

# Fort Collins City Council Work Session Agenda

6:00 p.m., Tuesday, September 12, 2023

Colorado Room, 222 Laporte Avenue, Fort Collins, CO 80521

## NOTICE:

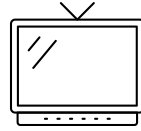
Work Sessions of the City Council are held on the 2nd and 4th Tuesdays of each month in the Colorado Room of the 222 Building. Meetings are conducted in a hybrid format, however there is no public participation permitted in a work session.

City Council members may participate in this meeting via electronic means pursuant to their adopted policies and protocol.

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*A solicitud, la Ciudad de Fort Collins proporcionará servicios de acceso a idiomas para personas que no dominan el idioma inglés, o ayudas y servicios auxiliares para personas con discapacidad, para que puedan acceder a los servicios, programas y actividades de la Ciudad. Para asistencia, llame al 970.221.6515 (V/TDD: Marque 711 para Relay Colorado). Por favor proporcione 48 horas de aviso previo cuando sea posible.*



While work sessions do not include public comment, mail comments about any item on the agenda to [cityleaders@fcgov.com](mailto:cityleaders@fcgov.com)





# City Council Work Session Agenda

September 12, 2023 at 6:00 PM

Jeni Arndt, Mayor  
Emily Francis, District 6, Mayor Pro Tem  
Susan Gutowsky, District 1  
Julie Pignataro, District 2  
Tricia Canonico, District 3  
Shirley Peel, District 4  
Kelly Ohlson, District 5

Colorado River Community Room  
222 Laporte Avenue, Fort Collins

Cablecast on FCTV  
Channel 14 on Connexion  
Channel 14 and 881 on Comcast

Carrie Daggett  
City Attorney

Kelly DiMartino  
City Manager

Anissa Hollingshead  
City Clerk

## CITY COUNCIL WORK SESSION 6:00 PM

### A) CALL MEETING TO ORDER

### B) ITEMS FOR DISCUSSION

**1. Staff Report: 2023 Community Survey Results Review.**

The purpose of this item is to review 2023 Community Survey results.

**2. Staff Report: Building Energy and Water Scoring (Benchmarking) Update and Next Steps.**

Staff will provide an update on the 2018 Council-adopted Building Energy and Water Scoring (BEWS) (benchmarking) program and potential enhancements for Council consideration in 2024. The update will include background on the program and its purpose, the requirements of the program, as well as an overview of building owner resources and program compliance.

The program is in its final stage of a phased implementation for covered buildings and covers approximately 1,400 commercial and multifamily buildings (5,000 square feet and above). Staff's ongoing outreach includes responding to community inquiries about the program as a result of the recent building owner notifications and issued citations.

More information about the BEWS program can be found on Fort Collins Utilities' website at [www.fcgov.com/bews](http://www.fcgov.com/bews). In addition, staff included the most recent update to Council which was provided on May 3, 2023.

**3. Staff Report: Overview of Homeless Response System and Community Report: Northern Colorado Continuum of Care.**

Acknowledging that homelessness is a housing problem, and that people experiencing homelessness are part of our community, a people-centered approach is the key to addressing homelessness. This approach includes humanizing data and solutions and orienting the response system toward stabilizing and exiting people out of homelessness and into housing. Using both a Housing First approach and balancing housing and service needs with compassion-based enforcement, these efforts must be highly coordinated with a focus on supporting vulnerable community members and maintaining safe and healthy outdoor spaces for all.

Notable progress has been made over the past few years, especially due to increased funding opportunities through both the CARES (Coronavirus Aid, Relief, and Economic Security) Act and ARPA (American Rescue Plan) Act, and thanks to high levels of collaboration across sectors, largely coordinated regionally by the Northern Colorado Continuum of Care. Coordination between government and nonprofit agencies is critical to building effective and sustainable solutions and, coupled with sufficient ongoing funding to meet the needs of the community, it is possible to make homelessness rare, brief, and non-recurring.

**C) ANNOUNCEMENTS**

**D) ADJOURNMENT**

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*A solicitud, la Ciudad de Fort Collins proporcionará servicios de acceso a idiomas para personas que no dominan el idioma inglés, o ayudas y servicios auxiliares para personas con discapacidad, para que puedan acceder a los servicios, programas y actividades de la Ciudad. Para asistencia, llame al 970.221.6515 (V/TDD: Marque 711 para Relay Colorado). Por favor proporcione aviso previo. Las solicitudes de interpretación en una reunión deben realizarse antes del mediodía del día anterior.*

September 12, 2023



## WORK SESSION AGENDA ITEM SUMMARY

City Council

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### STAFF

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Amanda King, Communications and Public Involvement Director  
William Bevil, Communications and Engagement Manager  
Jade Arocha, Director of Survey Research - Polco

### SUBJECT FOR DISCUSSION

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**Staff Report: 2023 Community Survey Results Review.**

### EXECUTIVE SUMMARY

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The purpose of this item is to review 2023 Community Survey results.

### ATTACHMENTS

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1. 2023 Community Survey Results Report
2. Presentation





# The City of Fort Collins Community Survey 2023

Report of Results

July 2023

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# Executive Summary

## Summary of Survey Methods

The 2023 City of Fort Collins Community Survey provided residents the opportunity to rate the quality of life in Fort Collins, as well as the quality of service delivery and overall workings of local government. The survey also permitted residents to provide feedback on parks and recreation satisfaction and needs, and to share their priorities for community planning and resource allocation.

Surveys were mailed to 3,000 randomly selected resident households in April 2023. A total of 529 surveys were completed, yielding a response rate of 18%. In addition to the scientific survey of randomly selected households, a link to an online, community-wide, open participation survey was publicized through various community channels. This open participation survey was identical to the scientific survey and open to all Fort Collins residents. A total of 456 online surveys were completed, yielding a total count of 985 survey responses.

Survey results were weighted so that respondent gender, age, housing type (attached or detached), housing tenure (rent or own), race, and geographic location were represented in proportions reflective of the entire adult population of the city. The margin of error is plus or minus three percentage points around any given percentage point reported for all survey respondents.

Because Fort Collins has administered resident surveys before, some comparisons could be made between 2023 responses and those from previous survey iterations. To simplify and focus the results, the body of the report presents data from 2013 to 2023. Fort Collins also elected to have its results compared to those of other jurisdictions across the nation and in the Front Range of Colorado. Comparisons are made possible through a national benchmark database created and maintained by Polco/National Research Center (NRC). This database contains resident perspectives gathered in resident surveys from over 500 jurisdictions over the past five years.

## Key Findings

*Fort Collins residents continue to enjoy an excellent quality of life in the city and in their neighborhoods.*

- Fort Collins residents continue to rate the quality of life highly, with 85% awarding very good or good marks in 2023. This rating was similar to the national and Front Range benchmark comparisons and similar to those given in previous years.
- Residents also assessed other aspects related to quality of life in the city. About 9 in 10 respondents positively rated Fort Collins as a place to live, and more than 8 in 10 gave high marks to the city as a place to raise children and as a place to attend college. Seven in 10 rated the quality of public schools as either very good or good, and two-thirds positively rated Fort Collins as a place to retire. All community ratings were similar to reviews given in previous years. When comparisons could be made, Fort Collins ranked similar to the national and Front Range benchmark comparisons.

- More than 8 in 10 residents positively rated their neighborhood as a place to live and 7 in 10 gave high marks to their neighborhood as a place to raise children; these ratings were both similar to those given in 2021. Further, about 7 in 10 survey respondents gave very good or good ratings to their access to everyday needs in their neighborhoods.
- At least 8 in 10 residents indicated that they would be very or somewhat likely to remain in Fort Collins for the next five years and to recommend living in Fort Collins to someone who asked; both of these ratings were on par with previous years and were similar to peer communities across the nation and in the Front Range.

*While residents feel safe in the city, some safety-related ratings have declined.*

- Eight in 10 respondents rated the overall feeling of safety in Fort Collins as very good or good, which was on par with the rating given in 2022. However, the rating for overall safety in Fort Collins has steadily declined over the past ten years. Fort Collins ranked similar to the Front Range and national averages for overall safety of community members.
- At least 9 in 10 residents reported that they always or usually felt safe in their neighborhood during the day, in Fort Collins overall during the day, and in downtown Fort Collins during the day. About 8 in 10 respondents also indicated that they felt always or usually safe in recreation facilities, in their neighborhood at night, in natural areas/open spaces, on trails, and in parks. About two-thirds felt safe in Fort Collins overall at night, while about 6 in 10 felt at least usually safe in downtown Fort Collins at night and on the Transfort/MAX. All ratings were on par with 2022 ratings except for feelings of safety in parks, recreation facilities, and the Transfort/MAX, which declined in 2023.
- As in past years, residents rated 14 different safety-related services in the city. There were several significant rating changes between 2022 and 2023: ratings for traffic enforcement, police services overall, and animal control declined in 2023, while evaluations for disaster response and restoration services, fire prevention/education/outreach, and EMS/fire services overall increased year over year.

*City parks, recreation, and cultural opportunities are highly valued by residents.*

- About 9 in 10 residents rated the quality of recreational opportunities in Fort Collins as very good or good, on par with previous years. More than 8 in 10 gave high marks to the quality of public library services, a rating also similar to previous years. The quality of arts and cultural opportunities increased in positive ratings over time, from 56% in 2022 to 63% in 2023.
- Fort Collins ranked higher than both the national and Front Range averages for quality of recreational opportunities. The City was on par with peer communities in the nation and in the Front Range for quality of public library services and quality of arts and cultural opportunities.
- Residents also provided their opinions about a number of City parks, recreational and cultural programs, and facilities in Fort Collins. Among the highest rated parks and recreation items were trails, natural areas and open space, parks overall, and the Gardens on Spring Creek.

Each of these programs/facilities was rated positively by at least 9 in 10 respondents. Additionally, at least 8 in 10 residents gave high marks to the Fort Collins Museum of Discovery, the Art in Public Places program, Fort Collins Senior Center, The Farm at Lee Martinez Park, Timberline Recycling Center, Lincoln Center programs, and parks in the neighborhood.

- A number of items decreased in positive ratings between 2022 and 2023. These items included dog parks, cemeteries, golf courses, athletic fields, the Northside Aztlan Community Center, the Foothills Activity Center, and the Farm at Lee Martinez Park.
- Fort Collins ranked similar to the national and Front Range benchmarks for parks overall and adult recreation programs. The City ranked much higher than the national average, and higher than the Front Range average, for natural areas and open space.

### *Residents appreciate many aspects of City services and governance.*

- Three-quarters of survey respondents rated the overall quality of city services as either very good or good, on par with previous years. Fort Collins ranked similar to the national and Front Range benchmarks for overall quality of services.
- Over half of residents positively rated the City for respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status, encouraging sustainability in the community, the overall direction of the City, creating a welcoming, inclusive community where all community members feel a sense of belonging, and efficient operation of programs and services. Ratings for the overall direction of the City and creating a welcoming, inclusive community where all community members feel a sense of belonging increased in positive reviews since 2022.
- About three-quarters of respondents positively rated the overall quality of Fort Collins Utilities, a decrease since 2022. About three-quarters of respondents positively rated their overall impression of Fort Collins Utilities, which was on par with 2022.
- More than 4 in 10 residents positively rated the City for informing community members, on par with the 2022 rating.
- More than half of residents gave high marks to the City for providing emergency information and providing volunteer opportunities to community members. More than 4 in 10 positively rated the City for providing opportunities to participate in government activities. These ratings were similar to those in previous years.

## Survey Background

The City of Fort Collins contracted with Polco/National Research Center (NRC) to conduct a community-wide resident survey. The primary goal of the survey was to assess the attitudes and opinions of residents by:

- Evaluating City programs and services.
- Determining general perceptions of the quality of life in Fort Collins.
- Comparing survey results to other communities across the nation.
- Establishing trendlines to measure government performance over time.

The City of Fort Collins Community Survey serves as a consumer report card for Fort Collins by providing residents the opportunity to rate the quality of life in the City, as well as the community's amenities, service delivery and their satisfaction with local government. Residents also provide feedback on what is working well and what is not, and communicate their priorities for community planning and resource allocation.

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

This type of survey gets at the key services that local government controls to create a quality community. 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.

This is the 14th iteration of the City of Fort Collins Community Survey since the baseline study conducted in 2001.

## Survey Administration

A postcard was mailed to 3,000 Fort Collins households, selected at random, notifying residents that they had been chosen to participate in the survey. A paper copy of the survey followed in the mail after one week, followed by a reminder postcard a week later. All three mailings included a web link so that residents could take the survey online, if desired. The survey was also available online in Spanish. All mailing contained instructions in Spanish on how to access the online survey. There were 529 respondents to the mailed questionnaire (with 82 undeliverable addresses), yielding a response rate of 18%. In addition to the scientific, random sample, a link to an online "opt-in" survey was publicized through various community channels. This opt-in survey was identical to the scientific survey and open to all Fort Collins residents. A total of 456 online surveys were completed, yielding a total count of 985 survey responses. There were no completed surveys in Spanish. The margin of error is plus or minus three percentage points around any given percentage for all respondents.



Survey results were weighted so that respondent gender, age, housing type (attached or detached), housing tenure (rent or own), race, and geographic location were represented in proportions reflective of the entire adult population of the city. More information about the survey methodology can be found in *Appendix G: Survey Methodology*.

## How the Results Are Reported

For the most part, the full set of frequencies or the “percent positive” are presented in the body and narrative of the report. The percent positive is the combination of the top two most positive response options (i.e., “very good” and “good,” “very safe” and “somewhat safe,” “strongly support” and “somewhat support,” etc.).

On many of the questions in the survey, respondents could give an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Complete Survey Frequencies* and is discussed in the body of this report if it is 30% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

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

## Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). The margin of error for this survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (N=985).

## Comparison of Results Over Time and By Subgroups

Because this survey was the 14th iteration of the Fort Collins Community Survey, the 2023 results are presented along with past ratings when available. To simplify and focus the results, the body of the report presents data from 2013 to 2023, when available. The full set of trends can be found in *Appendix F: Comparisons of Survey Results by Year*. Differences between years can be considered “statistically significant” if they are plus or minus three points on the 100-point scale or are plus or minus five percentage points or more around any given percent.

Selected survey results were compared by respondent characteristics as well as two ways of subdividing the geographic location of respondent households: geographic area (Northeast, East Central, Southeast, Northwest, West Central, and Southwest) and the six Council Districts. The full set of results by demographic characteristics and geographic areas can be found and are discussed in

*Appendix D: Responses to Selected Survey Questions by Respondent Characteristics.* For each pair of subgroups that has a statistically significant difference, an upper-case letter denoting significance is shown in the category with the larger column proportion.

## Comparing Survey Results to Other Communities

NRC's database of comparative resident opinion comprises resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated their services. Communities to which Fort Collins was compared can be found in *Appendix E: Detailed Benchmark Comparisons*. National benchmark comparisons and Front Range benchmark comparisons have been provided when similar questions on the Fort Collins survey are included in NRC's database, and there were at least five communities in which the question was asked.

Where comparisons for quality ratings were available, Fort Collins's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a comparison of Fort Collins' rating to the benchmark where a rating is considered "similar" if it is within the standard margin of error (10 points or less on the 100-point scale); "higher" or "lower" if the difference between Fort Collins' rating and the benchmark is greater than 10 points but 20 points or less; and "much higher" or "much lower" if the difference between Fort Collins' rating and the benchmark is more than twice the standard margin of error (greater than 20 points). Comparisons for a number of items on the survey are not available in the benchmark database. These items are excluded from the benchmark tables.

## Neighborhood Livability and Social Health

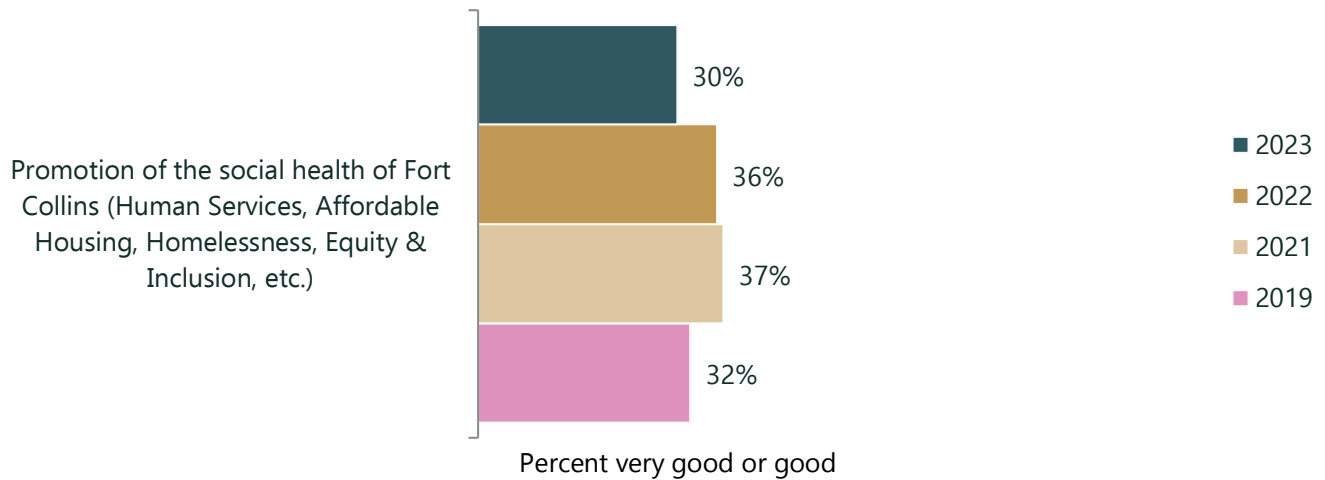
A number of questions on the 2023 survey address measures of neighborhood livability and social health including quality of life and community, characteristics of neighborhoods, and resident engagement with the community.

### Promotion of Social Health

As in previous years, Fort Collins residents were asked to assess the City's performance in promoting the social health of Fort Collins. One-third of rated the City positively for its promotion of social health through Human Services affordable housing, homelessness, equity and inclusion, etc. This rating represented a decline from those given in 2022 and 2021, returning to levels previously seen in 2019.

**Figure 1: Promotion of Social Health Compared by Year**

*Please rate the City's performance in each of the following areas: Promotion of social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)*



## Aspects of Quality of Life and Community

Fort Collins residents continue to rate the quality of life highly, with 85% awarding very good or good marks in 2023. This rating was similar to the national and Front Range benchmark comparisons (see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons). This rating was also similar to those given in previous years.

Figure 2: Overall Quality of Life in Fort Collins, 2023

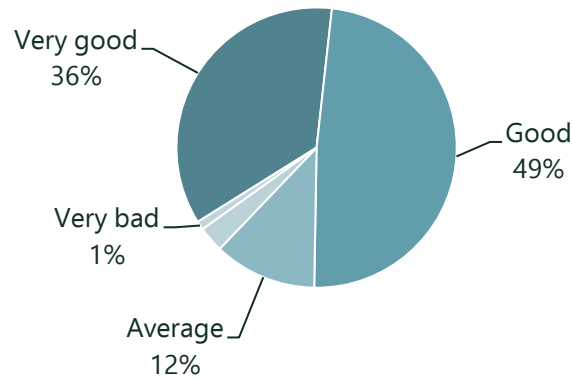
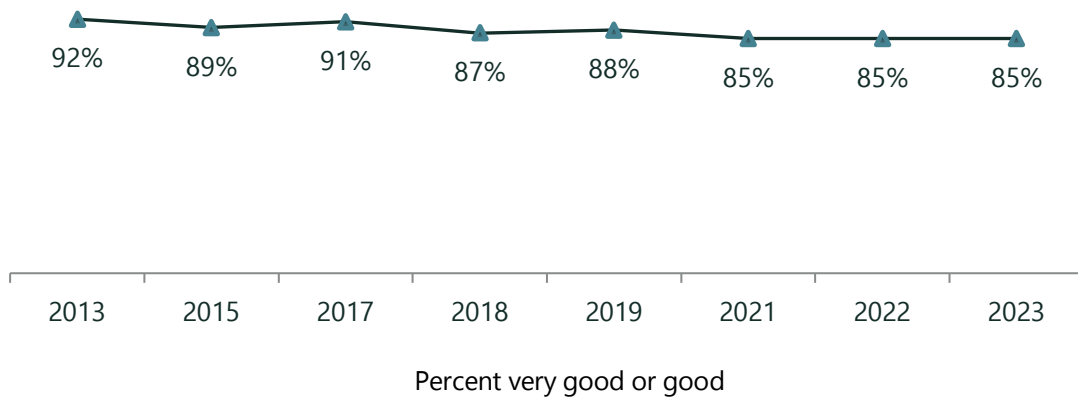


Figure 3: Overall Quality of Life Compared by Year



Residents also assessed other aspects related to quality of life in the city. About 9 in 10 respondents positively rated Fort Collins as a place to live, and more than 8 in 10 gave high marks to the city as a place to raise children and as a place to attend college. Seven in 10 rated the quality of public schools as either very good or good, and two-thirds positively rated Fort Collins as a place to retire. About 6 in 10 rated the openness and acceptance of the community toward people of diverse backgrounds positively. Ratings for affordability in the community tended to be lower. Fewer than 2 in 10 residents gave very good or good ratings to the availability of affordable quality childcare, and fewer than 1 in 10 positively rated Fort Collins in terms of the availability of affordable quality housing. All community ratings were similar to reviews given in previous years.

When comparisons could be made, Fort Collins ranked similar to the national and Front Range benchmark comparisons, except for the availability of affordable quality housing, where Fort Collins ranked lower than the national and Front Range averages, and the availability of affordable quality childcare, which ranked lower than the national average.

**Figure 4: Aspects of Quality of Life Compared by Year**

<b>Please rate Fort Collins as a community on each of the items listed below. (Percent very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Overall, as a place to live	89%	89%	91%	92%	92%	95%	93%	97%
As a place to raise children	84%	82%	86%	91%	85%	89%	90%	92%
As a place to attend college	83%	84%	86%	84%	85%	86%	89%	88%
Quality of public schools	70%	71%	76%	78%	80%	83%	84%	82%
As a place to retire	65%	63%	69%	71%	71%	69%	81%	79%
Openness and acceptance of the community toward people of diverse backgrounds	59%	58%	54%	55%	58%	66%	68%	75%
Availability of affordable quality childcare	17%	21%	22%	15%	.	.	.	.
Availability of affordable quality housing	7%	7%	8%	12%	10%	11%	17%	31%

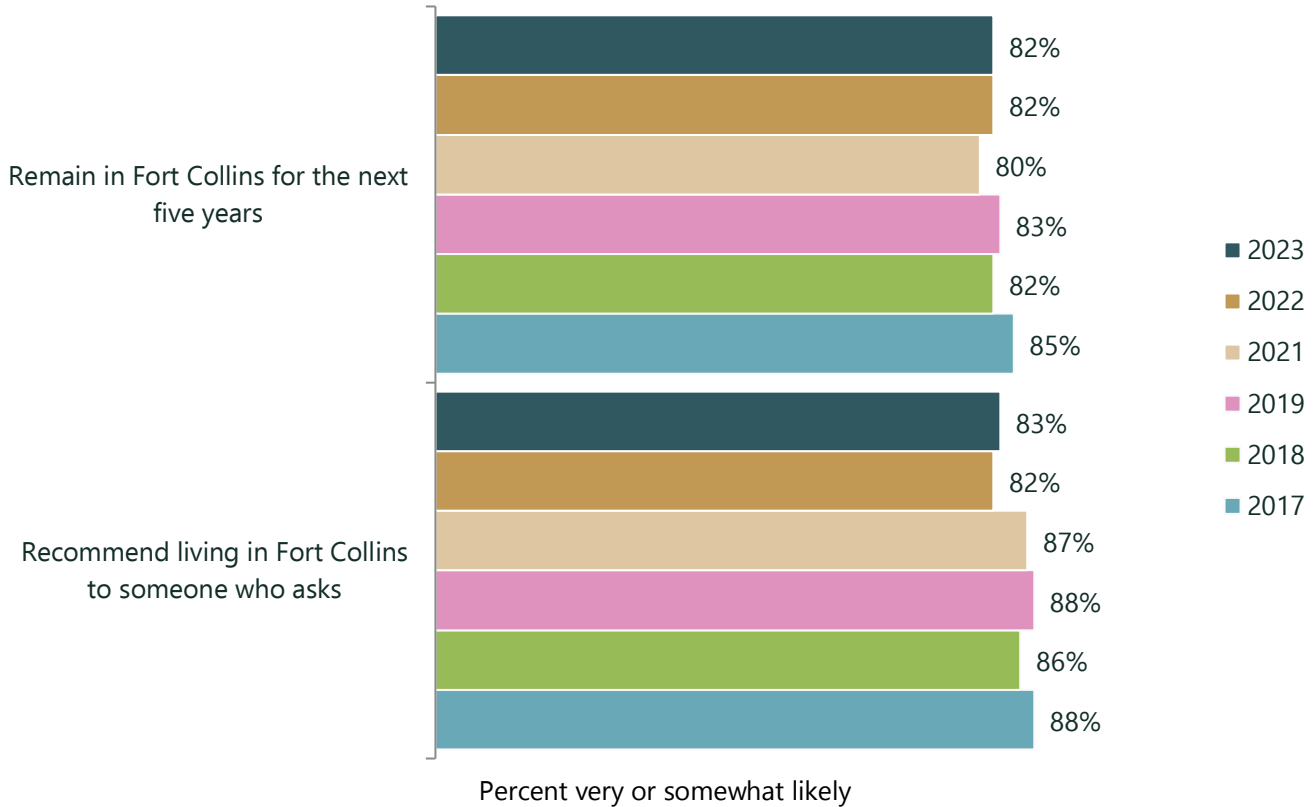
*At least 30% of respondents said "no opinion" when evaluating the quality of public schools and the availability of affordable quality childcare. The full set of responses, including "no opinion", can be found in Appendix B: Complete Survey Frequencies.*

At least 8 in 10 residents indicated that they would be very or somewhat likely to remain in Fort Collins for the next five years and to recommend living in Fort Collins to someone who asked; both of these ratings were on par with previous years.

Ratings for both aspects were similar to peer communities across the nation and in the Front Range.

**Figure 5: Recommend Living and Remaining in Fort Collins Compared by Year**

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



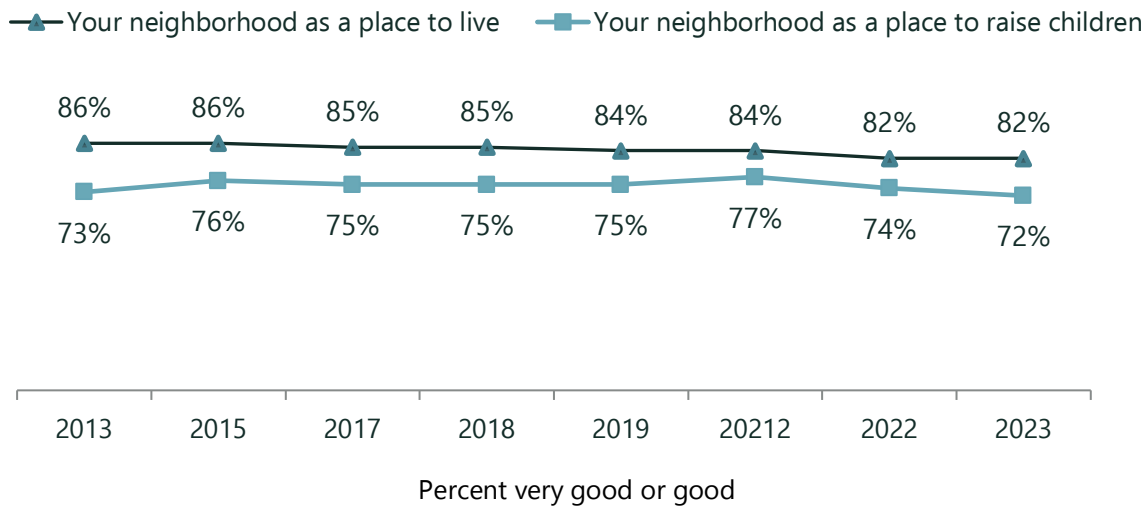
## Aspects of Neighborhood Livability

More than 8 in 10 residents positively rated their neighborhood as a place to live and 7 in 10 gave high marks to their neighborhood as a place to raise children. These ratings were both similar to those given in 2021.

Benchmark comparisons were available for “your neighborhood as a place to live”; Fort Collins ranked similar to the national and Front Range averages.

**Figure 6: Quality of Neighborhoods Compared by Year**

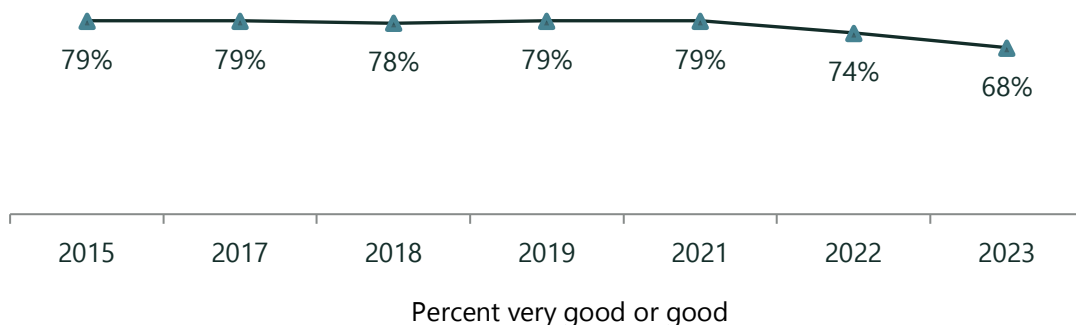
*Please rate Fort Collins as a community on each of the items listed below.*



About 7 in 10 survey respondents gave very good or good ratings to their access to everyday needs, such as grocery shopping, in their neighborhoods. This rating declined from 2022.

**Figure 7: Access in Neighborhood to Everyday Needs Compared by Year**

*Please rate Fort Collins as a community on each of the items listed below: Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)*



Survey respondents were also asked to rate neighborhood-related services. About 6 in 10 residents positively rated residential property maintenance, while about 4 in 10 gave very good or good ratings to code enforcement and noise enforcement in Fort Collins. All three ratings were similar to those given in 2022.

Fort Collins ranked similar to the national and Front Range benchmarks for code enforcement.

**Figure 8: Neighborhood Services Ratings Compared by Year**

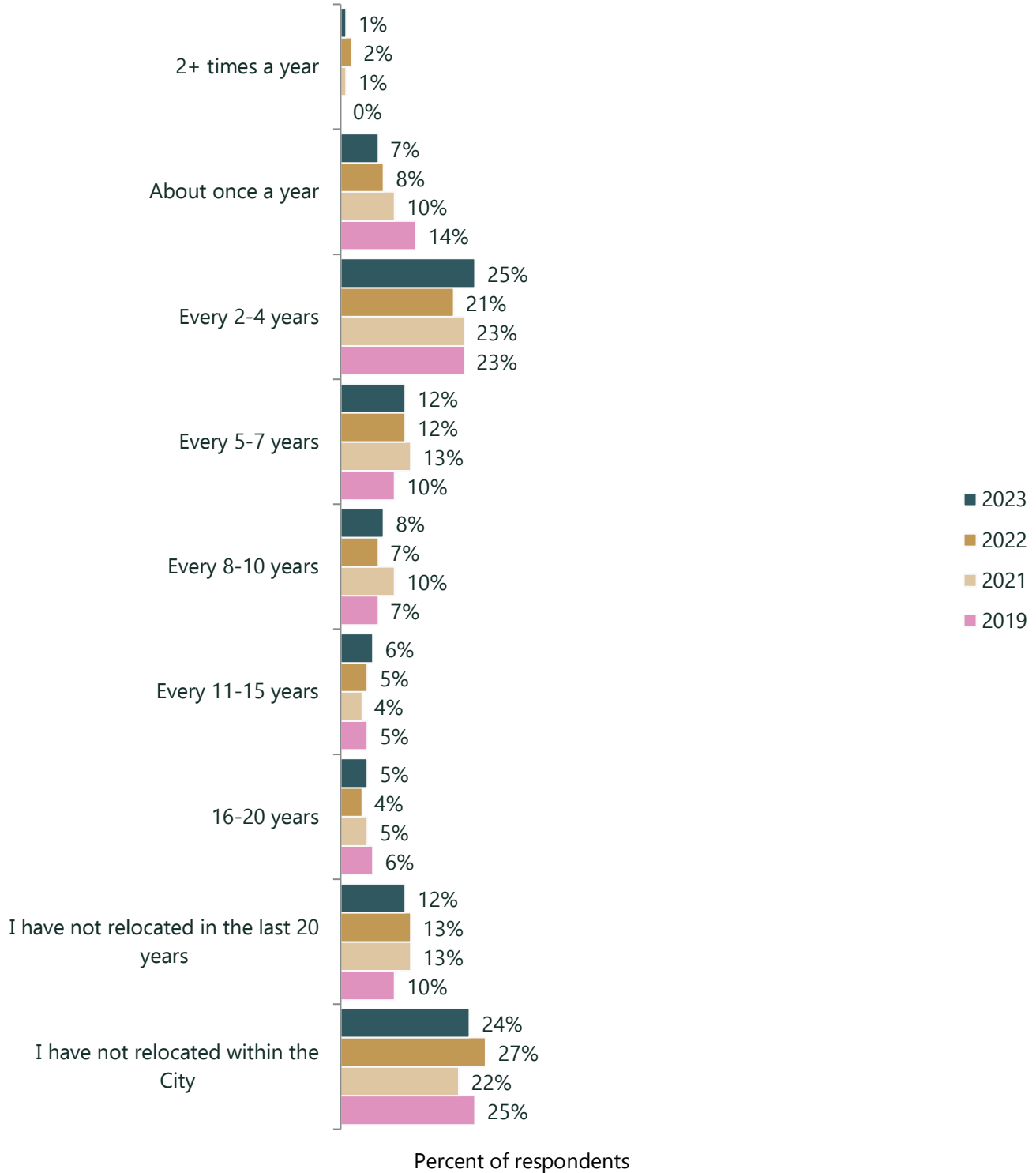
<b>Please rate the quality of each of the following in Fort Collins. (Percent very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Residential property maintenance	58%	56%	60%	61%	63%	65%	65%	67%
Code enforcement (weeds, rubbish/trash, etc.)	45%	48%	51%	56%	56%	49%	54%	57%
Noise enforcement	40%	41%	48%	48%	54%	50%	49%	57%

As in previous years, the City asked residents how often they tend to relocate within Fort Collins (see Figure 9 on the following page). Residents were most likely to indicate that they relocate every 2-4 years or they have not relocated within the city; about one-quarter of respondents selected this option. About 1 in 10 respondents indicated that they had either not relocated in the last 20 years or they relocate every 5-7 years. The proportions of residents selecting each option in 2023 were similar to previous years.



**Figure 9: Respondent Relocation Frequency Compared by Year**

*In the last 20 years, how often have you moved to a different place of residence in Fort Collins?*



## Community Engagement

As in previous years, most residents (95%) visited a neighborhood park or City park at least once in the twelve months prior to the survey. About 9 in 10 indicated that they had talked to or visited with their immediate neighbors, a lower proportion than seen in 2022. About three-quarters of respondents indicated that had done a favor for a neighbor at least once in the past year. More than half of participants indicated that they had either carpooled with other adults or children instead of driving alone or had volunteered their time in Fort Collins at least once, and both of these items increased in frequency of resident engagement since 2022. About 4 in 10 residents attended a neighborhood-sponsored event at least once and over 3 in 10 attended a government-organized event – both significant increases over the frequencies in 2022.

Fort Collins ranked much higher than the national and Front Range benchmarks for volunteering your time, and higher than the national average for carpooling with other adults or children instead of driving alone.

**Figure 10: Community Engagement Compared by Year**

<b>In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent at least once in last 12 months)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>
Visited a neighborhood park or City park	95%	94%	94%	93%	95%	92%
Talked to or visited with your immediate neighbors	88%	94%	89%	89%	93%	91%
Done a favor for a neighbor	76%	78%	77%	76%	80%	79%
Carpooled with other adults or children instead of driving alone	57%	52%	37%	58%	55%	57%
Volunteered your time in Fort Collins	54%	47%	45%	60%	60%	58%
Attended a neighborhood-sponsored event	42%	36%	25%	48%	47%	44%
Attended a government-organized event (open house, City Council session, forum, etc.)	34%	25%	17%	27%	29%	30%

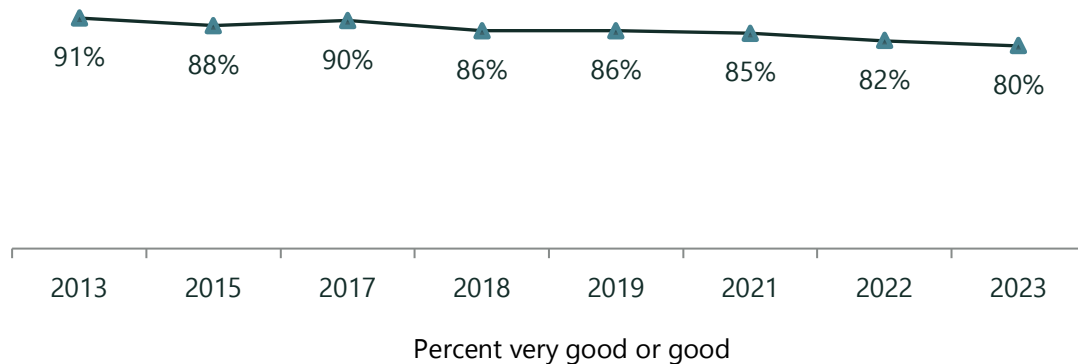
## Safety

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

### Personal Safety

Eight in 10 respondents rated the overall feeling of safety in Fort Collins as very good or good, which was on par with the rating given in 2022. However, the rating for overall safety in Fort Collins has steadily declined over the past ten years. Fort Collins ranked similar to the Front Range and national averages for overall safety of community members.

**Figure 11: Overall Safety in City Compared by Year**



Survey respondents were also asked to rate how they felt in various areas in and around the community (see Figure 12 on the following page). At least 9 in 10 residents reported that they always or usually felt safe in their neighborhood during the day, in Fort Collins overall during the day, and in downtown Fort Collins during the day. About 8 in 10 respondents also indicated that they felt always or usually safe in recreation facilities, in their neighborhood at night, in natural areas/open spaces, on trails, and in parks. About two-thirds felt safe in Fort Collins overall at night, while about 6 in 10 felt at least usually safe in downtown Fort Collins at night and on the Transfort/MAX. All ratings were on par with 2022 ratings except for feelings of safety in parks, recreation facilities, and the Transfort/MAX, which declined in 2023.

Two items were available for benchmark comparisons: Fort Collins ranked similar to the national and Front Range benchmarks for both safety in your neighborhood during the day and downtown Fort Collins during the day.

**Figure 12: Ratings of Personal Safety Compared by Year**

<b>Please tell us how safe you feel in each of the following areas. (Percent reporting always safe or usually safe)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Your neighborhood during the day	96%	96%	98%	97%	98%	96%	97%	98%
Fort Collins overall during the day	93%	94%	96%	95%	94%	95%	96%	98%
Downtown Fort Collins during the day	92%	94%	96%	94%	93%	93%	95%	99%
Recreation facilities	86%	91%	95%	92%	90%	92%	93%	95%
Your neighborhood at night	83%	83%	84%	83%	82%	85%	85%	88%
Natural areas/open spaces	82%	85%	87%	86%	81%	84%	87%	88%
Trails	82%	82%	87%	82%	80%	83%	83%	82%
Parks	81%	86%	90%	85%	82%	82%	83%	87%
Fort Collins overall at night	66%	66%	75%	70%	72%	71%	73%	77%
Downtown Fort Collins at night	60%	60%	66%	62%	65%	59%	67%	71%
Transfort/MAX	59%	67%	68%	70%	.	.	.	.

*More than 50% of respondents said "no opinion" when evaluating perceptions of safety in the Transfort/MAX system (See Appendix B: Complete Survey Frequencies for all responses including "no opinion").*

## Safety Services

More than 8 in 10 respondents positively rated natural areas and park ranger services, EMS/fire services overall, and EMS/fire response time, and at least two-thirds of residents gave very good or good marks toward disaster response and restoration services, emergency preparedness, and fire prevention/education/outreach. More than half of residents positively rated business property maintenance, police response time, animal control, and police services overall. Half of residents or fewer gave very good or good ratings to police visibility, crime prevention, police patrol, and traffic enforcement.

There were several significant rating changes between 2022 and 2023. Ratings for traffic enforcement, police services overall, and animal control declined in 2023. However, disaster response and restoration services, fire prevention/education/outreach, and EMS/fire services overall increased in positive ratings in 2023.

When comparisons were available, Fort Collins tended to rank on par with peer communities across the nation and in the Front Range. Conversely, the city ranked lower than the national average for traffic enforcement.

**Figure 13: Community Safety Services Ratings Compared by Year**

<b>Please rate the quality of each of the following in Fort Collins. (Percent reporting very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Natural Areas and Park Ranger services	88%	87%	86%	88%	84%	85%	83%	81%
EMS/Fire services overall	87%	79%	87%	85%	83%	89%	87%	89%
EMS/Fire response time	85%	81%	86%	85%	83%	91%	87%	89%
Disaster response and restoration of services	73%	67%	78%	72%	75%	82%	77%	84%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	70%	66%	80%	75%	76%	79%	76%	80%
Fire prevention/education/outreach	67%	62%	75%	72%	73%	74%	78%	74%
Business property maintenance	58%	61%	68%	70%	73%	72%	68%	74%
Police response time	55%	58%	69%	73%	71%	70%	72%	74%
Animal control	54%	59%	62%	58%	65%	66%	59%	64%
Police services overall	51%	57%	65%	71%	72%	68%	70%	76%
Police visibility	50%	48%	61%	63%	69%	65%	64%	69%
Crime prevention	46%	47%	61%	61%	69%	67%	66%	70%
Police patrol	44%	47%	57%	65%	63%	63%	63%	72%
Traffic enforcement	33%	40%	46%	54%	53%	51%	52%	63%

*Prior to 2023, "EMS/Fire services overall" was "Fire services overall", "EMS/Fire response time" was "Fire response time", and "Fire prevention/education/outreach" was "Fire prevention/education".*

*More than 30% of responses had "no opinion" when rating many safety-related services (See Appendix B: Complete Survey Frequencies for all responses including "no opinion").*

## Transportation

As in previous years, the top-rated transportation ratings were ease of travel by bicycle, ease of walking, ease of travel by car, and street maintenance; each of these aspects were rated positively by at least half of survey respondents. Nearly half of residents gave high marks to the availability of parking downtown, an increase since 2022. Almost 4 in 10 gave favorable marks to the Northern Colorado Regional Airport and to accessibility for people with disabilities; this latter rating represented a decrease from 2022 to 2023. Roughly 3 in 10 residents positively rated the ease of traveling by public transportation, traffic flow, and the availability of electric vehicle charging stations.

Fort Collins ranked much higher than the national average and higher than the Front Range average for ease of travel by bicycle. When other comparisons could be made, Fort Collins ranked on par with peer communities.

**Figure 14: Transportation Ratings Compared by Year**

<b>Please rate the following areas of transportation in Fort Collins. (Percent reporting very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Ease of travel by bicycle	83%	83%	83%	86%	82%	81%	79%	83%
Ease of walking	62%	62%	75%	75%	61%	59%	60%	67%
Ease of travel by car	57%	58%	52%	49%	43%	39%	36%	52%
Street maintenance	52%	50%	53%	59%	56%	58%	44%	50%
Availability of parking Downtown	46%	35%	37%	38%	35%	29%	26%	34%
Northern Colorado Regional Airport	38%	42%	29%	.	.	.	.	.
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	37%	48%	.	.	.	.	.	.
Ease of traveling by public transportation	29%	31%	44%	42%	48%	46%	45%	41%
Traffic flow	29%	30%	20%	15%	16%	13%	13%	20%
Availability of electric vehicle charging stations	26%	25%	41%	.	.	.	.	.

*More than 30% of respondents had "no opinion" when rating ease of traveling by public transportation, accessibility for people with disabilities, the availability of electric vehicle charging stations, and the Northern Colorado Regional Airport (See Appendix B: Complete Survey Frequencies for all responses including "no opinion").*

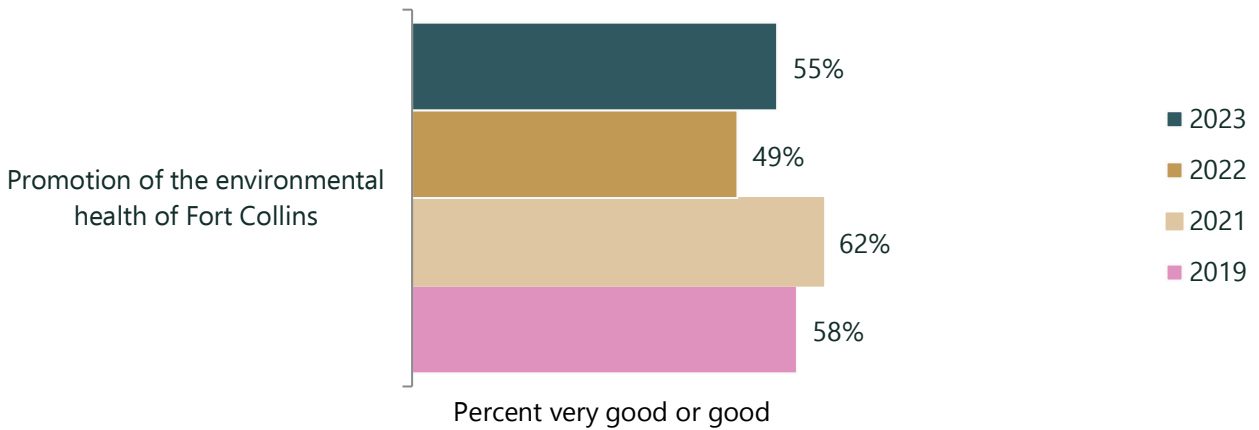
## Environmental Health

Environmental health includes a variety of factors that support residents' physical health and ensures the protection and sustainability of the community's natural resources.

Over half of residents rated the City's performance in promoting the health of the environment of Fort Collins as very good or good. This rating was an increase from the rating given in 2022.

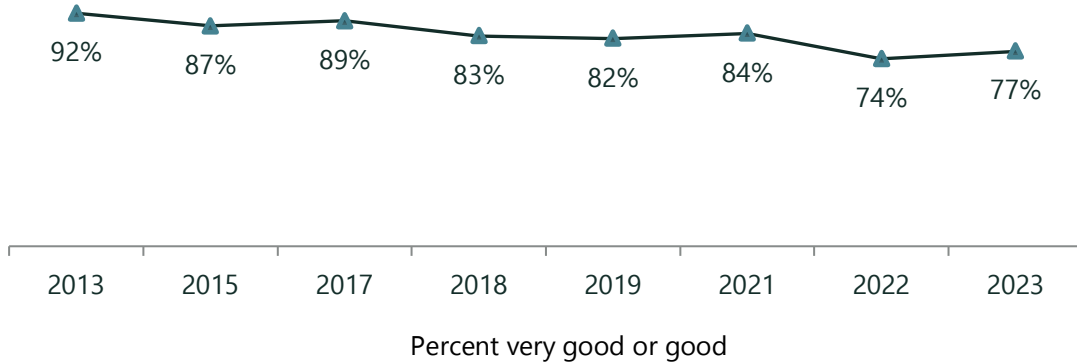
**Figure 15: Promotion of Environmental Health by Year**

*Please rate the City's performance in each of the following areas: Promotion of the health of the environment of Fort Collins*



More than three-quarters of survey respondents rated the overall quality of the environment as very good or good, which was similar to 2022. Fort Collins ranked similarly to the national and Front Range benchmarks for overall quality of the environment.

**Figure 16: Overall Quality of the Environment Compared by Year**



Survey participants were also asked to rate characteristics related to the overall natural environment in Fort Collins. Similar to previous years, more than 8 in 10 residents positively rated the overall appearance of Fort Collins, and more than two-thirds gave high marks to conservation efforts. Recycling programs, rated positively by 6 in 10 residents, declined in positive ratings from 2022 to 2023. More than half of residents rated air quality in the City as either very good or good.

Fort Collins ranked higher than the Front Range average and similar to the national average for the overall appearance of the city. The City ranked lower than the national average and similar to the Fort Range average for air quality. Fort Collins also ranked similar to peer communities in both benchmark groups for recycling programs.

**Figure 17: Aspects of the Environment Compared by Year**

<b>Please rate the quality of the environment in Fort Collins on each of the items listed below. (Percent reporting very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Overall appearance of the city	85%	86%	90%	88%	88%	90%	89%	91%
Conservation efforts	68%	68%	77%	75%	78%	84%	78%	82%
Recycling programs	60%	66%	73%	70%	79%	82%	78%	83%
Air quality	53%	56%	NA	NA	NA	NA	NA	NA



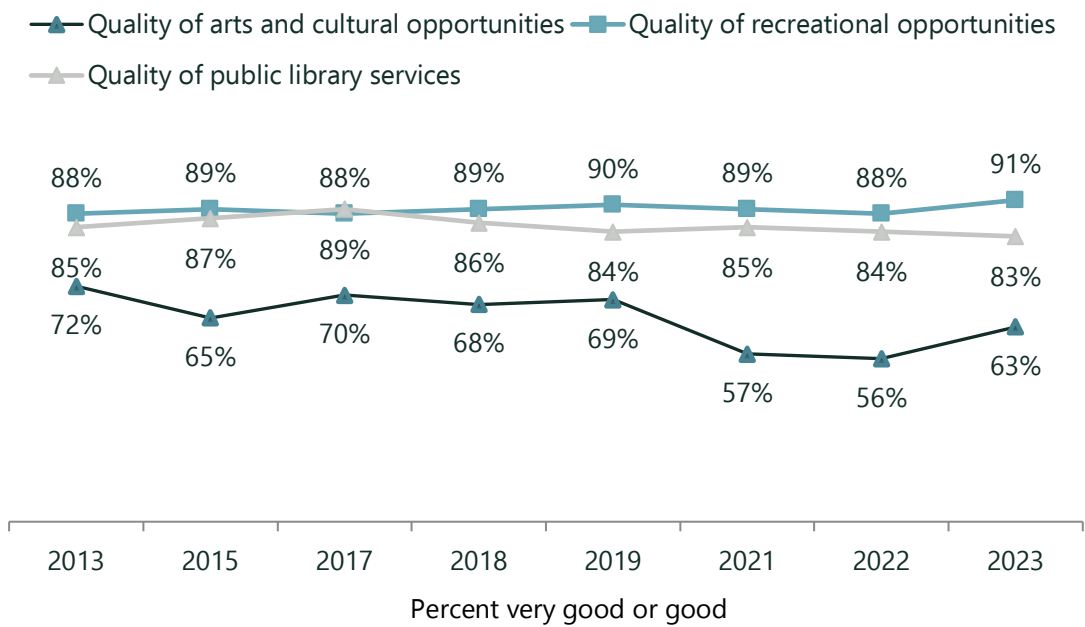
## Culture and Recreation

Cultural and recreational opportunities provide residents a chance to participate in their community and enhance their quality of life. About 9 in 10 residents rated the quality of recreational opportunities in Fort Collins as very good or good, on par with previous years. More than 8 in 10 gave high marks to the quality of public library services, a rating also similar to previous years. The quality of arts and cultural opportunities increased in positive ratings over time, from 56% in 2022 to 63% in 2023.

Fort Collins ranked higher than both the national and Front Range averages for quality of recreational opportunities. The City was on par with peer communities in the nation and in the Front Range for quality of public library services and quality of arts and cultural opportunities.

**Figure 18: Community Aspects of Culture and Recreation Compared by Year**

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



Residents also provided their opinions about a number of City parks, recreational and cultural programs, and facilities in Fort Collins. Among the highest rated parks and recreation items were trails, natural areas and open space, parks overall, and the Gardens on Spring Creek. Each of these programs/facilities was rated positively by at least 9 in 10 respondents. Additionally, at least 8 in 10 residents gave high marks to the Fort Collins Museum of Discovery, the Art in Public Places program, Fort Collins Senior Center, The Farm at Lee Martinez Park, Timberline Recycling Center, Lincoln Center programs, and parks in the neighborhood. Among the lowest-rated items were dog parks (rated very good or good by 62% of respondents) and the Mulberry Pool (51%).

A number of items decreased in positive ratings between 2022 and 2023. These items included dog parks, cemeteries, golf courses, athletic fields, the Northside Aztlan Community Center, the Foothills

Activity Center, and the Farm at Lee Martinez Park. Fort Collins ranked similar to the national and Front Range benchmarks for parks overall and adult recreation programs. The City also ranked much higher than the national average, and higher than the Front Range average, for natural areas and open space.

**Figure 19: Ratings of Parks, Recreational, and Cultural Programs and Facilities Compared by Year**

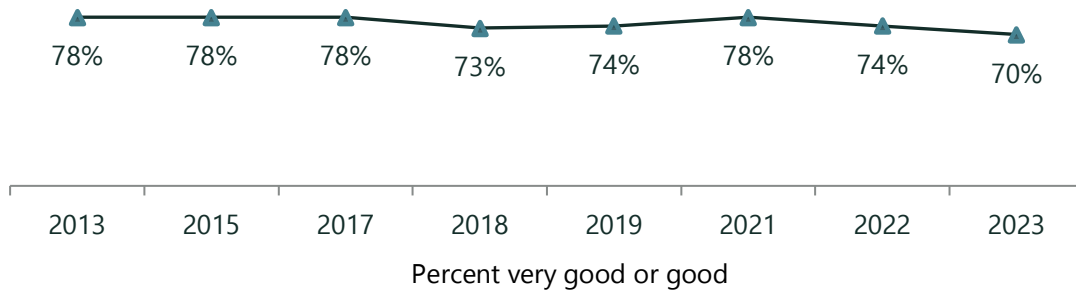
<b>Please rate the quality of each of the programs or facilities listed below. (Percent reporting very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Trails	93%	92%	94%	94%	93%	96%	96%	96%
Natural areas and open space	92%	92%	94%	93%	93%	94%	95%	95%
Parks Overall	91%	90%	94%	92%	92%	96%	94%	96%
The Gardens on Spring Creek	90%	89%	92%	92%	89%	93%	90%	91%
Fort Collins Museum of Discovery	87%	87%	86%	89%	89%	90%	88%	87%
Art in Public Places program	86%	85%	86%	85%	86%	86%	82%	82%
Fort Collins Senior Center	83%	85%	87%	85%	84%	86%	90%	87%
The Farm at Lee Martinez Park	82%	87%	85%	90%	86%	90%	87%	87%
Timberline Recycling Center	81%	82%	.	.	.	.	.	.
Lincoln Center programs	81%	80%	85%	83%	84%	86%	84%	85%
Parks in my neighborhood	80%	83%	.	.	.	.	.	.
Athletic fields	79%	78%	79%	86%	81%	86%	83%	89%
Northside Aztlan Community Center	78%	84%	84%	86%	86%	87%	86%	82%
Edora Pool Ice Center (EPIC)	77%	78%	82%	86%	82%	81%	81%	85%
Pottery studio	75%	76%	88%	82%	78%	79%	80%	83%
Cemeteries	74%	79%	83%	82%	79%	83%	83%	86%
Senior recreation programs	73%	72%	80%	78%	76%	80%	77%	82%
Golf courses	68%	75%	79%	81%	79%	84%	83%	85%
Foothills Activity Center	68%	73%	79%	81%	79%	.	.	.
Youth/teen recreation programs	68%	72%	82%	73%	75%	76%	76%	79%
Adult recreation programs	66%	69%	81%	75%	76%	78%	75%	79%
Dog parks	62%	68%	.	.	.	.	.	.
Mulberry Pool	51%	55%	66%	68%	70%	73%	71%	72%

*More than 30% of respondents had "no opinion" when rating many parks and recreation programs/facilities (See Appendix B: Complete Survey Frequencies for all responses including "no opinion").*

## Economic Health

The health of the local economy provides the backbone of a thriving community. Seven in 10 residents rated the City as a place to work as very good or good, consistent with prior years. Fort Collins ranked higher than the Front Range benchmark and similar to the national benchmark as a place to work.

**Figure 20: Ratings of City as a Place to Work Compared by Year**



Survey participants were also asked to rate a number of community aspects of economic health. About 7 in 10 respondents positively rated the availability of quality healthcare and the quality of dining opportunities in Fort Collins; both of these aspects declined in positive ratings in 2023. About 6 in 10 residents gave very good or good marks to the quality of entertainment opportunities in the City. More than half of residents positively rated the quality of shopping opportunities, while about 4 in 10 positively rated the availability of job opportunities in Fort Collins. Both of these aspects also declined in positive ratings between 2022 and 2023.

The City ranked higher than the Front Range benchmark, and similar to the national benchmark, for shopping opportunities. Fort Collins also ranked similar to both sets of benchmarks for availability of job opportunities.

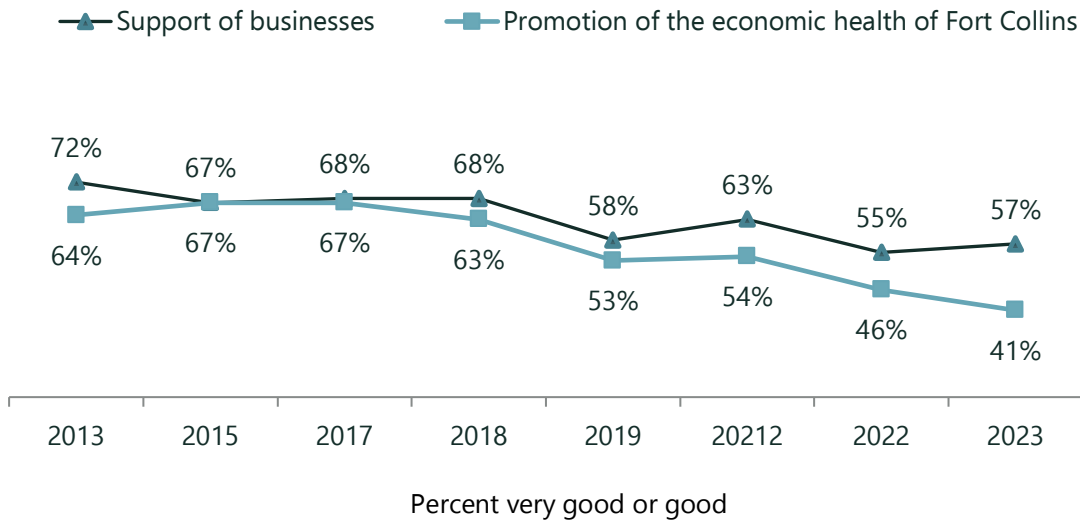
**Figure 21: Community Aspects of Economic Health Compared by Year**

<b>Please rate Fort Collins as a community on each of the items listed below. (Percent reporting very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Availability of quality healthcare	70%	75%	80%	78%	78%	75%	77%	75%
Quality of dining opportunities	68%	75%	77%	77%	83%	85%	83%	82%
Quality of entertainment opportunities	63%	66%	62%	66%	76%	76%	72%	68%
Quality of shopping opportunities	55%	68%	69%	66%	69%	72%	67%	67%
Availability of job opportunities	37%	46%	46%	48%	44%	46%	42%	35%

Additionally, community members also evaluated the City's performance regarding support for local businesses and their goal of promoting the economic health of Fort Collins. Nearly 6 in 10 survey participants positively rated the City's support of businesses, and about 4 in 10 respondents rated the City's promotion of the economic health of Fort Collins as very good or good. This latter rating decreased from 2022 to 2023.

**Figure 22: Business Support and Promotion of Economic Health Compared by Year**

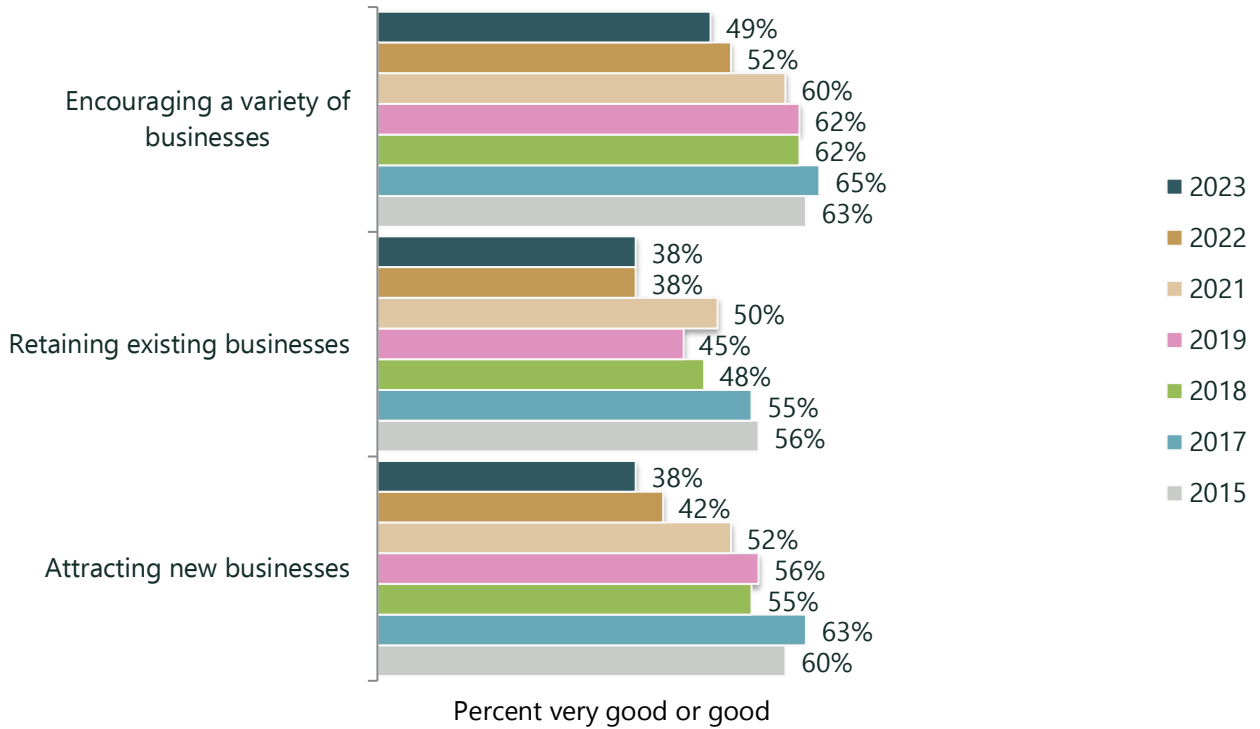
*Please rate the City's performance in each of the following areas.*



In terms of business health, about half of respondents awarded the City positive ratings for encouraging a variety of businesses, and about 4 in 10 residents positively rated the City for retaining existing business and attracting new businesses. These ratings were on par with previous years.

**Figure 23: Business Health Compared by Year**

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



## Government Performance

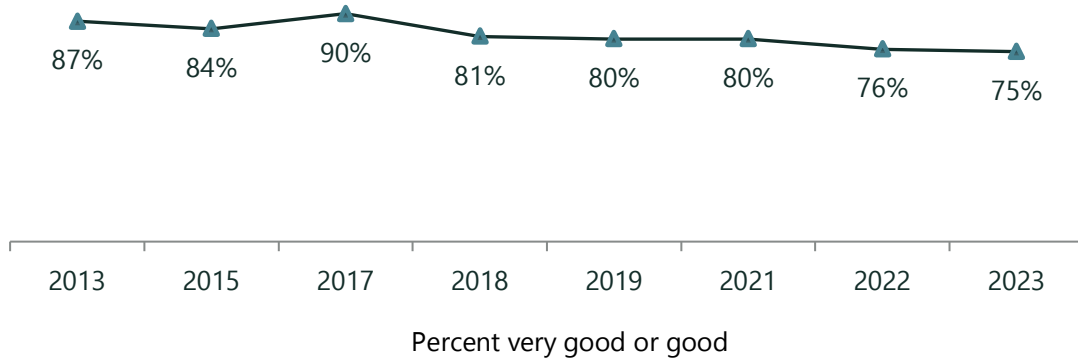
The survey included several questions aimed at measuring government performance, including interactions with City employees, planning, and providing public information. Resident input on their perceptions of government performance can be a valuable tool for identifying possible gaps in service and/or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

### Overall Quality of City Services

Three-quarters of survey respondents rated the overall quality of city services as either very good or good. This rating was similar to the rating given in 2022, but when evaluating longer-term trends, evaluations have slowly declined since the survey was first conducted in 2013. Fort Collins ranked similar to the national and Front Range benchmarks for overall quality of services.

**Figure 24: Overall Quality of City Services Compared by Year**

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

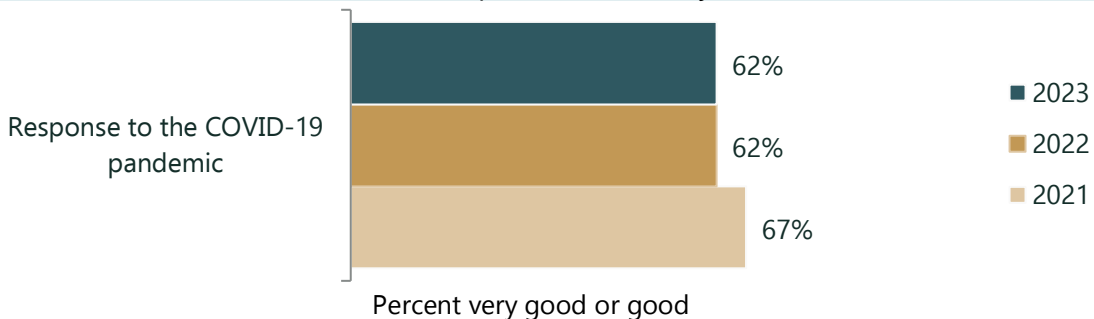


For the third time in 2023, respondents were asked to evaluate the City's response to the COVID-19 pandemic. As in 2022, about 6 in 10 residents rated the City's recovery from the COVID-19 pandemic as very good or good.

**Figure 25: Response to COVID-19 Pandemic by Year**

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

*COVID-19 pandemic recovery*



## City Government and Employees

Over half of residents positively rated the City for respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status, encouraging sustainability in the community, the overall direction of the City, creating a welcoming, inclusive community where all community members feel a sense of belonging, and efficient operation of programs and services (see Figure 26 on the following page). About 4 in 10 residents or less praised the City for balancing development and growth while maintaining the character and identity of the City and neighborhoods, listening to community members, and managing and planning for growth. All ratings were on par with previous years except ratings for the overall direction of the City and creating a welcoming, inclusive community where all community members feel a sense of belonging. Both of these ratings increased in positive reviews since 2022.

When comparisons could be made, Fort Collins ranked similarly to national and Front Range benchmark comparisons (see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons).

Figure 26: City Government Ratings Compared by Year

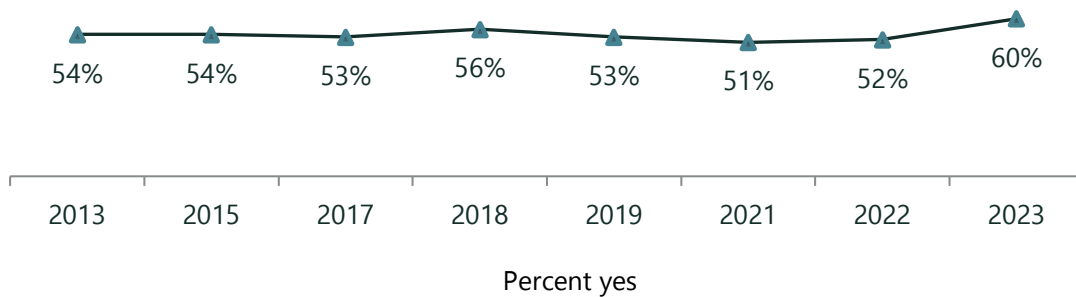
<b>Please rate the City's performance in each of the following areas. (Percent reporting very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	59%	62%	58%	60%	.	.	.	.
Encouraging sustainability in the community	56%	58%	64%	63%	69%	76%	69%	73%
Overall direction of the City	55%	49%	59%	65%	62%	65%	65%	70%
Creating a welcoming, inclusive community where all community members feel a sense of belonging	55%	47%	55%	56%	.	.	.	.
Efficient operation of programs and services	54%	55%	63%	60%	66%	65%	58%	65%
Welcoming community member involvement	48%	52%	57%	60%	61%	66%	69%	67%
Partnering with the community to address climate change	42%	38%	.	.	.	.	.	.
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	38%	38%	48%	56%	.	.	.	.
Listening to community members	36%	40%	49%	46%	50%	52%	50%	53%
Managing and planning for growth	34%	35%	39%	49%	46%	44%	50%	56%



More residents in 2023 reported having contact with a City employee within the twelve months prior to the survey. Six in 10 residents reported having contact with an employee in 2023, compared to 52% in 2022. Compared to peer communities across the nation and in the Front Range, Fort Collins ranked higher than the benchmarks for frequency of contact with a City employee.

**Figure 27: Contact with City Employees Compared by Year**

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



Those who had contact with a City employee were asked to rate various aspects of their interaction. Nearly 9 in 10 rated the courtesy of the City employee as either very good or good. Additionally, 8 in 10 positively rated the promptness, knowledge, and overall impression of their interaction with the employee. About 7 in 10 gave high marks to the City employee making them feel valued. All ratings were on par with previous years.

Fort Collins ranked on par with national and Front Range peer communities for overall impression of City employees.

**Figure 28: Users Ratings of City Employees Compared by Year**

<b>Thinking about your most recent contact, please rate City employee(s) on each of the items below. (Percent reporting very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Courtesy	86%	88%	85%	86%	89%	88%	86%	88%
Promptness	80%	81%	82%	79%	84%	79%	79%	81%
Knowledge	80%	83%	82%	78%	83%	82%	83%	80%
Overall impression	80%	81%	76%	82%	80%	80%	79%	80%
Making you feel valued	72%	72%	73%	74%	72%	72%	69%	69%

*This question was asked only of those who reported having contact with a City employee in the last 12 months.*

Residents who had not had contact with a City employee were also given the opportunity to provide their feedback on Fort Collins employees. Nearly 8 in 10 gave high marks to the courtesy of City employees. Two-thirds of respondents positively rated the promptness in responding to inquiries and service requests and making community members feel valued. These three ratings were on par with previous years.

**Figure 29: Non-users Ratings of City Employees Compared by Year**

<b>Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins residents. Please rate City employees on each of the items below. (Percent reporting very good or good)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
Courtesy	79%	83%	77%	81%	80%	84%	80%	79%
Promptness in responding to inquiries and service requests	67%	71%	72%	69%	74%	72%	76%	73%
Making community members or customers feel valued	67%	67%	71%	66%	73%	73%	71%	68%

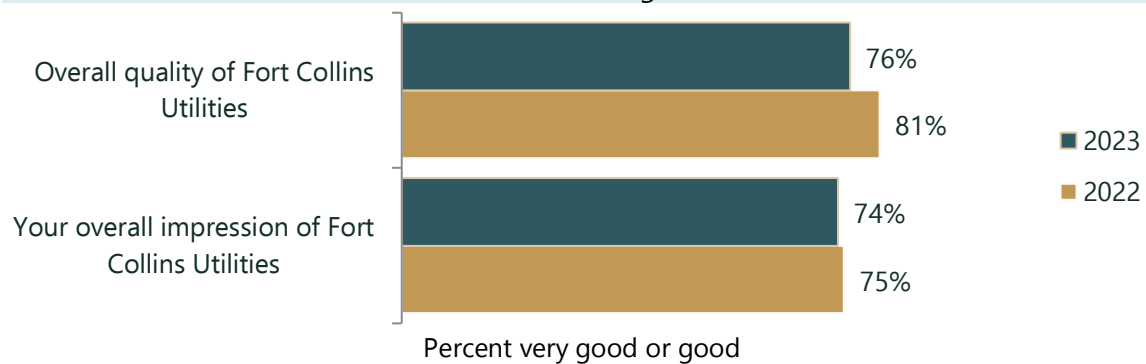
*This question was asked only of those who did not have contact with a City employee in the last 12 months. At least 40% of respondents said "no opinion" when evaluating each of these three characteristics of City employees (see Appendix B: Complete Survey Frequencies for all responses including "no opinion").*

## Fort Collins Utilities

As in 2022, residents were asked to rate the overall quality and their overall impression of Fort Collins Utilities. About three-quarters of respondents positively rated the overall quality of Fort Collins Utilities, a decrease since 2022. About three-quarters of respondents also positively rated their overall impression of Fort Collins Utilities and this rating was similar to 2022.

