionals, library. Open space preserved.
- Will still have smaller town feel. We will continue to get more good restaurants/chains. Won't have to drive to Boulder/Denver for shopping/dining out.
- Increasing property values. Parks and greenbelt areas. Lower cost of living than surrounding communities.
- More active community involvement regarding plans for city, more active police force (larger population). Less new housing projects. More cultural activities.
- Increase in restaurant options. New homes (within reasonable growth range). Schools.
- Water usage. Streets - need to keep repairing them as we have been doing. Our tax money goes out of town.
- That city services will maintain its high level for us. That the Longmont community hospital will continue to provide summer tree care giving, homestead day care and physical therapy in addition to its fine hospital care. Less traffic congestion with added routes.
- The variety of shopping (retail & restaurants). The schools. That the city will clean up certain areas (n. Main Street, Lashley Street, etc.).
- Parks & recreation facilities. Availability to the arts (theater, symphony, art walk, etc.). Outreach to homeless people.
- Southwest of Longmont. Northeast of Longmont. The north side of Longmont.
- Dining choices.
- Quality of schools in my neighborhood. Recreation options (like the Rec. center). Restaurant/shopping options.
- Rail to Denver. Open space. More restaurants.
- Positive urban development - community-minded. Increased businesses to service the growing community.
- Parks & open space. School quality improvement. Reduction of sprawl.
- More parks. Coffee shops. Child care.
- More parks areas for families, kids to go to. Better or stiffer education systems.
- Weeds. Vandalism. Unsupervised youth.
- Recreation. Quality of family life. Services.
- No major big buildings - so less people during day. Better school system. Better streets.
- Positive growth for my own growth. More stores. More parks.
- Property value increase. Increased job opportunities. Localizing economy.
- Roads.
- Illegal Mexicans. Crime. Unsupervised youths.
- Affordability (please don't become Boulder ii). Diversity. Senior care/involvement.
- More openness with artists and musicians moving in. More highly educated citizens buying houses in the area. Strong agriculture, open space.
- Neighborhood safety. Cultural opportunities. Youth services.
- Not shortage of growth. Cultural opportunities. Diversity.
- Good churches and schools. Symphony and community choirs. Areas to walk and picnic.
- Night life. Recreation. Restaurants.
- Adult education. Youth awareness and activities. Parks well kept.

- New restaurants and venues for music. Community performance cultural events. Development of pathways for bikes and walking.
- Family outdoor activities - skating, Macintosh Lake, greenway system, sandstone, etc.
- Small town cultural places like Cafe Luna. Downtown events. Locally owned businesses (not chains).
- Cultural diversity.
- Recreation activities available. More restaurants (choices) and shopping. Volunteer and city help for homeless and poor residents.
- Other young families in the area. Walking to a thriving downtown. An improving school system.
- Transportation. Business. Recreation.
- More restaurants (not so many of the same ones). Better affordable housing. More for the low income and disabled to do.
- Remembering the youth. Drugs and violence not so out of control. No homeless. Not necessary.
- Sports and recreation. Low cost living/utilities, etc. Restaurants/retail.
- Balanced growth, i.e. high end and low end housing, shopping). More high end housing and high income population. Better balance. Longmont has been the stepchild of Boulder County for too long.
- Availability of goods and services.
- North mall & k-mart center.
- School systems.
- Growth being out of control. More associations.
- Rise in price level.
- North. Northwest. Downtown.
- Good schools. Extensive bike trails.
- A better selection of restaurants. A better bike path/roller blade path system. A better selection of major/national retailers.
- Growth. Pathways (bike, walk, jog). Main St.
- Vitality/survival of local businesses. Good public library. Existence of Main St businesses.
- Parks & city property. Controlled growth, commercial & residential.
- All of Longmont.
- New companies. Re-build old town Longmont (downtown area). More police.
- Better relations between Latino & Anglo community. More opportunities to earn a living. Safe place for my growing kids.
- Public parks, greenway, etc. Downtown development. Front Range Community College.
- Community events. Community services. Life style.
- Commitment to community improvement.

Question 7

- No problems.
- I haven't had any problems at all with the services I've received. I haven't used nearly all available services though.
- I don't think the police are handling the traffic offenses well. People see this and problems and accidents increase over time. Need more traffic cops.
- Efficient, cost effective.
- Quality of service has been great. Overall, Longmont seems to offer the right balance of services.

- Timely, polite.
- Need more food banks with more food selection.
- Not enough experience utilizing yet.
- Everything is doing fine.
- City Council sucks, along with planning & zoning.
- Mostly good.
- Inability to perform requested services.
- Have not had problems.
- No problems.
- Trash pickup times vary widely, but most services are very good.
- Generally good for a city of this size. Police response excellent.
- Utilities - excellent. My dealings with code enforcement - excellent. From this survey you might think I dislike Mexicans. I do not! I have Mexican relatives. I just can't stand loud music, disrespect for property, refusal to learn English, sloppy habits! They are lovely people and have nicer kids than a lot of white folks! But, please, clean it up! Their driving is awful! Do not know or understand our laws, especially the women! If they want to live like they do in Mexico, go there.
- This is the USA! We had a vehicle stolen and it wasn't marked on the map. The police were no help at all! Just said we have 4-5 a night!
- Everything is fine.
- I appreciate city ordinance & code - what a difference they have made in our neighborhood! Trash is well taken care of. Street sweepers. I appreciate special pickup, cleaning help from the city. Love Rhythm River.
- Overall, Longmont is a wonderful city! Recycling should be weekly. Need more outdoor pools (swimming, not kiddie).
- Quick response & courteous.
- Longmont ranks well above the average as compared with the many other cities I have lived in.
- Good price.
- Good programs with limb disposal and large item drop off.
- Some areas good, others mediocre.
- I feel that trash pickup is expensive when you consider they only pick up what is in the container - won't even take an empty box!!!!
- School kids using my yard as a short cut to obscurity when cutting school.
- Prompt service.
- Having moved here from Pennsylvania in August, I have been favorably impressed by the quality and affordability of city-provided utilities and trash/recycling pickup & drop off services and also by parks & recreation facilities in the city. In general, I think a good job has been done of keeping roads up. There is a lot of traffic in the population growth. Traffic is a minor problem here compared with greater Philadelphia area! My husband's commute to Boulder is the biggest problem because of the lights & traffic volume, and that will only get worse. The biggest culture shock I have experienced coming here is the disconnect between what people are able and willing to spend on housing vs. what they are willing to spend on schools! I have been very disappointed in the quality of the schools here. I realize there has been a fiscal crisis, but that is just adding to the underlying fact that the schools were not very well funded in the first place. This translates into things like a shorter school year and higher student/teacher ration that have a proven relationship to student achievement. For families and for businesses that want a well-educated work force and good schools for their employees' children, school quality makes a difference. If St. Vrain asks for a mill levy increase this fall, it is in the city's

interest to do everything in its power to encourage its passage. One other thing - school kids are expected to walk quite a distance, but some streets and intersections they would have to cross would present a danger; no crossing guards or walk/don't walk signals. Sidewalks don't get shoveled and snow gets packed down into ice. I'm talking about Pace Street. A left turn arrow at Pace & Mountain view would be helpful. I would like to see side streets plowed after heavy snows, additional (later) leaf pickup, use of renewable electric generation. Utility services here are good and affordable.

- Longmont is responsive to its citizens.
- Never had any problems or issues.
- I have services, but they are too costly.
- Garbage/recycle collection on windy days can make a mess as trash gets blown around. Other than that, Longmont does a good job providing public services.
- Encounters are always courteous, professional. Police department has come a long way in 15 years.
- Seem to be doing a good job with what facilities they have. The street sweepers seem to create more dirt & dust than they pick up!
- No problems.
- Area that I live in.
- No real complaints.
- No problems.
- Longmont is good to live in for now. Future?
- City is trying to stay up with the growth, not always able to do so.
- Have not found any service not attended to.
- I really have not had problems and I think that the price is very fair.
- Some are good, some are not.
- From experience.
- Every time I've called to ask a question or need a service, I have been satisfied with the speed and quality of response.
- I do not like the "spike" in my water bill in this summer when the meter is read instead of estimated.
- They are consistent & timely.
- Everything is always on time, and everyone has been friendly.
- Have not lived in city long enough.
- Snow removal is abysmal. Trash/electric/water is quite nice. Noise, drugs and police enforcement is pathetic and a joke!
- All city services are visibly being taken care of in a timely manner.
- I have had no great need or any great dissatisfaction.
- Why aren't there questions about the Latino growth, Latino problems and Latino education in this survey? This is one of the biggest problems for this city and the nation...
- Solid waste drivers drive too fast in alleys and streets (big problem).
- Longmont is a town with good services.
- Have moments of pleasure and displeasure.
- I have called for services which should have been apparent (light out, dead trees on a Main Street). When I call, service is provided well. Utility bills are great & helpful!
- The street is: you see the trucks all over - what are they doing all day!
- I feel the police waste time on menial traffic offenders instead of stopping crimes, violence and drugs.
- Never had any problems.

