

City of Boulder 2011 Community Survey

REPORT OF RESULTS

December 2011



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Prepared by:



CITY
OF
BOULDER

Jane S. Brautigam, City Manager
OFFICE OF THE CITY MANAGER



Dear Boulder community members,

We are pleased to present to the community the results from the recent Community Survey. The responses indicate that residents continue to rate the quality of life very highly in our community. Most people rate their neighborhoods positively and appreciate the city's efforts in energy conservation and efficiency programs; recycling programs; and good access to open space, bike paths and bus services. However, many Boulder residents continue to be concerned about job opportunities, traffic and the cost of housing.

Over the past decade the city has faced significant budget challenges due to decreased revenues. Although some changes have been made in service delivery, we are very pleased to see the ratings for city service delivery at or above the 2007 levels.

The survey questions were developed to ask about topics most relevant to the daily lives of Boulder residents and that would be of the greatest long-term use to the Boulder City Council and city staff as we consider city goals and priorities, plans for the future and the city's financial health.

The 2011 Community Survey is the ninth in a series of such surveys conducted since 1987. It provides information from a representative cross section of Boulder residents which has been carefully gathered, analyzed and checked to assure a sample that is most representative of the entire community.

We appreciate the responses given by those who participated in the survey. We hope that you will find these results interesting and useful. Finally, we encourage and admire your involvement and contributions to making Boulder a better community and place to live. Individual efforts do make the difference!

Jane S. Brautigam
City Manager

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EXECUTIVE SUMMARY

Survey Background

The 2011 Community Survey represents the ninth in a series of surveys conducted periodically by the city, with the first survey administered in 1987. The Boulder Community Survey gives city staff the opportunity to measure their performance over time by tracking resident evaluations of the community and city service delivery. The survey allows Boulder residents to provide feedback on the quality of life in the city and ideas to improve it, their use of various community amenities and on policy issues facing the city government.

The City of Boulder has divided the city and the area just outside the city (the “service area”) into nine planning subcommunities. From within this service area, 3,015 households were randomly selected to participate in the survey. In addition, 485 University of Colorado Boulder dormitory rooms were randomly selected for inclusion in the study. A total of 958 surveys were returned from households and 13 from dormitories. After accounting for undeliverable surveys, the response rate from Boulder households was 33%. The results of the survey were statistically weighted to the demographics of Boulder from the 2010 U.S. Census.

The Boulder Community Survey is comprehensive, covering many topics related to life in the community. In order to connect these results to the values of the community and the goals of the City of Boulder, this report was organized around the Priority-based Budgeting (PBB) overarching objectives, called “results.” The PBB result areas for the City of Boulder fall into two broad categories: Quality Community and Good Governance. Within Quality Community, there are five focus areas:

- Healthy and Socially Thriving Community
- Safe Community
- Accessible and Connected Community
- Economically Vital Community
- Environmentally Sustainable Community

Good Governance did not have focus areas, but the survey results were categorized into three themes:

- Relations and Communication between Residents and Boulder City Government
- City Services
- City Employees

Responses to many questions were converted to a 100-point scale, where 100 is the highest possible rating and 0 is the lowest. This allows comparison of results to data from jurisdictions across North America (“benchmark comparisons”). In addition, comparisons can be made to previous survey results. Where differences in results from one year to another are greater than three percentage points or three points on the 100-point scale, they can be considered significantly higher or lower.

Healthy and Socially Thriving Community

Boulder residents continued to give high ratings to the quality of life in the community. In 2007, the last time the community survey was conducted, quality of life and neighborhood quality ratings had increased to their highest levels since the survey had been implemented, 87 and 80 on the 100-point scale, respectively. These high levels were maintained in 2011.

The quality of life rating was significantly higher than the average rating received by other jurisdictions across North America, while the neighborhood rating was similar to the national benchmark.

Those completing the survey were asked how important it was for the city to allocate resources to 24 various potential priority areas, knowing that the city has limited resources. The six items given the highest priority, rated as very important by over 40% of respondents, were

- Bike and pedestrian facilities, 52%
- Crime prevention, 52%
- Retention and expansion of quality jobs in Boulder, 49%
- High frequency transit (bus or rail) routes, 47%
- Recycling and composting collection services, 44%
- Energy conservation and efficiency programs, 43%

Over half (57%) of survey respondents agreed that they feel included in the in the Boulder community, a small increase from 2007. No statistically significant differences in ratings of feeling included in the Boulder community were noted by respondent race/ethnicity. Nearly three-quarters of survey participants said they felt very or somewhat safe from discrimination due to their background or personal characteristics, similar to 2007.

Safe Community

Ratings of feelings of safety from violent crime dropped somewhat in 2011 compared to 2007, from an average rating of 83 on the 100-point scale to 78. However, this rating was above the national benchmark and higher than had been observed in several previous implementations of the survey. The rating of safety from property crimes remained stable from 2007 to 2011, and was higher than the national benchmark.

About eight in ten respondents reported they felt at least somewhat safe from structural or house fires, a rating that was similar to the national benchmark. Nearly six in ten of those completing the questionnaire felt safe from wildland fires, a decrease from previous years, perhaps due to people's experience of the Four Mile Canyon fire in 2010.

Accessible and Connected Community

Nearly all respondents had used the Boulder Creek bike and pedestrian path at least once in the previous 12 months. Over half had commuted to work by bicycle at least once in the past 12 months. The RTD bus routes between Boulder and Denver remained popular; nearly two-thirds of respondents reported they had ridden an RTD bus between Boulder and Denver at least once in the past 12 months. The Community Transit Network (CTN), which consists of the high-frequency buses such as the HOP, SKIP, JUMP, etc., retained high usage rates; about two-thirds

of respondents had ridden a CTN bus at least once in the previous year, similar to 2007. Over half of survey respondents had ridden another RTD bus within the city.

Over 90% of those completing the survey said they had regular, convenient access to the internet. The most common way respondents got on the internet was at home (85%). About two-thirds of respondents said they accessed the internet at work. Half said they used a smart phone or other personal digital assistant. Regular internet access was available at school or a library for 36% of respondents.

Economically Vital Community

Those completing the questionnaire were asked to evaluate Boulder as a place to work and Boulder as a place to do business. The average ratings were 75 and 70, respectively, on a 100-point scale, or about “good.” Boulder as a place to work received a rating above the national benchmark.

Shopping opportunities were deemed good, on average, by residents, a rating similar to that observed in 2007. Employment opportunities were given a rating of 60 on the 100-point scale, similar to 2007. Shopping opportunities and employment opportunities in Boulder were rated higher than the national benchmarks.

Nearly all respondents had visited the Pearl Street Mall and the Twenty Ninth Street retail center at least once in the previous year. Eight in ten respondents had visited the University Hill business district at least once in the previous 12 months. These visitation rates were similar to those observed in prior survey years.

Environmentally Sustainable Community

Survey respondents reported engaging in a number of environmentally responsible activities. Nearly all survey participants (95%) reported having recycled from their home at least once during the previous year and about two-thirds had made an energy improvement to their home or business. As mentioned earlier, over half had used public transit at least once or had commuted by bicycle at least once.

Good Governance

More than half of survey respondents agreed that they were pleased with the overall direction the city is taking. The average rating of 64 on the 100-point scale represented an increase over time, and improved significantly between 2007 and 2011. This rating was similar to the national benchmark.

The average ratings for the city government’s performance on effectively planning for the future, working through critical issues and spending tax dollars wisely were between “neither well nor poorly” and “well.” For all three items, the ratings have gradually increased over time since 1997 or 1999. The rating for spending tax dollars wisely was similar to the benchmark comparison.

Relations and Communication between Residents and Boulder City Government

Many questions on the survey were devoted to assessing residents’ perceptions of the responsiveness of local government and the way in which they interacted with city government and city government related with them. Residents’ perceptions of Boulder city government

responsiveness has increased gradually over time, to an average rating of 66 on the 100-point scale in 2011.

The average rating of Boulder city governments’ efforts to inform the public about how their tax dollars are used was “neither well nor poorly,” 47 on the 100-point scale. Ratings were more positive for the city’s provision of access to information about issues, events and meetings and for gathering feedback from residents and conducting public processes (65 and 63, respectively, on the 100-point scale). The rating for gathering feedback and conducting public processes has been gradually increasing, from an average rating of 59 in 1999 to 64 in 2011. This rating was above the national benchmark in 2011.

When asked how likely they would be to use various media to obtain information from the city, the *Boulder Camera* newspaper, mailings to the home and the City of Boulder Web site were the most commonly reported sources.

City Services

The average rating of Boulder city government operations was 68 on the 100-point scale, similar to what was observed in 2007. This rating was above the national benchmark.

Residents completing the questionnaire were asked to rate 36 different city services. Of these, 32 had been included on the questionnaire in 2007. One item was rated in lower in 2011 than in 2007, seven were rated higher and the remainder were given similar ratings. The services rated higher or lower in 2011 compared to 2007 are shown below.

City Services Rated Significantly Higher in 2011 than in 2007	City Services Rated Significantly Lower in 2011 than in 2007
<ul style="list-style-type: none"> • Snow and ice control on major streets • Utility billing services • Residential recycling program • Services for low-income families • Renewable energy or energy efficiency programs • Enforcement of ice and snow removal, trash, and weed control on private property • Street repair (potholes, crack repair, etc.) 	<ul style="list-style-type: none"> • Noise control enforcement

Of the 36 city services rated, 29 could be compared to a national benchmark. Of these, six were significantly higher than the benchmark comparison, three were significantly lower and the remainder were similar to the benchmark. The services rated higher than the benchmark and those rated lower are shown below.

Significantly Higher than Benchmark	Significantly Lower than Benchmark
<ul style="list-style-type: none"> • North, South and East Recreation Centers • Services for children and youth • Drinking water services • Residential recycling program • Services for low-income families • Sidewalk maintenance 	<ul style="list-style-type: none"> • Police response to community problems or needs • Enforcement of residential over-occupancy ordinances • Fire safety education

SURVEY BACKGROUND

What the Survey Was About

The 2011 Community Survey represents the ninth in a series. The first survey was administered in 1987, and periodically since then. The Boulder Community Survey serves as a consumer scorecard for the Boulder community by providing evaluations of the community and identifying what residents think is working well and what is not in city service delivery. Those completing the survey assess the quality of life here and describe their use of various community amenities.

How the Survey Was Conducted

The Community Survey questionnaire was developed using previous surveys as a starting point. City staff reviewed the questionnaire to keep those questions most pertinent for maintaining a trendline. In addition, topics of special interest in 2011 were added to the questionnaire.

The City of Boulder has divided the city and the area just outside the city (the “service area”) into nine planning subcommunities. All households located within these nine planning subcommunities were eligible to receive the survey; 3,015 of these households were randomly selected to receive the survey. Each selected household was contacted three times during September and October 2011. First, a prenotification announcement, informing the household members that they had been selected to participate in the survey was sent. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the mayor enlisting participation. The packet also contained a postage paid return envelope in which the survey recipients could return the completed questionnaire directly to National Research Center, Inc. (NRC), the organization conducting the survey. A reminder letter and survey, scheduled to arrive one to two weeks after the first survey was the final contact. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. An English and Spanish version of the cover letter was included in each packet. The Spanish version of the cover letter explained what was in the packet, and encouraged recipients to find an English-speaking friend or family member to help them complete the survey in English, or provided instructions on how to complete a Spanish version of the survey online.

About 4% (135) of the 3,015 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,880 households presumed to have received a survey, 958 completed the survey, providing a response rate of 33%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%.

The city determined it was also important to include University of Colorado-Boulder (CU) students residing in college dormitories. The Director of Housing at the CU-Boulder provided a random sample of 485 dormitory room addresses to which surveys were mailed.

Dorm students responded at a lower rate than did those in households. A total of 13 surveys were received from those living in the college dormitories, providing a response rate of about 3%. The overall response rate, combining households and dormitories, was 29%.

Additional surveys were collected through special outreach efforts with the youth of Boulder and the Spanish-speaking community. These questionnaires were nearly identical to the community survey questionnaire. As these surveys were not collected through the scientific sampling method, these results are kept separate from the community survey.

More details about the survey methodology can be found in *Appendix I: Survey Methodology*.

How the Results Are Reported

Report Organization

The Boulder Community Survey is comprehensive, covering many topics related to life in this community. In order to connect these results to the values of the community and the goals of the City of Boulder, this report is organized around the Priority-based Budgeting (PBB) overarching objectives, called “results.” The PBB result areas for the City of Boulder fall into two broad categories: Quality Community and Good Governance. Within Quality Community, there are five focus areas:

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Good Governance did not have focus areas, but the survey results have been categorized into three themes:

- Relations and Communication between Residents and Boulder City Government
- City Services
- City Employees

The responses to all questions can be found in *Appendix A: All Results from Community Survey*. *Appendix E: Selected Results by Subcommunity* contains selected results for each subcommunity and *Appendix F: Selected Results by Demographic Subgroups* displays selected results by certain respondent characteristics. The results of the youth surveys can be found in *Appendix C: All Results from Youth Survey* and the results of the Spanish-speaking community surveys can be found in *Appendix D: All Results from Spanish Survey*. A comparison of the results across all three survey types can be found in *Appendix H: Selected Results by Survey Type*

“Don’t Know” Responses and Rounding

On many of the questions in the survey, respondents could answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix J: Questionnaire with Response Frequencies*.

However, these responses have been removed from the analyses presented in the body of the report and in *Appendix A: All Results from Community Survey*. In other words, the tables and graphs display only responses from respondents who had an opinion about that 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 response categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Confidence Intervals

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 ± 3 percentage points of the result that would be

found if everyone in the population of interest was surveyed. Other types of “error” such as non-response error may also influence or bias results (i.e., those who did not respond to the survey may have different opinions about the issues covered than those who did respond).

Comparing Survey Results

Boulder has a long trendline of data about resident perceptions of quality of life and quality of services delivered by the city. Some comparisons to previous survey results are shown in the body of the report; *Appendix A: All Results from Community Survey* contains a full set of comparisons, when available. Some survey data date back to 1987; other data have shorter trendlines. Where differences in results from one year to another are greater than three percentage points or three points on the 100-point scale, they can be considered significantly higher or lower.

Putting Evaluations onto a 100-point Scale

Although responses to many of the evaluative or frequency questions were made on four- or five-point scales with 1 representing the best rating, the scales had different labels (e.g., “very good,” “very satisfied,” “essential”). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “very good,” then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale (“neither good nor bad”), then the result would be 50. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The 95% confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus three points on the 100-point scale.

Benchmark Comparisons

An average rating of 75 for service quality is at the “good” mark on a 100-point scale that goes from “very bad” to “very good.” Few services actually receive ratings as high as 75 on the scale, in part, because certain kinds of services tend to be thought less well of by residents in many communities across the country. For instance, police protection tends to be better received than pothole repair by residents of most American cities. Where possible, the better comparison is not from one service to another in Boulder, but from Boulder services to like services provided by other jurisdictions.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Benchmark comparisons have been provided when similar questions on the Boulder Community Survey are included in NRC’s database and there are at least five jurisdictions in which the same question was asked, though most questions are compared to more than 100 jurisdictions. Where comparisons are available, Boulder results are noted as being “above” the benchmark, “below” the benchmark or “similar to” the benchmark. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Boulder’s rating to the benchmark (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than five points on the 100-point scale between Boulder’s ratings and the average based on the appropriate comparisons from the database are considered “statistically significant,” and thus are marked as “above” or “below” the benchmark. When differences between Boulder’s ratings and the national benchmarks are five points or less, they are marked as “similar to” the benchmark. These benchmark comparisons have been provided where available in *Appendix A: All Results from Community Survey*.

SURVEY RESULTS

Quality Community

The City of Boulder seeks to maintain and improve the quality of life of the residents. As the city Web site asserts, “[t]he City recognizes the critical relationship among economic, social and environmental sustainability and seeks to maintain and enhance the livability and vitality of Boulder now and in the future.”

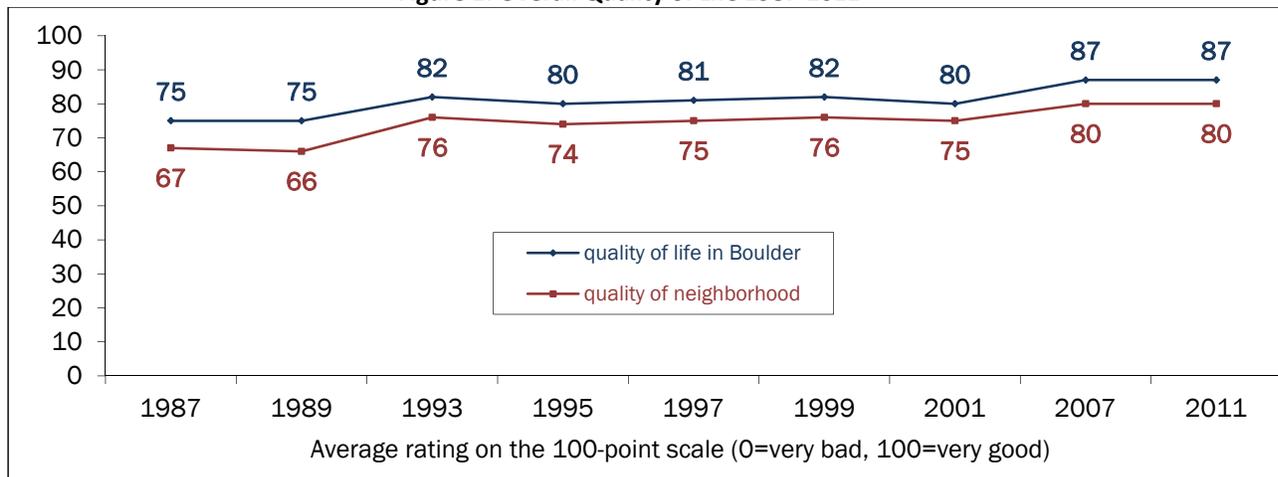
In order to gauge how residents view their community and the quality of life in Boulder, a number of questions were included on the 2011 Boulder Community Survey to assess public perceptions of these issues.

Healthy and Socially Thriving Community

As defined by the City of Boulder, a healthy and socially thriving community is one that: cultivates a wide-range of recreational, cultural, educational and social opportunities; supports the physical and mental well-being of its community members and actively partners with others to improve the welfare of those in need; facilitates housing options to accommodate a diverse community; fosters inclusion, embraces diversity and respects human rights; supports and enhances neighborhood livability for all members of the community; and enhances multi-generational community enrichment and community engagement.

Boulder residents continued to give high ratings to the quality of life in the community. In 2007, the last time the community survey was conducted, quality of life and neighborhood quality ratings had increased to their highest levels since the survey had been implemented (see Figure 1). These high levels were maintained in 2011. The quality of life rating was significantly higher than the average rating received by other jurisdictions across North America, while the neighborhood rating was similar to the national benchmark (see Table 2 in *Appendix A: All Results from Community Survey*).

Figure 1: Overall Quality of Life 1987-2011



Respondents in the Crossroads & CU subcommunities rated the quality of their neighborhoods lower than respondents in other areas of the city (see Table 99 in *Appendix E: Selected Results by Subcommunity*). Respondents in East Boulder & Gunbarrel and North Boulder & Palo Park gave the highest ratings to their neighborhoods. Ratings for overall quality of neighborhoods

tended to increase with age (see Table 107 in *Appendix F: Selected Results by Demographic Subgroups*).

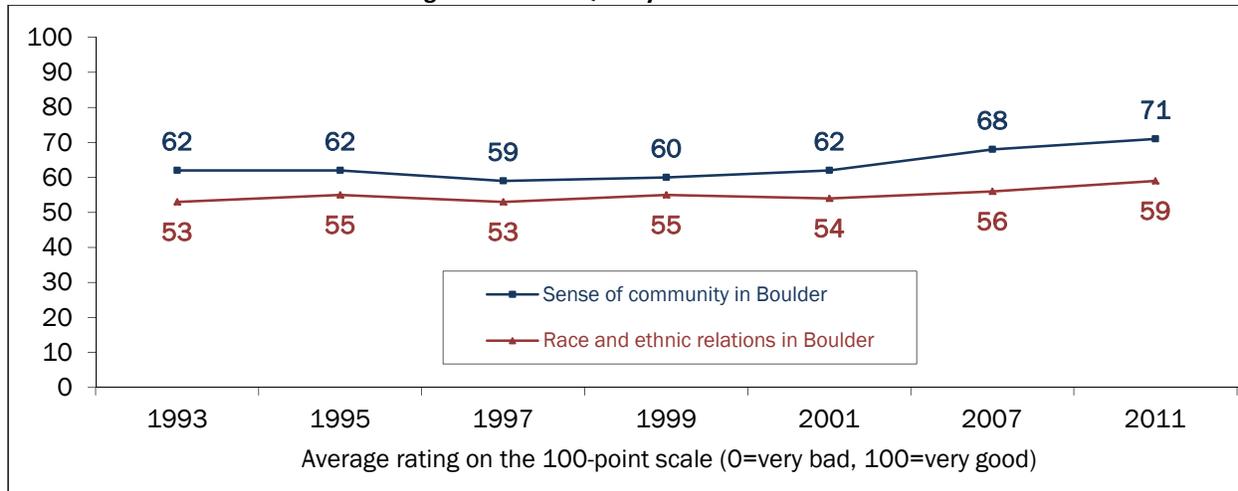
Those completing the survey were asked how important it was for the city to allocate resources to various potential priority areas that, knowing that the city has limited resources. Of the 24 items rated, two were rated as “very important” by a majority (52%) of respondents. These were crime prevention and bike and pedestrian facilities. (See Figure 23 in *Appendix A: All Results from Community Survey* for the ratings given to all 24 items.) The six items given the highest priority, rated as very important by over 40% of respondents, were

- Bike and pedestrian facilities, 52%
- Crime prevention, 52%
- Retention and expansion of quality jobs in Boulder, 49%
- High frequency transit (bus or rail) routes, 47%
- Recycling and composting collection services, 44%
- Energy conservation and efficiency programs, 43%

Residents in East Boulder & Gunbarrel gave lower importance ratings to high frequency transit routes and bike and pedestrian facilities, while the Crossroads & CU subcommunity gave higher importance ratings to these priority areas (see Table 102).

The city strives to “enhance community livability by providing outreach and developing policies that address the needs of the community, including the under-served, under-represented and under-participating residents so all who live in Boulder can feel part of, and thrive in, our community.” Residents’ ratings of the sense of community in Boulder was 71 on a 100-point scale in 2011; this equates to a “somewhat good” rating (see Figure 2). This rating represented a significantly positive increase since 2001, although the change since 2007 was not statistically significant. Ratings of race and ethnic relations also increased since 2001, although were not statistically significant from 2007. Nevertheless, the trend for these items is on the upswing. Ratings of sense of community were similar to benchmark comparisons (see Table 2).

Figure 2: Social Quality of Life 1993-2011



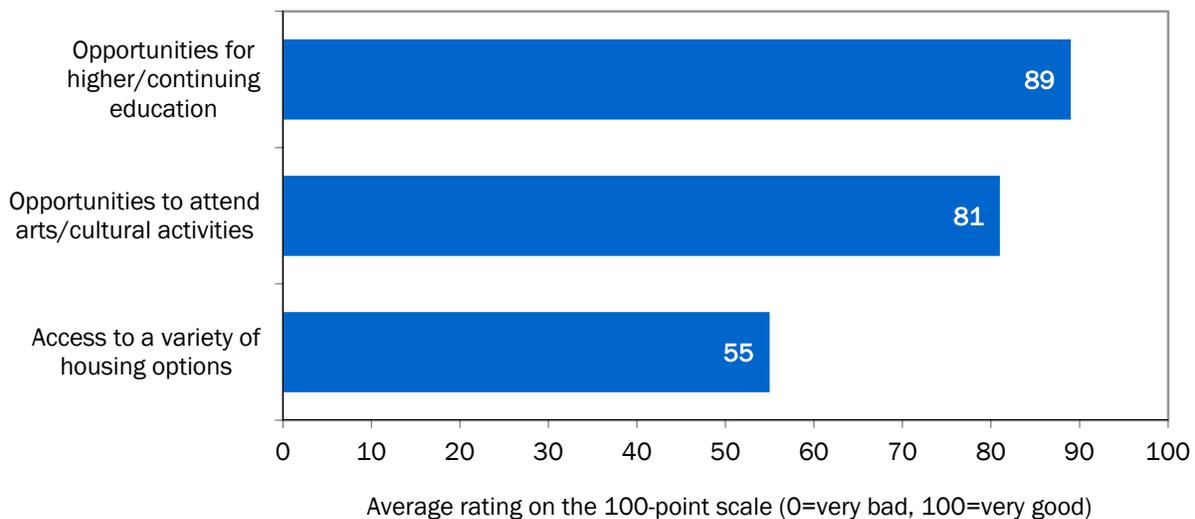
Women tended to give higher ratings than men to sense of community (see Table 107 in *Appendix F: Selected Results by Demographic Subgroups*).

Over half (57%) of survey respondents reported that they strongly or somewhat agree that they feel included in the in the Boulder community (see Table 26). This rating increased somewhat since 2007 (see Table 27). Nearly three-quarters of survey participants said they felt very or somewhat safe from discrimination due to their background or personal characteristics, similar to 2007 (see Table 7 and Table 8). However, there were 7% who felt unsafe.

No statistically significant differences were noted in ratings of feeling included in the Boulder community by respondent race/ethnicity (see Table 127 in *Appendix F: Selected Results by Demographic Subgroups*). However, those who rented their home were somewhat less likely to feel included compared to those who owned their home (see Table 128).

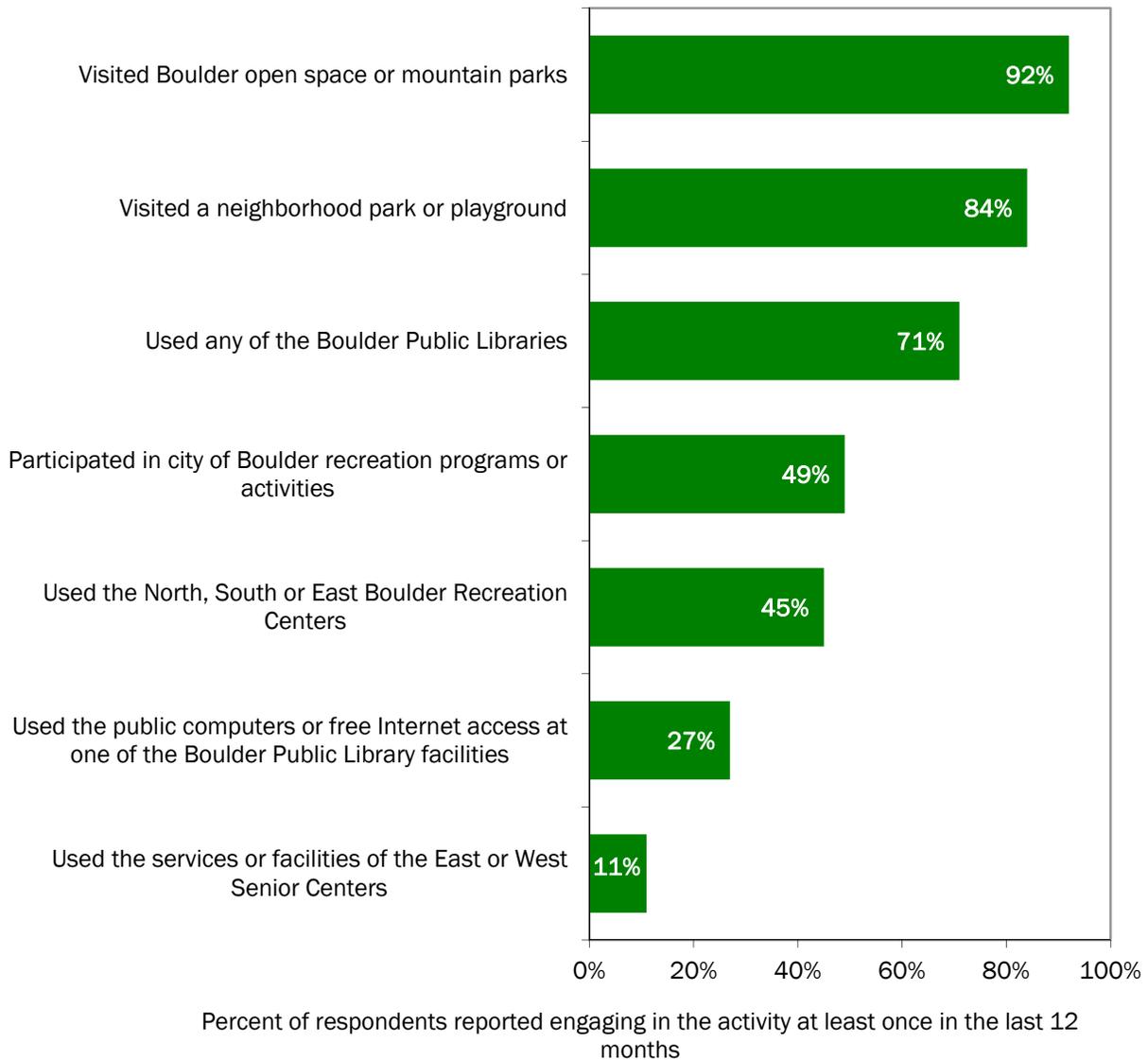
Part of the definition of a healthy and socially thriving community is one that provides a wide-range of recreational, cultural, educational and social opportunities, and one which facilitates housing options to accommodate a diverse community. Community characteristics related to these features were assessed through the survey. Ratings of the opportunities for higher/continuing education and to attend arts and cultural activities received high marks from residents (see Figure 3). These ratings were above the national benchmark comparisons (see Table 5 in *Appendix A: All Results from Community Survey*). However, access to a variety of housing options received a lower rating, and one that was below the national benchmark.

Figure 3: Educational and Cultural Opportunities and Variety of Housing



Often cited as one of the assets of the Boulder community, open space and mountain parks were reported to have been visited at least once by nearly all respondents (see Figure 4). A large majority had also visited a neighborhood park or used the Boulder Public Libraries. Nearly half had participated in city recreation programs or activities, or had used the Recreation Centers. As might be expected, usage of the services and facilities of the Senior Centers was much lower for the population as a whole. However, about a third of those 55 or older had used these Senior Centers in the past year (see Table 118 in *Appendix F: Selected Results by Demographic Subgroups*).

Figure 4: Respondents' Use of Leisure Time Community Amenities

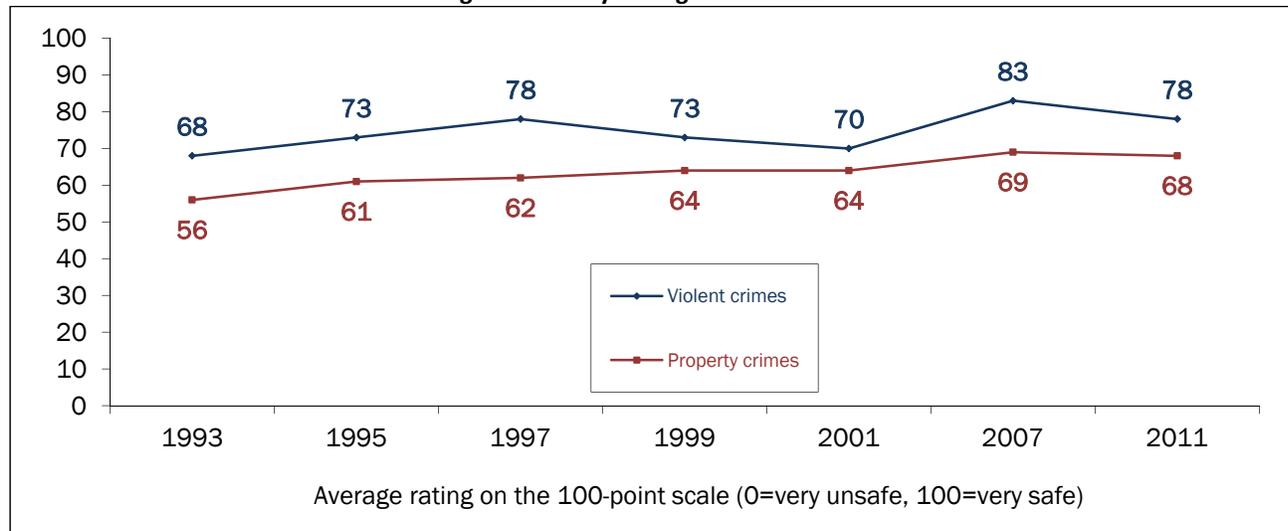


Safe Community

Ratings of feelings of safety from violent crime dropped somewhat in 2011 compared to 2007 (see Figure 5). However, this rating was above the national benchmark and higher than had been observed in several previous implementations of the survey (see Table 8 and Table 9 in *Appendix A: All Results from Community Survey*). The rating of safety from property crimes remained stable from 2007 to 2011, and was higher than the national benchmark.

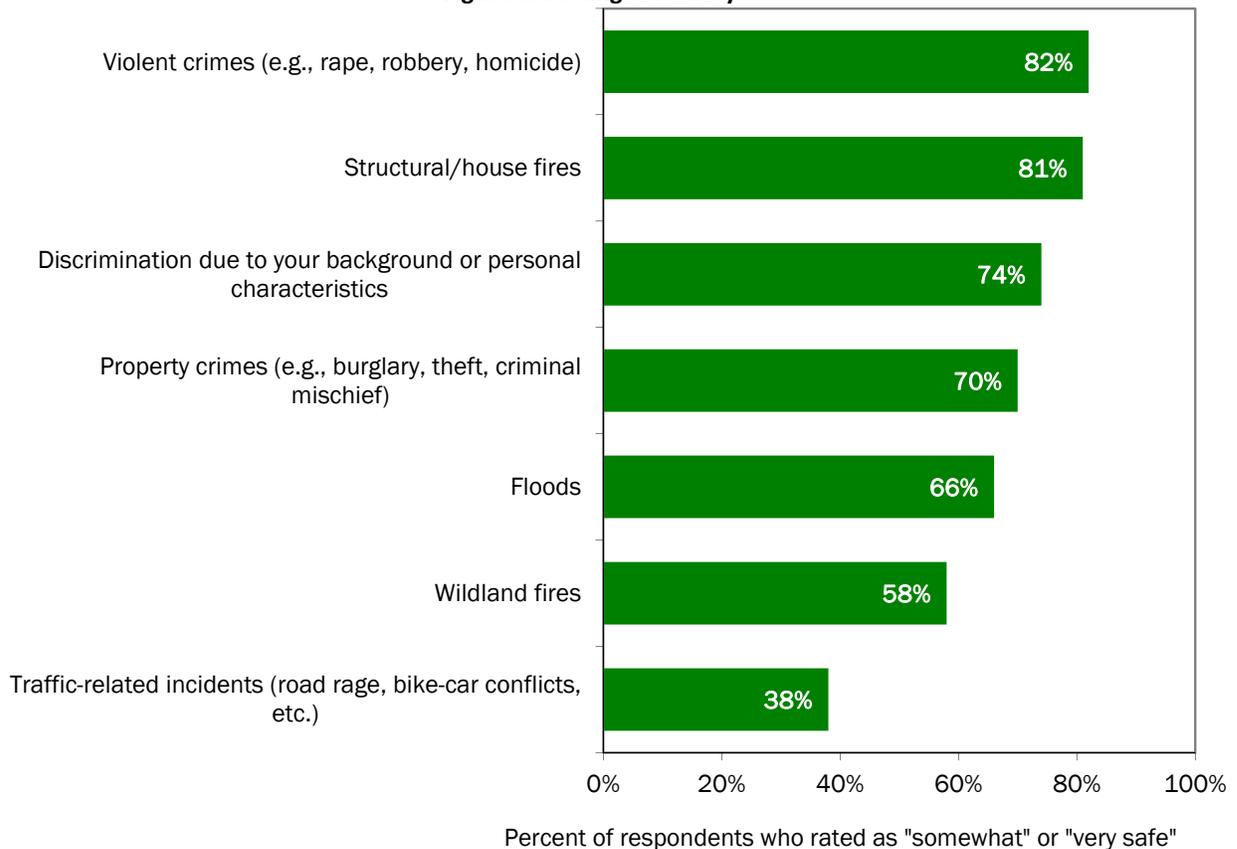
About eight in ten respondents reported they felt at least somewhat safe structural or house fires (see Figure 6 on the next page), a rating that was similar to the national benchmark. Nearly six in ten of those completing the questionnaire felt safe from wildland fires, a decrease from previous years (see Table 9), perhaps due to people’s experience of the Four Mile Canyon fire in 2010. Less than half of respondents (38%) felt safe from traffic-related incidents, similar to what was seen in 2007. About one in ten respondents reported they had dialed 9-1-1 in the past year, similar to the proportion in 2007 (see Table 16).

Figure 5: Safety Ratings 1993-2011



Safety ratings varied across the subcommunities (see Table 101 in *Appendix E: Selected Results by Subcommunity*). East Boulder & Gunbarrel respondents felt the least safe from traffic-related incidents while those in North Boulder & Palo Park and Crossroads & CU respondents felt the most safe. Respondents in Central Boulder and Crossroads & CU felt the least safe from property crimes, while East Boulder & Gunbarrel, North Boulder & Palo Park and South Boulder felt the safest from both property crimes and violent crimes. (See Table 113 and Table 114 in *Appendix F: Selected Results by Demographic Subgroups*). Overall, men and respondents age 35 to 54 tended to feel the safer from potential threats than women and the youngest and oldest respondents. Discrimination due to background or personal characteristics was rated lower by Hispanic respondents, respondents of other races and non-students.

Figure 6: Feelings of Safety



Accessible and Connected Community

The dimensions included in the conception of an accessible and connected community include one that offers and encourages a variety of safe, accessible and sustainable mobility options; plans, designs and maintains effective infrastructure networks; supports strong regional multimodal connections; supports a balanced transportation system that reflects effective land use and reduces congestion; and provides open access to information, encourages innovation, enhances communication and promotes community engagement. This section of the report examines the results to survey questions related to transportation and mobility in the Boulder community, as well as connection to the internet. Many of the survey questions related to access to information and communication dealt with interactions with city government and are included in the section on Good Governance.

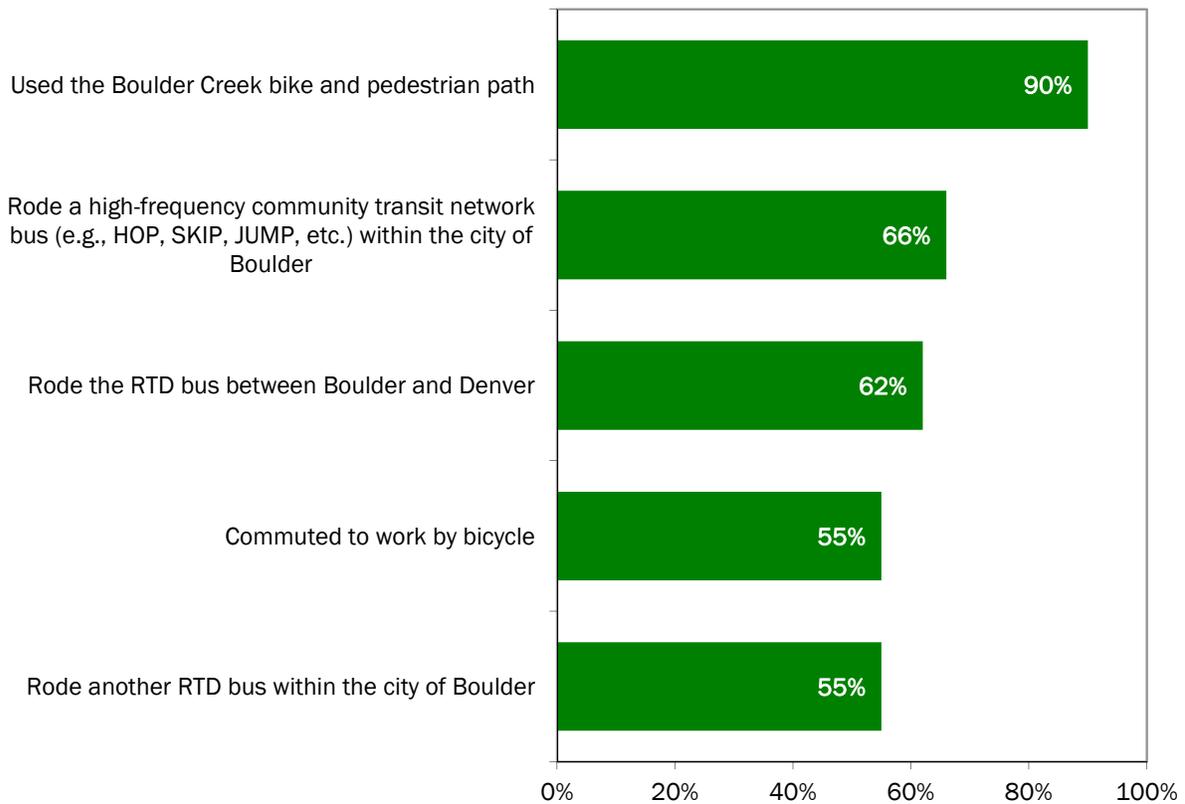
Mobility and transportation are important components of a sustainable community. Several transportation issues topped the list of items regarded by survey respondents as important priority areas for the city. Over 40% considered bike/pedestrian facilities and high frequency transit very important focus areas (see Figure 23 in *Appendix A: All Results from Community Survey*.)

Nearly half of survey respondents reported they were eligible for some kind Eco-Pass (see Table 12). Over one-fourth, however, were not sure whether they were eligible. Of those who were eligible for an Eco-Pass, three-quarters said they had actually picked up their Eco-Pass (see Table 13). This represents about four in ten of all survey respondents. Those who had an Eco-Pass were asked how often they used it. Over half (57%) said they used it at least once a week (see Table 14).

Nearly all respondents had used the Boulder Creek bike and pedestrian path at least once in the previous 12 months (see Figure 7). Over half had commuted to work by bicycle at least once in the past 12 months, and about one-fourth had done so more than 26 times, which translates into two or more times per month (see Table 15). The City of Boulder commissions a “Travel Diary Study” every two or three years in which selected study participants are asked to complete a travel diary in which they record every trip made during a 24-hour period. The last study was conducted in 2009 and the results summarized in the report *Modal Shift in the Boulder Valley: 1990-2009*. In that study, 23% of work commute trips made by study participants were made by bicycle. The Community Survey results confirmed that a large proportion of employed Boulder residents do use a bicycle for their work commute (although the data are not directly comparable due to the differing measurement methods).

The RTD bus routes between Boulder and Denver remained popular; nearly two-thirds of respondents reported they had ridden an RTD bus between Boulder and Denver at least once in the past 12 months (see Figure 7). The Community Transit Network (CTN), which consists of the high-frequency buses such as the HOP, SKIP, JUMP, etc., retained high usage rates; about two-thirds of respondents had ridden a CTN bus at least once in the previous year, similar to 2007 (see Table 16). Over half of survey respondents had ridden another RTD bus within the city.

Figure 7: Respondents’ Transportation Behaviors

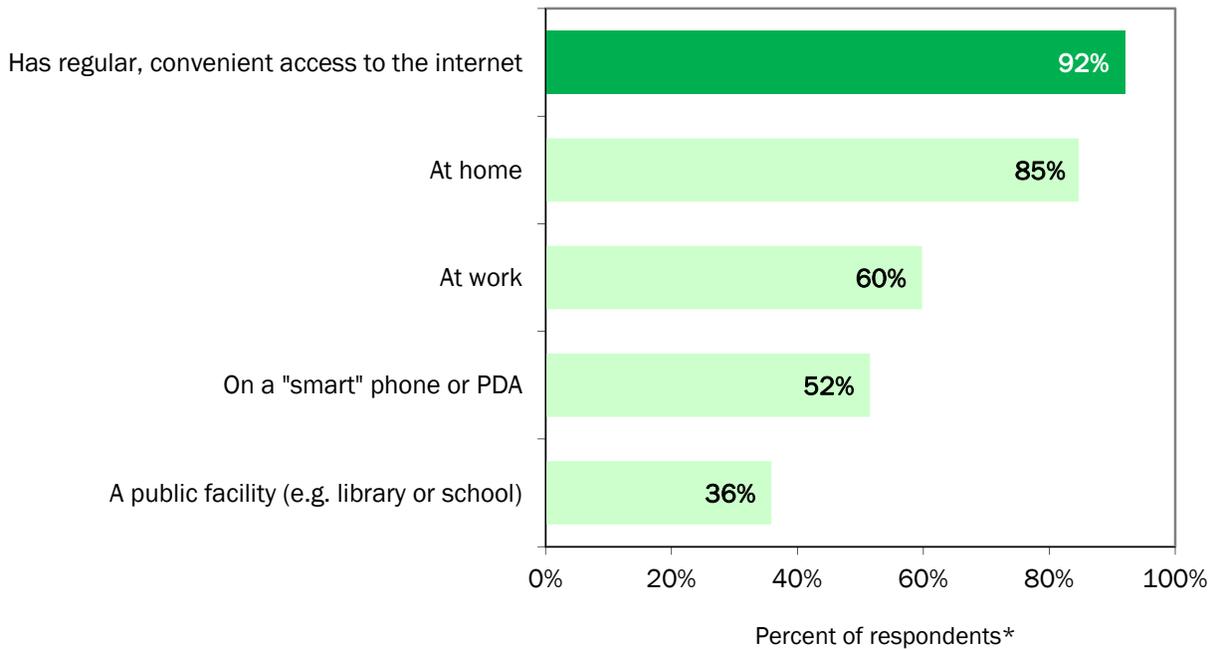


Percent of respondents reported engaging in the activity at least once in the last 12 months

Internet Access

The survey assessed whether survey respondents had “regular, convenient access” to the internet, leaving it to respondents to decide how to define regular and convenient. Nearly all said they had regular, convenient access to the internet. Those with access were asked where they accessed the internet. Figure 8 below shows the proportion of all respondents accessing the internet in various ways (meaning that those who said they did not have regular convenient access did not access the internet using any of the four methods specifically asked on the survey). The most common way respondents accessed the internet was at home (85%). About two-thirds of respondents said they accessed the internet at work. Half said they used a smart phone or other personal digital assistant. Regular internet access was available at school or a library for 36% of respondents.

Figure 8: Internet Access



* Percents add to more than 100% as respondents could use more than one means to access the internet.