**Figure 30: Fort Collins Utilities Compared by Year**

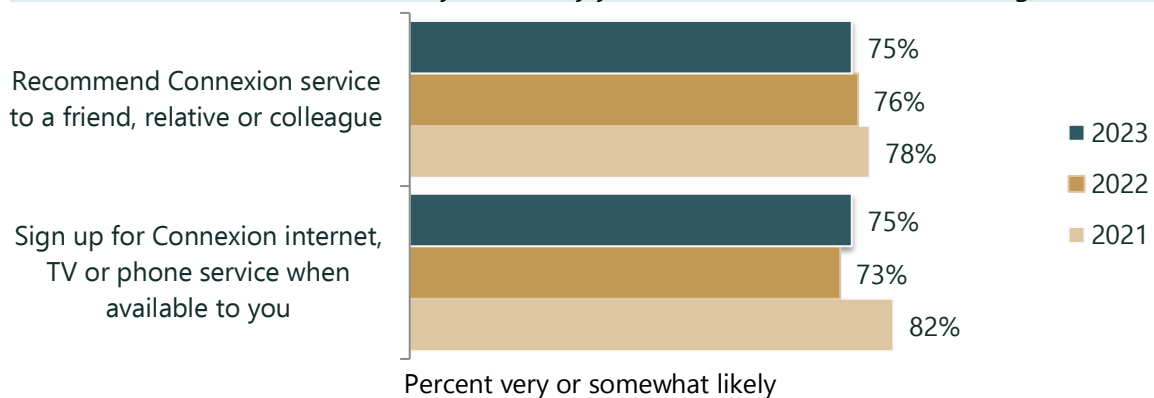
*Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services.*



Three-quarters of survey respondents indicated that they would be at least somewhat likely to sign up for Connexion internet, TV or phone service when available to you. The same proportion of respondents indicated that they would be very or somewhat likely to recommend Connexion service to a friend, relative or colleague. These ratings were similar to those given in 2022.

**Figure 31: Likelihood of Using and Recommending Connexion Compared by Year**

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



## Fiscal Management and Planning

Survey respondents were asked to consider seven aspects of the community and identify whether the City should apply more effort, the same amount of effort, or less effort to each (see Figure 31 on the following page). These are aspects for which the City plays a role in sustaining, at least in part, and which map to the Strategic Objectives from the City's Strategic Plan.

Similar to previous years, at least 9 in 10 survey participants wanted the City to either maintain or increase their efforts for each of the seven areas. Compared to 2022, more residents indicated that they think the City should focus more effort on the economy and transportation and mobility. However, fewer residents in 2023 compared to 2022 felt that the City should focus more effort on the environment. Residents appear to be pleased with the current focus on the environment, as more residents in 2023 wanted the City to increase their efforts in this area.

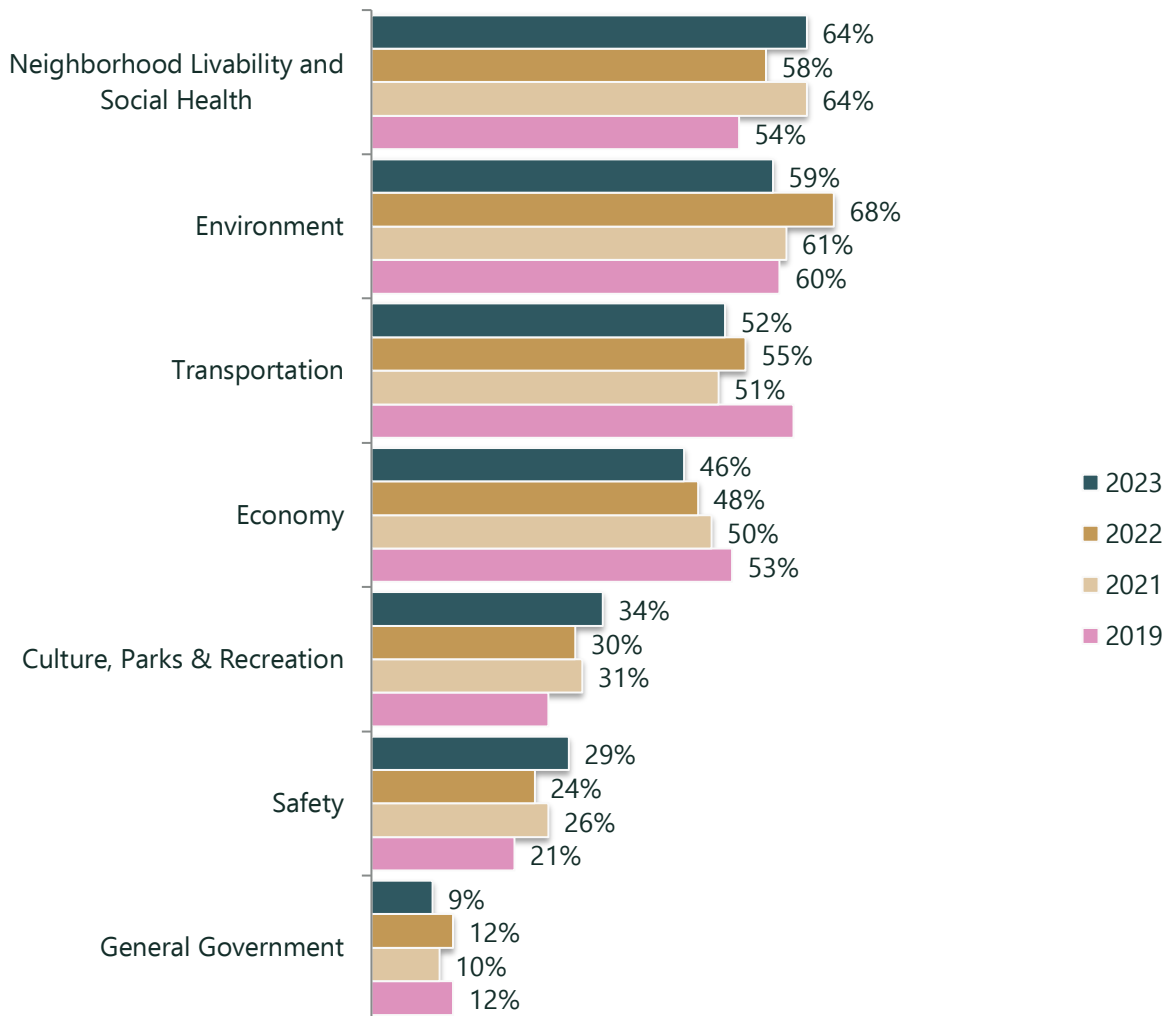
Figure 32: Budget Priorities Compared by Year

Please select the option that best describes how you think the City should address each of the following aspects of the community.		2023	2022	2021	2019	2018	2017	2015	2013
<b>Economy:</b> Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	55%	42%	53%	40%	40%	35%	36%	44%
	Same effort	43%	56%	43%	55%	54%	61%	61%	53%
	Less effort	2%	2%	4%	5%	7%	5%	4%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
<b>Environment:</b> Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	More effort	54%	48%	53%	50%	46%	39%	32%	37%
	Same effort	42%	47%	43%	47%	50%	56%	65%	59%
	Less effort	4%	5%	3%	3%	4%	4%	3%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
<b>Neighborhood Livability and Social Health:</b> Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	More effort	65%	60%	53%	46%	48%	43%	33%	34%
	Same effort	29%	35%	41%	48%	47%	52%	63%	62%
	Less effort	6%	5%	5%	6%	5%	6%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
<b>Safety:</b> Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	25%	18%	17%	22%	26%	22%	17%	19%
	Same effort	69%	77%	79%	77%	72%	76%	81%	76%
	Less effort	6%	5%	4%	1%	2%	2%	3%	6%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
<b>Culture, Parks &amp; Recreation:</b> Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	27%	25%	23%	25%	24%	21%	19%	22%
	Same effort	70%	72%	72%	71%	73%	76%	77%	74%
	Less effort	3%	3%	5%	4%	4%	3%	4%	4%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
<b>Transportation and Mobility:</b> Includes transportation planning and development, maintaining roads and traffic operations, Transit operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	More effort	61%	55%	60%	64%	65%	61%	54%	53%
	Same effort	36%	43%	38%	33%	34%	35%	43%	45%
	Less effort	3%	3%	2%	3%	1%	4%	3%	2%
	Total	100%	100%	100%	100%	100%	100%	100%	100%
<b>General Government:</b> Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	More effort	22%	17%	23%	19%	19%	19%	19%	19%
	Same effort	71%	75%	71%	75%	76%	74%	76%	74%
	Less effort	7%	8%	6%	6%	5%	7%	5%	7%
	Total	100%	100%	100%	100%	100%	100%	100%	100%

Survey participants were also asked to prioritize the same seven strategic plan areas by selecting the three they felt were the most important for the City to focus on in the next five years. Compared to 2022, a larger proportion of residents identified neighborhood livability and social health as one of their top three budget priorities. Fewer respondents in 2023 identified the environment as one of their top priorities, although it was still selected as a top priority by nearly 6 in 10 respondents. Transportation was also identified as a top priority by more than half of residents. A larger proportion of residents in 2023 also identified safety as being one of their top three priorities.

**Figure 33: Top Three Budget Priorities Compared by Year**

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

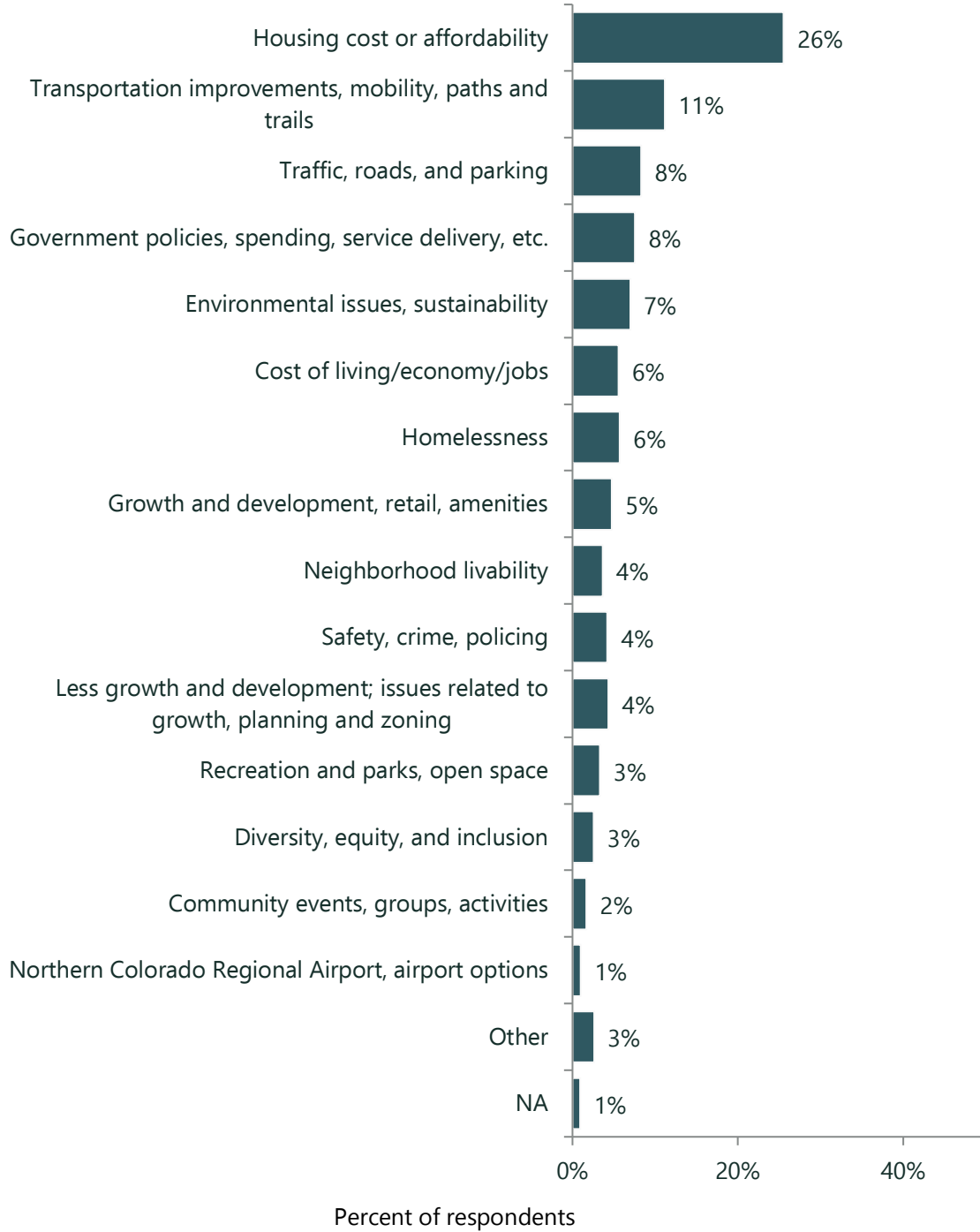


Percent selecting as either first, second, or third priority

The survey included a question asking residents to identify in their own words the one item or focus area the City should work to improve upon in the next few years (see Figure 34 on the following page). Of the survey participants who provided a written answer, housing issues (cost, availability, etc.) was the most mentioned priority, with over one-quarter of respondents commenting on a related issue. Roughly 1 in 10 residents mentioned transportation improvements, mobility, or paths and trails; a slightly smaller proportion made a comment related to traffic, roads, and parking or government policies, spending, or service delivery.

**Figure 34: Community Member Priorities, 2023**

*Thinking about the next few years, what is ONE item or focus area you would like the City to improve on?*



*Respondents could write in their own response. The complete set of verbatim comments can be found in Appendix C: Verbatim Responses to Open-Ended Questions.*



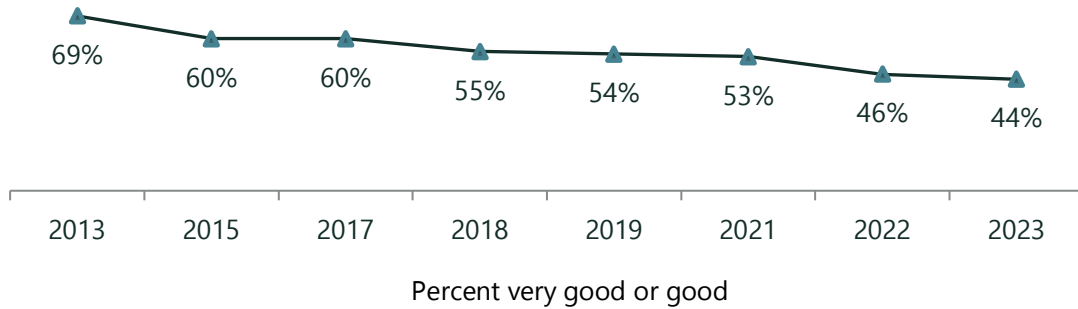
## Public Information

The quality of a community is reflected not only in residents' perceptions of service performance, but also in residents' views of the resources available to stay informed about community news and events.

More than 4 in 10 residents positively rated the City for informing community members. This rating is on par with the 2022 rating, but this item has steadily declined in positive ratings over time.

**Figure 35: Ratings of Informing Residents Compared by Year**

*Please rate the City's performance in the following area: Informing community members*

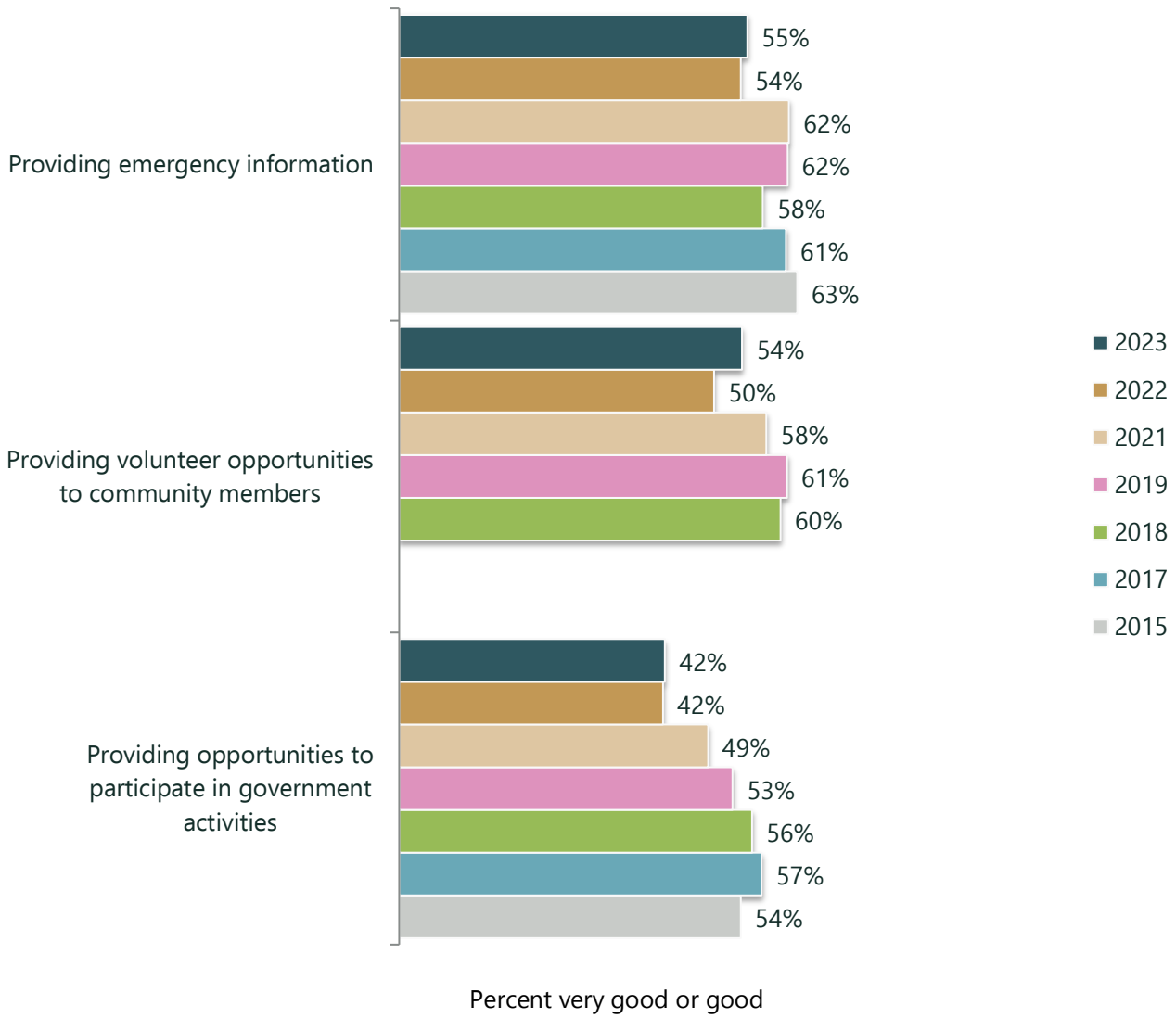


More than half of residents gave high marks to the City for providing emergency information and providing volunteer opportunities to community members. More than 4 in 10 positively rated the City for providing opportunities to participate in government activities. These ratings were similar to those in previous years.

Fort Collins ranked similarly to both national and Front Range averages for providing volunteer opportunities to community members and providing opportunities to participate in government activities.

**Figure 36: Providing Information and Opportunities to Participate Compared by Year**

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



At least 9 in 10 residents reported using the City's website or word of mouth as information sources for City issues, services, and programs (see Figure 37 on the following page). At least 7 in 10 indicated that they had used the "Recreator", social media, or Tracks and Trails for information. Further, more than half of respondents reported use of the newspaper (print or online), newsletter or brochures from City departments, or City employees or departments for information. Compared to 2023, fewer residents reported using television news as an information source. However, more residents in 2023 reported using the City booth at local events, the City News eNewsletter, the City's website, and online video FCTV.

Figure 37: Information Sources Used Compared by Year

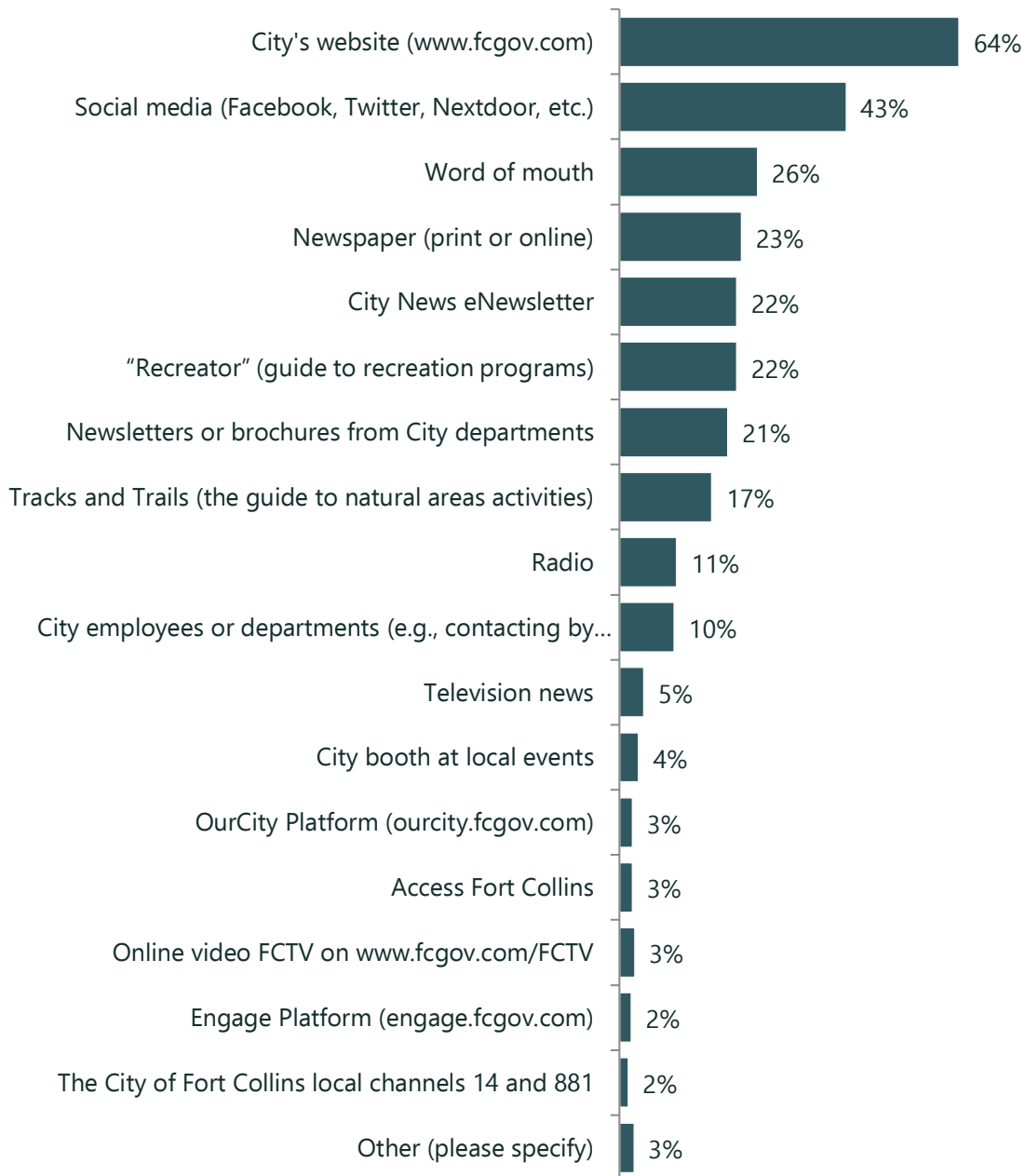
<b>Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs. (Percent of respondents who had ever used this as a source)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>
City's website (www.fcgov.com)	91%	86%	82%	77%	79%	79%	79%	80%
Word of mouth	90%	88%	91%	91%	91%	90%	87%	88%
Tracks and Trails (the guide to natural areas activities)	76%	74%	76%	67%	69%	73%	68%	NA
Social media (Facebook, Twitter, Nextdoor, etc.)	73%	70%	77%	65%	67%	63%	60%	55%
"Recreator" (guide to recreation programs)	70%	67%	67%	68%	71%	66%	70%	70%
City employees or departments (e.g., contacting by phone, email or in person)	60%	60%	61%	58%	56%	57%	NA	NA
Newsletters or brochures from City departments	58%	59%	60%	59%	59%	60%	62%	64%
Newspaper (print or online)	57%	61%	67%	66%	67%	70%	72%	80%
City booth at local events	45%	39%	41%	36%	37%	38%	41%	NA
Radio	43%	47%	52%	50%	56%	55%	63%	69%
City News eNewsletter	40%	35%	33%	33%	63%	65%	65%	67%
Television news	29%	35%	38%	41%	41%	45%	57%	69%
Access Fort Collins	28%	27%	27%	22%	22%	20%	20%	17%
Online video FCTV on www.fcgov.com/FCTV	25%	19%	22%	22%	20%	19%	12%	17%
OurCity Platform (ourcity.fcgov.com)	24%	26%	20%	16%	18%	18%	NA	NA
Engage Platform (engage.fcgov.com)	19%	17%	12%	12%	14%	NA	NA	NA
The City of Fort Collins local channels 14 and 881	13%	13%	16%	12%	20%	20%	22%	30%
Other (please specify)	11%	10%	NA	NA	NA	NA	NA	NA

Prior to 2023 "Access Fort Collins" was "City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)".

For the first time in 2023, residents were asked to indicate their top three methods for receiving information from the City about issues, services, and programs. Nearly two-thirds of respondents indicated that one of their top preferred methods of receiving information was from the City's website. Over 4 in 10 selected social media as a preferred method, while more than one-quarter chose word of mouth. Among the least popular preferred methods were online video FCTV, the Engage Platform, and the City of Fort Collins local channels 14 and 881.

**Figure 38: Top Three Preferred Methods of Receiving Information, 2023**

*Indicate your top three (3) preferred methods of receiving information.*



Percent selecting as either first, second, or third preferred method

# Appendix A: Respondent Characteristics

The following tables summarize the demographic characteristics of Fort Collins’s survey respondents in 2023.

**Table 1: Length of Residency**

<b>About how many years have you lived in Fort Collins?</b>	<b>Percent of respondents</b>
Less than 2 years	12%
2-5 years	21%
6-10 years	19%
11-20 years	17%
More than 20 years	31%
Total	100%

**Table 2: Respondent Student Status**

<b>Are you a full-time or part-time student at a college or university in Fort Collins?</b>	<b>Percent of respondents</b>
Yes	8%
No	92%
Total	100%

**Table 3: Respondent College or University Attended**

<b>Which college or university do you attend?</b>	<b>Percent of respondents</b>
Colorado State University	89%
Front Range Community College	8%
Another local college or university	3%
Total	100%

*Asked only to those who indicated that they were a full-time or part-time student at a college or university in Fort Collins.*

**Table 4: Employment Status**

<b>What is your employment status?</b>	<b>Percent of respondents</b>
Working full time for pay	65%
Working part time for pay	11%
Unemployed, looking for paid work	3%
Unemployed, not looking for paid work	5%
Fully retired	17%
Total	100%

**Table 5: Work in Fort Collins**

<b>Do you work inside the boundaries of Fort Collins?</b>	<b>Percent of respondents</b>
Yes, outside the home	44%
Yes, from home	25%
No	31%
Total	100%

**Table 6: Respondent Age**

<b>Which of the age groups below best describes you?</b>	<b>Percent of respondents</b>
18-24	6%
25-34	35%
35-44	20%
45-54	13%
55-64	10%
65-74	12%
75+	6%
Total	100%

**Table 7: Respondent Housing Type**

<b>Which best describes the building you live in?</b>	<b>Percent of respondents</b>
One family house detached from any other houses	59%
Duplex or townhome	13%
Apartment or condominium	27%
Mobile home	1%
Other	1%
Total	100%



**Table 8: Respondent Housing Tenure**

<b>Do you own or rent your residence?</b>	<b>Percent of respondents</b>
Own	58%
Rent	42%
Total	100%

**Table 9: Respondent Household Income**

<b>How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income from all sources for all persons living in your household.)</b>	<b>Percent of respondents</b>
Less than \$25,000	7%
\$25,000-\$49,999	16%
\$50,000-\$99,999	29%
\$100,000 to \$149,999	27%
\$150,000 or more	21%
Total	100%

**Table 10: Respondent Gender**

<b>What is your gender?</b>	<b>Percent of respondents</b>
Nonbinary	1%
Woman	48%
Man	45%
Transgender	1%
Two-Spirit	0%
Prefer to self-identify	0%
Prefer not to answer	6%

*Total may exceed 100% as respondents could select more than one option.*

**Table 11: Respondent Sexual Orientation**

<b>Which term best describes your sexual orientation?</b>	<b>Percent of respondents</b>
Asexual	4%
Bisexual	7%
Heterosexual	74%
Lesbian or gay	4%
Pansexual	1%
Queer	3%
Prefer to self-identify	1%
Prefer not to answer	11%

*Total may exceed 100% as respondents could select more than one option.*

**Table 12: Respondent Race/Ethnicity**

<b>What is your race and/or ethnicity?</b>	<b>Percent of respondents</b>
American Indian/Alaskan Native	2%
African	0%
African American/Black	1%
Asian/Asian American	3%
Hispanic/Latinx/Spanish Origin	4%
Middle Eastern/North African	1%
Native Hawaiian/Other Pacific Islander	1%
White	85%
Prefer to self-identify	1%
Prefer not to answer	8%

*Total may exceed 100% as respondents could select more than one option.*

**Table 13: Geographic Area of Residence**

	<b>Percent of respondents</b>
Northwest	18%
Northeast	15%
West Central	22%
East Central	21%
Southwest	7%
Southeast	17%
Total	100%

**Table 14: Council District of Residence**

	<b>Percent of respondents</b>
District 1	18%
District 2	19%
District 3	16%
District 4	13%
District 5	18%
District 6	15%
Total	100%

## Appendix B: Complete Survey Frequencies

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” or “no opinion” response option, two tables for that question are provided: the first excludes the “don’t know” or “no opinion” responses and the second includes those response options.

**Table 15: Question 1 without “no opinion” responses**

Please rate Fort Collins as a community on each of the items listed below.	Very good		Good		Average		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall, as a place to live	50%	N=473	39%	N=363	10%	N=90	2%	N=15	0%	N=2	100%	N=943
Overall safety of community members	33%	N=318	47%	N=454	16%	N=154	3%	N=29	1%	N=9	100%	N=964
Quality of shopping opportunities	20%	N=196	35%	N=332	36%	N=341	7%	N=70	2%	N=20	100%	N=959
Quality of dining opportunities	32%	N=308	36%	N=342	24%	N=231	6%	N=61	2%	N=15	100%	N=957
Quality of entertainment opportunities	21%	N=202	41%	N=385	31%	N=289	5%	N=47	2%	N=16	100%	N=938
Availability of job opportunities	7%	N=57	30%	N=251	46%	N=379	13%	N=104	5%	N=38	100%	N=830
Availability of affordable quality housing	1%	N=12	5%	N=49	23%	N=217	32%	N=302	38%	N=355	100%	N=935
Quality of arts and cultural opportunities	21%	N=195	43%	N=400	31%	N=288	4%	N=41	1%	N=12	100%	N=937
Quality of recreational opportunities	53%	N=509	37%	N=358	7%	N=66	2%	N=15	1%	N=9	100%	N=956
Availability of quality healthcare	31%	N=289	39%	N=362	24%	N=218	4%	N=39	2%	N=19	100%	N=927
Availability of affordable quality childcare	5%	N=21	12%	N=48	40%	N=166	28%	N=114	16%	N=66	100%	N=415

Please rate Fort Collins as a community on each of the items listed below.	Very good		Good		Average		Bad		Very bad		Total	
Quality of public schools	25%	N=148	45%	N=263	24%	N=139	4%	N=26	2%	N=13	100%	N=589
Quality of public library services	40%	N=331	43%	N=362	14%	N=119	2%	N=15	1%	N=6	100%	N=833
As a place to raise children	38%	N=272	46%	N=328	13%	N=91	2%	N=16	1%	N=7	100%	N=714
As a place to retire	26%	N=182	38%	N=265	21%	N=144	10%	N=66	5%	N=33	100%	N=690
As a place to attend college	42%	N=341	41%	N=330	14%	N=117	2%	N=14	1%	N=6	100%	N=808
As a place to work	25%	N=226	45%	N=399	22%	N=198	5%	N=47	2%	N=17	100%	N=886
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=140	43%	N=387	27%	N=246	11%	N=95	3%	N=31	100%	N=899
Overall appearance of the city	36%	N=351	49%	N=474	11%	N=110	2%	N=19	1%	N=12	100%	N=966
Overall quality of life in Fort Collins	36%	N=342	49%	N=475	12%	N=111	3%	N=26	1%	N=9	100%	N=964

**Table 16: Question 1 with "no opinion" responses**

Please rate Fort Collins as a community on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Overall, as a place to live	50%	N=473	39%	N=363	10%	N=90	2%	N=15	0%	N=2	0%	N=0	100%	N=943
Overall safety of community members	33%	N=318	47%	N=454	16%	N=154	3%	N=29	1%	N=9	0%	N=3	100%	N=967
Quality of shopping opportunities	20%	N=196	34%	N=332	35%	N=341	7%	N=70	2%	N=20	1%	N=8	100%	N=967
Quality of dining opportunities	32%	N=308	35%	N=342	24%	N=231	6%	N=61	2%	N=15	1%	N=11	100%	N=967
Quality of entertainment opportunities	21%	N=202	40%	N=385	30%	N=289	5%	N=47	2%	N=16	3%	N=25	100%	N=963
Availability of job opportunities	6%	N=57	26%	N=251	39%	N=379	11%	N=104	4%	N=38	14%	N=133	100%	N=964
Availability of affordable quality housing	1%	N=12	5%	N=49	23%	N=217	31%	N=302	37%	N=355	3%	N=29	100%	N=964
Quality of arts and cultural opportunities	20%	N=195	41%	N=400	30%	N=288	4%	N=41	1%	N=12	3%	N=26	100%	N=963

Please rate Fort Collins as a community on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Quality of recreational opportunities	53%	N=509	37%	N=358	7%	N=66	2%	N=15	1%	N=9	1%	N=9	100%	N=965
Availability of quality healthcare	30%	N=289	38%	N=362	23%	N=218	4%	N=39	2%	N=19	4%	N=37	100%	N=965
Availability of affordable quality childcare	2%	N=21	5%	N=48	17%	N=166	12%	N=114	7%	N=66	57%	N=549	100%	N=963
Quality of public schools	15%	N=148	27%	N=263	14%	N=139	3%	N=26	1%	N=13	39%	N=372	100%	N=962
Quality of public library services	35%	N=331	38%	N=362	12%	N=119	2%	N=15	1%	N=6	13%	N=124	100%	N=957
As a place to raise children	28%	N=272	34%	N=328	9%	N=91	2%	N=16	1%	N=7	26%	N=249	100%	N=963
As a place to retire	19%	N=182	28%	N=265	15%	N=144	7%	N=66	3%	N=33	28%	N=267	100%	N=957
As a place to attend college	35%	N=341	34%	N=330	12%	N=117	1%	N=14	1%	N=6	16%	N=157	100%	N=965
As a place to work	23%	N=226	41%	N=399	21%	N=198	5%	N=47	2%	N=17	8%	N=80	100%	N=966



Please rate Fort Collins as a community on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=140	40%	N=387	25%	N=246	10%	N=95	3%	N=31	7%	N=68	100%	N=967
Overall appearance of the city	36%	N=351	49%	N=474	11%	N=110	2%	N=19	1%	N=12	0%	N=0	100%	N=966
Overall quality of life in Fort Collins	35%	N=342	49%	N=475	12%	N=111	3%	N=26	1%	N=9	0%	N=3	100%	N=967

Table 17: Question 2 without "no opinion" responses

Please rate the quality of your neighborhood on each of the items listed below.	Very good		Good		Average		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Your neighborhood as a place to live	44%	N=421	38%	N=367	15%	N=147	3%	N=27	0%	N=4	100%	N=966
Your neighborhood as a place to raise children	40%	N=296	32%	N=239	20%	N=145	5%	N=40	3%	N=19	100%	N=739
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	34%	N=331	34%	N=328	22%	N=216	6%	N=60	3%	N=29	100%	N=964

**Table 18: Question 2 with "no opinion" responses**

Please rate the quality of your neighborhood on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Your neighborhood as a place to live	44%	N=421	38%	N=367	15%	N=147	3%	N=27	0%	N=4	0%	N=0	100%	N=966
Your neighborhood as a place to raise children	31%	N=296	25%	N=239	15%	N=145	4%	N=40	2%	N=19	23%	N=224	100%	N=963
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	34%	N=331	34%	N=328	22%	N=216	6%	N=60	3%	N=29	0%	N=1	100%	N=966

**Table 19: Question 3 without "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Fort Collins to someone who asks	45%	N=430	38%	N=358	10%	N=94	7%	N=68	100%	N=950
Remain in Fort Collins for the next five years	54%	N=509	27%	N=258	10%	N=96	8%	N=75	100%	N=938

**Table 20: Question 3 with "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Fort Collins to someone who asks	45%	N=430	37%	N=358	10%	N=94	7%	N=68	2%	N=16	100%	N=966
Remain in Fort Collins for the next five years	53%	N=509	27%	N=258	10%	N=96	8%	N=75	3%	N=28	100%	N=966

**Table 21: Question 4 without "don't know" responses**

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or City park	37%	N=358	33%	N=321	25%	N=240	5%	N=44	100%	N=963
Attended a neighborhood-sponsored event	1%	N=13	7%	N=63	35%	N=332	58%	N=555	100%	N=963
Attended a government-organized event (open house, City Council session, forum, etc.)	1%	N=7	5%	N=44	28%	N=273	66%	N=637	100%	N=961
Carpooled with other adults or children instead of driving alone	15%	N=148	20%	N=191	22%	N=212	43%	N=408	100%	N=958
Volunteered your time in Fort Collins	8%	N=80	18%	N=171	28%	N=270	46%	N=440	100%	N=960
Talked to or visited with your immediate neighbors	40%	N=386	27%	N=257	21%	N=204	12%	N=114	100%	N=961
Done a favor for a neighbor	14%	N=136	26%	N=251	36%	N=345	24%	N=228	100%	N=960

**Table 22: Question 4 with "don't know" responses**

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or City park	37%	N=358	33%	N=321	25%	N=240	5%	N=44	100%	N=963
Attended a neighborhood-sponsored event	1%	N=13	7%	N=63	35%	N=332	57%	N=555	100%	N=963
Attended a government-organized event (open house, City Council session, forum, etc.)	1%	N=7	5%	N=44	28%	N=273	66%	N=637	100%	N=961
Carpooled with other adults or children instead of driving alone	15%	N=148	20%	N=191	22%	N=212	43%	N=408	100%	N=958
Volunteered your time in Fort Collins	8%	N=80	18%	N=171	28%	N=270	46%	N=440	100%	N=960
Talked to or visited with your immediate neighbors	40%	N=386	27%	N=257	21%	N=204	12%	N=114	100%	N=961
Done a favor for a neighbor	14%	N=136	26%	N=251	36%	N=345	24%	N=228	100%	N=960

**Table 23: Question 5**

<b>In the last 20 years, how often have you moved to a different place of residence in Fort Collins?</b>	<b>Percent</b>	<b>Number</b>
2+ times a year	1%	N=5
About once a year	7%	N=64
Every 2-4 years	25%	N=242
Every 5-7 years	12%	N=116
Every 8-10 years	8%	N=74
Every 11-15 years	6%	N=56
16-20 years	5%	N=52
I have not relocated in the last 20 years	12%	N=120
I have not relocated within the City	24%	N=234
<b>Total</b>	<b>100%</b>	<b>N=963</b>

**Table 24: Question 6 without "no opinion" responses**

<b>Please tell us how safe you feel in or on each of the following in Fort Collins.</b>	<b>Always safe</b>		<b>Usually safe</b>		<b>Sometimes safe sometimes unsafe</b>		<b>Usually unsafe</b>		<b>Always unsafe</b>		<b>Total</b>	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Downtown Fort Collins during the day	54%	N=515	38%	N=361	7%	N=64	1%	N=5	1%	N=8	100%	N=953
Downtown Fort Collins at night	14%	N=125	46%	N=422	30%	N=278	8%	N=69	3%	N=23	100%	N=918
Your neighborhood during the day	69%	N=657	28%	N=268	3%	N=29	0%	N=4	0%	N=1	100%	N=960
Your neighborhood at night	35%	N=341	47%	N=454	14%	N=137	2%	N=19	1%	N=10	100%	N=961
Parks	30%	N=275	52%	N=478	16%	N=151	2%	N=18	1%	N=6	100%	N=928

Please tell us how safe you feel in or on each of the following in Fort Collins.	Always safe		Usually safe		Sometimes safe sometimes unsafe		Usually unsafe		Always unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Natural areas/open spaces	32%	N=295	51%	N=467	15%	N=140	2%	N=16	1%	N=6	100%	N=924
Recreation facilities	39%	N=318	47%	N=379	13%	N=104	1%	N=5	1%	N=5	100%	N=810
Trails	28%	N=252	54%	N=493	16%	N=142	1%	N=13	1%	N=7	100%	N=908
Fort Collins overall during the day	43%	N=411	50%	N=480	6%	N=56	1%	N=10	0%	N=0	100%	N=957
Fort Collins overall at night	10%	N=94	56%	N=534	29%	N=275	4%	N=36	1%	N=7	100%	N=946
Transfort/MAX	14%	N=66	45%	N=211	28%	N=128	9%	N=40	4%	N=21	100%	N=466

Table 25: Question 6 with "no opinion" responses

Please tell us how safe you feel in or on each of the following in Fort Collins.	Always safe		Usually safe		Sometimes safe sometimes unsafe		Usually unsafe		Always unsafe		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Downtown Fort Collins during the day	54%	N=515	38%	N=361	7%	N=64	1%	N=5	1%	N=8	1%	N=6	100%	N=959
Downtown Fort Collins at night	13%	N=125	44%	N=422	29%	N=278	7%	N=69	2%	N=23	5%	N=43	100%	N=961
Your neighborhood during the day	68%	N=657	28%	N=268	3%	N=29	0%	N=4	0%	N=1	0%	N=1	100%	N=961
Your neighborhood at night	35%	N=341	47%	N=454	14%	N=137	2%	N=19	1%	N=10	0%	N=2	100%	N=963
Parks	29%	N=275	50%	N=478	16%	N=151	2%	N=18	1%	N=6	3%	N=32	100%	N=960

Please tell us how safe you feel in or on each of the following in Fort Collins.	Always safe		Usually safe		Sometimes safe sometimes unsafe		Usually unsafe		Always unsafe		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Natural areas/open spaces	31%	N=295	49%	N=467	15%	N=140	2%	N=16	1%	N=6	4%	N=36	100%	N=960
Recreation facilities	33%	N=318	39%	N=379	11%	N=104	0%	N=5	0%	N=5	16%	N=150	100%	N=960
Trails	26%	N=252	51%	N=493	15%	N=142	1%	N=13	1%	N=7	5%	N=50	100%	N=958
Fort Collins overall during the day	43%	N=411	50%	N=480	6%	N=56	1%	N=10	0%	N=0	0%	N=3	100%	N=960
Fort Collins overall at night	10%	N=94	55%	N=534	29%	N=275	4%	N=36	1%	N=7	2%	N=17	100%	N=963
Transfort/MAX	7%	N=66	22%	N=211	13%	N=128	4%	N=40	2%	N=21	51%	N=492	100%	N=958

Table 26: Question 7 without "no opinion" responses

Please rate the quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	N=155	47%	N=316	23%	N=155	5%	N=31	2%	N=15	100%	N=671
Disaster response and restoration of services	22%	N=132	51%	N=309	23%	N=141	3%	N=21	1%	N=5	100%	N=608
Fire prevention/education/outreach	19%	N=138	48%	N=346	28%	N=200	4%	N=31	1%	N=4	100%	N=719
EMS/Fire response time	37%	N=222	48%	N=293	14%	N=84	1%	N=6	0%	N=2	100%	N=607

Please rate the quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		Total	
EMS/Fire services overall	36%	N=226	51%	N=322	12%	N=78	1%	N=6	0%	N=1	100%	N=633
Crime prevention	9%	N=65	37%	N=284	40%	N=303	10%	N=77	5%	N=35	100%	N=764
Police patrol	10%	N=82	34%	N=288	40%	N=338	9%	N=74	7%	N=60	100%	N=841
Traffic enforcement	7%	N=59	26%	N=226	36%	N=311	18%	N=156	12%	N=107	100%	N=858
Police visibility	12%	N=104	38%	N=340	37%	N=328	7%	N=62	6%	N=54	100%	N=887
Police response time	15%	N=76	41%	N=211	32%	N=168	6%	N=31	6%	N=33	100%	N=519
Police services overall	13%	N=96	39%	N=293	36%	N=272	6%	N=42	7%	N=56	100%	N=758
Code enforcement (weeds, rubbish/trash, etc.)	9%	N=69	36%	N=269	38%	N=286	10%	N=73	7%	N=53	100%	N=750
Noise enforcement	9%	N=62	31%	N=203	38%	N=247	14%	N=90	9%	N=57	100%	N=658
Animal control	13%	N=88	41%	N=281	35%	N=236	6%	N=44	4%	N=30	100%	N=680
Business property maintenance	11%	N=83	47%	N=353	36%	N=268	4%	N=27	2%	N=15	100%	N=745
Residential property maintenance	11%	N=91	46%	N=376	35%	N=284	5%	N=38	3%	N=21	100%	N=809
Natural Areas and Park Ranger services	41%	N=351	47%	N=399	11%	N=93	1%	N=8	1%	N=6	100%	N=857



Table 27: Question 7 with "no opinion" responses

Please rate the quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	16%	N=155	33%	N=316	16%	N=155	3%	N=31	2%	N=15	30%	N=282	100%	N=953
Disaster response and restoration of services	14%	N=132	32%	N=309	15%	N=141	2%	N=21	0%	N=5	36%	N=347	100%	N=955
Fire prevention/education/outreach	15%	N=138	36%	N=346	21%	N=200	3%	N=31	0%	N=4	24%	N=231	100%	N=950
EMS/Fire response time	23%	N=222	31%	N=293	9%	N=84	1%	N=6	0%	N=2	37%	N=350	100%	N=957
EMS/Fire services overall	24%	N=226	34%	N=322	8%	N=78	1%	N=6	0%	N=1	33%	N=314	100%	N=947
Crime prevention	7%	N=65	30%	N=284	32%	N=303	8%	N=77	4%	N=35	20%	N=194	100%	N=957
Police patrol	9%	N=82	30%	N=288	35%	N=338	8%	N=74	6%	N=60	12%	N=116	100%	N=958
Traffic enforcement	6%	N=59	24%	N=226	32%	N=311	16%	N=156	11%	N=107	10%	N=99	100%	N=957
Police visibility	11%	N=104	36%	N=340	34%	N=328	7%	N=62	6%	N=54	7%	N=68	100%	N=956
Police response time	8%	N=76	22%	N=211	18%	N=168	3%	N=31	3%	N=33	46%	N=437	100%	N=955
Police services overall	10%	N=96	31%	N=293	29%	N=272	4%	N=42	6%	N=56	20%	N=189	100%	N=947
Code enforcement (weeds, rubbish/trash, etc.)	7%	N=69	28%	N=269	30%	N=286	8%	N=73	6%	N=53	21%	N=202	100%	N=952
Noise enforcement	7%	N=62	21%	N=203	26%	N=247	9%	N=90	6%	N=57	31%	N=295	100%	N=954
Animal control	9%	N=88	29%	N=281	25%	N=236	5%	N=44	3%	N=30	29%	N=274	100%	N=954
Business property maintenance	9%	N=83	37%	N=353	28%	N=268	3%	N=27	2%	N=15	22%	N=205	100%	N=950

Please rate the quality of each of the following in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Residential property maintenance	10%	N=91	39%	N=376	30%	N=284	4%	N=38	2%	N=21	15%	N=142	100%	N=951
Natural Areas and Park Ranger services	37%	N=351	42%	N=399	10%	N=93	1%	N=8	1%	N=6	10%	N=95	100%	N=952

Table 28: Question 8 without "no opinion" responses

Please rate the following areas of transportation in Fort Collins.	Very good		Good		Average		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of travel by car	18%	N=166	39%	N=369	31%	N=292	8%	N=79	3%	N=28	100%	N=933
Ease of traveling by public transportation	6%	N=39	23%	N=150	29%	N=191	31%	N=200	11%	N=74	100%	N=654
Ease of walking	23%	N=215	39%	N=372	25%	N=234	11%	N=101	2%	N=23	100%	N=944
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	7%	N=36	30%	N=160	33%	N=177	22%	N=117	9%	N=46	100%	N=537
Ease of travel by bicycle	42%	N=379	41%	N=372	12%	N=110	4%	N=41	1%	N=7	100%	N=908
Availability of parking Downtown	14%	N=126	32%	N=294	27%	N=246	20%	N=189	7%	N=68	100%	N=924
Traffic flow	4%	N=36	25%	N=238	42%	N=396	21%	N=198	9%	N=82	100%	N=949
Street maintenance	11%	N=106	41%	N=383	35%	N=332	9%	N=87	4%	N=36	100%	N=944
Availability of electric vehicle charging stations	4%	N=10	22%	N=52	37%	N=87	24%	N=57	13%	N=32	100%	N=238
Northern Colorado Regional Airport	9%	N=31	29%	N=104	27%	N=96	21%	N=74	14%	N=49	100%	N=354

Table 29: Question 8 with "no opinion" responses

Please rate the following areas of transportation in Fort Collins.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Ease of travel by car	17%	N=166	39%	N=369	31%	N=292	8%	N=79	3%	N=28	2%	N=15	100%	N=948
Ease of traveling by public transportation	4%	N=39	16%	N=150	20%	N=191	21%	N=200	8%	N=74	32%	N=301	100%	N=955
Ease of walking	22%	N=215	39%	N=372	25%	N=234	11%	N=101	2%	N=23	1%	N=10	100%	N=955
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	4%	N=36	17%	N=160	19%	N=177	12%	N=117	5%	N=46	44%	N=419	100%	N=956
Ease of travel by bicycle	40%	N=379	39%	N=372	12%	N=110	4%	N=41	1%	N=7	5%	N=45	100%	N=953
Availability of parking Downtown	13%	N=126	31%	N=294	26%	N=246	20%	N=189	7%	N=68	3%	N=28	100%	N=952
Traffic flow	4%	N=36	25%	N=238	41%	N=396	21%	N=198	8%	N=82	1%	N=12	100%	N=960
Street maintenance	11%	N=106	40%	N=383	35%	N=332	9%	N=87	4%	N=36	1%	N=9	100%	N=953
Availability of electric vehicle charging stations	1%	N=10	5%	N=52	9%	N=87	6%	N=57	3%	N=32	75%	N=717	100%	N=955
Northern Colorado Regional Airport	3%	N=31	11%	N=104	10%	N=96	8%	N=74	5%	N=49	63%	N=600	100%	N=954

**Table 30: Question 9 without "no opinion" responses**

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services.	Very good		Good		Average		Bad		Very bad		Total	
The overall quality of Fort Collins Utilities	34%	N=319	42%	N=392	20%	N=182	3%	N=26	1%	N=12	100%	N=931
Your overall impression of Fort Collins Utilities	32%	N=302	42%	N=392	20%	N=189	4%	N=40	2%	N=15	100%	N=939

**Table 31: Question 9 with "no opinion" responses**

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
The overall quality of Fort Collins Utilities	34%	N=319	41%	N=392	19%	N=182	3%	N=26	1%	N=12	2%	N=19	100%	N=950
Your overall impression of Fort Collins Utilities	32%	N=302	41%	N=392	20%	N=189	4%	N=40	2%	N=15	2%	N=19	100%	N=957

**Table 32: Question 10 without "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Sign up for Connexion internet, TV or phone service when available to you	58%	N=470	17%	N=139	9%	N=72	16%	N=131	100%	N=812
Recommend Connexion service to a friend, relative or colleague	55%	N=330	20%	N=117	8%	N=46	17%	N=103	100%	N=596

**Table 33: Question 10 with "don't know" responses**

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Sign up for Connexion internet, TV or phone service when available to you	49%	N=470	14%	N=139	8%	N=72	14%	N=131	15%	N=148	100%	N=960
Recommend Connexion service to a friend, relative or colleague	35%	N=330	12%	N=117	5%	N=46	11%	N=103	38%	N=360	100%	N=956

**Table 34: Question 11 without "no opinion" responses**

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Very good		Good		Average		Bad		Very bad		Total	
Air quality	13%	N=121	40%	N=372	31%	N=295	13%	N=119	3%	N=30	100%	N=937
Recycling programs	19%	N=180	40%	N=374	30%	N=276	7%	N=68	3%	N=26	100%	N=924
Conservation efforts	22%	N=196	46%	N=413	24%	N=214	7%	N=58	1%	N=10	100%	N=892
Overall quality of environment	25%	N=239	51%	N=487	20%	N=186	3%	N=29	1%	N=6	100%	N=948

**Table 35: Question 11 with "no opinion" responses**

Please rate the quality of the environment in Fort Collins on each of the items listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Air quality	13%	N=121	39%	N=372	31%	N=295	13%	N=119	3%	N=30	1%	N=9	100%	N=946
Recycling programs	19%	N=180	39%	N=374	29%	N=276	7%	N=68	3%	N=26	4%	N=34	100%	N=958
Conservation efforts	21%	N=196	43%	N=413	22%	N=214	6%	N=58	1%	N=10	7%	N=65	100%	N=957
Overall quality of environment	25%	N=239	51%	N=487	20%	N=186	3%	N=29	1%	N=6	0%	N=5	100%	N=953

Table 36: Question 12 without "no opinion" responses

Please rate the quality of each of the programs or facilities listed below.	Very good		Good		Average		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Natural areas and open space	57%	N=533	34%	N=318	7%	N=62	1%	N=11	0%	N=3	100%	N=926
Trails	56%	N=516	37%	N=336	6%	N=52	1%	N=9	0%	N=3	100%	N=915
Parks Overall	50%	N=461	42%	N=389	8%	N=71	1%	N=5	0%	N=4	100%	N=931
Parks in my neighborhood	38%	N=338	42%	N=375	15%	N=133	3%	N=30	1%	N=10	100%	N=887
Dog parks	24%	N=118	38%	N=191	28%	N=141	7%	N=33	3%	N=17	100%	N=499
Timberline Recycling Center	37%	N=243	44%	N=285	15%	N=101	3%	N=19	1%	N=7	100%	N=655
Cemeteries	25%	N=93	49%	N=185	22%	N=84	3%	N=10	1%	N=4	100%	N=376
Golf courses	22%	N=80	46%	N=169	21%	N=75	5%	N=20	6%	N=22	100%	N=365
Athletic fields	23%	N=118	56%	N=283	18%	N=93	2%	N=11	1%	N=4	100%	N=509
Northside Aztlan Community Center	25%	N=111	53%	N=238	15%	N=68	5%	N=24	2%	N=8	100%	N=449
Fort Collins Senior Center	31%	N=145	52%	N=239	15%	N=69	2%	N=7	1%	N=3	100%	N=462
Edora Pool Ice Center (EPIC)	24%	N=114	53%	N=249	19%	N=92	3%	N=13	1%	N=6	100%	N=473
Foothills Activity Center	23%	N=69	45%	N=135	26%	N=76	4%	N=13	2%	N=5	100%	N=298
Mulberry Pool	10%	N=38	41%	N=152	36%	N=136	9%	N=32	4%	N=14	100%	N=372
The Farm at Lee Martinez Park	31%	N=177	51%	N=297	13%	N=78	3%	N=20	1%	N=5	100%	N=577
The Gardens on Spring Creek	50%	N=366	40%	N=286	8%	N=57	1%	N=10	1%	N=6	100%	N=724
Pottery studio	28%	N=54	47%	N=91	18%	N=35	2%	N=4	5%	N=9	100%	N=192
Art in Public Places program	40%	N=261	46%	N=297	10%	N=66	2%	N=12	1%	N=9	100%	N=646
Lincoln Center programs	35%	N=228	46%	N=300	16%	N=105	1%	N=10	1%	N=7	100%	N=650
Fort Collins Museum of Discovery	46%	N=315	41%	N=281	11%	N=73	2%	N=12	0%	N=2	100%	N=682
Adult recreation programs	20%	N=108	46%	N=255	28%	N=152	5%	N=29	1%	N=5	100%	N=549
Senior recreation programs	27%	N=78	46%	N=134	22%	N=62	4%	N=11	1%	N=3	100%	N=289
Youth/teen recreation programs	25%	N=84	43%	N=143	24%	N=78	6%	N=19	2%	N=8	100%	N=332

Table 37: Question 12 with "no opinion" responses

Please rate the quality of each of the programs or facilities listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Natural areas and open space	56%	N=533	33%	N=318	7%	N=62	1%	N=11	0%	N=3	2%	N=23	100%	N=949
Trails	54%	N=516	35%	N=336	5%	N=52	1%	N=9	0%	N=3	4%	N=41	100%	N=956
Parks Overall	48%	N=461	41%	N=389	7%	N=71	1%	N=5	0%	N=4	3%	N=24	100%	N=955
Parks in my neighborhood	36%	N=338	39%	N=375	14%	N=133	3%	N=30	1%	N=10	7%	N=65	100%	N=952
Dog parks	12%	N=118	20%	N=191	15%	N=141	3%	N=33	2%	N=17	47%	N=449	100%	N=947
Timberline Recycling Center	26%	N=243	30%	N=285	11%	N=101	2%	N=19	1%	N=7	31%	N=297	100%	N=952
Cemeteries	10%	N=93	19%	N=185	9%	N=84	1%	N=10	0%	N=4	61%	N=578	100%	N=955
Golf courses	8%	N=80	18%	N=169	8%	N=75	2%	N=20	2%	N=22	62%	N=586	100%	N=951
Athletic fields	12%	N=118	30%	N=283	10%	N=93	1%	N=11	0%	N=4	46%	N=441	100%	N=950
Northside Aztlan Community Center	12%	N=111	25%	N=238	7%	N=68	3%	N=24	1%	N=8	53%	N=502	100%	N=951
Fort Collins Senior Center	15%	N=145	25%	N=239	7%	N=69	1%	N=7	0%	N=3	51%	N=487	100%	N=948
Edora Pool Ice Center (EPIC)	12%	N=114	26%	N=249	10%	N=92	1%	N=13	1%	N=6	50%	N=476	100%	N=950
Foothills Activity Center	7%	N=69	14%	N=135	8%	N=76	1%	N=13	1%	N=5	69%	N=654	100%	N=953
Mulberry Pool	4%	N=38	16%	N=152	14%	N=136	3%	N=32	2%	N=14	60%	N=570	100%	N=942
The Farm at Lee Martinez Park	19%	N=177	31%	N=297	8%	N=78	2%	N=20	1%	N=5	39%	N=374	100%	N=951



Please rate the quality of each of the programs or facilities listed below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
The Gardens on Spring Creek	39%	N=366	30%	N=286	6%	N=57	1%	N=10	1%	N=6	24%	N=225	100%	N=949
Pottery studio	6%	N=54	10%	N=91	4%	N=35	0%	N=4	1%	N=9	80%	N=755	100%	N=947
Art in Public Places program	28%	N=261	31%	N=297	7%	N=66	1%	N=12	1%	N=9	32%	N=299	100%	N=945
Lincoln Center programs	24%	N=228	32%	N=300	11%	N=105	1%	N=10	1%	N=7	32%	N=301	100%	N=951
Fort Collins Museum of Discovery	33%	N=315	30%	N=281	8%	N=73	1%	N=12	0%	N=2	28%	N=263	100%	N=945
Adult recreation programs	11%	N=108	27%	N=255	16%	N=152	3%	N=29	1%	N=5	42%	N=401	100%	N=950
Senior recreation programs	8%	N=78	14%	N=134	7%	N=62	1%	N=11	0%	N=3	70%	N=663	100%	N=952
Youth/teen recreation programs	9%	N=84	15%	N=143	8%	N=78	2%	N=19	1%	N=8	65%	N=608	100%	N=941

**Table 38: Question 13 without "no opinion" responses**

Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Managing and planning for growth	5%	N=48	28%	N=249	33%	N=286	20%	N=180	13%	N=117	100%	N=881
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	7%	N=63	31%	N=280	32%	N=293	16%	N=141	14%	N=127	100%	N=904
Efficient operation of programs and services	11%	N=84	44%	N=343	36%	N=280	7%	N=52	3%	N=26	100%	N=784
Encouraging sustainability in the community	14%	N=127	42%	N=374	31%	N=276	9%	N=78	4%	N=39	100%	N=893
Partnering with the community to address climate change	8%	N=61	34%	N=266	36%	N=283	12%	N=97	9%	N=71	100%	N=777
Overall direction of the City	9%	N=86	45%	N=415	28%	N=258	10%	N=89	7%	N=65	100%	N=913
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	5%	N=45	24%	N=210	36%	N=307	22%	N=188	13%	N=108	100%	N=858
Promotion of the health of the environment of Fort Collins	10%	N=89	45%	N=397	31%	N=274	9%	N=79	5%	N=42	100%	N=881
Promotion of the economic health of Fort Collins	6%	N=48	35%	N=293	42%	N=349	10%	N=83	7%	N=61	100%	N=834
Support of businesses	12%	N=90	45%	N=339	31%	N=235	9%	N=66	3%	N=26	100%	N=756
Encouraging a variety of businesses	10%	N=75	40%	N=306	36%	N=275	11%	N=82	5%	N=36	100%	N=774
Retaining existing businesses	5%	N=39	33%	N=249	42%	N=320	15%	N=111	6%	N=46	100%	N=765

Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Attracting new businesses	6%	N=46	32%	N=227	41%	N=295	15%	N=105	6%	N=40	100%	N=713
Welcoming community member involvement	12%	N=93	36%	N=272	36%	N=276	11%	N=84	5%	N=39	100%	N=764
Listening to community members	9%	N=69	27%	N=205	36%	N=274	16%	N=122	13%	N=99	100%	N=768
Informing community members	10%	N=87	34%	N=288	35%	N=297	12%	N=105	8%	N=69	100%	N=847
Providing opportunities to participate in government activities	12%	N=92	30%	N=218	40%	N=293	11%	N=81	7%	N=51	100%	N=735
Providing volunteer opportunities to community members	15%	N=110	39%	N=290	37%	N=271	6%	N=46	3%	N=19	100%	N=736
Providing emergency information	14%	N=111	41%	N=313	34%	N=262	7%	N=56	3%	N=27	100%	N=768
COVID-19 pandemic recovery	16%	N=119	46%	N=346	29%	N=220	5%	N=37	4%	N=34	100%	N=756
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	17%	N=145	42%	N=351	28%	N=237	7%	N=62	5%	N=42	100%	N=837
Creating a welcoming, inclusive community where all community members feel a sense of belonging	17%	N=144	38%	N=323	29%	N=243	10%	N=85	6%	N=49	100%	N=843

**Table 39: Question 13 with "no opinion" responses**

Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Managing and planning for growth	5%	N=48	26%	N=249	30%	N=286	19%	N=180	12%	N=117	7%	N=64	100%	N=945
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	7%	N=63	30%	N=280	31%	N=293	15%	N=141	13%	N=127	5%	N=44	100%	N=948
Efficient operation of programs and services	9%	N=84	36%	N=343	30%	N=280	6%	N=52	3%	N=26	17%	N=157	100%	N=941
Encouraging sustainability in the community	13%	N=127	40%	N=374	29%	N=276	8%	N=78	4%	N=39	5%	N=52	100%	N=945
Partnering with the community to address climate change	6%	N=61	28%	N=266	30%	N=283	10%	N=97	8%	N=71	18%	N=170	100%	N=948
Overall direction of the City	9%	N=86	44%	N=415	27%	N=258	9%	N=89	7%	N=65	3%	N=32	100%	N=945

Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	5%	N=45	22%	N=210	33%	N=307	20%	N=188	11%	N=108	9%	N=83	100%	N=941
Promotion of the health of the environment of Fort Collins	9%	N=89	42%	N=397	29%	N=274	8%	N=79	4%	N=42	6%	N=61	100%	N=942
Promotion of the economic health of Fort Collins	5%	N=48	31%	N=293	37%	N=349	9%	N=83	7%	N=61	11%	N=108	100%	N=941
Support of businesses	10%	N=90	36%	N=339	25%	N=235	7%	N=66	3%	N=26	20%	N=189	100%	N=945
Encouraging a variety of businesses	8%	N=75	32%	N=306	29%	N=275	9%	N=82	4%	N=36	18%	N=169	100%	N=943
Retaining existing businesses	4%	N=39	26%	N=249	34%	N=320	12%	N=111	5%	N=46	19%	N=176	100%	N=941
Attracting new businesses	5%	N=46	24%	N=227	31%	N=295	11%	N=105	4%	N=40	24%	N=229	100%	N=943

Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Welcoming community member involvement	10%	N=93	29%	N=272	29%	N=276	9%	N=84	4%	N=39	19%	N=178	100%	N=942
Listening to community members	7%	N=69	22%	N=205	29%	N=274	13%	N=122	10%	N=99	19%	N=177	100%	N=946
Informing community members	9%	N=87	30%	N=288	31%	N=297	11%	N=105	7%	N=69	11%	N=101	100%	N=947
Providing opportunities to participate in government activities	10%	N=92	23%	N=218	31%	N=293	9%	N=81	5%	N=51	22%	N=210	100%	N=945
Providing volunteer opportunities to community members	12%	N=110	31%	N=290	29%	N=271	5%	N=46	2%	N=19	22%	N=203	100%	N=939
Providing emergency information	12%	N=111	33%	N=313	28%	N=262	6%	N=56	3%	N=27	18%	N=172	100%	N=941
COVID-19 pandemic recovery	13%	N=119	37%	N=346	23%	N=220	4%	N=37	4%	N=34	20%	N=187	100%	N=943

Please rate the City's performance in each of the following areas.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	15%	N=145	37%	N=351	25%	N=237	7%	N=62	4%	N=42	12%	N=110	100%	N=947
Creating a welcoming, inclusive community where all community members feel a sense of belonging	15%	N=144	34%	N=323	26%	N=243	9%	N=85	5%	N=49	11%	N=101	100%	N=945

Table 40: Question 14 without "no opinion" responses

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent	Number
Very good	21%	N=201
Good	54%	N=504
Average	19%	N=181
Bad	4%	N=36
Very bad	1%	N=13
Total	100%	N=934

Table 41: Question 14 with "no opinion" responses

Overall, how would you rate the quality of the services provided by the City of Fort Collins?	Percent	Number
Very good	21%	N=201
Good	53%	N=504
Average	19%	N=181
Bad	4%	N=36
Very bad	1%	N=13
No opinion	1%	N=10
Total	100%	N=944



**Table 42: Question 15**

<b>Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?</b>	<b>Percent</b>	<b>Number</b>
Yes	60%	N=568
No	40%	N=386
<b>Total</b>	<b>100%</b>	<b>N=954</b>

**Table 43: Question 15A without "no opinion" responses**

<b>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</b>	<b>Very good</b>		<b>Good</b>		<b>Average</b>		<b>Bad</b>		<b>Very bad</b>		<b>Total</b>	
Courtesy	57%	N=318	29%	N=163	10%	N=58	1%	N=8	2%	N=14	100%	N=560
Promptness	51%	N=286	29%	N=160	12%	N=69	5%	N=28	3%	N=18	100%	N=561
Knowledge	50%	N=274	30%	N=166	13%	N=74	4%	N=21	3%	N=19	100%	N=553
Making you feel valued	46%	N=242	26%	N=135	17%	N=90	5%	N=27	6%	N=32	100%	N=526
Overall impression	48%	N=270	32%	N=177	12%	N=67	4%	N=21	4%	N=24	100%	N=559

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

**Table 44: Question 15A with "no opinion" responses**

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Courtesy	57%	N=318	29%	N=163	10%	N=58	1%	N=8	2%	N=14	0%	N=2	100%	N=562
Promptness	51%	N=286	28%	N=160	12%	N=69	5%	N=28	3%	N=18	0%	N=3	100%	N=563
Knowledge	49%	N=274	30%	N=166	13%	N=74	4%	N=21	3%	N=19	1%	N=5	100%	N=559
Making you feel valued	43%	N=242	24%	N=135	16%	N=90	5%	N=27	6%	N=32	6%	N=32	100%	N=558
Overall impression	48%	N=270	32%	N=177	12%	N=67	4%	N=21	4%	N=24	0%	N=1	100%	N=560

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

**Table 45: Question 15B without "no opinion" responses**

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins community members. Please rate City employees on each of the items below.	Very good		Good		Average		Bad		Very bad		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Courtesy	25%	N=54	54%	N=118	20%	N=44	0%	N=1	1%	N=1	100%	N=218
Promptness in responding to inquiries and service requests	20%	N=41	48%	N=98	28%	N=58	2%	N=4	3%	N=6	100%	N=207
Making community members or customers feel valued	18%	N=39	49%	N=103	25%	N=52	5%	N=11	3%	N=7	100%	N=212

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

**Table 46: Question 15B with "no opinion" responses**

Although you may not have had any recent personal contact with City employees, we would like to know your impression of how City employees treat Fort Collins community members. Please rate City employees on each of the items below.	Very good		Good		Average		Bad		Very bad		No opinion		Total	
Courtesy	15%	N=54	32%	N=118	12%	N=44	0%	N=1	0%	N=1	41%	N=153	100%	N=371
Promptness in responding to inquiries and service requests	11%	N=41	26%	N=98	15%	N=58	1%	N=4	2%	N=6	46%	N=173	100%	N=380
Making community members or customers feel valued	10%	N=39	27%	N=103	14%	N=52	3%	N=11	2%	N=7	44%	N=167	100%	N=379

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

**Table 47: Question 16 without "no opinion" responses**

Please select the option that best describes how you think the City should address each of the following aspects of the community.	More effort		Same effort		Less effort		Total	
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	55%	N=98	43%	N=77	2%	N=4	100%	N=179
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	54%	N=493	42%	N=384	4%	N=40	100%	N=917

Please select the option that best describes how you think the City should address each of the following aspects of the community.	More effort		Same effort		Less effort		Total	
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	65%	N=584	29%	N=266	6%	N=51	100%	N=900
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	25%	N=223	69%	N=618	6%	N=58	100%	N=898
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	27%	N=243	70%	N=637	3%	N=30	100%	N=909
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	61%	N=550	36%	N=324	3%	N=27	100%	N=900
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	22%	N=189	71%	N=615	7%	N=65	100%	N=869

**Table 48: Question 16 with "no opinion" responses**

Please select the option that best describes how you think the City should address each of the following aspects of the community.	More effort		Same effort		Less effort		No opinion		Total	
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	50%	N=98	40%	N=77	2%	N=4	8%	N=15	100%	N=194
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	53%	N=493	41%	N=384	4%	N=40	2%	N=21	100%	N=938
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	62%	N=584	28%	N=266	5%	N=51	4%	N=35	100%	N=935
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	24%	N=223	66%	N=618	6%	N=58	3%	N=31	100%	N=929
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	26%	N=243	68%	N=637	3%	N=30	3%	N=24	100%	N=933

Please select the option that best describes how you think the City should address each of the following aspects of the community.	More effort		Same effort		Less effort		No opinion		Total	
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	59%	N=550	35%	N=324	3%	N=27	4%	N=38	100%	N=938
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	20%	N=189	66%	N=615	7%	N=65	7%	N=67	100%	N=935

Table 49: Question 16 - Top 3 Priorities

Please select which three (3) should be the top priorities for the City to focus on in the next 5 years.	Percent selecting as top 1, 2 or 3 priority	Number
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	46%	N=425
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	59%	N=550
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	64%	N=596
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	29%	N=267

Please select which three (3) should be the top priorities for the City to focus on in the next 5 years.	Percent selecting as top 1, 2 or 3 priority	Number
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	34%	N=316
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	52%	N=481
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	9%	N=87

Table 50: Question 18 without "don't know" responses

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs.	Always		Frequently		Sometimes		Never		Total	
The City of Fort Collins local channels 14 and 881	0%	N=1	2%	N=4	10%	N=21	87%	N=172	100%	N=197
Online video FCTV on www.fcgov.com/FCTV	1%	N=8	4%	N=32	21%	N=184	75%	N=673	100%	N=897
City's website (www.fcgov.com)	7%	N=69	35%	N=328	48%	N=447	9%	N=85	100%	N=928
City News eNewsletter	3%	N=30	11%	N=99	26%	N=243	60%	N=552	100%	N=924
Newsletters or brochures from City departments	5%	N=43	13%	N=117	40%	N=370	42%	N=388	100%	N=918
City employees or departments (e.g., contacting by phone, email or in person)	4%	N=36	10%	N=92	46%	N=429	40%	N=368	100%	N=925

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs.	Always		Frequently		Sometimes		Never		Total	
	%	N	%	N	%	N	%	N	%	N
Tracks and Trails (the guide to natural areas activities)	11%	N=98	26%	N=243	39%	N=360	24%	N=221	100%	N=922
"Recreator" (guide to recreation programs)	11%	N=101	22%	N=204	37%	N=344	30%	N=283	100%	N=932
Word of mouth	14%	N=128	43%	N=402	33%	N=304	10%	N=93	100%	N=927
Newspaper (print or online)	10%	N=93	18%	N=168	29%	N=268	43%	N=403	100%	N=931
Radio	5%	N=44	10%	N=97	27%	N=253	57%	N=533	100%	N=927
Television news	4%	N=34	6%	N=51	20%	N=183	71%	N=660	100%	N=929
Social media (Facebook, Twitter, Nextdoor, etc.)	10%	N=95	32%	N=294	32%	N=296	27%	N=248	100%	N=932
OurCity Platform (ourcity.fcgov.com)	1%	N=8	5%	N=48	18%	N=170	76%	N=701	100%	N=927
Engage Platform (engage.fcgov.com)	2%	N=21	3%	N=26	14%	N=133	81%	N=749	100%	N=929
Access Fort Collins	1%	N=10	4%	N=33	23%	N=213	72%	N=662	100%	N=918
City booth at local events	2%	N=19	5%	N=49	37%	N=344	55%	N=509	100%	N=921
Other (please specify)	1%	N=3	5%	N=26	6%	N=31	89%	N=492	100%	N=553



Table 51: Question 18 with "don't know" responses

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs.	Always		Frequently		Sometimes		Never		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Fort Collins local channels 14 and 881	0%	N=1	2%	N=4	10%	N=21	87%	N=172	100%	N=197
Online video FCTV on www.fcgov.com/FCTV	1%	N=8	4%	N=32	21%	N=184	75%	N=673	100%	N=897
City's website (www.fcgov.com)	7%	N=69	35%	N=328	48%	N=447	9%	N=85	100%	N=928
City News eNewsletter	3%	N=30	11%	N=99	26%	N=243	60%	N=552	100%	N=924
Newsletters or brochures from City departments	5%	N=43	13%	N=117	40%	N=370	42%	N=388	100%	N=918
City employees or departments (e.g., contacting by phone, email or in person)	4%	N=36	10%	N=92	46%	N=429	40%	N=368	100%	N=925
Tracks and Trails (the guide to natural areas activities)	11%	N=98	26%	N=243	39%	N=360	24%	N=221	100%	N=922
"Recreator" (guide to recreation programs)	11%	N=101	22%	N=204	37%	N=344	30%	N=283	100%	N=932
Word of mouth	14%	N=128	43%	N=402	33%	N=304	10%	N=93	100%	N=927
Newspaper (print or online)	10%	N=93	18%	N=168	29%	N=268	43%	N=403	100%	N=931
Radio	5%	N=44	10%	N=97	27%	N=253	57%	N=533	100%	N=927
Television news	4%	N=34	6%	N=51	20%	N=183	71%	N=660	100%	N=929
Social media (Facebook, Twitter, Nextdoor, etc.)	10%	N=95	32%	N=294	32%	N=296	27%	N=248	100%	N=932
OurCity Platform (ourcity.fcgov.com)	1%	N=8	5%	N=48	18%	N=170	76%	N=701	100%	N=927
Engage Platform (engage.fcgov.com)	2%	N=21	3%	N=26	14%	N=133	81%	N=749	100%	N=929
Access Fort Collins	1%	N=10	4%	N=33	23%	N=213	72%	N=662	100%	N=918
City booth at local events	2%	N=19	5%	N=49	37%	N=344	55%	N=509	100%	N=921
Other (please specify)	1%	N=3	5%	N=26	6%	N=31	89%	N=492	100%	N=553

Table 52: Question 18 - Top 3 Priorities

Indicate your top three (3) preferred methods of receiving information.	Percent selecting as top 1, 2 or 3 priority	Number
The City of Fort Collins local channels 14 and 881	2%	N=15
Online video FCTV on www.fcgov.com/FCTV	3%	N=27
City's website (www.fcgov.com)	64%	N=576
City News eNewsletter	22%	N=199
Newsletters or brochures from City departments	21%	N=184
City employees or departments (e.g., contacting by phone, email or in person)	10%	N=93
Tracks and Trails (the guide to natural areas activities)	17%	N=157
"Recreator" (guide to recreation programs)	22%	N=199
Word of mouth	26%	N=234
Newspaper (print or online)	23%	N=207
Radio	11%	N=98
Television news	5%	N=42
Social media (Facebook, Twitter, Nextdoor, etc.)	43%	N=384
OurCity Platform (ourcity.fcgov.com)	3%	N=23
Engage Platform (engage.fcgov.com)	2%	N=21
Access Fort Collins	3%	N=23
City booth at local events	4%	N=33
Other (please specify)	3%	N=25

## Appendix C: Verbatim Responses to Open-Ended Questions

Following are verbatim responses to the open-ended question on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. The responses are grouped by category and are in alphabetical order.