- No complaints.
- The services I have used were available or completed in a timely manner.
- They are great - get the job done.
- My questions were answered and I received the forms I requested.
- I am getting what I expect to, but nothing "above and beyond".
- Trash is picked up. Could use more public info to involve people in doing more recycling.
- Don't know enough about them.
- Don't have any problems with City services.
- The individuals have always been pleasant and accomplished the required response.
- Everything is good. I just wish recycle would pick up more.
- Dependable and cost effective.
- People I've dealt with have been polite. No major complaints.
- Have had good experiences with recycling program, emergency dispatch and police representatives.
- Check above questions.
- Everybody is somebody in Longmont. It's a nice town!
- Would like to see city codes enforced more, especially with junk cars, junk in peoples' yards; weed overgrowth - things that could bring down the property values of neighboring homes.
- Very prompt with all services.
- Because my neighborhood has gone to hell and nobody cares, and now, neither do I.
- It is as it should be considering taxpaying input.
- The city has always taken good care of me and my neighborhood. When I was a retailer I was also treated well.
- Low electric rates, timely trash and recycling pickup, good water - have never had a problem with any service from the City.
- For the City does a hit and miss job.
- Police services could be and should be much better!
- Regular and prompt attention to utility services.
- Do not have any problems now or in the past.
- The billing and services are very easy to deal with.
- Trash trucks and recycle trucks leave carts too far from curb and spill as they empty carts.
- In general the services I need are there if and when I need to use them.
- Except for vehicles able to block sidewalks, expired license plates, cars also block streets at times.
- I have not had any major problems with any service I receive nor have I heard anyone else mention a problem.
- They respond in adequate time.
- Consistently well done.
- Police emergency response could improve. Junk vehicles are abundant in Longmont. Weeds.
- Because the services that make everyday life easier are done well.
- Prompt.
- Uninterrupted services year round.
- Never had a problem.
- Promptness.
- I've lived a lot of places and Longmont overall is my favorite. People seem to care about their town, neighbors and kids, and in turn the city shows it cares by providing excellent care for its citizens.
- City employees seem to care about how the city looks.

- Never had any problems.
- Service people have been very professional & courteous; our water safe to drink, our town looks relatively neat and clean; police, fire & other emergency personnel have been prompt and friendly. Services are easily available, like amount of recycling available.
- Don't have to worry about the services, which is a good thing.
- Never had an issue that was not addressed in a timely manner.
- Too much residential growth, not enough traffic management.
- Live in retirement center.
- I think we are lucky to have the facilities & service we have available for this size of city.
- It's reasonable.
- What I observe/been involved with - satisfied. Efficient public transportation for youth, though senior citizens and handicapped is minimal to zero, especially in south Longmont.
- They're very adequate.
- Stop and think about it. Without these services we would have no water, electricity, sewer, trash pickup, etc.
- Customer service is good; impression that city as a whole would prefer higher income residents.
- Code enforcement is poor, noise enforcement is poor, traffic speeding is rampant.
- No major problems.
- I have not had to contact City for any specific info, so I have no basis for fair judgment.
- City services are very good. However, water & wastewater services seem expensive relative to Denver.
- I was never given a reason to be dissatisfied.
- Reasonable charges and dependable service. Good notification system for changes/problems.
- Very happy with some aspects - garbage collection, recreation, utilities and others. Not happy with growth response and getting poisoned to kill mosquitoes!
- The ones I have dealt with do a great job and the rest I haven't dealt with.
- See 6 above.
- Not had any problems with City services.
- Since I don't have problems, things must be going well.
- Have never had a problem with any City service offices. Service is excellent and prompt.
- Never lived anywhere else - nothing to compare it to.
- On time.
- Consistent and timely/reasonable rates.
- Because it has been adequate.
- Longmont has been a good town to live in.
- The City really tries to serve residents. Employees are generally "people friendly". Not everything is great, but the City is trying hard.
- Adequate.
- We have not had any problems.
- Can't complain, can't remember anything outstanding.
- Suits basic needs, but need improving.
- City staff is generally responsive, although planning department only answers questions with short, incomplete info, never divulging extra info sources unless specifically asked.
- My electricity and water are available when I want them. Police help when needed, dependable trash/recycling helps keep environment clean.
- Any complaints or questions were dealt with in a satisfactory manner.
- Very satisfied with Rec. center. Very dissatisfied with water treatment plant on 1st Street. The

stench went on for 5 years before something was done. Could not open windows in the hot summer because the smell was so bad.

- Depends on personnel - some are good and some are not!
- City is getting crowded. Hover road is overloaded during rush hour. Normal quiet life is interfered with by airplanes, especially during weekends.
- Utilities (good). Fire (very good). Police (fair). Parks (poor).
- Most services are okay. Recycling does not accept cardboard.
- Most departments do a good job.
- The services received are those that are expected in a community - with extras like Rec center and open space.
- Cleaning of our curbs is done often and is appreciated. Never have had any complaints with any services. Great!
- Considering the amount of growth, I think the city is doing a pretty good job.
- Excellent place to live.
- I've never experienced any problems in the 4 1/2 years I've lived in Longmont - very consistent and reliable.
- Utilities are very good.
- Never any problems.
- Have had some good and some bad, but the good outweighs the bad.
- No complaints so far.
- They are usually prompt and one generally deals with nice people.
- No major problems with any City services in my 28 years in Longmont.
- Have no complaints about any City services.
- Services are done in a timely manner.
- For one thing, City Council members were undecided about no smoking. Then, just as soon as elections were over and they kept their seats they immediately passed ban. There was so much opposition to this from people - it shouldn't have passed.
- Any services we have needed were taken care of promptly and with courtesy.
- Would like to see the porch lights turned on in the older part of town west of Main- 3rd to 17th.
- I have had my questions answered and issues dealt with in a timely manner.
- Electricity service is great with low prices. Police department needs major work. Little things should matter, i.e. noise violations, but don't.
- Services are efficient. I feel the homeowners should benefit partially from the recycled materials.
- I do have a problem with traffic control. In particular, there needs to be a safe way for a pedestrian to cross Main St.
- I would like more bike/walking trails, more public transportation and adult recreation programs, i.e. tennis, golf.
- No problems.
- Need monthly or every other month large item drop and/or curbside pickup for people who don't have a truck. Appreciate how well water needs have been planned for.
- My encounters with police/city services have been positive and both seem very professional and have representing Longmont as their first priority.
- Good tasting water. Good trash removal. Electricity rate ok.
- Everything seems to work almost invisibly.
- Could be less vandalism and graffiti.
- Things are clearly communicated and the billing is very simple.
- I rarely need to be concerned about services.

- Never had a problem.
- There are several areas where the city does a great job, but there are others that are sorely lacking attention.
- City employees are very courteous and helpful, beyond their assigned jobs.
- Consistent, professional, efficient.
- With the tremendous growth, the City is doing a good job.
- Overall, these are pretty good - phone system needs improvement.
- I have learned to not expect much from cities prevalent in minorities, and more from cities like Loveland and Fort Collins.
- Everything seems to run smoothly.
- Trash pick up - it appears that since we have moved to an automated trash truck, that the trash men show little concern about trash that escapes the dumping process. Almost each week I have to do additional pick up.
- Do their job and no problem with it.
- Services are sufficient for my needs.
- A burned out lamp in pedestal was replaced the next day after it was reported.
- The most excellent utilities in any place I have lived. Water is usually terrific except on magnesium days.
- Streets are in good repair. Most of the time traffic moves fairly well, trash pickup is easy and dependable. New museum and Rec. center!
- Overall, the city is a nice place to live. I think the city needs to provide activities for youth to attend.
- Reasonably priced; no problems to date.
- Services are very important and we are satisfied.
- They have always worked with our needs.
- The city is working to improve Longmont, but they still need to improve some areas.
- I would be more satisfied if we did more on zoning and junk laws, as well as more recreational an night life services (no horrible strip clubs).
- Although the city employees are friendly and helpful, the response to neighborhood problems is poor.
- Always prompt and courteous and very responsive.
- Everything works as expected.
- Have not had problems.
- Some areas are great, while others, i.e. water conservation, are almost non-existent.
- Socialism in city government. Let the idiots in Boulder stay in Boulder.
- Services offered in a timely manner.
- We have no storms drains. We were promised the street sweeper would clean our street often to cut down on breeding mosquitoes, which hasn't been done.
- Timeliness, knowledgeable, well done.
- I am a city employee.
- My interaction with the city consists of mailing utility bills back and forth.
- Haven't lived here long enough to form an opinion.
- Very nice place to live. Have been here for almost 30 years.
- Overall, I'm pleased with current services.
- Very little problems with services. When issues, resolved quickly.
- For what it has, it is good - parks. But it is very culturally lacking.
- No complaints.
- If community policing is to be effective, police officers need to meet people in their respective

community police area; if nothing else, high visibility also is a deterrent.