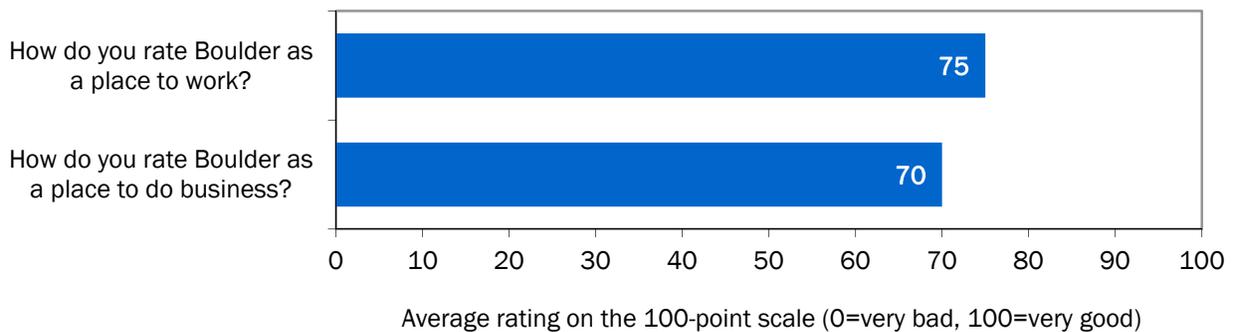
Comparable figures for the rest of the state of Colorado or the nation as a whole are difficult to find, as internet access is measured differently in different surveys. The Pew Research Center’s Internet & American Life Project has conducted several surveys which provide some comparison. An April 2010 survey they conducted found that about one third of Americans had used a cell phone or Smartphone to access the internet. That same survey found that nearly eight in ten Americans used the internet, at least occasionally. (<http://www.pewinternet.org/>)

Economically Vital Community

An economically vital community is one that supports an environment for creativity and innovation; promotes a qualified and diversified workforce that meets employers’ needs and supports broad-based economic diversity; encourages sustainable development supported by reliable and affordable city services; fosters regional and public/private collaboration with key institutions and organizations that contribute to economic sustainability; and invests in infrastructure and amenities that attract, sustain and retain diverse businesses, entrepreneurs, and the associated primary jobs.

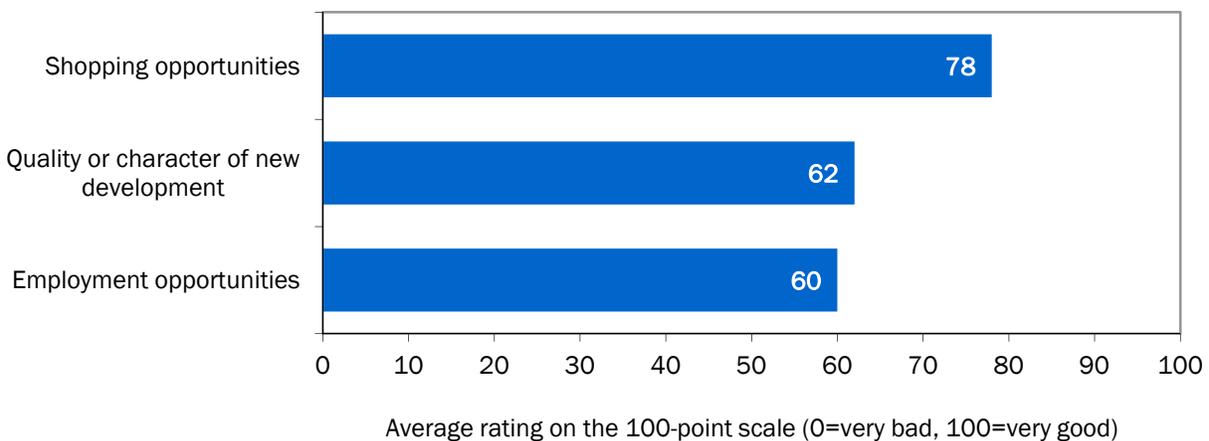
Several survey questions assessed resident opinion about the economic vitality of Boulder. Those completing the questionnaire rated Boulder as a place to work and Boulder as a place to do business as good on average; 75 and 70, respectively, on a 100-point scale (see Figure 9). These questions were new to the survey in 2011, so no trendline comparisons are available. Boulder as a place to work received ratings above the national benchmark (see Table 2 in *Appendix A: All Results from Community Survey*).

Figure 9: Boulder as a Place to Work and Do Business



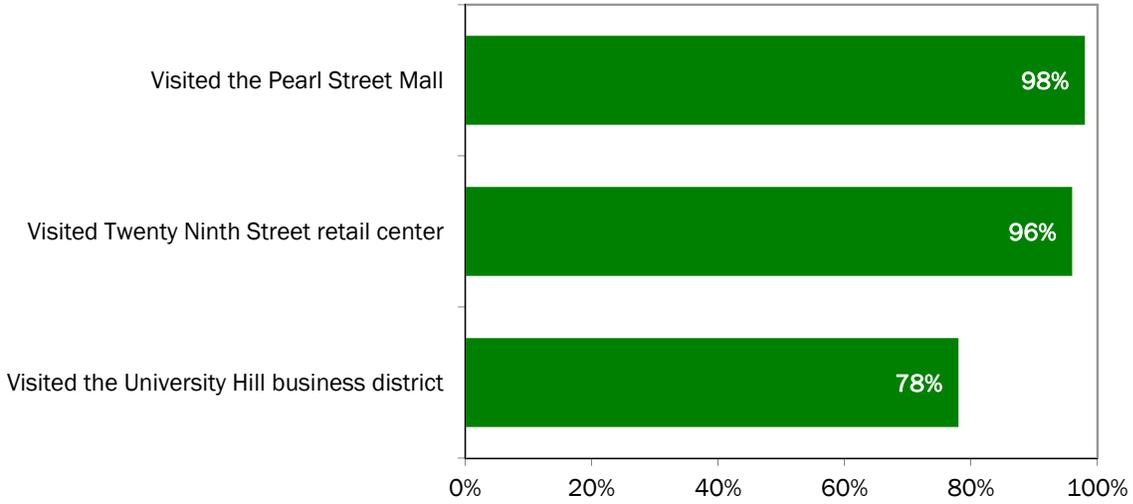
Shopping opportunities were deemed good, on average, by residents (see Figure 10), a rating similar to that observed in 2007 (see Table 6). Employment opportunities were given a rating of 60 on the 100-point scale, similar to that observed in 2007. Shopping opportunities and employment opportunities in Boulder were rated higher than the national benchmarks (see Table 5). The quality or character of new development was deemed somewhat less than good by respondents, a rating that was similar to the national benchmark.

Figure 10: Ratings of Community Characteristics Related to Economic Vitality



Nearly all respondents had visited the Pearl Street Mall and the Twenty Ninth Street retail center at least once in the previous year (see Figure 11). Eight in ten respondents had visited the University Hill business district at least once in the previous year. These visitation rates were similar to those observed in previous years (see Table 16).

Figure 11: Respondents' Visitation of Boulder Shopping Areas



Percent of respondents reported engaging in the activity at least once in the last 12 months

Environmentally Sustainable Community

The City of Boulder desires to be “a role model of exemplary environmental practices.” Being an environmentally sustainable community includes being a place that promotes and regulates an ecologically balanced community; supports and sustains natural resource and energy conservation; mitigates and abates threats to the environment; and promotes and sustains a safe, clean and attractive place to live, work and play.

When asked to rate the importance of a series of 24 items on which the city could focus, one of the top items deemed very important by residents was energy conservation and efficiency programs (see Figure 23 in *Appendix A: All Results from Community Survey*).

Survey respondents reported engaging in a number of environmentally responsible activities. Nearly all survey participants (95%) reported having recycled from their home at least once during the previous year, and 79% had done so more than 26 times (see Table 15). About two-thirds had made an energy improvement to their home or business. As mentioned earlier, over half had used transit at least once and over half had commuted by bicycle at least once.

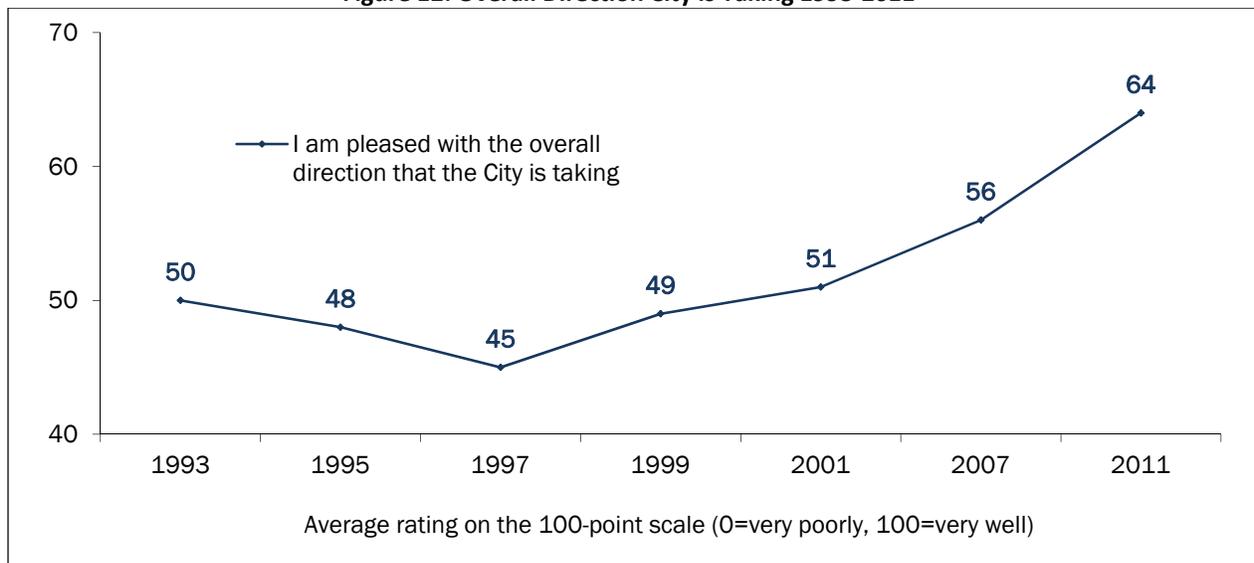
More than eight in ten respondents deemed the drinking water quality in Boulder as good or very good (see Table 4).

Good Governance

The City of Boulder considers good governance to include modeling stewardship and sustainability of the city’s financial, human, information and physical assets; supporting strategic decision making with timely, reliable and accurate data and analysis; enhancing and facilitating transparency, accuracy, efficiency, effectiveness, and quality customer service in all city business; supporting, developing and enhancing relationships between the city and community/regional partners; and providing assurance of regulatory and policy compliance.

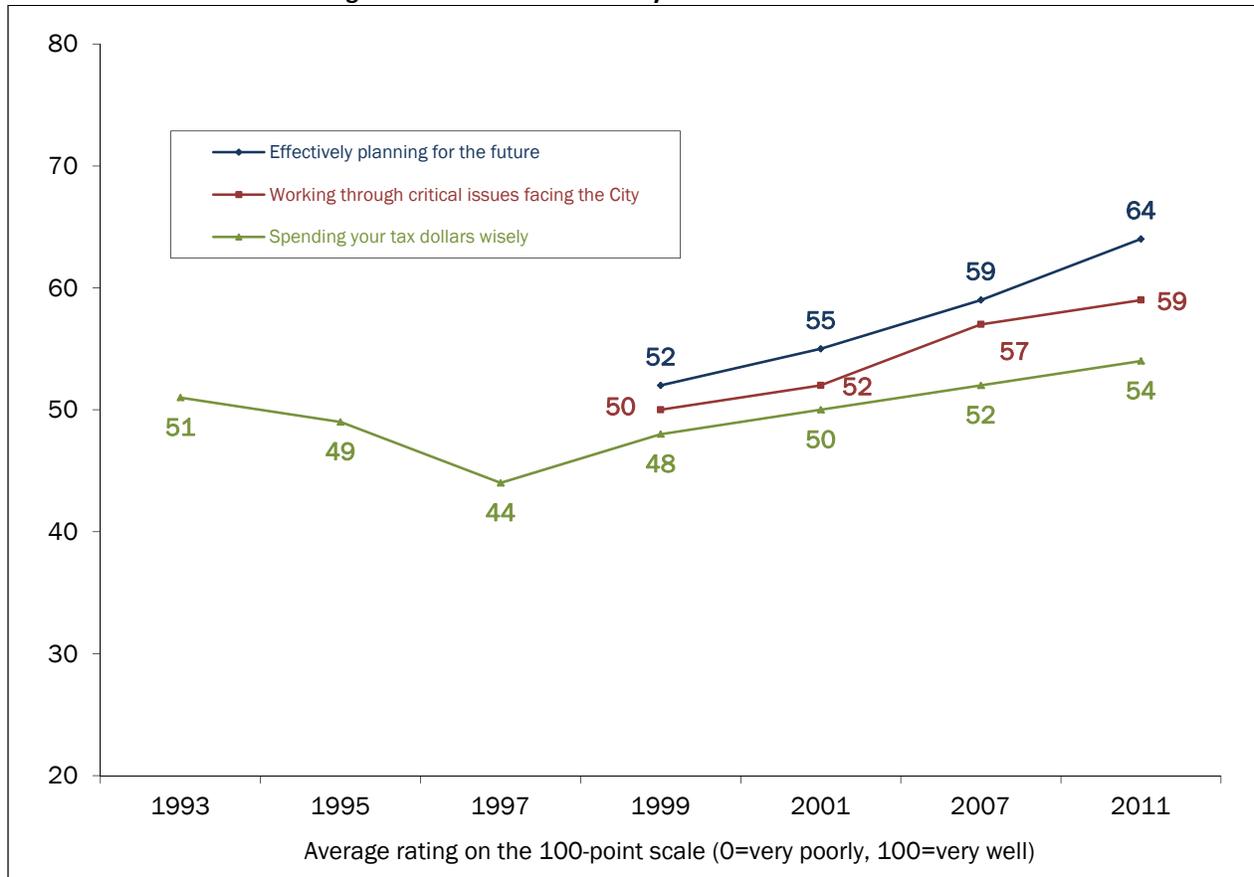
Over half of survey respondents agreed that they were pleased with the overall direction the city is taking (see Table 26 in *Appendix A: All Results from Community Survey*). The average rating of 64 on the 100-point scale represented an increase over time (see Figure 12), and improved significantly between 2007 and 2011. This rating was similar to the national benchmark (see Table 28).

Figure 12: Overall Direction City is Taking 1993-2011



Those completing the questionnaire were asked to grade the city government’s performance on effectively planning for the future, working through critical issues and spending tax dollars wisely. The average ratings were between “neither well nor poorly” and “well” (see Figure 13). For all three items, the ratings have been gradually increasing over time since 1997 or 1999. From 2007 to 2011, the increase in the average rating of effectively planning for the future was statistically significant. Only one of these items was able to be compared to a national benchmark. The rating for spending tax dollars wisely was similar to the benchmark comparison (see Table 25 in *Appendix A: All Results from Community Survey*).

Figure 13: Effectiveness of City Government 1993-2011

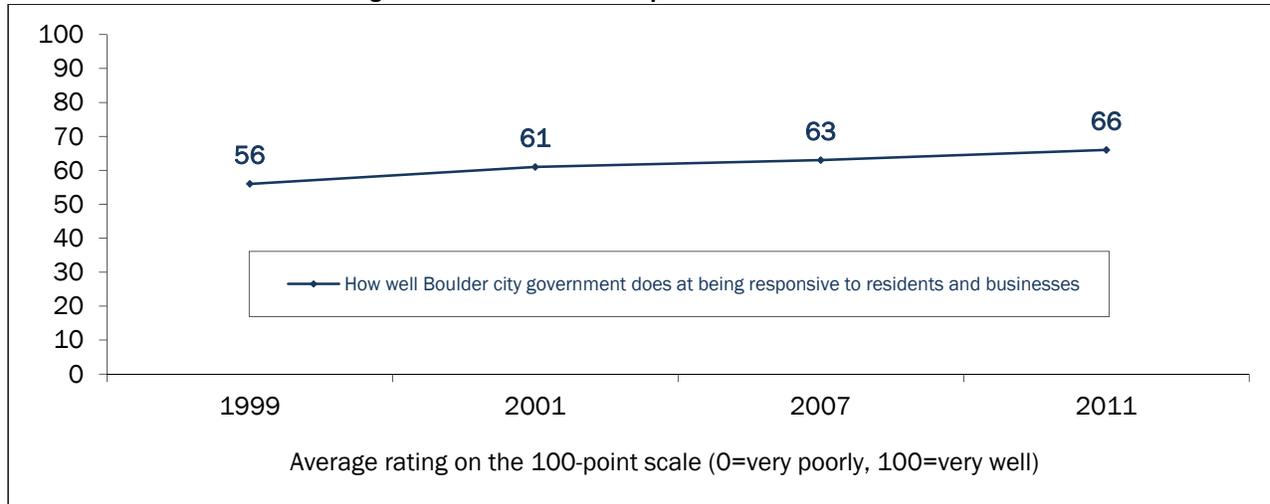


Relations and Communication between Residents and Boulder City Government

Many questions on the survey were measured residents’ perceptions of the responsiveness of local government and the way in which they interacted with city government and city government related with them.

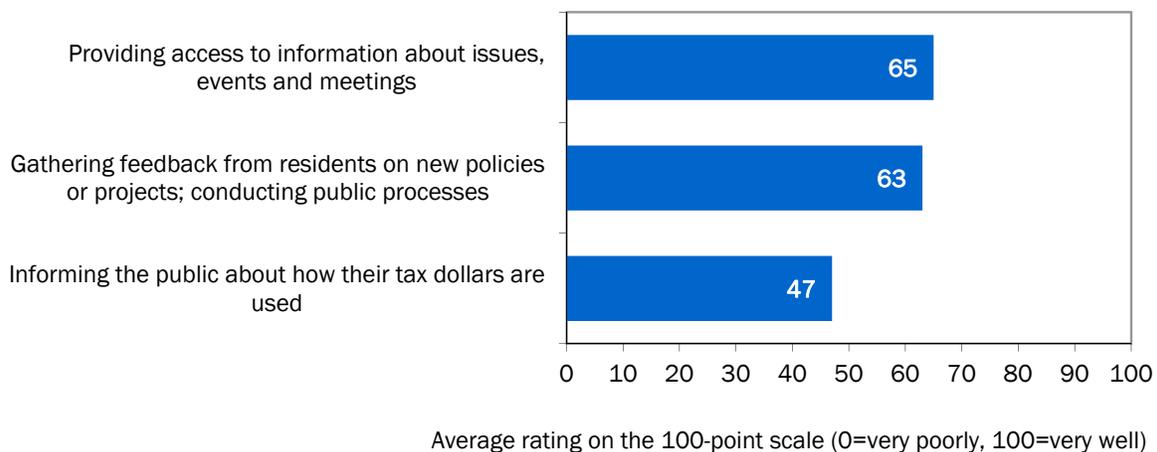
Residents’ perceptions of Boulder city government responsiveness has gradually become more positive over time (see Figure 14).

Figure 14: Government Responsiveness 1999-2011



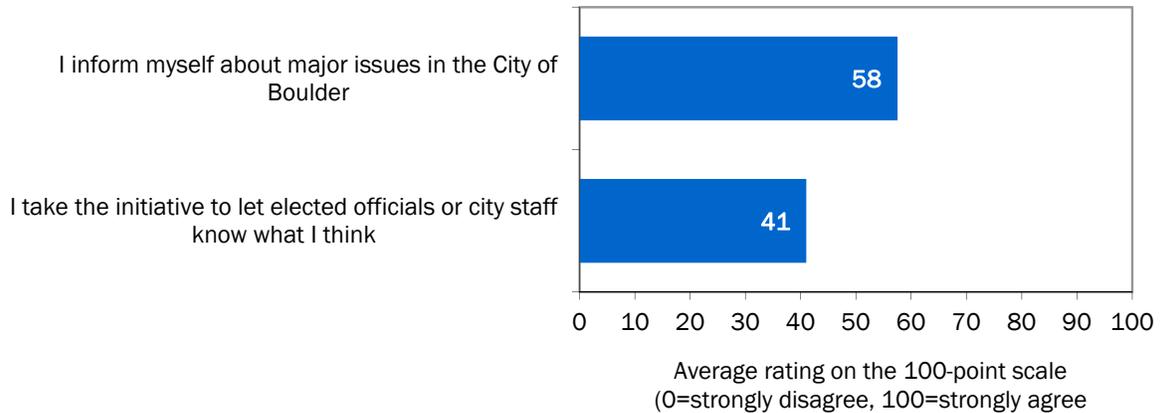
The average rating of Boulder city governments’ efforts to inform the public about how their tax dollars are used was about neither well nor poorly, 47 on the 100-point scale (see Figure 15). Ratings were more positive for the city’s provision of access to information about issues, events and meetings and for gathering feedback from residents and conducting public processes (65 and 63, respectively, on the 100-point scale). The rating for gathering feedback and conducting public processes has gradually increased, from an average rating of 59 in 1999 to 64 in 2011 (see Table 25) and this rating was above the national benchmark in 2011 (see Table 24).

Figure 15: Government Receptiveness and Communication



When asked whether they informed themselves about the major issues in the City of Boulder, just under half agreed that they did so (see Table 26). Only about two in ten respondents thought they took initiative to let elected officials or city staff know what they think.

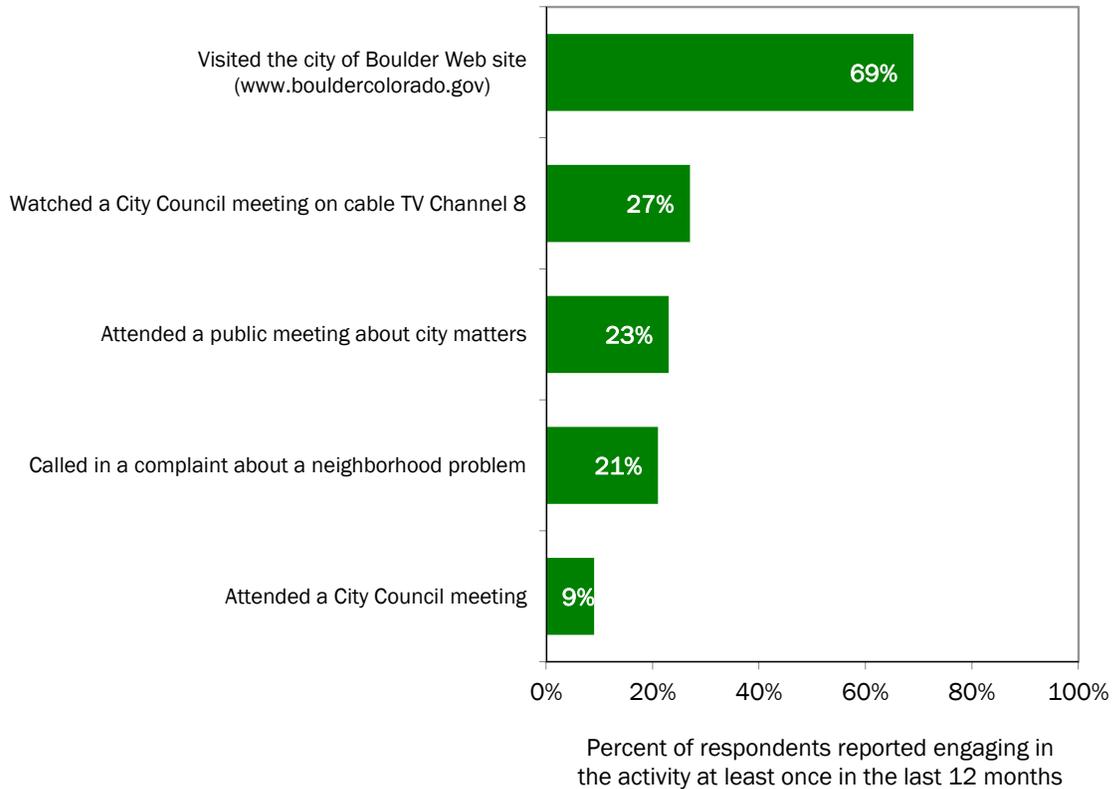
Figure 16: Resident Civic Involvement



Residents in East Boulder & Gunbarrel and North Boulder & Palo Park did not feel the city does as good a job of being responsive to residents and businesses or gathering feedback from residents on new policies or projects as did those in Crossroads & CU or Southeast Boulder (see Table 104 in *Appendix E: Selected Results by Subcommunity*). Residents in North Boulder & Palo Park also tended to be more civically involved than the other subcommunities. These respondents were more likely to feel they were informed about major issues in the City of Boulder, and took the initiative to let elected officials or city staff know what they think. Respondents in Crossroads & CU tended to be the least civically involved of the subcommunities.

About one-fourth of those completing the survey had attended a public meeting about city matters in the past year (see Figure 17). About one-fourth had watched a City Council meeting on cable TV Channel 8, while less than 10% had attended a City Council meeting. Two-thirds of survey participants had visited the City of Boulder Web site at least once in the past year. This was a significant increase from 10 years ago, when only 35% of respondents said they had visited the city’s Web site in the previous 12 months, but similar to what was observed four years ago (see Table 16). One in five respondents had called in a complaint about a neighborhood problem.

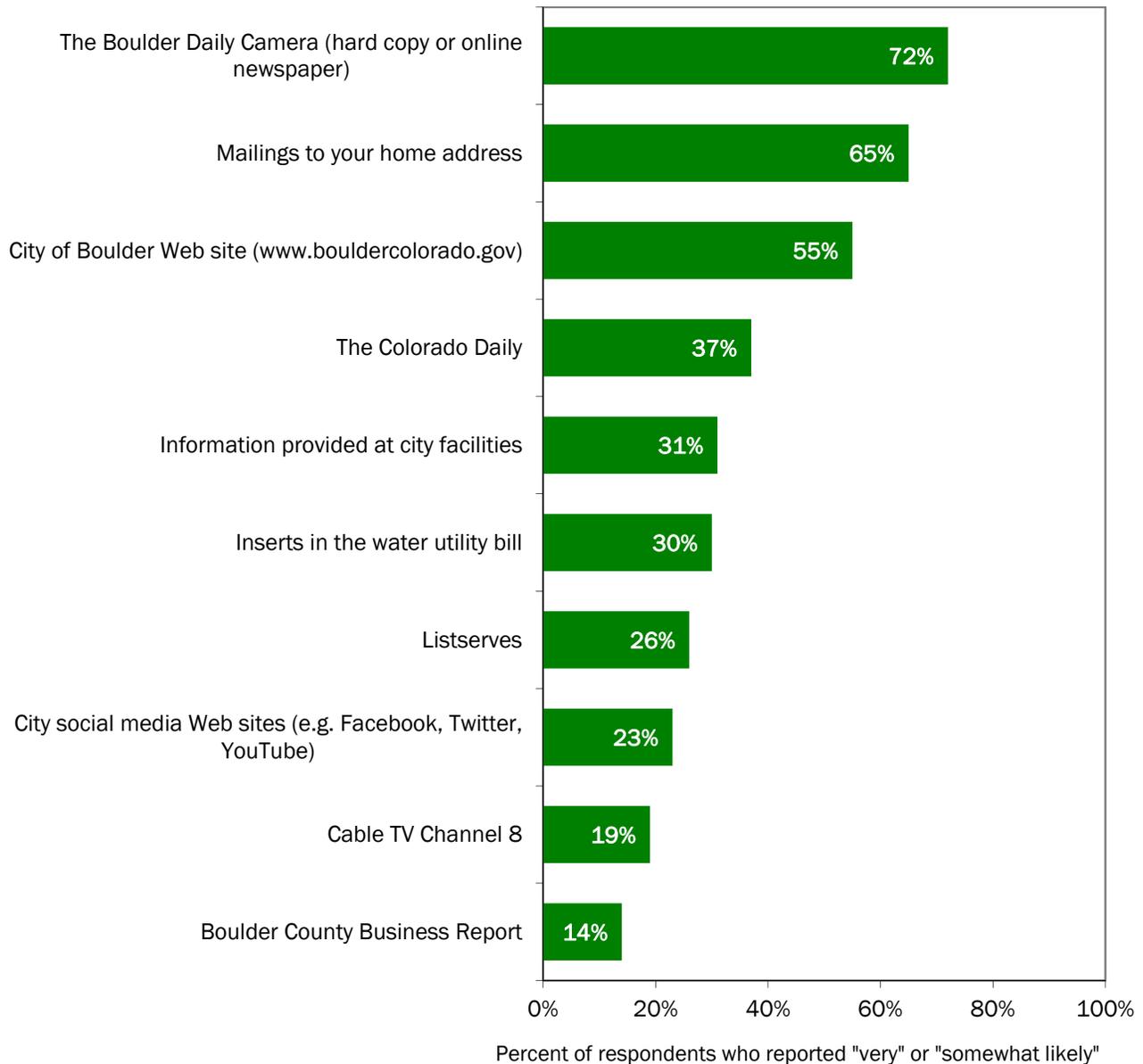
Figure 17: Residents’ Use of City Media and Attendance at Public Meetings



When asked how likely they would be to use various media to obtain information from the city, the *Boulder Camera* newspaper (72%), mailings to the home (65%) and the City of Boulder Web site (55%) were the most commonly reported sources (see Figure 18).

Figure 18: How Likely Respondents Would Be to Obtain Information from the City

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?



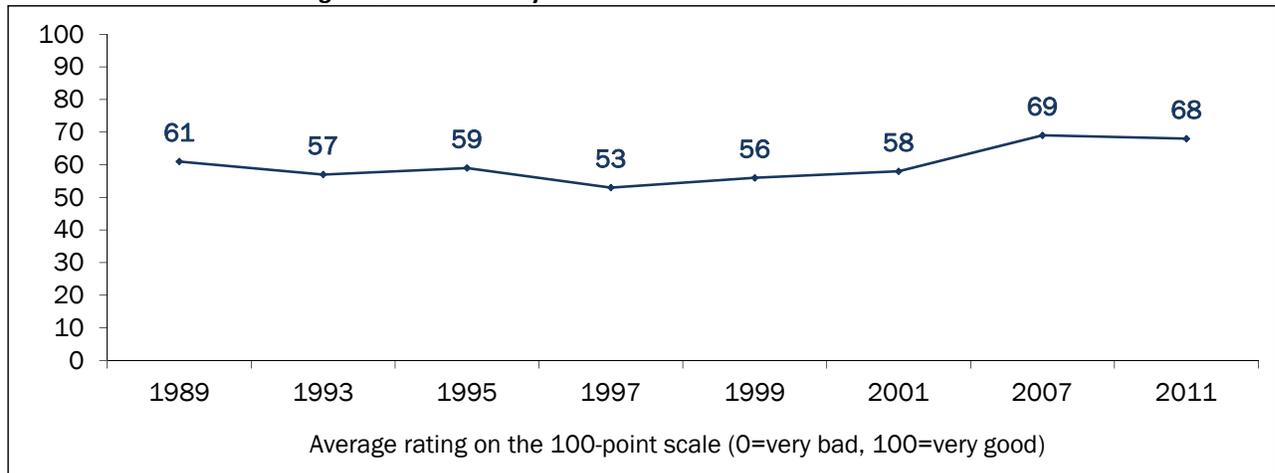
When evaluating the various methods for dissemination of information, residents in the Crossroads & CU community tended to give higher ratings to social and television media and lower ratings to mailed media (e.g., water utility bill inserts and mailings to home addresses) compared to residents of East Boulder & Gunbarrel, North Boulder & Palo Park and South Boulder (see Table 106 in *Appendix E: Selected Results by Subcommunity*).

Hispanic respondents tended to be more likely to use social media and less likely to use mailings to their home addresses than Non-Hispanic respondents (see Table 129 in *Appendix F: Selected Results by Demographic Subgroups*). Women were more likely than men to use the various sources of information. Younger respondents showed a preference for digital media (e.g., social media Web sites, City of Boulder Web site, see Table 130).

City Services

Since 1989, those completing Boulder’s resident survey have been asked to rate how well or poorly the Boulder city government operates. In 2007 and 2011, residents were asked to rate overall city government operations. The average rating increased significantly in 2007 compared to previous years (possibly due to the wording and scale change); the rating remained stable from 2007 to 2011 (see Figure 19). This rating was above the national benchmark (see Table 18 in Appendix A: All Results from Community Survey).

Figure 19: Overall City Government Performance 1989-2011



Residents completing the questionnaire were asked to rate 36 different city services (see Table 17, Table 18 and Table 19). The City of Boulder 2011 Action Chart™ on page 30 combines three dimensions of performance:

- ◆ Trendline data. The arrows next to service boxes point up (black arrow) or down (white arrow) to indicate where differences from the ratings given in 2007 are statistically higher or lower.
- ◆ Comparison to benchmarks. When a comparison is available, the background color of each service box indicates whether the service is above the benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- ◆ Identification of key drivers. A black key icon next to a service box notes a key driver. Key driver analysis is explained further below.

Key Driver Analysis

In market research, identifying the most important characteristics of a transaction or product is called key driver analysis. These key drivers do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the actual predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is a primary consideration in their choice of an airline, yet key driver analysis will reveal that the quality of food or on-flight entertainment predict their actual buying decisions.

In local government, core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. But by using key driver analysis, it is possible to dig deeper to identify the less salient, but more influential services that are most related to residents’ ratings of overall quality of local government performance. Because services focused directly on life and safety remain key to quality government, it is not to be suggested that these should not be a focus of continual monitoring and improvement; however, the identified key driver services were those that were most associated with Boulder residents’ perceptions of Boulder city government performance.

Key driver analysis uses a statistical technique to explore strength of relationships between individual services and overall city government operations. Those services that were mostly highly correlated with overall city government operations were identified as the key drivers. (See *Appendix I: Survey Methodology* for more information on key driver analysis.)

Seven key drivers were observed for the City of Boulder:

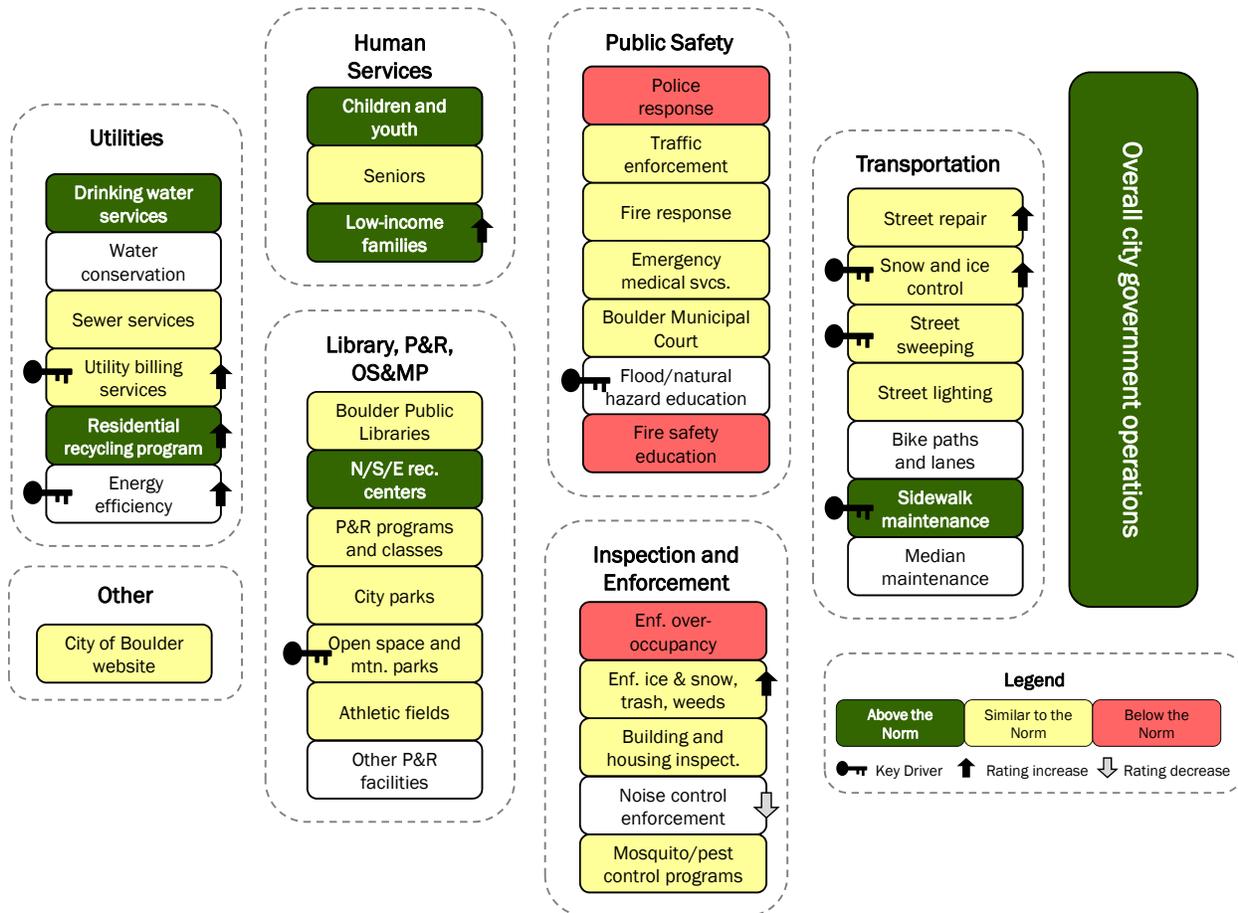
- ⊙ Flood or natural hazard education
- ⊙ Snow and ice control on major streets
- ⊙ Street sweeping
- ⊙ Sidewalk maintenance
- ⊙ Open space and mountain parks
- ⊙ Utility billing services
- ⊙ Renewable energy or energy efficiency programs

Of these, one (sidewalk maintenance) was above the benchmark comparison and four were similar (see Figure 20 on the next page).

City of Boulder 2011 Action Chart™

As can be seen in the chart below, many services, seven to be exact, showed significant improvement in 2011 compared to 2007. Only one service, noise control enforcement, showed a significant decrease since 2007. Of the 30 services for which benchmark comparisons were available, 7 services were significantly above the benchmark comparison (including overall city government operations), 3 were significantly below, and 20 were similar.

Figure 20: City of Boulder 2011 Action Chart™

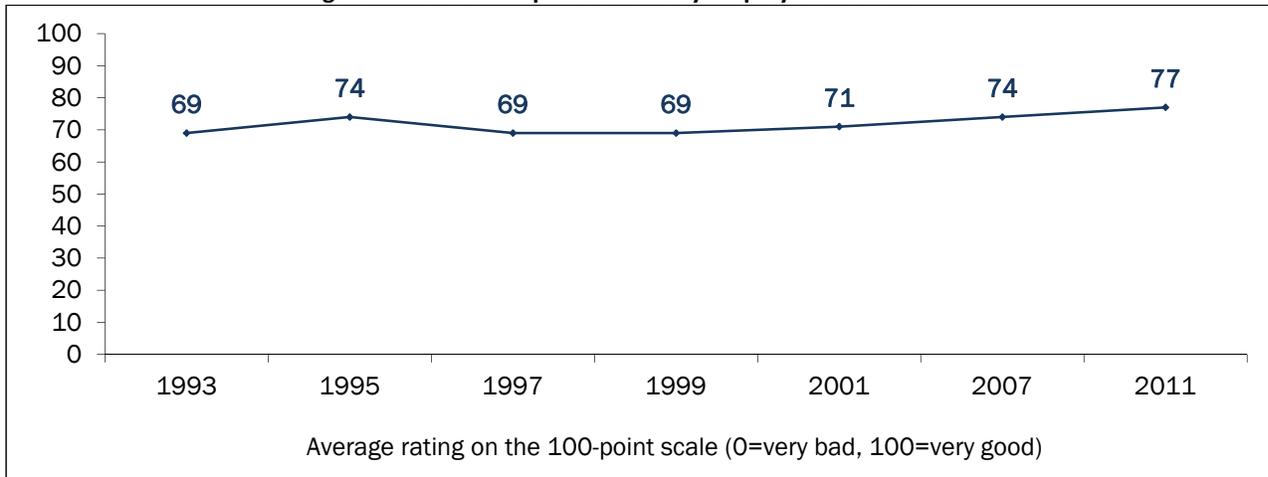


Quality of service ratings varied by subcommunity (Table 103). Residents in South Boulder tended to be more critical of street maintenance services (e.g., snow and ice control and street repair). Those in the Crossroads & CU area tended to give higher ratings to public safety services, such as police response to community problems or needs, fire response and emergency medical services. No differences were found by subcommunity when rating overall city government operations.

City Employees

City employees received fairly high ratings from those who had interacted with them in the past 12 month period. In 2011, the average rating for the overall impression respondents had was 77 on a 100-point scale, a good rating, on average, on the scale from very bad to very good. These ratings have remained fairly stable since these questions were first asked in 1993 (see Figure 21). All aspects rated were deemed “very good” by 38% or more of respondents, and “good” or “very good” by 72% or more of respondents (see Table 20). The ratings received by Boulder city employees were generally similar to those received by employees of other jurisdictions (see Table 21).

Figure 21: Overall Impression of City Employees 1993-2011



APPENDIX A: ALL RESULTS FROM COMMUNITY SURVEY

The following tables present the frequencies of responses to each question on the questionnaire. “Don’t know” responses have been removed from these results, so that the information displayed represents those who had an opinion about each item. *Appendix J: Questionnaire with Response Frequencies* contains a copy of the survey instrument and shows the percent of respondents giving each answer, including “don’t know” responses.

In addition to tables of frequencies, this appendix also contains tables showing comparisons of the 2011 survey results to those obtained on previous surveys, where these comparisons are available.

Finally, tables showing Boulder’s ratings compared to benchmark ratings are also included in this appendix.

Table 1: Question #1

Please read the following questions and circle the number which most closely reflects your opinion.	very good	good	neither good nor bad	bad	very bad	Total
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	56%	38%	4%	2%	0%	100%
How do you rate the overall quality of your neighborhood?	38%	47%	11%	3%	1%	100%
How do you rate the sense of community in Boulder?	20%	50%	24%	4%	2%	100%
How do you rate race and ethnic relations in Boulder?	12%	29%	46%	8%	5%	100%
How do you rate Boulder as a place to work?	33%	44%	16%	5%	1%	100%
How do you rate Boulder as a place to do business?	26%	43%	19%	9%	2%	100%

Table 2: Question #1: Benchmark Comparisons

Please read the following questions and circle the number which most closely reflects your opinion.	City of Boulder Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Benchmark
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	87	40	339	Above
How do you rate the overall quality of your neighborhood?	80	4	10	Similar
How do you rate the sense of community in Boulder?	71	79	257	Similar
How do you rate Boulder as a place to work?	75	36	265	Above

Table 3: Question #1: Quality of Life in Boulder, 1987-2011

Please read the following questions and circle the number which most closely reflects your opinion.	Average Rating on a 100-point Scale (0=Very Bad, 100=Very Good)									Change from	
	2011	2007	2001	1999	1997	1995	1993	1989	1987	2007 to 2011	1987 to 2011
Taking all things into consideration, how do you rate your overall quality of life in Boulder? †	87	87	80	82	81	80	82	75	75	0	+12
How do you rate the overall quality of neighborhood? ‡	80	80	75	76	75	74	76	66	67	0	+13
How do you rate the sense of community in Boulder	71	68	62	60	59	62	62	---	---	+3	---
How do you rate the race and ethnic relations in Boulder*	59	56	54	55	53	55	53	---	---	+3	---

†Differences between 2007 and 2011 are statistically significant.

‡Differences between 1987 and 2011 are statistically significant.

*Previous to 2007, the question asked about Racial relations in Boulder.

Table 4: Question #2

Please rate each of the following characteristics as they relate to the City of Boulder as a whole:	very good	good	neither good nor bad	bad	very bad	Total
Shopping opportunities	36%	46%	12%	5%	1%	100%
Employment opportunities	13%	34%	33%	15%	4%	100%
Opportunities to attend arts/cultural events	42%	44%	12%	1%	1%	100%
Opportunities for higher/continuing education	63%	32%	3%	1%	1%	100%
Drinking water quality	45%	40%	9%	4%	1%	100%
Access to city facilities	37%	47%	13%	2%	1%	100%
Quality or character of new development	17%	37%	31%	11%	5%	100%
Access to a variety of housing options	12%	30%	30%	20%	7%	100%

Table 5: Question #2: Benchmark Comparisons

Please rate each of the following characteristics as they relate to the City of Boulder as a whole:	City of Boulder Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Benchmark
Shopping opportunities	78	23	246	Above
Employment opportunities	60	17	249	Above
Opportunities to attend arts/cultural events	81	7	255	Above
Opportunities for higher/continuing education	89	7	214	Above
Drinking water quality	81	5	40	Above
Quality or character of new development	62	108	226	Similar
Access to a variety of housing options	55	123	155	Below
Shopping opportunities	78	23	246	Above

Table 6: Question #2: Characteristics of Boulder as a Whole, 1993-2011

Please rate each of the following characteristics as they relate to the city of Boulder as a whole:	Average Rating on a 100-point Scale (0=Very Bad, 100=Very Good)							Change from	
	2011	2007	2001	1999	1997	1995	1993	2007 to 2011	1993 to 2011
Shopping opportunities	78	77	70	65	76	80	81	+1	-3
Employment opportunities	60	61	---	---	---	---	---	-1	---
Opportunities to attend arts/cultural activities	81	79	75	75	77	76	78	+2	+3
Opportunities for higher/continuing education	89	88	84	85	87	85	86	+1	+3
Drinking water quality [†]	81	78	68	68	66	64	67	+3	+14

[†]Differences between 2007 and 2011 are statistically significant.

[‡]Differences between 1993 and 2011 are statistically significant.