### q17: Thinking about the next few years, what is ONE item or focus area you would like the City to improve?

#### *Cost of living/economy/jobs*

- Affordability
- Affordability
- Affordability of living here
- Affordable child care :)
- Affordable childcare
- affordable living
- affordable living
- Cost of living
- Cost of living
- Cost of living
- Cost of living vs income
- Cost of living.
- Economic
- Economic Growth
- Economy
- Economy
- Economy.
- ECONOMY.
- Economy.
- Employment opportunities.
- encourage local businesses, especially restaurants
- Encouragement of small business and retaining character of city
- Ensuring Fort Collins has good employers and bringing new opportunities for our employment base. We are stagnant in this area.
- Helping develop a local food that is not dominated by corporate chains but small local owners.
- Improve Affordability.
- Increased emphasis on quality employment opportunities that pay living wages and close the gap between cost of living and insufficient wages (tied to a job market that is limited).
- Living wages that stay competitive relative to housing costs



- Affordable housing
- Affordable housing
- Affordable housing
- affordable housing
- Affordable housing
- affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing
- Affordable housing I am paying over 50% of my income for rent, then adding heating and electricity I am at 75% of my income. I work 2 somethimes 3 jobs 7 days a week, no time off. I have lost all hope in the last 3 years
- Affordable housing - the state of the housing marking in Fort Collins has skyrocketed and is not sustainable
- Affordable housing (get rid of U plus 2)
- Affordable housing (including for city staff - like subsidized housing for teachers/police/staff)
- Affordable housing (many graduates can't afford to remain here).
- Affordable housing (not just apartments)
- AFFORDABLE HOUSING (which is intertwined by Equity, Diversity, and Inclusion)
- Affordable housing and better public transit
- Affordable housing and getting housing for those in encampments and on streets
- Affordable housing and high speed internet
- Affordable housing and homelessness.
- Affordable housing and more housing options
- Affordable housing for all including middle class. Our children that grew up in Fort Collins cannot afford to live here. If we didn't buy our home in 1984, we could not afford to live here. Fort Collins was a very affordable place to live. Not sure what happened because salaries do not support the current rental and housing prices.
- Affordable Housing for everyone. Caps on rent increase?
- Affordable housing for people FROM here.
- Affordable housing for the elderly.
- Affordable Housing is primary. However, we can't ignore transportation, child care, and for me personally better golf course maintenance
- Affordable housing purchase (instead of rent)

- Affordable housing that allows our kids to afford to stay here if they want and ensures a more broad socio economic make up
- Affordable housing to create a more diverse community so that all socio-economic households can afford a place to live here.
- Affordable housing!
- AFFORDABLE HOUSING!
- Affordable housing! I don't want my only options to be crappy apartments/condos/townhomes.
- Affordable housing! Locals can't afford to live here any more.
- AFFORDABLE HOUSING!!!
- Affordable housing, address the homeless issue by providing housing as some cities have done, not by "criminalizing " them.
- Affordable housing, our real estate prices are out of control. Our homeless population is underserved, and rents are way too high. We need rental properties that are clean, attractive and AFFORDABLE. BY affordable I do not mean rentals that are over \$1,000 per month.
- affordable housing, protecting renters
- Affordable housing, that is also not too dense
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing.
- Affordable housing. More support for people who have economic problems
- Affordable housing. Better cell coverage even if it means adding cell towers
- affordable housing. Housing costs are a barrier to economic advancement and attracting new employees.
- Affordable housing/becoming more friendly to Short-term rentals
- Affordable housing/property taxes
- affordable housing/rental units via increased inventory on the market
- Affordable Owned Housing
- Affordable rentals (note "affordable housing" always means purchase).
- Affordable senior housing for those in the middle that don't qualify for income based government affordable housing but can't afford \$4000-\$5000 for an apartment in a senior community. We seem to only have sunflower estates for single family dwellings. It's tough for average seniors
- Affordable single family housing
- Affordable, quality housing.
- Affordable/attainable housing
- Availability of affordable housing
- Balancing housing needs while not leading to sprawl.
- Come up with a better plan for affordable housing, without putting lower income people in high density settings. Would rather see many small scattered places that live in many neighborhoods, than large high density communities.
- Cost of housing

- Cost of housing, cost of living.
- COST OF HOUSING.
- Facilitating homeownership for lower-income folks. Renting benefits landlords and not tenants. People know this, and see that the city is paying nothing but lip service to this issue. A extra tax on rental income could be used to help offset the costs to the city of homelessness, which has largely been created by a predatory and exploitative rental industry.
- Having homes that don't cost an arm and a leg
- Higher density housing to support easier public transportation
- Homeownership opportunities for first time buyers, not corporations! This city will lose its charm if everything is a nasty rental from Blackrock.
- Housing
- Housing
- Housing
- Housing / affordability.
- Housing affordability
- housing affordability
- Housing affordability
- Housing affordability
- Housing affordability and accountability
- housing affordability and making sure landlords are held responsible for their tenets upkeep of their property
- Housing affordability.
- Housing and shopping are both deteriorating
- Housing availability and affordability
- Housing cost
- Housing for all
- housing for home buyers
- Housing for very low income. Like 0-20% AMI, those with HUD vouchers, and those who need permanent supporting housing.
- HOUSING, HOUSING, HOUSING!!!!!!
- Housing. More of it, more affordability, more variety.
- Housing. My husband and I very much want to stay in Fort Collins long term and raise our family here but house prices are insane -- many have risen 40-100% in the last few years, and there seems to be pushback against every effort to build new housing. It doesn't feel like young working families like ours are being welcomed or prioritized. We are beginning to look elsewhere.
- Improve opportunities for all income levels to access quality housing.
- Improving the amount of available affordable housing
- Low cost housing
- Lowering the cost of renting in the city and giving more back to seniors who have achived sucess and now wishes to retire and can not afford groceries.
- make rent more affordable

- More (and more dense) housing options that are more affordable.
- more affordable and diverse housing choices, not all new developments have to be 700k plus properties
- More affordable housing
- More affordable housing
- More affordable housing for average middle class (not low-income-designated housing)
- More affordable housing for middle class. Not just the lowest class. Rent in general is outrageous in Fort Collins.
- More affordable housing, less luxury apartments
- More affordable housing.
- More affordable housing.
- More low income housing.
- more Pet friendly housing
- More QUALITY affordable housing in SAFE, QUIET neighborhoods. I'm sick of being a disposable, second-class citizen stuck in filthy, unsafe, city-run housing, simply because I'm disabled and have a housing voucher. I was already disabled with PTSD before needing to move to Housing Catalyst housing. Unsafe and unhealthy living conditions at the Village in Shields/Richmond have resulted in rapidly declining health. Housing Catalyst employees, LHS employees, Access Fort Collins employees, and the FCPD ignore obvious code violations and health/safety problems here. My apartment is often surrounded by prohibited cigarette smoke. When my catalytic converter was stolen from this unsafe parking lot, the FCPD declined to pursue an actual investigation, despite one of my security cameras catching part of the theft. For years I'd asked management to install cameras on this crime-riddled property, proving plenty of video evidence to management of sketchy activity around my car and vandalism attempts. Concerns were ignored, and this disabled resident lost her only safe/reliable transportation. Housing Catalyst denied my Reasonable Accommodation request for enforcement of the existing property rules and city code Residents here are disposable. Living here triggers suicidal ideation every day. I'm a CSU grad who used to be middle class. I know the nicer neighborhoods in FoCo are much healthier and safer.
- More renter's rights or an expansion on residential housing rights. Possibly discuss rent caps per year to prevent landlords from significantly increasing rent by more than \$150 when renewals are due. It's tiring to find another home within 6 months noticed while juggling life and work and packing and moving every 2 to 3 years.
- Please work on affordable housing
- Promoting affordable housing and addressing homelessness
- Provide more housing options by revising the city codes to allow ADU's and cottage houses while maintaining U + 2 to avoid disruptive tenants without a long term stake in neighborhood livability
- Providing "real" affordable housing opportunities for seniors on fixed or low-incomes. Small homes and/or town homes.\$100 per month lease is not affordable in any way.
- Quality affordable housing for all.
- Quality AFFORDABLE living, which include housing, transportation and jobs



- Quality housing for lower income groups... especially public service employees (teachers, firefighters etc)
- Reduce cost of housing, e.g. by allowing more dense development, including ADUs.
- Rent control - limit landlords increases per year
- Rent prices and housing
- Senior Affordable Housing. I moved here in 1980 & am currently renting. I cannot afford my rent & can't find a place I can afford. Scared!!
- We need to say yes to affordable housing development.
- Young Career Professionals Housing for low and rising socioeconomic incomes

### *Traffic, roads, and parking*

- Better roads and traffic flow for cars
- BETTER STREET MAINTENANCE.
- Better traffic control. These roads are not meant for the amount of people that are in the city.
- Communication on street maintenance (when certain streets will be limited to no lanes or 1 lane)
- Crosswalk at Ziegler and Old Mill Road
- Deal with trains causing traffic stoppages along Mason. Build overpasses or underpasses at two crossings - maybe Horsetooth and Prospect. Small towns in Wyoming and Montana figured this out 50+ years ago. It's utterly ridiculous that a modern city of our size continues to accept this situation. It's only going to get worse as we grow.
- Downtown parking
- Elizabeth street corridor west of CSU
- Enforce traffic regulations
- I-25 issues, traffic in town.
- Improve/upgrade streets and roads to accommodate ridiculous growth
- Less parking, more bike trails. Complete the poudre trail to Timnath and create biking access to other more remote parts of Fort Collins.
- Maintaining roads and traffic operations
- More handicap parking in downtown
- More permanent repairs to roads instead of temporary fixes like chipseal
- old town parking
- Planning for traffic in new areas north of town. Make roads wide enough. Traffic should be able to get over train tracks at Timberline.
- Please work on improving the parking situation downtown and the flow of traffic. It's pretty good, but it could be better.
- Provide maintenance to our road (Harmony Drive) which our neighborhood payed over \$8,000 apiece to have paved by the city and was supposed to be theirs' to maintain. It's been 21 years now and the road has had zero maintainence.
- Reducing traffic and parking in Old town to promote more walking and cycling
- Road improvement projects get started and take an inordinate amount of time to complete.

- Roads
- Roads and infrastructure - it shouldn't take me 30+ minutes to get from the campus area to I-25. It previously didn't take that long but it seems like every year it takes longer and longer to get out to 25.
- Roads in the city.
- STOP LIGHTS.
- stop shutting down the roads for maintenance. Seems like lane closures are sufficient most of the time. East-West streets being closed for months at a time doesn't seem warranted. And quit with the ineffectual environmental laws like banning plastic bags. The paths to better futures are through technology and not the dictates of petty bureaucrats.
- Study & adjust timing of left turn lights city wide.
- Summer road construction projects worked overnight 10p-6a.
- The damn roads
- The dangerous intersection of College and Trilby and the dilapidated building on that corner
- The roads need reflective paint for the lines because they are impossible to see during rain
- Traffic
- Traffic
- Traffic
- Traffic
- Traffic
- TRAFFIC - INFRASTRUCTURES.
- Traffic and transportation-all streets and traffic are awful during the daytime and it takes far too long to get places.
- Traffic congestion
- Traffic congestion
- Traffic congestion/flow
- Traffic control
- Traffic control.
- Traffic enforcement
- Traffic enforcement
- Traffic enforcement
- traffic enforcement!!
- Traffic enforcement. What has happened?? Blown red lights at every intersection, no respect for pedestrians, no signals, changing lanes in intersections, parking the wrong way, excessive speeds, Raising Canes and Starbucks cause all sorts of ridiculous behaviors.the list goes on.
- Traffic flow
- Traffic flow
- Traffic flow
- Traffic flow & lights, very poor, unsafe management of lights, lanes etc...
- Traffic flow around city.
- Traffic flow around FC is not good, timing on traffic lights is not good.
- Traffic improvement.

- Traffic movement
- Traffic options. I can catch a bus but it takes an hour longer one way. Need better non car options
- Traffic patterns & rental management/landlord accountability
- TRAFFIC PATTERNS, TOO MUCH TRAFFIC, TOO MANY ACCIDENTS.
- Traffic safety, speed limit enforcement
- Traffic seems to be getting worse each year. It's especially difficult to move east and west on the arterials (Prospect, Drake, Horsetooth, Harmony).
- Traffic. This is a tiny town, but driving anywhere takes ages due to having to stop every two blocks for poorly timed traffic lights.
- Why did Prospect remain only 2 lanes, when it was redone years ago???! Just dumb!! And the big expensive cement island taking up the space, what could have been another lane!! Traffic is terrible here!

### *Environmental issues, sustainability*

- Actual sustainability.
- Add composting as a city service to all, build commercial composting site
- addressing the effects of climate change
- Air Quality
- Air quality
- Air Quality
- Air quality
- Air quality
- Air quality and toxic noise pollution
- AIR QUALITY!!!
- Bring back Climate Wise
- Cleaning along the Poudre River Trails
- Cleaning up the eye sore neighborhoods
- CLIMATE ACTION.
- Climate Change
- Climate change and affordable housing
- Climate change and sustainability in neighborhoods.
- Climate Future
- Continue to support renewable energy with goal to attain carbon - neutral status asap.
- Education about saving water - xeriscaping etc.
- Encouraging more sustainable/pedestrian-friendly development (LUC/Removal of U+2/MAX extensions/street conversion/etc.)
- Encouraging use of alternative resources. Protecting solar investment from growing neighbor's landscape.
- Environment
- ENVIRONMENT.

- Environment.
- Environment.
- Environment.
- Environment.
- Environment.
- Environment.
- Environment.
- Environment.
- Environmental quality - stop use of synthetic/petroleum chemicals.
- Environmental.
- Figure out the plan with the Larimer County dump closing.
- Financially incentivise good environmental recycling.
- Fire risk mitigation (In Dec 2021, it did not take much time for about 1000 houses to get destroyed in Louisville. We have same problem)
- Get styrofoam recycling. Clean up some parts of town that are getting run down. More jobs.
- Having better policies to stop littering on residential streets is more important than having laws forcing garbage cans to be hidden on non-collection days.
- Improved air quality
- Incorporate renewable energy practices, especially solar, into public buildings, and where possible, encourage other public institutions (like Poudre and Loveland school districts) to do likewise.
- Increase air quality and more needs to be done on radon mitigation for all housing.
- Land conservation - bike transportation (sorry but 2).
- Less grass, we need watering restrictions
- Make it easier / cheaper for people to xeriscape their front yards so more water can be saved. Our development is only a few years old, but the city REQUIRED builders to install lawns in all front facing landscape areas. This is a tremendous waste of water. The new program to allow people to modify their front yards and get a rebate for installing water wise landscaping is a great idea, but folks I've spoken to say they have had to go back and forth too many times and deal with too many different departments to get an approval.
- making new development areas sustainable - solar xeriscaping.
- Motivating decreased outdoor water use
- Noise Pollution
- Noise pollution (management of street riders @ night).
- Pay attention & water endless development & we will be like A2 - no water!
- Prepare for Climate Change
- Preservation of natural areas
- Preserving the natural and size character of Ft Collins. Stop with the dense housing without the other resources to support.
- Protecting our natural resources, purchasing more open space, and fighting to protect the Cache la Poudre river
- Recycling

- Recycling - what & where?
- Recycling center like Loveland's.
- reducing water use
- Residential and commercial environmental investment (additional energy-saving incentives, viable recycling and composting initiatives, etc)
- Start addressing water limitations now - promote less grass lawns, etc.
- sustainability
- Sustainability without lining the pockets of the already super rich.
- Sustainability, air quality, environment
- To help sustain our natural resources and not over burden our city with overgrowth and improve our infrastructure.
- Water and air quality.
- water conservation

### *Growth and development, retail, amenities*

- Allow duplexes/triplexes in single family neighborhoods
- Allow growth - stop in-fill policies
- Attracting large companies with good paying jobs
- Attracting new small businesses
- Attracting, supporting, retaining business to Fort Collins
- balancing economic and socioeconomic priorities.
- Growth
- Growth management
- Growth traffic patterns.
- Help support the growth of north west Fort Collins (Area 1) and help make it feel less like an industrial highway
- I liked the new proposed land use code, it would have helped with housing supply, climate resilience, and multimodal transportation!
- increase housing density, charge less for permits, and make it more streamlined so we can build more affordable housing, and Less panhandling.
- Increasing amenities outside of downtown, making more "mini" downtowns to encourage walkability in neighborhoods.
- Less effort on controlling developments and in fill, stop demanding more dense development, without reducing the cost of development within city limits. More effort should focus on welcoming developers without increasing or passing on costs to end consumers.
- More amenities in the northeast
- More efficient land development pattern
- More mixed use zoning. Having a good neighborhood doesn't matter if you have to drive 5 miles to a grocery store, or you have to take an uber to go out to dinner and get drinks afterwards. More neighborhoods should have little corner markets, a local restaurant, and a bar to get drinks with your neighbors.

- More mixed-use zoning and walkability
- more shopping (clothing) - not outlets or discount stores - have to drive to centerra now and that still doesn't have a ton of options.
- Physical retail space and entertainment options
- Shopping opportunities
- Smart Growth
- smart growth
- Smart growth, & engagement opportunities.
- Smart growth.
- strategic growth
- Sustainable growth
- The availability of goods and services. Shopping!!
- The city continues to loose small businesses. Local eateries are replaced by chains, local tax man is replaced by H&R Block, and the issue only gets worse. We need to find a way to slow this or reverse it
- The city should do a better job of increasing population density (rather than urban sprawl) in well-considered zones and connecting these areas to public transportation. The city won't be able to grow without additional revenue from taxation, which means an increase in the number of working adults / families.
- Usability of space
- Variety of retail businesses
- We need to build more housing. We need to stop allowing NIMBYs to block new housing. We are in a housing crisis.
- Well thought out growth and maintaining an attractive City.

### *Less growth and development; issues related to growth, planning, and zoning*

- Addressing equity gaps from growth
- Avoid zoning regulations that destroy the existing neighborhood communities.
- Better planning for construction projects by city.
- Consider the people who ALREADY live here when thinking about growth. Slow the growth in Fort Collins. Traffic is becoming a major problem.
- Controlling growth, too much growth without infrastructure to support it.
- Controlling sprawl
- develop and implement policies for balance between growth and maintaining current neighborhood quality
- Do not sacrifice neighborhood character and quality of life to accommodate higher density. Cap administrative growth at current level.
- don't change zoning in existing neighborhoods
- Growth as it impacts safe traffic flow and quality of neighborhood life, particularly in eastern Fort Collins
- LIMIT GROWTH.

- limiting growth to a reasonable amount!! growth will kill the great feel of this city and turn us into Los Angeles Cal.
- Manage Growth to include transportation to handle it.
- Managing the height of buildings. They're too high & hide our beautiful mtrs.
- Plan for growth (infrastructure) before approving these massive subdivisions without streets or sidewalks to accommodate.
- Planning for and managing the problems that are attributable to growth (i.e. competition between citizens for resources and access)
- planning, zoning, permitting
- Planning/zoning. Slower and more balanced growth.
- Preemptively planning for the expansion of our community in a way that creates more inclusive and affordable housing options for our expanding community.
- Quit catering to the land developers. They are ruining this city!!!
- Shortening the Building and development approval process
- Slow down new housing until infrastructure (roads, highways) catch up.
- Slow down on growth. Too many apartments going up, encouraging more people to move here when infrastructure, water supply and open lands are dwindling. Honestly at the growth rate, water will certainly be an issue. More cars, then the air quality goes down, the traffic is crazy, the noise level is up with all the traffic. My question is, why do we need to grow into a northern Denver. Fort Collins use to be a quaint town where you could feel safe. Now, like most larger cities, our homeless population has boomed. With that comes more drugs and crime. SLOW DOWN and fix affordability and safety and cleaning up the crime first.
- Slow the development growth to ensure existing resources, including water, schools, roads, and access to food and services, are adequate to address the current population before adding more.
- Slowing down the new house construction.
- STOP building of more housing units and STOP encouraging people to move here.
- Stop building these affordable housing multiplexes! Stop encouraging development and destruction of open space in the city! Look to Boulder for guidance when it comes to development.
- Stop developing all the land
- Stop developing!! Too many new developments.
- Stop encouraging growth which existing residents have to pay for, either through increased taxes or reduced quality of life.
- Stop touting the myth of "Smart Growth" and crack down on home corporate real estate speculators (so called "investors")
- Stop urban sprawl and destroying natural areas so wild things have a chance to thrive here!
- Stopping developers from building housing THEY want instead of what the current community members need to help stabilize the housing market. I.e. reasonably sized starter homes, not oversized homes with tiny yards.
- stopping growth of the town to many apartments (way to many)
- Too much growth/constant rise of population

- urban sprawl (maybe get some tall apartments or office buildings)
- What to do with less water and extra large population.

### *Transportation improvements, mobility, paths, and trails*

- 1. All major pedestrian walk/bike paths should tunnel under major roads and not interfere with traffic or be a danger to pedestrians (many cross without using the signal). 2. Consider bringing an (automated) Tram back and replace some bus routes. 3. Reroute trains outside of the city during peak traffic hours.
- Adding more roundabouts in congested areas like JFK Pkwy at Home Depot/King Soopers exit.
- Alternative transportation,, especially bikes
- Alternative transportation: Bus availability, bike routes
- Better pedestrian and biker access and safety, especially near major streets needed to access local businesses
- Better support for non-car transportation throughout the city. Even though there are some good bike trails, Fort Collins is still a car centric town, but it doesn't need to be. Better infrastructure for pedestrians (giving them god mode buttons on crossings), cyclists (actual infrastructure instead of paint, more underpasses/ways to easily bypass big roads like S College in more places), and better public transportation. I moved here 2 years ago and there are 2 bus stops in front of my neighborhood, but the busses don't run there anymore.
- Bicycle safety
- Bike lanes and road safety
- Bike path from fossil creek park to fossil ridge high school
- Bike trails, especially across harmony and other missing sections.
- Bikeability and walkability
- Bringing an easy, safe access to a bike path from my neighborhood.
- Commuter train services to Denver or DIA!
- continue to add more bike trails
- ease of movement throughout the community including mass transportation, less busy roads, better bicycle accessed tc.
- Enhancing pedestrian and bicycle safety and infrastructure.
- Expand support and infrastructure, incentives for alternative modes of transportation. Make it practical to live entirely without a car with amenities and shopping with only a short walk or bike ride on safer routes than painted bike gutters.
- Expanding bike trails into District 1. We are completely disconnected from the entire city and have to take dangerous roads to get anywhere.
- Expanding public transportation to the many people who live south of Harmony Road.
- Expanding trails/natural areas
- I would like to see the city become more pedestrian and bike friendly overall. The Netherlands is a fantastic example of how a city can manage this and how doing so causes the local economy to flourish.



- Improve public transportation across the board, stop approving development applications in locations that do not access to public transportation.
- Improve safety and availability of alternative transportation. Control the growth in car traffic.
- Improved access to recreational natural-surface trails and can we PLEASE finally build a world-class bike park in this town!
- improvement of transportation that is not car-centric
- Increase density and keep building out the awesome bicycle network we have I think this solves a lot of problems.
- It is tough if you don't have a car. More public team is needed.
- Many do not have cars. Need curbside pick up for all!!! Need more bus routes.
- Mass transit
- Maybe not most important but extending paved trails to southeast area of FC
- More affordable, easy-to-access transit options to dovetail with active transportation options
- More bike paths
- More bike trails and bike infrastructure
- more mountain bike trails
- More mountain biking opportunities
- More trails
- para transit
- Pedestrian and bicycle access...lanes...trails...some bikes go way too fast on trails...I want more pedestrian pass throughs to trails n from culture de sacs...Golden Meadows is lacking easy pedestrian connectivity.
- Properly maintain the trail system (and complete the trail system that's been in planning stages for decades)
- Protected or separate bicycle access to all the areas of the city - without the distance being three times longer than driving
- public transit
- Public transport
- Public transportation
- Public transportation
- Public transportation
- Public transportation
- Public transportation
- Public Transportation
- Public transportation
- Public transportation
- public transportation (including transforming more areas - foothills mall, old town - to pedestrian/bike ONLY spaces, with caveats for people with disabilities)
- public transportation and non driving options
- Public transportation, address hoelmess
- Reduce car dependency
- Reduce reliance on automobiles; pedestrian only areas

- Transfort availability. Not more Max up north. We need routes that run more than once an hour and run 7 days a week. Not everyone is a college student Not everyone can ride a bike everywhere. Some of us need the bus to go to and from work. Ridership does not reflect this because it isn't convenient the way it is now. PLEASE make city wide access more accessible.
- Transportation
- Transportation
- Transportation
- Transportation
- Transportation
- Transportation
- Transportation
- Transportation - get rid of the train going through town!! Infrastructure.
- Transportation - Increase efficiency for cars. Level of service for intersections and roads.
- Transportation - making it easier to get around with public transportation and try to have to existing roadways keep up with the influx of new residents. It seems the existing roadways can't handle the current number of people.
- Transportation - rail system.
- Transportation - stop approving development w/o getting roads taken care of before development is finished.
- Transportation and mobility
- Transportation and Mobility. Improving this will also help improve the other areas as well.
- Transportation and road maintenance
- Transportation equity - stop centralizing cars in land use and transportation engineering
- Transportation for seniors who cent drive
- Transportation issues
- Transportation planning
- Transportation! Better options for public transit walking biking park and rides etc
- TRANSPORTATION, INFRASTRUCTURE AROUND CSU - SHIELDS, PROSPECT.
- Transportation. We live in North Fort Collins. The new Lemay bridge is fantastic. Timberline I hope is next. The congestion because of growth is horrible during certain times. Growth is going to happen and is good. Traffic that comes with it though, can be overwhelming.
- Transportation: Getting people out of their cars and into their neighbourhood spaces and city.
- walkability / mixed-use land zoning (these are different ways to express the same thing so i think it counts as one :))
- Winter mobility for alternate forms of transportation - walking, cycling, wheelchairs, etc. Side walks need to be plowed.

### *Safety, crime, policing*

- Crime and transient population
- crime prevention

- Crime prevention/intervention (thefts, car break-ins, etc.) - seems to have grown significantly recently
- Crime prevention; traffic law enforcement to include bicyclist violations.
- Crime.
- Drug use & trafficking.
- I would love to see aggressive and speeding drivers ticketed along with ticketing giant diesel trucks who "roll coal" and spit out huge clouds of toxic waste into the air for us all to breathe. Air quality is a concern.
- Increased police force to reduce crime and Illegal drugs in the community to keep our kids safe.
- Lee Martinez Park And most of the river walk is frankly scary. I no longer take my kids to the playground and I no longer feel safe walking the trails.
- Making walking safer by cracking down on people who run stop signs, speed, drive aggressively, don't yield to pedestrians,
- Police enforcement of traffic and animal violations (especially off leash dogs) as it feels like there currently is none.
- Police Response time! Please
- Police response to petty crime and traffic control
- Reduce auto theft.
- Reduce Crime
- Reducing crime of all sorts. This city is not deterring petty or violent offenders.
- Reduction of crime
- Reform Fort Collins Police Department to a community support model and provide significant oversight to their operation.
- Safety
- Safety
- Safety - as I age, I feel more vulnerable. Homeless people roam trails & neighborhoods making one feel unsafe!
- Safety and security. The gun violence in our country is ridiculous. We need children and adults to feel safe everywhere they go.
- Safety for cyclists in need of crossing major thoroughfares.
- Safety for Fort Collins Citizens1. Change all unprotected left hand turns at major intersections to green arrow only. 2. Increase accountability to individuals (homeless or not) that are repeatedly charged with theft, violent crimes, and using meth & fentanyl openly in public. The current trend towards leniency will wreck this beautiful city and harm the innocent kids and families.
- Safety in Old Town at night
- Safety- reduce crime
- Safety.
- Safety.
- SAFETY.
- Safety.
- Safety.

- Safety: playgrounds/parks/natural areas/trails without drug needles or passed out drug users. Walk downtown without harassment or worry of harm to family. Provide support for homeless persons that are willing to get drug counseling, maintain sobriety, seek and maintain a job.
- seriously step up enforcement of off leash dogs and dog waste

### *Homelessness*

- address homelessness
- Addressing camping in city. It is unsightly, often indicative of crime and shows a bigger problem in our city.
- Addressing root causes of homelessness
- Addressing the growing homeless and people asking for money on the streets and intersections.
- Addressing the homeless population and keeping the trails and parks clean and safe
- Better help for the homeless population. Y'all aren't doing enough. One overwhelmed shelter is not good enough.
- City needs to get a handle on the transient and homeless population. If not, our city will be no different than downtown Denver.
- dealing with the homeless at the max stations (i.e. get tougher on their b.s.)
- Dealing with the homeless situation from a safety perspective
- Eliminating homelessness
- Fix the homeless issue. They are killing our city
- Get rid of homeless and street people (we are not Boulder).
- Get rid of homeless people & beggars on our street corners.
- Homeless and drug issues on trails makes my wife and family unsafe. Please clean up the tent cities and homeless on our trails, parks, and public areas. Police response is abysmal. Police did not show up when an aggressive drunk person attempted to enter my home at 4 a.m. with my wife sleeping alone in the home.
- homeless as a result of drug use and mental health seems to be an issue, particularly in Northern Fort Collins
- homeless folks setting up camps/sleeping in parks, on trails
- homeless issue...way out of control...there needs to be an ordinance to stop PANHANDLING...other cities do not allow PANHANDLING and there are signs on the streets telling people not to give and that it only makes the problem worse...it needs to be banned....we should not be a magnet city for the homeless
- Homeless population
- HOMELESS POPULATION
- Homeless population and business interactions in North Fort Collins area
- Homelessness
- Homelessness
- Homelessness
- Homelessness
- Homelessness
- Homelessness and panhandling.

- Homelessness and safety
- Homelessness and theft by the homeless.
- Homelessness issues
- Homelessness/transient population
- Homelessness/Vagrancy
- House people experiencing homelessness, do not punish them
- Need to enforce camping bans
- Reduce homeless population.
- Reduce Homelessness and transient populations
- Removal of transients and pan handlers....there seems to be more and more of them on every corner, especially around public transportation areas.
- Remove the homeless camps throughout downtown and the parks
- Stop giving homeless handouts without action on their end.
- Take steps to address homeless crises
- The Homeless population
- Tired of homeless having more rights and attention than tax payers and regular citizens
- Transients, illegal aliens and drugs

### *Government policies, spending, service delivery, etc.*

- Be more conservative & less "woke" on policies that will never work anyway.
- Be open, honest, and complete as to the necessary trade-offs for every new initiative or expansion of existing programs and facilities. Rather than living within our means, the default mindset is to promise more with little or no cost disclosure, then raise fees and pursue new taxes earmarked for basic services rather than the expanding collection of fluff.
- City Council should listen to the neighborhood residents's concerns about Additional Dwelling Units and zoning changes. City Council should NOT be able to override HOA's criteria for the neighborhoods. The character of Fort Collins is threatened by these proposed drastic changes. People have moved here for the quality of life of Fort Collins. Now those same people WANT TO CHANGE OUR GREAT CITY. Please be more visible with proposed changes. Reach out to residents early in the process of proposed changes. Council members, attend your district's HOA meetings. Talk with residents in your district. Go to the schools in your district. Knock on resident's doors and inform them of major proposed changes. City Council members should REPRESENT their district WITH INPUT from the neighborhood citizens. Have a regular monthly meeting for your district, meet at a public facility in your district, make it easy for people to participate.
- City government listen to citizens
- Code enforcement on vehicles, especially the vehicles that make loud noises excessively (think exhausts) which are disruptive to the residents living in their homes, and speeding down residential roads.
- communication. i have no idea whats going on and the website is a labyrinth. and yes I follow social media channels of the city.

- Community input.
- Community planning for the future with extensive community input
- corrupt police dept and city council members
- Cost of services (rates/taxes/fees). I love Fort Collins, but sometimes think there is a growing population within the city that won't be able to afford Fort Collins being the best. Living in a really good city for less cost may be better than living in the best city for too much cost. I would like to see the city focus on efficiency of services.
- Cost of utilities
- Enforcement of city code in neighborhoods.
- Enforcement of the noise codes - especially with respect to the ultra-low-frequency boom cars
- Enforcement of U+2, housing code violations, and code enforcement (appearance code enforcement)
- Eradicate "u+2", nobody wants it
- Feels like there is zero connection as a city anymore. City vs citizens now.
- Focus on basic services instead of all the diversity equity inclusion and environmental
- Focus on local issues, not climate change B.S.
- focus on the 95% of us living here, quit spending time and money on fringe projects. Fix the streets, reduce noise, fire all snow removal people and replace with a competent organization.
- Fort Collins City Council members, the City's Manager's Office, and the city staff need an IMMEDIATE plan to address the blatantly unfair and unequal treatment of People of Color (racial disparities) in the greater Fort Collins community. This was thoroughly documented in graphic quantitative and qualitative data points in the Equity Indicator Final Report (EI Report), published March 31, 2021. There have been NO targeted actions which demonstrate a REASONABLE attempt to communicate this report to the Fort Collins community to ensure community members awareness and understanding of the report's findings. In FACT, more than two years later, there still is NO formal Equity Plan in place, despite explicit commitments since 2021 to develop and implement such a plan (with community engagement and involvement). Rather, the current multi-page list of items constitute an ineffective and inconsequential response to the report. In FACT, less than 17% of the actual measures in the report have EVEN been posted to the INCOMPLETE equity dashboard, which seems to be the ONLY city attempt to communicate ANYTHING of substance from the EI Report. Amazingly, and disturbingly, blatant racial disparities continue unabated, and adversely impact communities of People of Color on a daily basis, while "known and willingly allowed" by the City's elected officials, the city manager's office, and the entire city staff. Ironically, this ongoing suppression of the report's findings, and the lack of intervention of a mitigation equity plan, is itself an instrument of systemic and institutional RACISM, the very "thing" the city mayor, city manager, and city published narratives stated would be "dismantled" by actions taken by our elected officials, the city manager's office, and the city staff, including the Equity Office created in 2021. Again, in FACT, the report identifies that many city policies are directly and indirectly adversely impacting People of Color, with horrific consequences to them and their families. The report findings remain vastly uncommunicated to the public at large, which prevents understanding and motivation for the policy changes that are needed to foster an equitable community. There needs to be an

IMMEDIATE intervention by the elected officials (City Council), and the City Manager to address this egregious situation, or by some outside legal entity. The EI Report needs to be communicated, addressed with root cause analysis, and targeted substantive actions taken, which would name, analyze, and address the stunning racial disparities rampant within our community, deeply impacting People of Color across all financial, housing, educational, economic, and cultural areas. Anything less would be an ethical and moral failure by the City's elected officials, the City Manager, and the City staff. People of Fort Collins, and especially People of Color across the community, deserve BETTER.

- FREEDOM & RIGHTS OF CITIZENS - LESS REGULATION.
- Functionally! communicating and working with the community.
- general government
- General government.
- General government.
- General information on volunteer events, city events and activities.
- Get a VSO that cares about veterans and actually does their job. The current VSO might as well just spit on veterans.
- Get rid of realtors on city council center (money in their pockets).
- Get rid of triple charge electric times. Charge what is cost, make bills more affordable. Heat, cooling, cooking are necessity's.
- Helping residents thrive through increasing economic hardships.
- I feel like the City doesn't listen to the citizens regarding land development, and chronic traffic issues. I have participated in community meetings and it seems that the concerns of our residents are ignored. The City does the opposite of what the people want! The City cannot rely so much on the developers to provide infrastructure updates. Sidewalks, yes. but the roads are deteriorating before the development is done. Then, added traffic caused by the development means more wear and tear. The City is in a constant state of trying to catch up! Stop. Re-access. Replan. Reallocate. Do something different, because what you are doing now, isn't working!
- I hope the City continues to center equity in its zoning and housing decisions despite complaints from a vocal minority who don't actually stand to lose anything if more people can afford to live here. Continue community engagement around these issues but please ensure historically excluded populations are not left out of the conversation.
- I would like the City and the Council to take into consideration the people that reside here and while I want to care for those that are truly homeless, there are areas that need to be addressed. The drug use is number one! As a person that lives in Old Town and is over 70, we at times are afraid to walk at night and go downtown to eat due to being accosted by someone. We moved to Old Town so that we could walk everywhere. My husband and I feel the needs of some of these transient drug users are put before our needs.
- I would like to see the abolishment of U+2 in order to give renters more rights. The law is broken all the time and in turn the landlord or management can pretty much do what they want to the renter. Landlord or Management is under threat from a fine, but the renter is under threat by losing their home. It's an elitist law that favors the Landlord and gives them the right to not

fix things, to make renters pay out of pocket for issues and to charge extra for rent on threat of eviction. This is something that really needs to be addressed if we want inclusion, poverty outreach and economic growth.

- Improve culture to moderate stance away from progressive ideology
- Improving efficiency of approval process for new businesses.
- Infrastructure sewer lines in South College Heights are antiquated!
- Insure adequate water supply for long term needs
- Internal services so AI and online capabilities/features are available for residents/tourists. It's not sexy or visible work but necessary in order for staff to serve their community.
- Keep tax dollars within the city rather than spending out of town / state!
- Less focus on Climate Change and social programs in general more focus on a more efficient operating government and spending less \$\$\$ !
- Less time and energy on ESG/diversity emotional imperatives, more on enabling business.
- Listen to all residents, not just high profile advocacy groups.
- Listen to the community on the land use code. Stop forcing development of multi family development. Let development happen at its own pace without city council involvement. Enforce building codes for the multi family units currently being built. Many of them are ugly and look like Russian gulags.
- Listen to us when we say we don't want more density.
- listening to its citizens
- lower property taxes!
- Lower taxes
- Massively cracking down on the corruption within the Fort Collins Police Department and their affiliates who are also very corrupt
- No mandates.
- Operating within their budget
- Pay inequality! City executives make way more than the rank and file. city manager is WAYYYYY overpaid.
- Protect and respect private property rights and property value
- Reduce climate change involvement. This is a waste of our time. energy and resources. I would like to see city utilities expand the timeline for keeping Rawhide open as natural gas fired power plant and less emphasis on wind and solar.
- Reduce utility connection and PIF to encourage cheaper and more plentiful low income housing - both single family and multifamily. Also increase the % of homes that must meet the low income qualifier in a development and create incentives for entire neighborhoods to be constructed as low income. Additional rules may also be necessary to allow construction of these houses in more areas around town and near other neighborhoods of different prices.
- Reforming the land use code (i.e., upzoning, ending single family zoning) so that we can have more, and therefore more affordable, housing as well as more walk-able and bike-able communities.
- Reinstate anti-loitering law.
- Removal of u+2 law.



- Remove time adjusted surcharge Property tax values, it is exorbitant. My property went up \$172k! That's what I paid for the property 20 years ago! Increases like these do not allow for retirement! Help out long term homeowners!
- Replace head of social sustainability department
- Rethink the Land Dev. Code - Keep RL zones and established neighborhoods as they are. Approve ADUs and basement apartments.
- Sincere Goals-Currently the Council Passes laws that are soon ignored. A priority is a talking point, apparently
- Snow removal
- Snow removal and plowing, I think that it should cover more than just a few main roads in the town.
- Stay out of citizens life's by trying to solve problems that don't exist. Example: deciding on which garbage collection service to use for the entire city. Also regulating the rental market through invasive inspections.
- Taking care of employees and providing necessary infrastructure, the City is hemorrhaging talent. Council continues to focus on non-sensical issues and has failed to address core service deterioration adequately.
- Taxes.
- The absurd increase in residential taxes as a result of unrealistic property values combined with high inflation is making it hard to make ends meet. Getting these costs for residents under control is critical.
- Utilities maintenance management/communication - specially underground utilities
- VERY MUCH OPPOSED TO THE NEWLAND USE CODE THE CITY COUNCIL PUT THROUGH. NOW REPLACED.
- We need a demolition ordinance if we want to have any true positive effect upon the climate. We have got to stop throwing buildings into landfills and then harvest, process, hauling and installing all brand new materials from all over the world. That's a LOT of energy use when the old building could have been modified or added on to with less energy spent overall.
- website

### *Recreation and parks, open space*

- A bike park at the former Hughes Stadium site.
- An indoor pool recreation center.
- Better baseball & softball facilities we are 20 years behind other cities!
- Build a Recreation Center with a pool in the southern part of Fort Collins.
- Build a indoor pool!! Or indoor water park with great food and whatever people want. You don't want a indoor mall. Fine make in door something so all the kids and mothers have somewhere to walking inside all year long!.
- Can you give FC residence a priority when signing up for recreation classes? It is impossible to get either of my kids into many programs. We pay the taxes.. it should not be open to Loveland

/ Windsor residents until Fort Collins residents have a chance to sign up. Also, please improve the website.

- Creating indoors playground for kids
- Culture parks & recreation.
- Improve quality and quantity of off leash opportunity for dogs and their humans.
- Increased support for parks & req.
- Keeping up the parks and rec. The investment isn't there to keep things in good shape. The longer you wait, the more painful it will be to catch up.
- Maintaining or increasing open space in the heart of the city area -- near Old Town and west toward the foothills.
- More open space, less apartments and high-rises
- More permanent pickleball courts
- More Pickleball courts, neighborhood livability and social health
- More pool space for lap swimming
- More senior centers, like north, east & west.
- Mountain biking
- Off leash dog areas
- Park maintenance
- Parks - improving existing parks
- Parks and open spaces
- Poudre River area.
- Protect the infrastructure in the Parks system.
- Providing more trails and recreation in natural areas.
- Recreation
- Registration for Rec prokaryotes always so clunky.
- Stop filling every available open green space with concrete and asphalt
- The City should have things like bike parks for its residents, rather than continuing to maintain and follow a somewhat antiquated parks model.
- The public pool situation needs to be better.

### *Diversity, equity, and inclusion*

- All equal.
- DEAI efforts
- DEI
- DEI
- Diversity
- Diversity
- Diversity
- Diversity, equity, and inclusion
- improving city diversity in the city population
- Improving Natural Areas and overall invest in the people that do the work at the City

- Inclusivity
- inclusivity, cultural relevance, and diversifying workforce
- Inclusivity, welcoming other races and cultures.
- Less DEI
- Lgbtq community center
- More support for Cultural Services and Parks/Recreation which make our city a great place to live
- More welcoming efforts for LGBTQ+ and people of color and inclusive community education for those who are not.
- Working on being more culturally diversified. Helping people of marginalized communities feel more welcome and not blatantly shunned and ignored including in working environments. Improving cell phone and internet connectivity. Expanding Transfort to outside communities Wellington and others

### *Neighborhood livability*

- actual usable accessibility, not just what someone tells you is accessibility
- Better walkability
- Fostering livable neighborhoods, the development that is happening around Fort Collins at present is seemingly developer-driven and will result in sprawl,
- improved mobility/convenience/accessibility for non-drivers citywide
- Livability
- livability
- Livability, safety, accessibility for quality of life.
- Livability; housing, transportation, etc.
- Maintaining the quality of living in Fort Collins without trying to increase the density of housing and people so much that it decreases the existing quality of living
- Make this city appealing to professionals/entrepreneurs instead of attracting the homeless!!
- Mobility.
- neighborhood livability
- Neighborhood livability
- Neighborhood Livability & Social Health
- Neighborhood livability & social health.
- Neighborhood livability & social health.
- Neighborhood livability & social health.
- Neighborhood livability / social health.
- Neighborhood livability and quality of life, especially areas adjacent to CSU
- Neighborhood livability and social health
- neighborhood livability and social health
- Neighborhood livability and social health.
- Neighborhood/neighbor involvement and agency in planning and zoning decisions that affect their neighborhood

- Neighborhoods - law enforcement including enforcement of laws controlling vagrants, drugs, traffic, etc. Have issues in every Main Street and parking lot.
- Protecting the quality of life for residents who have lived here for a long time and made Fort Collins the desirable place to live. Instead of bringing in out-of-state developers and investors who are chasing out long-time residents.
- respect existing neighborhoods; stop filling in small tracks of land with multi housing (that is still not affordable). stop destroying the character of existing neighborhoods. Stop creating more traffic issues with more housing in already established neighborhoods.

### *Northern Colorado Regional Airport, airport options*

- Better options for the airport - no commercial flights to anywhere any longer
- Making Northern Colorado airport more viable for U.S. travel.
- More airport options
- Northern Colorado Regional Airport
- Northern Colorado Regional Airport
- Northern Colorado Regional Airport

### *Community events, groups, activities*

- Activities for people in 20-30s
- Improve Taste of Fort Collins
- Lincoln Center Concerts
- More community events.
- more community involvement/ volunteer opportunities
- More cultural opportunities within the city, clean up homeless in parks, deal with traffic problem, too many people for old road system.
- More money and attention to volunteer programs and volunteer supervisors throughout the city.
- single mom support programs. which is after school rides and kids activity transportation.

### *Other*

- Abolish 'Utz'!
- appearance of city north of Old Town
- being able to have a hospital on the west side of the railroad
- Better technology, trying to sign up for recreation programs or pay a ticket is awful because the technology is so old
- CELL PHONE SERVICE!! It's SO bad, and very worrying should there be an emergency. I get zero service at my child's school!
- Cell reception! Access to the internet when out is worse than any place else I've ever lived, including remote areas.

- Cell towers!!!
- Collaboration - There's so many pieces that overlap.
- Coloradoan is very encourage a daily well-rounded newspaper. narrow bale mere.
- Customer service for all business!
- Dog friendliness. I.e. being able to go places and enjoy your day while you have your family (dogs) with you. I would really like the City to consider giving dogs a special "go places" pass if they get a canine good citizenship or equivalent. We could promote good pet ownership, and well behaved dogs. Everybody benefits from well behaved dogs. I would not have any requirements for how the training should be done, simply a decently stringent test to prove the dog will behave decently in public and that would allow the dog access to some places that would not ordinarily be dog friendly.
- Enforce pet related ordinances: More effort to keep domestic cats from roaming the neighborhoods and to insist that dog owners pick up their animals' poop.
- I live in Avery Park. It is over-run with scooters on sidewalks, 5 people living in housing where U+2 isn't enforced. A run down King Soopers. I'd rather have an airBnb then the college. Moving to Loveland soon, just like all my neighbors
- I plan on relocating within the next year-due to aging.
- mental health support
- Public Health
- Support and create local art
- Support for better(taller) cell towers. Restrictions due to aesthetics will only further hinder growth and safety of this city.
- support of non profit human service organizations
- Teachers
- Teachers salaries and the educational system.

N/A

- ?
- NA
- NA
- NA
- NA
- NA
- no ideas
- None
- Not sure.
- Nothing comes to mind

**q18: Other (please specify)**

- -
- unless it comes in the mail or direct to me email
- (didn't mean to click 'other', but to specify in social media, Reddit in particular has been useful )
- ?
- Accidentally selected and it won't reset
- Advertisement on the library bulletin board
- Announcements sent through the post
- Booklets or some means to call City with all services and phone numbers to call
- City website or social media
- clicked in error
- Coloradan
- Coloradan News on email and on line..
- Coloradoan.
- Coloraodan
- Connexion outreach
- Development newsletter
- Didn't mean to click that
- dumb question if I checked "never"
- Email/Text
- emails
- err, I selected Never for other
- Facebook
- Food tax rebate
- Fort Collins Chamber
- Fort Collins Neighborhood Watch
- Fort Collins police facebook
- Fort Collins Police Services
- friends, radio and tv
- Google search
- Health info source
- i checked never
- I didn't select other it's part of the statement
- I don't have a response to this question
- I don't receive any information from the city. Typically by mail (elections and Healthcare info) if any is received. E-mail would work but that gets difficult (with all the spam now days)
- I gat volunteer notices from forestry dept
- I have felt there is a paucity of information the last five years, at least in part due to poor coverage in the local paper.
- I look up the information or department I need.
- I marked never

- I said never
- I scrolled up and found everything covered but could not find a way to unselect. I have to type something here :(
- I selected never
- I selected never
- I usually attempt to contact the city department or facility I have a question about. Please note some of the sources listed I never even heard of so maybe that speaks to my lack of involvement, or your lack to reach citizens. Not really sure which.
- I was trying to get the response selection
- Information provided by other local government that includes FC e.g. Larimer County
- internet
- Internet - mostly local news apps.
- Internet
- It made me choose something
- KUNC
- Larimer County website or newsletters that overlap with the City of Fort Collins
- local internet news source
- Mail
- Mailed City Information
- mistake
- my local council women-Mrs. Cananico is very informative
- N/A
- N/A
- N/a
- N/A
- n/a
- N/A
- n/a
- N/A
- N/A
- n/a
- N/A
- N/A
- n/a
- n/a
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- N/A
- n/a
- n/a
- n/a
- N/A
- n/a

- N/A
- n/a
- N/A
- N/A
- na
- Na
- na
- Na
- Neighbor
- Neighborhood Watch
- Newspaper
- Next door app and Facebook
- Non profits
- None
- none
- None
- none
- None
- None
- none
- Nothing
- nothing to say
- O
- Online news channels and other social media outlets (like Fort Collins' Reddit).
- oops
- oopsies! Didn't want to comment.
- postings at rec center bulletin board
- Preserve Fort Collins
- Printed materials handed out if available from the City (better for people less inclined to use technology and the internet.)
- r/fortcollins on Reddit
- reddit
- Reddit
- Reddit, email from Larimer County, flyers at libraries
- School advertising
- selected never
- Social Media (Reddit): r/FortCollins
- the city of fort collins website
- The Coloradoan
- The Coloradoan newspaper
- The Fort Collins reddit page, that's how I found this survey!
- things sent to my home to inform me of issues/opportunities



- Tv
- Usually word of mouth.
- W
- Walking around old town
- Website
- Where is the option for "I didn't know any of these resources existed"?
- word of mouth
- word of mouth from city employees

### q18: Other (please specify) – Top 3 preferred method

- \* Make fc gov.com easier to find info \* on city events.
- .
- ?
- Be honest about recycling - most of the trash still ends up in the landfill. You're too woke on that subject!!
- bulletin boards at rec center
- Coloradoan.
- Direct Mail
- Email blast would be nice
- Email, newsletter should be more frequent like it was. Never heard of engage or our city platform
- Email.
- Email/Text Message
- flyers in with utility bill
- Fort collins police facebook
- I can't remember the last time Emily Francis held a town meeting or a greet and meet or anything to interact with constituents. She is AWOL 'mayor pro term'
- I don't know what my preferred methods are because I didn't know most of these even existed to be able to form an opinion about them.
- I live in Fort Collins.
- I wish we could get push alerts for emergencies
- I'd prefer to receive updates via email so that I can read them and/or return to them when convenient. It's also not wasting paper that people just end up throwing out eventually.
- I'm not sure. I think there's a fine line between receiving useful info and getting city spam, and FC tends toward the latter on most cases.
- individual letter, please
- Information in utility bill
- Inserts with utility bill
- Letters
- Mail.
- N/A.

- N/A.
- Neighborhood events.
- North foaty news collegian paper.
- Nothing at this time.
- r/fortcollins on Reddit
- Receive a post card
- Since I had no idea some of these such as Engage, Access, Tracks and Trails even existed, I would like to see direct mail or email to individual households to better communicate and keep citizens informed.
- Smoke signals.
- text
- Texts.
- Will check out some of the '4's.
- would be nice to get a newsletter with heads up about goings on and not just AFTER they have happened.

### **D11: Prefer to self-identify**

- (1) Also: free spirit (2) coffee pot (3) moonbeam vi.
- Aromantic Graysexual
- Demi
- FORD TRUCK.
- God made male + female only 2 genders.
- Married couple.
- No
- TRANSGENDER IS SOMEONE WHO PONKED OUT! SIN.
- Transgender, two spirit, non binary... really? Not necessary.
- WIDOWED.

### **D12: Prefer to self-identify**

- 1/2 white 1/2 Hispanic.
- Caucation.
- European
- European American.
- European.
- German.
- HUMAN RACE.
- JEWISH.
- Multi-ethnic multi-racial
- Multi-racial
- NONE OF YOUR BUSINESS!

- Slavic American
- Spanish.
- Spanish/native American.
- Unknown

## Appendix D: Responses to Selected Survey Questions by Respondent Characteristics

The subgroup comparison tables contain the cross tabulations of selected survey questions by respondent characteristics. Most ratings are shown as an average rating on 100-point scale (e.g., 0=very bad, 100=very good), all others are shown as percent positive ratings (e.g., percent “very good” and “good”). Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations.

For each pair of subgroups that has a statistically significant difference, an upper-case letter denoting significance is shown in the category with the larger column proportion. The letter denotes the category with the smaller column proportion from which it is statistically different. Differences were marked as statistically significant if the probability that the differences were due to chance alone were less than 5%. Categories were not used in comparisons when a column proportion was equal to zero or one.

Items that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 53, homeowners (A) gave a significantly higher average rating (82) for Fort Collins as a place to raise children than renters (B; 75). This significant difference is denoted by the “B” in the homeowners cell for that line item.

## Comparisons by Respondent Characteristics

Comparisons by respondent length of residency, tenure (rent/own), employment status, gender, age, race/ethnicity, and sexual orientation.

**Table 53: Aspects of Quality of Life and Community by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate Fort Collins as a community on each of the items listed below.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Overall, as a place to live	87 D	86 D	83	81	85	84	85	84	84
As a place to raise children	83 D	80	80	77	82 B	75	80	79	79
As a place to attend college	84 C D	81	79	79	80	81	79	84 A	80
Quality of public schools	74	69	71	71	73 B	68	71	73	71
As a place to retire	74 C D	68	65	66	70 B	65	67	72 A	68
Openness and acceptance of the community toward people of diverse backgrounds	67 B	59	67 B	64 B	66 B	62	64	65	64
Availability of affordable quality childcare	40	41	36	43	41	38	39	46 A	41

Please rate Fort Collins as a community on each of the items listed below.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Availability of affordable quality housing	24	21	27 B	28 A B	30 B	18	23	31 A	25
Overall quality of life in Fort Collins	83 C D	81 D	78	75	80	78	79	78	79

Table 54: Aspects of Quality of Life and Community by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please rate Fort Collins as a community on each of the items listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall, as a place to live	84	87 A	80	85	85	84	85	84	83	86	84
As a place to raise children	78	82 A	77	79	81	80	80	82	68	81 A	79
As a place to attend college	81	82	74	81	79	81	81	82	75	82	80
Quality of public schools	72	71	67	69	73	72	72	69	64	72	71

Please rate Fort Collins as a community on each of the items listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
As a place to retire	69	69	76	69	65	71 B	69	71	57	70	68
Openness and acceptance of the community toward people of diverse backgrounds	67 B	63	65	64	64	66	64	65	61	65	64
Availability of affordable quality childcare	40	39	45	36	41	44 A	38	46	38	40	41
Availability of affordable quality housing	26 B	22	27	21	25 A	31 A B	23	26	25	24	25
Overall quality of life in Fort Collins	80	80	73	81 B	77	79	79	82	78	80	79

**Table 55: Resident Loyalty by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please indicate how likely or unlikely you are to do each of the following:	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Recommend living in Fort Collins to someone who asks	81 C D	76 D	73 D	66	74	74	74	73	74
Remain in Fort Collins for the next five years	70	76 A	77 A	82 A	83 B	66	75	79	76

**Table 56: Resident Loyalty by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please indicate how likely or unlikely you are to do each of the following:	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Recommend living in Fort Collins to someone who asks	73	77 A	77	77 B C	73	72	75	77	81	76	74
Remain in Fort Collins for the next five years	72	81 A	68	67	82 A	83 A	78 B	66	81	76	76



**Table 57: Promotion of Social Health by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the City's performance in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	51 B C D	45	45	46	51 B	42	47	48	47

**Table 58: Promotion of Social Health by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	49	47	44	46	46	50 B	47	48	46	48	47

**Table 59: Quality of Neighborhoods by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the quality of your neighborhood on each of the items listed below.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Your neighborhood as a place to live	80	78	82	81	83 B	76	80	82	80
Your neighborhood as a place to raise children	72	73	79 A	77 A	81 B	64	75	77	75

**Table 60: Quality of Neighborhoods by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the quality of your neighborhood on each of the items listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Your neighborhood as a place to live	79	82 A	77	77	81 A	85 A B	80	83	83	81	80
Your neighborhood as a place to raise children	73	79 A	74	68	79 A	80 A	75	75	65	76	75

**Table 61: Access in Neighborhood to Everyday Needs by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the quality of your neighborhood on each of the items listed below.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	75 C	73	70	72	73	72	72	74	73

**Table 62: Access in Neighborhood to Everyday Needs by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the quality of your neighborhood on each of the items listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	70	76 A C	61	71	71	77 A B	71	80 A	73	73	73

**Table 63: Ratings of Neighborhood-related Services by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate quality of each of the following in Fort Collins.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Code enforcement (weeds, rubbish/trash, etc.)	61 D	60	57	55	57	58	58	57	58
Noise enforcement	55	56	58 D	52	52	59 A	56 B	51	55
Residential property maintenance	64	67	67	63	65	64	64	66	65

**Table 64: Ratings of Neighborhood-related Services by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate quality of each of the following in Fort Collins.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Code enforcement (weeds, rubbish/trash, etc.)	57	60	55	59	59	56	58	61	61	59	58
Noise enforcement	55	58	46	58 C	55	51	56	56	58	56	55
Residential property maintenance	65 C	65 C	56	64	65	66	65	64	61	65	65

**Table 65: Community Engagement by Respondent Length of Residency, Housing Tenure, and Employment Status**

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Visited a neighborhood park or City park	97% D	98% D	97% D	93%	95%	96%	97% B	90%	95%
Attended a neighborhood-sponsored event	49% B	30%	41% B	44% B	46% B	38%	43%	41%	42%
Attended a government-organized event (open house, City Council session, forum, etc.)	31%	32%	32%	41% A	38% B	29%	35%	30%	34%
Carpooled with other adults or children instead of driving alone	54%	60%	63%	57%	57%	59%	59%	52%	57%
Volunteered your time in Fort Collins	45%	54% A	61% A	61% A	61% B	45%	54%	53%	54%
Talked to or visited with your immediate neighbors	80%	90% A	88% A	95% A C	96% B	77%	88%	89%	88%
Done a favor for a neighbor	64%	76% A	78% A	89% A B C	87% B	62%	75%	81%	76%

**Table 66: Community Engagement by Gender, Age, Race/Ethnicity, and Sexual Orientation**

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Visited a neighborhood park or City park	95%	97%	100%	97% C	99% C	93%	97%	96%	97%	97%	95%
Attended a neighborhood-sponsored event	43%	44%	28%	40%	46%	43%	42%	50%	49%	43%	42%
Attended a government-organized event (open house, City Council session, forum, etc.)	32%	34%	57% A B	27%	42% A	36% A	34%	28%	50% B	32%	34%
Carpooled with other adults or children instead of driving alone	52%	62% A	73% A	63% C	61% C	45%	58%	57%	60%	57%	57%

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Volunteered your time in Fort Collins	51%	55%	57%	47%	60% A	58% A	54%	50%	74% B	53%	54%
Talked to or visited with your immediate neighbors	85%	90% A	96%	77%	95% A	97% A	88%	85%	100% B	87%	88%
Done a favor for a neighbor	79% C	74% C	50%	59%	86% A	92% A	76%	72%	82%	74%	76%

**Table 67: Overall Safety in City by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate Fort Collins as a community on each of the items listed below.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Overall safety of community members	79 D	80 D	79 D	74	77	77	78	76	77



**Table 68: Overall Safety in City by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate Fort Collins as a community on each of the items listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall safety of community members	77 C	78 C	68	79	76	77	77	81	78	78	77

**Table 69: Ratings of Personal Safety by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please tell us how safe you feel in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Downtown Fort Collins during the day	91 C D	88 D	84 D	81	85	88 A	87	85	86
Downtown Fort Collins at night	70 C D	67 D	64	59	65	65	65	66	65
Your neighborhood during the day	93 D	93 D	91	89	92	91	91	91	91

Please tell us how safe you feel in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Your neighborhood at night	79	80	78	77	80 B	76	79	78	79
Parks	82 C D	79 C D	75 D	71	75	79 A	77	75	77
Natural areas/open spaces	81 C D	82 C D	76	73	76	80 A	78	76	78
Recreation facilities	83 D	84 D	82 D	76	81	80	80	83	81
Trails	82 C D	79 D	75 D	71	76	78	77	75	77
Fort Collins overall during the day	86 D	85 D	83 D	80	83	84	84	84	84
Fort Collins overall at night	71 C D	68 D	67	64	67	68	67	69	68
Transfort/MAX	71 B C D	63	64	60	61	68 A	64	66	64

**Table 70: Ratings of Personal Safety by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please tell us how safe you feel in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Downtown Fort Collins during the day	86	87	83	89 B C	83	86	87	86	89	87	86
Downtown Fort Collins at night	69 B C	63	58	66	64	66	65	69	65	66	65
Your neighborhood during the day	92	91	91	91	92	92	92	91	91	92	91
Your neighborhood at night	80 B	77	78	77	80	80	79	78	81	79	79
Parks	79	76	80	79 B C	76	76	77	78	72	78	77
Natural areas/open spaces	79	77	80	81 B C	76	76	78	79	72	79 A	78
Recreation facilities	82	80	79	81	80	82	81	81	75	82	81

Please tell us how safe you feel in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Trails	79 B	76	72	79 C	77	75	77	76	71	78	77
Fort Collins overall during the day	84	85	84	86 B	82	84	84	83	86	84	84
Fort Collins overall at night	69	67	66	68	67	68	68	69	64	68	68
Transfort/MAX	63	66	66	66 B	61	66	65	67	64	66	64

**Table 71: Community Safety Services Ratings by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the quality of each of the following in Fort Collins.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	72	70	71	71	74 B	66	71	72	71
Disaster response and restoration of services	73	74	74	71	74 B	69	72	73	72
Fire prevention/education	69	70	70	72	72	69	70	73	70
Fire response time	77	81	79	81 A	83 B	75	78	86 A	80
Fire services overall	78	81	79	82 A	82 B	77	79	84 A	80
Crime prevention	60	59	60	57	59	58	59	59	59
Police patrol	58	56	59	58	59	56	57	60	58
Traffic enforcement	50	46	53 B	49	50	48	48	53 A	49
Police visibility	61	61	62	59	61	61	61	59	61
Police response time	57	68 A	64 A	65 A	66 B	59	63	65	63
Police services overall	58	60	63	64 A	64 B	57	60	64	61

Please rate the quality of each of the following in Fort Collins.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Animal control	68 D	63	63	59	61	65	65 B	57	63
Business property maintenance	65	68	66	64	66	65	65	67	66
Natural Areas and Park Ranger services	85 D	81	81	78	81	83	81	82	82

**Table 72: Community Safety Services Ratings by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the quality of each of the following in Fort Collins.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	73 C	71 C	56	66	72 A	76 A	70	79 A	72	72	71
Disaster response and restoration of services	72 C	73 C	60	71	72	75 A	72	78 A	73	73	72
Fire prevention/education	71 C	72 C	59	68	70	74 A	70	75 A	72	71	70
Fire response time	80 C	81 C	65	77	79	85 A B	79	82	80	80	80
Fire services overall	80 C	81 C	70	78	79	85 A B	80	82	84	80	80
Crime prevention	60 C	60 C	49	58	58	62 B	58	67 A	63	60	59
Police patrol	57 C	61 C	43	55	59	61 A	57	65 A	63	59	58

Please rate the quality of each of the following in Fort Collins.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Traffic enforcement	47	53 A C	38	45	52 A	53 A	49	55 A	56	50	49
Police visibility	62 C	62 C	41	60	62	60	61	60	63	62	61
Police response time	62	66	63	58	65 A	68 A	62	71 A	64	65	63
Police services overall	61 C	63 C	41	54	64 A	67 A	60	66 A	64	62	61
Animal control	62	65	58	67 B C	61	59	63	64	61	65	63
Business property maintenance	66 C	67 C	56	64	67	66	66	67	67	66	66
Natural Areas and Park Ranger services	82 C	82 C	72	84 B C	81	79	83 B	76	81	83	82



**Table 73: Promotion of Environmental Health by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the City's performance in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Promotion of the health of the environment of Fort Collins	67 B C D	62 D	60	57	62	62	63	60	62

**Table 74: Promotion of Environmental Health by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Promotion of the health of the environment of Fort Collins	63	63	58	65 B C	60	60	62	66	63	63	62

**Table 75: Overall Quality of the Environment by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the quality of the environment in Fort Collins in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Overall quality of environment	80 B C D	73	72	70	73	77 A	75	73	74

**Table 76: Overall Quality of the Environment by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the quality of the environment in Fort Collins in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall quality of environment	75 C	75 C	66	77 B C	74	72	75	76	79	76	74

**Table 77: Aspects of the Environment by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the quality of the environment in Fort Collins in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Air quality	65 C D	63	60	59	60	64 A	62	61	62
Recycling programs	68	68	66	65	67	65	67	66	67
Conservation efforts	75 D	70 D	71 D	66	70	72	71 B	68	70
Overall quality of environment	80 B C D	73	72	70	73	77 A	75	73	74
Overall appearance of the city	84 B C D	80 D	76	76	79	81	79	80	79

**Table 78: Aspects of the Environment by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the quality of the environment in Fort Collins in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Air quality	63	62	56	64	60	61	62	65	67	63	62
Recycling programs	68 C	67 C	55	65	67	68	67	70	64	67	67
Conservation efforts	73	70	63	71	71	69	72	70	77	72	70
Overall quality of environment	75 C	75 C	66	77 B C	74	72	75	76	79	76	74
Overall appearance of the city	79	81	74	82 B	77	79	79	84 A	77	81	79

**Table 79: Transportation Ratings by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the following areas of transportation in Fort Collins.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Ease of travel by car	71 B C D	66 D	63	60	63	68 A	65	66	65
Ease of traveling by public transportation	51 B D	41	48 B D	42	43	48 A	45	45	45
Ease of walking	67 B	61	73 A B D	68 B	69	66	66	72 A	67
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	51 B	43	55 B	53 B	55 B	45	49	57 A	51
Ease of travel by bicycle	84 B D	78	80	76	79	80	80	78	80
Availability of parking Downtown	63 B C D	58 C D	51	51	56	56	57 B	52	56
Traffic flow	53 C D	50 D	45	45	49	49	49	48	49
Street maintenance	68 B C D	63 D	59	56	62	61	62	60	62
Availability of electric vehicle charging stations	49 D	52 D	45	39	45	45	46	45	45
Northern Colorado Regional Airport	56 D	48	49	46	45	60 A	47	55	49

**Table 80: Transportation Ratings by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the following areas of transportation in Fort Collins.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall (A)
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Ease of travel by car	66	67	63	67 B	63	66	65	72 A	66	67	65
Ease of traveling by public transportation	46	46	47	47	42	48	45	50	45	47	45
Ease of walking	66 C	69 C	52	61	67 A	76 A B	66	72 A	64	68	67
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	55 B	48	43	44	50 A	61 A B	50	56	62	51	51
Ease of travel by bicycle	81	79	73	81	79	78	80	80	74	81	80
Availability of parking Downtown	59 C	55 C	40	58	55	54	58 B	47	41	58 A	56
Traffic flow	49	50	44	49	47	51	50	49	44	50	49
Street maintenance	62	63	57	63	61	60	62	61	58	63	62

Please rate the following areas of transportation in Fort Collins.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Availability of electric vehicle charging stations	44	48	56	50	43	42	46	46	53	48	45
Northern Colorado Regional Airport	46	55 A	55	54 B	45	50	51	50	46	50	49

**Table 81: Community Aspects of Culture and Recreation by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate Fort Collins as a community on each of the items listed below.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Quality of arts and cultural opportunities	72 C D	69	68	68	69	70	69	70	69
Quality of recreational opportunities	89 B C D	84	83	83	85	85	86	84	85
Quality of public library services	82 D	82	78	78	81 B	78	79	84 A	80