- Basically, I think all our agencies do a good job with all services when considering how fast Longmont is growing.
- Have never had a problem, which is rather remarkable.
- I haven't had any problems.
- Have not had major problems.
- I live in subsidized housing - have full time job, 2 kids 50% of the time, and have a \$125 electric bill (no computer) outrageous!! Wondering why there is no recycling where I live.
- No problems.
- I can't recall feeling the need to complain to any arm of the city for any reason.
- Most services we utilize I've ranked as "good". No existing/continuing problems.
- Meets basic needs.
- I have no problems with any services where I am.
- I get what I pay for.
- Things run smoothly, i.e. water, electric, trash - consistent service and I never worry about them.
- No problem.
- Service has been adequate and no problems.
- P & Z needs improvement - example: home depot exit north on Hover Road. Example: no entrance to Albertson's from 17th going east.
- Longmont is a nice place to live.
- Go-peds continue to race up and down the streets, dogs continue to bark day and night; my daughter's assaulter still remains at large.
- Service follows time tables and done in good manner.
- Street cleaner and dumpster service.
- Need police to address more concerns.
- Dependable.
- Not enough police or support of police. Again, affordability - all services seem overwhelmed.
- I am in a community that the owners of the building don't care. City of Longmont needs to get involved.
- I'm impressed with planning and services.
- Despite the provincial nature of Longmont residents, we are very satisfied.
- Good service, low rates.
- Most of the time. Occasionally "they" seem unresponsive.
- Overall, things occur when they're scheduled to.
- Longmont must have some good employees.
- Timely, well organized, relatively inexpensive.
- Tree limb pickup, recycling facilities, fire and police services are excellent.
- On schedule, reasonable.
- Don't have anything to worry about except noise.
- Traffic enforcement and quality of life. Enforcement is lousy - police "too busy".
- City services always timely and dependable. Emergency services are excellent.
- Don't have a strong opinion either way. There is always going to be good and bad and Longmont has about 1/2 good and 1/2 bad.
- Normal.
- I have had a good experience living here for the past 7 years.
- Overall satisfied. Trash pickup people tend to be sloppy.

- Very few interruptions and services are timely.
- Dissatisfied with neatness of trash pickup. Also, prefer more frequent extra trash pickup.
- I use the library frequently. We enjoy good utility services and emergency services.
- Everything I need to maintain my quality of life is provided by the people that work for the City. All is good.
- Longmont does a good job and always has.
- Prompt responses on calls and questions.
- Good water, electricity and trash/recycling.
- Haven't had any problems.
- Generally, specific inquiries are answered, but response time varies greatly.
- I have not had any complaints about any city services.
- The only problem we have had is that our trash pick up gets missed occasionally.
- What I expect.
- Satisfied with response time on calls.
- Need grass pickup as opposed to trash.
- I have no complaints. You are doing a good job.
- It all seems to work when needed.
- Don't really think of any of this stuff.
- Some services are exceptional, otherwise not.
- I hardly ever think about them, so you must be something right.
- Utilities reasonable, trash pickup is prompt.
- I love the trash days, pickups, leaf recycle, etc.
- All basic services available and reasonably priced.
- Timely, effective, reliable.
- I would prefer recycle pickup more often.
- Trash services are poor. The pickup is fine, but limiting each house to just one trash can is too limiting without other options. Two trash cans would be better.
- They all seem to be in an orderly fashion.
- Services have trouble keeping up with the growth.
- Accurate billing and payment service personnel.
- I truly believe the city workers do a great job keeping Longmont safe, clean and functioning.
- Very few outages and a reasonable cost.
- Haven't had any problems.
- All the utilities are very dependable and I have been pleased with the conduct and helpfulness of city employees, although I have had little contact with them.
- Longmont is a clean and organized city that lends itself to making daily life go along smoothly. I don't hear a lot of complaint from residents.
- It's just fine. Not perfect, but not bad.
- Reconsideration of picking up recycles every other week - and includes cardboard recycling.
- Needs are generally met.
- For the most part, services are of good quality.
- But speeding in residential areas, such as Southmoore Park, need major enforcing.
- No serious complaints. The city could recycle more and restrict watering more.
- With the fast growth, it seems the services have kept up.
- Excellent service.
- I love that city has control over electric and waste stream - I'm disappointed there is not more emphasis for conservation with both programs.

- Noise control could improve.
- Services I require meet my needs.
- Services dependable - contacts we've made have been with thoughtful people (the questions we asked when moving here 4 years ago).
- When trash trucks spill trash on the street, they don't stop and pick it up. Trucks drive fast in neighborhoods!
- Very dependable.
- I've never had a complaint that wasn't taken care of with efficiency and courtesy.
- Half my power works sometimes and sometimes it doesn't. My landlady says it's the City and the City says it's her. I don't know what to do. I have three children.
- Overall, services have been very consistent.
- They do a good job.
- Friendly, good service.
- Employees are polite and efficient; things get done.
- On time/good service.
- Mostly on target.
- Never had a problem.
- No interruption. Would like to see the library open on Sunday over the summer.
- Trash, water is good.
- Conscientious, consistent delivery.
- I don't deal much with the city.
- The city keeps up with its services, except for crime and traffic congestion.
- No major problems.
- I do not like having my stuff stolen out of my front yard or off my porch. I know there is too much drug use and prostitution in Longmont. Look at Circle Graphics at 1 a.m.-3 a.m. on Friday, Saturday. Yuck. I found a bag of pot on the street in east Longmont.
- Timely and consistent.
- I've been served well most of the time.
- Have had no trouble with any of them, except its too high priced on some.
- For the most part we have received good response to problems we have had.
- Any problem we've had has been quickly taken care of.
- Essential services are excellent. Quality of life is excellent.
- Code enforcement is a joke and people are allowed to speed in residential neighborhoods all of the time. Otherwise, things are pretty well run.
- I have had no problems.
- Haven't had any problems.
- Customer comes first attitude.
- Police are sorely deficient in crime prevention - don't seem to do more than drive around and react to crime - not trying to solve crimes.
- Sometimes trash services are missed.
- We don't have to think about them much.
- Electricity rates excellent (low).
- Because there are some problems!
- Good balance.
- Sometimes different city divisions' rules don't make sense.
- Trash & recycle pickup are consistent. Street light in front of our house was fixed when I called.
- I never have a problem.

- Good communication, reliable.
- I've had no problems or negative experiences.
- Lots of barking dogs in our neighborhood, loud cycles, and cars racing on 21st on weekends. Other than the above, it is a nice place to live.
- Just like any other city - average.
- On time, dependable, reliable.
- Slow to fix burnt out street lights; otherwise, good.
- Electricity, water, billing - very good.
- Longmont is user-friendly - services are straight-forward and sensible.
- Precise, timely, friendly. LPD & dispatch are great.
- You don't have any help for the needy. We were almost homeless and the O.U.R. center wouldn't help us.
- Nothing specific to complain about, so I guess that's a compliment :).
- Recycling procedure could be improved; believe neighborhood patrols are more important. Then Main Street; tap water taste; dispatchers have attitude problems; trash pickup is performed by lazy people.
- The city strives hard to make this a very pleasant, livable place. The City works hard to improve.
- All as promised and seemingly reasonably priced.
- Poor animal control. Poor road conditions. Rest is good.
- From my acquaintance with services, I would say I'm basically satisfied.
- Trash pickup is good. Code enforcement people are great and fast!
- Satisfied with all basic services (utilities, trash, etc.). Would like more parks in newer areas.
- Always get a response, i.e. trash, limbs, etc.
- Overall satisfaction is ok for the amount of information I know.
- We receive adequate service at an ok price.
- Quality of life is slipping noticeably.
- I see a few problems with honest service billing. Every now and then - like the gas billing readers who don't check their meters properly!
- Good, except for enforcing traffic laws.
- Friendly, always talk with human, ease of accessing by phone/in person.
- It works. Stuff gets picked up. When I call city hall, there is someone polite to talk to.
- There just isn't anything extraordinary. Services are dependable and employees are friendly and helpful, but that is what I would expect.
- Nothing in the services stands out compared to other cities.
- I am astounded at the general population who "haven't a clue" regarding intersection traffic ordinances, and this is where most accidents occur, yet speed is the #1 arresting ordinance.
- The city line is efficient for my common questions. People have always been polite and helpful. I have never had any problems.
- The neighborhood and homes around them. Many homes and buildings look rundown and uncared for. In others words, they just lessen the value and class of thee whole community around them. Big fines and enforced ordinances would make tons of money for Longmont and would bring the community to a greater standard of living. Thanks for listening :).
- I was surprised to find that I enjoy living in Longmont (wider streets, better overall quality of life, less traffic) than in Boulder. Longmont has really come a long way from what it was. Good job!!! One huge problem is motorcycles/auto noise pollution, i.e. loud mufflers and serious bass/boom music. We live right on 21st street and it is unreal how many loud vehicles drive by every day and especially after 10:00 pm every night. It wakes you up it gets that loud! Suggest huge fines and serious noise ordinances to reduce considerably those that choose to bother

others and be inconsiderate. Also, you could make money at the licensing office by charging higher registration fees (say double) to those that have loud/no mufflers or you can choose not to update their registration if they don't bring in a note from a mechanic that says it's fixed. In other words, somehow, do not make it worth their while to maintain & drive loud vehicles within Longmont. Maybe this could be added to the vehicle inspection process. All I know is somehow something needs to be done. For some reason it's very predominant in Longmont (I've lived in Boulder, Gunbarrel and Superior and never heard it as much and as bad as here). Also, I often take walks and the cars I see day after say have not been moved once. Many have expired tags and look like they've been unused for months and months. Also, many yards look completely unkempt and uncared for/rundown.