Table 7: Question #3

Please rate how safe you feel from each of the following in Boulder:	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	Total
Violent crimes (e.g., rape, robbery, homicide)	42%	40%	7%	8%	2%	100%
Property crimes (e.g., burglary, theft, criminal mischief)	19%	51%	15%	11%	3%	100%
Structural/house fires	36%	45%	15%	3%	1%	100%
Wildland fires	21%	37%	22%	18%	2%	100%
Floods	29%	37%	21%	12%	1%	100%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	10%	28%	27%	27%	8%	100%
Discrimination due to your background or personal characteristics	50%	24%	19%	4%	3%	100%

Table 8: Question #3: Benchmark Comparisons

Please rate how safe you feel from each of the following in Boulder:	City of Boulder Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Benchmark
Violent crimes (e.g., rape, robbery, homicide)	78	96	247	Above
Property crimes (e.g., burglary, theft, criminal mischief)	68	94	247	Above
Structural/house fires	78	20	72	Similar

Table 9: Question #3: Safety, 1993-2011

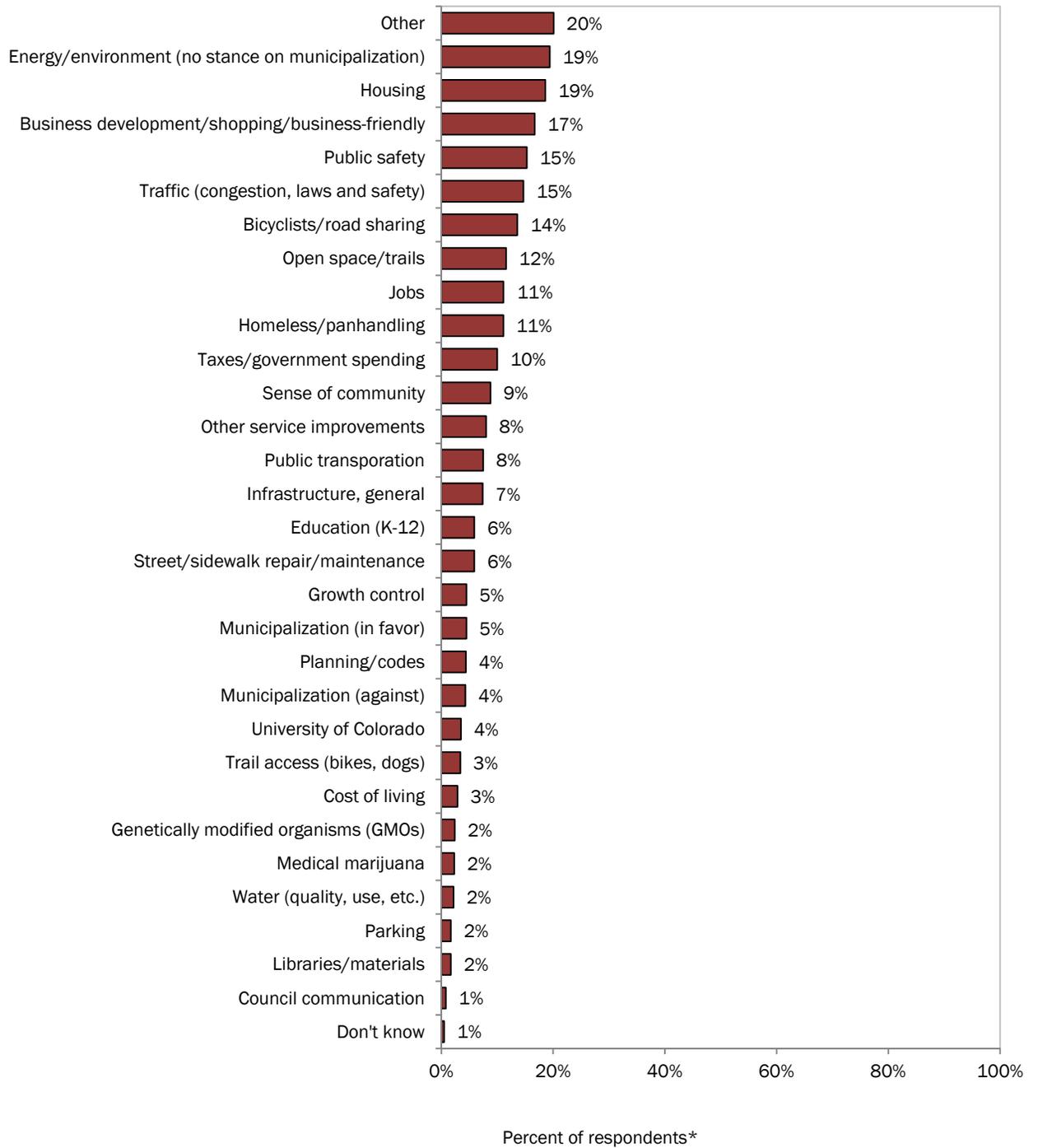
Please rate how safe you feel from each of the following in Boulder:	Average Rating on a 100-point Scale (0=Very Unsafe, 100=Very Safe)							Change from	
	2011	2007	2001	1999	1997	1995	1993	2007 to 2011	1993 to 2011
Violent crimes (e.g., rape, robbery) ^{††}	78	83	70	73	78	73	68	-5	+10
Property crimes [‡]	68	69	64	64	62	61	56	-1	+12
Structural/House fires	78	78	72	75	74	74		0	---
Wild land fires [†]	64	72	71	74	76	77	75	-8	---
Floods [‡]	70	68	70	72	74	76	74	+2	-4
Traffic-related incidents (road rage, bike-car conflicts, etc.)	51	48	---	---	---	---	---	+3	---
Discrimination due to background or personal characteristics*		79	---	---	---	---	---	---	---
	79	76	---	---	---	---	---	---	---

[†]Differences between 2007 and 2011 are statistically significant.

[‡]Differences between 1993 and 2011 are statistically significant.

*In 2007, the question asked about background and personal characteristics separately.

Figure 22: Question #4 Top Priorities for City Council



* Percents add to more than 100%, as respondents could name more than one priority. The complete set of verbatim responses can be found in Appendix B: Verbatim Responses to Open-Ended Questions.

Table 10: Question #5

The city has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?	very important	somewhat important	a little bit important	not at all important	Total
Decreasing congestion and improving traffic flow	31%	36%	28%	6%	100%
Preserving the city's historic features and attributes	24%	43%	27%	6%	100%
Assistance to businesses to keep them in Boulder	32%	41%	21%	7%	100%
Neighborhood parks	34%	46%	18%	2%	100%
Acquiring open space lands	30%	26%	30%	15%	100%
Active recreational facilities (such as ballfields, play areas or playgrounds, etc.)	20%	45%	31%	5%	100%
Services for children (age 12 and under)	18%	44%	28%	9%	100%
Services for youth (age 13 to 21)	22%	43%	28%	7%	100%
Services for seniors (age 65 and older)	18%	43%	31%	8%	100%
Providing spaces for and access to a variety of arts/cultural events	18%	45%	31%	7%	100%
Art in public places	14%	29%	37%	21%	100%
Crime prevention	52%	36%	11%	2%	100%
High frequency transit (bus or rail) routes	47%	35%	15%	3%	100%
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	52%	32%	13%	3%	100%
Energy conservation and efficiency programs	43%	33%	18%	7%	100%
Recycling and composting collection services	44%	36%	16%	4%	100%
Reducing homelessness	31%	35%	24%	10%	100%
Library services	25%	43%	27%	5%	100%
Police presence in your neighborhood	14%	37%	38%	11%	100%
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	21%	41%	29%	9%	100%
Attracting/retaining "discount" or "affordable" shopping opportunities	19%	28%	30%	22%	100%
Housing affordable to low or moderate income people	36%	28%	25%	10%	100%
Retention and expansion of quality jobs in Boulder	49%	38%	10%	4%	100%
Providing broadband internet connectivity with speeds higher than current commercial offerings	23%	25%	27%	25%	100%

Table 11: Question #5: Importance of Factors to Improve Quality of Life, 1999-2011

The city has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?	Average Rating on a 100-point Scale (0=Not at all Important, 100=Very Important)				Change from	
	2011	2007	2001	1999	2007 to 2011	1999 to 2011
	Decreasing congestion and improving traffic flow*	64	72 73	78 ---	82 ---	---
Preserving the city’s historic features and attributes†‡*	62	68	75	72	-6	-10
Assistance to businesses to keep them in Boulder*	66	67	63	60	-1	+6
Neighborhood parks†*	70	60	65	68	+10	+2
Acquiring more open space land†‡	57	67	73	73	-10	-16
Active recreational facilities (such as ballfields, play areas or playgrounds, etc.) †*	60	51	61	59	+9	+1
Services for children (age 12 and under) †*	57	53	---	---	+4	---
Services for youth (age 13 to 21)*	60	61	---	---	-1	---
Services for seniors (age 65 and older)*	57	56	---	---	+1	---
Providing spaces for and access to a variety of arts/cultural events†*	58	53	---	---	+5	---
Art in public places†‡*	45	50	57	54	-5	-9
Crime prevention†‡*	79	63	71	72	+16	+7
High frequency transit (bus or rail) routes	76	64	---	---	---	---
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	77		---	---	---	---
Energy conservation and efficiency programs†	71	79	---	---	-8	---
Recycling and composting collection services*	74	---	72	72	---	+2
Reducing homelessness†	62	66	---	---	-4	---
Library services†*	62	51	---	---	+11	---
Police presence in your neighborhood†*	52	29	---	---	+23	---
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.) †*	58	41	---	---	+17	---
Attracting/retaining “discount” or “affordable” shopping opportunities	48	48	---	---	0	---
Housing affordable to low or moderate income people‡*	64	62	70	78	+2	-14
Retention and expansion of quality jobs in Boulder‡	77	---	73	58	---	+19

†Differences between 2007 and 2011 are statistically significant.
 ‡Differences between 1999 and 2011 are statistically significant.
 *Prior to 2011, wording was slightly different.

Figure 23: Question #5 Importance that the City Allocates Resources to the Following:

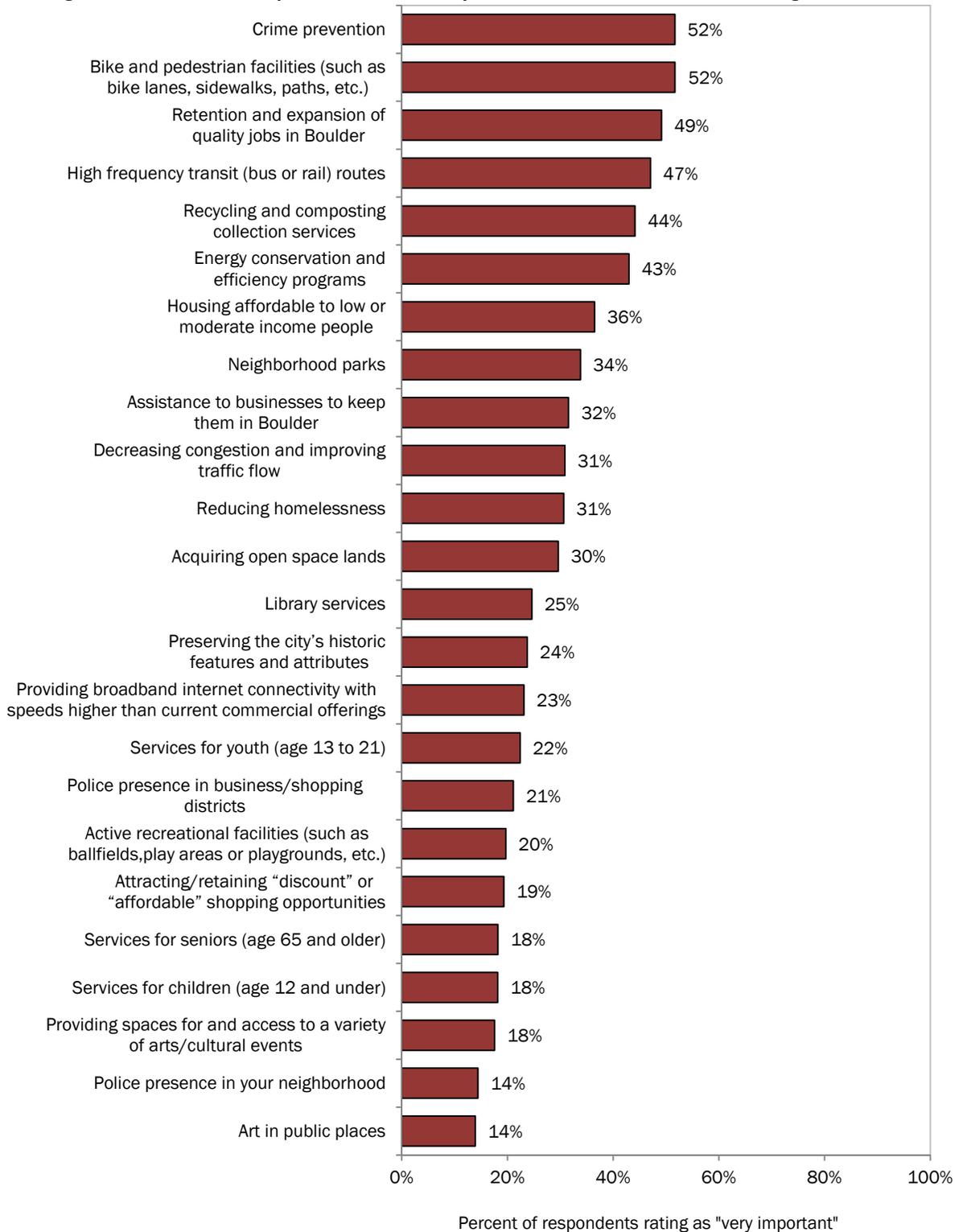


Table 12: Question #6

Are you eligible to have an Eco-Pass, an annual pass that allows you unlimited bus rides? (Please check all that apply.)	Percent of respondents*
don't know if I am eligible for an Eco-Pass	28%
no, I don't have an Eco-Pass	24%
yes, through my employer	13%
yes, through my neighborhood program	11%
yes, a CU Boulder student Buff One pass	20%
yes, CU Boulder faculty/staff Buff One pass	6%
yes, other pass	2%

** Percents may total more than 100% as respondents could select more than one response.*

Table 13: Question #7

Did you pick up your Eco-Pass?*	Percent of respondents
Yes	75%
No	25%
Total	100%

**Only asked of those respondents who reported being eligible to have an Eco-Pass.*

Table 14: Question #8

About how often, on average, do you use your Eco-Pass?*	Percent of respondents
more than once a week	43%
about once a week	14%
about once every two weeks	11%
about once a month	14%
less often than once a month	17%
Total	100%

**Only asked of those respondents who reported being eligible to have an Eco-Pass and who had picked one up.*

Table 15: Question #9

In the last 12 months, about how many times, if ever, have you done the following things?	Never	1-2 times	3-12 times	13-26 times	More than 26 times	Total
Used the North, South or East Boulder Recreation Centers	55%	16%	15%	6%	9%	100%
Participated in City of Boulder recreation programs, activities or events	51%	27%	15%	3%	5%	100%
Visited Boulder open space or mountain parks	8%	11%	30%	20%	31%	100%
Visited a neighborhood park or playground (including tennis courts, Flatirons Golf Course, outdoor pools, and Boulder Reservoir)	16%	19%	29%	18%	17%	100%
Used the services or facilities of the East or West Senior Centers	89%	6%	3%	1%	1%	100%
Visited the Pearl Street Mall	2%	8%	29%	24%	37%	100%
Visited Twenty Ninth Street retail center	4%	9%	41%	26%	20%	100%
Visited the University Hill business district	22%	26%	30%	12%	11%	100%
Used the Boulder Creek or other greenways bike and pedestrian path	10%	9%	20%	17%	43%	100%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	34%	18%	20%	9%	18%	100%
Rode another RTD bus within Boulder	45%	21%	15%	7%	12%	100%
Rode a bus between Boulder and Denver	38%	21%	26%	7%	7%	100%
Commuted to work by bicycle	45%	8%	12%	9%	25%	100%
Recycled used paper, cans or bottles from your home	5%	2%	4%	10%	79%	100%
Called in a complaint about a neighborhood problem	79%	16%	5%	0%	0%	100%
Attended a public meeting or event about city matters	77%	18%	5%	0%	1%	100%
Attended a City Council meeting	91%	7%	2%	0%	0%	100%
Watched a City Council meeting on cable TV Channel 8	73%	16%	9%	1%	1%	100%
Watched a news program on cable TV Channel 8	74%	14%	9%	1%	1%	100%
Visited the City of Boulder Web site (www.bouldercolorado.gov)	31%	22%	34%	9%	4%	100%
Completed a service transaction using the city Web site (registered for an event or program, financial transaction, etc.)	72%	19%	7%	1%	1%	100%
Visited one of the city's social media Web sites (Facebook, Twitter, YouTube, Flickr)	84%	6%	5%	2%	3%	100%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	29%	17%	27%	14%	12%	100%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	73%	12%	9%	3%	3%	100%
Dialed 9-1-1	88%	10%	2%	0%	0%	100%
Volunteered for a city program (such as neighborhood clean-up, trail maintenance, library, etc.)	81%	13%	3%	1%	1%	100%
Made energy improvements to your home or business	37%	37%	22%	2%	2%	100%

Table 16: Question #9: 1987-2011

In the last 12 months, about how many times, if ever, have you done the following things?	Percent of Respondents Doing Once or More in Last 12 Months									Change from	
	2011	2007	2001	1999	1997	1995	1993	1989	1987	2007 to 2011	1987 to 2011
	Used the North, South or East Boulder Recreation Centers†‡	45%	51%	47%	49%	52%	51%	50%	47%	50%	-6
Participated in City of Boulder recreation programs or activities†	49%	42%	36%	40%	38%	37%	41%	34%	---	+7	---
Visited Boulder Open Space-Mountain Parks†	92%	96%	92%	94%	93%	92%	---	---	---	-4	---
Visited a neighborhood park or playground (including tennis courts, Flatirons Golf Course, outdoor pools, and Boulder Reservoir) †	84%	91%	89%	---	---	---	---	---	---	-7	---
Used the services or facilities of the East or West Senior Centers	11%	9%	11%	---	---	---	---	---	---	+2	---
Visited the Pearl Street Mall	98%	99%	97%	97%	97%	97%	98%	97%	96%	-1	+2%
Visited Twenty Ninth Street retail center	96%	97%	---	---	---	---	---	---	---	-1	---
Visited the University Hill business district	78%	81%	77%	---	---	---	---	---	---	-3	---
Used the Boulder Creek or other greenways bike and pedestrian path‡	90%	91%	86%	88%	88%	83%	86%	89%	83%	-1	+7%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the city of Boulder†	66%	70%	60%	---	43%	33%	---	---	---	-4	---
Rode another RTD bus within the city‡*	55%	57%	46%	61%	52%	52%	49%	47%	48%	-2	+7%
Rode a bus between Boulder and Denver‡	62%	63%	56%	53%	55%	49%	49%	49%	53%	-1	+9%
Commuted to work by bicycle†	55%	50%	---	---	---	---	---	---	---	+5	---
Recycled used paper, cans or bottles from your home‡	95%	97%	93%	96%	95%	90%	97%	89%	78%	-2	+17%
Called in a complaint about a neighborhood problem	21%	21%	23%	---	---	---	---	---	---	0	---
Attended a public meeting about City matters†‡	23%	14%	15%	16%	17%	20%	20%	18%	19%	+9	+4%
Attended a City Council meeting‡	9%	9%	10%	9%	11%	11%	12%	13%	13%	0	-4%
Watched a City Council meeting on cable TV Channel 8†	27%	34%	49%	49%	55%	43%	39%	35%	27%	-7	+0%
Visited the City of Boulder Web site (www.bouldercolorado.gov) †	69%	65%	35%	---	---	---	---	---	---	+4	---
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s) †‡	71%	75%	74%	82%	82%	81%	81%	76%	79%	-4	-8%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	27%	30%	---	---	---	---	---	---	---	-3	---
Dialed 9-1-1	12%	14%	---	---	---	---	---	---	---	-2	---

†Differences between 2007 and 2011 are statistically significant.

‡Differences between 1987 and 2011 are statistically significant.

*Previous to 2007, the question asked "Rode a high-frequency bus within the city."

Table 17: Question #10

Please rate the quality of each of the following city services or programs	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Overall city government operations	14%	54%	25%	5%	2%	100%
Flood or natural hazard education	13%	46%	32%	8%	2%	100%
Fire safety education	11%	41%	40%	8%	1%	100%
Snow and ice control on major streets	14%	46%	22%	13%	6%	100%
Street repair (potholes, crack repair, etc.)	9%	39%	28%	18%	6%	100%
Street sweeping	10%	48%	34%	5%	2%	100%
Street lighting	11%	49%	28%	10%	2%	100%
Bike paths and on-street bike lanes	41%	45%	11%	2%	1%	100%
Sidewalk maintenance	19%	48%	27%	5%	2%	100%
Median maintenance	18%	49%	28%	3%	1%	100%
Police traffic enforcement	15%	46%	29%	8%	2%	100%
Police response to community problems or needs	20%	49%	22%	6%	4%	100%
Fire response	39%	48%	12%	1%	0%	100%
Emergency medical services	33%	52%	15%	0%	0%	100%
The City of Boulder Web site (www.bouldercolorado.gov)	11%	53%	31%	4%	0%	100%
Athletic fields	26%	54%	18%	2%	0%	100%
Parks in the city	35%	54%	9%	1%	0%	100%
Open space and mountain parks	60%	35%	5%	1%	0%	100%
North, South and East Recreation Centers	36%	48%	15%	0%	0%	100%
Other recreation facilities (golf course, outdoor pools)	18%	55%	24%	2%	0%	100%
Parks and Recreation programs and classes	25%	54%	20%	1%	0%	100%
Boulder Public Libraries	35%	51%	12%	2%	1%	100%
Services for children and youth	16%	50%	31%	3%	0%	100%
Services for seniors	20%	44%	33%	3%	1%	100%
Services for low-income families	14%	34%	38%	10%	4%	100%
Drinking water services	30%	46%	20%	3%	1%	100%
Sewer services	24%	52%	22%	1%	0%	100%
Utility billing services	18%	51%	26%	4%	1%	100%
Water conservation programs	16%	46%	31%	5%	2%	100%
Residential recycling program	43%	44%	10%	2%	1%	100%
Renewable energy or energy efficiency programs	23%	45%	24%	5%	3%	100%
Building and housing inspection	11%	31%	39%	13%	6%	100%
Enforcement of residential over-occupancy ordinances	11%	21%	39%	16%	13%	100%
Noise control enforcement	10%	28%	36%	18%	8%	100%
Enforcement of ice and snow removal, trash, and weed control on private property	13%	28%	33%	16%	10%	100%
Mosquito or pest control programs	9%	33%	37%	11%	10%	100%
Boulder Municipal Court	12%	39%	37%	7%	5%	100%

Table 18: Question #10: Benchmark Comparisons

Please rate the quality of each of the following city services or programs.	City of Boulder Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Benchmark
Overall city government operations	68	3	7	Above
Fire safety education	63	212	225	Below
Snow and ice control on major streets	63	120	210	Similar
Street repair (potholes, crack repair, etc.)	57	134	335	Similar
Street sweeping	65	122	251	Similar
Street lighting	64	107	262	Similar
Sidewalk maintenance	69	26	230	Above
Police traffic enforcement	66	131	289	Similar
Police response to community problems or needs	69	251	324	Below
Fire response	81	222	273	Similar
Emergency medical services	79	205	272	Similar
The City of Boulder Web site (www.bouldercolorado.gov)	68	25	46	Similar
Athletic fields	76	7	23	Similar
Parks in the city	81	96	262	Similar
Open space and mountain parks	88	2	5	Similar
North, South and East Recreation Centers	80	34	223	Above
Parks and Recreation programs and classes	75	97	273	Similar
Boulder Public Libraries	79	144	254	Similar
Services for children and youth	70	3	6	Above
Services for seniors	70	84	255	Similar
Services for low-income families	61	36	208	Above
Drinking water services	75	63	239	Above
Sewer services	75	71	242	Similar
Utility billing services	70	15	20	Similar
Residential recycling program	82	65	265	Above
Building and housing inspection	57	14	23	Similar
Enforcement of residential over-occupancy ordinances	50	6	6	Below
Enforcement of ice and snow removal, trash, and weed control on private property	55	147	295	Similar
Mosquito or pest control programs	55	4	5	Similar
Boulder Municipal Court	62	93	145	Similar

Table 19: Question #10: City Services, 1987-2011

Please rate the quality of each of the following city services or programs.	Average Rating on a 100-point Scale (0=Very Bad, 100=Very Good)									Change from	
	2011	2007	2001	1999	1997	1995	1993	1989	1987	2007 to 2011	1987 to 2011
Overall city government operations	68	69	58	56	53	59	57	61	---	-1	---
Snow and ice control on major streets ^{†‡}	63	59	70	70	64	65	67	58	54	+4	+9
Fire response	81	79	---	---	---	---	---	---	---	---	---
Fire safety education	63		---	---	---	---	---	---	---	---	---
Street repair (potholes, crack repair, etc.) ^{†‡}	65	51	50	54	51	53	49	56	49	+14	+16
Street sweeping	65	65	63	64	62	65	57	63	63	0	+2
Street lighting	64	66	64	62	62	62	60	61	64	-2	+0
Bike paths and on-street bike lanes	81	81	74	81	---	---	---	---	---	0	---
Sidewalk maintenance	69	70	65	65	---	---	---	---	---	-1	---
Median maintenance	70	69	---	---	---	---	---	---	---	+1	---
Police traffic enforcement [†]	66	65	60	56	55	59	57	61	60	+1	+6
Police response to community problems or needs	69	70	62	60	---	---	---	---	---	-1	---
Emergency medical services	79	77	---	---	---	---	---	---	---	+2	---
The City of Boulder Web site (www.bouldercolorado.gov)	68	68	---	---	---	---	---	---	---	0	---
Parks in the city	81	78	78	80	77	77	79	83	84	+3	-3
Open space and mountain parks	88	88	84	87	86	85	87	88	89	0	-1
North, South and East Recreation Centers [‡]	80	81	79	80	81	83	82	78	76	-1	+4
Other recreation facilities (golf course, outdoor pools)	72	72	67	70	---	---	---	---	---	0	---
Parks and Recreation programs and classes	75	77	---	---	---	---	---	---	---	-2	---
Boulder Public Libraries [‡]	79	81	80	80	82	82	80	76	73	-2	+6
Services for children and youth	70	71	56	64	64	66	66	68	---	-1	---
Services to seniors	70	68	67	69	70	73	72	65	---	+2	---
Services for low-income families [†]	61	56	---	---	---	---	---	---	---	+5	---
Drinking water services*	75	72	66	66	---	---	---	---	---	+3	---
Sewer services	75	74	70	69	---	---	---	---	---	+1	---
Utility billing services [†]	70	66	63	67	---	---	---	---	---	+4	---
Water conservation programs	68	65	55	60	---	---	---	---	---	+3	---
Residential recycling program [†]	82	78	---	---	---	---	---	---	---	+4	---
Renewable energy or energy efficiency programs ^{†*}	70	65	---	---	---	---	---	---	---	+5	---
Building and housing inspection	57	59	55	57	---	---	---	---	---	-2	---
Enforcement of residential over-occupancy ordinances	50	52	---	---	---	---	---	---	---	-2	---
Noise control enforcement [†]	53	58	---	---	---	---	---	---	---	-5	---
Enforcement of ice and snow removal, trash, and weed control on private property [†]	55	50	---	---	---	---	---	---	---	+5	---
Boulder Municipal Court	62	60	---	---	---	---	---	---	---	+2	---

[†]Differences between 2007 and 2011 are statistically significant.

[‡]Differences between 1987 and 2011 are statistically significant.

*Previous to 2011, wording was slightly different.

Table 20: Question #11

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression?	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Courteous and respectful	42%	43%	7%	4%	3%	100%
Knowledgeable	39%	45%	11%	6%	0%	100%
Professional	41%	43%	10%	4%	3%	100%
Willingness to help or understand	40%	39%	10%	8%	2%	100%
Respect for people of diverse backgrounds	42%	40%	15%	3%	0%	100%
Timeliness of response, if applicable	39%	41%	12%	5%	4%	100%
Overall impression	38%	44%	11%	6%	2%	100%

Table 21: Question #11 Benchmark Comparisons

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression?	City of Boulder Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Benchmark
Courteous and respectful	79	110	232	Similar
Knowledgeable	79	138	275	Similar
Willingness to help or understand	77	7	18	Similar
Timeliness of response, if applicable	76	9	18	Similar
Overall impression	77	125	303	Similar

Table 22: Question #11: Ratings of City Employees, 1993-2011

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression? (Rate each characteristic below.)	Average Rating on a 100-point Scale (0=Very Bad, 100=Very Good)							Change from	
	2011	2007	2001	1999	1997	1995	1993	2007 to 2011	1993 to 2011
Courteous and respectful	79	78	75	---	---	---	---	+1	---
Knowledgeable ^{†‡}	79	75	72	72	73	76	73	+4	+6
Professional [‡]	79	76	73	71	71	75	70	+3	+9
Willingness to help or understand [‡]	77	76	69	69	67	72	68	+1	+9
Respect for people of diverse backgrounds [†]	80	74	69	---	---	---	---	+6	---
Timeliness of response, if applicable [†]	76	71	---	---	---	---	---	+5	---
Overall impression [‡]	77	74	71	69	69	74	69	+3	+8

[†]Differences between 2007 and 2011 are statistically significant.

[‡]Differences between 1993 and 2011 are statistically significant.

Table 23: Question #12

Please rate how well you think the City of Boulder does on each of the following:	Very well	Well	Neither well nor poorly	Poorly	Very poorly	Total
Being responsive to residents and businesses	13%	49%	26%	8%	3%	100%
Effectively planning for the future	15%	45%	26%	9%	5%	100%
Working through critical issues facing the city	11%	36%	35%	14%	5%	100%
Gathering feedback from residents on new policies or projects; conducting public processes	16%	44%	25%	10%	5%	100%
Providing access to information about issues, events and meetings	16%	45%	25%	10%	3%	100%
Spending your tax dollars wisely	9%	34%	32%	14%	11%	100%
Informing the public about how their tax dollars are used	7%	22%	36%	22%	12%	100%

Table 24: Question #12 Benchmark Comparisons

Please rate how well you think the City of Boulder does on each of the following:	City of Boulder Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Benchmark
Gathering feedback from residents on new policies or projects; conducting public processes	64	32	276	Above
Spending your tax dollars wisely	54	9	16	Similar

Table 25: Question #12: Rating of How Well The City Government Operates, 1999-2011

Please rate how well you think the City of Boulder does on each of the following:	Average Rating on a 100-point Scale (0=Very Poorly, 100=Very Well)							Change from	
	2011	2007	2001	1999	1997	1995	1993	2007 to 2011	1999 to 2011
Being responsive to residents and businesses†*	66	63	61	56	---	---	---	+3	+10
Effectively planning for the future††	64	59	55	52	---	---	---	+5	+12
Working through critical issues facing the City‡	59	57	52	50	---	---	---	+2	+9
Gathering feedback from residents on new policies or projects; conducting public process†‡	64	60	57	59	---	---	---	+4	+5
Spending your tax dollars wisely	54	52	50	48	44	49	51	+2	+3

†Differences between 2007 and 2011 are statistically significant.

‡Differences between 1999 and 2011 are statistically significant.

Table 26: Question #13

Please rate to what extent you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
I am pleased with the overall direction the city is taking	14%	47%	23%	13%	3%	100%
I inform myself about major issues in the City of Boulder	10%	36%	33%	16%	4%	100%
I take the initiative to let elected officials or city staff know what I think	4%	16%	32%	36%	12%	100%
I contribute time or money to charities or non-profits	23%	42%	15%	13%	6%	100%
I feel included in the Boulder community	36%	44%	32%	8%	3%	100%

Table 27: Question #13: Public Trust, 1993-2011

	Average Rating on a 100-point Scale (0=Strongly Disagree, 100=Strongly Agree)							Change from	
	2011	2007	2001	1999	1997	1995	1993	2007 to 2011	1993 to 2011
I am pleased with the overall direction that the City is taking ^{†‡}	64	56	51	49	45	48	50	+8	+14
I feel included in the Boulder community ^{†*}	64	59	---	---	---	---	---	+5	---

[†]Differences between 2001 and 2011 are statistically significant.

[‡]Differences between 1993 and 2011 are statistically significant.

*Previous to 2011, wording was slightly different.

Table 28: Question #13 Benchmark Comparisons

Please rate to what extent you agree or disagree with the following statements.	City of Boulder Rating	Rank	Number of Jurisdictions for Comparison	Comparison to Benchmark
I am pleased with the overall direction the city is taking	64	78	268	Similar

Table 29: Question #14

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	Very likely	Likely	Slightly likely	Not at all likely	Total
Cable TV Channel 8	5%	14%	19%	61%	100%
City of Boulder Web site (www.bouldercolorado.gov)	25%	30%	22%	24%	100%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	8%	15%	21%	55%	100%
The Boulder Daily Camera (hard copy or online newspaper)	37%	35%	17%	11%	100%
The Colorado Daily	14%	23%	30%	32%	100%
Boulder County Business Report	3%	11%	16%	70%	100%
Inserts in the water utility bill	9%	21%	22%	49%	100%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	8%	23%	36%	33%	100%
Mailings to your home address	29%	36%	23%	12%	100%
Listserve (where you sign up to be part of a group receiving e-mails from the city)	8%	18%	19%	55%	100%

Table 30: Question #16

About how many years have you lived in Boulder?	Percent of respondents
1 year or less	20%
2 to 5 years	26%
6 to 10 years	14%
11 to 15 years	9%
16 to 20 years	7%
over 20 years	24%
Total	100%

Table 31: Question #17

Are you employed?	Percent of respondents
No	28%
Yes	72%
Total	100%

Table 32: Question #18

Where do you work?	Percent of respondents
Boulder	75%
Denver, excluding Tech Center	7%
Broomfield/Interlocken	5%
Jefferson County	5%
Lafayette	4%
Louisville	1%
Tech Center/Southeast Denver	1%
Other	1%
Longmont	1%
Total	100%

**Only asked of those respondents who reported being employed.*

Table 33: Question #19

Do you work at your home?	Percent of respondents
No	65%
Yes, my business is out of my home	9%
Yes, I always work at home instead of my employer's location	3%
Yes, sometimes work at home instead of my employer's location, sometimes at my employer's location	21%
Other	1%
Total	100%

**Only asked of those respondents who reported being employed.*

Table 34: Question #20

Are you a full- or part-time student at the University or college student?	Percent of respondents
No	72%
Yes, at the University of Colorado Boulder campus	25%
Yes, at Naropa	1%
Yes, somewhere else	3%
Total	100%

Table 35: Question #21

Please check the one box that most closely describes the type of housing unit you live in.	Percent of respondents
A detached single family home	36%
An apartment in an apartment complex	26%
An apartment in a single family home	2%
A condominium or town house	26%
A mobile home	0%
Group quarters (dorm, sorority/fraternity house, nursing home)	8%
Other, please specify	3%
Total	100%

Table 36: Question #22

Do you rent or own your residence?	Percent of respondents
Rent	47%
Own (with mortgage payment)	39%
Own (no mortgage payment)	14%
Total	100%

Table 37: Questions #23-#26

	Yes	No	Total
Do any children age 12 or younger live in your household?	14%	86%	100%
Do any teenagers age 13 to 18 live in your household?	7%	93%	100%
Are you or any members of your household age 65 or older?	16%	84%	100%
Does any member of your household have a long-term disability?	7%	93%	100%

Table 38: Question #27

About how much was the TOTAL 2010 INCOME BEFORE TAXES for your household as a whole?	Percent of respondents
Less than \$15,000	15%
\$15,000 - \$24,999	8%
\$25,000 - \$34,999	8%
\$35,000 - \$49,999	10%
\$50,000 - \$74,999	19%
\$75,000 - \$99,999	13%
\$100,000 - \$149,999	14%
\$150,000 - \$199,999	6%
\$200,000 - \$249,999	3%
\$250,000 or more	4%
Total	100%

Table 39: Question #28

Do you have regular, convenient access to the internet?	Percent of respondents
No	8%
Yes	92%
Total	100%
If yes, where?	
At home	92%
At work	65%
On a "smart" phone or PDA	56%
A public facility (e.g. library or school)	39%

Table 40: Question #29

What is your age?	Percent of respondents
18-24 years old	15%
25-34 years old	31%
35-44 years old	17%
45-54 years old	15%
55-64 years old	10%
65-74 years old	7%
75 or older	6%
Total	100%

Table 41: Question #30

What is the highest level of education you have completed?	Percent of respondents
0-11 years, no diploma	8%
High school graduate	2%
Some college, no degree	13%
Associate Degree	2%
Bachelor's Degree	36%
Master's Degree	28%
Doctorate Degree	10%
Total	100%

Table 42: Question #31

Are you of Chicano/Mexican-American, Latino/Latina, or Hispanic origin?	Percent of respondents
Yes	6%
No	94%
Total	100%

Table 43: Question #32

Which best describes your race? (Please check all that apply)	Percent of respondents*
American Indian, Eskimo or Aleut	0%
Asian or Pacific Islander	6%
Black or African American	1%
White	90%
Other	3%

*Percents may total to more than 100 as respondents could select more than one racial category.

Table 44: Questions #33

What is your preferred first language?	Percent of respondents
English	95%
Arabic	0%
Chinese	1%
French	0%
German	0%
Hebrew	0%
Italian	0%
Japanese	1%
Scandinavian languages	0%
Other	0%
Korean	0%
Mia, Hmong	0%
Portuguese	0%
Russian	1%
Spanish	0%
Vietnamese	1%
Total	100%

Table 45: Question 34

Did you receive help completing this questionnaire in English?*	Percent of respondents
Yes	12%
No	88%
Total	100%

**Only asked of respondents for whom English was not their preferred first language.*

Table 46: Question 35

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

APPENDIX B: VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

Following are verbatim responses to open-ended questions 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. Within each question the responses are in alphabetical order.

Question #4. What do you think should be the top three priorities of the Boulder City Council in 2012?

- 1. Cars/bikes on roads 2. Lights
- 1. crime
- 1. Definitely safety of all ranges (above) 2. More inclusive community - I feel like I am no one. 3. More friendly atmosphere (especially as a pedestrian).
- 1. Going "green. 2. Better lighting at night.
- 1. More diversity. 2. Less focus on sustainability. 3. More urban
- 1. Rape 2. Assault 3. Bike-car conflicts
- 1. Taking care of the environment. 2. Reducing bike-car traffic accidents. 3. Promoting ethnic tolerance.
- 1. Work on congestion in city 2. Fix sidewalks/roads 3. More bike lanes on roads without them.
- Abandon utility municipalization. Cut back on social services. Slow down high density development
- Abandon privatization of electric system. For every new regulation passed; eliminate three
- Accessible for elderly and handicapped community gardens including frames and greenhouses. Reduce socio economic stratification. Affordable housing. None of my or my daughters coworkers (we work in Boulder) can afford to live in Boulder including or bosses. She works at Safeway I work as a caregiver. This causes a lot of pollution due to commuting
- Acquiring/ preserving open space. Doing something about traffic and creating bike lanes and paths. Keep business in Boulder
- Active recreational facilities. High frequency transit. Library services
- Adding more bike paths (ones like Boulder creek path) path up Sunshine Canyon? Restricting ugly developments. The city should protect its character. More open space and hiking trails
- Adding trees to the parks with playground for more shade. Public waterslide park like Broomfield
- Address issue. Re: homelessness; shelters; police/ enforcement. Focus on city of Boulder issues; not federal philosophical issues. Stop trying to make Boulder the model for every new cause and just focus on pragmatic management of the city
- Address recent violent crimes both on and off CU Boulder's campus. More options for affordable housing in Boulder. Homelessness and making sure homeless people are not discriminated against in Boulder
- Address the "illegal camping" ordinances. Fostering racial diversity. Lowering cost of living
- Address the homeless housing issue scheduled for Lee Hill! Continue to improve roads throughout the city. Reverse restrictive development laws that inhibit tax/revenue growth! (housing) work on excessive cycling traffic in North Boulder causing considerable congestion
- Addressing constant large increases in prop tax. Smart grid- how can anyone afford this at this time. Enforcement of traffic laws-esp. bikes and peds
- Advocating against hate crimes/ rape. Reducing homelessness. Jobs in Boulder
- Aesthetics of commercial development e.g. Canyon Blvd. affordable housing- increasing it. Improvements in affordable housing administration; rules; housing m.

- Affordable housing - you have great programs, please keep supporting them; Renewable energy - Boulder should continue to be at the forefront of eliminating dependence on fossil fuels; Ban smoking in public areas - it smells horrible and is a stain on the otherwise wonderful quality of life here
- Affordable housing for middle income buyers; Maintaining open space; Supporting local business
- Affordable housing options for first time homebuyers. Reasonable financially sustainable retail growth. Maintaining streets and other infrastructure
- Affordable housing outside of the affordable housing program. Compensation for public employees. Reduction in property crimes
- Affordable housing! Jobs!; traffic pattern issues
- Affordable housing. Access to medical services. Driver/cyclist education
- Affordable housing. Adopting a solid economic plan for the city. CU/ city relations
- Affordable housing. Advancing new business opportunities for mall and med. Sized businesses. Continued advancement of sustainable design and energy use
- Affordable housing. Alternative transportation. Keeping good jobs in Boulder.
- Affordable housing. Better service for needy families and youth. Bring Costco to the city- only the very rich can afford whole foods.
- Affordable housing. Bike safety
- Affordable housing. Bring in Walmart; etc. for discount shopping. Traffic
- Affordable housing. Economic growth/ job opportunities. A new frisbee golf course
- Affordable housing. Energy programs. Improving traffic flow
- Affordable housing. Maintaining recreational opportunities (affordable) University hill revitalization
- Affordable housing. Open space protection. Anglo / Hispanic relation opportunities
- Affordable housing. Preservation of trails and outdoor areas. Preservation of green belt around Boulder
- Affordable housing. Renewable energy. Cost of living- keeping it reasonable
- Affordable housing. Small local businesses
- Affordable housing; jobs; excel energy decision
- Affordable Housing; Limit new development; OSMP Property Acquisitions
- affordable housing; more bike friendly city; public transportation
- Affordable housing; schools-fund arts and sports; green/open space program
- Affordable living for young professionals. Restricting green peace on Pearl street
- Affordable local energy
- Affordable single family homes for families. Better laws for bike riders (not just access). More crosswalks on the outskirts of Boulder not just downtown
- Alternative energy sources and alternative water sources; increasing employment opportunities; increasing availability of affordable housing/ resources to lower income people/families/households
- Alternative transit. Open space. Controlled growth
- An actual snow removal policy, where the snow plows are used; Abandon the independent power utility idea; Spend money on things that matter, people, not prairie dogs
- Animal rights. Education. Homelessness
- Appropriate placement of homeless/ mental health facilities (i.e. Not near schools)
- Arrange a power utility setup that is efficient and with proper cost. Fund libraries adequately. Fund schools sufficiently so that students can learn properly
- Attempt to lower the cost of living in Boulder
- Attention and care about community hospital. Affordable housing to buy or rent. Education
- Attract business; maintain infrastructure; budget control
- Attract new businesses and keep existing ones open. Be more responsive to citizens input. Strengthen laws to protect historic resources (landscape)

- Attracting employers and retaining current employers. Keeping people in Boulder to do "regular" shopping. Too often I find myself leaving Boulder when I need to shop
- Attracting new companies to Boulder
- Availability or more low income housing opportunities; Greater surveillance of drug addiction prone individuals; helping find solutions for street corner begging individuals
- Balance budget without tax increases. Get rid of affordable housing requirements. Do not buy Xcel plant
- Balanced budget (no debt; in fact have a small surplus every year). Encourage safe driving; I don't think more officers giving more tickets help; most people drive aggressively and follow to close. Reduce any regulation of weapons; firearms
- Ban GMO's from open space. Reclaim power grid; fire Xcel. Ticket crazy bikers; (I bike)
- Banning plastic bags. Youth initiatives for instance Peace Jam. Trains
- Beef up traffic enforcement. Repair street that really need it like Arapahoe. Require city employees to be civil to the residents and tax payer
- Better drinking water quality. Faster street light repair for safer travel at night. More police presence after 2:00 AM
- Better drinking water; make the students on the hill area clean up the garbage they throw on the street; stop advertising about bar specials to college students
- Better housing options with more reasonable rent. Getting rid of solicitors. More control over the transient population with stealing
- Better lighting on bike paths/ tunnels
- Better maps at trails etc. on Boulder website. Better enforcement of traffic laws for both cars and bikes. More photo lights don't count. Better police presence in areas of high crime e.g. The University hill and for Gods sake the bike path where muggings happen all the time.
- Better off leash access to trails for dogs. More off road bike paths (safer) encourage more business to open in Boulder
- Better pedestrian and bicycle access
- Better retail shopping (Penny's etc.). Lower real estate prices (not realistic with current market). Better elementary schooling
- Bicycle awareness. Traffic regulation - anyway to prevent 28th & 30th from being interstate. Stop using so much water for grass. CU's campus and from my experience; family housing; uses tons of water for courtyards no one uses. Sprinklers will come on in the rain. Some sprinklers only seem to be watering sidewalks.
- Bicycle trails and roads-still dangerous here. Add more lights and convert some streets to 1/2 bike paths and 1/2 cars. (cars have more streets than they need) Boulder Creek- a very underused asset. Broadcast CU football on Comcast ch-8
- Bike paths and alternate transportation. Parks and open space. Arts promotion
- Bike safety
- Bike trails. Power options. Public transportation
- Bikeway improvements. Xcel or not? Legal expenses involved if Xcel fights
- Boulder has a lot of extremists. You would represent us best by keeping a balanced perspective a middle of the road; common sense direction. I wear hearing aids. Loud motorcycles "kill me" with the amplified noise. Where are the enforcements of noise control
- Boulder's livability for people of moderate and low incomes; public transit and alternatives to solo driving; helping local businesses
- Bridging the city's past to where we are headed in the future
- Bring in Walmart to replace other store that left. Need for masses that live here-not just elitists. Where can they shop now? Performing arts city!
- Bring more high paying work opportunities

- Bring more jobs to Boulder. Bring and keep corporations here
- bring multi use paths and grocery store to the Holiday neighborhood; make recycling mandatory for commercial and residential establishments; support the work of coalition builders between low income and high income residents
- Bringing a Sonic to Boulder! The rent should be lower- figure out a way to make it happen
- Bringing business into Boulder. Traffic. Homelessness
- Budget
- Budget sensibly in these poor economic times
- Building community and info access; homelessness; home costs; revenue acquisition/maintenance
- Building community. Sustainable living. Energy independence
- Building Dep. is over staffed; inefficient and slow
- Bus to red rocks. More food options/ bars open later. No more pedestrian malls
- Business health. Homeless problem. Maintain the character of our neighborhoods
- Business promotion and retention. Crime prevention. Traffic decongestion
- Business/job creation/commercial vac. Student alcohol/drug use/ overdoses. Aging housing stock and affordability
- Change the 2-way stop to 4-way at Crescent and Laurel. Recruit more diversity. Cost of recreation facilities
- Change the flashing yellow lights- they don't work and are dangerous! More snow plows-Boulder does a poor job of side street maintenance. Provide more services in Gunbarrel including more coverage in Gunbarrel Green/ neighborhood Twinlakes
- Change to a district representative election format for city council members. Create an economically diverse population through jobs and affordable housing. Stop wasting time; effort and money on municipalization
- Cheaper house rents; More bike roads; Better public transportation (routes and link with DIA and Denver)
- Clean economical energy. Gas and electricity. Clean water and its supply and preservation. Public transportation and traffic flaws
- CLEAN ENERGY
- Clean energy- dump Xcel. Open space preservation. Economic vitality
- Clean up absentee owner rental property Strengthen noise ordinance enforcement. Reduce sales tax rate
- Clean up hill problems (noise; fireworks; vandalism) improve library in terms of books; duds; etc.) divest ourselves of Xcel energy
- Clean water; housing prices; increase funding for arts
- Clearing the snow and ice from all roads in the city. Enforcing sidewalk shoveling. Staying out of politics
- Codes are good. But don't make it so crazy hard to build here I'd like to see old Daily Camera building and site expeditiously remanaged and utilized. Attract more businesses; then keep them.
- Collaboration with business. Smart regs. Homeless
- Commercial development. Jobs
- Community Activities; Lighten Traffic; Increase Biking Routes
- Community involvement; air quality standards affordable housing
- Complication in home weatherization programs. Trim trees & bushes at all corners & signs. Help homeowners in understanding how to improve their home with energy efficient products; rebates; weatherization programs; recycling and where old furniture can be disposed.
- Composting. More bike lanes. Stricter handling of college parties
- Conference Center partnered with CU; Making sure that small businesses can grow and stay in Boulder; Reducing car usage