**Table 82: Community Aspects of Culture and Recreation by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate Fort Collins as a community on each of the items listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Quality of arts and cultural opportunities	69	71	62	71 B	66	71 B	70	68	78	70	69
Quality of recreational opportunities	84	87	83	86	85	85	86	84	86	86	85
Quality of public library services	78	82 A C	73	76	82 A	82 A	81	77	83	81	80



**Table 83: Ratings of Parks, Recreational and Cultural Programs and Facilities by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the quality of each of the programs or facilities listed below.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Natural areas and open space	89 D	89 D	86	83	86	88 A	86	89	87
Trails	90 D	87 D	88 D	83	86	88	87	88	87
Parks Overall	88 B D	85	85	82	85	85	85	85	85
Parks in my neighborhood	80	77	76	78	79	78	78	78	78
Dog parks	71 B	62	67	69 B	70	65	68	68	68
Timberline Recycling Center	78	80	78	77	79	77	78	80	78
Cemeteries	66	77 A	75 A	75 A	75 B	70	73	74	73
Golf courses	56	71 A	73 A	70 A	73 B	56	66	73 A	68
Athletic fields	74	76	76	74	74	75	74	75	74
Northside Aztlan Community Center	79 C D	76 D	72	70	75 B	70	72	76	73
Fort Collins Senior Center	79	80	77	77	78	77	77	79	78
Edora Pool Ice Center (EPIC)	79 C D	75	73	72	74	73	73	77	74

Please rate the quality of each of the programs or facilities listed below.	Length of residency				Respondent tenure		Employment status		Overall (A)
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Foothills Activity Center	74	72	70	69	70	72	70	73	71
Mulberry Pool	68 D	60	61	60	60	62	60	66 A	61
The Farm at Lee Martinez Park	75	80	76	77	78 B	74	76	78	77
The Gardens on Spring Creek	88 D	86 D	84	81	84	85	85	83	84
Pottery studio	68	79	73	73	75	70	72	76	73
Art in Public Places program	89 B C D	83 C D	77	76	79	84 A	81	80	81
Lincoln Center programs	82 D	81 D	77	76	78	79	78	79	78
Fort Collins Museum of Discovery	89 B C D	83	81	79	81	85 A	83	83	83
Adult recreation programs	72	67	71	68	70	69	70	69	70
Senior recreation programs	80 D	76	75	70	73	75	75	72	74
Youth/teen recreation programs	81 B C D	72	68	66	69	74	71	67	71

**Table 84: Ratings of Parks, Recreational and Cultural Programs and Facilities by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the quality of each of the programs or facilities listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Natural areas and open space	86	89 A C	80	88	86	87	88	85	84	88	87
Trails	87 C	88 C	74	87	86	88	88	87	88	89	87
Parks Overall	85	86 C	78	84	86	86	85	88	81	86	85
Parks in my neighborhood	78	80 C	70	75	79 A	83 A	78	82	76	79	78
Dog parks	69	69	56	69	66	69	70 B	55	59	69	68
Timberline Recycling Center	79	79	76	76	79	80 A	78	81	69	79	78
Cemeteries	71	75	74	71	74	76	73	77	70	74	73
Golf courses	69	68	51	59	71 A	75 A	69	62	66	70	68
Athletic fields	74 C	76 C	59	74	74	76	75	76	66	75	74

Please rate the quality of each of the programs or facilities listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall (A)
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Northside Aztlan Community Center	74	74	68	69	75 A	75 A	73	77	69	75	73
Fort Collins Senior Center	78	79	81	76	79	79	79	75	75	79	78
Edora Pool Ice Center (EPIC)	73	75	82	74	73	75	75	69	77	74	74
Foothills Activity Center	70	71	82	67	73	74	71	68	64	72	71
Mulberry Pool	60	62	59	56	62	64 A	60	64	64	61	61
The Farm at Lee Martinez Park	75	80 A	70	71	80 A	80 A	77	80	75	78	77
The Gardens on Spring Creek	82	88 A C	79	84	85	85	85	86	80	86	84
Pottery studio	70	76	65	68	77	75	72	75	62	74	73
Art in Public Places program	77	85 A C	74	84 C	80	78	82	78	74	83 A	81
Lincoln Center programs	77	81 A	78	78	80	78	79	79	72	79	78

Please rate the quality of each of the programs or facilities listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall (A)
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Fort Collins Museum of Discovery	82 C	85 A C	73	86 B C	81	82	84	82	78	84	83
Adult recreation programs	69	72 C	59	68	71	71	70	73	70	70	70
Senior recreation programs	74	75	84	79 C	75	72	76	70	75	76	74
Youth/teen recreation programs	73	70	82	76	70	69	72	67	64	73	71

**Table 85: Ratings of City as a Place to Work by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate Fort Collins as a community on each of the items listed below.	Length of residency				Respondent tenure		Employment status		Overall (A)
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
As a place to work	75 C D	72	70	70	74 B	69	72	72	72

**Table 86: Ratings of City as a Place to Work by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate Fort Collins as a community on each of the items listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall (A)
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
As a place to work	72 C	74 C	61	71	73	73	72	73	75	73	72

**Table 87: Community Aspects of Economic Health by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate Fort Collins as a community on each of the items listed below.	Length of residency				Respondent tenure		Employment status		Overall (A)
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Quality of shopping opportunities	71 C D	68 D	64	61	64	69 A	66	65	66
Quality of dining opportunities	70	74	73	75 A	72	73	72	74	73
Quality of entertainment opportunities	72 D	68	68	67	69	69	69	70	69
Availability of job opportunities	53	54	55	59 A B	58 B	52	55	57	56
Availability of quality healthcare	74	72	72	74	76 B	69	72	77 A	73

**Table 88: Community Aspects of Economic Health by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate Fort Collins as a community on each of the items listed below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Quality of shopping opportunities	67	66	67	69 B C	64	65	67	67	73	67	66
Quality of dining opportunities	70	76 A	77	72	71	75 B	72	77	78	73	73
Quality of entertainment opportunities	67	73 A C	62	69	68	71	70	67	74	70	69
Availability of job opportunities	54	58 A	57	53	58 A	59 A	56	53	66 B	56	56
Availability of quality healthcare	73	74	68	69	74 A	80 A B	74	75	74	74	73

**Table 89: Business Support and Promotion of Economic Health by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the City's performance in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Promotion of the economic health of Fort Collins	57	57	55	54	58 B	51	55	57	55
Support of businesses	71 B C D	64 D	59	58	62	65 A	63	63	63

**Table 90: Business Support and Promotion of Economic Health by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Promotion of the economic health of Fort Collins	57	55	52	53	56	59 A	56	57	56	57	55
Support of businesses	62	67 A C	52	66 B	61	63	63	67	63	65	63



**Table 91: Business Health by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the City's performance in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Encouraging a variety of businesses	66 B C D	59	56	56	58	62 A	60	60	60
Retaining existing businesses	64 B C D	54 D	49	48	52	57 A	55 B	50	54
Attracting new businesses	61 B C D	54	53	50	53	56	55	53	55

**Table 92: Business Health by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Encouraging a variety of businesses	58	63 A	60	62 B	58	59	61	60	59	61	60
Retaining existing businesses	54	56	50	55	54	53	55	57	53	56	54
Attracting new businesses	53	58 A C	45	58 B	52	53	56	55	51	57	55

**Table 93: Overall Quality of City Services by Respondent Length of Residency, Housing Tenure, and Employment Status**

	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	78 B C D	72	70	69	74	71	73	71	73

**Table 94: Overall Quality of City Services by Gender, Age, Race/Ethnicity, and Sexual Orientation**

	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	74	73	67	74	72	72	73	74	71	74	73

**Table 95: Response to COVID-19 Pandemic by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the City's performance in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Response to the COVID-19 pandemic	71 C D	68 D	63	61	65	68	67	64	66

**Table 96: Response to COVID-19 Pandemic by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Response to the COVID-19 pandemic	68	67	57	68	64	66	67	69	73	68	66

**Table 97: City Government Ratings by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the City's performance in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Managing and planning for growth	53 B D	48	48	44	48	48	48	50	48
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	56 C D	52 D	50 D	44	50	52	51	50	50
Efficient operation of programs and services	67 D	65 D	62	59	63	63	63	63	63
Encouraging sustainability in the community	65 D	64	65	61	64	62	63	63	63
Partnering with the community to address climate change	58 D	55	56	51	56	53	55	55	55
Overall direction of the City	68 C D	66 C D	57 D	50	59	62	61	58	60
Welcoming community member involvement	65 B D	59	61 D	55	60	60	60	61	60
Listening to community members	56 D	53 D	54 D	43	51	50	51	49	51

Please rate the City's performance in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	68 B D	63	64	63	68 B	61	65	65	65
Creating a welcoming, inclusive community where all community members feel a sense of belonging	67 B D	59	63	61	65 B	59	63	62	63

**Table 98: City Government Ratings by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Managing and planning for growth	50	49	39	48	45	52 B	49	50	50	50	48
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	51 C	53 C	38	52	48	52	51	54	50	52	50
Efficient operation of programs and services	64	64	60	64	63	63	64	65	59	65	63
Encouraging sustainability in the community	64	65 C	54	64	63	64	64	61	67	64	63
Partnering with the community to address climate change	56	56	46	53	55	58	56	53	56	56	55

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Overall direction of the City	61	62	59	64 B C	58	57	61	66	58	63	60
Welcoming community member involvement	60	62	54	60	59	62	61	60	57	62	60
Listening to community members	52	53	42	51	51	51	52	58	56	53	51
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	67	64	61	64	66	66	65	66	58	66	65

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Creating a welcoming, inclusive community where all community members feel a sense of belonging	65	62	60	62	64	64	64	61	61	63	63



**Table 99: Contact with City Employees by Respondent Length of Residency, Housing Tenure, and Employment Status**

Percent yes	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	52%	67% A	57%	64% A	64% B	53%	58%	63%	60%

**Table 100: Contact with City Employees by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Percent yes	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	60%	56%	87% A B	52%	62% A	67% A	58%	61%	75%	58%	60%

**Table 101: Users Ratings of City Employees by Respondent Length of Residency, Housing Tenure, and Employment Status**

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Courtesy	89 C D	85	81	82	86	82	84	85	84
Promptness	87 B C D	80	74	77	81	79	80	79	80
Knowledge	84 C D	81	76	77	80	80	80	79	80
Making you feel valued	82 C D	76	74	70	76	76	76	73	75
Overall impression	86 B C D	80	77	75	80	79	80	78	79

**Table 102: Users Ratings of City Employees by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Courtesy	83	87	78	84	84	86	85	84	82	86	84
Promptness	79	83 A	77	81	80	79	81	79	80	82	80
Knowledge	78	84 A	79	81	79	79	81	81	74	82	80
Making you feel valued	76 C	79 C	60	78	75	73	77	73	76	78	75
Overall impression	79	82	78	81	79	78	81	78	78	82	79

**Table 103: Non-users Ratings of City Employees by Respondent Length of Residency, Housing Tenure, and Employment Status**

<b>Although you may not have had any recent personal contact with City employees, please rate City employees on each of the items below.</b>	<b>Length of residency</b>				<b>Respondent tenure</b>		<b>Employment status</b>		<b>Overall</b>
	<b>5 years or less</b>	<b>6-10 years</b>	<b>11-20 years</b>	<b>More than 20 years</b>	<b>Own</b>	<b>Rent</b>	<b>Working full or part time for pay</b>	<b>Not working for pay</b>	<b>(A)</b>
	<b>(A)</b>	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>	<b>(A)</b>	<b>(B)</b>	<b>(A)</b>	<b>(B)</b>	
Courtesy	77	78 C	70	76	76	74	74	79	75
Promptness in responding to inquiries and service requests	72	71	67	68	71	67	70	70	70
Making community members or customers feel valued	72 C	68	62	68	70	65	70	64	68

**Table 104: Non-users Ratings of City Employees by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Although you may not have had any recent personal contact with City employees, please rate City employees on each of the items below.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Courtesy	77	74	75	74	75	77	75	81	68	77	75
Promptness in responding to inquiries and service requests	73	69	75	66	72	72	71	76	66	72	70
Making community members or customers feel valued	72	67	.	67	69	69	68	79	68	70	68

**Table 105: Fort Collins Utilities Ratings by Respondent Length of Residency, Housing Tenure, and Employment Status**

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
The overall quality of Fort Collins Utilities	76	81 A C D	73	76	79 B	73	76	77	76
Your overall impression of Fort Collins Utilities	76 C	79 C D	70	74	76	73	74	76	75

**Table 106: Fort Collins Utilities Ratings by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
The overall quality of Fort Collins Utilities	77	77	85	76	75	79 A B	77	80	69	77 A	76
Your overall impression of Fort Collins Utilities	75	75	85 A B	75	74	77	75	79	67	76 A	75

**Table 107: Likelihood of Using and Recommending Connexion by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please indicate how likely or unlikely you are to do each of the following: (Average rating 0=very unlikely, 100=very likely).	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Sign up for Connexion internet, TV or phone service when available to you	71	83 A C D	71	69	74	70	77 B	59	72
Recommend Connexion service to a friend, relative or colleague	73	78 C D	68	66	73 B	67	75 B	56	71



**Table 108: Likelihood of Using and Recommending Connexion by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please indicate how likely or unlikely you are to do each of the following: (Average rating 0=very unlikely, 100=very likely).	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Hetero-sexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Sign up for Connexion internet, TV or phone service when available to you	74	73	82	73 C	80 A C	63	74	73	69	74	72
Recommend Connexion service to a friend, relative or colleague	72	72	78	71 C	79 A C	61	72	72	66	72	71

**Table 109: Budget Priorities by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Length of residency				Respondent tenure		Employment status		Overall
		5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	55%	56%	72%	49%	53%	56%	53%	59%	55%
	Same effort	45%	43%	28%	46%	44%	44%	46%	37%	43%
	Less effort	0%	1%	0%	5%	3%	1%	1%	5%	2%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	More effort	55%	62%	47%	50%	49%	60%	52%	58%	54%
	Same effort	44%	35%	50%	41%	43%	40%	44%	37%	42%
	Less effort	2%	3%	3%	9%	8%	0%	4%	5%	4%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring attractive neighborhoods, historic	More effort	70%	74%	57%	59%	55%	78%	67%	58%	65%
	Same effort	28%	23%	34%	31%	36%	21%	28%	35%	29%

Please select the option that best describes how you think the City should address each of the following aspects of the community.	Length of residency				Respondent tenure		Employment status		Overall	
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay		
preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	Less effort	2%	3%	9%	10%	9%	1%	5%	7%	6%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	23%	20%	21%	33%	26%	23%	23%	30%	25%
	Same effort	71%	71%	72%	62%	70%	67%	70%	67%	69%
	Less effort	6%	9%	7%	5%	4%	10%	8%	3%	6%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	More effort	25%	33%	20%	29%	26%	28%	28%	24%	27%
	Same effort	71%	66%	77%	67%	71%	68%	69%	73%	70%
	Less effort	4%	0%	3%	4%	3%	3%	3%	3%	3%

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Length of residency				Respondent tenure		Employment status		Overall
		5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	More effort	65%	71%	50%	57%	58%	66%	63%	56%	61%
	Same effort	33%	27%	48%	37%	38%	33%	34%	41%	36%
	Less effort	2%	1%	2%	6%	4%	1%	2%	3%	3%
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	More effort	23%	17%	19%	25%	18%	26%	20%	28%	22%
	Same effort	73%	74%	72%	66%	72%	71%	72%	67%	71%
	Less effort	5%	9%	9%	9%	10%	4%	8%	5%	7%

Table 110: Budget Priorities by Gender, Age, Race/Ethnicity, and Sexual Orientation

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
		Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	39%	61%	60%	50%	57%	54%	54%	55%	67%	50%	55%
	Same effort	58%	36%	40%	48%	43%	42%	45%	38%	33%	47%	43%
	Less effort	3%	3%	0%	2%	0%	4%	2%	6%	0%	3%	2%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	More effort	49%	57%	72%	54%	53%	54%	53%	58%	61%	54%	54%
	Same effort	46%	41%	22%	45%	43%	37%	43%	40%	38%	43%	42%
	Less effort	5%	2%	6%	2%	3%	9%	3%	2%	1%	3%	4%
Neighborhood Livability and Social Health: Includes promoting good	More effort	63%	67%	81%	72%	68%	51%	66%	67%	57%	66%	65%
	Same effort	32%	29%	13%	26%	27%	38%	29%	31%	43%	29%	29%

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
		Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
neighbor relationships, ensuring attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	Less effort	6%	4%	6%	2%	5%	11%	5%	2%	0%	4%	6%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	27%	21%	9%	17%	29%	30%	23%	21%	23%	22%	25%
	Same effort	69%	72%	50%	71%	68%	68%	70%	76%	73%	72%	69%
	Less effort	4%	7%	41%	11%	4%	3%	7%	2%	4%	6%	6%
Culture, Parks & Recreation: Includes operating and improving	More effort	29%	23%	47%	27%	32%	21%	27%	27%	27%	25%	27%
	Same effort	67%	75%	53%	70%	66%	74%	71%	66%	71%	72%	70%

Please select the option that best describes how you think the City should address each of the following aspects of the community.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall	
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation		
recreational facilities, Lincoln Center, Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	Less effort	3%	2%	0%	3%	2%	5%	2%	6%	2%	3%	3%
Transportation and Mobility: Includes transportation planning and	More effort	64%	59%	75%	71%	58%	52%	61%	64%	49%	62%	61%
	Same effort	33%	39%	20%	28%	38%	45%	37%	31%	45%	36%	36%

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
		Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	Less effort	3%	2%	4%	1%	4%	4%	2%	4%	6%	2%	3%
General Government: Includes internal support functions, City management, Council, boards and commissions, volunteers, technology, communicating with community members and building maintenance and repair	More effort	20%	25%	13%	19%	21%	26%	22%	17%	16%	21%	22%
	Same effort	73%	69%	87%	76%	67%	69%	72%	76%	78%	73%	71%
	Less effort	8%	6%	0%	5%	11%	5%	6%	7%	6%	6%	7%



**Table 111: Ratings of Informing Residents by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the City's performance in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)
Informing community members	61 D	58 D	57 D	51	58	55	57	55	56

**Table 112: Ratings of Informing Residents by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
Informing community members	58	58	46	57	56	56	58	59	51	59	56

**Table 113: Providing Information and Opportunities to Participate by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please rate the City's performance in each of the following areas.	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Providing opportunities to participate in government activities	62 C D	59	56	54	59 B	55	58	57	57
Providing volunteer opportunities to community members	65	64	65	64	66 B	62	63	67	65
Providing emergency information	64	63	64	65	66 B	61	64	64	64

**Table 114: Providing Information and Opportunities to Participate by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please rate the City's performance in each of the following areas.	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Providing opportunities to participate in government activities	59	58	50	56	58	60	58	62	53	60	57
Providing volunteer opportunities to community members	63	66	59	63	65	67 A	65	64	70	65	65
Providing emergency information	65 C	65 C	54	61	66 A	67 A	64	67	64	65	64

**Table 115: Sources of Information by Respondent Length of Residency, Housing Tenure, and Employment Status**

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
The City of Fort Collins local channels 14 and 881	8%	21%	8%	15%	16%	7%	9%	20%	13%
Online video FCTV on <a href="http://www.fcgov.com/FCTV">www.fcgov.com/FCTV</a>	22%	25%	22%	30%	27%	22%	25%	25%	25%
City's website ( <a href="http://www.fcgov.com">www.fcgov.com</a> )	89%	92%	92%	92%	93%	88%	94%	81%	91%
City News eNewsletter	31%	35%	46%	51%	46%	31%	38%	47%	40%
Newsletters or brochures from City departments	44%	55%	61%	71%	67%	45%	54%	69%	58%
City employees or departments (e.g., contacting by phone, email or in person)	47%	54%	62%	76%	70%	46%	58%	65%	60%
Tracks and Trails (the guide to natural areas activities)	80%	75%	74%	74%	73%	79%	76%	75%	76%
"Recreator" (guide to recreation programs)	56%	60%	84%	82%	79%	56%	68%	74%	70%
Word of mouth	89%	89%	88%	92%	92%	86%	90%	89%	90%

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Length of residency				Respondent tenure		Employment status		Overall
	5 years or less	6-10 years	11-20 years	More than 20 years	Own	Rent	Working full or part time for pay	Not working for pay	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	
Newspaper (print or online)	43%	62% A	60% A	66% A	64% B	47%	53%	69% A	57%
Radio	33%	37%	55% A B	50% A B	47% B	37%	42%	46%	43%
Television news	15%	29% A	29% A	44% A B C	34% B	22%	24%	45% A	29%
Social media (Facebook, Twitter, Nextdoor, etc.)	73%	80% D	74%	70%	72%	76%	77% B	61%	73%
OurCity Platform (ourcity.fcgov.com)	19%	21%	28% A	30% A B	27% B	21%	24%	26%	24%
Engage Platform (engage.fcgov.com)	11%	19% A	26% A	24% A	22% B	15%	19%	20%	19%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	18%	23%	39% A B	35% A B	31% B	23%	26%	35% A	28%
City booth at local events	43%	48%	45%	44%	47%	42%	45%	42%	45%

**Table 116: Sources of Information by Gender, Age, Race/Ethnicity, and Sexual Orientation**

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(A)
The City of Fort Collins local channels 14 and 881	15%	12%	0%	0%	8%	22%	13%	13%	5%	13%	13%
Online video FCTV on <a href="http://www.fcgov.com/FCTV">www.fcgov.com/FCTV</a>	23%	24%	44%	22%	25%	29%	23%	25%	24%	23%	25%
City's website ( <a href="http://www.fcgov.com">www.fcgov.com</a> )	89%	91%	93%	91%	95%	85%	91%	87%	91%	91%	91%
City News eNewsletter	41%	39%	26%	29%	42%	54%	40%	35%	44%	39%	40%
Newsletters or brochures from City departments	57%	57%	47%	43%	64%	70%	57%	53%	67%	56%	58%
City employees or departments (e.g., contacting by phone, email or in person)	57%	60%	59%	41%	71%	75%	59%	47%	73%	57%	60%

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Tracks and Trails (the guide to natural areas activities)	75%	78%	74%	76%	77%	75%	77%	70%	76%	77%	76%
"Recreator" (guide to recreation programs)	64%	76% A C	46%	53%	83% A	79% A	70% B	59%	70%	68%	70%
Word of mouth	86%	92% A	96%	88%	94% A C	88%	90%	87%	97%	89%	90%
Newspaper (print or online)	57%	56%	78% B	43%	61% A	73% A B	56%	60%	58%	57%	57%
Radio	43%	43%	57%	30%	54% A	49% A	43%	44%	40%	43%	43%
Television news	30%	27%	26%	14%	30% A	51% A B	27%	36%	51% B	27%	29%
Social media (Facebook, Twitter, Nextdoor, etc.)	66%	81% A	88% A	79% C	78% C	59%	73%	87% A	62%	75%	73%

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Respondent gender			Respondent age			Race/ethnicity		Sexual orientation		Overall
	Male	Female	Non-conforming	18-34 years	35-54 years	55 years or older	White alone, not Hispanic	Hispanic and/or other race	Heterosexual	Another sexual orientation	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
OurCity Platform (ourcity.fcgov.com)	27%	22%	18%	19%	30% A	25%	21%	36% A	27%	22%	24%
Engage Platform (engage.fcgov.com)	20%	17%	18%	14%	25% A	19%	17%	25%	20%	17%	19%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	32% B	24%	18%	22%	30% A	35% A	28%	23%	52% B	25%	28%
City booth at local events	45%	46%	39%	43%	45%	46%	44%	57% A	34%	46%	45%



## Comparisons by Geographic Area and Council District

Table 117: Aspects of Quality of Life and Community by Area of Residence

Please rate Fort Collins as a community on each of the items listed below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Overall, as a place to live	86	83	88 B D E F	83	83	82	84	85 E	83	84	79	88 C D E	84
As a place to raise children	79	81 E	82 E	81 E	75	78	78	78	78	81	76	83 A B C E	79
As a place to attend college	80	81	82	80	78	81	83 E	79	79	82	76	82	80
Quality of public schools	71	73 E	76 E	71	66	70	71	70	69	73	66	76 C E	71
As a place to retire	63	69	72 A	67	67	69	71 B E	59	69 B E	70 B E	58	72 B E	68
Openness and acceptance of the community toward people of diverse backgrounds	64	63	69 B E F	68 E	61	62	65	63	62	62	66	70 B C D	64
Availability of affordable quality childcare	40 E	47	40 E	44 E	31	41 E	42	39	35	47 C	41	41	41

Please rate Fort Collins as a community on each of the items listed below.	Council District						Geographic area of residence						Overall (A)
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Availability of affordable quality housing	25 E	26 E	28 E	31 A E F	18	23	24	24	22	26	29	28 C	25
Overall quality of life in Fort Collins	81	79	82 D E	77	77	78	79 E	79 E	77	80 E	72	83 C E	79

Table 118: Resident Loyalty by Area of Residence

Please indicate how likely or unlikely you are to do each of the following:(Average rating 0=very unlikely, 100=very likely).	Council District						Geographic area of residence						Overall (A)
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Recommend living in Fort Collins to someone who asks	77 B	68	79 B D	71	73	74	77 D E	75 E	72 E	71	63	79 C D E	74
Remain in Fort Collins for the next five years	74	74	87 A B D E F	77	70	74	73	75	75	73	73	86 A B C D E	76

**Table 119: Promotion of Social Health by Area of Residence**

Please rate the City's performance in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	49 F	46	53 B E F	46	44	42	44	49	43	47	46	53 A C	47

**Table 120: Quality of Neighborhoods by Area of Residence**

Please rate the quality of your neighborhood on each of the items listed below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Your neighborhood as a place to live	81 E F	81 F	86 A B D E F	81 F	77	76	77	79	77	82 A C	81	87 A B C D	80
Your neighborhood as a place to raise children	75 E	79 E F	84 A E F	79 E F	66	70	67	73 A	72	80 A B C	80 A C	84 A B C	75

**Table 121: Access in Neighborhood to Everyday Needs by Area of Residence**

Please rate the quality of your neighborhood on each of the items listed below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	68	83 A C D E F	67	74 A C	69	76 A C E	75 B F	66	72 B	82 A B C E F	68	68	73

**Table 122: Ratings of Neighborhood-related Services by Area of Residence**

Please rate the quality of each of the following in Fort Collins.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Code enforcement (weeds, rubbish/trash, etc.)	58	56	63 E F	62 E F	55	54	54	57	56	57	63 A	63 A C	58
Noise enforcement	58 F	56 F	57 F	57 F	52	49	51	57	52	56	56	58	55
Residential property maintenance	69 D E F	68 E F	71 D E F	63 F	60	56	57	68 A C	60	68 A	64 A	72 A C E	65

**Table 123: Community Engagement by Area of Residence**

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Fort Collins? (Percent who had ever done each)	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Visited a neighborhood park or City park	96% B	91%	96%	95%	99% B	96% B	96%	96%	97% D	93%	97%	95%	95%
Attended a neighborhood-sponsored event	37%	42%	37%	35%	45%	58% A B C D E	55% B C D E F	40%	41%	41%	38%	37%	42%
Attended a government-organized event (open house, City Council session, forum, etc.)	35% C	34%	24%	30%	29%	49% A B C D E	46% C D F	38% C F	28%	30%	35%	26%	34%
Carpooled with other adults or children instead of driving alone	58%	57%	54%	58%	64%	55%	59%	58%	61%	57%	51%	55%	57%
Volunteered your time in Fort Collins	49%	47%	60% A B F	54%	64% A B F	49%	53% D	54% D	60% D	42%	54%	62% D	54%
Talked to or visited with your immediate neighbors	88%	85%	92% B E	94% B E F	85%	86%	84%	90% D	90% D	83%	92% D	93% A D	88%
Done a favor for a neighbor	72%	76%	80%	83% A E	72%	77%	74%	73%	78%	73%	82%	81%	76%

**Table 124: Overall Safety in City by Area of Residence**

Please rate Fort Collins as a community on each of the items listed below.	Council District						Geographic area of residence						Overall (A)
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Overall safety of community members	77	78	80 D	74	78	75	75	74	78 E	80 A B E	72	80 A B E	77

**Table 125: Ratings of Personal Safety by Area of Residence**

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe)	Council District						Geographic area of residence						Overall (A)
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Downtown Fort Collins during the day	85	87	84	83	88 D	87	88 B E F	83 E	87 B E	88 B E F	78	84 E	86
Downtown Fort Collins at night	66	65	64	63	64	68	68 E	64	64	67 E	58	64	65
Your neighborhood during the day	91	93 F	94 E F	90	90	88	88	89	91	93 A B C	90	94 A B C	91
Your neighborhood at night	77	82 A E F	83 A E F	80 F	77 F	72	73	74	77 A	83 A B C	80 A B	83 A B C	79

Please tell us how safe you feel in each of the following areas. (Average rating 0=always unsafe, 100=always safe)	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Parks	75	80 A D	79 D	74	77	77	78 B	72	75	81 B C E	73	79 B C E	77
Natural areas/open spaces	78	77	78	75	81 B D	78	79 E	76	79 E	78 E	72	78 E	78
Recreation facilities	80	81	83	80	81	80	81	78	81	82	78	83 B	81
Trails	76	77	78	73	78	77	77 E	73	78 B E	79 B E	69	78 B E	77
Fort Collins overall during the day	83	85	85	82	83	84	84 B E	81	83	86 B E	79	86 B E	84
Fort Collins overall at night	68	70 D	70 D	65	67	67	68	65	66	71 B C E	63	70 B C E	68
Transfort/MAX	62	66 D	63	56	68 D	67 D	70 B C E	60	63 E	67 E	50	64 E	64

**Table 126: Community Safety Services Ratings by Area of Residence**

Please rate quality of each of the following in Fort Collins.	Council District						Geographic area of residence						Overall (A)
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	69	72 E	76 A E	74 E	65	71 E	69	68	69	73	71	76 A B C	71
Disaster response and restoration of services	73 E	74 E	75 E	76 E	66	71 E	69	72	70	73	75	77 A C	72
Fire prevention/education	69	71 E	74 A E	72 E	65	72 E	68	68	70	71	69	74 A B	70
Fire response time	79	80 E	84 A E	82 E	75	81 E	77	77	80	81	78	85 A B	80
Fire services overall	79	79	83 E	83 E	78	79	76	78	83 A B	81 A	80	83 A	80
Crime prevention	56	61	62 A E	57	56	59	60	55	56	61 B C	55	63 B C E	59
Police patrol	59 E	59 E	62 E	57	51	59 E	60 C	58 C	52	60 C	53	61 C E	58
Traffic enforcement	49 E	49 E	50 E	57 A B C E F	43	48	49	48	47	49	53	52	49



Please rate quality of each of the following in Fort Collins.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Police visibility	64 E	62 E	62 E	61 E	55	60	61	62 C	56	64 C	58	62 C	61
Police response time	63 E	70 E F	69 E F	66 E	53	59	58	62	56	70 A B C	65	70 A B C	63
Police services overall	60 E	63 E F	69 A E F	64 E F	54	57	58	60	57	63 C	59	69 A B C E	61
Animal control	65	62	65	62	61	62	61	63	62	64	64	65	63
Business property maintenance	69 E F	66 E	68 E F	67 E	61	63	62	68 A C	62	67 A C	67	69 A C	66
Natural Areas and Park Ranger services	83 E	81 E	85 E	81	77	82 E	80	83	79	82	79	85 A C E	82

**Table 127: Promotion of Environmental Health by Area of Residence**

Please rate the City's performance in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Promotion of the health of the environment of Fort Collins	65 E F	63	63	62	59	58	59	64	60	64	60	63	62

**Table 128: Overall Quality of the Environment by Area of Residence**

Please rate the quality of the environment in Fort Collins in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Overall quality of environment	78 E F	74	76 E	76 E	71	73	71	77 A	75	75	73	76 A	74

Table 129: Aspects of the Environment by Area of Residence

Please rate the quality of the environment in Fort Collins in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Air quality	64 B	58	61	64 B	60	63	62	63	63	60	60	62	62
Recycling programs	71 E F	69 E F	70 E F	68 E F	61	62	61	71 A C	65	69 A	64	70 A	67
Conservation efforts	72 E	73 E F	72	72	67	67	66	72 A	70	73 A	67	71 A	70
Overall quality of environment	78 E F	74	76 E	76 E	71	73	71	77 A	75	75	73	76 A	74
Overall appearance of the city	81	80	81	77	79	79	79 E	81 E	79 E	80 E	72	81 E	79

**Table 130: Transportation Ratings by Area of Residence**

Please rate the following areas of transportation in Fort Collins.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Ease of travel by car	67	66	65	65	65	62	64	66	64	67	64	65	65
Ease of traveling by public transportation	39	46	42	44	52 A B C D	49 A	54 B D E F	41	48 B E	43	38	43	45
Ease of walking	66	65	69	70	65	71 B E	70 D	70 D	68 D	62	64	69 D	67
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	50	46	55 B	57 B E	47	54 B	53	47	53	47	51	55 D	51
Ease of travel by bicycle	82 B	77	79	81	79	81	80	80	82 E	78	74	80	80
Availability of parking Downtown	57	56	57	51	56	59 D	57	57	56	56	49	56	56
Traffic flow	50	51	46	47	48	49	48	51	49	50	44	47	49
Street maintenance	64 E	64 E	61	60	58	63	60	63	61	64 E	57	61	62

Please rate the following areas of transportation in Fort Collins.	Council District						Geographic area of residence						Overall (A)
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Availability of electric vehicle charging stations	49	51	45	41	39	42	42	47	42	50	38	46	45
Northern Colorado Regional Airport	51	51	55	45	45	46	46	51	45	51	45	55 C	49

**Table 131: Community Aspects of Culture and Recreation by Area of Residence**

Please rate Fort Collins as a community on each of the items listed below.	Council District						Geographic area of residence						Overall (A)
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Quality of arts and cultural opportunities	69	67	72 B D E	67	66	74 A B D E	74 C D E	69 E	67	68	62	71 C E	69
Quality of recreational opportunities	85	82	88 B E	85	84	86	87 D	85	84	83	82	89 C D E	85
Quality of public library services	79	78	84 A B E F	84 B E F	75	78	75	79	81 A	78	83 A	85 A B D	80

**Table 132: Ratings of Parks, Recreational and Cultural Programs and Facilities by Area of Residence**

Please rate the quality of each of the programs or facilities listed below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Natural areas and open space	89 B	84	91 B E F	88 B	86	85	83	87 A	88 A	86	86	90 A D	87
Trails	89 E F	86	91 B E F	87	84	85	84	88 A	87	88 A	84	90 A C E	87
Parks Overall	85	84	89 A B E F	86	83	83	83	84	85	85	83	89 A B C D E	85
Parks in my neighborhood	77	75	84 A B E F	79	76	79	79	76	78	75	74	84 A B C D E	78
Dog parks	70 E	64	79 A B D E F	69 E	57	64	64	68	62	65	69	79 A B C D E	68
Timberline Recycling Center	80	80	79	76	75	78	76	79	78	80	75	79	78

Please rate the quality of each of the programs or facilities listed below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Cemeteries	71	73	77 E	78 E	69	72	73	70	73	74	74	76	73
Golf courses	70 E	67 E	73 E	77 B E	54	69 E	70 C	68 C	58	69 C	78 C	72 C	68
Athletic fields	74	74	74	73	78	74	73	74	79 A E F	75	69	73	74
Northside Aztlan Community Center	75	69	77 B E	75	69	75	76	75	71	70	74	76	73
Fort Collins Senior Center	75	74	82 A B	78	81 A B	78	78	73	81 B D	75	75	82 B D	78
Edora Pool Ice Center (EPIC)	75	75	77 E F	75	70	70	68	72	75 A	77 A	71	77 A	74
Foothills Activity Center	73	71	69	75	70	66	64	71	71	73 A	80 A	70	71

Please rate the quality of each of the programs or facilities listed below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Mulberry Pool	60	63 E	63	62	55	63	62	59	58	64	61	63	61
The Farm at Lee Martinez Park	76	74	80 B	79	76	77	76	75	78	75	78	79	77
The Gardens on Spring Creek	82	83	84	84	86	87 A B	87 B D E	81	86 B E	83	80	85	84
Pottery studio	78	70	75	75	69	73	71	78	75	71	69	75	73
Art in Public Places program	82 E	80	82 E	78	76	87 B D E	84 C E	81	78	81	76	82	81
Lincoln Center programs	80 E	80 E	80 E	76	72	80 E	77	79	74	81 C	77	80 C	78
Fort Collins Museum of Discovery	86 D E	83	83	78	80	87 D E	85 C E	85 C	80	84 C	78	83	83



Please rate the quality of each of the programs or facilities listed below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Adult recreation programs	72	66	71	68	69	72 B	73 D	71	69	67	66	70	70
Senior recreation programs	72	72	76	75	71	77	78	70	72	73	73	76	74
Youth/teen recreation programs	71	70	66	71	70	75	76 F	70	71	72	68	66	71

Table 133: Ratings of City as a Place to Work by Area of Residence

Please rate Fort Collins as a community on each of the items listed below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
As a place to work	71 E	71 E	77 A B E	73 E	65	74 E	73	71	68	71	68	77 B C D E	72

**Table 134: Community Aspects of Economic Health by Area of Residence**

Please rate Fort Collins as a community on each of the items listed below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Quality of shopping opportunities	69 E	64	67	64	64	67	66	69 E	65	66	60	67 E	66
Quality of dining opportunities	67	71	75 A	75 A	73 A	77 A B	78 B C D E	66	73 B	72 B	70	74 B	73
Quality of entertainment opportunities	69 E	69 E	72 E	67	63	74 A B D E	73 B C E	68	65	70 C E	62	72 C E	69
Availability of job opportunities	52	56	61 A B E	57	52	57	57 B	52	53	56	54	61 B C D	56
Availability of quality healthcare	71	71	82 A B D E F	72	70	74	73	72	70	71	74	82 A B C D E	73

**Table 135: Business Support and Promotion of Economic Health by Area of Residence**

Please rate the City's performance in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Promotion of the economic health of Fort Collins	58 E	53	60 B E	55	52	55	56	56	52	55	53	59 C	55
Support of businesses	62	61	65	61	64	66	67 E	61	62	62	59	65	63

**Table 136: Business Health by Area of Residence**

Please rate the City's performance in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Encouraging a variety of businesses	59	58	61	58	61	61	64 C D E	59	58	58	55	61	60
Retaining existing businesses	52	54	55	52	55	55	57	52	53	54	50	55	54
Attracting new businesses	57 B	50	54	51	58 B D	58 B D	60 D E F	56 E	55 E	52	48	52	55

**Table 137: Response to COVID-19 Pandemic by Area of Residence**

Please rate the City's performance in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Response to the COVID-19 pandemic	70 D	65	65	63	66	66	68 E	68 E	65	68 E	59	64	66

**Table 138: City Government Ratings by Area of Residence**

Please rate the City's performance in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Managing and planning for growth	50	47	50	49	46	46	48	47	46	50	46	50	48
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	51	50	52	51	50	47	49	49	50	52	48	52	50
Efficient operation of programs and services	64	62	66 E	64	60	60	61	62	61	65	63	65	63
Encouraging sustainability in the community	65 E F	64	65	66 E F	60	60	60	64	62	65	62	66	63
Partnering with the community to address climate change	55	53	60 B E F	57	51	53	54	54	53	55	53	60 C	55
Overall direction of the City	62	61	64 D E	57	57	59	61	61	57	62 C E	53	63 C E	60
Welcoming community member involvement	63	58	64 E	59	57	58	59	62	56	60	60	63 C	60

Please rate the City's performance in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Listening to community members	55 E	49	56 E	50	46	50	51	54 C	46	51	46	54 C	51
Respecting all community members regardless of race/ethnic background, gender, religion, age, disability, sexual orientation, or marital status	69 B E	62	70 B E	67 E	57	64 E	65 C	67 C	59	64	68 C	70 C	65
Creating a welcoming, inclusive community where all community members feel a sense of belonging	65 E	62 E	67 E	66 E	55	61	62 C	64 C	57	64 C	64 C	67 C	63

**Table 139: Contact with City Employees by Area of Residence**

Percent yes	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	57%	60%	58%	59%	63%	61%	63%	55%	60%	58%	63%	59%	60%



**Table 140: Users Ratings of City Employees by Area of Residence**

Thinking about your most recent contact, please rate City employee(s) on each of the items below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Courtesy	85	83	86	85	80	85	85	85	82	84	82	86	84
Promptness	81	79	80	80	78	81	82	80	78	80	77	80	80
Knowledge	75	78	81	82	79	82	83	77	81	77	77	81	80
Making you feel valued	76	73	79	78	71	76	77	76	74	74	73	78	75
Overall impression	78	78	80	81	77	81	82	79	78	78	78	80	79

**Table 141: Non-users Ratings of City Employees by Area of Residence**

Although you may not have had any recent personal contact with City employees, please rate City employees on each of the items below.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Courtesy	76	72	77	75	72	81	79	75	74	73	77	77	75
Promptness in responding to inquiries and service requests	73	66	67	75	65	76	75	72	68	66	79	68	70
Making community members or customers feel valued	72 E	67	66	74 E	58	73 E	71	71	64	67	78 C	67	68

**Table 142: Fort Collins Utilities Ratings by Area of Residence**

Thinking about all aspects of your utility services provided by Fort Collins Utilities (e.g., reliability, price, your bill, billing/payment services, etc.), please rate the overall quality of each of the following services.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
The overall quality of Fort Collins Utilities	76	77	78	77	76	73	73	76	77	78 A	77	78 A	76
Your overall impression of Fort Collins Utilities	75	76	75	73	75	73	73	74	74	76	74	75	75

**Table 143: Likelihood of Using and Recommending Connexion by Area of Residence**

Please indicate how likely or unlikely you are to do each of the following: (Average rating 0=very unlikely, 100=very likely).	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Sign up for Connexion internet, TV or phone service when available to you	76	72	75	65	74	70	70	78	71	71	68	74	72
Recommend Connexion service to a friend, relative or colleague	74	70	73	67	69	73	68	76	71	70	69	73	71

**Table 144: Overall Quality of City Services by Area of Residence**

	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	74 E	72	74 E	73	68	73	74 C	74 C	69	74 C	71	74 C	73

**Table 145: Budget Priorities by Area of Residence**

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Council District						Geographic area of residence						Overall
		D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
Economy: Includes economic planning and development activities, workforce training, childcare, education, employment opportunities	More effort	51%	60%	62%	54%	47%	49%	46%	51%	55%	58%	46%	63%	55%
	Same effort	49%	40%	36%	41%	51%	44%	49%	49%	41%	42%	51%	36%	43%
	Less effort	0%	0%	2%	5%	1%	6%	5%	0%	4%	0%	3%	2%	2%
Environment: Includes efforts to ensure good water resources, good air quality, land conservation, smart growth, the Climate Action Plan and an attractive community	More effort	45%	56%	50%	49%	65%	57%	60%	40%	56%	59%	53%	50%	54%
	Same effort	53%	38%	42%	47%	32%	41%	38%	57%	40%	36%	42%	41%	42%
	Less effort	2%	6%	9%	4%	3%	2%	2%	3%	4%	5%	5%	9%	4%
Neighborhood Livability and Social Health: Includes promoting good neighbor relationships, ensuring	More effort	67%	59%	53%	56%	70%	83%	80%	65%	65%	62%	59%	54%	65%
	Same effort	29%	32%	40%	36%	25%	15%	18%	32%	27%	31%	33%	38%	29%

Please select the option that best describes how you think the City should address each of the following aspects of the community.	Council District						Geographic area of residence						Overall	
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE		
attractive neighborhoods, historic preservation, an adequate supply of quality housing for all socio-economic groups, addressing poverty and homelessness, creating an inclusive community	Less effort	4%	9%	7%	9%	5%	1%	1%	4%	7%	7%	7%	8%	6%
Safety: Includes police, fire, stormwater, emergency medical response, and building inspection	More effort	30%	20%	27%	29%	15%	31%	27%	33%	19%	18%	35%	26%	25%
	Same effort	67%	73%	69%	67%	69%	66%	68%	64%	69%	76%	60%	69%	69%
	Less effort	3%	7%	4%	4%	16%	3%	5%	4%	12%	6%	4%	5%	6%
Culture, Parks & Recreation: Includes operating and improving recreational facilities, Lincoln Center,	More effort	23%	27%	26%	19%	26%	37%	35%	27%	23%	24%	23%	25%	27%
	Same effort	74%	70%	70%	77%	71%	60%	62%	70%	74%	73%	71%	70%	70%

Please select the option that best describes how you think the City should address each of the following aspects of the community.	Council District						Geographic area of residence						Overall	
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE		
Gardens on Spring Creek and the Museum of Discovery; providing recreational, arts and cultural programs and public art; maintaining parks, trails and cemeteries; and improving natural areas	Less effort	3%	3%	4%	3%	3%	3%	2%	3%	3%	3%	6%	4%	3%
Transportation and Mobility: Includes transportation planning and development, maintaining roads and traffic operations, Transfort operations, and bicycle and pedestrian safety, Northern Colorado Regional Airport	More effort	61%	59%	59%	58%	65%	63%	63%	56%	63%	63%	58%	58%	61%
	Same effort	36%	37%	36%	40%	33%	35%	35%	40%	35%	33%	39%	38%	36%
	Less effort	3%	3%	5%	2%	2%	3%	2%	4%	3%	3%	3%	4%	3%
General Government: Includes internal support functions, City management, Council, boards and	More effort	16%	22%	22%	22%	27%	23%	20%	15%	30%	20%	16%	23%	22%
	Same effort	78%	67%	71%	67%	69%	71%	74%	78%	64%	69%	71%	71%	71%

Please select the option that best describes how you think the City should address each of the following aspects of the community.		Council District						Geographic area of residence						Overall
		D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
commissions, volunteers, technology, communicating with community members and building maintenance and repair	Less effort	6%	11%	7%	11%	4%	6%	6%	7%	6%	10%	13%	6%	7%



**Table 146: Ratings of Informing Residents by Area of Residence**

Please rate the City's performance in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Informing community members	61 E	57 E	59 E	54	50	57 E	59 C E	59 C	50	60 C E	51	58 C	56

**Table 147: Providing Information and Opportunities to Participate by Area of Residence**

Please rate the City's performance in each of the following areas.	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
Providing opportunities to participate in government activities	60 E	57	62 E	56	52	57	58 C	60 C	51	58 C	57	61 C	57
Providing volunteer opportunities to community members	67 E	64	67 E	64	60	65	66 C	67 C	60	64	62	67 C	65
Providing emergency information	62	65	66	64	62	65	64	60	63	67 B	60	65	64

**Table 148: Sources of Information by Area of Residence**

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
The City of Fort Collins local channels 14 and 881	20%	8%	11%	20%	5%	13%	12%	10%	14%	15%	14%	11%	13%

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Online video FCTV on www.fcgov.com/FCTV	19%	28%	22%	18%	24%	35% A C D E	30%	23%	22%	26%	25%	22%	25%
City's website (www.fcgov.com)	86%	92% A	91%	89%	94% A	91%	92% B	84%	91% B	93% B	94% B	91% B	91%
City News eNewsletter	33%	44% A	37%	41%	41%	45% A	44%	36%	40%	41%	43%	36%	40%
Newsletters or brochures from City departments	54%	51%	63% B	64% B	53%	66% A B E	63% D	53%	58%	52%	60%	63% D	58%
City employees or departments (e.g., contacting by phone, email or in person)	59%	54%	64%	67% B	58%	63%	65% D	63% D	57%	51%	72% C D	64% D	60%
Tracks and Trails (the guide to natural areas activities)	77%	69%	82% B	76%	77%	75%	74%	77%	80% D E	71%	66%	82% D E	76%

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	
"Recreator" (guide to recreation programs)	68%	70%	68%	73% E	62%	78% A E	68%	68%	70%	69%	76%	69%	70%
Word of mouth	88%	87%	89%	93%	90%	93%	92% D	90%	92% D	85%	94%	89%	90%
Newspaper (print or online)	53%	51%	62%	57%	61%	55%	54%	56%	62% D	49%	55%	62% D	57%
Radio	40%	40%	41%	49%	45%	42%	44%	38%	49%	42%	37%	40%	43%
Television news	25%	24%	33%	41% A B E	24%	31%	27%	26%	31%	24%	42% A B D	32%	29%
Social media (Facebook, Twitter, Nextdoor, etc.)	66%	77% A	68%	71%	79% A C	79% A C	80% F	72%	75%	73%	72%	68%	73%
OurCity Platform (ourcity.fcgov.com)	19%	27%	18%	31% A C	23%	31% A C	29% F	21%	24%	25%	35% B F	18%	24%

Please indicate how frequently, if ever, you or other members of your household use each of the following sources of information regarding City issues, services and programs. (Percent at least sometimes)	Council District						Geographic area of residence						Overall
	D1	D2	D3	D4	D5	D6	NW	NE	W. Central	E. Central	SW	SE	
	(A)	(B)	(C)	(D)	(E)	(F)	(A)	(B)	(C)	(D)	(E)	(F)	(A)
Engage Platform (engage.fcgov.com)	18%	16%	17%	24%	17%	25% B	25% D	21%	17%	14%	30% C D F	17%	19%
City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	24%	32%	25%	35% A E	24%	30%	26%	24%	27%	32%	41% A B C F	24%	28%
City booth at local events	44%	44%	44%	37%	47%	50%	52% C	46%	41%	44%	40%	43%	45%

## Appendix E: Detailed Benchmark Comparisons

### Comparison Data

Polco/National Research Center (NRC)'s database of comparative resident opinion comprises resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on the City of Fort Collins Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. National benchmark comparisons and Front Range benchmark comparisons have been provided when similar questions on the City of Fort Collins Community Survey are included in NRC's database.

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Fort Collins' "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Fort Collins' rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Fort Collins' rating to the benchmark.

In that final column, Fort Collins' results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Fort Collins' average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Fort Collins' average rating was more than 20 points different when compared to the benchmark.

## National Benchmark Comparisons

**Table 149: Quality of Life**

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of life in Fort Collins	85%	308	599	Similar
Overall, as a place to live	89%	281	568	Similar
Recommend living in Fort Collins to someone who asks	83%	318	506	Similar
Remain in Fort Collins for the next five years	82%	321	502	Similar

**Table 150: Governance**

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall direction of the City	55%	307	546	Similar
Welcoming community member involvement	48%	258	540	Similar
Overall impression	80%	217	562	Similar
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	75%	266	567	Similar

**Table 151: Economy**

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Quality of shopping opportunities	55%	204	512	Similar
As a place to work	70%	229	568	Similar
Availability of job opportunities	37%	273	526	Similar

Table 152: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow	29%	382	527	Similar
Ease of travel by car	57%	353	522	Similar
Ease of traveling by public transportation	29%	244	474	Similar
Ease of travel by bicycle	83%	22	519	Much higher
Ease of walking	62%	271	525	Similar
Availability of parking Downtown	46%	320	466	Similar
Traffic enforcement	33%	522	549	Lower
Street maintenance	52%	158	554	Similar
Carpooled with other adults or children instead of driving alone	57%	31	480	Higher

Table 153: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall appearance of the city	85%	141	524	Similar
Your neighborhood as a place to live	82%	341	521	Similar
Availability of affordable quality housing	7%	489	536	Lower
Code enforcement (weeds, rubbish/trash, etc.)	45%	226	540	Similar

Table 154: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall safety of community members	80%	308	548	Similar
Police services overall	51%	549	584	Lower



<b>Safety Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Crime prevention	46%	440	547	Lower
Animal control	54%	374	512	Similar
EMS/Fire services overall	87%	474	535	Similar
Fire prevention/education/outreach	67%	396	497	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	70%	190	498	Similar
Your neighborhood during the day	96%	272	525	Similar
Downtown Fort Collins during the day	92%	269	518	Similar

Table 155: Natural Environment

<b>Natural Environment Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Overall quality of environment	77%	300	512	Similar
Air quality	53%	436	481	Lower
Natural areas and open space	92%	16	467	Much higher
Recycling programs	60%	378	525	Similar

Table 156: Parks and Recreation

<b>Parks and Recreation Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Parks Overall	91%	127	526	Similar
Quality of recreational opportunities	91%	46	519	Higher
Adult recreation programs	66%	301	517	Similar

Table 157: Health and Wellness

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Availability of quality healthcare	70%	106	485	Similar

Table 158: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Quality of arts and cultural opportunities	63%	157	508	Similar
Quality of public library services	83%	336	492	Similar
Availability of affordable quality childcare	17%	440	495	Lower
Quality of public schools	70%	251	490	Similar

Table 159: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
As a place to raise children	84%	319	578	Similar
As a place to retire	65%	338	574	Similar
Openness and acceptance of the community toward people of diverse backgrounds	59%	266	523	Similar
Providing volunteer opportunities to community members	54%	380	493	Similar
Providing opportunities to participate in government activities	42%	430	496	Similar

**Table 160: Participation**

<b>Participation Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	60%	37	526	Higher
Volunteered your time in Fort Collins	54%	28	487	Much higher

## Front Range Benchmark Comparisons

**Table 161: Quality of Life**

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of life in Fort Collins	85%	10	23	Similar
Overall, as a place to live	89%	10	22	Similar
Recommend living in Fort Collins to someone who asks	83%	7	17	Similar
Remain in Fort Collins for the next five years	82%	9	16	Similar

**Table 162: Governance**

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall direction of the City	55%	7	18	Similar
Welcoming community member involvement	48%	7	21	Similar
Overall impression	80%	9	20	Similar
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	75%	8	23	Similar

**Table 163: Economy**

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Quality of shopping opportunities	55%	6	18	Higher
As a place to work	70%	7	23	Similar
Availability of job opportunities	37%	8	19	Similar

Table 164: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow	29%	12	18	Similar
Ease of travel by car	57%	12	19	Similar
Ease of traveling by public transportation	29%	6	14	Similar
Ease of travel by bicycle	83%	4	19	Higher
Ease of walking	62%	9	19	Similar
Availability of parking Downtown	46%	7	12	Similar
Traffic enforcement	33%	19	21	Similar
Street maintenance	52%	5	21	Higher
Carpooled with other adults or children instead of driving alone	57%	4	13	Similar

Table 165: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall appearance of the city	85%	5	18	Higher
Your neighborhood as a place to live	82%	10	20	Similar
Availability of affordable quality housing	7%	15	17	Lower
Code enforcement (weeds, rubbish/trash, etc.)	45%	4	20	Similar

Table 166: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall safety of community members	80%	7	17	Similar
Police services overall	51%	17	21	Similar

<b>Safety Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Crime prevention	46%	8	18	Similar
Animal control	54%	13	19	Similar
EMS/Fire services overall	87%	13	16	Similar
Fire prevention/education/outreach	67%	9	14	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	70%	2	15	Similar
Your neighborhood during the day	96%	9	19	Similar
Downtown Fort Collins during the day	92%	9	17	Similar

Table 167: Natural Environment

<b>Natural Environment Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Overall quality of environment	77%	8	17	Similar
Air quality	53%	11	15	Similar
Natural areas and open space	92%	3	14	Higher
Recycling programs	60%	11	16	Similar

Table 168: Parks and Recreation

<b>Parks and Recreation Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Parks Overall	91%	6	15	Similar
Quality of recreational opportunities	91%	4	17	Higher
Adult recreation programs	66%	14	20	Similar

**Table 169: Health and Wellness**

<b>Health and Wellness Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Availability of quality healthcare	70%	1	15	Higher

**Table 170: Education, Arts, and Culture**

<b>Education, Arts, and Culture Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Quality of arts and cultural opportunities	63%	7	17	Similar
Quality of public library services	83%	9	15	Similar
Availability of affordable quality childcare	17%	10	14	Similar
Quality of public schools	70%	7	15	Similar

**Table 171: Inclusivity and Engagement**

<b>Inclusivity and Engagement Items</b>	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
As a place to raise children	84%	10	23	Similar
As a place to retire	65%	10	23	Similar
Openness and acceptance of the community toward people of diverse backgrounds	59%	9	19	Similar
Providing volunteer opportunities to community members	54%	10	15	Similar
Providing opportunities to participate in government activities	42%	12	16	Similar

Table 172: Participation

Participation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	60%	2	18	Higher
Volunteered your time in Fort Collins	54%	1	13	Much higher



## Appendix F: Comparisons of Survey Results by Year

This appendix contains the average ratings for all evaluative questions compared by year; the percent positive is shown for questions on a non-evaluative scale that have trend data. Differences between 2023 and 2022 can be considered “statistically significant” if they are plus or minus three points or more on the 100-point scale or plus or minus five percentage points or more around any given percent.

**Table 173: Promotion of Social Health of the Community Compared by Year**

<b>Please rate the City's performance in each of the following areas.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Promotion of the social health of Fort Collins (Human Services, Affordable Housing, Homelessness, Equity & Inclusion, etc.)	47	51	52	50	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Table 174: Aspects of Quality of Life and Community Compared by Year**

<b>Please rate Fort Collins as a community on each of the items listed below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Overall, as a place to live	84	86	88	86	88	89	89	91	90	88	88	79	81	80
Availability of affordable quality housing	25	26	29	34	32	31	38	53	54	58	52	40	43	37
Quality of public schools	71	73	75	77	78	80	82	80	80	77	76	76	NA	NA

<b>Please rate Fort Collins as a community on each of the items listed below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
As a place to raise children	79	80	82	84	83	84	87	87	86	84	83	81	84	81
As a place to retire	68	69	73	74	73	73	79	80	79	79	77	76	73	74
As a place to attend college	80	82	81	81	82	83	85	84	85	85	84	81	84	84
Openness and acceptance of the community toward people of diverse backgrounds	64	67	65	65	67	71	72	76	72	69	70	64	67	64
Availability of affordable quality childcare	41	42	43	38	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Overall quality of life in Fort Collins	79	80	81	81	82	84	85	86	84	83	82	NA	NA	NA

**Table 175: Resident Loyalty Compared by Year**

<b>Please indicate how likely or unlikely you are to do each of the following:</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Recommend living in Fort Collins to someone who asks	74	74	79	78	79	79	NA	NA	NA	NA	NA	NA	NA	NA
Remain in Fort Collins for the next five years	76	77	77	78	77	80	NA	NA	NA	NA	NA	NA	NA	NA

**Table 176: Quality of Neighborhoods Compared by Year**

<b>Please rate the quality of your neighborhood on each of the items listed below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Your neighborhood as a place to live	80	80	81	82	83	82	83	82	80	78	80	80	NA	NA
Your neighborhood as a place to raise children	75	77	78	77	78	77	77	75	75	72	73	78	NA	NA
Access within your neighborhood to everyday needs (i.e., grocery shopping, services, and amenities)	73	78	80	79	80	79	79	NA	NA	NA	NA	NA	NA	NA

**Table 177: Ratings of Neighborhood-related Services Compared by Year**

<b>Please rate quality of each of the following in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Code enforcement (weeds, rubbish/trash, etc.)	58	60	62	64	64	62	64	65	66	63	63	NA	NA	NA
Noise enforcement	55	57	60	60	63	61	62	65	66	NA	NA	NA	NA	NA
Residential property maintenance	65	64	67	68	68	69	70	70	69	67	68	NA	NA	NA

Table 178: Overall Safety in City Compared by Year

Please rate Fort Collins as a community on each of the items listed below.	2023	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall safety of community members	77	79	81	81	81	82	81	84	83	81	81	72	76	78

Table 179: Ratings of Personal Safety Compared by Year

Please tell us how safe you feel in each of the following areas.	2023	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Downtown Fort Collins during the day	86	88	87	88	87	87	89	93	92	88	88	86	NA	NA
Downtown Fort Collins at night	65	67	68	68	68	66	68	71	69	70	69	67	NA	NA
Your neighborhood during the day	91	92	92	92	91	92	93	94	93	91	91	89	NA	NA
Your neighborhood at night	79	79	79	80	79	81	81	82	81	78	78	79	NA	NA
Parks	77	78	81	79	77	77	79	79	80	80	79	76	NA	NA
Natural areas/open spaces	78	78	80	79	79	79	79	80	79	80	78	NA	NA	NA
Recreation facilities	81	82	85	84	84	84	84	86	83	84	82	79	NA	NA
Trails	77	77	79	78	77	78	78	78	77	76	74	72	NA	NA
Fort Collins overall during the day	84	86	86	86	86	87	87	90	88	NA	NA	NA	NA	NA

<b>Please tell us how safe you feel in each of the following areas.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Fort Collins overall at night	68	70	73	71	71	71	72	74	73	NA	NA	NA	NA	NA
Transfort/MAX	64	68	72	71	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Table 180: Community Safety Services Ratings Compared by Year**

<b>Please rate quality of each of the following in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	71	70	77	76	75	77	76	77	75	NA	NA	NA	NA	NA
Disaster response and restoration of services	72	72	76	75	75	77	76	78	NA	NA	NA	NA	NA	NA
Fire prevention/education	70	68	74	73	75	74	77	76	75	NA	NA	NA	NA	NA
Fire response time	80	79	81	82	81	83	83	83	81	NA	NA	NA	NA	NA
Fire services overall	80	79	83	82	81	82	82	82	81	86	86	NA	85	87
Crime prevention	59	60	69	68	70	69	69	71	70	74	72	NA	NA	NA
Police patrol	58	62	66	70	70	69	69	73	72	72	72	NA	NA	NA
Traffic enforcement	49	55	60	62	63	62	62	67	69	68	68	NA	61	61
Police visibility	61	62	68	70	71	69	70	72	72	71	72	NA	NA	NA
Police response time	63	67	71	75	73	72	73	74	72	70	71	NA	74	76

<b>Please rate quality of each of the following in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Police services overall	61	66	69	74	73	70	71	74	72	70	71	NA	NA	NA
Animal control	63	65	68	68	69	69	65	68	69	67	70	NA	NA	NA
Business property maintenance	66	67	71	71	72	72	71	73	73	71	72	NA	NA	NA
Natural Areas and Park Ranger services	82	81	82	82	80	79	79	78	78	NA	NA	NA	NA	NA

**Table 181: Promotion of Environmental Health of the Community Compared by Year**

<b>Please rate the City's performance in each of the following areas.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Promotion of the health of the environment of Fort Collins	62	62	68	66	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Table 182: Overall Quality of the Environment Compared by Year**

<b>Please rate the quality of the environment in Fort Collins in each of the following areas.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Overall quality of environment	74	73	78	77	79	81	81	83	81	81	80	76	NA	NA

**Table 183: Aspects of the Environment Compared by Year**

<b>Please rate the quality of the environment in Fort Collins in each of the following areas.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Air quality	62	64	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Recycling programs	67	69	74	73	77	80	77	80	79	77	76	71	68	69
Conservation efforts	70	71	75	74	76	79	77	79	78	78	75	NA	NA	NA
Overall quality of environment	74	73	78	77	79	81	81	83	81	81	80	76	NA	NA
Overall appearance of the city	79	80	82	83	84	83	83	84	81	80	82	78	75	70

**Table 184: Transportation Ratings Compared by Year**

<b>Please rate the following areas of transportation in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Ease of travel by car	65	66	62	58	56	53	51	61	65	61	57	50	NA	NA
Ease of traveling by public transportation	45	48	56	56	58	59	57	56	54	48	51	38	NA	NA
Ease of walking	67	68	74	73	68	67	67	71	71	67	68	60	NA	NA
Accessibility for people with disabilities (e.g., people with low vision or in wheelchairs)	51	59	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

<b>Please rate the following areas of transportation in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Ease of travel by bicycle	80	81	80	81	81	79	77	79	81	78	78	68	NA	NA
Availability of parking Downtown	56	51	53	52	51	47	46	49	51	51	52	NA	NA	NA
Traffic flow	49	48	45	38	38	37	33	45	50	48	44	NA	32	27
Street maintenance	62	62	63	66	64	65	57	61	61	52	60	NA	59	59
Availability of electric vehicle charging stations	45	44	51	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Northern Colorado Regional Airport	49	55	45	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Table 185: Community Aspects of Culture and Recreation Compared by Year**

<b>Please rate Fort Collins as a community on each of the items listed below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Quality of arts and cultural opportunities	69	65	67	72	72	72	71	74	70	68	69	67	NA	NA
Quality of recreational opportunities	85	85	85	85	86	85	85	86	84	83	81	81	NA	NA
Quality of public library services	80	82	82	82	82	84	83	81	81	79	77	75	76	78



**Table 186: Ratings of Parks, Recreational and Cultural Programs and Facilities Compared by Year**

<b>Please rate the quality of each of the programs or facilities listed below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Natural areas and open space	87	86	89	88	88	89	88	87	86	85	84	82	78	76
Trails	87	86	89	89	89	90	89	88	87	86	86	83	82	81
Parks Overall	85	85	88	87	88	88	87	87	86	84	85	82	83	83
Parks in my neighborhood	78	80	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Dog parks	68	72	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Timberline Recycling Center	78	79	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Cemeteries	73	76	81	78	78	80	79	81	78	75	75	74	73	72
Golf courses	68	76	78	77	78	80	79	79	78	76	79	78	78	78
Athletic fields	74	75	78	79	78	81	79	81	80	78	79	76	78	77
Northside Aztlan Community Center	73	79	79	82	81	81	81	80	81	80	79	67	NA	NA
Fort Collins Senior Center	78	79	80	82	82	82	84	82	82	81	82	83	NA	NA
Edora Pool Ice Center (EPIC)	74	75	77	80	80	78	78	79	79	78	78	79	NA	NA
Foothills Activity Center	71	72	74	79	78	NA	NA	NA	NA	NA	NA	NA	NA	NA
Mulberry Pool	61	64	70	72	72	72	74	74	75	74	71	72	NA	NA
The Farm at Lee Martinez Park	77	81	81	83	81	82	81	81	80	79	79	81	NA	NA

<b>Please rate the quality of each of the programs or facilities listed below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
The Gardens on Spring Creek	84	84	86	85	85	85	85	84	84	81	82	76	NA	NA
Pottery studio	73	76	78	81	76	77	79	80	77	76	74	74	NA	NA
Art in Public Places program	81	81	81	81	82	82	79	80	78	72	74	67	NA	NA
Lincoln Center programs	78	79	79	80	81	80	80	80	80	76	77	76	77	78
Fort Collins Museum of Discovery	83	82	83	84	85	84	84	83	78	71	70	72	70	72
Adult recreation programs	70	71	76	75	76	76	75	78	76	74	73	73	71	74
Senior recreation programs	74	74	77	79	77	78	78	80	78	77	78	78	75	78
Youth/teen recreation programs	71	73	77	76	76	76	75	78	77	74	72	67	69	63

**Table 187: Ratings of City as a Place to Work Compared by Year**

<b>Please rate Fort Collins as a community on each of the items listed below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
As a place to work	72	75	76	75	76	76	76	77	77	73	71	NA	66	73

**Table 188: Community Aspects of Economic Health Compared by Year**

<b>Please rate Fort Collins as a community on each of the items listed below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Quality of shopping opportunities	66	73	73	72	73	75	72	72	70	68	68	66	NA	NA
Quality of dining opportunities	73	78	79	78	82	83	82	82	83	80	81	80	NA	NA
Quality of entertainment opportunities	69	71	69	72	75	75	73	73	69	68	67	68	NA	NA
Availability of job opportunities	56	61	59	60	58	60	57	55	52	48	49	50	NA	NA
Availability of quality healthcare	73	77	79	77	77	75	77	76	77	74	73	NA	NA	NA

**Table 189: Business Support and Promotion of Economic Health Compared by Year**

<b>Please rate the City's performance in each of the following in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Promotion of the economic health of Fort Collins	55	59	62	62	68	69	69	67	65	57	57	56	NA	NA
Support of businesses	63	63	66	65	70	70	69	70	69	63	63	NA	NA	NA

**Table 190: Business Health Compared by Year**

<b>Please rate the City's performance in each of the following in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Encouraging a variety of businesses	60	62	65	66	66	69	69	NA	NA	NA	NA	NA	NA	NA
Retaining existing businesses	54	56	61	56	62	64	65	NA	NA	NA	NA	NA	NA	NA
Attracting new businesses	55	57	62	62	65	67	66	NA	NA	NA	NA	NA	NA	NA

**Table 191: Overall Quality of City Services Compared by Year**

	2023	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Overall, how would you rate the quality of the services provided by the City of Fort Collins?	73	73	76	76	78	81	79	79	78	74	73	NA	NA	NA

**Table 192: City Government Ratings Compared by Year**

<b>Please rate the City's performance in each of the following in Fort Collins.</b>	2023	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
Managing and planning for growth	48	51	54	57	57	57	58	63	62	59	53	43	44	40
Balancing development and growth while maintaining the character and identity of the City and neighborhoods	50	52	57	60	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Efficient operation of programs and services	63	64	67	67	70	68	66	69	66	63	63	53	NA	NA
Encouraging sustainability in the community	63	65	68	67	71	74	71	72	71	NA	NA	NA	NA	NA
Partnering with the community to address climate change	55	54	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

<b>Please rate the City's performance in each of the following in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Overall direction of the City	60	60	63	67	67	68	68	71	70	65	63	NA	NA	NA
Welcoming community member involvement	60	62	66	67	67	69	71	71	70	64	66	48	NA	NA
Listening to community members	51	56	60	59	60	62	61	63	63	58	57	55	NA	NA
Informing community members	56	59	63	63	64	66	67	71	70	66	67	62	63	62
Providing opportunities to participate in government activities	57	58	60	64	66	65	64	NA	NA	NA	NA	NA	NA	NA

**Table 193: Contact with City Employees Compared by Year**

<b>Percent yes</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Have you had contact with any City employee(s) by phone, in person, via email or online within the last 12 months?	60%	52%	51%	53%	56%	53%	54%	54%	55%	46%	46%	55%	58%	58%

**Table 194: Users Ratings of City Employees Compared by Year**

<b>Thinking about your most recent contact, please rate City employee(s) on each of the items below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Courtesy	84	85	83	85	86	86	84	85	84	82	81	83	81	84
Promptness	80	79	80	80	82	79	81	79	79	76	76	77	75	77
Knowledge	80	83	81	79	81	82	81	79	79	79	77	78	77	78
Making you feel valued	75	76	75	77	75	77	75	74	75	75	75	75	75	76
Overall impression	79	81	78	80	80	80	79	79	78	78	77	NA	NA	NA

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

**Table 195: Non-users Ratings of City Employees Compared by Year**

<b>Although you may not have had any recent personal contact with City employees, please rate City employees on each of the items below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Courtesy	75	76	75	75	78	78	74	77	76	80	72	72	73	69
Promptness in responding to inquiries and service requests	70	73	72	70	73	73	74	74	74	67	68	66	69	65

<b>Although you may not have had any recent personal contact with City employees, please rate City employees on each of the items below.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Making community members or customers feel valued	68	70	71	69	74	74	71	73	72	72	69	67	67	64

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

**Table 196: Ratings of Informing Residents Compared by Year**

<b>Please rate the City's performance in each of the following in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Informing community members	56	59	63	63	64	66	67	71	70	66	67	62	63	62



**Table 197: Providing Information and Opportunities to Participate Compared by Year**

<b>Please rate the City's performance in each of the following in Fort Collins.</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
Providing opportunities to participate in government activities	57	58	60	64	66	65	64	NA	NA	NA	NA	NA	NA	NA
Providing volunteer opportunities to community members	65	64	65	69	68	NA	NA	NA	NA	NA	NA	NA	NA	NA
Providing emergency information	64	64	68	68	67	68	70	NA	NA	NA	NA	NA	NA	NA

**Table 198: Sources of Information Compared by Year**

<b>Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs. (Percent of respondents who had ever used this as a source)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
The City of Fort Collins local channels 14 and 881	13%	13%	16%	12%	20%	20%	22%	30%	30%	36%	41%	35%	28%	26%
Online video FCTV on www.fcgov.com/FCTV	25%	19%	22%	22%	20%	19%	12%	17%	15%	12%	14%	NA	NA	NA
City's website (www.fcgov.com)	91%	86%	82%	77%	79%	79%	79%	80%	74%	71%	72%	50%	54%	12%
City News eNewsletter	40%	35%	33%	33%	63%	65%	65%	67%	63%	61%	71%	76%	76%	56%
Newsletters or brochures from City departments	58%	59%	60%	59%	59%	60%	62%	64%	56%	57%	64%	67%	64%	17%
City employees or departments (e.g., contacting by phone, email or in person)	60%	60%	61%	58%	56%	57%	NA	NA	NA	NA	NA	NA	NA	NA
Tracks and Trails (the guide to natural areas activities)	76%	74%	76%	67%	69%	73%	68%	NA	NA	NA	NA	NA	NA	NA

<b>Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs. (Percent of respondents who had ever used this as a source)</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>2015</b>	<b>2013</b>	<b>2012</b>	<b>2010</b>	<b>2008</b>	<b>2006</b>	<b>2003</b>	<b>2001</b>
"Recreator" (guide to recreation programs)	70%	67%	67%	68%	71%	66%	70%	70%	64%	62%	60%	70%	60%	40%
Word of mouth	90%	88%	91%	91%	91%	90%	87%	88%	87%	85%	88%	82%	87%	54%
Newspaper (print or online)	57%	61%	67%	66%	67%	70%	72%	80%	80%	81%	87%	89%	NA	76%
Radio	43%	47%	52%	50%	56%	55%	63%	69%	60%	64%	66%	61%	NA	27%
Television news	29%	35%	38%	41%	41%	45%	57%	69%	60%	65%	69%	58%	63%	NA
Social media (Facebook, Twitter, Nextdoor, etc.)	73%	70%	77%	65%	67%	63%	60%	55%	44%	NA	NA	NA	NA	NA
OurCity Platform (ourcity.fcgov.com)	24%	26%	20%	16%	18%	18%	NA	NA	NA	NA	NA	NA	NA	NA
Engage Platform (engage.fcgov.com)	19%	17%	12%	12%	14%	NA	NA	NA	NA	NA	NA	NA	NA	NA

Please indicate how frequently, if ever, you or other members of your household use each of the following sources for information regarding City issues, services and programs. (Percent of respondents who had ever used this as a source)	2023	2022	2021	2019	2018	2017	2015	2013	2012	2010	2008	2006	2003	2001
	City of Fort Collins mobile apps (Access Fort Collins, Digital Publications, Recreator)	28%	27%	27%	22%	22%	20%	20%	17%	15%	NA	NA	NA	NA
City booth at local events	45%	39%	41%	36%	37%	38%	41%	NA	NA	NA	NA	NA	NA	NA

# Appendix G: Survey Methodology

## About the Survey

The City of Fort Collins Community Survey was first administered in 2001. General resident surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinions on policy issues facing the city and their assessment of city service delivery. The City of Fort Collins funded this research. Please contact William Bevil of the City of Fort Collins at [wbevil@fcgov.com](mailto:wbevil@fcgov.com) if you have any questions about the survey.