- If there is a problem, city seems responsive when it is reported. However, still could use more police patrol. Reinvigorate neighborhood watch. Start a "citizen watch". Encourage autodial Longmont police number on cell phones instead of 911.
- Questions are answered. I've always been able to get help if I needed it.
- Generally, things are handled timely and well.
- Always receive good and fast info. Friendly personnel.
- Porque algunas veces no stan al pendiente de alguna emergencia.
- Have requested help with street sinking and sidewalks years ago and am still waiting for repairs.
- Very good. Friendly staff.
- Longmont is a clean place to live. Just needs more cleaning of old buildings and to maintain streets and trash.
- We've never had a problem.
- There is a lot of wasted water by the City and businesses, i.e. watering the cement sidewalk.
- The city seems very proactive in delivering services.
- I have lights, water and a nice town to live in. If I have problems, I usually can find someone to help or give me information to get help.
- Most often my needs are met.
- Lack of response.
- Most things are handled properly and the rest I don't care about.
- I'm pleased that I've had no problems with the services provided by the City.
- Haven't had any problems with them.
- City services have responded to needs of community extremely well! Good job!
- Speeding, running red lights; why so many people breaking basic traffic rules?
- No major problem with city services.
- Reliable.
- I'm very happy with the Longmont services. Never have had a problem to this date.
- We need more light on streets on Yeager Drive.
- Great city (except for lack of left turn signals).
- Transportation, utilities and water services are good.
- Convenient, dependable, never had an issue.
- Everything that a city should provide works well. The political leadership is sound. We do not have a foreign policy or a policy on genetically modified organisms to distract us.
- It is good enough for me to take for granted!
- So far fine.
- It is done in a timely manner. I have not had any problems with it.
- Friendly prompt service.
- In general, services are good.

- I would like to see more recycling.
- Recycling highly encouraged - love that. Watering police needed.
- Billing is hard to get on same date. Traffic law enforcement and traffic signaling are absolutely horrible. No problems.
- Water is ok, except there is no notification when water pipes are being worked on and flushing huge quantities of silt through your system. Need notification! Snow shoveling help needed for seniors and disabled. Recreation center discounts for disabled as well as seniors.
- Traffic signals are timed everywhere but here. Police response is slow.
- Water quality, dependable utilities and trash removal all first rate.
- I haven't had too many problems.
- Not very aware of many of the services. Wish I knew more.
- Our alarm went off when we were away (1 time in 1 year) and we were charged \$50. Now we don't use it. Poor service to charge on first time. So we are now less protected.
- Customer service is horrible. Usually can't get the answer to my question or service needed. I always seem to have to go to other sources to get the problem solved. Maybe we should just restructure downtown for a new type of Longmont? We seem to be so concerned about my race, and if Longmont has catered to the Hispanic community. My question is "what about everyone else?" When do we stop?? Will you keep on until my grandchildren are taking classes to speak another language to accommodate a people who are here illegally? Would you go to Spain and expect them to speak English for you?? Think about it!
- Trash pickup time needs to be more consistent, picked up at a set time of the day.
- I feel the city is trying to do its best, but the areas of #6 need to be helped.
- Have to be satisfied because nothing has ever been done as far as improvement.
- Because it's a very safe place.
- No comment.
- Meet requirements.
- Rude workers in police dispatch, slow response to services from sanitation department.
- Recycling service needs expansion.
- Have never had any problems with anything at all.
- Too much vandalism in nice neighborhoods.
- Relatively efficient. When there's a breakdown in the system, it's difficult to react immediately, but not much time is wasted.
- I am satisfied with the way the city is run with few exceptions.
- No problems.
- Feel officials perform to the best of their abilities under their rules and restrictions.
- Met my needs.
- We are fortunate to live here. I think growth right now is excessive, affecting property values and traffic and schools. Slow down.
- Everything is in order. No complaints.
- Satisfied with utility services.
- Way better than any other city we've lived in, including Boulder.
- Thorough and prompt.
- Consistent services, appropriate rates, friendly staff.
- Everything works just fine.
- Landscaping along public right of ways take too long to complete and the landscaping used is unattractive and clumped together.
- Some confusion in enforcement departments, e.g. code inspection. Otherwise, excellent.
- Good service, nice people. A larger recycling bin would be helpful or weekly pickups. Also

pickups of cardboard would be great.

- Trash needs to be charged on a by-pickup basis rather than monthly. Some people only have trash one week per month. Rent-a-dumpster good program.
- I can see that the city tries very hard with the resources it has. Some money is misspent.
- I take care of my own problems.
- Excellent service with a variety of benefits to increase the quality of the community.
- If you call to report a yard or cars sitting they act like you have nothing to do but sit around and complain.
- Things go pretty smoothly most of the time.
- We don't have enough police officers. I'd like the City Council budget to devote whatever measure it takes to hire more. Animal control rules are unsatisfactory - not responsive enough to neighborhood concerns.
- Too much of the time police are hiding behind things to get speeders! Police are not friendly - they have a police state actually.
- The professionalism of management and staff has impressed me and they are friendly and patient.
- It is clear that the city is trying and when a mistake is made or there is room for improvement, the city attempts to fix it or make it better. I don't know if the city can do anything about this or not, but I thought I would put it out there. It is very frustrating to go to a public place and have the signs or other written material only in Spanish. Those establishments are catering to a certain populations and I find it offensive. It's not just the businesses owned by Latinos, either. Is it going to become a requirement to learn to speak and read Spanish to live in Longmont? I have nothing against printing things in Spanish as long as it is in English as well.
- My needs are met. As far as I know, those less fortunate than myself also have their needs met.
- Always treated accordingly.
- Some grocery stores sell cheaper than other stores. Crime prevention is too poor. I know people who want help and ask for it and don't get help and crime occurs.
- We are satisfied with the services in Longmont with the exception of the trash pickup. We feel that the once-a-week service is poor and have been skipped a few times, even though the trash bins were at the curb.
- Good job on items important to me. Library is outstanding! Unleashed dogs are a problem.
- I have lived here a long time and in some places things are starting to look bad, but I think we can fix it :).
- Recycling could be better - more items picked up at curbside.
- Responsiveness - great place to live!
- I have no complaints besides the neighborhood environment around Lashley St.
- Haven't had any problems.
- Police don't seem to take calls seriously. I think it's a lack of effort.
- When I contact services, they are polite and knowledgeable.
- I don't think trash pickup should be mandatory. I should be able to dispose of trash my way.
- See above.
- I never notice most of them.
- The City seems to do a great job at what they do usually, but there are many drivers who get away with speeding and ignoring stop signs and red lights.
- I have no complaints - I believe the City provides excellent services.
- Effective.
- Always on-time and deliver/pickup as promised.
- Streets need to be worked on. Too much overcrowding!

- Too many golf courses, not enough things to do. For kids to teens. What ends up happening with growth is bored kids getting into trouble.
- Cost is high. Services are playing catch-up with growth.
- The services there - that's all I need. I wonder if it may be more cost-effective to privatize some services.
- Most all City services we receive are good.
- Trash trucks pulled down telephone drop wires daily.
- These services are top quality when compared to other cities I have lived in.
- It takes a petition or a tragedy to make changes on traffic lights, speed limits, more patrolling.
- It works.
- Quality of water & power is good, with very good reliability. Trash service could be better. The automatic garbage trucks & fairly light trash bins seem to let a lot of trash get blown about.
- The amount of cars per household is out of control! Five cars per household are too many cars.
- Have not had any problems & questions have been quickly addressed by phone.
- Good effort & to do most things right.
- Animal control is good but when neighbor provokes the animal there is not provision for it.
- Prompt service.
- Bill statement could use improvement.
- When I needed medical help it was very prompt.
- I don't interact with them usually, but what they do seems so good so far.

Question 10

- | | |
|--|--|
| • TV cable. | • Permit sales for Ralph Price Reservoir. |
| • Planning. | • Flag stolen. |
| • Planning. | • Forestry. |
| • 9-1-1. | • Questions for landscaping on Hover Road. |
| • Weed control. | • Dumpster rental. |
| • City council. | • LCTP. |
| • EMS. | • Pedestal light. |
| • Planning. | • Light pole problem. |
| • Medical. | • Bee nest being built - had to remove. |
| • Street repair. | • Life line. |
| • 911 for child choking - very prompt! | • Licensing. |
| • 911 | • Open space. |
| • Planning. | • Medical. |
| • Ambulance. | • Planning. |
| • Operations? Having to do with tree limb cutting and removal. | • Lighting replacement. |
| • Noise. | • Planning/zoning. |
| • Traffic Engineer– Signals. | |

Question 20

- Traffic flow.
- Store fronts just north of 9th empty. Lot at 9th and Main.
- Aesthetics.
- Readable street signs.
- Put left turn lanes back!
- Crossing lights at mid-block crosswalks.
- The walkway reminds me of a carnival and there are too many large planters - extra expense for taxpayers for maintaining.
- Clean it up.
- Flow of traffic. Have stopped shopping downtown completely.
- Don't know.
- Lighting.
- Minimizing extensive/fast traffic; can get killed trying to get out of car when parking along street.
- Facelift.
- Parking.
- Street signs one can read.
- Convert to a pedestrian mall! Get rid of traffic on Main!
- Traffic flow.
- Redevelopment/planning to include all choices.
- Too many pawn shops.
- Main Street pedestrian only - walking mall.
- Clean it up! Make retailers paint, clean and maintain their stores!
- Left turns.
- Pedestrian access.
- Art studios/gift shop, etc.
- Traffic lights. Traffic backs up too much, too fast.
- Redirect focus.
- Eliminate pawn shops/tattoo parlors, hopefully allowing better shops and upgrading store fronts.
- Dance hall, club (for over 18) and over 21 on some nights.
- Turkey plant (Longmont Foods).
- The shops need cleaned up!
- Private property rights. Get government out.
- Traffic control.
- Left turns between 3rd & 6th!!!!
- Something like Pearl Street mall.
- Fewer gun/pawn shops.
- Appearance.
- Less traffic.
- Appearance.
- Fix rough intersection crosswalks and re-install left turn lanes.
- Remove gangs.
- More parades.
- Too numerous to comment here.
- Cosmetic (appearance).
- Be able to turn left at stop lights.
- That ugly hotel by halfway house! Big fixer-upper!
- 287 diversion.
- Pedestrian mall.
- No left turns.
- Rundown buildings.
- Gangs.
- Main Street is a ruin. Make a plan with old building and new ideas!!!
- Re-route Highway 287 off Main Street.
- Left turn restrictions.
- Traffic.
- Night life.
- Unsightly vacant properties.
- Reduced traffic.
- Updating.
- Less pawn shops.
- Less council encroachment.
- Don't know.
- Something other than empty buildings and pawn shops.
- Increase speed limit.
- Everything.
- Parking for residents.
- Better signs, perhaps low to the ground in median pointing to business (Scottsdale, Arizona).
- Don't know.
- New renovations look like a slum!
- Don't know.
- Left turns resumed.
- Left turns.