- consider removal of flashing crosswalk lights; lower parking costs in the downtown area; lower ratio of low income housing in new areas
- Considering the effects of MMJ dispensaries across town
- Continue to acquire and maintain open space; Light rail to/from Denver; Alternative/clean energy
- Continue to buy open space; and designate at least 50% as "no dog" areas. Pass laws to preserve trailer parks and allow residents to buy/ own their lots. Save money and lives by taking down (and not reinstating) all "red light cameras" and flashing pedestrian crossings between intersections
- Continue to expand bike commuting options. (Bike lanes on streets; bike paths). Green points and other development programs. Should res. Those who reduce their overall energy use; not reward the installation of large active solar systems to offset large energy consumption. support passive solar development
- Continue to provide opportunities for those less fortunate; better bike paths-very dangerous for bikes to ride on the side of the road!
- Continue to support open space; bike path upgrades and alternative energy (solar etc.)
- Continue with the sustainability initiatives
- Continued improvement/expansion of bike and multi-use paths; Safety along the creek trail; Addressing homelessness in Boulder
- Control of medical marijuana. Lower bus rates. Solidify and spread bike laws
- Control of student related activities from the University of Colorado at Boulder. The improvement of relations between the University of Colorado and the city of Boulder. The clean-up of unsafe places such as the University Hill neighborhood of rundown and shabby looking buildings. The reduction of the homeless population in the City of Boulder
- Controlling growth
- Cost of living survey; licensing of bicycles
- Cracking down on pot smoking in public spaces- not a week goes by where I don't smell it walking down Pearl or by the library. Eliminating loitering on Pearl St. and by the library often groups of men linger in these areas and makes it uncomfortable for a single woman walking alone. get rid of high visible marijuana dispensaries and cut down on their overall number in town
- Create a better business climate. Live within a balanced budget
- Create inexpensive and fun things for teens to do - alternative to drugs & sex. Reduce class sizes in high schools. Snow plowing-removal on secondary roads.
- Creating checks and balances for fair police enforcement of laws. Safety for peds and biker and young women. Fixing roadways paths and bridges
- Creating fiscal policy that is not dependent upon growth
- Creating jobs for residents, not students; Rent control or increasing the low-income housing options for residents, not students; Continuing to protect open space
- Creating jobs. Lowering housing costs. Getting bikes off roads
- Creating jobs; inviting more industry through incentives; getting panhandlers off Pearl
- Creating pro-business climate to bring in tax revenue; working with the University to create safer environment on hill; clean up Pearl St. and along creek path (vagrants and homeless)
- Crime prevention (neighborhood watch). Additional services for homeless persons. Allowing discount stores (Walmart; etc.).
- Crime prevention near CU; more library books; Improve Boulder creek fairs
- Crime- robbery/ theft (lights along bike paths @ night). Excel - coal to natural gas. Bike path down 36 W. toward Longmont
- Crime; Environment; Roads
- Critically review whether to become electricity prouder. Operate the city within budget. Avoid spending time on issues outside control of the city

- Cut city budget to reflect economic reality. Improve policing; particularly on the hill. Examine carbon footprint issues more carefully
- Cut spending. Job opps.
- Cut the budget (overhead; employees) Do long term planning. Transportation; jobs/ housing. Quit putting forth tax increases; especially multiple years in advance
- Cycling safety education of drivers and cyclists. Decrease traffic congestion
- Dealing with an increasingly dangerous homeless population. Providing economic incentives to businesses to locate and start in Boulder. Lowering property taxes and driving cost efficiency within city government
- Decent shopping. Encouraging business. Hiring some decent traffic engineers
- Decrease congestion by reducing pedestrian x-ings! Enforce cyclist obedience of traffic laws
- Decrease people begging for money. Advice to bike riders to also be polite to car traffic- instead of delaying the car traffic. If Hispanic persons employed they should speak and read English
- Decrease the amount of homeless on every corner. Increasing connection and services for TV and internet. Increasing parking and lowering cost for parking
- Decrease traffic within the city and on Hwy 36 to Denver. Increase housing density. Light rail and more bus routes; especially to Denver
- Decreasing the number of unsightly crosswalks in Boulder. Decreasing police presence in Boulder
- Defeat the public utility initiation and keep Xcel; get rid of mid-block crosswalks along Broadway; communicate to cyclists that they are not pedestrians in crosswalks
- Developing a Boulder image and displaying it to create a more cohesive community identity. Maintaining and increasing arts/social/cultural events. Offering renewable energy sources for utility options
- Development - south Boulder horse arena. North Boulder devel. Traffic/ bikes. Electricity issues
- Development of Diagonal center. Stay out of national politics- focus on local issues. Develop more affordable housing
- Development of under-utilized real estate. Business vitality. Energy efficiency
- Development policy. Purchase green belts. Pursue cleanup of conflicting laws that control tax growth
- Diverse; affordable housing. Sensible development
- Diversity; Preserve Open Space; Renewable Energy
- Do analysis for rising property taxes effects on fixed income households; seniors. Establish council districts
- Do away with the unsafe expensive flashy mid-block cross walks that embolden careless walkers and result in rear end collisions and many near misses; stop the constant intrusions in our lives; realize that requiring contractors to give up land and profits for affordable housing in order to be issued perms for what is left is nothing more than extortion; go back to old zoning laws and adhere to them
- Do more and talk less. Actually most of the problems that are set in front of the council are not solvable by the Boulder city council
- Do not allow GMO's to be grown in Boulder. Make it more accessible for other races (not so expensive) municipal electricity
- Do not go into energy business independently- too late- cost to high
- Do not raise taxes; get more state funding for CU; stop spending \$ on saving prairie dogs!
- Do not raise taxes; Minimize government role; let private sector flourish; Don't waste taxpayer money
- Do not want to be a city of the future or the past. Do you want to be a city of the population as to degrade the quality of life here (what's left?) Encourage even more driving or encourage more pedestrian activity? You seem to want more auto activity-more infrastructure maintenance with increases cost.
- Do something about the terrible yellow crossing lights in the middle of traffic-get rid of them - people can walk to a traffic light

- Don't proceed with owning our utilities. Stay out of the way of small businesses and decisions. Work with some way to control the homeless situation
- Don't raise taxes. Don't spend money doing elaborate surveys about prairie dogs. Allow a Costco to be in Boulder or other wholesale discount store
- Don't let violent sex offenders register at homeless shelter. Asking for trouble! Don't remove "where's Waldo" mystery paint.
- Don't mess with Xcel! It's too costly! City wide "Wi-Fi would be a better utility. Allow more mountain biking
- Don't raise taxes
- Don't relocate prairie dogs to county
- Driver safety -traffic control. Preservation to open space OSBT is biased. Stop wasting tax payers money on affordable housing and social programs
- Drop effort to municipalize power in Boulder. Concentrate on providing city services and regulations. Preserve open space
- Drop the idea to create a municipal electric utility; Focus on reducing the tax burden on home owners; Bring employment and population back to Boulder
- Dump utility campaign; Don't spend any more dollars on prairie dog issues; Give senior citizens more consideration
- Ease up on residential building regulations. Diversify architectural styles in new development. One should be able to ride through Boulder res without paying a fee
- Economic Growth; Be an example of a "Green" City; Enforcement of new "Smart Regs"
- Economic sustainability; Affordable Housing for all - not just the very poor; More independent businesses downtown
- Economic vitality. Open space acquisition. Energy conservation efficiency
- Economy. Environment. Relations with the University
- Educate residents about natural dangers (flood; wildfire; etc.) infrastructure to keep bike paths operational in case of flood. Make and enforce rules about bike and skateboard helmet use
- Education - elementary and high school. Create jobs. Conservation
- Education funding. Attracting business and job growth. Public transportation/bike/ pedestrian friendly
- Education Funding; tourism; safety
- Education making the arts available to children and teens; Helping the planet via- transportation options and renewable energy solutions and letting farms like Wilton way continue to work and exist!! Affordable and available housing
- Education. Housing. Economy
- Education. Road repair. Water pricing
- Education. Sustainable energy/ solar panels for city energy needs. Community farms/ backyard bees programs
- Education; free library services. Parks and recreational services
- Efforts to get more students to recycle (off campus)
- Elderly falling through the cracks (poor) poor children falling through the cracks. Homeless families
- Elected; short term and well paid police! Fire mitigation. More traffic circles and less lights!
- Eliminate leach laws on open space. Drop the municipalization idea for electricity. Get the flakes off the Council
- Employment opportunities. Business-district. Help for children; teen; study help. More teachers
- Employment opportunities. Cheap apartment (it is expensive)
- Employment that pays more than \$10.00 an hr. improving city facilities. Building a convention center or performing art center that will bring in natl acts and plays- Ft. Collins has a better facilities than us
- Employment. Funding for community art. Homelessness

- Encourage economic and real estate growth. Hold city project managers accountable- road construction. Safety on the Hill
- Encourage housing opportunity. Improve bike trails(off-street to Gunbarrel) encourage employment
- Encourage more multi use properties (gardens; retail; parks). More music events year round. All of Boulder handicap accessible
- Encourage; but don't compete with energy businesses. Promote the general welfare. Let "well enough alone"
- Encouraging economic growth; encouraging tourism; maintaining open space/ mountain parks
- Encouraging business; thereby gaining revenue. Contacting new business. Improving traffic flow
- Encouraging employees. Snow removal. Support of police and fire department
- Energy conservation and efficiency; budget containment; tax management(property and sales)
- Energy conservation; green energy sources; traffic mitigation; keeping business in Boulder
- Energy independence (municipalization); no GMO on open space; increasing advantages for local commerce (i.e. going local-retail; credit unions; green enterprise)
- Energy issues; i.e. something less expensive than Xcel. Available affordable housing
- energy programs
- Energy solutions (renewable energy solutions) Take a look at traffic cameras and photo radar vans and ask yourself if it is more revenue generating or safety? Focus more on small Biz in Boulder County. Bring great minds and people together to help promote growth and employment opportunities
- Energy/ sustainability/ carbon/ localization. Transit/ bike paths/ congestion. It's a good time to be conservative with your money
- Energy/ utility / Xcel. Bringing business; jobs to Boulder. Reducing dependency on motor vehicles
- Energy; jobs; traffic
- Enforce appropriate bike behavior on bike paths speed; letting people know they are approaching behind you The riders don't abide by traffic laws or safety on bike paths. Sug. Bike education; licenses. Xcel change GMO problem-not on public land moncento sp? should not be allowed to monopolice!
- Enforce dark sky ordinance. Snow removal. Enforcement of dog laws on Pearl St. mall; mtn parks; open space
- Enforcing current occupancy laws-there are too many houses with over occupancy. Noise fireworks. The judges/ courts need to hand down much stronger sentences for occupancy; noise; trash violations. For the betterment of quality of life in Boulder thank you
- Enforcement of vandalism; noise pollution; theft; crack down more on college students drinking and walking home at 2-3 am and vandalizing; drinking; fighting
- Enhance job opportunities; provide more services for poor and unemployed; focus on Boulder issues e.g. energy efficiency
- Ensuring affordable housing for low income individuals. Make eco passes available for purchase by seniors.
- environment
- Environment - education - community safety
- Environment protecting open space; recycling etc. protecting Boulders historic monuments. Education-teachers and resources
- Environment. Education. Social security
- Environmental standards for rental properties should match owner occupied. Open space
- Environmental sustainability. Economic vitality. Affordable housing
- Environmental; make compost obligatory everywhere. Prohibit styrofoam or have recycling for it. Keep life casual and not too many rules; like dogs on leash and ped. Have artistic support for artists
- Environmental and energy conservation issues; quality of life maintain library services; help local biz (vs. big outlets) No Walmart! Maintain this position; water/electric issues w/ community involvement.
- Equality/equal opportunity non-biased non-discrimination

- Evaluate the frivolous expense and cut cost to prairie dogs. On new development on the # of houses and condos not be too dense
- Environment. Jobs.
- Expand and preserve open space. Renewable green energy. Simplify and reduce rental property regulations
- Expand open space 100% renewable energy for Boulder simplify rental rules and codes for property owners
- Expanding access to services to people in NE Boulder and Gunbarrel (rec center? Library branch?) Attracting employers and creating jobs. Doing as much as possible to make Boulder a climate-and environmentally friendly city
- Expanding job opportunities for recent college grads. More free events-music; dancing; art; etc. more affordable housing options
- Expedite people through license center on 30th and Iris. Kick Xcel energy out of town! Do something about the ridiculous amount of car traffic
- Fair and equitable treatment of all residents. Equal access to city council meetings. Creating tax structures that allow business growth
- Favorable business environment; reduce regulations. Encourage professional employment opportunities (on governmental) basic city services (roads; fire; police; etc.)
- Fewer regulations res; and bus. Improve 93 to Golden. Long term job growth
- Figure out how to enforce the rules already in place. Figure out how to get Boulder out of the "study it to death" figure out how to get staff to take responsibility for their responses
- Figure out utility service. Homelessness. Maintain/ increase affordable housing
- finances; reducing impact of homeless persons; crime
- Finding housing - shelter for homeless somewhere other than north Boulder
- Finding ways for bikes/pedestrians/cars to co-exist; retain quality jobs/ companies in city limits; keep acquiring open space
- Finish tarring back alleys with major pot holes. Keep homeless off the streets. Make sure streets are well lit
- Fire prevention and interface of city and open space. Developing muni electric syst. Education to change wasteful habits; elect. Gasoline. Allow national issues to be acted upon by council from time to time
- Fire protection. Decision on power source. Jobs and tax income
- fiscal prudence; get facts on municipalization of power company; install strong, strict conflict of interest statues for Council and members of staff
- Fiscal responsibility (esp. tight control of taxes and debt); Smart growth (keep Boulder excellent by building for and promoting alternative & mass transportation; say no to sprawl and more big box retail); Continue to pursue green energy and practices
- Fiscal responsibility/ police/fire service - not own ambulance service. Stop buying open space.
- Fiscally responsible. Long term strategies-financially; infrastructure and desirable place to live and work. Race relations; integration of low income population
- Fix potholes. More plants and landscaping by roads. Get businesses into 29th St. mall
- Fix the roads-too much congestion due to poor road outline. Put in street lights especially on "the hill" it's ridiculous how few there are. Make stop lights (left turn) longer- 2 cars can get through and it should be more like 5-6
- Fixing workforce housing. You have to have commercial interest pay in. Get away from HUD. Cut traffic on 36; more forward with the light rail
- Flashing yellow light cross walks are very dangerous- many bikers use the crosswalk and are not ticketed
- Flood mitigation. Attract more local business. Reduce photo cameras

- Focus upon improvements of infrastructure and pushing to obtain all necessary funding. Victim road rage (frightening) police suggested a face to face sitdown (w/ an enraged person)
- Forget municipalization! Buy wind from Xcel; forget energy smart reg's against landlords; Don't try to do too much-less gout is better
- Free late night transportation (especially from bars). Not using public space for GMO's. lighting (better lighting in residential areas and alleys)
- Gather community input and develop balanced budget - prioritization within declining budge. Resources. Don't try to do everything poorly or look at general "across the board" budget costs without prioritization.
- Get bikes and pedestrians to follow traffic laws
- Get fluoride out of water. Continue to work on alternative energy. Enforce dog excrement laws in open space
- Get out of the Xcel contract. Lead by example; efficient use of resources with conservation in mind. Enforcement of existing laws if you don't then "norms" change; if you don't want to enforce; then remove them so citizens can make choices to which community they want to live. for example trash dumping on open space and alley ways; noise ordinances leash laws blocking streets construction crews "right" to destroy property
- Get rail system to Boulder Controlling rent costs on Pearl to encourage local vendors and avoid large chains. Better job with snow removal of neighborhood streets- side streets
- Get rid of compatible development. Reduce permit fees
- Get rid of flashing crosswalks. Ticket more law breaking bicycles.
- Get rid of photo enforcement. Makes Boulder feel Orwellian; creates ill will against city and police. Eliminate school zone slowdowns in zones that are rarely used by students. Improve arrest rates by Boulder police for the many crimes reported in the camera. Every time a car slows down and then speeds up adds CO2 to atmosphere and wastes drivers time
- Get rid of some medians to handle more traffic in left turn lanes
- Get the new Boulder owned electrical utility passed and running. Encourage /supporting growth of new businesses. Encourage supporting local food production/ consumption
- Getting along with respect. Stupid crosswalks they encourage bicycles to blow thru and peds to cross without looking. Dangerous! Yellow does not = stop. Lights should be red if used.
- Getting and keeping high paying technical jobs and opps; trying to maintain some affordable housing; maintaining open and natural spaces
- Getting city budget down; increasing efficiency. Mosquito control. Energy efficiency in buildings
- Getting information out about municipalization of electric/gas utilities; civil discourse; working together to achieve positive results
- Getting rid of "junkyard" residential properties that are covered with decaying cars and surrounded by them on the streets (for example-check out 910 Gillaspie(that the city already raided) or 1190 Fairfield Dr. (owned by the same person) check these places on any satellite imagery
- Getting transit (rail) from Boulder to Denver. Assistance to local business so Pearl st. does not get over taken by chains. Improved snow removal on B and C streets
- Give up elec. Municipalization- stay out of something we know nothing about. Reintroduce spring clean up- neighborhood are looking shabby. More middle class priced housing
- Good business environment for job creation potential. Leave excel energy alone. Stop trying to be a utility. More enforcement of people running red arrows/lights.
- Green energy. Traffic control. Schools
- Growing local food-remove fluoride; etc. from drinking water. 90-100% recycling/composting/ green. Support small businesses
- growing the economy / helping local businesses; schools; open space / environmental issues

- Have local government stick to basics; libraries; sidewalks; local services and stay or of national/global affairs. That wastes our limited money. do not file law suits over global warming; do not take positions on US supreme court cases
- Haven't lived here long enough
- Help to promote jobs. Help more to help with transportation for seniors. Help for affordable housing for seniors
- High paying jobs. Infrastructure. Transportation
- Hiring Boulder residents for construction jobs. Improved traffic flow but no more expensive ped. Tunnels. Put in barrier (an attractive one) down the length of Broadway and let peds. Walk a block or two to the next light
- Homeless
- Homeless issues
- Homeless issues I don't feel safe along Bldr creek path around the library; affordable housing; sustainability/ energy conservation
- homeless population; safety- making Boulder police concentrate on making streets safer
- Homeless- there seems to be a growth don't always feel safe on creek path. Cost of living. Less marijuana dispensaries
- Homeless; way more homeless than normal for a town of this size. Student crime.
- Homelessness - must address issue (too many people begging on street; sleeping on benches; neighborhoods; library no longer a place to go
- Homelessness. Drug and alcohol use. Increase police presence and sense of enforcement and safety
- Homelessness. Keeping businesses in Boulder (especially ones originating here). Convention center
- Housing (rentals) costs are outrageous!
- Housing both "affordable for homeless". The hill. More practical stores. Such as a mini Walgreens/hardware. Retraining for unemployed and work projects
- Housing for low income families. Getting homeless to stop parading on Pearl Street. Better solutions for water consumption. Specific days for watering; zero landscape; water conservation tips from community
- Housing for lower income. Human service programs. Cultural events/fun.
- Housing options. Get the procycling tour america to go thru Boulder. Increase awareness ADA
- Housing ownership cost
- housing prices; road construction
- Housing reasonable patio homes. Getting bicycles to obey the laws
- How to attract and keep new businesses. How we get our energy needs. Conference center
- How to make city gov. sustainable @ current tax rates
- How to open a north/ northwest library branch. Reduce congestion on roads (related to avail. Jobs) how to broaden housing prices points (single family homes)
- I am not sure
- I don't know if the city has any say; but please save the private land. That used to be horse farms between Boulder and Louisville on S. Boulder road from commercial use. Land here is all being sold for "development" and that upsets me. Perhaps free eco bus passes for the poor could help reduce traffic and help pollution.
- I live in a \$220.00 month. So it's 1/2 one way and the other half the other. Live and let live. To me; it doesn't matter whether I'm bitten by female or male dog. Whatever happens I have no control.
- Ideas to boost job creation. Dealing with risks from the homeless/ vagrants. Traffic issues; esp. 28th St.
- If electric municipalization occurs get it right (keep costs low) No growth development except maybe high density low cost housing; more in-town off-road bike/pedestrian paths; tunnels; etc.

- If it works don't fix it. Eliminate many of the school buses. They have same routes with RTD. In Gunbarrel they don't need to have door to door serv. Wake up Boulder unemployment 9.5% higher for vets.
- Implement bike law so they can't switch between pedestrian and car. More affordable housing for students. Cheaper energy cost
- Improve access to open space. Stopping plans for energy municipalization until there is a sensible plan. Lowering taxes
- Improve Chautauqua dining hall- need better service; food and coffee machine
- Improve housing options for aging population-one story; close to shopping patio homes. Improve crosswalks take out landscaping in median that blocks view of pedestrians. When is Foothills ever going to be a freeway-without that long stop at Arapahoe? Baseline?
- Improve K-12 education; Pressure Xcel to conserve without acquiring its business and assets; Continue to improve bus, pedestrian and bike transport routes
- Improve traffic conditions. Help with job creation
- Improved education. Reducing the concept of the Boulder bubble. The community is too pretentious.
- Improving access to affordable housing; helping homeless people get off the streets and into housing and jobs
- Improving access to affordable real estate; Addressing overcrowding/overpopulation issues; Addressing traffic issues
- Improving biking diagonal east of 28th. Reopen green mtn trail to dogs.
- Improving business environment. Avoiding nonsense issues like prairie dogs and corporate personhood. Paying more attention to traffic (vehicular) and less to bikes and busses
- Improving education programs for elementary schools; doing something with homeless people on the path next to the creek; policies oriented toward educating the population to recycle and most important policies to incentive renewable energies and green/sustainable business
- Improving k-12 public education report to excellence but pathetic in reality. This is my opinion. Top 3 priorities quality (see Bixby school) Education and Zero testing standardized smaller classes k-5 real curriculum better teachers
- Improving neighborhoods with a lot of students i.e.> parking; mowing; shoveling/ trash/ parking on lawns. Cont. to provide services to needy/ children/ elderly. Continue to maintain / protect open space
- Improving traffic congestion/ roads/ pot holes. Passing a law requiring trash service to pick up recycle every week. Getting light rail to Boulder
- Improving traffic flow. Retention/ expansion of quality jobs. High frequency transit
- Increase bicycle commuting participation. Light rail to DIA and Denver and I70. dog park expansion
- Increase renewable energy use. Strong commitment to open space and wild life. Limit population growth within the city
- Increased investment in alternative energy. Additional access and less discrimination towards mountain bikers/ more equitable use at open space lands
- Increasing sales tax generation. Keeping small businesses in Boulder. Promote diversity and improve race relations
- Increasing use of bicycles- maybe more red ones. More after school activities for kids. More crosswalks on busy street-ex. Aurora and 9th
- Independence from Xcel energy co. High speed broadband. End homelessness
- Infrastructure maint. (e.g. potholes and poor pavement)
- Infrastructure - education - public safety
- Infrastructure to allow biking without car conflict (in county also); Attract business without compromising Boulder lifestyle; Include all utility customers (outside city) in decisions
- Infrastructure-roads/ water works2

- Inpatient treatment with jobs/ skills training; addiction; mental health counseling. Medical coverage for homeless population and single parents
- Integrate Latino population. Increase employment opportunities.
- Inward investment-attract business. Address homeless population. Bury utility lines
- Job creation
- Job creation. Affordable housing. Preservation of public open spaces & parks.
- Job opportunities in Boulder. Low income housing resources; lowering bus fares. Energy conservation/ efficiency
- Job opportunities; bike/pedestrian facilities/ awareness; affordable homes for low-income households
- Jobs- business development. Electric service Power generation wind power at Valmont plant.
- Jobs employment opportunities. More affordable housing for lower/middle income families
- Jobs for all levels of skills; road maintenance/ traffic flow; "hot spots" crime control
- Jobs. Development. Rapid transit
- Jobs. Race/ethnic relation. Bike-car
- Jobs. Social services. Our own electric co. - Xcel
- Jobs; affordable housing; listening to public at meeting/paper/campus/hoa/sba/chamber etc.
- Jobs; security; helping small businesses
- Keep Boulder "organic" Do not allow GMO crops; loosen up on trying to get tax revenue from parking meters and video tickets. New business and development. For ex: restricting the size of the signage at 29th St. Mall. You can barely see the mod market sign
- Keep Boulder a special destination for tourism; convention center; more tourism; attract companies to Boulder for above
- Keep Boulder clean and attractive. Make Boulder affordable to all people groups. Quit trying to make Boulder a standard model city for every city to make Boulder more like it was in the 1930's and 40's when people worked and played together/
- Keep Boulder creek area clean. More mountain bike paths- for transportation not just for recreation. Improve snow removal on roads
- Keep buying open spaces. Stop building in Boulder- we don't need more condos!
- Keep dogs out of county open space even if owned by the city-county residents have no vote on this issue
- Keep jobs and businesses in Boulder. Keep cost of living affordable. Do not try to "brand" Boulder this will happen naturally
- Keep open spaces and possibly expand. Eliminate the homeless by providing more shelter
- Keep the city pretty and when I came reduce the number of signs on every street! Assure city funds are being used for a diverse community-we are not just a biking city. Maintain open space and parks instead of buying more. Color code curbs for parking information; rather than multiple signs. police patrols on the Pearl St. mall friendly presence needed
- keep traffic flowing at a safe speed
- Keep Xcel energy
- Keeping areas safe (creek path). Attracting cultural / racial diversity. Subsidizing access to public facilities
- Keeping big cooperate businesses like Wal-Mart out of Boulder
- Keeping Boulder a vibrant community not just the latest yuppie hotbed. Keeping in touch with the real world. Improving the day to day provision of city services and enforcement of city ordinances (plowing streets; enforcing noise complaints; reminding cyclists that they're subject to traffic laws etc.)
- Keeping environment the way it is. Bike paths. Incentives to bike instead of driving
- keeping taxes lower; bringing more business to Boulder; watching the city budget better - not spending on unnecessary items like moving Prairie dogs
- Keeping taxes under control - low. Keep street in good shape

- Keeping tech and green jobs ops local; having a conference center; supporting tech jobs
- Kill all the raccoons in Boulder; fix streets in alley-ways; catch the rapists
- Landscaping maintenance. Litter management. Enforcement of leash laws.
- Leave the Xcel power plant alone. City carpetbaggers do not know how to generate electricity. The life flow of everything we do. Have you noticed all of the trash cans in the street? Stop the social engineering specifically the attempt to control our lives thru city gov't;
- Legalize marijuana. Clean the hill. Free recycling
- Less expensive/ restrictive codes/ permits. Reducing local government spending. Create more affordable housing
- Less focus on environmental issues less regulation of everything you are losing people like me- middle class too expensive to live here
- Less parking tickets. More free parking. More mountain bike parks
- Less social engineering and more attention to using government. Improving the deteriorating infrastructure. Bring city budget into balance with revenues
- Lessen housing prices (rent and own). Provide protection to renters from rental co.
- Library branch in N. Boulder
- Light rail
- lightening up
- Limit new construction. Open space. Light rail
- Listen to the people of Boulder not corporations. Have more housing for elderly people downsizing. Have better indoor mall
- Listen to the people you represent. Renew city's contract with excel. Tone down your arrogance when dealing with the public.
- Listening to moderate; liberal majority; rather than the vociferous few. Stop squeezing the middle class from advantages. Council/ members should represent the citizens rather than their narrow agendas. They should exhibit the highest moral standards as an example to citizens and tax payers. Macon Cowels should be ashamed of the examples he has set
- Local economy- keep Boulder producing jobs; opportunities. Human services- provide for needy citizens. Affordable housing- make developers produce housing for all incomes
- Local Energy; Local Food; Affordable Housing
- Loitering/begging on the side of the streets. Get a Walmart in Boulder. Get rid of 420 gathering at CU
- Low income housing. Open space and parks. Safety for pedestrians and bikes
- Low taxes. Rude bike riders; lawless bike riders. Low crime
- Lower city taxes! More bike lanes. Keep monosontos out! No to open space seeding! Bigger space for farmers market
- Lower property taxes. Lower utilities water-excel too high. Better street repairs.
- Lower rent. Decrease in police racial profiling. Improve bus system
- Lower taxes through out
- Lower taxes; lower water bills; lower trash taxes
- Lowering sales tax rate and encourage new business. Abandoning plans and studies into municipalization of Xcel power plant. Directing transportation funding toward street maintenance instead of bike path/ lane construction
- Maintain safety around Boulder creek trail. Maintain order; limited rowdiness from homeless people around creek and on Pearl St. walking mall and continue to give support and aid to our Boulder homeless- for the most part I still feel very comfortable around them
- Maintain the open space policy and expand; Ensure high water quality; Make Boulder more "green"
- Maintain XL energy; promote 29th street all age clothing shops; stress maintenance of open space-not more

- Maintaining quality of services in the face of budget problems; environmental issues; children and seniors
- Maintaining a clean city; Developing low cost housing
- Maintaining and enforcing the laws that are on the books i.e. Noise; over occupancy; sidewalks; drunkenness. Energy programs. Maintaining present open space- not adding anymore
- Maintaining and purchasing more open space. Spend more on rangers to help keep up on open space. Keep dogs off more trails
- Maintaining city/public properties (streets; parks; open space). Cost effective management of city services.
- Maintaining economic vitality so as to maintain tax base so as to maintain quality of life
- Maintaining friendly business opportunities. Making Boulder a safe and good place to live. Promoting a community spirit in Boulder
- Maintaining high limits on buildings; maintaining road; highways and potholes; public safety
- Make 2 hour parking on the hill at least 3 hour parking or increase the number of spots with no restrictions. Address garbage theft on hill. Revise skating in the street laws boarding/blading on sidewalks is more dangerous
- Make CU campus safer (bike/skateboarding accidents) Traffic related incidents on and around CU Boulder campus
- Make good fiscal decisions
- Make sure services (safety; social) are maintained at the highest possible level. Spend time on important; practical issues; (local) that arise. Take reasonable; practical steps toward every conservation and environmental preservation
- Make the buses on time!
- Making it more affordable. I am a local public teacher and can't afford to buy a home.
- Making sure Boulder housing is available to low and middle income households. Keeping open space parks. Getting rid of the inefficient "dead wood" in the city of Boulder- implement 360% reviews and other accountability measures for city employees
- Making texting and cellphone use illegal while driving a motor vehicle!
- Managing housing quality for students. Homeless issues
- Mass transit. Creating better environ't for small businesses to succeed
- Mental health services for homeless and low income folks
- Mitigate climate change. Create sustainable jobs. Disaster preparation
- More affordable housing options. Increasing jobs in Boulder (jobs for college/ grad students) flood information (what do we; the public; do in that situation) it is a fact that Boulder is likely to have a flood one day any day; yet we have learned nothing as to what procedures to follow. We need information Boulder!
- More affordable housing. Better libraries. Indoor activities for kids during the winter.
- More bike lanes/ paths esp. between Boulder and Lyons
- More bike paths. More job opportunities. Celebrate different ethnicities in Boulder
- More business perspective and investment. Improve car/ bike safety. Incentives to attract private funding of initiatives not just increasing local taxes
- More convenient parking options for free
- More flashing ped signs & esp. near CU family housing Folsom & Arap. Stop promoting marijuana culture with dispensaries. Many more police officers walking/biking more visible constantly around town. More speed bumps on bike path from Scott Carpenter to the BPL.
- more job opportunities
- More jobs. Affordable housing.
- More jobs. More growth; eliminate 1% rule. Keep Boulder weird
- More jobs. More taxes. More housing

- More mountain bike trails. More in-town grooming for Nordic skiing. Bike underpass @ Broadway & Baseline
- More open space. Shorten Barnes and Noble building. Who let that one go? Traffic efficiency
- More opportunities for solar/ renewable energy sources; increase incentives
- More patrolling late at night; keep the city safe. More frequent affordable busses. There are so many people begging on corners. Get them jobs and houses.
- More police on the University Hill; increasing bike underpasses and bike lanes; increasing wildland fire fighting groups
- More professional jobs in Boulder. More bike paths (not lanes) within city limits and mountain bike trails. Improve relationship between CU and Boulder
- More regulations of Marijuana sales
- More shopping businesses in Gunbarrel location. More shopping and business opportunities in Gunbarrel area. Rethink bike laws- ride bike on "opposite" side of traffic....
- More water fountains at trailheads. Lit bike paths?
- Most people go over the speed limit; checking on speed; go through red lights
- Movement toward localization. Community sufficiency. Localization of energy away from Excel
- Municipal electricity and gas. Open space upkeep and protection. Housing options for low income families
- Municipal energy and lack thereof. Growing local business growth/ attracting business. Bike trails and dog management
- Municipal power. Growth control. Infrastructure maintenance
- Municipal utilities cost?
- Municipalizing energy. Traffic mitigation; wi fying Boulder
- Municipalization
- Municipalization of elect.
- Municipalization of electricity and gas; developments should support their increases in cost to the city; Maintain tax rate sufficient to support community services
- Municipalization of the city's electric system. Developing programs to encourage energy efficiency. Increasing affordable housing within the city
- Municipalization. More stores. Large clothing store. Walmart. Traffic
- municipalizing electricity; a bus route that goes to Chautauqua; energy efficiency
- Municipalizing of power supply. Better management of existing open space. Overseeing the medical marijuana business adequately to ensure that it is only serving legitimate medical needs.
- Nablus sister city project; more and safer bicycle routes; dog free trails. Stop rubber stamping pro-Israel. Green tag program does not work!
- Need more 24 hr. or late night facilities. Allow dogs on Pearl street mall. Restroom facilities in public areas and or dog parks; need to be built
- Negotiate a partnership with xcel. Prevent overconcentration of homeless services / facilities in N. Boulder. Bring Costco to Boulder
- New Mountain Bike Trails / Access; Stop expanding Open Space for a little while
- No additional bond funding including for open space. Stop the green madness; let the market make the decision. This comes from someone who invested in solar panels.
- No allowing GMO plants on our land; helping small; local businesses; Boulder/Denver transit-train; bus; etc.
- No genetically modified organisms on open space land. Remove some of the dangerous and unnecessary mid-street pedestrian crossings - possibly change them to include a 30-45 second wait time after pressing the button to allow more people to cross at the same time; instead of individually at 5 second intervals.

- No GMO's !! Re-evaluate and possibly eliminate the cross walks! The cross walks on 28th and Iris is especially dangerous!
- No GMO's. Better water
- No idea. Choosing managers?
- No more "mixed use" multimillion \$ complexes-ugh! Why does Boulder have to house all the homeless folks? Education - teacher pay and quality teachers
- No muni. Less interference with building. Get Lisa and Macon off council. Pay attention to city issues not national issues. Be more realistic re; green issues
- No municipal ownership of electricity grid. Traffic monitoring on Broadway. Paving streets where needed.
- No municipalization of electric utility. Stop over emphasis on P. C. issues and far left causes. Fix poor rail and idiotic designs for us 36 or get out of RTD
- Not municipalizing. We should not leave Xcel. Insulating citizens from any negative effects of municipalization
- Not to get hooked up with getting our own power company- too expensive!
- Not top but license cyclists so I can report dangerous behavior; enforce traffic rules for them; educate them to say "on your left" when barreling past; etc. pet peeve!
- Only moved in to 500 Kalmia Ave. 2 weeks ago; so can't yet comment on Boulder. Like it so far; a lot
- Open space no GMO's. Maintaining green conscious. Keeping the city safe from crime
- Open space services. Maintenance/park. Hazard (fire hazardous substances) education and emergency. Crime prevention
- Open space. Maintain bike paths/ trails. Road repair
- Open space. More local police control. Rid rodents (prairie dogs) and dog control
- Open space. Preservation. Art in public spaces
- Open space. Public education. Business; jobs
- Open space. Service to help us low income folks keep our houses. Healthy options good air; good water; good shelter. Good food. Good education
- Open Space; Job Creation; High speed Internet
- Opening up "open space". It is too restricted!
- Pan handlers- council members should interview each one. Cell phones/texting while driving- outrageously prevalent! Bicycle awareness 36 to Lyons is incredibly dangerous!
- Planning and development. Trail access to mtn. bikes and dogs (in favor of). Municipalization (approved to)
- Parking costs keep shopping unattractive. Assisting local owned small businesses
- Passage of LB/2C and it; continued study. Bicycle/ pedestrian/ bus transportation improvements including trails in open space.
- passing an ordinance to eliminate junk cars on residential properties
- Paving roads- worse than third world countries. Do not approve high rise buildings.
- pay more attention to residential concerns/ requests
- people services: health, mental health, hunger, housing, etc.; neatness: spring pick-up, potholes fixed, lines painted, etc.; diversity: recruit African-Americans
- Placing more trash cans on paths; More security during late nights along bike and creek paths; Decreased vandalism
- Please spend some money on North Boulder! Please build a noise wall along train track. Stop wasting money on saving prairie dogs. North Boulder is a dump
- Police and fire services. Infrastructure- roads etc. not bike paths. Provide inclusionary opportunities for white; moderate right leaning people who live and pay taxes in Boulder
- Policing; putting lights and emergency call phones on the bike paths. Helping remove the homeless from public places and rehabilitate them.

- Polling the business community concerning municipalization. Developing less costly approaches to green power. Become less intrusive in day to day activities of Boulder residents
- population control/reduction; traffic reduction
- Poverty Alleviation; Clean and Renewable Energy Development; Quality Education
- Preparing for energy of the future; after school programs for children and teenagers; more opportunities for artists
- Preserve views and open space
- Preserving open space & wildlife - limiting use. Restricting development & quality of development - the effect on quality of life. Traffic
- Prevent GMO crops on public land. Noise reduction from glider tow planes. Set up a city electrical utility
- Preventing the recent string of small crimes. More golf affordability. Street lighting
- Priorities with balanced budget. Police; fire; roads. Build business and employment opportunities. Housing option for over 65
- Prioritizing council resources to relevant matters. Finding ways to lower rent for small businesses (non-medical marijuana)
- Private business; reduction of cost; eliminate public payments for arts
- Productivity of city employees. Taxes on commercial property vs. services offered. Keep this a great place to live
- Promoting the local economy. Renewable energy.
- Property crime. Jobs. Roads
- Property crime. Traffic flow. More businesses in Boulder
- property taxes and shopping are getting more and more difficult seniors to live in Boulder
- Protect business and homeowner rights. Maintain open space. Forget prairie dogs
- Protect tax paying citizens and property owners. Protect tax paying residential and commercial properties. Improved better response by city and judicial parties to tax paying; law abiding citizens. Reduction of panhandling homeless "squatting" in Boulder
- Protecting Open Space
- Protecting open space; promoting architectural diversity to preserve neighborhood and downtown character; no GMO crops on open space
- Protection of the community from violent crimes. Maintenance of infrastructure streets; bridges; sidewalks. Curtailment of over-development which uses more and more energy and resources
- Provide local issues with improvements. Less emphasize on bike projects- more on walking. Fix city streets for cars not bicycles
- Provide more assistance for low income children to participate in soccer and parks and rec activities- dance. Finish Valmont park
- Provide more big business opportunities for consumers (shopping). Stop dealing with stupid; trivial issues. Councilmen should be elected by district so there is equal & fair representation.
- Providing fair access to mountain bikers on in town trails. Stop raising taxes that drive businesses out. Promote downtown businesses by abolishing parking fees. (Is the \$50,000 per annum really worth it?)
- psychotic, drug-addicted homeless in our streets; Marijuana stores on every corner (not good); Crime in general
- Public safety; access to libraries; internet; recreation centers; clean water; street maintenance; traffic flows; conservation(i.e. Energy efficiency)
- Public services. Housing new construction is so varied that neighborhoods lose cohesiveness and become hodge podges of bigger more obscene houses
- Public transportation. Homeless. Bike paths
- Public transportation. Jobs/ employment. Municipalization of energy- I'm for it!
- Public transportation. No GMO. Easier/ cheaper access to rec centers

- Public transportation-expense-light rail to Denver DIA. Low income housing increase more diverse opportunity. Renewable energy incentives for housing
- Pursuit of the municipalization of power. Helping the homeless live harmoniously w/other residents.
- Putting education and access to education in all facets on top. Spend no more time on non-city / county issues. Forget municipalization of energy for now- concentrate on helping individuals get solar- the grid is in place. Don't bankrupt the city with seat of the pants guesses on how wonderful city owned energy would be!
- Quality affordable housing. Maintaining socio cultural diversity. A high standard of architecture and new development
- Quality of living in boulder. Ease of parking downtown.
- Quit spending \$ we don't have! Concentrate on local priorities first! Have the city staff review petty issues prior to submitting them to council.
- Quit spending money on special consulting (use in house services) concentrate on services-streets; utilities; parks. Special interest minorities that speak and pay are persuading you to get the lifestyle they desire
- Raising revenue without rising property taxes. Infrastructure repair we don't need more bike paths or underpasses we need to fix the roads thru the city
- Reaching out to youth. Homeless people. Education
- Real affordable housing. Work with CU to provide more housing for students and CU staff. Proposal for city council dist.
- Real economic development. Removal of the University from city. Segregation of University pending removal
- Realistic non-xcel energy options- you've gone too far. No more placing prairie dogs over people! A better tax structure for small businesses
- Recent surge of crime around CU Boulder; Flow of traffic to and from Denver; Educating pedestrians and bicyclists about traffic laws, they don't own the road
- Recreational facilities are too expensive
- Recycling efforts. Making efforts for a "greener" Boulder. Fixing and installing more street lights 4 night.....
- Redevelop Diagonal Plaza (without Walmart)
- Redirect focus on violent crime; less focus on petty crime. Flood mitigation along Boulder creek. Encourage / expand gun ownership/ gun rights
- Reduce business over regulation. Maintain streets. Abstain from national - federal - out of state issues
- Reduce congestion (traffic/housing) make decisions without processing issues to death. Maintain infrastructure
- Reduce Drug Consumption (really affects Mexico)
- Reduce drug use. Re-establish housing treatment for people with severe mental illness. Reduce tuition CU is over priced
- Reduce government and govt. interference in citizen's lives. Reduce taxes by trimming programs. Assist more in / affordable housing
- Reduce role of city council. Control over costs. More focus on significant infrastructure maintenance
- Reduce spending on non-essentials. Cut debt. Focus on services (libraries; roads schools; compost; bike trails) and stay out of national social issues. Quit spending money on surveys; trying to take over electric services etc.
- Reduce spending; focus on Boulder not the world; be less intrusive
- Reduce taxes and fees for citizens; require more energy efficiency sub. Open more open space trails to mountain bikes
- reduce taxes; reduce taxes; reduce taxes
- Reducing city spending. Downsizing open space- staff budget. Reduce conflicts caused by bike riders

- Reducing panhandling!
- Reducing sales taxes used to fund more open space purchases.
- Reducing taxes. Big box grocery store (i.e.: Costco). Encourage new business opportunity & retention of existing businesses.
- Reducing the size and cost of local government bureaucracy. Reducing tax burden on citizens. Stop attempts at municipalization of electric system
- Reduction of single use shopping bags (disposable paper and plastic). Municipalization of Boulders energy supply
- Reforms; police and DA. Continue to develop sustainable environment
- Regarding the citizens of Boulder as people not issues. Affordable housing. Road repair throughout Boulder area
- Regulate traffic better. Crack down on illegal pot houses!
- Relax planning dept. regulatory overreach. Stand down on the need to weigh in on every national or international issue. Maintain the roads. Fix the potholes; keep water and sewer quality as it should be and maintain public safety structure
- Relaxing municipal laws; e.g. open container; off-leash dogs; glass in paths. City wide Wi-Fi initiative exploration? RTD transit corridor; fas trax initiative!
- Relocation of the homeless; more equality in public education; more -about drunk students going up the hill through 11th St.
- Renewable energy (e.g.. Taking over utilities). Local food. Becoming independently sustainable
- Renewable energy initiatives
- Renewable energy quality of municipal services like police and fire. Flow of traffic
- Renewable energy. Education. Land management
- Renewable energy. Water security (planning for loss of the snowpack). Education
- Renewable resources. Race/ community improvement with Latinos. Help Bruce Messinger undo the negativity people have for BVSD
- Renewable power. More bike paths
- Repair and improve basic infrastructure e.g. Roads are in disrepair; etc. control the over use of Chautauqua Park by improving parking restrictions. Better manage the traffic.
- Repairing deteriorated main streets
- Repeal the crazy far stuff and let people build how they want. Promote small business. Keep BVSD a great place for our kids
- Repeal the municipal anti-camping statue as it applies to criminal penalties for the homeless. I had no idea this law existed until I was a potential juror. The statue would be a waste of resources to prosecute anywhere but is downright offensive in a liberal and affluent city. Updated recreational facilities- city pools and tennis facilities (as well as parks and playgrounds) could use refurbishing and updating
- Repealing ordinances that have the effect of criminalizing the behaviors of the homeless. Keeping the library and other public facilities open around the clock. Better snow removal in the winter
- Resolve electric utility municipalization. (or not) communicate short-term and long-term transportation planning. Reduce crime on the hill.
- Resolve the excel issue. Protect existing affordable housing - trailers; cheap apts. More jobs.
- Resolving traffic issues; not approving anymore super expensive and ugly apartment/condo complexes; cutting city expenses
- Responsible energy. Cultural diversification
- Restrict development. Open space/ trails. Bike trails
- Reverse gentrification. Affordable housing/ rentals. Municipalization of electricity
- Review of government spending budget review. Business relations. Focus of peoples priorities instead of council priorities

- Revitalizing industrially zoned areas to encourage development of A or B offices so that more jobs can stay in Boulder. Enforcement of property maintenance weed and rental housing ordinances on the hill. Maintaining and beautifying parks especially central park and neighborhood parks. get rid of the bandshell
- Road improvement/repair/maintenance; Creating better business environment; Streamline development management process
- Road repair. Eradicate prairie dogs. Left turn arrows on all stop lights on Broadway
- Road repair; education; return to zoning laws that do not severely limit a home owners right to improve his property as he sees fit
- roads and streets
- safe and new bike routes connection existing ones; flood mitigation; management of open space land for bikes and pedestrians
- Safe night paths to walk on. More employment opportunities. Stronger sense of community
- Safe walking areas for seniors- inside and outside. Medium and low priced shopping-i.e. Dept. stores. City streets need repair or replacement re. West Arapahoe
- Safety - jobs - open space
- Safety around the hill area. Reducing police harassment. Furthering Boulder as a city of "green"
- Safety of students (especially on the hill). Safety of pedestrians (especially in bike lanes). Less focus on speeding tickets and more focus on safety of citizens
- Safety on bike paths/ at night. Dog friendly parks. Keep businesses in Boulder- it seems like a lot are moving to nearby cities.(Broomfield; Louisville)
- Safety- personal and property. Economy - local not global. Recreation facilities
- Safety program for cars and bikes-too many near hits and misses
- Safety. Business friendly. Senior citizens friendly
- Safety. Overcrowdedness; building height limit (overall appearance) Teenager activities
- School funding
- School programs (music; for example). More affordable housing for seniors
- Schools. Make Rec. centers cheaper. Make cross walks safe
- Schools; k-12. Job creation. Senior programs
- Secure more open space. More bike/ pedestrian walkways. More underpasses
- Sense of community in Boulder. Quality and character of department. Discrimination due to your fragrant expensive characteristics
- Sense of community. Shopping opportunities-affordable. Ethnic relations
- Settle electric power change. Our homeless population (shelters; food; etc.)
- Shopping for older people. Would like Kohls & Dillards in Boulder.
- Shorter survey!
- Sidewalk repair. Budget cuts and or revenue increase. Decriminalizing cannabis
- Size of your house should not be limited. Property tax should be reduced because I see no effect on my property or lifestyle based on what I am assessed
- Slowing development. Making the city a more affordable place to live and work. Not making rules that cost citizens more trouble and more money
- Smaller (below 3000 sq. feet) housing. Continued attention to greenbelt-building. Assuring continued access to public transportation. I enjoy the current level and am not in favor of upcoming costs
- Snow removal/ plowing
- Something to make pedestrian crosswalks safe. Make rules(and follow them) about public input in council meetings
- Stay out of national issues. Reduce red tape. Fund key services like fire and police
- Stay out of utility business; get some city council with some business sense

- Staying fiscally responsible (e.g. Energy and housing) informing and listening to citizens. Paying more attention to local issues
- Stop acting like Boulder has a world influence; think inside the county lines. Stop wasting money of reviews and being so arrogant. Hard requirements to get a MM card and stiff laws for DUI of marijuana
- Stop allowing soliciting downtown and door to door
- Stop building! We need to keep the space. What's already out there is too expensive and not pet friendly when you have more than one pet. People lose their homes now; why do we keep building? Need more home rentals
- Stop encouraging pollution at night by having cars stop and sit unnecessary at intersections when there is no perpendicular traffic that needs a green light. Cars idling in this way emit pollution and cars that accelerate from a stop greatly pollute our air quality
- Stop filling Boulder with high density housing. Traffic congestion. Buy more open space.
- Stop generic mixed used development with business and million \$ condos. Implement tougher rules on the homeless population that start million\$ fires. Beg on every corner; leave trash and messy illegal camps along OSMP and bike paths and contribute high 3's of police calls (assaults; drunk; disorderly conduct etc.) make consistent dog regulations on OSMP that don't change every trail turn/ season. they are confusing now
- Stop GMO as Boulder open space. Expand open spaces more trails. Lead the country in renewable; sustainable resources; technology
- Stop low income development since it just gives realtors rental properties. Destroy CU and return Boulder to Boulderites. Stop building CU housing make the state build dorms! Allow corporal punishment on CU students. Include developers
- Stop municipalization of Xcel energy services. Petition legislature for more availability of green power. Fix roads; no more underpasses
- Stop petty issues taking time; improve services such as library; rec centers; parks; get more retail stores with variety to improve sales tax revenues
- Stop regulations and kill development. Stop raising property taxes
- Stop sprawl not more new condos! Environmental issues continue good work with our recyclables. Economic concerns address the ever increasing numbers of homeless and mental illness and the difficult job market
- Stop the unwise takeover of the electric power system. Pay off debt before taking on new debt. Do not raise taxes
- Stop the utility fight with Xcel
- Stop the x-cell take over-too expensive. Stop listening to Malcom Cowles! Get the panhandlers out of Boulder arrest the aggressive and mentally ill/ drug users that disrupt the public spaces. Do not add housing on N. Broadway
- Stop trying to get own municipal energy. Work on getting businesses in Boulder
- Stop unneeded road work. Slow down the growth of medical marijuana shops. Better shelter programs for the homeless
- Stop wasting money on Excel purchase it's more valuable to work on demand side of energy use. (E.g. upgrade furnaces; insulations; etc.). Quit working on global/ country social issues. Increase or add fees for dogs in city. Understand Pareto's laws
- Stop wasting resources on petty united nations agenda; renew franchise contract with Excel; remove flashing crosswalks
- Stop wasting time on utility municipalization; low income housing; not affordable housing; ethnic and racial diversification of city government
- Stop worrying about the "petty" stuff and start focusing on violent crimes!
- Streamline planning and zoning dept. Set clear goals and follow a meter plan. Make Boulder more friendly to small business.