## Developing the Questionnaire

The 2023 survey instrument was developed by starting with the version from the previous implementation in 2022. Few changes were made to the survey in order to maximize comparisons over time. In an iterative process between Fort Collins staff and NRC staff, a final six-page questionnaire was created.

## Selecting Survey Recipients

"Sampling" refers to the method by which survey recipients are chosen. The "sample" refers to all those who were given a chance to participate in the survey. A list of all households within the zip codes serving Fort Collins was purchased from Go-Dog Direct based on updated listings from the United States Postal Service, updated every three months, providing the best representation of all households in a specific geographic location. NRC used the USPS data to select the survey recipients.

A larger list than needed was pulled so that a process referred to as "geocoding" could be used to eliminate addresses from the list that were outside Fort Collins' boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries; in this case, within Fort Collins. All addresses determined to be outside the study boundaries were eliminated from the list of potential households. Each address identified as being within city boundaries was further identified as being within both geographic areas and Council Districts. A random selection was made of the remaining addresses to create a mailing list of 3,000 addresses.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was randomly selected to complete the survey using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire. The survey was also available online in Spanish, and all mailings contained instructions in Spanish on how to access the online survey.

In addition to the scientific, random sample, a link to an online “opt-in” survey was publicized through various community channels. This opt-in survey was identical to the scientific survey and open to all City residents. The open participation survey was also available in Spanish.

## Survey Administration and Response Rate

Each selected household was contacted three times. First, a prenotification announcement was sent on April 21, 2023, informing the household members that they had been selected to participate in the 2023 City of Fort Collins Community Survey. Approximately one week after mailing the prenotification, each household was mailed a paper survey containing a cover letter signed by Mayor Jeni Arndt and City Manager Kelly DiMartino enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire directly to NRC. The third mailing, sent a week after the survey packet, was a reminder postcard. All mailings also included a web link for residents to visit if they preferred to take the survey online. All mailings contained instructions in both English and Spanish, and the online survey was also available in Spanish. Data collection was open through June 2, 2023. The online “opt-in” survey became available to all Fort Collins residents on May 19, 2023 and remained open for the final two weeks of data collection.

About 3% of the 3,000 surveys mailed were returned because the housing unit was vacant, or the postal service was unable to deliver the survey as addressed. Of the 2,918 households presumed to have received a survey, 529 completed the survey, providing a response rate of 18%. The response rates were calculated using AAPOR’s response rate #2<sup>1</sup> for mailed surveys of unnamed persons. Additionally, 456 residents completed the online “opt-in” survey, providing a grand total of 985 completed surveys. No surveys were completed in Spanish.

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<sup>1</sup> See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

**Response Rate for Mailed Survey**

	<b>Overall</b>
Total sample used	3,000
I=Complete Interviews	521
P=Partial Interviews	8
R=Refusal and break off	0
NC=Non Contact	82
O=Other	0
UH=Unknown household	0
UO=Unknown other	2,389
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	18%

### *Margin of Error*

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

While the margin of error for the survey is generally no greater than plus or minus three<sup>2</sup> percentage points around any given percent reported for the entire sample, results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise.

### **Survey Processing (Data Entry)**

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset. All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC’s mailed surveys, surveys on Polco are presented with the city name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

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

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<sup>2</sup> Although this has become the traditional way to describe survey research precision, when opt-in results are blended with scientific results, assumptions about randomness of responses are not the same as when results come only from the random sample. Consequently other terms sometimes are used in place of “confidence interval” or “margin of error,” such as “credibility intervals.”



## Weighting the Data

Upon completion of data collection for both the scientific (probability) and online “opt-in” (non-probability) samples, data were compared in order to determine whether it was appropriate to combine, or blend, both samples together. In the case of Fort Collins, the non-probability sample’s characteristics were similar to the probability sample, in both respondent trait and opinion, indicating that the samples could be blended. This decision reflects a growing trend in survey research toward integration of traditional scientific probability samples and non-probability samples (opt-in).

The demographic characteristics of the survey sample were compared to those found in the 2020 Census and the 2021 American Community Survey estimates for adults in the City of Fort Collins. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. Both samples were weighted independently and then combined into one final dataset.

The characteristics used for weighting were respondent gender, age, race, housing unit type (attached or detached), housing tenure (rent or own), and geographic area of residence. This decision was based on:

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

A special software program using mathematical algorithms is used to calculate the appropriate weights. Several different weighting ‘schemes’ are tested to ensure the best fit for the data.

The results of the weighting schemes for both the scientific, random sample and open participation surveys are presented in the tables on the following pages.

## 2023 City of Fort Collins Community Survey Weighting Table – Address-based Sample

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing*</b>			
Rent home	47%	26%	43%
Own home	53%	74%	57%
Detached unit	56%	62%	56%
Attached unit	44%	38%	44%
<b>Race*</b>			
White	90%	88%	90%
Not white	10%	12%	10%
<b>Ethnicity*</b>			
Not Hispanic	92%	94%	96%
Hispanic	8%	6%	4%
<b>Sex and Age*</b>			
Female	50%	59%	52%
Male	50%	41%	48%
18-34 years of age	45%	15%	41%
35-54 years of age	31%	28%	31%
55+ years of age	23%	57%	28%
Females 18-34	22%	8%	21%
Females 35-54	16%	16%	17%
Females 55+	13%	34%	14%
Males 18-34	24%	7%	21%
Males 35-54	15%	12%	17%
Males 55+	11%	23%	13%
<b>Quadrant**</b>			
Northwest	20%	13%	17%
Northeast	15%	11%	15%
West Central	22%	27%	23%
East Central	21%	23%	21%
Southwest	5%	6%	5%
Southeast	17%	20%	18%

\*Source: 2020 U.S. Census Bureau, 2021 American Community Survey Population Estimates

\*\*From geocoded USPS mailing list, April 2023

### 2023 City of Fort Collins Community Survey Weighting Table – Open Participation Sample

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing*</b>			
Rent home	47%	20%	41%
Own home	53%	80%	59%
Detached unit	56%	75%	61%
Attached unit	44%	25%	39%
<b>Race*</b>			
White	90%	91%	89%
Not white	10%	9%	11%
<b>Ethnicity*</b>			
Not Hispanic	92%	96%	95%
Hispanic	8%	4%	5%
<b>Sex and Age*</b>			
Female	50%	58%	52%
Male	50%	42%	48%
18-34 years of age	45%	18%	40%
35-54 years of age	31%	40%	35%
55+ years of age	23%	42%	25%
Females 18-34	22%	9%	20%
Females 35-54	16%	24%	18%
Females 55+	13%	25%	13%
Males 18-34	24%	9%	22%
Males 35-54	15%	15%	16%
Males 55+	11%	18%	11%
<b>Quadrant**</b>			
Northwest	20%	17%	18%
Northeast	15%	21%	15%
West Central	22%	12%	19%
East Central	21%	19%	22%
Southwest	5%	18%	10%
Southeast	17%	13%	16%

\*Source: 2020 U.S. Census Bureau, 2021 American Community Survey Population Estimates

\*\*From geocoded USPS mailing list, April 2023

## Analyzing the Data

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Survey Frequencies*. Also included are results by respondent characteristics (*Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been denoted with capital letters.

## **Appendix H: Survey Materials**

The following pages contain copies of the survey materials sent to randomly selected households within the City of Fort Collins.



# The City of Fort Collins Community Survey

## Presentation of Results 2023

**Jade Arocha**

Director of Survey Research  
Polco





## Civic Communication & Analytics Platform

Smarter, better connected communities. A civic surveying, policy polling, and constituent communication tech platform.



## Advanced Survey Science & Performance Analytics

Data insights to help communities move forward. The premiere provider of professional civic surveys and performance benchmarking analyses.

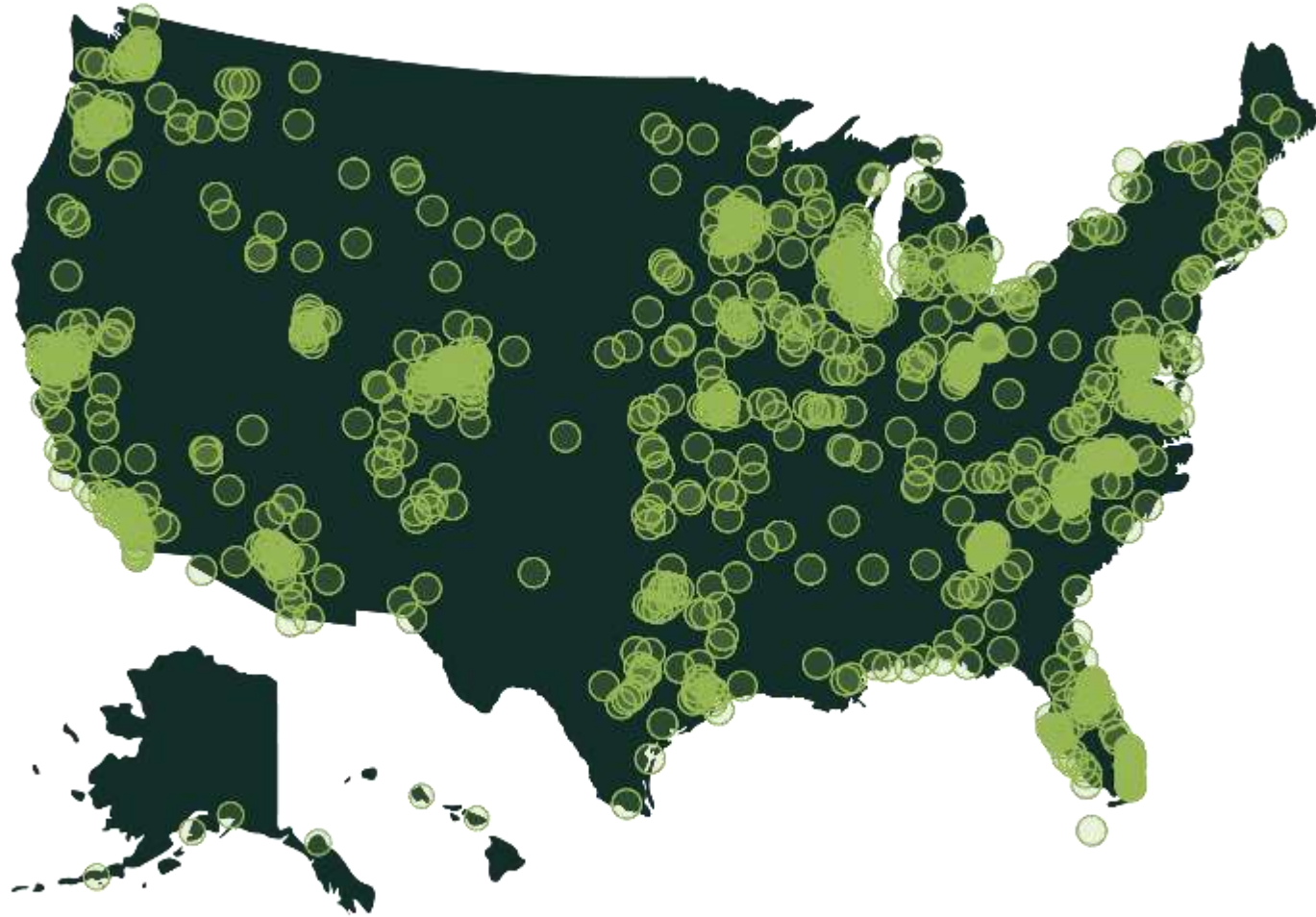
**Questions about our product?**

Visit [www.polco.us](http://www.polco.us) to learn more

**Exclusive partners of:**







More than **500**  
comparison communities  
across the nation.

Representing the opinions  
of more than **50 million**  
residents.



- 14<sup>th</sup> time conducting the Fort Collins Community Survey
- Survey conducted from April 21 – June 2
- Mailing approach employed:
  - Probability-based sample of 3,000 households
  - All received postcard (with online link), paper survey packet, and reminder postcard
  - 529 total responses received
  - 18% response rate
- Non-probability, open participation sample: 456 responses
- Total: 985 survey responses
- Results were statistically weighted to reflect Fort Collins
- 95% confidence interval with +/- 3% margin of error
  
- Survey was available online in Spanish
  - 0 responses received





# Overview of Survey Results

Item 1. Comparisons to National Benchmarks



Item 1. Comparisons to Front Range Benchmarks





Item 1.



Page 280

# City of Fort Collins

## Key Findings

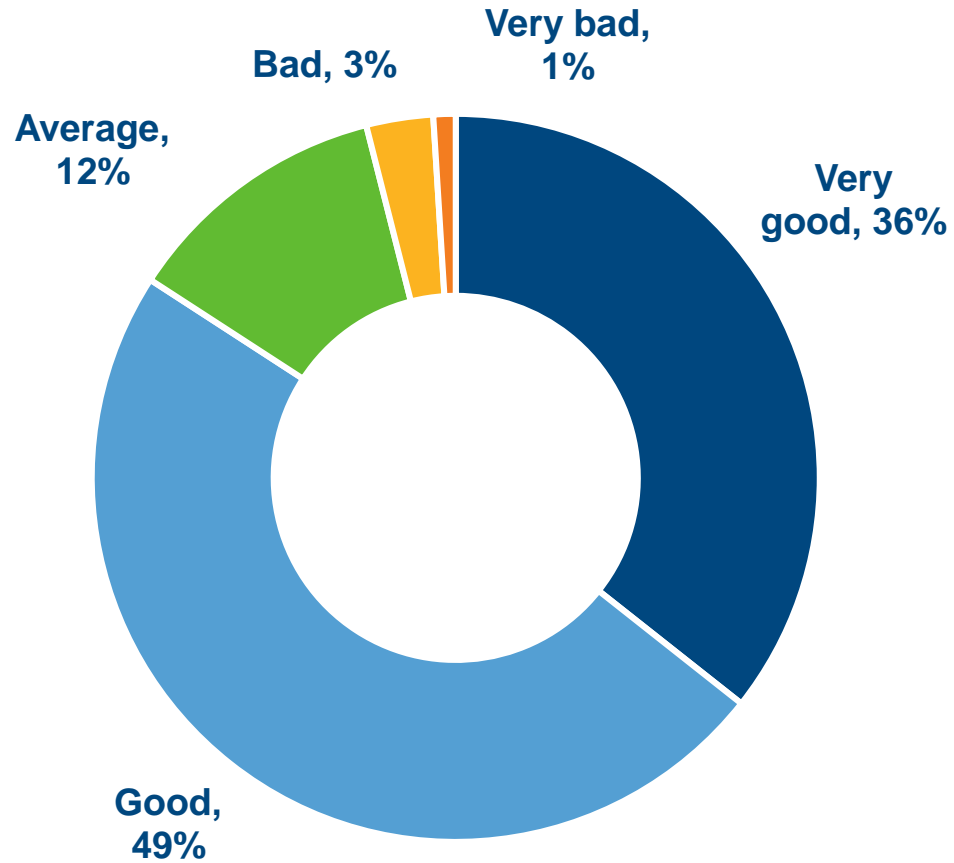


**Fort Collins residents continue to enjoy an excellent quality of life in the city and in their neighborhoods.**

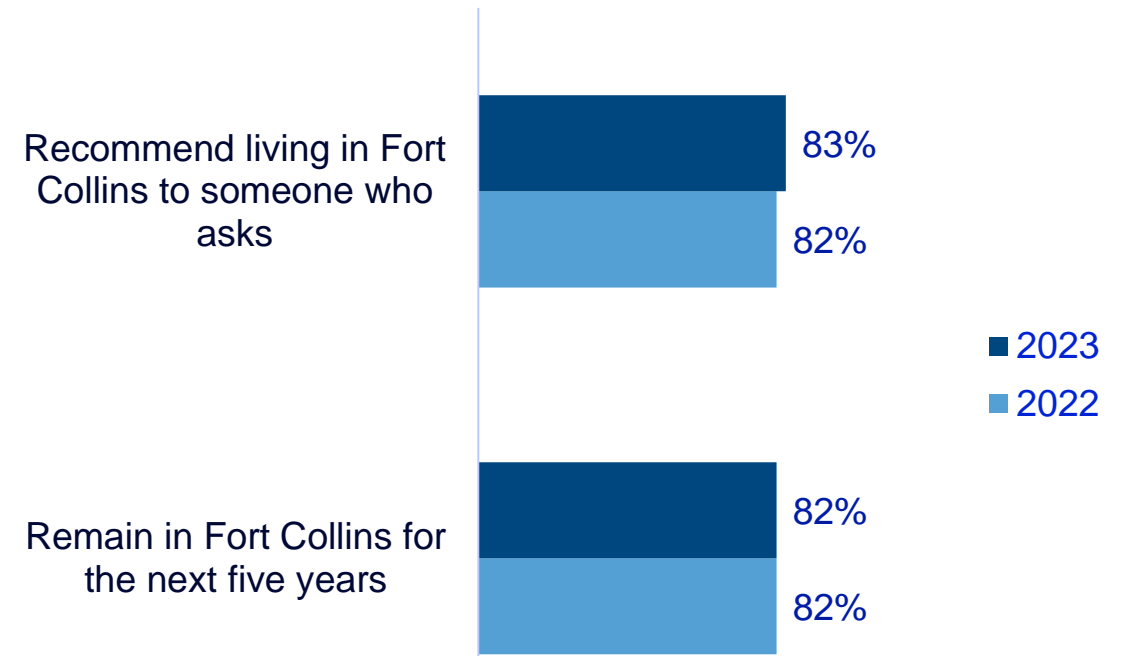




### Overall Quality of Life

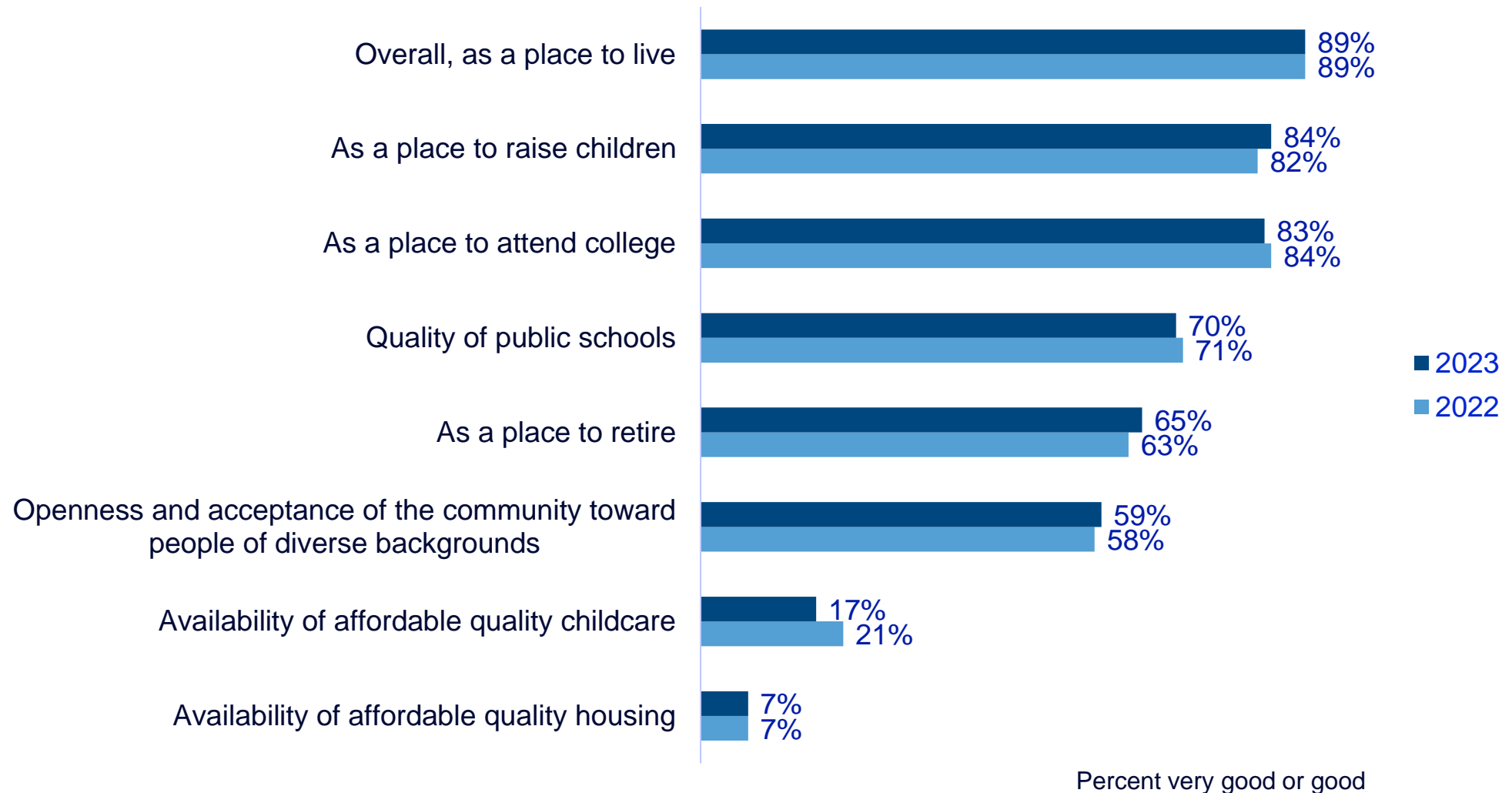


### Likelihood to Recommend and Remain in Fort Collins



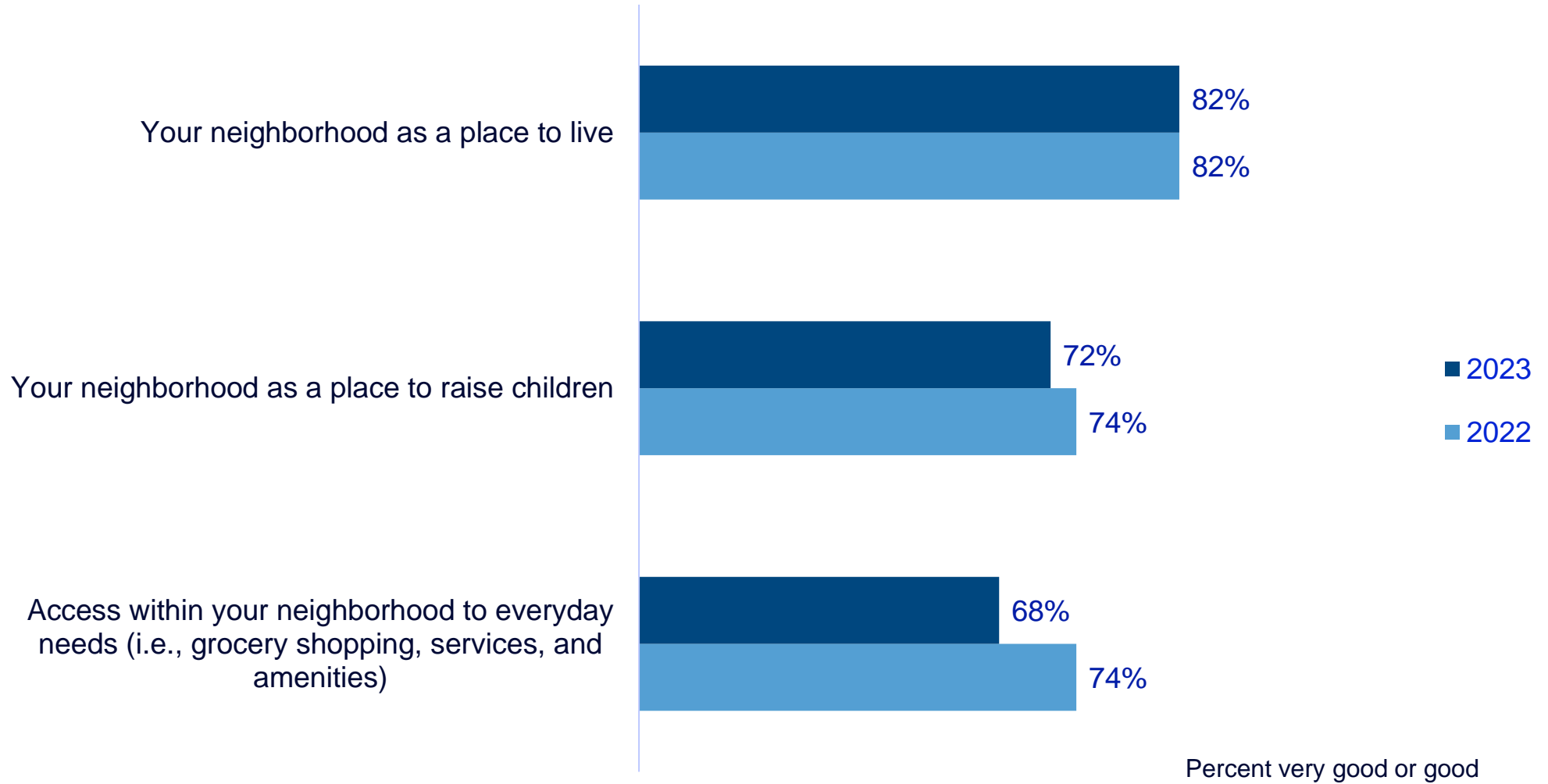
Percent very or somewhat likely

### Aspects of Quality of Life





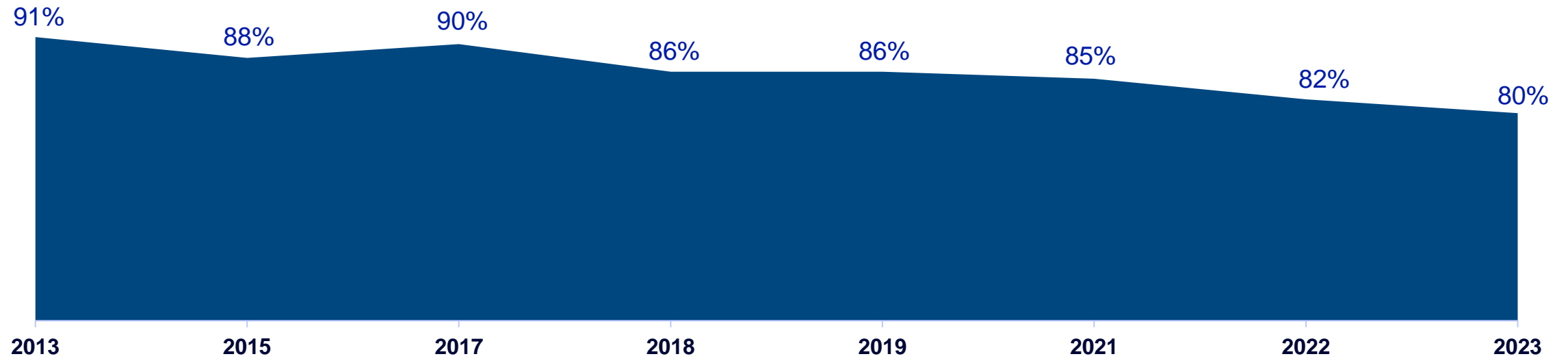
### Neighborhood Quality of Life



**While residents feel safe in the city, some safety-related ratings have declined.**

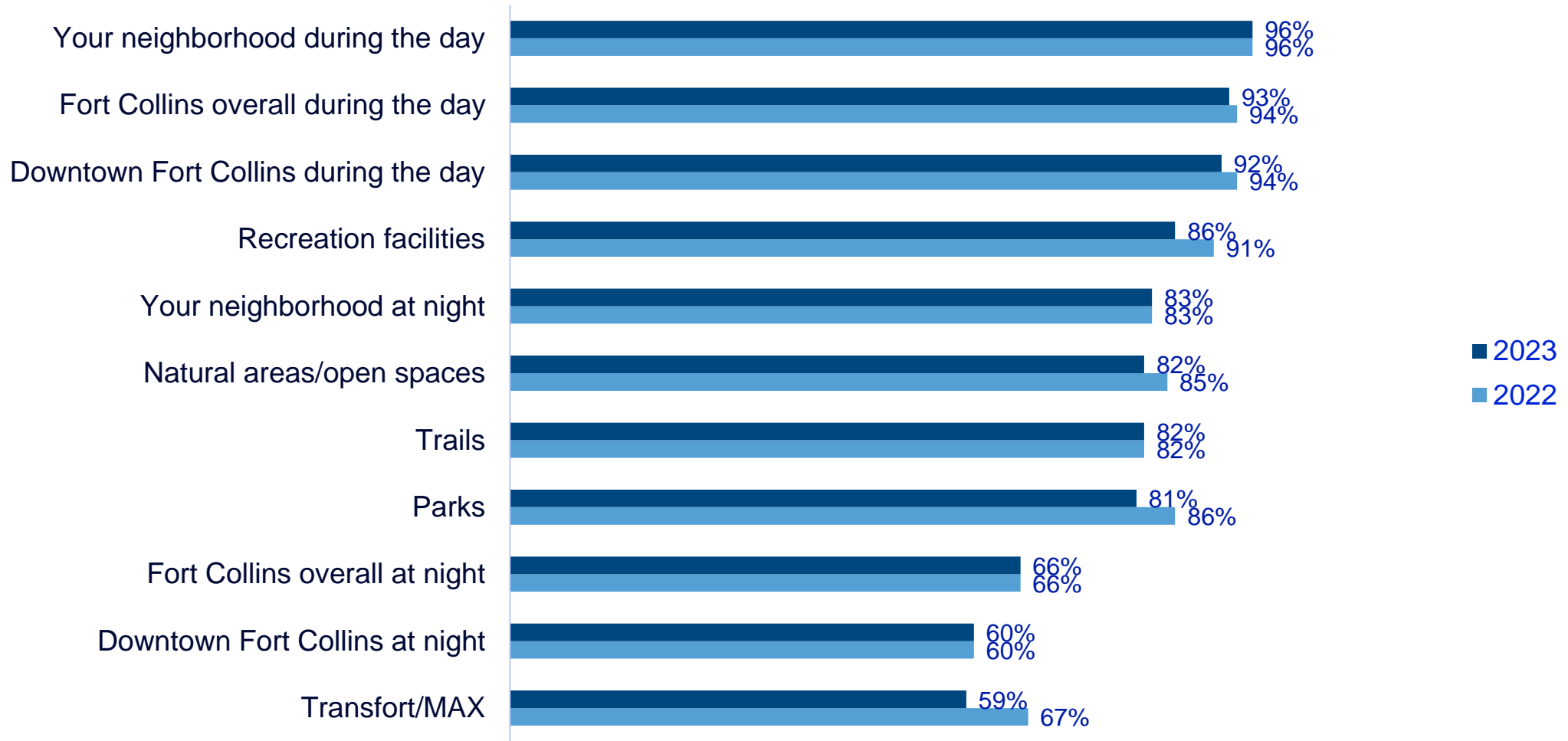


### Overall Safety in the City by Year



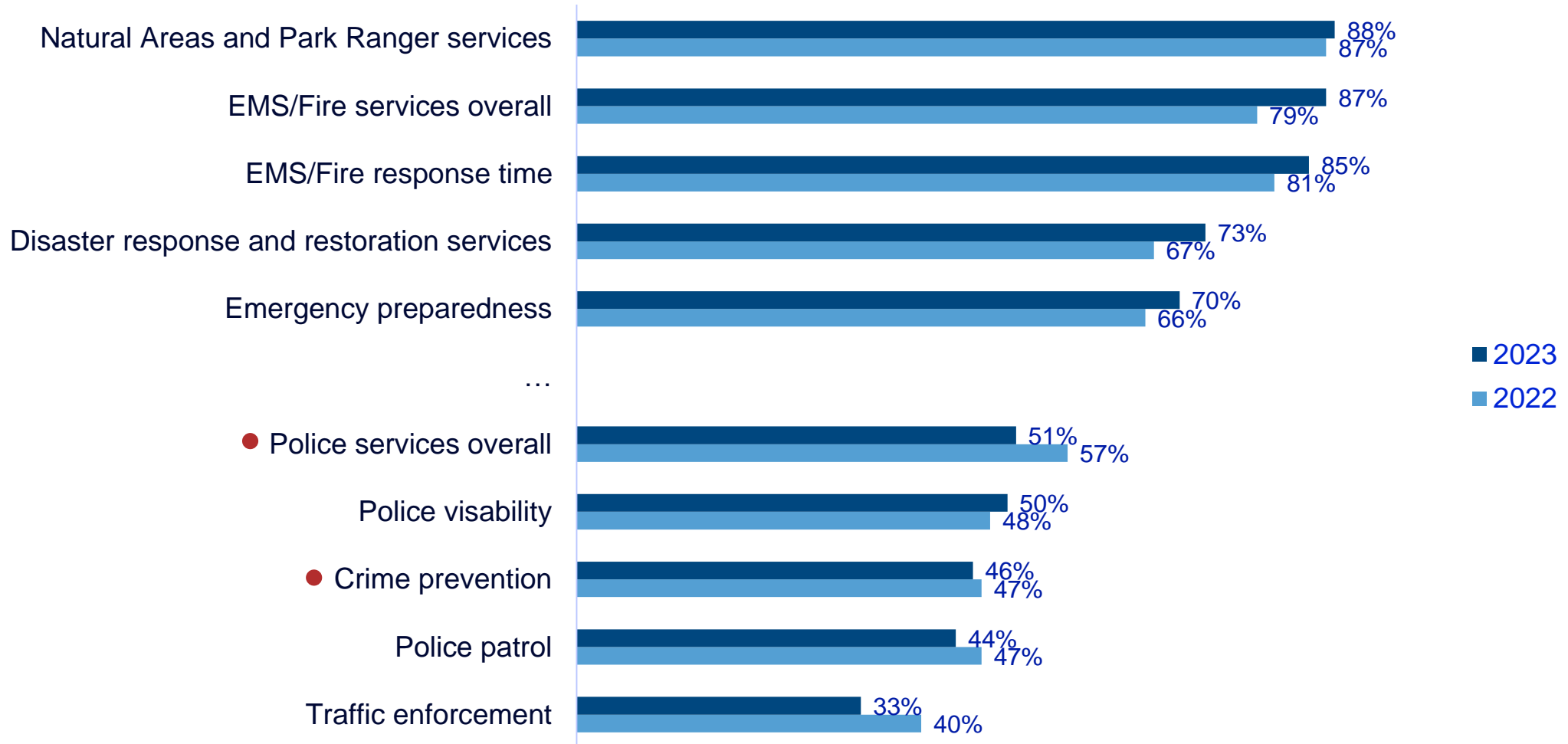
Percent very good or good

### Ratings of Personal Safety by Year



Percent always or usually safe

### Community Safety Services by Year

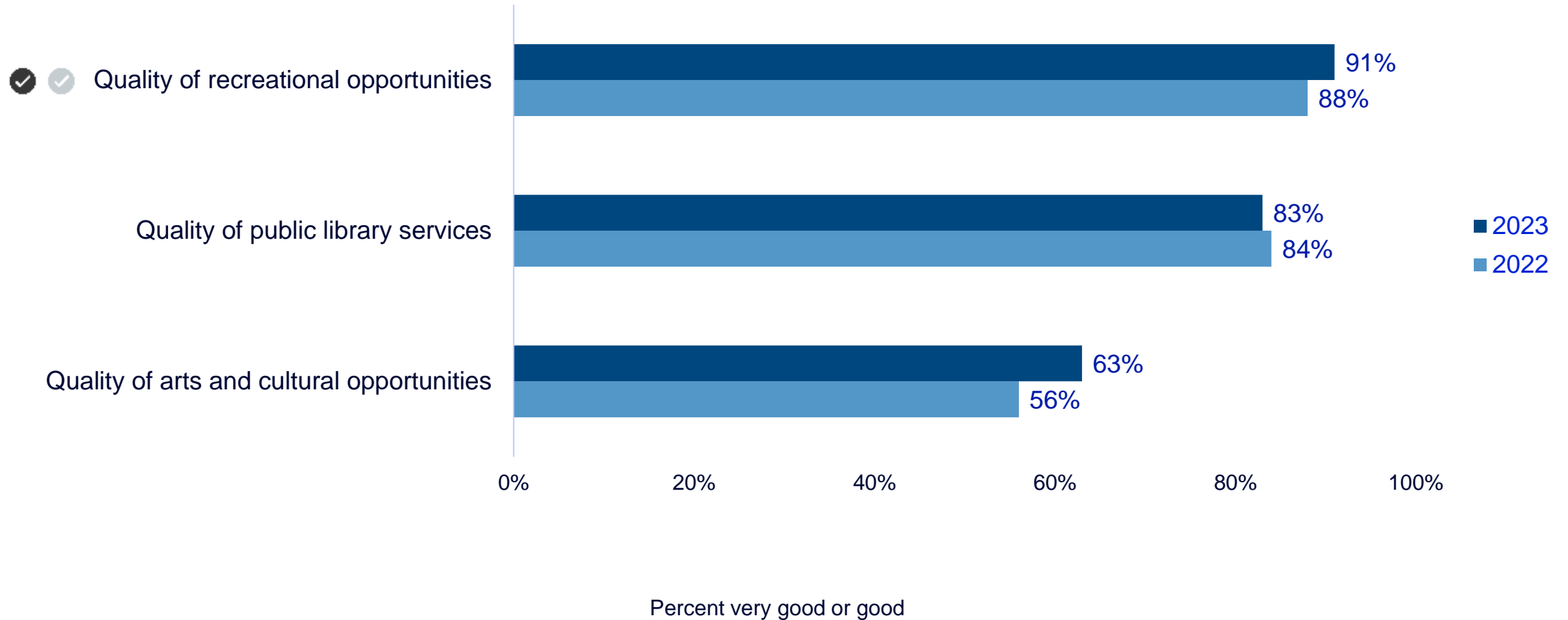


Percent very good or good

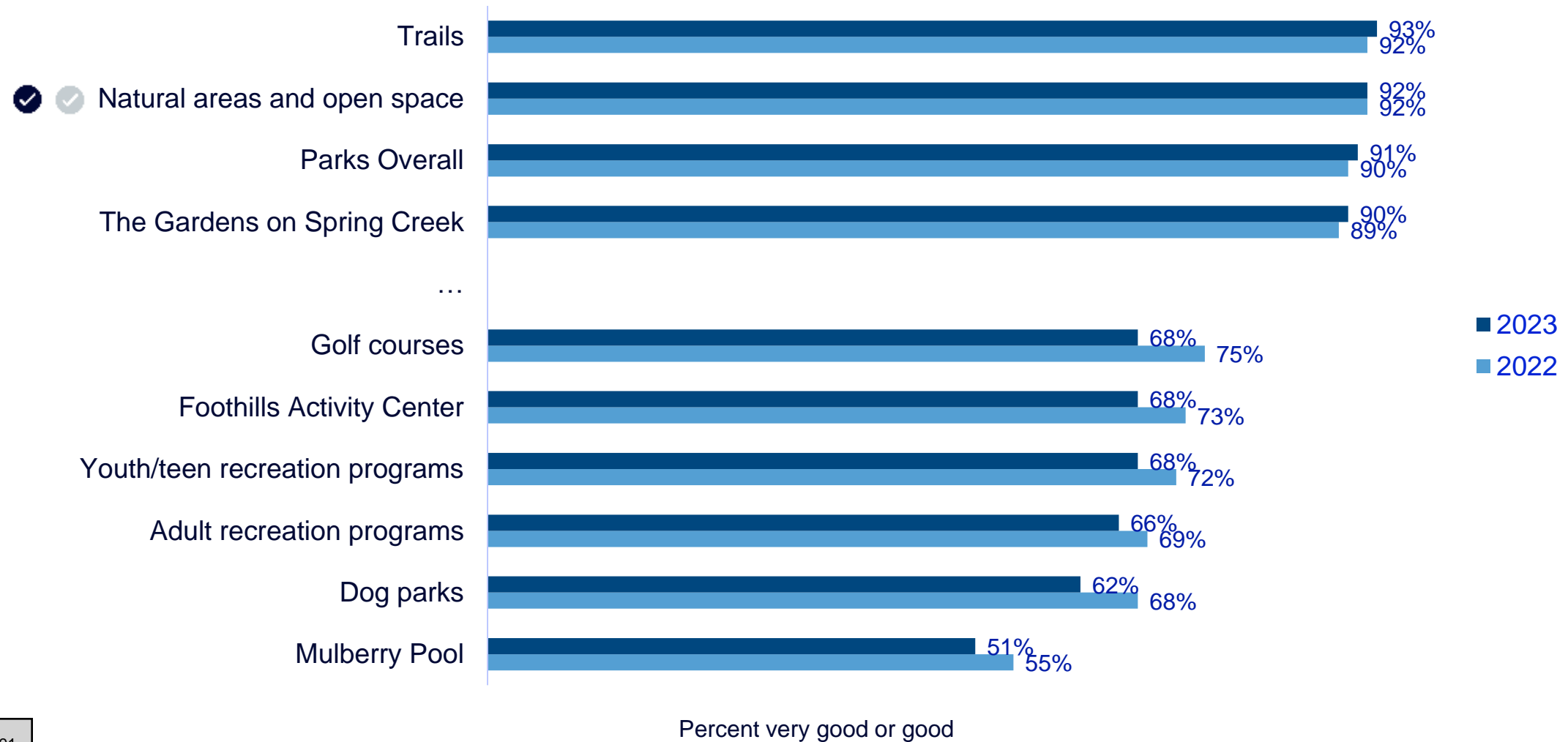
**City parks, recreation, and cultural opportunities are highly valued by residents.**



### Community Aspects of Culture and Recreation by Year



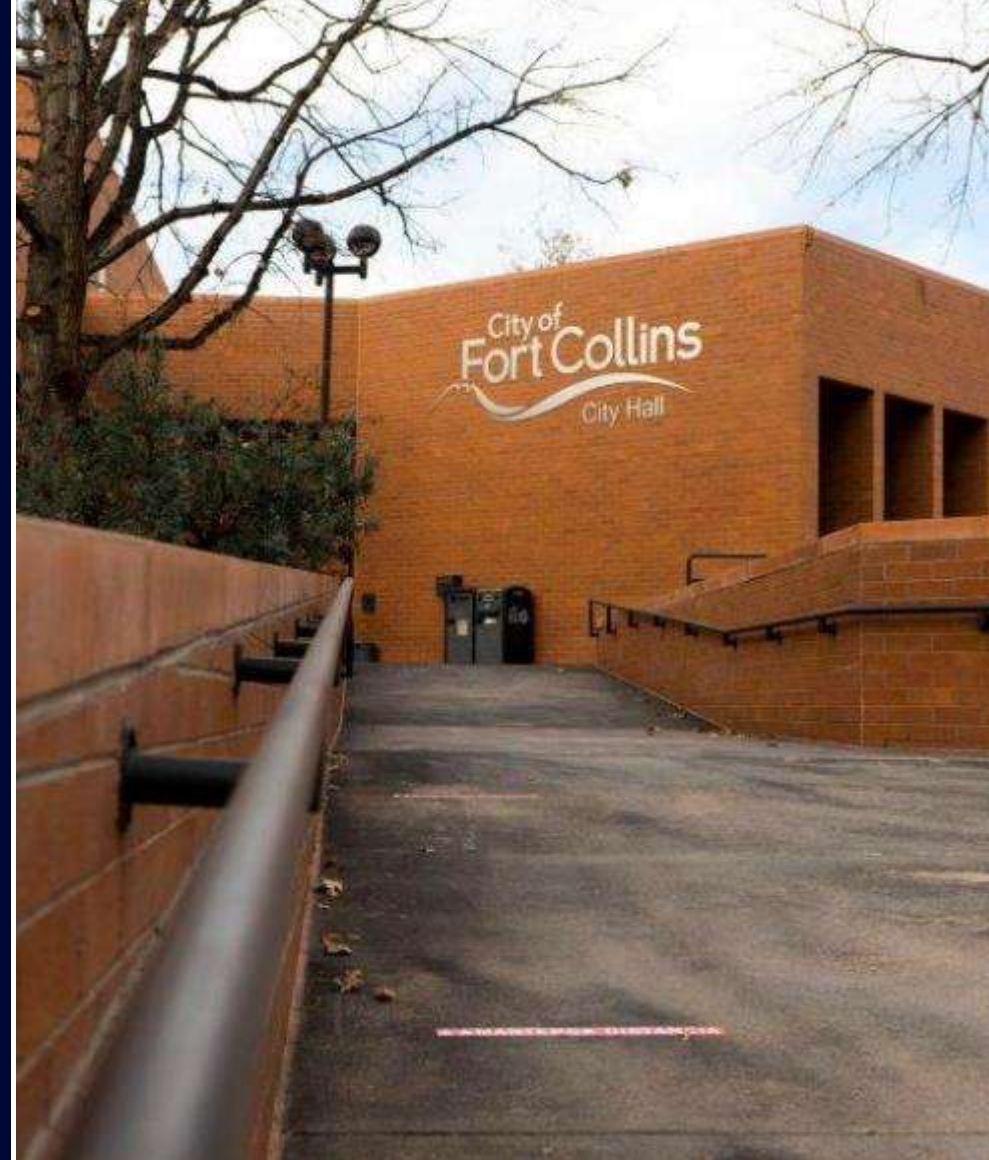
### Parks, Recreational, and Cultural Programs and Facilities Compared by Year



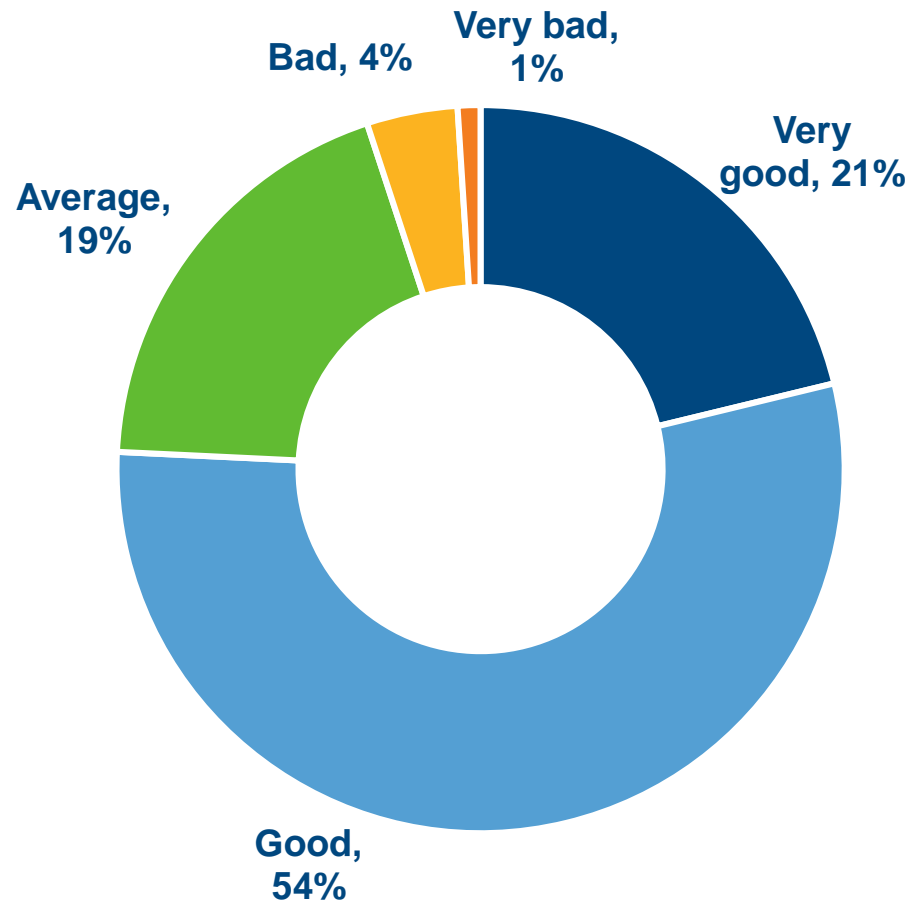




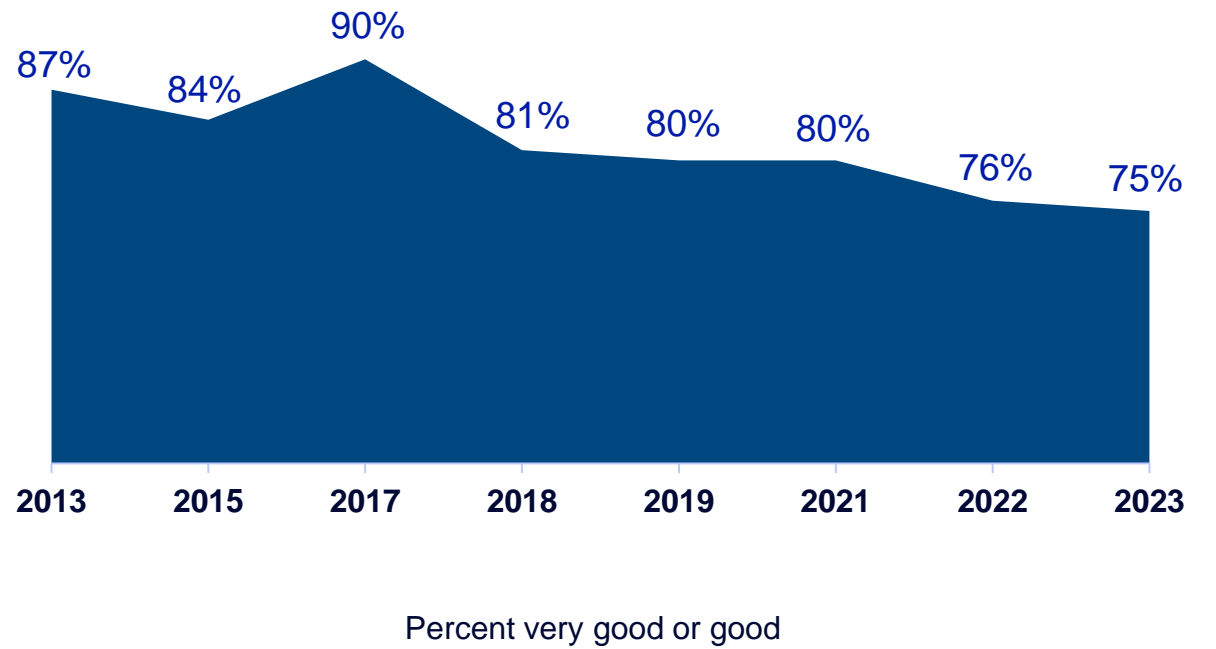
**Residents appreciate many aspects of City services and governance.**



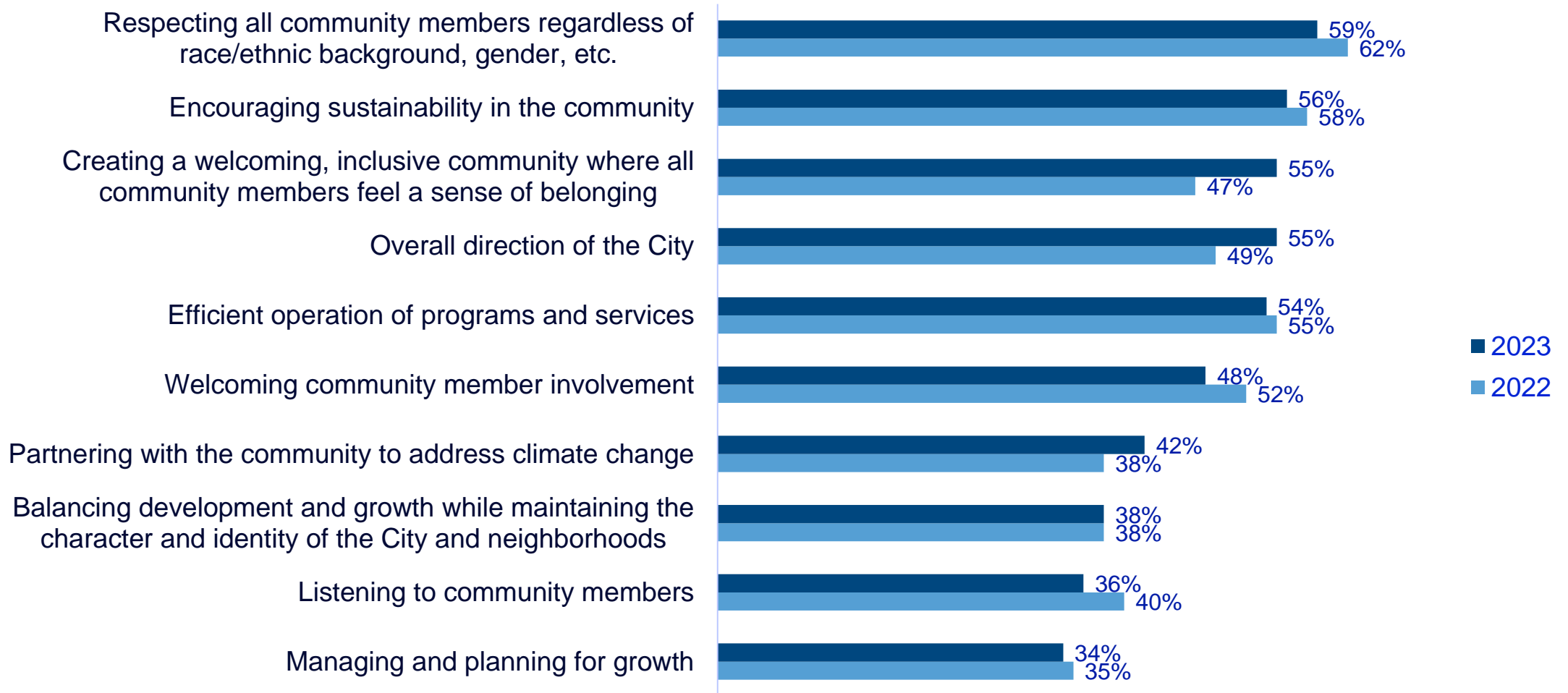
### Overall Quality of City Services



### Overall Quality of City Services by Year

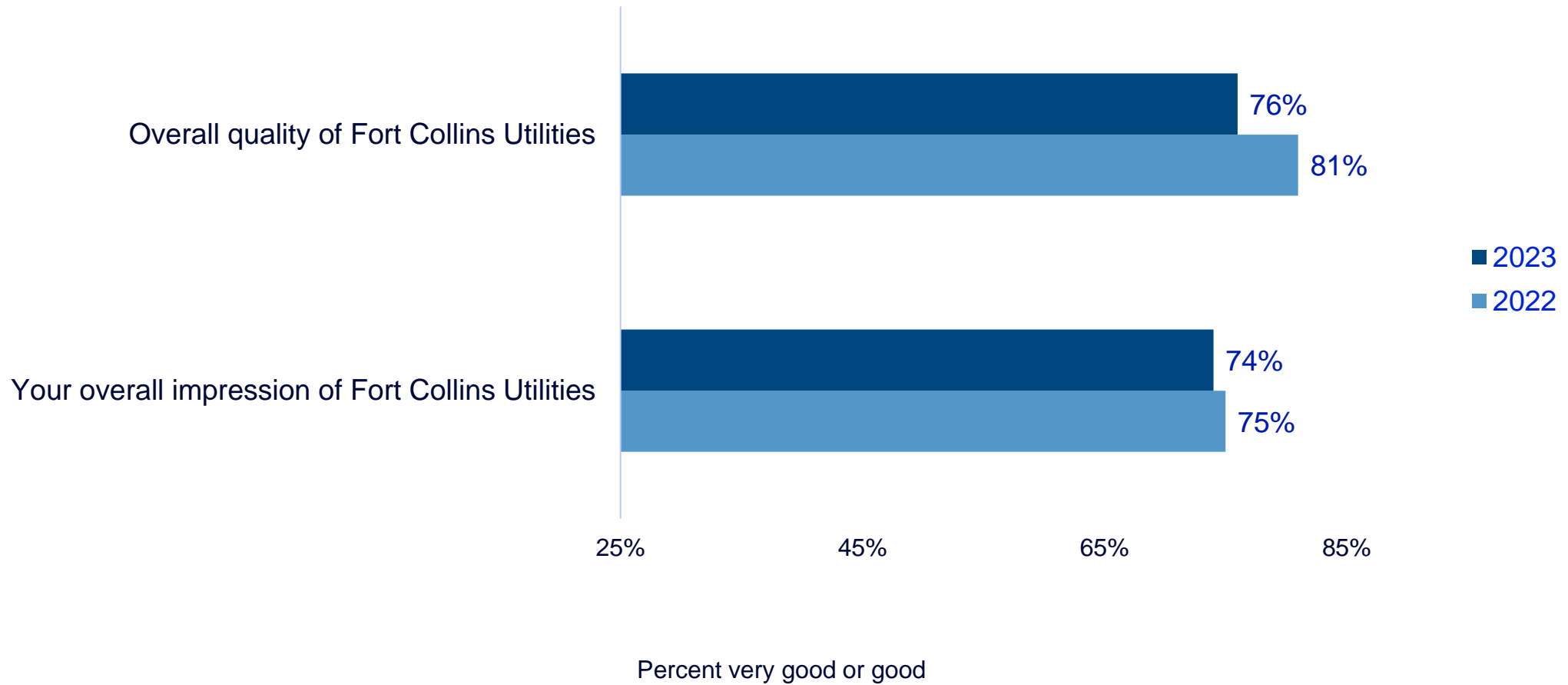


### City Government Ratings Compared by Year

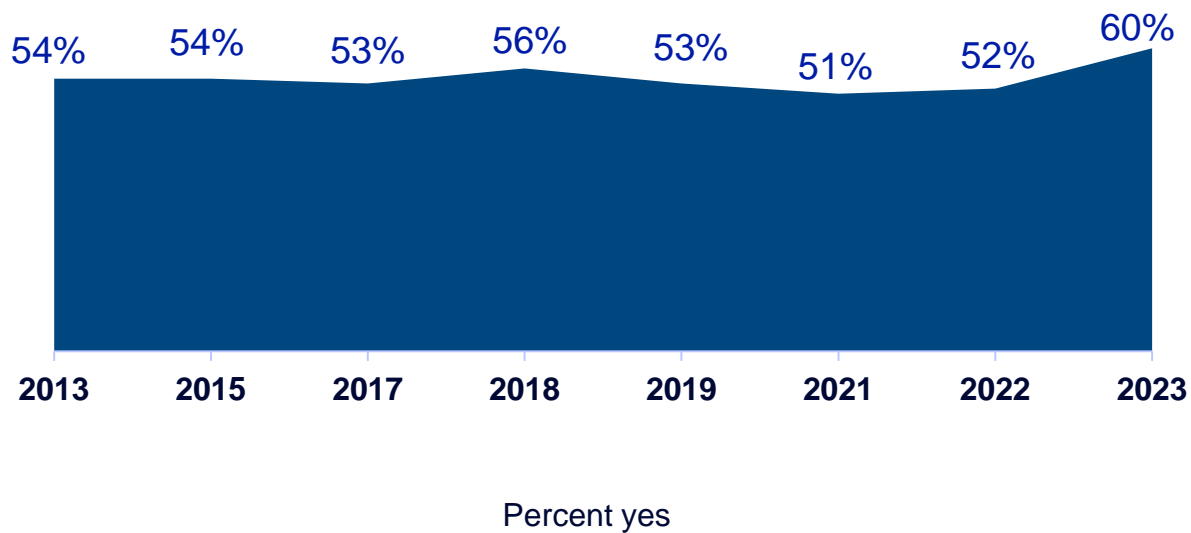


Percent very good or good

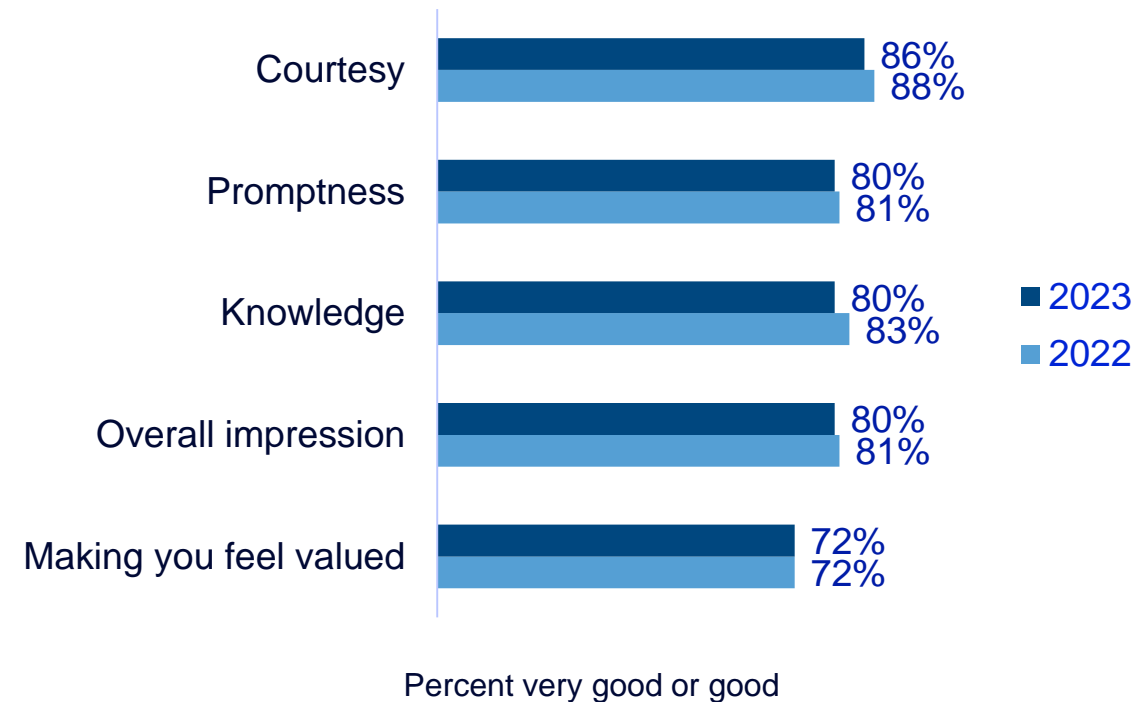
### Fort Collins Utilities by Year



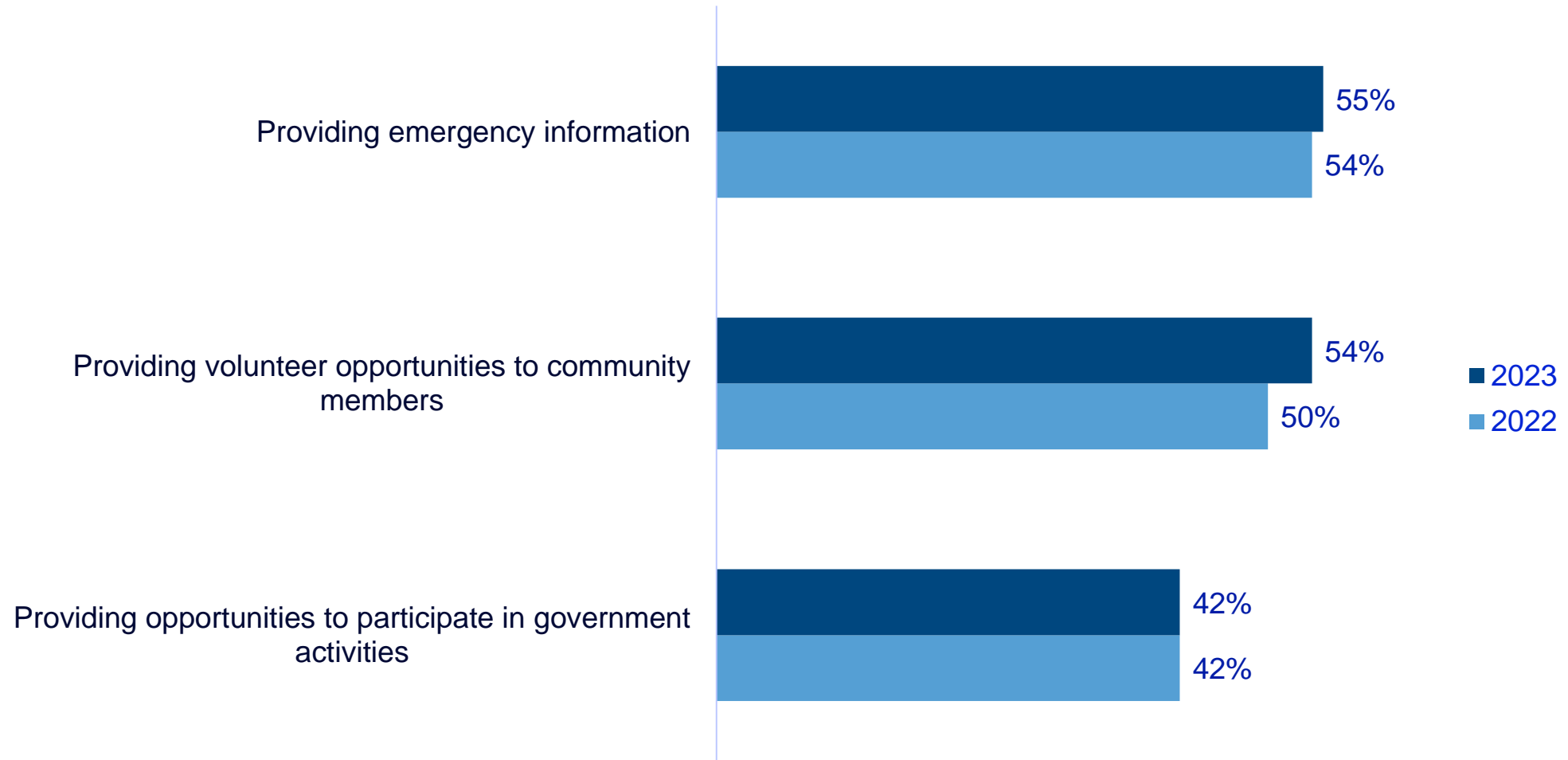
### Contact with City Employees by Year ✔ ✔



### Users Ratings of City Employees by Year

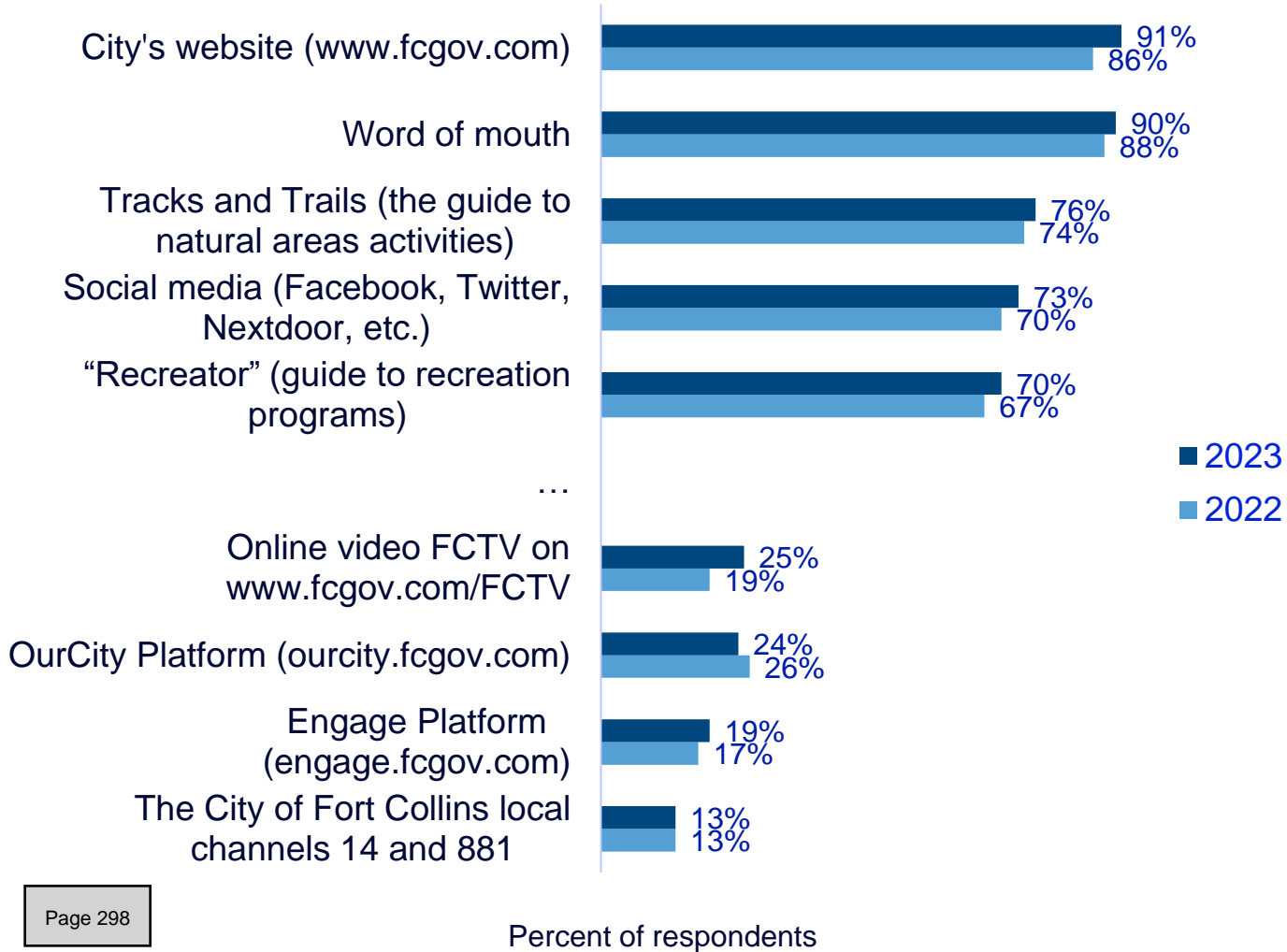


### Providing Information and Opportunities to Participate Compared by Year



Percent very good or good

### Information Sources Used by Year



### Preferred Methods of Receiving Information

1. **64%** City’s website (www.fcgov.com)
2. **43%** Social media (Facebook, Twitter, Nextdoor, etc.)
3. **23%** Newspaper (print or online)
4. **22%** City News eNewsletter
5. **22%** “Recreator”

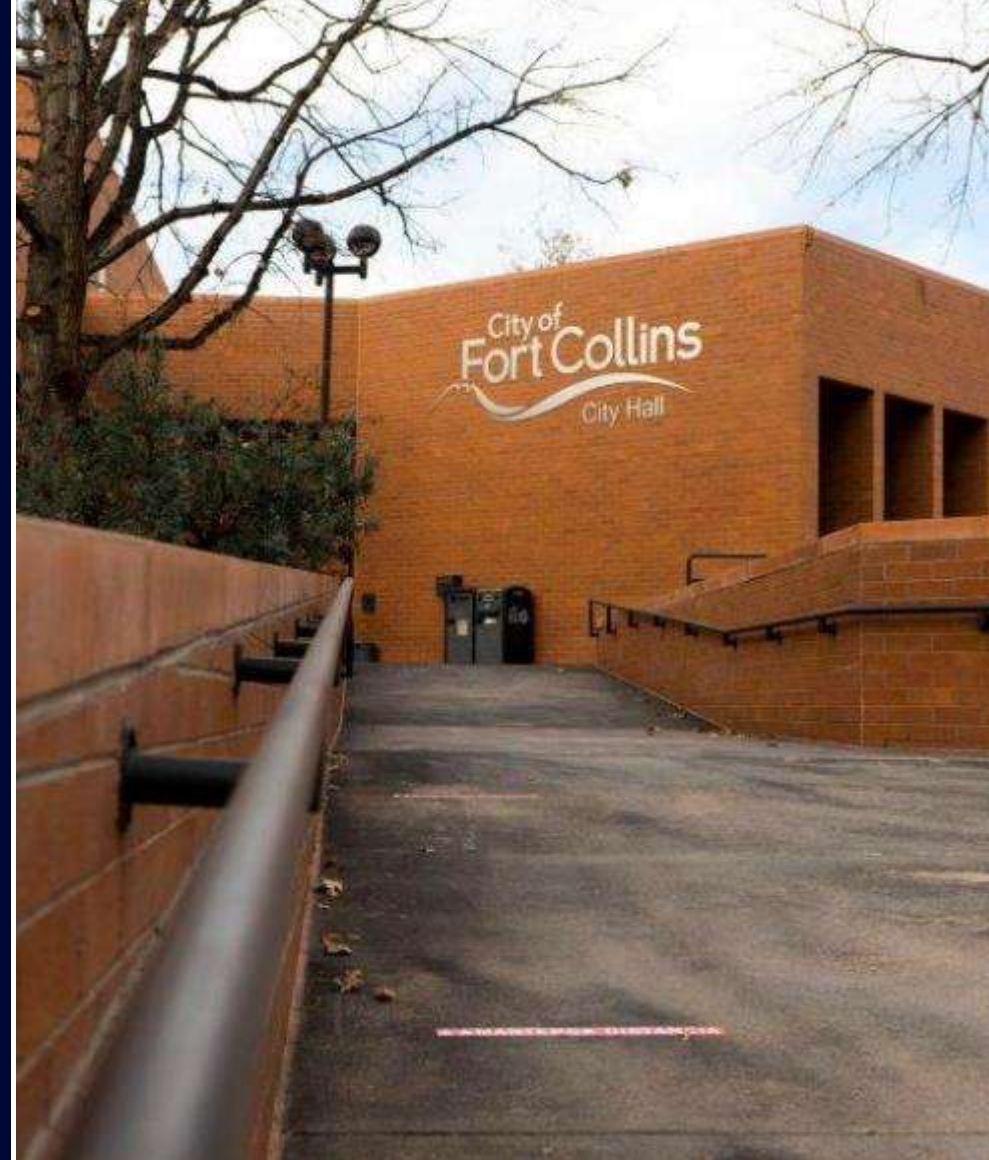
Percent of respondents selecting as their first, second, or third preferred method



Item 1.