- Open space.
- Traffic!
- Don't know.
- The ability to turn left.
- Spruce it up, get rid of the tacky businesses like pawn shops.
- Better appearance.
- Get rid of the islands that divide Main St. This has caused major traffic James and accidents.
- Pedestrianize it!

- More live music in venue of different varieties, mostly jazz.
- Slower traffic.
- They need to repair streets!
- Reduce traffic.
- Hispanic, junkier looking stores improved up to others standards.
- Less traffic
- Advertise more.

Question 23

- Outlets and Sam's club.
- Love Joslin's, hate Dillard's. I shop at Foleys.
- I shop here.
- Better stores (flatiron mall), Sam's club.
- More variety.
- Better choices.
- Sam's club.
- Shop online.
- Change of pace only.
- I enjoy a change once in awhile.
- For change - but do so rarely.
- Just out and about.
- Store not located in Longmont.
- I'm more familiar with stores in Boulder since I recently moved from there.
- Price is lower out of town.
- Use internet.
- Store is not in town.
- Lower taxes.
- May not find what I want.
- Something different, different stores.
- Longmont has no super Wal-mart.
- Near.
- Convenience while visiting others or medical appointments.
- Sam's & Costco.
- Split time with Lafayette.
- Higher end stores are elsewhere/organic groceries are in Boulder.
- Whole foods - good movies.
- I like the shops.
- I don't usually shop anywhere else.
- Use internet for many things.

- I'm on my way to/from soccer game, friends, etc. Outside Longmont.
- Longmont mall is very poor, twin peaks mall, theaters are very poor.
- Need a Sam's warehouse.
- Better prices.
- Just happen to be there.
- I only shop in Longmont.
- Not always as busy as Longmont stores.
- Don't.
- Car repair and auto supplies (Volkswagen).
- I don't.
- Sales.
- Computers and electronics.
- Cleaner, less rundown environment, more pleasant.
- Cat + phone.
- Passing through.
- Movie theater is way too small; like the big screen.
- Longmont does not have a Mervyn's or best buy or circuit city.
- None of your business.
- Need a Foley's.
- Better selection, nicer facilities.
- More choices.
- For something to do differently.
- Costco.
- Costco is in superior.
- Because I'm there.
- Internet shopping.
- More choices.
- Costco.

- Ton of stores not available.
- We need a Costco or Sam's club, best buy, circuit city, American furniture warehouse.
- Order by phone with bank check card.
- Wal-mart super saver - Loveland.
- I'm in the area for another reason and stop for what I might need.
- Tax dollars collected here don't go to right things.
- Store not in Longmont.
- Nicer people elsewhere.
- Upscale more available.
- Don't shop out of Longmont.
- I don't.
- Shop only Longmont except for Costco.
- Super Wal-mart.
- Sam's & Costco.
- I don't.
- Choices greater.
- Foley's.
- I enjoy flatirons crossing and the diversity.
- Better atmosphere - our mall is pathetic.
- Just a change of scenery.
- Cheaper.
- Get treated better away from Longmont.
- Store not in Longmont.
- Flatirons area can't be beat for shopping.
- The shops I like are in other towns.
- Internet.
- Sam's.
- I don't.
- On vacation.
- To get out of town (Costco).
- I don't.
- Don't shop elsewhere.
- More of a recreational venture, i.e. flatirons crossing.
- Better choices.
- High city/county tax.
- Sam's club, flatirons mall.
- Bulk items.
- Just to get out of Longmont.
- Discount store.
- Some stores I like aren't in Longmont.
- Hygiene feed & supply.
- Electronics - not available in Longmont.
- Just out to see other things.
- Shop at home.
- Longmont may not have it.
- Many Longmont employers (retail/dining) do not have a satisfactory level of professionalism (cleanliness of establishment).
- More stores, more restaurants, etc outside of Longmont.
- Patronize some small businesses, such as tire store in Boulder, which I patronize before moving to Longmont.

Question 46

- | | | |
|-------------------------------------|-------------------------|--|
| • All over northeast Colorado. | • Boulder | • Boulder County. |
| • All over. | • Boulder | • Boulder, Longmont, Fort Collins, Greeley, steamboat, Thornton, Brighton. |
| • All over. Office - Commerce City. | • Boulder | • Boulder, Longmont, Loveland. |
| • Arvada. | • Boulder | • Boulder. |
| • Arvada. | • Boulder - IBM plant. | • Boulder. |
| • Berthoud. | • Boulder and Longmont. | • Boulder. |
| • Berthoud. | • Boulder County. | • Boulder. |
| • Berthoud. | • Boulder County. | • Boulder. |
| • Berthoud. | • Boulder County. | • Boulder. |
| • Boulder | • Boulder County. | • Boulder. |
| • Boulder | • Boulder County. | • Boulder. |

APPENDIX IV. DETAILED SURVEY METHODOLOGY

The Longmont Customer Satisfaction Survey was administered by mail in 2004 for the second time. This was the seventh iteration of the survey. Data for the previous six surveys were collected by telephone in 1998, 1999, 2000, 2001, 2002 and 2003. The baseline Longmont Customer Survey was conducted in 1996.

SURVEY ADMINISTRATION

The 2004 survey used a stratified random sampling to select 1,000 residents in each of three Wards to receive survey mailings. In previous years, the identification of resident Wards was made through a set of questions on the final page of the survey. Due to the recent redefining of Ward boundaries, those questions would no longer have the geographic precision required to accurately define residential wards.

The 3,000 surveys were mailed in April of 2004. Of these, 999 responded to the mailed questionnaire giving a response rate of 35%. The margin of error is no greater than plus or minus 3 percentage points around any given percent based on community-wide estimates. An individual within each household was selected using the birthday method.

Households received three mailings, one week apart beginning mid-April 2004. Completed surveys were collected over the following four weeks. The first mailing was a pre-notification postcard announcing the upcoming survey. The other two mailings contained a letter from the mayor inviting the household to participate, a questionnaire and self-mailing envelope. About 156 of the surveys were returned because they either had incorrect addresses or were received by households outside of Longmont city limits. Of the 2,844 eligible households, 999 completed the survey, providing a response rate of 35%.

DATA ANALYSIS AND WEIGHTING

The surveys were analyzed using a statistical software package. The demographic characteristics of the sample were compared to population norms for the City of Longmont and were statistically adjusted to reflect the larger population when necessary. Differences in opinion were found among Longmont residents of different ages, educational attainment levels and ethnicity. Consequently, sample results were weighted using the population norms to reflect the appropriate percent of residents by age, education and ethnicity. Longmont population, and then adjusted to reflect the ethnicity of the population. Other socio-demographic variables were also adjusted through the weighting as many of these characteristics are inter-correlated. The results of the weighting scheme are presented in the table on the following page.

Weighting Scheme for 2003 Longmont Customer Survey

Percent in Population*

	Population Norm ⁶	1998 Survey Weighted Data	2000 Survey Weighted Data	2001 Survey Weighted Data	2002 Survey Weighted Data	2003 Survey Weighted Data	2004 Survey Un-weighted Data	2004 Weighted Data
Own home	66	69	74	69	72	70	81	69
Rent home	34	31	26	31	28	30	19	32
Detached unit	69	73	76	69	72	67	74	66
Attached unit	31	27	24	31	27	33	26	34
White	85	88	93	80	78	80	93	84
Non-white	15	12	7	20	22	20	7	16
Hispanic origin	19	12	9	16	19	18	6	19
not of Hispanic origin	81	88	91	84	81	82	94	81
High school degree or less	47	50	47	47	42	48	21	48
more than high school	53	50	53	53	58	52	79	52
18-34 years of age	33	39	28	33	32	34	15	35
35-54 years of age	44	38	46	44	47	44	44	43
55+ years of age	23	23	26	23	20	22	41	22
Female	51	-	57	54	60	57	57	61
Male	49	-	43	46	41	43	43	39

Characteristics shaded in grey were statistically weighted to reflect the population data.

⁶ Source: 2000 Census, except education, source: Market Profile Report prepared for the Longmont Area Economic Council

APPENDIX V. COMPLETE SET OF FREQUENCIES

The complete set of frequencies (except for open-ended responses) appears on the following pages.