- Street repair. Maintain services- art "cultural events" festivals; etc.
- Street safety due to speed and crazy drivers (cars; etc.); affordable houses; sense of community belonging
- Stronger policy on pesticides and other toxins
- Supervising remodels to suit/ complement neighborhood
- Support electric cars. Encourage small businesses. Incentives for solar; wind power
- support employment opportunities; esp. for minorities; on open space land; turn recreational users into stewards; encourage urban agriculture
- Support small business/ entrepreneurs. Clean energy. Your choice here
- Support small business; Improve education by using current neurology research to design curricula for grades 1-8 that encourage cognition and understanding, not memorization or "reading at a higher grade level". Civic infrastructure. i.e. roads, telecom, water quality (no Fluoride please)
- Supporting climate change initiatives. Better vegan options in public schools. Enforcement of outdoor lighting ordinance
- Supporting the arts. The D. is too expensive for most performing artists to rent. Protecting open space.
- Sustainability. Education. Diversity
- Tax and regulate Marijuana like alcohol act; wild land and life preservation; community involvement with CU
- Tax reductions
- Taxes. Jobs
- The energy question- Xcel or Boulder. The environment. Traffic
- The environment; relations with the University. Housing
- The Excel energy issue
- The overall community- too many divisions among groups
- Their challenge: finding a balance between historic preservation and open space on one side and affordable housing on the other. This is the most important priority.
- There are very high rates of sexual assaults in Boulder. These also a victim blaming mentality in the police/press. This is very troubling. There are not good options for affordable housing. This should be a priority. Accessibility of local food. It is too expensive to rent booths at the famous market which raises cost of food sold and encourages local agriculture
- There's no place to shop. I hate going to Longmont; Wadsworth; Superior- no revenue. Traffic is awful and there are more appointments being a senior (75 yrs. old). There were no volunteers in ice busters
- Thoughtful growth/ housing and jobs. Especially lower income housing. Managing traffic all kinds. And light rail to Denver to provide an alternate route for the 100;000 jobs that are in Boulder
- To not pursue the plan to drop Excel as our electricity provider. To stop making Boulder the greatest safe haven for prairie dogs. To not allow audience participation to take up so much time in the city council meetings as to dominate decision making. The squeakiest wheel always gets heard!
- Tourism is important; maintain parks; highways; etc. in better condition. Road maintenance. Concentrate on city issues; do not spend time on internatl matters that we can little affect
- Transportation; crime; ban pan handling
- Traffic "politeness" campaign? Obeying signs/ signals by peds/cyclists as well as drivers. Construction ordinance violations. COB approved a dryer vent next door that pours poison into my house. Crime-student population has grown too large for city. CU stadium sound system- upgraded again- too loud!
- Traffic (no cars for CU freshmen). Xcel energy deal. Down town parking
- Traffic congestion; homelessness; support small business
- Traffic control. Pedestrian control. Police discipline
- Traffic jams in the city. Major road (wider road) parking space. Cyclists problem on the road
- Traffic management; streamline development

- Traffic on Gunbarrel. Carter trail is very fast and way above limits specified. I have complained to the sheriff's office and nothing has been done to stop those speeding excesses. We have a 25 mph limit but much of the traffic is excess of 40-50 mph
- traffic related issues between cars and bicycles
- Traffic safety around schools-let's make these areas pedestrian! Reducing drunk driving-pro-active police work. Making more areas pedestrian/ bikes only
- Traffic -too many people drive in Boulder everyday find ways to stop wasting so much time and money on underage drinking on the hill. Get homeless off the street corners and keep them from congregating on the Pearl St. mall. They intimidate people who go down town to relax and spend money
- Traffic. Affordable housing
- Traffic. Energy
- Traffic. Protecting more open space. Clean energy
- Traffic/cyclist/runners/pedestrian road relationship. The emphasis on Boulder bike and pedestrian friendly is enabling non-motorized users of the road to take fewer safety precautions before and while crossing a road. Too many careless assumptions about being seen or their rights versus prudence on precautionary safety (like looking 1st before crossing the road or waiting for a car to pass before stepping out.)
- Traffic; Taxes; Less growth
- Traffic; traffic; traffic
- Transportation infrastructure. Education. Being more business friendly
- Transportation more use of public transportation. Traffic is horrendous on 28th and foothills parkway. Too many people work in Boulder and live outside Boulder need more safety for foot and bicycle traffic. Need to reduce air pollution. Look for innovative ways
- Trim the fat. Forward thinking to resolve transportation issues. The BLA is a mess. Plays favorites; has not found a way to curb underage over consumption. Current methods are anti-business and don't work
- Uni hill crimes; noise; fireworks. Up grading Rec centers. More items at libraries; books DVDs. Etc.
- Upkeep/ maintenance of streets- less money for bicycles. Upkeep maintenance of parks. Take care of the weeds. Concentrate on more protection of historical places and values. Keep the level of new construction low!
- Utilities privatization. Increasing pedestrian/ bicycle safety. Banning GMO's from open space
- Violent crime. Traffic speeding and flagrant bikers not heeding the rules of the road. Do not start our own utility
- Water quality. Construction traffic. Employment opportunities
- Water quality. Low income support and housing. Jobs
- We just moved from Madison WI- rent and home prices are outrageous! Speeding is really out of control. Education we chose BVSD over more affordable locations due to schools. Keep them excellent. P.S. Love the composting and recycling services
- Welcoming new businesses; Better planned parking lots; Cleaning along Boulder Creek
- What to do about the homeless people. Those pesky street corner beggars
- Whether or not we should be in charge of our own energy. Figuring out where the homeless can sleep
- Wise use of resident's tax money for safety from crimes in home and on city streets. Improve behavior of bicycle riders at intersections stop sign and flashing crossing (some do not obey common traffic rules)
- Work on traffic congestion
- Work out agreement with Xcel to buy more time for municipalization decision. Tax the university for the true impact cost of the students; that don't pay taxes

Question #15. Do you have any other comments you would like to make?

- 1) Traffic: There is too much of it. The traffic lights in the city are out of sync. Too many stupid ped crossings. Too many buses on Broadway. No proper light at Darley and Broadway. Fire the person in charge of traffic. Seriously.
 - 2) Bicyclists: They should be treated as either CARS or PEDS not both. If CARS then they register, get licensed, pay taxes for their lanes, obey the traffic laws like cars. If PEDS then they stay on the sidewalk, out of traffic, don't pay anything, obey rules of being a PED.
 - 3) Work: There isn't any work in the city.
 - 4) New Housing Developments: They all are awful cookie cutter crap.
 - 5) 29th Street: Stupid idea. Who shops there? Who can afford that crap? Will be gone in 4 years. Then what?
 - 6) There are empty houses everywhere. Bring people back to Boulder by lessening the TAX BURDEN on the homeowner, available work. Rentals need to be BETTER MONITORED because they look awful.
 - 7) The city needs a public shooting range. Enough said. Free or small fee. City can keep all the lead and brass and make profit by recycling.
- =====I rated "very bad" for the following, because of these reasons:
- Street sweeping: I have not seen ONE this year. not one.
- Bike paths and on-street bike lanes: We don't need more, we need less.
- Sidewalk maintenance: Enough with the bumpy red brick replacement. We are close enough to the Federal Requirements for the Blind.
- Median maintenance: Too many, too often in the way.
- Utility billing services: Too high cost and unfair cost structure.
- Water conservation programs: Stupid crazy high amounts paid for water here. Lower the prices.
- Noise control enforcement/Environmental Enforcement: BRING THIS DEPARTMENT BACK AND FUND THEM! I can't understand that the Police are now responding to this stuff.
- Last but not least: Bring employment and population back to Boulder
- 29th St retail center is not pedestrian friendly shopping for clothes is difficult if you are an older adult woman
 - A city wish list. More attention to snow removal on side streets. Noise enforcement with actual teeth-particularly on the hill where some businesses seem to flaunt the laws every night. Get bikes off the sidewalks especially on streets where there's a bike lane. Arapahoe and Broadway and Folsom is particularly bad.
 - Affordability of housing/living in Boulder would be a very important issue to look at- my household is constantly struggling to pay for rent/utilities with the jobs we have and the high cost of life- and we live in a pretty old place which is considered inexpensive for Boulder (\$1000/month and utilities for small 2 bed/1bath)
 - Affordable housing it's ridiculous! Boulder has a bad reputation for being outrageously overpriced and elitist!
 - After answering some of the survey questions, I find that I have no idea how the city spends its money, addressing issues facing the community or is planning to develop in the future. Making this information more readily available would be nice!
 - All the downtown developments have been ugly and sterile. They are negatively impacting Pearl streets character and beauty. Thanks for all the hard work!
 - Although overall I feel Boulder's doing a good job, people in NE Boulder and Gunbarrel really get the shaft in terms of city services and facilities. We really need a library branch or at least a library drop off box. Also, could you please see about increasing the library check out time to three weeks at a time? Two weeks is far too short!
 - Animal control does little to nothing about dogs running loose in Boulder. The dogs are on paths & walkways, not in the parking lots where animal control cruises by. Unleashed dogs who are out of control in neighborhoods make it difficult for other dog walkers.
 - Are you really going to take my views into account? I am not being cynical. I am being honest

- As a new resident only having lived here for a week I didn't feel knowledgeable enough to answer most these questions
- Beautiful here, hope it stays that way
- Because of my advancing age, I cannot travel alone and go to all the places and events as I did in the past
- Bikers who do not use bike lanes should be cited. No preferred parking for hybrids, since they don't get better mpg than my 20 year old Toyota
- Bikes on Broadway dangerous! No bike lane and bikes disrespectful on sidewalk to pedestrians also, compost should be available everywhere in city. Would like to sign up for list serve but don't know how
- BMOCA wasn't a great theatre space, but without it there's no viable downtown option. Don't they pay \$1 rent per year to the city? How are they supporting the arts by keeping the space empty?
- Boulder appears to be liberal, but it is very classist. We need to integrate Latinos into the professional sector and help the public see that BVSD is in their right to serve them! Did you send this survey out in Spanish? How will you get their voice?
- Boulder creek, the main library, open space near Boulder High and our mall and street corners are over run with panhandlers and groups of homeless. Students do not feel safe (high school) on creek trails. City needs to address this.
- Boulder employment seems to be highly biased. Entry level wages for recent graduates abound, however, mid-career level opportunities seem non-existent. The employment market here seems very narrow minded.
- Boulder has done well in the past. Grateful for this survey and chance to provide feedback. Skillful decisions about priorities are now needed and a reduction in taxes. We can't be all things to all people
- Boulder has followed a restrictive path through regulations and fees towards business for a long time. Current economic conditions require that Boulder reduce such restrictions, regulations and fees to encourage business growth
- Boulder has gone overboard with under street tunnels and flashing crosswalks.
- Boulder has trails accessible from town that are currently off limits to mountain bikers. I would strongly like for those world class trails to be opened to the large mountain bike community. It is ridiculous that any Boulderite must drive to a mountain bike trail
- Boulder is a clean lovely city. I enjoy living here but am too old to attend most city activities
- Boulder is a decent size city, but thanks to the community, it feels very small and homey
- Boulder is a nice community, but living on the 205 line, you need either shelters on seating at some of the bus stops and better street lighting. Moving from NYC I was surprised at the cost of food here, electricity and basic home utilities
- Boulder is a very easy place to live with resources far beyond a city of 70,000 residents and 30,000 students. Parks bikeways, open space, increasing density all contribute
- Boulder is great!
- Boulder is green aware in terms of community and progressive city, business, renewable energy and the sense of community are some very strong points of Boulder, however I feel as if I am harassed and threatened by overly nosy neighbors and the Boulder police.
- Boulder pretty much rules!
- Boulder should be national leader in sustainable business and living - specifically energy, local food sources, clean (non GMO) food sources, commerce, green tech
- Boulder spends too much money on open space. No more land acquisitions please!
- Boulders a great place to live. I've been here for 50 years
- Bring back the spring cleanup. Instruct police to stop responding to repetitive petty complaints from toxic neighbors
- Business taxes too high. Parking enforcement needs some comm. Upgrades, downtown parking is over priced

- By having height restriction and open space property values are extremely high. I would like to see the height ban removed in favor of keeping open space. I grew up here, but will not be able to buy a house here because of these policies. This is frustrating
- Canyon Blvd. could use a bike lane. I don't have a car and I walk along Canyon at many different times of the day and night and there are always walkers and bikes unsafely sharing the narrow sidewalk. Also, the public libraries and buses are extremely important to me and my family
- Channel 8 etc. needs captioning for all 16,000 hard of hearing residents of Boulder. Eben Fine Park - get rid of picnic tables.
- Cheaper housing options. Reconsider the green housing/ energy mandate for rental properties owners to establish by 2018. Dealing with the Boulder homeless and getting them help and off the streets.
- Cheaper rent! For all of Boulder
- City council is an arrogant group of clones. They love to make rules and regulations that they don't follow personally i.e. Snow removal. They waste more time on showmanship and show little interest in anything practical
- City council members need more action on items and less studying every tiny thing. Stay out of national issues. Concentrate on the city issues. Stop wasting time and money
- City council members should focus on local issues. They should be more responsive to citizen's suggestions. The city manager is not doing his job
- City council needs to focus local problems, rather than global, international or national issues
- City council seems to pander to businesses and elderly population (i.e. Voting against BMA's proposal for access to mtn. biking, on open space)
- City council should focus on local issues that they can actually do something about
- city goes through the motions of collecting input from citizens and they ignore it
- City gov't seems pretty productive and responsive. Maybe needs to be a little less over wrought about carbon footprints/ global warming and concentrate on jobs and revenues and transportation issues
- City has acquired enough open space. We need to reduce sales taxes that are used for more open space purchases
- City is too responsive to small, but loud advocates. Everything seems to be complaint-driven. Focus on responsibilities the city must address instead of going off half-cocked on non - essential initiatives. Do fewer thing better
- City officials need to stop addressing national and international issues with my local tax dollars. Spend less; lower our property taxes in time of recession. Get rid of the knife-wielding drunken homeless guys at the library. Tired of running a gauntlet to use city services
- city restricts open space parks too much
- Community leaders must educate themselves on matters of climate change. The science is far from settled and much that has been accepted is being proven to be incorrect almost on a weekly basis. Follow the money is good advise
- Compensate home owners for prairie dog relocation to their property.
- Congratulations for the overall good work you have done and are doing. Keep it up
- Conservation of lands and wildlife is the most important issue to me as a very long term citizen in the city.
- Continue working to replace Excel. So far so good. Convert Folsom to all bicycles traffic only- no cars. Do same with 3 other streets 2 NS, 2EW-you pick em. Add roundabouts for all cross traffic. Stop arresting people who run in the naked pumpkin race. Do you really want to be dictator ass holes?
- Do not add any more homeless services in north Boulder. We are doing our fair share in the community
- Do not ever use insecticides or herbicides. I strongly feel people drive poorly (very unsafe) but ticketing people does not seem to help as much as I believe other methods would. Please balance the budget and do not go into debt. I'd love it if Boulder could lead the way to financial responsibility
- Do not raise taxes. Do not build expensive under passes. More control of bicycles. Remove blinking cross walks

- Do not relocate prairie dogs to city owned property in the county -those residents have no choice in relocation decisions
- Do not want city owned power utility
- Dog population is getting out of hand...limit where dogs are allowed. The "voice control" tags for open spaces are a farce. We need more bike trails- functional ones that go places such as Longmont and recreational mountain bike trails
- Enforce- rental rules, trash (especially rentals) Weeds and yards out of control, surveying and regulating neighborhood parking and permits. Lately remove employees that are not really getting much done/ just there for perks!
- Everything good but rest is very expensive (apartments very expensive)
- Fewer vagrants begging on the Pearl street mall & street corners. Bicycle users obeying current road laws.
- Finding a balance between historic preservation & open space on one side and affordable housing on the other.
- For at least the last 40 years we've known in Boulder that the economy and the environment are flip _ the same coin. Not on either or. We as a city need to educate more and many arrivals to this understanding. Otherwise they see them as opposite, opposing forces.
- Forget the "Boulder Brand" focus on stuff that will make life better not more complicated. We don't need a city run power gen!
- From 1991-2003 I commuted via RTD to St Capitol so only enjoyed Boulder after business hours. I do not interact with many Boulder citizens. As a retired person I find Boulder community heavily special interests segregated and not much mixing across interest areas
- Get real city council people- stop wasting \$ trying to get awards for being green-these changes cost us so much money. Macon Cowles is evil
- Getting too crowded. Way to much traffic. Don't want to see views blocked. Need "view corridors" Police need to get off our backs need less traffic meddlesomeness; leave us alone so we exceed speed limit a little big deal! Focus more on the hyper flagrant offenders (like mid night drag racers and smoking exhausts)
- Give us good North Boulder library, better snow removal, free pick up of branches in spring. Stop trying to manage national global issues
- Go easier on the marijuana dispensaries. Abandon municipal power takeover.
- God save us from bureaucracy
- Great city, expensive, limited housing, ugly apts. Amazing bike lanes
- Great place to live for 30 years! Parks/rec, restaurants, shops library are exceptional! Continue energy conservation and recycling efforts. Expand credit to house owners for energy efficiency (offer a # now which is great) Encourage cultural diversity
- Great place to live!
- Have lived in Boulder 35 yrs. Since 1976. Things I love like paths, open space, university, restaurants downtown. Things I dislike attitude, student (CU) drivers. I'm proud to say I live in Boulder but also end up apologizing to other Coloradoans who live elsewhere. Lots of non-residents use our open space.
- Have not lived here long enough
- Have some integrity- If a tax is passed with a sunset-let it sunset and ask for a new vote on a new tax for a purpose. You are making purpose aimed time limited taxes not attractive anymore because they never end and you always ask for more
- High weed growth at residential intersections makes for unsafe conditions for traffic and pedestrians, especially at school crossings like 19th and Upland
- Homeless people are scary and I don't like poop in public parks. Don't know how to help. Makes parks/bandshell/library unusable with children
- Homelessness is a problem many tax- funded amenities like parks and libraries are full of drunken homeless people, who scare Boulder families away

- House footprints are allowed to excess of lot size house heights. Sun and views restrictions are moving out of reasonable access. This municipalization of electrical services bodes a poorly informed voter at this point
- How much did this cost? Will results be published? Will results be sent to responders? What % of each age group took the time to reply?
- How much revenue has Boulder received from the mmj dispensaries? Where did this money go to - allocated?
- I am 86 years old was born in Boulder but shopping and services are poor so I go out of town for almost all purchases. Parking downtown is impossible and another reason to go out of town
- I am annoyed by the lack of street maintenance (potholes-ice-snow) the now speed bump on Toedtli is more like a median-speeds over 10 mph are dangerous. Money is frequently wasted on "studies" the municipal energy power grab is infuriating and will cost us all. special treatment of council members (property tax) is expected but annoying
- I am concerned that over the years council has gotten too far toward " the good of the people" whether the people agree or not
- I am new to Boulder & find that it is a beautiful city. However, I think it's getting too big too fast and I've just been here a year. Noise from construction, traffic & trains is practically 24/7. Wish there was a way to make Boulder feel/sound more peaceful, like the small mountain town I imagined.
- I am strongly opposed to the city's efforts to municipalize utilities
- I am truly disgusted with the high-rise new apartments on 28th St. why were they ever approved? Did the city approve the ugly architecture?
- I am very concerned about the "sense of entitlement" many of our neighbors display. Disregard for rules, regulations and common courtesy is growing
- I answered the first one under #13 the way I did because I don't think the city should be in the electric utility business. Council members are nuts---- Cowls, Morzel, etc. are certified nuts. We are blessed to live here. I'd never want to move.
- I believe strengthening our resilience as a community is important. This includes long term planning for water supplies as snow pack dwindles, renewable energy, and support of local farmers
- I believe that encouraging high density housing to be a major mistake
- I believe that greed and money may be forcing developers to pressure the city to allow more and more congestion and changes such as increased building heights and wanting to get access to open space for their own gains
- I believe there should be a tax on all those who ride bikes on the roads. Cars have to. Road repairs are done poorly. Proper lane spacing for bikes and cars to share. I don't want to die trying to get around a bike who's in my lane.
- I believe your weekly Daily Camera notice for council meetings is poor- you put information in the classifieds which is hard to find. Keep it in your main info box
- I disagree with many of the things the city council has done and is doing. I know that the liberal leadership and majority in town dominate this community so there is little/no reason for me to speak out and disagree. This is a medium size city and the leaders are megalomaniacs who think they should rule the world (this is only a slight exaggeration)
- I do not like the "big" city atmosphere that Boulder is trying to become. I'd much rather have the character of the Boulder of the 1980's and 1990's back! Somewhat of a small town!
- I do not like the addendum of the energy policy. This is not my choice and therefore do not want to be charged for Xcel's advanced services. Enforce proper bike laws
- I do not like the fact that Boulder and Boulder County are illegal immigrant "sanctuary" areas! More and more crime is being traced to illegal immigrants! Boulder property tax is too high!
- I don't think bikes should be allowed on Broadway. There is not shoulder and it really messes up traffic flow. It's so frustrating especially since 13th St. has a bike lane one block away

- I feel honored to be living in Boulder since 1993. I am grateful to be able to purchase healthy and organic food at reasonable prices. The city is clean and beautiful. Let's create more community gardens and support local farmers and small businesses let's get greener!
- I feel really badly about what Boulder is becoming. It used to be such a cool place. I know that it's still better than many places, but it still is a disappointment. It's become a place for rich people and a cartoon of itself. There seems to be way too much development and many places are empty. Money always wins out. I still enjoy many aspects of Boulder and feel lucky to live here. Perhaps I'm being unrealistic, but I yearn for the Boulder of the 70's
- I feel so ill informed about most of the issues on this survey that I almost feel like I should not turn it in but I will
- I feel that 9 city council members are too many to run and effective city gov't. I'd like to see a library, grocery and 17th street bike path in my neighborhood. I'd like to see a moderately priced general store on or near the Pearl street mall. Thanks
- I feel that Boulder is turning into an area where only the rich or elite can live, which is disappointing
- I feel very blessed to live in Boulder and I value the time, work and effort of all involved who help to make it such a special town. Thank you!!
- I feel very fortunate to have lived and worked in Boulder for 31 years. Overall the local government does a great job. My biggest beef is the continued out of control growth that's happening by filling areas with high density
- I feel we spend far too much money doing community meetings/ comm. Input and then don't listen to what the input is. The city needs to do what is best for my city, no need to waste \$ putting the meetings together especially if concerns recommendations are ignored. EX: OSMP CCG OSMP prairie dogs relocation. regulations on OSMP not based in common sense-lobby groups
- I have been and lived in many places. Boulder is tops keep it the way (but please do something about the loud motorcycles)
- I have concerns about the intersection of 25th and Iris. Too traffic accidents since rerouted/ improved. Also have concerns about out-of-town drivers and our mid-block ped crossing very dangerous. They don't get it until it's too late
- I have had to call the police often times this year and they have been prompt, helpful and respectful. I am concerned about the amount of police patrolling. However, due to the robberies and sexual assaults around campus lately. Thank you.
- I have lived in Boulder 30 years. I have seen it change a lot and not all for the better. Trying to pack us together in order to reach some affordable housing goal is not the way to go. I would like us to spend more time and money on keeping what we already have. the folks making the decisions are not the ones affected by the decisions
- I hope I can find affordable housing arrangements when I retire otherwise I will have to lever after 31 years as a resident. I feel as a gay man that Boulder is "tolerant" to my sexual orientation but as most of the country is not openly accepting. I feel I have paid for open space, but may not get to enjoy anything
- I just moved to Boulder about a month ago so I haven't had much opportunity to explore city and options for discovering information about the city council
- I like the mountains. Colo. Has a great climate
- I live in a retirement community- communication with community management or councils would be good
- I live off of Canyon Blvd. on 22nd Street walking to and from the Pearl St. mall (10 blocks on Canyon, walnut and Pearl) I've noticed inconsistent sidewalk landscaping, giving the street an unfinished look. I've also noticed trash on the ground. Maybe it's because of all the college students, but it makes the streets feel less safe. We should have regular (volunteer?) clean ups of Boulders major cross streets Keep Boulders streets beautiful
- I love Boulder been here since 1967
- I love Boulder but sometimes it's a little to socialistic

- I love Boulder but we have been pricing out the normal everyday residents that have given "flavor" to community. It is becoming the Manhattan of Denver metro area. Many long time Boulder people I know have moved to other areas because Boulder is "too pricey"
- I love Boulder I'm from Europe but I still call Boulder home. Let's keep it the nicest place to live in the USA I miss a bit of diversity and Good job!
- I love Boulder it's like living in paradise every day. I would like to see a light rail system in Boulder and the US36 corridor to help eliminate and or reduce traffic congestion. I am disappointed in the style and lack of quality in the new housing and business development (such as NOBO and steelyards) they are poor construction and look cheaply made. I would like to see better quality low income housing
- I love how bikeable the city is! I love I don't need to own a car to live here
- I love how pedestrian friendly city is, however I feel the crosswalks that allow people to cross without waiting are very dangerous. Some drivers are unaware of the blinking light and people from out of town are unfamiliar with them. I feel that underpasses/ overpasses would allow traffic to flow better without sacrificing incentives to walk or ride bikes
- I love living in Boulder for the beauty and lifestyle- I fear that it is becoming too developed
- I love living in Boulder, but it's getting difficult for a senior to live here. I've been in Boulder for over 40 yrs
- I love my city of 23 years! Thank you for being a public person. Perhaps I will get more involved soon
- I love pleasant view soccer complex! And mountain trails and bike paths and bike lanes!
- I love to live in Boulder, as a senior I'm very pleased with the services but there is always room for improvement
- I really like living in Boulder. I wish there was a way to lessen the separation between students and non-students living on the hill. It is a great place to live and I would like to eliminate the us VS. them attitude
- I ride my bike frequently on errands- my work is at home or at clients homes for which I need a car. You didn't ask about biking for errands
- I take pride in having few discount shopping opportunities. There are plenty in the surrounding communities. Keep Boulder local
- I think city council needed to spend more time gathering information and getting public input on municipalization issues. Residents don't have all the information they need to vote wisely in Nov.
- I think council members should make and take more time listening to city residents needs and not so much time giving contractors the right to ruin our great city, change is good, but some of what has been done in the last few years is ruining the ambiance of our city that so many people loved enough to move here
- I think Jane B. Is doing a good job
- I think that making sure living in Boulder is possible for everyone should be a top priority affordable housing and public transportation need to be supported
- I think the city council spends too much time talking appointing committees, hiring expensive outside experts, listening to everyone. I think candidates for city council should have to have four more signatures before they can be placed on the ballot and present council members should not be able to sign for each other. I think all ballots state wide should be in English only
- I think the city is trying hard
- I think the city needs to concentrate on keeping the city livable- roads parks, open space, police and fire, limited development. The rest is vanity
- I think the city of Boulder needs to stop purchasing open space.
- I think this is a waste of time and money!
- I think we have to be careful not to get too spoiled. Some cities are far far worse off than Boulder. We have it very, very, good here already, even without any more improvements

- I travel a good deal in the US and find Boulder quite removed from the rest of the country. It wastes a good deal of time and resources on meaningless issues, e.g. The effort to reverse supreme court ruling regarding political funding
- I want Boulder to bring back Mervyns and JC penny stores. Great economical stores. I want continuing education closer than Gunbarrel or Broomfield i.e. Front Range
- I was born in Boulder and never left as it is such a beautiful city and always has been. This is not a communist city tho I wonder about that now- it seems to me that "give me your money" will decide what to do with it and we will tell you how to give us more money and power. I see very negative direction in the way Boulder is evolving
- I wish council would not spend staff time and tax payer money on saving every individual prairie dog. Protecting the species is enough
- I wish there were a way to get people to clean up and control their dogs better
- I wish we were not turning our downtown space into a concrete canyon. Most of us came to Boulder for the beauty and views of the foothills and flatirons. Let's not lose that!
- I worry that Boulder is getting too big. One thing I love about it is that it is surrounded by open space and there is a limit on new housing growth, but it still seems like it is growing also, I think one thing Boulder is sorely lacking (from a parents standpoint) is an outdoor pool with kid friendly water features. (slides, fountains, etc..) We have to go to Broomfield for this. Overall I love living in Boulder came here for college and never left
- I worry that in these stressed financial times the city will bankrupt the city with its poorly studied energy program. It has made many bad decisions/ expenditures before but nothing of this magnitude.
- I would have been more positive about interaction with city personnel, but my one encounter was on open space with a dog off leash, in an area that is usually ok off lease but not at that time- and I had not seen the sign. I got a \$50 ticket, even though the dog was a short distance from me on the trail, and came immediately when called, a little discretion in this case would have been appropriate
- I would like to help design set up and participation in a community wide scavenger hunt spread out across the city with clues that challenge participants academic knowledge, athleticism common sense and observation skills. Prizes optional
- I would like to participate more in the Boulder community, but long work hours, plus commute make that difficult
- I would like to qualify for an Eco-pass. I had one when I was last employed. I would like to see a more racially and ethnically diverse community, though I love that Boulder is homogenously intelligent, well educated and well-read
- I would like to see the city and schools work closer together they seem to have different visions and ways to get them.
- I would like to see Mapleton hill (between 9th and Broadway) receive better snow removal services in the winter. This block is extremely dangerous because cars cannot stop before highway traffic of US36. there are several car accidents on this road every year
- I am absolutely against municipalizing the power system. It is a big gamble that it can be made to pay.
- I'd like to have the park (maybe as an experiment open for days from 7am-9am. Condition use by making FIDOs on other dog organization responsible for a clean park
- If the city of Boulder owns the city walls in front of residents and businesses, the city should assist homeowners to get sidewalks cleaned after a snowfall. Maybe employed residents or students could be hired temp to assist with this task
- I'm a relatively new resident, so question 12 is difficult to answer
- I'm constantly impressed with traffic flow in Boulder. The fact that most days I can leave my house, get on foothills expressway, and not have to stop before I leave Boulder on 36
- I'm disturbed by the increasing number of violent crimes committed by transients, the increasing # of transients and the fact that at any street corner, or on the mall, or in front of the library, the aggressively panhandle. I don't feel safe walking alone at night and transient campers are degrading Boulder's natural places

- I'm new in Boulder, so haven't yet gotten as engaged as I was in my previous city. Been here just 1.5 years- still rooting down. I'm an adjunct professor at a private university and am on food stamp assistance. Doesn't seem right
- Improve the management of affordable housing program.
- In general, I think the city is well managed. However, last year's West TSA process under OSMP left a bad taste in my mouth. It was poorly managed and divisive to the community. Another thing; Could we look into better bike options in the 28th St/29th St mall area? It's a little scary! thanks
- In my view the municipalization plan is an ego driver anti-business and appeals to emotion instead of business reality. It's disgraceful abuse of power
- In south Boulder there are many rentals with 4-5 students in them. If they are quiet its okay because of this street parking is a premium, front yards are trashy/ weedy. Sidewalks are not shoveled in winter
- In you quest to politically correct you ignore reality. For example: a few vocal people scream loudly about boats "jet skis" on the reservoir but no one looks at the "car" hours it takes to put on an event at the reservoir and i.e. 2 trips in a car to pick up packet and to arrive at the event. driving to rez to row, etc.
- Independent information about utility. Franchise renewal issues pro and con lacking
- Influence RTD to lower and use smaller buses on lightly used routes. It does no good to add more public transit if people can't afford it. The same goes for the rec. centers so subsidize passes for residents. If the city wants to earn easy money, begin enforcing the "dogs on leash" laws one officer patrolling on community park for one hour could net 500-1000 in fines. Stop wasting money on the municipal-owned utility fight and negotiate with Xcel for more alternative energy
- Inserts in the utility bill is a great idea (for sharing important city info.) I don't pay for my utilities, which is why I selected not at all likely for that option in question #14
- Is Boulder too welcoming to homeless population, marijuana dispensaries? This high risk population has a significant and negative influence on Boulder's image. Why do surrounding cities have closed dispensaries? Why does the homeless population migrate to Boulder?
- It feels like a police state-Boulder has gotten to be a very expensive city to live in. I have lived here for 32 years. I miss the small city feel. I don't like to pay to park downtown.
- It has been my observation over many years that the city council will champion some idea be it zoning, house size, open space use. Power generation ownership etc.etc.etc. When the initial sales job fails the default is always to commission an expensive independent study that always finds full agreement with city council position. This is completely predictable
- It is a privilege to live in Boulder (20 yrs.) However "new hires" of the past have initiated non sense ideas (especially re: traffic flow.)
- It is not the responsibility of the city of Boulder to change the world- the city council are not all-knowing gods- stop acting like it.
- It is time to realize the housing market has been gradually increasing in how overpriced it is. Do something to put people in the 20% of houses that are vacant at this point
- It seems that the city of Boulder puts pedestrian/ cyclist rights before everything else. Traffic congestion is a huge problem in this town and unnecessary. Some of us have to drive why make it so difficult? I do walk/ride when I can do not need so much accommodation when I do!
- It would have helped to have brief statement outlining city of Boulder's domain of power/ influence. Support for education is a high priority for me, but it's a county and state issue rather than city
- I've lived here only 3 months, after a 15 year hiatus. My comments reflect mostly a "watch and wait" perspective, overall, I find Boulder a more stressful place to live than before
- I've lived in a construction zone/ industrial park called Newlands neighborhood for the last 10 years out of 32 in Boulder and the constant noise/fumes porta-potties parked on the side of my house construction workers running over my mailbox blocking alleys. Poor planning with permits and permits with not time limits.
- I've lived in Boulder since 1979, except for graduate school (1989-1991) I love it here! Great job everybody! I wish the whole county was like Boulder

- Just frustrated with loud parting neighbors. Also moving of Boulder by March 4th at end of lease
- Just move to Boulder 1 month ago I have no TV
- Just moved here from Madison WI 3 mo ago for job. Impressed by recycling, eco initiatives, schools, shopping for size of town. Not impressed by traffic (rude drivers in a hurry to what?) bikers always worried I will hit one on road. Very \$ housing. But gorgeous. Gunbarrel could really use a park, pool, and community ctr. / town hall!
- Keep real estate taxes from growing too large for people on fixed incomes. This may include limiting open space acquisitions! GMO's not to be grown in Boulder open space
- Keep up the good work.
- Keep up the good work.
- Keep Ward post office running, segregate building codes for in town and rural building, prefer cyclists to ride single file rather than not, great bike lane on lee hill (love it)
- Leave running the power plants to Xcel, they do know what they are doing. If you love prairie dogs so much take a dozen home yourself
- Let's stimulate small business. Let people build bigger houses if they want to. Have developers donate a % of the profits for public works projects that benefit everyone.
- Live in unincorporated BoCo- not city not sure why I received this survey just used my observations
- Living in Gunbarrel, it's a real hike to get to any library, Gunbarrel seems like it's not really "part" of Boulder. Probably for the best, although we love Boulder
- Love Boulder- keep it green!
- Love living here. Thanks!
- Love the recycling, open space/ playgrounds! Want more emphasis on attracting and keeping businesses - tax revenue! More emphasis on cultural diversity
- M. Cowles is a hypocrite and is taking this city down the wrong path. I regret my original vote for him and cringe every time he opens his mouth. Tell him to pay his fair share of property taxes.
- Make the CU campus safer in terms of street lighting and the patrol of police officers
- Make the rec. centers affordable for low income people. Plow the side streets when there is 6" or more of snow. More enforcement of the abandoned vehicle on the streets.
- Makes sense to me for our city government to focus their time and resources on city and local responsibilities/issues/community other than directing those resources to national or global issues with proclamations/positions/rules or ordinances.
- Making improvements to personal property (building permits) is way too difficult and expensive
- Many business people find dealing with Boulder a pain. Too much time is spent dealing with left wing issues. Boulder has become an elite, affluent, magnet- leaving out families and middle income or lower. Therefore unbalanced and exclusive. I miss the Boulder of 20 years ago.
- More emphasis on water conservation. More information on GM foods/seeds. Encourage organic foods/produce. Build a NOBO library
- More firemen and policemen jobs
- More water fountains on paths. Less homeless people. If we could educate the youth especially high schoolers and college students on how to be respectful and help the community it would be nice
- Municipal electricity company. No GMO on Boulder county public land. Swift snow removal on all roads
- My deafness increasingly separates me from my community. Boulder is I think "willing to be accessible, but I have to push a lot to be included. Please consider people with hearing and vision disabilities in your planning- not just wheelchair users. We all live here too-too we are often invisible to planners
- My husband and I returned to Boulder after a 20 year absence for professional reasons. We love Boulder more than any of 15 different states and countries in which we resided. But I wish the city council was less full of themselves and more aware of their actual importance

- My husband, a frequent bicyclist, is upset about drivers hitting bicyclists and not getting ticketed. Teens really need things to do. Sports teams and movies are too expensive. There's nothing for them to do but hang out on Pearl St.
- My wife and I are not residents. We have a second home in Boulder and are there a few days each month
- Near Twin Lakes mosquitos are awful. They seem vicious and out of control
- Need more help for the homeless and more jobs
- Need to better manage prairie dogs on open space, they are a health hazard. Boulder reservoir is overpriced and over managed
- Need to eliminate the north trailer parks. Build a noise wall for the train. Arrest illegal immigrants they are breaking the law. Prairie dogs have the plague. Stop wasting money
- Needs to be better lighting along bike path. Another homeless shelter to keep the bums off the streets
- Negative contact with city employee was with Go! Boulder when I called to ask re. constructing a shelter for bus passengers in order to increase bus ridership from my neighborhood. Also on one called me back. Kudos to Dave Sutherland and his conducting of h. walks on open space
- New here- so far so good
- no
- no
- No GMO's on public land. Could save a lot of water if no one had Kentucky blue grass lawns
- No new taxes of any kind! Rethink smart regs. Not fair that only rentals are required to comply
- none
- Not at this time thank you
- Not everyone watches television or computers
- Not likely, I am content where I live, have no complaints
- Note the intersection of Alpine and 13th Street (by Ideal Market and the Wine Merchant) and the intersection on 13th by the Middle School two blocks south have very dangerous drivers especially when school is in session. It's dangerous to ride a bike there because the drivers are so aggressive. A police presence during rush hour would help.
- Once I am finished with graduate school I will be more likely to be politically aware and involved but making info more available via above would be great (I don't watch t.v.)
- One of the greatest things about Boulder is its size-there's a lot of construction esp. building and I don't want Boulder to become a big city
- One other area of improvement is the confusing roundabouts on Pine St. between Broadway and Folsom. There are often near accidents on Pine because the roundabout requires traffic to yield in all directions instead of just the secondary cross streets. I'd suggest adding signs that require only the cross street to yield instead of traffic on Pine, which is by far more busy.
- Only been here 4 months and I love it dearly.
- open homeless shelter year round
- OSMP need to be more open to mountain bikes on trails
- Our main concern is with the city council using their time more wisely, late meetings lead to poor decision making. Wasting time on issues which do not benefit. Talking a question to death. Our streets need repair. Uni hill problems never seem to be solved. Violence is increasing in the city. Money is short and should be spent on services.
- Perhaps surveys should be mailed to City of Boulder residents - my home is in Boulder county, and thus I do not vote in City of Boulder elections
- Please continue doing a great job.
- Please do not build another homeless shelter in Boulder. We are doing more than enough with the number of homeless coming to Boulder detracting from the quality of life

- Please do not waste city time or money on personal political causes such as "citizens united" we have real issues do not need distractions. Council members should pursue personal causes with personal resources
- Please make an effort to inform residents about the upcoming opportunity to take over the utilities in Boulder
- Please make snow removal in the lanes a higher priority, each year a deadly danger is left in the bike lanes, make the damn utilities supervisors ride a bike on them, maybe then we will see some results
- Please put city dollars into job growth. Affordable housing etc. and give up idea of municipal utility bad idea!
- Please speed up mass transit (train to Boulder and DIA) roll out program.
- Prairie dog expenditures are obscene and stupid. Policy should be no PD in city parks and only in elected locations and open space. City expense in moving them is not cost effective or wise. City should use more effective method of weed control on city property
- Preparations must be made for economic depression, climate instability, and emergencies
- Preserve, maintain and patrol presently owned open space and not acquire more that can't be properly maintained. Concentrate on enforcement of distracted driving v. speed traps
- Price of water very high. Height/ of buildings too high. Obscure mtns. Possibility of increased taxes for affordable housing? Medical marijuana? A joke. Also a smoke out at CU is asking for problems.
- Property taxes are too high
- Provide for all citizens not just vocal minorities. Get transients off street corners. We spend tax money to care for them. Let's get them off our streets. Terrible image for Boulder visitors. Sick of being approached by beggars and vagrants. Not safe
- Quit wasting taxpayer money on frivolous studies. Get rid of the dangerous flashing cross-walks in the middle of blocks. Get rid of the dangerous circles in the intersections. Stop allowing tall buildings to be built, limit the height
- Re I Question #11 The only exemption to the very good status of city employees would have to be animal control officers. I'm sure most accomplish this difficult job very well but 2 incidents (with different officers) proved to be handled very poorly. This is just my first experience but confirmed and agreed with others
- Really appreciate all the care given to open space, trails and parks!
- Recreational facilities are too expensive. A family that wants to drop into a pool for maybe an hour costs almost \$20. Not okay!
- Recycling should be picked up every week! And there should be more room for garbage. Very disappointed in these services. And cyclists should be ticketed
- Reduce police increase education. Improve water quality-take chemicals out. No chemical water. Where is all the money going from all the police
- Reduce police- Increase funding for Arts
- Reduce spending for legal activities lawsuits, activism end special funds. Except for paying off bonds. Maintain facilities without tax votes/ increases. Limit use of fees no new fees
- Reinstate substance abuse programs. Question #35 stated poorly. Gender is how we act. Sex is a physical characteristic
- Replace the pedestrian operated "flashing yield" lights with regular stop lights- cars can't stop instantly and drivers need the yellow warning prior to the pedestrian crossing. Drop municipalization of Boulder power
- Residents of Boulder act entitled - outside Boulder, I say I live on the Front Range
- Restrictions on building heights are unnecessary; it's not the height but the design that matters. Question #17 asks if I'm employed, but doesn't care to know that I'm retired- makes me think no one cares about seniors
- Run the city, forget national politics, make it easier to do business in the city. Attract more new business 1/3 allow a big box retailer to come here and compete with Target

- Safety suggestion; please upgrade the pedestrian crosswalk @ 15th and spruce to include lights as a person crosses. Thank you!
- Sell the low income housing property at 4th and Pearl St (3rd and Pearl) realize the profit from that prime real estate location. Then rebuild the low income housing in a less prime location, taking the opportunity to upgrade the structures
- Seniors have no safe place to walk inside or outside in the city of Boulder except the YMCA. Can't the city provide this? Creek path unsafe with rocks, holes and puddles- easy to fall. When walking- bikes will run over or into you with no warning. Very dangerous. Bikes need identifiable licenses
- So why are the people at 1120 Hartford drive allowed to keep a steel storage container (15 ft long X 6 ft tall) on the street in front of their house? this is not just a construction dumpster
- Some council members are too thin skinned and reluctant to accept criticism of the plan to municipalize electricity
- Stop political agenda. Allow liquor licenses
- Stop spending my money for more bike lanes and open space!
- Survey is too long
- Thank you for allowing me an opportunity to express what I love about Boulder. I would like to explain my response to question 2 re; education. May seem like an odd response considering Boulder is home to CU, but I would like to get some other classes out of the way at community college first due to expenses bur FRCC is in my opinion poorly staffed- both admin. and teaching
- thank you for asking
- Thank you for asking my opinion
- Thank you for seeking feedback. I love living in Boulder (beautiful place) it is true in part to location. But mostly due to the far sightedness in planning that makes Boulder special- in all areas- environmental, cultural, public transportation, open space etc.
- Thanks for all you are doing Boulder Rocks!
- Thanks for asking!
- The Boulder Camera is getting so small is it hardly worth the money and they keep raising the price!
- The Boulder community where it prides itself on openness and diversity is actually closed minded
- the city council is too liberal
- The city has a real traffic problem too many bicycles; too many riders pay no attention to traffic rules and regulations. They run stop signs traffic lights expect traffic to get out of their way. Adults not kids or even teenager, bicycles should be licensed
- The city is losing its character by allowing large tall bland buildings. Pearl St. is great, but I miss the dogs. Shopping here is either "upscale" or in excellent thrift shop, so shop in Longmont
- The city is so concerned with littering and trash mitigation however if I walk down the sidewalks or creek paths there are no recycling or trash cans anywhere. This does not encourage the responsible placement of trash in the city of Boulder.
- The city manager needs to be more accessible landscaping projects like foothills parkway are a waste of \$. Snow and ice removal on streets need faster action
- The city needs to be more realistic in dealing with issues. I'm sure we would like to pretend that all Boulder residents are good, honest, hardworking people, but that's simply not the case. Just because violent criminals are college students does not mean they should get a free pass
- The City of Boulder manages its duties well. but law enforcement, street cleaning and festival management has not prepared this city to take on the responsibility of a utility
- The city should not consider raising taxes - instead they should cut services and work more efficiently to save tax payer money. There are many federal workers living in Boulder that will not receive a cost of living or any wage increase for quite some time. Please don't raise taxes
- The dog leash is not being managed very well. friendly dogs should be off leash everywhere on open space

- The flashing crosswalk lights are unsafe! Please remove! You are expecting out of town visitors to instantly stop when they can't see past the minivan/truck etc. It creates injuries and ruins lives for no good reason quit using human being in traffic experiments
- The food is extremely sub-par and is an embarrassment to the state of Colorado. For college students, there are no cheap, available options such as Chic-Fil-A also, if Boulder residents want fewer house parties, allowing the bars to stay open later would be effective
- The Gunbarrel area feels remote and not part of Boulder. There is a huge lack of shopping, gov't business info- accessibility. I would love to see this area become an "extension" of Boulder, rather than how it currently is, going to Longmont for my needs
- The important issues (in my opinion) which need to be taken care of are the following. There is this recent (within last year) surge of crime around UCB campus and even though I have noticed increased presence of police but it seems ineffectual to me. Another issue is that pedestrians and bicyclists need to be educated about traffic laws, rules and regulations. They think they just own the road and they always have 100% right of way. Everyone jaywalks and crosses and turns where they want. Drivers get in trouble for speeding or maneuvering like this but I have never heard or seen of a pedestrian/cyclist getting cited for any violations ever. Third issue is the flow of traffic inside the city and on 36 (both North and South of the city). US-36 is a major route connecting for example Boulder to Denver but its only two lanes wide. I can't imagine why the designers didn't have enough foresight to make it bigger. Everyone uses it all the time and the traffic congestion is ridiculous. Same thing towards North heading to Estes Park, the single lane is a big bottle neck. A personal issue which disheartened me was that (surprisingly) Boulder is not as race-tolerant as I thought it would be. On two occasions I was stopped and questioned by the police in public for no apparent reason because someone "complained" about us. The just questioned us about who we were and what were we doing here. They just took our info and then told us to go on our way. I was with my Caucasian American partner both times. One time the officer told us that someone called in specifically complaining about us that they heard screams. The officer questioned my partner but of course nothing like this ever happened between us and she tried to reassure the officer. Seems to me as if the public here has problems with inter-racial couples. The city residents are not as enlightened as they claim to be.
- The incredible focus on Boulder PD on giving drinking tickets isn't preventing the apparent increase of robbery/ assault/ homicide around campus- someone needs to reconsider law enforcement's policy and approach
- The libraries are beautiful, but I never go there because of all the homeless people living/sleeping there
- The lights on Broadway for student crossing were a huge waste of \$ since we are now putting in an underpass. OSMP rangers have always been helpful, professional and fair; they do not get enough recognition. Bands on the bricks and noon toons are great community activities!
- The medians in Boulder are poorly maintained and give our city a neglected and run down look. More effort should go into maintaining and beautifying as well as creating more street with landscape medians. Improve main library building, it is poorly laid out.
- The money being spent on prairie dogs in these economic times as well as pursuing the energy municipalization is beyond my understanding. Also, as a person with white ethnicity I feel extremely discriminated against
- The pan handlers are now organized and rotate throughout Boulder and Louisville. The city of Boulder has been extremely slow to react. Get them out of here!
- The police shouldn't be so strict not everyone has to go to jail
- The power utility municipalization initiative is a very good idea, to which I strongly approve.
- The public library is great
- The quality of services questions assume that all of the programs are supported by residents instead of asking if dollars are being spent wisely or if services should be provided by the city. Survey is used to back up over funded and oversized city staff who actually control how city is run. Priority to keep their jobs, not to solve the city problems. Council does not run this town. Too much money is spent on entitlement programs that tokenize minorities and enable people to never succeed. Spiritual, income,

education and ex-military discrimination is much too high in this city. Businesses, especially small and new companies that provide jobs need to be welcomed much more.