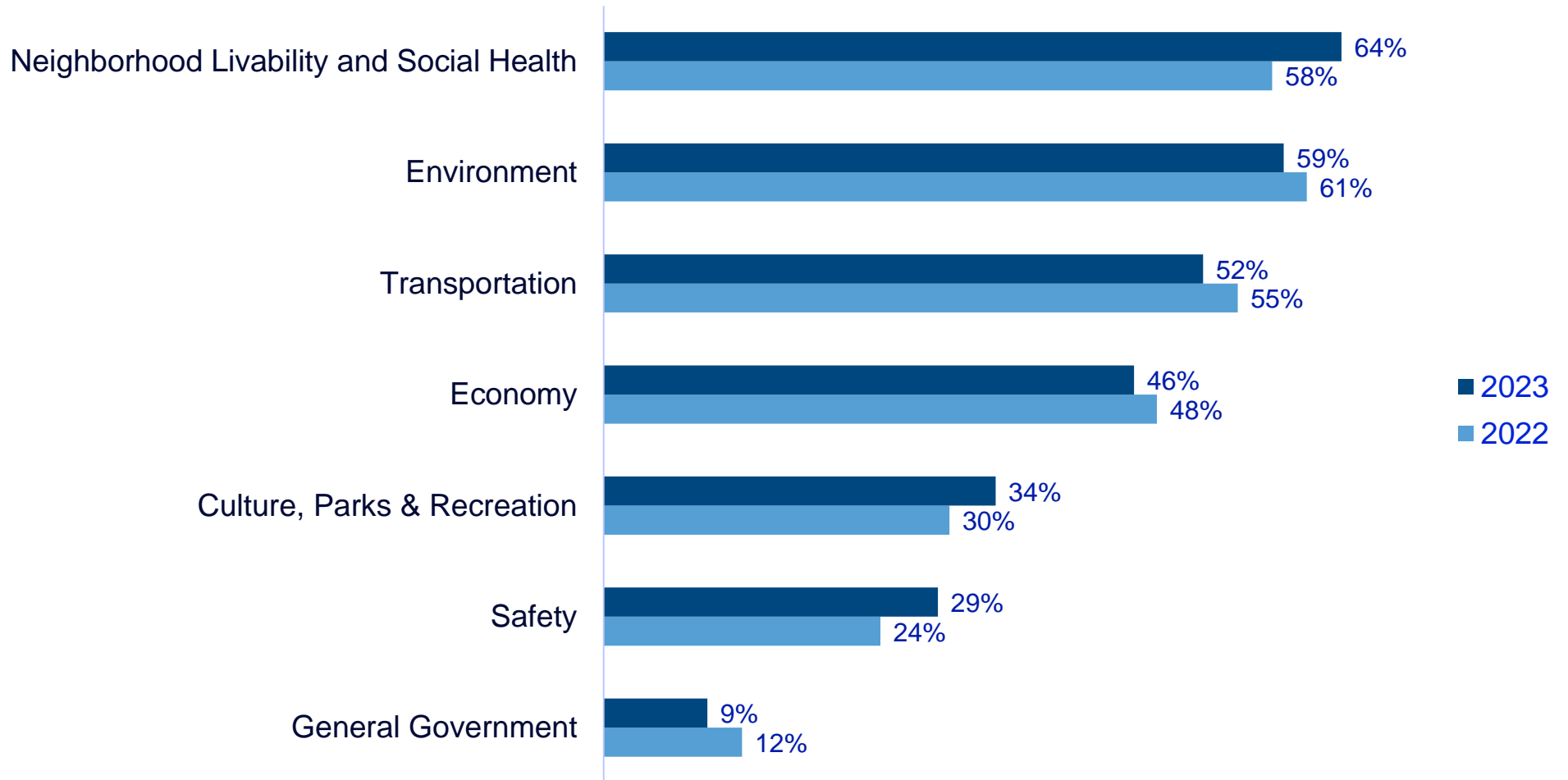


# Resident Priorities





### Top Three Budget Priorities by Year



Percent selecting as either first, second, or third priority

### Community Member Priorities, 2023



Percent of respondents

Item 1.



# Questions?

Item 1.



# Thank you!

Jade Arocha, Director of Survey Research

Polco

Page 303

Jade@polco.us

# Weighting Table – Address-based Sample

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing*</b>			
Rent home	47%	26%	43%
Own home	53%	74%	57%
Detached unit	56%	62%	56%
Attached unit	44%	38%	44%
<b>Race*</b>			
White	90%	88%	90%
Not white	10%	12%	10%
<b>Ethnicity*</b>			
Not Hispanic	92%	94%	96%
Hispanic	8%	6%	4%
<b>Sex and Age*</b>			
Female	50%	59%	52%
Male	50%	41%	48%
18-34 years of age	45%	15%	41%
35-54 years of age	31%	28%	31%
55+ years of age	23%	57%	28%
Females 18-34	22%	8%	21%
Females 35-54	16%	16%	17%
Females 55+	13%	34%	14%
Males 18-34	24%	7%	21%
Males 35-54	15%	12%	17%
Males 55+	11%	23%	13%
<b>Quadrant**</b>			
Northwest	20%	13%	17%
Northeast	15%	11%	15%
West Central	22%	27%	23%
East Central	21%	23%	21%
Southwest	5%	6%	5%
Southeast	17%	20%	18%

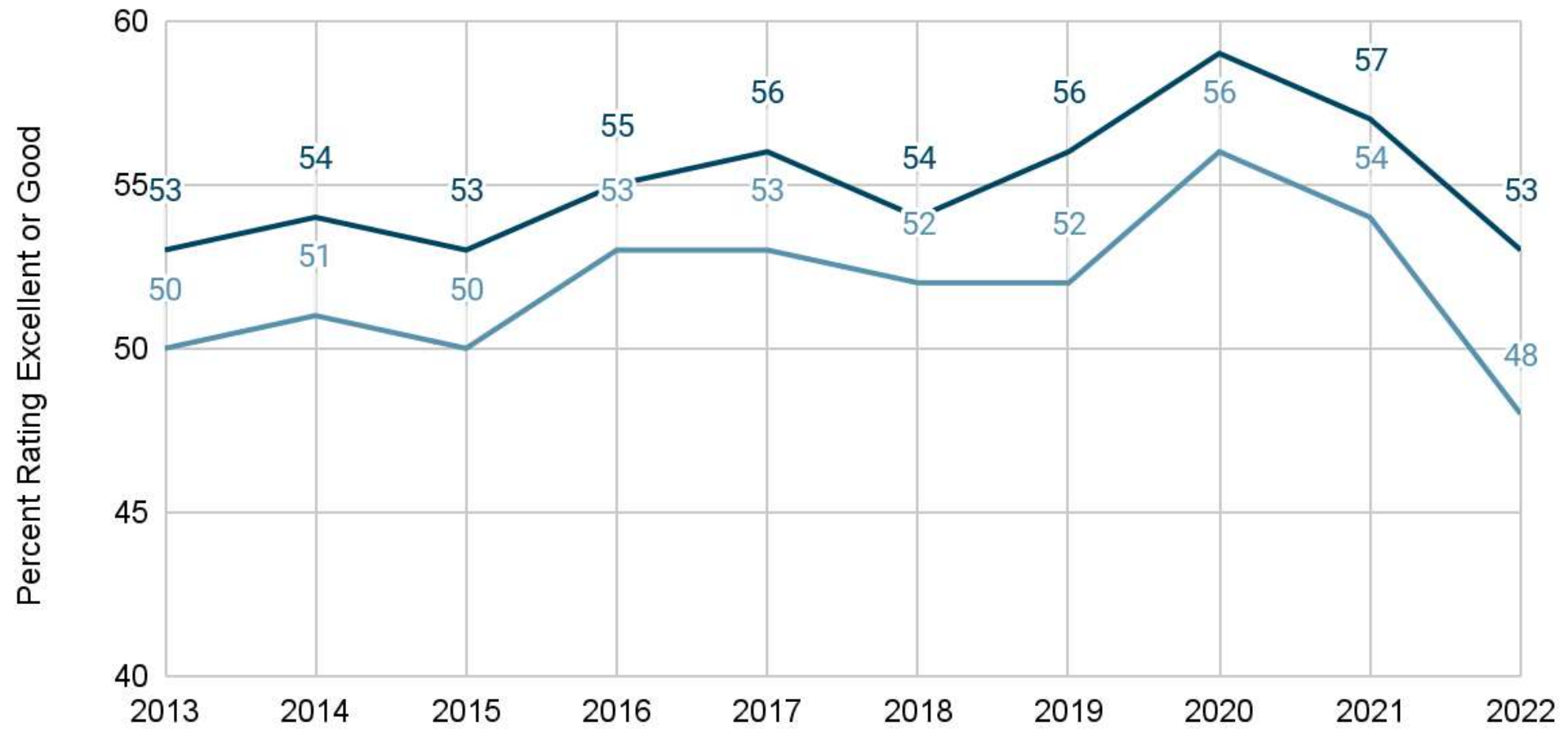
# Weighting Table – Open Participation Sample

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing*</b>			
Rent home	47%	20%	41%
Own home	53%	80%	59%
Detached unit	56%	75%	61%
Attached unit	44%	25%	39%
<b>Race*</b>			
White	90%	91%	89%
Not white	10%	9%	11%
<b>Ethnicity*</b>			
Not Hispanic	92%	96%	95%
Hispanic	8%	4%	5%
<b>Sex and Age*</b>			
Female	50%	58%	52%
Male	50%	42%	48%
18-34 years of age	45%	18%	40%
35-54 years of age	31%	40%	35%
55+ years of age	23%	42%	25%
Females 18-34	22%	9%	20%
Females 35-54	16%	24%	18%
Females 55+	13%	25%	13%
Males 18-34	24%	9%	22%
Males 35-54	15%	15%	16%
Males 55+	11%	18%	11%
<b>Quadrant**</b>			
Northwest	20%	17%	18%
Northeast	15%	21%	15%
West Central	22%	12%	19%
East Central	21%	19%	22%
Southwest	5%	18%	10%
Southeast	17%	13%	16%

	Overall
Total sample used	3,000
Complete Interviews	521
Partial Interviews	8
Refusal and break off	0
Non-Contact	82
Unknown household	0
Unknown other	2,389
<b>Response rate</b>	<b>18%</b>

## Local Government Trust 2013-2022

Overall Confidence    Generally Acting in the Best Interest of the Community





# ationwide Trends – Trust in Law Enforcement

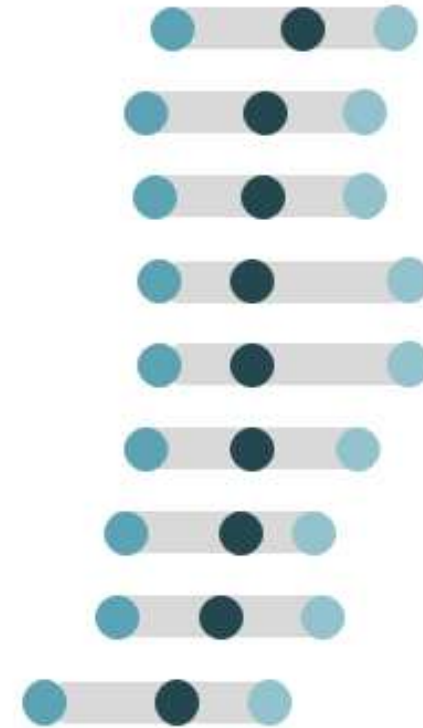
## Trust in law enforcement

Please rate your local law enforcement on the following:

● 2020 ● 2022 ● 2018



- Acting within the law
- Being a positive influence in the community
- Caring about the well-being of the people they deal with
- Acting in the best interest of the community
- Being trustworthy
- Using the appropriate amount of force
- Treating all residents fairly
- Protecting individual civil rights
- Holding law enforcement officers accountable for their actions



Item 1. **ationwide Trends – Overall Feeling of Safety**

**8 in 10**

Excellent or good

2000-2019

**8 in 10**

Excellent or good

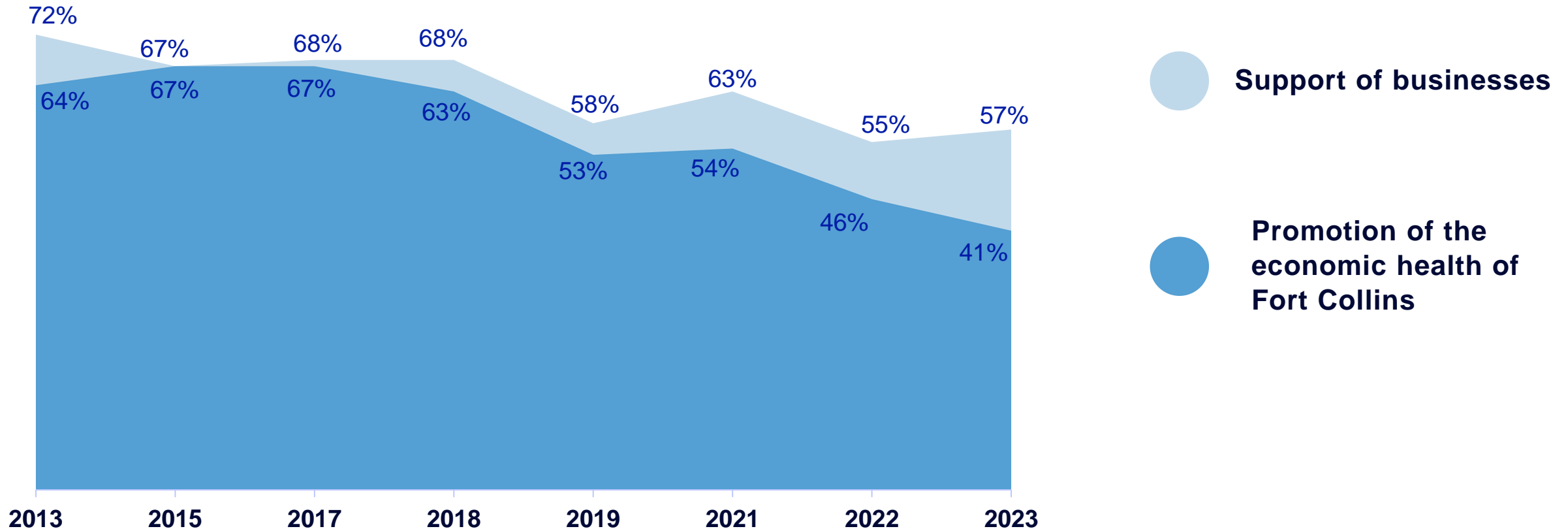
2020-2021

**7 in 10**

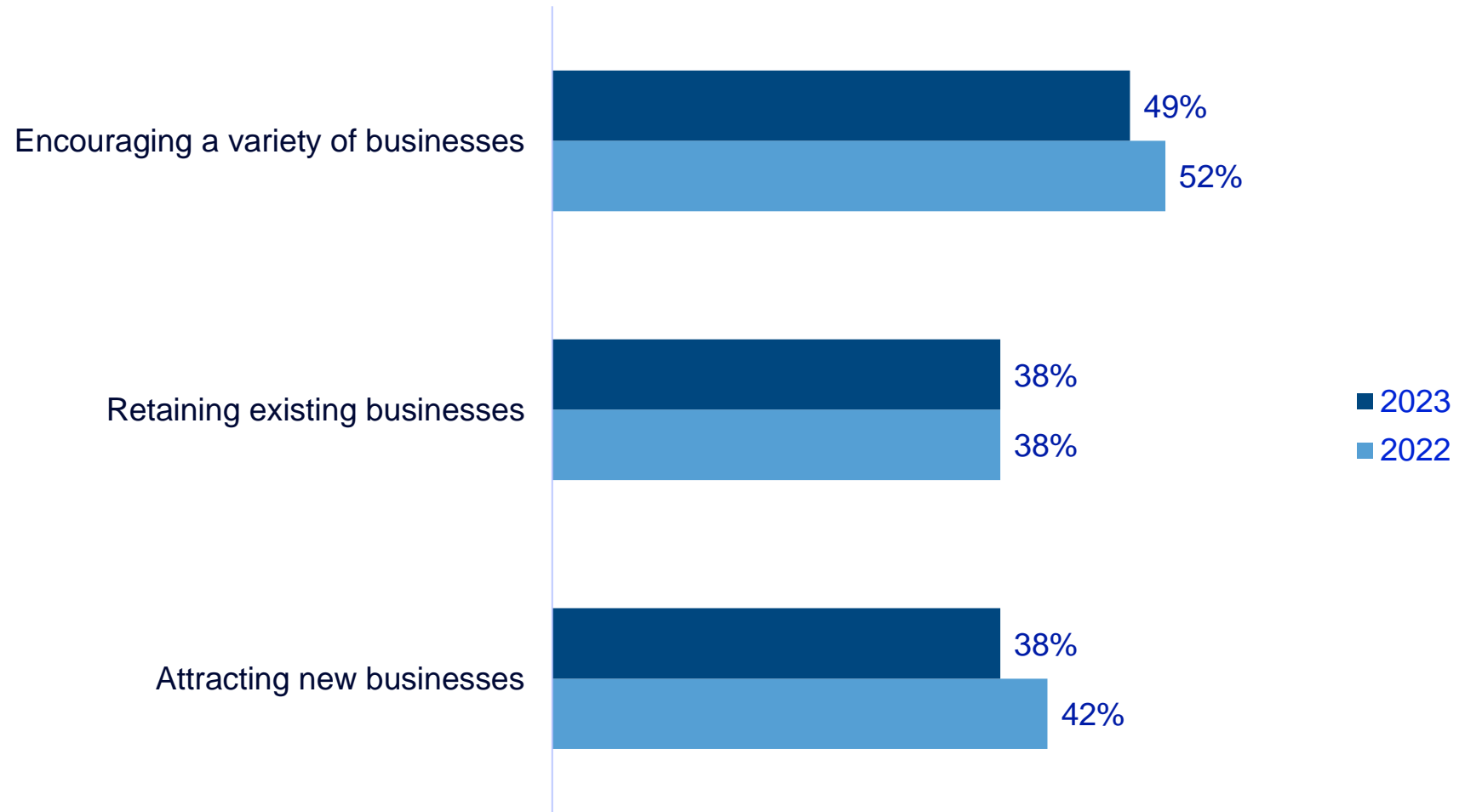
Excellent or good

2022

### Business Support and Promotion of Economic Health by Year



### Business Health by Year



Percent very good or good

September 12, 2023



## WORK SESSION AGENDA ITEM SUMMARY

City Council

---

### STAFF

---

Katherine Bailey, Energy Services Project Manager  
Brian Tholl, Energy Services Supervisor

### SUBJECT FOR DISCUSSION

---

**Staff Report: Building Energy and Water Scoring (Benchmarking) Update and Next Steps.**

### EXECUTIVE SUMMARY

---

Staff will provide an update on the 2018 Council-adopted Building Energy and Water Scoring (BEWS) (benchmarking) program and potential enhancements for Council consideration in 2024. The update will include background on the program and its purpose, the requirements of the program, as well as an overview of building owner resources and program compliance.

The program is in its final stage of a phased implementation for covered buildings and covers approximately 1,400 commercial and multifamily buildings (5,000 square feet and above). Staff's ongoing outreach includes responding to community inquiries about the program as a result of the recent building owner notifications and issued citations.

More information about the BEWS program can be found on Fort Collins Utilities' website at [www.fcgov.com/bews](http://www.fcgov.com/bews). In addition, staff included the most recent update to Council which was provided on May 3, 2023.

### ATTACHMENTS

---

1. Building Energy and Water Scoring Memo, May 3, 2023
2. Presentation

Item 2.

**Utilities**

electric • stormwater • wastewater • water  
 222 Laporte Ave.  
 PO Box 580  
 Fort Collins, CO 80522-0580



**970.212.2900**




V/TDD: 711

[utilities@fcgov.com](mailto:utilities@fcgov.com)[fcgov.com/utilities](http://fcgov.com/utilities)**MEMORANDUM**

**DATE:** May 3, 2023

**TO:** City Councilmembers

**FROM:** John Phelan, Energy Services Senior Manager <sup>DS</sup>  
 Katherine Bailey, Energy Services Project Manager <sup>DS</sup>

**THRU:** Kelly DiMartino, City Manager <sup>DS</sup>  
 Kendall Minor, Utilities Executive Director <sup>DS</sup>  
 Gretchen Stanford, Deputy Director, Utilities Customer Connections <sup>DS</sup>

**RE:** Update on Building Energy and Water Scoring Program

**Bottom line**

This memo summarizes the results of a third-party evaluation of the Building Energy and Water Scoring (BEWS) program through 2022 and communications for the upcoming program reporting deadline of June 1, 2023. The evaluation analysis verified energy savings attributable to the program were higher than the original assumed value.

**Background**

The Building Energy and Water Scoring program is managed by Utilities as authorized in Chapter 12, Article XI of the Municipal Code (adopted December 2018). The program requires building owners to report energy and water performance information to the City, which is publicly available on a benchmarking transparency map. The program aims to enhance consumer choice and access to information in the real estate market, providing information about energy and water use to aid in sales and lease decisions. Such information can be particularly important for low to moderate income households when comparing the utility costs between multifamily rental options. Similarly, comparing performance of one building against another in the same sector allows real estate stakeholders to evaluate income potential, operating costs and to monitor performance in the marketplace. The alignment with Utilities incentives provides additional benefits to covered building owners who use benchmarking information when making decisions related to retrofitting existing buildings with energy conservation investments. The program savings align with Our Climate Future goals relating to GHG reductions under Big Move 6, Efficient Emissions-free Buildings.

The BEWS program offers support to building owners for compliance including: a Help Center, How to Guide, YouTube video series, live and recorded trainings, and reminder outreach via physical mailers, email, and phone calls.

**Evaluation Findings**

Utilities contracted with a third-party consulting firm, Apex Analytics, to evaluate energy savings impacts associated with the program and provide research for ongoing planning efforts. The study collected feedback from participating building owners related to BEWS awareness and estimated the energy savings resulting from

Item 2.



BEWS implementation. The study involved two primary research components: commercial building owners and manager online surveys and analysis of reported energy data to estimate BEWS participation savings impacts.

Participant survey findings associated with this research indicate further opportunity to promote the benefits of BEWS in our community, as well as to direct building owners to Utilities offerings of rebates and technical assistance related to efficiency upgrades. Program benefits isolated in the survey included increased attention to energy use due to program participation and the benefits of the transparency map for tracking relative building efficiency.

Results show that overall building energy savings of 2.4% to 4% are attributable to the BEWS program. This is a bit higher, though consistent, with program planning assumptions and with the results from other jurisdictions implementing similar programs. Energy savings are achieved through increased awareness of building energy use and associated behavioral changes that are compounded when BEWS covered buildings implement efficiency related upgrades in their facilities.

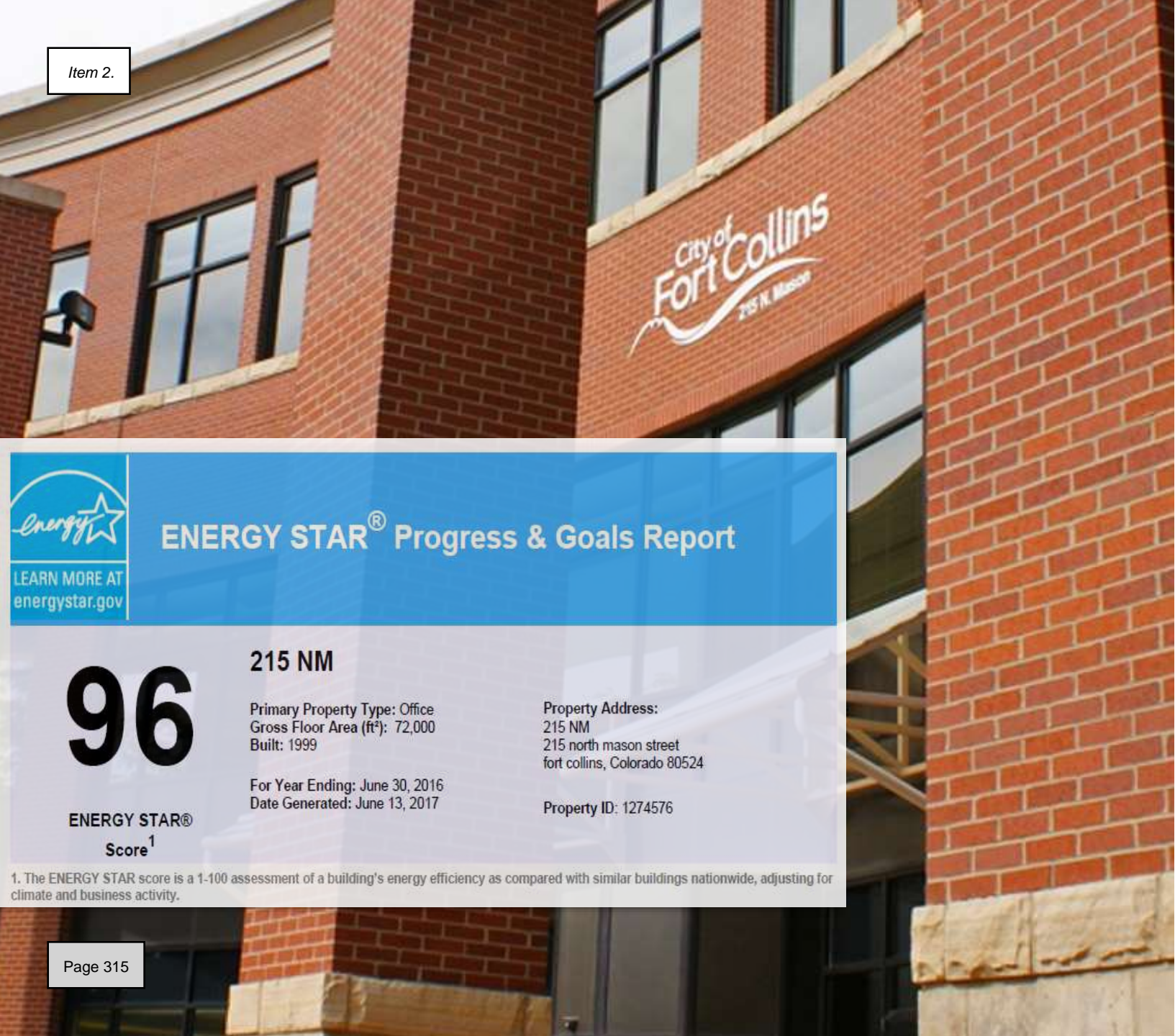
***Reporting Notification:***

Program staff are currently engaging with building owners who are covered under the ordinance and have a June 1 reporting deadline. Covered building owners receive regular communications via physical mailer, email, and phone calls starting in late March. If building owners do not comply with the ordinance, they are subject to the program penalties identified in §12-207 of the municipal code, which may result in a citation of \$3,000 per covered building.

Through 2022, the program has achieved a 94% compliance rate, and staff anticipates the continued success of the BEWS program.

CC: Brian Tholl, Energy Services Supervisor





September 12, 2023

# Building Energy and Water Scoring (Benchmarking) Update and Next Steps

**Brian Tholl**  
Energy Services Supervisor  
**Katherine Bailey**  
Energy Services Project Manager



**ENERGY STAR® Progress & Goals Report**

LEARN MORE AT [energystar.gov](http://energystar.gov)

**96**

**215 NM**

Primary Property Type: Office  
Gross Floor Area (ft²): 72,000  
Built: 1999

Property Address:  
215 NM  
215 north mason street  
fort collins, Colorado 80524

For Year Ending: June 30, 2016  
Date Generated: June 13, 2017

Property ID: 1274576

ENERGY STAR®  
Score<sup>1</sup>

1. The ENERGY STAR score is a 1-100 assessment of a building's energy efficiency as compared with similar buildings nationwide, adjusting for climate and business activity.



## Strategic Objective: Environmental Health

- 4.1 - Intensify efforts to meet 2030 climate, energy and 100% renewable electricity goals that are centered in equity and improve community resilience



- Big Move 6: Efficient, Emissions Free Buildings: Everyone lives and works in healthy energy and water efficient buildings, which transition to become emissions free.

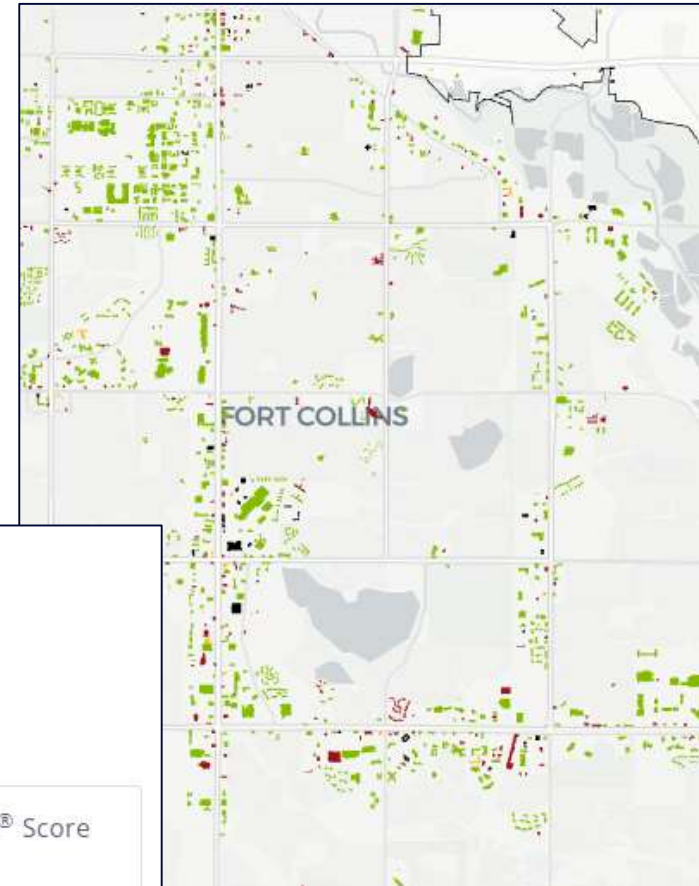
## Policy Development

- 2016 City Energy Grant Project
  - Funded dedicated Energy Advisor role and pilot project for 12 months
  - Tailored set of policies and tools to improve building energy performance
- 2017-2018 Benchmarking Task Force
  - Community experts developed policy recommendations



## Benchmarking and Transparency

- What is Benchmarking?
  - Adopted by City Council December 2018
  - Requires benchmarking and transparency, commercial and multifamily buildings 5,000 sq. ft. and above
    - Citations sent annually for buildings out of compliance
  - 2023 first full year of all covered buildings
- Why are we doing it?
  - Energy reductions
  - Identifying opportunities for investment
  - Market transparency for consumers



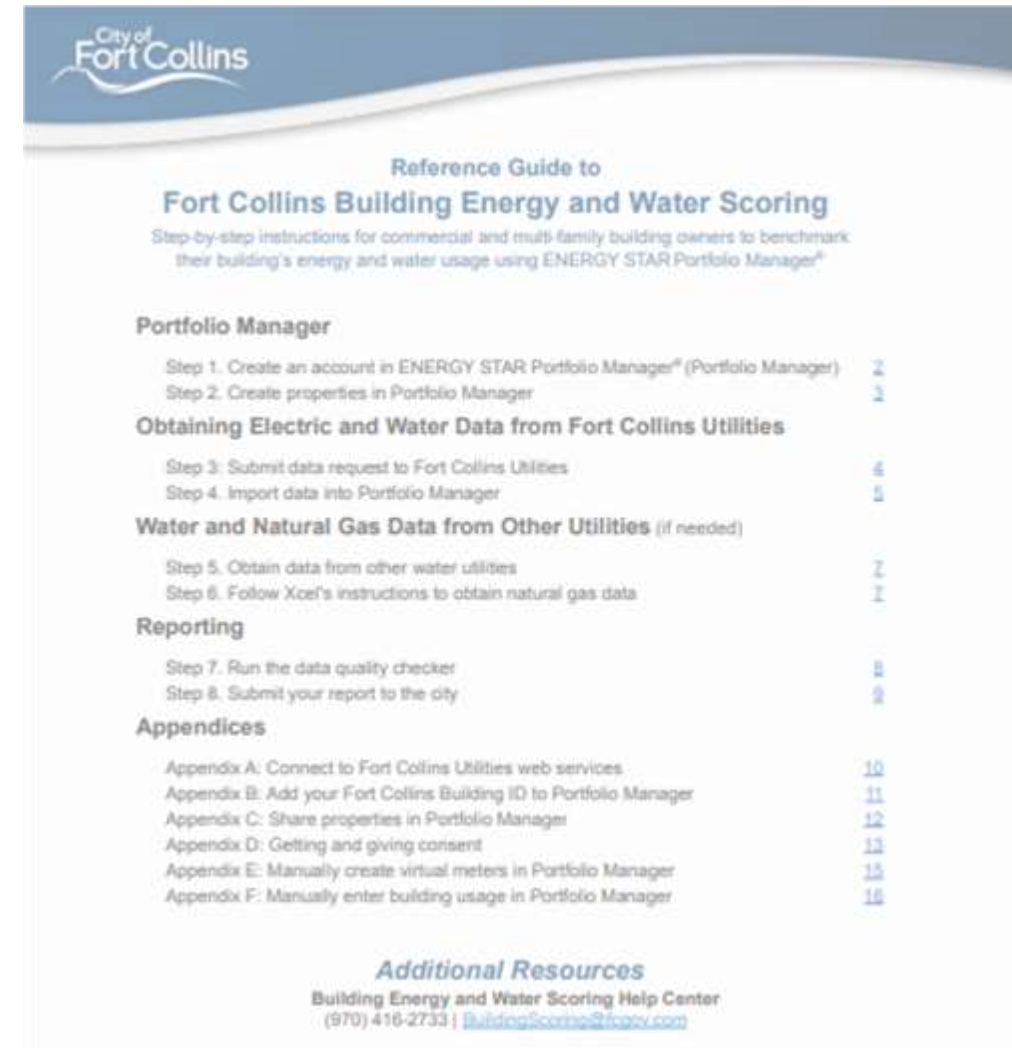
Office  
222 Laporte Avenue  
Fort Collins, 80521  
Building ID FC2263  
37,500 ft<sup>2</sup>  
Built in 2016  
Status - In Compliance

ENERGY STAR<sup>®</sup> Score  
**98**

0 ————— 100

## Support and Tools for Compliance

- Step-by-step guide
- How-to video series
- Live and recorded trainings
- Help Center staff with screen share capability
- Automated Utility data transfer
- Option for paid compliance
  - Account can be transferred to building owners for future years



City of Fort Collins

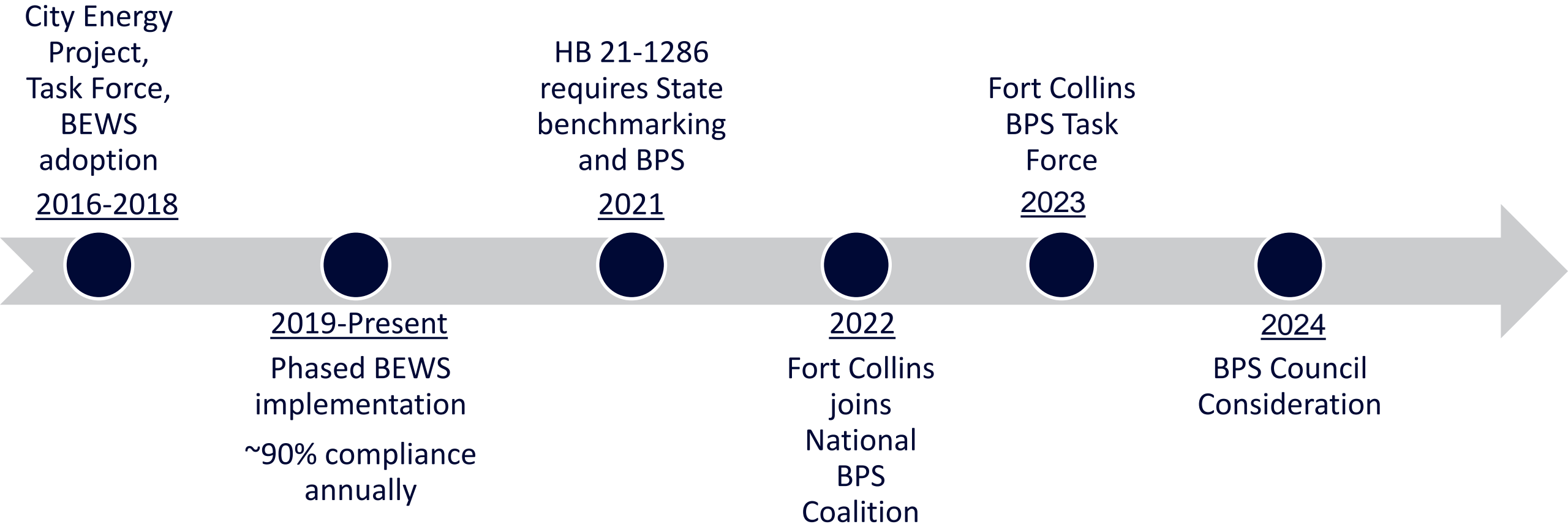
Reference Guide to  
**Fort Collins Building Energy and Water Scoring**  
Step-by-step instructions for commercial and multi-family building owners to benchmark their building's energy and water usage using ENERGY STAR Portfolio Manager®

<b>Portfolio Manager</b>	
Step 1. Create an account in ENERGY STAR Portfolio Manager® (Portfolio Manager)	2
Step 2. Create properties in Portfolio Manager	3
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Step 3. Submit data request to Fort Collins Utilities	4
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<b>Appendices</b>	
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**Additional Resources**  
Building Energy and Water Scoring Help Center  
(970) 416-2733 | [BuildingScores@fcgov.com](mailto:BuildingScores@fcgov.com)

## Community Benefits

- 3<sup>rd</sup> party program evaluation
  - 2.4 - 4% of buildings energy savings directly attributable to Benchmarking
  - 8,876 MWh annual community savings
    - Equivalent to annual use of over 1,200 homes
    - Over \$950,000 in direct Utility savings
- Program has compounding impacts
  - Drives more engagement and savings for rebate programs
  - Increases awareness on both building operations and community goals



## Building Performance Standards (BPS)

- Staff exploring BPS for 2024 Council consideration
- BPS are key strategy in pathway to achieving 2030 Our Climate Future outcomes
- Benchmarking is foundational to establishing available community metrics for BPS in Fort Collins

The State of Building Performance Standards in the U.S.  
July 2023





Item 2.



# Questions



# Backup slides for Q&A

- Adopted 1018, phased implementation started in 2019
  - Commercial and multifamily buildings 5,000 SF and greater
  - 2023 first full year with ~1400 covered buildings, ~1,000 individual owners
- Grace periods
  - One-year one-time grace period afforded each building
- Waivers
  - Various waivers allowed including Unique Circumstances
- Citation timeline
  - Issued 60 days after compliance deadline
  - Partnership with Municipal Court

## Citations

- Grace periods
  - One-year one-time grace period afforded each building
- Waivers
  - Various waivers allowed including Unique Circumstances
- Citation timeline
  - Issued 60 days after compliance deadline (sent early August)
  - Partnership with Municipal Court

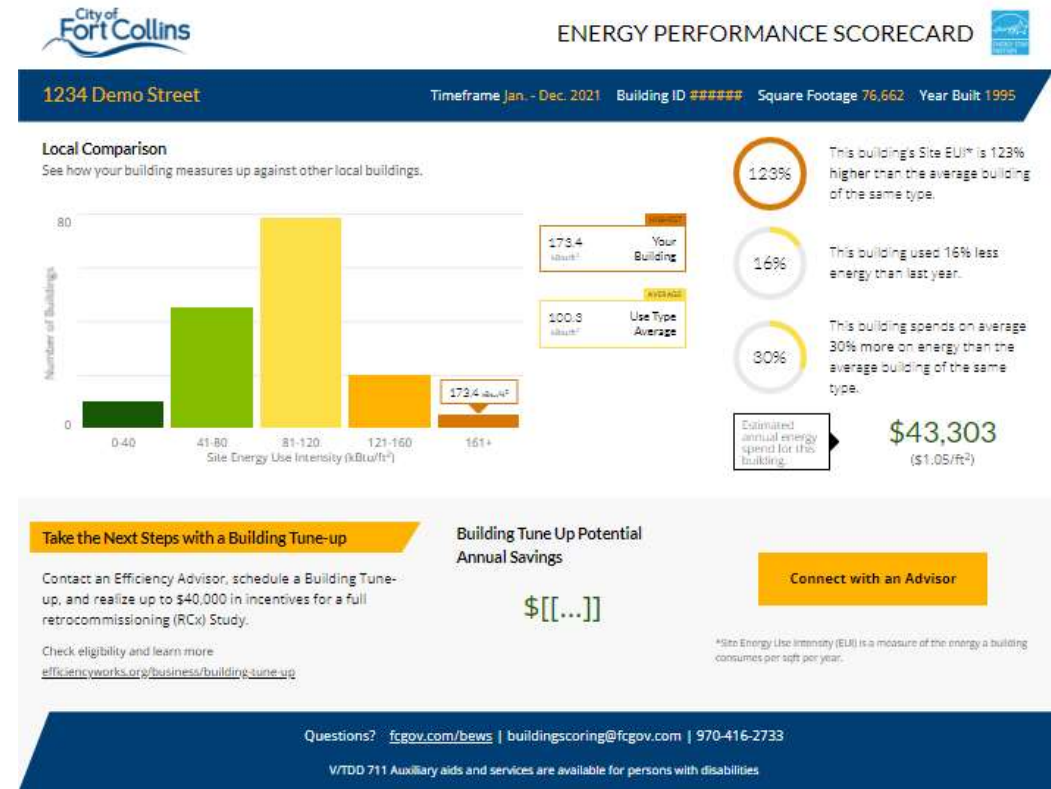
Year	Building Count	% Compliance	Citations issued for previous year
2020	335	93.50%	0
2021	815	92.80%	16; 3 suspended, 12 default
2022	1341	89.1%	39; 2 suspended, 35 default

## Annual Outreach

- Email and physical mailers
  - 6 mailers prior to citations annually
- Phone calls
  - 2 rounds annually
- Score cards

## Quick Stats

- Q2, 2023: Help Center made 660 calls and sent 5,721 emails supporting 1,168 buildings.
- On average, it took building owners 4.9 days to come into compliance from the EWS Help Center's first communication to, or with, a building contact.



# BPS in Practice at State and Federal Level

The State of Building Performance Standards in the U.S.  
July 2023



## Executive Order

**Federal Building Performance Standard:**  
net-zero emissions by 2045; 50 percent reduction in building emissions by 2032.

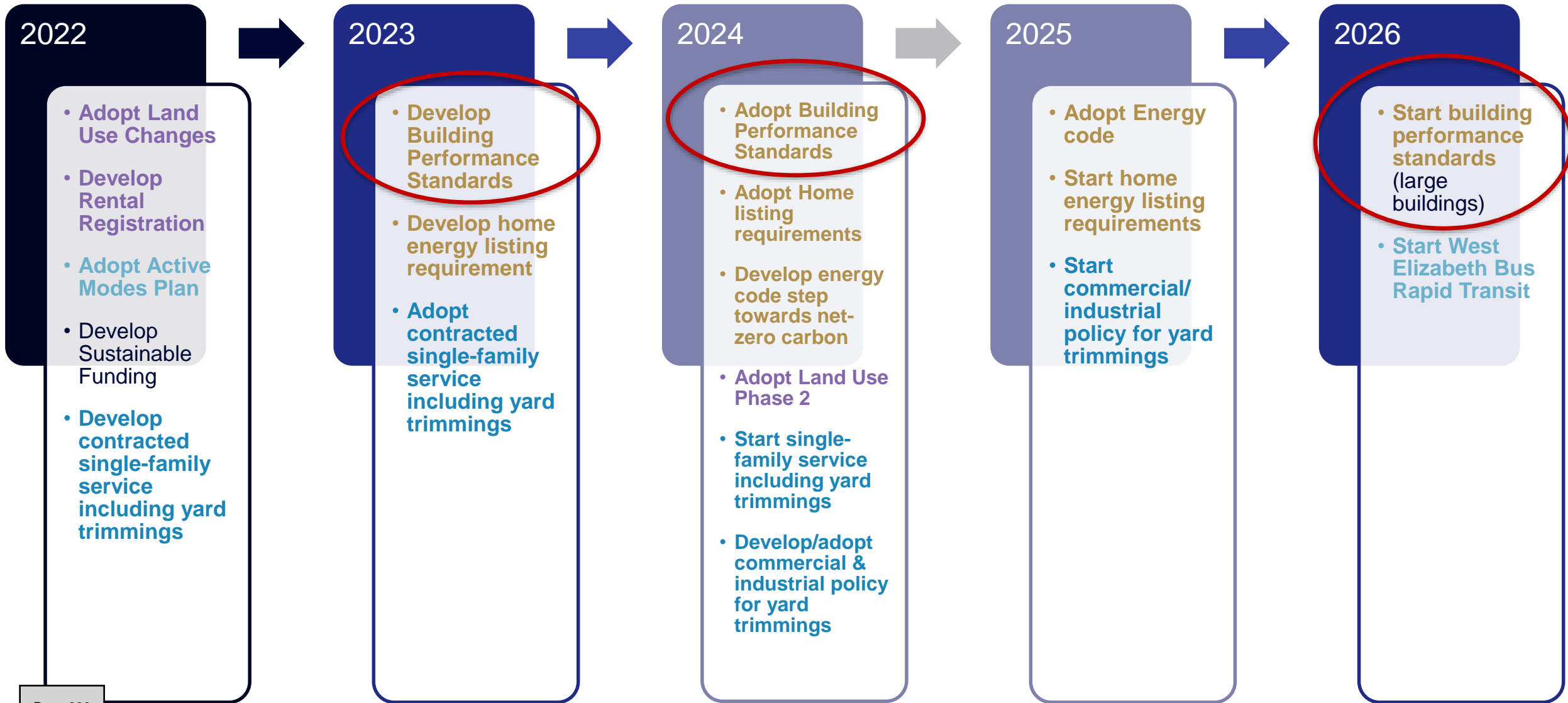
## The State of Colorado introduced BPS

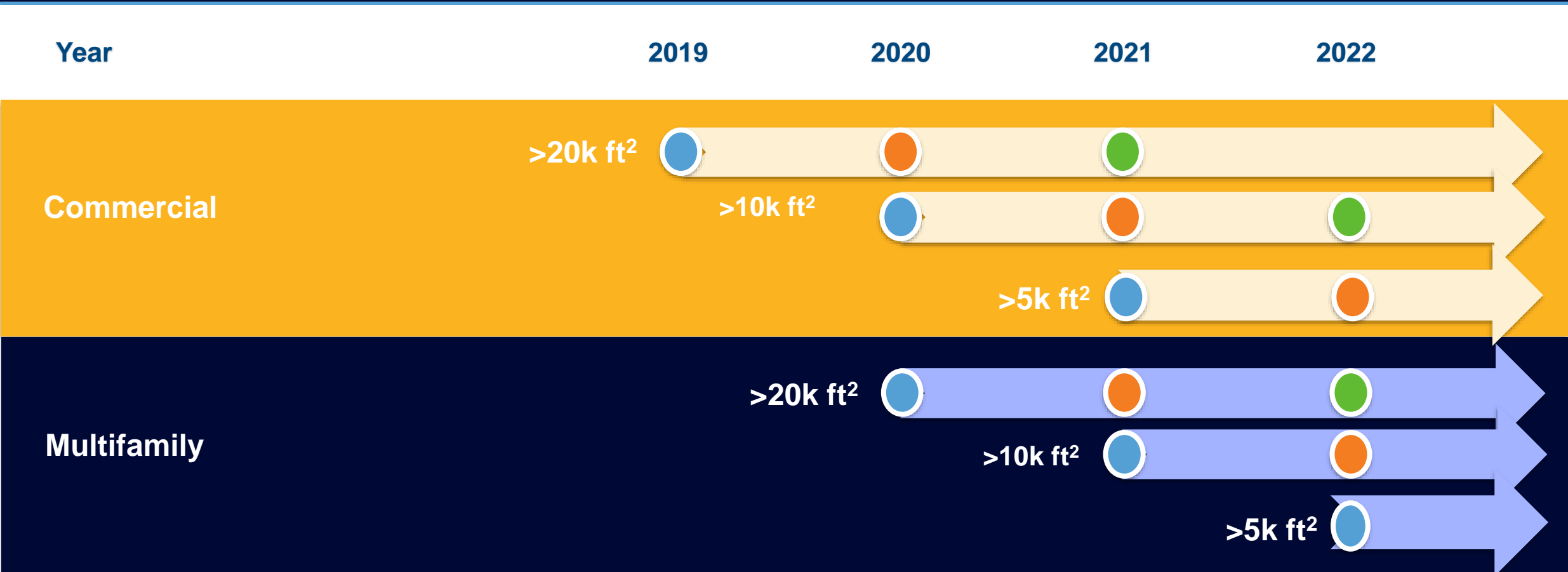
**Buildings greater than 50K SF: GHG reduction of 7% by 2026 and 20% by 2030.**

## Mayor's Pledge

**The City of Fort Collins** joined a national coalition of mayors and governors to **commit to adopting local building performance standards** by Earth Day, 2024

*Building performance standards are the most powerful policy tool available to drive improved building performance*





● Notifications → Data Collection

● Annual Report Due

● Public Display of Score

September 12, 2023

# WORK SESSION AGENDA ITEM SUMMARY

City Council




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## STAFF

Rupa Venkatesh, Assistant City Manager  
 Kelli Pryor, Director of the Northern Colorado Continuum of Care  
 Sgt. Annie Hill, Police Services, HOPE Team  
 Brittany Depew, Social Sustainability, Homelessness Lead Specialist

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## SUBJECT FOR DISCUSSIONS

**Staff Report: Overview of Homeless Response System and Community Report: Northern Colorado Continuum of Care.**

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## EXECUTIVE SUMMARY

Acknowledging that homelessness is a housing problem, and that people experiencing homelessness are part of our community, a people-centered approach is the key to addressing homelessness. This approach includes humanizing data and solutions and orienting the response system toward stabilizing and exiting people out of homelessness and into housing. Using both a Housing First approach and balancing housing and service needs with compassion-based enforcement, these efforts must be highly coordinated with a focus on supporting vulnerable community members and maintaining safe and healthy outdoor spaces for all.

Notable progress has been made over the past few years, especially due to increased funding opportunities through both the CARES (Coronavirus Aid, Relief, and Economic Security) Act and ARPA (American Rescue Plan) Act, and thanks to high levels of collaboration across sectors, largely coordinated regionally by the Northern Colorado Continuum of Care. Coordination between government and nonprofit agencies is critical to building effective and sustainable solutions and, coupled with sufficient ongoing funding to meet the needs of the community, it is possible to make homelessness rare, brief, and non-recurring.

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## GENERAL DIRECTION SOUGHT AND SPECIFIC QUESTIONS TO BE ANSWERED

1. What reflections does Council have about the Northern Colorado (NoCO) Continuum of Care (CoC) and the City's role in the homelessness response system?
2. Are there next steps around this that Council would like to prioritize?



## **BACKGROUND / DISCUSSION**

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### **Connection to Housing Strategic Plan, Strategic Objectives, and Council Priorities**

For several years, the City has been an active collaborator, funder, and supporter of homelessness response and solutions in an effort to make homelessness rare, brief, and non-recurring specifically in Fort Collins and as part of the northern Colorado region. This is clearly supported in City policy, including:

- Council-adopted priority (Homelessness Initiatives)
- Housing Strategic Plan vision that “everyone has healthy, stable housing they can afford.”
- Strategic Objective 1.2: Collaborate and leverage community partners’ expertise in addressing priority human service issues like poverty and mental health and make homelessness rare, brief, and non-recurring.
- Strategic Objective 5.7: Reduce incidents of, and impacts from, disruptive and unwanted behaviors through working closely with the community’s human service providers to offer creative approaches that balance compassion and consequences.

The City’s role is to effectively manage homelessness to balance the needs of our most vulnerable and maintain quality of life for the community. This is done through a variety of community partners, programs, and tools.

### **Northern Colorado Continuum of Care**

The City participated in Homeward 2020, a ten-year plan to address homelessness in Fort Collins that included a decade of research, system development, application of evidence-based models, data collection, consultation, technical assistance, and community collaboration.

The creation of a Northern Colorado Continuum of Care was one recommendation in the Homeward 2020 final report (attachment 1), along with the Homeless Management Information System (HMIS) which is described in more detail below.

### **What is the Continuum of Care?**

- Continuums of Care (CoC) are federally designated regions tasked with coordinating a community-wide response to homelessness, including funding priorities, system interventions, and elevating Housing First practices (attachment 2).
- The Northern Colorado Continuum of Care (NoCO CoC) consists of Larimer and Weld Counties and was officially recognized by the Department of Housing and Urban Development (HUD) in January of 2020 as the fourth CoC for the State of Colorado. Prior to this, northern Colorado was part of the Balance of State CoC along with over 50 other Colorado counties.
- The NoCO CoC is not one entity, but rather a collective of community partners that believe homelessness can only be solved by working together to improve our system’s ability to identify, intervene, and house people quickly, so that when it happens, homelessness can be rare, brief, and only once.
- There are two Lead Agencies designated by the NoCO CoC general membership to act on behalf of the CoC and coordinate its work, United Way of Weld County as CoC Lead and Homeward Alliance as HMIS (Homeless Management Information System) Lead.

## Types of Homelessness

The experience of homelessness does not affect everyone in the same way, and it is important to have a dynamic response system that can intervene appropriately.

- The majority of people who experience homelessness resolve their housing crisis with no or minimal outside resources.
  - For those who have low to moderate acuity of needs, many still will not need permanent support to stabilize in housing.
- Those who have been homeless for long periods of time are the smallest percentage of people experiencing homelessness but have the highest severity of needs. Often due to untreated mental and physical health conditions among other factors, they interact the most with public services, such as hospitals, behavioral health, and criminal justice systems.
  - However, it has been well researched that funding programs that provide long-term housing subsidy and supportive services targeted to this population lead to long-term positive housing and health outcomes and reduces strain on the emergency response system.
- In Fort Collins, based on a vulnerability needs assessment of about 400 people experiencing homelessness in August 2023:
  - 14% had severe acuity of needs
  - 44% had moderate to high acuity of needs
  - 42% had lower acuity of needs

## **Homelessness Data**

- Homelessness is very fluid, as people flow in and out of our system, and data related to homelessness should be understood within its specific context.
- Every year in January, the NoCO CoC (along with many communities across the country) conducts a Point in Time Count (PIT), attempting to survey all people who are sheltered and unsheltered in Larimer and Weld counties. The NoCO CoC published a PIT Count and Disparities Analysis Report (attachment 3) which is available on the [nocococ.org](http://nocococ.org) website.
- While PIT Counts are helpful to understand trends over time, PIT Counts are notoriously an undercount of the true number of people experiencing homelessness. To counter this, we rely on real-time data available through the Homeless Management Information System (HMIS). Using HMIS we can monitor the number, demographics, and other trends on homelessness in northern Colorado in a much more accurate and comprehensive way than the yearly PIT Count.
- Data Points
  - Please note: \*Active = has received homelessness services in FC the last 90 days and have no documented housing destination

<b>Fort Collins</b>	
PIT Count 1/24/23	393 Total Counted; 106 Chronic
HMIS 1/24/23	1,043 Total Active without Permanent Housing*; 379 Chronic
HMIS 8/24/23	1,578 Total Active without Permanent Housing*; 553 Chronic

## Sheltered and Unsheltered Homelessness

*Chart 1: 2023 Point in Time Count Data*

Location	Sheltered		Unsheltered		GRAND TOTAL
Fort Collins	273	69.5%	120	30.5%	393
Greeley/Evans	220	71.4%	88	28.6%	308
Loveland	103	71.5%	41	28.5%	144
Estes Park*	1	10%	9	90%	10
Fort Lupton*	19	100%	0	0%	19
Location Not Recorded	0	0%	8	100%	8
TOTAL	616	69.8%	266	30.2%	882

\*Starred cities/towns were *new* to surveying for the PIT Count in 2023

\*\*Surveying efforts also occurred in Windsor and Berthoud; however, no persons experiencing literal homelessness were identified.

### Priorities and City of Fort Collins Involvement

The NoCO CoC's goal is to functionally end homelessness in Larimer and Weld counties. This means we understand homelessness will continue to happen to some individuals and families, but we have created a response system robust enough to make any experience of homelessness rare, brief, and only one time.

To do this we have three major priorities: regional strategic alignment, coordinated housing placements, and shared quality data.

#### Regional Strategic Alignment

- We work towards regional strategic alignment around implementing [Housing First](#) and other best practices within the homeless response system.
- Much of this work is done within our General Membership and CoC committees and workgroups, our CoC Governing Board, and representing Northern Colorado at State tables. The City of Fort Collins has a seat on the Governing Board and also participates in other CoC committees and workgroups.
- A portion of this work is also done through the annual CoC Program Notice of Funding Opportunity (NOFO), which is a competitive Consolidated Application process to the federal Housing and Urban Development (HUD) department that funds nearly \$1.5M in Housing and System Infrastructure projects.
- In Fort Collins, RedTail Ponds Permanent Supportive Housing, Homeward Alliance HMIS, SummitStone Health Partner Vouchers, and Crossroads Safehouse Domestic Violence (DV) Resource Navigation programs receive CoC Program dollars.

#### Coordinated Housing Placement

- We support the Coordinated Entry process, called the Coordinated Assessment Housing Placement System (CAHPS), to facilitate identification, assessment, referral, and navigation to permanent housing.
- Coordinated Entry (CAHPS) is a HUD mandated process for making referrals to housing programs dedicated for people experiencing homelessness based on vulnerability and circumstance, not based on a stagnant waiting list.
- The NoCO CoC sets local priorities of how to dedicate these scarce resources and facilitates the process through which CAHPS partners work together to support the unhoused.
- CAHPS Data Dashboards are available to the public at [www.nocococ.org/data-reports](http://www.nocococ.org/data-reports)

### Shared Quality Data

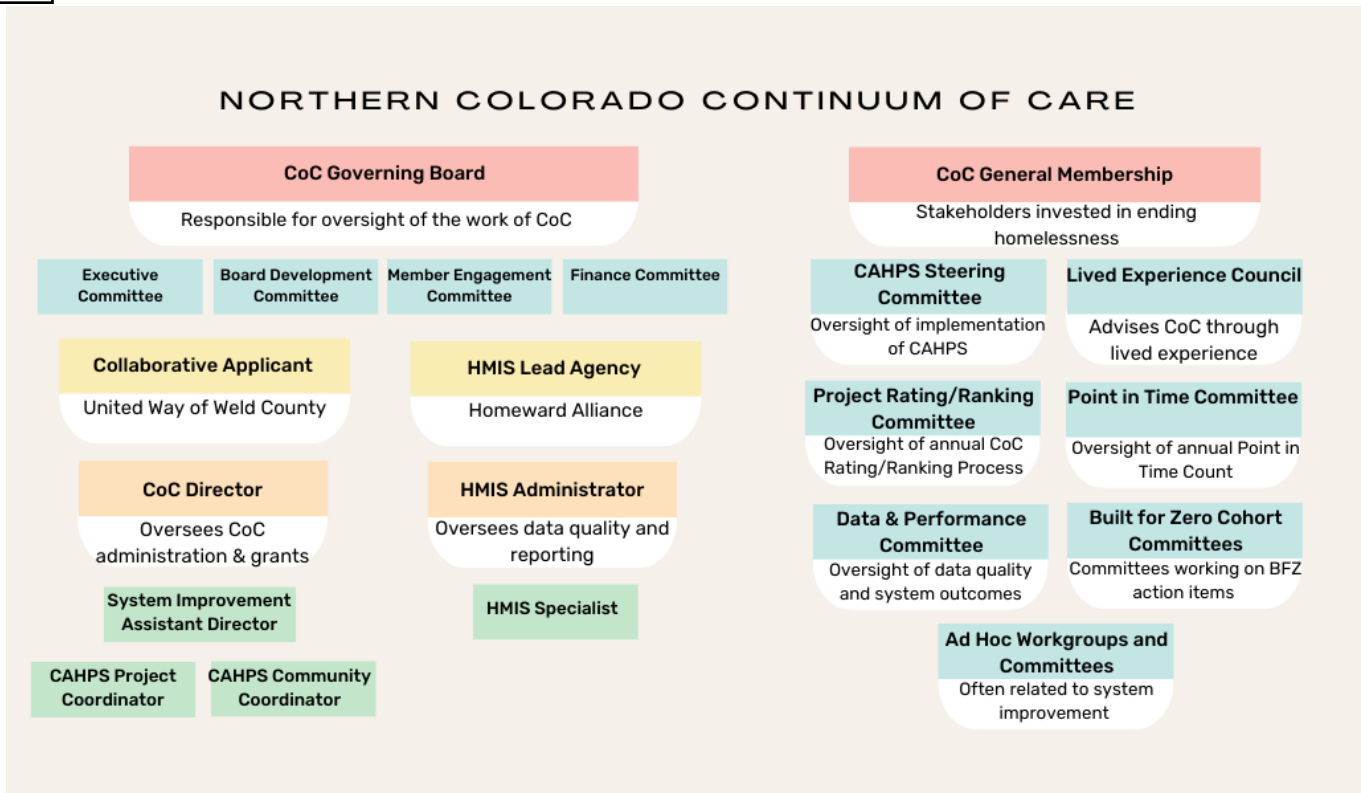
- We manage the regional homelessness data through the Homeless Management Information System (HMIS).
- HMIS is used both by individual service providers to assist in client file management and service coordination and is also invaluable in understanding the depth and breadth of homelessness and housing outcomes within our system.
- The CoC provides access to HMIS software and licenses free to agencies and provides technical assistance to create custom reports and monitors data quality.
- In addition to managing HMIS, the NoCO CoC facilitates the annual Point in Time Count, a snapshot count of sheltered and unsheltered persons on one night at the end of January each year.
- This information, as well as other aggregate reports generated by HMIS are provided to HUD and influence the amount of funding dedicated to Northern Colorado.

### **Coordinated Assessment Housing Placement System (CAHPS)**

- Initially, CAHPS began in 2016 as an effort to identify and house veterans in a coordinated way.
- Since then, CAHPS has expanded dramatically and now is the process primarily used to identify and house anyone experiencing homelessness in Northern Colorado.
- United Way of Weld County (as the CoC Lead) has hired two full-time CAHPS Coordinators, onboarded more than 40 CAHPS partner agencies across Larimer and Weld Counties, facilitates four weekly case conferencing meetings, and manages a comprehensive by-name list of people as they have been identified, assessed, referred, and housed.
- As we improve the system, the CAHPS process is capable of tracking in-flow and out-flow of people within our homeless system, housing outcomes, bright-spots, and disparities. CAHPS also has multiple committees and workgroups tasked with carrying out this community-supported process.

### Built for Zero and Involvement with Community Solutions

- Northern Colorado is a Built for Zero community since 2019, meaning we have signed on to reach benchmarks for quality system data and other system efficacy measures to reach the goal of Functional Zero homelessness.
- Reaching Functional Zero essentially means that our homeless response system sees reductions in the number of people experiencing homelessness and is capable of housing more people each month than are becoming homeless.
- We are currently working toward reaching Functional Zero for our Veteran population.
- We regularly house about 16-17 veterans a month, but also regularly identify about 15-16 new homeless veterans each month. We are developing new strategies to make a housing surge to make a larger reduction.



## Major Accomplishments

- In January 2022, the NoCO CoC hired a Director, Kelli Pryor, to oversee the administrative and community coordination work of the CoC.
- The NoCO CoC distributed \$1.1M in Emergency Solutions Grant (ESG) funding and ESG-CV for Rapid Rehousing and Emergency Sheltering.
- The NoCO CoC developed and released a Plan to Serve People Experiencing Homelessness with Severe Service Needs that outlined the work currently being done as well as future strategies for housing our most vulnerable.
- In 2022, 1,434 homeless households were identified and assessed for their housing and 468 were permanently housed through the CAHPS process. (Note: this number does not include people who exited CAHPS to temporary housing or who left the system due to inactivity or lack of contact for 90+ days)
  - In Fort Collins in 2022, there were 544 households identified and assessed for housing, 135 of whom were permanently housed through CAHPS.

## 2023 Goals and Priorities for NoCO CoC

- Prioritizing System Improvements – hired Assistant Director of System Improvement in April
- Addressing Disparities in our System through System Evaluation from a DEI lens
- Elevating Lived Experience – Began a Lived Experience Advisory Council (LEAC) to provide guidance and feedback on the priorities and work of the CoC/CAHPS
- Strategic Planning – CoC Board has begun this process
- Statewide Coordination - representing Northern Colorado within statewide work on the governor's housing and homelessness Wildly Important Goals

### **Lived Experience Advisory Council (LEAC)**

- The NoCO CoC has implemented a Lived Experience Advisory Council (LEAC) to inform systems work from the perspective of people who are recently or currently experiencing homelessness.
- The LEAC members are paid for their expertise and are welcome to join other CoC workgroup and committees. They are currently assisting with the annual CAHPS Evaluation process and our work on creating a new housing assessment tool.

### **City Role in Response System**

A multitude of departments across the City organization are connected to the homeless response system, with varying levels of involvement and a diversity of roles. While this work has always been collaborative, there have been growing efforts to coordinate and strategize as a cohesive unit, rather than in siloed teams. The increasingly collaborative response efforts have had noticeable positive impacts, although the growth and evolution are ongoing.

### **Tenets of the City's Homelessness Response System**

- People-Centered: Homelessness is a result of systems failure, not individual shortcomings. All people deserve dignity and humanity. Input from people with lived experience of homelessness is integral to a successful response system.
- Housing First: While a true housing first model requires adequate and affordable housing, Fort Collins strives toward a housing first model with supportive services whenever possible. This approach honors that individuals are the experts in their own lives.
- Data-Driven: Data is a critical component of success in ending homelessness. It is imperative for stakeholders to share data and data analysis – as well as recognize the limitations and biases inherent within the data.
- Collaboration is Key: No one can do this work alone. A strong, effective system requires alignment in goals and outcomes across community groups.

### **Coordination**

#### **Short-Term Response**

##### *Tactical Team*

- A homelessness tactical team was created in November 2022 and has led to a significant increase in collaboration within the response system, including both internal and external partners to the City. This team meets weekly to address urgent and emerging needs and provides collaborative rapid response.
- City departments engaged with this team include Social Sustainability, Parks, Natural Areas, Code Compliance, Police, Transport, and Recreation, and external partners include Outreach Fort Collins, Poudre Fire Authority, NoCO CoC, Larimer County Sheriff's Office, and the Colorado State University Police Department.
- During each weekly meeting, this team supports Natural Areas in planning the weekly cleanup, which requires pre-checks, tagging, and outreach from various departments and agencies.
- Collaborative efforts have increased with the creation of the tactical team, which has led to better consistency in response, approach, and messaging. This consistency helps support trust-building with agencies in the field, including Rangers, Police, and Outreach Fort Collins, which leads to better outcomes. In one instance, a person who had been living in the Fort Collins community unhoused for nearly 20 years finally agreed to be added to the housing list and was moved into permanent housing within 20 days!



### *Internal Coordination Team*

- This team consists of a multitude of internal departments and is larger than the tactical team.
- The focus in these monthly meetings is updates, larger-scale coordination, brainstorming solutions for ongoing issues and concerns, and aligning goals and outcomes.
- Once per quarter, external service providers join this meeting to share updates, concerns, ask questions, and build partnership with internal departments and teams.

### *Expanded City Partnerships*

- The City maintains strong partnerships with community nonprofits that serve in front-line roles within the homeless response system.
- Regular meetings with outside agencies allow Staff to maintain strong understanding of current system successes, challenges, gaps, and funding needs.
- In May 2023, NoCO CoC launched the Lived Experience Advisory Council for Larimer County. All members of this board have past or current lived experience of homelessness and serve as advisors on projects and programs across the county.

### *Accelerated Site Cleanup Process*

- With consistency in messaging and response to clean up sites, clarity is provided to those who are not using shelter. The aim is voluntary compliance and setting community-wide expectations.
- Site occupants are offered resources at the time of tagging and again if they are still there when cleanups are conducted.
- Outreach Fort Collins is called frequently to sites to provide resources or help individuals understand their status on the housing list.
- The tactical team served in an integral role in developing the accelerated site cleanup process, led by Natural Areas. For occupied sites, outreach and engagement steps are taken first, in an effort to connect people with resources and/or housing options before a site is cleared and cleanup takes place.

### *HOPE Team*

- Police Services' new Homeless Outreach and Proactive Engagement (HOPE) Team has increased direct outreach and coordination across the system.
- More information on this team is available below.

### Systemic Approach

#### *Quarterly Strategy*

- Every quarter, program staff and executive leadership convene to discuss high-level strategy and prioritization of projects and funding.

#### *County*

- Homeward Alliance received transformational grant funding from the state of Colorado to lead a county-wide strategic planning effort over the next 24 months, including hiring an outside consultant to coordinate the process.
- Initial strategic planning partners engaged in these efforts include City of Fort Collins, City of Loveland, United Way of Larimer County, Larimer County, and NoCO CoC, and this list will expand as efforts progress.