Question 1						
	Percent of Respondents					Total
	Excellent	Good	Fair	Poor	Don't know	
How would you rate Longmont as a place to live?	22%	62%	15%	2%	0%	100%
How would you rate your neighborhood as a place to live?	26%	50%	20%	4%	0%	100%
How would you rate Longmont as a place to raise children?	17%	49%	22%	5%	7%	100%
How would you rate Longmont as a place to retire?	14%	35%	28%	12%	11%	100%
How would you rate your overall quality of life in Longmont?	18%	61%	19%	1%	0%	100%

Question 2	
What are the three biggest problems Longmont will have to face in the next 5 years?	Percent of Respondents
Growth	54%
Traffic	50%
Street repair/maintenance	4%
Schools/education	20%
Water	14%
Economy/jobs/cost of living	20%
Crime (vandalism, drugs, violence)	30%
Affordable housing	7%
Racial	10%
Youth issues	9%
Pollution/environmental issues	3%
Open space	3%
Senior issues	0%
Decline of City services/taxes too high	3%
Police	2%
Maintaining small town quality of life/uniqueness	4%
Noise	2%
Don't know	0%
Quality/quantity/variety of stores restaurants, theatres	10%
Deterioration of appearance/junk	4%
Other	12%

Question 3

	Percent of Respondents					Total
	Not a problem	Minor problem	Moderate problem	Major problem	Don't know	
Crime	4%	26%	51%	12%	7%	100%
Drug	3%	16%	37%	31%	12%	100%
Too much growth	9%	15%	29%	46%	1%	100%
Lack of growth	69%	15%	8%	3%	5%	100%
Graffiti	9%	42%	30%	14%	5%	100%
Noise	14%	45%	29%	11%	2%	100%
Run down buildings	13%	45%	28%	8%	7%	100%
Junk vehicles	14%	40%	27%	12%	7%	100%
Traffic congestion	6%	18%	38%	37%	1%	100%
Unsupervised youth	4%	27%	37%	21%	11%	100%
Homelessness	11%	39%	26%	8%	17%	100%
Weeds	16%	42%	27%	8%	7%	100%
Methamphetamine labs	5%	14%	23%	28%	29%	100%
Vandalism	2%	22%	37%	30%	9%	100%

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?	Percent of Respondents
Schools	14%
Parks and recreation/trails/open space	33%
Traffic	3%
Cultural/racial issues	4%
Senior services	3%
Youth services	9%
Good place to live/community spirit	6%
Clean-up efforts/appearance	5%
City government and services, library, police and utilities	12%
Decreased crime	5%
Better transportation and roads	5%
Restaurants and shopping	23%
Economy/business/jobs/cost of living	23%
Growth and planning	12%
Main Street/downtown	7%
Affordable housing	5%
Medical/health care	2%
Arts and culture/entertainment	12%
Not optimistic	10%
Don't know	3%
Other	36%

Question 5

	Percent of Respondents					
	Very important	Important	Somewhat important	Not at all important	Don't know	Total
Residential development	22%	28%	29%	17%	3%	100%
Business/retail development	39%	33%	20%	6%	2%	100%
Transportation projects	39%	37%	18%	4%	2%	100%
Recreation opportunities	34%	40%	23%	2%	1%	100%
Cultural opportunities	24%	35%	32%	7%	3%	100%
Restaurants	18%	30%	37%	14%	1%	100%
Night life	16%	21%	34%	25%	4%	100%
Emergency services (police and fire)	58%	31%	8%	2%	2%	100%
Services that address the basic human needs of children, families, adults and seniors	50%	33%	13%	2%	2%	100%

Question 6 - Quality Ratings

	Percent of Respondents					
	Excellent	Good	Fair	Poor	Don't know	Total
Snow removal from major streets	27%	55%	13%	3%	2%	100%
Street repair and maintenance	7%	48%	33%	11%	1%	100%
Street cleaning	14%	56%	24%	3%	3%	100%
Street lighting	15%	55%	22%	6%	1%	100%
Timing of traffic signals	7%	40%	36%	15%	1%	100%
Tap water (quality of drinking water)	31%	45%	17%	5%	2%	100%
Sewer services	21%	59%	10%	2%	8%	100%
Water conservation programs	9%	48%	21%	6%	16%	100%
Electric service	31%	55%	9%	2%	2%	100%
Electric conservation programs	10%	35%	21%	6%	28%	100%
Utility billing	19%	56%	19%	4%	2%	100%
Weekly trash pick up	36%	49%	10%	3%	2%	100%
Twice a month recycling pick up	30%	46%	11%	5%	7%	100%
Recreation facilities	15%	52%	19%	4%	10%	100%
Recreation programs and classes	12%	40%	22%	3%	23%	100%
Library services	27%	46%	12%	2%	13%	100%
Youth services sponsored program	7%	20%	20%	8%	45%	100%
Services for seniors	10%	25%	13%	4%	48%	100%
Museum	10%	28%	17%	5%	41%	100%
Enforcing traffic laws	10%	41%	24%	14%	11%	100%
Crime prevention	7%	36%	29%	12%	16%	100%
Fire fighting and rescue services	28%	45%	6%	0%	22%	100%
Fire inspection and fire safety education	16%	32%	12%	1%	38%	100%
Emergency police services	18%	36%	14%	2%	29%	100%
Emergency dispatch	19%	31%	12%	3%	35%	100%
Code enforcement (junk vehicles on private property, weed control, trash and outside storage)	6%	24%	30%	22%	18%	100%
Building and housing inspection	6%	24%	20%	5%	44%	100%
Planning	6%	18%	23%	10%	42%	100%
Maintaining landscaping along the public right of way	12%	47%	31%	5%	5%	100%
Maintenance of park grounds and facilities	18%	54%	20%	4%	4%	100%
Animal control	13%	43%	18%	7%	20%	100%

Question 6 -Importance Ratings

	Percent of Respondents					
	Very important	Important	Somewhat important	Not at all important	Don't know	Total
Snow removal from major streets	54%	38%	7%	0%	1%	100%
Street repair and maintenance	49%	48%	3%	0%	0%	100%
Street cleaning	20%	40%	37%	2%	0%	100%
Street lighting	44%	45%	11%	0%	0%	100%
Timing of traffic signals	37%	45%	16%	1%	1%	100%
Tap water (quality of drinking water)	80%	18%	2%	0%	0%	100%
Sewer services	53%	37%	7%	0%	3%	100%
Water conservation programs	59%	32%	7%	1%	2%	100%
Electric service	54%	40%	5%	0%	0%	100%
Electric conservation programs	40%	39%	14%	0%	7%	100%
Utility billing	23%	55%	20%	1%	2%	100%
Weekly trash pick up	47%	45%	8%	0%	0%	100%
Twice a month recycling pick up	42%	44%	10%	2%	2%	100%
Recreation facilities	32%	44%	20%	2%	3%	100%
Recreation programs and classes	24%	42%	26%	2%	6%	100%
Library services	37%	41%	16%	1%	5%	100%
Youth services sponsored program	33%	38%	14%	2%	14%	100%
Services for seniors	32%	40%	12%	1%	14%	100%
Museum	12%	33%	33%	7%	14%	100%
Enforcing traffic laws	44%	41%	12%	1%	2%	100%
Crime prevention	72%	23%	2%	0%	3%	100%
Fire fighting and rescue services	77%	18%	1%	0%	4%	100%
Fire inspection and fire safety education	50%	36%	8%	0%	5%	100%
Emergency police services	76%	20%	2%	0%	2%	100%
Emergency dispatch	75%	19%	1%	0%	4%	100%
Code enforcement (junk vehicles on private property, weed control, trash and outside storage)	30%	44%	24%	1%	2%	100%

Question 6 -Importance Ratings

	Percent of Respondents					Total
	Very important	Important	Somewhat important	Not at all important	Don't know	
Building and housing inspection	22%	45%	23%	1%	10%	100%
Planning	39%	35%	13%	1%	13%	100%
Maintaining landscaping along the public right of way	17%	48%	32%	2%	1%	100%
Maintenance of park grounds and facilities	24%	57%	18%	1%	1%	100%
Animal control	26%	46%	21%	3%	4%	100%

Question 7

	Percent of Respondents					Total
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	
Overall satisfaction with the City services you receive	22%	63%	11%	3%	1%	100%

Question 8

	Percent of Respondents				Total
	Too fast	About right	Not fast enough	Don't know	
How do you feel about the rate of population growth in Longmont?	62%	32%	1%	5%	100%

Question 9

	Percent of Respondents		
	Yes	No	Total
Have you contacted the City of Longmont to request services within the past 24 months?	56%	44%	100%

Question 10

For which service or services did you contact the City within the past 24 months?	Percent of Respondents
Utility Billing (Water, Electric, Sewer and Trash)	39%
Longmont Power and Communications (Electric Utility)	16%
Streets/Snow Removal	5%
Recreation Centers	25%
Parks/Golf	12%
Human Resources	5%
Animal Control	19%
Police	36%
Fire	5%
Building Inspection	10%
Trash/Recycling	26%
Youth Services	3%
Senior Services	6%
Sales Tax	3%
Library	25%
City Manager's Office	2%
Community Development	3%
Code Enforcement	12%
Housing	4%
City Attorney/Prosecutor	1%
Municipal Court	3%
Museum	6%
Other	7%
Planning	1%
EMS	2%