- The traffic enforcement on Foothills pkwy is appalling. The 45 mph limit is grossly conservative and people get pulled over regularly for driving at a speed that is not dangerous to the public health, safety and welfare. This creates disrespect for the system
- The Valmont bike park is phenomenal. Way to go Boulder! We love it. Thank you for providing such an awesome place to have fun. The bike paths are fabulous too! It is great that biking is so important here
- There is too much construction in neighborhoods that stay too long with far too much invasion on others. "Quality of life". Trailers parked for months on streets, diesel trucks and equipment idle for hours, fumes, not to mention, the noise the trash. Is there a leash law in the city of Boulder for dogs? Doesn't seem to be enforced.
- this city is the worst of everything. Unless you are rich you live in a neighborhood surrounded by CU students. And all that goes with them
- This is a beautiful place to live because of the natural beauty all around. I worry that the city will let certain areas of town go downhill i.e. University hill due to the poor enforcement of the students not being accountable to their rental properties and their long term residents
- This is a wonderful place to live and we are grateful to the excellent leadership and openness in our community
- This survey is what's wrong with Boulder municipal gov't. it's too much about how the city is viewed and how best the city should spin its story and too little about substance of what is done well, needed and not needed
- this survey was not very engaging to a student
- Those blinking yellow crossing lights (yield to pedestrians) continue to scare me! I think they are unsafe. We have prioritized pedestrian convenience over safety which makes no sense to me.
- Those photo radar vans are a waste of time and piss the residents that have the most to give off! Is there any safety increase (really) It seems to be strictly revenue generating! Especially seeing the amount of money it generated 09-10 don't piss citizens off.
- Too many dollars spent on bike trails and prairie dogs. Don't even spend another dime on the utility question. Boulder certainly isn't able to manage such a huge project. Why doesn't anyone mention that Xcel will still be here to supply gas even if the electricity is supplied elsewhere?
- Too much money wasted on hop, skip, jump buses within city of Boulder. Why use large buses when so many are empty or nearly empty?
- Traffic flow is a huge issue. Better dancing options around Pearl Street would be great. I realize the 4/20 activity is not ideal but one step forward into the right direction would be to make sure no one under 18 can be at the 4/20 activity. I hate to drive by and see 12-17 yr olds participating
- Traffic is biggest issue. Congestion seems to be getting worse. Would like to see a 5 year plan for traffic mitigation.
- Transportation is my big problem for groceries to see friends even for doctor appointments. Senior trans. Bus is always filled up if I don't let them know a couple of weeks ahead. As a pedestrian with my walker I get run down if I don't be alert and jump out of the way of bicycles, skateboards etc. we should start requiring licensing or some form of regulation for the speedsters who are oblivious to any other user of the sidewalks and by paths. I use cab service but they're expensive
- Try to keep housing prices down!
- Try to reduce regulations on property owners. Stop expanding open space, especially for areas greater than 5 miles from city limits. Reduce parking meters downtown
- Underpass south of Pearl across 30th - big waste of money! Traffic flow has been severely impeded by the numerous ped. Xings. I support ped and cyclists but the xings activate too quickly and peds/cyclist step into the road without looking out for cars. I have seen numerous cyclist ride through without pressing the signal to warn drivers
- University Hill completely out of control

- Unless unemployment gets below 6.5% or better things will not change. We do not need unnecessary spending.
- Use renewables!
- Very concerned about proliferation of marijuana dispensaries in a college town. Will we see more traffic accidents, burglaries and crime? Why allow new construction when so many units are still unsold? Boulder also has enough commercial / retail options
- Very happy with living in Boulder, except for the traffic (which I need to make personal improvements too) biking more often)
- We have been in Boulder for 43 years and are very happy to live here
- We have friends who have left Boulder after many years because they can't afford the 100% increase in city services and costs over the last 15 years. Boulder is becoming a barbell city at top and bottom with small middle class except CU related
- We have just moved into Boulder from the County so some of these questions do not pertain to us
- We have too many police officers in Boulder. I don't really care about underage drinking. Less police/ more teachers
- We live in a retirement home. So many things are not applicable
- We live in Boulder County not city. Too much for the city only
- We live in the county and we do not get any say in many issues that affect us such as energy
- We love living in Boulder. My biggest disappointment is our inability to afford a house(as a double income family just making over \$150,000) year that is not \$500,000 and requires a lot of maintenance, it has forced us to look for housing in Louisville
- We need more parking for handicapped downtown. It's impossible in the winter to get to the kiosk, etc. and most handicapped parking spaces are taken most of the time.
- We should loosen up, like with the Waldos around the city that were painted over. They were art and this type of art gives personality to a city. Also, extended noise hours at certain neighborhoods that are prone for students
- We should not municipalize. I feel this is an irresponsible use of the cities time and money. I have not been happy with the biased the "Boulder energy future"
- we think the city council members should be elected by district neighborhoods. Not at large that would totally improve representation to a more diverse set of viewpoints. (of course, maybe the council doesn't have more diverse representation)
- We would like the council to concentrate on local issues- safety, economy- first. Rather than try to make some global "grandstanding" how about people before prairie dogs. The money wasted could go to the libraries
- We would like to have more park benches installed especially benches with backs
- We'd like to divide our property and build small patio homes but the planning development laughed at us
- Were opposed to expanding the north Boulder homeless shelter
- We've lived in Boulder 3 months so we are not yet familiar with many of the city's resources. I will start looking at the Boulder Colorado website now
- When if ever, will anything be done about the junk car operation at 910 Gillaspie Dr.? 10 to 20 junk heaps on the street, on the property and scattered around the neighborhood
- While I applaud Boulder's mission to make sure there is affordable housing, I do not believe that housing should be subsidized. I do not make much \$25K and I am not able to have such housing, but taxes keep getting more expensive
- Why are you cutting down beautiful nature, healthy grass? Stop killing them!
- Why do we continue to allow these new condos to be built? How many more multi family dwellings do you think you will approve. I'm shocked to see the development at Walnut and 30th, Arapahoe and 33rd a few years ago. We do not need to increase our population can't afford to keep it filling.
- Why don't the police enforce speed limits more diligently and effectively

- Why don't you let the kids party a bit after all they are in college
- Wish there were more public outdoor pools that they had a longer season. Wish RTD bus rides individual ones were less expensive. In some cases it is more expensive to take the bus than drive, that doesn't seem right. Compost pick up for residences would be great. more incentives for renewable energy and energy efficiency
- Would love to see the city create stronger policy limiting the use of pesticides and other toxins, both on city land and to the fullest extent possible, on other public and private land
- Yes, as a runner in Boulder, there is little support of the fantastic running community. I think the city should maintain portalets year round at the various high school tracks to enable people to use them since we fund them with our tax dollars. Also; the police should stop profiling young males
- Yes, I am a person who lives on what I have. As long as I can afford a roof over my head, Have at least 2 meals, I'm happy. As long as I have my friends, I'm in high heaven and as long as the Lord keeps me and provide as He has for the past 76 years. Thanks to the Lord, I need nothing else.
- You are running us out of our home of 33 years with too high taxes.
- You do a terrible job with snow removal in neighborhoods. Continue your expansion of bike trails for community
- You must stop bums from looking at pornography on the city library computers. This is vile and disgusting. Think about kids in the library. Totally inappropriate!
- Your handicap ramps were designed by a moron. Median concrete ends should be sloped

APPENDIX C: ALL RESULTS FROM YOUTH SURVEY

A total of 234 completed surveys were received from Boulder youth; 38 of these were completed online.

Table 47: Question #1

Please read the following questions and circle the number which most closely reflects your opinion.	very good	good	neither good nor bad	bad	very bad	Total
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	55%	38%	7%	0%	0%	100%
How do you rate the overall quality of your neighborhood?	43%	41%	13%	2%	1%	100%
How do you rate the sense of community in Boulder?	25%	52%	21%	0%	1%	100%
How do you rate race and ethnic relations in Boulder?	19%	37%	34%	8%	1%	100%
How do you rate Boulder as a place go to school?	50%	40%	9%	1%	0%	100%

Table 48: Question #2

Please rate each of the following characteristics as they relate to the City of Boulder as a whole:	very good	good	neither good nor bad	bad	very bad	Total
Shopping opportunities	31%	50%	12%	7%	0%	100%
Employment opportunities	8%	40%	37%	14%	2%	100%
Opportunities to attend arts/cultural events	45%	43%	11%	1%	0%	100%
Opportunities for higher/continuing education	48%	43%	8%	1%	0%	100%
Drinking water quality	58%	35%	5%	1%	0%	100%
Access to city facilities (library, pools, rec. centers)	54%	40%	6%	0%	0%	100%

Table 49: Question #3

Please rate how safe you feel from each of the following in Boulder:	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	Total
Bullying or Harassment	37%	47%	12%	4%	0%	100%
Physical Fights	46%	41%	12%	1%	0%	100%
People with weapons	43%	35%	16%	4%	0%	100%
Gangs	56%	28%	12%	3%	0%	100%
Violent crimes (e.g., rape, robbery, homicide)	43%	41%	13%	3%	0%	100%
Property crimes (e.g., burglary, theft, criminal mischief)	23%	41%	27%	6%	2%	100%
Discrimination due to your background or personal characteristics	42%	37%	16%	4%	2%	100%
Structural/house fires	32%	40%	18%	8%	1%	100%
Wildland fires	13%	32%	28%	23%	4%	100%
Floods	25%	39%	24%	11%	2%	100%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	12%	40%	28%	16%	4%	100%

Question #4. What do you think should be the top three priorities of the Boulder City Council in 2012?

- A Walmart. Night clubs. Better stores for young people
- Addressing natural disaster preparedness. Creating jobs for youth. Education
- affordable housing. Library improvements for youth. Preventing crime on the hill.
- animal shelter. Planting trees. Homeless people.
- Assistance to students in need. Housing. Recycle and compost public places
- available clean drinking water. Traffic. Clean Boulder Creek
- be clean. Better bus routes. Better way to get around.
- better drivers. Less worse drivers.
- Bike parks, building bike parks with lights. Place for teens to hangout. Skate park with lights
- bike traffic. Bike enforcement. ?
- bike-car traffic accidents. Maintaining openland. Wildfire prevention
- budget; open space; quite worrying about national issues as opposed to local ones where the council has actual authority
- Build an ice skating rink. Make the public drinking fountains work. That's all
- bullying. Gang related things.
- buses. Malls. People.
- cheaper stores. More places to hang out
- city beautification. Improving shopping opportunities. Dealing with the transient population.
- Clean up my neighborhood. Better grass
- Clean up my neighborhood. Better grass. Fix the ditch
- Cleaning up trash around town. Fire ban in mountains. Keeping open space and forest service
- Conservation. Energy(municipalization) bike paths
- Controlling crime on the Hill and other neighborhoods; Affordable housing; Homelessness
- Create a more bike-contested traffic situation. Improve safety or pedestrian and bike travel. Allow bikes on Pearl
- Create activities for the youth into the evenings; Affordable counseling for the poor; Shelter for the poor
- create more jobs for teens. Extend the city curfew for teens. More food places.
- create more jobs for the general public and teens. Lower the fire hazard. Train police officers because of harassment due to arrests.
- Cyber Bullying; Discrimination in schools; Traffic Related incidents
- darking. dumb drivers. bikers
- discrimination. Hobos (danger)
- diversity - ethnic & especially socioeconomic (understanding). Lowering cost of living. Increase in local parking.
- Diversity. Homeless people. Jobs
- eco friendly stuff. Not as many road construction projects. Less traffic near downtown.
- Eco-friendly. MMJ tolerance. More paving in neighborhoods.
- Education opportunities for those who need more help. Better after school programs
- Education. Economy.
- education. Foundations. unity
- education. More funding for arts programs. Job opportunities
- education. Preventing drugs. Preventing crime.
- Education. Public transportation. Employment
- education; environment; public transportation

- Employment
- Employment opportunities. Ethnic/race community relations. Violent crimes - rape
- energy conservation. Composting services. Funding non-profit youth organizations like Amigos.
- Energy conservation. Greater political action, involving people in government. Strengthening and assisting in local businesses
- environment. Better flood control. More parking.
- Environmental sustainability; affordable housing; traffic issues
- Environmental Sustainability; Focus on education; Improvement of diverse arts opportunities
- equality of the people. Continuation of the arts. The environment.
- everyone treated equal. Make schools better, more of a happy environment. Stop bullying.
- facility cleanliness. Cutting down expenses. Being green.
- Fire control. Youth involvement. Burglary
- Fire midigation. Flood management. Biker-car relationship
- fire safety. More skate parks. Creek paths.
- Fires. Homeless people. Drugs
- Fires. Homeless people. More recreation
- fixing traffic and creating more preventive methods for bicycle accidents. Decreasing crime/assault on the hill at night. Creating a more diverse community.
- floods. Fires, recycling
- floods. Traffic related accidents. Violent crimes.
- food. Money. Housing
- Fourmile canyon burn area. Energy municipalization. Environmental protection-going green
- freedom. Justice. Less taxes
- gangs. Discrimination. Shopping opportunities.
- gay marriage rights more art events. Gay marriage rights.
- gay marriage rights.
- Get a better homeless shelter; Stop J-walking;
- get rid of as many gangs as they can; i am from an asian background and i am sometimes discriminated at school, it would be nice if you guys could get this sorted out.; try to work on the flood protection
- Get rid of gangs; Discourage discrimination against background; Get rid of burglary
- Get rid of the Mexicans. Getting more stores. More activities.
- Getting more diversity. Fires
- Have more open opportunities for teens. Adding more art to the community like murals. School related programs/ opportunities linked to the commun.
- Help keep the buses safer
- higher speed limit on Boradway , 20th and mepleton
- higher speed limit on Broadway. Traffic control.
- Hobo control. Wild fires. Wildlife awareness
- Homeless people; Driving; Police
- homeless. Higher speed on Broadway. Traffic control
- Increasing oppertunities for more jobs. Quaility education for kids with low income familes. More all community events.
- It's all good
- Job opportunities for high schoolers; Lighten cops on teens; Bikers and drivers together-they are in the way
- Jobs for teens. Good schools. Clean air and water
- Jobs. School. Entertainment around Boulder

- keep it rad. Stay classy. No, seriously I adore Boulder, don't change it.
- Keep the city cleaner. Less cops. Fire ban
- Keeping fires under control; Reducing the number of homeless people.;
- keeping it nice. Makint it greener (not recycling, but plants) more clothing stores
- Leagalize Weed.
- Legalization of marijuana. School funding. Public transportation
- less racism against colored people. more fluid traffic. More renewable energy
- Library Improvement - Teen Sevices; Relations Between Council and CU; Bike Safety - More laws
- library. School.
- Low income places I.E. violence. Homeless care. Safe bus system
- Maintainence (no a question) in OSMP. Expanding energy smart. Plowing more side streets
- make Boulder canyon to betasso link bike-safe; removal of bums next to Boulder high school property; get more green energy for the public to use
- make more job opportunities for younger people.
- Make shorter survays. Hobo control. Wildlife awareness
- making a performing arts facility in Boulder
- making sure Boulder is clean
- more bus passes for students
- more clean drinking fountains. Swing sets. Bigger open space.
- More clean water fountains. Better roads.
- More Elderly Services; Easier transportation for high school/middle school students; Cheaper after-school activities for youth
- More funding for RTD; More funding for schools;
- more money for schools. Safety. Providing jobs.
- More open space; Energy solutions; Better school funding
- more open spsce. Less restrictions for hikers. No curfew.
- More places to hang out. Cheap places to eat. Cheap places to buy cloths
- more public art; no fee for parking near pearl or a discount for parking fee; more open spce in the foothills/mountins of Boulder county
- Mountain bike trails increase; Environmental sustainability; Bike theft prevention
- Municipalization. Bike laws. Job opportunities
- new skate park
- new skate park. New skate spots. All funds to META.
- Not sure
- open space. Traffic.
- pedestrian crossing. Traffic. Parking.
- Police to be cined with thear surves. Bike, care conflicts. Floods.
- possible expansion of jobs. Findiing a way to redudce traffic. Finding a way to incorporate places to live for lower income people.e
- Preventing wildfires; creating more bike trails, safe bike lanes; Clear rules on biking, driving (sharing the road)
- provide more natural energy; upgrade infrastructure for living and limitations; decrease homeless problems
- Putting a tax on plastic bags.; Creating more community events.; Preserving Boulder's open spaces.
- putting height/weight/looks in no bully BVSD. Oarjung @ BHS
- Racial diversity; Prperty crimes; discrimination personal characteristics
- Raising school funding. Bicycle awareness. Environment (green city)

- Recycling, reuse, energy efficient. Water usage, job. Taxes/bus
- Residential road repairs; Pearl street cleanup; Youth focused social events
- revenue. Racism. money
- Roads. Construction. Houses
- safer community. Control of income and taxes. Better education.
- safer community. More money for schools.
- safety. Partnership. Unity
- School education. Boulder creek cleaning. Traffic
- School Food; Anti-Racism; Libraries
- school funding. Parks. Jobs.
- School funding; Library funding;
- school. Library. Bike paths
- schools. Library. Preparation for potential attacks from ?
- Solar power. Outlaw in cars. Free marijuana for everyone.
- stopping wildfires. More safety on roads. More flood safety/
- students should get ECO pass
- Teen opportunities; safety; Cultures
- there is too much traffic and it's unsafe. cleaning the creek area. Pedestrian/bike issues.
- they should put a Walmart in Boulder
- To be clean are city. To fix some roads. To be attending fires.
- To embrace Boulder's Diversity. To help out homeless people more. To encourage further use of open space (hikes)
- To ensure people's safety from fires and floods. To ensure the best education for children. To ensure the safety of cyclists
- to focus on wildfires on lefthand and other mountain communities. Become involved in providing more good parks. Conserve environment, and animal habitats.
- To keep everyone safe in their inviornment. To make sure there are no fires or burglary.
- To make access for people w/o homes living on the street to homeless shelters and help them find work. Control the hostility of people who cannot control themselves on the streets.
- traffic related incidents. Fires. Floods.
- Transportation in Boulder. Entertainment for students. Free rec. centers
- tuition for students whom want to continue to go to school but can't afford it.
- utilities. Homelessness. Affordable housing.
- wildfires. Gangs. Higher education
- Work on finding stolen property. Be nicer to teens (not so wary), more fairs
- Work on traffic safety. Education. Jobs for youth
- youth involvement = more focus on middle school peer education. Environment.

Table 50: Question #5

The city has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?	very important	somewhat important	a little bit important	not at all important	Total
Decreasing congestion and improving traffic flow	21%	38%	35%	7%	100%
Preserving the city’s historic features and attributes	34%	39%	23%	4%	100%
Assistance to businesses to keep them in Boulder	30%	53%	16%	2%	100%
Neighborhood parks	35%	41%	21%	3%	100%
Acquiring open space lands	44%	30%	21%	5%	100%
Active recreational facilities (such as ballfields, play areas or playgrounds, etc.)	31%	44%	22%	3%	100%
Services for children (age 12 and under)	29%	41%	27%	3%	100%
Services for youth (age 13 to 21)	46%	38%	16%	0%	100%
Services for seniors (age 65 and older)	34%	41%	22%	4%	100%
Providing spaces for and access to a variety of arts/cultural events	33%	41%	24%	2%	100%
Art in public places	37%	36%	25%	2%	100%
Crime prevention	45%	36%	15%	4%	100%
High frequency transit (bus or rail) routes	48%	35%	14%	3%	100%
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	50%	32%	15%	4%	100%
Energy conservation and efficiency programs	53%	32%	12%	2%	100%
Recycling and composting collection services	52%	33%	13%	2%	100%
Reducing homelessness	50%	35%	11%	4%	100%
Library services	24%	39%	29%	8%	100%
Police presence in your neighborhood	14%	28%	37%	21%	100%
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	19%	33%	34%	13%	100%
Attracting/retaining “discount” or “affordable” shopping opportunities	36%	32%	25%	7%	100%
Housing affordable to low or moderate income people	40%	40%	16%	3%	100%
Retention and expansion of quality jobs in Boulder	49%	38%	12%	1%	100%
Providing broadband internet connectivity with speeds higher than current commercial offerings	34%	28%	24%	13%	100%
Eco-passes for residents	50%	32%	17%	2%	100%

Table 51: Question #6

Do you have an Eco-Pass, an annual pass that allows you unlimited bus rides? (Please check all that apply)	Percent of respondents*
don't know if I am eligible for an Eco-Pass	56%
no, I don't have an Eco-Pass	19%
yes, through my employer	5%
yes, through my neighborhood program	19%
yes, other pass	4%

*Percents may total more than 100% as respondents could select more than one response.

Table 52: Question #7

Did you pick up your Eco-Pass?	Percent of respondents
Yes	46%
No	54%
Total	100%

*Only asked of those respondents who reported being eligible to have an Eco-Pass.

Table 53: Question #8

About how often, on average, do you use your Eco-Pass?	Percent of respondents
more than once a week	72%
about once a week	2%
about once every two weeks	10%
about once a month	2%
less often than once a month	14%
Total	100%

*Only asked of those respondents who reported being eligible to have an Eco-Pass.

Table 54: Question #9

In the last 12 months, about how many times, if ever, have you done the following things?	Never	1-2 times	3-12 times	13-26 times	More than 26 times	Total
Used the North, South or East Boulder Recreation Centers	19%	29%	30%	12%	11%	100%
Participated in City of Boulder recreation programs, activities or events	27%	33%	28%	6%	5%	100%
Visited Boulder open space or mountain parks	4%	16%	35%	22%	23%	100%
Visited a neighborhood park or playground (including tennis courts, Flatirons Golf Course, outdoor pools, and Boulder Reservoir)	7%	20%	24%	26%	23%	100%
Used the services or facilities of the East or West Senior Centers	76%	13%	4%	4%	4%	100%
Visited the Pearl Street Mall	3%	7%	17%	20%	52%	100%
Visited Twenty Ninth Street retail center	8%	9%	25%	23%	36%	100%
Visited the University Hill business district	15%	23%	22%	12%	29%	100%
Used the Boulder Creek or other greenways bike and pedestrian path	5%	12%	23%	18%	41%	100%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	10%	14%	17%	9%	50%	100%
Rode another RTD bus within Boulder	17%	20%	21%	10%	33%	100%
Rode a bus between Boulder and Denver	46%	29%	13%	5%	7%	100%
Commuted to school by bicycle	45%	20%	13%	7%	15%	100%
Commuted to work by bicycle	71%	6%	9%	6%	8%	100%
Recycled used paper, cans or bottles from your home	8%	8%	7%	12%	66%	100%
Called in a complaint about a neighborhood problem	70%	16%	8%	3%	2%	100%
Attended a public meeting or event about city matters	72%	19%	5%	2%	2%	100%
Attended a City Council meeting	78%	16%	3%	1%	2%	100%
Watched a City Council meeting on cable TV Channel 8	79%	11%	5%	3%	1%	100%
Watched a news program on cable TV Channel 8	65%	19%	9%	4%	3%	100%
Visited the City of Boulder Web site (www.BoulderColorado.gov)	55%	24%	14%	3%	3%	100%
Visited the YOAB (Youth Opportunities Advisory Board) Web site (www.yoab.org)	66%	18%	9%	4%	3%	100%
Completed a service transaction using the city Web site (registered for an event or program, financial transaction, etc.)	78%	14%	5%	2%	1%	100%
Visited one of the city's social media Web sites (Facebook, Twitter, YouTube, Flickr)	50%	13%	14%	4%	19%	100%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	19%	15%	34%	15%	17%	100%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	36%	26%	22%	9%	7%	100%
Dialed 9-1-1	78%	15%	3%	2%	0%	100%
Volunteered for a city program (such as neighborhood clean-up, trail maintenance, library, etc.)	44%	30%	18%	4%	4%	100%
Volunteered for something or someone other than a city program	32%	26%	24%	9%	9%	100%
Made energy improvements to your home or business	33%	36%	23%	4%	4%	100%

Table 55: Question #10

Please rate the quality of each of the following city services or programs	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Overall city government operations	16%	54%	28%	2%	0%	100%
Flood or natural hazard education	15%	41%	35%	7%	2%	100%
Fire safety education	14%	51%	27%	6%	2%	100%
Snow and ice control on major streets	18%	49%	24%	8%	2%	100%
Street repair (potholes, crack repair, etc.)	13%	43%	29%	15%	1%	100%
Street sweeping	12%	45%	36%	7%	1%	100%
Street lighting	19%	43%	27%	9%	2%	100%
Bike paths and on-street bike lanes	30%	44%	22%	4%	0%	100%
Sidewalk maintenance	24%	48%	23%	5%	1%	100%
Median maintenance	20%	50%	25%	4%	1%	100%
Police traffic enforcement	21%	44%	32%	3%	0%	100%
Police response to community problems or needs	31%	45%	19%	4%	1%	100%
Fire response	40%	43%	14%	3%	1%	100%
Emergency medical services	37%	46%	14%	2%	1%	100%
The City of Boulder Web site (www.BoulderColorado.gov)	21%	39%	33%	4%	2%	100%
Athletic fields	29%	48%	19%	3%	1%	100%
Parks in the city	35%	45%	16%	4%	1%	100%
Open space and mountain parks	46%	40%	12%	1%	1%	100%
North, South and East Recreation Centers	34%	48%	16%	1%	1%	100%
Other recreation facilities (golf course, outdoor pools)	26%	49%	22%	2%	1%	100%
Parks and Recreation programs and classes	26%	48%	24%	2%	0%	100%
Boulder Public Libraries	38%	46%	13%	1%	2%	100%
Services for children and youth	26%	41%	26%	5%	1%	100%
Services for seniors	23%	47%	27%	2%	2%	100%
Services for low-income families	17%	32%	33%	16%	1%	100%
Drinking water services	39%	36%	21%	3%	1%	100%
Sewer services	32%	41%	21%	5%	1%	100%
Utility billing services	27%	42%	23%	5%	3%	100%
Water conservation programs	26%	48%	22%	4%	1%	100%
Residential recycling program	37%	42%	16%	3%	2%	100%
Renewable energy or energy efficiency programs	28%	46%	21%	4%	1%	100%
Building and housing inspection	24%	38%	34%	4%	1%	100%
Enforcement of residential over-occupancy ordinances	18%	41%	32%	8%	1%	100%
Noise control enforcement	19%	41%	30%	7%	4%	100%
Enforcement of ice and snow removal, trash, and weed control on private property	21%	39%	26%	9%	5%	100%
Mosquito or pest control programs	11%	34%	33%	14%	8%	100%
Boulder Municipal Court	21%	44%	30%	3%	2%	100%

Table 56: Question #11

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression?	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Courteous and respectful	40%	42%	16%	2%	0%	100%
Knowledgeable	40%	42%	15%	2%	2%	100%
Professional	42%	39%	15%	4%	0%	100%
Willingness to help or understand	38%	40%	17%	5%	0%	100%
Respect for people of diverse backgrounds	43%	38%	18%	1%	0%	100%
Timeliness of response, if applicable	34%	43%	19%	3%	1%	100%
Overall impression	40%	39%	16%	5%	0%	100%

Table 57: Question #12

Please rate how well you think the City of Boulder does on each of the following:	Very well	Well	Neither well nor poorly	Poorly	Very poorly	Total
Being responsive to residents and businesses	19%	58%	18%	4%	0%	100%
Effectively planning for the future	18%	54%	23%	4%	0%	100%
Working through critical issues facing the city	20%	51%	24%	5%	0%	100%
Gathering feedback from residents on new policies or projects; conducting public processes	17%	46%	26%	10%	1%	100%
Providing access to information about issues, events and meetings	17%	52%	23%	5%	3%	100%
Spending your tax dollars wisely	14%	39%	26%	18%	3%	100%
Informing the public about how their tax dollars are used	13%	36%	29%	14%	7%	100%

Table 58: Question #13

Please rate to what extent you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
I am pleased with the overall direction the city is taking	20%	53%	23%	1%	1%	100%
I know that YOAB represents the youth voice in city government	19%	33%	36%	8%	4%	100%
I inform myself about major issues in the City of Boulder	13%	28%	40%	14%	5%	100%
I take the initiative to let elected officials or city staff know what I think	8%	25%	34%	20%	13%	100%
I contribute time or money to charities or non-profits	20%	33%	30%	11%	6%	100%
I feel included in the Boulder community	24%	43%	26%	6%	2%	100%

Table 59: Question #14

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	Very likely	Likely	Slightly likely	Not at all likely	Total
Cable TV Channel 8	11%	19%	21%	49%	100%
City of Boulder Web site (www.Bouldercolorado.gov)	15%	31%	25%	29%	100%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	23%	25%	25%	27%	100%
The Boulder Daily Camera (hard copy or online newspaper)	39%	34%	18%	9%	100%
The Colorado Daily	12%	29%	27%	31%	100%
Boulder County Business Report	6%	18%	27%	49%	100%
Inserts in the water utility bill	3%	21%	26%	50%	100%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	15%	31%	29%	25%	100%
Mailings to your home address	15%	31%	32%	23%	100%
Listserves (where you sign up to be part of a group receiving e-mails from the city)	8%	30%	24%	38%	100%

Question #15. Do you have any other comments you would like to make?

- About the city of Boulder? Having lived in many different places, I am pleased to live in such a peaceful, respectful, environmentally-friendly community. I only wish that activities for youth were cheaper.
- Boulder High's is way too small for the numbers of students there are.
- Boulder is a good city but we really need to start conserving the environment a lot more.
- Boulder really needs a new skate park
- Boulder rocks! It's a caring, athletic, and exciting community and I love it here.
- Boulder sometimes spends their money on stupid things, builds ugly buildings, and the police are very bad. But I love it here.
- get a new skate park, we really need it. Don't let Broomfield & Lafayette surpass us.
- get rid of cyclists. Less taxes. No more gangs
- hobo control
- I actually live in Denver, not Boulder, but I go to school here and walk to the library everyday.
- I live in Lafayette so I can't comment on a lot of stuff
- I love Boulder
- I love Boulder
- I think our libraries and schools need more funding, as well as local non-profits. This survey is really long....
- I think that there should be an easier way for youth to get involved in the community and volunteer

- I think that this survey was quite good. Well done!
- I think there should be less drug use but I'm not sure if that is possible in Boulder
- keep it up
- Make a performing arts center for gbyo and other orchestras in Boulder. Valmont bike park is great
- Make Boulder fun
- make differences in the community
- no
- No
- no
- NO thanks
- Nope good job!
- Nope, I like Boulder
- nope. I feel jamba juice should start not using styrofoam cups cuz they are bad.
- parking. Bikers, dumb Boulder drivers.
- Please provide a longer time frame for discussion on complex issues like municipalization
- Police service is rude.
- socioeconomic issues are huge in Boulder. If you don't have access to money, you don't live here.
- the City of Boulder seasonal employees for the rec. ctrs. Should be given raises and have their benefits given back. I dislike the "informational" TV's in the .N. Boulder rec. ctr. and I would like to see that money go towards something more useful.
- there should be part time jobs from age 15 and up
- This city needs a Performing Arts Center for the youth as well as for the adults
- This survey was pretty long. I think in Boulder County we should have more teen activities.
- too many homeless
- We need a city performing arts center big enough for the Boulder Philharmonic and other orchestral ensembles such as GBYO.
- we should definitely push for gay marriage rights in the accepting city of Boulder.
- Well, I think that there should be less weird, high people crawling around Boulder because. I've been there and it's not fun.

Table 60: Question #16

Do you have regular, convenient access to the internet?	Percent of respondents
No	2%
Yes	98%
Total	100%
If yes, where?	
At home	94%
At school	73%
At the library	59%
On a "smart" phone or PDA	55%

Table 61: Question #17

About how many years have you lived in Boulder?	Percent of respondents
1 year or less	11%
2 to 5 years	10%
6 to 10 years	10%
11 to 15 years	38%
Over 16 years	30%
Total	100%

Table 62: Question #18

Please check the one box that most closely describes the type of housing unit you live in.	Percent of respondents
A detached single family home	71%
An apartment in an apartment complex	6%
An apartment in a single family home	3%
A condominium or town house	6%
A mobile home	6%
Other, please specify	8%
Total	100%

Table 63: Question #22

What school do you attend?	Percent of respondents
Arapahoe Campus	0%
Boulder High School	79%
Boulder Preparatory High School	0%
Casey Middle School	0%
Centennial Middle School	0%
Fairview High School	6%
Horizons K-8 School	0%
Justice High School	0%
Manhattan School of Arts and Academics	1%
New Vista High School	6%
Platt CHOICE Program	0%
Platt Middle School	1%
Southern Hills Middle School	0%
Summit Charter Middle School	0%
I am home schooled	0%
Other	4%
Total	100%

Table 64: Question #20

What is your age?	Percent of respondents
11 years old or less	0%
12 years old	1%
13 years old	3%
14 years old	19%
15 years old	25%
16 years old	20%
17 years old	24%
over 18 years old	6%
Total	100%

Table 65: Question #31

Are you of Chicano/Mexican-American, Latino/Latina, or Hispanic origin?	Percent of respondents
Yes	17%
No	83%
Total	100%

Table 66: Question #23

Which best describes your race? (Please check all that apply)	Percent of respondents*
American Indian, Eskimo or Aleut	3%
Asian or Pacific Islander	10%
Black or African American	5%
White	76%
Other	14%

**Percents may total to more than 100 as respondents could select more than one racial category.*

Table 67: Questions #24

What is your preferred first language?	Percent of respondents
English	88%
Arabic	1%
Chinese	1%
French	1%
German	0%
Hebrew	1%
Italian	0%
Japanese	0%
Scandinavian languages	1%
Korean	0%
Mia, Hmong	0%
Portuguese	0%
Russian	0%
Spanish	8%
Vietnamese	1%
Other	1%
Total	100%

Table 68: Question 25

What is your gender?	Percent of respondents
Male	38%
Female	62%
Total	100%

Table 69: Question 26

What is your sexual orientation?	Percent of respondents
LGBT	16%
Heterosexual	84%
Total	100%

Table 70: Question 27

Do you have a job?	Percent of respondents
No	82%
Yes	18%
Total	100%

APPENDIX D: ALL RESULTS FROM SPANISH SURVEY

A total of 43 completed surveys were received from the Spanish-speaking community.

Table 71: Question 1

Please read the following questions and circle the number which most closely reflects your opinion.	very good	good	neither good nor bad	bad	very bad	Total
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	40%	55%	5%	0%	0%	100%
How do you rate the overall quality of your neighborhood?	26%	57%	17%	0%	0%	100%
How do you rate the sense of community in Boulder?	24%	55%	19%	2%	0%	100%
How do you rate race and ethnic relations in Boulder?	14%	48%	31%	5%	2%	100%
How do you rate Boulder as a place to work?	38%	58%	5%	0%	0%	100%
How do you rate Boulder as a place to do business?	34%	49%	10%	7%	0%	100%

Table 72: Question #2

Please rate each of the following characteristics as they relate to the City of Boulder as a whole:	very good	good	neither good nor bad	bad	very bad	Total
Shopping opportunities	14%	64%	12%	5%	5%	100%
Employment opportunities	29%	49%	17%	5%	0%	100%
Opportunities to attend arts/cultural events	14%	65%	14%	7%	0%	100%
Opportunities for higher/continuing education	26%	59%	15%	0%	0%	100%
Drinking water quality	26%	65%	2%	7%	0%	100%
Access to city facilities	19%	65%	16%	0%	0%	100%
Quality or character of new development	7%	69%	17%	7%	0%	100%
Access to a variety of housing options	19%	43%	24%	7%	7%	100%

Table 73: Question #3

Please rate how safe you feel from each of the following in Boulder:	very safe	somewhat safe	neither safe nor unsafe	somewhat unsafe	very unsafe	Total
Violent crimes (e.g., rape, robbery, homicide)	35%	40%	14%	7%	5%	100%
Property crimes (e.g., burglary, theft, criminal mischief)	33%	38%	19%	7%	2%	100%
Discrimination due to your background or personal characteristics	26%	57%	14%	2%	0%	100%
Structural/house fires	15%	61%	5%	15%	5%	100%
Wildland fires	31%	45%	17%	5%	2%	100%
Floods	19%	47%	14%	14%	7%	100%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	13%	45%	30%	5%	8%	100%
Crime in your neighborhood (e.g., gangs, vandalism)	49%	34%	7%	10%	0%	100%

Question #4. What do you think should be the top three priorities of the Boulder City Council in 2012?

- Being fiscally resp
- Families and kids
- Give work to the undocumented people, at least fix it so they get permission. Not saying that the undocumented people should take work from the ones already working here.
- Help in lucrative organizations. Identify the kids that are excelling and reward them. Send out more information in Spanish about events.
- Housing for families with low income. That there be more police in the neighborhoods. Places for low income families to shop
- kids
- Less racism and improve on the things that are bad.
- Make more new housing for low income families. Put more vigilance to places that have the most danger. Put a commercial center close to the families that don't have a lot of money.
- More security. Less discrimination. Less violence
- Promoting awareness of traffic rules for CU students. Create a more favorable environment for businesses. How about creating a public shooting range?
- Safe jobs. Opportunities for students. Safe places for everyone.
- Security, attention to the city, quality of the city
- Security, community parks, classes for parents (English as a second language)
- Security. Gangs
- Support jobs to organizations with after school programs. Support organizations with education for adults (computers, English, citizenship). Do more for sports, music art, etc.
- That there be more resources for the schools. That there be more security in the neighborhoods. Don't waste water, it must be saved.
- Theft and violent behavior

Table 74: Question #5

The city has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?	very important	somewhat important	a little bit important	not at all important	Total
Decreasing congestion and improving traffic flow	66%	32%	2%	0%	100%
Preserving the city’s historic features and attributes	49%	34%	15%	2%	100%
Assistance to businesses to keep them in Boulder	63%	34%	2%	0%	100%
Neighborhood parks	59%	37%	5%	0%	100%
Acquiring open space lands	33%	49%	15%	3%	100%
Active recreational facilities (such as ballfields, play areas or playgrounds, etc.)	71%	27%	2%	0%	100%
Services for children (age 12 and under)	73%	27%	0%	0%	100%
Services for youth (age 13 to 21)	71%	29%	0%	0%	100%
Services for seniors (age 65 and older)	76%	24%	0%	0%	100%
Providing spaces for and access to a variety of arts/cultural events	51%	41%	8%	0%	100%
Art in public places	41%	46%	10%	2%	100%
Crime prevention	78%	23%	0%	0%	100%
High frequency transit (bus or rail) routes	58%	38%	5%	0%	100%
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	68%	24%	5%	2%	100%
Energy conservation and efficiency programs	49%	46%	5%	0%	100%
Recycling and composting collection services	65%	23%	13%	0%	100%
Reducing homelessness	66%	32%	2%	0%	100%
Library services	61%	32%	7%	0%	100%
Police presence in your neighborhood	68%	27%	5%	0%	100%
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	63%	32%	5%	0%	100%
Attracting/retaining “discount” or “affordable” shopping opportunities	73%	24%	2%	0%	100%
Housing affordable to low or moderate income people	80%	20%	0%	0%	100%
Retention and expansion of quality jobs in Boulder	70%	30%	0%	0%	100%
Providing broadband internet connectivity with speeds higher than current commercial offerings	59%	24%	17%	0%	100%

Table 75: Question #6

Do you have an Eco-Pass, an annual pass that allows you unlimited bus rides? (Please check all that apply)	Percent of respondents*
don't know if I am eligible for an Eco-Pass	57%
no, I don't have an Eco-Pass	3%
yes, through my employer	29%
yes, through my neighborhood program	6%
yes, a CU Boulder student Buff One pass	0%
yes, a CU Boulder faculty/staff Buff One pass	3%
yes, other pass	3%

** Percents may total more than 100% as respondents could select more than one response.*

Table 76: Question #7

Did you pick up your Eco-Pass?*	Percent of respondents
Yes	55%
No	45%
Total	100%

**Only asked of those respondents who reported being eligible to have an Eco-Pass.*

Table 77: Question #8

About how often, on average, do you use your Eco-Pass?*	Percent of respondents
more than once a week	47%
about once a week	0%
about once every two weeks	0%
about once a month	5%
less often than once a month	47%
Total	100%

**Only asked of those respondents who reported being eligible to have an Eco-Pass.*

Table 78: Question #9

In the last 12 months, about how many times, if ever, have you done the following things?	Never	1-2 times	3-12 times	13-26 times	More than 26 times	Total
Used the North, South or East Boulder Recreation Centers	23%	30%	40%	5%	2%	100%
Participated in City of Boulder recreation programs, activities or events	32%	39%	20%	5%	5%	100%
Visited Boulder open space or mountain parks	12%	21%	48%	7%	12%	100%
Visited a neighborhood park or playground (including tennis courts, Flatirons Golf Course, outdoor pools, and Boulder Reservoir)	12%	31%	38%	7%	12%	100%
Used the services or facilities of the East or West Senior Centers	56%	15%	24%	2%	2%	100%
Visited the Pearl Street Mall	5%	14%	50%	21%	10%	100%
Visited Twenty Ninth Street retail center	5%	25%	53%	8%	10%	100%
Visited the University Hill business district	33%	38%	23%	3%	3%	100%
Used the Boulder Creek or other greenways bike and pedestrian path	17%	39%	22%	12%	10%	100%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	24%	29%	29%	5%	14%	100%
Rode another RTD bus within Boulder	26%	19%	29%	10%	17%	100%
Rode a bus between Boulder and Denver	30%	30%	28%	10%	3%	100%
Commuted to work by bicycle	68%	7%	12%	12%	0%	100%
Recycled used paper, cans or bottles from your home	10%	24%	21%	14%	31%	100%
Called in a complaint about a neighborhood problem	79%	17%	5%	0%	0%	100%
Attended a public meeting or event about city matters	78%	17%	2%	0%	2%	100%
Attended a City Council meeting	83%	10%	2%	2%	2%	100%
Watched a City Council meeting on cable TV Channel 8	51%	40%	7%	0%	2%	100%
Watched a news program on cable TV Channel 8	48%	38%	7%	5%	2%	100%
Visited the City of Boulder Web site (www.Bouldercolorado.gov)	70%	20%	8%	3%	0%	100%
Completed a service transaction using the city Web site (registered for an event or program, financial transaction, etc.)	83%	12%	2%	2%	0%	100%
Visited one of the city's social media Web sites (Facebook, Twitter, YouTube, Flickr)	60%	15%	8%	5%	13%	100%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	35%	26%	28%	2%	9%	100%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	44%	29%	17%	5%	5%	100%
Dialed 9-1-1	85%	13%	3%	0%	0%	100%
Volunteered for a city program (such as neighborhood clean-up, trail maintenance, library, etc.)	79%	12%	7%	0%	2%	100%
Made energy improvements to your home or business	27%	49%	15%	5%	5%	100%

Table 79: Question #10

Please rate the quality of each of the following city services or programs	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Overall city government operations	20%	57%	20%	3%	0%	100%
Flood or natural hazard education	20%	58%	18%	3%	3%	100%
Fire safety education	18%	58%	23%	0%	3%	100%
Snow and ice control on major streets	10%	65%	15%	8%	3%	100%
Street repair (potholes, crack repair, etc.)	13%	61%	13%	8%	5%	100%
Street sweeping	13%	59%	18%	10%	0%	100%
Street lighting	15%	62%	10%	13%	0%	100%
Bike paths and on-street bike lanes	15%	69%	8%	5%	3%	100%
Sidewalk maintenance	13%	68%	8%	8%	3%	100%
Median maintenance	8%	69%	19%	3%	0%	100%
Police traffic enforcement	11%	77%	9%	3%	0%	100%
Police response to community problems or needs	13%	66%	18%	3%	0%	100%
Fire response	17%	83%	0%	0%	0%	100%
Emergency medical services	11%	83%	6%	0%	0%	100%
The City of Boulder Web site (www.Bouldercolorado.gov)	20%	48%	28%	4%	0%	100%
Athletic fields	14%	76%	11%	0%	0%	100%
Parks in the city	16%	74%	8%	3%	0%	100%
Open space and mountain parks	24%	73%	3%	0%	0%	100%
North, South and East Recreation Centers	11%	83%	6%	0%	0%	100%
Other recreation facilities (golf course, outdoor pools)	13%	76%	8%	3%	0%	100%
Parks and Recreation programs and classes	16%	74%	8%	0%	3%	100%
Boulder Public Libraries	22%	73%	5%	0%	0%	100%
Services for children and youth	20%	63%	15%	2%	0%	100%
Services for seniors	21%	61%	12%	6%	0%	100%
Services for low-income families	13%	62%	18%	8%	0%	100%
Drinking water services	15%	74%	10%	0%	0%	100%
Sewer services	10%	62%	28%	0%	0%	100%
Utility billing services	6%	65%	21%	9%	0%	100%
Water conservation programs	16%	65%	19%	0%	0%	100%
Residential recycling program	20%	70%	10%	0%	0%	100%
Renewable energy or energy efficiency programs	14%	77%	6%	3%	0%	100%
Building and housing inspection	15%	68%	15%	3%	0%	100%
Enforcement of residential over-occupancy ordinances	6%	81%	13%	0%	0%	100%
Noise control enforcement	12%	68%	18%	0%	3%	100%
Enforcement of ice and snow removal, trash, and weed control on private property	9%	73%	12%	6%	0%	100%
Mosquito or pest control programs	5%	73%	16%	5%	0%	100%
Boulder Municipal Court	11%	71%	11%	3%	3%	100%

Table 80: Question #11

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression?	Very good	Good	Neither good nor bad	Bad	Very bad	Total
Courteous and respectful	23%	65%	8%	4%	0%	100%
Knowledgeable	20%	72%	4%	4%	0%	100%
Professional	25%	63%	8%	4%	0%	100%
Willingness to help or understand	23%	62%	4%	12%	0%	100%
Respect for people of diverse backgrounds	23%	58%	12%	8%	0%	100%
Timeliness of response, if applicable	17%	70%	9%	4%	0%	100%
Overall impression	25%	63%	8%	0%	4%	100%

Table 81: Question #12

Please rate how well you think the City of Boulder does on each of the following:	Very well	Well	Neither well nor poorly	Poorly	Very poorly	Total
Being responsive to residents and businesses	6%	65%	26%	3%	0%	100%
Effectively planning for the future	9%	67%	18%	6%	0%	100%
Working through critical issues facing the city	6%	47%	38%	9%	0%	100%
Gathering feedback from residents on new policies or projects; conducting public processes	6%	68%	23%	0%	3%	100%
Providing access to information about issues, events and meetings	3%	62%	31%	3%	0%	100%
Spending your tax dollars wisely	4%	60%	24%	8%	4%	100%
Informing the public about how their tax dollars are used	7%	52%	22%	15%	4%	100%

Table 82: Question #13

Please rate to what extent you agree or disagree with the following statements.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
I am pleased with the overall direction the city is taking	5%	50%	33%	10%	2%	100%
I inform myself about major issues in the City of Boulder	5%	71%	22%	0%	2%	100%
I take the initiative to let elected officials or city staff know what I think	5%	48%	40%	8%	0%	100%
I contribute time or money to charities or non-profits	7%	64%	24%	5%	0%	100%
I feel included in the Boulder community	7%	48%	38%	7%	0%	100%

Table 83: Question #14

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	Very likely	Likely	Slightly likely	Not at all likely	Total
Cable TV Channel 8	49%	36%	10%	5%	100%
City of Boulder Web site (www.Bouldercolorado.gov)	46%	34%	20%	0%	100%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	42%	31%	22%	6%	100%
The Boulder Daily Camera (hard copy or online newspaper)	46%	33%	21%	0%	100%
The Colorado Daily	49%	27%	22%	3%	100%
Boulder County Business Report	41%	24%	32%	3%	100%
Inserts in the water utility bill	41%	27%	27%	5%	100%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	44%	36%	15%	5%	100%
Mailings to your home address	59%	30%	11%	0%	100%
Listserves (where you sign up to be part of a group receiving e-mails from the city)	34%	31%	29%	6%	100%

Question #15. Do you have any other comments you would like to make?