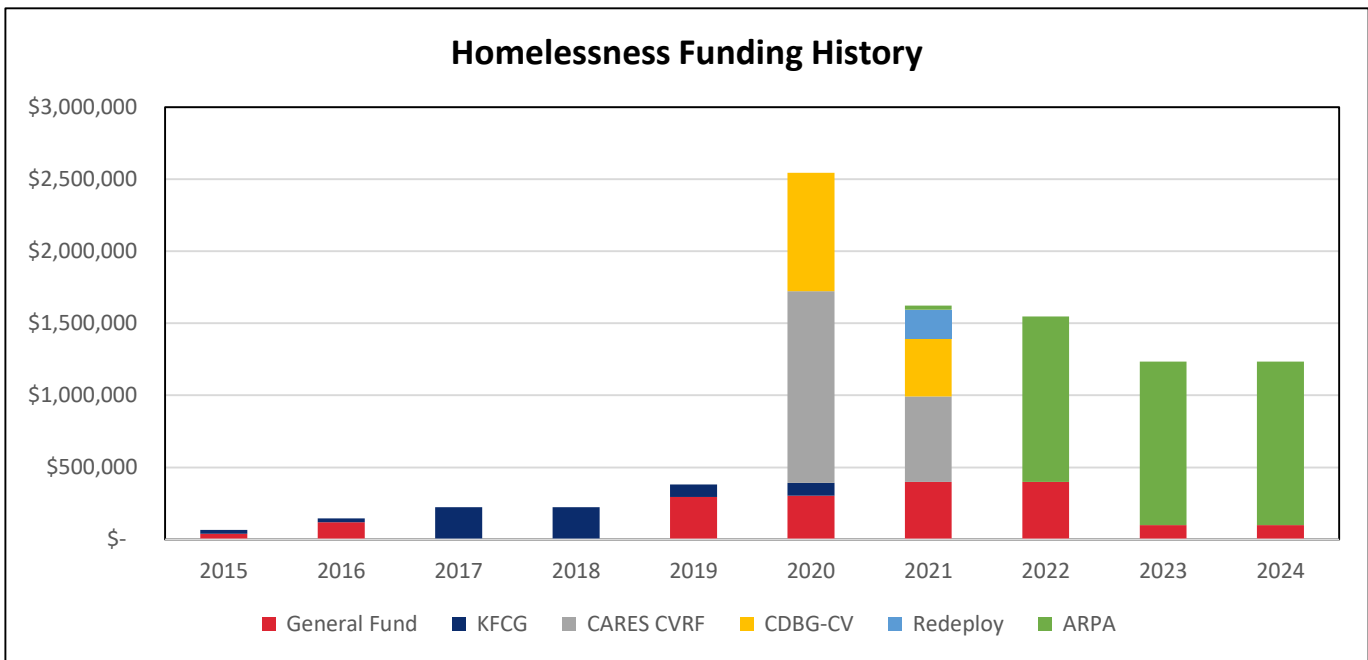
Regional

- Efforts coordinated by NoCO CoC, as outlined above.

Upstream Solutions

- Solutions that increase housing stability and reduce the number of people who become unhoused are necessary long-term, systemic approaches in every community.
  - Resources and funding for programs aimed at stabilizing households are critical, including rent assistance, rapid rehousing, strong landlord network, supportive services, and diversion.
- These solutions must include a multitude of sectors, including education, healthcare, the criminal justice system, and others.
- Some critical needs outlined in the Housing Strategic Plan include:
  - Connecting housing and health
  - Housing First approach
  - Strong partnerships
  - Inclusivity, housing diversity, and affordability as community values

Funding



Notes on Funding:

- This graphic represents funding specific to homelessness programming tied to the Social Sustainability Department. This does not include other departments who may put some funding toward homelessness response (i.e., Parks, Natural Areas, Code Compliance, Police, etc.).
- Aside from staffing, 100% of homeless initiatives funding is granted back out to community partners.
- 2015 and 2016 show the approximate amount pulled from the Social Sustainability general operating budget for homelessness (~\$40,000 per year, plus \$80,000 for a street outreach pilot in 2016).
- In 2017 and 2018, the \$224,000 funded via KFCG became an ongoing offer through the general fund beginning in 2019.



- 2019 was the first year a formal “homelessness initiatives” budget offer was submitted. This supported seasonal overflow shelter, emergency weather response, Homeward 2020, the Murphy Center, Outreach Fort Collins, and the Housing First Initiative.
- In 2021, \$200,000 was redeployed from the Police budget to create funding for both the Homelessness Lead Specialist position and to bolster Outreach Fort Collins’ general operating budget.
- For 2023-2024, \$100,000 for Outreach Fort Collins is coming from the general fund, and the remainder of homelessness initiatives are being funded via the American Rescue Plan Act (ARPA).
- For 2023-2024, the amount funded via ARPA is \$1,135,000 per year. This is supporting resource navigation, 24/7 shelter, seasonal overflow shelter, emergency weather response, street outreach, the regional data system (HMIS), and general operations via 11 contracts with seven agencies:
  - Northern Colorado Continuum of Care
  - Catholic Charities
  - Crossroads Safehouse
  - Family Housing Network
  - Fort Collins Rescue Mission
  - Homeward Alliance
  - Outreach Fort Collins

Greater Pandemic-Era Resourcing has Led to:

- Increased Street Outreach
  - Outreach Fort Collins expanded into north Fort Collins in November 2021, and expanded again into midtown in September 2022.
  - OFC’s coverage area now includes the College Avenue corridor from Willox to Fossil Creek Parkway, the Foothills Mall, Old Town, Lee Martinez Park, the north Walmart and Home Depot shopping centers, and the south Walmart and Home Depot shopping centers.
  - In comparison, right before their midtown expansion in Q3 of 2022, OFC had a total of 1,800 contacts. The following quarter, Q4 of 2022, those contacts increased to a total of 2,268. This demonstrates a higher level of community outreach due to increased staffing and larger service area.
  - Additionally, OFC can now be dispatched directly from 911 and they work closely with the HOPE team, both of which continue to increase their contacts while decreasing calls to emergency responders for behaviors that are disruptive but not illegal.
- 24/7 Shelter
  - Both Fort Collins Rescue Mission and Catholic Charities moved to a 24/7 shelter model in 2021.
  - While both emergency shelters were previously overnight-only, this change to 24/7 shelter provides myriad documented benefits including higher employment rates among their clients.
  - 24/7 shelter provides people experiencing homelessness with higher levels of stability due to a full-time location to store their belongings, and regular access to showers, meals, technology, and case management.
- Rapid Rehousing
  - For the first time, the City financially supported rapid rehousing programs through both Homeward Alliance and Family Housing Network.

- Rapid rehousing programs support individuals and families who have lower levels of vulnerability and need only short-term support to get housed and restabilized.
- In the second half of 2022, 35 families and 10 individuals were housed and stabilized through these programs.
- Case Management and Resource Navigation
  - Case management and resource navigation are critical services offered through the homelessness response system that provide tailored recommendations for individuals and families based on their unique circumstances.
  - Resource navigators support people experiencing homelessness and housing instability by connecting them with appropriate resources and services, ensuring they are receiving as much support as possible on their path to housing.
  - Case managers work closely with clients to ensure they have all necessary documents in order (which can be a long, challenging process) and support them as they navigate housing options and applications.
  - In some cases, case managers may continue to support a client even after they become housed.
  - Since Q4 of 2021:
    - 194 people have been housed via City-funded case management and resource navigation programs.
    - The six-month housing retention rate is 100%.

**Compassionate Response: Homeless Outreach and Proactive Engagement (HOPE) Team** is an innovative outreach team within Fort Collins Police Services that uses a holistic approach to address homeless-related issues throughout the city.

- The HOPE team prioritizes relationships with unhoused community members to understand the circumstances that contributed to their homelessness.
- Individuals are provided information about the community resources and educated on city-wide ordinances.
  - Outreach Fort Collins is called to respond to individuals who want to get directly connected and resourced. HOPE continues strong partnerships with OFC to provide direct referrals and maintain safety of scenes prior to outreach specialists responding.
  - Since the HOPE team's inception, officers have referred 56 clients to Outreach Fort Collins which has led to 331 total contacts with those clients.
- Recognizing that many of our unhoused individuals may have previously had negative interactions with police, the HOPE Team uses compassion-based policing to understand the needs of unhoused and unsheltered community members and identify gaps.
  - Many unhoused community members have specific needs such as criminal justice support, vehicle repairs, clothing, and assistance with job interviews.
  - HOPE relies on community partners and business owners to help get these individuals' needs met.
- The HOPE team enforces county and municipal ordinances; the most common of which are trespassing, depositing bodily waste, and accumulating rubbish.
- Identify problem areas or "hot spots" through calls for service, Access Fort Collins cases, conversations with business owners, and referrals from other officers and residents.

- The HOPE team encourages solution-based outcomes and works closely with the City Attorney's Office to recommend individuals experiencing homelessness into problem-solving court such as the Right Track.
- The HOPE team facilitates monthly "Coffee with a Splash of HOPE" events to encourage conversation with community members, service providers, and business owners about issues surrounding homelessness and how we need to collaboratively build solutions.
- Enforcement efforts are coordinated among various entities to ensure consistency in approach and messaging, including Parks and Natural Areas Rangers, Code Compliance, and community partners like CSU Police Department.

## Challenges

### Housing Affordability

- According to the Colorado Housing and Finance Authority (CHFA), development costs per unit went from \$366,000 in 2022 to \$449,999 in 2023.
- Home prices in Fort Collins continue to climb even with increased interest rates.
- The median sales price for the second quarter of 2023 is \$550,000.
- Rents continue to go up, too. HUD's fair market rent published for a one-bedroom apartment in Larimer County went from \$1,143 in 2022 to \$1,232 in 2023.

### Funding

- According to Community Solutions, which NoCO CoC works with through their Built for Zero framework, people experiencing homelessness are more likely to utilize emergency health services that can add up to an average of \$35,000 per person per year.
- Some estimates put these costs, including shelters and supportive services, as high as \$95,000 per person per year.
- The estimated cost of (affordable) housing is \$13,716 - \$25,716 per person per year (one bedroom apartment), plus supportive services, is generally lower than costs required for someone who is unhoused and accessing emergency services.
- Funding gaps, as well as housing availability gaps, are well-documented national challenges in address homelessness.

### *ARPA Funding Cliff*

- As evidenced in the funding chart above, funding for homelessness initiatives has increased manifold with recovery dollars since 2020.
- Pre-pandemic, \$398,000 in general fund dollars were allocated to support the homeless response system, and during the largest funding influx in 2020, that number reached more than \$2.5 million.
- The current homeless initiatives budget of approximately \$1.2 million has positively impacted community programs and allowed agencies to provide critical services to people who are unhoused or unstably housed.
- With the final spenddown of ARPA funds projected for December 31, 2024, reassessing community gaps, needs, and priorities will be vital to the next two-year Budgeting for Outcomes (BFO) process.
- As ARPA funds are spent in full, communities across the nation, including Fort Collins, will have the challenge of managing and sustaining programming with decreased homelessness funding into 2025 and beyond.

### What the Data Misses

- A heavy focus on data can dehumanize the data and trends and create difficulty in seeing each number as an individual person. One consequence of this is engaging with solutions that get at the overarching trends without considering the importance of each individual's unique needs.
- Data largely shows who is engaged in services and misses those who are not.
  - For example, families that are doubled up or people from the LGBTQIA+ community who may feel unsafe accessing shelter or other services.
- While the data strongly demonstrates disparities across nearly every historically excluded group, it is up to each community to go beyond the data and build equitable solutions that decrease racism, prejudice, and bias in their own homeless response system.

### Direct Resourcing

- For a growing unsheltered population, one of the most effective tools can be direct resourcing (i.e., meeting them, literally, where they are).
- An example of direct resourcing is street outreach, which is currently led by Outreach Fort Collins.
- During direct resourcing, barriers to accessing services are lowered as people who are unhoused do not have an added burden of individually identifying appropriate resources or finding/paying for transportation to access those services.
- Although direct resourcing efforts have grown exponentially over the past couple years, due to the expansion of Outreach Fort Collins and creation of the HOPE team, these efforts are still small enough that regular Citywide engagement with people experiencing unsheltered homelessness is not possible.

### **Emerging Needs and Priorities**

#### Non-Shelter Alternatives

- Shelter is only one component along the spectrum of interventions.
- The spectrum includes prevention, diversion, emergency shelter, housing, and supportive services.
- The more options people are given, the more likely they are to find the right fit on their path out of homelessness.
- Along with congregate shelter, having additional service options in the community for people experiencing unsheltered homelessness could be a critical step forward in providing right-sized options for all.
- These alternatives can include non-congregate shelter, single-room occupancy units, converted hotels, tiny home communities, pallet homes, safe outdoor spaces, and other creative options.

#### *Safe Parking*

- Safe Parking is currently being explored as a potential non-shelter alternative for people in Fort Collins experiencing vehicular homelessness.
- There are currently 14 Safe Lots in Colorado, a majority of which are managed by the Colorado Safe Parking Initiative in partnership with nonprofit and faith organizations. Twelve of these programs are located in church parking lots.
- Homeward Alliance has agreed to serve as the operator for a pilot safe parking program, and the search for an appropriate parking lot is underway.

## Family and LGBTQIA+ Homelessness

### *Families*

- A few organizations in town serve families experiencing homelessness, and all report increases in families seeking services.
- Since moving to a 24/7 shelter model in August 2021, Catholic Charities did not turn away a single individual seeking shelter until July 2023, when two families were turned away due to a lack of capacity. An additional three families were turned away in late August.
- Family homelessness can be difficult to track since families are more likely to sleep in vehicles or double up with another family.
- Families require unique accommodations (like single stall restrooms) that can be more difficult for shelters/agencies with limited space to offer.

### *LGBTQIA+*

- Members of the LGBTQIA+ community are more likely to become homeless and stay homeless, and experience housing instability and housing discrimination.
- HUD estimates that between 20-40% of homeless youth identify as members of the LGBTQIA+ community.
- Shelters and services tailored to people who identify as LGBTQIA+ can lead to more positive outcomes, reduce chronicity, and increase housing rates among this population.
- There are currently no shelters in Fort Collins specifically for people who identify as LGBTQIA+, who may have unique needs difficult to meet in a traditional shelter setting.

### Strategic Planning

- As mentioned above, there is not currently a County-wide strategic plan with buy-in and alignment from stakeholders across the county.
- While many agencies are part of the homeless response system, goals, outcomes, and priorities may not always align.
- Homeward Alliance received transformational grant funding from the state of Colorado to lead a county-wide strategic planning effort over the next 24 months, including hiring an outside consultant to coordinate the process.
- Initial strategic planning partners engaged in these efforts include City of Fort Collins, City of Loveland, United Way of Larimer County, Larimer County, and the NoCO CoC.

### **NEXT STEPS**

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- Seasonal Overflow Shelter will begin on November 1. A neighborhood meeting was held on August 30. Similar to last year, consideration to approve 117 N. Mason as this year's SOS location will be brought before Council in late September.
- Fort Collins Rescue Mission will enter into development review for their future 24/7 shelter in Q4 of 2023.
- Staff will continue exploring opportunities for a pilot Safe Parking Program.

### **ATTACHMENTS**

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1. Homeward2020 Final Report
2. The Case for Housing First Research
3. Point In Time Count Report and Disparities Analysis
4. Presentation



homeward 2020

Fort Collins

# 10-Year Plan

to Make Homelessness Rare, Short-Lived  
and Non-Recurring

“

*“Homeward 2020 sustained an audacious and aspirational vision and laid a strong foundation. Commitments from leaders and elected officials to continue the work is more critical than ever, as increasing homelessness persists as a top community concern.”*

“

*“With public, private and non-profit sectors, we shed light on the dire situation of homelessness and worked toward identifying causes and solutions. We must continue to be aware of needs and committed to humanitarian action.”*

”

”



We will make homelessness rare, short-lived and non-recurring in Fort Collins

rare

Homelessness is mitigated whenever possible by access to affordable housing and responsive services in the community.

short-lived

System Response and re-housing interventions make experiences with homelessness as least traumatizing and short as possible.

non-recurring

Supportive services monitor housing retention and stabilization among those transitioning from homelessness or housing insecurity.

together

Homeward 2020 maintains a persistent vision for Fort Collins: together we will make homelessness rare, short-lived and non-recurring in our community. This vision and disciplined attention on the issue of homelessness has defined a decade of work and continues to carry us forward into our shared future.

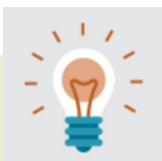
Homelessness solutions will continue to be a necessary priority in social policy and community development in Fort Collins and the region throughout the coming years. Decisive leadership and multi-sector cooperation must overcome significant system failures and inequities that have left our communities' most vulnerable people in housing insecurity, economic vulnerability, and healthcare crisis.

We know ending homelessness not only improves individual and community health, but there is also a strong economic case to provide permanent solutions for people experiencing homelessness. Most importantly, our efforts can yield life-changing results and opportunities for everyone when we focus on ending homelessness for anyone in our community.

“Homeward 2020’s vision continues to bridge us into the future with outcomes leading us to achieve individual and community wellness.”

-City of Fort Collins Mayor Wade Troxell

4 Roles of Homeward 2020



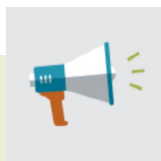
Catalyst

We bring the community together to ignite collaborative action and initiative.



Convener

We learn and strategize action together.



Advocate

We advocate for an efficient and effective system to rehouse people experiencing homelessness.



Data-driver

We collect and share data to improve understanding and drive outcomes.



# Together, we will end homelessness.

## To end homelessness together, we build a strong, coordinated response.

Homeward 2020 ensured a lasting legacy from Fort Collins' Ten-Year Plan to make homelessness rare, short-lived and non-recurring. A decade of disciplined research and system development, application of key evidence-based models, data collection, consultation and technical assistance, and ongoing, community collaboration provides both a clear framework and key recommendations to carry the work forward.

Homeward 2020's blueprint for Fort Collins is a strong, housing-focused Homeless Response System where community-wide efforts consistently targets access to housing and client-centered, community-based supportive services at every point in the response continuum.

At the core of Homeward 2020 is community collaboration. Therefore, Homeward 2020 provides additional Collaboration Recommendations to enhance efforts to achieve the vision through strategic investments, activities to support inclusion and equity, coalitions to advance the work and continued data development, learning and improvement.

The insert of the Homeless Response System and Collaboration Recommendations included in this report is designed to share and keep at hand, in visual range and front of mind. It is designed to keep diverse, multi-sector stakeholders, partners and collaborators focused on shared goals, language and strategies together. Ideally, we can all see ourselves as part of the solution in knowing where or how we can provide support and resources. **Targets for the most immediate attention are highlighted in red.**

## Letter from the Director

Over the past decade, Homeward 2020 partners and stakeholders worked alongside thousands of unhoused individuals and families as they found stable homes. The initiative improved information, alignment and collaboration to implement effective solutions.

However, the systemic causes of homelessness persist and public health, public costs, public safety and public ethics concerns grow, urging local leadership to do more to respond. Increasing homelessness in Fort Collins, particularly among those we see in need of supportive healthcare and subsidized housing, is an illuminating symptom of perpetual deferment of known strategic investments and interventions. Perpetuating homelessness is more costly than housing the unhoused, and bears significant community-wide consequences and individual suffering. Increasingly, we need pragmatic and visionary civic leaders communicating clear support to end the trauma of homelessness in our communities.

**Ending homelessness is a function of responsive leadership. Thank you for your leadership.**

We also know elected leaders, local government and our public sector decision-makers are key to our social health and social change along with us. Communities seeing the greatest impact ending homelessness

have public administrators who prioritize durable local funding and resources to the homeless response system. They consistently monitor progress ensuring their community is healthy and stably housed. Stable housing is not only the most widely researched and proven solution to end homelessness, but also the greatest determinant of individual and community health.

**My recommendation to Homeward 2020's extensive community of committed stakeholders is that together, we compel elected and administrative government leaders, policy decision-makers and community investors to provide adequate resources to the response system and collaboration to ensure a healthy, housed community for all.** Alongside our community, Homeward 2020 built a broad, supportive platform for our civic leaders to invest in the vision to make homelessness rare, short-lived and non-recurring. We will end homelessness by bringing solutions to scale. We can no longer absolve ourselves, our systems and our leaders from accountability and responsibility to try. We know what to do to end homelessness.

Thank you for the privilege to work alongside you.  
- Holly LeMasurier



## The solution to homelessness is a strong Homeless Response System

A successful homeless response system is a coordinated, regional response centered in the principles and practices of **Housing First and Supportive Housing**. The system is data and performance driven and strives to achieve **Functional Zero**: where homelessness is prevented whenever possible, and if it is experienced, there is a supported return to housing as soon as possible. Funding and resources are aligned to reach performance targets, and partnerships provide specialized, niche services to ensure effective stabilization for unique populations. Access to appropriate affordable housing and responsive supportive services is essential at all points of the continuum.



### Prevention

Reduce the number of people entering the crisis system pipeline through increased proactive prevention resources.

- Prevent institutional discharges to homelessness (foster care, jail/prison, recovery/behavioral health centers)
- Low barrier, flexible Eviction Prevention and Emergency Rental Assistance funds
- Landlord mediation services
- Multiple household subsidies coordinated to reduce household cost burdens
- Early identification and referral process for housing retention intervention



### Diversion

Reduce the number of people who need ongoing emergency shelter by assisting people to resolve immediate crisis by accessing safe alternative solutions offered upfront.

- Centralized, flexible emergency problem-solving funds
- Family reunification and conflict resolution services
- Assist reconnections to reliable social supports
- Financial support for safe co-habitation with friends or family (food, bills, rent)



### Emergency Shelter

Provide low-barrier, 24/7 safe places for people to stay temporarily, meet basic needs such as shelter, food and hygiene, and be actively supported on a pathway to housing.

- Coordinated intake and assessment quickly assigns people to appropriate resources
- Outreach to those not accessing shelter and supportive services
- Onsite or instant referrals for medical and mental health services for people in need of immediate healthcare
- Onsite navigation/case management assistance with document preparation, rent, housing and benefits assistance applications and housing search



### Housing

Increase the number of people who exit the system to affordable housing through Permanent Supportive Housing for the most vulnerable and maximizing Rapid Rehousing.

- Expand inventory of deeply affordable (0-30%AMI) housing units dedicated to programs through Tenant Selection Plans and property owner partners
- Diversify housing choice with vouchers, shallow subsidies and rapid rehousing
- Community Landlord Engagement and incentives to secure units
- Hotel/motel acquisitions and Master Leasing options for niche transitional or permanent supportive housing (youth, seniors, recovery, family, domestic violence)



### Supportive Services

Increase permanent housing retention with services designed to help the individual or family stay housed and live a safe, stable, healthy and empowered life in the community.

- Resident and Tenancy Support Services onsite
- Self-sufficiency enhancements: employment, training and education program placements
- Benefits enrollment assistance: SSI/SSDI, Medicaid/Medicare, food stamps, unemployment
- Low-barrier, Medication Assisted Treatment for substance use disorder
- Legal Aid

# Community Action

## Strategic Investing

Convene providers annually to create shared recommendations to fill system gaps.

**Open a Housing Solution Fund at NoCo CoC to accept business, corporate and private donations.**

Define and monetize a sustainable, target funding model to support the Response System: 40% Fed-CDBG, HOME, ESG/40% State & Local taxes, funds/20% donors, grants.

Work with churches as partners to develop affordable housing on congregation lands.

Unite health, housing and justice sector partners for strategic Social Impact Investing in FUSE.

**Consider a 2021 County Housing Solutions Ballot Initiative modeled from Denver's 2B and Larimer County Behavioral Health ballot initiatives.**

## Learning and Improvement

Focus community learning on understanding of the Response System and best practices.

**Enhance community involvement and organizing through diverse engagement - open houses, the arts, political action mobilization, community-wide trainings, etc.**

Convene regional Housing Authorities and developers to support, strategize and grow affordable housing options across the county and NoCo region.

Enhance recovery housing supports for people with both mental health conditions and substance use disorder.

## Equity & Access

**Provide training and technical assistance to implement Trauma-Informed Care across the community.**

Host education events to understand and overcome the impacts of racism, classism and ableism.

Target 20% representation from people with lived experience in staffs and decision-making bodies.

**Focus development on deeply affordable housing (0-30%AMI), studio and 1BDRM units, enhancing people's ability to attain and sustain housing without dependence on services and systems.**

## Information and Data

Publish real-time, accessible data and program performance on public platforms.

Secure a real-time, by-name-list of persons experiencing homelessness.

**Consistently incorporate user stories and lived experience to improve services.**

Create 'surge' goals to aggressively drive down homelessness through target campaigns, partnerships and investments.

**Centralize and celebrate vetted landlords seeking to partner with programs to end homelessness.**

## Aligning Advocacy

Convey and affirm homelessness is solvable.

**Utilize shared platforms of Public Health, Social Determinants of Health, Human Rights, Anti-Poverty and Criminal Justice Reform to build solidarity between social, political and economic justice movements.**

Focus on elected representatives, government administrators and public sector leaders for accountability and actions to end housing inequality and homelessness.

**Produce locally-relevant events, data and tools to amplify involvement in priority budget, policy, legislation and decision-making processes.**



These **Collaboration Recommendations** identify community-wide transformative work to both realize a vision to end homelessness while also driving broad solidarity for institutional and sectoral change to address housing disparity. In addition to strengthening the Homelessness Response System, these collective efforts across housing, health and human services sectors will advance policy, programs and partnerships to realize the vision of Homeward 2020 and our allies.

## What causes homelessness?

### Poor Health and Lack of Appropriate Care

Health and homelessness are inextricably linked. Health problems can cause household instability and are dramatically exacerbated by the homeless experience. People experiencing homelessness suffer from chronic diseases, physical disabilities, mental health disorders, substance use disorders, cognitive disabilities and trauma at far higher rates than the population-at-large. Chronic disease and acute problems are difficult to manage and worsen while homeless. With a safe, stable home as an essential foundation, medical diagnosis, planned healthcare interventions, treatment and recovery are far more effective. Housing is healthcare.

### Of people experiencing long-term homelessness in Fort Collins:

- 50% self-identify as disabled.
- 44% say they are struggling with mental health issues or substance use disorders.
- 50% are enrolled in Medicaid to assist with medical care costs and coordination.

\*Source Housing First Initiative

### Housing is Out of Reach

There is a lack of housing options that low and limited income people can afford. Today, most households become homeless because they simply do not make enough money to pay for housing and other household necessities. Without affordable housing as a secure base, people are forced into greater financial risk, household instability, eviction and, increasingly, widespread homelessness.

**434 people are experiencing long-term homelessness (six months or longer) in Fort Collins today.**

**\$1000** Monthly cost of a modest 1 bedroom rental home

Working at minimum wage  
**\$11.10/hour**  
each week you have to work  
**73 hours**

to afford a modest 1 bedroom rental home.

**\$809** Supplemental Security Income (SSI) Monthly Payment in Colorado (65+, blind or disabled)

**17%** poverty rate in Fort Collins

**9,000+ households in Fort Collins are extremely cost burdened, paying more than 50% of their income on housing.**

### Escaping Violence and an Unsafe Home

A domestic violence episode is commonly reported among women, youth and families experiencing homelessness. Youth homelessness is often rooted in family and household conflict, household insecurity due to poverty or lack of acceptance at home. Mental health disorders, substance abuse, exposure to trauma or neglect can drive people to escape an unsafe home.

- 26% of people experiencing long-term homelessness in Fort Collins report abuse or violence in the home as a cause.
- 90% of minors accessing youth shelters report violence or fighting at home.
- 40% of homeless youth identify as LGBTQ+ and state family rejection as a contributing factor of homelessness.

### Racial Disparities, Discrimination and Other Systemic Barriers

Most minority groups in the U.S. are overrepresented in homelessness. The effects of long-standing racial discrimination linger and perpetuate disparities, as well as discrimination against persons with criminal records, the LGBTQ+ community and persons utilizing housing vouchers. In addition, many individuals who are homeless face numerous other systemic barriers to accessing housing: credit issues, poor tenant record, criminal histories, proof of sufficient income, savings for move-in costs and more.

### Larimer County Population/People Experiencing Long-term Homelessness in Fort Collins:

Race	Population	Homeless
White	82%	56%
Multiracial	2%	3%
Black, African American	.9%	3%
American Indian or Alaskan Native	.5%	6%

\*Sources: Larimer County Demographics; Housing First Initiative

# 10-year plan

## to Make Homelessness Rare, Short-Lived and Non-Recurring

In 2006, a UniverCity Connections community conversation identified concerns about rapid development and changes in Fort Collins leaving many people displaced and falling through the cracks as progress surged ahead. A Homelessness Initiatives Task Force was created in 2008 to explore ways Fort Collins could work collaboratively to address growing homelessness. The group invited the Director of the United States Interagency Council on Homelessness to visit local leaders. This introduced Fort Collins to the nationwide 10 - Year Plan effort, and in 2009 Fort Collins became one of over three hundred communities to adopt the model. The community-wide vision was forged and the collaborative work to end homelessness catalyzed as Homeward 2020, with stable housing as the core strategy.

### Phase 1 (2009-2012)

- Established organization focus on ending chronic homelessness through supportive housing and preventing episodic homelessness through rental assistance and subsidies
- Creation of multi-sector Community Collaborative & Project Teams.
- Community Mapping & Performance Improvement Clinic
- First Point-In-Time Count & Project Homeless Connect
- North Front Range Continuum of Care leadership

### Phase 2 (2013-2016)

- 10-Year Plan midterm Community Conversation
- Explore feasibility of localized Homeless Management Information System
- Develop Outreach Fort Collins for downtown response
- Implement Coordinated Entry System (CAHPS)
- Assist implementation of Redtail Ponds Permanent Supportive Housing project
- North Front Range Continuum of Care leadership

### Phase 3 (2017-2020)

- Design and develop accessible data dashboard and outcome reporting
- Partner to pilot scattered site supportive housing models
- Convene Provider Network bi-annually to create shared Homeless Response System framework and capacity-building
- Host Community and Leadership Learning Series focused on Homelessness Solutions
- Launch FUSE Initiative targeting those in most frequent life-threatening crisis
- Strengthen the nexus and partner projects between Housing and Health sectors
- Northern Colorado Continuum of Care leadership





# beyond 2020

Homeward 2020 appreciates the diverse stakeholders who contributed to the initiative over the past decade, and commit to sustain the vision moving forward. With non-profits, government, social service organizations, faith leaders, developers, donors, foundations and financiers - and most importantly with people who strive every day to overcome the housing crisis - we mobilized to solve one of society's greatest challenges. Below are a few highlighted projects that continue to build capacity in our local response into the future. These include continuing data collection and reporting, addressing chronic and complex homelessness, expanding inclusion and access, and focusing on continuous improvement.

## Homeless Management Information System (HMIS)

This regional data platform will collect information from Larimer and Weld county homeless assistance providers on homelessness inflow and outflow, as well as track achievement of system performance targets. Real-time information and specific reports will be easily accessed.

## HFI & FUSE

Housing First Initiative and Frequent Utilizer Engagement continue at Homeward Alliance. Both programs focus on service enriched permanent housing solutions and Housing First approaches. The emphasis is on improving health and housing stability and retention through care coordination among multiple agencies in a 'scattered site' model.

## Outreach Fort Collins

Like most cities, downtown areas concentrate people seeking emergency shelter and services, and downtown was the initial focus of street outreach in Fort Collins, as well. Future efforts will expand to include other areas of town and natural areas. Trained outreach workers are increasingly deployed to reduce costly law enforcement and 911 encounters.

## NoCo Continuum of Care

Weld and Larimer agencies collaborated for many years, but recently officially united efforts in Northern Colorado as a federally-recognized Continuum of Care (CoC's). This model advances efforts between neighboring communities to fill gaps, expand access to affordable housing, and maximize public resources.

## Built for Zero

A nationwide program helping over 80 communities pursue 'functional zero' - a state where the level of active homelessness is lower than the number of people rehoused monthly. Through BFZ, all Colorado CoC's are given tools and direct support to implement best practices, develop reliable data systems, build new skills and discover novel solutions, together.

## COVID-19 Shelter Response

Homeward 2020 was an early advocate for coordinated COVID-19 homelessness response. Partners remain committed to keeping people experiencing homelessness safe for the duration of this pandemic. Ongoing effort focusses on safe shelter, preventing outbreaks, and protections for the most vulnerable.

## LEEP

Lived Experience as Expertise Project (LEEP) is a leadership development and placement program for people who have navigated our local community systems from homelessness to housing. It is designed to recruit, train and place program participants on Boards, Commissions, Project Teams and other planning and decision-making groups.

## Emergency Shelter Initiative

An Advisory Group will continue work to identify critical emergency shelter space and design targeted service delivery. Fort Collins seeks to update facilities and ensure essential services are adequately resourced so every person entering shelter quickly receives efficient intake, crisis and rehousing supports.

## COVID-19 Recovery: Rapid Response Housing Surge

COVID-19 presented urgent needs for safe shelter and simultaneously required a plan for long-term recovery. Anticipating widespread increases in homelessness, communities are advised to build a strong infrastructure focused on rehousing services. Homeward 2020 convened partners to design aggressive Rapid Response Housing Surge programs and strategic investment models targeting housing crisis triage for 150 individuals and families. Services include rent assistance, housing search, landlord outreach and housing stability services. Local and CARES Act funding with significant state of Colorado COVID response funding is allocated to local agencies to implement Rapid Rehousing programs. Providers are adding staff to prepare for implementation.

# who we are

Homelessness is a community-wide issue requiring community-wide involvement in solutions. Homeward 2020 was a collaborative, multi-sector community think-tank guiding implementation of Fort Collins' 10-Year Plan and served as a dynamic and persistent hub of inspiring innovation. We did this by being data driven, setting priorities, developing alignment for outcomes, catalyzing action and suggesting policy to create a securely housed and healthy community for all.



***We can solve this.***

**And we don't need to change a lot of what we are doing - we just need the solutions resourced at a scale to reach more people.**

- Homeward Alliance Executive Director  
David Rout



**Affordable housing is a worthwhile and cost-effective community development investment, and the key to decreasing community homelessness. *The vision is achievable.***

- Care Housing Executive Director Steve Kuehneman

**With the timely establishment of the Continuum of Care, we have a next backbone organization to continue to carry the roles and the work forward.**

- Larimer County Economic and Human Services Director Laura Walker

**Emergency shelter is a necessary and vital community service designed to engage individuals and families in moments of crisis, offering stability and safety, as well as serving as a critical point-of-entry for identifying and accessing crucial supportive services.**

- Catholic Charities Larimer Director Joe Domko

**Homeward 2020 helped us understand the causes of homelessness, gaps to fill and a sustainable system model. The work now evolves to a regional scope, and we know government has many roles to support the collaboration ahead.**

- City of Fort Collins Chief Sustainability Officer Jackie Kozak-Thiel



**We need more understanding of how to finance and build more affordable housing.**

**It is complicated with many barriers and regulations, but municipal departments and services can play a role to improve and facilitate the process.**

- Downtown Development Authority Executive Director Matt Robenalt



**Homeward 2020 was a catalyst in developing compelling social services data and reporting. When the community is well informed, the funders can better support the fundraising needs of agencies.**

- United Way Larimer County Vice President Claire Bouchard

## Thanks and appreciation

**Community Foundation of Northern Colorado** - for being the fiscal agent for Homeward 2020; **City of Fort Collins** - for supporting our Memorandum of Understanding to advance homelessness initiatives; **Bohemian Foundation** - for providing ongoing office and meeting space for the director and collaborative; **Foundations and Donors** - for your contributions to sustain the work of Homeward 2020; **Homeward 2020 Community Collaborative Co-Chairs** - Christine Kneeland and David Edwards for leading with bold vision and tireless vigilance.

# homelessness is solvable

**The crucial work before us: 1. Continuing to build the coalition to businesses, the wider public, and Larimer County, and 2. Forging a dynamic collaborative continuum between shelters and housing providers.**

- Fort Collins Rescue Mission Director Seth Forwood

**I would like to thank Sister Mary Alice Murphy for showing me and our Community the unmet needs of our Homeless citizens. Without her wisdom and spirit where would our Homeless citizens be today!**

- Kneeland & Lazure Law Attorney Bill Kneeland



**Moving forward, it is important to educate and grow deeper engagement with the business sector.**

**Healthy community is a conversation for all of us, and partnerships with the business community will be impactful.**

- FirstBank President Nicole Staudinger



**Our housing, health and mental health are SO intertwined - we must tackle them together.**

- Health District of Northern Larimer Executive Director Carol Plock

**Participation in Homeward2020 and partnering with such terrific people and organizations has been an honor. Kudos to the founders, leaders and collaborative members for the great success and momentum, as demonstrated by hundreds of people having stable homes!**

- Neighbor to Neighbor Executive Director Kelly Evans

**City of Fort Collins and Northern Colorado Continuum of Care**

**proudly sustain the Homeward 2020 vision to make homelessness rare, short-lived and non-recurring.**



**We have the information we need to act.** The players and relationships are in place. We can do this.

- Fort Collins Police Services Chief Jeff Swoboda



**The work is not done and we would be remiss not to recognize the uncertainty the pandemic brings. As a community, we need to remain focused and committed to making homelessness rare, short-lived and non-recurring by supporting and building a sustainable system.**

- Bohemian Foundation Executive Director Cheryl Zimlich

**We have been health partners since the beginning and gained a lot from hearing project and progress updates and figuring out how partners can work together rather than duplicate effort.**

- SummitStone Health Partner Community Based Programs Director Stephanie Madsen-Pixler



**Collaboration is a hallmark of our community.** Together we've established a strong and effective roadmap to genuinely help our citizens. Now is the time to pool and commit our resources.

- Former COFC Deputy City Manager Diane Jones





## Resources

**Colorado Office of Homeless Initiatives:**  
[cdola.colorado.gov/office-of-homeless-initiatives](http://cdola.colorado.gov/office-of-homeless-initiatives)

**Community Solutions:** [community.solutions](http://community.solutions)

**Corporation for Supportive Housing:** [csh.org](http://csh.org)

**Funders Together to End Homelessness:**  
[funderstogether.org](http://funderstogether.org)

**Healthcare for the Homeless:** [nhchc.org](http://nhchc.org)

**The Hub for Ending Homelessness-USA:**  
Facebook

**Invisible People:** [invisiblepeople.tv](http://invisiblepeople.tv)

**National Alliance to End Homelessness:**  
[endhomelessness.org](http://endhomelessness.org)

**National Homelessness Law Center:** [nlchp.org](http://nlchp.org)

**National Low-Income Housing Coalition:**  
[nlihc.org](http://nlihc.org)

**Northern Colorado Continuum of Care:**  
[nocococ.org](http://nocococ.org)





# THE CASE FOR HOUSING FIRST



**H**ousing First is a proven model for addressing homelessness that prioritizes access to permanent, stable housing, linked with voluntary services as needed. Housing First recognizes that stable housing is a prerequisite for effective psychiatric and substance abuse treatment and for improving quality of life. Once stably housed, individuals are better able to take advantage of wrap-around services – to help support housing stability, employment, and recovery. Without stable housing, attaining these goals becomes much more difficult.

Because federal resources to address homelessness are scarce, it is critical that communities use these resources effectively to serve as many people as possible by investing in approaches like Housing First that have proven to be the most successful in getting people off the streets and into housing.

## THE EVIDENCE FOR HOUSING FIRST

Housing First rapidly ends homelessness, is cost-effective, and positively impacts quality of life and community functioning. This model is [particularly effective](#) among people who have been homeless for long periods of time and have serious psychiatric disabilities, substance use disorders, and/or other disabilities. Housing First results in higher rates of housing retention.

The Community Preventive Services Task Force (CPSTF), an independent panel of public health and prevention experts appointed by the director of the U.S. Centers for Disease Control and Prevention (CDC), [recommends](#) Housing First programs. The CPSTF recommendation is based on evidence from a [systematic review](#) of 26 studies, which found that Housing First programs decrease homelessness, increase housing stability, and improve quality of life for people experiencing homelessness. The CPSTF also found that the [economic benefits](#) exceed the intervention cost for Housing First programs; in fact, every dollar invested in Housing First programs results in \$1.44 in cost savings.

Despite the clear benefits of Housing First, Congress has not funded long-term solutions at the scale necessary. To address homelessness, Congress should expand rental assistance to all eligible households, build and preserve homes affordable to people with the lowest incomes, and expand voluntary supportive services. Without this investment, more people are pushed into homelessness every day. For example, while 207 people experiencing homelessness secure housing every day in [Los Angeles County](#), 227 people enter homelessness daily.

## EARLY EVALUATIONS

The Pathways to Housing program, one of the early versions of Housing First, has greatly informed the field of homeless services. Between 2000 and 2004, there were three major studies of the Pathways model in New York City. These initial studies found:

- A [2000 study](#) found that after five years, 88 percent of Pathway participants remained housed, compared to only 47 percent of the residents in the control group.
- A 2004 [study](#) found that after 24 months, Pathways participants spent almost no time experiencing homelessness, while participants in the city's residential treatment program spent about a quarter of their time experiencing homelessness on average.
- A 2004 random assignment [study](#) found that homelessness programs that eliminated barriers to services, like Housing First, were more successful in reducing homelessness than programs where housing and services were contingent on sobriety and progress in treatment. When individuals were provided access to stable, affordable housing, with services under their control, 79% remained stably housing at the end of 6 months, compared to 27% in the control group.

2004 long-term [study](#) found that participants in the Housing First model obtained housing earlier, remained stably housed after 24 months, and reported higher perceived choice than participants in programs where housing and services were contingent on sobriety and progress in treatment.

## MAJOR EVALUATIONS

There have been four randomized controlled trials, considered the “gold standard” of research designs, studying Housing First. These major studies found that Housing First resulted in large improvements in housing stability.

For example, Canada conducted a [significant evaluation](#), encompassing five cities – Vancouver, Winnipeg, Toronto, Montreal, and Moncton – and over 2,000 participants, making it the world’s [largest study on Housing First](#). The study found:

- **Housing First rapidly ends homelessness.** Participants in Housing First rapidly obtained housing and retained their housing at a much higher rate than the treatment as usual group. After two years, 62% of the Housing First participants were housed the whole time compared to 31% of those who were required to participate in treatment prior to the receipt of housing.
- **Housing First is a good investment.** The economic analysis found some cost savings and cost offsets. Every \$10 invested in Housing First services resulted in an average savings of \$9.60 for high-needs participants and \$3.42 for moderate needs participants. Significant cost savings were realized for the 10 percent of participants who had the highest costs at study entry; for these individuals, every \$10 invested in Housing First services resulted in an average savings of \$21.72.
- **Housing First can improve quality of life and other outcomes.** Having a place to live and the right supports can lead to other positive outcomes beyond those provided by existing services. Housing stability, quality of life, and community functioning outcomes were all more positive for participants in Housing First programs.

## RECENT STUDIES

Additional evaluations of Housing First have been completed in recent years. These evaluations found:

- **Housing First programs reduce homelessness, increase housing stability, and improve quality of life for people who are experiencing homelessness.** Evidence from a [systematic review](#) shows Housing First programs more effectively reduce homelessness and improve housing stability for unhoused individuals. Housing First programs also lead to reduced hospitalization and use of emergency health departments by people experiencing homelessness. A 2021 [study](#) found that Housing First programs decreased homelessness by 88% and improved housing stability by 41%, compared to Treatment First programs. A recent study found that Housing First programs not only substantially reduced veteran homelessness, but also [prevented](#) a large increase in veteran homelessness. Both [older and younger adults](#) experiencing homelessness benefit from Housing First.
- **Housing First can lead to better treatment outcomes.** While an earlier study found no difference in treatment outcomes between Housing First and high-barrier programs, some more recent studies indicate that Housing First participants are more likely than others to report reduced usage of [alcohol](#), stimulants, and [opiates](#). A 2015 [study](#) found that Housing First programs are more effective at increasing outpatient service utilization, as well as outreach to and engagement of clients who are not appropriately served by the public mental health system. Critics’ fears about increased substance use and psychiatric symptoms have [not been supported](#) by research findings.
- **Housing First can reduce healthcare and other costs.** A [systematic review](#) found that the economic benefits exceed the intervention cost for Housing First programs in the U.S., with societal cost savings of \$1.44 for every dollar invested. The economic benefit due to the intervention is the combined savings from healthcare, emergency housing, judicial services, welfare and disability costs, and benefits

m increased employment. [Studies](#) also show that Housing First reduces hospital visits, admissions, and duration of hospital stays among homeless individuals, and overall public system spending is reduced by nearly as much as is spent on housing. The average cost savings to the public ranges from [\\$900 to \\$29,400](#) per person per year after entry into a Housing First program.

## FEDERAL SUPPORT

HUD, the U.S. Interagency Council on Homelessness (USICH), and the U.S. Department of Veterans Affairs (VA) announced on January 26 that [more than 140,000 people](#) experiencing homelessness have been permanently housed using the Housing First approach through “[House America](#),” a national initiative to address the homelessness crisis. HUD and USICH helped 105 communities permanently house [more than 100,000 households](#) experiencing homelessness and add over 40,000 deeply affordable housing units to their development pipelines. Furthermore, the VA helped permanently house [more than 40,000 veterans](#) experiencing homelessness in 2022, exceeding by 6.3 percent the department’s [goal](#) of housing 38,000 veterans.

The VA cites Housing First as a best practice and uses this approach in its HUD-Veterans Affairs Supportive Housing (HUD-VASH) program. Today, the HUD-VASH Program serves nearly [90,000 veterans](#) using the Housing First model with 137 public housing authorities across the nation. Results from the 2022 Point-in-Time Count show an [11% decline](#) in the number of veterans experiencing homelessness since early 2020, the biggest drop in veteran homelessness in more than five years.

The [USICH](#) and [HUD](#) cite Housing First as a best practice. In a 2016 [memo](#), USICH urges local officials:

“The U.S. Interagency Council on Homelessness (USICH) and HUD cite Housing First as a best practice. In its 2022 [Federal Strategic Plan to Prevent and End Homelessness](#), USICH recommitments the federal government to Housing First, referring to the model as “a proven solution that leads to housing stability as well as improvements in health and well-being.”

HUD emphasizes the [success](#) of Housing First in its [House America](#) initiative, and in treating the most difficult category of homelessness:

“Permanent supportive housing models that use a Housing First approach have been proven to be highly effective for ending homelessness, particularly for people experiencing chronic homelessness who have higher service needs. Studies such as HUD’s “[The Applicability of Housing First Models to Homeless Persons with Serious Mental Illness](#)” have shown that Housing First permanent supportive housing models result in long-term housing stability, improved physical and behavioral health outcomes, and reduced use of crisis services such as emergency departments, hospitals, and jails.”

For more information, contact Sarah Saadian, Senior Vice President of Public Policy at the National Low Income Housing Coalition, at [ssaadian@nlihc.org](mailto:ssaadian@nlihc.org), or Steve Berg, Vice President for Programs and Policy at the National Alliance to End Homelessness, at [sberg@naeh.org](mailto:sberg@naeh.org).



# 2023 Point in Time & Housing Inventory Count Report and Disparities Analysis

Prepared by Kelli Pryor, Director of the  
Northern Colorado Continuum of Care

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# Northern Colorado CoC 2023 Point in Time & Housing Inventory Count, with Disparities Analysis

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# Acknowledgements

## Regional Point in Time Coordinators

Regional Point-in-Time (PIT) Coordinators work to publicize the count and provide updated information about homelessness programs in their region. Prior to and during the count, coordinators arrange and communicate with point people in each identified program. They assisted in PIT Count planning, training, coordination of PIT Count day-of activities, surveyors and volunteers.

The 2023 PIT Count for the Northern Colorado Continuum of Care (NoCO CoC) would not have been possible without the hard work and dedication of our Regional PIT Coordinators and their many volunteers.

County	Town	Regional Coordinators
Larimer/Weld		Veronica Sioss, United Way of Weld County – Lead Coordinator
Larimer	Loveland	Sandra Wright, Homeward Alliance
Larimer	Fort Collins	Kaylee Wiczorek & Lisa Dunworth, Outreach Fort Collins
Weld	Greeley	Shawn Walcott, United Way of Weld County
Weld	Fort Lupton	Delaney Coe, Almost Home

## Point in Time/Housing Inventory Count Final Report

Kelli Pryor, Director of the Northern Colorado Continuum of Care, developed this final report with data analysis assistance from Rachel Kirkland and Joshua Cole, of the NoCO CoC HMIS Lead Team.

## Point in Time Count Committee

The Point in Time Work Group was established at the end of 2020 to work towards strengthening the NoCO CoC PIT Counts. The 2023 PIT Count benefitted from the input and expertise of the following PIT Work Group members:

- Kelli Pryor, NoCO CoC
- Veronica Sioss, NoCO CoC
- Rachel Kirkland, HMIS Lead
- Josh Cole, HMIS Lead
- Sandra Wright, Homeward Alliance
- Kaylee Wiczorek, Outreach Fort Collins
- Lisa Dunworth, Outreach Fort Collins
- Amanda Fredrick, A Woman's Place
- Reina Robles, Crossroads Safehouse
- Shawn Walcott, United Way of Weld County
- Juliana Kitten, City of Greeley



# Point in Time Count Overview

## What is a Point in Time Count?

A Homeless Point in Time Count (PIT Count) is a federally mandated count (via the McKinney-Vento Homeless Assistance Act) of individuals experiencing homelessness on any given night in a community. This count is to take place during the last 10 calendar days of January. Every year, a count of homeless individuals and families in shelters is completed. Every other year, in addition to the sheltered count, a count of unsheltered homeless individuals is completed; however, beginning in 2022, the NoCO CoC decided to conduct an unsheltered count every year. The data collected during the Point in Time Count is reported to HUD.

## In 2023 the night of the PIT Count was January 24, 2023

### Purpose of the Point in Time Count

The purpose of a PIT Count is to help local communities analyze year-over-year trend analysis data to 1) determine the number of people experiencing homelessness in their community compared to previous years and 2) utilize that data in order to better address the needs of this population. By assessing the needs of individuals experiencing homelessness, communities are more adequately aware of the number of individuals experiencing homelessness, and thus, better able to provide necessary resources. Sheltered counts are particularly important for the programming and system planning of established shelters in a community. Unsheltered counts are important for local homeless planning and program development.

### Who is Counted

For the **sheltered count**, only those individuals and families who meet the following criteria, as defined by 24 CFR 578.3 of the Homeless Definition Final Rule, can be counted:

“An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangement (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals).”

For the **unsheltered count**, only those individuals and families who meet the following criteria, as defined by 24 CFR 578.3 of the Homeless Definition Final Rule, can be counted:

“An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground.”

Any individual that does not meet these requirements should **NOT** be included in the PIT Count. Some instances of individuals who do not fit this requirement include, but are not limited to:

- Those who are “precariously housed” or at-risk of becoming homeless; this would include persons temporarily staying with friends and/or family, or who are “doubled-up” or “couch surfing”;
- Persons in mental health facilities, chemical dependency facilities, or criminal justice facilities;
- Formerly homeless persons residing in Permanent Supportive Housing programs, Shelter Plus Care (S+C) programs, or who are utilizing Section 8 Housing Vouchers, Veteran Affairs Supportive Housing (HUD-VASH) Vouchers, or Tenant Based Rental Assistance;
- Persons residing in their own unit with assistance from a Rapid Re-housing Provider on the night of the count.

*Note: Those who are currently homeless, as defined above, but are awaiting placement through another program should be included in the count. For example, a household that has Rapid Re-Housing assistance, but has not yet found a place to stay should be counted.*

**Item 3.** **Homeless youth** who meet the above criteria for the sheltered and unsheltered PIT Count and who are NOT in a Host Home Program, in foster care, wards of the state, or otherwise under government custody or supervision on the night designated for the count should be included. Per HUD guidance, youth who are defined as homeless by other Federal definitions (such as those doubled-up or couch surfing) should not be included in the final count numbers that are submitted to HUD<sup>1</sup>.

## Data Definitions

Variable	HUD-Provided Definitions
Emergency Shelter (ES)	Any facility with overnight sleeping accommodations, the primary purpose of which is to provide temporary shelter for individuals experiencing homelessness in general or for specific populations of homeless individuals
Permanent Supportive Housing (PSH)	Permanent Supportive Housing (PSH) is permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability.
Rapid Re-Housing (RRH)	Permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenant-based rental assistance and supportive services to households experiencing homelessness.
Transitional Housing (TH)	A project that is designed to provide housing and appropriate supportive services to homeless persons to facilitate movement to independent living within 24 months, or a longer period approved by HUD
Household (HH)	Anywhere from a single individual to a family of any size traveling and staying together
HH with at least one adult and one child	Households with (at least) one adult (including youth ages 18 to 24) and one child
Parenting Youth	A youth who identifies as the parent or legal guardian of one or more children who are present with or sleeping in the same place as the youth parent, where there is no person over age 24 in the household
Unaccompanied Youth	Persons under age 25 who are not presenting or sleeping in the same place as their parent or legal guardian or their own children
Chronically homeless individual	A person who: Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 1 year or on at least four separate occasions in the last 3 years where the combined length of time homeless in those occasions is at least 12 months; and Has a disability

## Interpreting PIT Data

The PIT Count provides a snapshot of sheltered and unsheltered homelessness on a single night in January. In 2023, the PIT Count occurred on Tuesday, January 24. The previous dates of the PIT Count were Tuesday, January 25, 2022; Monday, February 22, 2021<sup>2</sup>; and Tuesday, January 28, 2020.

<sup>1</sup> <https://files.hudexchange.info/resources/documents/PIT-Count-Methodology-Guide.pdf>

<sup>2</sup> Though federally mandated to occur in the last 10 days of January, communities received a waiver to postpone the 2021 PIT Count to February due to the COVID-19 pandemic.



the transient nature of the population and the large geographic area of the Northern Colorado region, it is extremely difficult to capture all homeless individuals and families. Because of this, the 2023 PIT Count is considered an underrepresentation of homelessness in Northern Colorado.

The PIT survey relies on self-reporting, which may affect the data. Individuals may be unwilling to disclose certain information or may not realize that they meet the criteria for a specific condition. Many of the disabling conditions included on the PIT survey are stigmatized, which may lead to underreporting.

Finally, changes in the homeless population year to year cannot be solely determined by examining PIT data. Each year, changes are made to the PIT methodology and survey forms. Additionally, local conditions such as the number of participating agencies, the number of volunteers, and unseasonably warm or cool weather can influence both the number of individuals who seek shelter and the number of individuals included in the PIT Count. In 2023, Northern Colorado CoC shifted methodology in collecting unsheltered count data as well as surveyed in more towns across the two counties, as explained in the methodology section. Increases or decreases in the homeless population may be due to methodology or changes in local conditions instead of true changes in the homeless population.

## PIT Methodology

The sheltered PIT Count was completed using Homeless Management Information Systems (HMIS) data available for clients accessing emergency shelters or transitional housing program that use the HMIS data management platform. Other programs, such as domestic violence providers prohibited from entering into HMIS or homeless service providers who have not yet enrolled into using HMIS, completed surveys with individuals accessing services on the day of the count. These surveys were collected using ArcGIS Survey123<sup>3</sup> and were manually combined with HMIS collected data.

The unsheltered count was completed using HMIS data insofar as it was available. People were counted as unsheltered on the night of the PIT Count if they used day shelter services at the Murphy Center for Hope, the Loveland Resource Center, or the United Way of Weld County Housing Navigation Center the day after the PIT Count (January 25<sup>th</sup>), but were *not* checked into a night-by-night shelter or enrolled in an entry-exit shelter or transitional housing program on that night (the 24<sup>th</sup>). Additionally, individuals that engaged with a street outreach team on the immediate days following the PIT, but were not enrolled in a shelter or counted through Survey123 were counted as unsheltered.

In addition, there were improved and coordinated street surveying efforts in Fort Collins, Loveland and Greeley of known locations where people experiencing homelessness gather. This year, the NoCO CoC implemented the use of the ArcGIS Surevy123 software that allows surveyors to enter the PIT Count data directly into a tablet or phone via an app; the software also tracks areas that have already been surveyed to avoid duplication of efforts. Surveyors received training prior to the night of the Count on how to use Survey123 as well as surveying best practices.

All street based surveys were entered into Survey123 and then manually de-duplicated by the HMIS Lead team against HMIS collected data. The combined method of HMIS and manual survey collection provided Northern Colorado a more comprehensive count, particularly of unsheltered homelessness. De-duplication with the HMIS-inferred unsheltered list was accomplished using a complete match on “first three letters” of the first and last names, race, ethnicity, and age tiers. Finally, surveying efforts were made the week of the PIT Count in Estes Park, Berthoud, the Carbon Valley area and Windsor where people accessing specific service organizations for assistance were surveyed if they disclosed experiencing homelessness the night of the 24<sup>th</sup>.

<sup>3</sup> <https://www.esri.com/en-us/arcgis/products/arcgis-survey123/overview?rsource=%2Fen-us%2Farcgis%2Fproducts%2Fsurvey123%2Foverview>

# Insights from 2023 Point in Time Count

## Sheltered and Unsheltered Homelessness

Chart 1: 2023 Point in Time Count Data

Location	Sheltered		Unsheltered		GRAND TOTAL
Fort Collins	273	69.5%	120	30.5%	393
Greeley/Evans	220	71.4%	88	28.6%	308
Loveland	103	71.5%	41	28.5%	144
Estes Park*	1	10%	9	90%	10
Fort Lupton*	19	100%	0	0%	19
Location Not Recorded	0	0%	8	100%	8
<b>TOTAL</b>	<b>616</b>	<b>69.8%</b>	<b>266</b>	<b>30.2%</b>	<b>882</b>

\*Starred cities/towns were *new* to surveying for the PIT Count in 2023

\*\*Surveying efforts also occurred in Windsor and Berthoud; however, no persons experiencing literal homelessness were identified.

Point in Time Count surveying efforts in 2023 were largely concentrated in the three largest cities in Northern Colorado – Fort Collins, Greeley, and Loveland. However, this year there were new concerted efforts to survey in smaller or more rural areas as well, including Estes Park, Fort Lupton, Berthoud, and Windsor. Previously, PIT Count efforts focused specifically in the largest cities within the two counties where more people experiencing homelessness reside. However, it is very important to the NoCO CoC to improve our ability to understand homelessness throughout the rural areas of our region as well. This year, expanding the PIT Count to include these areas is an important part of working to gain an accurate picture of homelessness within the entire region and served as a stepping-stone in developing more CoC partnerships with stakeholders from these underrepresented areas.

This year, the total number of people experiencing homelessness counted increased 11.4% from 2022 to a total 882 – up from 792 last year. The NoCO CoC attributes this increase to improving our counting methodology, expanding our count geography and increased lower barrier sheltering options available. Considering these factors, there is little direct evidence that homelessness is actually increasing in Northern Colorado, but rather our ability to count accurately and comprehensively is improving.

First, this year the PIT Count methodology improved from 2022 to better identify people experiencing unsheltered homelessness. See the section “PIT Methodology” for more details on the specific changes made, but in brief the NoCO CoC increased direct surveying efforts in places unsheltered individuals typically congregate and also employed the use of a survey app called Survey123 as well as data gathered from the Homeless Management Information System (HMIS). Second, as stated above, surveying efforts were conducted in four towns that had not previously participated in the Count. In these towns, an additional thirty people were identified as experiencing homelessness. Finally, the availability of lower-barrier shelter increased throughout both counties. This fact, compounded with the inclement winter weather on the night of the PIT Count, likely had a positive impact on the number of people using shelter or emergency motel vouchers that may otherwise be unsheltered and therefore more difficult to identify and count.

The most notable shifts in PIT numbers from last year is visible in the increase in the number of sheltered individuals in both Greeley and Loveland in 2023. In the last year, the City of Loveland increased the availability of

**Item 3.**

shelter options and use of motel vouchers in a response to a citywide camping ban. There is a likelihood that certain individuals who remain unsheltered in Loveland are now more difficult to locate and outreach, in part to avoid camping citation, and therefore were not surveyed for the PIT Count. However, the data shows that the increase in shelter options in Loveland has had a positive impact on more people safe and warm under a roof. In Greeley, the increased number of sheltered people was likely due in part to changes made at the city’s largest emergency shelter. For the winter 2022-2023 season, the Greeley Cold Weather Shelter changed agency operators, began offering 24/7 sheltering and motel vouchers, and increased use of low barrier practices, all of which removed certain previous barriers to accessing shelter.

*Chart 2: Comparison between 2023 and 2022 PIT Count Data*

Location	Sheltered			Unsheltered			GRAND TOTAL		
	2022	2023	% Change	2022	2023	% Change	2022	2023	% Change
Fort Collins	284	273	-3.9%	84	120	+42.8%	368	393	+6.8%
Greeley/Evans	153	220	+43.8%	83	88	+6%	236	308	+30.5%
Loveland	70	103	+47%	116	41	-64.6%	186	144	+22.6%
Estes Park*	---	1	---	---	9	---	---	10	---
Fort Lupton*	---	19	---	---	0	---	---	19	---
Location Not Recorded	2	0	---	0	8	---	---	8	---
<b>TOTAL</b>	<b>509</b>	<b>616</b>	<b>+21%</b>	<b>283</b>	<b>266</b>	<b>-6%</b>	<b>792</b>	<b>882</b>	<b>+11.4%</b>

\*Starred cities/towns were *new* to surveying for the PIT Count in 2023

\*\*Surveying efforts also occurred in Windsor and Berthoud; however, no persons experiencing literal homelessness were identified.

It is important to note, however that the Greeley cold weather shelter is only available November to April, and in the summer months in Greeley there are currently no other 24/7 low barrier emergency shelter options for individuals and therefore unsheltered homelessness increases dramatically. This can be seen in the Homelessness Management Information System (HMIS) data. For example, three months later on the night of April 24, after the Greeley cold weather shelter closed and after the Fort Collins Rescue Mission winter overflow site closed, the number of people staying in emergency shelters<sup>4</sup> was 25% lower than on the night of the PIT Count. It is reasonable to infer that the 25% of individuals previously sheltered on the night of the PIT Count were unsheltered on the night of April 24.

It is beyond the scope of this report to comment specifically on sheltering practices in Northern Colorado; however, it is important to note that programmatic factors can have a significant effect on whether someone experiencing homelessness accesses shelter or remains unsheltered. Lower barrier practices, such as not restricting admission into shelter because of the use of alcohol, drugs, lack of income, criminal history, or because the person has a pet, as well as practices that are inclusive and non-discriminatory, can have a positive impact on an individual's ability to access life-saving shelter services<sup>5</sup>. Additionally, providing these lower barrier emergency shelter options year-round is an important strategy to mitigate people living in encampments and on the streets.



**On April 24, three months after the PIT Count, there were 25% fewer people staying in emergency shelter due to winter seasonal shelters closing or reducing capacity.**

Per Homeless Management Information System data

<sup>4</sup> This data point is specifically referencing emergency shelter programs that regularly enter data into the Homeless Management Information System (HMIS), which does not include victim service providers and certain motel voucher programs.

<sup>5</sup> [https://endhomelessness.org/wp-content/uploads/2017/04/ES-Webinar-2-Keys-to-Effective-Low-barrier-Shelter\\_Webpage.pdf](https://endhomelessness.org/wp-content/uploads/2017/04/ES-Webinar-2-Keys-to-Effective-Low-barrier-Shelter_Webpage.pdf)

# Racial and Ethnic Disparities Assessment

In 2022, the NoCO CoC released its first racial and ethnic disparities assessment using PIT Count Data compared with the 2019 American Communities Survey (ACS) 5-year estimate poverty data for Larimer and Weld counties and showed stark racial disparities. This disparity assessment was completed again this year using 2023 PIT Count Data and 2021 ACS data. People of color make up a larger percentage of the homeless population than they do of the total population of the region, even when accounting for poverty rates. White people make up 86% of the total population of Larimer and Weld counties, but account for 82% of the total homeless population.

We see the highest disparity demographically among Black/African Americans and Native Americans experiencing homelessness. Additionally, both Black/African Americans, Native Americans and Native Hawaiians appear more likely to become homeless than

other Northern Coloradoans in poverty, including other racial minorities. Specifically,

- Black/African American people make up 1% of the total population, 3% of people in poverty, and make up 5% of the total homeless population.
- Native Americans make up 1% of the total population, 1% of people in poverty, and make up 6% of the total homeless population.
- Native Hawaiians only make up 0.11% of the total population, but 3% of the total homeless population.

The data also reveals interesting information about homelessness within the Hispanic population. Specifically, Hispanic people are significantly more likely to experience poverty than non-Hispanic people are, however Hispanic people seem to experience homelessness at a similar rate than non-Hispanic people.

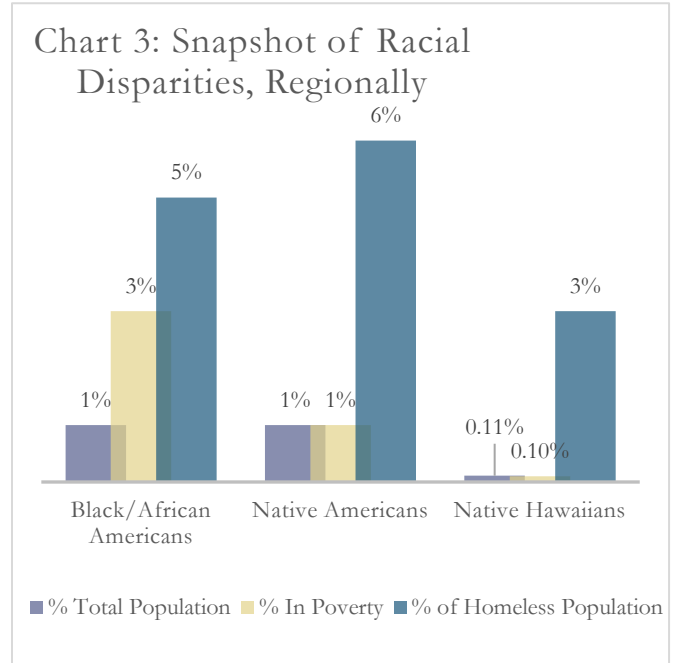


Chart 4: Ethnic Disparities in Northern Colorado (Larimer/Weld)

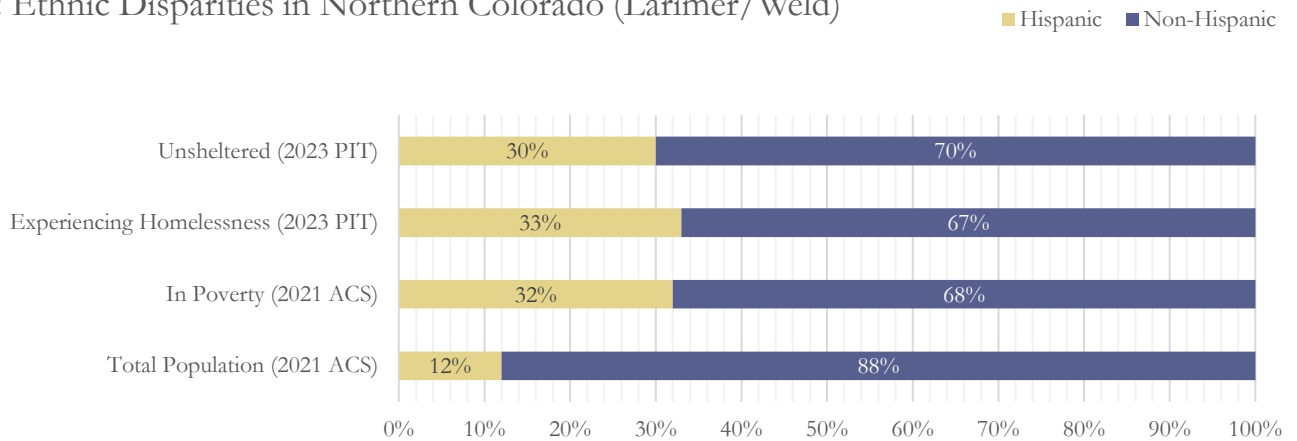
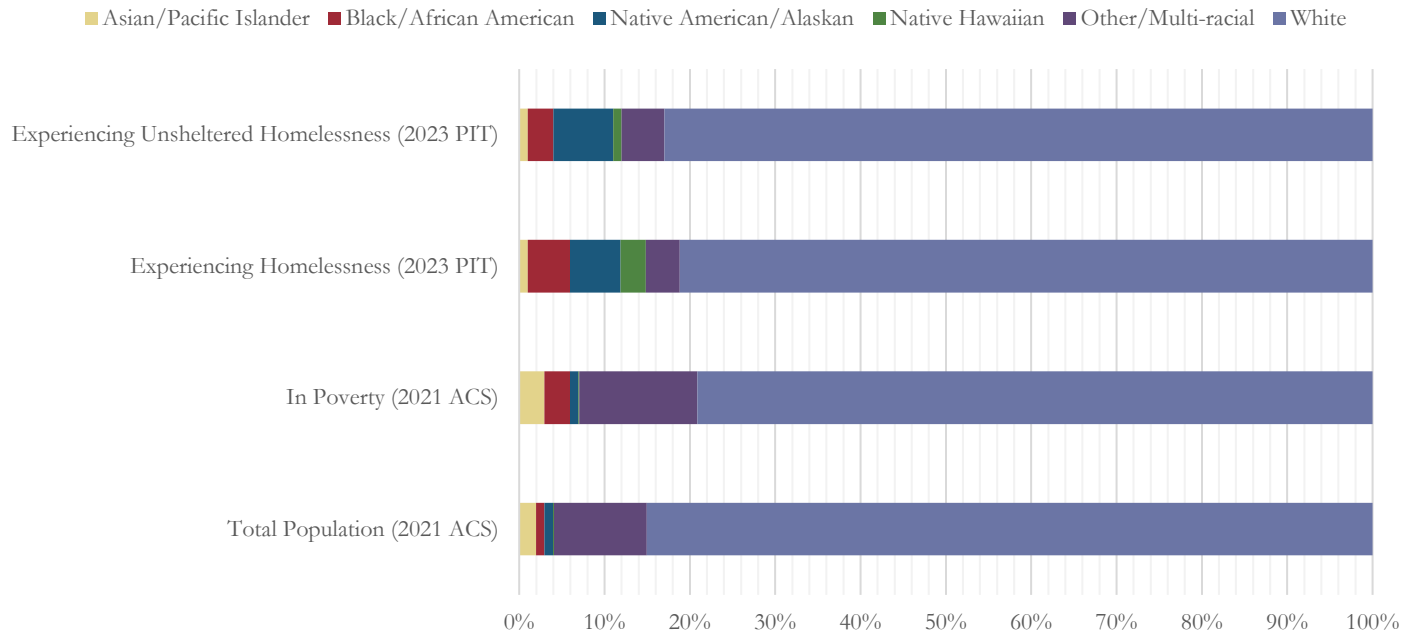


Chart 5: Racial Disparities in Northern Colorado (Larimer/Weld)



	Total Population (2021 ACS)	In Poverty (2021 ACS)	Experiencing Homelessness (2023 PIT)	Experiencing Unsheltered Homelessness (2023 PIT)
Asian/Pacific Islander	2%	3%	1%	1%
Black/African American	1%	3%	5%	3%
Native American/Alaskan	1%	1%	6%	7%
Native Hawaiian	0.11%	0.10%	3%	1%
Other/Multi-racial	11%	14%	4%	5%
White	86%	80%	82%	83%

### Racial & Ethnic Disparities between Counties

The demographics between Weld and Larimer counties, in total population, as well as nuances in the rate that minoritized populations experience homelessness. Most notably in Larimer County, Black/African Americans make up only 1% of the total Larimer County population and the total population in poverty, but account for 6% of the total homeless population. The same level of disparity for Black/African Americans is not seen in Weld County, where again Black/African Americans are 1% of the total Weld County population and 2% of the homeless population.