Question 11

For which service did you most recently contact the City?	Percent of Respondents
Water/Sewer	4%
Utility Billing	13%
Longmont Power and Communications	5%
Streets/Snow Removal	2%
Recreation Centers	8%
Parks/Golf	4%
Human Resources	2%
Animal Control	6%
Police	18%
Fire	2%
Building Inspection	4%
Trash/Recycling	9%
Youth Services	0%
Senior Services	1%
Sales Tax	1%
Library	9%
City Manager's Office	1%
Community Development	1%
Code Enforcement	4%
Housing	1%
City Attorney/Prosecutor	1%
Municipal Court	1%
Museum	1%
Other	3%
Total	100%

Question 12

	Percent of Respondents					Total
	Excellent	Good	Fair	Poor	Don't know	
Knowledge of issue	42%	41%	13%	4%	1%	100%
Treated you with respect	50%	35%	10%	5%	0%	100%
Willingness to help or understand	48%	33%	9%	10%	0%	100%
How easy it was to get in touch with the employee	37%	39%	16%	7%	1%	100%
Overall impression	41%	36%	14%	9%	1%	100%

Question 13						
	Percent of Respondents					Total
	Excellent	Good	Fair	Poor	Don't know	
In general, how do you rate the City's efforts to be responsive to the needs of Longmont's diverse residents?	11%	49%	21%	4%	15%	100%

Question 14			
	Percent of Respondents		
	Yes	No	Total
During the last 12 months, were you treated inappropriately by a City employee because of your race, national origin, age, religious affiliation or gender?	2%	98%	100%

Question 14a			
	Percent of Respondents		
	Yes	No	Total
Did you report the inappropriate behavior to a public official?	31%	69%	100%

Question 15

	Percent of Respondents					Total
	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	49%	23%	17%	10%	1%	100%
Watch 'Behind the Badge'	73%	12%	8%	6%	1%	100%
Read bulletin board or information displays in City buildings	50%	22%	18%	8%	3%	100%
Watch Channel 14 - Government access	65%	16%	12%	7%	1%	100%
Read City Line Newsletter (with utility billing statement)	17%	12%	17%	27%	27%	100%
Use City Source (24-hour telephone information line)	68%	17%	10%	3%	1%	100%
Read the Golden Outlook	78%	9%	4%	4%	4%	100%
Use the Longmont Web site on the Internet	50%	13%	15%	15%	6%	100%
Read the Longmont Daily Times-call newspaper	10%	15%	14%	18%	44%	100%
Read another newspaper	24%	21%	16%	19%	21%	100%
Use word of mouth/friends	12%	15%	28%	26%	19%	100%
Other, please specify	74%	6%	5%	4%	11%	100%

Question 16					
	Percent of Respondents				
	Too little	Just the right amount	Too much	Don't know	Total
Amount of Information provided by the City of Longmont	16%	67%	1%	16%	100%

Question 17						
	Percent of Respondents					
	Never	1 day per week	2-3 days per week	4-5 days per week	6-7 days per week	Total
Local bus in and around Longmont	93%	3%	2%	2%	0%	100%
Regional bus from Longmont to Boulder, Denver or another city in the Metro area	89%	6%	1%	3%	0%	100%

Question 18							
	Percent of Respondents						
	Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose	Don't know	Total
To what extent do you support or oppose the use of quality of life benchmarks to control the rate of growth in Longmont?	34%	31%	16%	2%	2%	15%	100%

Question 19

	Percent of Respondents					Total
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Don't know	
Funding services through alternative sources such as user fees or dedicated taxes	12%	43%	18%	11%	15%	100%
Providing subsidies to attract industry	17%	41%	17%	11%	13%	100%
Providing subsidies to attract retail businesses	20%	37%	18%	11%	13%	100%
Participating in the redevelopment of the Flour Mill	17%	35%	14%	9%	25%	100%
Participating in the redevelopment of the Sugar Mill	19%	38%	13%	8%	22%	100%
Participating in the redevelopment of downtown	39%	42%	7%	5%	7%	100%

Question 20

Most important improvement downtown Longmont needs	Percent of Respondents
Nothing	7%
Parking	22%
Dining	7%
Housing	3%
Different mix of shopping opportunities	36%
Extended business hours	5%
Community events/festivals	12%
Other	3%
Traffic flow	3%
Appearance	3%
Total	100%

Question 21

When you shop in Longmont, why do you shop in Longmont?	Percent of Respondents
It is convenient; on my way to or from work or near my home	88%
I like the range and quality of goods and services	24%
Desired item is only available in Longmont	3%
I want my sales tax dollars to stay in Longmont	46%
Other	6%

Question 22

	Percent of Respondents					Total
	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently	
Grocery shopping	0%	3%	3%	6%	87%	100%
Clothes/personal items	2%	9%	16%	33%	40%	100%
Meals and entertainment	1%	5%	18%	33%	43%	100%
Furniture	25%	32%	19%	13%	11%	100%
Large household appliances	24%	22%	19%	18%	17%	100%
Computers and electronics	36%	27%	19%	10%	8%	100%
Other items	10%	14%	25%	27%	24%	100%

Question 23

When you shop outside of Longmont, why do you shop outside Longmont?	Percent of Respondents
It is convenient; on my way to or from work or near my home	10%
I like the range and quality of goods and services	44%
Desired item is not available in Longmont	67%
It is more affordable	32%
Other	14%
Discount/club stores	2%
Don't shop outside of Longmont	3%

Question 24

	Percent of Respondents					Total
	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently	
Grocery shopping	39%	34%	14%	9%	4%	100%
Clothes/personal items	10%	27%	26%	22%	15%	100%
Meals and entertainment	5%	27%	30%	30%	7%	100%
Furniture	17%	23%	22%	20%	17%	100%
Large household appliances	27%	29%	19%	16%	10%	100%
Computers and electronics	22%	22%	16%	21%	18%	100%
Other items	17%	25%	29%	19%	9%	100%

Question 25

	Percent of Respondents					Total
	Very important	Important	Somewhat important	Not at all important	Don't know	
More lodging opportunities	5%	13%	35%	36%	11%	100%
More department stores	16%	25%	32%	25%	3%	100%
More stores that sell books or CDs	10%	18%	31%	37%	4%	100%
More sporting goods stores	7%	18%	29%	42%	5%	100%
More stores that sell computers and electronics	14%	24%	31%	26%	5%	100%
More stores that sell household appliances	8%	22%	34%	31%	5%	100%
More fast food restaurants	5%	6%	20%	66%	3%	100%
More high-end restaurants	17%	25%	24%	31%	2%	100%
More grocery stores	6%	10%	26%	56%	2%	100%
More 'big box' retail stores	18%	16%	23%	35%	8%	100%

Question 26						
	Percent of Respondents					Total
	Very positive	Somewhat positive	Neutral	Somewhat negative	Very negative	
What impact do you think the economy will have on your family income in the next 6 months?	5%	20%	50%	19%	5%	100%

Question 27				
	Percent of Respondents			Total
	Yes	No, but I am looking for a job	No, and I am not seeking employment	
Are you currently employed?	70%	7%	23%	100%

Question 28			
	Percent of Respondents		
	Yes	No	Total
Have you lost a job in the last 12 months?	14%	86%	100%

Question 29a	
Months it took to find a new job	Percent of Respondents
0	4%
1	23%
2	30%
3	17%
4	8%
5	1%
6	6%
9	2%
10	2%
11	1%
12	5%
18	1%
24	1%
Total	100%
Average time to find a new job	3.5 months

Question 29b	
Have not found a job yet	Percent of Respondents
Yes	100%
Total	100%

Question 30				
	Percent of Respondents			
	Salary is higher	Salary is the same	Salary is lower	Total
How does the salary at your new job compare to your previous salary?	10%	19%	71%	100%

Question 31				
	Percent of Respondents			
	Yes, have a computer at home with Internet access	Yes, have a computer at home but without Internet access	No	Total
Do you have a personal computer in your home?	66%	11%	23%	100%

Question 32						
	Percent of Respondents					
	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
To make purchases or pay for services	34%	12%	24%	10%	19%	100%
To visit the City of Longmont Web site	55%	18%	17%	6%	3%	100%

Question 33						
	Percent of Respondents					
	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
To conduct business with the City of Longmont	79%	14%	6%	0%	0%	100%
To find information about City services or schedules	29%	35%	30%	5%	1%	100%
To find information about City codes	63%	24%	11%	2%	0%	100%
To download a City form	71%	23%	7%	0%	0%	100%
To find information about employment with the City	62%	17%	15%	5%	1%	100%

Question 34			
	Percent of Respondents		
	Yes	No	Total
Do you live in the City of Longmont?	99%	1%	100%

Question 35			
	Percent of Respondents		
	East	West	Total
Do you live East or West of Main Street?	36%	64%	100%

Question 36			
	Percent of Respondents		
	North	South	Total
Do you live North or South of Mountain View Avenue?	50%	50%	100%

Question 37			
	Percent of Respondents		
	North	South	Total
Do you live North or South of the St. Vrain River?	79%	21%	100%

Question 38	
Length of Residency	Percent of Respondents
1-4 years	27%
5-9 years	18%
10-14 years	11%
15 -19 years	7%
20+ years	37%
Total	100%
Average length of residency	16.6 years