- I think businesses have a hard time thriving in Boulder because of the excess of regulations and the high taxes

Table 84: Question #16

About how many years have you lived in Boulder?	Percent of respondents
1 year or less	2%
2 to 5 years	20%
6 to 10 years	39%
11 to 15 years	17%
16 to 20 years	10%
More than 20 years	12%
Total	100%

Table 85: Question #17

Are you employed?	Percent of respondents
No	24%
Yes	76%
Total	100%

Table 86: Question #18

Where do you work?*	Percent of respondents
Boulder	80%
Denver, excluding Tech Center	0%
Broomfield/Interlocken	3%
Jefferson County	0%
Lafayette	3%
Louisville	3%
Tech Center/Southeast Denver	0%
Other	9%
Longmont	3%
Total	100%

**Only asked of those respondents who reported being employed.*

Table 87: Question #19

Do you work at your home?*	Percent of respondents
No	94%
Yes, my business is out of my home	3%
Yes, I always work at home instead of my employer's location	0%
Yes, sometimes work at home instead of my employer's location, sometimes at my employer's location	3%
Other	0%
Total	100%

**Only asked of those respondents who reported being employed.*

Table 88: Question #20

Are you a full- or part-time student at the University or college student?	Percent of respondents
No	93%
Yes, at the University of Colorado Boulder campus	0%
Yes, at Naropa	0%
Yes, somewhere else	8%
Total	100%

Table 89: Question #21

Please check the one box that most closely describes the type of housing unit you live in.	Percent of respondents
A detached single family home	17%
An apartment in an apartment complex	34%
An apartment in a single family home	5%
A condominium or town house	5%
A mobile home	34%
Group quarters (dorm, sorority/fraternity house, nursing home)	0%
Other, please specify	5%
Total	100%

Table 90: Question #22

Do you rent or own your residence?	Percent of respondents
Rent	68%
Own (with mortgage payment)	26%
Own (no mortgage payment)	5%
Total	100%

Table 91: Questions #23-#26

	Yes	No	Total
Do any children age 12 or younger live in your household?	68%	33%	100%
Do any teenagers age 13 to 18 live in your household?	33%	67%	100%
Are you or any members of your household age 65 or older?	15%	85%	100%
Does any member of your household have a long-term disability?	3%	97%	100%

Table 92: Question #27

About how much was the TOTAL 2010 INCOME BEFORE TAXES for your household as a whole?	Percent of respondents
Less than \$15,000	31%
\$15,000 - \$24,999	34%
\$25,000 - \$34,999	17%
\$35,000 - \$49,999	3%
\$50,000 - \$74,999	11%
\$75,000 - \$99,999	0%
\$100,000 - \$149,999	3%
\$150,000 - \$199,999	0%
\$200,000 - \$249,999	0%
\$250,000 or more	0%
Total	100%

Table 93: Question #28

Do you have regular, convenient access to the internet?	Percent of respondents
No	28%
Yes	72%
Total	100%
If yes, where?	
At home	86%
At work	36%
On a "smart" phone or PDA	36%
A public facility (e.g. library or school)	21%

Table 94: Question #29

What is your age?	Percent of respondents
18-24 years old	8%
25-34 years old	25%
35-44 years old	48%
45-54 years old	18%
55-64 years old	3%
65-74 years old	0%
75 or older	0%
Total	100%

Table 95: Question #30

What is the highest level of education you have completed?	Percent of respondents
0-11 years, no diploma	15%
High school graduate	49%
Some college, no degree	26%
Bachelor's Degree	8%
Master's Degree	3%
Doctorate Degree	0%
Total	100%

Table 96: Questions #31

What is your country of origin?	Percent of respondents
Argentina	5%
Belize	0%
Bolivia	0%
Chile	3%
Colombia	5%
Costa Rica	0%
Cuba	3%
Dominican Republic	0%
Ecuador	0%
El Salvador	8%
Guatemala	5%
Honduras	0%
Mexico	58%
Nicaragua	0%
Panama	0%
Paraguay	0%
Peru	8%
Puerto Rico	0%
Spain	0%
United States	8%
Uruguay	0%
Venezuela	0%
Other	0%
Total	100%

Table 97: Question 32

What is your gender?	Percent of respondents
Male	43%
Female	58%
Total	100%

APPENDIX E: SELECTED RESULTS BY SUBCOMMUNITY

The tables in this appendix show selected survey results by subcommunity. No oversampling was done within smaller subcommunities, so results for three of the subcommunities from which fewer than 50 surveys were returned were combined with another. Where differences by are statistically significant ($p < 0.05$), they are shaded with gray. The proportion of surveys received from each subcommunity is shown below. A map of the subcommunities can be found on the following page.

Table 98: Percent of Survey Responses from Each Subcommunity

Subcommunity	Percent of respondents	
Central Boulder	32%	32%
Colorado University	5%	
Crossroads	7%	12%
East Boulder	2%	
Gunbarrel	10%	11%
North Boulder	9%	
Palo Park	4%	13%
South Boulder	15%	15%
Southeast Boulder	17%	17%
TOTAL	100%	100%

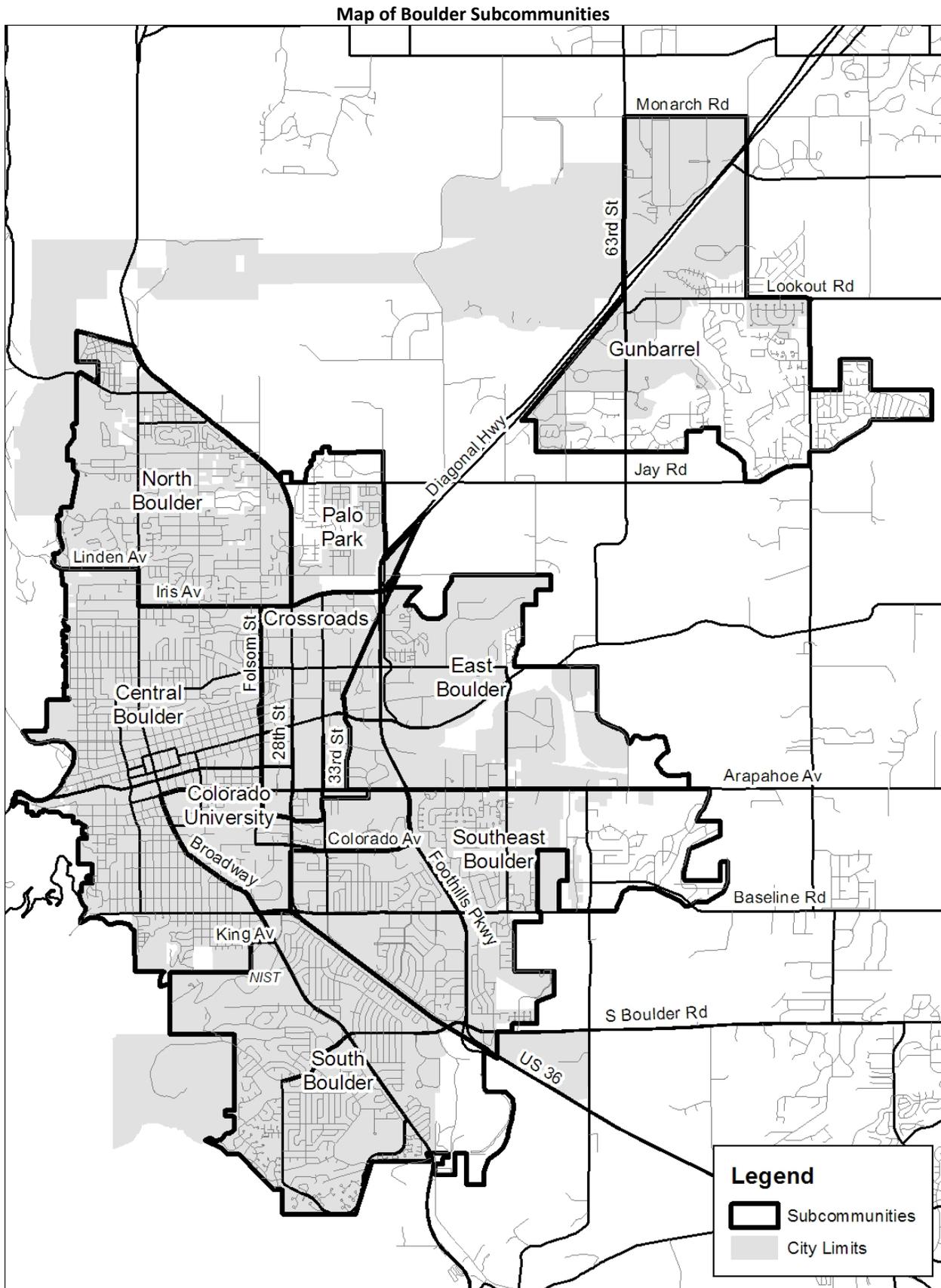


Table 99: Question #1 Quality of Life by Subcommunity

Please read the following questions and circle the number which most closely reflects your opinion.	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	88	85	88	90	86	86	87
How do you rate the overall quality of your neighborhood?	80	73	85	85	82	79	80
How do you rate the sense of community in Boulder?	69	72	70	74	66	72	70
How do you rate race and ethnic relations in Boulder?	55	57	63	60	57	60	58
How do you rate Boulder as a place to work?	75	71	74	77	73	79	75
How do you rate Boulder as a place to do business?	72	69	64	69	67	75	70

Average rating (0=very bad, 100=very good)

Table 100: Question #2 Quality of Neighborhood by Subcommunity

Please rate the quality of each of the following in your neighborhood:	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Shopping opportunities	79	80	74	79	74	77	78
Employment opportunities	58	64	54	62	58	61	60
Opportunities to attend arts/cultural events	81	80	82	82	76	83	81
Opportunities for higher/continuing education	89	91	88	90	89	87	89
Drinking water quality	82	79	73	82	82	83	81
Access to city facilities	79	76	75	82	81	81	79
Quality or character of new development	60	65	59	63	57	64	62
Access to a variety of housing options	53	53	55	60	49	58	54

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 101: Question #3 Feelings of Safety by Subcommunity

Please rate how safe you feel from each of the following in Boulder:	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Violent crimes (e.g., rape, robbery)	76	73	83	85	81	75	78
Property crimes (e.g., burglary, theft)	64	65	73	70	72	68	67
Structural/house fires	77	78	77	79	78	78	78
Wildland fires	63	72	62	58	60	66	64
Floods	67	76	68	76	66	67	70
Traffic-related incidents (road rage, bike-car conflicts, etc.)	48	54	43	56	52	51	51
Discrimination due to your background or personal characteristics	76	81	76	79	75	78	78

Average rating (0=very unsafe, 100=very safe)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 102: Question #5

The City has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Decreasing congestion and improving traffic flow	59	65	65	63	66	66	64
Preserving the city’s historic features and attributes	62	63	56	63	57	63	62
Assistance to businesses to keep them in Boulder	64	68	72	63	63	67	66
Neighborhood parks	68	70	72	70	69	72	70
Acquiring open space lands	59	56	55	57	54	56	56
Active recreational facilities (such as ballfields,play areas or playgrounds, etc.)	56	63	59	62	59	61	60
Services for children (age 12 and under)	55	59	53	62	57	58	57
Services for youth (age 13 to 21)	59	67	56	63	56	63	61
Services for seniors (age 65 and older)	60	58	57	57	55	58	58
Providing spaces for and access to a variety of arts/cultural events	57	62	54	55	53	61	58
Art in public places	45	50	43	43	40	48	46
Crime prevention	77	87	78	75	73	81	79
High frequency transit (bus or rail) routes	75	83	68	72	72	78	76
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	76	84	65	76	71	79	77
Energy conservation and efficiency programs	72	67	68	71	65	74	70
Recycling and composting collection services	73	69	74	76	69	78	73
Reducing homelessness	64	68	54	59	53	64	62
Library services	63	62	61	62	64	64	63
Police presence in your neighborhood	52	60	49	48	50	52	52
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	59	62	59	56	58	62	60
Attracting/retaining “discount” or “affordable” shopping opportunities	46	59	48	39	40	54	49
Housing affordable to low or moderate income people	65	71	55	58	60	65	64
Retention and expansion of quality jobs in Boulder	76	82	81	77	73	77	77
Providing broadband internet connectivity with speeds higher than current commercial offerings	45	57	37	47	44	52	48

Average rating (0=not at all important, 100=very important)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 103: Question #10 City Service Ratings by Subcommunity

Please rate the quality of each of the following city services or programs.	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Overall city government operations	67	67	72	72	66	67	68
Flood or natural hazard education	63	67	66	70	64	62	65
Fire safety education	63	63	64	68	57	61	63
Snow and ice control on major streets	62	65	63	63	55	65	63
Street repair (potholes, crack repair, etc.)	57	60	50	57	51	58	56
Street sweeping	65	67	65	64	59	66	65
Street lighting	61	65	65	68	62	67	64
Bike paths and on-street bike lanes	81	80	79	80	80	83	81
Sidewalk maintenance	68	70	67	72	68	70	69
Median maintenance	69	73	66	70	69	69	70
Police traffic enforcement	65	70	61	70	64	66	66
Police response to community problems or needs	65	74	63	75	70	70	69
Fire response	81	86	76	82	80	80	81
Emergency medical services	79	84	74	80	79	77	79
The City of Boulder Web site (www.Bouldercolorado.gov)	66	68	69	69	66	68	67
Athletic fields	77	80	72	74	71	78	77
Parks in the city	82	80	79	80	78	82	81
Open space and mountain parks	89	84	86	90	88	89	88
North, South and East Recreation Centers	80	81	77	80	81	79	80
Other recreation facilities (golf course, outdoor pools)	69	77	70	71	75	72	72
Parks and Recreation programs and classes	74	79	72	76	75	75	75
Boulder Public Libraries	80	81	78	79	78	78	79

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Please rate the quality of each of the following city services or programs.	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Services for children and youth	69	74	65	73	71	68	70
Services for seniors	72	75	66	69	67	68	70
Services for low-income families	57	63	58	66	58	63	61
Drinking water services	75	73	68	78	77	76	75
Sewer services	74	76	71	75	72	75	74
Utility billing services	69	73	67	70	72	69	70
Water conservation programs	64	75	66	68	69	66	68
Residential recycling program	83	83	81	81	85	78	82
Renewable energy or energy efficiency programs	70	74	65	69	72	67	70
Building and housing inspection	56	61	62	54	55	55	57
Enforcement of residential over-occupancy ordinances	46	60	49	55	44	50	51
Noise control enforcement	52	54	54	60	49	54	53
Enforcement of ice and snow removal, trash, and weed control on private property	53	67	47	59	44	57	55
Mosquito or pest control programs	64	59	44	57	50	52	56
Boulder Municipal Court	60	66	61	65	59	62	62

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 104: Question #12

Please rate how well you think the City of Boulder does on each of the following:	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Being responsive to residents and businesses	63	72	60	62	63	66	65
Effectively planning for the future	64	66	62	59	63	66	64
Working through critical issues facing the city	57	61	59	56	58	60	58
Gathering feedback from residents on new policies or projects; conducting public processes	60	70	61	61	62	65	63
Providing access to information about issues, events and meetings	64	62	68	66	67	68	65
Spending your tax dollars wisely	54	53	52	55	52	56	54
Informing the public about how their tax dollars are used	43	50	48	49	49	48	47

Average rating (0=very poorly, 100=very well)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 105: Question #13

Please rate to what extent you agree or disagree with the following statements.	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
I am pleased with the overall direction the city is taking	64	64	60	65	62	64	64
I inform myself about major issues in the City of Boulder	60	50	56	64	63	59	59
I take the initiative to let elected officials or city staff know what I think	44	35	39	45	42	42	41
I contribute time or money to charities or non-profits	67	57	73	75	69	65	66
I feel included in the Boulder community	66	61	61	68	62	67	64

Average rating (0=strongly disagree, 100=strongly agree)

Table 106: Question #14

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	Subcommunity						Overall
	Central Boulder	Crossroads & CU	East Boulder & Gunbarrel	North Boulder & Palo Park	South Boulder	Southeast Boulder	
Cable TV Channel 8	20	31	25	17	19	20	22
City of Boulder Web site (www.Bouldercolorado.gov)	52	50	44	51	48	51	50
City social media Web sites (e.g. Facebook, Twitter, YouTube)	26	42	19	17	18	26	26
The Boulder Daily Camera (hard copy or online newspaper)	67	61	70	69	70	66	67
The Colorado Daily	44	47	36	33	34	40	41
Boulder County Business Report	18	16	18	19	16	15	17
Inserts in the water utility bill	30	16	46	35	43	31	31
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	36	42	28	36	36	34	36
Mailings to your home address	60	55	66	74	66	59	62
Listserves (where you sign up to be part of a group receiving e-mails from the city)	26	28	29	32	22	23	26

Average rating (0=not at all likely, 100=very likely)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

APPENDIX F: SELECTED RESULTS BY DEMOGRAPHIC SUBGROUPS

The tables in this appendix show selected survey results by selected respondent characteristics. Where differences between subgroups are statistically significant ($p < 0.05$), they are shaded with gray. Xx Q1, 2, 5, 14 by income; Q5, 10, 14 by hh have children, youth

Table 107: Question #1 by Sex, Age and Race/Ethnicity

Please read the following questions and circle the number which most closely reflects your opinion.	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	86	88	87	88	87	87	86	86
How do you rate the overall quality of your neighborhood?	79	80	78	81	82	79	80	85
How do you rate the sense of community in Boulder?	69	73	71	72	68	70	76	71
How do you rate race and ethnic relations in Boulder?	60	57	58	58	61	58	62	55
How do you rate Boulder as a place to work?	75	76	78	74	70	75	76	81
How do you rate Boulder as a place to do business?	70	72	77	68	61	71	70	71

Average rating (0=very bad, 100= very good)

Table 108: Question #1 by Housing Tenure and CU Student Status

Please read the following questions and circle the number which most closely reflects your opinion.	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	89	86	86	87
How do you rate the overall quality of your neighborhood?	83	77	76	81
How do you rate the sense of community in Boulder?	70	71	72	70
How do you rate race and ethnic relations in Boulder?	59	58	56	59
How do you rate Boulder as a place to work?	76	75	76	75
How do you rate Boulder as a place to do business?	68	75	77	69

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 109: Question #1 by Annual Household Income, Presence of Children or Youth in Household

Please read the following questions and circle the number which most closely reflects your opinion.	Respondent Household Income				Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?	
	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Yes	No	Yes	No
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	83	84	89	92	89	87	88	87
How do you rate the overall quality of your neighborhood?	75	78	80	86	84	80	84	80
How do you rate the sense of community in Boulder?	70	69	71	72	74	69	72	70
How do you rate race and ethnic relations in Boulder?	57	56	61	61	62	57	65	57
How do you rate Boulder as a place to work?	70	74	78	79	80	75	70	76
How do you rate Boulder as a place to do business?	70	70	73	69	72	71	59	72

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 110: Question #2 by Sex, Age, Race/Ethnicity

Please rate each of the following characteristics as they relate to the City of Boulder as a whole:	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Shopping opportunities	78	78	82	79	68	78	76	81
Employment opportunities	62	58	63	60	52	60	55	60
Opportunities to attend arts/cultural events	81	81	82	79	82	82	78	77
Opportunities for higher/continuing education	89	90	89	90	90	89	88	89
Drinking water quality	81	81	80	82	82	81	81	79
Access to city facilities	80	79	80	79	79	79	82	79
Quality or character of new development	63	62	68	61	55	62	67	69
Access to a variety of housing options	53	56	56	54	51	54	57	63

Average rating (0=very bad, 100= very good)

Table 111: Question #2 by Housing Tenure and CU Student Status

Please rate each of the following characteristics as they relate to the City of Boulder as a whole:	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Shopping opportunities	74	81	81	77
Employment opportunities	59	59	62	59
Opportunities to attend arts/cultural events	81	81	84	80
Opportunities for higher/continuing education	90	88	94	88
Drinking water quality	82	80	80	81
Access to city facilities	81	78	79	79
Quality or character of new development	60	65	70	60
Access to a variety of housing options	55	53	58	54

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 112: Question #2 by Annual Household Income, Presence of Children or Youth in Household

Please rate each of the following characteristics as they relate to the City of Boulder as a whole:	Respondent Household Income				Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?	
	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Yes	No	Yes	No
	Shopping opportunities	80	71	79	78	80	77	74
Employment opportunities	54	57	61	62	64	58	55	59
Opportunities to attend arts/cultural events	82	77	82	80	79	81	82	81
Opportunities for higher/continuing education	88	86	89	89	89	88	93	88
Drinking water quality	77	79	82	86	81	81	87	80
Access to city facilities	78	76	80	82	82	79	81	79
Quality or character of new development	65	58	62	63	62	61	65	61
Access to a variety of housing options	54	49	54	56	55	53	56	53

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 113: Question #3 by Sex, Age, Race/Ethnicity

Please rate how safe you feel from each of the following in Boulder:	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Violent crimes (e.g., rape, robbery, homicide)	81	76	76	82	79	79	74	80
Property crimes (e.g., burglary, theft, criminal mischief)	69	67	67	69	71	68	74	67
Structural/house fires	80	77	78	79	78	79	76	76
Wildland fires	66	63	64	68	60	65	60	65
Floods	72	68	70	73	66	70	73	70
Traffic-related incidents (road rage, bike-car conflicts, etc.)	53	49	51	50	51	50	56	58
Discrimination due to your background or personal characteristics	79	78	80	80	73	80	68	72

Average rating (0=very unsafe, 100= very safe)

Table 114: Question #3 by Housing Tenure and CU Student Status

Please rate how safe you feel from each of the following in Boulder:	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Violent crimes (e.g., rape, robbery, homicide)	81	77	70	81
Property crimes (e.g., burglary, theft, criminal mischief)	70	67	64	69
Structural/house fires	79	76	81	77
Wildland fires	63	63	74	62
Floods	68	69	76	68
Traffic-related incidents (road rage, bike-car conflicts, etc.)	49	52	51	51
Discrimination due to your background or personal characteristics	78	77	82	77

Average rating (0=very unsafe, 100= very safe)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 115: Question #5 by Sex, Age and Race/Ethnicity

The City has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Decreasing congestion and improving traffic flow	65	62	63	61	69	64	65	58
Preserving the city’s historic features and attributes	59	64	61	64	59	63	55	59
Assistance to businesses to keep them in Boulder	63	69	65	67	67	65	73	67
Neighborhood parks	69	71	71	72	65	70	71	76
Acquiring open space lands	53	60	58	60	49	57	53	57
Active recreational facilities (such as ballfields, play areas or playgrounds, etc.)	60	60	58	64	58	60	55	73
Services for children (age 12 and under)	52	61	55	57	60	56	55	69
Services for youth (age 13 to 21)	56	65	58	62	62	59	64	70
Services for seniors (age 65 and older)	52	62	53	57	67	57	51	68
Providing spaces for and access to a variety of arts/cultural events	55	60	59	57	55	57	61	63
Art in public places	43	47	48	45	40	44	51	56
Crime prevention	77	81	77	79	81	78	85	81
High frequency transit (bus or rail) routes	73	78	78	78	67	75	82	72
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	76	79	80	80	68	78	75	76
Energy conservation and efficiency programs	67	75	74	70	65	70	75	83
Recycling and composting collection services	70	77	77	73	69	73	72	88
Reducing homelessness	57	68	65	62	55	61	69	65
Library services	58	66	57	64	69	61	71	61
Police presence in your neighborhood	49	55	50	51	55	51	56	54
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	55	62	55	59	65	58	60	54
Attracting/retaining “discount” or “affordable” shopping opportunities	47	50	47	44	56	47	62	55
Housing affordable to low or moderate income people	58	70	68	62	58	63	68	75
Retention and expansion of quality jobs in Boulder	75	81	79	77	76	77	86	79
Providing broadband internet connectivity with speeds higher than current commercial offerings	53	44	54	45	43	48	59	56

Average rating (0=not at all important, 100= very important)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 116: Question #5 by Housing Tenure and CU Student Status

The City has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Decreasing congestion and improving traffic flow	66	61	59	65
Preserving the city’s historic features and attributes	60	63	64	61
Assistance to businesses to keep them in Boulder	69	63	65	67
Neighborhood parks	71	70	70	70
Acquiring open space lands	56	56	61	55
Active recreational facilities (such as ballfields, play areas or playgrounds, etc.)	59	59	62	59
Services for children (age 12 and under)	56	57	57	57
Services for youth (age 13 to 21)	59	59	65	59
Services for seniors (age 65 and older)	59	56	54	58
Providing spaces for and access to a variety of arts/cultural events	54	59	64	55
Art in public places	40	48	50	43
Crime prevention	77	78	86	77
High frequency transit (bus or rail) routes	73	75	83	73
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	74	80	82	76
Energy conservation and efficiency programs	67	76	72	70
Recycling and composting collection services	72	77	72	74
Reducing homelessness	56	67	70	59
Library services	63	61	59	63
Police presence in your neighborhood	50	51	56	50
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	61	54	59	58
Attracting/retaining “discount” or “affordable” shopping opportunities	43	50	58	45
Housing affordable to low or moderate income people	54	72	73	61
Retention and expansion of quality jobs in Boulder	77	78	77	78
Providing broadband internet connectivity with speeds higher than current commercial offerings	44	51	61	45

Average rating (0=not at all important, 100= very important)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 117: Question #5 by Annual Household Income, Presence of Children or Youth in Household

The city has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?	Respondent Household Income				Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?	
	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Yes	No	Yes	No
Decreasing congestion and improving traffic flow	59	60	67	65	61	63	62	63
Preserving the city's historic features and attributes	59	65	61	57	58	62	56	61
Assistance to businesses to keep them in Boulder	61	63	67	70	66	66	71	65
Neighborhood parks	68	69	72	70	78	69	71	70
Acquiring open space lands	56	55	55	56	58	55	50	56
Active recreational facilities (such as ballfields, play areas or playgrounds, etc.)	61	55	62	59	70	57	64	58
Services for children (age 12 and under)	60	54	59	54	70	55	52	57
Services for youth (age 13 to 21)	64	59	59	55	70	58	60	60
Services for seniors (age 65 and older)	60	57	58	56	59	58	55	58
Providing spaces for and access to a variety of arts/cultural events	58	59	57	52	57	56	49	57
Art in public places	47	46	44	39	46	44	38	45
Crime prevention	77	75	78	77	73	78	82	77
High frequency transit (bus or rail) routes	78	74	74	69	73	74	79	73
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	80	75	77	74	78	75	78	75
Energy conservation and efficiency programs	81	69	70	67	70	71	64	71
Recycling and composting collection services	80	70	76	73	75	74	68	74
Reducing homelessness	72	62	59	55	61	61	61	61
Library services	59	67	63	60	70	61	61	63
Police presence in your neighborhood	53	51	50	46	51	51	53	51
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	57	59	56	59	58	59	67	58
Attracting/retaining "discount" or "affordable" shopping opportunities	55	52	43	39	37	48	44	47
Housing affordable to low or moderate income people	80	71	60	49	57	64	61	63
Retention and expansion of quality jobs in Boulder	79	78	78	77	79	77	79	77
Providing broadband internet connectivity with speeds higher than current commercial offerings	55	47	48	42	42	47	36	47

Average rating (0=not at all important, 100=very important)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 118: Question #9 by Sex, Age, Race/Ethnicity

In the last 12 months, about how many times, if ever, have you done the following things?	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Used the North, South or East Boulder Recreation Centers	40%	51%	38%	55%	48%	46%	30%	52%
Participated in City of Boulder recreation programs, activities or events	46%	52%	46%	55%	44%	48%	43%	65%
Visited Boulder open space or mountain parks	91%	93%	93%	94%	87%	93%	74%	92%
Visited a neighborhood park or playground (including tennis courts, Flatirons Golf Course, outdoor pools, and Boulder Reservoir)	85%	82%	91%	82%	71%	84%	74%	88%
Used the services or facilities of the East or West Senior Centers	9%	14%	3%	10%	31%	10%	15%	10%
Visited the Pearl Street Mall	99%	98%	100%	99%	95%	99%	99%	100%
Visited Twenty Ninth Street retail center	95%	97%	96%	97%	95%	97%	85%	99%
Visited the University Hill business district	85%	71%	90%	78%	54%	78%	75%	87%
Used the Boulder Creek or other greenways bike and pedestrian path	92%	88%	94%	94%	77%	92%	72%	91%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	65%	69%	74%	68%	50%	66%	68%	77%
Rode another RTD bus within Boulder	55%	55%	66%	51%	36%	51%	83%	72%
Rode a bus between Boulder and Denver	62%	63%	72%	56%	53%	62%	65%	66%
Commuted to work by bicycle	58%	51%	70%	52%	23%	55%	33%	67%
Recycled used paper, cans or bottles from your home	94%	96%	92%	99%	96%	96%	90%	85%
Called in a complaint about a neighborhood problem	18%	24%	22%	19%	23%	21%	18%	20%
Attended a public meeting or event about city matters	23%	23%	15%	27%	34%	23%	14%	34%
Attended a City Council meeting	10%	8%	5%	11%	15%	8%	14%	12%
Watched a City Council meeting on cable TV Channel 8	28%	25%	17%	29%	46%	26%	20%	42%
Watched a news program on cable TV Channel 8	25%	26%	19%	27%	38%	24%	30%	36%
Visited the City of Boulder Web site (www.Bouldercolorado.gov)	69%	67%	77%	68%	52%	68%	67%	84%
Completed a service transaction using the city Web site (registered for an event or program, financial transaction, etc.)	27%	28%	26%	34%	21%	27%	25%	40%
Visited one of the city's social media Web sites (Facebook, Twitter, YouTube, Flickr)	13%	20%	19%	19%	7%	15%	24%	27%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	66%	76%	66%	74%	77%	71%	64%	68%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	27%	27%	30%	28%	18%	28%	21%	24%
Dialed 9-1-1	12%	14%	14%	9%	15%	14%	7%	4%
Volunteered for a city program (such as neighborhood clean-up, trail maintenance, library, etc.)	16%	21%	16%	23%	20%	19%	13%	22%
Made energy improvements to your home or business	63%	63%	55%	70%	70%	64%	60%	52%

Percent of respondents who participated at least once in the last 12 months.

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 119: Question #9 by Housing Tenure and CU Student Status

In the last 12 months, about how many times, if ever, have you done the following things?	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Used the North, South or East Boulder Recreation Centers	57%	37%	53%	27%
Participated in City of Boulder recreation programs, activities or events	54%	48%	53%	36%
Visited Boulder open space or mountain parks	96%	95%	95%	83%
Visited a neighborhood park or playground (including tennis courts, Flatirons Golf Course, outdoor pools, and Boulder Reservoir)	85%	90%	86%	75%
Used the services or facilities of the East or West Senior Centers	15%	8%	15%	2%
Visited the Pearl Street Mall	99%	99%	98%	100%
Visited Twenty Ninth Street retail center	98%	97%	98%	91%
Visited the University Hill business district	71%	86%	73%	92%
Used the Boulder Creek or other greenways bike and pedestrian path	91%	94%	91%	87%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	62%	70%	60%	85%
Rode another RTD bus within Boulder	48%	63%	49%	69%
Rode a bus between Boulder and Denver	62%	69%	61%	64%
Commuted to work by bicycle	47%	64%	51%	63%
Recycled used paper, cans or bottles from your home	98%	94%	97%	89%
Called in a complaint about a neighborhood problem	23%	22%	21%	19%
Attended a public meeting or event about city matters	33%	15%	27%	13%
Attended a City Council meeting	14%	6%	11%	5%
Watched a City Council meeting on cable TV Channel 8	35%	23%	31%	14%
Watched a news program on cable TV Channel 8	31%	22%	29%	18%
Visited the City of Boulder Web site (www.Bouldercolorado.gov)	71%	77%	74%	52%
Completed a service transaction using the city Web site (registered for an event or program, financial transaction, etc.)	34%	26%	32%	16%
Visited one of the city's social media Web sites (Facebook, Twitter, YouTube, Flickr)	14%	20%	15%	19%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	78%	70%	77%	51%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	19%	36%	25%	28%
Dialed 9-1-1	12%	15%	13%	11%
Volunteered for a city program (such as neighborhood clean-up, trail maintenance, library, etc.)	24%	15%	20%	15%
Made energy improvements to your home or business	78%	51%	67%	56%

Percent of respondents who participated at least once in the last 12 months.

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 120: Question #10 by Sex, Age, Race/Ethnicity

Please rate quality of each of the following city services or programs.	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Overall city government operations	68	70	69	70	66	69	65	72
Flood or natural hazard education	66	65	64	63	69	65	65	63
Fire safety education	64	63	63	62	65	63	63	63
Snow and ice control on major streets	64	61	62	64	62	63	57	77
Street repair (potholes, crack repair, etc.)	57	57	59	57	52	56	57	67
Street sweeping	64	65	68	63	58	64	62	69
Street lighting	65	64	64	67	62	65	57	66
Bike paths and on-street bike lanes	82	80	82	82	78	81	76	86
Sidewalk maintenance	70	68	72	70	62	69	66	75
Median maintenance	70	70	74	70	62	70	66	78
Police traffic enforcement	65	68	69	64	65	65	74	72
Police response to community problems or needs	67	73	67	71	71	69	69	73
Fire response	81	82	80	82	82	81	81	80
Emergency medical services	78	80	77	81	81	79	77	80
The City of Boulder Web site (www.Bouldercolorado.gov)	69	67	69	68	65	68	65	72
Athletic fields	77	75	78	77	70	76	71	80
Parks in the city	80	81	83	80	75	81	76	86
Open space and mountain parks	88	88	91	88	83	88	81	93
North, South and East Recreation Centers	79	81	77	82	79	81	69	80
Other recreation facilities (golf course, outdoor pools)	71	74	71	74	71	73	64	73
Parks and Recreation programs and classes	73	77	74	77	74	76	66	77
Boulder Public Libraries	77	81	77	81	79	79	82	81
Services for children and youth	68	72	69	71	69	71	66	68
Services for seniors	68	71	67	69	72	70	68	69

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Please rate quality of each of the following city services or programs.	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Services for low-income families	62	59	55	64	62	61	57	60
Drinking water services	75	75	74	75	77	76	72	72
Sewer services	76	73	76	75	73	75	75	78
Utility billing services	71	70	69	72	72	70	69	75
Water conservation programs	70	66	67	69	68	68	66	70
Residential recycling program	81	82	79	84	83	82	82	76
Renewable energy or energy efficiency programs	69	71	71	72	67	70	73	66
Building and housing inspection	57	58	55	61	55	57	57	64
Enforcement of residential over-occupancy ordinances	51	49	51	55	41	48	64	53
Noise control enforcement	54	53	54	55	50	52	61	62
Enforcement of ice and snow removal, trash, and weed control on private property	53	56	59	54	47	54	55	67
Mosquito or pest control programs	57	54	56	58	50	56	44	63
Boulder Municipal Court	61	63	61	64	63	63	47	66

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 121: Question #10 by Housing Tenure and CU Student Status

Please rate quality of each of the following city services or programs.	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Overall city government operations	68	69	69	68
Flood or natural hazard education	66	64	62	66
Fire safety education	65	61	61	64
Snow and ice control on major streets	61	63	67	62
Street repair (potholes, crack repair, etc.)	54	59	60	56
Street sweeping	62	67	70	63
Street lighting	64	64	63	65
Bike paths and on-street bike lanes	81	81	82	81
Sidewalk maintenance	68	70	74	68
Median maintenance	69	71	74	69
Police traffic enforcement	66	66	67	66
Police response to community problems or needs	71	65	69	69
Fire response	81	80	84	80
Emergency medical services	79	78	84	78
The City of Boulder Web site (www.Bouldercolorado.gov)	68	67	69	67
Athletic fields	74	77	80	75
Parks in the city	81	81	83	80
Open space and mountain parks	89	89	88	88
North, South and East Recreation Centers	81	78	78	80
Other recreation facilities (golf course, outdoor pools)	72	71	75	71
Parks and Recreation programs and classes	75	75	79	74
Boulder Public Libraries	78	79	81	79
Services for children and youth	70	68	73	69
Services for seniors	69	66	74	68
Services for low-income families	63	56	63	59

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Please rate quality of each of the following city services or programs.	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Drinking water services	77	73	75	75
Sewer services	75	74	77	74
Utility billing services	71	67	73	69
Water conservation programs	68	66	72	66
Residential recycling program	84	77	83	81
Renewable energy or energy efficiency programs	69	69	74	69
Building and housing inspection	56	55	62	56
Enforcement of residential over-occupancy ordinances	45	51	62	46
Noise control enforcement	52	53	61	51
Enforcement of ice and snow removal, trash, and weed control on private property	49	57	66	52
Mosquito or pest control programs	51	58	59	54
Boulder Municipal Court	62	59	66	60

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 122: Question #10 by Annual Household Income, Presence of Children or Youth in Household

Please rate the quality of each of the following city services or programs.	Respondent Household Income				Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?	
	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Yes	No	Yes	No
Overall city government operations	67	72	69	67	75	67	66	68
Flood or natural hazard education	63	63	68	64	67	65	65	65
Fire safety education	60	60	65	63	64	62	66	62
Snow and ice control on major streets	64	64	62	61	67	61	62	62
Street repair (potholes, crack repair, etc.)	61	54	58	54	61	55	55	56
Street sweeping	66	65	64	62	68	64	60	64
Street lighting	63	67	65	63	69	63	65	64
Bike paths and on-street bike lanes	80	80	80	84	81	81	79	81
Sidewalk maintenance	71	66	68	69	73	68	69	69
Median maintenance	70	70	70	68	73	69	66	70
Police traffic enforcement	67	68	68	64	67	66	67	66
Police response to community problems or needs	69	66	69	69	70	68	65	69
Fire response	82	79	79	81	81	80	79	80
Emergency medical services	79	79	77	78	80	78	76	78
The City of Boulder Web site (www.bouldercolorado.gov)	66	67	68	68	71	66	69	67
Athletic fields	77	74	75	74	78	75	71	76
Parks in the city	82	80	80	81	82	80	74	81
Open space and mountain parks	90	88	89	90	90	88	85	89
North, South and East Recreation Centers	81	78	80	81	83	79	80	80
Other recreation facilities (golf course, outdoor pools)	72	72	72	71	74	71	68	72
Parks and Recreation programs and classes	73	72	75	76	80	74	72	75

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Please rate the quality of each of the following city services or programs.	Respondent Household Income				Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?	
	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Yes	No	Yes	No
Boulder Public Libraries	78	78	79	78	84	78	77	79
Services for children and youth	70	69	69	68	75	67	69	70
Services for seniors	71	67	68	65	71	68	68	68
Services for low-income families	59	52	63	58	70	58	61	60
Drinking water services	71	76	76	77	77	74	76	75
Sewer services	75	72	75	75	77	73	72	74
Utility billing services	70	67	69	71	72	69	70	69
Water conservation programs	65	66	67	68	71	66	68	67
Residential recycling program	75	82	82	85	84	81	77	82
Renewable energy or energy efficiency programs	65	73	69	69	71	68	68	69
Building and housing inspection	56	54	55	57	55	55	53	55
Enforcement of residential over-occupancy ordinances	53	50	46	43	50	48	44	48
Noise control enforcement	52	56	52	52	51	53	54	52
Enforcement of ice and snow removal, trash, and weed control on private property	60	53	53	50	53	53	47	53
Mosquito or pest control programs	61	56	53	49	56	54	52	55
Boulder Municipal Court	63	60	59	60	60	61	62	61

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 123: Question #11 by Sex, Age, Race/Ethnicity

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression?	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Courteous and respectful	77	82	79	78	81	79	74	88
Knowledgeable	77	81	81	78	78	79	74	84
Professional	77	81	80	77	79	79	75	89
Willingness to help or understand	75	78	78	75	77	76	73	87
Respect for people of diverse backgrounds	79	81	83	78	77	81	73	83
Timeliness of response, if applicable	75	77	80	74	74	76	76	84
Overall impression	75	80	78	78	76	77	72	84

Average rating (0=very bad, 100= very good)

Table 124: Question #11 by Housing Tenure and CU Student Status

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression?	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Courteous and respectful	80	79	77	80
Knowledgeable	79	78	82	78
Professional	80	79	78	79
Willingness to help or understand	78	77	76	77
Respect for people of diverse backgrounds	80	80	79	80
Timeliness of response, if applicable	78	77	74	77
Overall impression	78	77	76	77

Average rating (0=very bad, 100= very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 125: Question #12 by Sex, Age, Race/Ethnicity

Please rate how well you think the City of Boulder does on each of the following:	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Being responsive to residents and businesses	64	69	70	65	60	66	68	68
Effectively planning for the future	63	66	68	64	58	64	61	72
Working through critical issues facing the city	57	61	63	59	54	59	54	64
Gathering feedback from residents on new policies or projects; conducting public processes	63	65	68	64	58	64	66	64
Providing access to information about issues, events and meetings	64	68	65	66	67	66	65	62
Spending your tax dollars wisely	53	57	60	53	49	54	47	66
Informing the public about how their tax dollars are used	47	49	45	50	49	48	44	48

Average rating (0=very poorly, 100= very well)

Table 126: Question #12 by Housing Tenure and CU Student Status

Please rate how well you think the City of Boulder does on each of the following:	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Being responsive to residents and businesses	62	69	74	64
Effectively planning for the future	62	67	70	63
Working through critical issues facing the city	58	61	62	58
Gathering feedback from residents on new policies or projects; conducting public processes	61	65	72	62
Providing access to information about issues, events and meetings	68	64	63	66
Spending your tax dollars wisely	52	58	59	53
Informing the public about how their tax dollars are used	50	44	47	48

Average rating (0=very poorly, 100= very well)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 127: Question #13 by Sex, Age, Race/Ethnicity

Please rate to what extent you agree or disagree with the following statements.	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
I am pleased with the overall direction the city is taking	62%	60%	69%	60%	48%	60%	65%	72%
I inform myself about major issues in the City of Boulder	49%	44%	34%	50%	67%	47%	34%	50%
I take the initiative to let elected officials or city staff know what I think	21%	18%	14%	24%	25%	17%	37%	29%
I contribute time or money to charities or non-profits	58%	72%	54%	72%	79%	66%	58%	68%
I feel included in the Boulder community	56%	59%	57%	61%	55%	56%	59%	66%

Percent of respondents reporting that they “strongly agree” or “agree”

Table 128: Question #13 by Housing Tenure and CU Student Status

Please rate to what extent you agree or disagree with the following statements.	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
I am pleased with the overall direction the city is taking	56%	67%	70%	58%
I inform myself about major issues in the City of Boulder	61%	36%	27%	53%
I take the initiative to let elected officials or city staff know what I think	27%	12%	17%	21%
I contribute time or money to charities or non-profits	78%	55%	50%	70%
I feel included in the Boulder community	62%	53%	55%	58%

Percent of respondents reporting that they “strongly agree” or “agree”

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 129: Question #14 by Sex, Age, Race/Ethnicity