Chart 6: Racial Disparities, Larimer County

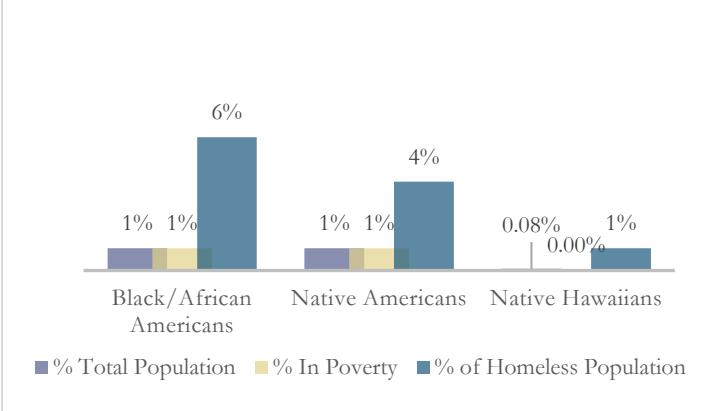
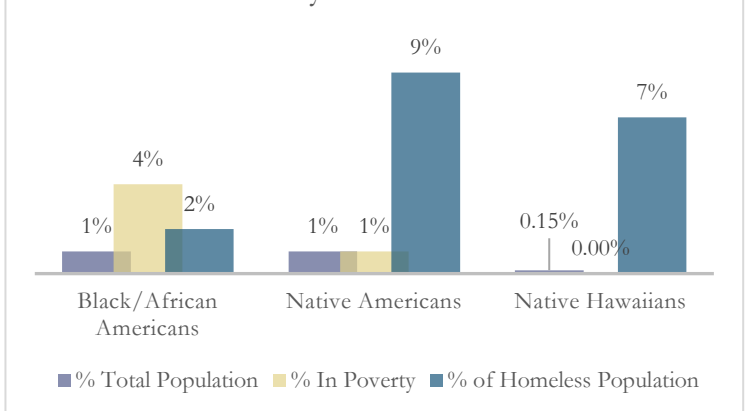
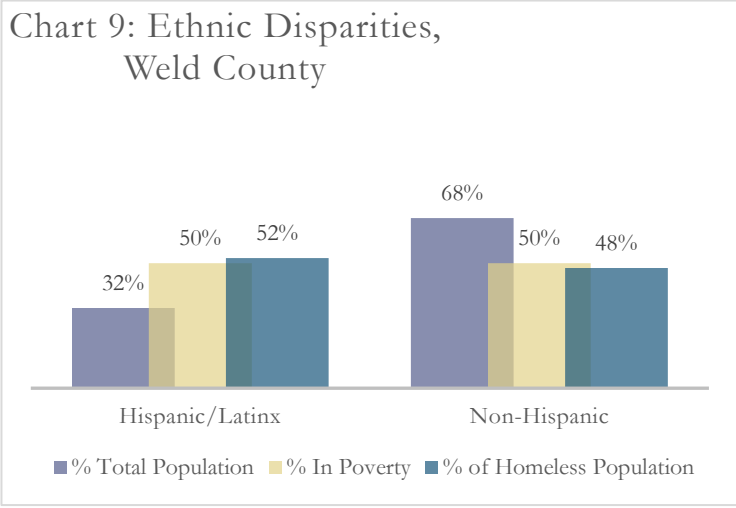
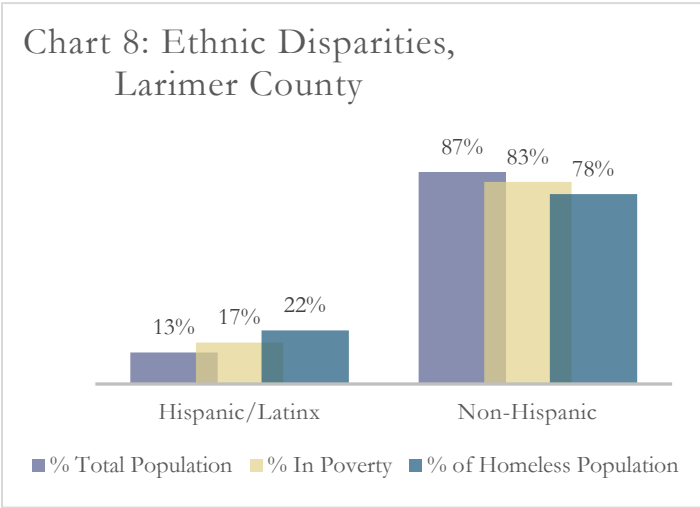


Chart 7: Racial Disparities, Weld County

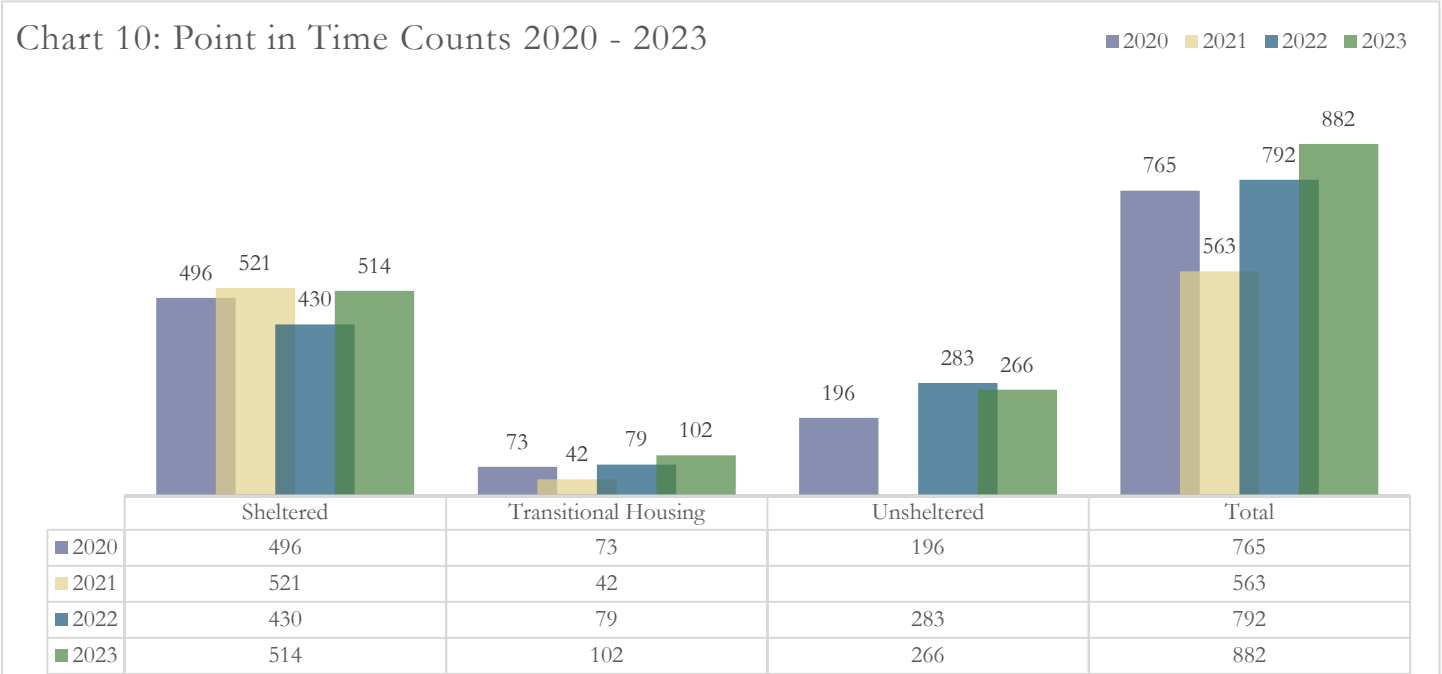




In both counties, it is clear that both Native Americans and Native Hawaiians are grossly overrepresented in the homeless population. However this disparity is more stark in Weld County where Native Americans are 1% of the total population but a full 9% of the homeless population. For Native Hawaiians, the disparity is even greater proportionally, where Hawaiians make up 0.15% of total population, but account for 7% of the people experiencing homelessness.

In both counties, people who are Hispanic/Latinx are also disparately unhoused compared to those who are not Hispanic, but at relatively comparable rates within Larimer and Weld Counties accounting for population rates, 51.4% and 47.6% difference respectively. The primary difference between the two counties is that in Weld County, Hispanic/Latinx individuals have a significantly higher rate of experiencing poverty in relation to the population of Hispanic/Latinx individuals in Larimer County. In Larimer, the percent difference between the total Hispanic population and the Hispanic population in poverty is 26.7%; in Weld County, the percent difference is 43.9%.

## Year over Year PIT Count Insights: 2020 – 2023



\*2021 total does not include unsheltered count



## Background on Comparisons between PIT Counts

Point in Time counts can provide useful insights into general homelessness trends year over year if taken into context with other available data sources, changes in methodology and/or survey coverage, as well as making educated inferences to the validity or limitations of the data story depicted. Because the Northern Colorado Continuum of Care was formalized in January 2020, there are only four years of PIT Count data to compare. Additionally, in order to limit risk from the COVID-19 pandemic, there was not an unsheltered count in 2021.

## Sheltered and Unsheltered Homelessness over Time

Between 2020 and 2023, the Point in Time Count of all persons counted shows a 15.3% increase in the total homeless population, including an 11.4% increase from last year. While this may signify that the instances of homelessness are increasing, we cannot definitively conclude this, as there are some important contextual factors to consider when evaluating these statistics. Most significantly, we have both expanded the number of geographical areas that are counted and we have improved our surveying methods to be more comprehensive.

In 2022, the number of sheltered people had decreased 13.3% since 2020, however this trend seems to have reversed in 2023, with number of sheltered people increasing 19.5% from last year. This is likely due in part to increased number and utilization of available shelter and transitional housing beds. Please reference the Housing Inventory Count section for more discussion of housing trends.

The number of unsheltered people counted has increased by 35.7% between 2020 and 2023. We attribute several factors to this large increase. First, the 2020 PIT Count of unsheltered people is very likely a significant undercount because it relied exclusively on collecting individual surveys from people experiencing unsheltered homelessness in known locations the night of the count. The 2023 PIT Count relied on a substantially more comprehensive approach of targeted outreach to survey unsheltered individuals as well as using HMIS data to infer that certain individuals were unsheltered the night of the PIT Count (see methodology).

More interestingly, the number of unsheltered people counted has decreased 6% from last year despite an even more comprehensive and accurate surveying methodology. This, combined with the increase in utilization and availability of lower barrier shelter beds, suggests that unsheltered homelessness in Northern Colorado is decreasing, at least during the winter months. However, a very important caveat to note is that in the warmer months, there is a significant reduction in the number of shelter beds when seasonal shelters reduce capacity or close all together and as such, we can infer that unsheltered homelessness increases substantially. For example, on April 24, 2023, three months after the PIT Count and after the seasonal shelter closures and reductions occurred, there were 25% fewer people staying in emergency shelters. We can reasonably infer that many of these individuals who previously stayed in emergency shelter are now forced to live unsheltered.

## Racial & Ethnic Disparities over Time

In a year over year analysis, it is clear that people of color continue to experience homelessness disparately to white people. Most notably, Hispanic-identifying individuals identified experiencing unsheltered homelessness has increased roughly 15% percentage points since 2020; the percentage and number of sheltered Hispanic individuals appears to be increasing as well. Last year, our analysis indicated that American Indian/Alaskan Natives as well as Native Hawaiian/Other Pacific Islanders were decreasingly sheltered and increasingly unsheltered since 2020. This year both sheltered and unsheltered homelessness for American Indian/Alaskan has increased, while among Native Hawaiians, the percentage of those sheltered has increased and those unsheltered has decreased. Of concern, Native Americans counted as unsheltered have increased 6.5 percentage points since 2020.

Unsheltered Hispanic-identifying individuals counted in the Point in Time have increased 15% percentage points since 2020.

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There are not enough data points to confirm fully a long-term trend, it appears Black/African American and multi-racial individuals experiencing sheltered and unsheltered homelessness is declining, decreasing by 5.6 and 2.6 percentage points respectively from last year.

Chart 11: Ethnic Demographics of PIT Count 2020-2023, Sheltered

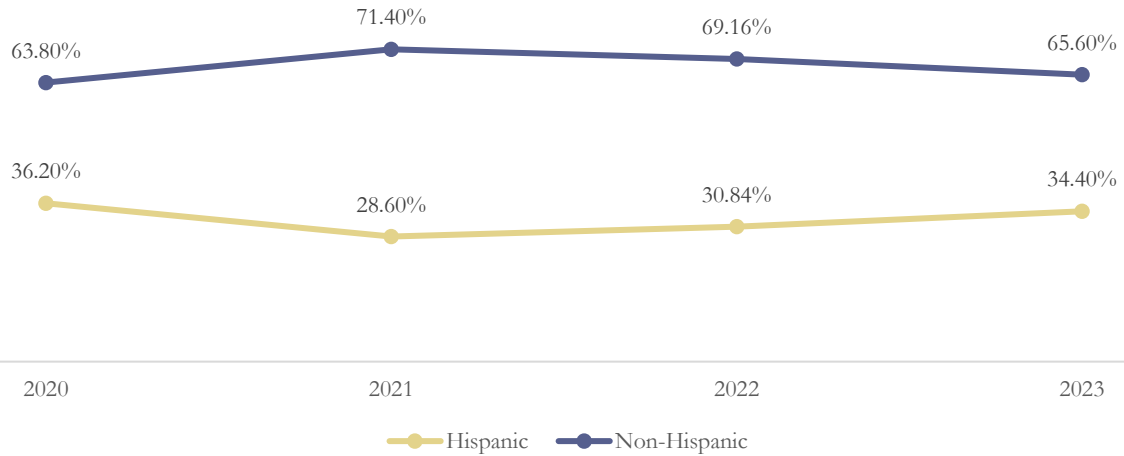


Chart 12: Ethnic Demographics of PIT Count 2020-2023, Unsheltered

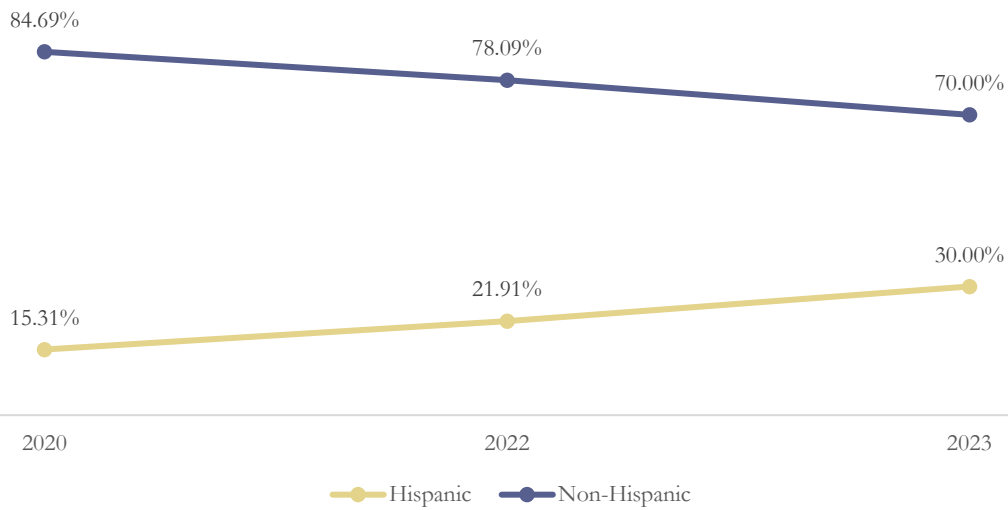
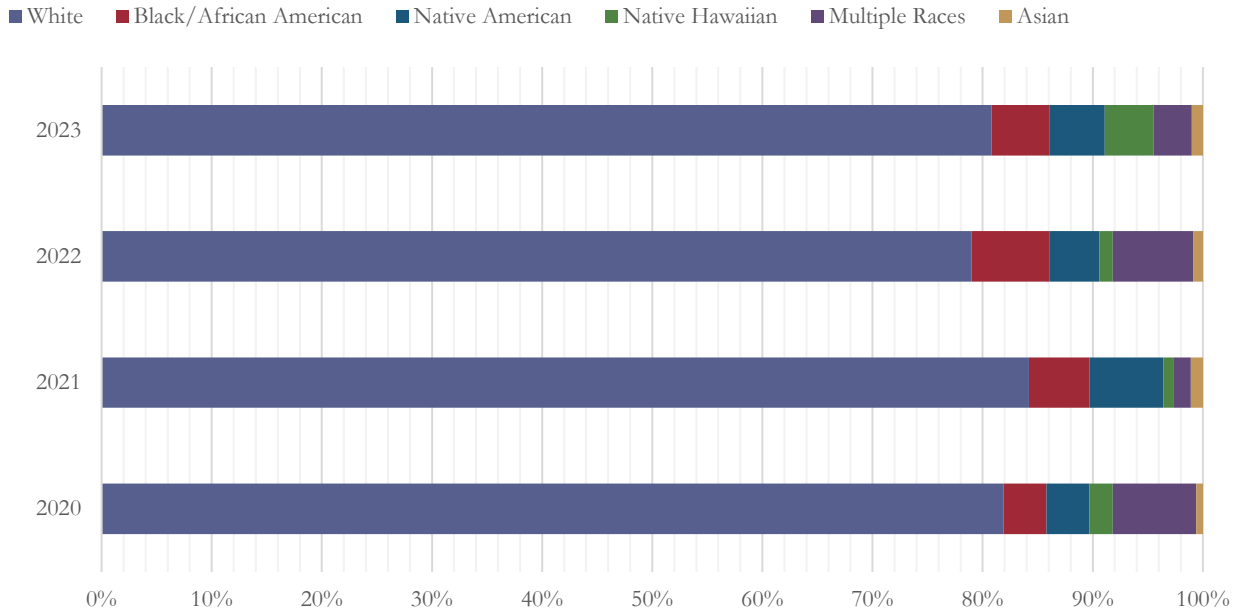


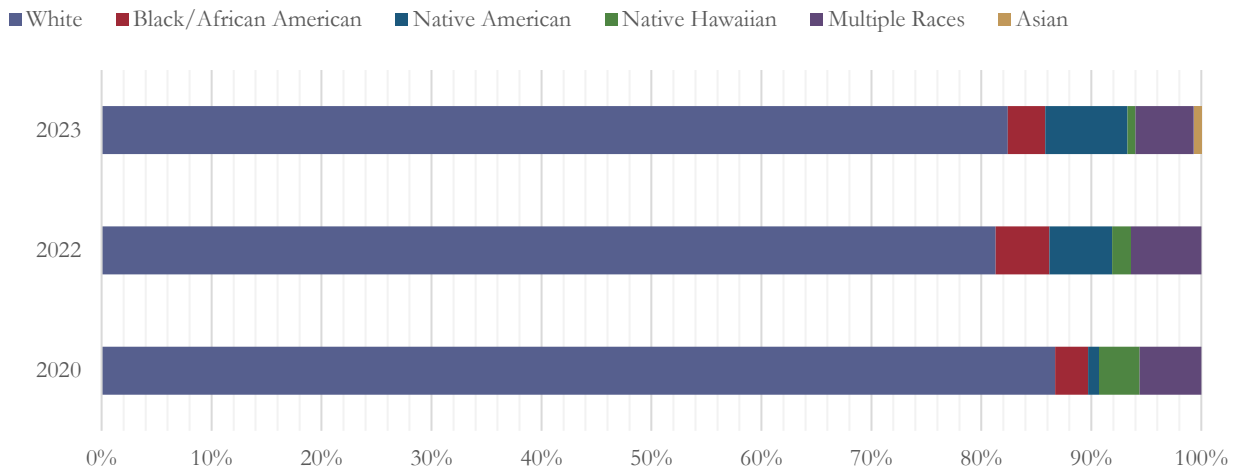


Chart 13: Racial Demographics of PIT Count 2020-2023, Sheltered



	2020	2021	2022	2023
White	81.90%	84.20%	79%	80.80%
Black/African American	3.90%	5.50%	7.10%	5.30%
Native American	3.90%	6.70%	4.50%	5.00%
Native Hawaiian	2.10%	0.90%	1.20%	4.40%
Multiple Races	7.60%	1.60%	7.30%	3.50%
Asian	0.60%	1%	0.90%	1.00%

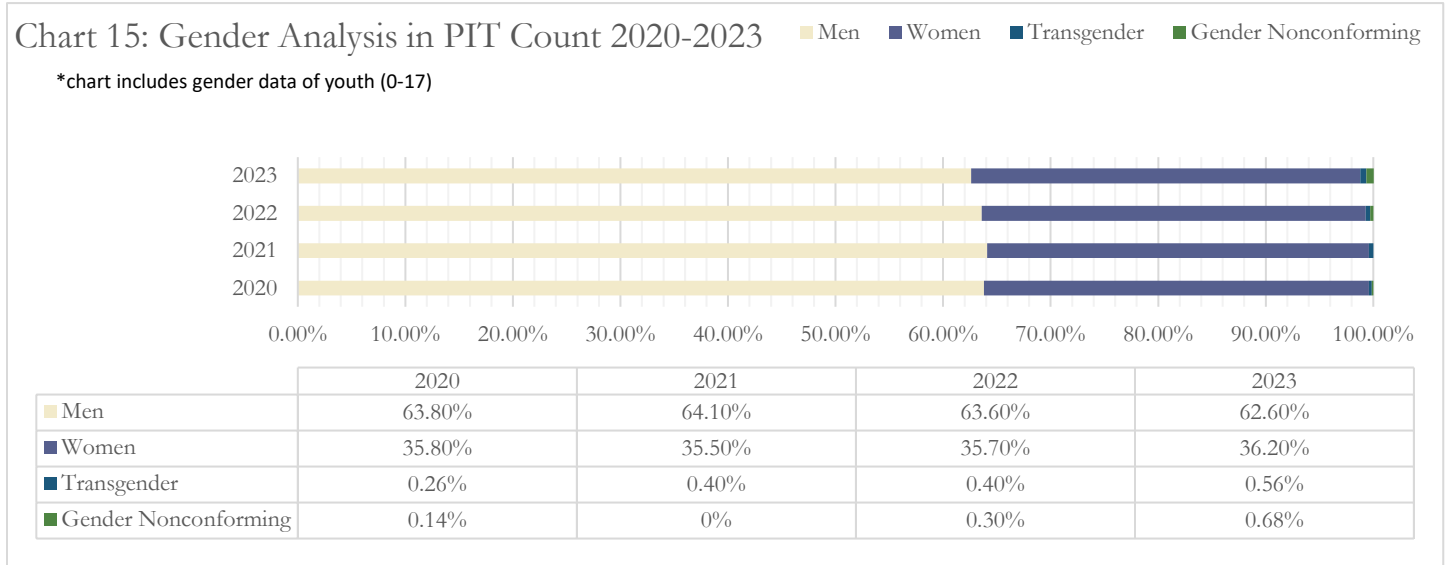
Chart 14: Racial Demographics of PIT Count 2020-2023, Unsheltered



	2020	2022	2023
White	86.70%	81%	82.40%
Black/African American	3%	4.90%	3.40%
Native American	1.00%	5.70%	7.50%
Native Hawaiian	3.70%	1.70%	0.70%
Multiple Races	5.60%	6.40%	5.30%
Asian	0%	0%	0.70%

## Gender Analysis

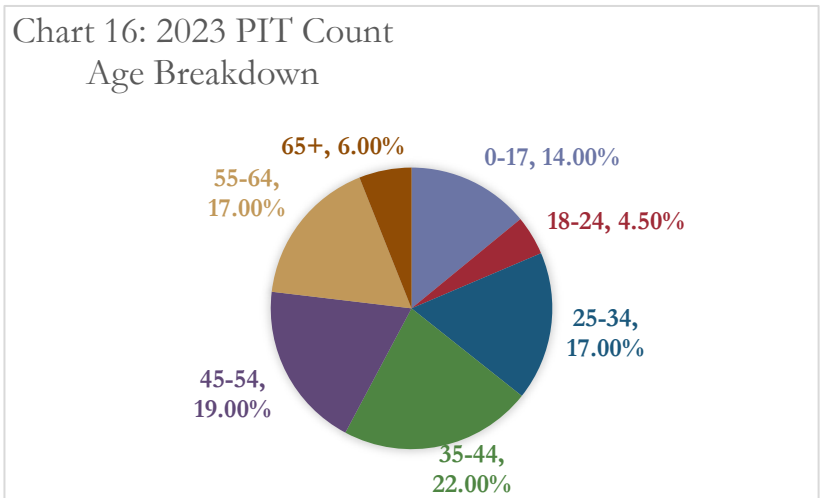
The proportion of men and women experiencing homelessness has remained consistent over the last four years, with men making up the largest percentage of people experiencing homelessness. However, within families with children experiencing homelessness, there was a significantly higher proportion of women than men. A very small number of people identifying as Transgender or Gender Non-Conforming were surveyed during any of the last four PIT Counts, though the counts of people who identify as Trans or Gender Non-conforming do seem to be increasing. Regardless, it is known this data is likely a significant undercount due to social stigma and bias felt by non-binary and transgender people to disclose their gender identities when seeking services<sup>6</sup>.



## Age Analysis

The number of children (0-17) experiencing homelessness has remained consistent over the last four years. There were no unaccompanied youth (under 18) counted this year. Transition-aged youth (18-24) has remained between 4.5-5% of people counted since 2021. We know that young adults experience homelessness differently than older adults and may not seek services at traditional homeless service programs<sup>7</sup>.

Additionally, as of 2023 there is not a youth-specific shelter or day center for at-risk/homeless youth, which has created gaps in the NoCO CoC’s ability to identify and count the true number of 18-24 year olds and unaccompanied youth experiencing homelessness.

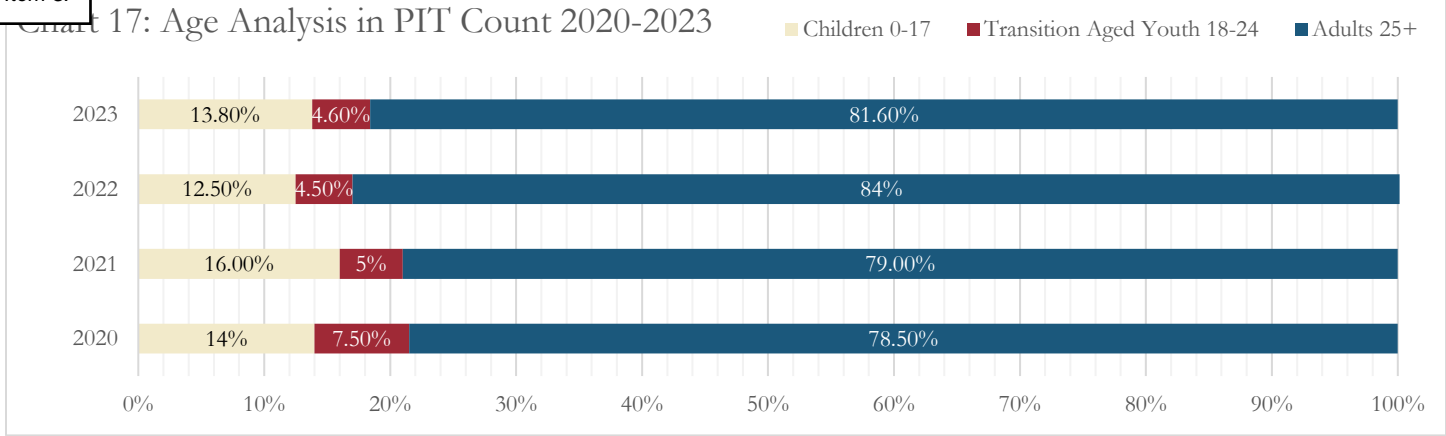


In 2023, HUD changed the data standards for collecting age data to better distinguish between various age groups rather than simply grouping all adults 25 years and older together. This will particularly be helpful to monitor changes in older adult populations experiencing homelessness.

<sup>6</sup> <https://transequality.org/issues/housing-homelessness>

<sup>7</sup> <https://endhomelessness.org/homelessness-in-america/who-experiences-homelessness/youth/>

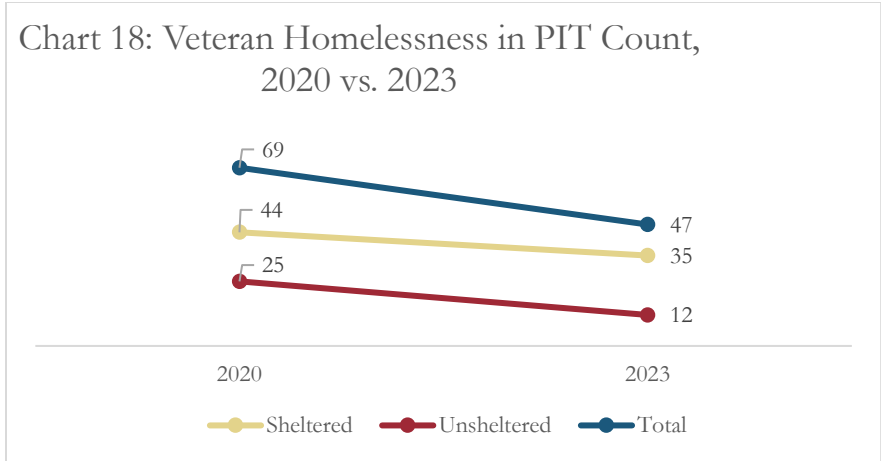
Chart 17: Age Analysis in PIT Count 2020-2023



### Veteran Homelessness Analysis

There has been a 31.8% decrease in overall veteran homelessness between 2020 and 2023. More significantly, there has been a decline of 70.3% in unsheltered veteran homelessness over this period. This may be a result in part of the increase in Rapid Re-Housing and Permanent Supportive Housing resources for veterans due to an influx of COVID-19 response funding, as well as a signal of the concerted effort Northern Colorado is taking to reach Functional Zero for Veteran Homelessness<sup>8</sup>.

Chart 18: Veteran Homelessness in PIT Count, 2020 vs. 2023



The percent of the homeless population who are veterans is declining.

% Veterans based on Total People Counted

2020 – 9% → 2023 – 5%

### Chronic Homelessness Analysis

The basic definition of “chronic homelessness” is having a disabling condition and being unhoused for more the 12 months, either continuously or totaling 12+ months in at least four separate occasions over three years<sup>9</sup>. People experiencing chronic homelessness tend to have the highest barriers and are the most vulnerable to death. In fact, people who are chronically homeless have a life expectancy that is 17 years shorter than people who are housed<sup>10</sup>. Many people experiencing chronic homelessness struggle with untreated mental illness, substance use disorder, and/or physical health conditions<sup>11</sup>.

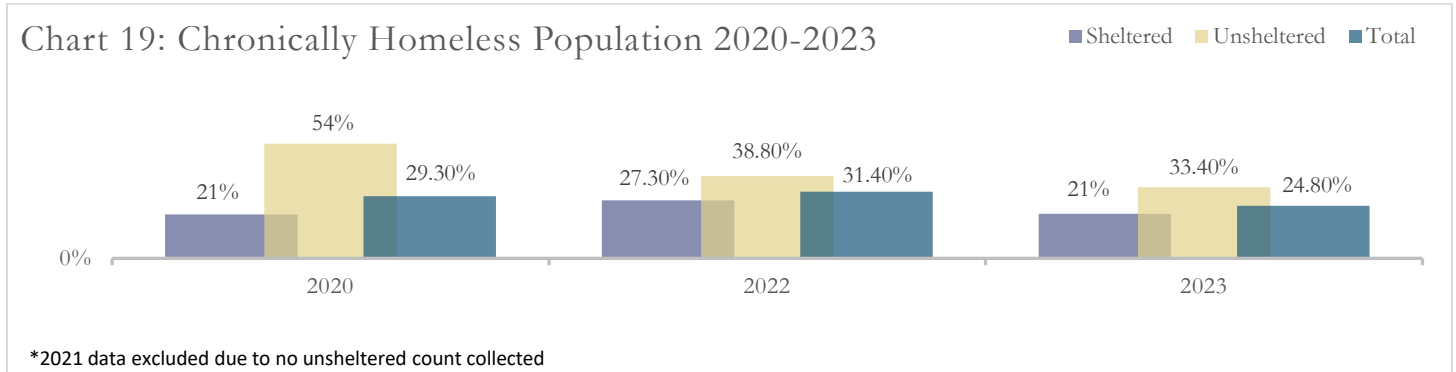
While it is difficult to determine a clear trend in chronic homelessness in Northern Colorado, the most significant inference that can be drawn at this time is that chronic homelessness appears overall to be on the decline, most significantly for experiencing unsheltered homelessness. There was a 20.6% decline in the number of unsheltered

<sup>8</sup> <https://community.solutions/built-for-zero/functional-zero/#:~:text=What%20is%20functional%20zero%3F,and%20brief%20for%20that%20population>  
<sup>9</sup> <https://www.hudexchange.info/resource/5181/flowchart-of-huds-definition-of-chronic-homelessness/>  
<sup>10</sup> <https://community.solutions/what-is-chronic-homelessness/>  
<sup>11</sup> <https://endhomelessness.org/homelessness-in-america/who-experiences-homelessness/chronically-homeless/>

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ally homeless individuals counted in 2020 and 2023. This is particularly significant because the 2020 unsheltered PIT Count is believed to be a significant undercount and the NoCO CoC has improved our unsheltered count strategy between these years to be more comprehensive.

Some contributing factors to the reduction in unsheltered chronic homelessness is the increase in lower barrier emergency sheltering programs across the region this year, particularly in Loveland and Greeley. Additionally, the Coordinated Assessment Housing Placement System (CAHPS) has continued to prioritize households experiencing chronic homelessness for available supportive housing resources.

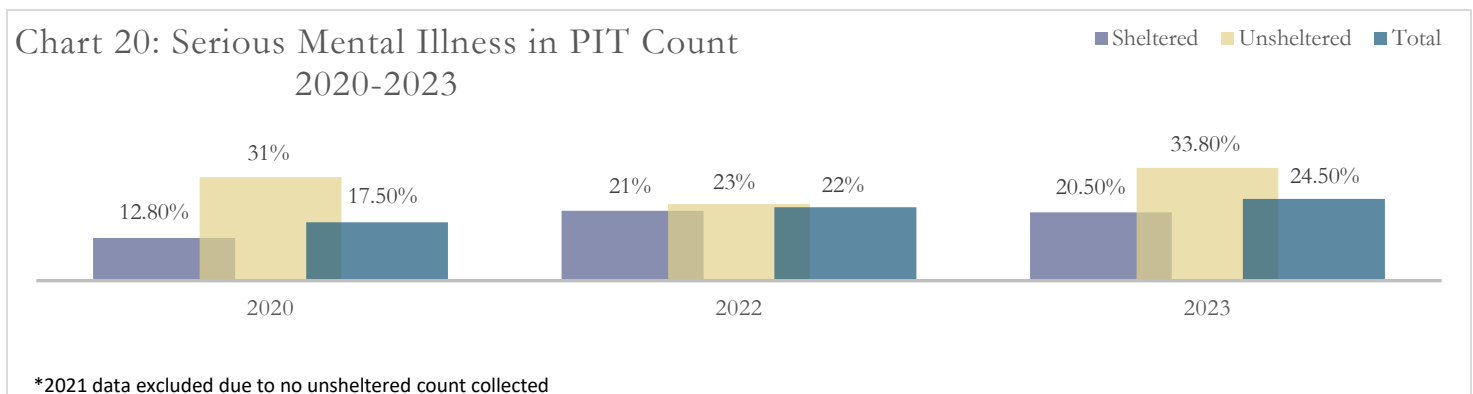


### Substance Use and Serious Mental Illness Analysis

Worryingly, there has been a 7% increase in adults with serious mental illness between 2020 and 2023. This year, we saw a 10.8% increase from last year in the percent of unsheltered people who have mental illness. Interestingly, the number of people self-identifying as having substance use disorder has declined 4.5% from last year to this year, though still remains well above the reported numbers from 2020.

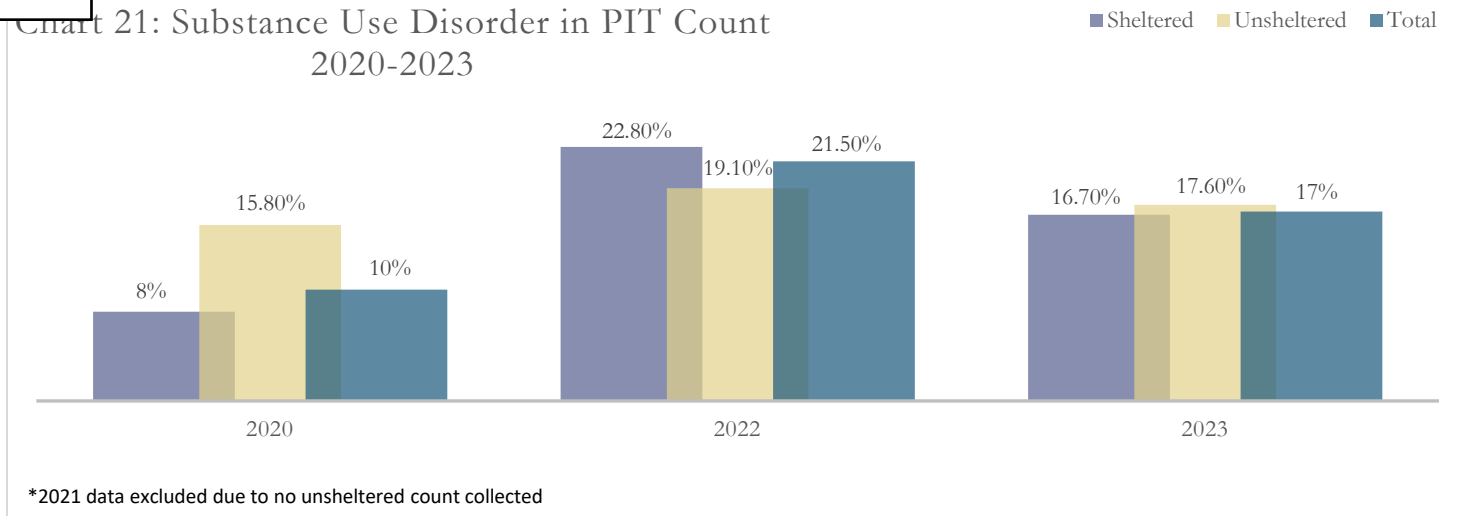
Based on 2022 National Point in Time Count Data, 21 percent of people experiencing homelessness reported having a serious mental illness and 16 percent reported chronic substance use<sup>12</sup>. Northern Colorado’s PIT Count suggests we have a slightly higher percentage than the national average of mental illness and substance use (24.5% and 17% respectively).

While mental illness and substance use remain significant concerns for the health and wellbeing of the people experiencing homelessness, it is worth noting that these conditions are much less prevalent than the general community perception that all people experiencing homelessness are mentally ill or addicted to drugs and alcohol. Nationally, the vast majority of people (~75%) report loss of employment and unaffordable housing as the primary reason for falling into homelessness<sup>13</sup>. It is beyond the scope of this analysis to report on contributing factors locally, but it is reasonable to assume the same trend can be seen in Northern Colorado.



<sup>12</sup> <https://endhomelessness.org/homelessness-in-america/what-causes-homelessness/health/>

<sup>13</sup> <https://unitedtoendhomelessness.org/blog/myth-most-homeless-people-are-either-mentally-ill-or-have-a-substance-use-disorder/>



## Housing Inventory Count Overview

### What is a Housing Inventory Count?

The annual Housing Inventory Count (HIC) provides a snapshot of the available housing resources that are dedicated to people experiencing homelessness inside the Continuum of Care's region. The report tallies the number of beds and

units available on the night designated for the count by program type, including Emergency Shelter and Transitional Housing projects, as well as permanent housing projects such as (Permanent) Supportive Housing and Rapid Re-housing. The HIC was completed on January 24, 2023, in conjunction with the Point in Time Count, to show the system's capacity for sheltering and housing people experiencing homelessness on a given night.

View an Interactive Dashboard for Housing Inventory Count Data at

[www.nocococ.org/data-reports](http://www.nocococ.org/data-reports)

### Housing Inventory Count Methodology

The Housing Inventory Count was conducted, first, by training all the housing providers in the community on how to tally bed inventory. Then, the housing providers filled out an online HIC form to report project type, funding sources, bed/unit inventory and utilization. These forms were reported to the HMIS Lead Agency.

Projects that are actively entering data into HMIS were required to submit a report that verified an accurate enrollment count to match what they reported on their HIC forms. To calculate utilization rates, the HMIS Lead Agency compared the bed counts in the HIC to the official Point in Time Count and to ensure the numbers reported across all emergency shelter and transitional housing projects was consistent and not duplicative.

### Utilization Rates

An important metric determined by comparing the Housing Inventory Count and the Point in Time Count is the overall utilization rate of these housing resources. More simply, how many available beds are actually being used to assist people experiencing homelessness? Understanding the overall utilization of resources based on a single night presents challenges because utilization rates can be impacted by many factors, including mild weather, held beds being unfilled the night of the count, or programmatic requirements for entry. The best practice to most effectively measure capacity and identify gaps is to conduct housing inventory counts more than once per year.

# Insights from the Housing Inventory Count 2023

## Types of Projects, Beds and Utilization Rates

The Housing Inventory Count identified 1,456 available beds/resources in our region, including emergency shelter, transitional housing, permanent supportive housing units and vouchers, and rapid rehousing. On the night of the Point in Time Count, 1343 or 88% of these beds/resources were utilized.

There are several notable changes in projects serving people experiencing homelessness between 2020 and 2023. First, there has been an increase in the overall number of beds. Emergency Shelter and Transitional Housing beds in both Larimer and Weld counties represent the most significant increase; however, there has also been an increase in Permanent Supportive Housing beds. The only project type to see a decline in the number of beds is Rapid Rehousing. Second, there remains an overall increase in the number of homeless-specific projects since 2020, however there was a slight decrease in the total number of projects from last year to this year across all project types. Since the total number of beds overall is increased, it appears that programs that are operating have been able to maintain an increased capacity despite a fewer number of individual projects.

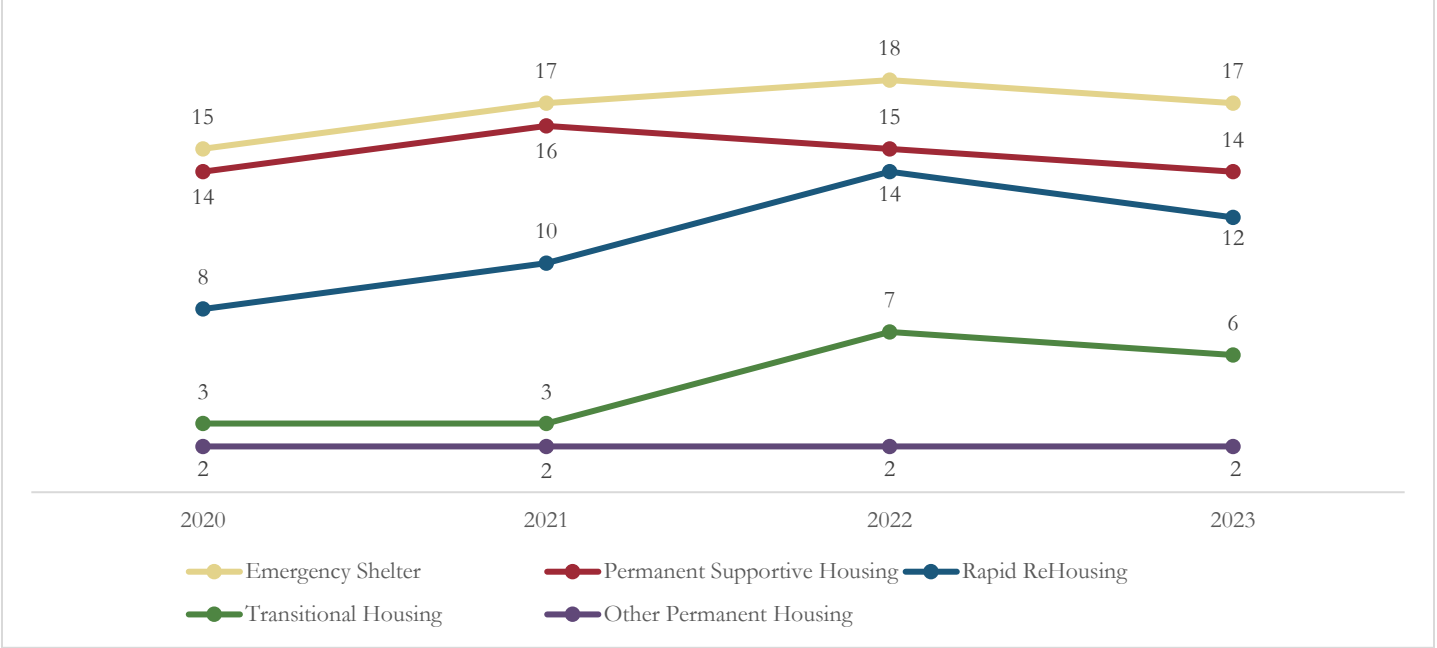
**Emergency Shelter (ES):** Emergency Shelter beds have increased since 2020, up from 572 to 608 beds this year. Encouragingly, this year seems to show a reversal from the significant decline in ES beds we saw last year. Between last year and this year, our region added 57 emergency sheltered beds. In 2023, there was a 72.76% utilization rate for available shelter beds, which is average. ES utilization rates can be largely dependent on external factors on the night of the Point in Time Count. The Housing and Urban Development Department (HUD) expects emergency shelter utilization to be above 65%. If Domestic Violence shelters are excluded from the data set, since they serve a specific population and do not operate as a traditional emergency shelter, our utilization rate increases to 80%.

The Housing Inventory Count identified **1,456 available beds** or housing resources for people experiencing homelessness in Northern Colorado.

**Rapid Re-Housing (RRH):** While Rapid Re-Housing resources increased from the number our region had in 2020, there was a 7% decline in RRH resources between last year and this year. This decrease is due to the wind-down of several RRH programs funded by emergency Covid-19 relief programs without sufficient new RRH funds entering the system. By the nature of the program, RRH programs have a 100% utilization rate.

**Permanent Supportive Housing (PSH):** There has been roughly a 12% increase in the number of Permanent Supportive Housing beds since 2020, to a total of 461 in 2023. Across our region, PSH projects are well utilized, with a 92.86% utilization rate.

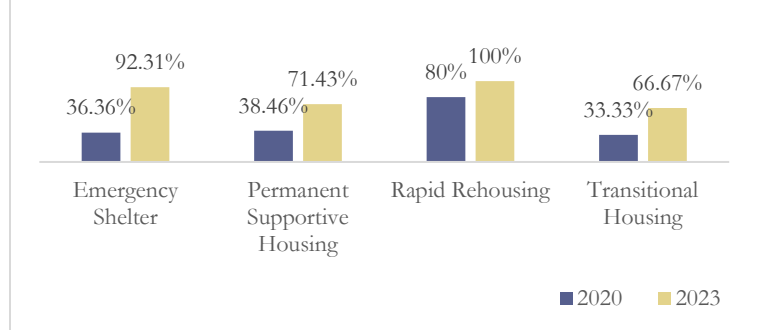
Chart 22: Number of Housing Projects 2020-2023



### Homeless Management Information System Participation

While the use of HMIS is a requirement for certain homeless service projects, there are other programs that are not required to enter data into the system. However, it is a goal of the Northern Colorado CoC to have wide-scale use of the Homeless Management Information System (HMIS) by programs who provide services to people experiencing homelessness. Having high agency participation in HMIS allows for more accurate, comprehensive, and real-time data on homelessness in Northern Colorado.

Chart 23: Project Participation in HMIS, 2020 vs. 2023



HMIS participation among agencies with dedicated housing resources for people experiencing homelessness has increased year over year for all project types, with an average participation percentage of 82.6%, up from an average participation rate of 47% in 2020. Emergency shelter (ES) program participation in HMIS has increased nearly thirty percent in that period, reaching 92.3% participating in 2023. There were other positive gains in permanent supportive housing (PSH) and transitional housing (TH) programs using HMIS. Use of HMIS for PSH projects have risen ten percent since 2020 to 71.4% participation in 2023. Even more gains were made in TH programs using HMIS, increasing participation to 66.66%, an increase of thirty-three percent.

It is important to note that victim service providers are federally prohibited from entering client data into HMIS. It is a goal of the CoC to support victim service providers, such as domestic violence shelters, with using an HMIS comparable database so that important information on domestic violence victims experiencing homelessness is captured alongside the mainstream homelessness data. Over the last year, using Northern Colorado as a test region, the Colorado Division of Housing has initiated employing developers to improve the state-supported comparable databased used by victim service providers, CAFÉ, to better align with the data reporting functionality of the HMIS database system used for mainstream homeless service providers.



Chart 24: Projects By County

Project Type	County*	2020	2021	2022	2023
ES	Larimer	12	12	13	11
	Weld	3	5	5	6
PSH	Larimer	10	11	11	10
	Weld	4	5	4	4
RRH	Larimer	5	7	9	6
	Weld		3	5	6
TH	Larimer	1	1	4	3
	Weld	2	2	3	3
OPH	Larimer	2	2	2	2
	Weld	0	0	0	0

\*In 2023, 4 projects operate across both counties (3 RRH, 1 ES)

## Summary

In summary, a comparison of our Point in Time and Housing Inventory Counts as well as a year over year analysis highlighted several primary trends in the state of homelessness in Northern Colorado. Most significantly, people of color remain disproportionately impacted by homelessness. Black/African Americans, Native Americans and Native Hawaiians are significantly overrepresented in our homeless population in relation to these groups total population in our region. In Weld County, Native Hawaiians make up a tiny 0.15% of the county population but are 7% of the homeless population; in Larimer County, Black/African Americans are only 1% of the county population but are a full 6% of the homeless population. People of color are overall more likely to be unsheltered. Worryingly, Hispanic/Latinx identifying individuals increasingly appear to experience unsheltered homelessness, rising 15% since 2020. It is crucial for the Northern Colorado Continuum of Care (NoCO CoC) to continue to understand more specifically how the homeless response system is unequitable for the most marginalized people in our community and then work together to begin addressing these systemic issues.

Positively, chronic homelessness and veteran homelessness are decreasing. Veterans made up 9% of all people experiencing homelessness in 2020 and now account for only 5%. There have been noticeable declines in the percentage of chronically homeless individuals counted, both sheltered and unsheltered. Notably, there has been a 20% decrease in the number of unsheltered chronically homeless individuals since 2020.

Northern Colorado has continued to have overall high utilization of our available homeless resources, with an average utilization rate on the night of the Point in Time of 88%. While there is some concern about the reduction in COVID-19 relief funding for programs like Rapid Rehousing, there has been an increase in the number of emergency shelter and permanent supportive housing beds. Showing the need and our ability to utilize resources available will continue to assist the NoCO CoC as it works diligently to bring more permanent housing resources and supportive services into the community.

Finally, there has been a positive increase in the number of homelessness projects entering data into the Homeless Management Information System (HMIS). This year, 82% of all homeless service projects are now active users of HMIS, including 92.3% of emergency shelters. The NoCO CoC is close to reaching its goal to have all eligible projects actively use HMIS to track their services to people experiencing homelessness to best support real-time and accurate regional data on the homeless response system across the two counties.

While the Point in Time Count is conducted only once a year on a single night, it is clear there is still important information to be gained. The next steps will be for the NoCO CoC to take this information, alongside other available data, and use it to create equitable solutions so that Northern Colorado can ensure homelessness becomes rare, brief and non-recurring for all people.



## APPENDIX A

## 2023 NoCO CoC Point in Time Count Data

An interactive 2023 PIT Data Dashboard may be found at [nocococ.org/data-reports](https://nocococ.org/data-reports)

TABLE 1: Combined Overall PIT Count Data (Larimer &amp; Weld)

Total (N=882)	Number of People	Percentage of People	Special Populations	
<b>Program Type</b>			<b>Sheltered</b>	
Emergency Shelter	514	58.3%	Veteran	35 (4%)
Transitional Housing	102	11.5%	Fleeing Domestic Violence	60 (7%)
Unsheltered	266	30.2%	Households w/ Children	196 (22.2%)
<b>Gender</b>				
Male	552	62.6%	Chronically Homeless	130 (14.7%)
Female	319	36.2%	Substance Use Disorder	103 (11.7%)
Transgender/Gender Non-Conforming	11	2%	Serious Mental Illness	127 (14.4%)
<b>Age</b>			<b>Unsheltered</b>	
0-17	122	13.8%	Veteran	12 (1%)
18-24	41	4.6%	Fleeing Domestic Violence	21 (2.4%)
25-34	153	17.3%	Households w/ Children	0 (0%)
35-44	193	21.9%		
45-54	166	18.8%	Chronically Homeless	97 (11%)
55-64	151	17.1%	Substance Use Disorder	47 (5.3%)
65+	56	6.3%	Serious Mental Illness	90 (10.2%)
<b>Hispanic or Latino</b>				
Non-Hispanic/Non-Latin(a)(o)(x)	590	66.9%		
Hispanic/Latin(a)(o)(x)	292	33.1%		
<b>Race</b>				
American Indian/Alaska Native	51	5.8%		
Asian	8	<1%		
Black or African American	42	4.7%		
Native Hawaiian/Pacific Islander	29	3.3%		
White	717	81.3%		
Multiple Races	35	4%		

## E 2: County-Specific Overall PIT Count Data

LARIMER COUNTY		WELD COUNTY	
Total N=547	Percentage of People	Total N=327	Percentage of People
<b>Program Type</b>		<b>Program Type</b>	
Emergency Shelter	68.9 %	Emergency Shelter	53.52 %
Transitional Housing	6.95 %	Transitional Housing	19.57 %
Unsheltered	31.08 %	Unsheltered	26.91 %
<b>Gender</b>		<b>Gender</b>	
Male	63.07 %	Male	61.79 %
Female	34.29 %	Female	38.21 %
Transgender/Gender Non-Conforming	2 %	Transgender/Gender Non-Conforming	0 %
<b>Age</b>		<b>Age</b>	
0-17	10.1 %	0-17	20 %
18-24	4 %	18-24	5.7 %
25-34	19.4 %	25-34	14 %
35-44	22.3 %	35-44	21.2 %
45-54	19.4 %	45-54	17.9 %
55-64	18.5 %	55-64	14.9 %
65+	6.4 %	65+	6.3 %
<b>Hispanic or Latino</b>		<b>Hispanic or Latino</b>	
Non-Hispanic/Non-Latin(a)(o)(x)	75.7 %	Non-Hispanic/Non-Latin(a)(o)(x)	47.2 %
Hispanic/Latin(a)(o)(x)	20.8 %	Hispanic/Latin(a)(o)(x)	50.7 %
<b>Race</b>		<b>Race</b>	
American Indian/Alaska Native	3.66 %	American Indian/Alaska Native	8.87 %
Asian	1.1 %	Asian	<1 %
Black or African American	6.03 %	Black or African American	1.83 %
Native Hawaiian/Pacific Islander	1.1 %	Native Hawaiian/ Pacific Islander	7.03 %
White	79.16 %	White	76.15 %
Multiple Races	4.57 %	Multiple Races	2.45 %

## APPENDIX B

## Northern Colorado CoC 2023 Housing Inventory Count

An interactive 2023 HIC Data Dashboard may be found at [nocococ.org/data-reports](https://nocococ.org/data-reports)

TABLE 1: HIC Summary, Combined Totals (Larimer &amp; Weld Counties)

	Total Year Round Beds	Total Seasonal Beds	Total Overflow Beds	DV Beds	Veteran Beds	Youth Beds
<b>Emergency Shelter &amp; Transitional Housing</b>						
Emergency Shelter	372	100	136	87	10	0
Transitional Housing	110					1
<b>Permanent Housing</b>						
Permanent Supportive Housing	461				179	9
Rapid Re-Housing	249			54	55	
Other Permanent Housing	28					
<b>Grand Total</b>	<b>1220</b>	<b>100</b>	<b>136</b>	<b>141</b>	<b>244</b>	<b>10</b>

TABLE 2: HIC Summary by Program

County	City (if Applicable)	Organization Name	Project Name	Bed Type	Special Population	Year-Round Beds	Total Seasonal Beds	Overflow Beds	Total Beds	Beds In Use on PIT	Utilization Rate
Both		Rocky Mountain Human Services	RMHS_SSVF-RRH-CO505_RRH	RRH	Veteran	6			6	6	100%
Both		Volunteers of America	VOA_COR3_RRH	RRH		27			27	27	100%
Both		Volunteers of America	VOA_SSVF Priority 2 RP_RRH	RRH	Veteran	49			49	49	100%
Both		Catholic Charities	HCHV/CERS-Catholic Charities VA	ES	Veteran	10			7	10	70%
Larimer	Loveland	Alternatives to Violence	ATV Loveland Safehouse	ES	DV	14			14	14	100%
Larimer	Fort Collins	Catholic Charities	CCD_Extended Stay_Larimer County_ES	ES		27			17	27	63%
Larimer	Fort Collins	Catholic Charities	CCD_The Mission_Larimer County Overflow_ES	ES		24		28	52	52	100%
Larimer	Loveland	City of Loveland	CL_Emergency Shelter_ES	ES		22		45	67	67	100 %
Larimer	Fort Collins	Crossroads Safehouse	Crossroads Safehouse	ES	DV	51			27	51	53%

Item 3.

County	City (if Applicable)	Organization Name	Project Name	Bed Type	Special Population	Year-Round Beds	Total Seasonal Beds	Overflow Beds	Total Beds	Beds In Use on PIT	Utilization Rate
Larimer	Estes Park	Estes Valley Crisis Advocates	My Sister's Place	ES	DV	10			1	10	10%
Larimer	Fort Collins	Family Housing Network	FHN_Emergency Shelter_ES	ES		12			9	12	75%
Larimer	Fort Collins	Ft. Collins Rescue Mission	FCRM_Extended Stay Shelter_ES	ES		66			65	66	98%
Larimer	Fort Collins	Ft. Collins Rescue Mission	FCRM_Shelter_ES	ES		0	40	40	76	80	95%
Larimer	Loveland	House of Neighborly Service	Family Promise Shelter	ES		12			0	12	0%
Larimer	Loveland	Salvation Army	Salvation Army Motel Voucher Program	ES-Motel		6			6	6	100%
Larimer	Fort Collins	Housing Catalyst	HCAT_1st Street SRO_PH	OPH		13			13	13	100%
Larimer	Fort Collins	Housing Catalyst	HCAT_Myrtle SRO	OPH		15			15	15	100%
Larimer	Fort Collins	Housing Catalyst	HCAT_Mason Place_PSH	PSH		60			60	60	100%
Larimer	Fort Collins	Housing Catalyst	HCAT_Redtail_Non PSH	PSH		20			20	20	100%
Larimer	Fort Collins	Housing Catalyst	HCAT_Redtail_PSH	PSH		25			25	25	100%
Larimer	Fort Collins	Housing Catalyst	HCAT_Redtail_VASH	PSH	Veteran	15			15	15	100%
Larimer		Housing Catalyst	HCAT_VASH Vouchers	PSH	Veteran	168			168	168	100%
Larimer		Homeward Alliance	HOME_FUSE_DOH	PSH		18			18	18	100%
Larimer	Loveland	Loveland Housing Authority	LHA_Youth PSH	PSH	Youth	9			2	9	22%
Larimer	Loveland	Loveland Housing Authority	VASH @ The Edge	PSH	Veteran	11			11	11	100%
Larimer		Summit Stone Health Partners	SHP_DOH_PSH	PSH		15			15	15	100%
Larimer	Loveland	Summit Stone Health Partners	SHP_Loveland_PSH	PSH		8			8	8	100%
Larimer		Alternatives to Violence	ATV_Northern Front Range_RRH	RRH	DV	14			14	14	100%
Larimer		Crossroads Safehouse	CSH_A Road to Home ESG_RRH	RRH	DV	35			35	35	100%
Larimer		Family Housing Network	FHN_ESGCV Rapid_RRH	RRH		61			61	61	100%
Larimer		Family Housing Network	FHN_Next Step 2 Gen_RRH	RRH		25			25	25	100%
Larimer		Homeward Alliance	HOME_ESGCV Rapid_RRH	RRH		10			10	10	100%
Larimer	Fort Collins	Family Housing Network	FHN_Sherwood House_TH	TH		21			21	21	100%

Item 3.

County	City (if Applicable)	Organization Name	Project Name	Bed Type	Special Population	Year-Round Beds	Total Seasonal Beds	Overflow Beds	Total Beds	Beds In Use on PIT	Utilization Rate
Larimer	Loveland	House of Neighborly Service	Family Promise of Larimer County Bridge Housing	TH		20			16	20	80%
Larimer		The Matthews House	TMH_Host Home Program_TH	TH	Youth	1			1	1	100%
Weld	Greeley	A Woman's Place	A Woman's Place Shelter	ES	DV	12	0	0	4	12	33%
Weld	Greeley	Catholic Charities	CCD_Guadalupe Emergency Shelter_Greeley_ESG	ES		40			32	40	80%
Weld	Greeley	Greeley Family House	GFH_ESG_Emergency Shelter	ES		36	0		35	36	97%
Weld	Fort Lupton	Hope at Miracle House	HMH_Emergency Shelter	ES		30			19	30	63%
Weld	Greeley	United Way of Weld County	UWWC_Cold Weather Shelter_ES	ES		0	60	23	83	83	100%
Weld	Greeley	ADEO	ADEO_Stephens Brain Injury Campus_PSH	PSH		10			10	10	100%
Weld	Greeley	Catholic Charities	CCD_Guadalupe Apartments Greeley_PSH	PSH		77			77	77	100%
Weld		North Range Behavioral Health	NRBH_DOH_PSH	PSH		7			7	7	100%
Weld	Greeley	North Range Behavioral Health	NRBH_Harmony Way_PSH	PSH		18			14	18	78%
Weld		A Woman's Place	AWP_RRH	RRH	DV	5			5	5	100%
Weld		Almost Home	AHI_NoCo_ESG CV_RRH	RRH		4			4	4	100%
Weld		Greeley Family House	GFH_Next Step II_RR	RRH		3			3	3	100%
Weld		Greeley Family House	GFH_NFR_RR	RRH		10			10	10	100%
Weld	Greeley	Greeley Family House	Camfield Corner Apartments	TH		44			43	44	98%
Weld	Greeley	Jobs of Hope, Inc.	JOBS_House of Hope_TH	TH		12			11	12	92%
Weld	Greeley	North Range Behavioral Health	NRBH Transitional Housing Program	TH		12			10	12	83%
						Total Year-round	Total Seasonal	Total Overflow	Total Beds	Total PIT Count	Average Utilization
						1220	100	136	1456	1343	88%





# Northern Colorado Continuum of Care and Overview of Homeless Response System



Rupa Venkatesh, Assistant City Manager

Kelli Pryor, Director, Northern Colorado Continuum of Care

Brittany Depew, Homelessness Lead Specialist, Social Sustainability

Sgt. Annie Hill, HOPE Team, Police Services

September 12, 2023

- What reflections do Councilmembers have about the Northern Colorado Continuum of Care and the City's role in the homelessness response system?
- Are there next steps around this work that Councilmembers would like to prioritize?

## Continuum of Care Report

- Types of Homelessness
- State of Homelessness
- Regional Coordination

## City Role in Response System

- Local Coordination
- Funding
- Compassionate Response (HOPE Team)

## Next Steps

- Challenges
- Emerging Needs & Priorities



### Strategic Objective 1.2

Collaborate and leverage community partners' expertise in addressing priority human service issues like poverty and mental health and make homelessness rare, brief, and non-recurring

### Strategic Objective 5.7

Reduce incidents of, and impacts from, disruptive and unwanted behaviors through working closely with the community's human service providers to offer creative approaches that balance compassion and consequences.

## Item 3. Connection to Housing Strategic Plan & Council Priorities

The City's role is to effectively manage homelessness to balance the needs of our most vulnerable and maintain quality of life for the community.

This is done through a variety of community partners, programs, and tools.

Council Priority: Homelessness Initiatives

Housing Strategic Plan vision that “everyone has healthy, stable housing they can afford”

- Critical needs outlined in the HSP include connecting housing and health; utilizing a Housing First approach; building strong partnerships; and inclusivity, housing diversity, and affordability as community values.

## What is it?

- Continuums of Care (CoCs) are federally designated regions tasked with coordinating a community-wide response to homelessness, including funding priorities, system interventions, and elevating Housing First practices.
- The Northern Colorado Continuum of Care (NoCO CoC) consists of Larimer and Weld Counties and was officially recognized by the Department of Housing and Urban Development (HUD) in January of 2020.
- The NoCO CoC is not one entity, but rather a collective of community partners all working together to ensure an effective homelessness response system capable of identifying, intervening, and house people as fast as possible.
- Two Lead Agencies with staff dedicated to CoC activities
  - United Way of Weld County – CoC and Coordinated Entry Lead
  - Homeward Alliance – Data (HMIS) Lead



The experience of homelessness does not affect everyone in the same way; we need a dynamic response system that can intervene quickly and appropriately.

- Lower Acuity – Majority resolve episode of homeless on own
- Moderate Acuity – Need short to medium term rent assistance and services to resolve homelessness
- High Acuity – Smallest percentage of people, but need most supports, like permanent financial and support to resolve homelessness and maintain housing

Based on a vulnerability needs assessment of about 400 experiencing homelessness in Fort Collins, August 2023:

- 14% had severe acuity of needs
  - Usually chronically homeless, intensive and long-term intervention recommended
- 44% had moderate to high acuity of needs
  - Medium term intervention or on-going rental subsidy/voucher recommended
- 42% had lower acuity of needs
  - Light-touch or short-term rental assistance recommended



## Pillars of Work

- Strategic Alignment across the region and various stakeholders related to homelessness response
  - CoC Governing Board
  - CoC General Membership
  - Committees and Workgroups
  - Engaging in local, county, and regional strategic planning efforts
  - Coordinating funding
- Coordinated, prioritized housing placements based on vulnerability and appropriate available resources
  - Community-led prioritization of scarce resources
  - Coordinated Assessment Housing Placement System (CAHPS)
  - Weekly case conferencing
- Shared quality data to understand the scope and outcomes
  - Homeless Management Information System (HMIS)
  - Program-level data as well as comprehensive system-wide data



- Began in 2016 to respond to veteran homelessness and has expanded dramatically and now is the primary system used to identify and house single adults and families as well.
- CAHPS is a community driven process to IDENTIFY and ASSESS people for their housing needs, MATCH them to available housing resources, and NAVIGATE housing barriers until they are permanently housed.

## By the numbers

- 814 people active on the CAHPS By-Name List in mid-August
  - 404 from Fort Collins
    - 380 Single Adults, 24 Families
- 40 Partner Agencies
  - 16 specifically based in Fort Collins
- 25 Access Points for Assessment
- 4 Weekly Case Conference Meetings
  - Regularly attended by 50+ people



Homelessness is very fluid, as people flow in and out of our system, and data related to homelessness should be understood within its specific context.

## Point in Time Count

- Snapshot of sheltered and unsheltered homelessness on one night in January each year
- Helpful to understand trends year over year; notoriously an undercount though

## Homeless Management Information System (HMIS)

- Shared data system that allows for quality, comprehensive, real-time data on people accessing homelessness programs

	Fort Collins
PIT Count 1/24/23	393 Total Counted; 106 Chronic
HMIS 1/24/23	1043 Total Active without Permanent Housing*; 379 Chronic
HMIS 8/24/23	1578 Total Active without Permanent Housing*; 553 Chronic

\*Active = has received homelessness services in FC the last 90 days and have no documented housing destination



## Tenets of the homelessness response system:

- People-Centered
- Housing First
- Data-Driven
- Collaboration is Key

## Elements:

- Collaboration & Convening
- Funding
- Policy
- Enforcement
- Strategy Partner



## Tactical Team

- Created November 2022 to address urgent and emerging needs and collaborative rapid response
- Internal departments and external partners

## Internal Coordination Team

- Monthly updates, building solutions for ongoing issues and concerns

## Community Partners

- Strong partnership network
- Aid in identification of needs, gaps, challenges, and successes

## Accelerated Site Cleanup Process

- Pilot program launched early 2023 – began weekly cleanup cadence
- Site occupants are offered resources at time of tagging, connected with HOPE Team and/or Outreach Fort Collins

## Quarterly Strategy Sessions

- Program staff and executive leadership quarterly strategy and prioritization

## County

- Strategic planning efforts funded by State of Colorado and led by Homeward Alliance
- 24-month process began in summer 2023

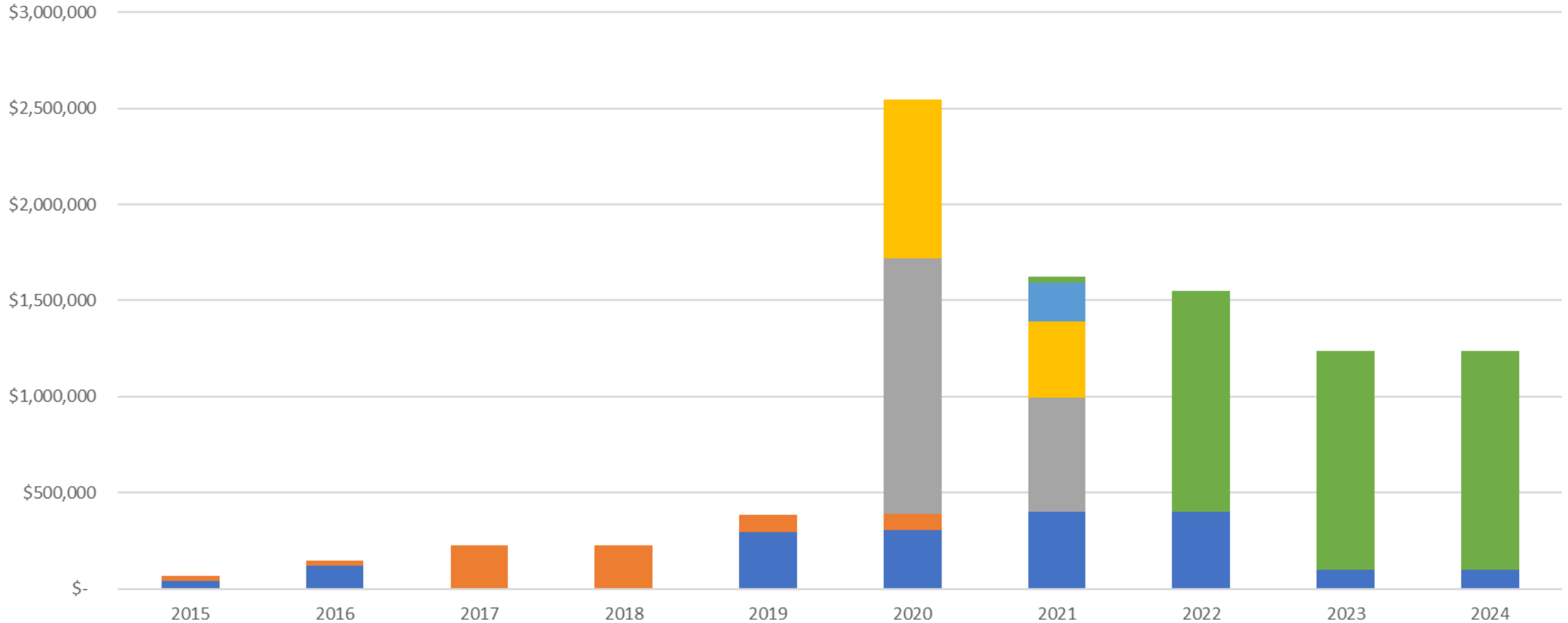
## Regional

- Efforts coordinated by the Continuum of Care

## Upstream Solutions

- Decrease number of people becoming unhoused
- Require cross-sector commitment and collaboration
- Critical needs outlined in Housing Strategic Plan

### Homelessness Funding History



## 2023-2024 Funding

- \$1,135,000 in ARPA funds:
  - Resource Navigation
  - 24/7 Shelter
  - Seasonal Overflow Shelter
  - Emergency Weather Response
  - Street Outreach
  - Regional data system (HMIS)
  - General operations

## Greater Pandemic-era Resourcing Supported & Expanded:

- Street Outreach
- 24/7 Emergency Shelter
- Rapid Rehousing
- Case Management and Resource Navigation

## Homeless Outreach & Proactive Engagement

- The HOPE team is an innovative Outreach team within the police department that uses problem-oriented policing strategies to address issues surrounding homelessness within our city. Through robust community partnerships we use a holistic approach to provide compassionate service to our homeless population while promoting public health and safety for all Fort Collins residents.



## Program Goals

- Build relationships with individuals experiencing homelessness: Work to establish trust and rapport with people experiencing homelessness, in order to better understand their needs and connect them with appropriate resources.
- Collaborate with Outreach Programs, Service Providers, and municipal and county courts to ensure a coordinated and comprehensive response to homelessness.
- Support and assist with maintaining the city landscape and natural areas, by addressing homeless encampments and encouraging unhoused individuals to utilize shelters as needed.
- The HOPE Team provides training and education to police officers and other community members on how to effectively engage with individuals experiencing homelessness.
- Monitor and evaluate program effectiveness: The outreach team regularly monitors and evaluates the effectiveness of their program, using data to make adjustments and improve outcomes over time.



# Identify the impacts homelessness has on:

- Individuals
- Communities
- Environment



## Housing Affordability

- 18.7% increase in development costs per unit from 2022 to 2023.
- Fair market rent increased 7.2% from 2022 to 2023.
- Median sales price in Q2 2023 was \$550,000.

## Funding/End of ARPA

- Nationally, funding available does not meet the current need while housing costs continue to rise.
- Locally, pre-pandemic funding was \$398,000/year
- Current allocation about \$1.2 million/year – strong positive impacts
- Critical need to reassess gaps, needs, and priorities for next budget cycle

## What the Data Misses

- Each data point represents a person – this can get lost by focusing solely on data and trends.
- Those not accessing services (e.g., families doubled up).

## Direct Resourcing Citywide

- Effective strategy to engage, not currently available widely



## Non-Shelter Alternatives

- Safe Parking Program

## Family & LGBTQIA+ Homelessness

- Family homelessness can be difficult to track but a notable increase has been seen at partner agencies; space is becoming a concern.
- Members of the LGBTQIA+ community are more likely to become and stay homeless, and specific services and shelters for this population can lead to better outcomes.

## Strategic Planning

- Countywide strategic planning efforts have become a priority across the region.
- A strategic planning process, being led by Homeward Alliance, launched in summer 2023

- What reflections do Councilmembers have about the Northern Colorado Continuum of Care and the City's role in the homelessness response system?
- Are there next steps around this work that Councilmembers would like to prioritize?



**Thank you!**