Question 39	
What kind of housing unit do you live in?	Percent of Respondents
Single family house	66%
Apartment	18%
Condo	4%
Townhouse	9%
Mobile home	1%
Other	2%
Total	100%

Question 40			
	Percent of Respondents		
	Rent	Own	Total
Do you rent or own your home?	32%	68%	100%

Question 41	
About how much was your household's total income before taxes for all of 2003?	Percent of Respondents
Less than \$ 10,000	5%
\$ 10,000 - under \$ 15,000	7%
\$ 15,000 - under \$ 25,000	12%
\$ 25,000 - under \$ 35,000	12%
\$ 35,000 - under \$ 50,000	16%
\$ 50,000 - under \$ 75,000	18%
\$ 75,000 - under \$ 100,000	16%
\$ 100,000 - under \$ 150,000	9%
\$ 150,000 - under \$ 200,000	3%
\$ 200,000 or More	1%
Total	100%

Question 42	
What is the highest degree or level of school you have completed?	Percent of Respondents
0 - 11 years, no diploma	8%
High School diploma	41%
Some college, no degree	12%
Associate's Degree	6%
Bachelor's Degree	21%
Graduate or Professional Degree	12%
Total	100%

Question 43			
	Percent of Respondents		
	Yes	No	Total
Are you Spanish, Hispanic or Latino?	19%	81%	100%

Question 44	
What is your race?	Percent of Respondents
American Indian or Alaskan	3%
Asian or Pacific Islander	2%
Black, African American	0%
White/Caucasian	86%
Other	12%

Question 45	
In which category is your age?	Percent of Respondents
18 - 24	7%
25 - 34	28%
35 - 44	20%
45 - 54	23%
55 - 64	8%
65 - 74	7%
75 - 84	5%
85 or older	2%
Total	100%

Question 46	
In what city do you work?	Percent of Respondents
Longmont	50%
Boulder	22%
Denver	4%
Louisville	2%
Broomfield	1%
Retired/don't work	6%
Other	16%
Total	100%

Question 47			
	Percent of Respondents		
	Female	Male	Total
What is your gender?	61%	39%	100%

APPENDIX VI. SURVEY INSTRUMENT

The survey instrument itself appears on the following pages.

2004 City of Longmont Customer Satisfaction Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The survey will take approximately 10-15 minutes to complete. The adult's year of birth does not matter. Please circle the response that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 the following problems in Longmont:

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
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

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. The City of Longmont is working to determine where to put its emphasis over the next 5 years. Please consider the list below and rate how important you think each item is to ensuring a high quality of life in Longmont.

	<u>Very Important</u>	<u>Important</u>	<u>Somewhat Important</u>	<u>Not at all Important</u>	<u>Don't Know</u>
Residential development	1	2	3	4	5
Business/retail development	1	2	3	4	5
Transportation projects	1	2	3	4	5
Recreation opportunities	1	2	3	4	5
Cultural opportunities	1	2	3	4	5
Restaurants	1	2	3	4	5
Night life	1	2	3	4	5
Emergency services (police and fire)	1	2	3	4	5
Services that address the basic human needs of children, families, adults and seniors.....	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 program	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, 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 | <input type="checkbox"/> Other _____ |

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 | <input type="checkbox"/> Other _____ |

12. What was your impression of employees of the City and 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. In general, how do you rate the City's efforts to be responsive to the needs of Longmont's diverse residents?

- Excellent Good Fair Poor Don't know

14. 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 14a] No [go to question 15]

14a. If yes, did you report the inappropriate behavior to a public official?

- Yes No

15. 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".....	1	2	3	4	5
Read bulletin board or information displays in City buildings...	1	2	3	4	5
Watch Channel 14 – 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.....	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 another newspaper	1	2	3	4	5
Use word of mouth/friends	1	2	3	4	5
Other, please specify	1	2	3	4	5

16. 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

17. Please indicate how often you ride each type of bus:

	Never	1 day per week	2-3 days per week	4-5 days per week	6-7 days per week
A local bus in and around Longmont.....	1	2	3	4	5
A regional bus from Longmont to Boulder, Denver or another city in the Metro area.....	1	2	3	4	5

18. The City of Longmont City Council has adopted a Quality of Life Benchmarking process. This process uses a series of indicators that are tracked over time to monitor the quality of life in the city of Longmont. Benchmarks have been set in many areas, including school capacity, safety, police, fire, emergency medical, parks, transportation, and traffic congestion. To what extent do you support or oppose the use of these quality of life benchmarks to control the rate of growth in Longmont?

- Strongly support
 Somewhat support
 Neither support nor oppose
 Somewhat oppose
 Strongly oppose
 Don't know

19. The City of Longmont is developing a City-wide strategic plan in support of its quality of life goals. Please indicate the extent to which you support or oppose the City pursuing each of the following:

	Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Don't Know
Funding services through alternative sources such as user fees or dedicated taxes	1	2	3	4	5
Providing subsidies to attract industry	1	2	3	4	5
Providing subsidies to attract retail businesses	1	2	3	4	5
Participating in the redevelopment of the Flour Mill.....	1	2	3	4	5
Participating in the redevelopment of the Sugar Mill	1	2	3	4	5
Participating in the redevelopment of downtown	1	2	3	4	5

20. Thinking about downtown Longmont, between 1st Avenue and 9th Avenue, please select the single most important improvement it needs. (Please choose only one.)

- Nothing Dining Different mix of shopping opportunities Community events/festivals
 Parking Housing Extended business hours Other _____

21. When you shop in Longmont, why do you shop in Longmont? (Please check all that apply.)

- It is convenient; on my way to or from work or near my home
 I like the range and quality of goods and services
 Desired item is only available in Longmont
 I want my sales tax dollars to stay in Longmont
 Other: _____

22. For each type of shopping, please estimate how frequently you make purchases in Longmont.

	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently
Grocery shopping.....	1	2	3	4	5
Clothes/personal items	1	2	3	4	5
Meals and entertainment	1	2	3	4	5
Furniture.....	1	2	3	4	5
Large household appliances	1	2	3	4	5
Computers and electronics	1	2	3	4	5
Other items.....	1	2	3	4	5

23. When you shop outside of Longmont, why do you shop outside Longmont? (Please check all that apply.)

- It is convenient; on my way to or from work or near my home
- I like the range and quality of goods and services
- Desired item is not available in Longmont
- It is more affordable
- Other: _____

24. For each type of shopping, please estimate how frequently you make purchases outside of Longmont.

	Never	Very infrequently	Somewhat infrequently	Somewhat frequently	Very frequently
Grocery shopping.....	1	2	3	4	5
Clothes/personal items.....	1	2	3	4	5
Meals and entertainment.....	1	2	3	4	5
Furniture.....	1	2	3	4	5
Large household appliances.....	1	2	3	4	5
Computers and electronics.....	1	2	3	4	5
Other items.....	1	2	3	4	5

25. Please rate the importance of adding each of the following in the City of Longmont:

	Very Important	Important	Somewhat Important	Not at all Important	Don't know
More lodging opportunities.....	1	2	3	4	5
More department stores.....	1	2	3	4	5
More stores that sell books or CDs.....	1	2	3	4	5
More sporting goods stores.....	1	2	3	4	5
More stores that sell computers and electronics.....	1	2	3	4	5
More stores that sell household appliances.....	1	2	3	4	5
More fast food restaurants.....	1	2	3	4	5
More high-end restaurants.....	1	2	3	4	5
More grocery stores.....	1	2	3	4	5
More "big box" retail stores.....	1	2	3	4	5

26. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
- Somewhat positive
- Neutral
- Somewhat negative
- Very negative

27. Are you currently employed?

- Yes
- No, but I am looking for a job
- No, and I am not seeking employment (homemaker, retired, etc.)

28. Have you lost a job in the last 12 months?

- Yes
- No [go to question 31]

29. How long did it take you to find a new job?

- _____ months (if less than two weeks, please enter "0")
- Have not found a job yet [go to question 31]

30. How does the salary at your new job compare to your previous salary?

- Salary is higher
- Salary is the same
- Salary is lower

31. Do you have a personal computer in your home? (Please check only one.)

- Yes, have a computer at home with Internet access
- Yes, have a computer at home but without Internet access
- No

32. Please indicate how often you or other members of your household have used the Internet in the last 12 months for each of the following:

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
To make purchases or pay for services	1	2	3	4	5
To visit the City of Longmont Web site	1 (go to #34)	2	3	4	5

33. Please indicate how often you or other members of your household used the City of Longmont Web site for each of the following:

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
To conduct business with the City of Longmont	1	2	3	4	5
To find information about City services or schedules	1	2	3	4	5
To find information about City codes	1	2	3	4	5
To download a City form.....	1	2	3	4	5
To find information about employment with the City	1	2	3	4	5

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.

34. Do you live within the City of Longmont?

- Yes No

35. Do you live East or West of Main Street?

- East West

36. Do you live North or South of Mountain View Avenue?

- North South

37. Do you live North or South of the St. Vrain River?

- North South

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

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

- Single family house Townhouse
 Apartment Mobile home
 Condo Other

40. Do you rent or own your home?

- Rent Own

41. About how much was your household's total income before taxes for all of 2003? (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

42. 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

43. Are you Spanish, Hispanic or Latino?

- Yes No

44. 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

45. In which category is your age?

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

46. In what City do you work?

47. What is your gender?

- Female Male

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