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	Respondent Sex		Respondent Age			Race/Ethnicity		
	Male	Female	18-34	35-54	55+	Non-Hispanic White	Hispanic	Other
Cable TV Channel 8	16%	19%	12%	22%	22%	16%	21%	23%
City of Boulder Web site (www.Bouldercolorado.gov)	51%	50%	61%	51%	29%	52%	48%	36%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	18%	26%	29%	22%	5%	22%	29%	13%
The Boulder Daily Camera (hard copy or online newspaper)	66%	72%	66%	66%	81%	69%	75%	72%
The Colorado Daily	35%	36%	46%	28%	23%	34%	44%	44%
Boulder County Business Report	12%	13%	11%	13%	15%	13%	12%	12%
Inserts in the water utility bill	20%	33%	16%	34%	38%	28%	21%	20%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	23%	35%	26%	33%	28%	26%	41%	43%
Mailings to your home address	59%	66%	56%	68%	66%	64%	47%	71%
Listserve (where you sign up to be part of a group receiving e-mails from the city)	19%	26%	22%	30%	14%	23%	25%	17%

Percent of respondents reporting that they are “very likely” or “likely”

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 130: Question #14 by Housing Tenure and CU Student Status

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	Housing Tenure		CU Student Status	
	Housing Unit is Owner-Occupied	Housing Unit is Renter Occupied	CU Student	Not
Cable TV Channel 8	17%	15%	22%	16%
City of Boulder Web site (www.Bouldercolorado.gov)	48%	59%	49%	52%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	13%	26%	38%	16%
The Boulder Daily Camera (hard copy or online newspaper)	78%	63%	57%	73%
The Colorado Daily	29%	43%	47%	32%
Boulder County Business Report	16%	9%	12%	13%
Inserts in the water utility bill	37%	17%	14%	30%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	26%	28%	32%	27%
Mailings to your home address	71%	57%	57%	64%
Listserve (where you sign up to be part of a group receiving e-mails from the city)	22%	22%	26%	22%

Percent of respondents reporting that they are “very likely” or “likely”

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 131: Question #14 by Annual Household Income, Presence of Children or Youth in Household

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	Respondent Household Income				Do any children age 12 or younger live in your household?		Do any teenagers age 13 to 18 live in your household?	
	less than \$25,000	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Yes	No	Yes	No
Cable TV Channel 8	22%	14%	15%	12%	17%	16%	16%	16%
City of Boulder Web site (www.bouldercolorado.gov)	46%	55%	57%	54%	60%	50%	65%	50%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	21%	23%	19%	15%	17%	20%	16%	20%
The Boulder Daily Camera (hard copy or online newspaper)	55%	70%	71%	80%	69%	72%	78%	71%
The Colorado Daily	44%	40%	34%	22%	19%	39%	39%	36%
Boulder County Business Report	9%	14%	14%	12%	9%	14%	20%	13%
Inserts in the water utility bill	26%	19%	27%	32%	32%	29%	40%	29%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	28%	34%	26%	21%	37%	27%	27%	28%
Mailings to your home address	58%	58%	67%	69%	76%	63%	66%	65%
Listserves (where you sign up to be part of a group receiving e-mails from the city)	20%	24%	24%	21%	29%	21%	26%	21%

Percent of respondents reporting that they are “very likely” or “likely”

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

APPENDIX G: SELECTED RESULTS FOR CITY SERVICE AND GOVERNMENT RATINGS BY USER STATUS

Table 132: Information Sources by How Well Informed Respondents Are About Issues Facing Boulder

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	I am well-informed on major issues in the city of Boulder	
	Agreement	Neutral/Disagreement
Cable TV Channel 8	24%	14%
City of Boulder Web site (www.Bouldercolorado.gov)	59%	51%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	18%	27%
The Boulder Daily Camera (hard copy or online newspaper)	81%	63%
The Colorado Daily	36%	39%
Boulder County Business Report	20%	9%
Inserts in the water utility bill	35%	26%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	32%	29%
Mailings to your home address	71%	61%
Listserve (where you sign up to be part of a group receiving e-mails from the city)	25%	27%

Percent of respondents reporting that they are "very" or "somewhat" likely

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 133: Responsiveness of City Government by Citizen Involvement

Please rate how well you think the city of Boulder does on each of the following:	Watched or attended a Council or public meeting at least once in last year		Watched or attended a Council or public meeting at least three times in last year		Attended at least one public meeting in last year		I inform myself about major issues in the city of Boulder	
	yes	no	yes	no	yes	No	Agreement	Neutral/Disagreement
Being responsive to residents	63	68	62	66	64	66	62	69
Effectively planning for the future	60	67	60	65	59	66	60	68
Working through critical issues facing the city	56	61	55	59	56	60	56	62
Gathering feedback from residents on new policies or projects; conducting public processes	61	66	61	65	61	65	62	66
Providing access to City Council	65	66	66	65	65	66	67	64
Spending your tax dollars wisely	52	56	51	55	52	55	50	58
Informing residents about events/meetings/issues	46	49	49	47	47	48	48	46

Average rating (0=very bad, 100=very good)

Table 134: Ratings of Parks and Recreation by Use of Parks and Recreation Facilities and Services

Please rate the quality of each of the following city services or programs.	Used the North, South or East Boulder Recreation Centers		Participated in city of Boulder recreation programs or activities	
	Never	At least once	Never	At least once
North, South and East Recreation Centers	73	83	76	82
Other recreation facilities (golf course, outdoor pools)	69	75	69	74
Parks and Recreation programs and classes	73	77	73	77

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant ($p < 0.05$)

Table 135: Ratings of City Parks by Use of City Parks

Please rate the quality of each of the following city services or programs.	Visited a neighborhood park or playground	
	Never	At least once
Parks in the city	77	82

Average rating (0=very bad, 100=very good)

Table 136: Ratings of Open Space/Mountain Parks by Use of Open Space/Mountain Parks

Please rate the quality of each of the following city services or programs.	Visited Boulder open space or mountain parks	
	Never	At least once
Open space and mountain parks	76	89

Average rating (0=very bad, 100=very good)

Table 137: Ratings of Bike Paths and On-Street Lanes by Use of Boulder Creek Path

Please rate the quality of each of the following city services or programs.	Used the Boulder Creek bike and pedestrian path	
	Never	At least once
Bike paths and on-street bike lanes	73	82

Average rating (0=very bad, 100=very good)

Table 138: Ratings of Senior Services by Use of Senior Centers

Please rate the quality of each of the following city services or programs.	Used the services or facilities of the East or West Senior Centers	
	Never	At least once
Services for seniors	69	74

Average rating (0=very bad, 100=very good)

Table 139: Ratings of Residential Recycling by Whether Recycled from Home

Please rate the quality of each of the following city services or programs.	Recycled used paper, cans or bottles from your home	
	Never	At least once
Residential recycling program	52	82

Average rating (0=very bad, 100=very good)

Table 140: Ratings of Library by Use of the Library

Please rate the quality of each of the following city services or programs.	Used any of the Boulder Public Libraries	
	Never	At least once
Boulder Public Libraries	74	80

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

Table 141: Ratings of Code Enforcement by Whether Called in a Complaint about a Neighborhood Problem

Please rate the quality of each of the following city services or programs.	Called in a complaint about a neighborhood problem	
	Never	At least once
Building and housing inspection	58	54
Enforcement of residential over-occupancy ordinances	0	38
Noise control enforcement	57	44
Enforcement of ice and snow removal, trash, and weed control on private property	57	49

Average rating (0=very bad, 100=very good)

Table 142: Ratings of City Employees by Whether Called in a Complaint, Attended a City Council or Public Meeting

Please rate the quality of each of the following city services or programs.	Called in a complaint about a neighborhood problem		Attended a City Council meeting		Attended a public meeting about city matters	
	Never	At least once	Never	At least once	Never	At least once
Courteous and respectful	79	81	79	81	79	81
Knowledgeable	79	79	79	79	79	79
Professional	79	80	79	79	79	80
Willingness to help or understand	77	76	77	76	77	77
Respect for people of diverse backgrounds	80	80	81	78	80	80
Timeliness of response, if applicable	78	74	77	77	78	74
Overall impression	77	77	78	76	77	78

Average rating (0=very bad, 100=very good)

Grey shading indicates differences between subgroups are statistically significant (p<0.05)

APPENDIX H: SELECTED RESULTS BY SURVEY TYPE

The tables in this appendix compare the results of the scientific community survey with the youth and Spanish surveys.

Table 143: Question #1 Quality of Life

Please read the following questions and circle the number which most closely reflects your opinion.	Survey Type		
	Community	Youth	Spanish
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	94%	93%	95%
How do you rate the overall quality of your neighborhood?	85%	84%	83%
How do you rate the sense of community in Boulder?	70%	78%	79%
How do you rate race and ethnic relations in Boulder?	41%	56%	62%
How do you rate Boulder as a place to work?	77%	---	95%
How do you rate Boulder as a place to do business?	70%	---	83%
How do you rate Boulder as a place to go to school?	---	90%	---

Percent of respondents reporting "very good" or "good"

Table 144: Question #2

Please rate each of the following characteristics as they relate to the city of Boulder as a whole:	Survey Type		
	Community	Youth	Spanish
Shopping opportunities	82%	81%	79%
Employment opportunities	48%	48%	78%
Opportunities to attend arts/cultural events	86%	87%	79%
Opportunities for higher/continuing education	95%	91%	85%
Drinking water quality	85%	93%	91%
Access to city facilities	84%	93%	84%
Quality or character of new development	53%	---	76%
Access to a variety of housing options	42%	---	62%

Percent of respondents reporting "very good" or "good"

Table 145: Question #3

Please rate each of the following characteristics as they relate to the city of Boulder as a whole:	Survey Type		
	Community	Youth	Spanish
Violent crimes (e.g., rape, robbery, homicide)	85%	84%	78%
Property crimes (e.g., burglary, theft, criminal mischief)	73%	66%	73%
Structural/house fires	82%	73%	83%
Wildland fires	59%	47%	79%
Floods	66%	65%	78%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	41%	54%	70%
Discrimination due to your background or personal characteristics	76%	81%	62%
Bullying or Harassment	---	85%	---
Physical Fights	---	87%	---
People with weapons	---	79%	---
Gangs	---	84%	---
Crime in your neighborhood (e.g., gangs, vandalism)	---	---	83%

Percent of respondents reporting “very” or “somewhat” safe

Table 146: Question #5

The city has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?	Survey Type		
	Community	Youth	Spanish
Decreasing congestion and improving traffic flow	67%	58%	98%
Preserving the city’s historic features and attributes	67%	73%	83%
Assistance to businesses to keep them in Boulder	73%	82%	98%
Neighborhood parks	79%	75%	95%
Acquiring open space lands	55%	74%	82%
Active recreational facilities (such as ballfields, play areas or playgrounds, etc.)	65%	75%	98%
Services for children (age 12 and under)	62%	70%	100%
Services for youth (age 13 to 21)	65%	84%	100%
Services for seniors (age 65 and older)	61%	75%	100%
Providing spaces for and access to a variety of arts/cultural events	62%	74%	92%
Art in public places	43%	73%	88%
Crime prevention	87%	82%	100%
High frequency transit (bus or rail) routes	82%	83%	95%
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)	84%	82%	93%
Energy conservation and efficiency programs	76%	85%	95%
Recycling and composting collection services	80%	85%	88%
Reducing homelessness	66%	86%	98%
Library services	68%	63%	93%
Police presence in your neighborhood	52%	42%	95%
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	62%	52%	95%
Attracting/retaining “discount” or “affordable” shopping opportunities	48%	68%	98%
Housing affordable to low or moderate income people	65%	81%	100%
Retention and expansion of quality jobs in Boulder	87%	87%	100%
Providing broadband internet connectivity with speeds higher than current commercial offerings	48%	63%	83%
Eco-passes for residents	---	81%	---

Percent of respondents reporting “very important” or “important”

Table 147: Question #9

In the last 12 months, about how many times, if ever, have you done the following things?	Survey Type		
	Community	Youth	Spanish
Used the North, South or East Boulder Recreation Centers	45%	81%	77%
Participated in City of Boulder recreation programs, activities or events	49%	73%	68%
Visited Boulder open space or mountain parks	92%	96%	88%
Visited a neighborhood park or playground (including tennis courts, Flatirons Golf Course, outdoor pools, and Boulder Reservoir)	84%	93%	88%
Used the services or facilities of the East or West Senior Centers	11%	24%	44%
Visited the Pearl Street Mall	98%	97%	95%
Visited Twenty Ninth Street retail center	96%	92%	95%
Visited the University Hill business district	78%	85%	67%
Used the Boulder Creek or other greenways bike and pedestrian path	90%	95%	83%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	66%	90%	76%
Rode another RTD bus within Boulder	55%	83%	74%
Rode a bus between Boulder and Denver	62%	54%	70%
Commuted to work by bicycle	55%	29%	32%
Recycled used paper, cans or bottles from your home	95%	92%	90%
Called in a complaint about a neighborhood problem	21%	30%	21%
Attended a public meeting or event about city matters	23%	28%	22%
Attended a City Council meeting	9%	22%	17%
Watched a City Council meeting on cable TV Channel 8	27%	21%	49%
Watched a news program on cable TV Channel 8	26%	35%	52%
Visited the City of Boulder Web site (www.Bouldercolorado.gov)	69%	45%	30%
Completed a service transaction using the city Web site (registered for an event or program, financial transaction, etc.)	28%	22%	17%
Visited one of the city's social media Web sites (Facebook, Twitter, YouTube, Flickr)	16%	50%	40%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s)	71%	81%	65%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	27%	64%	56%
Dialed 9-1-1	12%	22%	15%
Volunteered for a city program (such as neighborhood clean-up, trail maintenance, library, etc.)	19%	56%	21%
Made energy improvements to your home or business	63%	67%	73%
Commuted to school by bicycle	---	55%	---
Visited the YOAB (Youth Opportunities Advisory Board) Web site (www.yoab.org)	---	34%	---
Volunteered for something or someone other than a city program	---	68%	---

Percent of respondents who participated at least once in the last 12 months.

Table 148: Question #10

Please rate the quality of each of the following city services or programs.	Survey Type		
	Community	Youth	Spanish
Overall city government operations	68%	70%	77%
Flood or natural hazard education	59%	56%	78%
Fire safety education	52%	65%	75%
Snow and ice control on major streets	60%	66%	75%
Street repair (potholes, crack repair, etc.)	48%	56%	74%
Street sweeping	58%	56%	72%
Street lighting	60%	62%	77%
Bike paths and on-street bike lanes	86%	74%	85%
Sidewalk maintenance	67%	72%	82%
Median maintenance	67%	70%	78%
Police traffic enforcement	61%	65%	89%
Police response to community problems or needs	69%	76%	79%
Fire response	87%	82%	100%
Emergency medical services	85%	83%	94%
The City of Boulder Web site (www.Bouldercolorado.gov)	64%	60%	68%
Athletic fields	80%	77%	89%
Parks in the city	90%	80%	89%
Open space and mountain parks	94%	86%	97%
North, South and East Recreation Centers	84%	82%	94%
Other recreation facilities (golf course, outdoor pools)	73%	76%	89%
Parks and Recreation programs and classes	78%	74%	89%
Boulder Public Libraries	85%	85%	95%
Services for children and youth	66%	67%	83%
Services for seniors	64%	69%	82%
Services for low-income families	47%	49%	74%
Drinking water services	76%	75%	90%
Sewer services	76%	73%	72%
Utility billing services	69%	69%	71%
Water conservation programs	63%	74%	81%
Residential recycling program	87%	79%	90%
Renewable energy or energy efficiency programs	68%	74%	91%
Building and housing inspection	42%	62%	82%
Enforcement of residential over-occupancy ordinances	32%	59%	88%
Noise control enforcement	38%	59%	79%
Enforcement of ice and snow removal, trash, and weed control on private property	41%	59%	82%
Mosquito or pest control programs	42%	45%	78%
Boulder Municipal Court	51%	65%	83%

Percent of respondents reporting "very good" or "good"

Table 149: Question #11

If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression? (Rate each characteristic below.)	Survey Type		
	Community	Youth	Spanish
Courteous and respectful	86%	82%	88%
Knowledgeable	83%	81%	92%
Professional	84%	81%	88%
Willingness to help or understand	80%	78%	85%
Respect for people of diverse backgrounds	82%	81%	81%
Timeliness of response, if applicable	79%	77%	87%
Overall impression	81%	79%	88%

Percent of respondents reporting “very good” or “good”

Table 150: Question #12

Please rate how well you think the City of Boulder does on each of the following:	Survey Type		
	Community	Youth	Spanish
Being responsive to residents and businesses	63%	78%	71%
Effectively planning for the future	60%	73%	76%
Working through critical issues facing the city	47%	71%	53%
Gathering feedback from residents on new policies or projects; conducting public processes	60%	63%	74%
Providing access to information about issues, events and meetings	62%	69%	66%
Spending your tax dollars wisely	43%	52%	64%
Informing the public about how their tax dollars are used	30%	49%	59%

Percent of respondents reporting “very well” or “well”

Table 151: Question #13

Please rate to what extent you agree or disagree with the following statements.	Survey Type		
	Community	Youth	Spanish
I am pleased with the overall direction the city is taking	61%	74%	55%
I inform myself about major issues in the City of Boulder	47%	41%	76%
I take the initiative to let elected officials or city staff know what I think	20%	33%	53%
I contribute time or money to charities or non-profits	66%	53%	71%
I feel included in the Boulder community	57%	67%	55%
I know that YOAB represents the youth voice in city government	---	52%	---

Percent of respondents reporting “strongly agree” or “agree”

Table 152: Question #14

Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?	Survey Type		
	Community	Youth	Spanish
Cable TV Channel 8	19%	30%	85%
City of Boulder Web site (www.Bouldercolorado.gov)	54%	46%	80%
City social media Web sites (e.g. Facebook, Twitter, YouTube)	24%	48%	72%
The Boulder Daily Camera (hard copy or online newspaper)	72%	73%	79%
The Colorado Daily	38%	42%	76%
Boulder County Business Report	14%	24%	65%
Inserts in the water utility bill	30%	24%	68%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	30%	46%	79%
Mailings to your home address	65%	46%	89%
Listserves (where you sign up to be part of a group receiving e-mails from the city)	26%	38%	66%

Percent of respondents reporting “very likely” or “likely”

Table 153: Question #28

Do you have regular, convenient access to the internet?	Percent of respondents		
	Community	Youth	Spanish
No	8%	2%	28%
Yes	92%	98%	72%
Total	100%	100%	100%
If yes, where?			
At home	92%	94%	86%
At work	65%	---	36%
On a “smart” phone or PDA	56%	55%	36%
A public facility (e.g. library or school)	39%	---	21%
At school	---	73%	---
At the library	---	59%	---

Table 154: Question #16

About how many years have you lived in Boulder?	Percent of respondents		
	Community	Youth	Spanish
1 year or less	20%	11%	2%
2 to 5 years	26%	10%	20%
6 to 10 years	14%	10%	39%
11 to 15 years	9%	38%	17%
16 to 20 years	7%	29%	10%
over 20 years	24%	1%	12%
Total	100%	100%	100%

Table 155: Question #21

Please check the one box that most closely describes the type of housing unit you live in.	Percent of respondents		
	Community	Youth	Spanish
A detached single family home	36%	71%	17%
An apartment in an apartment complex	26%	6%	34%
An apartment in a single family home	2%	3%	5%
A condominium or town house	26%	6%	5%
A mobile home	0%	6%	34%
Group quarters (dorm, sorority/fraternity house, nursing home)	8%	---	0%
Other, please specify	3%	8%	5%
Total	100%	100%	100%

APPENDIX I: SURVEY METHODOLOGY

Survey Instrument Development

Prior to 2011, the City of Boulder conducted an “omnibus” resident survey eight times, most recently in 2007. These surveys ask recipients their perspectives about the quality of life in the community, their use of community amenities, their opinion on policy issues facing the city and their assessment of city service delivery. In 2011, the City decided to conduct another community survey. The community survey instrument was developed by starting with the version from the previous implementation in 2007, but with the goal of shortening the questionnaire length from 9 pages to 6 pages. One of the priorities was to retain questions that would maintain important trendlines. Policy questions were eliminated in favor of questions that would help measure the performance of the city government. In an iterative process between City Council, city staff and National Research Center staff, a final questionnaire was crafted. The questionnaire was translated into Spanish.

Survey Sample Selection

Boulder has divided the city and the area just outside the city into nine planning subcommunities. All households located within these nine planning subcommunities were eligible to receive the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data to select the sample of households.

The zip codes 80301 through 80305 were considered eligible for the first stage of sampling. Systematic sampling of households was used to choose addresses within these zip codes. Systematic sampling is a procedure in which every “Nth” item is selected from a complete list of all possible items so that the appropriate amount of items is selected. A larger list than needed was created in this way, so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside these boundaries. The geocoding of the sample was completed by the city’s GIS division. All addresses determined to be outside the study boundaries were eliminated from the sample. Those remaining were identified as belonging to one of the nine subcommunities. A random selection was made of the remaining addresses to create a final list of 3,015 addresses.

Attached (multi-family) housing units were oversampled to compensate for detached (single-family) housing unit residents’ tendency to return surveys at a higher rate. Additionally, younger people, people of lower socioeconomic status and those who rent their housing respond at a lower rate than older people, people of higher socioeconomic status and those who own their housing. Many of these variables are intercorrelated (e.g., younger people are more likely to rent than older people), so by oversampling the multi-family housing, it increases the chances of receiving surveys from those who live in this type of housing.

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 city determined it was also important to include University of Colorado-Boulder (CU) students residing in college dormitories. The Director of Housing at the CU-Boulder provided a random sample of 485 dormitory room addresses to which surveys were mailed.

Survey Administration and Survey Response

Each selected household was contacted three times. First, a prenotification announcement was sent, informing the household members that they had been selected to participate in the survey. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the mayor enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could mail the completed questionnaire directly to NRC. A reminder letter and survey, scheduled to arrive 1 to two weeks after the first survey was the final contact. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. A number identifying the subcommunity was placed on each survey.

The cover letter was double-sided, with the English version on the front and the Spanish version on the back. A sentence in Spanish was placed at the top of the English version stating that important information was contacted on the reverse. The Spanish version of the cover letter explained what was in the packet, and encouraged recipients to find an English-speaking friend or family member to help them complete the survey in English, and provided instructions on how to complete a Spanish version of the survey online.

The mailings were sent in September and October 2011. About 4% (135) of the 3,015 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,880 households presumed to have received a survey, 958 completed the survey, providing a response rate of 33%. This is a good response rate; typical response rates for a mailed resident survey range from 25% to 40%. A total of 66 of the 958 surveys were completed online.

Dorm students responded at a lower rate than did those in households. A total of 13 surveys were received from those living in the college dormitories, providing a response rate of about 3%. The overall response rate, combining households and dormitories, was 29%.

Additional surveys were collected through special outreach efforts with the youth of Boulder and the Spanish-speaking community. These questionnaires were nearly identical to the community survey questionnaire. As these surveys were not collected through the scientific sampling method, these results are kept separate from the community survey.

95% Confidence Intervals

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 ± 3 percentage points of the result that would be found if everyone in the population of interest was surveyed. Other types of “error” such as non-response error may also influence or bias results (i.e. those who did not respond to the survey may have had different opinions about the issues covered than those who did respond).

Data Entry, Data Weighting and Data Analysis

Once the surveys were received at NRC, staff assigned a unique identification number to each questionnaire. 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; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. “Range checks” (examination of the data for invalid values) as well as other forms of quality control were also performed.

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates and other population norms for the city of Boulder and were statistically adjusted, known as “weighting,” to reflect the larger population when necessary.¹ Generally, two variables are used in a weighting scheme. Characteristics chosen as weighting variables are normally selected because they are not in proportion to what is shown in a jurisdiction’s demographic profile and because differences in opinion are observed between subgroups of these characteristics. Survey results were weighted by sex and age. The results of the weighting scheme are presented in Table 156 on the next page.

The electronic dataset was analyzed by NRC staff using the statistical software software IBM SPSS™, often known as the Statistical Package for the Social Sciences. 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 A: All Results from Community Survey*.

Also included are selected survey results by subcommunity (*Appendix E: Selected Results by Subcommunity*) and by respondent characteristics (*Appendix F: Selected Results by Demographic Subgroups*). 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

¹ An example of how weighting works may be helpful. Hypothetically, suppose the population norm for gender was 50%/50% but 70% of the surveys received were from females and 30% were from males. The weights applied to make the sample representative of the population would be 0.7143 females (thereby giving each response less weight in the overall ratings) and 1.6667 for males (giving each response more weight overall). If it is further supposed that these two groups had very different ratings of the importance of a recreation center; with a much greater proportion of females feeling a recreation center was important (hypothetically, that 80% of females felt it was “essential” or “very important” than males (hypothetically, 40%). Since in this scenario there are more responses from females, if the results were NOT weighted, a recreation center would be deemed more important than if the data were weighted. The unweighted percent rating a new recreation center as at least very important would be 68% (80x70%+40x30%), while the weighted percent would be 60% (80x50%+40x50%).

Characteristic	Percent in Population	Percent in Sample	Weight	Unweighted Rating of Importance		Weighted Rating of Importance	
Females	50%	70%	0.7143 (50%÷70%)	80%	x 70% = 56%	80%	x 70% x 0.7143 = 40%
Males	50%	30%	1.6667 (50%÷30%)	40%	x 30% = 12%	40%	x 30% x 1.6667 = 20%
TOTAL	100%	100%	----	68%		60%	

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 marked with grey shading in the appendices.

For this survey, a “key driver analysis” was conducted. Key driver analysis uses a multiple linear regression technique to explore strength of relationships between individual services and overall quality of services. Services with significantly high percentage of “don’t know” responses (30% or higher) were excluded from the analysis. A multiple linear regression model allows the simultaneous examination of the association of multiple factors with a single outcome measure of interest, often referred to as the dependent variable (in this instance, overall city government performance). The factors examined for an association with the dependent variable are referred to as independent or predictor variables. This simultaneous examination allows one to look at a particular association of interest, for example the association of water conservation, simultaneously adjusted for all the other variables (city services) in the model. Regression coefficients are calculated for each predictor variable in the model. These coefficients can be interpreted as a slope; that is, for every unit change in the predictor variable, the independent variable would change by the amount of the regression coefficient. A test of statistical significance is calculated for each regression coefficient, with a corresponding p-value. A p-value refers to the probability that the regression coefficient is significantly different than 0 (meaning there is no association between the predictor variable and perceptions of overall city government performance). Those services with regression coefficients having a p-value of 0.05 or less (meaning there was a less than 5% chance that there was no association between the service rating and the rating of overall city government performance) were then considered to be the “key drivers” of residents’ perceptions of overall city government performance.

Table 156: Boulder Community Survey Weighting Table

Characteristic	Population Profile*	Unweighted Data	Weighted Data
Tenure in Housing Unit**			
Owner-Occupied	47.7%	64.9%	54.4%
Renter-Occupied	52.3%	35.1%	45.6%
Race/Ethnicity**			
Non-Hispanic White	85.3%	90.1%	85.5%
Hispanic	7.0%	5.9%	8.4%
Other	7.7%	4.0%	6.1%
Age**			
18-34 years of age	48.7%	25.2%	45.5%
35-54 years of age	28.3%	27.3%	29.1%
55+ years of age	23.0%	47.4%	25.4%
Sex**			
Male	51.6%	41.6%	48.7%
Female	48.4%	58.4%	51.3%
Population Age 18+ in Housing Units or College/University Group Quarters			
In Housing Units	92.1%	98.6%	92.3%
In College/University Group Quarters Housing	7.9%	1.4%	7.7%

* 2010 Census

** Only of the population in housing units

Survey Comparisons

Putting Evaluations onto a 100-point Scale

Although responses to many of the evaluative or frequency questions were made on four- or five-point scales with 1 representing the best rating, the scales had different labels (e.g., “very good,” “very satisfied,” “essential”). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “very good,” then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale (“neither good nor bad”), then the result would be 50. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The 95% confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus three points on the 100-point scale.

Comparing Survey Results

An average rating of 75 for service quality is at the “good” mark on a 100-point scale that goes from “very bad” to “very good.” Few services actually receive ratings as high as 75 on the scale, in part, because certain kinds of services tend to be thought less well of by residents in many communities across the country. Police protection tends to be better received than pothole repair by residents of most American cities. Where possible, the better comparison is not from one service to another in Boulder, but from Boulder services to services like them provided by other jurisdictions. In addition, comparisons to previous survey results are also shown. Some survey data date back to 1987; other data have shorter trendlines.

National Benchmark Database

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

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. The integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management* and in the first book on conducting and using citizen surveys written by principals of NRC. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S.,

Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

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

The Role of Comparisons

Normative comparisons are used for benchmarking. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. It is difficult to know what is small or tall without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service—one that closes most of its cases, solves most of its crimes and keeps the crime rate low—still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The normative data can help that police department – or any city department – to understand how well citizens think it is doing. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

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

Comparison of Boulder to the Benchmark Database

Benchmark comparisons have been provided when similar questions on the Boulder Community Survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than 100 jurisdictions. Where comparisons are available, Boulder results are noted as being "above" the benchmark, "below" the benchmark or "similar to" the benchmark. This evaluation of "above," "below" or "similar

to” comes from a statistical comparison of Boulder’s rating to the benchmark (the average rating from all the comparison jurisdictions where a similar question was asked). Differences of more than three points on the 100-point scale between Boulder’s ratings and the average based on the appropriate comparisons from the database are considered “statistically significant,” and thus are marked as “above” or “below” the benchmark. When differences between Boulder’s ratings and the national benchmarks are two points or less, they are marked as “similar to” the benchmark. These benchmark comparisons have been provided where available in *Appendix A: All Results from Community Survey*.

APPENDIX J: QUESTIONNAIRE WITH RESPONSE FREQUENCIES

The following pages contain a copy the survey questionnaire, with the percent of respondents giving each response (including “don’t know” or “not applicable” responses) to every question.



CITY OF BOULDER 2011 COMMUNITY SURVEY

1. Please read the following questions and circle the number which most closely reflects your opinion.

	<u>very good</u>	<u>good</u>	<u>neither good nor bad</u>	<u>bad</u>	<u>very bad</u>	<u>N.A.* or don't know</u>
Taking all things into consideration, how do you rate your overall quality of life in Boulder?	56%	38%	4%	2%	0%	0%
How do you rate the overall quality of your neighborhood?	38%	47%	11%	3%	1%	0%
How do you rate the sense of community in Boulder?	20%	50%	24%	4%	2%	1%
How do you rate race and ethnic relations in Boulder?	11%	26%	42%	7%	4%	9%
How do you rate Boulder as a place to work?	26%	36%	13%	4%	1%	19%
How do you rate Boulder as a place to do business?	19%	32%	14%	6%	2%	26%

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

	<u>very good</u>	<u>good</u>	<u>neither good nor bad</u>	<u>bad</u>	<u>very bad</u>	<u>N.A.* or don't know</u>
Shopping opportunities	36%	45%	12%	4%	1%	1%
Employment opportunities.....	11%	29%	28%	13%	3%	17%
Opportunities to attend arts/cultural events	41%	43%	12%	1%	1%	2%
Opportunities for higher/continuing education.....	62%	32%	3%	1%	1%	2%
Drinking water quality.....	44%	40%	9%	4%	1%	2%
Access to city facilities	34%	43%	12%	2%	1%	8%
Quality or character of new development	15%	32%	27%	10%	4%	13%
Access to a variety of housing options.....	11%	27%	27%	18%	6%	11%

3. Please rate how safe you feel from each of the following in Boulder:

	<u>very safe</u>	<u>somewhat safe</u>	<u>neither safe nor unsafe</u>	<u>somewhat unsafe</u>	<u>very unsafe</u>
Violent crimes (e.g., rape, robbery, homicide).....	42%	40%	7%	8%	2%
Property crimes (e.g., burglary, theft, criminal mischief)	19%	51%	15%	11%	3%
Structural/house fires	36%	45%	15%	3%	1%
Wildland fires	21%	37%	22%	18%	2%
Floods	29%	37%	21%	12%	1%
Traffic-related incidents (road rage, bike-car conflicts, etc.)	10%	28%	27%	27%	8%
Discrimination due to your background or personal characteristics.....	50%	24%	19%	4%	3%

4. What do you think should be the top three priorities of the Boulder City Council in 2012?

1. _____
2. _____
3. _____

5. The city has limited resources and must make hard decisions about funding priorities. How important, if at all, is it to you that the city allocates resources to each of the following areas?

	<u>very important</u>	<u>important</u>	<u>slightly important</u>	<u>not at all important</u>
Decreasing congestion and improving traffic flow	31%	36%	28%	6%
Preserving the city's historic features and attributes	24%	43%	27%	6%
Assistance to businesses to keep them in Boulder	32%	41%	21%	7%
Neighborhood parks	34%	46%	18%	2%
Acquiring open space lands	30%	26%	30%	15%
Active recreational facilities (such as ballfields, play areas or playgrounds, etc.)	20%	45%	31%	5%
Services for children (age 12 and under)	18%	44%	28%	9%
Services for youth (age 13 to 21).....	22%	43%	28%	7%
Services for seniors (age 65 and older)	18%	43%	31%	8%
Providing spaces for and access to a variety of arts/cultural events.....	18%	45%	31%	7%
Art in public places	14%	29%	37%	21%
Crime prevention.....	52%	36%	11%	2%
High frequency transit (bus or rail) routes	47%	35%	15%	3%
Bike and pedestrian facilities (such as bike lanes, sidewalks, paths, etc.)....	52%	32%	13%	3%
Energy conservation and efficiency programs.....	43%	33%	18%	7%
Recycling and composting collection services	44%	36%	16%	4%
Reducing homelessness	31%	35%	24%	10%
Library services	25%	43%	27%	5%
Police presence in your neighborhood	14%	37%	38%	11%
Police presence in business/shopping districts (such as Pearl Street, University Hill, Twenty Ninth Street, etc.)	21%	41%	29%	9%
Attracting/retaining "discount" or "affordable" shopping opportunities	19%	28%	30%	22%
Housing affordable to low or moderate income people.....	36%	28%	25%	10%
Retention and expansion of quality jobs in Boulder.....	49%	38%	10%	4%
Providing broadband internet connectivity with speeds higher than current commercial offerings.....	23%	25%	27%	25%

6. Are you eligible to have an Eco-Pass, an annual pass that allows you unlimited bus rides?

(Please check all that apply.)

- 28% don't know if I am eligible for an Eco-Pass → go to question #9
- 24% no, I am not eligible for an Eco-Pass → go to question #9
- 13% yes, through my employer
- 11% yes, through my neighborhood program
- 20% yes, a CU Boulder student Buff One pass
- 6% yes, a CU Boulder faculty/staff Buff One pass
- 2% yes, other pass: _____

7. Did you pick up your Eco-Pass?

- 75% yes
- 25% no → go to question #9

8. About how often, on average, do you use your Eco-Pass?

- 43% more than once a week
- 14% about once a week
- 11% about once every two weeks
- 14% about once a month
- 17% less often than once a month

9. In the last 12 months, about how many times, if ever, have you done the following things?

	<u>never</u>	<u>1-2</u>	<u>3-12</u>	<u>13-26</u>	<u>more than 26</u>
Used the North, South or East Boulder Recreation Centers.....	55%	16%	15%	6%	9%
Participated in City of Boulder recreation programs, activities or events...	51%	27%	15%	3%	5%
Visited Boulder open space or mountain parks	8%	11%	30%	20%	31%
Visited a neighborhood park or playground (including tennis courts, Flatirons Golf Course, outdoor pools, and Boulder Reservoir).....	16%	19%	29%	18%	17%
Used the services or facilities of the East or West Senior Centers.....	89%	6%	3%	1%	1%
Visited the Pearl Street Mall.....	2%	8%	29%	24%	37%
Visited Twenty Ninth Street retail center.....	4%	9%	41%	26%	20%
Visited the University Hill business district.....	22%	26%	30%	12%	11%
Used the Boulder Creek or other greenways bike and pedestrian path	10%	9%	20%	17%	43%
Rode a high-frequency community transit network bus (e.g., HOP, SKIP, JUMP, etc.) within the City of Boulder	34%	18%	20%	9%	18%
Rode another RTD bus within Boulder	45%	21%	15%	7%	12%
Rode a bus between Boulder and Denver	38%	21%	26%	7%	7%
Commuted to work by bicycle.....	45%	8%	12%	9%	25%
Recycled used paper, cans or bottles from your home	5%	2%	4%	10%	79%
Called in a complaint about a neighborhood problem.....	79%	16%	5%	0%	0%
Attended a public meeting or event about city matters	77%	18%	5%	0%	1%
Attended a City Council meeting	91%	7%	2%	0%	0%
Watched a City Council meeting on cable TV Channel 8	73%	16%	9%	1%	1%
Watched a news program on cable TV Channel 8.....	74%	14%	9%	1%	1%
Visited the City of Boulder Web site (www.bouldercolorado.gov)	31%	22%	34%	9%	4%
Completed a service transaction using the city Web site (registered for an event or program, financial transaction, etc.)	72%	19%	7%	1%	1%
Visited one of the city's social media Web sites (Facebook, Twitter, YouTube, Flickr)	84%	6%	5%	2%	3%
Used any of the Boulder Public Libraries (Main and/or the Reynolds, Meadows, or Carnegie branches) or used library information services via their Web site(s).....	29%	17%	27%	14%	12%
Used the public computers or free Internet access at one of the Boulder Public Library facilities	73%	12%	9%	3%	3%
Dialed 9-1-1.....	88%	10%	2%	0%	0%
Volunteered for a city program (such as neighborhood clean-up, trail maintenance, library, etc.)	81%	13%	3%	1%	1%
Made energy improvements to your home or business.....	37%	37%	22%	2%	2%

10. Please rate the quality of each of the following city services or programs.

	very good	good	neither good nor bad	bad	very bad	N.A.* or don't know
Overall city government operations	11%	44%	21%	4%	1%	18%
Flood or natural hazard education.....	10%	37%	26%	6%	1%	19%
Fire safety education	8%	31%	30%	6%	1%	25%
Snow and ice control on major streets.....	13%	42%	20%	12%	5%	8%
Street repair (potholes, crack repair, etc.)	8%	38%	27%	17%	6%	4%
Street sweeping	9%	43%	30%	5%	2%	10%
Street lighting	11%	48%	27%	9%	2%	3%
Bike paths and on-street bike lanes.....	40%	43%	11%	2%	1%	3%
Sidewalk maintenance	18%	46%	26%	5%	2%	4%
Median maintenance.....	16%	44%	25%	3%	1%	11%
Police traffic enforcement.....	14%	41%	26%	7%	2%	10%
Police response to community problems or needs.....	15%	37%	16%	4%	3%	24%
Fire response	25%	31%	8%	1%	0%	36%
Emergency medical services	20%	31%	9%	0%	0%	40%
The City of Boulder Web site (www.bouldercolorado.gov) ..	7%	36%	21%	3%	0%	33%
Athletic fields	18%	37%	12%	1%	0%	32%
Parks in the city	34%	52%	8%	1%	0%	4%
Open space and mountain parks.....	58%	33%	4%	1%	0%	4%
North, South and East Recreation Centers	24%	32%	10%	0%	0%	35%
Other recreation facilities (golf course, outdoor pools)	11%	33%	14%	1%	0%	41%
Parks and Recreation programs and classes.....	14%	30%	11%	1%	0%	44%
Boulder Public Libraries.....	29%	42%	10%	1%	1%	17%
Services for children and youth.....	7%	22%	13%	1%	0%	57%
Services for seniors	7%	17%	12%	1%	0%	62%
Services for low-income families	5%	12%	14%	4%	1%	64%
Drinking water services.....	26%	41%	18%	3%	1%	12%
Sewer services	19%	41%	17%	1%	0%	21%
Utility billing services	15%	41%	21%	3%	1%	20%
Water conservation programs.....	12%	33%	22%	3%	1%	29%
Residential recycling program.....	40%	41%	9%	2%	1%	7%
Renewable energy or energy efficiency programs.....	17%	34%	18%	4%	2%	25%
Building and housing inspection.....	5%	15%	19%	6%	3%	52%
Enforcement of residential over-occupancy ordinances	4%	8%	15%	6%	5%	62%
Noise control enforcement	6%	17%	21%	11%	5%	41%
Enforcement of ice and snow removal, trash, and weed control on private property	8%	19%	22%	10%	7%	35%
Mosquito or pest control programs	5%	18%	21%	6%	5%	44%
Boulder Municipal Court	5%	16%	16%	3%	2%	58%

11. If you have had phone or in-person contact with any Boulder city employee in the last 12 months, what was your impression? (Rate each characteristic below.)

	very good	good	neither good nor bad	bad	very bad	N.A.* or don't know
Courteous and respectful	23%	24%	4%	2%	2%	45%
Knowledgeable.....	21%	24%	6%	3%	0%	45%
Professional	23%	24%	5%	2%	1%	45%
Willingness to help or understand	22%	22%	6%	4%	1%	45%
Respect for people of diverse backgrounds	14%	14%	5%	1%	0%	66%
Timeliness of response, if applicable	19%	19%	6%	2%	2%	52%
Overall impression.....	21%	24%	6%	3%	1%	45%

* N.A. = not applicable

12. Please rate how well you think the City of Boulder does on each of the following:

	<u>very well</u>	<u>well</u>	<u>neither well nor poorly</u>	<u>poorly</u>	<u>very poorly</u>	<u>N.A.* or don't know</u>
Being responsive to residents and businesses	10%	36%	19%	6%	2%	28%
Effectively planning for the future	12%	35%	21%	7%	4%	21%
Working through critical issues facing the city	8%	27%	26%	10%	3%	26%
Gathering feedback from residents on new policies or projects; conducting public processes	13%	35%	21%	8%	4%	19%
Providing access to information about issues, events and meetings.....	13%	38%	21%	9%	2%	17%
Spending your tax dollars wisely	7%	26%	24%	10%	8%	25%
Informing the public about how their tax dollars are used..	6%	18%	28%	17%	10%	22%

13. Please rate to what extent you agree or disagree with the following statements.

	<u>strongly agree</u>	<u>agree</u>	<u>neither agree nor disagree</u>	<u>disagree</u>	<u>strongly disagree</u>
I am pleased with the overall direction the city is taking	14%	47%	23%	13%	3%
I inform myself about major issues in the City of Boulder.....	10%	36%	33%	16%	4%
I take the initiative to let elected officials or city staff know what I think.....	4%	16%	32%	36%	12%
I contribute time or money to charities or non-profits.....	23%	42%	15%	13%	6%
I feel included in the Boulder community.....	13%	44%	32%	8%	3%

14. Thinking of how you currently get information about events or issues in which you are interested, how likely, if at all, would you be to obtain information from the city about things like City Council meetings, community meetings, upcoming programs and events in the following formats?

	<u>very likely</u>	<u>likely</u>	<u>slightly likely</u>	<u>not at all likely</u>	<u>N.A.* or don't know</u>
Cable TV Channel 8	5%	13%	17%	56%	9%
City of Boulder Web site (www.bouldercolorado.gov)	23%	28%	20%	22%	7%
City social media Web sites (e.g. Facebook, Twitter, YouTube).....	8%	14%	19%	50%	10%
The Boulder Daily Camera (hard copy or online newspaper).....	36%	34%	16%	11%	4%
The Colorado Daily	13%	22%	29%	30%	6%
Boulder County Business Report	3%	10%	14%	62%	11%
Inserts in the water utility bill	8%	19%	19%	43%	11%
Information provided at city facilities (e.g., libraries, recreation centers, the municipal building, the planning department, etc.)	7%	21%	34%	31%	6%
Mailings to your home address	28%	34%	22%	11%	5%
Listserves (where you sign up to be part of a group receiving e-mails from the city)	7%	16%	17%	48%	12%

Are there any other ways you'd like to receive information? _____

Other Comments

15. Do you have any other comments you would like to make?

* N.A. = not applicable

About you and your household

Answers to these questions are used to group survey responses. Your responses will be completely anonymous.

16. About how many years have you lived in Boulder? (Record 0 if less than 6 months.) . average 13 years

17. Are you employed?

28% No → go to question #20
72% Yes

18. Where do you work?

75% Boulder 4% Lafayette
1% Louisville 1% Longmont
5% Broomfield/Interlocken 5% Jefferson County
7% Denver, excluding Tech Center
1% Tech Center/Southeast Denver
1% Other

19. Do you work at your home?

65% No
9% Yes, my business is out of my home
3% Yes, I always work at home instead of my employer's location
21% Yes, sometimes work at home instead of my employer's location, sometimes at my employer's location
1% Other

20. Are you a full- or part-time University or college student?

72% No
25% Yes, at the University of Colorado Boulder campus
1% Yes, at Naropa
3% Yes, somewhere else

21. Please check the one box that most closely describes the type of housing unit you live in.

36% A detached single family home
26% An apartment in an apartment complex
2% An apartment in a single family home
26% A condominium or town house
0% A mobile home
8% Group quarters (dorm, sorority/fraternity house, nursing home) → go to question #28
3% Other, please specify _____

22. Do you rent or own your residence? Please check the appropriate box. (If you own a mobile home, but pay a lot fee, you own your residence.)

47% Rent
39% Own (with mortgage payment)
14% Own (no mortgage payment)

23. Do any children age 12 or younger live in your household? 14% **yes** **no** 86%

24. Do any teenagers age 13 to 18 live in your household? 7% 93%

25. Are you or any members of your household age 65 or older?.....16% 84%

26. Does any member of your household have a long-term disability? 7% 93%

27. About how much was the TOTAL 2010 INCOME BEFORE TAXES for your household as a whole?

15% Less than \$15,000	13% \$75,000 - \$99,999
8% \$15,000 - \$24,999	14% \$100,000 - \$149,999
8% \$25,000 - \$34,999	6% \$150,000 - \$199,999
10% \$35,000 - \$49,999	3% \$200,000 - \$249,999
19% \$50,000 - \$74,999	4% \$250,000 or more

28. Do you have regular, convenient access to the internet?

8% No → go to question #29
92% Yes → **Where? (check all that apply)**
92% at home
65% at work
56% on a "smart" phone or PDA
39% a public facility (e.g. library or school)

29. What is your age?

15% 18-24 years old 10% 55-64 years old
31% 25-34 years old 7% 65-74 years old
17% 35-44 years old 6% 75 or older
15% 45-54 years old

30. What is the highest level of education you have completed?

8% 0-11 years, no diploma
2% High school graduate
13% Some college, no degree
2% Associate Degree
36% Bachelor's Degree
28% Master's Degree
10% Doctorate Degree

31. Are you of Chicano/Mexican-American, Latino/Latina, or Hispanic origin?

6% Yes 94% No

32. Which best describes your race? (Please check all that apply)

0% American Indian, Eskimo or Aleut
6% Asian or Pacific Islander
1% Black or African American
90% White
3% Other, please specify _____

33. What is your preferred first language?

95% English → go to question #35
0% Arabic 0% Korean
1% Chinese 0% Mia, Hmong
0% French 0% Portuguese
0% German 1% Russian
0% Hebrew 0% Spanish
0% Italian 1% Vietnamese
1% Japanese
0% Scandinavian languages
0% Other, please specify _____

34. Did you receive help completing this questionnaire in English?

12% Yes 88% No

35. What is your gender?

51% Male 49% Female

Please return completed surveys to:

National Research Center
3005 30th Street
Boulder, CO 80301